

Viewing Your Billing Information

Never question how much you owe. Liquid Web makes it easy to view your billing statements and gives you an even deeper look into what <u>hosting services</u> you're billed for in the Billing tab in your <u>Liquid Web account</u>. Let's take a look at the different ways you can view your billing information from your account. Click on the link below to learn more about the location of your billing information.

- <u>Account Balance</u>
- Billing Address
- Billing Center
- Payment Method
- Billing Cycle
- Invoices
- Print an Invoice

Account Balance

Your account balance will show on your account homepage.



This section will show any outstanding or overdue balance when you log in. It provides an easy **Pay Now** button to pay your balance using your current method on file or with a different card. If you want to use a credit card other than the one on file, see our article <u>Making a One-Time Payment</u>.

| Account Balance | |
|---------------------|---------|
| Pending 2022-03-09 | \$ |
| Balance Due (USD) | \$ |
| Last Payment Receiv | ed null |
| PAY NOW | 1 |
| Credit Card Or Pa | ayPal |
| | |
| Full Billing Det | ails |
| | |

Billing Address

To update your Billing Address, stay in the Account page and scroll down to the Billing Address section. Click on the Edit button to change your billing address information.

| Billing Addres | S PEDIT |
|-----------------------|----------------|
| Country | United States |
| Address | 2703 Ena Drive |
| Address 2 | |
| City | Lansing |
| State | Michigan |
| Zip Code | 48917-8624 |

Billing Center

The **Billing Center** in your account contains all of the information related to billing for your account. From here, you can view your balance summary, your current payment method, and your billing cycle, you can also scroll down to see your transaction timeline.

| Billing Center 🕁 | | | |
|---|--|---|--|
| AKE A PAYMENT TRANSACTIONS | UPDATE PAYMENT METHOD | | |
| Account Balance | Payment Method | Billing Cycle | |
| Pending 2022-03-09 \$ Balance Due (USD) \$ Last Payment Received null PAY NOW Credit Card Or PayPal • | Primary Method Auto-Pay On <u>Manage Payment Method</u> | Cycle 🚯 Monthly Current Bill Day 🖋 9th of the month Next Bill Date March 9, 2022 | |

The first section shows the Account Balance information that you saw on your account page. This shows any current charges and the total balance due on your account. If you are set up on auto-pay, this will be automatically deducted from your account on the payment schedule you set when you signed up for our services. If you need to make a one-time payment with another card, see our article Making a One-Time Payment, or see our article Changing Your Payment Information to update the way you make your payments to your bill.

Auto-Pay Enrollment

If you have a credit card on file, you are automatically enrolled in auto-pay. You can change the payment method at any time, but if you need to switch from Credit Card payments to another method, please contact our Billing Department.

Payment Method

The Billing Center has details of your current Payment Method next to the Account Balance. This section shows your current payment method, indicates your Auto-Pay status, and provides a link to change it. Just click **Change Payment Method** to make adjustments.

| Payment Method | |
|-----------------------|----|
| Primary Method | |
| Auto-Pay | On |
| Manage Payment Method | |

Billing Cycle

You can see your current **Billing Cycle** on the right side of the Billing Center. This section shows your billing frequency, recurring billing day, and next billing day. To change the day of the month on which you are billed, click the **Pencil Icon** to edit your billing cycle.

| Billing Cycle | |
|--|--|
| | |
| Cycle 🕕 | |
| Monthly | |
| Current Bill Day 🧪 9th of the month | |
| Next Bill Date | |
| March 9, 2022 | |
| | |

Invoices

Under your balance summary and billing information, you can view all invoices made for your account in the Transaction Timeline. Each invoice shows the number, date created, type of payment, and amount.

Click the Invoice Number to view an itemized invoice for your charges.

| Transaction Timeline | | | | | | | |
|---------------------------|------------|----------------|--------|-----------|---------|--|--|
| ALL Invoice ID End Date | | | | | × | | |
| Transaction | Created On | Туре | Amount | Remaining | Balance | | |
| <u>5938084</u> Invoice | 08/24/2021 | Service Change | | | | | |
| <u>5936501</u> Invoice | 08/23/2021 | Service Change | | | | | |
| <u>5845351</u> Invoice | 06/28/2021 | Domain SSL | | | | | |

Print an Invoice

You can print your invoice as a pdf, by clicking the **Download PDF** button from within the invoice details. You will be prompted to a pop-up window to print to a PDF.

