

DOWNLOADS









Introduction to the Downloads section

In the ‘Downloads’ section you can only download your reports. To view your reports in Mobile Manager and then download them, you’ll need to visit the ‘Reports’ user guide.

Please note: Mobile Manager holds the most recent three months of itemisation so your download must be created within that time.

As long as your report has been created within the most recent 3 months, it will be available to download at any time for 12 months.

The reports run using the phone labels and hierarchy structure at the time the download has been requested. You can regenerate a download if the information is updated within a billing period in case you have made any changes to your data.

File size	Line count	Status	Action
25.77 KB	5344	Ready for download	<div><div>Download data export</div><div></div></div>
-		Not scheduled	<div>Reschedule new data export</div>
-		Not scheduled	<div>Schedule data export</div>
-		Not scheduled	<div>Schedule data export</div>
-		Not scheduled	<div>Schedule data export</div>
-		Not scheduled	<div>Schedule data export</div>
-		Not scheduled	<div>Schedule data export</div>

Scheduling a Report

To start creating a report, select ‘Schedule data export’. Set your format options if needed. You can include hierarchy structure information in your report by ticking the ‘Include structure hierarchy columns?’ checkbox. We would recommend ticking the improve excel compatibility box if you are using Excel. Then select ‘Create data extract’.

Downloads can take some time to create, and you’ll see the latest status within the ‘Status’ column. You will be notified in the top right-hand corner of your screen once this has completed. You can continue using the site whilst the report downloads. Once available, a ‘Download data export’ option will appear.


Notifications


New1


Unread16

Active

Dismissed

Download1













August 2024 Full usage download ready to download18 minutes ago

[Go to data exports](#)

[Dismiss notification](#)

[Mark as read](#)

Line count	Status	Action
5344	Ready for download	<div><div>Download data export</div><div></div></div>
	Not scheduled	<div>Schedule data export</div>
	Not scheduled	<div>Schedule data export</div>
	Not scheduled	<div>Schedule data export</div>
	Waiting to be created	<div>View details</div>
	Not scheduled	<div>Schedule data export</div>
	Not scheduled	<div>Schedule data export</div>

Data exports

Your data export will contain the following data:

• Phone and user information

• All charges: VATable and VAT exempt

• Cost information by call class: VATable and VAT exempt

• Quantity information by call class

• Quantity information by call destination

• Invoice/account information

• VAT information

Hierarchy columns

You can include structure information in your export.

If included, each tier will appear as a separate column after the 'VAT information' column.

☐ Include structure hierarchy columns?

The data export must be created before it is ready for download. This can take some time, the status will show when it is ready.

Your export will be created in CSV format

Your format options

Field delimiter

Comma (,)

Text qualifier

Quote (")

☐ Improve excel compatibility

Create data extract

Download Options

Each download summarises information by cost centre name, cost centre code, phone number and username.

Please note: Mobile Manager holds the most recent three months of itemisation so your download must be created within that time.

Here’s an overview of each download option:









- **Full usage download** – This gives you the full itemisation/usage for all the phones you have access to view. It’s a good idea to generate and save a copy of this report each month even if you don’t need it immediately, so you have the information to hand further down the line.
- **Full usage download (excluding data usage)** – Similar to ‘Full usage download’ except this doesn’t include your data usage.
- **Full usage download (data usage only)** – Similar to ‘Full usage download’ except it only includes only your data usage.
- **Short phone summary** – This gives you a usage and cost summary per phone of all your various call types (for example, Calls, SMS, Roaming) and other costs (for example, talk plan charges and credits).
- **Long phone summary** – Contains everything from the ‘Short phone summary’, with a more detailed breakdown of usage types, call volume and durations, VAT exempt call costs, plus account and invoice number.
- **Charges download** – Contains a breakdown of all charges including the relevant descriptions and charge dates per number.
- **Cross Monthly Phone Summary Report** – Provides 12-months of reporting across high level spends from your phone numbers to allow trend analysis.

Data export	Last run	Against	File size	Line count	Status	Action
Full usage download	22-Aug-2024 20:19:06	TESTZZ	25.77 KB	5344	Ready for download	Download data export
Full usage download (excluding data usage)	-		-		Waiting to be created	View details
Full usage download (data usage only)	-		-		Waiting to be created	View details
Short phone summary	-		-		Waiting to be created	View details
Long phone summary	22-Aug-2024 20:41:24	TESTZZ	5.16 KB	292	Ready for download	Download data export
Charges download	-		-		Not scheduled	Schedule data export
Cross monthly phone summary	-		-		Not scheduled	Schedule data export

Rescheduling Downloads

The reports will run using the phone labels and hierarchy structure at the time the download has been requested. You can regenerate a download if information hierarchy or user information has been updated within a billing period.

Select the 'Reschedule new data export' from the drop-down menu next to the report. This will rerun the data for you. It will notify you when it is available.

File size	Line count	Status	Action
25.77 KB	5344	Ready for download	<div><div></div><div>Download data export</div><div></div></div>
-		Not scheduled	<div><div></div><div>Reschedule new data export</div></div>
-		Not scheduled	<div><div></div><div>Schedule data export</div></div>
-		Not scheduled	<div><div></div><div>Schedule data export</div></div>
-		Not scheduled	<div><div></div><div>Schedule data export</div></div>
-		Not scheduled	<div><div></div><div>Schedule data export</div></div>
-		Not scheduled	<div><div></div><div>Schedule data export</div></div>