

If a payment is late

Your Hesabu ERP account and billing

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What happens when an invoice is not paid on time, and how to restore access.

Beginner · About 5 minutes · Version 1.0 · Updated 17 November 2026

Overview

If an invoice is not paid by its due date, we do not cut you off immediately.

What happens

1. **Reminder.** On or after the due date, we email you that payment is overdue and tell you the date your access will pause.
2. **Grace period.** Your workspace keeps working during a short grace period (usually seven days from the due date).
3. **Paused.** If the invoice is still unpaid when the grace period ends, your workspace is **paused**. You are emailed.
4. **Restored.** Pay the invoice and access returns within moments.

Your data

Your data is **not deleted** when a workspace is paused. It is kept safe, and is available again as soon as the invoice is paid.

Steps: restore a paused workspace

1. Open the latest email from `billing@hesabuerp.co.ke`, or the message on the paused screen.
2. Click the **pay link** and complete the payment.
3. Refresh your workspace. It should open as normal.

If you did not receive the email, call or WhatsApp us, and we will send you a link.

Important notes

- Pay before the grace period ends to avoid any interruption.
- If you expect a delay, tell us early.

Common mistakes

- Ignoring the reminder email because it went to spam.

Troubleshooting

If you paid and the workspace is still paused after a few minutes, contact us with your payment reference.

Related documentation

- Paying with the link in your invoice email
- Your plan and your Hesabu ERP invoices