Chapter 21:
Service Reports (8XX, ANI, Card)

Overview

Introduction

This chapter discusses how to generate Service Reports in Control Center®, and provides a brief description of the reports that are available to you.

Service Reports are accessed in Control Center > Reports > Service Reports

Note: Running reports does not interfere with the Control Center application. You can request a report, and then work in other parts of Control Center while the report runs in the background. Once the report is finished running, you can then view and save it.

Appropriate system permissions are required to be able to view these menus and files. Please contact your Customer System Administrator (CSA) regarding permissions. For a list of CSAs, navigate to Control Center > Administration > My System Admin > Who is my System Admin.

Tips:

- Reports that save in CSV format output:
  - Columns with data that have leading zeros, such as CIC (0432) or TCSI codes, must be manually formatted as text.
  - Calling card numbers will display in scientific formula; to display properly, format calling card number column as number, no decimals.

- Reports that save in Excel 2007 format output: Microsoft Office 2003 users can download the Microsoft compatibility tool. On Microsoft Downloads site, search for “compatibility tool.” Download and install to be able to view Excel 2007 files with extension .XLSX

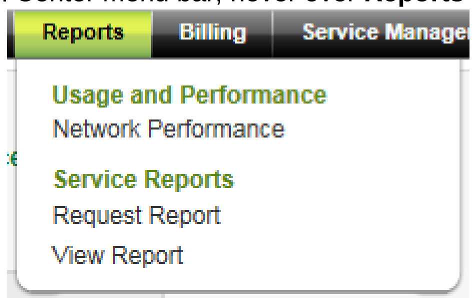
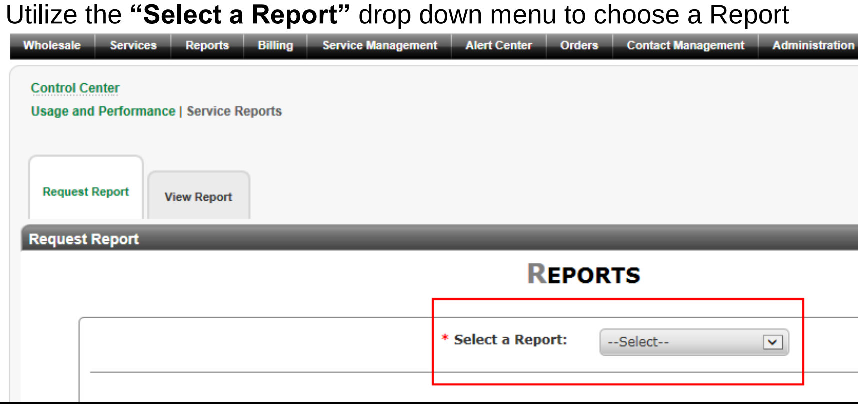
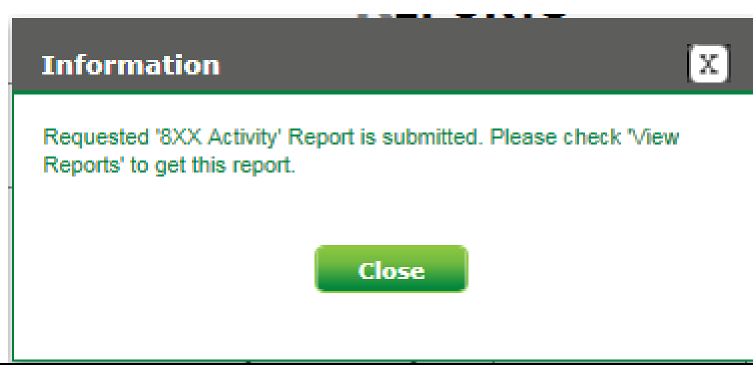
In this Chapter

This chapter contains the following topics:

Accessing and Utilizing Service Reports

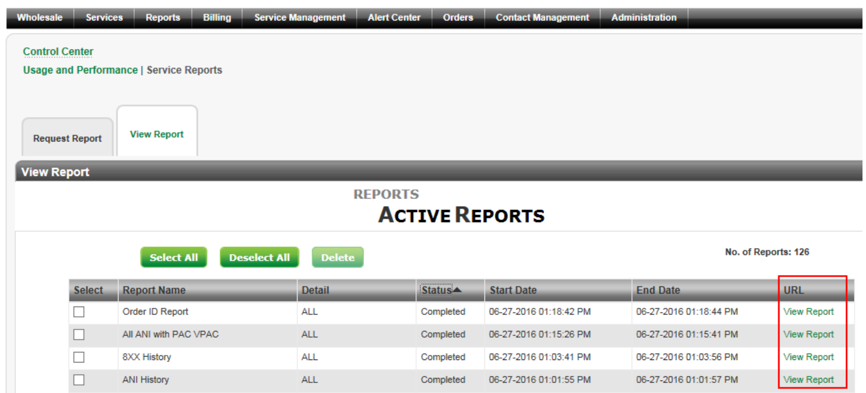
Procedure

Follow the steps in the procedure below to **access and utilize Service Reports in Control Center**.

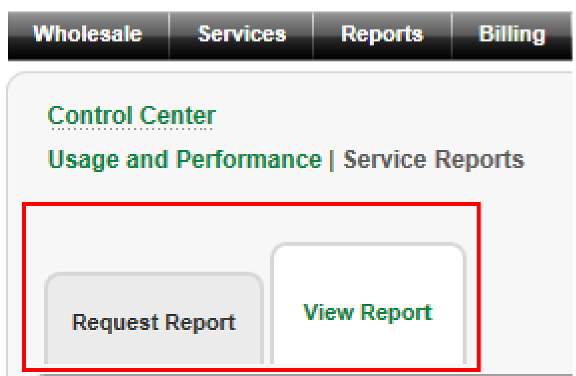
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>To Request a Report:
From the Control Center menu bar, hover over Reports

</td></tr>
<tr><td>2</td><td>Under the sub menu Service Reports, select “Request Report”
Result: the “Reports” screen displays
Utilize the “Select a Report” drop down menu to choose a Report

</td></tr>
<tr><td>3</td><td>After requesting a report, an Information pop up will confirm the request has been submitted:

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>To View a Report:
From the Control Center menu bar, select Reports

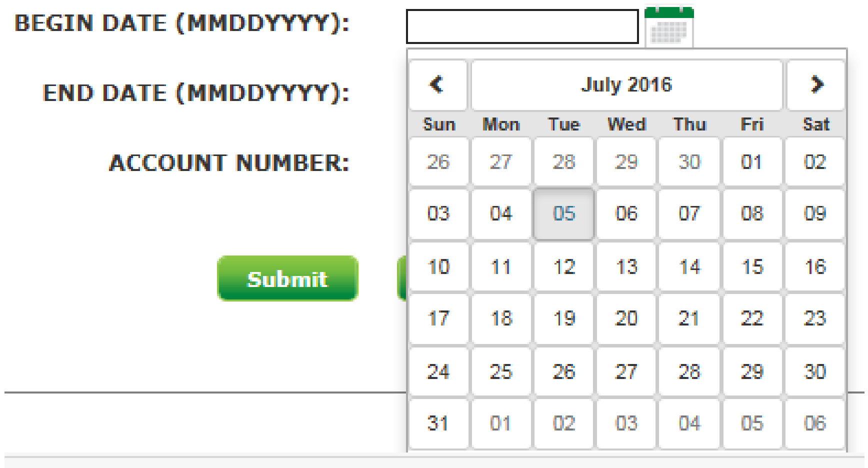
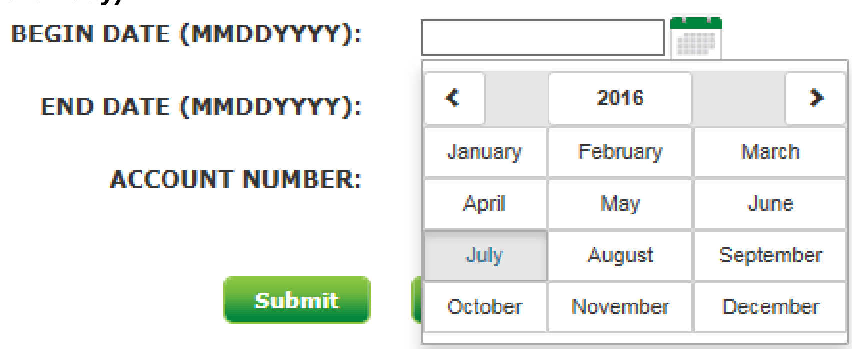
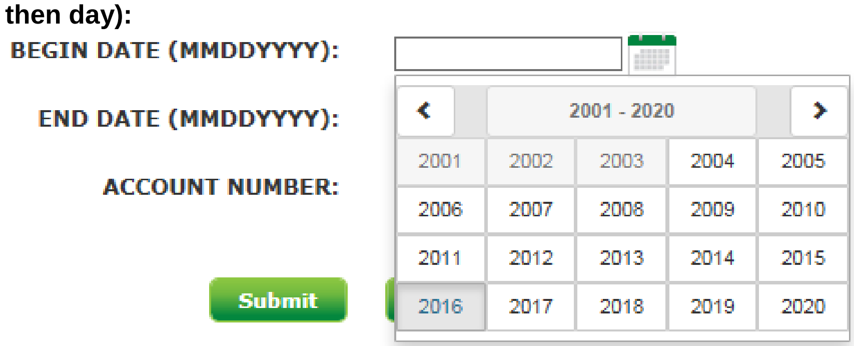
</td></tr>
<tr><td>5</td><td>Under the sub menu Service Reports, select “View Report”
Result: the “Active Reports” screen displays
Click the “View Report” hyperlink in the URL column to open or save a specific report.



</td></tr>
<tr><td>6</td><td>Note:
If you are already working in the Service Reports screens, you can utilize the Request Report and View Report tabs, instead of the menu bar, to quickly change screens.



</td></tr>
</table>

Step	Action
*	**Note:** **Clicking in any date fields will pop up a calendar. You must use the calendar to select the date, you cannot type in the date field.**  **You can click on the Month Year area to select other months (and then day):**  **You can click on the Year to select other years (and then month, then day):** 

Available Reports

Report	Description	Available Fields
8XX Activity	This report summarizes Switched 8XX activity within a specified range of dates.	• Customer Account • Order ID • 8XX • RTN • Date Submitted • Date Processed • COS • AOS • LOA Date • Status Code • Status Date • Current RespOrg ID
8XX Completed Complementary	This report shows all Switched 8XX numbers once the CenturyLink Network Ready provisioning steps have been completed. Note: This report is applicable to Resellers who are their own RespOrg. Once complete, the Reseller RespOrg can build the routing.	• 8XX • Customer Account • Product Account • Order Entry Date • Days in Process • Order ID • COS • Current Resp Org ID • Resp Org Reject Code • Resp Org Reject Message • Resp Org Reject Date • Network Routing Complete Date • Off-Net Routing Complete Date
8XX History	This report displays historical information for a specific Switched 8XX number.	• 8XX • Current Status • Account Number • RTN • PAC Digits • PAC Index • Area/Class of Service • First Call Date

Report	Description	Available Fields
		• Last Call Date • Current RespOrg ID • Current Reject Code • End User Name • Event • Process Date • Submit Date • Receive Date • Order ID • GBUS Batch ID • Ring to • COS • AOS • CenturyLink as RespOrg Y/N • Current RespOrg • RespOrg Control Date • Previous RespOrg • RespOrg Reject Code • RespOrg Reject Date • RespOrg Reject Message • Network Complete • GBUS Msg Code • GBUS Message • User Name
8XX In Process	This report provides the status of any pending Switched 8XX numbers. This report follows the provisioning of a Switched 8XX number from Billing Ready to Network Ready status.	• 8XX • Customer Account • Product Account • Order Entry Date • Days in Process • Profile Active Date • LOA Date • Order ID • COS • Current RespOrg • Carrier to be RespOrg? • RespOrg Reject Code • RespOrg Reject Message • RespOrg Reject Date • Network Routing Complete Date • Off-Net Routing Complete

Report	Description	Available Fields
		Date • SMS Notify Date • Terminate Method
8XX In Process Complementary	This report provides status on any pending Switched 8XX numbers that have been sent for On Net Routing, once a successful Port to your RespOrg has occurred. Note: this report is applicable to Resellers who are their own RespOrg. The reseller should route traffic to CenturyLink until the On Net Routing is completed.	• 8XX • Customer Account • Product Account • Order Entry Date • Days in Process • Profile Active Date • LOA Date • Order ID • COS • Current RespOrg • Carrier to be RespOrg? • RespOrg Reject Code • RespOrg Reject Message • RespOrg Reject Date • Network Routing Complete Date • Off-Net Routing Complete Date • SMS Notify Date • Terminate Method
8XX Port Out	This report provides a list of Switched 8XX Port Outs within a specified range of dates.	• Customer Account • Product Account • 8XX • RespOrg Change Date • Old RespOrg • New RespOrg
8XX Port Rejects	This report summarizes all Switched 8XX activity within a specific range of dates.	• 8XX • Process Date • RespOrg Reject Code • RespOrg Reject Message • RespOrg Reject Date • Current RespOrg ID • Customer Account • Product Account
8XX Zero Usage	This report lists all of the active Switched 8XX numbers that have experienced zero activity in the last 30 days.	• Customer Account • Component • Order ID • Date Received • Date Processed • Customer Status

Report	Description	Available Fields
		• Status Code
All 8XX	This report lists all of the Switched 8XX numbers for a specific account, including active and disconnected Switched 8XX numbers.	• 8XX • RTN • Account Number
All DED 8XX Detail Report	This report lists 8XX details for a specific account, including active and disconnected DED 8XX numbers.	• Customer Account • 8XX • Product Account • Status • Bill Begin Date • Bill End Date • First Usage • Last Usage • Primary Trunk • Primary Switch City • Primary DNIS • DTO1 Trunk • DTO1 Switch City • DTO1 DNIS • DTO2 Trunk • DTO2 Switch City • DTO2 DNIS • DTO ANI • End User Name • Resp Org • Class of Service • Origination Description • Complementary Indicator • Enhanced Indicator • Termination • CenturyLink is Resp Org Indicator (Y/N) • RespOrg Reject Description • CenturyLink Routing Date • Off-Net Routing Date • SMS Notify Date • SMS Confirm Date
All Swi 8XX Detail Report	This report lists 8XX details for a specific account or all accounts,	• Customer Account • 8XX • Product Account

Report	Description	Available Fields
	including active and disconnected SWI 8XX numbers.	• Status • Bill Begin Date • Bill End Date • First Usage • Last Usage • Ring to Number • End User Name • Resp Org • PAC Digits • VPAC Index • Area of Service • Class of Service • Origination Description • Complementary Indicator • Enhanced Indicator • Termination • CenturyLink is Resp Org Indicator (Y/N) • RespOrg Reject Description • RespOrg Reject Date • CenturyLink Routing Date • Off-Net Routing Date • SMS Notify Date • SMS Confirm Date
All ANI	This report lists all of the ANIs for a specific account, including active and disconnected ANIs.	• WTN • BTN • CIC • Jurisdictional Indicator • Account Number
All ANI with CIC	This report lists all of the ANIs that have a CIC other than 0432.	• WTN • BTN • CIC • Jurisdictional Indicator • Account Number
All Active ANI with PAC/VPAC	This report lists all of the ANIs having either a PAC or VPAC.	• WTN • BTN • CIC • Jurisdictional Indicator • PAC Digit • Index Number • Account Number
All Active 8XX	This report lists all of the Switched 8XX numbers that are	• WTN (8XX) • RTN (Ring To Number) • Begin Date

Report	Description	Available Fields
	currently active (i.e., they have no billing end date).	• Effective Date/Time • First Call Date • Last Call Date • AOS • COS • RespOrg ID • Account Number
All Active ANI	This report lists all of the ANIs that are currently active (i.e., they have no billing end date).	• WTN • BTN • CIC • Jurisdictional Indicator • Begin Date • First Call • Last Call • Account Number • TCSI code (Trans Code Status Indicator)
All Active Card	This report lists all of the cards that are currently active (i.e., they have no billing end date).	• Card Number • Access Number • Begin Date • First Call • Last Call • International Origin • International Termination • Account Number
All Blocked/Disconnected ANI	This report lists all ANIs that have been blocked or disconnected.	• WTN • BTN • CIC • Jurisdictional Indicator • Disconnect Date • Block Date • Last Call Date • Account Number
All Card	This report lists all of the cards for a specific account, including active and disconnected cards.	• Card Number • Access Number • Name • Account Number
All Disconnected 8XX	This report lists all of the cards that currently have a billing end date.	• 8XX • RTN • Disconnect Date • Last Call Date • Account Number

Report	Description	Available Fields
All Disconnected Card	This report lists all of the cards that currently have a billing end date.	• Card Number • Access Number • Disconnect Date • Last Call Date • Account Number
ANI Activity	This report summarizes the ANI activity for a specific ANI within a specific range of dates.	• Customer Account • Order ID • WTN • BTN • CIC • Date Submitted • Date Processed • LOA Date • Status Date • TC (Trans Code) / SI (Status Indicator) • Status Date • Jurisdictional Indicator
ANI History	This report provides six months of historical information for a specific ANI.	• WTN • Current Status • Event • Process Date • Submit Date • Receive Date • Order ID • GBUS Batch ID • Intralata • Interlata • PIC Request • Status Date • PAC Digits • PAC Index • GBUS Message Code • GBUS Message • User Name
ANI Status Code	This report provides six months of data for all of the ANIs with a specific status code.	• Customer Account • Component • CIC • Status Code • Status Date

Report	Description	Available Fields
		• Jurisdictional Indicator
ANI Zero usage	This report lists all active ANIs not used within the last 30 days.	• Customer Account • Component • CIC • Jurisdictional Indicator • Order ID • Date Received • Date Processed • Customer Status • Status Code
Card Activity	This report summarizes card activity within a specific range of dates.	• Customer Account • Order ID • Access Number • Card Number • Date Submitted • Date Processed • Network Effective Date • International Origination/Termination
Card History	This report provides historical information for a specific card.	• Account Number • Access Number • First Call Date • Last Call Date • Event • Process Date • Submit Date • Receive Date • Order ID • GBUS Batch ID, Msg Code, Msg • User Name • Enduser Name
Card Zero Usage	This report lists all active ANIs not used within the last 30 days.	• Customer Account • Component • Access Number • Order ID • Date Received • Date Processed • Customer Status • Status Code
Disconnect	This report lists all ANIs and Switched 8XX that currently have	• Component Group Code

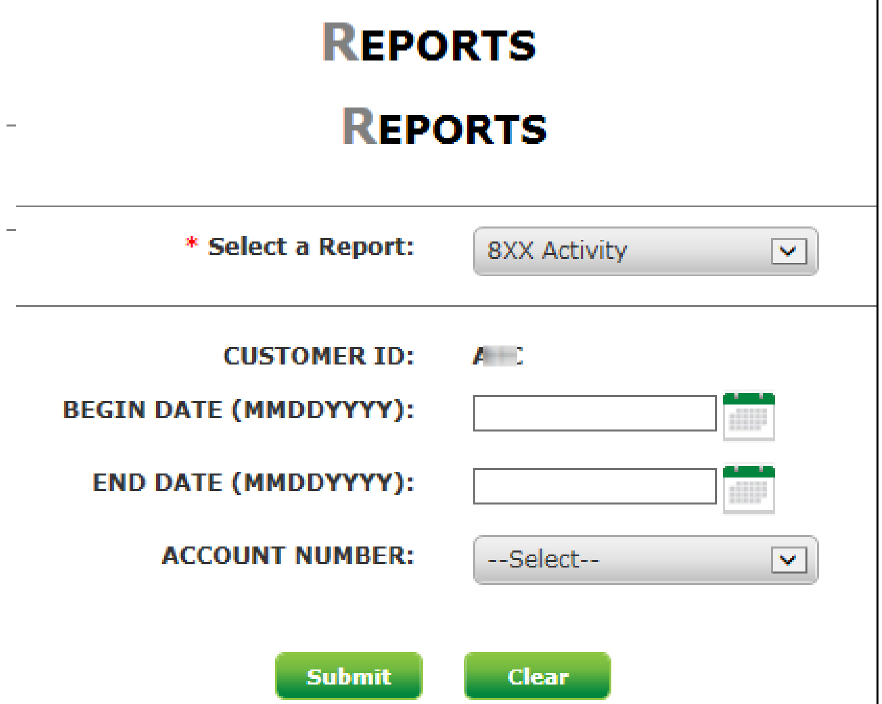
Report	Description	Available Fields
	a billing end date.	• Component • CIC • Customer Account Number • Product Account • Disconnect Date • Status Code • Jurisdictional Indicator
Expiring 8XX	This report lists all 8XX reservations, including the date each reservation was made, and the date it expires. Note: 8xx reservations expire within 45 days. If CenturyLink does not receive an order to provision the 8XX within this time, the number expires and is returned to the SMS/SOMOS Spare pool. Another carrier may reserve the number once it is released to this pool.	• Customer Account • 8XX • Date Reserved • Expiration Date
Order Entry Rejects	This report provides information about a rejected order.	• Customer Account • Product Account • Submit Date • Action Code • Component Group Code (AN, etc) • ANI Type Code • PAC Digits Number • VPAC Index Number • WTN • BTN • Requested Card Number • Access Number • LOA Date • Primary Name • Reject Code • Order ID • Intralata PIC Indicator • Interlata PIC Indicator • International PIC Indicator • Local PIC Indicator

Report	Description	Available Fields
		• CARE Indicator • Transaction Code • CARE Status Code • Payphone Indicator • Cellular Indicator • RespOrg ID • AOS (Area of Service) Code • COS (Class of Service) Code • CenturyLink to be RespOrg • Requested Amount • Message Code Text (GBUS) • Auth Usage Code • International Indicator • Complementary 8XX Indicator • Resend Indicator • Secondary Name Note: DA fields and Enhanced 8xx Indicator are future use. Resend Indicator and Address fields are for card fulfillment.
Order ID	This report provides information about a specific order ID number that you enter in Order ID field when using Control Center Switched Batch Formatter, or Control Center > Orders > Initiate Orders > 8xx, Switched for single service ordering (adds, changes, disconnects of ANI, 8XX or Card).	• Order ID • ANI Count • 8XX Count • Card Count • Total Records • Customer Account • Component • CIC • Jurisdictional Indicator • Type (AN, IW, etc.) • Action • Date Submitted • Date Received • Date Processed • User Name • GBUS Batch ID
Move To and Move From	Move To reports display all components that were added to your Reseller account via a GBUS or Single Order Entry order, which previously resided on another CenturyLink account and was transferred from that	• Component Group Code • Component • Customer Account Number • New Product • First Usage • Last Usage

Report	Description	Available Fields
	account to your Reseller account. The Move From report displays ALL components that were transferred from your Reseller account to another CenturyLink account, based upon a newer LOA being submitted, or on traffic still coming in on a component which you had disconnected. These reports are available in Control Center > Administration > Downloads/Uploads > My Downloads > Miscellaneous (hover over My Downloads tab to select Miscellaneous). See Chapter 19: Control Center Uploading/Downloading Files for more information.	• Date of Transfer • Record Count

Running an 8XX Activity Report

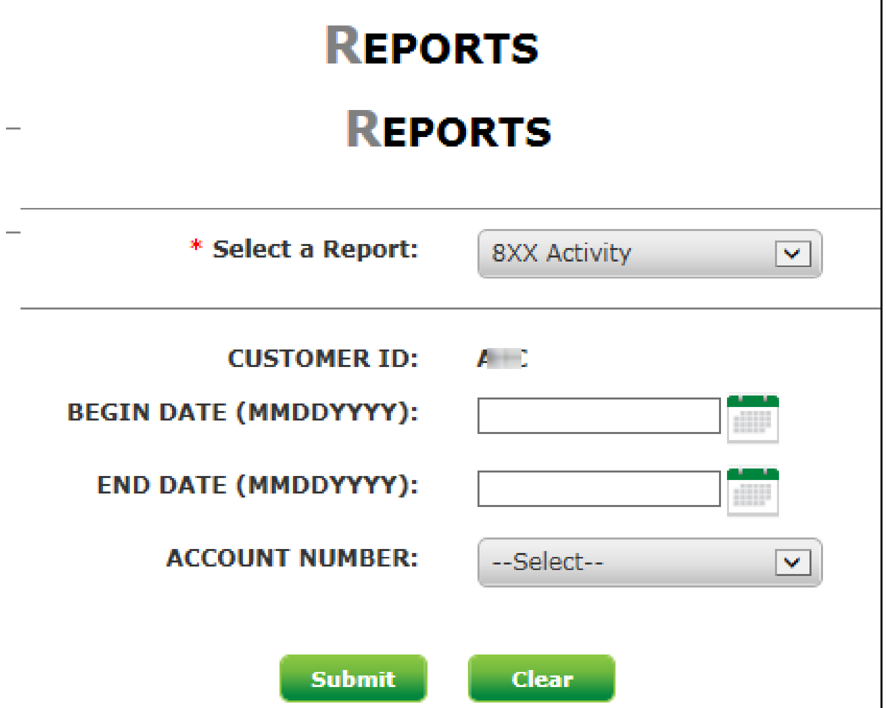
Procedure Follow the steps in the procedure below to **run an 8XX Activity Report**.

Step	Action
1	From the **Select a Report** drop list, click **8XX Activity**. **Result: the Reports page displays the fields necessary to gather information to run the report:** 
2	In the **Begin Date** field/calendar, select the first date you want the report to cover.
3	In the **End Date** field/calendar, select the last date you want the report to cover.
4	From the **Account Number** drop-down list, select a single account number in the enterprise, or the ALL option.
5	Click Submit button. **Result: an Information pop up will confirm the request has been submitted.** **Note:** The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.

Running an 8XX Completed Complementary Report

Procedure

Follow the steps in the procedure below to **run an 8XX Completed Complementary Report**.

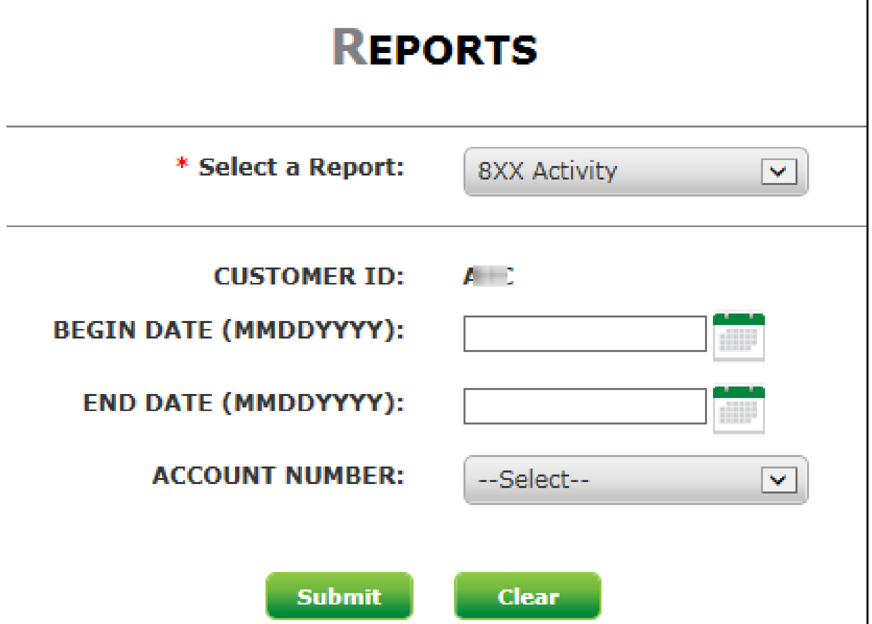
Step	Action
1	From the **Select a Report** drop list, click **8XX Completed Complementary**. **Result: the Reports page displays the fields necessary to gather information to run the report:** 
2	In the **Begin Date** field/calendar, select the first date you want the report to cover.
3	In the **End Date** field/calendar, select the last date you want the report to cover.
4	From the **Account Number** drop-down list, select a single account number in the enterprise, or the ALL option.

5	Click Submit button. **Result: an Information pop up will confirm the request has been submitted.** **Note:** The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.

Running an 8XX History Report

Procedure Follow the steps in the procedure below to **run an 8XX History Report**.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>
From the Select a Report drop list, click 8XX History.

Result: the Reports page displays the fields necessary to gather information to run the report:


</td></tr>
<tr><td>2</td><td>In the 8XX Number field, enter the 8XX number for which you want to see historical information.</td></tr>
<tr><td>3</td><td>Click Submit button.
Result: an Information pop up will confirm the request has been submitted.
Note:
The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.</td></tr>
</table>

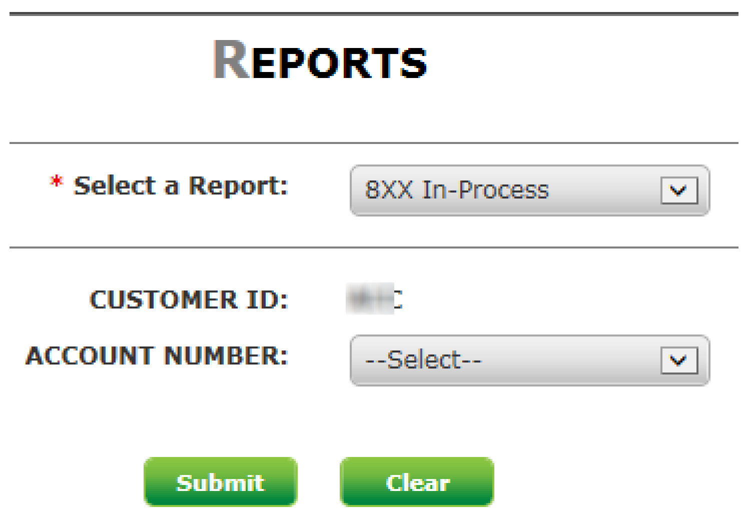
Running an 8XX In-Process Report

Procedure

Follow the steps in the procedure below to **run an 8XX In-Process Report**.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Select a Report drop list, click 8XX In-Process.

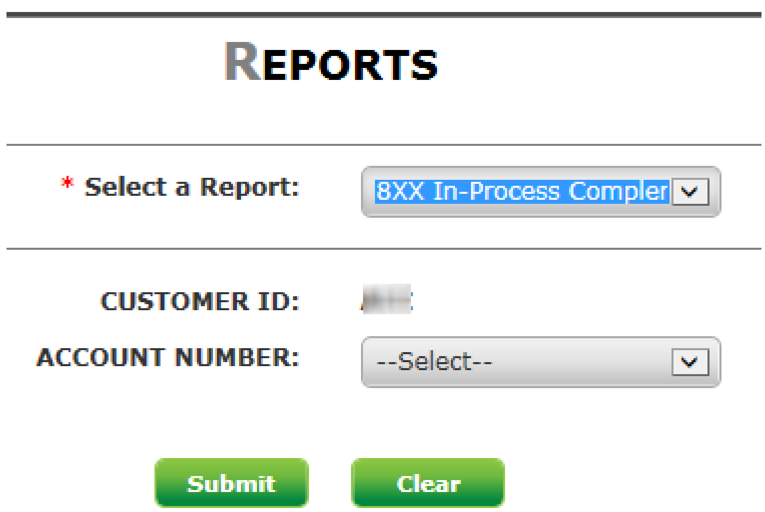
Result: the Reports page displays the fields necessary to gather information to run the report:


</td></tr>
<tr><td>2</td><td>From the Account Number drop-down list, select a single account number in the enterprise, or the ALL option.</td></tr>
<tr><td>3</td><td>Click Submit button.
Result: an Information pop up will confirm the request has been submitted.
Note:
The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.</td></tr>
</table>

Running an 8XX In-Process Complementary Report

Procedure

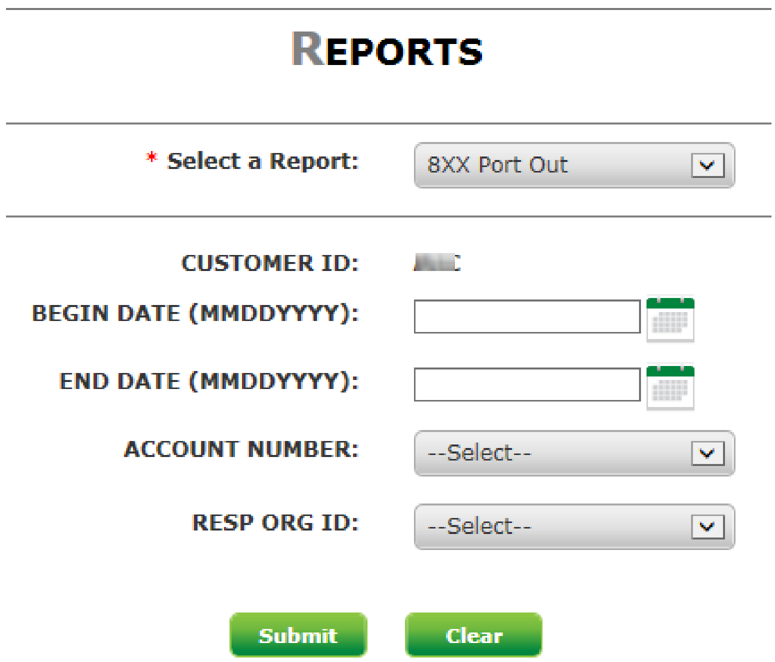
Follow the steps in the procedure below to **run an 8XX In-Process Complementary Report**.

Step	Action
1	From the **Select a Report** drop list, click **8XX In-Process Complementary**. **Result: the Reports page displays the fields necessary to gather information to run the report:** 
2	From the **Account Number** drop-down list, select a single account number in the enterprise, or the ALL option.
3	Click Submit button. Result: **an Information pop up will confirm the request has been submitted.** **Note:** The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.

Running an 8XX Port Out Report

Procedure Follow the steps in the procedure below to **run an 8XX Port Out Report**.

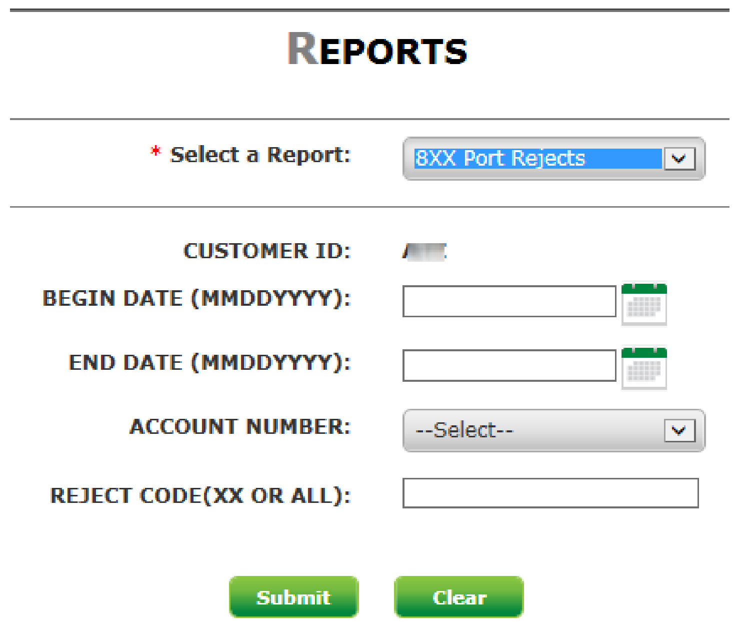
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Select a Report drop list, click 8XX Port Out.

Result: the Reports page displays the fields necessary to gather information to run the report:

</td></tr>
<tr><td>2</td><td>In the Begin Date field/calendar, select the first date you want the report to cover.</td></tr>
<tr><td>3</td><td>In the End Date field/calendar, select the last date you want the report to cover.</td></tr>
<tr><td>4</td><td>From the Account Number drop-down list, select a single account number in the enterprise, or the ALL option.</td></tr>
<tr><td>5</td><td>From the Resp Org ID drop-down list, select the responsible organization on which you want to base the report.</td></tr>
<tr><td>6</td><td>Click Submit button.
Result: an Information pop up will confirm the request has been submitted.
Note:
The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.</td></tr>
</table>

Running an 8XX Port Rejects Report

Procedure

Follow the steps in the procedure below to **run an 8XX Port Rejects Report**.

Step	Action
1	From the **Select a Report** drop list, click **8XX Port Rejects**. **Result: the Reports page displays the fields necessary to gather information to run the report:** 
2	In the **Begin Date** field/calendar, select the first date you want the report to cover.
3	In the **End Date** field/calendar, select the last date you want the report to cover.
4	From the **Account Number** drop-down list, select a single account number in the enterprise, or the ALL option.
5	In the **Reject Code (XX or ALL)** field, enter the reject code or ALL. Note: See the **Wholesale Services Guide – CenturyLink Wholesale Reference Materials** for a list of 8XX Reject Codes.
6	Click Submit button. **Result: an Information pop up will confirm the request has been submitted.** **Note:** The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.

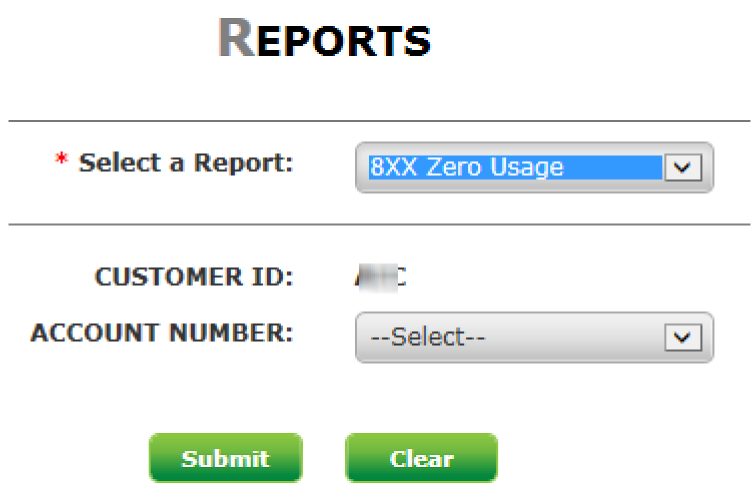
Running an 8XX Zero Usage Report

Procedure Follow the steps in the procedure below to **run an 8X Zero Usage Report**.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>

From the **Select a Report** drop list, click **8XX Zero Usage**.

Result: the Reports page displays the fields necessary to gather information to run the report:

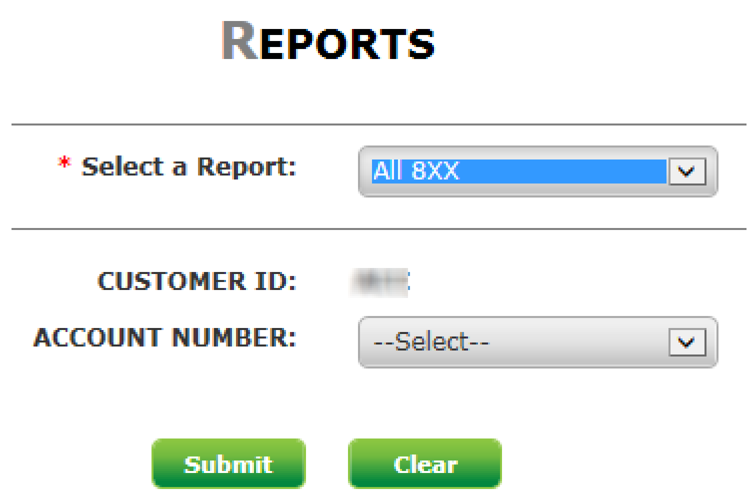


</td></tr>
<tr><td>2</td><td>From the **Account Number** drop-down list, select a single account number in the enterprise, or the ALL option.</td></tr>
<tr><td>3</td><td>Click Submit button.
Result: an Information pop up will confirm the request has been submitted.
Note:
The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.</td></tr>
</table>

Running an All 8XX Report

Procedure

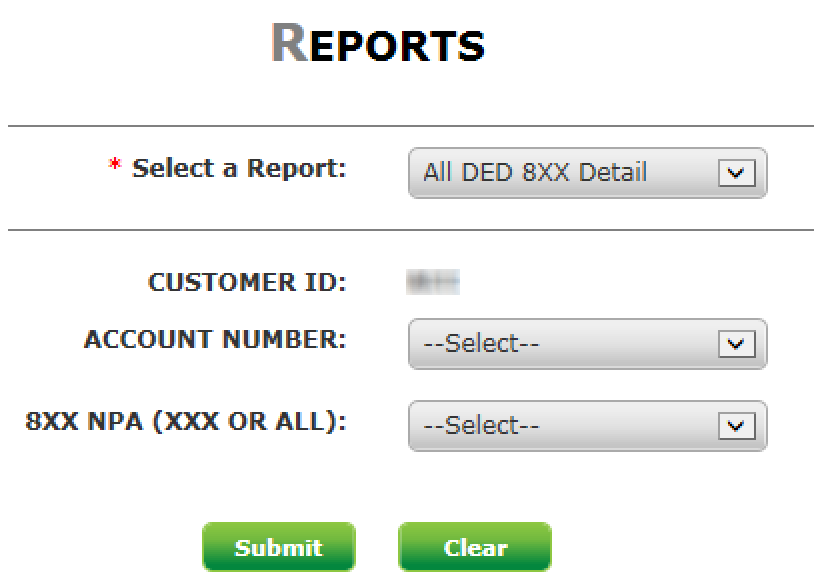
Follow the steps in the procedure below to **run an All 8XX Report**.

Step	Action
1	From the **Select a Report** drop list, click All **8XX**. **Result: the Reports page displays the fields necessary to gather information to run the report:** 
2	From the **Account Number** drop-down list, select a single account number in the enterprise, or the ALL option.
3	Click Submit button. **Result: an Information pop up will confirm the request has been submitted.** **Note:** The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.

Running an All DED 8XX Detail Report

Procedure

Follow the steps in the procedure below to **run an All DED 8XX Detail Report**.

Step	Action
1	From the **Select a Report** drop list, click **All DED 8XX Detail.** **Result: the Reports page displays the fields necessary to gather information to run the report:** 
2	From the **Account Number** drop-down list, select a single account number in the enterprise, or the ALL option.
3	From the 8XX NPA (XXX or ALL) drop-down list, select a single 8XX NPA, or ALL option.
4	Click Submit button. **Result: an Information pop up will confirm the request has been submitted.** **Note:** The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.

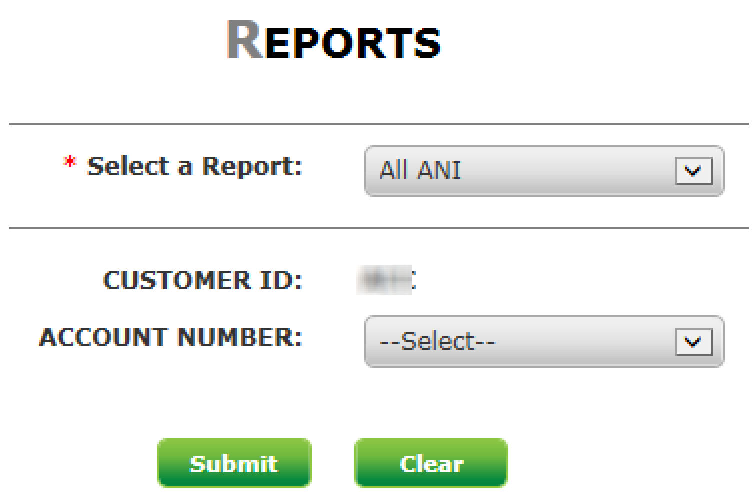
Running an All SWI 8XX Detail Report

Procedure Follow the steps in the procedure below to **run an All SWI 8XX Detail Report**.

Step	Action
1	From the **Select a Report** drop list, click **All SWI 8XX Detail.** **Result: the Reports page displays the fields necessary to gather information to run the report:** 
2	From the **Account Number** drop-down list, select a single account number in the enterprise, or the ALL option.
3	Click Submit button. **Result: an Information pop up will confirm the request has been submitted.** **Note:** The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.

Running an All ANI Report

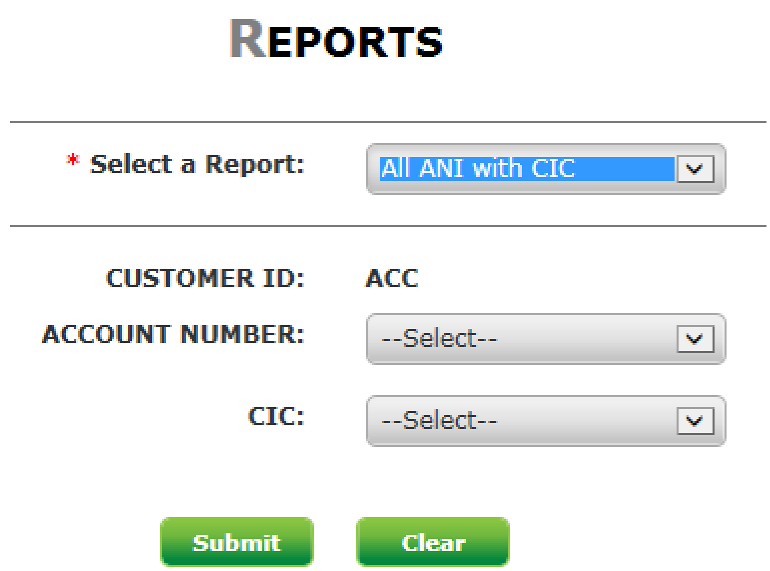
Procedure Follow the steps in the procedure below to **run an All ANI Report**.

Step	Action
1	From the **Select a Report** drop list, click **All ANI Report.** **Result: the Reports page displays the fields necessary to gather information to run the report:** 
2	From the **Account Number** drop-down list, select a single account number in the enterprise, or the ALL option.
3	Click Submit button. **Result: an Information pop up will confirm the request has been submitted.** **Note:** The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.

Running an All ANI with CIC Report

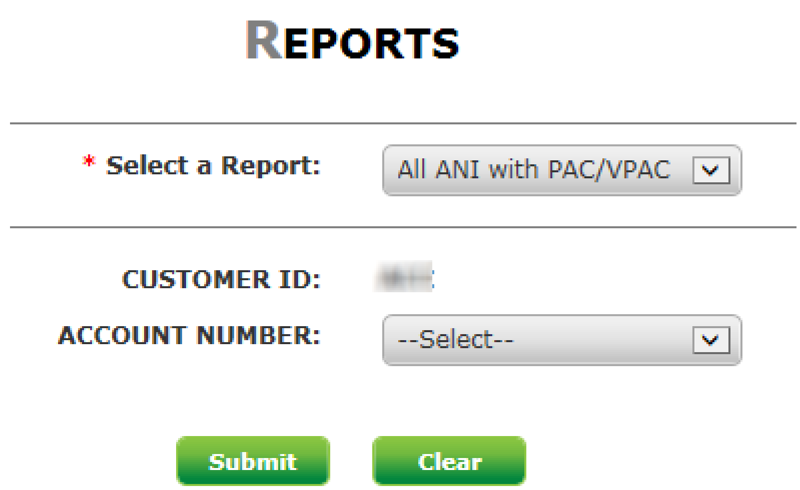
Procedure

Follow the steps in the procedure below to **run an All ANI with CIC Report**.

Step	Action
1	From the **Select a Report** drop list, click **All ANI with CIC Report.** **Result: the Reports page displays the fields necessary to gather information to run the report:** 
2	From the **Account Number** drop-down list, select a single account number in the enterprise, or the ALL option.
3	From the CIC drop-down list, select a single CIC, or the ALL option if available.
4	Click Submit button. **Result: an Information pop up will confirm the request has been submitted.** **Note:** The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.

Running an All ANI with PAC/VPAC Report

Procedure Follow the steps in the procedure below to **run an All ANI with PAC/VPAC Report**.

Step	Action
1	From the **Select a Report** drop list, click **All ANI with PAC/VPAC Report.** **Result: the Reports page displays the fields necessary to gather information to run the report:** 
2	From the **Account Number** drop-down list, select a single account number in the enterprise, or the ALL option.
3	Click Submit button. **Result: an Information pop up will confirm the request has been submitted.** **Note:** The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.

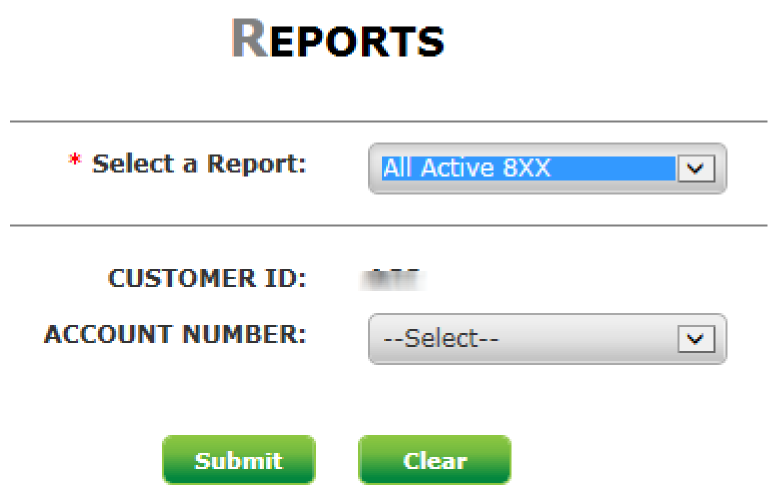
Running an All Active 8xx Report

Procedure Follow the steps in the procedure below to **run an All Active 8xx Report**.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>

From the **Select a Report** drop list, click **All ANI Active 8xx Report.**

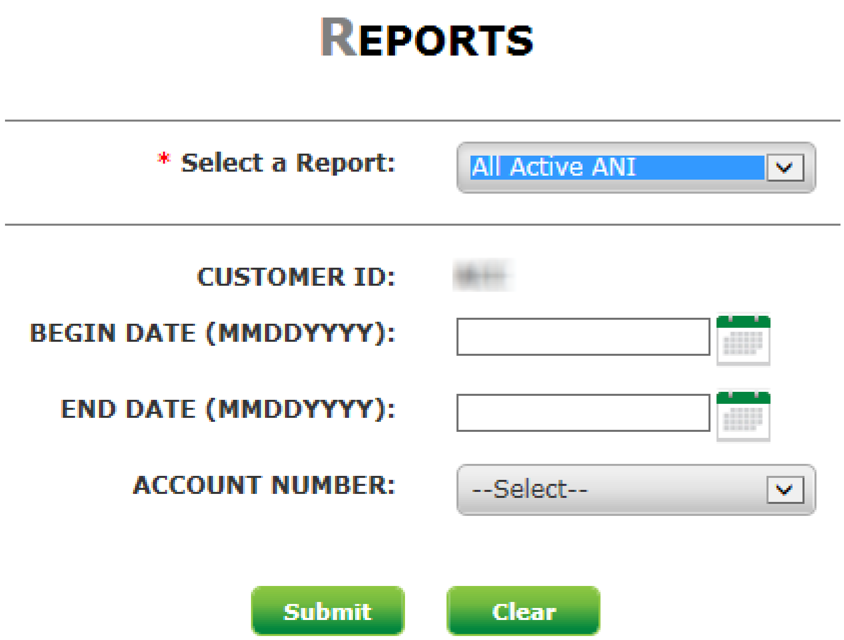
Result: the Reports page displays the fields necessary to gather information to run the report:



</td></tr>
<tr><td>2</td><td>From the Account Number drop-down list, select a single account number in the enterprise, or the ALL option.</td></tr>
<tr><td>3</td><td>Click Submit button.
Result: an Information pop up will confirm the request has been submitted.
Note:
The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.</td></tr>
</table>

Running an All Active ANI Report

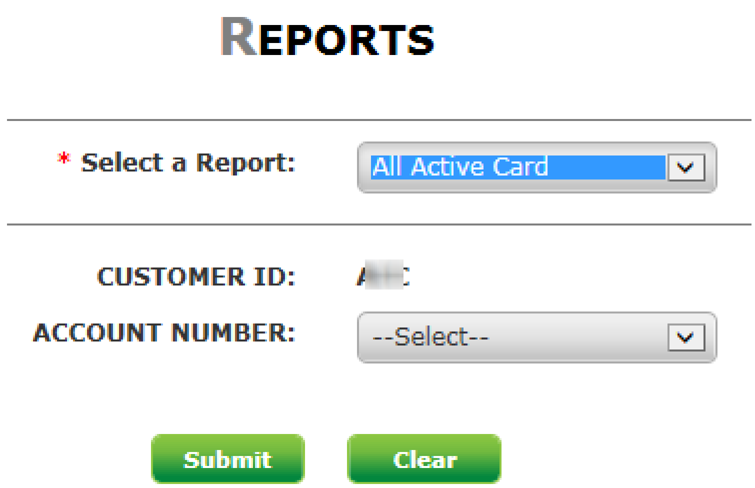
Procedure Follow the steps in the procedure below to **run an All Active ANI Report**.

Step	Action
1	From the **Select a Report** drop list, click **All ANI Active ANI Report.** **Result: the Reports page displays the fields necessary to gather information to run the report:** 
2	In the **Begin Date** field/calendar, select the first date you want the report to cover.
3	In the **End Date** field/calendar, select the last date you want the report to cover.
4	From the **Account Number** drop-down list, select a single account number in the enterprise, or the ALL option.
5	Click Submit button. **Result: an Information pop up will confirm the request has been submitted.** **Note:** The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.

Running an All Active Card Report

Procedure

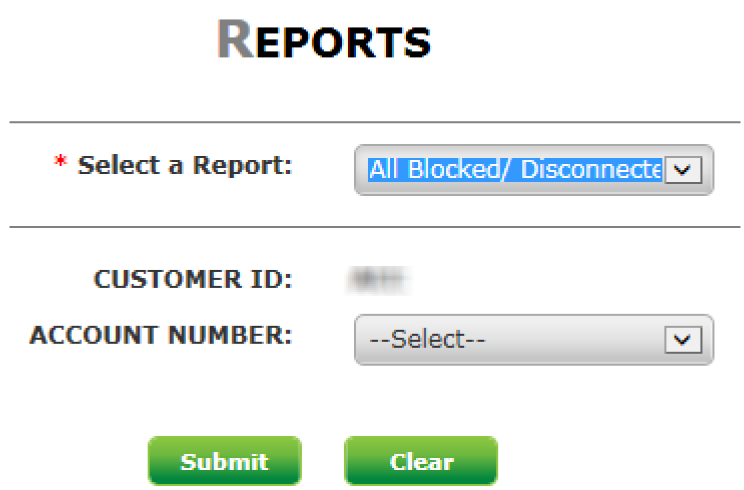
Follow the steps in the procedure below to **run an All Active Card Report**.

Step	Action
1	From the **Select a Report** drop list, click **All ANI Active Card Report.** **Result: the Reports page displays the fields necessary to gather information to run the report:** 
2	From the **Account Number** drop-down list, select a single account number in the enterprise, or the ALL option.
3	Click Submit button. **Result: an Information pop up will confirm the request has been submitted.** **Note:** The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.

Running an All Blocked/Disconnected ANI Report

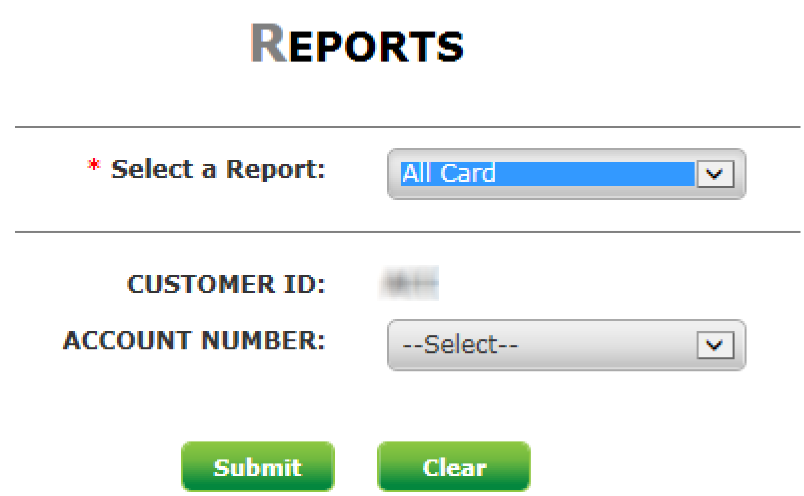
Procedure

Follow the steps in the procedure below to **run an All Blocked/Disconnected ANI Report**.

Step	Action
1	From the **Select a Report** drop list, click **All Blocked/Disconnect ANI Report.** **Result: the Reports page displays the fields necessary to gather information to run the report:** 
2	From the **Account Number** drop-down list, select a single account number in the enterprise, or the ALL option.
3	Click Submit button. **Result: an Information pop up will confirm the request has been submitted.** **Note:** The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.

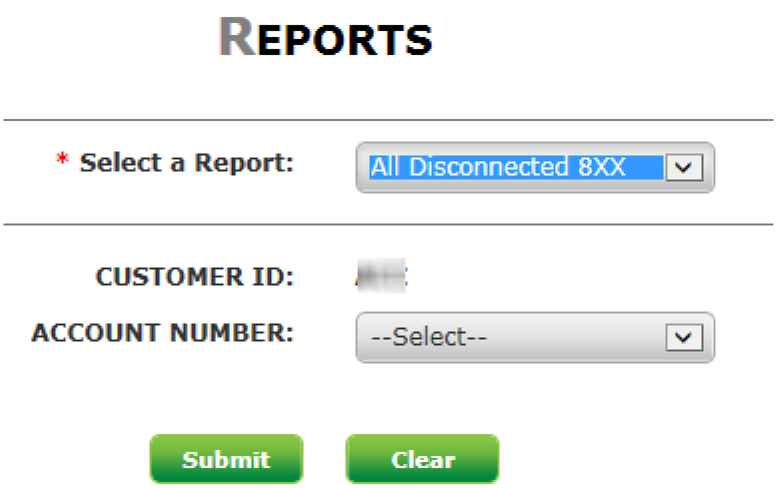
Running an All Card Report

Procedure Follow the steps in the procedure below to **run an All Card Report**.

Step	Action
1	From the **Select a Report** drop list, click **All Card Report.** **Result: the Reports page displays the fields necessary to gather information to run the report:** 
2	From the **Account Number** drop-down list, select a single account number in the enterprise, or the ALL option.
3	Click Submit button. **Result: an Information pop up will confirm the request has been submitted.** **Note:** The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.

Running an All Disconnected 8XX Report

Procedure Follow the steps in the procedure below to **run an All Disconnected 8XX Report**.

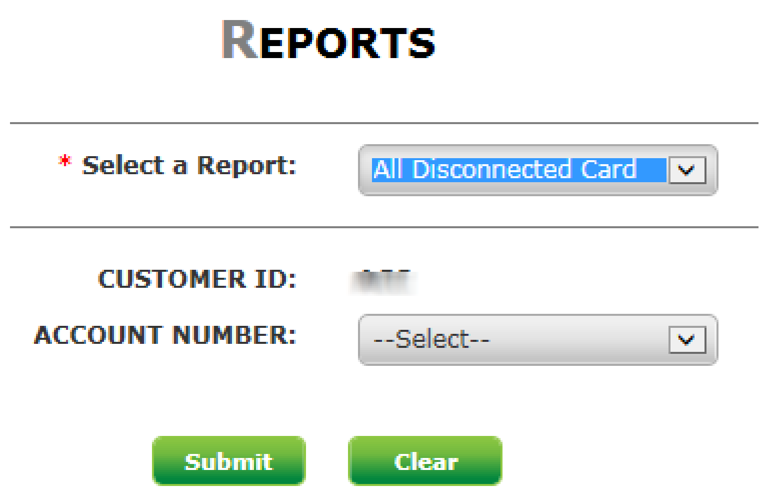
Step	Action
1	From the **Select a Report** drop list, click **All Disconnected 8XX Report.** **Result: the Reports page displays the fields necessary to gather information to run the report:** 
2	From the **Account Number** drop-down list, select a single account number in the enterprise, or the ALL option.
3	Click Submit button. **Result: an Information pop up will confirm the request has been submitted.** **Note:** The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.

Running an All Disconnected Card Report

Procedure

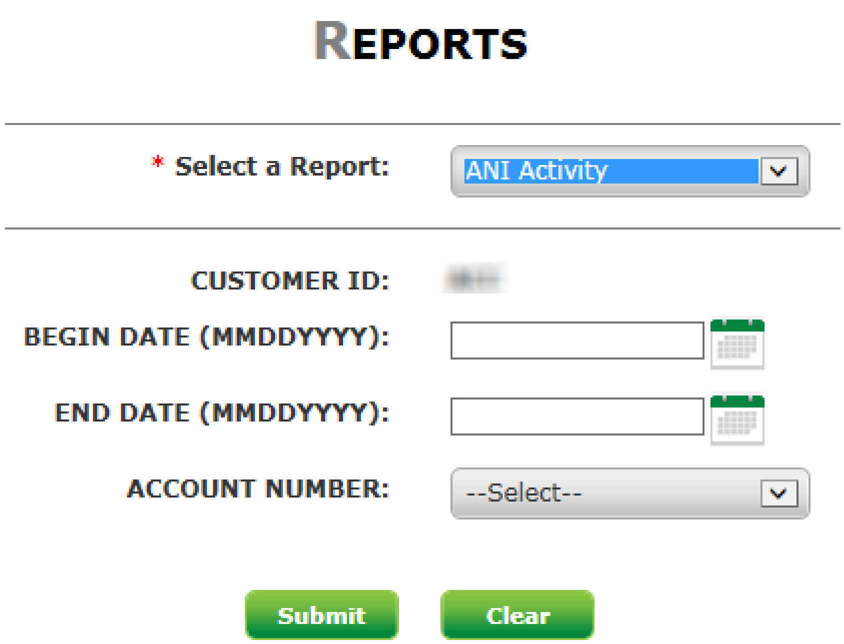
Follow the steps in the procedure below to **run an All Disconnected Card Report**.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Select a Report drop list, click All Disconnected Card Report.

Result: the Reports page displays the fields necessary to gather information to run the report:

</td></tr>
<tr><td>2</td><td>From the Account Number drop-down list, select a single account number in the enterprise, or the ALL option.</td></tr>
<tr><td>3</td><td>Click Submit button.
Result: an Information pop up will confirm the request has been submitted.
Note:
The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.</td></tr>
</table>

Running an ANI Activity Report

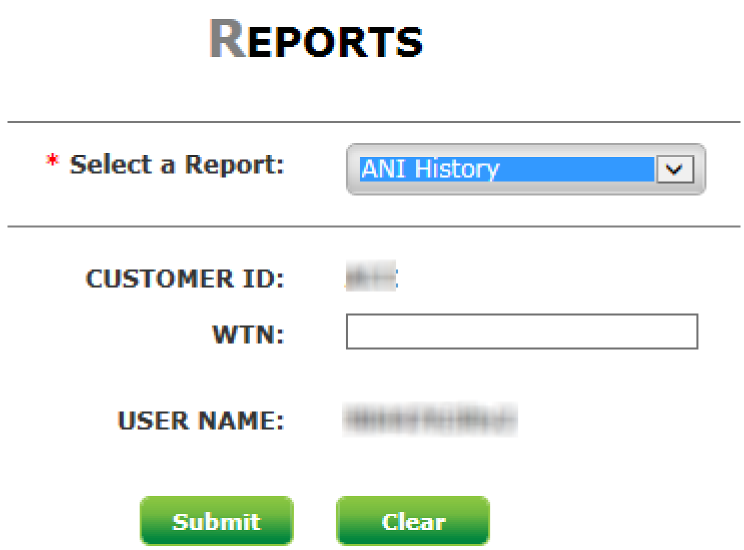
Procedure Follow the steps in the procedure below to **run an ANI Activity Report**.

Step	Action
1	From the **Select a Report** drop list, click **ANI Activity Report.** **Result: the Reports page displays the fields necessary to gather information to run the report:** 
2	In the **Begin Date** field/calendar, select the first date you want the report to cover.
3	In the **End Date** field/calendar, select the last date you want the report to cover.
4	From the **Account Number** drop-down list, select a single account number in the enterprise, or the ALL option.
5	Click Submit button. **Result: an Information pop up will confirm the request has been submitted.** **Note:** The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.

Running an ANI History Report

Procedure

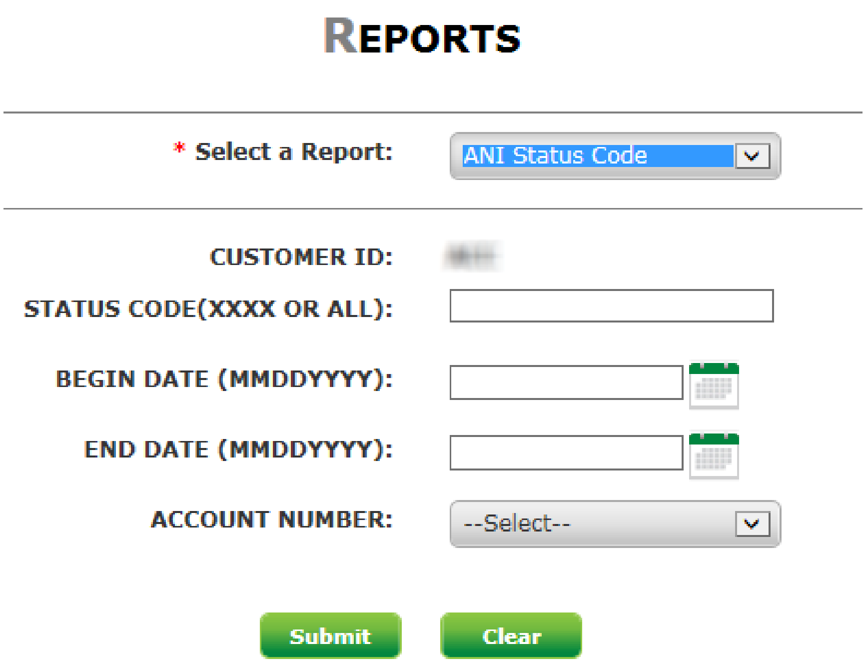
Follow the steps in the procedure below to **run an ANI History Report**.

Step	Action
1	From the **Select a Report** drop list, click **ANI History Report.** **Result: the Reports page displays the fields necessary to gather information to run the report:** 
2	In the **WTN** field, enter the telephone number (ANI) for which you want to see historical information.
3	Click Submit button. **Result: an Information pop up will confirm the request has been submitted.** **Note:** The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.

Running an ANI Status Code Report

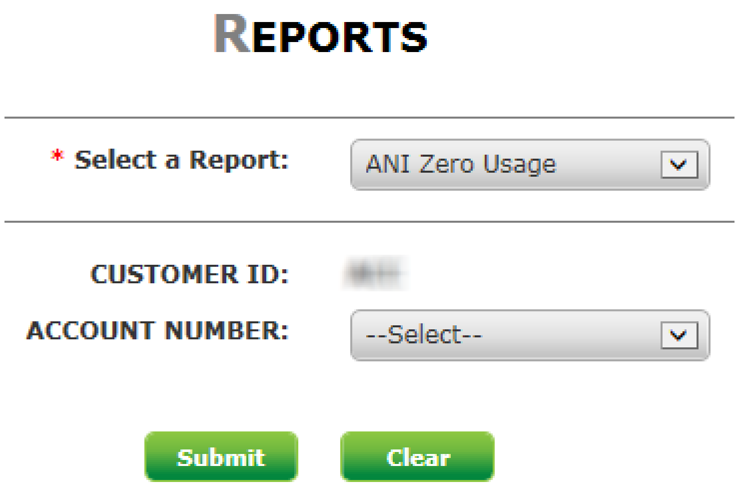
Procedure

Follow the steps in the procedure below to **run an ANI Status Code Report**.

Step	Action
4	From the **Select a Report** drop list, click **ANI Status Code Report.** **Result: the Reports page displays the fields necessary to gather information to run the report:** 
5	In the **Status Code** field, enter the code for which you want to see associated ANIs. Note: See the **Wholesale Services Guide – CenturyLink Wholesale Reference Materials** for a list of ANI Status Codes.
6	In the **Begin Date** field/calendar, select the first date you want the report to cover.
7	In the **End Date** field/calendar, select the last date you want the report to cover.
8	From the **Account Number** drop-down list, select a single account number in the enterprise, or the ALL option.
9	Click Submit button. **Result: an Information pop up will confirm the request has been submitted.** **Note:** The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.

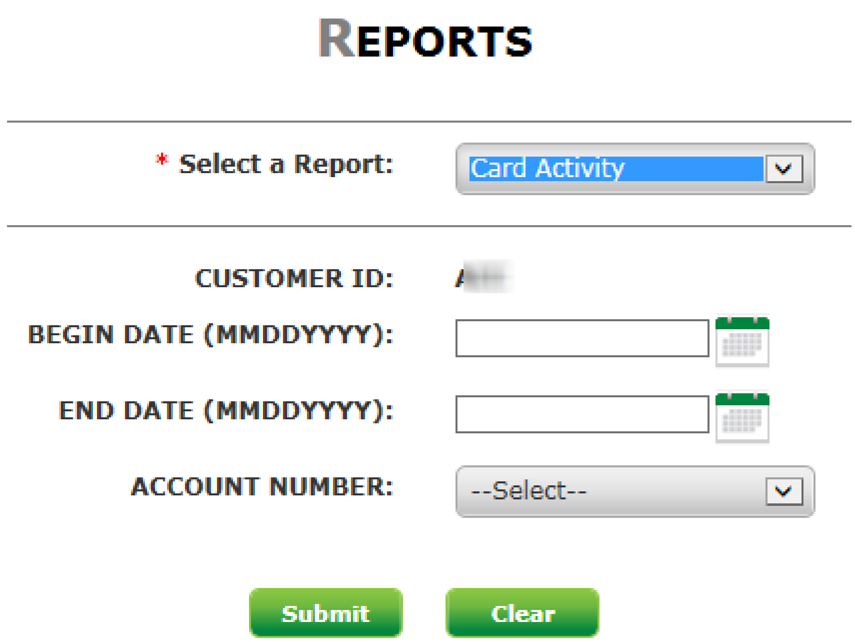
Running an ANI Zero Usage Report

Procedure Follow the steps in the procedure below to **run an ANI Zero Usage Report**.

Step	Action
1	From the **Select a Report** drop list, click **ANI Zero Usage Report.** **Result: the Reports page displays the fields necessary to gather information to run the report:** 
2	From the **Account Number** drop-down list, select a single account number in the enterprise, or the ALL option.
3	Click Submit button. **Result: an Information pop up will confirm the request has been submitted.** **Note:** The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.

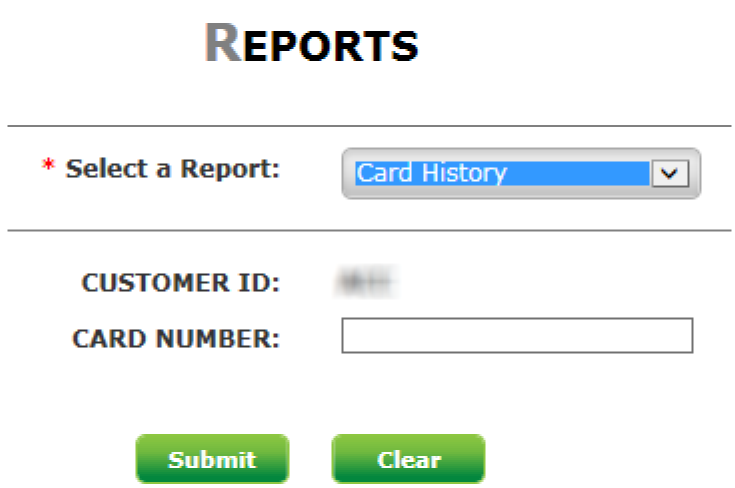
Running a Card Activity Report

Procedure Follow the steps in the procedure below to **run a Card Activity Report**.

Step	Action
1	From the **Select a Report** drop list, click **Card Activity Report.** **Result: the Reports page displays the fields necessary to gather information to run the report:** 
2	In the **Begin Date** field/calendar, select the first date you want the report to cover.
3	In the **End Date** field/calendar, select the last date you want the report to cover.
4	From the **Account Number** drop-down list, select a single account number in the enterprise, or the ALL option.
5	Click Submit button. **Result: an Information pop up will confirm the request has been submitted.** **Note:** The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.

Running a Card History Report

Procedure Follow the steps in the procedure below to **run a Card History Report**.

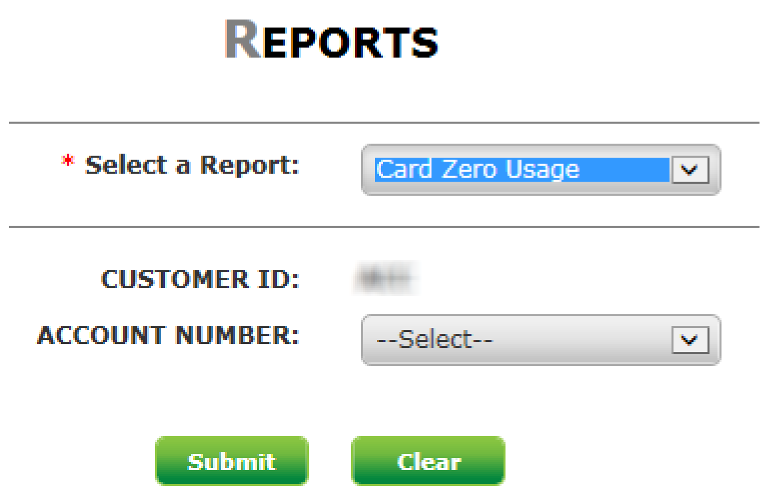
Step	Action
1	From the **Select a Report** drop list, click **Card History Report.** **Result: the Reports page displays the fields necessary to gather information to run the report:** 
2	In the **Card Number** field, enter the unique identifier assigned to the card for which you want to see historical information.
3	Click Submit button. **Result: an Information pop up will confirm the request has been submitted.** **Note:** The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.

Running a Card Zero Usage Report

Procedure

Follow the steps in the procedure below to **run a Card Zero Usage Report**.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Select a Report drop list, click Card Zero Usage Report.

Result: the Reports page displays the fields necessary to gather information to run the report:


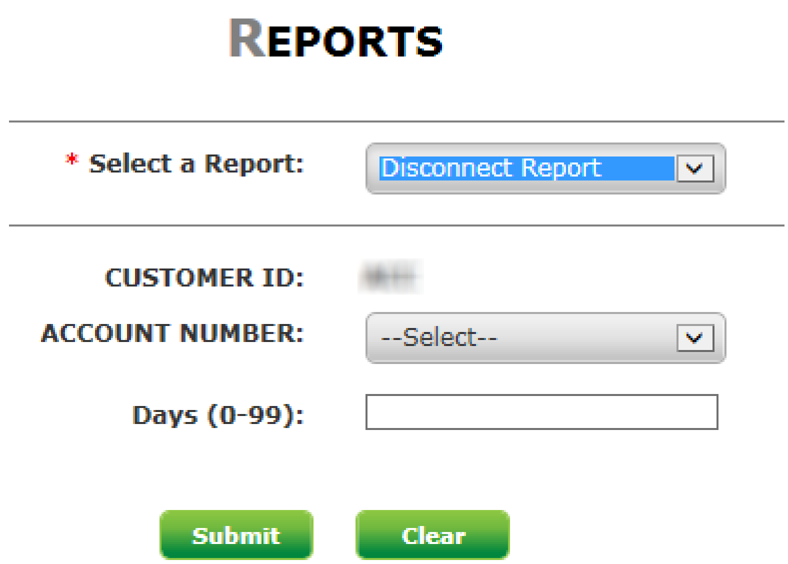
</td></tr>
<tr><td>2</td><td>From the Account Number drop-down list, select a single account number in the enterprise, or the ALL option.</td></tr>
<tr><td>3</td><td>Click Submit button.
Result: an Information pop up will confirm the request has been submitted.
Note:
The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.</td></tr>
</table>

Running a Disconnect Report

Procedure Follow the steps in the procedure below to **run a Disconnect Report**.

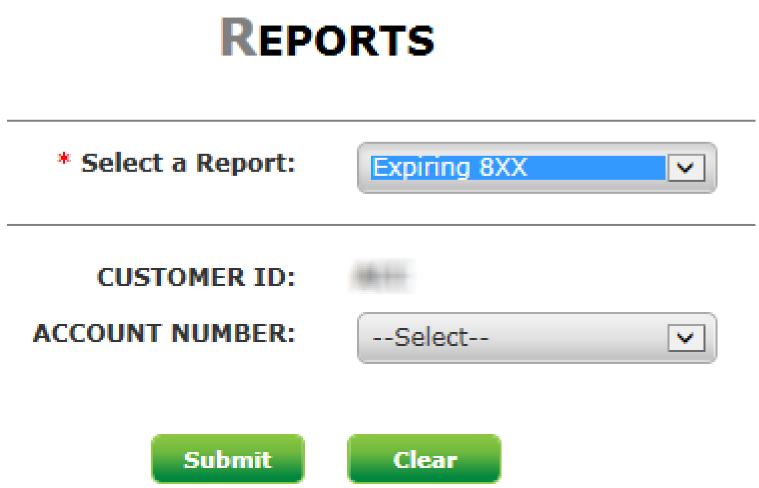
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Select a Report drop list, click Disconnect Report.

Result: the Reports page displays the fields necessary to gather information to run the report:


</td></tr>
<tr><td>2</td><td>From the Account Number drop-down list, select a single account number in the enterprise, or the ALL option.</td></tr>
<tr><td>3</td><td>In the Days field, enter the number of days for which you want to see disconnect information.</td></tr>
<tr><td>4</td><td>Click Submit button.
Result: an Information pop up will confirm the request has been submitted.
Note:
The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.</td></tr>
</table>

Running an Expiring 8XX Report

Procedure Follow the steps in the procedure below to **run an Expiring 8XX Report**.

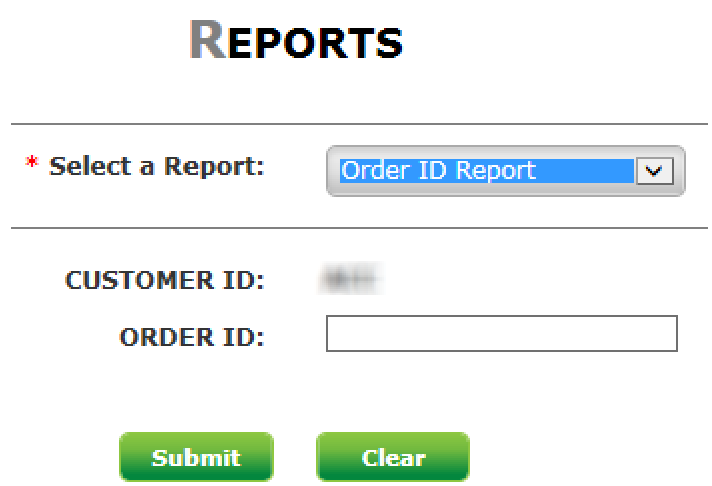
Step	Action
1	From the **Select a Report** drop list, click **Expiring 8XX Report.** **Result: the Reports page displays the fields necessary to gather information to run the report:** 
2	From the **Account Number** drop-down list, select a single account number in the enterprise, or the ALL option.
3	Click Submit button. **Result: an Information pop up will confirm the request has been submitted.** **Note:** The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.

Running an Order ID Report

Procedure Follow the steps in the procedure below to **run an Order ID Report**.

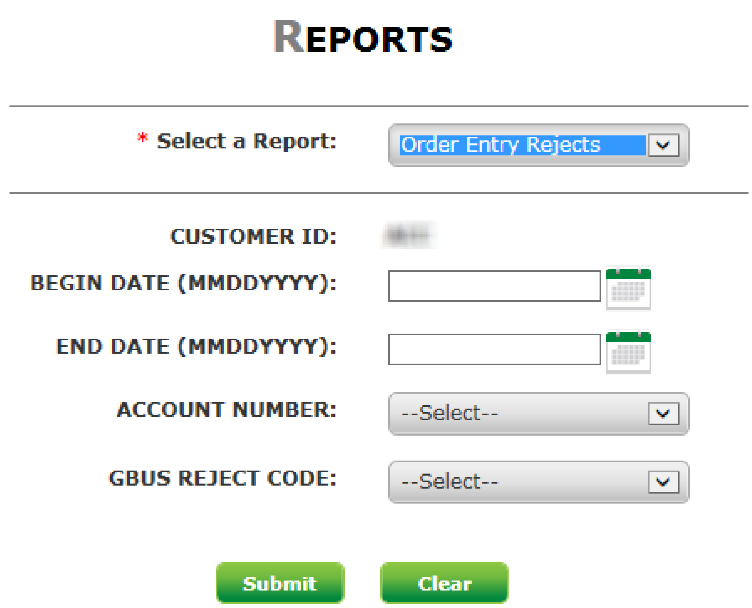
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>From the Select a Report drop list, click Order ID Report.

Result: the Reports page displays the fields necessary to gather information to run the report:


</td></tr>
<tr><td>2</td><td>In the Order ID field, type the unique identifier associated with the order on which you want to base the report.</td></tr>
<tr><td>3</td><td>Click Submit button.
Result: an Information pop up will confirm the request has been submitted.
Note:
The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.</td></tr>
</table>

Running an Order Entry Reject Report

Procedure Follow the steps in the procedure below to **run an Order Entry Reject Report**.

Step	Action
1	From the **Select a Report** drop list, click **Order Entry Reject Report.** **Result: the Reports page displays the fields necessary to gather information to run the report:** 
2	In the **Begin Date** field/calendar, select the first date you want the report to cover.
3	In the **End Date** field/calendar, select the last date you want the report to cover.
4	From the **Account Number** drop-down list, select a single account number in the enterprise, or the ALL option.
5	From the **GBUS Reject Code** drop-down list, select the reject code on which you want to base the report, or ALL. Note: See **Chapter 18: Control Center Switched Services Ordering** user guide, “Switched Error Codes and Messages” section, for a list of GBUS Reject codes.
6	Click Submit button. **Result: an Information pop up will confirm the request has been submitted.** **Note:** The amount of time to pull the requested data varies; go to View Report to check the status of the report and view it when it is completed.