

Update The Credit Card For An Order

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.

1. While viewing the contact record, click on the **Order** tab.
 2. Click on the name of an order to view it.
 3. Click on the **Edit Payment Plan** button.
 4. Go to the Autocharge section and select the new credit card from the drop-downs or click on the **Add** button to enter a new credit card.
 5. Click the **Save** button to save the payment plan and initiate any past due billing 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 charges
 - If the maximum number of autocharge retries has been reached, you need to manually run the past due charges. All future charges will run automatically using the new card.
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