



## Quick Info & Links

[Download W9](#)

[Terms of Service](#)

[Pricing Link](#)

[WhenToWork.com](#)

## Payment Information

### Check Payment by Mail

Please make check payable to:

**WhenToWork, Inc.**  
**360 E 1st St #301**  
**Tustin, CA 92780**

To ensure uninterrupted access to the account please have the check arrive before expiration date.

### Frequently Asked Questions

#### What happens when we pay – will we have to start over and re-enter all our data?

Paying extends your current account expiration date, so all data is retained and you can continue using the same account with no restrictions.

#### How much does it cost?

A WhenToWork subscription is based on the total number of employees entered and duration you choose. Please see our [pricing page](#) for pricing and duration options.

#### How is the total number of employees calculated?

When an employee is added into the account they are included in the total employees, if you delete an employee they will not be included in the count unless you restore them.

#### What if we need a higher employee level later?

You can add more employees at any time – if you exceed your paid level you will be prompted to upgrade by paying a prorated amount or moving up your expiration date.

#### What if our check will not arrive in time?

If the check will not arrive before the account expiration date, please contact [billing@when2work.com](mailto:billing@when2work.com) and send the check number and the date it was mailed and we will be happy to provide access while the check is in transit.

#### What if we are a seasonal company?

If you email [billing@when2work.com](mailto:billing@when2work.com) with your account number we will be sure your data is saved during your off season. Also if your employee levels vary greatly throughout the year we may be able to provide a special seasonal subscription.

#### What if we pay monthly and want to cancel?

Auto renewal is only done for MONTHLY credit card subscriptions and renewal can be cancelled at any time before the expiration date to stop the next renewal.

#### Can we get a refund?

No refunds are given for unused portions of paid subscriptions.

### Credit Card Payment Online

#### If you have a login for the account:

Sign in and go to your **Settings> Payments** page.

Follow the steps to print an invoice and Pay Online.

OR

#### If you DON'T have a login for the account:

Please be sure you know:

- The account number
- The [price to pay](#) based on the number of employees and the duration (three, six or twelve months)

Use our SSL secure payment form:  
<https://WhenToWork.com/payment.htm>

Your payment will be processed and you will receive a confirmation email, usually within 24 hours.

We accept all major credit cards & Amex corporate cards.



### Invoices

Scheduling managers with access to account can create an invoice from their **Settings>Payments** page.

Please mail a copy of the invoice with the check.

### Purchase Orders

If your organization requires a PO be sure the terms have the check arrive before the account expiration.

We only extend the account when the actual check is received.