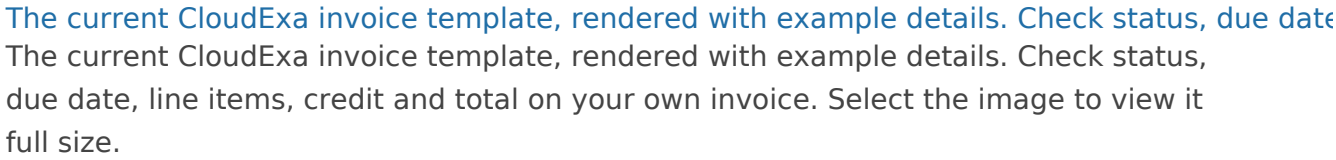
Understand upgrade invoices, account credit and renewal dates

CloudExa lists your services, invoices and payment status in the billing portal. Check the invoice number and service before paying, especially when you have several machines with similar names.

Read the invoice before paying

1. Sign in to the billing portal and open **Billing → My Invoices**.
2. Open the invoice you need. Check the currency, amount, due date and each line description.
3. Match the service and billing period against the service details under **Services → My Services**. An invoice creation date can precede the start of the period it covers.
4. Check whether the status says **Unpaid** or **Paid**. If you have a payment receipt but the invoice remains unpaid, send support the invoice number and transaction reference.



The current CloudExa invoice template, rendered with example details. Check status, due date, line items, credit and total on your own invoice. Select the image to view it full size.

Use the payment options offered on that invoice. Do not send a second payment while a first payment is still processing. A payment provider receipt and an updated invoice can arrive at different times.

Understand a prorated upgrade

An upgrade can create a charge for the remaining portion of your current billing period. Your new recurring price then applies to later renewals. Read the upgrade invoice to confirm its dates; it should distinguish the price difference from a full renewal.

For example, suppose you move from a $10/month service to $15/month with 17 days left in a 31-day period. A prorated difference would be `($15 − $10) × 17 ÷ 31 = $2.74`, rounded to cents. That example illustrates the calculation; your invoice states the actual charge, dates and tax where applicable.

An agreed custom price, waived upgrade charge or manually scheduled change can follow different arrangements. Keep the support confirmation and query any mismatch before paying. A plan change does not by itself promise a new renewal date, refund or free period.

Account credit and refunds

Account credit sits on your billing account and can reduce an eligible invoice balance. A refund returns money through an agreed payment route. They are separate outcomes. If support agrees a downgrade adjustment, check whether the confirmation says credit or refund, and confirm the amount and currency.

Check the invoice total and any credit applied before making an additional payment. Do not create another account to move credit between currencies. Ask support to review an incorrect balance or a payment you cannot identify.

Renewals, reminders and cancellations

Check the service's **Next Due Date** and billing cycle. A first-month discount may expire at renewal; compare the invoice against the recurring price agreed for your service. Read payment reminders as prompts to review the linked invoice, rather than assuming that a reminder creates a second charge.

To stop a service, open its service details and use **Request Cancellation** where offered. Read the timing choices before submitting. Save a copy of any data you need first: cancellation can lead to termination and data removal. Closing a game server or shutting down a VPS does not cancel its billing.

Grace periods and cancellation handling depend on the service and any agreement with support. If you need more time, contact support before the due date and obtain confirmation. Do not assume that an unanswered request pauses automation.

Send a useful billing query

Include the invoice number, service ID, expected price and relevant support agreement. Hide full card details and passwords. CloudExa can trace a transaction reference without you sharing payment credentials.

Reference: WHMCS upgrade billing behaviour.

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