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Your accounts department wants a pro forma before paying: what to send them

Billing & Payments

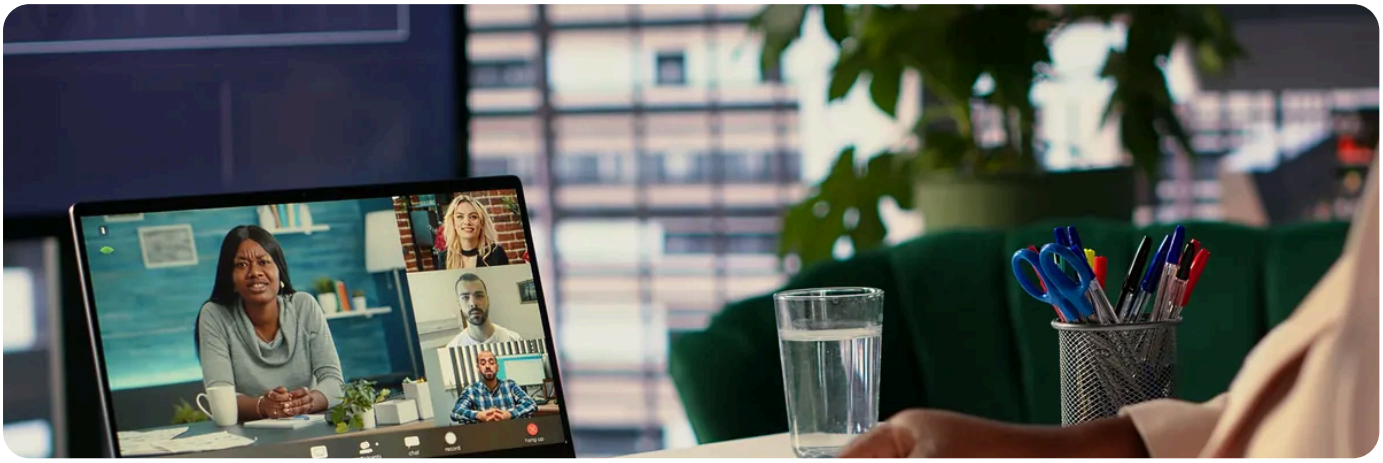
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Your accounts department wants a pro forma before paying: what to send them

Billing & Payments Created on **October 10, 2026** Updated on **October 21, 2026** 3 min read



It depends where you are in the process. **If you have not ordered yet**, the pro forma is requested on the quote page and arrives by e-mail as a PDF. **If you have already ordered**, the document to approve is the invoice sitting in your account. A pro forma is a proposal; the invoice is the charge.

Which document for which case

Where you are	What to give accounts
No account and no order yet	Ask for a quote on the **quote page**. The pro forma PDF arrives at the e-mail you gave, with the billing details exactly as you typed them. See **asking for a quote**.
You ordered and the invoice is unpaid	The invoice itself, as a PDF, from My Interweb. It is already the document for the charge; no other is needed.
You have paid	The paid invoice and the payment confirmation you received by e-mail. That is what accounts files.

The quote route, step by step

1. Open the **quote page** and type the **company name and tax number exactly as they must appear** on the document.
2. Pick the services, the cycle and the quantity, and use the free field for any requirement of the procedure (a tender number, for example).
3. Keep the number and the code shown on screen and in the e-mail. With the code and the e-mail you can see where the quote stands.

4. Hand the PDF to accounts. When they authorise it, accept the quote: that is when the account and the invoice are created.

A pro forma is neither an invoice nor proof of payment.
Nobody should book it as a paid expense. What counts for accounting is the invoice that is created after you accept.

Billing details cannot be fixed afterwards.
A misspelled name or a wrong tax number makes the document useless to whoever receives it, and the request has to start over. Check them before sending. If the company does not yet have an invoice in its name, see **how to get an invoice in your company name and tax number**.

If your accounts team wants to pay straight from the PDF, **tell us first**, in a ticket with the quote number, so the payment is tied to the right order. The payment details that count are always the ones shown in My Interweb, never ones that reach you by another route.

Quotes have an expiry date
, printed on the document itself. If it has passed, ask for a new one instead of arguing over the old one: it is faster and keeps out-of-date paper from circulating.

NEED A HAND?

Did accounts ask for something these steps do not cover? Tell us what they require.

Open a support ticket →

SEE ALSO

- **Asking for a quote: what to fill in and what you get** →
- **How to get an invoice in your company name and tax number** →
- **Your invoice: billing details, tax and receipts** →
- **Paying an invoice for someone else, or having your company pay yours** →

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ECONOMIC ACTIVITY CODE (CAE)	62022
REGISTERED OFFICE	Bairro 7 de Setembro Vilankulo 1304 · CEP 0411-02, Inhambane, Mozambique
CONTACT	info@interweb.co.mz · +258 84 635 1111 · +258 86 635 1111 · www.interweb.co.mz
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