

Payment Processor Update

Member Billing Guide

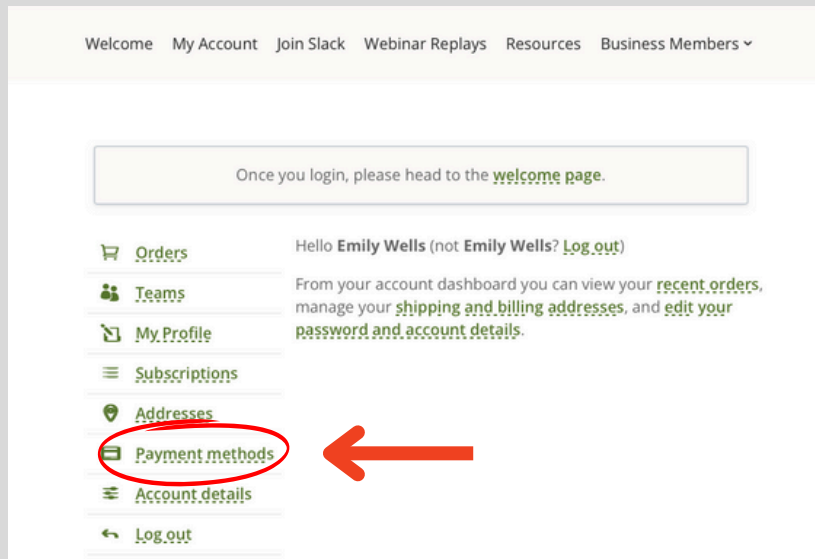
changes required for all members who joined prior to April 8, 2024

01 - Log in to the Member Portal

Visit the [Member Portal](#) and use your existing credentials to log in to the website.

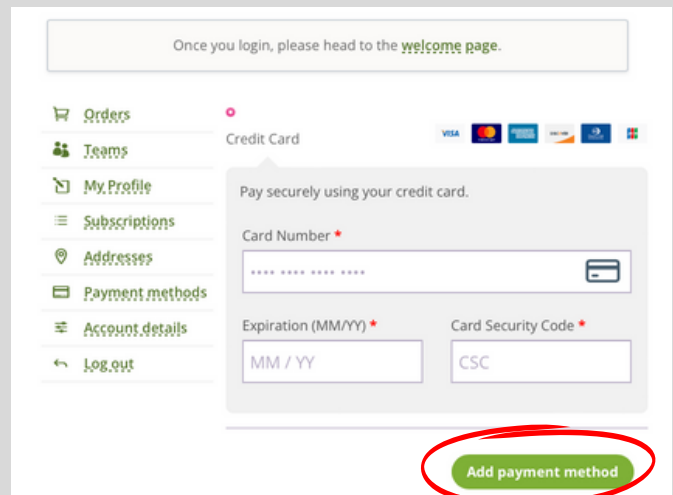
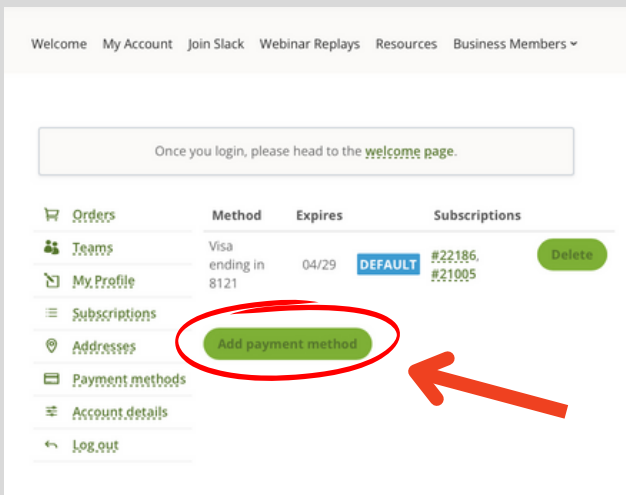
02- Payment Methods

Once logged in, navigate to “payment methods” in the left-hand menu to update your billing information.



03- Add & Save Payment Method

Enter and save your billing information to ensure your membership remains active and renews as intended.



If you prefer ACH or to be invoiced, please email Emily at membership@marketingcannabis.org.

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04 - Delete the existing card information

Delete the payment method you originally had on file to ensure the new card labeled “default” is affiliated with your subscription. **There must be a card associated with your subscription** for the order to go through.


Nice! New payment method added: American Express ending in 1000 (expires 03/29)

Method	Expires	Subscriptions
Visa  ... 2083/7/27		#22365
		Edit Delete (circled in red) Make default
American Express  ... 1000/3/29	DEFAULT	N/A
		Edit Delete

[Add payment method](#)

Payment method deleted.

The deleted payment method was used for automatic subscription payments. To avoid failed renewal payments in future the subscriptions using this payment method have been updated to use your Amex ending in 1000 (expires 03/29). To change the payment method of individual subscriptions go to your [My Account > Subscriptions](#) page.

Method	Expires	Subscriptions
American Express  ... 1000/3/29	DEFAULT	#22365
		Edit Delete

[Add payment method](#)



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