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The tax line on my invoice changed or disappeared: what to check and what we can change

Billing & Payments

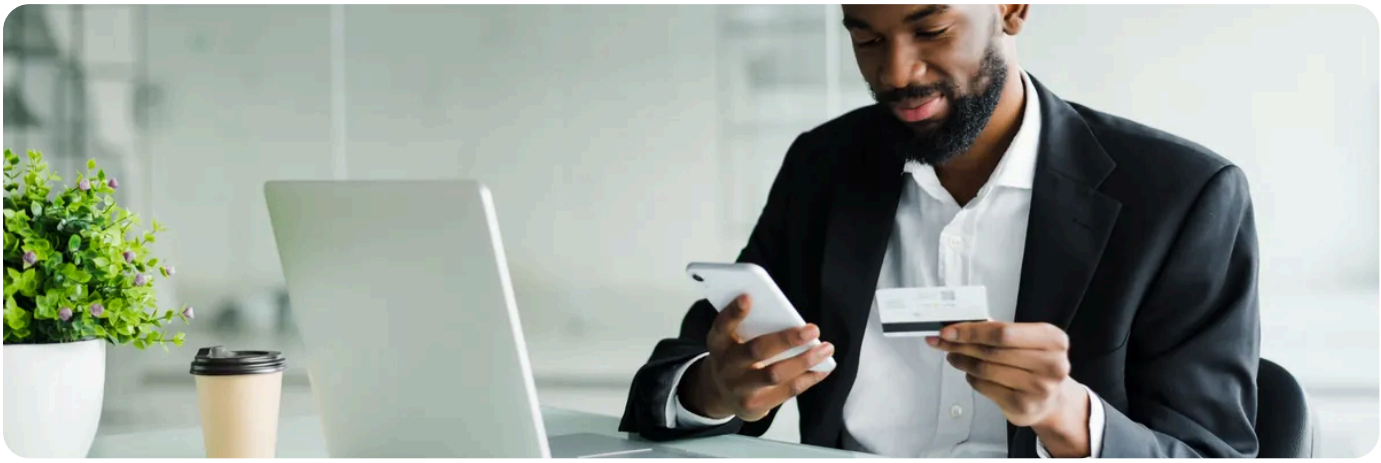
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The tax line on my invoice changed or disappeared: what to check and what we can change

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Two similar invoices can carry different tax, or the tax may not show at all. Nearly always the explanation is in the **account's billing details** at the moment each invoice was issued, not in a mistake. This article helps you find out which case is yours; what the tax itself is can be found in **tax on an invoice, in plain words**.

What usually explains the difference

What changed	Why it can change the tax
The billing country or address	Tax depends on the country the invoice is issued from and on your details. Changing the address can change the tax line on the invoices that follow.
The tax number, or the company name	Missing, wrong or added between the two invoices, it can change how the invoice is treated.
The portal or the currency	Accounts on different portals can have different tax details and a different currency. See **which countries can buy from us, and which portal to use**.
The service	Each line on the invoice is a service, and the invoice shows what applies to each.
A discount or credit	They change the base on which the final amount is worked out. The total can look different without the rate having changed.

Step by step to understand it

1. Open the **two invoices** in My Interweb, side by side, and compare the lines, not just the total.

2. In **Account Details**, read the country, address and tax number the account has today. See whether any of them changed since the first invoice. See **how to update your registration details**.

3 If the tax line shows on one and not the other, check whether the invoice without it is for another service, another portal or another period.

4 If it is still unexplained, open a ticket with the **numbers of both invoices** and what you expected to see.

What can and cannot be changed

Request	Answer
Correcting your details	You can do it yourself, in My Interweb. It applies to invoices issued from then on.
Rewriting an invoice already issued	No. Invoices are numbered in sequence and are not redone. See **why an issued invoice is not changed**.
Asking for the tax treatment to be reviewed	You can ask, in a support ticket, with the documents that support your case. We tell you what applies; we decide nothing before seeing it.
Knowing which tax you should pay	We do not give tax advice. Ask your accountant, with the invoice in hand.

If the invoice is not paid yet and the details are wrong, do not pay it yet.
After payment it is always more work, and correcting it is not always possible. Open the ticket first, with the invoice number and the right details.

Before ordering, fill in the company name and the tax number.
That way the first invoice comes out right. See **how to get an invoice in your company name and tax number**.

NEED A HAND?

Two invoices, two different treatments? Send us the numbers and tell us what you expected.

Open a support ticket →

SEE ALSO

- **Tax on a hosting invoice in plain words: included, added or not charged** →
- **Your invoice: billing details, tax and receipts** →

How to get an invoice in your company name and tax number →

The amount on my invoice looks wrong: what to check before you write to us →

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