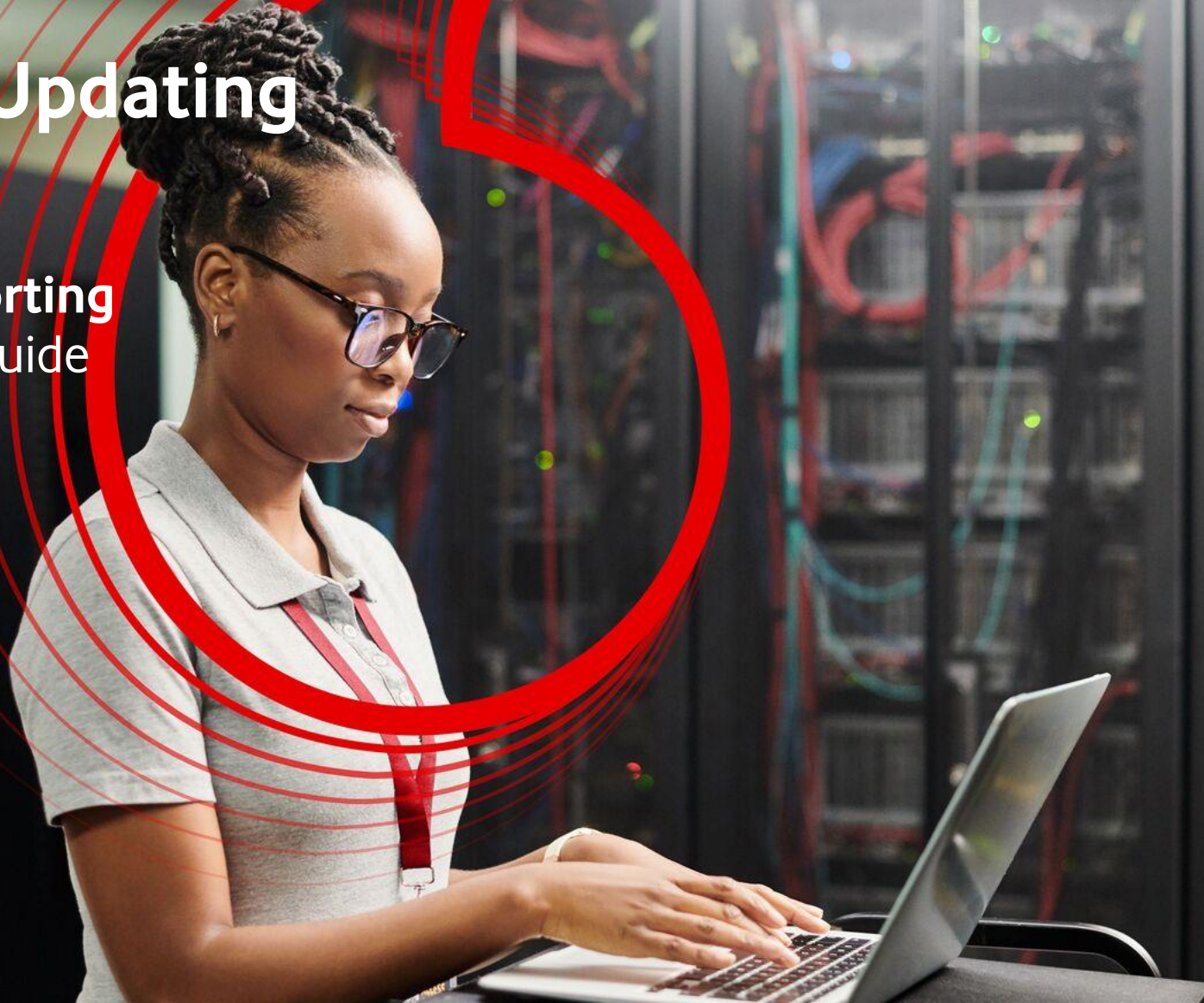# Instructions for Updating Service Details

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.

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.

4. 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.

	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 Nam
2	Description:	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	Table Reference:	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	Business Rules:	Mandatory	Cannot be modified ● Changes not allowed and will be ignored.	Cannot be modified ● Changes not allowed and will be ignored.	Not Required - (String validated against Reference Data) ● Must match **Short** description in REF_SERVICE_CLASS ● Value must be 'active'	Not Required (String validated against Reference Data) ● Must match **Short** description in REF_SERVICE_TYPE ● Value must be 'active'	Not Required (String validated against Reference Data) ● Must match **Short** description in REF_SERVICE_PURPOSE ● Value must be 'active'	Not Required	Not Required
5	Data Type:	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	Example:	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

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

6. 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.

7. 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.

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.

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.

4. 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.

	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 Nam**
2	**Description:**	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	**Table Reference:**	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	**Business Rules:**	**Mandatory**	**Cannot be modified** • Changes not allowed and will be ignored.	**Cannot be modified** • Changes not allowed and will be ignored.	Not Required - (String validated against Reference Data) • Must match **Short** description in REF_SERVICE_CLASS • Value must be 'active'	Not Required (String validated against Reference Data) • Must match **Short** description in REF_SERVICE_TYPE • Value must be 'active'	Not Required (String validated against Reference Data) • Must match **Short** description in REF_SERVICE_PURPOSE • Value must be 'active'	Not Required	Not Required
5	**Data Type:**	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	**Example:**	84589	**Central Billing**	**United States**	**Mobility**	**Smartphone**	**Home Phone**	**John**	**Smith**
7		44799	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

5. 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
Mandatory •Format must be (dd/mm/yyyy)	Mandatory •Format must be (dd/mm/yyyy)
Date	Date
23/01/2015	**23/04/2015**
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

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

Services | Steps to make changes to historical information

7. 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.

Steps to make changes to individual services

3

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

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.

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