

Download invoices and update billing details

Plans and billing

Billing & Invoices keeps every invoice, your billing details and your payment method in one place. Download invoices for your records and keep your company details up to date.

Who can do this: The account owner · **Plans:** All plans, once your subscription is active

Download an invoice

1. At the bottom of the left menu, click your avatar, then **Billing & Invoices**.
2. Scroll down to **Invoices**. Each row shows the invoice number, **Amount**, **Bill To** and **Created On**.
3. Click **View** to open the invoice in your browser, or **Download** to save it as a PDF.

CHANGE

VISA Visa

Choose another way to pay

Save payment method

AI FEATURES

AI Features \$29/mo Available

- ✓ AI-powered question answering
- ✓ Smart search suggestions
- ✓ Automatic article recommendations
- ✓ Natural language queries

+ Add to Subscription

BILLING DETAILS

northwind.helpcenter.io

2026-10-13 until 2026-11-13

Next Bill Date 2026-10-13

Next Payment Amount \$149.00

<2/2>

Total: \$149.00/month

5 In AI Features, click Add to Subscription

Every invoice has a View and a Download link.

You get an invoice for every payment. If you activated during your free trial, the first one arrives after the trial ends. Until then, the list says "You don't have any invoices, yet."

If our team transferred a help center to you, its past invoices are listed here too, and you can view and download them. Issued invoices never change, so their **Bill To** still shows whoever was billed at the time.

Get invoices by email

Each invoice is emailed to the **Billing Email** in your billing details, with the PDF attached and the subject "You have a new invoice available for HelpCenter.io". If **Billing Email** is empty, no invoice emails are sent, but every invoice is still listed on this page.

Update your billing details

1. On **Billing & Invoices**, find **Payment Details**.
2. Edit your **Company Name**, **VAT Number/Company Id**, **Billing Email** or address. Changes save automatically as you type.

New details apply to future invoices. Invoices you already have keep the details they were issued with; if one needs correcting, email support@helpcenter.io. Adding or removing an EU VAT number changes the VAT on your next payments. See [Do you charge VAT?](#)

Change your payment method

1. Under **Payment Method**, check which card or PayPal account you're **Currently billing**.
2. Pick one of your saved methods, or add a new card or PayPal account.
3. Click **Save payment method**.

2026-10-13 until 2026-11-13

Next Bill Date

2026-10-13

Next Payment Amount

\$149.00

<2/2>

Total: **\$149.00**/month

Invoices

#	Amount	Bill To	Created On	
1000000008	149 USD	Maya Chen, Northwind Energy	2026-09-04	View Download
1000000007	149 USD	Maya Chen, Northwind Energy	2026-08-04	View Download
1000000006	149 USD	Maya Chen, Northwind Energy	2026-07-04	View Download

6

Scroll down to **Invoices**, then **View** or **Download** one

Payment Details and Payment Method sit side by side.

The method becomes your default, and your active subscriptions move to it automatically. If a payment is overdue, saving a new method also retries it.

Saved methods stay in the list: you can't remove one from the dashboard. To remove an old card or PayPal account, email support@helpcenter.io.

Check your next payment

The **Billing Details** card shows your current billing period, **Next Bill Date**, **Next Payment Amount**, any add-ons and discounts, and the **Total**. If you have more than one help center, use the arrows at the bottom of the card to move between them.

Troubleshooting

No invoice emails. Add a Billing Email under Payment Details, and check your spam folder. You can always download invoices from this page.

"Your payment session expired before the card could be saved." Enter your card details again and click **Save payment method**.

"3D Secure verification failed." Your bank couldn't confirm the card. Try again, or use another card or PayPal.

You see "Unauthorized". Only the account owner can see billing. Ask them for the invoice you need.

Related articles

- [What payment methods do you accept?](#)
- [Do you charge VAT?](#)
- [What happens when a trial or subscription ends?](#)