SIGNIVENT

Billing and plans

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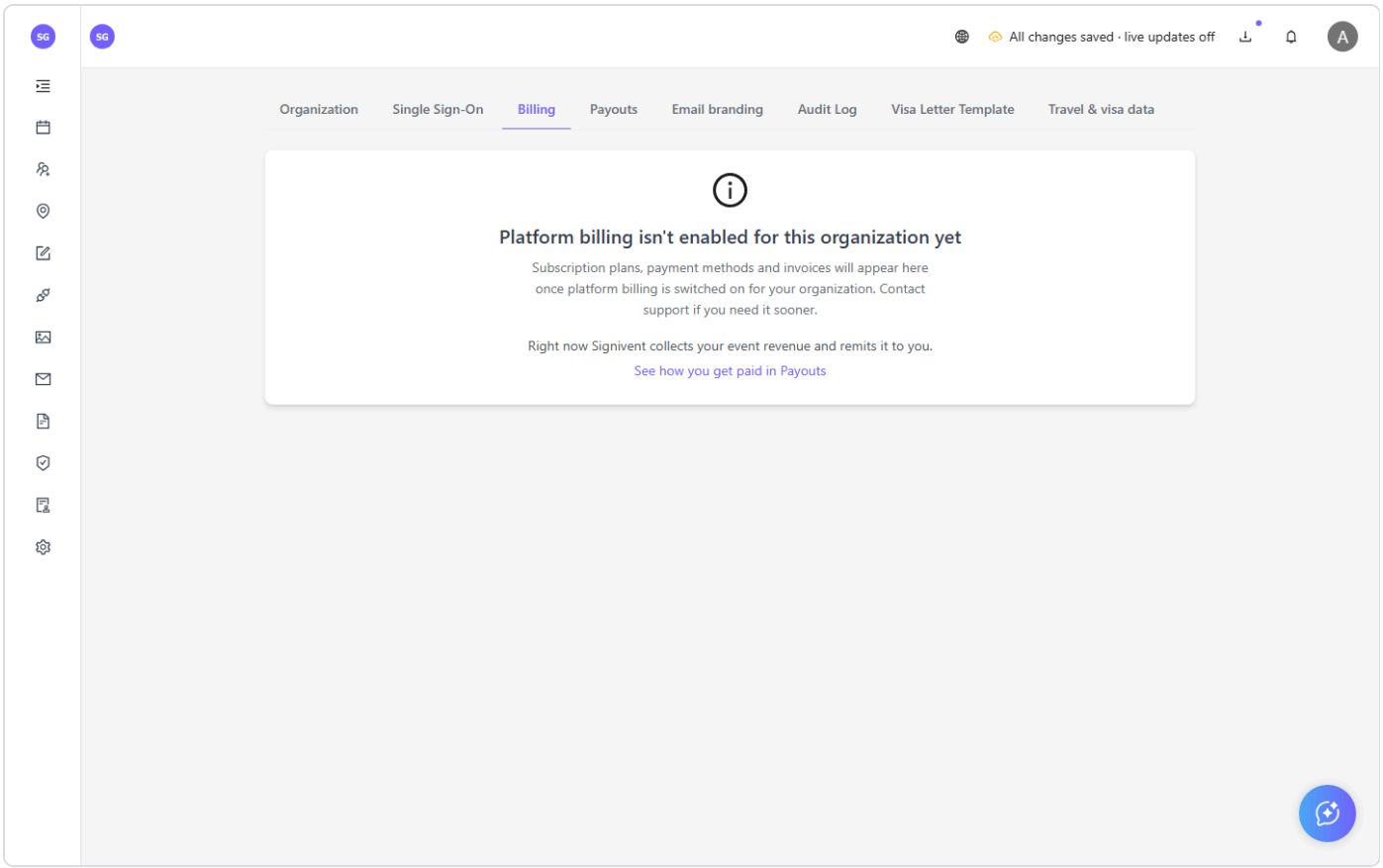
Organization Settings > **Billing** is where your organization pays Signivent: your subscription plan, team seats, add-ons, the card on file and your invoices. It is separate from the money your events take in, which is covered in Payouts and payment processors.

Check whether billing is on for your organization

Platform billing is switched on per organization. Until it is on for yours, the tab shows **Platform billing isn't enabled for this organization yet**, with a link to Payouts.



Billing: the "Platform billing isn't enabled for this organization yet" card, with a note that event revenue is collected and remitted to you and a link to Payouts

While billing is off:

- There is nothing to set up on this tab.
- Contact support if you need plan, add-on or invoice changes, or want self-serve billing sooner.

What the tab holds once billing is on

When platform billing is switched on, the tab shows these sections (described from the product; the sample organization used for this guide has billing off):

Section	What it shows	What you can do
Team seats	How many team members your plan includes and how many you use	Invite more people on Team; extra seats are billed once an invitation is accepted
Current Plan	Your plan name	**Upgrade Plan** or **Change Plan**
Active Add-Ons	Add-ons on your account and where each came from: **Purchased**, **Granted by our team** or **Included in contract**	**Manage**
Available Add-Ons	Add-ons you can buy	**Add**
Payment Method	The card on file, or "No payment method on file"	**Add Payment Method**, or **Manage in Stripe**
Invoice History	Your past invoices	Review them

A banner at the top warns you if a payment failed or the account is past due, and usage alerts appear when you near a plan limit.

Where plan limits show up elsewhere

- **Inviting team members.** If the invitations would take you past your plan's included seats, Team asks you to confirm the extra monthly cost first. See Team, members, roles and permissions.
- **Locked features.** A feature your plan does not include shows a lock and a short note that links to Settings > Billing. The Visa Letters add-on is one example; see the Visa Letter Management Guide.

Troubleshooting

You see	Why	Fix
"Platform billing isn't enabled for this organization yet"	Self-serve billing is not switched on for your organization	Nothing to do; contact support if you want it on
A lock on a feature	Your plan does not include it	Contact support, or add it on Billing once billing is on
A past-due banner	A payment failed	Update the payment method on Billing

You see	Why	Fix
Invites ask you to confirm an added cost	You are going past the seats your plan includes	Confirm, or remove members you no longer need