# Invoices

# Changing the recipient of the invoice

## Question

How can I change the recipient who is to receive a monthly invoice?

## Answer

The invoice will be generated and sent at the beginning of each month, containing the transactions of the previous month. This invoice will be send to the billing contact in your account.

In case there is no specific billing contact in your account, the invoice will be sent to the administrative contact of the account.

If you wish for these invoices to be sent to a different contact person you can create of update the billing contact.

This can be done by logging in to the Openprovider Control Panel and going to this page:

**Account > Account overview** Or via this direct link.

On this page you can update the existing billing contact or click the button **Add contact person**. Now you can fill in the information of your billing contact. Make sure to select the type '*Billing contact*'.

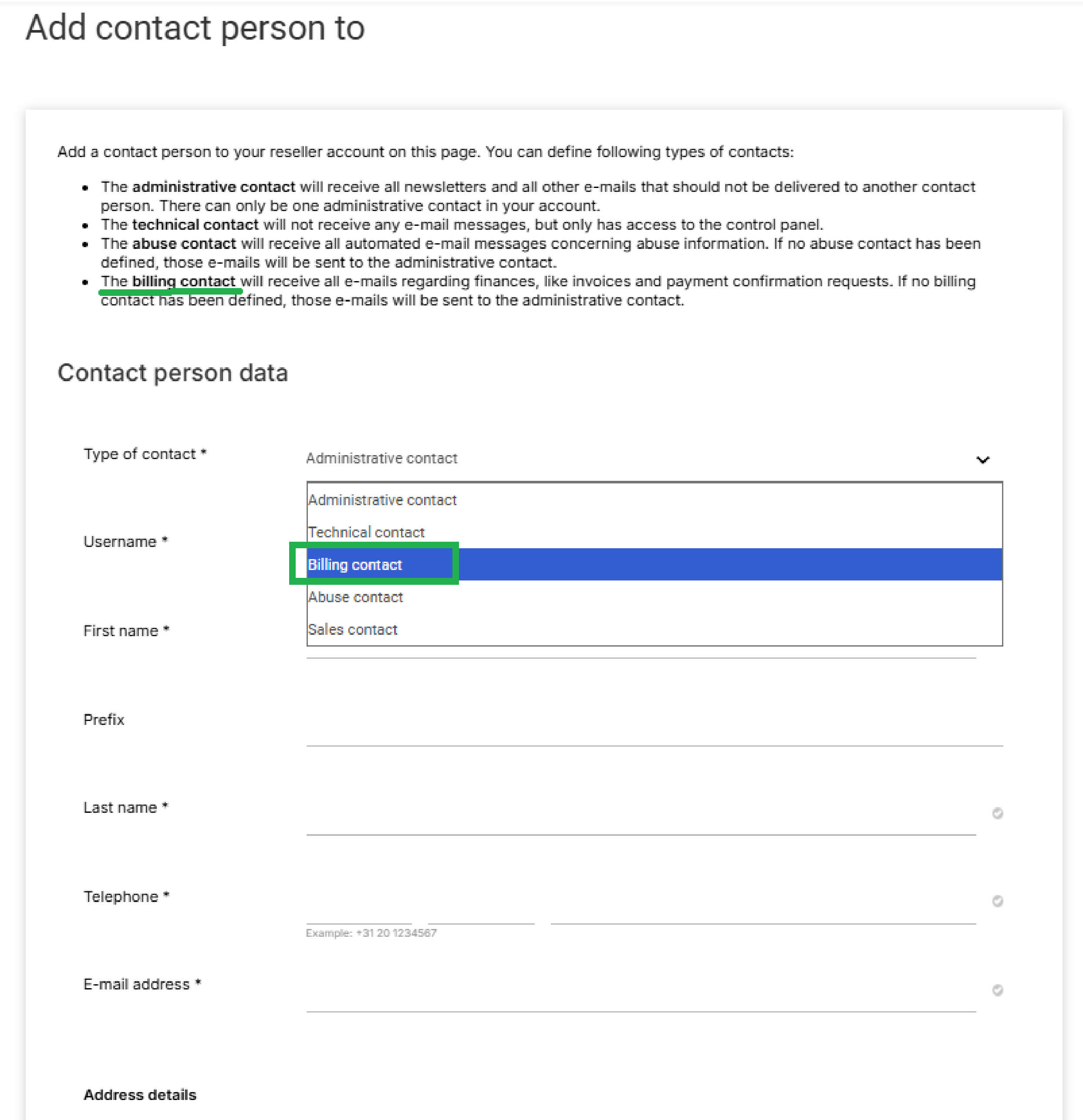
Future invoices will now be sent to this new contact person.

**The company name and the address which are on the invoice are NOT coming from the user details, but will be from the account details.**

Notes:

- If the company name or address need to be changed, you need to change the company data, not the billing user. You can find more information about this here.

- To add reference number (PO number) or a CIF/NIF number on the invoice, please refer to [this article](#).



# Correction VAT rounding difference on invoice

## Question

What does the transaction "Correction VAT rounding difference" mean?

## Answer

If your company is VAT liable, VAT is charged on every transaction in the account. This may come with rounding to the nearest cent. For example, a price of €10,50 plus 21% VAT is €12,705, which will be rounded to €12,71. The following transactions show a fictitious series of transactions done in a specific month:

| **Description** | **Amount excl. VAT** | **VAT (21%)** | **Amount incl. VAT** |
|---|---|---|---|
| domain1.com | €10,50 | €2,21 | €12,71 |
| domain2.com | €10,50 | €2,21 | €12,71 |
| domain3.com | €10,50 | €2,21 | €12,71 |
| **Total:** | **€38,13** | | |

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However, the invoicing process of Openprovider collects all transactions of a certain month and calculates the VAT over the total amount excluding VAT. This is where rounding differences appear.

If the transactions from the above example are collected on an invoice, the invoice amounts are the following:

| **Description** | **Amount excl. VAT** |
|---|---|
| domain1.com | €10,50 |
| domain2.com | €10,50 |

| | |
|---|---|
| domain3.com | €10,50 |
| **Total excl. VAT** | **€31,50** |
| VAT (21%) | €6,62 |
| **Total incl. VAT** | **€38,12** |

This total amount including VAT is €0,01 lower than what you originally paid.

# Correction

The difference is collected in your account, by creating a corrective transaction line. In this case, the corrective transaction line will be €-0,01 (negative amount) meaning that the account balance will increase by €0,01.

Depending on the original transaction amounts, the correction may be negative, zero, or positive. For "zero" corrections we do not create a transaction line.

This correction is specified in the invoice attachment that is received with every invoice (the PDF file).

# Does Openprovider send invoices on balance increase?

## Question

Will an invoice of the deposit be sent?

## Answer

No. Since the deposit is only to increase the balance, without any product or service in return from Openprovider yet, no invoice is made of the deposit.

The invoice will be generated and sent automatically at the beginning of the next month, containing the transactions of all purchased products during the previous month. You can also download them from the control panel: **Account** >> **Account Overview** >> **Financial** >> Invoices.

Since Openprovider works on a pre-paid basis, the payment for the products have already been processed from the account balance. The invoice is for ones own financial administration only.

Need some advise how to process this in your accounting? Click here!

# Downloaded invoices are blank

## Symptom

When the invoice is downloaded and opened, it appears blank, has garbled text or does anything but showing the invoice.

## Cause

The invoices are in Adobe PDF format.
Some browsers or settings do not support this correctly or block this for security reasons.

## Resolution

The best way to solve this, is to right-click on the invoice then save it.

After that open file with a reader, like Adobe Reader DC or similar.

# How to find previously issued invoices

## Question

Where to find and download previously issued invoices?

## Answer

Navigate to **Account > Financial > Invoices.**

or via this direct link:

[List of Invoices]

All account invoices of the past are located on the page. The columns will describe the invoice numbers, the amount included in the invoice and the option to download the invoice and the list of transactions included in the invoice.

# Invoice overview

This overview shows you all invoices you received from Openprovider. You can also download all invoices as a zip file.

From

YYYY-MM-DD

To

YYYY-MM-DD

| Date ↓ | Invoice number | Amount | | |
|---|---|---|---|---|
| 2006-09-29 | OPC | € 19.04 | Get the invoice | Attachments |
| 2006-10-03 | OPC | € -19.04 | Get the invoice | Attachments |
| 2006-10-30 | OPC | € 19.04 | Get the invoice | Attachments |
| 2006-11-01 | OPC | € -19.04 | Get the invoice | Attachments |
| 2006-11-29 | OPC | € 38.09 | Get the invoice | Attachments |
| 2007-01-30 | OPC | € 19.04 | Get the invoice | Attachments |

# Reference number (PO) or CIF/NIF number on your invoice

## Question

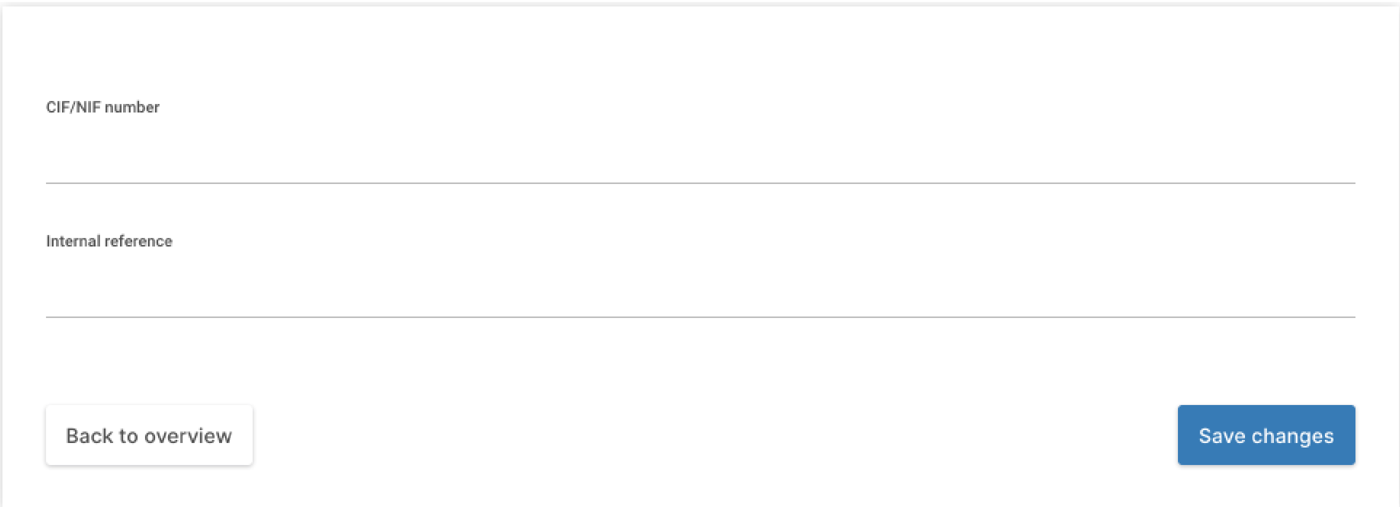
How to add a reference number or PO number on the monthly invoice?

## Answer

It is possible to add a reference number (PO number) or a CIF/NIF number on the invoice.

This option is available via the control panel:
**Account > Financial > Custom invoice information fields**

Or via this direct link:
[Invoice Settings]




After adding the information and clicking **Save changes**, these numbers will be present on all future invoices. In case the next invoice needs to contain a new / updated number, make sure the information is updated in the control panel before the new invoice is generated (1st of the month)

Please note that we are **not** able to re-generate past invoices to include these numbers.

# When does Openprovider send invoices for services?

## Question

When are the invoices sent? Do the invoices have to be paid for?

## Answer

The invoice will be generated and send at the beginning of the month, containing the transactions that have been done in the prior month.

As an example, if a transfer is initiated on the 28th of January and it is finished on the 2nd of February the transaction will be placed on the the 2nd of February. The invoice containing this domain transfer is sent in the beginning of March.

If no products are bought during a month, the invoice will not be sent.

Since Openprovider works on a pre-paid basis, the payment for the products have already been processed from the account balance. The invoice is for ones own financial administration only.

The deposit is not reflected on the monthly invoice. Click here for more explanation.

Need some advise how to process this in your accounting? Click here!