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Credit balance in your account: where it comes from and how it is used on invoices

Billing & Payments

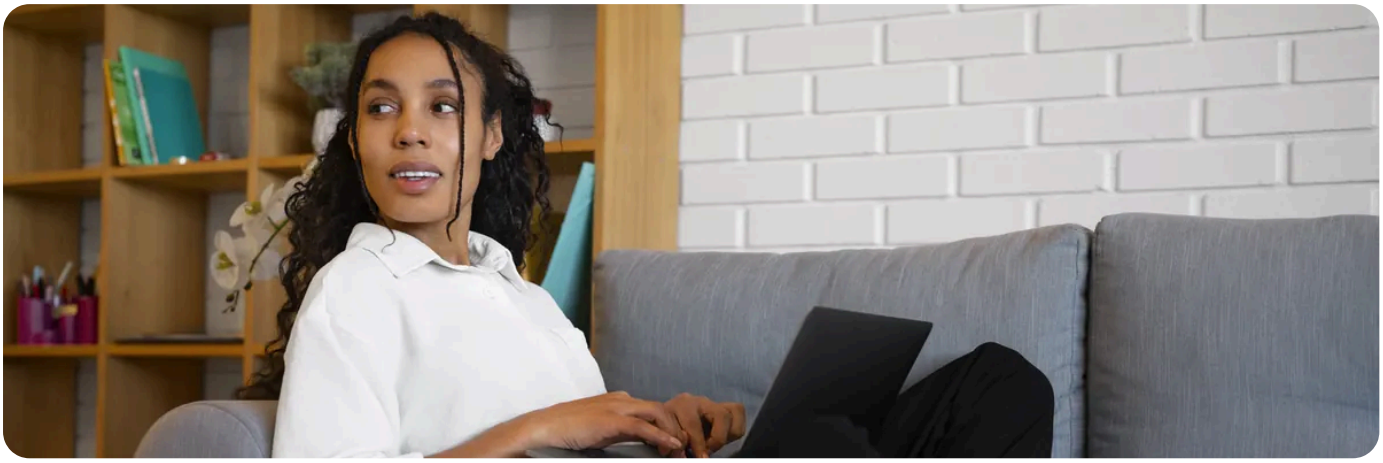
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Credit balance in your account: where it comes from and how it is used on invoices

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Credit is money of yours that stayed on the account, in the account's currency, and that pays future invoices. It is not a discount or a coupon: it is a balance. It shows in My Interweb as a notice ("you have a credit balance of X") and, when it is used, as a **Credit** line on the invoice.

Where credit comes from

Situation	What usually happens
You paid too much	The difference does not disappear: it stays as credit. See **paying twice or paying the wrong invoice**.
A payment with no invoice to attach it to	If money arrives and no open invoice can take it, it is kept as credit until it is used.
A refund was left as credit	When we agree with you that the amount stays on the account instead of going back to the bank or wallet.
A credit note	That is another document, with another purpose. See **what a credit note is**.

How it is used

Credit is applied **automatically to new invoices**, and you can also apply it to an invoice that is already open: on that page, look for the **Apply Credit** option, type the amount and confirm. The system will not let you apply more than the balance, nor more than is still due on the invoice.

1. Open My Interweb. The balance sits in a notice at the top of the client area.

2. Open the invoice you want to pay. If you have credit and the invoice is still unpaid, the option to apply it appears on the invoice itself.

3. If the credit covers the whole invoice, it is paid and the service renews. If it does not, the rest is paid by your usual method (see **how to pay your invoice**).

4. Then check on the invoice screen: the credit used appears on a line of its own and the status changes.

What credit is not

It is not cash. If you want the amount back instead of spending it on invoices, ask in a support ticket; there is no button for it, and the answer depends on the case. **It does not move between accounts:** it lives on the account where it arose, in that account's currency, and cannot be used in another portal. And **it cannot pay an invoice in another currency** (see **which currency you pay in**).

A half-paid invoice is a sign that something was missed.
As a rule, credit is used to pay a whole invoice, and what is not enough for one invoice stays in the balance. If you see an invoice with credit applied and still unpaid, look at the amount that is missing and tell us the number.

Keep credit for renewals.
With a balance on the account, the next invoice can end up paid without you doing anything. But check the balance before the date instead of counting on it from memory.

NEED A HAND?

Have credit on the account and cannot see why the invoice is still open? Tell us the invoice number.

Open a support ticket →

SEE ALSO

- What a credit note is, and when you get one instead of a refund →
- I paid twice or paid the wrong invoice: what happens to the money →
- Refunds and cancellations: what comes back, when, and what does not →

How to pay your invoice →

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