



CDR Download Job Aid

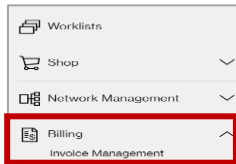
Things to Know

- The Billing role and entitlement to access CDRs must be enabled to access/download CDR's

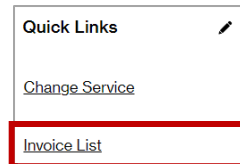
Getting Started

There are two ways to access CDR

Option 1: From **Billing**, click **Invoice Management**



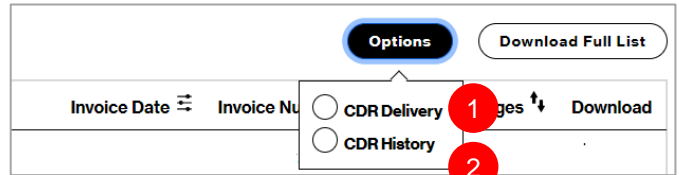
Option 2: From **Quick Links**, click **Invoice List**



Invoice Management

Select **Options** from Invoices page for either

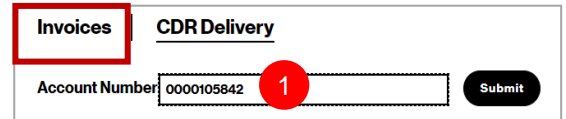
- CDR Delivery
- CDR History



CDR Delivery

After selecting **CDR Delivery**

- Choose the **Account Number** from dropdown and click **Submit**
- Select **Filename** by clicking the radio button
- Click **Download** to download the CDR file



Click **Invoices** to return to the Invoice List (as applicable)

Note:

- An error message will appear if there is no CDR for the selected account
- CDRs must be downloaded within 60 days of delivery
- There is an unlimited amount of downloads allowed within 60 days of delivery
- Click Options to toggle between CDR Delivery and CDR History

Select	Files Available	Date Created	File Size(bytes)	Date of last download
<input type="radio"/>	C_105842_090323.e00.zip	09/21/2023	717	10/11/2023
<input type="radio"/>	C_105842_080223.d01.zip	08/10/2023	818	08/29/2023
<input type="radio"/>	C_105842_063023.y01.zip	07/24/2023	818	08/08/2023
<input type="radio"/>	C_105842_070223.c01.zip	07/24/2023	818	
<input type="radio"/>	C_105842_022823.s01.zip	07/06/2023	12585870	



CDR Download Job Aid

CDR History

After selecting CDR History

1. Choose the **Account Number** from the dropdown
 2. Enter **From Date**
 3. Enter **To Date**
- Click **Submit**
- Click **Invoices** to return to the Invoice List

Invoices
CDR History

1 Account Number

2 From Date

3 To Date

Account Number: 0000105842

From Date: 11/07/2023

To Date: 12/19/2023

Submit

Notes:

- From and To dates may not be greater than six months apart
- Open Care Ticket to regenerate CDR history
- Click Options to toggle between CDR History and CDR Delivery

Invoice Management List

Search Functions:

1. Search using BAN or Invoice Number
2. Filter by City and/or State, Click Apply

Sort Functions:

3. Group ID (ascending order by BAN)
4. Billing Account Number
5. Billing Name & Address
6. Invoice Date (descending order) or Invoice Number (system generated)

Other Functions:

7. Download Bill (PDF)
8. Options: select CDR Delivery (download CDR) or CDR History (view transactions)
9. Download Full List into a csv file

Learn how to [view Invoices](#)

1 Search Billing Account Number or Invoice Number Q

Filter by:

City

State

2 **Apply**

Clear All

8 **Options**

9 Download Full List

Group ID	Billing Account Number	Billing Name	Billing Address	Invoice Date	Invoice Number	Current Charges	Download
3 0000117372	4 0000117372	5 ABC Comp	0118610 MAIN WEST BVLD WATER ST TINTON FALLS NJ 07...	6 12/10/21	AA000635	\$1,592.63	↓
0000119001	0000119001	DEF Comp	DMADDRESS1335 SAN MARCO TX 78666673 USA	11/10/23	AA033112	\$750.00	↓