OperationsIP

OIP-GDE-015 · Version 1.0 · Effective 1 December 2026

# Billing and Subscription Guide

Only the Owner can see and manage billing. Open Billing from the menu.

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## 1. Start a plan

1. Open Billing
2. Choose Pay monthly or Pay yearly (25% off)
3. Enter your card on the secure Stripe page
4. You'll come back to OperationsIP. If you are still in your free period, you won't be charged until it ends

## 2. Update your card or see invoices

Tap Update payment method and invoices. This opens Stripe's secure page, where you can change your card and download invoices. Invoices also appear in Billing.

## 3. Switch to annual

Tap Switch to annual. You pay for 12 months now, less a credit for the unused part of this month, and save 25%.

## 4. Add-ons

- Extra storage: choose how many extra blocks you want each month
- SMS credits: buy in advance, from 100 credits
- Prices show in Billing once they are on sale

## 5. Cancel

1. Tap Cancel subscription
2. Read the summary. It shows exactly what will be charged or refunded
3. Confirm

Monthly plans end at the end of the paid month. Annual plans end straight away: months used are charged at the monthly price and the rest is refunded. See Billing, Cancellation and Refund Policy (OIP-LEG-007).

## 6. If a payment fails

You'll see a banner. Update your card in Billing. If it isn't fixed, the app becomes read-only for you and paused for your team until payment is made.

**Related documents**

- Billing, Cancellation and Refund Policy (OIP-LEG-007)

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