

Invoice

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Where can I find my invoices?

You can download all invoices from your order confirmation page at any time.

You can find the link to the order confirmation page in every payment confirmation that you receive by email from Digistore24 as soon as a new installment has been debited.

Alternatively, you can also go directly to <https://customer.digistore24.com/de> and enter the email address you used for your order. After a brief verification, you will be taken directly to the invoices.

Receive invoices by email

We use Digistore24 as our payment service provider.

Unfortunately, Digistore24 does not send invoices directly by email, but only sends a payment confirmation with a link to the order confirmation page for each debit.

On this page, all invoices (as PDF files) can be downloaded at any time.

If you use an accounting program that can automatically import PDF invoices via email, this unfortunately does not work, as the PDF file is expected here as an email attachment and not on a website.

Some Shoplytics customers solve this "automation hurdle" with additional software that automatically scans the order confirmation page and sends an email to the accounting program when new PDFs are available.

Change payment plan

To change your payment plan, please go to the order confirmation page (you can find the link in every payment confirmation you have received by email from Digistore24).

On the right-hand side, you will find the "Change payment method" button and then at the very bottom "Change billing interval".

--> Here you can now switch between annual and monthly payment. (The current Shoplytics prices apply. However, if you have a permanent discount, this will be retained.)

Change billing address

If your company address has changed or if you would like to transfer your Shoplytics subscription to another company, please send us your new billing address by email to support@shoplytics.de.

If you have multiple Shoplytics subscriptions, please include either an order ID or the email address of the relevant subscription. This way, any mix-up can be avoided.