

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

575 Nesvin KN April 27, 2023 [Billing](#) 2379

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 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	Pay
2	63b73fb9cdc9d1001271ef09	9.95	2023-01-19	expired	63b73fb9cdc9d1001271ef06	2023-01-06	Pay
3	63a15e3ecd9d10012714739	1.99	2023-01-19	canceled	63a15e3ecd9d10012714736	2022-12-20	Pay
4	6202d044ef24540018276cdd	128.95	2022-02-09	expired	6202d044ef24540018276cda	2022-02-09	Pay
5	62024dcbef24540018276c99	408.35	2022-02-08	expired	62024dcbef24540018276c96	2022-02-08	Pay
6	620230d4ef24540018276b7f	408.35	2022-02-08	expired	620230d4ef24540018276b7c	2022-02-08	Pay

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 Payment options My account Agents Credits Knowledgebase Helpdesk Website

Order details Refresh

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

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Payment options
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Licenses

Refresh Add

IP Address Advanced search Options

#	IP	Secondary IP	Servers	Expiry	Status	Order ID	Created	Modified	Actions
1			20	2022-01-01	expired	61a7d57df68960018a26a1f	2021-12-02	2022-08-09	<input type="button" value="E"/> <input type="button" value="E"/>
2			5	2023-01-19	expired	63b73fb9cdc9d1001271ef06	2022-12-20	2023-01-20	<input type="button" value="E"/> <input type="button" value="E"/>
3			5	2023-02-19	active	63c9f762eb67ba00124c6713	2023-01-20	2023-01-20	<input type="button" value="E"/> <input type="button" value="E"/>

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

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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

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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	<input type="button" value="E"/> <input type="button" value="Pay"/>
2	63b73fb9cdc9d1001271ef09	9.95	2023-01-19	expired	63b73fb9cdc9d1001271ef06	2023-01-06	<input type="button" value="E"/>
3	63a15e3ecdc9d10012714739	1.99	2023-01-19	canceled	63a15e3ecdc9d10012714736	2022-12-20	<input type="button" value="E"/>
4	6202d044ef24540018276cdd	128.95	2022-02-09	expired	6202d044ef24540018276cda	2022-02-09	<input type="button" value="E"/>
5	62024dcbe24540018276c99	408.35	2022-02-08	expired	62024dcbe24540018276c96	2022-02-08	<input type="button" value="E"/>

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

- Dashboard
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- 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.

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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.

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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>