



How to Use Guide: Advanced Reporting

(Last updated 12/28/2011)

Overview

With My Business Account reporting tool, you can create reporting structures that are unique to your company to better assist you in managing your wireless program costs. With the new "Reports" tab, you will be able to look at the statement information in a more meaningful way rather than based on Verizon Wireless billing structures. This guide will explain how to use the advanced reporting functionality on the Reports tab.

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Reports Tab Overview

The Reports tab is made up of the six sections listed below:

The screenshot displays the Verizon Wireless Reports Tab interface, organized into six numbered sections:

- 1. Report Templates:** Contains three categories: Charges Reports (with a 'View' button), Usage Reports (with a 'View' button), and Other Reports (with a 'View' button). A 'View All' link is at the bottom.
- 2. My Customized Reports:** Features a 'Build Your Own Report' button and a list of reports including 'Additional Chrgs - resorted', 'customized', 'Device saved report', and 'Usage', with a 'More' link.
- 3. Shared Reports:** Shows reports shared by other users, including 'Additional Chrgs - resorted', 'customized', 'Device saved report', 'Usage', and a 'More' link.
- 4. Favorite Reports:** Lists 'Your frequently accessed reports' with a table of report names: 'Additional Charges', 'Airtime Charges Detail', 'Airtime Charges Summary', 'Memo Bill Distribution Status', and 'Overview of Lines'.
- 5. Scheduled Reports:** Lists 'Scheduled Reports' with a table of report names: 'Additional Chrgs WK', 'call detail report', 'grand total', 'Roaming', and 'RHH Usage', with a 'More' link.
- 6. Structures:** Explains that 'Structures allows you to organize accounts based on the way your company is set up, for example, by department, cost center, or geography' and includes a 'Go to Structures' link.

- 1. Report Templates**

These are reports that have already been created to return commonly requested information about charges, usage and other account data.
- 2. My Customized Reports**

These are the customized reports you have created and use the most. Here you can access previously created reports or design a new report.
- 3. Shared Reports**

These are reports that have been created and shared by others in your company. You can use these reports rather than having to create a new one.
- 4. Favorite Reports**

These are the reports you use most frequently. It will contain a list of the top five reports you use.
- 5. Scheduled Reports**

These are reports you have scheduled to run in the future or as a recurring report. It is a list of upcoming reports to be run.
- 6. Structures**

This section allows you to manage the structures of your account.



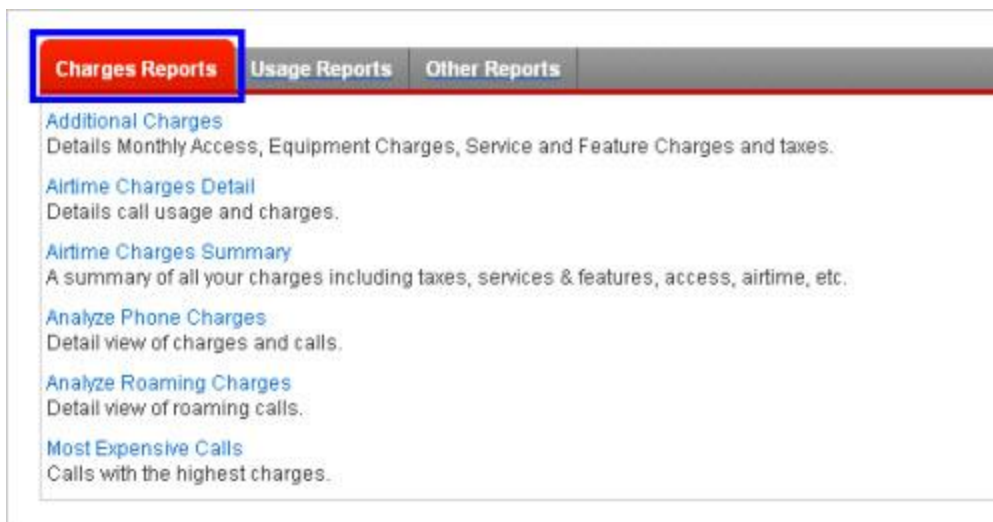
Report Templates Page Overview

The Report Templates tab gives you the option to run two primary types of reports: Charges and Usage. You can also run Other reports, which cover various topics not associated with charges and usage, such as devices, users, structures, etc.



Charges Reports

Charges reports allow you view information about various types of charges to the account. The following charges reports are available, along with an explanation of what information is displayed.



Notes:

- Reports under the Charges Report section will not match your Paper Bill. Account level Charges and Credit are not included. The amounts displayed on these Standard Reports will match the paper bill at the wireless number level only. For a report that matches your



Paper Bill, use the Global Report section.

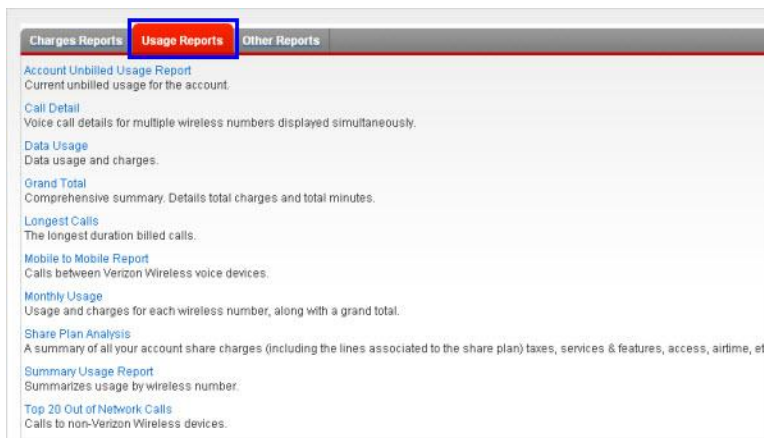
- When viewing these online reports, you can mouse-over a column heading to view the charges associated with that specific column. Tool tips will also be available.
- In these reports you will only be able to view the accounts and lines you are assigned.
- A wireless number will not display on a report if it has been disconnected or reassigned to a different account. You must have root access to see disconnected numbers.

Reports available:

- **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** – A detailed view of charges and calls.
- **Analyze Roaming Charges** – A detailed view of roaming calls.
- **Most Expensive Calls** – A list of calls with the highest charges.

Usage Reports

Usage reports allow you to access different combinations of information regarding usage on the account. The following usage reports are available, along with an explanation of what information is displayed.





Reports available:

- **Account Unbilled Usage Report** – Shows unbilled usage at the account level.
- **Call Detail** – Shows call details for multiple mobile numbers displayed simultaneously.
- **Data Usage** – Shows data usage and charges.
- **Grand Total** – Shows a comprehensive summary page with aggregate total charges and total minutes, based on what you selected for the report.
- **Longest Calls** – Shows billed calls with the longest duration.
- **Mobile to Mobile Report** – Shows calls between Verizon Wireless mobile devices.
- **Monthly Usage** – Shows usage and charges for each mobile number, along with a grand total.
- **SharePlan Analysis** – Shows a summary of all your account share charges (including the lines associated to the SharePlan), taxes, services and features, access, airtime, etc
- **Summary Usage Report** – Shows usage summaries sorted by mobile number.
- **Top 20 Out of Network Calls** – Shows suspended mobile numbers sorted by number, name, cost-center or suspension date.



Other Reports

These reports return information on various topics not associated with charges and usage. The following other reports are available, along with an explanation of what information is displayed.

Report Templates

[Charges Reports](#) | [Usage Reports](#) | **[Other Reports](#)**

- [Active Features Report](#)
List of all features currently on your lines of service
- [Billing Structure](#)
Your company's My Business users, and their access within the portal structures.
- [Business Account Analysis](#)
View a summary of your company's discounts and the amount of money saved, upgrade status, and overage charges.
- [Company Users](#)
Your company's My Business users, and their permissions within the portal.
- [Customer Invoice Management Report](#)
A report with your own defined hierarchy.
- [De-Activated Phones](#)
Wireless numbers which have been deactivated.
- [Device Report](#)
Comprehensive summary of devices and upgrade eligibility data.
- [EDP Report](#)
Enterprise Data Pooling.
- [Friends & Family Calling Lists](#)
Phone numbers can that be called as part of the Friends & Family program
- [Global Summary](#)
Comprehensive view of all charges for a selected billing period.
- [IBAS Archives](#)
Archived IBAS Reports.
- [Memo Bill](#)
Charges and usage detail for one specific wireless number.
- [Memo Bill Distribution Status Report](#)
Indicates if Memo Bill distribution was successful or not.
- [Raw Data Download](#)
Holistic report containing all monthly statement data.
- [Suspended MTN Report](#)
Wireless numbers currently suspended.
- [View Structure](#)
View the account numbers and wireless numbers in a selected structure.

Reports available:

- **Active Features Report** – Shows all features currently on your lines of service.
- **Billing Structure** – Shows your company's My Business Account users and their access within the portal structures.
- **Business Account Analysis Report** – Shows a consolidated summary of your company's discounts and the amount of money saved, upgrade status and overage charges.
- **Company Users** – Shows your company's My Business Account users and their permissions within the portal.
- **Customer Invoice Management Report** – Shows a report with your own defined hierarchy.
- **Deactivated Phones** – Shows mobile numbers which have been deactivated.
- **Device Report** – Shows a comprehensive summary of devices and upgrade eligibility data.



- **EDP Report** – Shows total shared allowance versus used allowance for enterprise data pooling.
- **Friends & Family® Calling Lists** – Shows phone numbers that can be called as part of the Friends & Family program.
- **Global Summary** – Shows a comprehensive summary page, showing aggregate total charges and total minutes, based on what you selected for the report.
- **IBAS Archives** – Shows a report that appears dynamically only for those companies who were previously using the IBAS online bill and reporting presentment system. Archived IBAS Reports are provided in two formats: Memo Bill and Grand Total.
- **Memo Bill** – Shows statements for individual mobile numbers, including call detail.
- **Memo Bill Distribution Status Report** – Shows whether or not a Memo Bill distribution was successful.
- **Raw Data Download (RDD)** – Provides an export of all monthly statements, delivered in a ZIP file with four individual TXT files included. These files can be used with your company's internal systems (e.g., Microsoft® Excel®, Access®, etc.). RDD is an enterprise view of accounts and mobile numbers.

Note: If your company would like to receive monthly RDD files, a company administrator should submit a request for it. 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. For steps on requesting monthly RDD files, refer to the [Request monthly RDD files](#) section in the How to Use Guide: Raw Data Download.

- **Suspended MTN Report** – Shows suspended mobile numbers sorted by number, name, cost-center or suspension date.
- **View Structure** – Shows the reporting structure reflecting the levels of the hierarchy, including folders and mobile numbers.



My Customized Reports Page Overview

From the My Customized Reports page, you can create a new custom report, and manage existing ones. You can create a custom report for your own use or you can share it--making it available to your other company users.

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](#)

Results 1 - 10 of 16 [1](#) [2](#) [Next](#)

<input type="checkbox"/>	Report Name	View Fields	Date Modified	Structure	Next Run Date	Shared
<input type="checkbox"/>	Additional Chrgs - reposed Ray's versio... More	View Fields	02-21-2011	722272813-00001	03-09-2011	Yes
<input type="checkbox"/>	csh detail recurring	View Fields	02-23-2011	Default	03-05-2011	Yes
<input type="checkbox"/>	Custom_Bld Picture contract dev... More	View Fields	02-22-2011	Default		Yes
<input type="checkbox"/>	customized changes summ... More	View Fields	02-17-2011	Default	03-01-2011	Yes
<input type="checkbox"/>	customized mobile to mobile scheduled	View Fields	02-24-2011	Default		No
<input type="checkbox"/>	Device Customized	View Fields	02-18-2011	Default	03-09-2011	Yes
<input type="checkbox"/>	MR_2-SHCTest1 test report... More	View Fields	02-21-2011	Default	02-28-2011	Yes
<input type="checkbox"/>	noncal airtime noncal	View Fields	02-22-2011	Default	02-27-2011	Yes
<input type="checkbox"/>	noncal Test Additional M... More	View Fields	02-22-2011	Default	02-28-2011	No
<input type="checkbox"/>	R001L0000 Voice and Da... More	View Fields	02-23-2011	Default		Yes

Results 1 - 10 of 16 [1](#) [2](#) [Next](#)

Shared Reports Page Overview

The Shared Reports page allows you to view reports that have been created by other members of your company.

Anyone with access can edit a shared report, but it will only impact their own view. However, if the owner edits the report, it impacts everyone's view.

Note: The Primary Contact on the account has the ability to delete reports they do not want shared.

Shared reports

View reports other company users are currently sharing.

Results 1 - 3 of 3

Report Name	View Fields	Owner	Date Modified
Report Test	View Fields		02-15-2011
R5039- R5039-	View Fields	Smith, Jane	02-21-2011
WEST	View Fields		02-21-2011

Results 1 - 3 of 3



Scheduled Reports Page Overview

A scheduled report is one that has been set up to automatically run at a specified time. From the Scheduled Reports page you can access and manage your scheduled reports.

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](#) [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](#) [3](#) [Next](#)

<input type="checkbox"/>	Report Name	Last Run Date	Next Run Date	Structure	Recurrence Status	End Recurrence Date
<input type="checkbox"/>	Additional Chgs. vs Additional C... More	02-21-2011		Default	One Time	02-21-2011
<input type="checkbox"/>	Ar 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"/>	alred analyze phone charges test		03-04-2011	Default	One Time	03-31-2011
<input type="checkbox"/>	Alred Roaming report test	02-16-2011	03-19-2011	Default	Ongoing	
<input type="checkbox"/>	call detail recurring		03-05-2011	Default	See Date	04-08-2011
<input type="checkbox"/>	call detail report scheduled	02-23-2011		Default	One Time	02-23-2011
<input type="checkbox"/>	CIT recurring		03-10-2011	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

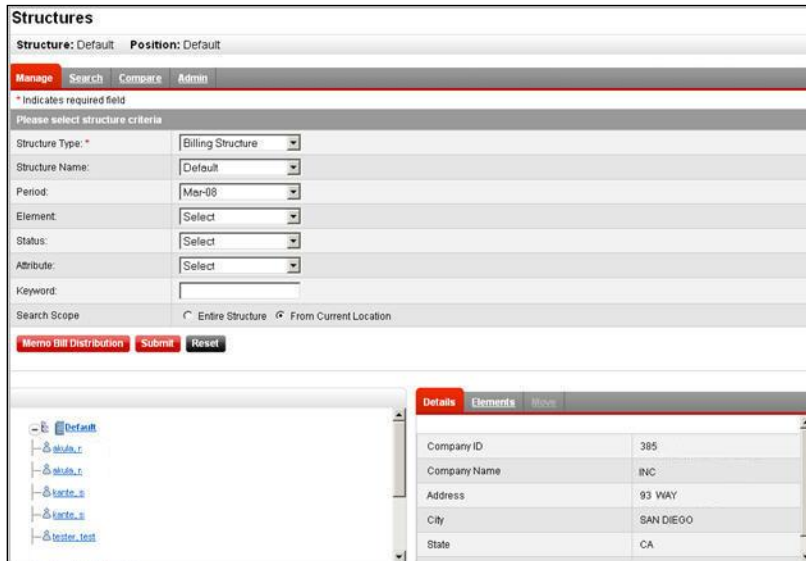
Results 1 - 10 of 27 [1](#) [2](#) [3](#) [Next](#)

Structures Page Overview





The Structures tab has several sub tabs, including Manage, Search, Compare and Admin. When you click on the Structures tab, you will be taken to the Manage tab.

Manage Tab

The top part of the Manage tab is used for the search query; the bottom part displays the search results.



Once you select query elements, informational icons about the account will be displayed in the lower left hand corner of the screen:

-  Structure icon – Represents your company
-  Person icon – Represents the end user
-  Account icon – Represents the billing account
-  Phone icon – Represents the wireless number



The lower right hand corner has several sub tab options available:

- **Details:** Provides information about the reporting, company, or billing structure based on what was selected in the lower left hand pane.
- **Elements:** Attributes of the elements based on the query from above, including wireless numbers or billing accounts.



- **Move:** Allows you to move wireless numbers and folders from within the same custom reporting structure. This option is not available for billing structures or company structures. The tab will be grayed out when the option is not available.



Search Tab

The Search tab has the exact same query form as the Manage tab and is helpful in finding specific information about your wireless accounts. However, the Search tab allows you to bring back additional elements for further sorting that the Manage tab does not provide.

Structures
Structure: Default Position: 662223793-00004

Manage Search Compare Admin

* Indicates required field
Please select structure criteria

Structure Type: Billing Structure
Structure Name: Default
Period: Mar-08
Element: Select
Status: Select
Attribute: Select
Keyword:
Search Scope: Entire Structure From Current Location

Submit Reset

Compare Tab

The Compare tab is used to compare the same structure against two different time periods.

Structures
Structure: Default Position: 662223793-00004

Manage Search Compare Admin

Structure Type: Billing Structure
Structure Name: Default
Period 1: Mar-08
Period 2: Mar-08

Submit Reset



Admin Tab

The Admin tab is the start point for setting up, using and publishing a reporting structure. Additional sub tabs appear on the Admin tab, including:

- **Create:** The starting point for building new structures
- **Copy:** Copy an existing structure
- **Import:** Import a reporting structure in .XML or .CSV format
- **Publish:** Once you create a reporting structure, you must publish it to be able to run reports on it. Publishing a reporting structure applies it to the month you designate, so you can have different looks of the same structure month over month.
- **Download:** Download or save a reporting structure in .XML or .CSV format
- **Expire:** If you don't need to run a report on a reporting structure anymore, you can expire it so it will no longer run automatically.
- **Delete:** For reporting structures that are no longer needed, use the delete option to remove them.

Structures
Structure: Default Position: 662223793-00004

Manage Search Compare **Admin**

Create | Copy | Import | Publish | Download | Expire | Delete

* Indicates required field

Structure Type:* Reporting Structure

Structure Name:*

Description:

Submit Reset

There are several query elements that appear on these sub tabs.

1. **Structure Type**
 - a. Company: Organized by accounts or mobile numbers for viewing charges based on specific criteria such as department, cost center, or geography.
 - b. Billing: The Verizon Wireless billing account to wireless number relationship.
 - c. Reporting: User-defined hierarchy to make it more meaningful for the way companies do business. Lines of service are organized into folders allowing you to run advanced reports based on costs.
2. **Structure Name:** The name you assign to a structure you create.



3. **Period:** The date range, broken down by month
4. **Search Scope**
 - a. Entire structure: The search WON'T narrow your results based on the selection made in the lower panes of the page.
 - b. Current location: The search WILL narrow your results based on the selection made in the lower panes of the page.
5. **Element:** Run a search based on any of the following:
 - a. Account number
 - b. Company
 - c. Wireless number
 - d. User
6. **Status**
 - a. Assigned: Wireless numbers assigned to the reporting structure.
 - b. Unassigned: Wireless numbers that aren't assigned to the reporting structure.
7. **Attribute:** Dynamic based on the element. If the element is a wireless number, then the attributes are dynamic based on that number (e.g., name of the user). If you change the element to an account number, the attributes are specific to the account number.
8. **Keyword:** Open text field where you can enter a search term to help limit results.
 - a. **Note:** Wild cards are allowed (*) for partial searches. For example, if you want to pull up 908 area codes, you would enter 908*.

Structures	
Structure: Default	Position: 662223793-00004
Manage	Search
Compare	Admin
* Indicates required field	
Please select structure criteria	
Structure Type: *	Billing Structure
Structure Name:	Default
Period:	Mar-08
Element:	Select
Status:	Select
Attribute:	Select
Keyword:	
Search Scope	<input type="radio"/> Entire Structure <input checked="" type="radio"/> From Current Location
Submit	Reset



Note: You can always be sure you are working in the correct structure by looking at the structure and position information underneath the Reports tab header.

Structures

Structure: Default Position: 662223793-00004

Manage Search Compare Admin

* Indicates required field

Please select structure criteria

Structure Type: * Billing Structure

Structure Name: Default

Period: Mar-08

Element: Select

Status: Select

Attribute: Select

Keyword:

Search Scope Entire Structure From Current Location

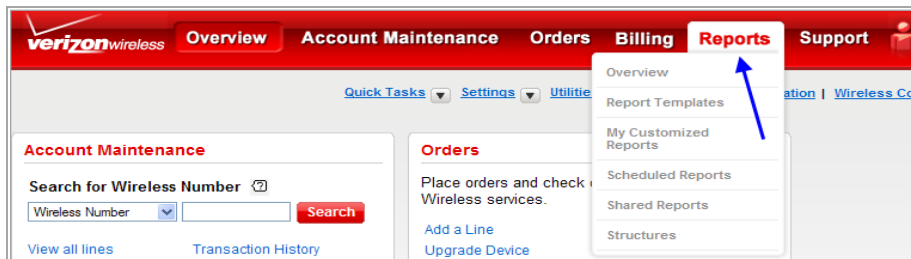
Submit Reset

Reporting How To's

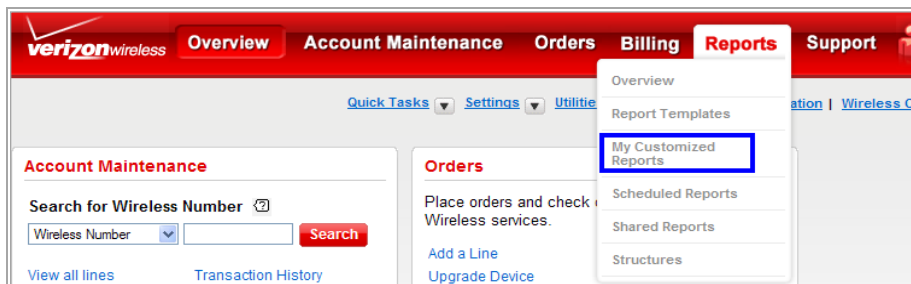
Build Your Own Report

Purpose: Build the foundation to create your own custom report defined with the data you need.

1. Hover your mouse over the "Reports" tab.



2. Select "My Customized Reports" from the drop down menu.





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

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.ERIE_COUNTY.Position Results 1 - 5 of 5

Report Name	Date Modified	Structure	Next Run Date	Shared
<input type="checkbox"/> 85039-02-21-2011a 85039-02-21-...More 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 type="checkbox"/> Test Report Test Report View Fields	02-11-2011	Default		No
<input type="checkbox"/> Test Report 020811 Additional C...More View Fields	02-10-2011	Default	03-10-2011	No
<input type="checkbox"/> WEST TEST Pg 4 UAT View Fields	02-21-2011	Default	02-28-2011	Yes

Results 1 - 5 of 5

- 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."**

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: Overview of Lines **Refresh**

View By: Overview of Lines

- Usage & Charges Summary Details
- Usage Details
- Purchase Activity
- Account Summary

All Available

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: Overview of Lines **Refresh**

View By: Summary By Item

- Summary By Item
- Summary By Wireless Number
- Summary By Account Number
- Summary By Cost Center
- Summary By Billing Cycle Date
- Summary By Structure Node
- Summary By User ID
- Summary By User Name

All Available

- + Global
- + Order Amount
- + 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

Add > **< Remove**



- 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.”

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

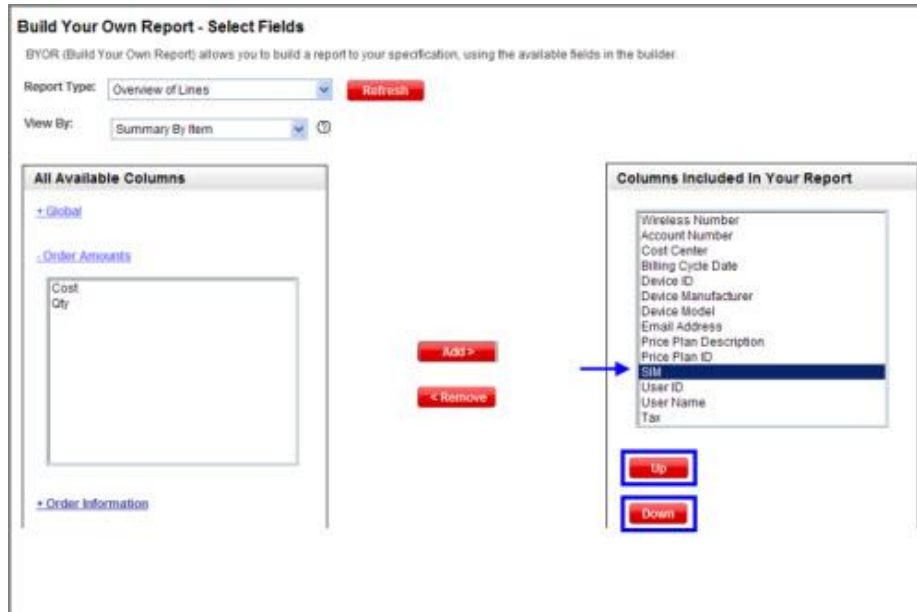
- Order Amounts

Cost
Qty
Tax

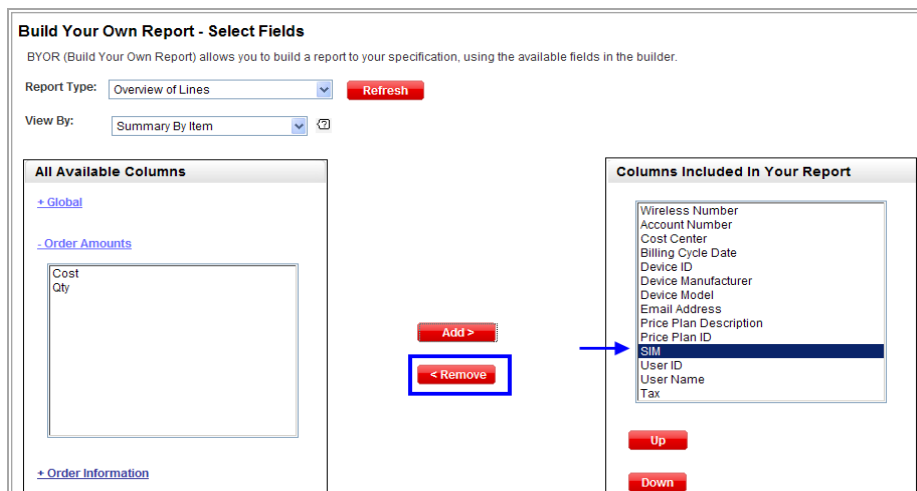
Columns Included In Your Report

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

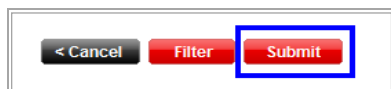
- On the right side, the column order can be rearranged by highlighting and clicking the “Up” or “Down” buttons.



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



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





10. On the next page, select “**Save Report.**”

11. 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.

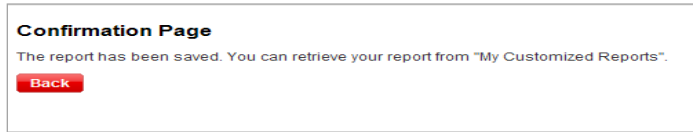
12. Elect to run this report once, or schedule the report to recur on a specific date and duration. Enter the email address you would like the notice sent to when your report is ready.

Note: If you do not retrieve your report within 15 days of notice, the report will automatically purge.

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



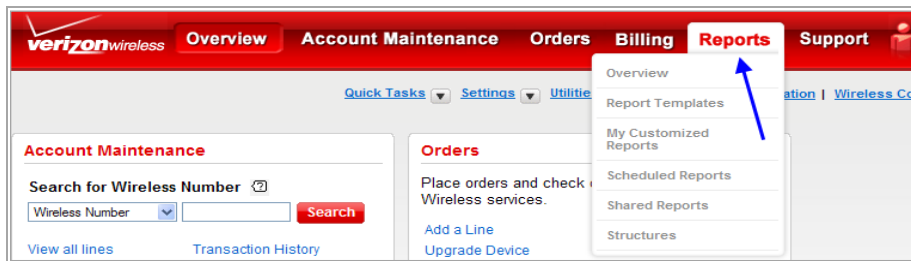
14. Your custom report has been successfully saved. It can now be accessed by going back to the My Customized Reports page and locating your uniquely named report.



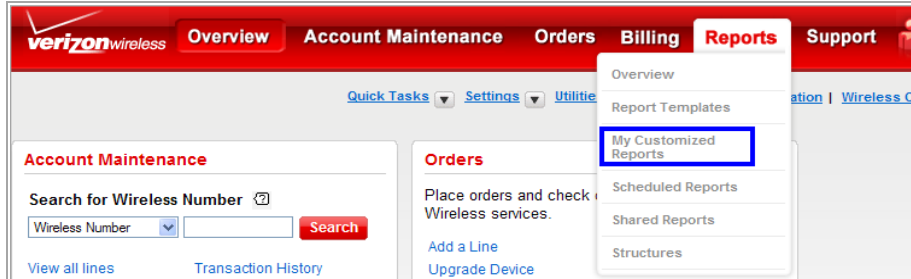
View custom reports

Purpose: Review custom reports you have created

1. Hover your mouse over the "Reports" tab.



2. Select "My Customized Reports" from the drop down menu.



3. From the My Customized Reports page, you can view the report, date modified, the structure, next run date and if the report is being shared.

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](#)

Results 1 - 6 of 6

	Report Name		Date Modified	Structure	Next Run Date	Shared
<input 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 type="checkbox"/>	Test Report Test	View Fields	02-11-2011	Default		No
<input type="checkbox"/>	Test	View Fields	02-10-2011	Default	03-10-2011	No
<input type="checkbox"/>	Test Test	View Fields	02-23-2011	Default		No
<input type="checkbox"/>		View Fields	02-28-2011	Default		Yes

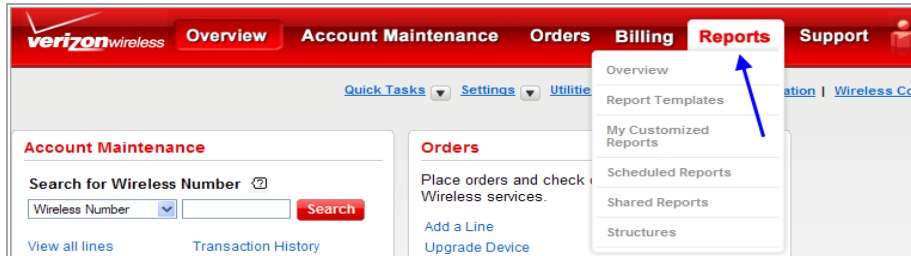
Results 1 - 6 of 6



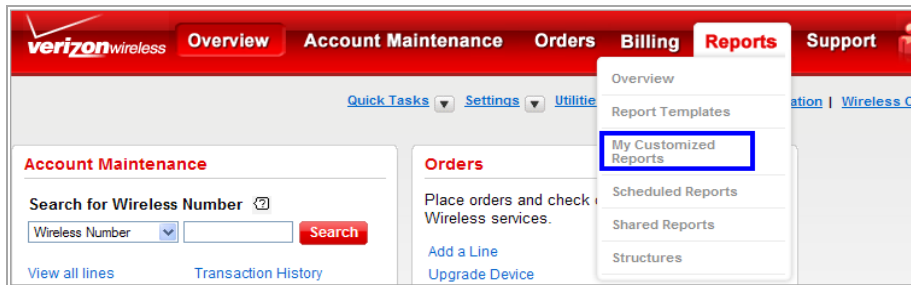
Delete a custom report

Purpose: Remove custom reports you have created

1. Hover your mouse over the “Reports” tab.



2. Select “My Customized Reports” from the drop down menu.



3. 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.

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

Results 1 - 6 of 6

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



Build a reporting structure

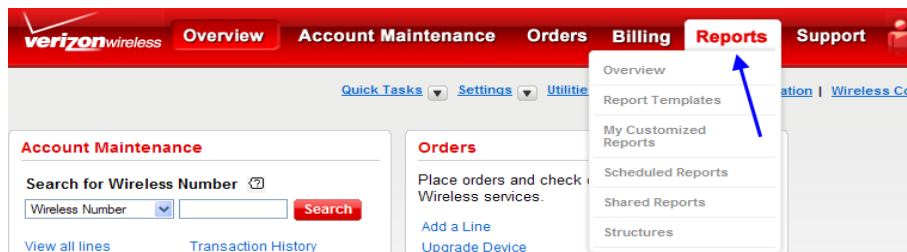
Note: The first time you use the Reports tab, you will most likely want to complete all the steps noted for the next 4 sections:

1. Create the structure
2. Add folders
3. Assign wireless numbers to folders
4. Publish the structure

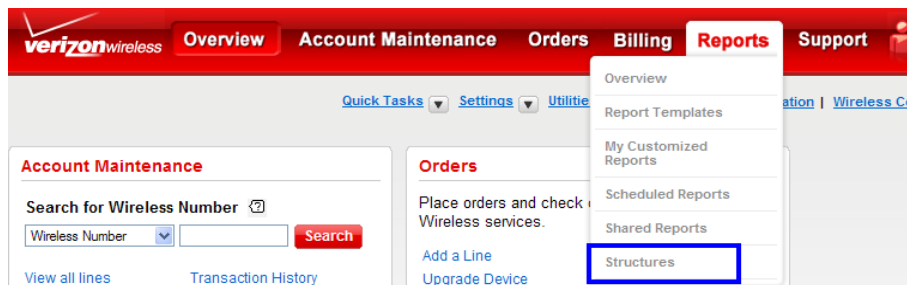
Create the structure

Purpose: Build the foundation to create your company's unique reporting structure within My Business Account to better help you manage your wireless accounts.

1. Hover your mouse over the “Reports” tab.



2. Click on the “Structures” tab.





3. Click the “Admin” tab.

Structures

Structure: Default Position: 662223793-00004

Manage Search Compare **Admin**

* Indicates required field

Please select structure criteria

Structure Type: *	Billing Structure
Structure Name:	Default
Period:	Mar-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

4. Enter a name and description for the structure and click “Submit.”

Structures

Structure: Default Position: 662223793-00004

Manage Search Compare **Admin**

Create | Copy | Import | Publish | Download | Expire | Delete

* Indicates required field

Structure Type: *	Reporting Structure
Structure Name: *	Marketing Structure
Description:	Marketing

Submit Reset



5. Navigate to the “**Manage**” tab.

The screenshot shows the 'Structures' page. At the top, it displays 'Structure: Default' and 'Position: 662223793-00004'. Below this is a navigation bar with tabs: 'Manage', 'Search', 'Compare', and 'Admin'. The 'Manage' tab is highlighted with a blue arrow. Underneath the tabs are links for 'Create', 'Copy', 'Import', 'Publish', 'Download', 'Expire', and 'Delete'. A note states '* Indicates required field'. The form contains three fields: 'Structure Type:' with a dropdown menu set to 'Reporting Structure', 'Structure Name:' with the text 'Marketing Structure', and 'Description:' with the text 'Marketing'. At the bottom are 'Submit' and 'Reset' buttons.

6. Choose “**Reporting Structure**” in Structure Type and select the name of the structure just created.

Note: You can always be sure you are working in the correct structure by looking at the structure and position information underneath the Reports tab header.

This screenshot is identical to the previous one, but a blue rectangular box highlights the 'Structure: Default' and 'Position: 662223793-00004' information at the top of the page.

Add folders to a reporting structure

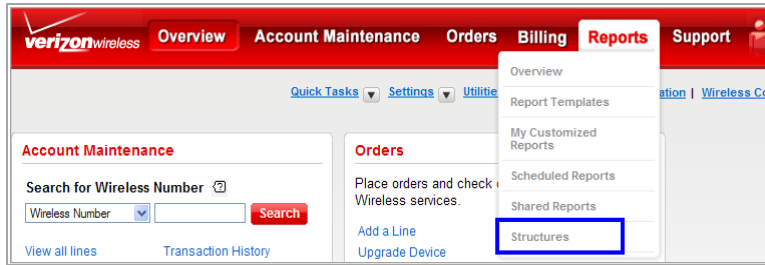
Purpose: To add levels to your reporting structure, you must organize it into folders.

1. Hover your mouse over the “**Reports**” tab.

The screenshot shows the Verizon Wireless main navigation menu. The 'Reports' tab is highlighted in red, and its dropdown menu is open, showing options: 'Overview', 'Report Templates', 'My Customized Reports', 'Scheduled Reports', 'Shared Reports', and 'Structures'. A blue arrow points to the 'Reports' tab. Below the navigation bar are sections for 'Account Maintenance' (with a search box for 'Wireless Number'), 'Orders' (with links for 'Add a Line' and 'Upgrade Device'), and 'Support'.



2. Click on the **“Structures”** tab.



3. In the lower left hand corner drop down, select **“Folder”** and click **“Submit.”**



4. Enter a **folder name, ID and description.**

Note: Each folder must have a unique name and ID, and none of the three fields can contain special characters like dashes or apostrophes. The folder ID can be a number or text, and can be the same as the folder name, but the ID has to be unique to the structure.



5. Click **“Submit.”**





6. Create as many folders as needed.

Note: Be conscious of the location you're in when you create the folders to ensure you create them in the correct reporting structure. Look at the location in the upper right hand corner.

Structures

Structure: Marketing Structure Position: Marketing Structure

Manage Search Compare Admin

* Indicates required field

Please select structure criteria

Structure Type: * Reporting Structure

Structure Name: Marketing Structure

Period: Unpublished

Element: Select

Status: Select

Attribute: Select

Keyword:

Search Scope Entire Structure From Current Location

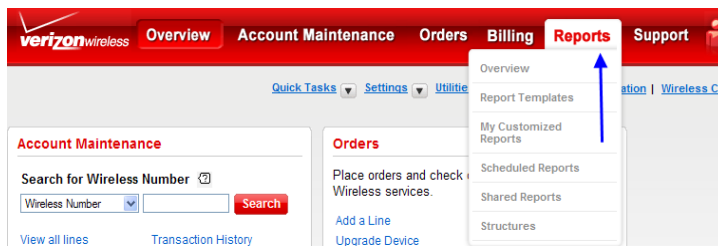
Memo Bill Distribution Submit Reset

Assign wireless numbers to folders

Purpose: 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. You can either assign numbers one at a time, or by doing a bulk upload.

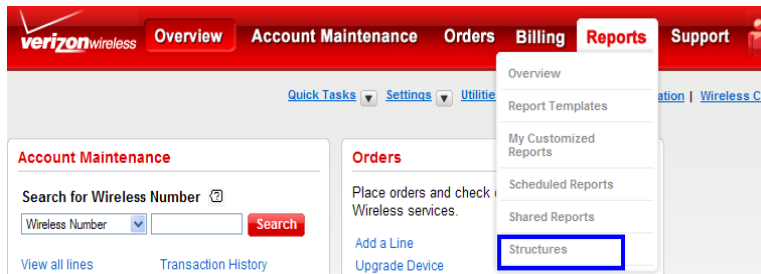
Note: You can only assign wireless numbers to reporting structures.

1. Hover your mouse over the “Reports” tab.





2. Click on the “Structures” tab.

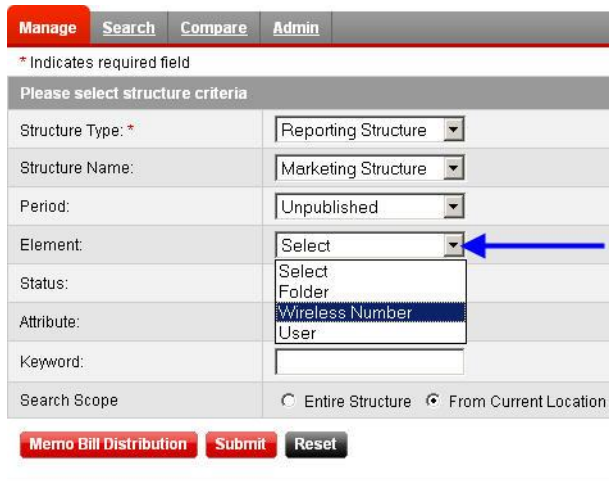


3. In the lower left hand corner, click on the folder where you want to assign a number.



Note: The folder will be highlighted.

4. In the top half of the page, choose “Wireless Number” in the Element dropdown list.





5. Choose “Unassigned” as the Status.

Manage Search Compare Admin

* Indicates required field

Please select structure criteria

Structure Type: *	Reporting Structure
Structure Name:	Marketing Structure
Period:	Unpublished
Element:	Wireless Number
Status:	Select
Attribute:	Select
Keyword:	Unassigned
Search Scope	<input type="radio"/> Entire Structure <input checked="" type="radio"/> From Current Location

Memo Bill Distribution Submit Reset

6. Click “Submit.”

Manage Search Compare Admin

* Indicates required field

Please select structure criteria

Structure Type: *	Reporting Structure
Structure Name:	Marketing Structure
Period:	Unpublished
Element:	Wireless Number
Status:	Unassigned
Attribute:	Select
Keyword:	
Search Scope	<input type="radio"/> Entire Structure <input checked="" type="radio"/> From Current Location

Memo Bill Distribution Submit Reset

7. You will now see a list of all unassigned wireless numbers in the lower right hand corner. **Check the boxes** next to each number you want to assign.

Note: You can also click the top box to select all. This will select every wireless number (not just the ones visible in the pane) based on your selection.

	Wireless Number	Location
<input type="checkbox"/>	000-000-3409	Unassigned
<input type="checkbox"/>	555-555-5555	Unassigned
<input type="checkbox"/>	000-000-9874	Unassigned

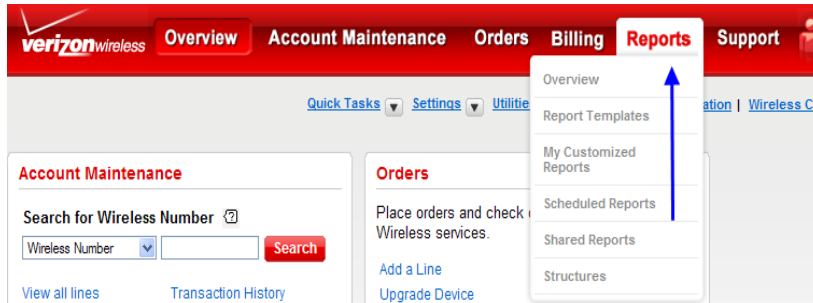
8. Click “Add.”



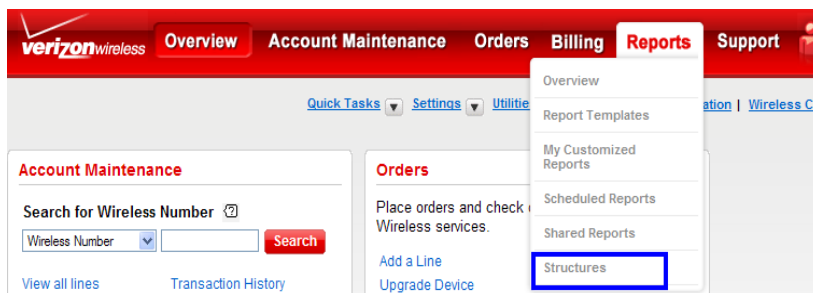
Publish the structure

Purpose: In order to use a new reporting structure, you must first publish it. Publishing a reporting structure applies it to the month you designate, so you can have different looks of the same structure month over month.

1. Hover your mouse over the “**Reports**” tab.



2. Click on the “**Structures**” tab.



3. Click on the “**Admin**” tab.

Structures

Structure: Marketing Structure Position: New Products

Manage Search Compare **Admin**

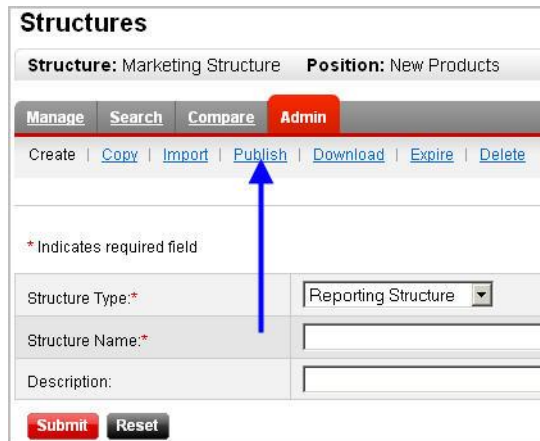
* Indicates required field

Please select structure criteria

Structure Type: *	Reporting Structure
Structure Name:	Marketing Structure
Period:	Unpublished
Element:	Wireless Number
Status:	Unassigned
Attribute:	Select
Keyword:	
Search Scope	<input type="radio"/> Entire Structure <input checked="" type="radio"/> From Current Location

Memo Bill Distribution **Submit** **Reset**

- Click on the **“Publish”** option.



Structures

Structure: Marketing Structure Position: New Products

Manage Search Compare **Admin**

Create | [Copy](#) | [Import](#) | [Publish](#) | [Download](#) | [Expire](#) | [Delete](#)

* Indicates required field

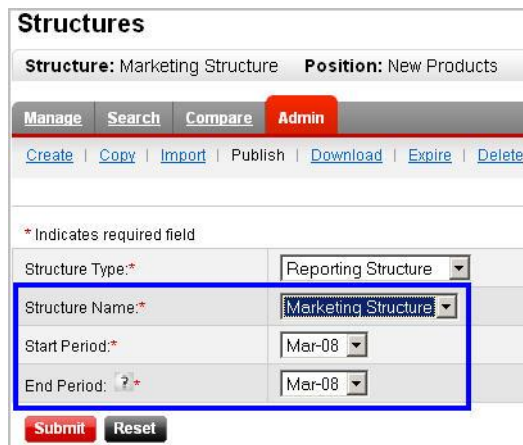
Structure Type:* Reporting Structure ▾

Structure Name:*

Description:

Submit **Reset**

- Choose the **reporting structure** you wish to publish and the **time period**.



Structures

Structure: Marketing Structure Position: New Products

Manage Search Compare **Admin**

[Create](#) | [Copy](#) | [Import](#) | [Publish](#) | [Download](#) | [Expire](#) | [Delete](#)

* Indicates required field

Structure Type:* Reporting Structure ▾

Structure Name:* Marketing Structure ▾

Start Period:* Mar-08 ▾

End Period: ?* Mar-08 ▾

Submit **Reset**

Note: If you want your reports to run automatically in the future, the end period should be the current month. For example, if you are running a report covering October through November and you want the report to auto-generate in December, the end period must be November.

- Click **“Submit.”**

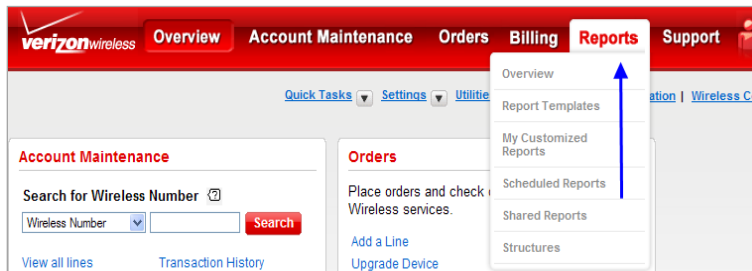


Manage a reporting structure

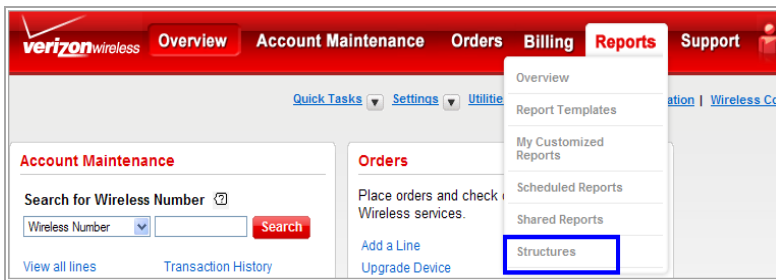
Move a reporting structure

Purpose: Move an element from one location of a structure to another.

1. Hover your mouse over the “**Reports**” tab.



2. Click on the “**Structures**” tab.



3. Under **Structure Type**, choose “**Reporting**.”

Structures

Structure: Marketing Structure Position: New Products

Manage Search Compare Admin

* Indicates required field

Please select structure criteria

Structure Type: *	Reporting Structure
Structure Name:	Billing Structure Company Structure Reporting Structure Unpublished
Period:	
Element:	Wireless Number
Status:	Unassigned
Attribute:	Select
Keyword:	
Search Scope	<input type="radio"/> Entire Structure <input checked="" type="radio"/> From Current Location

Memo Bill Distribution **Submit** **Reset**



4. Select the name of the **Reporting Structure** from the dropdown.

Structures

Structure: Marketing Structure Position: New Products

Manage Search Compare Admin

* Indicates required field

Please select structure criteria

Structure Type: *	Reporting Structure
Structure Name:	Marketing Structure
Period:	Unpublished
Element:	Wireless Number
Status:	Unassigned
Attribute:	Select
Keyword:	
Search Scope	<input type="radio"/> Entire Structure <input checked="" type="radio"/> From Current Location

Memo Bill Distribution **Submit** **Reset**

5. In the lower left hand corner, click on the **destination level** for the element.

New: [Select] **Submit**

- Marketing Structure
- New Products
- Promotions Group

Details Elements Move

Reset **Submit**

Folder Name	Marketing Structure
Folder Id	3859837_Marketing Structure
Description	

6. Click on the **“Move”** tab.

New: [Select] **Submit**

- Marketing Structure
- New Products
- Promotions Group

Details Elements **Move**

Reset **Submit**

Folder Name	Marketing Structure
Folder Id	3859837_Marketing Structure
Description	

7. In lower right corner, **select the element** you want to move by clicking the check boxes next to the item.

New: [Select] **Submit**

- Marketing Structure
- New Products
- Promotions Group

Details Elements **Move**

Reset **Submit**

<input checked="" type="checkbox"/>	Marketing Structure
<input type="checkbox"/>	New Products
<input type="checkbox"/>	Promotions Group

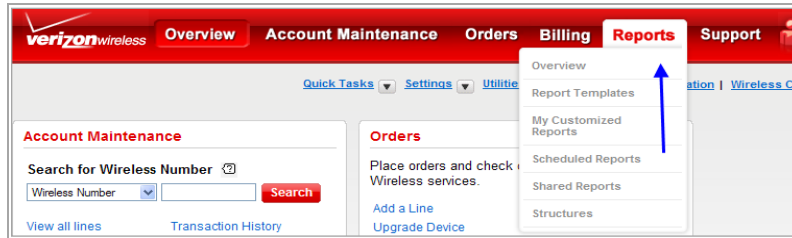
8. Click the **“Submit”** button.



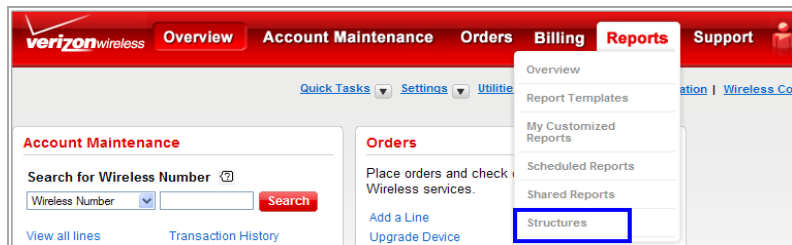
Copy a reporting structure

Purpose: Creates copy of entire structure into a brand new structure, which is helpful when building a new structure based on an old one.

1. Hover your mouse over the “**Reports**” tab.



2. Click on the “**Structures**” tab.



3. Click the “**Admin**” tab.

A screenshot of the Structures Admin page. At the top, it shows "Structure: Marketing Structure" and "Position: Marketing Structure". Below this is a navigation bar with tabs: Manage, Search, Compare, and Admin. The Admin tab is highlighted, and a blue arrow points to it. Below the navigation bar, there is a section titled "Please select structure criteria" with several dropdown menus: Structure Type: * (Reporting Structure), Structure Name: (Marketing Structure), Period: (Unpublished), Element: (Wireless Number), Status: (Unassigned), Attribute: (Select), and Keyword: (text input). At the bottom, there are radio buttons for Search Scope: Entire Structure and From Current Location (selected). Buttons for Memo Bill Distribution, Submit, and Reset are at the very bottom.

- Click on the **“Copy”** option.



Structures

Structure: Marketing Structure Position: Marketing Structure

Manage Search Compare Admin

Create | [Copy](#) | [Import](#) | [Publish](#) | [Download](#) | [Expire](#) | [Delete](#)

* Indicates required field

Structure Type:* Reporting Structure

Structure Name:*

Description:

Submit Reset

- Select the structure you want to make a copy of from the dropdown, and it is published, determine which monthly iteration you want to copy.



Structures

Structure: Marketing Structure Position: Marketing Structure

Manage Search Compare Admin

Create | Copy | [Import](#) | [Publish](#) | [Download](#) | [Expire](#) | [Delete](#)

* Indicates required field

Structure Type:* Reporting Structure

Structure Name:* STest

Period:* Mar-08

Submit Reset

- Click the **“Submit”** button.
 - Bottom half of page will display what is about to be copied.
- Click the **“Copy”** button.



Details

Structure Type: Reporting Structure

Structure Name: STest

Description:

Copy



8. Name the structure and provide a description.

9. Click “**Submit.**”

Import a reporting structure

Purpose: If you already have a reporting structure in a .csv or .xml file, you can make the changes offline and import it into My Business Account. 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](#) when creating a new reporting structure upload file. **Note:** This template is an .xls file; you will need to save the actual upload file as a .csv file.

Please note:

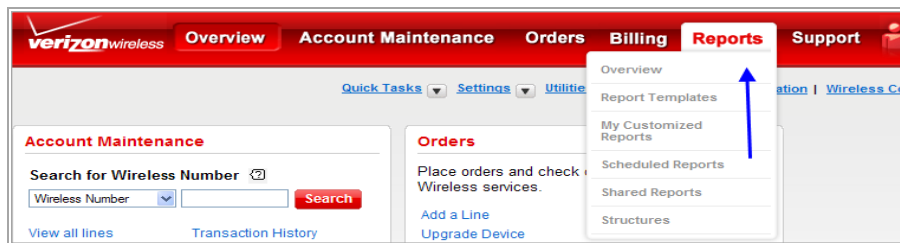
- Maximum amount of wireless numbers is 1000
- File must be in .csv or .xml format
- Maximum size for an upload is 2 MB
- An upload cannot be cancelled

Update an existing reporting structure file

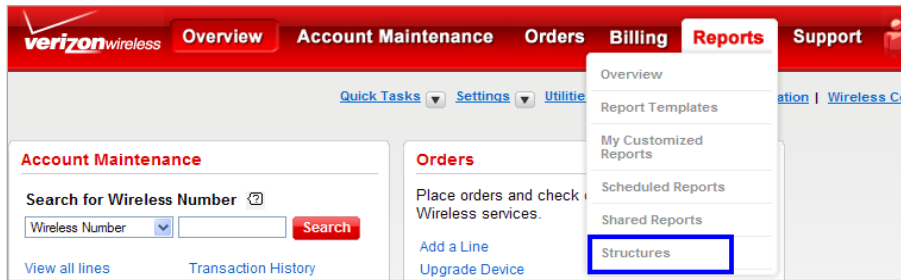
1. Download the existing reporting structure. See the “Download a reporting structure” section of this guide.
2. Make the necessary updates to the downloaded file. **Note:** In order to overwrite the old structure, the old and new file names must remain identical.
3. Import the file according to the steps below.

Import the reporting structure file

1. Hover your mouse over the “**Reports**” tab.



2. Click on the “**Structures**” tab.



3. Click the “Admin” tab.

Structures

Structure: Marketing Structure Position: Marketing Structure

Manage Search Compare **Admin**

* Indicates required field

Please select structure criteria

Structure Type: *	Reporting Structure
Structure Name:	Marketing Structure
Period:	Unpublished
Element:	Wireless Number
Status:	Unassigned
Attribute:	Select
Keyword:	
Search Scope	<input type="radio"/> Entire Structure <input checked="" type="radio"/> From Current Location

Memo Bill Distribution Submit Reset

4. Click on the “Import” option.

Structures

Structure: Marketing Structure Position: Marketing Structure

Manage Search Compare **Admin**

Create | Copy | **Import** | Publish | Download | Expire | Delete

* Indicates required field

Structure Type:*	Reporting Structure
Structure Name:*	
Description:	

Submit Reset



5. Click the **“Browse”** button to search your computer for the file.

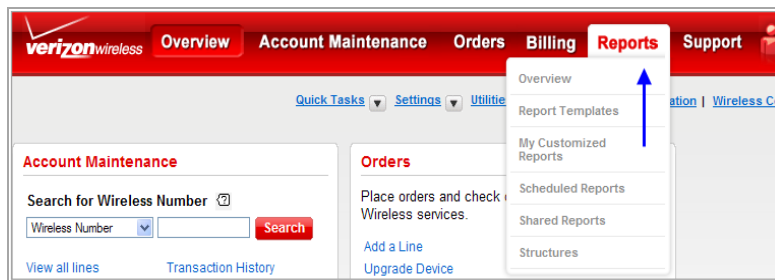
6. Choose the **start and end period** from the dropdowns.

7. Click **“Submit.”**

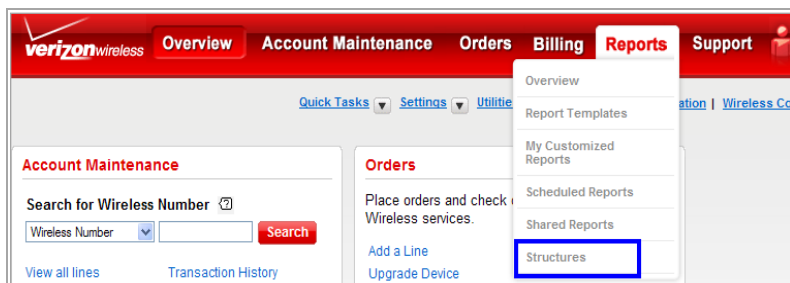
Download a reporting structure

Purpose: To save a copy of a reporting structure to your computer, possibly as a reference tool for managing your company’s wireless program.

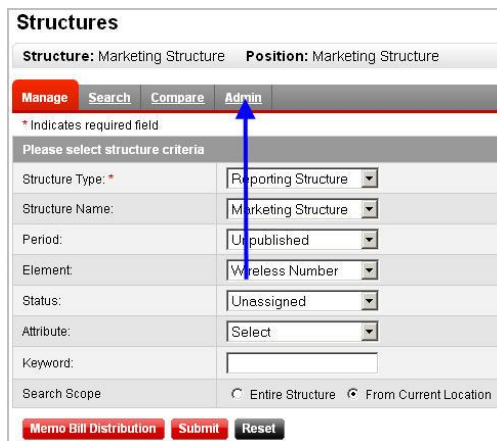
1. Hover your mouse over the **“Reports”** tab.



2. Click on the **“Structures”** tab.



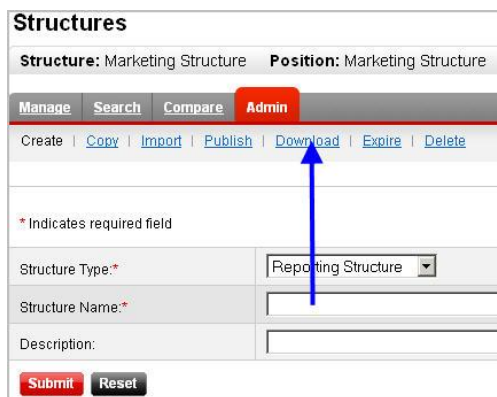
3. Click the “Admin” tab.



The screenshot shows the 'Structures' page with the 'Admin' tab selected. The page displays a form for selecting structure criteria. The 'Admin' tab is highlighted in red. A blue arrow points to the 'Admin' tab.

Structures	
Structure: Marketing Structure	Position: Marketing Structure
Manage Search Compare Admin	
* Indicates required field	
Please select structure criteria	
Structure Type: *	Reporting Structure
Structure Name:	Marketing Structure
Period:	Unpublished
Element:	Wireless Number
Status:	Unassigned
Attribute:	Select
Keyword:	
Search Scope	<input type="radio"/> Entire Structure <input checked="" type="radio"/> From Current Location
Memo Bill Distribution Submit Reset	

4. Click on the “Download” option.



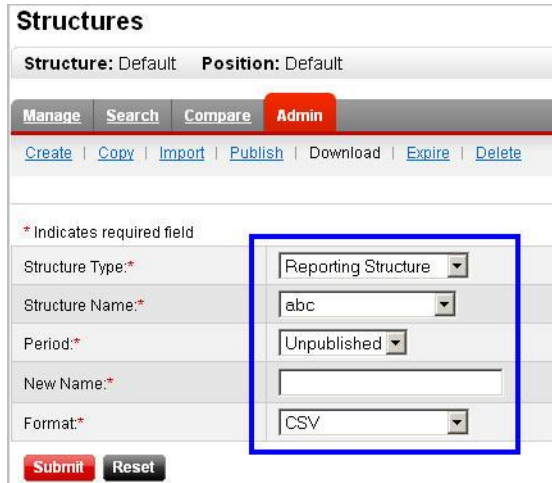
The screenshot shows the 'Structures' page with the 'Admin' tab selected. The 'Download' option is highlighted in red. A blue arrow points to the 'Download' option.

Structures	
Structure: Marketing Structure	Position: Marketing Structure
Manage Search Compare Admin	
Create Copy Import Publish Download Expire Delete	
* Indicates required field	
Structure Type:*	Reporting Structure
Structure Name:*	
Description:	
Submit Reset	

5. Select the following:
 - a. **Structure Type**
 - Reporting
 - Billing
 - Company
 - b. **Structure Name**
 - c. **Period**
 - d. **New Name** (e.g., file name when you save it to your computer)

e. **Format** (XML is default)

- XML
- .CSV



Structures

Structure: Default Position: Default

Manage Search Compare **Admin**

[Create](#) | [Copy](#) | [Import](#) | [Publish](#) | Download | [Expire](#) | [Delete](#)

* Indicates required field

Structure Type:* Reporting Structure

Structure Name:* abc

Period:* Unpublished

New Name:*

Format:* CSV

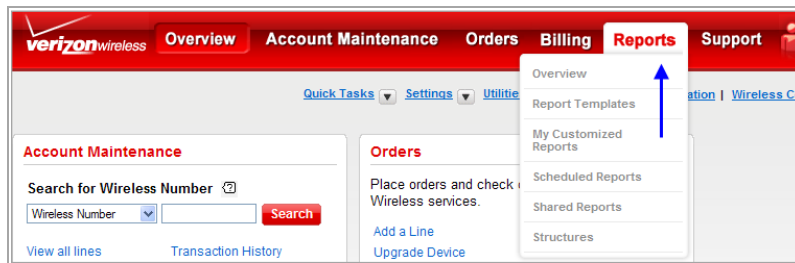
Submit Reset

6. Click **“Submit.”**

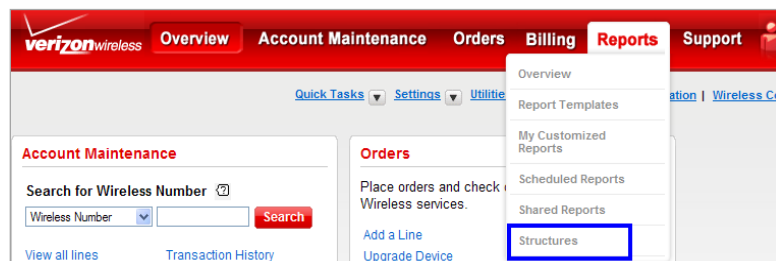
Expire a reporting structure

Purpose: Allows you to end reporting on an outdated structure.

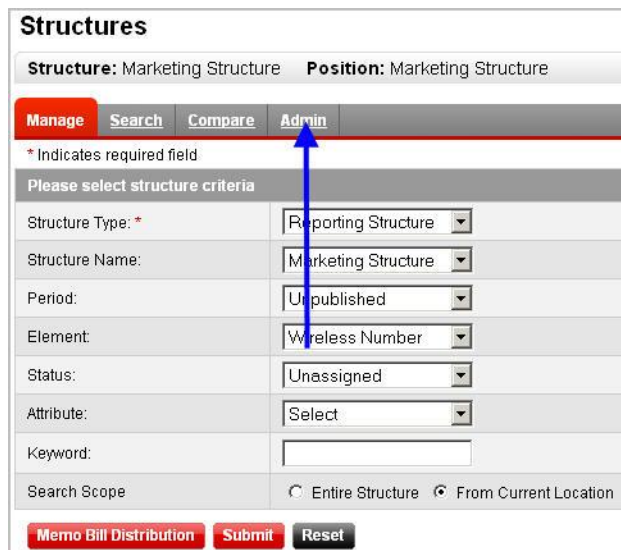
1. Hover your mouse over the **“Reports”** tab.



2. Click on the **“Structures”** tab.

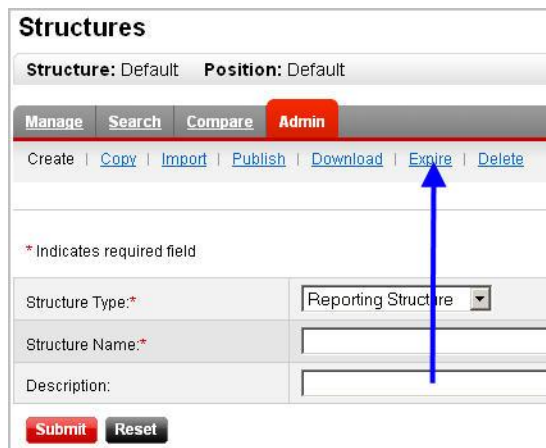


3. Click the “Admin” tab.



The screenshot shows the 'Structures' page with the 'Admin' tab selected. The page displays search criteria for a 'Marketing Structure' in a 'Marketing Structure' position. The criteria include Structure Type (Reporting Structure), Structure Name (Marketing Structure), Period (Unpublished), Element (Wireless Number), Status (Unassigned), and Attribute (Select). There are also buttons for 'Memo Bill Distribution', 'Submit', and 'Reset'. A blue arrow points to the 'Admin' tab.

4. Click on the “Expire” option.



The screenshot shows the 'Structures' page with the 'Admin' tab selected. The page displays search criteria for a 'Default Structure' in a 'Default Position'. The criteria include Structure Type (Reporting Structure), Structure Name, and Description. There are also buttons for 'Submit' and 'Reset'. A blue arrow points to the 'Expire' link in the navigation menu.

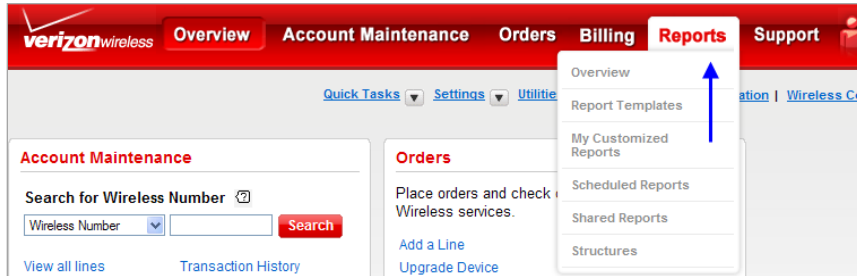
5. There are two fields on the page for you to populate:
 - a. **Structure name:** choose the structure you want to expire.
 - b. **Period:** choose the month you want the reporting structure to expire.
6. Click “Submit.”
7. You will see a confirmation message to confirm it was expired.



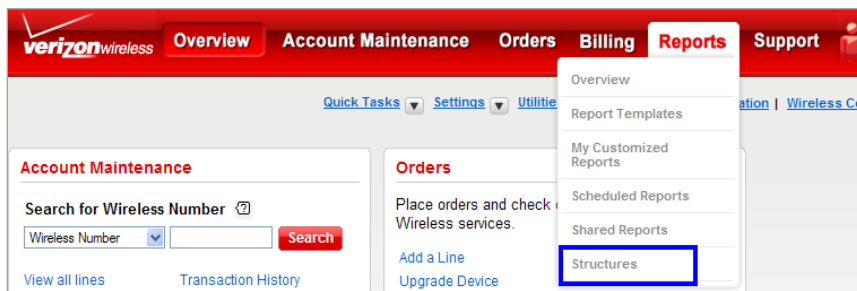
Delete a reporting structure

Purpose: Remove a reporting structure that is no longer being used. Please note that once you delete a reporting structure, it is permanently gone and cannot be retrieved.

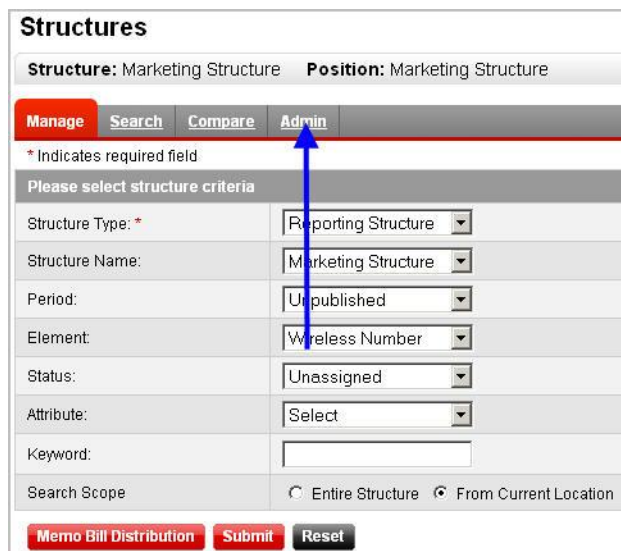
1. Hover your mouse over the “**Reports**” tab.



2. Click on the “**Structures**” tab.



3. Click the “**Admin**” tab.





4. Click on the “Delete” option.

Structures

Structure: Default Position: Default

Manage Search Compare Admin

Create | Copy | Import | Publish | Download | Expire | Delete

* Indicates required field

Structure Type:* Reporting Structure

Structure Name:*

Description:

Submit Reset

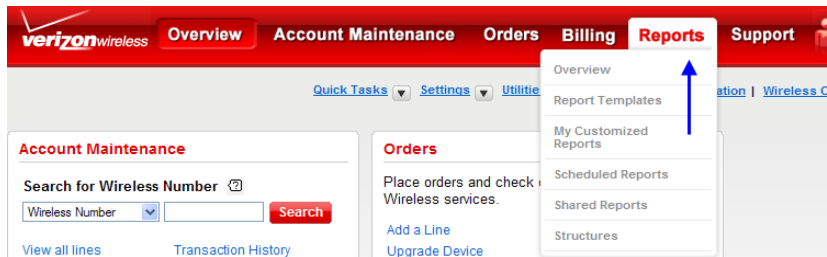
5. Select the structure you wish to delete by using the dropdowns.
6. Click “Submit.”

Run Reports

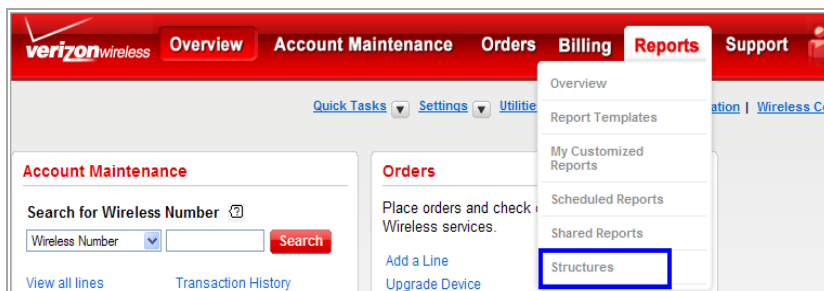
Set your position to run a report

Purpose: Generate reports that match your company’s reporting structure for easier analysis.

1. Hover your mouse over the “Reports” tab.



2. Click on the “Structures” tab.





- From the **“Manage”** tab, select the **structure type** and the **name of the structure** from the dropdown.

Structures

Structure: Default Position: Default

Manage Search Compare Admin

* Indicates required field

Please select structure criteria

Structure Type: * Billing Structure

Structure Name: Default

Period: Mar-08

Element: Select

Status: Select

Attribute: Select

Keyword:

Search Scope Entire Structure From Current Location

Memo Bill Distribution Submit Reset

- Click the **“Submit”** button.
- In the lower left hand pane, **click on the position** you want to run your report on.

New: Select Submit

- Marketing Structure
- New Products
- Promotions Scope

Details Elements Move

Reset Submit

Folder Name: Marketing Structure

Folder Id: 3858637_Marketing Structure

Description:

- Hover your mouse over the **“Reports”** tab.

verizonwireless Overview Account Maintenance Orders Billing Reports Support

Quick Tasks Settings Utilities

Account Maintenance

Search for Wireless Number

Wireless Number Search

View all lines Transaction History

Orders

Place orders and check Wireless services.

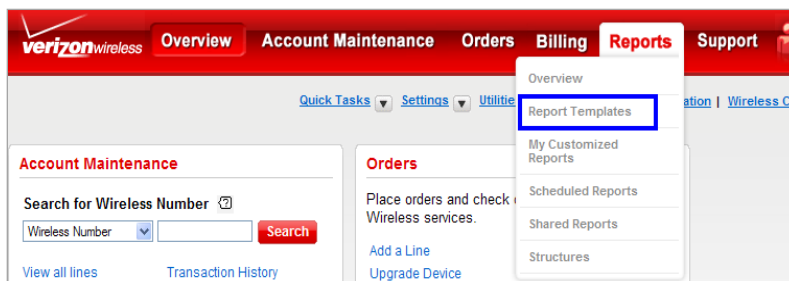
Add a Line Upgrade Device

Reports dropdown:

- Overview
- Report Templates
- My Customized Reports
- Scheduled Reports
- Shared Reports
- Structures



7. Click on the “Report Templates” tab.



8. Select the appropriate tab based on if you want a Charges, Usage or Other report.

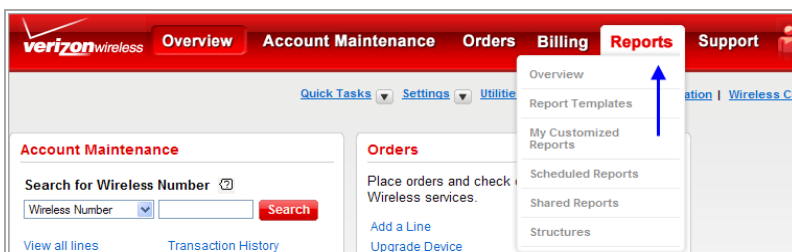


Note: Information on running those report types is in the next section. For more information on how to run My Customized Reports, Scheduled Reports or Shared Reports, please refer to the sections within this guide specific to those report types.

Run a Charges Report

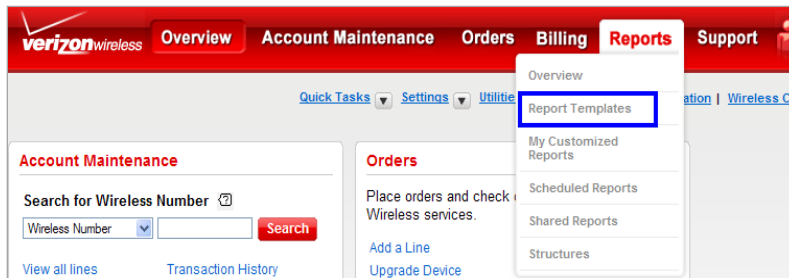
Purpose: Generate charges reports to help analyze your wireless charges.

1. Hover your mouse over the “Reports” tab.





2. Click on the “Report Templates” tab.



3. You will be on the Charges Reports tab; **select the report** you want by clicking on the appropriate link.

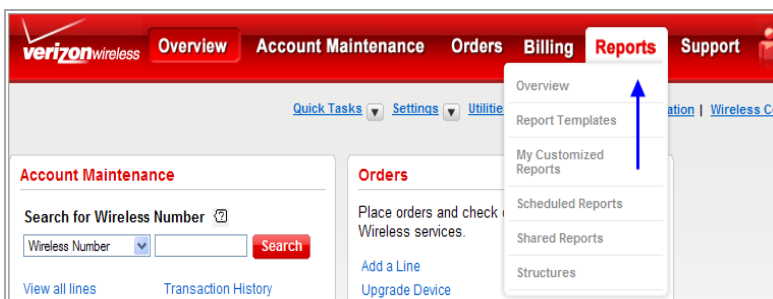


4. You will then be prompted to **select the report criteria**, including the period range, and a few other items, depending on which report you select.
5. Click “**Submit.**”

Generate the Additional Charges Report

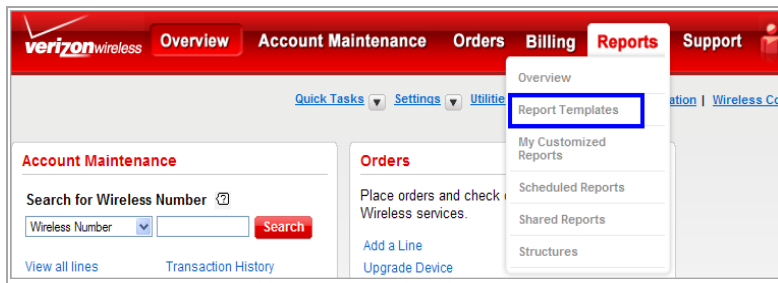
Note: The same basic process applies to the other report templates.

1. Hover your mouse over the “Reports” tab.

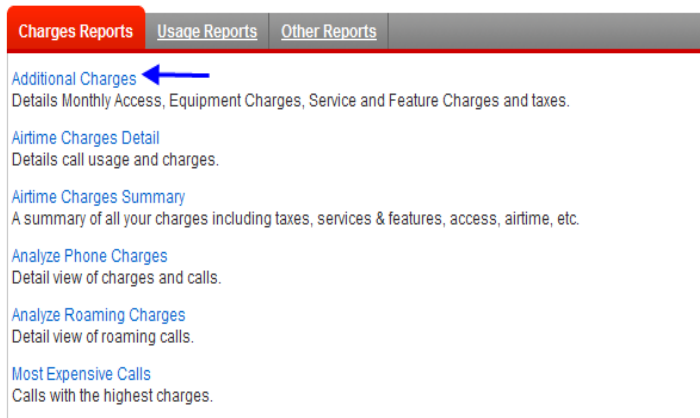




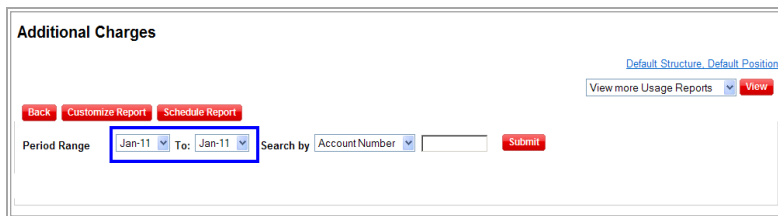
2. Click on the “Report Templates” tab.



3. Click on the “Additional Charges” link.



4. Select the **period range** by using the dropdowns. If no other changes are needed, hit “**Submit.**” Otherwise, review the following optional steps to make additional changes before clicking the “**Submit**” button.





- a. You can modify your criteria by searching using the Account Number, User Name or Wireless Number.

- b. If the report has missing data that you would like to add or remove, select “Customize Report” to refine your report.

- i. By selecting Customize Report you will be able to review the current columns in the report you have selected, add new columns and remove those you do not want to see within your report.

- ii. Click “Submit” when complete and walk through the steps of naming your new custom report as shown in the Build Your Own Report section, step 10.

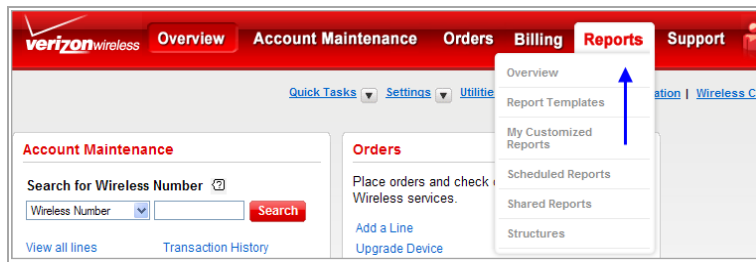
Generate a Memo Bill

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

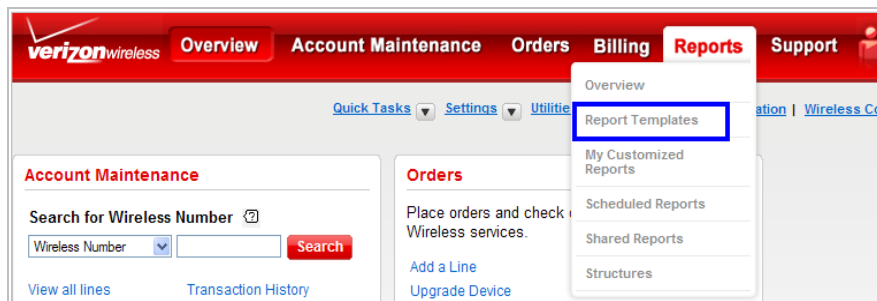
Refer to the Device Report to confirm a user’s primary email address is loaded.



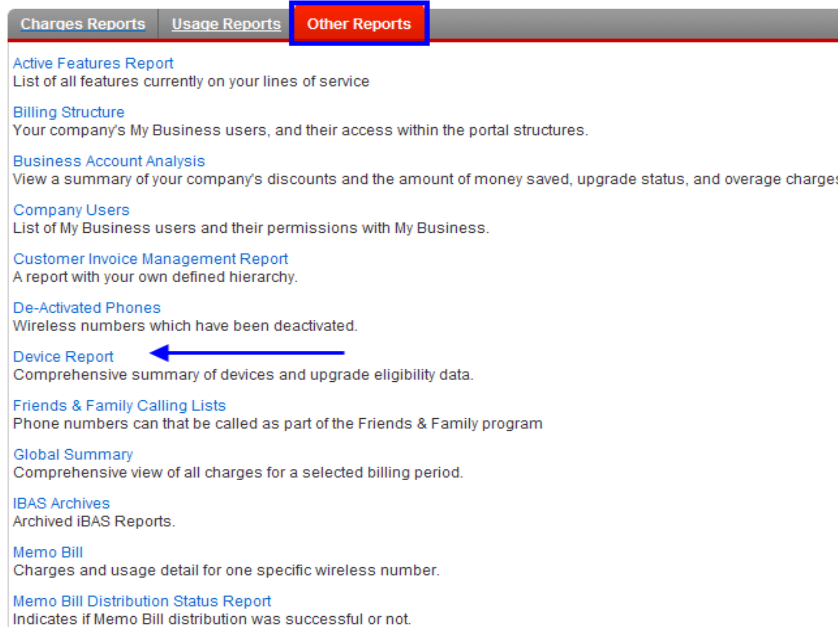
1. Hover your mouse over the “Reports” tab.



2. Click on the “Report Templates” tab.

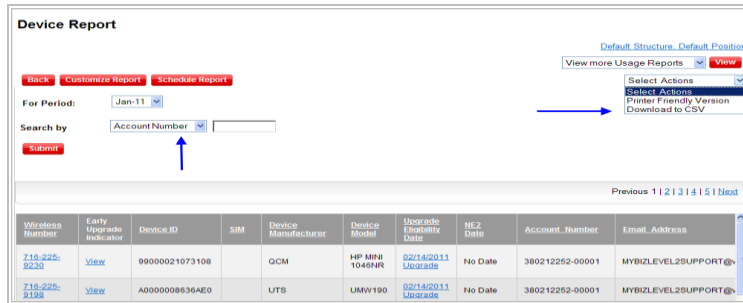


3. Select the “Other Reports” tab and click the “Device Report” link.

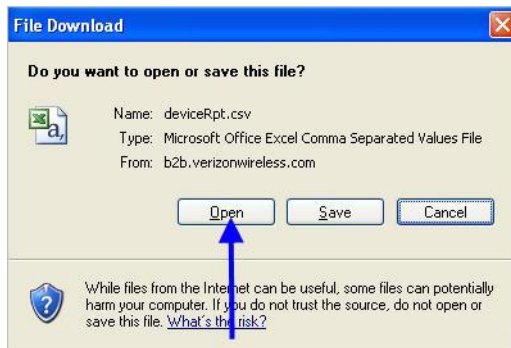




- The Device Report page will display options by which you can search, a view of the account information for you to sort through, and an option for downloading the data into a .CSV file via the “Select Actions” dropdown menu on the right side of the page. Select “Download to .CSV” from the “Select Actions” dropdown.



- Click the “Open” button to view the .CSV file.



- The Primary Email address for the wireless number(s) will appear in “Column I” of the .CSV file.

	A	B	C	D	E	F	G	H	I	J	K
1	Wireless	ESN	Manufact	Model	Upgrade	ENE2 Date	Cost Cent	Account	Email	User Name	
2	555-555	A1000009	QCM	QA-HP-21	04/26/201	05/28/201	5577	4713226	EMAIL@ADDRESS.COM	OHN SMITH	
3	555-123	2 82E+09	SAM	SCH-A871	04/26/201	05/28/201	MARKET1	4713226	YOUREMAIL@EMAIL.COM	ANE DOE	
4	555-000	A1000003	UTS	GZONE C	04/26/201	05/28/201	MARKET1	4713226	TEST@TESTEMAIL.COM	OHN DOE	
5	555-321	A1000007	PAL	PALM CE	04/26/201	05/28/201	SALES	4713226	SALES@TESTEMAIL.COM	ANE SMITH	
6	555-222	A0000002	MOT	MOTORO	04/26/201	05/28/201	123456	4713226	EMAILADDRESS@TEST.COM	EST MAN	
7											

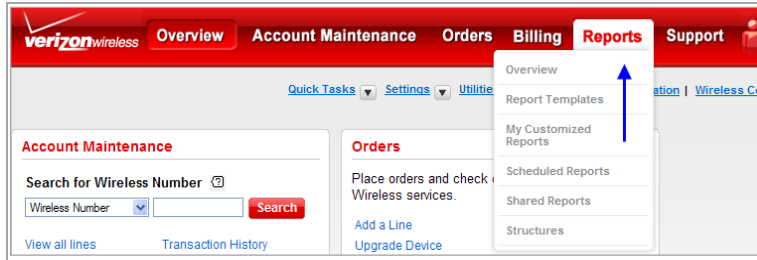
Note: You can make changes to multiple email addresses using the User Attribute Upload tool.

Refer to the [Wireless User Attribute Upload FAQs](#) for more information.

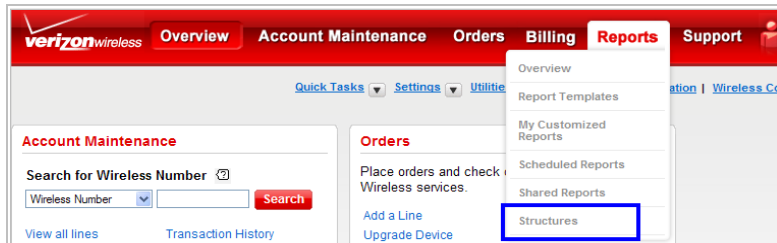
There are two ways to generate a Memo Bill request: mass distribution to all MTNs or individual distribution.

Mass Distribution to all wireless numbers

- Hover your mouse over the “Reports” tab.



2. Click on the “Structures” tab.



3. Define the criteria.

Structures

Structure: Default Position: Default

Manage Search Compare Admin

*Indicates required field

Please select structure criteria

Structure Type: *	Billing Structure
Structure Name:	Default
Period:	Mar-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

4. Click on the “Memo Bill Distribution” button.



Structures

Structure: Default Position: Default

Manage Search Compare Admin

* Indicates required field

Please select structure criteria

Structure Type: *	Billing Structure
Structure Name:	Default
Period:	Mar-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

Individual Distribution

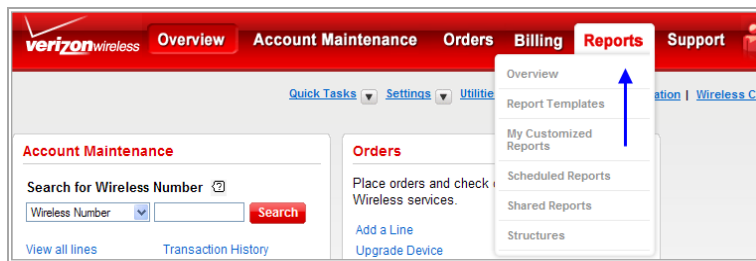
An individual Memo Bill can be distributed from the “**Reports**” > “**Report Templates**” tab in two ways:

- From the Other reports landing page
- From within another Report Template

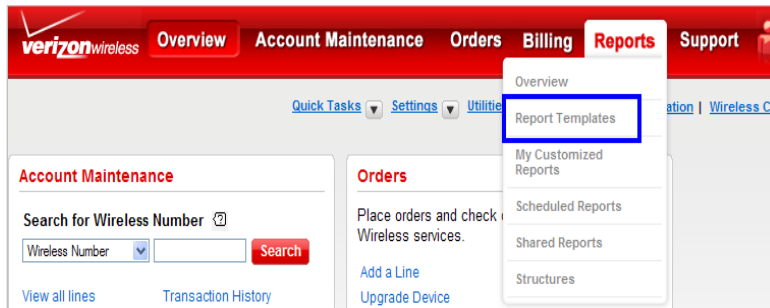
You can also distribute the memo bill from the Structures sub tab.

Distribution from the Other Reports tab

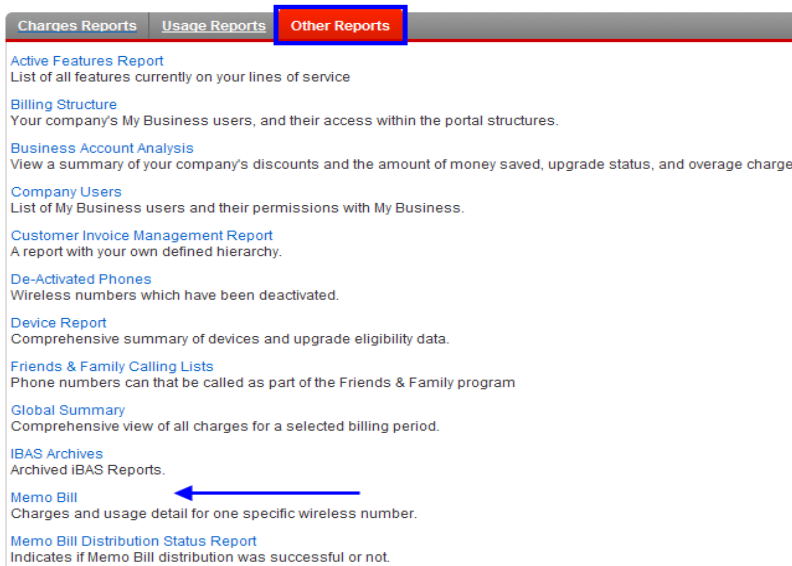
1. Hover your mouse over the “**Reports**” tab.



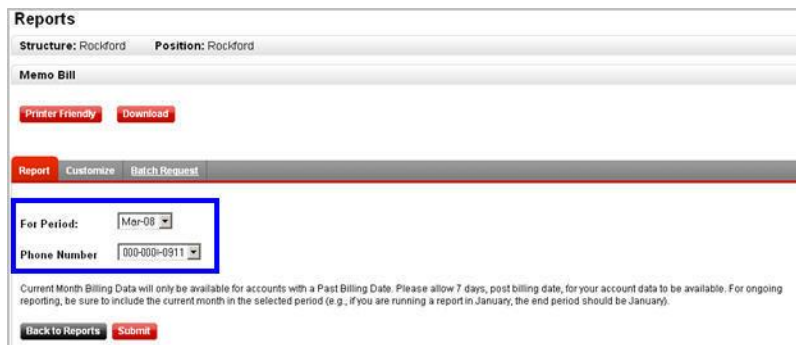
2. Click on the “**Report Templates**” tab.



3. Click on the **“Other Reports”** tab and the **“Memo Bill”** link.



4. Enter the **period range and phone number** by using the drop downs.



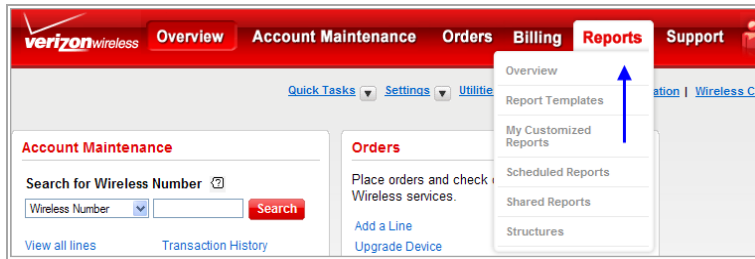
5. Click **“Submit”**.
 - a. The report information will now be visible on the screen.
6. To download the report for distribution, click on the **“Download”** button.
 - a. Downloads are available in .csv format.



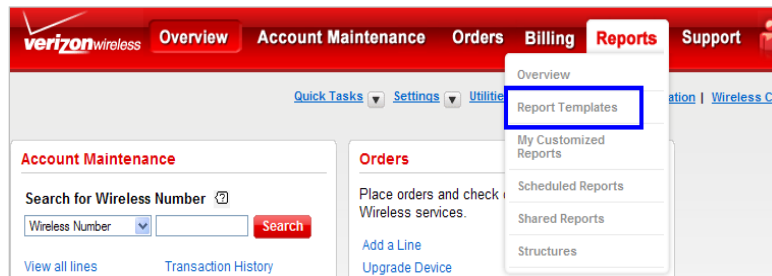
From within another Report Template

Note: This option is available for all Report Templates except Grand Total, View Structure and Raw Data Download.

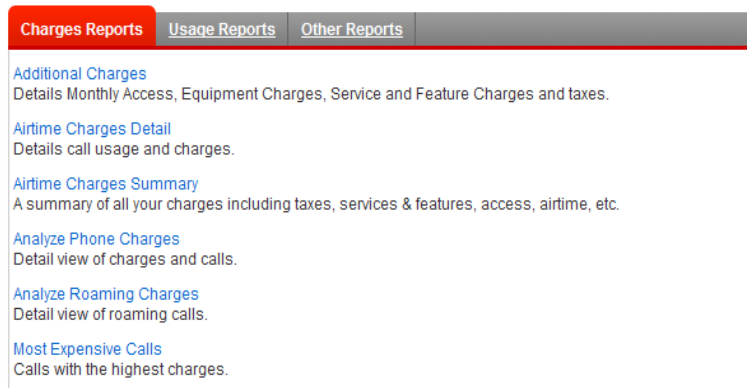
1. Hover your mouse over the “**Reports**” tab.



2. Click on the “**Report Templates**” tab.



3. You will be on the Charges reports tab; **select the tab category and report** you want by clicking on the appropriate link.



4. You will then be prompted to **select the report criteria**, including the period range, and a few other items, depending on which report you select.
5. Click “**Submit.**” You will now see the report, formatted in a table.

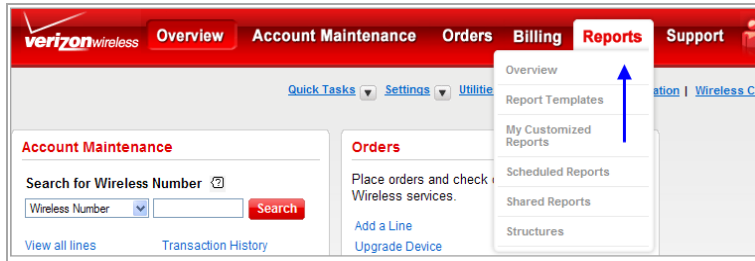


6. Click on the **"Memo Bill"** link in the far right-hand column to generate an individual statement for the information in that table row.

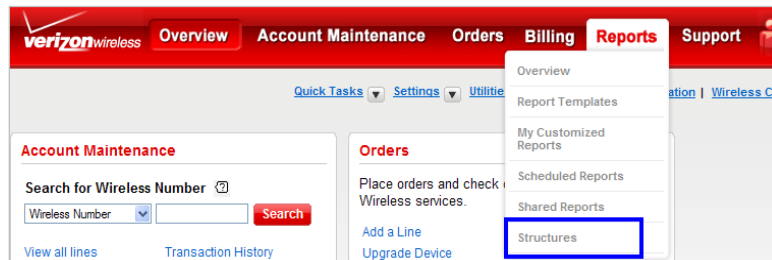
Distribute a Memo Bill from the Structures page

Note: The Memo Bill report will be distributed to the appropriate recipients using the email addresses associated to phones within the Company Structure.

1. Hover your mouse over the **"Reports"** tab.



2. Click on the **"Structures"** tab.



3. Select **Search query elements** (e.g., Structure type, Structure name, period, search scope, element, status, attribute, status, keyword)

Structures

Structure: Default Position: Default

Manage Search Compare Admin

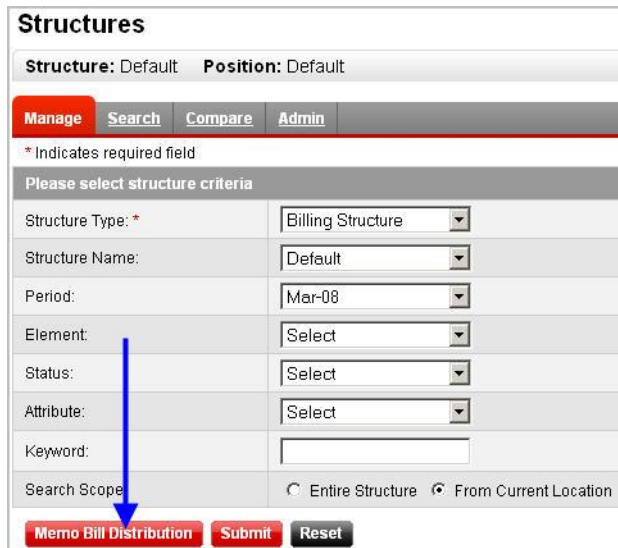
* Indicates required field

Please select structure criteria

Structure Type: *	Billing Structure
Structure Name:	Default
Period:	Mar-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

- Click the “Memo Bill Distribution” button.



Structures
 Structure: Default Position: Default

Manage Search Compare Admin

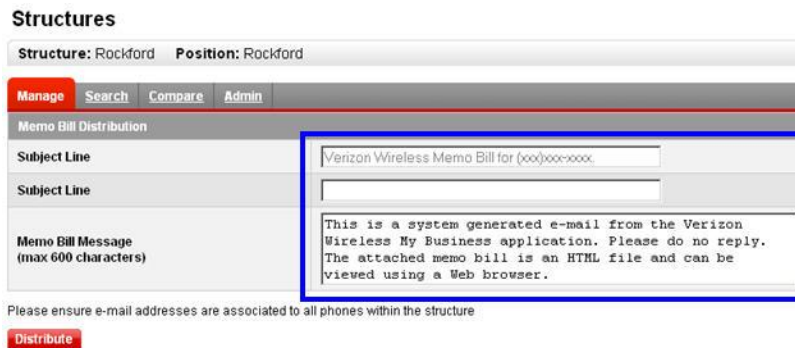
* Indicates required field

Please select structure criteria

Structure Type: * Billing Structure
 Structure Name: Default
 Period: Mar-08
 Element: Select
 Status: Select
 Attribute: Select
 Keyword:
 Search Scope: Entire Structure From Current Location

Memo Bill Distribution Submit Reset

- You can **customize the subject line and email message** if desired (a default is provided for both).



Structures
 Structure: Rockford Position: Rockford

Manage Search Compare Admin

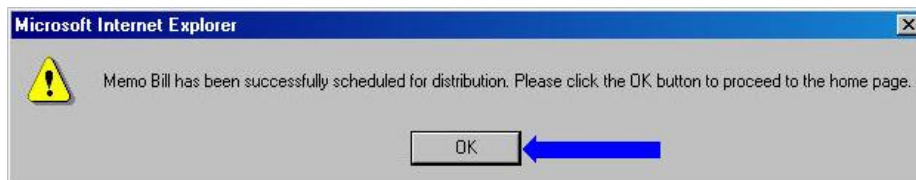
Memo Bill Distribution

Subject Line Verizon Wireless Memo Bill for (xxx)xxx-xxxx
 Subject Line
 Memo Bill Message (max 600 characters)
 This is a system generated e-mail from the Verizon Wireless My Business application. Please do no reply. The attached memo bill is an HTML file and can be viewed using a Web browser.

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

Distribute

- You will then see a confirmation message that the Memo Bill will be distributed. Click on “OK.”



Raw Data Download

The Raw Data Download is designed for wireless program managers who want to download all of their company’s statement information from My Business Account and upload it into their internal systems, allowing them to analyze the data any way they want.

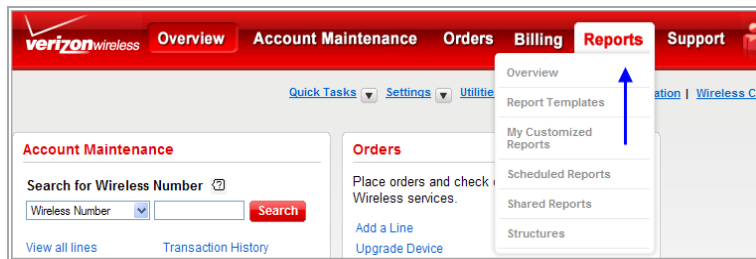
For more information on how to use this functionality, please refer to the [How to Use Guide: Raw Data Download](#).



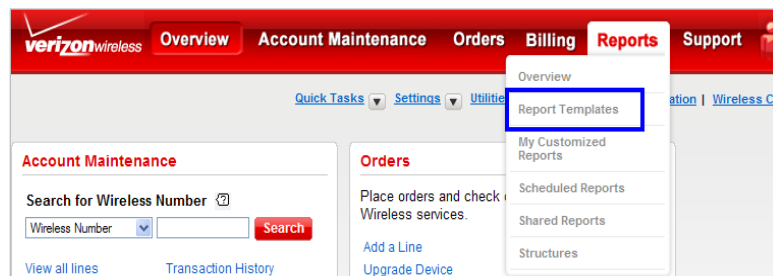
Global Summary

Global Summary reports display data based on the accounts and wireless numbers that received statements for the chosen period. This report will match the information contained in your Paper Bill.

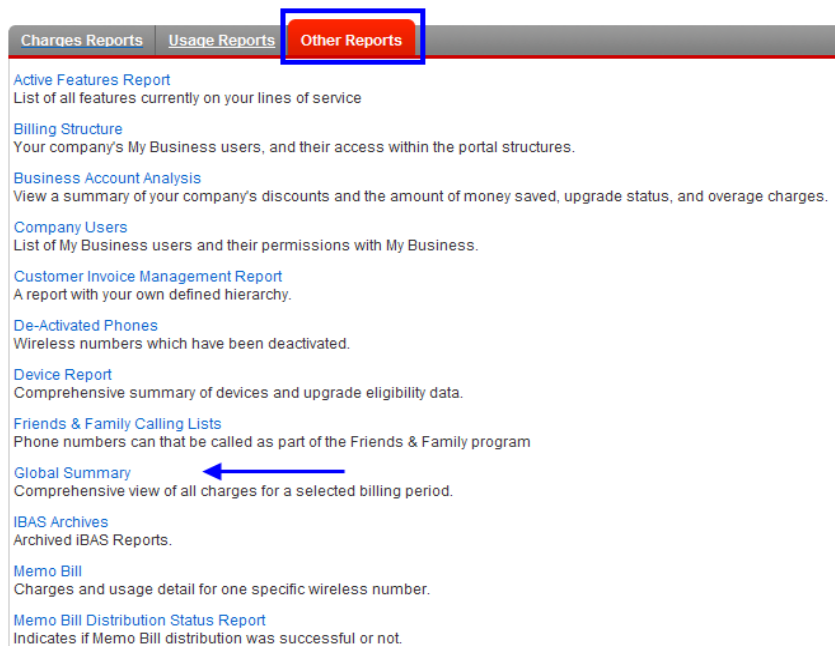
1. Hover your mouse over the “Reports” tab.



2. Click on the “Report Templates” tab.



3. Select “Other Reports” and click on “Global Summary.”





4. In the Global Summary page, **select a Period Range** by selecting values in the “From” and “To” drop-downs, and click the “**Submit**” button. The Global Summary for that period will appear.

Global Summary

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

Period Range: To: [Submit](#)

5. **Click on any of the column headers** (i.e. Account Charges, Equipment, Toll Charges, etc.) to sort the report.

Note: If the selected Period Range has more than 1500 MTNs, you will be prompted to run this report as a batch report:

Scheduled Reports

Note: If a scheduled report is too big to run, you will receive an overlay stating: “This report cannot be run in real time and will be batched.”

Scheduled reports

[Remove Selected](#)

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

Results 1 - 5 of 5

	Report Name ▲	Last Run Date ↕	Next Run Date ↕	Structure ↕	Recurrence Status ↕	End Recurrence Date ↕
<input type="checkbox"/>	85039 85038		03-01-2011	Default	Ongoing	
<input type="checkbox"/>	85044		03-01-2011	Default	Ongoing	
<input type="checkbox"/>	Airtime Test		03-02-2011	Default	See Date	04-04-2011
<input type="checkbox"/>	Test Report Additional	02-10-2011	03-10-2011	Default	Ongoing	
<input type="checkbox"/>	WEST		02-28-2011	Default	One Time	03-07-2011

Results 1 - 5 of 5



Change Scheduled Report View

To change how you view your scheduled reports, click on any of the column titles in the header row.

Scheduled reports

Remove Selected

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

Results 1 - 5 of 5

Report Name	Last Run Date	Next Run Date	Structure	Recurrence Status	End Recurrence Date
<input type="checkbox"/> 85039 85039		03-01-2011	Default	Ongoing	
<input type="checkbox"/> 85044		03-01-2011	Default	Ongoing	
<input type="checkbox"/> Airtime Test		03-02-2011	Default	See Date	04-04-2011
<input type="checkbox"/> Test Report Additions	02-10-2011	03-10-2011	Default	Ongoing	
<input type="checkbox"/> WEST		02-28-2011	Default	One Time	03-07-2011

Results 1 - 5 of 5

Remove a scheduled report

To remove a report, select the box next to the report name and hit “**Remove Selected.**”

Scheduled reports


Remove Selected

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

Results 1 - 5 of 5

Report Name	Last Run Date	Next Run Date	Structure	Recurrence Status	End Recurrence Date
<input type="checkbox"/> 85039 85039		03-01-2011	Default	Ongoing	
<input type="checkbox"/> 85044		03-01-2011	Default	Ongoing	
<input type="checkbox"/> Airtime Test		03-02-2011	Default	See Date	04-04-2011
<input type="checkbox"/> Test Report Additions	02-10-2011	03-10-2011	Default	Ongoing	
<input checked="" type="checkbox"/> WEST		02-28-2011	Default	One Time	03-07-2011

Results 1 - 5 of 5

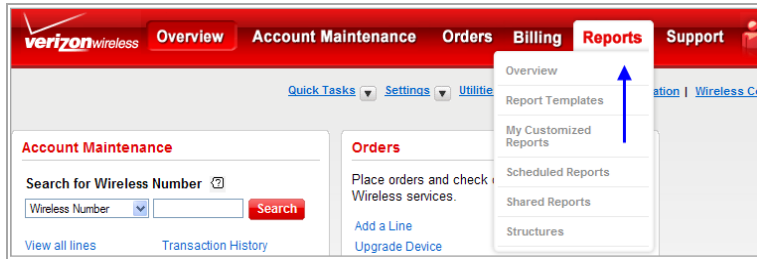




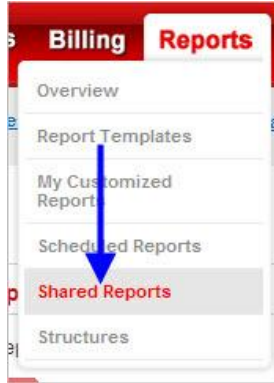
Shared Reports

View shared reports

1. Hover your mouse over the “Reports” tab.



2. Click on “Shared Reports.”



3. Your company's shared reports will display.

Shared reports

View reports other company users are currently sharing.
To stop sharing a specific report, select the checkbox(es) on the right and click "Unshare Selected".

[Default Structure Default Position](#)

Results 1 - 10 of 13 [1](#) | [2](#) | [Next](#) >

<input type="checkbox"/>	Report Name	View Fields	Owner	Date Modified
<input type="checkbox"/>	Additional Chrgs - reworked Ray's versio... More	View Fields	BROWN, MELISSA	02-21-2011
<input type="checkbox"/>	call detail recurring	View Fields	BROWN, MELISSA	02-23-2011
<input type="checkbox"/>	Custom Bst Picture contract dev... More	View Fields	BROWN, MELISSA	02-22-2011
<input type="checkbox"/>	customized charges summ... More	View Fields	BROWN, MELISSA	02-17-2011
<input type="checkbox"/>	Details Customized	View Fields	BROWN, MELISSA	02-18-2011
<input type="checkbox"/>	MG_2-SHCTest.1 last report... More	View Fields	BROWN, MELISSA	02-21-2011
<input type="checkbox"/>	normal airtime normal	View Fields	BROWN, MELISSA	02-22-2011
<input type="checkbox"/>	Normal Test Additional M... More	View Fields	BROWN, MELISSA	02-22-2011
<input type="checkbox"/>	Port Issues Voice and Da... More	View Fields	BROWN, MELISSA	02-23-2011
<input type="checkbox"/>	saved report charges data... More	View Fields	BROWN, MELISSA	02-15-2011

Results 1 - 10 of 13 [1](#) | [2](#) | [Next](#) >



Remove a shared report

To remove a shared report:

1. **Check the box** next to the report(s) you want to remove.

Shared reports

View reports other company users are currently sharing.
To stop sharing a specific report, select the checkbox(es) on the right and click "Unshare Selected".

Unshare Selected [Default Structure Default Position](#)

Results 1 - 10 of 12 [1](#) [2](#) | [View](#)

	Report Name		Owner	Date Modified
<input type="checkbox"/>	Additional Chrgs - reported Ray's versio... More	View Fields	BROWN, MELISSA	02-21-2011
<input type="checkbox"/>	call detail routing	View Fields	BROWN, MELISSA	02-23-2011
<input type="checkbox"/>	Custom Biz Picture contract dev... More	View Fields	BROWN, MELISSA	02-22-2011
<input type="checkbox"/>	customized charges summ... More	View Fields	BROWN, MELISSA	02-17-2011
<input type="checkbox"/>	Data Customized	View Fields	BROWN, MELISSA	02-18-2011
<input checked="" type="checkbox"/>	MR_2-SHC Test 1 test report... More	View Fields	BROWN, MELISSA	02-21-2011
<input type="checkbox"/>	narcad airtime narcad	View Fields	BROWN, MELISSA	02-22-2011
<input type="checkbox"/>	RWH Usage Voice and Da... More	View Fields	BROWN, MELISSA	02-23-2011
<input type="checkbox"/>	shared report charges deta... More	View Fields	BROWN, MELISSA	02-15-2011
<input type="checkbox"/>	social test so cal	View Fields	BROWN, MELISSA	02-23-2011

Results 1 - 10 of 12 [1](#) [2](#) | [View](#)

2. Click on the **"Unshare Selected"** button.

Shared reports

View reports other company users are currently sharing.
To stop sharing a specific report, select the checkbox(es) on the right and click "Unshare Selected".

Unshare Selected [Default Structure Default Position](#)

Results 1 - 10 of 12 [1](#) [2](#) | [View](#)

	Report Name		Owner	Date Modified
<input type="checkbox"/>	Additional Chrgs - reported Ray's versio... More	View Fields	BROWN, MELISSA	02-21-2011
<input type="checkbox"/>	call detail routing	View Fields	BROWN, MELISSA	02-23-2011
<input type="checkbox"/>	Custom Biz Picture contract dev... More	View Fields	BROWN, MELISSA	02-22-2011
<input type="checkbox"/>	customized charges summ... More	View Fields	BROWN, MELISSA	02-17-2011
<input type="checkbox"/>	Data Customized	View Fields	BROWN, MELISSA	02-18-2011
<input checked="" type="checkbox"/>	MR_2-SHC Test 1 test report... More	View Fields	BROWN, MELISSA	02-21-2011
<input type="checkbox"/>	narcad airtime narcad	View Fields	BROWN, MELISSA	02-22-2011
<input type="checkbox"/>	RWH Usage Voice and Da... More	View Fields	BROWN, MELISSA	02-23-2011
<input type="checkbox"/>	shared report charges deta... More	View Fields	BROWN, MELISSA	02-15-2011
<input type="checkbox"/>	social test so cal	View Fields	BROWN, MELISSA	02-23-2011

Results 1 - 10 of 12 [1](#) [2](#) | [View](#)