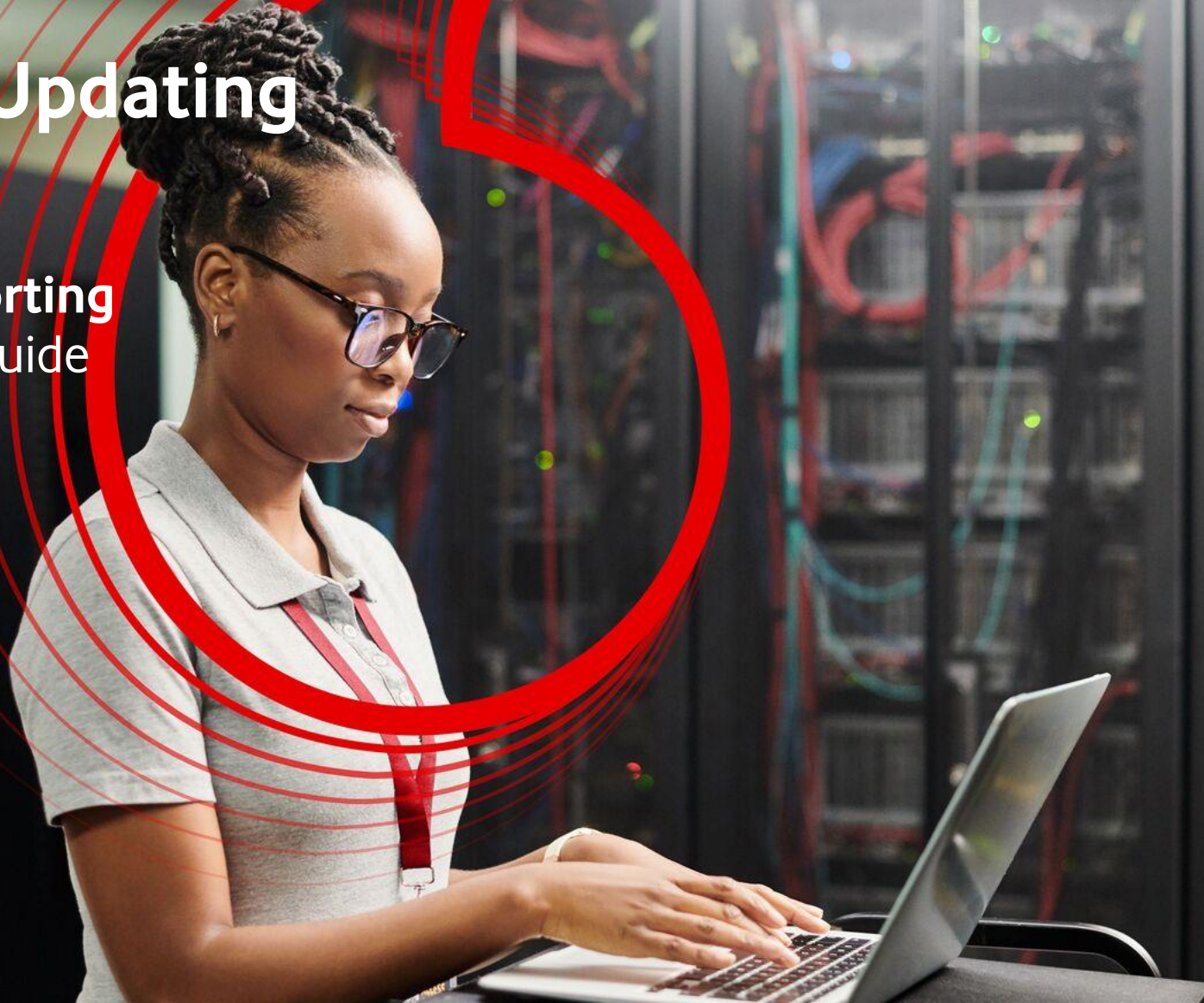


# Instructions for Updating Service Details

Vodafone Telecoms Reporting  
Internal Quick Reference Guide



# **Services** | Steps to update details related to VTR Services

The purpose of this document is to detail the **Vodafone Telecoms Reporting (VTR)** instructions to **update service details**, such as the owner first name and last name, employee ID, and cost centre.

There are three categories of instructions, depending on the data type:



Steps to make changes going forward



Steps to make changes to historical information



Steps to make changes to individual services



# Steps to make changes going forward

1



# Services | Steps to make changes going forward



1. On the VTR Portal, select the **Administration** tab, and then select **Go** on the **Services** box.

The screenshot shows the VTR Portal Administration interface. At the top, there is a navigation bar with tabs: Analysis, Reporting, Invoices, Technology Funds, Credit Notes, Administration (highlighted with a yellow box), and Configuration. To the right of the navigation bar are icons for a mail envelope, an information 'i' icon, and a user profile icon. Below the navigation bar, the word "Administration" is displayed in large red font, followed by an information 'i' icon. Underneath, the text "Administration" appears on the left, and "Customer Test 1 QA1 - Used for Demo" on the right. The main content area features six white boxes, each with a red "Go" button at the bottom. The "Services" box is highlighted with a yellow border and a red circle containing the number "1". The "Services" box contains the text: "Load and manage common data such as service owner, device type, cost centre, etc." The other boxes are: "Cost Centres" (Load and manage cost centre hierarchy information), "Reference Data" (Manage reference data such as service type, service purpose, etc.), "Data Management Centre" (Add, update and remove non-billing data in bulk), "Contacts" (Add, update or remove contacts), and "Vodafone Usage Manager" (Manage Usage Manager groups, users and threshold alerts).

# Services | Steps to make changes going forward



2. Click the **Choose columns** button and select the **Check/Uncheck All** option to enable all the columns.
3. Click the **More** button and select **Download to Template**. This generates an Excel spreadsheet containing all the data related to the services.

Services ⓘ

Administration > Services Customer DEMO

Filter results Clear filters

Group update

**2** Choose columns Accounts Cost centre More...

Service n.	Carrier	Carrier co.	Account number	Owner fir.	Owner la.	Supervis.	Service	Service
447990523...	Central Billing	United King...	10000156687		James		Unified Co...	VONE-C edit history
487239912...	Polkomtel P...	Poland	181812976	Test	Dock10		Mobility	Smartpho edit history amend history
491525219...	Central Billing	Germany	10000478837				Mobility	Smartpho edit history amend history
491736282...	Central Billing	Germany	10000478837				Mobility	Smartpho edit history amend history
491736282...	Central Billing	Germany	10000478837				Mobility	Smartpho edit history amend history
498945354...	Central Billing	Germany	10000478789		Malcolm		Unified Co...	VONE-C edit history amend history
498945354...	Central Billing	Germany	10000478789		Samantha		Unified Co...	VONE-C edit history amend history
6130801938	SFR France	France	234761910112				Mobility	Smartpho edit history amend history
162438675...	Vodafone G...	Germany	883557049				Mobility	Smartpho edit history amend history
204043256...	Vodafone IOT	Japan	10000378766				IoT	IoT edit history amend history

5 10 20 < 1 of 751 > 7506 records

**3** More...

Check/Uncheck All

Export

Download to template

Download to template (historical)

- Account number
- Carrier
- Carrier country
- Contract end date
- Contract start date
- Cost centre 1 - %
- Cost centre 2 - %
- Cost centre 3 - %
- Cost centre 4 - %
- Create date
- CTN masking

# Services | Steps to make changes going forward



- Open the **Excel spreadsheet** and update the document with additional content as required, for example, **owner first name** and **last name**, **employee id**, **cost centre** etc. Make all columns visible to see the full list of fields that can be amended. Save the updated file to your PC.

4

	A	B	C	D	E	F	G	H	I
1	Guide (v1.6.0.1)	Service Number	Carrier	Carrier Country	Service Class	Service Type	Service Purpose	Owner First Name	Owner Last Name
2	<b>Description:</b>	Service number	Carrier	Country for the Carrier	Service class for the service	Service type for the service	Service purpose for the service	First name of the person the service number is tied to	Last name of the person the number is tied to
3	<b>Table Reference:</b>	SERVICES.SERVICE_NUMBER	ACCOUNTS.CARRIER_ID	ACCOUNTS.COUNTRY_ID	SERVICES.SERVICE_CLASS_ID	SERVICES.SERVICE_TYPE_ID	SERVICES.SERVICE_PURPOSE_ID	SERVICES.OWNERFNAME	SERVICES.OWNERLNAME
4	<b>Business Rules:</b>	<b>Mandatory</b>	<b>Cannot be modified</b> • Changes not allowed and will be ignored.	<b>Cannot be modified</b> • Changes not allowed and will be ignored.	Not Required - (String validated against Reference Data) • Must match <b>Short</b> description in REF_SERVICE_CLASS • Value must be 'active'	Not Required (String validated against Reference Data) • Must match <b>Short</b> description in REF_SERVICE_TYPE • Value must be 'active'	Not Required (String validated against Reference Data) • Must match <b>Short</b> description in REF_SERVICE_PURPOSE • Value must be 'active'	Not Required	Not Required
5	<b>Data Type:</b>	Double-byte Character	Double-byte Character	Double-byte Character	Reference Data - (REF SERVICE CLASS)	Reference Data - (REF SERVICE TYPE)	Reference Data - (REF SERVICE PURPOSE)	Double-byte Character	Double-byte Character
6	<b>Example:</b>	84589	Central Billing	United States	Mobility	Smartphone	Home Phone	John	Smith
7		4479	Central Billing	United Kingdom	Unified Comms	VONE-C	VONE-C		James
8		4872	Polkomtel Poland	Poland	Mobility	Smartphone	Home Phone	Test	Dock10
9		4915	Central Billing	Germany	Mobility	Smartphone	Home Phone		
10		4917	Central Billing	Germany	Mobility	Smartphone	Smartphone		
11		4917	Central Billing	Germany	Mobility	Smartphone	Smartphone		
12		4989	Central Billing	Germany	Unified Comms	VONE-C	VONE-C		Malcolm
13		4989	Central Billing	Germany	Unified Comms	VONE-C	VONE-C		Samantha

# Services | Steps to make changes going forward



5. Return to the **Administration** tab, and then select **Go** on the **Data Management Centre** box.

The screenshot shows a software interface with a navigation bar at the top containing the following tabs: Analysis, Reporting, Invoices, Technology Funds, Credit Notes, Administration (highlighted with a yellow box), and Configuration. To the right of the tabs are icons for a mail envelope, an information 'i' icon, and a user profile icon. Below the navigation bar, the word "Administration" is displayed in large red font with an information icon. Underneath, there is a sub-header "Administration" on the left and "Customer Test 1 QA1 - Used for Demo" on the right. The main content area features six white boxes arranged in a 2x3 grid, each with a red "Go" button at the bottom. The boxes are: "Services" (Load and manage common data such as service owner, device type, cost centre, etc.), "Cost Centres" (Load and manage cost centre hierarchy information), "Reference Data" (Manage reference data such as service type, service purpose, etc.), "Data Management Centre" (Add, update and remove non-billing data in bulk), "Contacts" (Add, update or remove contacts), and "Vodafone Usage Manager" (Manage Usage Manager groups, users and threshold alerts). The "Data Management Centre" box is highlighted with a yellow border, and a red circle with the number "5" is overlaid on its top-left corner.

# Services | Steps to make changes going forward



- In the **Upload template** box, select **Services** in the **Data type** dropdown.  
Browse to find the file that you have previously updated and saved on your PC, and then select **Submit** in the **Validation** box.

## Data Management Centre <sup>i</sup>

[Administration](#) > Data Management Centre

Customer DEMO



### Templates

Download a blank template to create Accounts, Cost centres, etc.

Data type

Accounts

Download



### Upload template

Here you can update multiple items in one operation. Select a Data Type and then click browse and select the template you want to upload.

Data type

Accounts

Browse

File name



### Validation

Click submit to run the job. The file will be validated and confirmation status given when the job completes.

Submit



### Upload template

Here you can update multiple items in one operation. Select a Data Type and then click browse and select the template you want to upload.

Data type

Services

Browse

File name

VTR-Services Upload Template\_04-09-



### Validation

Click submit to run the job. The file will be validated and confirmation status given when the job completes.

Submit





# Services | Steps to make changes going forward



- The file will be validated. If there are any errors in the uploaded information, they will be flagged and you can select **fix** in the last column to view the error. Fix the individual errors, and then **save**. Once all the errors have been fixed, select **Re-validate** to resubmit the updated data. When successful, you will be notified that the services have been updated.

**Bulk upload validation** ✕

*i* Click fix and correct data errors on each row. To complete the upload, fix all errors and then click Re-validate.

\* Required fields

Employee Id	Supervisor email	Cost centre 1	Status	
123456		HR1	Modified	fix move
123456		HR1	Modified	fix remove
<input type="text" value="123456"/>	<input type="text"/>	<input type="text" value="HR"/>	Errors!	cancel save
123456		Invalid Cost Centre	Errors!	fix remove
123456			Errors!	fix remove
123456		HR	Errors!	fix remove
123456		HR	Errors!	fix remove
123456		HR	Errors!	fix remove

5 10 20 < 1 of 1 > 8 records



File uploaded successfully. 8 out of 8 rows uploaded.

**OK**

**7**  
Re-validate

# Steps to make changes to historical information

2



# Services | Steps to make changes to historical information



1. On the VTR Portal, select the **Administration** tab, and then select **Go** on the **Services** box.

The screenshot shows the VTR Portal Administration interface. At the top, there is a navigation bar with tabs: Analysis, Reporting, Invoices, Technology Funds, Credit Notes, Administration (highlighted with a yellow box), and Configuration. To the right of the tabs are icons for a mail envelope, an information 'i' icon, and a user profile icon. Below the navigation bar, the word "Administration" is displayed in large red font with an information 'i' icon. Underneath, the text "Administration" appears on the left and "Customer Test 1 QA1 - Used for Demo" on the right. The main content area features six white boxes, each with a red "Go" button. The first box, titled "Services", is highlighted with a yellow border and a red circle containing the number "1". The "Services" box contains the text: "Load and manage common data such as service owner, device type, cost centre, etc." The other boxes are: "Cost Centres" (Load and manage cost centre hierarchy information), "Reference Data" (Manage reference data such as service type, service purpose, etc.), "Data Management Centre" (Add, update and remove non-billing data in bulk), "Contacts" (Add, update or remove contacts), and "Vodafone Usage Manager" (Manage Usage Manager groups, users and threshold alerts).

# Services | Steps to make changes to historical information



2. Click the **Choose columns** button and select the **Check/Uncheck All** option to enable all the columns.
3. Click the **More** button and select **Download to Template (historical)**. This generates an **Excel spreadsheet** containing all the data related to the services.

The screenshot shows the 'Services' interface. At the top, there is a breadcrumb 'Administration > Services' and a 'Customer DEMO' label. Below this, there are filter controls: 'Filter results' and 'Clear filters'. A 'Group update' button is also present. The main area contains a table with columns: Service n., Carrier, Carrier co., Account number, Owner fir., Owner la., Supervis., Service, and Service. The table lists various service records. At the bottom, there is a pagination control showing '5 10 20' and '1 of 751' records, with a total of '7506 records'.

This screenshot shows a dropdown menu for the 'Check/Uncheck All' option. The menu lists various fields with checkboxes: Account number, Carrier, Carrier country, Contract end date, Contract start date, Cost centre 1 - %, Cost centre 2 - %, Cost centre 3 - %, Cost centre 4 - %, Create date, and CTN masking. The 'Download to template (historical)' option is highlighted in yellow. A red arrow points from the 'Choose columns' button in the previous screenshot to this dropdown menu.

# Services | Steps to make changes to historical information



- Open the **Excel spreadsheet** and update the document with additional content as required, for example, **owner first name** and **last name**, **employee id**, **cost centre** etc. Make all columns visible to see the full list of fields that can be amended.

4

	A	B	C	D	E	F	G	H	I
1	Guide (v1.6.0.1)	Service Number	Carrier	Carrier Country	Service Class	Service Type	Service Purpose	Owner First Name	Owner Last Name
2	<b>Description:</b>	Service number	Carrier	Country for the Carrier	Service class for the service	Service type for the service	Service purpose for the service	First name of the person the service number is tied to	Last name of the person the number is tied to
3	<b>Table Reference:</b>	SERVICES.SERVICE_NUMBER	ACCOUNTS.CARRIER_ID	ACCOUNTS.COUNTRY_ID	SERVICES.SERVICE_CLASS_ID	SERVICES.SERVICE_TYPE_ID	SERVICES.SERVICE_PURPOSE_ID	SERVICES.OWNERFNAME	SERVICES.OWNERLNAME
4	<b>Business Rules:</b>	<b>Mandatory</b>	<b>Cannot be modified</b> • Changes not allowed and will be ignored.	<b>Cannot be modified</b> • Changes not allowed and will be ignored.	Not Required - (String validated against Reference Data) • Must match <b>Short</b> description in REF_SERVICE_CLASS • Value must be 'active'	Not Required (String validated against Reference Data) • Must match <b>Short</b> description in REF_SERVICE_TYPE • Value must be 'active'	Not Required (String validated against Reference Data) • Must match <b>Short</b> description in REF_SERVICE_PURPOSE • Value must be 'active'	Not Required	Not Required
5	<b>Data Type:</b>	Double-byte Character	Double-byte Character	Double-byte Character	Reference Data - (REF SERVICE CLASS)	Reference Data - (REF SERVICE TYPE)	Reference Data - (REF SERVICE PURPOSE)	Double-byte Character	Double-byte Character
6	<b>Example:</b>	84589	Central Billing	United States	Mobility	Smartphone	Home Phone	John	Smith
7		4479	Central Billing	United Kingdom	Unified Comms	VONE-C	VONE-C		James
8		4872	Polkomtel Poland	Poland	Mobility	Smartphone	Home Phone	Test	Dock10
9		4915	Central Billing	Germany	Mobility	Smartphone	Home Phone		
10		4917	Central Billing	Germany	Mobility	Smartphone	Smartphone		
11		4917	Central Billing	Germany	Mobility	Smartphone	Smartphone		
12		4989	Central Billing	Germany	Unified Comms	VONE-C	VONE-C		Malcolm
13		4989	Central Billing	Germany	Unified Comms	VONE-C	VONE-C		Samantha

# Services | Steps to make changes to historical information



- For historical updates, there is an additional step consisting in setting the **Effective Start Date** and **Effective End Date** to indicate across which period you want the changes to be made.  
Save the updated file to your PC.

Effective Start Date	Effective End Date
The effective start date for the historical Owner First Name, Owner Last Name or Cost Centre change of a service	The effective end date for the historical Owner First Name, Owner Last Name or Cost Centre change of a service
SERVICES_HISTORY_ALLOCATION.EFFECTIVE_START_DATE	SERVICES_HISTORY_ALLOCATION.EFFECTIVE_END_DATE
<b>Mandatory</b> •Format must be (dd/mm/yyyy)	<b>Mandatory</b> •Format must be (dd/mm/yyyy)
Date	Date
<b>23/01/2015</b>	<b>23/04/2015</b>
01/02/2020	24/04/2020
01/02/2020	24/04/2020
01/02/2020	24/04/2020
01/02/2020	24/04/2020
01/02/2020	24/04/2020
01/02/2020	24/04/2020
01/02/2020	24/04/2020

# Services | Steps to make changes to historical information



- Return to the **Administration** tab, and then select **Go** on the **Data Management Centre** box.

The screenshot shows a web application interface with a navigation bar at the top containing the following tabs: Analysis, Reporting, Invoices, Technology Funds, Credit Notes, Administration (highlighted with a yellow box), and Configuration. To the right of the tabs are icons for a mail envelope, an information 'i' icon, and a user profile icon. Below the navigation bar, the word 'Administration' is displayed in large red text with an information 'i' icon to its right. Underneath, there is a sub-header 'Administration' on the left and 'Customer Test 1 QA1 - Used for Demo' on the right. The main content area features six white cards arranged in a 2x3 grid. Each card has a title, a brief description, and a red 'Go' button at the bottom. The cards are: 'Services' (Load and manage common data such as service owner, device type, cost centre, etc.), 'Cost Centres' (Load and manage cost centre hierarchy information), 'Reference Data' (Manage reference data such as service type, service purpose, etc.), 'Data Management Centre' (Add, update and remove non-billing data in bulk), 'Contacts' (Add, update or remove contacts), and 'Vodafone Usage Manager' (Manage Usage Manager groups, users and threshold alerts). The 'Data Management Centre' card is highlighted with a yellow border, and a red circle with the number '6' is overlaid on its top-left corner.

# Services | Steps to make changes to historical information



- In the **Upload template** box, select **Services (Historical)** in the **Data type** dropdown. Browse to find the file that you have previously updated and saved on your PC, and then select **Submit** in the **Validation** box. When successful, you will be notified that the services have been updated.

## Data Management Centre <sup>i</sup>

[Administration](#) > Data Management Centre Customer DEMO

### Templates

Download a blank template to create Accounts, Cost centres, etc.

Data type: Accounts Download

### Upload template

Here you can update multiple items in one operation. Select a Data Type and then click browse and select the template you want to upload.

Data type: Accounts Browse

File name:  ×

### Validation

Click submit to run the job. The file will be validated and confirmation status given when the job completes.

Submit



### Upload template

Here you can update multiple items in one operation. Select a Data Type and then click browse and select the template you want to upload.

Data type: Services (Historical) Browse

File name: VTR-Historical Services Upload Templa ×

### Validation

Click submit to run the job. The file will be validated and confirmation status given when the job completes.

Submit

File uploaded successfully. 8 out of 8 rows uploaded.

OK



# Steps to make changes to individual services

3



# Services | Steps to make changes to individual services



1. On the VTR Portal, select the **Administration** tab, and then select **Go** on the **Services** box.

The screenshot shows the VTR Portal Administration interface. At the top, there is a navigation bar with tabs: Analysis, Reporting, Invoices, Technology Funds, Credit Notes, Administration (highlighted in yellow), and Configuration. To the right of the tabs are icons for a mail envelope, an information 'i' icon, and a user profile icon. Below the navigation bar, the word "Administration" is displayed in large red font, followed by an information 'i' icon. Underneath, the text "Administration" appears on the left, and "Customer Test 1 QA1 - Used for Demo" on the right. The main content area features six white boxes arranged in a 2x3 grid, each with a red "Go" button at the bottom. The top-left box, titled "Services", is highlighted with a yellow border and a red circle containing the number "1". The "Services" box contains the text: "Load and manage common data such as service owner, device type, cost centre, etc." The other boxes are: "Cost Centres" (Load and manage cost centre hierarchy information), "Reference Data" (Manage reference data such as service type, service purpose, etc.), "Data Management Centre" (Add, update and remove non-billing data in bulk), "Contacts" (Add, update or remove contacts), and "Vodafone Usage Manager" (Manage Usage Manager groups, users and threshold alerts).

# Services | Steps to make changes to individual services



2. To edit an individual service, click **edit** in the last column of the appropriate line to view the fields that can be amended.
3. After making the required changes, click **save**. When successful, you will be notified that the service has been updated.

Services ⓘ

Administration > Services Customer Test 1 QA1 - Used for Demo

Filter results  Clear filters

Choose columns  Accounts Cost centre More...

> Group update

Service n...	Owner first name	Owner last name	Supervisor em...	Service ...	Service ...	Service ...	Estate...	
204046856...	Jane	Doe		Mobility	Smartpho...	Phone	No	edit history amend history
204046856...	John	Doe		Mobility	Smartpho...	Phone	No	edit history amend history
204046856...				Mobility	Smartpho...	Phone	No	edit history amend history
204046856...				Mobility	Smartpho...	Phone	No	edit history amend history
204046856...				Fixed	IoT	IoT	No	edit history amend history
204046856...				Fixed	IoT	IoT	No	edit history amend history
204046856...				Fixed	IoT	IoT	No	edit history amend history
204046856...				IoT		IoT	No	edit history amend history
204046856...				IoT		Home Pho...	No	edit history amend history
204046856...				Fixed	IoT	IoT	No	edit history amend history

5 10 20 1 of 174520 > 1745196 records



Service ...	Service ...	Service ...	Estate...	
Mobility	Smartpho...	Phone	No	<b>2</b> edit history amend history
Mobility	Smartpho...	Phone	No	edit history amend history

Service ...	Service ...	Service ...	Estate...	
Mobility	Smartphone	Phone	Yes ▾	<b>3</b> cancel save
Mobility	Smartpho...	Phone	No	edit history amend history

Technology Funds Credit Notes Administration Configuration

Your changes have been saved successfully.

Services ⓘ



**vodafone**  
business

Together we can