



Virgin Media Business – ‘Your Bill’ User Guide

Welcome

Welcome to Your Bill, the e-billing solution from Virgin Media Business. We've put together a user guide for you, which we hope you find useful

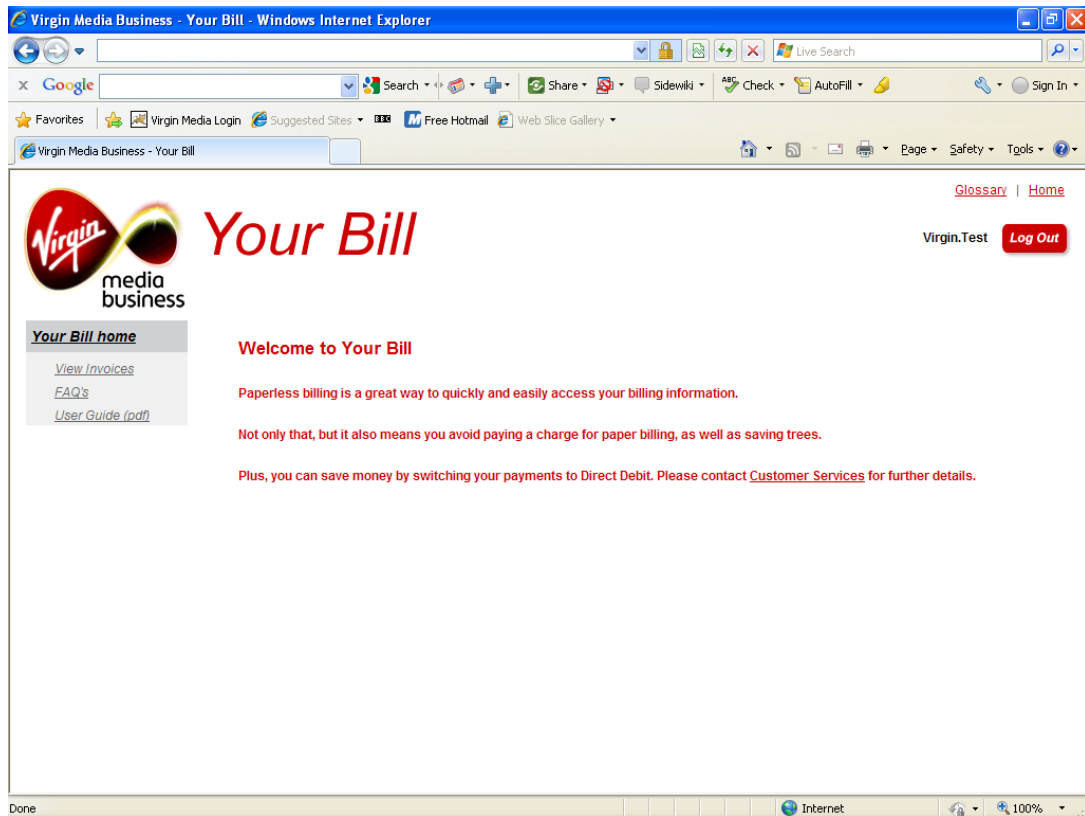
1.1 Logging in

To log in, please access the portal and enter the User ID and password that we issued you with in your Welcome email.

If you've forgotten your password, don't worry - simply email passwords@swisspost.co.uk and they will send you a new one.

A screenshot of a web browser window showing the 'Your Bill' login page. The browser's address bar shows 'Virgin Media Login'. The page features the Virgin Media Business logo and the title 'Your Bill'. Below the logo, there is a 'Login' section with input fields for 'Username:' and 'Password:', a red 'Log In >' button, and a link for 'Terms & Conditions'. To the right of the login fields is a 'Forgotten Password' section with instructions to email passwords@ebillswisspost.co.uk. At the bottom, there is a footer with copyright information and contact details: '© 2010 Virgin Media Business Limited | [Privacy policy](#) | [Legal Info](#)' and 'Contact us for all enquiries or call 0800 953 0180 Monday to Friday 9am - 5pm'. The browser's status bar at the bottom shows 'Done' and 'Internet'.

Once logged in, you will see a screen similar to that below. Click on 'View Invoices' to view your bills.



Simply click on the 'View Invoices' link on the left hand side of the screen to continue to view your e-bills.



1.2 Viewing your invoices

You can view your invoices in one of two ways: as a PDF file or as a datafile in CSV format. Please click on your preferred option using your mouse.

We've explained these options in a little more detail for you here:

PDF: the document will be displayed in the format of a traditional paper invoice. You'll need to have Adobe Acrobat™ Reader software installed on your PC, in order to view PDFs and this can be downloaded free of charge from www.adobe.com. We've included a link to this in our Help menu.

CSV: This option displays your documents as a data file, in CSV (Comma Separated Variable) format. This is a standard data format that can be imported into most databases and spreadsheet packages. By selecting the CSV option, the invoice details are downloaded into a spreadsheet that can then be uploaded to an accounting package or other relevant software.

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View Invoices

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Invoice Number	Account Number	Date	Amount	PDF	CSV	Query
511130601-001	511130601	02-Aug-2010	£20.73			
264491-042	264491	04-Jul-2010	£43.54			
913019-007	913019	01-Jul-2010	£609,594.58			
916485401-501	916485401	08-Jun-2010	£23.09			
914031601-049	914031601	08-Jun-2010	£661.89			

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Item collected.

1.3 Queries relating to the invoices available

If you have any queries about the information shown on the Your Bill portal, please click on the ? link. This will and will open up an email for you to fill in with details of your query. You'll



be pleased to know that your invoice details will be pre-populated into the email screen, so all you have to do is add your question to this email and click on the send button. This email will be sent to our Customer Services team and they'll respond to your query as soon as they can.

If you need any further queries, please feel free call us on **0800 052 0800**.