Vodafone Business Marketplace User Guide

PUBLIC SECTOR

VERSION 1.0

vodafone business

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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 you 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.

Vodafone Secure Device Manager Cloud

Vodafone Secure Device Manager Cloud (VSDM CLoud) 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.

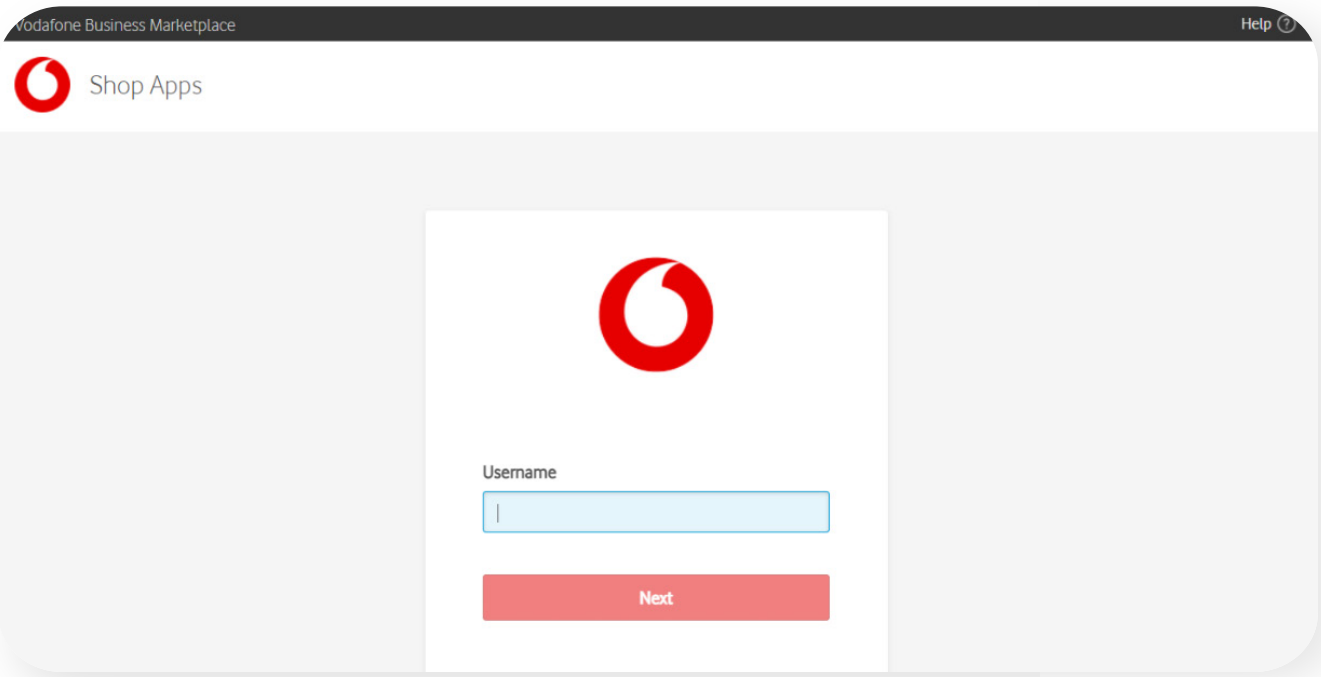
5.1 How to log in to Vodafone Business Marketplace

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.

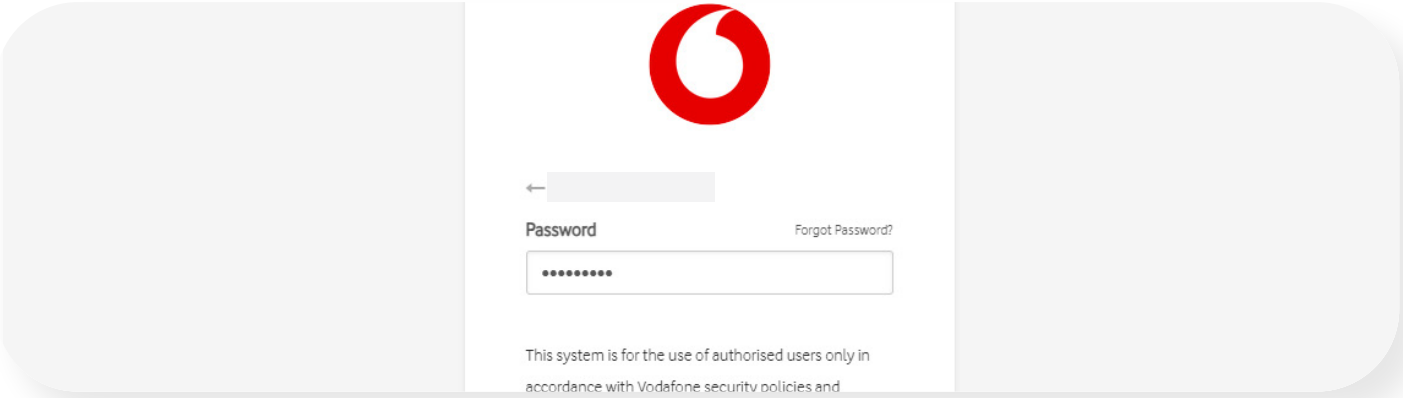
Step 2

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.



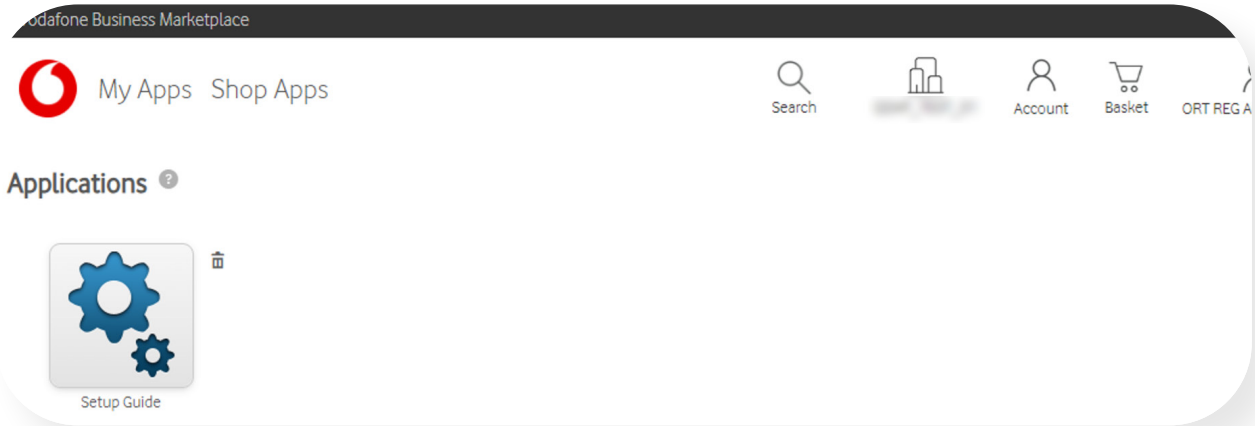
Step 3

Insert your VBM password.



Step 4

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



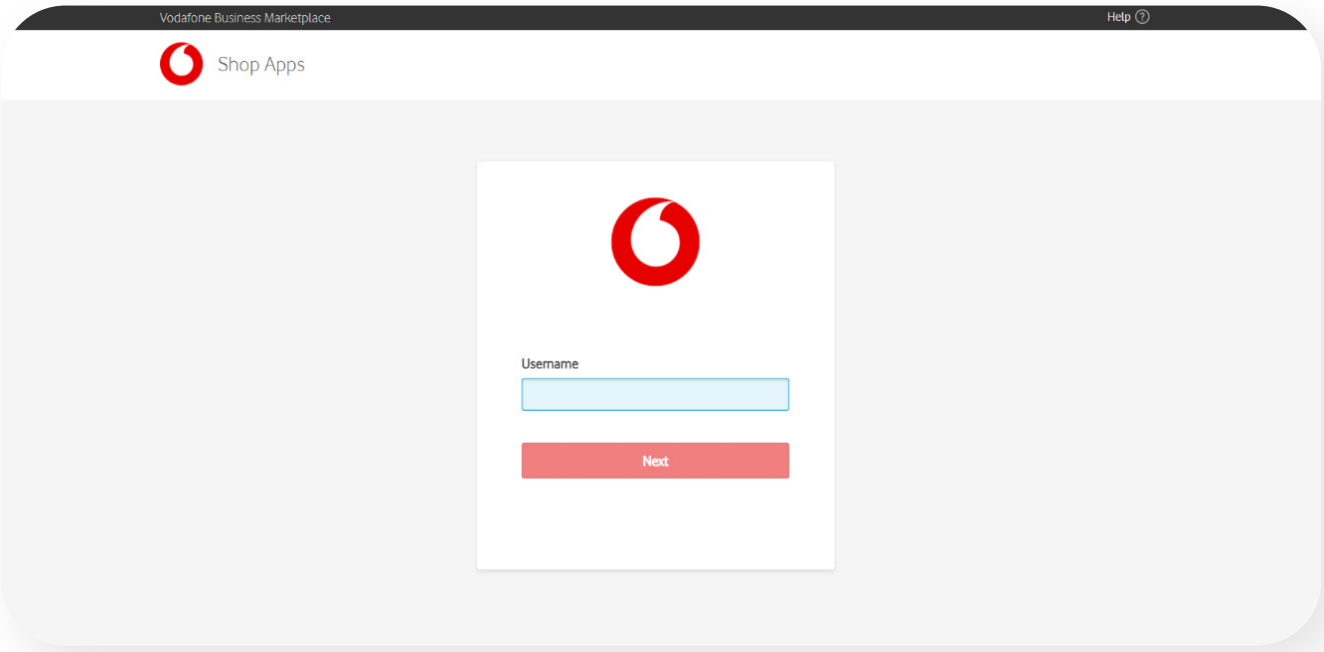
5.2 How to reset your password

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

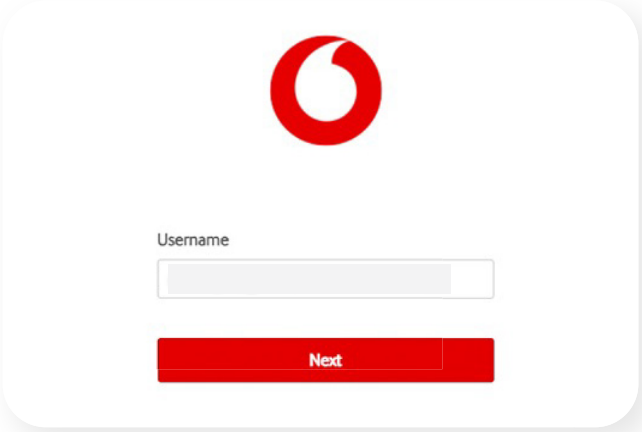
5.2.1 VBM Portal

Step 1
Click on the below link to access the VBM login page.

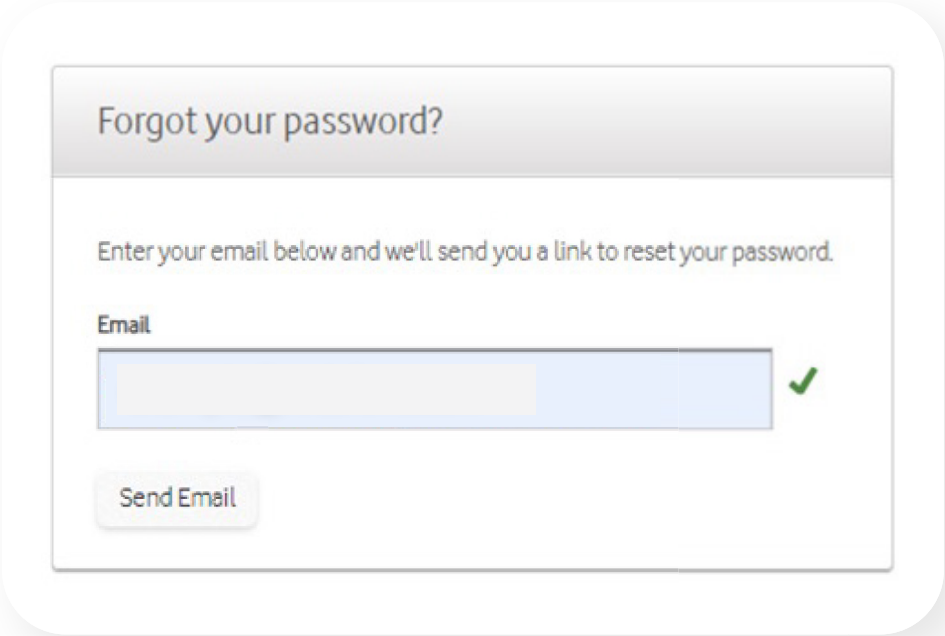
Vodafone Business Marketplace UK



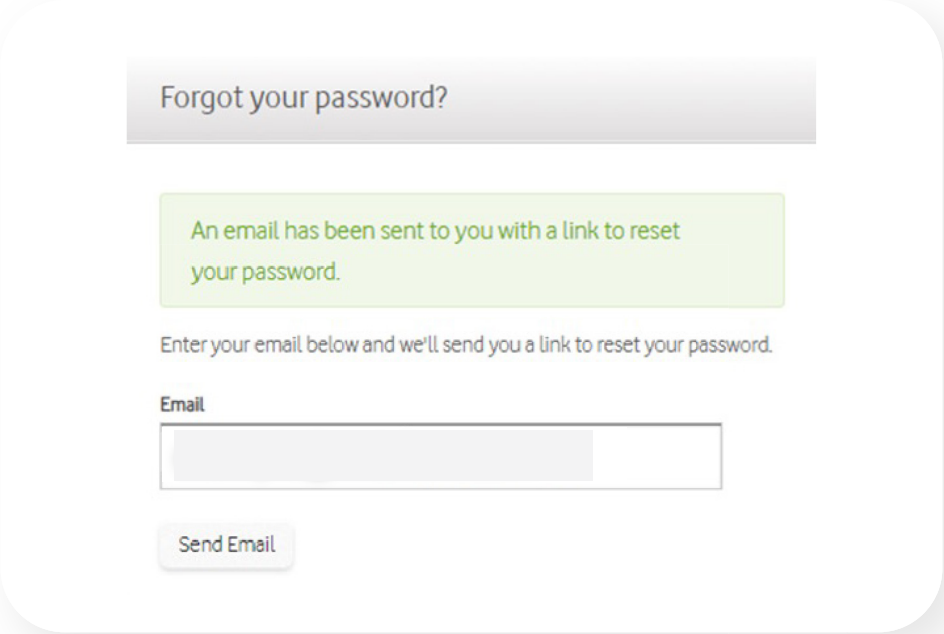
Step 2
Enter your username.



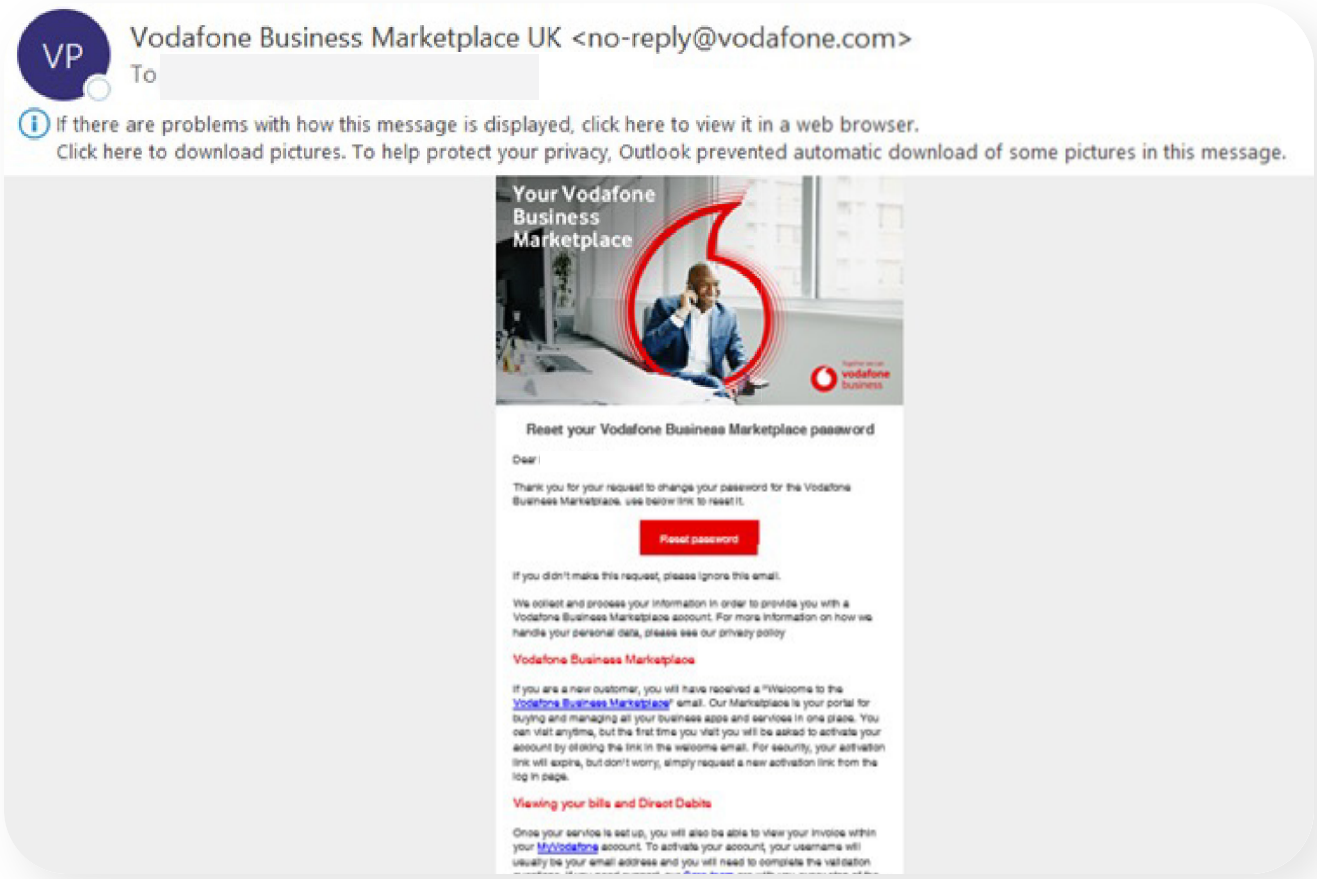
Step 3
Click on “Forgot password?”.



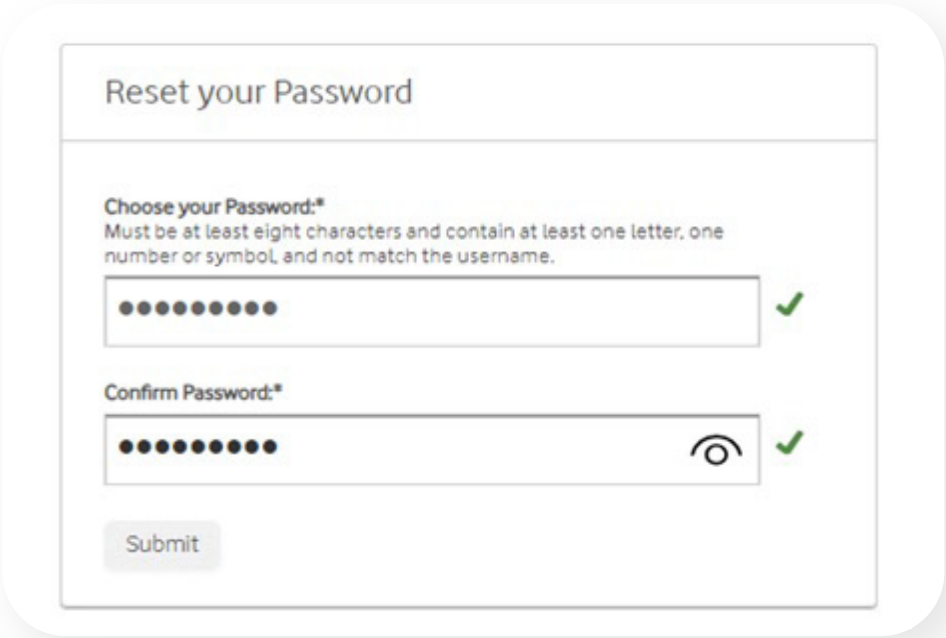
Step 4
Provide the email ID and click on “Send Email”.



Step 5
Password reset email confirmation.



Step 6
Click on “Reset password”.



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 you 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 ssecurity 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"

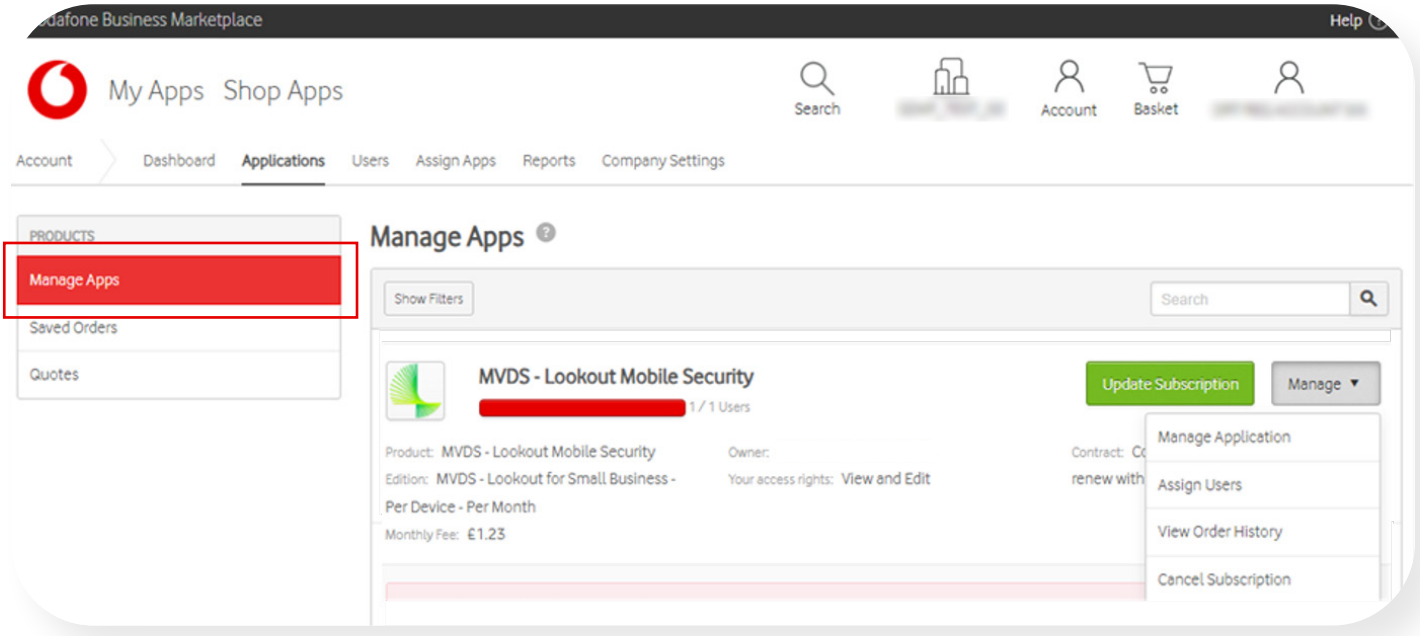


Figure 1 – Application page

Step 2

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

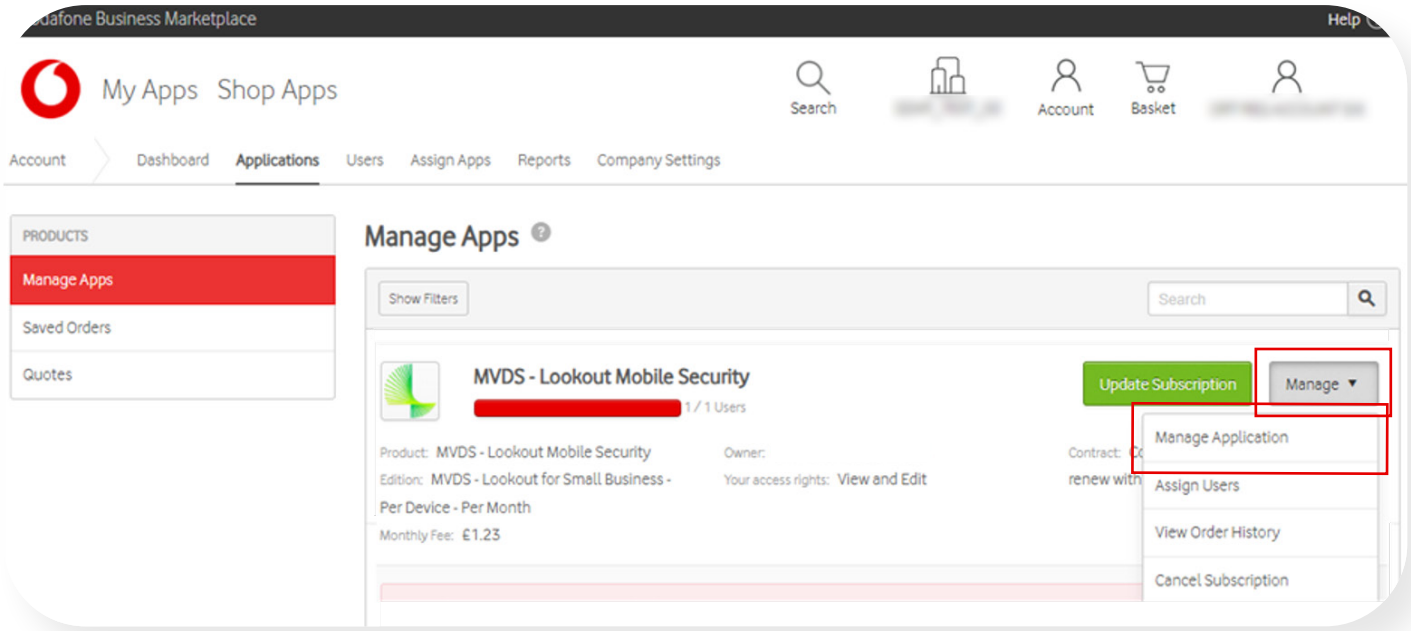


Figure 2 – Manage application

Step 3

Click on “Update Subscription”.

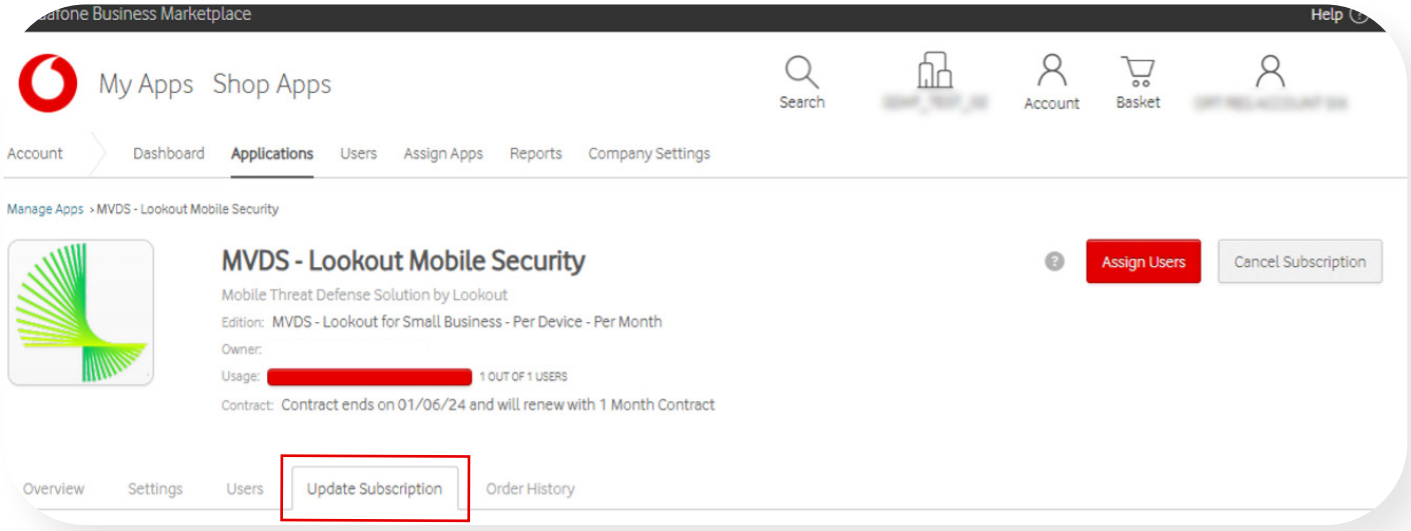


Figure 3 – Update subscription

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.**

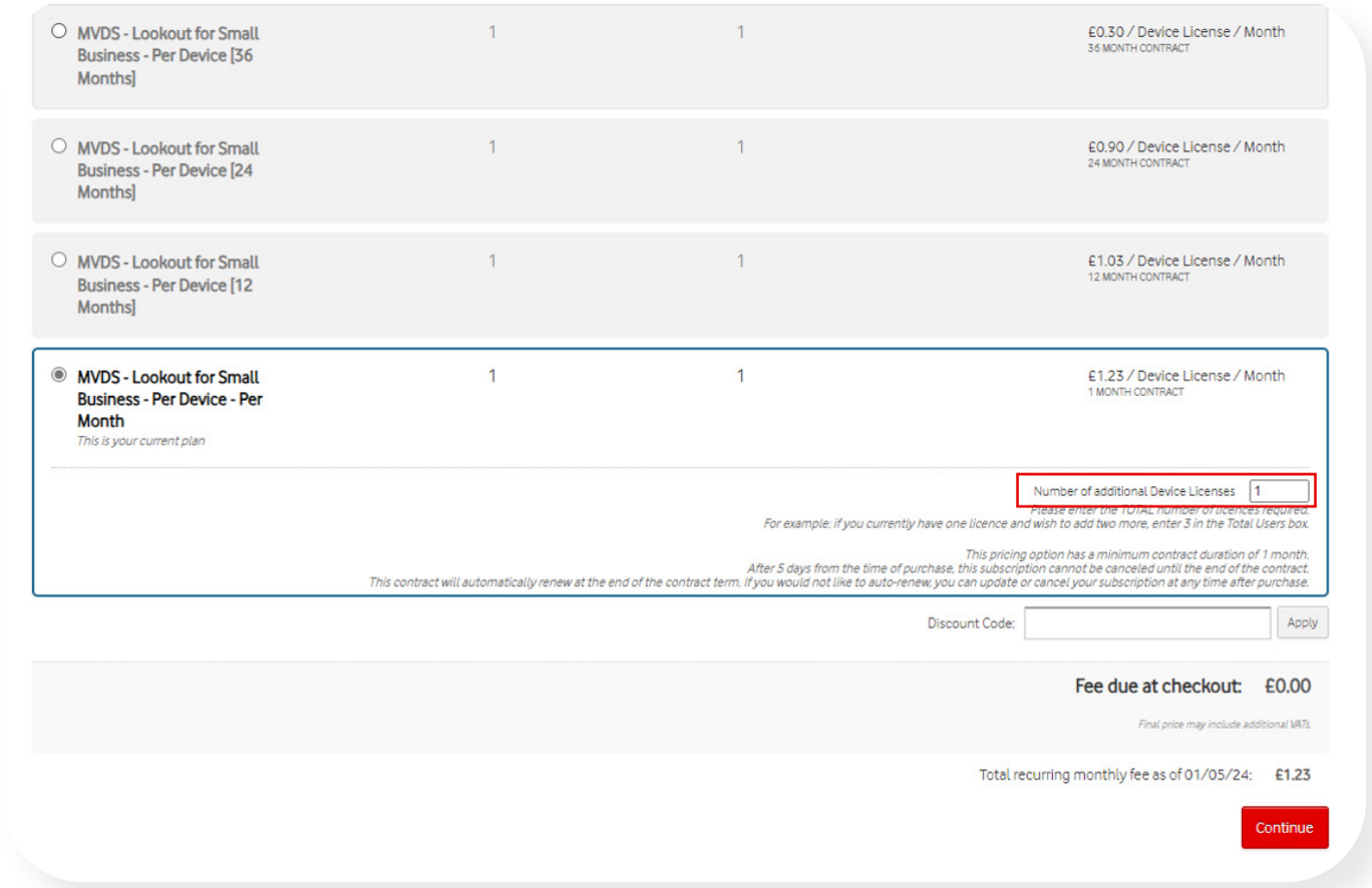


Figure 4 – Licence quantity

Step 5

Enter your Purchase Order number here if you have one.

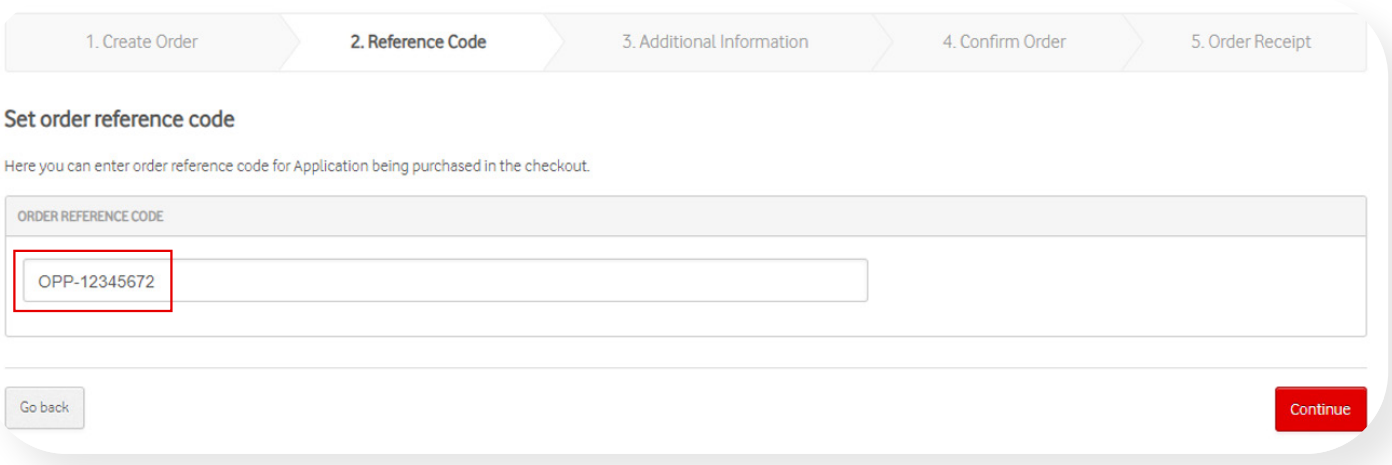


Figure 5 – Reference number

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.

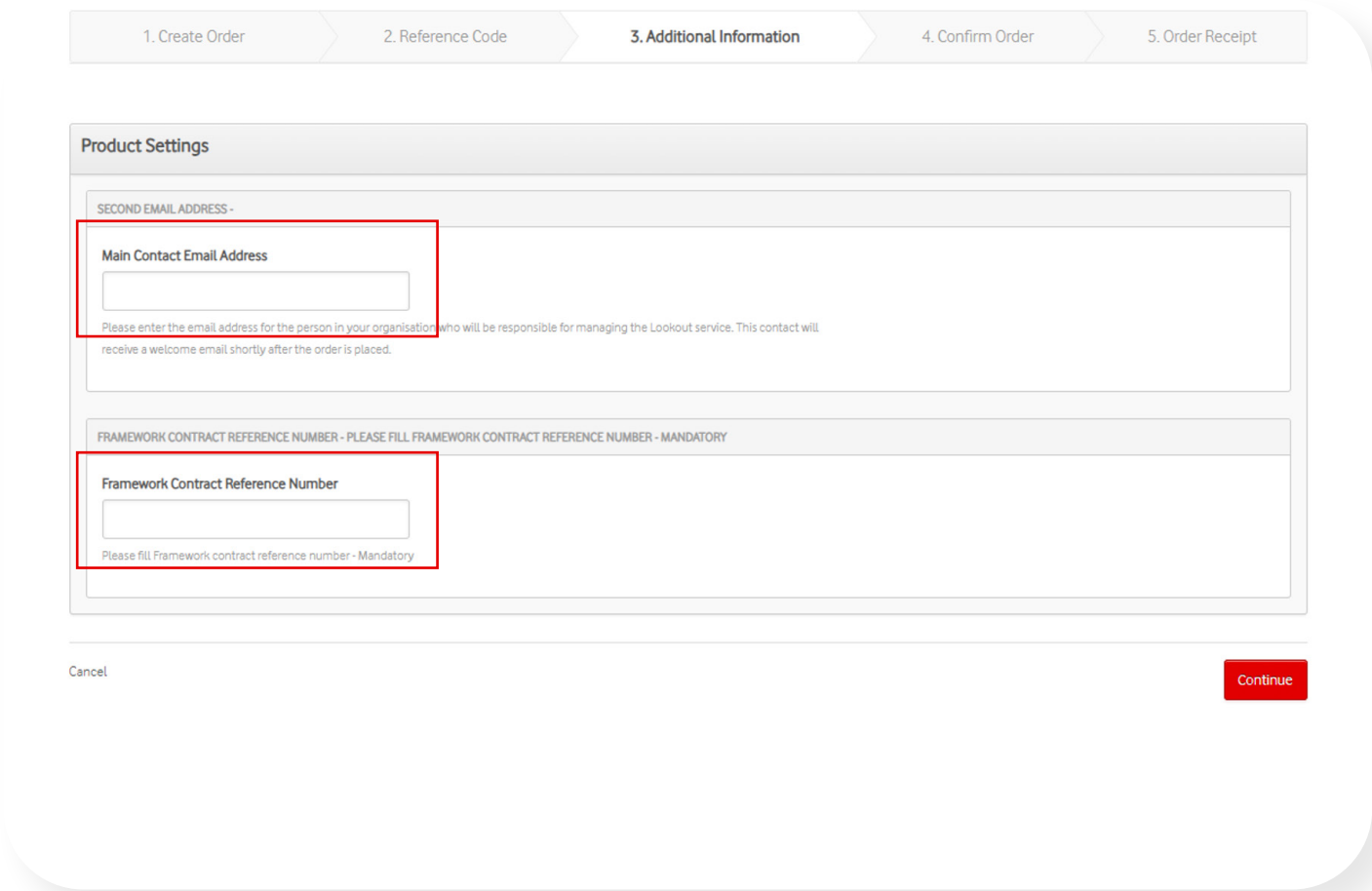


Figure 6 – Additional Information

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”

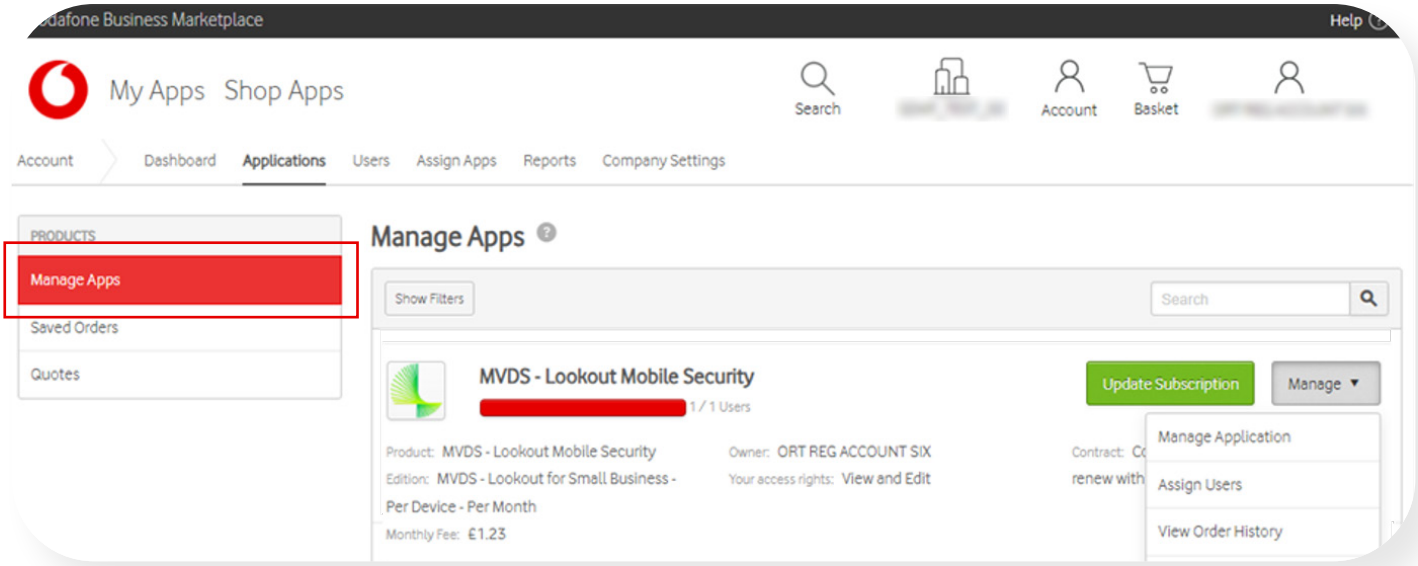


Figure 1 – Application page

Step 2

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

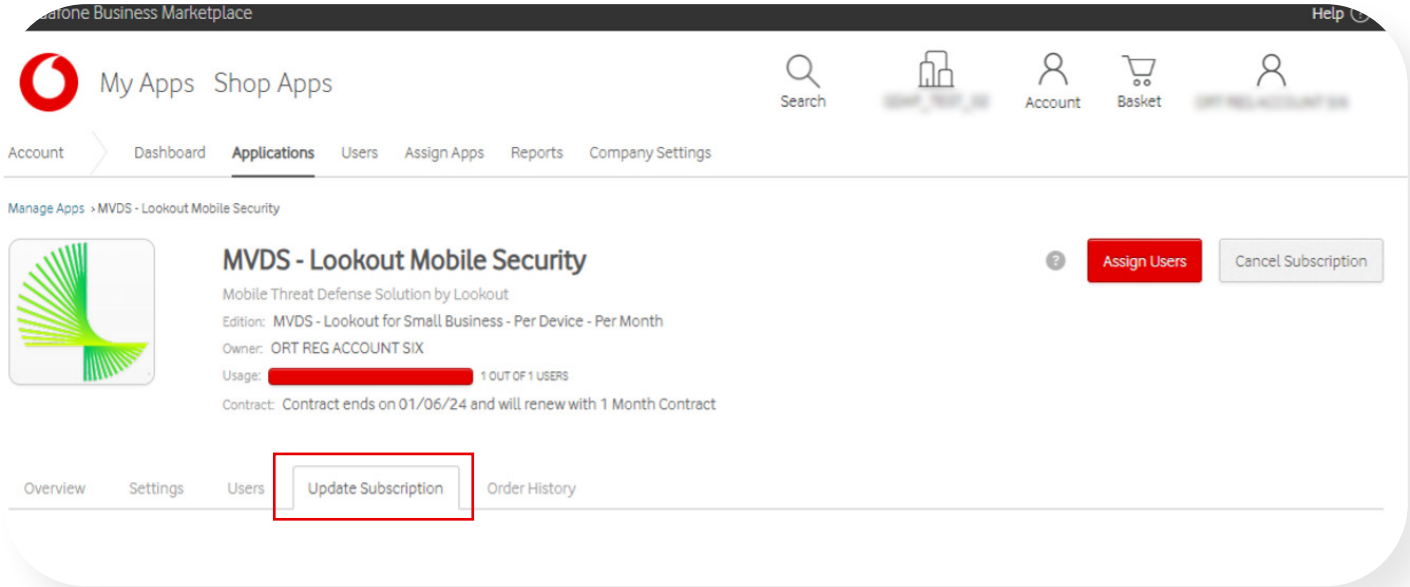


Figure 2 – Update Subscription

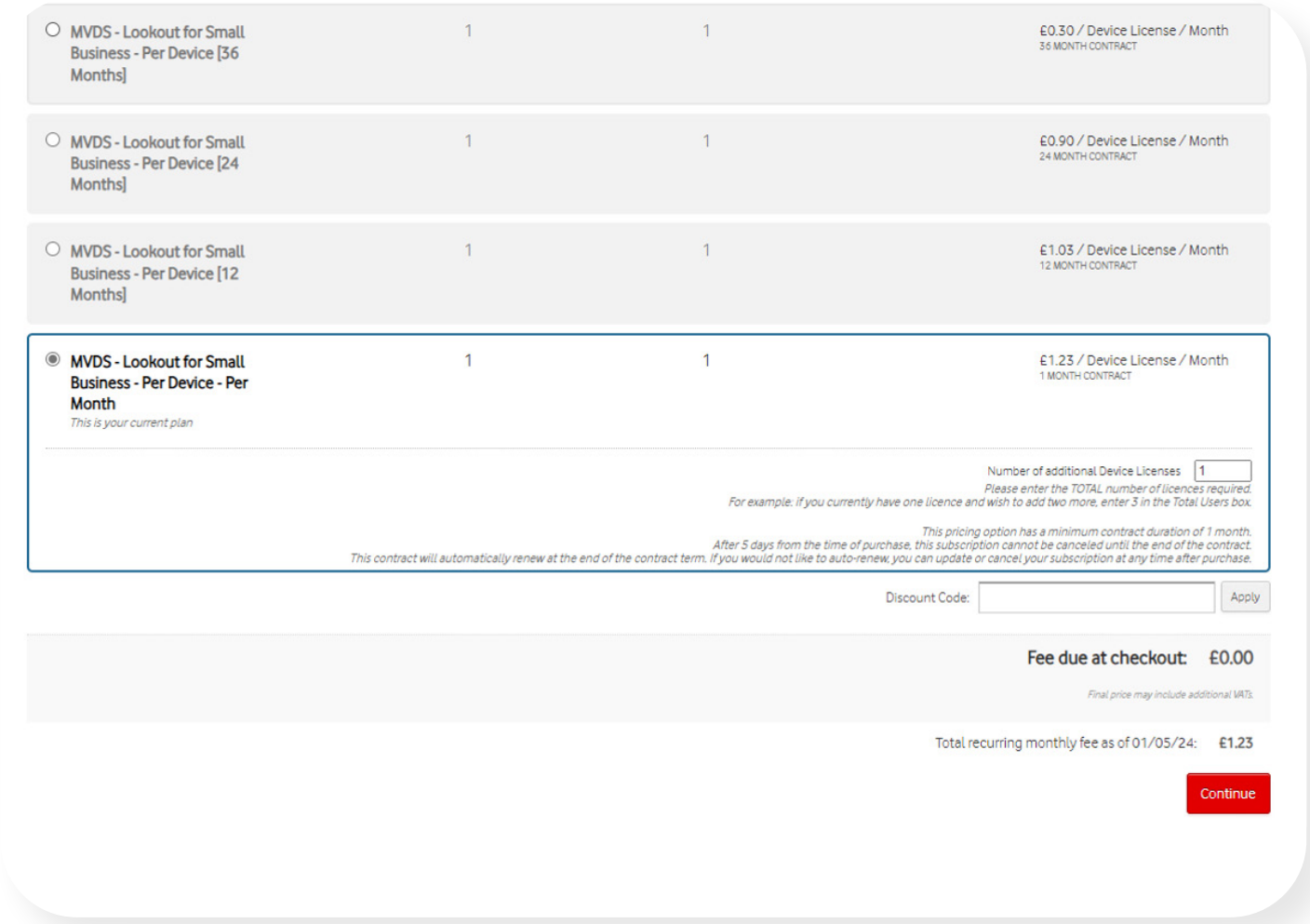


Figure 3 – Edition Upgrade

Step 5

Click on agree terms and conditions and place an order.

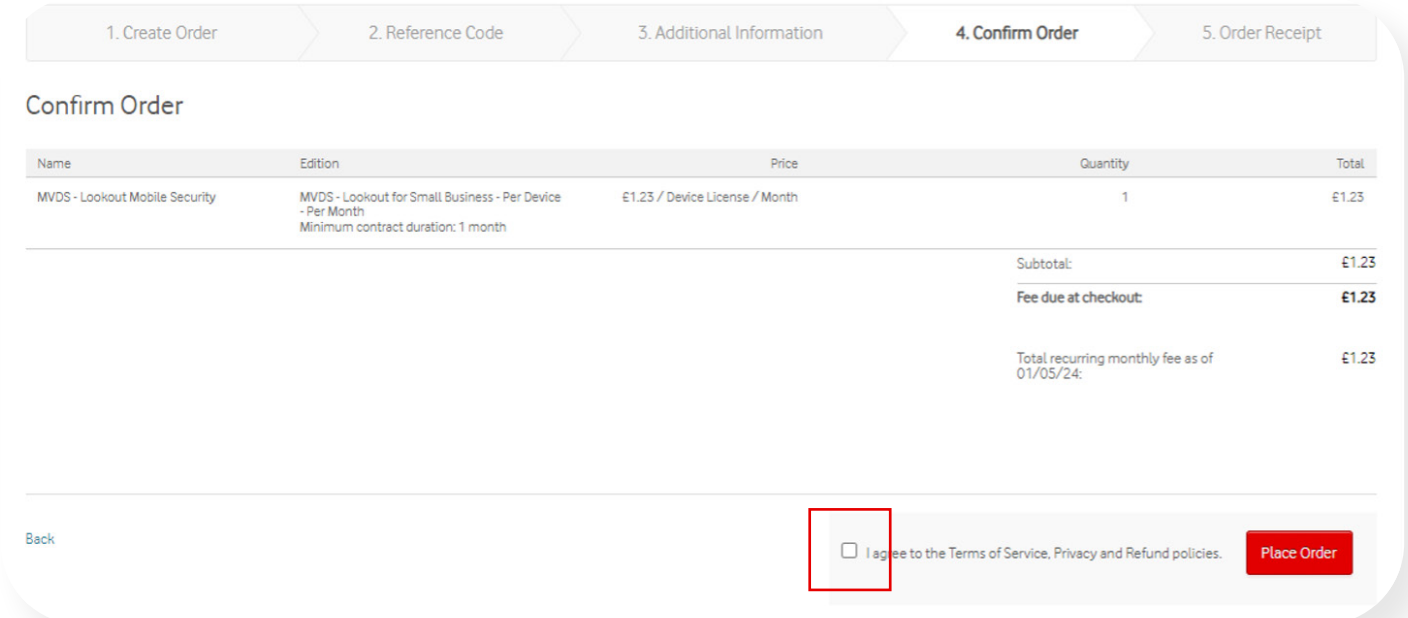


Figure 6 – Terms and conditions

Step 6

Order placed.

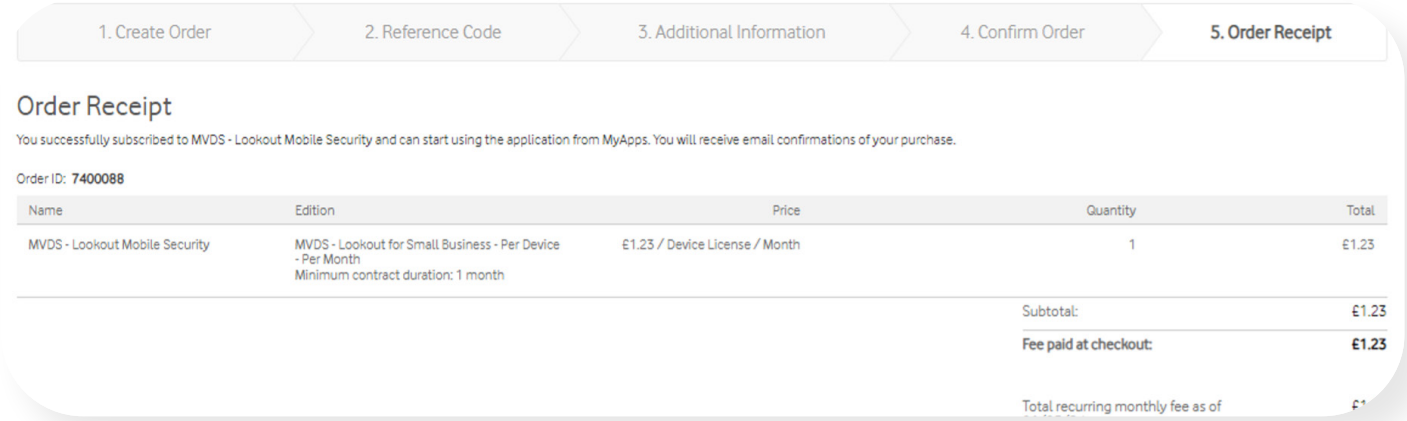


Figure 7 – Order summary

Step 7

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

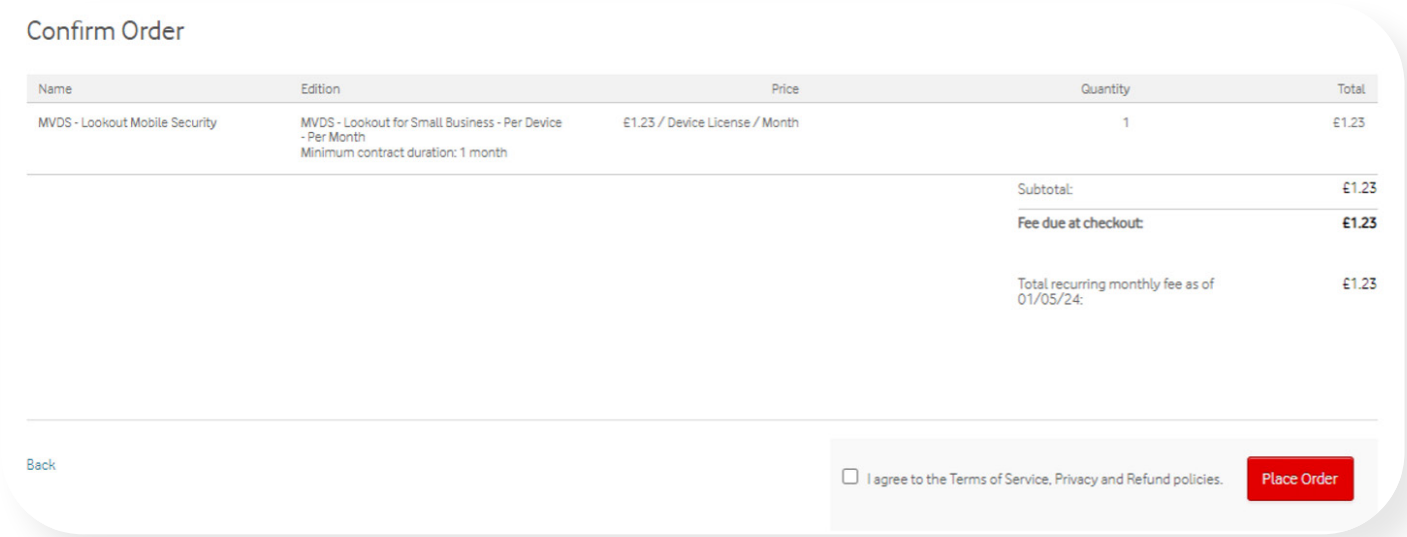


Figure 8 – Order placed

You will be confirmed on the order receipt page.

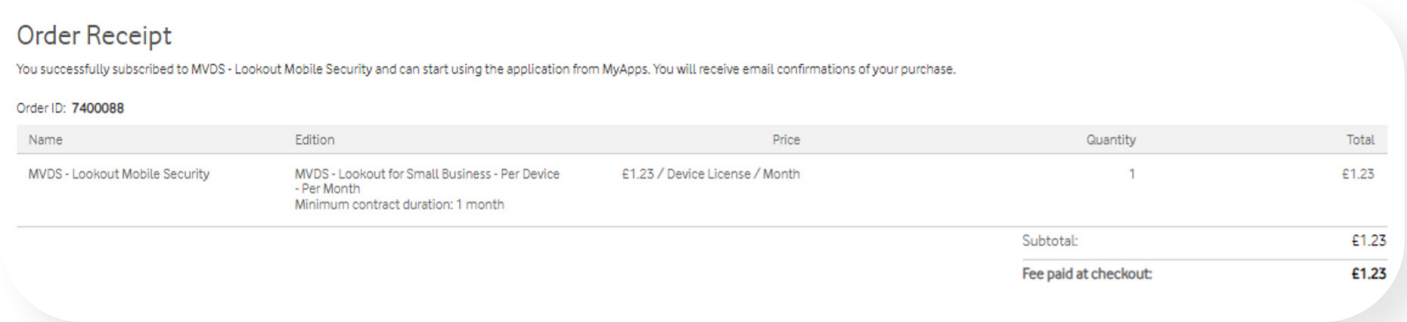


Figure 9 – Order complete

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

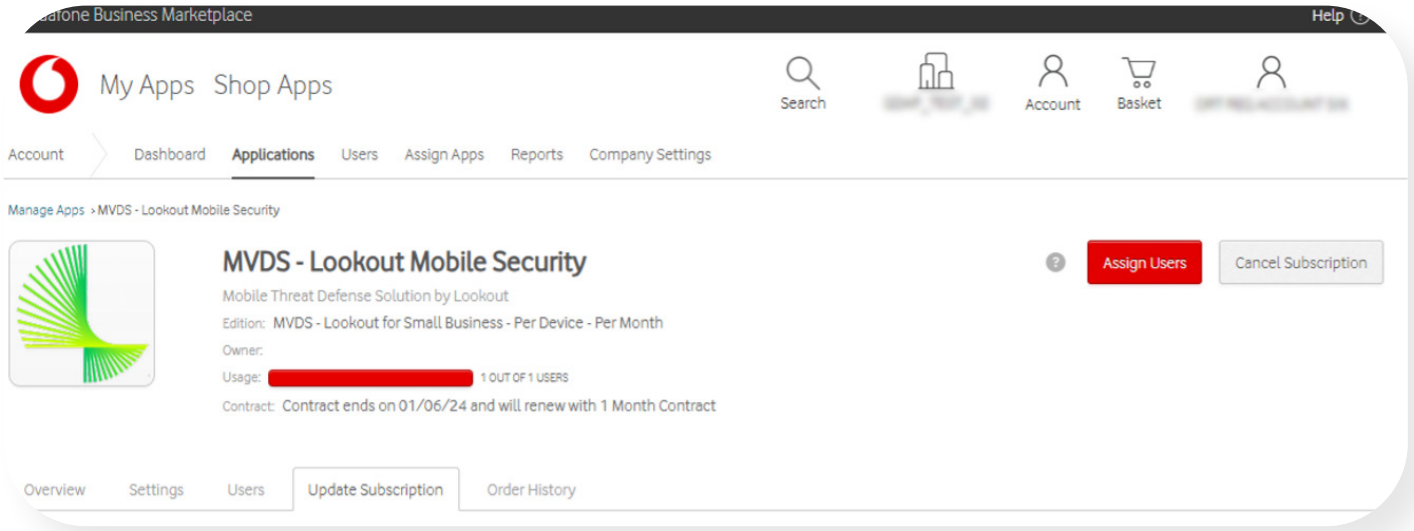


Figure 1 – Application page

Step 2

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

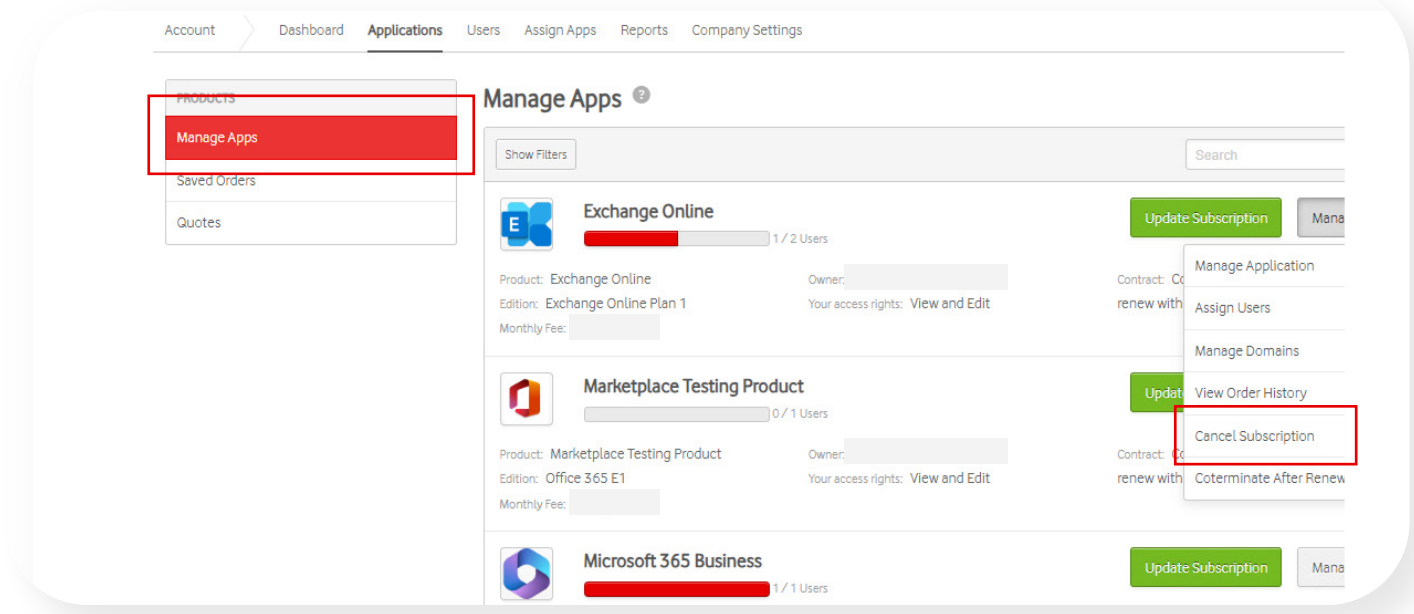


Figure 2 – Cancel Subscription

Step 3
Confirmation of cancellation request.

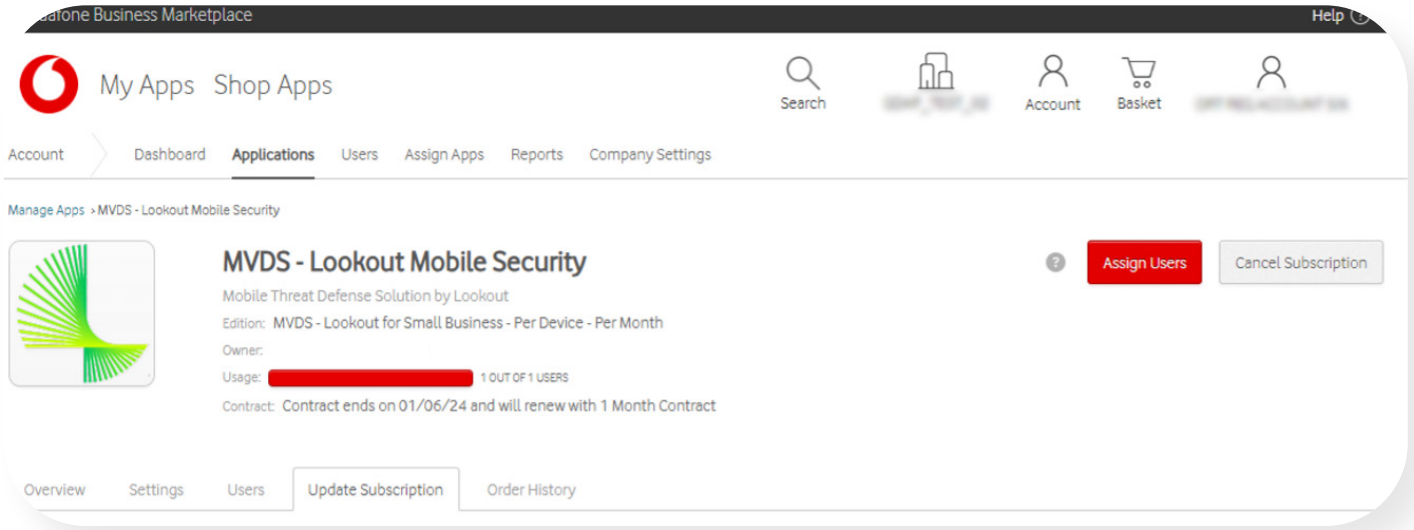


Figure 3 – Cancel Request submitted

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

ETF charge = per unit fee X number of units X remaining subscription duration
= 10 X 100 X 6
= £6000*

* 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 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"

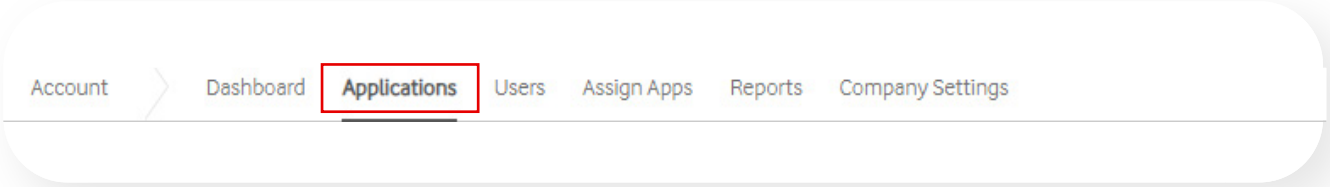


Figure 1 – Applications

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.

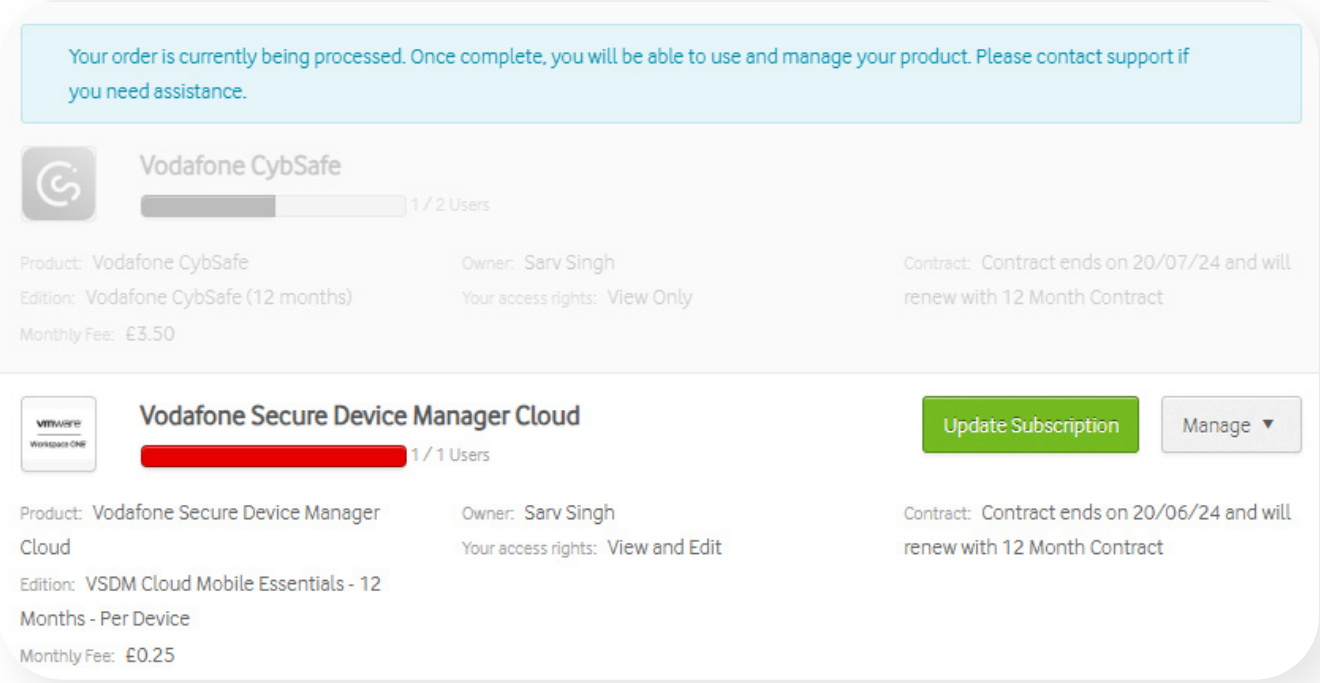


Figure 2 – “Update Subscription” in green

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 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"

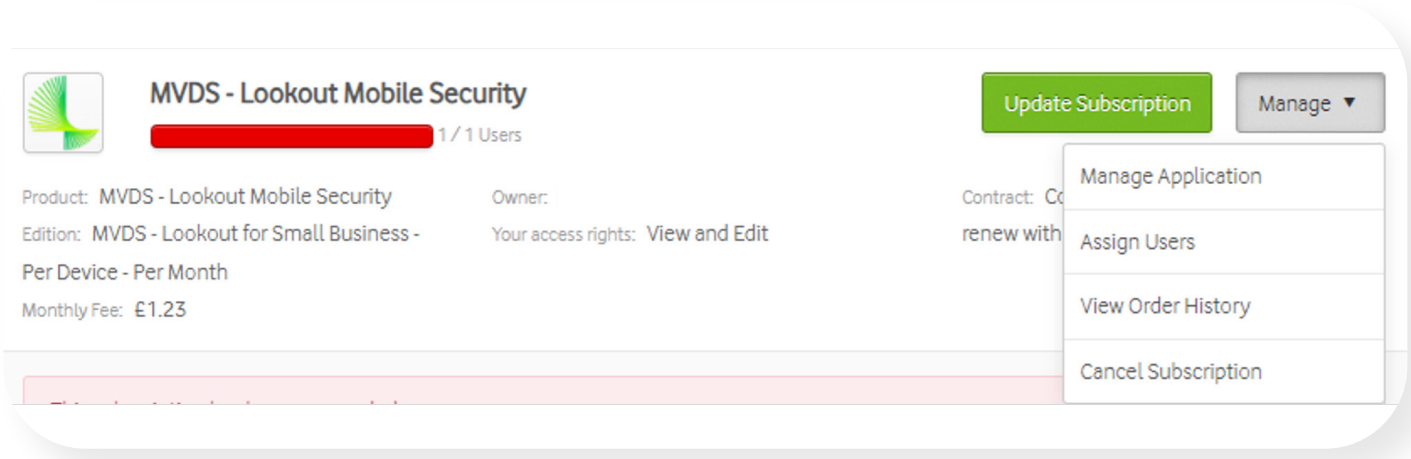


Figure 1 – Applications tab

Step 2

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

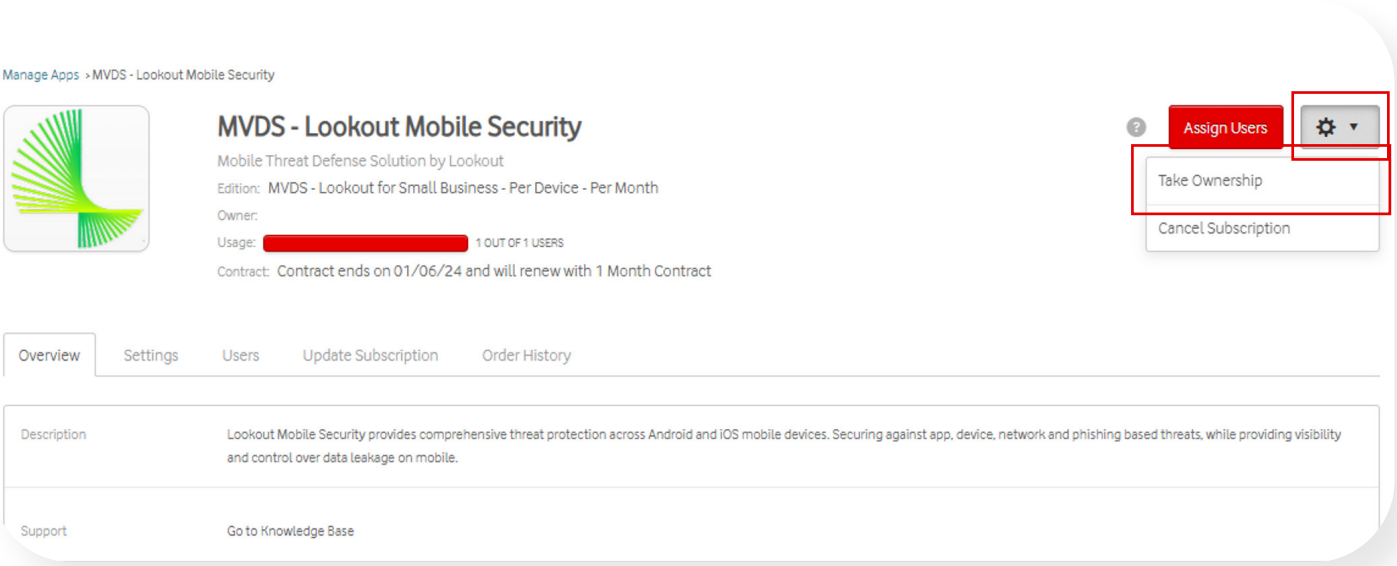


Figure 2 – Gear icon

Step 3

Review details and click “Continue”.

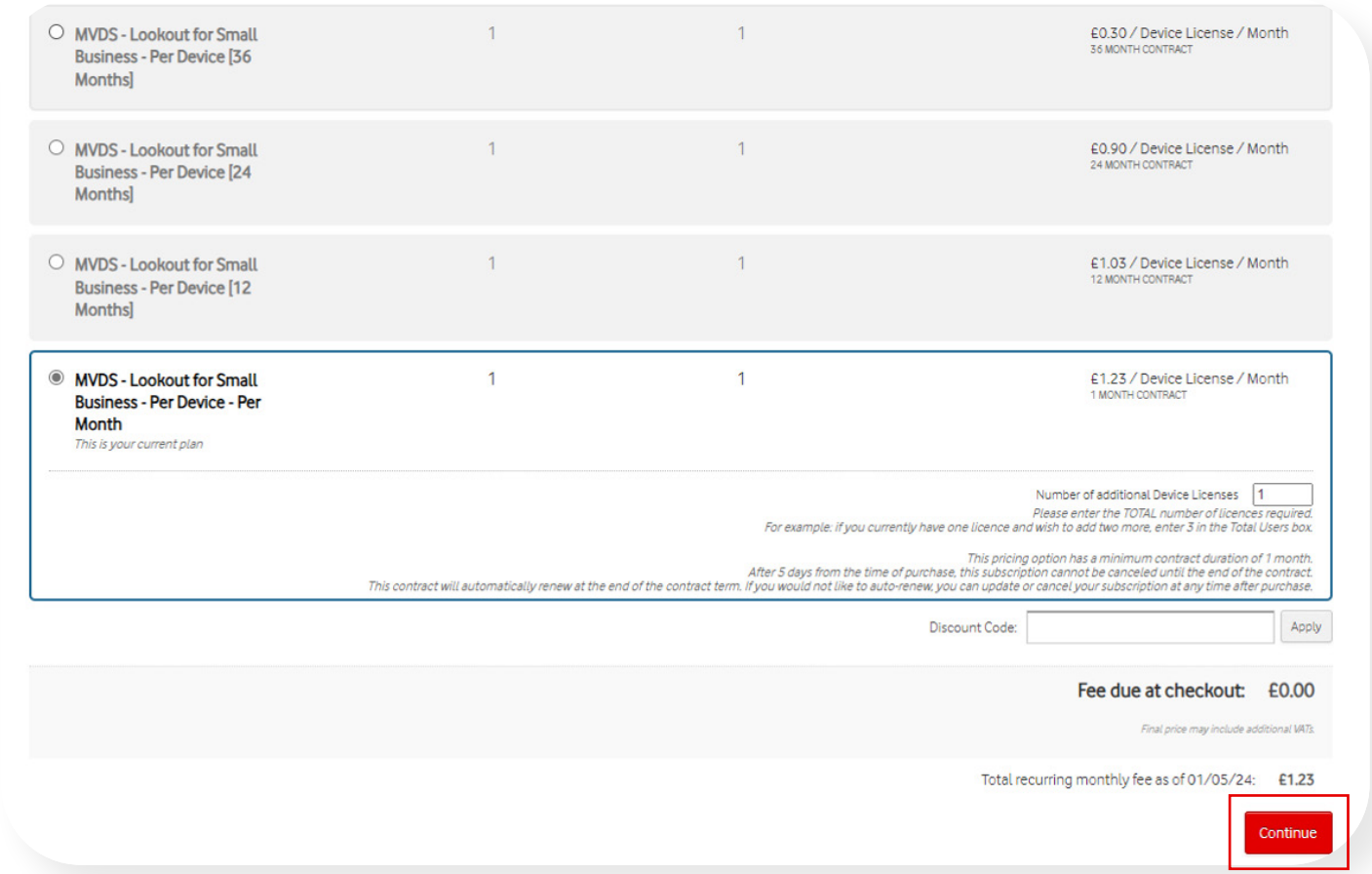


Figure 3 – Continue

Step 4

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

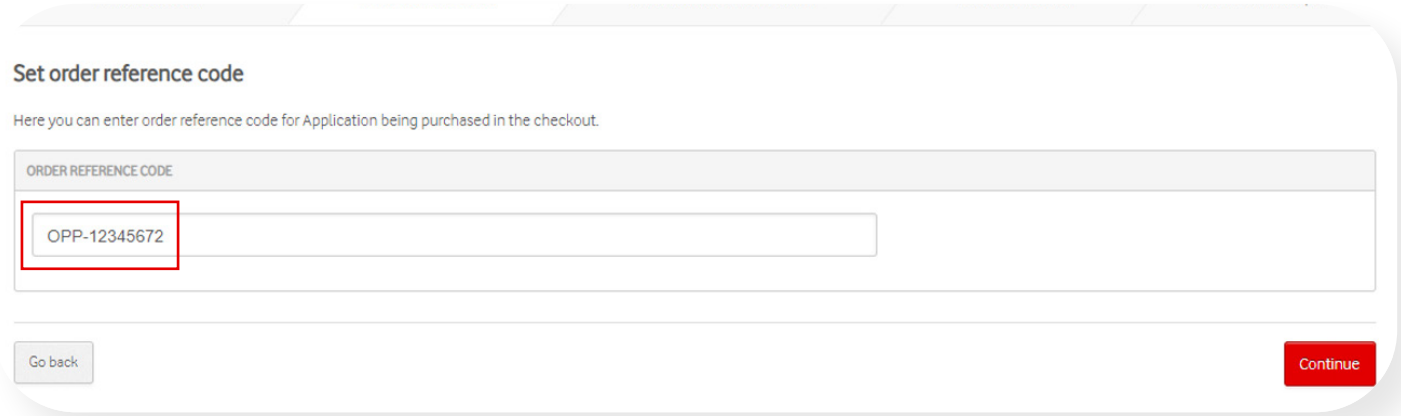


Figure 4 – Reference code

Step 5

Accept terms and conditions and click on “Place Order”.

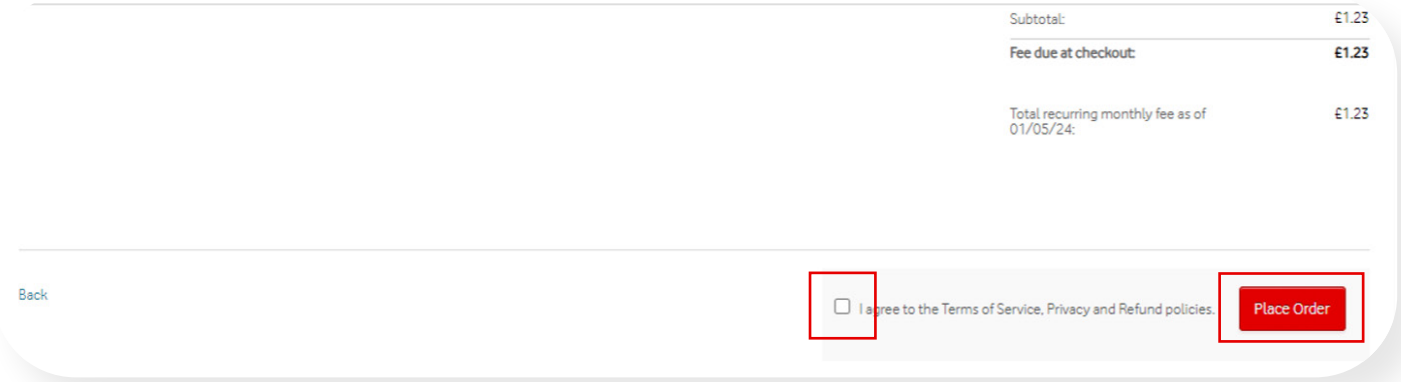


Figure 5 – Terms and conditions

Step 6

Order Receipt.

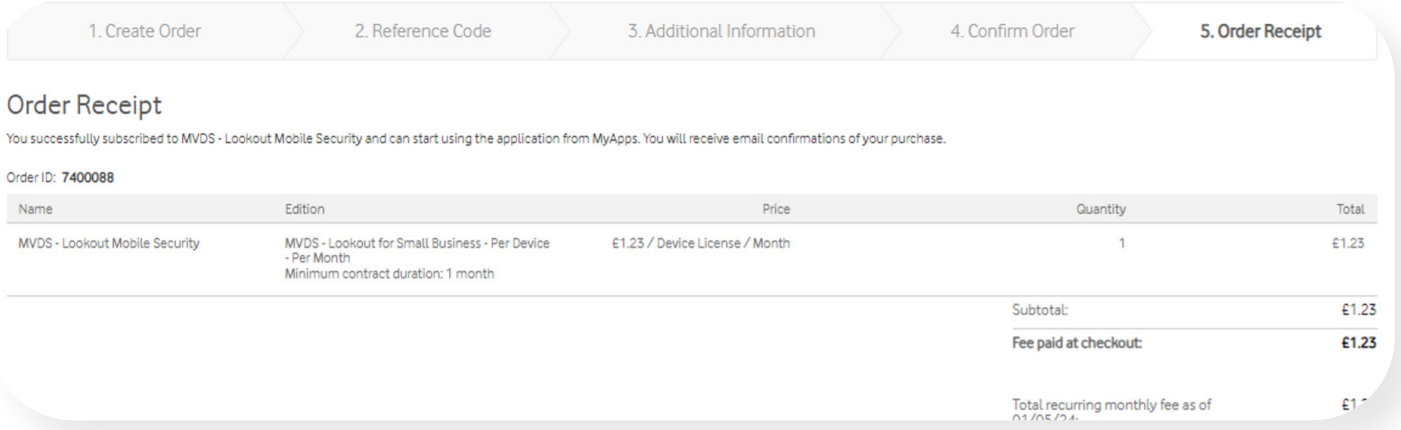


Figure 6 – Order receipt

Step 8
Click on “Applications” to verify ownership has changed.

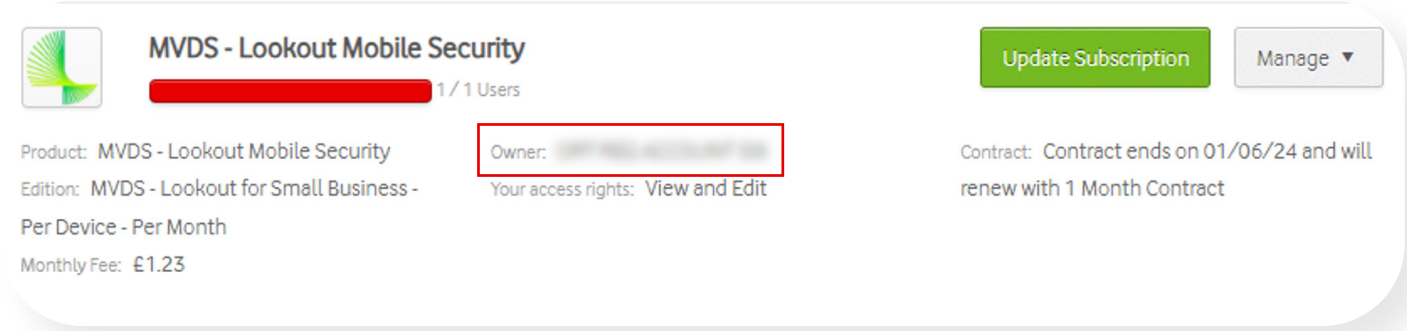


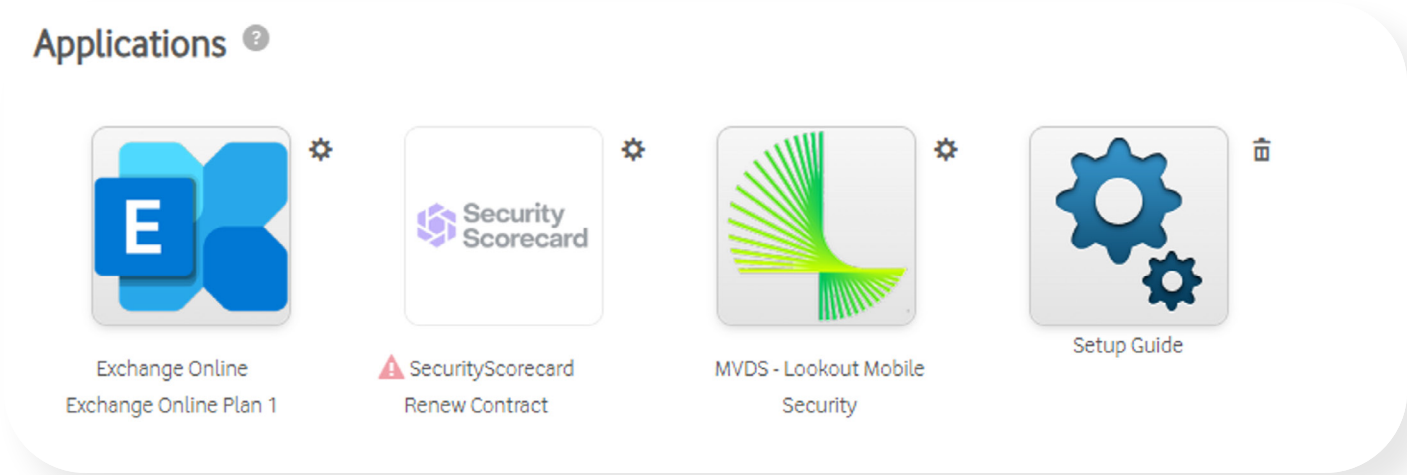
Figure 8 – Verify

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.



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.

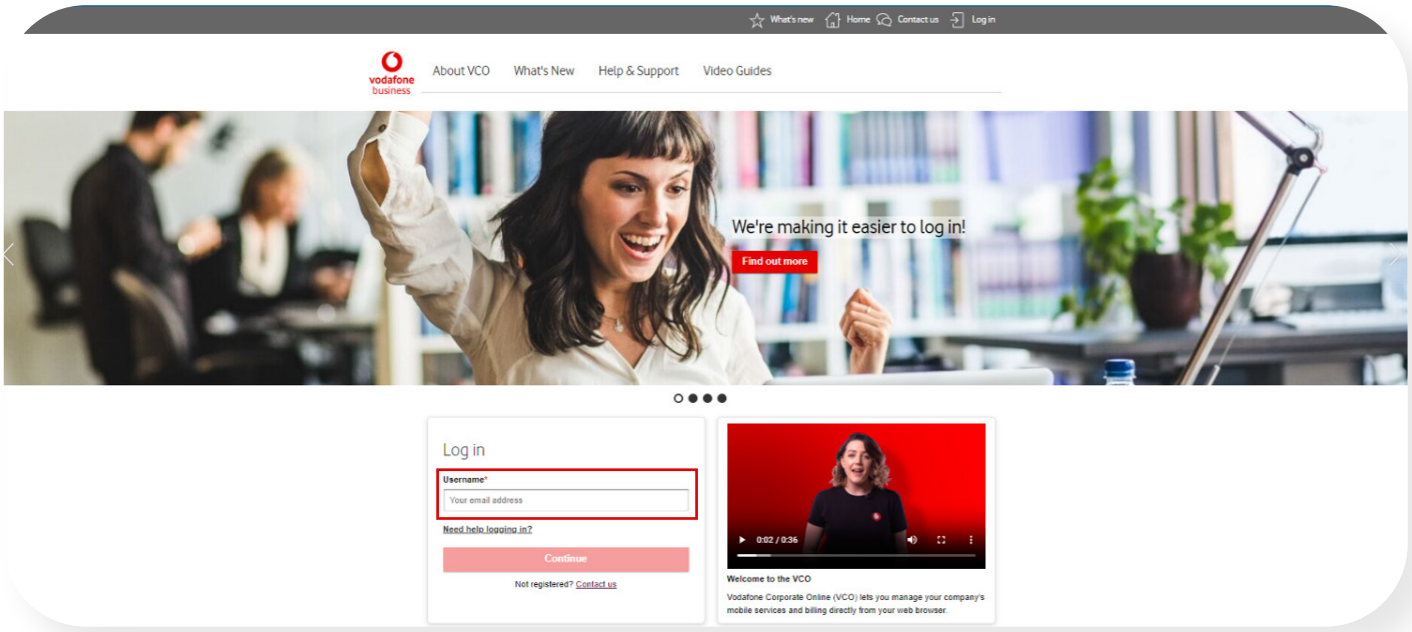


Figure 1 – VCO Homepage (logged out)

Step 3

Enter the password for your VCO account.

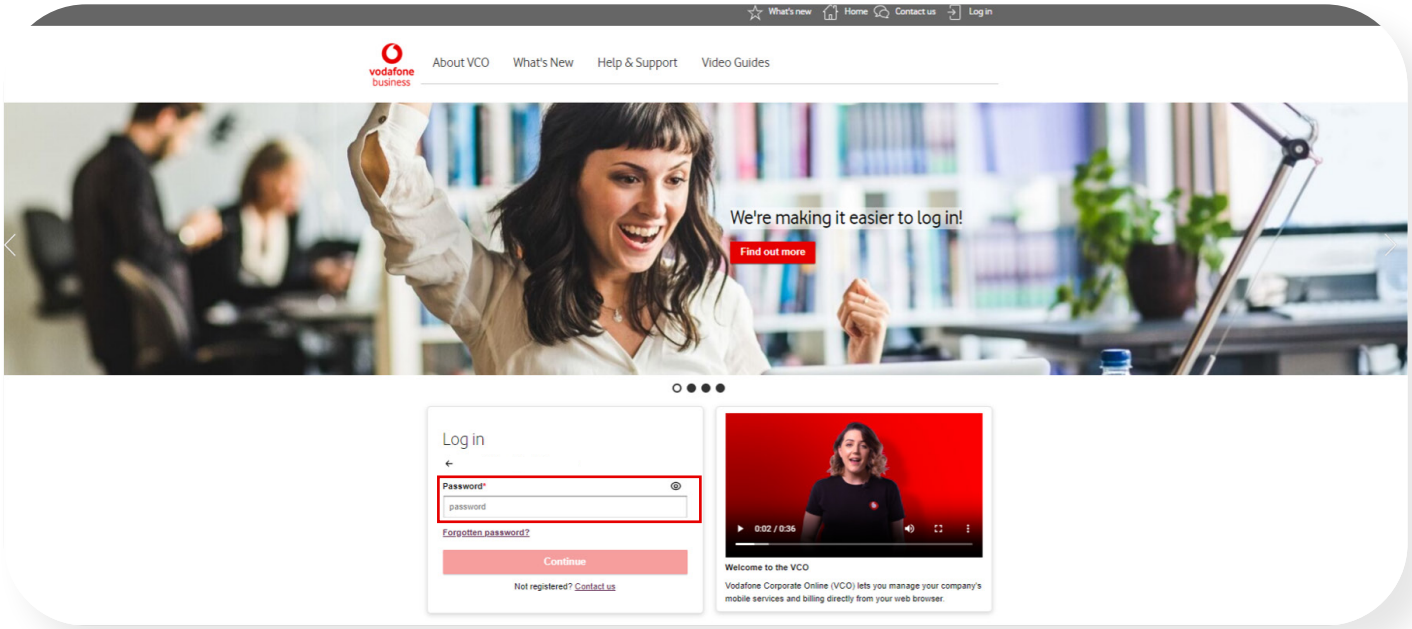


Figure 2 – VCO Login

Step 4

Choose phone number to send the security code to.

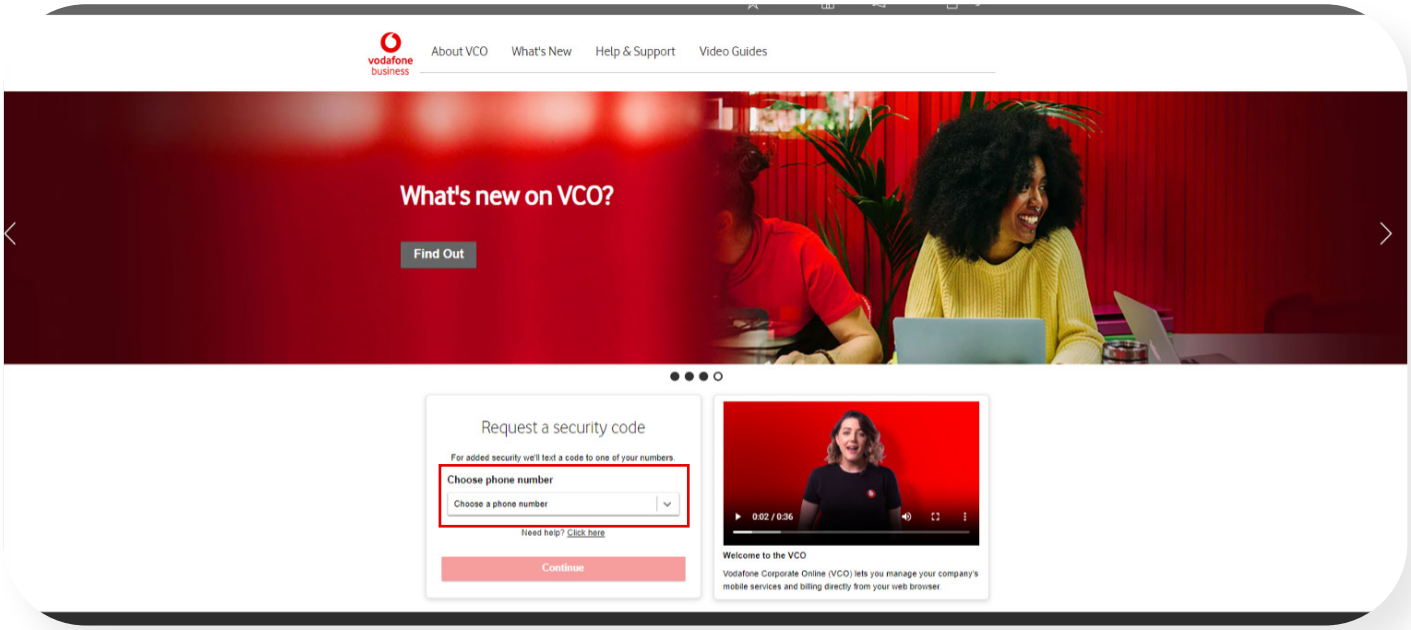


Figure 3 – VCO choose phone number

Step 5

Enter the security code received.

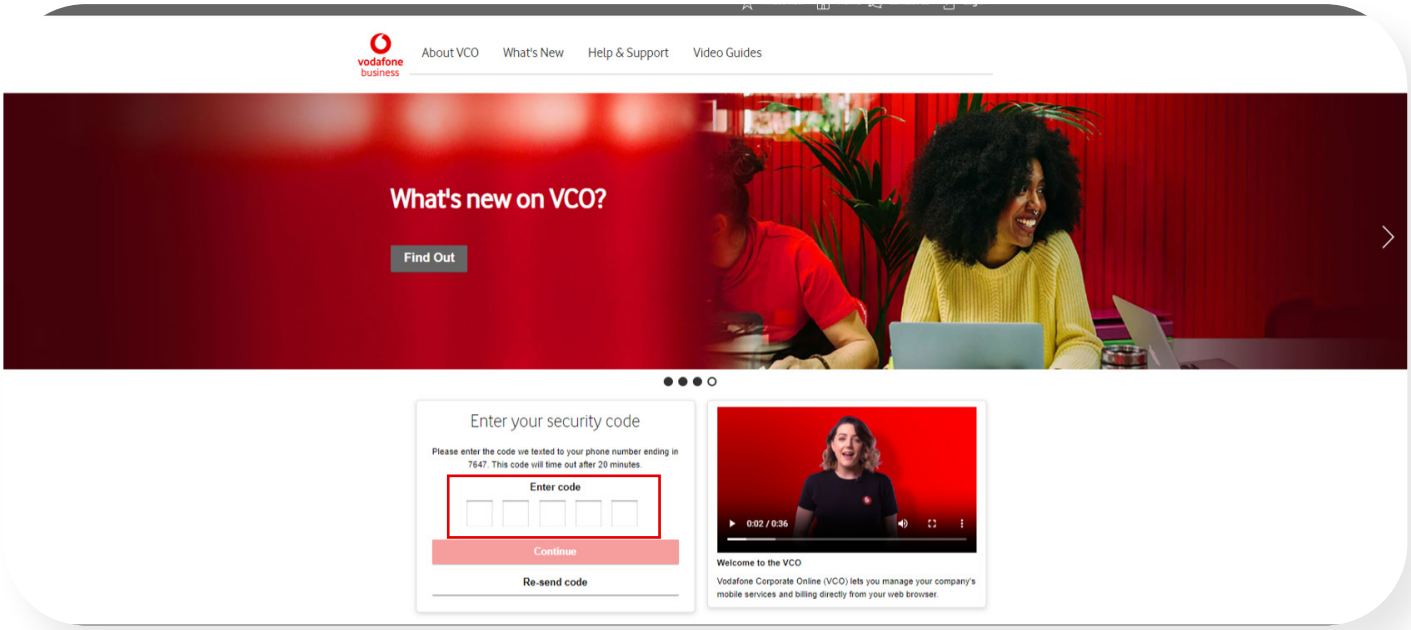


Figure 4 – VCO security code

Step 6

You will now be logged in to VCO.

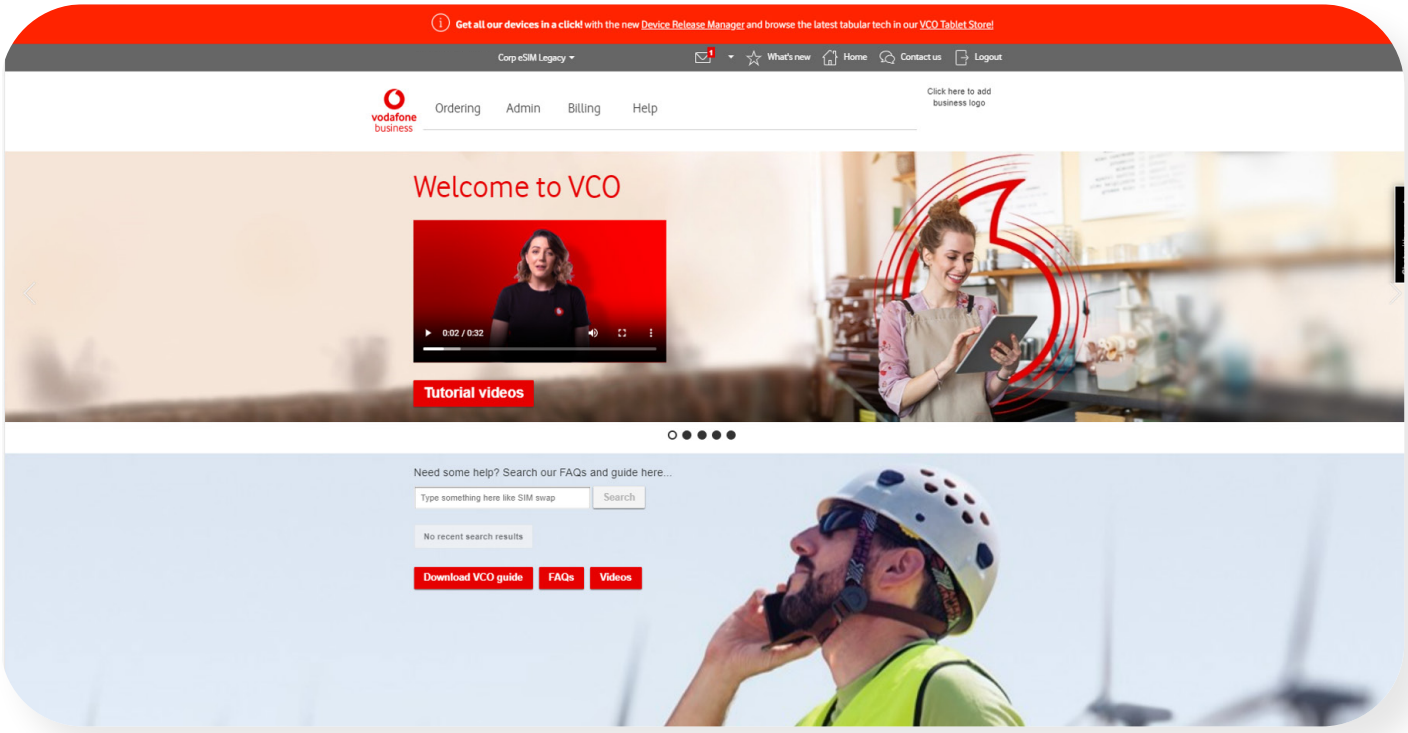


Figure 5 – VCO homepage (logged in)

Step 7

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

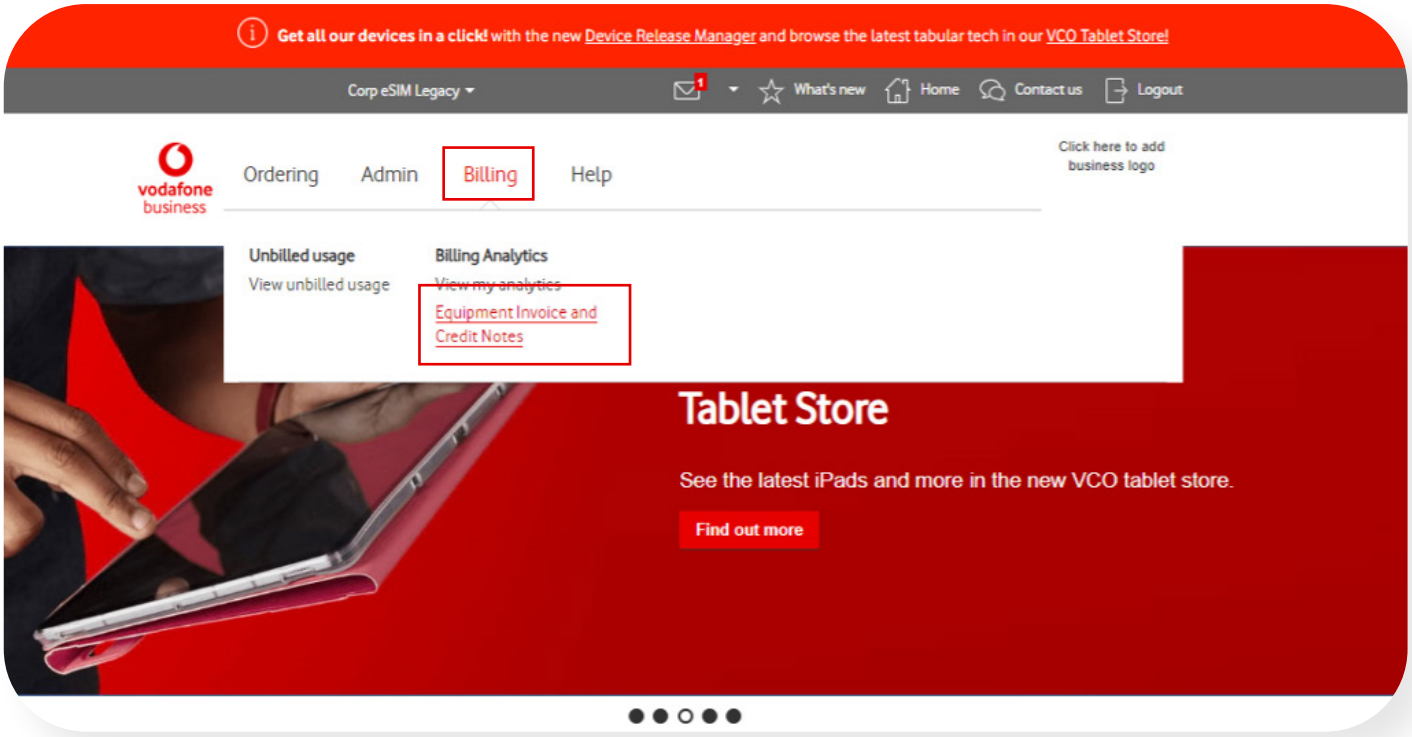


Figure 6 – VCO Billing

Step 8

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

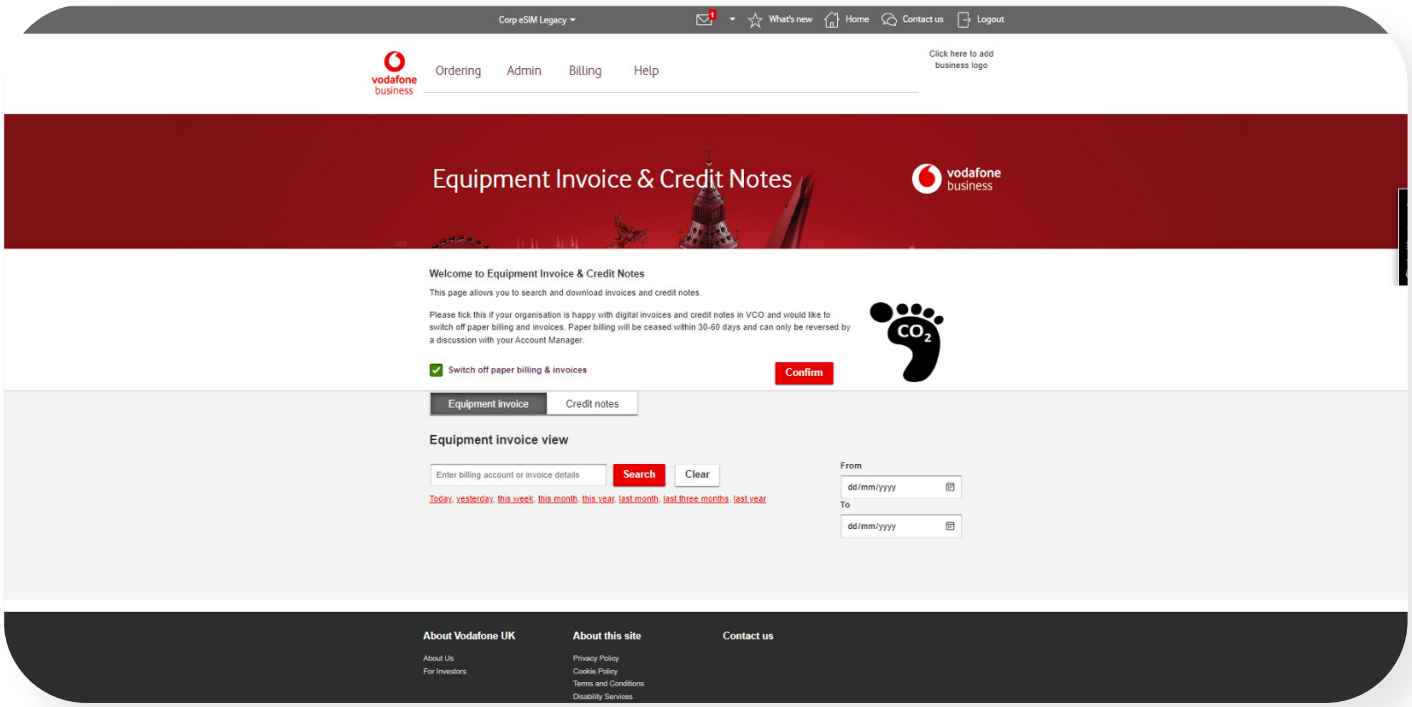


Figure 7 – VCO Equipment Invoice & Credit Notes

Step 9

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

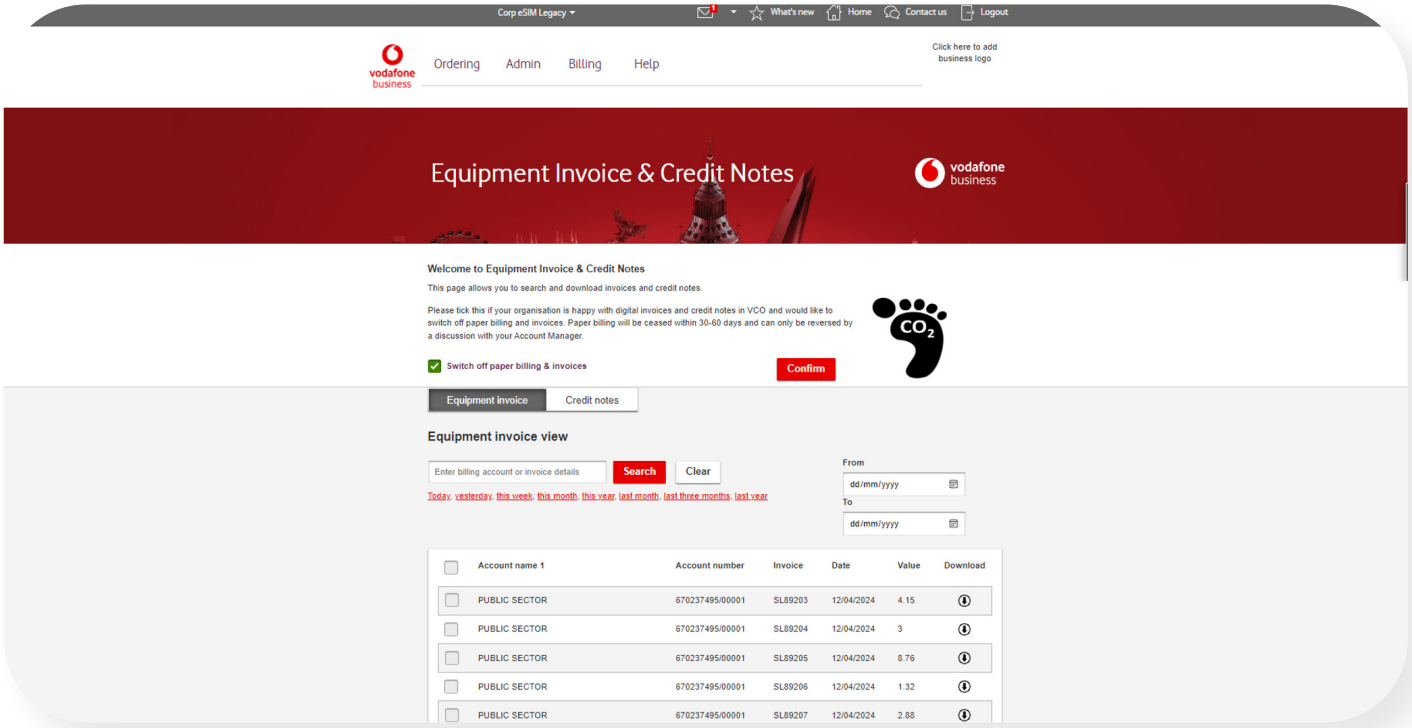


Figure 8 – VCO download invoice

6.2 How to download a breakdown of your itemisation

Step 1

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

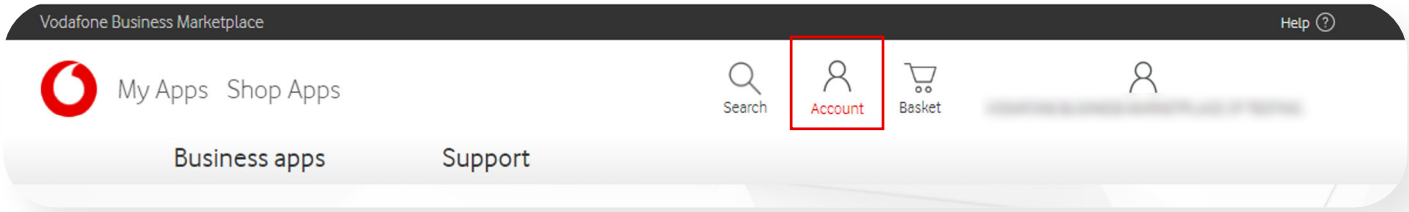


Figure 1 – Account

Step 2
Click “Reports”

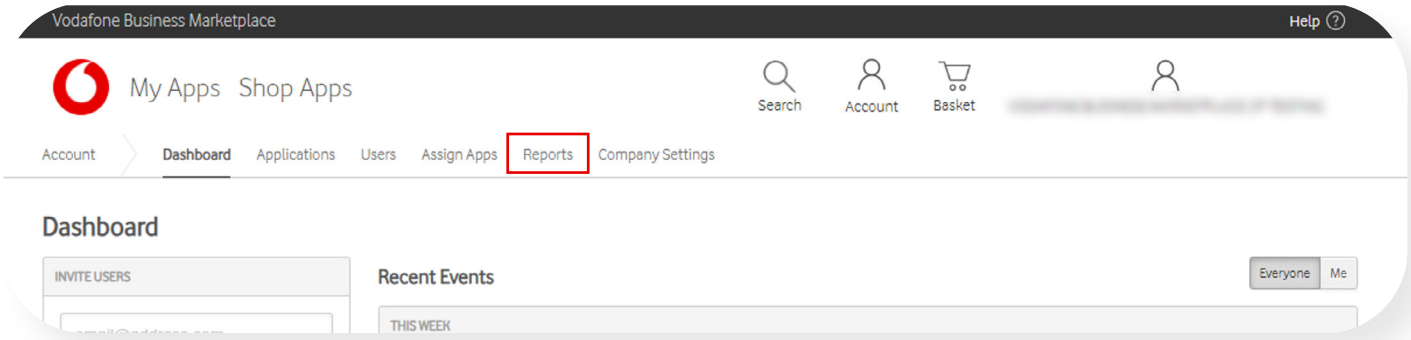


Figure 2 – Dashboard

Step 3
Click “Create Report”

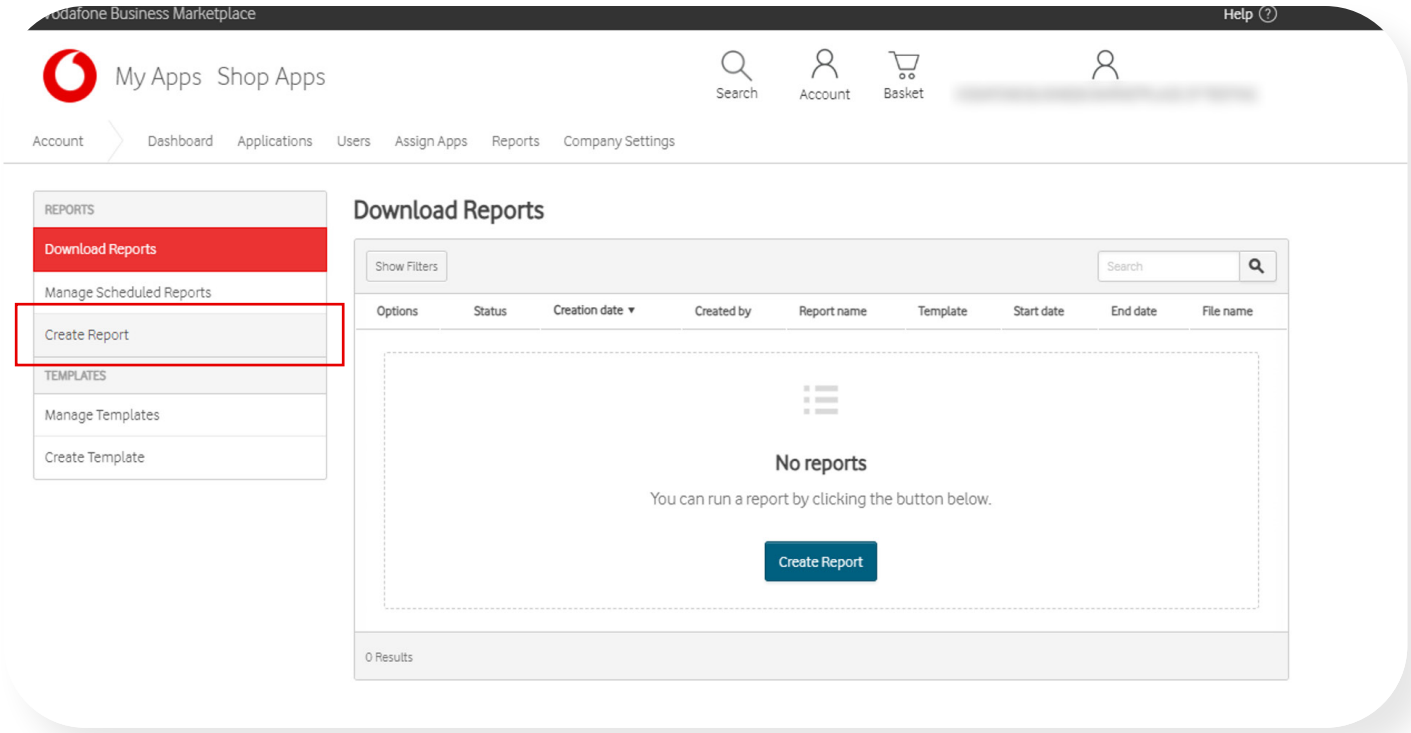


Figure 3 – Reports

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”.

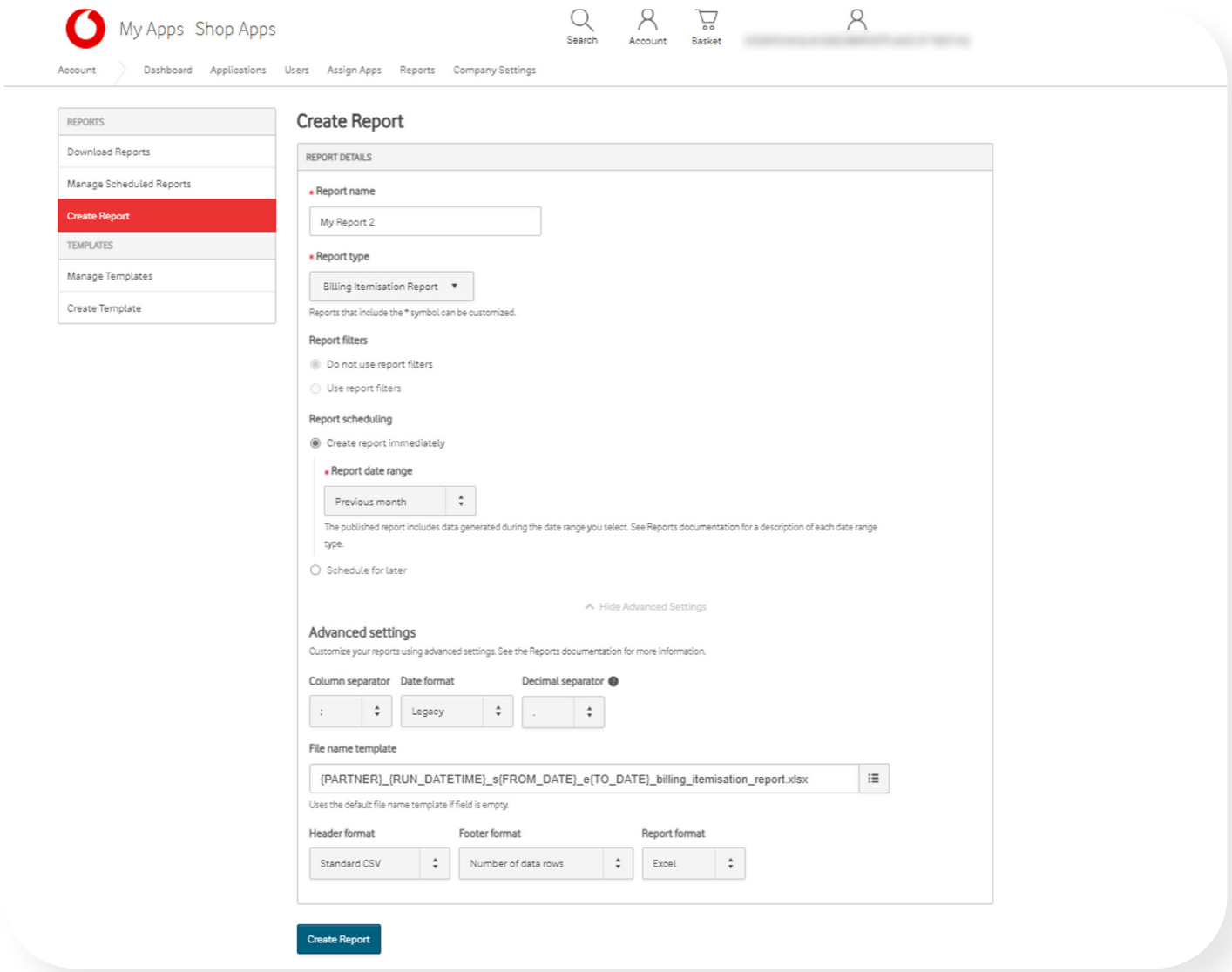


Figure 4 – Create report

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.

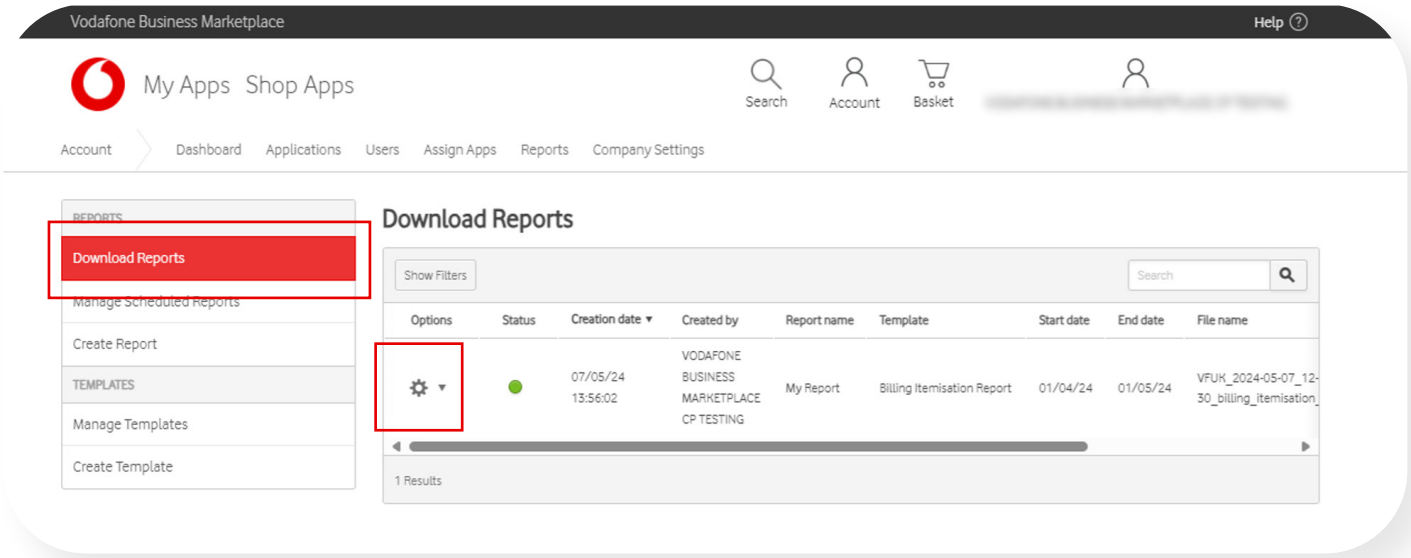


Figure 5 – Download report

7. Get help

Via .co.uk/FAQs

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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