



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:

<https://www.vodafone.co.uk/myvodafone/>

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



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? [Register for My Vodafone](#)

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

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Welcome

<h3>My plan</h3> <p>Monthly cost</p> <p>£20.53</p> <p>Business Advance Value comes with UK minutes, texts and 1GB Shared Data</p>  <p> View price plan</p> <p> To discuss an upgrade contact us</p>	<h3>My company bills and usage</h3> <p>Account number: Last bill amount: £ 0.00</p> <p> Billing Analytics</p> <p> View balance and usage</p> <p> Pay my bill</p> <p> View bills</p>	<h3>Contact us</h3> <p>Get in touch in a way that suits you.</p> <p>Contact us</p>
<h3>My settings</h3> <p>Manage your phone settings, such as Content control - which limits access to age-restricted sites. You can also make changes to phone diverts, international and premium calls, data notifications and data roaming.</p> <p> Manage my settings</p> <p> Manage my devices</p> <p> Mobile Switching</p>	<h3>My details and admin rights</h3> <p>Update your username, password, billing address and more - and set up and manage Direct Debits.</p> <p> Manage my details</p> <p> Manage direct debits</p> <p> Manage admin rights</p>	<h3>Related links</h3> <p>Business eForum</p>

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Step 3: Click on 'Reports' in the sidebar

Personal Business Corporate Public Sector My Account (Logged in) ...

Mobile phones Price plans Mobile working Business solutions Why Vodafone? Support

My account

- Company bills
- Dashboard
- View bills
- Personal organiser
- Structure
- Alerts
- Reports**
- Pay bill
- Bill format
- Manage direct debit

Your default dashboard [v] [Submit] [Edit this dashboard] [x]
Company name: [] [Create new dashboard] [x]
[Set as default dashboard] [x]

Company overview View accounts View invoices View phone numbers

Company overview [Hide] [x]

Sort by account: [number](#) [name](#)

Total charges including VAT for your latest bill	£1087.16
[x]	£1087.16

Alerts and scheduled reports

Alerts [Hide] [x]

You have no new messages.

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Samsung Galaxy Tab
Samsung Monte
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Mobile internet
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SIM Cards and SIM Only Deals
Vodafone VIP
Coverage checker

Step 4: Click on the highlighted 'Itemisation' tab

The screenshot shows the Vodafone Business account portal. At the top, there are navigation tabs for 'Personal', 'Business', 'Corporate', and 'Public Sector', along with a 'My Account (Logged in ...)' dropdown. Below this is a red navigation bar with links for 'Mobile phones', 'Price plans', 'Mobile working', 'Business solutions', 'Why Vodafone?', and 'Support'. A search bar is located on the right side of this bar.

On the left side, there is a 'My account' sidebar menu with sections for 'Company bills' (Dashboard, View bills, Personal organiser, Structure, Alerts) and 'Reports' (Pay bill, Bill format, Manage direct debit). The 'Reports' section is currently selected.

The main content area displays 'Bookmarked reports' with two items: 'Location in company structure' (shown as hidden) and 'Location: > Billing Hierarchy > Billing Hierarchy'. Below this, there are several tabs: 'Summary', 'Itemisation' (highlighted with a red box), 'Highest/lowest', 'Usage', and 'Find transactions'. A 'Standard reports' dropdown menu is also visible.

The 'Description' section lists various reports, each with a right-pointing arrow icon:

- Invoice summary
- Non-standard business hours
- Management summary report
- Historical charges over time
- Asterisk usage summary
- Bundle utilisation report
- Usage type report
- Usage summary report by call classification
- Usage summary report by call type and phone number
- Cost summary
- VAT summary report by phone number
- VAT summary report

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

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My account

Company bills

- Dashboard
- View bills
- Personal organiser
- Structure
- Alerts

Reports

- Pay bill
- Bill format
- Manage direct debit

Bookmarked reports | Show+

Location in company structure | Hide-

Location: > Billing Hierarchy > Billing Hierarchy

Summary Itemisation Highest/lowest Usage Find transactions

Standard reports Go

Description

Phone number itemisation

Costs per phone number

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- Samsung Galaxy S
- Blackberry Torch
- Samsung Galaxy Tab
- Samsung Monte
- HTC Desire

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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

The screenshot shows the Vodafone UK website interface. At the top, there are navigation tabs for 'Personal', 'Business', 'Corporate', and 'Public Sector', along with a user account dropdown 'My Account (Logged in) ...'. Below this is a red navigation bar with links for 'Mobile phones', 'Price plans', 'Mobile working', 'Business solutions', 'Why Vodafone?', and 'Support'. A search bar is located on the right side of this bar.

The main content area is divided into several sections. On the left, there is a 'My account' sidebar with links for 'Company bills', 'Reports', 'Pay bill', 'Bill format', and 'Manage direct debit'. The 'Reports' section is currently selected.

The main content area features a 'Bookmarked reports' section with 'Location in company structure' expanded to show 'Billing Hierarchy > Billing Hierarchy'. Below this are tabs for 'Summary', 'Itemisation', 'Highest/lowest', 'Usage', and 'Find transactions'. The 'Itemisation' tab is active.

The 'Quick reports' section is highlighted with a red box. It contains a 'Period range:' label and two dropdown menus, both set to 'period.jan.2024'. Below this is an 'Itemised reports' section with a 'Phone number itemisation' dropdown. A 'Submit' button is also highlighted with a red box.

The 'Report information' section on the right provides details about the report, stating it displays usage itemisation for the selected phone number group. It also indicates the report will be produced at the 'Billing Hierarchy' level of the structure.

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

The screenshot shows the Vodafone Business Solutions portal. At the top, there are navigation tabs for 'Personal', 'Business', 'Corporate', and 'Public Sector', along with a user account dropdown 'My Account (Logged in) ...'. Below this is a red navigation bar with links for 'Mobile phones', 'Price plans', 'Mobile working', 'Business solutions', 'Why Vodafone?', and 'Support'. A search bar is located on the right side of this bar.

On the left side, there is a 'My account' sidebar with a 'Reports' section. The main content area is titled 'Bookmarked reports' and shows 'Location in company structure' with a breadcrumb path '> Billing Hierarchy > Billing Hierarchy'. Below this are tabs for 'Summary', 'Itemisation', 'Highest/lowest', 'Usage', and 'Find transactions'. The 'Itemisation' tab is active.

The 'Quick reports' section includes a 'Period range' with 'From: period.jan.2024' and 'To: period.jan.2024', and 'Itemised reports' with 'Phone number itemisation' selected. A 'Submit' button is present. The 'Report information' section explains that the report displays usage itemisation for the selected phone number group and provides instructions on how to change the report's position in the structure.

At the bottom, there is a 'View by' dropdown set to 'Name' and a 'Submit' button. Below this is a table header for 'Report details (1000 items)'. A red box highlights the 'a scheduled report' dropdown menu in the table header. The table columns include 'Phone number', 'User name', 'Date', 'Time', 'Dialled number', 'Address book', 'Total call duration', 'Total data volume', 'Usage charge', 'Bundle indicator', and 'More details'. A red warning message states: 'There are rows not being displayed or being totalled. To view them, use a scheduled report instead.'

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

My account

- Company bills
- Dashboard
- View bills
- Personal organiser
- Structure
- Alerts
- Reports**
- Pay bill
- Bill format
- Manage direct debit

Bookmarked reports [Show](#)

Location in company structure [Hide](#)

Location: > Billing Hierarchy > Billing Hierarchy

Summary **Itemisation** Highest/lowest Usage Find transactions

Report type

Billing reports:
Phone number itemisation

Report schedule frequency

One time

Daily

Weekly
 Weekday Monday

Monthly
 Date dd 1

Annually
 Month January Date dd 1

Every x days
 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
 Last 1 Months

Last periods
 Since period.jan.2024

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

Personal Business Corporate Public Sector My Account (Logged in) ...

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My account

Company bills

- Dashboard
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Reports

- Pay bill
- Bill format
- Manage direct debit

Bookmarked reports | Show+

Location in company structure | Hide-

Location: - - > Billing Hierarchy > Billing Hierarchy

Summary **Itemisation** Highest/lowest Usage Find transactions

Scheduled report ⓘ

Share with other users

Scheduled report name:

Create Cancel

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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.

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My account

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- Pay bill
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- Manage direct debit

Bookmarked reports Show+ Hide-

Location in company structure Hide-

Location: > Billing Hierarchy > Billing Hierarchy

Summary Itemisation Highest/lowest Usage Find transactions

Scheduled reports Go

A report will only be scheduled if it is too large to return reliable results quickly.

Scheduled reports complete

Name	Company structure	Request date	Run date	Private	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.

Scheduled reports

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

Personal Business Corporate Public Sector My Account (Logged in) ...

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Search

My account

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Bookmarked reports | Show+

Location in company structure | Hide-

Location: > Billing Hierarchy > Billing Hierarchy

Summary Itemisation Highest/lowest Usage Find transactions

Scheduled reports Go

A report will only be scheduled if it is too large to return reliable results quickly.

Scheduled reports complete

Name	Company structure	Request date	Run date	Private	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.

Scheduled reports

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

The screenshot shows the Vodafone UK website interface. At the top, there are navigation tabs for 'Personal', 'Business', 'Corporate', and 'Public Sector', along with a 'My Account (Logged in ...)' dropdown. Below this is a red header bar with the Vodafone logo and navigation links: 'Mobile phones', 'Price plans', 'Mobile working', 'Business solutions', 'Why Vodafone?', and 'Support'. A search bar is located on the right side of the header.

On the left side, there is a 'My account' sidebar menu with the following options: 'Company bills', 'Dashboard', 'View bills', 'Personal organiser', 'Structure', 'Alerts', 'Reports', 'Pay bill', 'Bill format', and 'Manage direct debit'. The 'Reports' section is currently selected.

The main content area displays 'Bookmarked reports' with two items: 'Location in company structure' (shown as hidden) and 'Location: > Billing Hierarchy > Billing Hierarchy'. Below this, there are tabs for 'Summary', 'Itemisation', 'Highest/lowest', 'Usage', and 'Find transactions'. The 'Summary' tab is active, and a dropdown menu shows 'Standard reports' with a 'Go' button.

The 'Description' section lists various reports, each with a right-pointing arrow icon. The report 'VAT summary report by phone number' is highlighted with a red rectangular box. Other reports listed include: 'Invoice summary', 'Non-standard business hours', 'Management summary report', 'Historical charges over time', 'Asterisk usage summary', 'Bundle utilisation report', 'Usage type report', 'Usage summary report by call classification', 'Usage summary report by call type and phone number', 'Cost summary', and 'VAT summary report'.

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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'.

Personal Business Corporate Public Sector My Account (Logged in) ...

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Reports

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Bookmarked reports

Location in company structure

Location: > Billing Hierarchy > Billing Hierarchy

Summary Itemisation Highest/lowest Usage Find transactions

Quick reports

Period range:

From: period.jan.2024 To: period.jan.2024

Summary reports

VAT summary report by phone number

Submit

Report information

This report displays VAT charges summarised by VAT code and 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.

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

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Bookmarked reports

- Location in company structure

Location: > Billing Hierarchy > Billing Hierarchy

Summary Itemisation Highest/lowest Usage Find transactions

Quick reports

Period range:

From: period.jan.2024 To: period.jan.2024

Summary reports

VAT summary report by phone number

Submit

Report information

This report displays VAT charges summarised by VAT code and 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 details (112 items)

Phone number	User name	Invoice number	Cost centre code 1	Cost centre code 2	Cost centre code 3	Cost centre code 4	Usage charges & credits	Service charges & credits	Additional charges & credits	Total (ex. VAT)
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Step 15: Once your 'Phone number itemisation' reports are prepared (~24 hours later) log back into your My Vodafone account



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? [Register for My Vodafone](#)

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

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Welcome

<h3>My plan</h3> <p>Monthly cost</p> <p>£20.53</p> <p>Business Advance Value comes with UK minutes, texts and 1GB Shared Data</p>  <p> View price plan</p> <p> To discuss an upgrade contact us</p>	<h3>My company bills and usage</h3> <p>Account number: Last bill amount: £ 0.00</p> <p> Billing Analytics</p> <p> View balance and usage</p> <p> Pay my bill</p> <p> View bills</p>	<h3>Contact us</h3> <p>Get in touch in a way that suits you.</p> <p>Contact us</p>
<h3>My settings</h3> <p>Manage your phone settings, such as Content control - which limits access to age-restricted sites. You can also make changes to phone diverts, international and premium calls, data notifications and data roaming.</p> <p> Manage my settings</p> <p> Manage my devices</p> <p> Mobile Switching</p>	<h3>My details and admin rights</h3> <p>Update your username, password, billing address and more - and set up and manage Direct Debits.</p> <p> Manage my details</p> <p> Manage direct debits</p> <p> Manage admin rights</p>	<h3>Related links</h3> <p>Business eForum</p>

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Step 17: Click on 'Reports' in the sidebar

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Your default dashboard [v] [Submit] [Edit this dashboard] [x]
Company name: [] [Create new dashboard] [x]
[Set as default dashboard] [x]

Company overview View accounts View invoices View phone numbers

Company overview [Hide] [x]

Sort by account: [number](#) [name](#)

Total charges including VAT for your latest bill	£1087.16
[x]	£1087.16

Alerts and scheduled reports

Alerts [Hide] [x]

You have no new messages.

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

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Bookmarked reports Show+

Location in company structure Hide-

Location: > Billing Hierarchy > Billing Hierarchy

Summary Itemisation Highest/lowest Usage Find transactions

Standard reports Go

Description

- Invoice summary
- Non-standard business hours
- Management summary report
- Historical charges over time
- Asterisk usage summary
- Bundle utilisation report
- Usage type report
- Usage summary report by call classification
- Usage summary report by call type and phone number
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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

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Bookmarked reports | Show+

Location in company structure | Hide-

Location > Billing Hierarchy > Billing Hierarchy

Summary Itemisation Highest/lowest Usage Find transactions

Scheduled reports Go

A report will only be scheduled if it is too large to return reliable results quickly.

Scheduled reports complete

Name	Company structure	Request date	Run date	Private	Actions
Jan	Billing Hierarchy-Billing Hierarchy	31/01/2024	31/01/2024	Y	

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.