

# How to pay an expired invoice from the new billing portal?

575 Nesvin KN April 27, 2023 [Billing](#) 2266

## How to pay an expired invoice from the new billing portal to reactivate the expired license?

The invoice will get expired after 5 days of creation. If you want to pay the expired invoice, do follow the below steps.

1. Login to the [billing portal area](#) -> click on the **invoice** tab -> click on **order ID**.

**Ezeelogin customer portal** Nesvin KN Logout

Dashboard Licenses **Orders** Invoices Refresh

Exact ID  Advanced search Options

#	ID	Amount	Due date	Status	Order ID	Created	Actions
1	63c9f762eb67ba00124c6716	9.95	2023-02-19	unpaid	63c9f762eb67ba00124c6713	2023-01-20	
2	63b73fb9cdc9d1001271ef09	9.95	2023-01-19	expired	63b73fb9cdc9d1001271ef06	2023-01-06	
3	63a15e3ecd9d10012714739	1.99	2023-01-19	canceled	63a15e3ecd9d10012714736	2022-12-20	
4	6202d044ef24540018276cdd	128.95	2022-02-09	expired	6202d044ef24540018276cda	2022-02-09	
5	62024dcbef24540018276c99	408.35	2022-02-08	expired	62024dcbef24540018276c96	2022-02-08	
6	620230d4ef24540018276b7f	408.35	2022-02-08	expired	620230d4ef24540018276b7c	2022-02-08	

2. Primary and secondary IPs can be found in the **order details**. Refer below example.

**Ezeelogin customer portal** Nesvin KN Logout

Dashboard Licenses **Orders** Invoices Refresh

**Order details**

ID	63b73fb9cdc9d1001271ef06
Created	2023-01-06 02:53 AM
IP	
Secondary IP	
Type	update
Servers	5
Billing cycle	1 months
Amount	9.95 USD
Grand total	\$9.95 USD
First bill amount	\$9.95 USD
Auto renew	disabled
Status	active

[Go back](#) [Cancel order](#) [Toggle auto renew](#)

3. Copy the IP address and click on the license tab and search for the IP. Refer below screenshot.

**Ezeelogin customer portal** Nesvin KN Logout

Dashboard  
**Licenses**  
Orders  
Invoices  
Payment options  
My account  
Agents  
Credits  
Knowledgebase  
Helpdesk  
Website

### Licenses

Refresh Add

IP Address  Advanced search Options

#	IP	Secondary IP	Servers	Expiry	Status	Order ID	Created	Modified	Actions
1	[blurred]	[blurred]	20	2022-01-01	expired	61a7d57df68960018a26a1f	2021-12-02	2022-08-09	[edit] [delete]
2	[blurred]	[blurred]	5	2023-01-19	expired	63b73fb9cdc9d1001271ef06	2022-12-20	2023-01-20	[edit] [delete]
3	[blurred]	[blurred]	5	2023-02-19	active	63c9f762eb67ba00124c6713	2023-01-20	2023-01-20	[edit] [delete]

4. Edit the license, change the number of servers or billing cycle, and click on the update button to create the new invoice. Refer below screenshot.

**Ezeelogin customer portal** Nesvin KN Logout

Dashboard  
**Licenses**  
Orders  
Invoices  
Payment options  
My account  
Agents  
Credits  
Knowledgebase  
Helpdesk  
Website

### Edit license

No. of servers

Billing cycle

IP address

Secondary IP address (optional)

Price info	
Grand total	\$11.94 USD
First invoice amount	\$11.94 USD
First invoice due	February 1st, 2023
Next invoice amount	\$11.94 USD
Next invoice due	March 1st, 2023

5. New invoice will be created under the invoice tab and you can click on the pay button.

**Ezeelogin customer portal** Nesvin KN Logout

Dashboard  
Licenses  
**Invoices**  
Orders  
Payment options  
My account  
Agents  
Credits  
Knowledgebase  
Helpdesk  
Website

### Invoices

Refresh

Exact ID  Advanced search Options

#	ID	Amount	Due date	Status	Order ID	Created	Actions
1	63c9f762eb67ba00124c6716	9.95	2023-02-19	unpaid	63c9f762eb67ba00124c6713	2023-01-20	[eye] <input type="button" value="Pay"/>
2	63b73fb9cdc9d1001271ef09	9.95	2023-01-19	expired	63b73fb9cdc9d1001271ef06	2023-01-06	[eye]
3	63a15e3ecdc9d10012714739	1.99	2023-01-19	canceled	63a15e3ecdc9d10012714736	2022-12-20	[eye]
4	6202d044ef24540018276cdd	128.95	2022-02-09	expired	6202d044ef24540018276cda	2022-02-09	[eye]
5	62024dcbe24540018276c99	408.35	2022-02-08	expired	62024dcbe24540018276c96	2022-02-08	[eye]

Click on the **order** to confirm the IP address, number of servers, billing cycle, auto-renew, etc.

- Dashboard
- Licenses
- Orders
- Invoices**
- Payment options
- My account
- Agents
- Credits
- Knowledgebase
- Helpdesk
- Website

### Pay invoice

Refresh

Invoice	Order
ID	63c9f762eb67ba00124c6713
Created	2023-01-20 07:37 AM
IP	
Secondary IP	
Type	new
Servers	5
Billing cycle	1 months
Amount	9.95 USD
Grand total	\$9.95 USD
First bill amount	\$9.95 USD
Auto renew	disabled
Status	active

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Click on invoice -> update card details -> enable auto-renew -> process payment.

- Dashboard
- Licenses
- Orders
- Invoices**
- Payment options
- My account
- Agents
- Credits
- Knowledgebase
- Helpdesk
- Website

### Pay invoice

Refresh

Invoice	Order
ID	63c9f762eb67ba00124c6716
Created	2023-01-20 07:37 AM
Due date	Feb 19, 2023
Amount	\$9.95 USD
Status	unpaid

**Payment options**

New card

Credit or debit card

Card number MM / YY CVC

Name on card

Save

Set as default




Auto renew

Enabled - With the default payment option

Cancel Process payment







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6. After paying the invoice, click on the license tab to view the license. The license will be shown as active for the paid invoice.

Dashboard
Licenses
Orders
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Knowledgebase 
Helpdesk 
Website 

## Licenses

Refresh Add

#	IP	Secondary IP	Servers	Expiry	Status	Order ID	Created	Modified	Actions
1			20	2022-01-01	expired	61a7d57dfd68960018a26a1f	2021-12-02	2022-08-09	 
2			5	2023-01-19	expired	63b73fb9cdc9d1001271ef06	2022-12-20	2023-01-20	 
3			5	2023-02-19	active	63c9f762eb67ba00124c6713	2023-01-20	2023-01-20	 

## Related Articles

[How to pay an active invoice from the new billing portal?](#)

[How to update card details in the new billing portal?](#)

[How to enable auto-renew in the new billing portal?](#)

[How to Add /Edit a license in the new Ezeelogin customer portal?](#)

[Understanding Upgrading/Downgrading license calculations?](#)

[How can we purchase a license after the trial?](#)

Online URL:

<https://www.ezeelogin.com/kb/article/how-to-pay-an-expired-invoice-from-the-new-billing-portal-575.html>