

## Tickets / February Invoice Due For Payment (120215-03451)



**Racker Raji A. Said...**

2012-02-15 — 2012-02-15 15:18:04 (UTC+0)

Dear Rackspace Customer

As month end is approaching and your February Invoice becomes due by the 28th, we would like to ask you to check that the invoice has been received and is in the process of being paid. This is purely to ensure that there are no delays in remittances being received. If for any reason you have not received this month's invoice, please contact us and we can supply you with any copies you may require or follow the below instructions-

To view or print your invoice:

1. Log onto the customer portal at <https://my.rackspace.com/portal/home>
2. On the top navigation bar click on Account>
3. Next click Transactions>
4. And then the Invoice Number>
5. On this same page you will also be able to view any credits or payments that may have posted to your account along with the current open balance

We do offer the facility of paying the account via Direct Debit if you have a UK Bank Account. This gets automatically taken out of your bank account on the 15th of each month. If you wish to pay via this method please do let me know and I will email a Direct Debit Mandate to be completed. We also can set your account up to take automatic Credit Card Payments each month.

If payment has been made recently or you have made contact with us concerning the account then please disregard this communication.

Want to join the Paperless Revolution??

Log on to <http://www.my.rackspace.com/portal>, and follow the Go Green, Go Paperless Banner  
Once here you are able to setup your account to receive Paperless invoices and credit notes as soon as they are raised on your account.

Yours Faithfully

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**Fergus Macdonald Said...**

2012-02-15 — 2012-02-15 15:22:21 (UTC+0)

Hi there,

Should I be notified when an invoice is generated on the account? I don't believe I've had an email about the invoice.

Also, can you confirm how my billing name got changed from 'Fergus Macdonald' to 'Fergus Macdonals'?

Thanks.



**Racker Raji A. Sald...**

2012-02-17 — 2012-02-17 15:01:56 (UTC+0)

Hi Furgus

Thank you for your ticket.

Invoices are raised on the 5th of the month and posted shortly after.

If you request paperless billing we can arrange this for you and when an invoice is raised you are automatically notified by email.

Your name has been amended on our records.

If you need any further information please don't hesitate to call me.

Kind Regards  
Raji

**Fergus Macdonald Sald...**

2012-02-17 — 2012-02-17 17:40:01 (UTC+0)

Thanks for confirming - I've signed up for paperless billing now.

RE the invoices generated on my account - can you update the billing name on those?

Also, just to confirm, I'm not requesting a name change - I'm requesting you to unchange my name back to how it was when I registered. I'm not sure why it was changed to Furgus Macdonals so would like it put back to Fergus Macdonald.

Regards,  
Fergus



**Racker Raji A. Sald...**

2012-02-22 — 2012-02-22 16:15:57 (UTC+0)

Hi Fergus

I will ensure that it is changed back to the correct spelling.

Thanks  
Raji

**Fergus Macdonald Sald...**

2012-02-23 — 2012-02-23 09:35:52 (UTC+0)

Hi there,

Apologies if my last update was not clear.

Please update the billing name on all invoices on my account to be correct.

Invoices with the incorrect billing name will not be paid.

The billing name should be:

Macdonald Sporrans Ltd  
Fergus Macdonald

I find it insulting that the billing name was mis-spelled and find it frustrating that my questions on this ticket are repeatedly not being answered.

I asked why it was mis-spelled which was not answered, and I also asked if you could update the invoices on my account which was given an ambiguous answer. 17 hours later, they are not showing as updated on my end so I'm assuming this hasn't been done.

Fergus

**Fergus Macdonald Sald...**

1 day ago — 2012-03-06 08:29:40 (UTC+0)

Is this some kind of elaborate joke?

I get no reply to my last update, and then the next invoice on my account gets generated with the incorrect name.

Can you confirm how I can make a formal complaint about this?