



**CMP 8.16**

**Standard Reporting Guide**

Version 1.0

Classification: **Customer Confidential**

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## Version Control

Version	Issue Date	Author	Comments
Version 1.0	25 July 2024	MDS	CMP 8.16 Release - No changes since the last release.

## Terms Used in this Document

For definitions and explanations of the terms, abbreviations and acronyms used in this document, please see the *CMP Glossary* document.

# 1.0 Introduction

CMP provides a series of Standard Reports in several categories, which help maintain and monitor the data added to the system, prevent financial leakage, and ensure that customer data is valid and correct. Reports are produced as CSV files.

These categories are:

## [Billing](#)

Ensure the data used for creating bills is current and correct, and review how much revenue is being generated.

## [Churn](#)

Monitor disconnection numbers and analyse the types of complaints leading to disconnections.

## [Credit Management](#)

View accounts with outstanding balances, monitor credit control procedure and debt, and monitor direct debit rejections.

## [Customer Experience](#)

Monitor the number of new and existing subscribers, accounts where there is an amount in query, and workflow events within CMP to ensure they are handled promptly and properly. Usage can be checked to ensure customers have the correct product for their needs, and changes to customers account type can be checked and verified.

## [Financial](#)

View all invoices posted and receipts received, as well as credits and debits pending.

## [Usage Reconciliation](#)

Compare retail volumes vs wholesale volumes and identify discrepancies to identify revenue leakage.

## 2.0 Report Detail

### 2.1 Available Reports

The following table shows a brief description of the objective of each report. Refer to the full table description for more detail.

Report Name	Objective
<a href="#">Aged Debt</a>	Shows all accounts with outstanding balances with the associated ageing profile of the debt
<a href="#">Average Revenue Per Customer &amp; Account Type</a>	Monthly spend report per Account per month
<a href="#">Billing Summary</a>	A summary report of billing by bill cycle, to ensure billed revenue can be tracked over time.
<a href="#">Customer Accounts On Active Credit Control Procedure (Summary and Detail)</a>	Shows basic details of customers in CMP Credit Control Procedures.
<a href="#">Customer Accounts With Open Query Amounts</a>	Shows all Customer Accounts with an amount in query and age of that query.
<a href="#">Disconnected Subscribers (Summary and Detail)</a>	Identifies all subscriptions that are disconnected in the reporting period - by the reported reason for disconnection.
<a href="#">Invoice Audit Trail</a>	Lists all invoices posted to the Sales Ledger in the reporting period.
<a href="#">Monthly Billed Services &amp; Nominal Codes</a>	All billed services per Nominal Codes per month
<a href="#">Overdue Unresolved Work Flow Events</a>	Total count of Events which have passed the Resolution Required By date/time.
<a href="#">Payments In Suspense Account</a>	Details all currently unapplied cash, the balance and the ageing of the items.
<a href="#">Receipts Audit Trail</a>	Provides a listing of all receipts received in the reporting period.
<a href="#">Unbilled Usage Summary Report</a>	Details unbilled usage allocated to subscribers in CMP.
<a href="#">Usage Reconciliation</a>	Provides a breakdown of usage by type (e.g voice, text, data), origin and destination, compares wholesale vs retail and identifies variances.
<a href="#">Workflow Events Report (Summary and Detail)</a>	Summary and supporting details of all workflow events, related to the collection process, that are raised within the reporting period.

## 2.2 Billing

Use the following Billing reports to ensure the data used for creating bills is current and correct, and review how much revenue is being generated:

- [Average Revenue Per Customer and Account Type](#)
- [Billing Summary](#)
- [Monthly Billed Services and Nominal Codes](#)
- [Unbilled Usage Summary](#)

## 2. 2. 1 Average Revenue Per Customer & Account Type

<b>Report Name</b>	Average Revenue Per Customer & Account Type	
<b>Objective</b>	<p>This is a monthly spend report per Account for a calendar month.</p> <p>Additional output summarises spend by Account Type (Customer Category such as low, medium, or high risk) to show average spend.</p>	
<b>Expected Frequency</b>	Monthly	
<b>Period</b>	Previous Calendar Month	
<b>Output File(s)</b>	AVERAGE REVENUE PER CUSTOMER AND ACCOUNT TYPE_YYYYMMDD.csv	
<b>Output Fields</b>	<b>Name</b>	<b>Description</b>
	Group Code	CMP code for the group
	Corporate Code	CMP code fr the corporate
	Account Number	ID number for the account
	Account Type	The type of account
	Invoice Count	The number of invoices for the account
	Total (Ex. Vat)	The total spend excluding VAT
	Total Vat	The total spend including VAT
	Total Spend	The total spend
	Average Spend Per Account	The average spend per account
<b>Job Schedule Information</b>	Schedule: Monthly (1st)	

## 2. 2. 2 Monthly Billed Services and Nominal Codes

<b>Report Name</b>	Monthly Billed Services and Nominal Codes	
<b>Objective</b>	This report summary shows all billed services per month including Nominal Codes to show how much revenue is generated by each revenue type.	
<b>Expected Frequency</b>	Monthly	
<b>Period</b>	Previous Calendar Month	
<b>Output File(s)</b>	MONTHLY BILLED SERVICES AND NOMINAL CODES_YYYYMMDD.csv	
<b>Output Fields</b>	<b>Name</b>	<b>Description</b>
	Charge to Nominal Code	The charge against the nominal code for services
	Network Code	The CMP network code
	Service Code	The CMP code for the service
	Service Description	A description of the service
	Net Amount	The net amount charged for the service(s)
	Tax Amount	The tax incurred by the charge for the service(s)
Gross Amount	The gross amount charged for the service(s)	
<b>Job Schedule Information</b>	Schedule: Monthly (1st)	

## 2. 2. 3 Billing Summary

<b>Report Name</b>	Billing Summary
<b>Objective</b>	This is a detailed spend report that provides details of a customer spend by CMP service categories. Account, Subscription, Sales Order charges, adjustments and Usage Service categories are output, with all other CMP Service Categories aggregated into a generic category of "other". Both the value and the count of service categories are output.
<b>Expected Frequency</b>	Monthly
<b>Period</b>	Previous Calendar Month
<b>Output File(s)</b>	BILLING SUMMARY_YYYYMMDD.csv

Output Fields	Name	Description
	Invoice Date	The date of the invoice
	Group Code	The CMP code for the group entity
	Corporate Code	The CMP code for the corporate entity
	Agreement Number	The CMP ID number for the agreement
	Account Number	The CMP ID number for the account
	Invoice Number	The number for the invoice
	Subscription Services	The amount billed for subscription services
	Account Services	The amount billed for account services
	Usage Charges	The amount billed for usage charges
	Sales Orders	The amount billed for sales orders
	Adjustments	The amount billed for adjustments
	Other Services	The amount billed for other services
	Subscription Count	The number of subscriptions billed for
	Account Count	The number of accounts billed for
	Sales Order Count	The number of sales orders billed for
	Adjustments Count	The number of adjustments billed for
	Other Count	The number of other services billed for
<b>Job Schedule Information</b>	Monthly(1st)	

## 2. 2. 4 Unbilled Usage Summary Report

<b>Report Name</b>	Unbilled Usage Summary Report	
<b>Objective</b>	This report details and summarises all unbilled usage allocated to subscribers in CMP. The report allocates the usage into the appropriate month/year based on the date of the usage and summaries by usage class description, providing the count, the total units and the associated retail charges.	
<b>Expected Frequency</b>	Ad hoc	
<b>Period</b>	Snapshot	
<b>Output File(s)</b>	UNBILLED USAGE SUMMARY_YYYYMMDD.csv	
<b>Output Fields</b>	<b>Name</b>	<b>Description</b>
	Month	Month of the year
	Usage Class Description	Description of the usage class of the unbilled usage
	Count	The count of the unbilled usage
	Total Units	The total of consumed units of usage that are unbilled
	Total Retail Price	The total retain price of the unbilled usage
<b>Job Schedule Information</b>	Schedule: As required	

## 2.3 Churn

Use the following Churn reports to monitor disconnection numbers and analyse the types of complaints leading to disconnections:

- [Disconnected Subscribers - Summary](#)
- [Disconnected Subscribers - Detail](#)

### 2.3.1 Disconnected Subscribers - Summary

<b>Report Name</b>	Disconnected Subscribers - Summary	
<b>Objective</b>	This report provides a count of the number of subscribers who disconnected in the reporting period b price plan code. The detail is available in <a href="#">Disconnected Subscribers - Detail</a> .	
<b>Expected Frequency</b>	Monthly	
<b>Period</b>	PreviousMonth	
<b>Output File(s)</b>	DISCONNECTED SUBSCRIBERS SUMMARY_YYYYMMDD.csv	
<b>Output Fields</b>	<b>Name</b>	<b>Description</b>
	Disconnect Date	The date the subscriber was disconnected
	Price Plan Code	The CMP code for the price plan associated with the disconnected subscriber
	Price Plan Description	The description of the price plan associated with the disconnected subscriber
	Count of Subs	The number of subscribers that have been disconnected
<b>Job Schedule Information</b>	Monthly	

### 2.3.2 Disconnected Subscribers - Detail

<b>Report Name</b>	Disconnected Subscribers - Detail
<b>Objective</b>	This report details all subscriptions that disconnected in the reporting period, sorted by disconnection date. A report showing the count of disconnected subscribers is available in <a href="#">Disconnected Subscribers - Summary</a> .
<b>Expected Frequency</b>	Monthly
<b>Period</b>	Disconnections on the previous month
<b>Output File(s)</b>	DISCONNECTED SUBSCRIBERS DETAIL_YYYYMMDD.csv

Output Fields	Name	Description
	Disconnect Date	The date the subscriber was disconnected
	Group Code	The CMP group code associated with the disconnected subscriber
	Corporate Code	The CMP corporate code associated with the disconnected subscriber
	Account Number	The CMP ID number of the account associated with the disconnected subscriber
	Subscriber Number	The CMP ID number for the disconnected subscriber
	Cost Centre	The cost centre associated with the disconnected subscriber
	Connection Date	The date the subscriber was connected
	Price Plan Code	The CMP code for the price plan associated with the disconnected subscriber
	Price Plan Description	The description for the price plan associated with the disconnected subscriber
	Network Code	The CMP code for the network associated with the disconnected subscriber

Output Fields	Name	Description
	Tariff Code	The CMP code for the tariff associated with the disconnected subscriber
	Package Code	The CMP code for the package associated with the disconnected subscriber
	Contract Term (Months)	The length of the subscribers contract in months
	Contract Start Date	The date when the subscriber started the contract
	Contract End Date	The date when the contract terminates
	Termination Invoice	The ID of the termination invoice for the subscriber
	Termination Date	The date the contract was terminated
	Disconnection Reason	The reason for the disconnected
	Days Connected	How many days the subscriber was connected
	Contract Days	How many days the subscriber was in contract
	Job Schedule Information	Monthly

## 2.4 Credit Management

Use the following Credit Management reports to view accounts with outstanding balances and monitor credit control procedure and debt:

- [Aged Debt](#)
- [Customer Accounts On Active Credit Control Procedure Summary](#)
- [Customer Accounts On Active Credit Control Procedure Detail](#)

### 2.4.1 Aged Debt

<b>Report Name</b>	Aged Debt	
<b>Objective</b>	This report identifies all accounts with outstanding balances, along with the associated ageing profile of the balance.	
<b>Expected Frequency</b>	Can be run Daily, Weekly or Monthly	
<b>Period</b>	Snapshot	
<b>Output File(s)</b>	AGED DEBT_YYYYMMDD.csv	
<b>Output Fields</b>	<b>Name</b>	<b>Description</b>
	Account Number	The CMP ID number of the account
	Amount Due	The outstanding balance on the account
	Current Due	The amount currently due for the account
	1 - 30*	Amount of aging debt between 1 - 30 days old
	31 -60*	Amount of aging debt between 31 - 60 days old
	61 -90*	Amount of aging debt between 61 - 90 days old
	91 -120*	Amount of aging debt between 91 - 120 days old
	121 -150*	Amount of aging debt between 121 - 150 days old
	150+*	Amount of aging debt over 150s old
	Overdue Amount	Total overdue amount
	*Aging Amount	
<b>Job Schedule Information</b>	Schedule: As required; can be run Daily, Weekly or Monthly	

### 2.4.2 Customer Accounts On Active Credit Control Procedure - Summary

<b>Report Name</b>	Customer Accounts On Active Credit Control Procedure -Summary
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<b>Objective</b>	This report output summarises the Account Type, Credit Control Procedure and current stage by number of Accounts and Value of debt under treatment for customers in CMP Credit Control Procedures. The procedure will differ depending on the level of credit risk (signified by the account type). A report showing greater detail is available in <a href="#">Customer Accounts On Active Credit Control Procedure -Detail</a> .	
<b>Expected Frequency</b>	Daily, Weekly or Monthly	
<b>Period</b>	Snapshot	
<b>Output File(s)</b>	ACCOUNTS ON ACTIVE CC PROC SUMMARY_YYYYMMDD.csv	
<b>Output Fields</b>	<b>Name</b>	<b>Description</b>
	Account Type	The type of account
	Credit Control Procedure	The CMP code for the credit control procedure being applied to the account
	Procedure Description	A description of the credit control procedure
	CC Stage	The stage of credit control being applied to the account
	No of Accounts	The number of accounts
	Total	The total of the accounts
<b>Job Schedule Information</b>	Schedule: As required; can be run Daily, Weekly or Monthly	

### 2. 4. 3 Customer Accounts On Active Credit Control Procedure - Detail

<b>Report Name</b>	Customer Accounts On Active Credit Control Procedure -Detail
<b>Objective</b>	This report output details the Account Type, Credit Control Procedure, Start Date of the procedure, Date the last stage begins, Current Stage arranged by number of Accounts and Value of Debt under treatment for customers in CMP Credit Control Procedures. The procedure will differ depending on the level of credit risk (signified by the account type). A summary of the detail is available in report <a href="#">CM002 - Customer Accounts On Active Credit Control Procedure -Summary</a> .
<b>Expected Frequency</b>	Can be run Daily, Weekly or Monthly
<b>Period</b>	Snapshot
<b>Output File(s)</b>	ACCOUNTS ON ACTIVE CC PROC DETAIL_YYYYMMDD.csv

Output Fields	Name	Description
	Account	The CMP ID number of the account in credit control
	Account Type Code	The CMP code for the type of the account
	A/C Type Description	The description of the account type
	Amount	The monetary amount that is the subject of the credit control procedure
	Amount Due	The amount sure on the account in credit control
	Credit Control Procedure	The CMP code for the credit control procedure currently applied to the account
	Procedure Description	The description of the credit control procedure currently applied to the account
	Procedure Type	The type of credit control procedure applied to the account
	Date Raised	The date the credit control issue with the account was first raised
	First Stage Date	The date the account was placed on the first stage of credit control
	Last Stage Balance	The balance on the account at the most recent stage of credit control
	Last Stage Date	The date the account entered the most recent stage of credit control
	Recover Before Date	The date by which the amount due should be recovered
	Credit Control Stage	The stage of credit control that the account is in now
	CC Stage Status	The status of the credit control stage
<b>Job Schedule Information</b>	Schedule: As required; can be run Daily, Weekly or Monthly	

## 2.5 Customer Experience

Use the Customer Experience reports to monitor:

- Accounts where there is an amount in query.
- Workflow events within CMP to ensure they are handled promptly and properly.

Customer Experience reports include the following:

- [Customer Accounts With Open Query Amounts](#)
- [Overdue Unresolved Work Flow Events](#)
- [Workflow Events Report - Summary](#)
- [Workflow Events Report - Detail](#)

### 2.5.1 Customer Accounts With Open Query Amounts

<b>Report Name</b>	Customer Accounts With Open Query Amounts	
<b>Objective</b>	This report shows all Customer Accounts which have an amount in query, and the age of the associated query, to allow the pro-active management of open queries. The report shows if an account in dispute is on a credit control procedure, along with the account's next expected invoice date, to allow focus to be given to these customers.	
<b>Expected Frequency</b>	Can be run Daily, Weekly or Monthly	
<b>Period</b>	Snapshot	
<b>Output File(s)</b>	CUSTOMER ACCOUNTS WITH OPEN QUERY AMOUNTS_YYYYMMDD.csv	
<b>Output Fields</b>	<b>Name</b>	<b>Description</b>
	Account Number	The CMP ID number of the account with an open query amount
	Account Type	The type of the account
	Query Date	The date the query was raised
	Query Amount	The monetary amount being queried
	Days in Query	How many days the amount has been in query
	Invoice Number	The ID number of the invoice associated with the queried amount
	Query Number	The ID number of the query
	Workflow Number	The number of the workflow associated with the query
	Workflow Type	The workflow type
Workflow Code	The CMP code for the workflow associated with the query	

<b>Job Schedule Information</b>	Schedule: As required; can be run Daily, Weekly or Monthly
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## 2. 5. 2 Overdue Unresolved Work Flow Events

<b>Report Name</b>	Overdue Unresolved Work Flow Events	
<b>Objective</b>	The report shows the Events arranged by Event Type/Code which have passed the Resolution Required By date/time. The report excludes events that do not have a Resolution Required By date/time configured.	
<b>Expected Frequency</b>	Daily	
<b>Period</b>	Snapshot	
<b>Output File(s)</b>	OVERDUE UNRESOLVED WORKFLOW EVENTS_YYYYMMDD.csv	
<b>Output Fields</b>	<b>Name</b>	<b>Description</b>
	Group Code	The CMP code for the group associated with unresolved work event
	Corporate Code	The CMP code for the corporate entity associated with unresolved work event
	Account Number	The CMP ID number for the account associated with unresolved work event
	Subscription	The CMP ID number for the subscription associated with unresolved work event
	Event Number	The ID number for the workflow event
	Event Type	The type of the workflow event
	Event Type Description	The description of the workflow event type
	Event Code	The CMP code for the event
	Event Code Description	The description of the event
	Date Raised	The timestamp for when the overdue event was raised
	Due Date	The date by which the event was due to be resolved
	Overdue Days	How many days the event has been overdue to be resolved
Event Status	The status of the event	
<b>Job Schedule Information</b>	Schedule: Daily	

### 2. 5. 3 Workflow Events Report - Summary

<b>Report Name</b>	Workflow Events Report - Summary	
<b>Objective</b>	This report gives a summary count of all workflow events that are raised within the reporting period to assist in understanding why customer are calling. This data can be used as a basis for business improvement initiatives such as identifying customers making contact multiple times during the reporting period.	
<b>Expected Frequency</b>	Monthly	
<b>Period</b>	Previous Month	
<b>Output File(s)</b>	WORKFLOW EVENT SUMMARY_YYYYMMDD.csv	
<b>Output Fields</b>	<b>Name</b>	<b>Description</b>
	Event Type	The CMP code for the type of the workflow event
	Type Description	A description of the workflow event type
	Event Code	The CMP code for the event
	Code Description	A description of the event
	Event Status	The current status of the workflow event
	Count	The number of workflow events of this type and code
<b>Job Schedule Information</b>	Monthly	

### 2. 5. 4 Workflow Events Report - Detail

<b>Report Name</b>	Workflow Events Report - Detail
<b>Objective</b>	This report shows details of all workflow events are raised within the reporting period to assist in understanding why customer are calling. This data can be used as a basis for business improvement initiatives such as identifying customers making contact multiple times during the reporting period.
<b>Expected Frequency</b>	Monthly
<b>Period</b>	Previous Month
<b>Output File(s)</b>	WORKFLOW EVENT DETAIL_YYYYMMDD.csv

Output Fields	Name	Description
	Group	The CMP group entity associated with the workflow event
	Corporate	The CMP corporate entity associated with the workflow event
	Account	The CMP ID number for the account associated with the workflow event
	Subscription	The CMP ID number for the subscription associated with the workflow event
	Event Number	The ID number of the workflow event
	Event Type	The CMP code for the event type
	Type Description	A description of the event type
	Event Code	The CMP code for the event code
	Code Description	A description of the event code
	Current User Id	The ID of the current CMP user
	Event Status	The status of the workflow event
<b>Job Schedule Information</b>	Monthly	

## 2. 6 Financial

Use the following Financial reports to view all invoices posted and receipts received, as well as credits and debits pending:

- [Invoice Audit Trail](#)
- [Receipts Audit Trail](#)
- [Payments in Suspense Accounts](#)

### 2. 6. 1 Invoice Audit Trail

<b>Report Name</b>	Invoice Audit Trail	
<b>Objective</b>	This report lists all invoices posted to the Sales Ledger during the reporting period. The report is grouped by those invoices created through CMP (includes cyclical and off-cycle bills) and those that have been manually posted.	
<b>Expected Frequency</b>	Monthly	
<b>Period</b>	Previous Calendar Month	
<b>Output File(s)</b>	INVOICE AUDI TRAIL_YYYYMMDD.csv	
<b>Output Fields</b>	<b>Name</b>	<b>Description</b>
	Account Number	The CMP ID number for the account
	Account Type	The type of the account
	Transaction Date	The date the transaction took place
	Transaction Type	The type of transaction
	Invoice Number	The ID number of the invoice
	Reference	The reference number
	Net Amount	The net amount of the invoice
	Tax Amount	The amount of tax for the invoice
	Total Amount	The total amount for the invoice
	Remark	Any remarks
	Payment Received	The date payment was received for the invoice
<b>Job Schedule Information</b>	Monthly	

### 2. 6. 2 Receipts Audit Trail

<b>Report Name</b>	Receipts Audit Trail
<b>Objective</b>	This report provides a listing of all receipts received during the reporting period. (Receipts include payments, payment

	reversals and write-offs.)	
<b>Expected Frequency</b>	Monthly	
<b>Period</b>	Previous Month	
<b>Output File(s)</b>	RECEIPTS AUDIT TRAIL_YYYYMMDD.csv	
<b>Output Fields</b>	<b>Name</b>	<b>Description</b>
	Account Number	The CMP ID number for the account
	Account Type	The type of the account
	Transaction Number	The ID number of the transaction
	Transaction Date	The date the transaction took place
	Transaction Type	The type of transaction
	Gross Amount	The gross monetary amount of the receipt
Remark	Any remarks	
<b>Job Schedule Information</b>	Monthly	

### 2. 6. 3 Payments in Suspense Accounts

<b>Report Name</b>	Payments in Suspense Accounts
<b>Objective</b>	The report provides details of payments that have been posted to the suspense account. Customers will nominate an account number for posting unidentifiable payments (suspense account) and the report allows for the parameterisation of the account number chosen.
<b>Expected Frequency</b>	Monthly
<b>Period</b>	Previous Calendar Month
<b>Output File(s)</b>	PAYMENTS IN SUSPENSE ACCOUNTS_YYYYMMDD.csv

Output Fields	Name	Type
	Transaction Date	The date of the transaction for which payment is in a suspense account
	Type	The type of transaction
	Reference	The reference number
	Gross Amount	The gross amount of the payment
	Open Amount	The open amount of the payment
	Payment Received/Due Date	The date the payment was received/due date of the payment
	Remark	Any remarks
<b>Job Schedule Information</b>	Monthly	

## 2.7 Usage Reconciliation

<b>Report Name</b>	Usage Reconciliation
<b>Objective</b>	<p>Use this report to compare retail volumes to wholesale volumes and identify discrepancies that are above tolerances to identify revenue leakage. The report provides the following information for each usage type (i.e. voice, SMS, data), for each origin and destination (i.e. domestic, national roaming or international roaming), for each day:</p> <ul style="list-style-type: none"> <li>• Wholesale charge, usage units, usage events</li> <li>• Retail charge, usage units, usage events</li> <li>• Variance on the above</li> </ul>
<b>Expected Frequency</b>	Monthly, but can be run more frequently if required
<b>Period</b>	Previous Calendar Month
<b>Output File(s)</b>	USAGERECONCILIATION_YYYYMMDD.csv

Output Fields	Name	Description
	Usage Date	The date of the usage
	Usage Type	The type of usage, e.g. voice, text or data
	Wholesale Usage Origin	The code for the origin of the wholesale usage, e.g. DOM = domestic.
	Wholesale Usage Destination	The code for the destination of the wholesale usage, e.g. DOM = domestic, INT = international, NAT - national.
	Wholesale Usage Charge	The wholesale price for the usage
	Wholesale Usage Units	The number of wholesale usage units consumed
	Wholesale Usage Events	The number of wholesale usage events
	Retail Usage Charge	The retail price for the usage
	Retail Usage Units	The number of retail usage units consumed
	Retail Usage Events	The number of retail usage events
	Charge Variance	The difference between the retail charge and the wholesale charge
	Units Variance	The difference between the retail units and the wholesale units
	Events Variance	The difference between the number of retail events and wholesale events
<b>Job Schedule Information</b>	Monthly	