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

Orders & Services

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MozOut International
RLX Holdings (Pty) Ltd. · Group RLX Holdings
Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

https://www.my.mozout.com/knowledgebase/4092

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

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It is a **reminder from us**. When you sign in to your account and have at least one invoice that is **unpaid** (or waiting for the payment to be confirmed), a window opens listing those invoices: the number, the amount, the issue and due dates, and the total. It is not an error or a virus, and you do not have to deal with it in a hurry: it exists so that no invoice goes unnoticed.

What the window shows

What you see	What it means
One line per invoice	Each invoice still open, with its amount and due date. Those already past the date are highlighted.
A button to pay	Takes you to the invoice, where you choose how to pay. See **how to pay your invoice**.
A button to view, instead of pay	The invoice is waiting for the payment to be confirmed (a bank transfer, for instance). Do not pay twice: wait for the confirmation. See **the five stages until your payment is confirmed**.
The total	The sum of what is still to pay, in your account's currency.

The window can appear in My MozOut and also on the pages of our website, **only while you are signed in**. You close it with the close button and it does not come back on every page you open; it shows up again when you sign in to the account anew.

What to do, case by case

1. **You recognise the invoice and have not paid yet.** Pay from the window or from the invoice list. What happens to a service whose invoice goes unpaid is in **how to reactivate a suspended or terminated plan**, and the methods available in your region are in **which payment methods are available**.

2 **You paid and the invoice is still listed.** See whether the payment shows as “waiting for confirmation”. If you paid by bank transfer, confirmation is not instant. If time has passed and nothing changed, open a ticket with the proof of payment and the invoice number.

3 **You do not recognise the invoice.** Open it and look at which service or domain it refers to, and the date. If it still makes no sense, do not pay: open a ticket quoting the invoice number. It may be an automatic renewal you forgot, or a service you no longer wanted.

4 **The amount is not what you expected.** See **why your invoice shows this amount**. If it still does not add up, tell us the invoice number and the amount you expected.

! **The window never asks for card details, passwords or codes.**
It only lists invoices and takes you to the invoice, at our own address. If a window on another site, or a message by e-mail or WhatsApp, asks for those in our name, it is not ours. See **how to tell whether an e-mail really came from us**.

The way to stop seeing it is to have everything settled.
If an invoice that no longer makes sense stays open (a service you cancelled, say), ask us to cancel it instead of ignoring it: the list stays clean and the reminders stop.

NEED A HAND?

An invoice on the list does not add up, or you paid and it is still open? Send us the number and the proof of payment.

Open a support ticket →

SEE ALSO

- How to pay your invoice →
- Bank transfer: the five stages until your payment is confirmed →
- Why your invoice shows this amount, and the billing calendar →
- Payment methods →

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OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

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