

Manage billing

See your plan and invoices, change plans, and keep your payment method up to date.

The **Billing** page in the [customer dashboard](#) shows your organization's Supreme Point subscription. Your organization is your company's Supreme Point account. Payments are handled by Stripe, our payment provider. Only Owners and Admins can view or change billing.

Before you begin

- You need an Owner or Admin account. Other people who open **Billing** see **Billing is managed by your organization's owners and admins**.

Open the Billing page

- 1 In the customer dashboard, click your name in the top-right corner.
- 2 Click **Billing**.

The page shows:

- **Plan:** your plan name, a status badge, the price, and whether you're billed monthly or annually. The line under the price shows your next renewal date, when your trial ends, or when access ends if the subscription is set to cancel.
- **Status badge:** one of **Active**, **Trial - N days left**, **Past due**, **Paused**, **Canceled**, **Payment incomplete**, or **Cancels** followed by a date.
- **Usage:** how much of your plan you're using, such as **Locations**, **Staff seats**, and **Packages this month**. Only the limits your plan sets are shown. A bar turns red when you go over a limit.
- **Payment method:** the card or bank account Stripe charges, or **No payment method on file**.
- **Invoices:** your 12 most recent invoices, each with a date, amount, and status (**Paid**, **Open**, **Payment failed**, **Void**, or **Uncollectible**). Click **View invoice** to open an invoice from Stripe.

Change your plan

- 1 On the **Billing** page, click **Change plan**.
- 2 (Optional) Choose how often you pay: **Monthly** or **Annual**. If annual billing has a discount, the button shows how much you save.
- 3 Click **Select plan** on the plan you want. Your current plan shows **Current plan**.
- 4 Click **Confirm** followed by the plan name.

The change applies right away and you see **Plan changed to** followed by the plan name.

- **Paid subscription:** prorated charges or credits for the rest of the current period appear on your next invoice.
- **Free trial:** you aren't charged until your trial ends. The dialog shows the date.

The **Change plan** button only shows when your subscription is active or in a trial. If it's set to cancel or isn't active, the page shows **Manage billing** instead, with a message telling you to use it to renew or restore your subscription before changing plans.

Update your payment method

- 1 On the **Billing** page, under **Payment method**, click **Update**. If no payment method is on file, click **Add payment method**.
- 2 In the Stripe billing portal, add or change your card or bank account.

The portal opens in the same browser tab. When you return to Supreme Point, the new payment method shows on the **Billing** page.

Fix a failed payment

If a subscription payment fails, a banner across the top of the dashboard says **Your latest subscription payment failed**. It shows the date your organization stays active through. That date is the end of the grace period, the time you have to fix the payment.

- 1 In the banner, click **Update payment method**.
- 2 In the Stripe billing portal, update your payment method.

Important: If the grace period ends before you pay, the banner changes to **Account access is paused because payment is overdue**. Your whole organization loses access until the payment goes through, and the dashboard opens only the **Billing** page. Access comes back on its own once Stripe confirms the payment.

Troubleshooting

- **This change needs a payment to be confirmed first. Open the invoice to finish it:** the new plan needs a payment before it takes effect. Click **Open invoice**, pay it, and the plan changes.
- **Stripe could not change the plan. No changes were made:** try again in a few minutes. Your plan stays the same.

See also

- Add admins and team members
- Manage your account
- Get started on the dashboard