How to Change Your AEserver Account Billing Currency (AED or USD)

Account Settings · https://www.aeserver.com/support/how-to-change-your-aeserver-account-billing-currency-aed-or-usd/

AEserver supports two billing currencies: **United Arab Emirates Dirham (AED)** and **United States Dollar (USD)**.

When creating a new account with AEserver, customers can select their preferred billing currency. This currency is then used for their service subscriptions, invoices, renewals, and other billing transactions.

However, an important limitation applies to accounts that have already been established.

IMPORTANT: Once an AEserver account has active services and at least one invoice has been generated, its billing currency cannot be changed.

This restriction applies whether you wish to change from AED to USD or from USD to AED. It is necessary to maintain accurate financial records, ensure accounting consistency, and comply with applicable tax and regulatory requirements.

If you need to use a different currency, the supported solution is to **create a new AEserver account with your preferred currency and request an internal transfer of your existing services to that account**.

This article explains why this policy exists and how to complete the process.

1. Why Can't I Change the Currency of My Existing Account?

Your AEserver account is more than a login to manage your domains and hosting services. It also maintains the financial and accounting history of your transactions with us.

Each account is associated with a specific billing currency used to record:

- Invoices and tax invoices issued to the account.
- Payments and transaction records.
- Account credits and outstanding balances.
- Domain registration and renewal charges.
- Hosting subscriptions and recurring billing.
- Applicable taxes, adjustments, and financial reporting.

Once financial transactions have been recorded, changing the account's underlying currency could introduce inconsistencies between historical invoices, recorded payments, outstanding balances, and future transactions.

For example, an account originally billed in AED may contain several invoices, payments, and service renewal amounts denominated in AED. Simply switching the account to USD could compromise the consistency of those existing accounting records.

For this reason, AEserver does not permit changes to the billing currency of established accounts with active services and an invoice history.

Please note: This is an accounting and compliance restriction, not simply a limitation of the currency selection interface. Our support and billing teams cannot manually override this policy for established accounts.

2. How Can I Switch from AED to USD or Vice Versa?

Although you cannot change the currency of an existing established account, you can achieve the same result for future billing by opening a new account in your preferred currency.

Let's consider the following example.

Example: Changing from AED to USD

A customer has an existing AEserver account (Account A) with:

- Billing currency: AED
- Three registered domain names
- One active web hosting subscription

- Several previously issued invoices in AED

The customer would now prefer to receive future invoices and pay renewals in USD.

Because Account A already contains active services and an invoice history, its currency cannot be changed.

The customer must instead:

1. Create a new AEserver account (Account B).
2. Select USD as the billing currency of Account B.
3. Request an internal transfer of the existing domains and hosting subscription from Account A to Account B.
4. Complete any required account ownership and security verification.

Once the transfer has been reviewed, approved, and completed, the transferred services can be managed and billed under Account B in USD.

Meanwhile, all previous invoices and financial records remain associated with Account A in AED.

The same process applies when changing from USD to AED.

3. Step-by-Step Instructions to Request a Currency Change

Step 1: Create a New AEserver Account

Visit our account registration page:

Create a New AEserver Account

Before completing registration, make sure you have selected your preferred currency:

- **AED** – United Arab Emirates Dirham
- **USD** – United States Dollar

You can find the currency selection option in the AEserver client area interface.

Complete the registration form using your correct personal or company details, billing address, and contact information.

Important: Verify that your new account is configured with the correct currency before placing any orders or generating invoices. The same currency restriction will apply once your new account becomes established.

You do not need to purchase your existing services again. They will be reviewed for an internal transfer from your original account.

Step 2: Submit an Internal Transfer Request

After successfully registering your new account, log in to your **original AEserver account**, where your existing services are currently located.

Open a support ticket addressed to our **Invoices & Payments** department:

Submit a Support Ticket

Use the subject:

Request to Transfer Existing Services to New Account – Billing Currency Change

Include the following information in your request:

1. Your original AEserver account ID or registered email address.
2. Your newly created AEserver account ID or registered email address.
3. Your current billing currency (AED or USD).
4. Your requested billing currency (AED or USD).
5. A list of all services you wish to transfer, including domain names, hosting packages, or other subscriptions.
6. Confirmation that you authorize AEserver to transfer the specified services between these accounts.

Both accounts must be accessible to their respective authorized owners. Additional authorization may be required if the accounts belong to different individuals or legal entities.

Step 3: Account Verification and Review

For security and compliance reasons, AEserver must verify that the transfer request is legitimate and authorized.

Depending on the account details and the services involved, our team may request additional information or supporting documentation.

This is particularly important when the proposed transfer involves different company names, billing countries, legal entities, or domain registrants.

A service fee may apply for such requests.

For requests involving a change of legal account ownership, please also review our related article:

How to Change the Company Name and Country in Your Profile

AEserver reserves the right to request additional verification or decline transfers that cannot be adequately verified.

Step 4: Internal Transfer of Your Services

Once your request has been approved, our team will review the services eligible for transfer and arrange their reassignment to your new account.

Depending on the type of service, this may include:

- Domain name registrations and renewals.
- Shared or WordPress hosting subscriptions.
- Cloud VPS and dedicated server services.
- Email hosting subscriptions.
- Other eligible products and recurring services.

Please note that certain products, domain extensions, or third-party subscriptions may have additional transfer restrictions or requirements.

An internal account transfer is primarily an administrative change to the account under which your services are managed and billed. It does not necessarily require moving your website files, server, or email data.

However, the exact procedure depends on the service, and our team will advise if any technical action is required.

Do not cancel your existing services or place duplicate orders while waiting for the transfer to be processed.

4. What Happens to My Existing Invoices and Payments?

This is an important part of the process.

Previous invoices remain in the original account.

Invoices already issued under your original account will not be transferred, deleted, converted into another currency, or reissued simply because you have requested a currency change.

For example:

Item	Original Account (A)	New Account (B)
Billing currency	AED	USD
Existing invoices	Remain in AED	Not transferred
Previous payments	Remain recorded	Not transferred
Transferred services	Removed from original account after completion	Managed under new account
Future service invoices	No further invoices for successfully transferred services	Issued in USD
Account credits or balances	Subject to review	Not automatically transferred

Any outstanding invoices, unpaid balances, or account credits must be reviewed and resolved according to AEserver's applicable billing policies.

Creating a new account does not cancel outstanding payment obligations or entitle the customer to a refund of previous payments.

Future charges will follow the pricing, billing configuration, and applicable taxes of the new account. Prices in AED and USD may differ and are not necessarily determined by a simple exchange-rate conversion.

5. Important Conditions and Processing Times

Please review the following conditions before submitting your request.

1. Currency changes are not available for established accounts.

Once your account has active services and an invoice history, AEserver cannot change its underlying billing currency. Opening a new account is the supported solution.

2. Historical invoices cannot be converted.

All previously issued invoices remain in their original currency and account to preserve the financial audit trail.

3. Transfers require manual review.

Internal account transfer requests are handled by our relevant administrative team during regular working hours. They cannot be completed instantly through live chat.

Allow approximately **24–72 hours for an initial review**, although complex requests, additional verification, or service-specific requirements may extend processing.

4. Administrative fees may apply.

Depending on the number and type of services, required documentation, and manual work involved, AEserver may charge an administrative fee. Any applicable charges will be communicated as part of the review.

5. Domain ownership requirements still apply.

Moving a domain between AEserver accounts may require additional authorization or domain transfer documentation. An account currency change does not automatically authorize a change of legal domain registrant.

6. Existing renewal deadlines remain important.

Submitting a transfer request does not suspend or extend your existing service renewal deadlines. Customers remain responsible for renewing their services on time and settling outstanding invoices.

7. Transfers are subject to approval.

AEserver reserves the right to request supporting documents and evaluate whether each service can be transferred. Not all services may be eligible for an internal transfer.

6. Frequently Asked Questions

Can AEserver support manually change my account currency?

No. For accounts with active services and an existing invoice history, this restriction also applies to manual changes by our billing or technical support teams.

The supported process is to create a new account in the required currency and request a transfer of eligible services.

Can I change from AED to USD without creating another account?

No, not if your existing account already has active services and an invoice history. A separate account must be created with USD as its billing currency.

Can I change from USD to AED?

Yes, by following the same new-account and internal-transfer process, with AED selected for the new account. The currency of your existing account itself will remain unchanged.

Does changing the currency selector on the website change my existing account's billing currency?

No. The currency selector available on the AEserver website or shopping cart should not be confused with the permanent billing currency of an established client account.

Changing the displayed currency does not convert existing invoices, payments, or service subscriptions.

Can I keep using my existing services?

Yes, subject to successful transfer approval and any service-specific requirements.

You do not normally need to purchase your existing domains or hosting subscriptions again. The purpose of the internal transfer is to reassign eligible existing services to your new billing account.

Will my old invoices be available after the transfer?

Yes. Historical invoices and payment records remain associated with your original account and should be retained for accounting and tax purposes.

Will my existing account credit be automatically moved to my new account?

No. Account credits and outstanding balances are separate financial records and are not automatically transferred as part of a service reassignment.

Please disclose any existing credit or outstanding balance when submitting your request so our billing team can review it.

Can I use the new account to change my company name or billing country as well?

Changes involving a different legal person, company, or billing country may require additional documentation and verification.

Please refer to our Company Name and Country Change Guide for further information.

Is the transfer automatic, and will it be completed immediately?

No. Service transfers between accounts require an administrative review and approval. Processing depends on the services involved, account verification, and the completeness of your request.

7. Summary

AEserver supports billing in both AED and USD, giving customers the flexibility to choose their preferred currency when setting up an account.

However, **the billing currency of an established account with active services and an invoice history cannot be modified**, for accounting, tax, and compliance reasons.

If you wish to use a different currency for future invoices and renewals, the required procedure is straightforward:

1. Create a new AEserver account with your preferred currency.

2. Submit a support ticket from your original account.
3. Request an internal transfer of your existing services.
4. Complete the verification and approval process.

Your historical invoices and payments will remain intact in the original account, while approved transferred services will be billed under the new account in the selected currency.

Ready to proceed?

Create a New Account | Submit a Billing Support Ticket

For additional information, please refer to our Terms of Service and Refund, Cancellation, and Credit Policy.