Katalon

Online
Payment Guide

April, 2023

Online payment is available for credit and debit cards from Visa, Master, Discover, and American Express.

Why choose self-serve payment?

- Faster transactions with immediate confirmation for your new subscriptions
- Reduce work and complexity of paperwork for purchasing
- Maintain comprehensive and secure payment
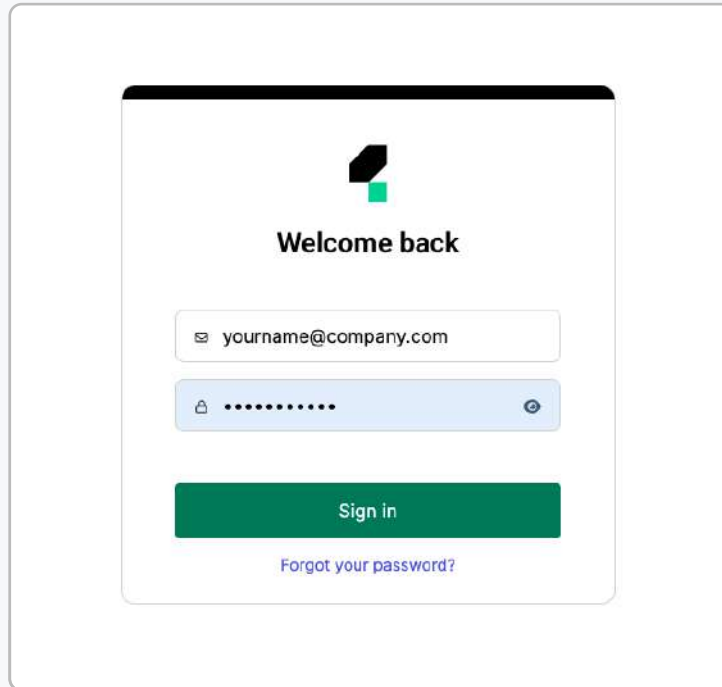
Purchase the Katalon Platform

1 Go to Katalon Pricing

Katalon offers both Platform and Standalone solutions priced in **USD** currency.

- Katalon Platform is a complete software quality management solution to plan, write, run, optimize and manage the testing lifecycle.
- Katalon Platform Starter provides a complete platform for managing testing workflows and scheduling remote and cross-environment executions at an affordable price.
- Katalon Standalone is a test automation solution to write and run test scripts.
- Katalon Standalone Starter offers a special 30% discount for first-time purchases with an annual billing value of $5,000 USD or less.

2 Sign in to your Katalon account

3 On the right-hand side, you can see your current Katalon plan and products. If you have purchased Katalon Platform, you can view your monthly test results usage, license count, and expiration date.

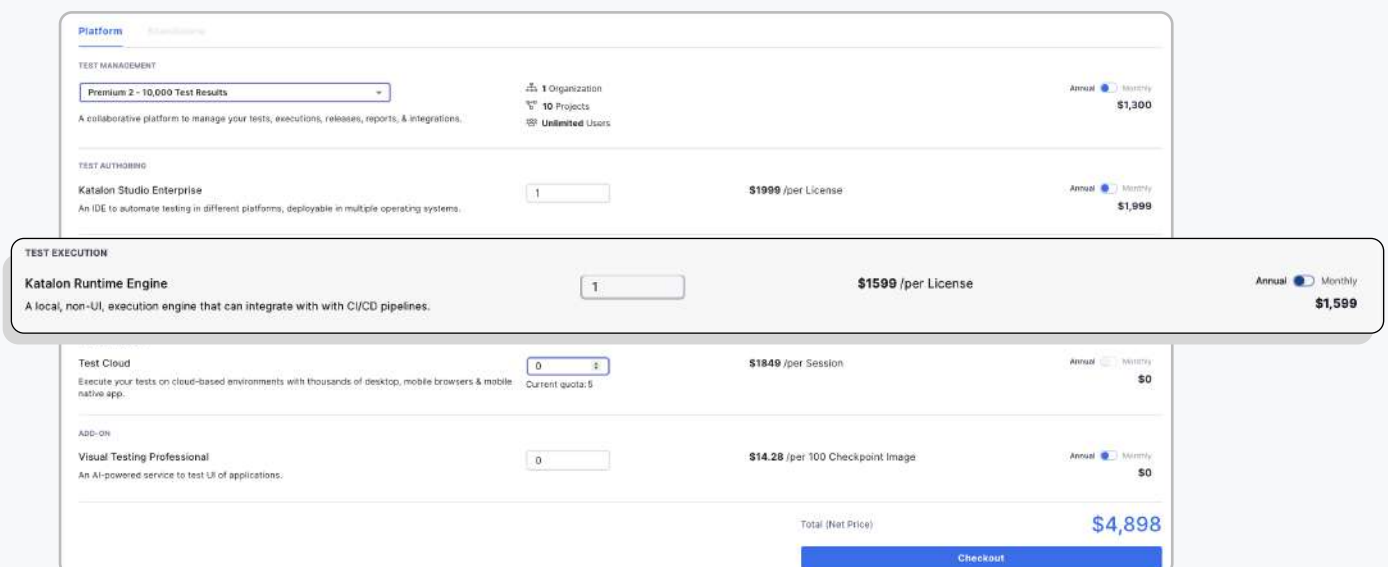**Katalon**

4 Scroll down to subscribe to your desired Katalon plan.

a. **Katalon Platform** is a complete software quality management solution to plan, write, run, optimize and manage the testing lifecycle.
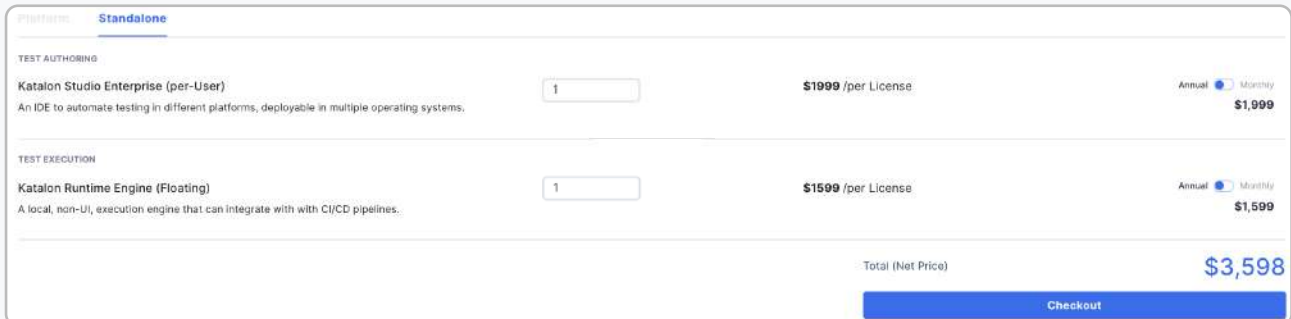
- Click dropdown button to select your desired Katalon plan. The Premium plan is available for online purchase, while the Ultimate plan requires contacting us at business@katalon.com.
- Then, adjust the number of licenses and billing cycles for any additional products as per your needs.
  - Katalon Studio Enterprise (must have) for test authoring
  - Katalon TestCloud for test execution
  - Katalon Runtime Engine for executing automation tests in CLI mode

- **As a Katalon new users**, you are eligible for a starter discount when you make a purchase that meets the required value to get started. The Premium platform and its add-ons are available for purchase. For example, to get you started with the Platform (as known as **Platform Starter**) includes one (1) Platform Premium 1 or Premium 2, one (1) Katalon Studio Enterprise, and one (1) Katalon Runtime Engine/TestCloud.

Katalon allows users to have multiple add-on subscriptions with different billing cycles.
For example, you can subscribe to our annual Premium tier with additional products billed monthly.

b. **Katalon Standalone** is a test automation solution to write and run test scripts.

5 Enter license quantity and discount code (if applicable), then proceed to **Checkout**.

6 At the **Checkout** window, enter your billing details or use a saved card to checkout.

7 You can view your selected products and their prices on the right side of the page.

- Check that your cart includes all the items you need.
- If any items are missing, click **Back to Subscription Management** on the top left of the page to add them.

The order confirmation shown above indicates a discounted price (30% discount), which is available to new customers who make a first-time purchase with a value less than or equal to $5,000

Click **Checkout** to process your payment. You'll receive a **Proof of Delivery** email when your payment is confirmed.

You have successfully purchased the Katalon Platform.

Your subscription will automatically renew on the specified day in your Order Summary email, unless you cancel your subscription.

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Troubleshooting

If you have problems submitting your payment, please ensure that your credit card is valid and you have not exceeded the card's spending limit.

If you receive the message "Page not found" while navigating to the checkout page, right-click on the page, select **Inspect**, tick **Disable cache** in the Network window, and refresh the page to complete the purchases.
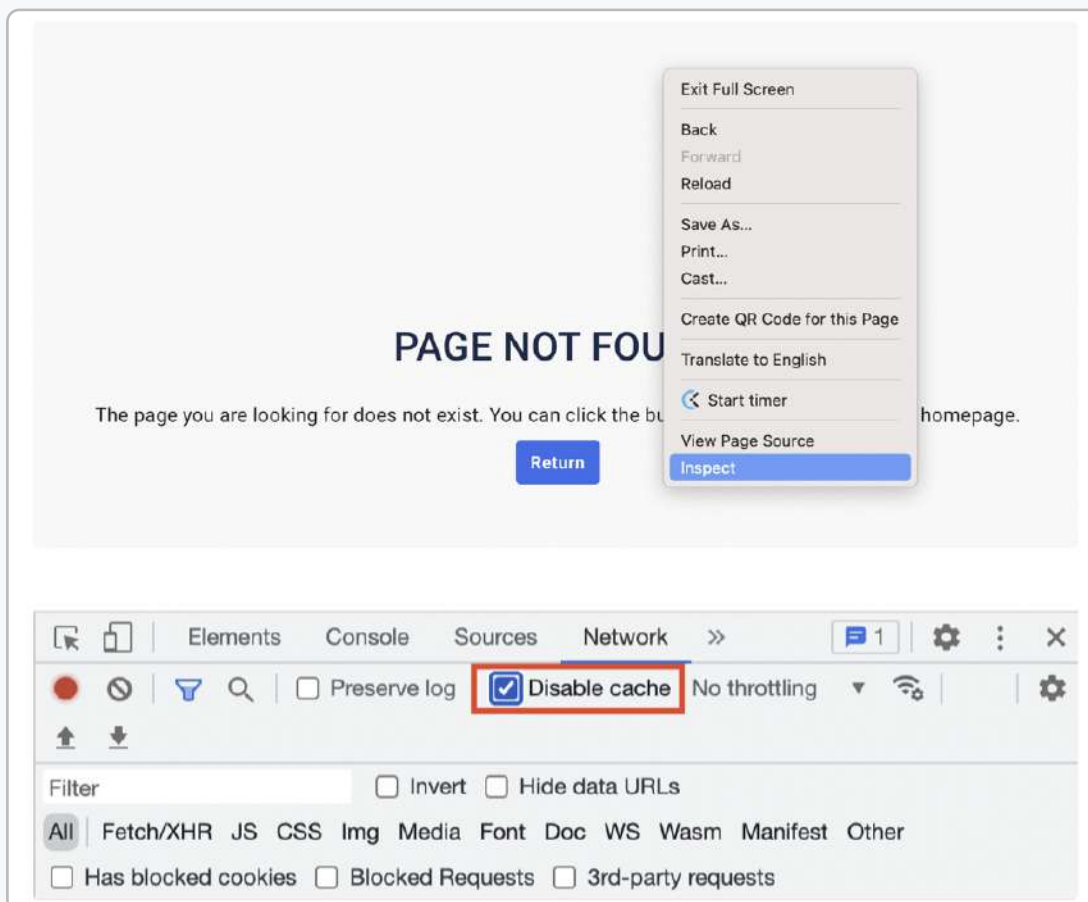
Frequently Asked Questions

1. **What's the difference between Standalone and Platform?**

   - Katalon Standalone is a test automation solution to write and run test scripts.
   - Katalon Platform is a complete software quality management solution to plan, write, run, optimize and manage the testing lifecycle.

2. **What's the Katalon Starter plan for new users and customers?**

   Katalon Starter offers a special 30% discount for first-time purchases.

   If this is your organization's first time subscribing to a paid Katalon license, the Starter plan package is your go-to.

   Katalon Starter is available for:
   - New customers
   - Annual plans/billing
   - Billing value of less than or equal to $5,000 USD. For example, your total bill comes to $8,000. The 30% will be applied to $5,000, and the remaining $3,000 will be charged at list price.
   - Online purchase via credit card

3. **How do I upgrade my tier and purchase more add-ons?**

   In your account, you have the option to immediately purchase upgrades or additional products. Simply select your desired account and click on **Subscribe to Katalon products** located on the left-hand side. From there, click on the **Upgrade** button located in the upper right-hand corner of the admin page. This will direct you to the appropriate offers for purchase. The amount will be prorated based on the date of purchase.

   It is important to note that only the Organization Owner and Admin have the authority to upgrade the plan.

4. How do I change my billing information?

Please note only Designated Organization Owners and Billing Managers can update billing information:
- Log into the Katalon Platform
- Click Setting ⚙ > Payment Method
- You can edit your payment method, billing information, and email anytime.

For more details, see our how-to guide

5.What happens when my credit card expires?

You will receive an email notification from billing@katalon.com when your payment card has expired.
- If the card is still valid, contact the issuer of your card to resolve the problem.
- If you are unable to resolve the problems with your payment card, please use another payment card.

6. My credit card got declined due to a credit limit

If you reach your spending limit, any purchases you attempt to make with it will most likely be declined. What you should do:
- Check the remaining balance, then purchase the number of licenses according to the limit.
- Or, enter a new credit card and purchase the desired license number.

7. Why is my card restricted to purchases?

Cards that are issued for Flexible Spending Accounts or Health Spending Accounts have restrictions and may not be used for license purchases with Katalon.

There may be other restrictions imposed by card issuers such as foreign counties, spending limits and credit scores. Katalon is not responsible for any restrictions on payment card use. Please contact your card issuer to resolve any problems and answer questions regarding card usages.

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Contact us: