

# Vodafone Business Marketplace User Guide

PUBLIC SECTOR  
VERSION 1.0



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# 1. Welcome

Thank you for your recent purchase, this was purchased through the Vodafone Business Marketplace (VBM) platform.

This guide has been created to help you get started and get the best out of the VBM platform.

## 2. What is Vodafone Business Marketplace?

The Vodafone Business Marketplace is a web-based digital platform that lets you access and manage a number of your business products and services from one simple and secure place. The platform is a great place to discover and buy other products and services from Vodafone.

The Vodafone Business Marketplace is free to use and all Vodafone Business customers are eligible.

The Vodafone Business Marketplace allows you to:

- Access and log in to all of your VBM purchased products and services from one place
- Manage your subscriptions from one place (e.g. purchase more licences, upgrade to different editions, amend or cancel your services)
- Buy other products & services\*

The Vodafone Business Marketplace supports mobile responsiveness, so you can use VBM from any device – laptop, mobile, tablet – on the go.

\*Please note: If you would like to buy via a Public Sector Framework, you will need to do so following the standard Public Sector procurement process. Please contact your Vodafone Account Manager to discuss further. Products purchased directly from the Vodafone Business Marketplace will be done so under our standard private sector terms and conditions.



### 3. Which products on Vodafone Business Marketplace are available to buy via a Public Sector Framework



#### Lookout Mobile Security

Lookout Mobile Security provides comprehensive threat protection across Android and iOS mobile devices. Securing against app-, device-, network- and phishing-based threats, while providing visibility and control over data leakage on mobile.



#### Orbis Lone Worker Protection

From simple-to-use mobile apps to smart connected devices, our Lone Worker Protection Services offer a range of affordable solutions for protecting your people – allowing you to monitor the welfare of your employees at any time through a central dashboard, supported by a 24/7 Alarm Receiving Centre (ARC).



#### Samsung Knox

Our portfolio of Knox cloud solutions allows businesses to configure, customize, deploy, analyse and manage their devices. This improves business performance and supports workers in greater productivity and efficiency, in-office or out in the field.



Workspace ONE®

#### Vodafone Secure Device Manager Cloud

Vodafone Secure Device Manager Cloud (VSDM CCloud) enables customers to see, control and protect their connected endpoints anywhere. VSDM Cloud is based on the leading Unified Endpoint Management technology from VMware by Broadcom. It enables customers to manage and secure their device environment with confidence, whether their people are working from home, in the field or across multiple sites – as long as they're connected to the internet.





## 4. How do I get help with other Vodafone products and services which are not available on the Vodafone Business Marketplace?

Please visit one of the below links to get support with a Vodafone product or service not available on VBM.

- [Support Centre](#)
- [YouTube Help and Support](#)
- [Contact us](#)
- [Vodafone Corporate Online](#)

## 5. How to

This section mentions in detail how to use the different features of the Vodafone Business Marketplace.

### 5.1 How to log in to Vodafone Business Marketplace

You can access the Vodafone Business Marketplace by [clicking here](#). Find below the steps on how to log in.

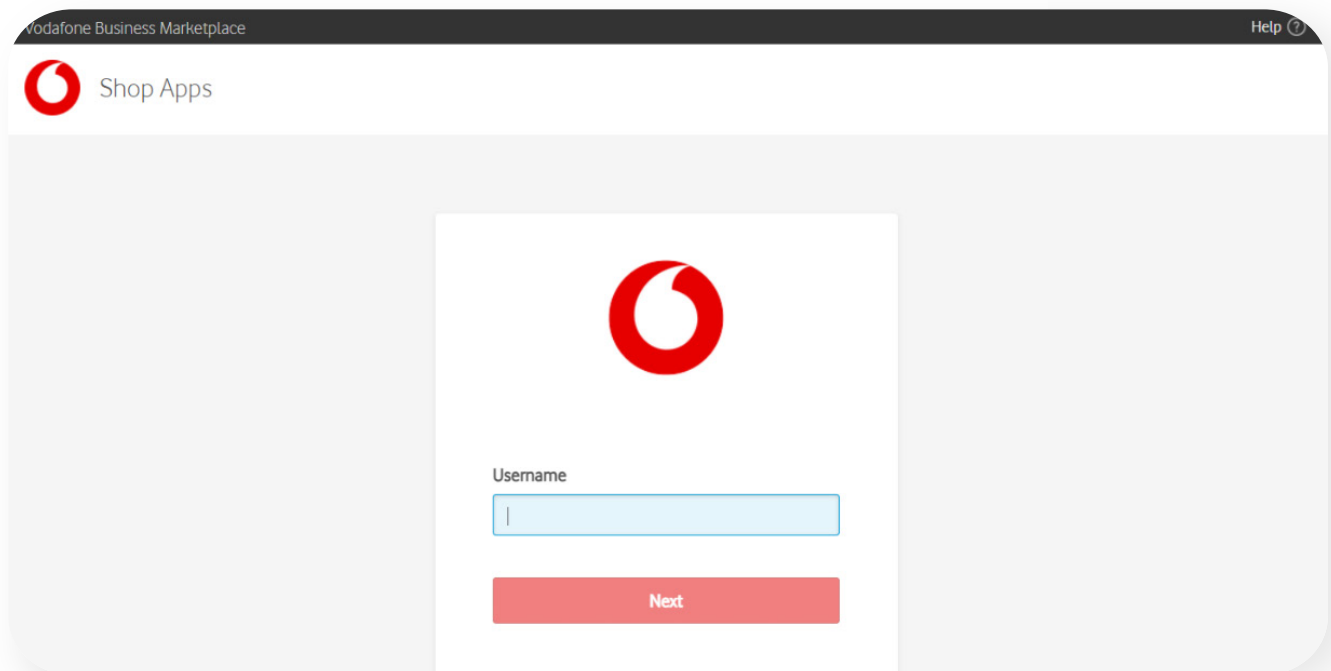
#### Step 1

Go to [marketplace.vodafone.co.uk](https://marketplace.vodafone.co.uk).



## Step 2

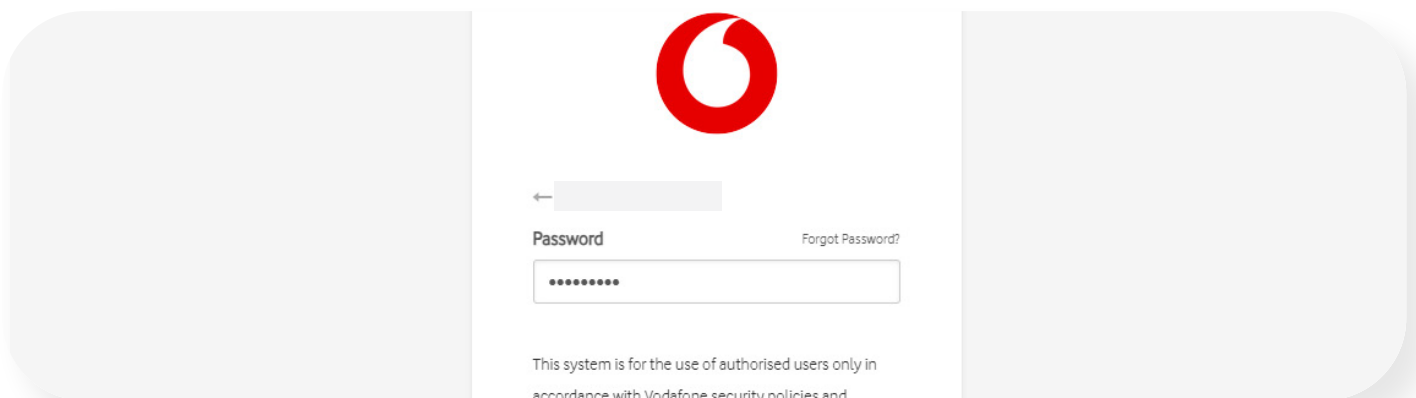
Click **Log in** and insert your VBM username. This can be your email address or a memorable word which you have received at the time of your account setup.



The screenshot shows the Vodafone Business Marketplace login interface. At the top, there's a dark header with 'Vodafone Business Marketplace' on the left and a 'Help' icon on the right. Below the header, the page has a light gray background. On the left, there's a red Vodafone logo and the text 'Shop Apps'. In the center, there's a white card with a large red Vodafone logo at the top. Below the logo, the text 'Username' is followed by a text input field. At the bottom of the card is a red button labeled 'Next'.

## Step 3

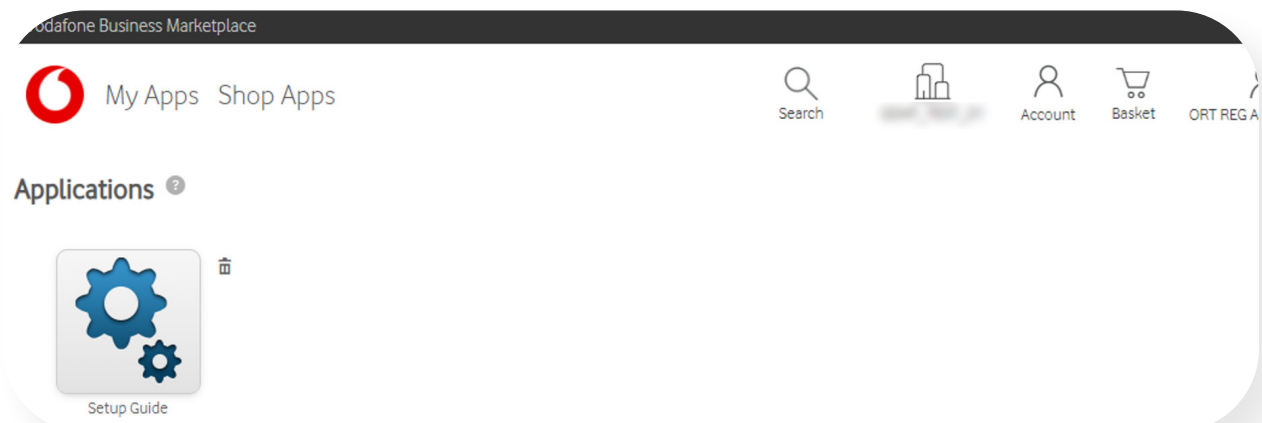
Insert your VBM password.



The screenshot shows the Vodafone Business Marketplace password page. It features a large red Vodafone logo at the top center. Below the logo, there's a back arrow icon and a text input field. The text 'Password' is displayed, followed by a text input field with masked characters (dots). To the right of the password field is a link that says 'Forgot Password?'. At the bottom, there's a small disclaimer: 'This system is for the use of authorised users only in accordance with Vodafone security policies and'.

## Step 4

You can now use the Vodafone Business Marketplace to manage your services.



The screenshot shows the Vodafone Business Marketplace dashboard. At the top, there's a dark header with 'Vodafone Business Marketplace' on the left. Below the header, there's a navigation bar with a red Vodafone logo, 'My Apps', and 'Shop Apps'. To the right of the navigation bar are icons for 'Search', 'My Apps', 'Account', 'Basket', and 'ORT REG A'. Below the navigation bar, there's a section titled 'Applications' with a question mark icon. Under 'Applications', there's a blue gear icon labeled 'Setup Guide'.



## 5.2 How to reset your password

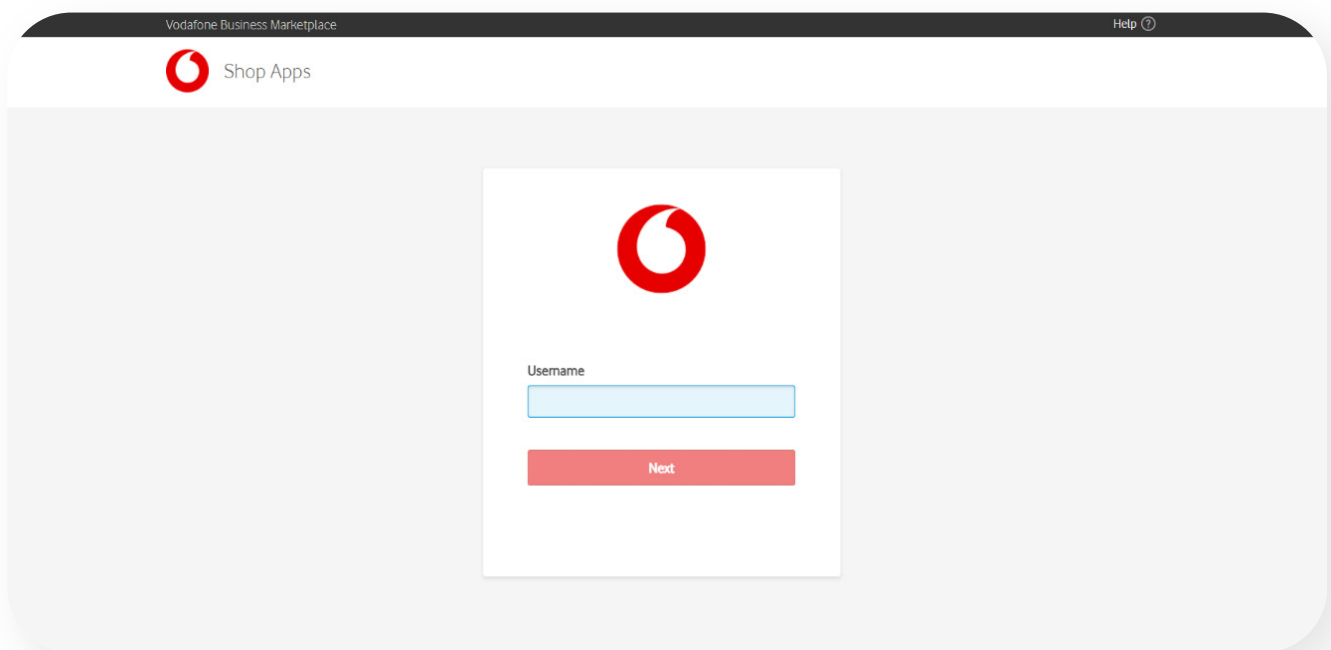
This section will provide you with detailed information on how you can reset your password for VBM.

### 5.2.1 VBM Portal

#### Step 1

Click on the below link to access the VBM login page.

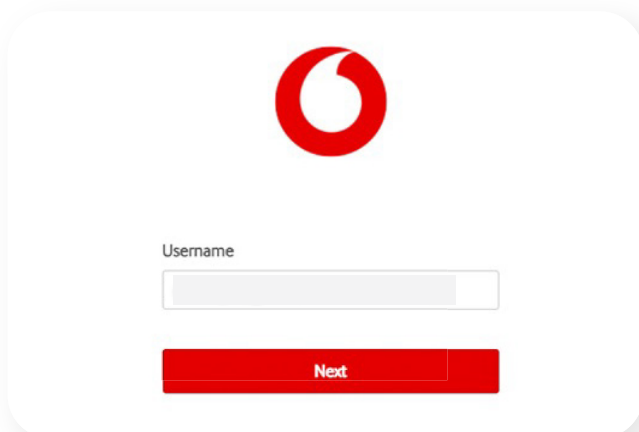
[Vodafone Business Marketplace UK](#)



The screenshot shows the Vodafone Business Marketplace UK login page. At the top, there is a dark header with "Vodafone Business Marketplace" on the left and "Help" with a question mark icon on the right. Below the header, the page has a white background with the Vodafone logo and "Shop Apps" text on the left. In the center, there is a white login box with the Vodafone logo at the top. Below the logo, the text "Username" is followed by a light blue input field. At the bottom of the box is a red button labeled "Next".

#### Step 2

Enter your username.

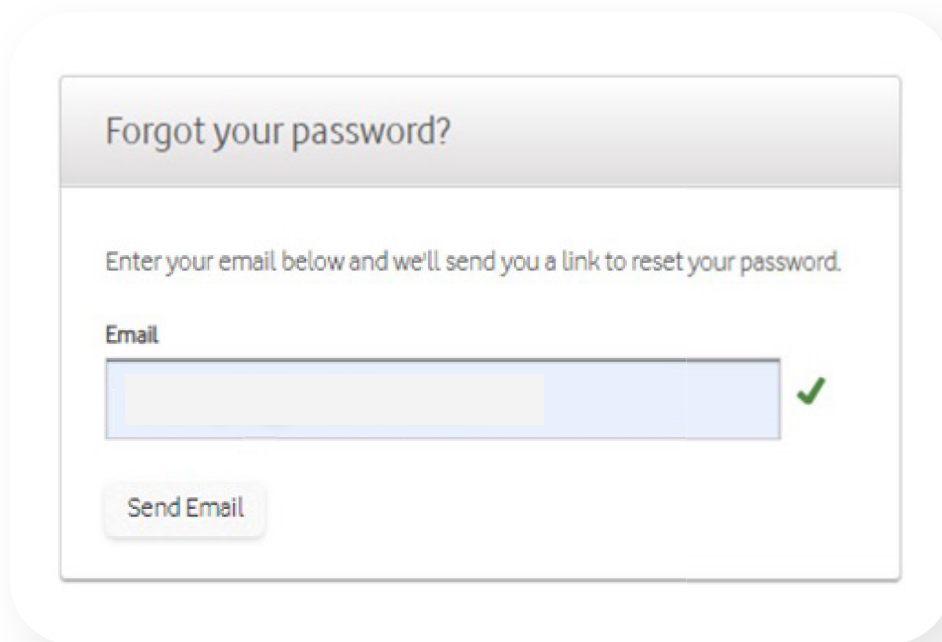


A close-up of the login form from the previous screenshot. It shows the Vodafone logo at the top. Below it, the text "Username" is followed by a light gray input field. At the bottom is a red button labeled "Next".



### Step 3

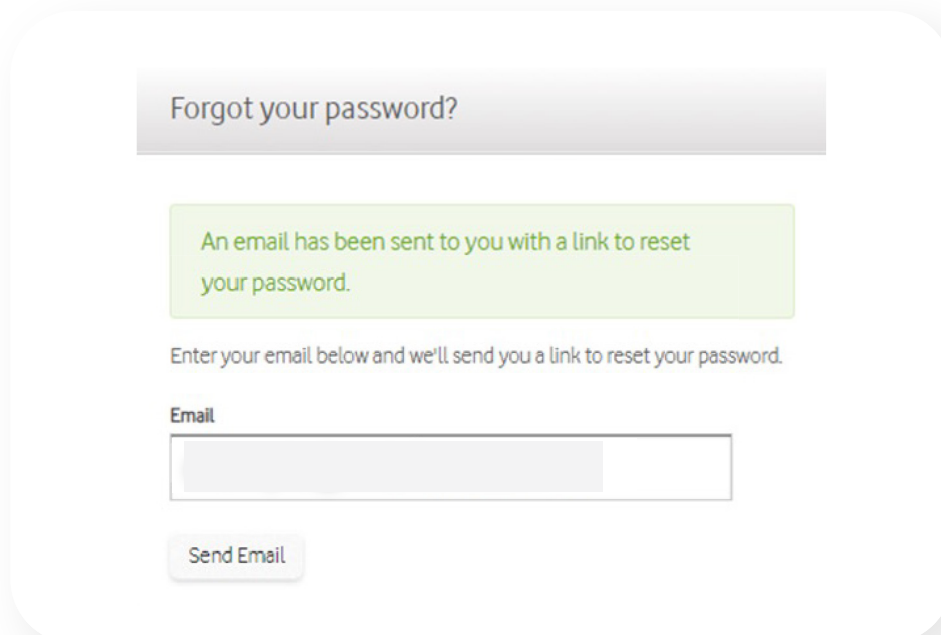
Click on “Forgot password?”.



The screenshot shows a web form titled "Forgot your password?". Below the title, there is a text prompt: "Enter your email below and we'll send you a link to reset your password." Underneath this prompt is a label "Email" followed by a text input field. The input field is highlighted with a blue border and a green checkmark to its right, indicating it is the active field. Below the input field is a button labeled "Send Email".

### Step 4

Provide the email ID and click on “Send Email”.



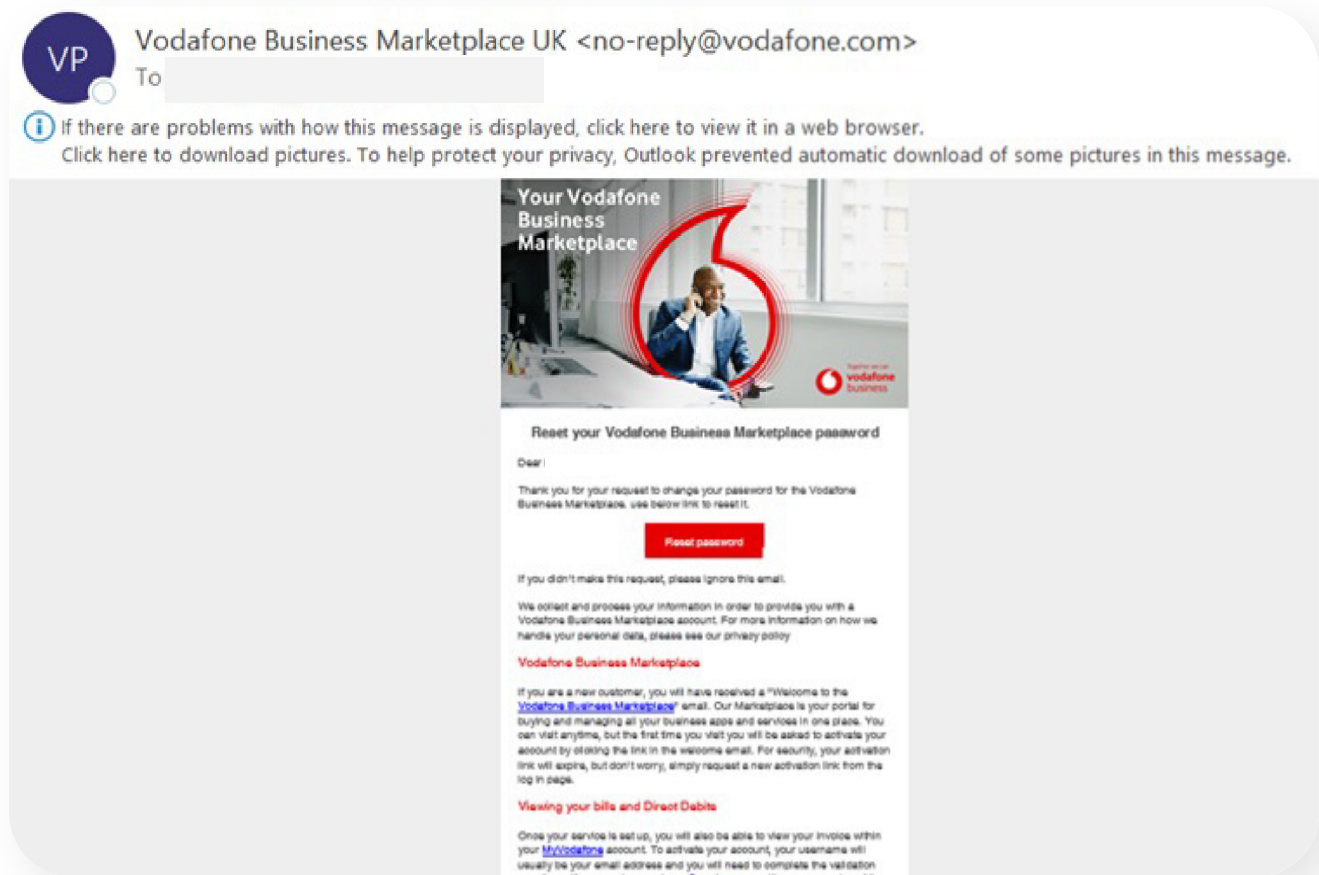
The screenshot shows the same "Forgot your password?" form. A green message box at the top states: "An email has been sent to you with a link to reset your password." Below this message is the same text prompt: "Enter your email below and we'll send you a link to reset your password." Underneath is the "Email" label and the text input field. The input field is now empty. Below the input field is the "Send Email" button.





## Step 5

Password reset email confirmation.



## Step 6

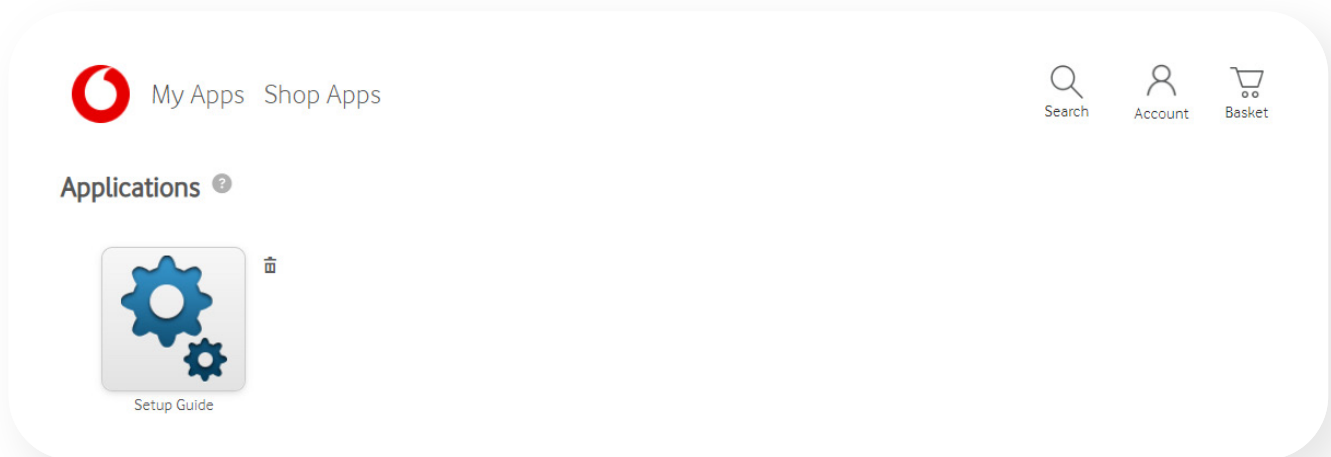
Click on “Reset password”.

The screenshot shows a 'Reset your Password' form. It has a title 'Reset your Password' and a section 'Choose your Password:\*' with instructions: 'Must be at least eight characters and contain at least one letter, one number or symbol, and not match the username.' Below this is a password input field with a green checkmark. The next section is 'Confirm Password:\*' with a password input field, an eye icon, and a green checkmark. At the bottom is a 'Submit' button.



## Step 7

After providing the password, you will be logged in to VBM and be on the My Apps page.



### 5.2.2 By calling Vodafone

If you are not able to reset your password using our self-serve channel, you can always call VBM support on this number and then after verification, our Care agents will be able to reset your password for you. For more information, [click here](#).

## 5.3 How to buy a new product or service

If you would like to purchase a new product or service via a Public Sector Framework, you will need to follow the standard Public Sector procurement process. Please contact your Vodafone account manager.

If you would like to buy new products and services direct from Vodafone Business Marketplace and do not wish to purchase via the Public Sector Framework, please refer to this [user guide](#) for further guidance.

## 5.4 Onboarding call

If you have placed your order via a Vodafone sales representative, your request will be passed through to our onboarding team who will process your order. If this is your first Vodafone Business Marketplace order, the team will be in touch to confirm security details for your new account. You will need to supply a memorable date. This will be required should you ever need to call Vodafone for support in relation to the product you have purchased on Marketplace.. Once setup has been completed, you will receive an email confirmation.



## 5.5 How to make a change to your existing product or service

In this section, we'll go over:

- How you can manage existing products
- How to increase subscription quantity
- How you can change from one subscription to another

### 5.5.1 How to increase the quantity of licences on your existing product or service

Below are the steps to add more units / licenses if you already have a product and wish to buy more licences of the same subscription.

#### Step 1

- Log in to the home page
- Click on “Account”
- Click on “Applications”
- Click on “Manage Apps”

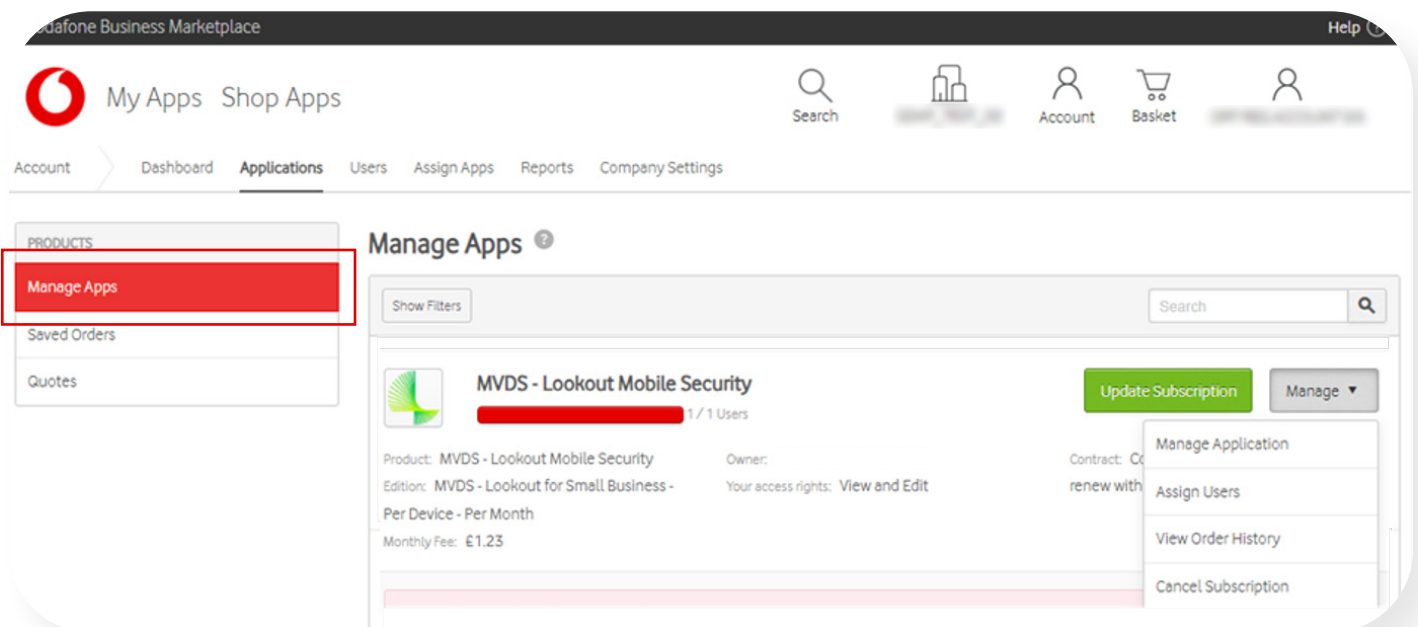


Figure 1 – Application page



## Step 2

Select the product under “Manage”, click on “Manage Application”.

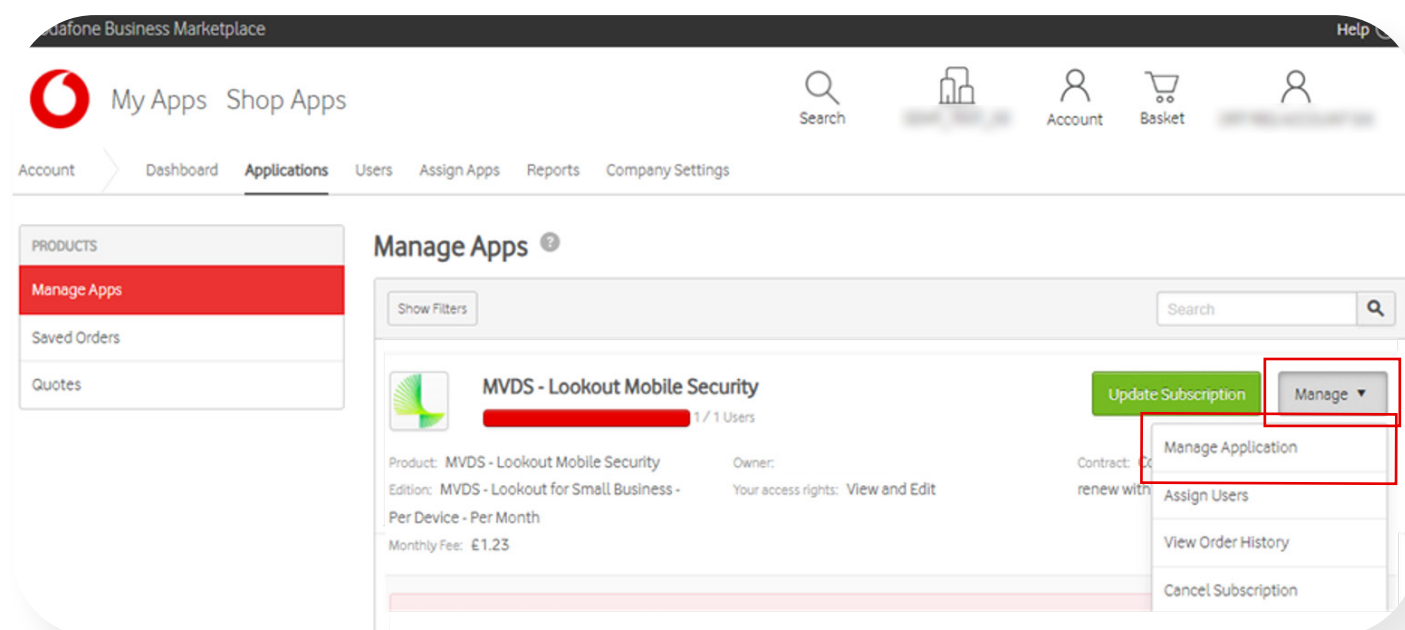


Figure 2 – Manage application

## Step 3

Click on “Update Subscription”.

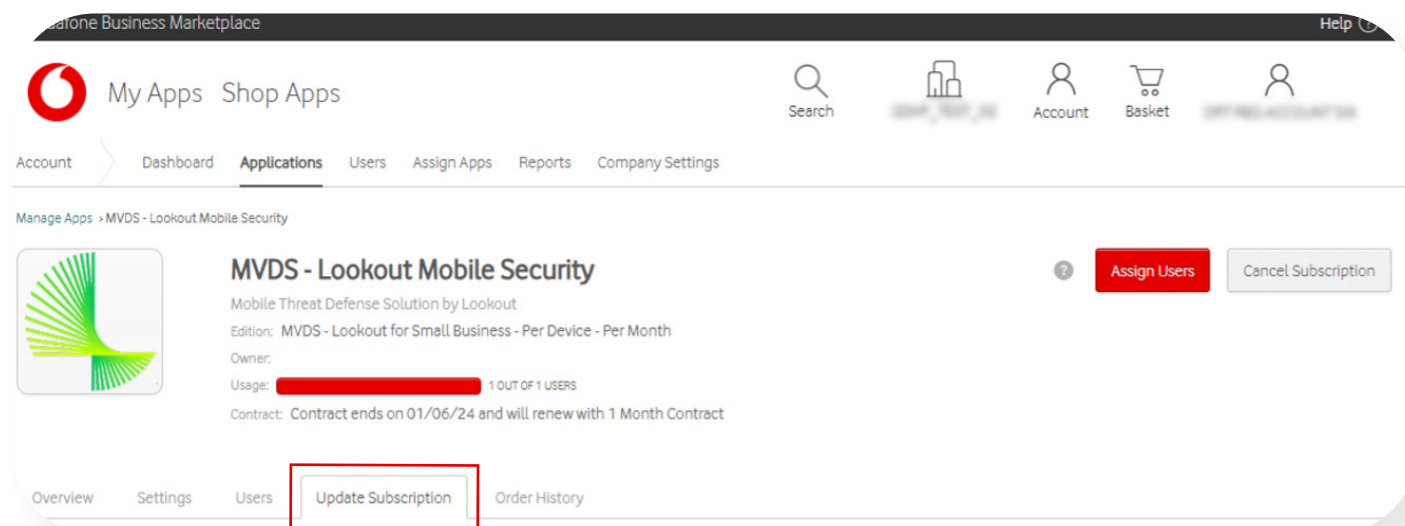


Figure 3 – Update subscription



## Step 4

Enter the **total** number of licences required. **Please note this should not be the number of additional licences but the total number of licences you need moving forwards.**

<input type="radio"/> MVDS - Lookout for Small Business - Per Device [36 Months]	1	1	£0.30 / Device License / Month 36 MONTH CONTRACT
<input type="radio"/> MVDS - Lookout for Small Business - Per Device [24 Months]	1	1	£0.90 / Device License / Month 24 MONTH CONTRACT
<input type="radio"/> MVDS - Lookout for Small Business - Per Device [12 Months]	1	1	£1.03 / Device License / Month 12 MONTH CONTRACT
<input checked="" type="radio"/> MVDS - Lookout for Small Business - Per Device - Per Month <small>This is your current plan</small>	1	1	£1.23 / Device License / Month 1 MONTH CONTRACT

Number of additional Device Licenses

1

Please enter the TOTAL number of licences required.  
For example: if you currently have one licence and wish to add two more, enter 3 in the Total Users box.

This pricing option has a minimum contract duration of 1 month.  
After 5 days from the time of purchase, this subscription cannot be canceled until the end of the contract.  
This contract will automatically renew at the end of the contract term. If you would not like to auto-renew, you can update or cancel your subscription at any time after purchase.

Discount Code:

**Fee due at checkout: £0.00**  
Final price may include additional VATs.

Total recurring monthly fee as of 01/05/24: **£1.23**

Figure 4 – Licence quantity

## Step 5

Enter your Purchase Order number here if you have one.

1. Create Order

2. Reference Code

3. Additional Information

4. Confirm Order

5. Order Receipt

### Set order reference code

Here you can enter order reference code for Application being purchased in the checkout.

ORDER REFERENCE CODE

OPP-12345672

Figure 5 – Reference number



## Step 6

Please add the person in your organisation who will be responsible for managing the service. The contact will receive a welcome email shortly after the order is placed.

You can find your Framework contract /call off contract reference number on your Call Off order form. If you require help locating this, please contact your Vodafone account manager.

1. Create Order   2. Reference Code   **3. Additional Information**   4. Confirm Order   5. Order Receipt

**Product Settings**

SECOND EMAIL ADDRESS -

**Main Contact Email Address**

Please enter the email address for the person in your organisation who will be responsible for managing the Lookout service. This contact will receive a welcome email shortly after the order is placed.

FRAMEWORK CONTRACT REFERENCE NUMBER - PLEASE FILL FRAMEWORK CONTRACT REFERENCE NUMBER - MANDATORY

**Framework Contract Reference Number**

Please fill Framework contract reference number - Mandatory

Cancel Continue

**Figure 6** – Additional Information



## 5.5.2 How to upgrade your existing product or service

### Step 1

- Log in to the home page
- Click on “Account”
- Click on “Applications”
- Click on “Manage Apps”

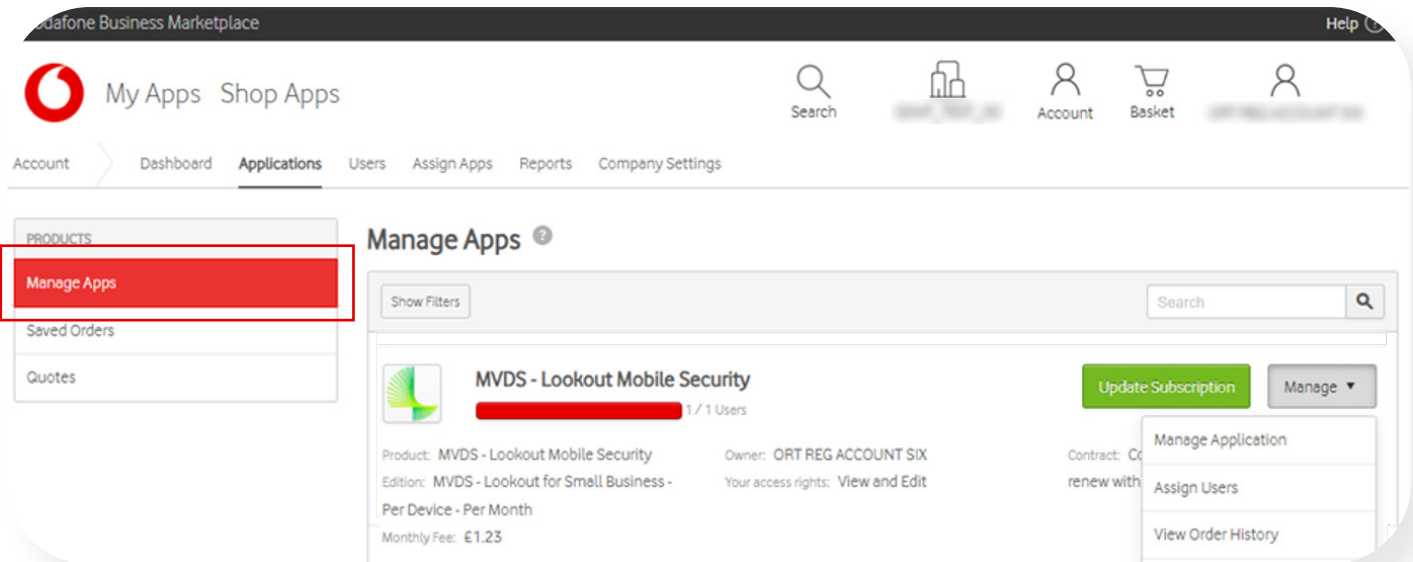


Figure 1 – Application page

### Step 2

- Select the product under “Manage”, click on “Manage Application”
- Click on “Update Subscription”
- Check the existing product

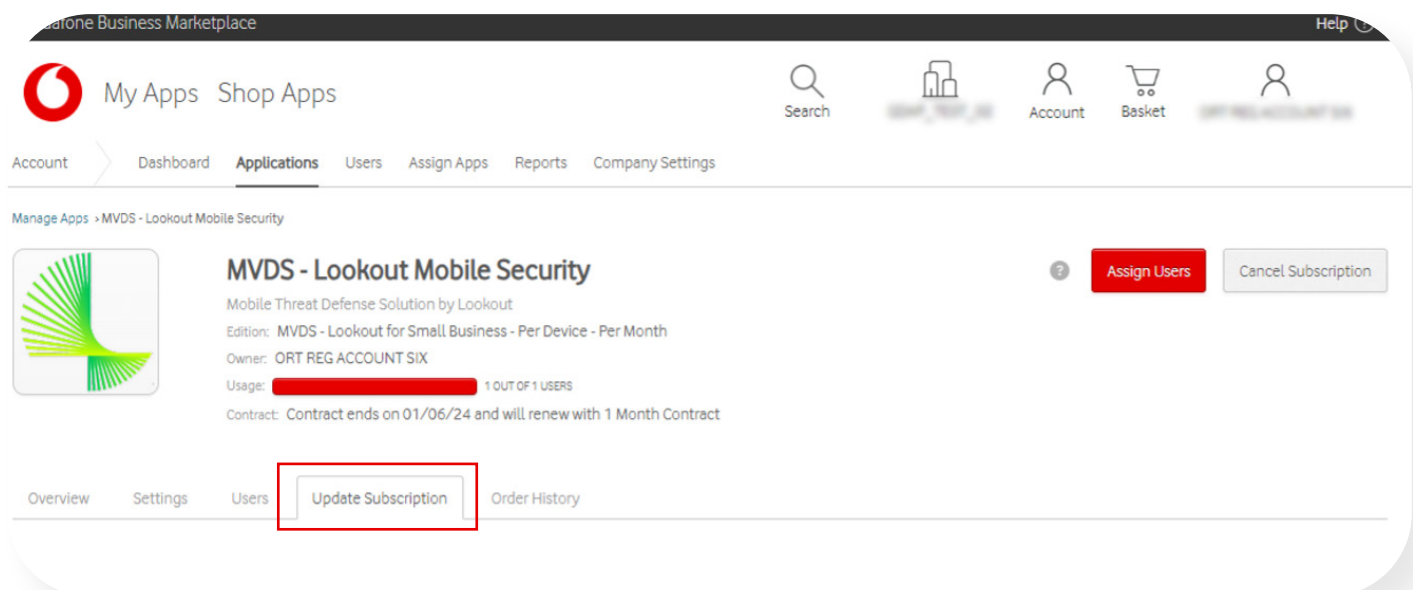


Figure 2 – Update Subscription



<input type="radio"/> MVDS - Lookout for Small Business - Per Device [36 Months]	1	1	£0.30 / Device License / Month 36 MONTH CONTRACT
<input type="radio"/> MVDS - Lookout for Small Business - Per Device [24 Months]	1	1	£0.90 / Device License / Month 24 MONTH CONTRACT
<input type="radio"/> MVDS - Lookout for Small Business - Per Device [12 Months]	1	1	£1.03 / Device License / Month 12 MONTH CONTRACT
<input checked="" type="radio"/> <b>MVDS - Lookout for Small Business - Per Device - Per Month</b> <i>This is your current plan</i>	1	1	£1.23 / Device License / Month 1 MONTH CONTRACT

Number of additional Device Licenses

Please enter the TOTAL number of licences required.  
For example, if you currently have one licence and wish to add two more, enter 3 in the Total Users box.

This pricing option has a minimum contract duration of 1 month.  
After 5 days from the time of purchase, this subscription cannot be canceled until the end of the contract.  
This contract will automatically renew at the end of the contract term, if you would not like to auto-renew, you can update or cancel your subscription at any time after purchase.

Discount Code:

**Fee due at checkout: £0.00**  
Final price may include additional VATs.

Total recurring monthly fee as of 01/05/24: **£1.23**

**Figure 3** – Edition Upgrade

## Step 5

Click on agree terms and conditions and place an order.

1. Create Order
2. Reference Code
3. Additional Information
4. Confirm Order
5. Order Receipt

### Confirm Order

Name	Edition	Price	Quantity	Total
MVDS - Lookout Mobile Security	MVDS - Lookout for Small Business - Per Device - Per Month Minimum contract duration: 1 month	£1.23 / Device License / Month	1	£1.23
Subtotal:				£1.23
Fee due at checkout:				£1.23
Total recurring monthly fee as of 01/05/24:				£1.23

[Back](#)

☐ I agree to the Terms of Service, Privacy and Refund policies.

**Figure 6** – Terms and conditions



Step 6  
Order placed.

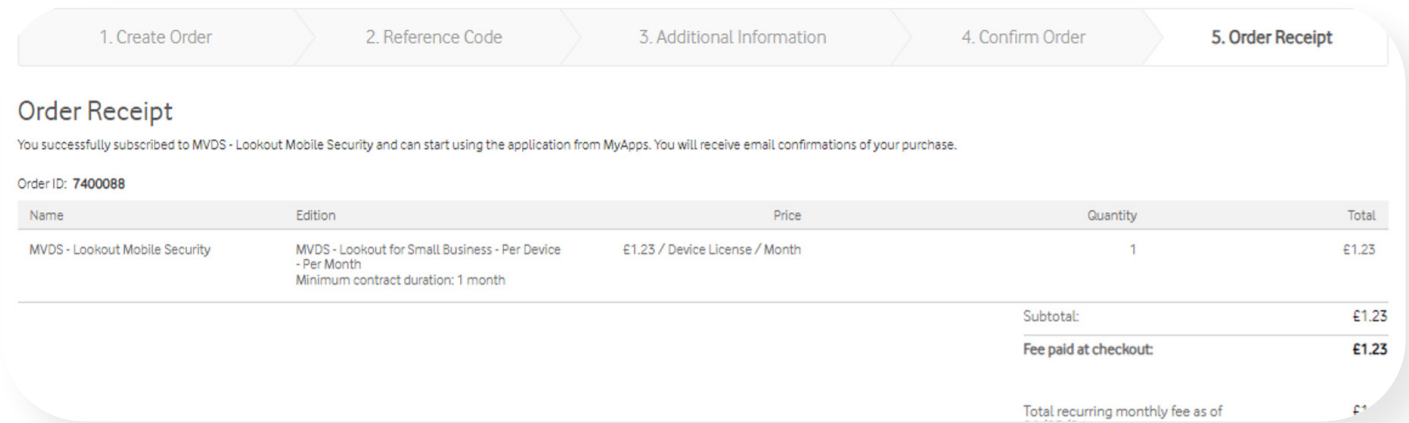


Figure 7 – Order summary

Step 7  
Please review and accept the terms and conditions and place order.

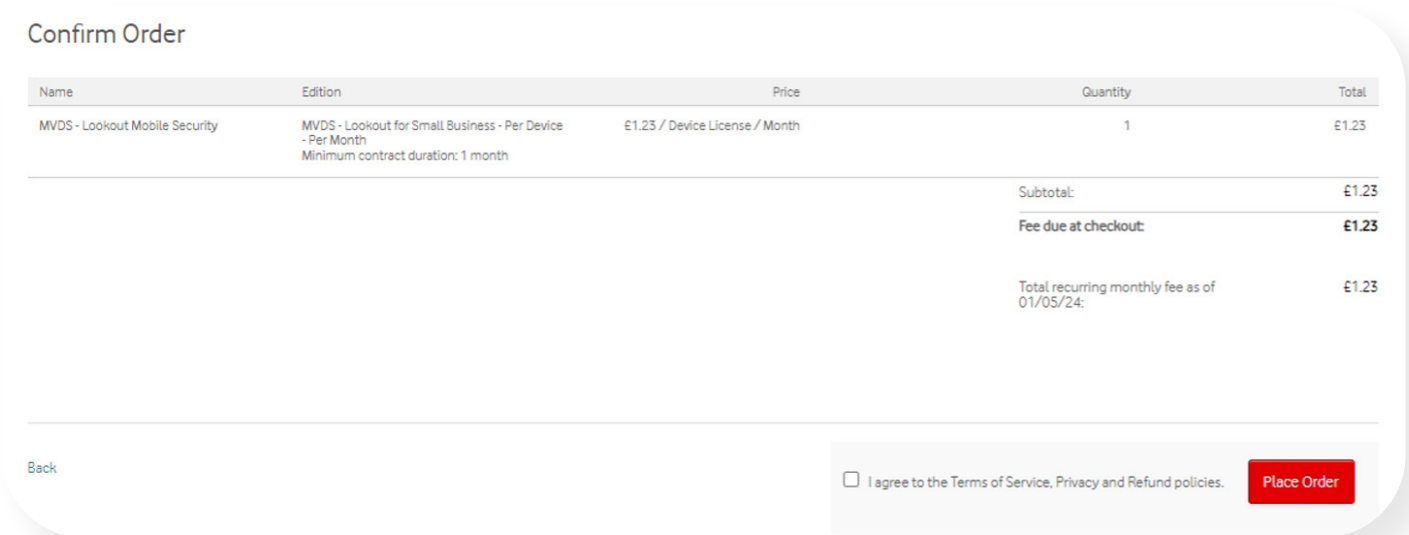


Figure 8 – Order placed

You will be confirmed on the order receipt page.

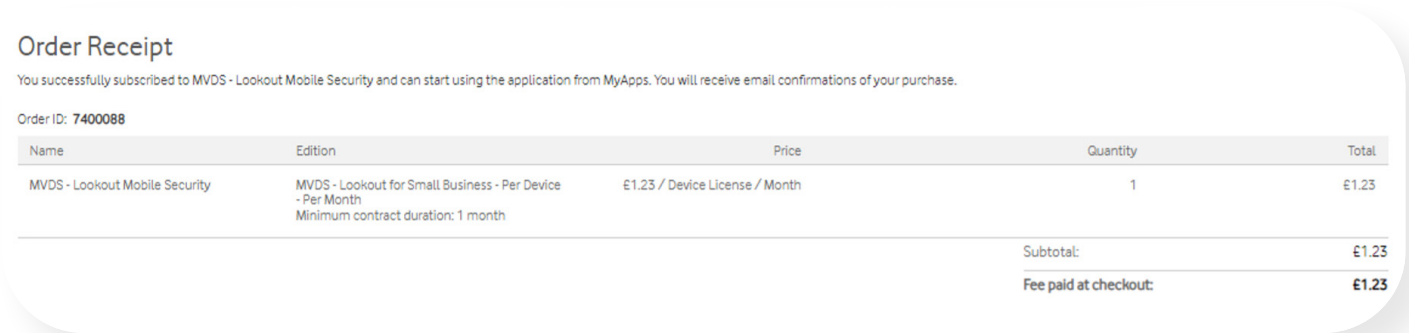


Figure 9 – Order complete



## 5.6 How to cancel a product or service

### Step 1

- Log in to your VBM account
- Click on “Account”
- Click on “Applications”
- Select the one you would like to cancel

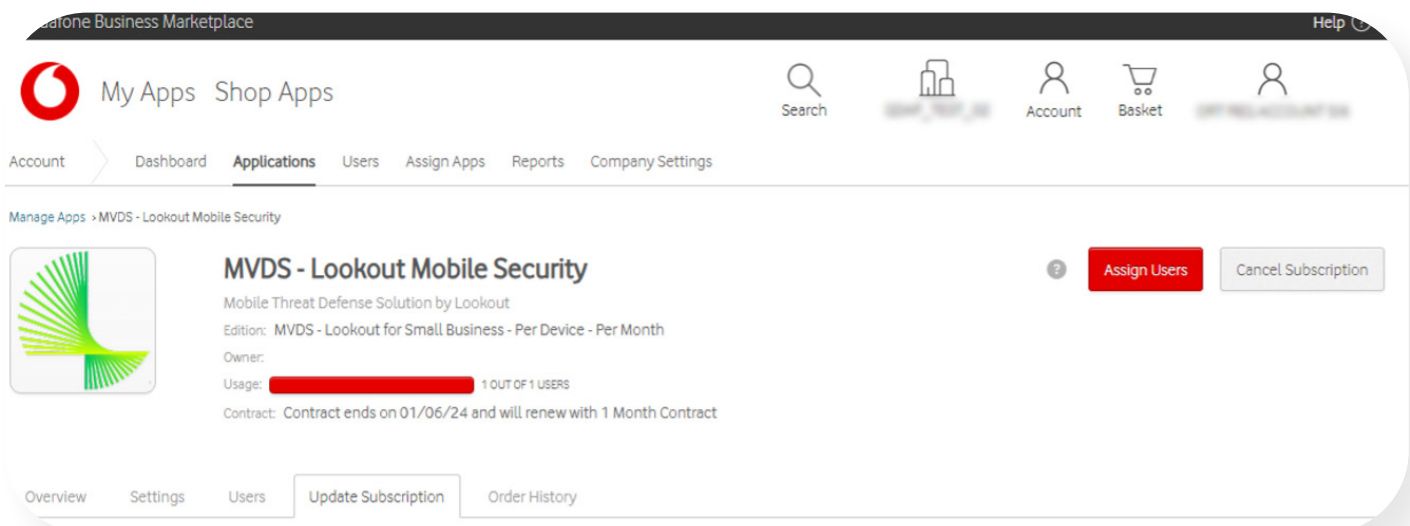


Figure 1 – Application page

### Step 2

- Click on “Manage”
- Click on “Cancel Subscription”

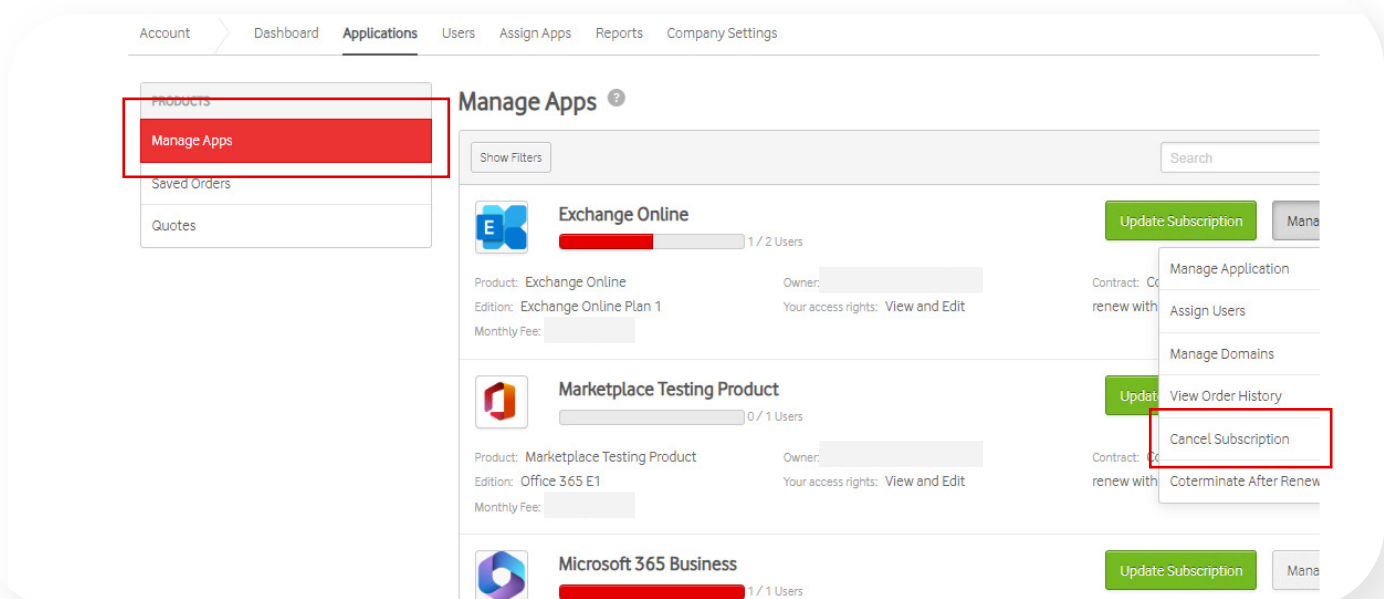
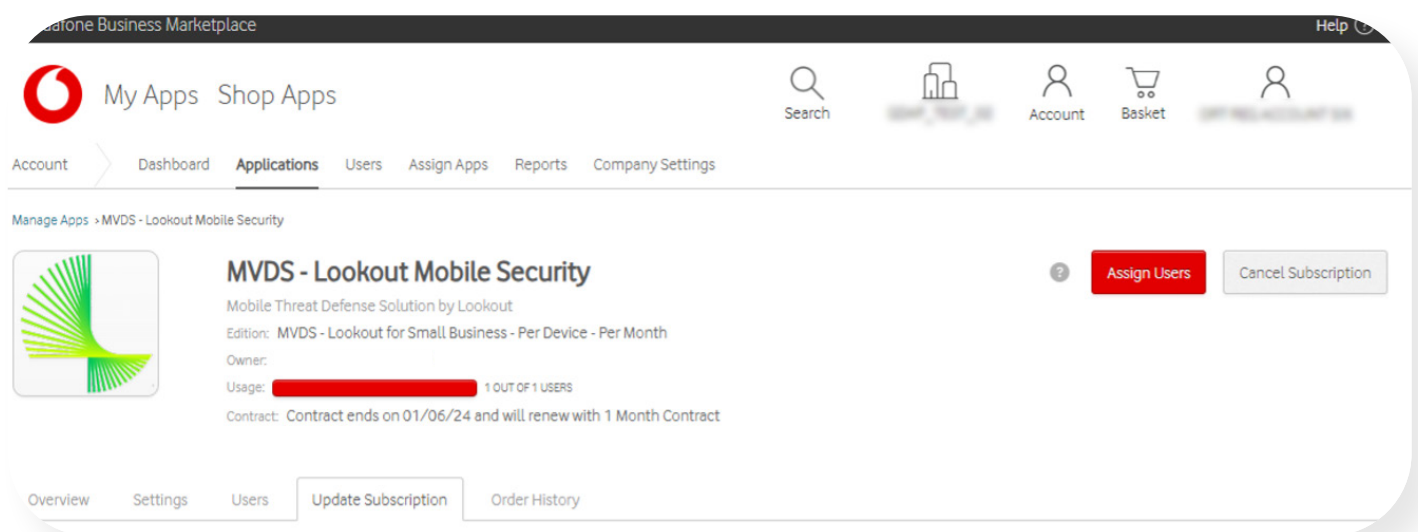


Figure 2 – Cancel Subscription



### Step 3

Confirmation of cancellation request.



**Figure 3** – Cancel Request submitted

#### 5.6.1 Early Termination Fees (ETF)

When you take out a plan with us, you'll agree a subscription length – for example, you might choose a 12-month plan.

If you want to cancel your product before the end of your subscription, you'll need to pay a fee to leave early. We'll add the fee to your final bill – you'll get this within up to 30 days of leaving us.

The ETF will be calculated as specified in the framework.

Below is an example of how an ETF is calculated where the fee is 100% of the remaining term.

##### ETF Calculation:

##### 24-month subscription and leaving after 18 months of usage

- Per licence fee: £10
- Number of units purchased: 100
- Per month charge: £1000
- Remaining subscription duration: 6 months

$$\begin{aligned}\text{ETF charge} &= \text{per unit fee} \times \text{number of units} \times \text{remaining subscription duration} \\ &= 10 \times 100 \times 6 \\ &= \text{£6000}^*\end{aligned}$$

\* this amount is excluding 20% VAT



## 5.6.2 Renewal options

Vodafone Business Marketplace supports different types of products, and each of them may have a different behaviour at the end of their subscription.

There are two different types of scenarios at the end of subscription of your product.

- 1.** Move to monthly rolling subscription - For example, if you have a 12-month subscription duration, you can still continue using the product after you have reached the end of the subscription. You will, however, move onto a rolling monthly subscription. You will be able to cancel your subscription at any time with one month's notice and you will not be charged an early termination fee once on a monthly rolling subscription.
- 2.** Cancel service / product – At the end of your subscription, the product or service will be ceased. We will send you a reminder ahead of this so you have plenty of time to purchase a new subscription with us.

Your product may have any one of the above two behaviours and it will be mentioned in the product description / product page. This is confirmed in the service offer referenced in your call off subscription.

## 5.6 How to check status of your order

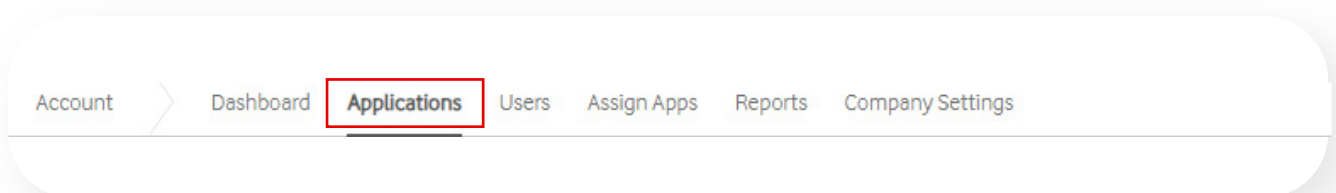
After you have placed an order, you can check whether or not this has been successful as follows:

### Step 1

Click on “Account”.

### Step 2

Click on “Applications”




**Figure 1** – Applications



### Step 3

If your product is showing “Update Subscription” in green this means your product is active and ready for use. Further amendments such as licence increase or upgrades will now be possible. If your order is still being processed, your product will be greyed out with a message “Your order is currently being processed. Once complete, you will be able to use and manage your product. Please contact support if you need assistance.”. Depending on the product you have purchased will depend on how long it will be in this status. Typically software products will be active within 48 hours.

Your order is currently being processed. Once complete, you will be able to use and manage your product. Please contact support if you need assistance.



**Vodafone CybSafe**  
1 / 2 Users

Product: Vodafone CybSafe


Edition: Vodafone CybSafe (12 months)

Monthly Fee: £3.50

Owner: Sarv Singh

Your access rights: View Only

Contract: Contract ends on 20/07/24 and will renew with 12 Month Contract



**Vodafone Secure Device Manager Cloud**  
1 / 1 Users

Product: Vodafone Secure Device Manager Cloud

Edition: VSDM Cloud Mobile Essentials - 12 Months - Per Device

Monthly Fee: £0.25

Owner: Sarv Singh

Your access rights: View and Edit

Contract: Contract ends on 20/06/24 and will renew with 12 Month Contract

Update Subscription

Manage ▼

**Figure 2** – “Update Subscription” in green



## 5.7 How to add or remove admins

### 5.7.1 Call us

To add or remove users on Vodafone Business Marketplace, you will need to [contact our Care team](#) and provide details, or call us on 0333 3040 191.

### 5.7.2 Change of ownership

This process needs to be followed if you want to transfer the ownership of a license from one admin to another.

If you require the admin to be removed, please first follow this step to ensure the correct admin is assigned to your licenses. After this has been done please contact us so that we can remove their account.

#### Step 1

Click "Applications Tab"

#### Step 2

- Select product you'd like to change ownership of
- Click "Manage" dropdown
- Click "Manage Application"

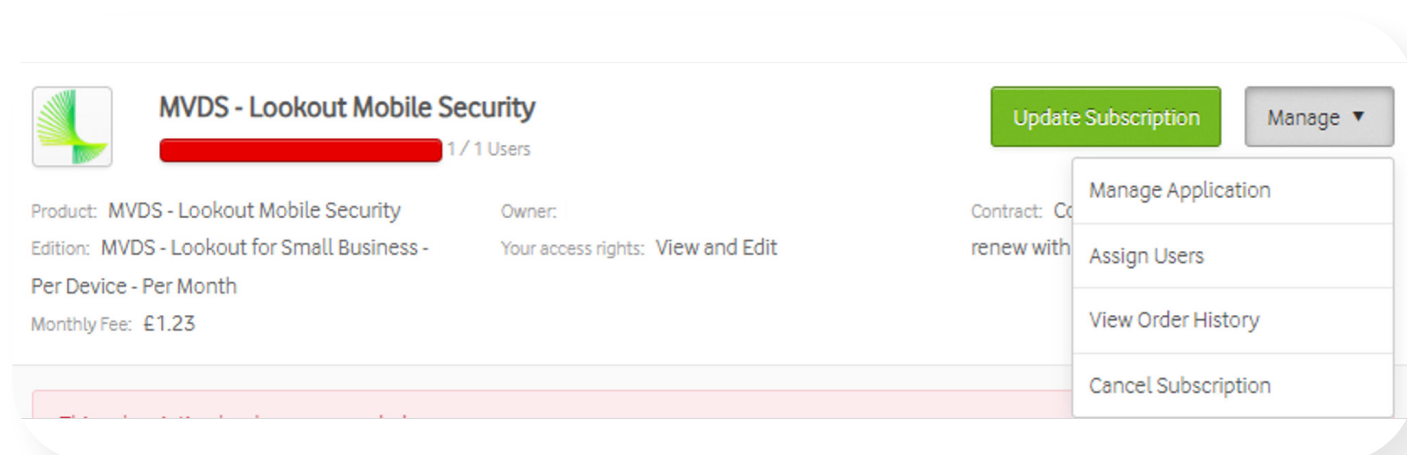


Figure 1 – Applications tab

Step 2

Click the gear icon (⚙️), then select “Take Ownership”. A message will appear confirming that the take ownership process has been initiated.

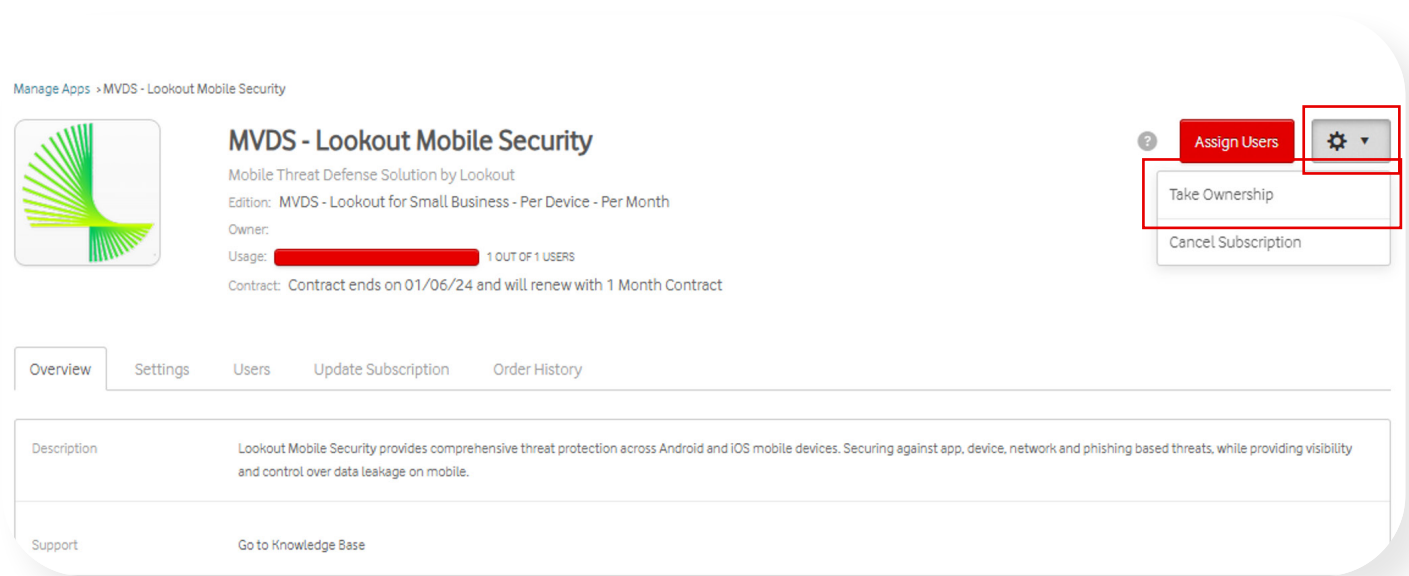


Figure 2 – Gear icon

Step 3

Review details and click “Continue”.

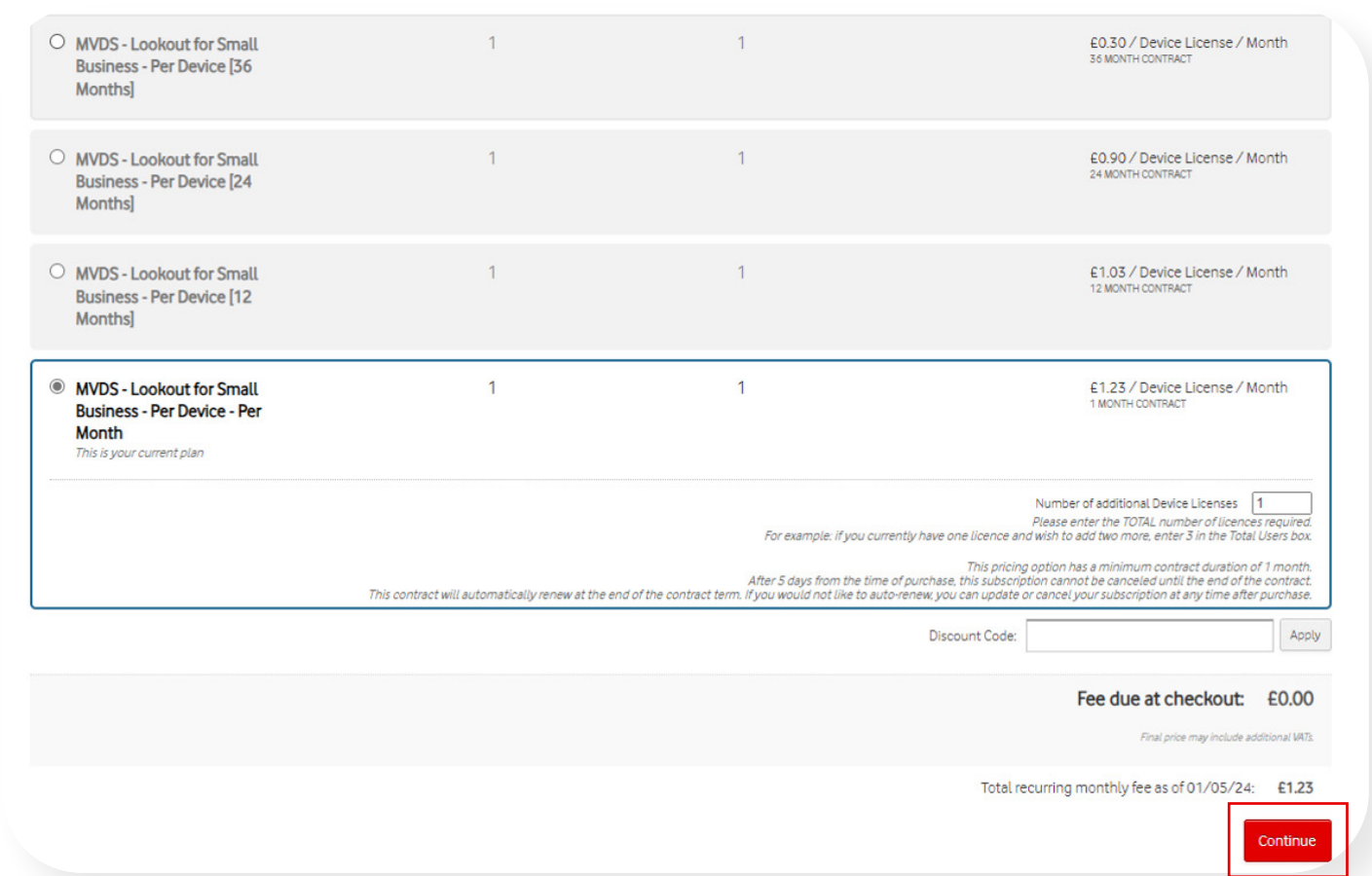


Figure 3 – Continue



## Step 4

If you have a reference number of your own you would like to add please add at this stage otherwise click "Continue".

The screenshot shows a form titled "Set order reference code". Below the title is a subtitle: "Here you can enter order reference code for Application being purchased in the checkout." There is a text input field labeled "ORDER REFERENCE CODE" containing the text "OPP-12345672". The input field is highlighted with a red rectangle. At the bottom left is a "Go back" button, and at the bottom right is a red "Continue" button.

Figure 4 – Reference code

## Step 5

Accept terms and conditions and click on "Place Order".

The screenshot shows a checkout summary table on the right and a terms and conditions section at the bottom. The table has two columns: the description and the amount. The rows are: Subtotal: £1.23, Fee due at checkout: £1.23, and Total recurring monthly fee as of 01/05/24: £1.23. Below the table, there is a "Back" link on the left. In the center, there is a checkbox labeled "I agree to the Terms of Service, Privacy and Refund policies." which is highlighted with a red rectangle. To the right of the checkbox is a red "Place Order" button, also highlighted with a red rectangle.

Subtotal:	£1.23
Fee due at checkout:	£1.23
Total recurring monthly fee as of 01/05/24:	£1.23

Figure 5 – Terms and conditions

## Step 6

Order Receipt.

The screenshot shows the "Order Receipt" step. At the top, there is a progress bar with five steps: 1. Create Order, 2. Reference Code, 3. Additional Information, 4. Confirm Order, and 5. Order Receipt. The "Order Receipt" step is highlighted. Below the progress bar, there is a title "Order Receipt" and a subtitle: "You successfully subscribed to MVDS - Lookout Mobile Security and can start using the application from MyApps. You will receive email confirmations of your purchase." Below the subtitle, there is a text "Order ID: 7400088". Below the text, there is a table with five columns: Name, Edition, Price, Quantity, and Total. The table has one row: MVDS - Lookout Mobile Security, MVDS - Lookout for Small Business - Per Device - Per Month, £1.23 / Device License / Month, 1, and £1.23. Below the table, there is a summary table with two columns: the description and the amount. The rows are: Subtotal: £1.23, Fee paid at checkout: £1.23, and Total recurring monthly fee as of 01/05/24: £1.23.

Name	Edition	Price	Quantity	Total
MVDS - Lookout Mobile Security	MVDS - Lookout for Small Business - Per Device - Per Month Minimum contract duration: 1 month	£1.23 / Device License / Month	1	£1.23

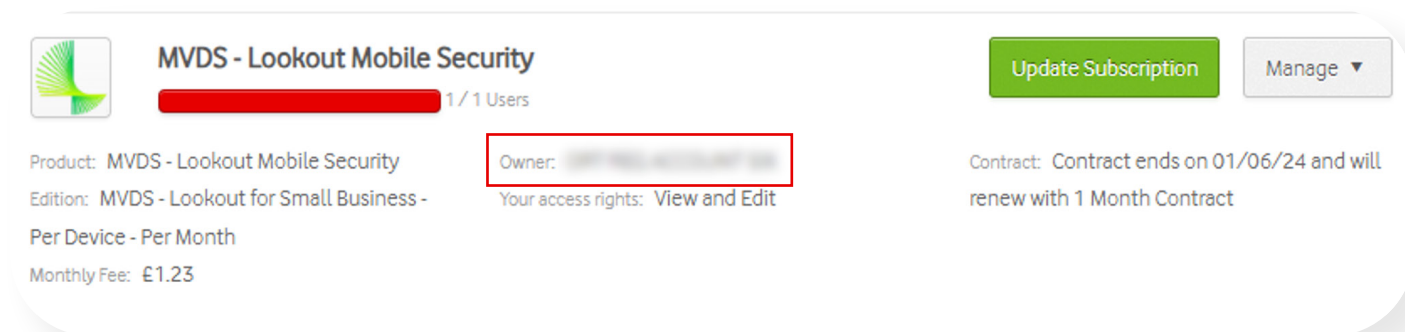
Subtotal:	£1.23
Fee paid at checkout:	£1.23
Total recurring monthly fee as of 01/05/24:	£1.23

Figure 6 – Order receipt



## Step 8

Click on “Applications” to verify ownership has changed.



**MVDS - Lookout Mobile Security** 1 / 1 Users

Product: MVDS - Lookout Mobile Security  
Edition: MVDS - Lookout for Small Business -  
Per Device - Per Month  
Monthly Fee: £1.23

Owner: [Redacted]

Your access rights: View and Edit

Contract: Contract ends on 01/06/24 and will renew with 1 Month Contract

[Update Subscription](#) [Manage](#)

Figure 8 – Verify

## 5.8 How to access my product or service

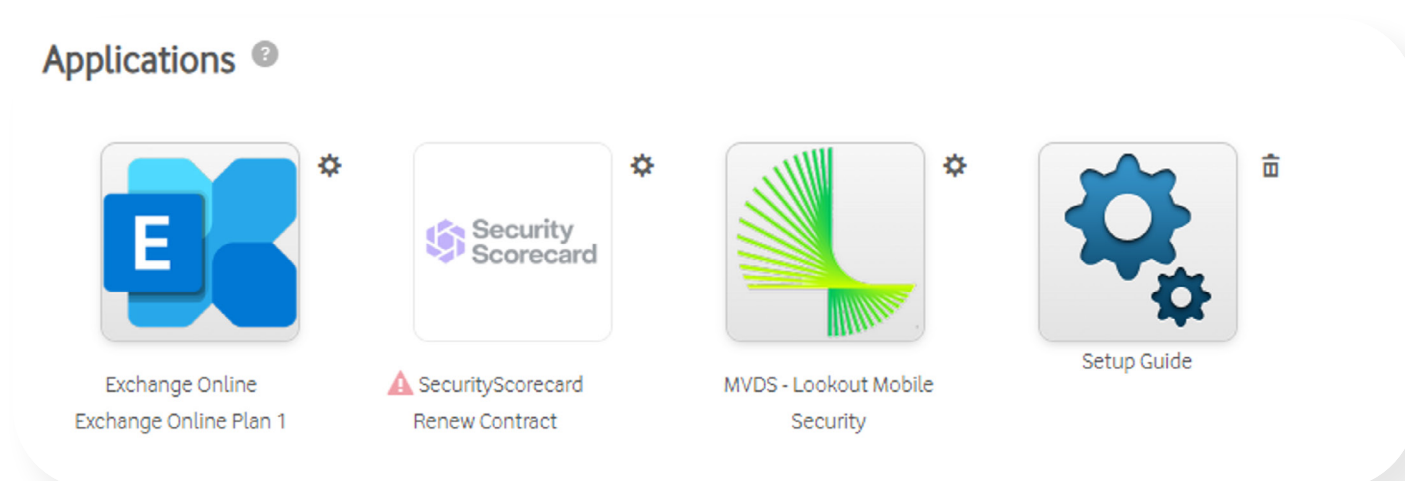
### Step 1

Click on "My Apps"

### Step 2

Click on the product or service you would like to access.

**Please note: Depending on the product or service purchased you may have single sign on or may be required to use specific credentials provided by the third party.**



**Applications** ?

**Exchange Online** Exchange Online Plan 1

**Security Scorecard** Renew Contract

**MVDS - Lookout Mobile Security**

**Setup Guide**

## 6. How to view your invoice

Your invoice can be found on Vodafone Corporate Online (VCO). A detailed breakdown will also be available via an itemised billing report on the Vodafone Business Marketplace. This report is helpful if you have made changes during your bill period.

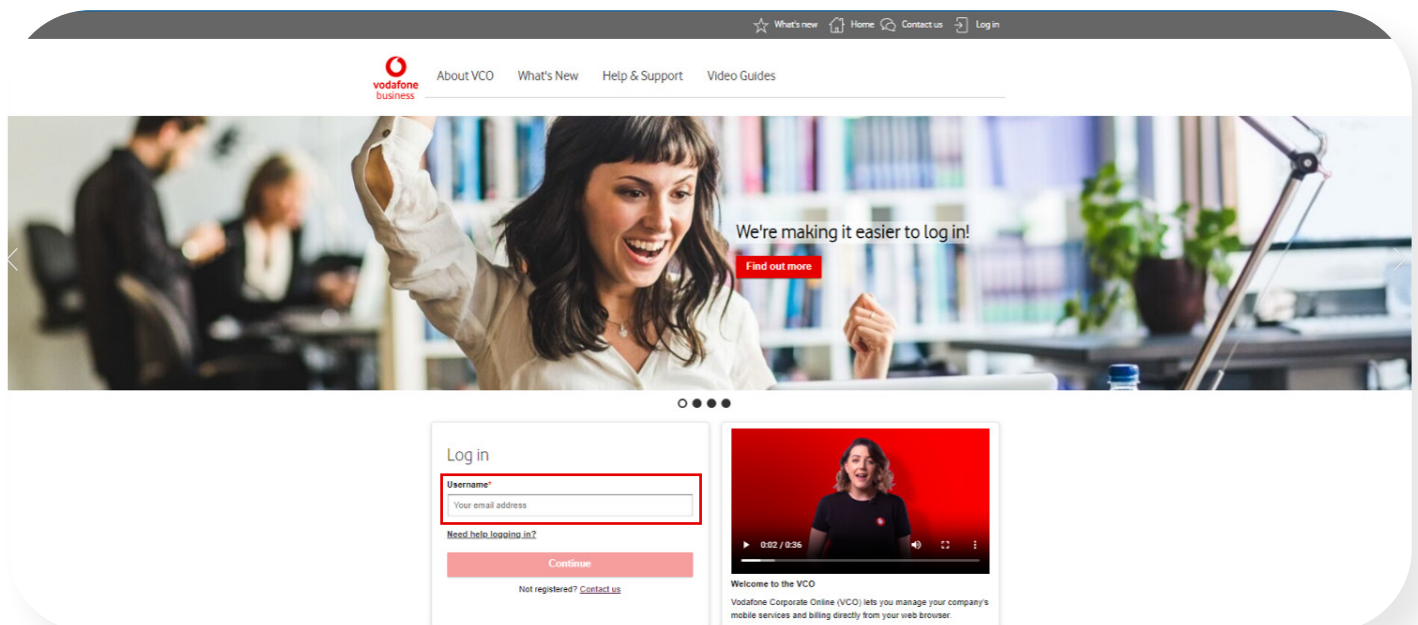
### 6.1 How to access your invoice via VCO

#### Step 1

Log in to VCO by [clicking here](#).

#### Step 2

Enter your email address for your VCO account.



**Figure 1** – VCO Homepage (logged out)



### Step 3

Enter the password for your VCO account.

What's new Home Contact us Log in

vodafone business About VCO What's New Help & Support Video Guides

We're making it easier to log in!  
Find out more

Log in

←

Password\*  
password

Forgot your password?

Continue

Not registered? [Contact us](#)

0:02 / 0:36

Welcome to the VCO  
Vodafone Corporate Online (VCO) lets you manage your company's mobile services and billing directly from your web browser.

Figure 2 – VCO Login

### Step 4

Choose phone number to send the security code to.

What's new Home Contact us Log in

vodafone business About VCO What's New Help & Support Video Guides

What's new on VCO?  
Find Out

Request a security code

For added security we'll text a code to one of your numbers

Choose phone number

Choose a phone number

Need help? [Click here](#)

Continue

0:02 / 0:36

Welcome to the VCO  
Vodafone Corporate Online (VCO) lets you manage your company's mobile services and billing directly from your web browser.

Figure 3 – VCO choose phone number



## Step 5

Enter the security code received.

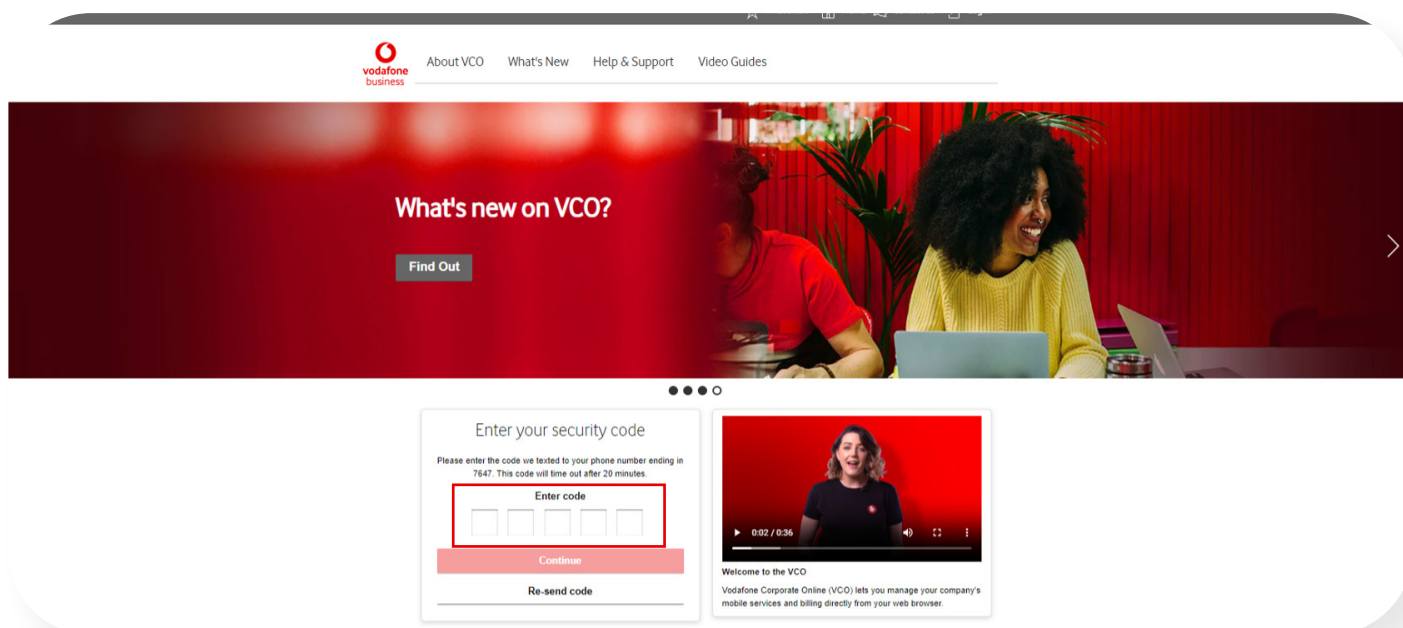


Figure 4 – VCO security code

## Step 6

You will now be logged in to VCO.

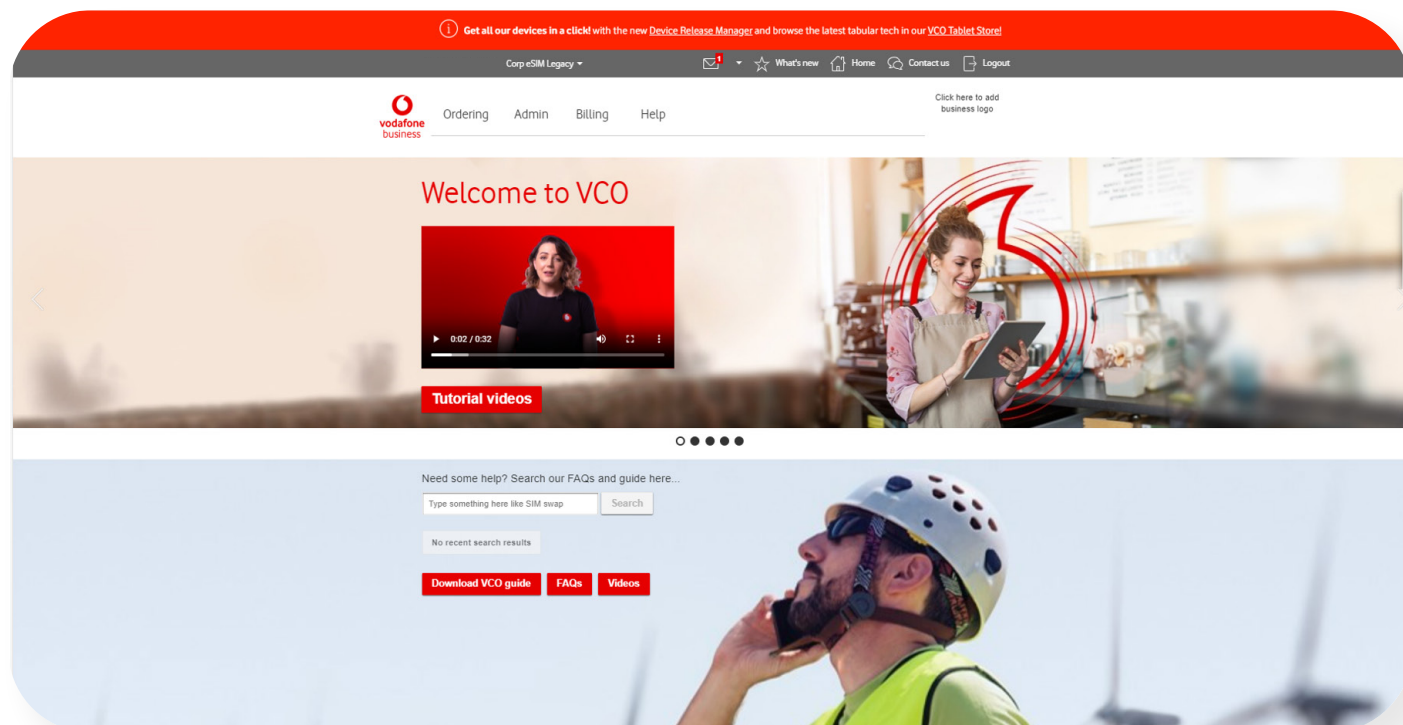


Figure 5 – VCO homepage (logged in)



## Step 7

Highlight “Billing” then choose “Equipment Invoice and Credit Notes”.

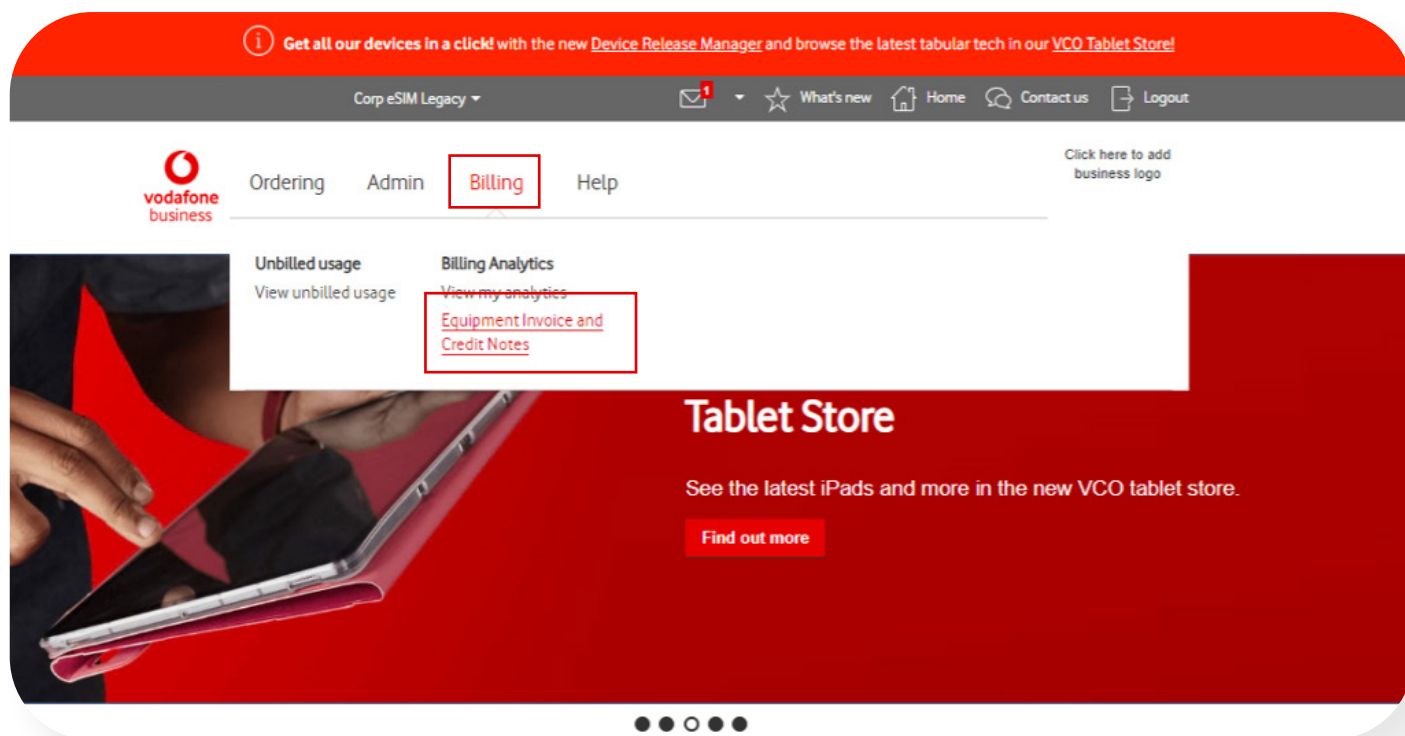


Figure 6 – VCO Billing

## Step 8

Search for your Invoice here. You can either click search or enter specific account, invoice details or billing period.

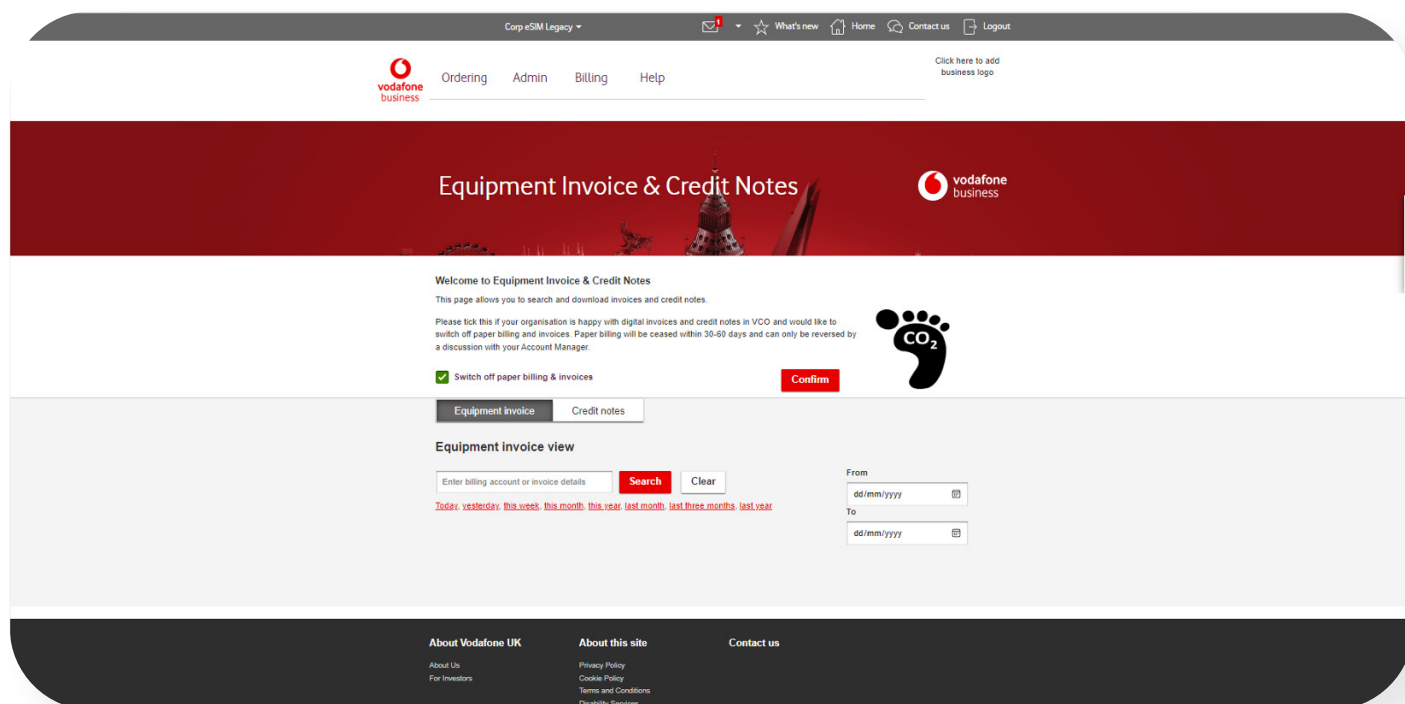


Figure 7 – VCO Equipment Invoice & Credit Notes



Step 9

You can now select and download the invoice you are interested in.

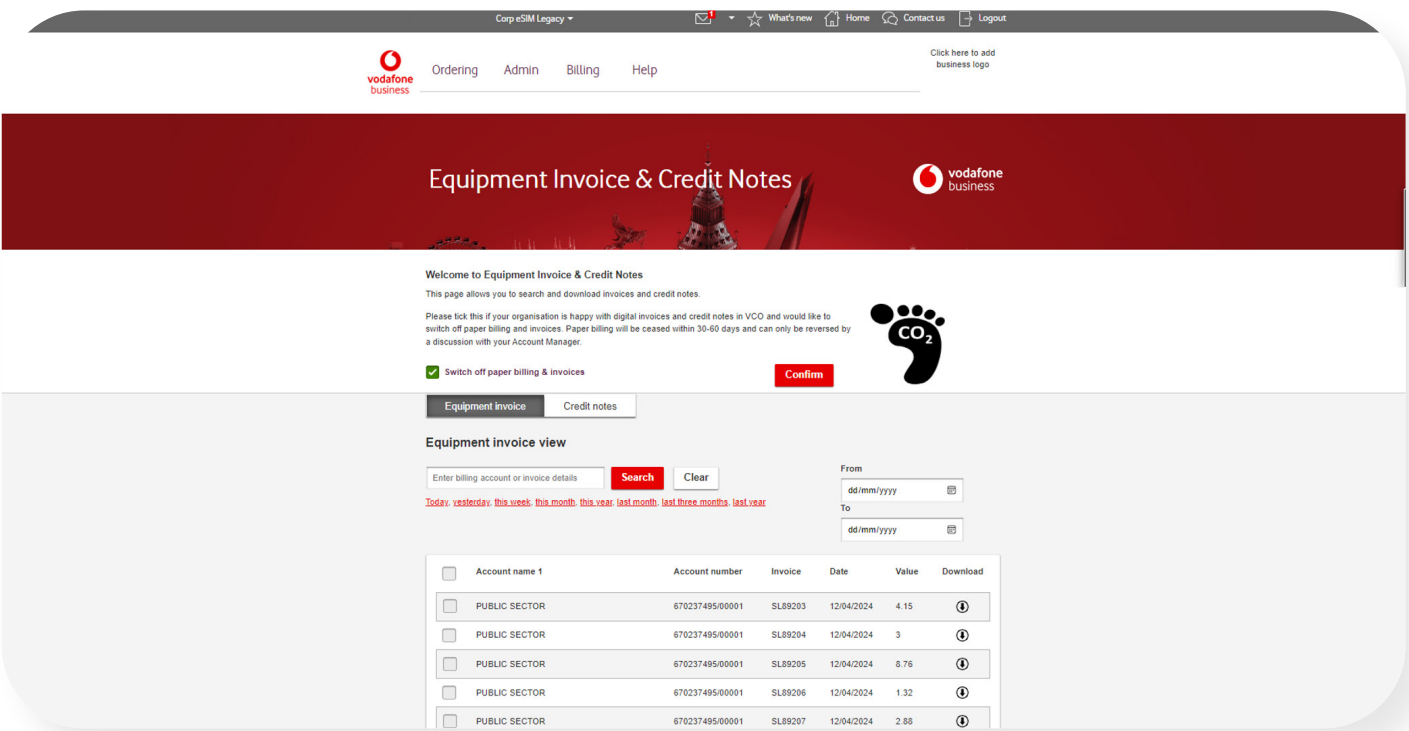


Figure 8 – VCO download invoice

## 6.2 How to download a breakdown of your itemisation

Step 1

Whilst logged in to the Vodafone Business Marketplace, click “Account”.

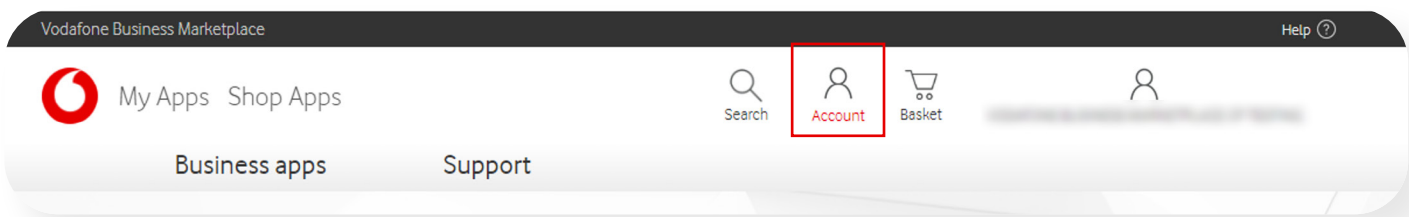


Figure 1 – Account



## Step 2

### Click “Reports”

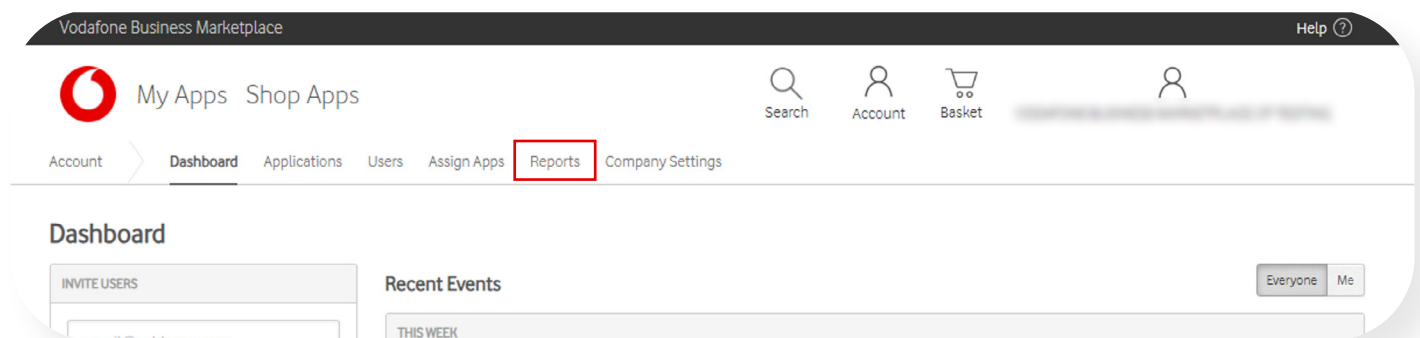


Figure 2 – Dashboard

## Step 3

### Click “Create Report”

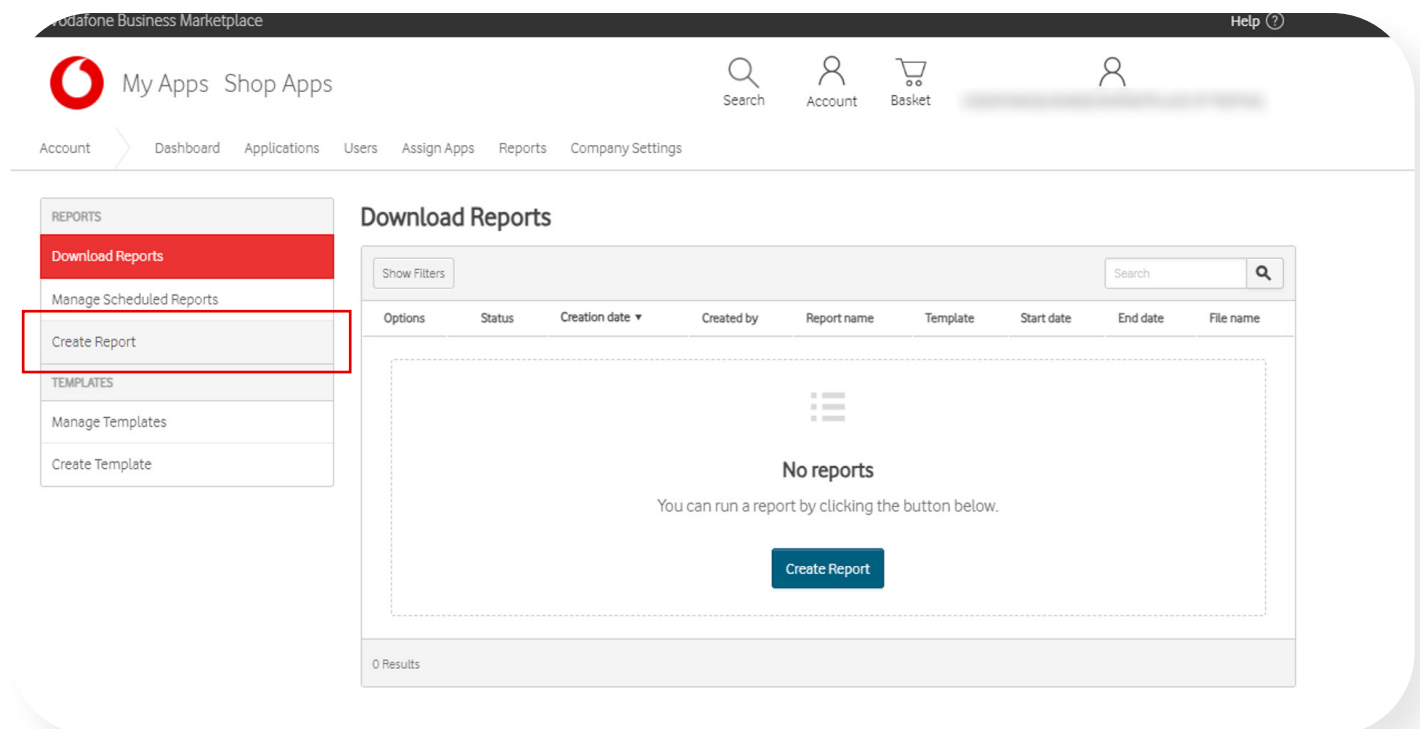


Figure 3 – Reports



## Step 4

Enter a name of your choice as the “Report name” and select “Billing Itemisation Report”. Choose the “Report date range” you are interested in. Click Advanced Settings and amend the “Report format” to Excel. Click “Create Report”.

The screenshot shows a web application interface for creating a report. The top navigation bar includes a logo, 'My Apps', 'Shop Apps', and icons for Search, Account, Basket, and a user profile. A secondary navigation bar lists 'Account', 'Dashboard', 'Applications', 'Users', 'Assign Apps', 'Reports', and 'Company Settings'. On the left, a sidebar menu has 'REPORTS' (Download Reports, Manage Scheduled Reports, **Create Report**) and 'TEMPLATES' (Manage Templates, Create Template). The main content area is titled 'Create Report' and contains a 'REPORT DETAILS' section with the following fields: 'Report name' (text input with 'My Report 2'), 'Report type' (dropdown menu with 'Billing Itemisation Report'), 'Report filters' (radio buttons for 'Do not use report filters' and 'Use report filters'), 'Report scheduling' (radio buttons for 'Create report immediately' and 'Schedule for later'), and 'Report date range' (calendar icon with 'Previous month' selected). Below this is an 'Advanced settings' section with 'Column separator' (comma), 'Date format' (Legacy), 'Decimal separator' (period), 'File name template' (text input with a default template), 'Header format' (Standard CSV), 'Footer format' (Number of data rows), and 'Report format' (Excel). A 'Create Report' button is at the bottom.

My Apps Shop Apps

Account Dashboard Applications Users Assign Apps Reports Company Settings

REPORTS

- Download Reports
- Manage Scheduled Reports
- Create Report**

TEMPLATES

- Manage Templates
- Create Template

### Create Report

REPORT DETAILS

Report name

My Report 2

Report type

Billing Itemisation Report

Reports that include the \* symbol can be customized.

Report filters

☒ Do not use report filters

☐ Use report filters

Report scheduling

☒ Create report immediately

Report date range

Previous month

The published report includes data generated during the date range you select. See Reports documentation for a description of each date range type.

☐ Schedule for later

Hide Advanced Settings

#### Advanced settings

Customize your reports using advanced settings. See the Reports documentation for more information.

Column separator Date format Decimal separator

: Legacy .

File name template

{PARTNER}\_{RUN\_DATETIME}\_s{FROM\_DATE}\_e{TO\_DATE}\_billing\_itemisation\_report.xlsx

Uses the default file name template if field is empty.

Header format Footer format Report format

Standard CSV Number of data rows Excel

Create Report

Figure 4 – Create report





## Step 5

Step 5: Click “Download Reports”. From here you will be able to see all available reports. Click on the gear icon for the report you are interested in and select “Download”. Your report will now be downloaded to your computer and available to view.

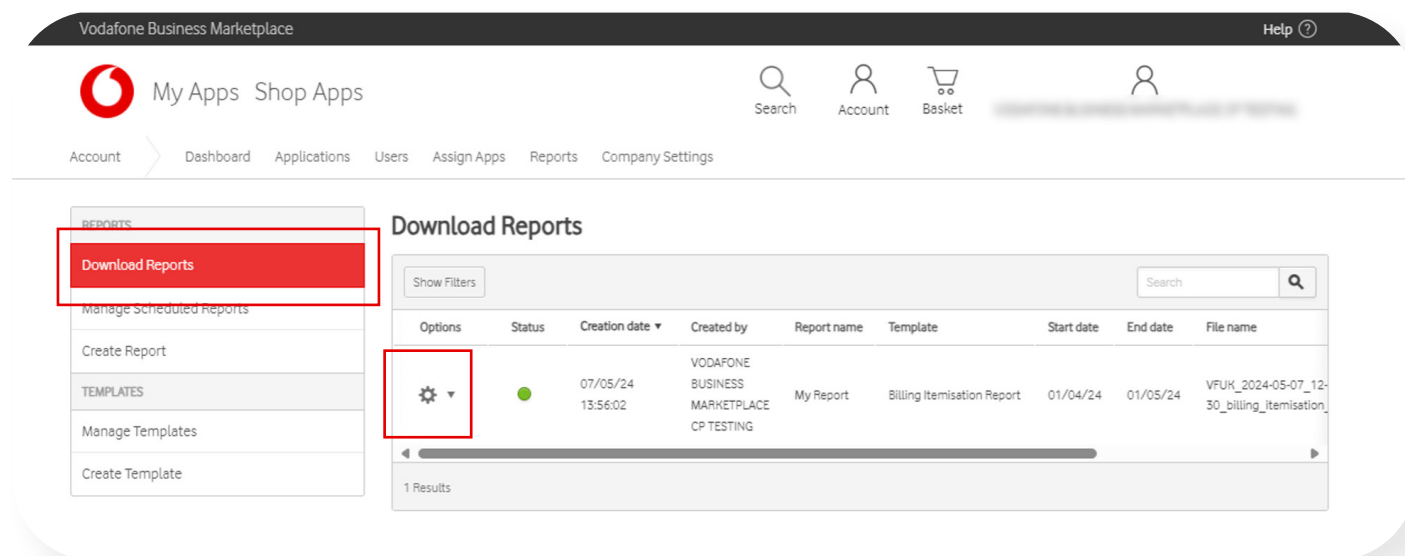


Figure 5 – Download report

## 7. Get help

### [Via .co.uk/FAQs](https://www.vodafone.co.uk/FAQs)

You can find support for VBM products by using our “Getting started” guides for some of the most popular products or find detailed answers to your questions by viewing our Frequently Asked Questions (FAQ’s).

### **Support team**

If you need help with your VBM account, need support with your bill or have a question, you can contact us on 0333 3040 191.

If you wish purchase another product under a Public Sector Framework or need help with the purchase process please contact your Vodafone account manager.

Opening Hours – Monday – Friday 08:00 – 18:00 (excluding bank holidays)





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business