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Ben Henley - 2023-08-10 - [Komentarze \(0\)](#) - [Payment & Renewals](#)

Question:

My company will need a formal invoice to raise a purchase order. Could you send me one?

Answer:

If you have an existing helpdesk or trial, you can get an invoice by going to the Billing Dashboard from within your account (Click on the \$ icon on the Navigation Bar). Enter or confirm your details, ensuring you select **Annual billing**:

The screenshot shows the Deskpro Billing Dashboard. On the left is a vertical sidebar with a blue header and a white body containing icons for Dashboard, Invoices, and Payment Methods. The main content area has a light gray header 'Billing' with a 'Dashboard' tab selected. Below this is a 'Plan Summary' section with a table:

Current Plan	Agent Seats	Payment Frequency	Renewal Date
Team	20	Annual	Jan 8, 2024

Below the summary is an 'Agent Seats' section with a slider set to 20. The main area then splits into three sections: 'Plans', 'Payment Frequency', and a summary table.

Plans: Shows three plans: 'Team' (\$29 annual, \$39 monthly), 'Professional' (\$59 annual, \$69 monthly), and 'Enterprise' (\$99 annual only). The 'Team' plan is highlighted with a blue border and a checkmark.

Payment Frequency: Shows options for 'Annual' (selected, 1 Year, 3 Years, 5 Years) and 'Monthly' (19% more expensive).

In the payment section, you can select **Bank Transfer** to generate an offline invoice.

To get a quote for a new On-Premise license without a trial, go to www.deskpro.com/buy/, select the license you want to buy, and your details.

At the Billing Details step, click on "Purchase Order / Check / Wire". You will then be able to download a PDF invoice.