How Your Customers Update Their Credit Cards

The Infusionsoft E-Commerce module includes a secure portal your customers can use to update their credit card information online. The credit card update merge fields are available when you create billing related email templates through **E-Commerce > Settings > Order Settings > Billing Automation**. The credit card merge fields only work if the email is initiated from an order trigger.

1. Go to **E-Commerce > Settings**
2. Click on **Billing Automation** in the **settings** menu.
3. Select an **Order Trigger** type from the drop-down and then click on **Add Trigger** to set the Trigger criteria.
4. Select the **Send an Email** Action from the drop-down and click on **Add** to create a new email.
5. Click on **Merge** to add the credit card merge fields to a Plain Text, Drag & Drop, or Classic email. Make sure you include the credit card update link in the email.
6. Finish and **Save** the email, then **Save** the action and **Save** the trigger.

   Don't Forget the Actions! You need to assign actions to alert you when a customer submits a credit card update. **The system does not automatically switch billing to the new card. You must manually change the credit card for orders and subscriptions**. However, the update process can be automated with the help of a third-party service, like CustomerHub.
7. Go to the *Credit Card* section in **E-commerce>Settings>Orders** to customize the page appearance and assign Actions that fire off when someone clicks on the update link in an email or fills out the form.