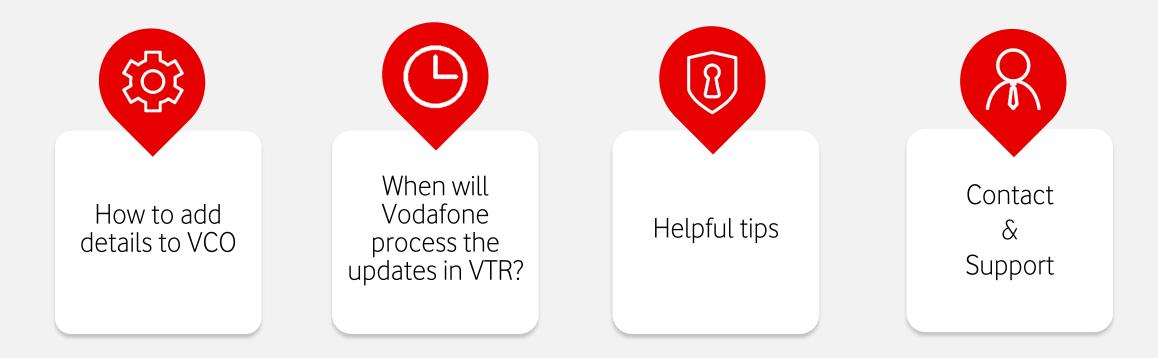# Instructions for Updating Vodafone Central Ordering (VCO) Data

Vodafone Telecoms Reporting
Internal Quick Reference Guide

Updating VCO data | Contents

The purpose of this document is to present the **Vodafone Central Ordering** (VCO) instructions on how to add details that will then be processed and updated in **Vodafone Telecoms Reporting** (VTR).

How to add details to VCO

When will Vodafone process the updates in VTR?

Helpful tips

Contact & Support

Updating VCO data | How to add details to VCO

1
Log into VCO - https://www.vcol.co.uk/

2
Enter changes (e.g. Cost Centre, Subscriber Name etc.).

3
Save changes.

The **Vodafone Processing Team** (CSA) receives daily updates from VCO.

If all changes in VCO have been introduced correctly and validated, they will become available in VTR in **approximately 40 days** after they were made.

When can updates be seen in VTR?

Depending on the **invoice issue date**, the changes will be available in VTR by the end of the month if they were made in VCO before the invoice was issued.

Example:

If changes are added to VCO on 20th June and the invoice is issued on 21st June, then updates in VTR will be visible by 30th June.

Updating VCO data | Helpful tips

1 Ensure that the changes are saved in VCO.

2 If the changes are not saved in VCO, make them again.

3 Contact [VCO Help & Support](#), if:

- o you have deactivated a user and it is not updated in VCO.
- o you have activated a user and it is not updated in VCO.
- o a user account is missing.

Updating VCO data | Contact & Support

If the changes have not been updated in VTR, please reach out to globalhelpdesksolutions@vodafone.com.

Your email should include the following details:

o   Your company name

o   Billing Account Number (BAN)

o   The date you made the changes in VCO

o   A description of the changes you made in VCO

o   A description of the changes you were expecting to see in VTR

For questions and support regarding VCO, please contact VCO Help & Support.