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I paid less than the invoice asks for: partial payments and how to settle the rest

Billing & Payments

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I paid less than the invoice asks for: partial payments and how to settle the rest

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When you pay **less than the invoice asks for**, the invoice stays open with the difference still to settle, and the service does not activate or renew until the rest arrives. Most often it is the bank's fee, taken out of the amount you sent. The fix is to pay **only the difference**, with the invoice number clearly visible.

Why it came up short

Cause	How to recognise it	How to avoid it next time
The bank took a fee	Less arrived than you sent, especially on international transfers.	Choose the option where charges are borne by the sender. See **which currency you pay in, and why your bank charged something else**.
You mistyped the amount	The amount is lower than the total at the bottom of the invoice.	Copy the total from the invoice itself.
You paid the old invoice	The amount was that of an earlier renewal, or of a different plan.	Always pay from the open invoice.
A currency conversion	You paid in a currency that is not the invoice's.	Check the currency at the top of the invoice.

How to settle the rest

1. **Open the invoice** in My Interweb and look at the status and the amount still missing.

2. **Pay the difference** by a method that confirms itself, or by transfer with the invoice number in the reference.

3. **If you paid by transfer, send the proof** of what you sent, and then the one for the difference. See **bank transfer: the five stages until your payment is confirmed**.

4. **Wait for the confirmation:** when the sum reaches the total, the invoice turns Paid and the service activates or renews.

5. **If you are unsure of the missing amount, do not guess:** write to us with the invoice number and the amount you sent.

What to keep to prove the difference

If the shortfall comes from a bank fee, **keep your bank's confirmation**: it shows the amount debited and, when it does, the amount credited. It is the proof that you sent the right amount and that the rest was lost on the way. Attach it to the proof when you write to us, so we can see at once why the amount arrived short. If your bank does not show the fee, ask it for the details of the transaction.

Do not pay the full amount again to "fix" it.
You would be left with a surplus to recover, as in **I paid twice or paid the wrong invoice**. Pay only the difference the invoice shows as missing.

If the service is close to its due date
, say so when you write: a small difference should not let a renewal lapse. The calendar is in **why your invoice shows this amount, and the billing calendar**.

Paid by card and the amount on your statement is different?
The conversion is the processor's and your bank's, not ours: see **which currency you pay in**.

NEED A HAND?

Not sure how much is left to pay? Send us the invoice number and the amount you sent.

Open a support ticket →

SEE ALSO

- Which currency you pay in, and why your bank charged something else
- Bank transfer: the five stages until your payment is confirmed
- How to pay your invoice
- I paid twice or paid the wrong invoice: what happens to the money

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