

Recovering from a failed recurring payment

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You are charged a recurring monthly or yearly fee for your OnceHub product subscription, which is always billed in advance. If we are unable to process your payment at the start of your billing cycle, you will immediately receive an email notification. The person who receives this notification is determined by your [billing notification settings](#).

In this article, you'll learn about recovering from a failed recurring payment.

What happens when my payment cannot be processed?

When your payment cannot be processed, you will have a 7-day grace period to update your payment method. During this time, you can continue to use the application as normal and Customers can still make bookings with you.

If you do not renew your payment after 7 days, your account will move to **Payment failure** status. This means you will not have access to ScheduleOnce or ChatOnce and Customers will not be able to make bookings. However, your scheduling configuration is kept intact and you can still sign in to your OnceHub Account and access the billing section to update your payment method.

If you fail to update your payment method within 30 days, your account will be permanently deleted and all of your data will be lost.

We'll send you email notifications when your payment cannot be processed, when the account goes into payment failure status, and again 3 days before your account is set to be deleted.

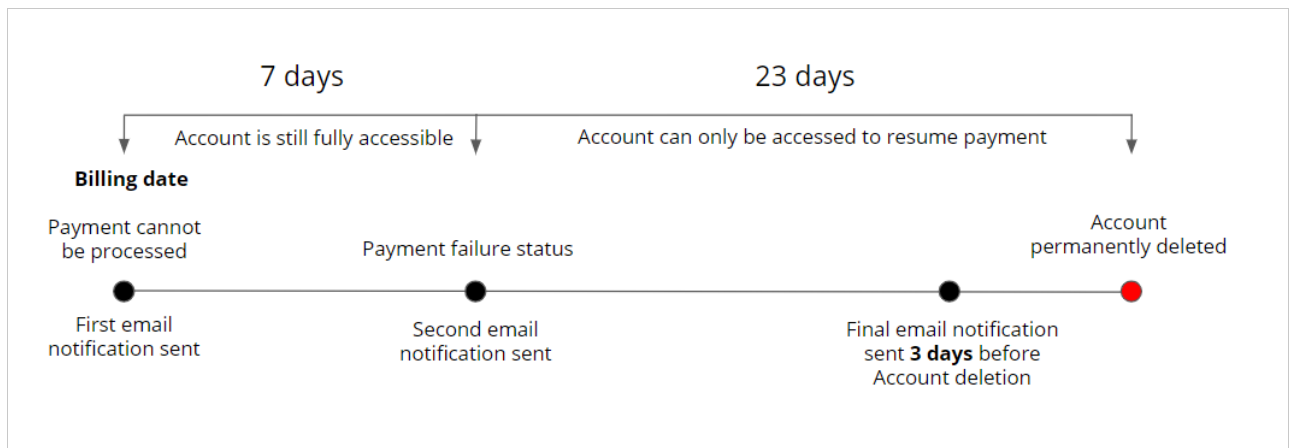


Figure 1: Payment cannot be processed timeline

How can I resume payment?

You do not need an assigned product license to update payment information, though you do need to be an Administrator. [Learn more](#)

1. Sign in to your OnceHub Account.
2. In the banner below the top navigation bar, click the **Proceed to payment** link (Figure 2).

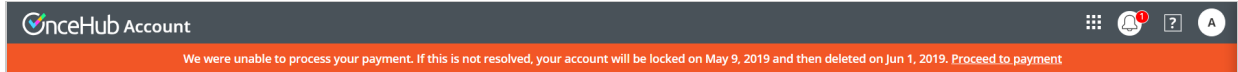


Figure 2: Payment failure notice

3. You will be prompted to establish a new recurring payment method for your account. Enter your payment details and click **Submit payment**.

Once your payment has been processed successfully, you'll receive your regular recurring payment email notification, as per your billing notification settings.

 **Note:**

Your billing date doesn't change when you resume payment for your subscription. For example, let's say you purchased a monthly subscription and are billed on the 10th of each month. If you resume payment on the 15th of the month, your next billing date will still be the 10th of the following month.