

Changing Your Subscription Plan (Carrier)

?? ADMINISTRATOR SETUP GUIDE

Administrators can change the company subscription plan at any time from the **Subscription Information** tab.

This is most commonly done when a company needs to **upgrade** to a larger plan to support more trucks, or **downgrade** to a smaller plan after reducing fleet size.

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Where to Change Your Plan

To change your company subscription plan:

1. Click **Settings** from the main navigation menu
2. Select **Company Profile**
3. Click the **Subscription Information** tab

In the **Subscription Plans** table, each plan tier includes an **Update Subscription** button.

Upgrading Your Plan

If your company adds trucks and needs a higher subscription tier, you can upgrade immediately.

To upgrade:

1. In the **Subscription Plans** table, find the plan tier you want to upgrade to
2. Click **Update Subscription** on that plan
3. Complete the checkout process in the Stripe payment window

After payment is completed, you will be returned to the Subscription Information page and the new plan will be active.

? Tip

Upgrades are **prorated**. You will pay the difference in plan pricing for the remainder of the current month, and then you will be billed the full monthly subscription price on the 1st going forward.

Downgrading Your Plan

If your company reduces the number of trucks being managed, you can downgrade to a smaller subscription tier.

To downgrade:

1. In the **Subscription Plans** table, find the plan you want to downgrade to
2. Click **Update Subscription** on that plan
3. Confirm the change

Your subscription will remain on the current tier for the remainder of the month, and the new lower price will begin on the 1st of the next month.

? Tip

Downgrades do not provide a credit or refund for the current billing period. The reduced plan price will apply starting on the next monthly billing date.

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