T-Mobile Manual Discrepancies Processing

The goal in the first step of the process is to determine transactions that appear in the clients’ point of sale report (VRH) but do not appear in the carriers report (VIS). The primary tracking item is the mobile number. In the VRH it’s called “tracking #” and in the VIS it’s called “Service Number”. For each mobile number there can be multiple lines of data; one for the device, one for the rate plan, one for data features, etc. Some of these items need to be kept and some eliminated which is explained below.

**Document preparation**

RQ4 – Vendor Rebate History Report (VRH)

1. Delete first two rows which display date range and date ran
2. Sort by Tracking # - delete lines with no Tracking # (accessory sales)
3. Sort by Unit Rebate – delete lines with Unit Rebate “$0.00” (non-commission items)
4. Hide unnecessary columns, keep the following:
   1. Invoice #
   2. Tracking #
   3. Qty
   4. Description
   5. Unit Rebate
   6. Related Product
   7. Related SN
   8. Rate Plan
   9. Customer
   10. Sales Person
   11. Sold On
   12. Invoiced by
   13. Port Number
5. Organize rows to match order in final report (see Daily Report Template.xls)
6. Insert Qty after Tracking #
7. Format Sold On column to Date - Month/Day
8. Format Related SN to Number with 0 decimal points
9. Sort first by Sold On then by Tracking #
10. Adjust column width

T-Mobile Daily Visibility Report (VIS)

1. Keep the following columns, delete all others:
   1. Sales Code
   2. Monthly Access
   3. Plan Code
   4. Plan Description
   5. Product Type
   6. Transaction Type
   7. Activation Date
   8. Service Number
   9. Customer Name
   10. IMEI
   11. Deposit
   12. Credit Class
   13. BAN
   14. EBTV Voice
   15. BTV Data (Bridge to Value Data)
   16. MRC Reduced
   17. Subsidy
   18. EIP (Equipment Installment Plan)
2. Organize rows to match order in final report (see Daily Report Template.xls)
3. Format Activation Date column to Date - Month/Day
4. Format IMEI to Number with 0 decimal points
5. Add blank columns in (I) Commission, (J) Device, (L) Location – allows for quick cut and paste from VIS to Daily Report

**Comparing data – Level 1 – Missing in VIS**

Start with VRH data and search VIS reports for tracking numbers, for those not found simply report the data required from the VRH. (see Daily Report.xls) First search Tracking # (VRH) against Service Number (VIS) then Port Number (VRH) against Service Number (VIS) and finally search Related SN (VRH) against IMEI (VIS).

Column Header Names

Daily Report Vendor Rebate History T-Mobile VIS

Date Sold On Activation Date

Mobile # Tracking # Service Number

Customer Customer Customer Name

Rate Plan Rate Plan Plan Description

Description Description Product Type

Commission Unit Rebate

Device Related Product

ESN # Related SN IMEI

Location Invoice by

Sales Rep Sales Person Sales Code

Invoice # Invoice # BAN

Credit Class n/a Credit Class