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How to get an invoice in your company name and tax number

Billing & Payments

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Interweb Mozambique
RLX Holdings, S.A. · Group RLX Holdings
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How to get an invoice in your company name and tax number

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For the invoice to come out in the company's name with its tax number, **fill those details in on the account before you order**: company name, address and tax number, under **Account Details** in My Interweb. Every invoice is built from those details at the moment it is issued. If an invoice has already come out wrong, **do not pay it yet** and write to us.

Before the first order

1. **Sign in to My Interweb** and go to **Account Details**.
2. **Fill in the company name** as it appears on the company's documents, with no abbreviations your accountant would find odd.
3. **Type the tax number** exactly as it appears on the company's card or certificate, in your country's format.
4. **Check the billing address** and the e-mail the invoices should go to.
5. **Save.** It applies at once to the documents that follow.
6. **Only now place the order**, or renew. The first invoice comes out right and there is nothing to correct afterwards.

If the invoice has already come out with the wrong details

Situation	What to do
The invoice is still unpaid	Do not pay it. Write to us with the invoice number and the right details. We sort it out before it is settled.
The invoice is already paid	Write anyway. It takes more work and is not always possible. The sooner you say so, the better. See **what a credit note is**.
The holder's own name is wrong	That field is locked for you, because it identifies the account holder. Open a support ticket with the correct name.
You will buy for two companies	One account per company keeps each one's invoices apart.

Invoice, receipt and proof of payment: what to give accounting

They are three different papers and are easily mixed up. The **invoice PDF** is the tax document: you can download it from My Interweb as often as you like. The **proof of payment** is what you send us, when the method needs checking. The **payment confirmation** arrives by e-mail when the invoice turns Paid. For accounting the PDF of the already Paid invoice usually does, but it is accounting that decides what it accepts. If they ask for more, tell us what.

An issued invoice is not rewritten.
Invoices are numbered in sequence, with no gaps, and that is what makes them valid documents. What you correct today applies to the next ones. See **your invoice: billing details, tax and receipts**.

Need a document before you buy?
The company that has to approve the spend almost always needs a pro forma. Ask for a quote: see **asking for a quote: what to fill in and what you get**. **Does accounting want to see the invoices?** Give them a sub-account with only the invoices permission: see **how to manage sub-accounts**.

NEED A HAND?

Did the invoice come out with the wrong name or number? Send us its number and the right details, before you pay.

Open a support ticket →

SEE ALSO

Your invoice: billing details, tax and receipts →

- **Asking for a quote: what to fill in and what you get**
- **How to manage sub-accounts**
- **How to update your registration details**

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