

# Managing payment methods

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Primary payment methods and additional payment methods are stored in your OnceHub Account in the **Billing** → **Payment methods** section. You can add or remove payment methods at any time. You can also change the primary payment method as needed.

In this article, you'll learn about managing payment methods in your OnceHub Account.

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## Requirements

To manage payment methods, you must be a [OnceHub Administrator](#).

## Supported payment methods

OnceHub supports all major credit cards and debit cards. Supported cards include Visa, Mastercard, American Express, Discover, and JCB. OnceHub also supports PayPal.

## Primary payment method

When you [purchase a product for the first time](#), the payment method you use is stored as the primary payment method in the **Billing** → **Payment methods** section of your OnceHub Account. You can only have one primary payment method at a time.

You can also add an additional payment method and then set it as your primary payment method in the **Billing** → **Payment methods** section.

## Additional payment methods

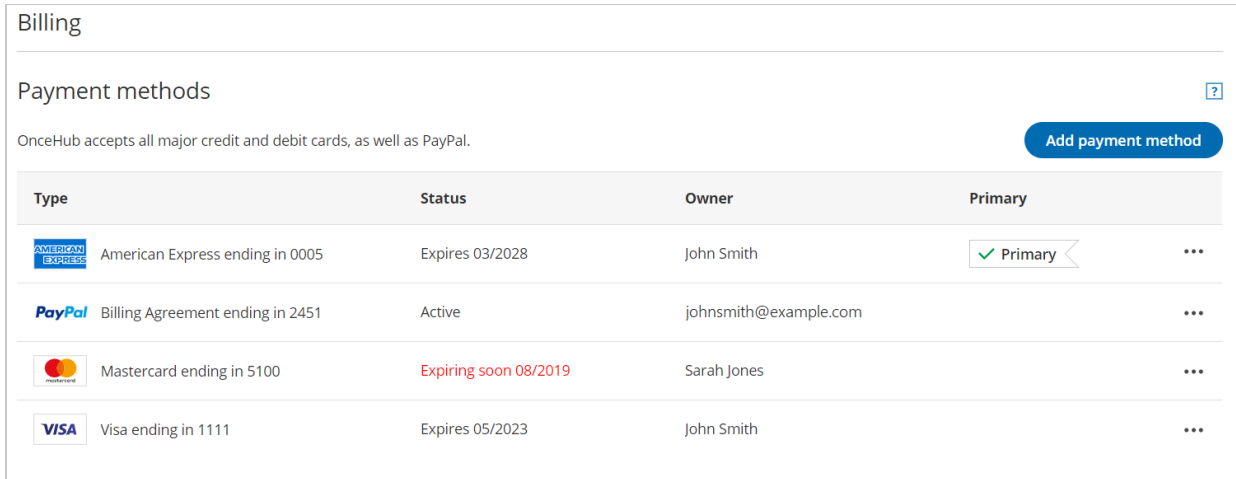
Additional payment methods are stored in your OnceHub Account and are only used when you select them.

Storing additional payment methods allows you to switch payment methods when making one-off purchases, [resuming payment after a failed recurring payment](#), or changing the payment method used for recurring payments. You can store as many additional payment methods in your OnceHub Account as you need.

## Adding a payment method in the Payment methods section

If you've already purchased a OnceHub product subscription, you can add a payment method at any time.

1. Sign in to your OnceHub Account.
2. Select the gear icon in the top navigation menu → **Billing** → **Payment methods**.
- 3.



The screenshot shows the 'Billing' page with a sub-section for 'Payment methods'. It includes a text note about accepted payment methods, an 'Add payment method' button, and a table of existing payment methods.





Type	Status	Owner	Primary
 American Express ending in 0005	Expires 03/2028	John Smith	<input checked="" type="checkbox"/> Primary
 Billing Agreement ending in 2451	Active	johnsmith@example.com	<input type="checkbox"/>
 Mastercard ending in 5100	Expiring soon 08/2019	Sarah Jones	<input type="checkbox"/>
 Visa ending in 1111	Expires 05/2023	John Smith	<input type="checkbox"/>

Figure 1: Payment methods section

Click the **Add payment method** button.

4. The **Add payment method** pop-up will appear.







You can now decide if you want to add a credit card or a PayPal account.

### Adding a credit card

1. In the **Payment method** section, select **Credit card** (Figure 2).

### Add payment method ? ×

Payment details

Payment method  Credit card       PayPal 

Card details

Cardholder's name

Country  ▼

ZIP/Postal code

[Cancel](#) [Save](#)

Figure 2: Selecting credit card as the payment method

2. Enter your card information.
3. Click **Add payment method**.

The credit card is added to your OnceHub Account as an additional payment method.

### Adding a PayPal Account

1. In the **Payment method** section, select **PayPal** (Figure 3).

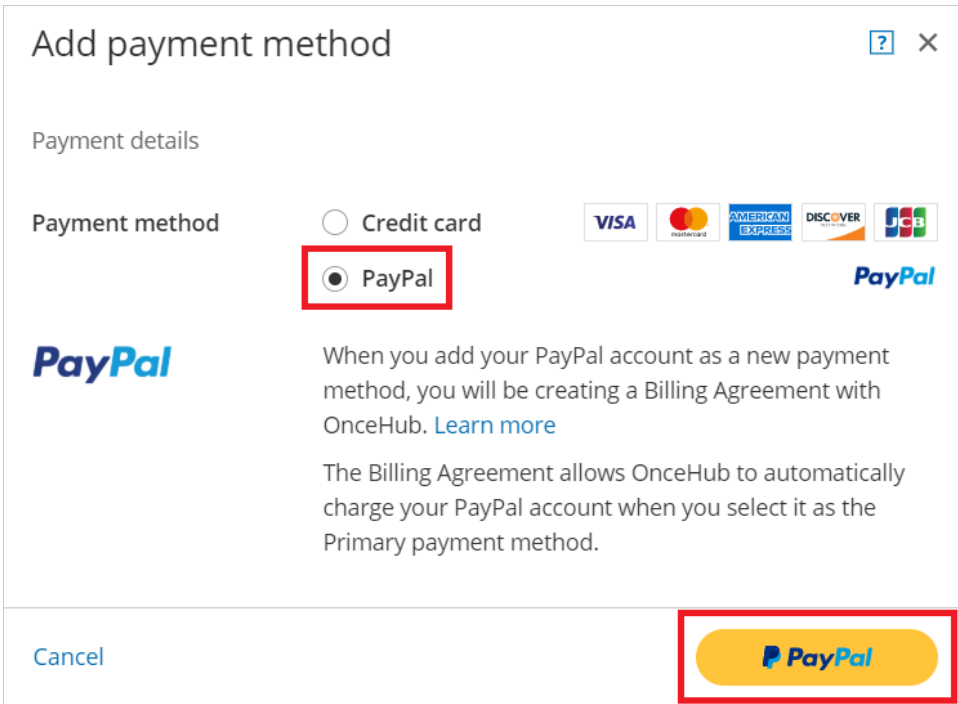


Figure 3: Selecting PayPal as the payment method

2. Click the **PayPal** button (Figure 2).
3. On the PayPal login page, enter your PayPal login details and click **Log In**.
4. Select the card you want to use or add a new card.
1. Click **Continue**.
2. Click **Agree & Continue** to authorize the creation of a [Billing agreement](#) between OnceHub and your PayPal account.  
If authorization is successful, the Billing agreement with PayPal is created and added as a payment method.
3. Click **Close** to return to the **Payment methods** section.

The PayPal payment method is added to your OnceHub Account as an additional payment method.

**Note:**

To remove a payment method, click the action button (three dots) in the row of the specific payment method you want to remove. Then, click **Remove**.





### Setting an additional payment method as the primary payment method

1. In your OnceHub Account, go to the **Billing → Payment methods** section.
2. Click on the action menu (three dots) in the row of the card that you want to set as your primary payment method.
3. Select **Make primary** from the drop-down menu.

Billing

Payment methods ?

OnceHub accepts all major credit and debit cards, as well as PayPal. Add payment method

Type	Status	Owner	Primary
 American Express ending in 0005	Expires 03/2028	John Smith	✓ Primary <span style="float: right;">⋮</span>
 Billing Agreement ending in 2451	Active	johnsmith@example.com	<span style="float: right;">⋮</span>
 Mastercard ending in 5100	Expiring soon 08/2019	Sarah Jones	<span style="float: right;">⋮</span>
 Visa ending in 1111	Expires 05/2023	John Smith	<span style="float: right;">⋮</span>

- Make primary
- View details
- Remove

Figure 4: Payment methods action menu

**Note:**

The previous primary payment method will become an additional payment method.

## Changing the payment method used for recurring payments

Recurring monthly or annual subscription payments are automatically charged to the primary payment method.

We will select the previously-selected payment method as the default payment method. To use a different payment method for recurring payments, you'll need to add it as an additional payment method and then set it as the primary payment method.

## Using a payment method on file to make a one-off purchase

When you make a one-off purchase on your OnceHub Account, such as [purchasing SMS credits](#), you can choose to pay with a payment method you have already added or pay with a new payment method (Figure 4).






- If you choose to pay using an existing additional payment method, the additional payment method automatically becomes your primary payment method. The previous primary payment method will become an additional payment method.
- If you choose to **use a new payment method**, the new payment method will be stored in the **Payment methods** section and become your primary payment method. The previous primary payment method will become an additional payment method.

< Secure payment

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Pay with payment method on file or [use a new payment method](#)

Payment method

-  Visa ending in 0005 ✓ Primary
-  Visa ending in 4444
-  Visa ending in 5100
-  Visa ending in 1111
-  Billing agreement ending in 2451

Order summary

500 SMS credits	\$50.00
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**Due today** **USD 50.00**


 [Submit payment](#)

Figure 5: Selecting a payment method when making a one-off purchase

## Recovering from a failed recurring payment

If we are unable to process your payment at the start of your billing cycle, you will be prompted to establish a new recurring payment method to settle the outstanding payment and resume your subscription.

The new payment method will be stored in the **Payment methods** section and become your primary payment method. The previous primary payment method will become an additional payment method.

[Learn more about recovering from a failed recurring payment](#)