How billing and credit work

Reports are paid from your measurement credit. Add credit, set up auto top-up and track every charge.

How it works

Find your balance, top-up settings and history under the gear icon, then **Billing**. Admins and Super admins can manage billing.

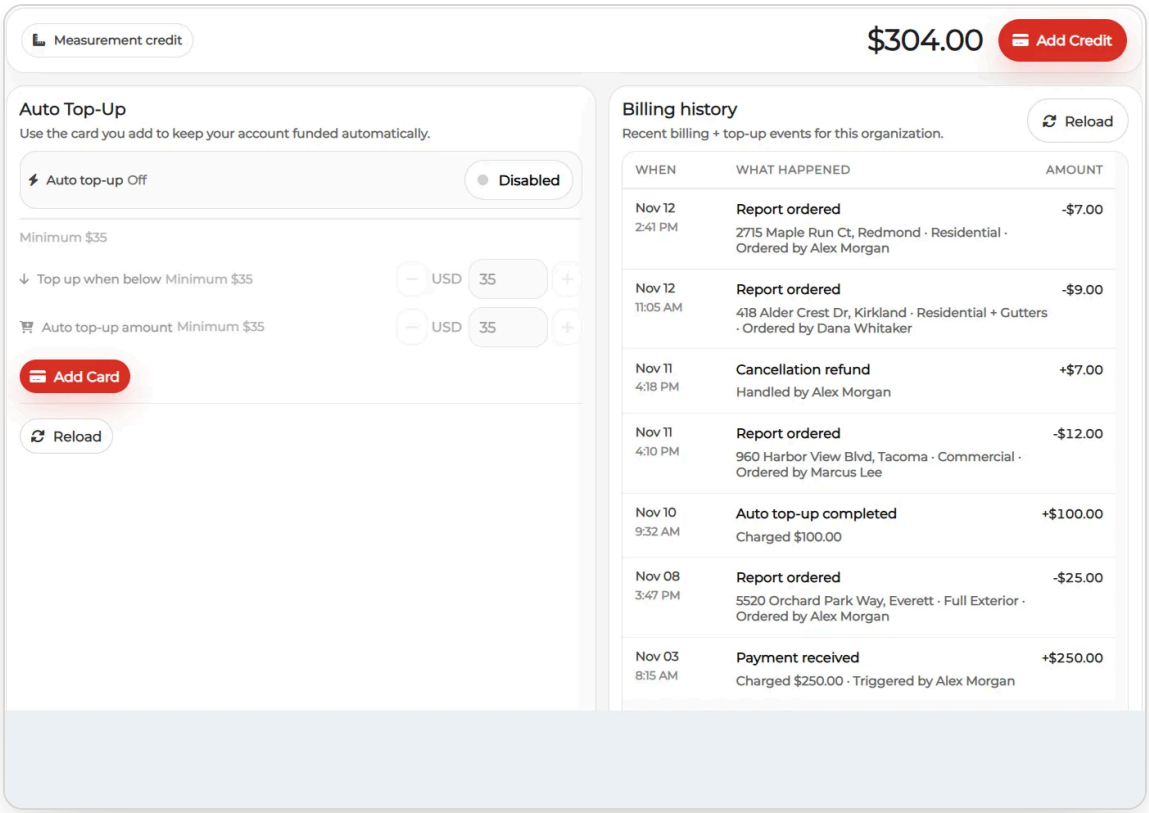
Your account holds prepaid credit. Reports are paid from it, and refunds go back to it.

Report (U.S. and Canada)	Price
Roof report, residential	$7
Roof report, commercial or multi-family	$12 per building
Full Exterior report, residential	$25
Gutter add-on	+$2
Holiday Lights add-on	Free
Expedited delivery	Shown when you order

Add credit

1. Click **Add Credit** next to your balance.
2. Set the amount under **Credit to add today**.
3. Click **Go to Checkout** and pay securely with Stripe.

Your balance updates as soon as the payment goes through.



If an order needs more credit

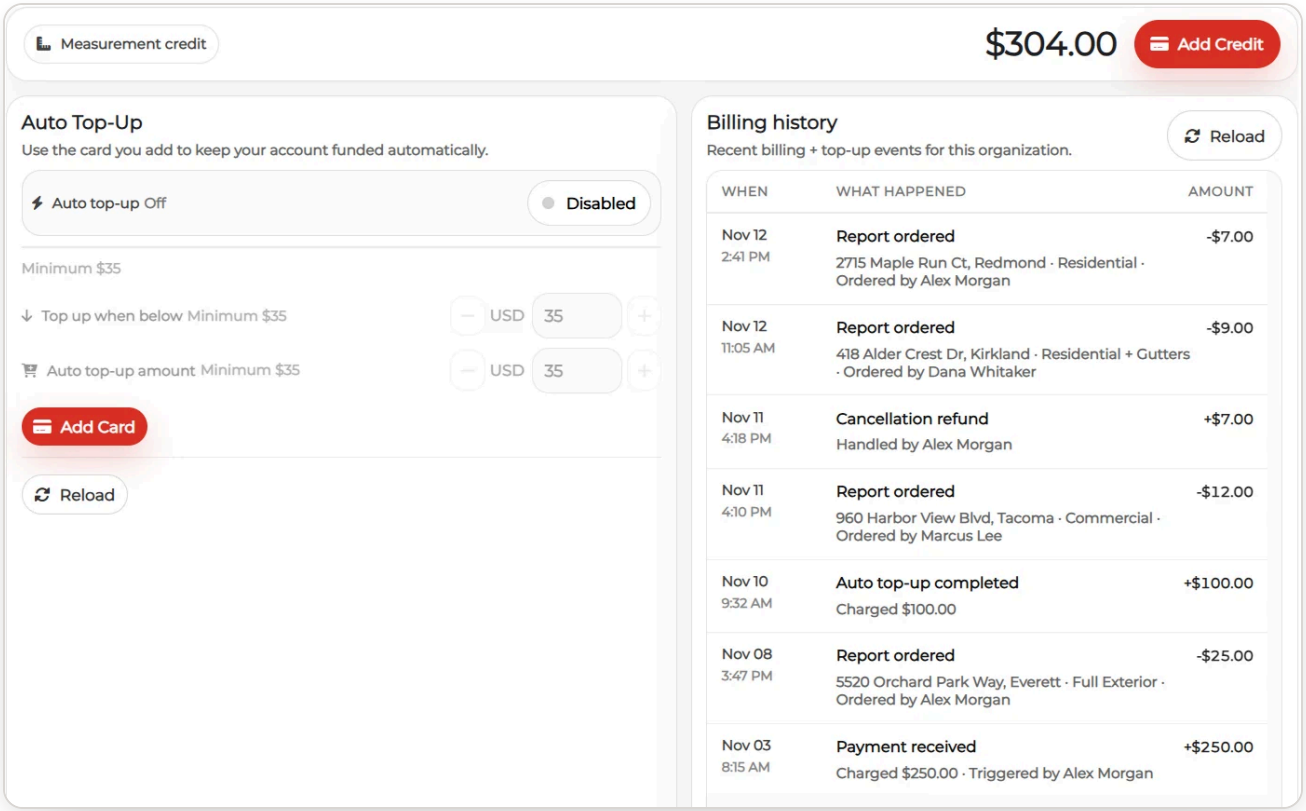
If your balance is too low, **More credit needed** opens. Add at least the difference, and the order submits once payment goes through.

Auto top-up

Auto top-up charges your card for your top-up amount whenever your balance falls below your threshold.

1. Under **Auto Top-Up**, set **Top up when below** and **Auto top-up amount**. The minimum for each is $35.
2. Click **Add Card** to add a card with Stripe, or **Update card** to change it.
3. Turn auto top-up on.

Billing history and statements



Billing history lists every event with the date and amount: reports ordered, payments, auto top-ups, refunds and promotional credit.

Monthly Statement summarizes each month's payments, refunds, orders and net change. Use the arrows to change months. Click **View Details** to see every transaction, or **Export CSV** to download the month for your records.

Refunds

- Cancel a standard report within 15 minutes of ordering, or an expedited report within 1 minute, for a full refund.
- If we can't complete a report, the order amount is refunded.
- If an expedited report misses its delivery window, the expedite fee is refunded.

Refunds return to your credit balance and appear in your billing history.

Questions

Do I need a card on file to order?

No. You can add credit at checkout whenever you need it. A card on file is needed for auto top-up.

Can I download my billing history?

Yes. Click Export CSV on the Monthly Statement.

More guides: 1m8.ai/help-center
Scan the code or type the address.

Order at **app.1m8.ai**
Questions? Email **support@1m8.ai**