

Contract administration

Erstellt von:

Erstellt am:

Version:

Inhaltsverzeichnis

Contract administration	3
Manage Payment method	4
Bills and Costs	6
Where can I find my bills?	6
Where can I deposit a separate E-mail for invoicing?	7
Is it possible to deposit several E-Mail addresses for invoicing?	8
Where can I find the balance amount	8
Cost explorer	9

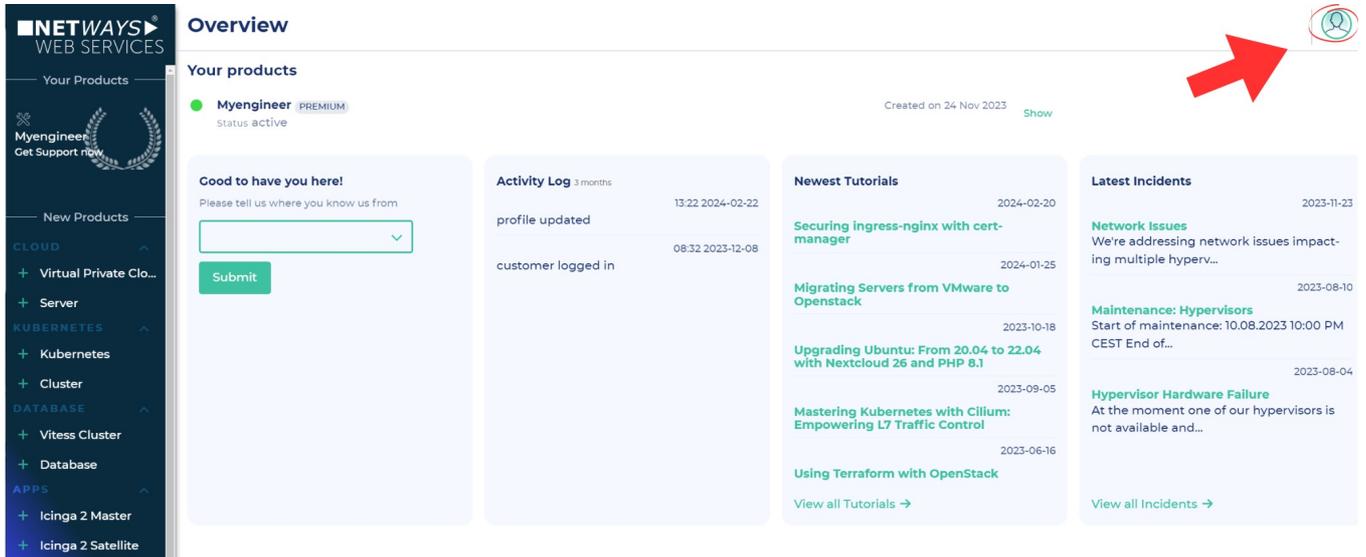
Contract administration

- [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

The screenshot shows the 'Payment Method' section of the Netways Web Services interface. On the left is a dark sidebar with a navigation menu including 'Your Products', 'New Products', and categories like 'CLOUD', 'KUBERNETES', 'DATABASE', and 'APPS'. The main content area is titled 'Payment Method' and contains the heading 'Choose your payment method'. Three payment options are displayed in a grid: 'Credit Card' (Inactive), 'PayPal' (Inactive), and 'Purchase on account' (Approved). Below the grid is a green 'Change payment method' button. At the bottom, a red 'Danger zone' contains a 'Remove payment method' link. A user profile icon is visible in the top right corner.

- 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

NETWAYS WEB SERVICES Overview

Your products

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

Most recent invoices

Invoice #	Product	Amount
#13643	Vitess	0.92 €
#14657	Icinga 2 Master	359.88 €
#14658	Icinga 2 Master	-359.88 €

[View all Invoices →](#)

NETWAYS WEB SERVICES Your Invoices

Monthly Costs

Total in €

2023-06

Your Credit Balance

0.00 €

Invoices

Product: Show all | Status: Show all | Invoice number: | Invoices per page: 12 | filter

Invoice #	Product	Date	Amount	Tax	Total	Status	Action
#14658	ICINGA2 MASTER	August 31st, 2023	359.88€	0.0%	359.88€	cancelled	PDF
#14657	ICINGA2 MASTER	August 31st, 2023	359.88€	0.0%	359.88€	cancelled	PDF
#13643	VITESS	June 1st, 2023	0.92€	0.0%	0.92€	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 Between 2:58 p.m. and 3:08 p.m. there was a failure of th... 2022-06-30
- General Announcement Limited Service (Managed Services) - Company Event 2022-07-07 - 2022-07-11 2022-06-29
- Network outage We are currently having network problems, we are looking ... 2022-06-11

[View all Incidents →](#)

Stefan Schneider NMS



- 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 €

Newest Tutorials

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[View all Incidents →](#)

Stefan Schneider Stefans Spielwiese

Stefans Spielwiese

- Show Invoices
- Manage Payment
- User Groups
- Users
- Manage Organization
- Leave Organization

YOUR ORGANIZATIONS

- Netways Managed Services GmbH
- Stefans Spielwiese
- 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 'Overview' page with a sidebar on the left containing navigation options like 'Your Products', 'New Products', 'CLOUD', 'KUBERNETES', 'DATABASE', and 'APPS'. The main content area shows a list of products including Openstack, Vitess, Myengineer, and Icinga-sat. A dropdown menu is open, showing options for 'NET - Sales Demo' and 'Leo's Spielwiese'. The 'Manage Users' option is circled in red.

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"

NETWAYS WEB SERVICES Overview

Your products

- 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

Good to have you here!
Please tell us where you know us from:

Activity Log (3 months)

- 10:38 2024-04-25 profile updated
- 14:07 2024-04-09 customer logged in

Most recent invoices

Invoice #	Product	Amount
#13643	Vitess	0.92 €
#14657	Icinga 2 Master	359.88 €
#14658	Icinga 2 Master	-359.88 €

[View all Invoices →](#)

Newest Tutorials

- Managed Prometheus is Live! (2024-04-18)
- Rejeks and KubeCon 2024 Review (2024-03-26)
- LUKS Encrypted Storage on OpenStack (2024-03-08)
- Securing ingress-nginx with cert-manager (2024-02-20)
- CfgMgmtCamp 2024: Our Recap (2024-02-08)

[View all Tutorials →](#)

Latest Incidents

- Network Issues: We're addressing network issues impacting multiple hyperv... (2024-04-10)
- Network Issues: We're addressing network issues impacting multiple hyperv... (2023-11-23)
- Network Issues: We're addressing network issues impacting multiple hyperv... (2023-08-10)
- Maintenance: Hypervisors: Start of maintenance: 10.08.2023 10:00 PM CEST End of... (2023-08-10)

[View all Incidents →](#)

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

NETWAYS WEB SERVICES Your Invoices

Monthly Costs

Total in €

2023-06: 1.00 €

Your Credit Balance

0.00 €

Invoices

Product	Status	Invoice number	Invoices per page
Show all	Show all		12

- #14658 (ICINGA2MASTER) TEST: Date: August 31st, 2023, Amount: -359.88€, Tax: 0.0%, Total: -359.88€, Status: canceled by #14657 PDF
- #14657 (ICINGA2MASTER) TEST: Date: August 31st, 2023, Amount: 359.88€, Tax: 0.0%, Total: 359.88€, Status: canceled by #14658 PDF
- #13643 (VITESS) (VITESS-PREMIUM): Date: June 1st, 2023, Amount: 0.92€, Tax: 0.0%, Total: 0.92€, Status: paid PDF

- 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

More Information

Clusters

Nodegroups

Servers

Networks

PVCs

Backups

Snapshots

Cost Explorer

Object Storage

Load Balancers

Manage Contract

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:



- 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	Total Costs ¹
	Current Month	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:

Resource	last Measure	Costs	further est. Costs	est. Costs	
		until now	until end of month	until end of month	
vCPUs		54	31.17 €	117.56 €	148.73 €
Memory		64	31.95 €	120.50 €	152.45 €
Volumes		92	2.05 €	7.74 €	9.79 €
Volumes High-IOPS		0	0.00 €	0.00 €	0.00 €
Traffic ²		0	0.10 €	0.00 €	0.10 €
Local SSD		1275	28.44 €	107.28 €	135.72 €
Images		0	0.00 €	0.00 €	0.00 €
Object Store		4.93	0.11 €	0.41 €	0.52 €
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.