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Paying by card: how it works, and what can go wrong

Billing & Payments

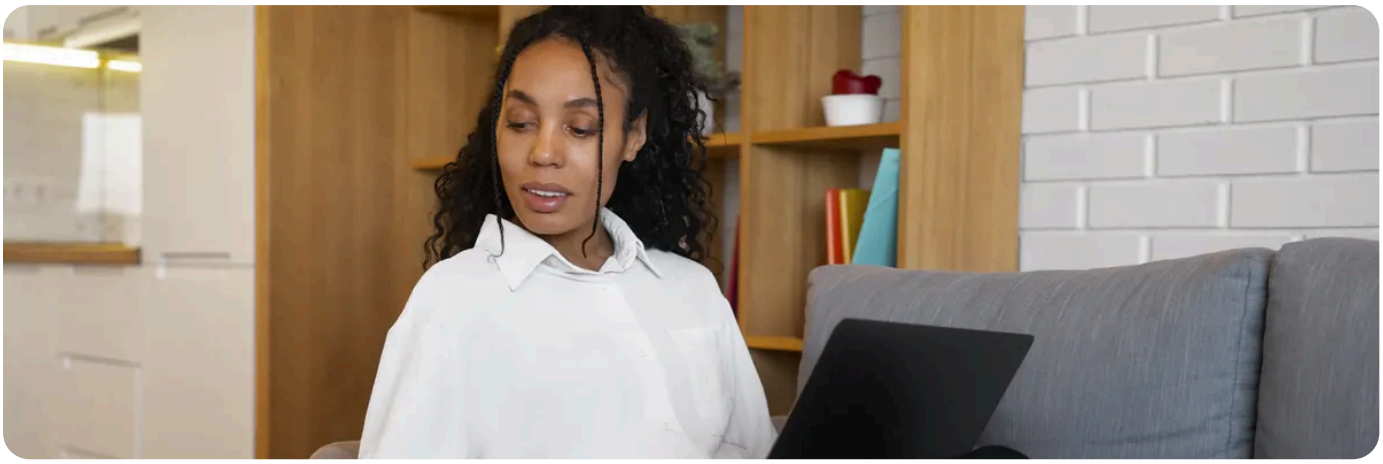
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Paying by card: how it works, and what can go wrong

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Payment methods are not the same everywhere. The list that applies to you is the one shown **on the invoice screen itself**, and the full list is on **Payment methods**. This article is about cards: where you pay, why a payment gets declined, and what to do next.

Where you pay

1. Sign in at **https://www.meu.interweb.co.mz** with your account email and password.
2. Open **Billing** and then **My Invoices**. Click the invoice you want to settle.
3. Pick the card option from the list of methods and press **Pay Now**.
4. Enter the card details on the secure screen that opens. **Those details do not stay with us**: they go straight to the payment processor.
5. Confirm with your bank if it asks you to. Once that is done the invoice turns to **Paid**, you get a confirmation by email, and the service is activated or renewed.

If the card option is not on the invoice, it is not available to you.
That can depend on the invoice currency or on the service being paid for. It is not a fault: choose another method from the list.

Why a card payment gets declined

Almost every decline comes **from the bank that issued the card**, not from us. All we receive is a "no", usually with no reason attached. These are the causes that come up again and again.

What happened	What to do
The bank verification never finished	Many banks ask for an extra confirmation: a code by text message, or a tap in the banking app. If that window closes, or the code arrives late, the payment is left incomplete. Try again with your phone in hand and **without closing the window** that opens.
The card is not enabled for online purchases	This is the single most common cause. Plenty of cards ship with internet purchases switched off, or blocked outside the country. You turn it on in the banking app, or by asking the bank.
The limit is not enough	It may be the balance, but it is just as often the daily or monthly online spending limit, which is frequently low by default. Raise it in the banking app and try again.
The details do not match the card	The name, address and postcode on your profile must be the cardholder ones. Fix them under **My Details** in the portal and retry.
Card expired, replaced or not yet activated	A brand new card that has never been used in a physical terminal may still need activating. Check the expiry date and the status with your bank.
The invoice currency	A card can be declined when the charge is made in another currency. Ask your bank whether the card accepts international charges.
Suspected fraud	Banks block on their own when a payment looks out of character. Confirm to them that it was you, and try again.

! **Do not keep hammering the button.**
A run of declined attempts makes the bank suspicious and can block the card for good. It can also leave **pending holds**, which are not charges but do eat into your limit for a few days. Two attempts are enough; on the third, switch method or call the bank.

The money left but the invoice is still unpaid

1. Refresh the page after a minute. Confirmation is nearly always instant, but it can take a few seconds.

2. Check whether your statement shows a **charge** or only a **pending hold**. A hold from a failed attempt releases itself within a few days, with nobody doing anything.

3. If you were genuinely charged and the invoice is still open, **do not pay again**. Open a support request with the date, the time, the amount and the last four digits of the card, and we will trace the transaction.

Never send us the full card number, the expiry date or the security code.
Not by ticket, not by chat, not by email, not by message. We do not need them, we do not ask for them, and nobody on our team ever will.

If the card will not work and the invoice is due

Do not let it drift while you sort things out with the bank. Other methods are available, and they are all listed on **Payment methods**. Keep the deadlines in mind: the service is **suspended 7 days** after the due date and **terminated at 15 days**. Nothing is lost during suspension, and the service comes back by itself once the payment lands.

NEED A HAND?

Card charged and the invoice still open? Send us the receipt and we will follow the trail.

Open a support ticket →

SEE ALSO

- **Available payment methods** →
- **Support Policy** →
- **Talk to us** →

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