

How to cancel an unpaid invoice

If you have not yet purchased the service, you can cancel the invoice:

1. In your [client area](#), click on your **profile name** and open [Invoices](#)
2. Select the invoice

The screenshot shows the Veesp client area dashboard. At the top, there's a navigation bar with links: Dashboard, Order, Support, Affiliates. On the right, a user profile icon shows a balance of €800.35. Below this is a dropdown menu with options: Manage account, Invoices, Emails, Logs, API, Status Updates, Logout, and Return to Admin Area. The main section is titled 'Invoices' and shows 'Invoices Due €5.00 EUR'. There are filters for 'Filter invoices:' and 'Filter by service:'. A table lists invoices with columns: Status, Invoice #, Total, and Invoice date. One invoice is listed with status 'Unpaid', invoice # 'Invoice #VPF-238560', total '€5.00 EUR', and date '12/06/2023'. A red arrow points to the 'Unpaid' status. Another red arrow points to the user profile menu.

3. Click on the red "**Cancel invoice**" link on the top of the page.

The screenshot shows a 'Pro Forma Invoice VPF-238560' from Veesp. The invoice details include the original date of 12/06/2023. In the top left corner, there are links: 'Back to Client Area' and 'Cancel Invoice'. A red arrow points to the 'Cancel Invoice' link. On the right, there's a 'Payment Method' section with a dropdown menu set to 'Payment Card' and a green 'Continue' button.

If you are already using the service, the only way to cancel an outstanding invoice would be to head over to the service management section of your user area and cancelling the service itself. After the service has been terminated, any non-compound invoices with this service will be cancelled automatically.

More information on how to cancel a service: [How to cancel a VPS](#)

Cancelling compound invoices: If you would like to discontinue all or only some of the services covered by a compound invoice, please open a [support ticket](#) requesting an invoice split and/or cancellation. Make sure you have cancelled the services that you do not need any more ahead of this to speed up the process.

You can disable the **creation of compound (merged) invoices** in your [account settings](#)