

How to access/download your invoice(s)

This procedure is - at the moment - **limited to orders that include Syncplify Server! v6 licenses**. Old orders (older versions of the software) or order that include AFT! licenses are, at this time, still managed via third party distributors and resellers who are responsible for invoicing them.

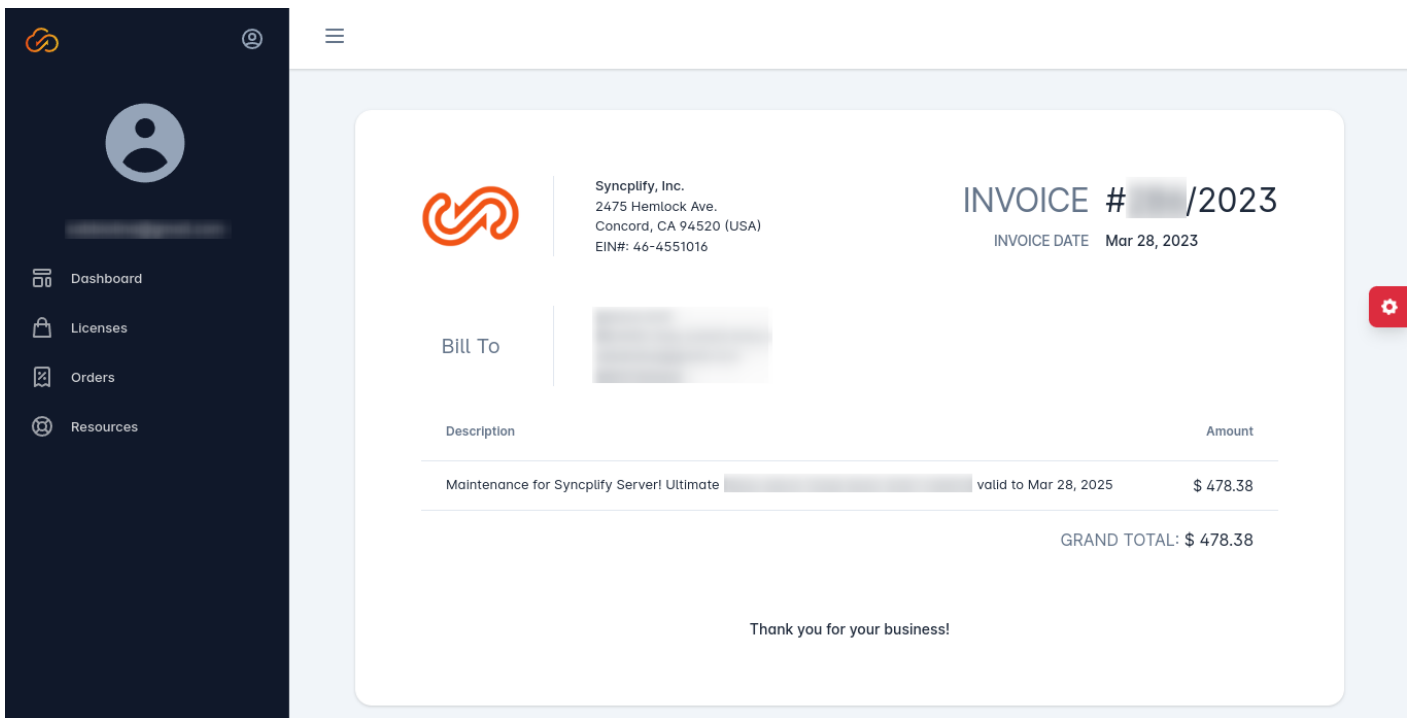
When you order a Syncplify software product (Syncplify Server! v6+) you or your company may need an invoice for your records. You can find such invoice in your [Syncplify Customer Center Portal](#).

First, locate the order for which you need an invoice in the Orders page of the Syncplify Customer Center Portal:

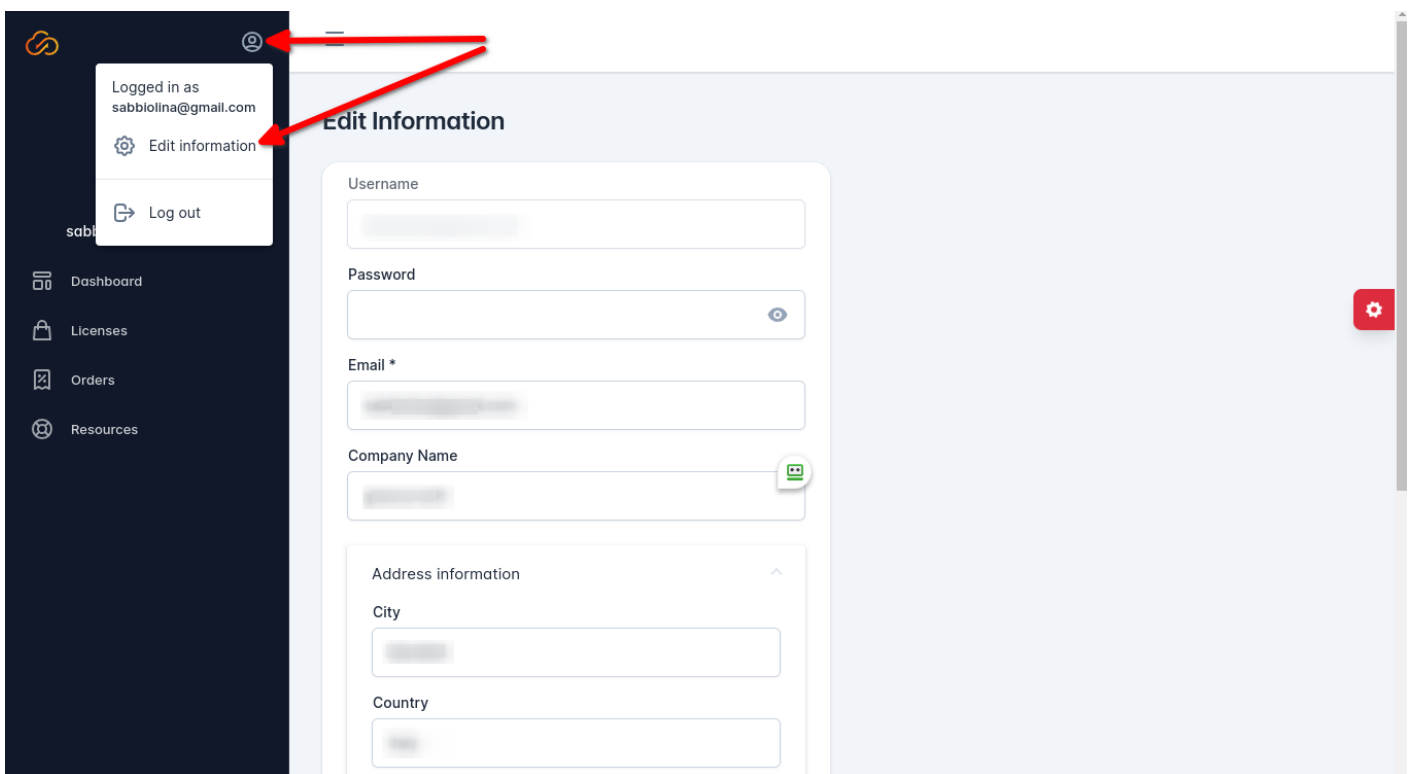
The screenshot shows the 'Orders' page of the Syncplify Customer Center Portal. The left sidebar contains a navigation menu with 'Orders' highlighted. The main content area shows a table of orders. A red arrow points to the 'Orders' menu item, and another red arrow points to a blue document icon next to the order ID '2af08e96-0005-4c75-af5a-28c1a6b8da04'.

ID	Created	Status	Notes
20229233-f527-4b0d-8c77-fd5810754447	2023-05-13	Pending	
afad54da-3497-4ea7-b213-b74cdd8aa8fe	2023-05-12	Canceled	
84d50437-b462-4034-a689-045bf395687e	2023-05-12	Canceled	
173bfb60-baf5-46ce-a709-ae79c215ab7d	2023-03-29	Pending	
2438141f-b5bd-48a5-88d2-e7a619d818c9	2023-03-28	Canceled	
2af08e96-0005-4c75-af5a-28c1a6b8da04	2023-03-28	Completed	
30cbbb77-7fa5-4f41-8b88-4008656dcdb0	2023-03-28	Completed	

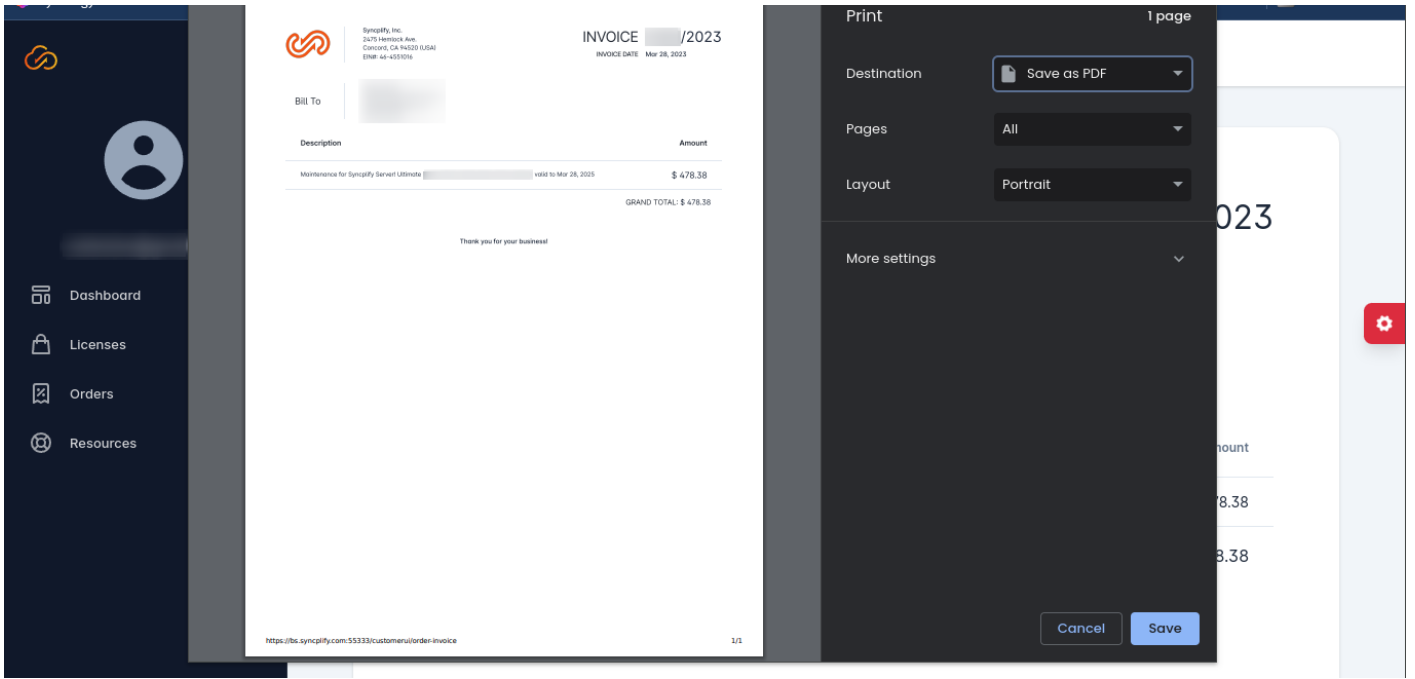
For all orders that were successfully completed, you will see a little blue icon that looks like a document next to the order number. Click on that icon to access the invoice for that particular order.



Please double check your address, VAT code (etc...) on the invoice, if it's not correct you can edit your customer profile as shown in the picture below, and the changes will be reflected instantly in all of your invoices.



Once you access the invoice you can do several things: just display it on screen, print it on a printer, or "download" it by using your operating system's **Print to PDF** or **Save to PDF** function (all modern Windows, Linux and MacOS systems have had this feature for years):



Thank you!

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