



# Robotics Program

Corporate - EBU Admin Mass Updates - Price

Plan Migration

Corporate - EBU Admin Mass Updates - SOC

CODE UPDATE

## **Process Design Document**

**Version: 1.3**



**30<sup>th</sup> Nov 2017**

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## 1 Document History

### 1.1 Revision History

Author	Version	Rev. date	Summary of Changes	Section	Page
Satheesha Narayan	1.0		First version		
Satheesha Narayan	1.1		Made changes in Exception details	Business Exception	219-228
Satheesha Narayan	1.2		Corrections are made based on SME's review	System Exception	
Satheesha Narayan	1.3		Changes in various sections		

### 1.2 Quality Review

The following have been nominated as quality reviewers for this Product:

Name	Title	Date of Issue	Versions

### 1.3 Approval / Sign-off

This document requires approval from the following individuals:

Name	Role	Date	Signature
Milind Soni	Process SME		
Shoeb Ahmed	Process Owner		



## 1.4 Referenced documents

Document Name	Version

## 2 Purpose of the document

The Process Definition Document (PDD) captures the flow of a business process to be developed within Blue Prism.

The flowchart contained within the document captures, at a high level, the business process to be automated, the target systems used within the process and any assumptions that have been taken into account.

Once agreed as the basis for the automation of the target process, the flowchart and assumptions will be used as a platform from which the automated solution will be designed.

Changes to this business process may constitute a request for change and will be subject to the agreed agility program change procedures.

Note: This document must be completed in the absence of existing process documentation that provides the level of detail required for a process to be automated. If existing process documentation is to be used instead of a new PDD the following steps should still be undertaken

- Existing process documentation reviewed to ensure it is still up to date and fully captures the current manual process
- Existing process documentation provides the same level of detail that is required for automation
- Agreed by the business as an accurate description of the manual process

## 3 Process Overview

### 3.1 Manual Process Description



Corporate - Corporate is billing platform. We do all admin related activities like Cost Center, Term Update, Dealer Code Update, Feature Update, Username, SOC Code Update, Price Plan Update on Large Corporate Accounts using bulk script to execute the changes. Changes can be done only if the CTN count is more than 26.

Price Plan Update: Price Plan are combination of SOCs and Features as per the customer's requirement and they provide some codes for that combination and it is prepared by tariff design team. We do changes on price plan using bulk script on Libra Billing Platform.

SOC Code Update: SOC Code is combination of some additional benefit along with some features also include in that code as per the customer requirement and they provide some codes for that combination and it is prepared by tariff design team. We do changes on SOC as well using the same bulk script on Libra Billing Platform.

#### Timing and availability of the Network:

Timing and availability of the Network to run the Migration is very vital in this process. Team has a limit to run only 7000 transactions in Live and 10,000 transaction limit in Overnight batches in a day. Based on Network availability team schedule Live and overnight batches. If the requestor has asked to run in a particular batch, we need to run as per the request.

Live Batches: Live batches would work from 8 AM GMT to 3 PM GMT (Live batches we would run the combination of the request –  
Migration + SOC changes)

Overnight Batches: Overnight batches would start from 3 PM GMT. (In overnight batches we would run any straight requests like – only Migration/only Addition/only removal)

## 4 Target systems

NAME	DESCRIPTION
Citrix	<a href="https://cc.internal.vodafone.co.uk/Citrix/cc_internal/site/default.aspx">https://cc.internal.vodafone.co.uk/Citrix/cc_internal/site/default.aspx</a>
CC Crystal	<a href="https://cc.internal.vodafone.co.uk/Citrix/cc_internal/site/default.aspx">https://cc.internal.vodafone.co.uk/Citrix/cc_internal/site/default.aspx</a>
CC Netop 10	<a href="https://cc.internal.vodafone.co.uk/Citrix/cc_internal/site/default.aspx">https://cc.internal.vodafone.co.uk/Citrix/cc_internal/site/default.aspx</a>
CC Corporate Gemini	<a href="https://cc.internal.vodafone.co.uk/Citrix/cc_internal/site/default.aspx">https://cc.internal.vodafone.co.uk/Citrix/cc_internal/site/default.aspx</a>
CC EOD	<a href="https://cc.internal.vodafone.co.uk/Citrix/cc_internal/site/default.aspx">https://cc.internal.vodafone.co.uk/Citrix/cc_internal/site/default.aspx</a>
eGain	<a href="http://ems03300.egain.net/system/web/view/platform/common/login/root.jsp?partitionId=1">http://ems03300.egain.net/system/web/view/platform/common/login/root.jsp?partitionId=1</a>
Microsoft Excel	Accessed via the email as an attachment



Microsoft Outlook	Accessed via the Windows start button
Shed Report	Shed in URL
Microsoft Note	Accessed via the Windows start button
ISAAC	On Virtual Machine
CBMR	Access via Outlook
VCO	<a href="http://www.vcol.co.uk">Www.vcol.co.uk</a>
Sharepoint	<a href="https://workspace.vodafone.com/uk/bulkadmin/Lists/Price%20Plan%20%20SOC%20Migration%20Schedule/AllItems.aspx?ShowInGrid=False">https://workspace.vodafone.com/uk/bulkadmin/Lists/Price%20Plan%20%20SOC%20Migration%20Schedule/AllItems.aspx?ShowInGrid=False</a>
Mission Critical portal	<a href="https://workspace.vodafone.com/uk/ops delivery process and quality/quality/Lists/Mission Critical Log/Mission Critical Logs.aspx">https://workspace.vodafone.com/uk/ops delivery process and quality/quality/Lists/Mission Critical Log/Mission Critical Logs.aspx</a>

## 5 SIPOC/High Level Process Summary





VVT team	Launch eGain	Login to eGain application	eGain Main page	VVT team
CORPORATE MASS UPDATES	Excel files	Check for the request types, Price plan or SOC	Request details retrieved	VVT team
VVT team	Username and Password	Login to Citrix	Citrix main Page	VVT team
VVT team	Username and Password	Login to Crystal	Crystal bill System Main page	VVT team
VVT team	Crystal Main page	Search for market type	DPA check	VVT team
VVT team	CC Netop 10	Login to CC Netop	CC Netop main page	VVT team
VVT team	CC Netop main page	Transfer files at UK shared drive	Files are transferred	VVT team
VVT team	CC EOD	Login to CC EOD	CC EOD main Page	VVT team
VVT team	CC EOD Main page	Transfer files at Network level	Files are transferred	VVT team
VVT team	CC Libra Gemini	Execute the Validation	Validation results	VVT team
VVT team	eGain main page	Reply back to the input email	Email sent	VVT team



## 6 Process Availability/Constraints

### Process Availability

- Once received email from "Gemini Operation" and email add is [oper@weed.vfl.vodafone](mailto:oper@weed.vfl.vodafone) , stating "The Date for Corporate has now been rolled" – This is for process Migration.
- Process SLAs:  
2 Working Days (48 Hours) - The number of CTN in Input file is less than 200  
10 Working Days - The number of CTN in Input file is more than 200 (It depends on Network availability)

### Constraints:

- Input standardization is not in place. In some of the Input files – SOC addition and Removals are difficult to identify, as requestor is using dissimilar words.
- SMEs transfers the files at UK Shared Drive using Skype. This is not a Standard Operating Procedure but a workaround as SMEs access has been revoked to access UK Network drive.
- Migration date – there would be more of email communication between VVT team and Requestor regarding the "Migration date". By looking at the Network availability team has to propose a Migration date to the Requestor. If the Requestor is not happy with slot – there may be much more communication to follow.
- Keeping an eye on Network availability is also a challenge. As there is only 7000 transaction limit is available to run the Migration every day. If the Requested file is huge, the Migration needs to be divided and run into different dates.
- Time Frame – Post confirmation from IT team that Batch date has been rolled, VVT needs to perform the transaction ASAP looking at the service queue status (No of Migration is a challenge). This way UK team can use the Network within the business hours to finish their transactions.
- During a Migration- Team has to wait until the Service transaction or Device transaction queue shows the count as less than 1000. There is no specific time frame that the team can wait until it reduced to 1000.

### Communication Matrix:

- Before starting the Migration for the specific date, VVT team is sending an email communication to the UK stakeholders and even post completion of Migration.
- Before starting the Migration for the specific date for a specific Migration, VVT team is sending an email communication to the Requestor and needs to update the status in case of any issues in regular intervals.
- Any issues within Network level or Services queue (Device transaction and Service Transaction) has to be highlighted to UK team.
- If any issues within Services/Device/Error transaction queue (usually team needs to wait till the transaction count show less than 1000) if this continues to show more than 1000 for a long time, an email communication has to be send to "Error handling" team for an Investigation and mark this as well to UK stakeholders.



- If the count of suspended CTN's are more (75), need to send an email to "Bulk Update" team to restore all the suspended CTN's before the Migration. This case has to be put hold or a time being.

## 7 Process Metrics

Type	Mean	Min	Max	Std Dev	Comments
Case Time	78 Min	70 Min	90 Min	9.37 Min	NA
Volumes – Price plan	100	90	120	12.06	NA
Volumes - SOC	80	70	100	12.06	NA

Variation in Process – **Expect 20 to 30% hike** in Intake during the Jan to Mar

## 8 Impacted Business area

The output of "Corporate EBU Admin" process is an Input for "M2M teams", Corporate teams and VGE teams.

## 9 Success Criteria

- Perform changes on price plan using bulk script on Corporate Billing Platform.
- Perform changes on SOC as well using the same bulk script on Corporate Billing Platform.
- In case of any Exceptions Business should be notified



## 10 Process swimlane Diagram



## 11 Process details

Section includes screen captures and explanations for every step in the manual process

### 11.1 SIPOC Process Step 1 - Direct Migration

If the current price plan is having inbuilt GPRS service and also the target price plan is also having inbuilt GPRS Service – need to follow Direct Mig.

If the current and target both doesn't have GPRS inbuilt - need to follow Direct Mig.

**Step 1:** Login into Share Point Site by using  
<https://workspace.vodafone.com/india/ICOEBU/default.aspx>



The screenshot shows a SharePoint page titled "EBU Data - Please click below options to visit relevant list." The page includes a red header bar with the Vodafone logo. Below the header, there's a navigation bar with links like "Libraries", "Lists", and "Discussions". A search bar at the top right says "Who or what are you looking for?". The main content area contains links to "Libra Mass | BVO | Corporate Price Plan Update | Corporate SOC Update" and "Active Restricted Accounts | Libra Executions". At the bottom, there's a footer with sections for "Vodafone Sites", "Discover Vodafone", "Support", and a "Support Community on Yammer". The status bar at the bottom of the browser window shows various open tabs and the date/time.

## Step 2: Click on Corporate Price Plan Update

This screenshot is identical to the one above, but the "Corporate Price Plan Update" link in the main content area is now highlighted in blue, indicating it has been clicked.



**Step 3:** Click on "REFNO" which you want to process (Needs to process every REFNO based on its status) as below.

**Step 4:** Click on Actions and then Export to spreadsheet as given below



Screenshot of a Microsoft SharePoint list titled "Corporate\_PricePlanUpdate". The list contains 20 items, each with columns: REFNO, Requester\_EmailID, and MigT. The REFNO column shows values like CPU030120181810, CPU030120181810, etc. The MigT column shows values like 1666666666666666.

The Actions menu is open, showing various options: Show In Standard View, New Row, Task Pane, Totals, Refresh Data, Export to Spreadsheet, Open with Access, View RSS Feed, and Alert Me.

The browser address bar shows: https://workspace.vodafone.com/india/ICOEBU/Lists/Corporate\_PricePlanUpdate/

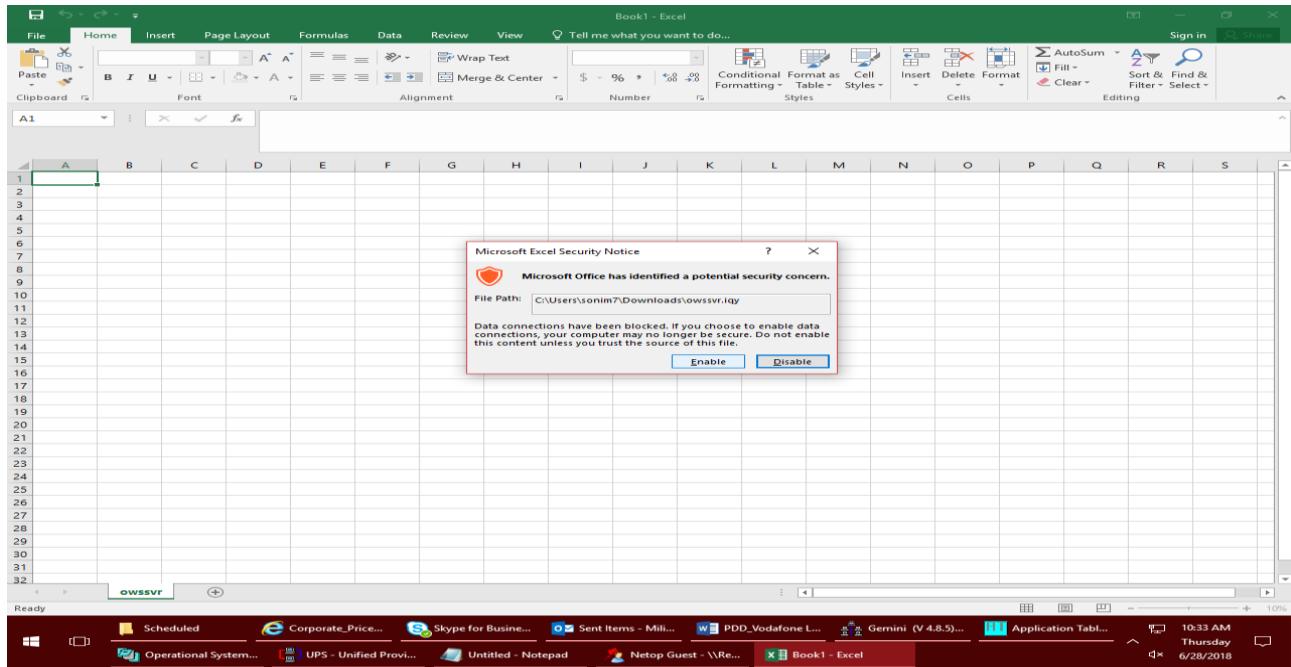
The taskbar at the bottom shows multiple open applications: Scheduled, Corporate\_Price..., Skype for Business, Sent Items - Mili..., PDD\_Vodafone L..., Gemini (V 4.8.5)..., Application Tabl..., Operational System..., UPS - Unified Provi..., Untitled - Notepad, Netop Guest - \\Re...



**Step 5:** Click on save button as describe below and save the exported file in desire path (desktop on local machine)

The screenshot shows a SharePoint list titled "Corporate Price Plan Update". The list has columns: SOC\_Addition18, SOC\_Addition19, SOC\_Addition20, RobotStatus, ManualStatus, REFNO, Requester\_Email\_ID, and Mgt. There are 20 items in the list. A context menu is open over the last item, showing options: Save, Save as, and Save and open. The status bar at the bottom shows a file named "owssvr.ig" from "workspace.vodafone.com".

**Step 6:** Open the file where you have stored on your desktop and follow below steps to open it with proper details.



**Step 7:** When you see the pop up like below click on Enable option so once you click on it you will see the screen as below.



Screenshot of Microsoft Excel showing a large table titled "Task\_Required". The table has columns for Task Required, Corp ID, BAN, CTN, Current Price Plan, Current Price Plan Description, Target Price Plan, Target Price Plan Description, SOC Remove1, SOC Remove2, and SOC Remove3. The table contains 32 rows of data, mostly from "Price Plan Update" tasks. The status column shows various values like TEMP, ZZZZZZ, and TEMP1. The description column often includes "VPORTMIG" or "Vodafone Holding Tariff". The bottom of the screen shows the Windows taskbar with several open applications.

**Step 8:** Once you see the above page you need to filter it again with REFNO and then RobotStatus if it shows blank this need to take care of for basic validation checks.

Screenshot of Microsoft Excel showing a filtered table titled "REFNO". The table has columns for SOC\_Addition20, RobotStatus, ManualStatus, REFNO, Requester\_Email\_ID, MigType, MigDate, Upload Date, Created, and Created By. A filter dialog is open on the left side, showing a list of selected items under "Selected Items": CPU020220181633, CPU030120181810, and CPU130620181407. The "OK" button is visible at the bottom of the dialog.

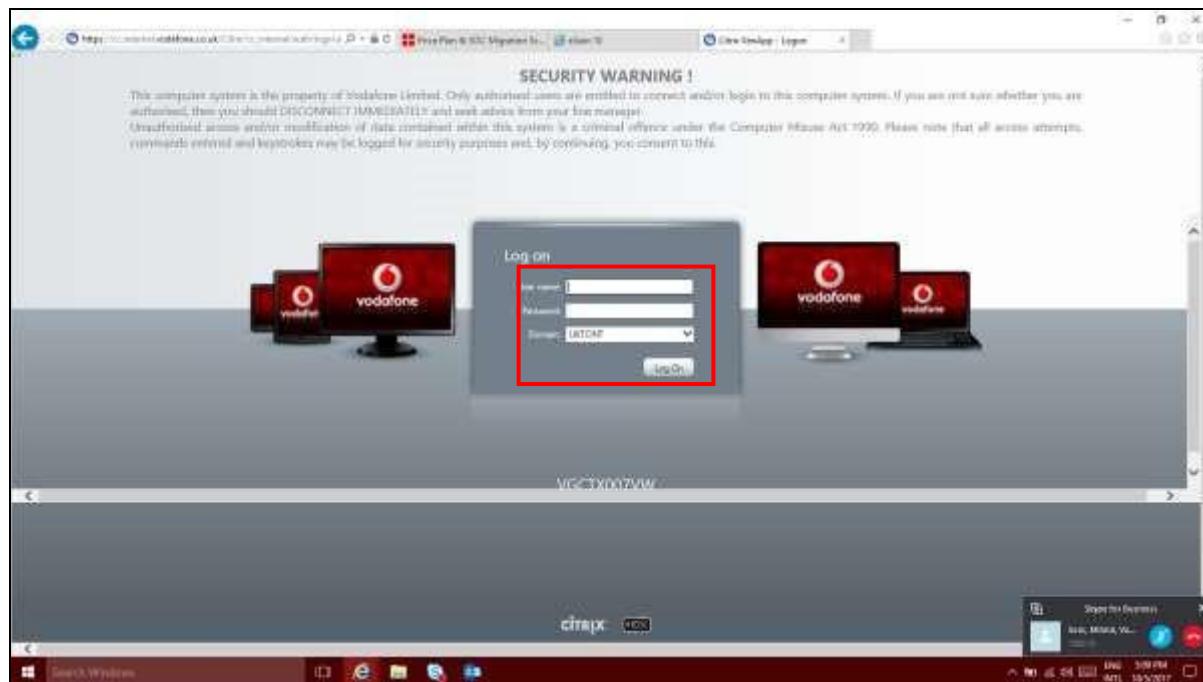


**Step 9:** To perform basic validation for each request of corporate price plan update need to perform on crystal. To open the same needs to follow below steps.

Login to Citrix by using the below link.

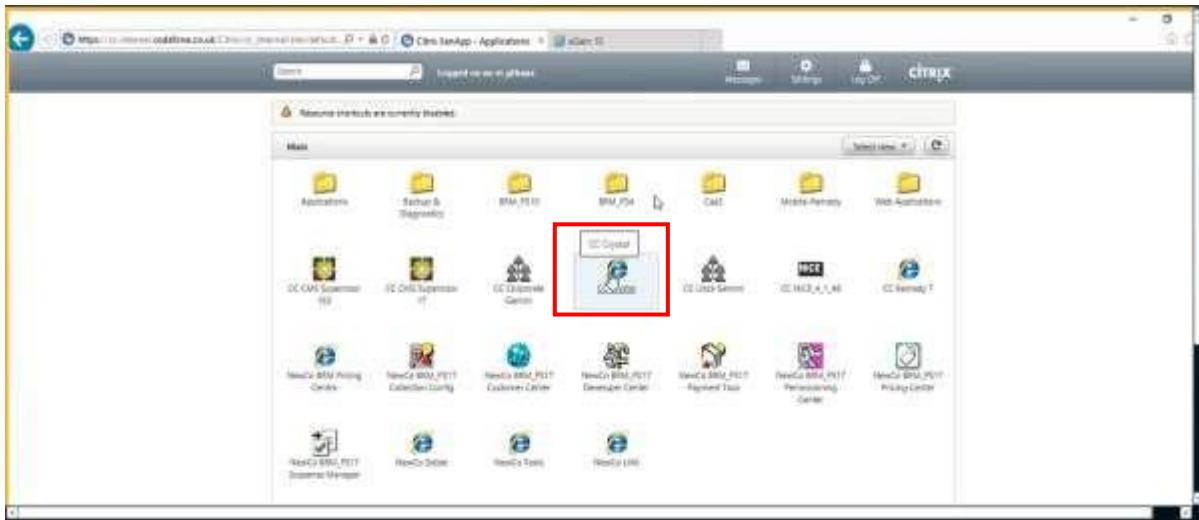
[https://cc.internal.vodafone.co.uk/Citrix/cc\\_internal/site/default.aspx](https://cc.internal.vodafone.co.uk/Citrix/cc_internal/site/default.aspx) with the User ID

### and Credentials





**Step 10:** Click on CC Crystal Icon



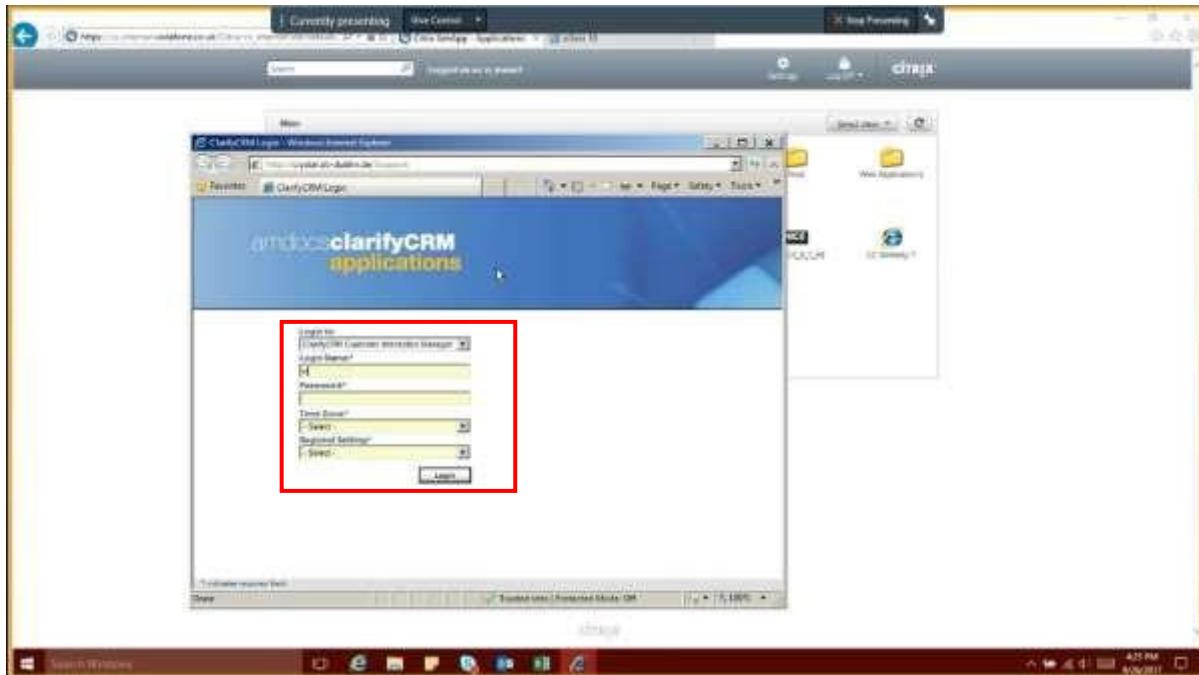
**Step 11:** Login to Crystal, Enter the credentials, select the Time zone and Regional settings as below and click on "Login"

**Step2:** User ID: \_\_\_\_\_

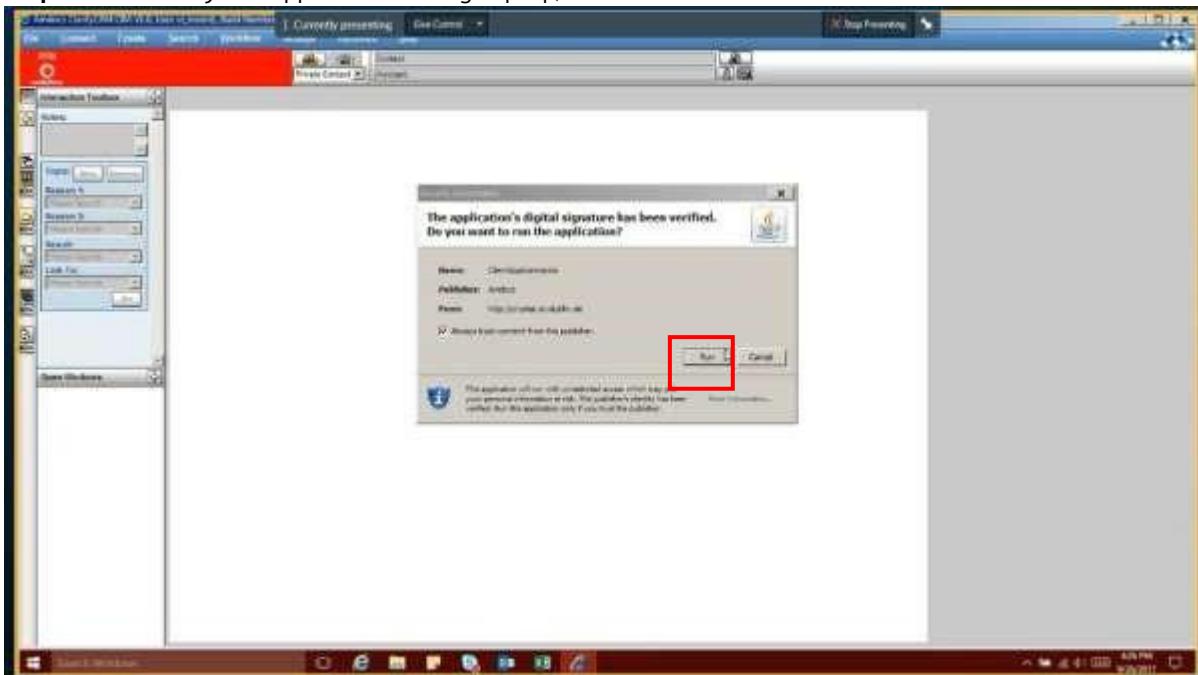
**Step3:** Password: \_\_\_\_\_

**Step4:** Time Zone: GMT – Greenwich Mean time

**Step5:** Regional Setting: English (United Kingdom)

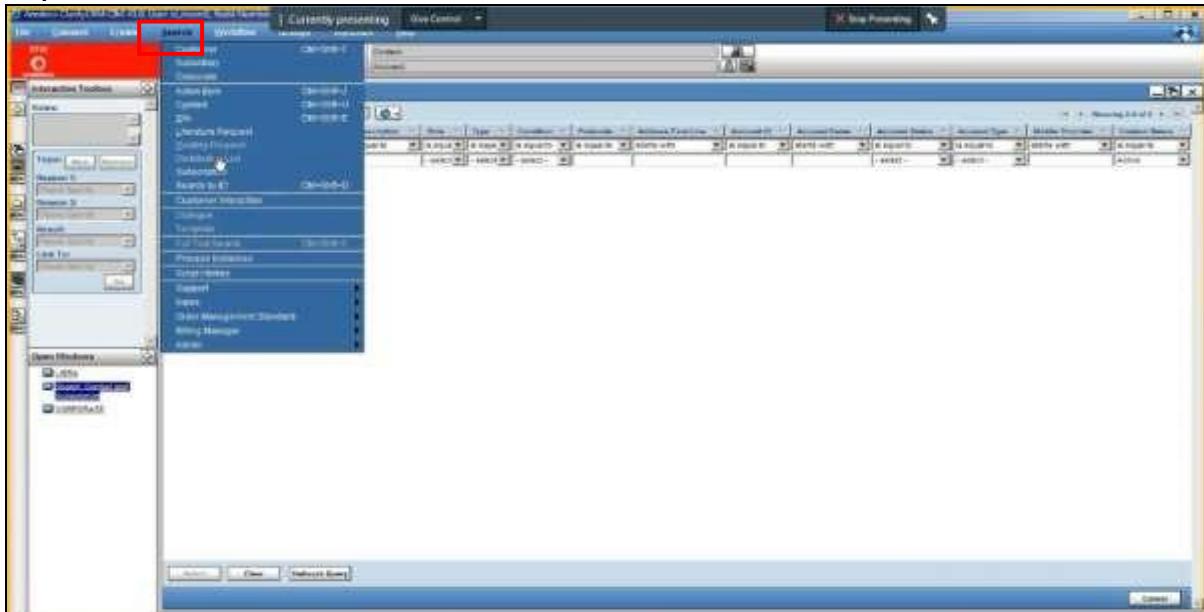


**Step 12:** Handle any Java application relating Pop-Up, Click on Run



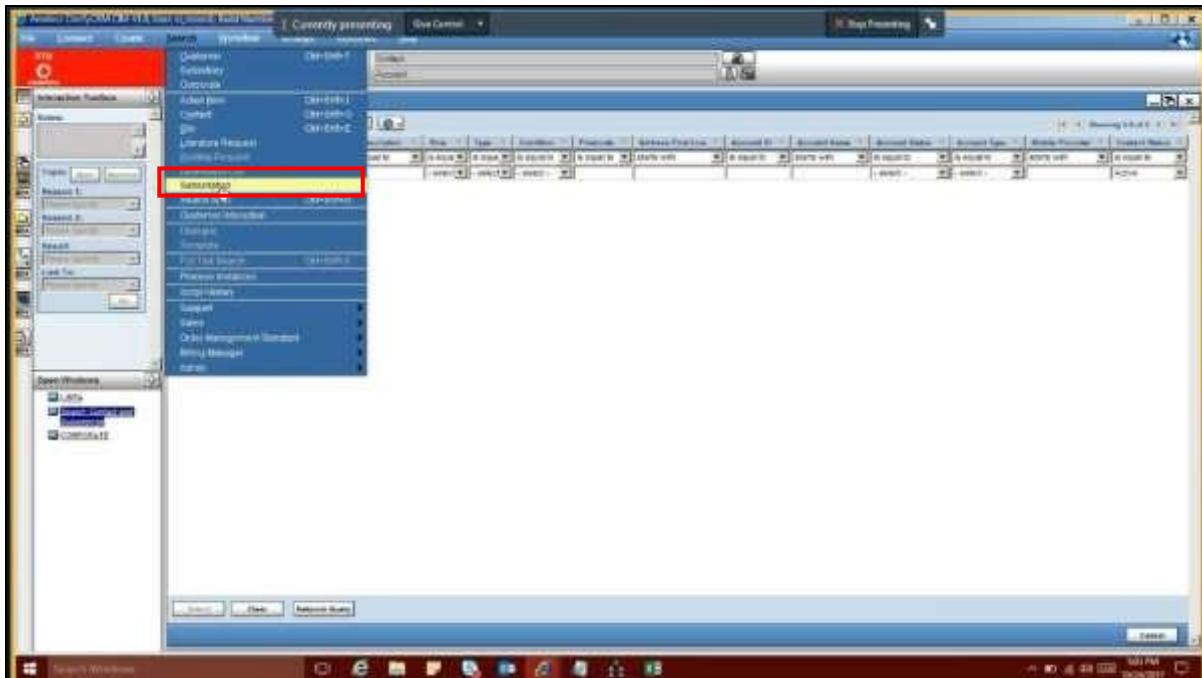


**Step 13: Click on "Search" tab**





**Step 14: Select "Subscription"**



**Step 15:** Paste the Subscription number which was copied earlier from the Excel sheet in the "Subscription" tab and then hit ENTER



The screenshot shows the Amico Cardiac MRI Worklist module. The top menu bar includes 'File', 'Connect', 'Create', 'Manage', 'Printouts', 'Currently presenting', 'Five Cards...', and 'Stop Presenting'. A red box highlights the 'Search Worklist' button in the toolbar. The main window has a title 'Search Worklist' with dropdown menus for 'Patient Context' (set to 'Patient') and 'Search Type' (set to 'Patient'). The search form contains fields for 'Patient ID' (with a dropdown menu), 'First Name', 'Last Name', 'Middle Name', 'Address Line 1', 'Address Line 2', and 'Address Line 3'. Below the search form is a table with columns: 'Patient ID', 'First Name', 'Last Name', 'Middle Name', 'Address Line 1', 'Address Line 2', 'Address Line 3', 'Address Line 4', and 'Address Line 5'. Two rows of data are visible: one for 'A-00001' and another for 'A-00002'. On the left side, there is a vertical panel titled 'Patient Selection' with buttons for 'New Patient', 'Edit Patient', 'Delete Patient', 'Patient List', and 'Patient Details'. At the bottom left, there is a 'Open Windows' section with icons for 'Edit', 'Cardiac MRI Worklist', 'CORPORATE', and 'Help'. The bottom right corner has a 'Logout' button.



**Step 16:** Select the CTN which is in “**Active**” status

The screenshot shows a SAP Fiori application window titled "Search: Billing Subsidiary Accounts". The main area displays a table with columns: Account ID, Type, Description, Commission Date, Commission Rate, Last Name, To D/P Name, Account ID, and Account Name. The first row, which corresponds to the account highlighted in the red box, has the status "Active".

**Step 17:** Click on the **account Id** of the particular active CTN within Account ID tab

The screenshot shows a SAP Fiori application window titled "Account List (0001000001) View (Change Log)". The main area displays a table with columns: Account ID, Type, Description, Commission Date, Commission Rate, Last Name, To D/P Name, Account ID, and Account Name. The account ID "0001000001" is highlighted with a red box.



**Step 18:** Copy the **Corporate ID** and click on close

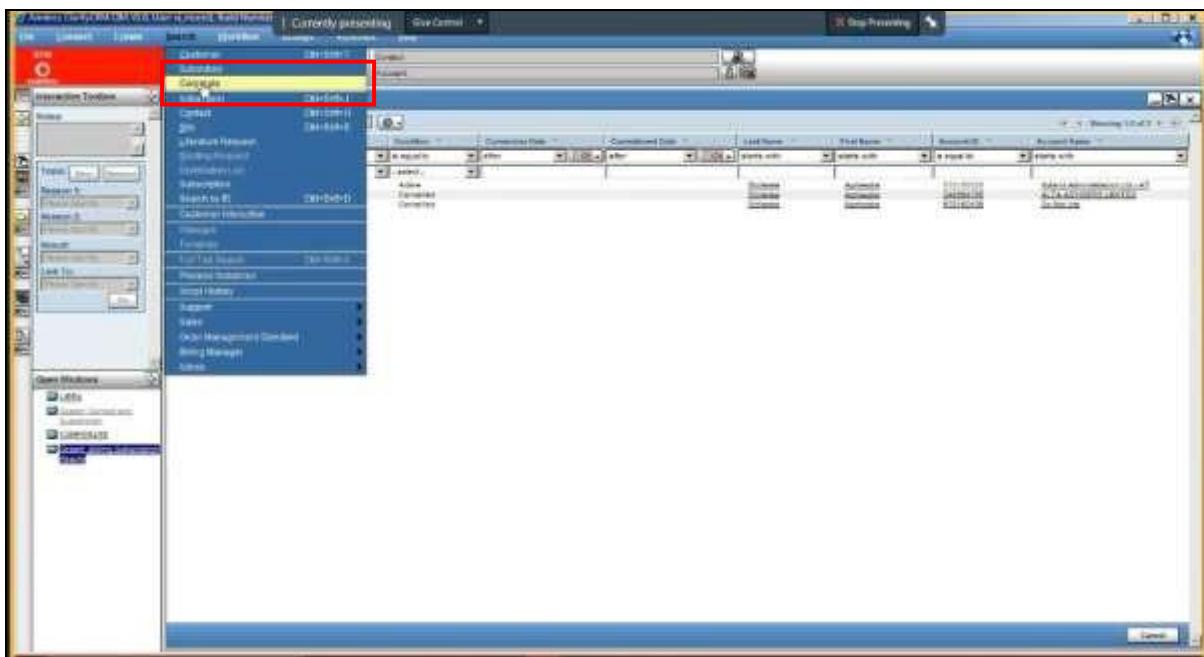
This screenshot shows the Oracle Application Express interface for managing corporate information. The main area displays various fields such as Customer Account ID, Corporate Account Name, Corporate ID, Corporate Name, and Customer Contact and Address. The Corporate ID field (C0000000000000000000000000000000) is highlighted with a red box. The Close button in the top right corner is also highlighted with a red box.

**Step 19:** Go back to "Search" tab

This screenshot shows the Oracle Application Express interface with the 'Search' tab selected. The main area displays a search results grid for accounts, with columns including Account ID, Company Name, First Name, Last Name, and Account Name. The search results show several entries, with the last entry being 'EBU ACCOUNTS LTD'.



**Step 20:** Select Corporate from the list



**Step 21:** Paste the Corporate ID which was copied earlier in the "**Corporate ID**" tab and hit ENTER



### **Step 22: Click on the link that Generates**



**Step 23:** Verify the market is “**Corporate**” and also check the team name as well. Make sure if you find

“**Public set a/c, Govt a/c, Regional team, OGC, New Govt?**” within Market or teams name – Update the Share Point as Restricted Accounts and pick another REFNO. – **Refer Business Exception 1-6.**

The screenshot shows a software interface for managing accounts. The main window displays the following information for an account:

- REFNO:** 010002196  
**Name:** Hybrid Administration Ltd  
**Category:** Employee Company  
**Email:** [redacted]  
**Account Type:** Corporate Account  
**Market:** Corporate (highlighted with a red box)  
**Segmentation No:** [redacted]  
**Sales ID:** [redacted]  
**Credit/Credit Performance:** [checkbox checked]  
**Team Class:** [redacted]  
**Approved Salesperson:** [redacted]  
**Creator Name:** [redacted]  
**Creation Date:** [redacted]  
**Comments:** [redacted]
- Summary:** [redacted]
- Members:** [redacted]
- Assignments:** [redacted]
- Properties:** [redacted]



**Step 24:** Copy the same **Corporate ID** from the ID tab

The screenshot shows the SAP Fiori interface for customer administration. The top navigation bar includes 'Customer Basic Administration' and 'Save Control'. The main area displays customer details: Customer ID 00000000000000000000000000000000, Name 'SAP Customer Support Administration Ltd.', Category 'Corporate', Account Type 'Customer', and Market 'Germany'. Below this, sections for 'Corporate Contact and Address' and 'Requirements' are visible. On the left, the 'Interaction Toolbox' contains various icons for notes, tasks, messages, and search. The bottom left shows 'Open Windows' with several entries, and the bottom right has 'Save and Close Window' and 'Save and Continue' buttons.

**Step 25:** Go to the “**Activate Restricted Accounts** – on share point site”

<https://workspace.vodafone.com/india/ICOEBU/default.aspx>



Click on Restricted file under the Active Restricted Accounts to check the given corporate id falls under the same excel file or not?

Type	Name	Modified	Modified By
	Mission Critical	27/04/2018 12:19	Hasmukhbhai Soni, Milind, Vodafone Group
	Restricted File	27/04/2018 12:19	Hasmukhbhai Soni, Milind, Vodafone Group
	Test1	14/03/2018 12:58	Sompura, Dipesh, Vodafone Group



**Step 26: Click on "Enable Editing"**

Corp ID	Corp Name	CTR Count	Account Manager	Additional account notes
90010400	DO NOT USE	0	N/A	Account closed
90010500	HIGH CONSTABULARY ***DO NOT USE***	0	N/A	Account closed
91050073	GRAMPION POLICE ***DO NOT USE***	0	N/A	Account closed
91050085	HOME OFFICE UK BORDER AGENCY	3	N/A	Account closed - dummy CTRs
920620175	SPRS	0	N/A	Ultra account
920620176	LOTHIAN AND BORERAY ***DO NOT USE***	0	N/A	Account closed
920620178	SCOTTISH POLICE ***DO NOT USE***	0	N/A	Account closed
920620179	LETHAM AND BORDER POLICE CATALYST ***DO NOT USE***	0	N/A	Account closed
920620181	NORTHERN CONSTABULARY	0	N/A	Account closed
920620182	PLEASE DO NOT USE	0	N/A	Account closed
920620183	SCOTLAND DRUG ENFORCEMENT	0	N/A	Account closed
920620184	RECORDED AGENCY CATALOG ***PLEASE DO NOT USE***	0	N/A	Account closed
920620185	SCOTTISH POLICE ***DO NOT USE***	0	N/A	Account closed
920620186	SUFFOLK POLICE	0	N/A	Account closed - Moved to Secure Accounts
920620187	TAXIDER POLICE ***PLEASE DO NOT USE***	00	N/A	COPY ID IN PROCESS OF CLOSING - query why CTRs are active on JAN 07082409111017

**Step 27: Use Ctrl+F to find the Corporate ID within the restricted list. Paste the Corporate ID and search within "Active Restricted Accounts" sheet. Make sure the Corporate ID is not listed in Restricted list.**

Corp ID	Corp Name	CTR Count	Account Manager	Additional account notes
90010400	DO NOT USE	0	N/A	Account closed
90010500	HIGH CONSTABULARY ***DO NOT USE***	0	N/A	Account closed
91050073	GRAMPION POLICE ***DO NOT USE***	0	N/A	Account closed
91050085	HOME OFFICE UK BORDER AGENCY	3	N/A	Account closed - dummy CTRs
920620175	SPRS	0	N/A	Ultra account
920620176	LOTHIAN AND BORERAY ***DO NOT USE***	0	N/A	Account closed
920620178	SCOTTISH POLICE ***DO NOT USE***	0	N/A	Account closed
920620179	NORTHERN CONSTABULARY	0	N/A	Account closed
920620181	PLEASE DO NOT USE	0	N/A	Account closed
920620183	SCOTLAND DRUG ENFORCEMENT	0	N/A	Account closed
920620184	RECORDED AGENCY CATALOG ***PLEASE DO NOT USE***	0	N/A	Account closed
920620185	SCOTTISH POLICE ***DO NOT USE***	0	N/A	Account closed
920620186	SUFFOLK POLICE	0	N/A	Account closed - Moved to Secure Accounts
920620187	TAXIDER POLICE ***PLEASE DO NOT USE***	00	N/A	COPY ID IN PROCESS OF CLOSING - query why CTRs are active on JAN 07082409111017



If you find, Corporate ID listed in "Restricted List" then this needs to be update share point site stating Restricted Accounts. Follow Business exception 1

**Step 28:** Check the "**Mission critical**" spread sheet. Access the file by navigating [https://workspace.vodafone.com/india/ICOEBU/Active\\_Restricted\\_Accounts/Forms/AllItems.aspx](https://workspace.vodafone.com/india/ICOEBU/Active_Restricted_Accounts/Forms/AllItems.aspx)

You are here: ICOEBU > Active\_Restricted\_Accounts > All Documents

Type	Name	Modified	Modified By
File	Mission Critical	27/04/2018 12:19	Hasmukhbhai Soni, Milind, Vodafone Group
File	Restricted File	27/04/2018 12:19	Hasmukhbhai Soni, Milind, Vodafone Group
File	Test1	14/03/2018 12:58	Sompura, Dipesh, Vodafone Group

**Step 29:** Click on "**Mission Critical**" and search for same **Corporate ID**.

If you find any of the 'Corp ID' within this sheet, then need to enter the details in "**Mission critical share point**" when you are closing the request from eGain itself

REFNO	Additional Info
999032127	Aerotel
227062710	Bharti Consulting Group
257208845	Bharti
925001489	Global Tel Link Account Number 9248389
999027650	Group Cox Hall 9990821, Ltpg(9990280), Server (9990307) and Digital IP (9990276) all come under GCI
999027657	Johnson 1 NHD 1.108152, 1.1134914, 1.1134908, 1.1134916, 1.1134911, 1.1134913, 1.1134915, 1.1134917
999004311	Integrated Network Services (INS)
9990032433	RBS House
9990314605	Royal Veterinary College
9990335052	Star Taylor AIRBUS Boeing Avt.13034H1L1.1105029, 1.110611H1, 1.1106099, 1.11060309, 1.1106040, 1.1106025, 1.1106030, 1.11060300, 1.11060304
9990339132	The Royal Household
999171430	Vivint / Home Security
9991147028	Vitalit
9990013891	
999146003	Armitel Client
9991574884	Medland HR
9990012505	
999001754	
999158862	

**Step 30:** Open the excel file with filter like REFNO and then RoboStatus as Blank, which is saved on local desktop. Apply filter – Alf+F+F and Now need to check how many **Current** and **target Price plans** are requested for? View it in Current Price plan and target price plan columns





**Step 31:** Now we need to check each and every combination, for that select Current PP column and select one of the Price plan and de-select rest of them

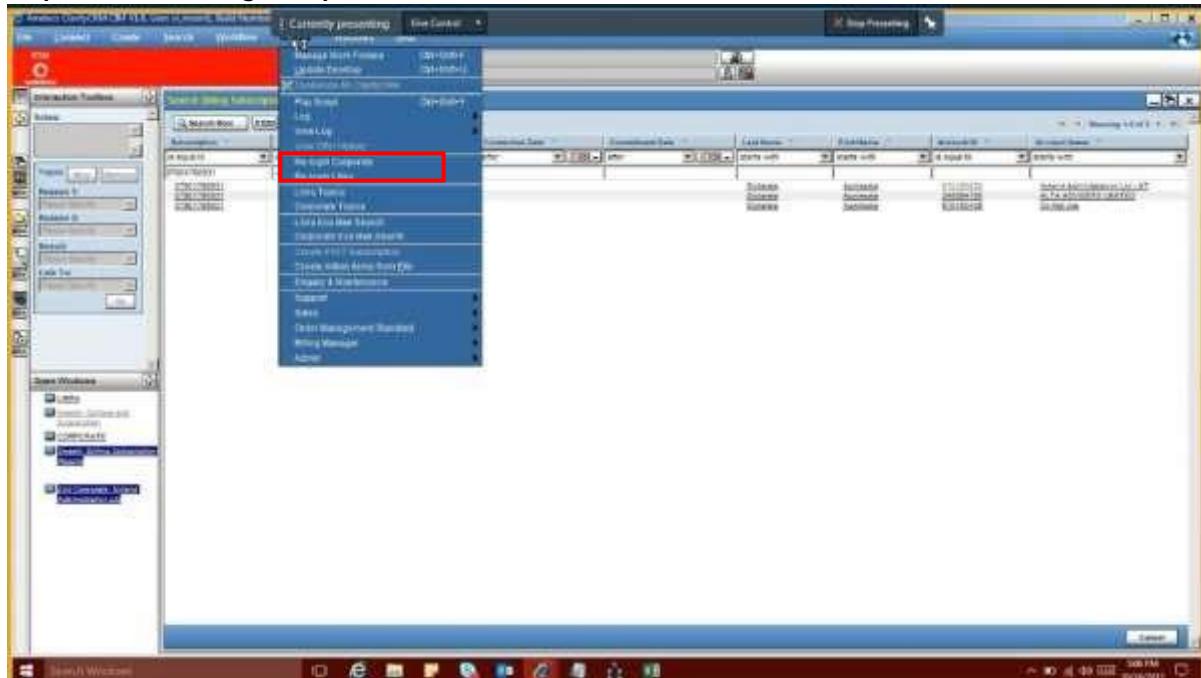
**Step 32:** In the subscription tab, select the first one and add "0" at the beginning of the CTN



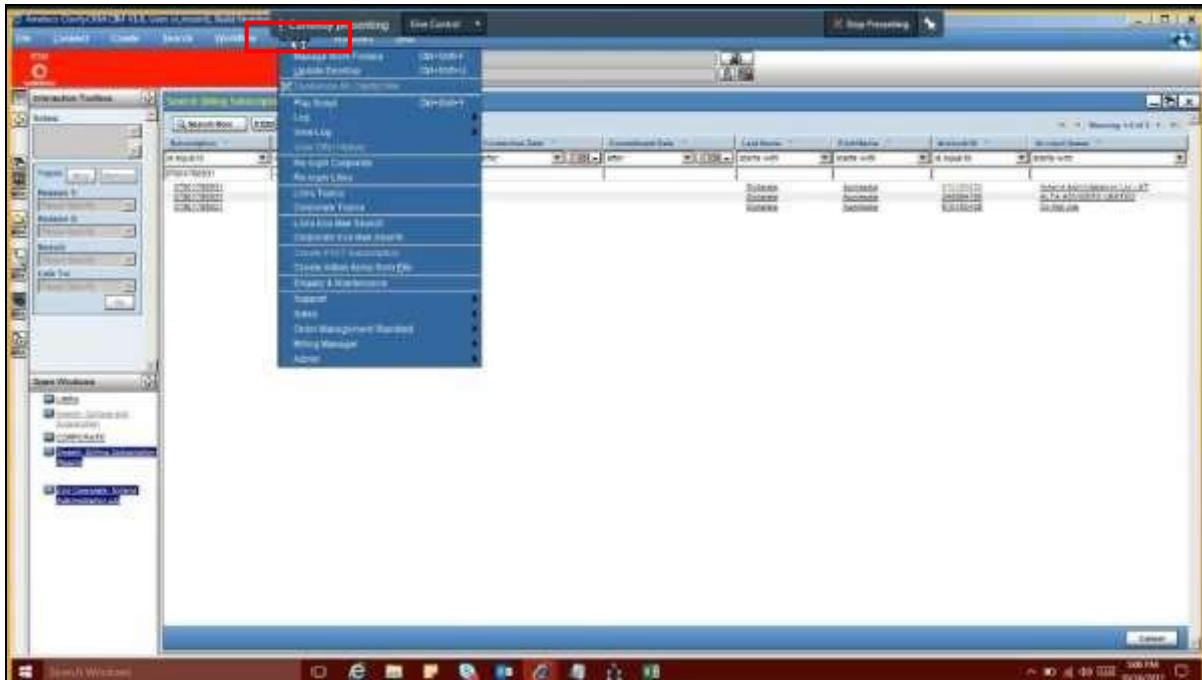
**Step 33:** Copy that CTN and go back to the Crystal and click on 'Action'



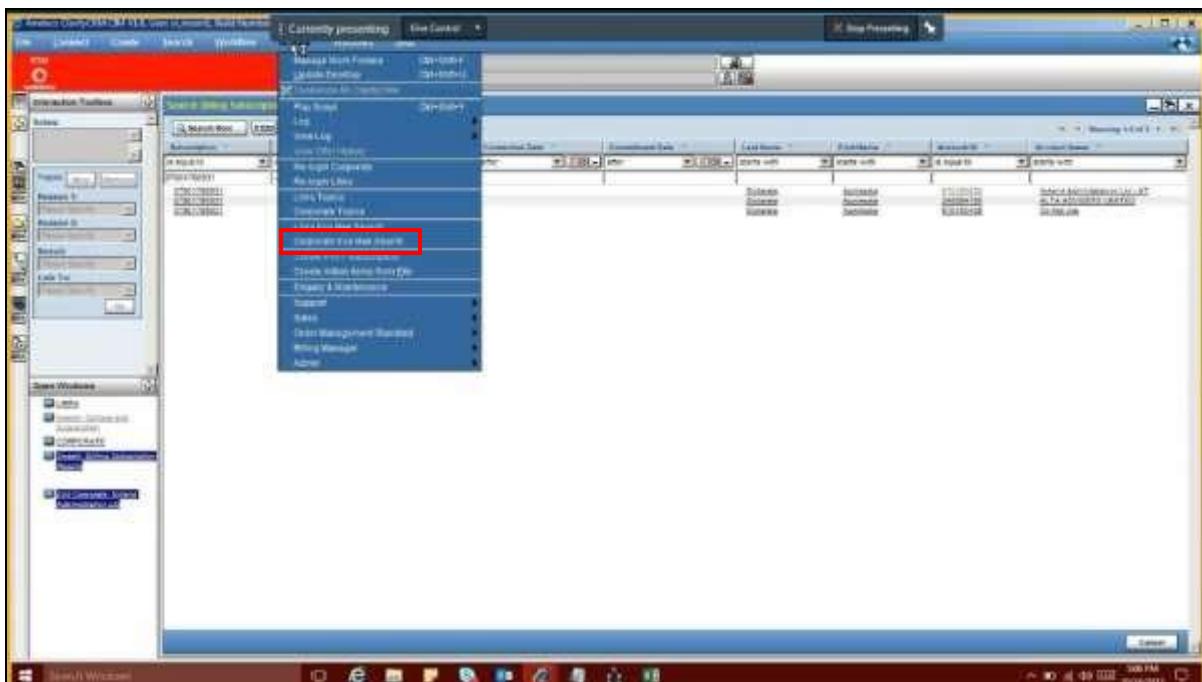
**Step 34: Select “Re-login Corporate”**



**Step 35:** Once the window opens, click again on the “Actions”

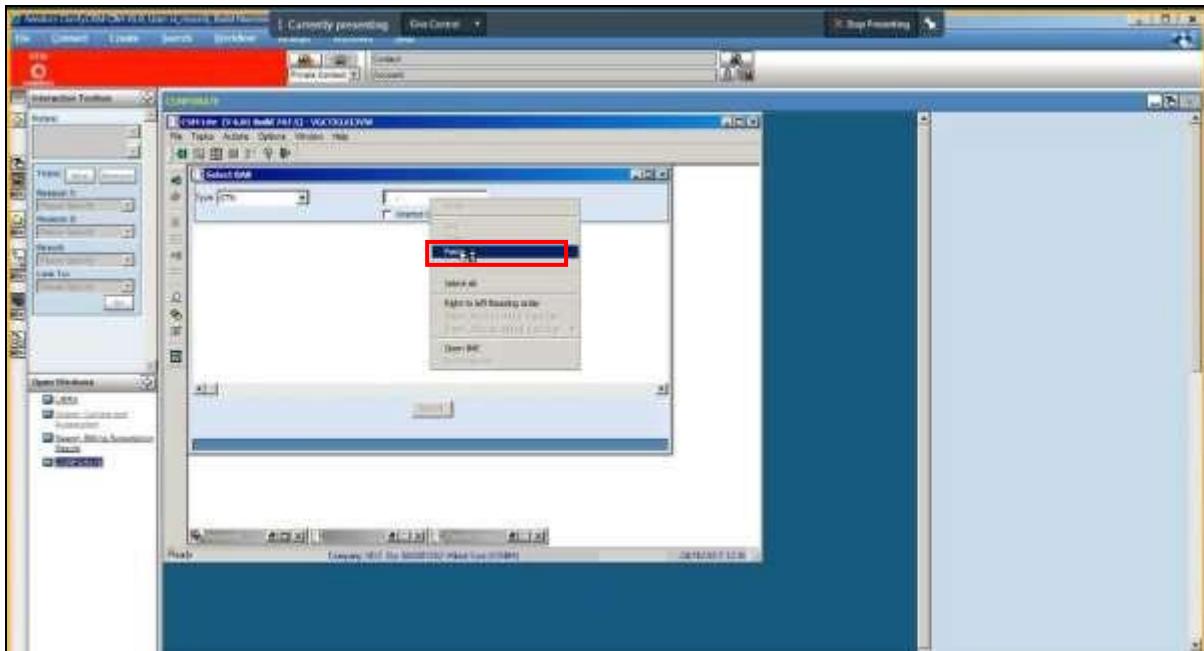


**Step 36:** Now click on the "Corporate Eca Ban Search"

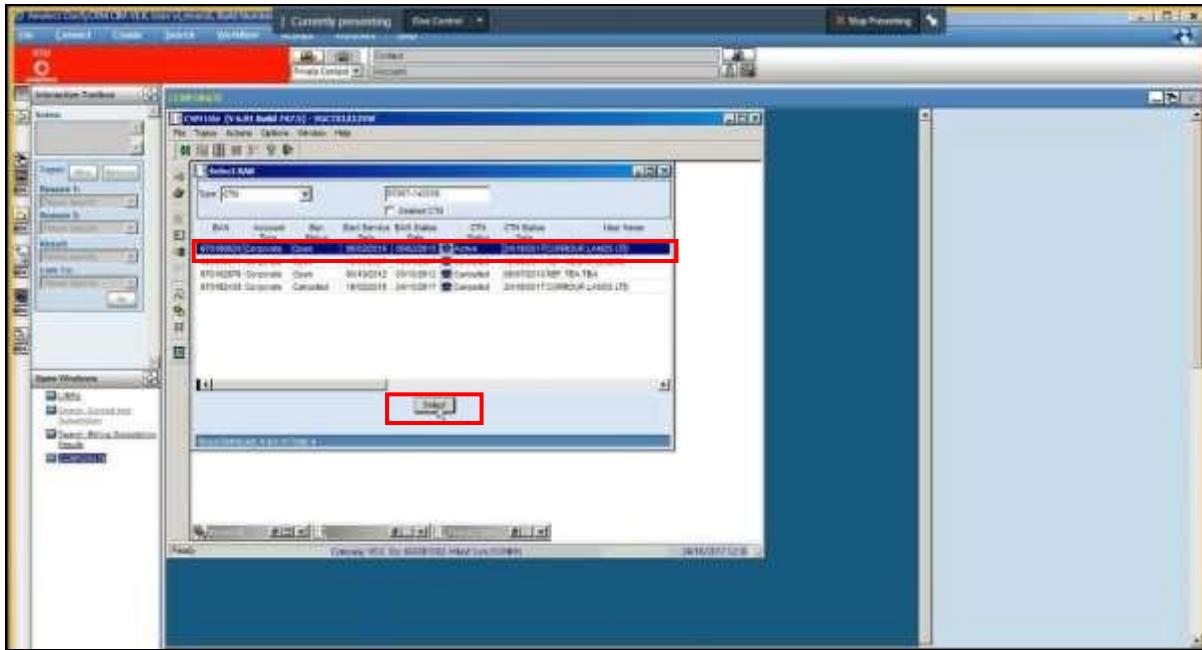




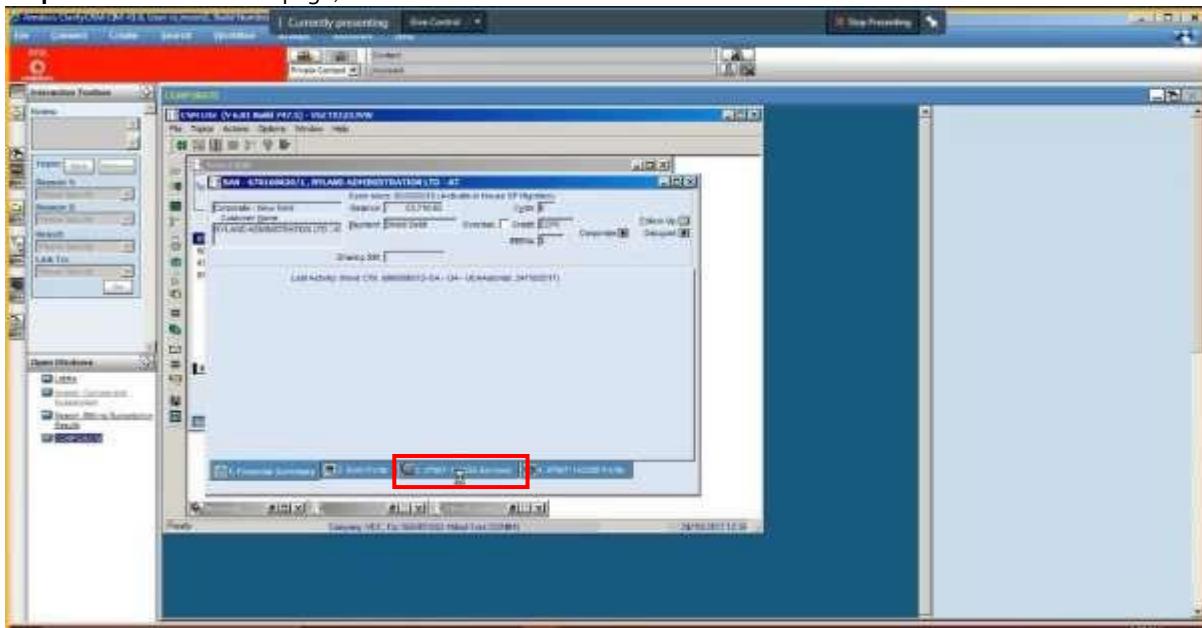
**Step 37:** Paste the CTN which was copied earlier in the second tab, Right click and click on "**Paste**" and hit **ENTER**



**Step 38:** Select the BAN which is in **Active status** and click on "**Select**"

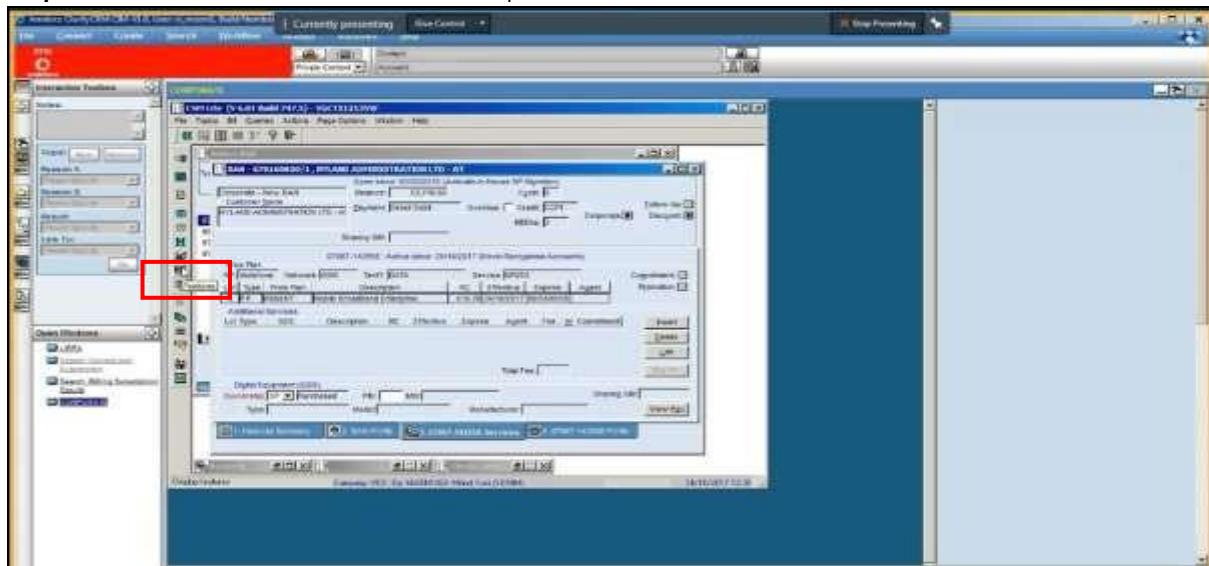


**Step 39:** Click on the third page, that is "Services"



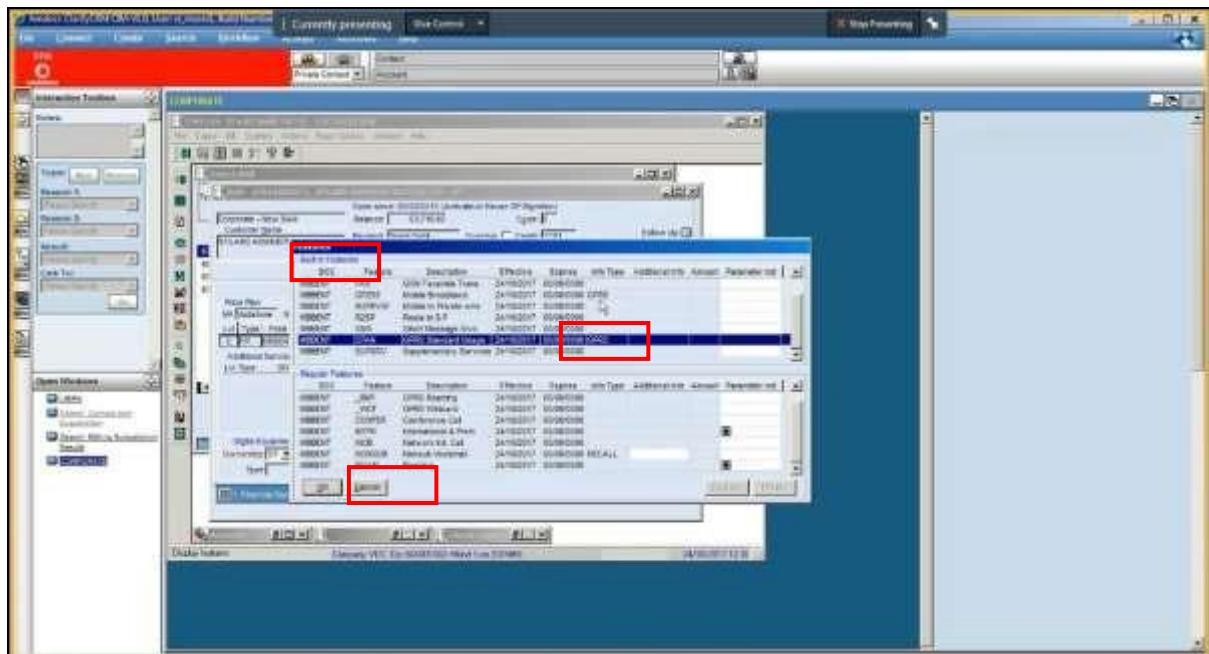


Step 40: Click on the "Features" from left side options



Step 41: One more window will open up and need to identify the word "GPRS" within **Info Type tab** – within **"Built in Features" section**. Click on Cancel

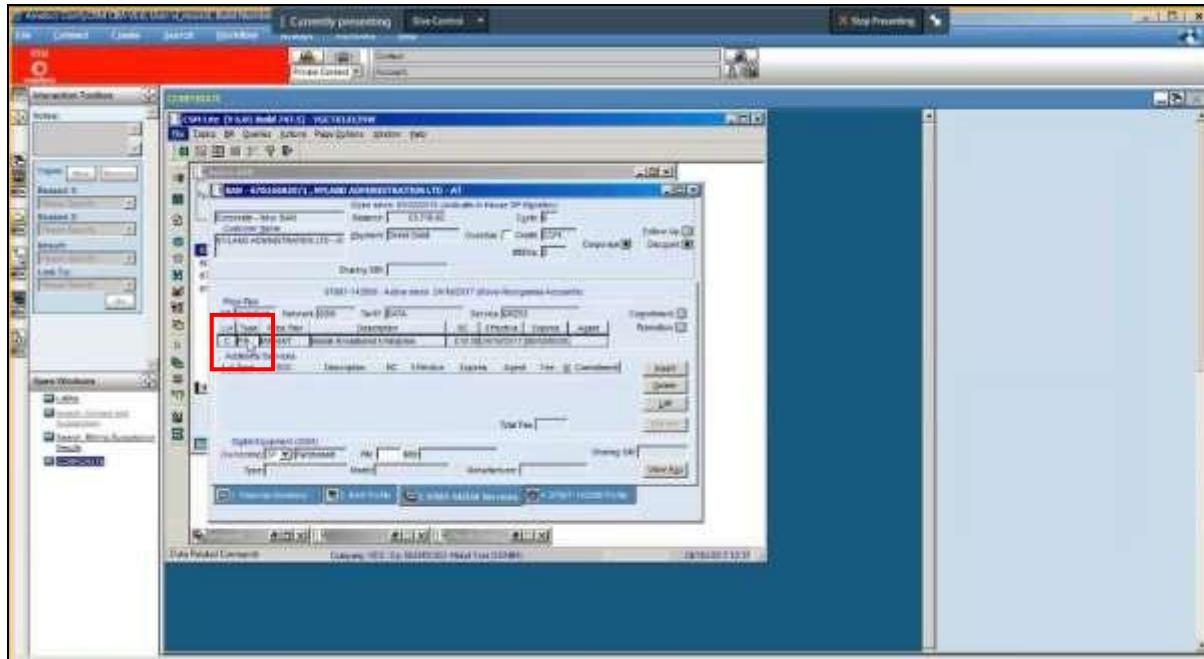
You can match this against the "Current price Plan" code mentioned in the Input file. **MBBENT** here



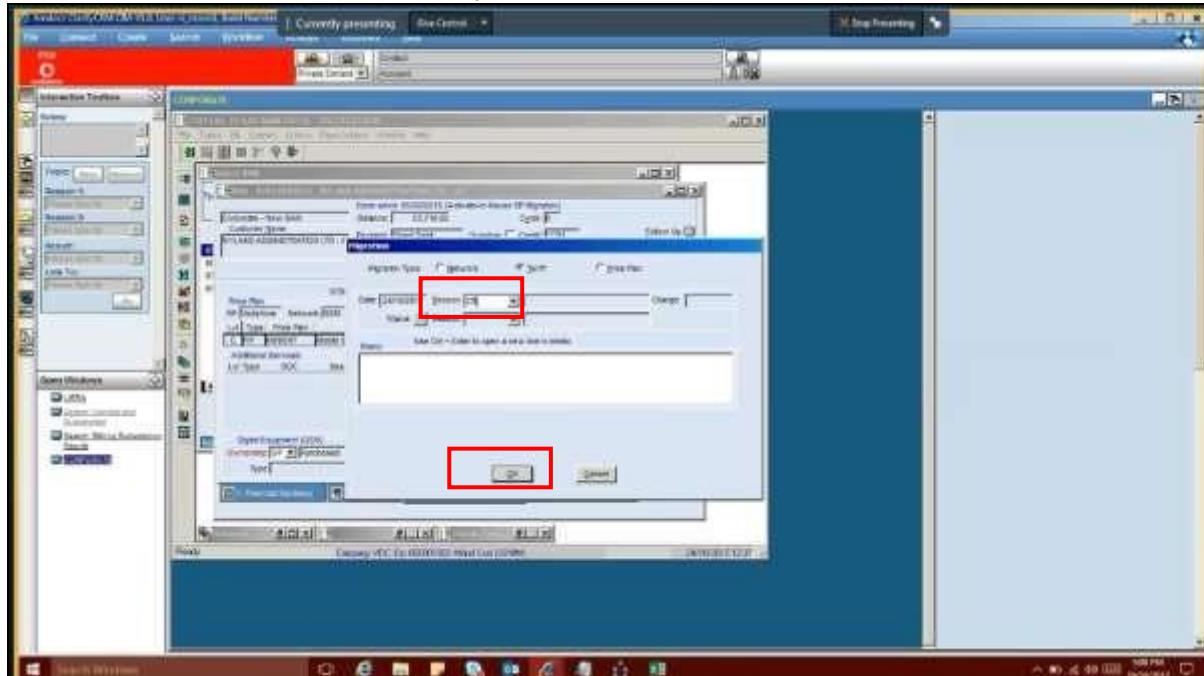


**Step 42:** Go back to spread sheet and **copy the Target price plan**

**Step 43:** Go back to the Crystal same page and click on "Type" tab



**Step 44:** One more window will pop up, then type as "CR" in the "Reason" tab and click on "Ok"

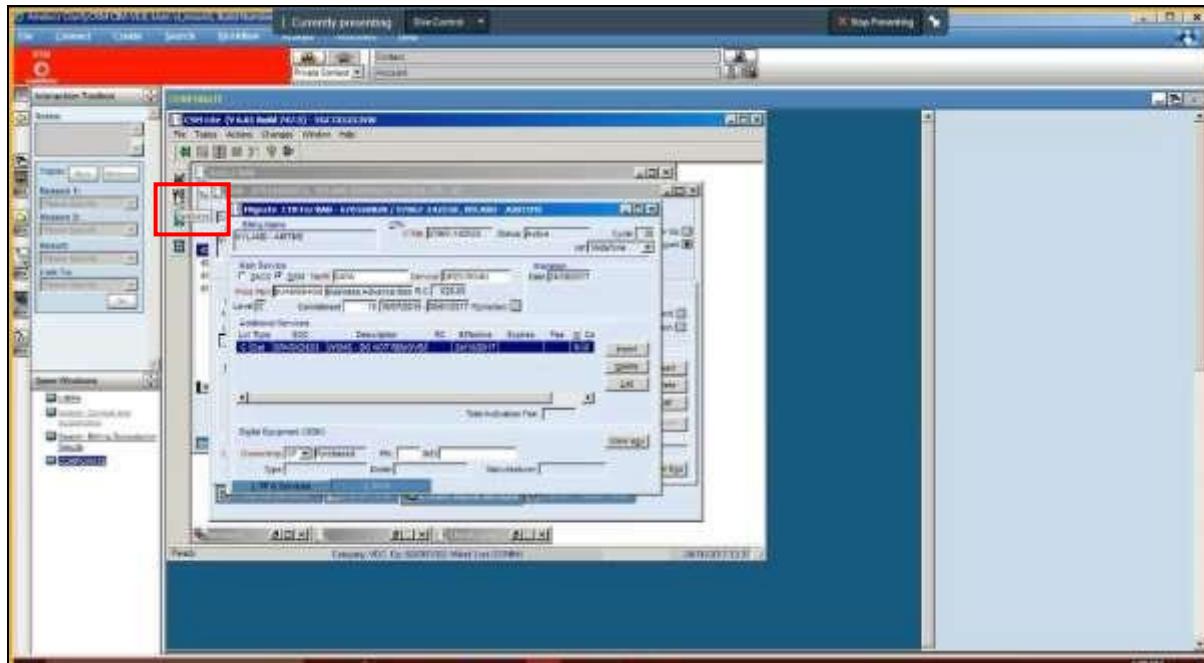




**Step 45:** Paste the Price plan which was copied earlier in the "Price Plan" tab, Right click and select paste



**Step 46:** Wait for some time until the window open up, Click back to "Features" again



**Step 47:** See if the Price plan again showing “**GPRS**” or not, can match against the Price plan from the input file





If both the **Current** and **target** price plans are showing "GPRS" in Info type – it is recognized as **"Direct Migration"** - we need to follow Direct Migration for this particular CTN. If both price plans are not GPRS inbuilt then also Direct Migration needs to be followed.

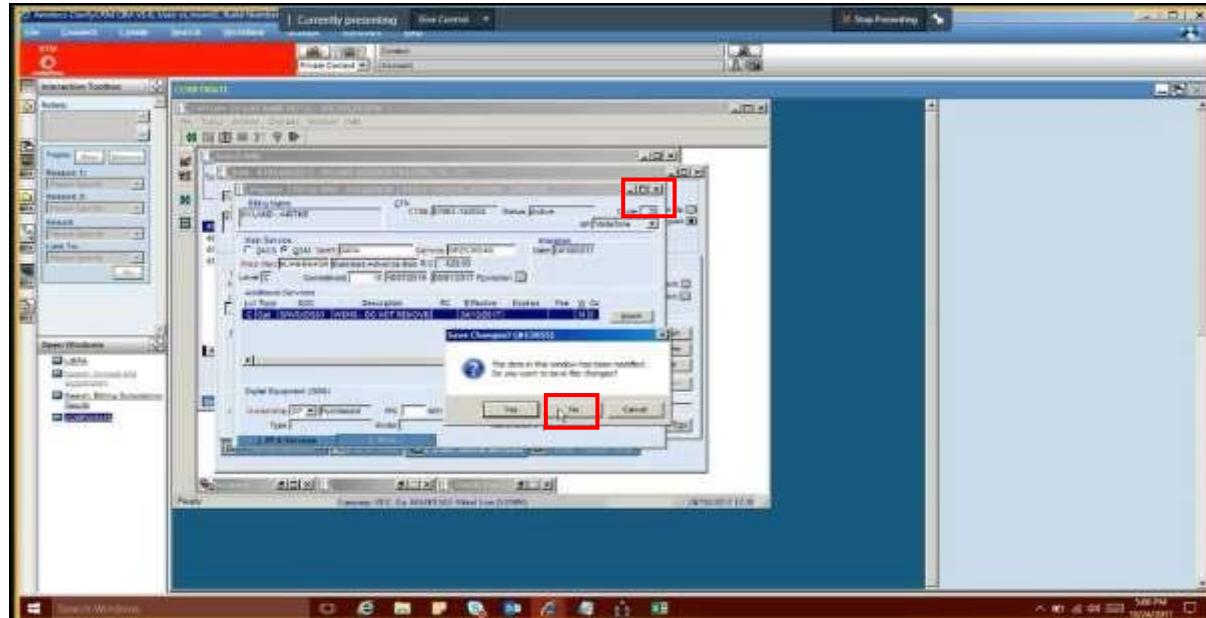
**Step 48:** Now go back to the input file and select the second price plan from the Current PP tab, select the second one and deselect the rest

**Step 49:** Again we need to follow the same activity, which we followed for the first CTN Copy the CTN and go back to Crystal

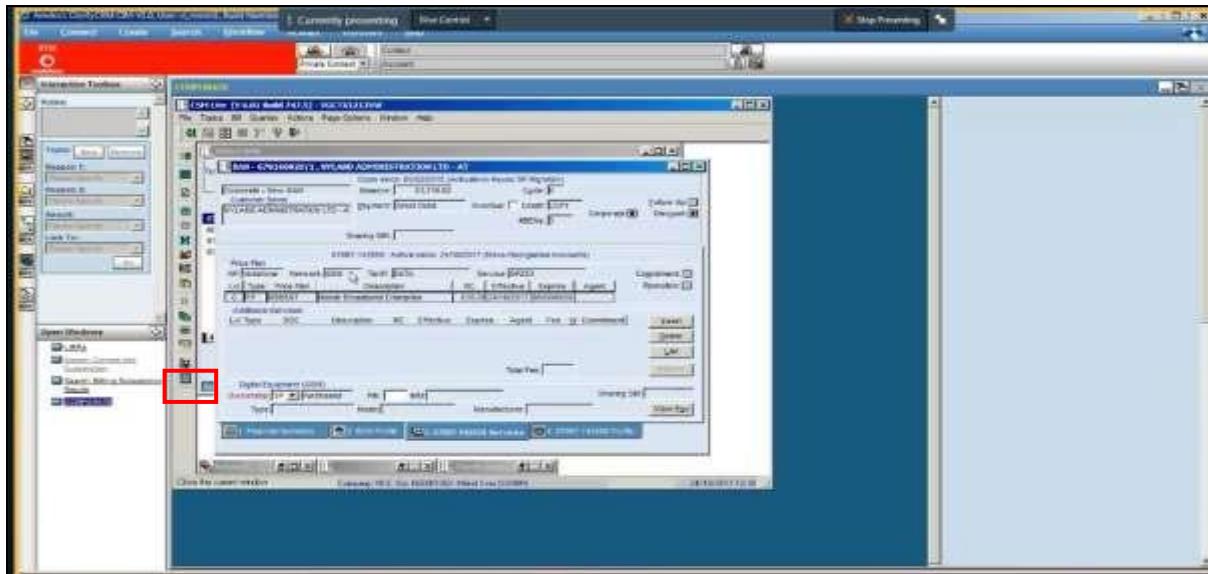


1	SubgroupID	Subscription Name	4	BAP	5	ALLOCATION CODE	6	ALLOCATION CODE	7	ALLOCATION CODE	8	ALLOCATION CODE	9	Current Price Plan	10	Current Price Plan Description	11	Target Price Plan	12	Target Price Plan Description
1	07327126725	Avv.Aw Parrot-Room	4	0731808200	5	SECURITYWIFI	6	NYLAND	7		8		9	05NY20008	10	Myland Red Shiner Voice Only	11	05AD8001	12	Business Advance Value S.
2	07327126725	Avv.Aw Parrot-Room	4	0731808200	5	SECURITYWIFI	6	NYLAND	7		8		9	05NP20008	10	Myland Red Shiner Voice Only	11	05AD9001	12	Business Advance Value S.

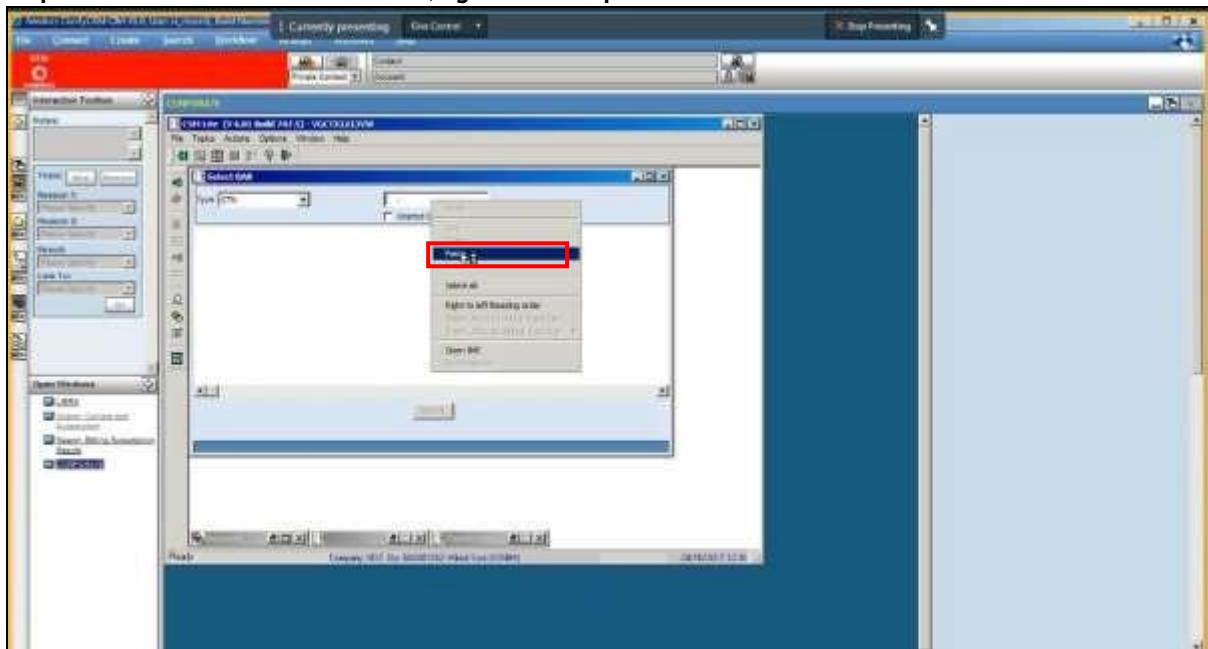
**Step 50:** Close the latest window within Crystal, click on "X" right corner and select for the "save changes" pop up



**Step 51:** Click on “**Refresh**” button within left side options

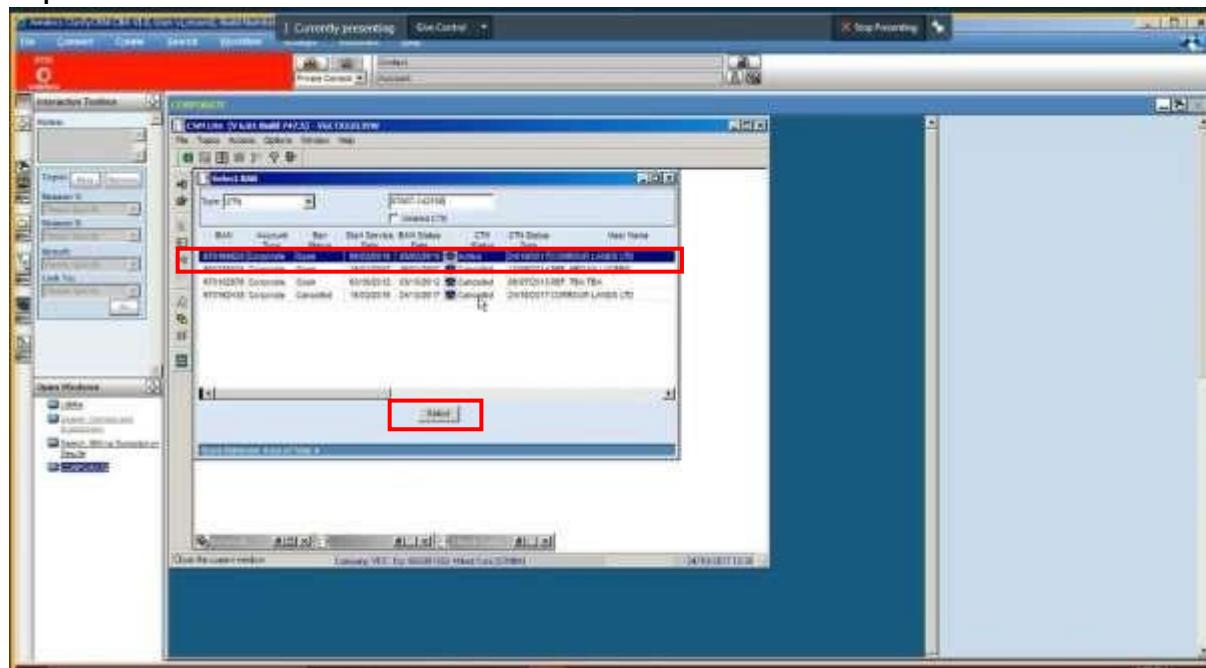


**Step 52:** Paste the CTN in the second tab, right click and paste

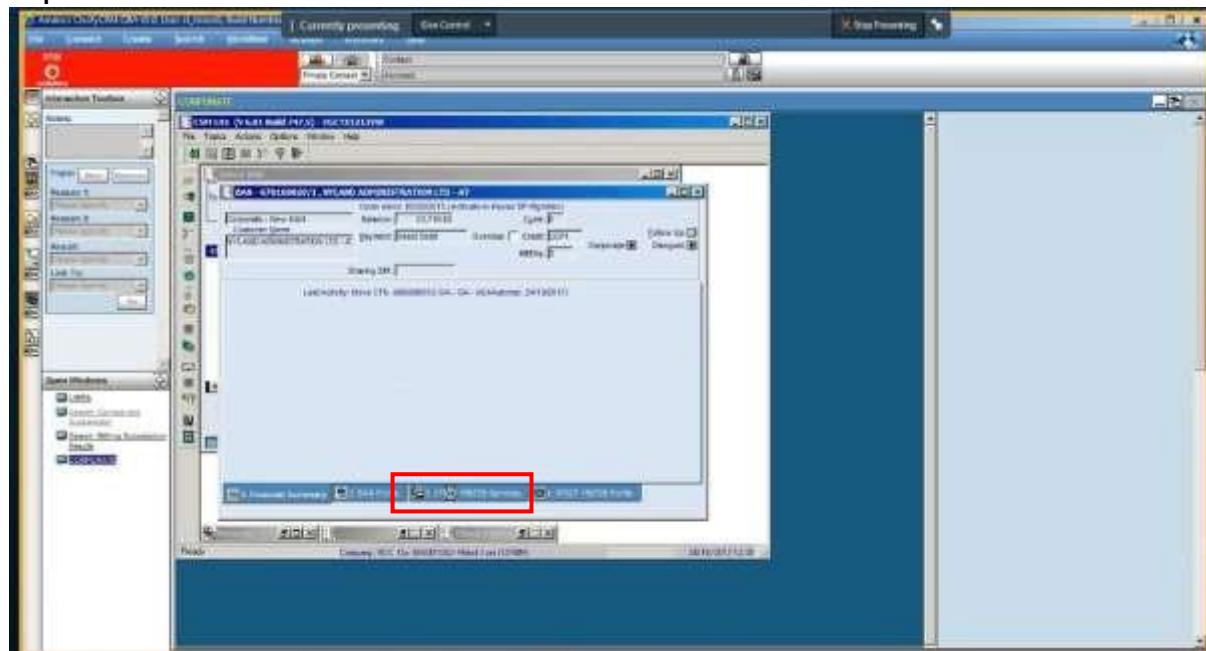




**Step 53:** Select the BAN which is in **Active** status and click on "Select"

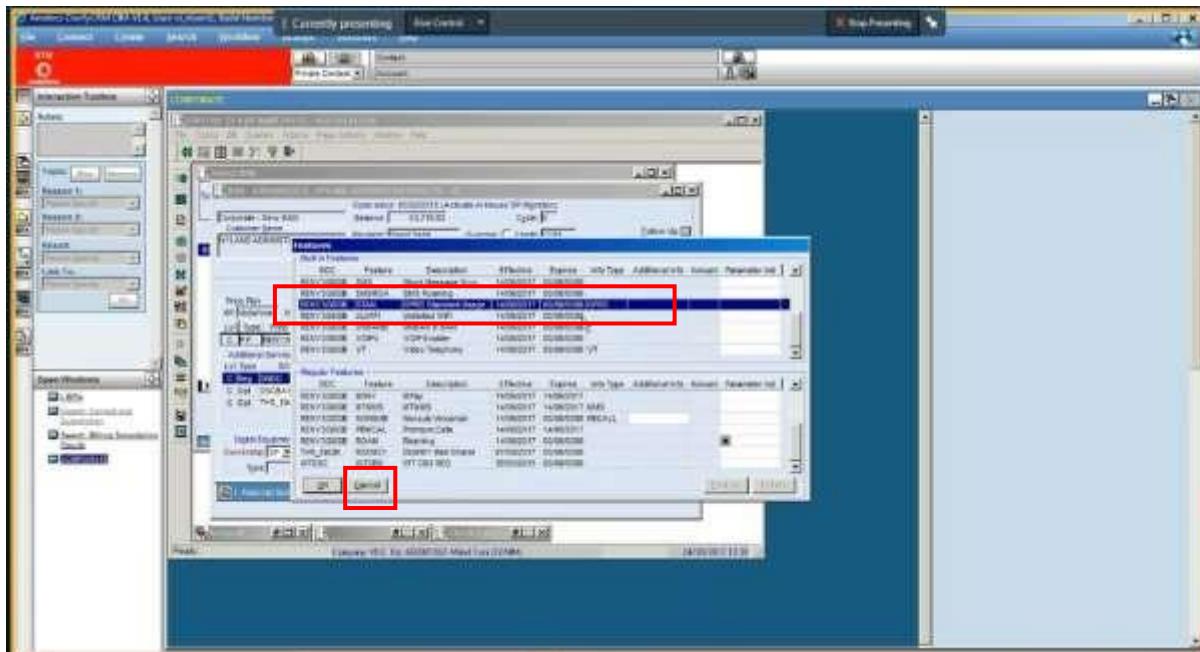


**Step 54:** Click on the third tab- Services





**Step 55:** See if the inbuilt **GPRS** is present or not? Can match against the PP within input file. Click on **Cancel**

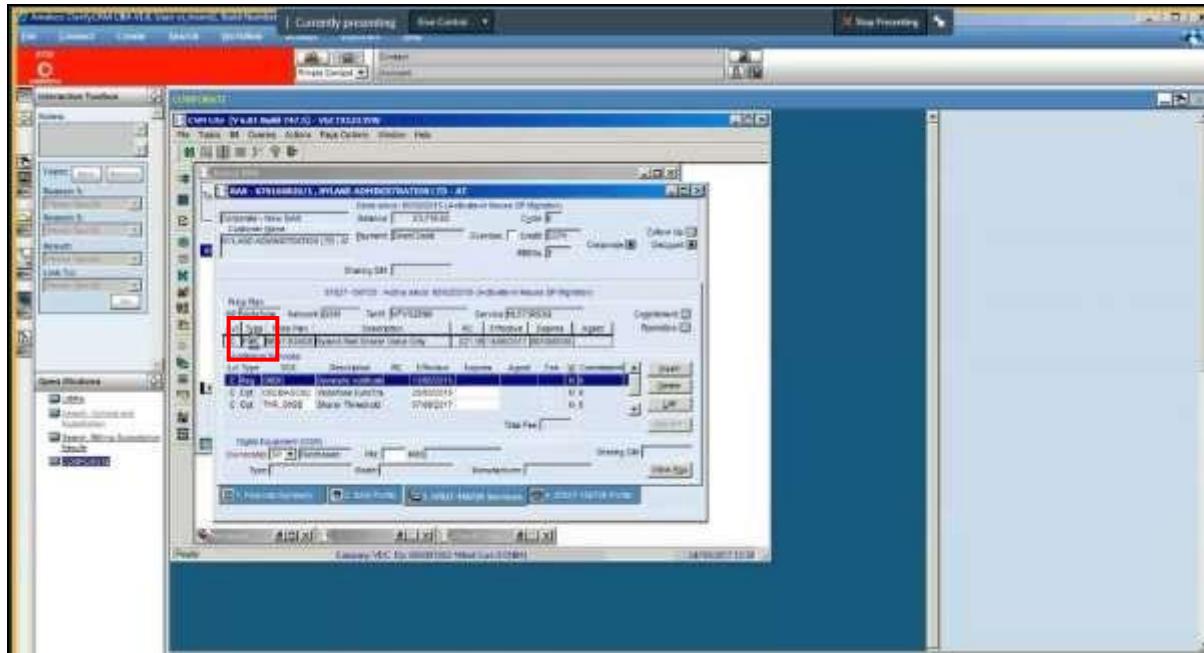


**Step 56:** Go back to Input file and copy **the 1<sup>st</sup> target PP**

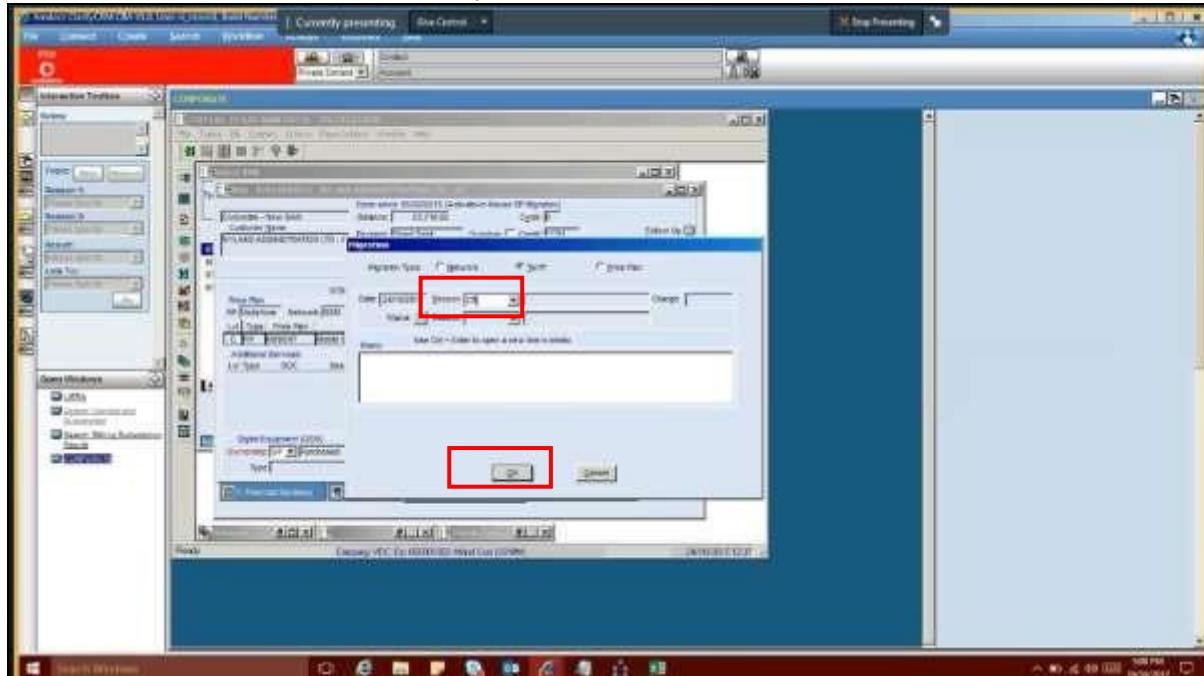
	Subscription Name	RAN	ALLOCATION CODE	ALLOCATION CODE	ALLOCATION CODE	ALLOCATION CODE	Current Price Plan	Current Price Plan Description	Target Price Plan	Target Price Plan Description
1	6593756720 Ave-Ave-Promo-Ran	0.70100000	SOCIAL_TW_TW	NYLAND			NETY200508	Hyland Red Internet Value Only	AU02832	Business Advance Value 3
2	6791784328 Hyland-Farm-Promo-Ran	0.70100000	SOCIAL_TW_TW	NYLAND			NETY200508	Hyland Red Internet Value Only	Unlocked	Business Advance Value 3
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**Step 57:** Go back to Crystal, click on **Type** tab and

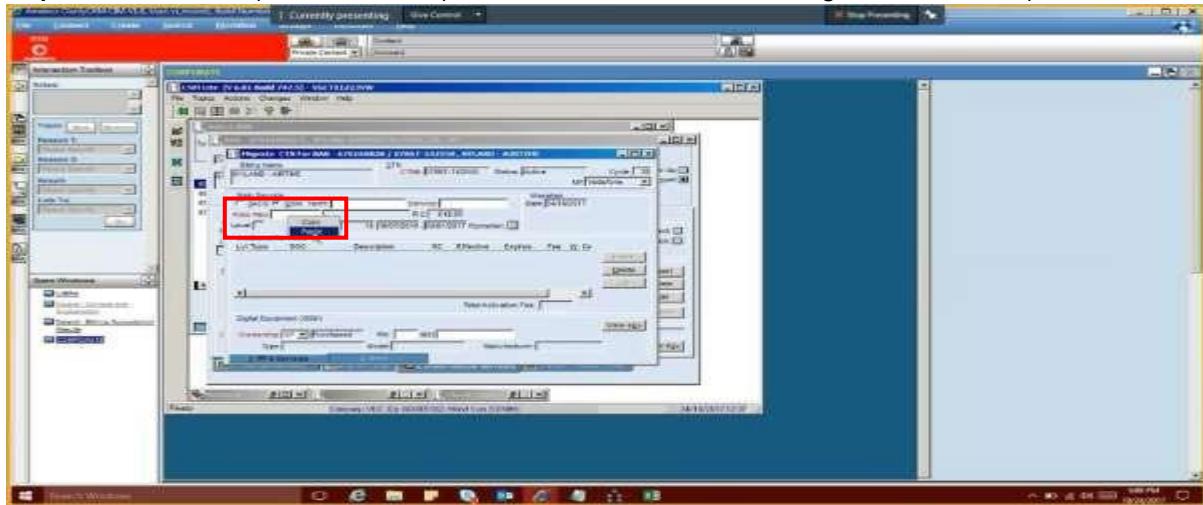


**Step 58:** One more window will pop up, then type as “CR” in the “Reason” tab and click on “Ok”

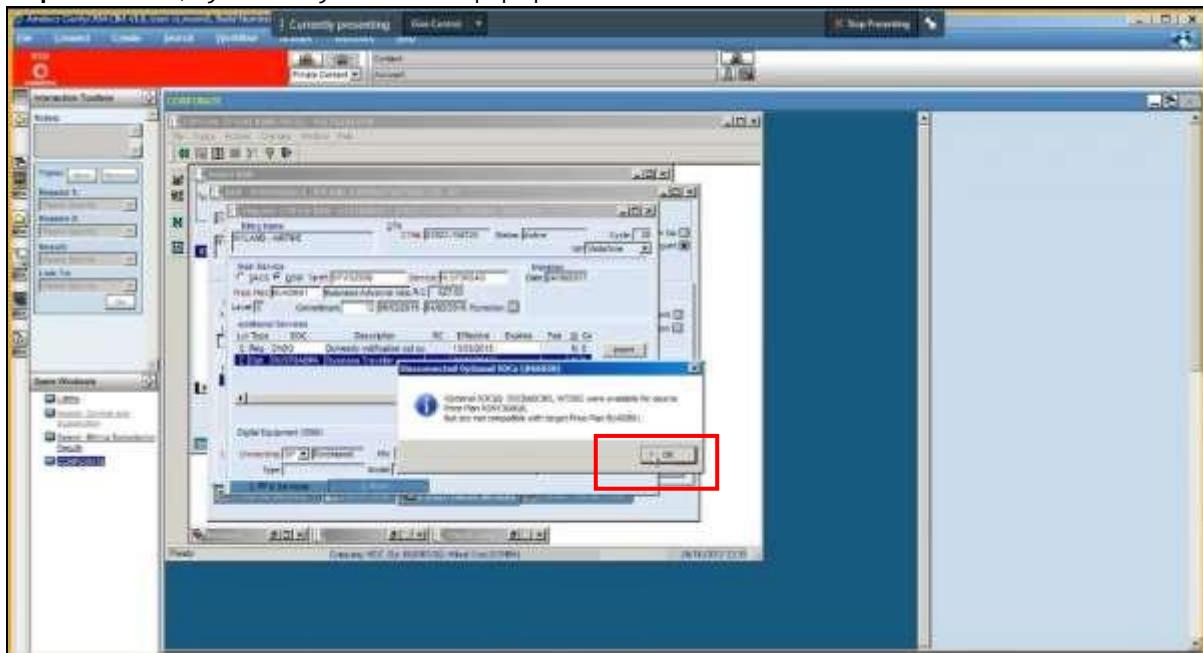




**Step 59:** Paste the Price plan which was copied earlier in the "Price Plan" tab, Right click and select paste

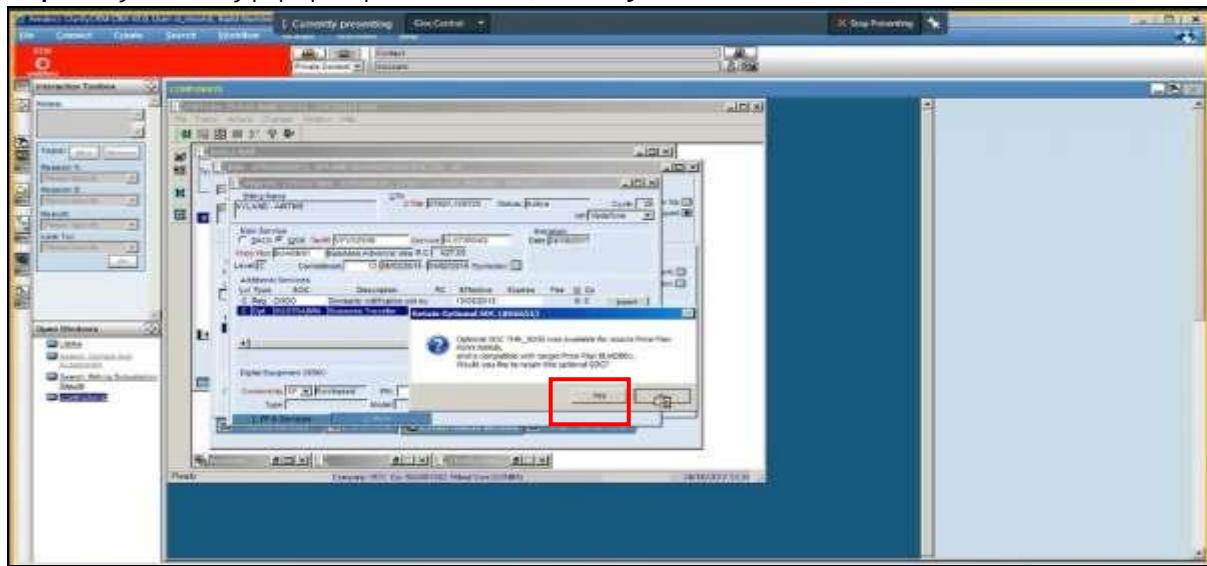


**Step 60:** Click on, if you see any SOC related pop up

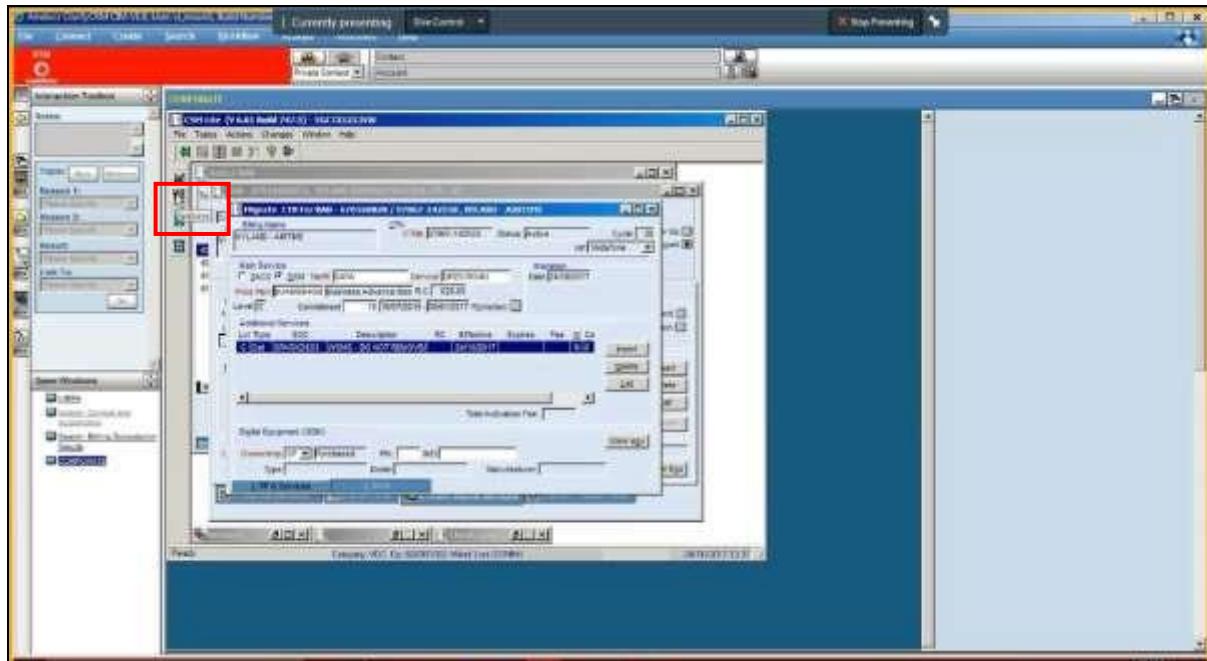




**Step 61:** If you find any pop up – Optional SOC one, click on **yes**



**Step 62:** Wait for some time until the window open up, Click back to "**Features**" again



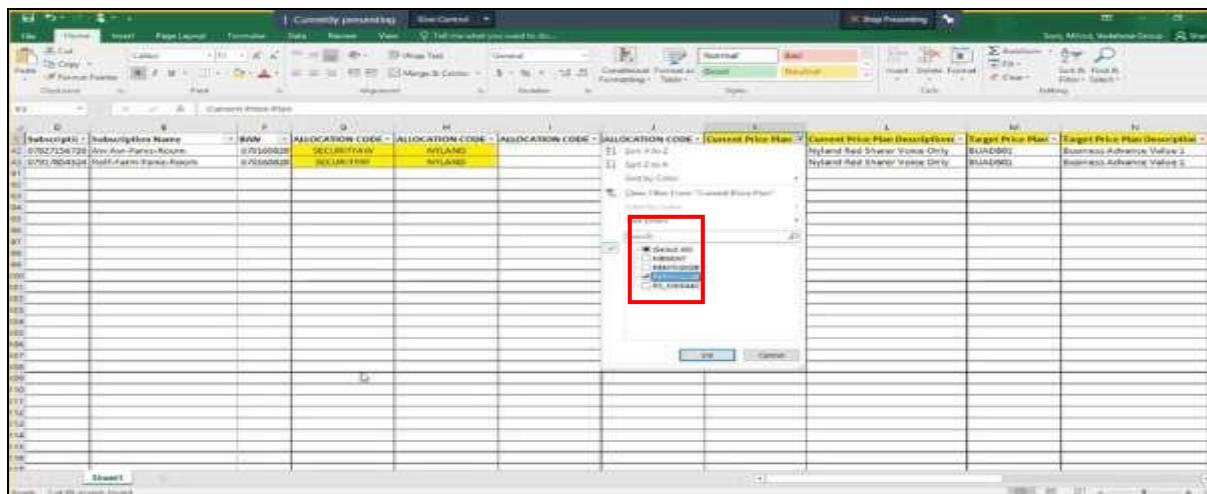


**Step 63:** See if the Price plan again showing "GPRS" or not, can match against the Price plan from the input file



**Step 64:** In the same steps for the second Price plan as well, check the GPRS inbuilt status. As both found as GPRS inbuilt. This PP is also a Direct Migration

**Step 65:** Go back to the excel and select the Third current PP from the list





**Step 66:** Check how many CTN's are mentioned for the particular PP, there are 59 CTN's as seen

**Step 67:** Check how many price plans are available, check in Target price plan tab, there are 2 as per below snap shot

Number/Name	Description Name	RAN	ALLOCATION CODE - ALLOCATION CODE	ALLOCATION CODE - ALLOCATION CODE	ALLOCATION CODE - ALLOCATION CODE	Current Price Plan	Current Price Plan Description	Target Price Plan	Target Price Plan Description
ST7905/269512	Agromarkete Bielska	ST7905/269512	OL	CORR010		ST7905/269512	Nyland Reg	ST7905/269512	Business Advance Value 5
ST7765/269544	Alban Macmillan	ST7765/269544	OL	CORR010		ST7765/269544	Nyland Reg	ST7765/269544	Business Advance Value 5
ST7605/269549	Bogdan Stolarski	ST7605/269549	OL	CORR010		ST7605/269549	Nyland Reg	ST7605/269549	Business Advance Value 5
ST7714/269550	Emreca Marmarica	ST7714/269550	OL	CORR010		ST7714/269550	Nyland Reg	ST7714/269550	Business Advance Value 5
ST7255/269551	Eduard Sypniewski	ST7255/269551	OL	CORR010		ST7255/269551	Nyland Reg	ST7255/269551	Business Advance Value 5
ST7255/269551	Martina Rosalia Böse	ST7255/269551	OL	CORR010		ST7255/269551	Nyland Reg	ST7255/269551	Business Advance Value 5
ST7906/269554	Matthew Alister	ST7906/269554	OL	CORR010		ST7906/269554	Nyland Reg	ST7906/269554	Business Advance Value 5
ST7765/269555	Peter 24hnow	ST7765/269555	OL	CORR010		ST7765/269555	Nyland Reg	ST7765/269555	Business Advance Value 5
ST7622/269556	Robert Rospisek	ST7622/269556	OL	CORR010		ST7622/269556	Nyland Reg	ST7622/269556	Business Advance Value 5
ST7613/269557	Donald Rovensky	ST7613/269557	OL	CORR010		ST7613/269557	Nyland Reg	ST7613/269557	Business Advance Value 5
ST7613/269558	Philipp Dietl	ST7613/269558	OL	CORR010		ST7613/269558	Nyland Reg	ST7613/269558	Business Advance Value 5
ST7613/269559	Taylor Taylor	ST7613/269559	OL	CORR010		ST7613/269559	Nyland Reg	ST7613/269559	Business Advance Value 5
ST7613/269560	Daniel Taylor	ST7613/269560	OL	CORR010		ST7613/269560	Nyland Reg	ST7613/269560	Business Advance Value 5
ST7765/269561	Leanne Wright	ST7765/269561	ARC010	NYLAND		ST7765/269561	Nyland Reg	ST7765/269561	Business Advance Value 5
ST7712/269561	Gervais Prospico	ST7712/269561	ARC010	NYLAND		ST7712/269561	Nyland Reg	ST7712/269561	Business Advance Value 5
ST7765/269562	Jack Fosell	ST7765/269562	ARC010	NYLAND		ST7765/269562	Nyland Reg	ST7765/269562	Business Advance Value 5
ST7765/269563	Jack Fosell	ST7765/269563	ARC010	NYLAND		ST7765/269563	Nyland Reg	ST7765/269563	Business Advance Value 5
ST7765/269564	Magi Kormendi	ST7765/269564	ARC010	NYLAND		ST7765/269564	Nyland Reg	ST7765/269564	Business Advance Value 5
ST7765/269565	Fiona McShane	ST7765/269565	ARC010	NYLAND		ST7765/269565	Nyland Reg	ST7765/269565	Business Advance Value 5
ST7765/269566	Tams Shantam	ST7765/269566	ARC010	NYLAND		ST7765/269566	Nyland Reg	ST7765/269566	Business Advance Value 5
ST7718/269566	Emreca Marmarica	ST7718/269566	REC010/STAT01	NYLAND		ST7718/269566	Nyland Reg	ST7718/269566	Business Advance Value 5
ST7714/269567	Philippe Meyers	ST7714/269567	REC010/STAT01	NYLAND		ST7714/269567	Nyland Reg	ST7714/269567	Business Advance Value 5
ST7765/269568	Frederick Mo	ST7765/269568	REC010/STAT01	NYLAND		ST7765/269568	Nyland Reg	ST7765/269568	Business Advance Value 5
ST7765/269569	Ben Koester	ST7765/269569	REC010	NYLAND		ST7765/269569	Nyland Reg	ST7765/269569	Business Advance Value 5
ST7765/269570	Julian Hayring	ST7765/269570	REC010	NYLAND		ST7765/269570	Nyland Reg	ST7765/269570	Business Advance Value 5
ST7765/269571	Peter Satzow	ST7765/269571	REC010	NYLAND		ST7765/269571	Nyland Reg	ST7765/269571	Business Advance Value 5
ST7765/269572	Paula Schmid	ST7765/269572	REC010	NYLAND		ST7765/269572	Nyland Reg	ST7765/269572	Business Advance Value 5
ST7765/269573	Chuck Harry	ST7765/269573	REC010/STAT01	NYLAND		ST7765/269573	Nyland Reg	ST7765/269573	Business Advance Value 5
ST7713/269573	Ariana Muñoz	ST7713/269573	REC010	NYLAND		ST7713/269573	Nyland Reg	ST7713/269573	Business Advance Value 5
ST7765/269574	Anna Marjan	ST7765/269574	REC010	NYLAND		ST7765/269574	Nyland Reg	ST7765/269574	Business Advance Value 5
ST7765/269575	Carly Ahonen	ST7765/269575	REC010	NYLAND		ST7765/269575	Nyland Reg	ST7765/269575	Business Advance Value 5



**Step 68:** Copy any one CTN from Subscription column and go back to Crystal

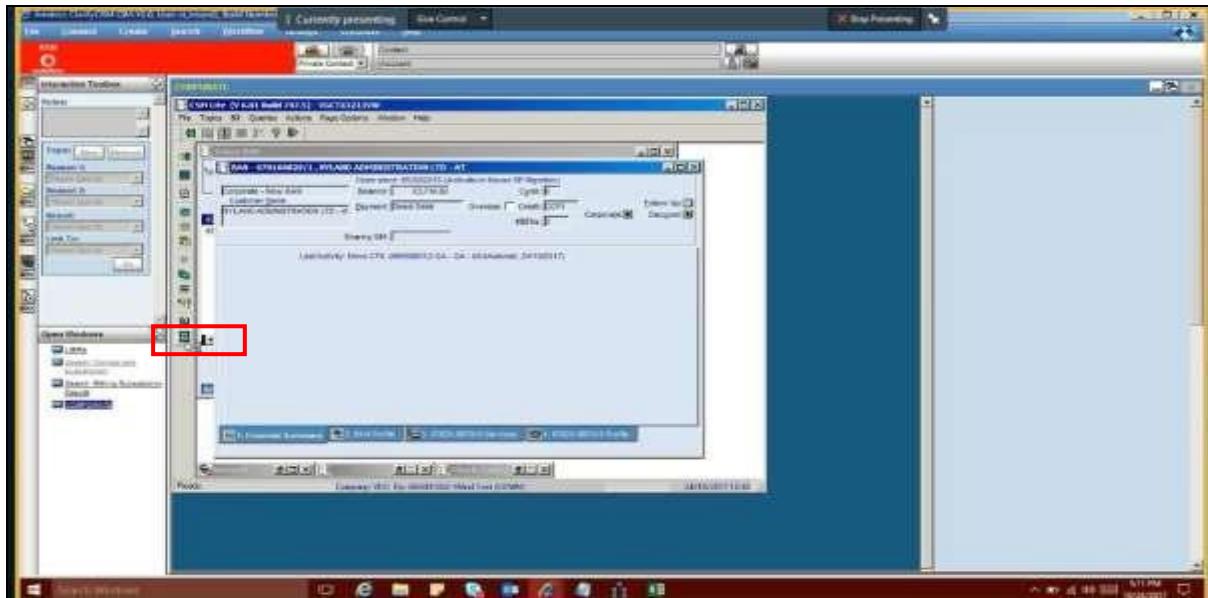
The screenshot shows a Microsoft Excel spreadsheet titled 'Target Price Plan'. The table has columns: ID, Name, Allocation Code, Allocation Code, Allocation Code, Current Price Plan, Current Price Plan Description, and Target Price Plan. A context menu is open over the first row of data, with 'Copy' selected.

**Step 69:** Close all unnecessary windows, click on 'No'

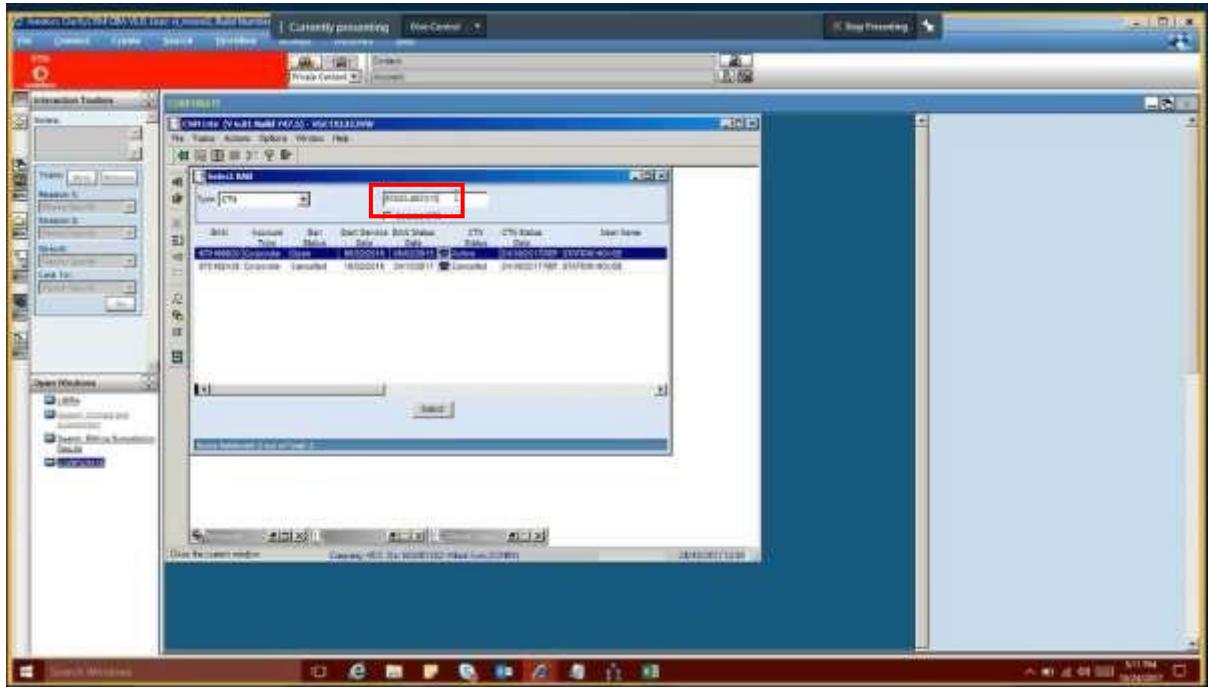
The screenshot shows an Oracle Database SQL\*Plus session. A table named 'SUBSCRIPTION' is displayed in the main pane. A context menu is open over a row, with 'Edit' selected. A confirmation dialog box is overlaid on the screen, asking 'The data in this window has been modified. Do you want to save the changes?'. The 'No' button is highlighted.



**Step 70:** Click on “Close” button

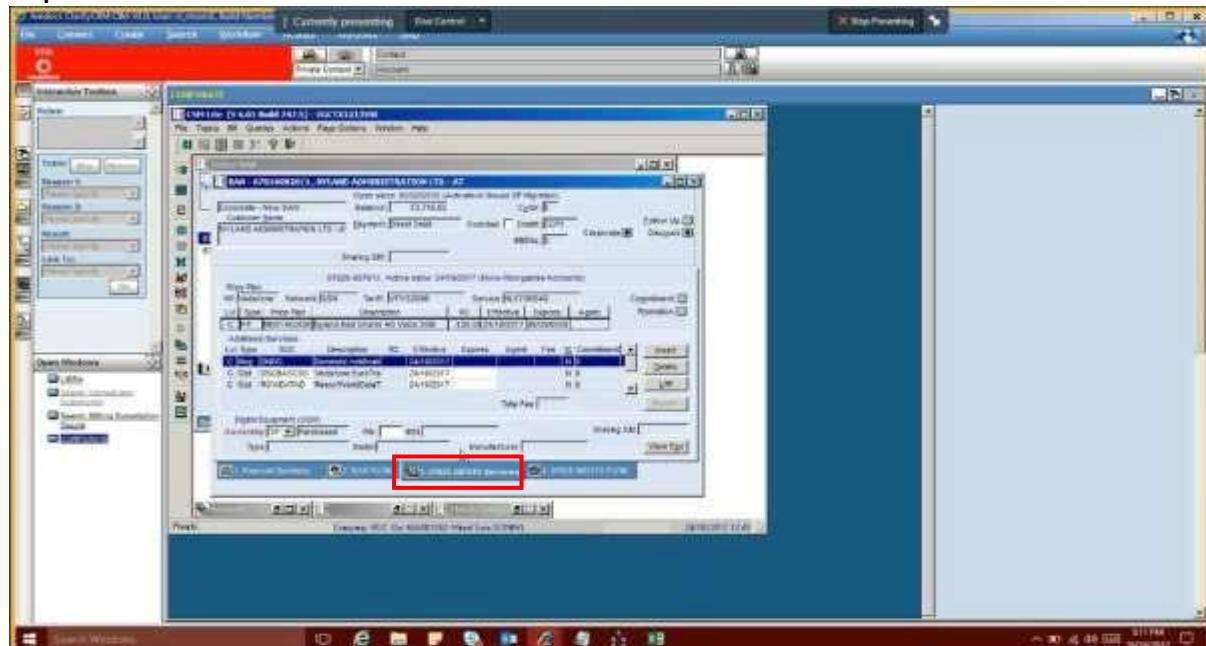


**Step 71:** Paste the CTN which was copied earlier, hit double ENTER

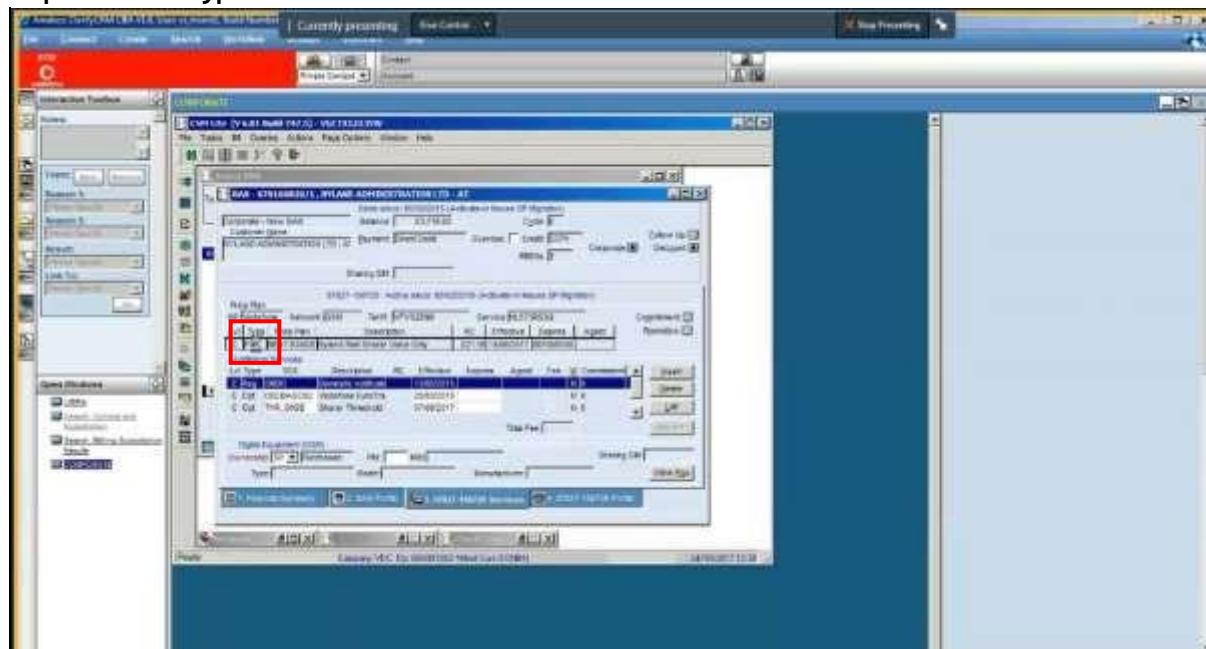




#### **Step 72:** Click on the third tab – **Services**

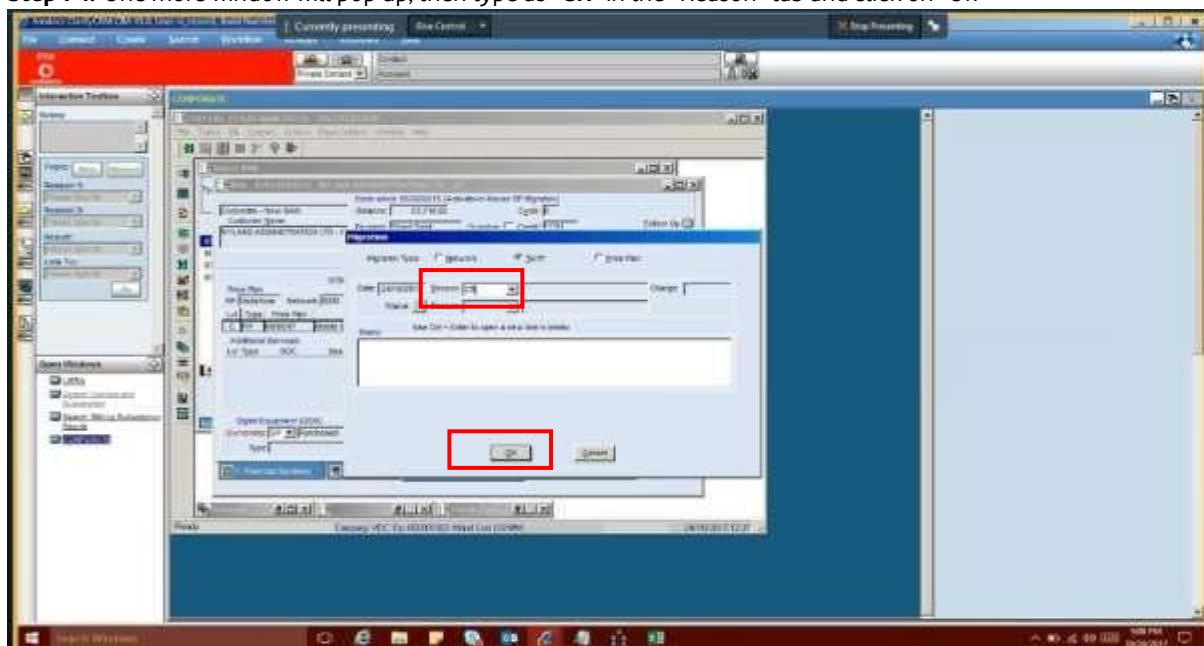


### **Step 73: Click on Type tab and**





**Step 74:** One more window will pop up, then type as "CR" in the "Reason" tab and click on "Ok"



**Step 75:** Copy and Paste the first Price plan **"Price Plan"** tab, Right click and select paste



Excel screenshot showing a list of employees and their current and target price plans.

Employee	Subscription Name	Allocation Code	Allocation Code	Allocation Code	Allocation Code	Current Price Plan	Current Price Plan Description	Target Price Plan	Target Price Plan Description
John Doe	Agencies Standard	0701000000	C00	C0000000		R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
Anna MacLeod	0701000000	C00	C0000000			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
James Williams	0701000000	C00	C0000000			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
Frances McMillan	0701000000	C00	C0000000			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
John Fletcher	0701000000	C00	C0000000			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
Martina Lawrence	0701000000	C00	C0000000			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
Matthew Allens	0701000000	C00	C0000000			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
Peter Allens	0701000000	C00	C0000000			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
Elijah House	0701000000	C00	C0000000			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
Penelope Housewife	0701000000	C00	C0000000			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
India House	0701000000	C00	C0000000			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
Lynne Wright	0701000000	C00	C0000000			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
David Taylor	0701000000	C00	C0000000			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
Audrey Wright	0701000000	ARCANIA	NYLAND			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
Brenda Krueger	0701000000	ARCANIA	NYLAND			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
Jack Penall	0701000000	ARCANIA	NYLAND			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
Maya Krueger	0701000000	ARCANIA	NYLAND			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
Reed McNease	0701000000	ARCANIA	NYLAND			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
Fiona McNease	0701000000	ARCANIA	NYLAND			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
Benji McNease	0701000000	ARCANIA	NYLAND			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
Phillip Maynor	0701000000	HOUSE STAFF	NYLAND			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
Phoebe Blair	0701000000	HOUSE STAFF	NYLAND			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
Ben McNease	0701000000	HUMAN	NYLAND			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
Juliette Rawling	0701000000	HUMAN	NYLAND			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
Peter Baldwin	0701000000	HUMAN	NYLAND			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
Chuck McNease	0701000000	DOCTY FARM	NYLAND			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
James Hull	0701000000	STAFF	NYLAND			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
Anna Morgan	0701000000	STAFF	NYLAND			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1
Calvin Morgan	0701000000	STAFF	NYLAND			R0NY40208	Nyland Red Shared -4G Voice 20B	R0NY40208	Business Advance Value 1

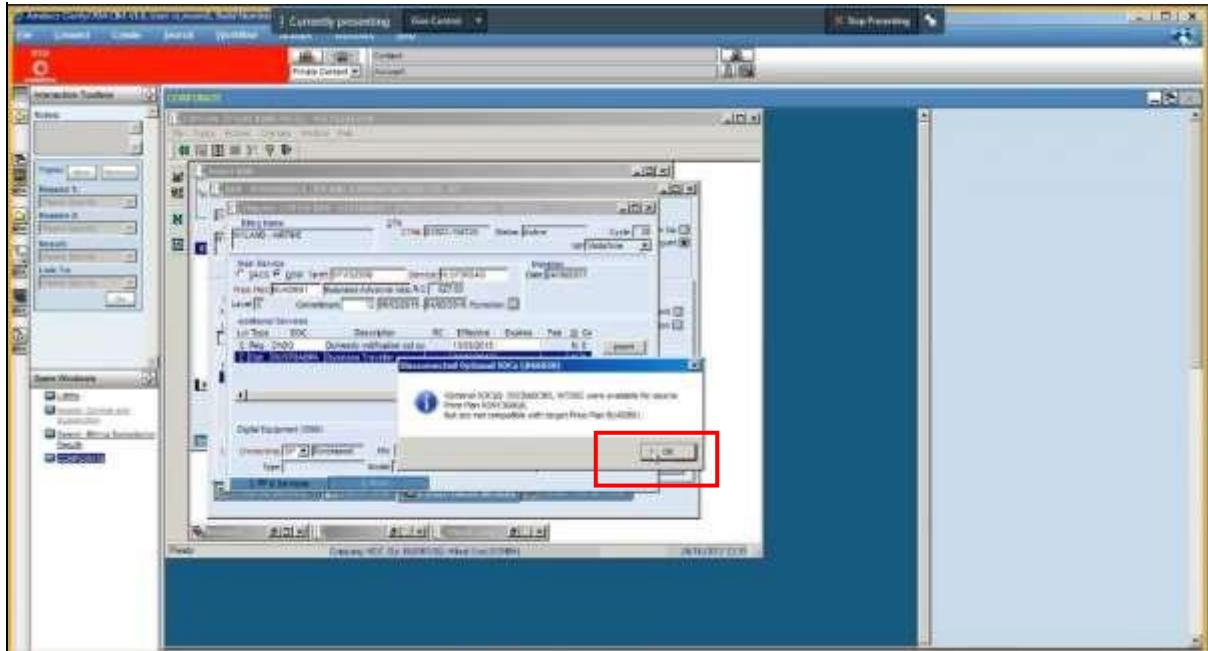
Screenshot of a software application showing a detailed view of a record. A red box highlights the 'Price Plan' dropdown menu.

The application window title is 'Employee 0701000000 0701000000 STAFF NYLAND - AUDIT'.

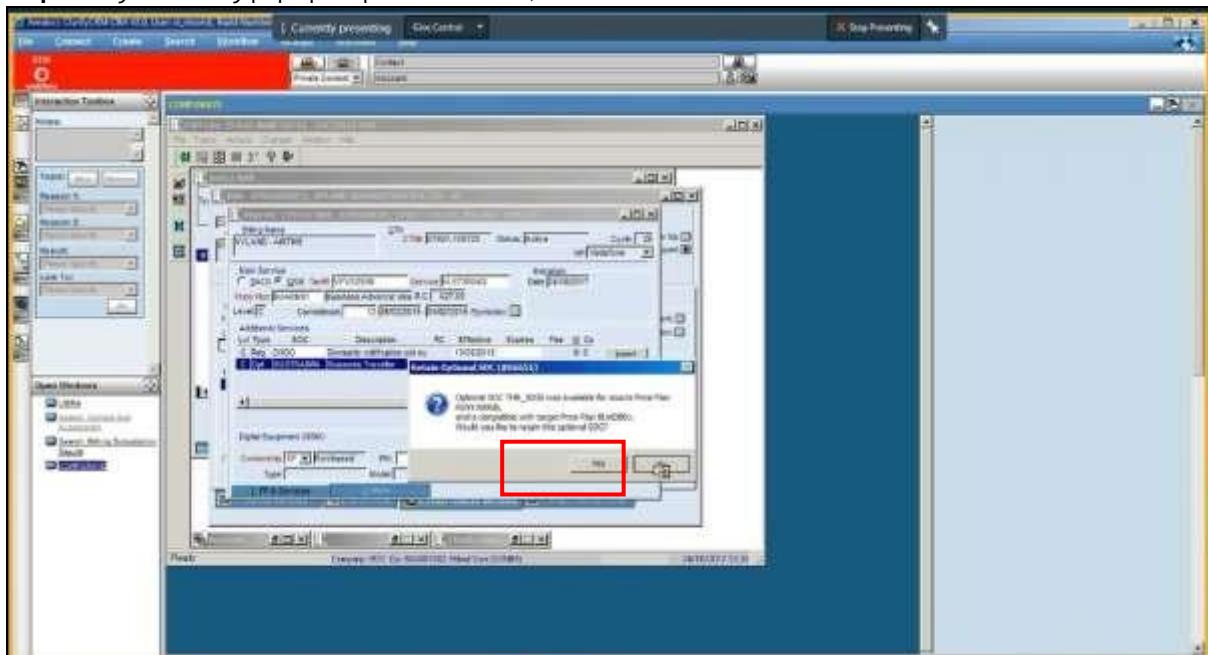
The 'Price Plan' dropdown menu is open, showing options: 'Standard', 'R0NY40208', 'R0NY40208', 'R0NY40208', and 'Business Advance Value 1'. The 'Business Advance Value 1' option is highlighted with a red box.



**Step 76:** Click on, if you see any SOC related pop up

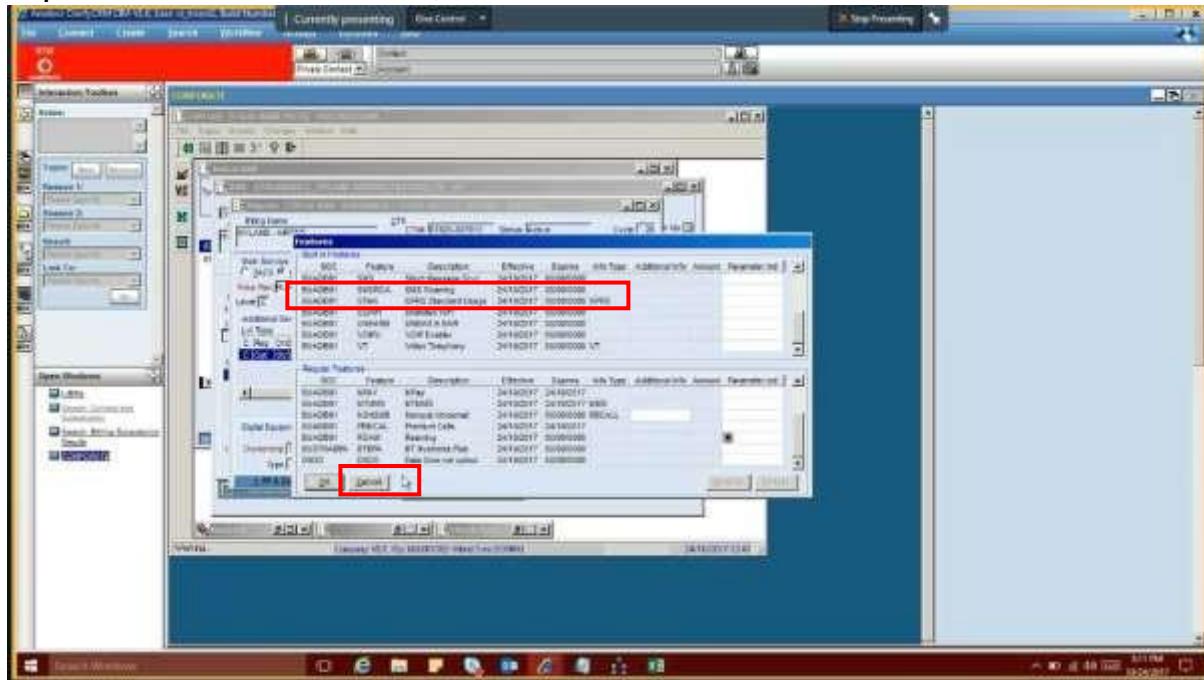


**Step 77:** If you find any pop up – Optional SOC one, click on Yes





**Step 78:** Can see the inbuilt GPRS status, click on Cancel

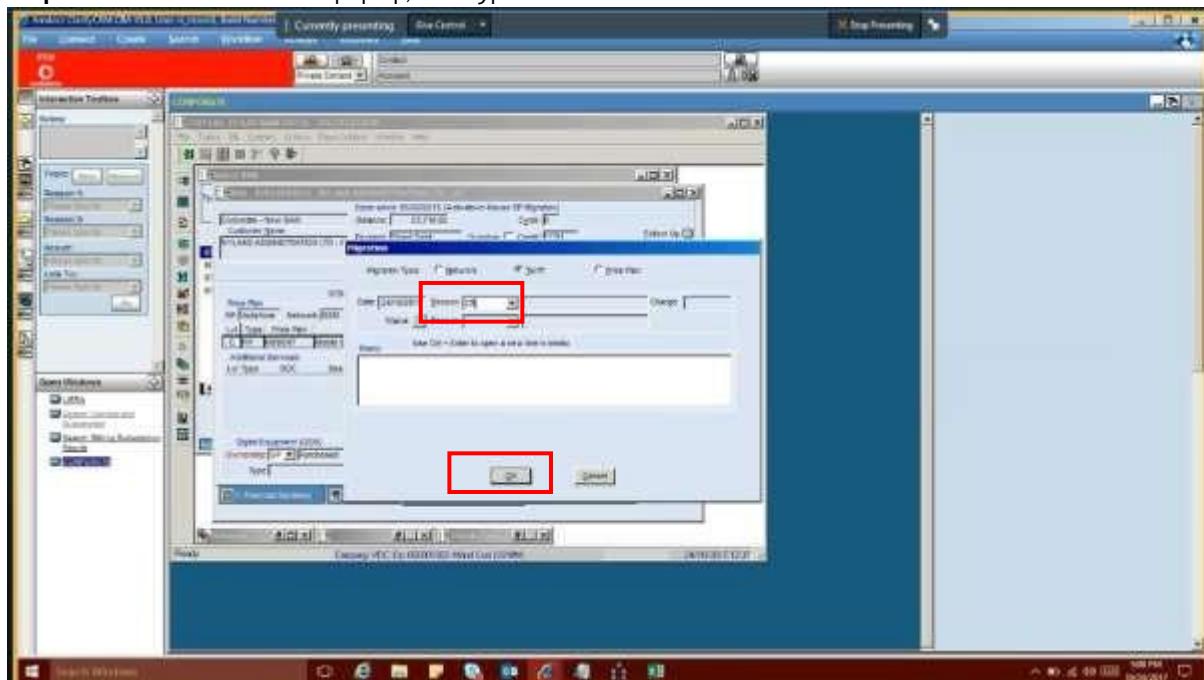


**Step 79:** Now copy the second PP from the input file

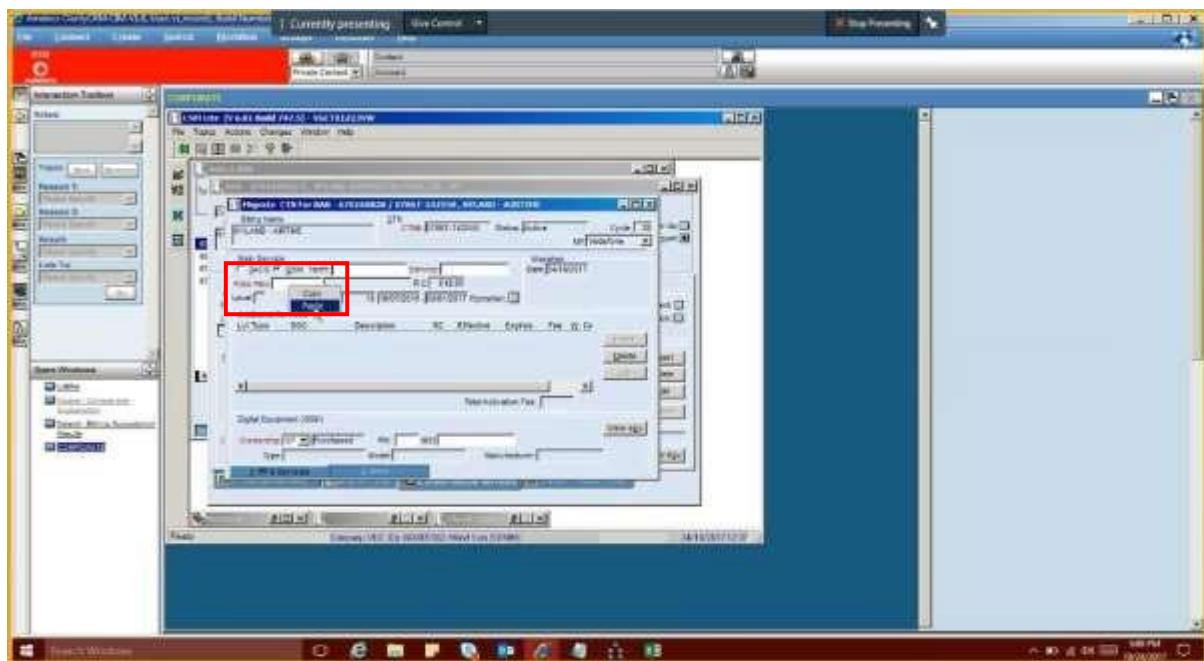
Subscript	Business System Number	NAME	LOCATION CODE	ALLOCATION CODE	ALLOCATION CODE	ALLOCATION CODE	Current Price Plan	Current Price Plan Description	Target Price Plan	Target Price Plan Description
27761786051	Agnieszka Stolarz	87160000001	CZL	CZNR0UR			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
27760026847	Aileen Mcleod	87160000002	CZL	CZNR0UR			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
27045427309	Bogdan Olszanski	87160000003	CZL	CZNR0UR			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
270214086130	Frances MacIntosh	87160000004	CZL	CZNR0UR			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
270214086120	Glen Surprenant	87160000005	CZL	CZNR0UR			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
270214086110	Martina Rauschke	87160000006	CZL	CZNR0UR			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
270214086109	Matthew Allen	87160000007	CZL	CZNR0UR			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
27760026849	Peter Albury	87160000008	CZL	CZNR0UR			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
27020887012	Patron House	87160000009	CZL	CZNR0UR			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
27022796003	Donald Lawrence	87160000010	CZL	CZNR0UR			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
270214086108	Philippe Bois	87160000011	CZL	CZNR0UR			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
270209157102	James Taylor	87160000012	CZL	CZNR0UR			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
27762370545	Dermi Thylet	87160000013	CZL	CZNR0UR			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
27020908638	Andrew Wright	87160000014	ARCADIA	MYLAN			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
27020908633	Georgina Proctor	87160000015	ARCADIA	MYLAN			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
27021288895	Jack Fosell	87160000016	ARCADIA	MYLAN			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
27021616249	Magdalena Kowalska	87160000017	ARCADIA	MYLAN			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
27020808643	Ross Mowatt	87160000018	ARCADIA	MYLAN			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
277615157100	Tomas Skarlicki	87160000019	ARCADIA	MYLAN			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
2776181781	Bernie Smitfield	87160000020	HOUSE STAFF	MYLAN			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
27716000051	Phillipa Mayers	87160000021	HOUSE STAFF	MYLAN			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
27760026817	Priscilla Brat	87160000022	HOUSE STAFF	MYLAN			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
27760026810	Ben Kowalewski	87160000023	PAWFUL	MYLAN			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
27020724809	Luzbel Rojas	87160000024	PAWFUL	MYLAN			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
27760026813	Peter Kallion	87160000025	PAWFUL	MYLAN			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
27020808640	Chaitra Hardy	87160000026	PAWFUL	MYLAN			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
27021317785	Armen Hall	87160000027	PAWFUL	MYLAN			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
27020908635	Andrea Mager	87160000028	STAFF	MYLAN			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
27760026814	Priscilla Wren	87160000029	STAFF	MYLAN			871P94200B	Hyland Real Share:40_Visite_200	871R0001	Business_Advance_Value_2
<b>Total : 50 records found</b>										



**Step 80:** One more window will pop up, then type as "CR" in the "Reason" tab and click on "Ok"

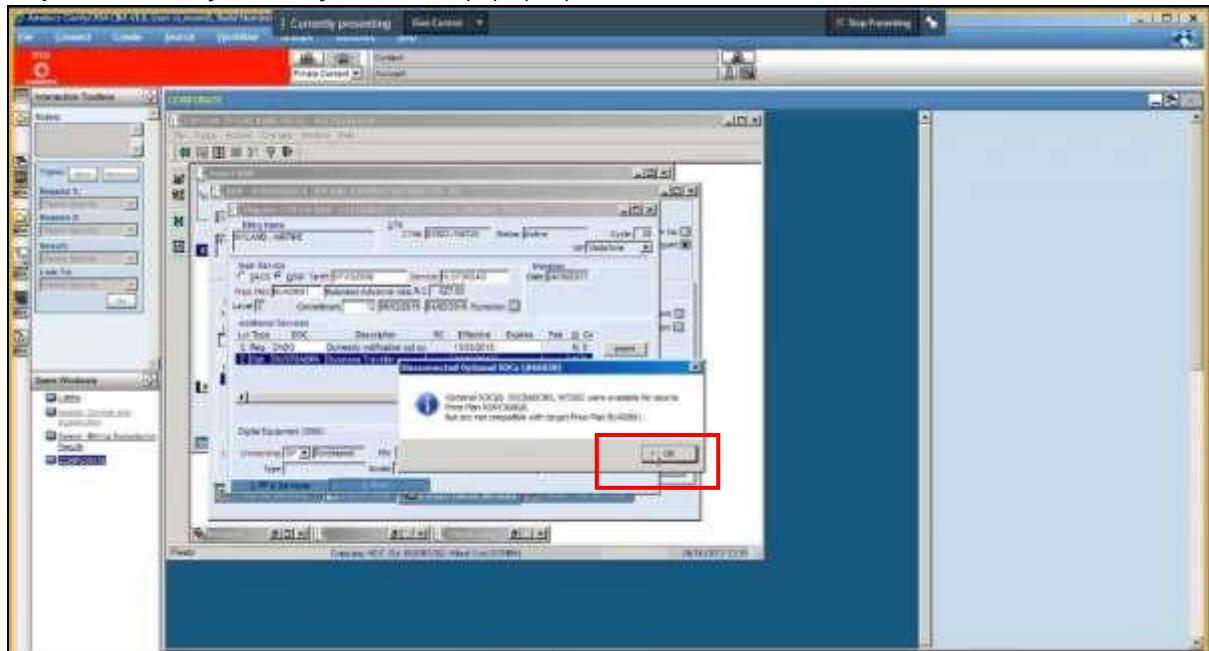


**Step 81:** Paste the Price plan which was copied earlier in the "Price Plan" tab, Right click and select paste

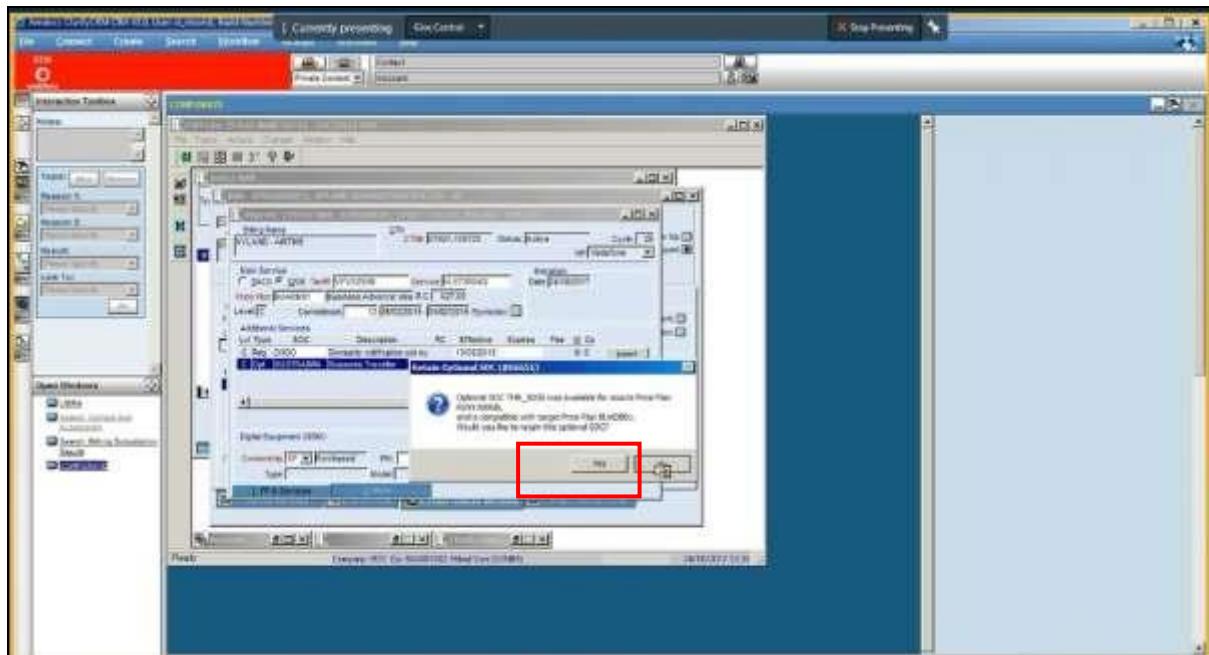




**Step 82:** Click on, if you see any SOC related pop up, Optional SOC – Click "Ok"

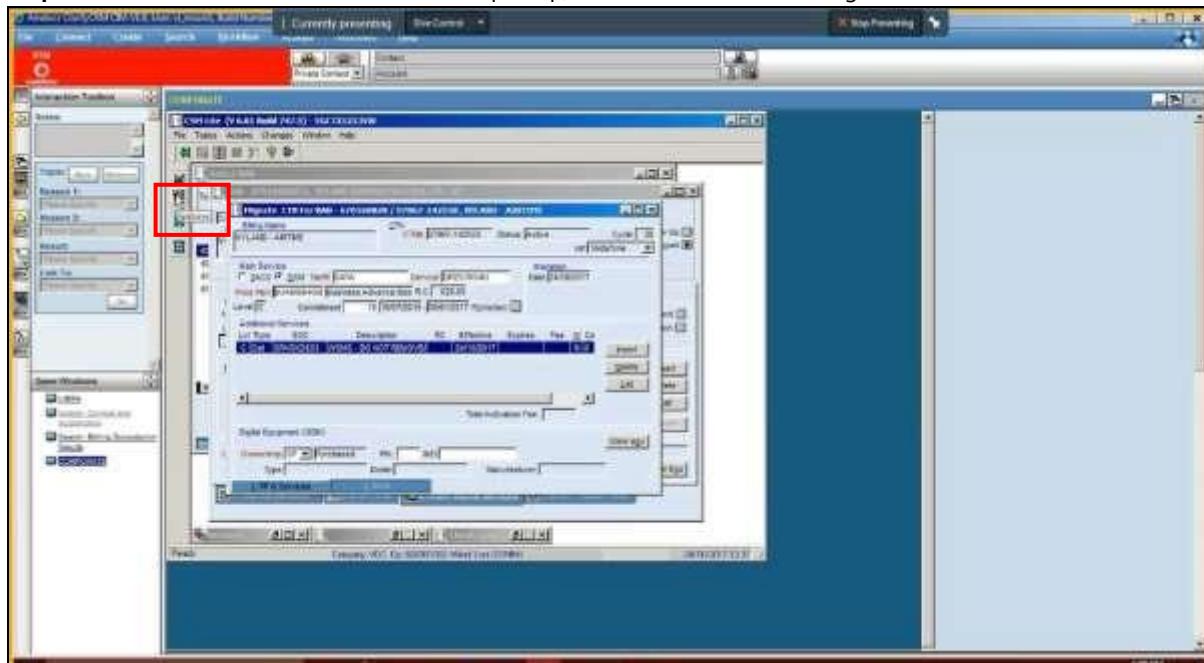


**Step 83:** If you find any pop up – Optional SOC one, click on Yes

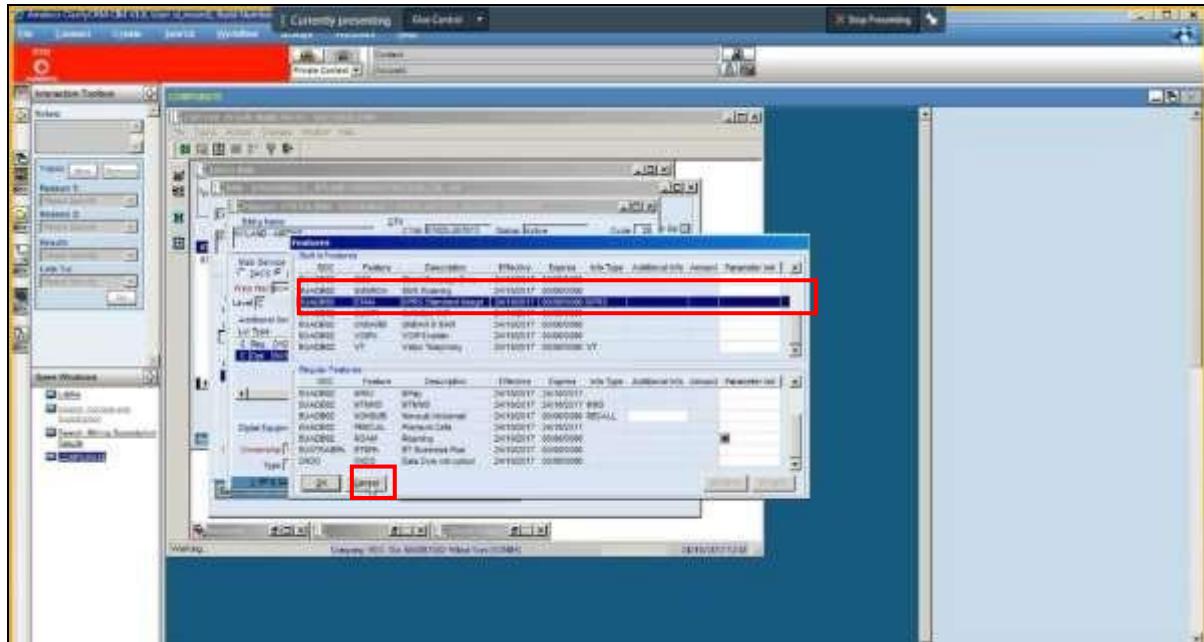




**Step 84:** Wait for some time until the window open up, Click back to "Features" again



**Step 85:** Check the GPRS inbuilt





**Step 86:** So first 3 current PP are **Direct Migration**, will see the fourth one now

**Step 87:** Now select the 4<sup>th</sup> Current PP from the input file and follow the same procedure, copy any one CTN from the Subscription column



**Step 88:** Go back to Crystal app, click on Close icon

The screenshot shows the CSM Lite application window with the title "CSM Lite (V.6.01 Build 747.5) - VGCTX1274VW". The menu bar includes File, Topics, Bill, Queries, Actions, Page Options, Window, and Help. A toolbar with various icons is visible on the left.

The main window displays a BAN record for "BAN - 670171019/1, NOVAE MANAGEMENT LIMITED". Key details shown include:

- Open since: 09/09/2015 (Activate-In House SP Migration)
- Balance: £12,447.76
- Cycle: 5
- Customer Name: NOVAE MANAGEMENT LIMITED
- Payment: Cheque/Cash
- Overdue:
- Credit: CCP1
- VBM
- #BENs: 1
- Corporate:
- Follow Up:
- Discount:

Sharing SIM: [ ]

Price Plan: 07502-383964 : Active since: 09/09/2015 (Activate-In House SP Migration)

Lvl	Type	Price Plan	Description	RC	Effective	Expires	Agent	Commitment:	Promotion:
C	P.P.	BUADB02S	Business Advance Value 2 SIMO		£18.00	17/10/2017	00/00/0000	<input type="checkbox"/>	<input type="checkbox"/>

Additional Services

Lvl	Type	SOC	Description	RC	Effective	Expires	Agent	Fee	W	Commitment	Insert
C	Reg	APNWPAP	vwap.vodafone.co		19/10/2017			N	0	<input type="checkbox"/>	<input type="checkbox"/>
C	Opt	BTBUSNT3	DO NOT REMOVE		17/10/2017			N	0	<input type="checkbox"/>	<input type="checkbox"/>
C	Opt	BUSNT3	International Disco	£3.50	17/10/2017			N	0	<input type="checkbox"/>	<input type="checkbox"/>

Total Fee: [ ]

Migrate

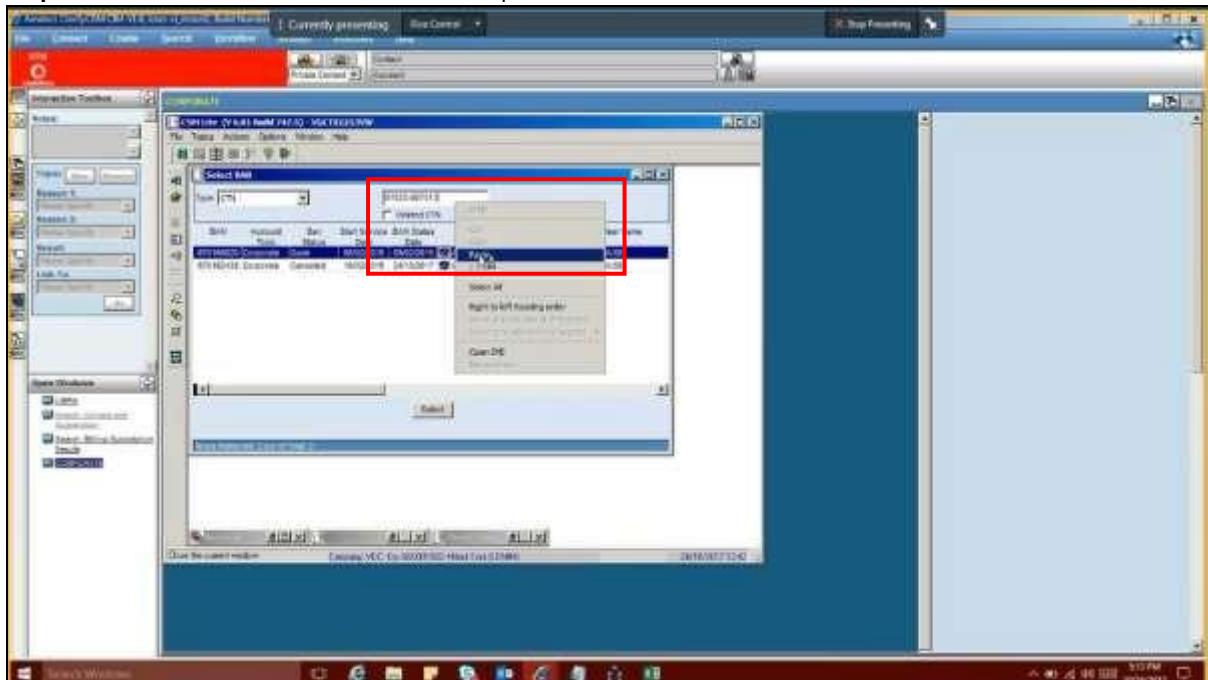
Digital Equipment (GSM)

Ownership:	SP	Purchased	PIN:	IMEI:	Sharing SIM:
Type:			Model:		Manufacturer:

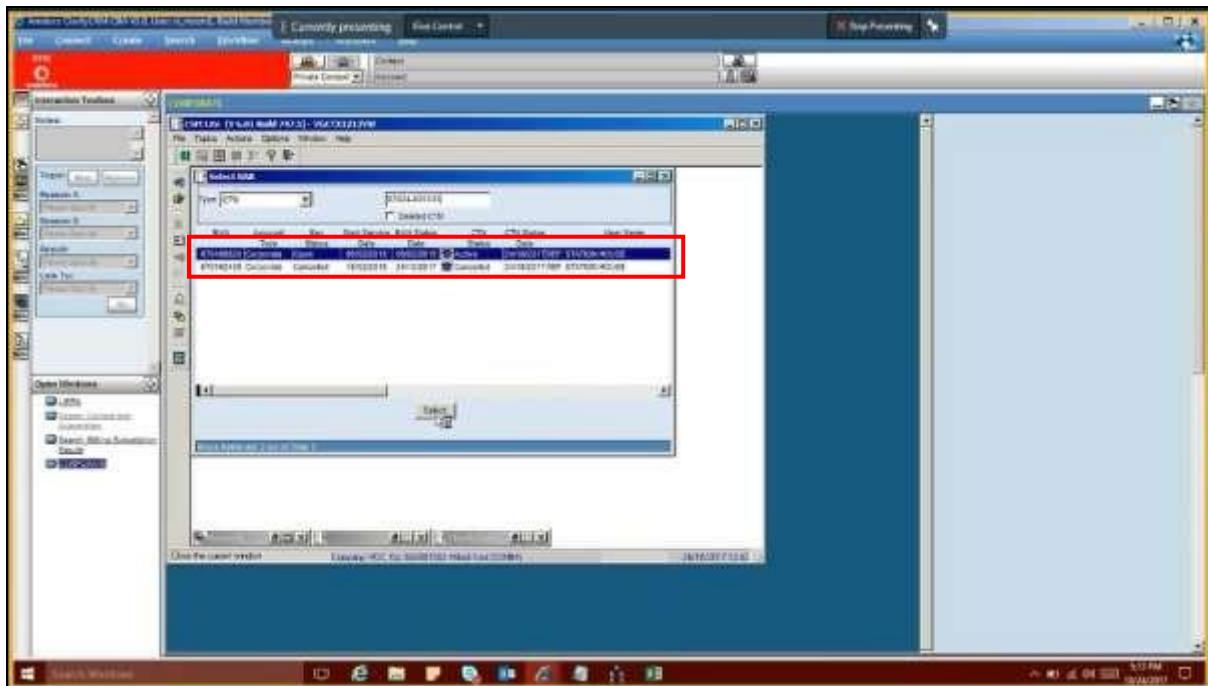
View Equi



**Step 89:** Paste the CTN which was copied earlier



**Step 90:** Select the Active row and click on the select





The screenshot shows the Amdocs ClarifyCRM CIM-V1.0 application window. The top menu bar includes File, Connect, Create, Search, Workflow, Actions, Windows, and Help. The title bar displays the user information: vi\_msom1, Build Number : 148 , DB: scmprd - Windows Internet Explorer.

The left sidebar features the "Interaction Toolbox" with sections for Notes, Topic (with New and Remove buttons), Reason 1 (Please Specify), Reason 2 (Please Specify), Result (Please Specify), and Link To (Please Specify). Below this is the "Open Windows" section with links to LIBRA, Search\_Contact\_and\_Subscription, and CORPORATE.

The main workspace contains a "CORPORATE" window titled "CSM Lite (V 6.01 Build 747.5) - VGCTX1238VW". This window has a toolbar with icons for File, Topics, Actions, Options, Window, and Help. A "Select BAN" dialog box is open in the center, showing a search field with "Type: CTN" and "07502-383964", a checked checkbox for "Deleted CTN", and a table with one row of data:

BAN	Account Type	Ban Status	Start Service Date	BAN Status Date	CTN Status	CTN Status Date	User Name
670171019	Corporate	Open	09/09/2015	09/09/2015	Active	09/09/2015	REF: JACQUELINE CLENCH

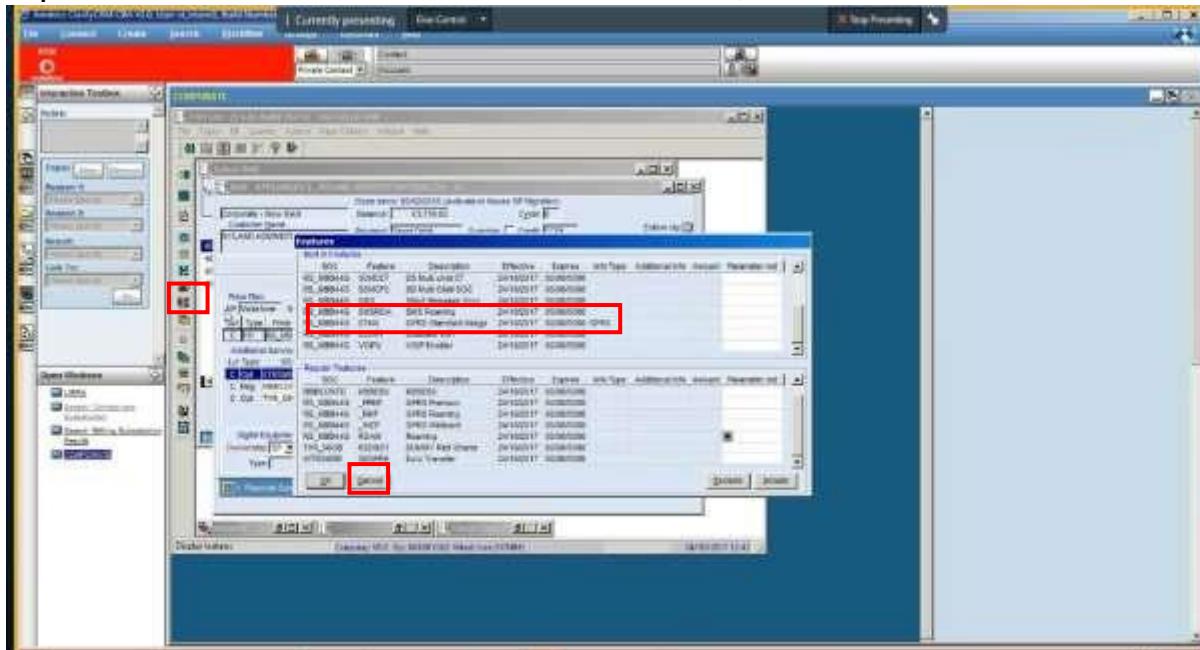
At the bottom of the dialog, there is a "Select" button and a status message: "Rows Retrieved: 1 out of Total: 1".

The bottom of the screen shows a network status bar with icons for Network, Check Conn., and a date/time stamp: 28/06/2018 07:42.

## **Step 91:** Select Services tab

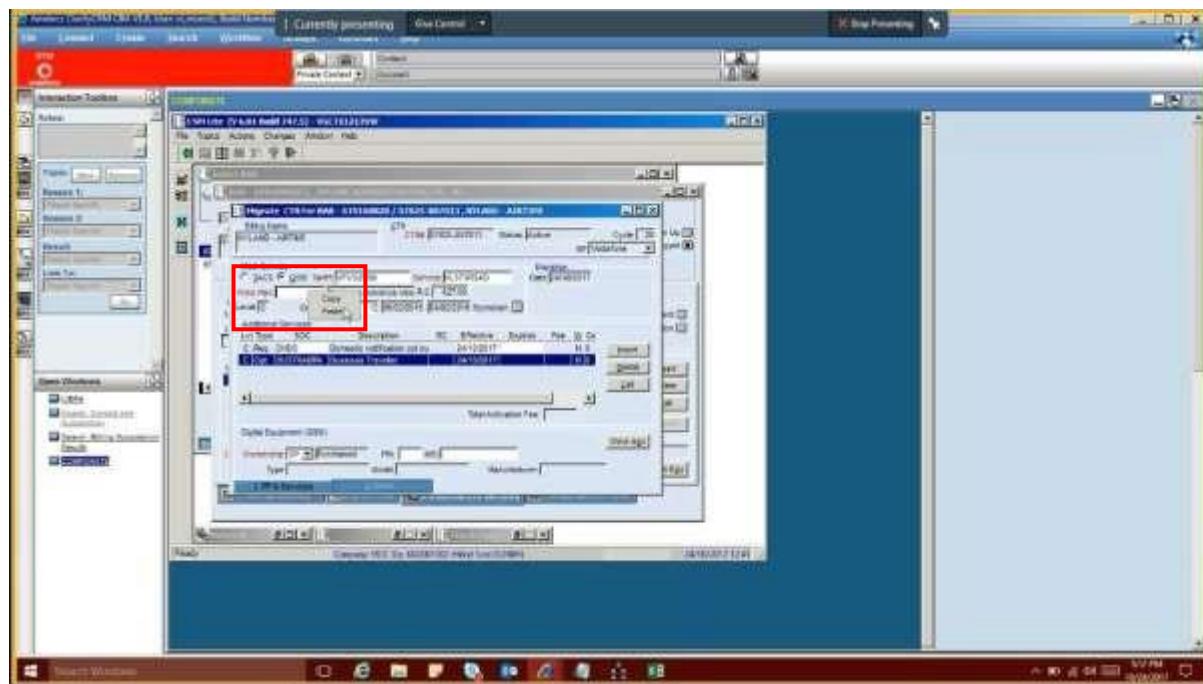


**Step 92:** Click on “**Features**” icon and check the GPRS inbuilt, Click on Cancel.

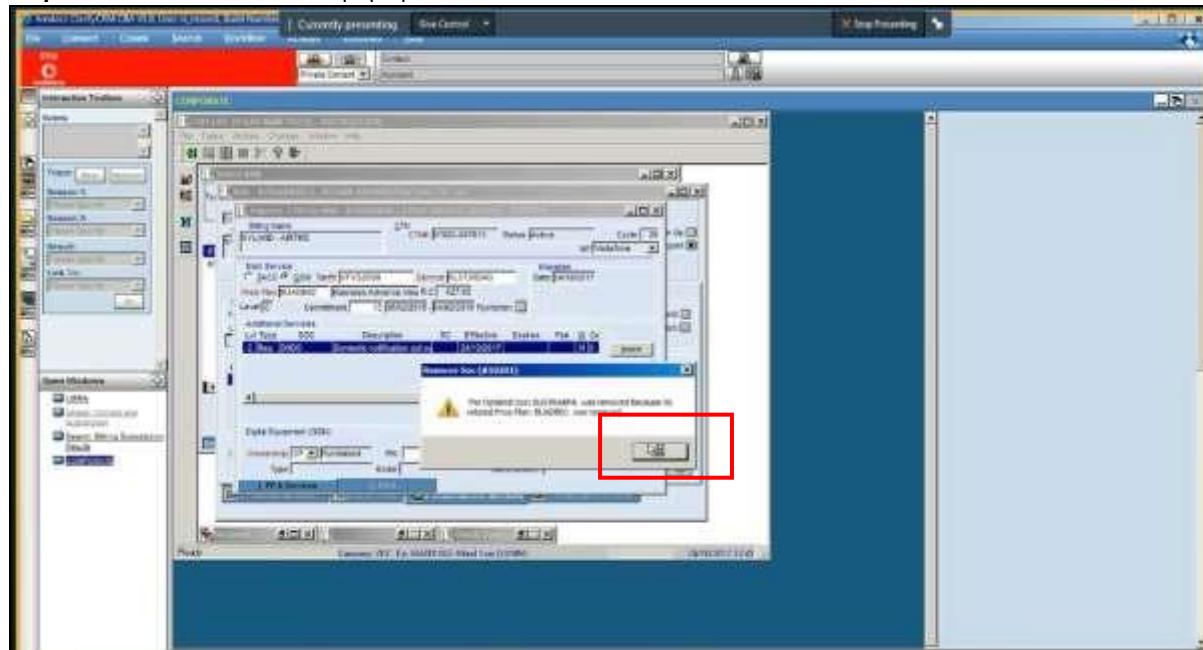


**Step 93:** Go back to excel and copy the target PP

**Step 94:** Paste the copied PP into PP tab, right click and paste

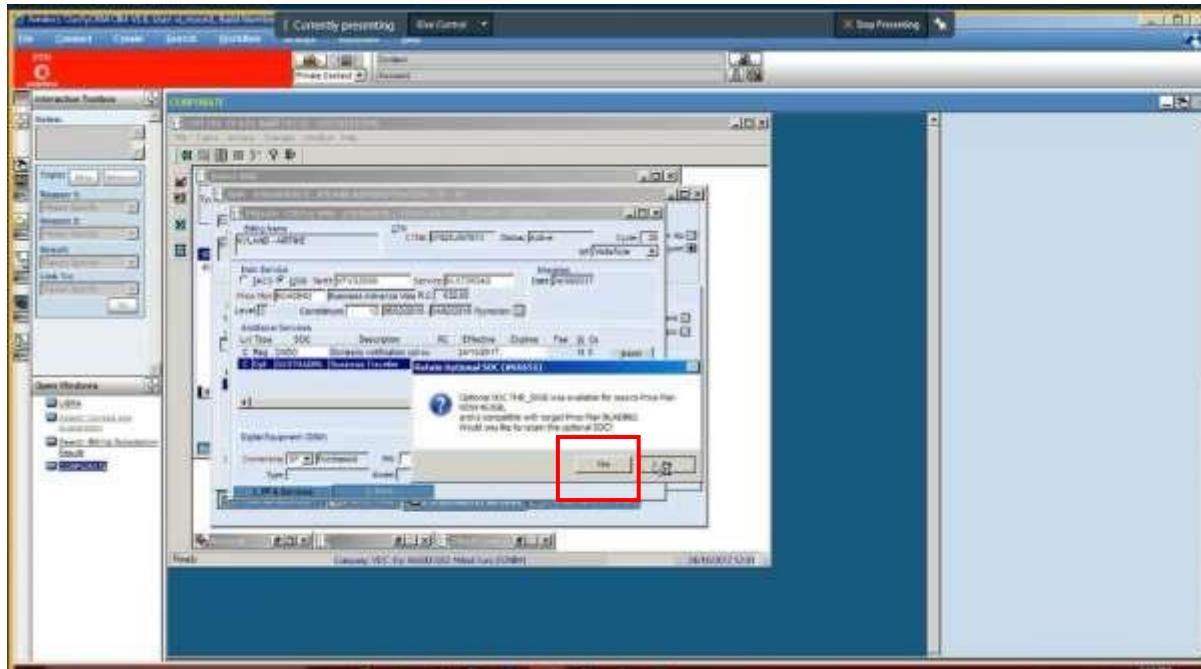


**Step 95:** Remove SOC pop up – click Ok

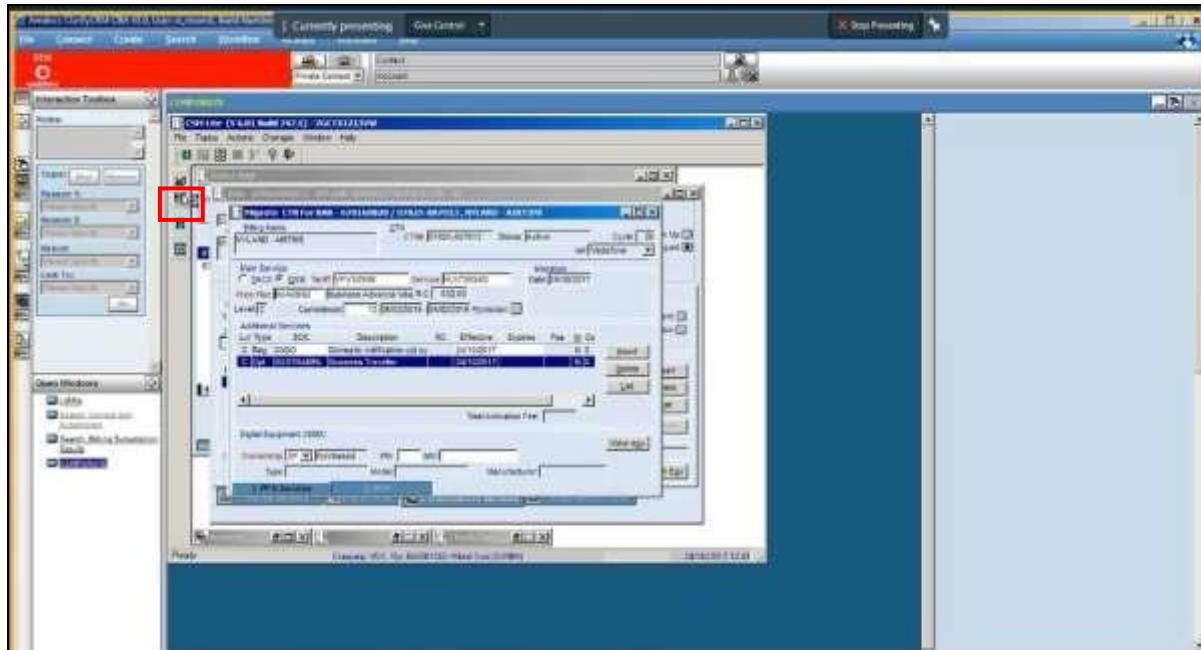




**Step 96:** Any Optional SOC pop up, click Yes



**Step 97:** Click on Feature icon





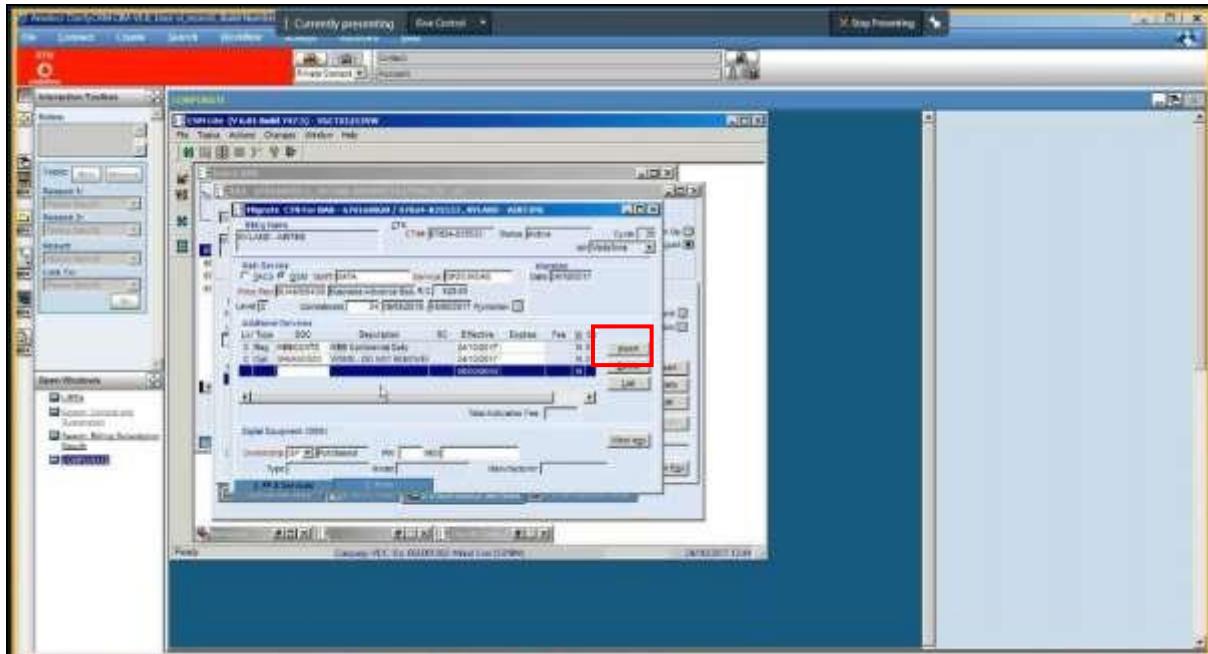
**Step 98:** Check if the PP displays GPRS or not? Click on Cancel

All four PP's are Direct Migration. As all 4 are GPRS inbuilt, we need to follow Direct Migration process for the Price Plan as PP is completed, we need to look at the SOC part, as it is Combined request.

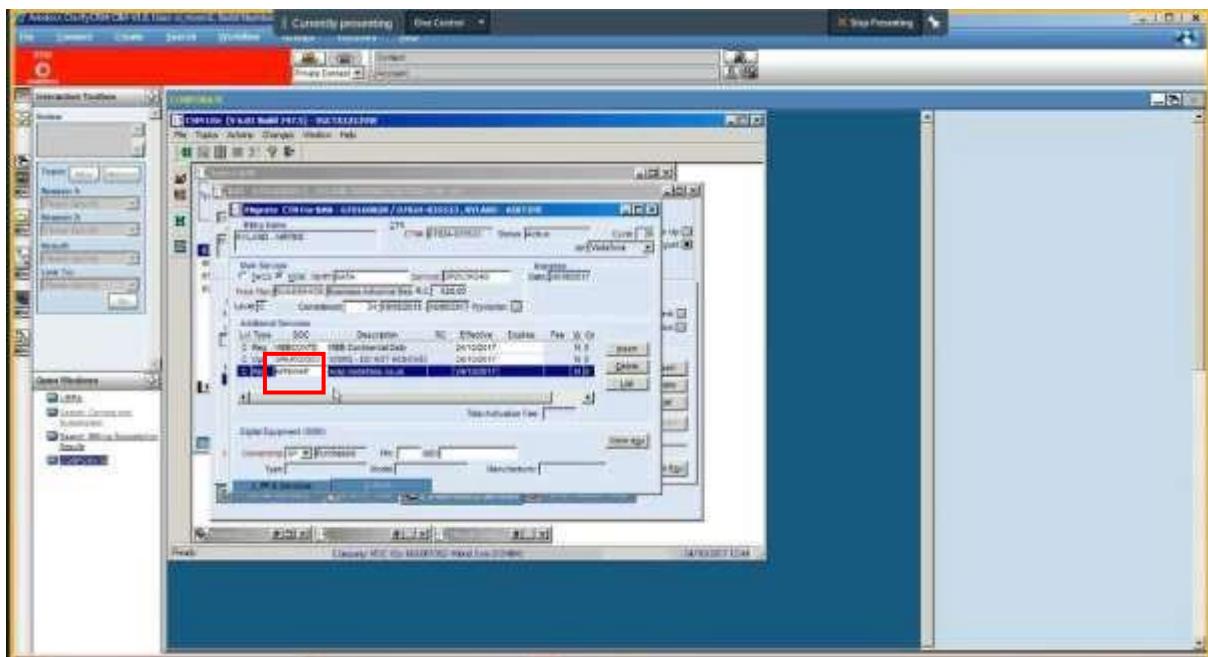
**Step 99:** Go back to Input file and select SOC code, start with SOC Addition. Select first SOC addition column and copy first SOC code



**Step 100:** Go back to Crystal and click on "Insert"



**Step 101:** Paste the SOC code which was copied earlier, Right click and paste

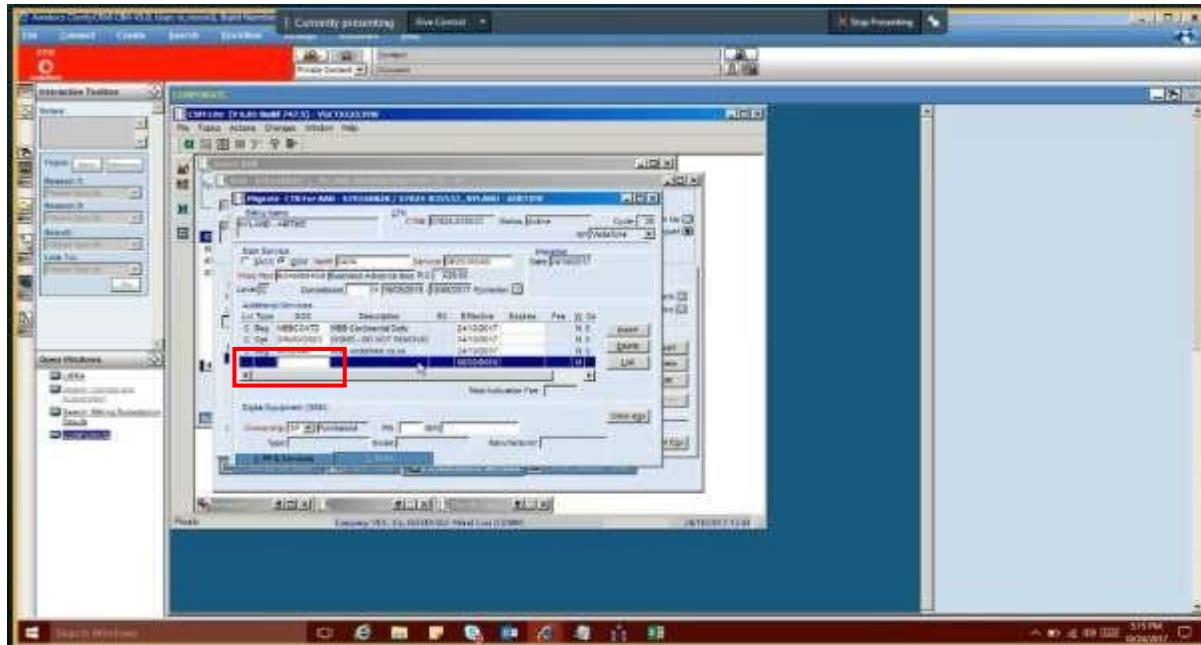




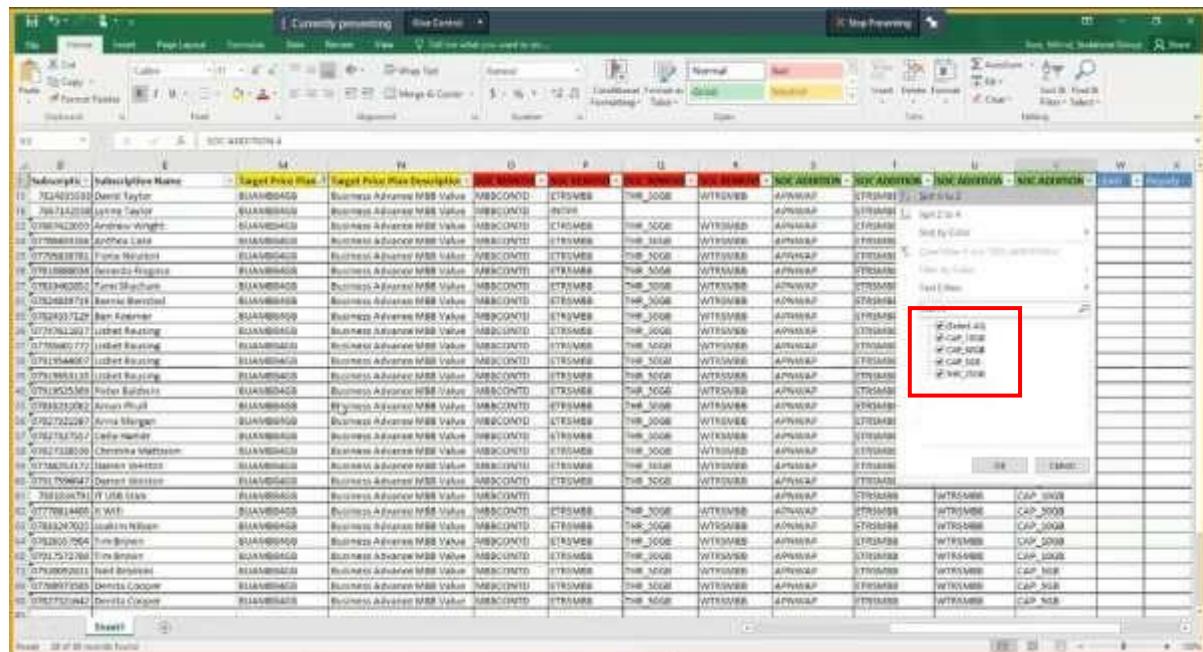
**Step 102:** Go back to excel and copy the another SOC code

Subcription ID	Subscription Name	Target Price Plan	Target Price Plan Description	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	SOC ADDITION	SOC ADDITION	SOC ADDITION	U	V	W	X
70190000000000000000	Daniel Taylor	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	CAP_1008				
70191122000000000000	Lynne Taylor	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	CAP_2008				
70191220000000000000	Anneke Wright	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	CAP_3008				
70190000000000000000	Ashley Case	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	CAP_4008				
70190000000000000000	Carrie Ryerson	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	CAP_5008				
70190000000000000000	Genoveze Prospico	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	CAP_6008				
70190000000000000000	Euan MacLennan	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	CAP_7008				
70190000000000000000	Bonnie Barnard	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	CAP_8008				
70190000000000000000	Ben Keaynor	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	THR_2008				
70190000000000000000	Benjamin Bunting	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	THR_2008				
70190000000000000000	Robert Bunting	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	THR_2008				
70190000000000000000	Robert Bunting	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	THR_2008				
70190000000000000000	Peter Battaglia	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	THR_2008				
70190000000000000000	Anna Phillips	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	CAP_1008				
70190000000000000000	Anna Morgan	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	CAP_2008				
70190000000000000000	Colin Naylor	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	THR_2008				
70190000000000000000	Christina Matteson	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	CAP_1008				
70190000000000000000	Darren Weston	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	CAP_2008				
70190000000000000000	Darren Weston	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	CAP_3008				
70190000000000000000	IT User [000]	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	CAP_4008				
70190000000000000000	IT User [001]	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	CAP_5008				
70190000000000000000	Country/Wilson	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	CAP_6008				
70190000000000000000	Tina Mason	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	CAP_7008				
70190000000000000000	Carol Bryson	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	CAP_8008				
70190000000000000000	Paula Ransome	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	CAP_9008				
70190000000000000000	Derrica Cooper	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	CAP_1008				
70190000000000000000	Veronica Cooper	BU:MBB:4008	Business Advance MBB Value	MMB:CONTD	TR54:MBB	THR_2008	WTR1MBB	APNWSF	STR59888	WTR1MBB	CAP_1008				

**Step 103:** Go back to Crystal and click on Insert and paste the SOC code



**Step 104:** Back to Excel, and check for another SOC Addition code and check how many Codes are requested for

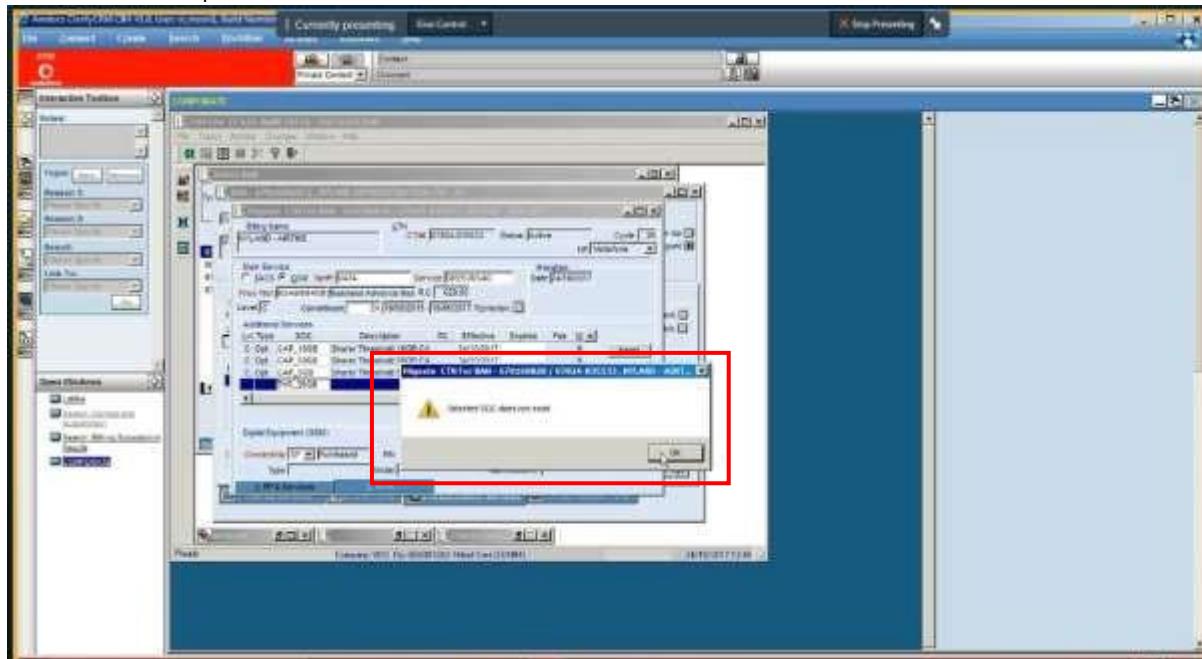
										SOC addition1	SOC addition2	SOC addition3	SOC addition4		
1	7024025033	Darren Taylor	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
2	7017420008	Lynne Taylor	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
3	7017420009	Andrew Wright	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
4	7018861104	Audrea Lata	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
5	7019581171	Fiona Watson	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
6	7019588034	Alexandra Pregosa	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
7	7019588055	Terry Shadrack	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
8	7019588171	Eunice Wenzel	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
9	7024337428	Bon Kender	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
10	7027612007	Luzifer Rausling	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
11	7035980777	Ulfert Rausling	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
12	7071954467	Ulfert Rausling	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
13	7071955132	Ulfert Rausling	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
14	7071955253	Peter Barthelm	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
15	7079331202	Ananya Bhuyan	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
16	7079331222	Arvina Bhuyan	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
17	7079331757	Celine Hauder	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
18	7079331800	Chernomira Matassova	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
19	7079331810	Ivanikov Vasilios	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
20	7079331947	Dorsett Wilson	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
21	7081000711	JY USA Staff	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
22	7077091440	Ina Wett	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
23	7078120022	José Luis Wilson	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
24	7078200264	Erica Bryant	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
25	7079123208	Erika Bryant	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
26	7079091201	Isabel Belisario	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
27	7079091205	Dimitra Cooper	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB
28	7079770204	Dimitra Cooper	BUAVB0400	Business_Advance_MBB_Value	MBB0C00D	ITRSMBB	Thru_2008	WTR1MBB	APN1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB	ITR1MBB

**Step 105:** As seen above, there are 4 SOC codes mentioned under SOC addition4. Follow the same steps for all the SOC codes within Crystal.





**Step 106:** Found any Invalid SOC Error or SOC doesn't exist while pasting SOC code – should not process the set of CTN which is mentioned for this particular SOC code.



While revert to customer, need to mention about these SOC codes stating that given "SOC CODE" is not a valid SOC Code hence could not have processed.

**Step 107:** Now follow the same steps for each SOC Removals which is mentioned in the input file

**Step 108:** If you find irregular SOC codes within the input file like below, no need to process those codes. Ex:

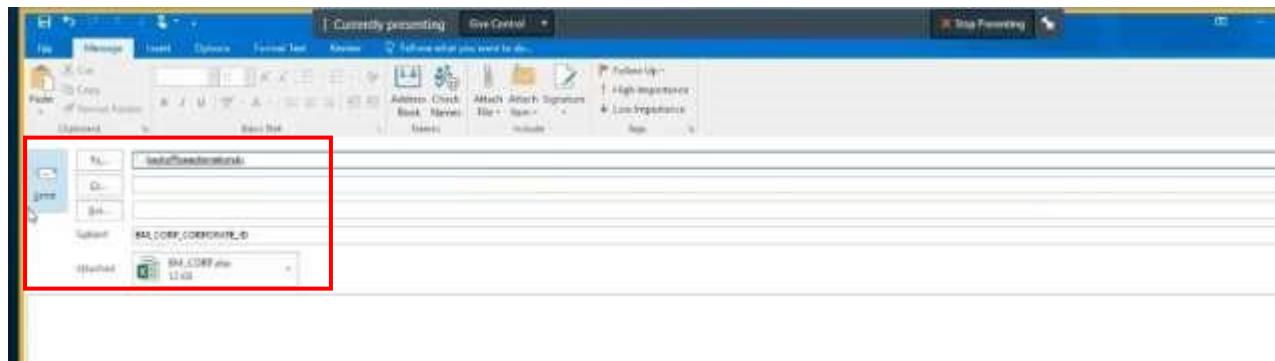
**INTR**



**Step 109:** Once you are done with the validation of price plan and SOC on crystal after that to validate the requested CTN with its original data base of corporate id then need to get this through CBMR. □ Select the Excel template (BM\_Corp\_Corporate\_ID)

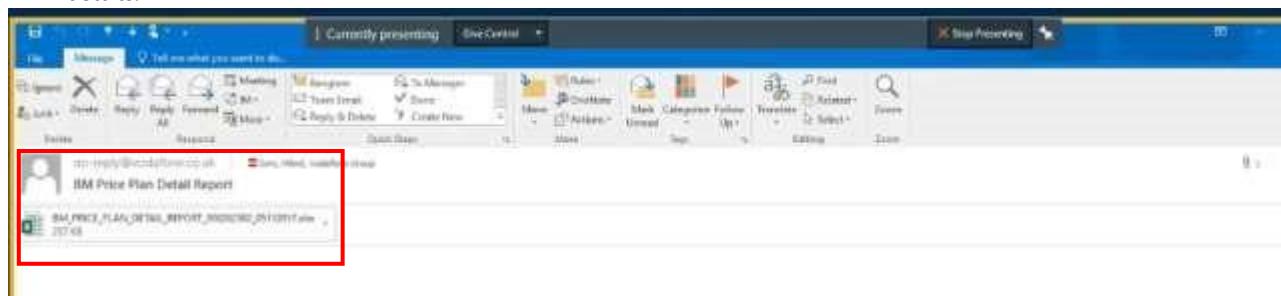
- Copy the corporate ID and paste the ID below Corporate cell within template.

- Open an Outlook
  - Click on New Email and type - **backofficeautomationuk@vodafone.com** in "To"
  - Attach the file which was created earlier with Corporate ID
  - Click on Send



**Step 110:** Once email sent, there will be one confirmation email from no-reply@vodafone.com saying the request is in progress and it will take time 40 minutes to receive requested reports from systems.

- You will receive 9 different emails from above email address, out of those 9 we require files for SOC and Price plan, Sub details.





**Step 111:** Put a VLOOKUP to Column A (Input file extracted from share point) Column B (Price plan Detail file)

Subscriber	Device
108970775005574	SDCHD24M4
108980748927518	VBU5F25
1089907557177765	SDCHD24M4
1090007557177713	SDCHD24M4
1090107557177790	SDCHD24M4
1090207557177752	SDCHD24M4
1090307557177848	SDCHD24M4

**Step 112:** Match the Price plan details with Current PP (Input file extracted from share point) apply TRUE/False

Current Price Plan	Target Price Plan
Batch 4 FRILOCADO VBU5F25	Batch 4 FRILOCADO VBU5F25
Batch 4 FRILOCADO VBU5F25	Batch 4 FRILOCADO VBU5F25
Batch 4 FRILOCADO VBU5F25	Batch 4 FRILOCADO VBU5F25
Batch 4 FRILOCADO VBU5F25	Batch 4 FRILOCADO VBU5F25
Batch 4 FRILOCADO VBU5F25	Batch 4 FRILOCADO VBU5F25
Batch 4 FRILOCADO VBU5F25	Batch 4 FRILOCADO VBU5F25
Batch 4 FRILOCADO VBU5F25	Batch 4 FRILOCADO VBU5F25
Batch 4 FRILOCADO VBU5F25	Batch 4 FRILOCADO VBU5F25

**Step 113:** If any False or NA – need to remove the details and create a separate file

Subscriber	Batch	Price Plan	Target Price Plan
07627332663	FALSE	VBU5F25	Batch 4 VBU5F25



- Name the **Column C as "Shed Price Plan" in header**. Once you are done with PP changes validation follow SOC file and create a pivot table with in the spreadsheet and vlook up the requested CTNs with original file from Exported to spreadsheet Apply True or False? Between Shed Price Plan and Current Price Plan (=C2=E2) and hit ENTER and hit Ctrl+D. before deleting copy and paste whole column into Shed PP column.
- If everything is **TRUE**, it means **all CTN's are available in the Corporate ID**, process all the CTN's.
- If you find "**#N/A**" in place of true or False (means that particular CTN is not available in Corporate ID) – copy the full row with the header and create a new excel within local drive and save the file as "**Not found in shed**".

You can drag the file into the particular folder, create a new folder in the name of "Corporate name". Go back to Crystal and copy the Corporate name and name the folder.

Need to remove the full row from the file (#N/A) and rest of the CTN's can be processed. Copy this file while reverting to the Customer mentioning Not found.

Subscript ID	SHED PRICE - Subscription Name	WAN	ALLOCATION CODE	ALLOCATION CODE	ALLOCATION CODE	Current Price Plan	Current Price Plan Description	Target Price Plan	Target Price Plan Description
254789295	49524	49524	07000000000000000000000000000000	07000000000000000000000000000000	07000000000000000000000000000000	RSPH-BG-MBZ-SAO-24-ST-402	RSPH-BG-MBZ-SAO-24-ST-402	BLUW-BB4A2B	BLUW-BB4A2B

The screenshot shows a Windows File Explorer window. In the left pane, there is a folder structure with several items. In the right pane, there is a list of files. One file is highlighted with a red box and labeled 'Not found in shed'. Below the list, there are buttons for 'Add' and 'Remove'.

The screenshot shows the SAP Crystal Reports software interface. It displays a form titled 'Customer Account Object Administration'. On the right side of the form, there is a section labeled 'Corporate Number' which contains the value '00000000000000000000000000000000'. This field is highlighted with a red box.



1. If you find "**FALSE**" in place of "**TRUE**" as below, copy the full row with the header and create a new excel within local drive and save the file as "**PP doesn't match**".

You can drag the file into the folder, create a new folder in the name of "**Corporate name**". Go back to Crystal and copy the Corporate name and name the folder.

**Step 114:** Open the SOC DETAIL FILE and apply v look up for requested CTNs to check how many SOC are effective on CTNs.



Screenshot of Microsoft Excel showing a search dialog box overlaid on a data sheet.

The search dialog box is titled "Search" and contains the following list of items:

- 2.786489 778081819 Active
- 2.786489 778081777 Active
- 2.786489 778081849 Active
- 2.786489 778081850 Active
- 2.786489 778081851 Active
- 2.786489 778081853 Active
- 2.786489 778081854 Active
- 2.786489 778081855 Active
- 2.786489 778081856 Active
- 2.786489 778081857 Active
- 2.786489 778081858 Active
- 2.786489 778081859 Active
- 2.786489 778081860 Active
- 2.786489 778081861 Active
- 2.786489 778081862 Active
- 2.786489 778081863 Active
- 2.786489 778081864 Active
- 2.786489 778081865 Active
- 2.786489 778081866 Active
- 2.786489 778081867 Active
- 2.786489 778081868 Active
- 2.786489 778081869 Active
- 2.786489 778081870 Active
- 2.786489 778081871 Active
- 2.786489 778081872 Active
- 2.786489 778081873 Active
- 2.786489 778081874 Active
- 2.786489 778081875 Active
- 2.786489 778081876 Active
- 2.786489 778081877 Active
- 2.786489 778081878 Active
- 2.786489 778081879 Active
- 2.786489 778081880 Active
- 2.786489 778081881 Active
- 2.786489 778081882 Active
- 2.786489 778081883 Active
- 2.786489 778081884 Active
- 2.786489 778081885 Active
- 2.786489 778081886 Active
- 2.786489 778081887 Active
- 2.786489 778081888 Active
- 2.786489 778081889 Active
- 2.786489 778081890 Active
- 2.786489 778081891 Active
- 2.786489 778081892 Active
- 2.786489 778081893 Active
- 2.786489 778081894 Active
- 2.786489 778081895 Active
- 2.786489 778081896 Active
- 2.786489 778081897 Active
- 2.786489 778081898 Active
- 2.786489 778081899 Active
- 2.786489 778081900 Active
- 2.786489 778081901 Active
- 2.786489 778081902 Active
- 2.786489 778081903 Active
- 2.786489 778081904 Active
- 2.786489 778081905 Active
- 2.786489 778081906 Active
- 2.786489 778081907 Active
- 2.786489 778081908 Active
- 2.786489 778081909 Active
- 2.786489 778081910 Active
- 2.786489 778081911 Active
- 2.786489 778081912 Active
- 2.786489 778081913 Active
- 2.786489 778081914 Active
- 2.786489 778081915 Active
- 2.786489 778081916 Active
- 2.786489 778081917 Active
- 2.786489 778081918 Active
- 2.786489 778081919 Active
- 2.786489 778081920 Active
- 2.786489 778081921 Active
- 2.786489 778081922 Active
- 2.786489 778081923 Active
- 2.786489 778081924 Active
- 2.786489 778081925 Active
- 2.786489 778081926 Active
- 2.786489 778081927 Active
- 2.786489 778081928 Active
- 2.786489 778081929 Active
- 2.786489 778081930 Active
- 2.786489 778081931 Active
- 2.786489 778081932 Active
- 2.786489 778081933 Active
- 2.786489 778081934 Active
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- 2.786489 778081937 Active
- 2.786489 778081938 Active
- 2.786489 778081939 Active
- 2.786489 778081940 Active
- 2.786489 778081941 Active
- 2.786489 778081942 Active
- 2.786489 778081943 Active
- 2.786489 778081944 Active
- 2.786489 778081945 Active
- 2.786489 778081946 Active
- 2.786489 778081947 Active
- 2.786489 778081948 Active
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- 2.786489 778081952 Active
- 2.786489 778081953 Active
- 2.786489 778081954 Active
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- 2.786489 778081963 Active
- 2.786489 778081964 Active
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- 2.786489 778081967 Active
- 2.786489 778081968 Active
- 2.786489 778081969 Active
- 2.786489 778081970 Active
- 2.786489 778081971 Active
- 2.786489 778081972 Active
- 2.786489 778081973 Active
- 2.786489 778081974 Active
- 2.786489 778081975 Active
- 2.786489 778081976 Active
- 2.786489 778081977 Active
- 2.786489 778081978 Active
- 2.786489 778081979 Active
- 2.786489 778081980 Active
- 2.786489 778081981 Active
- 2.786489 778081982 Active
- 2.786489 778081983 Active
- 2.786489 778081984 Active
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- 2.786489 778081989 Active
- 2.786489 778081990 Active
- 2.786489 778081991 Active
- 2.786489 778081992 Active
- 2.786489 778081993 Active
- 2.786489 778081994 Active
- 2.786489 778081995 Active
- 2.786489 778081996 Active
- 2.786489 778081997 Active
- 2.786489 778081998 Active
- 2.786489 778081999 Active
- 2.786489 7780819999 Active



**Step 115:** Select all and Delete.

A screenshot of Microsoft Excel showing a table of data. The table has columns labeled with various codes like CTN, Status, ADMIN, DATAA, DCON, DNOA, etc. A red box highlights the entire table area from approximately C10 to V25.

**Step 116:** Now remove any Column is blank, select "ADMINONLY". If whole column is blank, can delete the column

A screenshot of Microsoft Excel showing a table of data. A red box highlights the 'Delete' button in the ribbon and the 'Delete' option in the context menu. The context menu is open over a blank column.

**Step 117:** Follow it for all the columns, if you find any **blank column**, **delete the column**

A screenshot of Microsoft Excel showing a table of data. A red box highlights the 'Delete' button in the ribbon and the 'Delete' option in the context menu. The context menu is open over a blank column.

**Step 118:** If you see "**Double digit**" then please **delete the column**, example as below



- Once you are done with the SOC DETAIL and PRICE PLAN DETAIL FILES then check the transaction count of the particular REFNO.
  - Open the sub details file which received and put a VLOOKUP to check the status.
  - Once you are done with above steps then need to check how many transaction counts are there including SOC removals, Price Plan Migration and SOC Additions as below



**Step 119:** Once we identify the transaction count we need send an email via Outlook to (Sarah Davis – [sarah.davis3@vodafone.com](mailto:sarah.davis3@vodafone.com)) keeping Vicky Leigh – [Vicky.leigh@vodafone.com](mailto:Vicky.leigh@vodafone.com)) in loop as per below format.

 Fri 6/22/2018 11:33 AM  
Soni, Milind, Vodafone Group  
**ELECTRICITY NORTH WEST LTD - M2M**  
To ■ Davis, Sarah, Vodafone UK  
Cc ■ Leigh, Vicki, Vodafone UK

Hi Sarah,

Please be advised that migration date for the below customer as per transaction available

Site	CTN	Corp Name	Corp Id	Case Id	Total Transaction
VSSI	43	ELECTRICITY NORTH WEST LTD - M2M	925000769	18952868	86

**Step 120:** Once she will revert within (1hr) with best possible migration date as per transaction like below.



**From:** Davis, Sarah, Vodafone UK  
**Sent:** Friday, June 22, 2018 1:50 PM  
**To:** Soni, Milind, Vodafone Group <[Milind.Soni2@vodafone.com](mailto:Milind.Soni2@vodafone.com)>  
**Cc:** Leigh, Vicky, Vodafone UK <[Vicky.Leigh@vodafone.com](mailto:Vicky.Leigh@vodafone.com)>  
**Subject:** RE: ELECTRICITY NORTH WEST LTD - M2M

27/06 live hun

Let me know once confirmed

Thanks

Mave

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**From:** Soni, Milind, Vodafone Group  
**Sent:** 22 June 2018 07:03  
**To:** Davis, Sarah, Vodafone UK <[Sarah.Davis3@vodafone.com](mailto:Sarah.Davis3@vodafone.com)>  
**Cc:** Leigh, Vicky, Vodafone UK <[Vicky.Leigh@vodafone.com](mailto:Vicky.Leigh@vodafone.com)>  
**Subject:** ELECTRICITY NORTH WEST LTD - M2M

Hi Sarah,

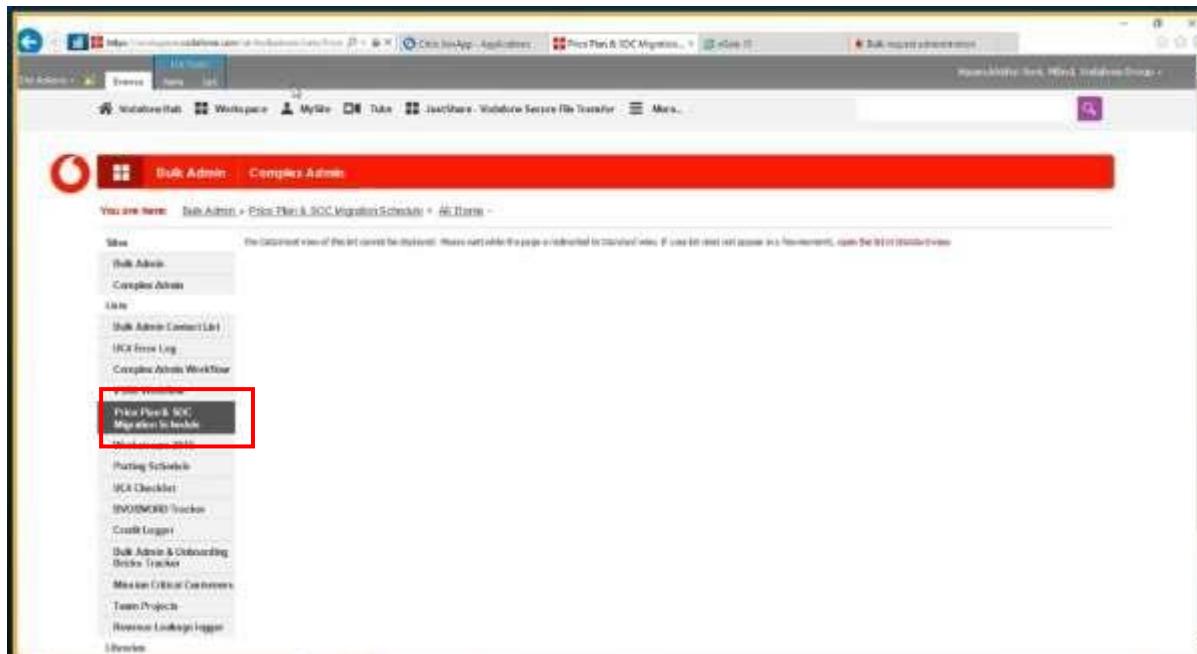
Please be advised that migration date for the below customer as per transaction available.

SITE	CTN	Corp Name	Corp Id	Case Id	Total Transaction
VSSI	43	ELECTRICITY NORTH WEST LTD - M2M	925000769	18952868	86

Once she sent email like this with dates then need to follow below steps in order to update on the share point

**Step 121:** Access the “**Share Point**” to check the available network, whatever the changes are made here it will reflect on **VISPL spread sheet**. <https://workspace.vodafone.com/uk/bulkadmin/Lists/price>

Once logged in click on “Price Plan & SOC Migration Schedule”



The screenshot shows a web interface for managing price plans and SOC migrations. The top navigation bar includes links for 'Home', 'Logout', 'Help', and 'Bulk request administration'. Below this is a secondary navigation bar with links for 'Mobile Admin', 'Complex Admin', 'Links', 'Bulk Admin Contact List', 'HCK Error Log', and 'Complex Admin Workflow'. The main content area displays a list of items under 'Price Plan & SOC Migration Schedule', which is highlighted with a red box. Other items listed include 'Planning Schedule', 'MCA Checklist', 'INFORMATION Tracker', 'Credit Ledger', 'Bulk Admin & Unbundling', 'Border Tracker', 'Migration Critical Comments', 'Team Projects', and 'Resource Lookups'. At the bottom of the page, there's a 'Filters' section.



**Step 122:** Need to enter the details of the Migration, at the end of the page - a new row will be generated, enter the details in this row. Use "tab" to move to next item.

- Select – **VISPL or VGE** based on the request type
  - Agent Name – **processor name**
  - eGain case – **ref ID**
  - Requestor name – **eGain requestor name**
  - Corporate ID – **Copy it from eGain request**
  - BAN Name – **Copy it from eGain request**
  - Date scheduled – **Copy it from eGain request**
  - Price or SOC – **Select as per the request**
  - Planned or Locked Down
    - Planned** – If requestors do not mention any notes to run “**Overnight batches**”
    - Lock Down** – If request is to run in “**Overnight**” batches only
  - VFORTING require – select always “**NO**”
  - Live or Overnight?
    - Live** – Any type of Migrations will go as Live (Combination of SOC Removal/Tariff change/SOC addition)
    - Overnight** – Straight removal/ Straight Addition/ Direct Migration / SOC removal/ Addition both
  - Volume of CTN’s – **No of CTN’s requested**



- Transaction Volume – **No of CTN's \* 10**
- Manuals – **Leave it blank**
- Number of files - **Leave it blank**
- 4G CTN volume - **Leave it blank**
- Account Manager - **Leave it blank**
- Status – select "**Open**" from the drop down
- Over Limit Approved By
- Migration completed by

**Step 123:** Once you are here and update the price plan schedule on share point site then go back to share point site and click on Corporate Price Plan Update as below

The screenshot shows a SharePoint page with a red header bar containing the text "EBU Data - Please click below options to visit relevant list.". Below the header, there is a navigation menu with links for "Libraries", "Lists", and "Discussions". At the bottom of the page, there are links for "Recycle Bin" and "All Site Content". The URL in the browser is <https://workspace.vodafone.com/india/ICOEBU/default.aspx>.

**Step 124:** Once you click on corporate price plan update and then go to the REFNO on which you have just worked put the below information on share point site.

MigType: Direct/Indirect/VGE/Parent Child.

MigDate: Which is provided by Sarah Davis via outlook



REFNO	Requester_Email_ID	MigType	MigDate	Upload_Date	Created	Created By
CPU030120181810	Sompura, Dipesh, Vodafone Group	1	03/01/2018	03/01/2018 18:10	03/01/2018 18:10	Sompura, Dipesh, Vodafone Group
CPU030120181810	Sompura, Dipesh, Vodafone Group	1	03/01/2018	03/01/2018 18:10	03/01/2018 18:10	Sompura, Dipesh, Vodafone Group

**Step 125:** Put another status on share point site in below highlighted columns

RobotStatus: On Hold & ManualStatus – Migration Details Provided

SOC_Addition20	RobotStatus	ManualStatus	REFNO	Requester_Email_ID	MigType	MigDate	Upload_Date
DCNO			CPU030120181810	Sompura, Dipesh, Vodafone Group	1	03/01/2018	03/01/2018
DCNO			CPU030120181810	Sompura, Dipesh, Vodafone Group	1	03/01/2018	03/01/2018

**Step 126:** Click on the URL to open eGain 10 application as below

<http://ems03300.egain.net/system/web/view/platform/common/login/root.jsp?partitionId=1>

eGain 10 - Windows Internet Explorer

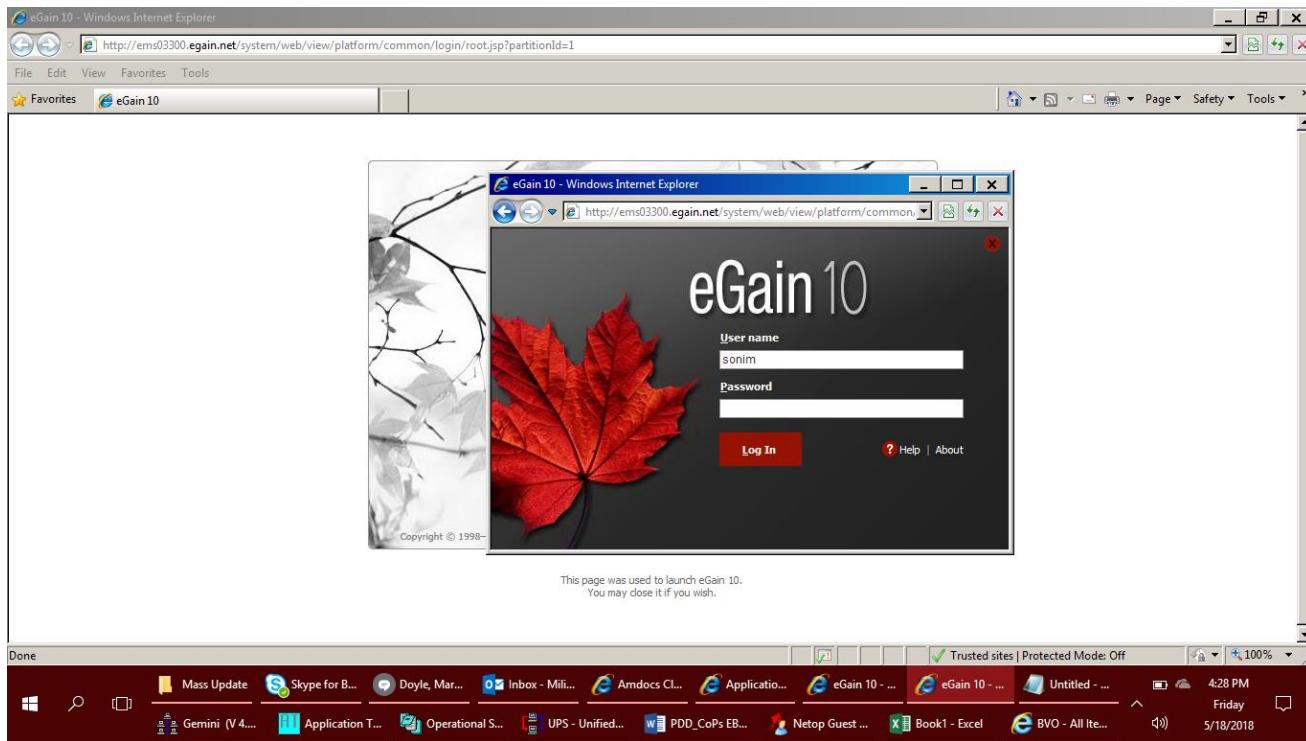
File Edit View Favorites Tools

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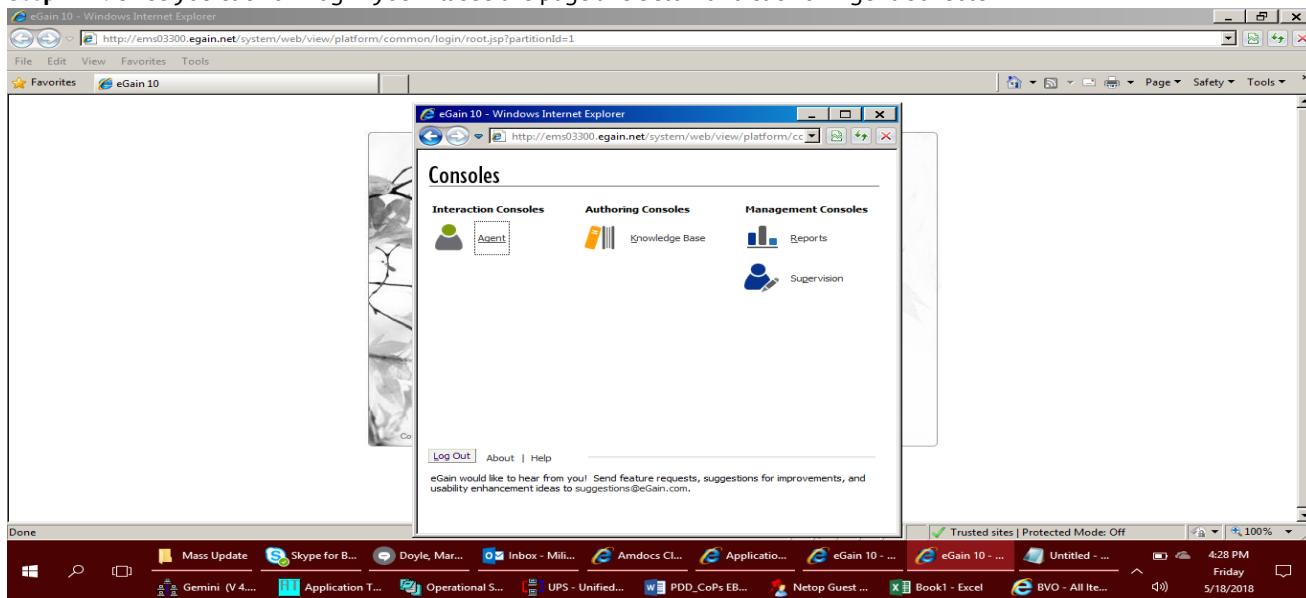
This page was used to launch eGain 10.  
You may close it if you wish.

Done

Mass Update Skype for B... Doyle, Mar... Inbox - Mili... Amdocs Cl... Application... eGain 10 - ... eGain 10 - ... Untitled - ... Gemini (V 4... Application T... Operational S... UPS - Unified... PDD\_CoPs EB... Netop Guest ... Book1 - Excel Book1 - Excel eBVO - All It...



**Step 127:** Once you click on Log In you will see the page like below and click on Agent Console





**Step 128:** Once you click on Agent Console you will see the page like below.

The screenshot shows the eGain 10 Agent Console interface. The top navigation bar includes 'Console', 'Search' (highlighted with a red box), 'My Report', 'Messages', 'Options', and 'Refresh'. Below the navigation is a toolbar with icons for 'Main Inbox' (highlighted with a blue circle), 'Search', 'Pull', 'Pick', 'Transfer', 'Set Status', and 'More'. The left sidebar has sections for 'Folders' (My Work, Activities, My Searches, My Folders, Cases) and 'Information' (Activity, Case, Customer, History, Audit, KB, Classify, Links). The main area is titled 'Main Inbox' and shows a list of activities. The bottom status bar displays 'User name: sonim | Language: English', 'Ready', 'Open activities: 0 | Open cases: 1491', and system information like 'ENG 1:36 PM NTL 10/26/2017'.

Click on below option Outbound email for new case F3.

This screenshot shows the same eGain 10 Agent Console interface as the previous one, but with a specific activity selected in the list. The activity 'Outbound email for new case F3' is highlighted with a blue selection bar. The rest of the interface is identical to the first screenshot, including the toolbar, sidebar, and status bar.



**Step 129:** As soon as you click on above option we need to enter the email address of the requestors from share point site

ManualStatus	REFNO	Requester_Email_ID	MigType	MigDate	Upload_Date	Created	Created By
	CPU030120181810			03/01/2018		03/01/2018 18:10	Sompura, Dipesh, Vodafone Gro...
	CPU030120181810			03/01/2018		03/01/2018 18:10	Sompura, Dipesh, Vodafone Gro...
	CPU030120181810			03/01/2018		03/01/2018 18:10	Sompura, Dipesh, Vodafone Gro...
	CPU030120181810			03/01/2018		03/01/2018 18:10	Sompura, Dipesh, Vodafone Gro...
	CPU030120181810			03/01/2018		03/01/2018 18:10	Sompura, Dipesh, Vodafone Gro...
	CPU020220181633			02/02/2018		02/02/2018 16:33	Hasmukhbhai Soni, Milind, Voda...
	CPU020220181633			02/02/2018		02/02/2018 16:33	Hasmukhbhai Soni, Milind, Voda...
	CPU020220181633			02/02/2018		02/02/2018 16:33	Hasmukhbhai Soni, Milind, Voda...
	CPU020220181633			02/02/2018		02/02/2018 16:33	Hasmukhbhai Soni, Milind, Voda...
	CPU020220181633			02/02/2018		02/02/2018 16:33	Hasmukhbhai Soni, Milind, Voda...



**Step 130:** Click on Search and again below screen will appear Select From: [vwt@help.vodafone.co.uk](mailto:vwt@help.vodafone.co.uk).

The screenshot shows the eGain 10 Agent Console interface. In the main inbox, there is one item with the following details:

Priority	Activity ...	Case ID	Contact point	Subject	Created on	Due on	Queue name
		53733298	18712358	Milind.Soni2@Vodafone... No Subject[#18712358]	18-May-2016 12:08:51		

In the activity editor, the 'From' field is set to 'PleaseSelect@From.List'. The 'To' field contains 'Milind.Soni2@Vodafone.com'. The subject is 'No Subject[#18712358]'. The body of the email is currently empty.

**Step 131:** Enter the required details in body of the email and click on Send & Completed option to send out from eGain application.

The screenshot shows the eGain 10 Agent Console interface. In the main inbox, there is one item with the following details:

Priority	Activity ...	Case ID	Contact point	Subject	Created on	Due on	Queue name
		53733298	18712358	Milind.Soni2@Vodafone... No Subject[#18712358]	18-May-2016 12:08:51		

In the activity editor, the 'From' field is set to 'PleaseSelect@From.List'. The 'To' field contains 'Milind.Soni2@Vodafone.com'. The subject is 'BVO\_RPA\_REQ.ID'. The body of the email contains the text 'aaasajsa'.



Screenshot of the eGain 10 - Agent Console interface in Windows Internet Explorer.

The main window shows the "Main Inbox" with a single item:

Priority	Activity ...	Case ID	Contact point	Subject	Created on	Due on	Queue name
		53733298	18712358	Milind.Soni2@VodaFo... BVO_RPA_REQ.ID [#18712358]	18-May-2018 12:08:51		

The "Information: Activity" panel on the left displays details for the selected activity:

Name	Value
From:	bulkupdates@help.vodafone.co.uk
To:	Milind.Soni2@Vodafone.com
Cc:	
Bcc:	
Subject:	BVO_RPA_REQ.ID [#18712358]
Activity ID	53733298
Reindex Queue	
Priority	<Select>
Case ID	18712358
Assigned to	sonim
Contact point	Milind.Soni2@Vodafone.com
Department name	Service
Due on	
Due at	

The "Reply" panel on the right shows the email message being composed:

From: bulkupdates@help.vodafone.co.uk  
To: Milind.Soni2@Vodafone.com  
Cc:  
Subject: BVO\_RPA\_REQ.ID [#18712358]

The message body contains the text: aasajsa

User name: sonim | Language: English | Ready | Open activities: 1 | Open cases: 1707

Taskbar icons include: Mass Up..., Skype for..., Bullock, J..., Conversa..., Inbox ..., Amdocs ..., Application ..., eGain 10 ..., eGain 10 ..., Untitled ..., Gemini (V 4..., Application T..., Operational S..., UPS - Unified..., PDD\_CoPs EB..., Netop Guest ..., Book1 - Excel, BVO - All It...

## SEND EMAIL TO REQUESTOR FROM EGAIN



# PART TWO STARTS FROM HERE

**Step 132:** Open the share point site every day and download the spreadsheet process from **STEP 1 to STEP 7**. And this time filter the spreadsheet with Mig Date only.

Book1 - Excel											
File	Home	Insert	Page Layout	Formulas	Data	Review	View	Design	?	Tell me what you want to do...	
Clipboard		Font	Font	Font	Font	Font	Font	Font	Font	Font	Font
AZ11											
AV	AW	AX	AY	AZ	BA	BB	BC	BD	BE		
SOC_Addition20	RobotStatus	ManualStatus	REFNO	Requester_Email_ID	MigType	MigDate	Upload_Date	Created	Created By		
DCNO			CPU030120181810			03/01/2018	1/3/2018 18:10	Sompura, Dipesh, Vodafone Group			
DCNO			CPU030120181810			03/01/2018	1/3/2018 18:10	Sompura, Dipesh, Vodafone Group			
DCNO			CPU030120181810			03/01/2018	1/3/2018 18:10	Sompura, Dipesh, Vodafone Group			
DCNO			CPU030120181810			03/01/2018	1/3/2018 18:10	Sompura, Dipesh, Vodafone Group			

**Step 133:** Once you filter it with MigDate and then you need to check REFNO number and send the email to pull the CBMR REPORT for particular REFNO (**Follow SETP 109 and STEP 118**).

**Step 134:** Start removing the SOC's from the input file which is downloaded from Share Point, select SOC removals code. Select first SOC and prepare the file

D	E	F	G	H	I	J	K	L	M	N	O
Number/Type	Subscriptions Name	Allocation Code	Allocation Code	Current Price Plan	Current Price Plan Description	Target Price Plan	Target Price Plan Description				
27955300933	Agustina Umarra			RM100/45GB	Myload Red Share 4G Voice 20B	RM140/60GB	Myload Red Share 4G Voice 20B				
27780282695	Aidan MacLeod			RM100/45GB	Myload Red Share 4G Voice 20B	RM140/60GB	Myload Red Share 4G Voice 20B				
27780282696	Brianna Morales			RM100/45GB	Myload Red Share 4G Voice 20B	RM140/60GB	Myload Red Share 4G Voice 20B				
27780282697	Cameron Arthur Hall			RM100/45GB	Myload Red Share 4G Voice 20B	RM140/60GB	Myload Red Share 4G Voice 20B				
27955300932	Martina Roseanne			RM100/45GB	Myload Red Share 4G Voice 20B	RM140/60GB	Myload Red Share 4G Voice 20B				
27790280609	Matthew Allen			RM100/45GB	Myload Red Share 4G Voice 20B	RM140/60GB	Myload Red Share 4G Voice 20B				
27790280610	Peter Allen			RM100/45GB	Myload Red Share 4G Voice 20B	RM140/60GB	Myload Red Share 4G Voice 20B				
27620884753	Ruthann House			RM100/45GB	Myload Red Share 4G Voice 20B	RM140/60GB	Myload Red Share 4G Voice 20B				
27620884754	Serafina Konstantine			RM100/45GB	Myload Red Share 4G Voice 20B	RM140/60GB	Myload Red Share 4G Voice 20B				
27790280612	Yvonne Taylor			RM100/45GB	Myload Red Share 4G Voice 20B	RM140/60GB	Myload Red Share 4G Voice 20B				
27790280613	Devon Kyan			RM100/45GB	Myload Red Share 4G Voice 20B	RM140/60GB	Myload Red Share 4G Voice 20B				
27790280614	Leanne Taylor			RM100/45GB	Myload Red Share 4G Voice 20B	RM140/60GB	Myload Red Share 4G Voice 20B				
27790280615	Elaine Taylor			RM100/45GB	Myload Red Share 4G Voice 20B	RM140/60GB	Myload Red Share 4G Voice 20B				
27790280616	Veronica Taylor			RM100/45GB	Myload Red Share 4G Voice 20B	RM140/60GB	Myload Red Share 4G Voice 20B				
27790280617	Andrea Wright			RM100/45GB	Myload Red Share 4G Voice 20B	RM140/60GB	Myload Red Share 4G Voice 20B				
27790280618	Baronetta Praggo			RM100/45GB	Myload Red Share 4G Voice 20B	RM140/60GB	Myload Red Share 4G Voice 20B				
27620884755	Jackie Powell			RM100/45GB	Myload Red Share 4G Voice 20B	RM140/60GB	Myload Red Share 4G Voice 20B				
27790280619	Alana Lorraine			RM100/45GB	Myload Red Share 4G Voice 20B	RM140/60GB	Myload Red Share 4G Voice 20B				
27790280620	Ross Malone			RM100/45GB	Myload Red Share 4G Voice 20B	RM140/60GB	Myload Red Share 4G Voice 20B				
27790280621	Tamee Strachan			RM100/45GB	Myload Red Share 4G Voice 20B	RM140/60GB	Myload Red Share 4G Voice 20B				



**Step 135:** Copy the first SOC from first SOC removal, and click to create new sheet (i.e sheet 4) and paste the SOC code

The screenshot shows two Microsoft Excel sheets. The top sheet is titled 'Sheet1' and contains data with the following columns: National ID, National Name, Allocation Code, Activation Code, Current Price Plan, Current Price Plan Description, Target Price Plan, Target Price Plan Description, and Business Advance Value. The data includes entries for various users like Agnieszka Stolarzka, Julian Majewski, Bogdan Sosnowski, Krzysztof Mierzwa, and John Subertian. The bottom sheet is titled 'Sheet2' and is currently empty. A red box highlights the 'Sheet4' tab at the bottom of the sheet list.



**Step 136:** Select all CTN's for the particular SOC removal from Sheet 1, count the CTN's. It is 61

**Step 137:** Check if the same SOC has same number of CTN's in CBMR (SOC CODE DETAIL) sheet, verify within sheet 1 and sheet 3.

Select for the **same SOC** within the CBMR sheet and **select only "1"** from the drop down and verify the count.

**Step 138:** Count of CTN's should match



**Step 139:** Copy full CTN's for the particular SOC removal and create a new excel and paste all the CTN's.

**At the end of the row, type count = 61**

	Category	Sub-Category	Product ID	Description	Quantity	Unit Price	Total Price	Comments	Action
1	Electronics	Smartphones	SP-001	iPhone 12 Pro Max	10	1200	12000	Stocked	Normal
2	Electronics	Smartphones	SP-002	Samsung Galaxy S21 Ultra	15	1100	16500	Stocked	Normal
3	Electronics	Smartphones	SP-003	Google Pixel 6 Pro	5	1300	6500	Stocked	Normal
4	Electronics	Smartphones	SP-004	Huawei Mate 40 Pro	8	900	7200	Stocked	Normal
5	Electronics	Smartphones	SP-005	Nokia 8.3 5G	12	600	7200	Stocked	Normal
6	Electronics	Smartphones	SP-006	Realme GT Master Edition	10	800	8000	Stocked	Normal
7	Electronics	Smartphones	SP-007	OnePlus 9 Pro	7	1000	7000	Stocked	Normal
8	Electronics	Smartphones	SP-008	Motorola Edge 30	9	500	4500	Stocked	Normal
9	Electronics	Smartphones	SP-009	LG Wing	3	1500	4500	Stocked	Normal
10	Electronics	Smartphones	SP-010	HTC Desire 21 Pro	11	300	3300	Stocked	Normal
11	Electronics	Smartphones	SP-011	Asus ROG Phone 5	6	1400	8400	Stocked	Normal
12	Electronics	Smartphones	SP-012	Sony Xperia 1 III	4	1000	4000	Stocked	Normal
13	Electronics	Smartphones	SP-013	Microsoft Surface Phone	2	2000	4000	Stocked	Normal
14	Electronics	Smartphones	SP-014	LG V60 ThinQ 5G	8	700	5600	Stocked	Normal
15	Electronics	Smartphones	SP-015	Alcatel 5V	13	200	2600	Stocked	Normal
16	Electronics	Smartphones	SP-016	Realme 8 Pro	10	400	4000	Stocked	Normal
17	Electronics	Smartphones	SP-017	OPPO Find X3 Pro	5	1100	5500	Stocked	Normal
18	Electronics	Smartphones	SP-018	Google Pixel 6	7	1200	8400	Stocked	Normal
19	Electronics	Smartphones	SP-019	Motorola Moto G7 Power	14	150	2100	Stocked	Normal
20	Electronics	Smartphones	SP-020	LG K61	12	250	3000	Stocked	Normal
21	Electronics	Smartphones	SP-021	Asus Zenfone 8	3	1300	3900	Stocked	Normal
22	Electronics	Smartphones	SP-022	OnePlus 9R	9	800	7200	Stocked	Normal
23	Electronics	Smartphones	SP-023	Realme 8 Pro 5G	11	350	3850	Stocked	Normal
24	Electronics	Smartphones	SP-024	LG K51	15	180	2700	Stocked	Normal
25	Electronics	Smartphones	SP-025	Motorola Moto G7 Play	17	100	1700	Stocked	Normal
26	Electronics	Smartphones	SP-026	Realme 7 Pro	10	450	4500	Stocked	Normal
27	Electronics	Smartphones	SP-027	LG K41S	16	200	3200	Stocked	Normal
28	Electronics	Smartphones	SP-028	Asus Zenfone 8 Flip	2	1500	3000	Stocked	Normal
29	Electronics	Smartphones	SP-029	Realme 8i	13	220	2960	Stocked	Normal
30	Electronics	Smartphones	SP-030	LG K61 5G	10	280	2800	Stocked	Normal
31	Electronics	Smartphones	SP-031	Motorola Moto G7 Power 5G	12	180	2160	Stocked	Normal
32	Electronics	Smartphones	SP-032	Realme 7i	14	200	2800	Stocked	Normal
33	Electronics	Smartphones	SP-033	LG K51 5G	11	220	2420	Stocked	Normal
34	Electronics	Smartphones	SP-034	Asus Zenfone 8 Flip 5G	1	1800	1800	Stocked	Normal
35	Electronics	Smartphones	SP-035	Realme 7 Pro 5G	15	300	4500	Stocked	Normal
36	Electronics	Smartphones	SP-036	LG K41S 5G	13	200	2600	Stocked	Normal
37	Electronics	Smartphones	SP-037	Asus Zenfone 8 5G	1	1500	1500	Stocked	Normal
38	Electronics	Smartphones	SP-038	Realme 7 Pro 5G	17	250	4250	Stocked	Normal
39	Electronics	Smartphones	SP-039	LG K61 5G	14	220	3080	Stocked	Normal
40	Electronics	Smartphones	SP-040	Motorola Moto G7 Power 5G	11	180	1980	Stocked	Normal
41	Electronics	Smartphones	SP-041	Realme 7i 5G	16	250	4000	Stocked	Normal
42	Electronics	Smartphones	SP-042	LG K51 5G	12	220	2640	Stocked	Normal
43	Electronics	Smartphones	SP-043	Asus Zenfone 8 5G	1	1800	1800	Stocked	Normal
44	Electronics	Smartphones	SP-044	Realme 7 Pro 5G	18	300	5400	Stocked	Normal
45	Electronics	Smartphones	SP-045	LG K41S 5G	15	200	3000	Stocked	Normal
46	Electronics	Smartphones	SP-046	Asus Zenfone 8 Flip 5G	1	1800	1800	Stocked	Normal
47	Electronics	Smartphones	SP-047	Realme 7 Pro 5G	19	350	6350	Stocked	Normal
48	Electronics	Smartphones	SP-048	LG K61 5G	16	220	3520	Stocked	Normal
49	Electronics	Smartphones	SP-049	Motorola Moto G7 Power 5G	13	180	2340	Stocked	Normal
50	Electronics	Smartphones	SP-050	Realme 7i 5G	17	250	4250	Stocked	Normal
51	Electronics	Smartphones	SP-051	LG K51 5G	14	220	3080	Stocked	Normal
52	Electronics	Smartphones	SP-052	Asus Zenfone 8 5G	1	1800	1800	Stocked	Normal
53	Electronics	Smartphones	SP-053	Realme 7 Pro 5G	20	400	8000	Stocked	Normal
54	Electronics	Smartphones	SP-054	LG K41S 5G	17	200	3400	Stocked	Normal
55	Electronics	Smartphones	SP-055	Asus Zenfone 8 Flip 5G	1	1800	1800	Stocked	Normal
56	Electronics	Smartphones	SP-056	Realme 7 Pro 5G	21	350	7350	Stocked	Normal
57	Electronics	Smartphones	SP-057	LG K61 5G	18	220	3960	Stocked	Normal
58	Electronics	Smartphones	SP-058	Motorola Moto G7 Power 5G	15	180	2700	Stocked	Normal
59	Electronics	Smartphones	SP-059	Realme 7i 5G	19	250	4750	Stocked	Normal
60	Electronics	Smartphones	SP-060	LG K51 5G	16	220	3720	Stocked	Normal
61	Electronics	Smartphones	SP-061	Asus Zenfone 8 5G	1	1800	1800	Stocked	Normal
62	Electronics	Smartphones	SP-062	Realme 7 Pro 5G	22	400	8800	Stocked	Normal
63	Electronics	Smartphones	SP-063	LG K41S 5G	19	200	3800	Stocked	Normal
64	Electronics	Smartphones	SP-064	Asus Zenfone 8 Flip 5G	1	1800	1800	Stocked	Normal
65	Electronics	Smartphones	SP-065	Realme 7 Pro 5G	23	350	7050	Stocked	Normal
66	Electronics	Smartphones	SP-066	LG K61 5G	20	220	4400	Stocked	Normal
67	Electronics	Smartphones	SP-067	Motorola Moto G7 Power 5G	17	180	3060	Stocked	Normal
68	Electronics	Smartphones	SP-068	Realme 7i 5G	21	250	5250	Stocked	Normal
69	Electronics	Smartphones	SP-069	LG K51 5G	18	220	4080	Stocked	Normal
70	Electronics	Smartphones	SP-070	Asus Zenfone 8 5G	1	1800	1800	Stocked	Normal
71	Electronics	Smartphones	SP-071	Realme 7 Pro 5G	24	400	9600	Stocked	Normal
72	Electronics	Smartphones	SP-072	LG K41S 5G	21	200	4200	Stocked	Normal
73	Electronics	Smartphones	SP-073	Asus Zenfone 8 Flip 5G	1	1800	1800	Stocked	Normal
74	Electronics	Smartphones	SP-074	Realme 7 Pro 5G	25	350	7350	Stocked	Normal
75	Electronics	Smartphones	SP-075	LG K61 5G	22	220	4760	Stocked	Normal
76	Electronics	Smartphones	SP-076	Motorola Moto G7 Power 5G	19	180	3420	Stocked	Normal
77	Electronics	Smartphones	SP-077	Realme 7i 5G	23	250	5750	Stocked	Normal
78	Electronics	Smartphones	SP-078	LG K51 5G	20	220	4400	Stocked	Normal
79	Electronics	Smartphones	SP-079	Asus Zenfone 8 5G	1	1800	1800	Stocked	Normal
80	Electronics	Smartphones	SP-080	Realme 7 Pro 5G	26	400	9600	Stocked	Normal
81	Electronics	Smartphones	SP-081	LG K41S 5G	23	200	4600	Stocked	Normal
82	Electronics	Smartphones	SP-082	Asus Zenfone 8 Flip 5G	1	1800	1800	Stocked	Normal
83	Electronics	Smartphones	SP-083	Realme 7 Pro 5G	27	350	7350	Stocked	Normal
84	Electronics	Smartphones	SP-084	LG K61 5G	24	220	5040	Stocked	Normal
85	Electronics	Smartphones	SP-085	Motorola Moto G7 Power 5G	21	180	3660	Stocked	Normal
86	Electronics	Smartphones	SP-086	Realme 7i 5G	25	250	6250	Stocked	Normal
87	Electronics	Smartphones	SP-087	LG K51 5G	22	220	5040	Stocked	Normal
88	Electronics	Smartphones	SP-088	Asus Zenfone 8 5G	1	1800	1800	Stocked	Normal
89	Electronics	Smartphones	SP-089	Realme 7 Pro 5G	28	400	9600	Stocked	Normal
90	Electronics	Smartphones	SP-090	LG K41S 5G	25	200	5000	Stocked	Normal
91	Electronics	Smartphones	SP-091	Asus Zenfone 8 Flip 5G	1	1800	1800	Stocked	Normal
92	Electronics	Smartphones	SP-092	Realme 7 Pro 5G	29	350	7350	Stocked	Normal
93	Electronics	Smartphones	SP-093	LG K61 5G	26	220	5100	Stocked	Normal
94	Electronics	Smartphones	SP-094	Motorola Moto G7 Power 5G	23	180	3720	Stocked	Normal
95	Electronics	Smartphones	SP-095	Realme 7i 5G	27	250	6750	Stocked	Normal
96	Electronics	Smartphones	SP-096	LG K51 5G	24	220	5120	Stocked	Normal
97	Electronics	Smartphones	SP-097	Asus Zenfone 8 5G	1	1800	1800	Stocked	Normal
98	Electronics	Smartphones	SP-098	Realme 7 Pro 5G	30	400	12000	Stocked	Normal
99	Electronics	Smartphones	SP-099	LG K41S 5G	27	200	5200	Stocked	Normal
100	Electronics	Smartphones	SP-100	Asus Zenfone 8 Flip 5G	1	1800	1800	Stocked	Normal
101	Electronics	Smartphones	SP-101	Realme 7 Pro 5G	31	350	7350	Stocked	Normal
102	Electronics	Smartphones	SP-102	LG K61 5G	28	220	5240	Stocked	Normal
103	Electronics	Smartphones	SP-103	Motorola Moto G7 Power 5G	25	180	3810	Stocked	Normal
104	Electronics	Smartphones	SP-104	Realme 7i 5G	29	250	7250	Stocked	Normal
105	Electronics	Smartphones	SP-105	LG K51 5G	26	220	5240	Stocked	Normal
106	Electronics	Smartphones	SP-106	Asus Zenfone 8 5G	1	1800	1800	Stocked	Normal
107	Electronics	Smartphones	SP-107	Realme 7 Pro 5G	32	400	12800	Stocked	Normal
108	Electronics	Smartphones	SP-108	LG K41S 5G	29	200	5400	Stocked	Normal
109	Electronics	Smartphones	SP-109	Asus Zenfone 8 Flip 5G	1	1800	1800	Stocked	Normal
110	Electronics	Smartphones	SP-110	Realme 7 Pro 5G	33	350	7350	Stocked	Normal
111	Electronics	Smartphones	SP-111	LG K61 5G	30	220	5460	Stocked	Normal
112	Electronics	Smartphones	SP-112	Motorola Moto G7 Power 5G	27	180	3960	Stocked	Normal
113	Electronics	Smartphones	SP-113	Realme 7i 5G	31	250	7750	Stocked	Normal
114	Electronics	Smartphones	SP-114	LG K51 5G	30	220	5460	Stocked	Normal
115	Electronics	Smartphones	SP-115	Asus Zenfone 8 5G	1	1800	1800	Stocked	Normal
116	Electronics	Smartphones	SP-116	Realme 7 Pro 5G	34	400	13600	Stocked	Normal
117	Electronics	Smartphones	SP-117	LG K41S 5G	31	200	5600	Stocked	Normal
118	Electronics	Smartphones	SP-118	Asus Zenfone 8 Flip 5G	1	1800	1800	Stocked	Normal
119	Electronics	Smartphones	SP-119	Realme 7 Pro 5G	35	350	7350	Stocked	Normal
120	Electronics	Smartphones	SP-120	LG K61 5G	32	220	5660	Stocked	Normal
121	Electronics	Smartphones	SP-121	Motorola Moto G7 Power 5G	29	180	4020	Stocked	Normal
122	Electronics	Smartphones	SP-122	Realme 7i 5G	33	250	8250	Stocked	Normal
123	Electronics	Smartphones	SP-123	LG K51 5G	32	220	5660	Stocked	Normal
124	Electronics	Smartphones	SP-124	Asus Zenfone 8 5G	1	1800	1800	Stocked	Normal
125	Electronics	Smartphones	SP-125	Realme 7 Pro 5G	36	400	14400	Stocked	Normal
126	Electronics	Smartphones	SP-126	LG K41S 5G	33	200	5800	Stocked	Normal
127	Electronics	Smartphones	SP-127	Asus Zenfone 8 Flip 5G	1	1800	1800	Stocked	Normal
128	Electronics	Smartphones	SP-128	Realme 7 Pro 5G	37	350	7350	Stocked	Normal
129	Electronics	Smartphones	SP-129	LG K61 5G	34	220	5860	Stocked	Normal
130	Electronics	Smartphones	SP-130	Motorola Moto G7 Power 5G	31	180	4020	Stocked	Normal
131	Electronics	Smartphones	SP-131	Realme 7i 5G	35	250	8550	Stocked	Normal
132	Electronics	Smartphones	SP-132	LG K51 5G	34	220	5860	Stocked	Normal
133	Electronics	Smartphones	SP-133	Asus Zenfone 8 5G	1	1800	1800	Stocked	Normal
134	Electronics	Smartphones	SP-134	Realme 7 Pro 5G	38	400	14400	Stocked	Normal
135	Electronics	Smartphones	SP-135	LG K41S 5G	35	200	5900	Stocked	Normal
136	Electronics	Smartphones	SP-136	Asus Zenfone 8 Flip 5G	1	1800	1800	Stocked	Normal
137	Electronics	Smartphones	SP-137	Realme 7 Pro 5G	39	350	7350	Stocked	Normal
138	Electronics	Smartphones	SP-138	LG K61 5G	36	220	5960	Stocked	Normal
139	Electronics	Smartphones	SP-139	Motorola Moto G7 Power 5G	33	180	4020	Stocked	Normal
140	Electronics	Smartphones	SP-140	Realme 7i 5G	37	250	8850	Stocked	Normal
141	Electronics	Smartphones	SP-141	LG K51 5G	35	220	5960	Stocked	Normal
142	Electronics	Smartphones	SP-142	Asus Zenfone 8 5G	1				

**Step 140:** Save the file in local drive as "**Text (tab delimited)**" format and save the file as you wish. Copy the "file name".



**Step 141:** In the new Excel which we created, enter the **CTN no's in Column B** and paste the **file name** into column C

**Step 142:** Need to follow the same procedure for rest of the SOC codes as well. Select another SOC code from Input file

	D	E	H	I	J	K	L	M	N	O	P
	Description Name	- ALLOCATION CODE -	- ALLOCATION CODE -	- ALLOCATION CODE -	Current Price Plan	Current Price Plan Description	- Target Price Plan -	Target Price Plan Description	- Business Attribute Value 1 -	- Business Attribute Value 2 -	- Business Attribute Value 3 -
1	077001780001 Agnieszka Mielnicka	CORPORATE			IRINPAG1208	My band Red Shamer AG Viscose 208	IRUD0001	Band 2	Band 2	ROW001TAD	
2	077002500001 Ahmet Maledict	CORPORATE			IRINPAG1208	My band Red Shamer AG Viscose 208	IRUD0001	Band 2	Band 2	ROW001TAD	
3	077003500001 Bogdan Mielnicki	CORPORATE			IRINPAG1208	My band Red Shamer AG Viscose 208	IRUD0001	Band 2	Band 2	ROW001TAD	
4	077004000001 Franciszek Mielnicki	CORPORATE			IRINPAG1208	My band Red Shamer AG Viscose 208	IRUD0001	Band 2	Band 2	ROW001TAD	
5	077005100001 Lukas Netherland	CORPORATE			IRINPAG1208	My band Red Shamer AG Viscose 208	IRUD0001	Band 2	Band 2	ROW001TAD	
6	077005200001 Martinus Roversbosch	CORPORATE			IRINPAG1208	My band Red Shamer AG Viscose 208	IRUD0001	Band 2	Band 2	ROW001TAD	
7	077005300001 Matthieu Allien	CORPORATE			IRINPAG1208	My band Red Shamer AG Viscose 208	IRUD0001	Band 2	Band 2	ROW001TAD	
8	077005290001 Peter Allion	CORPORATE			IRINPAG1208	My band Red Shamer AG Viscose 208	IRUD0001	Band 2	Band 2	ROW001TAD	
9	077005400001 Station House	CORPORATE			IRINPAG1208	My band Red Shamer AG Viscose 208	IRUD0001	Band 2	Band 2	ROW001TAD	
10	077005400002 Donald Royantree	CORPORATE			IRINPAG1208	My band Red Shamer AG Viscose 208	IRUD0001	Band 2	Band 2	ROW001TAD	
11	077005400003 Phillip Cheaf	CORPORATE			IRINPAG1208	My band Red Shamer AG Viscose 208	IRUD0001	Band 2	Band 2	ROW001TAD	
12	077005400004 Lamine Taylor	CORPORATE			IRINPAG1208	My band Red Shamer AG Viscose 208	IRUD0001	Band 2	Band 2	ROW001TAD	
13	077005400005 David Taylor	CORPORATE			IRINPAG1208	My band Red Shamer AG Viscose 208	IRUD0001	Band 2	Band 2	ROW001TAD	
14	077005400006 Andrew Wright	IRLAND			IRINPAG1208	My band Red Shamer AG Viscose 208	IRUD0001	Band 2	Band 2	ROW001TAD	
15	077005400007 Michael Fragoso	IRLAND			IRINPAG1208	My band Red Shamer AG Viscose 208	IRUD0001	Band 2	Band 2	ROW001TAD	
16	077005400008 Jack Tissell	IRLAND			IRINPAG1208	My band Red Shamer AG Viscose 208	IRUD0002	Band 2	Band 2	ROW001TAD	
17	077005400009 Maya Korminko	IRLAND			IRINPAG1208	My band Red Shamer AG Viscose 208	IRUD0003	Band 2	Band 2	ROW001TAD	
18	077005400010 Ester Mielnicka	IRLAND			IRINPAG1208	My band Red Shamer AG Viscose 208	IRUD0003	Band 2	Band 2	ROW001TAD	
19	077005400011 Daniel Mackay	IRLAND			IRINPAG1208	My band Red Shamer AG Viscose 208	IRUD0003	Band 2	Band 2	ROW001TAD	
20	077005400061 Erenika Birocsek	IRLAND			IRINPAG1208	My band Red Shamer AG Viscose 208	IRUD0003	Band 2	Band 2	ROW001TAD	
21	077140000001 Phillipa Mayers	IRLAND			IRINPAG1208	My band Red Shamer AG Viscose 208	IRUD0003	Business Attribute Value 2	Business Attribute Value 3	ROW001TAD	

**Step 143:** Check the SOC count for the second SOC in an input file



This screenshot shows a Microsoft Excel spreadsheet titled "Sheet3". The table contains data with the following columns:

- Subscript
- Subscription Name
- ALLOCATION CODE
- ALLOCATION CODE
- Current Price Plan
- Current Price Plan Description
- Target Price Plan
- Target Price Plan Details
- Count

The "Target Price Plan Details" column and the last two columns ("Count" and "Total") are highlighted with red boxes. The "Count" column shows values such as 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100.

**Step 144:** Go back to "Sheet3" and select the respective SOC and select only "1" from dropdown and check the count

This screenshot shows a Microsoft Excel spreadsheet titled "Sheet3". The table contains data with the following columns:

- CTR
- Status
- DATAA
- DOOO
- GDOO
- GSCRA
- STRIAN
- SWCC
- YBOWD
- RE\_LIA
- THIR\_34
- WIDIC
- WTRHC

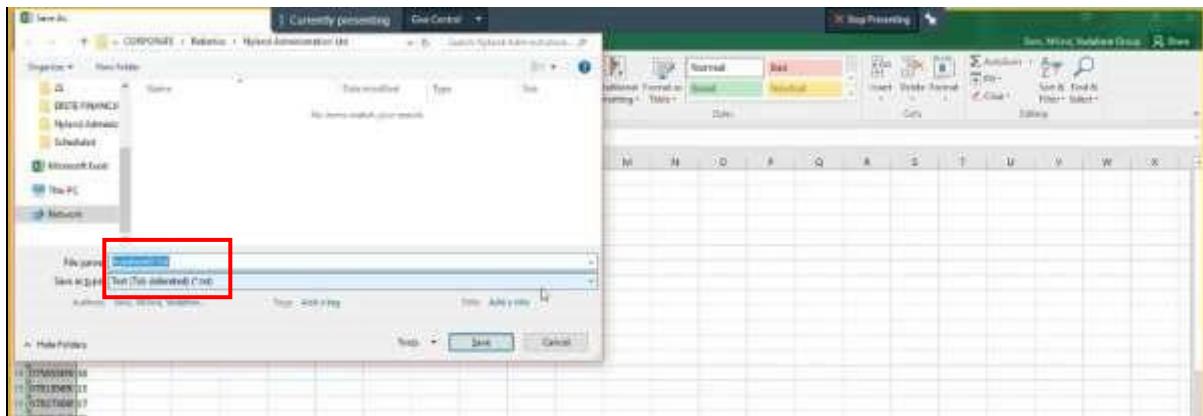
The "Status" column and the "Count" cell at the bottom left are highlighted with red boxes. The "Count" cell displays the value "100 of 100 found".



**Step 145:** If you find any mismatch in the Count, as it happened above – “input file is displaying 28 and the shed report displaying 26”. In this case we need to consider the input file count, i.e 28

**Step 146:** Create a new excel file and paste all 28 CTN's and type "**count = 28**" at the last row

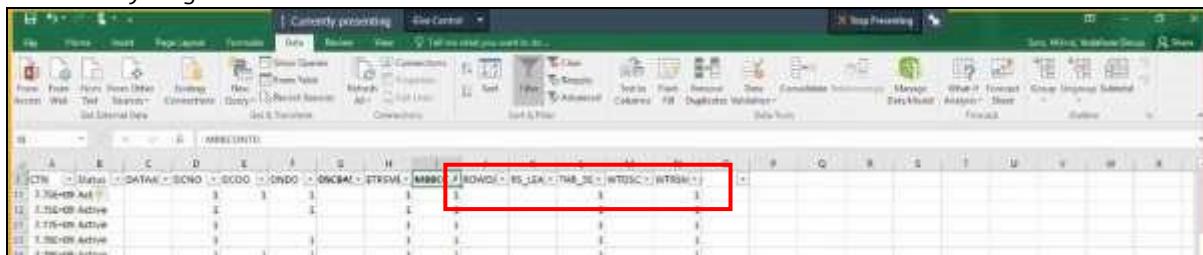
**Step 147:** Rename the file, save it in “Text (tab delimited)” format and save the file as you wish. Copy the “file name”.



**Step 148:** Go back to "Sheet4" and Copy the SOC code and no of CTN count and the file name as respectively



**Step 149:** Follow the same process for rest all the SOC codes. Create a new file and enter the CTN count. Save the file and make a note of everything in Sheet4



If any changes in the Count of CTN's while comparing within two different sheets, Input and Shed file – consider the **input file count of CTN's** in Direct Migration

**Step 150:** Follow it for all the SOC codes, if you find "identical" SOC codes mentioned under two different SOC Removal headers, Ex: In SOC Removal 2 and SOC Removal 3 also "THR\_50 GB" is given. In this case – we need to **create one separate file** rather than creating two new.



SOC REMOVAL2

Subscription ID	Subscription Name	ALLOCATION CODE	ALLOCATION CODE	Current Price Plan	Current Price Plan Description	Target Price Plan	Target Price Plan Description	Notes
0790100001	Aggressive Materials			RENTY40GB	Hyland Real Share 40 Voice 3GB	BLA0B01	Business Advance V 2	THR_50GB
0790200001	Allan Macleod			RENTY40GB	Hyland Real Share 40 Voice 3GB	BLA0B01	Business Advance V 2	THR_50GB
07905229891	Angela Daniels			RENTY40GB	Hyland Real Share 40 Voice 3GB	BLA0B01	Business Advance V 2	THR_50GB
07904218811	Frances Macmillan			RENTY40GB	Hyland Real Share 40 Voice 3GB	BLA0B01	Business Advance V 2	THR_50GB
07905202951	Irene Sutherland			RENTY40GB	Hyland Real Share 40 Voice 3GB	BLA0B01	Business Advance V 2	THR_50GB
07904205571	Martina Macmillan			RENTY40GB	Hyland Real Share 40 Voice 3GB	BLA0B01	Business Advance V 2	THR_50GB
07900130041	Matthew Allen			RENTY40GB	Hyland Real Share 40 Voice 3GB	BLA0B01	Business Advance V 2	THR_50GB
07707001149	Peter Allen			RENTY40GB	Hyland Real Share 40 Voice 3GB	BLA0B01	Business Advance V 2	THR_50GB
07905205111	Stefan Kopej			RENTY40GB	Hyland Real Share 40 Voice 3GB	BLA0B01	Business Advance V 2	THR_50GB
07905209001	Donald Knottree			RENTY40GB	Hyland Real Share 40 Voice 3GB	BLA0B01	Business Advance V 2	THR_50GB
07905209011	Phoebe Green			RENTY40GB	Hyland Real Share 40 Voice 3GB	BLA0B01	Business Advance V 2	THR_50GB
07905205571	Lynne Taylor			RENTY40GB	Hyland Real Share 40 Voice 3GB	BLA0B01	Business Advance V 2	THR_50GB
07905205531	Daniel Taylor			RENTY40GB	Hyland Real Share 40 Voice 3GB	BLA0B01	Business Advance V 2	THR_50GB
07905205531	Daniel Taylor			BS_NEB40G	BS44-45-1088-SMFT 24 ST AGG	BLA0B01	Business Advance V 2	THR_50GB
07905205531	Lynne Taylor			BS_NEB40G	BS44-45-1088-SMFT 24 ST AGG	BLA0B01	Business Advance V 2	THR_50GB
07905205531	Andrew Wright			RENTY40GB	Hyland Real Share 40 Voice 3GB	BLA0B01	Business Advance V 2	THR_50GB

**Step 151:** Select "SOC Removal2" and select next code that is – "THR\_50GB", copy all the CTN's and create a new excel

SOC REMOVAL2

Subscription ID	Subscription Name	ALLOCATION CODE	ALLOCATION CODE	Current Price Plan	Current Price Plan Description	Target Price Plan	Target Price Plan Description	Notes
12-0790200001	WYLAND			RENTY40GB	Hyland Real Share 40 Voice 3GB	BLA0B02	Business Advance Value 2	THR_50GB
42-0790200001	Oil Ave Parts Room	WYLAND		RENTY40GB	Hyland Real Share 40 Voice Only	BLA0B03	Business Advance Value 3	THR_50GB
42-0790200001	Oil Farm Parts Room	WYLAND		RENTY40GB	Hyland Real Share 40 Voice Only	BLA0B01	Business Advance Value 1	THR_50GB
42-0790200001								THR_50GB

SOC REMOVAL2

Subscription ID	Subscription Name	ALLOCATION CODE	ALLOCATION CODE	Current Price Plan	Current Price Plan Description	Target Price Plan	Target Price Plan Description	Notes
12-0790200001	WYLAND			RENTY40GB	Hyland Real Share 40 Voice 3GB	BLA0B02	Business Advance Value 2	THR_50GB
42-0790200001	Oil Ave Parts Room	WYLAND		RENTY40GB	Hyland Real Share 40 Voice Only	BLA0B03	Business Advance Value 3	THR_50GB
42-0790200001	Oil Farm Parts Room	WYLAND		RENTY40GB	Hyland Real Share 40 Voice Only	BLA0B01	Business Advance Value 1	THR_50GB
42-0790200001								THR_50GB



**Step 152:** Now select "SOC Removal3" and select "THR\_50GB" and copy all the CTN's

	Subscription Name	Description Name	THR_50GB	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
1.	777901188033	gratiusa Unstakota	777901188033	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
2.	777901250847	Hen Markend	777901250847	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
3.	77790125120605	ogulan Shatanki	77790125120605	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
4.	7779013003178	Yannis Wamnthen	7779013003178	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
5.	77790131013128	duiSuhantard	77790131013128	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
6.	7779013559171	Ulfima Rovimire	7779013559171	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
7.	77790136049	Matthew Alton	77790136049	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
8.	7779013625485	Yester Alliso	7779013625485	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
9.	7779013625713	Julian House	7779013625713	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
10.	7779013625912	Frank Revenew	7779013625912	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
11.	7779013626138	Nellie Deap	7779013626138	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
12.	7779013626170	Imme Taylor	7779013626170	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
13.	7779013626407	David Taylor	7779013626407	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
14.	7779013626452	David Taylor	7779013626452	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
15.	7779013626488	Andrea Wright	7779013626488	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
16.	7779013626513	Carrie Progno	7779013626513	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
17.	7779013626692	Dick Forall	7779013626692	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
18.	7779013626847	Daye Kimmell	7779013626847	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
19.	7779013626967	Nett Mervin	7779013626967	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
20.	7779013627005	Malvina Wright	7779013627005	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
21.	7779013627038	Arthur Caste	7779013627038	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
22.	7779013627053	Ulfima Revenew	7779013627053	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
23.	7779013628434	Carrie Progno	7779013628434	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
24.	7779013628582	Yannis Wamnthen	7779013628582	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
25.	7779013628626	Erinne Berenid	7779013628626	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
26.	7779013628647	Niloufa Mauem	7779013628647	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
27.	7779013628670	Yannis Brat	7779013628670	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
28.	7779013628718	Verne Berenid	7779013628718	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable
29.	7779013628747	Yannis Krasnow	7779013628747	APWELAP	BLUTRA0PA	CAP_50B	Enable	Disable	Enable	Disable

**Step 153:** Paste all the CTN's in the same excel for the same SOC code

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Check if no duplicates are found.

The screenshot shows the 'Remove Duplicates' dialog box in Excel. The 'This Worksheet' radio button is selected, and the 'My current selection' checkbox is checked. The 'OK' button is highlighted with a red box.

The screenshot shows a message box with the text 'No duplicate entries found.' The 'OK' button is highlighted with a red box.

**Step 155:** Follow the same process as usual, type the CTN count at the last row, save the file and copy the file name and paste the same in Sheet4.

Can name the file in **Numeric** order so that it would be easy to identify while uploading.

The screenshot shows a table in Excel with two columns. The first column contains file names: 'EBUADMIN', 'EBUADMIN01.xls', 'EBUADMIN02.xls', 'EBUADMIN03.xls', 'EBUADMIN04.xls', 'EBUADMIN05.xls', and 'EBUADMIN06.xls'. The second column contains file paths: 'C:\...\EBUADMIN.xls', 'C:\...\EBUADMIN01.xls', 'C:\...\EBUADMIN02.xls', 'C:\...\EBUADMIN03.xls', 'C:\...\EBUADMIN04.xls', 'C:\...\EBUADMIN05.xls', and 'C:\...\EBUADMIN06.xls'. The entire table is highlighted with a red box.



Organize	New Folder				
		Name	Date modified	Type	Size
25		nyadmin01.txt	10/24/2017 6:07 PM	Text Document	1 KB
ERSTE FINANCI		nyadmin02.txt	10/24/2017 6:07 PM	Text Document	1 KB
Nyland Adminis		nyadmin03.txt	10/24/2017 6:09 PM	Text Document	1 KB
Scheduled		nyadmin04.txt	10/24/2017 6:09 PM	Text Document	1 KB
Microsoft Excel		nyadmin05.txt	10/24/2017 6:11 PM	Text Document	2 KB
This PC		nyadmin06.txt	10/24/2017 6:12 PM	Text Document	1 KB
Network		nyadmin07.txt	10/24/2017 6:13 PM	Text Document	1 KB
		nyadmin08.txt	10/24/2017 6:14 PM	Text Document	1 KB
		nyadmin09.txt	10/24/2017 6:14 PM	Text Document	1 KB

**Step 156:** Once done with SOC removal, then start with Price plan codes.

Select each PP code from the Target PP column and start preparing the files as usual.

Subscript	Subscription Name	NAME	SUBSCRIPTION CODE	ALLOCATION CODE	ALLOCATION CODE	ALLOCATION CODE	Current Price Plan	Current Price Plan	Plan Description	Target Price Plan
27/5920409	Derek Taylor	870900028	2	20000000			RENPAG208	Hyland Inc	Business Advance Value Z	
27/590000898	Johnna WAMET	870900028	ARCA00A	RTVAVI			RENPAG208	Hyland Inc	Business Advance Value Z	
27/590000113	Gerardo Higuchi	870900028	ARCA10B	RTVAVI			RENPAG208	Hyland Inc	Business Advance Value Z	
27/590000117	Jeanne Ismail	870900028	ARCA10C	RTVAVI			RENPAG208	Hyland Inc	Business Advance Value Z	
27/590000140	Maria Komisar	870900028	ARCA10D	RTVAVI			RENPAG208	Hyland Inc	Business Advance Value Z	
27/590000144	Rosa Mousie	870900028	ARCA10E	RTVAVI			RENPAG208	Hyland Inc	Business Advance Value Z	
27/590000178	Tisha Shacham	870900028	ARCA10F	RTVAVI			RENPAG208	Hyland Inc	Business Advance Value Z	
27/590000179	Isaac Bernice	870900028	ARCA10G	RTVAVI			RENPAG208	Hyland Inc	Business Advance Value Z	
27/590000181	Phillippe Mayers	870900028	HCH-01 STAFF	RTVAVI			RENPAG208	Hyland Inc	Business Advance Value Z	
27/590000187	Priscilla Rada	870900028	HCH-01 STAFF	RTVAVI			RENPAG208	Hyland Inc	Business Advance Value Z	
27/590000190	Brian Schmer	870900028	FAAR01	RTVAVI			RENPAG208	Hyland Inc	Business Advance Value Z	
27/590000191	Robert Royston	870900028	FAAR01	RTVAVI			RENPAG208	Hyland Inc	Business Advance Value Z	
27/590000193	Fernie Balduzzi	870900028	FAAR01F	RTVAVI			RENPAG208	Hyland Inc	Business Advance Value Z	
27/590000195	Alexia Phoull	870900028	STAFF	RTVAVI			RENPAG208	Hyland Inc	Business Advance Value Z	
27/590000198	Anita Moran	870900028	STAFF	RTVAVI			RENPAG208	Hyland Inc	Business Advance Value Z	



For PP codes, leave one row space and start the updating the details as below in Sheet4

		myproblem123.txt
1	DECODES	01 myproblem123.M
2	MB90040	28 myproblem2.M
3	LTRM800	28 myproblem3.M
4	PROBLEMS	06 myproblem4.M
5	TELE3000	07 myproblem5.M
6	WTRC	01 myproblem6.M
7	WTRNAME	27 myproblem7.M
8	BUDADDRES	02 myproblem8.M
9	BUDNAME	02 myproblem9.M
10	BUDM800	02 myproblem10.M
11		

**Step 157:** Once done with Price plan codes, start again with the SOC Addition codes. Pick the SOC codes from input file and follow the same process.

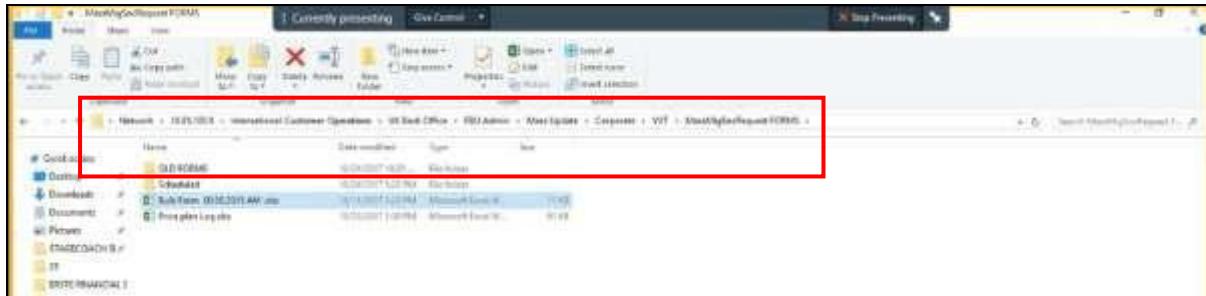
**Step 158:** Paste the details just below the PP codes in Sheet4, as below,



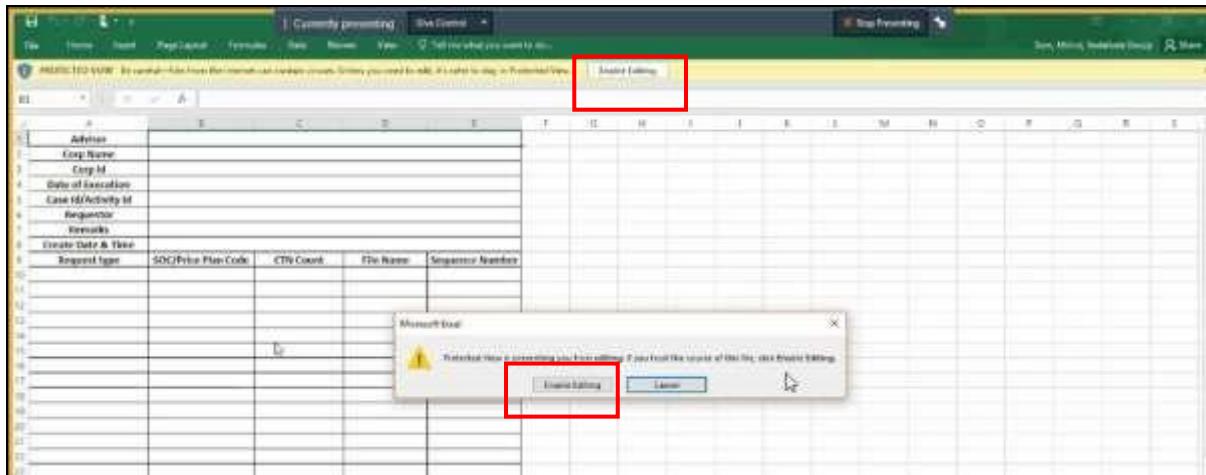
**Step 159:** Go back to "Sheet4" and add the Instruction. Insert a new column as first column (A) and enter the information as what kind of request it is. If is **Removal code – mention as Removal**, if it is **Price plan – mention as Migration** and if is **SOC addition – Mention as Add**

**Step 160:** Copy the above table and navigate to the below drive. Open the "MassMigSocRequest Forms" and paste the details which is copied earlier

Network\10.85.100.9\International Customer Operations\UK Back office\ EBU Admin\Mass update\Corporate\VVT\ MassMigSocRequest Forms



**Step 161:** Enable the sheet before pasting anything, go to Enable editing and click "Enable Editing"



**Step 162:** Paste the information which was copied earlier under "Request type" row. Make sure the codes which start with GPRS should come very last in removals and first in additions. **GPRSSA** make sure it should be the last in Removal and first in additions.

Address	SOC/Price Plan Code	CTN Count	F/H Name	Sequence Number
Removal	MGRSSA	21	myadmin123.txt	
Removal	MGRSSA10	22	myadmin123.txt	
Removal	MGRSSA11	23	myadmin123.txt	
Removal	MGRSSA12	24	myadmin123.txt	
Removal	MGRSSA13	25	myadmin123.txt	
Removal	MGRSSA14	26	myadmin123.txt	
Removal	MGRSSA15	27	myadmin123.txt	
Removal	MGRSSA16	28	myadmin123.txt	
Migration	MGRSSA17	29	myadmin123.txt	
Migration	MGRSSA18	30	myadmin123.txt	
Migration	MGRSSA19	31	myadmin123.txt	
Add	ADFWAP	32	myadmin123.txt	
Add	ADFWAP1	33	myadmin123.txt	
Add	ADFWAP2	34	myadmin123.txt	
Add	ADFWAP3	35	myadmin123.txt	
Add	ADFWAP4	36	myadmin123.txt	
Add	ADFWAP5	37	myadmin123.txt	
Add	ADFWAP6	38	myadmin123.txt	
Add	ADFWAP7	39	myadmin123.txt	
Add	ADFWAP8	40	myadmin123.txt	
Add	ADFWAP9	41	myadmin123.txt	
Add	ADFWAP10	42	myadmin123.txt	
Add	ADFWAP11	43	myadmin123.txt	
Add	ADFWAP12	44	myadmin123.txt	
Add	ADFWAP13	45	myadmin123.txt	
Add	ADFWAP14	46	myadmin123.txt	
Add	ADFWAP15	47	myadmin123.txt	
Add	ADFWAP16	48	myadmin123.txt	



**Step 163:** Enter the Upper part instructions as below

Upper Part Instructions	
1. Advisor	Milind Saini
2. Corp Name	Myriad Admin Analytics Ltd
3. Corp ID	S123001781
4. Date of Execution	08.01.2017
5. Case/Activity ID	LTE22598
6. Requestor	Ajith R
7. Remarks	
8. Create Date & Time	NA

Advisor	Name of the technician
Corp name	Copy from Crystal
Corp ID	Copy from Crystal
Date of Execution	As requested in eGain
Case ID/ Activity ID	Copy from eGain
Requestor	Copy from eGain request
Remarks	NA
Create Data and Time	NA

If any Suspended CTN's found, need to mention that in a Remarks section as "**1 Suspended CTN needs to restore**"

**If the Suspended CTN's count is more than 75, need to send an email to "Bulk Update" team to restore the same and item should be put on hold until it is restored.**

**Step 164:** Now pick the "**Sub details**" attachment from Sub details email. Put the VLOOKUP between A and C column (Input sheet and Shed report)



Clipboard		Font	Alignment	
B2		X ✓ fx		
1	Mobile number	Current price plan	Target price plan	Add SOC
2	07467338923	VGEBB1001	VGE1001	VGEIPTETH
3	07775584858	VGEBB1001	VGE1001	VGEIPTETH
4	07775702227	VGEBB1001	VGE1001	VGEIPTETH
5	07776162061	VGEBB1001	VGE1001	VGEIPTETH
6	07780227472	VGEBB1001	VGE1001	VGEIPTETH
7	07780227476	VGEBB1001	VGE1001	VGEIPTETH
8	07785326191	VGEBB1001	VGE1001	VGEIPTETH
9	07786278201	VGEBB1001	VGE1001	VGEIPTETH
10	07786377115	VGEBB1001	VGE1001	VGEIPTETH
11	07786466905	VGEBB1001	VGE1001	VGEIPTETH
12	07787840870	VGEBB1001	VGE1001	VGEIPTETH

Clipboard		Font	Alignment	
B2		X ✓ fx		
1	Mobile number	Current price plan	Target price plan	Add SOC
2	07467338923	=VLOOKUP(A2,	VGEBB1001	VGE1001
3	07775584858	VLOOKUP(lookup_value, table_array, col_index_num, [range_lookup])	VGE1001	VGEIPTETH
4	07775702227	VGEBB1001	VGE1001	VGEIPTETH
5	07776162061	VGEBB1001	VGE1001	VGEIPTETH
6	07780227472	VGEBB1001	VGE1001	VGEIPTETH
7	07780227476	VGEBB1001	VGE1001	VGEIPTETH
8	07785326191	VGEBB1001	VGE1001	VGEIPTETH
9	07786278201	VGEBB1001	VGE1001	VGEIPTETH
10	07786377115	VGEBB1001	VGE1001	VGEIPTETH
11	07786466905	VGEBB1001	VGE1001	VGEIPTETH
12	07787840870	VGEBB1001	VGE1001	VGEIPTETH

Clipboard		Font	Alignment	
SUM		X ✓ fx		
	=VLOOKUP(A2,[BM_SUB_DETAIL_REPORT_925001503_22112017.xlsx]SUB_DETAIL!\$B:\$C,2,0)			
A	B	C	D	E
BAN	SUBSCRIBER_NO	SUB_STATUS	DEFAULT_RC_BEN	DEFAULT_OC_BEN
670114966	07341071803	A	1	1
670114966	07341077180	A	1	1
670114966	07341077283	A	1	1
670114966	07341077284	A	1	1
670114966	07341077357	A	1	1
670114966	07341077358	A	1	1
670114966	07341077359	A	1	1

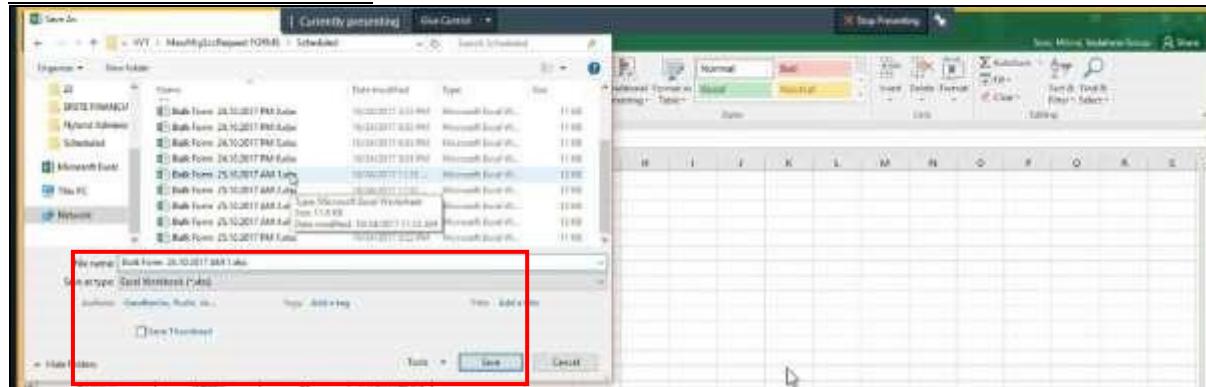
**Step 165:** And if you find "S" against any ctn means they are on **suspended** status and keep it aside and make new file as suspended as usual.



	A1	Clipboard	Font	Alignment	Number	
		X	C			
		✓	f <sub>x</sub>			
1	Mobile numbr		Current price plan	Target price plan	Add SOC	
4	07775702227	S	VGE8B1001	VGE1001	VGEIPTETH	
9	07786278201	S	VGE8B1001	VGE1001	VGEIPTETH	
12	07787840872	S	VGE8B1001	VGE1001	VGEIPTETH	
15	07789728254	S	VGE8B1001	VGE1001	VGEIPTETH	
18	07791801293	S	VGE8B1001	VGE1001	VGEIPTETH	
24	07810500300	S	VGE8B1001	VGE1001	VGEIPTETH	
199						
200						

**Step 166:** Save the files into desire folder which you have created on the customer name with suspended ctns.

**Step 167:** Save the file in a local drive- Go to "File – Save as – name it as "Bulk form 26.10.2017 (Migratoin req date) AM 1 and save in "Excel workbook" format"



**Step 168:** Copy all the Txt files and paste into "VVT" folder

Network\10.85.100.9\International Customer Operations\UK Back office\EBU Admin\Mass update\Corporate\VVT



**Step 169:** Now need to go back to "workspace scheduler again" and select "date Scheduler" column and Check how many entries are there for particular date (Including Live and Overnight for VISPL and VGED).



Sites	Report Name	Report Owner	Requestor Name	Created Date	Last Run	Date Scheduled for Run	Run in SOC? (Planned or Locked Down)	Run at Night?
VVT	Waste	abhishek	Mark Adams - UK	10/26/2017	10/26/2017	10/26/2017	Yes	No
VVT	Client Header	abhishek	Mark Adams - UK	10/26/2017	10/26/2017	10/26/2017	Yes	No
VVT	Header	abhishek	Mark Adams - UK	10/26/2017	10/26/2017	10/26/2017	Yes	No
VVT	House	abhishek	Mark Adams - UK	10/26/2017	10/26/2017	10/26/2017	Yes	No
VVT	Guaranteed	abhishek	Mark Adams - UK	10/26/2017	10/26/2017	10/26/2017	Yes	No
VVT	Office	abhishek	Mark Adams - UK	10/26/2017	10/26/2017	10/26/2017	Yes	No
VVT	Office Link	abhishek	Mark Adams - UK	10/26/2017	10/26/2017	10/26/2017	Yes	No

The list is displayed in Standard view. It could be modified in Datasheet view for edit or view of the following columns: A file column is compatible with Microsoft SharePoint. Localization is not available; your browser does not support shared context.

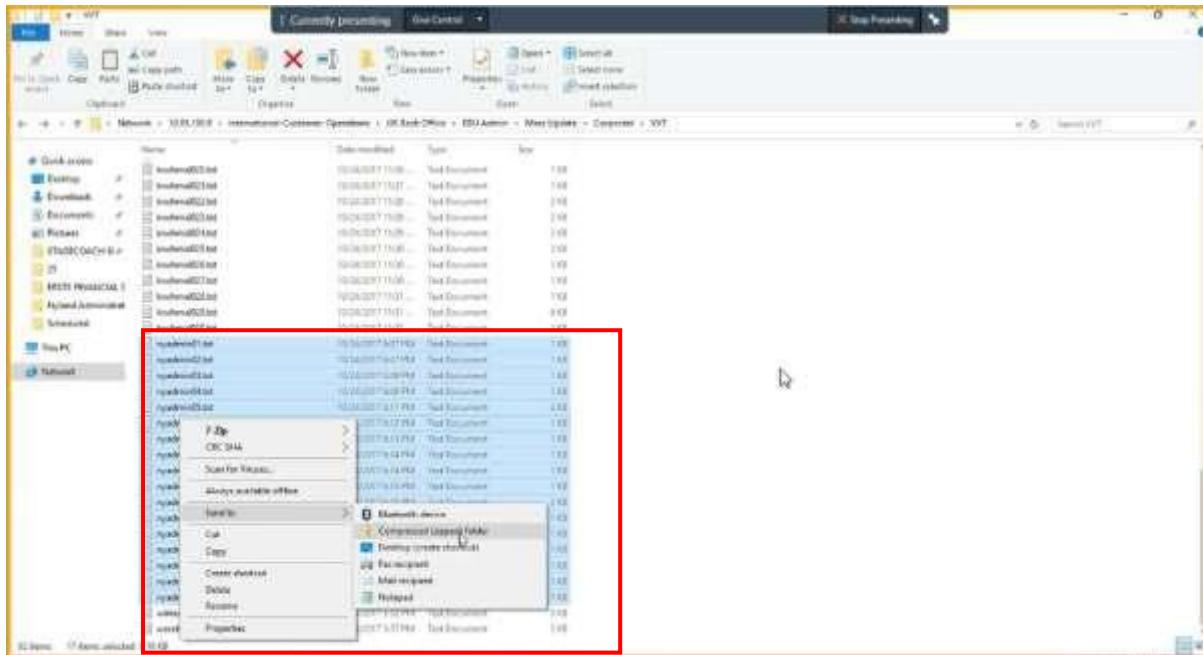
**Step 170:** Check how many forms needs to migrated on specified date (here 26<sup>th</sup> Oct, as requestor requested) and check if all these files are readily available in the "VVT" folder.

<\\\10.85.100.9\International-Customer-Operations\UK Back Office\EBU Admin\Mass Update\Corporate\VVT\MassMigSocRequest FORMS\Scheduled

The entries for the Migration mentioned within share point for the particular day should match the no of forms available under schedule folder.

Name	Date modified	Type	Size
1 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
2 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
3 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
4 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
5 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
6 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
7 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
8 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
9 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
10 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
11 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
12 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
13 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
14 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
15 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
16 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
17 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
18 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
19 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
20 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
21 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
22 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
23 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
24 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
25 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
26 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
27 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
28 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
29 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB
30 Bulk Form - 16.10.2017 AM.docx	10/26/2017 11:08...	Microsoft Word	11 KB

**Step 171:** Select all the files to be Migrated, move all files into Zip folder. Right mouse click, select **7-Zip** and select "Send to" and select "**Compressed (zipped) folder**"



**Step 171:** Open JustShare Site as below and enter your domain credentials and access the site

**Step 172:** Enter your credentials and hit on login button



To: user@example.com

add cc add bcc

Subject:

Message:

**Require authentication to access/download**

**Access Restriction**  
Only Specified Recipients can access

**Message Expires After**  
 Downloads per Recipient

**Send a copy to myself**

**Private Message**

**Limitations**  
Max size: 2 GB Limited by browser

Blocked Extensions

+ Drop Files Here

Drop Files Here

Windows taskbar: Citrix XenApp, Message | JustShare, Skype for Business, Gohel, Kunjan, PDD\_Vodafone, Step 122.docx, Thursday 6/28/2018

**Step 173:** Enter the email address of your internal team members in To Option

Subject: Subject

Message:

+ Add Files...

**Send a copy to myself**

**Private Message**

**Limitations**  
Max size: 2 GB Limited by browser

Blocked Extensions

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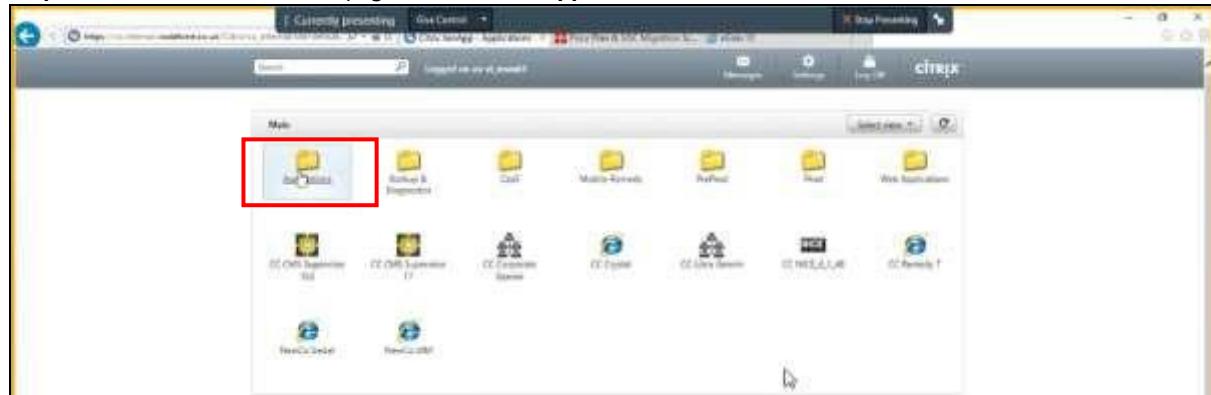
Windows taskbar: Citrix XenApp, Message | JustShare, Skype for Business, Gohel, Kunjan, PDD\_Vodafone, Step 122.docx, Thursday 6/28/2018

**Step 174:** Select option Add Files and attach the files where you have stored the ZIP folder of TXT files which created earlier.

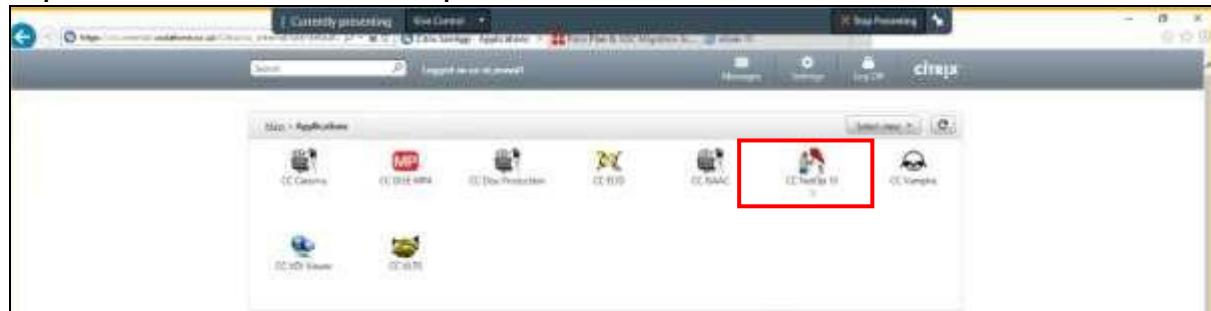


A screenshot of a web browser showing a file upload dialog box. The dialog box is titled "Choose File to Upload" and shows a list of available locations: Quick access, Desktop, Downloads, Documents, Pictures, LOG, Milind Soni, Scheduled, Screenshots, This PC, Libraries, Network, and One-VSSI. A file named "Digit-Ally Shortcut" is listed under the Libraries section. At the bottom of the dialog box are "File name:" and "All Files (\*.\*)" dropdowns, and "Open" and "Cancel" buttons. A red box highlights the "Add Files..." button on the left side of the dialog, which corresponds to the green button in the main message interface below it.

**Step 175:** Go back to Citrix main page and click on "**Applications**"

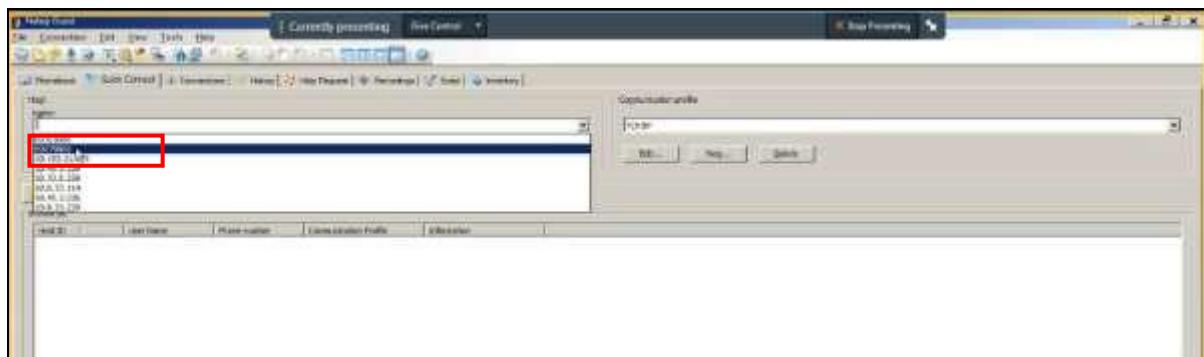


**Step 176:** Now click on “CC NetOp 10”

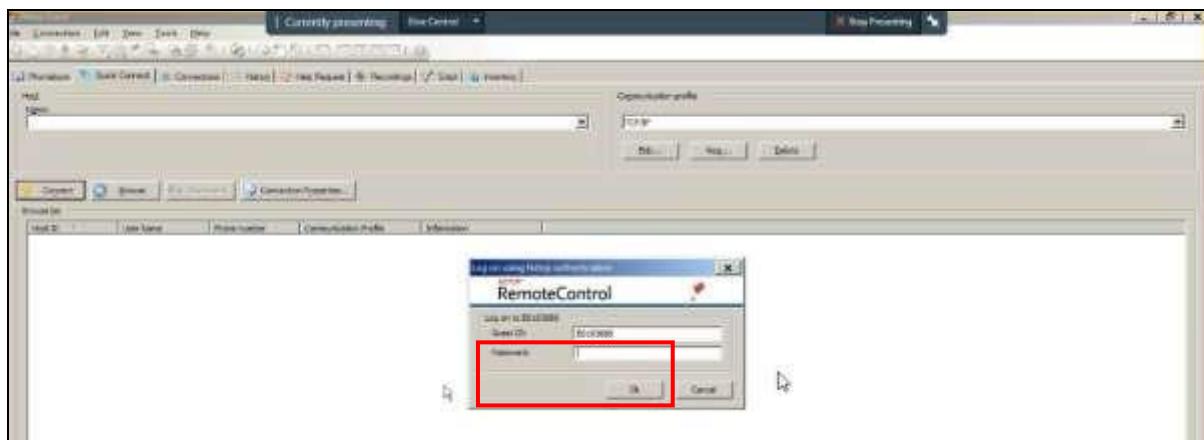




**Step 177:** Select second IP within the "Host" dropdown



**Step 178:** Click on "Connect" and enter the **Password** in password tab and click on "Ok"



**Step 179:** Open JustShare Site once again on VM using IE and enter your UK credentials

**Step 180:** Click on Inbox and you will see the below screen like this.



**To:** user@example.com

**Subject:** Subject

**Message:** Message

**Access Restriction:** Only Specified Recipients can access

**Message Expires After:** Downloads per Recipient

**Send a copy to myself:**

**Private Message:**

**Limitations:**  
Max size: 2 GB Limited by browser  
Blocked Extensions

**Step 181:** Click on attachment and download the zip files and saved into desire folders

From	To	Subject	Attachments	Attachments expires
mae.karfaki@vodafone.com	navid.shaikh2@vodafone.com, jason.reeves1@vodafone.com, hitesh.agarwal@vodafone.com [+3]	migrations schedule	<a href="#">CTR14_migrations_2506.xlsx</a>	Jul 02

[View Message](#) [Download All](#)

[Terms & Conditions](#) | [Contact Us](#) | [FAQ](#)  
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Soni, Milind, Vodafone Group <milind.soni2@vodafone.com> Account Settings Logout

### Messages Sent to you

From	To	Subject	Attachments	Attachments expires
mae.karfaki@vodafone.com	navid.shaikh2@vodafone.com, jason.reeves1@vodafone.com, hitesh.agarwal@vodafone.com [+3]	migrations schedule	<a href="#">CTR14_migrations_2506.xls</a>	Jul 02

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Do you want to open or save CTR14\_migrations\_2506.xlsx (42.0 MB) from justshare.vodafone.com?

Save as (highlighted)

Save and open

Open

Save

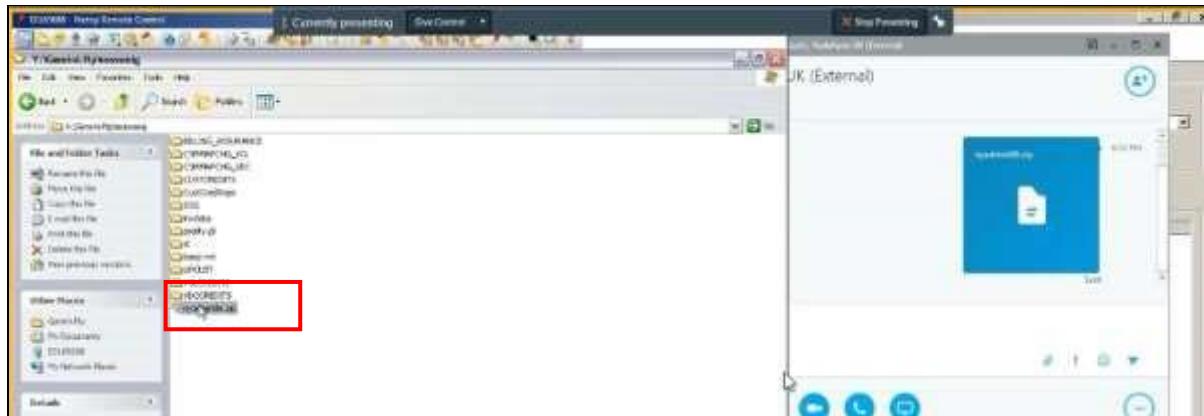
Windows taskbar:

- Milind Soni
- Citrix XenApp - ...
- Message | JustS...
- Skype for Busin...
- Shah, Sunny, V...
- PDD\_Vodafone...
- Step 122.docx - ...

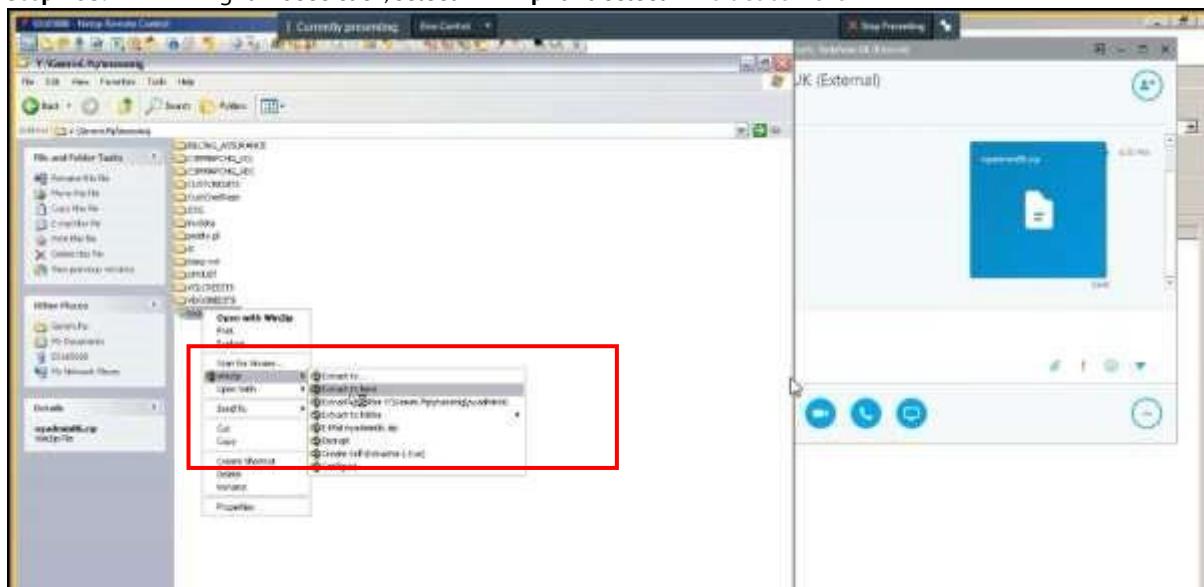
3:21 PM Thursday 6/28/2018

**Step 182:** Copy the file from desktop and go to “**massmig**” folder

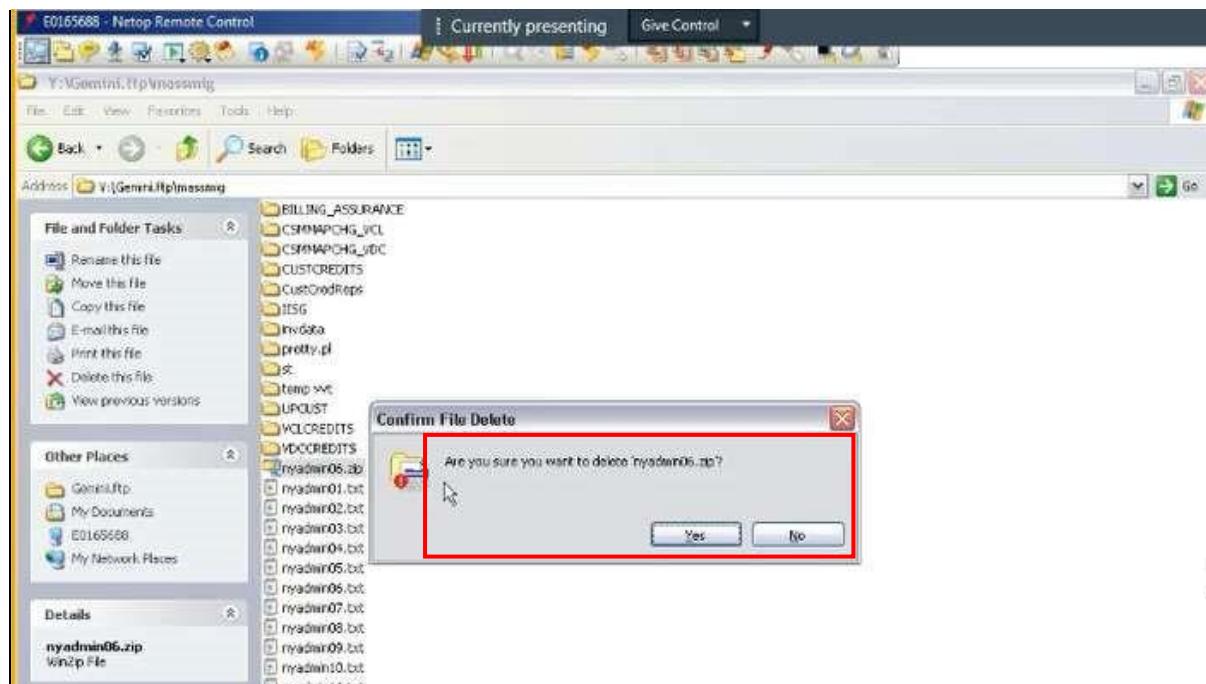
Y:\Gemini.ftp\massmig and paste the file



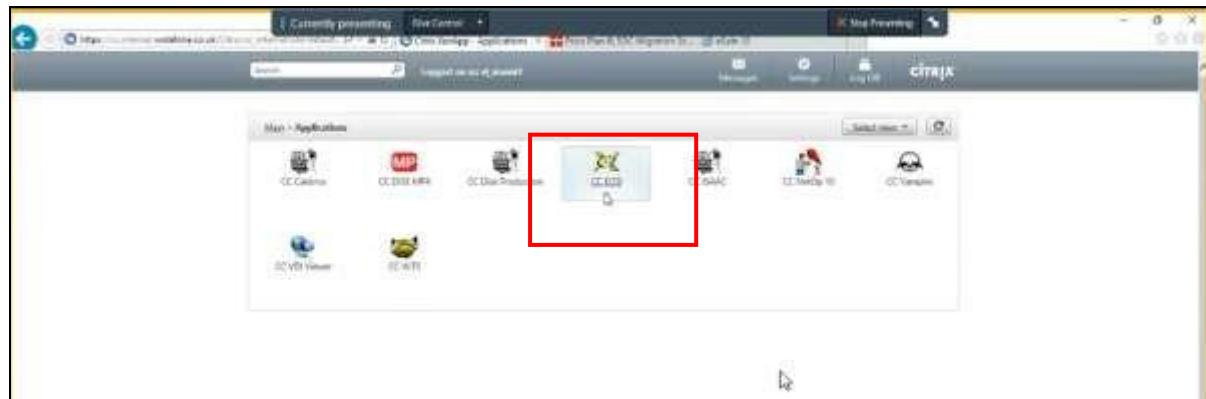
**Step 183:** Right mouse click, select "winzip" and select "Extract to here"



**Step 184:** Delete the Extracted folder, right click and select "delete" and click "Yes"



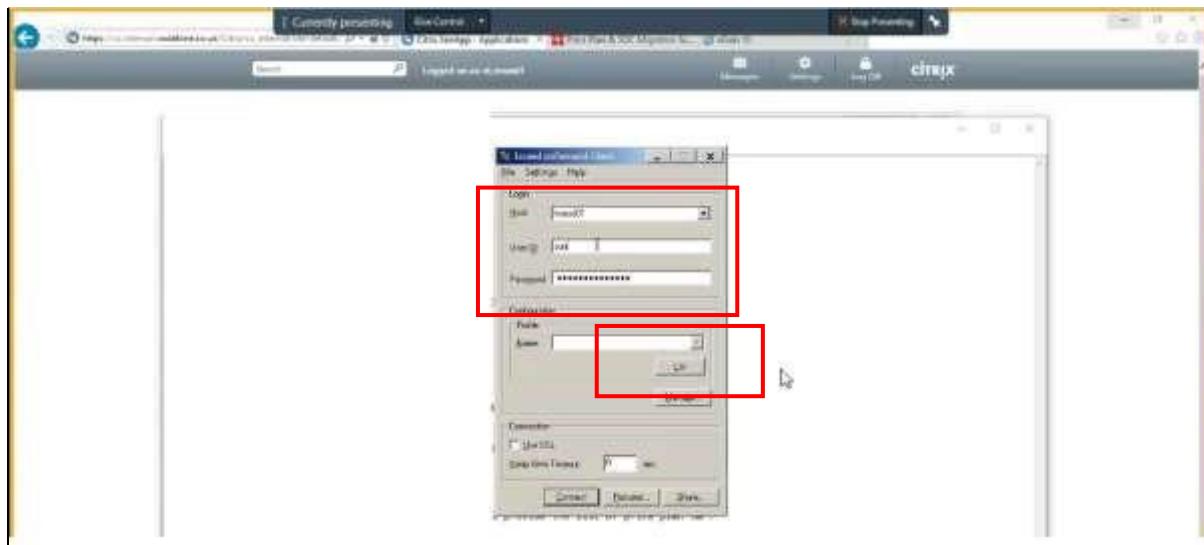
**Step 185:** Go back to Citrix main page and select “Applications” again and select “CC EOD” to transfer the files in “network level”



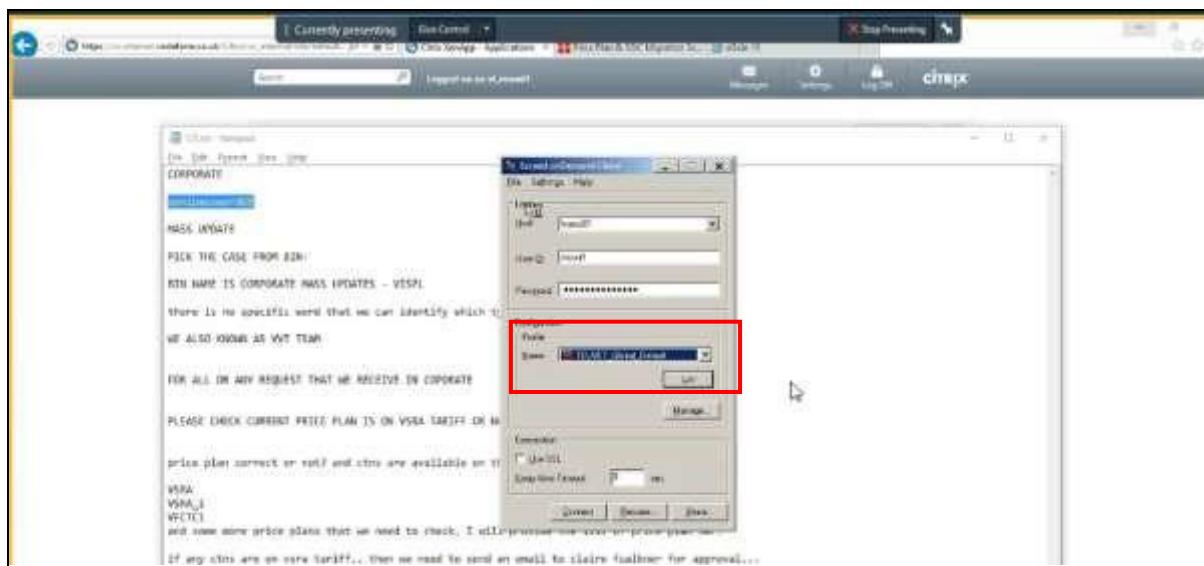
**Step 186:** Enter the Credential details, Host – **hseod01** User ID and Password



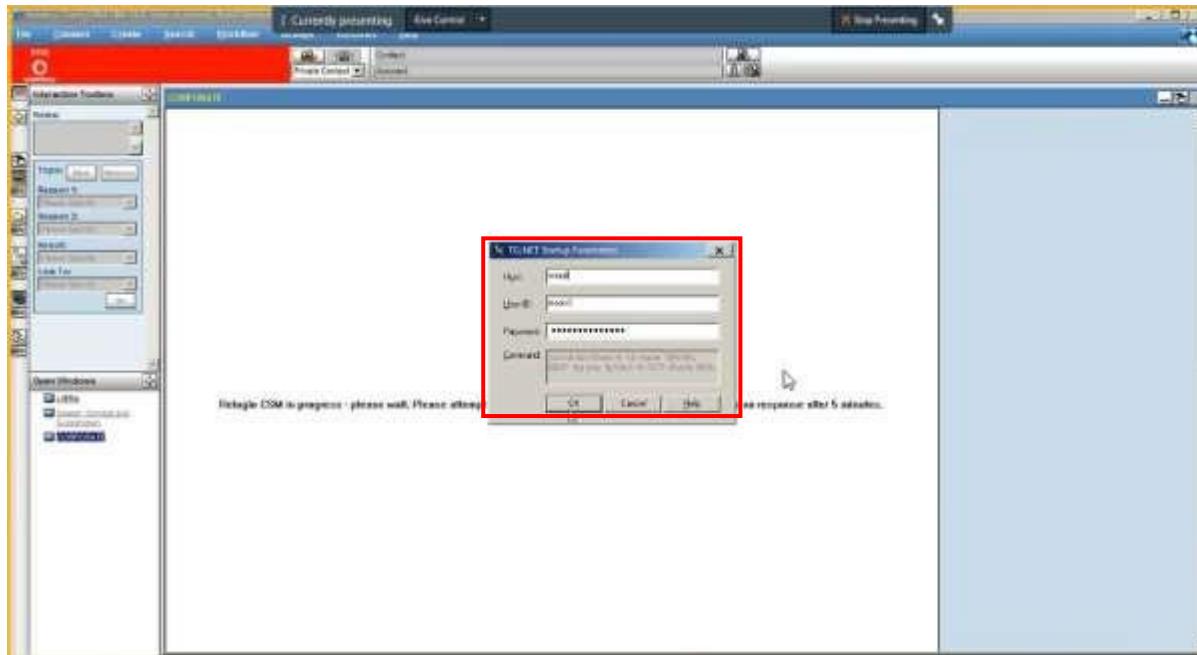
Click on "List"



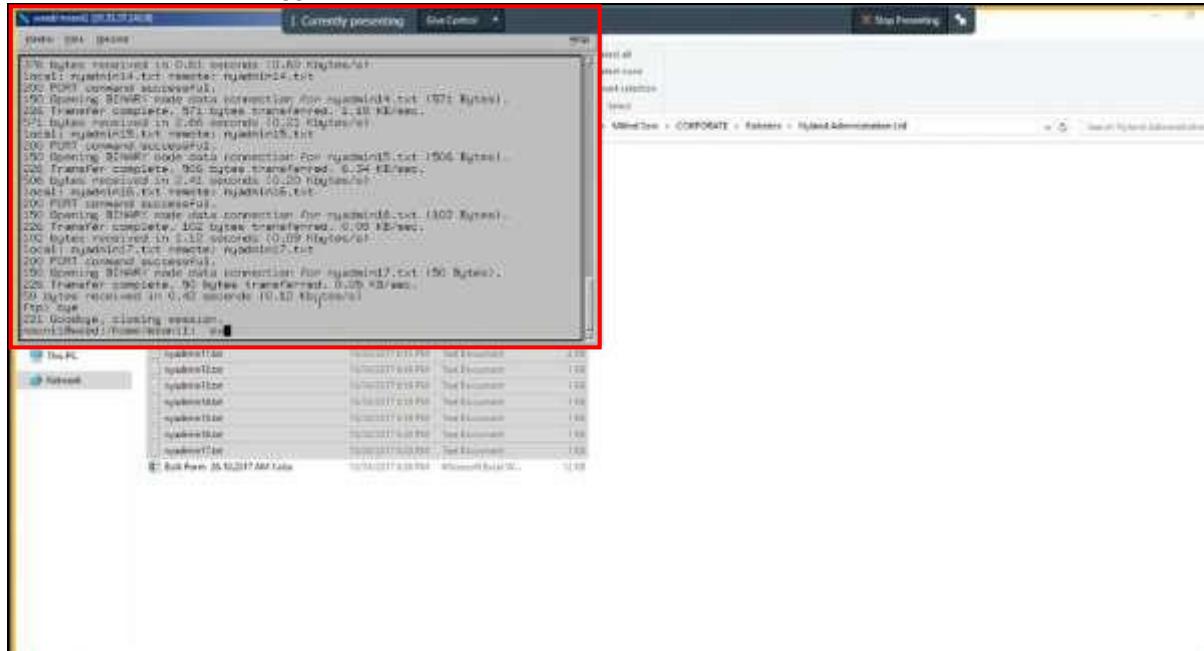
**Step 187:** Configuration name should be selected as "**TELNET\_Global Default**" from the dropdown and click on "Connect"



**Step 188:** Once one more window pop-up, need to enter the **Host name**. Click on "OK". Host name should be "**weed**"



**Step 189:** Once logged in, need to fill all commands which arises

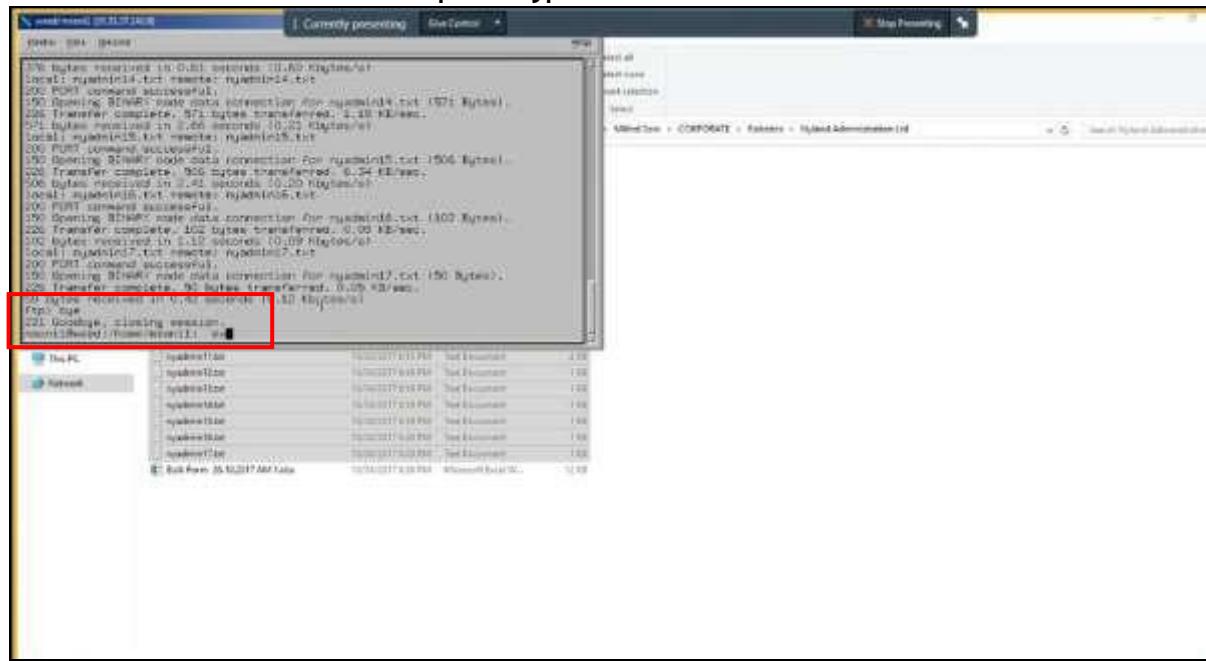




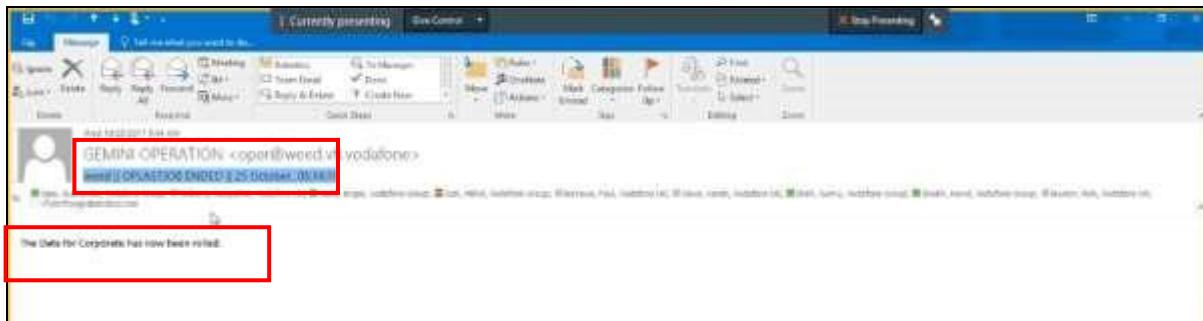
**Step 190:** Need to fill the below commands when system asks for it.

System Input	Action 1 and	Action2
msoni1@weed:/home/msoni1	cd /home/gemini/net/com/	ENTER
msoni1@weed:/home/msoni1	ftp graphene	ENTER
Name (graphene:msoni1)	massmig	ENTER
Password	xxxxxxxx	ENTER
ftp>	prompt	ENTER
ftp>	nyad* (first 3 letters of the file)	ENTER
ftp>	bye	ENTER
msoni1@weed:/home/msoni1	exist	ENTER

**Step 191:** Once you see, all the File names reflect on the screen as complete, by saying "**Opening BINARY mode data connection for file no 17. Transfer complete**". Type "Exist" and hit Double ENTER

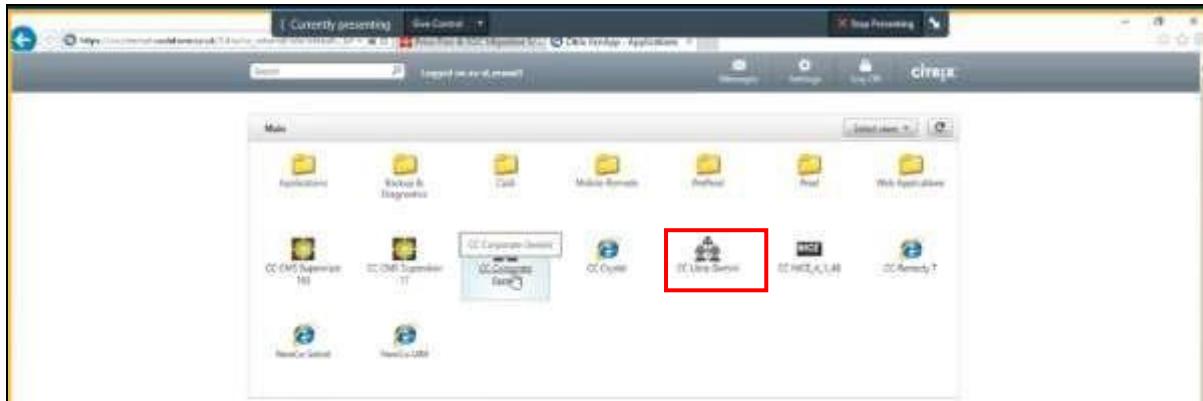


**Step 192:** Once everything is set, check the files which are ready to migrate. Check if all the details are covered and ready? Before Migrating check the email from "**GEMINI OPERATIONS**" saying "**The date for Corporate has now been rolled**" in the body of the email.



Start the Migration only post receivable of this particular email.

**Step 193:** Go back to "Citrix" and click on "**CC Corporate Gemini**"



**Step 194:** Enter the Credential details, User ID xxxxxxx, Password xxxx

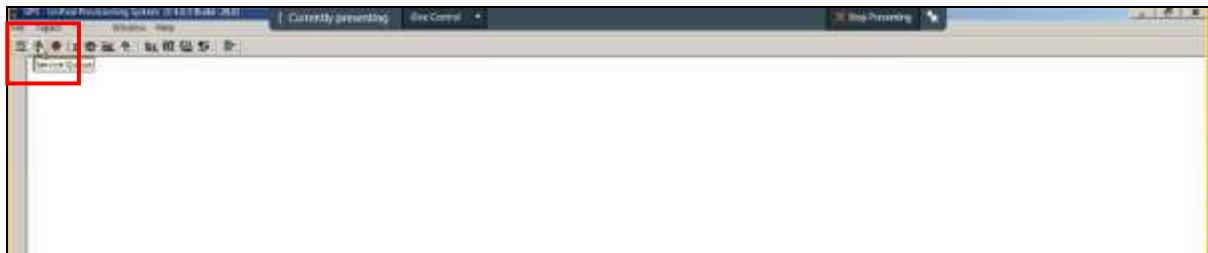
Click on "Ok"



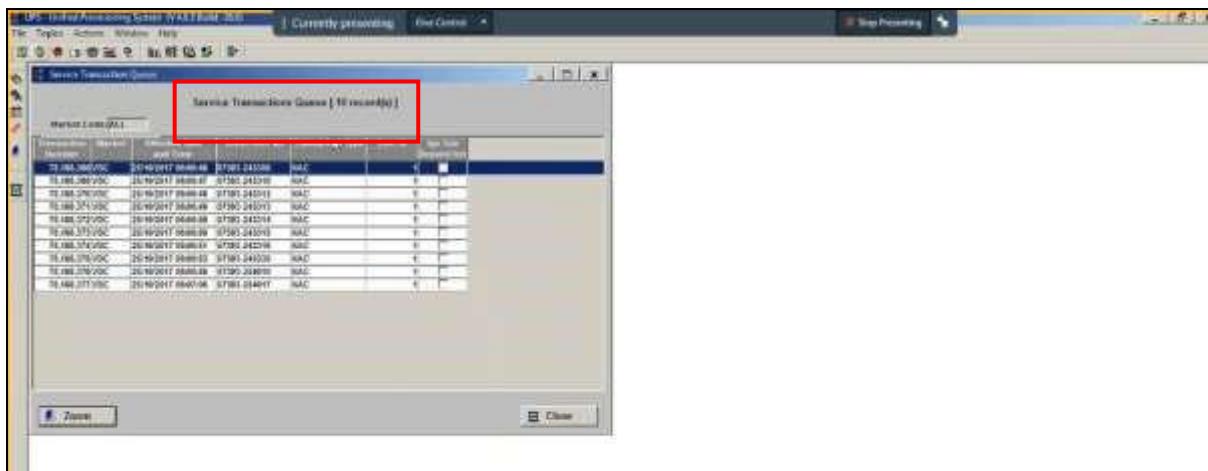
**Step 195:** Click on "switch"



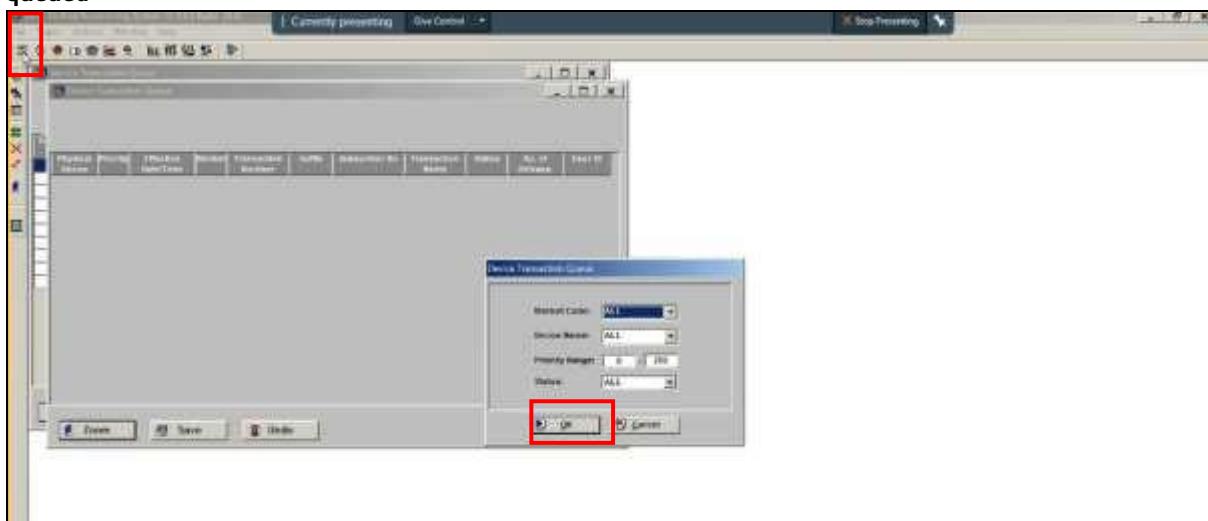
**Step 196:** Click on the "**service queue**" 2<sup>nd</sup> icon in below File

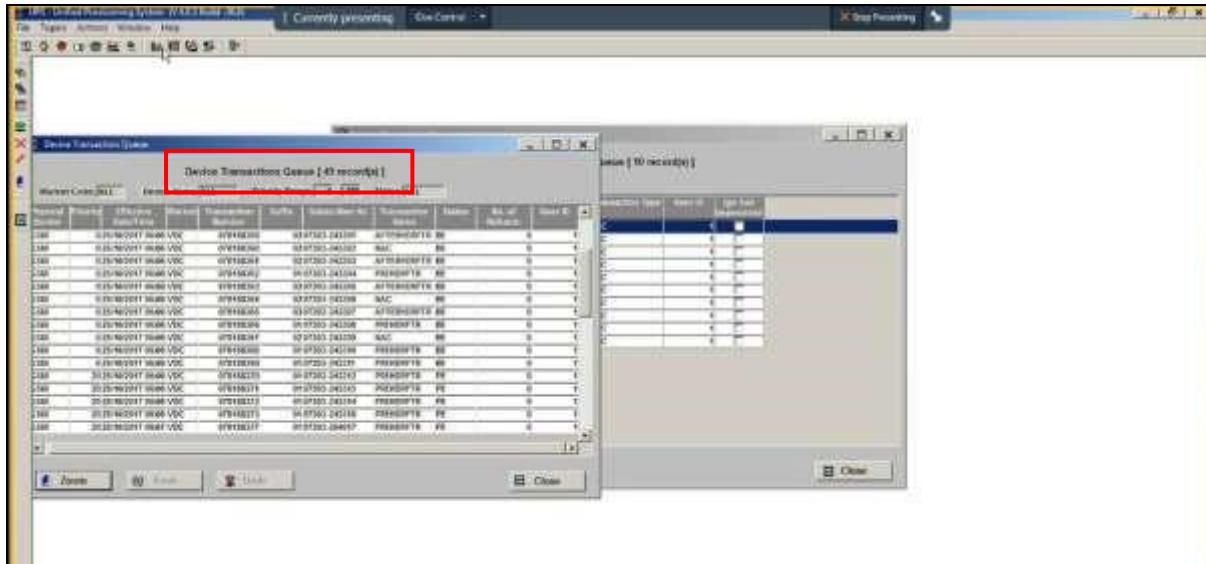


**Step 197:** See how many Transaction records are there. If the "**service transaction**" and "**Device transaction**" is less than **1000 transactions**, then only it is good to go for "**Migration**"



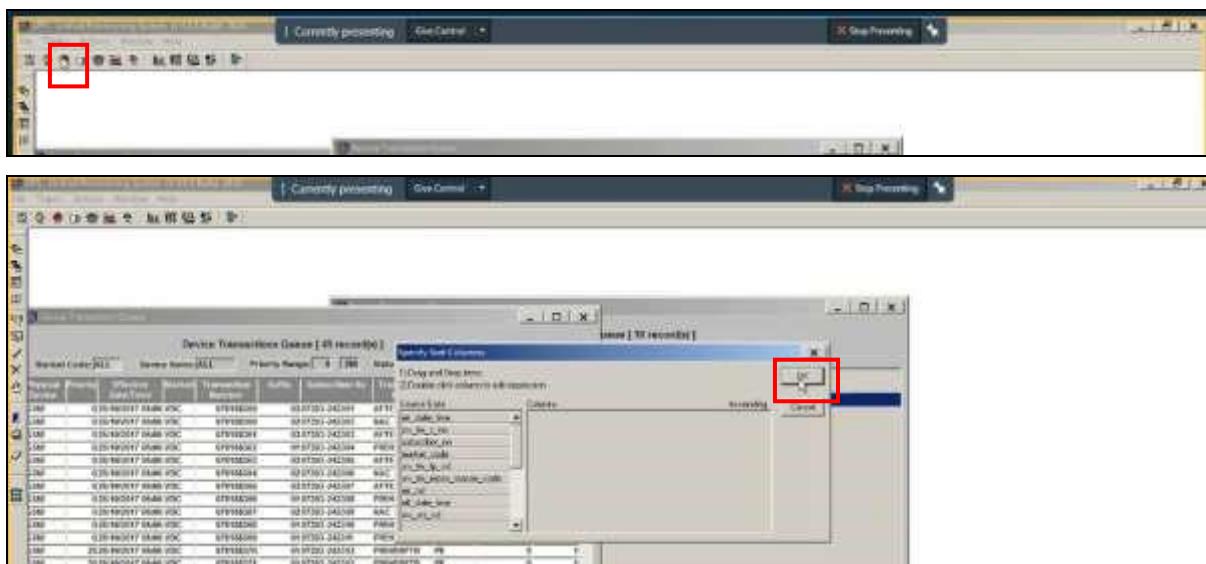
**Step 198:** Next, click on "**device queue**" – First icon below to File. Click on Ok and Check how many transactions are queued

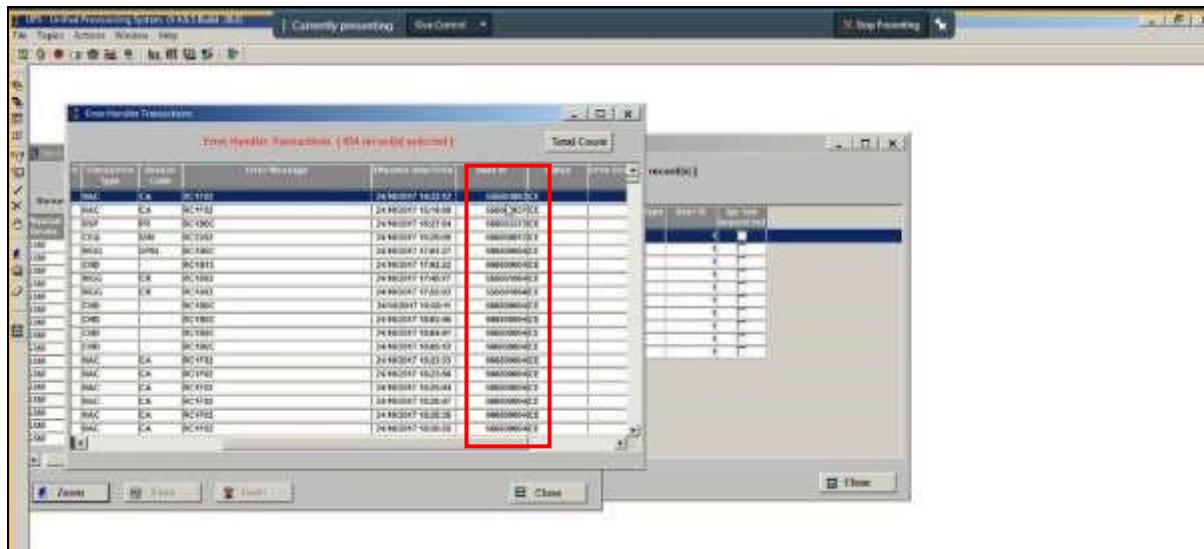




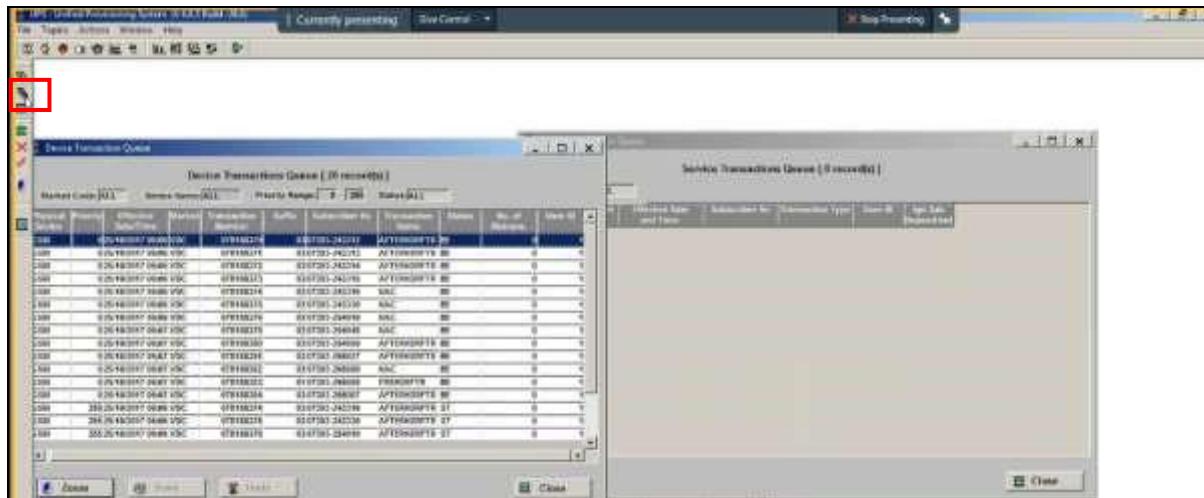
**These three windows needs to be Monitored every 15 min break once**

**Step 199:** Click on the third icon "Error handler" and click on "Ok". Need to check if any errors coming out of our ID?  
**If you are finding more than 10% of errors coming out of your ID during Migration (70 errors out of 700 CTN's), you need to stop the Migration and Contact Error Handling team for resolution.**

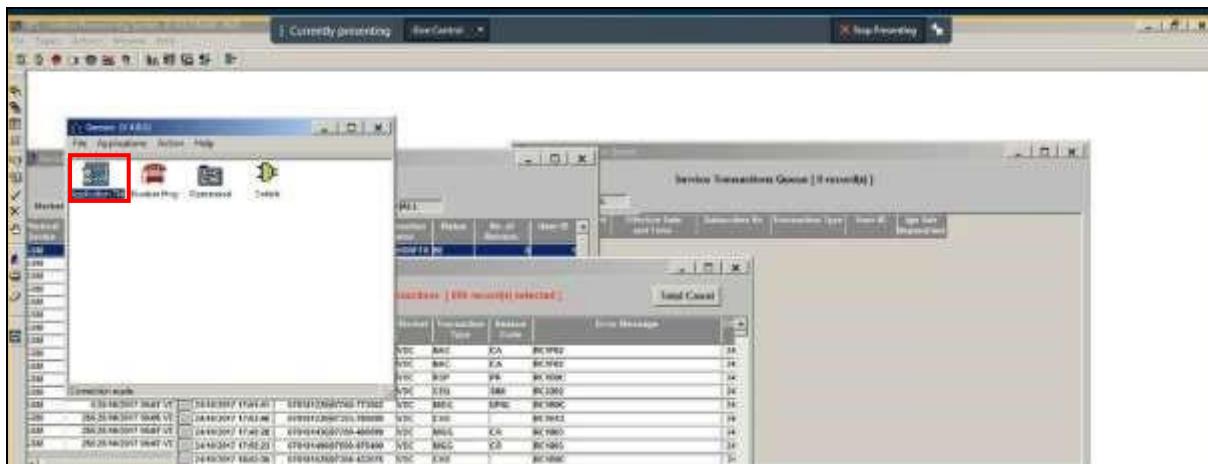




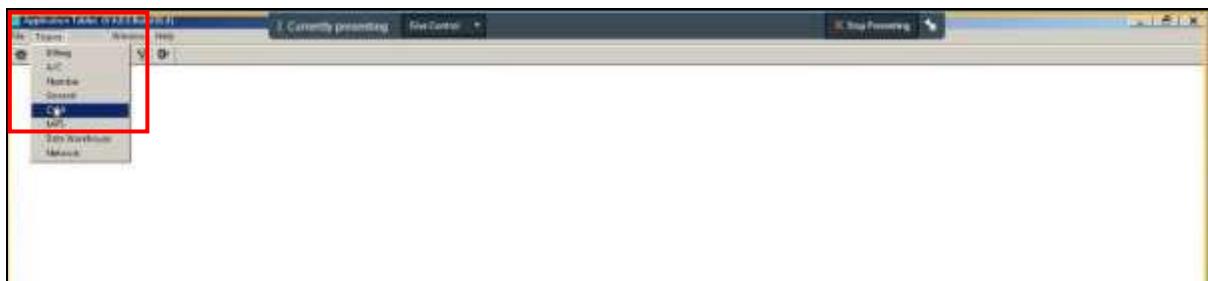
**Step 200:** Select any one of the screen and select "Refresh" and note the "**transaction count**"



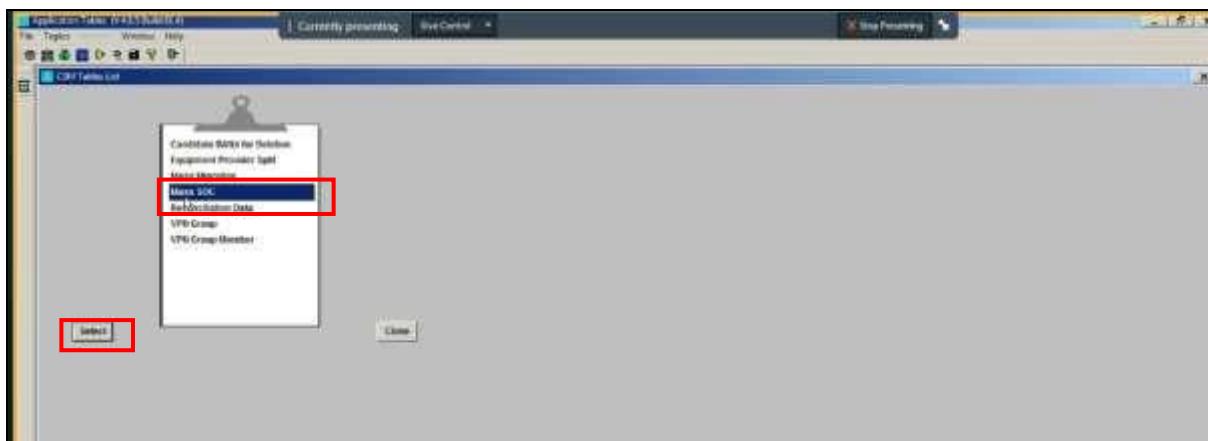
**Step 201:** Go back to Gemini application and double click on "Application Table"



**Step 202:** Select "Topics" and click on "CSM"



**Step 203:** Click on "Mass SOC" and click "select"



**Step 204:** Now, go back to **Massocreq** folder and **open** the file to be migrated



**Step 205:** Click on “**Enable Editing**” and click on “**Enable Editing**”

**Step 206:** In the column "E", after "Sequence Number" type down some formula for ease of process (=~/home/gemini/net/csm/"&(select the file name within file name column) and hit **ENTER**. Drag it for all the files.



**Step 207:** In the next column (Column G) type some formula for Memo, it's again for ease of process. **(Request type)&”& (SOC or PP code)&eGain ref (type the ref ID from eGain)& (Requestor name from eGain)**, hit **ENTER**. drag it for all the files.

Request Type	SOC/Wire Plan Code	CTN Count	File Name	Sequence Number	Notes
Removed	ZEMBMM001	1	4000000001.xls		Normal
Removed	BLT1008	2	4000000002.xls		Normal
Removed	04-7819	1	4000000007.xls		Normal
Removed	18	447	4000000008.xls		Normal
Removed	PA0072101C	9	4000000009.xls		Normal
Removed	MIAA00000004	1	4000000010.xls		Normal
Removed	MA1005	94	4000000011.xls		Normal
Removed	FAC01ST	986	4000000012.xls		Normal
Removed	WYH_001	7	4000000013.xls		Normal
Removed	4000000000	1	4000000014.xls		Normal
Removed	4000000000	2	4000000015.xls		Normal
Removed	4000000000	1	4000000016.xls		Normal
Removed	4000000000	1	4000000017.xls		Normal
Removed	WHAIS	18	4000000018.xls		Normal
Removed	APINAS	993	4000000019.xls		Normal
Removed	APINWAP	1	4000000020.xls		Normal
Removed	SHS11A	206	4000000021.xls		Normal
Migration	VPM00100001	211	4000000022.xls		Normal
Migration	0000000000	413	4000000023.xls		Normal
Migration	0000000000	17	4000000024.xls		Normal
Migration	0000000000	100	4000000025.xls		Normal
Add	GPSSA	308	4000000026.xls		Normal
Add	APINAS	301	4000000027.xls		Normal
Add	4000000000	1	4000000028.xls		Normal
Add	0000000000	5	4000000029.xls		Normal
Add	APINWAP	100	4000000030.xls		Normal

**Step 208:** Check if any special instructions are present in "Remarks" row. If anything has mentioned about "**Suspended CTN's**", then we need to restore these CTN's before the Migration.



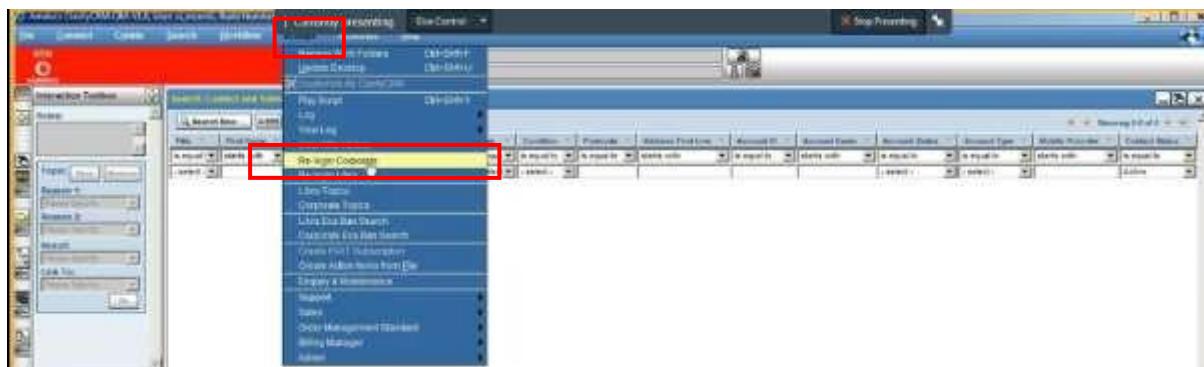
**Step 209:** To restore the particular CTN's, go back to the **Suspended file** which we created earlier. Open the particular file.

The screenshot shows a Windows File Explorer window with the following details:

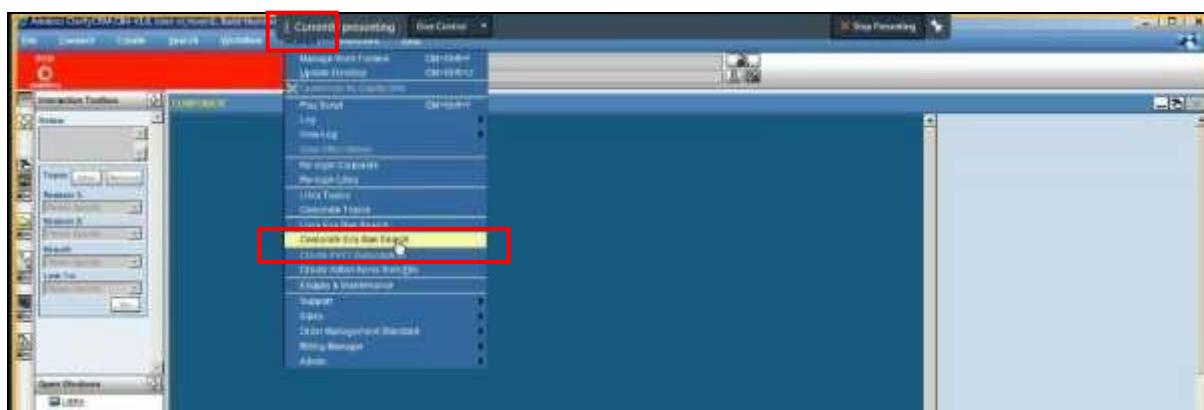
- Address Bar:** Network > 10.0.1.20.8 > iinternation\Customer\Operations > UK Cash Office > EDI Admin > Mass Updates\Maps\Corporate\105 > 06 > 24 > 09\HALLCOM\LT0 > 29
- File List:** A list of 30 files, all named "090920171015 - Test Document.docx". Each file has a size of 1.60 KB.
- Bottom Status Bar:** Shows the file path: "090920171015 - Microsoft Word - 0.00"

**Step 210:** Can see few CTN's are marked in "Suspended list". need to **restore** this two

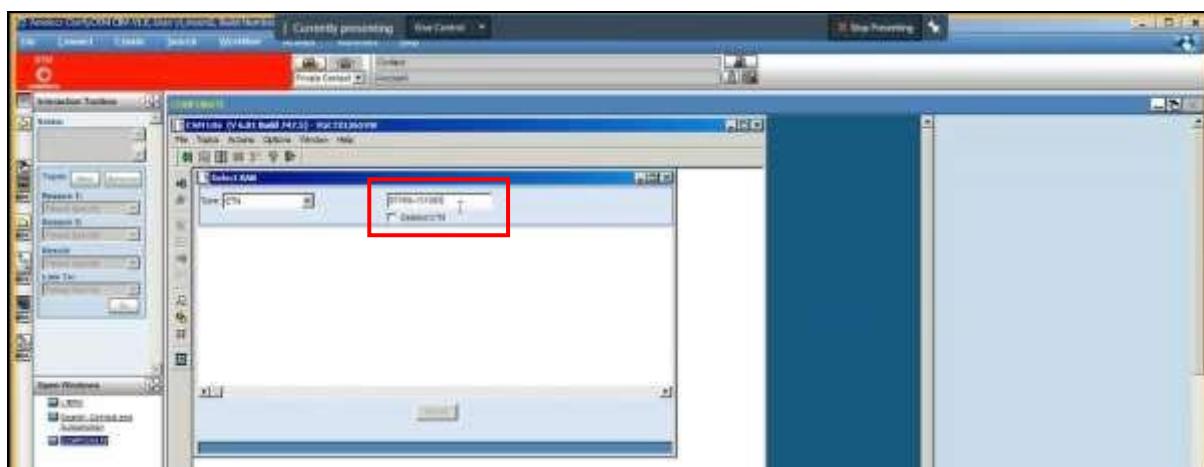
**Step 211:** Log back to "CC Crystal" and click on "Actions" select "Re-login Corporate"



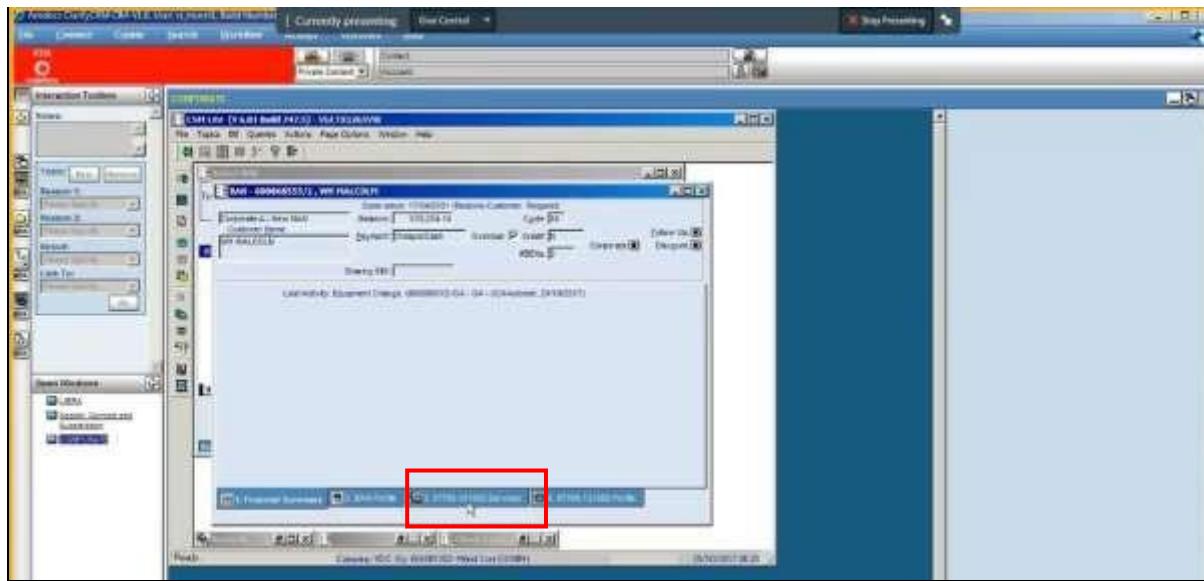
**Step 212:** Click back again on "Actions" and select "**Corporate Eca Ban Search**"



**Step 213:** Copy and paste the first from the suspended file into "Select BAN" tab and hit **double ENTER**



**Step 214:** Click on the "Services" tab i.e the third tab



**Step 215:** Click on "Page Options" on the top of the window, select "Subscriber Status Activities" from the list and select "Restore Suspended CTN"



**Step 216:** Need to enter the FPM code in "Reason" tab and hit "Enter"



The screenshot shows the SAP Fiori Launchpad with the 'Customer Details' application selected. The application interface displays customer information such as Name, Address, and Contact details. A modal dialog box titled 'Customer Data Selection' is open, overlaid on the main screen. This dialog contains fields for 'Start Date' (set to '2018-01-01') and 'End Date' (set to '2018-01-01'). Two red boxes highlight the 'OK' button at the bottom right of the dialog and the 'Data' field in the 'Start Date' row.

**Step 217:** Go back to excel file and type the code next to CTN (in this case – it is “**VBAR**” as the request type is VCO)

**Step 218:** Copy the **Second CTN** from the same excel.

A screenshot of Microsoft Excel. The formula bar at the top shows the formula '=T10\*100'. The main worksheet area shows a single cell containing the value '10000000000'. Cell A1 is highlighted with a red border. The rest of the cells in the row are empty.

**Step 219:** Click on “refresh” button to enter the next details

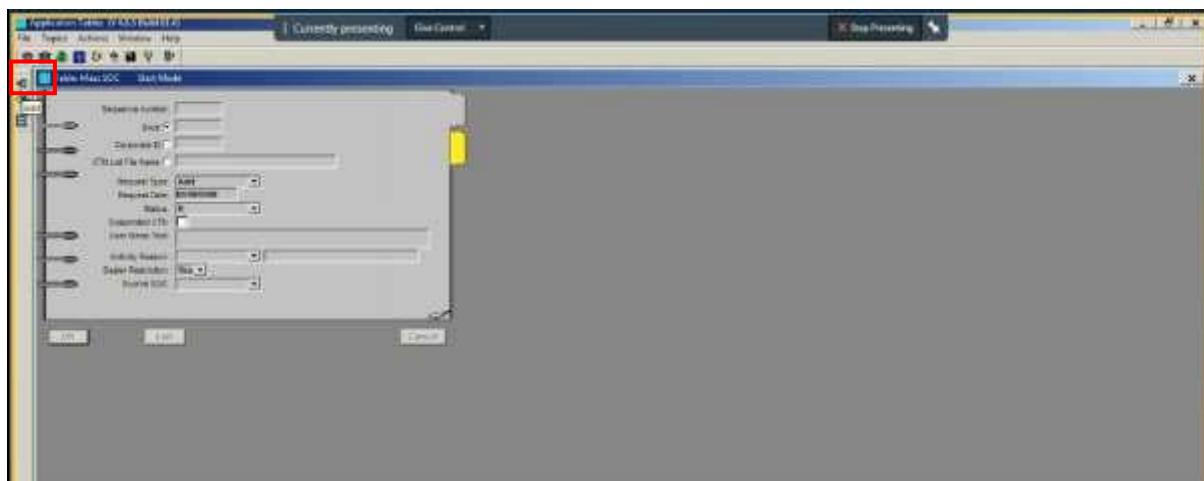


The screenshot shows the SAP GUI interface with a central dialog box titled "Select ABAP". The dialog lists several ABAP programs, with "BTPA" selected. A red box highlights the empty area where the program output would normally appear.

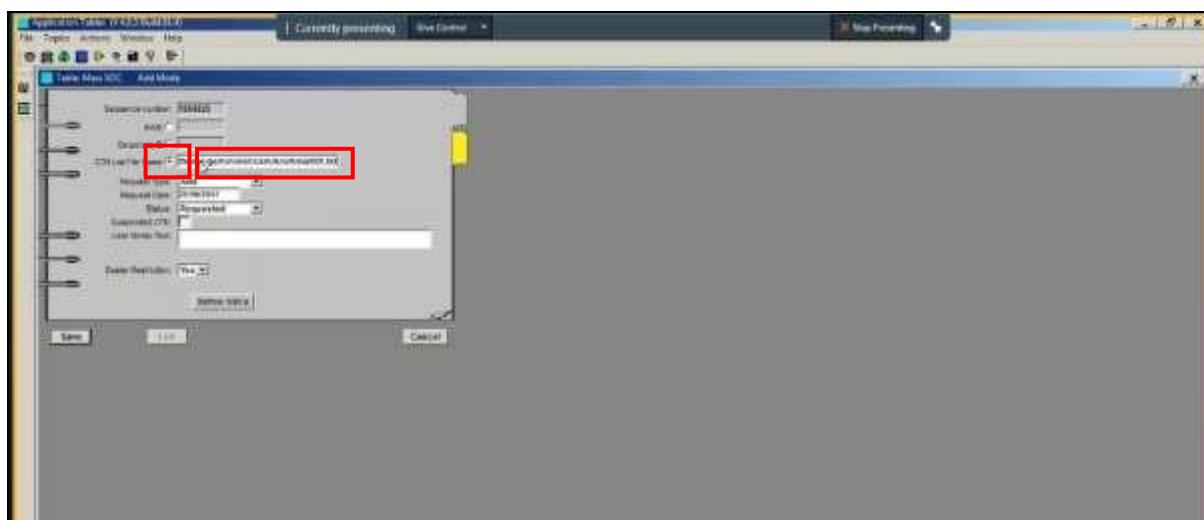
**Step 220:** Follow the same steps to restore the second CTN, as we did it for the first one. Type the code as well in the suspended excel.

**Step 221:** Now need to fill the table, copy the file path from the form

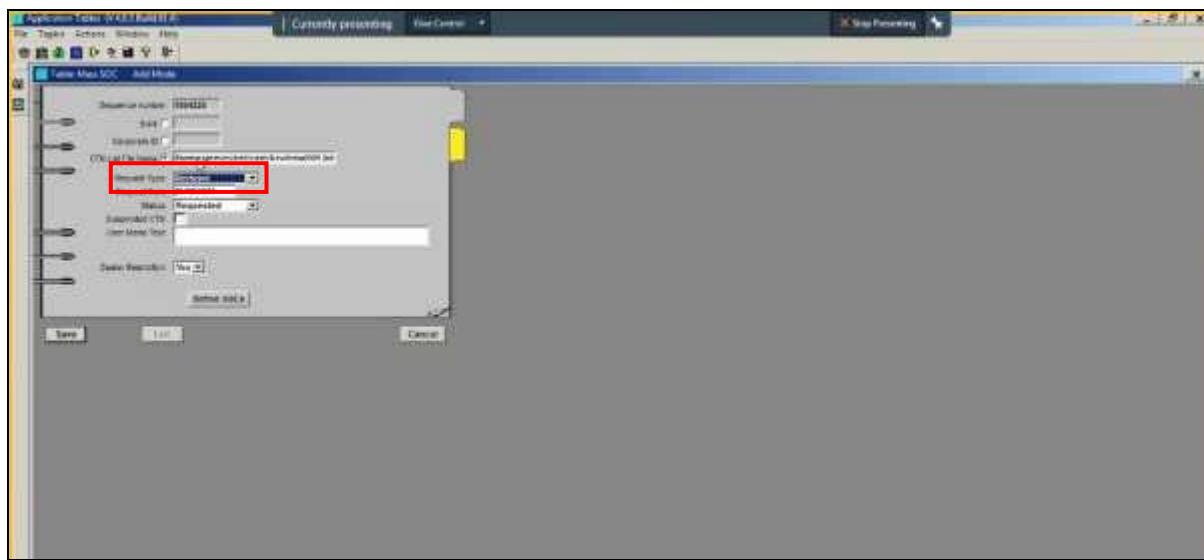
**Step 222:** Go back to Application table and click on 'Add' icon



**Step 223:** Select "CTN List File Name" and paste the file path which was copied earlier



**Step 224:** Select "Remove" from the "Request Type" drop down





**Step 225:** Go back to file and copy the Memo

**Step 226:** Paste it into 'User memo text' field and click on "Define SOC"

The screenshot shows the SAP Fiori Launchpad interface. A central card displays a pending approval task for 'V00000000000000000000000000000000'. The task details include:

- Request number: V00000000000000000000000000000000
- From: [Redacted]
- Destiny: [Redacted]
- ETL at the time: 2024-01-16 10:40:00
- Request type: Standard
- Request date: 2024-01-16
- Status: Pending
- Submitted date: 2024-01-16

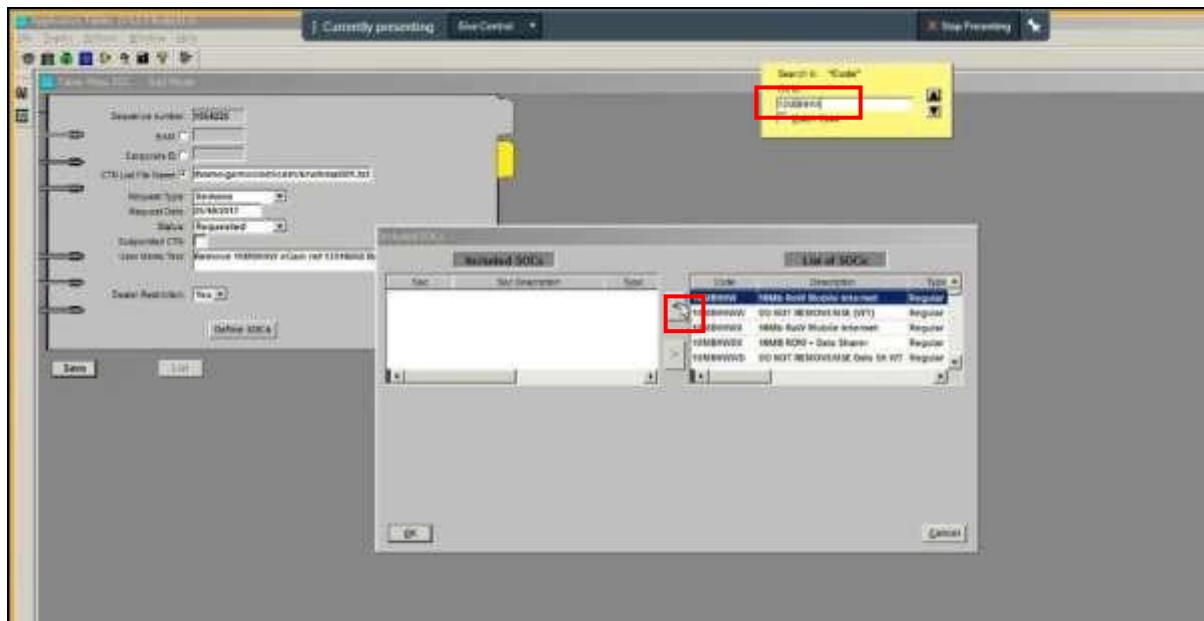
A red box highlights the 'User Name' field, which contains 'diffusion-admin@vcs-test.10.10.10.10'. Below the field is a red-bordered button labeled 'Handle task'.

**Step 267:** Copy the SOC code from the file

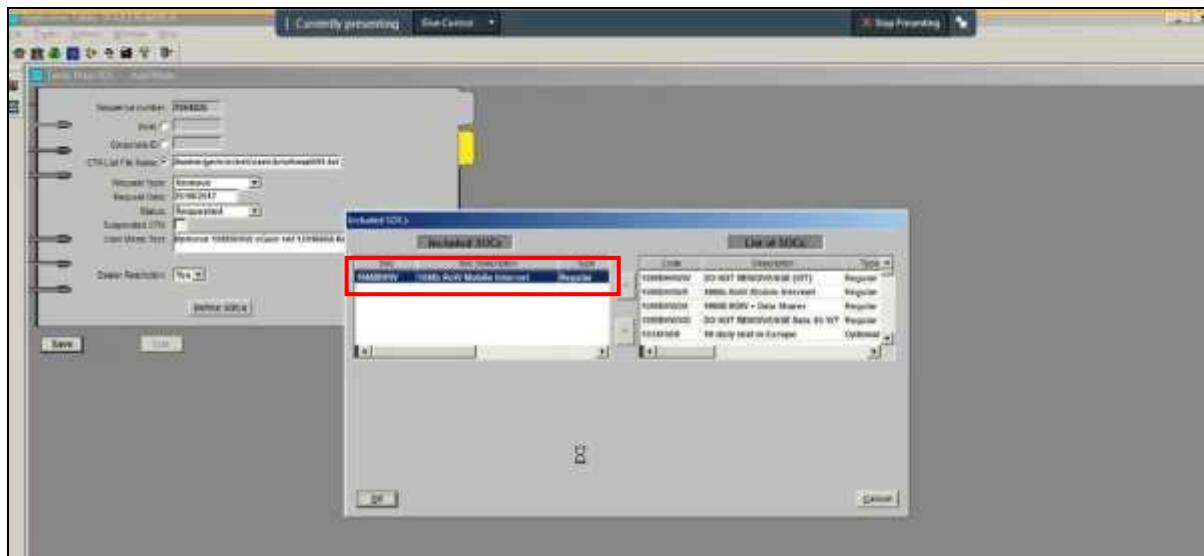


**Step 268:** Right mouse click on the first Code, select **Go....**

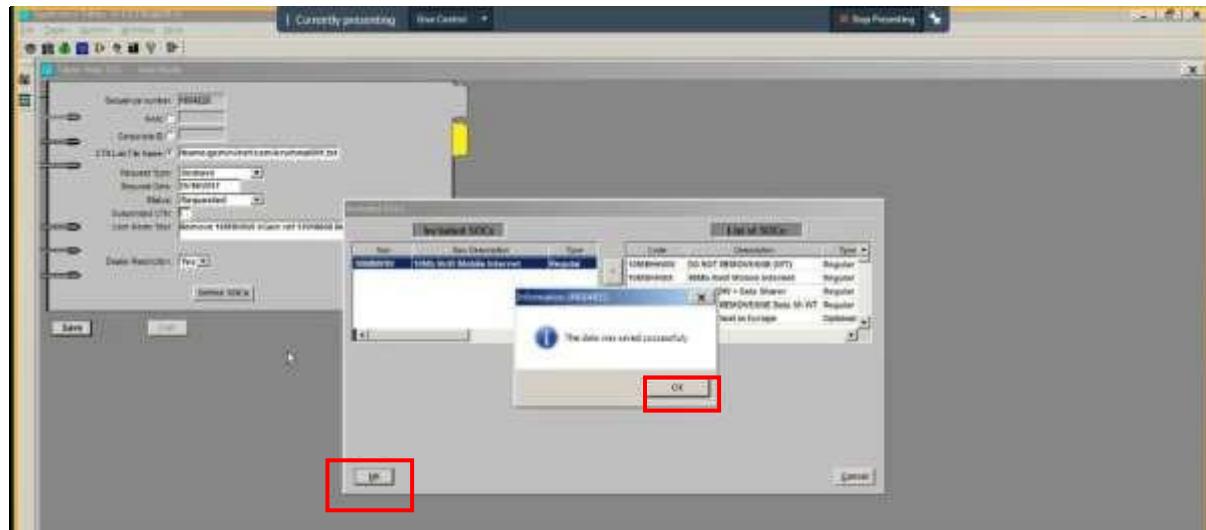
**Step 269:** Paste the SOC code which was copied earlier and click on “Lesser than” which is in left hand side next to code tab



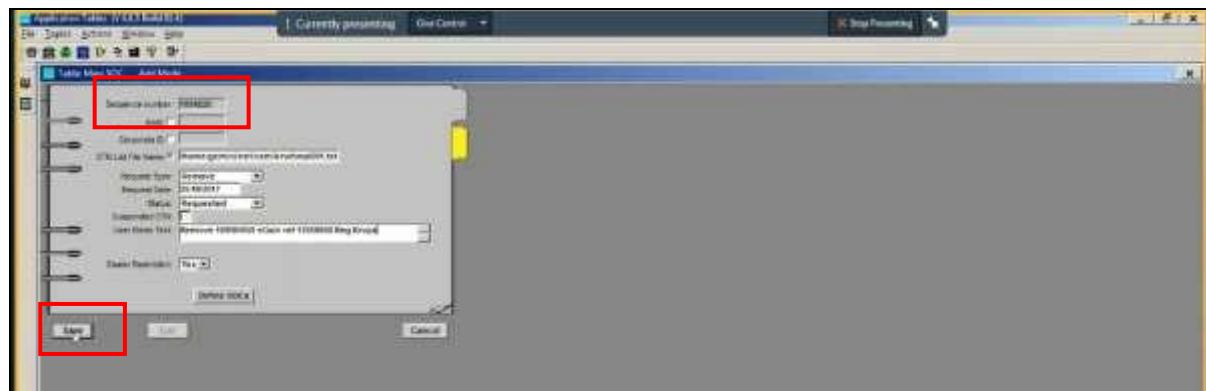
**Step 270:** Once the Code details reflect on the left side of the table.



**Step 271:** Click "Ok" on the pop up and again click "Ok"



**Step 272:** Click on "save" and Make a note of "**Sequence number**"



**Step 273:** Type back the "**Sequence number**" into the massSoc form

Request Type	ISOC/Price Plan Code	CTN Count	File Name	Sequence Number	Description
Remove	Z000000000	1	isocremove0001.txt	1205620	Remove/g Remove 1205620000 file ref 170168000 Reg Kraspe
Remove	DAT1159	1	isocremove0002.txt		Remove/g Remove DAT1159 file ref 170168000 Reg Kraspe
Remove	DAT7209	1	isocremove0001.txt		Remove/g Remove DAT7209 file ref 170168000 Reg Kraspe
Remove	18	967	isocremove0003.txt		Remove/g Remove 18 file ref 170168000 Reg Kraspe
Remove	FA0070100E	1	isocremove0004.txt		Remove/g Remove FA0070100E file ref 170168000 Reg Kraspe
Remove	M2MAMW001	1	isocremove0005.txt		Remove/g Remove M2MAMW001 file ref 170168000 Reg Kraspe
Remove	M40080	99	isocremove0012.txt		Remove/g Remove M40080 file ref 170168000 Reg Kraspe
Remove	PROD01	346	isocremove0013.txt		Remove/g Remove PROD01 file ref 170168000 Reg Kraspe

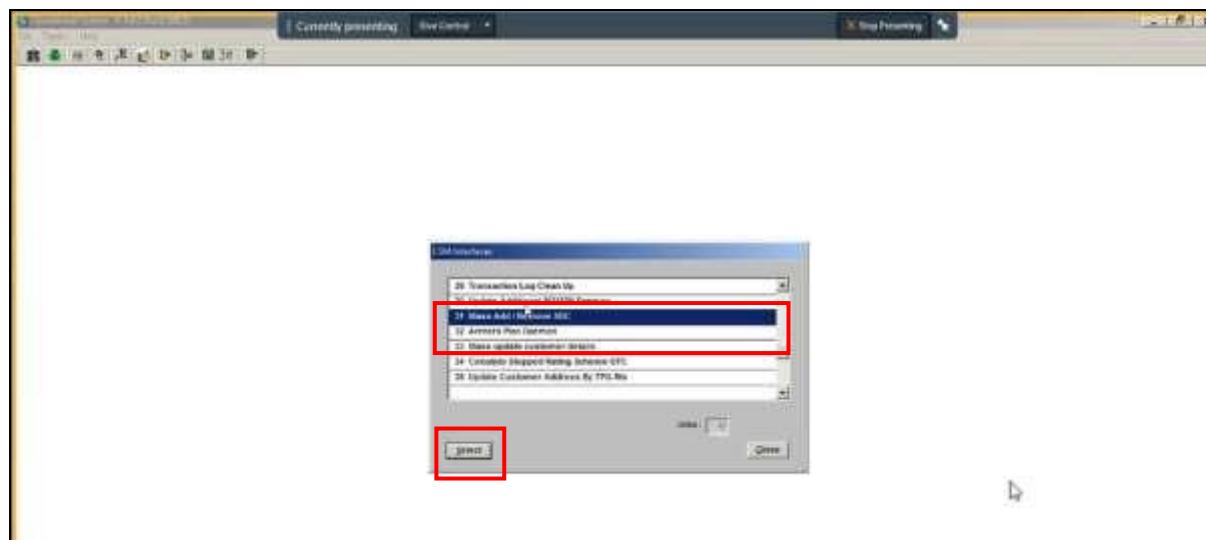


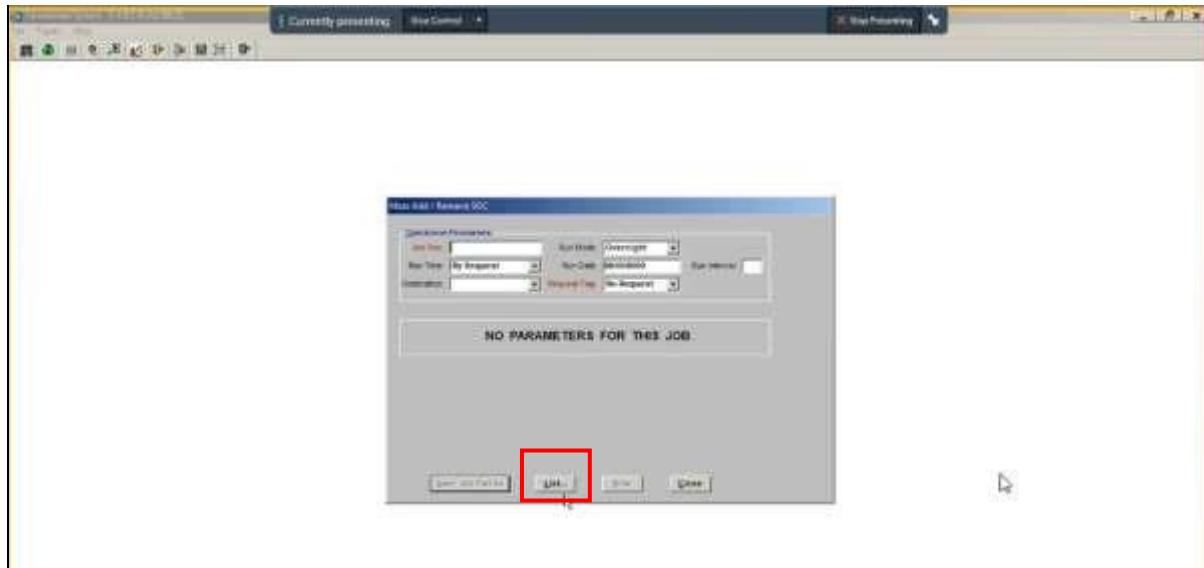
**Step 274:** Follow the **same process for all rest SOC removals** and capture the "Sequence number" and paste back to file

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1.	Address		India																
2.	Corp Name		W M RAJU & CO LTD																
3.	Corp ID		9999100001																
4.	Date of Execution		28.10.2017																
5.	Case Activity ID		37066488																
6.	Requester		Abhishek Kulkarni																
7.	Remarks		It is proposed to remove																
8.	Create Date & Time		NA																
9.	Request Type	SOC/Price Plan Code	CTN Credit	File Name	Sequence Number	Description													
10.	Remove	10M494910	1	Wmraju001.xls	1054220	PricePlan/Remove 10M494910 wGuru ref 17016668 Reg Krupa													
11.	Remove	10T1008	1	Wmraju002.xls	1054220	PricePlan/Remove 10T1008 wGuru ref 17016668 Reg Krupa													
12.	Remove	10T2008	1	Wmraju003.xls	1054220	PricePlan/Remove 10T2008 wGuru ref 17016668 Reg Krupa													
13.	Remove	10	107	Wmraju004.xls	1054220	PricePlan/Remove 10 wGuru ref 17016668 Reg Krupa													
14.	Remove	10A05749	1	Wmraju005.xls	1054220	PricePlan/Remove 10A05749 wGuru ref 17016668 Reg Krupa													
15.	Remove	10A05749	1	Wmraju006.xls	1054220	PricePlan/Remove 10A05749 wGuru ref 17016668 Reg Krupa													
16.	Remove	10A05749	1	Wmraju007.xls	1054220	PricePlan/Remove 10A05749 wGuru ref 17016668 Reg Krupa													
17.	Remove	10A05749	1	Wmraju008.xls	1054220	PricePlan/Remove 10A05749 wGuru ref 17016668 Reg Krupa													
18.	Remove	10A05749	1	Wmraju009.xls	1054220	PricePlan/Remove 10A05749 wGuru ref 17016668 Reg Krupa													
19.	Remove	10A05749	1	Wmraju010.xls	1054220	PricePlan/Remove 10A05749 wGuru ref 17016668 Reg Krupa													
20.	Remove	10A05749	1	Wmraju011.xls	1054220	PricePlan/Remove 10A05749 wGuru ref 17016668 Reg Krupa													
21.	Remove	10A05749	1	Wmraju012.xls	1054220	PricePlan/Remove 10A05749 wGuru ref 17016668 Reg Krupa													
22.	Remove	10B07070	1	Wmraju013.xls	1054220	PricePlan/Remove 10B07070 wGuru ref 17016668 Reg Krupa													
23.	Remove	10B07070	1	Wmraju014.xls	1054220	PricePlan/Remove 10B07070 wGuru ref 17016668 Reg Krupa													
24.	Remove	10B07070	1	Wmraju015.xls	1054220	PricePlan/Remove 10B07070 wGuru ref 17016668 Reg Krupa													
25.	Remove	10B07070	1	Wmraju016.xls	1054220	PricePlan/Remove 10B07070 wGuru ref 17016668 Reg Krupa													
26.	Remove	10B07070	1	Wmraju017.xls	1054220	PricePlan/Remove 10B07070 wGuru ref 17016668 Reg Krupa													
27.	Migration	10C031886	218	Wmraju018.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
28.	Migration	10C031886	219	Wmraju019.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
29.	Migration	10C031886	220	Wmraju020.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
30.	Migration	10C031886	221	Wmraju021.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
31.	Migration	10C031886	222	Wmraju022.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
32.	Migration	10C031886	223	Wmraju023.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
33.	Migration	10C031886	224	Wmraju024.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
34.	Migration	10C031886	225	Wmraju025.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
35.	Migration	10C031886	226	Wmraju026.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
36.	Migration	10C031886	227	Wmraju027.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
37.	Migration	10C031886	228	Wmraju028.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
38.	Migration	10C031886	229	Wmraju029.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
39.	Migration	10C031886	230	Wmraju030.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
40.	Migration	10C031886	231	Wmraju031.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
41.	Migration	10C031886	232	Wmraju032.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
42.	Migration	10C031886	233	Wmraju033.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
43.	Migration	10C031886	234	Wmraju034.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
44.	Migration	10C031886	235	Wmraju035.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
45.	Migration	10C031886	236	Wmraju036.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
46.	Migration	10C031886	237	Wmraju037.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
47.	Migration	10C031886	238	Wmraju038.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
48.	Migration	10C031886	239	Wmraju039.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
49.	Migration	10C031886	240	Wmraju040.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
50.	Migration	10C031886	241	Wmraju041.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
51.	Migration	10C031886	242	Wmraju042.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
52.	Migration	10C031886	243	Wmraju043.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
53.	Migration	10C031886	244	Wmraju044.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
54.	Migration	10C031886	245	Wmraju045.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
55.	Migration	10C031886	246	Wmraju046.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
56.	Migration	10C031886	247	Wmraju047.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
57.	Migration	10C031886	248	Wmraju048.xls	1054220	PricePlan/Migration 10C031886 wGuru ref 17016668 Reg Krupa													
58.	Migration	10C031886	249																



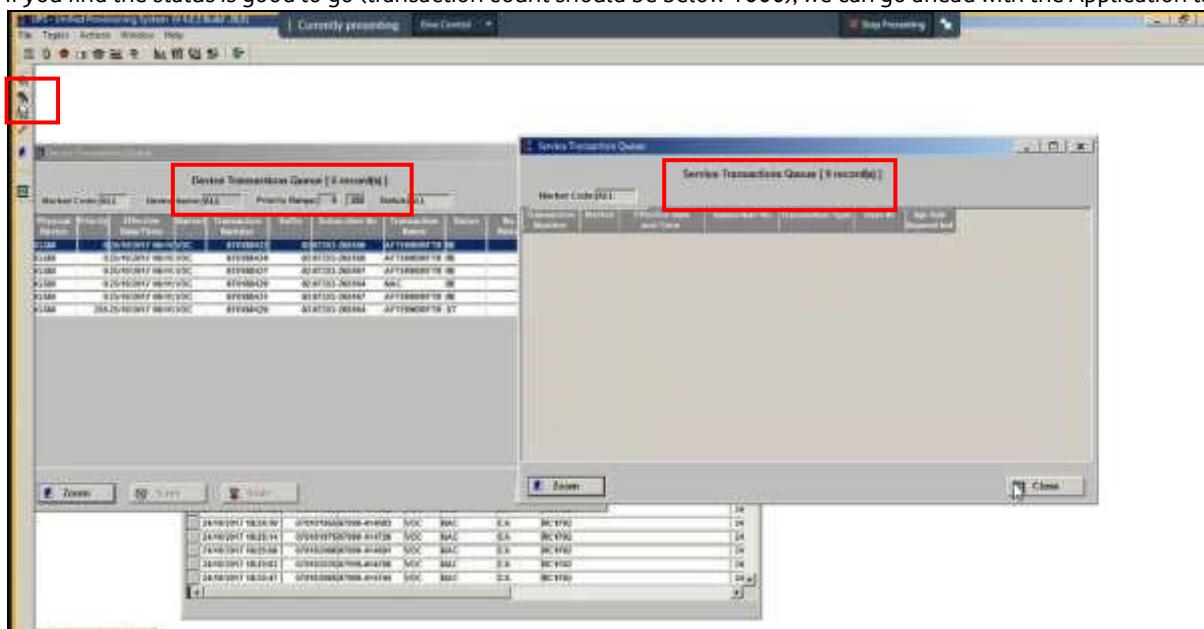
Step 278: Select 31<sup>st</sup> Option, i.e "mass Add/Remove" – scroll down to reach for 31<sup>st</sup> option. Click on "Select"



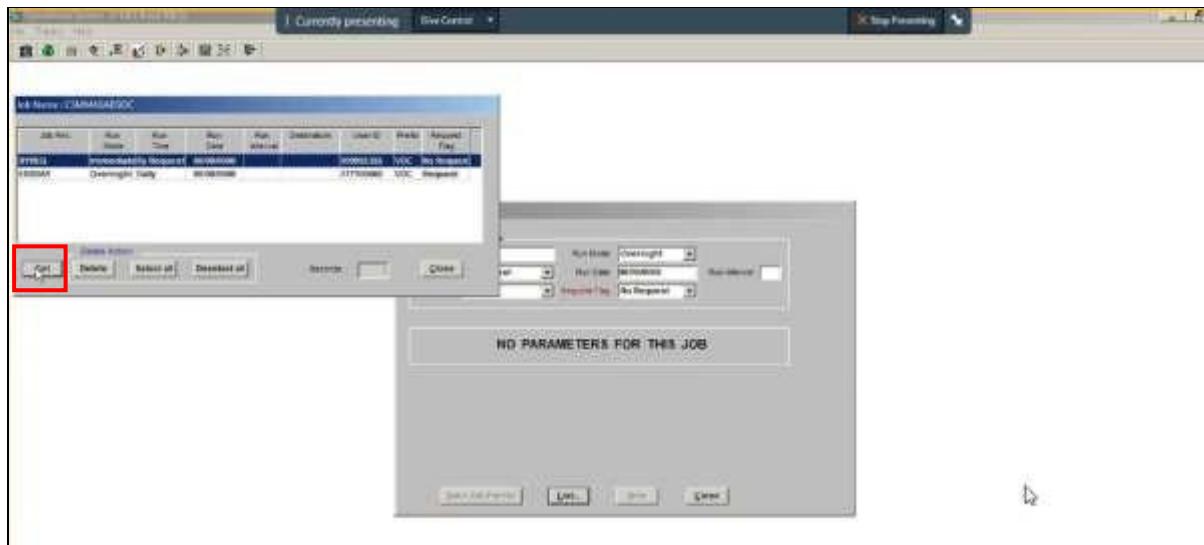


**Step 279:** Go back to the transaction queue and check the status of each queue. Hit **Refresh** to check the updated status.

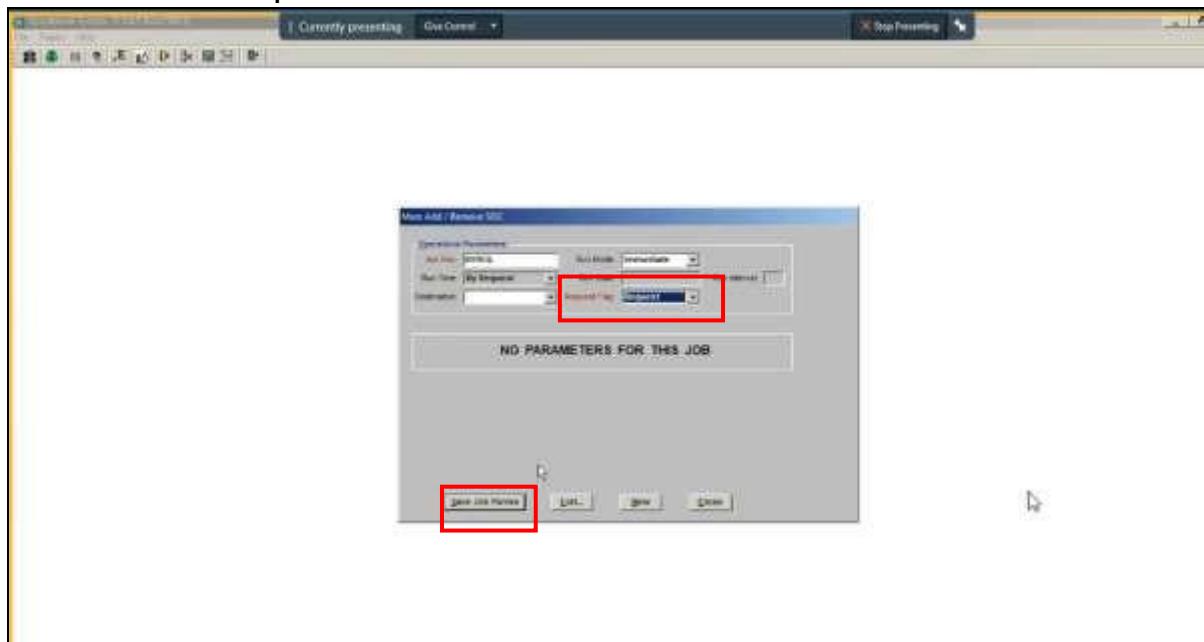
If you find the status is good to go (transaction count should be below 1000), we can go ahead with the Application table.



**Step 280:** Go back to **Operational system** and click on "Get"



**Step 281:** Request flag should be "Request", change the request Flag to display as "Request", select it from the drop down. Click on "Save Job param"



**Step 282:** Click on "List" to change in the status. The request need to change to "No request" from "request" status.

We need to wait until it displays the request as "**No request**". It will take long time as it depends on the no of CTN's.

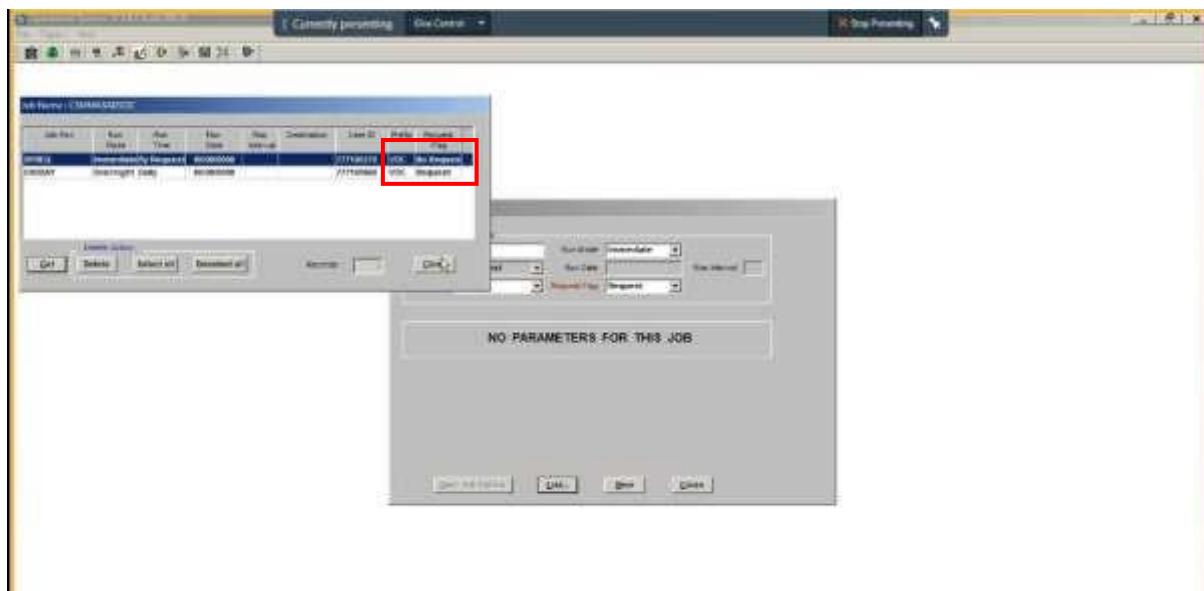


The image consists of two vertically stacked screenshots of a software application interface. Both screenshots show a main window with a toolbar at the top and a central panel. A smaller dialog box is overlaid on the main window in both cases.

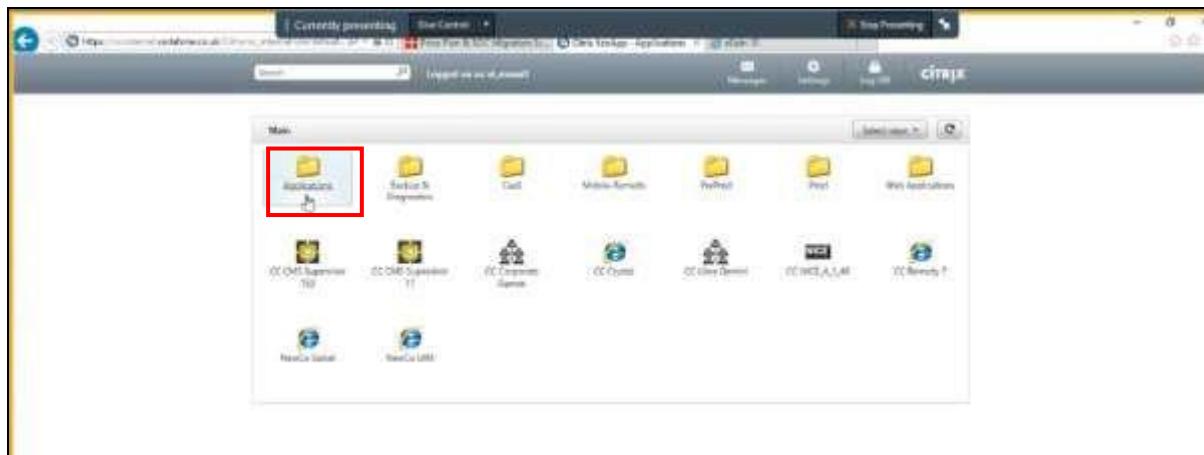
**Screenshot 1 (Top):** The main window title is "Job Name: COMMADOC". The toolbar includes icons for "New", "Edit", "Delete", "Select all", "Deselect all", "Search", and "Close". The central panel displays a table with one row. The first column contains a redacted value. The second column has a dropdown menu with options: "Immediately Request", "Immediate", and "Delayed". The third column shows the date "17/7/2019" and the status "No Request". A red rectangular box highlights the "Delayed" option in the dropdown menu. The dialog box is titled "Job Add / Remove Job" and contains fields for "Run Mode" (set to "Immediate"), "Run Date" (set to "17/7/2019"), "Run Interval" (empty), "Destination" (empty), and "Request Type" (set to "Request"). It also displays the message "NO PARAMETERS FOR THIS JOB".

**Screenshot 2 (Bottom):** This screenshot is nearly identical to the first, but the status in the table has changed. The "Delayed" option in the dropdown menu is now highlighted with a red box. The table row now shows the status as "No Request". The dialog box and its contents remain the same as in the first screenshot.

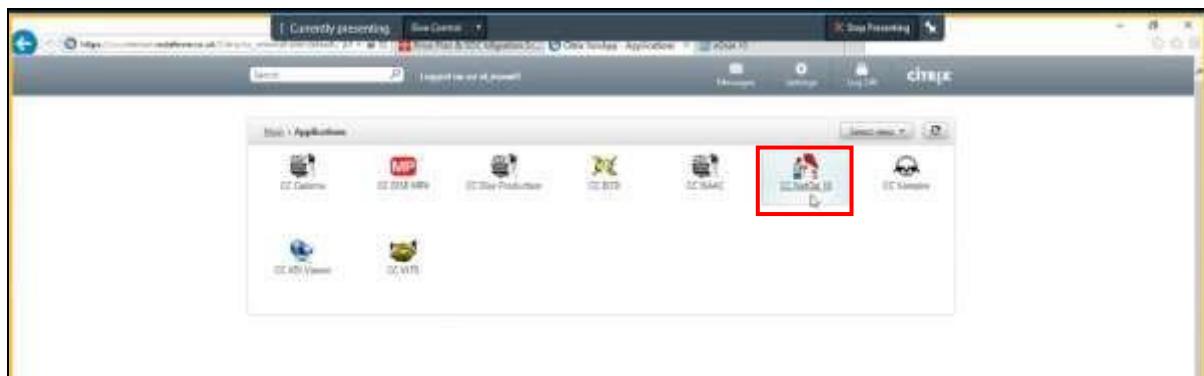
**Step 283:** If you notice, the status changes to "**No Request**" we can process this further



**Step 284:** Go back to "Citrix main page and click on **Applications**"

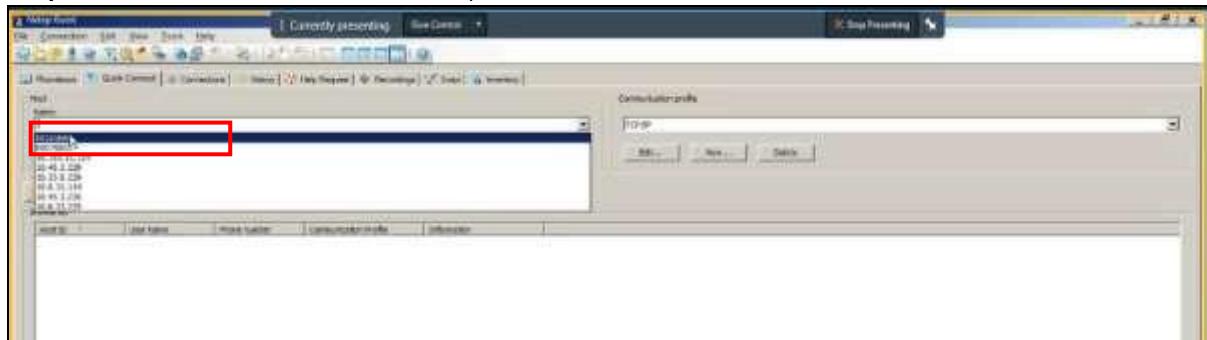


**Step 285:** Click on "**CC NetOp 10**"

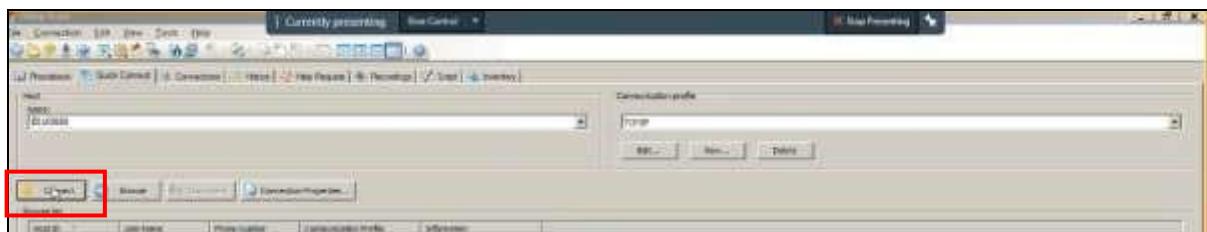




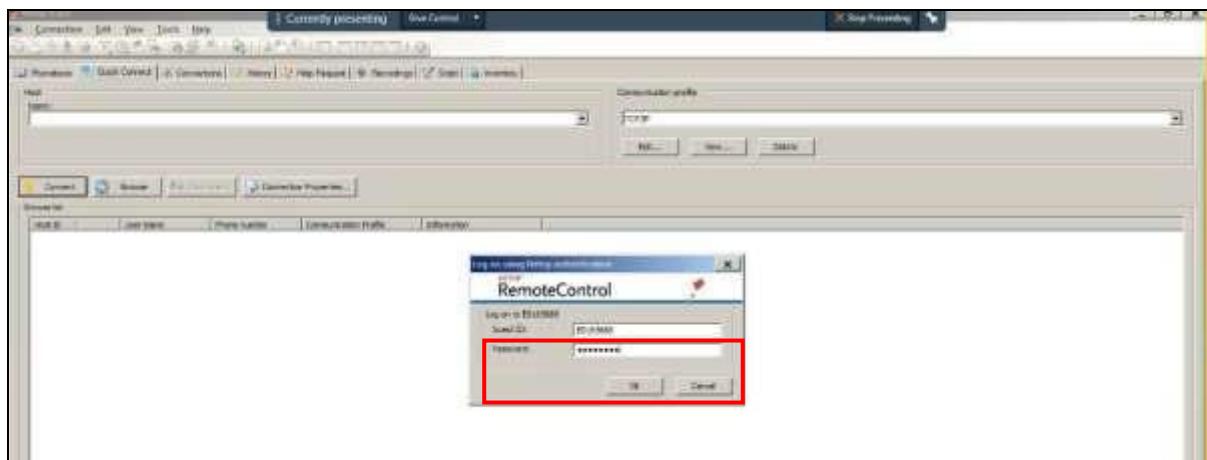
**Step 286:** Select the first IP from drop down



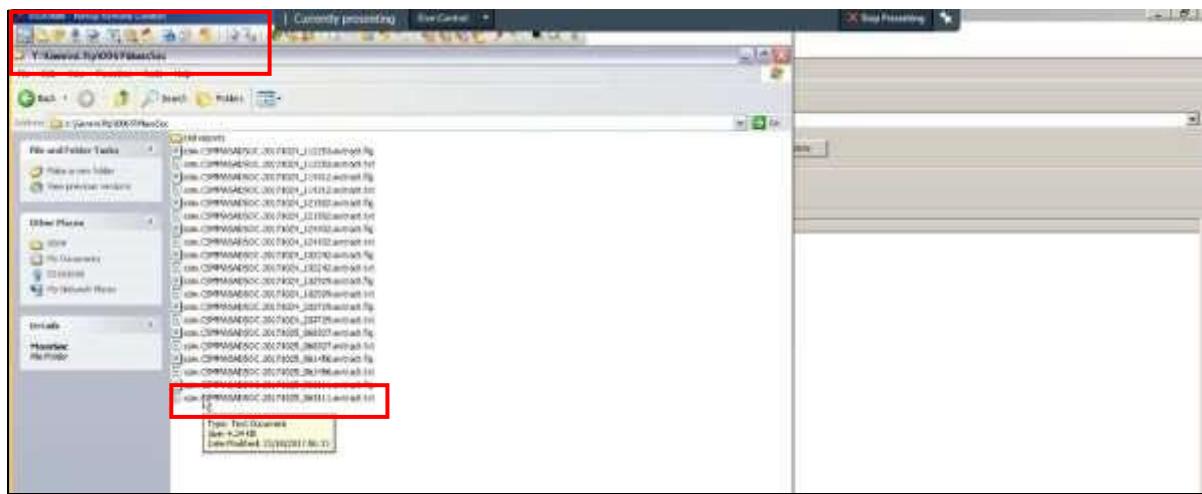
**Step 287:** Click on "Connect"



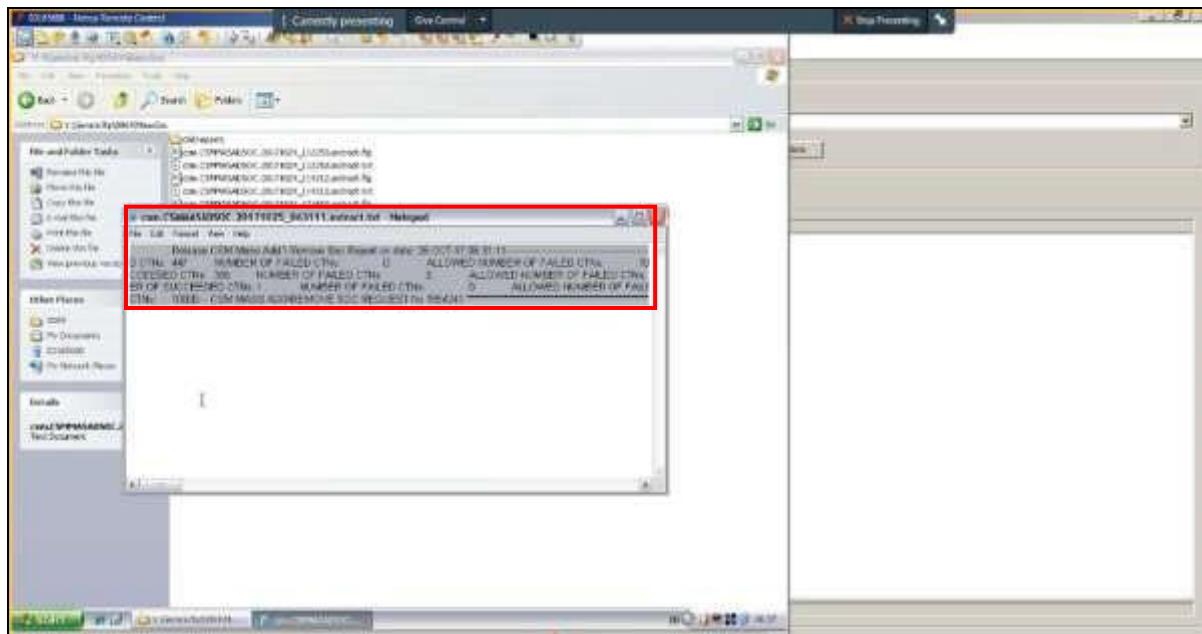
**Step 288:** Enter the Password and click "Ok"



**Step 289:** Once logged in, navigate to "V:\Gemini.ftp\0069\MassSoc". Open the last notepad from the list



**Step 290:** Copy the full details and go to **Request form** and create a **new sheet within the same workbook (name it as Exe Report)**, paste full details which was copied.





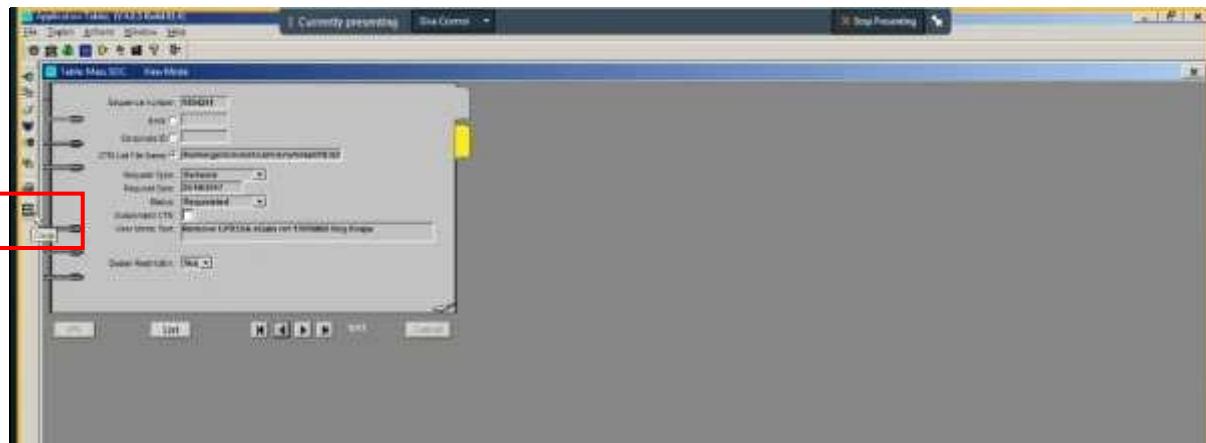
- CSM Mass Autoremove SOC REQUEST NO 1894128	
<hr/>	
- CSM MASS AUTOREMOVE SOC REQUEST NO 1894128.	
<hr/>	
- REQUEST NO 1894128 EXECUTED.	
NUMBER :	1
NUMBER OF FAILED :	0
ALLOWED :	10000
<hr/>	
- CSM MASS AUTOREMOVE SOC REQUEST NO 1894128.	
<hr/>	
- REQUEST NO 1894128 EXECUTED.	
NUMBER :	2
NUMBER OF FAILED :	0
ALLOWED :	10000
<hr/>	
- CSM MASS AUTOREMOVE SOC REQUEST NO 1894128.	
<hr/>	
- REQUEST NO 1894127 EXECUTED.	
NUMBER :	1
NUMBER OF FAILED :	0
ALLOWED :	10000
<hr/>	
- CSM MASS AUTOREMOVE SOC REQUEST NO 1894128.	
<hr/>	

**Step 291:** Cross check the result, apply filter to the excel and find any Failed CTN's are recorded. Select only "succeeded CTN's and Failed CTN's".

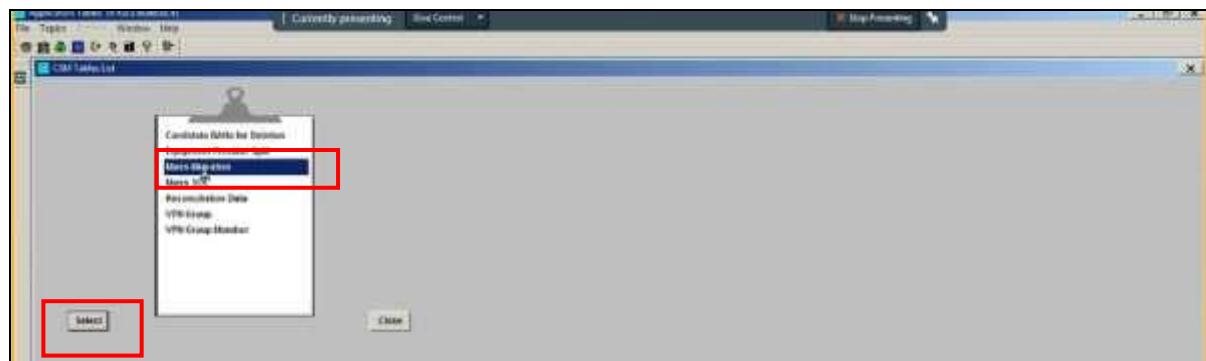
The screenshot shows an Excel spreadsheet with the following details:

- Title Bar:** Currently presenting, Stop Presenting, File, Home, Insert, Page Layout, Formulas, Data, Review, View.
- Toolbar:** Standard, Font, Conditional Format, Normal, Bold, Italic, Underline, Alignment, Number, Sort, Filter, AutoSum, Insert, Delete, Cells, Editing.
- Report Title:** CMMI MMS Audit 1 Removal Site Report
- Date:** 20-OCT-1708:00:12
- Table Headers:** A, B, C, D, E, F, G, H, I, J, K, L, M, N, O, P, Q, R, S, T, U, V, W, X
- Table Content:** The table contains several rows of data, with the first row showing a large number of zeros.
- Sidebar:** Includes "Search by Code" and "Search by Name" fields, and a "Filter" section with checkboxes for:
  - Selected All
  - ALLOWED NUMBER OF FAILED CTNs
  - NUMBER OF FAILED CTNs
  - NUMBER OF SUCCESSFUL CTNs
  - SEARCHED FOR ALL REQUESTS
  - SOC REQUESTS NOT INCLUDED
  - Start
- Status Bar:** REQUEST #01884227 EXECUTED, NUMBER=1, NUMBER OF FAILED=0, ALLOWED=30000, CMMI MMS Audit 1 Removal Site Report INV 1884227.

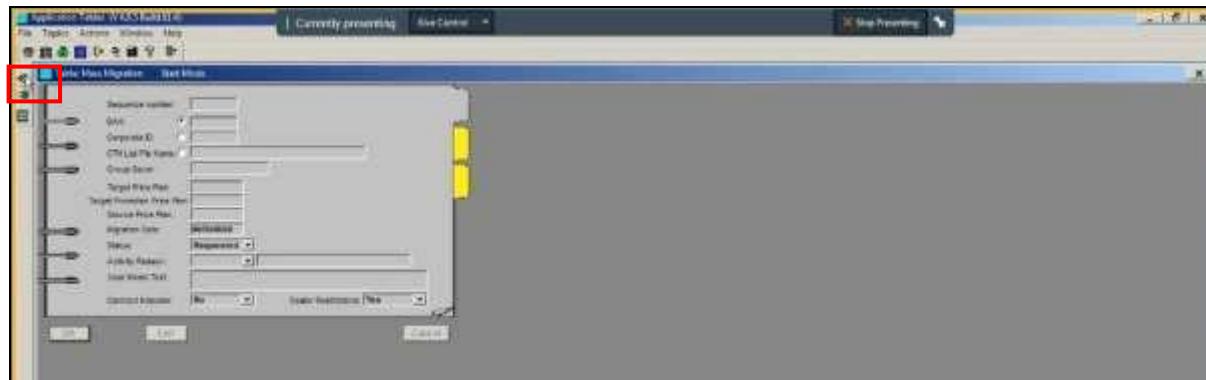
**Step 292:** SOC Removal part is over, we need to start with the Migration part now. Go back to "Application Tables" click on "refresh"



**Step 293:** Select “Mass Migration” and click on “Select”



**Step 294:** Click on “Add Icon”



**Step 295:** Click on “CTN List File Name” and



The screenshot shows the 'Table Mass Migration' dialog box. The 'CTN List File Name' field is highlighted with a red box. Other fields visible include Sequence number (82388), Corp ID, Corp Name, Corp M, Date of Execution, Case ID/Case ID# (17038888), Requestor (Jeremy Bullock), Remarks (2 assignments for workers), Create Date & Time (NA), Request Type (SOI/Price Plan Code), CTN Count (1), File Name (kronos8001.tif), and Sequence Number (2004223). Buttons at the bottom are Save, Cancel, and Close.

**Step 296:** Copy the file path from req form

The screenshot shows an Excel spreadsheet with columns labeled 'Address' and 'File Name'. The 'File Name' column contains file paths such as 'C:\temp\general\chart\case\Synchronisation.tif'. One specific path is highlighted with a red box.

Address	File Name
1 Corp Name	Kronos
2 Corp M	100018888
3 Date of Execution	29.10.2017
4 Case ID/Case ID#	17038888
5 Requestor	Jeremy Bullock
6 Remarks	2 assignments for workers
7 Create Date & Time	NA
8 Request Type	SOI/Price Plan Code
9 Requests	2004223
10 Requests	DATA308
11 Requests	DATA308
12 Requests	18
13 Requests	IPAO/TETHE
14 Requests	M2AAMHBN
15 Requests	MIS18D
16 Requests	PROVDT
17 Requests	1001_001
18 Requests	APNMAP
19 Requests	QF050A
20 Requests	VPHCWIAGG
21 Requests	VPHCWIAGG
22 Requests	VPHCWIAGG
23 Requests	VPHCWIAGG
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401 Requests	VPHCWIAGG
402 Requests	VPHCWIAGG
403 Requests	VPHCWIAGG
404 Requests	VPHCWIAGG
405 Requests	VPHCWIAGG
406 Requests	VPHCWIAGG
407 Requests	VPHCWIAGG
408 Requests	VPHCWIAGG
409 Requests	VPHCWIAGG
410 Requests	VPHCWIAGG
411 Requests	VPHCWIAGG
412 Requests	VPHCWIAGG
413 Requests	VPHCWIAGG
414 Requests	VPHCWIAGG
415 Requests	VPHCWIAGG
416 Requests	VPHCWIAGG
417 Requests	VPHCWIAGG
418 Requests	VPHCWIAGG
419 Requests	VPHCWIAGG
420 Requests	VPHCWIAGG
421 Requests	VPHCWIAGG
422 Requests	VPHCWIAGG
423 Requests	VPHCWIAGG
424 Requests	VPHCWIAGG
425 Requests	VPHCWIAGG
426 Requests	VPHCWIAGG
427 Requests	VPHCWIAGG
428 Requests	VPHCWIAGG
429 Requests	VPHCWIAGG
430 Requests	VPHCWIAGG
431 Requests	VPHCWIAGG
432 Requests	VPHCWIAGG
433 Requests	VPHCWIAGG
434 Requests	VPHCWIAGG
435 Requests	VPHCWIAGG
436 Requests	VPHCWIAGG
437 Requests	VPHCWIAGG
438 Requests	VPHCWIAGG
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441 Requests	VPHCWIAGG
442 Requests	VPHCWIAGG
443 Requests	VPHCWIAGG
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445 Requests	VPHCWIAGG
446 Requests	VPHCWIAGG
447 Requests	VPHCWIAGG
448 Requests	VPHCWIAGG
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450 Requests	VPHCWIAGG
451 Requests	VPHCWIAGG
452 Requests	VPHCWIAGG
453 Requests	VPHCWIAGG
454 Requests	VPHCWIAGG
455 Requests	VPHCWIAGG
456 Requests	VPHCWIAGG</



If you find any Error Pop-up

- Price plan doesn't exist – Follow the steps of System Exception 1
  - Price plan on sale - Follow the steps of System Exception 2

**Step 298:** Copy the "Memo" again from Req form and paste into

The screenshot shows the 'Table Mass Migration' dialog box with the 'Source' tab selected. The 'Source' tab contains fields for Source System, Source Database, and Source Table. The 'Source Table' field is highlighted with a red box and contains the value 'MKTG.MKTG\_CUST\_MIGRATION'. Other fields include 'Source View Name' (empty), 'Source View Type' (empty), 'Source View Alias' (empty), 'Source View Description' (empty), and 'Source View Script' (empty). At the bottom of the dialog are 'Save', 'Cancel', and 'OK' buttons.

**Step 299:** Copy the Price plan code from Req form



**Step 300:** Paste the same details onto “**target price plan**” tab

Table: New-Imports - Add Mode

Importor Name:	SHRIHAR
Address:	Shri Hari International
Category ID:	1
City List File Name:	BusinessLogisticsList.xls
Drop Target:	
Drop File Path:	<b>\\192.168.1.10\TMC\</b>
Drop File Name:	
Import Date:	10/10/2011
Status:	Required
Activity Period:	21
User Access Type:	Operation VENDOR TMC, value ref 1/91000 Reg Kpo
Control Indicator:	No

Save Cancel

**Step 301:** Change the "activity Reason" to reflect "CR" and click on the second page. (2<sup>nd</sup> yellow tab)

The screenshot shows the 'Table Mass Migration' dialog box in Oracle Database 11g. The 'Source Table' field, which contains 'DEPT01', is highlighted with a red box. A yellow arrow points from the text 'Source Table' to this field. Other fields visible include 'Target Table' (set to 'DEPT01'), 'Source Data File Name' (set to 'DEPT01.DBF'), and 'Target Data File Name' (set to 'DEPT01.DBF'). The 'Validity Reason' dropdown is also highlighted with a red box.

**Step 302:** Type “90” in the **maximum variance tab**



Table Mass Migration

Currently processing: 0 rows

Map Processing

Table Mass Migration

Request ID: 201903011

Retained Date:

Imported Date:

Imported User ID:

Imported User Name:

Imported Date (format):

Run Date (format):

Updated Date:

Imported Date:

Imported Date:

2019-03-01

2019-03-01

Save Cancel

**Step 303:** Go back to page 1 (1<sup>st</sup> yellow tab) and click on save

The screenshot shows the 'Table Mass Migration' dialog box. The left sidebar lists fields: Source Name, Audit, Company ID, Job List Preference, Status, Target Server, Target File Path, Import Preference, Source File Path, Source File Type, Migration Date, Status, and User Name/Task. The right side contains a large red-bordered preview pane and a bottom row with 'Save' and 'Cancel' buttons.

**Step 304:** Make a note of Sequence no and type it back to "Req form"

The screenshot shows the SAP BusinessObjects Data Services interface with the 'Table Model Migration' dialog open. The 'Source Model' dropdown is highlighted with a red box and contains the value 'ADT001'. Other fields shown include 'Target Model' (set to 'BOM'), 'Source Print Plan' (set to 'Print Plan'), and 'Status' (set to 'Prepared'). The status bar at the bottom of the dialog box displays the message 'Migration completed successfully for the selected target model'.



Case Information		Filing Details		Case Status		Case History		Case Actions		Case Documents	
Case ID	Case Name	Filing Date	File Number	Case Type	Case Status	First Filing Date	Last Filing Date	Actions	Comments	Attachments	Links
1	Advise										
2	Corp Name	W H MARQUE LTD									
3	Corp #	90001000001									
4	Date of Execution	25.10.2017									
5	Case Activity Id	17110005									
6	Requester	Reyna Belen									
7	Remarks	I suspended my case.									
8	Create Date & Time:										
9	Request Type	SOC/Price Plus Code	CIN Count	File Name	Sequence Number						
10	Request	17110005	3	kmhms0001.xls	185420	Promo/gj Remover 10/10/2017 04:01 ref 17010000 Reg Krupa					
11	Remover	DATA100	4	kmhms0000.xls	185420	Promo/gj Remover DATA100 04:01 ref 17010000 Reg Krupa					
12	Remover	DATA100	3	kmhms0007.xls	1854227	Promo/gj Remover DATA100 04:01 ref 17010000 Reg Krupa					
13	Remover	IB	447	kmhms0008.xls	1854238	Promo/gj Remover IB 04:01 ref 17010000 Reg Krupa					
14	Remover	IBP10000000	9	kmhms0009.xls	1854228	Promo/gj Remover IBP10000000 04:01 ref 17010000 Reg Krupa					
15	Remover	NA3ANVAB00	1	kmhms0010.xls	1854226	Promo/gj Remover NA3ANVAB00 04:01 ref 17010000 Reg Krupa					
16	Remover	IB10000000	96	kmhms0011.xls	1854231	Promo/gj Remover IB10000000 04:01 ref 17010000 Reg Krupa					
17	Remover	IB0V01	356	kmhms0012.xls	1854232	Promo/gj Remover IB0V01 04:01 ref 17010000 Reg Krupa					
18	Remover	IB11	7	kmhms0013.xls	1854233	Promo/gj Remover IB11 04:01 ref 17010000 Reg Krupa					
19	Remover	IB4U10000	3	kmhms0014.xls	1854234	Promo/gj Remover IB4U10000 04:01 ref 17010000 Reg Krupa					
20	Remover	IB50000000	3	kmhms0015.xls	1854225	Promo/gj Remover IB50000000 04:01 ref 17010000 Reg Krupa					
21	Remover	IC05000000	5	kmhms0016.xls	1854238	Promo/gj Remover IC05000000 04:01 ref 17010000 Reg Krupa					
22	Remover	IB0K1000	2	kmhms0017.xls	1854237	Promo/gj Remover IB0K1000 04:01 ref 17010000 Reg Krupa					
23	Remover	IBMS	19	kmhms0018.xls	1854238	Promo/gj Remover IBMS 04:01 ref 17010000 Reg Krupa					
24	Remover	APRWA5	101	kmhms0019.xls	1854239	Promo/gj Remover APRWA5 04:01 ref 17010000 Reg Krupa					
25	Remover	APTRWA5	5	kmhms0020.xls	1854236	Promo/gj Remover APTRWA5 04:01 ref 17010000 Reg Krupa					
26	Remover	GR00000000	108	kmhms0021.xls	1854241	Promo/gj Remover GR00000000 04:01 ref 17010000 Reg Krupa					
27	Registration	VHRCYTMV	251	kmhms0022.xls	185788	Promo/gj Remover VHRCYTMV 04:01 ref 17010000 Reg Krupa					

**Step 305:** Click back on "CTN List File name" and paste the next Code details and follow all other steps and write back the "Sequence no" into Req form

The screenshot shows the SAP Fiori interface for 'Table Mass Migration - Add Mode'. The 'Table Mass Migration' tab is selected. A red box highlights the 'CTC List File Name' input field, which contains the value 'CTCListFile.txt'. Other fields visible include 'Source System' (selected as 'SAP'), 'Status' (set to 'Requested'), and 'Last Run Date' (set to '2023-01-01').

**Step 306:** While entering details, if you find the Date is not displaying todays date, make sure to enter todays date. Type the date in **DD/MM/YY format**.

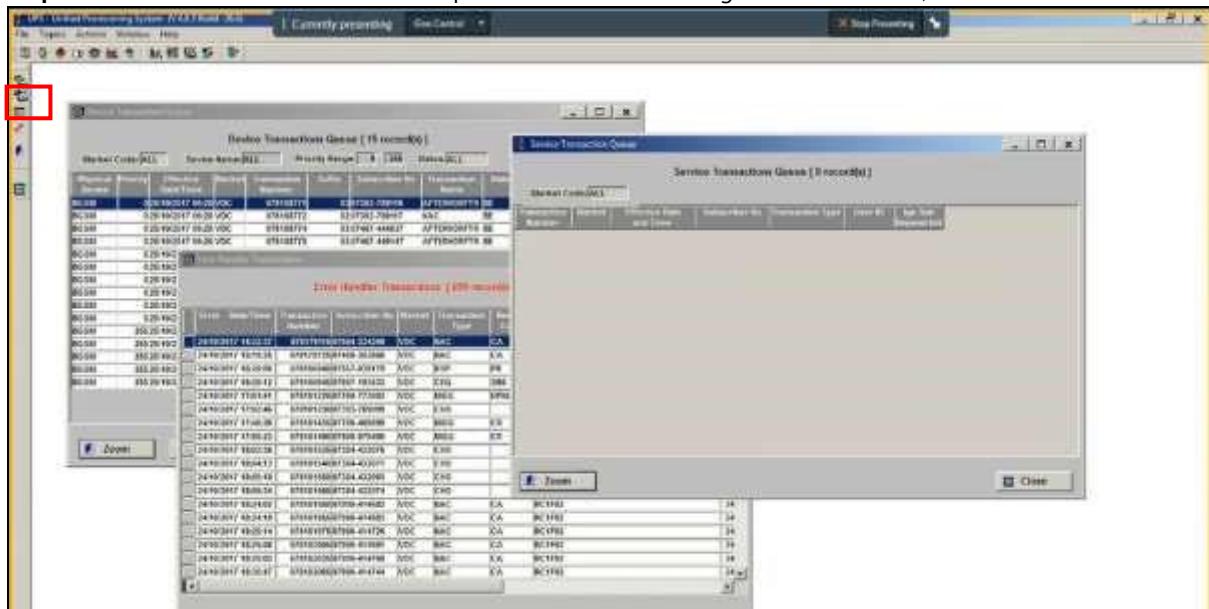
The screenshot shows the 'Table Map Migration' dialog box with several fields. A red box highlights the 'Migration Test' section, which contains the following settings:

- Migration Test:**  **Migration**
- Migration Type:**  **Migration**
- Delta Power:**
- Use Power Test:**
- Migration Options when not Migrating big maps:**
- Contract Violations:**  **No**
- User Overrides:**  **No**

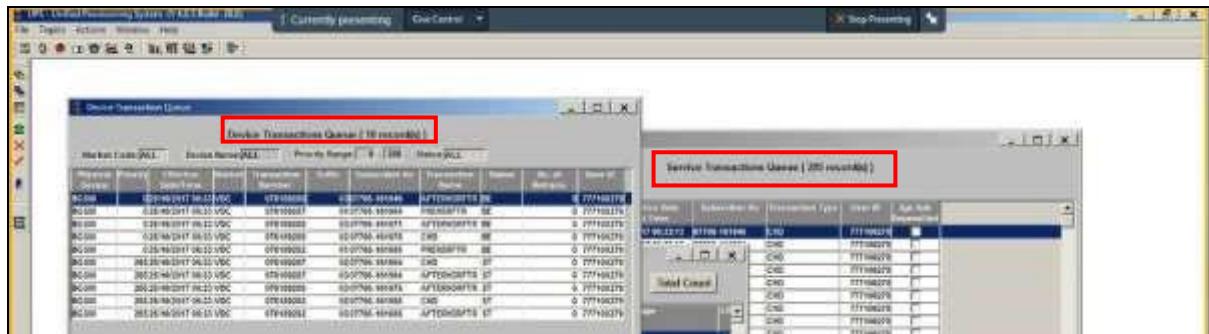
Target Policy Name:	<input type="text" value="Customer"/>
Target Preference Print Name:	<input type="text" value="Customer"/>
Migration Status:	<input checked="" type="checkbox"/> Migration Status
Active Region:	<input type="text" value="EU"/>
Last Access Date:	<input type="text" value="2023-09-01"/>



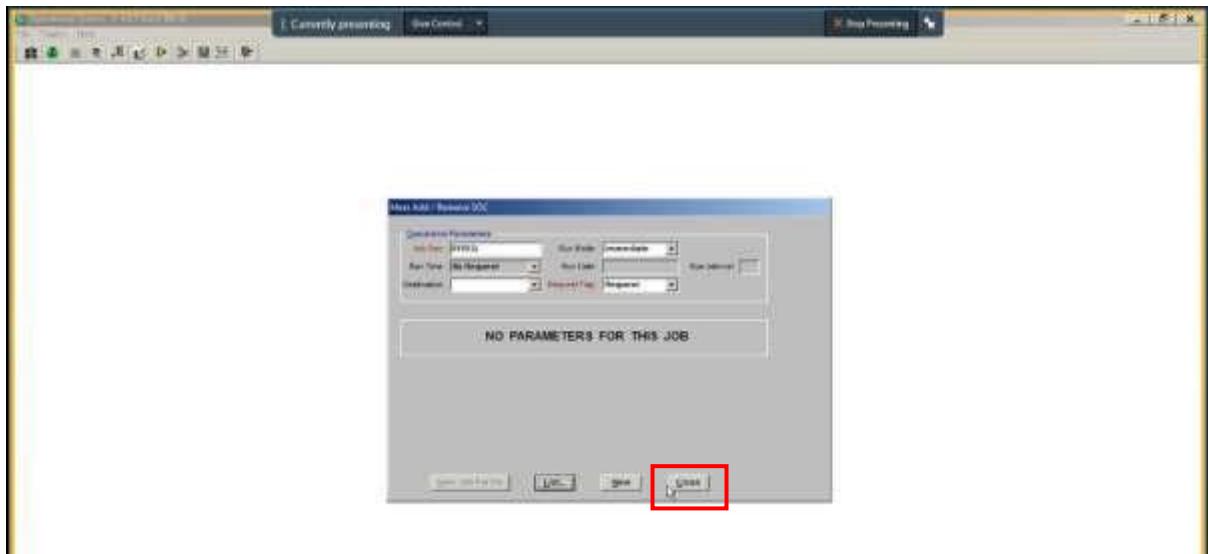
**Step 307:** Go back to "transaction queue" and check if the Migration is ok to run?, click on Refresh button



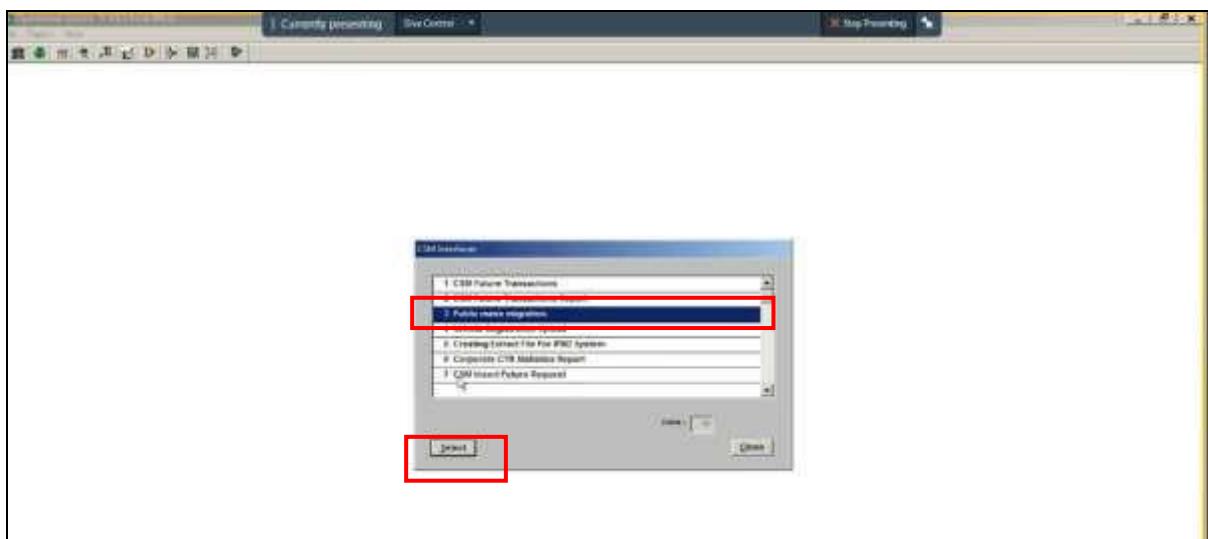
**Step 308:** If both the Transactions queue is **less than 1000**, it is good proceed further with Migration.



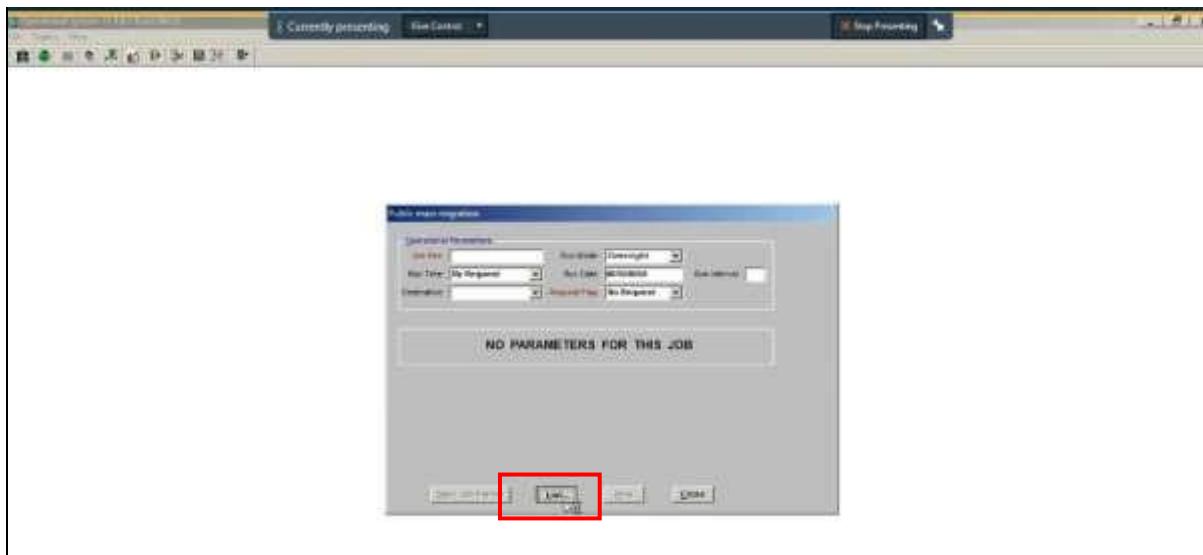
**Step 309:** Go back to **Operational system** and click on **Close**



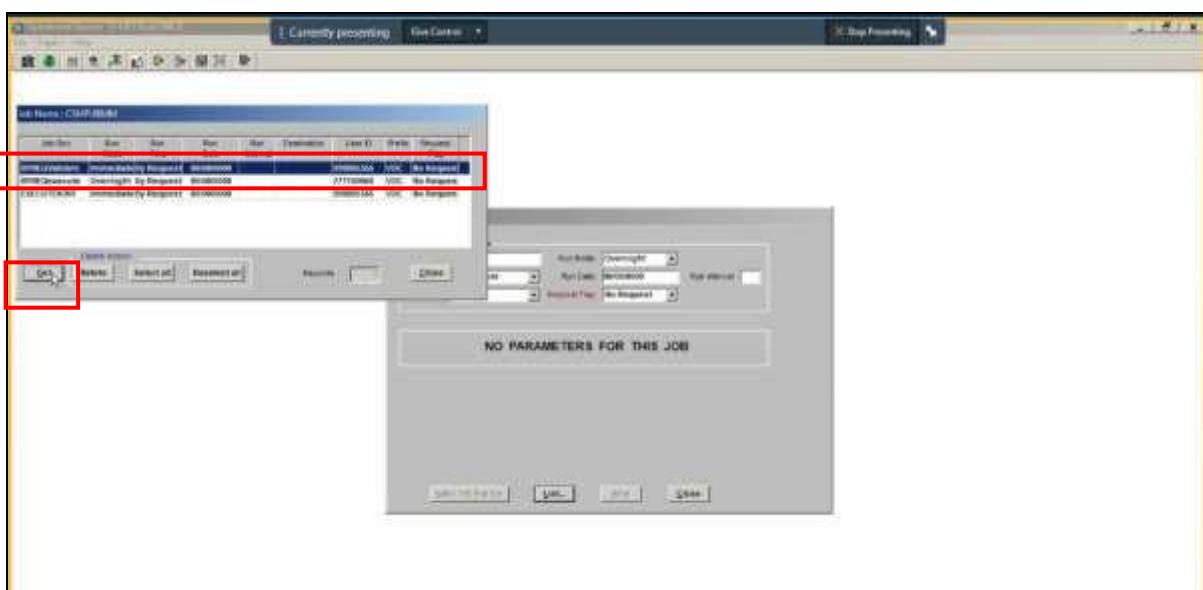
**Step 310:** Go back to "Public Mass Migration" again select it from the list, click on "Select"

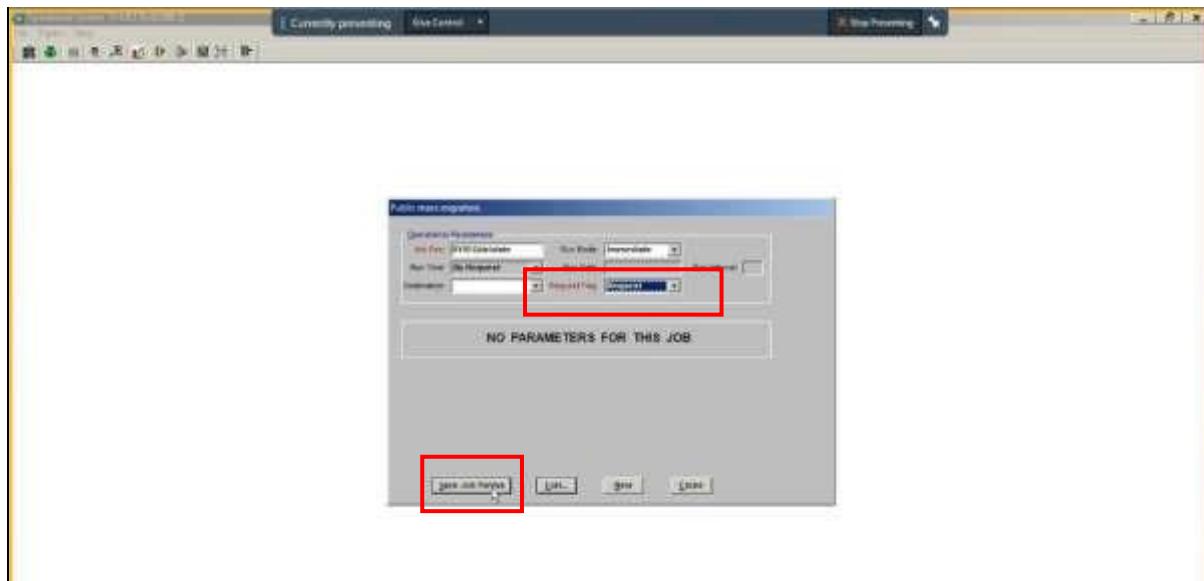


**Step 311:** Click on "List"

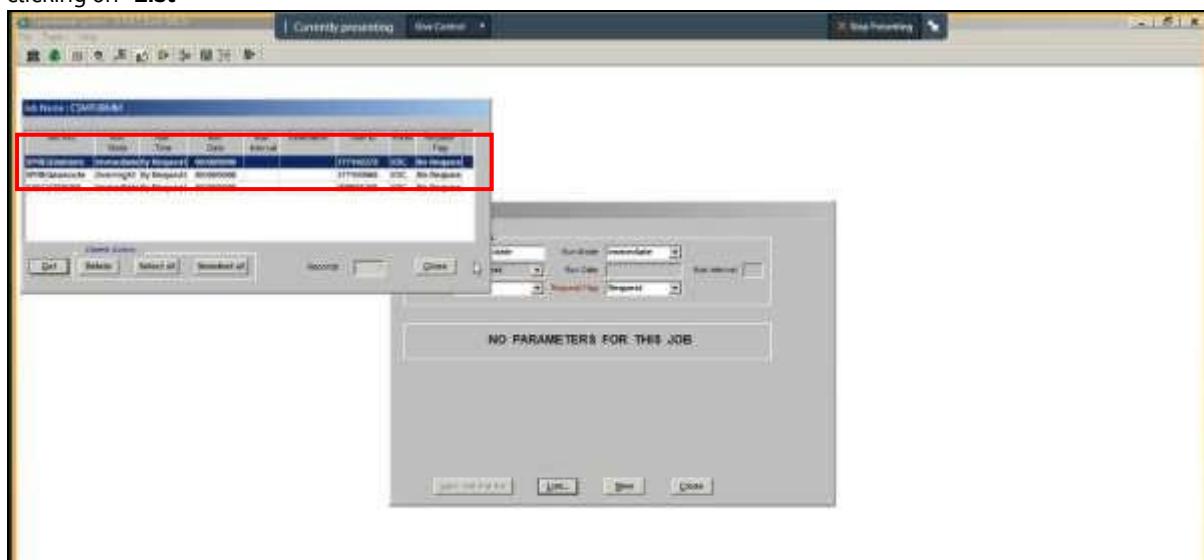


**Step 312:** Always select "BYREQValidate" and click on "Get"

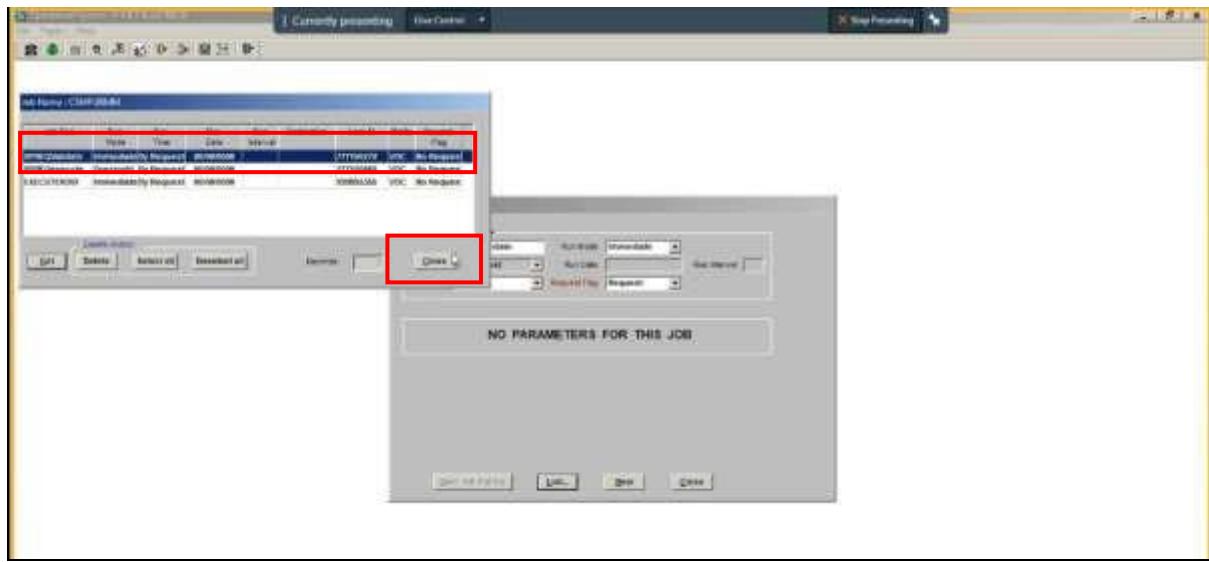




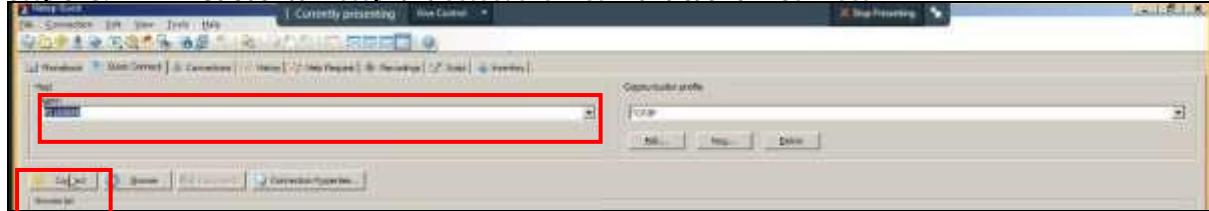
**Step 313:** Change the "Request Flag" to No request to "Request" and click on "save Job parms" **Step 310:** Wait until the request is changed to "No request" it will take some time in processing this. You can check the changes in status by clicking on "List"



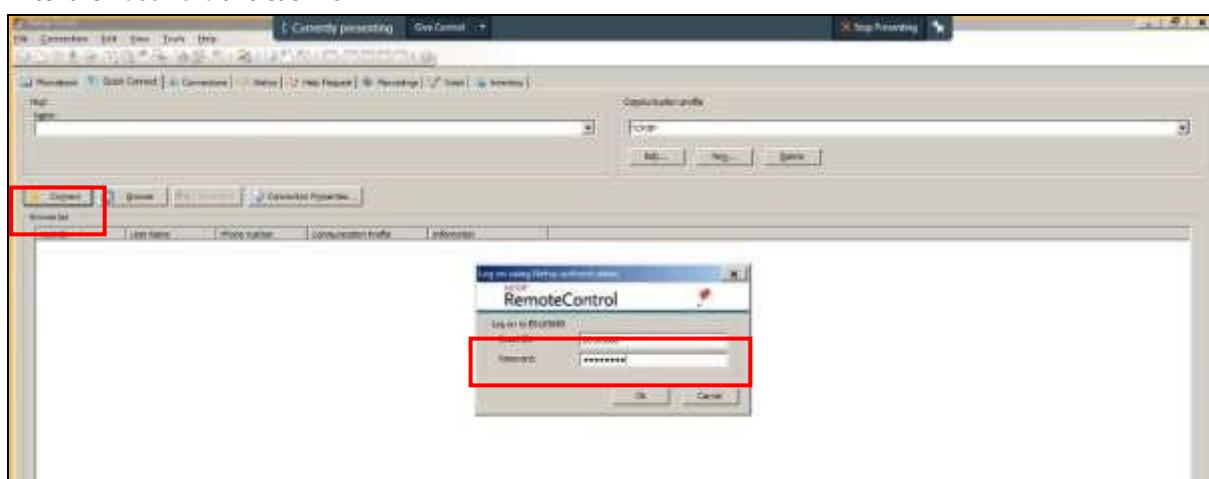
**Step 314:** Once the status has been changed to "No Request", click on **Close** tab



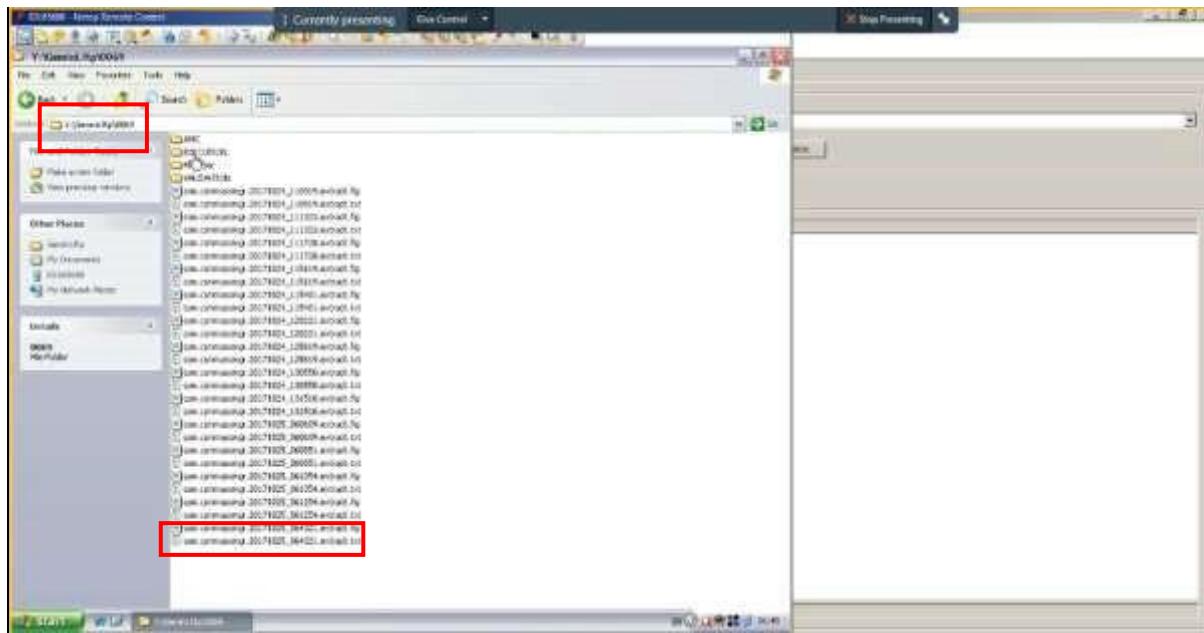
**Step 315:** Go back to 'Netop' and select the first IP and click on "Connect"



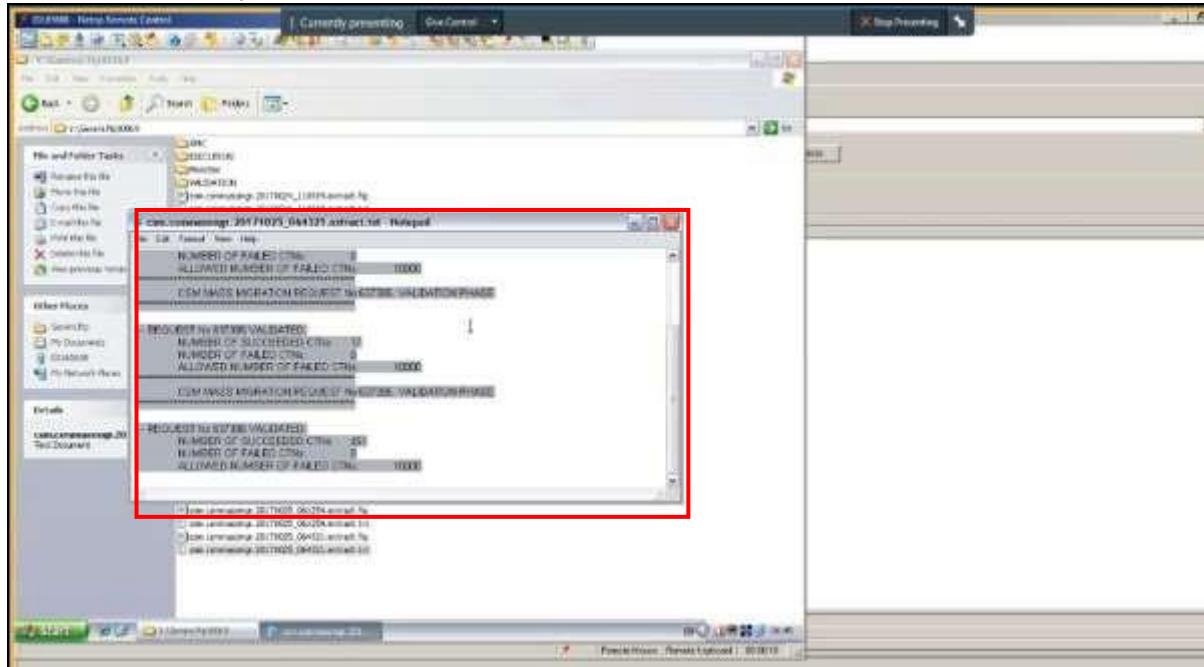
Enter the **Password** and click "Ok"



**Step 316:** Navigate to "V:\Gemini.ftp\0069" and open the last note pad



**Step 317:** Copy all the details from notepad and paste into Req form- Exe rep sheet, below to SOC removal result





Currently processing	
Give Control	
<a href="#">File</a>	<a href="#">Home</a>
<a href="#">Insert</a>	<a href="#">Page Layout</a>
<a href="#">Formulas</a>	<a href="#">Data</a>
<a href="#">Review</a>	<a href="#">View</a>
<a href="#">What's new</a> <a href="#">Feedback</a> <a href="#">Help</a>	
Normal	
<a href="#">Font</a>	<a href="#">Size</a>
<a href="#">Conditionally Format as Table</a>	<a href="#">Format</a>
<a href="#">Format Painter</a>	<a href="#">Format Cells</a>
<a href="#">Format Selection</a>	<a href="#">Format</a>
<a href="#">Autofit</a>	<a href="#">Fit</a>
<a href="#">Find &amp; Select</a>	<a href="#">Find</a>
<a href="#">Sort &amp; Filter</a>	<a href="#">Filter</a>
<a href="#">New</a>	<a href="#">Open</a>
<a href="#">Save</a>	<a href="#">Save As</a>
<a href="#">Print</a>	<a href="#">Print Preview</a>
<a href="#">Exit</a>	<a href="#">Close</a>
4181	
A B C D E F G H I J K L M N O P Q R S T U V W X	
38	
37 -- REQUEST No 120443 EXECUTED.	
NUMBER	109
NUMBER OF FAILED	0
ALLGOOD	10000
38-----	
39 Delivered CRM Mass Migration Report On date 25-OCT-17 08:49:25	
40-----	
41 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
42-----	
43 -- REQUEST No 837384 VALIDATED.	
NUMBER	104
NUMBER OF FAILED	0
ALLGOOD	10000
44-----	
45 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
46-----	
47 REQUEST No 837385 VALIDATED.	
NUMBER	17
NUMBER OF FAILED	0
ALLGOOD	10000
48-----	
49 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
50-----	
51 REQUEST No 837386 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
52-----	
53 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
54-----	
55 REQUEST No 837387 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
56-----	
57 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
58-----	
59 REQUEST No 837388 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
60-----	
61 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
62-----	
63 REQUEST No 837389 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
64-----	
65 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
66-----	
67 REQUEST No 837390 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
68-----	
69 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
70-----	
71 REQUEST No 837391 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
72-----	
73 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
74-----	
75 REQUEST No 837392 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
76-----	
77 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
78-----	
79 REQUEST No 837393 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
80-----	
81 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
82-----	
83 REQUEST No 837394 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
84-----	
85 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
86-----	
87 REQUEST No 837395 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
88-----	
89 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
90-----	
91 REQUEST No 837396 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
92-----	
93 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
94-----	
95 REQUEST No 837397 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
96-----	
97 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
98-----	
99 REQUEST No 837398 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
100-----	
101 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
102-----	
103 REQUEST No 837399 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
104-----	
105 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
106-----	
107 REQUEST No 837400 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
108-----	
109 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
110-----	
111 REQUEST No 837401 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
112-----	
113 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
114-----	
115 REQUEST No 837402 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
116-----	
117 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
118-----	
119 REQUEST No 837403 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
120-----	
121 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
122-----	
123 REQUEST No 837404 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
124-----	
125 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
126-----	
127 REQUEST No 837405 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
128-----	
129 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
130-----	
131 REQUEST No 837406 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
132-----	
133 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
134-----	
135 REQUEST No 837407 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
136-----	
137 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
138-----	
139 REQUEST No 837408 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
140-----	
141 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
142-----	
143 REQUEST No 837409 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
144-----	
145 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
146-----	
147 REQUEST No 837410 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
148-----	
149 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
150-----	
151 REQUEST No 837411 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
152-----	
153 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
154-----	
155 REQUEST No 837412 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
156-----	
157 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
158-----	
159 REQUEST No 837413 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
160-----	
161 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
162-----	
163 REQUEST No 837414 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
164-----	
165 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
166-----	
167 REQUEST No 837415 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
168-----	
169 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
170-----	
171 REQUEST No 837416 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
172-----	
173 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
174-----	
175 REQUEST No 837417 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
176-----	
177 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
178-----	
179 REQUEST No 837418 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
180-----	
181 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
182-----	
183 REQUEST No 837419 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
184-----	
185 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
186-----	
187 REQUEST No 837420 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
188-----	
189 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
190-----	
191 REQUEST No 837421 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
192-----	
193 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
194-----	
195 REQUEST No 837422 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
196-----	
197 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
198-----	
199 REQUEST No 837423 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
200-----	
201 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
202-----	
203 REQUEST No 837424 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
204-----	
205 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
206-----	
207 REQUEST No 837425 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
208-----	
209 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
210-----	
211 REQUEST No 837426 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
212-----	
213 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
214-----	
215 REQUEST No 837427 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
216-----	
217 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
218-----	
219 REQUEST No 837428 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
220-----	
221 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
222-----	
223 REQUEST No 837429 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
224-----	
225 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
226-----	
227 REQUEST No 837430 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
228-----	
229 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
230-----	
231 REQUEST No 837431 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
232-----	
233 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
234-----	
235 REQUEST No 837432 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
236-----	
237 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
238-----	
239 REQUEST No 837433 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
240-----	
241 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
242-----	
243 REQUEST No 837434 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
244-----	
245 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
246-----	
247 REQUEST No 837435 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
248-----	
249 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
250-----	
251 REQUEST No 837436 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
252-----	
253 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
254-----	
255 REQUEST No 837437 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	10000
256-----	
257 CRM MASS MIGRATION REQUEST No 887888 VALIDATION PHASE	
258-----	
259 REQUEST No 837438 VALIDATED.	
NUMBER	14
NUMBER OF FAILED	0
ALLGOOD	

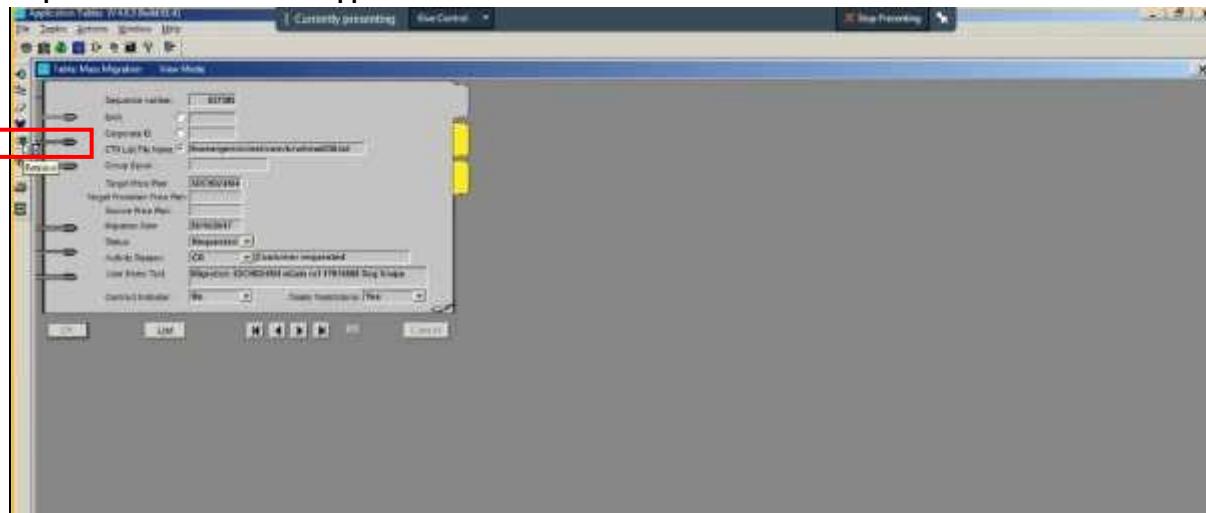
If you find any Failures within Validation run,

- Dealer not allowed to use new PP - Follow the steps of Business Exception 7
  - Duplicate Feature – Follow the steps of Business Exception 8
  - Suspended and cancelled CTN's - Follow the steps of Business Exception 9
  - PP associated with child PP - Follow the steps of Business Exception 14
  - BAN-Locked and technical problem - Follow the steps of System Exception 8

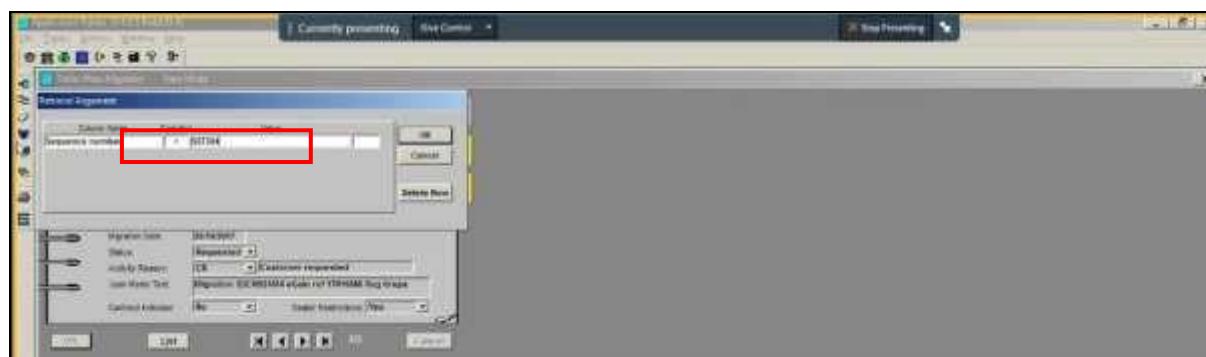
**Step 318:** Copy the **First Migration sequence no**



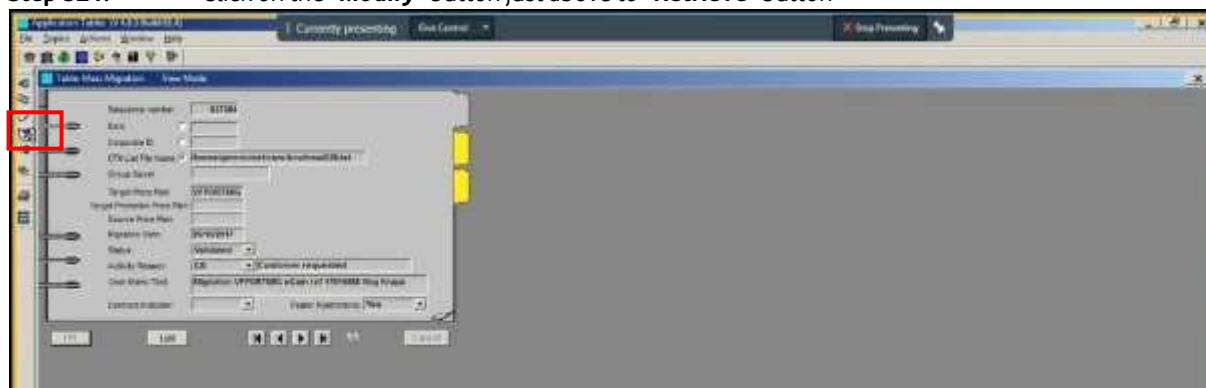
**Step 319:** Go back to 'Application table' and click on "Retrieve"



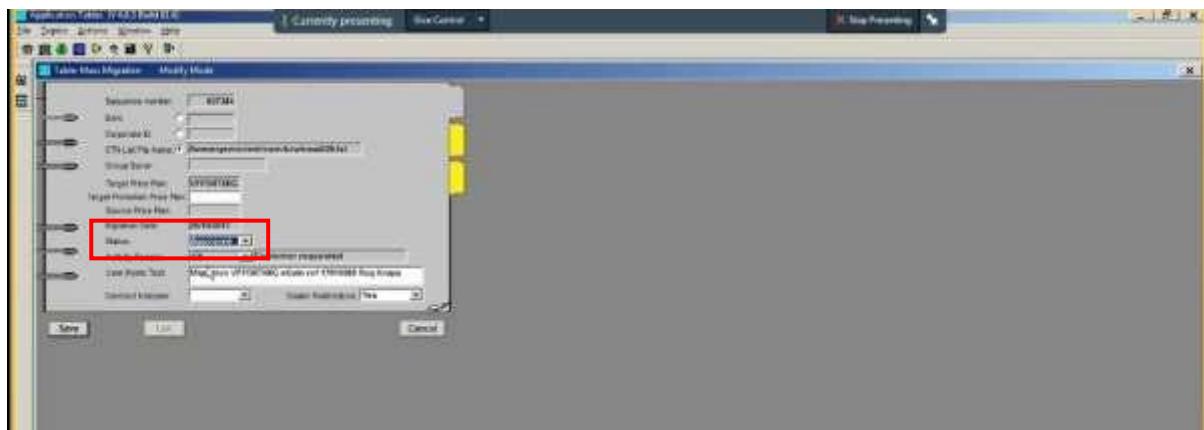
**Step 320:** Enter "=" in "Operator" tab and paste the sequence no in "Value" tab. Click "OK"



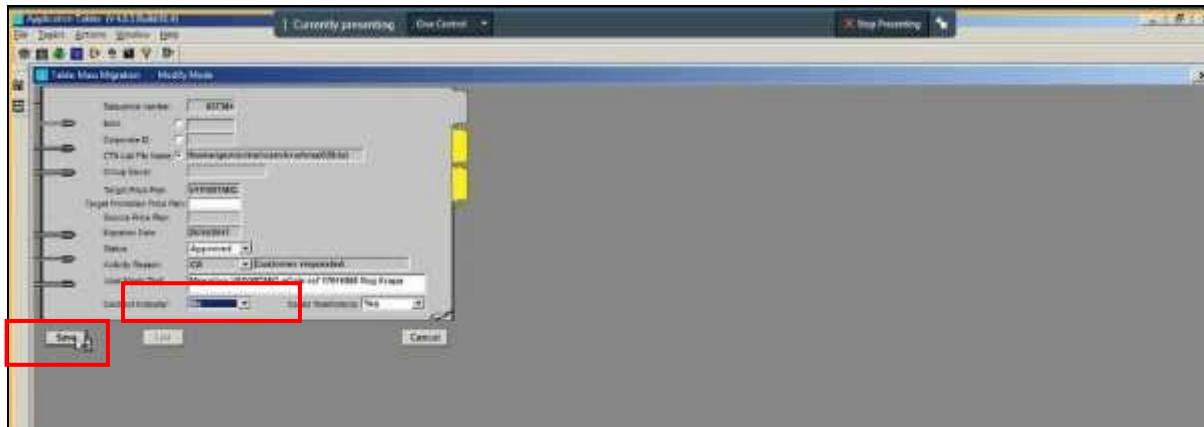
**Step 321:** Click on the "Modify" button just above to "Retrieve" button



**Step 322:** Change the status to "Approved" from Validating

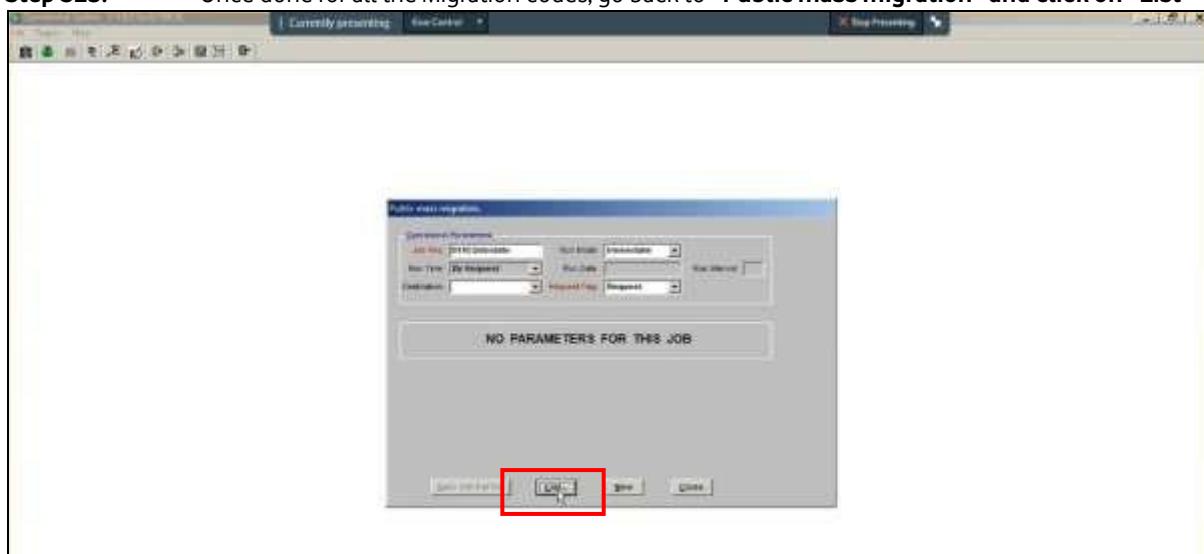


**Step 323:** Change the "Contract Indicator" to "No" and click on "save"



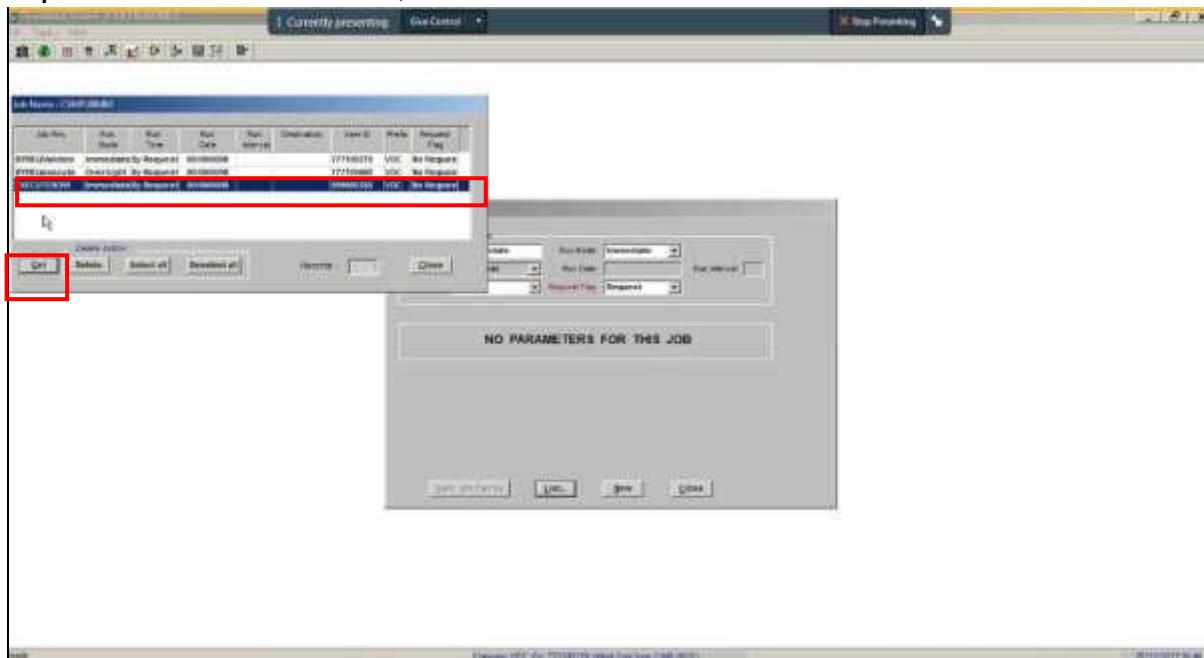
**Step 324:** Follow the same process for rest of Migration codes, by clicking "retrieve" button and then to **Modify** button and follow rest of the steps as well.

**Step 325:** Once done for all the Migration codes, go back to "**Public mass migration**" and click on "List"

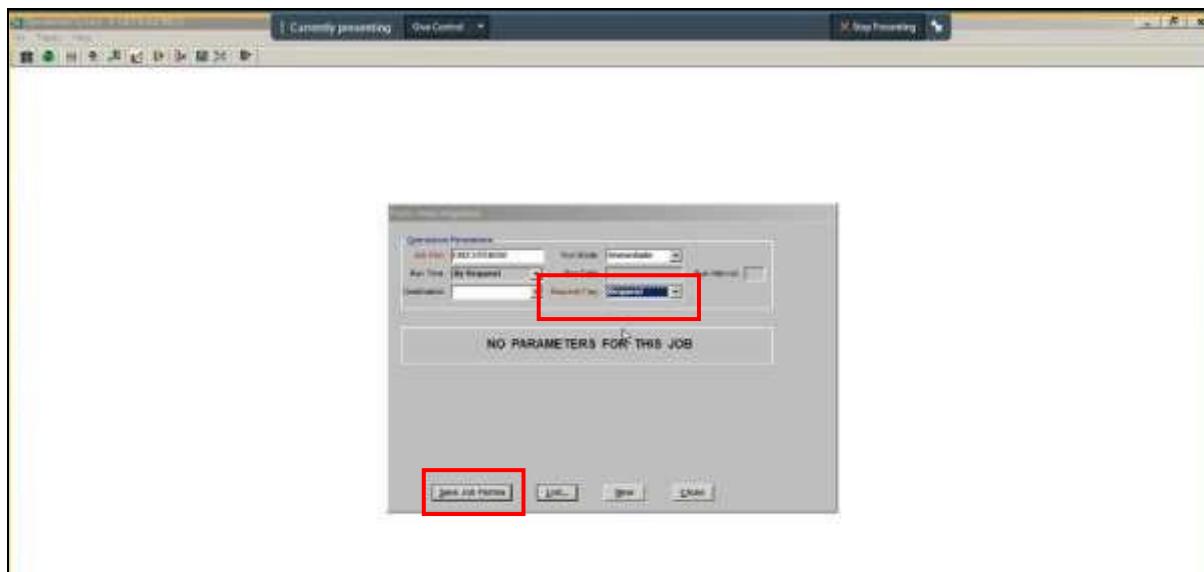




**Step 326:** Now need to select, "EXECUTIONNOW – Immediate" and click "Get"



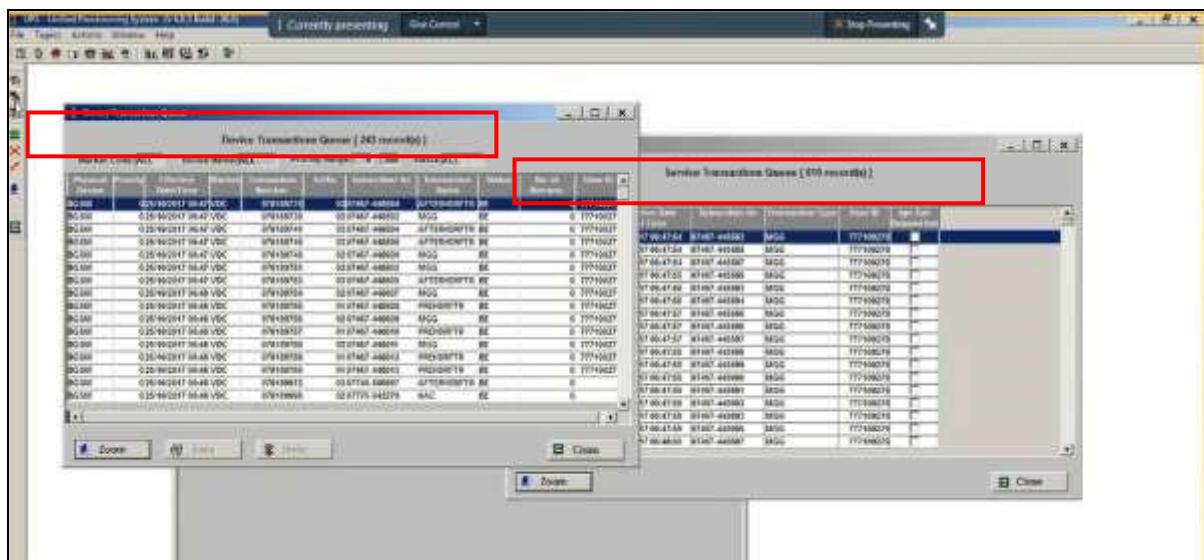
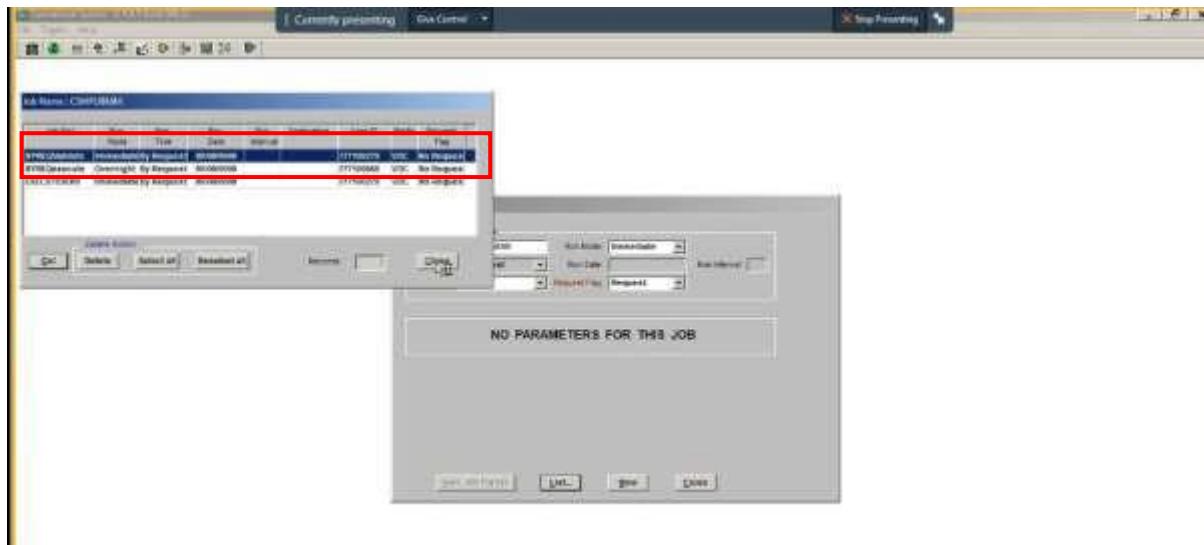
**Step 327:** Change the "Request Flag" to "Request" and click "save Job parms"



**Step 328:** Check if the Request flag has been changed to "**No request**"? click on "List" again **Step 326:** to "**Transaction Queue**" and check if the "**service and Device transaction** is "**0**" (as it is for Price Plan Migration)

Go back

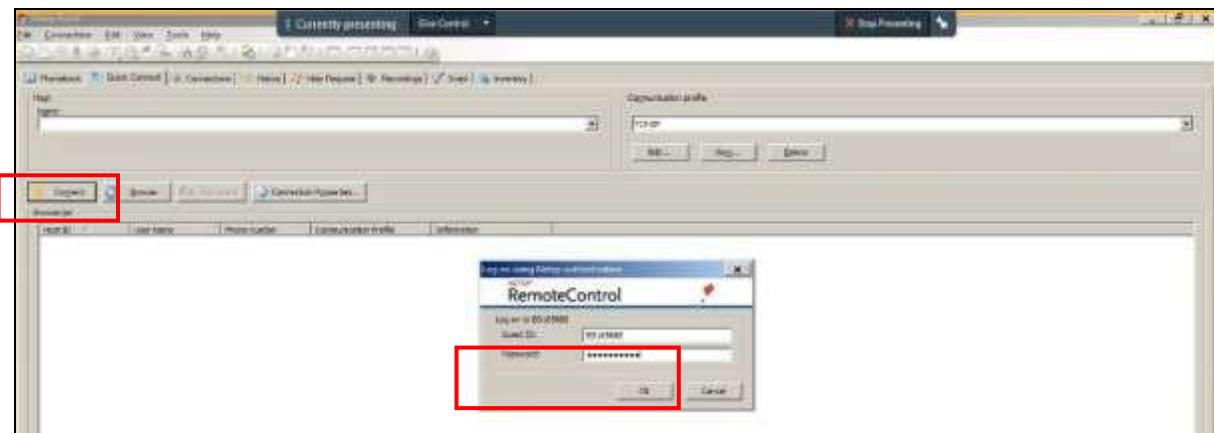
Have to wait until – **Service transaction queue drop down to "0"**. Need to check the **EH queue** also if observe any errors from your id or not? If that is more than 10% then flag the same to EH queue to work on it and till that time keep the SOC addition on HOLD for that



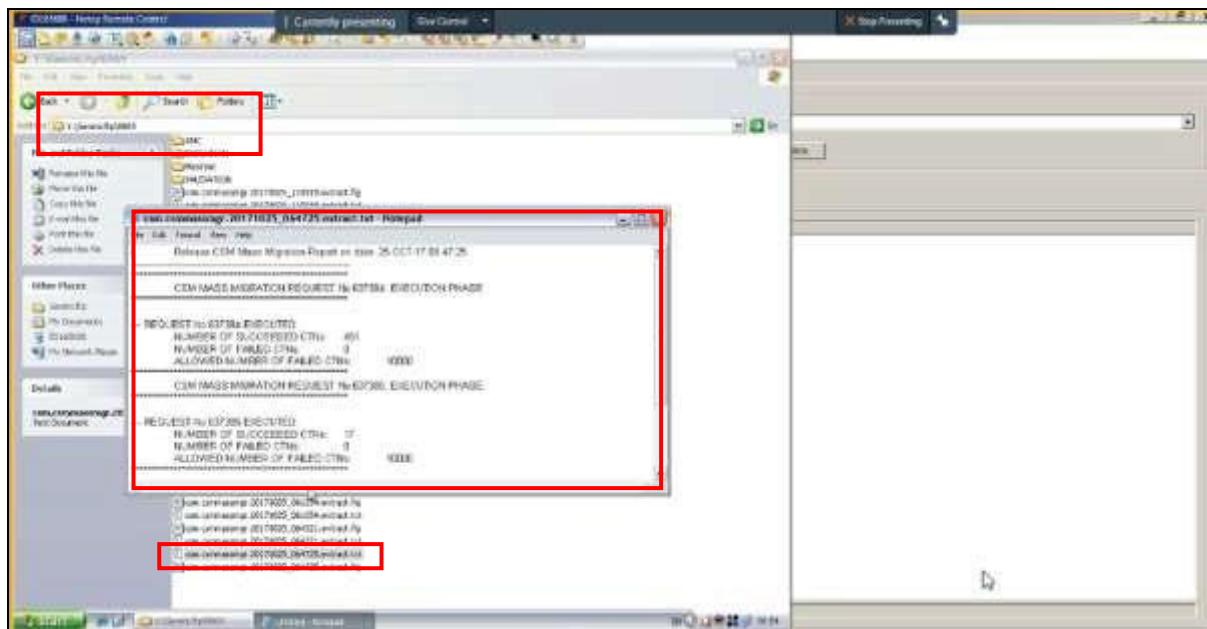
**Step 329:** Go back to "Netop" and select **first or second IP**



**Step 330:** Click on "Connect" and enter the "Password" and click "Ok"



**Step 331:** Open the last note pad within – V:\Gemini.ftp\0069. Copy full details



**Step 332:** Paste the full details below to the SOC report within "Exe Report"



Currently presenting	
One Control	
File	Home
Insert	Page Layout
Formulas	Review
View	Help
CSM MASS MIGRATION REQUEST NO. 837884, EXECUTION PHASE	
REQUEST NO. 837884 EXECUTED.	
NUMBER = 400	
NUMBER OF FAILED = 0	
ALLOWED = 10000	
CSM MASS MIGRATION REQUEST NO. 837885, EXECUTION PHASE	
REQUEST NO. 837885 EXECUTED.	
NUMBER = 17	
NUMBER OF FAILED = 0	
ALLOWED = 10000	
CSM MASS MIGRATION REQUEST NO. 837886, EXECUTION PHASE	
REQUEST NO. 837886 EXECUTED.	
NUMBER = 400	
NUMBER OF FAILED = 0	
ALLOWED = 10000	

**Step 333:** Meantime, go back to “Application table” and click on “refresh”

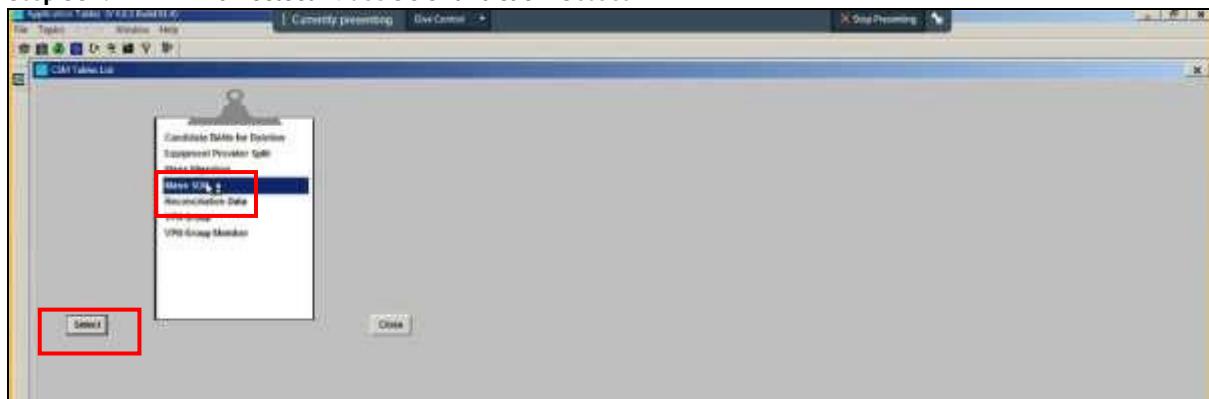
The screenshot shows a software interface titled 'Tablet Myriad Migration' with a sub-tab 'View Mode'. The main area displays migration details:

- Source Number: 407100
- SAP ID: (empty)
- Category ID: (empty)
- CTCI List File Name: `ReserveMigrationList_Exported2016.txt`
- Source Server: (empty)
- Target Price Plan: 00000015
- High Priority Prod Plan: (empty)
- Low Priority Prod Plan: (empty)
- Migration Date: 01/01/2016
- Status: Approved
- Activity History: (empty)
- Last Activity: Migration (00000000000000000000000000000000) Step 1
- Current Indicator: No
- Start Inactivity Time: (empty)

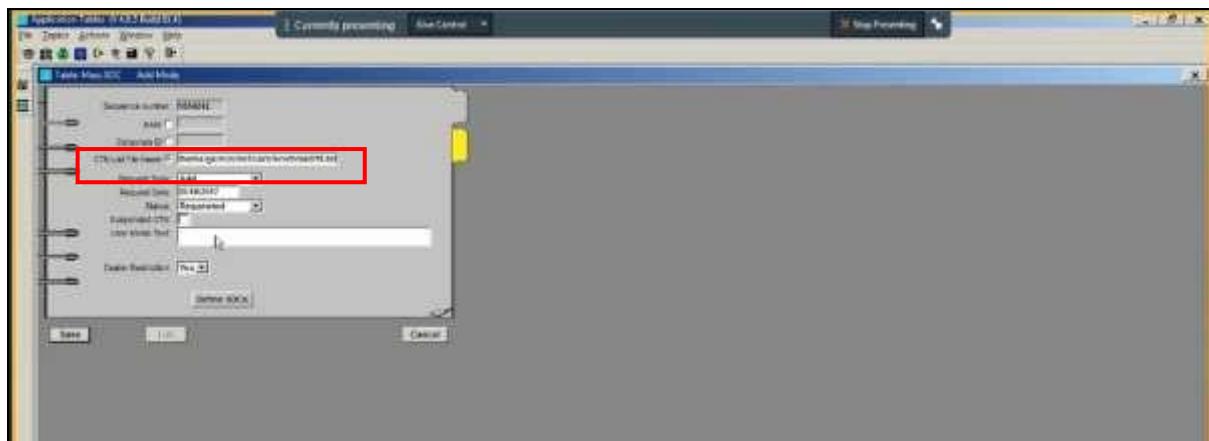
A red box highlights the 'Source Number' field.



**Step 334:** Now select “Mass SOC” and click “Select”



**Step 335:** Copy the **file path from Req** from for SOC add and paste the file path in "**CTN List File name**"





**Step 336:** Select the “Request type” as “Add”

Table Max SOC - Add Mode

Document Number:	100002
Area:	
Comments ID:	
For Model:	Planning for model 100002 to be added to list
Customer:	<input type="text" value="Audi"/> <input type="button" value="..."/>
Status:	Requested
Submitted Date:	
Last Update Date:	2024-01-10 10:00:00
Detail Description:	<input type="text" value="New car model"/> <input type="button" value="..."/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

**Step 337** Copy the "**Memo**" from Req form and paste it in "**User memo text**" tab. Click on "**Define SOC's**"

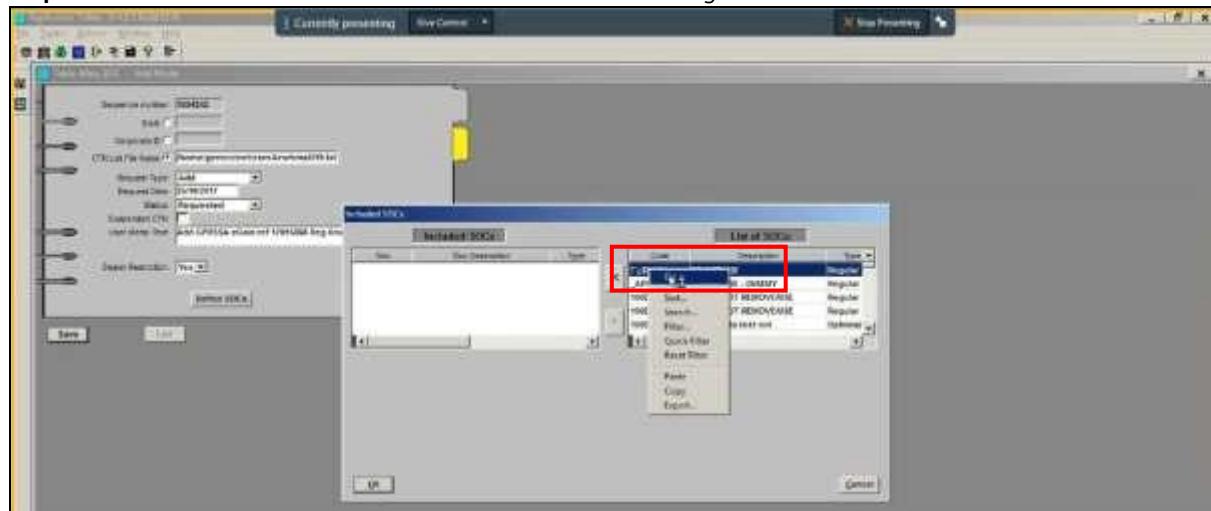
The screenshot shows the SAP Fiori Launchpad with the application 'Create New SOC - Add Mode' selected. The application interface has the following fields:

- Name: F999999
- Description:
- Type: SOCI
- Status: Requested
- New Item: [New Item \(SO999\)](#)

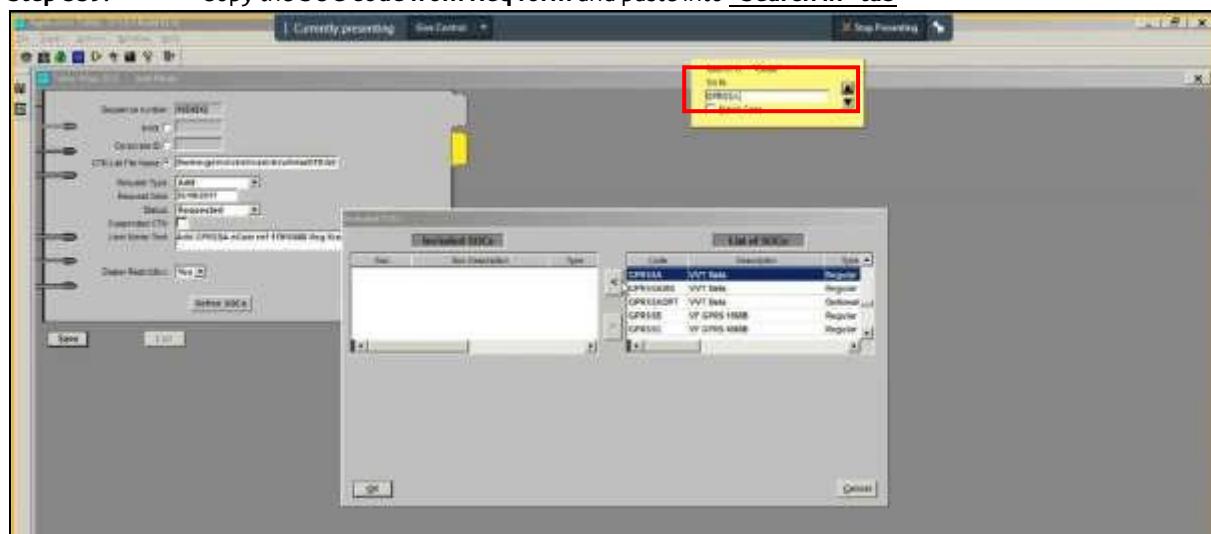
A red box highlights the 'New Item' button.



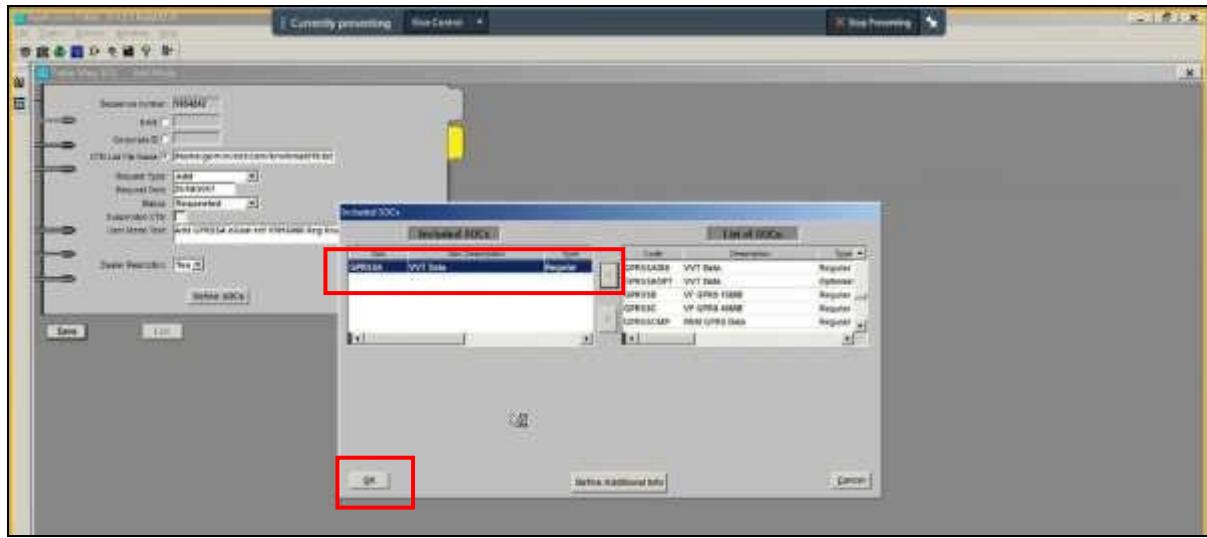
**Step 338:** Click on the first code below to "Code" tab and right mouse click – select "Go...."



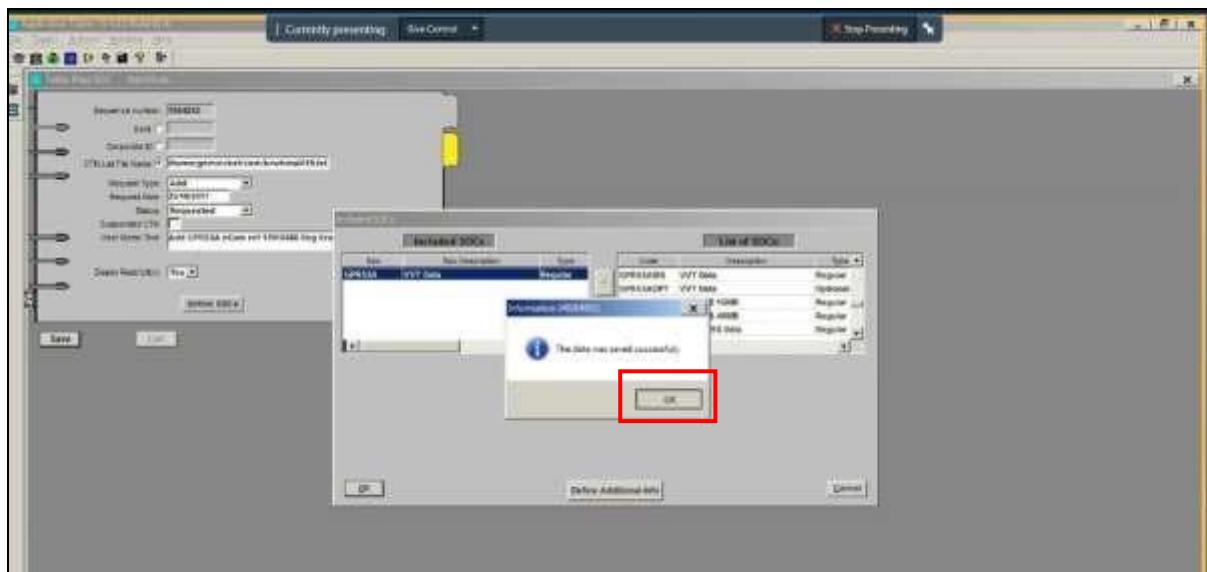
**Step 339:** Copy the SOC code from Req form and paste into "Search in" tab



**Step 340:** Click on the "Lesser than" symbol and click "Ok"



**Step 341:** Click "ok" on the pop up message





**Step 342:** Click on “**save**”

The screenshot shows the SAP Fiori Launchpad with the application 'Table Moves I00' selected. The application window has a title bar 'Table Moves I00 - Add Mode'. Inside, there's a form with the following data:

- Source number: I004042
- Name: I004042
- Description: Move generation of table moves I004042
- Request Type: Add
- Request Date: 2023-01-10
- Status: Required
- Note: Add I004042 moves and I004042 long move

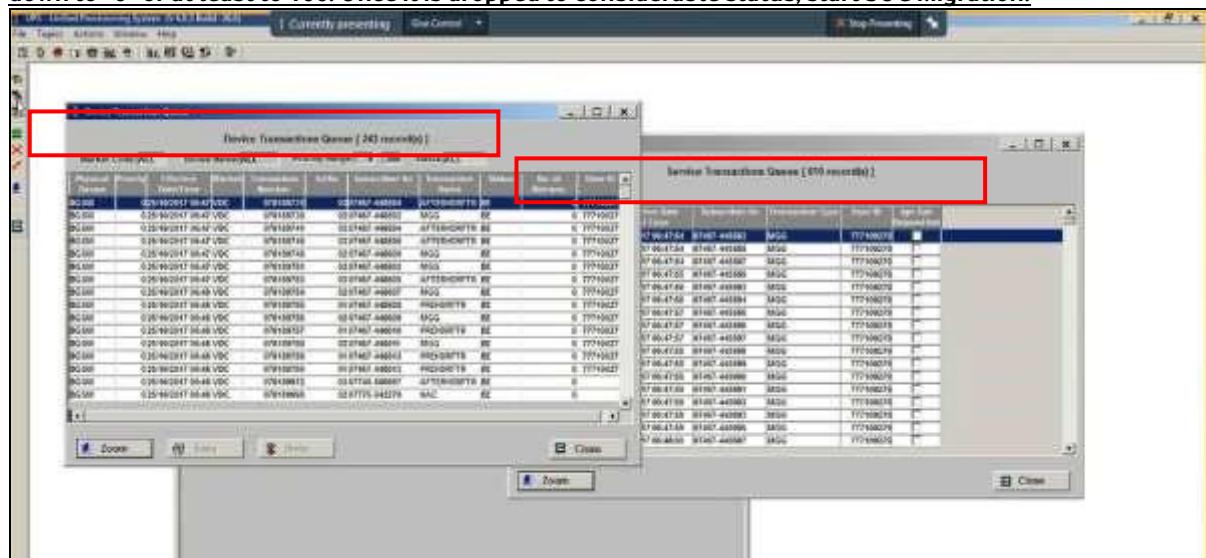
At the bottom left of the application window, the 'Save' button is highlighted with a red box.

**Step 343:** Make note of "Sequence no" and paste back into **Req form**

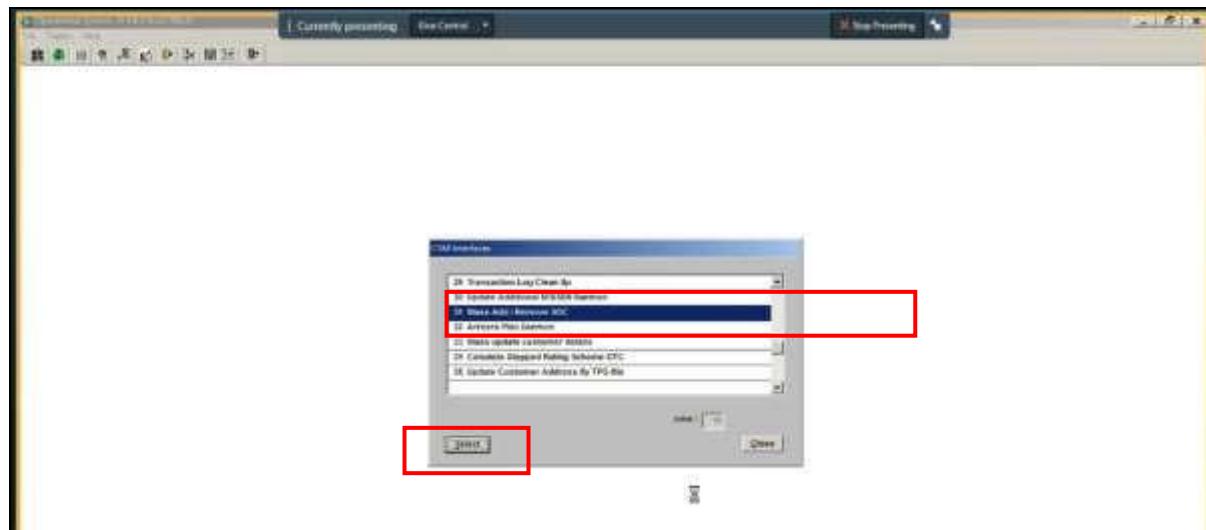
**Step 343:** Follow the **same steps** for all the rest SOC Additions, copy back all the "Sequence no" to Req Form



**Step 344:** Go back and check the Transaction queue status, again have to wait until – **Service transaction and Device queue drop down to “0” or at least to 100. Once it is dropped to considerable status, start SOC Migration.**

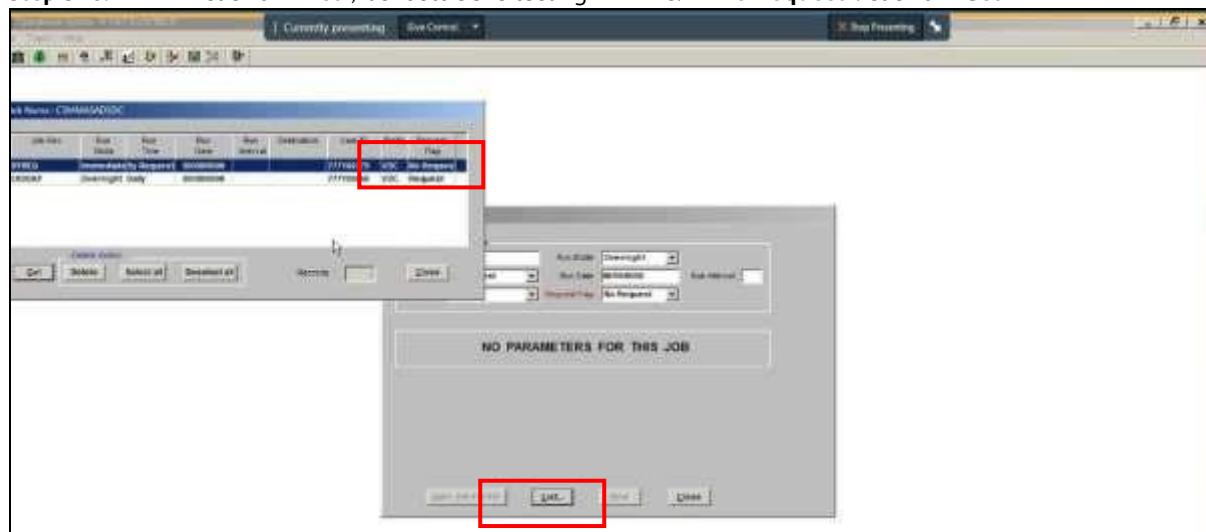


**Step 345:** Go back to “Operational system” and select 31<sup>st</sup> option – **Mass Add/Remove SOC** and click on “select”

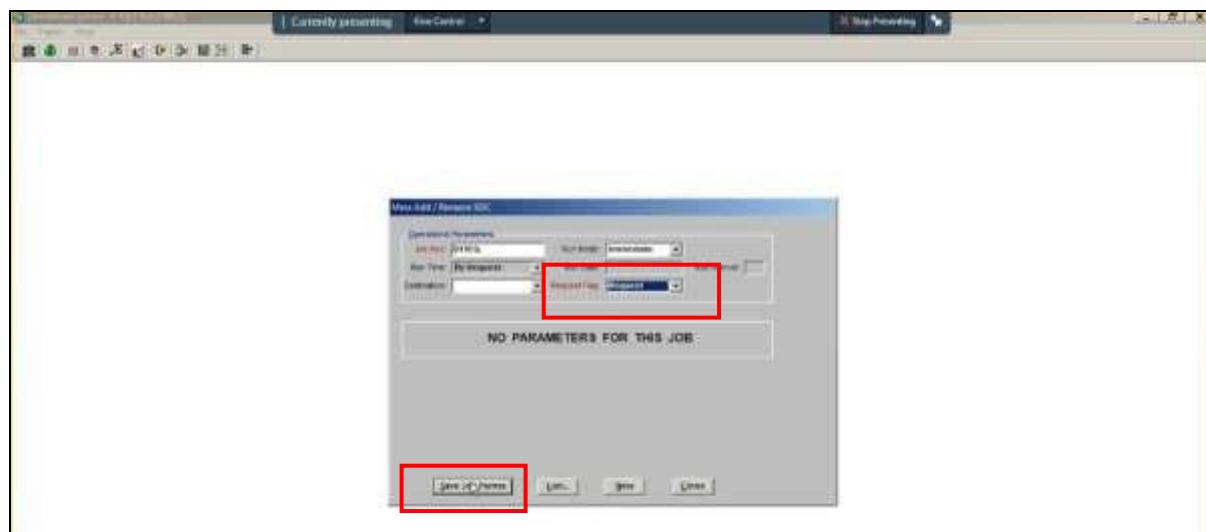




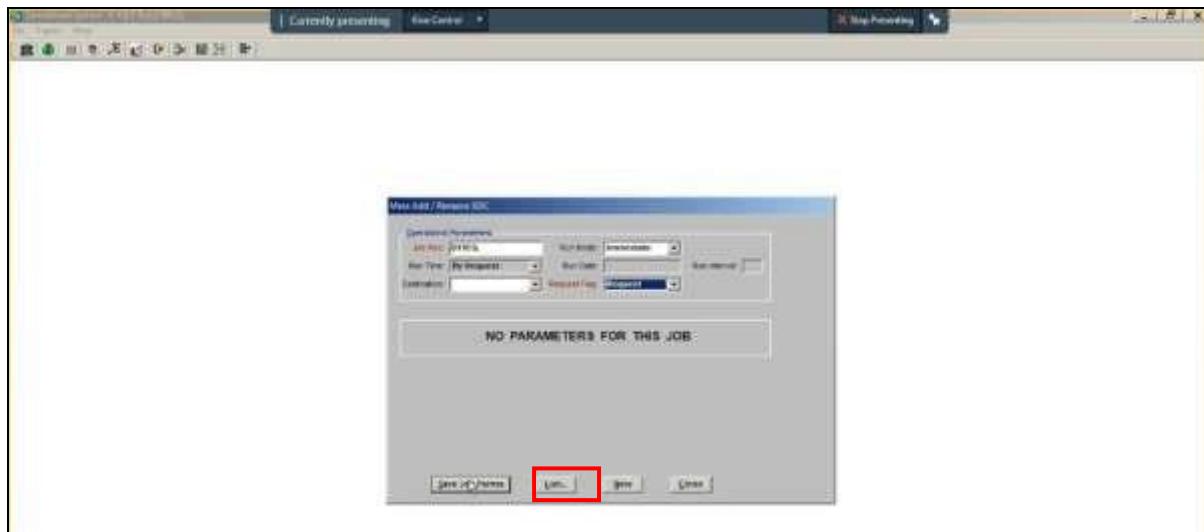
**Step 346:** Click on "List", it should be reflecting "**BYREQ**" - "**No Request**". Click on "Get"



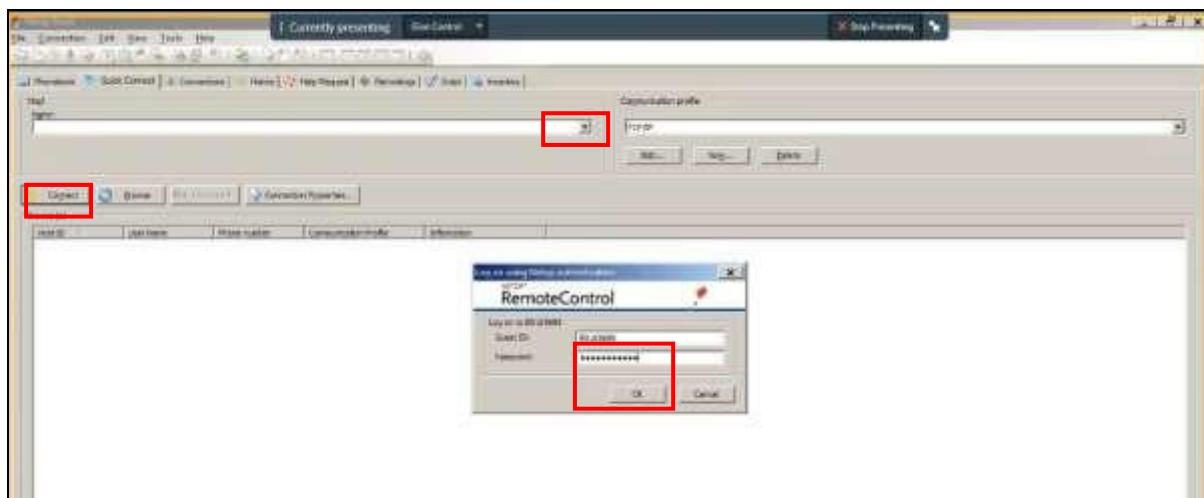
**Step 347:** Change the Request Flag to "**Request**" and click on "**Save job parms**"



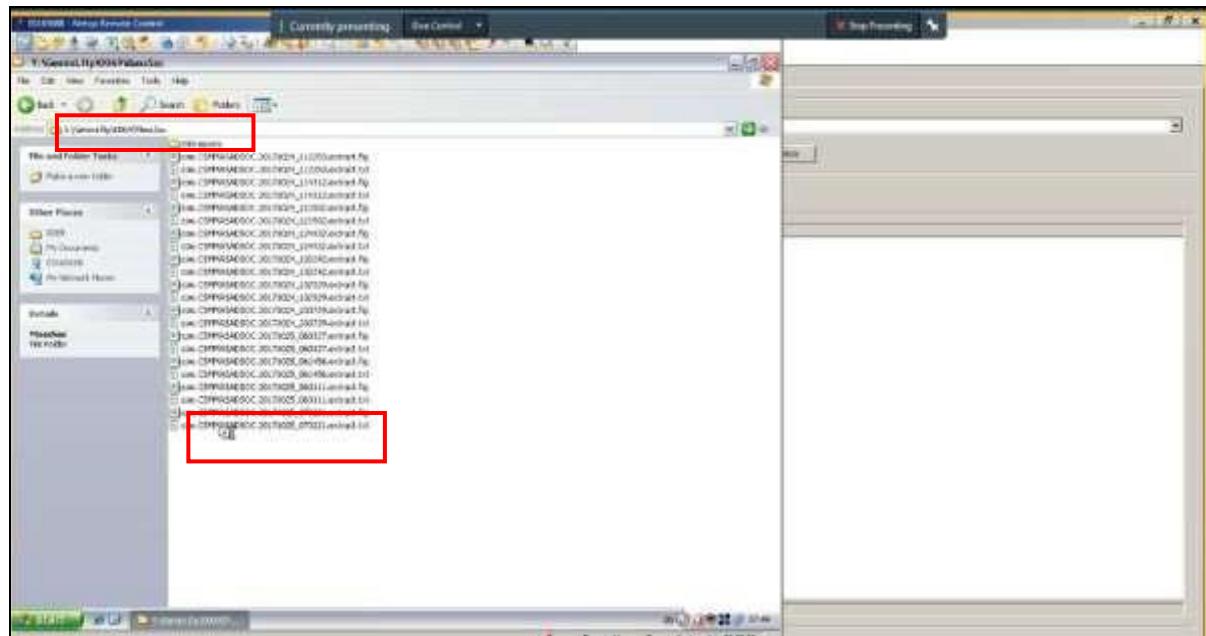
Click again on "**List**"



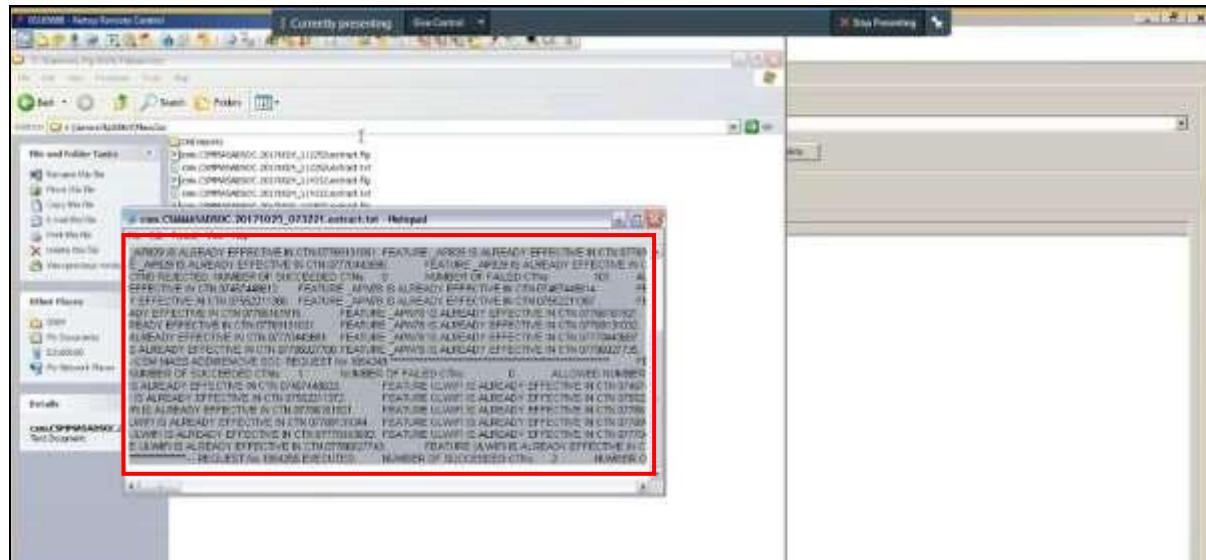
**Step 348:** Wait until "Request flag" turns into "**No Request**". Once this has been changed – go to **Netop** again  
Select either 1<sup>st</sup> or 2<sup>nd</sup> IP and click on **Connect**, enter the **password** and click on **OK**



**Step 349:** Go to "**MassSoc**" folder and pick the last notepad – <Y:\Gemini.ftp\0069\MassSoc>



**Step 350:** Copy the full details from notepad





**Step 351:** Go back to "Exe Report" sheet and paste all the details just below to price plan details

**Step 352:** Apply filer on the first row within "Exe Report" and check for any Failures

A screenshot of Microsoft Excel showing a dropdown menu titled 'Select Cell'. The menu lists various options for selecting cells, such as 'Select All', 'Select All In This Row', 'Select All In This Column', and 'Select All In This Worksheet'. A red box highlights the 'Select All' option. The background shows a spreadsheet with columns labeled A through Z and rows 1 through 10. The active cell is highlighted in yellow.



**Step 353:** Select "Number of Failed and Number of Succeeded CTN's" – click "Ok"

A screenshot of Microsoft Excel showing a report titled "SMT Main ADD". The report contains a table with several rows of data. In the first column, there is a checkbox labeled "FEATURE SERVICE ALREADY EXISTS". This checkbox is checked and highlighted with a red box. Below the table, there are two buttons: "OK" and "Cancel".

**Step 354:** Match the Count of "Number of CTN's" with "Exe Report" and with "Req Form" Prepare a table based on no of CTN's succeeded and no of CTN's failed within the same sheet.

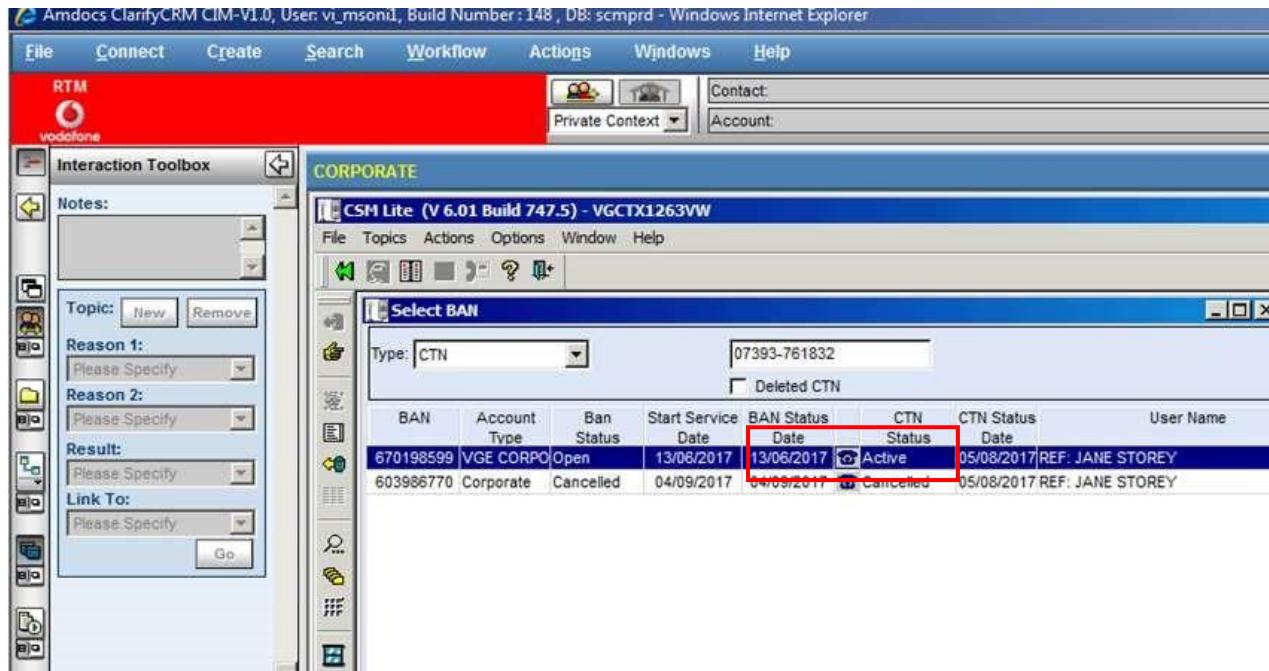


A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Revenue	MJ24M960	1	Revenue@16.net	1854199	Revenue@Revenue 4/6/26													
Revenue	98088D	44	Revenue@11.net	1854185	Revenue@Revenue 4/6/27													
Revenue	MJ24M1	299	Revenue@12.net	1854232	Revenue@Revenue 4/6/27													
Revenue	WTFJ_805	7	Revenue@13.net	1854213	Revenue@Revenue 4/6/27													
Revenue	444088B1	1	Revenue@14.net	1854294	Revenue@Revenue 4/6/27													
Revenue	401808BC	1	Revenue@15.net	1854195	Revenue@Revenue 4/6/26													
Revenue	402428D0	1	Revenue@004.net	1854238	Revenue@Revenue 4/6/26													
Revenue	400KCTON	2	Revenue@005.net	1854217	Revenue@Revenue 4/6/26													
Revenue	MJ24	12	Revenue@13.net	1854230	Revenue@Revenue 4/6/26													
Revenue	AMPAAL	105	Revenue@15.net	1854189	Revenue@Revenue 4/6/27													
Revenue	AMPAWAP	3	Revenue@17.net	1854249	Revenue@Revenue 4/6/27													
Revenue	AMPPICAL	106	Revenue@18.net	1854241	Revenue@Revenue 4/6/27													
Revenue	AMPTETANG	45	Revenue@19.net	1854236	Revenue@Revenue 4/6/27													
Migration	VBFM115	410	Revenue@20.net	1854186	Revenue@Migration 4/6/26													
Migration	MSDW1244H	37	Revenue@21.net	1854185	Revenue@Migration 4/6/26													
Add	0P951A	159	Revenue@23.net	1854147	Revenue@Add 0P951A/47													
Add	AMPA28	106	Revenue@24.net	1854182	Revenue@Add AMPA28/47													
Add	401808BC	1	Revenue@25.net	1854248	Revenue@Add 401808BC/47													
Add	401808BC	1	Revenue@26.net	1854249	Revenue@Add 401808BC/47													
Add	AMPA43	108	Revenue@28.net	1854246	Revenue@Add AMPA43/48													
Add	AMPAWAP	105	Revenue@29.net	1854187	Revenue@Add AMPAWAP/48													
Add	MJ24	12	Revenue@30.net	1854149	Revenue@Add MJ24/48													
Add	DEMEYUT	1	Revenue@31.net	1854148	Revenue@Add DEMEYUT/48													
Add	DISBSC	105	Revenue@32.net	1854230	Revenue@Add DISBSC/48													
Add	WTFJ_805	105	Revenue@33.net	1854231	Revenue@Add WTFJ_805/48													
Add	CORP1H1U	99	Revenue@34.net	1854252	Revenue@Add CORP1H1U/48													
Add	CORP1H2U	4	Revenue@35.net	1854193	Revenue@Add CORP1H2U/48													
Add	CORP1H4	1	Revenue@36.net	1854234	Revenue@Add CORP1H4/48													
Add	CORP1H5	2	Revenue@37.net	1854246	Revenue@Add CORP1H5/48													

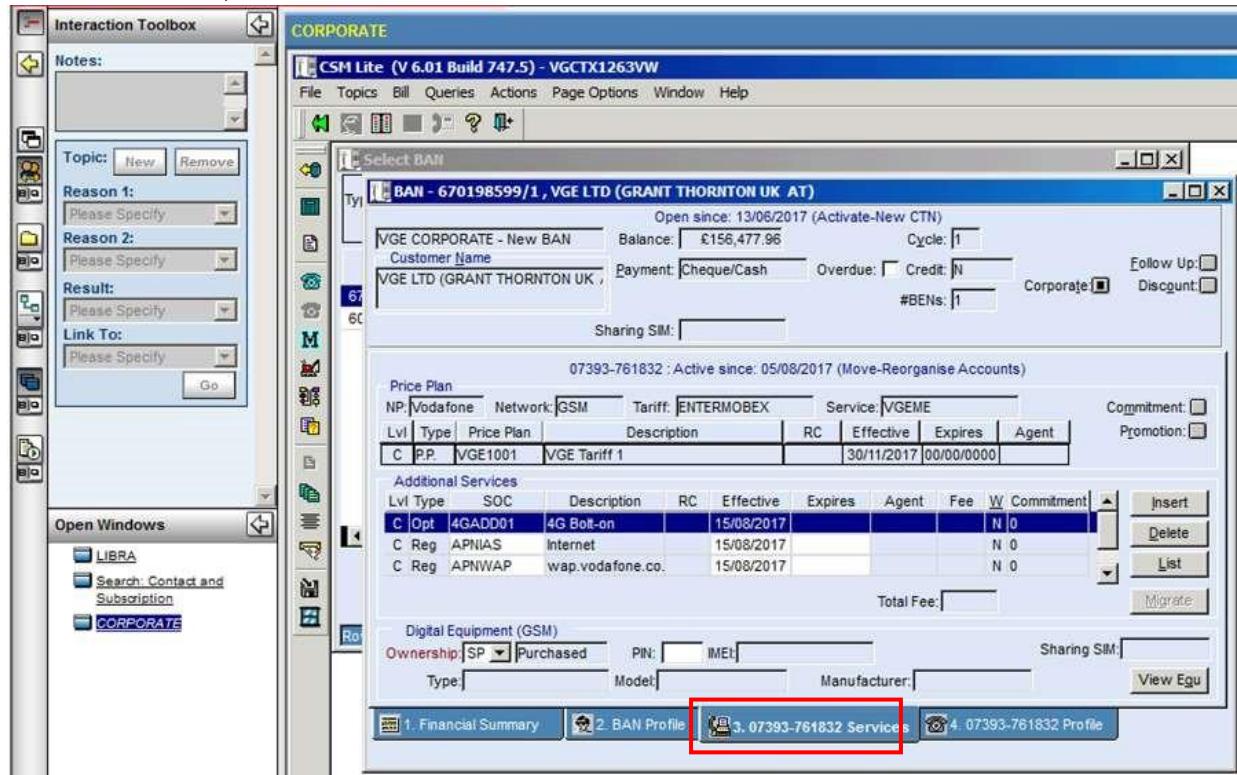
**Step 355:** Go back to Crystal and re-suspend the CTN's which we restored earlier. Pick each suspended CTN's and resuspend it.

The screenshot shows the Amdocs ClarifyCRM interface. In the foreground, a modal dialog box titled "Select BAN" is open. It has a dropdown menu "Type: CTN" with the value "7393-761832" entered in the input field. Below the input field is a checkbox labeled "Deleted CTN" which is checked. At the bottom right of the dialog box is a "Select" button. The background of the application shows various tabs like "File", "Topics", "Actions", etc., and some open windows such as "LIBRA" and "CORPORATE".

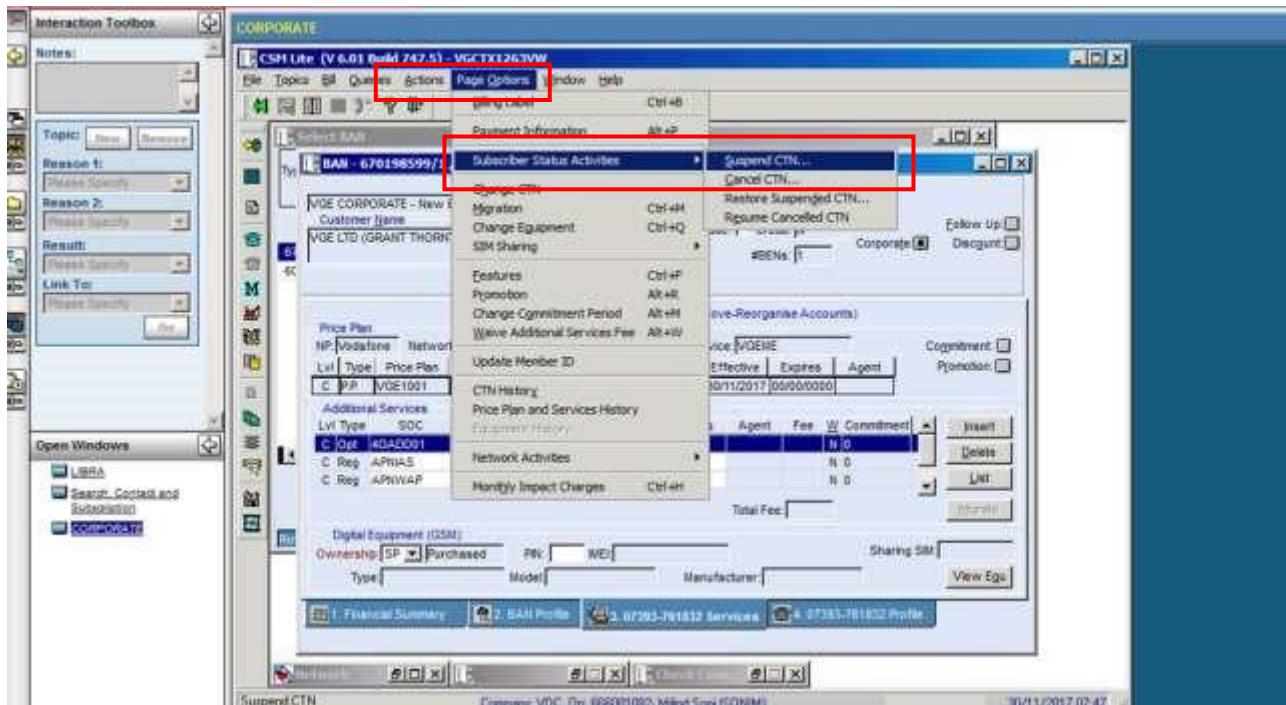
Always click on the Active status row,



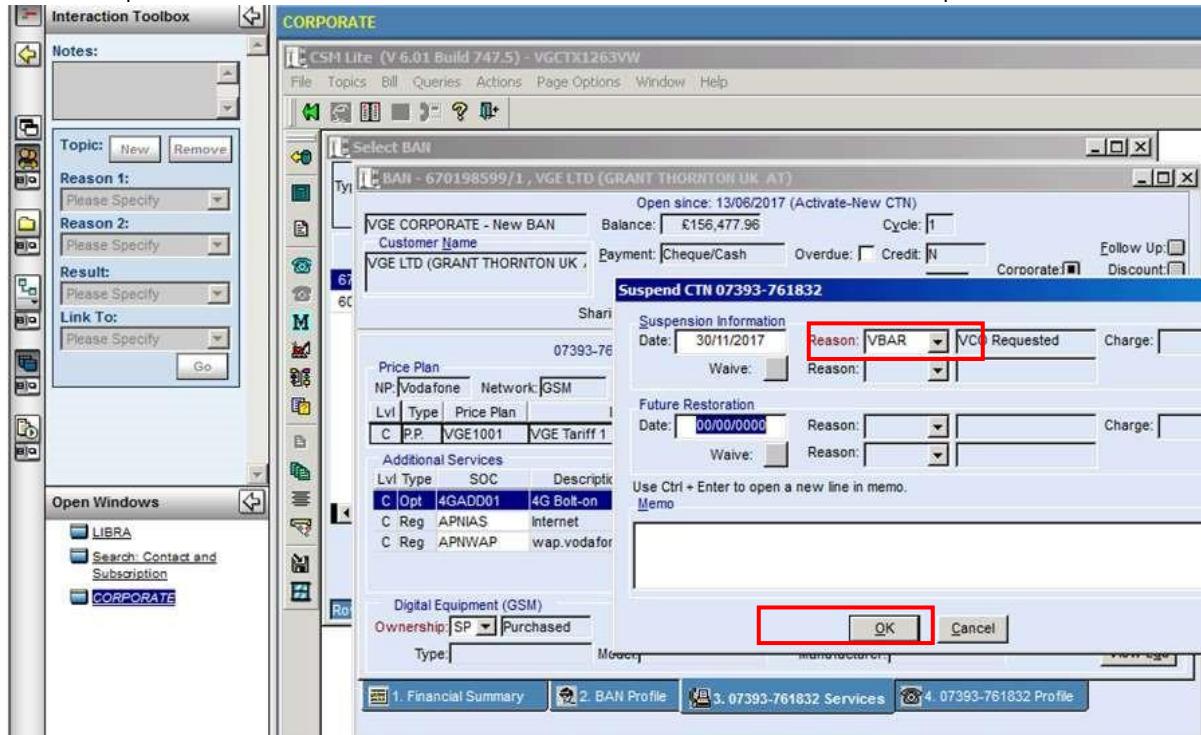
Click on the Third tab, services



Click on Page options, select Subsciber status Activities and select Suspended CTN..



Enter the respective reason code in Reason code tab and click on Ok. Follow it for all the Suspended CTN's.





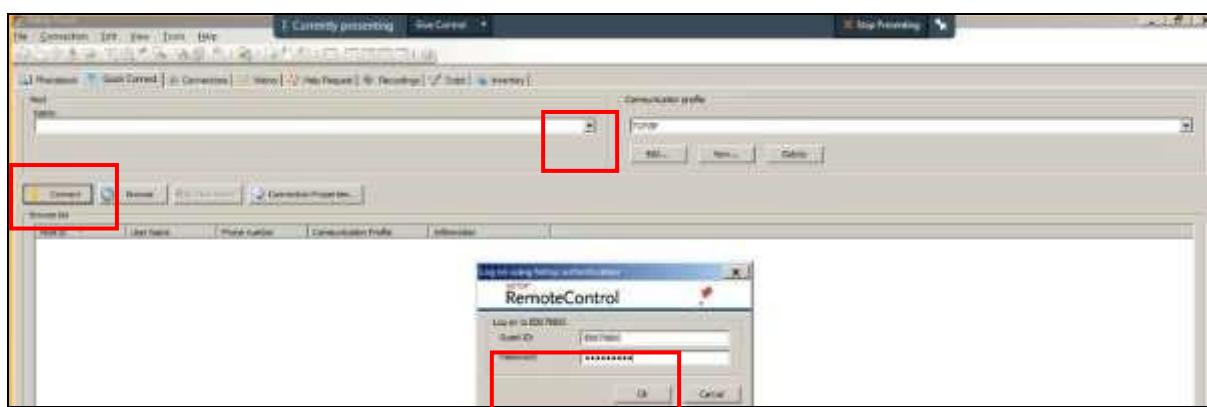
**Step 356:** Before sending a result to the requestor, need to run "**ISAAC Report**" to check if the CTN's are on network level or not?

**Copy the Migrated CTN's** (Copy all the CTN's from the file which was prepared earlier and separated based on the request)

**Step 357:** Go back to Citrix Main application and click "**CC NetOp 10**"



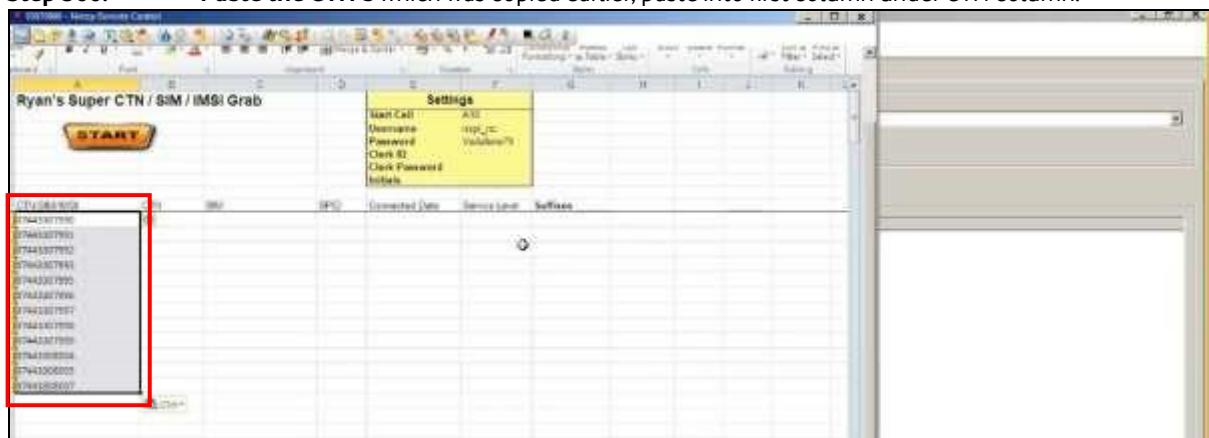
**Step 358:** Select the second IP and click on "Connect", enter the "Password" and click "OK"



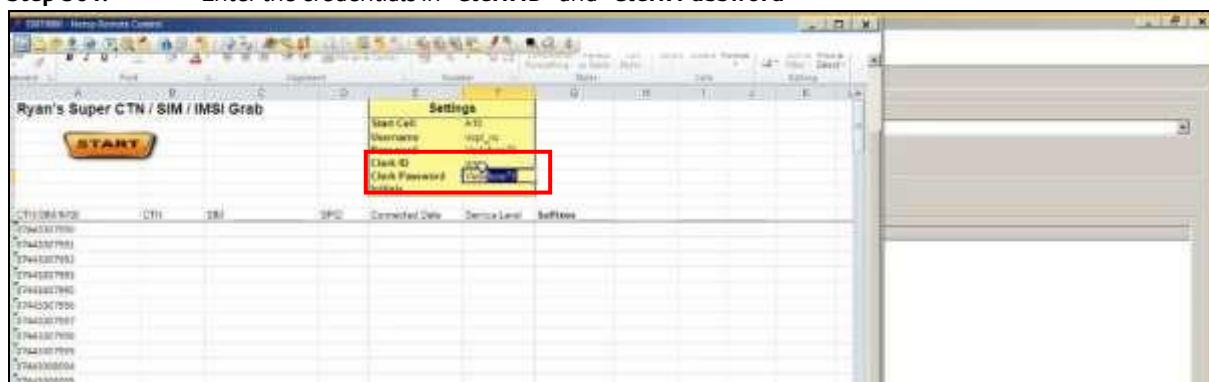
**Step 359:** Navigate to "ISAAC report file" "Y\Isaac Super Grab.xls". Open the file



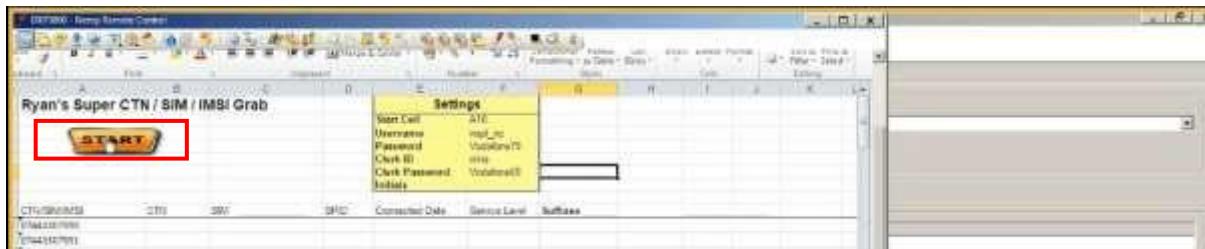
**Step 360:** Paste the CTN's which was copied earlier, paste into first column under CTN column.



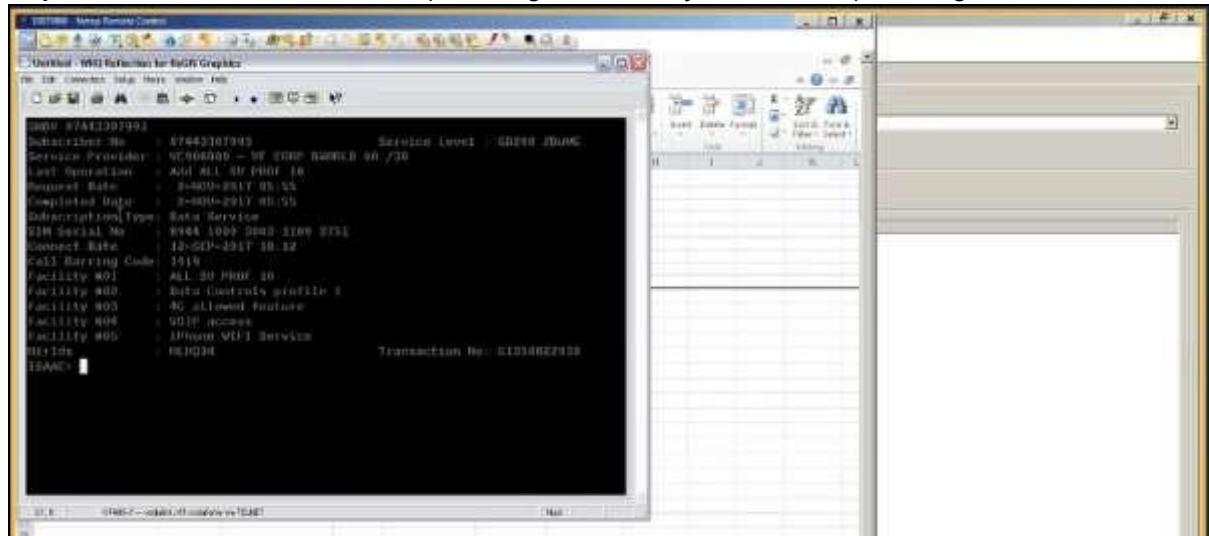
**Step 361:** Enter the credentials in "Clerk ID" and "Clerk Password"



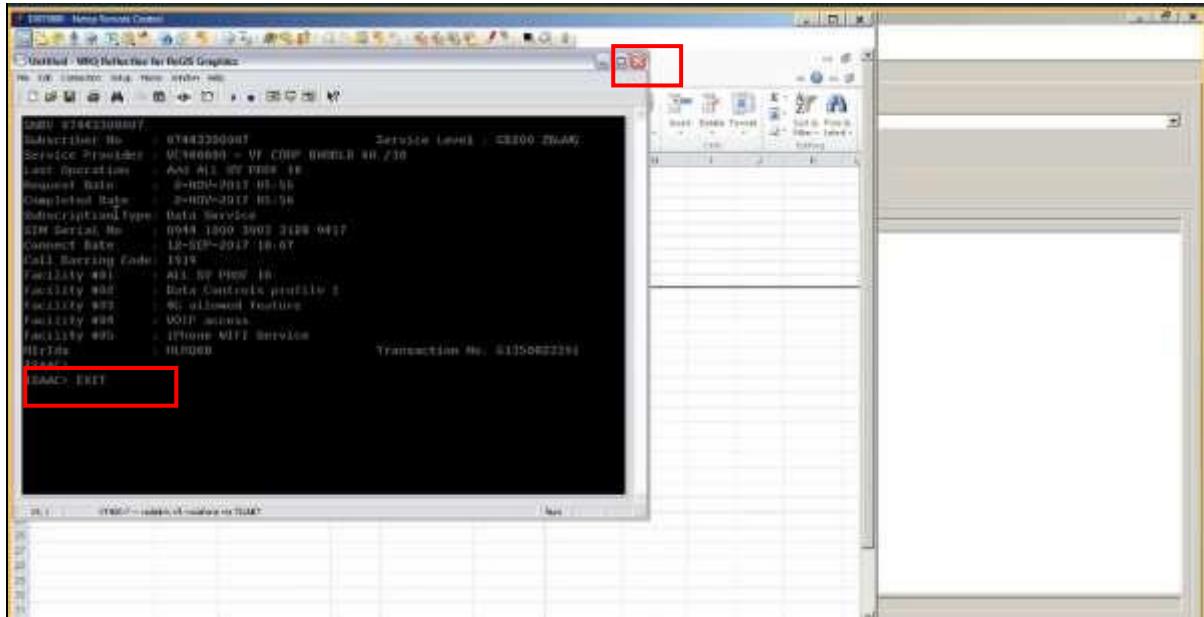
**Step 362:** Click on "START"



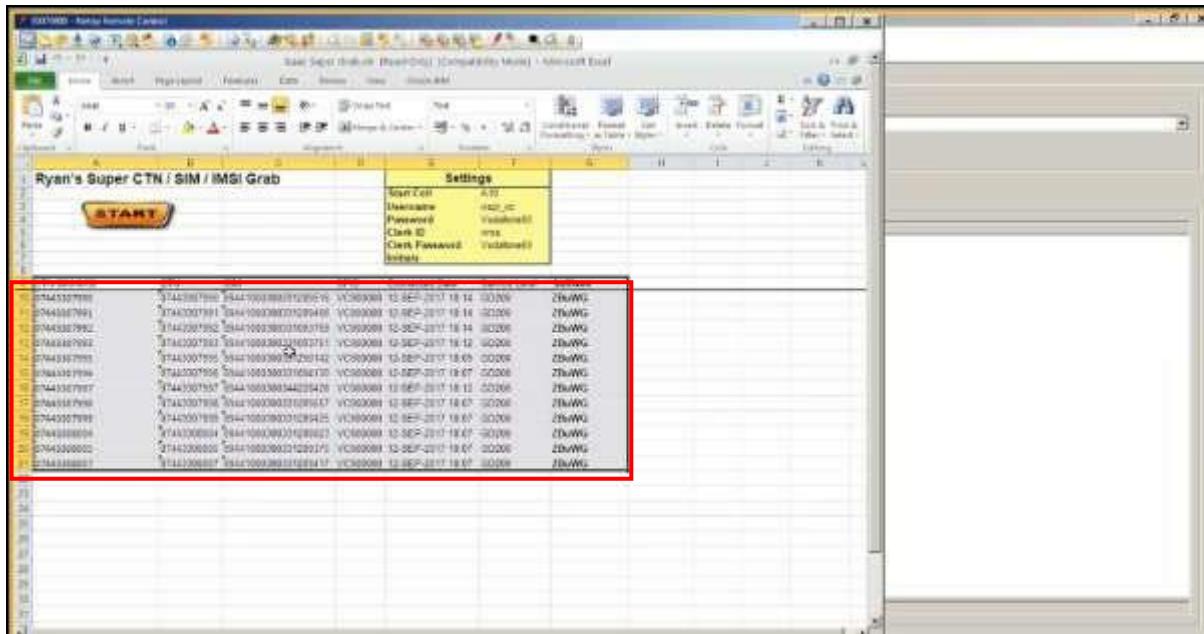
**Step 363:** This will take some time in processing all the CTN's, you can see it is processing each CTN



**Step 364:** Once you see "ISAAC> EXIT", can close the screen by clicking "X"



**Step 365:** Copy the whole result from **Ryan' Super CTN Grab** page



**Step 366:** Click on "Retrieving clip board"



User Cell	Username	Password	Clark ID	Clark Password
AT&T	root_10	Vodafone!!	imsi	Vodafone!!

**Step 367:** Go back to Action file and create a new sheet, paste back the details

Category	Sub-Category	Product ID	Description	Stock Level	Supplier
Electronics	Smartphones	SMR10001	Galaxy S20 Ultra	120	Samsung
Electronics	Smartphones	SMR10002	iPhone 12 Pro Max	110	Apple
Electronics	Smartphones	SMR10003	Samsung Galaxy Note 20	100	Samsung
Electronics	Smartphones	SMR10004	Google Pixel 5	90	Samsung
Electronics	Smartphones	SMR10005	OnePlus 8T	80	Samsung
Electronics	Smartphones	SMR10006	Huawei Mate 40 Pro	70	Samsung
Electronics	Smartphones	SMR10007	Sony Xperia 1 II	60	Samsung
Electronics	Smartphones	SMR10008	Nokia 8.3 5G	50	Samsung
Electronics	Smartphones	SMR10009	Realme GT Master Edition	40	Samsung
Electronics	Smartphones	SMR10010	Motorola Edge 20 Pro	30	Samsung
Electronics	Smartphones	SMR10011	LG V60 ThinQ	20	Samsung
Electronics	Smartphones	SMR10012	Microsoft Surface Phone	10	Samsung
Electronics	Smartphones	SMR10013	ASUS ROG Phone 3	5	Samsung
Electronics	Smartphones	SMR10014	HTC U20 Guts	0	Samsung
Laptops	15-inch	LAP10001	Dell XPS 15	150	Dell
Laptops	15-inch	LAP10002	HP Spectre x360	140	HP
Laptops	15-inch	LAP10003	Lenovo ThinkPad X1 Carbon	130	Lenovo
Laptops	15-inch	LAP10004	Acer Swift 3 SF314	120	Acer
Laptops	15-inch	LAP10005	Microsoft Surface Book 3	110	Microsoft
Laptops	15-inch	LAP10006	ASUS ZenBook 15 UX530	100	ASUS
Laptops	15-inch	LAP10007	LG Gram 15	90	LG
Laptops	15-inch	LAP10008	MSI Stealth 15	80	MSI
Laptops	15-inch	LAP10009	Alienware m15 R2	70	Alienware
Laptops	15-inch	LAP10010	MacBook Pro 15	60	Apple
Laptops	15-inch	LAP10011	LG Gram 15	50	LG
Laptops	15-inch	LAP10012	MSI Stealth 15	40	MSI
Laptops	15-inch	LAP10013	Alienware m15 R2	30	Alienware
Laptops	15-inch	LAP10014	MacBook Pro 15	20	Apple
Laptops	15-inch	LAP10015	LG Gram 15	10	LG
Laptops	15-inch	LAP10016	MSI Stealth 15	0	MSI
Laptops	17-inch	LAP10017	Dell XPS 17	140	Dell
Laptops	17-inch	LAP10018	HP Spectre x360	130	HP
Laptops	17-inch	LAP10019	Lenovo ThinkPad X1 Carbon	120	Lenovo
Laptops	17-inch	LAP10020	Acer Swift 3 SF314	110	Acer
Laptops	17-inch	LAP10021	Microsoft Surface Book 3	100	Microsoft
Laptops	17-inch	LAP10022	ASUS ZenBook 17 UX530	90	ASUS
Laptops	17-inch	LAP10023	LG Gram 17	80	LG
Laptops	17-inch	LAP10024	MSI Stealth 17	70	MSI
Laptops	17-inch	LAP10025	Alienware m17 R2	60	Alienware
Laptops	17-inch	LAP10026	MacBook Pro 17	50	Apple
Laptops	17-inch	LAP10027	LG Gram 17	40	LG
Laptops	17-inch	LAP10028	MSI Stealth 17	30	MSI
Laptops	17-inch	LAP10029	Alienware m17 R2	20	Alienware
Laptops	17-inch	LAP10030	MacBook Pro 17	10	Apple
Laptops	17-inch	LAP10031	LG Gram 17	0	LG
Monitors	27-inch	MON10001	Dell S2721QS	160	Dell
Monitors	27-inch	MON10002	HP Z27n G4	150	HP
Monitors	27-inch	MON10003	Lenovo ThinkVision P27q-10	140	Lenovo
Monitors	27-inch	MON10004	Acer Nitro XV272U	130	Acer
Monitors	27-inch	MON10005	Microsoft Surface Studio 2	120	Microsoft
Monitors	27-inch	MON10006	ASUS ProArt PA279CV	110	ASUS
Monitors	27-inch	MON10007	LG UltraFine 27-inch	100	LG
Monitors	27-inch	MON10008	MSI Optix MAG274R	90	MSI
Monitors	27-inch	MON10009	Alienware AW2721H	80	Alienware
Monitors	27-inch	MON10010	MacBook Pro 27	70	Apple
Monitors	27-inch	MON10011	LG UltraFine 27-inch	60	LG
Monitors	27-inch	MON10012	MSI Optix MAG274R	50	MSI
Monitors	27-inch	MON10013	Alienware AW2721H	40	Alienware
Monitors	27-inch	MON10014	MacBook Pro 27	30	Apple
Monitors	27-inch	MON10015	LG UltraFine 27-inch	20	LG
Monitors	27-inch	MON10016	MSI Optix MAG274R	10	MSI
Monitors	27-inch	MON10017	Alienware AW2721H	0	Alienware
Peripherals	Keyboards	PER10001	Razer BlackWidow	180	Razer
Peripherals	Keyboards	PER10002	Logitech G915 TKL	170	Logitech
Peripherals	Keyboards	PER10003	SteelSeries Apex 7	160	SteelSeries
Peripherals	Keyboards	PER10004	Logitech G815	150	Logitech
Peripherals	Keyboards	PER10005	SteelSeries Apex 7	140	SteelSeries
Peripherals	Keyboards	PER10006	Logitech G915 TKL	130	Logitech
Peripherals	Keyboards	PER10007	SteelSeries Apex 7	120	SteelSeries
Peripherals	Keyboards	PER10008	Logitech G815	110	Logitech
Peripherals	Keyboards	PER10009	SteelSeries Apex 7	100	SteelSeries
Peripherals	Keyboards	PER10010	Logitech G915 TKL	90	Logitech
Peripherals	Keyboards	PER10011	SteelSeries Apex 7	80	SteelSeries
Peripherals	Keyboards	PER10012	Logitech G815	70	Logitech
Peripherals	Keyboards	PER10013	SteelSeries Apex 7	60	SteelSeries
Peripherals	Keyboards	PER10014	Logitech G915 TKL	50	Logitech
Peripherals	Keyboards	PER10015	SteelSeries Apex 7	40	SteelSeries
Peripherals	Keyboards	PER10016	Logitech G815	30	Logitech
Peripherals	Keyboards	PER10017	SteelSeries Apex 7	20	SteelSeries
Peripherals	Keyboards	PER10018	Logitech G915 TKL	10	Logitech
Peripherals	Keyboards	PER10019	SteelSeries Apex 7	0	SteelSeries
Peripherals	Mice	PER10020	Razer DeathAdder	170	Razer
Peripherals	Mice	PER10021	Logitech G903	160	Logitech
Peripherals	Mice	PER10022	SteelSeries Rival 650	150	SteelSeries
Peripherals	Mice	PER10023	Logitech G903	140	Logitech
Peripherals	Mice	PER10024	SteelSeries Rival 650	130	SteelSeries
Peripherals	Mice	PER10025	Logitech G903	120	Logitech
Peripherals	Mice	PER10026	SteelSeries Rival 650	110	SteelSeries
Peripherals	Mice	PER10027	Logitech G903	100	Logitech
Peripherals	Mice	PER10028	SteelSeries Rival 650	90	SteelSeries
Peripherals	Mice	PER10029	Logitech G903	80	Logitech
Peripherals	Mice	PER10030	SteelSeries Rival 650	70	SteelSeries
Peripherals	Mice	PER10031	Logitech G903	60	Logitech
Peripherals	Mice	PER10032	SteelSeries Rival 650	50	SteelSeries
Peripherals	Mice	PER10033	Logitech G903	40	Logitech
Peripherals	Mice	PER10034	SteelSeries Rival 650	30	SteelSeries
Peripherals	Mice	PER10035	Logitech G903	20	Logitech
Peripherals	Mice	PER10036	SteelSeries Rival 650	10	SteelSeries
Peripherals	Mice	PER10037	Logitech G903	0	Logitech

**Step 368:** Check if any of the CTN's are missing "G (GPRS)" in "Suffixes" tab?

**Step 369:** If any CTN's missing "G" in Suffixes tab, need to send an email to "**Error handling team**"



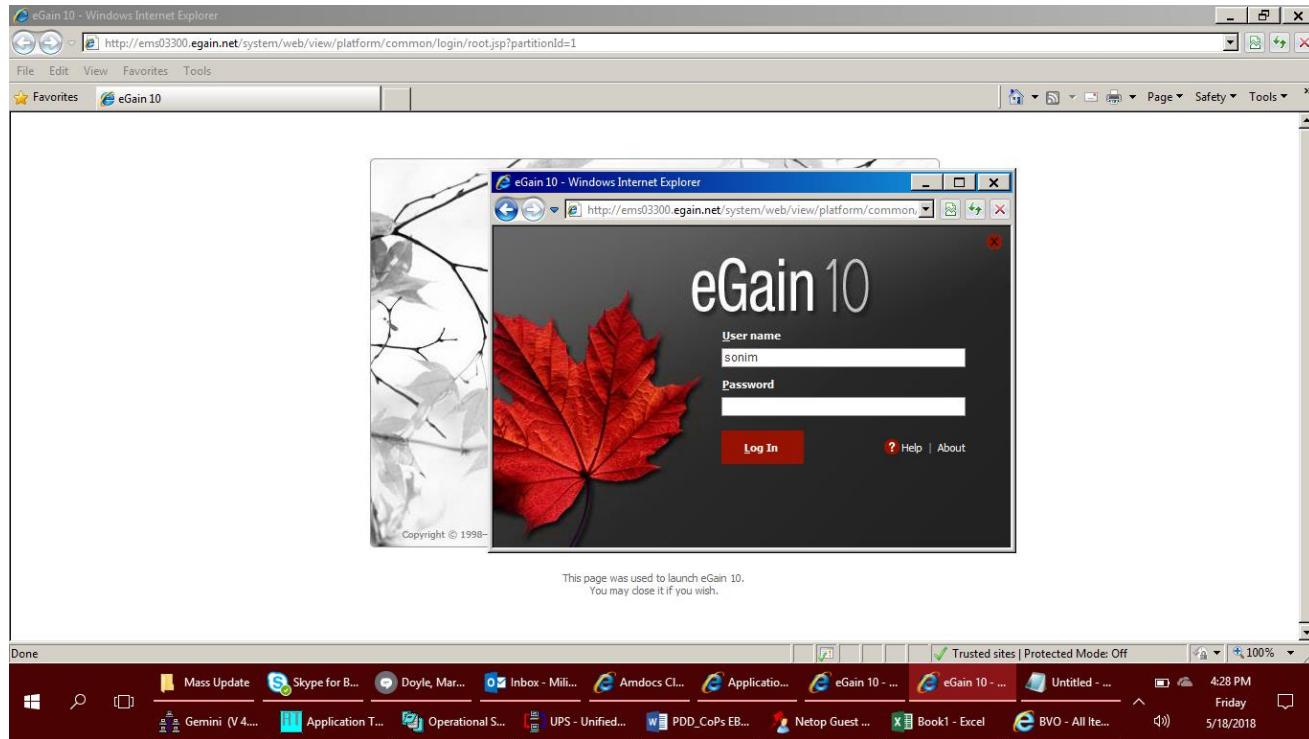
**Information to send - Below are the CTN's which doesn't have a GPRS services, kindly check if any error dropped on the network level?**

**Step 370:** Go back to eGain, copy the "REFNO" from "Req form" and close the case from eGain.

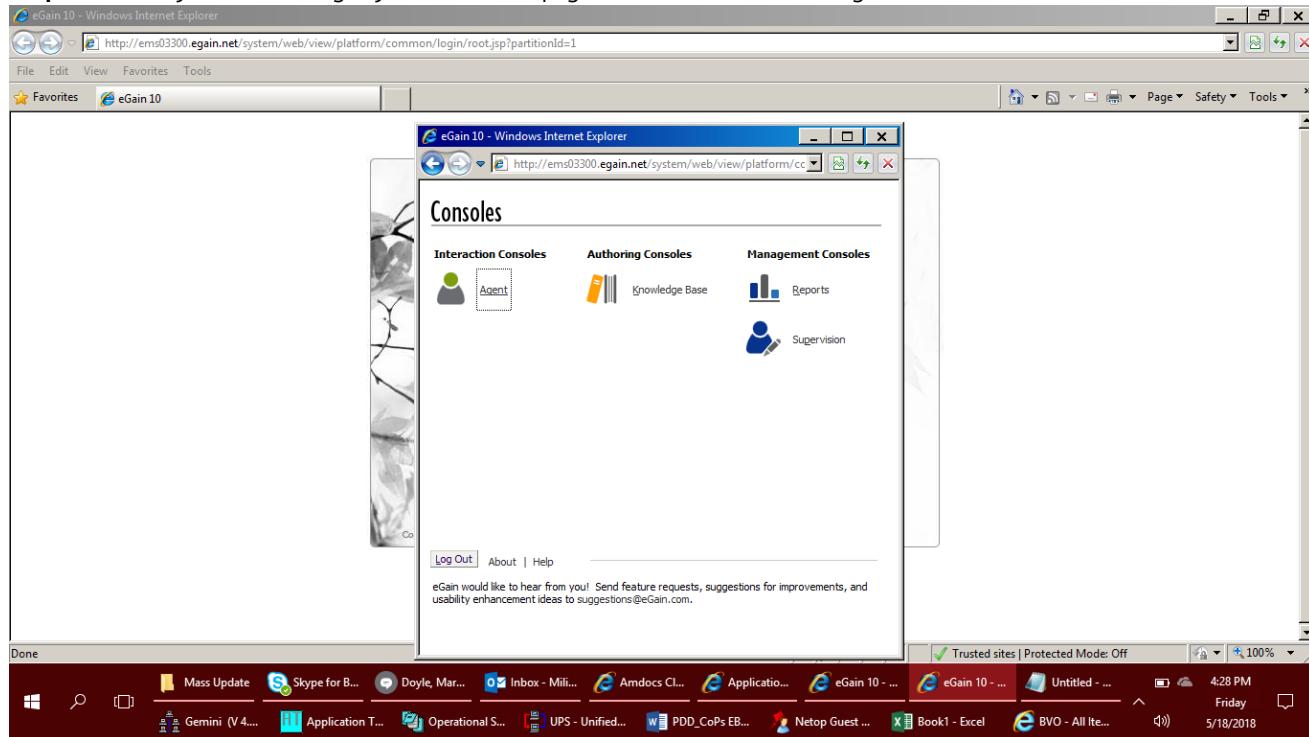
**Step 371:** Click on the URL to open eGain 10 application as below

<http://ems03300.eqain.net/system/web/view/platform/common/login/root.jsp?partitionId=1>

A screenshot of a Windows Internet Explorer window titled "eGain 10 - Windows Internet Explorer". The address bar shows the URL "http://ems03300.egain.net/system/web/view/platform/common/login/root.jsp?partitionId=1". The main content area displays a graphic with a central orange maple leaf and the text "eGain 10" in a large, bold, sans-serif font. Below the graphic, a smaller text box contains "Copyright © 1998-2011 | eGain Communications Corp. All rights reserved." At the bottom of the page, a message reads "This page was used to launch eGain 10. You may close it if you wish." The taskbar at the bottom shows various open application icons, including Mass Update, Skype for B..., Doyle, Mar..., Inbox - Mili..., Amdocs Cl..., Application..., eGain 10 - ..., eGain 10 - ..., Untitled - ..., Gemini (V 4...., Application T..., Operational S..., UPS - Unified..., PDD\_CoPs EB..., Netop Guest ... Book1 - Excel, and BVO - All lte... . The system tray shows the date as Friday, 5/18/2018 and the time as 4:28 PM.



**Step 372:** Once you click on Log In you will see the page like below and click on Agent Console



Once you click on Agent Console you will see the page like below.



User name: sonim Language: English

Ready

Open activities: 0 | Open cases: 1491

Windows Search 1:36 PM ENG 10/26/2017

**Step 373:** Click on below option Outbound email for new case F3.

User name: sonim Language: English

Ready

Open activities: 0 | Open cases: 1706

Windows 4:34 PM Friday 5/18/2018

**Step 374:** As soon as you click on above option we need to enter the email address of the requestors



User name: sonim | Language: English

Ready

Open activities: 0 | Open cases: 1706

4:37 PM Friday 5/18/2018

**Step 375:** Click on Search and again below screen will appear Select From: [vwt@help.vodafone.co.uk](mailto:vwt@help.vodafone.co.uk).

User name: sonim | Language: English

Ready

From: bulkadmin@help.vodafone.co.uk  
To: bulkadmin@help.vodafone.co.uk  
Cc: bulkm2n@help.vodafone.co.uk  
Bcc: bulkupdates@help.vodafone.co.uk  
Subject: bulkupdates@ISP@help.vodafone.co.uk  
ByeSAS@help.vodafone.co.uk  
BYUK@help.vodafone.co.uk  
BYVSL@help.vodafone.co.uk  
caa@help.vodafone.co.uk  
cameronmcenna@help.vodafone.co.uk  
caplindgren@help.vodafone.co.uk  
caplindgren@help.vodafone.co.uk  
ccpsadmin@help.vodafone.co.uk  
ccp1@help.vodafone.co.uk  
ccp2@help.vodafone.co.uk  
cdcfgroup@help.vodafone.co.uk  
centrica@help.vodafone.co.uk  
centricaengineers@help.vodafone.co.uk  
centricasite@help.vodafone.co.uk  
cerner@help.vodafone.co.uk  
Channelpartnerescalations@help.vodafone.co.uk  
ChannelSupport@help.vodafone.co.uk  
ChannelSupportEscalations@help.vodafone.co.uk  
charlestaylor@help.vodafone.co.uk  
chemistry@help.vodafone.co.uk  
chess@help.vodafone.co.uk  
chevron@help.vodafone.co.uk  
chime@help.vodafone.co.uk  
christiemansonswood@help.vodafone.co.uk  
cs2@help.vodafone.co.uk  
cs4@help.vodafone.co.uk

Enter requestor email id into To column and subject line should be like as given in screen shot along with format we will provide you.



The screenshot shows the eClass 10 Agent Console interface. A message window is open, with the 'Reply' button highlighted by a red box. The message body contains a link to a migration report.

**Step 379:** Prepare a body of email and paste the result table which was created earlier and click on **Save**

The screenshot shows the eClass 10 Agent Console interface. The 'Save' button in the toolbar is highlighted with a red box. The message body contains a migration report table.

Request type	SOC/Price Plan Code	CTV - Success	CTV - Failure
Removed	DM000000	0	0
Removed	DM12345	0	0
Removed	DM2098	1	0
Removed	DM2099	0	0

**Step 380:** Go back to "Req Form" and delete all unnecessary details

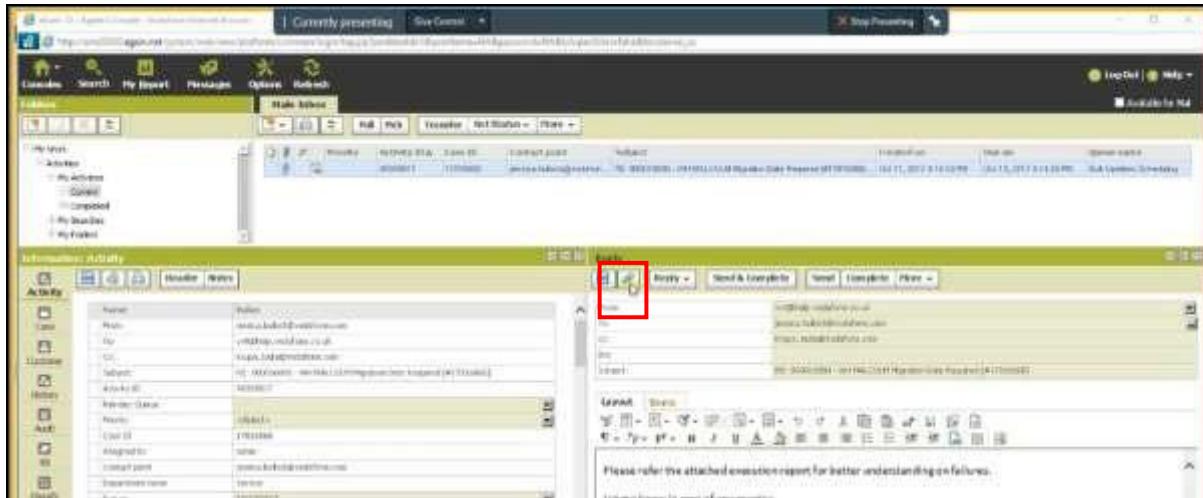


Request Type	SOCPriice Plan Code	CTH Count	File Name	Sequence Number	Request Type	SOCPriice Plan Code	CTH - Business	CTH - Future
Renewal	20160910W	1	krnfile0001.xls	1004220	Renewal	20160910W	1	0
Renewal	DA73108	0	krnfile0002.xls	1004220	Renewal	DA73108	0	0
Renewal	DA13608	1	krnfile0003.xls	1004220	Renewal	DA81008	1	0
Renewal	18	427	krnfile0004.xls	1004220	Renewal	18	427	0
Renewal	194017100	6	krnfile0005.xls	1004220	Renewal	194017100	6	0
Renewal	653404W00	1	krnfile0006.xls	1004220	Renewal	653404W00	1	0
Renewal	653404W01	86	krnfile0011.xls	1004220	Renewal	653404W01	86	0
Renewal	PROV021	258	krnfile0012.xls	1004220	Renewal	PROV021	258	0
Renewal	4011361	7	krnfile0013.xls	1004220	Renewal	WH1_001	7	0
Renewal	404030100	3	krnfile0014.xls	1004220	Renewal	404030100	3	0
Renewal	403009000	3	krnfile0002.xls	1004220	Renewal	403009000	3	0
Renewal	403008000	1	krnfile0004.xls	1004220	Renewal	403008000	1	0
Renewal	403007000	0	krnfile0005.xls	1004220	Renewal	403007000	0	0
Renewal	MATS	23	krnfile0020.xls	1004220	Renewal	MATS	23	0
Renewal	APNVA08	100	krnfile0015.xls	1004220	Renewal	APNVA08	100	0
Renewal	APNVA09	1	krnfile0017.xls	1004220	Renewal	APNVA09	1	0
Migration	UNIV012	606	krnfile0018.xls	1004220	Migration	UNIV012	606	0
Migration	VPRO00100	403	krnfile0019.xls	1004220	Migration	VPRO00100	403	0
Migration	10000173	403	krnfile0020.xls	1004220	Migration	10000173	403	0
Migration	100002644	27	krnfile0026.xls	1004220	Migration	100002644	27	0
All	newfile	104	krnfile0027.xls	1004220	All	newfile	104	0

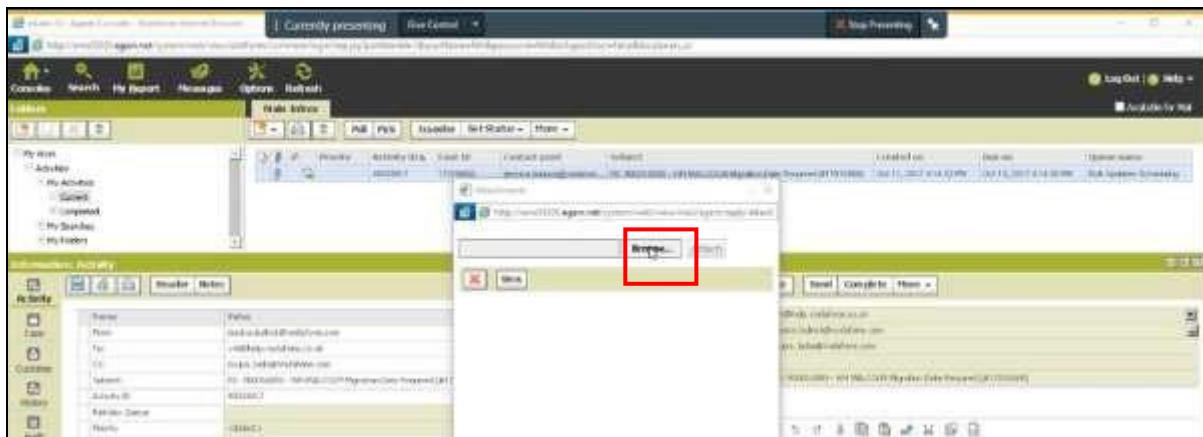
**Step 381:** Save the file into "VVT folder" – VVT/MassMigSocRequest Forms/Scheduled folder. Go to Save as and navigate to the above path.

Rename the file as "**Exec\_Report**" and click on "Save"

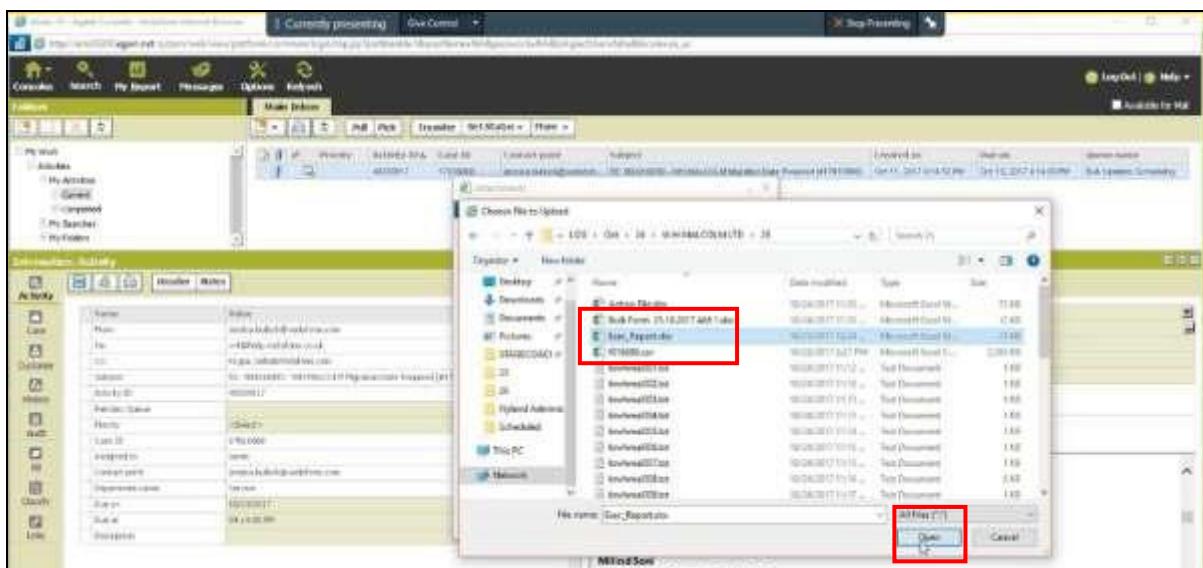
**Step 382:** Back to eGain and click on "**Attachment**"



**Step 383:** Click on "Browse" and navigate to the Saved Exec Report.

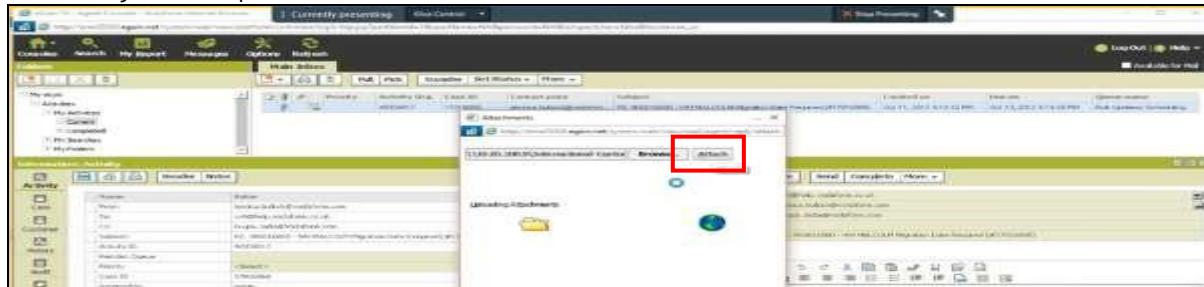


**Step 384:** Pick the file and click on "Open"

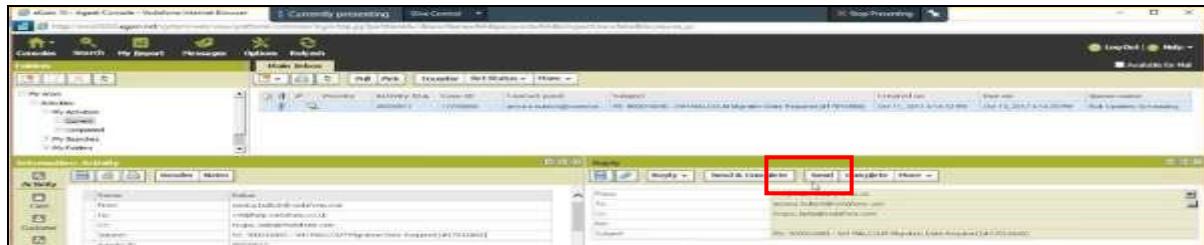




**Step 385:** Click on “Attach” Wait until the upload is done. Need to also attach any exceptions files which we have saved due to business/system exceptions in that folder.



**Step 386:** Click on “Send & Complete”



## 11.2 SIPOC Process Step 2 - VGE Direct / VONE - C Migration

In VGE Direct Migration – Need to remove every SOC which are available in CBMR report and will Add only those which are advised to Add in the request.

All the steps would be remaining same – **eGain steps, DPA check are same and need to send email for CBMR Report would remain the same.**

**Step 1:** Need to check if the requestor has requested for “**VGED/VONE – C Migration**” in request email within eGain. If it is mentioned, then only the VGED Migration should be followed and rest of the Steps would be same as “**Direct Migration**” SIPOC 1.

It can be find in Subject line sometime or in body of the email as well.



The screenshot shows a software application window with a toolbar at the top. Below the toolbar is a search bar and a navigation menu. The main area contains a table with columns: Name, Activity ID, Description, Value, and Business. A specific row is selected, highlighted with a blue background. To the right of the table is a detailed view panel titled "Properties: EBU0001". This panel includes tabs for "Activity Info", "Activity Details", "Case Details", "Audit", and "Classifications". The "Activity Info" tab displays fields like Name, ID, and Description. The "Audit" tab contains a message box with a red border containing the text "Please can you advise on the next possible migration dates for the above VGE DIRECT migration". The "Case Details" tab shows a message box with a red border containing the text "Append: 35,000 transactions".

**Step 2:** Need to check the “**VGED Availability**” spread sheet for the network availability instead of Vispl Availability

[Network/10.85.100.9/International-Customer-Operations/UK back Office/EBU Admin/Mass Update/Corporate/VVT/Mass migration log/VGED Availability.xls](#)

The screenshot shows a software application window with a toolbar at the top. Below the toolbar is a navigation pane and a file list. The file list contains two items: "Desktop" and "VGED Availability". The "VGED Availability" item is highlighted with a red box.

**Step 3:** eGain procedure would be same, pick and open the spread sheet

The screenshot shows a software application window with a toolbar at the top. Below the toolbar is a search bar and a navigation menu. The main area contains a table with columns: Name, Activity ID, Description, Value, and Business. A specific row is selected, highlighted with a blue background. To the right of the table is a detailed view panel titled "Properties: EBU0001". This panel includes tabs for "Activity Info", "Activity Details", "Case Details", "Audit", and "Classifications". The "Audit" tab contains a message box with a red border containing the text "File".



**Step 4:** Click on Enable editing as usual and check the no of CTN's requested for, the count is **3104 in this case**

**Step 5:** Do some basic calculations for the Migration part based on the CTN count, 3104 CTN's\*10 = 31,040 transactions

**Step 6: As we have only 7000 Transactions (700 CTN's) limit for each day, here we have received 31,000 transactions. In the sense only "700" CTN's can be Migrated on each day.**

**So need to prepare a file only for 700 CTN's each day, need to follow the same and Migrate 700 CTN's each day \* 5 days**

**Step 7:** Insert a new column as Column A and name the column as "**Batch Details**"



**Step 8:** Enter “Batch 1” till **701 column** and rest needs to be mentioned based on Batch number. **Batch 2 – from Column 702 till 1402.** follow it same for Batch 3, 4 and 5 as well.

**Step 9:** Copy full details of **Batch 1** and **create a new excel** and paste all



**Step 10:** Follow all the steps to access the Shed report in the same way. Run the report and download the file. Open the file and copy all the details and paste into input file "Sheet2"

**Step 11:** Go back to "input" file and insert a column in between Batch details and Mobile no.



**Step 12:** Follow same steps, put the VLOOKUP and check the CTN's False or True. Remove all the exception (#N/A) details. Keep only genuine CTN's to work on. Once all these done, create a "Pivot Table" as we did it in Direct Migration. Once the file is trimmed post Shed report and its basic process, we would find the exact no of CTN's that needs to Migrated.

As VGED process, we have to remove all the CTN's (all the SOC codes) which we retain in the Shed report (Exact CTN's post trimming). All these codes needs to be removed as SOC removal process.

	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
27943615 Active	-484DD- - AFWAT- - AFWAW- - BARNO- - VDOPIT- -	1	1	1																				
27943616 Active	+	+	+	+																				
27943617 Active	1	1	1	1																				
27943618 Active	1	1	1	1																				
27943619 Active	1	1	1	1																				
27943620 Active	1	1	1	1																				
27943621 Active	1	1	1	1																				
27943622 Active	1	1	1	1																				
27943623 Active	1	1	1	1																				
27943624 Active	1	1	1	1																				
27943625 Active	1	1	1	1																				
27943626 Active	1	1	1	1																				
27943627 Active	1	1	1	1																				
27943628 Active	1	1	1	1																				
27943629 Active	1	1	1	1																				
27943630 Active	1	1	1	1																				
27943631 Active	1	1	1	1																				
27943632 Active	1	1	1	1																				
27943633 Active	1	1	1	1																				
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27943635 Active	1	1	1	1																				
27943636 Active	1	1	1	1																				
27943637 Active	1	1	1	1																				
27943638 Active	1	1	1	1																				
27943639 Active	1	1	1	1																				
27943640 Active	1	1	1	1																				
27943641 Active	1	1	1	1																				
27943642 Active	1	1	1	1																				
27943643 Active	1	1	1	1																				
27943644 Active	1	1	1	1																				
27943645 Active	1	1	1	1																				
27943646 Active	1	1	1	1																				
27943647 Active	1	1	1	1																				
27943648 Active	1	1	1	1																				
27943649 Active	1	1	1	1																				
27943650 Active	1	1	1	1																				
27943651 Active	1	1	1	1																				
27943652 Active	1	1	1	1																				
27943653 Active	1	1	1	1																				
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27943660 Active	1	1	1	1																				
27943661 Active	1	1	1	1																				
27943662 Active	1	1	1	1																				
27943663 Active	1	1	1	1																				
27943664 Active	1	1	1	1																				
27943665 Active	1	1	1	1																				
27943666 Active	1	1	1	1																				
27943667 Active	1	1	1	1																				
27943668 Active	1	1	1	1																				
27943669 Active	1	1	1	1																				
27943670 Active	1	1	1	1																				
27943671 Active	1	1	1	1																				
27943672 Active	1	1	1	1																				
27943673 Active	1	1	1	1																				
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27943678 Active	1	1	1	1																				
27943679 Active	1	1	1	1																				
27943680 Active	1	1	1	1																				
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27943682 Active	1	1	1	1																				
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27943687 Active	1	1	1	1																				
27943688 Active	1	1	1	1																				
27943689 Active	1	1	1	1																				
27943690 Active	1	1	1	1																				
27943691 Active	1	1	1	1																				
27943692 Active	1	1	1	1																				
27943693 Active	1	1	1	1																				
27943694 Active	1	1	1	1																				
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27943696 Active	1	1	1	1																				
27943697 Active	1	1	1	1																				
27943698 Active	1	1	1	1																				
27943699 Active	1	1	1	1																				
27943700 Active	1	1	1	1																				
27943701 Active	1	1	1	1																				
27943702 Active	1	1	1	1																				
27943703 Active	1	1	1	1																				
27943704 Active	1	1	1	1																				
27943705 Active	1	1	1	1																				
27943706 Active	1	1	1	1																				
27943707 Active	1	1	1	1																				
27943708 Active	1	1	1	1																				
27943709 Active	1	1	1	1																				
27943710 Active	1	1	1	1																				
27943711 Active	1	1	1	1																				
27943712 Active	1	1	1																					

**Step 13:** We need to "Add" the SOC codes which are advised to add in the request



**Step 14: All other process steps are same. Remove the SOC code first in Application table and followed by price plan migration and then SOC Addition codes.**

**Step 15: While preparing the files for PP migration codes, make sure to add one more PP code as file "VFPORTMIG" and add all the CTN's for this file. This is as per BAU, though it is not mentioned in request, we have to add and migrate all the CTN's for "VFPORTMIG"**

**Step 16:** Once the Migration is done for all 5 days ( $700 * 5$ ) reply back to the input email from Requestor and attach the Execution report as per the process. Need to send each day's Migration status to requestor.

**Step 17:** Follow Re-suspend procedure from Direct Migration Step 355.



11.3 SIPOC Process Step 3 - Parent Child to Normal Migration

By looking at some price plans we can identify the Parent Child to normal Migration. For Instance, if we find Price plan VBS6000A2

– This is child price plan and

## VBS6000A1 – This is parent price plan

As per BAU, this process should follow,

1. Remove all the SOCs which are advised to remove
  2. If you still find any SOC which GPRS dependable – also needs to be removed
  3. Once the removal process is done, Migrate the CTN in new tariff
  4. Once the Migration part is done, add the SOC's which are advised to add
  5. Since we have removed GPRS dependable SOC – this needs to be re-added.

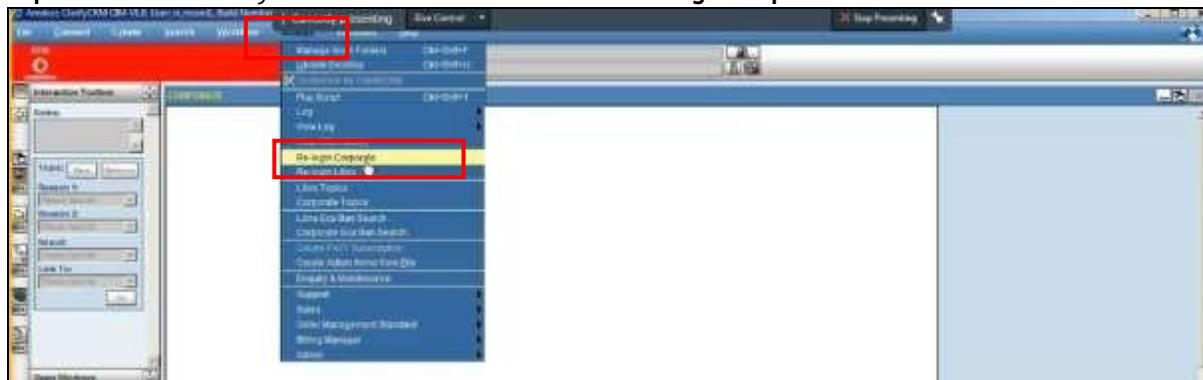


**Step 1.** Follow all the steps to check the input file in eGain and download the files as usual. **Step 2.**

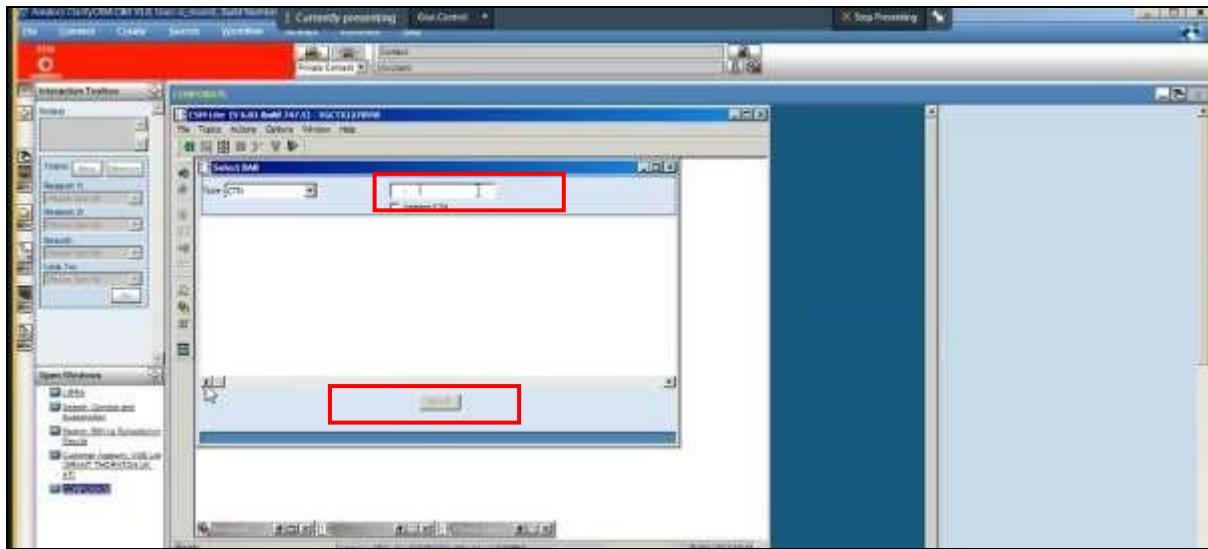
Copy the Parent CTN within Subscription column (**VBS6000A1**)

Report Created	VM ID	Created By	Subscription Name	Allocation Code 1	Allocation Code 2	Allocation Code 3	Allocation Code 4	Price Plan	Price Plan Description	Allocated From	Allocated To
2023-05-22T00:00:00Z	VM0000123	Created By	Bullock, Jessie, Workforce US								
2023-05-22T00:00:00Z	VM0000124	Copy ID	Steve Hernandez					VMS-00001	VMS-00001 VM Running 24/7	VM00001	Business Adult
2023-05-22T00:00:00Z	VM0000125	Copy ID	Luther Herbert					VMS-00002	VMS-00002 VM Running 24/7	VM00002	Business Adult
2023-05-22T00:00:00Z	VM0000126	Copy ID	Dominic and Isabella - User					VMS-00003	VMS-00003 VM Running 24/7	VM00003	Business Adult
2023-05-22T00:00:00Z	VM0000127	Copy ID	Jessica Moore					VMS-00004	VMS-00004 VM Running 24/7	VM00004	Business Adult
2023-05-22T00:00:00Z	VM0000128	Copy ID	Christina Baker					VMS-00005	VMS-00005 VM Running 24/7	VM00005	Business Adult
2023-05-22T00:00:00Z	VM0000129	Copy ID	Mark Morrison					VMS-00006	VMS-00006 VM Running 24/7	VM00006	Business Adult
2023-05-22T00:00:00Z	VM0000130	Copy ID	Olivia O'Donnell					VMS-00007	VMS-00007 VM Running 24/7	VM00007	Business Adult
2023-05-22T00:00:00Z	VM0000131	Copy ID	Sophie Space					VMS-00008	VMS-00008 VM Running 24/7	VM00008	Business Adult
2023-05-22T00:00:00Z	VM0000132	Copy ID	Tom Gosselin					VMS-00009	VMS-00009 VM Running 24/7	VM00009	Business Adult
2023-05-22T00:00:00Z	VM0000133	Copy ID	Sara Wright					VMS-00000	VMS-00000 VM Running 24/7	VM00000	Business Adult
2023-05-22T00:00:00Z	VM0000134	Copy ID	Anastasia Kostova					VMS-00001	VMS-00001 VM Running 24/7	VM00001	Business Adult
2023-05-22T00:00:00Z	VM0000135	Copy ID	Wesley Dolby					VMS-00002	VMS-00002 VM Running 24/7	VM00002	Business Adult
2023-05-22T00:00:00Z	VM0000136	Copy ID	Leahy Spaul					VMS-00003	VMS-00003 VM Running 24/7	VM00003	Business Adult

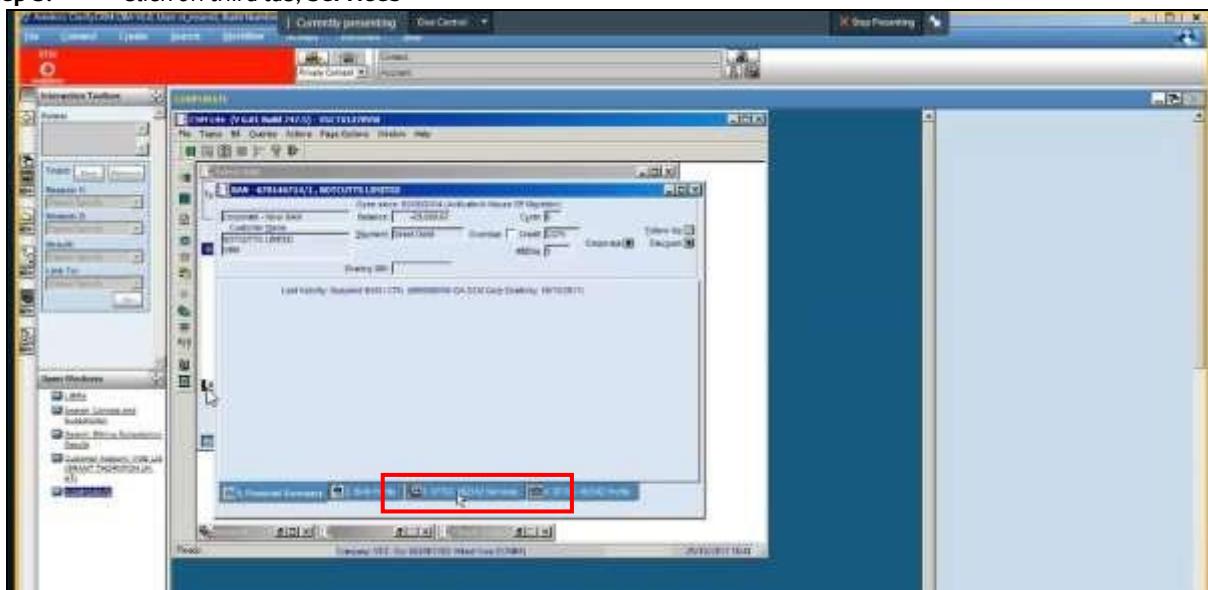
**Step 3.** Go to CC Crystal – Select “Actions” and select “Re-login Corporate”



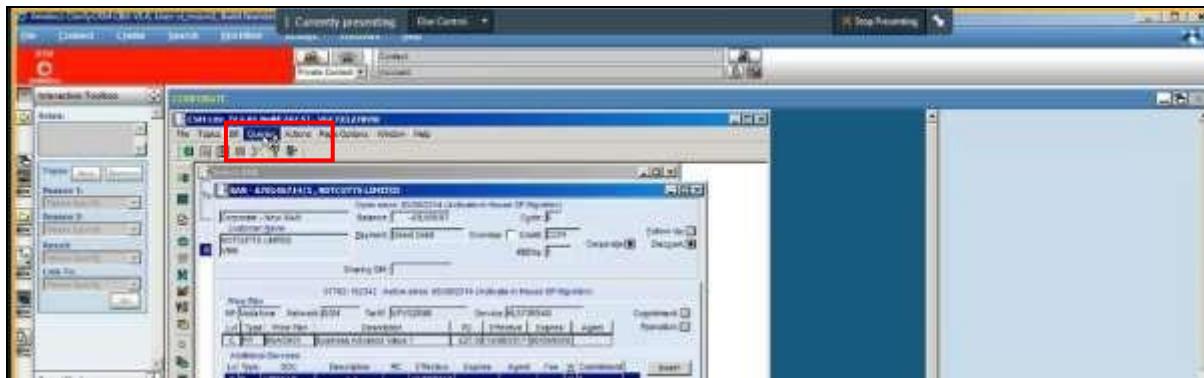
**Step 4.** Once the page is loaded, paste the **Parent CTN** into “**blank cell**” and click on Select



**Step 5.** Click on third tab, Services



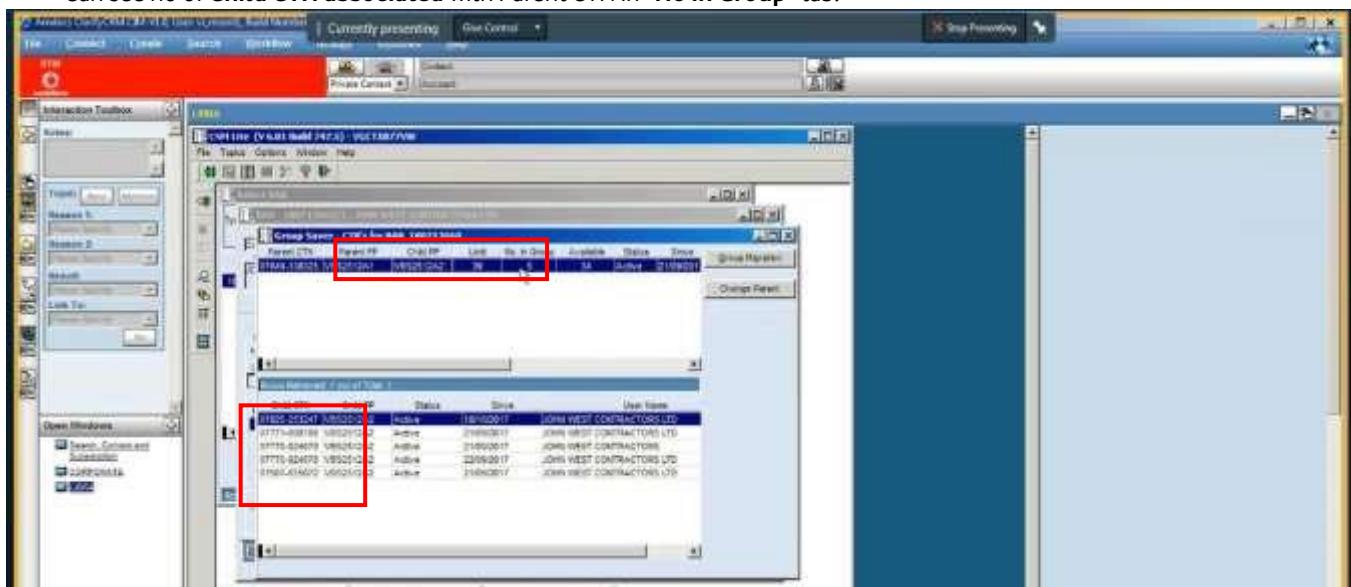
**Step 6.** Click on "Query"



**Step 7.** Click on "Group Saver"



**Step 8.** We can see, **Child price plan** associated with this. This is how this can be identified as "Parent Child to Normal Mig".  
Can see no of **Child CTN associated** with Parent CTN in "**No in Group**" tab.





**Step 9.** Perform all other **DPA checks** as normal, pull the **Shed report** and create a Pivot table.

Check the **counts** for particular SOC codes as normal, cross verify with the input file

**Step 10.** Check the count in Input file for the particular code

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
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104																										



**Step 11.** Both the files are showing same no of CTN's (47 each), need to prepare a file for the 47 CTN's as usual. **Step 12.**

Now, check for the another SOC Code,

**Step 13.** Follow it for all the Codes, SOC Removal, Price Plan Migration and even for SOC Addition, if it is Combined request. Prepare the files and Migration should follow the below pattern.

	A	B	C
Remove	APNAS	443	
Remove	PREMSEVR	172	
Migration	NSFTFW	765	
Add	GPNSA	765	
add\$	PREMSEVR	172	
add	APNAAS	389	

**Step 14.** Send the Migration date to the requestor through eGain, can wait for a response or by looking at a network availability we can **Migrate the codes on next day or on a requested date**.

**Step 15.** Follow Re-suspend procedure from **Direct Migration Step 355**

**Step 16.** As usual, once Migration is done, respond back to Requestor by attaching the **Migration request**.

**Step 17.** Go back to VCO Portal, change the status to reflect "**Completed**" and click on "Update"



The screenshot shows a web browser window with the URL <http://www.vodafoneuk.com/bulk-import-administration>. The page title is "Price Plan & SOC Migration". The user is logged in as "jws-sharma@ba.co.uk". The organization is listed as "000037363 - BRITISH AIRWAYS PLC". The "Request SLA" is set to "48 Hours (25-599) 10 Working days (200+)". The "Request Description" is a note about updating cost center codes for 26 connections. Two download buttons are available: "Download the request as a spreadsheet" and "Download the request as a CSV file". A dropdown menu for "Status" is open, showing options: "In progress", "In review", "Rejected", and "Completed". A purple "Update" button is at the bottom left. At the bottom of the screen, there's a navigation bar with links to "About Vodafone UK", "About this site", and "Contact us", along with standard Windows taskbar icons.

## 11.4 SIPC Process Step 4 - Indirect Migration

In Indirect Migration,

- first we need to **Remove all the SOC's** which are advised to Remove
- Check if any **GPRS Dependable SOC's are available** or not? if it is found, need to Remove it and Re-Add the same along with Addition of SOC

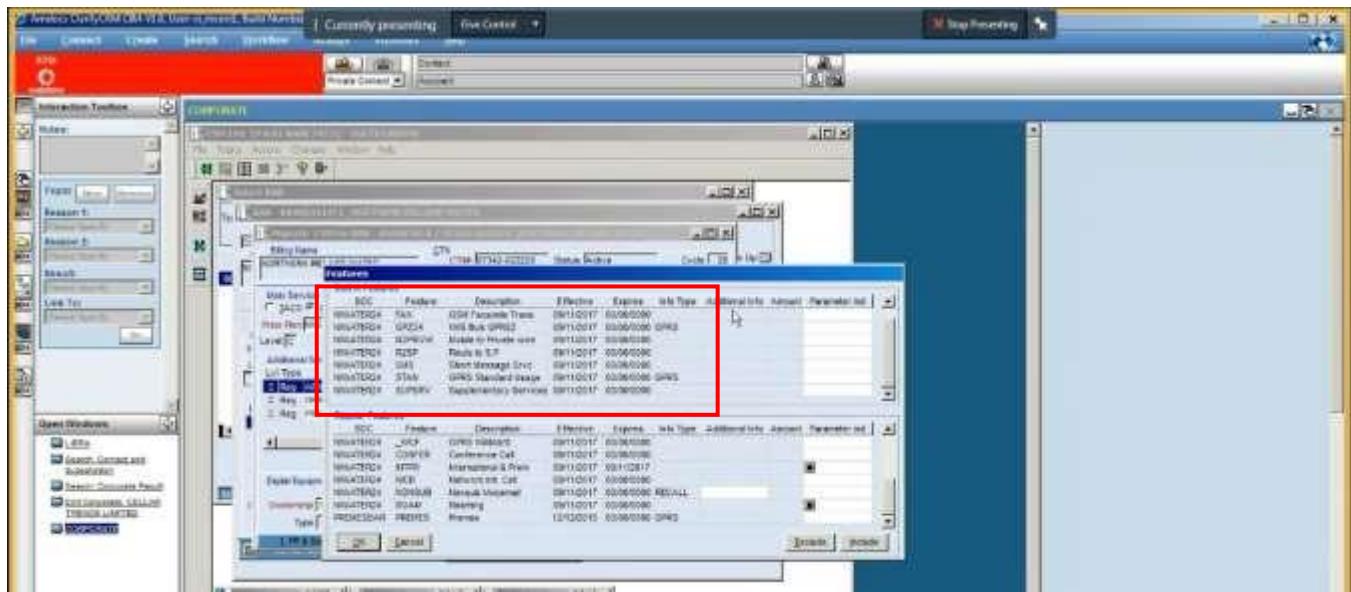
How to Identify the Indirect Scenario? If you find either **Target** or **Current** Price Plan is **GPRS dependable (Within Crystal)**, then need to follow the Indirect Migration.



## **Current PP:**



## Target PP:



Once the Scenario is identified, need to follow the same process as earlier. eGain and **DPA checks would be same as per Direct Migration.**

**Login to Shed and download the report, perform all other steps as usual – insert a Pivot table, VLOOKUP, verify True or false and and prepare a final report for each codes.**

Once the files are ready, **these should be Migrated in the below pattern**



1.	Remove APIMAS	442
2.	Remove PRIMESSU	372
3.	Migrate NSFTDW	769
4.	Add GPRSSA	769
5.	Add PRIMESSU	372
6.	Add APIMAS	389

- Send the Migration plan requestor through eGain, can wait for a response or by looking at a network availability we can **Migrate the codes on next day**.
- As usual, once Migration is done, respond back to Requestor by attaching the **Migration request**. Follow Re-suspend procedure from **Direct Migration Step 355**
- Go back to VCO Portal, change the status to reflect "**Completed**" and click on "Update"

User: mdu.sharma@ba.com  
Organization: 300037063 - BRITISH AIRWAYS PLC  
Request SLA: 48 Hours (25/599) 10 Working days (200+)  
Request Description: Use this template to update cost centre codes associated with 26 or more connections. Please note: Cost centres are used to group connection changes together on this same bill (50/54).  
Download the request as a spreadsheet | Download the request as a CSV file  
Status: In progress  
In review  
Rejected  
Completed  
Update  
About Vodafone UK | About this site | Contact us  
Privacy Policy  
Search Windows

## 11.5 SIPOC Process Step 5 - Parent Child to Parent Child Migration (Out of scope for automation)

In this particular Migration,

- Can identify the scenario through Price plan codes, within Crystal



- Need to Migrate all Child CTN's manually, as there is no Script in Bulk Table to add parent CTN
  - **Need to remove all the SOC's** which are advised to remove and also remove GPRS dependable SOC's
  - Migrate all CTN's to VFORTMIG tariff, make sure the parent CTN should migrate Last on VFORTMIG Tariff
  - Start process manually to transfer the CTN on target tariff if that is parent child - Migrate first parent CTN and followed by Child CTN's.
  - SOC Addition should be as per the requested plan and also make sure to add those Dependable SOC which are not requested to Remove.
  - There is one more chance – If we find Child CTN are 100 in numbers – Crystal Group saver and request is only for 90 CTN's – In this case the Parent CTN's will not Migrate on New tariff. (It is important to find out the no of child CTN's under a parent CTN before processing further)

**Step 1:** Follow all the initial steps as is for the Direct Migration – eGain

**Step 2:** Follow all the DPA's checks as usual – restricted list, Mission Critical, Market type – Corporate.

**Step 3:** Now need to **identify the scenario by Launching Crystal**, copy the **Parent CTN** from the input file.

	A	B	C	D	E	F	G	H	I	J	K	L
1	Report Created	NM/2017	Created By	Rebecca, Jason, Michaela LR								
2	Category	07/04/17	Subscription Name	Allocations Code 1	Allocations Code 2	Allocations Code 3	Allocations Code 4	Prior Plus	Prior Plus Description	Due Date	File	New Work
2	Customer	07/04/17	07/04/2017	Sara Remmert				07/10/2017	Y1 Planning 28 APR	04/2017		Business Actv
2	Customer	07/04/17	07/04/2017	Julian Herzer				07/10/2017	Y1 Planning 28 APR	04/2017		Business Actv
2	Customer	07/04/17	07/04/2017	Mark and Michaela-Lisa				07/10/2017	Y1 Planning 28 APR	04/2017		Business Actv
2	Customer	07/04/17	07/04/2017	Jason Moller				07/10/2017	Y1 Planning 28 APR	04/2017		Business Actv
2	Customer	07/04/17	07/04/2017	Christina Baker				07/10/2017	Y1 Planning 28 APR	04/2017		Business Actv
2	Customer	07/04/17	07/04/2017	Mark Wootton				07/10/2017	Y1 Planning 28 APR	04/2017		Business Actv
2	Customer	07/04/17	07/04/2017	Mark Appelstein				07/10/2017	Y1 Planning 28 APR	04/2017		Business Actv
2	Customer	07/04/17	07/04/2017	Smart Sensors				07/10/2017	Y1 Planning 28 APR	04/2017		Business Actv
2	Customer	07/04/17	07/04/2017	Square Space				07/10/2017	Y1 Planning 28 APR	04/2017		Business Actv
2	Customer	07/04/17	07/04/2017	Teknion				07/10/2017	Y1 Planning 28 APR	04/2017		Business Actv
2	Customer	07/04/17	07/04/2017	Uk Growth				07/10/2017	Y1 Planning 28 APR	04/2017		Business Actv
2	Customer	07/04/17	07/04/2017	USA Weight				07/10/2017	Y1 Planning 28 APR	04/2017		Business Actv
2	Customer	07/04/17	07/04/2017	Analysis Science				07/10/2017	Y1 Planning 28 APR	04/2017		Business Actv
2	Customer	07/04/17	07/04/2017	Wolfe Digital				07/10/2017	Y1 Planning 28 APR	04/2017		Business Actv
2	Customer	07/04/17	07/04/2017	Woolmark				07/10/2017	Y1 Planning 28 APR	04/2017		Business Actv

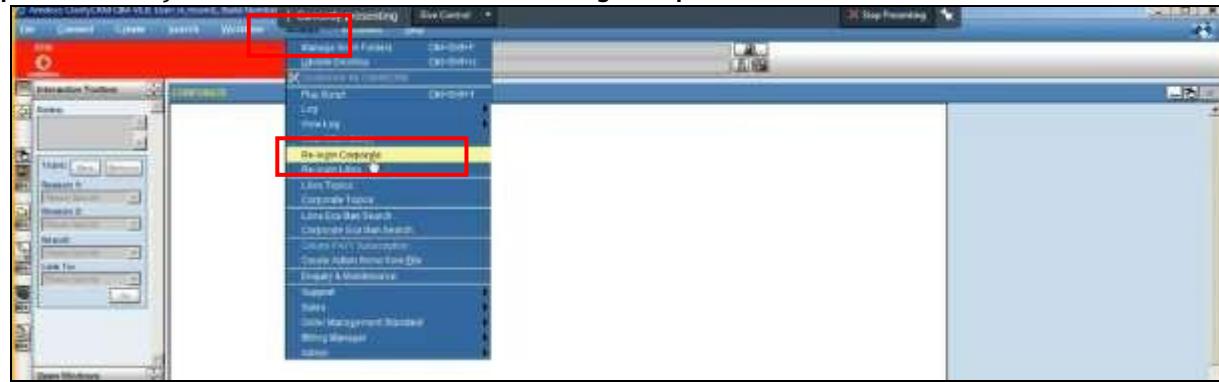
**VBS6000KB – This is child price plan and VBS6000KA**

– This is parent price plan

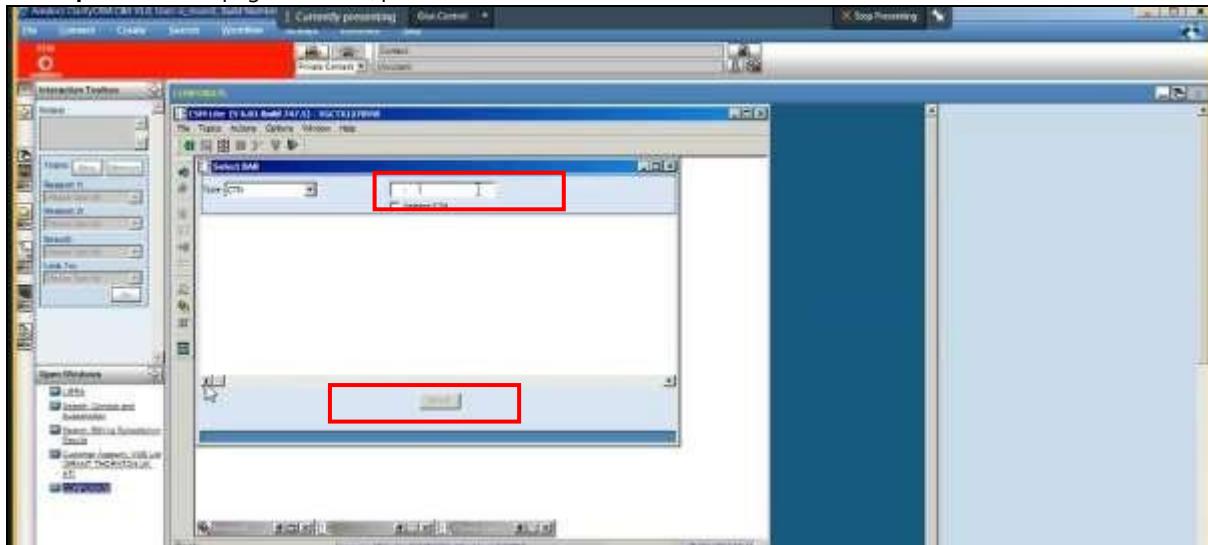


Record Created	Created By	Subscription	Subscription Name	Allocation Code 1	Allocation Code 2	Allocation Code 3	Allocation Code 4	Price Plan	Price Plan Description	Business Units	Active Business
2/29/2023 2023	R-Hark, Jelena, Vredesje UB							VBS0000KA	VBS0000 VB Roaming 2.0 Adt	BUAD005	Business Advt
3/29/2023 01	0730148714	1	0730148714	Sara Hinchliffe				VBS0000VB	VBS0000 VB Roaming 2.0 Adt	BUAD005	Business Advt
3/29/2023 01	0730148714	1	0730148714	Julian Herbert				VBS0000VB	VBS0000 VB Roaming 2.0 Adt	BUAD005	Business Advt
3/29/2023 01	0730148714	1	0730148714	Isaac Hall Protection UB				VBS0000VB	VBS0000 VB Roaming 2.0 Adt	BUAD005	Business Advt
3/29/2023 01	0730148714	1	0730148714	He Cole				VBS0000KB	VBS0000 KB Roaming 2.0 Adt	BUAD005	Business Advt
3/29/2023 01	0730148714	1	0730148714	Jason Moon				VBS0000VB	VBS0000 VB Roaming 2.0 Adt	BUAD005	Business Advt
3/29/2023 01	0730148714	1	0730148714	Christine Baker				VBS0000VB	VBS0000 VB Roaming 2.0 Adt	BUAD005	Business Advt
3/29/2023 01	0730148714	1	0730148714	Mark Wootton				VBS0000VB	VBS0000 VB Roaming 2.0 Adt	BUAD005	Business Advt
3/29/2023 01	0730148714	1	0730148714	Mark Appleton				VBS0000VB	VBS0000 VB Roaming 2.0 Adt	BUAD005	Business Advt
3/29/2023 01	0730148714	1	0730148714	Sarah Gemmey				VBS0000VB	VBS0000 VB Roaming 2.0 Adt	BUAD005	Business Advt
3/29/2023 01	0730148714	1	0730148714	Spice Spare				VBS0000VB	VBS0000 VB Roaming 2.0 Adt	BUAD005	Business Advt
3/29/2023 01	0730148714	1	0730148714	Lydi Gordon				VBS0000VB	VBS0000 VB Roaming 2.0 Adt	BUAD005	Business Advt

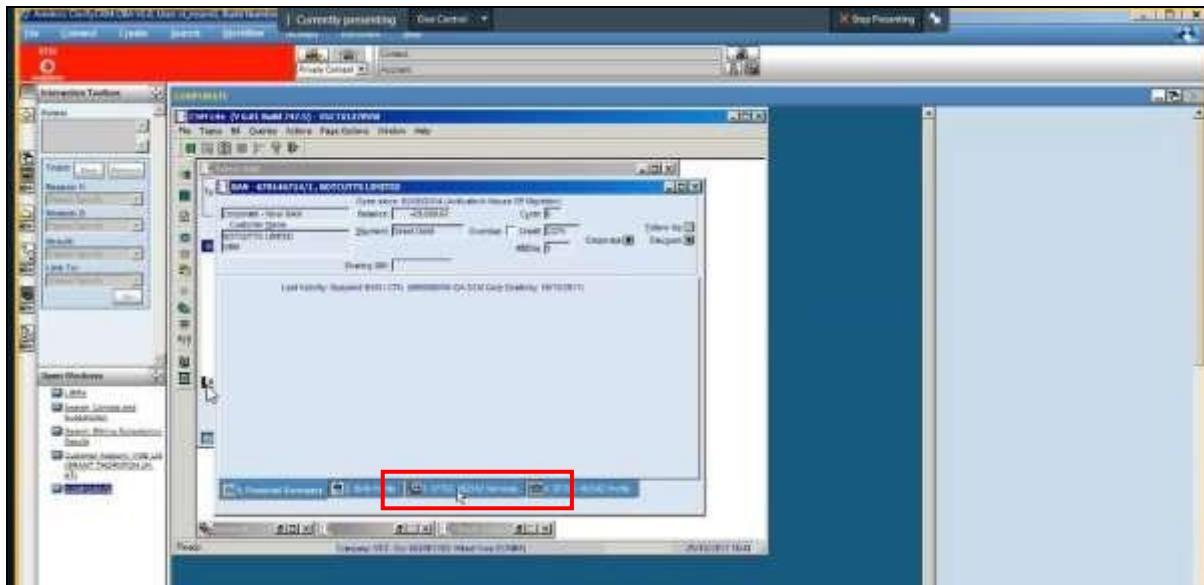
Step 4: Go to CC Crystal – Select “Actions” and select “Re-login Corporate”



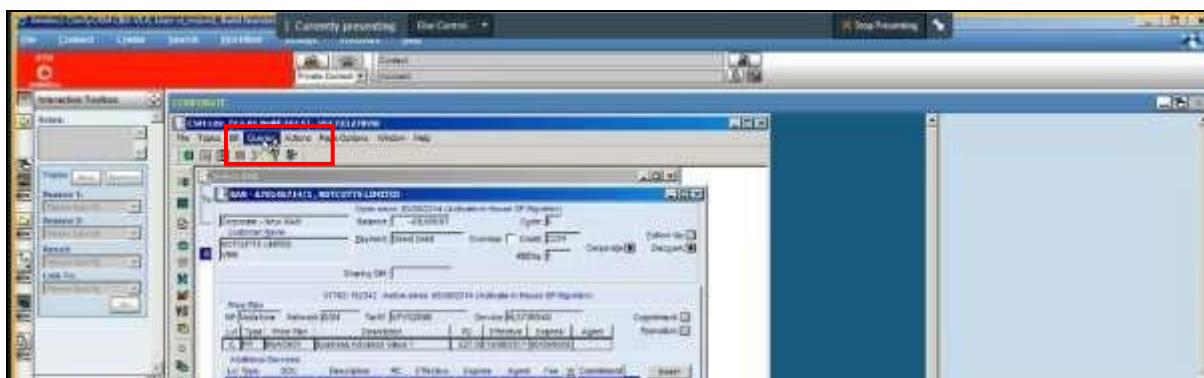
Step 5: Once the page is loaded, paste the Parent CTN into “blank cell” and click on Select



Step 6: Click on third tab, Services



**Step 7:** Click on "Query"



**Step 8:** Click on "Group Saver"





**Step 9:** We can see, **Child price plan** associated with this. This is how this can be identified as "Parent Child to parent child Mig". Can see No in Group 5, in the sense 5 child CTN's associated to the Parent CTN.

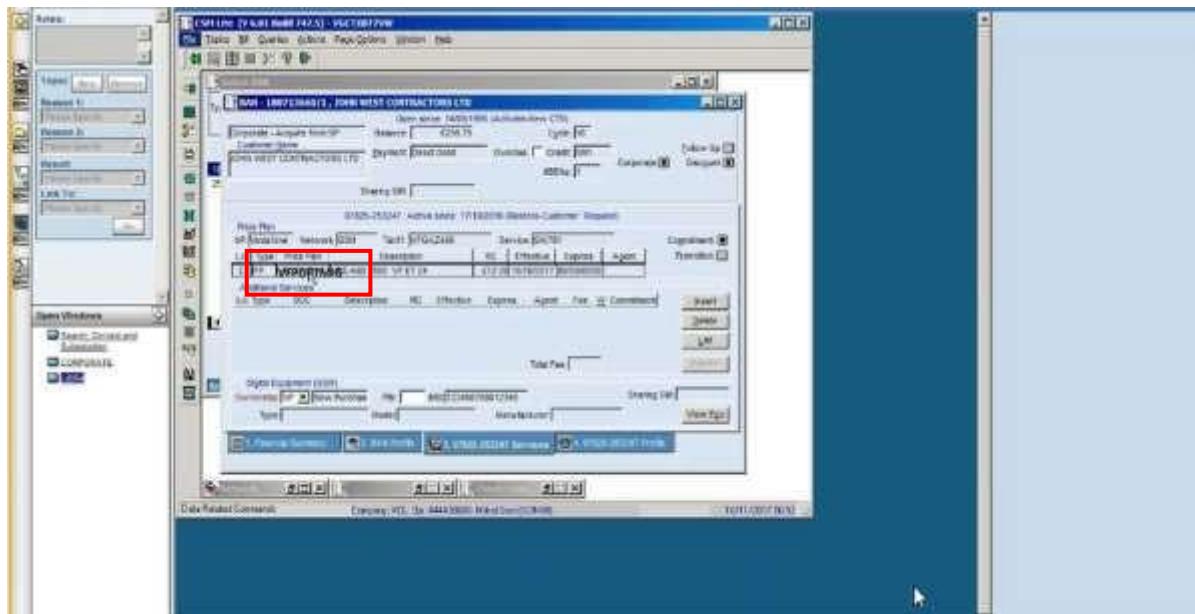
Record ID	Parent ID	Child ID	LMP	No. in Group	Available	Status	Date
CTN64-0245-NB5212A1	NB5212A1	18			Y	Active	20160901
20160901-NB5212A1	NB5212A1	19			Y	Active	20160901
20160901-NB5212A2	NB5212A2	20			Y	Active	20160901
20160901-NB5212A3	NB5212A3	21			Y	Active	20160901
20160901-NB5212A4	NB5212A4	22			Y	Active	20160901
20160901-NB5212A5	NB5212A5	23			Y	Active	20160901
20160901-NB5212A6	NB5212A6	24			Y	Active	20160901
20160901-NB5212A7	NB5212A7	25			Y	Active	20160901
20160901-NB5212A8	NB5212A8	26			Y	Active	20160901
20160901-NB5212A9	NB5212A9	27			Y	Active	20160901
20160901-NB5212A10	NB5212A10	28			Y	Active	20160901
20160901-NB5212A11	NB5212A11	29			Y	Active	20160901
20160901-NB5212A12	NB5212A12	30			Y	Active	20160901
20160901-NB5212A13	NB5212A13	31			Y	Active	20160901
20160901-NB5212A14	NB5212A14	32			Y	Active	20160901
20160901-NB5212A15	NB5212A15	33			Y	Active	20160901
20160901-NB5212A16	NB5212A16	34			Y	Active	20160901
20160901-NB5212A17	NB5212A17	35			Y	Active	20160901
20160901-NB5212A18	NB5212A18	36			Y	Active	20160901
20160901-NB5212A19	NB5212A19	37			Y	Active	20160901
20160901-NB5212A20	NB5212A20	38			Y	Active	20160901
20160901-NB5212A21	NB5212A21	39			Y	Active	20160901
20160901-NB5212A22	NB5212A22	40			Y	Active	20160901
20160901-NB5212A23	NB5212A23	41			Y	Active	20160901
20160901-NB5212A24	NB5212A24	42			Y	Active	20160901
20160901-NB5212A25	NB5212A25	43			Y	Active	20160901
20160901-NB5212A26	NB5212A26	44			Y	Active	20160901
20160901-NB5212A27	NB5212A27	45			Y	Active	20160901
20160901-NB5212A28	NB5212A28	46			Y	Active	20160901
20160901-NB5212A29	NB5212A29	47			Y	Active	20160901
20160901-NB5212A30	NB5212A30	48			Y	Active	20160901
20160901-NB5212A31	NB5212A31	49			Y	Active	20160901
20160901-NB5212A32	NB5212A32	50			Y	Active	20160901
20160901-NB5212A33	NB5212A33	51			Y	Active	20160901
20160901-NB5212A34	NB5212A34	52			Y	Active	20160901
20160901-NB5212A35	NB5212A35	53			Y	Active	20160901
20160901-NB5212A36	NB5212A36	54			Y	Active	20160901
20160901-NB5212A37	NB5212A37	55			Y	Active	20160901
20160901-NB5212A38	NB5212A38	56			Y	Active	20160901
20160901-NB5212A39	NB5212A39	57			Y	Active	20160901
20160901-NB5212A40	NB5212A40	58			Y	Active	20160901
20160901-NB5212A41	NB5212A41	59			Y	Active	20160901
20160901-NB5212A42	NB5212A42	60			Y	Active	20160901
20160901-NB5212A43	NB5212A43	61			Y	Active	20160901
20160901-NB5212A44	NB5212A44	62			Y	Active	20160901
20160901-NB5212A45	NB5212A45	63			Y	Active	20160901
20160901-NB5212A46	NB5212A46	64			Y	Active	20160901
20160901-NB5212A47	NB5212A47	65			Y	Active	20160901
20160901-NB5212A48	NB5212A48	66			Y	Active	20160901
20160901-NB5212A49	NB5212A49	67			Y	Active	20160901
20160901-NB5212A50	NB5212A50	68			Y	Active	20160901
20160901-NB5212A51	NB5212A51	69			Y	Active	20160901
20160901-NB5212A52	NB5212A52	70			Y	Active	20160901
20160901-NB5212A53	NB5212A53	71			Y	Active	20160901
20160901-NB5212A54	NB5212A54	72			Y	Active	20160901
20160901-NB5212A55	NB5212A55	73			Y	Active	20160901
20160901-NB5212A56	NB5212A56	74			Y	Active	20160901
20160901-NB5212A57	NB5212A57	75			Y	Active	20160901
20160901-NB5212A58	NB5212A58	76			Y	Active	20160901
20160901-NB5212A59	NB5212A59	77			Y	Active	20160901
20160901-NB5212A60	NB5212A60	78			Y	Active	20160901
20160901-NB5212A61	NB5212A61	79			Y	Active	20160901
20160901-NB5212A62	NB5212A62	80			Y	Active	20160901
20160901-NB5212A63	NB5212A63	81			Y	Active	20160901
20160901-NB5212A64	NB5212A64	82			Y	Active	20160901
20160901-NB5212A65	NB5212A65	83			Y	Active	20160901
20160901-NB5212A66	NB5212A66	84			Y	Active	20160901
20160901-NB5212A67	NB5212A67	85			Y	Active	20160901
20160901-NB5212A68	NB5212A68	86			Y	Active	20160901
20160901-NB5212A69	NB5212A69	87			Y	Active	20160901
20160901-NB5212A70	NB5212A70	88			Y	Active	20160901
20160901-NB5212A71	NB5212A71	89			Y	Active	20160901
20160901-NB5212A72	NB5212A72	90			Y	Active	20160901
20160901-NB5212A73	NB5212A73	91			Y	Active	20160901
20160901-NB5212A74	NB5212A74	92			Y	Active	20160901
20160901-NB5212A75	NB5212A75	93			Y	Active	20160901
20160901-NB5212A76	NB5212A76	94			Y	Active	20160901
20160901-NB5212A77	NB5212A77	95			Y	Active	20160901
20160901-NB5212A78	NB5212A78	96			Y	Active	20160901
20160901-NB5212A79	NB5212A79	97			Y	Active	20160901
20160901-NB5212A80	NB5212A80	98			Y	Active	20160901
20160901-NB5212A81	NB5212A81	99			Y	Active	20160901
20160901-NB5212A82	NB5212A82	100			Y	Active	20160901

**Step 10:** Once the Scenario is identified, need to follow the same process as earlier. eGain and **DPA checks would be same as per Direct Migration.**

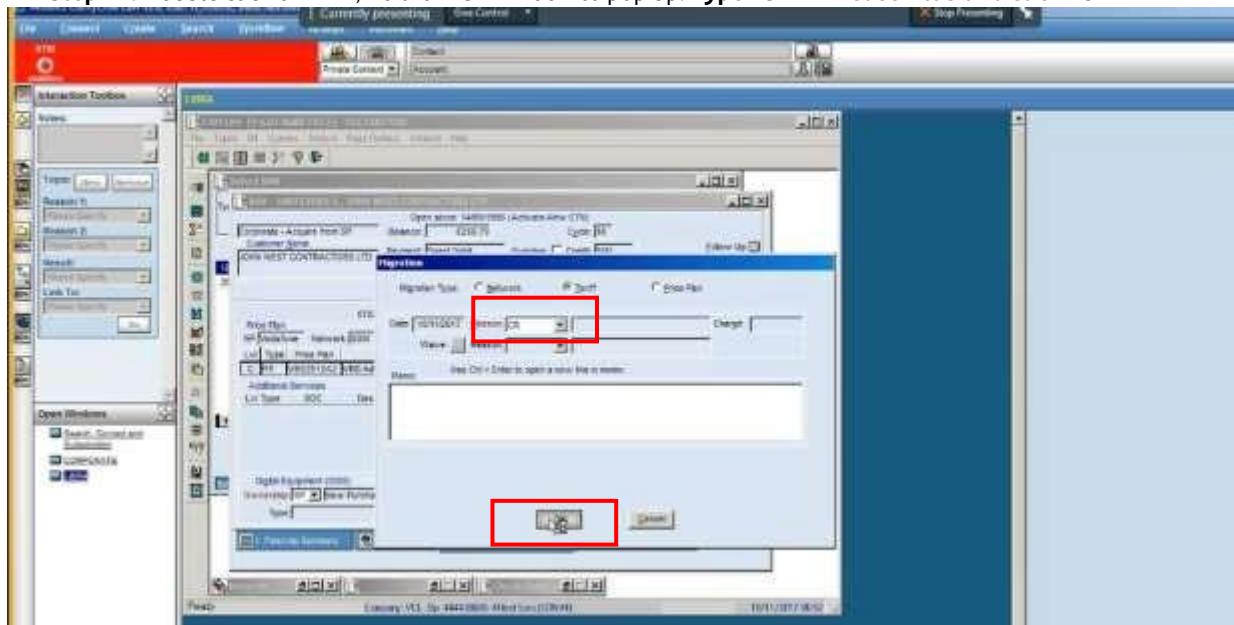
**Step 11:** Login to Shed and download the report, perform all other steps as usual – insert a Pivot table, VLOOKUP, verify True or false and and prepare a files for each codes.

**Step 12:** Once the files are ready for SOC Removal, Remove these through Bulk Script (Application tables)

**Step 13:** Need to migrate all the **VFPORTRMIG** Tariff, this can be done in Crystal only



**Step 14:** Double click on "PP", wait for new window to pop up. Type "CR" in Reason tab and click "Ok"

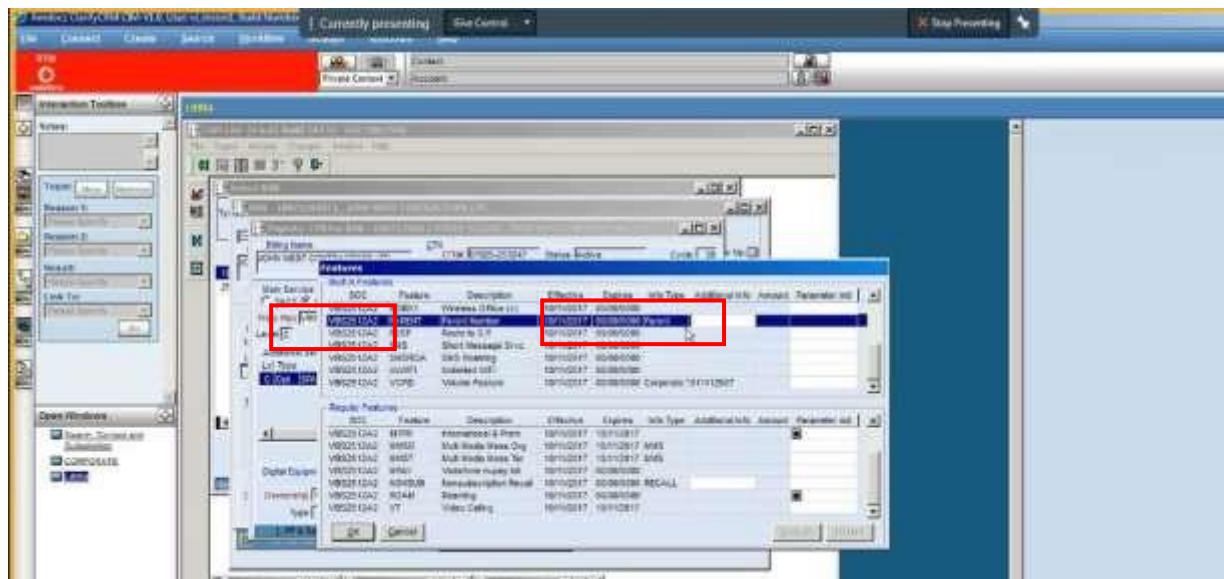




**Step 15:** Copy and paste the **current PP** into **Price plan tab** and click on **Features**



**Step 16:** In new window, you can see Feature as "Parent" and Info type as 'Parent', double click on "Additional Info"





**Step 17:** Click on the Parent CTN and click on "OK"

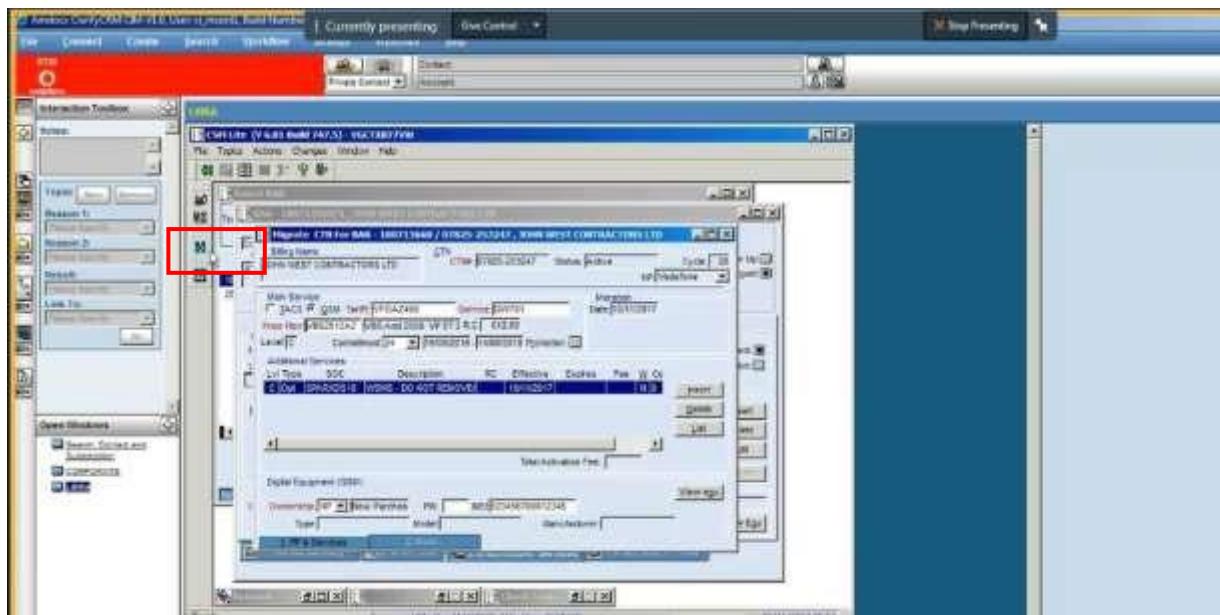


**Step 18: Double click on "OK"**





**Step 19: Now click on "Migrate"**



**Step 20:** After this process, this CTN which associated with Parent CTN and parent CTN is associated with this Child CTN.

**Step 21:** As we have already completed SOC Removals in Bulk table, Price plan is also completed now. We have continued with the SOC addition in bulk table.

**Step 22:** Send the Migration plan requestor through eGain, can wait for a response or by looking at a network availability we can **Migrate the codes on next day**.

**Step 23:** As usual, once Migration is done, respond back to Requestor by attaching the **Migration request**.

**Step 24:** Go back to VCO Portal, change the status to reflect "**Completed**" and click on "Update"



## 11.6 SIPOC Process Step 6 - SOC Addition / Removal

We receive a case in eGain. Follow all DPA checks and prepare the TXT files and send it to UK server to run via bulk script. Once changes are done then close this request from eGain. This can come as only removals, only addition or else combine request from VCO and outside VCO both.

- This should always go in overnight batches until specify to process in live batches. Need to set the table after 3:30 PM GMT as after that overnight batches will process.
- Results will be stored in the specific folder and you will fetch the same on next business days
- While you fill the table always click on suspended ctns, if you find 100+ suspended ctns in total from all forms of overnight the same has been inform to Error handling queue.
- If you run the SOC request in Live batches according to the customer request, then follow the Follow Re-suspend procedure from **Direct Migration Step 355**

**Step 1:** Follow all the steps from Direct Migration (SIPOC Process Step1) for eGain procedure.

**Step 2:** Follow all the steps for DPA Checks – Restricted list, Mission Critical List as per Direct Migration

**Step 3:** Follow all the steps for - VCO Status update as per Direct Migration

**Step 4:** Follow all other steps for SOC Removal and SOC addition from Direct Migration SIPOC 1

## 11.7 SIPOC Process Step 7 - Direct/Indirect Migration (Individual request)

We receive a case in eGain. Follow all DPA checks and prepare the TXT files and send it to UK server to run via bulk script. Once changes are done then close this request from eGain

**Step 1:** Follow all the steps from Direct Migration (SIPOC Process Step1 for Direct) and Indirect Migration (SIPOC Process Step 2 for Indirect) for eGain procedure.

**Step 2:** Follow all the steps for DPA Checks – Restricted list, Mission Critical List as per Direct Migration

**Step 3:** Follow all the steps for - VCO Status update as per Direct Migration

**Step 4:** Follow all other steps for SOC Removal and SOC addition from Direct Migration SIPOC 1

**Step 5:** Follow Re-suspend procedure from **Direct Migration Step 355**



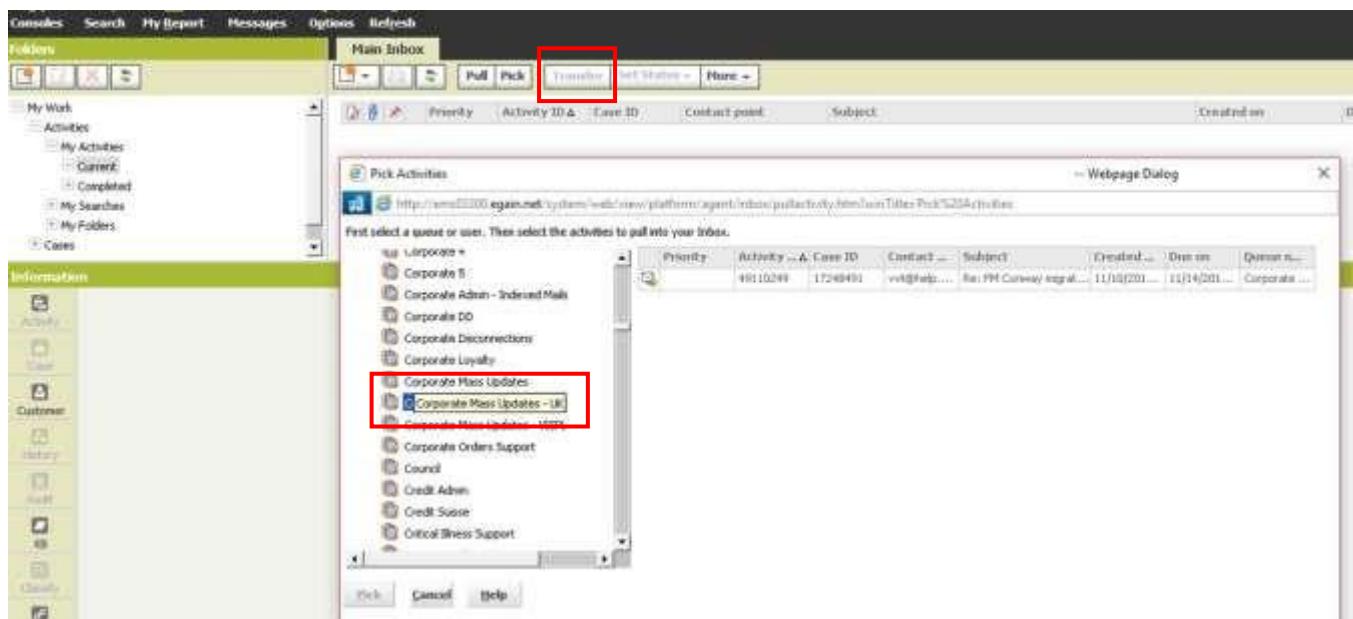
## 12 Business Exceptions

Business exceptions are items identified by the virtual workforce but are left for human processing.

- 12.1 Business Exception 1 - Public Sector account – All for Scenarios of Price plan SOC updates.

While performing DPA checks, if we find that the “**Public sector**” account, this needs to be transferred to UK relevant team.

Click on “**Transfer**” and select the basket to be Transferred - **Corporate Mass Updates – UK**”



- 12.2 Business Exception 2 - Dealer not allowed to use new PP

Follow full process of Price plan migration, In Validation report if you find “failed because of Dealer Restricted” then follow

**Next Step:** Check with the requestor and request them to provide a valid dealer code. Once you receive the code re-run the process.



## 12.3 Business Exception 3 - Duplicate Feature

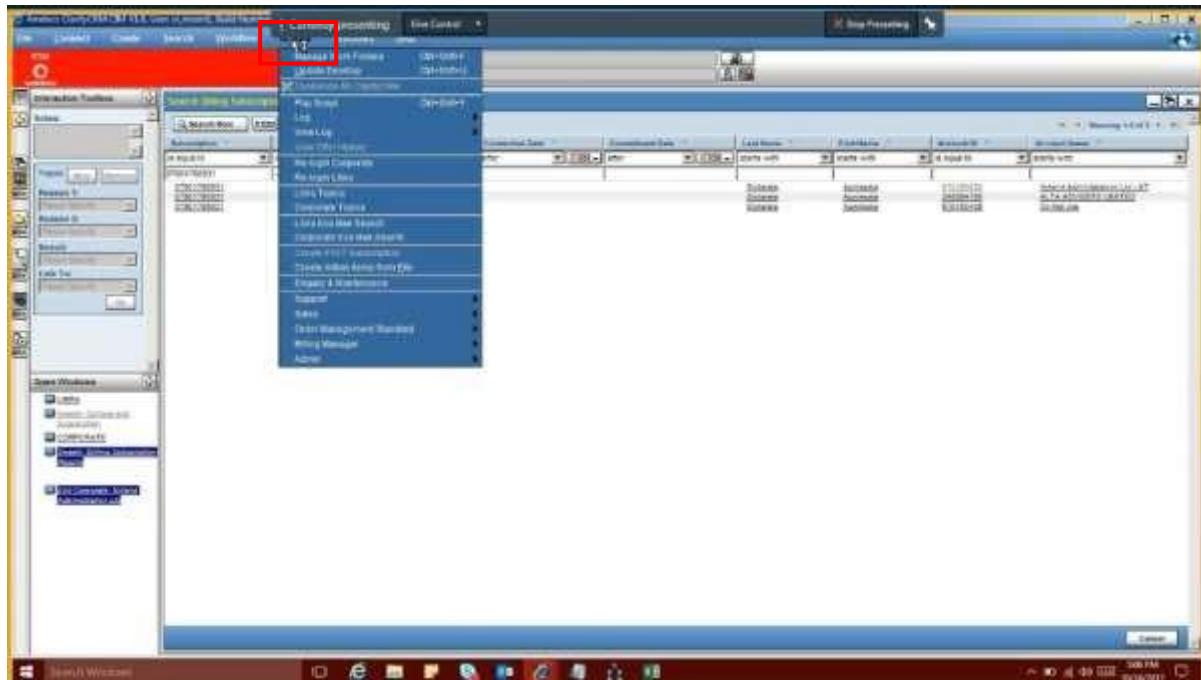
Need to follow all the steps till run the Validation results, once the results are in respective folder, open the Validation note pad report and copy all the details and paste it into the new excel sheet.

As usual, apply filter and check for the identical words to find any failures/errors. If we find the words as “**Duplicate feature**”

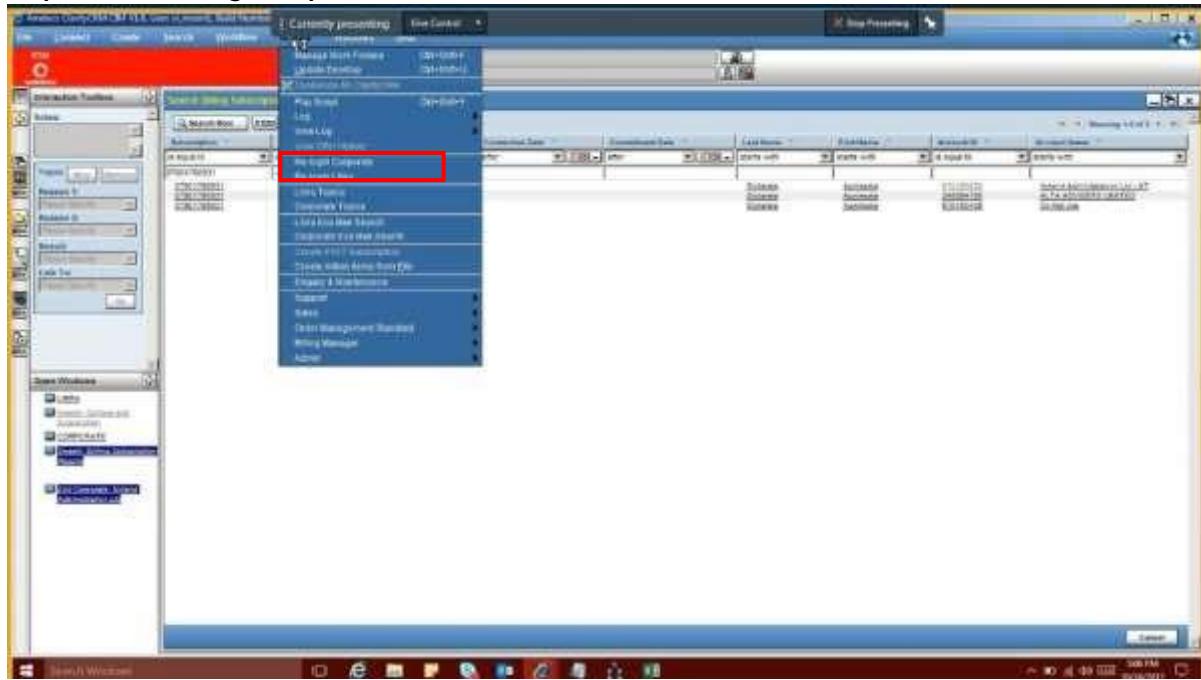
**Next step:** Go back to Crystal and search any GPRS dependable are still exist using ECA BAN search. Check the failure CTN's having GPRS dependable SOC or not?

If find Dependable SOC's, remove it manually and make a note of it in Input file.

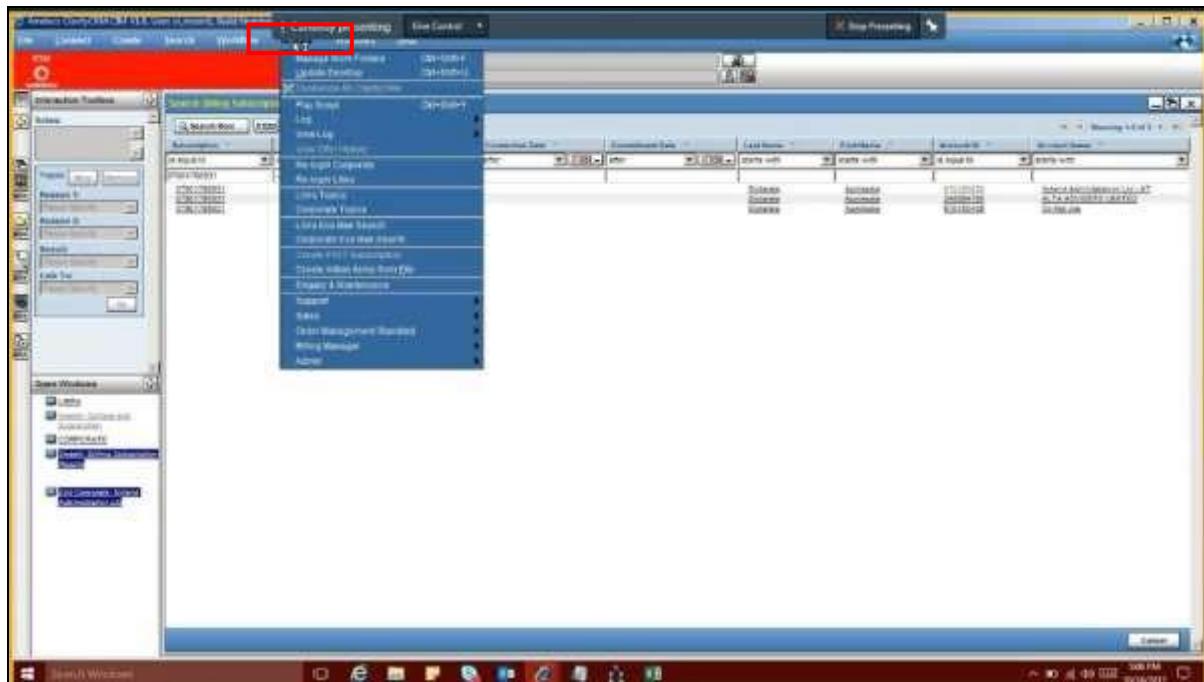
**Step 1:** Copy that CTN and go back to the Crystal and click on '**Action**'



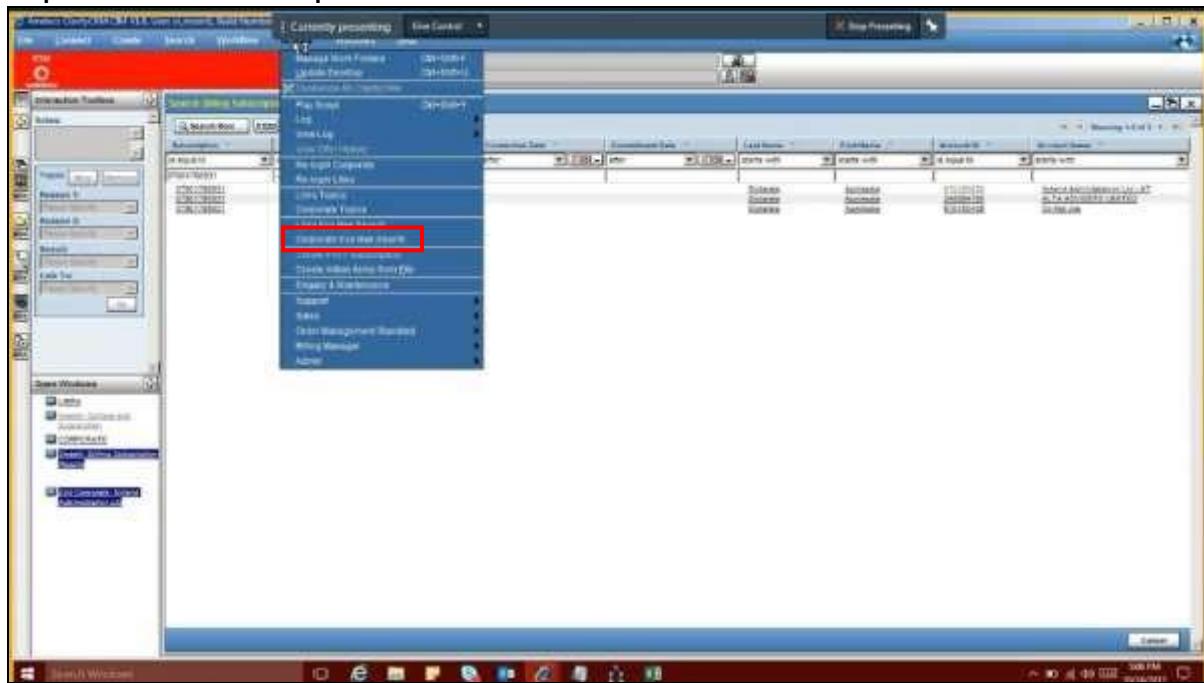
## **Step 2: Select “Re-login Corporate”**



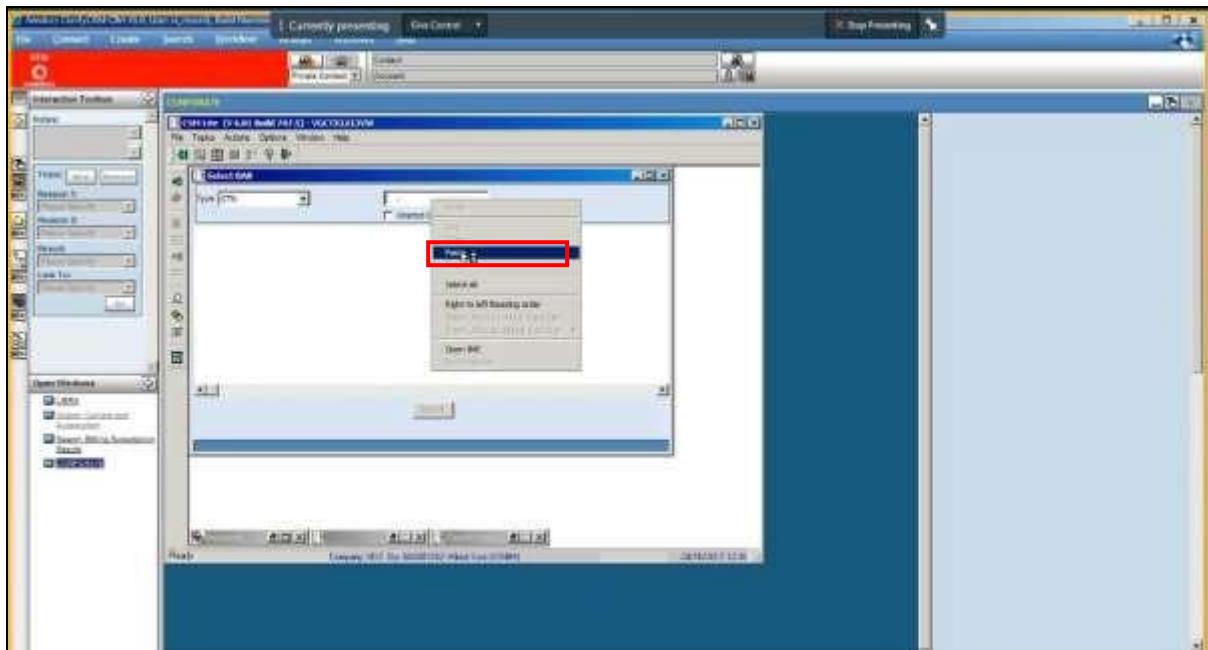
**Step 3:** Once the window opens, click again on the “Actions”



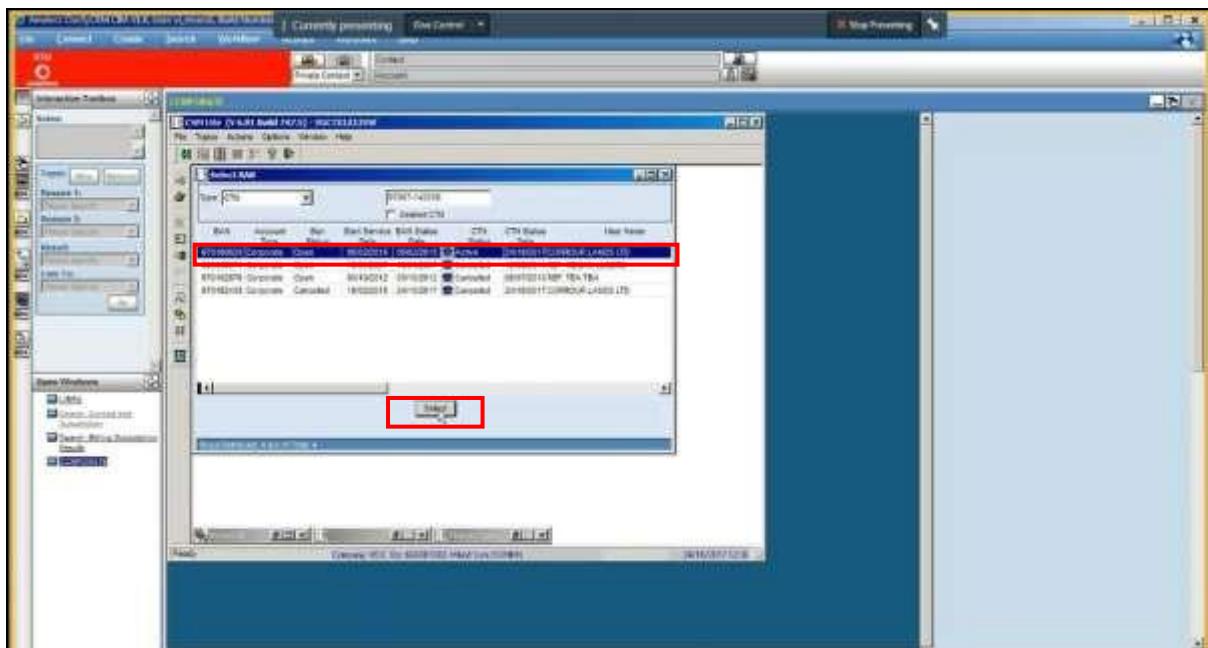
**Step 4:** Now click on the “Corporate Eca Ban Search”



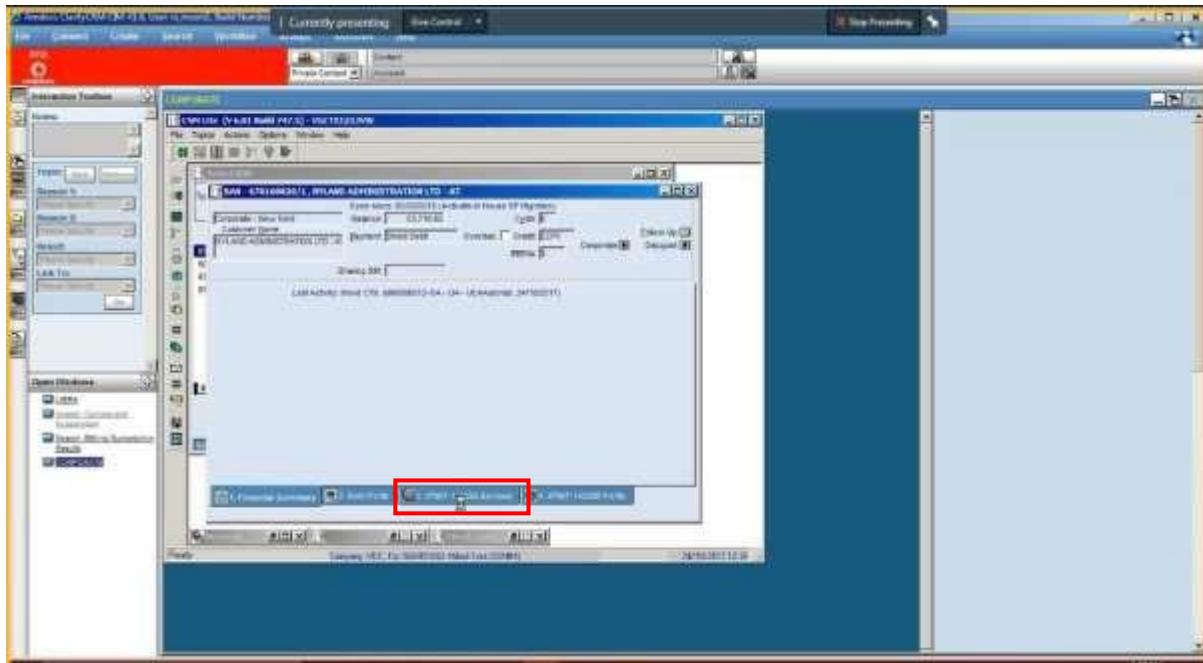
**Step 5:** Paste the CTN which was copied earlier in the second tab, Right click and click on “Paste” and hit **ENTER**



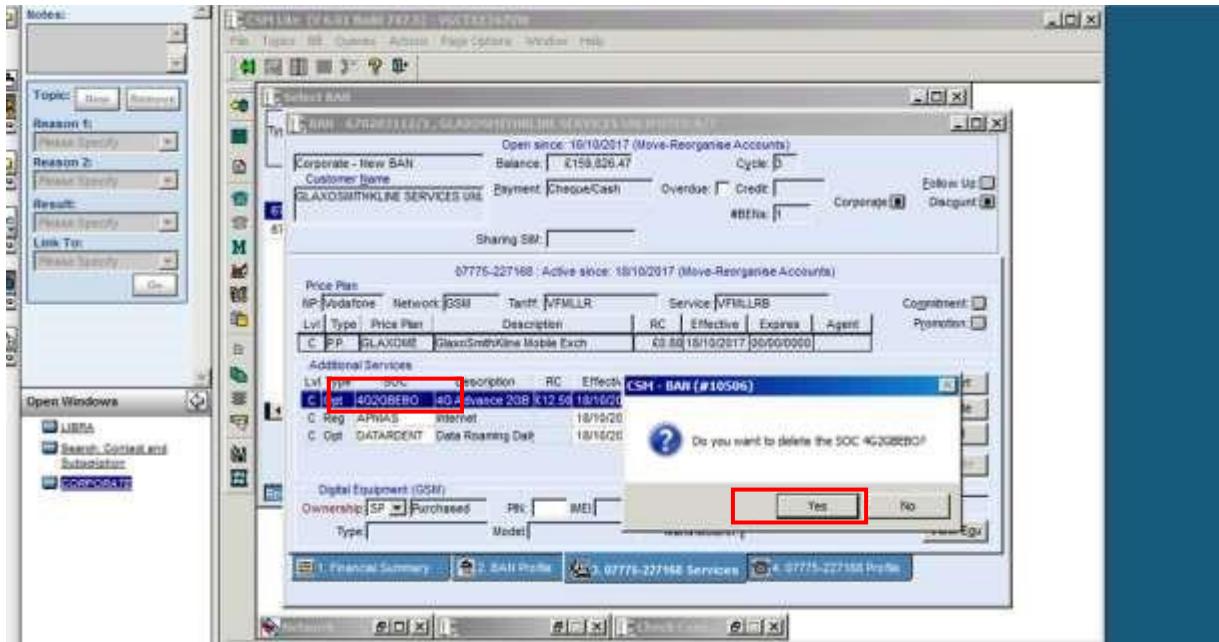
**Step 6:** Select the BAN which is in **Active status** and click on "Select"



**Step 7:** Click on the third page, that is "**Services**"



**Step 8:** Check **GPRS (4G, 2GB)** Dependable SOC or not? If yes remove it. Click on **Delete** and click "Yes"



**Once this is done, Execution process can be performed.**

## 12.4 Business Exception 4 - Suspended or Cancelled CTN's

Need to follow all the steps till run the Validation results, once the results are in respective folder, open the Validation note pad report and copy all the details and paste it into the new excel sheet.



As usual, apply filter and check for the identical words to find any failures/errors. If we find the words as "Suspended CTN's and Cancelled CTN's"

**Next step:** Need to restore the CTN's first in Crystal and continue the process further.

The screenshot shows two tables of data in Microsoft Excel. Both tables have a header row and approximately 20 data rows below it. The data consists of two columns: a numerical ID on the left and a status message on the right. In the top table (rows 141-337), all entries in the status column are 'CANCELLED-CTN'. In the bottom table (rows 141-533), most entries in the status column are 'SUSPENDED-CTN', except for the last few which are 'CANCELLED-CTN'.

ID	Status
141	CANCELLED-CTN
142	CANCELLED-CTN
143	CANCELLED-CTN
144	CANCELLED-CTN
145	CANCELLED-CTN
146	CANCELLED-CTN
147	CANCELLED-CTN
148	CANCELLED-CTN
149	CANCELLED-CTN
150	CANCELLED-CTN
151	CANCELLED-CTN
152	CANCELLED-CTN
153	CANCELLED-CTN
154	CANCELLED-CTN
155	CANCELLED-CTN
156	CANCELLED-CTN
157	CANCELLED-CTN
158	CANCELLED-CTN
159	CANCELLED-CTN
160	CANCELLED-CTN
161	CANCELLED-CTN
162	CANCELLED-CTN
163	CANCELLED-CTN
164	CANCELLED-CTN
165	CANCELLED-CTN
166	CANCELLED-CTN
167	CANCELLED-CTN
168	CANCELLED-CTN
169	CANCELLED-CTN
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192	CANCELLED-CTN
193	CANCELLED-CTN
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328	CANCELLED-CTN
329	CANCELLED-CTN
330	CANCELLED-CTN
331	CANCELLED-CTN
332	CANCELLED-CTN
333	CANCELLED-CTN
334	CANCELLED-CTN
335	CANCELLED-CTN
336	CANCELLED-CTN
337	CANCELLED-CTN



## 12.5 Business Exception 5 - SOC not included

Need to follow all the steps till run the Execution results, once the results are in respective folder, open the Execution note pad report and copy all the details and paste it into the new excel sheet.

As usual, apply filter and check for the identical words to find any failures/errors.

If we find the words as "**SOC not included**"

**Next step:** Complete the case and Go back to the eGain input email and respond to all, providing justification as "**SOC not included**"

SOC IS NOT INCLUDED IN CTN 0197052392 SERVICES, SO IT CAN NOT BE REMOVED.
7.52E+05 8-ELEM WARNING : OPTIONAL SOC IS NOT INCLUDED IN CTN 0197052392 SERVICES, SO IT CAN NOT BE REMOVED.
7788 -----
7789 ——————LSM MASS ADD/REMOVE SOC REQUEST No 1537803.
7790 ——————NUMBER 1
7791 ——————NUMBER OF FAILED 0
7792 ——————ALLOWED 10000
7793
7794 -----
7795 ——————LSM MASS ADD/REMOVE SOC REQUEST No 1537803.
7796 -----
7797 ——————SOC IS NOT INCLUDED IN CTN 0197052392 SERVICES, SO IT CAN NOT BE REMOVED.
7798 -----
7799 ——————ALL CTRS REVERTED
7800 ——————NUMBER 1
7801 ——————NUMBER OF FAILED 0
7802 ——————ALLOWED 10000
7803
7804 -----
7805 ——————LSM MASS ADD/REMOVE SOC REQUEST No 1537803.
7806 -----
7807 ——————SOC IS NOT INCLUDED IN CTN 0197052392 SERVICES, SO IT CAN NOT BE REMOVED.
7808 -----
7809 ——————ALL CTRS REVERTED
7810 ——————NUMBER 1
7811 ——————NUMBER OF FAILED 0
7812 ——————ALLOWED 10000
7813
7814 -----
7815 ——————LSM MASS ADD/REMOVE SOC REQUEST No 1537803.
7816 -----

## 12.6 Business Exception 6 - Optional SOC has no relation with PP

Need to follow all the steps till run the Execution results, once the results are in respective folder, open the Execution note pad report and copy all the details and paste it into the new excel sheet.

As usual, apply filter and check for the identical words to find any failures/errors.

If we find the words as "**Optional SOC has no relation with PP**"

**Next step:** Complete the case and Go back to the eGain input email and respond to all, providing justification as "**Optional SOC has no relation with PP**"



12.7 Business Exception 7 - SOC is already effective

Need to follow all the steps till run the Execution results, once the results are in respective folder, open the Execution note pad report and copy all the details and paste it into the new excel sheet.

As usual, apply filter and check for the identical words to find any failures/errors.

If we find the words as "**SOC is already effective**"

**Next step:** Complete the case and Go back to the eGain input email and respond to all, providing justification as "**SOC is already effective in Failed tab**"



## 12.8 Business Exception 8 - Feature is already effective

Need to follow all the steps till run the Execution results, once the results are in respective folder, open the Execution note pad report and copy all the details and paste it into the new excel sheet.

As usual, apply filter and check for the identical words to find any failures/errors.

If we find the words as "**Feature already effective**"

**Next step:** Complete the case and Go back to the eGain input email and respond to all, providing justification as "**Feature already effective**".

The screenshot shows an Excel spreadsheet with validation results. A red box highlights several rows of text indicating features are already effective in specific CTNs. The text within the red box includes:  
FEATURE GENIE IS ALREADY EFFECTIVE IN CTN 0146795131.  
FEATURE GENIE IS ALREADY EFFECTIVE IN CTN 0146795458.  
FEATURE GENIE IS ALREADY EFFECTIVE IN CTN 0146795812.  
FEATURE GENIE IS ALREADY EFFECTIVE IN CTN 0146796033.  
FEATURE GENIE IS ALREADY EFFECTIVE IN CTN 0146796118.  
FEATURE GENIE IS ALREADY EFFECTIVE IN CTN 0146796405.  
FEATURE GENIE IS ALREADY EFFECTIVE IN CTN 0146796491.  
OPTIONAL SOC ILLUSTRATE HAS NO RELATION WITH PP 013446268 OF CTN 0146796491.

## 12.9 Business Exception 9 - Price plan associated with child PP

Copy all the details from Validation results and paste into a new Excel sheet and search for "**Parent CTN is associated with CHILD PP**" and Can also find the details as "**Number of Failed CTN's**" as 1

**Next Step:** Continue with the Execution report, check if there is any child plan associated with parent – reverse the price plan into earlier condition.



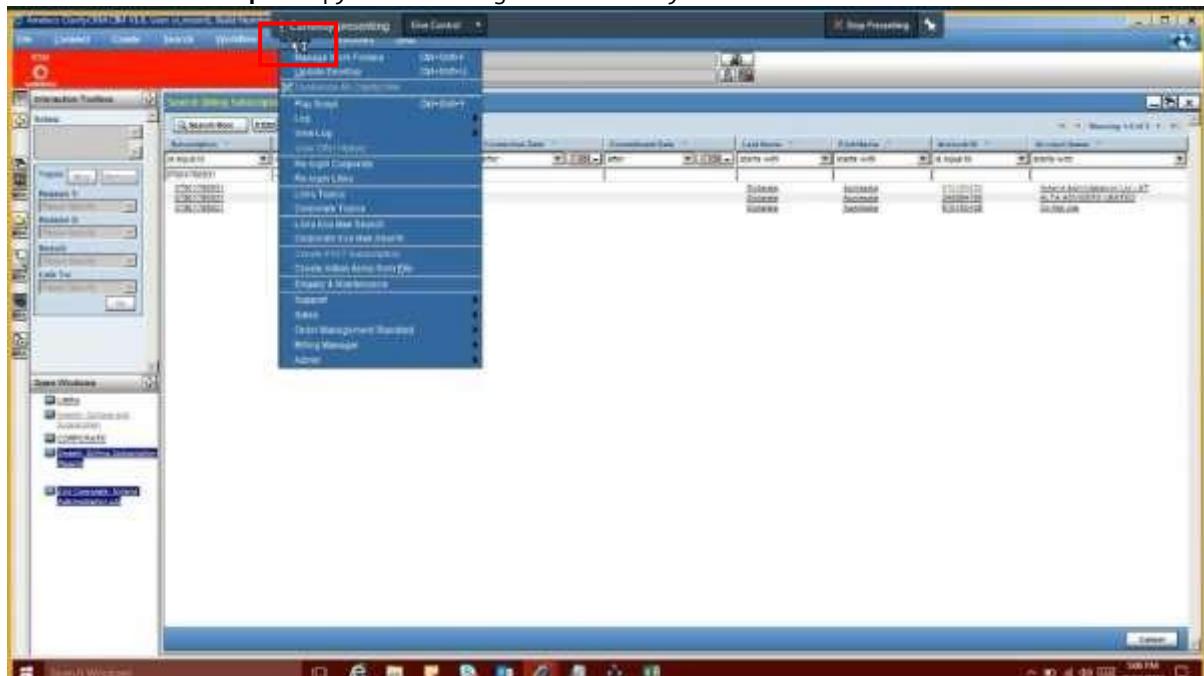
12.10 Business Exception 10 - APN without GPRS

Copy all the details from Validation results (Price plan) and Execution results (SOC) and paste into a new Excel sheet and search for "APN without GPRS".

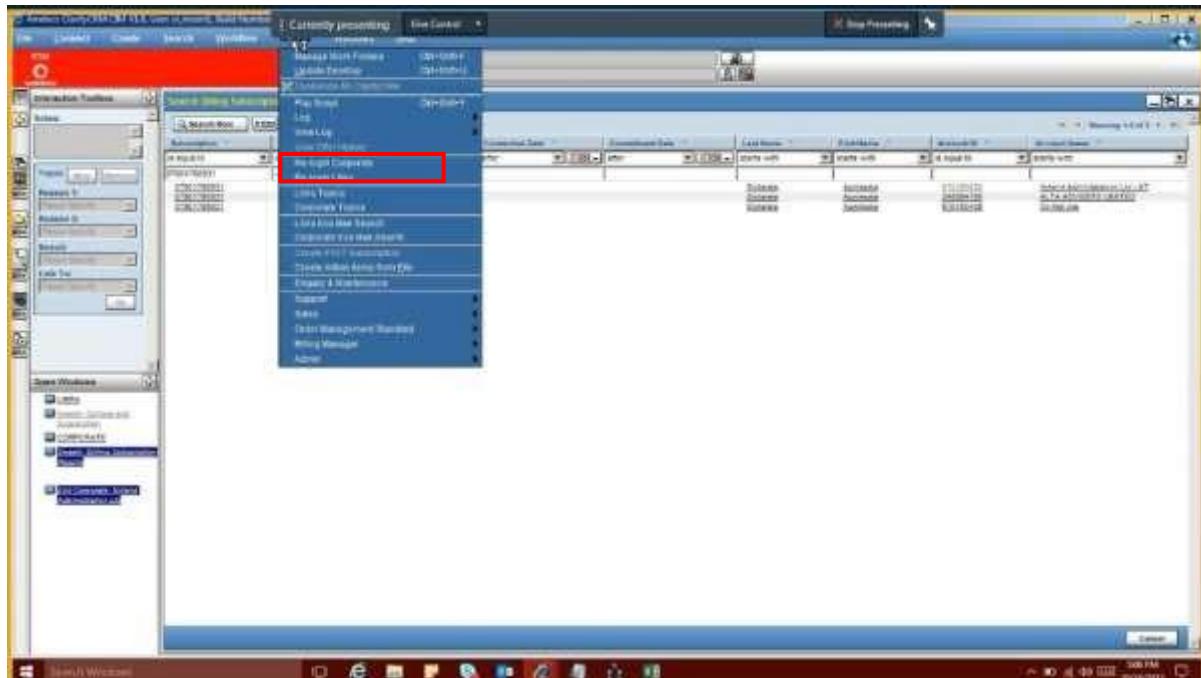


Bulk Form 02.11.2017 AM 1.xlsx - Excel													
File Home Insert Page Layout Formulas Data Review View Tell me what you want to do...													
Cut Copy Format Painter													
Clipboard Font Alignment Number Conditional Formatting Table Styles													
B1													
1	---	CSM MASS ADD	REMOVE SOC REQUEST No 1057014.										
276			APN WITHOUT GPRS OR TOO MANY APNS FEATURE FOR CTN 07827311635.										
308			APN WITHOUT GPRS OR TOO MANY APNS FEATURE FOR CTN 07887632805.										
1496													
1497													
1498													
1499													
1500													
1501													
1502													
1503													
1504													
1505													
1506													

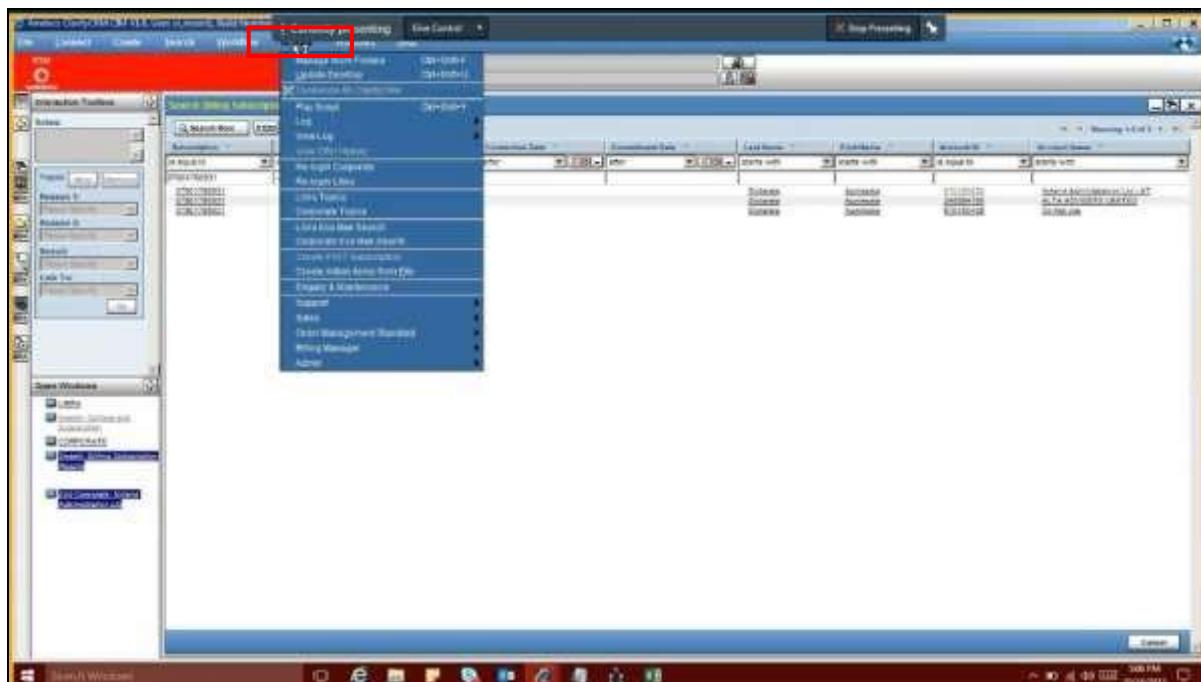
**Step 1:** Copy that CTN and go back to the Crystal and click on 'Action'



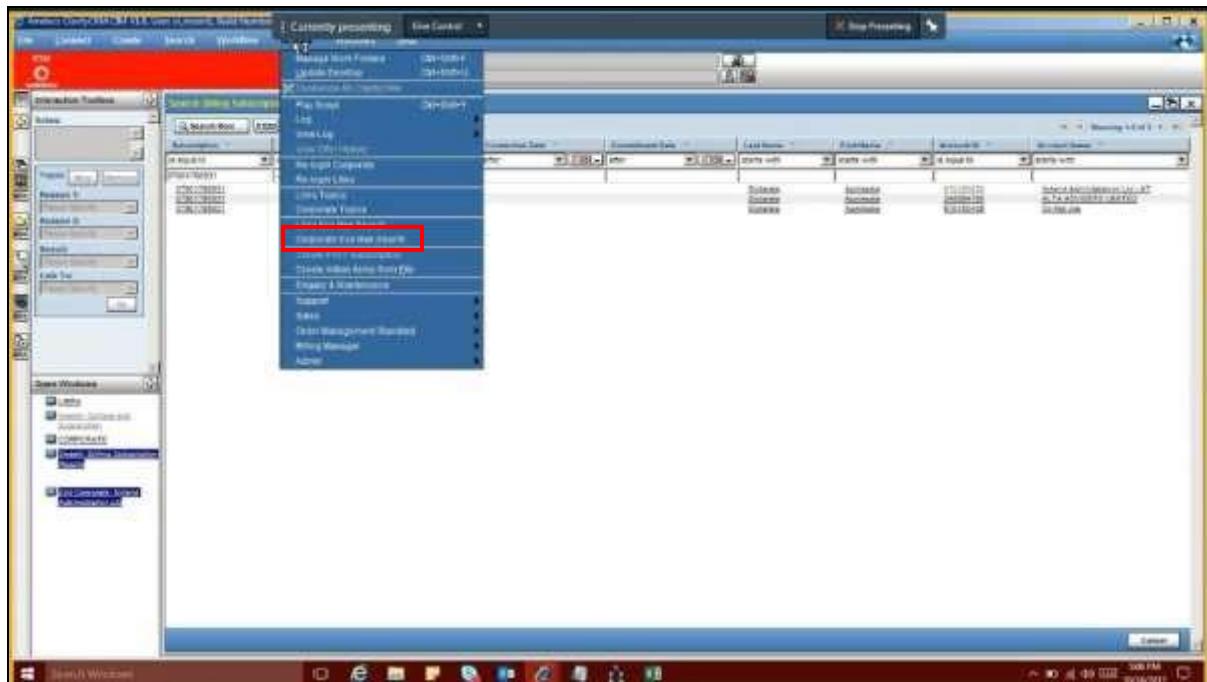
**Step 2:** Select "Re-login Corporate"



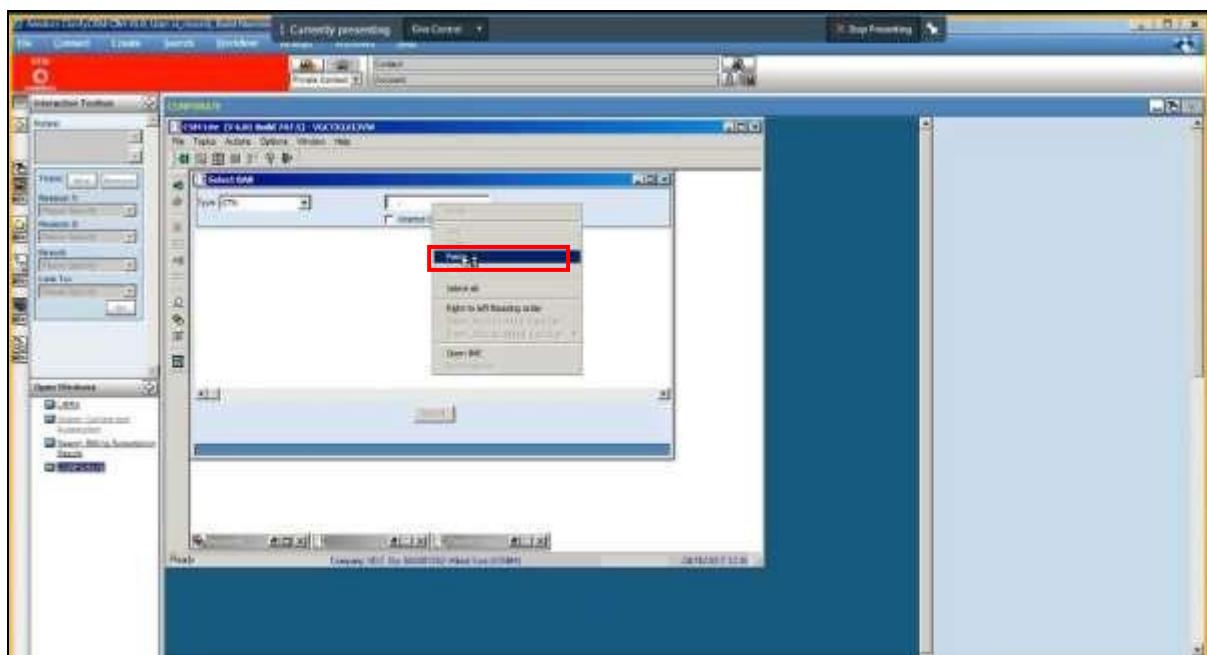
**Step 3:** Once the window opens, click again on the “Actions”



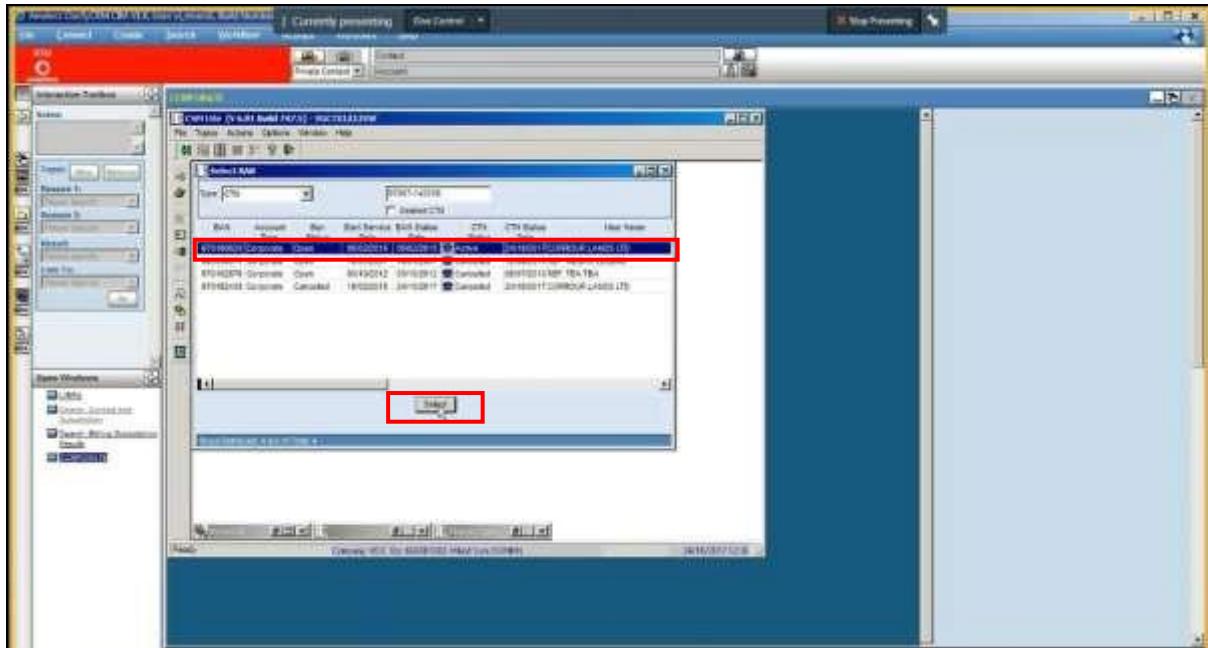
**Step 4:** Now click on the “**Corporate Eca Ban Search**”



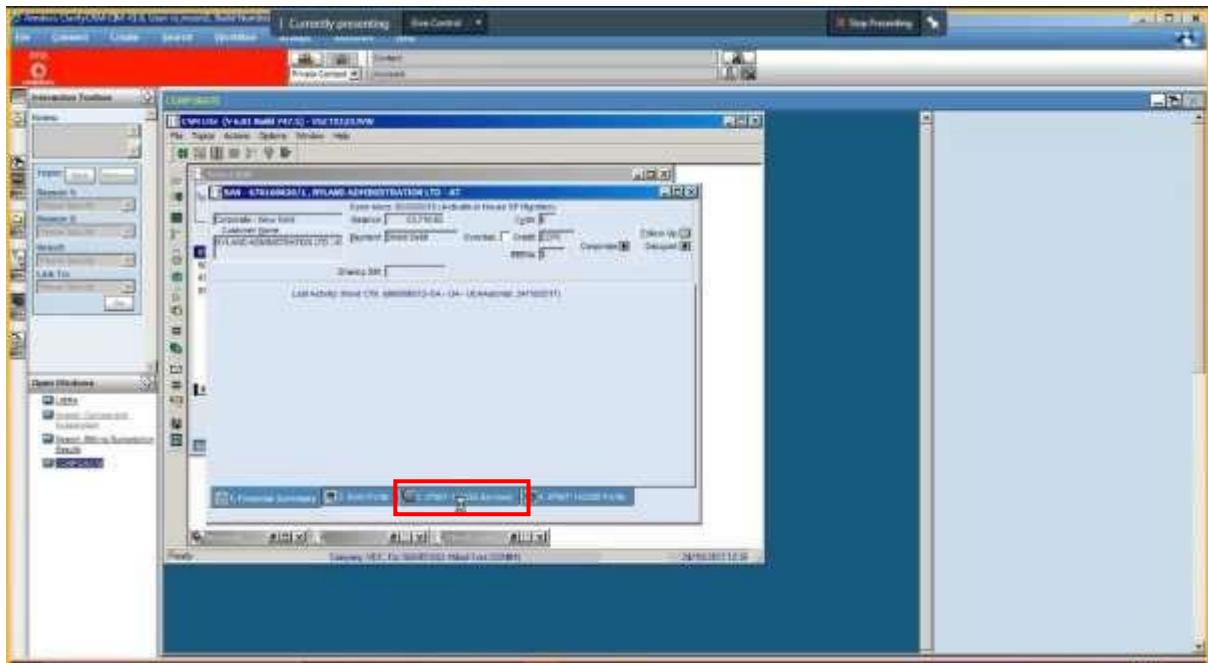
**Step 5:** Paste the CTN which was copied earlier in the second tab, Right click and click on "**Paste**" and hit **ENTER**



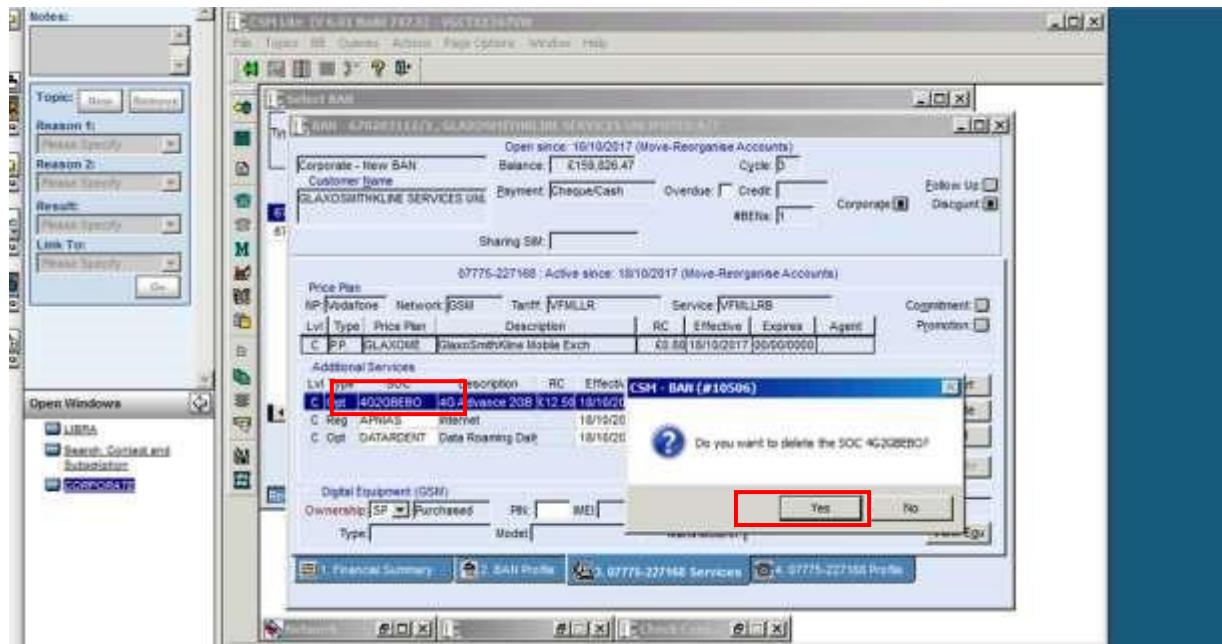
**Step 6:** Select the BAN which is in **Active status** and click on "**Select**"



**Step 7:** Click on the third page, that is "Services"



**Step 8:** Check **GPRS (4G, 2GB)** Dependable SOC or not? If yes remove it. Click on **Delete** and click "Yes"



Once this is done, **Execution process can be performed.**

## 12.11 Business Exception 11 - Invalid CTN

Need to follow all the steps till run the Execution results, once the results are in respective folder, open the Execution note pad report and copy all the details and paste it into the new excel sheet.

As usual, apply filter and check for the identical words to find any failures/errors. If we find the words as "**Invalid CTN**"

**Next step:** While sending the Execution result to the requestor through eGain, mention the details of **Invalid CTN's.**



Bulk Form 07.11.2017 AM 5.xlsx [Protected View] - Excel																											
A4	B	C	D	E	F	G	H	I	J	K	L	M	N	O													
1	*****																										
2	CSM MASS MIGRATION REQUEST No 640087. EXECUTION PHASE																										
3	*****																										
4	7.92E+09	INVALID CTN																									
5	7.8E+09	INVALID CTN																									
6	7.87E+09	INVALID CTN																									
7	*****																										
8	--- REQUEST No 640087 EXECUTED.																										
9	NUMBER (	45																									
10	NUMBER OF FAILED (	3																									
11	ALLOWED	10000																									
12	*****																										
13	CSM MASS MIGRATION REQUEST No 640088. EXECUTION PHASE																										
14	*****																										
15																											



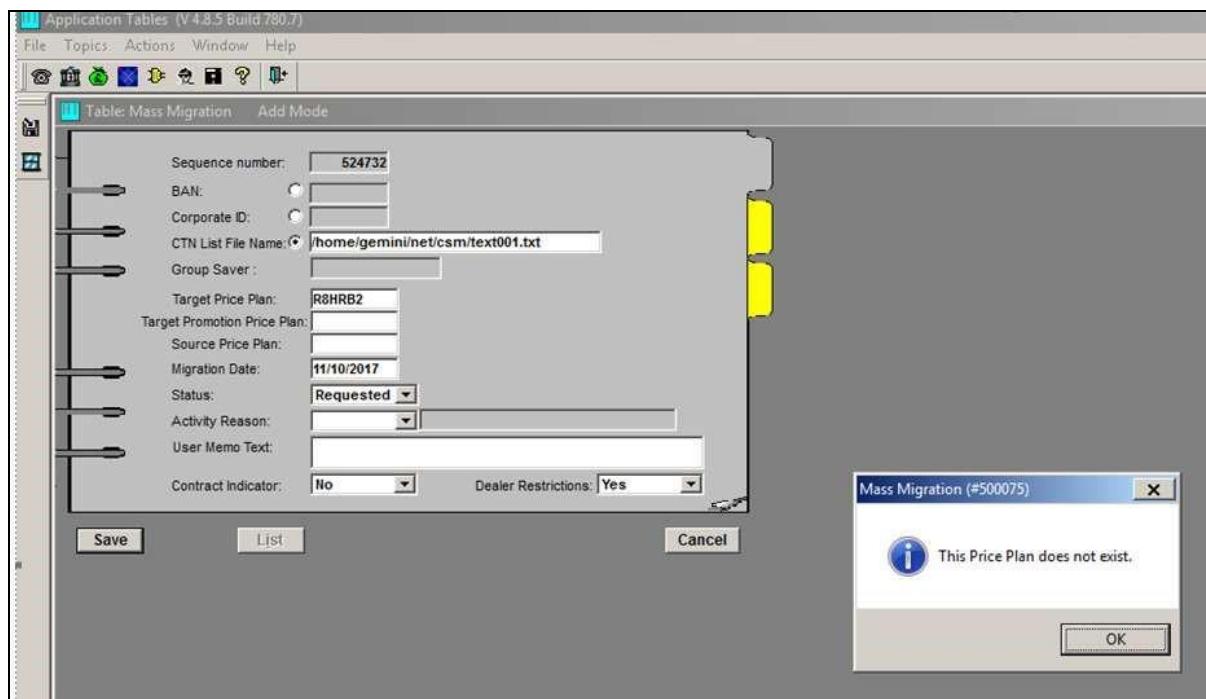
## 13 System Exceptions

System exceptions are items that are unable to be completed by the virtual workforce. This section provides an early indication of items that may result in system exception

### 13.1 System Exception 1 - For all Migration – Price plan does not Exist

Follow all the steps to carry on with the Price plan part, till we reach "**Application table**" where we run the Validation report.

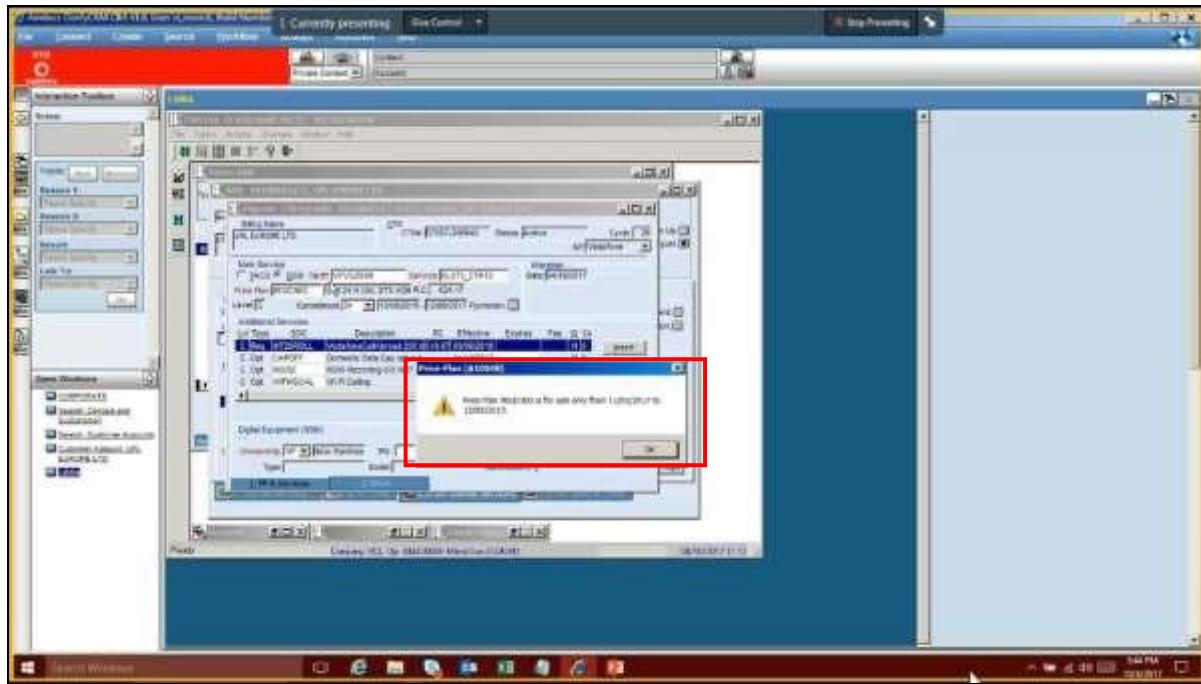
Copy the target price plan from the Input file and paste into "target price plan" tab and you will find the below error pop up



**Next step:** Go back to the eGain input email and respond to all, providing justification as "**Price plan does not match**".

### 13.2 System Exception 2 - For all Migration – Price Plan on Sale

If we find the pop-up error as "**Price plan on sale**" during Validation Phase (Application table- filling table)



**Next Step:** If you find such pop up, go back to "eGain" input email and Reply to All – Provide a justification as "**Price plan on sale**"

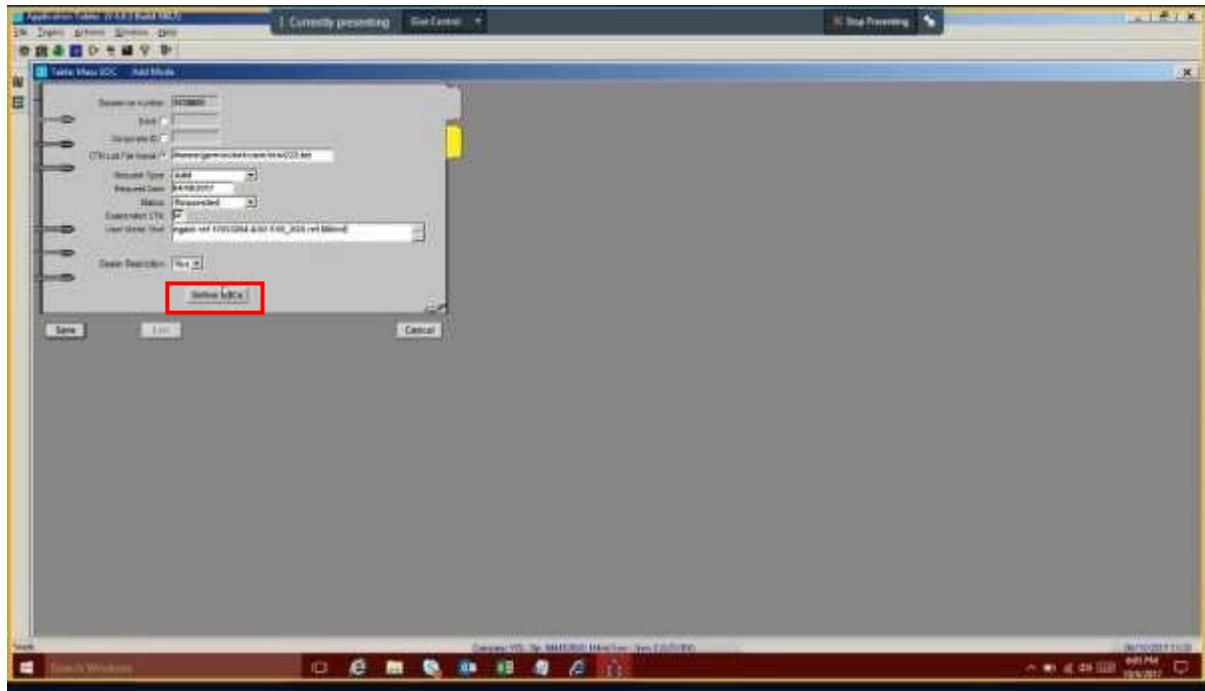
### 13.3 System Exception 3 - Parent Child to Parent Child Migration

Through price plan codes this can be identified as Parent child to Parent child migration. Since the standalone tool (Bulk table) doesn't have the option to add additional information for the parent CTN on child CTN's. Therefore, **this needs a manual intervention.**

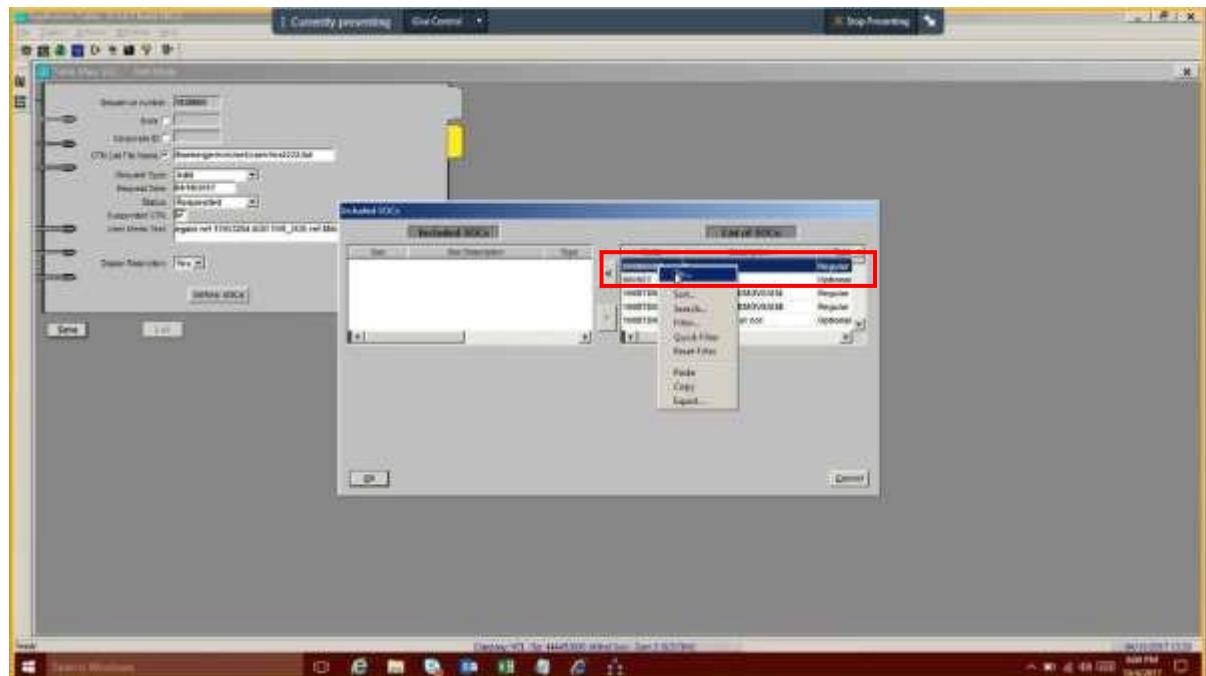
### 13.4 System Exception 4 - SOC is not a Valid SOC/ SOC is valid but not available in the Bulk table

While processing for SOC (Add/Removal), follow all the step till we reach "Application tables" to run the Validation files

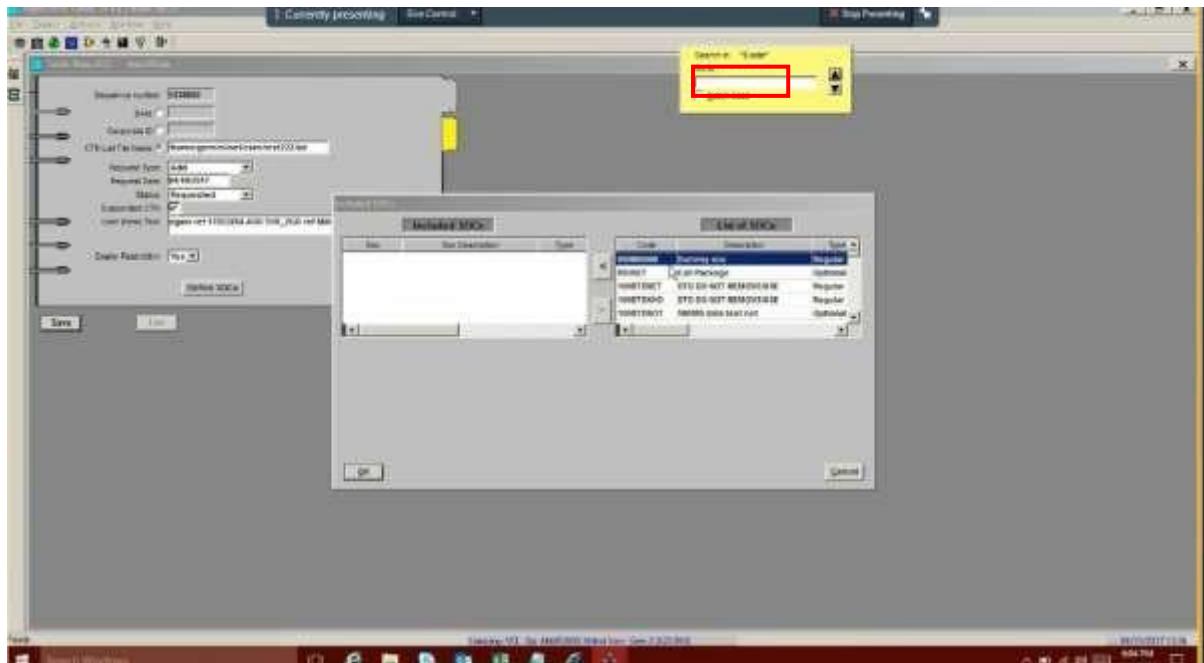
As usual in **CSM Table** list, select **Mass SOC** and click on **Select**. Fill all the details and click on **define SOC**



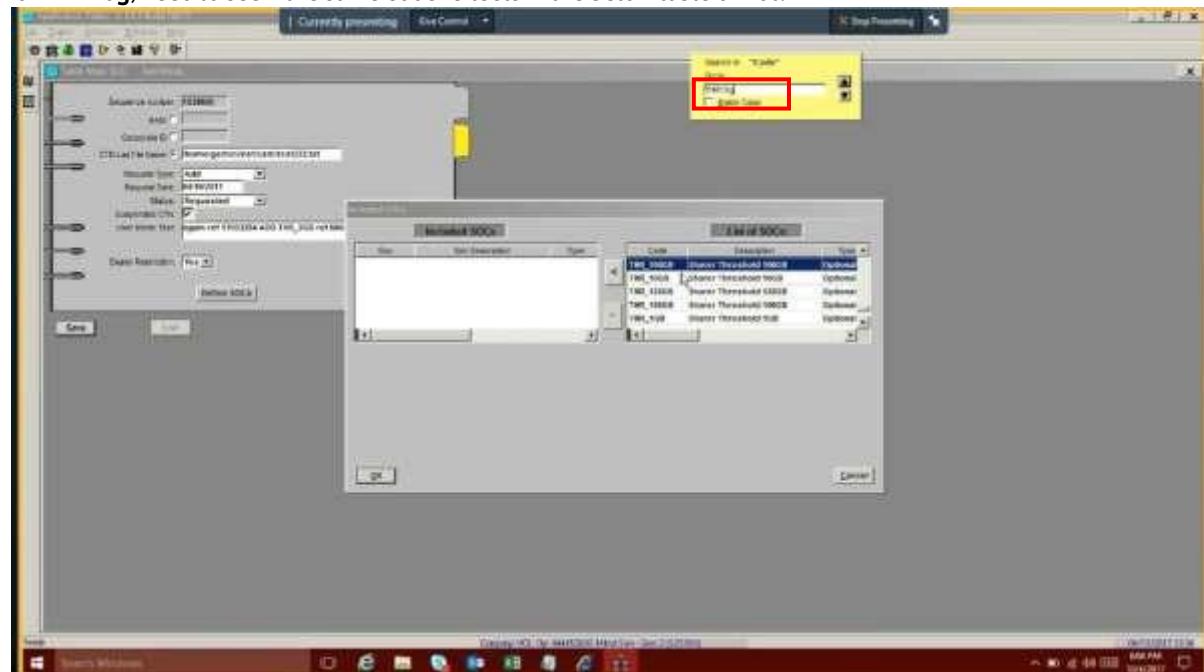
Right click on the first row first item, click on Go....



Copy the SOC code from the input file and paste into search tab



Once you paste the SOC code into the search tab, you won't find any result (you don't anything as highlighted) Ex: You are searching for **THR10g**, need to see if the same code reflects in the below table or not?



**Next step:** Go back to the eGain input email and respond to all, providing justification as "SOC is not a Valid SOC, provide valid SOC code so we can process further" or "SOC is valid but not available in the Bulk table"

### 13.5 System Exception 5 - SOC not compatible with the Price plan



Need to follow all the steps till run the Execution results, once the results are in respective folder, open the Execution note pad report and copy all the details and paste it into the new excel sheet.

As usual, apply filter and check for the identical words to find any failures/errors.

If we find wording as below, SOC has no relation with PP, then it's considered as business exception.

The screenshot shows an Excel spreadsheet with data from an execution note pad. The data is organized into several sections:

- Section 1:** Contains multiple rows of text indicating that SOC entries are already effective in various CTNs (e.g., CTN 0797014725, CTN 0797008122, etc.).
- Section 2:** Contains a summary table:

NUMBER	0
NUMBER OF FAILED	99
ALLOWED	38000
- Section 3:** Contains a header "CRM MASS APPROVAL NOV SOC REQUEST No. 1538860". Below it, there are four rows of text, each starting with "OPTIONAL SOC BUSINESS HAS NO RELATION WITH PP REQU..." followed by a different CTN number (e.g., CTN 0796983794, CTN 0771060129, CTN 0772042028, CTN 0796983812).
- Section 4:** Contains a summary table:

REQUEST NO. ZEBRA CHECKLIST	0
NUMBER	49
NUMBER OF FAILED	3
ALLOWED	38000
- Section 5:** Contains a header "CRM MASS APPROVAL NOV SOC REQUEST No. 1538863". Below it, there is one row of text: "OPTIONAL SOC BUSINESS HAS NO RELATION WITH PP REQU..." followed by a different CTN number (e.g., CTN 0796983812).

**Next step:** Complete the case and Go back to the eGain input email and respond to all, providing justification as "**SOC not compatible with the PP**".

### 13.6 System Exception 6 - BAN\_Locked and technical Problem

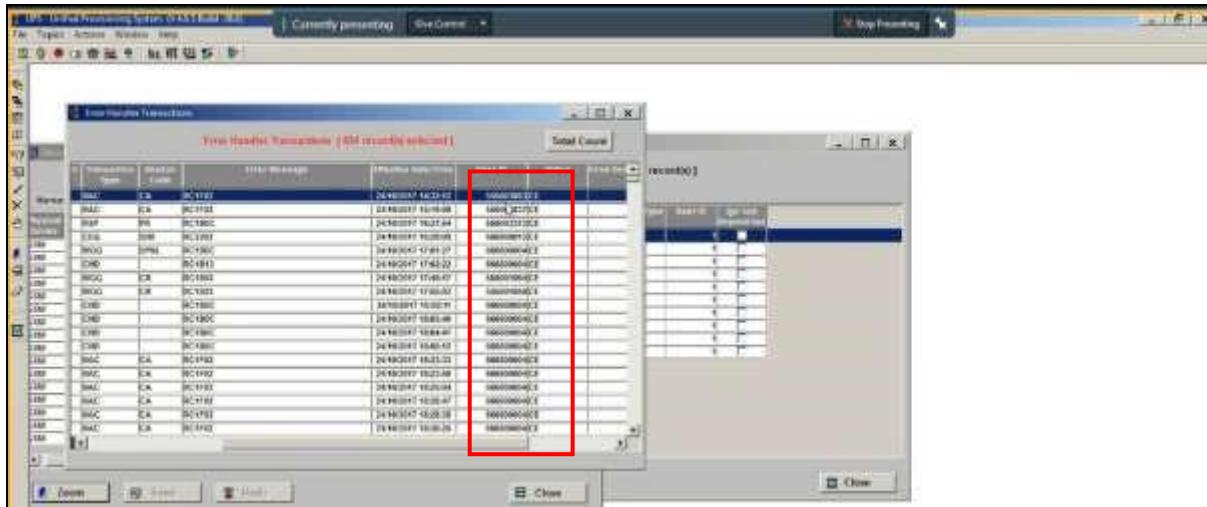
Need to follow all the steps till run the Validation results, once the results are in respective folder, open the Validation note pad report and copy all the details and paste it into the new excel sheet.

As usual, apply filter and check for the identical words to find any failures/errors

**Next Step:** Need to start processing whole file again from the Application table (fill the table again and re-process)

### 13.7 System Exception 7 - Error handler

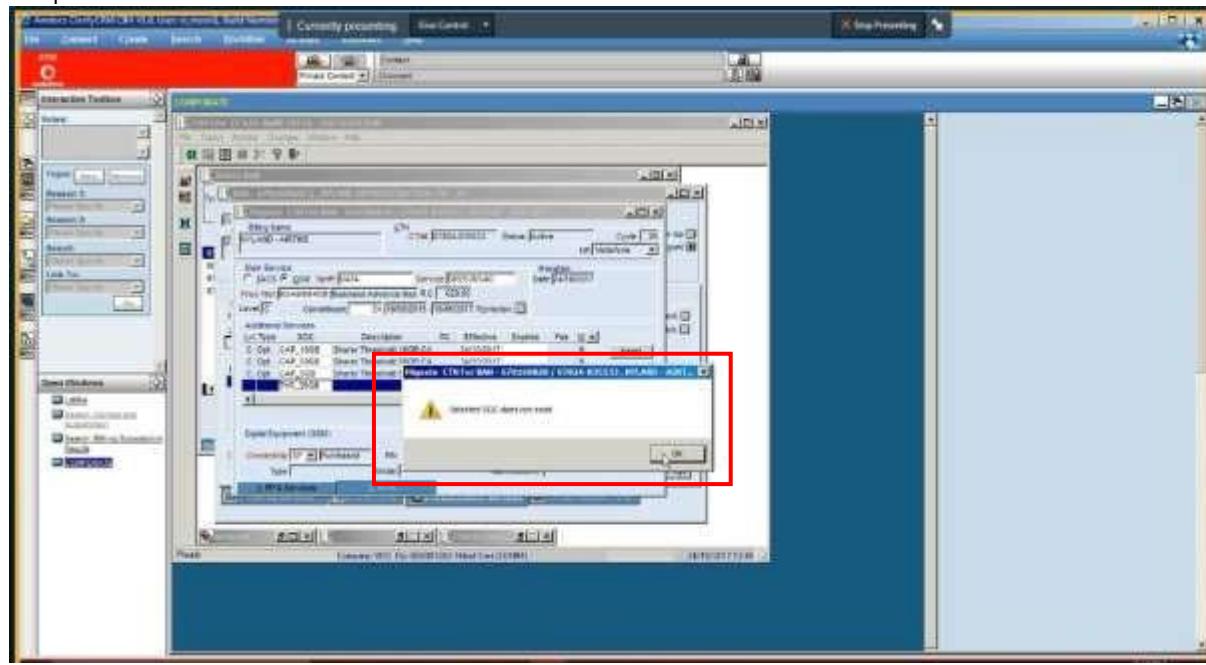
If you are finding more than 10% of errors coming out of your ID during Migration (Ex: 70 errors out of 700 CTN's),



**Next step:** Need to stop the Migration and send an email to Error Handling team for resolution, until it is resolved put the item on Hold.

### 13.8 System Exception 8 - SOC doesn't Exist

Found any Invalid SOC Error or SOC doesn't exist while pasting SOC code – should not process the set of CTN which is mentioned for this particular SOC code.



**Next Step:** While revert to customer, need to mention about these set of CTN's

## 14 Reporting Requirements

Automation will create an Audit trial log with date/ Timestamp and Status of all request identified in the Input file.

Automation to send daily Audit trail report to business after finishing the task

