

Billing User Guide

With Billing you can:

- Download bills for all your products and services
- Access the past 13 months of invoices, see when they were issued and the total amount due
- Raise and track billing enquiries for invoices, credit and debit notes

October 2024



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How to view invoices and credit / debit notes

1. On the main dashboard, from the 'Billing' tile, select 'View invoices'.



2. Select '**Invoices**' tab. A list of your invoices will appear including invoice date, payment due date, currency, amount (excl Tax), tax and total amount.

Invoices	Credit/debit notes	Enquiries				[↓] Download	~
Invoice number	Invoice date 👻	Payment due date 👻	Currency	Amount (excl Tax)	Tax	Total amount	
DI56S-070980-1	01 Jul 22	30 Jul 22	USD	25,788.00	0.00	25,788.00	•
DI56S-069952-1	01 Jun 22	30 Jun 22	USD	25,788.00	0.00	25,788.00	

3. Select '**Credit/Debit notes**' tab. A list of all your credit and debit notes will appear with a reference number, issued date, note type, currency, amount (excl Tax), tax and total amount.

Invoices	Credit/debit notes	Enq	uiries			신 Dov	vnload ∨
Reference number	Issued date 👻	Note type	Currency	Amount (excl Tax)	Тах	Total amount	
500008183	14 Apr 22	Credit	USD	2,422,400.00	0.00	2,422,400.00	

Note: If you have multiple companies or billing accounts, select them in the top right corner (if applicable).

Billing				Company: test sal compa	ny 2 🗸 Billing	account: (i) BP-0001	111 🗸
Invoices	Credit/debit notes	Enquiries		test sal company 2 Test Account		년 Down	load 🗸
Invoice number	Invoice date 👻	Payment due date 👻	Currency		Гах	Total amount	
DI56S-070980-1	01 Jul 22	30 Jul 22	USD	25,788.00	0.00	25,788.00	
DI56S-069952-1	01 Jun 22	30 Jun 22	USD	25,788.00	0.00	25,788.00	

How to download invoices and credit / debit notes

Note: All downloaded files will be in the local download folder in your PC

1. To download a single invoice, select '**Invoices**' tab (highlighted in red), select the '**three dots**' in the right column and choose PDF or CSV format.

To download a single credit/debit notes (highlighted in orange), select **the 'Credit/ debit notes'** tab before selecting **the 'three dots'** in the right column.

Invoices	Credit/debit notes	Enquiries				[√] Download ∨
Invoice number	Invoice date 👻	Payment due date 👻	Currency	Amount (excl Tax)	Tax	Total amount
DI47S-030012-1	01 May 22	30 May 22	USD	100.00	10.00	110.00
DI47S-029671-1	01 Apr 22	30 Apr 22	USD	100.00	10.00	110.00
Invoices	Credit/debit notes	Enquiries				🕁 Download 🗸
Invoice number	Invoice date 👻	Payment due date 👻	Currency	Amount (excl Tax)	Тах	Total amount
DI47S-030012-1	01 May 22	30 May 22	USD	100.00	10.00	110.00

To download multiple invoices, select 'Invoices' tab (highlighted in blue), select 'Download', choose the format and select the 'Invoices' (up to 20). Select 'Continue'.

USD

USD

To download multiple credit/debit notes, select the **'Credit/debit notes'** tab (highlighted in orange) before selecting the three dots in the right column.

DI47S-029671-1

DI47S-029509-1

01 Apr 22

01 Mar 22

30 Apr 22

30 Mar 22

Download Invoice (PDF)

Download Invoice (CSV)

Invoice enquiry

100.00

100.00

Invoices	Credit/debit notes	Enquiries				🖞 Download 🔨	
Invoice number	nvoice number Invoice date 🕶		Currency	Amount (excl Tax)	Тах	Invoice (PDF)	
DI47S-030012-1			USD	100.00	10.00	Invoice (CSV)	
DI47S-029671-1 01 Apr 22		30 Apr 22 USD		100.00	10.00	Summary	
Invoices	Credit/debit notes	Enquiries	-			산 Download 🗸	
You've selected 2 items	s to download (max 20)					<u>Cancel</u> Continue →	
Invoice number	Invoice date 👻	Payment due date 👻	Currency	Amount (excl Tax)	Тах	Total amount	
✓ DI47S-030012-1	01 May 22	30 May 22	USD	100.00	10.00	110.00	
✓ DI47S-029671-1	01 Apr 22	30 Apr 22	USD	100.00	10.00	110.00	

3. To download an invoice summary, select **'Invoices'** tab (highlighted in red), select **'Download'** and select **'Summary'**.

To download a credit/debit notes summary, select the **'Credit/debit notes'** tab (highlighted in orange) before selecting **'Download'**.

Invoices	Credit/debit notes	Enquiries				년 Download ^
Invoice number	Invoice date 👻	Payment due date 👻	Currency	Amount (excl Tax)	Tax	Invoice (PDF)
DI56S-070903-1	01 Jul 22	30 Jul 22	USD	25,000.00	1,750.00	Invoice (CSV)
DI56S-068373-1	01 Apr 22	30 Apr 22	USD	25,000.00	1,750.00	Summary

Note: If you have multiple companies or billing accounts, select them in the top right corner (if applicable).

Billing				Company: test sal company 2	∼ Bill	ing account: (i) BP-000	1111 🗸
Invoices	Credit/debit notes	Enquiries		test sal company 2 Test Account		년 Down	load 🗸
Invoice number	Invoice date 👻	Payment due date 👻	Currency		Гах	Total amount	
DI56S-070980-1	01 Jul 22	30 Jul 22	USD	25,788.00	0.00	25,788.00	
DI56S-069952-1	01 Jun 22	30 Jun 22	USD	25,788.00	0.00	25,788.00	

How to raise a billing / invoice / credit / debit note enquiry

1. Select 'View invoices' from the Billing tile in the main dashboard.



2. To raise an **'Invoice enquiry'** select **'Invoices'** tab (highlighted in red), select the **'three dots'** from the right column and select **'Invoice enquiry'**.

Invoices	Credit/debit notes	Enquiries				🕁 Download 🗸
Invoice number	Invoice date 👻	Payment due date 👻	Currency	Amount (excl Tax)	Tax	Total amount
DI47S-030012-1	01 May 22	30 May 22	USD	100.00	10.00	110.00
DI47S-029671-1	01 Apr 22	30 Apr 22	USD	100.00	Download Invoice (PDF)	
DI47S-029509-1	01 Mar 22	30 Mar 22	USD	100.00	Download Invoice (CSV)
					Invoice enquiry	

3. To raise an 'Credit/debit note enquiry', select 'Credit/debit notes' tab (highlighted in orange), select the 'three dots' from the right column and select 'Credit/debit notes enquiry'.

Invoices	Credit/debit notes	Enq	uiries			[↓] Downlo	oad 🗸
Reference number	Issued date 👻	Note type	Currency	Amount (excl Tax)	Tax	Total amount	
500008183	14 Apr 22	Credit	USD	2,422,400.00	0.00	2,422,400.00	•••
					Download	Download Credit/debit note (PDF)	
					Download	Credit/debit note (CSV)	
					Credit/deb	it note enquiry	

4. To raise an **'Enquiry'** directly, select **'Billing'**, select **'Enquiries'** tab, select **'New enquiry'**. Choose relevant category, you will be redirected to a form.

Invoices	Credit/debit notes	Enquiries		[New enquiry \rightarrow			
Case ID 👻	Status 👻	Subject	Invoice or credit/debit number	Assigned to 👻	Date raised 👻			
00670357	Closed	Billing enquiry	DI56S-069681-1	Telstra	14 Jul 22			
1-1 of 1 Items per page 25 V \leftarrow Previous 1 Next \rightarrow								

5. A pre-populated support enquiry form will open. Complete the form and select **'Submit enquiry'**.

Help and support		Track	support enquiries →
What is your anguiry related to?		Contact name	
Billing		Int User	
Diang		Enter your first and last name	
		Email address	
Subject		testuserfortestaccount@getnada.com	
Billing enquiry			
Category		Email a comy of this anguiny to (Ontional)	
Others	~		
		Enter one or more email addresses, separated by comma	
Account name		Phone number	
test sal company 2 - 45107		Enter the country code followed by the full phone number	
		Back	Submit enquiry
Related Telstra account number	×		Gabinic enquiry
Interview Taletra account number You'll find your account number at the top of your billing	-		
invoices.		We'll respond to you as soon as possible Our support team is available Monday to Friday, 9am except on Hong Kong public holidays.	э. - 6pm (UTC+8),
Invoice number(s)	~		
Invoice number(s)			
What is your enquiry?			
Tell us about your enquiry			
	11		
Attachments (optional) 0 / 5 files	()		
Drop filos hora			
urop rites nere			
or			
<u>Upload from your device</u>			
Upload any relevant images or files to support your enquiry or request.			

6. Your enquiry has now been submitted. Track the enquiry by selecting the enquiry number or selecting **'Track billing enquiries'**.

Enquiry submitted

You will receive an email shortly with more information





7. A confirmation email will be sent to the corresponding email address and copied to the additional email (optional).



How to track my billing enquiries

1. On the main dashboard, from the 'Billing' tile, select 'Billing enquiries'.



2. Select 'Enquiries' tab to view the full list of your enquiries.

Note: 'On hold' status refers to a pending action from you as the customer.

Invoices	Credit/debit notes	Enquiries			New enquiry \rightarrow
Case ID 👻	Status 👻	Subject	Invoice or credit/debit number	Assigned to 👻	Date raised 👻
00676543	Closed	Billing enquiry	DI47S-030012-1	Telstra	31 Aug 22
00674814	Closed	Billing enquiry	DI47S-030012-1	Telstra	17 Aug 22
00674811	0 On Hold	Billing enquiry	DI47S-030012-1	Customer	17 Aug 22
00662968	New	Billing enquiry	DI47S-029671-1	Telstra	09 Jun 22

3. Select the case ID you would like to view further information for.

Invoices	Credit/debit notes	Enquiries			New enquiry \rightarrow
Case ID 👻	Status 👻	Subject	Invoice or credit/debit number	Assigned to 👻	Date raised 👻
00676543	Closed	Billing enquiry	DI47S-030012-1	Telstra	31 Aug 22
00674814	Closed	Billing enquiry	DI47S-030012-1	Telstra	17 Aug 22
00674811	😑 On Hold	Billing enquiry	DI47S-030012-1	Customer	17 Aug 22
00662968	New	Billing enquiry	DI47S-029671-1	Telstra	09 Jun 22

4. You will be redirected to the Billing enquiry detail page. In the activity section you can view updates from Telstra, add comments and attachments to communicate with the team.

Note: 'Telstra attachments' are uploaded by the Telstra team. Attachments uploaded by yourself will be under **'Your attachments'**.

Dasl	hboard > Billing enquiries > 00677676			
0	0677676			
Summary		Details		
Ð	Status In progress	Category: Invoice details enquiry		
(i)	Subject Billing enquiry	Account name: test sal company 2 Billing account: BP-0001111		
8	Assigned to ① Telstra	Invoice or credit/debit number: DI47S-030012-1 Email address: john@example.com Phone number: 012345678		
	Submitted 12 Oct 21 13:02 12 Oct 21 07:32 UTC	Activity		
æ	Requested by Billing User26	Add a comment		
	Telstra attachments 60000468D161S04464612.csv	0	🗓 Attach file	➢ Send
	Your attachments 60000468DI61S044646131.cs	12 Oct 21	12 (Oct 21, 01:05pm

5. When an update is made to your enquiry, you will receive an email to check the enquiry in Telstra Connect.

When the enquiry is complete, the status will be changed to '**Closed**' and new comments will be disabled.

Note: If you want to reject your enquiry, you can communicate this to the Telstra team in the comments of the enquiry. Comments will be disabled and you will receive an email to confirm this.

Т An update on your Telstra billing enquiry · 5 Account name: test sal company 2 Billing account: BP-0001111 Invoice or credit/debit number: DI47S-030012-1 Enquiry: Test Our latest comment: Latest comments To reply or check the status of your enquiry Sign in to Telstra Connect Need help? Sign in to Telstra Connect- the q uickest and easiest way for you to get support and to view, manage and track your services.

Please do not reply to this email. It's been sent from an automated system.



Please do not reply to this email. It's been sent from an automated system.

We've Closed your Telstra billing enquiry case



Based on the latest updated provided to you in Telstra Connect, your base has been Closed.

Account name: test sal company 2 Billing account: BP-0001111 Invoice or crediUdebit number: DI47S-030012-1

You can check back on this resolution and any other enquiries at any time by signing in to Telstra

Sign in to Telstra Connect - the quickest and easiest way for you to get support and to view, manage and track your services.

Please do not reply to this email. It's been sent from an automated system.

Sign in to Telstra Connect: https://connectapp.telstra.com/

If you have any questions or feedback, please contact your Telstra International representative.

https://www.telstrainternational.com/en/telstra-connect