

Billing

How billing works at Pangea

Pangea uses a credit based model where your organization carries a U.S. dollar-based balance and usage of Pangea services is deducted from that balance in real-time as services are consumed. This “pay-as-you-go” model means you only pay for the individual services you need, for as long as you use them, and without requiring long-term contracts or complex licensing.

Services are priced differently based on the resources they use. The majority of services are priced by API call, while some services may have a compute or storage component. In the latter case (i.e. storage), these charges may be applied on a monthly basis. The amount deducted from your organization's balance is based on the pricing metrics as defined on the Pricing page (coming soon).

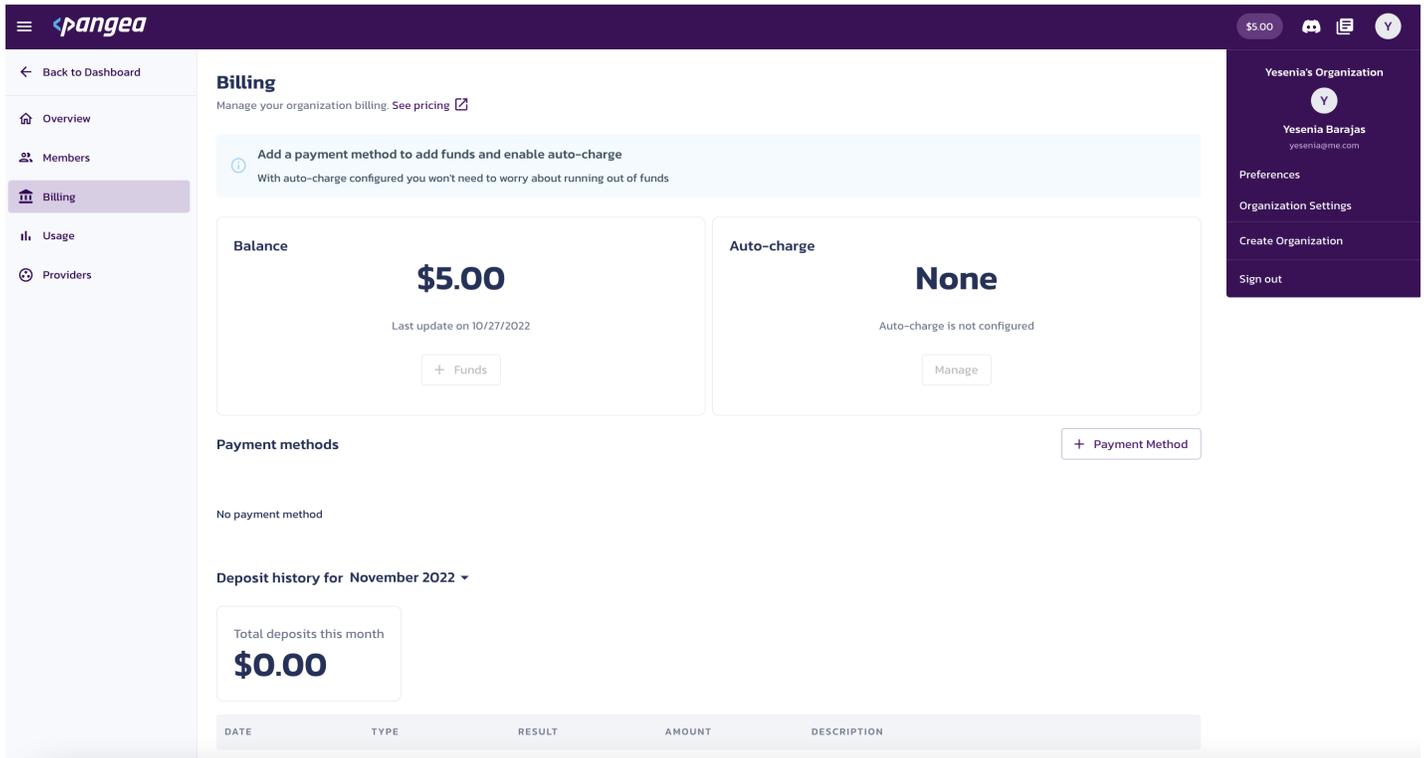
Note

Pangea provides you with a \$5 monthly complimentary balance to help you get going fast. This may not seem like much but due to Pangea's pricing model it gets you pretty far.

Billing Page

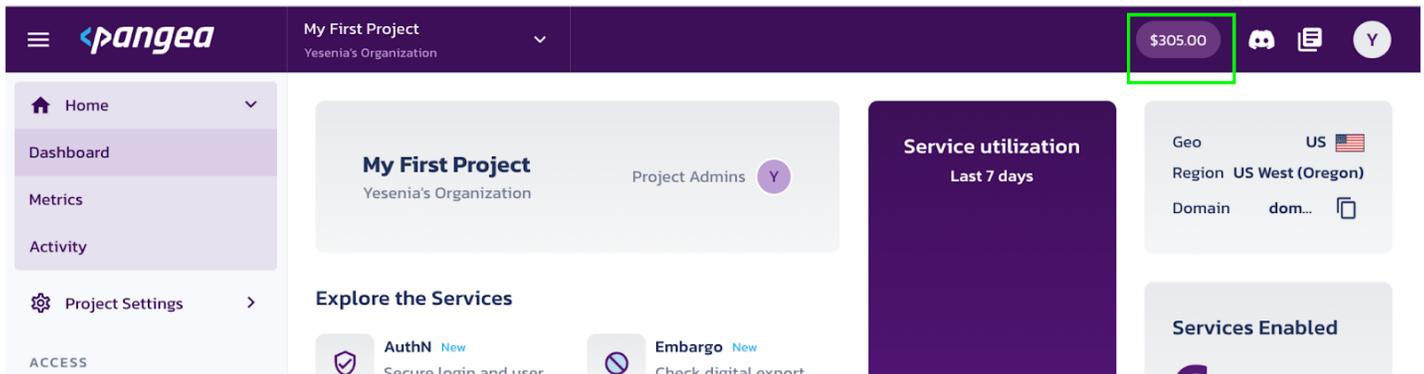
All billing is configured in the **Organization Settings > Billing** page. The Billing page includes the following components:

- A **Balance** section where you can view your balance, and add funds and one-time payments
- An **Auto-charge** section where you can configure auto-charge payments
- A **Payment methods** section where you can add various credit cards (and removed)
- A **Deposit history** table where you can review deposits on a monthly basis



Your balance at a glance

Your organization's balance is displayed in the top-right corner of the header in your Pangea Console instance. Click the balance to go to the Billing page.



If your organization has a negative balance, that is also displayed in the top-right corner of the header. In addition, Pangea will show a notification to alert you about the negative balance.

ⓘ Your organization balance is negative.
Please fund your account now and prevent your projects from being disabled.

☰  My First Project
Playground ▼ -\$8.00   

Making Deposits

All balances and payment methods are managed at the organization level and shared across all projects. Any project inside of an organization can draw from the organization balance. Check out the different types of deposits:

- [Pangea Complimentary Deposits](#)
- [Auto-charge](#)
- [One-Time Payments](#)

Pangea Complimentary Deposits

To help you get started, Pangea provides all organizations a \$5 complimentary balance. In addition, Pangea will restore the \$5 complimentary balance at the beginning of each month. However, complimentary deposits cannot accumulate month over month. This means if you use \$2 of the complimentary balance in month 1, your beginning balance in month 2 will be restored to \$5 via a \$3 complimentary deposit. The complimentary balance restoration will not occur if your organization's balance is **negative**.

Note

For information about when the \$5 complimentary deposit occurs, visit the [Billing Cycle](#) and [Monthly Charges](#) section.

Auto-charge

Tip

Pangea recommends that you set up Auto-charge for your production environments.

To avoid a negative balance, and potentially a service disruption, it is best to use the auto-charge feature. Pangea recommends that you set up Auto-charge for your production environments. Auto-charge allows you to automatically trigger a deposit from your credit card based on the organization balance reaching a user-defined level. The auto-charge amount is configurable and can be disabled at any time.

Manage Auto-charge

To set up auto-charge:

1. Click **Manage** in the Auto-charge section of the Billing page
2. Enter your credit card information into the **Auto-charge** dialog. When enabled, Auto-charge will charge the U.S. dollar amount specified in the **Amount** field, and will execute the auto-charge when the organization balance goes below the dollar amount specified in the **When below** field.
3. Once set up, the Auto-charge screen will look something like the image below. The Auto-charge section displays your auto-charge configuration and the payment method you chose to configure auto-charge includes an "Auto-charge" label.

Determine an Auto-charge amount

Tip

Pangea recommends a **When Below** amount equal to or greater than your average daily usage and an auto-charge amount equal to 30 days of usage (i.e. one month).

An easy way to determine auto-charge amounts and When Below thresholds is to review your usage on the [Usage Page](#). You'll be able to see your average daily usage and usage trends, month over month. Pangea recommends a When Below amount equal to or greater than your average daily usage and an auto-charge amount equal to 30 days of usage (i.e. one month). This will ensure you always have enough balance to cover your usage while limiting credit card transactions to approximately 1 per month. Additionally, should something go wrong with your payment method, you'll have a day's worth of balance to cover you while you get it corrected.

For example, if average daily usage = \$15, then:

- Amount 30 x \$15 = \$450
- When below = \$15

See the image below for reference:

The screenshot displays the Pangea Billing interface. The main page shows a balance of \$5.00, auto-charge set to None, and a payment method of Visa ending in 4242. A modal window titled "Auto-charge" is open, allowing configuration of the auto-charge amount (set to \$450), the "When below" threshold (set to \$15), and the credit card (set to Visa ending 4242). The modal includes "Cancel" and "Save" buttons.

One-Time Payments

To add funds to your balance and make a one-time payment:

1. Click **+ Funds** in the Balance section of the Billing page
2. Enter the funding amount and select a credit card to fund from
3. Click **Save**. Your balance will be updated immediately.

Add a payment method

To add a payment method:

1. Click **+ Payment Method** on the Billing page
2. Enter your credit card details into the Payment information dialog

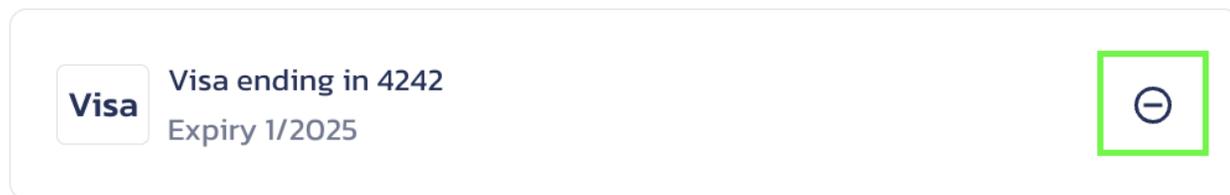
3. Once the credit card has been added, it will appear in the Payment method section of the Billing page

Delete a payment method

To delete a payment method:

- Select the payment method you want to delete and click the remove icon

Payment methods



Billing Cycle and Monthly Charges

The billing cycle for all Pangea users, independent of your timezone, will be as follows:

- Start of billing cycle = 12:00:00AM Pacific Time Zone on the first day of every month
- End of billing cycle = 11:59:59PM Pacific Time Zone on the last day of every month

The timing of the billing cycle is relevant for:

- allocation and charges associated with services utilized on a monthly basis (e.g. storage)
- calculating the **negative balance** allowance
- replenishment of complimentary credits

Negative Balances

If your applications are using Pangea services and consume the entire available balance, Pangea will allow a negative balance without a financial penalty. The overage is based on 10% of the current or prior month's API spend, whichever is greater. For example, if last month your organization consumed \$100 in service utilization, and the \$100 was funded through your organization's credit

card, Pangea will permit service utilization up to a balance of **-\$10** (negative \$10). Once the maximum negative allowance has been reached, the Pangea service availability will be suspended.

If your organization's balance is negative:

- Pangea will send you warnings and notifications in the [Pangea Console](#) 
- Pangea will send frequent emails to your organization's admin
- Pangea will persist with this messaging from the time the balance becomes negative and while the negative balance is carried

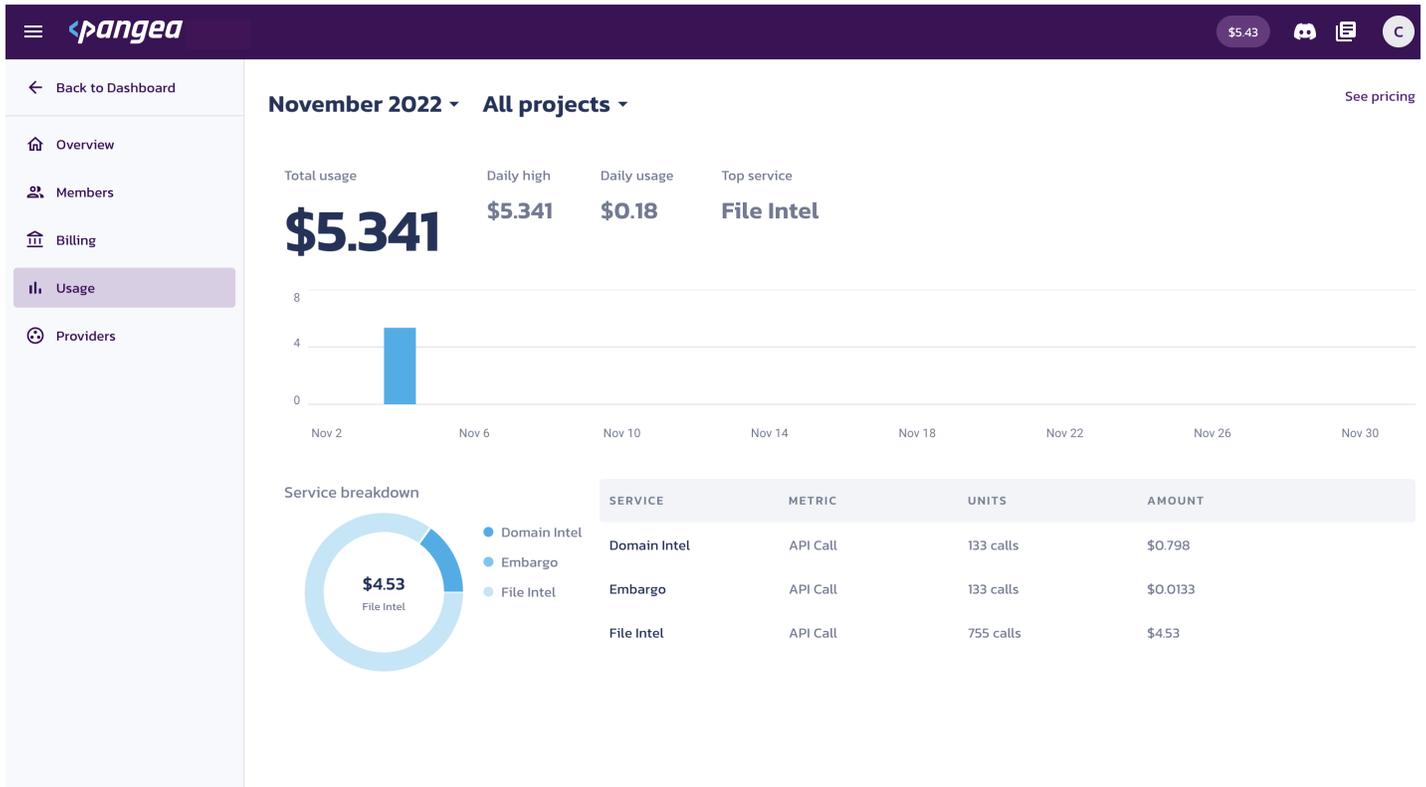
While any organization is in a negative balance, Pangea will not provide the \$5 complimentary credit deposit. Once an organization's balance is restored to positive, the \$5 complimentary deposit will resume on the next billing cycle.

Tip

To avoid negative balances, Pangea recommends setting up [Auto-charge](#)

Usage Page

You can review usage by navigating to the **Organization Settings > Usage** page.



From here, you can view the API and service utilization of funds during a particular billing cycle. You can view utilization for all projects, or just a particular project, and get a breakdown of utilization for each day of the billing cycle as well as for each service.