

**Colt Online
Portal**

Invoices Customer User Guide

Invoices <https://my.colt.net/billing/#/grid>

Invoice section allows you to search for your Invoices from the past 12 months*. Your invoices are available as PDF files, which can also 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

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 Asia-Invoice@colt.net

It is recommended to use **Chrome** browser to navigate Colt Online

Downloading your Invoices & Reports (CDRs, and others)

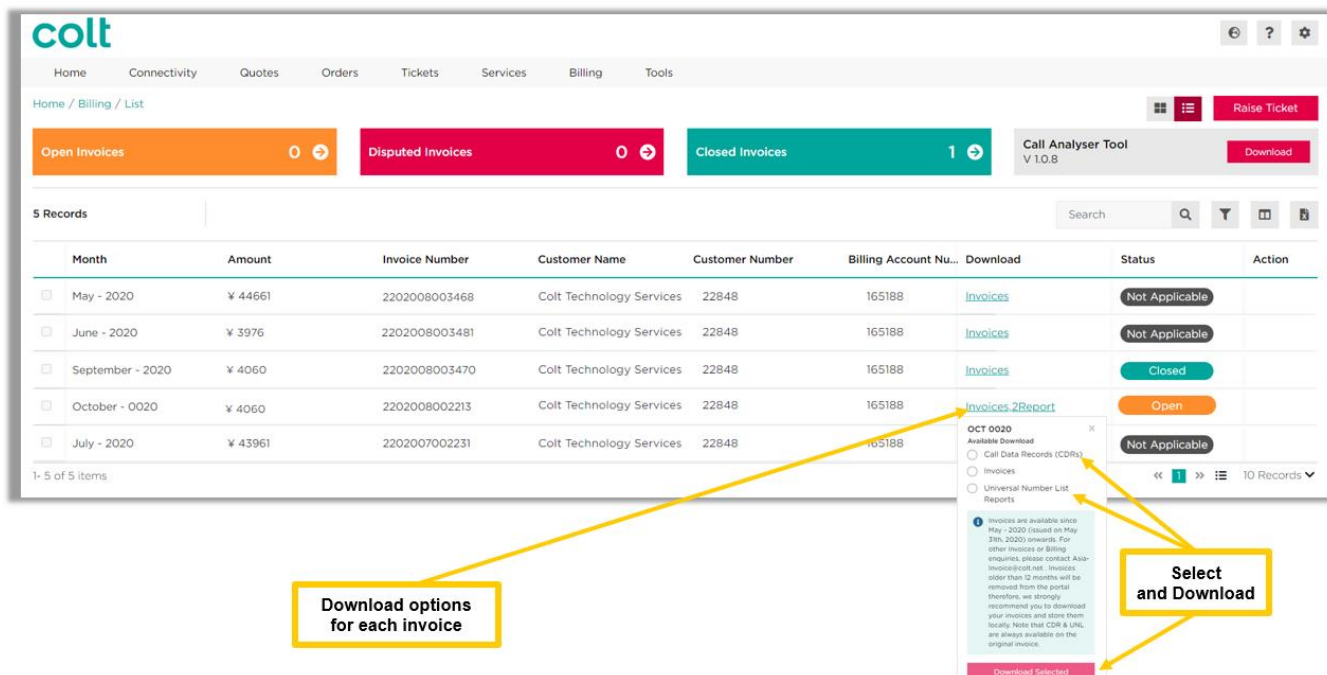
1. Use the features available in the DASHBOARD available in Invoices Section to search for the invoice:

The screenshot shows the 'Billing / List' dashboard. At the top, there are navigation tabs: Home, Connectivity, Quotes, Orders, Tickets, Services, Billing, and Tools. Below this, there are three summary cards: 'Open Invoices' (0), 'Disputed Invoices' (0), and 'Closed Invoices' (1). A 'Call Analyser Tool V 1.0.8' widget is also present with a 'Download' button and a 'Raise Ticket' button. The main area displays a table with 5 records. The table has columns for Month, Amount, Invoice Number, Customer Name, Customer Number, Billing Account Nu..., Download, Status, and Action. Annotations with yellow boxes and arrows point to the 'Columns Customiser' icon (top right), the 'Advanced Filter' icon (top right), and the 'Export to Excel' icon (top right).

Month	Amount	Invoice Number	Customer Name	Customer Number	Billing Account Nu...	Download	Status	Action
May - 2020	¥ 44661	2202008003468	Colt Technology Services	22848	165188	Invoices	Not Applicable	
June - 2020	¥ 3976	2202008003481	Colt Technology Services	22848	165188	Invoices	Not Applicable	
September - 2020	¥ 4060	2202008003470	Colt Technology Services	22848	165188	Invoices	Closed	
October - 0020	¥ 4060	2202008002213	Colt Technology Services	22848	165188	Invoices 2Report	Open	
July - 2020	¥ 43961	2202007002231	Colt Technology Services	22848	165188	Invoices	Not Applicable	

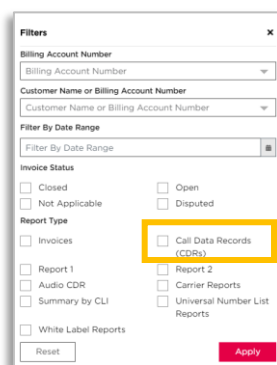
Note: Raise Billing Ticket and Request Copy bills are currently unavailable if your services are contracted with Colt Japan, Singapore, Hong Kong and South Korea. For Invoice or Billing enquiries, please contact Asia-Invoice@colt.net. For Colt online enquiries please contact Asia-coltonline@colt.net.

2. Click on the Download options associated to each invoice.



If you select Invoice, Invoice PDF will be downloaded.

If you select CDR option, the corresponding zip file to the CDR will be downloaded. Also you can choose the option "Call Data Records" in the Advanced Filter feature to automatically see all reports with this information available for you to download.



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Clarifications

Below types of documents are available in Colt online, if applicable:

- ✓ **Monthly invoices** (available in the invoices dashboard)
- ✓ **Re-issued invoices** (available in the invoices dashboard with suffix -1, -2... eg: 2202008003470-1). When an invoice is re-issued the payment status of the original one is considered as Not Applicable
- ✓ **Credit Notes** (available in invoice dashboard with suffix CN eg: 2202008003470CN)
- ✓ **CDR Reports** (available in the download menu of the monthly original invoice)
- ✓ **Universal Number List** (available in the download menu of the monthly original invoice)

Payment Status of all of them is refreshed daily. Please note that this refresh has been enabled for any document whose payment status has been changed after Oct 17th, 2020.

Features not available now that will come in the future

Colt is constantly working to improve the experience of customers who have contracted their services in Japan, Singapore, South Korea or Hong Kong to make below features available for them:

- **Register for invoice via e-mail**
- **Raise & Track Billing Enquiries**
- **Manage Account Details**