

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.



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.

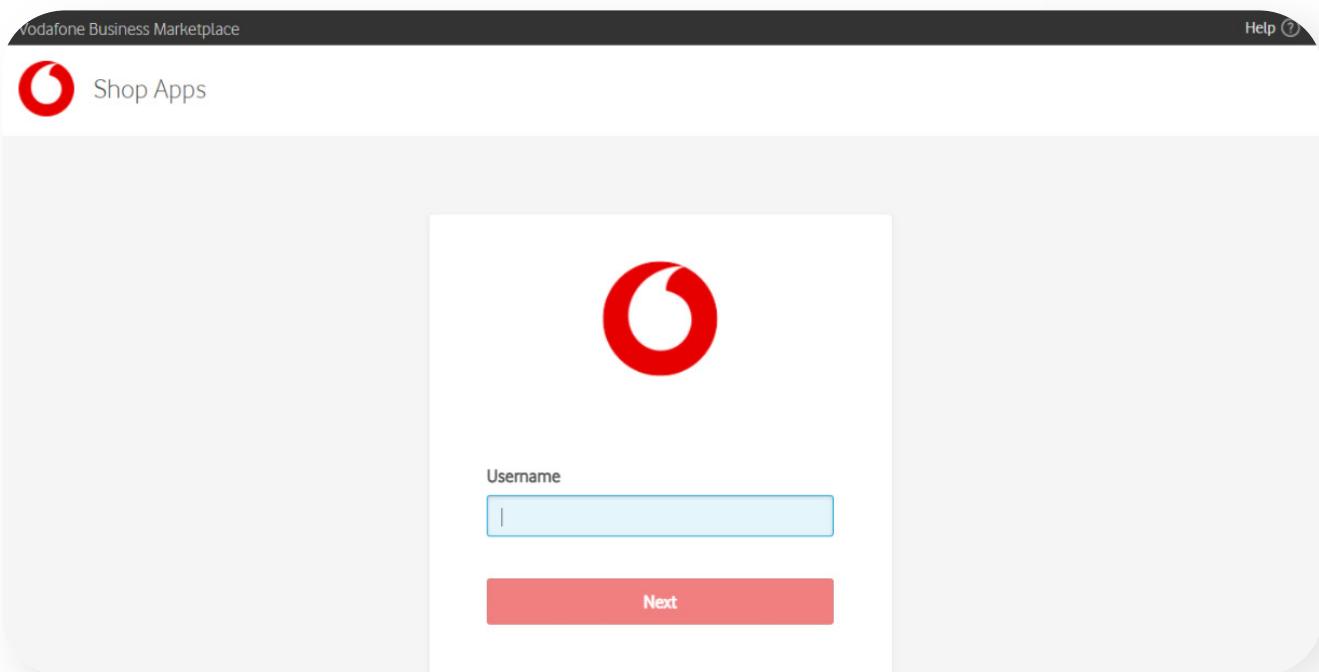


The screenshot shows the Vodafone Business Marketplace homepage. At the top, there is a navigation bar with the Vodafone logo, a search bar, and a 'Log in' button. Below the navigation bar, there are two main sections: 'Shop Apps' and 'Business apps'. The 'Business apps' section is currently selected. In the center of the page, there is a product card for 'Lookout Mobile Security'. The card features the product name in large red text, a subtext 'Mobile Threat Defense Solution for...', and a description 'As your data goes mobile, Lookout closes your security gap'. Below the description is a red button labeled 'Go to product'. To the right of the product card, there is a large image showing a laptop, a smartphone, and a tablet all displaying the Lookout mobile security interface. The interface includes various charts, graphs, and navigation menus.



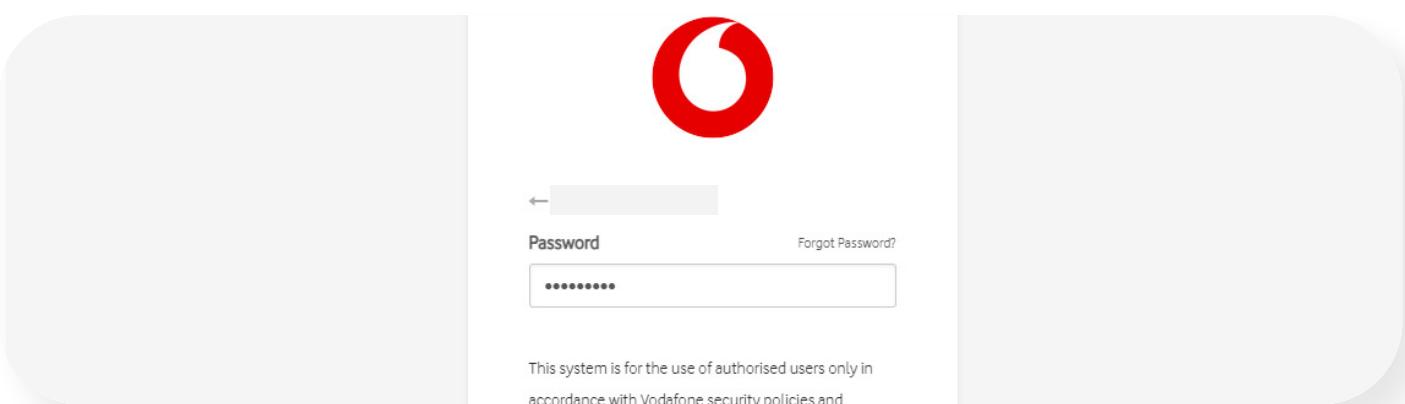
Step 2

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.



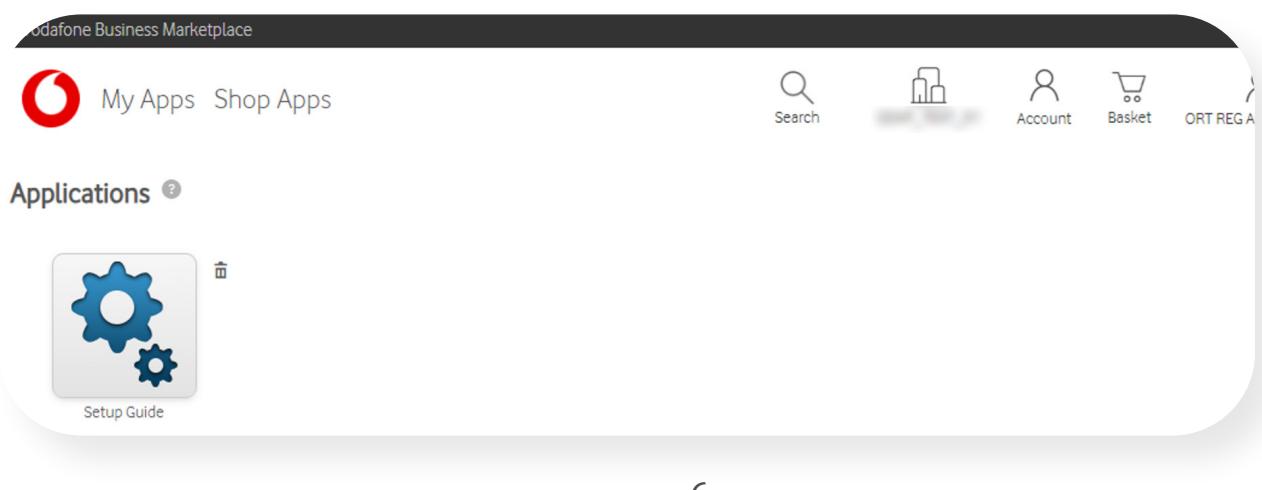
Step 3

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

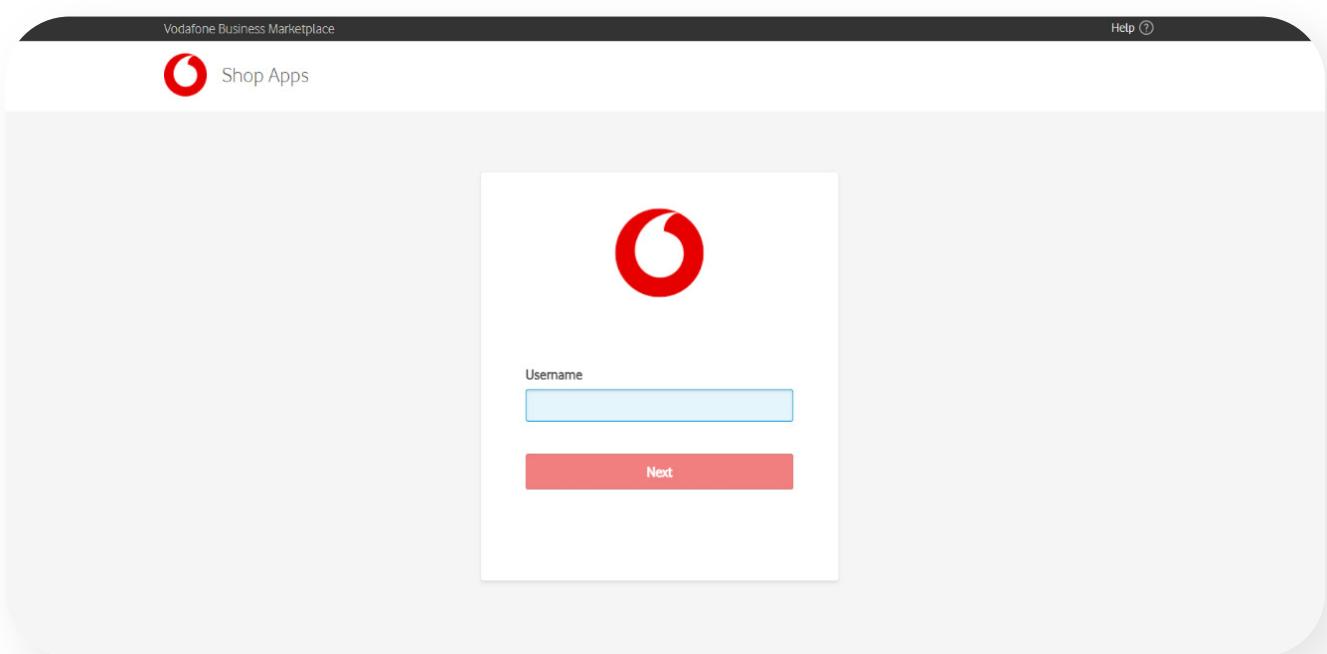
This section will provide you with detailed information on how you can reset your password for VBM.

5.2.1 VBM Portal

Step 1

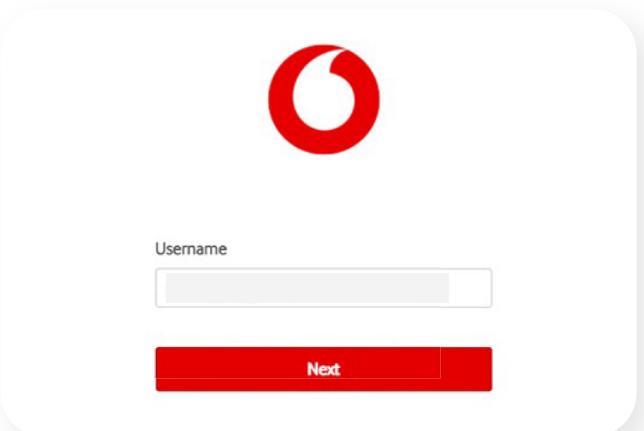
Click on the below link to access the VBM login page.

[Vodafone Business Marketplace UK](https://www.vodafonebusinessmarketplace.co.uk)



Step 2

Enter your username.



Step 3

Click on “Forgot password?”.

Forgot your password?

Enter your email below and we'll send you a link to reset your password.

Email

Send Email

Step 4

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

Forgot your password?

An email has been sent to you with a link to reset your password.

Enter your email below and we'll send you a link to reset your password.

Email

Send Email

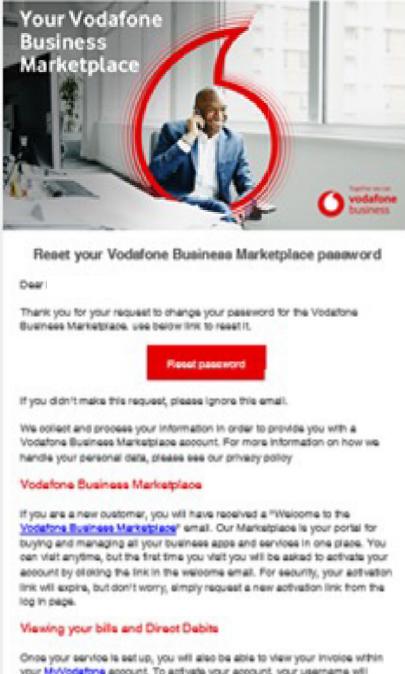


Step 5

Password reset email confirmation.

VP Vodafone Business Marketplace UK <no-reply@vodafone.com>
To

i If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



Reset your Vodafone Business Marketplace password

Dear [Redacted]

Thank you for your request to change your password for the Vodafone Business Marketplace. See below link to reset it.

Reset password

If you didn't make this request, please ignore this email.

We collect and process your information in order to provide you with a Vodafone Business Marketplace account. For more information on how we handle your personal data, please see our privacy policy.

Vodafone Business Marketplace

If you are a new customer, you will have received a "Welcome to the [Vodafone Business Marketplace](#)" email. Our Marketplace is your portal for buying and managing all your business apps and services in one place. You can visit anytime, but the first time you visit you will be asked to activate your account by clicking the link in the welcome email. For security, your activation link will expire, but don't worry, simply request a new activation link from the log in page.

Viewing your bills and Direct Debits

Once your service is set up, you will also be able to view your invoice within your [MyVodafone](#) account. To activate your account, your username will usually be your email address and you will need to complete the validation

Step 6

Click on “Reset password”.

Reset your Password

Choose your Password:^{*}

Must be at least eight characters and contain at least one letter, one number or symbol, and not match the username.

••••••••



Confirm Password:^{*}

••••••••

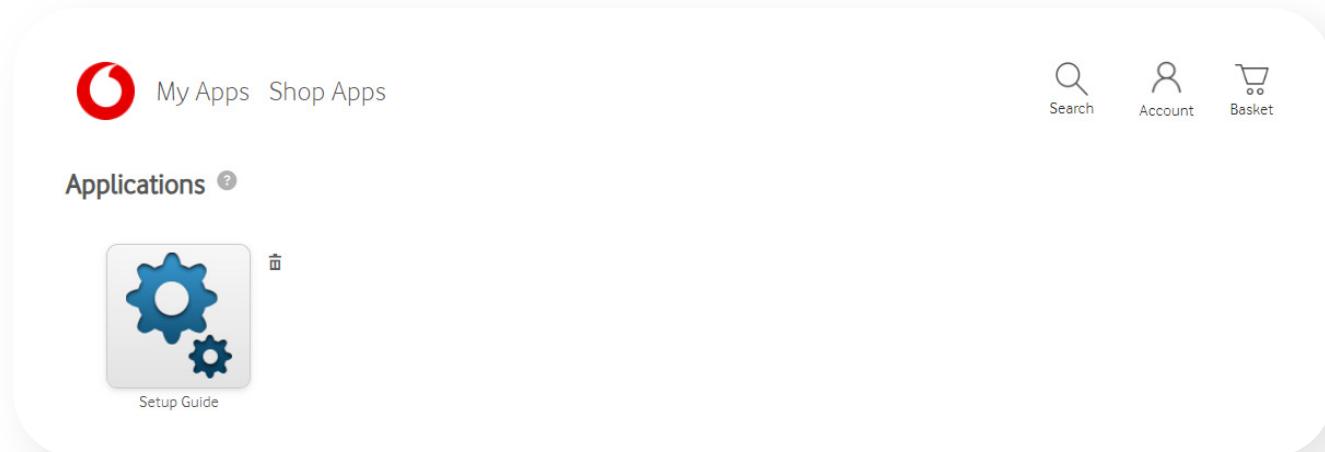


Submit



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:

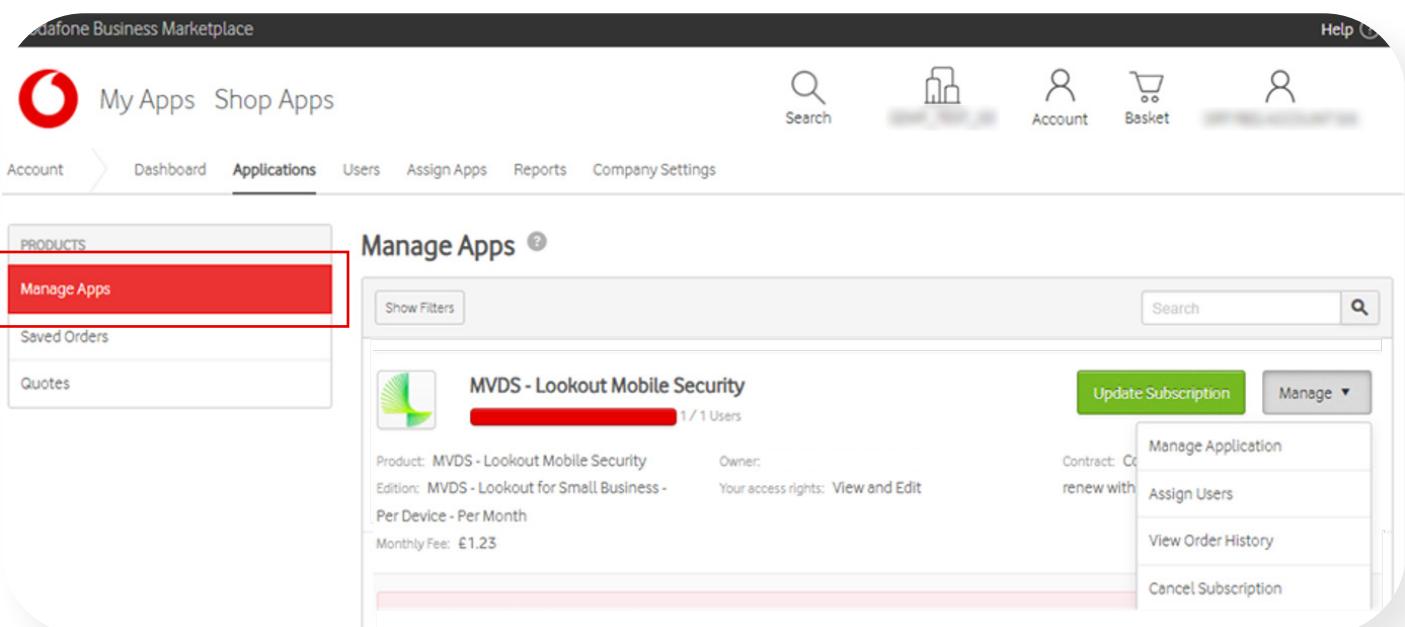
- How you can manage existing products
- How to increase subscription quantity
- How you can change from one subscription to another

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”



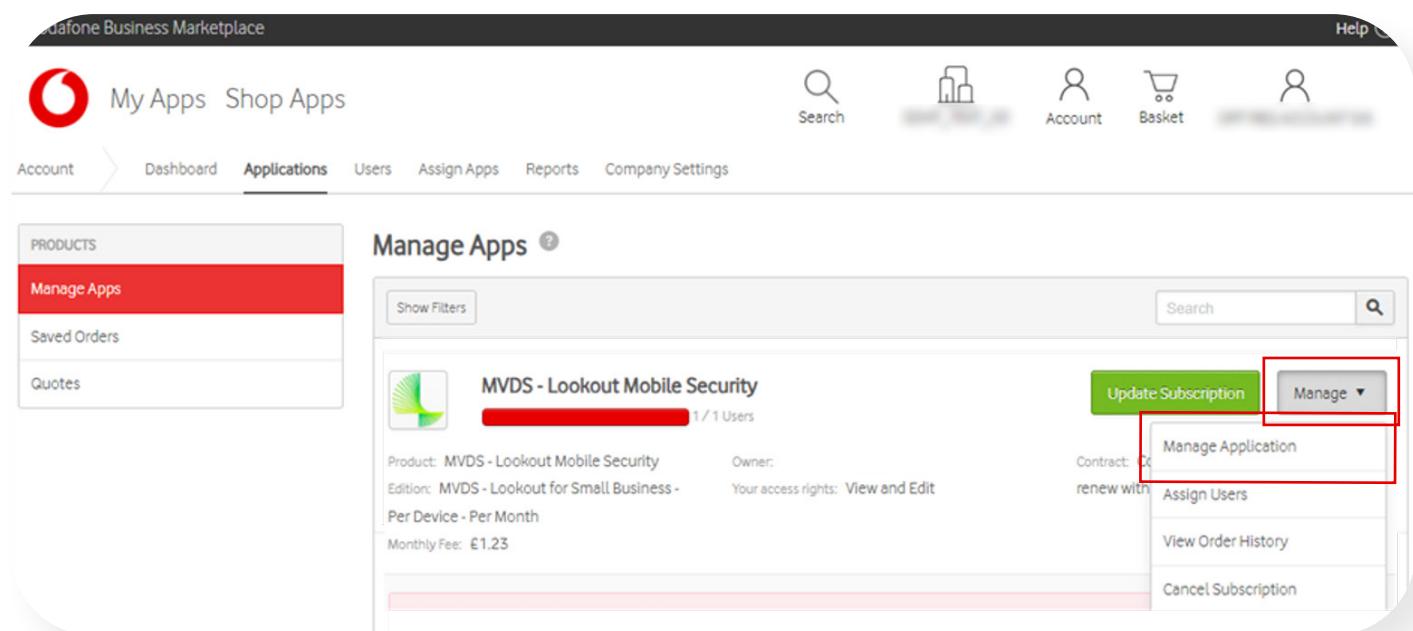
The screenshot shows the Vodafone Business Marketplace interface. The top navigation bar includes 'Vodafone Business Marketplace', 'Help', 'Search', 'Account', and 'Basket'. Below the navigation is a secondary menu with 'Account', 'Dashboard', 'Applications' (which is underlined), 'Users', 'Assign Apps', 'Reports', and 'Company Settings'. On the left, a sidebar titled 'PRODUCTS' has 'Manage Apps' highlighted with a red box. Other options in the sidebar are 'Saved Orders' and 'Quotes'. The main content area is titled 'Manage Apps' with a question mark icon. It shows a product listing for 'MVDS - Lookout Mobile Security' with a status of '1 / 1 Users'. To the right of the product details are 'Update Subscription' and 'Manage' buttons. A dropdown menu on the right lists 'Manage Application', 'Assign Users', 'View Order History', and 'Cancel Subscription'.

Figure 1 – Application page



Step 2

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

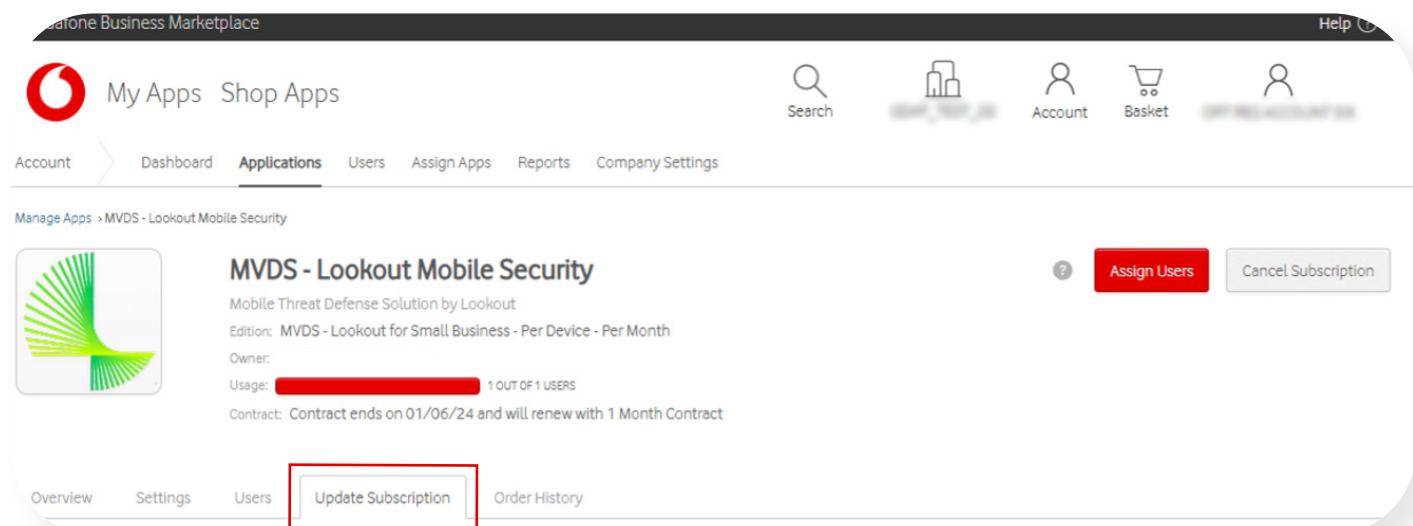


The screenshot shows the 'Manage Apps' section of the Vodafone Business Marketplace. On the left, a sidebar lists 'PRODUCTS' with 'Manage Apps' highlighted in red. The main area displays the product 'MVDS - Lookout Mobile Security' with a green 'Update Subscription' button and a red box around the 'Manage' dropdown menu. The 'Manage' menu is open, showing options like 'Manage Application' (also highlighted with a red box), 'Assign Users', 'View Order History', and 'Cancel Subscription'.

Figure 2 – Manage application

Step 3

Click on “Update Subscription”.



The screenshot shows the product page for 'MVDS - Lookout Mobile Security'. It includes a product image, the product name, a brief description, and usage statistics. At the bottom, there are tabs for 'Overview', 'Settings', 'Users', 'Update Subscription' (highlighted with a red box), and 'Order History'. To the right, there are 'Assign Users' and 'Cancel Subscription' buttons.

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
<p>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.</p> <p><small>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.</small></p>			
Number of additional Device Licenses: <input type="text" value="1"/>		Discount Code: <input type="text"/> <input type="button" value="Apply"/>	
<p>Fee due at checkout: £0.00 <small>Final price may include additional VATs.</small></p> <p>Total recurring monthly fee as of 01/05/24: £1.23</p> <p><input type="button" value="Continue"/></p>			

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
<input type="text" value="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

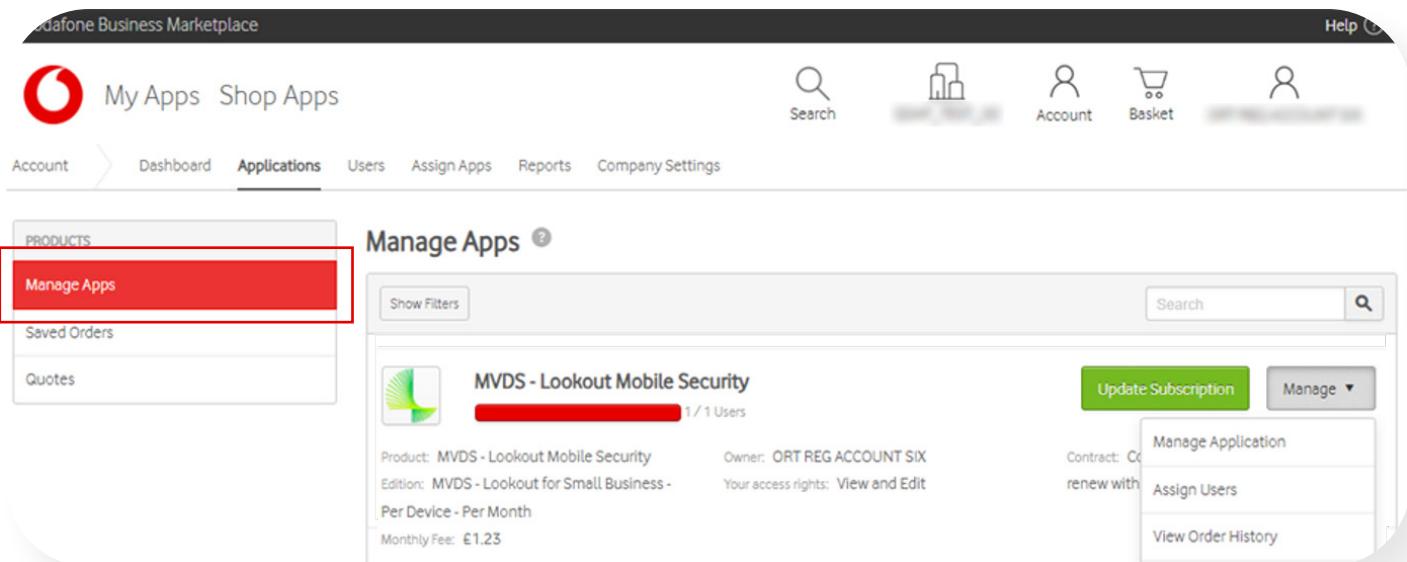
Figure 6 – Additional Information



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”



Manage Apps

MVDS - Lookout Mobile Security

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

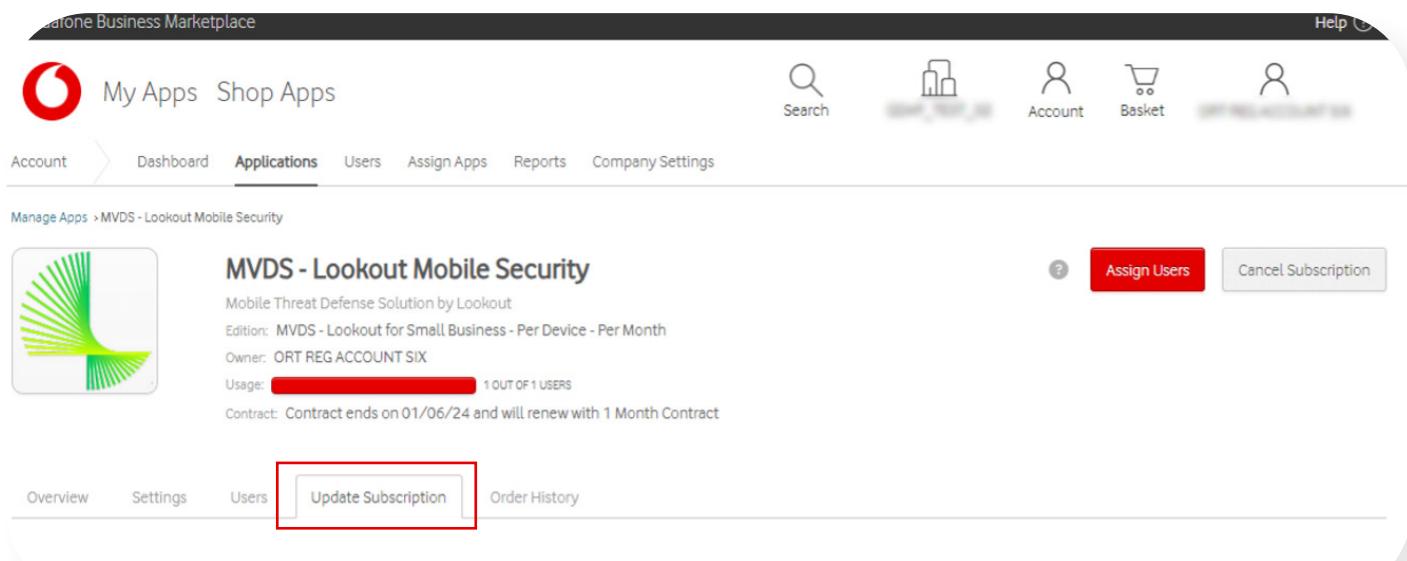
Owner: ORT REG ACCOUNT SIX
Your access rights: View and Edit

Update Subscription

Figure 1 – Application page

Step 2

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



MVDS - Lookout Mobile Security

Mobile Threat Defense Solution by Lookout
Edition: MVDS - Lookout for Small Business - Per Device - Per Month
Owner: ORT REG ACCOUNT SIX
Usage: 1 OUT OF 1 USERS
Contract: Contract ends on 01/06/24 and will renew with 1 Month Contract

Update Subscription

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"/> MVDS - Lookout for Small Business - Per Device - Per Month	1	1	£1.23 / Device License / Month 1 MONTH CONTRACT

This is your current plan

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

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

Figure 6 – Terms and conditions



Step 6

Order placed.

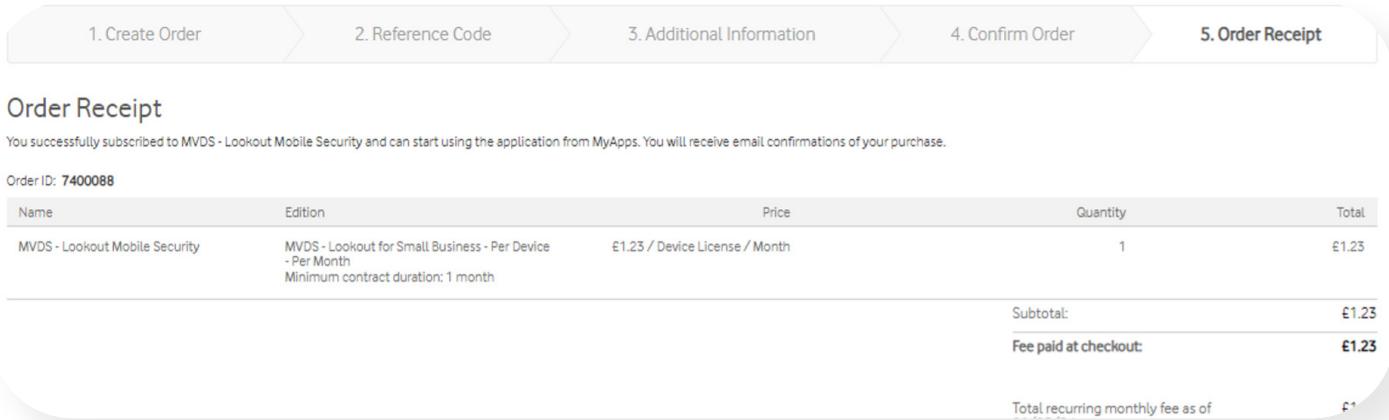


Figure 7 – Order summary

Step 7

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

Confirm Order

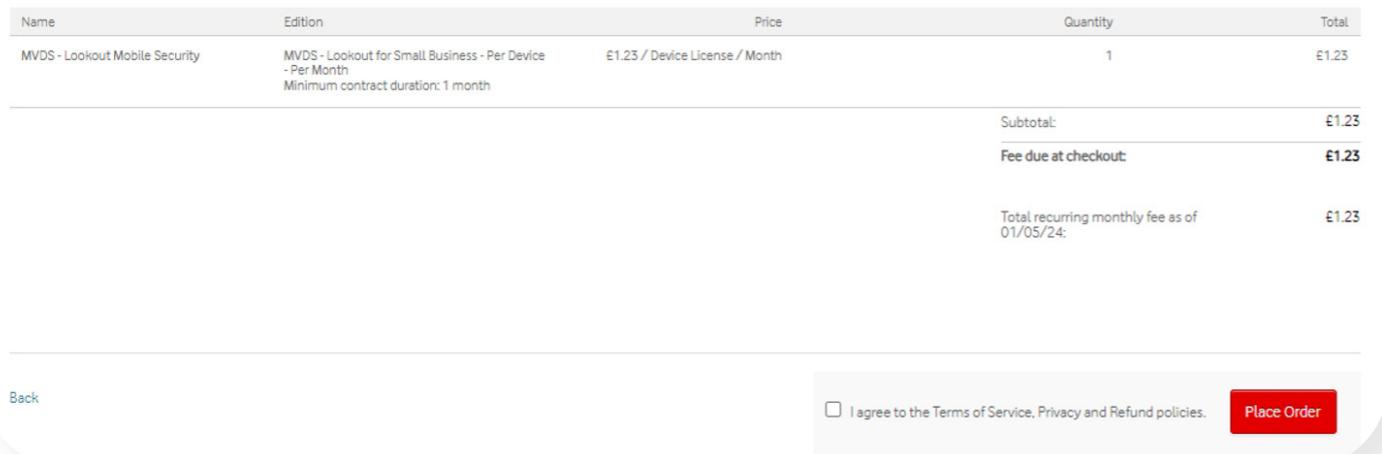


Figure 8 – Order placed

You will be confirmed on the order receipt page.

Order Receipt

You successfully subscribed to MVDS - Lookout Mobile Security and can start using the application from MyApps. You will receive email confirmations of your purchase.

Order ID: 7400088

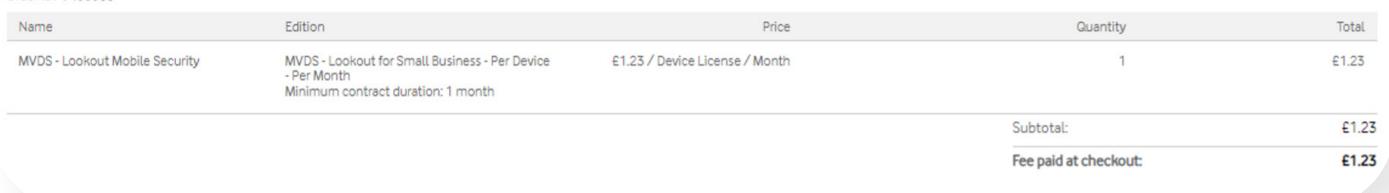


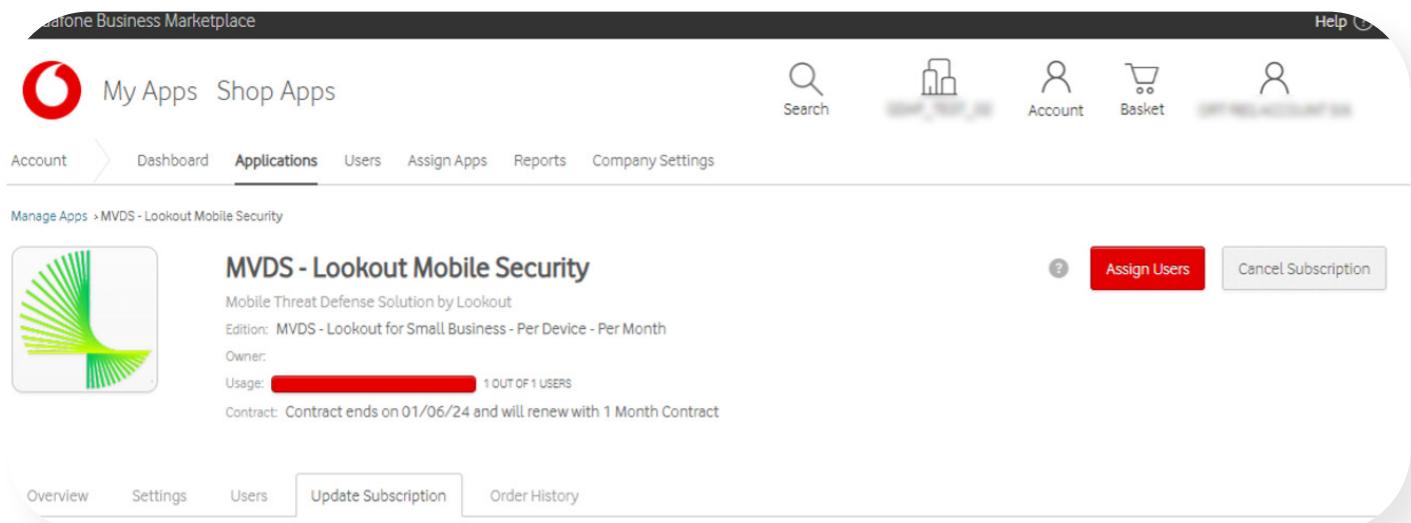
Figure 9 – Order complete



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

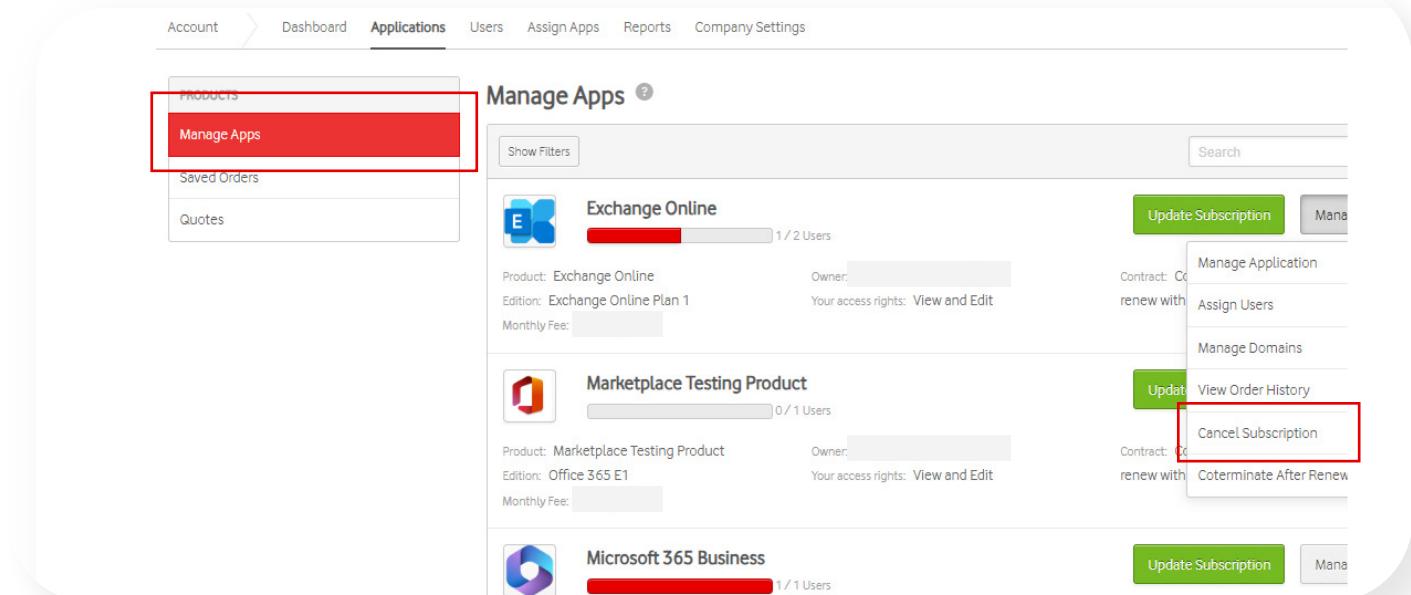


The screenshot shows the VBM Application page for the MVDS - Lookout Mobile Security product. The top navigation bar includes links for 'My Apps', 'Shop Apps', 'Search', 'Account', 'Basket', and user icons. The main content area displays the product details: 'MVDS - Lookout Mobile Security', 'Mobile Threat Defense Solution by Lookout', 'Edition: MVDS - Lookout for Small Business - Per Device - Per Month', 'Owner: [redacted]', 'Usage: 1 OUT OF 1 USERS', and 'Contract: Contract ends on 01/06/24 and will renew with 1 Month Contract'. Below the product details are tabs for 'Overview', 'Settings', 'Users', 'Update Subscription' (which is highlighted in red), and 'Order History'. On the right side, there are buttons for 'Assign Users' and 'Cancel Subscription'.

Figure 1 – Application page

Step 2

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



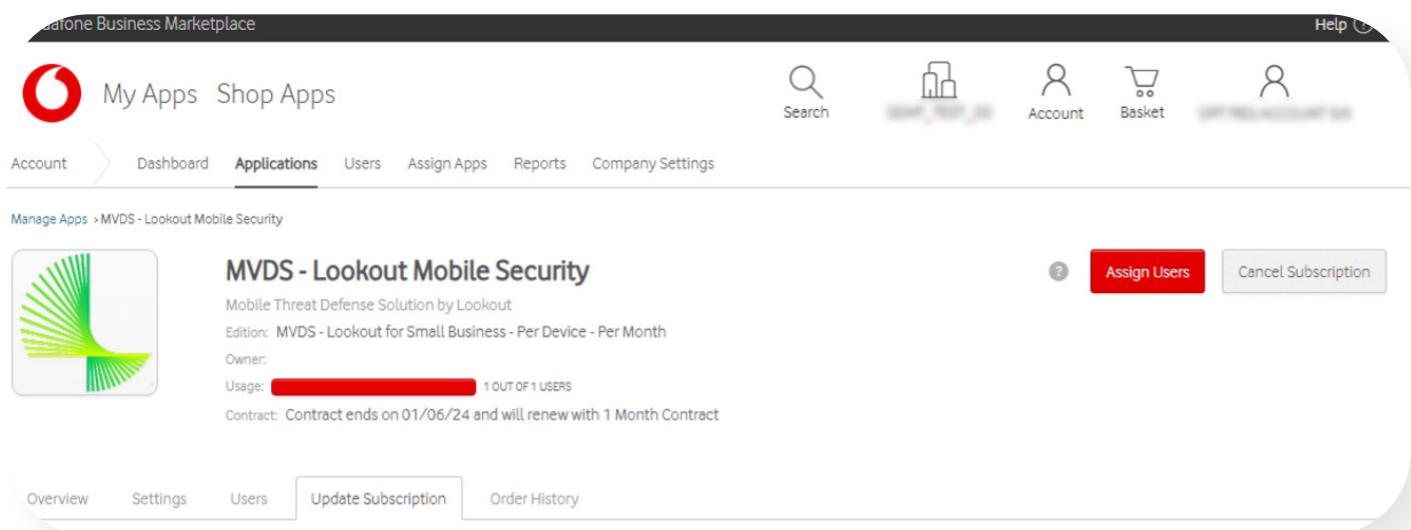
The screenshot shows the VBM Manage Apps page. The left sidebar has a 'PRODUCTS' section with 'Manage Apps' highlighted in red. The main content area displays three products: 'Exchange Online', 'Marketplace Testing Product', and 'Microsoft 365 Business'. Each product card includes a 'Update Subscription' button. On the far right, a context menu is open for the 'Marketplace Testing Product' card, with 'Cancel Subscription' highlighted in red. The context menu also includes 'Update', 'View Order History', 'Manage Application', 'Assign Users', 'Manage Domains', and 'View Order History'.

Figure 2 – Cancel Subscription



Step 3

Confirmation of cancellation request.



The screenshot shows the O2 Business Marketplace application management interface. The top navigation bar includes 'O2 Business Marketplace', 'Search', 'Account', 'Basket', and 'Help'. Below the navigation, the 'Applications' tab is selected, showing 'My Apps' and 'Shop Apps'. The main content area displays the 'MVDS - Lookout Mobile Security' app details. The app icon is a green and yellow stylized 'L'. The title is 'MVDS - Lookout Mobile Security', described as a 'Mobile Threat Defense Solution by Lookout'. The edition is 'MVDS - Lookout for Small Business - Per Device - Per Month'. The owner is listed, and the usage is '1 OUT OF 1 USERS'. The contract information states 'Contract ends on 01/06/24 and will renew with 1 Month Contract'. Below the app details, there are tabs for 'Overview', 'Settings', 'Users', 'Update Subscription' (which is highlighted in red), and 'Order History'. On the right side of the app details, there are 'Assign Users' and 'Cancel Subscription' buttons.

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

$$\begin{aligned} &= 10 \times 100 \times 6 \\ &= £6000^* \end{aligned}$$

* 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”

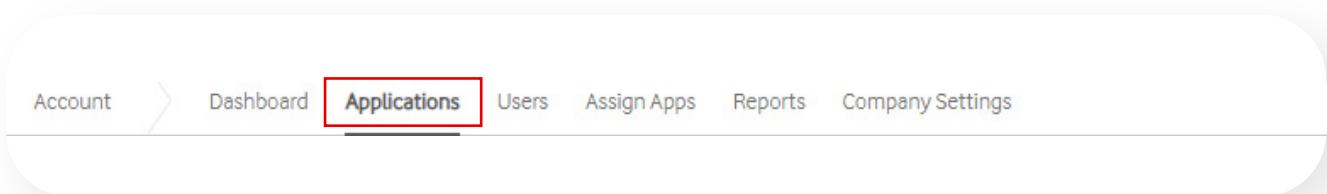


Figure 1 – Applications



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.

Product	Edition	Owner	Access Rights	Contract
Vodafone CybSafe	Vodafone CybSafe (12 months)	Sarv Singh	View Only	Contract ends on 20/07/24 and will renew with 12 Month Contract
Vodafone Secure Device Manager Cloud	VSDM Cloud Mobile Essentials - 12 Months - Per Device	Sarv Singh	View and Edit	Contract ends on 20/06/24 and will renew with 12 Month Contract

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.

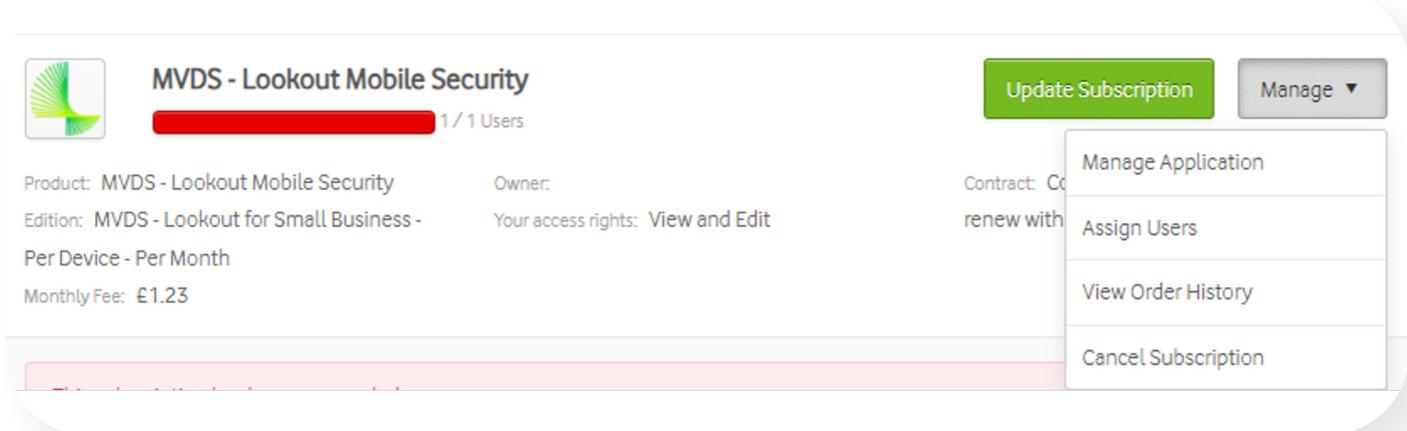
If you require the admin to be removed, please first follow this step to ensure the correct admin is assigned to your licenses. After this has been done please contact us so that we can remove their account.

Step 1

Click "Applications Tab"

Step 2

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



The screenshot shows the 'Applications' tab for the MVDS - Lookout Mobile Security product. The product details are as follows:

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

The user information is:

- Owner: [Redacted]
- Your access rights: View and Edit

The 'Manage' dropdown menu is open, showing the following options:

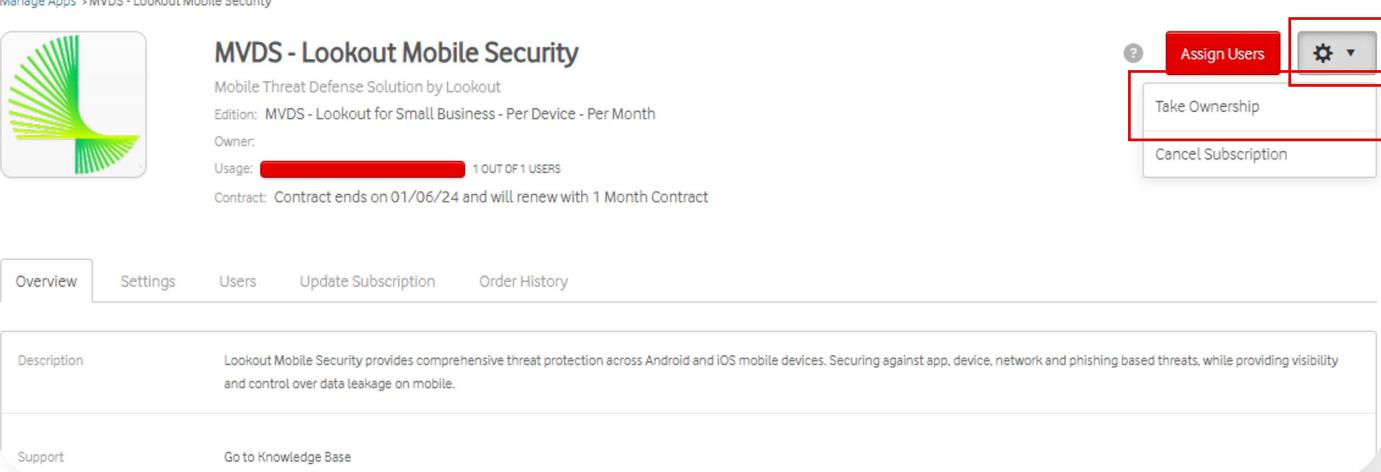
- Update Subscription
- Manage ▾
- Manage Application
- Assign Users
- View Order History
- Cancel Subscription

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.



Manage Apps > MVDS - Lookout Mobile Security

MVDS - Lookout Mobile Security

Mobile Threat Defense Solution by Lookout

Edition: MVDS - Lookout for Small Business - Per Device - Per Month

Owner: [REDACTED]

Usage: [REDACTED] 1 OUT OF 1 USERS

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

Overview Settings Users Update Subscription Order History

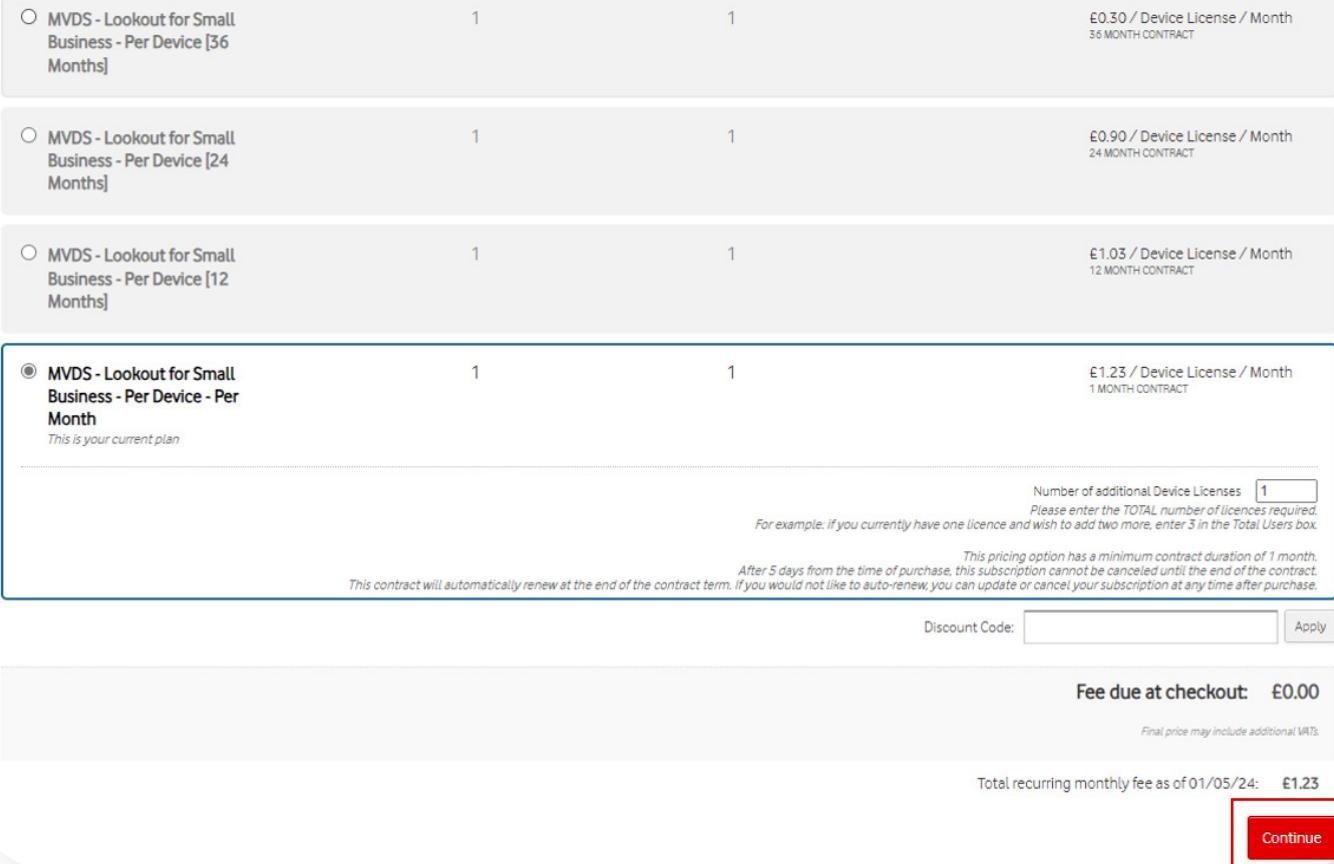
Description: Lookout Mobile Security provides comprehensive threat protection across Android and iOS mobile devices. Securing against app, device, network and phishing based threats, while providing visibility and control over data leakage on mobile.

Support: Go to Knowledge Base

Figure 2 – Gear icon

Step 3

Review details and click “Continue”.



<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: Apply

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

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

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".

Set order reference code

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

ORDER REFERENCE CODE
OPP-12345672

[Go back](#) [Continue](#)

Figure 4 – Reference code

Step 5

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

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. [Place Order](#)

Figure 5 – Terms and conditions

Step 6

Order Receipt.

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

Order Receipt

You successfully subscribed to MVDS - Lookout Mobile Security and can start using the application from MyApps. You will receive email confirmations of your purchase.

Order ID: 7400088

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

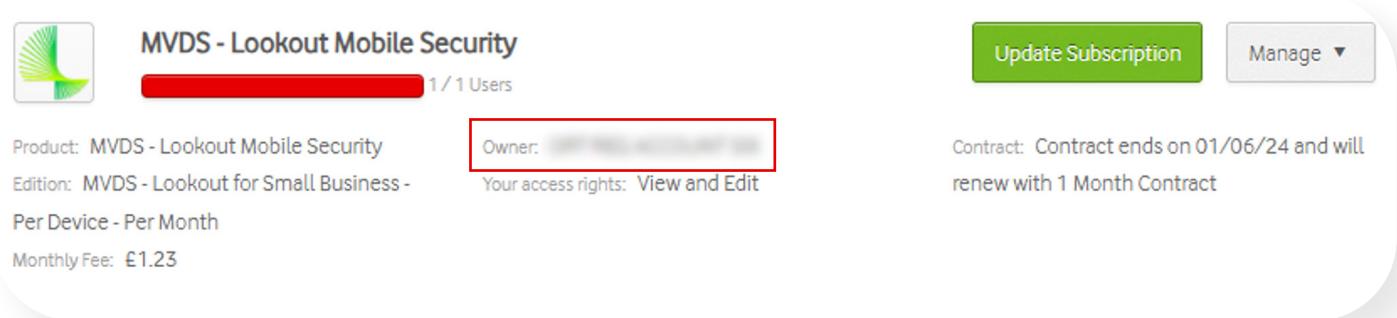
Subtotal: £1.23
Fee paid at checkout: £1.23
Total recurring monthly fee as of 01/05/24: £1.23

Figure 6 – Order receipt



Step 8

Click on “Applications” to verify ownership has changed.



The screenshot shows the MVDS - Lookout Mobile Security product page. At the top, there is a logo, the product name, a progress bar showing 1/1 Users, and buttons for 'Update Subscription' and 'Manage'. Below this, product details are listed: Product: MVDS - Lookout Mobile Security, Edition: MVDS - Lookout for Small Business -, Per Device - Per Month, and Monthly Fee: €1.23. A red box highlights the 'Owner' field, which is currently empty. To the right, a message states: 'Contract: Contract ends on 01/06/24 and will renew with 1 Month Contract'.

Figure 8 – Verify

5.8 How to access my product or service

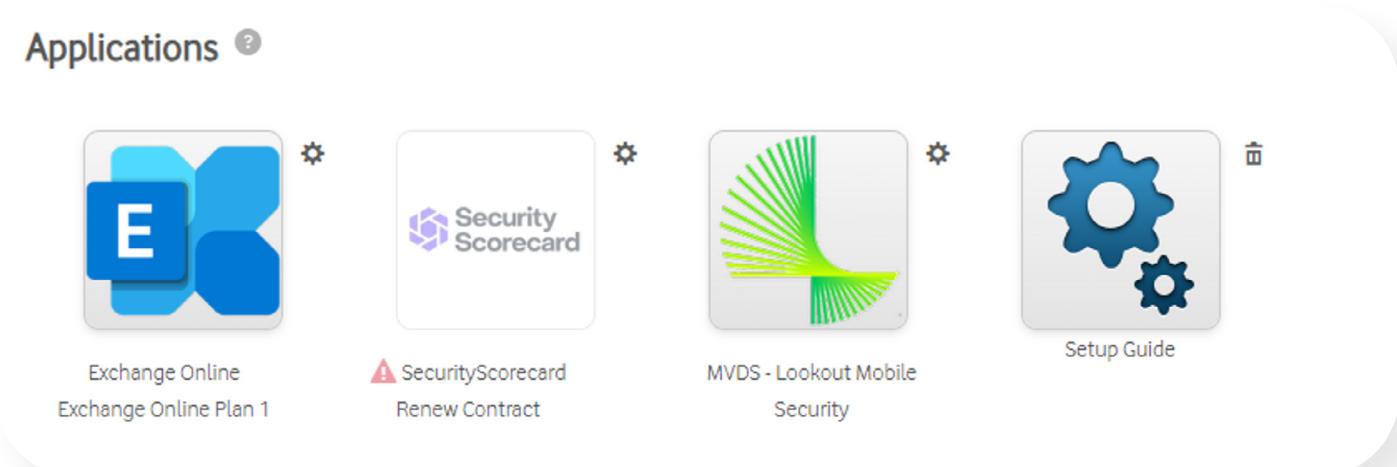
Step 1

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.



The screenshot shows the 'Applications' page with four items listed:

- Exchange Online (Exchange Online Plan 1)
- SecurityScorecard (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.

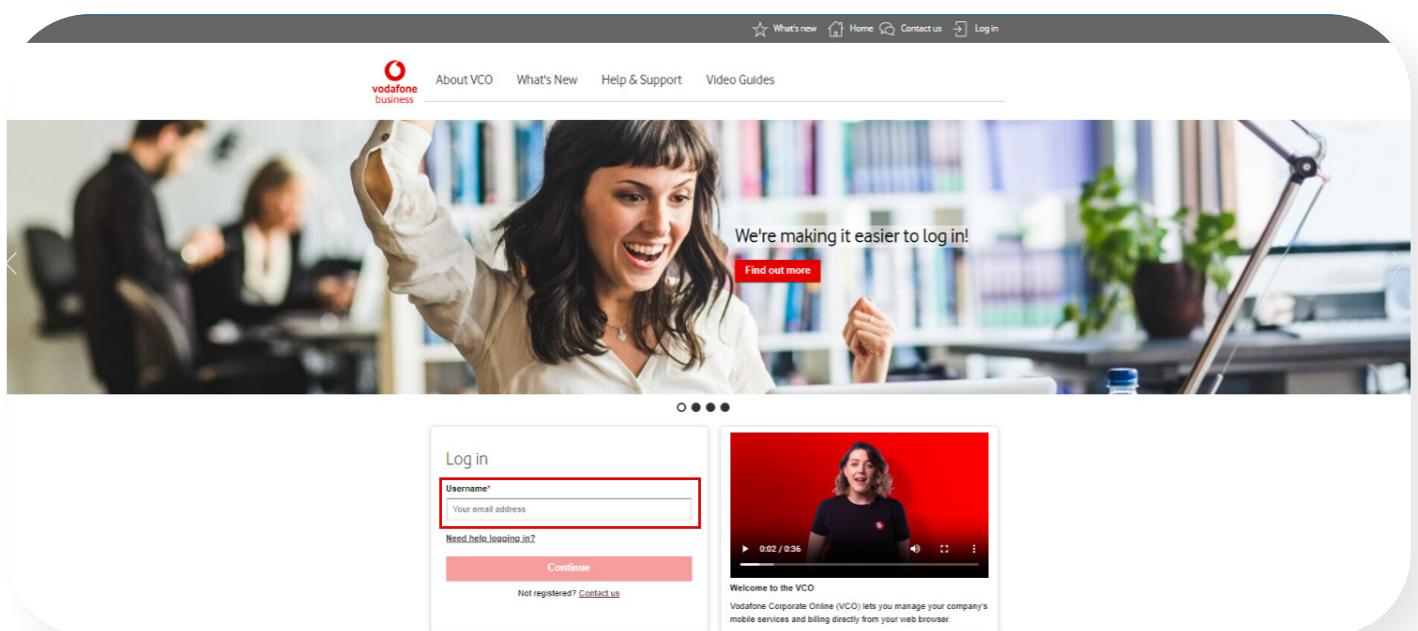


Figure 1 – VCO Homepage (logged out)



Step 3

Enter the password for your VCO account.

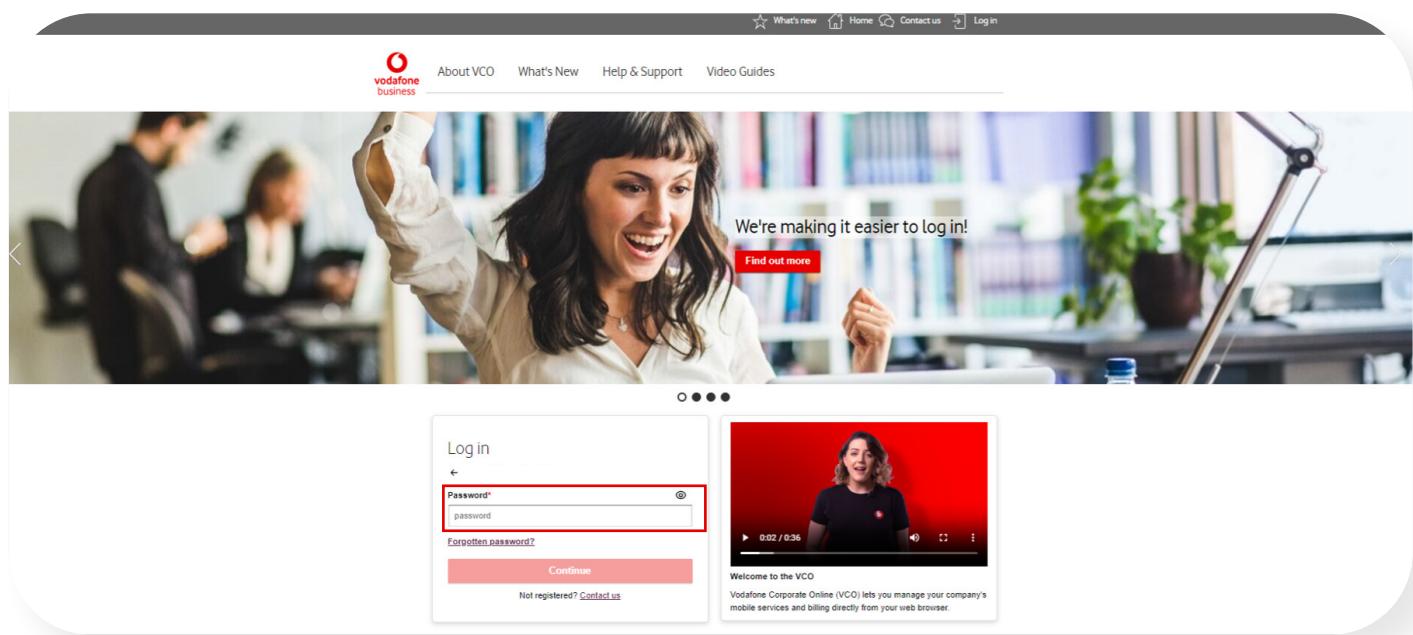


Figure 2 – VCO Login

Step 4

Choose phone number to send the security code to.

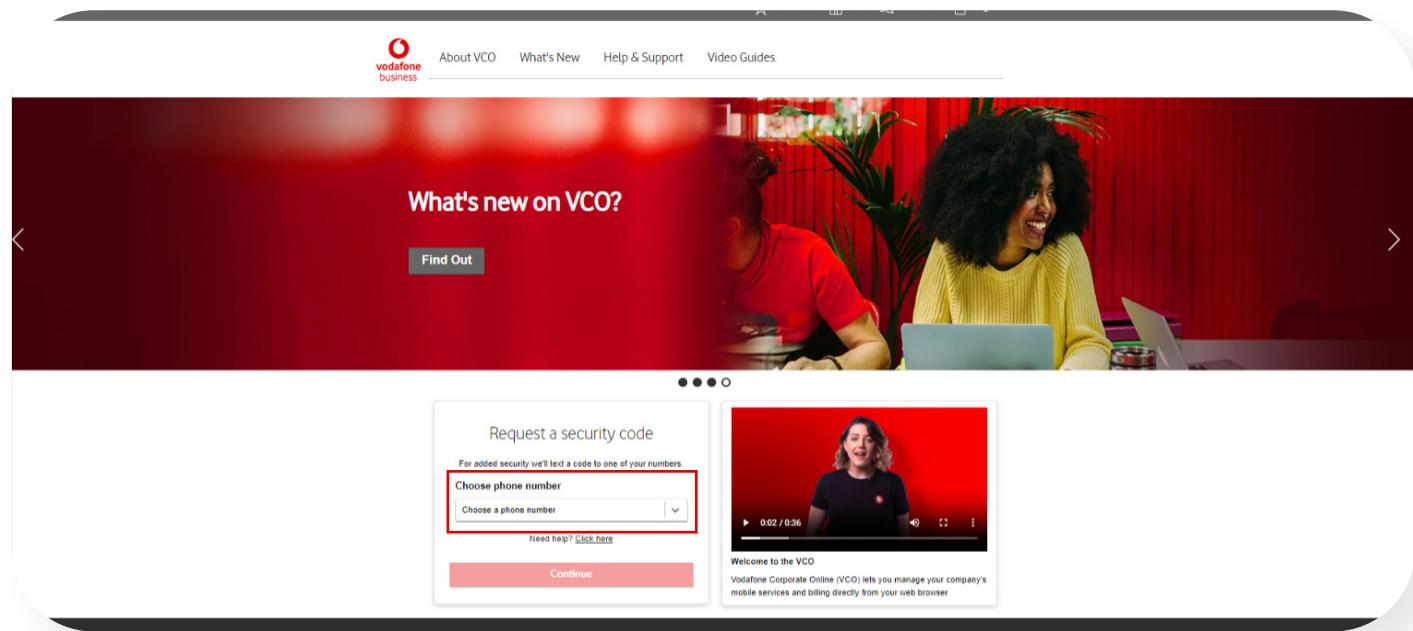


Figure 3 – VCO choose phone number



Step 5

Enter the security code received.

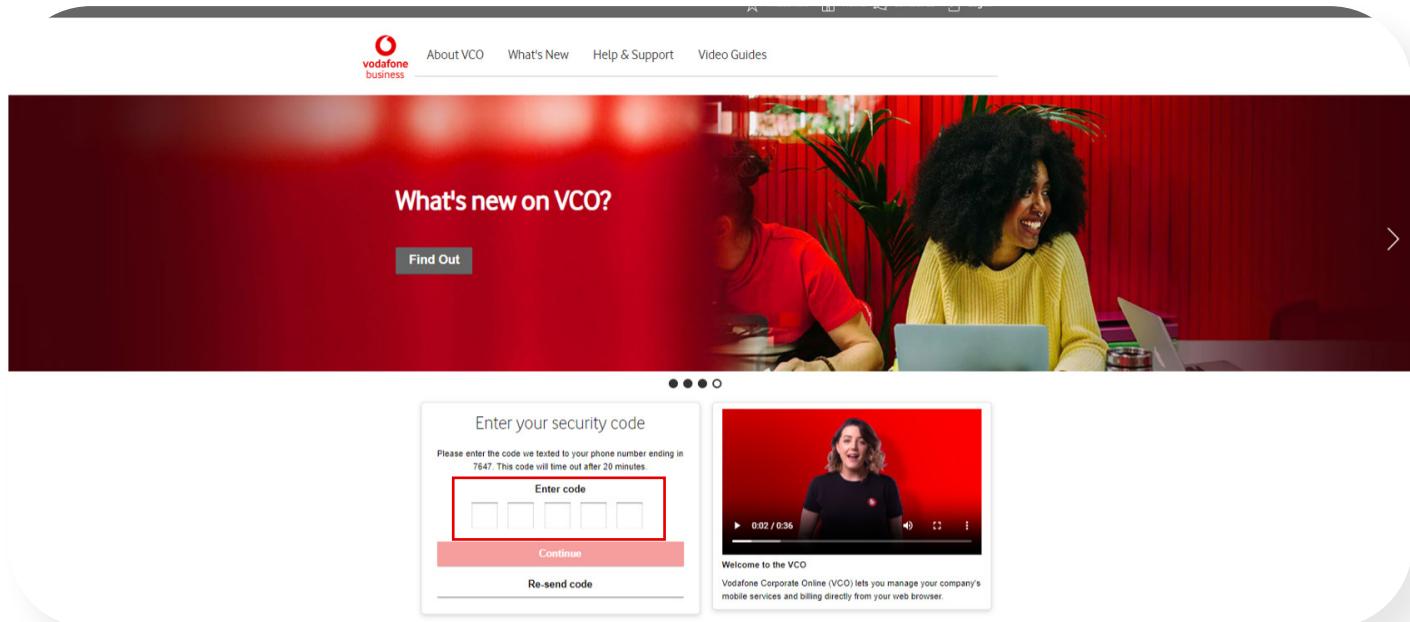


Figure 4 – VCO security code

Step 6

You will now be logged in to VCO.

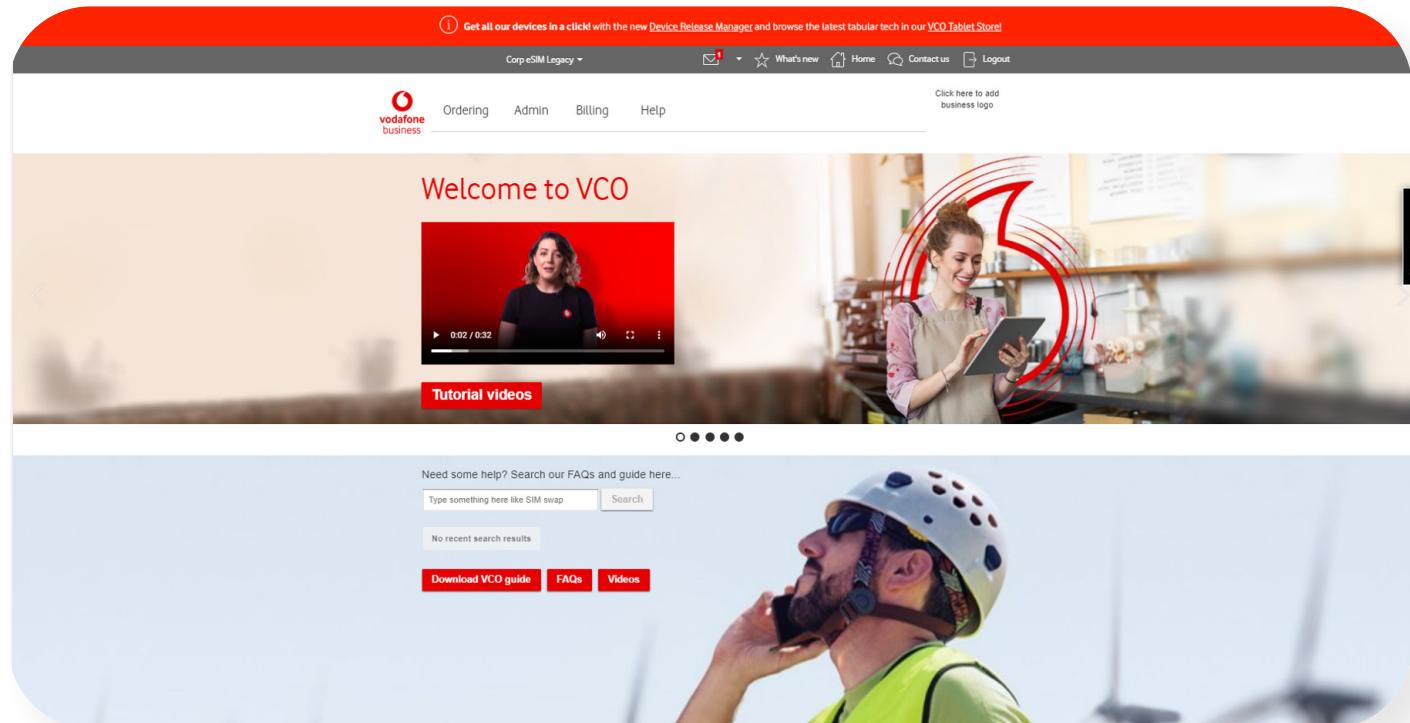


Figure 5 – VCO homepage (logged in)



Step 7

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

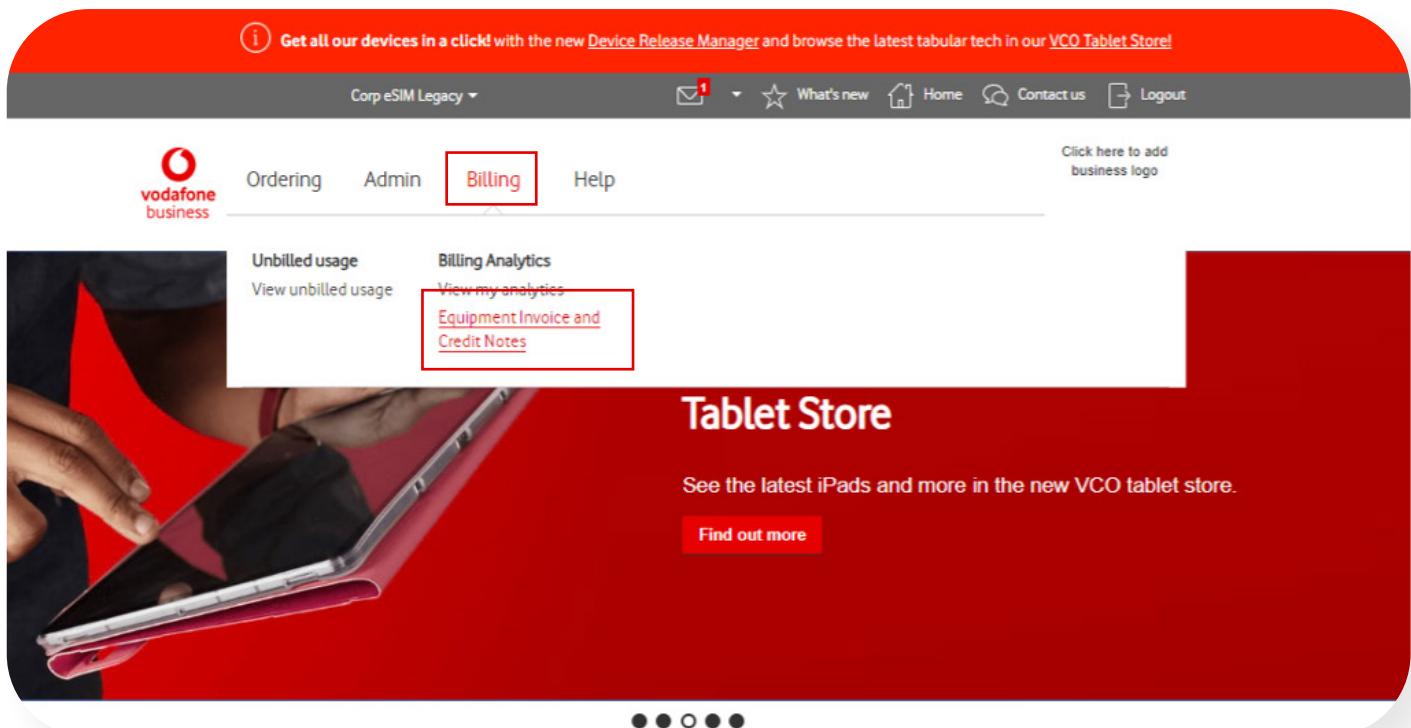


Figure 6 – VCO Billing

Step 8

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

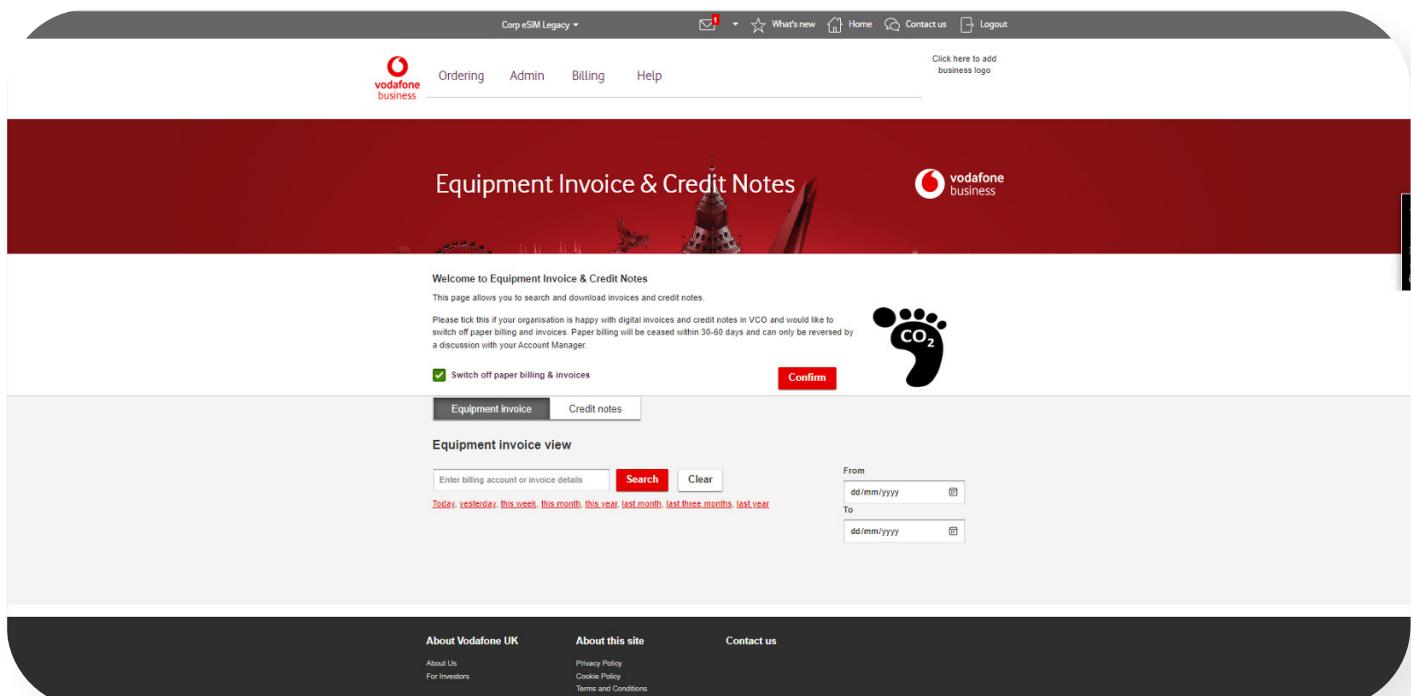
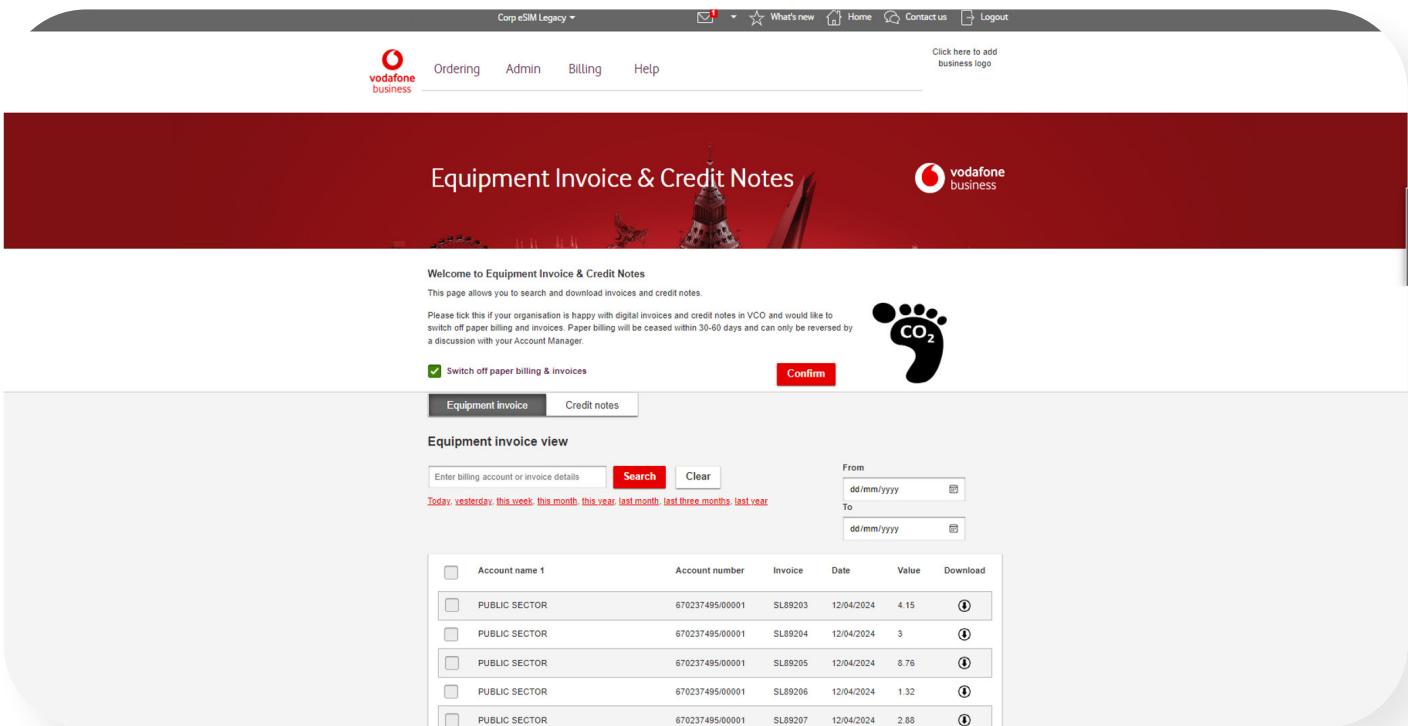


Figure 7 – VCO Equipment Invoice & Credit Notes



Step 9

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



Welcome to Equipment Invoice & Credit Notes

This page allows you to search and download invoices and credit notes.

Please tick this if your organisation is happy with digital invoices and credit notes in VCO and would like to switch off paper billing and invoices. Paper billing will be ceased within 30-60 days and can only be reversed by a discussion with your Account Manager.

Switch off paper billing & invoices Confirm

Equipment invoice Credit notes

Equipment invoice view

From	dd/mm/yyyy
To	dd/mm/yyyy

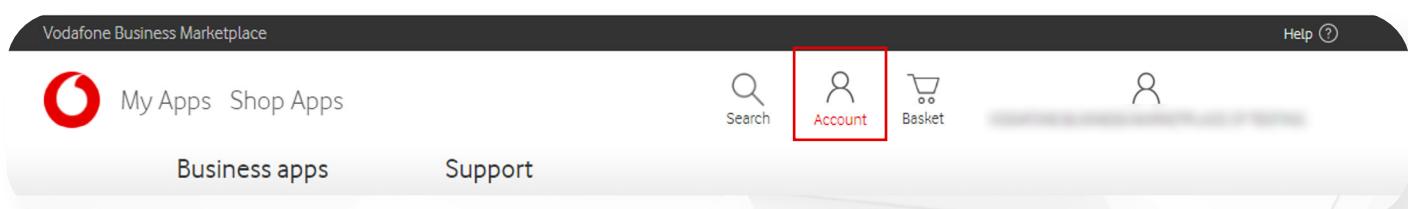
Account name 1	Account number	Invoice	Date	Value	Download
PUBLIC SECTOR	670237495/00001	SL89203	12/04/2024	4.15	
PUBLIC SECTOR	670237495/00001	SL89204	12/04/2024	3	
PUBLIC SECTOR	670237495/00001	SL89205	12/04/2024	8.76	
PUBLIC SECTOR	670237495/00001	SL89206	12/04/2024	1.32	
PUBLIC SECTOR	670237495/00001	SL89207	12/04/2024	2.88	

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”.



Vodafone Business Marketplace Help ?

 My Apps Shop Apps Account   

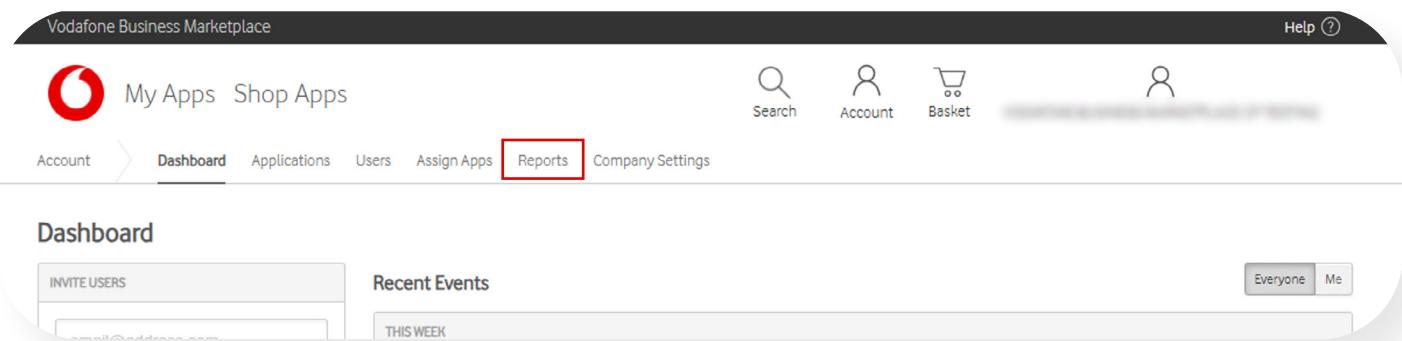
Business apps Support

Figure 1 – Account



Step 2

Click “Reports”



Vodafone Business Marketplace

Help ?

My Apps Shop Apps

Search Account Basket

Account Dashboard Applications Users Assign Apps Reports Company Settings

Dashboard

INVITE USERS

Recent Events

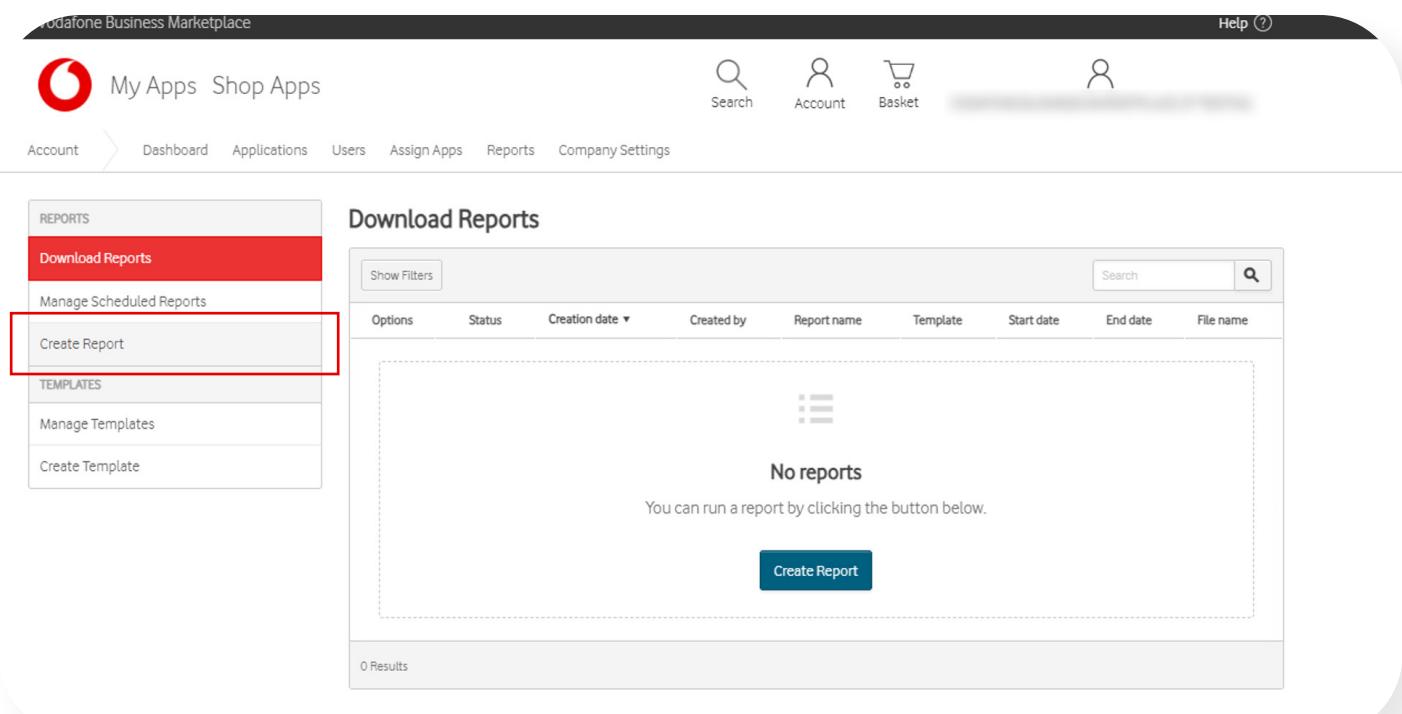
Everyone Me

THIS WEEK

Figure 2 – Dashboard

Step 3

Click “Create Report”



Vodafone Business Marketplace

Help ?

My Apps Shop Apps

Search Account Basket

Account Dashboard Applications Users Assign Apps Reports Company Settings

REPORTS

Download Reports

Show Filters

Search

Options Status Creation date ▾ Created by Report name Template Start date End date File name

No reports

You can run a report by clicking the button below.

Create Report

0 Results

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”.

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

Report filters: Do not use report filters

Report scheduling: Create report immediately

Report date range: Previous month

Advanced settings

Column separator: : Date format: Legacy Decimal separator: .

File name template: {PARTNER}_{RUN_DATETIME}_{s{FROM_DATE}_e{TO_DATE}}_billing_itemisation_report.xlsx

Header format: Standard CSV Footer format: Number of data rows Report format: Excel

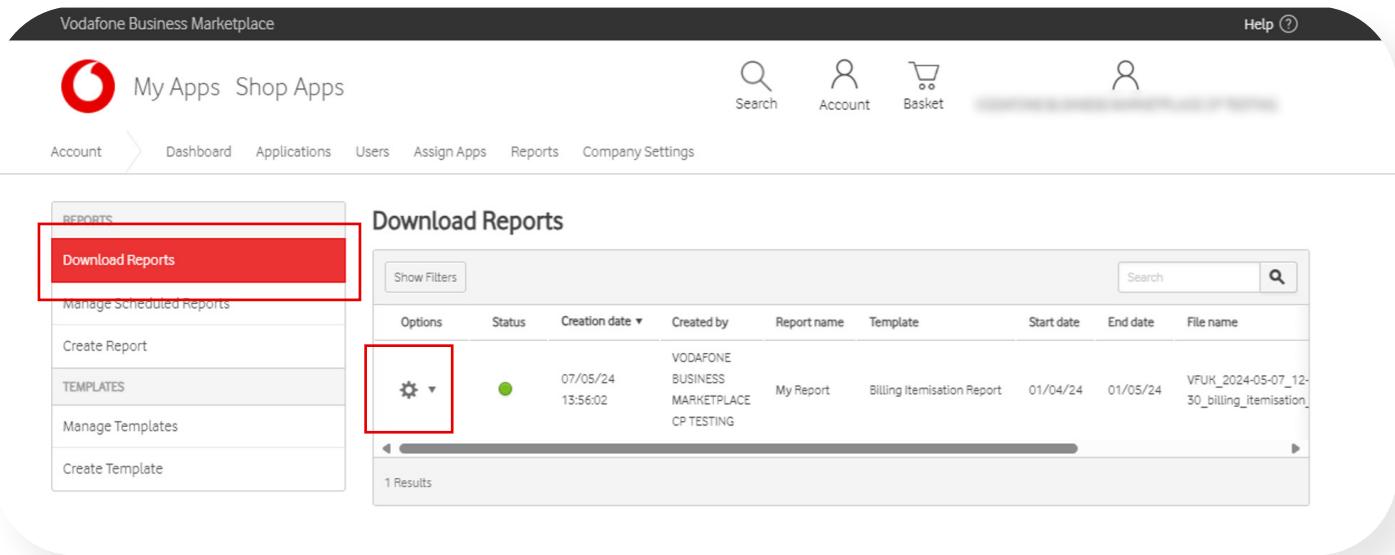
Create Report

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.



The screenshot shows the Vodafone Business Marketplace interface. The top navigation bar includes 'Vodafone Business Marketplace', 'Help', 'Search', 'Account', and 'Basket'. Below the navigation is a secondary navigation bar with 'Account', 'Dashboard', 'Applications', 'Users', 'Assign Apps', 'Reports', and 'Company Settings'. On the left, a sidebar titled 'REPORTS' contains 'Download Reports' (highlighted with a red box), 'Manage Scheduled Reports', 'Create Report', 'TEMPLATES', 'Manage Templates', and 'Create Template'. The main content area is titled 'Download Reports' and features a table with a single result. The table columns are 'Options', 'Status', 'Creation date', 'Created by', 'Report name', 'Template', 'Start date', 'End date', and 'File name'. The result shows: 'Options' (gear icon highlighted with a red box), 'Status' (green dot), 'Creation date' (07/05/24 13:56:02), 'Created by' (VODAFONE BUSINESS MARKETPLACE CP TESTING), 'Report name' (My Report), 'Template' (Billing Itemisation Report), 'Start date' (01/04/24), 'End date' (01/05/24), and 'File name' (VFUK_2024-05-07_12-30_billing_itemisation). A search bar and a 'Show Filters' button are also present.

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)



