Why do I see a $0 invoice in the Domain Panel?

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Why do I see a $0 invoice in the Domain Panel?

This is a common question and, importantly, nothing is wrong.

Why this happens

If you purchased your domain directly from the Micron21 website, the official invoice/ receipt are issued by the website, not the domain management panel.

The domain management panel is a self-service management system, not a billing system. However, it still needs to record that the domain exists in order to allow renewals, nameserver changes, DNS updates, and transfers.

To do this, the domain panel automatically generates a $0 invoice by design.

This $0 invoice:

Is not a charge

Is not a duplicate invoice

Does not mean the domain was free

Exists purely for internal system tracking

This behaviour prevents the domain from being accidentally billed twice.

Where is my real invoice or receipt?

Your actual invoice and receipt for the domain purchase are stored in the Micron21 website portal, where the order was originally placed and paid for.

To access your invoice:

1. Go to

https://www.micron21.com/login

2. Log in using the email address you used when purchasing the domain

3. View your order history and invoices

Important to know

• The website billing portal and the domain panel are separate systems

• The domain panel will never show the purchase amount for domains bought via the website

• This is expected behaviour and does not indicate an error

How to avoid confusion in future purchases

If you purchase domains directly from within the domain panel, invoices will appear there with the correct amount.

If you purchase domains from the website, invoices will always appear only in the website portal.