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Why every service has its own invoice, and how to pay several at once

Billing & Payments

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Why every service has its own invoice, and how to pay several at once

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Every service has **its own cycle and its own date**, and each invoice is tied to the services it covers. That is why a plan, a domain and a certificate give three invoices and not one. The good news: you can pay several at once without merging them.

Paying several invoices in one go

1. Open My Interweb, go to **Billing** and open the list of invoices. If you have two or more unpaid, tick the ones you want to pay.
2. Pick the mass payment option (“Pay Selected” or “Pay All”). The page shows a summary of the invoices and the total.
3. Choose the payment method and confirm. The system settles **each invoice on its own**, so each service renews with the right date.
4. Then check the list: the paid invoices turn to Paid, one by one.

What is available in each case depends on the methods on your account; the current list is on **payment methods**. By bank transfer you make a single transfer and **list the number of each invoice in the proof of payment** (see **the five stages of a bank transfer**).

Why two invoices arrived at the same time

Situation	Explanation
You bought a service near the renewal of another	One invoice is for the new service, the other is the normal renewal of what you already had. They are different things and both are due. See **the billing calendar**.

Situation	Explanation
You have a domain and hosting	The domain runs on a calendar of its own. See **two renewals, two dates**.
An upgrade and a renewal	The upgrade is only the difference for the period that is left; the other is the normal renewal.
Several services on different cycles	Each falls due when it falls due. It is not an error: it is each one's cycle.

Telling which service each invoice belongs to

Open the invoice: each line gives the **name of the service** (and, for domains, the domain name) and the **dates of the period** it covers. With those two things you can tell at once whether it is the plan, the domain, a certificate or an extra, and whether it is a renewal or a new service. If you have many open invoices, start with the one that falls due first.

Paying one does not pay the other.
If you pay only the new service and leave the renewal unpaid, the new one starts and the old one heads for suspension. Always look at both. What stops working, and when, is in **what stops working if you do not pay**.

Fewer invoices, more peace.
A longer cycle means fewer invoices a year for the same service. See **changing your billing cycle**. We do not merge different services into one invoice; if you have a concrete reason for it, tell us.

NEED A HAND?

Have unpaid invoices and cannot tell which service each one belongs to? Send us the numbers.

Open a support ticket →

SEE ALSO

- Why your invoice shows this amount, and the billing calendar →
- How to pay your invoice →
- Renewing and changing your billing cycle, and saved payment methods →

A window about unpaid invoices appears when I sign in: what it is and what to do

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