



Verizon Enterprise Center

Analysis & Reporting

Wireless User Guide

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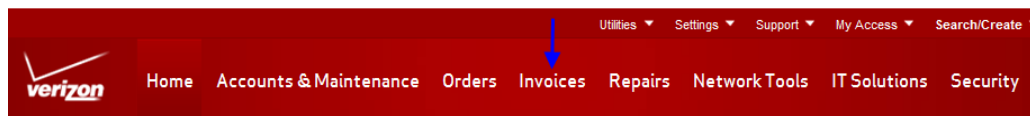


Wireless Reports Tab Overview

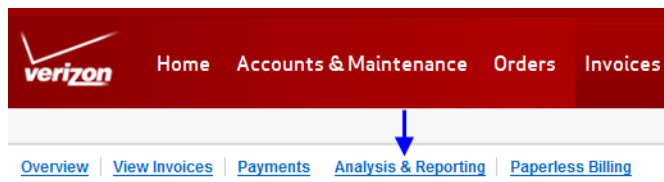
Accessing the Wireless Reports tab

To access your company's wireless reports:

1. Click on the **Invoices** tab.



2. Go to the **Analysis & Reporting** page.



The **Wireless** tab contains five sub-tabs:

Analysis & Reporting

[Standard Reports](#) | [Customized Reports](#) | [Build Your Own Report](#) | [Shared Reports](#) | [Scheduled Reports](#)

- Standard Reports
- Customized Reports

- Build Your Own Report
- Shared Reports
- Scheduled Reports

Standard Reports

Standard Reports are organized into the four categories below. Select one from the Categories dropdown to view all the reports under that category.

1. Charges – reports tied to charges
2. Usage – reports tied to usage
3. Other – reports that aren't directly tied to usage and charges (Company User Report, etc)
4. Integrated – reporting for other Verizon entities (Wireless, Telecom, and Business)

Structure for Reporting: Default Position: Default [Set Reporting Position](#)

Analysis & Reporting

[Standard Reports](#) | [Customized Reports](#) | [Build Your Own Report](#) | [Shared Reports](#) | [Scheduled Reports](#)

Standard Reports

Category: Charges

Filter Sort Download Showing 1 to 10 of 25

Report Name
Additional Charges Report <small>Details Monthly Access, Equipment Charges, Service and Feature Charges and taxes</small>
Airtime Charges Detail Report <small>Details call usage and charges</small>
Airtime Charges Summary Report - Account Number <small>A summary of all your charges, including taxes, services & features, access, airtime, etc summarized by Account Number</small>
Airtime Charges Summary Report - Cost Center <small>A summary of all your charges, including taxes, services & features, access, airtime, etc summarized by Cost Center</small>
Airtime Charges Summary Report - Last Statement Date <small>A summary of all your charges, including taxes, services & features, access, airtime, etc summarized by Last Statement Date</small>
Airtime Charges Summary Report - Structure Node <small>A summary of all your charges, including taxes, services & features, access, airtime, etc summarized by Structure Node</small>
Airtime Charges Summary Report - User ID <small>A summary of all your charges, including taxes, services & features, access, airtime, etc summarized by User ID</small>
Airtime Charges Summary Report - User Name <small>A summary of all your charges, including taxes, services & features, access, airtime, etc summarized by User Name</small>
Airtime Charges Summary Report - Wireless Number <small>A summary of all your charges, including taxes, services & features, access, airtime, etc summarized by Wireless Number</small>
Analyze Phone Charges - Account Number <small>Detail view of charges and calls summarized by Account Number</small>

Show 10 rows Page 1 of 3 Jump to page 1 [Go](#)



Charges Reports

These reports are available to all user roles except for the “**Buy**” role. Note: Standard Reports will only display information for wireless numbers that are currently active.

Available Charges Reports:

- **Additional Charges:** Details, sorted by mobile number, for Monthly Access, Equipment Charges, Service & Features Charges, and Taxes.
- **Airtime Charges Detail:** information related to call usage and charges only.
- **Airtime Charges Summary:** A summary of all your charges, including taxes, services & features, access, airtime, etc.
- **Analyze Phone Charges:** Phone usage details for all of your company’s wireless numbers. Details include airtime, charges, phone count, price plan code and description, phone status, billing date, account number, and total minutes allowed
- **Analyze Roaming Calls:** Total roaming charges (including associated airtime charges, roaming charges, and toll charges), taxes and surcharges, number of roaming calls, total roaming minutes, “from” city and state, “to” city and state, serving SID (home system of the mobile phone), call date, incoming/outgoing number, billing period, and call duration.
- **Top Ten Most Expensive Calls:** List of the top calls by cost

Usage Reports

Available Usage Reports:

- **20 Longest Calls:** Longest duration billed calls
- **Call Detail:** Voice call details for multiple wireless numbers displayed simultaneously summarized by Account Number, Wireless Number, Statement Date, Cost Center, User Name or Grand Total
- **Data Usage:** Data usage and charges.



- **Grand Total:** Comprehensive summary. Details total charges and total minutes
- **Mobile to Mobile:** Calls between Verizon Wireless voice devices
- **Monthly Usage:** Usage and charges for each wireless number, along with a grand total
- **Summary Usage:** Summarizes usage by wireless number
- **Top 20 Out of Network Calls:** Calls to non-Verizon Wireless devices
- **Unbilled Usage:** Current unbilled usage for the account

Other Reports

Available Other Reports:

- **Billing Structure:** how Verizon Wireless structures your organization
- **Company Users;** List of VEC users and their permissions within VEC
- **Customer Invoice Management:** Summary of charges information at the root level of the structure. The Level selected for reporting will include the selected folders and sub-folders (if applicable) within the report
- **De-Activated MTN:** Wireless numbers which have been deactivated
- **Device Report:** Comprehensive summary of devices and upgrade eligibility data
- **Global Summary:** Displays data based on the accounts and wireless numbers that received statements for the chosen period.
- **Memo Bill:** Account or Phone view of the Memo Bill that contains account specific charges, adjustments and taxes.
- **Memo Bill Status:** Displays status of Memo Bill distribution



- **Raw Data Download:** Export of all monthly statements delivered in a .zip file with 4 individual .txt files included that can be used with your company's internal system (e.g., Microsoft Excel or Access, etc).
- **Suspended MTN:** Suspended wireless numbers sorted by number, name, cost-center, or suspension date.
- **View Structure:** account and wireless numbers in a selected structure.

Integrated Reports

Available Integrated Reports:

- **Integrated Invoice Summary:** Current charges, outstanding balances, payments, adjustments, with total amount due across all selected accounts
- **Summary of Current Charges by Provider:** Summary across all selected accounts, with charges sorted by Verizon entity (Wireless, Telecom, Business), and other service provider, if applicable



Customized Reports

The Customized Reports page contains any saved customized reports on your company's wireless accounts.

Analysis & Reporting Structure for Reporting:Default Position:Default [Set Reporting Position](#)

[Standard Reports](#) **[Customized Reports](#)** [Build Your Own Report](#) | [Shared Reports](#) | [Scheduled Reports](#)

Customized Reports

Showing 1 to 10 of 17

Report Name	Date Modified	Shared	
global fields	March 23, 2011	N	Edit Delete
account summary report type	March 23, 2011	N	Edit Delete
Airline Charges Summary Report - customized	March 23, 2011	N	Edit Delete
Airline Charges Summary Report - one account	March 23, 2011	N	Edit Delete
Wireless report	March 23, 2011	N	Edit Delete
wireless 2008 custom field 1	March 23, 2011	N	Edit Delete
Airline Charges Summary Report 20	March 23, 2011	N	Edit Delete
Additional Charges Report	March 23, 2011	N	Edit Delete
NE Area Customized Test	March 23, 2011	Y	Edit Delete
Add Charges Report 20	March 23, 2011	N	Edit Delete

Show rows Page 1 of 2 Jump to page

Build Your Own Report

The Build Your Own Report tab contains options for you to build a custom report. Refer to the **Create a customized report** section below for steps on creating a custom report.



Analysis & Reporting Structure for Reporting: Default

[Standard Reports](#) | [Customized Reports](#) | **[Build Your Own Report](#)** | [Shared Reports](#) | [Scheduled Reports](#)

[Close](#) x

Build Your Own Report

Step 1: **Customize Report** > Step 2: **Select Fields** > Step 3: **Filter Fields** > Step 4: **Shared Reports** >

Customize Report

Name:

Description:

Available Wireless Reports to build by:

- Account Summary
- Overview of Lines
- Purchase Activity
- Usage and Charges Summary Detail
- Usage Details



Shared Reports

The Shared Reports tab displays reports that have been set to share. You can also view the name of the user who created the report.

Analysis & Reporting

[Standard Reports](#) | [Customized Reports](#) | [Build Your Own Report](#) | **[Shared Reports](#)** | [Scheduled Reports](#)

Shared Reports

[Filter](#) [Sort](#) [Download](#) Showing 1 to 10 of 66

Report Name	Date Modified	Creator of Report
<input type="checkbox"/> additional Charges Report-Customized	March 23, 2011	205A, UA7ESPOIC
<input type="checkbox"/> additional Charges Report 2 Additional Charges Report Customized by Mohamed #5	March 23, 2011	205A, UA7ESPOIC
<input type="checkbox"/> Additional Charges Report - Mohamed	March 23, 2011	205A, UA7ESPOIC
<input type="checkbox"/> Additional Charges Report - Mohamed 2	March 23, 2011	205A, UA7ESPOIC
<input type="checkbox"/> Autline Charges Detail Report Mohamed 1	March 23, 2011	205A, UA7ESPOIC
<input type="checkbox"/> SE Area Customized Test	March 23, 2011	4086, UA7ESPOIC
<input type="checkbox"/> Autline Charges Detail Report - auto 10 FEB 2011	March 23, 2011	205A, UA7ESPOIC
<input type="checkbox"/> self test global wireless calls	March 23, 2011	UW954, Test
<input type="checkbox"/> Additional Charges Report02	March 23, 2011	205A, UA7ESPOIC
<input type="checkbox"/> Autline Charges Summary Report Mohamed	March 23, 2011	205A, UA7ESPOIC

Scheduled Reports

The Scheduled Reports tab lists all reports that are scheduled to run. Here you can also view the structure type that each report is based on, and the date they expire.

Standard Reports | Customized Reports | Build Your Own Report | Shared Reports | **Scheduled Reports**

Scheduled Reports

Filter Sort Download Showing 1 to 10 of 33

Report Name	Last Run Date	Next Scheduled Date	Structure/Position	Schedule Expiration Date	
Additional Charges Report		April 01, 2011	Default/000144037120	July 14, 2011	Edit Delete
Additional Charges Report		April 01, 2011	Default/000144037120	July 13, 2011	Edit Delete
Additional Charges Report		April 01, 2011	Default/000144037120	July 14, 2011	Edit Delete
Additional Charges Report		April 01, 2011	Default/38657120300001	March 31, 2011	Edit Delete
Additional Charges Report		December 31, 2011	Default/38657120300001	December 31, 2011	Edit Delete
Additional Charges Report		April 16, 2011	Default/Default	March 31, 2011	Edit Delete
Additional Charges Report	March 18, 2011	April 18, 2011	Default/Default	March 18, 2015	Edit Delete
Additional Charges Report	March 18, 2011	April 18, 2011	Default/Default	March 18, 2015	Edit Delete
Additional Charges Report	March 18, 2011	April 18, 2011	Default/Default	March 18, 2015	Edit Delete
Airtime Charges Detail Report		March 28, 2011	Default/Default	May 05, 2011	Edit Delete

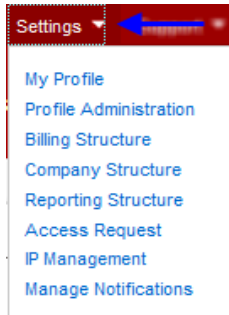
Show 10 rows Page 1 of 4 Jump to page 1 Go

Wireless Reporting How To's

Build a Reporting Structure

Create the structure

1. Click on the **Settings** tab.



2. Go to the **Reporting Structure** page.



3. Click on the **Admin** link.



4. Select **Create Structure** from the pop-up window.



5. Give the new structure a name and an optional description.

A screenshot of a 'Create Structure' dialog box. The title bar reads 'Create Structure'. Below the title bar, there is a note: '*Indicates required fields.' The dialog contains two input fields: 'Structure Name' and 'Description'. The 'Structure Name' field is highlighted with a blue border and contains the text 'ABC_Reporting'. The 'Description' field is empty. At the bottom right of the dialog, there are two buttons: 'Cancel' and 'Create'.

6. Click on the **Create** button.

Create Structure

*indicates required fields.

* **Structure Name**

Description

7. The new structure will appear in the **Select Structure** dropdown.

-Select Structure- - Select Period -

- Select Structure-
- ABC_Reporting
- Reporting 2
- Reporting Test
- Test

Add a folder

1. Click on the **Settings** tab.

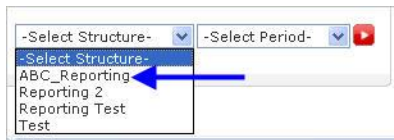
Settings

- My Profile
- Profile Administration
- Billing Structure
- Company Structure
- Reporting Structure
- Access Request
- IP Management
- Manage Notifications

2. Go the **Reporting Structure** page.



3. In the **Select Structure** dropdown, select the structure you want to create the new folder for.



4. Choose a period from the **Select Period** dropdown, and click on the **red arrow button**. The reporting structure will display.



5. Click on the reporting structure name, and select **Create Sub-Folder** from the pop-up window.



6. Give the new folder a name and an optional description.



The screenshot shows a dialog box titled "Create Sub Folder". It contains two input fields: "Folder Name" and "Description". A blue rectangular box highlights both the "Folder Name" text box and the "Description" text area. At the bottom of the dialog, there are two buttons: "Cancel" and "Create Sub Folder".

7. Click on the **Create Sub-Folder** button.



The screenshot shows the same "Create Sub Folder" dialog box. The "Folder Name" field now contains the text "West Area". A blue arrow points from the "Create Sub Folder" button to the "Description" field, indicating the next step in the process. The "Cancel" and "Create Sub Folder" buttons are still visible at the bottom.

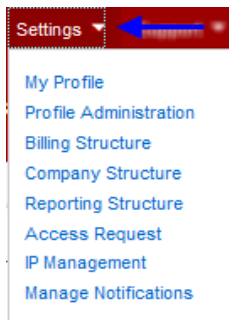
8. The new folder will appear in the structure. You have successfully added a folder to the reporting structure.



Assign wireless numbers

To add detail to the folders, you must populate the folders with the desired wireless numbers. There are two times when you would need to do this – when you first create the reporting structure, and when you activate a new wireless number.

1. Click on the **Settings** tab.



2. Go the **Reporting Structure** page.



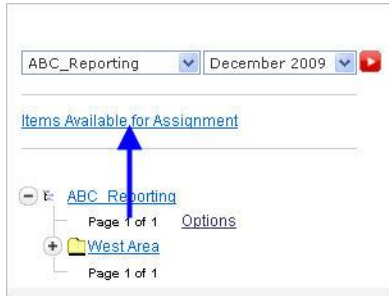
3. In the **Select Structure** dropdown, select the structure you want to create the new folder for.



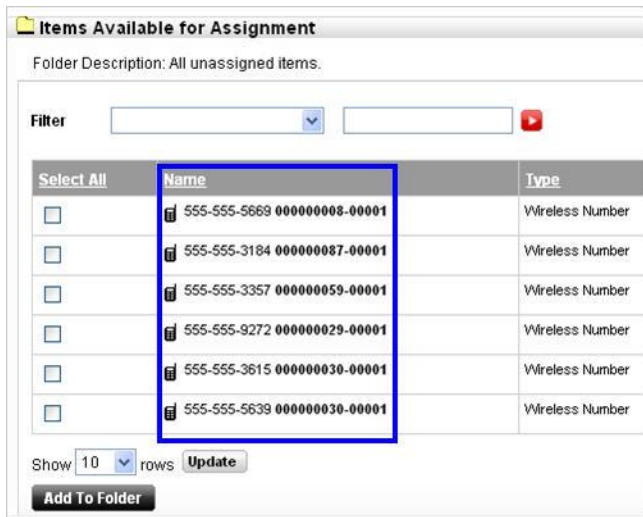
4. Choose a period from the “**Select Period**” dropdown, and click on the **red arrow button**.



5. Click on the **Items available for assignment** link.



6. All of the numbers not already assigned to the reporting structure will display.



7. Check the box(es) next to the wireless number(s) you want to assign, and click on the **Add to Folder** button.

Items Available for Assignment

Folder Description: All unassigned items.

Filter [] [] []

Select All	Name	Type
<input checked="" type="checkbox"/>	555-555-5669 00000008-00001	Wireless Number
<input checked="" type="checkbox"/>	555-555-3184 00000087-00001	Wireless Number
<input checked="" type="checkbox"/>	555-555-3357 00000059-00001	Wireless Number
<input type="checkbox"/>	555-555-9272 00000029-00001	Wireless Number
<input type="checkbox"/>	555-555-3615 00000030-00001	Wireless Number
<input type="checkbox"/>	555-555-5639 00000030-00001	Wireless Number

Show 1 rows [Update]

Add To Folder

8. Select the folder where you want to add the wireless number(s), and click on the **Add to Folder** button.

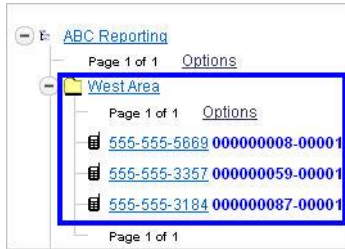
Add to Folder

Select the folder where you want to add the selected items:

- ABC Reporting
 - West Area

[Cancel] **Add to Folder**

9. The numbers will appear in the selected folder when you open the structure.

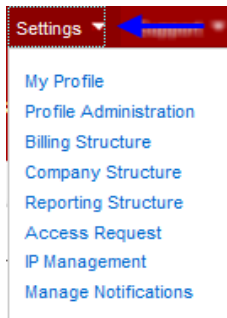


You have successfully assigned the wireless number(s) to a reporting structure.

Share with users

Sharing a reporting structure with a user will give them access to view and edit the structure.

1. Click on the **Settings** tab.



2. Go the **Reporting Structure** page.



3. In the **Select Structure** dropdown, select the structure you want to create the new folder for.



4. Choose a period from the **Select Period** dropdown, and click on the **red arrow button**.



5. Check the box next to the folder(s) you want to share, and click on the **Share with User** button.

The screenshot shows the 'ABC Reporting' interface. At the top, it says 'Folder Description: ABC Reporting'. Below that, there are tabs for 'Items' and 'Users'. A 'Filter' section contains a dropdown menu and a search box. A table lists folders: 'East Area', 'South Area', and 'West Area'. The 'West Area' row has a checked checkbox. Below the table, there is a 'Show 10 rows' dropdown and an 'Update' button. At the bottom, there are 'Move' and 'Share With User' buttons. Blue arrows point to the 'West Area' checkbox and the 'Share With User' button.

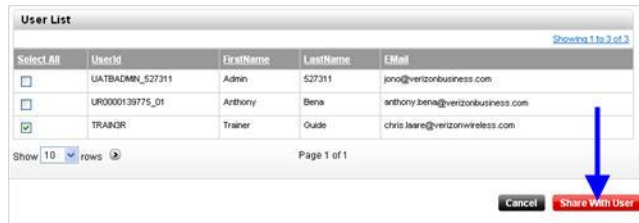
Select All	Name	Type
<input type="checkbox"/>	East Area	Folder
<input type="checkbox"/>	South Area	Folder
<input checked="" type="checkbox"/>	West Area	Folder

6. Check the box next to the user(s) u want to give access to the reporting structure folder(s).

The screenshot shows the 'User List' interface. It has a table with columns: 'Select All', 'UserId', 'FirstName', 'LastName', and 'Email'. There are three users listed. The first user is 'Admin' with email 'jono@verizonbusiness.com'. The second is 'Anthony Bena' with email 'anthony.bena@verizonbusiness.com'. The third is 'Trainer Guide' with email 'chris.leare@verizonwireless.com'. The checkbox for the 'Trainer Guide' user is checked. Below the table, there is a 'Show 10 rows' dropdown and 'Page 1 of 1'. At the bottom, there are 'Cancel' and 'Share With User' buttons.

Select All	UserId	FirstName	LastName	Email
<input type="checkbox"/>	UATBADMIN_527311	Admin	527311	jono@verizonbusiness.com
<input type="checkbox"/>	UR0000139775_01	Anthony	Bena	anthony.bena@verizonbusiness.com
<input checked="" type="checkbox"/>	TRANDR	Trainer	Guide	chris.leare@verizonwireless.com

7. Click on the **Share with User** button. You have successfully shared the reporting structure.



Manage a Reporting Structure

Upload a Reporting Structure

If you already have a reporting structure in a .csv or .xml file, you can make the changes offline and import it into Verizon Enterprise Center. This is especially helpful if you have a large reporting structure. You can either create a new reporting structure or update an existing one.

Create a new upload file

Refer to this upload template < https://b2b.vzw.com/support/pdf/RS_upload_template.xls > when creating a new reporting structure upload file.

Note: this template is a .XLS file; you will need to save the actual upload file as a .CSV file.

Notes:

- Maximum amount of wireless numbers is 1000
- File must be in .CSV or .XML format
- Maximum size for an upload is 2 MB
- An upload cannot be cancelled

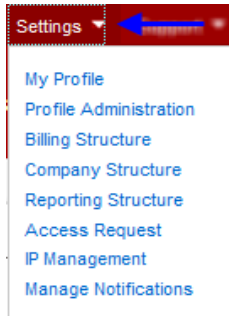
Update an existing reporting structure file

1. Download the existing reporting structure. See the "Download a reporting structure" section of this guide.
2. Make the necessary updates to the download file. Note: In order to overwrite the old structure, the old and new file names must remain identical.

3. Import the file according to the steps below.

To upload the file:

1. Click on the **Settings** tab.



2. Go the **Reporting Structure** page.



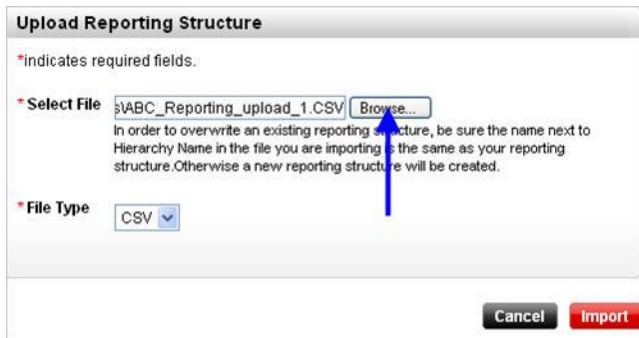
3. Click on the **Admin** link.



4. Select **Upload** from the pop-up window.



5. Click on the **Browse** button and select the file you want to upload.



6. Select the file type from the **File Type** dropdown.

Upload Reporting Structure

*Indicates required fields.

* **Select File**
In order to overwrite an existing reporting structure, be sure the name next to Hierarchy Name in the file you are importing is the same as your reporting structure. Otherwise a new reporting structure will be created.

* **File Type**

7. Click on the **Import** button.

Upload Reporting Structure

*Indicates required fields.

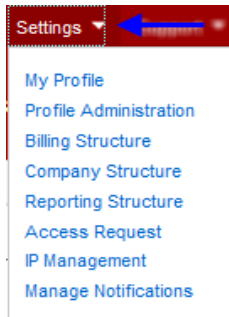
* **Select File**
In order to overwrite an existing reporting structure, be sure the name next to Hierarchy Name in the file you are importing is the same as your reporting structure. Otherwise a new reporting structure will be created.

* **File Type**

You have successfully uploaded a reporting structure.

Download a reporting structure

1. Click on the **Settings** tab.



2. Go to the **Reporting Structure** page.



3. Click on the **Admin** link.



4. Select **Download** from the pop-up window.



5. In the **Structure Name** dropdown, select the structure you want to download.

A screenshot of the 'Download Reporting Structure' dialog box. It contains three dropdown menus: '*Structure Name' with 'ABC Reporting' selected, '*Period' with '-Select Structure-' selected, and '*Format' with 'CSV' selected. There are 'Cancel' and 'Download' buttons at the bottom right.

6. From the **Period** dropdown, select the month/year of the structure.

A screenshot of the 'Download Reporting Structure' dialog box. The '*Structure Name' dropdown is set to 'ABC Reporting'. The '*Period' dropdown is open, showing options: '- Unpublished -', '- Unpublished -', and 'December 2009'. The '*Format' dropdown is set to 'CSV'. There are 'Cancel' and 'Download' buttons at the bottom right.

7. Select the format you want to download from the **Format** dropdown.

Download Reporting Structure

* Indicates required fields.

*Structure Name ABC Reporting

*Period December 2009

*Format CSV

Cancel Download

8. Click on the **Download** button and follow the prompts to save the file to your computer.

Download Reporting Structure

* Indicates required fields.

*Structure Name ABC Reporting

*Period December 2009

*Format CSV

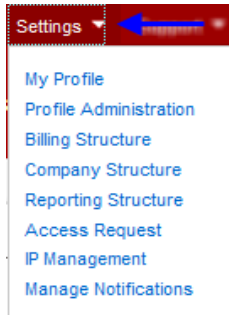
Cancel Download

You have successfully downloaded a reporting structure.

Expire a reporting structure

Once you expire a reporting structure, data will no longer be collected based the structure. You will be able to run reports based on a reporting structure up until the time period it was expired.

1. Click on the **Settings** tab.



2. Go the **Reporting Structure** page.



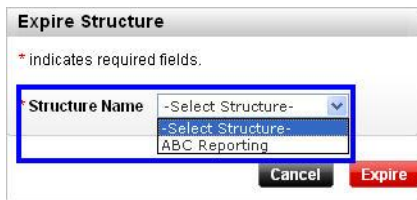
3. Click on the **Admin** link.



4. Select **Expire** from the pop-up window.



5. In the **Structure Name** dropdown, select the structure you want to expire.



6. Click on the **Expire** button.

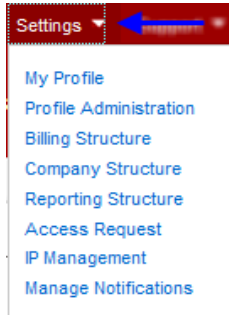


You have successfully expired the reporting structure.

Delete a reporting structure

Once you delete a reporting structure it is permanently gone and cannot be retrieved and reports cannot be run on it.

1. Click on the **Settings** tab.



2. Go the **Reporting Structure** page.



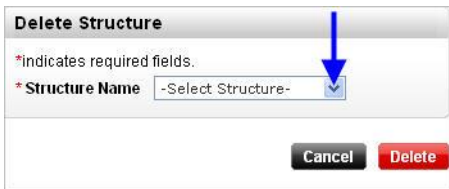
3. Click on the **Admin** link.



4. Select **Delete** from the pop-up window.



5. In the **Structure Name** dropdown, select the structure you want to delete.



6. Click on the **Delete** button. You have successfully deleted the reporting structure.

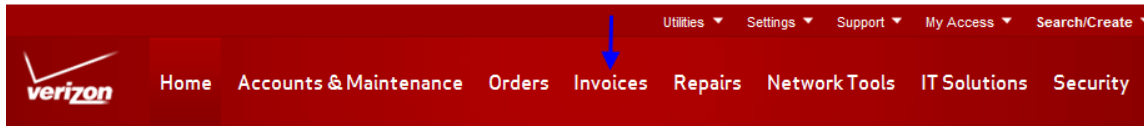


Run Reports

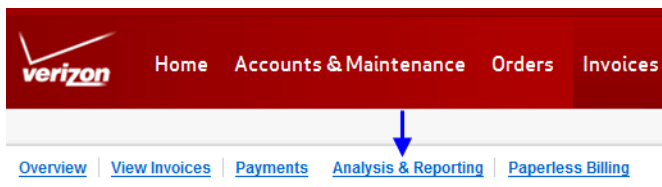
Before you run a report, you will need to set the reporting position. Your report will contain the data for the wireless numbers and accounts that are located within the position you set.

Set your reporting position

1. Click on the **Invoices** tab.



2. Go to the **Analysis & Reporting** page.



3. Click on the **Set Reporting Position** link.



4. From the **Structure Type** dropdown, select the type of structure you will use to run the report. You can choose from one of the following structures. Note: you must first create a company or reporting structure before you can run a report on one.



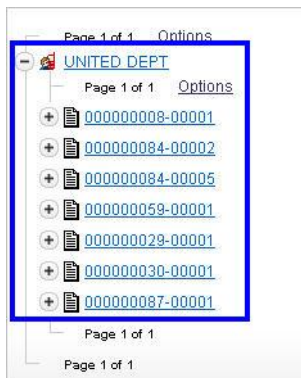
- Billing Structure – Wireless numbers are grouped based on the billing account they belong to; as they appear in your paper bill.

- Company Structure – Wireless numbers and accounts are grouped in a way that matches how your company’s departments are organized. Note: you can only run reports on a company structure beginning the month that the structure was created.
- Reporting Structure – Custom structure that allows you to create new groups of wireless numbers without altering the billing or company structure. For example, you can run a report on a group of wireless numbers with the same device, allowance, memo bill distribution list, etc.

5. For this guide we will select a Billing Structure; click on the **red arrow button**.

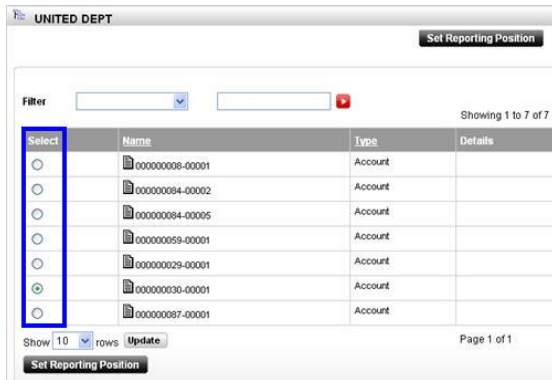


6. Search through the structure by clicking on the “+” (plus sign) next to the accounts or folders until you find the desired position.

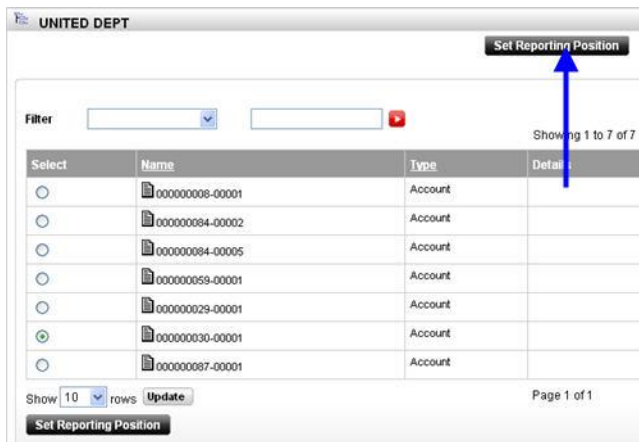


Note: with a Billing Structure, wireless numbers will be located in accounts. With Company and Reporting Structures, they will be located in folders.

7. Select the radio dial next to the desired position.



8. Click on the **Set Reporting Position** button.



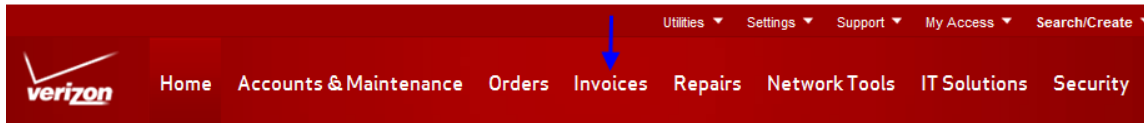
9. Confirm in the upper right-hand corner that the correct structure and position are set. You have successfully set the reporting position.



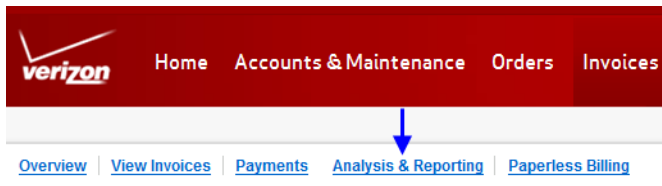
Once you have set the reporting position, you are ready to run a report.

Run Standard Reports

1. Click on the **Invoices** tab.



2. Go to the **Analysis & Reporting** page.



The Analysis & Reporting Overview page will appear with a pod for Standard Reports. Within the pod you can select the category by using the dropdown menu to display standard reports by Charges, Usage, Other or Integrated reports.

Structure for Reporting:Default Position:Default [Set Reporting Position](#)

Analysis & Reporting

[Standard Reports](#) | [Customized Reports](#) | [Build Your Own Report](#) | [Shared Reports](#) | [Scheduled Reports](#)

Standard Reports

Select Category: **Charges** ←

View reports such as [Charges](#)

Select Report: [Usage](#) and taxes

Details Monthly Account [Other](#) [Integrated](#)

[Submit](#) [View All](#)

Customized Reports

View your customized reports.

- [77 - Wireless Number](#)
- [Additional Charges Report - Ramesh](#)
- [Airtime Charges Summary - Ramesh 1 - Structure Node](#)
- [Barry_0324 - Wireless Number](#)
- [global - Account Number](#)

[Build Your Own Report](#) [View All](#)

Shared Reports

View reports being shared by other users in your company.

No Reports Available

[View All](#)

Scheduled Reports

- [- Bill Cycle Date](#)
- [77 - Wireless Number](#)
- [Add_Charges_Report_BB](#)
- [BB_23_A - Structure Node](#)
- [Data Usage - Ramesh 2 - Wireless Number](#)

[View All](#)

Favorite Reports

Your frequently accessed reports.

- [Additional Charges Report](#)
- [Analyze Roaming Calls - From State](#)
- [Data Usage Report - Account Number](#)
- [Data Usage Report - Wireless Number](#)
- [Summary Usage Report](#)

Run a Charges Report

1. Select the Standard Reports tab to view all of the Standard Reports

Structure for Reporting:Default Position:Default [Set Reporting Position](#)

Analysis & Reporting

[Standard Reports](#) | [Customized Reports](#) | [Build Your Own Report](#) | [Shared Reports](#) | [Scheduled Reports](#)

Standard Reports

Select Category: **Charges** ▼
 View reports such as Airtime Charges Summary, Most Expensive Calls
 Select Report: **Additional Charges Report** ▼
 Details Monthly Access, Equipment Charges, Service and Feature Charges and taxes

[Submit](#) [View All](#)

Customized Reports

View your customized reports.

- [77 - Wireless Number](#)
- [Additional Charges Report - Ramesh](#)
- [Airtime Charges Summary - Ramesh 1 - Structure Node](#)
- [Barr_ 0324 - Wireless Number](#)
- [global - Account Number](#)

[Build Your Own Report](#) [View All](#)

Shared Reports

View reports being shared by other users in your company.
 No Reports Available

[View All](#)

Scheduled Reports

- [- Bill Cycle Date](#)
- [77 - Wireless Number](#)
- [Add_Charges_Report.BB](#)
- [BB_23_A - Structure Node](#)
- [Data Usage - Ramesh 2 - Wireless Number](#)

[View All](#)

Favorite Reports


Your frequently accessed reports.

- [Additional Charges Report](#)
- [Analyze Roaming Calls - From State](#)
- [Data Usage Report - Account Number](#)
- [Data Usage Report - Wireless Number](#)
- [Summan Usage Report](#)

2. All of the Standard Reports will appear with a short description for each. Select the Charges category from the dropdown menu.

[Standard Reports](#) | [Customized Reports](#) | [Build Your Own Report](#) | [Shared Reports](#) | [Scheduled Reports](#)

Standard Reports

Category: **Charges** ▼ 

Filter: Owner Usage Integrated

Showing 1 to 10 of 25

Report Name
Additional Charges Report Details Monthly Access, Equipment Charges, Service and Feature Charges and taxes
Airtime Charges Detail Report Details call usage and charges
Airtime Charges Summary Report - Account Number A summary of all your charges, including taxes, services & features, access, airtime, etc summarized by Account Number
Airtime Charges Summary Report - Cost Center A summary of all your charges, including taxes, services & features, access, airtime, etc summarized by Cost Center
Airtime Charges Summary Report - Last Statement Date A summary of all your charges, including taxes, services & features, access, airtime, etc summarized by Last Statement Date
Airtime Charges Summary Report - Structure Node A summary of all your charges, including taxes, services & features, access, airtime, etc summarized by Structure Node
Airtime Charges Summary Report - User ID A summary of all your charges, including taxes, services & features, access, airtime, etc summarized by User ID
Airtime Charges Summary Report - User Name



3. While on the “Standard Reports” tab, Charges category, click the desired report in the Report Name section. For this example we will select the “Airtimes Charges Summary By Account” report.

The screenshot shows the 'Standard Reports' interface. At the top, there is a 'Category' dropdown menu set to 'Charges'. Below this are buttons for 'Filter', 'Sort', and 'Download', and a status indicator 'Showing 1 to 10 of 25'. The main section is titled 'Report Name' and contains a list of reports. A blue arrow points to the report titled 'Airtimes Charges Summary Report - Account Number', which is described as 'A summary of all your charges, including taxes, services & features, access, airtime, etc summarized by Account Number'. Other reports in the list include 'Additional Charges Report', 'Airtimes Charges Detail Report', 'Airtimes Charges Summary Report - Cost Center', 'Airtimes Charges Summary Report - Last Statement Date', 'Airtimes Charges Summary Report - Structure Node', 'Airtimes Charges Summary Report - User ID', 'Airtimes Charges Summary Report - User Name', 'Airtimes Charges Summary Report - Wireless Number', and 'Analyze Phone Charges - Account Number'.


4. The report type will display. From here you will define the data period you want to see displayed along with an option to change how you view the data by. Change the period by selecting new dates in the “From Date” and/or “Thru Date” dropdowns. If desired, select the View By option from the dropdown menu.



Analysis & Reporting

[Standard Reports](#) | [Customized Reports](#) | [Build Your Own Report](#) | [Shared Reports](#) | [Scheduled Reports](#)

Airtime Charges Summary Report

From Date: Thru Date: View By: 

Account Number
 Cost Center
 Last Statement Date
 Structure Node
 User ID
 User Name
 Wireless Number


Acct No.	Billing Account Alias	Last Date	Phones	Account Chgs	Mins Used	Friends Family Min	Equip. Chgs	Voice Chgs
----------	-----------------------	-----------	--------	--------------	-----------	--------------------	-------------	------------

5. When you have made your selections click the red arrow to run your report

Analysis & Reporting

[Standard Reports](#) | [Customized Reports](#) | [Build Your Own Report](#) | [Shared Reports](#) | [Scheduled Reports](#)

Airtime Charges Summary Report

From Date: Thru Date: View By: 

Acct No.	Billing Account Alias	Last Date	Phones	Account Chgs	Mins Used	Friends & Family Mins	Mins Billable	Monthly Chgs	Equip. Chgs	Voice Chgs
----------	-----------------------	-----------	--------	--------------	-----------	-----------------------	---------------	--------------	-------------	------------

6. Your data will display on the page. From here you have multiple options to help you manipulate your data as needed:

- a. Filter – limit the items in your data by specific criteria



- b. Sort – sort by columns of your choice, OR click the column on the data page
- c. Download – download your data into an excel file
- d. Customize – add and remove columns of data from your standard report to create a custom report
- e. Schedule – run the report on a recurring basis
- f. Search – narrow down data by searching for unique criteria

Acct No.	Billing Account Alias	Last Date	Phones	Account Chgs	Mins Used	Friends & Family mins	Mins Billable	Monthly Chgs	Equip. Chgs	Voice Chgs	Messaging Chgs	Data Chgs	Roaming Chgs	Other Chgs & Credits	Taxes and Surchgs	C
Sorted By: Friends & Family mins Remove																
862580599-00001		02/15/2011	3,112	0.00	189	0	189	248,639.07	642.82	47.25	0.82	322.20	438.46	-966.93	177.70	249
386571203-00001		02/15/2011	2,164	0.00	585,722	0	1	133,124.41	1,040.00	275.80	3.29	62.04	2.49	12.50	26,793.44	161
386571203-00001		01/15/2011	1	0.00	1	0	0	-32.69	0.00	0.00	0.00	0.00	0.00	0.00	15.03	
286479238-00001		02/15/2011	422	428.47	481,380	0	201	45,921.81	2,095.63	403.80	738.71	50.21	346.89	15.00	4,330.29	54
286479238-00001		01/15/2011	3	0.00	177	0	0	-23.29	2.00	0.00	0.00	0.00	0.00	0.00	34.25	
882621814-00001		01/25/2011	13	0.00	10,435	340	0	619.33	0.00	0.00	2.40	0.00	0.00	0.00	44.26	
Total		5,715	428.47	1,077,904	340	391	428,248.64	3,780.45	726.85	745.22	434.45	787.84	-939.43	31,394.97	465,607.46	

Run Other Reports

For this example we will run the “**Global Summary**” report. The Global Summary report displays data based on the accounts and wireless numbers that received statements for the chosen period. Note: This report will match the information contained in your Paper Bill.



1. Select the Standard Reports tab to view all of the Standard Reports

The screenshot displays the 'Analysis & Reporting' dashboard. At the top, there are navigation links for 'Standard Reports', 'Customized Reports', 'Build Your Own Report', 'Shared Reports', and 'Scheduled Reports'. The 'Standard Reports' tab is highlighted with a blue box. Below the navigation, there are four main sections: 'Standard Reports', 'Customized Reports', 'Shared Reports', and 'Favorite Reports'. The 'Standard Reports' section includes a 'Select Category' dropdown menu set to 'Charges' and a 'Select Report' dropdown menu set to 'Additional Charges Report'. Below these are 'Submit' and 'View All' buttons. The 'Customized Reports' section lists several reports such as '77 - Wireless Number' and 'Additional Charges Report - Ramesh'. The 'Shared Reports' section shows 'No Reports Available' and a 'View All' button. The 'Scheduled Reports' section lists reports like 'Bill Cycle Date' and '77 - Wireless Number'. The 'Favorite Reports' section lists frequently accessed reports like 'Additional Charges Report' and 'Analyze Roaming Calls - From State'.

2. All of the Standard Reports will appear with a short description for each. Select the **Other** category from the dropdown menu.



Standard Reports | Customized Reports | Build Your Own Report | Shared Reports | Scheduled Reports

Standard Reports

Category: Other (dropdown menu open with options: Select, Charges, Other, Usage, Integrated). A blue arrow points to the 'Other' option.

Filter: [] Sort: []

Report Name
Billing Structure Report How Verizon Wireless structures your organization
Company Users List of VEC users and their permissions within VEC
Customer Invoice Management Report - Details A report with your own defined hierarchy summarized by Details
Customer Invoice Management Report - Level 1 A report with your own defined hierarchy summarized by Level 1
Customer Invoice Management Report - Level 2 A report with your own defined hierarchy summarized by Level 2
Customer Invoice Management Report - Level 3 A report with your own defined hierarchy summarized by Level 3
Customer Invoice Management Report - Level 4 A report with your own defined hierarchy summarized by Level 4
Customer Invoice Management Report - Level 5 A report with your own defined hierarchy summarized by Level 5
Customer Invoice Management Report - Level 6 A report with your own defined hierarchy summarized by Level 6
De-Activated MTN Report Wireless numbers which have been deactivated

- While on the “Standard Reports” tab, **Other** category, click the desired report in the Report Name section. For this example we will select the “**Monthly Usage**” report.



Standard Reports

Category: Usage

Filter Sort Download

Report Name
Data Usage Report - Wireless Number Data usage and charges summarized by Wireless Number
Grand Total Report Comprehensive summary. Details total charges and total minutes
Mobile to Mobile Report - Account Number Calls between Verizon Wireless voice devices summarized by Account Number
Mobile to Mobile Report - Cost Center Calls between Verizon Wireless voice devices summarized by Cost Center
Mobile to Mobile Report - Last Statement Date Calls between Verizon Wireless voice devices summarized by Last Statement Date
Mobile to Mobile Report - User ID Calls between Verizon Wireless voice devices summarized by User ID
Mobile to Mobile Report - User Name Calls between Verizon Wireless voice devices summarized by User Name
Mobile to Mobile Report - Wireless Number Calls between Verizon Wireless voice devices summarized by Wireless Number
Monthly Usage Report ← Usage and charges for each wireless number, along with a grand total
Summary Usage Report Summarizes usage by wireless number


- The report type will display. From here you will define the data period you want to see displayed. Change the period by selecting new dates in the “**From Date**” and/or “**Thru Date**” dropdowns.



Analysis & Reporting

[Standard Reports](#) | [Customized Reports](#) | [Build Your Own Report](#) | [Shared Reports](#) | [Scheduled Reports](#)

Monthly Usage Report

From Date: Thru Date: 


Wireless Number	User Name	User ID	Device ID	Last Statement Date	Price Plan Description	Cost Center	Email	Allowance Mins	Used Mins	Friends & Family Mins	U
-----------------	-----------	---------	-----------	---------------------	------------------------	-------------	-------	----------------	-----------	-----------------------	---

5. When you have made your selections click the red arrow to run your report

Analysis & Reporting

[Standard Reports](#) | [Customized Reports](#) | [Build Your Own Report](#) | [Shared Reports](#) | [Scheduled Reports](#)

Monthly Usage Report

From Date: Thru Date: 

Wireless Number	User Name	User ID	Device ID	Last Statement Date	Price Plan Description	Cost Center	Email	Allowance Mins	Used Mins	Friends & Family Mins	U
-----------------	-----------	---------	-----------	---------------------	------------------------	-------------	-------	----------------	-----------	-----------------------	---



6. Your data will display on the page. From here you have multiple options to help you manipulate your data as needed:
 - a. Filter – limit the items in your data by specific criteria
 - b. Sort – sort by columns of your choice, OR click the column on the data page
 - c. Download – download your data into an excel file
 - d. Customize – add and remove columns of data from your standard report to create a custom report
 - e. Schedule – run the report on a recurring basis
 - f. Search – narrow down data by searching for unique criteria

Filter Sort Download Customize Schedule Search															Showing 1 to 6 of 6	
Acct No.	Billing Account Alias	Last Date	Phones	Account Chgs	Mins Used	Friends & Family mins	Mins Billable	Monthly Chgs	Equip. Chgs	Voice Chgs	Messaging Chgs	Data Chgs	Roaming Chgs	Other Chgs & Credits	Taxes and Surchgs	C
Sorted By: Friends & Family mins Remove																
682580599-00001		02/15/2011	3,112	0.00	189	0	189	248,639.07	642.82	47.25	0.82	322.20	438.46	-966.93	177.70	249
386571203-00001		02/15/2011	2,164	0.00	685,722	0	1	133,124.41	1,040.00	275.80	3.29	62.04	2.49	12.50	26,793.44	161
386571203-00001		01/15/2011	1	0.00	1	0	0	-32.69	0.00	0.00	0.00	0.00	0.00	0.00	15.03	
286479238-00001		02/15/2011	422	428.47	481,380	0	201	45,921.81	2,095.63	403.80	738.71	50.21	346.89	15.00	4,330.29	54
286479238-00001		01/15/2011	3	0.00	177	0	0	-23.29	2.00	0.00	0.00	0.00	0.00	0.00	34.25	
882621814-00001		01/25/2011	13	0.00	10,435	340	0	619.33	0.00	0.00	2.40	0.00	0.00	0.00	44.26	
Total			5,715	428.47	1,077,904	340	391	428,248.64	3,780.45	726.85	745.22	434.45	787.84	-939.43	31,394.97	465,607.46

Note: for quick access to details on a number or account, click the hyperlink tied to the number

Run Usage Reports

The following steps show how to run the “20 Out of Network Calls” Account Report. This is a useful report for determining who to add to your Friends & Family® for Business list.

To run a Usage Report

1. Select the Standard Reports tab to view all of the Standard Reports



Structure for Reporting:Default Position:Default [Set Reporting Position](#)

Analysis & Reporting

[Standard Reports](#) | [Customized Reports](#) | [Build Your Own Report](#) | [Shared Reports](#) | [Scheduled Reports](#)

Standard Reports

Select Category: [Charges](#) ▼

View reports such as Airtime Charges Summary, Most Expensive Calls

Select Report: [Additional Charges Report](#) ▼

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

[Submit](#) [View All](#)

Customized Reports

View your customized reports.

- [77 - Wireless Number](#)
- [Additional Charges Report - Ramesh](#)
- [Airtime Charges Summary - Ramesh 1 - Structure Node](#)
- [Barry_0324 - Wireless Number](#)
- [global - Account Number](#)

[Build Your Own Report](#) [View All](#)

Shared Reports

View reports being shared by other users in your company.

No Reports Available

[View All](#)

Scheduled Reports

- [.. Bill Cycle Date](#)
- [77 - Wireless Number](#)
- [Add_Charges_Report.BB](#)
- [BB_23_A - Structure Node](#)
- [Data Usage - Ramesh 2 - Wireless Number](#)

[View All](#)

Favorite Reports

Your frequently accessed reports.

- [Additional Charges Report](#)
- [Analyze Roaming Calls - From State](#)
- [Data Usage Report - Account Number](#)
- [Data Usage Report - Wireless Number](#)
- [Summan Usage Report](#)

2. All of the Standard Reports will appear with a short description for each. Select the Usage category from the dropdown menu.



Standard Reports

Category: Usage (dropdown menu)
 Select
 Charges
 Other
 Usage (highlighted with a blue arrow)

Filter: [] Sort: []

Report Name:

Data Usage Report - Wireless Number Data usage and charges summarized by Wireless Number
Grand Total Report Comprehensive summary. Details total charges and total minutes
Mobile to Mobile Report - Account Number Calls between Verizon Wireless voice devices summarized by Account Number
Mobile to Mobile Report - Cost Center Calls between Verizon Wireless voice devices summarized by Cost Center
Mobile to Mobile Report - Last Statement Date Calls between Verizon Wireless voice devices summarized by Last Statement Date
Mobile to Mobile Report - User ID Calls between Verizon Wireless voice devices summarized by User ID
Mobile to Mobile Report - User Name Calls between Verizon Wireless voice devices summarized by User Name
Mobile to Mobile Report - Wireless Number Calls between Verizon Wireless voice devices summarized by Wireless Number
Monthly Usage Report Usage and charges for each wireless number, along with a grand total
Summary Usage Report Summarizes usage by wireless number

- While on the “Standard Reports” tab, **Usage** category, click the desired report in the Report Name section. For this example we will select the “**20 Out of Network Calls**” report.



Standard Reports

Category: Usage

Filter Sort Download

Report Name
Top 20 Out of Network Calls Calls to non-Verizon Wireless devices
Unbilled Usage for Account (All) Current unbilled usage for the account
Unbilled Usage for Account - Data Current unbilled usage for the account summarized by Data
Unbilled Usage for Account - Text Current unbilled usage for the account summarized by Text
Unbilled Usage for Account - Voice Current unbilled usage for the account summarized by Voice

Show 10 rows Page 3 of 3

- The report type will display. From here you will define the account and bill date you want to see displayed. Once you have selected the account and date click the red arrow to run your report.

[Standard Reports](#) | [Customized Reports](#) | [Build Your Own Report](#) | [Shared Reports](#) | [Scheduled Reports](#)

Top 20 Out of Network Calls

Account Number: 286479: -00001 Bill Date: February 15, 2011

Number Called	Total Count	Total Duration
---------------	-------------	----------------

Filter Download Schedule

- The data for the Top 20 Out of Network Calls will display on the page. From here you can modify the account number you are viewing, the invoice number and date.

Analysis & Reporting

[Standard Reports](#) |
 [Customized Reports](#) |
 [Build Your Own Report](#) |
 [Shared Reports](#) |
 [Scheduled Reports](#)

Top 20 Out of Network Calls Report

Billing Account Number: 2864792 -00001 | 2864792 -00001

Billing Account Alias: | Select

Invoice Date: February 15, 2011 | February 15, 2011

Invoice Number: 25309789 | 25309789

Bill Cycle: Jan 16 - Feb 15

Number Called	Total Count	Total Duration
212-609-	120	3,220
800-207-	40	1,093
212-760-	54	1,077
516-942-	189	653

- Click the download button if you would like to view the data in an excel format, search for unique criteria or schedule this report to run on a recurring basis.



Analysis & Reporting

[Standard Reports](#) | [Customized Reports](#) | [Build Your Own Report](#) | [Shared Reports](#) | [Scheduled Reports](#)

Top 20 Out of Network Calls Report

Billing Account Number 2864792 -00001 | 2864792 -00001 ▾

Billing Account Alias | Select ▾

Invoice Date February 15, 2011 | February 15, 2011 ▾

Invoice Number 25309789 | 25309789 ▾

Bill Cycle Jan 16 - Feb 15

Download **Schedule** **Search**

Number Called	Total Count	Total Duration
212-609-	120	3,220
800-207-	40	1,093
212-760-	54	1,077
516-942-	189	653

Run Integrated Reports

If you have combined services such as wireless, telecom or business in VEC this section will provide a consolidated view of reports for those accounts.

1. Select the **Standard Reports** tab to view all of the Standard Reports



Structure for Reporting:Default Position:Default [Set Reporting Position](#)

Analysis & Reporting

[Standard Reports](#) | [Customized Reports](#) | [Build Your Own Report](#) | [Shared Reports](#) | [Scheduled Reports](#)

Standard Reports

Select Category: [Charges](#) ▼

View reports such as Airtime Charges Summary, Most Expensive Calls

Select Report: [Additional Charges Report](#) ▼

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

[Submit](#) [View All](#)

Customized Reports

View your customized reports.

- [77 - Wireless Number](#)
- [Additional Charges Report - Ramesh](#)
- [Airtime Charges Summary - Ramesh 1 - Structure Node](#)
- [Barry_0324 - Wireless Number](#)
- [global - Account Number](#)

[Build Your Own Report](#) [View All](#)

Shared Reports

View reports being shared by other users in your company.

No Reports Available

[View All](#)

Scheduled Reports

- [.. Bill Cycle Date](#)
- [77 - Wireless Number](#)
- [Add_Charges_Report.BB](#)
- [BB_23_A - Structure Node](#)
- [Data Usage - Ramesh 2 - Wireless Number](#)

[View All](#)

Favorite Reports

Your frequently accessed reports.

- [Additional Charges Report](#)
- [Analyze Roaming Calls - From State](#)
- [Data Usage Report - Account Number](#)
- [Data Usage Report - Wireless Number](#)
- [Summan Usage Report](#)

2. All of the Standard Reports will appear with a short description for each. Select the **Integrated** category from the dropdown menu.



Standard Reports

Category: Charges

Filter: [] Sort: []

Report Name: **Integrated**

- [Additional Charges Report](#)
Details Monthly Access, Equipment Charges, Service and Feature Charges and taxes
- [Airtime Charges Detail Report](#)
Details call usage and charges
- [Airtime Charges Summary Report - Account Number](#)
A summary of all your charges, including taxes, services & features, access, airtime, etc summarized by Account Number
- [Airtime Charges Summary Report - Bill Cycle Date](#)
A summary of all your charges, including taxes, services & features, access, airtime, etc summarized by Bill Cycle Date
- [Airtime Charges Summary Report - Cost Center](#)
A summary of all your charges, including taxes, services & features, access, airtime, etc summarized by Cost Center
- [Airtime Charges Summary Report - Structure Node](#)
A summary of all your charges, including taxes, services & features, access, airtime, etc summarized by Structure Node
- [Airtime Charges Summary Report - User ID](#)
A summary of all your charges, including taxes, services & features, access, airtime, etc summarized by User ID
- [Airtime Charges Summary Report - User Name](#)
A summary of all your charges, including taxes, services & features, access, airtime, etc summarized by User Name
- [Airtime Charges Summary Report - Wireless Number](#)
A summary of all your charges, including taxes, services & features, access, airtime, etc summarized by Wireless Number
- [Analyze Phone Charges - Account Number](#)
Detail view of charges and calls summarized by Account Number

3. Click on the report you want to run. For this example we will run the “**Integrated Invoice Summary**” report.



Standard Reports

Category: Integrated

Filter Sort Download

Report Name


[Integrated Invoice Summary](#) ←
Current charges, outstanding balances, payments, adjustments, with total amount due across all selected accounts

[Summary of Current Charges by Provider](#)
Summary across all selected accounts, with charges sorted by Verizon entity (Wireless, Telecom, Business), and other service provider, if applicable

4. Select the From and Thru Date then click the red arrow to run the report

[Standard Reports](#) | [Customized Reports](#) | [Build Your Own Report](#) | [Shared Reports](#) | [Scheduled Reports](#)

Integrated Invoice Summary

From Date: Jan 11 Thru Date: Feb 11 

Provider	Account Number	Invoice Number	Bill Date	Currency	Previous Balance	Payments & Adj
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Filter Customize Download Schedule

5. Your data will display on the page. From here you have multiple options to help you manipulate your data as needed:

- Filter – limit the items in your data by specific criteria
- Sort – sort by columns of your choice, OR click the column on the data page
- Download – download your data into an excel file
- Customize – add and remove columns of data from your standard report to create a custom report
- Schedule – run the report on a recurring basis
- Search – narrow down data by searching for unique criteria

Filter Sort Download Customize Schedule Search																	Showing 1 to 6 of 6	
Acc't No.	Billing Account Alias	Last Date	Phones	Account Chgs	Mins Used	Friends & Family mins	Mins Billable	Monthly Chgs	Equip. Chgs	Voice Chgs	Messaging Chgs	Data Chgs	Roaming Chgs	Other Chgs & Credits	Taxes and Surchgs			
Sorted By: Friends & Family mins Remove																		
862580599-00001		02/15/2011	3,112	0.00	189	0	189	248,639.07	642.82	47.25	0.82	322.20	438.46	-966.93	177.70	249		
386571203-00001		02/15/2011	2,164	0.00	585,722	0	1	133,124.41	1,040.00	275.80	3.29	62.04	2.49	12.50	28,793.44	161		
386571203-00001		01/15/2011	1	0.00	1	0	0	-32.69	0.00	0.00	0.00	0.00	0.00	0.00	15.03			
286479238-00001		02/15/2011	422	428.47	481,380	0	201	45,921.81	2,095.63	403.80	738.71	50.21	346.89	15.00	4,330.29	54		
286479238-00001		01/15/2011	3	0.00	177	0	0	-23.29	2.00	0.00	0.00	0.00	0.00	0.00	34.25			
882821814-00001		01/25/2011	13	0.00	10,435	340	0	619.33	0.00	0.00	2.40	0.00	0.00	0.00	44.26			
Total			5,715	428.47	1,077,904	340		428,248.64	3,780.45	726.85	745.22	434.45	787.84	-939.43	31,394.97	466,607.46		

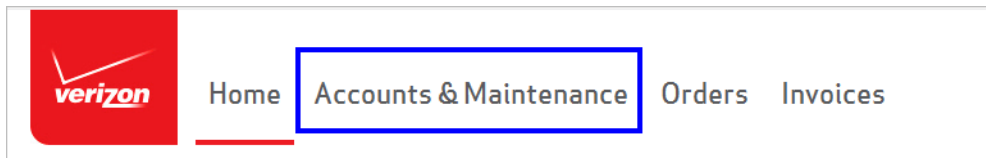
Note: for quick access to details on a number or account, click the hyperlink tied to the number.

Memo Bill Distribution

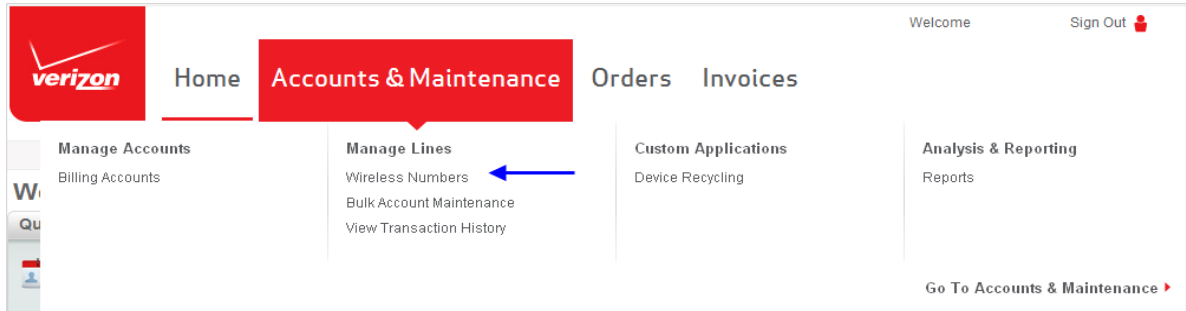
Note: A Memo Bill can only go out to users whose email address is loaded. Up to six email addresses can be loaded per wireless number.

To verify a company user's email address is loaded:

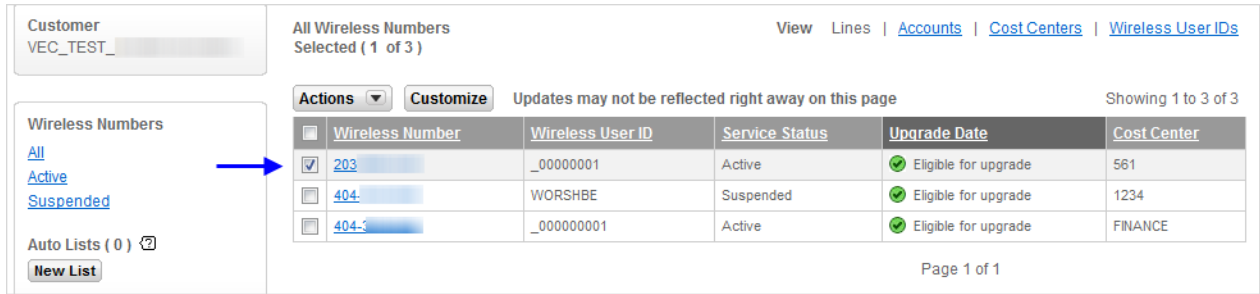
1. Click on the "Accounts & Maintenance" tab.



2. Go to the "Manage Lines – Wireless Numbers" page.



3. For the desired user, check the box next to the wireless number.



4. Go to the "Actions" menu and select "Change Memo Bill Address"





Service Suspend Wireless Service Temporarily suspend service for currently active lines (99 line maximum) Resume Wireless Service Resume service for previously suspended lines (99 line maximum) Deactivate Service Permanently deactivate service for selected line (1 line maximum)	Wireless User Change Wireless User Information Edit the name, address and other user information for selected lines (99 line maximum) Change Cost Center Change the cost center for selected lines (99 line maximum) Reset Voice Mail Password Reset voicemail password for selected lines (99 line maximum) Change Wireless Number Change the wireless number for selected lines (99 line maximum) Change Memo Bill E-mail Address Change the Memo Bill e-mail addresses for selected lines (99 line maximum) Change Wireless User ID Change the wireless user ID for selected	Plans and Features Change Plan Modify the voice, messaging and data plans (1 line maximum) Add/ Remove Feature Add features or remove features from selected lines (1 line maximum)	Device Activate Equipment Assign existing devices to users or swap devices between two users (1 line maximum) Upgrade Equipment Update eligible lines to a new device (10 line maximum) Replace 4G SIM Card Order new SIM card for 4G devices (1 line maximum) Exchange Device Exchange a device that is less than 30 days old (1 line maximum)
---	--	--	--



- The existing E Mail Address on file is listed. You may also add up to five additional email addresses to the “Memo Bill E-mail Addresses” field. If a needed, enter a new E mail address in the appropriate field.

Memo Bill E-mail Address List (1)

Enter the new Memo Bill e-mail addresses for each wireless number. If you want to remove a current address without replacing it, enter the text "null".

Use **Copy Changes** to copy the changes for the first wireless number to the remaining numbers in the list.

Wireless Number	Wireless User	Billing Account	Current E-mail Addresses	New E-mail Addresses	Remove
1 203-████████	TEST LNAME TEST_1107	9715-████-00001	1 erica ██████████@verizonwireless.com 2 cameron ██████████@verizonwireless.com 3 4 5	1 erica ██████████@verizonwireless.com 2 cameron ██████████@verizonwireless.com 3 4 5	<input type="checkbox"/>

Remove Selected


- In the Action Notification section, the requestors e mail address is listed. The requestor will receive an e mail notice of the changes made along with any additional e mail addresses you may need to add in this section with any optional comments. Click Submit to complete your request.



Action Notification

A confirmation of this action will be sent to the requester and to any additional e-mail addresses provided.

Requester: Erin [redacted]
erin.[redacted]@verizonwireless.com

Additional E-mail 

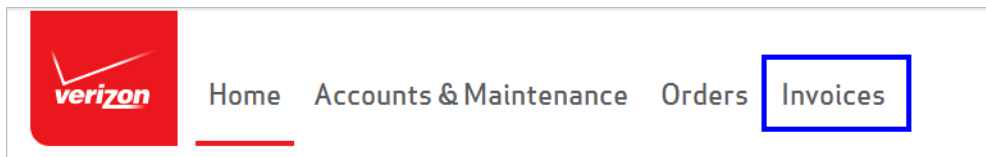
←

Generate a Memo Bill

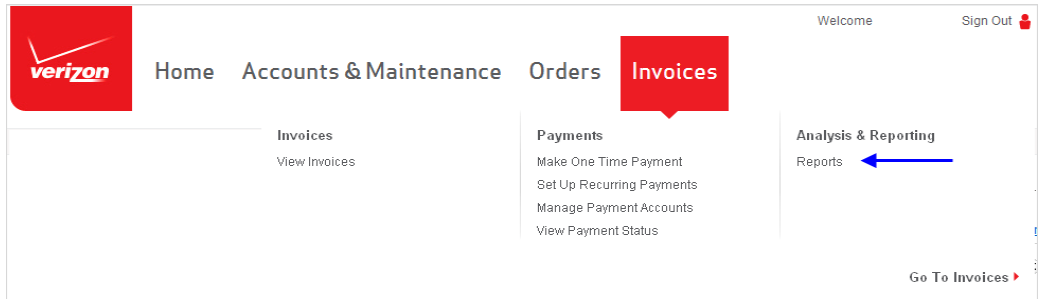
There are two ways to generate a Memo Bill request: mass distribution to all wireless numbers in your account or individual distribution.

To send a Memo Bill to all wireless numbers in the account:

1. Click on the **"Invoices"** tab.



2. Go to the **"Analysis & Reporting - Reports"** page.



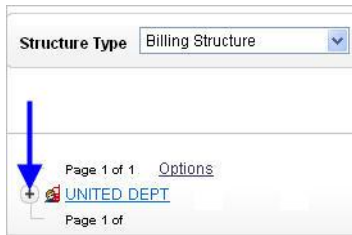
3. Click on the “Set Reporting Position” link.



4. Make sure “Billing Structure” is selected in the “Structure Type” dropdown, and click on the red arrow button.



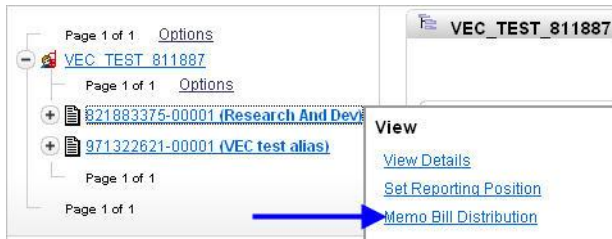
5. Open the structure by clicking on the “+” (plus sign) next to the structure name.



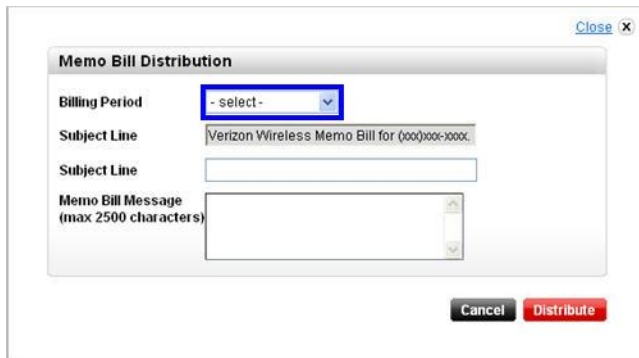
6. Click on the desired account number.



7. In the pop-up window, select "Memo Bill Distribution".



8. Select a date from the “Billing Period” dropdown.



9. Enter the memo bill message, and an optional second subject line.

Memo Bill Distribution

Billing Period: 2009 October

Subject Line: Verizon Wireless Memo Bill for (xxx)xxx-xxxx

Subject Line: [Empty]

Memo Bill Message (max 2500 characters): [Empty]

Cancel Distribute

10. Click on the “**Distribute**” button.

Memo Bill Distribution

Billing Period: 2009 October

Subject Line: Verizon Wireless Memo Bill for (xxx)xxx-xxxx

Subject Line: Attn Company Users

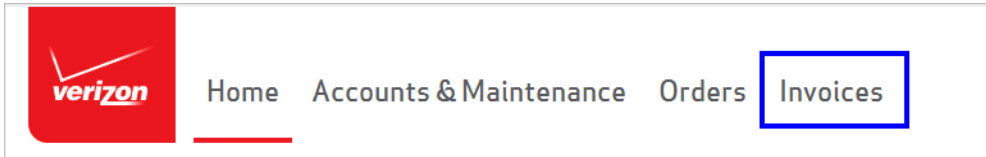
Memo Bill Message (max 2500 characters): This is a sample memo bill message.

Cancel Distribute

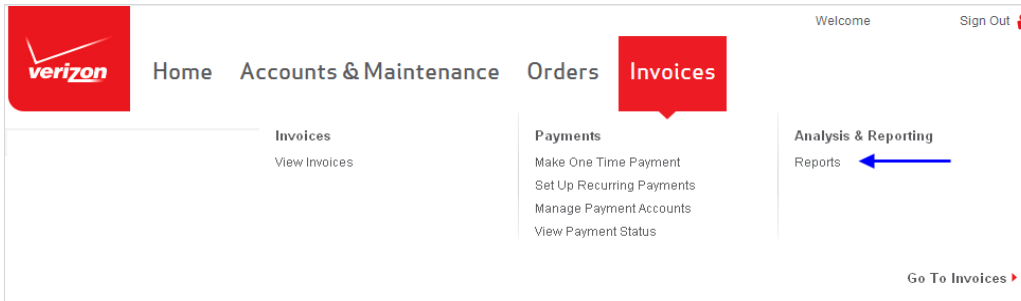
You have successfully distributed a Memo Bill to the entire account.

To send a Memo Bill to an individual wireless number

1. Click on the “**Invoices**” tab.



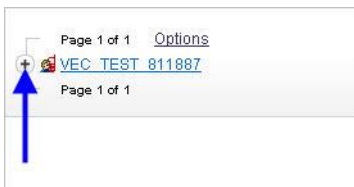
2. Go to the “Analysis & Reporting” page.



3. Click on the “Set Reporting Position” link.



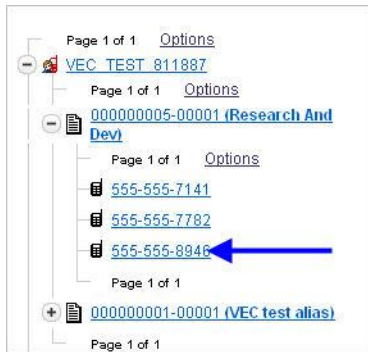
4. Open the structure by clicking on the “+” (plus sign) next to the structure name.



5. Open the account that contains the desired wireless number by **clicking on the “+”** (plus sign).



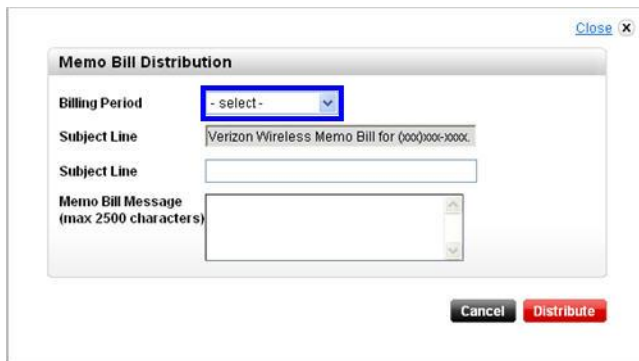
6. Click on the wireless number that will be receiving the memo bill.



7. In the pop-up window, select “**Memo Bill Distribution**”.



8. Select a date from the “Billing Period” dropdown.



9. Enter the memo bill message, and an optional second subject line.

Memo Bill Distribution

Billing Period: 2009 October

Subject Line: Verizon Wireless Memo Bill for (xxx)xxx-xxxx

Subject Line: [Empty]

Memo Bill Message (max 2500 characters): [Empty]

Buttons: Cancel, Distribute

10. Click on the “Distribute” button.

Memo Bill Distribution

Billing Period: 2009 October

Subject Line: Verizon Wireless Memo Bill for (xxx)xxx-xxxx

Subject Line: Attn Company Users

Memo Bill Message (max 2500 characters): This is a sample memo bill message.

Buttons: Cancel, Distribute

You have successfully distributed a Memo Bill to an individual wireless number.

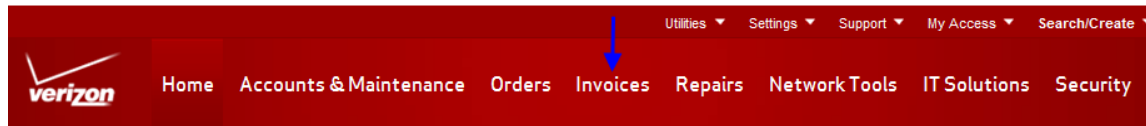
Custom Reports

Create a custom report from a Standard Report

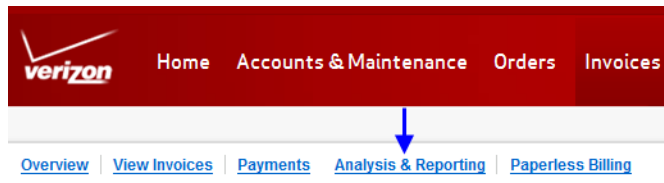


To create a custom report using pre-defined Standard Reports:

1. Click on the **Invoices** tab.



2. Go to the **Analysis & Reporting** page.



3. Select the Standard Reports category that contains the report you want to customize. For this example we will select the Usage category.

Standard Reports

Category: Usage

Filter: Sort: **Usage**

Report Name:

- [Data Usage Report - Wireless Number](#)
Data usage and charges summarized by Wireless Number
- [Grand Total Report](#)
Comprehensive summary. Details total charges and total minutes
- [Mobile to Mobile Report - Account Number](#)
Calls between Verizon Wireless voice devices summarized by Account Number
- [Mobile to Mobile Report - Cost Center](#)
Calls between Verizon Wireless voice devices summarized by Cost Center
- [Mobile to Mobile Report - Last Statement Date](#)
Calls between Verizon Wireless voice devices summarized by Last Statement Date
- [Mobile to Mobile Report - User ID](#)
Calls between Verizon Wireless voice devices summarized by User ID
- [Mobile to Mobile Report - User Name](#)
Calls between Verizon Wireless voice devices summarized by User Name
- [Mobile to Mobile Report - Wireless Number](#)
Calls between Verizon Wireless voice devices summarized by Wireless Number
- [Monthly Usage Report](#)
Usage and charges for each wireless number, along with a grand total
- [Summary Usage Report](#)
Summarizes usage by wireless number

4. Click on the report name to access the report. For this example we will select the **Summary Usage** report.



Standard Reports

Category

Report Name
Data Usage Report - Wireless Number Data usage and charges summarized by Wireless Number
Grand Total Report Comprehensive summary. Details total charges and total minutes
Mobile to Mobile Report - Account Number Calls between Verizon Wireless voice devices summarized by Account Number
Mobile to Mobile Report - Cost Center Calls between Verizon Wireless voice devices summarized by Cost Center
Mobile to Mobile Report - Last Statement Date Calls between Verizon Wireless voice devices summarized by Last Statement Date
Mobile to Mobile Report - User ID Calls between Verizon Wireless voice devices summarized by User ID
Mobile to Mobile Report - User Name Calls between Verizon Wireless voice devices summarized by User Name
Mobile to Mobile Report - Wireless Number Calls between Verizon Wireless voice devices summarized by Wireless Number
Monthly Usage Report Usage and charges for each wireless number, along with a grand total
Summary Usage Report ← Summarizes usage by wireless number

- The Summary Usage Report page will appear. Now start to define your data BEFORE you Customize. Select the Account Number you wish to run your report on. Note: Accounts shown will be determined by your access and structure. Select the Bill Date and click the red arrow



Structure for Repo

Analysis & Reporting

[Standard Reports](#) |
 [Customized Reports](#) |
 [Build Your Own Report](#) |
 [Shared Reports](#) |
 [Scheduled Reports](#)

Summary Usage Report

Account Number:
 Bill Date:

Wireless Number	Plan Allowance (Minutes)	Plan Usage (Minutes)	IN Usage (Minutes)	Nights and Weekends (Minutes)
-----------------	--------------------------	----------------------	--------------------	-------------------------------

6. Your data will display on the page. Now click the **Customize** button

Summary Usage Report

Billing Account Number: 286479238-00001 |

Billing Account Alias:

Invoice Date: January 15, 2011 |

Invoice Number: 2516848491 |

Bill Cycle: Dec 16 - Jan 15

Wireless Number	Plan Allowance (Minutes)	Plan Usage (Minutes)	IN Usage (Minutes)	Nights and Weekends (Minutes)
347-216-5075	450.00	0.00	0.00	0.00
347-218-3116	450.00	37.00	25.00	1.00
347-218-3648	450.00	1,869.00	359.00	42.00



7. Enter a name for the custom report. You may also enter an optional description.

Close (x)

Customize Report

Step 1: Customize Report > Step 2: Select Fields > Step 3: Filter Fields > Step 4: Shared Reports >

Customize Report

Name:

Description:

Cancel Next

8. To select a different field group, expand the **Field Group** dropdown menu and select Charges, Usage or Other. The type of field group you choose will determine which columns display on your custom report.

Customize Report

Step 1: Customize Report > Step 2: Select Fields > Step 3: Filter Fields > Step 4: Shared Reports >

Select Fields

Report Name: Summary Usage Test

Report Type: Standard Report

All Available Columns

Field Group: Charges

- Access
- Account Level Non Recurring Chgs
- Account Number
- Acct No.
- Air Charges
- Air Tax
- Airtime Charges
- Allowance Mins
- Bill Date
- Billing Account Alias

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Columns included in your report

- Account Number
- Billing Cycle Date
- Cost Center
- Device ID
- Device Manufacturer
- Device Model
- Email Address
- Price Plan Description
- SIM
- User ID

Up

Down

Back Cancel Next

9. Highlight the columns you would like to add and hit the > button. If you want to add or remove all of the columns, select the >> / << buttons. Note: you can add multiple fields by highlighting and holding the **CTRL** button.

Customize Report

Step 1: Customize Report Step 2: Select Fields Step 3: Filter Fields Step 4: Shared Reports

Select Fields

Report Name: Summary Usage Test

Report Type: Standard Report

All Available Columns

Field Group: Global

- Account Number
- Billing Cycle Date
- Cost Center
- Device ID
- Device Manufacturer
- Device Model
- Email Address
- Price Plan Description
- SIM
- User ID

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Columns included in your report

- Account Number
- Billing Cycle Date
- Cost Center
- Device ID
- Device Manufacturer
- Device Model
- Email Address
- Price Plan Description
- SIM
- User ID

Up

Down

Back Cancel Next

10. To move the order of the columns in your custom report, highlight the column and select **Up** or **Down**.

Customize Report

Step 1: Customize Report Step 2: Select Fields Step 3: Filter Fields Step 4: Shared Reports

Select Fields

Report Name: Summary Usage Test

Report Type: Standard Report

All Available Columns

Field Group: Global

- Billing Cycle Date
- Cost Center
- Device ID
- Device Model
- Price Plan Description
- SIM
- User ID
- User Name
- Wireless Number

Columns included in your report

- Account Number
- Billing Cycle Date
- Cost Center
- Device ID
- Device Manufacturer
- Device Model
- Email Address
- Price Plan Description
- SIM
- User ID

Up Down

Back Cancel Next

11. When finished creating your report, the order and the data select **Next**.



Customize Report

Step 1: Customize Report Step 2: Select Fields Step 3: Filter Fields Step 4: Shared Reports

Select Fields

Report Name: Summary Usage Test

Report Type: Standard Report

All Available Columns

Field Group: Global

- Billing Cycle Date
- Cost Center
- Device ID
- Device Model
- Price Plan Description
- SIM
- User ID
- User Name
- Wireless Number

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Columns included in your report

- Account Number
- Billing Cycle Date
- Cost Center
- Device ID
- Device Manufacturer
- Device Model
- Email Address
- Price Plan Description
- SIM
- User ID

Up
Down

Back **Cancel** **Next**

12. Enter in any specific criteria you would like to Filter your report by to bring back certain data in your report

Customize Report

Step 1: Customize Report > Step 2: Select Fields > Step 3: Filter Fields > Step 4: Shared Reports >

Filter Fields

Filtering allows you to limit the items in the Billing table to only those that match the criteria you specify below. Once you have selected the desired filters click "Apply" button and you will be returned to the Billing table with the filter active.

Account Number	<input type="text"/>
Billing Cycle Date	<input type="text"/> = <input type="text"/>
Device ID	<input type="text"/>
Cost Center	<input type="text"/>
Device Manufacturer	<input type="text"/>
Device Model	<input type="text"/>
Email Address	<input type="text"/>
Price Plan Description	<input type="text"/>
SIM	<input type="text"/>
User ID	<input type="text"/>
User Name	<input type="text"/>
Wireless Number	<input type="text"/>

13. Indicate if you would like to share this report with other users within your company or keep it private for your view only. When you have made your selection click **Submit**.



Customize Report

Step 1: ✓ Customize Report > Step 2: ✓ Select Fields > Step 3: ✓ Filter Fields > Step 4: Shared Reports >

Shared Reports

Would you like to make this report query available to coworkers?
Shared reports save configuration, not content. Report detail is limited to a user's specific permissions.

Note: Disclaimer about hierarchy access and coworker must schedule report on their own

Yes, Share this report with other users

No, Do not share this report

Back Cancel Submit

Your report has now been created and saved. You can access your report in the **Customized Reports tab** or select a “Runtime Option” to apply to your custom report. Runtime options:


- Across Months and Accounts: All accounts + from / to months.
- Current Information for Wireless Accounts: Most recently available billing data for the selected account.
- Current Information Across Accounts: Most recently available billing data across account
- Single Date for Wireless Account: One date for selected account
- Single Month Across Accounts: One month for all the accounts in the selected reporting position.

Structure for Reporting:Default Position:Default [Set Reporting Position](#)

Analysis & Reporting

[Standard Reports](#) | [Customized Reports](#) | [Build Your Own Report](#) | [Shared Reports](#) | [Scheduled Reports](#)

Test

Runtime Option: Across Months and Accounts From Date: Feb 11 Thru Date: Feb 11 

Across Months and Accounts
Current Information for Wireless Account
Current Information Across Accounts
Single Date for Wireless Account
Single Month Across Accounts

Account Number	Device Manufacturer	Device Model	Email Address	Price Plan Description	SIM ID	User Name	Wireless Number
B							
D							

[Download](#) [Filter](#) [Schedule](#)

Note: Depending on the type of report you select to create your custom report with, the runtime option may not be available.

6. Select a **Runtime Option** and click the red arrow. Your data will display on the page. From here you have multiple options to help you manipulate your data as needed:
 - Filter – limit the items in your data by specific criteria
 - Sort – sort by columns of your choice, OR click the column on the data page
 - Download – download your data into an excel file
 - Customize – add and remove columns of data from your standard report to create a custom report
 - Schedule – run the report on a recurring basis
 - Search – narrow down data by searching for unique criteria

Analysis & Reporting Structure for Reporting:Default Position:Default [Set Reporting Position](#)

[Standard Reports](#) | [Customized Reports](#) | [Build Your Own Report](#) | [Shared Reports](#) | [Scheduled Reports](#)

tester

Runtime Option:

Account Number:

Reporting Period:

Showing 1 to 3 of 3

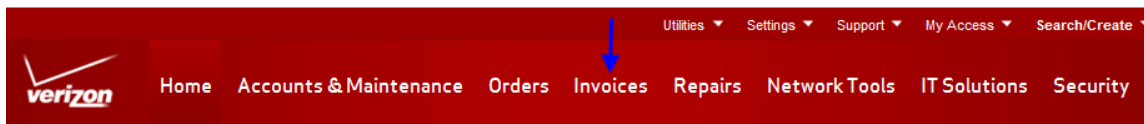
Account Number	Billing Cycle Date	Cost Center	Device ID	Device Manufacturer	Device Model	Email Address	Price Plan Description	SIM	User ID
37120200001	March 18, 2011	ABCDE	16800111111	GFD	Grandfathered		AC BUSINESS SHAREPLAN 1350 \$79.99 monthly access charge 1350		H

Custom Reports

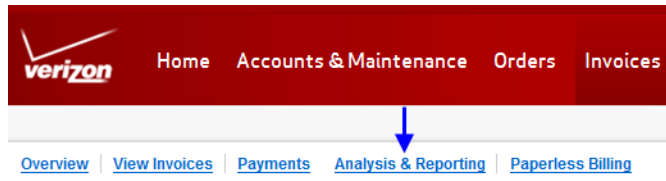
Build Your Own Custom Report from start to finish

To create a customized report from scratch:

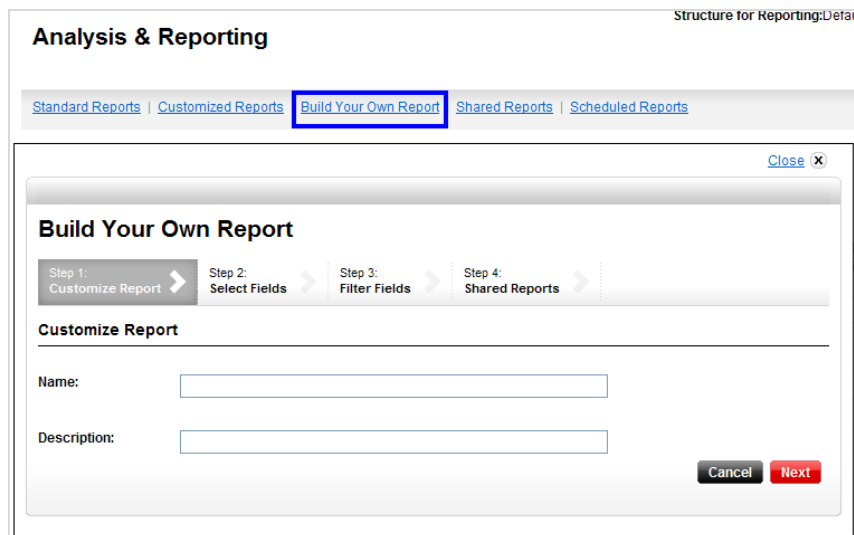
1. Click on the **Invoices** tab.



2. Go to the **Analysis & Reporting** page.



3. Click on the **Build Your Own Report** tab.



Analysis & Reporting Structure for Reporting: Default

[Standard Reports](#) | [Customized Reports](#) | **[Build Your Own Report](#)** | [Shared Reports](#) | [Scheduled Reports](#)

[Close](#) x

Build Your Own Report

Step 1: **Customize Report** > Step 2: **Select Fields** > Step 3: **Filter Fields** > Step 4: **Shared Reports** >

Customize Report

Name:

Description:

4. Give your report a unique name and description. A description is helpful but not required

Build Your Own Report

Step 1: Customize Report > Step 2: Select Fields > Step 3: Filter Fields > Step 4: Shared Reports >

Customize Report

Name: Report name must be 100 characters or less.

Description: Report description must be 500 characters or less.

Cancel Next

5. Start to build your report by selecting the fields. Be aware, the option you select in the **Report Type** dropdown will determine which options appear in the **View By** dropdown.

Build Your Own Report

Step 1: ✓ Customize Report > Step 2: Select Fields > Step 3: Filter Fields > Step 4: Shared Reports >

Select Fields

Report Type: Account Summary

View By: Account Summary

All Available Columns: Overview of Lines, Purchase Activity, Usage & Charges Summary Detail, Usage Details

Field Group: Account Information

Account Status Code, Account Status Description, Bill Account Alias, Bill Account Create Date, Bill Address Level 1, Bill Address Level 2, Bill Address Level 3, Bill Business Number, Bill City, Bill Contact Name

Columns Included in Your Report: Account Number, Billing Cycle Date, Cost Center, Device ID, Device Manufacturer, Device Model, Email Address, Price Plan Description, SIM, User ID

Up, Down

Back, Cancel, Next

6. Once you've selected the report type and the View By options, the available columns will display on the left. Note: The **Field Group** menu groups the fields for easier sorting of available columns. You can select the group type to refresh the available columns that can be added to your report.

Build Your Own Report

Step 1: Customize Report Step 2: Select Fields Step 3: Filter Fields Step 4: Shared Reports

Select Fields

Report Type:

View By:

All Available Columns

Field Group:

- Account Sta
- Account Sta
- Bill Account
- Bill Account
- Bill Address Level 1
- Bill Address Level 2
- Bill Address Level 3
- Bill Business Number
- Bill City
- Bill Contact Name

Columns Included in Your Report

- Account Number
- Billing Cycle Date
- Cost Center
- Device ID
- Device Manufacturer
- Device Model
- Email Address
- Price Plan Description
- SIM
- User ID

Up
Down

- Highlight the columns you would like to add to your report. You can select multiple columns to add at once by holding the **CTRL** key. Click the **>** button to add.

Build Your Own Report

Step 1: Customize Report Step 2: Select Fields Step 3: Filter Fields Step 4: Shared Reports

Select Fields

Report Type:

View By:

All Available Columns

Field Group:

- Account Status Code
- Account Status Description
- Bill Account Alias
- Bill Account Create Date
- Bill Address Level 1
- Bill Address Level 2
- Bill Address Level 3
- Bill Business Number
- Bill City
- Bill Contact Name

Columns Included in Your Report

- Account Number
- Billing Cycle Date
- Cost Center
- Device ID
- Device Manufacturer
- Device Model
- Email Address
- Price Plan Description
- SIM
- User ID

8. To move the order of the columns in your custom report, highlight the column and select **Up** or **Down**

Customize Report

Step 1: Customize Report Step 2: Select Fields Step 3: Filter Fields Step 4: Shared Reports

Select Fields

Report Name: Summary Usage Test

Report Type: Standard Report

All Available Columns

Field Group: Global

- Billing Cycle Date
- Cost Center
- Device ID
- Device Model
- Price Plan Description
- SIM
- User ID
- User Name
- Wireless Number

Columns included in your report

- Account Number
- Billing Cycle Date
- Cost Center
- Device ID
- Device Manufacturer
- Device Model
- Email Address
- Price Plan Description
- SIM
- User ID

Up Down

Back Cancel Next

9. When finished creating your report, the order and the data select **Next**.



Customize Report

Step 1: Customize Report Step 2: Select Fields Step 3: Filter Fields Step 4: Shared Reports

Select Fields

Report Name: Summary Usage Test

Report Type: Standard Report

All Available Columns

Field Group: Global

- Billing Cycle Date
- Cost Center
- Device ID
- Device Model
- Price Plan Description
- SIM
- User ID
- User Name
- Wireless Number

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Columns included in your report

- Account Number
- Billing Cycle Date
- Cost Center
- Device ID
- Device Manufacturer
- Device Model
- Email Address
- Price Plan Description
- SIM
- User ID

Up
Down

Back Cancel Next

10. Enter in any specific criteria you would like to filter your report by to bring back certain data in your report.

Customize Report

Step 1: Customize Report Step 2: Select Fields Step 3: Filter Fields Step 4: Shared Reports

Filter Fields

Filtering allows you to limit the items in the Billing table to only those that match the criteria you specify below. Once you have selected the desired filters click "Apply" button and you will be returned to the Billing table with the filter active.

Account Number	<input type="text"/>	
Billing Cycle Date	<input type="text"/>	= <input type="text"/>
Device ID	<input type="text"/>	
Cost Center	<input type="text"/>	
Device Manufacturer	<input type="text"/>	
Device Model	<input type="text"/>	
Email Address	<input type="text"/>	
Price Plan Description	<input type="text"/>	
SIM	<input type="text"/>	
User ID	<input type="text"/>	
User Name	<input type="text"/>	
Wireless Number	<input type="text"/>	

11. Indicate if you would like to share this report or keep it private for your view only. When you have made your selection click **Submit**.



Customize Report

Step 1: ✓ Customize Report > Step 2: ✓ Select Fields > Step 3: ✓ Filter Fields > Step 4: Shared Reports >

Shared Reports

Would you like to make this report query available to coworkers?
Shared reports save configuration, not content. Report detail is limited to a user's specific permissions.

Note: Disclaimer about hierarchy access and coworker must schedule report on their own

Yes, Share this report with other users

No, Do not share this report

Back Cancel Submit

12. Select a **Runtime Option** and click the red arrow. Your data will display on the page. From here you have multiple options to help you manipulate your data as needed:

- Filter – limit the items in your data by specific criteria
- Sort – sort by columns of your choice, OR click the column on the data page
- Download – download your data into an excel file
- Customize – add and remove columns of data from your standard report to create a custom report
- Schedule – run the report on a recurring basis
- Search – narrow down data by searching for unique criteria

Analysis & Reporting Structure for Reporting:Default Position:Default [Set Reporting Position](#)

[Standard Reports](#) | [Customized Reports](#) | [Build Your Own Report](#) | [Shared Reports](#) | [Scheduled Reports](#)

Test

Runtime Option: Across Months and Accounts
From Date: Feb 11
Thru Date: Feb 11
➔

Across Months and Accounts
Current Information for Wireless Account
Current Information Across Accounts
Single Date for Wireless Account
Single Month Across Accounts

Account Number	Device Manufacturer	Device Model	Email Address	Price Plan Description	SIM ID	User Name	Wireless Number
B	D						

Download
Filter
Schedule

- **Note:** Depending on the type of report you select to create your custom report with, the runtime option may not be available.

13. Select a **“Runtime Option”** and click the red arrow. Your data will display on the page. From here you have multiple options to help you manipulate your data as needed:

- g. Filter – limit the items in your data by specific criteria
- h. Sort – sort by columns of your choice, OR click the column on the data page
- i. Download – download your data into an excel file
- j. Customize – add and remove columns of data from your standard report to create a custom report
- k. Schedule – run the report on a recurring basis
- l. Search – narrow down data by searching for unique criteria



Structure for Reporting:Default Position:Default [Set Reporting Position](#)

Analysis & Reporting

[Standard Reports](#) | [Customized Reports](#) | [Build Your Own Report](#) | [Shared Reports](#) | [Scheduled Reports](#)

tester

Runtime Option:

Account Number:

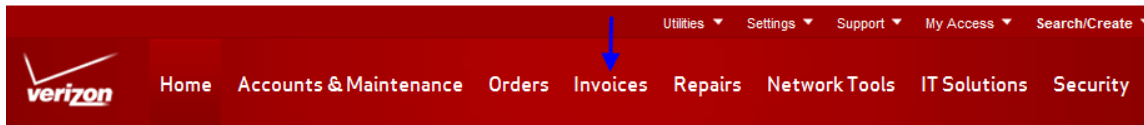
Reporting Period:

[Filter](#) [Sort](#) [Download](#) [Schedule](#) [Search](#) Showing 1 to 3 of 3

Account Number	Billing Cycle Date	Cost Center	Device ID	Device Manufacturer	Device Model	Email Address	Price Plan Description	SIM	User ID
371202 00001	March 18, 2011	ABCDE	16800111111	GFD	Grandfathered		AC BUSINESS SHAREPLAN 1350 \$79.99 monthly access charge 1350		H

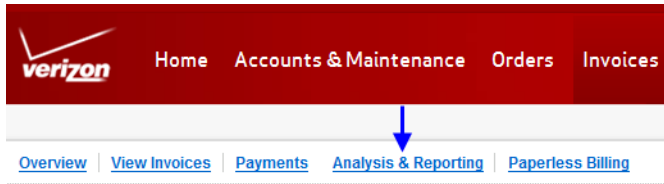
Retrieve a customized report

1. Click on the **Invoices** tab.

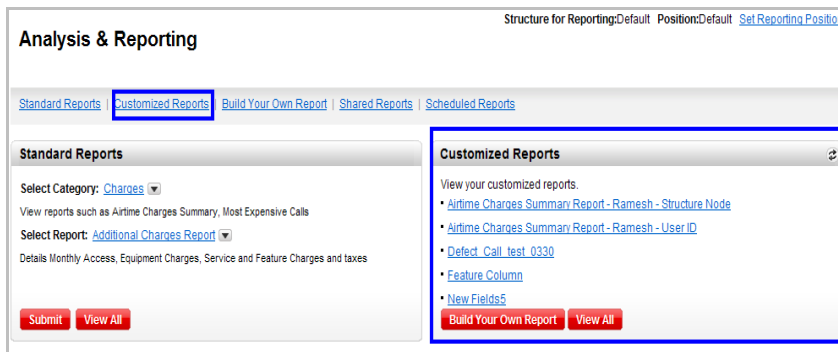


2. Go to the **Analysis & Reporting** page.





3. Go to the **User Customized Reports** tab or View All in the Customized Reports pod.



4. **A list of the customized reports will display.** From here you can view the next scheduled date (if applicable), the date modified, if it is a shared report and also edit or delete your reports.

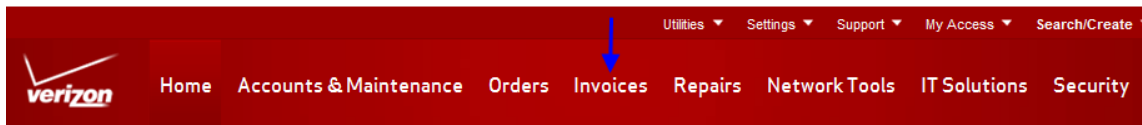
Customized Reports

Filter Sort Download Showing 1 to 10 of 277

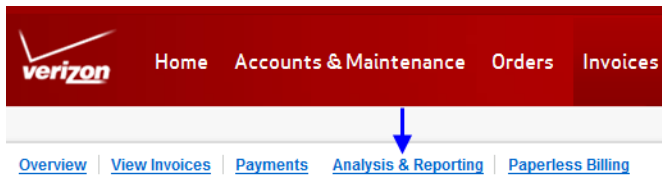
Report Name	Date Modified	Next Scheduled Date	Shared	
a	March 30, 2011		Y	Edit Delete
account info field group	March 30, 2011		N	Edit Delete
acct sumry	March 29, 2011		N	Edit Delete
Additional Charges Report	March 29, 2011	April 01, 2011	N	Edit Delete
Additional Charges Report	March 28, 2011		Y	Edit Delete
Additional Charges Report	March 28, 2011		Y	Edit Delete
Additional Charges Report	March 28, 2011	April 28, 2011	Y	Edit Delete
Additional Charges Report	March 30, 2011		N	Edit Delete
Additional Charges Report	March 29, 2011		N	Edit Delete
Additional Charges Report	March 29, 2011		N	Edit Delete

Share/Un-share a Report

1. Click on the **Invoices** tab.



2. Go to the **Analysis & Reporting** page.



- Go to the **Shared Reports** tab or View All in the Shared Reports pod.

Analysis & Reporting

Standard Reports | Customized Reports | Build Your Own Report | **Shared Reports** | Scheduled Reports

Standard Reports
 Select Category: Charges
 View reports such as Airtime Charges Summary, Most Expensive Calls
 Select Report: Additional Charges Report
 Details Monthly Access, Equipment Charges, Service and Feature Charges and taxes
 Submit View All

Customized Reports
 View your customized reports.
 No Reports Available
 Build Your Own Report View All

Shared Reports (highlighted)
 View reports being shared by other users in your company.
 No Reports Available
 View All

Scheduled Reports
 No Reports Available
 View All

Favorite Reports
 Your frequently accessed reports.
 No Reports Available

- A list of Shared Reports will display. From here you can un-share by clicking **Edit**. Note: If you are the MYPOC on the account you can un-share any report even if you are not the creator of the report.

Analysis & Reporting

Structure for Reporting:Default Position:Default [Set Reporting Position](#)

Standard Reports | Customized Reports | Build Your Own Report | **Shared Reports** | Scheduled Reports

Shared Reports

Filter Sort Download

Showing 1 to 1 of 1

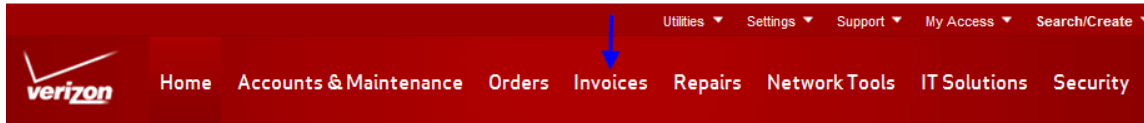
Report Name	Date Modified	Next Scheduled Date	Shared	
tester	April 01, 2011		Y	Edit Delete



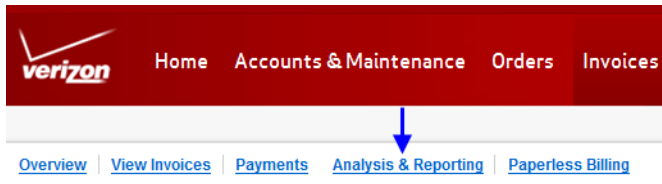
Schedule a Report

The Scheduled Reports tab allows you to view reports already scheduled. This section will show you how to schedule a report if it is not currently set to run.

1. Click on the **Invoices** tab.



2. Go to the **Analysis & Reporting** page.



- Go to the **Scheduled Reports** tab or click the **View All** button in the Scheduled Reports pod.

Analysis & Reporting

Standard Reports | Customized Reports | Build Your Own Report | Shared Reports | **Scheduled Reports**

Standard Reports

Select Category: **Charges** ▾
View reports such as Airtime Charges Summary, Most Expensive Calls

Select Report: **Additional Charges Report** ▾
Details Monthly Access, Equipment Charges, Service and Feature Charges and taxes

Submit **View All**

Customized Reports

View your customized reports.
No Reports Available

Build Your Own Report **View All**

Shared Reports

View reports being shared by other users in your company.
No Reports Available

View All

Scheduled Reports

Reports Available

View All

Favorite Reports

Your frequently accessed reports.
No Reports Available

- A list of scheduled reports will appear.

Standard Reports | Customized Reports | Build Your Own Report | Shared Reports | **Scheduled Reports**

Scheduled Reports

Filter **Sort** **Download** Showing 1 to 2 of 2

Report Name	Last Run Date	Next Scheduled Date	Structure/Position	Schedule Expiration Date	
Additional Charges Report test		May 01, 2011	Default/Default	May 20, 2011	Edit Delete
tester - Account Number		May 01, 2011	Default/Default	May 26, 2011	Edit Delete

- If you want so schedule a report that isn't shown, click on the **Customized Reports** tab to locate the saved custom report you want to schedule.

Standard Reports | **Customized Reports** | Build Your Own Report | Shared Reports | Scheduled Reports

Scheduled Reports

Filter | Sort | Download Showing 1 to 2 of 2

Report Name	Last Run Date	Next Scheduled Date	Structure/Position	Schedule Expiration Date	
Additional Charges Report test		May 01, 2011	Default/Default	May 20, 2011	Edit Delete
tester - Account Number		May 01, 2011	Default/Default	May 26, 2011	Edit Delete

- Click on the report you would like to schedule.

Standard Reports | **Customized Reports** | Build Your Own Report | Shared Reports | Scheduled Reports

Customized Reports

Filter | Sort | Download Showing 1 to 1 of 1

Report Name	Date Modified	Next Scheduled Date	Shared	
tester ←	April 01, 2011		Y	Edit Delete

- You are now in your custom report. Click the **Schedule** button.

Analysis & Reporting

[Standard Reports](#) | [Customized Reports](#) | [Build Your Own Report](#) | [Shared Reports](#) | [Scheduled Reports](#)

tester

Runtime Option: From Date: Thru Date:

Account Number	Billing Cycle Date	Cost Center	Device ID	Device Manufacturer	Device Model	Email Address	Price Plan Description	SIM	User ID	User Name	Wireless Number	Account Status Description
<input type="button" value="Download"/> <input type="button" value="Filter"/> <input type="button" value="Schedule"/>												

- Select the schedule you would like this report to run by. Add the e mail address you want to receive notice when the report is ready for viewing. When finished, click **Save**.

[Close](#)

Schedule Report

Monthly Report
 One Time Report

Start Date
Run Date

Run it Every Month On

Stop Recurrence On

Notify by email when the report is ready to view

When choosing the date, please allow five days post billing date. Example: if your account bill cycle is on the 3rd, select the 8th.

- Your report has now been scheduled and will display in the scheduled reports tab.



Analysis & Reporting Structure for Reporting:Default Position:Default [Set Reporting Position](#)

[Standard Reports](#) | [Customized Reports](#) | [Build Your Own Report](#) | [Shared Reports](#) | [Scheduled Reports](#)

Scheduled Reports

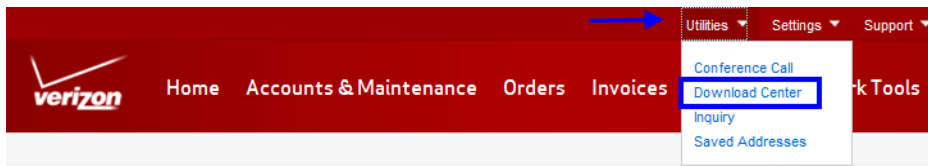
[Filter](#) [Sort](#) [Download](#) Showing 1 to 1 of 1

Report Name	Last Run Date	Next Scheduled Date	Structure/Position	Schedule Expiration Date	
tester - Account Number		May 01, 2011	Default/Default	May 26, 2011	Edit Delete

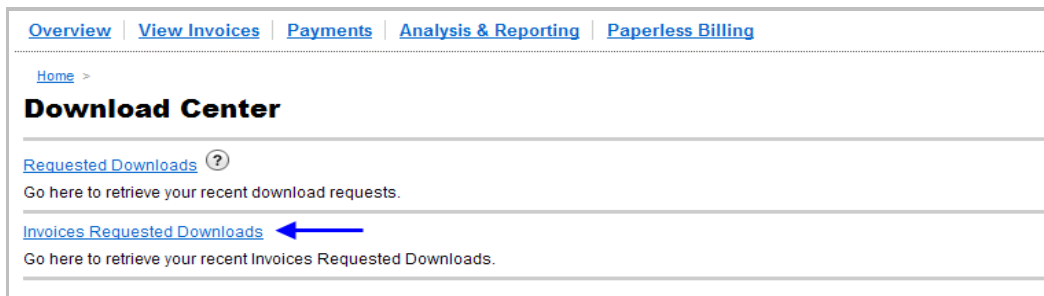
Retrieve a deferred downloaded report

Some reports may be too large to download immediately. If the report is too large it will be downloaded to the Download Center in the Utilities menu. An email notification will go to the requestor when the report is available for viewing. To access the report:

1. Click on the **Utilities** link and select **Download Center**.



2. Click on the **Invoices Requested Downloads** link.



3. Your deferred downloaded report will display on this page for you to view.

Invoices Requested Downloads

Download Center Links

- [Requested Downloads](#)

[Filter](#) [Sort](#) [Download](#) [Refresh](#)

Report Name	Functional Area	Description	Status	Size	Records	Date	Scheduled	Expiration date
tester - Account Number		May 01, 2011		Default/Default			May 26, 2011	Edit Delete

[Select All](#) [Delete Selected](#)