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Sending your invoices to an accountant: where invoice e-mails go and how to add a second recipient

Billing & Payments

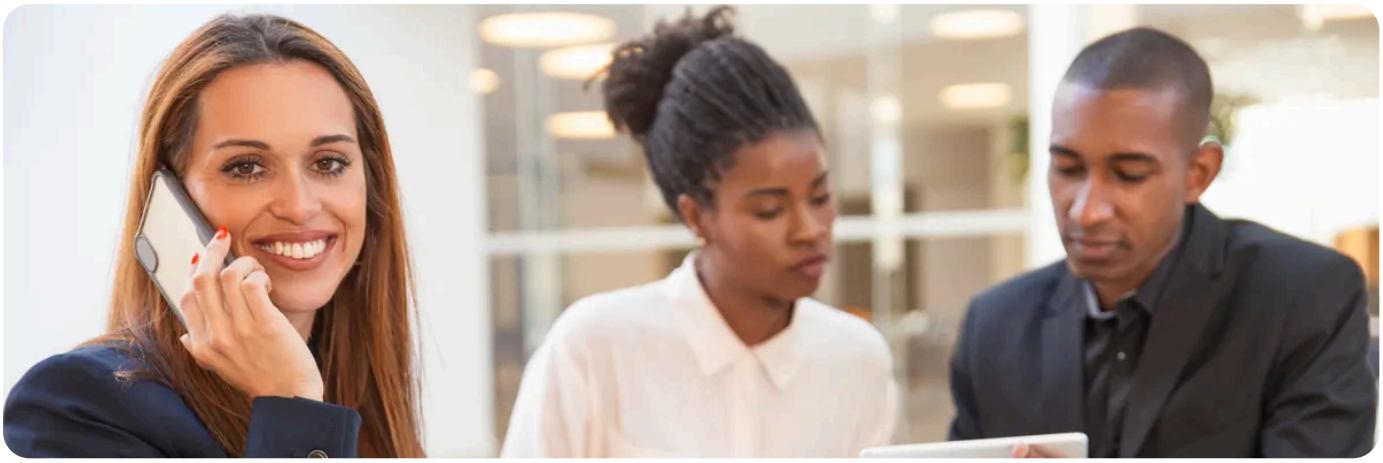
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Sending your invoices to an accountant: where invoice e-mails go and how to add a second recipient

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Invoices and reminders go to the **account e-mail**. For an accountant, a partner or a colleague to receive them too, without access to the account, create a **contact** with the invoice option switched on. They get the messages; they do not sign in to My Interweb.

Adding a recipient

1. Sign in to My Interweb and open **Contacts / Sub-Accounts**, in your profile menu.
2. Choose to add a new contact and fill in the person's name and e-mail.
3. Under **Email Preferences**, leave ticked only the **Invoice Emails (invoices and billing reminders)** option. Untick the others, so the person does not get what is not theirs.
4. **Do not activate the sub-account** if the person only needs to receive the e-mails. Activating it gives them their own access to My Interweb, which is a different thing (see **letting an accountant pay invoices without sharing your password**).
5. Save. From the next invoice issued, the message also goes to this address.

What changes and what does not

Question	Answer
Are old invoices re-sent?	No. Download the PDF in My Interweb and forward it by hand. See **the PDF that will not download**.

Question	Answer
Do I stop receiving them?	No. The account e-mail keeps receiving everything.
Does the contact see my invoices in My Interweb?	Only if you give them a sub-account with the invoices permission. Receiving e-mails and having access are separate things.
Can I have several?	Yes, one contact per person. Each one chooses, on their own, which types of message they receive.
What if the account e-mail has changed?	That is another operation, with a confirmation. See **how to change your registration e-mail**.

In a company, a **shared finance-department address** works better than one person's e-mail: invoices do not get stuck when somebody goes on holiday or leaves. Once saved, the proof is simple: on the next invoice issued, ask the person to confirm they received it. Until then, nothing is sent again.

Whoever receives invoice e-mails sees the amounts and what your company buys.
Give this option only to people who need it. And when the person stops working with you, remove the contact, so reminders do not keep going to a mailbox that is no longer the company's.

Use an address on the company's own domain for the accountant, if there is one
, instead of a personal mailbox. If an invoice e-mail does not arrive, see **e-mails from your hosting company that do not arrive**.

NEED A HAND?

Want invoices to go to another person and cannot find the option? Tell us the address and what you need.

Open a support ticket →

SEE ALSO

- **Letting a colleague or accountant pay invoices without sharing your password** →
- **How to manage sub-accounts** →
- **How to change your registration e-mail** →

Payment reminders: what to expect, and why one arrived after you paid

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