

View invoices and subscriber-related documents online and download them as PDF or CSV files – in your billing centre

The "Vodafone Billing Centre" is an online portal where you can access your mobile phone bills and associated subscriber-related documents.

In this documentation, you will find a description of all its features.

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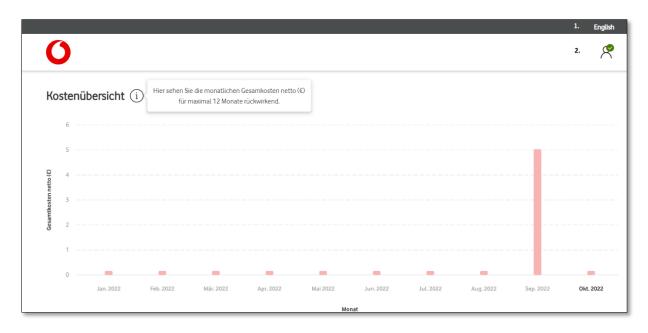
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1. Home page of the 'Billing Centre'

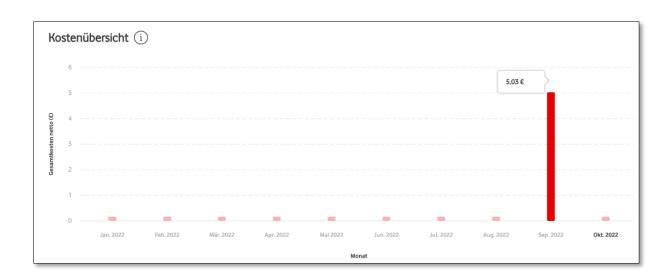
In the upper part of thee 'Billing Centre' homepage you will find a graphical illustration of the costs overview. The total monthly costs are displayed as net costs (EUR), retroactively for a maximum of twelve months.

On the button marked '1.', you can switch the language between German and English. If you use other tools in addition to the 'Billing Centre', they will be displayed to the left of the language selection. This allows you to easily switch between applications.



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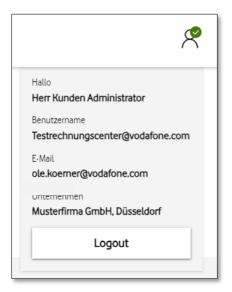
you move the mouse cursor over a month, it will be visually highlighted. You will then see the total costs (net) associated with the corresponding month.





If you hover your mouse cursor over the area displayed under '2.', you will get information about the user who is currently logged onto the 'Billing Centre'.

If you would like to end your active 'Billing Centre' session, log out here.



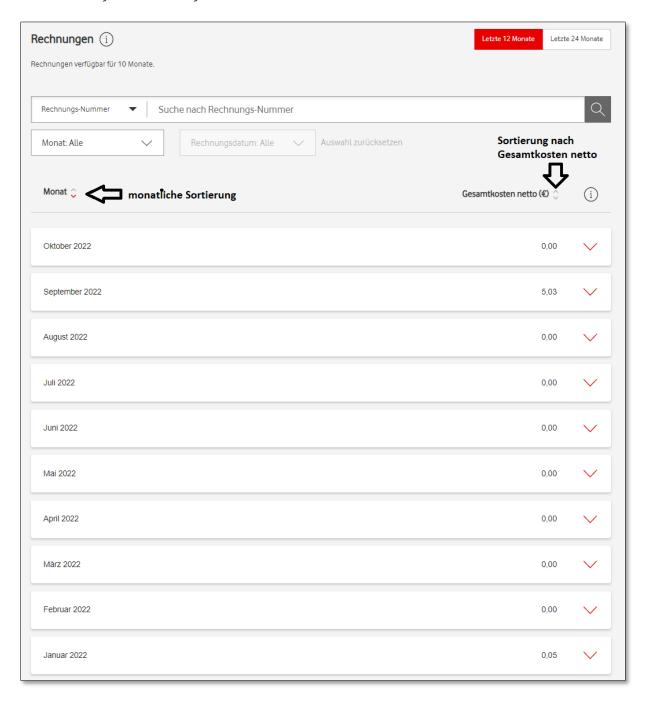
In the area below,' you will find various selection and filter criteria for identifying single or multiple invoices/months. In the filter or search process, invoices are taken into account for a maximum of 24 months and sorted by month. The default setting for filters and searches is twelve months, but this can optionally be extended to include the last 24 months.



If you don't enter any search or filter criteria by default, you'll see all the months for which invoice documents are available at the bottom of the home page (by default, for the last twelve months or less).



You can sort your invoices by month or total costs (net).

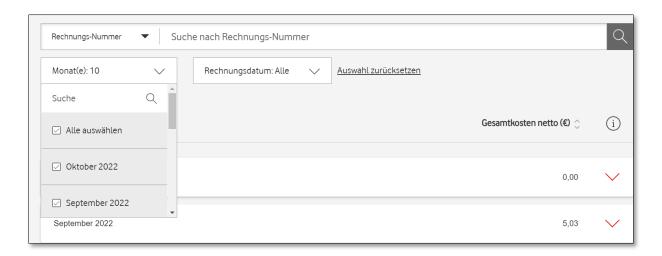


The 'Invoice Number' search criterion is preset by default but can be changed to 'Customer Number" via the drop-down menu. In the field next to it, enter the invoice or customer number in accordance with the selected search criterion.

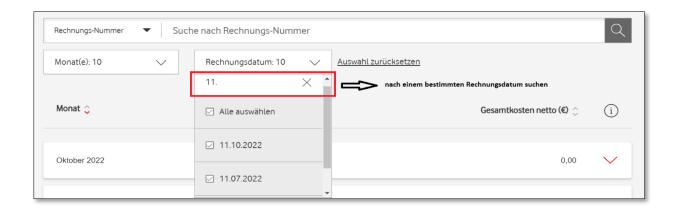




You can search for a specific month or extend the time period to include all available months. To do this, simply click on the corresponding field to the left of the desired filter criterion.



After selecting one, several or all available months in the 'Invoice Date' field, you can also search for a specific invoice date. After entering an incomplete date, all matching search results will appear. If you enter a complete date, only this date will be displayed.





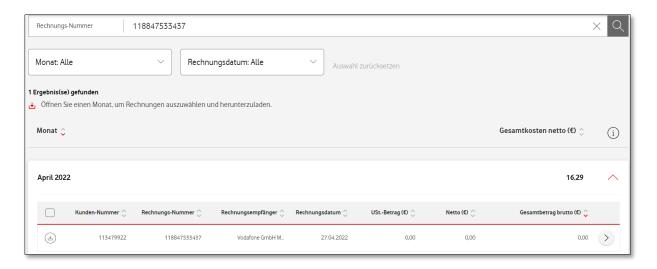
Searching for an invoice number:

In the preset default 'Invoice Number' input field, enter the Vodafone invoice number. You can start the search by clicking on the magnifying glass or by pressing the 'Enter' key.



You will then see the month in which the invoice you are looking for was issued.

In the overview you will find the customer number, invoice number, invoice recipient, invoice date, VAT amount, as well as the net and total amount (gross) of your invoice.

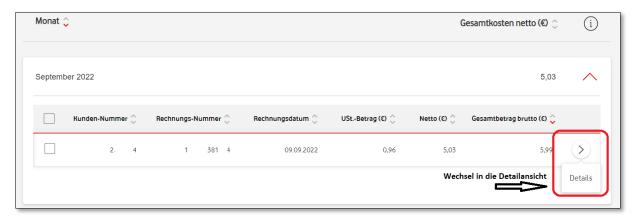


On the following pages you will find more detailed views of invoices and subscriber-related documents – and how you can download these files.

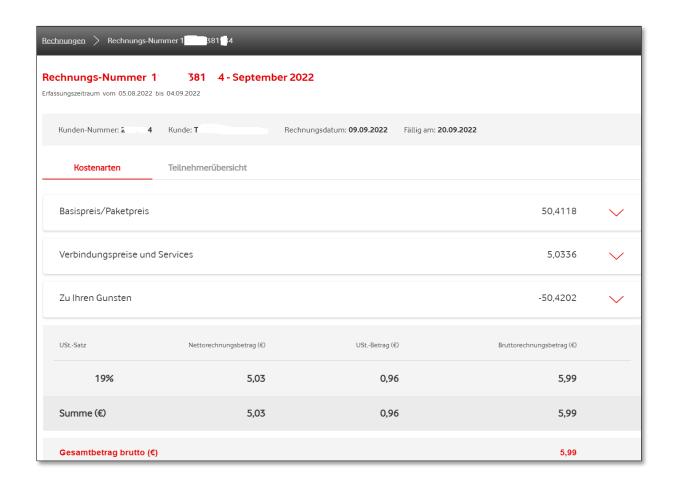


2. View invoice details in the 'Billing Centre'

In the list of displayed invoices you can access the details of an invoice by clicking on the button on the right.



After clicking on the button, you will switch to a detailed view of the selected invoice. By default, this is preset in the 'Cost Categories' tab. Here you can see the totals of the different cost categories and the breakdown by net, VAT and gross invoice amount.

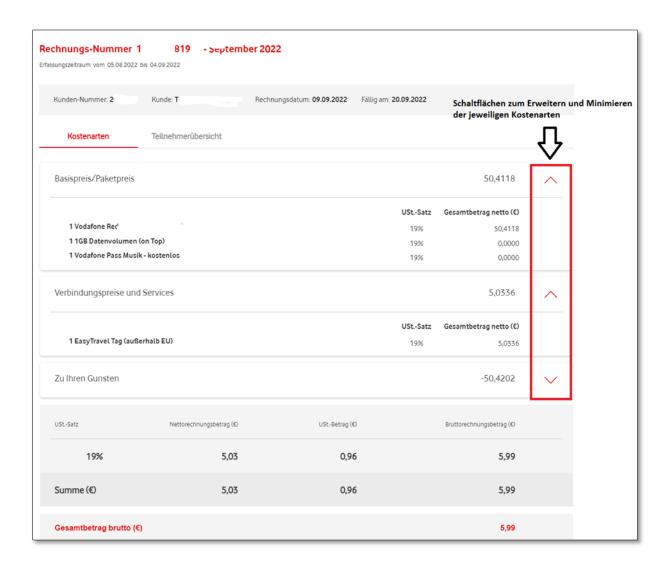




Click on the arrows on the right to expand the view. You can now see the detailed composition of the total amount of the respective cost categories.

By reclicking the button you minimise the display again.

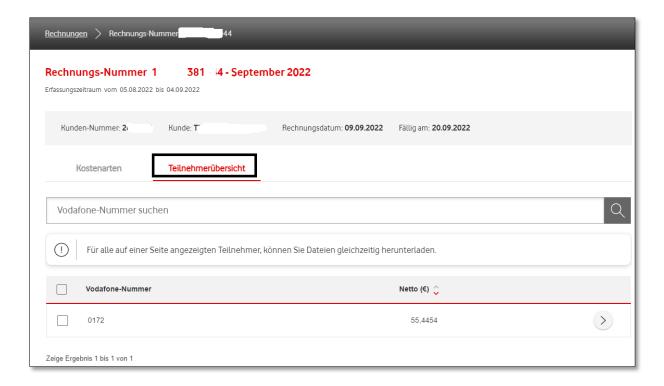
This view displays all the cost categories that result in the invoice amount.



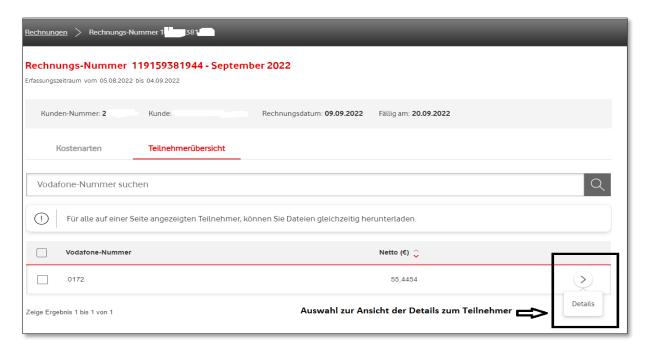
On the next page you will find an overview of all subscribers who are assigned to this customer number at the time of invoicing, including the costs per subscriber.

By the way: See Point 3 in the next section to learn how to download invoice documents and subscriber-related files.





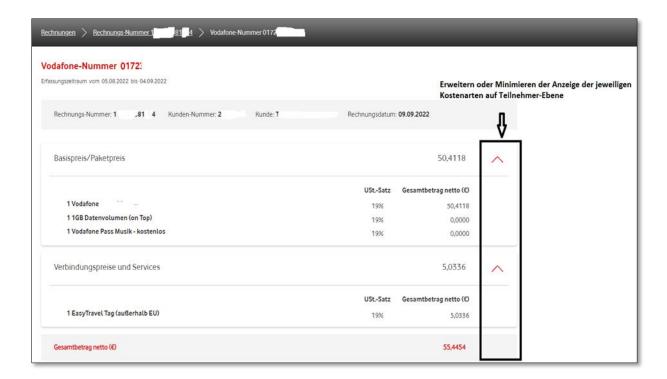
The 'Details' button will take you to the detailed view of the selected subscriber.



After clicking on 'Details' you will see the different cost categories of the selected subscriber.



By clicking on the arrows on the right, you can expand the display and see the composition of the total amounts according to the respective cost categories.





Downloading invoice documents and subscriber-related files

Learn how to download the available files, for example, your original invoice, here.

After you have identified the invoices (e.g. via the search and filter function), they will be displayed in the corresponding month. If you manage several customer numbers of a company in the portal, they will be displayed to you in the month in question.

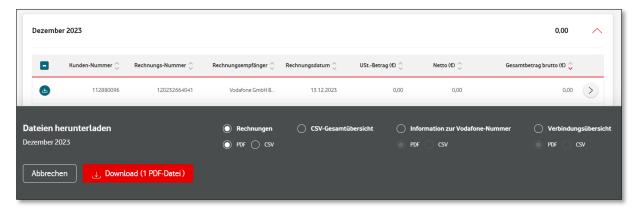
You will now have the option to download all or selected files.

To select all files of multiple customer numbers, use the button in the header of the selected month.

You can select how to download files from one or more customer numbers by clicking on the button to the left of the customer number.

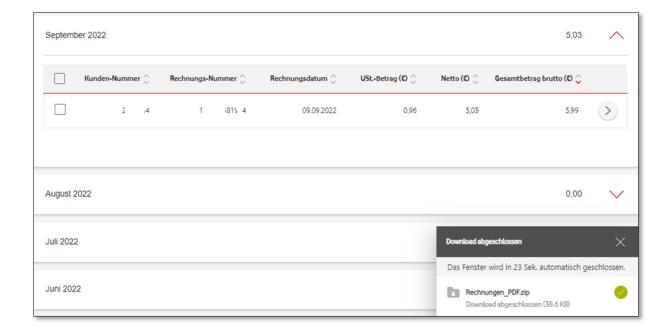






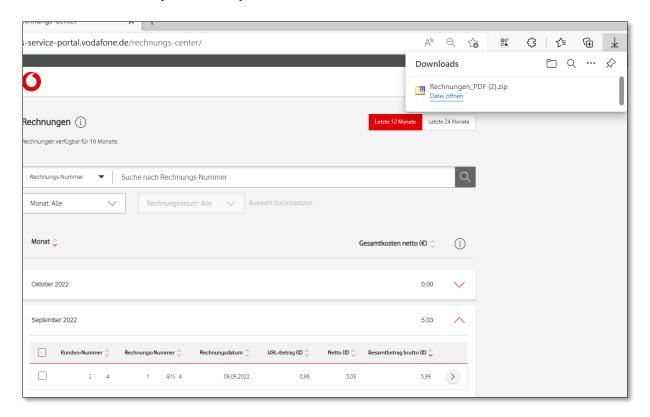
After you have selected the invoice, you will see at the bottom of the screen how many files are available for download. Determine the file format and start the process by clicking on 'Download".

An information window will then appear at the bottom right of the screen with the progress of the download and the final information about the successful download.

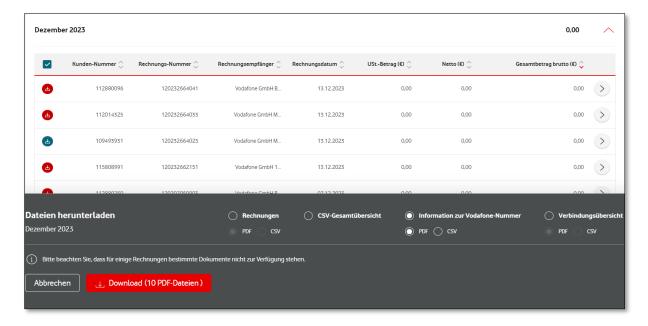




Depending on the browser you are using, another screen will open that allows you to open the downloaded files and save them to your directory structure.

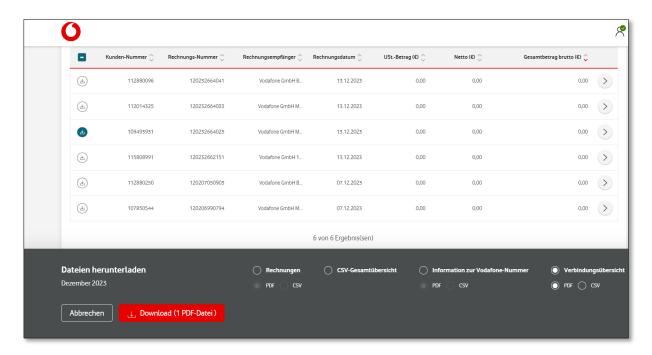


You will see all subscriber-related documents that you can download for the selected invoices.



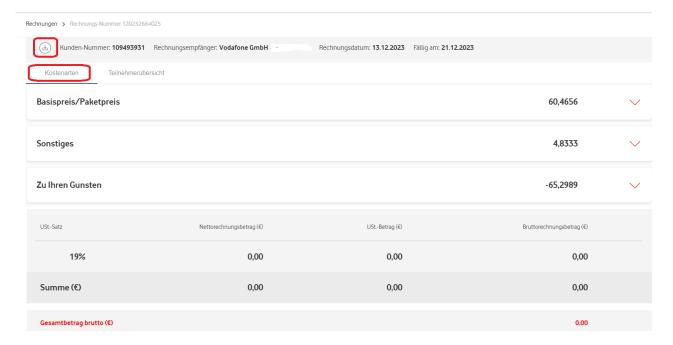


If you would like to selectively download subscriber-related documents, please select the desired invoices. In the following figure you can see the download of connection overviews for a specific invoice.

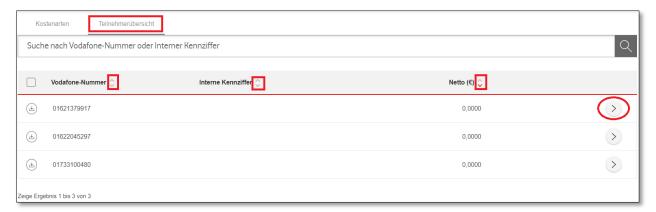


Alternatively, you can use the arrow on the right edge of the screen to call up the details of a selected invoice. By default, the 'Cost Categories' tab is displayed with the detailed costs and credits of the selected invoice.

The download icon outlined in red will take you back to the Download Centre. There you can download the invoice or the subscriber-related documents of this invoice.

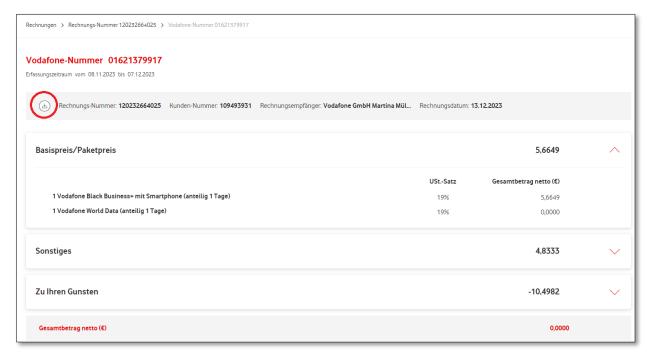






Next to the 'Cost Categories' tab, you will find the 'Subscriber Overview' tab, which contains all subscribers (Vodafone numbers) for the selected invoice. Ascending or descending order sorting, if required, can also be selected in this view by simply clicking on the arrows next to 'Vodafone Number', 'Internal Code' or 'Net Amount'.

Would you like to see details about a selected subscriber? Then use the button on the right side of the screen. There you will find the different cost categories and credit, as well as the 'Total Net Amount' of the selected subscriber.

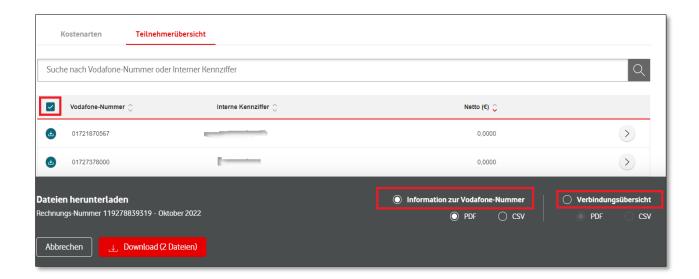


If you would like to download the displayed information about the Vodafone number or the connection overview for this subscriber, please use the highlighted download icon.

Important: In order to be able to perform the download, the desired files must be available systemically.

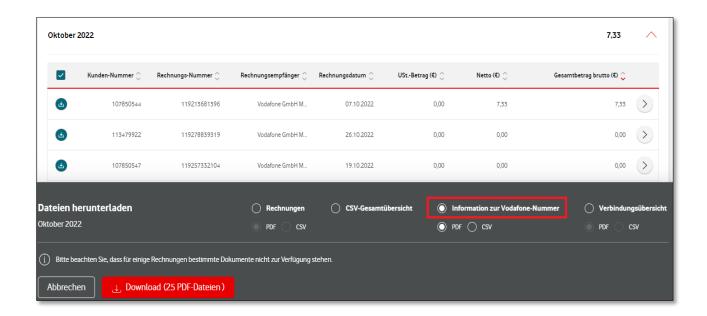


You can download subscriber-related documents collectively for multiple or all subscribers of an invoice. To do this, first select the desired subscribers. You can then conveniently download the information about the phone number or connection data in PDF or CSV formats.



To download subscriber-related files of all invoices for a month, it is best to use the 'Download Centre' on the overview page. In addition to all invoices for a month, you will also find all subscriber-related files there. The download can be started directly from this page.

Please note: Subscriber-based files are only available if they have been requested. And: Connection overviews are always deleted after six months.



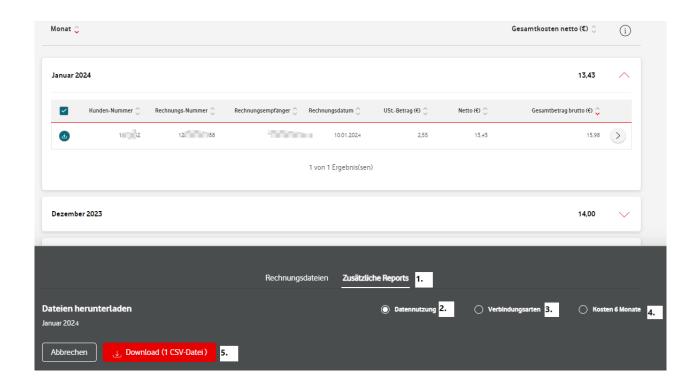


4. Downloading reports

In the *Download Centre* you will find *Additional Reports* (1.):

You can view the *Data Usage* (2.) and *Connection Types* (3.) *reports* for the last 6 months. You will receive the *6-month Costs* report (4.) for all invoices.

Do you have a selected report? Then you can download it via *Download* (5.).





In the 'Data Usage' report you can see the amount of data used per subscriber – for the selected invoice.

In the display, you can see national and international data usage – here as *Data National* and *Data Roaming*. The table shows the data volume in megabytes, MB.

Α	В	С	D
Vodafone Nummer	Daten National	Daten Roaming	Daten Gesamt
172 xx xx xxx	2.507,03	9,99	2.517,02
Daten Sub-Totals	2.507,03	9,99	2.517,02

In the *Connection Types* report, you can see the itemised connection prices of an invoice.

	A	В	С	D	E
1	Verbindungstyp	Verbindungsart	Summe pro Verbindungstyp	Dauer / Volumen	netto
2	Gespräche aus dem Vodafone Netz		84	003:10:00	0
3	Gespräche aus dem Vodafone Netz	Gespräche ins nationale Festnetz	4	000:10:00	0
4	Gespräche aus dem Vodafone Netz	Gespräche in andere nationale Mobilfunknetze	44	002:59:00	0
5	Gespräche aus dem Vodafone Netz	SMS in andere nationale Mobilfunknetze	35	000:00:00	0
6	Gespräche aus dem Vodafone Netz	Gespräche, Vodafone D2 zu Vodafone D2	1	000:01:00	0
7	Datenverbindungen aus dem Vodafone Netz		40	2.507,03	0
8	Datenverbindungen aus dem Vodafone Netz	web.vodafone.de: z.B. Internet- & Navigator-Nutzung	40	2.507,03	0
9	Datenverbindungen über Fremdnetze		4	9,99	0
10	Datenverbindungen über Fremdnetze	web.vodafone.de (innerhalb der EU)	4	9,99	0
11	Summe aller Einträge				0

In the *6-month Costs* report, you can see the costs of the selected invoice. In addition, the invoices from the last few months are there – but at most from the 5 previous months. We have divided the costs according to cost categories.

1	A	В	C	D	E	F	G	Н		J	K
1	Rechnungsdatum	Anzahl der Teilnehmer	Basispreis oder Paketpreis	Verbindungspreise & Services	Anschlusspreis	Sonstiges	Zu Ihren Gunsten	Umsatzsteuer	Vodafone Mobiles Bezahlen	CallNow-Transfer	Summe
2	09.02.2024	1	. 26,03	0	0	0	-12,6	2,55	0	0	15,98
3	10.01.2024	1	26,03	0	0	0	-12,6	2,55	0	0	15,98
4	11.12.2023	1	26,03	0,57	0	0	-12,6	2,66	0	0	16,66
5	09.11.2023	1	. 26,03	0,29	0	0	-12,6	2,61	0	0	16,34
6	10.10.2023	1	26,03	0	0	0	-12,6	2,55	0	0	15,98
7	11.09.2023	1	26,03	0,06	0	0	-12,6	2,56	0	0	16,05
8	Summe aller Einträge		156,18	0,92	0	0	-75,6	15,48	0	0	96,99



5. Access to 2 or more companies

Do you access 2 or more companies via the *Vodafone Billing Centre?* Then you can switch between customer accounts.

To do this, click on *Select Customer Account* (2.) in the *User Menu* (1.). Then, a new window will open — with all customer accounts that you can access.



Then click on the icon on the right side (3.). Here's how to switch between your accounts.

Bitte klicken Sie auf das rechte Icon, um den gewünschten Kunden auszuwählen.

Ausgewählter Kunde: "Musterfirma, Musterstadt"



