

Paying with the link in your invoice email

Your Hesabu ERP account and billing

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Paying with the link in your invoice email

Pay a Hesabu ERP invoice securely online, and what you see afterwards.

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

Overview

Every invoice email contains a button, **Pay KES ... now**. It opens a secure Paystack payment page for **that invoice only**.

Steps

1. Open the invoice email from `billing@hesabuerp.co.ke`.
2. Click the **Pay** button.
3. The Paystack page opens, showing the amount.
4. Choose a payment method shown on the page and complete the payment.
5. You return to confirmation. A receipt email follows.

If you open the link again after paying

You see a **Payment received** confirmation, not a payment page. This protects you from paying the same invoice twice.

Practical example

The accountant clicks the link, pays by card, and sees the confirmation. A week later she opens the same email by mistake, clicks the link, and sees **Payment received**. Nothing is charged.

Important notes

- Only pay from the link in an email sent by `billing@hesabuerp.co.ke`. We never ask for payment details by phone or message.
- The payment page is run by Paystack. We do not see or store your full card number.
- If you prefer to pay by bank or Paybill, the invoice email or your agreement tells you how. Quote the invoice number as the reference.

Common mistakes

- Paying from a forwarded email whose link has been altered. Use the original.
- Closing the page before the confirmation. Check your email for the receipt.

Troubleshooting

If the link says it is **not valid or has expired**, the invoice may already be paid or replaced by a newer one. Contact us and we will send a fresh link.

Next steps

Read If a payment is late.

Related documentation

- Your plan and your Hesabu ERP invoices
- If a payment is late