

Billing Management

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Viewing Your Plan

Navigate to Platform Dashboard then Billing. You see your current plan, next billing date, amount due, and usage metrics.

Updating Payment Method

Click Manage Billing in Stripe. You are redirected to the Stripe customer portal. Update card details, add backup payment methods, or remove cards.

Upgrading Your Plan

From Starter to Professional: Click Upgrade in the dashboard. Confirm the new plan. Your card is charged immediately for the prorated difference.

To Enterprise: Contact sales@myworkforceteamtechnology.com for custom pricing and setup.

Downgrading

Contact support to downgrade from Professional to Starter. Downgrades take effect at the end of your current billing period.

Canceling

Click Manage Billing in Stripe then Cancel Subscription. Your instance remains active until the end of your billing period. After that, access is suspended but data is retained for 30 days in case you reactivate.

Invoices

All invoices are available in the Stripe customer portal under Invoice History. Download any invoice as PDF.

Refunds

All sales are final. Contact support@myworkforceteamtechnology.com for special circumstances.

Support

Billing questions: support@myworkforceteamtechnology.com