

How to update or change your credit card for your subscription

Change Payment Method

The **Change Payment Method** button can be used to update the payment method for future recurring payments, e.g., when a subscriber's credit card expires, or they want to use a different credit card than the one currently on file.

Change Recurring Payment Process

To change the payment method used for a subscription, the customer would:

1. **Select** the **Change Payment Method** button next to a subscription.
2. **Enter** the new payment details on the **Checkout > Pay** page.

3. **Submit the Checkout > Pay** form and returns to the **My Account** page where a confirmation message says that the payment method has been updated.

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Subscription #68

Status	Active
Start Date	August 6, 2015
Last Payment Date	August 6, 2015
Next Payment Date	September 6, 2015
End Date	August 6, 2016
Actions	Suspend Cancel Change Address Change Payment

Subscription Totals

PRODUCT	TOTAL
Karaoke lyrics x 1	\$9.99 / month
Subtotal:	\$9.99
Shipping:	Free Shipping
Payment Method:	Credit card (Stripe)
Total:	\$9.99 / month

4. 1 – Customer Clicks Change Payment Method Button

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[Home](#) / [Checkout](#) / Pay for Order

Change Payment Method

Choose a new payment method. Next payment is due September 6, 2015.

PRODUCT	QTY	TOTALS
Karaoke lyrics	1	\$9.99 / month
Subtotal:		\$9.99
Shipping:		Free Shipping
Payment Method:		Credit card (Stripe)
Total:		\$9.99 / month

Credit card (Stripe) 
   

PayPal [What is PayPal?](#)    

Pay via PayPal; you can pay with your credit card if you don't have a PayPal account.

[Proceed to PayPal](#)

5. 2 – Customer Chooses a New Payment Method

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Payment method updated.

[Home](#) / [My Account](#)

My Account

Hello **Brennan** (not Brennan? [Sign out](#)). From your account dashboard you can view your recent orders, manage your shipping and billing addresses and [edit your password and account details](#).

My Subscriptions

SUBSCRIPTION	STATUS	NEXT PAYMENT	TOTAL	
#68	Active	September 6, 2015 Via Visa card ending in 4242	\$9.99 / month	View

Recent Orders

ORDER	DATE	STATUS	TOTAL	
#67	August 6, 2015	Processing	\$9.99 for 1 item	View

3 –

Payment Method Change Confirmed

My Account

Hello **Brennan** (not Brennan? [Sign out](#)). From your account dashboard you can view your recent orders, manage your shipping and billing addresses and [edit your password and account details](#).

My Subscriptions

SUBSCRIPTION	STATUS	NEXT PAYMENT	TOTAL	
68	Active	September 6, 2015 Via PayPal	\$9.99 / month	View

Recent Orders

ORDER	DATE	STATUS	TOTAL	
#67	August 6, 2015	Processing	\$9.99 for 1 item	View

4 – New

Payment Method Shown to Customer

Requirements for Changing Payment

It's not always possible, or necessary, for a customer to be able to change the recurring payment method on a subscription. As a result, the **Change Payment Method** button is only displayed if a subscription:

- Has the status of **active**
- Requires [automatic recurring payments](#). Changing a payment method for manual renewals is unnecessary as the customer can choose a payment method for each recurring payment.