## Billing Menu Overview

Modified on: Thu, March 6, 2025 at 2:37 PM

Navigation: Billing

TIP: For best results, use Google Chrome when working on the platform.

Overview

In the Billing menu, you can view previously generated statements, view or create custom price lists by cloud provider, and view legacy reports. In the Invoice menu options, you

can **search** and **sort** (in ascending or descending order) any of the columns, as well as specify a **date range.**
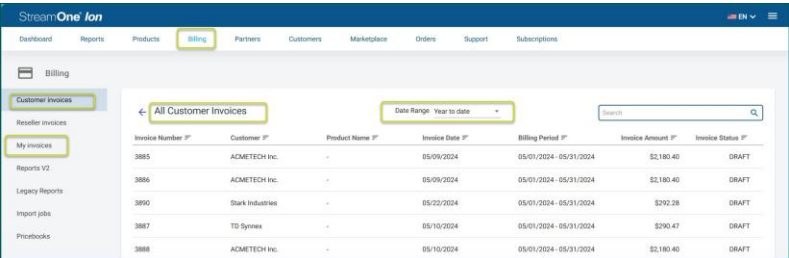

Invoices, also known as statements, are generated monthly after the provider's billing cycle has been settled. Some cloud providers' billing cycles do not correspond to a calendar month. If you need any clarification on billing cycles, **please open a** (https://stream1.freshdesk.com/sup p ort/tickets/new) support ticket

TD SYNNEX will send you a billing document each month for each cloud provider product you transact through the platform. You can also generate billing documents for your customers.

Note: Any modification to price lists, custom charges, and global discounts/increases or support plans made during or after billing reconciliation has concluded i

The format of your billing document may vary. Within your ION account, you determine the format through the functions found here: **Settings > Billing > Invoice Options**
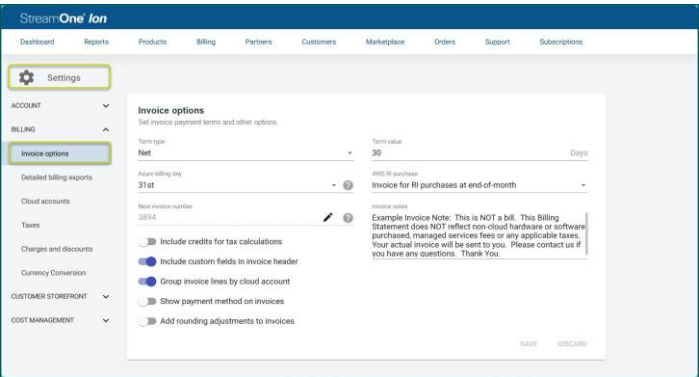
Brainshark Video Tutorial: Billing and Invoicing (https://www.brainshark.com/techdata/vu?pi=zIJztmeXGzgCdFz0)

Invoices

There are three menu options: **Customer Invoices**, **My Invoices, and Reseller Invoices.** Each is explained in detail below.

Customer Invoices

When you generate invoices for your customers, they will be displayed in the **Customer Invoices** section, which is organized by customer name and billing period. It is recommended to create monthly statements on the platform, as this guarantees pricing for a specific billing period and allows you to download detailed document data (instead of a report). If you generate a statement before the billing cycle is settled (or fully reconciled), you may notice some variations in the billing data.

Click here to review related processes:

(https://stream1.freshdesk.com/support/solutions/articles/44002357719-how-to-generate-customer-billing-statements-sie-invoices-) (https://stream1.freshdesk.com/support/solutions/articles/44002357719-how-to-generate-customer-billing-statements-sie-invoices-)**How to generate customer invoices/statements** (https://stream1.freshdesk.com/support/solutions/articles/44002357719-how-to-generate-customer-billing-statements-sie-invoices-) .

How to create and customize reports (https://stream1.freshdesk.com/support/solutions/articles/44002357680-how-to-create-customize-and-download-cloud-billing-reports-) .

My invoices

This section contains your statements generated by TD SYNNEX. You do not pay the bills through the platform. Account statements are provided solely for informational purposes and are a preview of the invoice you received from TD SYNNEX

The format of your invoice may vary. Normally, the format of your billing document is by account or by service or product name.

Reseller Invoices

If you have an end customer configured with a full management platform account, the invoices generated for partner-level end customers are displayed here. *Most partners do not use this function.*

If you have any questions about your TDS invoice, please refer to: **TD SYNNEX StreamOne Ion Invoice Payment (for US regions. U.S. and Canada)** (https://stream1.freshdesk.com/support/solutions/articles/44002522882-paying-td-synnex-streamone-ion-invoices-for-us-and-ca-regions-) .

Reports

There are two links to reports in the Billing menu.

- **Reports V2** is a quick link that takes you to the **REPORTS** menu.
- **Legacy reports** contain an AWS security and compliance report. Click **here** (https://stream1.freshdesk.com/support/solutions/articles/44002357649-aws-security-and-compliance-report) for more information.

Price Books

This menu option displays all cloud vendor price books for which your ION account is authorized. Related articles:

Registering for Cloud Vendor Programs (https://stream1.freshdesk.com/support/solutions/articles/44002357681-request-access-to-cloud-vendor-programs) .

Creating and Managing Custom Price Books (https://stream1.freshdesk.com/support/solutions/articles/44002357713-create-and-manage-custom-pricebooks) .

To submit a support request in StreamOne Ion, click the "?" icon in the top right menu bar or click Submit a Ticket (https://stream1.freshdesk.com/support/tickets/new) in the Knowledge Base. Complete all required fields or read How to use StreamOne Freshdesk to submit and view support tickets (https://stream1.freshdesk.com/support/solutions/articles/44002357755-how-to-submit-and-view-support-tickets) for more information. (https://stream1.freshdesk.com/support/tickets/new) (https://stream1.freshdesk.com/support/solutions/articles/44002357755-how-to-submit-and-view-support-tickets)