

Customer Help Guide

How to download Bill Reports Vodafone VCO Please download the last 3 monthly Bill Reports for the type detailed below:

Report 1: 'Itemised usage'

 ...and download the last 1 monthly Bill Report for the type detailed below:
 - Report 2: 'Charges summary'

To get started, click the following link: https://www.vcol.co.uk/home/login.vco

Step 1: Log in to VCO with your Username and Password

\bigcirc Home \bigcirc Contact us \rightarrow Log in



Need help with your device?

Device Support



 $\circ \bullet \bullet \bullet$



What could we do for your business?

Vodafone Corporate Online (VCO) lets you manage your company's mobile services and billing directly from your web browser. You can order new devices and accessories, manage SIMs and connections, track orders, monitor usage and much more.

Step 2: Complete the Security Questions





Exception your populard?

What could we do for your business?

Vodafone Corporate Online (VCO) lets you manage your company's mobile services and billing directly from your web browser. You can order new devices and accessories, manage SIMs and connections, track orders, monitor usage and much more.

Step 3: Click on 'Online billing'



Step 4: Click on 'Billing Analytics'

			Home 📿 Contact us 📑 Logout
voda busi	Orders & tracking VCO & Con Unbilled usage Billing Analytics	nection admin Online billing	Help & support
<	Ready to L Upgrade	Jpgrade?	Image: Constraint of the second s
		$\bullet \bullet \bullet \bullet \bullet \bullet \circ \bullet$	
	Unbilled Usage	New Connections	Upgrades
	View your unbilled usage here.	Buy new devices with a connection.	Upgrade an existing subscription with a new device.
	View here	Start order	Start upgrade
	Order tracking	Network Status	
	You may see what has been ordered and when	View a map of current coverage in your are	
https://www.vcol.co.uk/home/default.vco#	Track orders	Check coverage	😡 💭 Chat now

Track orders

Check coverage

Step 5: Click on 'View my analytics'



Unbilled Usage

View your unbilled usage here.

New Connections

Buy new devices with a connection.

View here

Order tracking

You may see what has been ordered and when

Start order

Network Status

View a map of current coverage in your area

Upgrades

Upgrade an existing subscription with a new device.

Start upgrade

Track orders

Check coverage

Step 6: Click on the 'Reports' tab

						Home 📿 Cont	act us $\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \$				
fone ness	Orders & tracking	VCO & Conn	ection adm	on admin Online billing Help & support							
						Chat nov	N				
	Dashboa	ard		Rep	orts	Administ	ration				
	Dashboard						0				
	Account billing						<u>View user manual</u>				
	Viewpoint			_	Account number						
	Default		~	0	All		~ 0				
	Search Clear										
						<u>Inv</u>	voice View & Download				
			La	ast invoic	summary	N4 0	1070				
	Recurring charges	£0,098.820 £7,238,610	Description	-174 -		purchases	4279				
	Usage charges	£624,180	Recurring cre	aits	£-2,263.970	Data volume	322.99 GB				
	Other charges	£0.000	Other	, ,	£0.000	Number of calls	6314				
			credits		£0.000	Phone numbers	218				

Step 7: Click on 'All reports'

					🔂 Home 📿 Con	tact us 🕞 Logout	
O vodafone business	Orders & tracking	VCO & Conne	ection admin	Online billing	Help & support		
					Chat no	w	
	Dashboa	ırd	R	eports	Adminis	tration	
	Dashboard Account billing		New report <u>All reports</u>			2 View user manual	
	Viewpoint			Account number			
	Default		~ ?	All		~ 0	
	Search Clear				In	voice View & Download	
			Last invo	oice summary			
	Total (ex VAT) Recurring charges Usage charges Other charges	£5,598.820 £7,238.610 £624.180 £0.000	Recurring credits Usage credits Other credits	£-2,263.970 £0.000 £0.000	Message & purchases Data volume Number of calls Phone numbers	4279 322.99 GB 6314 218	
	Invoice trend						
	Last 12 months	0				:	

Step 8: Click on 'Usage'

			$ \begin{array}{c} & & \\ & & \\ & & \\ & & \\ \end{array} \ \ \ \ \ \ \ \ \ \ \ \ \$
O vodafone business	Orders & tracking VCO & Connec	tion admin Online billing	Help & support
			Chat now
	Dashboard	Reports	Administration
	Billed data Unbilled data Ready t	o download Scheduled reports	6 Ø
	Search	All	✓ ⑦ Search
	All Billing Analytics Data is strictly CONFIDENTIAL Summary reports Invoice summary Charges Phone summary Management summary	Detail Usage Call type Frequently dia High user spe SOC	alled numbers end
	Drilldown Billing period Bundle usage Cost summary Call Tagging	Published rep Summary rep Detail report	orts

Step 9: Click on the downward-facing arrow on the 'Invoice date' drop-down menu

-					슈 Hom	e 📿 Contact us	☐→ Logout	-	
odafone ousiness	Orders & tracking	VCO & Conne	ction admin	Online billing	Help & sı	pport			
						Chat now			
	Dashboa	ard	R	eports		Administration			
	Reports Usage								
	Usage								
	Viewpoint			Account number					
	Default		~	ALL			~		
	BEN			Phone number					
	ALL		~	ALL			~		
	Allocation code 1			Allocation code 2					
	ALL		~	ALL			~		
	Allocation code 3			Allocation code 4					
	ALL		~	ALL			~		
	Invoice date			Top rows					
	Last month		~	ALL			~		

Step 10: Select the 'Pick a date range' option from the drop-down menu

					Home	Contact us	☐→ Logout
Vodafone business	Orders & tracking	admin	Online billing	Help & sup	port		
				Chat now			
	Dashboard		Re	ports		Administration	
	Reports Usage						
	Usage						
	Viewpoint			Account number			
	Default		~	ALL			\sim
	BEN			Phone number			
	ALL		~	ALL			~
	Allocation code 1			Allocation code 2			
	ALL		~	ALL			~
	Allocation code 2		I	Allocation code 4			
	Allocation code 5		~	Allocation code 4			~
	Invoice date			Top rows			
	Last month			ALL			×
			Q				
	Last 12 months						
	Pick a date range					Reset custo	
	Pick number of months						
							🛱 🔁 🖶
	Invoice number 📃 Bills	sequence number \equiv	Invoice peri	iod 📃 Invoice	date \equiv A	ccount (BAN) 📃	Sub accou

Step 11: Choose a date range of just one month, then click 'Run report' - Note: You will need to repeat this process to download 3 consecutive months

					Π Home ζ	Contact us	ightarrow Logout	
Vodafone business	Orders & tracking	VCO & Connection adm	nin	Online billing	Help & suppo	ort		
	Dashboar	rd	Re	ports		Chat now		
	Reports Usage		110	porto				
The results are for the	Usage Viewpoint			Account number				
calendar month	Default		~	ALL			~	
BEFORE the chosen	BEN			Phone number				
dates, as it's based on	ALL		\sim	ALL			~	
the invoice date	Allocation code 1			Allocation code 2				
	ALL		×	ALL			· ·	
	Allocation code 3			Allocation code 4				
	Invoice date			Top rows			I	
From example:	Pick a date range		~	ALL			~	
01/12/19 to 31/12/19								
would result in data	Select from date			Select to date				
from 01/11/19 to	01/12/2019		Ō	31/12/2019			İ	
30/11/19	Run report Reset							
							om column	
							🗒 📑 🖷	Q

Step 12: Click on the highlighted button to open up the menu

Dashboard	ports Administration								
Reports Usage									
Usage									
Viewpoint		Account number							
Default	~	ALL	ALL 🗸						
BEN		Phone number							
ALL	~	ALL							
Allocation code 1		Allocation co	Allocation code 2						
ALL	~	ALL					~		
Allocation code 3		Allocation co	Allocation code 4						
ALL	~	ALL					~		
Invoice date		Top rows							
Pick a date range	~	ALL					×		
Select from date		Select to date							
01/12/2019	Ö	31/12/201	31/12/2019						
Run report Reset									
					Possto				
					Keset C		Column		
						Ē	8 🖸 🖶		
Invoice number 🛛 📃 Bill sequence number	r 📃 Invoice per	riod 📃	Invoice date	≡	Account (BAN)	\equiv	Sub accou		
000093447833 069	01-Nov-191	to 30-Nov-19	16-Dec-2019				00001		
000093447833 069	01-Nov-19	to 30-Nov-19	80-Nov-19 16-Dec-2019				00001		
000093447833 069	01-Nov-191	to 30-Nov-19	16-Dec-2019	Dec-2019 00001			00001		

🔿 Chat now 😑

Step 13: Select the 'CSV' file format option to download your Itemised Bill

Dashl	Dashboard Rej				Administration			
Reports Usage								
Usage								
Viewpoint			Account num	nber				
Default		~	ALL 🗸					
BEN			Phone numb	ber				
ALL		~	ALL					
Allocation code 1			Allocation co	ode 2				
ALL		~	ALL		~			
Allocation code 3			Allocation co	ode 4				
ALL		~	ALL					
Invoice date			Top rows					
Pick a date range		\sim	ALL				~	
Select from date 01/12/2019	Ē	Select to date 31/12/2019						
Run report Re	set					Decete		
						Reset		
							🛱 🛃	
Invoice number \blacksquare	Bill sequence number \blacksquare	Invoice peri	iod 📃	Invoice date	≡	Account (BAN)	PDF	
000093447833	069	01-Nov-19 t	to 30-Nov-19	16-Dec-201	-2019		XLSX CSV	
000093447833	069	01-Nov-19 t	to 30-Nov-19	16-Dec-201	9		00001	
000093447833	069	01-Nov-19 t	to 30-Nov-19	16-Dec-201	-2019 00001			

Step 14: If the file size is too large, it will not download immediately. Click 'Close' and wait for the file to be ready for download

Dashboard	R	eports		Administration					
Reports Usage									
Usage									
/iewpoint			Account nur	nber					
Default		~	ALL					~	
BEN			Phone num	ber					
ALL		Download			×			~	
Allocation code 1		Due to the size of this report it will take a little while to							
ALL		download. Once it is ready, it will appear under the						~	
Allocation code 3		Close							
ALL									
nvoice date			Top rows						
Pick a date range		~	ALL					~	
Select from date 01/12/2019 Run report Reset		ä	Select to da	9		Reset	uston	n column	
							Ë	8 🖸 🖶	
Invoice number \equiv Bill	sequence number	⊟ Invoice pe	eriod 📃	Invoice date	≡	Account (BAN)	\equiv	Sub accou	
000093447833 069	9	01-Nov-19	9 to 30-Nov-19	16-Dec-2019				00001	
000093447833 069	9	01-Nov-19	9 to 30-Nov-19	16-Dec-2019				00001	
000093447833 069	9	01-Nov-19			00001				



Step 15: Once the file is ready for download, you can find it on the 'All reports' page

		۵ н	ome 📿 Contact us	☐→ Logout
Orders & tracking VCO δ	Connection admin On	line billing Help &	support	
			Chat now	
Dashboard	Repor	ts	Administration	
Reports Usage	New report <u>All reports</u>			
Usage	Ac	count number		
Default		ALL		~
BEN	Ph	one number		
ALL		ALL		~
Allocation code 1	Alle	ocation code 2		
ALL	A	ALL		~
Allocation code 3	Alle	ocation code 4		
ALL	× A	ALL		~
Invoice date	Тор	p rows		
Pick a date range	✓	ALL		~
Select from date	Se	lect to date		
01/12/2019	İ 3	31/12/2019		Ċ
Run report Reset				
			f	ä 📑 🖷

Step 16: Your report can be found in the 'Ready to download' tab



Summary reports	Detail
Invoice summary Charges Phone summary Management summary	Usage Call type Frequently dialled numbers High user spend SOC
Drilldown	Published reports
Billing period Bundle usage	Summary report Detail report

Cost summary Call Tagging



Step 17: Once downloaded, extract the compressed folder to find the CSV file you need

					Home 📿 Contact	us \longrightarrow Logout
Vodafone business	Orders & tracking	VCO & Conne	ection admin	Online billing	Help & support	
					Chat now	
	Dashboar	d	Re	ports	Administrat	tion
	Billed data Unbille	d data Read	y to download	Scheduled reports		0
	Report name 📃	Size		Date	≣ Status ≡	Actions =
	Usage_925002212_2001	322.12 KB	16847	23-JAN-2020 11:44:13	Ready to download	a î
	Usage_925002212_2001	3.78 MB	206361	21-JAN-2020 05:25:28	Ready to download	B
	Usage_925002212_2001	322.06 KB	16847	21-JAN-2020 03:18:44	Ready to download	
	Usage_925002212_2001	322.59 KB	16728	20-JAN-2020 04:39:30	Ready to download	a
	Usage_925002212_2001	622.35 KB	33080	20-JAN-2020 04:26:43	Ready to download	
	Call type_925002212_200120	306.95 KB	49808	20-JAN-2020 01:33:19	Ready to download	a
	Usage_925002212_2001	300.73 KB	16233	20-JAN-2020 12:13:48	Ready to download	⊡ •
	₩ 4 1 - +	ÞI				Showing 1-10

Step 18: The next steps will help you download the Summary Bill. Click 'Charges'

				Home	e 📿 Contact us	ightarrow Logout
O vodafone business	Orders & tracking VCO & Conne	ction admin O	Inline billing	Help & su	oport	
					Chat now	
	Dashboard	Repo	orts		Administration	
	Billed data Unbilled data Ready	v to download So	cheduled reports			0
	Search	All			✓ ? Sea	arch
	Summary reports Invoice summary Charges Phone summary Management summary		Detail Usage Call type Frequently dialle High user spend SOC	ed numbers		
	Drilldown		Published report	S		
	Billing period Bundle usage Cost summary Call Tagging		Summary report Detail report			

Step 19: Click the downward-facing arrow on the 'Invoice date' drop-down menu

				Home 📿 Contact us	ightarrow Logout	
Vodafone business	Orders & tracking VCO & Con	nection admin	Online billing	Help & support		
				Live advisers busy		
	Dashboard	Re	ports	Administration		
	Reports Charges					
	Charges					
	Viewpoint		Account number			
	Default	\sim	ALL		~	
	BEN	Phone number				
	ALL	~	ALL	~		
	Allocation code 1		Allocation code 2			
	ALL	~	ALL			
	Allocation code 3	×	Allocation code 4			
	ALL		ALL		•	
	Invoice date		Top rows			
	Last month	~	ALL		~	
	Run report Reset					
				ť	🛱 🔁 🖶	

Step 20: Select the 'Pick a date range' option from the drop-down menu

			🚡 Home 📿 Contact us 📑 Logout	
Vodafone business	Orders & tracking VCO & Conne	ection admin Online billing	Help & support	
			Live advisers busy	
	Dashboard	Reports	Administration	
	Reports Charges			
	Charges			
	Viewpoint	Account number		
	Default	ALL	~	
	BEN	Phone number		
	ALL	✓ ALL	~	
	Allocation code 1	Allocation code 2		
	ALL	✓ ALL	~	
	Allocation code 3	Allocation code 4		
	ALL	✓ ALL	~	
	Invoice date	Top rows		
	Last month	✓ ALL	~	
		٩		
	L			
	Last 12 months			
	Pick a date range			
	Pick number of months		👼 🖸 🖶	
	Invoice number 📃 Bill sequence number	⊟ Invoice period ≡ Invoice of	date 📃 Account (BAN) 📃 Sub accou	
				Busy

Step 21: Select the date range that matches the previous report, then click 'Run report'

				~		
				Hc ل	ome (Contact us	→ Logout
Vodafone business	Orders & tracking VCO & Con	nection admin	Online billing	Help & s	support	
					Live advisers busy	
	Dashboard	Re	ports		Administration	
	Reports Charges					
	Charges					
	Viewpoint		Account number			
	Default	~	ALL			~
	BEN		Phone number			
	ALL	~	ALL			~
	Allocation code 1		Allocation code 2			
	ALL	~	ALL			~
	Allocation code 3		Allocation code 4			
	ALL	~	ALL			~
	Invoice date		Top rows			
	Pick a date range	~	ALL			~
	Select from date		Select to date			
	01/12/2019	ä	31/12/2019			Ö
	Run report Reset					
					44	

<u>eo</u> [1]

Step 22: Click the highlighted button to download your Summary Bill

Charges					
/iewpoint		Account nu	mber		
Default	~	ALL			~
3EN		Phone num	ber		
ALL	~	ALL			~
Ilocation code 1		Allocation c	ode 2		
ALL	~	ALL			~
Ilocation code 3		Allocation c	ode 4		
ALL	~	ALL			~
nvoice date		Top rows			
Pick a date range	~	ALL			~
Select from date 01/12/2019 Run report Reset		Select to da	ate 19		ä
				Reset	custom column
Invoice number Bill sequence number	Invoice per	riod 📃	Invoice date	Account (BAN)	E Sub accou
000093447833 069	01-Nov-19 t	to 30-Nov-19	16-Dec-2019		00001
000093447833 069	01-Nov-19 t	to 30-Nov-19	16-Dec-2019		00001
000002447022 050			40 Dec 2040		00001
000033441922 008	01-Nov-19 t	to 30-Nov-19	16-Dec-2019		00001

Step 23: Click the 'CSV' file option, this file should be small enough to download immediately. If not, refer to steps 14-17

Charges						
iewpoint		Account num	nber			
Default	~	ALL				~
EN		Phone numb	ber			
ALL	~	ALL				~
llocation code 1		Allocation co	ode 2			
ALL	~	ALL				~
llocation code 3		Allocation co	ode 4			
ALL	~	ALL				~
voice date		Top rows				
Pick a date range	~	ALL				~
Run report Reset		31/12/201	9		Reset	ustom column
						🛱 🗗 🖶
Invoice number 🛛 🚊 Bill sequence number 🔤 II	invoice peri	iod 📃	Invoice date	\equiv	Account (BAN)	PDF ,
000093447833 069	01-Nov-19 t	to 30-Nov-19	16-Dec-2019			XLSX
						<u>CSV</u>
000093447833 069	01-Nov-19 t	:o 30-Nov-19	16-Dec-2019			00001
000093447833 069	01-Nov-19 t	to 30-Nov-19	16-Dec-2019			00001