Billing & Payments

Invoices, PayPal and Stripe payments, quotes, credit balance, and payment methods.

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Viewing Invoices

Open unpaid and paid invoices at /account/invoices.

All client-visible invoices live under **Invoices** at `/account/invoices`.

Browse invoices

1. Sign in with a user that has **view / pay invoices** permission.
2. Open the Invoices page from the Billing section.
3. Sort and scan for unpaid items—your dashboard also shows an unpaid count.
4. Click an invoice to open `/account/invoices/{id}` with line items and PDF if available.

Visibility

Some draft or internal invoices never appear here. Only invoices marked visible to the client are listed.

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Paying with PayPal or Stripe

Pay open invoices via PayPal or Stripe from the invoice detail page.

DanumHost supports online card and wallet payments through **PayPal** and **Stripe** when enabled for your account.

Pay an invoice

1. Open the invoice from `/account/invoices`.
2. Click **Pay with PayPal** or **Pay with Stripe** as offered.
3. You are redirected to `/paypal/pay/{invoice}` or `/stripe/pay/{invoice}` to complete payment securely.
4. After success, return to the client area—status updates to paid and services unsuspend when applicable.

Cancelled payments

If you cancel on PayPal or Stripe, use the cancel URL to return safely. The invoice remains unpaid until you try again.

Permissions

Team members without pay permission see invoices but not pay buttons. Update roles under User Management if appropriate.

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Account Credit Balance

See prepaid credit on your dashboard and how it applies to billing.

Some accounts maintain **prepaid credit** with DanumHost.

View balance

1. Sign in and open `/dashboard`.
2. Find the credit balance panel showing amount and currency (usually GBP).
3. Credit decreases as it is applied to new invoices according to billing rules.

Adding credit

Credit is usually added by staff or through promotions. If you need to top up, open a billing ticket or pay an invoice that adds credit when configured.

Not showing

If balance is zero or hidden, your account may not use prepaid credit. Contact support for clarification.

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Quotes Overview

Review sales quotes at /account/quotes before accepting.

DanumHost staff may send **quotes** for custom work or large orders.

View quotes

1. Open **Billing → Quotes** at `/account/quotes` (requires **view / accept quotes**).
2. Click a quote to read line items, validity date, and total.
3. Download PDF or email a copy using buttons on the quote page when available.

Expired quotes

Quotes past their expiry date cannot be accepted online. Ask your account manager for a refreshed quote.

Accepting a Quote

Accept a quote online to generate an order or invoice.

Accepting a quote tells DanumHost you agree to the priced work or products.

Accept steps

1. Open the quote at `/account/quotes/{id}`.
2. Read terms, scope, and total carefully.
3. Click **Accept quote** and confirm.
4. Follow any redirect to pay an invoice or wait for provisioning if payment is not immediate.

After acceptance

You may receive email confirmation and see a new order or invoice linked from the dashboard. Reply on a ticket if the quote details look incorrect before accepting.



Changing Invoice Payment Method

Select how to pay before completing checkout for an invoice or order.

Before paying, you can often choose whether PayPal or Stripe handles the transaction.

On an invoice

1. Open the unpaid invoice detail page.
2. Use the payment method selector if shown and save.
3. Click pay to launch your chosen gateway.

On an order

Pending orders at `/account/orders/{order}` may allow updating payment method when you have pay permission. This helps if a previous PayPal attempt failed and you want to try Stripe instead.

Account default

Set long-term preferences under `/account/payment-methods` separately from one-off invoice choices.

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Logged-in Checkout Payment

Complete payment for storefront baskets while signed in at /order/checkout/payment.

When you order from the public site while logged in, checkout continues inside your authenticated session.

Payment step

1. Build a basket on `/order/basket` or the account order basket.
2. Proceed through `/order/checkout` and account steps.
3. At `/order/checkout/payment`, review totals and select PayPal or Stripe if prompted.
4. Place the order at `/order/checkout/place` or follow the gateway redirect.

Guest vs logged in

Guests create an account during checkout; logged-in users skip duplicate registration. Both paths share similar payment routes after authentication.

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Bulk Invoice Download

Download multiple invoices as one PDF from /account/invoices/bulk-download.

DanumHost can combine many invoices into a single PDF for your records or accountant.

Download a batch PDF

1. Open **Invoicing → Bulk Download** at `/account/invoices/bulk-download`.
2. Choose a preset date range or enter custom from/to dates.
3. Optionally filter by paid or unpaid status.
4. Submit to generate `/account/invoices/bulk-pdf`. Your browser downloads one combined PDF.

Permissions

You need **view / pay invoices** permission. Individual invoice PDFs remain available on each invoice detail page.

Downloading Invoice PDFs

Save or email a single invoice PDF from the invoice detail page.

Each client-visible invoice on danumhost.co.uk can be exported as PDF.

Single invoice

1. Open **My Invoices** and click the invoice.
2. Use **Download PDF** to open `/account/invoices/{id}/pdf` in your browser.
3. Use **Email PDF** when available to send a copy to your login email.

Many invoices

For date-range exports, use **Bulk Download** under Invoicing instead of saving PDFs one by one.

Requesting a Custom Quote

Ask DanumHost for pricing via /account/quotes/create when quote requests are enabled.

Besides accepting staff-sent quotes, some accounts can **request a quote** for bespoke work or large orders.

Submit a quote request

1. Open **Invoicing → My Quotes** at `/account/quotes`.
2. Click **Request quote** or visit `/account/quotes/create` when the button is shown.
3. Describe what you need, attach files if the form allows, and submit.
4. DanumHost staff review the request and publish a quote you can accept online.

Not available

If you do not see the request option, contact us via `/tickets/create` or `/support/contact` instead.

Promotion Codes at Checkout

Apply promotion codes during storefront or account checkout on danumhost.co.uk.

DanumHost may offer **promotion codes** that reduce checkout totals on eligible products.

Apply a code

1. During checkout—public `/order/checkout` or account `/account/order/confirm`—find the promotion or discount code field.
2. Enter the code exactly as provided and apply it before payment.
3. Review the updated basket total. Invalid or expired codes show an error on the same page.

Affiliate codes

Referral codes from the **Affiliate program** are separate from promotion codes and apply only for new customers at checkout. They cannot be combined with promotion codes.

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