interweb

Generated on 22/10/2026 05:12

KNOWLEDGE BASE · PUBLIC DOCUMENT

A referral is missing from your affiliate account: the usual reasons

Support & Account

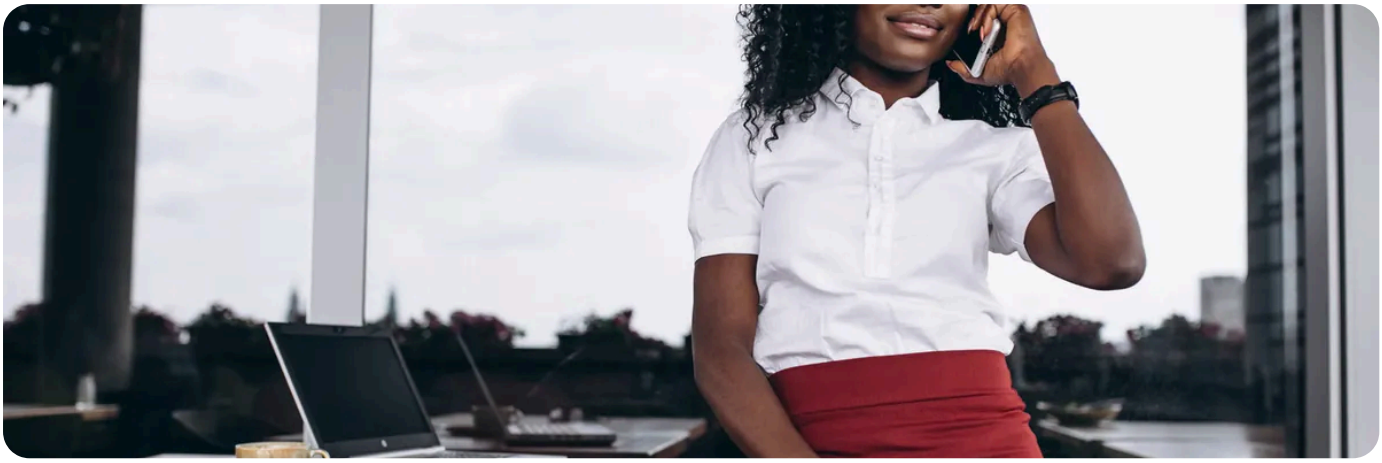
CODE	VERSION	COUNTRY · LANGUAGE
RLX-MZ-KB-1758	v2026.10.21	Mozambique · English

Interweb Mozambique
RLX Holdings, S.A. · Group RLX Holdings
Tax ID (NUIT) 401 191 607 · Legal entity no. (NUEL) 105 045 974 · Economic activity code (CAE) 62022

https://www.meu.interweb.co.mz/knowledgebase/1758

A referral is missing from your affiliate account: the usual reasons

Support & Account Created on **October 15, 2026** Updated on **October 21, 2026** 3 min read



The short answer: the programme ties a person to your link through a **cookie in the browser** of whoever clicked, and only pays once the **invoice is paid**. Almost every "missing referral" comes from one of two things: the person did not arrive in the same browser, or the invoice has not been paid yet.

What the Affiliates screen shows

On the **Affiliates** screen in My Interweb you see the **Clicks** (visits through your link), the **Signups** (accounts created after those visits) and the **Conversions**. Further down, the table of your referrals, with the date, the amount, the commission and the status of each. Always start there.

The most common reasons

Situation	What happened
The person clicked on a phone and signed up on a computer	The cookie stays in the browser where it was clicked. On another device, or another browser, the link is lost.
They opened the link inside an app (social network, chat)	Some browsers built into those apps do not keep the cookie like an ordinary browser.
They cleared cookies, used a private tab or an ad blocker	The record of the visit disappears before the person signs up.
The person already had an account with us	The programme counts new signups. Someone who was already a customer does not count as a new referral.
They signed up before clicking your link	The link has to come before the signup.
They typed the address or searched for us on Google	Without going through your link there is no record. This happens even when someone "heard about us" from you.

Situation	What happened
The person signed up but the invoice was not paid	You see the referral in the table but **without a commission**. The commission is only born when the invoice is paid.

In the commissions section, **Commissions Pending Maturation** are those that have not yet moved to the available balance. If one stays there a long time, tell us.

What you can do

1. **Check the referrals table** and each one's status. See whether the person appears, and with what date.
2. **Ask the person how they arrived:** by phone or computer, through a message, a social network, a search. It usually explains everything.
3. **For next time,** ask them to open the link and sign up **on the same device and browser**, in the same session, without a private tab.
4. **Use the link exactly as you see it on the screen.** Do not cut it, do not change it. See **Where to share your affiliate link**.
5. **If you think there was a mistake on our side,** open a ticket with the approximate day and time of the click and the person's or company's name, **only with their consent**.

! **We do not promise to credit by hand.**
The record depends on what the browser kept. When there is proof the person came through your link and was not recorded, we look at the case; but it is not the rule. Keep your contact and payment details up to date: **How to update your registration details**.

NEED A HAND?

Think a referral is missing? Open a ticket with the dates and say what you have already checked in the table.

Open a support ticket →

SEE ALSO

- The affiliate programme
- Where to share your affiliate link: blog, WhatsApp, social media, and what to avoid
- Withdrawing your affiliate balance: the minimum, the request and what happens next
- How to update your registration details

interweb

Interweb Mozambique

RLX Holdings, S.A. · Group RLX Holdings

TAX ID (NUIT)	401 191 607
LEGAL ENTITY NO. (NUEL)	105 045 974
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
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

Online version of this document

RLX-MZ-KB-1758 · v2026.10.21 · Generated on 22/10/2026 05:12