

Online Payment Support

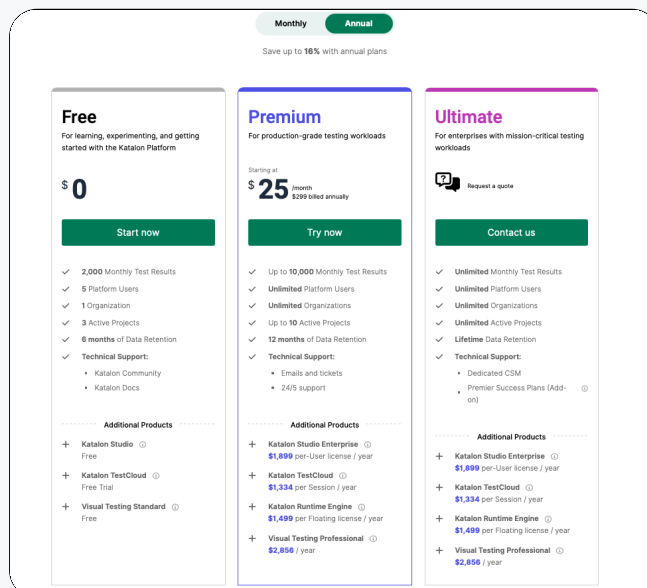
Online payment is available via credit cards and debit cards from Visa, Mastercard, Discover, American Express.

Online payments, easier and more secure

- Faster transactions with immediate confirmation for your new licenses
- Reduce work and complexity of paperwork for purchases
- Maintain comprehensive and secure payment without rigorous compliance

Purchase the Katalon Platform

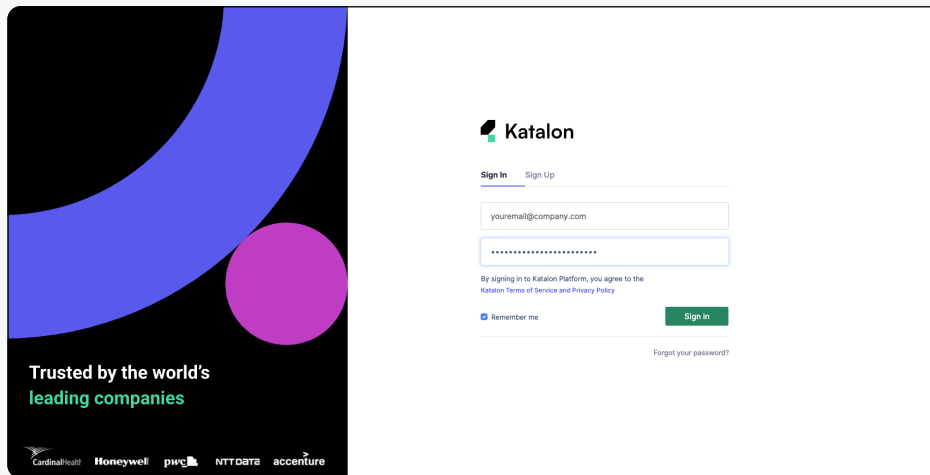
- 1 Go to [Katalon Pricing](#)



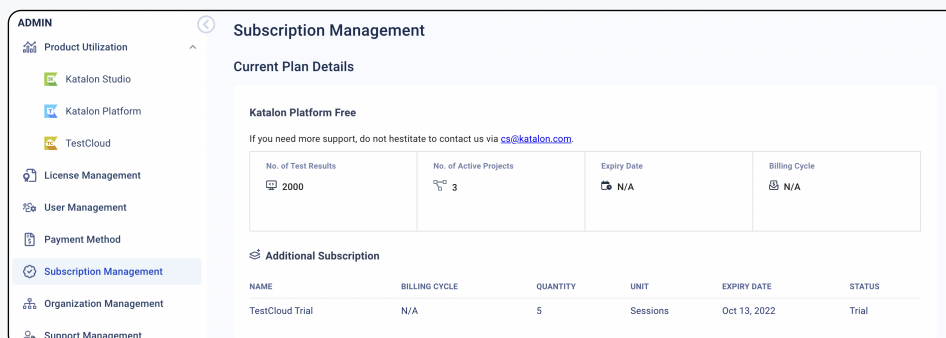
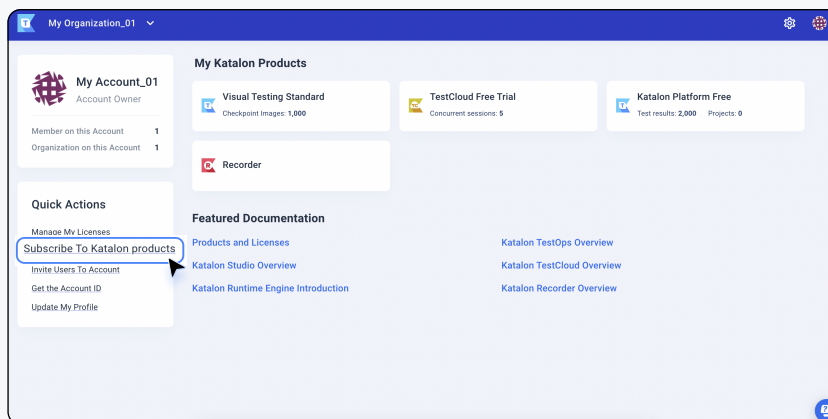
The screenshot displays the Katalon Pricing page with three main plans: Free, Premium, and Ultimate. At the top, there are tabs for 'Monthly' and 'Annual' plans, with a note 'Save up to 16% with annual plans'. The 'Free' plan is for learning and experimentation, starting at \$0. The 'Premium' plan is for production-grade workloads, starting at \$25/month (\$299 billed annually). The 'Ultimate' plan is for mission-critical testing workloads, with a 'Request a quote' button. Each plan lists its features and includes a section for 'Additional Products' such as Katalon Studio, TestCloud, Runtime Engine, and Visual Testing Professional.

Plan	Price	Key Features
Free	\$0	2,000 Monthly Test Results, 5 Platform Users, 1 Organization, 3 Active Projects, 6 months of Data Retention, Technical Support (Katalon Community, Katalon Docs)
Premium	\$25/month (\$299 billed annually)	Up to 10,000 Monthly Test Results, Unlimited Platform Users, Unlimited Organizations, Up to 10 Active Projects, 12 months of Data Retention, Technical Support (Emails and tickets, 24/5 support)
Ultimate	Request a quote	Unlimited Monthly Test Results, Unlimited Platform Users, Unlimited Organizations, Unlimited Active Projects, Lifetime Data Retention, Technical Support (Dedicated CSM, Premier Success Plans)

2 Sign in to your Katalon account

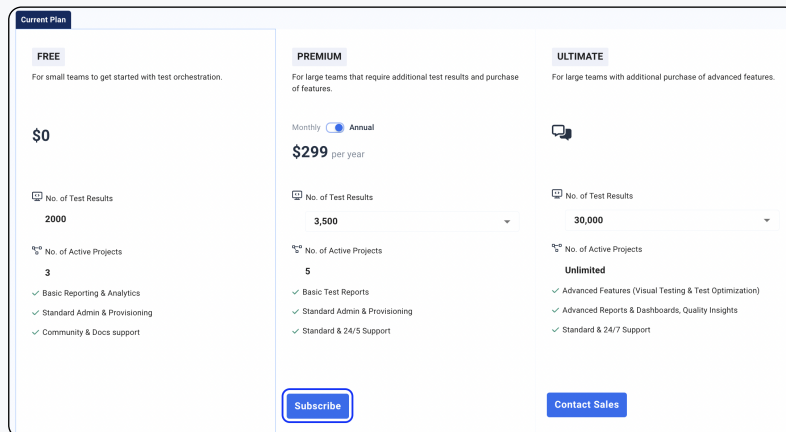


3 Select [Subscribe to Katalon products](#) in the Quick Actions box on the left-hand side. You can view your current licenses here.



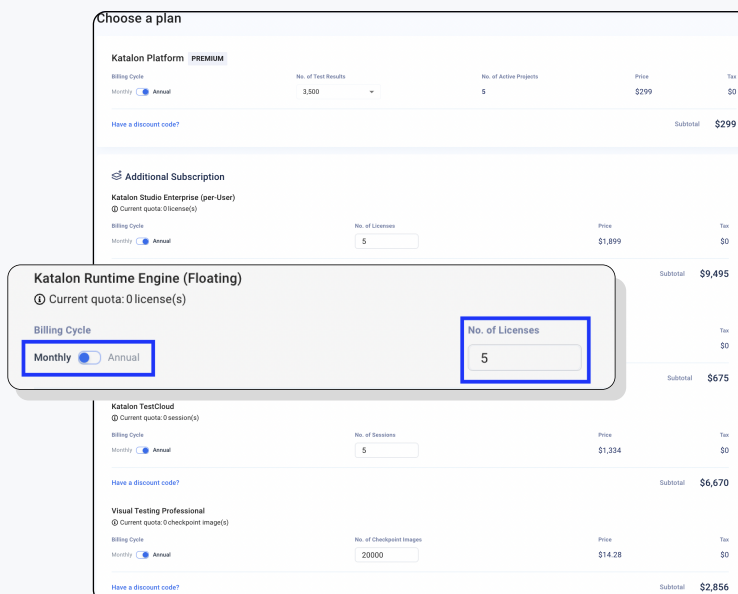
4 Scroll down to subscribe to your desired Katalon plan.

Among the 3 available tiers, only the Premium plan is available for online purchase.



5 Click **Subscribe** to customize and complete your platform plan by choosing which add-ons in the [Additional Products](#) section.






6 Select the Billing Cycle* (annual for the best value) and Number of Licenses.



* Katalon allows users to have multiple add-on subscriptions with different billing cycles. For example, you can subscribe to our Annual Premium tier with additional products billed monthly.

7 Enter your billing details or choose a saved card in the **Checkout** window located on the right-hand side.

Checkout

Card Number

Expiration

MM / YY

CVC

CVC

Card Holder

Name on card

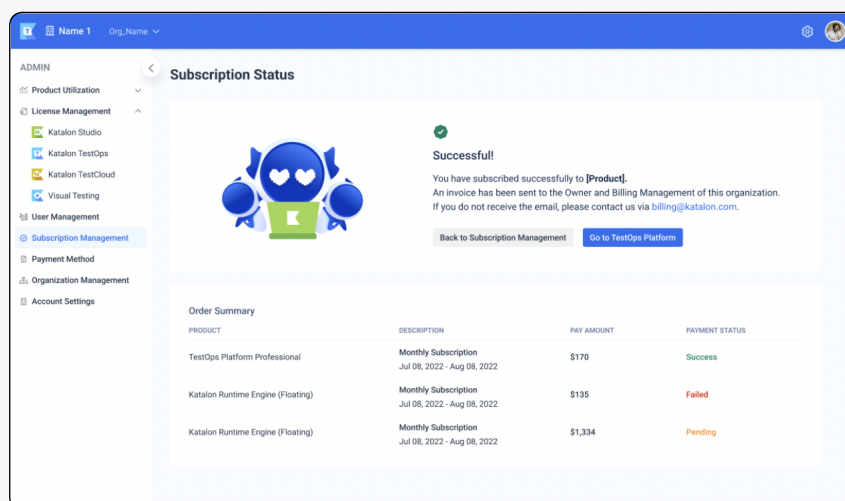
[Save](#)

Once enter your Card Number, it will automatically detect your card type.

8 Click **Checkout** to complete your purchase and process your payment.

Total (USD) **\$19,995**

[Checkout](#)



Subscription Status

Successful!


You have subscribed successfully to [Product]. An invoice has been sent to the Owner and Billing Management of this organization. If you do not receive the email, please contact us via billing@katalon.com.

[Back to Subscription Management](#) [Go to TestOps Platform](#)

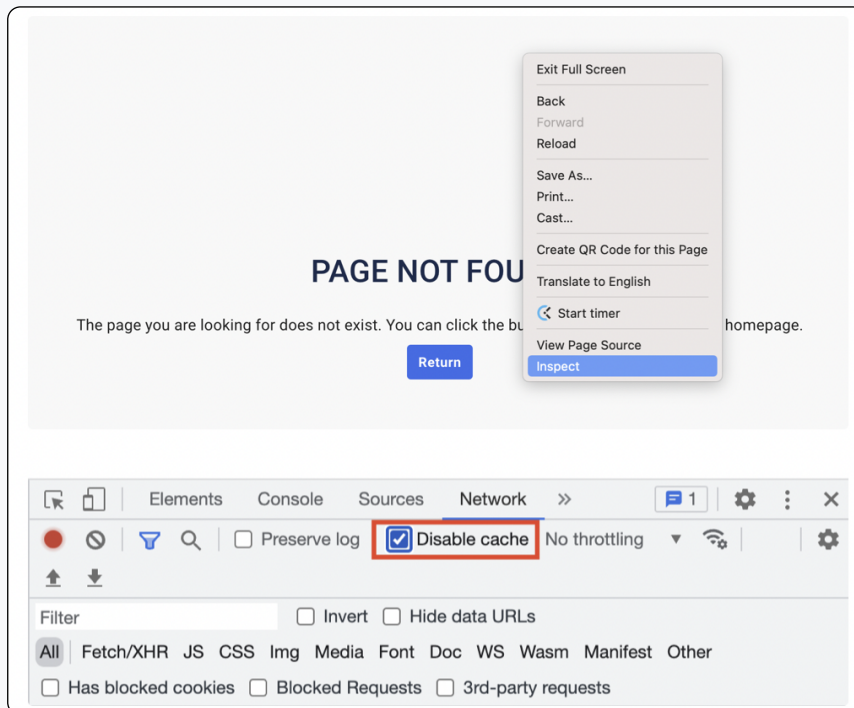
PRODUCT	DESCRIPTION	PAY AMOUNT	PAYMENT STATUS
TestOps Platform Professional	Monthly Subscription Jul 08, 2022 - Aug 08, 2022	\$170	Success
Katalon Runtime Engine (Floating)	Monthly Subscription Jul 08, 2022 - Aug 08, 2022	\$135	Failed
Katalon Runtime Engine (Floating)	Monthly Subscription Jul 08, 2022 - Aug 08, 2022	\$1,334	Pending

 You have successfully purchased the Katalon Platform.

Your subscription will automatically renew on the specified day in your Order Summary email, unless you cancel your subscription.

 If you have problems submitting your payment, please ensure that your credit card is valid and you have not exceeded the card's spending limit.

If you receive the message “Page not found” while navigating to the checkout page, right-click on the page, select Inspect, tick Disable cache in the Network window, and refresh the page to complete your purchase.



Frequently Asked Questions

1. How do I renew my subscriptions?

Both annual and monthly subscriptions will be automatically renewed. To cancel your subscriptions, please send an email to success@katalon.com seven (7) business days before your renewal date. You will receive an email notification 30 days before your renewal for annual subscriptions.

2. How do I update my tier or purchase additional products?

▲An upgrade button will appear after you have purchased a Katalon Platform tier or product. [See Upgrade Katalon Platform](#).


You can instantly purchase upgrades or additional products in your account. Click on Settings in the upper right-hand of the Katalon Platform, select License Management and follow the steps to purchase. The amount will be prorated based on the date of purchase.

3. Do you accept online payment systems like PayPal?

No, we do not accept PayPal at this time. We accept Visa, Mastercard, Discover and American Express payment cards.

4. How do I change my billing information?

Please note only Designated Organization Owners and Billing Managers can update billing information:

- Log into the Katalon Platform
- Click Settings  > Payment Method
- You can edit your payment method, billing information, and email anytime.

5. What happens when my credit card expires?

You will receive an email notification from failed-payments@katalon.com when your payment card has expired.

- If the card is still valid, contact the issuer of your card to resolve the problem.
- If you are unable to resolve the problems with your payment card, please use another payment card.

6. My credit card got declined due to a credit limit

If you reach your spending limit, any purchases you attempt to make with it will most likely be declined. What you should do:

- Check the remaining balance, then purchase the number of licenses according to the limit.
- Or, enter a new credit card and purchase the desired license number.

7. Why do I get the alert high-risk email?

To protect our subscribers' privacy, data, and money, we have already set up online payment security to alert any hazard, cyber-attacks, or unreliable credit card with the auto email. No worries! If you receive the email, please try with a new credit card.

8. Why is my card restricted to purchases?

Cards that are issued for Flexible Spending Accounts or Health Spending Accounts have restrictions and may not be used for license purchases with Katalon.

There may be other restrictions imposed by card issuers such as foreign counties, spending limits and credit scores. Katalon is not responsible for any restrictions on payment card use. Please contact your card issuer to resolve any problems and answer questions regarding card usage.