Order Time Billing

Last Modified on 10/20/2026 10:07 am EDT

Overview

Billing and subscriptions within the app have been disabled as of December 27th, 2024. Billing for Order Time Inventory has moved to a new platform, and subscriptions are now managed outside of the app. This change ensures a secure billing experience for our customers.

To upgrade or change your subscription, or to pay an overdue invoice, please submit the **Billing Request Form**. Each submission creates a support ticket that goes directly to our dedicated billing queue, so your request reaches the right team and can be tracked from start to finish. We'll follow up on your ticket to complete the change.

If you are suspending your Order Time Subscription:

Customer must notify the Company of its intent to terminate prepaid Services at least thirty (30) calendar days before the billing renewal date. Refer to the Master Service Agreement and your Order Form for more details.