

Contract administration

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Version:

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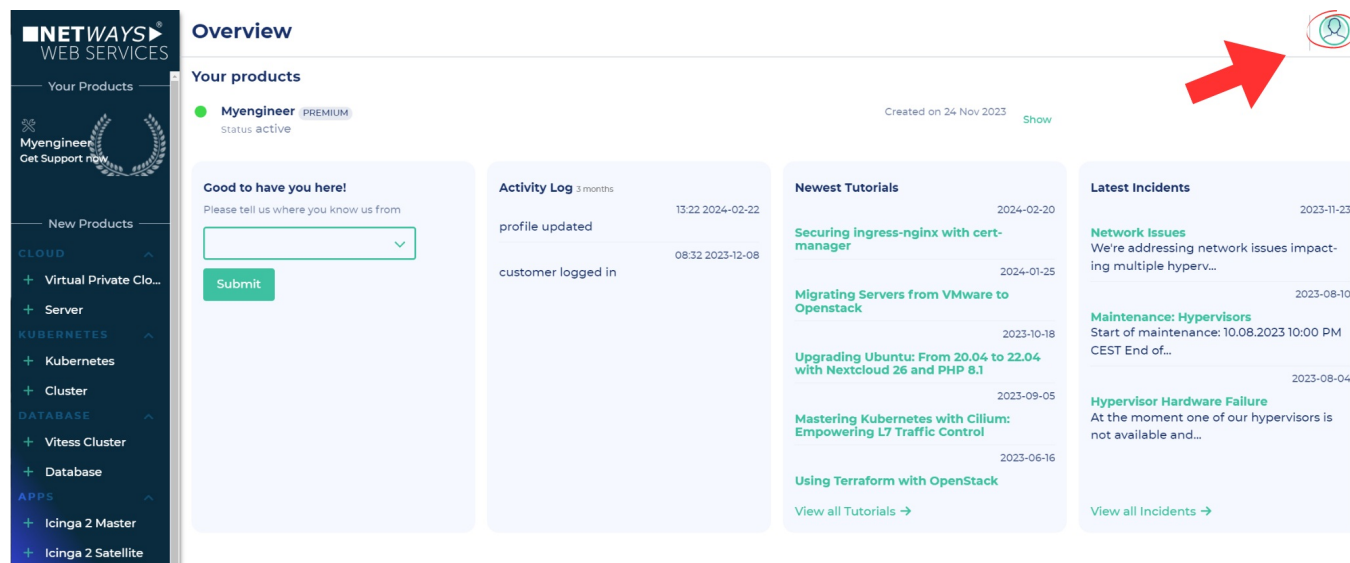
Contract administration

- [Manage Payment method](#)
- [Bills and Costs](#)

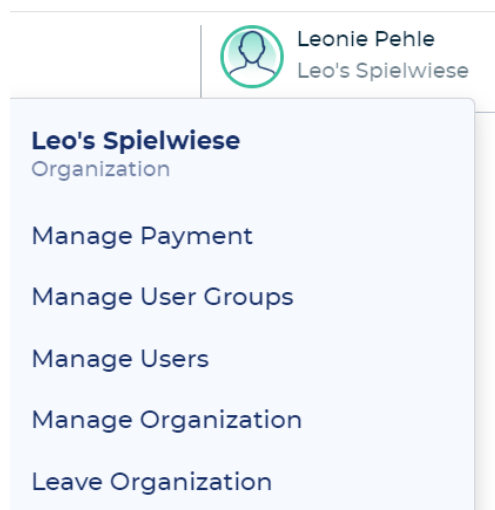
Manage Payment method

In order to start our K8s, OpenStack or DBaaS services, you need to deposit a payment method in advance:

- To do this, click on the person icon in the top right-hand corner of the screen in our customer interface (<https://my.nws.netways.de/>)



- Choose "Manage Payment"



- Choose your payment method: Purchase on Account, PayPal or Creditcard

NETWAYS WEB SERVICES

Your Products

Myengineer
Get Support now

New Products

CLOUD

+ Virtual Private Cloud

+ Server

KUBERNETES

+ Kubernetes

+ Cluster

DATABASE

+ Vitess Cluster

+ Database

APPS

+ Icinga 2 Master

+ Icinga 2 Satellite

+ Rocket.Chat

+ Nextcloud


+ Gitlab CE

+ Gitlab EE

Payment Method


Choose your payment method

Credit Card




Inactive

PayPal



Inactive

Purchase on account



Approved

Change payment method

Danger zone

Remove payment method

- If you select the purchase on account, we will automatically receive a request for it. We will then check if we can approve the request or if you need to select another payment method.

Bills and Costs

Where can I find my bills?

- You can find your bills on your NWS Dashboard

The screenshot shows the NETWAYS Web Services Dashboard. The left sidebar contains navigation links for 'Your Products' (Openstack, Vitess, Icinga-sat, Icinga-master, Myengineer) and 'New Products' (Virtual Private Cloud, Server, Kubernetes, Cluster, Vitess Cluster, Database, Icinga 2 Master, Icinga 2 Satellite, Rocket.Chat, Gitlab CE). The main content area is divided into two sections: 'Your products' and 'Your Invoices'.

Your products section lists several active products with their creation dates and a 'Show' link for each:

- Openstack (PREMIUM) - Status active - Created on 17 Apr 2023 - Show
- Vitess (PREMIUM) - Status active - Created on 12 May 2023 - Show
- Myengineer (PREMIUM) - Status active - Created on 14 Jun 2023 - Show
- Icinga-sat (BASIC) - Status active - Created on 26 Mar 2024 - Show
- Icinga-master (BASIC) - Status active - Created on 05 Apr 2024 - Show

Below the product list are three widgets: 'Good to have you here!' (with a location input and 'Submit' button), 'Activity Log' (showing 'profile updated' and 'customer logged in'), and 'Most recent invoices' (showing three invoices with amounts like 0.92 € and 359.88 €). A red arrow points to the 'View all Invoices' link in the 'Most recent invoices' widget.

Your Invoices section includes a 'Monthly Costs' bar chart, a 'Your Credit Balance' section showing 0.00 €, and an 'Invoices' table. The 'Invoices' table has filters for Product, Status, Invoice number, and Invoices per page. It lists three invoices:

- #14658 (ICINGA2 MASTER) - Date August 31st, 2023 - Amount -359.88€ - Tax 0.0% - Total -359.88€ - Status canceled by #14657 - PDF
- #14657 (ICINGA2 MASTER) - Date August 31st, 2023 - Amount 359.88€ - Tax 0.0% - Total 359.88€ - Status canceled by #14658 - PDF
- #13643 (VITESS) - Date June 1st, 2023 - Amount 0.92€ - Tax 0.0% - Total 0.92€ - Status played - PDF

- When you click on "view all invoices", you will find all existing bills created for your account -> here you can download every single bill
- You will receive a separate invoice for each started project within our services you start

Alternative:

- click on your user icon at the upper right corner of your screen

Overview

Your products

● **Myengineer** (PREMIUM)
Status: active

Created on 18 Aug 2021 [Show](#)

Good to have you here!

Please tell us where you know us from

Activity Log 3 months

profile updated 09:35 2022-12-09

customer logged in 09:02 2022-12-09

Most recent invoices

#9377	Rocket.Chat	356.86 €
#11065	Vitess	60.18 €
#11462	Vitess	-60.18 €

[View all Invoices →](#)

Newest Tutorials

Resizing Persistent Volumes in Kubernetes
2022-07-12
[How to start your NETWAYS Managed Database](#)
2022-06-23
[What is Vitess?](#)
2022-06-21
[Custom Connection Limit for Load Balancers](#)
2021-09-22
[Creating and Using S3 Object Storage](#)
2021-08-17

[View all Tutorials →](#)

Latest Incidents

NWS-SaaS Loadbalancer Outage
2022-06-30
Between 2:58 p.m. and 3:08 p.m. there was a failure of th...
2022-06-29
General Announcements Limited Service (Managed Services) - Company Event
2022-07-07 - 2022-07-11
NETWAYS Managed Services Team is hosting a company event ...
2022-06-11
Network outage
We are currently having network problems, we are looking ...

[View all Incidents →](#)

Stefan Schneider
NWS

- now go on "Show invoices"

Overview

Your products

● **Myengineer** (PREMIUM)
Status: active

Created on 18 Aug 2021 [Show](#)

● **Stefans erstes K8s Projekt** (PREMIUM)
Status: active

Created on 14 Dec 2022 [Show](#)

● **Kubernetes** (PREMIUM)
Status: active

Created on 15 Dec 2022 [Show](#)

Good to have you here!

Please tell us where you know us from

Activity Log 3 months

profile updated 13:24 2022-12-20

customer logged in 12:53 2022-12-20

billing settings updated 13:20 2022-12-13

Most recent invoices

#9377	Rocket.Chat	356.86 €
#11065	Vitess	60.18 €
#11462	Vitess	-60.18 €

[View all Invoices →](#)

Newest Tutorials

Resizing Persistent Volumes in Kubernetes
2022-07-12
[How to start your NETWAYS Managed Database](#)
2022-06-23
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[View all Tutorials →](#)

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[View all Incidents →](#)

Stefan Schneider
Stefans Spielweise

Stefans Spielweise
Organization
[Show Invoices](#)
[Manage Payment](#)
[User Groups](#)
[Users](#)
[Manage Organization](#)
[Leave Organization](#)

YOUR ORGANIZATIONS
Netways Managed Services GmbH
[Stefans Spielweise](#)
[Create Organization](#)
[Manage NWS-ID](#)
[Log Out](#)

Where can I deposit a separate E-mail for invoicing?

To ensure that our invoices are sent directly to the correct department (e.g. accounting department), you can deposit billing addresses.

For this you go in the NWS-Customer-Interface to "Manage Organisation".

The screenshot shows the NETWAYS WEB SERVICES Overview page. On the left, there is a sidebar with navigation links: Your Products (Openstack, Vitess, Icinga-sat, Icinga-master, Myengineer, Get Support), New Products (Virtual Private Cloud, Server, Kubernetes, Cluster, Database, Viteess Cluster, Database, APPS, Icinga 2 Master, Icinga 2 Satellite, Rocket.Chat, Gitlab CE, Gitlab EE), and a search bar. The main content area shows the 'Overview' section with 'Your products' listed (Openstack, Vitess, Myengineer, Icinga-sat, Icinga-master) and their status (active). Below this are sections for 'Good to have you here!', 'Activity Log', 'Most recent invoices', 'Newest Tutorials', and 'Latest Incidents'. A dropdown menu is open on the right, showing the user 'Leonie Denke' and the organization 'NET - Sales Demo'. The menu options are: Show Invoices, Manage Payment, Manage User Groups, Manage Users, Manage Organization (highlighted with a red circle), Leave Organization, YOUR ORGANIZATIONS, Netways Managed Services GmbH, NET - Sales Demo, Leo's Spielweise, Create Organization, Manage NWS-ID, and Log Out.

Now you can enter an E-mail for invoicing.

Manage Organization

Customer ID

Organization type ☐ Private ☒ Business ☐ School/Authority

Organization

E-Mail

First Name

Last name

Company

VAT

Country

Address

ZIP / City

Where do you know us from?

E-mail for invoicing

If the "invoicing" field is left blank, the invoices will go directly to the main address stored under the "Email" field.

Is it possible to deposit several E-Mail addresses for invoicing?

Yes, it is possible. You can simply enter multiple e-mail addresses in the "E-mail for invoicing" field at "Manage Organisation". They only have to be separated by a comma.

The first address will be used as "To:", all following addresses will be packed into the "CC:".

Where can I find the balance amount

If we have deposited a balance for you, you can check the remaining amount yourself at any time.

You will find the amount in the invoice area:

- go on "Overview" and click on "View all invoices"

- Here you can find the balance amount under the invoice graphic

- All monthly invoice amounts will be deducted from the deposited balance amount until it is completely used up.

Cost explorer

Since our NETWAYS Cloud, DBaaS and Kubernetes support service are charged on a consumption-dependent basis, you can always see how much costs have already been generated for these services during the month with our Cost Explorer.

You can find the Cost Explorer in the submenu of the respective service (see screenshot):

Get started

- Clusters
- Nodegroups
- Servers
- Networks
- PVCs
- Backups
- Snapshots
- Cost Explorer**
- Object Storage
- Load Balancers
- Manage Contract

More Information

First Steps

- 1 Create a Kubernetes Cluster first
- 2 Install kubectl on your client
- 3 Download your config and save it as `$HOME/.kube/config`
- 4 Check out your cluster: `kubectl get nodes`

External Resources

Learn more about your product

- [Documentation](#)
- [Faq](#)
- [Blog](#)
- [Tutorials](#)

Kubernetes Dashboard ✓
Deploy and manage your applications in a web-based dashboard.

Autoscaling ✓
Activating Autoscaling will install additional services in your cluster which will monitor the load of your nodes and spin up new nodes on demand. Once the...

Monitoring with Prometheus and Grafana ✓
If you would like to get an insight into various kinds of metrics, view the current usage of your nodes or setup alerts for some services, Prometheus and Graf... You can [enable this feature](#) individually for your Kubernetes clusters!

Logging with Loki and Grafana ✓
By gathering logs from all running pods and services in your Kubernetes Cluster, Loki and Grafana provide a great and easy to use solution to query and vie... You can [enable this feature](#) individually for your Kubernetes clusters!

Loki LogCLI ✓
Analyze all the logs in Loki right from your local CLI. Installation options:

There is here once a display of the current consumption in this month:



NETWAYS

Get started

Clusters

Nodegroups

Servers

Networks

PVCs

Backups

Snapshots

Cost Explorer

Object Storage

Load Balancers

Manage Contract

Cost Explorer

The costs are calculated according to the pricing table. [See pricing table](#)

Current usage

Operating hours This month

155 h

Resource	Total Usage Current Month	Total Costs ¹ Current Month
vCPUs	8424 h	31.17 €
Memory	9984 h	31.95 €
Volumes	14352 h	2.05 €
Volumes High-IOPS	0 h	0.00 €
Traffic	2 GB	0.10 €
Local SSD	198900 h	28.44 €
Images	0 h	0.00 €
Object Store	770 h	0.11 €
Floating IPs	624 h	5.63 €
Load Balancers	936 h	26.00 €
Security Groups	780 h	2.49 €
Snapshots	0 h	0.00 €
Volume Backups	101752 h	9.87 €
VPC-Gateways	312 h	0.87 €
VPNs	0 h	0.00 €
GPU Nvidia A10	0 h	0.00 €
Total ¹		138.68 €

And then there is a projection of the expected total cost based on current consumption:

Get started	Estimated Costs ³				
Clusters	Estimated operating hours until end of the billing period				589 _h
Nodegroups	Resource	last Measure	Costs until now	further est. Costs until end of month	est. Costs until end of month
Servers	vCPUs	54	31.17 €	117.56 €	148.73 €
Networks	Memory	64	31.95 €	120.50 €	152.45 €
PVCs	Volumes	92	2.05 €	7.74 €	9.79 €
Backups	Volumes High-IOPS	0	0.00 €	0.00 €	0.00 €
Snapshots	Traffic ²	0	0.10 €	0.00 €	0.10 €
Cost Explorer	Local SSD	1275	28.44 €	107.28 €	135.72 €
Object Storage	Images	0	0.00 €	0.00 €	0.00 €
Load Balancers	Object Store	4.93	0.11 €	0.41 €	0.52 €
Manage Contract	Floating IPs	4	5.63 €	21.25 €	26.88 €
	Load Balancers	6	26.00 €	98.06 €	124.06 €
	Security Groups	5	2.49 €	9.40 €	11.89 €
	Snapshots	0	0.00 €	0.00 €	0.00 €
	Volume Backups	644	9.87 €	36.75 €	46.62 €
	VPC-Gateways	2	0.87 €	3.27 €	4.14 €
	VPNs	0	0.00 €	0.00 €	0.00 €
	GPU Nvidia A10	0	0.00 €	0.00 €	0.00 €
	Total ³		138.68 €	522.22 €	660.90 €
	Annotations				
	¹ The current costs until now.				
	² Traffic can not be calculated for the remaining days since it is too variable.				
	³ Estimated costs. This is a forecast calculated up to the end of the month based on the last measured resources.				

All infos about the MyEngineer cost explorer can be found [here](#).

There is no Cost Explorer for our SaaS platform, as there are only fixed prices for it.