

How to Send Customers a Link to Update Their Credit Cards



Introduction

Expired cards, lost cards, and bank replacements are normal—and when a **subscription** rebill fails, you lose revenue and the member may lose access. On systeme.io, for **Stripe** subscriptions you can open a secure **Change credit card details** page, copy its URL, and email it to the buyer so they update payment method without you handling card numbers.

This guide expands [How to send customers a link to update their credit cards](#)—use after [a failed subscription payment](#) or proactive dunning.

What You Need

- A [systeme.io](#) account with at least **one sale** recorded
- Customer subscribed or paying via **Stripe** through your funnel ([connect Stripe](#))
- An active **subscription** on that customer (card update applies to recurring Stripe billing)

Not supported: The credit-card update link flow is for **Stripe**. **Secure and Pay** does not offer this feature on [systeme.io](#) ([Secure and Pay integration](#)). PayPal billing is managed in the buyer's PayPal wallet, not via this link.

Step 1: Open the Customer in Sales

For payments made with Stripe:

1. Go to **Sales** → **Transactions**
2. Enter the customer's **email address** in the search field
3. Click **Filter**
4. Click the **email address** in the results to open the customer's page

If no result appears, confirm the email matches the order form and that the sale was processed through your [systeme.io](#) funnel with Stripe—not an off-platform payment.

Step 2: Get the Card Update URL

1. On the customer page, scroll to the **Subscriptions** section
2. Click the **three dots** (⋮) on the relevant subscription
3. Select **Change credit card details**
4. A **payment update page** opens in your browser
5. **Copy the full URL** from the browser address bar

This URL is unique to that update session—send only to the verified customer (same email as the subscription). Do not publish it publicly.

Step 3: Send the Link to the Customer

Paste the URL into an email (or support ticket) with clear instructions, for example:

- Explain their subscription payment failed or their card is expiring
- Ask them to open the link and enter the new card details
- Confirm they use the card they want charged on the next billing date

You can send from your usual inbox or trigger a message from [systeme.io](#) automations if you paste the link into a custom email step—there is no automatic “card expired” template in this basic flow; many sellers email manually when Stripe retries fail.

After the Customer Updates

- Stripe stores the new payment method for the subscription
- Next rebill should attempt on the new card (retries still follow your Stripe settings—see [failed subscription payments](#))
- Verify status under **Sales** → **Subscriptions** and the customer record
- If they cancel instead, use [cancel a customer's subscription](#)

Troubleshooting

No “Change credit card details” option

Subscription may be PayPal, Mercado Pago, or non-Stripe; or sale was one-time only without an active subscription row.

Link does not open for customer

URL truncated in email—send as plain link; try again from three dots to generate a fresh page.

Updated card but payment still fails

Insufficient funds, bank block, or wrong currency—check Stripe dashboard and transaction logs.

[Contact systeme.io support](#) with customer email and subscription ID.

Frequently Asked Questions

Can customers update cards without my link?

They need the URL from your account—you generate it per subscription from Transactions; there is no generic public “update card” page for all buyers.

Is this for my own systeme.io plan billing?

This article is for **your customers’** subscriptions to your offers. Your own platform plan billing is managed separately ([systeme.io subscription plans](#)).

Related Resources

- [How to send customers a link to update their credit cards](#)

- [What happens when a customer's subscription payment fails](#)
- [How to connect your Stripe account to systeme.io](#)
- [How to cancel a customer's subscription](#)

[systeme.io](#) — recover recurring revenue by sending Stripe card-update links when billing details change.

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