

Customer Help Guide How to download Bill Reports My Vodafone

Please download the last 3 monthly Bill Reports for the type detailed below:
- Report 1: 'Phone number itemisation'

 ...and download the last 1 monthly Bill Report for the type detailed below:
 Report 2: 'VAT summary report by phone number'

To get started, click the following link: <u>https://www.vodafone.co.uk/myvodafone/</u>

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

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| 20 | |
|--------|--|
| Num | ber or Username |
| E.g | . 07123445567 or jonsmith@gmail.com |
| Forgo | tten username? |
| l don' | <u>t know my mobile number</u> |
| | Continue |
| | Continue |
| | Not registered? Register for My Vodafone |

Privacy policy | Terms & conditions | Cookie policy

Step 2: Click on 'View bills' on the dashboard

| | | | Privacy and cookies | My account (Logged in) 🝷 |
|---|--|--|---------------------------|---------------------------------------|
| My Vodafone | Help & information | 5G | | Search Q |
| Welcome | | | | |
| My plan | | My company bills and u | usage | Contact us |
| Monthly cost £20.53 Business Advance Value comes with UK minutes,texts and 1GB Shared Data | O | Account number: Last bill amount:£ 0.00 | | Get in touch in a way that suits you. |
| | | Billing Analytics | | |
| | | View balance and usage | | |
| View price plan | | £ Pay my bill | | |
| To discuss an upgrade contact of | ar | 5 View bills | | Contact us |
| My settings | | My details and admin r | ights | Related links |
| Manage your phone settings, such as Cor access to age-restricted sites. You can als diverts, international and premium calls, d roaming. | itent control - which limits io make changes to phone ata notifications and data | Update your username, password, billing and manage Direct Debits. | address and more - and se | ət up |
| Manage my settings | | Manage my details | | |
| Manage my devices | | Manage direct debits | | |
| Mobile Switching | | Manage admin rights | | > Business eForum |

| Help & Support | Vodafone UK |
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| All help topics | About us |
| Help with your device | For investors |
| ost or stolen devices | For the media |
| /odafone Community | Sustainable business |
| Help with my account | Why choose us? |

Step 3: Click on 'Reports' in the sidebar

| Personal | Business Corpo | Public Sector | | , My | Account (Logged in) 🝷 |
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| Mobile pho | nes Price plans | Mobile working | Business solutions W | /hy Vodafone? Sup | port |
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| My account | | | | ٩ | |
| Company bills | Your default da | sebboard 🗙 Submit | E | dit this dashboard | |
| Dashboard | Company nar | ne: | Creat | te new dashboard | |
| View bills | | | Set as o | default dashboard > | |
| Personal organiser | Company | overview View accounts | View invoices View phone number | s | |
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| Reports | | | | | |
| Pay bill | | | | | |
| 3ill format | Sort by acco | unt: <u>number</u> <u>name</u> | | | |
| Manage direct debit | Total charge | es including VAT for your lat | est bill | £1087.16 | |
| | | Σ | | £1087.16 | |
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| | Alerts | | | 🖉 <u>Hide</u> = | |
| | You have no r | new messages. | | | |
| bout Vodafone LIK | About this site | Contactus | Disability services | Most popular phones | Products & Services |
| | Privacy policy | Call or write to us | Our commitment | iPhone | Mobile broadband |
| or investors | Terms & conditions | Email us | Choosing the right service | Nokia N8 | Mobile internet |
| or the media | Site map | Find a store | Products & services | Samsung Galaxy S | Pay as you go |
| or partners | | | | Blackberry Torch | Vodafone Sure Signal |
| IcLaren Mercedes | | | | Samsung Galaxy Tab | SIM Cards and SIM Only Deals |
| ode of practice | | | | HTC Desire | Vodafone VIP |
| | | | | | Coverage checker |

Waiting for analytics.vodafone.co.uk...

Step 4: Click on the highlighted 'Itemisation' tab

| Personal Bus | iness Corporate Public Sector | unt (Logged in) |
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| Mobile phones | Price plans Mobile working Business solutions Why Vodafone? Support | |
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| Reports | Standard reports V Go | 1 |
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| anage direct debit | Invoice summary | 2 |
| | Non-standard business hours | 2 |
| | Management summary report | \geq |
| | Historical charges over time | |
| | Asterisk usage summary | D |
| | Bundle utilisation report | D |
| | Usage type report | 2 |
| | Usage summary report by call classification | |
| | Usage summary report by call type and phone number | ≥ |
| | Cost summary | Σ |
| | VAT summary report by phone number | Σ |
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Disability services Our commitment

Products & Services

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Choosing the right service Nokia N8 Mobile broadband

Mobile internet

Most popular phones

iPhone

Step 5: Click on the 'Phone number itemisation' option

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Step 6: Select a date range of just one month, then click 'Submit' - Note: You will need to repeat this process to download 3 consecutive months

| Personal | Business | Corporate | Public Sector | | | 🚊 My Accou | nt (Logged in) … 👻 |
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| Mobile p | hones Price | plans Mo | obile working | Business solutions | Why Vodafone? | Support | |
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| My account | | | | | | | |
| Company bills | Вос | okmarked rep | orts | | | | 👂 <u>Show</u> + |
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| Reports | 0.0 | ick reports | | | Penart information | | |
| Pay bill | Qu | ick reports | | | Report Information | | |
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| Manage anote abbit | Fro | m: period.jan.202 | 4 V IO: period.ja | in.2024 🗸 | previous months usage e.g. | select June and | vou will see May usage. |
| | Ph | one number itemis | ation 🗸 | | | | |
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| | | | | | Company Structure" section | i above. | te Location in |
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| About Vodafone UK | About this site | Co | ontact us | Disability services | Most popular p | hones Pr | oducts & Services |
| About us | Privacy policy | Ca | Il or write to us | Our commitment | iPhone | M | obile broadband |
| For investors | Terms & conditions | s En | nail us | Choosing the right se | rvice Nokia N8 | M | obile internet |
| For the media | Site map | Fir | na a store | Products & services | Samsung Galaxy | S Pa | iy as you go dafone Sure Signal |
| McLaren Mercedes | | | | | Samsung Galavy | Tab SI | M Cards and SIM Only |
| Careers | | | | | Samsung Monte | De | als |
| Code of practice | | | | | HTC Desire | Vo | dafone VIP |
| | | | | | | Co | overage checker |

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Step 7: Click on the highlighted 'scheduled report' tab

| Personal Busi | ness Corpor | ate Public Sect | or | | | My Ace | count (Logo | ged in) |
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| mpany bills | Bookmarke | d reports | | | | | I | ₽ <u>Show</u> + |
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| y bill | Quick repor | ts | | | Report information | | | |
| format | Period range: | | | | This report displays usage | e itemisation for | the selected p | hone number |
| nage direct debit | From: period. | jan.2024 💙 To: perio | d.jan.2024 💙 | 1 | group. The period defined | l is the billing mo | onth which disp | olays your |
| | Itemised repo | rts | | 1 | previous months usage e | .g. select June a | nd you will see | e May usage. |
| | Phone number | itemisation ¥ | | | Peport will be produced | at this level of | the structure | |
| | | | Subi | nit) | Billing Hierarchy | a. 2113 16461 01 | and structure | |
| | | | | | To change your position in | n the structure u | se the "Locatio | on in |
| | | | | | Company Structure" secti | on above. | | |
| | | | | | | | 1> <u>2</u> > <u>3</u> > <u>4</u> | > <u>5</u> > <u>Next 5</u> |
| | View by Name | ▼ Submit | | | | | | |
| | Report details There are row | (1000 items) s not being displayed o | or being totalled. To vie | v them, u | s a <u>scheduled report</u> | stead. | | |
| | ∼ <u>Phone</u> ∽ <u>number</u> ∽ | <u>User</u> ∨ <u>Date</u> ∨ name | Time v Dialled number | Address book | ✓ <u>Total call</u> <u>duration</u> ✓ <u>Total</u> <u>data</u> | √ <u>Usage</u> <u>charge</u> | ∨ <u>Bundle</u> indicator | ∽ <u>More</u> details |

Step 8: Select the 'One time' checkbox, check the date range, then click 'Submit'

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| | O Month January V Date dd 1 V |
| | Every x days |
| | O Every Days |
| | Period range |
| | Period range: |
| | The period defined is the billing month which displays your previous months usage e.g. select June and you will see May usage. |
| | From: period.jan.2024 💙 To: period.jan.2024 🗸 |
| | Last periods |
| | Clast 1 V Months |
| | Last periods |
| | Since period.jan.2024 V |
| | (Submit) [Dance] |
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Waiting for analytics.vodafone.co.uk...

Step 9: Type in a report name, then click 'Create'

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Step 10: This report will go into the Scheduled Reports section. It takes approximately 24 hours for the report to be ready for download.

| | Personal | Business | Corporate | e Public Sector | | | <u>.</u> M | y Account | (Logged in) | * |
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| Reports | | 0 | Scheduled reports | Go | | | | | | |
| Pay bill | | A | report will only t | be scheduled if it is too lar | rge to return reliable results | uickly. | | | | |
| Bill format | | | | | | | | | | |
| Manage direct | debit | 5 | cheduled repor | ts complete | | | | | | |
| | | | Name | | <u>cture</u> | Request date | ∨ <u>Run date</u> | ✓ <u>Private</u> | Actions | |

There may be a slight discrepancy between the reports and the invoice, due to the rounding rules used to display report information. The amount you are charged is as shown on your invoice.

Scheduled reports pending
No data is available.

Step 11: While that report is preparing, click on the 'Reports' tab in the left

| | siness Corporate Public Sector | <u>.</u> | Account (Logged in) 🝷 |
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| Mobile phones | Price plans Mobile working Business s | olutions Why Vodafone? Sup | pport |
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| | There may be a slight discrepancy between the reports and the are charg | invoice, due to the rounding rules used to display r ed is as shown on your invoice. | report information. The amount you |

Step 12: Click on the 'VAT summary report by phone number' option

| Mobile phones | Price plans Mobile working Business solutions Why Vodafone? Support | |
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| | Asterisk usage summary | |
| | Bundle utilisation report | D |
| | Usage type report | \geq |
| | Usage summary report by call classification | D |
| | Usage summary report by call type and phone number | D |
| | Cost summary | 2 |
| | VAT summary report by phone number | D |
| | | |

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| For investors | Terms & conditions | Email us | Choosing the right service | Nokia N8 | Mobile internet |

Step 13: Change the date range to just 1 month. Make sure 'VAT summary report by phone number' is selected in the drop-down menu. Then click 'Submit'.

| Persona | l Business Corp | orate Public Sector | | . My / | Account (Logged in) … |
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| 6 Mobile | phones Price plans | Mobile working | Business solutions V | /hy Vodafone? Supp | port |
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| Dashboard | Location | in company structure | | | 🔎 <u>Hide</u> |
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| | Summary I | eports | Submit and y The o billing incluc mont Note not re Billing To ch | which displays your previous in ou will see May usage. hargeable amounts displayed for periods prior to July 2011 as the le these fields. If you need detail is please refer to your bill or the VAT totals at phone number leve concile with the invoice. It will be produced at this leve g Hierarchy ange your position in the structur | r each VAT code are £0.00 for r report has been updated to ed VAT information for these Invoice Breakdown report. el are for guidance only & may I of the structure: re use the "Location in |
| bout Vodafone UK bout us or investors or the media | About this site Privacy policy Terms & conditions Site man | Contact us Call or write to us Email us Find a store | Disability services Our commitment Choosing the right service Products & services | Most popular phones iPhone Nokia N8 Samsung Galaxy S | Products & Services Mobile broadband Mobile internet Pav as you go |
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Deals

Vodafone VIP

Samsung Monte

Waiting for analytics.vodafone.co.uk...

Step 14: Click on the highlighted button to download your report

| Personal Bus | iness Corporate Public Sector | 🏥 My Account (Logged in) 👻 |
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| Mobile phones | Price plans Mobile working Business so | lutions Why Vodafone? Support |
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| Personal organiser Structure Alerts | Location: > Billing Hierarchy > E Summary Itemisation Highest/lowest Usage F | ind transactions |
| Reports | | += = 0 \$ |
| 'ay bill | Quick reports | Report information |
| Bill format | Period range: | This report displays VAT charges summarised by VAT code and |
| ומוופעי עוויפע טפטונ | From: [period.jan.2024 V] To: [period.jan.2024 V] Summary reports VAT summary report by phone number V Su | charge type per phone number. The period defined is the billing month which displays your previous months usage e.g. select June and you will see May usage. The chargeable amounts displayed for each VAT code are £0.00 for billing periods prior to July 2011 as the report has been updated to include these fields. If you need detailed VAT information for these months please refer to your bill or the Invoice Breakdown report. Note: VAT totals at phone number level are for guidance only & may not reconcile with the invoice. |
| | | Report will be produced at this level of the structure: Billing Hierarchy To change your position in the structure use the "Location in Company Structure" section above. |

1> 2 > 3 > 4 > 5 > Next 5 ≥

| Report de | tails (112 items) | | | | | | | | | | |
|--------------------------|--------------------|-----------------------------------|---|---|---|---|--|--|---|--------------------------------|---|
| ∽ <u>Phone</u> number | ∨ <u>User name</u> | ∽ <u>Invoice</u> <u>number</u> | ✓ <u>Cost</u> <u>centre</u> <u>code</u> <u>1</u> | ✓ <u>Cost</u> <u>centre</u> <u>code</u> <u>2</u> | ✓ <u>Cost</u> <u>centre</u> <u>code</u> <u>3</u> | ✓ <u>Cost</u> <u>centre</u> <u>code</u> <u>4</u> | ✓ <u>Usage</u> <u>charges</u> <u>&</u> <u>credits</u> | ✓ <u>Service</u> <u>charges</u> <u>&</u> <u>credits</u> | ✓ <u>Additional</u> <u>charges &</u> <u>credits</u> | ∨ <u>Total</u> (ex. VAT) | ~ |

Step 15: Once your 'Phone number itemisation' reports are prepared (~24 hours later) log back into your My Vodafone account

0

| Log in to My Vodafone | |
|--|--|
| Number or Username | |
| E.g. 07123445567 or jonsmith@gmail.com | |
| Forgotten username? I don't know my mobile number | |
| Continue | |
| Not registered? <u>Register for My Vodafone</u> | |

Privacy policy Terms & conditions Cookie policy

Step 16: Click on 'View bills' on the dashboard

| | | | | Privacy and cookies | My account (Logged in) 🔻 |
|---|--|--|--|--------------------------------|---------------------------------------|
| М у \ | /odafone | Help & information | 5G | | Search Q |
| Welcome | | | | | |
| My plan | | | My company bills a | nd usage | Contact us |
| Monthly cost £20.53 Business Advance Valuminutes, texts and 1GB | ue comes with UK Shared Data | 0 | Account number: Last bill amount:£ 0.00 | | Get in touch in a way that suits you. |
| | | | Billing Analytics | | |
| | | | View balance and usage | | |
| R View price plan | | | £ Pay my bill | | |
| To discuss an up | ograde contact us | | € View bills | | Contact us |
| My settings | | | My details and adm | nin rights | Related links |
| Manage your phone setti access to age-restricted : diverts, international and roaming. | ings, such as Conte sites. You can also premium calls, dat | nt control - which limits make changes to phone a notifications and data | Update your username, password, and manage Direct Debits. | billing address and more - and | set up |
| Manage my sett | ings | | Manage my details | | |
| Manage my dev | ices | | Manage direct debits | | |
| Mobile Switching | a | | Manage admin rights | | > Business eForum |

| lelp & Support | Vodafone UK |
|-----------------------|----------------------|
| All help topics | About us |
| lelp with your device | For investors |
| ost or stolen devices | For the media |
| /odafone Community | Sustainable business |
| lelp with my account | Why choose us? |

Step 17: Click on 'Reports' in the sidebar

| Personal | Business Corp | Public Sector | | | My Account (Logged in) 🔻 |
|---------------------|--------------------|---------------------------------|------------------------------|-----------------------|-----------------------------------|
| Mobile pho | ones Price plans | Mobile working | Business solutions | Why Vodafone? | Support |
| | | | | | Q |
| My account | | | | | จ |
| ompany bills | Your default d | ashboard 🗙 Submit | | Edit this dashboard | 9 |
| Dashboard | Company na | me: | Cr | eate new dashboard D | |
| View bills | | | Set a | s default dashboard > | |
| Personal organiser | Company | overview View accounts | View invoices View phone num | pers | |
| Structure | | | | Li da Ca | |
| Alerts | Company ov | erview | | Hide - | |
| Reports | | | | | |
| Pay bill | | | | | |
| Bill format | Sort by acco | ount: <u>number</u> <u>name</u> | | | |
| Manage direct debit | Total charg | es including VAT for your lat | est bill | £1087.16 | |
| | | D | | £1087.16 | |
| | | | | | |
| | | | | | |
| | Alerts and | scheduled reports | | | |
| | Alerte | | | | 1 |
| | Alerts | now mores dec | | (P) Hide(- | 2 |
| | lou nave no | new messages. | | | |
| | | | | | |
| bout Vodafone UK | About this site | Contact us | Disability services | Most popular pho | ones Products & Services |
| bout us | Privacy policy | Call or write to us | Our commitment | iPhone | Mobile broadband |
| or investors | Terms & conditions | Email us | Choosing the right service | Nokia N8 | Mobile internet |
| or the media | Site map | Find a store | Products & services | Samsung Galaxy S | Pay as you go |
| or partners | | | | Blackberry Torch | Vodafone Sure Signal |
| cLaren Mercedes | | | | Samsung Galaxy Ta | b SIM Cards and SIM Only Deals |
| ode of practice | | | | HTC Desire | Vodafone VIP |
| processo | | | | | Coverage checker |

Step 18: Change the drop-down menu to 'Scheduled reports' and click 'Go'

| Personal Busin | ness Corporate Public Sector My Acco | ount (Logged in) |
|--|---|-------------------|
| Mobile phones | Price plans Mobile working Business solutions Why Vodafone? Support | |
| | | ٩ |
| account | | |
| mpany bills | Bookmarked reports | 🔎 <u>Show</u> + |
| ashboard | Location in company structure | 🖉 Hide - |
| iew bills | Location: > Billing Hierarchy > Billing Hierarchy | |
| arsonal organiser tructure lerts | Summary Itemisation Highest/lowest Usage Find transactions | |
| eports | Standard reports V Go | () |
| y bill | Description | |
| l format | | |
| nage direct debit | Invoice summary | |
| | Non-standard business hours | > |
| | Management summary report | \geq |
| | Historical charges over time | ۷ |
| | Asterisk usage summary | D |
| | Bundle utilisation report | D |
| | Usage type report | D |
| | Usage summary report by call classification | D |
| | Usage summary report by call type and phone number | D |
| | Cost summary | D |
| | VAT summary report by phone number | Þ |
| | VAT summary report | |

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Disability services Our commitment

Products & Services

Waiting for analytics.vodafone.co.uk...

Call or write to us Email us

iPhone Choosing the right service Nokia N8

Most popular phones

Mobile broadband

Mobile internet

Step 19: Locate your new report in the table and click the highlighted button to download it

- Note: You will need to download 3 consecutive one month long reports

| Mobile phones | Price plans | Mobile working Business | solutions Why Vod | afone? S | upport | |
|-----------------|--------------------------------|--|---------------------------|-----------------------|------------------|-------------------|
| | | | | | | Q |
| count | | | | | | |
| any bills | Bookmarke | d reports | | | | 🔎 <u>Show</u> + |
| nboard | Location in | company structure | | | | 👂 <u>Hide</u> – |
| bills | Location | > Billing Hierarchy > | Billing Hierarchy | | | |
| onal organiser | Looddon | - Dhining Historichy - | Dining Prior drong | | | |
| ture | Summary | Itemisation Highest/lowest Usage | Find transactions | | | |
|) | | | | | | 1 |
| ns | Scheduled repo | rts 🗸 🕜 | | | | |
| mat | A report will onl | ly be scheduled if it is too large to return reliat | ble results quickly. | | | |
| mar | | | | | | |
| ae direct debit | Scheduled rec | orts complete | | | | |
| e direct debit | Scheduled rep ∽ <u>Name</u> | oorts complete ∽ <u>Company structure</u> | √ <u>Request date</u> | ∨ <u>Run date</u> | ∨ <u>Private</u> | Actions |
| ge direct debit | Scheduled rep | ⊳orts complete ✓ <u>Company structure</u> | ∨ <u>Request date</u> | ∨ <u>Run date</u> | ∨ <u>Private</u> | Actions |
| je direct debit | Scheduled rep → <u>Name</u> | borts complete Company structure Billing Hierarchy-Billing Hierarchy | ✓ Request date 31/01/2024 | > Run date 31/01/2024 | ✓ Private | Actions |