

Credit Card on File FAQ

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Pipeline keeps one credit card on file and charges it automatically each cycle. Answers to the common questions about who can update it, the small verification hold, and switching cards.

Who can update the credit card on file?

Only a master admin. Viewing or changing the card is limited to the master admin so your billing details stay with the account owner.

How many cards can I keep on file?

One per account. Entering a new card replaces the one that was there before — Pipeline bills a single card each cycle.

What is the small charge of about \$1 on my statement?

It's a verification hold, not a charge. When you save a new card, Pipeline authorizes up to \$1 to confirm the card is valid, and it drops off your statement on its own within 3 to 8 business days.

Why does the authorization show as "STRIPE" or "PAPERLESS PIPELINE"?

That's our payment processor. Pipeline processes cards through Stripe, so the verification authorization can appear under either name. It isn't a duplicate charge.

When does the new card start getting billed?

On your next monthly bill. The card you enter is used going forward, starting with your next billing date. If your account was past due, allow up to 10 minutes for the outstanding balance to process.

My payment failed — how do I get it to retry?

Re-enter your card and Pipeline retries automatically. After you save the card, the system attempts billing again within about 10 minutes. Type the card details in yourself rather than using browser auto-fill, which can fill in an old card.

Can support tell me which card is on file?

Yes, but only to the master admin. For security, support can confirm the last four digits of the card on file only when the master admin asks. Your most recent Payment Receipt email also shows this.

Learn More

Pipeline keeps one credit card on file and charges it automatically each billing cycle — update it anytime from your account settings.

See [Credit Card on File](#)

Still Have Questions?

Didn't find your answer above? Email us at help@paperlesspipeline.com and we'll help.
