

Recovering from a failed recurring payment

Last Modified on Jul 11, 2022

You are charged a recurring monthly or yearly fee for your OnceHub license subscription(s), 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. You can define who receives this notification in your [billing notification settings](#).

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

In this article:

- [What happens when my payment cannot be processed?](#)
- [How can I resume 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 and chat live with you.

If you do not renew your payment after 7 days, your account will move to **Account suspension** status. This means you will not be able to access your configuration or utilize any features, including scheduling and live chat. You will be able to update your payment information when you sign in.

If you fail to update your payment method within 14 days, your account's licenses will be suspended permanently.

All your account's chatbots, booking pages, and forms will be saved. If you would like to resume your account in future, you can repurchase your subscription and reconfigure assignment for live chat and scheduled meetings.

We'll send you email notifications when your payment cannot be processed, when the account goes into account suspension status, and again once your licenses are suspended permanently.

How can I resume payment?

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

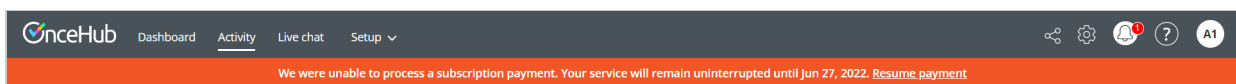


Figure 1: Payment failure notice

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.