1. Log in to your HOURCAR account and navigate to your account summary
2. Add or change payment information as needed by selecting “credit card settings” from the top of the page.

3. Select the payment you’d like to re-run. This can be done by looking at the top left portion of your screen, finding the balance displayed in the “Over due amount” section, and clicking on “details”; or by selecting an invoice from the Invoice and Payment Log.

4. Once you are viewing the invoice for the payment you wish to re-run, you can initiate the re-run by clicking the “repeat payment” button.
This usually takes 1-3 minutes to complete, so please be patient! We recommend you refresh the page after 2-3 minutes. If the payment is successful you will see a “success” message, and the open amount on the invoice will display as $0.00.

Once a payment is successfully re-run, payment related account restrictions will be automatically removed and you will be able to make new reservations.