



# Direct Customers Invoices



USER GUIDE



# Table of Contents

- 1. Types of Invoices ..... 3
  - 1.1 Automated Invoices ..... 3
  - 1.2 Manual Invoices ..... 5
- 2. Reports ..... 6
  - 2.1 Legacy Reports ..... 6
  - 2.2 NCE Reports ..... 7
    - 2.2.1 Azure Plan Invoice Report ..... 7
    - 2.2.2 Azure Plan Consumption Report ..... 8
    - 2.2.3 NCE Billable Items Report ..... 9
- 3. FAQs ..... 10

This invoice guide will help you understand the invoices you receive for your CSP cloud products.

# 1. Types of Invoices

You can receive two types of invoices: Manual and Automated.

## 1.1 Automated Invoices:

Automated invoices are issued directly from the system for all subscriptions on the CCx platform.

Our invoices are split in to two sets:

- One covering all NCE and Azure plan subscriptions
- One covering all Legacy subscriptions

Invoices are located in our CCx platform, Insight Site. In the platform menu under the “invoice” section. They are available in pdf and can be downloaded.

Insight cloud solutions [View storefront](#)

Dashboard / Invoices

Invoices

Display per page: 10 results Search Date From Date To Search

ID	Invoice date	Due date	Bill amount	Status	Download PDF
32000	Jun 29, 2023	Jul 29, 2023	EUR €26,777.56	Unpaid	Download PDF
32000	May 30, 2023	Jun 29, 2023	EUR €26,243.51	Paid	Download PDF
32000	Apr 24, 2023	May 24, 2023	EUR €24,635.37	Paid	Download PDF
32000	Apr 24, 2023	May 24, 2023	EUR €1,659.67	Unpaid	Download PDF
32000	Mar 21, 2023	Apr 20, 2023	EUR €23,811.12	Paid	Download PDF
32000	Mar 17, 2023	Apr 16, 2023	EUR €0.00	Unpaid	Download PDF
32000	Feb 27, 2023	Mar 29, 2023	EUR €24,626.34	Paid	Download PDF

In the invoice you can find the following information:



Insight Direct (UK) Limited  
 The Technology Building  
 Terry Street  
 Sheffield S9 2BU  
 UNITED KINGDOM  
 Our VAT Registration No: GB746075129  
 Our Company Registration: 02579852  
 Terms of Delivery: EXW

**Invoice**  
 Date: 24-APR-2023  
 Page: 1 of 3  
 Account Clerk:  
 Maureen Rico  
 maureen.rico@insight.com

Invoice To: \_\_\_\_\_ Deliver To: \_\_\_\_\_ Customer Contact: \_\_\_\_\_  
 Your VAT No: \_\_\_\_\_

Sales Order No.	PO No.	Contract No.	Payment Terms	Due Date	Currency	Sales Rep Name
			EOM 30 DAYS	31-MAY-2023	GBP	

Account No.	PO release:	SOW Number	Your Ref. No.	Original Invoice No	Ship Via
					Electronic Delivery/ESD

[Click here for invoice details](#)

Material	Description	Net Total	VAT Rate	VAT	Total
CFQ7TTC0LFDZ0001YM	DYNAMICS 365 CUSTOMER SERVICE ENTERPRISE	2,429.22	20.000	485.84	2,915.06

Subscription ID: 00000YKY  
Coverage Dates: 21-MAR-2023 - 16-APR-2023 Qty 42 Net Total 2,029.86

Here an explanation of each part:

1. Invoice number
2. Invoice issue date
3. Purchase order number

For the purchase order to appear on the invoice, it is important that all subscriptions have the same purchase order number.

If there are different PO numbers for each subscription or you need to receive one invoice per each PO number, please contact your Insight representative.

If this is not specified, the "PO number" field will be either blank or with the writing NA.

4. Account number
5. Product details, including the following information:

- A. product number, which can be found in our platform,
- B. product name,
- C. Subscription ID (this is an Insight specific Subscription ID unique to your subscription, can also be found on our platform),
- D. Usage Period.

6. Summary of charges based on quantity changes.

For example:

The DYNAMICS 365 SALES ENTERPRISE EDITION in the example is paid monthly. The start date is March 17th and the end date is April 16th for 156 licenses. Therefore, we have a line for a total of 156 licenses for a month (1). On March 22, the customer purchased 1 more licence, making a new total of 157(3). We will find another line where we credit the 156 licenses from March 22 to April 16th(2)



**Invoice**  
 2100585257  
 Date: 24-APR-2023  
 Page: 2 of 3

Material	Description	Net Total	VAT Rate	VAT	Total
	Subscription ID: 00000J072 Coverage Dates: 17-MAR-2023 - 16-APR-2023 Qty 5 Net Total 117.00				
CFQ7TTC0HBSL0001YM	COMMON DATA SERVICE LOG CAPACITY	5.82	20.000	1.16	6.98
	Subscription ID: 00000YKZ Coverage Dates: 17-MAR-2023 - 16-APR-2023 Qty 1 Net Total 5.82				
CFQ7TTC0LHSF0001YM	POWER BI PRO	86.10	20.000	17.22	103.32
	Subscription ID: 00000IZSN Coverage Dates: 17-MAR-2023 - 16-APR-2023 Qty 14 Net Total 86.10				
CFQ7TTC0HDB00002YM	PROJECT PLAN 3	444.72	20.000	88.94	533.66
	Subscription ID: 00000YV3 Coverage Dates: 17-MAR-2023 - 16-APR-2023 Qty 24 Net Total 444.72				
DZH318Z0BPS60001C	AZURE PLAN CONSUMPTION	12,350.56	20.000	2,470.11	14,820.67
	Subscription ID: 00000ASRJ Coverage Dates: 01-MAR-2023 - 31-MAR-2023 Qty 1 Net Total 12,350.56				
CFQ7TTC0LH160001YM	EXCHANGE ONLINE (PLAN 1)	34.44	20.000	6.89	41.33
	Subscription ID: 00000IZSM Coverage Dates: 17-MAR-2023 - 16-APR-2023 Qty 14 Net Total 34.44				
CFQ7TTC0LFF10001YM	DYNAMICS 365 SALES ENTERPRISE EDITION	8,702.98	20.000	1,740.60	10,443.58
	Subscription ID: 00000IYLO Coverage Dates: 22-MAR-2023 - 16-APR-2023 Qty 157 Net Total 7,306.78 22-MAR-2023 - 16-APR-2023 Qty 156 Net Total -7,260.24 17-MAR-2023 - 16-APR-2023 Qty 156 Net Total 8,656.44				
CFQ7TTC0H320002YM	VISIO PLAN 2	259.56	20.000	51.91	311.47
	Subscription ID: 00000IZSQ Coverage Dates: 17-MAR-2023 - 16-APR-2023 Qty 28 Net Total 259.56				
CFQ7TTC0LHSL0001YM	MICROSOFT 365 AUDIO CONFERENCING	80.84	20.000	16.17	97.01
	Subscription ID: 00000IZSL Coverage Dates: 17-MAR-2023 - 16-APR-2023 Qty 43 Net Total 80.84				
CFQ7TTC0LFDZ0003YM	DYNAMICS 365 CUSTOMER SERVICE ENTERPRISE	11.71	20.000	2.34	14.05
	Subscription ID: 00000J074 Coverage Dates: 17-MAR-2023 - 16-APR-2023 Qty 1 Net Total 11.71				
CFQ7TTC0LFLX0001YM	MICROSOFT 365 E3	19,056.57	20.000	3,811.32	22,867.89
	Subscription ID: 00000IY2 Coverage Dates: 29-MAR-2023 - 16-APR-2023 Qty 736 Net Total 11,724.48 22-MAR-2023 - 16-APR-2023 Qty 729 Net Total 15,892.20 22-MAR-2023 - 16-APR-2023 Qty 726 Net Total -15,826.80 28-MAR-2023 - 16-APR-2023 Qty 731 Net Total -12,251.56 24-MAR-2023 - 16-APR-2023 Qty 731 Net Total 14,707.72 29-MAR-2023 - 16-APR-2023 Qty 734 Net Total -11,692.62 28-MAR-2023 - 16-APR-2023 Qty 732 Net Total 12,275.64 17-MAR-2023 - 16-APR-2023 Qty 726 Net Total 16,868.74 28-MAR-2023 - 16-APR-2023 Qty 732 Net Total -12,275.64 28-MAR-2023 - 16-APR-2023 Qty 734 Net Total 12,309.18 28-MAR-2023 - 16-APR-2023 Qty 733 Net Total -12,292.41 28-MAR-2023 - 16-APR-2023 Qty 733 Net Total 12,292.41 24-MAR-2023 - 16-APR-2023 Qty 729 Net Total -14,674.77				
CFQ7TTC0LCH40004YM	MICROSOFT INTUNE PLAN 1 DEVICE	1.69	20.000	0.34	2.03

	Coverage Dates:	17-MAR-2023 - 16-APR-2023 Qty 14 Net Total 34.44			
CFQ7TTC0LFF10001YM	DYNAMICS 365 SALES ENTERPRISE EDITION	8,702.98	20.000	1,740.60	10,443.58
	Subscription ID:	00000IYLO			
	Coverage Dates:	22-MAR-2023 - 16-APR-2023 Qty 157 Net Total 7,306.78			
		22-MAR-2023 - 16-APR-2023 Qty 156 Net Total -7,260.24			
		17-MAR-2023 - 16-APR-2023 Qty 156 Net Total 8,656.44			

## 1.2 Manual Invoices:

Manual invoices will only be sent via email in PDF format and will be accompanied by an Excel file detailing consumption. In these invoices we find all the products that are purchased outside our platform:


- SW & perpetuals
- Marketplace,
- Reserved Instances
- Azure Savings plans
- Legacy and NCE subscriptions provisioned outside of the Cloud Commerce Experience platform (CCx).


Invoices are sent from the following email address: **cmp\_billing\_team@insight.com** by the end of the month.


It is very important to provide us with the billing email address to ensure these invoices are sent to the correct contact.


Below is an example of the email you will receive:

### Microsoft CSP Marketplace June 2023 Invoice & Detail Report -



**CMP\_Billing\_Team**  
To  'finance@'

 .xlsx  
21 KB

 -2023.pdf  
93 KB

Dear Client,

Please find the attached Microsoft CSP Breakdown & Copy of the Invoice.

The original invoice has already been sent earlier, so the attached is provided as a reference to the breakdown. Please note this is a manually generated invoice. The breakdown report is therefore attached to the email.

Sincerely,  
The Insight Cloud Billing Team

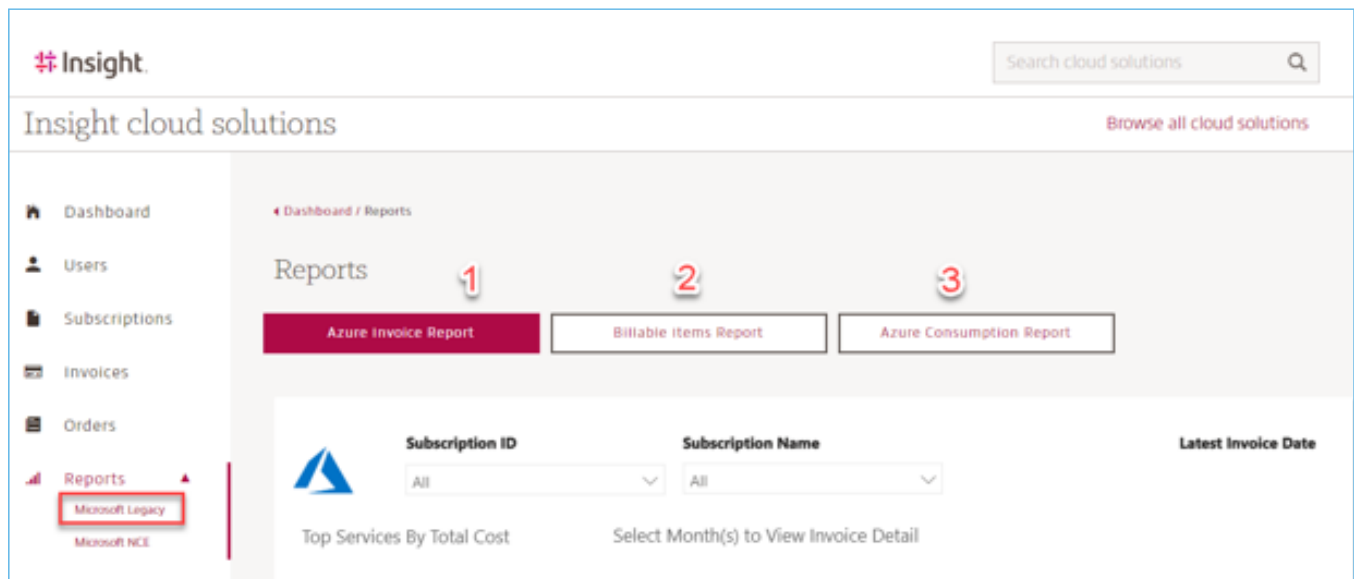
## 2. Reports

In the CCx platform you have a section, called Reports, where you can access the detailed billable items report corresponding to the invoices you receive.

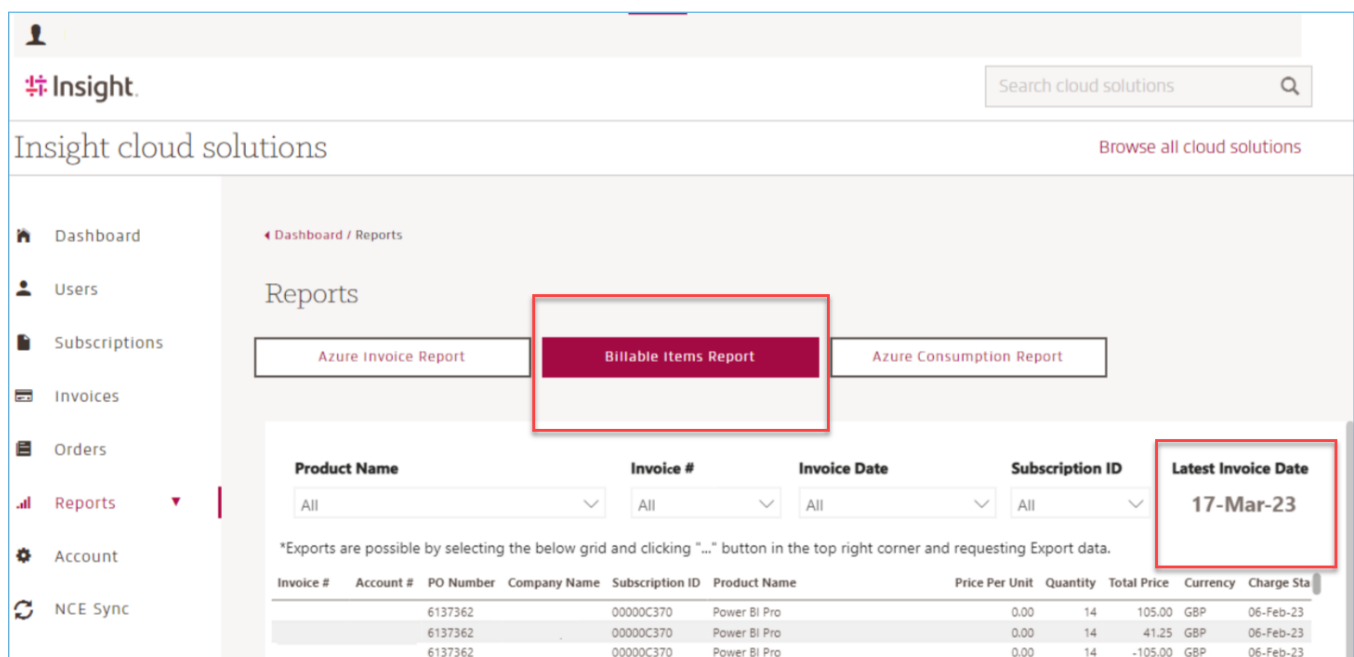
You can select the type of report you need to consult, depending of which subscriptions you have active on your tenant: Legacy or NCE.

### 2.1 Legacy Reports

In this section you can find reports regarding your Legacy subscriptions: Azure Invoice Report, Billable Items Report, Azure Consumption Report. Below is an example of the email you will receive:

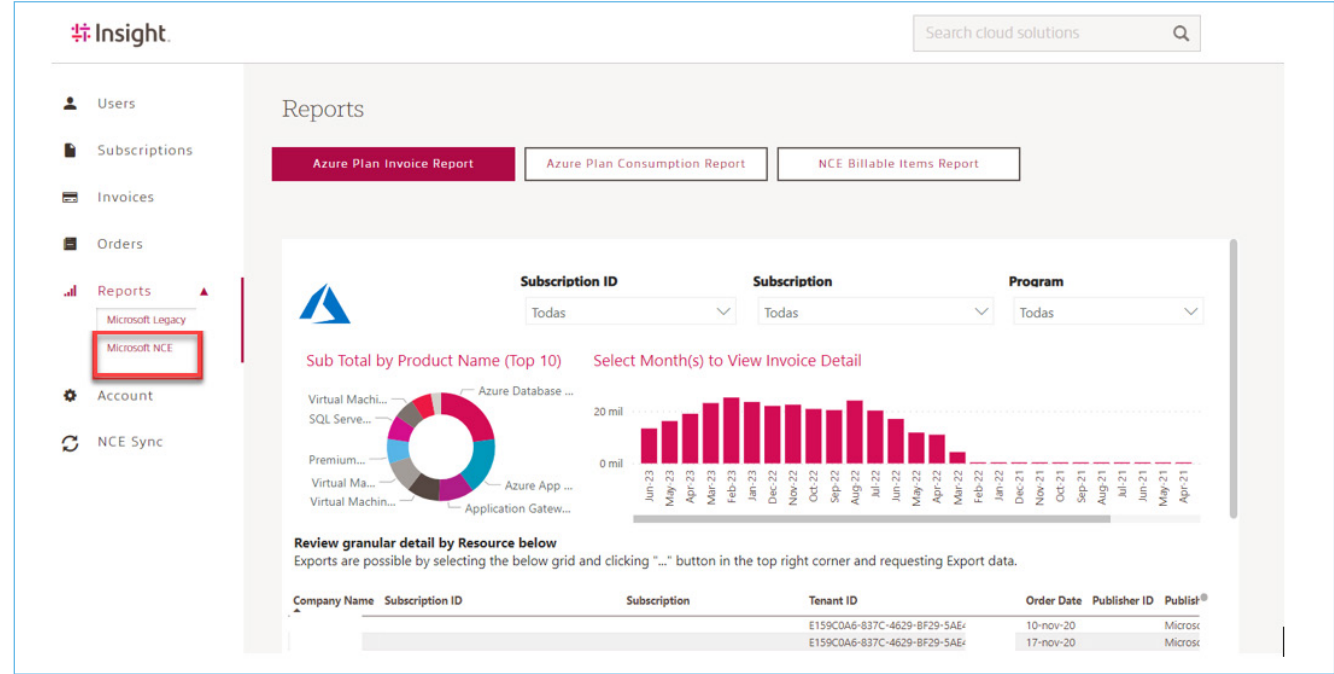


Taking into account that the Azure subscriptions have been migrated to the Azure Plan, in these reports we will only find the consumption that corresponds to the last invoice issued before the migration. From there we will have to search the NCE reports.



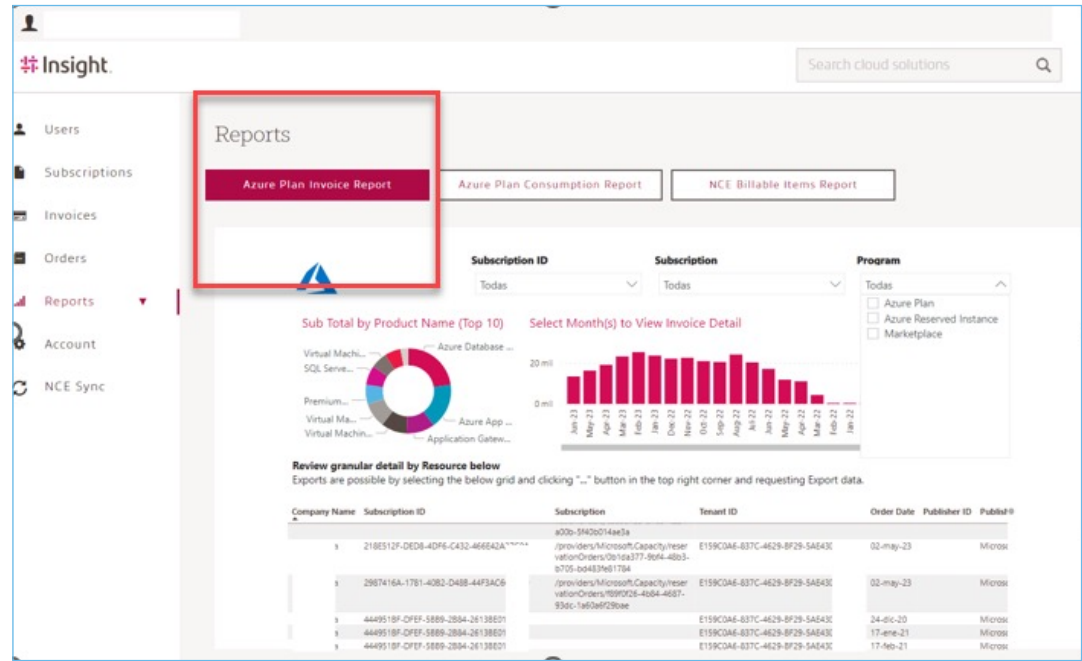
## 2.2 NCE Reports

This section is dedicated to your NCE subscriptions report. You have 3 types of reports available, each one will give you a different information. For Azure you will have Azure Plan Invoice Reports and Azure Plan Consumption Report. For all your other NCE licences in CCx, you can consult all the details in the NCE Billable Items report.



### 2.2.1 Azure Plan Invoice Report

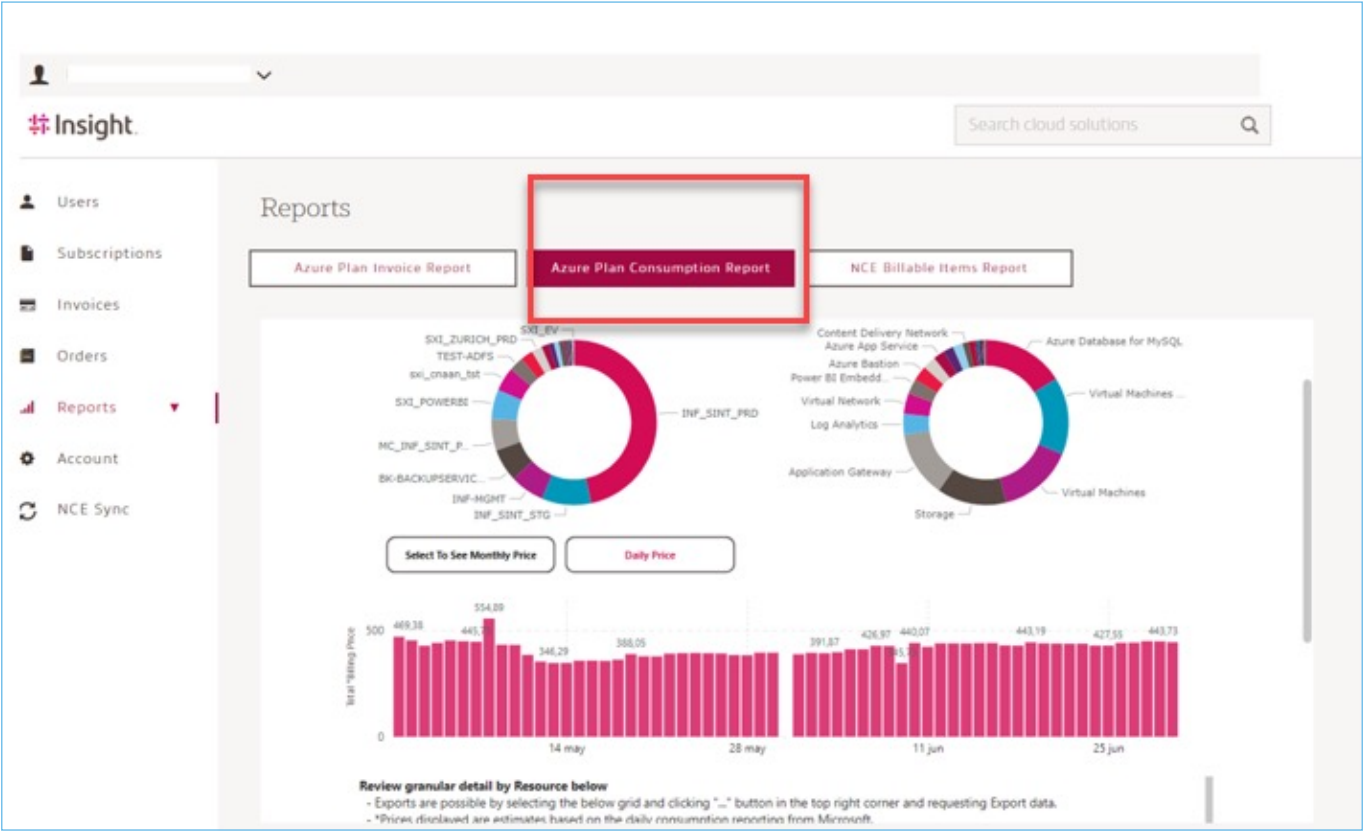
The **Azure Plan Invoice report** gives you a detailed consumption report based on the separate subscription and resource IDs:



You can view the azure consumption reports on our Enterprise License Dashboard (ELD). Please note that the reports available on ELD are only for the invoice generated automatically by our platform.

## 2.2.2 Azure Plan Consumption Report

If you select the **Azure Plan Consumption Report**, you will get Azure consumption graphs:



## 2.2.3 NCE Billable Items Report

In the **NCE Billable Items Report**, selecting any line, you can download the report. You can also filter the report by invoice number, invoice date etc.

**Reports**

Azure Plan Invoice Report    Azure Plan Consumption Report    **NCE Billable Items Report**

Product Name: All    Invoice #: All    Invoice Date: All    Subscription ID: All    Latest Invoice Date: 29-Jun-23

\*Exports are possible by selecting the below grid and clicking "..." button in the top right corner and requesting Export data.

Invoice #	Account #	PO Number	Company Name	Subscription ID	Product Name	Price Per Unit
2100644475	e10059050	6137362		00000A5RJ	Azure plan	0.0
2100644475	e10059050			00000IZSO	Microsoft Teams Phone Standard	0.0
2100644475	e10059050			00000IYL2	Microsoft 365 E3	0.0
2100644475	e10059050			00000IYL2	Microsoft 365 E3	0.0
2100644475	e10059050			00000IYL2	Microsoft 365 E3	0.0

**Reports**

Azure Plan Invoice Report    Azure Plan Consumption Report    **NCE Billable Items Report**

Product Name: All    Invoice #: All    Invoice Date: All    Subscription ID: All    Latest Invoice Date: 29-Jun-23

\*Exports are possible by selecting the below grid and clicking "..." button in the top right corner and requesting Export data.

Invoice #	Account #	PO Number	Company Name	Subscription ID	Product Name
2100644475	e10059050	6137362		00000A5RJ	Azure plan
2100644475	e10059050			00000IZSO	Microsoft Teams Phone Standard
2100644475	e10059050			00000IYL2	Microsoft 365 E3
2100644475	e10059050			00000IYL2	Microsoft 365 E3
2100644475	e10059050			00000IYL2	Microsoft 365 E3
2100644475	e10059050			00000IYL2	Microsoft 365 E3

- Export data
- Show as a table
- Spotlight
- Sort descending
- Sort ascending
- Sort by

### 3. FAQs

#### Question 1

Where can I find the cost for each individual Azure subscription?

You can find this information in 2 different platforms:

1. In the **ELD portal**, by choosing CSP services, then on invoice and downloading the report in an Excel file.  
Should you need further information regarding ELD, please consult the dedicated guide.

**CSP Services** ▾

**Plan Usage**   **Entitlement Usage**   **Invoice**

**Role**   **Invoice**   **Amount:**

Direct ▾   July 2023 ( Insight Italy ) ▾   13.939,43 €

**Download**

**Resource:** 12.843,81 €

**Marketplace:** 27,35 €

**Reserved Instance:** 1.068,27 €

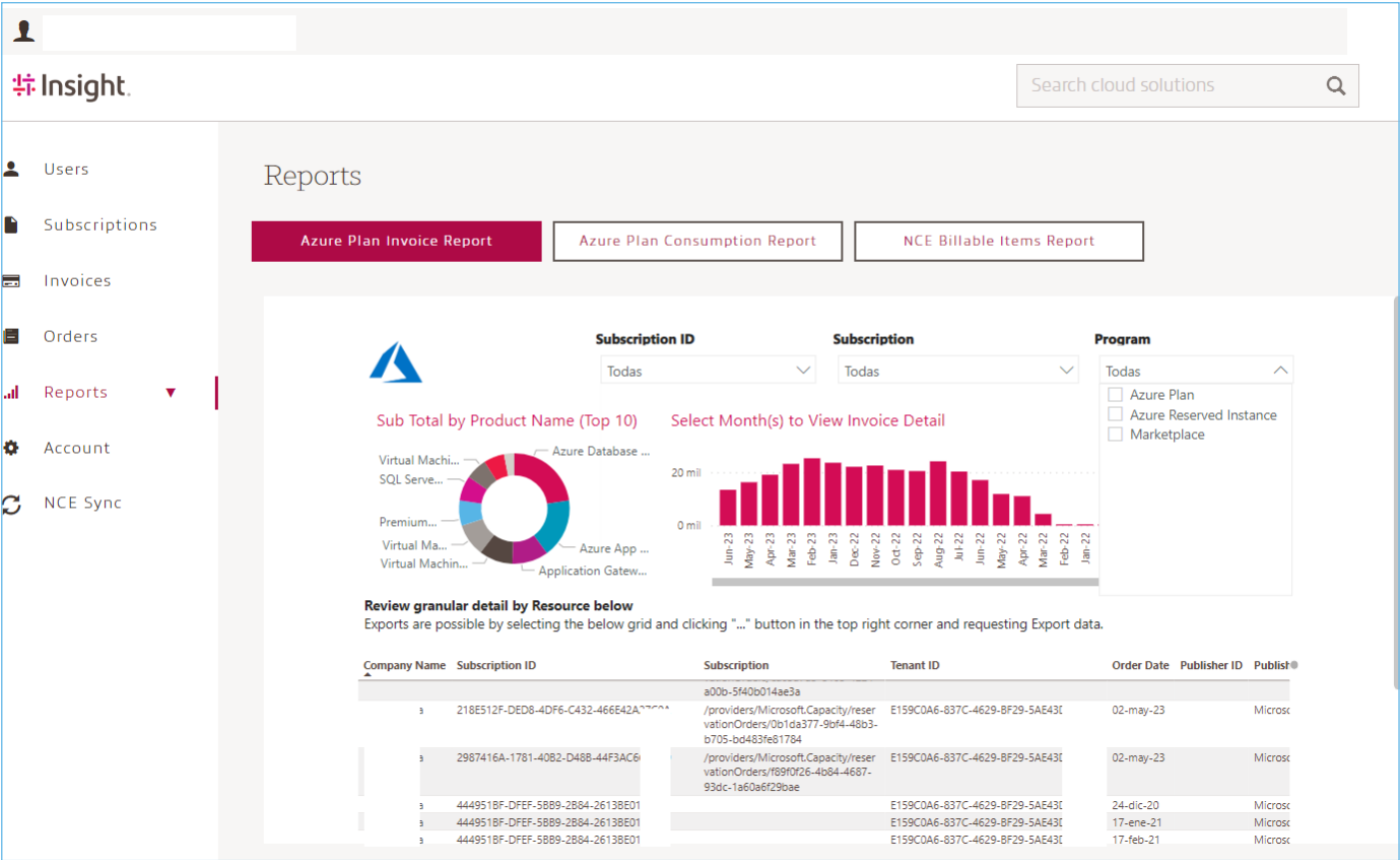
**Telco Overage:** 0,00 €

**Period:** 01/06/2023 – 30/06/2023

In the excel file that will download, you can find all the info regarding the spending in column F (Subscription ID) and Q (Sub total).

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
Invoice	Invoice	Tenant ID	Owner	Don	Subscription ID	Sub Description	Publisher Name	Product	SKU	Arg	Billing Cycle	Table Q	Unit	It Price	Sub T	
					DACF759A-211C-4644-DEAF-CC97FE03											0.6832
					DACF759A-211C-4644-DEAF-CC97FE03											243.3
					DACF759A-211C-4644-DEAF-CC97FE03											1.4784
					DACF759A-211C-4644-DEAF-CC97FE03											385.34
					DACF759A-211C-4644-DEAF-CC97FE03											0
					DACF759A-211C-4644-DEAF-CC97FE03											147.26
					DACF759A-211C-4644-DEAF-CC97FE03											0.0112
					DACF759A-211C-4644-DEAF-CC97FE03											129.65
					DACF759A-211C-4644-DEAF-CC97FE03											9.4528
					DACF759A-211C-4644-DEAF-CC97FE03											492.3
					DACF759A-211C-4644-DEAF-CC97FE03											0
					DACF759A-211C-4644-DEAF-CC97FE03											0
					DACF759A-211C-4644-DEAF-CC97FE03											49.683
					DACF759A-211C-4644-DEAF-CC97FE03											10.237
					DACF759A-211C-4644-DEAF-CC97FE03											2.3632
					DACF759A-211C-4644-DEAF-CC97FE03											237.01
					DACF759A-211C-4644-DEAF-CC97FE03											0
					DACF759A-211C-4644-DEAF-CC97FE03											0.0224
					DACF759A-211C-4644-DEAF-CC97FE03											19.813
					DACF759A-211C-4644-DEAF-CC97FE03											2.352
					DACF759A-211C-4644-DEAF-CC97FE03											51.218
					DACF759A-211C-4644-DEAF-CC97FE03											57.624
					DACF759A-211C-4644-DEAF-CC97FE03											0
					DACF759A-211C-4644-DEAF-CC97FE03											0.0784
					DACF759A-211C-4644-DEAF-CC97FE03											0
					DACF759A-211C-4644-DEAF-CC97FE03											0

2. In our RAP under the section **reports**, choosing the Azure Plan Invoice Report option:



**Question 2**

What happens if the price of the platform does not match what appears on the invoice?

In this case, please contact with your account manager or raise a Service Now ticket <https://services-emea.insight.com/> with as many details as possible.



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