Invoices and Payments

Armor Knowledge Base

Topics Discussed

- Understanding Your Invoice
- Exporting Your Invoice
- Assigning An User as the Primary Billing Contact
- Invoice and Billing Notifications

⚠ To fully use this screen, you must add the following permissions to your account:

- View Invoices
- Read Payment Information
- Update Payment Information

Understanding Your Invoice

View An Invoice

You can view current and previous invoices, including paid and unpaid invoices.

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Account**.
2. Click **Invoices + Payments**.
3. Locate and select the desired invoice.
4. In the **Invoice** details screen, you can review the details for your invoice.

Invoice Header

The invoice header appears at the top of the invoice and displays general information related to the invoice.

Column	Description
Invoice #	This column displays the system generated number that is associated with the invoice. ⚠ A **PAID** label next to the invoice number indicates that the invoice has been paid.
Invoice Date	This column displays the date that the invoice was generated.
Service Dates	This column displays the service start date and end date for the billing period associated with this invoice.
Bill To	This column displays the following information: • Account name • Account number • Purchase order (PO) number, if applicable • Bill To address associated with the account ⚠ The **Bill To** address may be the same as the **Sold To** address.

Sold To	This column displays the following information: • Account name • Account number • Purchase order (PO) number, if applicable • Sold To address associated with the account ⚠️ The **Sold To** address may be the same as the **Bill To** address.
Legend	The legend provides a color-coded reference for Armor product categories. **Armor Complete** • **Instance / Appliance** refers to virtual machines. • **Disk** refers to additional storage space in a virtual machine. • **Security / Compliance** refers to log collection, vulnerability scanning, SSL certificates, and encryption. • **Network** refers to SSL VPN accounts, IP addresses, and load balancers. • **Other** refers to IPRM (Dynamic Threat Blocking), SQL Servers, other non-categorized products, and credits / discounts. **Armor Anywhere** • **Security / Compliance** refers to Armor Anywhere core services. • **Other** refers to add-on products, features, and credits / discounts.

Invoice Details

⚠️ This section only applies to **Armor Complete** users.

For **Armor Complete**, invoices are organized by workload, tier, and location of the virtual machine.

• **Workload** displays the workload associated with the virtual machine.
• **Tier** displays the tier associated with the workload.
• **Location** displays the physical location of the invoice items.

This section of the invoice lists the charges for:

• Virtual machines
• Virtual machine storage
• IP addresses
• Log Management
• Intelligent Security and Support
• Remote Desktop Services

Column	Description
Category	This column displays the product category associated with the invoice line item.
Product Name / Description	This column displays the product name and description of the invoice line item. For virtual machines, the hyperlinked virtual machine friendly name and virtual machine ID will also display. ⚠️ For Armor Anywhere users, you can export usage details for your virtual machines. To learn more, see Export usage data.
Service Period	This column displays the billing period associated with the invoice line item.
Rate	This column displays the rate of the invoice line item.
Qty	This column displays the quantity of the invoice line item.
Item Total	This column displays the total amount being billed for the invoice line item.

⚠️

⚠️ The total cost for each individual virtual machine will be reflected in **Total Cost Per Virtual Machine/Appliance**.

Invoice Footer

The invoice footer appears at the bottom of the invoice and displays general information related to the invoice.

Field	Description
Remit To	This column displays Armor's address where payments should be sent.
Invoice Sub Total	The total of all items reflected on the invoice. This total does not include any credits or discounts.
Credits + Discounts	The total amount of credits and discounts reflected on the invoice (if applicable).
Invoice Total	The sum of all invoice line items, credits, and discounts.

Credits + Discounts

⚠️ If a credit or discount has been applied to the full invoice, then the related details will display in the **Credits + Discounts** section.

Column	Description
Category	This column displays the category associated with the credit or discount. In many cases, a generic description of **Account Discount** will appear. ⚠️ To view where a specific discount or credit has been applied, download the CSV file for the invoice. Credits and discounts are listed directly under the corresponding product. To learn more, see Export an invoice.
Product Name / Description	This column displays the description of the credit or discount. In many cases, a generic description of **Account Discount** will appear. ⚠️ To view where a specific discount or credit has been applied, download the CSV file for the invoice. Credits and discounts are listed directly under the corresponding product. To learn more, see Export an invoice.
Service Period	This column displays the billing period associated with the credit or discount.
Qty	This column displays the quantity associated with the credit or discount.
Item Total	This column displays the amount of the credit or discount.

⚠️ If a credit or discount has been applied directly to a virtual machine, then the details will be grouped in the **Workload / Tier** section for that particular virtual machine.

Exporting Your Invoice

Invoice Summary

You can export summarized data for all of your invoices, both paid and unpaid.

1. In the Armor Management Portal, in the left-side navigation, click **Account**.
2. Click **Invoices + Payments.**
3. (Optional) Use the filter function to customize the data displayed.

4. Below the table, click **CSV**.
    a. You have the option to export all the data (**All**) or only the data that appears on the current screen (**Current Set**).

Export a Detailed Invoice

You can export the data for paid and unpaid invoices.

1. In the Armor Management Portal, in the left-side navigation, click **Account**.
2. Click **Invoices + Payments.**
3. (Optional) Use the filter function to customize the data displayed.
4. Locate and select the desired invoice.
5. At the bottom of the screen, click **CSV** or **PDF**.

Assigning An User as the Primary Billing Contact

You can configure a user to become the primary billing contact for an account. This user will receive billing notifications. Additionally, this user will be listed in the **Bill to** field in an invoice.

1. In the Armor Management Portal (AMP), in the left-side navigation, click **Account**.
2. Click **Users**.
3. Locate and hover over the desired user.
4. Click the vertical ellipses.
5. Select **Set as Primary Billing Contact**.
6. Click **OK**.

ⓘ **Troubleshooting**

If you do not see any invoices in the **Invoices + Payments** screen, consider that:

- An invoice has not been created for your account.
    - Armor is responsible for adding invoices into your AMP account.
- You do not have permissions to view invoices.
    - You must have the **View Invoices** permission enabled to view invoices. Contact your account administrator to enable this permission. To learn how to update your permissions, see Roles and Permissions.

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⚠️ **Marketplace Listings**

If you do not recognize a product listed in your invoice, consider that the invoice may display a different name for the product.

Review the following table to understand the different terms associated with a particular add-on product or feature.

Name	Alternate names
Log Management	- LogRetention13mo - Compliance Professional - Data & Log Management
Log Management 30-day Retention	- LogRetention30day - Log Management Essentials - Data & Log Management
Intelligent Security Model and Support	- Intelligent Security Model - ISM - Core ISM When you order a virtual machine, you are also ordering Intelligence Security Model (ISM) for the virtual machine. Prices for ISM will vary based on the number of virtual machines you have ordered. IMS pricing is based on the following tiered structure: {{TIER_TABLE}}
Navis PCI Vulnerability Scans	Coalfire Vulnerability Scanning
Persistent Encryption Expert Agent	Persistent Data Encryption Agent
Virtual Load Balancer	Load Balancer (Brocade)

Tier table (within Intelligent Security Model and Support):

Tier	Number of virtual machines
1	1 - 10
2	11 - 25
3	26 - 100
4	101- 250
5	251 - 500
6	500 +

⚠️ **Generation 3 Invoices**

If you are an upgraded user and you want to view a Generation 3 invoice, then you can send a support ticket in the Armor Management Portal (AMP) and request to view a Generation 3 invoice.

- Armor Support can only retrieve invoices from the previous 6 months.
- To learn how to send a support ticket, see Armor Support.

Invoice and Billing Notifications

Armor recommends that you sign up for billing notifications to receive an update when:

- An invoice has posted.
- An invoice is past due (2, 10, 15, 25, and 30 days).
- A payment method will soon expire (1, 15, and 30 days).

1. In the Armor Management Portal (AMP), in the top, right corner, click the vertical ellipses.
2. Click **Settings**.
3. Click **Notification Preferences**.
4. Next to Billing, use the slider to make your desired changes.
   - Select **Alert** to receive notifications in the top bar in the Armor Management Portal (AMP).
   - Select **Email** to receive notifications through email.
   - You can select both notification options.
5. Click **Update Notification Preference** to save your changes.

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