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

Billing & Payments

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

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Reminders are **automatic** and go out according to the state of the invoice. If one arrived after you paid, it is nearly always one of four things: the payment was not yet recorded, the reminder was generated earlier, you paid a different invoice, or the reminder is for another service. Checking takes a minute.

What to expect

Message	What it is for
The new invoice	Sent when it is issued, with the service, the amount and the due date. It is a heads-up to give you time, not a demand on the day itself.
Reminders before the due date	If the invoice is still unpaid, a reminder arrives.
Notices after the due date	If the date passes without payment, notices follow. The service keeps working, but the suspension clock is running. The dates are in the billing calendar .
The window when you sign in	With unpaid invoices, a window appears once a day when you sign in to your account (and on the site, when signed in). See what that window is .

I got a reminder and I have already paid

- 1** **Open the invoice from your account**, not from the e-mail. If the status is "Paid", ignore the reminder: it was generated before the payment was recorded.
- 2** If it is unpaid and you paid by bank transfer, the payment needs a check on our side. See **the stages until a transfer is confirmed**.

3 If you paid with a method that confirms by itself and the invoice is still open, check that you paid **the right invoice and the exact amount**. Two invoices of similar value are easy to mix up, and a short payment leaves the invoice open. See **I paid and the service is still stopped**.

4 If all of that is right and the invoice is still unpaid, open a ticket with the proof of payment. Do not pay a second time.

? I am not getting the reminders

Notices go to the **account e-mail** and to any contacts that have the invoice option switched on. If that address changed or belongs to someone who left, invoices and reminders get lost. See **how to change your registration e-mail** and **e-mails from your hosting company that do not arrive**. To have someone else receive them, see **sending your invoices to an accountant**.

! A reminder never asks for your card details or your password.

If the e-mail has a link to “regularise” payment details, do not click: go to your account through the address of My MozOut. See **how to tell whether an e-mail really came from us**.

💡 Pay when the invoice is issued, not when it falls due.

That is what the lead time is for, and the reminders stop.

🗨️ NEED A HAND?

Got a reminder that does not match what you paid? Send us the invoice number and the proof.

 **Open a support ticket** →

🔗 SEE ALSO

Why your invoice shows this amount, and the billing calendar



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



Invoice paid but the service is still suspended or pending: what to check



E-mails from your hosting company are not arriving: confirmations, invoices and ticket replies





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