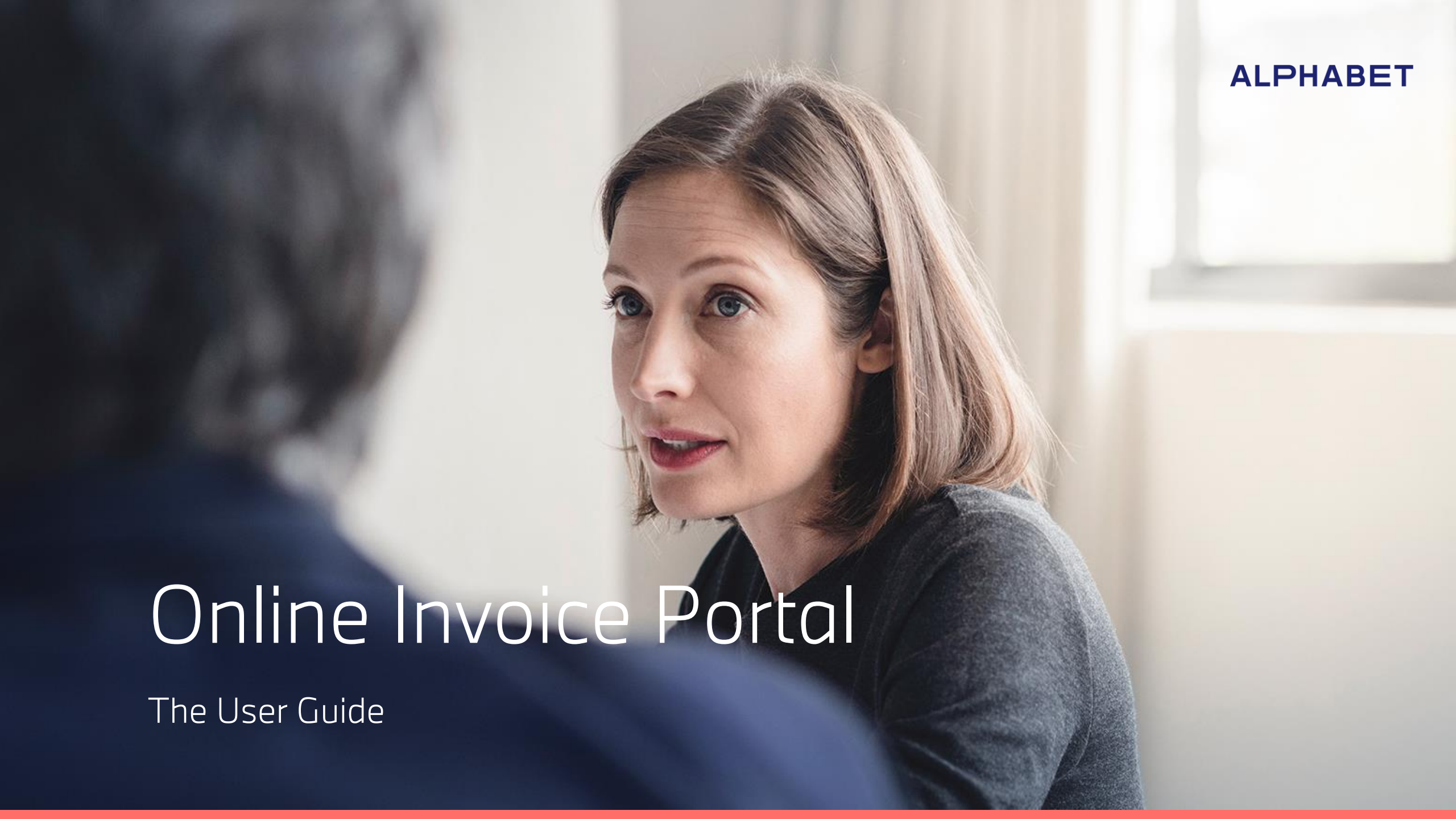




ALPHABET

Online Invoice Portal

The User Guide

Logging in to your account

Having received your activation email, you are required to click "Activate your account". Doing this will take you to the Online Portal where you will be requested to enter and confirm a password.

Your new password must be at least **8 characters long** and must contain both upper and lower case letters and at least one number and special character (e.g. !@\$%). The **password** should not contain your user name and when changed must differ from your previous one.

When logging in for the first time you will need to use the username (the UK number provided in your activation email) and password. Please note both are case sensitive.

Your username will remain the same however, passwords will expire after 30 days.

The activation email will be re-generated if you do not activate the user name, however once activated, this cannot be re-sent.

Activate your account

New password

Repeat password

User name

Password



Logging in to your account

If you need to change your password you can do this at anytime by going to the profile tab.

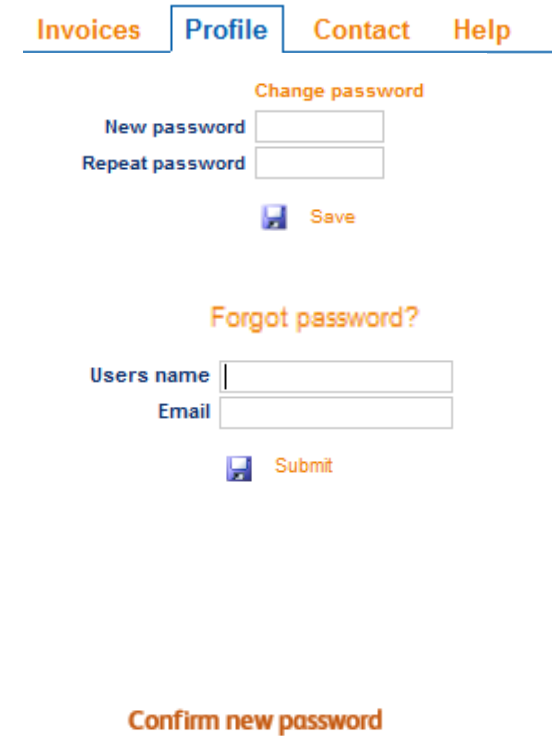
Should you forget your password simply click on "Forgot password?" on the log in screen. You will then be routed to another screen where you are asked to confirm the Username and email address registered to the online account

NOTE: only this email address can be used.

This will generate a confirm new password email which will be emailed to the email address that is registered for Online invoicing .

Click on **"Confirm new password"**. This routes you to a profile page where you can enter a new password

You are required to enter your username and password to log in to your account again.



The screenshot displays a web interface with a navigation bar at the top containing four tabs: 'Invoices', 'Profile', 'Contact', and 'Help'. The 'Profile' tab is currently selected and highlighted with a blue border. Below the navigation bar, there are two main sections. The first section is titled 'Change password' in orange text. It contains two input fields: 'New password' and 'Repeat password'. Below these fields is a 'Save' button, which is represented by a small blue icon of a floppy disk followed by the word 'Save' in orange. The second section is titled 'Forgot password?' in orange text. It contains two input fields: 'Users name' and 'Email'. Below these fields is a 'Submit' button, also represented by a small blue icon of a floppy disk followed by the word 'Submit' in orange. At the bottom of the visible area, the text 'Confirm new password' is displayed in orange.

Accessing your invoices

Your home page appears. Searching now will bring back all invoices within the default dates.

Your company name will be displayed. This will display as Head Office if you are set up for group company access.

ALPHABET

Invoices

Profile

Contact

Help

Logged in as: CL UK

Log Out

Customer number (all) ▼

Invoice number

License plate

Contract number

Cost center

Checked status (all) ▼

Payment status (all) ▼

Remark (all) ▼

Invoice type (all) ▼

Employee number

Company (all) ▼

Invoice date from 03-02-2023

till 01-09-2023

Invoice amount from

till

Reference

External purchase number

Search | Reset

⚠ Please enter your search criteria and press the "Search" button

Using search options

- You can leave Customer Number as all or you can select an individual customer from the dropdown if you are accessing a group of companies
- Type in your Invoice Number to search for individual invoices
- Type in your vehicle registration to search for invoices referencing this vehicle

Please note that Contract Number and Cost Centre are currently unavailable as search criteria

- You can search for opened or unopened invoices by selecting Checked or Unchecked
- You can search by payment status by selecting paid, partly paid or unpaid
- You can view all invoices on which you have raised a query with us via the remarks function
- You can use the dropdown to search by invoice type

Please note that Employee Number and Company are currently unavailable as search criteria

Customer number	(all) ▼
Invoice number	
License plate	
Contract number	
Cost center	

Checked status	(all) ▼
Payment status	(all) ▼
Remark	(all) ▼
Invoice type	(all) ▼
Employee number	
Company	(all) ▼

Using search options continued

To Search within a date range click in to the boxes to bring up the calendar (shown) and select the required dates

To search within an invoice amount range enter the amounts in the from and till boxes. The search is for the net amount. Please enter round pound amounts

Please note that Reference and External Purchase Number are currently unavailable as search criteria

Click on Reset to clear your search criteria

Invoice date from	03-08-2014
till	01-03-2015
Invoice amount from	
till	
Reference	
External purchase number	

Invoice date from	01-01-2015
till	01-01-2015
Invoice amount from	
till	
Reference	
External purchase number	

?

January, 2015

x

« ‹ › » Today

wk	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1				1	2	3	4
2	5	6	7	8	9	10	11
3	12	13	14	15	16	17	18
4	19	20	21	22	23	24	25
5	26	27	28	29	30	31	

Select date

 Search | [Reset](#)

What the symbols mean

Having entered your search criteria, clicking search will display your invoices

The status of your invoice will show as 📧 if it has not yet been viewed or downloaded and 📄 if it has been viewed or downloaded

An ⚠️ next to your status shows that you have previously raised a query on that invoice. Clicking on this shows when the query was sent, details of the invoice and the query

Coloured flags show the current payment status of an invoice 🟢 Paid | 🟡 partially paid | 🔴 Not paid

 Means there is an attachment to the invoice that can be viewed via the download option once the invoice has been opened

 Search Reset								
☐	Status	Customer number	Invoice type	Invoice number	Invoice date ▾	excluding VAT	VAT amount	Including VAT Download
☐	📧 ⚠️ 🔴	A457	Consolidated Customer Rental Invoice	2000023	31-01-2015	2,045.00	409.00	2,454.00 
☐	📧 📄 🔴	F918	Consolidated Customer Rental Invoice	2000026	31-01-2015	5,105.25	652.52	5,757.77 
☐	📧 📄 🔴	A457	Consolidated Customer Rental Invoice	2000034	31-01-2015	2,397.28	479.46	2,876.74 

Viewing your invoices

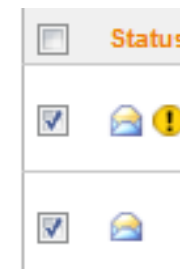
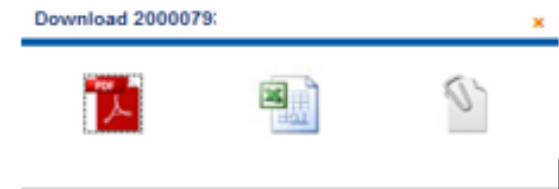
☐	Status	Customer number	Invoice type	Invoice number	Invoice date ▾	excluding VAT	VAT amount	Including VAT	Download
☐	  	A457	Consolidated Customer Rental Invoice	2000023	31-01-2015	2,045.00	409.00	2,454.00	

Clicking on the invoice line will open the invoice in pdf

Clicking on the download button  will give you the option to open either in pdf or excel and will also display the attachment symbol if there are backup documents for the invoice you are opening

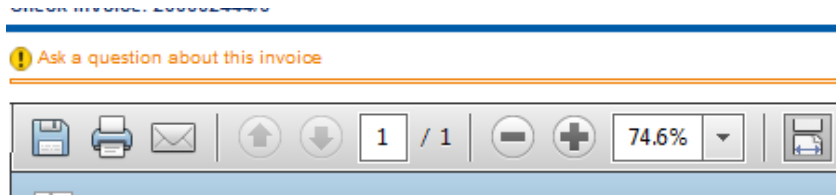
Multiple invoices can be downloaded by ticking the required invoices and then downloading the selection either in pdf or excel format. Excel will appear as multiple lines on one spreadsheet, pdf will open multiple pdf's

Please note that when downloading in Excel this will download in csv format



Download selection as  PDF |  Excel

Raising a query



Click on the invoice that you wish to raise a query, this will open the invoice in pdf

Click on 'Ask a question about this invoice'

Enter your query in the box and click "Send question"

You will receive an email notification to confirm that we have received your query

[Back to Invoice](#)

Contact details

Customer number	A12345
Name of customer	Alphabet
Debtor number	A12345
Email address	ABC@alphabet.co.uk

Invoices details

Invoice number	123456789
Invoice date	31-01-2015
Amount excluding VAT	1,327.00
VAT amount	265.40
Amount including VAT	1,592.40

Your question

 [Send question](#)

Profile

Your Profile details will be displayed here

You can change your password

The company's information will show

Should you wish to update your contact details please enter the details in the box and submit them to use.

Note this is for Online Invoicing contact details only

Invoices

Profile

Contact

Help

Users name

Firstname

Last name /surname/ family name

Business unit UK

Remark e-mail address

Change password

New password

Repeat password

Save

Debtor number	Customer number	Company name
A12345	A12345	Alphabet

You can request for an account information update, please use below field

Submit

Contact and help

Contact provides you with our details should you need to contact us

The Help option will provide you with some pointers on how to use this site

0370 5050 168

ALPHABET

[Invoices](#) [Profile](#) [Contact](#) [Help](#)

Logged in as: [User Name](#) [UK](#) [Log Out](#)

Alphabet (GB) Limited

Alphabet House, Summit Avenue
Farnborough
Hampshire, GU14 0FB

Online Portal Help T: 0370 5050 168
Invoicing Queries T: 0370 5050 185
E: invoicequeries@alphabet.co.uk

New invoice emails

Whenever new invoices are added to your account, an email notification is generated

Subject: New invoice for customer ***** available on line

Everything to keep you moving

Dear sir/madam,

Your new invoice(s) for A12345 ***** is now available for you to view online.

Please click on the "View your invoice here" link below to access your invoice(s) in pdf (this link is only valid for one month).

Clicking on the [View your invoices here](#) link routes you directly to the pdf invoice(s) at the portal without having to log on with your user name and password

If multiple invoices are added to the account on the same day, they will all be accessible via the same link (in a zip file)

Invoices are only available in pdf format via this route and the link expires after one month

Once the link has expired you can still access the invoices by logging on to the portal at <https://invoices.alphabet.com> with your user name and password

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