

## Invoices Customer User Guide



## **Invoices**

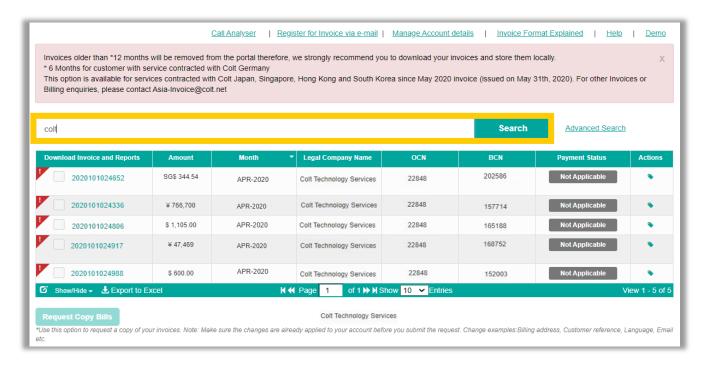
Invoice page allow you to search for your Invoices from the past 12 months\*. Your invoices are available as PDF files, which also can be downloaded.

We recommend you to download your invoices and Reports and stored them locally. Files will be removed from Colt Online after 12 months due to data protection restrictions

\*Please note that for services contracted with Colt Japan, Singapore, Hong Kong and South Korea, Invoices are only available since May 2020 invoice (issued on May 31th, 2020). For other Invoices or Billing enquiries, please contact <a href="mailto:Asia-Invoice@colt.net">Asia-Invoice@colt.net</a>

## Downloading your Invoice in PDF format:

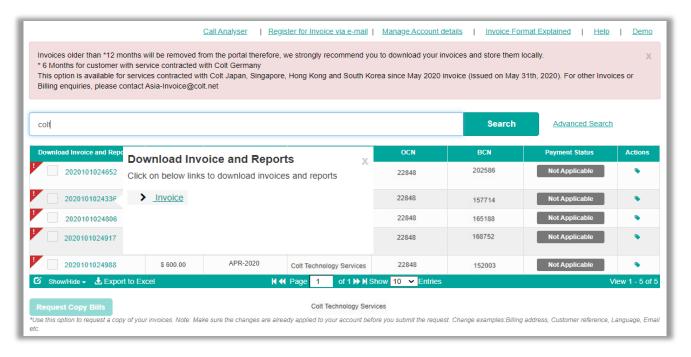
1. Use the filters available to search for your invoice. Enter the filter details and click search



Note: Raise Ticket; Reports; Payment Status and Request Copy bills are currently unavailable if your services are contracted with Colt Japan, Singapore, Hong Kong and South Korea. For Invoice or Billing enquiries, please contact Asia-Invoice@colt.net



2. Click on the invoice number to download the PDF file.



Note: Raise Ticket; Reports; Payment Status and Request Copy bills are currently unavailable if your services are contracted with Colt Japan, Singapore, Hong Kong and South Korea. For Invoice or Billing enquiries, please contact Asia-Invoice@colt.net

3. PDF is downloaded and saved in your desktop

## Features not available now that will come in the future

Colt is currently working to improve the experience of customers who have contracted their services in Japan, Singapore, South Korea or Hong Kong.

Some of the fe itures that are not available now but will be available in the future are:

- CDR Reports
- Register for invoice via e-mail
- Payment Status
- Tickets & Billing Enquiries
- Manage Account Details