

Customer Help Guide How to download Bill Reports My 02

Please download the last 3 monthly Bill Reports for the type detailed below:
– Report 1: 'Itemised Call Report'

 ...and download the last 1 monthly Bill Report for the type detailed below:
 Report 2: 'Cost Breakdown by Subscription Type'

> To get started, click the following link: <u>https://accounts.o2.co.uk/signin</u>

Step 1: Log in to My O2 with your Username and Password

C Shop Solutions Why O2 Help My O2 Business 2 Search	
My O2 Business All your account and bill details in one place	
Sign in to My O2 Business Username (usually your email address)	

Step 2: Click on 'Manage my O2 Business products'

Personal Business	Sign out	
O2 Shop Why O2 Help	My O2 🖉 Search کے	
My 02 Manage your account and get more from 02		
My O2 products and services Conter Services My O2 Business Manage my My O2 Business products	 My details Manage my details Do you have other O2 products and services? Add products that are not registered to a My O2 account, such as a Pay As You Go device. Add products and services 	

Exclusive benefits available at no extra cost



Step 3: Click on 'Bill Analyser – View your bills, analyse your spend and run reports'

Personal I <u>Business</u>		Oferent	
O ₂ Shop Solutions Why O2 Help My O2 B Welcome to My O2 Business All your account and bill details in one place	lusiness	€ Search	
	Set help /iew Demo	Edit my details What's new in My O2 Business We listened carefully to our customers' feedback on My O2 Business, and we're pleased to be bringing you a number of improvements. Learn more about what's new here: What's new in My O2 Business Help & Support O2 Business	



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Help home Contact us My O2 Business

Step 4: Click on 'REPORTING' – this will open a drop-down menu

O ₂			▲ ~
My O2 Business Home			
SELECTED ACCOUNT	1 1 1		
ACCOUNT \bigcirc ADMINISTRATION \bigcirc	Only active Include unbilled	Current Balance £0.00 (Inc. VAT)	Overdue Amount £0.00 (Inc. VAT)
INVOICING \heartsuit REPORTING \circlearrowright		Account Status Normal	Payment Type Direct Debit Customers
O2 HELP & SUPPORT 🛛 😔		Amount In Query £0.00 (<i>Inc. VAT</i>)	Payment Terms 30 Days Airtime
		LATEST INVOICE - 13/01/2024 £157.20 (ex VAT) This invoice is payable on or before	0.12/02/2024 Download
			View Invoices ④
		ALLOWANCES There are no allowance	es for the selected account.

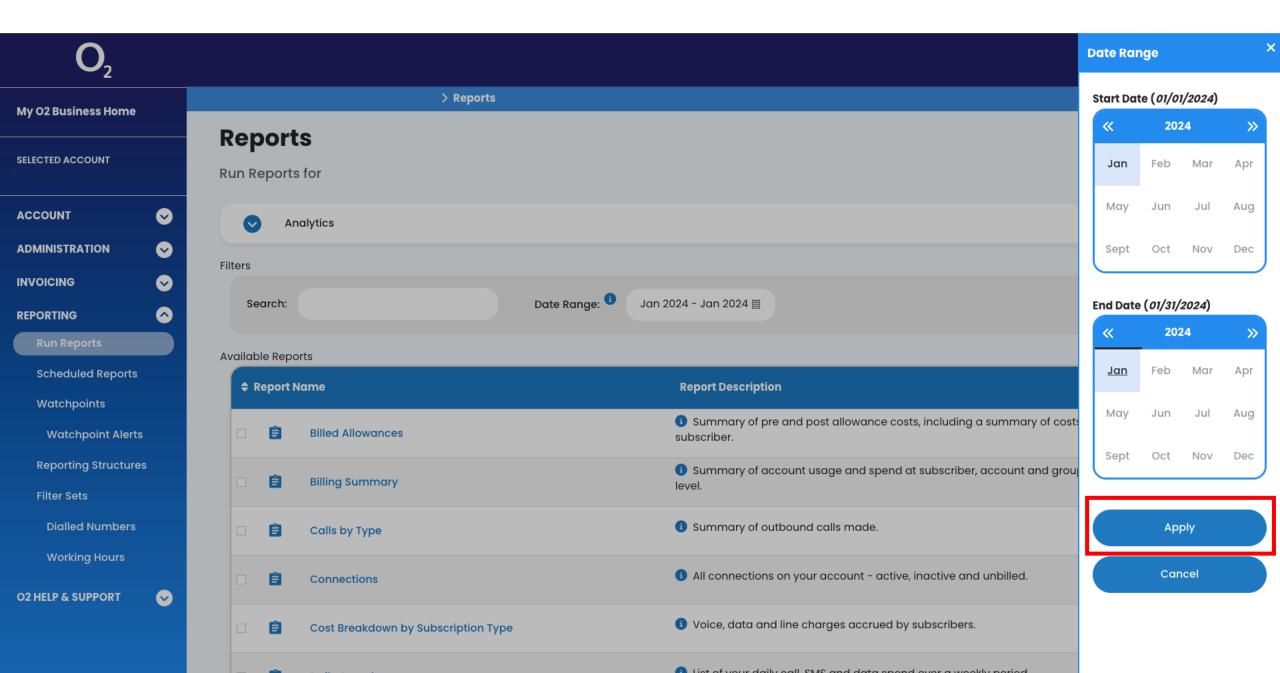
Step 5: Click on the 'Run Reports' option

O ₂				▲
My O2 Business Home				
SELECTED ACCOUNT	E =			
	Search Accounts	Only active		erdue Amount .00 (<i>inc. VAT</i>)
ADMINISTRATION \bigcirc	Include unbilled			/ment Type
				ect Debit Customers
Run Reports Scheduled Reports				vment Terms Days Airtime
Watchpoints				
Watchpoint Alerts Reporting Structures			LATEST INVOICE - 13/01/2024 £157.20 (ex VAT)	
Filter Sets	E		This invoice is payable on or before 12/02/2	View Invoices 🛞
Dialled Numbers Working Hours				
O2 HELP & SUPPORT 🛛 😔			ALLOWANCES There are no allowances for the	e selected account.

Step 6: Click on the highlighted date range to open up the menu

O ₂							•	
My O2 Business Home			-	> Reports				
SELECTED ACCOUNT	'	Rep	ort	S				
ACCOUNT 😔		•	An	alytics				
		Filters						
		See	arch:		Date Range: 🧯 Jan 2	2024 - Jan 2024 🏾		
Run Reports		Availabl	le Repo	rts				
Scheduled Reports			eport N			Report Description	Report Format	
Watchpoints			<u> </u>				·	
Watchpoint Alerts			Ê	Billed Allowances		Summary of pre and post allowance costs, including a summary of costs per subscriber.	Csv)
Reporting Structures			Ê	Billing Summary		Summary of account usage and spend at subscriber, account and group	XLS	2
Filter Sets				bining surning y		level.	ALS	2
Dialled Numbers			Ê	Calls by Type		Summary of outbound calls made.	CSV)
Working Hours O2 HELP & SUPPORT			Ê	Connections		Il connections on your account - active, inactive and unbilled.	Csv)
			Ê	Cost Breakdown by Subscription Type		i Voice, data and line charges accrued by subscribers.	CSV	
			-			List of your drily call CMC and data around over a weekly period		

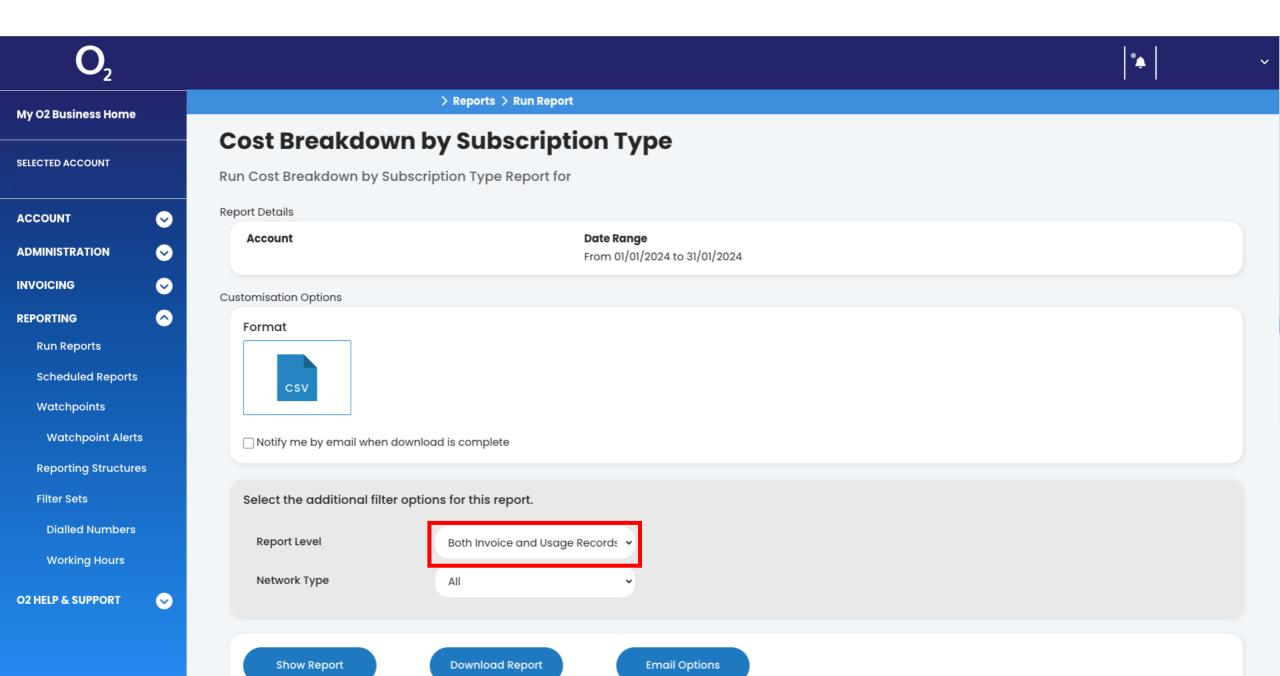
Step 7: Change the dates to cover just one month and click 'Apply'



Step 8: Click on 'Cost Breakdown by Subscription Type'

O ₂		•
My O2 Business Home	> Reports	
SELECTED ACCOUNT	Reports Run Reports for	
	Analytics	
	Filters	
	Search: Date Range: Jan 2024 - Jan 2024 🏾	
Run Reports	Available Reports	
Scheduled Reports	Report Name Report Description	Report Format
Watchpoints Watchpoint Alerts	Image: Summary of pre and post allowance costs, including a summary of costs per subscriber.	r Csv 🗸
Reporting Structures Filter Sets	Billing Summary Image: Summary of account usage and spend at subscriber, account and group level.	XLS
Dialled Numbers	Calls by Type Summary of outbound calls made.	CSV •
Working Hours	Connections Connections on your account - active, inactive and unbilled.	Csv 、
	Cost Breakdown by Subscription Type Subscription Type	CSV
	List of your drilly only CMC and data around over a weakly paried	

Step 9: Open the drop-down menu which shows 'Both Invoice and Usage Records'



Step 10: Select the 'Invoice Records' option from the drop-down menu

O ₂		•
My O2 Business Home	> Reports > Run Report	
	Cost Breakdown by Subscription Type	
SELECTED ACCOUNT	Run Cost Breakdown by Subscription Type Report for	
ACCOUNT	Report Details	
ADMINISTRATION	Account Date Range From 01/01/2024 to 31/01/2024	
INVOICING	Customisation Options	
REPORTING	 Format 	
Run Reports		
Scheduled Reports	CSV	
Watchpoints		
Watchpoint Alerts	Notify me by email when download is complete	
Reporting Structures		
Filter Sets	Select the additional filter options for this report.	
Dialled Numbers		
Working Hours	Report Level ✓ Both Invoice and Usage Records Invoice Records	
O2 HELP & SUPPORT	Network Type Usage Records	
	Show Report Download Report Email Options	

Step 11: Click on the 'Download Report' button



My O2 Business Home

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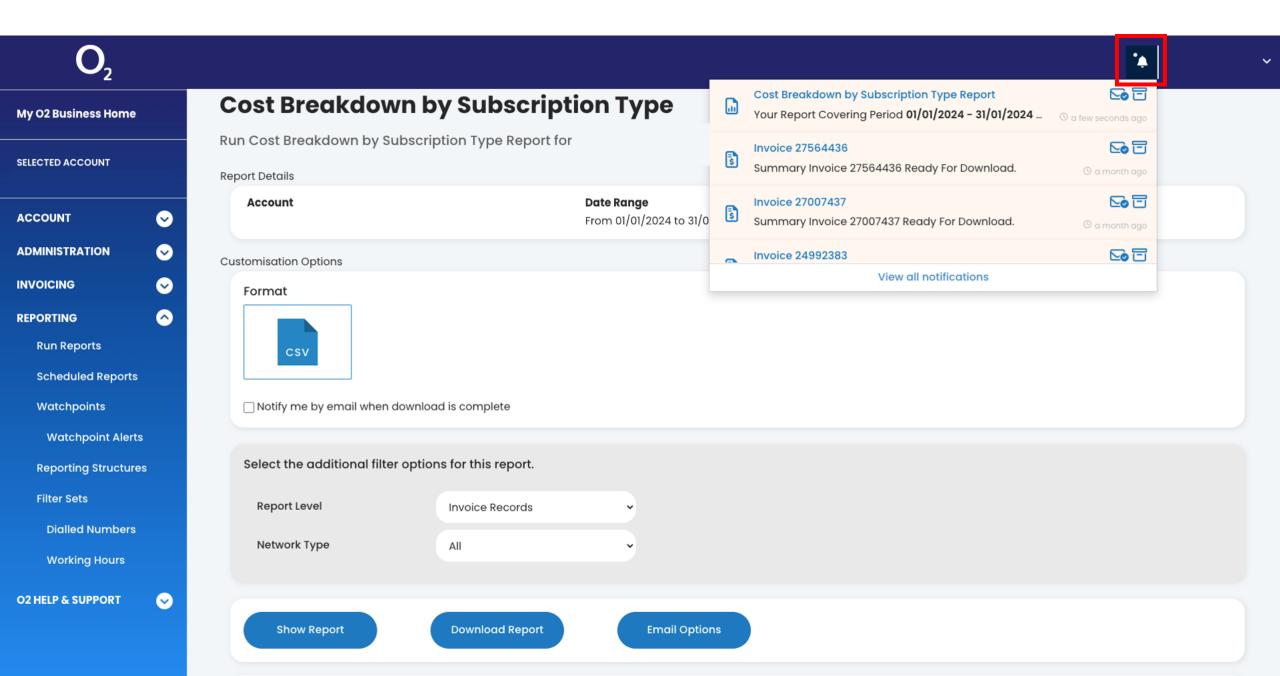
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Cost Breakdown by Subscription Type

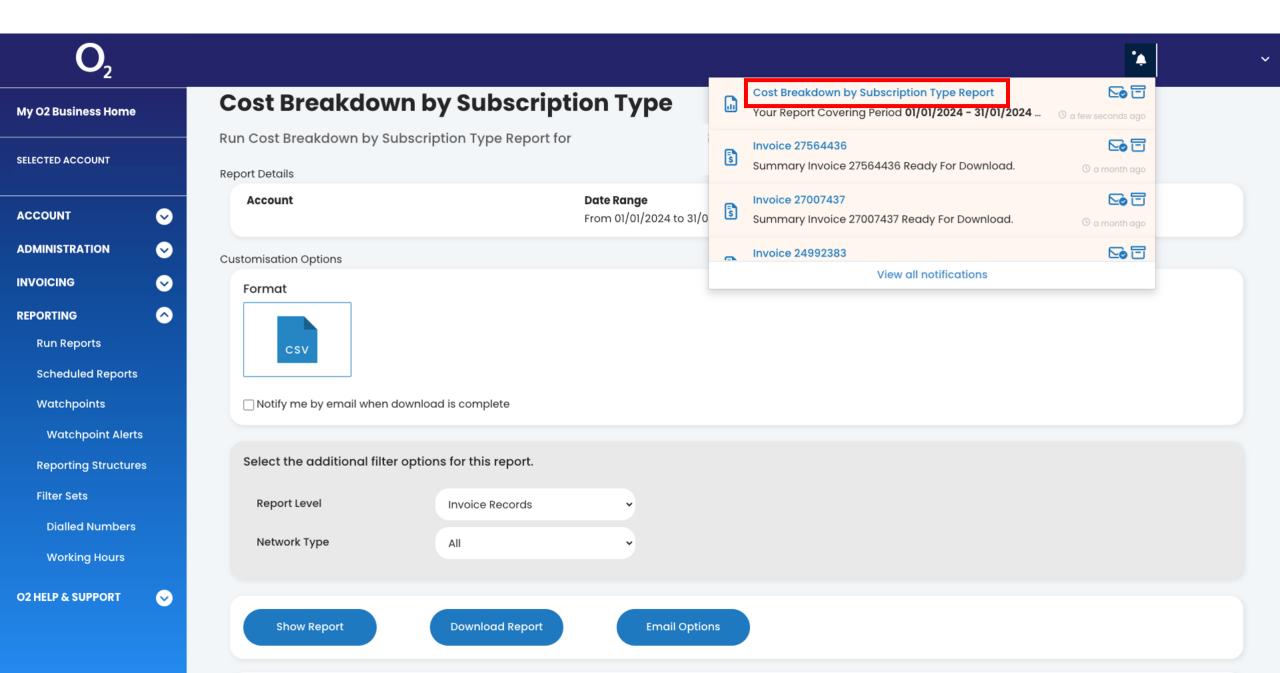
Run Cost Breakdown by Subscription Type Report for

SELECTED ACCOUNT Report Details Date Range Account \odot ACCOUNT From 01/01/2024 to 31/01/2024 \odot ADMINISTRATION Customisation Options INVOICING \odot Format \frown REPORTING **Run Reports** csv Scheduled Reports □ Notify me by email when download is complete Watchpoints Watchpoint Alerts Select the additional filter options for this report. Reporting Structures Filter Sets **Report Level** Invoice Records **Dialled Numbers** Network Type All ~ Working Hours \odot **O2 HELP & SUPPORT** Show Report **Email Options** Download Report

Step 12: Click the bell icon, when your report is ready to download it will appear here



Step 13: Click on the prepared report and it should start downloading



Step 14: To download the next report, click on the "Run Reports" option again



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Cost Breakdown by Subscription Type My O2 Business Home Run Cost Breakdown by Subscription Type Report for SELECTED ACCOUNT **Report Details Date Range** Account \odot ACCOUNT From 01/01/2024 to 31/01/2024 \odot ADMINISTRATION Customisation Options INVOICING \odot Format \bigcirc REPORTING **Run Reports** csv Scheduled Reports Watchpoints Notify me by email when download is complete Watchpoint Alerts Select the additional filter options for this report. **Reporting Structures** Filter Sets **Report Level** Invoice Records **Dialled Numbers** Network Type All ~ **Working Hours** \odot **O2 HELP & SUPPORT Download Report** Show Report **Email Options**

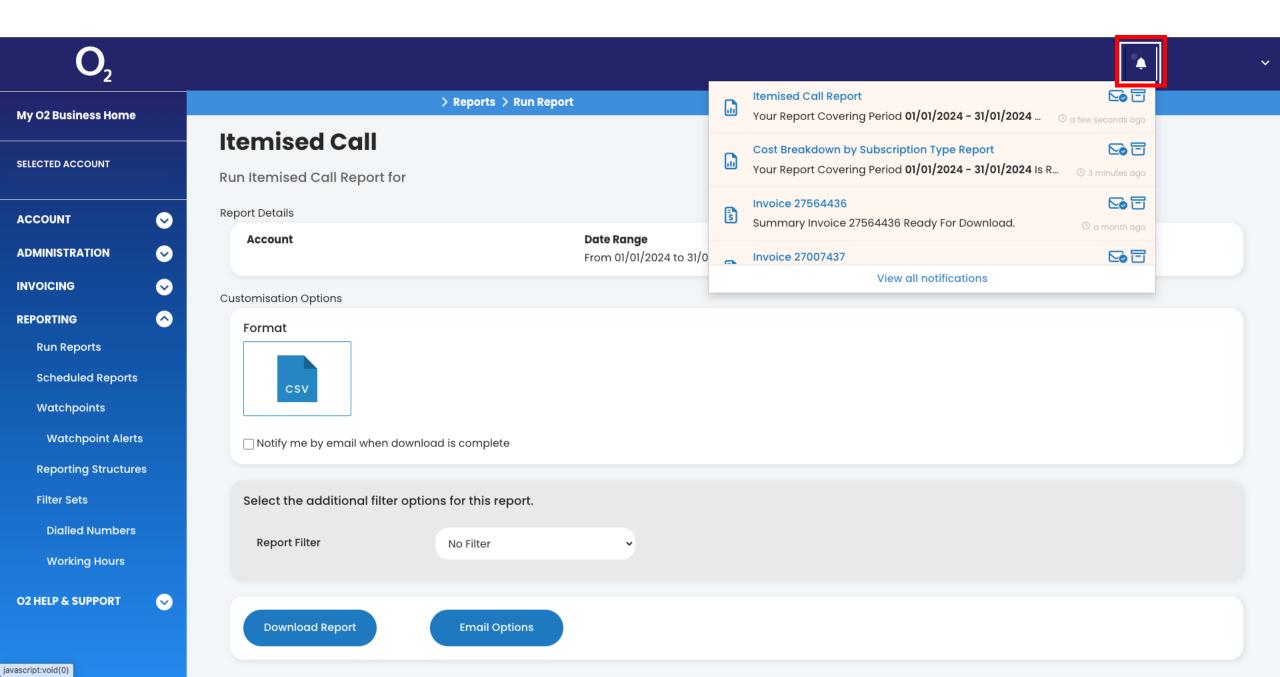
Step 15: Check that the Date Range is still correct, then scroll down to find 'Itemised Call'. Click on the 'Itemised Call' option

O ₂				·•
My O2 Business Home		> Reports		
SELECTED ACCOUNT		Reports		
ACCOUNT	⊘	Analytics		
ADMINISTRATION	⊘	Filters		
INVOICING	\odot			
REPORTING	\diamond	Search:	Date Range: ³ Jan 2024 - Jan 2024 🖩	
Run Reports		Available Reports		
Scheduled Reports		Report Name	Report Description	Report Format
Watchpoints				
Watchpoint Alerts		Hourly Spend	List of your hourly spend per day. Data usage logged at midnight each day.	
Reporting Structures				
Filter Sets		Itemised Call	1 List of your itemised call usage over a specified time period.	CSV
Dialled Numbers			A list of your invoiced line items over a specified time period	
Working Hours		Itemised Line	List of your invoiced line items over a specified time period.	CSV
O2 HELP & SUPPORT	⊘	Low Spenders	3 Top 50 lowest spending subscribers.	Csv 🗸
		Statement Of Account	3 This report lists the invoices and the associated open amounts and due dates for the selected period.	CSV

Step 16: Click on the 'Download Report' button

O ₂		•
My O2 Business Home	> Reports > Run Report	
	Itemised Call	
SELECTED ACCOUNT	Run Itemised Call Report for	
ACCOUNT	Report Details	
ADMINISTRATION	Account Date Range From 01/01/2024 to 31/01/2024 From 01/01/2024	
INVOICING	Customisation Options	
REPORTING	> Format	
Run Reports		
Scheduled Reports	csv	
Watchpoints		
Watchpoint Alerts	Notify me by email when download is complete	
Reporting Structures		
Filter Sets	Select the additional filter options for this report.	
Dialled Numbers	Report Filter No Filter	
Working Hours	Report Filter Vo Filter	
O2 HELP & SUPPORT		
	Download Report Email Options	

Step 17: Click the bell icon, when your report is ready to download it will appear here



Step 18: Click on the prepared report and it should start downloading

O ₂				•
My O2 Business Home	> Reports > Run Report		Itemised Call Report Your Report Covering Period 01/01/2024 - 31/01/2024 () a few second	
SELECTED ACCOUNT	Itemised Call Run Itemised Call Report for		Cost Breakdown by Subscription Type Report Your Report Covering Period 01/01/2024 - 31/01/2024 Is R	s ago
ACCOUNT 🗸	Report Details	5	Invoice 27564436Summary Invoice 27564436 Ready For Download.© a mont	
	Account Date Range From 01/01/2024 to 31/0		Invoice 27007437	
	Customisation Options		View all notifications	
REPORTING	Format			
Run Reports Scheduled Reports Watchpoints Watchpoint Alerts	□ Notify me by email when download is complete			
Reporting Structures Filter Sets Dialled Numbers	Select the additional filter options for this report.			
Working Hours	Report Filter Vo Filter			
O2 HELP & SUPPORT	Download Report Email Options			

- Note: Repeat these steps until you have downloaded 3 consecutive months' reports

O ₂							•	
My O2 Business Home			> Reports					
SELECTED ACCOUNT	-	port eports						
	⊘	An	alytics					
	liters							
				•				
	Se	arch:		Date Range: 🜖	Jan 2	024 - Jan 2024 🏢		
Run Reports	Availab	le Repo	rts					
Scheduled Reports		eport N				Report Description	Report Format	
Watchpoints								
Watchpoint Alerts		Ê	Billed Allowances			Summary of pre and post allowance costs, including a summary of costs per subscriber.	Csv	•
Reporting Structures		Ê	Billing Summary			Summary of account usage and spend at subscriber, account and group	XLS)
Filter Sets			Shing out interv			level.	ALG	9
Dialled Numbers		Ê	Calls by Type			3 Summary of outbound calls made.	CSV	$\overline{}$
Working Hours 02 HELP & SUPPORT		Ê	Connections			3 All connections on your account - active, inactive and unbilled.	Csv	•
		Ê	Cost Breakdown by Subscription Type			Voice, data and line charges accrued by subscribers.	CSV	
		-				• List of your deily cell CMC and data around over a weakly pariod		