**INR Billing Month Mismatch in ROME and GCP**

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| Date | Updated by | Reviewed by |
| 04/23/18 | Pradeep More |  |

**Reference INR Ticket #243942302 Opportunity ID: 1-88JCYSB**

SUMMARY\_ISSUE: Three requests failed and never produced an InR link. 1-8C8ATZB (Feb 2017), 1-8CGE4KL (March 2018 including 831 acct that was in acct identifier pop up), 1-8COOKUW (March 2018 excluding 831 acct that was in acct identifier pop up).  
DETAILS\_ISSUE: I had successfully pulled January 2018 within this Opp using the exact same criteria and DUNS # (Inventory Request ID 1-8AI2CXT), but neither **February 2017 nor March 2017** (when the volumes were much higher) will produce an InR link. It took overnight for the February pull to indicate it failed. March failed the same day.  
CUSTOMER\_NM: Express Messenger Services  
SUB\_ACCT\_NM: Express Messenger Services  
SUB\_ACCT\_ID: SFU0O3  
OPPORTUNITY\_ID\_: 1-88JCYSB  
PRODUCT: ABN LD  
REQUEST\_ID\_NO: 1-8C8ATZB, 1-8CGE4KL,1-8COOKUW

Screen shot of the request id status in ROME.



INR BOA provided below logs in engagement ticket:-

**Request id 1-8C8ATZB**  
http://zlpv7046.vci.att.com:2220/RWS\_out/EcrmInR2WSService/GetCustomerAccountID//20180409\_151734\_EMPTY\_6746\_DSLReq.xml  
http://zlpv7046.vci.att.com:2220/RWS\_out/EcrmInR2WSService/GetCustomerAccountID//20180409\_151734\_EMPTY\_6746\_DSLResp.xml  
http://zlpv7046.vci.att.com:2220/RWS\_out/EcrmInR2WSService/GetCustomerAccountID//20180409\_151735\_1-D7-1680\_5282\_PSReq.xml  
http://zlpv7046.vci.att.com:2220/RWS\_out/EcrmInR2WSService/GetCustomerAccountID//20180409\_151735\_1-D7-1680\_5282\_PSResp.xml  
  
**Request id 1-8CGE4KL**  
http://zlpv7046.vci.att.com:2220/RWS\_out/EcrmInR2WSService/GetCustomerAccountID//20180411\_155642\_1-D7-1680\_4055\_PSReq.xml  
http://zlpv7046.vci.att.com:2220/RWS\_out/EcrmInR2WSService/GetCustomerAccountID//20180411\_155642\_1-D7-1680\_4055\_PSResp.xml  
http://zlpv7046.vci.att.com:2220/RWS\_out/EcrmInR2WSService/GetCustomerAccountID//20180411\_155642\_EMPTY\_3783\_DSLReq.xml  
http://zlpv7046.vci.att.com:2220/RWS\_out/EcrmInR2WSService/GetCustomerAccountID//20180411\_155642\_EMPTY\_3783\_DSLResp.xml  
  
**Request id 1-8COOKUW**  
http://zlpv7046.vci.att.com:2220/RWS\_out/EcrmInR2WSService/GetCustomerAccountID//20180411\_155909\_1-D7-1680\_2338\_PSReq.xml  
http://zlpv7046.vci.att.com:2220/RWS\_out/EcrmInR2WSService/GetCustomerAccountID//20180411\_155909\_1-D7-1680\_2338\_PSResp.xml  
http://zlpv7046.vci.att.com:2220/RWS\_out/EcrmInR2WSService/GetCustomerAccountID//20180411\_155909\_EMPTY\_8597\_DSLReq.xml  
<http://zlpv7046.vci.att.com:2220/RWS_out/EcrmInR2WSService/GetCustomerAccountID//20180411_155909_EMPTY_8597_DSLResp.xml>

**INR BOA created a chat for the issue and invited GCP BOA to check the issue.**

qto://meeting/q\_rooms\_pm52941523543958137/INR+TT%23243942302+Express+Messenger+Services

**GCP BOA checked the issue and confirmed:-**

1. GCP has requirement to retain 12 months of data for ABN LD VOICE.
2. GCP has **April** 2017 - **March** 2018 data
3. ROME has months **March** 2017 - **Feb** 2018 available.
4. So if business needs to have that data available for **March** 2017 - **Feb** 2018 , then it should the change in GCP.
5. To implement this change there needs to be a **CR and VPMO**.