Billing Control FAQ

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Billing for every account in an Enterprise runs through the Enterprise Admin, from the Enterprise Portal. Answers to the common questions about who can update a card, delegating billing to a master admin, and what each account is charged.

Who can update the credit card for an account in my Enterprise?

Enterprise Admins — plus any master admin an Enterprise Admin has granted permission. Enterprise Admins work from the Portal and don't need to log into the account. A master admin gets access only once [Allow Credit Card Update] has been turned on for them inside that account.

Why is [Update Credit Card] missing from my account's Admin / Settings?

Because billing for member accounts is managed centrally, in the Enterprise Portal. The option doesn't appear in a member account's own settings until an Enterprise Admin grants that permission. Ask your Enterprise Admin to make the change for you, or to turn the permission on for you.

Can someone who isn't a master admin be given billing access?

No. Credit card updates are limited to Enterprise Admins and to master admins who've been granted the permission. There's no way to give billing access to a user who isn't a master admin on the account.

Does the Enterprise Portal cost extra?

No. There's no additional charge for the Portal itself — you pay for each member account's transaction plan, the same as before.

Does an Enterprise get one combined bill?

No — each account is billed separately. Every member account carries its own transaction plan and its own monthly charge. What you get in one place is the view: the Combined Billing Report emails you last month's charges for every account at once.

Who can change a member account's transaction plan?

The account's master admin, or an Enterprise Admin. Our support team can't move an account up or down a plan for you — that authority sits inside the Enterprise.

How do I give my accounting team billing access without making them Enterprise Admins?

Add them as a master admin on just the accounts they handle, then grant credit card update permission there.

Enterprise Admin access reaches every account in the Enterprise, which is far more than a billing role needs.

What happens to billing when an account leaves the Enterprise?

It goes back to the account. The remaining master admin takes ownership, and needs to put a card on file from [Gear] → [Admin / Settings] → [Update Credit Card] under Billing before the next bill date so service isn't interrupted.

Learn More

In an Enterprise, billing runs from one place. The Enterprise Admin controls the card on file for every member account, and can hand that control to a master admin whenever an office would rather manage its own.

See [Billing Control]

Still Have Questions?

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