

# Downloading Device Report

- 1. Click on "Manage Account"
- 2. Then click on "Reports"

The screenshot shows the Verizon My Business Account website. At the top, there is a navigation bar with the Verizon logo, "Manage Account", and "Support" links. Below this is a search bar and a "Wireless & Mobility" section. The "Wireless & Mobility" section is divided into four columns: "Billing", "Orders", "Service", and "Product Tools". The "Billing" column contains links for "View Invoices", "Make A One Time Payment", "Manage Payment Methods", and "Reports". The "Orders" column contains "Create Order", "View Orders", "Purchase Package", and "Browse Products". The "Service" column contains "Manage Billing Accounts", "Manage Wireless Numbers", "Bulk Account Maintenance", "Wireless Transaction History", and "Manage Software". The "Product Tools" column contains "One Talk", "Device Recycling", "Machine to Machine Management Center", "Network Event Notification", and a "View all" link. Below the navigation bar, there is a "Quick Bill Summary" for the period Feb 02 - Mar 01. The summary includes: Previous Balance (\$6,589.04), Payment - Thank You (-\$6,589.04), Balance Forward (\$0.00), Monthly Charges (\$5,043.05), and Usage and Purchase Charges. A "Breakdown of Total Charges and Usage" section lists: Voice (\$1.50), Messaging (\$1.40), Data (\$1.14), and and Other Charges & Credits (\$41.02). The Windows taskbar at the bottom shows the date as 3/13/2017 and the time as 2:22 PM.

Continued below

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3. Click on "Device" (Sometime depending on your browser, you will need to click on the "Show More Bar" in grey)

## Wireless reports



### Charges reports

- Additional charges**  
Details monthly access, equipment charges, service & feature charges and taxes.
- Airtime charges detail**  
Details call usage and charges.
- Airtime charges summary**  
A summary of all your charges including taxes, services & features, access, airtime, etc.
- Analyze phone charges**  
Detail view of charges and calls.
- Analyze roaming charges**  
Detail view of roaming calls.
- Most expensive calls**  
Calls with the highest charges.
- Purchase**  
All purchase activity details and charges.



### Usage reports

- Account unbilled usage**  
Current unbilled usage for the account.
- Billed data details**  
Data session details for multiple wireless numbers displayed simultaneously.
- Billed messaging details**  
Message details for multiple wireless numbers displayed simultaneously.
- Call summary**  
Summary of voice usage and charges for each wireless number.
- Data summary**  
Summary of data, messaging, and purchase charges for each wireless number.
- Grand total**  
Comprehensive summary. Details total charges and total minutes.
- International travel data high alerts**  
A weekly list of high data usage alerts sent for current global data



### Other reports

- Active features**  
List of all features currently or lines of service.
- Billing structure**  
Your company's My Business users, and their access within portal structures.
- Business account analysis**  
View a summary of your company discounts and the amount of saved, upgrade status, and other charges.
- Company users**  
Your company's My Business users, and their permissions within the portal.
- Customer invoice management**  
A report with your own defined hierarchy.
- Deactivated phones**  
Wireless numbers which have deactivated.
- Device**  
Comprehensive summary of

Show More

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4. Click on "Run Report"
5. Then click on the "download button"
6. The device report will show up on the bottom left corner in an excel format, save as is.

The screenshot shows the Verizon Manage Account interface. At the top, there is a navigation bar with the Verizon logo, "Manage Account", and "Support" links. A search bar is located on the right. Below the navigation bar, the breadcrumb trail reads "Landing page > Wireless reports > Device". The main heading is "Device", with a "Schedule report" button on the right. Underneath, it says "Structure: Default; Position: Default". A "Search by" section contains a dropdown menu set to "Account number", an empty input field, a red "Run report >" button, and a "Reset" link. At the bottom right of the search area, there are icons for download, print, and settings. A dark grey footer bar at the bottom lists various report columns: "Wireless number", "Early upgrade indicator", "Shipped device ID", "Current device ID - 4G only", "SIM", "Device manufacturer", "Device model", and "Upgrade eligibility data". Two black arrows are overlaid on the page: one points from the text "Click on 'Run Report'" to the "Run report >" button, and the other points from "Then click on the 'download button'" to the download icon.