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

Billing & Payments

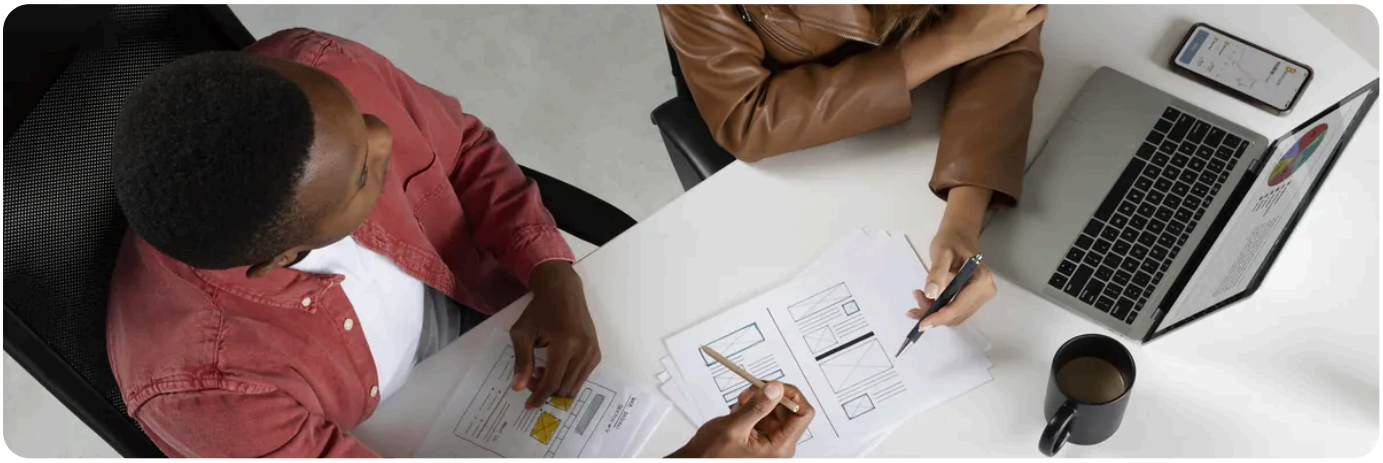
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**Interweb Mozambique**
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# How to read your invoice line by line, and what each status means

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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 It may have been replaced by another.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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## Interweb Mozambique

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|---|---|
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