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How to read your invoice line by line, and what each status means

Invoices & Tax

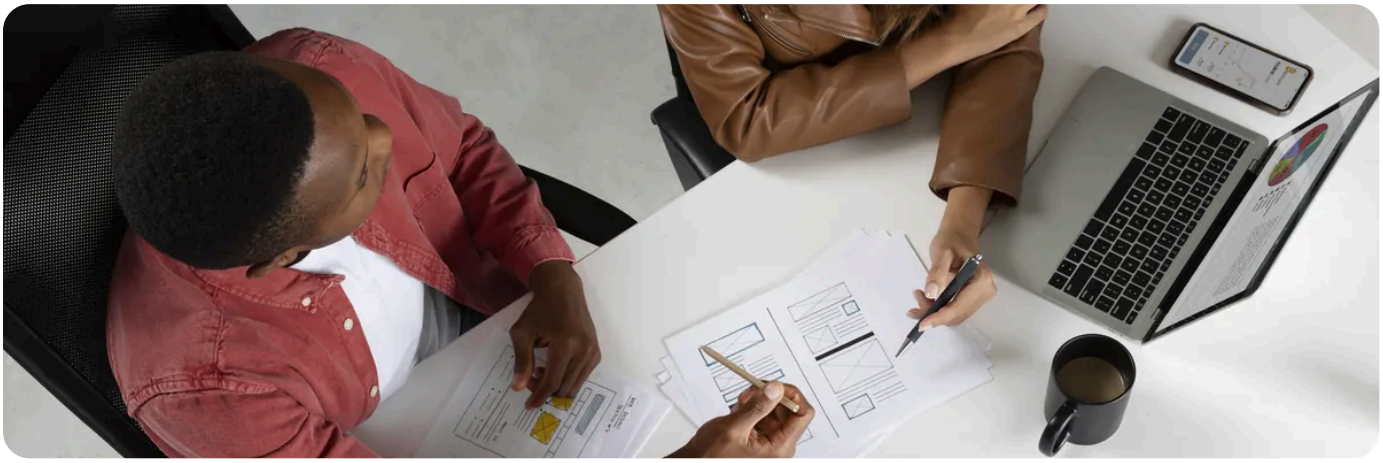
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How to read your invoice line by line, and what each status means

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An invoice answers four questions, in this order: **whose it is, what it charges, for what period, and how much is left to pay**. The status at the top (Unpaid, Paid, Cancelled) tells you whether you still owe anything. The total at the bottom is the amount to pay, never a single line on its own.

The parts of an invoice

Part	What is there	What it is for
Number and dates	The serial number, the issue date and the due date.	The number identifies the invoice in any conversation with support. The due date is the one that counts for the service's calendar.
Invoiced to	The name, company, address and tax number on your account at the moment of issue.	It is what accounting reads. See **your invoice: billing details, tax and receipts**.
Lines	One for each service, domain or extra, with a description and, for services, the period the line covers.	This is where the amount is explained. A plan change shows two dates in the same line.
Subtotal, tax and credit	The sum of the lines, the tax (if any) and any account credit applied.	It explains the gap between the sum of the lines and the total.
Total	The amount still to pay.	It is the amount to transfer or pay.
Transactions	The payments recorded on this invoice, with date and method.	Proof that a payment was received.

What each status means

Status	It means	What to do
Unpaid	Not paid yet, or only in part.	Pay before the due date. See **how to pay your invoice**.
Paid	The payment has been recorded. The service renews or activates.	Download the PDF if you need it.
Cancelled	No longer due. It may have been replaced by another.	Do not pay it. If you paid by mistake, see **what happens when you pay twice or pay the wrong invoice**.
Refunded	The money was returned.	Nothing. See **refunds and cancellations**.
Overdue	The due date passed without payment.	Pay now. The calendar up to suspension is in **why your invoice shows this amount, and the billing calendar**.

Your panel may use slightly different words, or show a “payment pending” status while a payment is being confirmed. The meaning is that of the rows above.

Reading an invoice in four steps

1. **Look at the status and the total.** If it says Paid, there is nothing more to do.
2. **Check “Invoiced to”.** Name, company and tax number must be right **before** you pay: once issued, an invoice is not rewritten.
3. **Read the lines.** Each line says what it is and what period it covers. If there are two invoices, see whether one is a new service and the other the renewal of an existing one.
4. **Compare the total with what you expected.** If it does not match, go to the list of causes in **the amount on my invoice looks wrong**.

Always pay from the invoice inside My Interweb.
The payment details are there, behind your password. Never pay to details received by e-mail, chat or social media: they do not come from us. See **how to tell whether an e-mail really came from us**.

Need all the year’s invoices?
They are all in the list, none is ever deleted. Download the PDFs in one go instead of asking for them. To find each thing in the panel, see **where to find your services, domains, invoices and tickets in your account**.

NEED A HAND?

Is there a line on the invoice you do not understand? Send us the invoice number and the line in question.

Open a support ticket →

SEE ALSO

- Your invoice: billing details, tax and receipts →
- Why your invoice shows this amount, and the billing calendar →
- Hosting words for beginners: the terms on your invoice and in your panel →
- How to pay your invoice →

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