

Update Payment Method and Account Details

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Tags | [Billing](#) |

ADMIN PRIVILEGES REQUIRED

Applies to: Free Basic Business Enterprise

Enterprise users can access their documentation [here](#). [Find your plan](#).

Types of payment methods

We accept two methods of payment: credit/debit cards for our Basic and Self-Served Business tier, and invoicing for our Managed Business tier.

We also provide some other settings to customize your payment experience and ensure your billing department has the information they need.

Credit card payments (for Basic and Self-Served Business)

Review or update the current payment information by clicking **Payment method** under **Settings**. Here you can update the name for the card, enter entirely new credit card details, update the expiration date, and update the billing address for your account.

Invoices (for Managed Business)

Information regarding invoices is not provided within the administration pages. If you wish to make changes to your payment method, please direct your request to the [support team](#).

One thing to note: We are unable to change your payment method type once a Teams subscription has been established. Once a subscription is setup, there is no option to convert from invoicing to a card payment, or vice versa.

Types of Business Plans

Self-Serve Business Plans: If you're a Business customer that has signed up and purchased a subscription through our website.

Managed Business Plans: If you're a Business customer that has signed up and purchased a subscription through a sales representative.

Update account information

We provide some additional sections for billing related information beyond what's available on your payment settings. In order to ensure that all transactions are accurate and contain the necessary data, we recommend making sure these are up-

to-date.

Billing representative

Your account information refers to the primary contact representative for your team's billing. This information reflects the name and email that will be included in billing and invoices. Review and update these details by clicking on **Account information** under **Settings**.

Customers on our Business tier cannot update the information directly in their settings. The page will direct these customers to [contact the support team](#) to change their details.

Reference number

Depending on where you are located, there may be additional information required for tax or accounting purposes. Use the Reference Number form to specify a VAT number, Purchase Order (PO) number, or similar. We will then include this number when we send receipts for any transactions.

Review or change your reference number by clicking **Reference number** under **Settings**. If a reference number has been entered already, it will be pre-populated for review. Otherwise, you can enter any reference number and save it to your account.

Need help? Submit an issue or question through our [support portal](#).