

## Online Billing Familiarisation

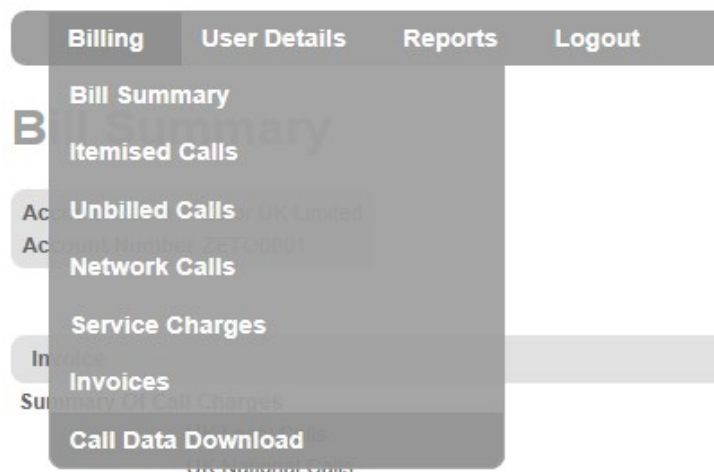
To access the online billing, go to: [positive.wales/onlinebilling/](http://positive.wales/onlinebilling/)

Having signed in with your username and password and accepted our cookies policy, your billing information will be available to view.

At the top of the screen there are four tabs; Billing, User Details, Reports and Log out. We are confident that you will be able to easily find any data you may wish to look at.

The Billing tab contains all your call and service data, together with previous and current invoices.

This makes it possible for missing invoices to be replaced easily and quickly.



### Itemised Calls

Account Name		Invoice Number	
Account Number		Invoice Date	06 August 2015
		Billing Period	01 July 2015

Call Type	Destination Type	Date	Time	CLI	Other Party	Access Cost
In-Geographic	Inbound Geographic	01/07/2015	08:50:34			0.00
Outbound	National	01/07/2015	08:50:34			0.00
Outbound	National	01/07/2015	08:59:17			0.00
Outbound	National	01/07/2015	09:05:52			0.00
Outbound	Local	01/07/2015	09:10:34			0.00
Outbound	National	01/07/2015	09:11:40			0.00
Outbound	UK Mobile	31/07/2015	17:47:10			0.00
Outbound	National	31/07/2015	15:37:41			0.00
Outbound	National	31/07/2015	15:38:47			0.00
Outbound	National	31/07/2015	15:40:54			0.00
Outbound	National	31/07/2015	15:53:37			0.00
Outbound	National	31/07/2015	16:12:47			0.00
Outbound	National	31/07/2015	16:13:05			0.00
Outbound	National	31/07/2015	11:35:56			0.00
Outbound	UK Mobile	31/07/2015	11:55:25			0.00
Outbound	Non-Geographic	31/07/2015	12:50:49			0.00
In-Geographic	Inbound Geographic	31/07/2015	12:21:05			0.00
In-Geographic	Inbound Geographic	31/07/2015	13:34:07			0.00
In-Geographic	Inbound Geographic	31/07/2015	13:51:03			0.00
In-Geographic	Inbound Geographic	31/07/2015	08:59:31			0.00
						£0.00

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Export Show Column Selector Reset Column Defaults

Calls can be filtered using different criteria allowing you to find specific information.

This information can also be exported if required.

# POSITIVE

Viewing backdated invoices couldn't be easier with invoices listed in date order with a direct link to view it:



## View Invoice

Account Name All  
Account Number 113

Bill Period	Invoice Date	Invoice No	Invoice Total	View
2015-07	06/08/2015	00	1045.40	<a href="#">View</a>
2015-06	06/07/2015	00	926.54	<a href="#">View</a>
2015-05	04/06/2015	00	971.62	<a href="#">View</a>
2015-04	07/05/2015	00	810.34	<a href="#">View</a>
2015-03	08/04/2015	00	810.84	<a href="#">View</a>
2015-02	05/03/2015	00	762.84	<a href="#">View</a>



## Customer

**Account Details**  
Account Name  
Account Number

**Contact Details**  
Contact Name

**Address Details**  
Main Address

**Email Details**  
Email Address \*  
michael.dixon@redcare5g.com \*  
ssimpson@5gcomms.com \*

\* indicates which email addresses your electronic bill will be sent to

The User Detail tab will show what details we hold on the account with regards to address and email details.

You can also see the current direct debit details for your account.

The Reports tab will enable you to see a more overall picture of your call spend.



If you require any help using this portal please don't hesitate to contact our Customer Care Department on 0800 1 444 100