

I set up automatic payment on the first purchase, but I also received the proforma invoice.

The proforma invoice is sent two weeks before the due date, there is nothing to do with it if automatic payment is set. In this case, the system will deduct the money 3 days before the expiration date.

You can set up automatic payment during the first payment or subsequent payments, but you must use your bank card for this. In addition, the default payment setting in the DotRoll account under the Account Details menu item must be bank card payment.

If you are not sure whether you have enabled automatic payments, go to your account at admin.dotroll.com and check under Settings - Manage Credit Card token.

Due to bank security provisions, the bank may refuse the transaction, but in this case, we will send an email about the unsuccessful bank card payment and you must log in and try the payment with the card again.

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