

My Credit Card was declined on the monthly subscription

Last Modified on 12/18/2024 9:44 pm EST

Overview:

This article is designed to help you if your Credit Card was declined in the monthly subscription of Order Time.

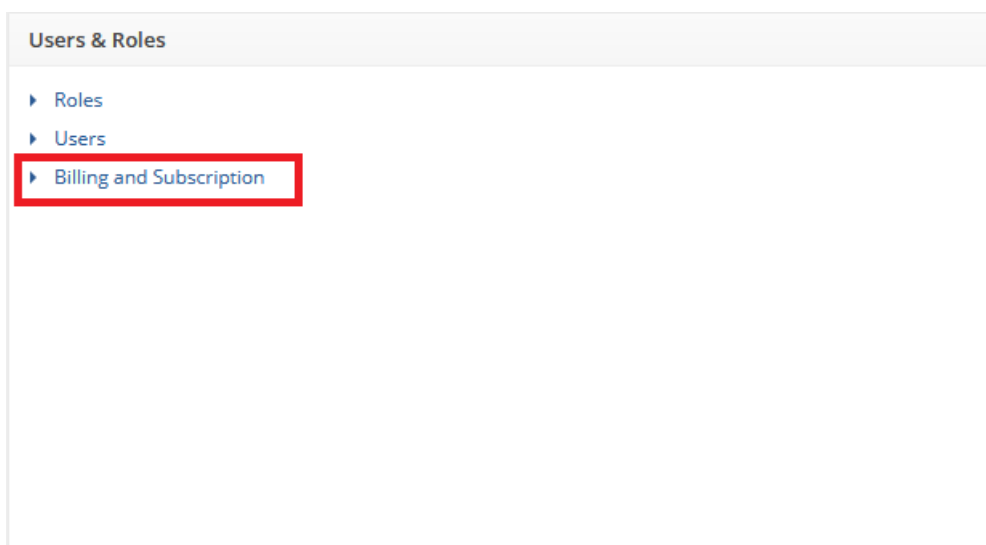
Solution:

Unfortunately, this does occasionally happen. The solution is simple you will just need to re-enter you Credit Card information.

Head to your Admin Settings Panel by clicking on the cog in the top-right.



On the right hand side click on the Billing & Subscription Link.



Now when you go to Admin > Billing and Subscription you will see the following screen:

Admin > Billing and Subscription

Billing and Subscription

Company Id: 3109

Status [Active](#) [Cancel](#)

Payment method [Credit Card No - / Edit](#)

Payment Interval [Monthly](#)

Next charge [9/9/2020](#)

Payment history [View payment history](#)

Subscription details [Edit or Add Services](#)

ITEM	QUANTITY
User License	12
Ship Station Integration	1
3d Cart Integration	1
Shopify Integration	1
Label Printing	1
TrueCommerce	3
DocuSign	1

Next to Payment method you can select edit to re-enter your Credit Card information

If you would like to edit or add services to your subscription you would want to choose Edit or Add Services

Subscription details [Edit or Add Services](#)

Now you are confronted with a few options to choose from, let's start from the top.

There is a link to switch between Yearly and Monthly pricing. Make sure to decide which type of subscription term you want first. Switching between these two wipes out your previous choices!

The next link is to Add Subscription Items like Ecommerce Integrations, Shipping Integrations and More.

The third link is for Services such as Remote Training which can be tagged on at an additional price.

Make sure to change the Quantity of Users to the desired selection.

Admin > Billing and Subscription > Subscription

Subscription Start Date: 8/17/2020 **View Yearly** Save Reset

Subscription details : Monthly

ITEM	QUANTITY	PRICE	SUBSCRIPTION	PAYMENT
Subscription Items Add				
User License	2	50.00	100.00	100.00
Services Add				
Onboarding	1	395.00	395.00	395.00
Discount				
11-20 user discount	0	-5.00	0.00	0.00
>20 user discount	0	-5.00	0.00	0.00
		Subtotal	0.00	0.00
		Taxes	0.00	0.00
		Total Amount	0.00	0.00

Selecting View Yearly changes all the Pricing to our Annual Rates:

Admin > Billing and Subscription > Subscription

Subscription Start Date: 8/17/2020 **View Monthly** Save Reset

Subscription details : Yearly

ITEM	QUANTITY	PRICE	SUBSCRIPTION	PAYMENT
Subscription Items Add				
User License	2	558.00	1,116.00	1,116.00
Services Add				
Onboarding	1	395.00	395.00	395.00
Discount				
11-20 user discount	0	-55.80	0.00	0.00
>20 user discount	0	-55.80	0.00	0.00
		Subtotal	0.00	0.00
		Taxes	0.00	0.00
		Total Amount	0.00	0.00

Clicking the Subscription Items Add link brings up a drop-down with multiple options, make your choices one at a time:

OrderTime

Home Sales Purchasing Production Warehouse Reports

Somerset Extreme PC Logout

Admin > Billing and Subscription > Subscription

Subscription Start Date: 8/17/2020 **View Monthly** Save Reset

Subscription details : Yearly

ITEM	QUANTITY	PRICE	SUBSCRIPTION	PAYMENT
Subscription Items -- None -- Cancel				
User License	2	558.00	1,116.00	1,116.00
Services Add				
Onboarding	1	395.00	395.00	395.00
Discount				
11-20 user discount	0	-55.80	0.00	0.00
>20 user discount	0	-55.80	0.00	0.00
		Subtotal	0.00	0.00
		Taxes	0.00	0.00
		Total Amount	0.00	0.00
Payment method				

Clicking the Services Add link brings up a drop-down with multiple options including Remote Training, these are optional. Make your choices one at a time:

Admin > Billing and Subscription > Subscription

Subscription Start Date: 8/17/2020 View Yearly Save Reset

Subscription details : Monthly

ITEM	QUANTITY	PRICE	SUBSCRIPTION	PAYMENT
Subscription Items Add				
User License	2	50.00	100.00	100.00
Label Printing	1	10.00	10.00	10.00
Ship Station Integration	1	15.00	15.00	15.00
Shopify Integration	1	40.00	40.00	40.00
Services Add				
Onboard	1	395.00	0.00	395.00
Remote Training - 4 hours - 550.00				
Remote Training - 8 hours - 1,000.00				
Custom Form Template Design - 500.00				
Remote Training - 1 hour - 150.00				
Onsite training per day plus travel (2 day minimum) - 1,200.00				
Estimated travel cost per day - 350.00				
Misc - 50.00				
		Subtotal	165.00	560.00
		Taxes	0.00	0.00
		Total Amount	165.00	560.00

Payment

After choosing your Subscription Term, Subscription Items and Services make sure the quantity for your User Licenses is set to the proper amount so that you get the proper discount applied!

Now scroll to the bottom and enter your Payment Method Details:




Subscription details : Monthly

ITEM	QUANTITY	PRICE	SUBSCRIPTION	PAYMENT
Subscription Items Add				
User License	2	50.00	100.00	100.00
Label Printing	1	10.00	10.00	10.00
Ship Station Integration	1	15.00	15.00	15.00
Shopify Integration	1	40.00	40.00	40.00
Services Add				
Onboarding	1	395.00	0.00	395.00
Remote Training - 4 hours	1	550.00	0.00	550.00
		Subtotal	165.00	1,110.00
		Taxes	0.00	0.00
		Total Amount	165.00	1,110.00

Payment method

First name

Last name

Credit Card No.

Exp. MM/YYYY

Security Code

Address

Zip/Postal

Email

After completing this section, go to the top-right and click SAVE.

OrderTime Somerset Extreme PC Login

Home Sales Purchasing Production Warehouse Reports

Admin > Billing and Subscription > Subscription

Subscription Start Date: 8/17/2020 View Yearly Save Reset

Subscription details : Monthly

ITEM	QUANTITY	PRICE	SUBSCRIPTION	PAYMENT
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Your transaction will be processed when you click Save.

Now when you go to Admin > Billing and Subscription you will see the following screen:

Billing and Subscription

Company Id: 3109

Status [Active](#) [Cancel](#)
Payment method [Credit Card No - / Edit](#)
Payment Interval [Monthly](#)
Next charge [9/9/2020](#)
Payment history [View payment history](#)
Subscription details [Edit or Add Services](#)

ITEM	QUANTITY
User License	12
Ship Station Integration	1
3d Cart Integration	1
Shopify Integration	1
Label Printing	1
TrueCommerce	3
DocuSign	1

This screen gives you the ability to -

- [Cancel your Subscription](#)
- [Edit your Payment Method](#)
- [View your payment history](#)
- [Edit or Add Services](#)
- It also shows you the full itemization of your User Licenses and Integrations for your recurring balance.

Congratulations on becoming an Order Time Inventory subscriber! Enjoy your subscription, we're happy to help your company grow.

For sales inquiries email: kimk@numbercruncher.com

Toll Free 866-278-6243 X 335

Direct Line 954-302-6335

As always, direct support-related queries to: support@ordertime.com