

Initiate Service Type Migrations

Overview

This feature provides a method to initiate the service type migration process for a given list of services.

Licencing

This feature is available to subscribers of the following:

- ☐ Emersion Core
- ☒ Optional Modules (Service Type Migrations, an Activation Portal)
- ☐ Upon Request (please contact your Account Manager)

Import Result Notification

This feature utilises the **Bulk upload processing notification event** (event type 963) to send a notification to the user containing the results of the import attempt.

- If the import is successful, the email notification will advise you when the import process is complete.
- If the import is not successful, the email notification will send details of the records that failed validation and why.

An event template must be created and the event must be *enabled* before the import tool can be used.

Preparing The Data for Import

To prepare your data for import, you will need to create a CSV import file or you can download the import file below. You will need to extract the csv file and save it.

A hard limit of 5000 rows is supported via this tool, including the header row.

If you need to import more than this, create multiple import files and process them one-by-one.

[Download service type import template.](#)

Importing The Data

To access the import tool:

Services > Service Type Migrate > Bulk Migrate

1. Click the **Browse** button and select the csv file containing the data you want to import.
2. If you want the bulk upload processing notification email to be sent to a different email address than the address defined in the event template, tick the **Override?** checkbox and enter an alternative email address. This will only apply for this upload. To change the email address for all future imports, you will need to change the recipient defined in the event template.
3. Press **Submit**
4. The system will validate the data and if no errors are found, the system will import the data. When the notification email is received, the process has been completed.

Validating the Import



Bulk Import Validation

The system will parse the data for invalid formatting only. It cannot check for data accuracy. It is strongly recommended that you check the imported data to ensure that the import was accurately imported. To do this, divide your import records into groups of 20. Check a single record in each group. If an error is found, check each previous record for the group until you find the one that was imported incorrectly.

If you find a problem, you cannot roll back the import. You have two options should this occur:

1. Manually correct the data.
2. Request Emersion fix the errors for you.

Any request to correct imported data must be submitted via a ticket. Emersion will provide an estimate of the work and a quote. The quote must be approved and paid in advance before any restorative work commences.

Data Definition

This section contains a list of the required fields and a definition of what the system considers as valid inputs.

Data field	Description	Mandatory?
SRC_SERVICE_ID	This is the service ID of the originating service you are trying to migrate.	Yes

DST_SERVICE_TYPE	The service type ID of the destination service type.	Yes
PRODUCT_INSTANCE	This is the product instance ID of the new SIM card number. This is not the SIM card number itself. You can retrieve the product instance ID from the product inventory. The product cannot already be shipped and must not be locked	Yes
PACKAGE_PLAN_ID	This is the destination package ID. The destination plan: • must be a sell plan. • must be in the same Contract Pool as the originating plan if the service is currently under contract. • cannot be Grandfathered or in Draft status. • must be configured to allow service type migrations.	Yes
PRESERVE_CONTRACT	Choose whether to preserve the contract. Enter: • 1 = Yes • 0 = No	No
WAIVE_CONTRACT_FEE	Choose whether any upgrade, downgrade or cross grade fees will be waived. Enter: • 1 = Yes • 0 = No	No
FULL_INCLUDED_VALUE	Choose whether the customer can retain the full quota of their included value from the originating pkg subscription. Enter: • 1 = Yes • 0 = No	No
OVERRIDE_PACKAGE_PLAN	Allow end user in activation portal to choose their own destination plan.	Yes

Viewing Imported Data

After importing data it is important to validate it was imported correctly. Choosing a random records and performing a visual check in Cumulus should reveal any mistakes relatively quickly that would be harder to see in an import sheet.

Initiated service type migrations can be found under **Services > Service Type Migrate > Initiation**

Access Control

The following powers are used to govern access to this tool.

Power	Description
Bulk Upload: Service Type Migration	Can upload bulk files for service type migration

Related Pages

- [The Activation Portal](#)
- [Initiate Service Type Migrations](#)
- [Event: Service Type Migration Commenced](#)
- [Acceptance Testing: Service Type Migrations](#)
- [Service Type Migration Module Configuration](#)
- [Finalising a Service Type Migration](#)
- [Activation Portal Onboarding](#)