

Paying Your Bigcommerce Invoice

What We'll Cover

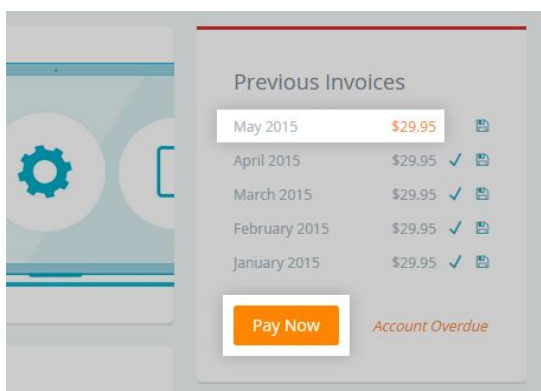
- [Paying an invoice](#)
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The subscription fee for your Bigcommerce store is drawn automatically on a monthly or yearly basis, depending on the type of plan you signed up for. If for some reason the payment fails — for instance, you cancel your credit card — follow these instructions to manually pay an invoice.

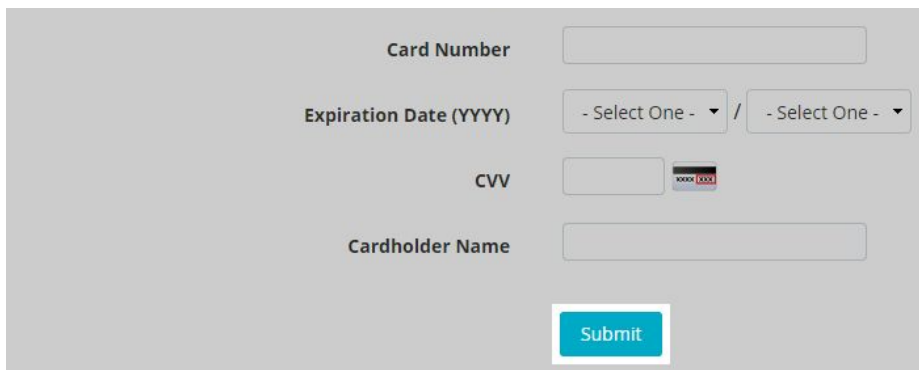
Paying an Invoice

1. Log in to your [Client Area](#). Any unpaid invoices will be listed on the account overview screen in a section marked **Previous Invoices**.

2. Click **Pay Now**.




3. Enter your payment details, then click **Submit**.



Card Number

Expiration Date (YYYY) /

CVV 

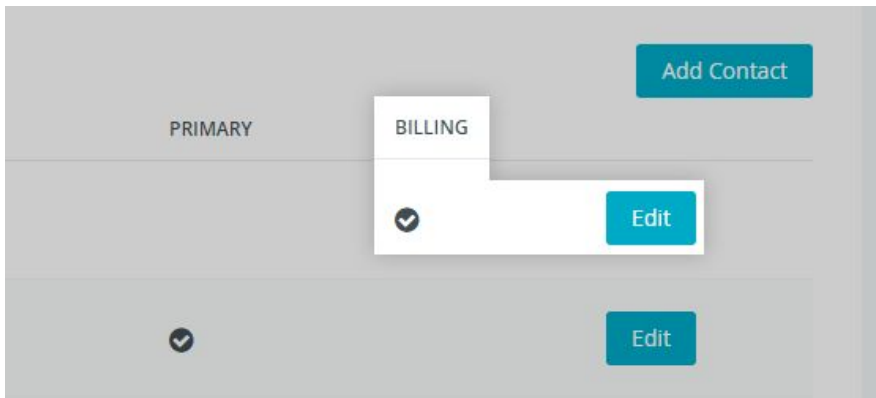
Cardholder Name

Submit

Potential Errors

BILLING ADDRESS MISMATCH

If the billing address associated with your card does not match your account's billing contact address, the payment will fail. To update the billing contact address go to My Account › Account details, then click Edit to the right of the contact listed as the billing contact.



CARD BLOCKED FOR TOO MANY FAILED ATTEMPTS

Multiple failed payment attempts will cause your card to be blocked at the gateway for 24 - 48 hours. If this occurs, you will not be able to use that card for payment until it has been unblocked.