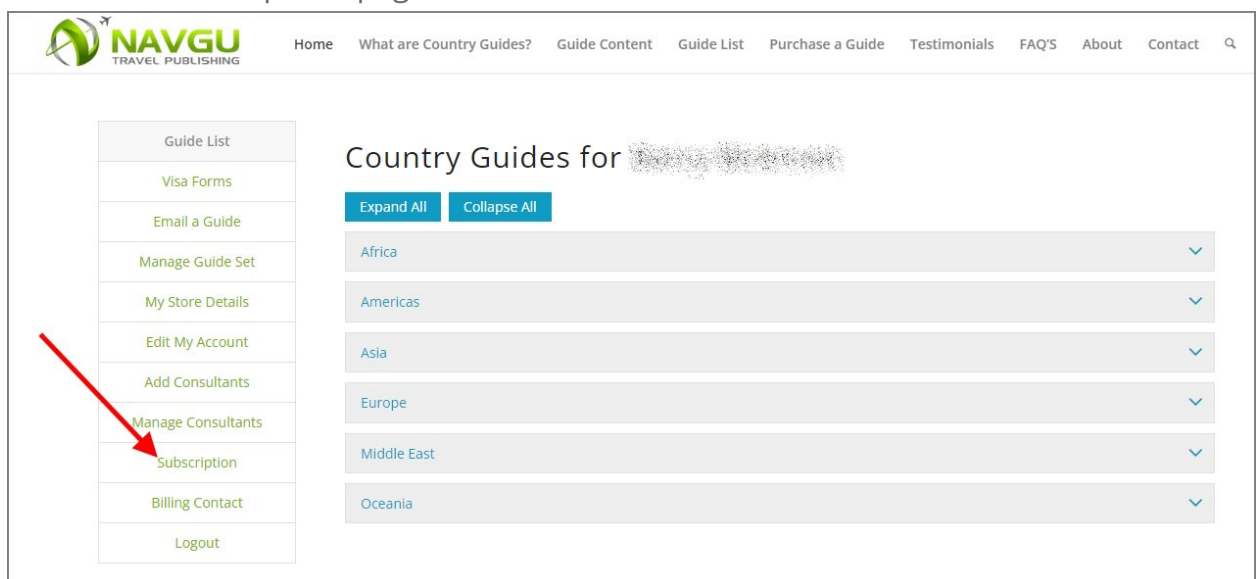


How to Update Card Payment Details

Only the **managing user** of a subscription can update the card details used to renew a subscription. The managing user is usually the person who first subscribed to Country Guides on behalf of your office. If the managing user no longer works for your office, please get in touch via our [Contact Us](#) form and advise the details of the new managing user.

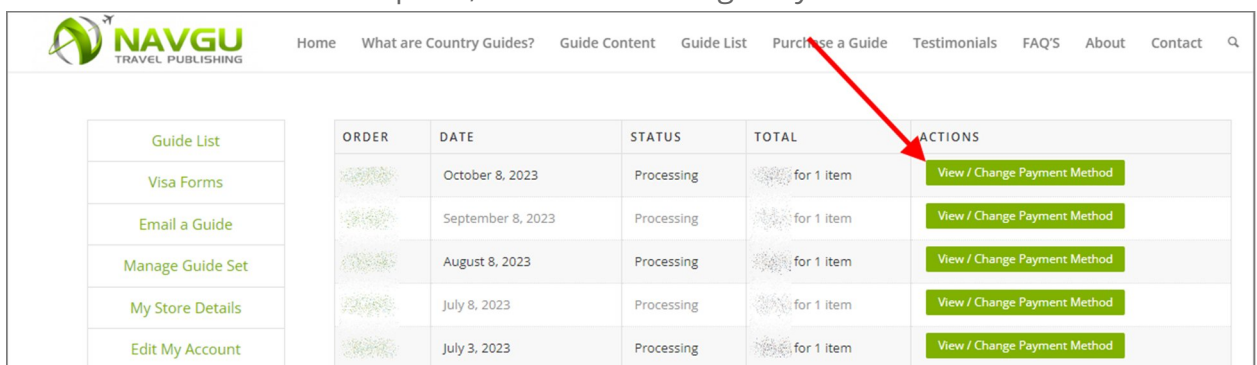
The below instructions begin after a managing user has logged into the Country Guides site.

1. Go to the "Subscription" page.



The screenshot shows the NAVGU Travel Publishing website. The navigation menu on the left includes: Guide List, Visa Forms, Email a Guide, Manage Guide Set, My Store Details, Edit My Account, Add Consultants, Manage Consultants, Subscription (highlighted with a red arrow), Billing Contact, and Logout. The main content area displays 'Country Guides for [redacted]' with 'Expand All' and 'Collapse All' buttons. Below this are dropdown menus for Africa, Americas, Asia, Europe, Middle East, and Oceania.

2. On the most recent subscription, click "View/Change Payment Method".



The screenshot shows the NAVGU website with a table of subscriptions. The table has columns: ORDER, DATE, STATUS, TOTAL, and ACTIONS. A red arrow points to the 'View / Change Payment Method' button in the ACTIONS column for the most recent subscription (October 8, 2023).

| ORDER | DATE | STATUS | TOTAL | ACTIONS |
|------------|-------------------|------------|-----------------------|--|
| [redacted] | October 8, 2023 | Processing | [redacted] for 1 item | View / Change Payment Method |
| [redacted] | September 8, 2023 | Processing | [redacted] for 1 item | View / Change Payment Method |
| [redacted] | August 8, 2023 | Processing | [redacted] for 1 item | View / Change Payment Method |
| [redacted] | July 8, 2023 | Processing | [redacted] for 1 item | View / Change Payment Method |
| [redacted] | July 3, 2023 | Processing | [redacted] for 1 item | View / Change Payment Method |

3. On the Membership details page, select "Change Payment Method".

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Order # [redacted] was placed on **October 8, 2024** and is currently **Processing**.

Membership details

| MEMBERSHIP | TOTAL |
|---|----------------------|
| Monthly - Monthly × 1 Interval: MONTHLY | \$37.00 |
| SUBTOTAL: | \$37.00 |
| DISCOUNT: | |
| GST: | |
| PAYMENT METHOD: | Credit Card (Stripe) |
| TOTAL: | |

Related Subscriptions

| MEMBERSHIP | STATUS | NEXT PAYMENT | TOTAL | ACTION |
|------------|--------|------------------|--------------------|---------------------------------------|
| [redacted] | Active | November 8, 2024 | [redacted] / month | Change Payment Method |

Billing address

4. The checkout page will now open. Scroll down to the bottom of this page, then:

- i. Select "Use a new payment method".
- ii. Enter the new Card Number.
- iii. Enter the Expiry Date and CVC number.
- iv. Click "Change payment method".

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PAYMENT METHOD: Via visa card ending in [redacted]

TOTAL: [redacted] / month

Credit Card (Stripe)

Pay with your credit card via Stripe.

Visa ending in [redacted] (expires 10/2024)

Use a new payment method

Card Number * 4242 4242 4242 4242 VISA

Expiry Date * 04 / 26

Card Code (CVC) * 445

[Change payment method](#)

- If the card update was successful, you will see a new page that says "Payment Method Updated". Further down the page next to "Payment Method", will be the details of the new card on file. Your Card Payment details have now been updated.

To return to the list of Country Guides, select "Guide List" in the main menu.

The screenshot shows the NAVGU Travel Publishing website interface. At the top, there is a navigation menu with links: Home, What are Country Guides?, Guide Content, Guide List, Purchase a Guide, Testimonials, FAQ'S, About, and Contact. A search icon is also present.

On the left side, there is a sidebar menu titled "Back to Guide List" with the following options: Guide List, Visa Forms, Email a Guide, Manage Guide Set, My Store Details, Edit My Account, Add Consultants, Manage Consultants, Subscription, Billing Contact, and Logout. A red arrow points to the "Guide List" option.

The main content area features a green notification banner that says "Payment method updated." with a red arrow pointing to it. Below the banner, the text "Card Successfully Updated" is displayed in red. Underneath, there is a table showing subscription details:

| | |
|-------------------|------------------|
| Status | Active |
| Start Date | July 3, 2024 |
| Last Order Date | 19 hours ago |
| Next Payment Date | November 8, 2024 |

Below this table, the heading "Subscription Totals" is followed by another table:

| MEMBERSHIP | TOTAL |
|---|-----------------------------|
| Monthly - Monthly x 1 Interval: MONTHLY | \$37.00 / month |
| SUBTOTAL: | \$37.00 |
| DISCOUNT: | \$0.00 |
| GST: | \$0.00 |
| PAYMENT METHOD: | Via visa card ending in 242 |
| TOTAL: | \$37.00 / month |

A red arrow points to the "Via visa card ending in 242" text in the Payment Method row, with the label "New Card Details" next to it.