

Update the credit card on a Subscription

This article applies to:

[Max](#)

[Max Classic](#)

When a customer responds to a billing issue related to a failed autocharge for a payment plan or an expired credit card, you will need to:

- Add a new credit card
- Update the order or subscription to transition the billing to the new card

Note: If the credit card on file is expired, you can update the expiration date from the Order tab in a contact record. Click on the credit card link to change the expiration date and month.

Below are the steps for updating the Credit Card information on a Subscription. For updating the Credit Card on a Specific order/Invoice, see [This Article](#)

1. Find the customer's contact record
2. Go to the **Order** tab in the bottom row of tabs on the contact record
3. Click on the name of a subscription to open it
4. Go to the **Payment Plan** section and click the **Edit Payment Plan** button. Select the new credit card from the drop-downs or click on the **Add** button to enter a new credit card.
5. Click **Save** to update the subscription. The past due billing will be handled in one of the following ways:
 - If the card has not reached the maximum number of autocharge retries, the next autocharge attempt will run all current and past due charge.
 - If the maximum number of auto-charge retries has been reached, you need to manually run the past due charges. All future charges will run automatically using the new card.
6. **Save** the updated subscription

It is important to note that this will ONLY update the future charges. To update the Credit Cards for past orders, click on the Invoice number for EACH unpaid order. In the pop-out, please update the Payment Plan with the new card.
