

My Service Portal (MySP)

Finance Service Desk

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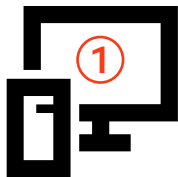
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My Service Portal (MySP)

Finance Service Desk

Account setup process



Simple registration

Start by entering basic details to create a new account for the My Service Portal.



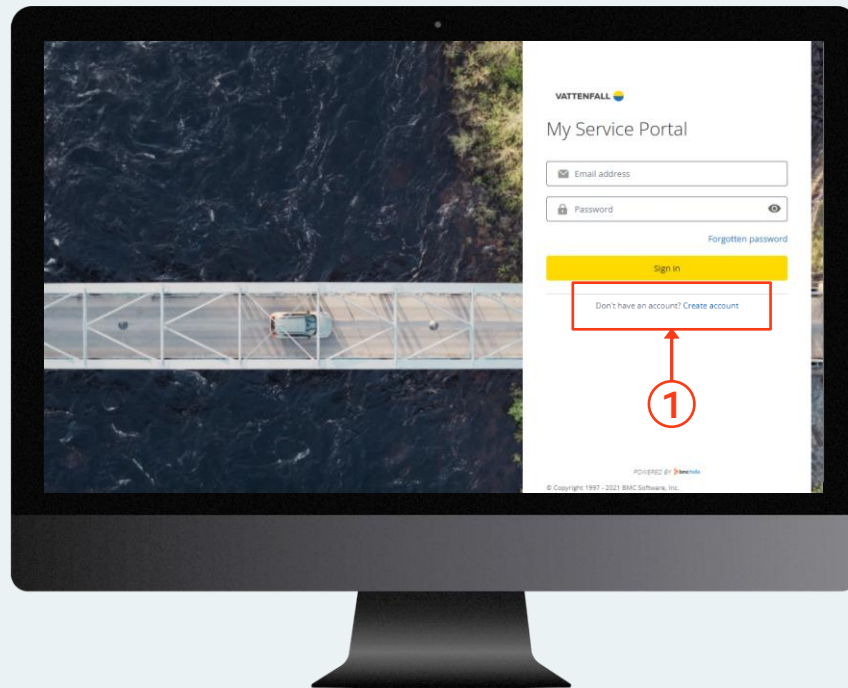
Email verification

An activation code is sent to the registered email, ensuring secure account verification before login.

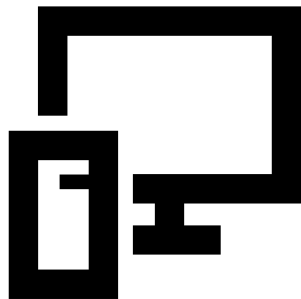


Secure MySP access

After activation, you can log in with your credentials to securely access all portal services.



Account setup process



Simple registration

Start by entering basic details to create a new account in My Service Portal.

VATTENFALL 

My Service Portal

New Account

Create a new account below.

First name

Last name

Enter your email address

Enter a password 

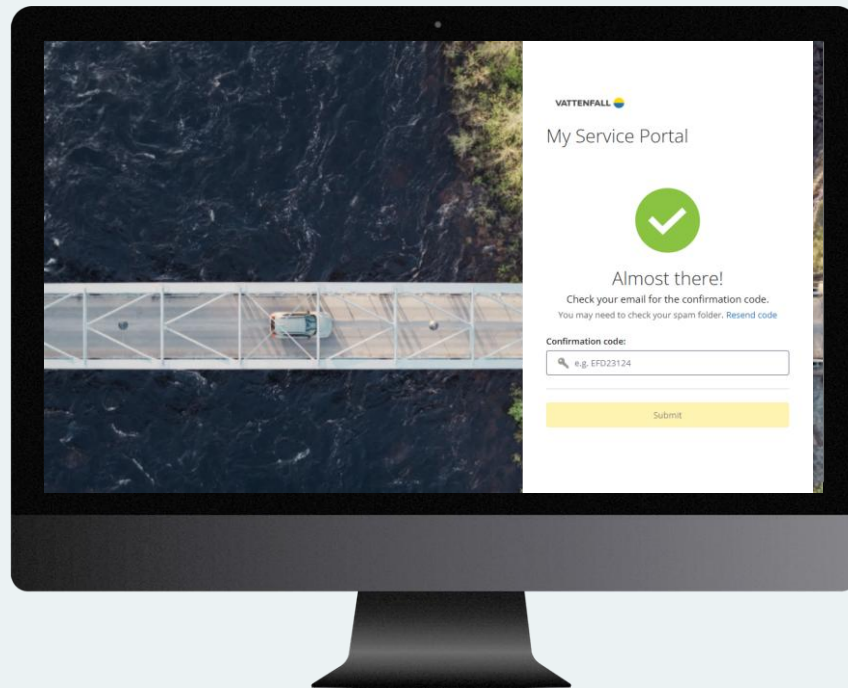
Hint: Use at least one uppercase letter, one lowercase letter, one number, one special character ("!@#%&*").

Account setup process

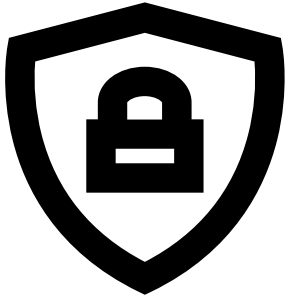


Email verification

An activation code is sent **manually** to the registered email, ensuring secure account verification before login.

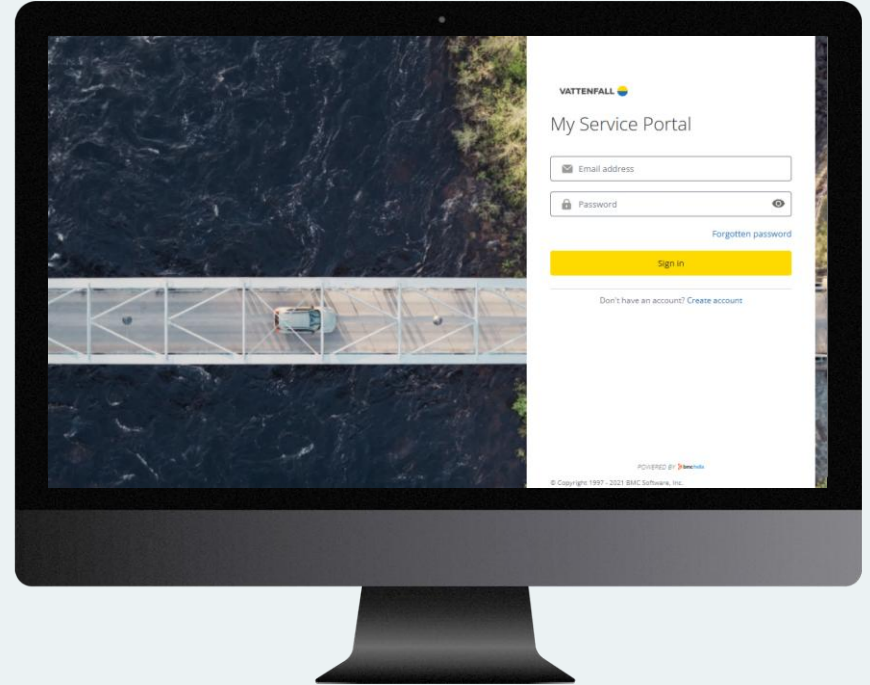


Account setup process



Secure MySP access

After activation, you can log in with your credentials to securely access all portal services.



Welcome to My Service Portal start page

Here you can find all existing services.

The screenshot shows the Vattenfall My Service Portal interface. At the top, the Vattenfall logo is on the left, followed by the text "My Service Portal". To the right are links for "Finance Services" and "My Tickets". On the far right of the header are icons for a shopping cart and a notification bell. Below the header is a navigation bar with a "Browse catalogue" dropdown menu and a search bar with the placeholder text "Type and press enter to search services". A large banner image shows four people in a meeting, with the text "Finance Services" overlaid at the bottom. Below the banner, the section "Frequently requested" contains five service tiles, each with an icon, a title, and a brief description. A yellow "Contact Finance" button is positioned at the bottom center of the page.

VATTENFALL My Service Portal Finance Services My Tickets

Browse catalogue Type and press enter to search services

Finance Services

Frequently requested

- Collection & disputes**
Support with customer invoice disputes, dunning, rebookings and other collection-related topics.
- Customer payments**
Support with customer payments, refunds, direct debits and payment-related updates or requests.
- Electronic invoice**
Submit e-invoicing inquiries via the portal. Specify if it's Basware Portal, SmartPDF via email, or structured formats like ZUGFeRD/XRechnung.
- Electronic Invoice O2C**
Support with any topic related to electronic invoicing.
- Incorrect pay**
If the invoice was paid amount, to an incorrect amount, in the wrong currency or in the wrong account, please contact us here by providing the invoice number and the correct account details.

Contact Finance

Change language settings

Access preferences

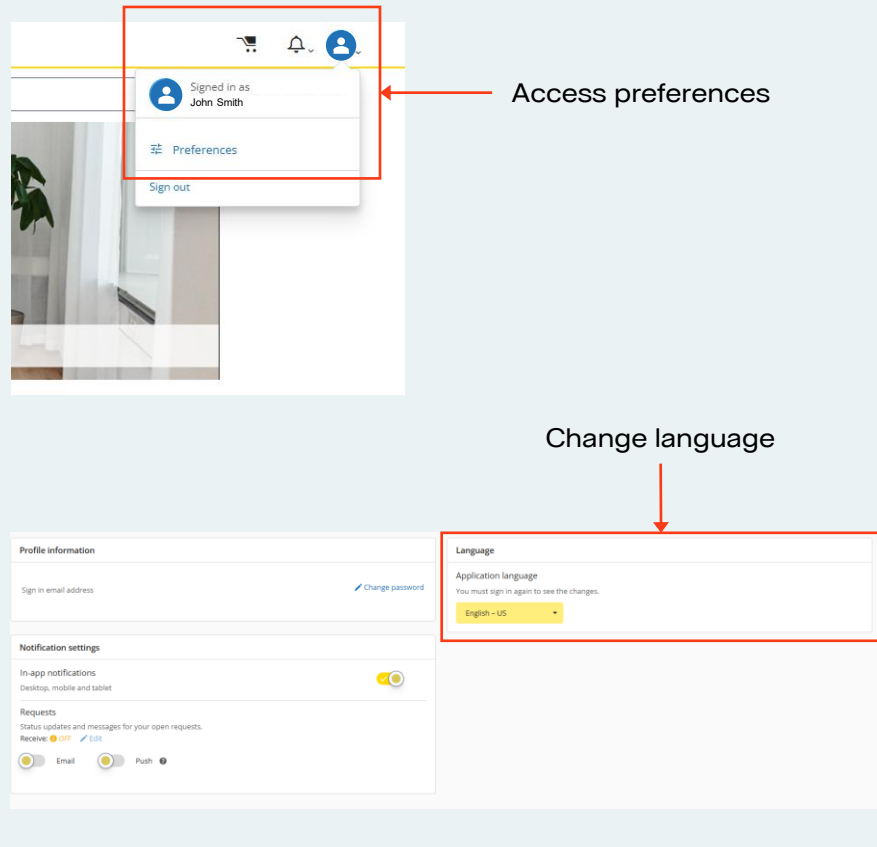
Click the account icon in the top-right corner after signing in, then select **Preferences**.

Change language

Under **Language** on the right, click the yellow button (default: English – US) and select your preferred language.

Sign out and sign in

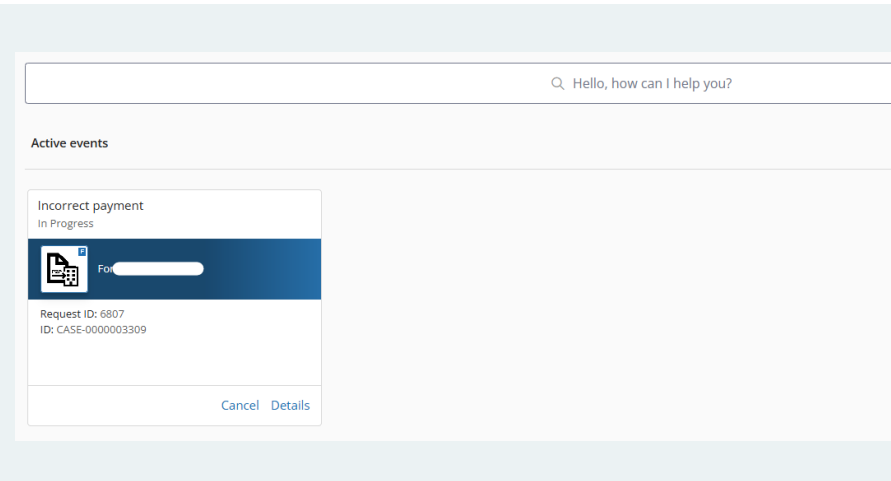
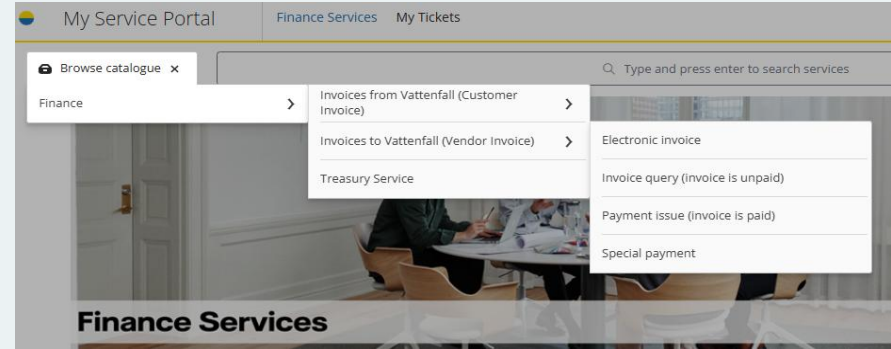
To apply the new settings, sign out of **My Service Portal** and sign in again.



Menu section

Browse catalogue to find what you need.

Choose **My tickets** to track status of open requests and view events that are no longer active.



Contact

We're happy to help with questions about invoices, payments, and other financial topics.

	Nordics/UK	Germany	Netherlands	Nuclear Nordics
	+46 8 739 7300	+49 211 5615 0139	+31 70 700 7372	+46 8 739 7300
	Mon-Fri 08:00-17:00	Mon-Fri 08:00-17:00	Mon-Fri 08:00-17:00	Mon-Fri 09:00-11:30

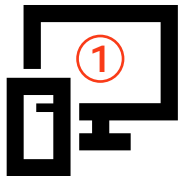
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My Service Portal (MySP)

Finance Service Desk

Skapa ett konto



Enkel registrering

Börja med att ange grundläggande uppgifter för att skapa ett nytt konto för My Service Portal.



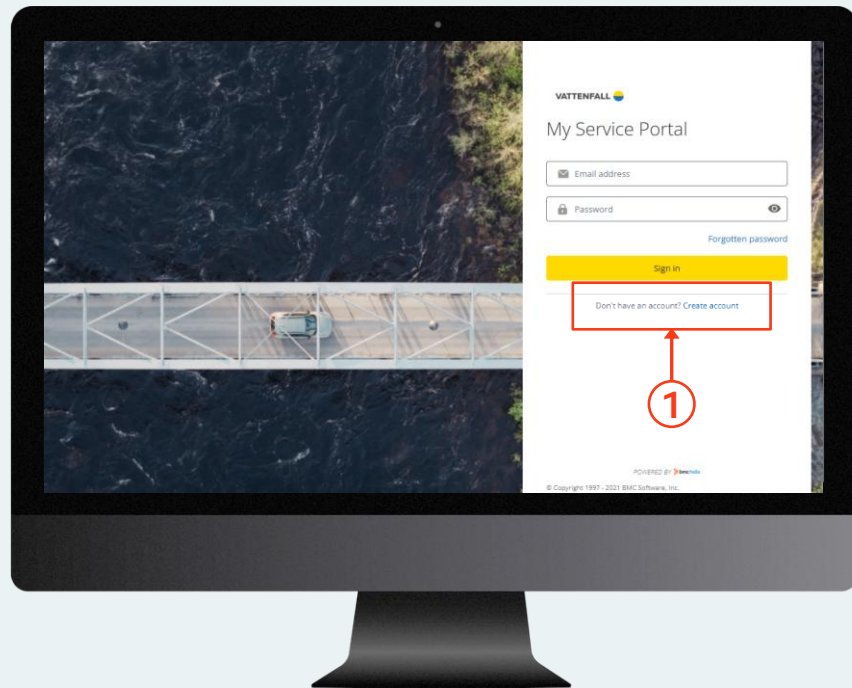
Verifiering via e-post

En aktiveringskod skickas till den registrerade e-postadressen för att säkerställa en trygg och verifierad inloggning.

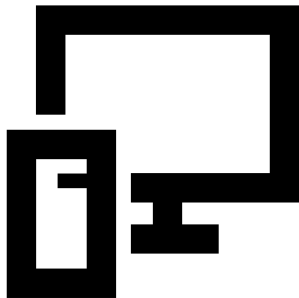


Säker MySP-åtkomst

Efter aktivering loggar du in med dina inloggningsuppgifter för att säkert komma åt alla portaltjänster.

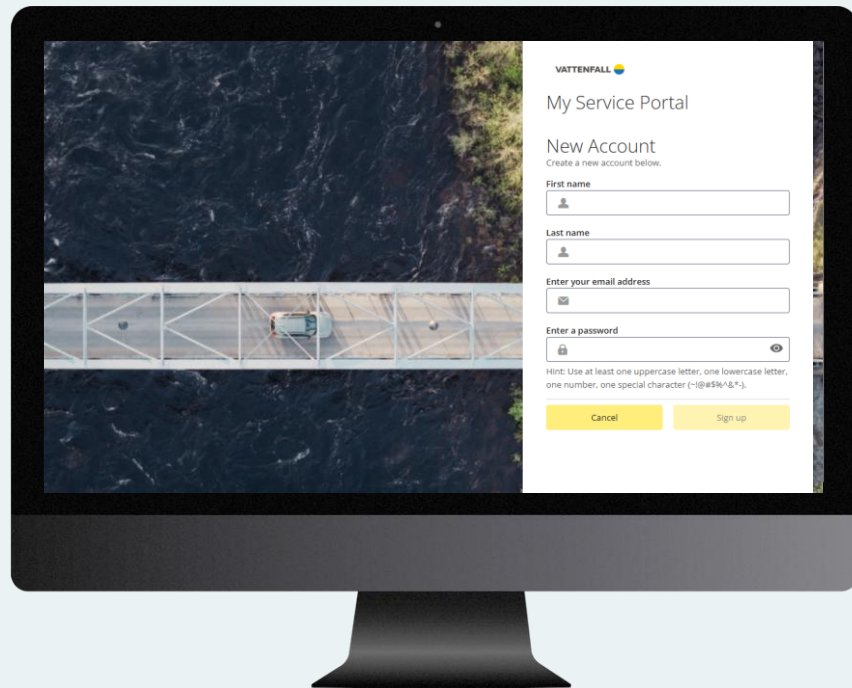


Skapa ett konto



Enkel registrering

Börja med att fylla i grundläggande uppgifter för att skapa ett nytt konto i My Service Portal.

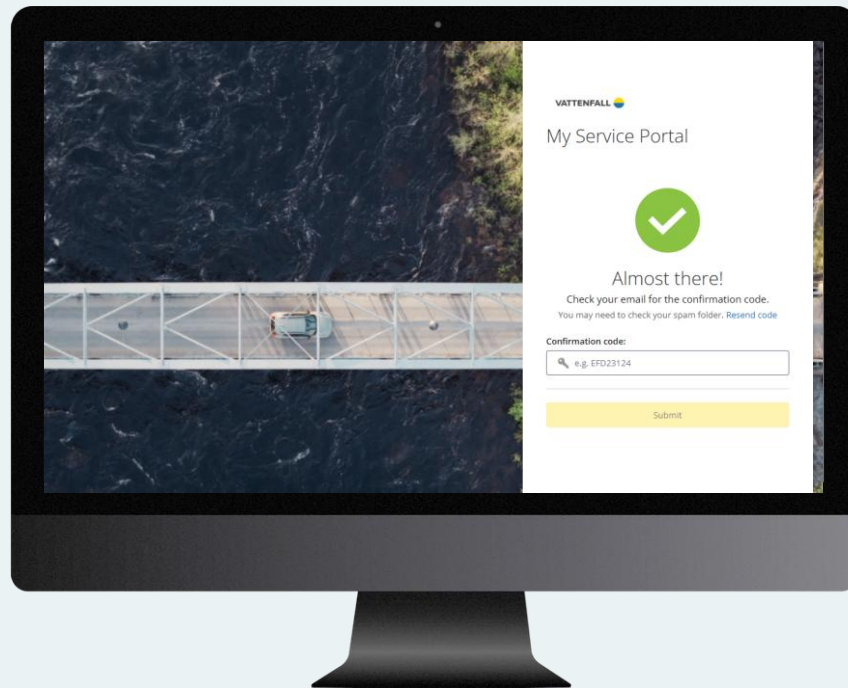


Skapa ett konto

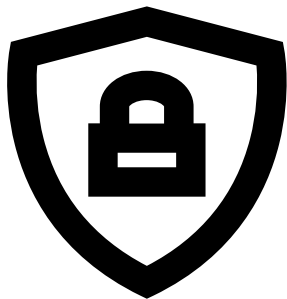


Verifiering via e-post

En aktiveringskod skickas **manuellt** till den registrerade e-postadressen, vilket säkerställer säker kontoverifiering innan du loggar in.

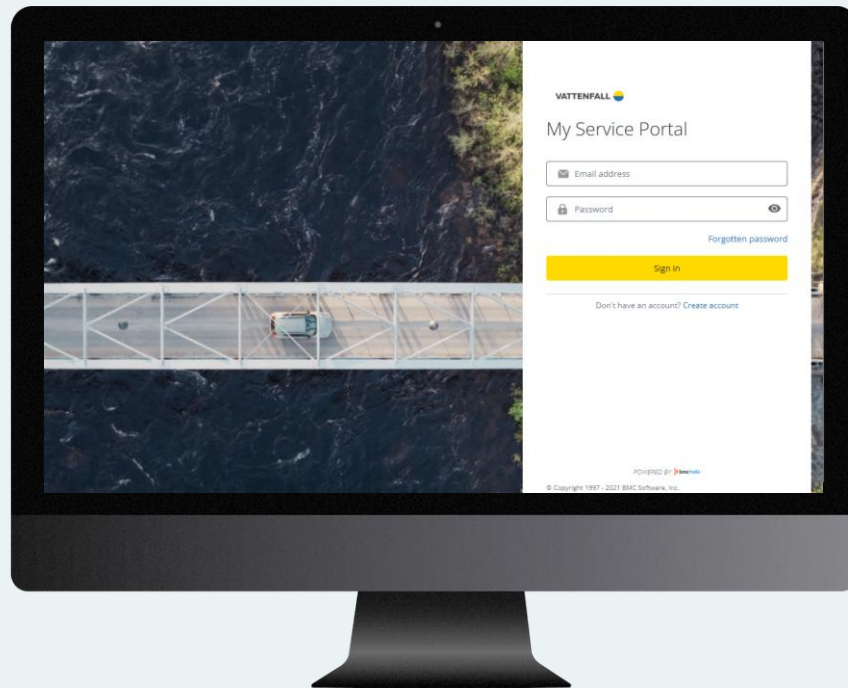


Skapa ett konto



Säker MySP-åtkomst

Efter aktiveringen kan du logga in med dina inloggningsuppgifter för att säkerställa en trygg och verifierad inloggning.



Välkommen till startsidan för My Service Portal

Här hittar du alla
befintliga tjänster.

The screenshot displays the Vattenfall My Service Portal interface. At the top, the Vattenfall logo is on the left, followed by the text "My Service Portal". To the right are links for "Finance Services" and "My Tickets". Further right are icons for a shopping cart and a notification bell. Below the header is a navigation bar with a "Browse catalogue" dropdown and a search bar containing the placeholder text "Type and press enter to search services". The main content area features a large banner image of four people in a meeting, with the text "Finance Services" overlaid at the bottom. Below the banner, the section "Frequently requested" contains five service tiles, each with an icon, a title, and a brief description:

- Collection & disputes**: Support with customer invoice disputes, dunning, rebookings and other collection-related topics.
- Customer payments**: Support with customer payments, refunds, direct debits and payment-related updates or requests.
- Electronic invoice**: Submit e-invoicing inquiries via the portal. Specify if it's Basware Portal, SmartPDF via email, or structured formats like ZUGFeRD/XRechnung.
- Electronic Invoice O2C**: Support with any topic related to electronic invoicing.
- Incorrect pay**: If the invoice was paid amount, to an incorrect account, or in the wrong currency, please contact us here by providing the relevant information.

At the bottom center of the page is a yellow button labeled "Contact Finance".

Ändra språkeställningar

Gå till Inställningar

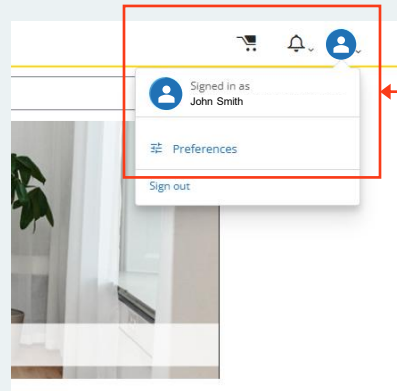
Klicka på kontoikonen i det övre högra hörnet när du har loggat in och välj sedan **Preferences** (Inställningar).

Ändra språk

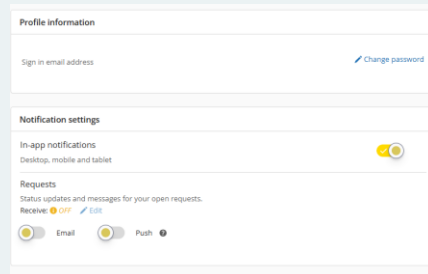
Under **Language** (Språk) till höger klickar du på den gula knappen (standard: English – US) och väljer önskat språk.

Logga ut och logga in

För att tillämpa de nya inställningarna behöver du logga ut från My Service Portal och logga in igen.



Gå till Inställningar

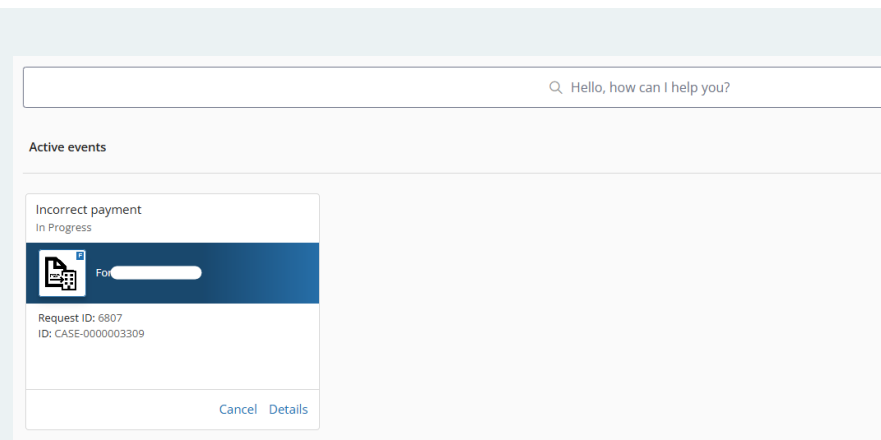
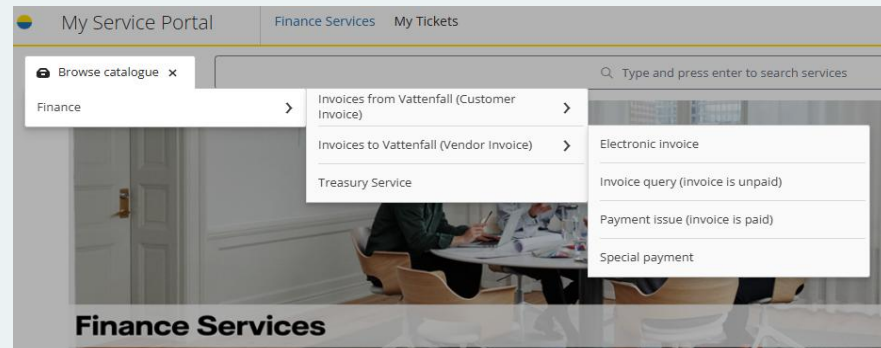


Ändra språk

My Service Portal - meny

Bläddra i **katalogen** för att hitta det du behöver.

Välj **My Tickets** för att se status för öppna ärenden samt ärenden som inte längre är aktiva.



Kontakt

Vi hjälper gärna till med frågor om fakturor, betalningar och andra ekonomiska ämnen.

	Nordics/UK	Germany	Netherlands	Nuclear Nordics
	+46 8 739 7300	+49 211 5615 0139	+31 70 700 7372	+46 8 739 7300
	Mon-Fri 08:00-17:00	Mon-Fri 08:00-17:00	Mon-Fri 08:00-17:00	Mon-Fri 09:00-11:30

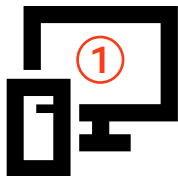
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My Service Portal (MySP)

Finance Service Desk

Prozess der Kontoeinrichtung



Einfache Registrierung

Beginnen Sie mit der Eingabe grundlegender Details, um ein neues Konto für das My Service Portal zu erstellen.



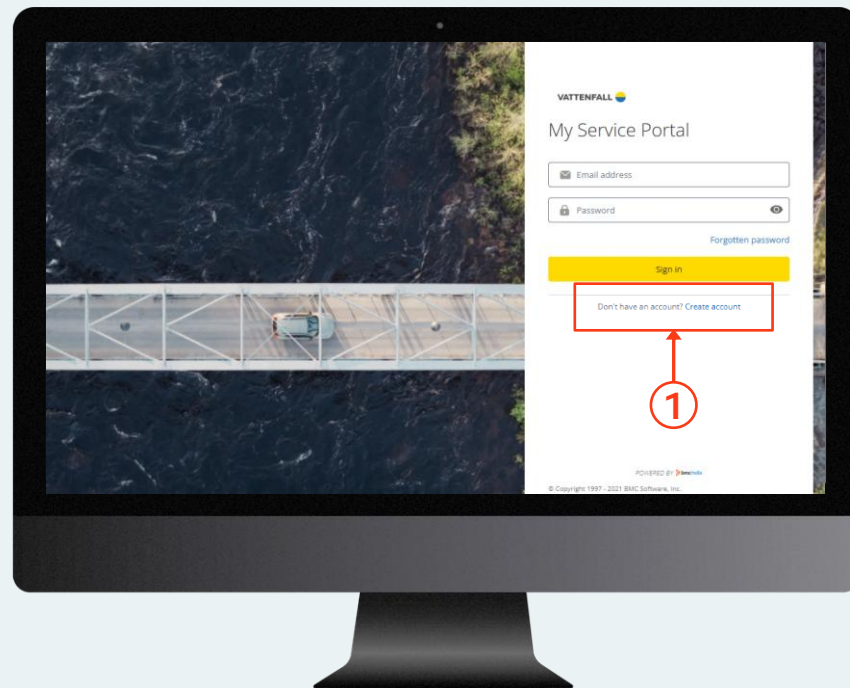
E-Mail-Verifizierung

Ein Aktivierungscode wird an die registrierte E-Mail-Adresse gesendet, um eine sichere Kontoverifizierung vor der Anmeldung zu gewährleisten.

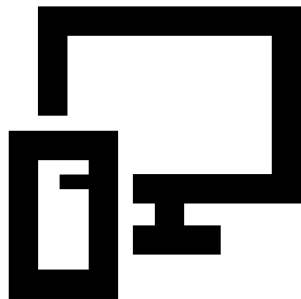


Sicherer MySP-Zugang

Nach der Aktivierung können Sie sich mit Ihren Anmeldedaten anmelden, um sicher auf alle Portal-Services zuzugreifen.

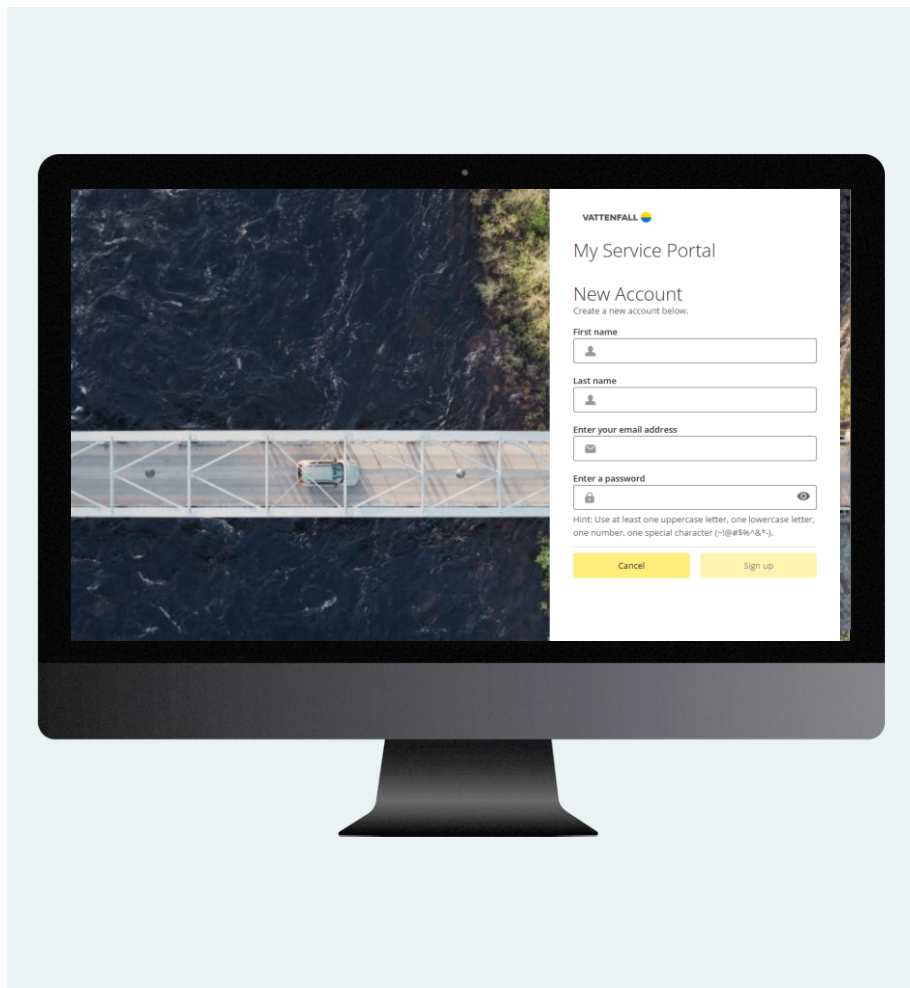


Prozess der Kontoeinrichtung



Einfache Registrierung

Beginnen Sie mit der Eingabe grundlegender Details, um ein neues Konto in My Service Portal zu erstellen.

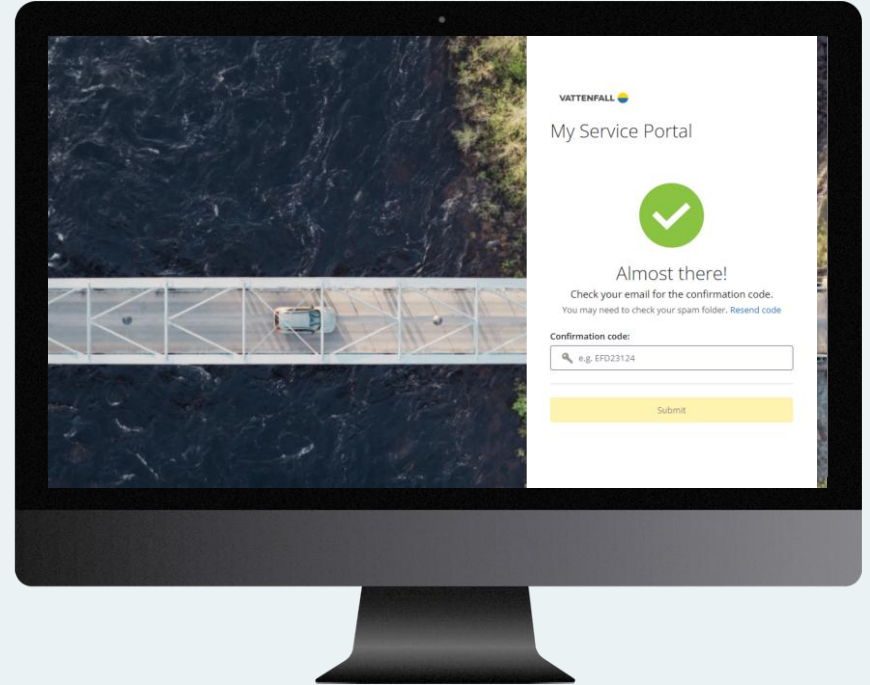


Prozess der Kontoeinrichtung

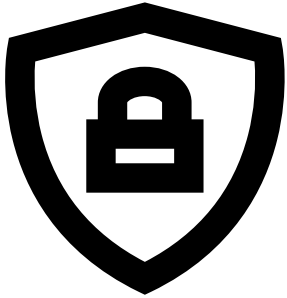


E-Mail-Verifizierung

Ein Aktivierungscode wird manuell an die registrierte E-Mail-Adresse gesendet, um eine sichere Kontoverifizierung vor der Anmeldung zu gewährleisten.

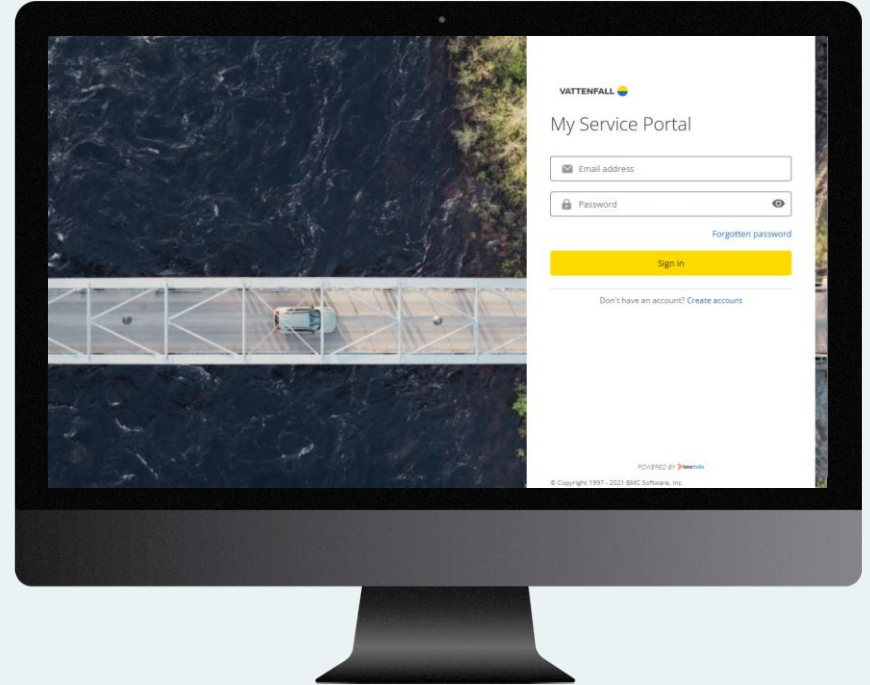


Prozess der Kontoeinrichtung



Sicherer MySP-Zugang

Nach der Aktivierung können Sie sich mit Ihren Anmeldedaten anmelden, um sicher auf alle Portal-Services zuzugreifen.



Willkommen auf der Startseite My Service Portal

Hier finden Sie alle
verfügbaren Services.

The screenshot shows the Vattenfall My Service Portal interface. At the top, the VATTENFALL logo is on the left, followed by the text "My Service Portal". To the right are links for "Finance Services" and "My Tickets". On the far right of the header are icons for a shopping cart and a notification bell. Below the header is a navigation bar with a "Browse catalogue" dropdown menu and a search bar with the placeholder text "Type and press enter to search services". The main content area features a large banner image of four people in a meeting, with the text "Finance Services" overlaid at the bottom. Below the banner, the section "Frequently requested" contains five service cards, each with an icon, a title, and a brief description. A yellow "Contact Finance" button is positioned at the bottom center of the page.

VATTENFALL My Service Portal Finance Services My Tickets

Browse catalogue Type and press enter to search services

Finance Services

Frequently requested

- Collection & disputes**
Support with customer invoice disputes, dunning, rebookings and other collection-related topics.
- Customer payments**
Support with customer payments, refunds, direct debits and payment-related updates or requests.
- Electronic invoice**
Submit e-invoicing inquiries via the portal. Specify if it's Basware Portal, SmartPDF via email, or structured formats like ZUGFeRD/XRechnung.
- Electronic Invoice O2C**
Support with any topic related to electronic invoicing.
- Incorrect pay**
If the invoice was paid amount, to an incorrect amount, or in the wrong currency, please contact us here by providing the relevant details.

Contact Finance

Sprache ändern

Zugriffseinstellungen

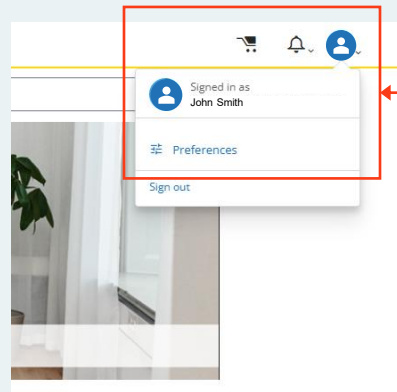
Klicken Sie nach der Anmeldung auf das Kontosymbol in der oberen rechten Ecke und wählen Sie dann **Preferences** (Einstellungen) aus.

Sprachen ändern

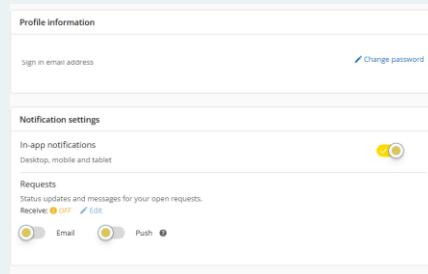
Klicken Sie rechts unter **Language** (Sprache) auf die gelbe Schaltfläche (Standard: English - US) und wählen Sie Ihre bevorzugte Sprache aus.

Abmelden und Anmelden

Um die neuen Einstellungen zu übernehmen, melden Sie sich von My Service Portal ab und wieder an.



Einstellungen

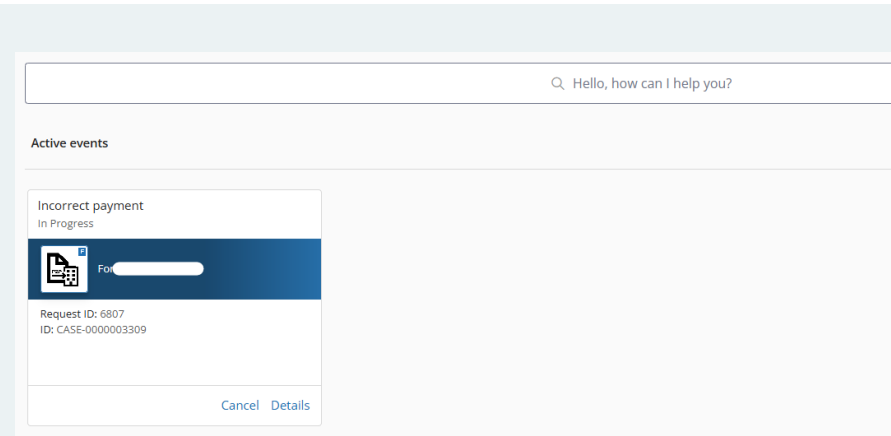
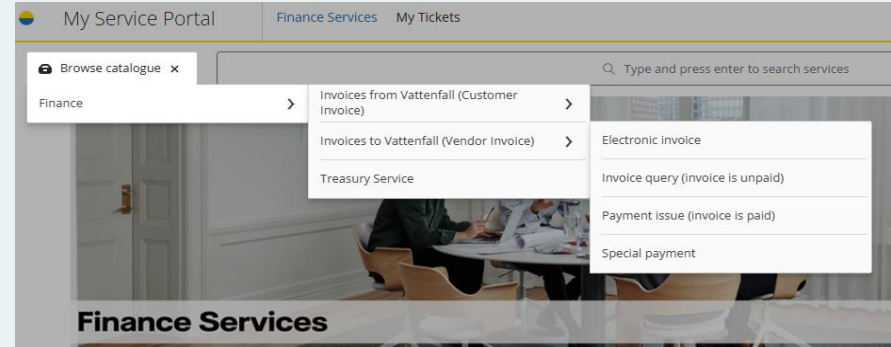


Sprache ändern

Menübereich

Suchen Sie im **Katalog**, um den Service zu finden, den Sie brauchen.

Wählen Sie **Meine Tickets**, um den Status offener Anfragen zu verfolgen und bereits geschlossene Tickets anzuzeigen.



Kontakt

Wir helfen Ihnen gerne bei Fragen zu Rechnungen, Zahlungen und anderen Finanzthemen.

	Skandinavien/ Großbritannien	Deutschland	Niederlande	Nukleare Skandinavien
	+46 8 739 7300	+49 211 5615 0139	+31 70 700 7372	+46 8 739 7300
	Mon-Fri 08:00-17:00	Mon-Fri 08:00-17:00	Mon-Fri 08:00-17:00	Mon-Fri 09:00-11:30

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