



My Business Account

REPORTING

Wireless User Guide

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Reports Tab - Overview Page

From the "Reports" tab, you can run reports using report templates that have pre-defined columns to return your data, customize and build your own report based on your own definition, view reports being shared, view your favorite reports that you commonly access, view scheduled reports and the structure of your reporting. Within the Report Templates you have multiple reports that can be run based on your Charges, Usage and Other Reports like distribute Memo Bills and Raw Data Download.

Note: All "Administrator" and "Reporting" User Roles will receive an email confirmation when their Statements are ready within My Business Account. The expected timeframe is 3-5 days after a bill cycle closes. If you schedule reports they will purge after 15days from notice.

verizon Account Maintenance Orders Billing Reports Support Search

Quick Tasks Settings Utilities Location: Irvine, CA 92618 | Wireless Coverage Locator Chat

Wireless Reports

Report Templates

Charges Reports
View reports such as Airtime Charges Summary, Most Expensive Calls.
Additional Charges [View](#)

Usage Reports
View reports such as Grand Total, Recent Activity Usage Summary and Call Detail.
Account Unbilled Usage Report [View](#)

Other Reports
View reports such as Raw Data Download & Others.
Active Features Report [View](#)

[View All](#)

My Customized Reports

View your customized reports.
[Build Your Own Report](#)
No Reports Available
[More](#)

Shared Reports

View reports being shared by other users in your company.
[Sarah Smith Cost Center](#)
[Sharon 7](#)
[Sharon Six](#)
[Sharon1](#)
[The Usual Suspect](#)
[More](#)

Favorite Reports

Your frequently accessed reports.

Name
No Reports Available

Scheduled Reports

Name
No Reports Available

[More](#)

Structures

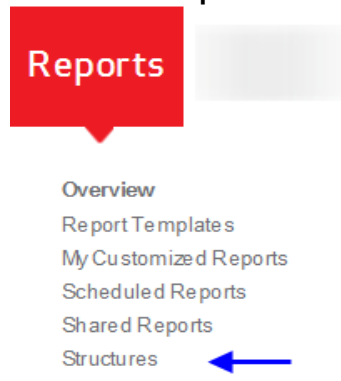
Structures allows you to organize accounts based on the way your company is set up, for example, by department, cost center, or geography.
[Go to Structures](#)

Structures page

From the "**Structures**" page you can set your structure type, select your position level to run Reports, maintain and create reporting structures, and distribute Memo Bills. It is important to create your structure before running your reports.

To access the "**Structures**" page:

1. Click on the "**Reports**" and select "**Structures**".



From here you can set the type of structure and position level for a report.

Within the Structures page there are four tabs: "**Manage**", "**Search**", "**Compare**", and "**Admin**".

Manage tab

There are three Structure Types from which the system can pull the information when running an advanced report:

1. Billing Structure
2. Company Structure
3. Reporting Structure

Billing Structure

The Billing Structure groups wireless numbers as they are organized in your Paper Bill. Note: the Billing Structure will not reflect changes made to your account after your last statement date.

To set a Billing Structure position for running a report:

1. Select “**Billing Structure**” in the “**Structure Type**” dropdown. The Billing Structure will appear in the lower left-hand side of the Structures page. From here you can view the company users who have access to run reports and which account/wireless numbers they have been assigned.



The screenshot shows a web interface with a top navigation bar containing 'Manage', 'Search', 'Compare', and 'Admin' tabs. Below the navigation bar, there is a message: '* Indicates required field' and 'Please select structure criteria. Note, to save your search criteria, select the submit button below'. The main form area contains three fields: 'Structure Type: *', 'Structure Name:', and 'Period:'. The 'Structure Type: *' dropdown menu is open, showing three options: 'Billing Structure', 'Company Structure', and 'Reporting Structure'. A blue arrow points to the 'Billing Structure' option in the dropdown menu.

2. Select the name of the structure you will be running the report on, from the “**Structure Name**” dropdown. Note: the system will be set at “Default” if Billing Structure is selected.

Structure: Default Position: Default

Manage Search Compare Admin

* Indicates required field

Please select structure criteria. Note, to save your search criteria, select the submit button below

Structure Type: * Billing Structure

Structure Name: Default

Period: Default

- Set the period by selecting a month-year combination from the “Period” dropdown. Note: the number of available month varies for each company.

Structure Type: * Billing Structure

Structure Name: Default

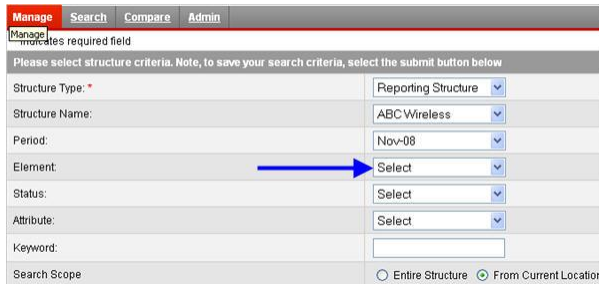
Period: Nov-08

- Select a position level from the Billing Structure. The report will be run based which account/wireless number is set here. Note: there are two ways to set position level:
 - From the Structure pane in the lower left-hand corner of the “Structures” page.
 - Click on “Default” in the structure pane to run a report based on the entire structure, or click on a Wireless Number or Account Number in the structure pane to run a report based on a specific Wireless/Account Number.

Default

- Do, John
- DOE, JOHNNY
- DOE, JANE
- Doe, Janie
- Smith, John
- SMITH, JANE

- b. From the search options dropdowns at the top of the “Structures” page.
- i. Select an element from the “Element” dropdown. This will determine which options are available in the “Attributes” dropdown.

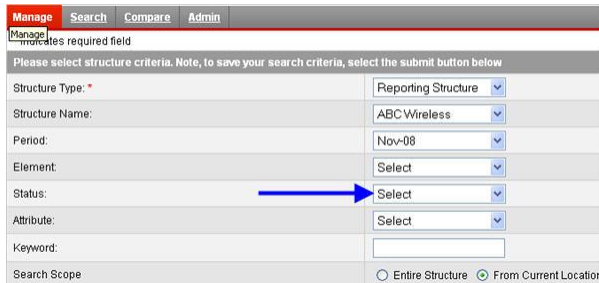


The screenshot shows a search criteria form with the following fields:

Structure Type: *	Reporting Structure
Structure Name:	ABC Wireless
Period:	Nov-08
Element:	Select
Status:	Select
Attribute:	Select
Keyword:	
Search Scope	<input type="radio"/> Entire Structure <input checked="" type="radio"/> From Current Location

A blue arrow points to the "Element" dropdown menu.

- ii. From the “Status” dropdown, choose to run the report based on “Assigned” or “Unassigned” elements.
- **Assigned:** accounts / wireless numbers that have been assigned to the Billing Structure.
 - **Unassigned:** accounts / wireless numbers that have not been assigned to a folder



The screenshot shows the same search criteria form as above, but with a blue arrow pointing to the "Status" dropdown menu.

- iii. Select an attribute from the “Attribute” dropdown.

Manage	Search	Compare	Admin
Manage <small>indicates required field</small>			
Please select structure criteria. Note, to save your search criteria, select the submit button below			
Structure Type: *	Reporting Structure		
Structure Name:	ABC Wireless		
Period:	Nov-08		
Element:	Select		
Status:	Select		
Attribute:	Select		
Keyword:	<input type="text"/>		
Search Scope	<input type="radio"/> Entire Structure <input checked="" type="radio"/> From Current Location		

- iv. In the **“Keyword”** box, enter specific information (account/wireless number) you want to run the report on.

Manage	Search	Compare	Admin
Manage <small>indicates required field</small>			
Please select structure criteria. Note, to save your search criteria, select the submit button below			
Structure Type: *	Reporting Structure		
Structure Name:	ABC Wireless		
Period:	Nov-08		
Element:	Select		
Status:	Select		
Attribute:	Select		
Keyword:	<input type="text"/>		
Search Scope	<input type="radio"/> Entire Structure <input checked="" type="radio"/> From Current Location		

Note: My Business Account supports wildcard character searches with the use of an asterisk (*) or a percent sign (%). A wildcard is a character that may be used in a search term to represent one or more unknown values. For instance, if you are looking for a mobile number that ends in 2692, you can enter **“*2692”**, and My Business Account will return all mobile numbers ending in 2692. Another example would be to search for all mobile numbers beginning with the 262 Area Code. To do this, enter **“262*”**. Multiple wildcards can be used in your search values.

- v. Select a **“Search Scope”**. Select **“Entire Structure”** to search all accounts for the information, or **“From Current Location”** to search only from your current position.

Manage	Search	Compare	Admin
Manage <small>indicates required field</small>			
Please select structure criteria. Note, to save your search criteria, select the submit button below			
Structure Type: *	Reporting Structure		
Structure Name:	ABC Wireless		
Period:	Nov-08		
Element:	Select		
Status:	Select		
Attribute:	Select		
Keyword:	<input type="text"/>		
Search Scope	<input type="radio"/> Entire Structure <input checked="" type="radio"/> From Current Location		

- vi. The information you are searching for will now appear in the structure pane in the lower right-hand corner of the page. You may then click on the wireless or account number, within the Search Results pane, to change the position on that value before navigating to the **“Report Templates”** page to run your query. Note: if your search was based on wireless numbers, you may only click on a wireless number, not an account number. Likewise, if your search was based on account numbers, you can only click on an account number here.
5. You are now ready to run a report based on this specific position within this Billing Structure. Refer to the **“Report Templates”** section of this guide to learn how to run a template report on this position.

Company Structure

With a Company Structure, you can group Wireless Numbers into folders, based on the way your company is organized.

Notes:

- A Company Structure must be created by an Administrator before it can be viewed here, or before a report can be run on it. For detailed steps on creating a Company Structure, refer to the **“How to Use Guide: Understanding a Company Structure”**, located in the **“Support”** tab.

- You will only have access to the folders, accounts, and wireless numbers you have been assigned.
- Company Structures are only available for use with Advanced Reports starting from the time period that it was first created on your site.

To set a Company Structure position for running a report:

1. Select “**Company Structure**” in the “**Structure Type**” dropdown. The Company Structure will appear in the lower left-hand side of the Structures page.

The screenshot shows a web interface with a 'Manage' tab selected. Below the tab are buttons for 'Search', 'Compare', and 'Admin'. A note states: '* Indicates required field' and 'Please select structure criteria. Note, to save your search criteria, select the submit button below'. The 'Structure Type: *' dropdown menu is open, displaying three options: 'Billing Structure', 'Company Structure', and 'Reporting Structure'. A blue arrow points to the 'Company Structure' option.

2. Set the period by selecting a month-year combination from the “**Period**” dropdown. Note: reporting availability begins the month that the Company Structure is created. Reporting is not available for the months prior to the Company Structure’s creation.

The screenshot shows the same web interface as the previous one. The 'Structure Type' dropdown is now set to 'Company Structure'. The 'Structure Name' dropdown is set to 'ABC Company'. The 'Period' dropdown is set to 'Feb-09'. A blue arrow points to the 'Period' dropdown.

Note: The structure pane in the lower left-hand corner of the “**Structures**” page now shows the Company Structure folders. From here, you can view the Company Users that have access to run reports, and the accounts/wireless numbers that they have been assigned.

3. Set the position for a report by clicking on a Folder, Account Number, or Wireless Number within the structure pane.



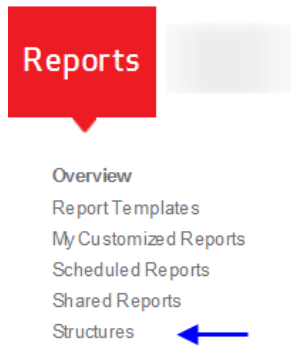
4. You are now ready to run a report based on this specific position within this Company Structure. Refer to the “**Report Templates**” section of this guide to learn how to run a template report on this position.

Reporting Structure

A Reporting Structure allows you to group wireless numbers, for reporting purposes, without altering Billing or Company Structures.

To create a Reporting Structure:

1. Click on the “**Reports**” tab and select “**Structures**”.



2. Click on the “Admin” tab.

Structure: Default Position: Default

Manage Search Compare Admin

* Indicates required field

Please select structure criteria

3. You are now in the “Create” sub-tab. Make sure that “Reporting Structure” is selected in the “Structure Type” dropdown.

Manage Search Compare Admin

Create Copy Import Publish Download Expire Delete

* Indicates required field

Structure Type:* Reporting Structure

Structure Name:*

Description:

4. Enter a name for the structure in the “Structure Name” field.

* Indicates required field

Structure Type:* Reporting Structure

Structure Name:* Training RS

Description:

Submit Reset

5. Click the “Submit” button. You have successfully created a new Reporting Structure.

* Indicates required field

Structure Type:*	Reporting Structure
Structure Name:*	Training RS
Description:	

Submit Reset

From here you can create sub-folders, add wireless numbers to the structure, assign users, and publish the structure.

Note: Refer to the “**How to Use Guide: Advanced Reporting**”, in the “**Support**” tab, for detailed steps on creating sub-folders, adding wireless numbers, Assigning Users and publishing the Reporting Structure.

To set a Reporting Structure position for running a report:

1. Select “**Reporting Structure**” in the “**Structure Type**” dropdown. The Reporting Structure will appear in the lower left-hand side of the Structures page.

Manage Search Compare Admin

* Indicates required field

Please select structure criteria. Note, to save your search criteria, select the submit button below

Structure Type: *	Company Structure
Structure Name:	Billing Structure
Period:	Company Structure

Reporting Structure

2. Select the name of the structure you will be running the report on, from the “**Structure Name**” dropdown.

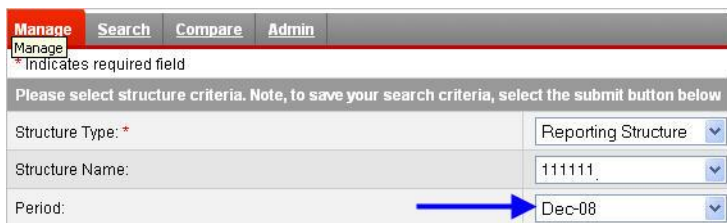
Manage Search Compare Admin

* Indicates required field

Please select structure criteria. Note, to save your search criteria, select the submit button below

Structure Type: *	Reporting Structure
Structure Name:	111111
Period:	Dec-08

3. Set the period by selecting a month-year combination from the “**Period**” dropdown. Note: the earliest available date is dependent upon the “**start**” month that was selected when the structure was published.



The screenshot shows a web interface with a navigation bar containing 'Manage', 'Search', 'Compare', and 'Admin'. Below the navigation bar, there is a 'Manage' section with a sub-header '* Indicates required field'. A message reads: 'Please select structure criteria. Note, to save your search criteria, select the submit button below'. The form contains three fields: 'Structure Type: *' with a dropdown menu set to 'Reporting Structure'; 'Structure Name:' with a dropdown menu set to '111111'; and 'Period:' with a dropdown menu set to 'Dec-08'. A blue arrow points to the 'Period:' dropdown.

Note: The structure pane in the lower left-hand corner of the “**Structures**” page now shows the Reporting Structure folders. From here, you can view the company users that have access to run reports, and the accounts/wireless numbers that they have been assigned.



4. Set the position for a report by clicking on a folder or wireless number within the structure pane.



5. You are now ready to run an Advanced Report based on this specific position within this Reporting Structure.

Admin Tab

From the “Admin” tab you can create, copy, import, publish, download, expire, and delete structures. Refer to the How to Use Guide: Advanced Reporting, located in the “Support” tab for detailed information on these steps.

Structures	
Structure: 111111	Position: Finance
Manage	Search
Compare	Admin
Create Copy Import Publish Download Expire Delete	

Search Tab

From the “Search” tab you can search for specific elements, based on the Structure Type selected.

Structure: 111111 Position: 111111	
Manage	Search
Compare	Admin
* Indicates required field	
Please select structure criteria	
Structure Type: *	Reporting Structure <input type="button" value="v"/>
Structure Name:	111111 <input type="button" value="v"/>
Period:	Dec-08 <input type="button" value="v"/>
Element:	Select <input type="button" value="v"/>
Status:	Select <input type="button" value="v"/>
Attribute:	Select <input type="button" value="v"/>
Keyword:	<input type="text"/>
Search Scope	<input type="radio"/> Entire Structure <input checked="" type="radio"/> From Current Location
<input type="button" value="Submit"/>	<input type="button" value="Reset"/>



The “**Search**” tab is especially helpful if you have forgotten the location of a User, Wireless Number, Folder, or Account Number within a structure. Simply select the Structure Type and Element to display a list of that element. See example below:

Example - finding the location of a wireless number within a structure:

1. Choose the Structure Type.

Manage	Search	Compare	Admin
* Indicates required field			
Please select structure criteria			
Structure Type: *	Company Structure		
Structure Name:	ABC Co		
Period:	Nov-08		
Element:	Folder		
Status:	Select		
Attribute:	Select		
Keyword:			
Search Scope	<input type="radio"/> Entire Structure <input checked="" type="radio"/> From Current Location		
<input type="button" value="Submit"/> <input type="button" value="Reset"/>			

2. Select “**Wireless Number**” in the “**Elements**” dropdown.



Manage	Search	Compare	Admin
* Indicates required field			
Please select structure criteria			
Structure Type: *	Company Structure		
Structure Name:	ABC Company		
Period:	Feb-09		
Element:	Wireless Number		
Status:	Select		
Attribute:	Select		
Keyword:	<input type="text"/>		
Search Scope	<input type="radio"/> Entire Structure <input checked="" type="radio"/> From Current Location		
<input type="button" value="Submit"/> <input type="button" value="Reset"/>			

3. Click the **“Submit”** button.

Manage	Search	Compare	Admin
* Indicates required field			
Please select structure criteria			
Structure Type: *	Company Structure		
Structure Name:	ABC Company		
Period:	Feb-09		
Element:	Wireless Number		
Status:	Select		
Attribute:	Select		
Keyword:	<input type="text"/>		
Search Scope	<input type="radio"/> Entire Structure <input checked="" type="radio"/> From Current Location		
<input type="button" value="Submit"/> <input type="button" value="Reset"/>			

4. The page will display all of the wireless numbers in the structure. From here you can find the specific wireless number you are looking for in the **“Wireless Number”** column, and determine its location in the **“Location”** column.



Search Results							Page 1 of 2 Next >
Wireless Number	Location	Account Number	Subscriber Name	Address	City	State	Country
555-555-1234	ACCT-MTN_ALL	000000000-00001	MAROW	1 IZON PL	ALPHARETTA	GA	
555-555-4567	ACCT-MTN_ALL	000000000-00001	GEORGE ARROW	1 IZON PL	ALPHARETTA	GA	
555-555-5555	ACCT-MTN_ALL	000000000-00001	KALA CEY	500 MARY DR	SAINT LOUIS	MO	
555-555-0000	ACCT-MTN_FEW	000000007-00001	KIT PARSH	155 SAND AVE	IRVINE	CA	
123-456-7890	MTN only	000000003-00001	JOHN TEST	13831 NE ST	BELLEVUE	WA	

- From here, you can click on one of the wireless numbers. This will set your position to that wireless number and take you back to the “Manage” tab where the structure will be open to that position.

Compare Tab

From the “**Compare**” tab, you can compare two different time periods for the same structure type. This allows you to view which wireless numbers, folders, and accounts were enrolled during one period compared to another. Note: the “**Compare**” tab will only show which company users are currently assigned to specific structures. It does not allow you to compare company users from different time periods.

Structure: 111111		Position: 111111	
Manage	Search	Compare	Admin
Structure Type:	Reporting Structure <input type="button" value="v"/>		
Structure Name:	111111 <input type="button" value="v"/>		
Period 1:	Dec-08 <input type="button" value="v"/>		
Period 2:	Dec-08 <input type="button" value="v"/>		
<input type="button" value="Submit"/>		<input type="button" value="Reset"/>	

Report Templates page

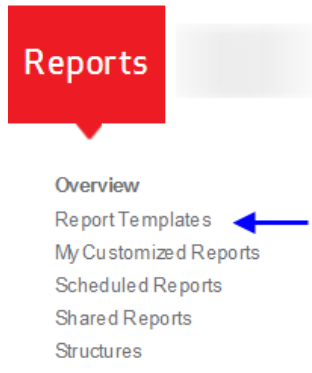
Once you have selected a structure type, period, and position in the “**Structures**” page, you are ready to run a report on that position. From the “**Report Templates**” page, you can view a number of detailed reports on your company’s wireless accounts. Note: data for Account Reports are pulled directly from billing statements. Most of the report templates can be used as a starting point for your reporting needs and can be customized as needed. Below are some of the available reports:



- Longest calls
- Most expensive calls
- Airtime Charges Summary
- Data usage
- Unbilled usage report
- Deactivated phones
- Suspend report
- Device report
- Summary Usage Report

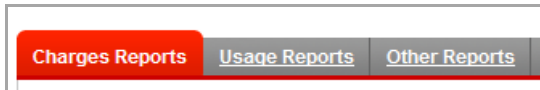
To access the “**Report Templates**” page:

1. Click on the “**Reports**” tab and select “**Report Templates**”.



The “**Report Templates**” page contains three main sections:

1. Charges Reports
2. Usage Reports
3. Other Reports



Charges Reports

The Charges Reports that are available include:

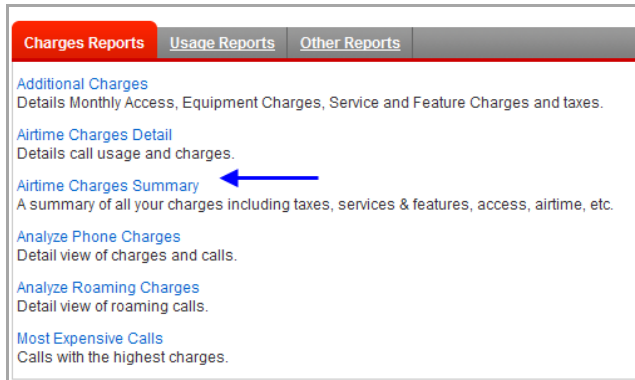
- Additional Charges
- Airtime Charges Detail
- Airtime Charges Summary
- Analyze Phone Charges
- Analyze Roaming Charges
- Most Expensive Calls

Refer to the How to Use Guide: Advanced Reporting, in the **“Support”** tab, for detailed descriptions of each of these reports. For this example we will review how to run the Airtime Charges Summary report.

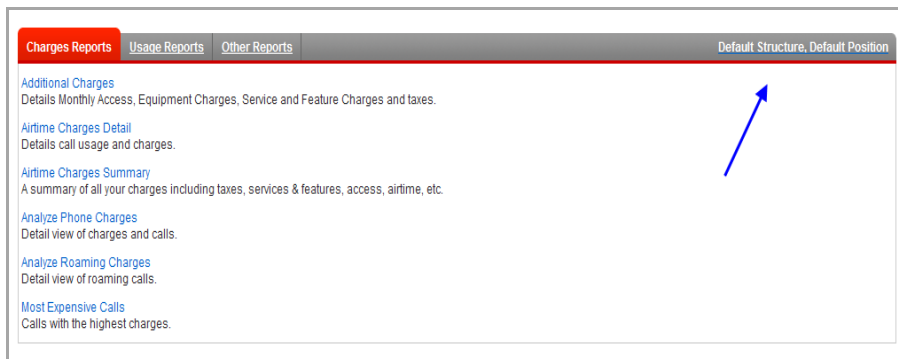
Running a Charges Report

To run the **“Airtime Charges Summary”**:

1. From the **“Report Templates”** page, **Charges Reports** tab, click on the **“Airtime Charges Summary”** link.



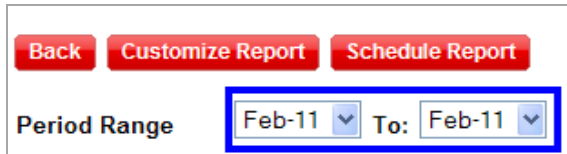
2. Confirm you are running the report on the correct position.



Note: the image above indicates that the position is the “Default” folder, located in the Reporting Structure named “Default”. If you need to change your position you will need to go to the “Structures” page, to do so, before continuing with the following steps.

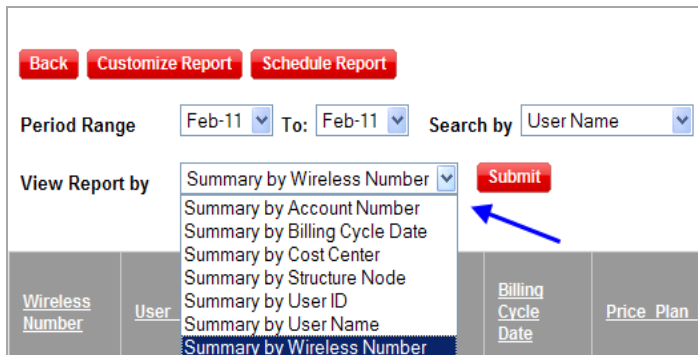


3. Select a period range from the “**Period Range**” dropdown. Note: if you selected a period date on the “**Structures**” page when setting your position, that date will appear in the “**From**” dropdown, as a default, for all Standard Reports.



A screenshot of a web interface showing three red buttons at the top: "Back", "Customize Report", and "Schedule Report". Below the buttons, the text "Period Range" is followed by two dropdown menus. The first dropdown menu is open, showing "Feb-11" selected. The second dropdown menu is also open, showing "Feb-11" selected. A blue rectangular box highlights the two dropdown menus.

4. Select an option from the “**View Report By**” dropdown. (Select “**Summary by Account Number**” to view the report by account numbers, “**Summary by User ID**” to view the report by user IDs, etc.).



A screenshot of a web interface showing three red buttons at the top: "Back", "Customize Report", and "Schedule Report". Below the buttons, the text "Period Range" is followed by two dropdown menus, both showing "Feb-11". To the right of these is a "Search by" dropdown menu showing "User Name". Below this is a "View Report by" dropdown menu which is open, showing a list of options: "Summary by Wireless Number", "Summary by Account Number", "Summary by Billing Cycle Date", "Summary by Cost Center", "Summary by Structure Node", "Summary by User ID", "Summary by User Name", and "Summary by Wireless Number". A blue arrow points to the "Summary by Account Number" option. To the right of the dropdown menu is a red "Submit" button. Below the dropdown menu is a table with columns: "Wireless Number", "User", "Billing Cycle Date", and "Price Plan I".

5. Now you can customize this report further by clicking on the “**Customize Report**” button.

Airtime Charges Summary

[Back](#)
[Customize Report](#)
[Schedule Report](#)

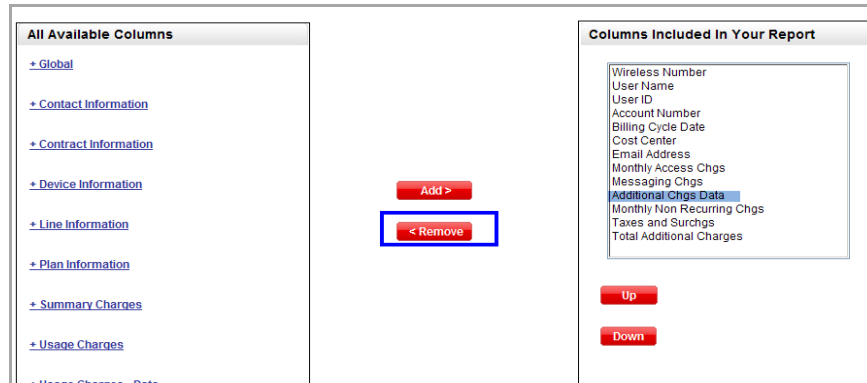
Period Range: To: Search by:

View Report by: [Submit](#)

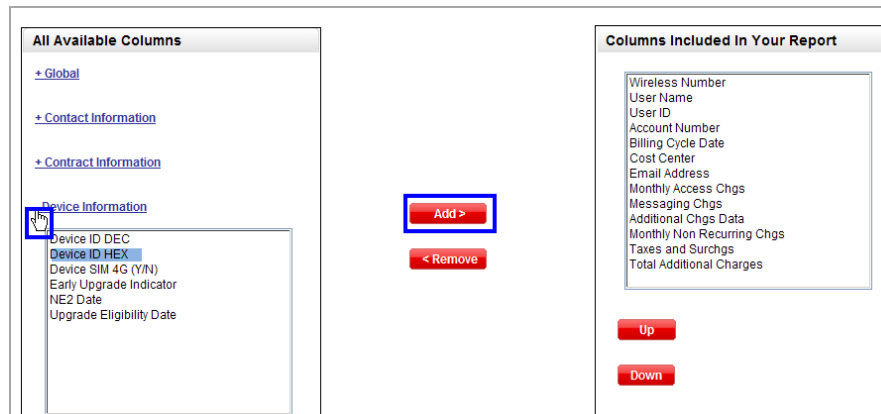
- i. From the Customize Your Report page the right hand side will display a “**Columns Included in Your Report**” section, highlight the columns you want to remove. Note: depending on the type of the report, some fields cannot be removed from the final report.

All Available Columns		Columns Included In Your Report
+ Global + Contact Information + Contract Information + Device Information + Line Information + Plan Information + Summary Charges + Usage Charges	Add > < Remove	<div style="border: 1px solid black; padding: 5px;"> Wireless Number User Name User ID Account Number Billing Cycle Date Cost Center Email Address Monthly Access Chgs Messaging Chgs Additional Chgs Data Monthly Non Recurring Chgs Taxes and Surchgs Total Additional Charges </div> <p style="text-align: center;"> Up Down </p>

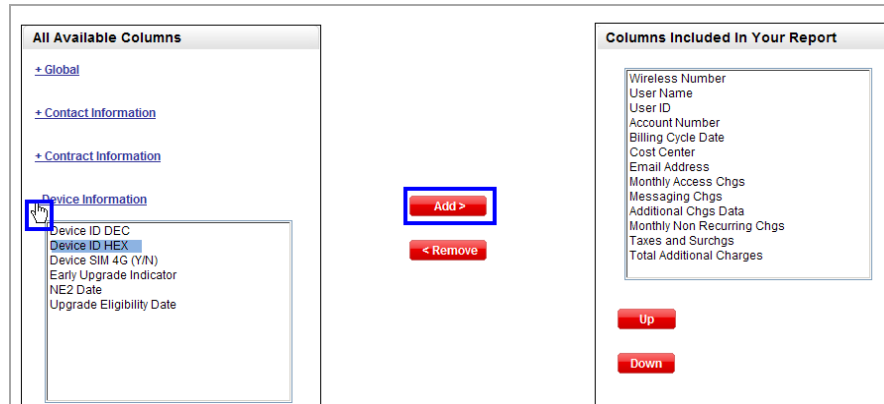
- ii. Click the “**Remove**” button. These columns will not display in your custom report.



- iii. The left column displays available columns to add to your report to define the data you see. Expand the column by clicking the plus sign next to the column name, highlight the column and click **Add**.



- iv. Once all of the columns in the right include the data you would like to see in your custom report, select the Up or Down button to categorize the order you would like the data to display in your report.



6. Click the **Submit** button.



Complete the steps to saving your report, scheduling your report as shown beginning on step 10, page 40 of this guide

Usage Reports

The Usage Reports that are available include:

- Call Detail
- Data Usage
- Grand Total

- Longest Calls
- Mobile to Mobile Report
- Monthly Usage
- Summary Usage Report
- Top 20 Out of Network Calls

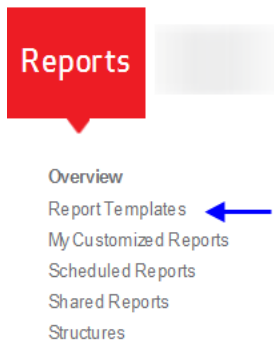
We will review how to run the Summary Usage Report.

Running the Summary Usage Report

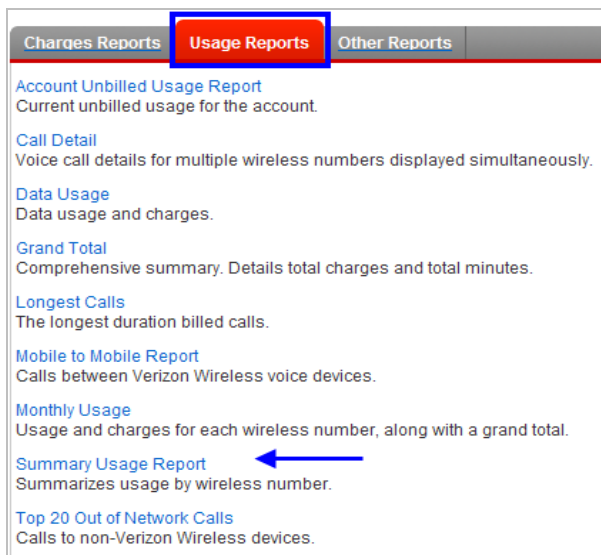
The Summary Usage report provides a high-level summary of a user's voice, data, and roaming usage.

To view the Summary Usage Report:

1. Go to the “**Reports**” tab and select “**Report Templates**”.



2. Select “**Summary Usage Report**” on the **Usage Reports** tab



3. Select the desired “**Account Number**” and “**Statement Date**” in the dropdowns.

Account Number 471322 -00001

For Period: Feb-11

Search by Wireless Number

4. Click the "Submit" button.

Account Number 471322 -00001

For Period: Feb-11

Search by Wireless Number

Submit ←

5. The Summary Usage report will appear. Note: you can download the report for a more detailed list of charges by wireless number.

Wireless Number	Plan Allowance (minutes)	Plan Usage (minutes)	Mobile to Mobile Mins	Nights and Weekends (minutes)	Data Usage	Roaming Usage (minutes)
209-639-	0	0	0	0		
404-354-	0	0	0	0		
404-831-	0	0	0	0		
404-985-	0	0	0	0		
423-637-	0	0	0	0		
567-277-	900	0	0	0		

6. To view the same report for a different account and/or statement date, select a new "Account Number" or "Period" from the dropdowns, and click "Submit".



Account Number 471322 -00001

For Period: Feb-11

Search by Wireless Number

- 7. You can customize the data on this report by selecting “**Customize Report**” at the top of the page. Follow **page 8 step 5** to see how to customize a report. You can schedule this report to run on a recurring basis by selecting “**Schedule Report**”.

Summary Usage Report

Back Customize Report Schedule Report

Account Number 471322617-00001

For Period: Feb-11

- 8. You can review the details of the report on the page or if you would like to download the information into an easy to sort excel file, click the top right dropdown menu to download to csv. or print

Default Structure Default Position

View more Usage Reports View

Select Actions

- Select Actions
- Printer Friendly Version
- Download to CSV



Other Reports page

From the “**Other Reports**” page, you can view a number of detailed reports categorized not associated with charges and usage. The lists of available reports include:

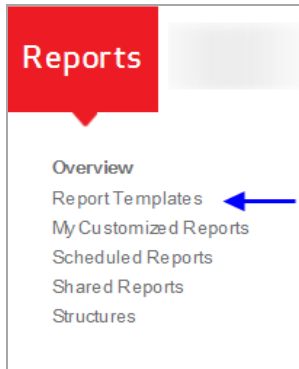
- Active Features Report
- Billing Structure
- Business Account Analysis
- Customer Invoice Management
- De-Activated Phones
- Device Report
- Enterprise Data Pooling Report (EDP)
- Friends & Family Calling Lists
- Global Summary
- IBAS Archives
- Memo Bill
- Memo Bill Distribution Status
- Raw Data Download (RDD)
- Suspend MTN Report

Running the Device Report

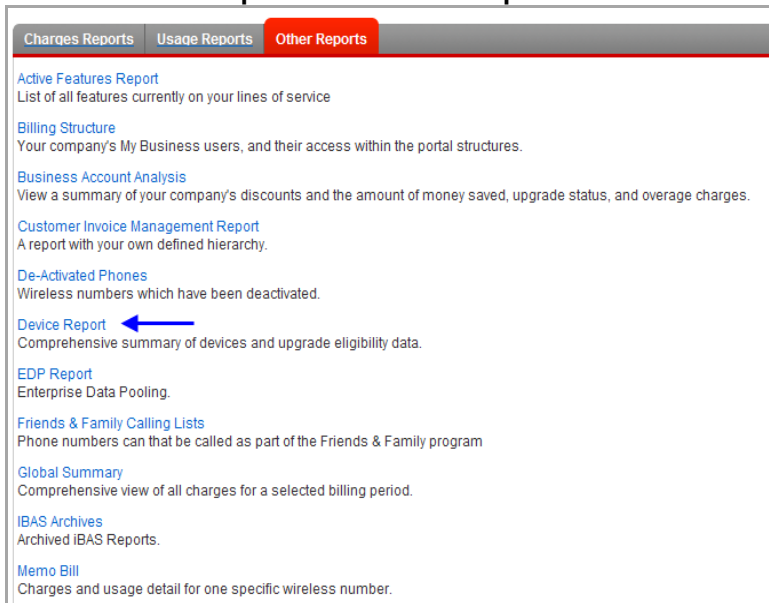
The Device Report displays device information for each user in the account, including ESN, device manufacturer name, model number, Upgrade Eligibility date, and New Every 2 date. Note: this report only contains wireless numbers you have access to at the account level.

To view the Device Report:

1. Click on the “**Reports**” tab and select “**Report Templates**”.



3. Select **“Device Report”** on the **Other Reports** tab



2. Select the desired Search By from the dropdown menu Account Number, Cost Center etc.

Device Report

[Back](#)
[Customize Report](#)
[Schedule Report](#)

Search by

- Account Number
- Account Number
- Cost Center
- User Name
- Wireless Number

3. Click the "Submit" button.

Device Report

[Back](#)
[Customize Report](#)
[Schedule Report](#)

Search by

- Account Number
- Account Number
- Cost Center
- User Name
- Wireless Number

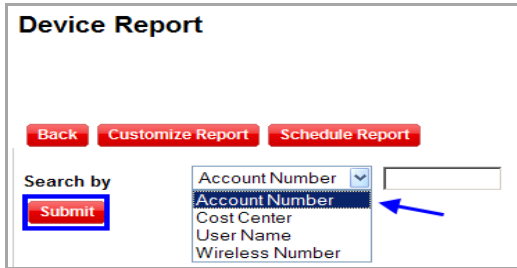
4. The Device Report will appear.

Summary view only, download report to see additional fields.

Wireless Number	Early Upgrade Indicator	ESN	Manufacturer	Model	Upgrade Eligibility Date
555-555-1234	View	20	UNKNOWN	UNKNOWN	
555-555-4567	View	A870	UNKNOWN	UNKNOWN	



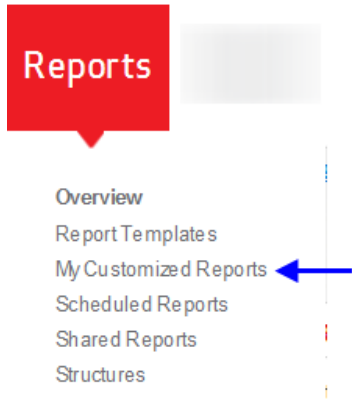
5. To view the same report for a different account, select a new "Account Number" from the dropdowns, and click "Submit".



The screenshot shows a web interface titled "Device Report". At the top, there are three red buttons: "Back", "Customize Report", and "Schedule Report". Below these is a "Search by" section with a red "Submit" button. To the right of the "Submit" button is a dropdown menu currently displaying "Account Number". The dropdown menu is open, showing a list of options: "Account Number", "Cost Center", "User Name", and "Wireless Number". A blue arrow points to the "Account Number" option in the dropdown list.

My Customized Reports

To locate your saved custom reports go to the "Reports" tab and select "My Customized Reports".



From the "My Customized Reports" page, you can build your own report, view, edit or delete the Custom Reports you have saved.

My Customized Reports

My Customized Reports contain reports you have customized. If the report has been scheduled to run in the future, it can be retrieved in the Scheduled Reports menu.

[Delete Selected](#) [Build Your Own Report](#) [Default Structure, Default Position](#)

1 | 2 | 3 | 4 | 5 | Next >

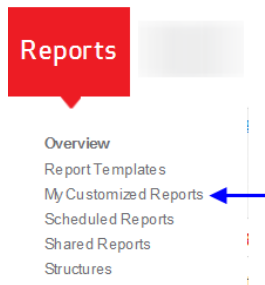
	Report Name		Date Modified	Structure	Next Run Date	Shared
<input type="checkbox"/>	View Fields	03-06-2011	Default		No	
<input type="checkbox"/>	View Fields	03-06-2011	Default		No	
<input type="checkbox"/>	View Fields	03-06-2011	Default		No	

For example, if you want to trigger a custom report to run automatically and did not enable that when you initially saved it, you can make that change from this screen.

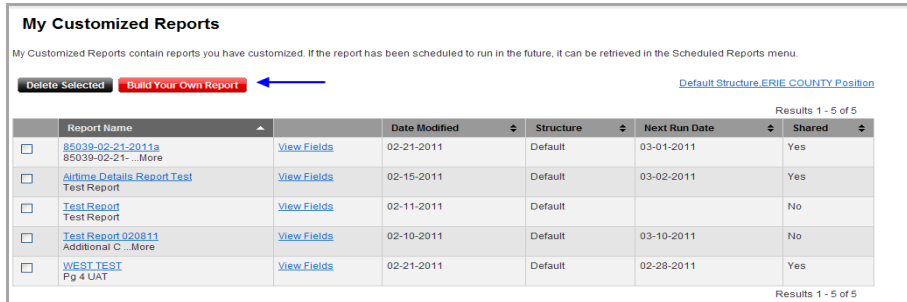
Build Your Own Report

“**Build Your Own**” report allows you the option of creating a report from A to Z, defining the reporting columns from scratch based on the data you may need.

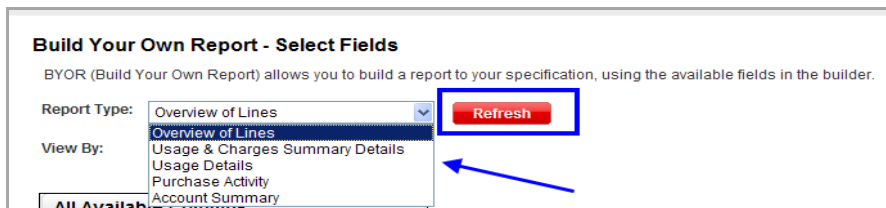
1. Click on the “**Reports**” tab and select “**My Customized Reports**” from the drop down menu. To locate your saved custom reports go to the “**Reports**” tab and select “**My Customized Reports**”.



- From the My Customized Reports page, select “**Build Your Own Report.**”



- The Build Your Own Report page allows you to define the report you would like to create using multiple options. First, select the **Report Type** in the dropdown menu and hit “**Refresh.**”



Note: The Report Type you select will determine what columns are available to add into the report you are building.

- Depending on the Report Type, you can also select the way you would like to view the data by choosing an option from the **View By** dropdown menu.

Build Your Own Report - Select Fields

BYOR (Build Your Own Report) allows you to build a report to your specification, using the available fields in the builder.

Report Type:

View By:

All Available

- + Global
- + Order Amounts
- + Order Information
- + Order Reference
- + Shipping Information

Columns Included In Your Report

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

- Based on the Report Type you have chosen, the pre-defined columns will auto populate to the right and the available columns to add to your custom report will populate on the left. Each of the hyperlinked categories on the left side has a plus sign. When the plus sign is clicked, a list of all the available options in that category displays.

Build Your Own Report - Select Fields

BYOR (Build Your Own Report) allows you to build a report to your specification, using the available fields in the builder.

Report Type:

View By:

All Available Columns

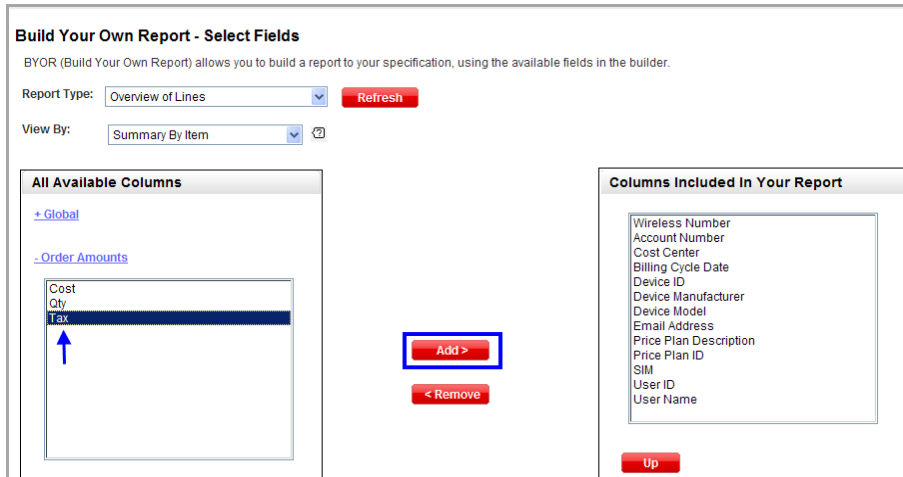
- + Global
- Order Amounts

- Cost
- Qty
- Tax

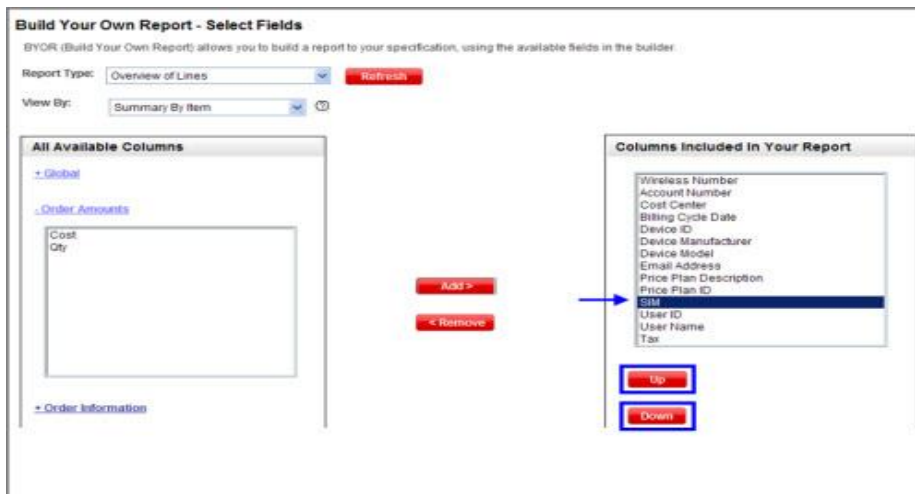
Columns Included In Your Report

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

- Select the option you want as a column in the report, and click “**Add**.” Note: Holding CTRL will allow you to select and highlight multiple columns at once to add or remove.



7. On the right side, the column order can be rearranged by highlighting and clicking the “Up” or “Down” buttons.



To remove a specific column, highlight it and clicking “Remove.”

Build Your Own Report - Select Fields

BYOR (Build Your Own Report) allows you to build a report to your specification, using the available fields in the builder.

Report Type:

View By:

All Available Columns

+ Global

- Order Amounts

Cost

Qty

+ Order Information

Columns Included In Your Report

Wireless Number

Account Number

Cost Center

Billing Cycle Date

Device ID

Device Manufacturer

Device Model

Email Address

Price Plan Description

Price Plan ID

SIM

User ID

User Name

Tax

8. Once all of your columns have been added and arranged as you would like to see them within your custom report, select “**Submit.**”

9. On the next page, your report data will display. For easier viewing you can download your data into an excel file or print. To save your report for future use, select “**Save Report.**”

Build Your Own Report - Report Results

[Edit Report](#)

Period Range: To: Search by:

10. Now begin to define how you would like to save your report. Create a report name, and add a description with additional details about the report.



Save Your Report

Saving the report allows the report configuration to be used again.

Report Name*

Report Description*

Structure: Billing Structure Default, Position Default

11. Elect to run this report once, or schedule the report to recur on a specific date and duration. Enter the email address you would like the notice sent to when your report is ready.

Save Your Report

Saving the report allows the report configuration to be used again.

Report Name*

Report Description*

Structure: Billing Structure Default, Position Default

Would you like to schedule your report to run every month?

No, just make the report available to run on demand

Yes, run it every month on the Note: When choosing the date, please allow seven days post billing date.
 Example: if your account bill cycle is on the 3rd, select the 10th.

Stop Recurrence on

Notify me when the report is available for viewing.

MYBIZLEVEL2SUPPORT@verizonwireless.com

12. Indicate if you would like to share this report with others or make this your own personal report. When done, hit “Save.”

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

Yes, make this report available ←

No, only I can access this report

13. Your custom report has been successfully saved. It can now be accessed by going back to the My Customized Reports page and locating your uniquely named report. If your report is too large to run real time, it will be

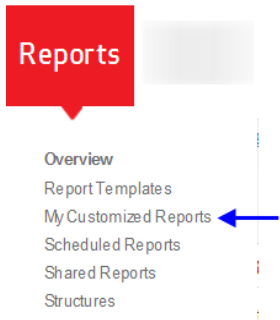
Confirmation Page

The report has been saved. You can retrieve your report from "My Customized Reports".

Delete a custom report

Remove custom reports you have created

1. Click on the **"Reports"** tab and select **"My Customized Reports"**.
To locate your saved custom reports go to the **"Reports"** tab and select **"My Customized Reports"**.



- From the My Customized Reports page, you can delete a report by checking the box next to the report name and clicking “Delete Selected”.

My Customized Reports

My Customized Reports contain reports you have customized. If the report has been scheduled to run in the future, it can be retrieved in the Scheduled Reports menu.

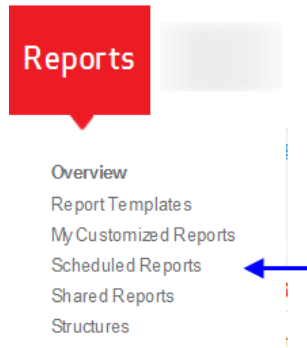
[Default Structure Default Position](#)

Results 1 - 6 of 6

	Report Name		Date Modified	Structure	Next Run Date	Shared
<input checked="" type="checkbox"/>	85039 85039	View Fields	02-21-2011	Default	03-01-2011	Yes
<input type="checkbox"/>	Airtime Details Report Test Test Report	View Fields	02-15-2011	Default	03-02-2011	Yes
<input checked="" type="checkbox"/>	Test Report Test Report	View Fields	02-11-2011	Default		No

Scheduled Reports

A scheduled report is a report that has been triggered to run automatically. You can access and manage reports from the Scheduled Reports page.



Reports can be sorted based on the following:

- Report Name
- Last Run Date
- Next Run Date
- The Structure
- Recurrence
- End Recurrence

Scheduled reports

[Remove Selected](#) [Company Structure Structure Company Structure Position](#)

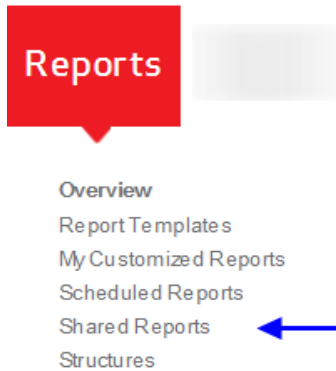
Access and manage your scheduled reports. Report content is available for fifteen (15) days after processing.

Results 1 - 2 of 2

	Report Name	Last Run Date	Next Run Date	Structure	Recurrence Status	End Recurrence Date
<input type="checkbox"/>	AC Schedule Report AC Schedule ...More	03-06-2011		Default	One Time	03-06-2011
<input type="checkbox"/>	.Test More		03-07-2011	Default	One Time	03-07-2011

Shared Reports

The Shared Reports page allows you to view reports that have been created by another user in your company. Anyone with access can edit a shared report, but it will only impact their view. However, if the owner edits their report, it impacts everyone's view.



The Primary Contact on the account has the ability to delete reports they do not want shared, even if they are not the creator of the report.

Scheduled reports

[Remove Selected](#) [Default Structure](#) [Default Position](#)

Access and manage your scheduled reports. Report content is available for fifteen (15) days after processing.

Results: 1 - 10 of 27 [1](#) [2](#) [13](#) [Next](#) [»](#)

<input type="checkbox"/>	Report Name	Last Run Date	Next Run Date	Structure	Recurrence Status	End Recurrence Date
<input type="checkbox"/>	Additional Chgs. Svc Additional C... More	02-21-2011		Default	One Time	02-21-2011
<input type="checkbox"/>	Air Chgs Detail-2_21_11 Airtime Chgs... More		02-28-2011	Default	See Date	04-01-2012
<input type="checkbox"/>	airtime charges recurring		02-28-2011	Default	See Date	04-15-2011
<input type="checkbox"/>	3lthd analycs phone charges test		03-04-2011	Default	One Time	03-31-2011
<input type="checkbox"/>	3lthd Roaming report test	02-16-2011	03-16-2011	Default	Ongoing	
<input type="checkbox"/>	call detail recurring		03-06-2011	Default	See Date	04-06-2011
<input type="checkbox"/>	call detail report scheduled	02-23-2011		Default	One Time	02-23-2011
<input type="checkbox"/>	CPI recurring		03-16-2011	Default	One Time	04-09-2011
<input type="checkbox"/>	customized charges summ... More		03-01-2011	Default	Ongoing	
<input type="checkbox"/>	Device Customized		03-09-2011	Default	See Date	04-12-2011

Results: 1 - 10 of 27 [1](#) [2](#) [13](#) [Next](#) [»](#)

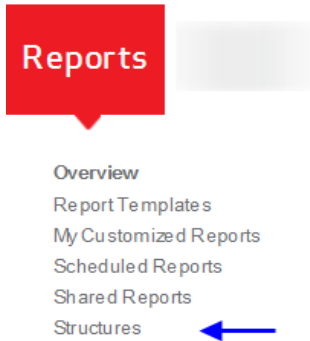
Memo Bill Distribution

With Memo Bill, you can review the costs and call detail associated with a specific wireless number. Memo Bills can be distributed using any of the three structure types. Depending on the structure type, you can further limit the wireless number, for which Memo Bills will be distributed, by setting your position within the structure. For Billing Structures, you can set your position based on a wireless number or an account number. For Company and Reporting Structures, you can set your position based on a wireless number or a folder. Memo Bills will only be distributed to the wireless numbers associated with the position that you've set.

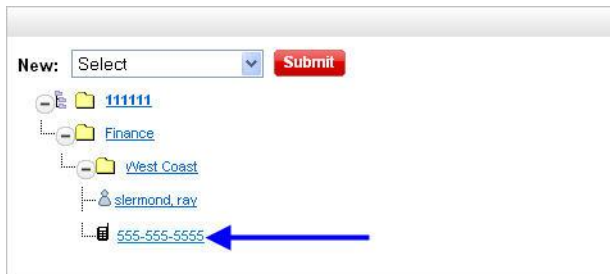
Note: a Memo Bill can only be sent to wireless numbers that have an email address assigned to them. In addition to the primary email address assigned to each wireless number, you can associate up to five additional email addresses to be copied when the Memo Bill is distributed.

To view/manage the email addresses assigned to a wireless number:

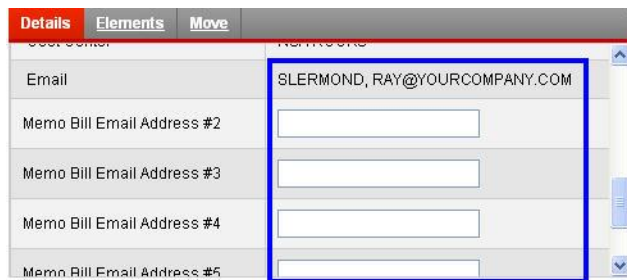
1. Click on the **"Reports"** tab and select **"Structures"**.



2. Search for the wireless number in the structure pane. Click on the desired wireless number.



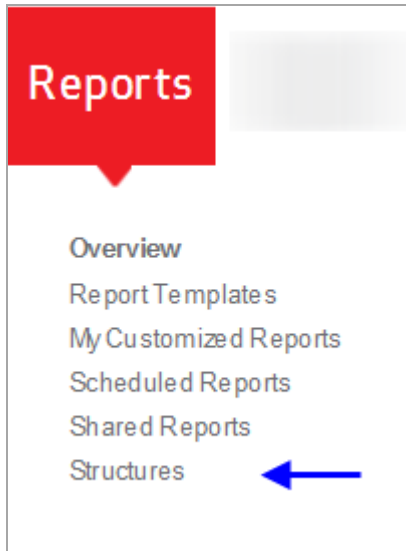
3. Scroll down in the right-hand "Details" pane to see the email address(es) assigned to that wireless number.



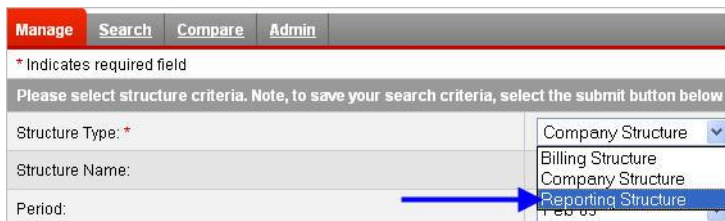
- From here you can enter up to five additional email addresses (one per each field) in the available “Memo Bill Email Address” fields. Note: you may also upload multiple Memo Bill email addresses using the User Attribute Upload tool, located in the “Account Maintenance” tab.

To distribute a Memo Bill:

- Click on the “Reports” tab and select “Structures”.



- In the “Structure Type” dropdown, select the desired structure to be used in the Memo Bill distribution process.



3. Select the specific structure from the “**Structure Name**” dropdown, and set the period for the Memo Bill data from the “**Period**” dropdown.

Manage Search Compare Admin

Manage

* Indicates required field

Please select structure criteria. Note, to save your search criteria, select the submit button below

Structure Type: * Reporting Structure

Structure Name: 111111

Period: Dec-08

4. To determine who receives the Memo Bill, you must set the position. To set the position, click on the account number, wireless number, folder, etc. Note: These differ based on which structure type you selected.

New: Select Submit

111111

Finance

West Coast

5. Click the "**Memo Bill Distribution**" button.

Structure: 111111 Position: Finance

Manage Search Compare Admin

* Indicates required field

Please select structure criteria. Note, to save your search criteria, select the submit button below

Structure Type: *	Reporting Structure
Structure Name:	111111
Period:	Dec-08
Element:	Select
Status:	Select
Attribute:	Select
Keyword:	
Search Scope	<input type="radio"/> Entire Structure <input checked="" type="radio"/> From Current Location

Memo Bill Distribution Submit Reset

6. Customize the subject line and email message if desired (a default is provided for both).

Manage Search Compare Admin

Memo Bill Distribution

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

Subject Line Nov Invoice

Memo Bill Message (max 600 characters) Please release for payment to A/P by 12/15...

Please ensure e-mail addresses are associated to all phones within the structure

Distribute

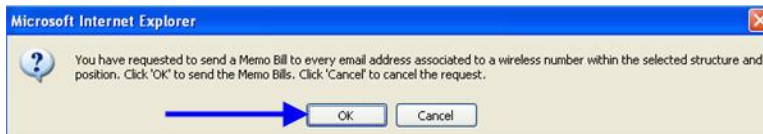
7. Click the “Distribute” button.



- If you are sending a Memo Bill to a single user, you will see a confirmation message that the Memo Bill will be distributed. Click on the "OK" button.



Note: if you are sending a Memo Bill to multiple users, a pop-up will appear asking you to confirm if you want to send the Memo Bill to every email address associated to a wireless number within the selected structure position. Click "OK" to send or "Cancel" to cancel the request.



Raw Data Download

Note: Refer to the “**How to Use Guide: Raw Data Download**”, in the “**Support**” tab, for detailed information and steps regarding RDD.

Export of all monthly statements delivered in a .zip file with four individual .txt files included that can be used with your company’s internal system (e.g., Microsoft Excel or Access, etc).

The include files are:

- Account & Wireless Summary
- Account Summary
- Account & Wireless Charges Detail Summary Usage
- Wireless Usage Detail

This report is not available automatically. To begin receiving RDD, a company “**Administrator**” must request to begin using RDD. This request only needs to be made one time, and must be made by the 9th of the month in order to receive your first batch by the 15th of that month. The files will be available, on an ongoing basis, by the 15th of each month as long as your company has billing statements available.