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# After you order: what happens next, and when to worry

Orders & Services

| CODE | VERSION | COUNTRY · LANGUAGE |
| --- | --- | --- |
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**Interweb Angola**
RLX Angola, Lda. · Group RLX Holdings
Tax ID (NIF) 500 260 5724 · Commercial registration no. 26464-25/250724

https://www.meu.interweb.ao/knowledgebase/1782

# After you order: what happens next, and when to worry

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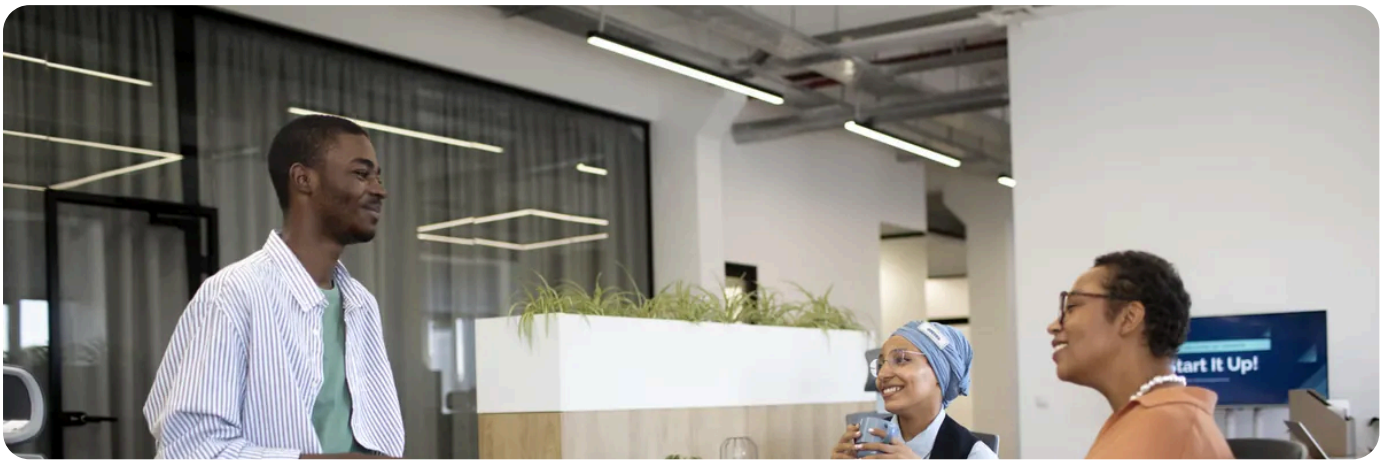

**The short answer:** after you order, your service only starts once the **invoice is paid**. With the methods that confirm by themselves, the service is ready shortly after payment. With a bank transfer, the bank's confirmation is needed, and that does not depend on us. Meanwhile it is normal for the service to show as "Pending" in Meu Interweb.

## The sequence, step by step

1. **You place the order.** An unpaid invoice is created (a proforma, until it is paid) with everything you chose. See **Proforma invoice**.

2. **You pay.** The methods that confirm by themselves (mobile wallet, reference) settle the invoice at once. A bank transfer needs the bank's confirmation and the proof sent: **Bank transfer: the five stages**.

3. **The invoice becomes "Paid".** This is when the service is created, with nobody having to touch it.

4. **You receive the e-mail with the access details.** It carries the panel address and the login details. See **Which login do you need**.

5. **You log in and start.** The first place to visit is **Your first thirty minutes in cPanel**. If the domain does not point to us yet, the site opens on a welcome page: **How to remove this welcome page**.

## What is normal, and what is not

| Situation | Is it normal? |
|---|---|
| **The service is "Pending" and the invoice unpaid** | Yes. Payment is missing. |

| Situation | Is it normal? |
|---|---|
| **You paid by transfer and the service is still “Pending”** | Yes, until the bank confirms. See the transfer article. |
| **You paid by an instant method and time has passed** | **No.** Open a ticket. See **Invoice paid but the service is still pending**. |
| **The e-mail with the access details did not arrive** | Check the spam folder and your account’s e-mail; if it is not there, the details also appear in Meu Interweb. |
| **The new domain does not open the site yet** | It can take a while to propagate. See **How long DNS changes take**. |

**Always pay from the invoice inside Meu Interweb.**
The right payment details are there. If someone sends you others by message, be suspicious. And do not pay twice because you think it did not work: check the invoice status first.

Keep the access e-mail and the invoice number. They are what we ask for if you need help.

NEED A HAND?

Paid and the service is not moving? Open a ticket with the invoice number and the payment method.

Open a support ticket →

SEE ALSO

- **Proforma invoice: what it is, why the number changes when you pay, and which document to keep** →
- **Bank transfer: the five stages until your payment is confirmed** →
- **Invoice paid but the service is still suspended or pending: what to check** →
- **Your first thirty minutes in cPanel** →

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## Interweb Angola

**RLX Angola, Lda. · Group RLX Holdings**

| | |
|---|---|
| TAX ID (NIF) | 500 260 5724 |
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| OPENING HOURS | Monday to Friday - 08 AM to 04 PM<br>Saturday & Sunday - Closed |

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