

# Recurring Billing Overview

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Our **Recurring Billing** product can be configured to match your business' recurring and scheduled payment needs. The components of Recurring Billing are plans, customers, and subscriptions. All subscriptions require a customer but do not necessarily require a plan. Subscriptions that use a plan are referred to as "on-plan" subscriptions. Subscriptions that do not use a plan are called "off-plan" subscriptions. Recurring Billing integrates seamlessly with [Account Updater](#) to keep cardholder data fresh. A variety of emails and reports will support your management needs.

## Plans

If you sell a few products and bill at fixed frequencies, plans are a simple way to create and maintain your subscriptions. If you make any changes, such as the amount, to a plan, all new subscribers will be affected by the change. A new plan ID will be created for the plan with the changes, and the current plan ID for the existing plan will remain the same. Existing subscribers will stay on the current plan. For example, if you charge all your existing customers \$9.99 per month. You decide to raise your fee to \$10.99 for new subscribers; you can update the plan without updating each customer's subscription. If you would like to change the plan amount for all customers, new and existing, you can [create a new plan](#) with the new amount and subscribe all of your customers to it.

You can manage your plans by [locating a plan](#) and then selecting to ***edit***, ***delete***, or ***archive***.

## Customers

Customer Vault allows you to store customer-preferred payment data securely. When adding a subscription to a customer, assign it to a plan to create an on-plan subscription or create an off-plan subscription.

## Subscriptions

Subscriptions allow you to charge your customers automatically at a scheduled frequency. Use on-plan subscriptions if your business sells mostly the same item at the same amount. In an on-plan scenario, you will create plans; then, when you add customers, you will create subscriptions by subscribing your customers to plans. Use off-plan subscriptions if you have unique billing situations for your customers. In the off-plan scenario, you will not create plans. Start by creating your customers, and then [create a unique subscription](#) for each customer. You can opt for a customer to receive a transaction receipt in the [receipt settings](#).

Assign users for your account to receive a [daily summary of subscription activity](#) once our recurring billing product processes the transaction by configuring your [communication preferences](#). Alternatively, use webhooks to subscribe to and receive notifications of Subscription events. Notifications include when a subscription is suspended, a payment success, a payment failure, and when a subscription is complete. Configure a webhook and go to **Administration**, select **Webhook Configuration**, and click on **New Webhook**.

You can manage your subscriptions by [locating a subscription](#) and then selecting to ***pause***, ***resume***, or ***cancel***.

