Invoices and Billing

⚠ **Invoices for a new period will be created 7 days before the end of the current period**

After 3 days of the payment overdue date, virtual server will be suspended

❗ **After 15 days of the payment overdue date, the virtual server is deleted without possibility of recovery**

a) New invoices

There are two types of invoices:

1. **Invoices initiated by billing.** These are invoices that the billing system automatically generates 7 days before the end of the current period.
2. **Invoices initiated by the client.** These are invoices that the client creates by himself/herself:
   2.1. adding funds to Veesp balance
   2.2. if you click **"pay all due invoices"** - a new compound invoice will be created
   2.3. ordering a new service

Note: If the invoice is not paid immediately, it will be in the **"Unpaid"** status in the list of Invoices

b) How to pay an invoice

- How to pay an invoice and select a payment method
- How to pay an invoice using Veesp account balance

c) Invoice cancellation

- Delete or change the invoice initiated by the billing can only be performed by creating a ticket to Veesp customer support
- How to cancel invoice initiated by the client

d) Veesp account balance

For convenience, you can store funds on the balance of your Veesp account.
Your account balance **will also be automatically applied to newly created invoices**, if this option is enabled in your account settings - if the "**Auto-apply credit**" option is set to "**Yes**".

- How to add funds/amount to your Veesp account balance
- How to enable/disable "Auto-apply credit'' to invoices

Note: If the client has enough funds on his Veesp account balance, funds will be automatically used to pay the invoices issued by billing. (Assuming the balance was available BEFORE the new invoice was issued).