How to Use Guide: Raw Data Download

Last updated: 10/4/2012

Overview

The Raw Data Download (RDD) is a Standard report available, by request, through My Business Account and is the method by which companies can download call detail for multiple mobile numbers at a time. This data can then be uploaded into a company's internal systems for re-configuration.

RDD is intended for wireless program managers who want to download all of their company's statement data in order to upload into their own internal systems for re-configuration. If you are not a company administrator for My Business Account (i.e., you are not managing the wireless program for your entire company) you should not use RDD; instead, you should use the report download functionality located within various tabs throughout the application.

Note: If your company would like to receive monthly RDD files, a company administrator will need to submit a request for it. This request only needs to be made one time, and must be made by the 9th of the month. After you have requested RDD, the download will be available after the bill statement date for the account with the latest bill cycle.

For example:

- If your company has four accounts, each with the following differing statement dates: the 1st, 6th, 15th, 28th of the month, RDD should be available around the 7th of the next month.
- If your company has accounts, all with the same statement date, for example the 6th of the month, RDD should be available on the 13th of the month.

Refer to the Request Monthly RDD Files section in this guide for steps on requesting monthly RDD.

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Benefits of Using RDD

There are several benefits to using RDD, including:

- **Convenience** – The download is available at the end of every month, after your last bill cycle date has run.

- **Control** – Download all of your monthly statements in a format that you can import into your internal systems (e.g., Access®, Excel®, PeopleSoft, Crystal Reports, etc.)

- **Flexibility** – Use your internal systems to generate advanced reports, independent of My Business Account.

RDD Specifications

The download provides a holistic view of all your statement data, and it is delivered in a ZIP file with four individual TXT files included:

- **Account Summary** – Represents the account summary section of your statement.

- **Account & Wireless Charges Detail Summary –** Represents the mobile number charges section of your statement.

- **Account & Wireless Summary** – Represents the mobile number summary section of your statement.

- **Wireless Usage Detail** – Represents the usage section of your statement.

RDD is available for the previous month, after the last statement has run for that month. In other words, RDD is one month in arrears (i.e., you can view December's RDD in January).

Data Fields Available for Download

The tables below outline the data fields available for download, along with a description, format and maximum length for each.

Note: The maximum length for costs includes cents but not dollar sign.

Account Summary

Column Reference	Field Name	Description	Data Format	Max Length
A	ECPD Profile ID	Company identifier used by Verizon Wireless	Alphanumeric	10
B	Bill Cycle Date	Closing date of your statement	month DD, YYYY	17
C	Account Number	Unique identifier for Verizon Wireless account	9999999999-99999	16
D	Date Due	The date payment is due	Alphanumeric	16
E	Invoice Number	Unique identifier for the statement	9999999999	10
F	Bill Period	The timeframe for which the	Alphanumeric	15

		bill was calculated.		
G	Bill Name	Account holder's name	Alphanumeric	36
H	Previous Balance	Amount owed the previous month	Numeric	9
I	Payments	The payment made the previous month	Numeric	9
J	Adjustments	Credits applied to the account	Numeric	9
K	Balance Forward	Money owed the previous month(s)	Numeric	9
L	Account Charges and Credits	Charges and credits that are not included in the price plan (e.g., late fee)	Numeric	9
M	Third Party Charges to Account	Total third-party charges including surcharges and tax billed at the account level	Numeric	12
N	Monthly Access Charges	The amounts of the monthly plans	Numeric	9
O	Late Fee	Amount of the late fee, if applicable	Numeric	7
P	Usage Charges – Voice	Total charges associated with voice	Numeric	8
Q	Usage Charges – Messaging	Total charges associated with messaging	Numeric	8
R	Usage Charges – Data	Total charges associated with data	Numeric	8
S	Usage Charges – Roaming	Total charges associated with roaming	Numeric	8
T	Usage Charges	Total voice, messaging, data and roaming charges associated with account level plans	Numeric	19
U	Equipment Charges	Cost for equipment (devices & accessories) billed to the mobile number	Numeric	7
V	Surcharges and OC&Cs	Surcharges and other charges and credits applied by Verizon Wireless	Numeric	7
W	Taxes, Governmental Surcharges, and Fees	Taxes and surcharges applied by the government	Numeric	7
X	Third Party Charges to Line	Total third-party charges including surcharges and tax billed at the mobile number level	Numeric	12
Y	Total Current Charges	The amount due for the current month	Numeric	9
Z	Total Amount Due	The total amount owed for each account, which includes current charges and any balance forward	Numeric	9
AA	Remittance Address	Address is concatenated into one string like this: PO BOX	Alphanumeric	200

		660108 DALLAS TX 75266-0108		

Account & Wireless Charges Detail Summary

Column Reference	Field Name	Description	Data Format	Max Length
A	ECPD Profile ID	Company identifier used by Verizon Wireless	Alphanumeric	10
B	Bill Cycle Date	Closing date of your statement	month DD, YYYY	17
C	Account Number	Unique identifier for Verizon Wireless account	9999999999-99999	16
D	Invoice Number	Unique identifier for the statement	9999999999	10
E	Wireless Number	Mobile telephone number	999-999-9999	12
F	User Name	User Name	Alphanumeric	255
G	Cost Center	Cost Center	Alphanumeric	255
H	Item Description	Description of charge type	Alphanumeric	100
I	Share Description	Identifies row as a plan or feature and if the plan/feature allowance is shared	Alpha	20
J	Share Voice	Indicates EVP, EDP or set code of the shared plan/feature allowance	Alphanumeric	9
K	Share Messaging	Indicates EVP, EDP or set code of the shared plan/feature allowance	Alphanumeric	9
L	Share Data	Indicates EVP, EDP or set code of the shared plan/feature allowance	Alphanumeric	9
M	Item Type	Type of charge of it is (e.g., tax, credit, etc.)	Alphanumeric	20
N	Item Category	Column will capture sub section headings from the Summary of MTN Page. Possible values include: Data, Voice, Messaging, Roaming, Monthly Charges, Non-Communication Related Charges (CA only), Equipment Charges, Verizon Wireless Surcharges, Other Charges and Credits, Taxes Governmental Surcharges & Fees, Payments and Adjustments. Each row should have a populated value	Alphanumeric	50
O	Usage Period	Indicates whether usage is for	Alphanumeric	8

		"current" period or "previous" month		
P	Charge	Amount of charge	Numeric	9
Q	Allowance	Total number of minutes included in your plan	Alphanumeric	20
R	Used	Total number of minutes used	Alphanumeric	10
S	Billable	Total number of billable minutes	Alphanumeric	10

Note: Items Highlighted in yellow reflect changes effective October 7, 2012. Learn more about the pre and post updates.

Account & Wireless Summary

Column Reference	Field Name	Description	Data Format	Max Length
A	ECPD Profile ID	Company identifier used by Verizon Wireless	Alphanumeric	10
B	Bill Cycle Date	Closing date of your statement	month DD, YYYY	17
C	Account Number	Unique identifier for Verizon Wireless account	9999999999-99999	16
D	Date Due	Date payment is due	MM/DD/YY & Alphanumeric	19
E	Invoice Number	Unique identifier for the statement	9999999999	16
F	Bill Period	The timeframe for which the bill was calculated	MON DD - MON DD	20
G	Wireless Number	Mobile telephone number	999-999-9999	20
H	User Name	Name associated with the mobile number	Alphanumeric	255
I	Cost Center	Company defined-number	Alphanumeric	255
J	Your Calling Plan	Description of plan as it appears on bill	Alphanumeric	500
K	Account Charges and Credits	Charges and credits that are not included in the plan (i.e., late fee)	Numeric	16
L	Monthly Access Charges	Monthly recurring charge, may include voice plan, data plan or any features	Numeric	16
M	Usage Charges	Monthly usage charges, may include voice and data	Numeric	9
N	Equipment Charges	Cost for equipment (devices and accessories) billed to the mobile number	Numeric	16
O	Total Surcharges and Other Charges and Credits	Charges that are not related to voice or data (e.g., Roadside Assistance); these charges only appear in this field for CA customers	Numeric	18

Column Reference	Field Name	Description	Data Format	Max Length
P	Taxes and Governmental Surcharges and Fees	Taxes and Surcharges applied by the Government	Numeric	16
Q	Third Party Charges	Charges that are billed on behalf of a pre-approved third-party for their applications, products and / or services	Numeric	12
R	Total Charges	Charges incurred for specific period	Numeric	16
S	Voice Plan Usage	Number of minutes included in your plan	Alphanumeric	10
T	Messaging Usage	Number of minutes used from your plan allowance	Alphanumeric	10
U	Data Usage KB	Data usage in Kilobytes	Numeric	10
V	Data Usage MB	Data usage in megabytes	Numeric	10
W	Data Usage GB	Data Usage in Gigabytes	Numeric	10
X	Voice Roaming	Roaming voice usage charges incurred for current month	Numeric	10
Y	Messaging Roaming	Roaming messaging usage charges incurred for current month	Numeric	20
Z	Data Roaming KB	Roaming Data usage charges in Gigabytes incurred for current month	Numeric	10
AA	Data Roaming MB	Roaming data usage charges in Megabytes incurred for current month	Numeric	16
AB	Data Roaming GB	Roaming data usage charges in Gigabytes incurred for current month	Numeric	20

Wireless Usage Detail

Column Reference	Field Name	Description	Data Format	Max Length
A	ECPD Profile ID	Company identifier used by Verizon Wireless	Alphanumeric	10
B	Bill Cycle Date	Closing date of your statement	month DD, YYYY	17
C	Account Number	Unique identifier for Verizon Wireless account	9999999999-99999	16
D	Invoice Number	Unique identifier for the statement	9999999999	10
E	Wireless Number	Mobile telephone number	999-999-9999	20
F	User Name	User name on the mobile number	Alphanumeric	255
G	Usage Category	Associates usage line items to voice, data and roaming	Alphanumeric	8

H	Date	Date the usage occurred	mm/dd	8
I	Time	Time the usage occurred	HH:MMP or HH:MMA	100
J	Number	Outgoing number dialed or incoming call received	999-999-9999	20
K	Rate	Type of minutes used based on time of day: peak, off-peak or weekend (Note: This field is not populated for data usage)	Alphanumeric	100
L	Usage Type	The type of usage; for voice usage, may include things like Nights and Weekends, In-Calling; for data, may include references to Media Center downloads, NationalAccess, etc.)	Alphanumeric	100
M	Vendor/Contact Number	Third-party company name and contact number	Alphanumeric	50
N	Description	A description of type of usage	Alphanumeric	255
O	Origination	City where the call was placed	City ST	100
P	Destination	City where the call was answered	City ST	100
Q	Intl. Call Type	Demarcation between Landline and Mobile for calls originating from Verizon Wireless and terminating outside of the 50 US States. Possible values: Landline, Mobile	Alphanumeric	8
R	Min	Number of minutes used on the call	Alphanumeric	20
S	Charge	Amount of airtime charge was applied to the call	Numeric	16
T	Long Dist./Other Charges	Amount of long distance and other charges (e.g., 411 connect) that apply	Numeric	16
U	Total	Total amount owed for the call	9999.99	16

How to Perform a Sample Download

You may like to perform a sample download if:

- You want to try RDD before working with real data
- Your statement has not finished running
- You want to review RDD before requesting a monthly RDD feed

To get started, please follow the steps below. The data in the sample download is fictitious (i.e., not specific to your company).

Otherwise, if you are ready to download the actual file, please proceed to the section below, "How to Download Data from My Business Account."
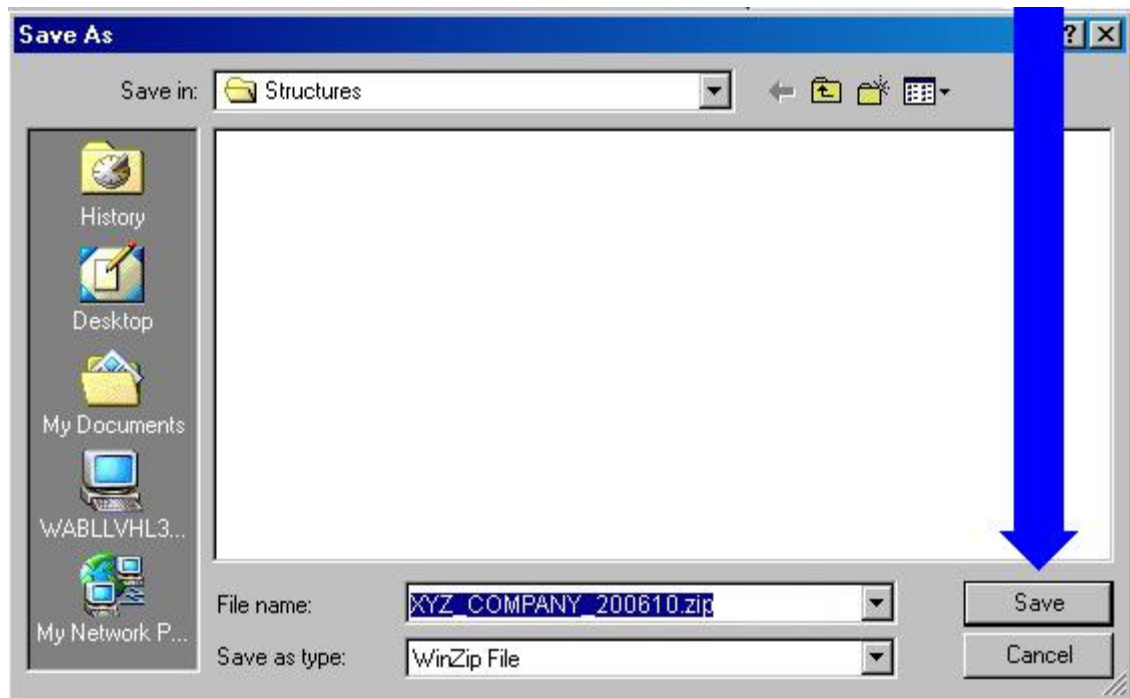
1. Download the Sample File.

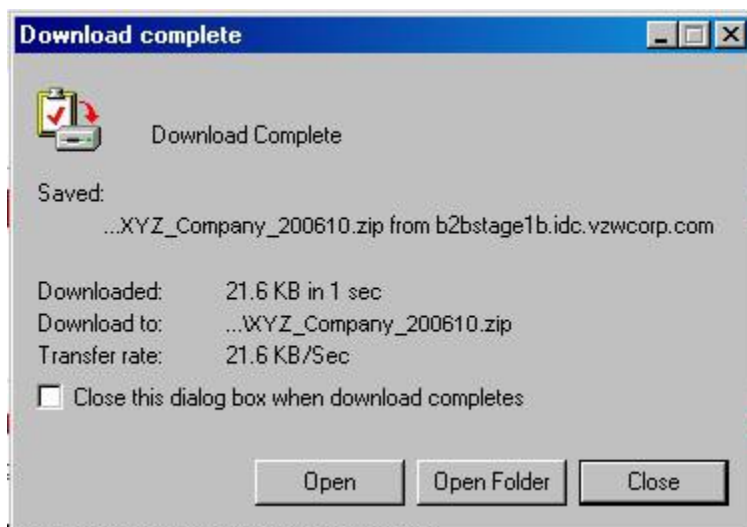2. The file download dialogue box will appear. Click **Save**.
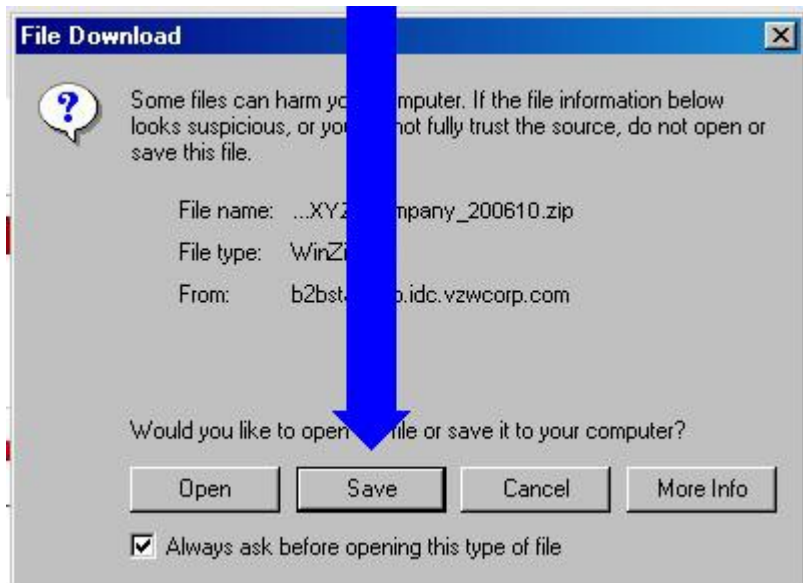
- o The file is given a default name that references the selected period.

3. Click **Save** again to save the file on your local computer.


4. The file download dialogue box will appear confirming the download is complete.

5. To work with the data in another application, click **Close**.

   o   If for some reason you wish to view the TXT file and do not want to work within
       your internal systems, click the **Open** button, and do not follow the remainder of

the steps below.

6. Locate and open the ZIP file on your local computer.

7. Select the four files and click the **Extract** button.
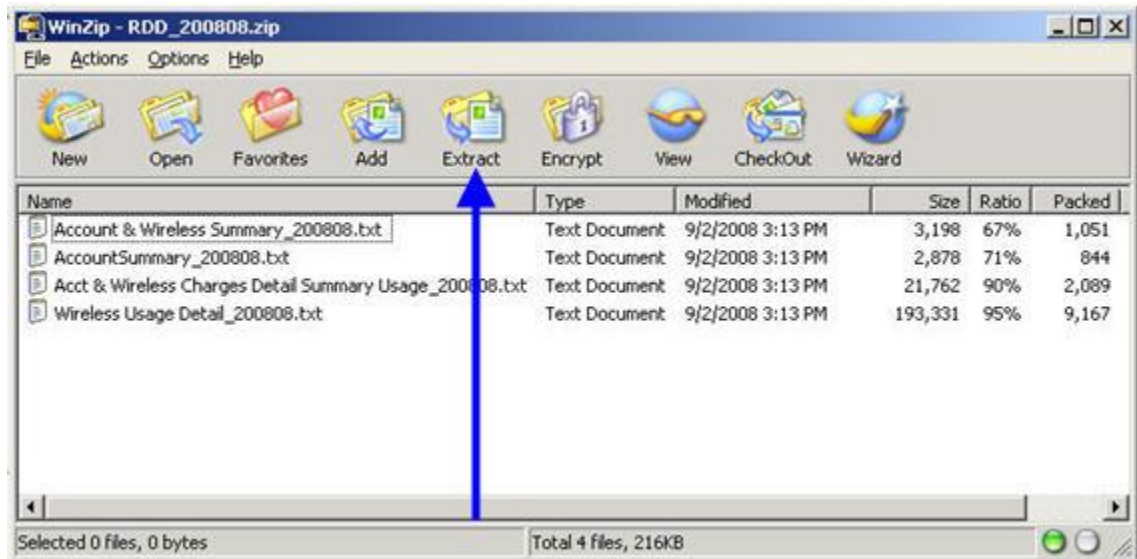
8. Select the location on your computer where you want to save the files.
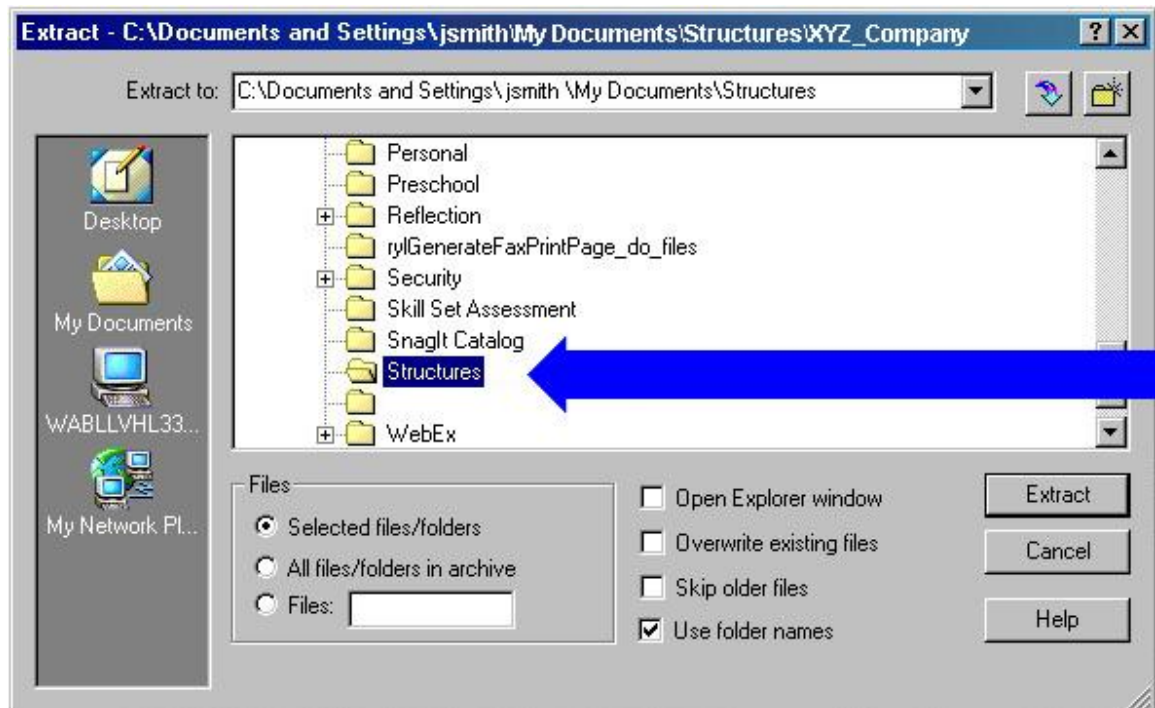
9. Click on **Extract**.
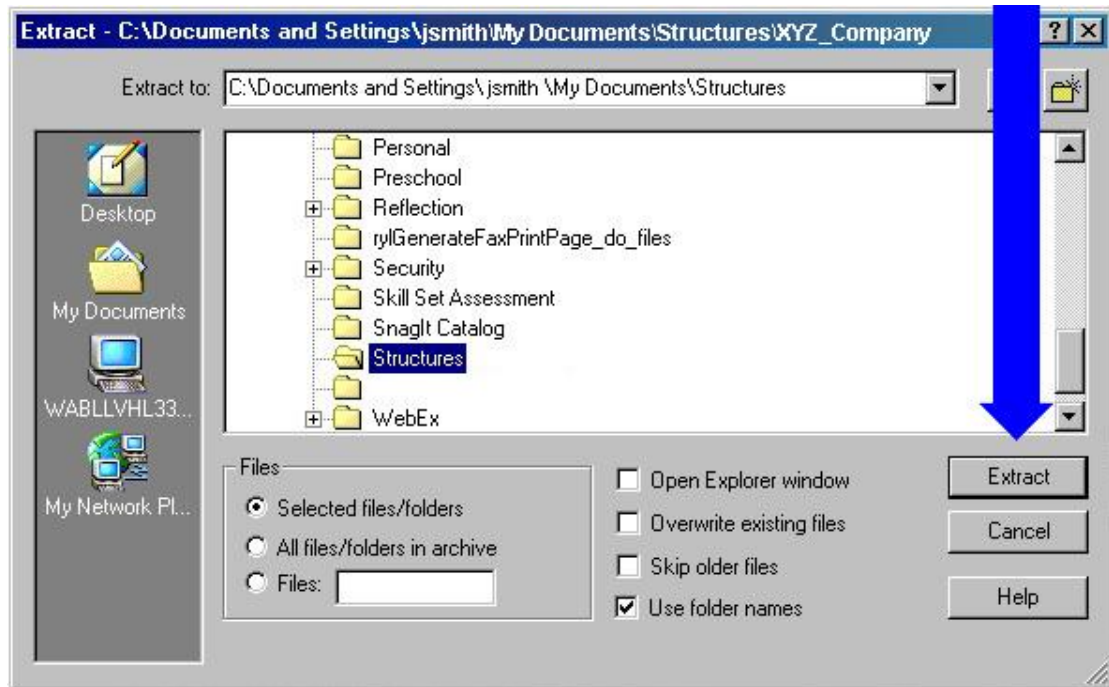
You are now done with downloading the data, and you can open the files and manipulate them in whatever application you wish.

Please refer to the section below for additional information: <u>Working with the Data in Your Internal Applications</u>.

How to Request Monthly RDD Files

Note: If your company would like to receive monthly RDD files, a company administrator will need to submit a request for it. This request only needs to be made one time, and must be made by the 9th of the month. After you have requested RDD, the download will be available after the bill statement date for the account with the latest bill cycle.

For example:

*   If your company has four accounts, each with the following differing statement dates: the 1st, 6th, 15th, 28th of the month, RDD should be available around the 7th of the next month.
*   If your company has accounts, all with the same statement date, for example the 6th of the month, RDD should be available on the 13th of the month.

To request monthly RDD files:

1. Hover your mouse over the **Reports** tab and click on **Report Templates**.

2. Go to the **Other Reports** sub-tab.

3. Click on the **RDD Report Request** link.

Comprehensive view of all charges for a selected billing period.

IBAS Archives
Archived iBAS Reports.

Memo Bill
Charges and usage detail for one specific wireless number.

Memo Bill Distribution Status Report
Indicates if Memo Bill distribution was successful or not.

Raw Data Download Report Request Link ←
To receive future RDD reports click this link

Suspended MTN Report
Wireless numbers currently suspended.

View Structure
View the account numbers and wireless numbers in a selected structure.

4. Review the RDD Summary, and click **Submit**. The confirmation screen will appear. You have successfully requested monthly RDD.

Raw Data Download Report Request

Raw Data Download Future Report Request

The Raw Data Download(RDD) is a Standard report available through My Business Account and is the method by which companies can download call detail for multiple mobile numbers at a time. This data can then be uploaded into a company's internal systems for re-configuration. Please note that RDD is intended for wireless program managers in a text file format. The RDD report is run once per month and is available the 15th of each month for the previous months's billing data. For example: The June 15th report run will be for the month of May. Please allow for adequate processing time when registering for future runs of the report. For additional information, Please click the Support Link/How to Use Guides/Raw Data Download.

Cancel Submit ←

Note: After you have made your request, the Raw Data Download link will appear in the Global Summary section on the Advanced Reporting page.

How to Download Data from My Business Account

1. Hover your mouse over the **Reports** tab and click on **Report Templates**.

2. Go to the **Other Reports** sub-tab.

Report Templates

Charges Reports | Usage Reports | Other Reports

Additional Charges
Details Monthly Access, Equipment Charges, Service and Feature Charges and taxes.

Airtime Charges Detail
Details call usage and charges.

Airtime Charges Summary
A summary of all your charges including taxes, services & features, access, airtime, etc.

Analyze Phone Charges
Detail view of charges and calls.

Analyze Roaming Charges
Detail view of roaming calls.

Most Expensive Calls
Calls with the highest charges.

3. Click on the link for **Raw Data Download**.

Report Templates

Charges Reports **Usage Reports** **Other Reports**

Active Features Report
List of all features currently on your lines of service

Billing Structure
Your company's My Business users, and their access within the portal structures.

Business Account Analysis
View a summary of your company's discounts and the amount of money saved, upgrade status, and overage charges.

Customer Invoice Management Report
A report with your own defined hierarchy.

De-Activated Phones
Wireless numbers which have been deactivated.

Device Report
Comprehensive summary of devices and upgrade eligibility data.

EDP Report
Enterprise Data Pooling.

Friends & Family Calling Lists
Phone numbers can that be called as part of the Friends & Family program

Global Summary
Comprehensive view of all charges for a selected billing period.

IBAS Archives
Archived iBAS Reports.

Memo Bill
Charges and usage detail for one specific wireless number.

Memo Bill Distribution Status Report
Indicates if Memo Bill distribution was successful or not.

Raw Data Download
Holistic report containing all monthly statement data.

Suspended MTN Report
Wireless numbers currently suspended.

View Structure
View the account numbers and wireless numbers in a selected structure.
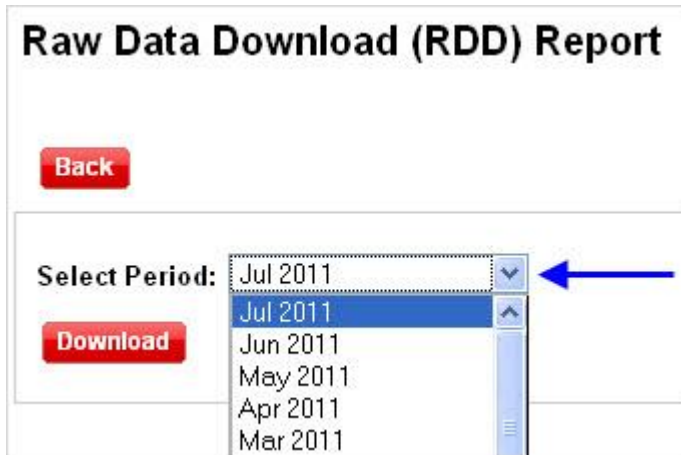
4. Select the period using the dropdown.

5. Click **Download**.

6. The file download dialogue box will appear. Click **Save**.

File Download

Some files can harm your computer. If the file information below
looks suspicious, or you do not fully trust the source, do not open or
save this file.

File name: ...XYZ Company_200610.zip

File type: WinZip

From: b2bst...b.idc.vzwcorp.com

Would you like to open the file or save it to your computer?

Open | Save | Cancel | More Info
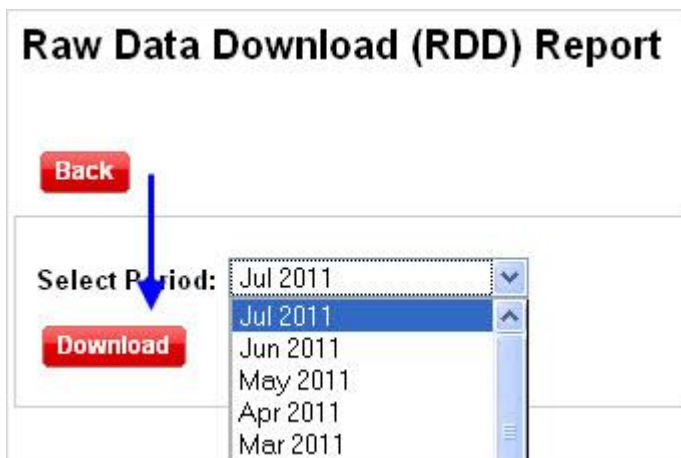
☑ Always ask before opening this type of file
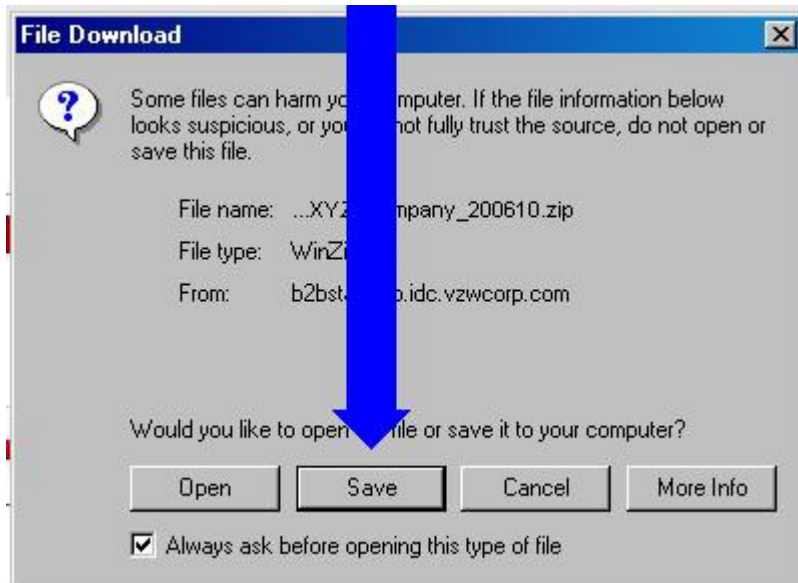
     a.   The file is given a default name that references the selected period.

7. Click **Save** again to save the file on your local computer.

Save As

Save in: Structures

History
Desktop
My Documents
WABLLVHL3...
My Network P...

File name: XYZ_COMPANY_200610.zip   Save

Save as type: WinZip File   Cancel
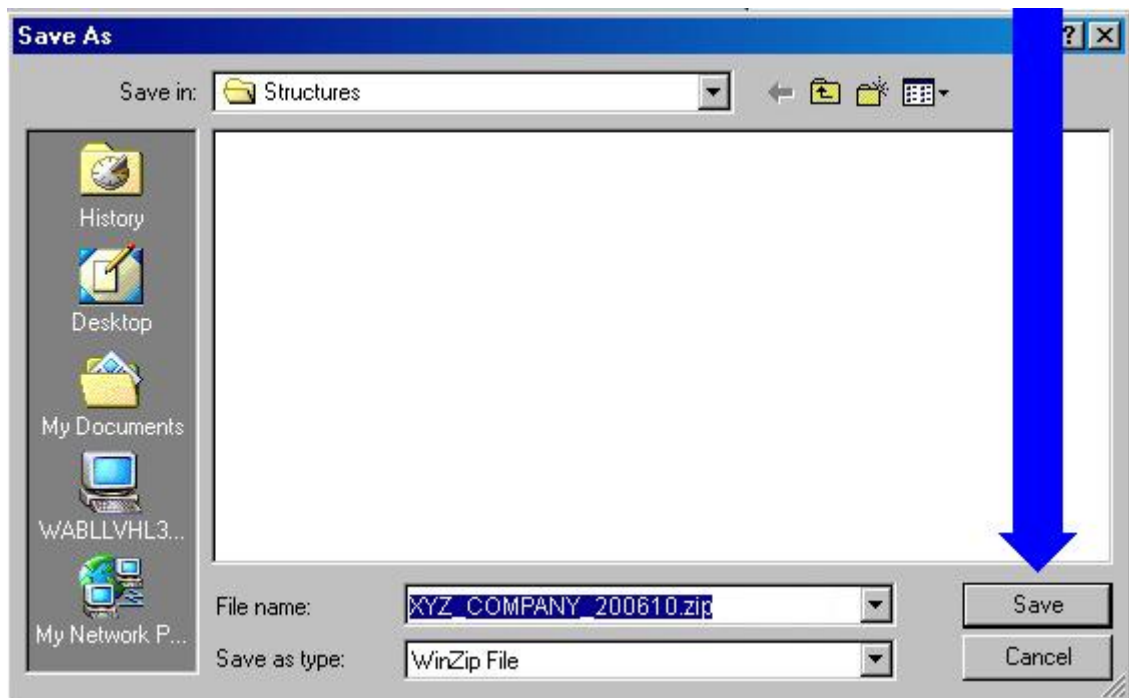
8. The file download dialogue box will appear confirming the download is complete.
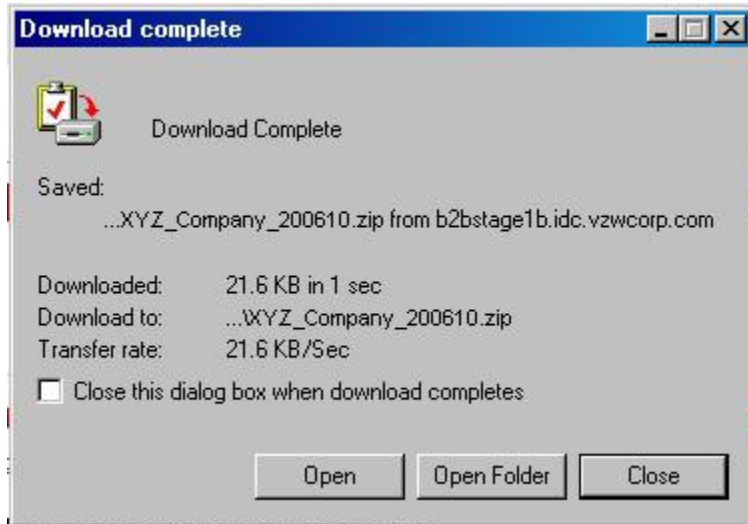
9. To work with the data in another application, click **Close**.

   a. If for some reason you wish to view the TXT file and do not want to work within your internal systems, click the **Open** button, and do not follow the remainder of the steps below.

10. Locate and open the ZIP file on your local computer.

11. Select the four files and click the **Extract** button.
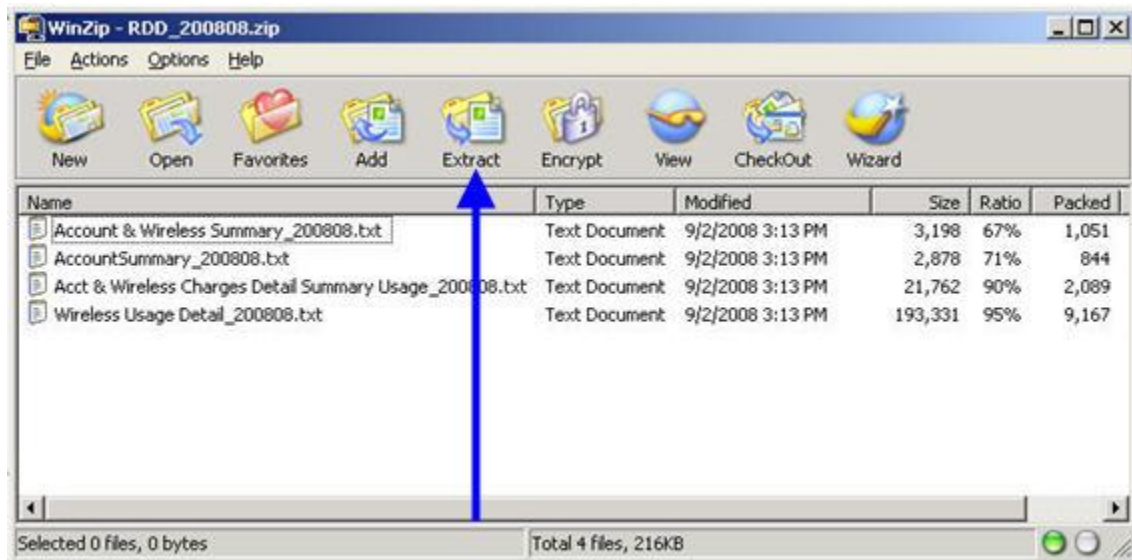
12. Select the location in your computer where you want to save the files.

Verizon Wireless
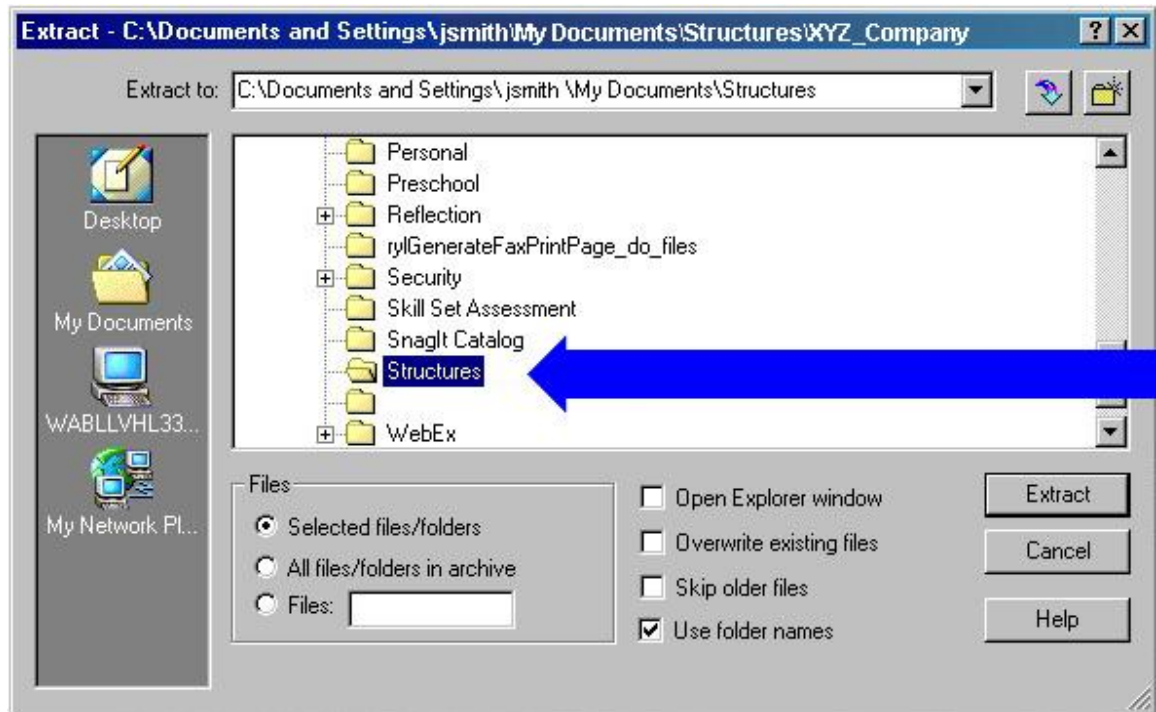
13.   Click on **Extract**.
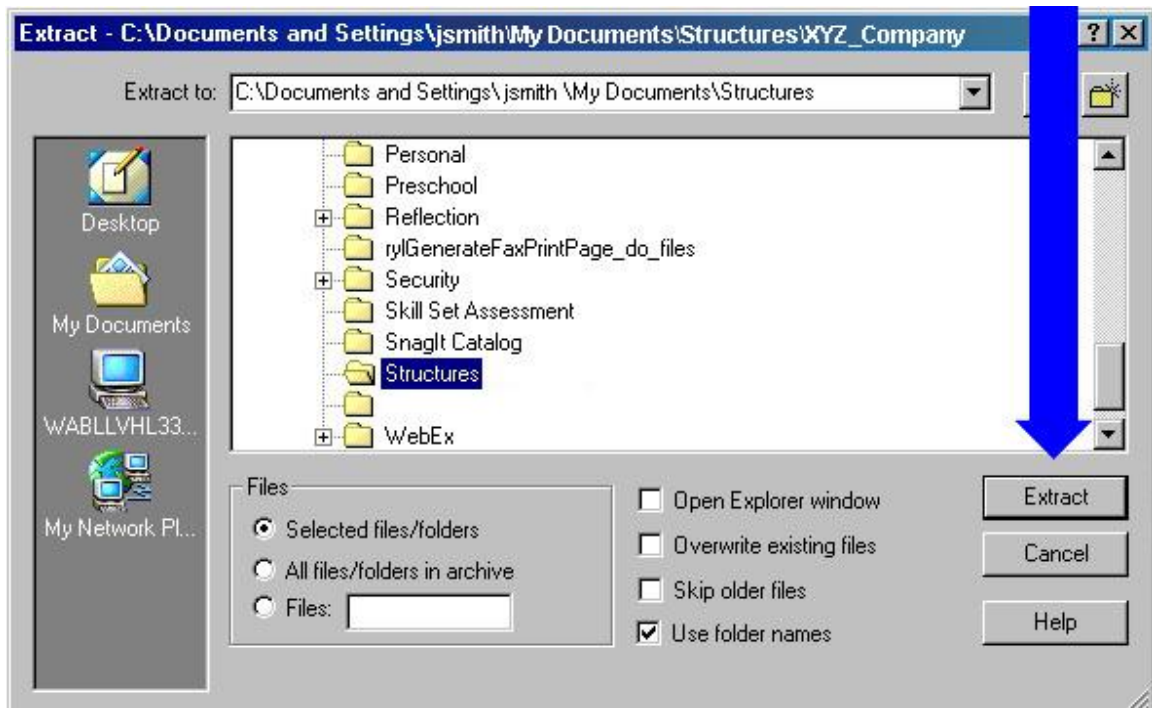
You are now done with downloading the data, and you can open the files and manipulate them in whatever application you wish.

Working with the Data in Your Internal Applications

RDD can be uploaded into multiple systems, including PeopleSoft, Microsoft® Access®, Microsoft Excel® and Crystal Reports. Because of the variety of potential database systems being used, Verizon Wireless is unable to support the importing of data. For assistance with importing, you should either contact your company's local technical team, or the manufacturer of the product you are using.

Please be aware of the following when importing the data:

- The files are tab delimited.

- If you view the TXT files in their raw format, the columns don't match up to the headings because it is tab delimited. However, when the data is imported into other applications the columns should line up correctly (assuming you selected the tab delimited option – NOT the comma delimited option – when importing the data).

- Column headings are consistent from month to month, but the number of rows may vary based on whether there are charges related to that mobile number or account.

    o You will only have rows representing types of charges if there are applicable charges.

- If field is blank, there is no statement data for that item.