

Online Billing Familiarisation

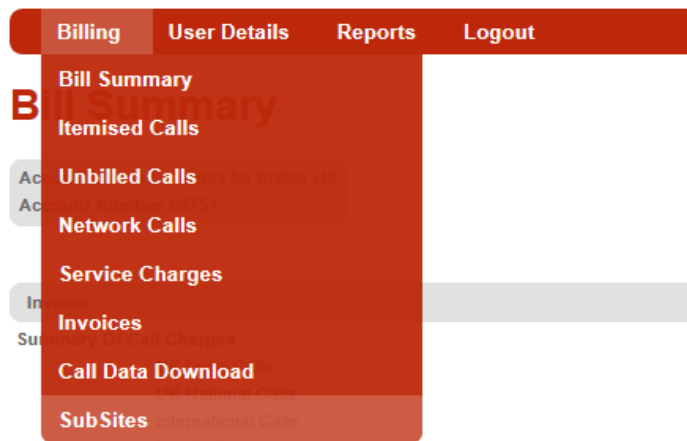
To access the online billing, go to: <https://redcare5g.com/onlinebilling>

Having signed in with your username and password and accepted our cookies policy, your billing information will be loaded and able to be seen.

At the top of the screen there are four tabs; Billing, Customer, Reports and Log out. You will find that all the options are really straight forward; therefore we are confident that you won't have a problem accessing any data you may wish to look at.

The Billing tab has all your calls and service data, along with previous and current invoices.

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



Itemised Calls

Account Name: [Redacted] Account Number: [Redacted]

Invoice Number: [Redacted] 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	12:00:49			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.

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



View Invoice

Account Name: T. S. Engineering Ltd
 Account Number: 100010

Bill Period	Invoice Date	Invoice No	Invoice Total	View
2015-07	06/08/2015	100010-07	1045.40	View
2015-06	06/07/2015	100010-06	926.54	View
2015-05	04/06/2015	100010-05	971.62	View
2015-04	07/05/2015	100010-04	810.34	View
2015-03	08/04/2015	100010-03	810.84	View
2015-02	05/03/2015	100010-02	762.84	View



Customer Details

Account Details
 Account Name: T. S. Engineering Ltd
 Account Number: 100010

Contact Details
 Contact Name: Mr. Alan Day

Address Details
 Main Address: [Redacted]

Email Details
 Email Address *: [Redacted]

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

The Customer tab will show what details we hold in our records in 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 and what its being spent on or when.



If you require any help using this portal please don't hesitate to contact our Customer Care Department on 01635 568660.