

suddenlink[®]

Phone Services

CLEC Operations: Suddenlink LSR GUI



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Chapter 1 About this Document

Name	Date	Reason for Changes	Version
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Neustar			5.9

Purpose

This User Guide provides information and instructions for the web-based, graphical user interface of the LSR application.

This Guide provides the following information:

- Instructions on how to use LSR to create, modify, and submit requests.
- Descriptions of methods for viewing and monitoring the status and history of each request.

The screen images presented in this guide are a close representation of the pages and forms you will see in LSR. There may be some differences, however, due to minor screen modifications that are made to improve user experience.

Intended Audience

This User Guide is directed to those personnel responsible for Service Provider communications and transactions, including the entry and management of orders, and those individuals who are acting as the User Administrators of their respective LSR application domain.

Parts of the Guide

The User Guide is divided into the following chapters:

- *Getting Started* (on page 8) gets you started using LSR and shows you the basic steps involved in using the interface.
- *Local Service Requests* provides information about processing LSR orders.
- The remaining chapters show you how to work with each of the supported order types and how to perform tasks that are common to multiple order types.
- The appendices provide reference material.


Conventions

The following conventions are used throughout the User Guide.

Notations

The following notations highlight information of special interest.

! **Important:** Calls attention to descriptions or procedures that are essential for proper operation.

 **Note:** Provides supporting information that may not be explicitly addressed in the accompanying text.

Fonts

The following fonts have been used to notate Pages, Forms, Sections, Fields, and Actions in the GUI.

- **Pages:** Pages are **Bolded** and *Italicized*.
- **Forms:** Order Request Forms are **Bolded**.
- **Sections:** Order Request sections are *Italicized*.
- **Fields:** Fields are **Bolded**.
- **Actions:** some actions that need to be emphasized are **Bolded**.

Date and Time

The LSR is housed and maintained on the east coast, and as such, it records and displays dates and times based on the existing Eastern Time. This is defined as Eastern Daylight Time (EDT) for the period starting the first Sunday in April through the last Saturday in October. Eastern Standard Time (EST) begins the last Sunday in October and ends the first Saturday in April. For simplicity, ET is used throughout this Guide.

Related Documents

The following documents provide additional details about using LSR and can be used in conjunction with this guide. For information about obtaining these documents, contact your account manager.

ATIS Local Service Ordering Guidelines (LSOG)

LSR Receive User Guide for Neustar Customers

https://oms.neustar.biz/convergentCH/content/docs/Receive_GUI-NS_Customers.pdf

Neustar Database Extract Guide

https://oms.neustar.biz/convergentCH/content/docs/DB_Extract_CH.pdf

Assumptions

The following assumptions were made in the creation of this Guide for LSR:

- The Guide assumes that users of LSR are familiar with the Ordering and Billing Forum (OBF) Local Service Ordering Guidelines (LSOG) for submitting and tracking orders. So although the User Guide provides instructions how to navigate and use LSR, detailed information about completing the fields of the LSOG forms is not provided.
- The Guide assumes that users of LSR are familiar with using web-based forms for submitting data.
- The Guide is not intended to be used as training material and thus does not provide detailed examples of order scenarios. Instead, this Guide should be used as a reference to navigate


Chapter 2 Getting Started


LSR and utilize its functionality to submit and monitor request(s).

- The Guide does not include Service Provider-specific information or business rules. This information changes frequently and is managed and provided by each Service Provider. However, the user may navigate to the BR HTML files that are listed in the Download Section of Extranet using the following link:
<https://oms.neustar.biz/convergentCH/content/cchDownloads.html>.
- The Guide outlines the steps and forms used in creating each request(s) type. Depending on the request(s) being placed, not all forms or steps are required. It is responsibility of the user to know which forms and steps are applicable and which ones are only informational. Consult the Wholesale Service Provider's LSOG for answers to Service Provider-specific questions.
- The Guide outlines all the possible steps and forms used in creating, modifying, and deleting users. Depending on how the User Administrator decides to administer users, not all steps illustrated may be necessary.

LSR is web-enabled software that can be accessed through your Internet browser. No additional desktop software is required. Service Provider deployment staff will facilitate the initial setup for your domain, but then your own User Administrator will add authorized users.

LSR is designed to work with Internet Explorer version 7.0 or higher. To access LSR, contact your User Administrator for the URL; your domain name, user name, and password; and access to the Service Provider extranet.

 **Note:** The URL should begin with https://, not http://.

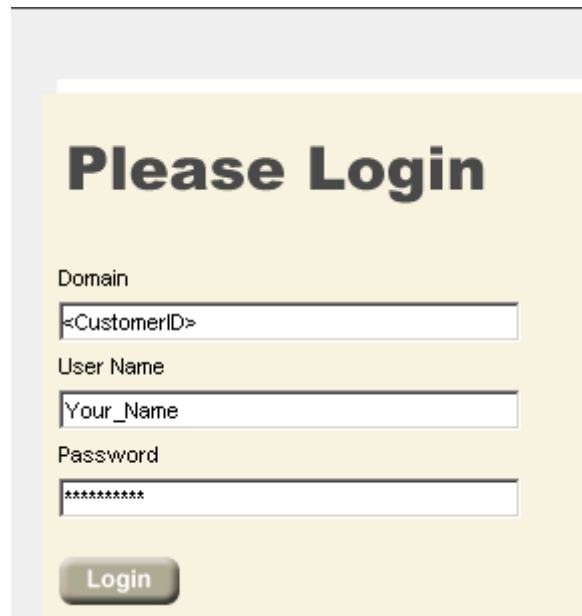
 **Note:** To ensure that LSR pop-up windows function properly, make sure that any pop-up blocker software and custom toolbars (Yahoo, Google) are disabled.

Logging in to LSR

➤ To log in to LSR:

1. Launch your web browser, type LSR URL in the Address bar, and then press ENTER on your keyboard.
2. On the Login page, enter the domain, user name, and password you received from your User Administrator, and then click **Login**.

See the following figure for an example.



The screenshot shows a web browser window displaying the LSR login page. The page has a light yellow background with a white border. At the top, the text "Please Login" is displayed in a large, bold, black font. Below this, there are three input fields: "Domain" with the placeholder text "<CustomerID>", "User Name" with the placeholder text "Your_Name", and "Password" with the placeholder text "*****". Each field is a white rectangle with a thin black border. Below the input fields is a green "Login" button with white text. The entire login form is centered on the page.

Figure 1: Login page

! Important: The Domain, User Name, and Password fields are case sensitive.

The password you receive from your User Administrator is for first-time use only. Once you log in LSR, *change your password* (see "Changing Your Password" below on this page 10).

If a message states that your attempt to log in to LSR was unsuccessful, enter your domain, user name, and password again. If you still cannot log in, contact the User Administrator at your company.

Changing Your Password and Profile

Although the User Administrator assigns user names and performs other administrative duties, you can change your own password and profile.

Changing Your Password

➤ **To change your password:**

1. On the Main navigation bar, click **User Management**.
2. On the *User Management Home Page*, click **Modify Self Password**.

See the following figure for an example.

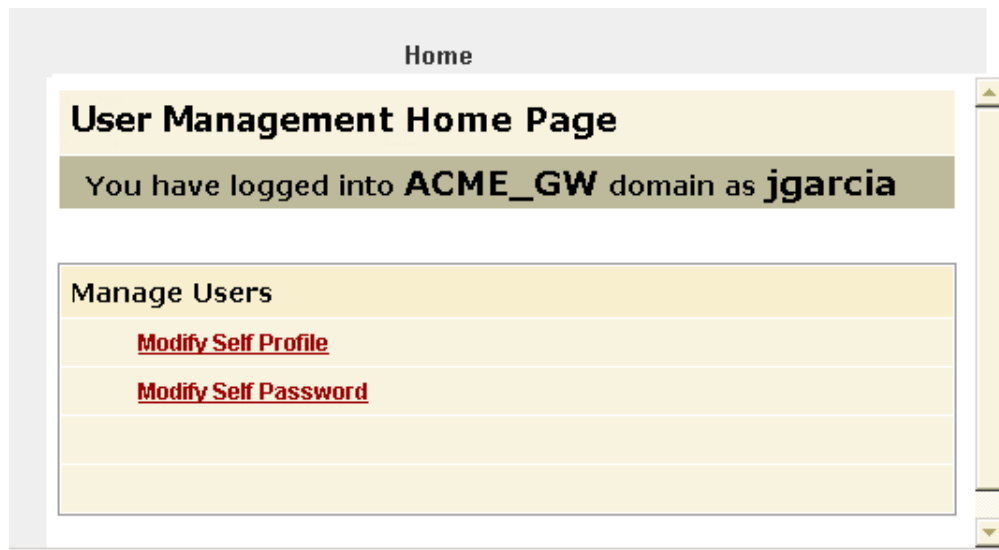
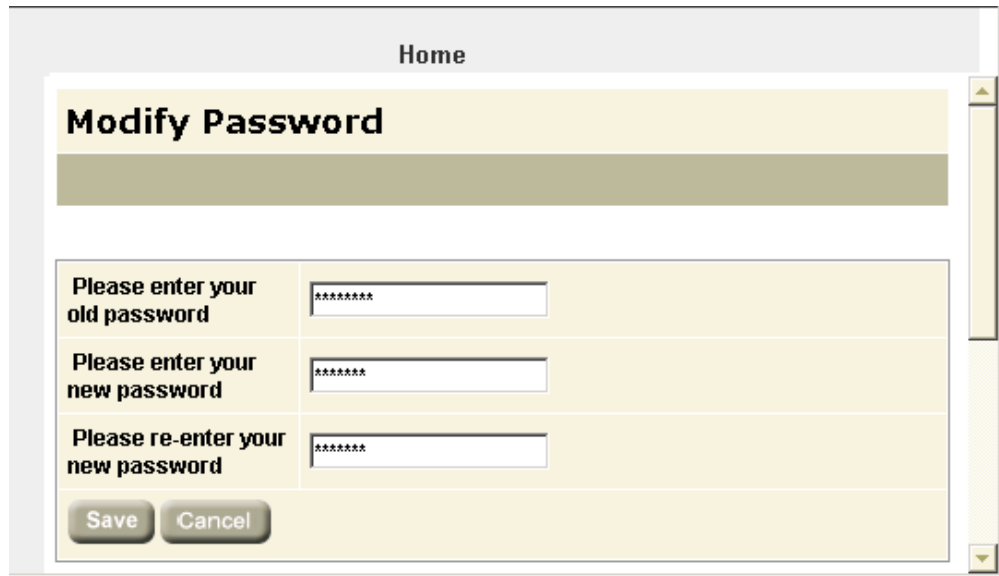


Figure 2: User Management Home Page

3. On the *Modify Password* page, enter your old password, enter your new password twice, and then click **Save**.
The password may be any combination of alphanumeric characters, up to a maximum of 32 characters. The password cannot be left blank.

See the following figure for an example.



The screenshot shows a web browser window with a 'Home' button in the top navigation bar. The main content area is titled 'Modify Password' and contains three password input fields. The first field is labeled 'Please enter your old password', the second 'Please enter your new password', and the third 'Please re-enter your new password'. Each field contains a series of asterisks. At the bottom of the form are 'Save' and 'Cancel' buttons.

Figure 3: User Management Home Page

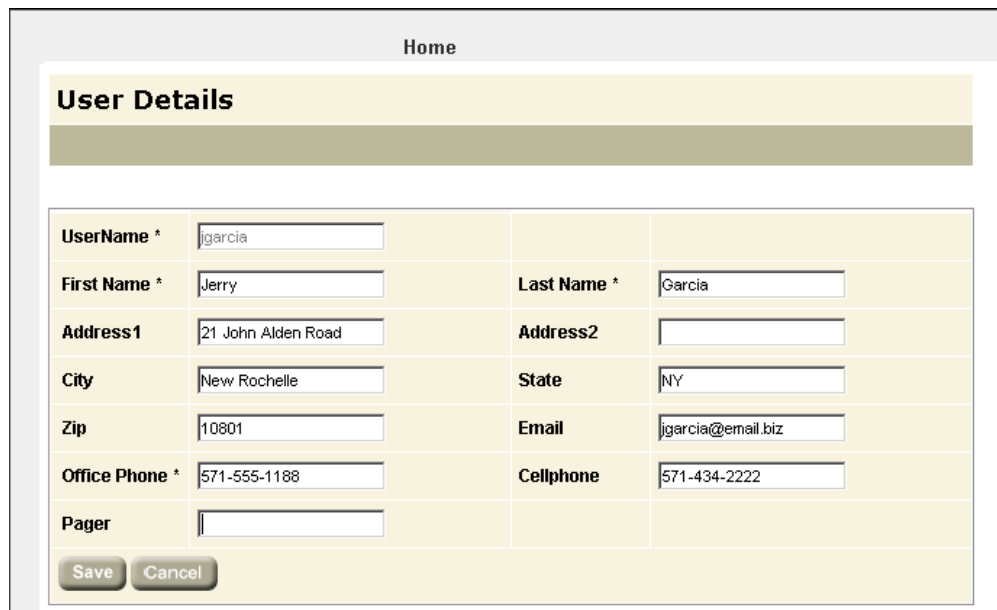
4. To return to the *User Management Home Page*, click **Home**.
5. To close the *User Management Home Page*, close its browser window.

Changing Your Profile

➤ To change your profile:

1. On the Main navigation bar, click **User Management**.
2. On the *User Management Home Page*, click **Modify Self Profile**.
3. On the *User Details* page, modify or add additional information, and then click **Save**.

See the following figure for an example.



Home			
User Details			
Username *	<input type="text" value="jgarcia"/>		
First Name *	<input type="text" value="Jerry"/>	Last Name *	<input type="text" value="Garcia"/>
Address1	<input type="text" value="21 John Alden Road"/>	Address2	<input type="text"/>
City	<input type="text" value="New Rochelle"/>	State	<input type="text" value="NY"/>
Zip	<input type="text" value="10801"/>	Email	<input type="text" value="jgarcia@email.biz"/>
Office Phone *	<input type="text" value="571-555-1188"/>	Cellphone	<input type="text" value="571-434-2222"/>
Pager	<input type="text"/>		
<input type="button" value="Save"/> <input type="button" value="Cancel"/>			


Figure 3: User Details page

4. To return to the *User Management Home Page*, click **Home**.
5. To close the *User Management Home Page*, close its browser window.

Your user name can only be changed by the User Administrator for your domain.

Timing Out

You will be logged off automatically if LSR is open and idle for an extended period of time (30 minutes is the default).

 **Note:** "Idle" is defined as not performing any action, such as Save, Validate, or Submit. LSR is considered idle even as you are entering information in forms.

To return to the *Login* page, click **Login** in the top right corner of the *Logoff* page and re-enter your domain name, user name, and password.

Logging out of LSR

To log out of LSR, click **Logoff** on the Main navigation bar.

Forms

To order any local service type, multiple order request forms can be used. Some order request forms are required for particular service requests, while other forms can be considered optional or

conditional. These conventions, which also apply to the population of fields within the order, are defined as follows:

Required. Order request form must be completed. Depending on the trading partner's individual requirements and the service being requested, additional service-specific forms may be required, optional, or conditional.

Optional. Order request form provides additional order information or may be required by an individual trading partner.

Conditional. Order request form may be required, depending on its relationship to another form within the order or the presence, absence, or combination of entries in other forms.

For each order being submitted, LSR opens all of the forms that may be used for the order, but it is assumed that you know which ones are required, optional, or conditional. Consult the LSOG and the trading partner for specific information

Entering Data

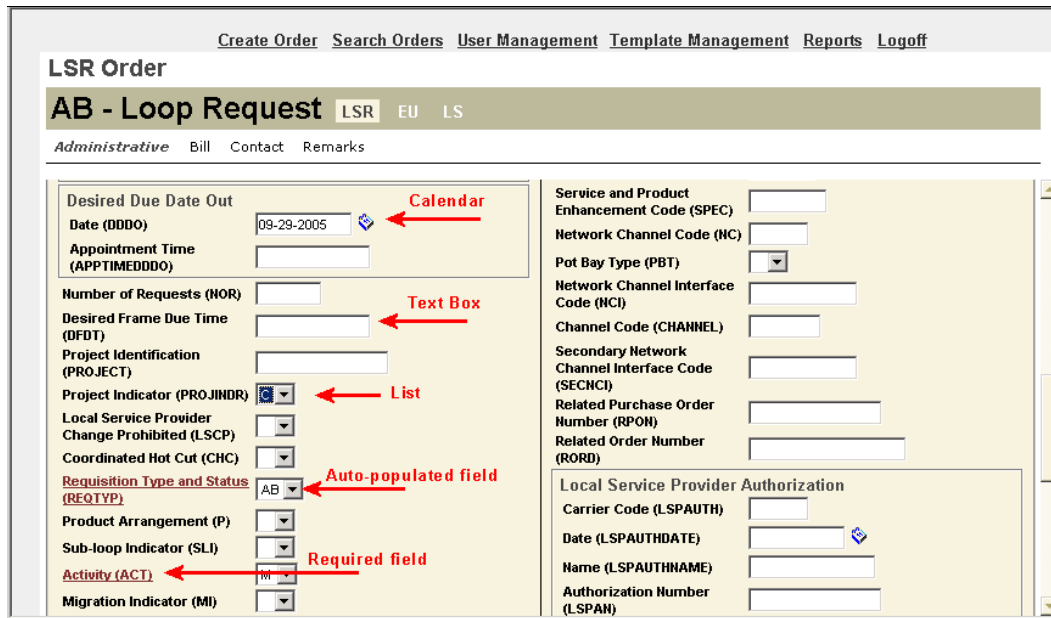
There are several ways to enter data in Basic Services.

- **Text boxes:** Text boxes are blank boxes that you can click in and type information.
Here are a couple of things to keep in mind when entering information in text boxes:
 - Do not use spaces at the beginning or end of text entries
 - Do not surround text with double quotes (“”). Single quotes (') are permitted.
 - Do not use special characters, such as (% , \$, #) in text entries.
 - User UPPERCASE letters when entering text.
- **Lists:** Lists display a set of items. To select an item, click the arrow beside the list, and then click the item.
- **Auto-population:** Some fields are completed automatically, that is, auto-populated, when you open a form. Fields auto-populated with a date/timestamp are used throughout LSR.
 - The System Date/Timestamp reflects Eastern Time (ET) and auto-populates the Date and Time Sent field.
 - The Desktop Date/Timestamp reflects the date and time present on your computer and auto-populates LSR calendar.
- **Calendar:** Clicking the calendar icon beside a selected field opens a calendar from which you can select dates. To set the calendar to the current time, click **Update**.

Important: **Required fields** are underlined and highlighted. Incorrect or missing information in a required field generates an error message that prompts you to correct the error and resubmit the form.

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See the following figure for an example.



The screenshot shows the 'LSR Order' form for an 'AB - Loop Request'. The form is divided into two main sections. The left section contains fields for 'Desired Due Date Out' (with a date picker set to 09-29-2005), 'Appointment Time', 'Number of Requests (NOR)', 'Desired Frame Due Time (DFDT)', 'Project Identification (PROJECT)', 'Project Indicator (PROJINDR)' (a dropdown menu), 'Local Service Provider', 'Change Prohibited (LSCP)', 'Coordinated Hot Cut (CHC)', 'Requisition Type and Status (REQTYP)' (a dropdown menu showing 'AB'), 'Product Arrangement (P)', 'Sub-loop Indicator (SLI)', 'Activity (ACT)' (a dropdown menu), and 'Migration Indicator (MI)'. The right section contains fields for 'Service and Product', 'Enhancement Code (SPEC)', 'Network Channel Code (NC)', 'Pot Bay Type (PBT)', 'Network Channel Interface Code (NCI)', 'Channel Code (CHANNEL)', 'Secondary Network Channel Interface Code (SECNCI)', 'Related Purchase Order Number (RPON)', 'Related Order Number (RORD)', and 'Local Service Provider Authorization' (including 'Carrier Code (LSPAUTH)', 'Date (LSPAUTHDATE)', 'Name (LSPAUTHNAME)', and 'Authorization Number (LSPAN)'). Red arrows and text labels point to specific fields: 'Calendar' points to the date picker, 'Text Box' points to the 'Desired Frame Due Time' field, 'List' points to the 'Project Indicator' dropdown, 'Auto-populated field' points to the 'Requisition Type and Status' dropdown, and 'Required field' points to the 'Activity' dropdown.

Figure 4: Methods of Entering Data

Navigating through the User Interface

LSR user interface consists of pages that enable you to place new orders, search for them, and modify them. This section describes available methods for navigating through these pages.

Back and Refresh Buttons

When using LSR, avoid using the **Back** or **Refresh** buttons of your browser.

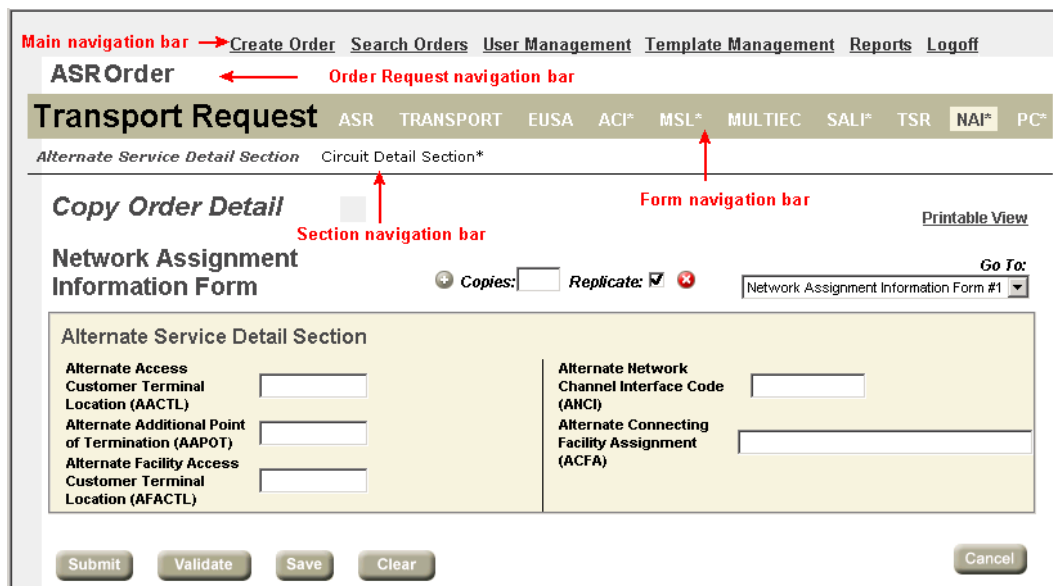
Navigation Bars

You can use the links on the LSR navigation bars to switch among the pages of the interface. There are four navigation bars: Main, Order Request Type, Form, and Section.

Navigation bar	Description
Main	Located at the top of every primary page. Provides links to pages that allow you to search for orders, change your password and profile, run reports, and perform other tasks.

Navigation bar	Description
Order Request Type	Located immediately below the Main navigation bar. Lists information about the order that is being created or modified, such as the order type or service type.
Form	Located directly below the Order Request Type navigation bar. Lists all of the order request forms that are associated with a particular order type.
Section	Located below the Form navigation bar. Lists all of the sections that are related to the selected order request form.

See the following figure for an example.



The screenshot displays the Suddenlink LSR GUI interface. At the top, the **Main navigation bar** includes links: Create Order, Search Orders, User Management, Template Management, Reports, and Logoff. Below this is the **Order Request navigation bar** with the text "ASR Order". The **Form navigation bar** shows tabs: Transport Request, ASR, TRANSPORT, EUSA, ACI*, MSL*, MULTIEC, SALI*, TSR, NAI*, and PC*. The **Section navigation bar** includes "Alternate Service Detail Section" and "Circuit Detail Section*". The main content area is titled "Copy Order Detail" and "Network Assignment Information Form". It contains input fields for "Alternate Access Customer Terminal Location (AACTL)", "Alternate Additional Point of Termination (AAPOT)", "Alternate Facility Access Customer Terminal Location (AFACTL)", "Alternate Network Channel Interface Code (ANCI)", and "Alternate Connecting Facility Assignment (ACFA)". At the bottom, there are buttons: Submit, Validate, Save, Clear, and Cancel. A "Printable View" link is also present.

Figure 5: Navigation Bars

Action Buttons and Tabs

An action button is any button in LSR that triggers an action, such as **Submit** or **Clear**. Action buttons that are unavailable are dimmed.

Tabs are other links in LSR that can be used to navigate to a particular page or section. See the figure on the following page for an example.

Figure 6: Action Buttons and Tabs

Pages, Forms, and Sections

The LSR program opens in your Internet browser and displays information on a series of pages, forms, and sections.

Pages Pages are the underlying means of displaying information. There are several general types of pages, such as *New Order Detail* and *Edit Order Detail*. Each of these general page types has a name that is order type-specific.

Forms Each page provides access to the forms that are applicable to the order. Each order may consist of several forms. When a form is open, its title is highlighted on the Form navigation bar.

Sections Each form consists of one or more sections. Form sections are listed on the Section navigation bar. The section that is currently selected is italicized. Here are examples of forms and the sections that comprise them.

See the following figure for an example.

The screenshot displays the Suddenlink LSR GUI interface. At the top, a navigation bar includes links: Create Order, Search Orders, User Management, Template Management, Reports, and Logoff. Below this, the 'ASR Order' section is highlighted, with a red arrow pointing to it labeled 'Open form highlighted'. The 'Transport Request' tab is selected, and a red arrow points to it labeled 'Order-specific page name'. Below the tabs, the 'Administrative Section' is highlighted, with a red arrow pointing to it labeled 'Open section in italics'. The 'New Order Detail' page is shown, with a red arrow pointing to the 'Access Service Request Form' labeled 'Form name'. The 'Administrative Section' is expanded, showing various fields: Customer Carrier Name, Abbreviation, Purchase Order Number, Version Identification, Access Service Request Number, Special Action Indicator, Interexchange Customer Service Center, Company Code, Unbundled Network Elements, Date and Time Sent (08-01-2005-10:29AM), Quote Authorized, Call Before Dispatch, Desired Due Date, Frame Due Time, Project Identification, and Case Number. A red arrow points to the 'Administrative Section' header labeled 'Section name'. The 'Date of Lease Arrangement' field is also highlighted with a red arrow. The 'Forms available from this page' section lists: ASR, TRANSPORT, EUSA, ACI*, MSL*, MULTIEC*, SALI*, TSR, NAI*, and PC*.

Figure 7: Example of a Page, Form, and Section

Primary and Secondary Pages

Most of the pages in LSR share a single web browser window and have a navigation bar on it. These are called *primary* pages. In most instances, you can modify the information on primary pages.

Unlike primary pages, *secondary* pages always open in a new browser window and have no navigation bar. Except for the user management pages, which are used for changing maintaining your password and profile, secondary pages are read-only; no content on them can be modified. Secondary pages do not contain a navigation bar. To close a secondary page, simply close its browser window.

Duplicating and Replicating

For some request(s) types, it is possible to create multiple copies of forms, form sections, and fields because such information may be necessary for completion of the request(s). For example, two or more directory listings may be required on a Number Portability request, so multiple **Directory Listing** forms may be used. Or, if there is more than one type of jack for inside wiring on a new Resale order, multiple fields for the information may be on the form.

You can select the number of duplicates to create and whether to replicate the data. Replicating data saves you time because you can simply copy the existing data and modify it.

Once you create a duplicate of a form, section, or field, you can delete it at any time.

Duplicating Forms

An asterisk (*) identifies a form that can be duplicated.

See the following figure for an example.

ASR Order

Transport Request ASR TRANSPORT EUSA ACI* MSL* MULTIEC SALI* TSR NAI* PC*

Alternate Service Detail Section Circuit Detail Section* Asterisk (*) identifies form that can be duplicated

Copy Order Detail Printable View

Network Assignment Information Form

Go To: Network Assignment Information Form #1

Alternate Service Detail Section

Alternate Access Customer Terminal Location (AACTL) [text box]
 Alternate Additional Point of Termination (AAPOT) [text box]
 Alternate Facility Access Customer Terminal Location (AFACTL) [text box]

Alternate Network Channel Interface Code (ANCI) [text box]
 Alternate Connecting Facility Assignment (ACFA) [text box]

Submit Validate Save Clear Cancel

Figure 8: Duplicating Forms - Example

Duplicating Sections

An asterisk (*) identifies a section that can be duplicated.

See the following figure for an example

ASR Order

Feature Group A Request ASR MSL* MULTIEC SALI* TSR NAI* FGA

Access Service Coordination Company Detail Section Other Exchange Company Detail Section*

Send Order Detail Printable View

Multi-Exchange Company Form

Other Exchange Company Detail Section

Go To: Other Exchange Company Detail Section #1

Interexchange Customer Service Center (OECICSC) [text box]
 Other Exchange Company Activity (OECACT) [dropdown]
 Billing Account Number (OEC) (OECBAN) [text box]

High Capacity Channel Billing Account Number (OEC) (OECBAN) [text box]
 Other Exchange Company Variable Term Agreement (OECVTA) [text box]
 Access Service Group (OEC) (OECASG) [text box]

Submit Validate Save Clear Cancel

Figure 9: Duplicating Sections - Example

Duplicating Fields

The button identifies fields that can be duplicated.

See the following figure for an example.

Figure 10: Duplicating Fields - Example

Adding and Removing Multiple Copies of a Form, Section, or Field

Complete the first instance of the form, section, or field, and then do one or more of the following:

- To create a **single** blank copy of the form, section, or field, click .
- To create **multiple** copies, enter a number in the **Copies** box, and then click .
- To **replicate the data** to one or more copies, select the **Replicate** check box. You can change any data that has been replicated.
- To **display** a duplicated form, click it in the **Go To** list.
- To **delete** a duplicated item, select it and click .

Field Descriptions and Notes

To see a description and related information about a field on a form, click the field name.



Note: The field descriptions and notes provide information related to generic Ordering and Billing Forum business rules, not those that are specific to individual trading partners.

See the following figure for an example.

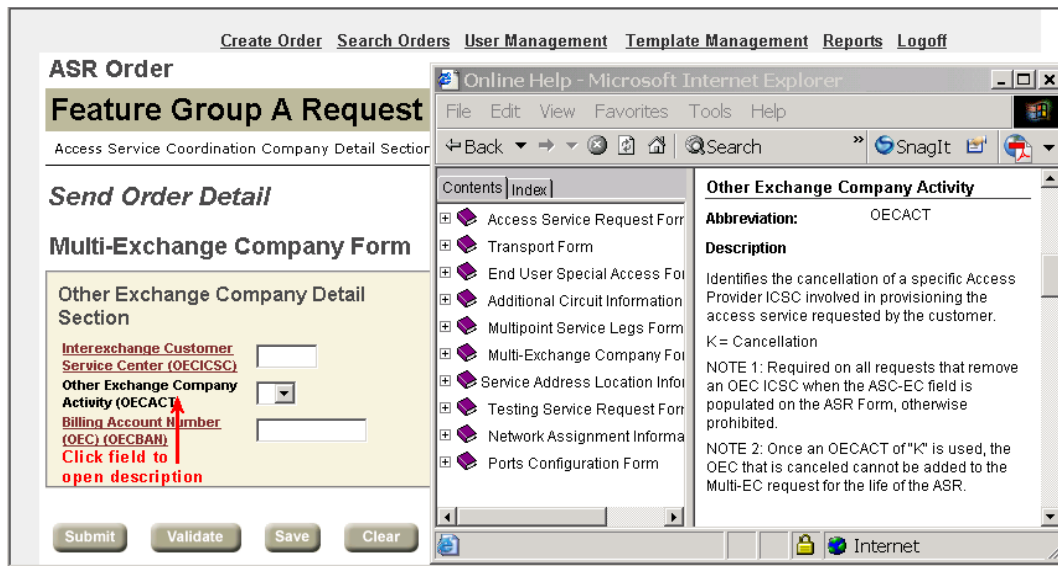


Figure 11: Field Descriptions and Notes

To validate an order: Validation Errors

Before processing a request(s), LSR performs the following validations to identify errors that must be corrected before the request(s) can be successfully submitted:

- Required field and formatting validation: LSR verifies that all required fields are completed and formatted correctly.
- Business rule validation: LSR verifies that all the forms necessary for the order are completed and that they contain the correct type of information.

Prior to submitting some request(s) types, you can manually run the validation. If this option is available for a request(s), you will see a Validation button on the forms.

➤ Validating Orders and Correcting Errors

1. Do one of the following:
 - To validate an order, click **Validate** on the order page. This option is available on only some order types.
 - To validate the order and then submit it, click the **Submit** button.



If LSR detects an error, the **Validation Error** page opens to display the name of form, section, and field where the problem exists. Fields are identified by their full name and abbreviation.

Business rule errors: When LSR detects a business rule error in an order, the **Validation Error** page shows the Rule ID and the text of the rule.

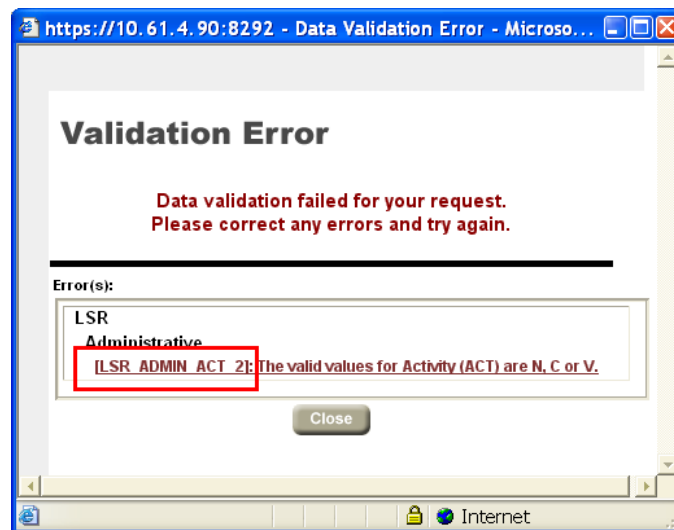


Figure 12: Validation Error page

2. On the **Validation Error** page, do one of the following:
 - To correct an error, click the error description. You will be directed to the field with the invalid value, which will be highlighted.

Enter correct information in the field.

Figure 13: Error Field Identified

- To skip business rule validation, click the **Bypass Validation** link or button. There are restrictions on bypassing business rule validation.
3. Continue clicking error descriptions and entering correcting information.
 4. Close the **Validation Error** page and re-validate or re-submit the order.
- A message notifies you when no validation errors exist.

Restrictions on Bypassing Business Rule Validation

Business rule validation is designed to help you identify and correct errors prior to submitting an order, thereby decreasing the number of rejections by the trading partner. It is recommended that you bypass validation only if the business rule is known to be incorrect and a Siebel ticket to correct it has been submitted.

Although it is possible to bypass validation and submit an order that contains business rule errors, this practice may result in an increased rejection rate and an unnecessarily high number of transactions.

You can bypass business rule validation only if:

- You are submitting a preorder or order, not simply validating it prior to submission.
- The pre(order) has already passed field and formatting validation.
- The order has a unique identifier, such as a PON or TXNUM, which has not been used for the same Service Provider in the past two years.

Generating Reports

LSR provides access to a web-based reporting tool.

- To generate reports, click **Reports** on the Main navigation bar. The reporting tool opens in a separate browser window.

For details about generating reports, consult the LSR Standard Reports User Guide, which is available on the *Neustar extranet* (<https://neustar.biz/convergentCH>).

Searches in LSR Receive

You can search for orders and messages that are stored in the LSR Receive database. Each search has its own unique criteria, but there are similarities among the use of *date ranges* (on page 22) and wildcard characters.

Date Ranges

In LSR, a date range is one of the criteria for searching for orders. Date ranges can be fixed or relative.

Fixed date ranges (see "Setting a Fixed Date Range" on page 23) consist of a set From (start) and To (end) date.

Relative date ranges (see "Setting a Relative Date Range" on page 23) are like fixed ranges in that they comprise From and To dates. Unlike fixed ranges that have unchanging dates, however, the From and To dates of a relative range are computed by LSR according to a relative time period and a base date.

Relative time period	A relative time period is stated in terms of units of time (months, days, hours, and minutes), number of units (one, five, ten, and so on), and direction (past or future).
Base date	<p>A base date serves as a starting point for the computed date. The base date can be the current date or another date.</p> <p>For example, suppose today is 09-01-2005, and you use the current date as the base date and a relative time period of two months in the past. The date computed by LSR would be 07-01-2005. With a base date of 08-01-2005, the computed date would be 06-01-2005.</p>

Setting a Fixed Date Range

➤ To enter a fixed date range:

1. Click the **Fixed Date** option button beside a range of dates on any *Search* page.
2. Enter dates in the **From** and **To** fields.
Click the calendar beside each field and select the dates. Or type the dates, using the format of MM-DD-YYYY, as in 08-22-2005.

Setting a Relative Date Range

➤ To enter a relative date range:

1. Click the **Relative Date** option button beside a range of dates on any *Search* page.
2. Type a base date in the **From** field. Leave the field blank if you want the computed date to be relative to the current date.
3. Click the calendar beside the **From** field, and on the *Relative Date* window, select the relative time period:
 - Enter the number of months, days, hours, and minutes.
 - Click **Past** or **Future**. Past is the default setting.
 - Click **Update**. The *Relative Date* window closes.

See the following figure for an example.

Figure 14: Relative Date window

LSR computes the From date according to the base date and the relative time period and enters the date in the **From** field.

4. Repeat the steps for the **To** range.

See the following figure for an example.

Figure 15: Search page - Relative Dates

Wildcard Characters in Searches

When you are selecting criteria for a search in the LSR Receive database, you may select a value from a list, enter a date range, or type a value in a field. In fields where you type criteria (instead of selecting it from a list), you can use the %, _ or | characters to expand the scope of the search.

%: Use % to represent **one or more** characters. Examples:

- Enter **%123** to return matches that **end** with 123, such as 234**123** and 78**123**.
- Enter **123%** to return matches that **begin** with 123, such as **123**456 and **123**89.
- Enter **12%45** to return matches that have any number of characters **between** 12 and 45, such as **126645** and **1288845**.

_:

Use _ to represent **one** character. Examples:

- Enter **_789** to return matches that **begin** with a single character and end with 789, such as **2789** and **3789**.
- Enter **789_** to return matches that begin with 789 and **end** with a single character, such as 789**2** and 789**4**.
- Enter **789_97** to return matches that have a single character **between** 789 and 97, such as 789**1**97 and 789**3**97.

Printing Orders

➤ To print an order:

1. Click the **Printable View** link in the upper right corner of an **Order Detail** page. This link is present for only some order types.

A print friendly version of the page opens.

2. On the File menu, click **Print**.

Multiple printable pages can be open at a time.

Locking Orders

When you are creating or modifying some orders, a lock is placed on it so that no other users can simultaneously modify, save, or submit the order. However, other users can view the history of the order and clone it.

The **Results** list of the **Search** page displays a closed padlock beside orders that are locked. An open padlock identifies unlocked orders.

See the following figure for an example.





Results			
	Supplier	Last Status Change Date	Order Status
 	WH SP	05-23-2005-1125AM	New
 	WH SP	05-23-2005-0958AM	Info

Figure 16: Locked and Unlocked Status

Unlocking an Order

An order is unlocked when any of the following events occur:

- The user successfully submits the order.
- The user cancels the order.
- The user logs out of LSR.
- The user locks another order.
- Thirty minutes has passed since the lock was placed on the order.

Chapter 3 Local Service Requests

The LSR application allows Trading Partners to submit requests and receive responses to LSR preorders and orders. Comprehensive validation and error detection streamline the flow of transactions, speeding up the process of order provisioning and end-user billing.

Once validated, the LSR user interface makes it easy to determine which orders have been successfully sent, received, acknowledged, confirmed, and so on.

This chapter reviews the LSR service request options available in LSR and shows you how to create, submit, and work with those orders.

Information about additional tasks you can perform on LSR orders are in these sections:

- Saved Queries
- Actions
- Templates

LSR Preorders

In LSR, LSR preorders give users the ability to perform inquiry functions and view responses that take place prior to the ordering of service.

LSR Preorder Transaction Types

LSR supports the following preorder request types.

LSR Preorder Transaction Type	TXTP	Function Provided
Address Validation (AV)	A	Validates the address provided by the customer. The Service Provider can indicate whether there is a match or whether an alternate address should be used.
Loop Qualification (LQ)	H	Submits an inquiry to determine whether facilities support certain loop technology-dependent products prior to placing a firm order. May allow loops to be reserved for the firm order.
Customer Service Record (CSR) / Customer Service Inquiries (CSI)	E	Queries the Service Provider about how the existing service is provisioned.
Feature/Service (FS) Availability	C, L	Queries the Service Provider about the availability of specific features, services, and PICs for a particular NPA/NNX, TN, ACTL or end user address. C = Feature/Service availability L = Inter/Intra LATA PIC availability

LSR Preorder Transaction Type	TXTYP	Function Provided
Appointment (App) Scheduling	D	Determines whether a dispatch to the end user's location is necessary and establishes the appointment date/time.
Telephone Number (TN) Assignment	B	Requests and reserve a TN(s) and assign the number to an end user.
Collocation Facility Assignment Inquiry (CFAI)	P	Provides Collocation assignment information for service at a new location.
Fiber Availability Inquiry (FAI)	W	Provides information about the facility environment serving the end user. This transaction enables the Trading Partner to check the Fiber to the Premise (FTTP) availability after receiving an exact-match Address Validation.
Cancel Reservation	K	Cancels an entire Pre-Order transaction. Consequently, any due date or telephone number(s) that is reserved under this Pre-Order transaction will be canceled.

Creating an LSR Preorder

This section describes the steps required for submitting an LSR preorder request.

The example here is for an Address Validation Request, but unless otherwise noted, you can use this procedure to submit any other *LSR preorder transaction* (see "LSR Preorder Transaction Types" on page 27).

➤ To create an LSR preorder request:

1. On the Main navigation bar, click **Create Order**.
2. On the **Create Order** page, complete the following steps.

If you make selections and then want to change them, switch to a different page first and then return to the **Create Order** page.

- In the Order Type list, click **LSR Preorder**.
- In the Request Type list, click a transaction type, which in this example is **Address Validation**.
- The Supplier list is auto-populated with the name of the Service Provider.
- Optional: You can base your new order on a template. For the order criteria you selected, the Templates list displays Global templates, the Private templates you created (and still have access to), and Private ones that have been assigned to you.

The contents of the **Templates** list are in alphanumeric order. Template names beginning with a numeral are listed first.

Template names beginning with a letter appear in two groups: those that begin with an UPPER CASE letter, followed by those that begin with a lower case letter. Within each group, templates are listed in alphabetical order.

- To **find a template**, type the first letter of its name or scroll to it.
- Click **Create Order**.

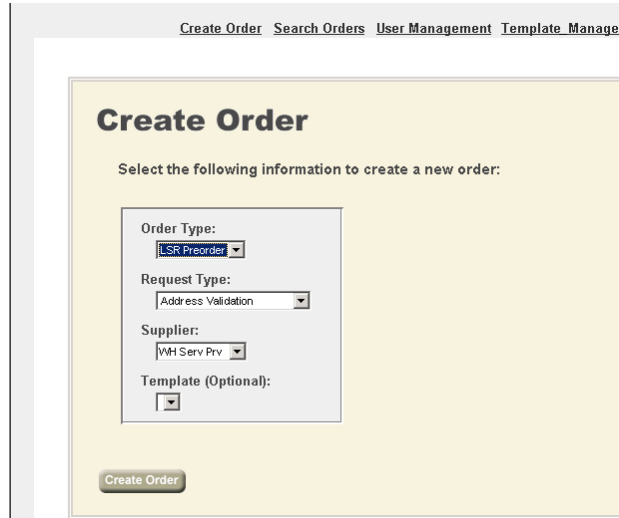



Figure 17: Create Order page - LSR Preorder

 **Note:** For some preorder types, you have the option of selecting a TXTYP on the **New Order Detail** page. Be sure to select the TXTYP that matches the request type you selected on the **Create Order** page.

The **New Order Detail** page opens. Each page provides access to one or more forms. Each form in turn consists of one or more sections. LSR automatically loads the forms which may be required.

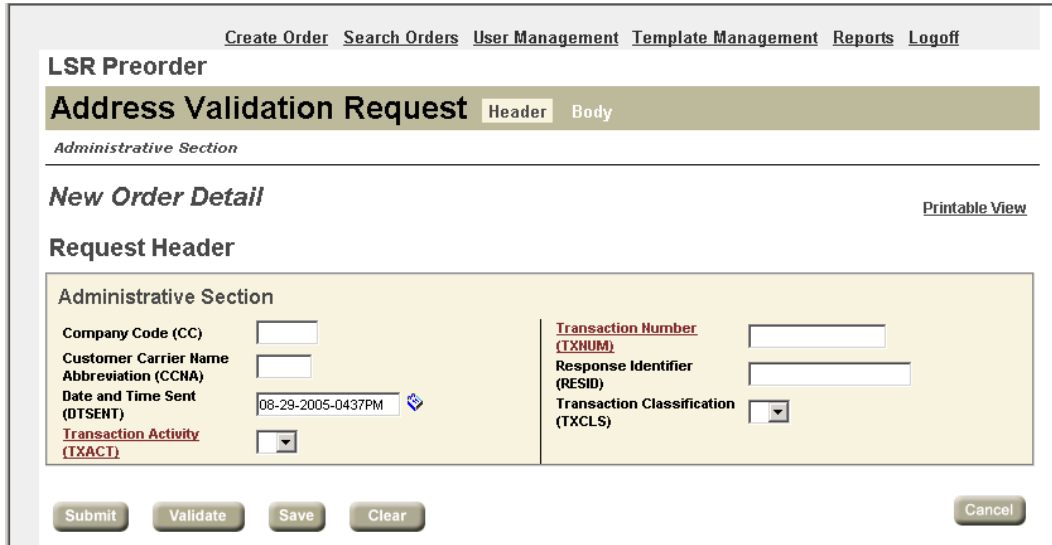


Figure 18: New Order Detail page - LSR Preorder

3. Open the first form on the page and enter the required information. Complete additional forms as necessary.

The **Address Validation Request** page, for example, consists of two forms: **Request Header** and **Request Body**. Each of these forms has one section to be completed. To switch between forms, click **Header** and **Body**.

Required fields are underlined and highlighted. You can click each field name for a description of the field, a list of valid values, and the formatting rules that apply.

Importing data from preorders. In some instances, you can import data from a preorder response. Only some data can be imported. Many fields still have to be manually completed.

4. At the bottom of the page, click a button.
 - To remove all information from the page, click **Clear**.

- To submit the request(s), click **Submit**. Before submitting the request(s), LSR validates and saves it.

By validating the order, LSR ensures that all the required fields are completed and that the information complies with the applicable business rules. If an *error* (see "Validation Errors") is detected, the **Validation Error** page opens.

The **Confirmation** page displays a message when the request(s) has been successfully submitted. On the **Confirmation** page, you can do one of the following:

-- Click the **View** button. This opens the **Order History** page, which displays the current request(s) and any previous activity.

-or-

-- Click the **Search** link. This opens the **Search** page, where you can search for the request(s), select it on the **Results** list, and then view the history of it.

- To validate the order, click **Validate**.
- To save the request(s) so you can return to it at a later time, click **Save**. A message informs you when the request(s) has been successfully saved, and LSR logs the request(s) as an event, or message, on the **Order History** page.
- To remove all information, cancel the order, and return to the previous page, click **Cancel**.

Searching for LSR Preorders

➤ To search for LSR preorders:

1. On the Main navigation bar, click **Search Orders**.
2. On the **Search** page, click the **LSR Preorder** tab.
3. Enter search criteria or click a query on the **Saved Queries** list, and then click **Search**.

See the following figure for an example.

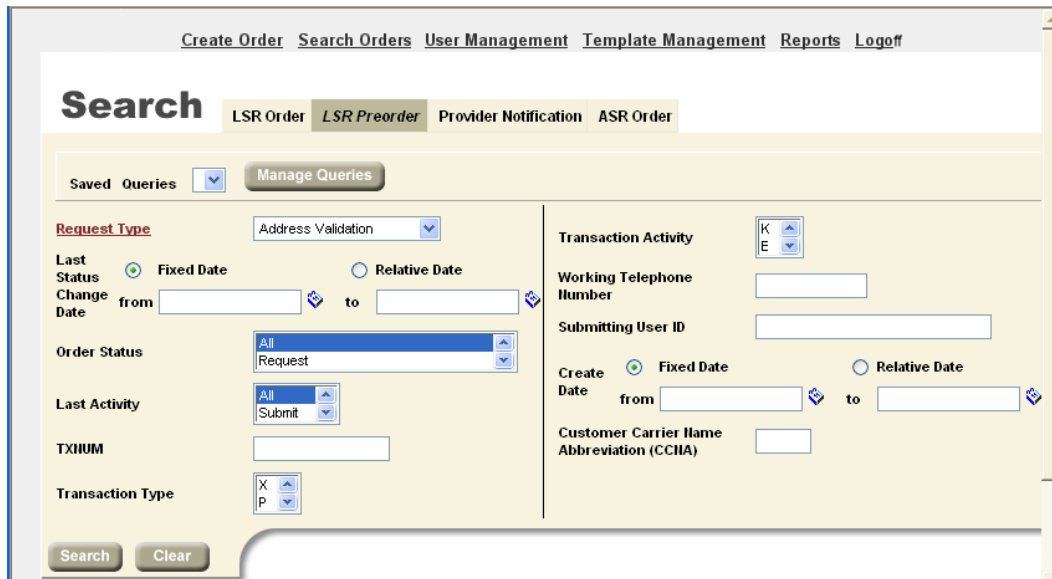


Figure 19: Search page - Criteria - LSR Preorder

To remove all search criteria, click **Clear**.

Following is a list of the criteria you can use for a search.

- Entering multiple search criteria narrows the scope of the results that will be returned.
- If a field is left blank, the results will not be filtered by that attribute.

If you use the same search criteria on a regular basis, consider using a *saved query* (see "Creating a Saved Query" on page 91).

LSR Preorder Search Criteria	
Search Criteria	Description
Request Type You can select one value or multiple values.	Search by preorder request type. <ul style="list-style-type: none"> • Customer Service Record • Loop Qualification • Address Validation • TN Assignment • FS Availability • Appt Scheduling • CFA Inquiry • Fiber Availability • Cancel Reservation
Supplier	Search by the name of the service provider that is providing the underlying network facilities.

LSR Preorder Search Criteria	
Search Criteria	Description
Last Status Change Date	Search for requests that changed to their current status within a range of dates. You can use a <i>fixed range</i> or a <i>relative range</i> (see "Date Ranges" on page 22).
Order Status You can select one value or multiple values.	Search by: <ul style="list-style-type: none"> • All • Response - Applies to LQ, Appt, TN, FS, or SOIP • Request • Address Match Response • Address Alternative Response • Address Error Response • CSR Parsed Response • CSR Unparsed Response • Error Response
Last Activity You can select one value or multiple values.	Search by the last activity performed on the (pre)order. <ul style="list-style-type: none"> • All • Submit • Receive • Save • Resume • Suspend • Abandon • Cancel
TXNUM	Search on a single transaction number.

LSR Preorder Search Criteria	
Search Criteria	Description
<p>Transaction Type</p> <p>You can select one value or multiple values.</p>	<p>Search by transaction type.</p> <p>All</p> <p>A - Address Validation</p> <p>B - Telephone Number Inquiry</p> <p>C - Service and Feature Availability</p> <p>D - Appointment Availability</p> <p>E - Customer Service Information (CSI)</p> <p>F - Loss alert with request for transition information</p> <p>G - Loss alert with no request for transition information</p> <p>L - PIC Company Codes inquiry, Inter/IntraLata Availability</p> <p>M - CSI including Listing (E and T)</p> <p>S - Service configuration inquiry</p> <p>T - Listing(s) for Telephone Number</p> <p>O - Directory Listing Inquiry</p> <p>X - Feature/Service Availability - Pooled TN</p> <p>P - Order Status Pending / Collocation Facility Assignment Inquiry</p>
<p>Transaction Activity</p> <p>You can select one value or multiple values.</p>	<p>Search by transaction activity.</p> <p>All</p> <p>A - New Inquiry</p> <p>K - Cancels Selection or Reservation</p> <p>E - Selection</p> <p>R - Reservation</p> <p>U - Return</p> <p>X - Exchange, Multiple Loop Information</p> <p>D - Results</p> <p>F - Facility Information</p> <p>M - Manual</p> <p>I - IDLC Inquiry (Integrated Digital Loop Carrier)</p> <p>L - Service Order List</p>
Working Telephone Number	Search by the working telephone number at the end user's location.
Submitting User ID	Search by the ID of the user who submitted the original request.
Create Date	<p>Search by date range in which the order was created.</p> <p>You can use a <i>fixed range</i> or a <i>relative range</i> (see "Date Ranges" on page 22).</p>

LSR Preorder Search Criteria	
Search Criteria	Description
CCNA	Search by the Customer Carrier Name Abbreviation, which is a three character code that identifies the common language IAC code for a customer submitting an order.
Type of Service (TOS)	Search by type of service. <ul style="list-style-type: none"> • Business • Residence • Government • Coin • Home Office
Old Network Service Provider Alternate SPID (ONSPALTSPID)	Alternate SPID associated with the Old Network Service Provider (the Old Service Provider has a wholesale relationship with the network service provider, i.e. the Old Service Provider does not own the network facilities).
Old Network Service Provider ID (ONSP)	SPID associated with the Old Network Service Provider

To expand the scope of the search, you can use *wildcard characters* (see "Wildcard Characters in Searches" on [page 24](#)) in text fields.

The **Results** page opens in a separate read-only window.

The matches returned by a search are displayed on a separate read-only **Results** page. This page is independent of the **Search** page for selecting criteria. Here are details about **Results** page:

- Is read-only and remains open until you close it.
- Is refreshed with each time you run a new search.
- Shows the criteria of the search. Search criteria cannot be changed on the **Results** page, however; use the **Search** page instead.
- Sorts the results by clicking a column heading that has a regular font (not italic). Column headings in italic font cannot be sorted. An arrow appears beside the column heading for the current sort order of the list.
- Can consist of multiple pages, with up to 100 matches per page. When there are more than 100 results, they are on consecutive pages, with 100 matches per page. Click a page number to retrieve and display the next set of results.

- A closed padlock beside a (pre)order indicates that it can be viewed and cloned, but not edited until it is unlocked.

Request Type: Address Validation
Order Status: All
Transaction Type: All
Submitting User ID:
CCNA:

Last Status Change Date: From:
Last Activity: All
Transaction Activity: All
Create Date: From:

Last Status Change Date: To:
TXNUM:
Working Telephone Number:
Create Date: To:

Results

Results 1 - 5 of 5




	Request Type	Last Status Change Date	Order Status	TXNUM	Transaction Type	Transaction Activity	Submitting User ID	Customer Carrier Name Abbreviation
View 	Address Validation	06-16-2006-0210PM	Address Match	3511WTN	A	A	mmay	PAT
View 	Address Validation	04-11-2006-0555PM	Request	3142	A	A	mmay	PAT
View 	Address Validation	04-07-2006-1113AM	Request	3111	A	A	mmay	PAT

Figure 20: Results page - LSR Preorders

LSR Orders

This section lists the types of LSR order transaction types that are available in LSR. Also provided are instructions for creating, finding, and working with LSR orders.

LSR Order Request Types

Following is a list of local service requests can be requested or ordered through LSR.

Local Service Request Types		
Service	REQTYP	Function
Loop	AB	Create and submit Loop service requests. Loop service requests allow the Local Service Provider (LSP) to lease from a trading partner the circuit that provides local service to the end user premises or a sub-loop location. The loop is commonly referred to as the “last mile.”
Loop with NP	BB	Request loop service in conjunction with number portability.
Number Port	CB	Request number portability so that an end user can use a local service provider for basic local exchange service while retain an existing telephone number.

Local Service Request Types		
Service	REQTYP	Function
Short Form	CB	Request <i>1-day number portability</i> (see “One-Day Porting” on page 37). The short form is a modified Number Port form customized for 1-day porting, and contains 14 fields required by the FCC ruling, and LEC-specific fields.
Resale	EB	Request services purchased from a Network Service Provider (NSP) and provided to the end user by the LSP.
Port	FB	Request an Unbundled Network Element, which represents the capability derived from the central office switch required to permit end users to transmit and receive information over the NSP’s public switched network.
Directory Listings / Assistance	JB	Request, change, or remove the directory listing information associated with an end user. Provide accurate contact information that will direct the end user’s LSP to process requests for changes, additions, or deletions to white pages and directory assistance.
Platform (UNE-P)	MB & DB	Request loop service in conjunction with port service.
<i>Directory Listing Inquiry</i> (see "Order Flow for JA - DL Inquiry Orders" on page 40)	JA	Submitted to the Service Provider prior to a JB-DL/Assistance. This order type is used for verifying directory listing information before a JB-DL/Assistance order is submitted. Once a JA-DL Inquiry is correct, it can be <i>converted</i> (see "Converting a JA-DL Inquiry to a JB-DL/Assistance" on page 71) to a JB-DL/Assistance order.

One-Day Porting

The FCC mandate for 1-day porting took effect on August 1, 2010. There are 14 fields required by the ruling which is supported by the CB-Short Form. Also included are LEC specific fields.

A Simple Port is defined as:

- A request type of CB-Number Port or CB-Short Form
- A single line account
- No unbundled network elements
- No complex switch translation services associated with the account (Centrex, ISDN, AIN services, RCF, or multiple services on the loop)
- The line is not owned by a reseller
- DDD is 1 – 2 business days
- No directory listing is involved.

CB-Short Form fields

Field	Required / Optional / Conditional	Notes
CCNA	Required	
PON	Required	
VER	Required	Depending on the trading partner, may be auto-populated.
AN	Required	
DTSENT	Required	Auto-populated with system date and time
DDD	Required	Should be 1 or 2 days out
REQTYP	Required	Auto-populated with CB
ACT	Required	Auto-populated with V
SUP	Conditional	Prohibited on initial order; otherwise optional Valid values: 1, 2, or 3
CC	Required	Four alpha-numeric
PID	Optional	
NNSP	Required	
AGAUTH	Required	

Field	Required / Optional / Conditional	Notes
NPDI	Required	
TELNO	Required	
EMAIL	Optional	Check with trading partner to determine its support of email notifications If available, enter an email address
ZIP	Required	
ELT	Optional	Valid values = A or B
PORTED NBR	Required	
Remarks	Optional	
User Data	Optional	

One-Day Porting Response Guidelines

Carriers must abide by the following guidelines for simple ports:

If...	Then...
<p>The port is simple AND the Old Network Service Provider receives the port by the 1pm business day cut off time*.</p> <p>*The business day cut off time = the local time in the predominant time zone of the NPAC region where the number is being ported.</p>	<p>The Old Network Service Provider must send the FOC within 4 hours.</p>
<p>The port is simple AND the Old Network Service Provider receives the port after the 1pm business day cut off time*.</p> <p>*The business day cut off time = the local time in the predominant time zone of the NPAC region where the number is being ported.</p>	<p>Old Network Service Provider must send the FOC by noon the following business day.</p>

If...	Then...
The New Network Service Provider DDD equals 3 days.	The Old Network Service Provider must send the FOC within 24 clock hours.
The new Network Service Provider submits the port as “simple”: and the Old Network Service Provider deems in “non-simple”.	The Old Network Service Provider must send a FOC-Accept or a FOC-Reject with the new DD within 4 hours.
The request is determined to be a non-simple port and the NNSP receives a FOC-Reject or a FOC-Accept with the new DD.	Depending on specific Trading Partner rules: The New Network Service Provider must submit a Sup1-Cancel for the original order and then submit a new one. Or The New Network Service Provider must submit a Sup2-Change DD with a new DD.

Order Flow for JA - DL Inquiry Orders

Here is how JA-Directory Listing (DL) Inquiries fit in with JB-Directory Listing/Assistance orders.

Keep in mind that JB-DL/Assistance orders can be submitted independently of JA-DL Inquiries.

1. The WH Customer creates a JA-DL Inquiry and submits it to the WH SP.
2. The WH SP reviews the JA-DL Inquiry and sends a response to the Trading Partner.
 - If the order has mistakes, the response is a DSR Error Detail (DSRED).
 - If the order is correct, the response is a DSR Completion Notice (DSRCN).
3. The WH Customer does one of the following:
 - If the response is a DSRED, the WH Customer corrects the errors and resubmits the JA-DL Inquiry. The same PON can be used on the resubmitted order, no value is required in the SUPP field, and the VER is auto-incremented by a value of One.
 - If the response is a DSRCN, the WH Customer converts the JA-DL Inquiry to a JB-DL/Assistance.

With DSRCN responses, the WH Customer still can edit the JA-DL Inquiry and resubmit it. In cases such as these, the WH SP simply reviews the revised JA-DL Inquiry and responds with a DSRED or DSRCN.

Resubmitting orders Here are some things to consider when resubmitting a JA-DL Inquiry:

- No value is required in the **SUPP** field.
- The PON can remain the same as the initial request.
- The VER field is always read-only on JA-DL Inquiries, regardless of a domain's auto-increment VER setting. Each time a JA-DL Inquiry is resubmitted, LSR increments the VER by a value of one.

Creating an LSR Order

This section provides a detailed example of how to create an LSR order. The example here is for a Loop request, but you can use the steps in this example as a guide to creating other types of service requests.

Keep in mind that not all forms and steps in this example are required for every type of request.

➤ To create an LSR order:

1. On the Main navigation bar, click **Create Order**.
2. On the *Create Order* page, complete the following steps.

If you make selections and then want to change them, switch to a different page first and then return to the *Create Order* page.

- In the Order Type list, click **LSR Order**.
- In the Request Type list, click a transaction type, which in this example is **AB - Loop**.
- The Supplier list is auto-populated with the name of the Service Provider.
- Optional: You can base your new order on a template. For the order criteria you selected, the Templates list displays Global templates, the Private templates you created (and still have access to), and Private ones that have been assigned to you.

The contents of the **Templates** list are in alphanumeric order. Template names beginning with a numeral are listed first.

Template names beginning with a letter appear in two groups: those that begin with an UPPER CASE letter, followed by those that begin with a lower case letter. Within each group, templates are listed in alphabetical order.

- To **find a template**, type the first letter of its name or scroll to it.

- Click **Create Order**.

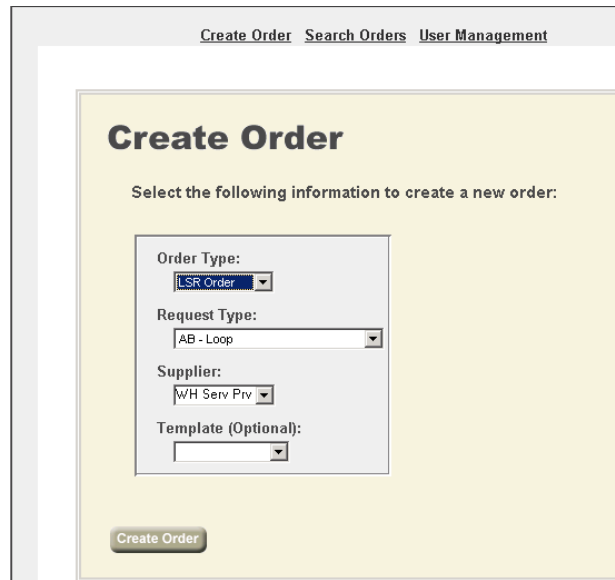


Figure 21: Create Order page - LSR Orders

The **New Order Detail** page opens. Each page provides access to one or more forms. Each form in turn consists of one or more sections. LSR automatically loads the forms which may be required.

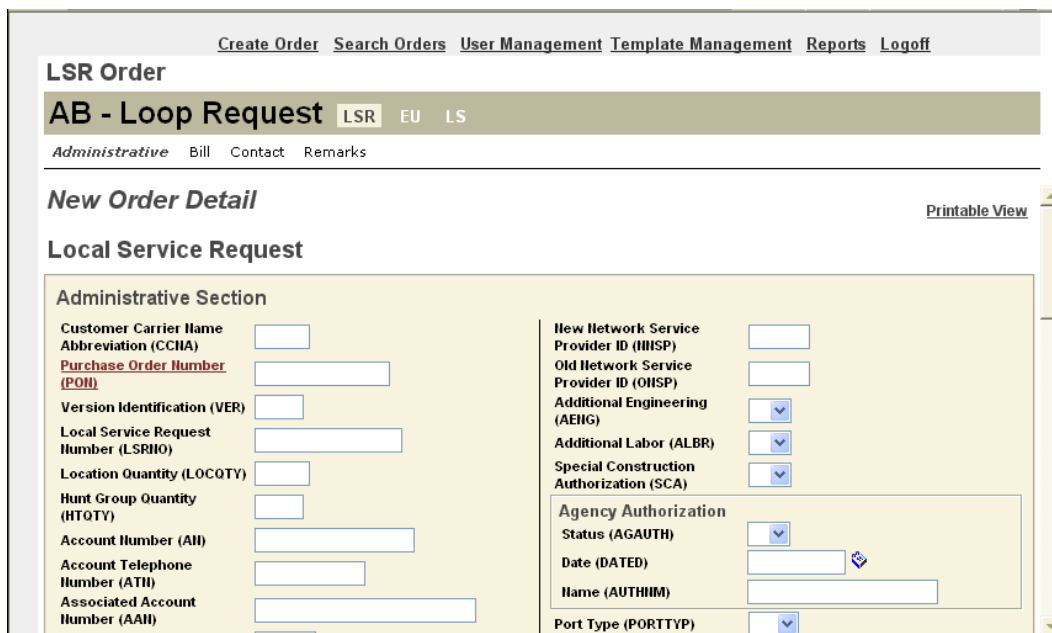


Figure 22: Order Detail Page - LSR Order

3. Open the first form on the page and enter the required information. Complete additional forms as necessary.

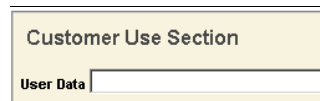
For a Loop request, for example, the **Loop Request** page opens, providing access to the following forms:

- Local Service Request
- End User Information
- Location Access

Importing data from preorders. In some instances, you can import data from a preorder response. Only some data can be imported. Many fields still have to be manually completed. Required fields are underlined and highlighted. You can click each field name for a description of the field, a list of valid values, and the formatting rules that apply.

User Data field. When you are creating or editing an order, you can enter a maximum of 100 alphanumeric and special characters in the **User Data** field of the **Order Detail** page. This field is useful for recording organization-specific notes, codes, and similar information. This field is not constrained by industry rules and is not validated by LSR. The content of the **User Data** field is sent to the Service Provider, but this information is read-only.

The content of the **User Data** field can be changed at any time. The latest content overwrites whatever existed previously and appears in the current record and all previous ones, including the initial order. (You can keep the original content by simply adding text to it; just keep in mind that the maximum number of characters is 100.)



The screenshot shows a web form titled "Customer Use Section". Below the title is a label "User Data" followed by a text input field. The input field is currently empty.

PONs:

- Once you create an order, the **PON** field becomes read-only and cannot be changed, even when the order is edited or supplemented.
- Avoid using the equal sign character (=) in the PON.
- When creating new orders and submitting supplements to existing orders, be sure to use a PON that is **unique** for the Service Provider in your domain. If you use a duplicate PON for the same Service Provider in a period of two years, LSR generates a validation error and blocks transmission of the order.
- If you have to resend an order due to aFOC Fatal Rejectresponse from a Service Provider, a duplicate PON is permitted. No validation error is generated.

VER field:

Depending on the settings that have been configured for your domain, the VER on LSR orders may be auto-incremented by LSR or the VER may be editable.

4. At the bottom of the page, click a button.

- To remove all information from the page, click **Clear**.

- To submit the request(s), click **Submit**. Before submitting the request(s), LSR validates and saves it.

By validating the order, LSR ensures that all the required fields are completed and that the information complies with the applicable business rules. If an *error* (see "Validation Errors") is detected, the **Validation Error** page opens.

The **Confirmation** page displays a message when the request(s) has been successfully submitted. On the **Confirmation** page, you can do one of the following:

-- Click the **View** button. This opens the **Order History** page, which displays the current request(s) and any previous activity.

-or-

-- Click the **Search** link. This opens the **Search** page, where you can search for the request(s), select it on the **Results** list, and then view the history of it.

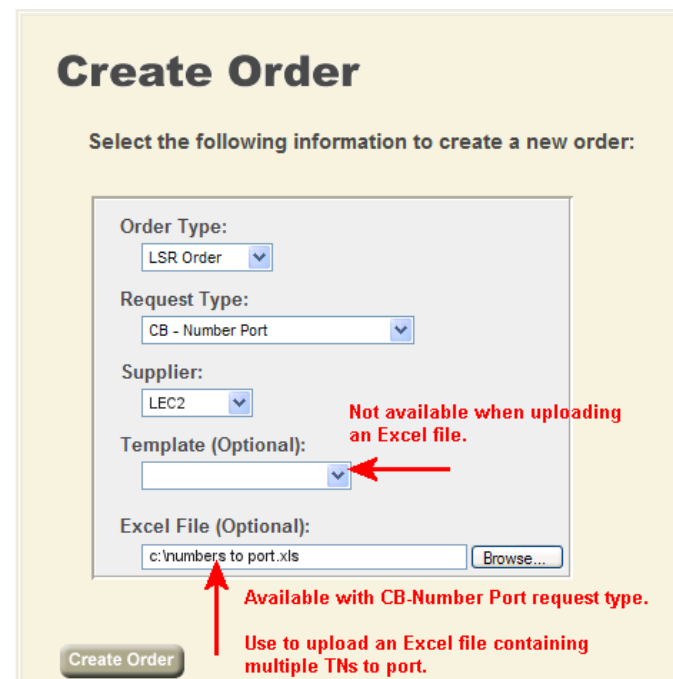
- To validate the order, click **Validate**.
- To save the request(s) so you can return to it at a later time, click **Save**. A message informs you when the request(s) has been successfully saved, and LSR logs the request(s) as an event, or message, on the **Order History** page.
- To remove all information, cancel the order, and return to the previous page, click **Cancel**.



Multi-line CB-Number Port Requests

When you are creating a CB-Number Port request for a multi-line account, you can upload a file of telephone numbers (TNs) and customer data to the order. This capability can be a real timesaver because you don't have to enter each line separately.

Once you upload the data, LSR Receive adds the necessary LSR, EU, and Number Port forms to the request.



Requirements for Upload Files

Order Type	Uploading is available for CB-Number Port request types.
Loading the file	When you select the CB-Number Port request type, the Excel File (Optional) field appears on the Create Order page. Use this field to upload the file to LSR Receive.
File format	Microsoft Excel 97-2003 file format .xls.* Other file formats, such as .txt, .csv, .xlsx (Microsoft Excel 2007) are not supported. * Note: Excel files are also known as Workbooks. The sheets that comprise Excel files are also known as Worksheets.
One PON	Each file must be for a single PON.
No Additional data	The file must contain no comments or notes.
Data on first sheet	Data on the first sheet of the Excel file is uploaded; data on subsequent sheets are ignored.
No templates	The template function is unavailable when you are uploading a data file.
Data validation	Data is not validated at the time of upload but at the time the order is submitted to LSR Receive.

Data Format

A sample file listing required fields and their formats is available on https://www.Neustar.biz/convergentCH/content/docs/LSR_multi-line_data_format.xls. Be sure to use this file as a template for your uploads.

E-mail Notifications

Once you submit a Number Port request, LSR Receive can send you an e-mail to confirm key activity associated with it, such as a FOC Accept.

Content of E-mail Notifications

The subject line of an e-mail notification lists the Purchase Order Number (PON) and Ported Telephone Number (PORTEDNBR)*.

The body of the message lists this information:

- PON
- PORTEDNBR or ATN
- End User Name (if available)
- Due Date (DD)
- Error codes or messages, if applicable

Milestones that Trigger E-mail Notifications

LSR Receive automatically sends an e-mail notification when any of the following events occur on a port request:

- FOC Accept
- Supp Confirmation
- FOC Reject
- SUPP Reject
- Jeopardy

Receiving E-mail Notifications

To receive e-mail notifications about your port in orders:

- The trading partner must enable the e-mail notification service for your domain. If you want the service enabled, contact the service provider.

- and -

- You must enter an e-mail address in the E-mail Address field. On Number Port requests, this field is on the LSR form - Contact section - Initiator Contact.

Importing Data from LSR Preorder Responses

In some instances, you can import data from LSR preorders to orders and other preorders. This frees up time because data doesn't have to be manually entered into every field of a form.

If data can be imported to a preorder or order, an **Import Data** button is at the bottom of the target's forms. There are certain conditions under which data can be imported. For example, designated data types can be the source of the import and specified REQTPs and TXTYPs can be the target.

➤ To import data to an LSR preorder or order:

- On the LSR (pre)order that is to receive data, click the **Import Data** button. This button is visible on only those (pre)orders that can receive data.



- On the **Preorder Data Import** page, enter search criteria and click **Search**.

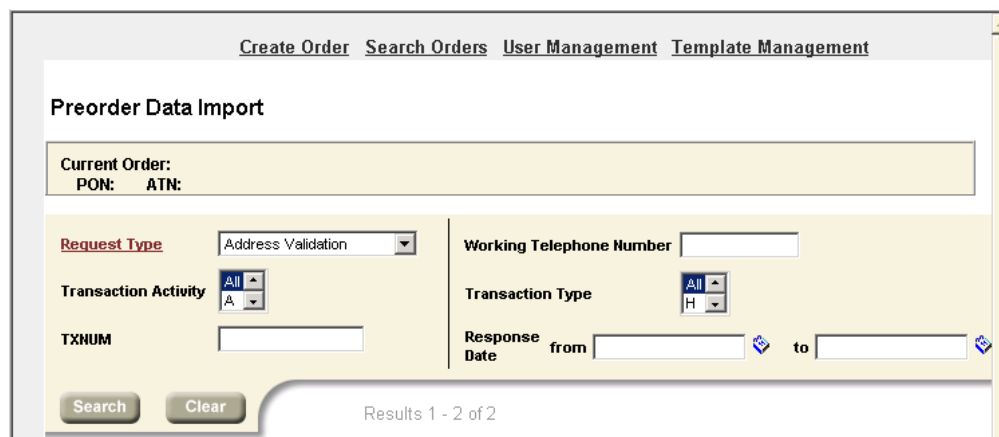


Figure 23: Preorder Data Import page - Criteria

To remove all search criteria, click **Clear**.

Following is a list of the criteria you can use for a search.

- Entering multiple search criteria narrows the scope of the results that will be returned.
- If a field is left blank, the results will not be filtered by that attribute.

LSR Preorder Data Import Search Criteria	
Search Criteria	Description

LSR Preorder Data Import Search Criteria	
Search Criteria	Description
Request Type	Search by preorder transaction type. <ul style="list-style-type: none"> • Address Validation • Customer Service Record • TN Assignment
Transaction Activity You can select one value or multiple values.	Search by transaction activity. All A - New Inquiry E - Selection R - Reservation D - Results
Created By	Search by the ID of the user who submitted the original request.
TXNUM	Search on a single transaction number.
Working Telephone Number	Search by the working telephone number at the end user's location.
Transaction Type You can select one value or multiple values.	Search by transaction type. All A - Address Validation B - Telephone Number Assignment (Imports to Preorders only) E - Customer Service Information (CSI) M - CSI including Listing (E and T) S - Service configuration inquiry 9 - CSI Summary - SWBT Only
Response Date	Search by date range of the preorder response. Use this format for dates: MM-DD-YYYY, as in 09-15-2004.

Option for Text fields. In fields where you type criteria (instead of selecting it from a list), you can use the % and | characters to expand the scope of the search.

% Use the % character, known as the Wildcard, by entering one or more letters or digits followed by %. For example, entering **123%** in a field returns all results that begin with 123; such as 1234, 12345, 123456, and so on.

| The Vertical Bar, also known as a Broken Pipe, acts as a logical OR delimiter when it is placed between two words. For example, to find the orders submitted by Jack Casady or Bob Weir, enter their user IDs in the appropriate field, separated by the | character.

LSR Preorder Response Results

Search Results. The **Results** list at the bottom of the *Preorder Data Import* page displays the preorders that match the criteria you used for the search.














Results						
	Request Type	Created By	Transaction Number	Response Date	Response Type	Action
	Customer Service Record	nfsystem	150	04-27-2006-1043AM	Parsed Response	 
	Customer Service Record	bpeluser	BS030701	03-07-2006-1104AM	Parsed Response	 
	Customer Service Record	bpeluser	BS030301	03-07-2006-1046AM	Parsed Response	 
	Customer Service Record	nfsystem	82	02-27-2006-0424PM	Parsed Response	 

Figure 24: Preorder Data Import page - Results

Once a list of preorders is displayed on the **Results** list, do one or more of the following:

1. Click **View** beside a preorder to see details about it.
2. In the **Action** column for a preorder, click the type of data to be imported.
 - Import Service Address
 - Import WTN & Features
 - Import WTN or Import TN
3. Click **Perform Action**.  In most cases, the data is imported immediately and added to the appropriate fields of the *New Order Detail* page, the *Preorder Data Import* page closes and the *New Order Detail* page reopens.

However there are instances in which a dialog box opens and you have to make another selection to import the data.

Dialog box	Opens
WTN Selection	When <i>multiple</i> WTNs (see "Importing Multiple WTNs" on page 50) are in a response.
Service Address Selection	When <i>alternate</i> addresses (see "Alternate Service Addresses in AV Responses" on page 50) are in an AV preorder response.

Importing Multiple WTNs

When multiple WTNs are included in a response, the **WTN Selection** dialog box opens in a separate browser window.

- Click the check box for each WTN to be imported.
 - To import all of the WTNs, click the **Select All** check box.
- If you click the **Select All** check box and then subsequently clear any individual WTN check boxes, LSR still imports **all** of the WTNs (even though some of the WTN check boxes are cleared).
- Click **Import**.

The **WTN Selection** dialog box and the *Preorder Data Import* page close. The *New Order Detail* page re-opens for the order you are creating.

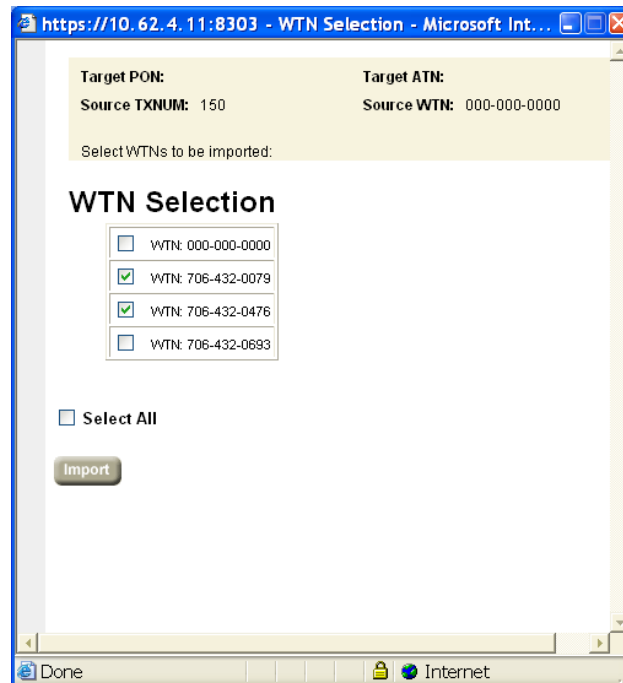


Figure 25: WTN Selection dialog box

Alternate Service Addresses in AV Responses

If multiple Service Addresses are in a AV response, the **Service Address Selection** dialog box opens in a separate browser window.

Click the option button for the Service Address to be imported.

4. Click **Import**.

The **Service Address Selection** dialog box and the **Preorder Data Import** page close. The **New Order Detail** page re-opens for the order you are creating.

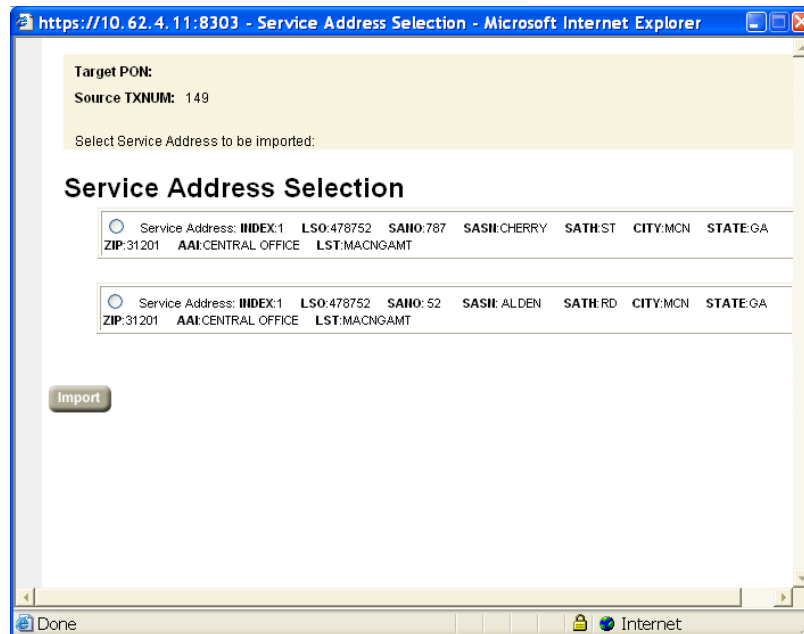


Figure 26: Service Address Selection page

Importing WTN & Features

Here are some issues to consider when importing WTN & Features from a CSR Response to an order:

- All the Features in the CSR response are imported. If any Features are not required, you can remove them from the **New Order Detail** page of the LSR.
- Both the WTN and the Feature/Feature Detail are imported together.

Imports to TXTYPs

As noted in the following table, TN Assignment Inquiry preorders can import the Service Address received in an AV response.

Imports to LSR PREORDERS		
Transaction Type (Target)	Preorder Response Type (Source)	Data that can be Imported
TN Assignment Inquiry TXTYP=B, TXACT=R	AV Response - Exact Match	Service Address

Imports to REQTyps

Data can be imported from the following types of LSR preorder responses:

- *CSR responses* (see "Imports from CSR Responses to REQTyps" on page 52)
- *TN responses* (see "Imports from TN Responses to REQTyps" on page 52)
- *AV responses* (see "Imports from AV Responses to REQTyps" on page 52)

Imports from CSR Responses to REQTyps

Data can be imported from parsed CSR responses, not unparsed ones. In other words, when you search for CSRs on the **Preorder Data Import** page, the **Results** list shows only those with parsed responses.

Import From CSR Responses	
Import To REQTyp (Target)	Data that can be Imported
EB - Resale FB - Port MB & DB - Platform (UNE-P)	WTN WTN & Features Service Address
AB - Loop BB - Loop with NP CB - Number Port	WTN (TOS field is included) Service Address
JA - Directory Listing Inquiry JB - Directory Listing / Assistance	Service Address

Imports from TN Responses to REQTyps

As noted in the following table, Resale and Platform (UNE-P) orders can import the available TNs received in the response to a TN Assignment preorder.

Import From TN Assignment Responses	
Import To REQTyp (Target)	Data that can be Imported
EB - Resale MB & DB - Platform (UNE-P)	AVTN - Available TNs

Imports from AV Responses to REQTyps

The following table lists the REQTyps that can receive a Service Address imported from an AV preorder response.

Import From AV Responses	
Import To REQTYPE (Target)	Data that can be Imported
All REQTYPEs: <ul style="list-style-type: none"> • AB - Loop • BB - Loop with NP • CB - Number Port • EB - Resale • FB - Port • MB & DB - Platform (UNE-P) • JA - Directory Listing Inquiry • JB - Directory Listing / Assistance 	Service Address

Searching for LSR Orders

➤ To search for LSR orders:

1. On the Main navigation bar, click **Search Orders**.
2. On the **Search** page, click the **LSR Order** tab.
3. Enter search criteria or click a query on the **Saved Queries** list, and then click **Search**.

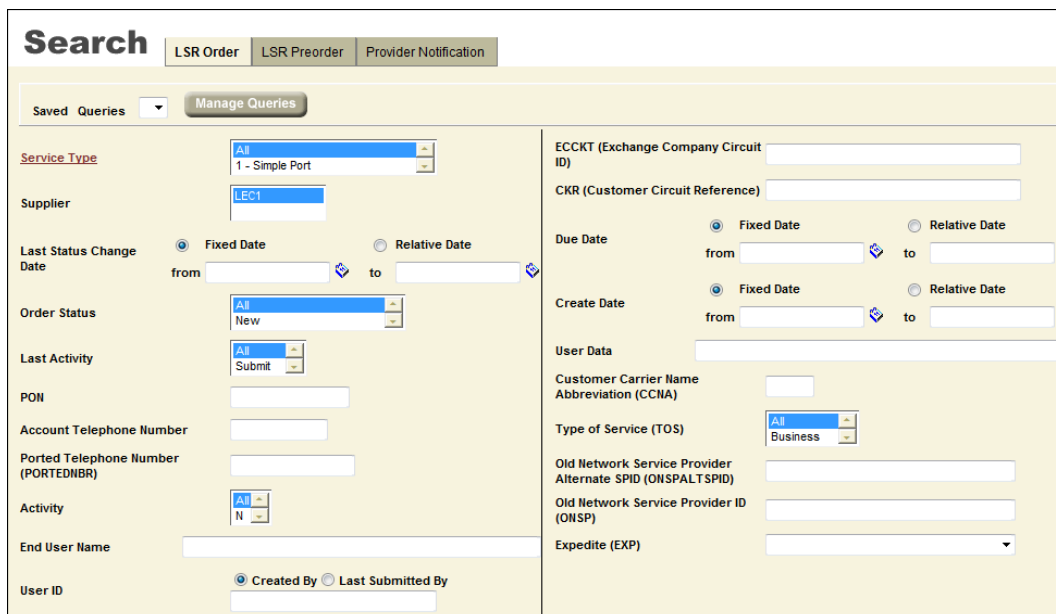


Figure 27: Search page - LSR Order - Criteria

To remove all search criteria, click **Clear**.

Following is a list of the criteria you can use for a search.

- Entering multiple search criteria narrows the scope of the results that will be returned.
- If a field is left blank, the results will not be filtered by that attribute.

If you use the same search criteria on a regular basis, consider using a *saved query* (see "Creating a Saved Query" on page 91).

LSR Order Search Criteria	
Search Criteria	Description
<p>Service Type</p> <p>You can select one value or multiple values.</p>	<p>Search by order transaction type.</p> <ul style="list-style-type: none"> • All • 1 – Simple Port • AB - Loop • BB - Loop with NP • CB - Number Port* • EB - Resale • FB - Port • JA - Directory Listing Inquiry • JB - Directory Listing/Assistance • MB & DB - Platform <p>*Search by CB-Number Port yields results for LSRs created using both CB-Number Port and CB-Short Form. LSRs created using the CB-Short form are shown in the Results page as having "Simple NP" Service Type.</p>
Supplier	Search by the name of the service provider that is providing the underlying network facilities.
Last Status Change Date	<p>Search for requests that changed to their current status within a range of dates.</p> <p>You can use a <i>fixed range</i> or a <i>relative range</i> (see "Date Ranges" on page 22).</p>

LSR Order Search Criteria	
Search Criteria	Description
Order Status You can select one value or multiple values.	Search by the status of the order. <ul style="list-style-type: none"> • All • New • Supplement • FOC Accept • FOC Reject • Supplement Accept • Supplement Reject • Jeopardy • Provider Initiated Activity • SOC • DSR Completion Notice • DSR Error Detail • Billing Completion • Provider Initiated Cancel • Acknowledgment • Negative Acknowledgement
Last Activity You can select one value or multiple values.	Search by the last activity performed on the (pre)order. <ul style="list-style-type: none"> • All • Submit • Receive • Save • Resume • Suspend • Abandon • Cancel
PON	Search for a single purchase order number (PON).
Account Telephone Number	Search for the account telephone number.
Activity	Search by the specific activity involved in a service request.

LSR Order Search Criteria	
Search Criteria	Description
You can select one value or multiple values.	<p>All</p> <p>I - Host Billing</p> <p>N - New Installation and/or Account</p> <p>J - Standalone Directory Listings</p> <p>C - Change an existing account, e.g., rearrangement, partial disconnect or addition</p> <p>P - Conversion of service as specified: Partial Migration - (Initial)</p> <p>D - Disconnection</p> <p>Q - Conversion of service as specified: Partial Migration - (Subsequent)</p> <p>M - Inside move of the physical termination within a building</p> <p>Z - Conversion as specified / NO DL</p> <p>T - Outside move of end user location</p> <p>F - Facility Bypass Disconnect</p> <p>R - Record activity is for ordering administrative changes</p> <p>V - Conversion of service to new LSP</p> <p>W - Conversion as is</p> <p>S - Suspend</p> <p>B - Restore</p> <p>L - Seasonal suspension</p> <p>Y - Deny</p> <p>H - Short term suspension</p>
End User Name	Search by the name of the end user. This is the party on whose behalf the order is being processed.
User ID	<p>Search by the user who created the order or last touched it. The User ID field has two options buttons: Created By and Last Submitted By.</p> <ul style="list-style-type: none"> Click Created By to find orders created by the User ID entered in the field. Click Last Submitted By to find orders that were last touched by the User ID by means of a Submit, Save, Cancel, Abandon, Suspend, or Resume. <p>If you search for orders by the "Created By" User ID, the last User ID to touch the PON is among the data listed for each order on the Results page. However, the actual PONs on the Results page are those that were created by the User ID specified in the search criteria.</p>
ECCKT	Search by Exchange Company Circuit ID, which is the provider circuit identification.
CKR	Search by Customer Circuit Reference, which is the circuit number assigned by the customer.

LSR Order Search Criteria	
Search Criteria	Description
Due Date	Search by range of order due dates. You can use a <i>fixed range</i> or a <i>relative range</i> (see "Date Ranges" on page 22).
Create Date	Search by date range in which the order was created. You can use a <i>fixed range</i> or a <i>relative range</i> (see "Date Ranges" on page 22).
User Data	Search for information entered in the User Data field of the Order Detail page. <ul style="list-style-type: none"> You can use the Wildcard % character to expand the scope of a search. The Vertical Bar/Broken Pipe character is not available for the User Data search criterion. When User Data is used as a criterion for searching for orders, the database sometimes returns an order whose User Data field does not match the value used in the search. This is because you may have inadvertently used a value that previously existed for the order and was later overwritten by the Trading Partner. The search value for the User Data field is case sensitive. For example, if you search by "CODE 15" (UPPERCASE) but the value in the User Data field is "code 15" (lowercase), the order will not be returned from the database.
CCNA	Search by the Customer Carrier Name Abbreviation, which is a three character code that identifies the common language IAC code for a customer submitting an order.
Type of Service (TOS)	Search by the type of service. <ul style="list-style-type: none"> Business Residence Government Coin Home Office
Old Network Service Provider Alternate SPID (ONSPALTSPID)	Alternate SPID associated with the Old Network Service Provider (the Old Service Provider has a wholesale relationship with the network service provider, and the Old Service Provider does not own the network facilities).
Old Network Service Provider (ONSP)	SPID associated with the Old Network Service Provider.

LSR Order Search Criteria	
Search Criteria	Description
Expedite (EXP)	Search by expedite type. Y- Expedite Charges Authorized E- Expedite M – Medical Emergency or Critical Situation N - No

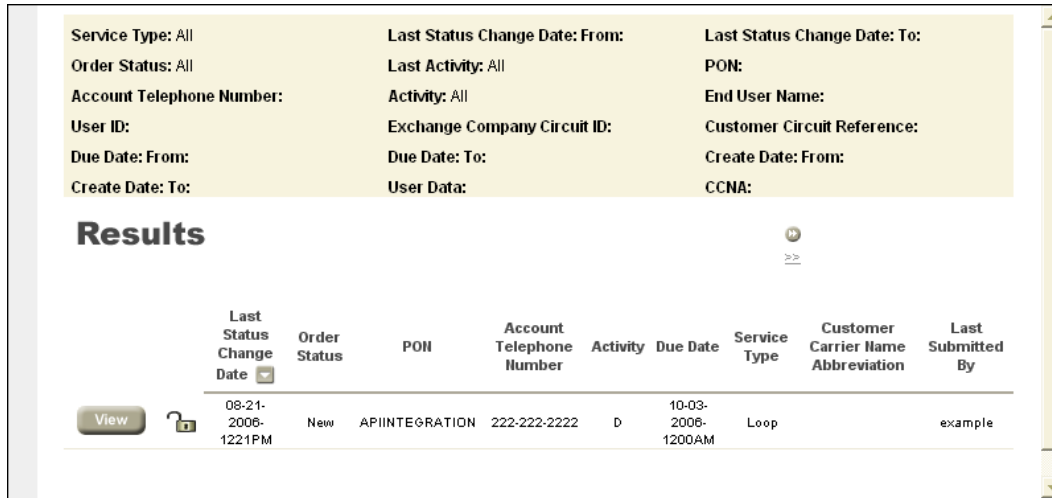
To expand the scope of the search, you can use *wildcard characters* (see "Wildcard Characters in Searches" on [page 24](#).) in text fields.

The **Results** page opens in a separate read-only window.

The matches returned by a search are displayed on a separate read-only **Results** page. This page is independent of the **Search** page for selecting criteria. Here are details about **Results** page:

- Is read-only and remains open until you close it.
- Is refreshed with each time you run a new search.
- Shows the criteria of the search. Search criteria cannot be changed on the **Results** page, however; use the **Search** page instead.
- To sort the results, click a column heading that has a regular font (not italic). Column headings in italic font cannot be sorted. An arrow appears beside the column heading for the current sort order of the list.
- Pages are not numbered, and the total number of results is not listed. To switch between the pages, click the Arrow buttons. When you click the Arrow button on the last page, a “No more orders have been found” message appears.

- A closed padlock beside a (pre)order indicates that it can be viewed and cloned, but not edited until it is unlocked.



Last Status Change Date	Order Status	PON	Account Telephone Number	Activity	Due Date	Service Type	Customer Carrier Name Abbreviation	Last Submitted By
08-21-2006-1221PM	New	APIINTEGRATION	222-222-2222	D	10-03-2006-1200AM	Loop		example

Figure 28: Results page - LSR Orders

Viewing the History of an LSR Preorder or Order

The results of a search show only the current state of each LSR order that matches the search criteria.

Viewing the history of an order allows you to view the actual transactions or message exchanges that have occurred.

To view the history of an order:

- On the **Results** list of the *Search* page, click **View** beside an order.
- OR
- On the *Confirmation* page that opens after you successfully submit an order, click **View**.

The **Order History** page for the selected LSR order opens. Each row on the page lists an event or message that has been exchanged, with the most recent event or message at the top. The columns of the page provide information about each event or message.

If more than 100 events or messages have taken place, they are displayed on consecutive pages. The use of pagination enables you to view all events and messages (even the oldest ones) by switching to different pages. This can be especially helpful when you want to create a supplement, because you are able to review the original request.

See the following figure for an example.

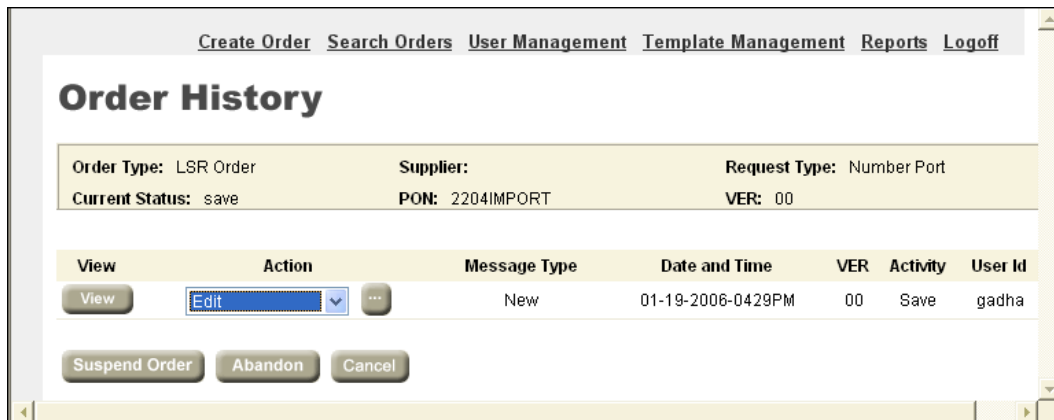


Figure 29: Order History page - LSR Orders

Following is a list of each column on the *Order History* page, along with information about it.

Order History Page for LSR Preorders and Orders	
Column	Information
View	Opens a read-only view of the form associated with the event or message. This form opens in a secondary browser window so that the Order History page remains visible. Viewing messages
Action	Identifies the actions (if any) that can be taken on the (pre)order. "Viewable Only" is displayed if no actions can be taken.
Message Type	Type of request or response message. <i>List of message types</i> (see "Types of LSR Messages" on page 61)
Date and Time	Date and time the event occurred or message was sent or received by LSR.
VER LSR orders only; not preorders	Version number that identifies the version of a supplement, or if required by the Service Provider the version number of the original order.
Activity	Activity associated with the event or message.
User ID	ID of the user who created the event or is associated with the message.

Additional Components of the Order History page	
Component	Description
Locked order information	If the order is locked, the <i>Order History</i> page displays the ID of the other user and the length of the lock period.

Additional Components of the Order History page	
Component	Description
<i>Suspend Order and Resume Order buttons</i> (see "Suspend and Resume Actions" on page 88)	Click to suspend and resume the order.
<i>Abandon and Cancel buttons</i> (see "Abandon and Cancel Actions" on page 87)	Click to abandon or cancel the (pre)order. These buttons are hidden if the last action taken on the (pre)order is Abandon or Cancel.

LSR Request and Response Messages

LSR exchanges request and response messages between Trading Partners and Service Providers.

- Request messages are order-related communications that are sent to Service Providers.
- Response messages are communications received from a Service Provider as a result of a submitted request.

Types of LSR Messages

Following is a list of LSR request and response messages.

LSR Preorder Messages		
Preorder Type	Request Messages	Response Messages
Address Validation	Request	Address Match Address Alternative Address Error
Customer Service Record	Request	CSR Parsed Response CSR Unparsed Response Error Response
Loop Qualification Service Order Inquiry TN Assignment FS Availability Appointment Scheduling Collocation Facility Assignment Fiber Availability Inquiry Cancel Reservation	Request	Error Response (LQ, TN, FS, App only) Response

LSR Order Messages		
Order Type	Request Messages	Response Messages
All	<ul style="list-style-type: none"> • All • New • Supplement 	<ul style="list-style-type: none"> • FOC Accept • FOC Reject • Jeopardy • Supplement Accept • Supplement Reject • SOC • Billing Completion • Provider Initiated Activity • DSR Completion Notice • DSR Error Detail • Acknowledgement • Negative Acknowledgement

The **User Data** field is on all Response forms that are displayed in the wholesale provider's user interface. Depending on how the response is generated, the **User Data** field contains content from the customer's Request form or is blank. In all cases, the User Data field is read-only for the wholesale provider.

- **Responses generated from the wholesale provider's user interface.** If a response is generated from the wholesale provider's user interface, the content of the **User Data** field is copied from the customer's Request form to the Response form at the time the response is created.
- **Responses generated via the API.** If the response is generated via the API, the content of the **User Data** field in the Response form is blank.

Searching for LSR Messages

You can search for all the LSR messages of a given type.

➤ To search for LSR order messages of a given type:

3. On the Main navigation bar, click **Search Messages**.
4. On the *Search Messages* page, click the **LSR Order** tab.

5. Enter search criteria, and then click **Search**.

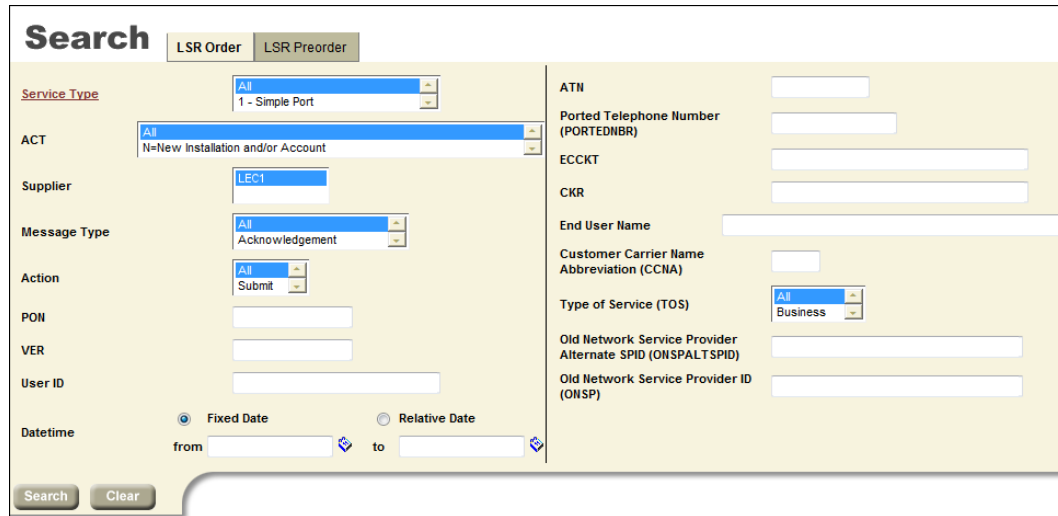


Figure 30: Searching for LSR Messages

To remove all search criteria, click **Clear**.

Following is a list of the criteria you can use for a search.

- Entering multiple search criteria narrows the scope of the results that will be returned.
- If a field is left blank, the results will not be filtered by that attribute.

LSR MESSAGE Search Criteria	
Search Criteria	Description
Service Type	<p>Search by order transaction type.</p> <ul style="list-style-type: none"> • All • 1 – Simple Port • AB - Loop • BB - Loop with NP • CB - Number Port* • EB - Resale • FB - Port • JA - Directory Listing Inquiry • JB - Directory Listing/Assistance • MB & DB - Platform <p>*Search by CB-Number Port yields results for LSRs created using both CB-Number Port and CB-Short Form. LSRs created using the CB-Short form are shown in the Results page as having “Simple NP” Service Type.</p>
ACT	<p>All</p> <p>B - Restore</p>

LSR MESSAGE Search Criteria		
Search Criteria	Description	
Search by a specific activity involved in a service request.	N - New Installation and/or Account C - Change an existing account, e.g., rearrangement, partial disconnect or addition D - Disconnection M - Inside move of the physical termination within a building T - Outside move of end user location R - Record activity is for ordering administrative changes V - Conversion of service to new LSP W - Conversion as is S - Suspend	L - Seasonal suspension Y - Deny H - Short term suspension I – Host Billing J - Standalone Directory Listings P - Conversion of service as specified: Partial Migration - (Initial) Q - Conversion of service as specified: Partial Migration - (Subsequent) Z - Conversion as specified / NO DLn as specified / NO DL F - Facility Bypass Disconnect
Supplier You can select multiple items of this search criterion.	Search by trading partner. The trading partners listed are those that are set up to receive requests through OMS Clearinghouse Basic.	
Message Type	<i>List of message types -- see page 62</i>	
Action You can select multiple items of this search criterion.	Search by the last action performed on the order. All Submit Receive Save Resume Suspend Abandon Cancel	
PON	Search for a single purchase order number (PON).	
VER	Search by version number of the order.	
User ID	Search by the ID of the user associated with the message.	
Date/Time	Search by the time the message was logged at the gateway.	
ATN	Search for the account telephone number.	

LSR MESSAGE Search Criteria	
Search Criteria	Description
ECCKT	Search by Exchange Company Circuit ID, which is the provider circuit identification.
CKR	Search by Customer Circuit Reference, which is the circuit number assigned by the customer.
End User	Search by the name of the end user. This is the party on whose behalf the order is being processed.
CCNA	Search by the Customer Carrier Name Abbreviation, which is a three character code that identifies the common language IAC code for a customer submitting an order.
TOS	Type of Service. All Business Residence Government Coin Home office
ONSP	SPID of the old service provider.
ALTSPIDONSP	Alternative SPID of the old service provider.

To expand the scope of the search, you can use *wildcard characters* (see "Wildcard Characters in Searches" on [page 24](#) in text fields.)

The **Results** page opens in a separate read-only window.

Viewing LSR Messages

Viewing the history of LSR orders offers useful information, but reading through individual request and response messages provides further details.

To view a request or response message:

- On the **Order History** page, click **View** beside a message.
The **View Only Detail** page for the message opens in a separate browser window.
The specific name of the page is based on the message you selected. This page cannot be edited, but you can view information that has been entered on all the forms associated with the message.
To close the **View Only Detail** page, close its browser window.

See the following figure for an example. This example is for an LSR order message.


Figure 31: View Only Detail page - LSR Orders

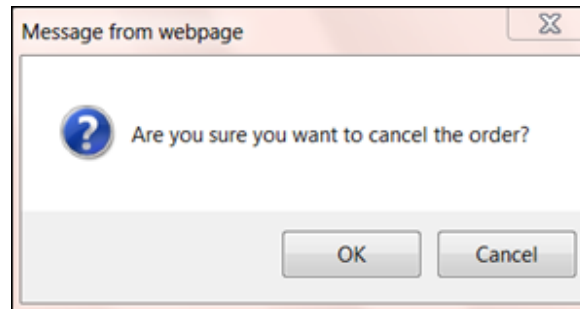
Supplementing an LSR Order

Cancel (Supplement 1)

➤ To cancel an order:

1. On the **Order History** page, click ▾ in the **Action** drop-down list to expand it.
2. Select **Supplement-Cancel** in the drop-down list.

3. Click . This will bring up a dialog box asking you to confirm that you want to cancel the order.



4. Click **OK**. Your cancel request is submitted.

Note: For the cancel request to be successful, the order must pass business rules validations. If the order does not pass business rules validations, the Clearinghouse will display an error message along with the business rule validation errors. Click **Close** to return to the **Search** page.

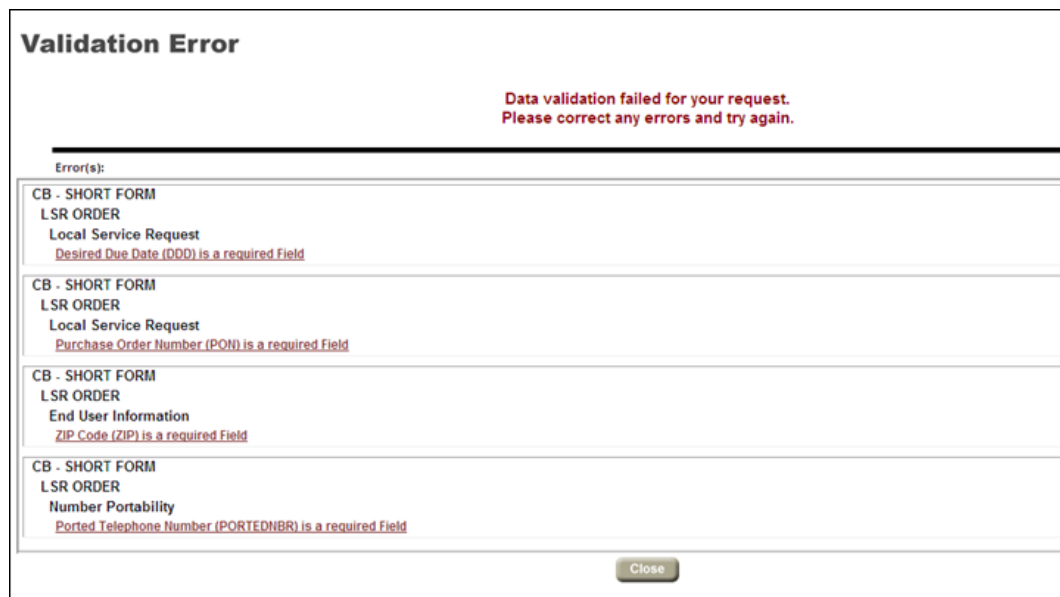



Figure 32: Cancel order business validation errors

Due Date Change (Supplement 2)

➤ To change the due date for an order:

1. On the **Order History** page, click  in the **Action** drop-down list to expand it.

2. Select **Supplement-Due Date Change** in the drop-down list.

Order History

Order Type: LSR Order	Supplier: LEC1	Request Type: Number Port
Current Status: Supplement	PON: TESTHT1	VER: 00

Results 1 - 2 of 2

View	Action	Message Type	Date and Time	VER	Activity	Conforming	User Id
	Supplement - Due Date Change	Supplement	08-17-2012-0301PM	00	Submit		example
	Edit Supplement - Cancel Supplement - Due Date Change Supplement - Other Clone Create Template	New	03-13-2012-0116AM	00	Submit		example

3. Click . This will open the **Supplement - Due Date Change Detail** page. The **Supplement Type** field defaults to 2 and is not available for editing.

LEC1 LSR Order

CB - Number Port Request LSR EU NP RS DL*

Administrative Bill Contact Remarks

Activity (ACT) <input type="text"/> Migration Indicator (MI) <input type="text"/> Supplement Type (SUP) <input type="text" value="2"/> Expedite (EXP) <input type="text"/> Additional Forms (AFO) <input type="text"/> Multiple End User Functions (MEU) <input type="text"/> Response Type Requested (RTR) <input type="text"/> Company Code (CC) <input type="text" value="CD12"/> Personal Identifier (PID) <input type="text"/>	Name (LSPAUTHNAME) <input type="text"/> Authorization Number (LSPAN) <input type="text"/> Carrier Identification Code (CIC) <input type="text"/> Customer Name (CUST) <input type="text"/> Number Portability Direction Indicator (NPDI) <input type="text" value="D"/> Directory Listings Quantity (DLQTY) <input type="text"/> Desired Frame Due Time Out (DFDTO) <input type="text"/> Related Company Code (RCC) <input type="text"/> RPON Version Number (RPVER) <input type="text"/> Account Regrade (AR) <input type="text"/>
---	--

Customer Use Section

User Data

Submit Validate Save Import Data ... Clear Cancel

4. Edit the desired fields and click **Submit**. The Due Date Change request is submitted.

Note: The Import Data functionality is not supported in the current release. If you click on **Import Data**, the Clearinghouse will display a message informing you that this feature is not available.

Other Supplements (Supplements 3-7)

➤ To submit other supplements:

1. On the **Order History** page, click in the **Action** drop-down list to expand it.

2. Select **Supplement-Other** in the drop-down list.

Order History

Order Type: LSR Order	Supplier: LEC1	Request Type: Number Port
Current Status: Supplement	PON: TESTHT1	VER: 00

Results 1 - 2 of 2

View	Action	Message Type	Date and Time	VER	Activity	Conforming	User Id
		Supplement	08-17-2012-0301PM	00	Submit		example
		New	03-13-2012-0116AM	00	Submit		example

Action Menu:

- View
- Edit
- Supplement - Cancel
- Supplement - Due Date Change
- Supplement - Other**
- Clone
- Create Template

Buttons: Suspend Order

3. Click . This will open the **Supplement - Other Detail** page. In the **Supplement Type** drop-down list, users can select among the following values: 3,4,5,6 and 7. The values 1 and 2 are not available on this page.

LEC1 LSR Order

CB - Number Port Request LSR EU NP RS DL*

Administrative Bill Contact Remarks

<p>Project Indicator (PKUJINUK) </p> <p>Local Service Provider Change Prohibited (LSCP) </p> <p>Coordinated Hot Cut (CHC) </p> <p>Requisition Type and Status (REQTYP) </p> <p>Product Arrangement (P) </p> <p>Sub-loop Indicator (SLI) </p> <p>Activity (ACT) </p> <p>Migration Indicator (MI) </p> <p>Supplement Type (SUP) </p> <p>Expedite (EXP) </p> <p>Additional Forms (AFO) </p> <p>Multiple End User Functions (MEU) </p> <p>Response Type Requested (RTR) </p> <p>Company Code (CC) CD12</p> <p>Personal Identifier (PID) </p>	<p>Interface Code (SENCI) </p> <p>Related Purchase Order Number (RPON) </p> <p>Related Order Number (RORD) </p> <p>Local Service Provider Authorization</p> <p>Carrier Code (LSPAUTH) </p> <p>Date (LSPAUTHDATE) </p> <p>Name (LSPAUTHNAME) </p> <p>Authorization Number (LSPAN) </p> <p>Carrier Identification Code (CIC) </p> <p>Customer Name (CUST) </p> <p>Number Portability Direction Indicator (NPDI) </p> <p>Directory Listings Quantity (DLQTY) </p> <p>Desired Frame Due Time Out (DFDTO) </p> <p>Related Company Code (RCC) </p> <p>RPON Version Number (RPVER) </p> <p>Account Regrade (AR) </p>
---	--

Customer Use Section

User Data

Buttons: Submit Validate Save Import Data ... Clear Cancel

4. Edit the desired fields and click **Submit**. The Supplement request is submitted.


Editing an LSR Preorder or Order

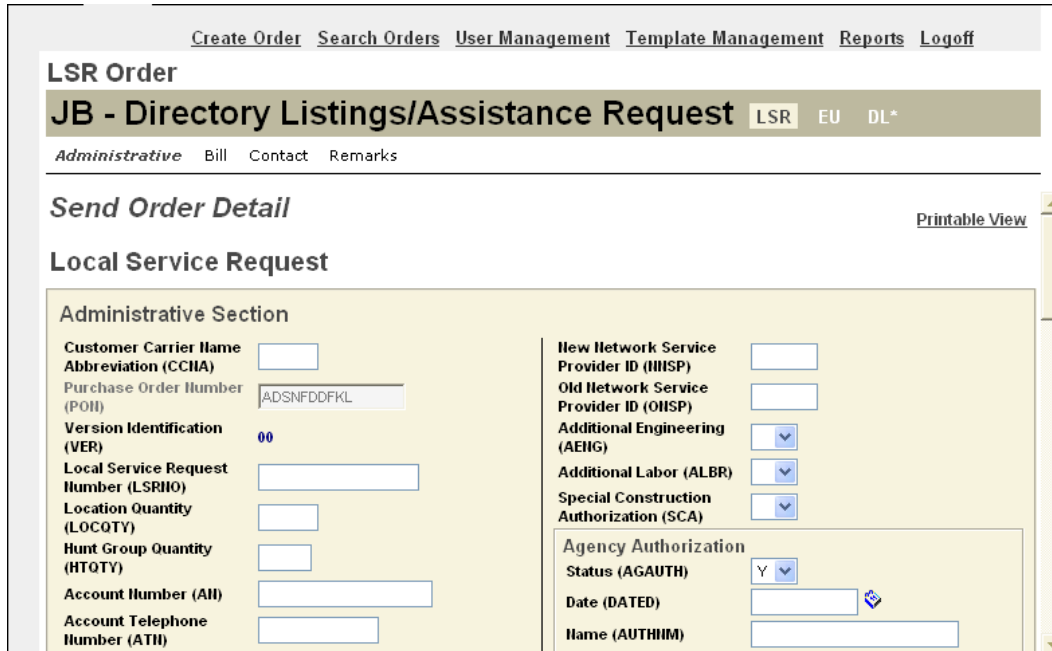
Applies to LSR preorders and orders.

You can also use this procedure to supplement LSR orders.

A previously submitted LSR request(s) message can be edited/modified (or supplemented, if applicable) if the **Order History** page displays **Edit** or **Modify Order** in the **Action** column for the message.

➤ **To edit a request:**

1. In the Action column on the **Order History** page, click **Edit** or **Modify Order** for a request(s).
2. Click **Perform Action**. 
3. On the **Detail** page, add, remove, or change information for the request(s). This page provides access to the forms and sections that are associated with the request(s).
4. Click **Submit**.



The screenshot shows the 'Send Order Detail' page for an LSR Order. The page has a navigation bar at the top with links: Create Order, Search Orders, User Management, Template Management, Reports, and Logoff. Below the navigation bar, the order title is 'JB - Directory Listings/Assistance Request' with tabs for LSR, EU, and DL*. Underneath, there are tabs for Administrative, Bill, Contact, and Remarks. The main section is titled 'Send Order Detail' with a 'Printable View' link. Below this is the 'Local Service Request' section, which contains an 'Administrative Section' form. The form has two columns of fields. The left column includes: Customer Carrier Name, Abbreviation (CCNA), Purchase Order Number (PON) with value ADSNFDDFKL, Version Identification (VER) with value 00, Local Service Request Number (LSRNO), Location Quantity (LOCQTY), Hunt Group Quantity (HTQTY), Account Number (ANI), and Account Telephone Number (ATH). The right column includes: New Network Service Provider ID (NNISP), Old Network Service Provider ID (ONSP), Additional Engineering (AEIG) with a dropdown, Additional Labor (ALBR) with a dropdown, Special Construction Authorization (SCA) with a dropdown, Agency Authorization Status (AGAUTH) with a dropdown set to Y, Date (DATED), and Name (AUTHIM).

Figure 33: Send Order Detail page - LSR Orders



A row of buttons: Submit, Validate, Save, Import Data ..., Clear, and Cancel.

An order that is edited and submitted through the **Send Order Detail** page can supplement the original order, supplement a different order, or create an entirely new order. Certain fields, such as PON, associate the message to a particular order. If these fields are modified, the message is no longer associated with the original order.

PONs. The **Purchase Order Number (PON)** field on existing LSR orders is read-only and cannot be changed. If you want a duplicate of an order, you can clone it. The PON field is blank on the clone but all the other fields have the same values as the original order.

VER field:

Depending on the settings that have been configured for your domain, the VER on LSR orders may be auto-incremented by LSR or the VER may be editable.

- **VER auto-incremented.** For these domains, the **VER** field is **read-only** at all times. If you enter a value in the **SUP** field, LSR increase the value of the VER field by an increment of One. The new value is placed in the **VER** field at the time the SUPP is submitted.
- **VER editable.** For these domains, you can enter any value in the VER field at any time.


Converting a JA-DL Inquiry to a JB-DL/Assistance

When you have received a DSRCN response to a JA-DL Inquiry and are satisfied that no changes are necessary, you can convert it to a JB-DL/Assistance order.

To convert a JA-DL Inquiry to JB-DL/Assistance order, complete the following steps:


1. Search for the order, and on the **Results** page, click **View** beside the JA-DL Inquiry to be converted.

The **Order History** page opens, showing each version JA-DL Inquiry and the response that was received for it.

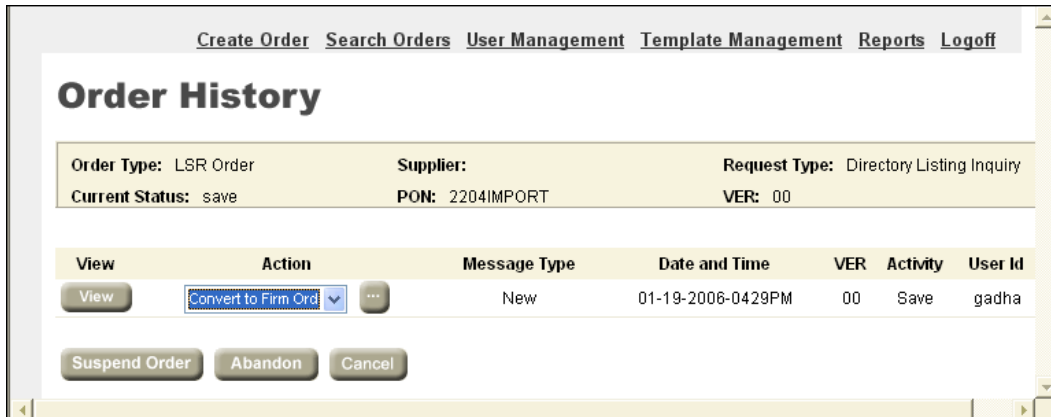
2. In the Action column, click **Convert to Firm Order**, and then click **Perform Action** . If there are multiple versions of the order, be sure to select one for which a DSRCN was received.

The **Order Detail** page for a JB-DL/Assistance order opens. The forms are filled in with values from the JA-DL Inquiry (both order types use the same forms).

3. Add and remove information as needed. Any changes to the JB-DL/Assistance order do not affect the JA-DL Inquiry.

 **Note:** To ensure that a JB-DL/Assistance order will be accepted by the WH SP, be sure to convert only those JA-DL Inquiries for which a DSRCN has been received. LSR allows you to convert JA-DL Inquiries that have errors, but doing so may cause the JB-DL/Assistance order to be rejected.

Once a JA-DL Inquiry has been converted to a JB-DL/Assistance order, it cannot be converted again. Start over with another JA-DL Inquiry.



[Create Order](#) [Search Orders](#) [User Management](#) [Template Management](#) [Reports](#) [Logoff](#)

Order History

Order Type: LSR Order	Supplier:	Request Type: Directory Listing Inquiry
Current Status: save	PON: 2204IMPORT	VER: 00

View	Action	Message Type	Date and Time	VER	Activity	User Id
View	Convert to Firm Ord	New	01-19-2006-0429PM	00	Save	gadha

[Suspend Order](#) [Abandon](#) [Cancel](#)

Figure 34: Order History page - JA-DL Inquiry Convert to JB-DL/Assistance

Chapter 4 Provider Notifications

The provider notification capability allows messages received from your Service Provider to be delivered to LSR as well as to your own system.

! Important: Provider notifications must be set up with the Service Provider at the time LSR is set up for your company. Provider notifications are available if there is a tab for it on the **Search** page.

You can search for and view provider notifications.

Searching for Provider Notifications

➤ To search for provider notifications:

1. On the Main navigation bar, click **Search Orders**. You also can click **Search Messages** on the Main navigation bar.
2. On the **Search** page, click the **Provider Notification** tab.
3. Enter search criteria or click a query on the **Saved Queries** list, and then click **Search**.

See the following figure for an example.

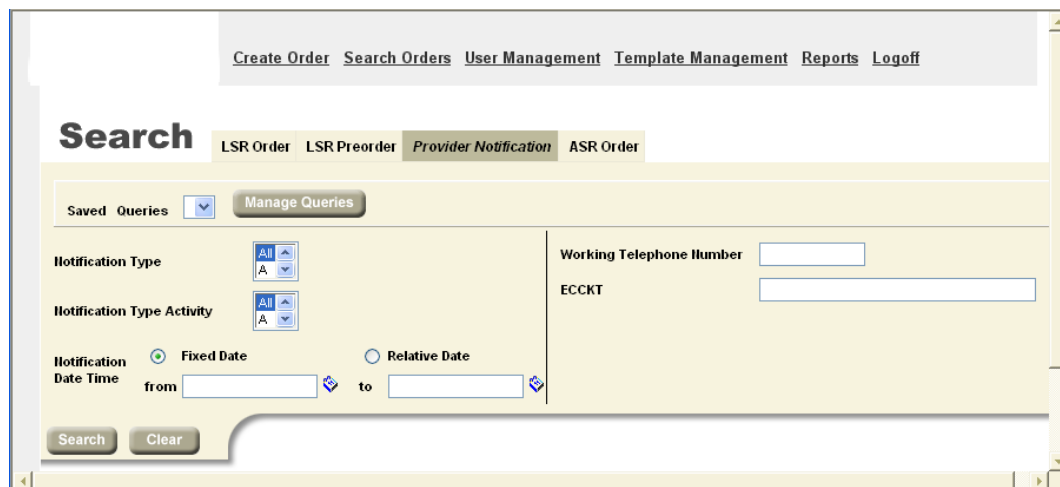


Figure 35: Search page - Provider Notifications - Criteria

To remove all search criteria, click **Clear**.

Following is a list of the criteria you can use for a search.

- Entering multiple search criteria narrows the scope of the results that will be returned.
- If a field is left blank, the results will not be filtered by that attribute.

If you use the same search criteria on a regular basis, consider using a *saved query* (see "Creating a Saved Query" on page 91).

Provider Notification Search Criteria

Search Criteria	Description
Supplier	Search by the name of the service provider that is providing the underlying network facilities.
Notification Type You can select one value or multiple values.	Search by the type of notification received. <ul style="list-style-type: none"> • A - Loss Notification • B - Line Sharing Notification • C - Line Splitting Notification • D - Account Structure Change
Notification Type Activity You can select one value or multiple values.	Search by the type of activity associated with the notification. <ul style="list-style-type: none"> • A - End User Disconnect • B - End User Change Telephone Number • C - End User Move • D - Cancel of a Previous Notification • E - Customer Service Record (CSR) Change
Notification Date/Time	Search by date range of the notification. You can use a <i>fixed range</i> or a <i>relative range</i> (see "Date Ranges" on page 22).
Working Telephone Number	Search by the working telephone number at the end user's location.
ECCKT	Search by Exchange Company Circuit ID, which is the provider circuit identification.

Option for Text fields. In fields where you type criteria (instead of selecting it from a list), you can use the % and | characters to expand the scope of the search.

% Use the % character, known as the Wildcard, by entering one or more letters or digits followed by %. For example, entering **123%** in a field returns all results that begin with 123; such as 1234, 12345, 123456, and so on.

| The Vertical Bar, also known as a Broken Pipe, acts as a logical OR delimiter when it is placed between two words. For example, to find the orders submitted by Jack Casady or Bob Weir, enter their user IDs in the appropriate field, separated by the | character.

The **Results** page opens in a separate read-only window.

The matches returned by a search are displayed on a separate read-only **Results** page. This page is independent of the **Search** page for selecting criteria. Here are details about **Results** page:

- Is read-only and remains open until you close it.
- Is refreshed with each time you run a new search.
- Shows the criteria of the search. Search criteria cannot be changed on the **Results** page, however; use the **Search** page instead.

- To sort the results, click a column heading that has a regular font (not italic). Column headings in italic font cannot be sorted. An arrow appears beside the column heading for the current sort order of the list.
- Can consist of multiple pages, with up to 100 matches per page. When there are more than 100 results, they are on consecutive pages, with 100 matches per page. Click a page number to retrieve and display the next set of results.

Viewing the History of a Provider Notification

The results of a search show only the current state of each provider notification that matches the criteria for the search. Viewing the history of a provider notification allows you to view the actual transactions or message exchanges that have occurred.

To view the history of a provider notification:

- On the **Results** page, click **View** beside a provider notification. The **Order History** page for the selected provider notification opens.

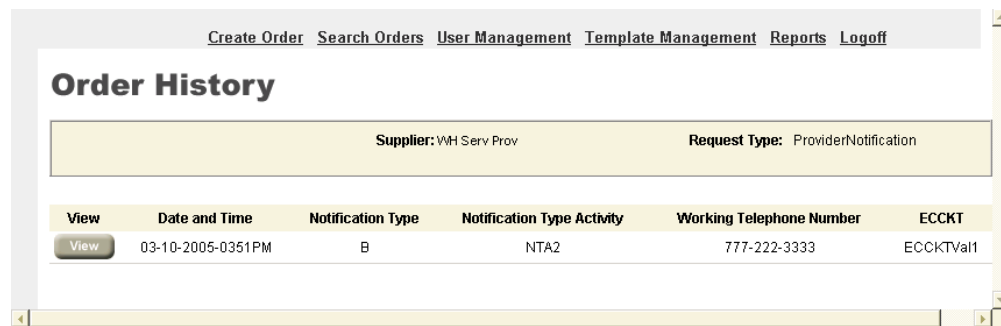


Figure 36: Order History page - Provider Notifications

Following is a list of each column on the **Order History** page, along with information about it.

Order History Page for Provider Notifications	
Column	Information
View	Opens a read-only view of the form associated with the <i>message</i> (see "Viewing Provider Notification Messages" on page 76).
Date and Time	Date and time the event occurred or message was sent or received by LSR.
Notification Type	Type of notification.
Notification Type Activity	Activity associated with the notification.
Working Telephone Number	Working telephone number at the end user's location.
ECCKT	Exchange Company Circuit ID.

Viewing Provider Notification Messages

Viewing the history of a provider notification offers useful information, but reading through individual messages can also be helpful.

To view a message for a provider notification:

- On the **Order History** page, click **View** beside a notification.
A **View Only Detail** page opens in a separate browser window.
This page cannot be edited, but you can view information that has been entered on all the forms associated with the message.
To close the page, simply close its browser window.

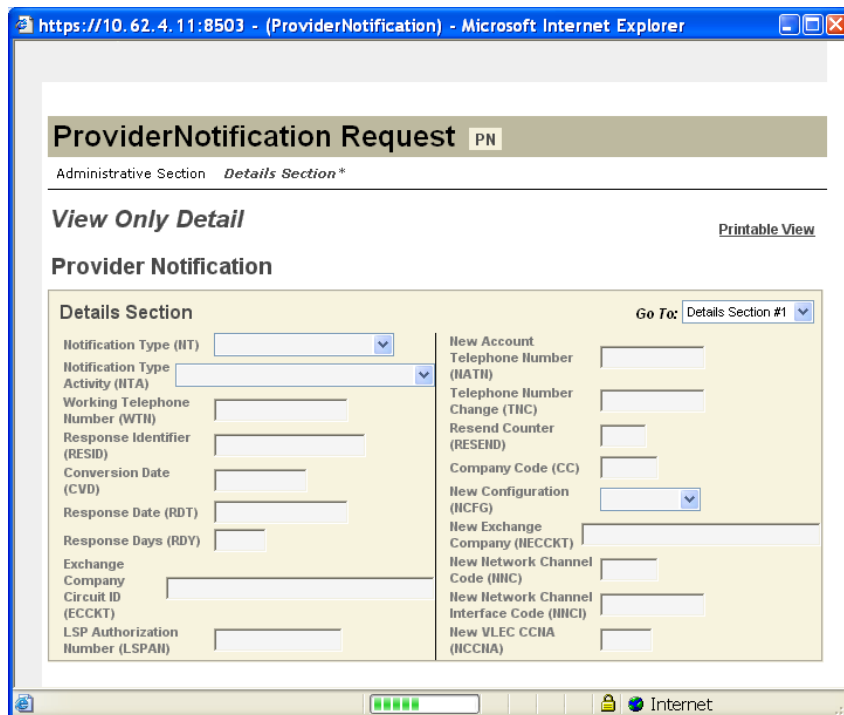


Figure 37: View Only Detail page - Provider Notification

Chapter 5 Templates

For most orders submitted to LSR, at least one form—and sometimes several of them—must be completed. Each of these forms consists of numerous fields that must be filled in with text, codes, or selections from a list. If you are creating many orders that are similar, such as those for the same request type, you may be spending time repeatedly entering the same information for each order.

As an alternative to manually completing each order, you can use a template. You can select a template at the time you are creating an order, after you have selected the order type, request type, and supplier. With a template, the same forms open as when you are creating an order from scratch, but instead of all the fields being blank, commonly used fields are already filled in with values. You only have to enter values that are unique to the specific order.

NOTE: The use of templates is optional.

Private and Global Templates

A template can be Global or Private, but the Type can be *changed* (see "Changing the Template Type Between Global and Private" on page 83).

Global templates	Global templates are available to all users. In other words, all Global templates for a given combination of order type, request type, and supplier are on the Templates list of the Create Order page. You can use any of these templates to create a new order.
------------------	--

Private templates	By default, only the creator of a Private template can use it to create a new order. Private templates, however, can be <i>assigned</i> (see "Assigning Templates to Users - New" on page 84) to multiple users. And if a situation arises in which the creator of a template no longer needs to use it, the Template Manager can revoke the creator's access to it.
-------------------	--

So, for a given combination of order type, request type, and supplier, the Templates list on the **Create Order** page consists of Global templates, Private templates you have created, and Private that are assigned. You can use any of these templates to create a new order.

Template Authorizations

If you are authorized to create an order, you are automatically granted permission to create a template for it. For example, if you are authorized to create an LSR order, you can create a template for LSR orders.

You can view, edit, and delete any template in the domain. This includes Global templates and all Private templates, even if they have not been assigned to you.

For most users, all new templates are Private, and editing is limited to changing the field values on the forms. Users who have the TemplateUserManagement role, however, have the following additional privileges:

- Creating Global templates
- Changing template Type
- Assigning templates to users

The TemplateUserManagement role is granted by the user administrator of your Domain. For general information about roles, consult the User Administration Guide on the *Neustar extranet* (<http://neusupport.neustar.com>).

Creating a template


If you are authorized to create an order, you are automatically granted permission to create a template for it. Templates can be created from scratch and from existing orders.

- Creating a Template from Scratch
- Creating a Template from an Existing Order

Creating a Template from Scratch

➤ To create a template from scratch:

1. On the Main navigation bar, click **Template Management**.
2. On the **Template Management** page, click an order type and request type. The Supplier list is auto-populated with the name of the Service Provider.

 **Note:** Ignore the Template Name, Created By, and Type fields when you are creating a template from scratch.

3. Click **Create**.

See the following figure for an example.

Figure 38: Template Management page

The *Template* page for the order type opens, displaying the forms that are required for the criteria you selected on the *Template Management* page. The same forms required for a standard request are available.

See the following figure for an example.


Figure 39: Template page


4. On the *Template* page do the following:

- Enter values in the fields of the forms.

LSR DTSENT field. Keep the DTSENT field blank. This ensures that the field will be auto-populated at the time the template is used for individual orders.

You can enter as many or as few values as you wish, but keep in mind that you are creating a template that is intended to be used with other orders. The template should contain only those values that will be commonly used.

 **Note:** Avoid entering a value in any field that is unique to a specific order, such as PON or TXNUM. LSR deletes the value from these identifying fields.

- In the Template Name box, type a name for the template.
Template names are case sensitive; for example, “name” and “NAME” are saved as separate templates. Each template name must be unique. If an template already has the name you want to assign, a message prompts you to select a new one.
- Template **Managers:** Click **Global** or **Private** (see "Private and Global Templates" on page 77).
All other users: All your templates are private.
- Click .


Creating a Template from an Existing Order


This feature is available for LSA preorders and orders.

You can create a template based on an existing LSR preorder or order. The procedure for creating a template is the same for each order type.

Creating a template from an existing order is similar to cloning it; both can be used as a basis for other orders. However, while cloning creates an actual order that is submitted, templates are saved entities that can be applied to multiple orders, modified, and deleted.

➤ To create a template from an existing preorder or order:

1. In the Action column on the **Order History** page for the selected order, click **Create Template** for a request.
2. Click **Perform Action**. 
3. On the **Create Template Detail** page do the following.
 - Add, delete, or change the values in the fields of the forms.
LSR DTSENT field. Keep the DTSENT field blank. This ensures that the field will be auto-populated at the time the template is used for individual orders.
You can enter as many or as few values as you wish, but keep in mind that you are creating a template that is intended to be used with other orders. The template should contain only those values that will be commonly used.

 **Note:** Avoid entering a value in any field that is unique to a specific order, such as PON or TXNUM. LSR deletes the value from these identifying fields.

- In the Template Name box, type a name for the template.

Template names are case sensitive; for example, “name” and “NAME” are saved as separate templates. Each template name must be unique. If an template already has the name you want to assign, a message prompts you to select a new one.

- Template **Managers**: Click **Global** or **Private** (see "Private and Global Templates" on page 77).

All other users: All your templates are private.

- Click **Save As**.



Searching for templates

➤ To search for templates:

1. On the Main navigation bar, click **Template Management**.
2. On the **Template Management** page, click an order type. This is the only required criteria. Other criteria are optional.

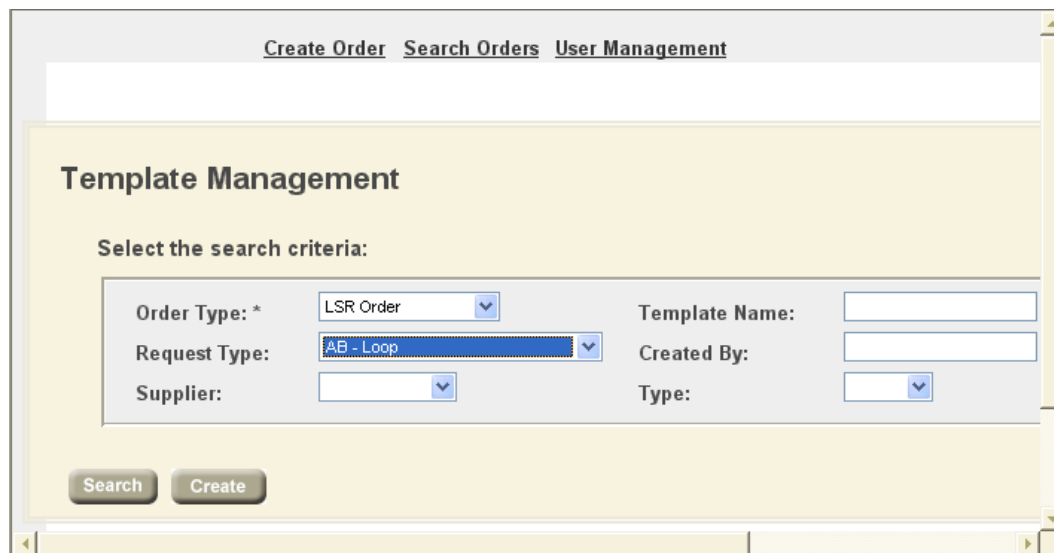


Figure 40: Template Management page

3. Click **Search**.

Search Results. The **Results** list shows up to 100 templates that match the criteria of the search. When more than 100 templates match the search criteria, they are displayed on consecutive pages, with 100 templates per page.

The list box on each row shows the actions you can take with the template.

- To sort the results, click a column heading that has a regular font (not italic). Column headings in italic font cannot be sorted. An arrow appears beside the column heading for the current sort order of the list.

See the following figure for an example.

Results							
	Template Name	Order Type	Request Type	Supplier	Created By	Last Modified By	Last Modified Date
<div> <div>Edit</div> <div></div> </div>	ASR Template	ASROrder	Transport	WH Serv Prov	jgarcia		

Figure 41: Template Management page - Results

Editing a Template

All users can edit all templates.

➤ To edit a template:

1. *Search for a template* (see "Searching for templates" on page 81) for a specific order type and any other criteria.
2. On the Results list that displays the templates matching the search criteria, select the row for a template, click **Edit**, and then click **Perform Action**.
3. On the **<Order Type> Template** page, do one or more of the following.
 - Add, remove, or change information to one or more of the forms.
 - **Template Managers** only: Change the *the template Type* (see "Changing the Template Type Between Global and Private" on page 83).
 - To save the template with the same name, click **Save**.
 - To save the template with a new name, click **Save As**. The original template remains intact.

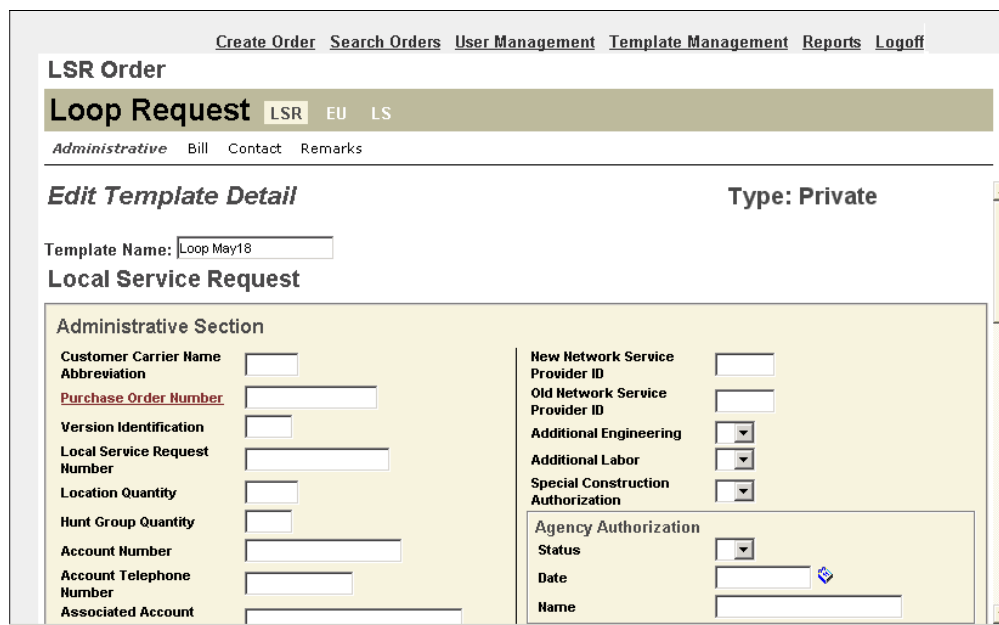



Figure 42: Edit Template Detail page

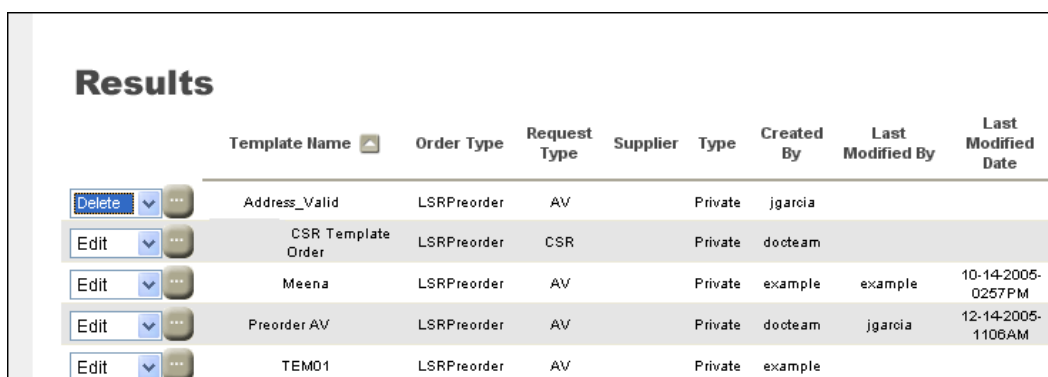
Deleting a Template

All users can delete all templates. If you delete a global template, it will be unavailable to **all** users.

To delete a template, complete the following steps:

➤ To delete a template:

1. *Search for a template* (see "Searching for templates" on page 81) for a specific order type and any other criteria.
2. On the Results list that displays the templates matching the search criteria, select the row for a template, click **Delete** and then click **Perform Action**. 



The screenshot shows a table titled "Results" with columns: Template Name, Order Type, Request Type, Supplier, Type, Created By, Last Modified By, and Last Modified Date. There are five rows of template data. Each row has a "Delete" button and a three-dot menu icon to its left. The first row is highlighted in blue.

	Template Name	Order Type	Request Type	Supplier	Type	Created By	Last Modified By	Last Modified Date
Delete	Address_Valid	LSRPreorder	AV		Private	jgarcia		
Edit	CSR Template Order	LSRPreorder	CSR		Private	docteam		
Edit	Meena	LSRPreorder	AV		Private	example	example	10-14-2005-0257PM
Edit	Preorder AV	LSRPreorder	AV		Private	docteam	jgarcia	12-14-2005-1106AM
Edit	TEM01	LSRPreorder	AV		Private	example		

Figure 43: Template Management page - Results - Delete Template

Tasks for Template Managers Only

The following tasks can be performed by users who have the TemplateUserManagement role:


- Switch the template Type between *Private* and *Global* (see "Changing the Template Type Between Global and Private" on page 83)
- *Assign templates to users* (see "Assigning Templates to Users - New" on page 84) for the purpose of creating orders

Changing the Template Type Between Global and Private

Role required to perform this task: TemplateUserManagement.

Private is the default type of a new template; that is, when a template is created, it is Private. If you have the TemplateUserManagement role, however, you can change a template from Private to Global and back again. This includes your own Private templates and the Private templates of other users.

> To change the template type:

1. Search for a template for a specific order type and any other criteria.
2. On the Results list that displays the templates matching the search criteria, select the row for a template, click **Edit**, and then click **Perform Action**. 
3. On the **<Order Type> Template** page, do one or more of the following.
4. Add, remove, or change information to one or more of the forms.
5. On the **Edit Template Detail** page, click a new type in the **Type** list, and then click **Save**.

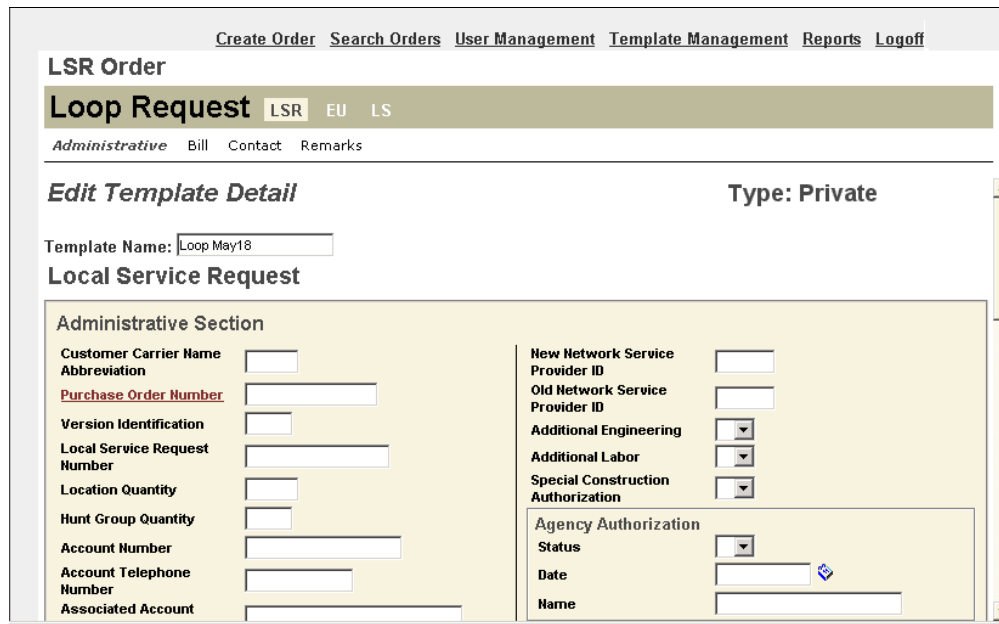


Figure 44: Edit Template Detail page

! Important:

Global to Private. If you are changing a template from Global to Private, be sure to assign the template to one or more users.


Private to Global. Once a template is changed from Private to Global, all users will be able to use the template to create new orders.

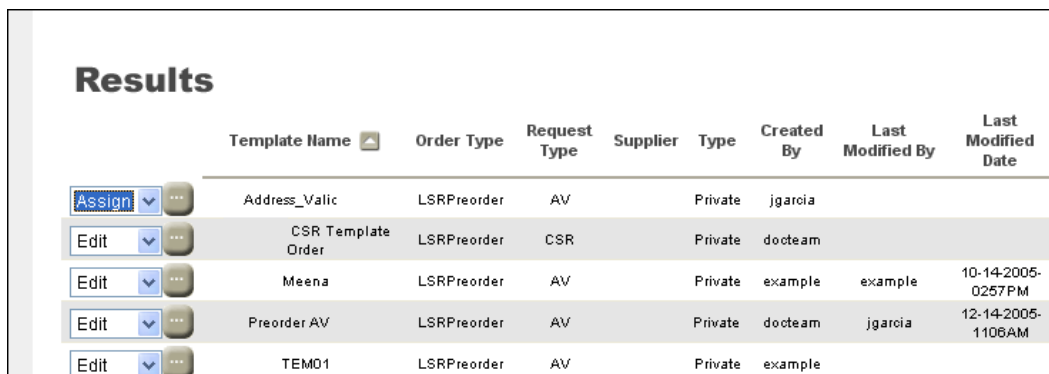
Assigning Templates to Users - New

Role required to perform this task: TemplateUserManagement.

By default, only the creator of a Private template can use it to create a new order. Private templates, however, can be *assigned* (see "Assigning Templates to Users - New" on page 84) to multiple users. And if a situation arises in which the creator of a template no longer needs to use it, the Template Manager can revoke the creator's access to it.

➤ **To assign a template to a user:**

1. *Search for a template* (see "Searching for templates" on page 81) for a specific order type and any other criteria.
2. On the Results list that displays the templates matching the search criteria, select the row for a template, click **Assign**, and then click **Perform Action**. 









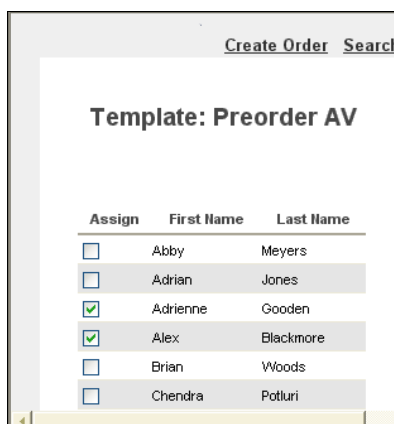
	Template Name 	Order Type	Request Type	Supplier	Type	Created By	Last Modified By	Last Modified Date
Assign 	Address_Valic	LSRPreorder	AV		Private	jgarcia		
Edit 	CSR Template Order	LSRPreorder	CSR		Private	docteam		
Edit 	Meena	LSRPreorder	AV		Private	example	example	10-14-2005-0257PM
Edit 	Preorder AV	LSRPreorder	AV		Private	docteam	jgarcia	12-14-2005-1106AM
Edit 	TEM01	LSRPreorder	AV		Private	example		

Figure 45: Template Management page - Results - AssignTemplate

3. On the *Template Users Assignment* page, select the check box beside one or more names, and then click **Save**.

Once you assign a template to a user, the template can be used as the basis for new orders. That is, the Template will be listed on the Templates list on the *Create Order* page when the order type, request type, and supplier of a new order matches that of the template.



Assign	First Name	Last Name
<input type="checkbox"/>	Abby	Meyers
<input type="checkbox"/>	Adrian	Jones
<input checked="" type="checkbox"/>	Adrienne	Gooden
<input checked="" type="checkbox"/>	Alex	Blackmore
<input type="checkbox"/>	Brian	Woods
<input type="checkbox"/>	Chendra	Pottluri

Figure 46: Template Users Assignment page

Chapter 6 Performing Actions on Orders

In LSR, you can perform actions on orders. Examples of actions include suspending, resuming, and cloning.

Abandon and Cancel Actions

You can use the Cancel and Abandon actions to indicate that the (pre)order will never be completed but has not been formally cancelled. For example, the account may have been disconnected or the wrong REQTYP/ACT chosen for an LSR order.

Abandoned and cancelled (pre)orders are treated the same way in LSR. You may want to use one action or the other as part of your own internal method of partitioning orders.

In the LSR database, these actions are saved as Activities. You can perform these actions on an order if you want to exclude it from a search. To do so, simply select the Last Activity criteria on the Search page and select all actions except these.

An abandoned or cancelled (pre)order still can be submitted and supplemented, and responses can be received.

Important: LSR orders. Cancelling and Abandoning an order is effective in LSR only. Nothing gets submitted to the Service Provider. **To cancel an order with the Service Provider, you still have to submit a Supplement with a value of 1 in the SUP field.**

Abandoning and Cancelling a Preorder or Order

This feature is available for these order for LSR preorders and orders

➤ To abandon or cancel an LSR preorder or order:

1. Search for the preorder or order, as applicable.
2. On the Results list of the *Search* page, click **View** beside a (pre)order.
3. On the *Order History* page, click the **Abandon** or **Cancel** button.

If you don't see these buttons, it is because the last action taken on the order has been Abandon or Cancel. Once another action, such as Save, is performed on the (pre)order, the **Abandon** and **Cancel** buttons will again be visible on the *Order History* page.

Clicking **Abandon** or **Cancel** removes the button from the *Order History* page. The buttons reappear as soon as another action is taken on the (pre)order.

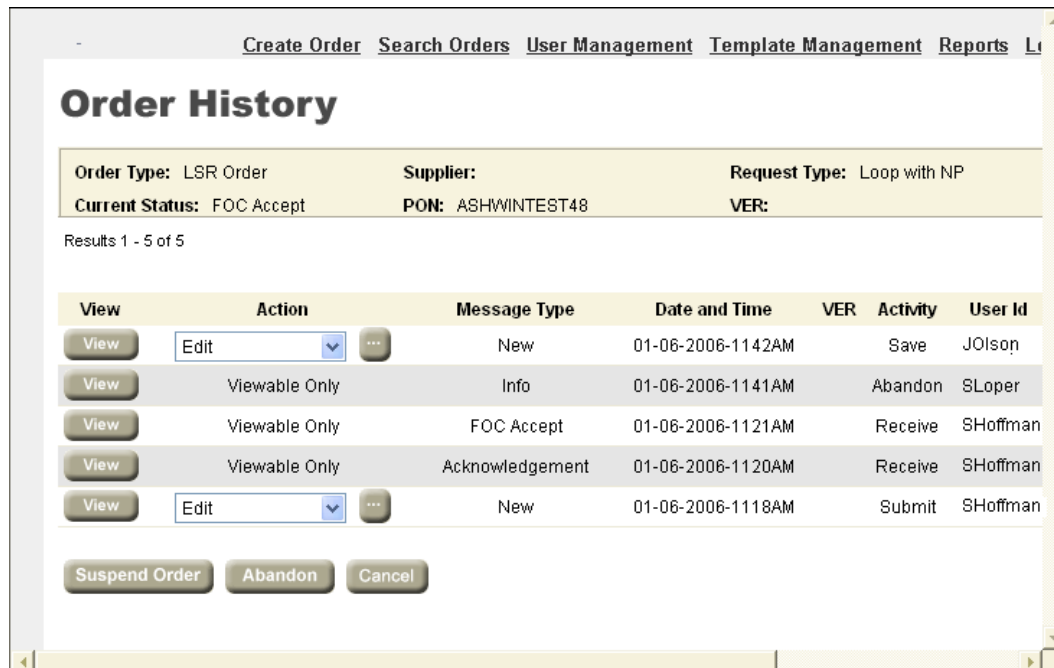


Figure 47: LSR Order History page - Cancel and Abandon

Suspend and Resume Actions

In the LSR database, these actions are saved as Activities. You can perform these actions on an order if you want to exclude it from a search. To do so, simply select the Last Activity criteria on the Search page and select all actions except these.

A suspended (pre)order still can be submitted and supplemented, and responses can be received.

Suspending a Preorder or Order

This feature is available for LSR preorders and orders.

➤ To suspend a preorder or order:

1. Search for the preorder or order, as applicable.
2. On the Results list of the *Search* page, click **View** beside a (pre)order.
3. On the *Order History* page, click the **Suspend Order** button.

! Clicking the **Suspend Order** button switches it to **Resume Order**. You can resume the (pre)order and suspend it again at any time.

Clone Action

This feature is available for these LSR preorders and orders.

Cloning (copying) orders frees up time because you do not have to create each new order from scratch. The new order contains the same information as the original order, **except** for the key identifying data.

If you want to reuse an order more than once, you can create a template

Cloning an Order

➤ To clone an order:

1. In the Action column on the **Order History** page for the selected order, click **Clone** for a message.

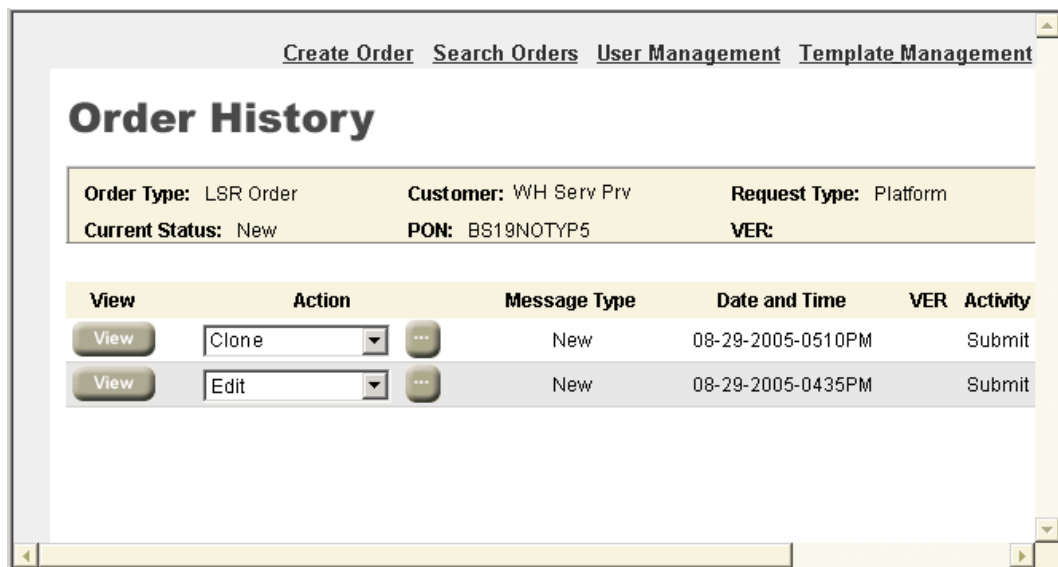

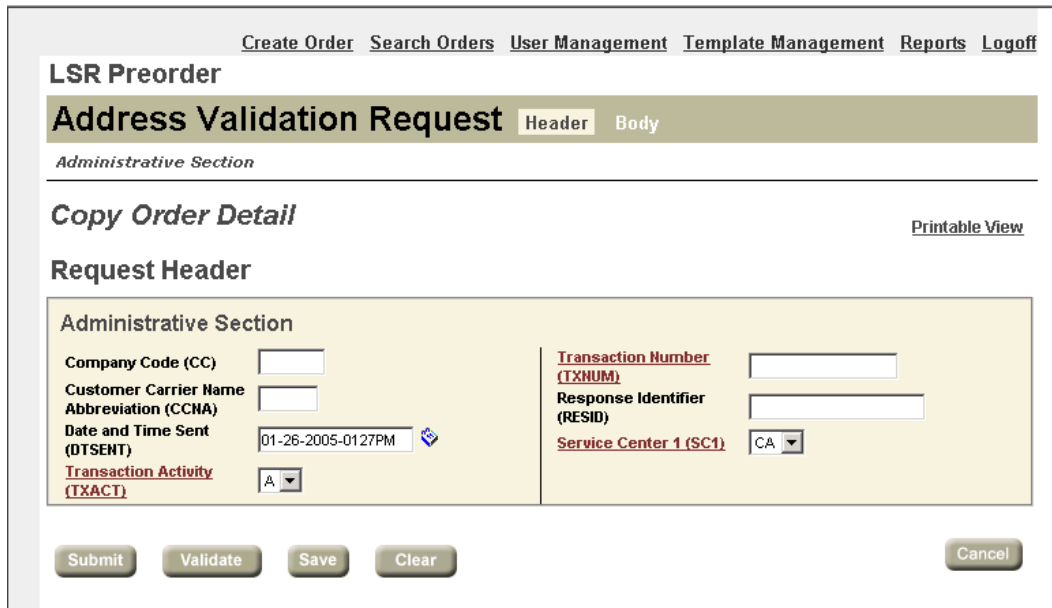


Figure 48: Order History page - Cloning

2. Click **Perform Action.** 
3. On the **Copy Order Detail** page, add or change information that is unique to the new order. Be sure to enter the key identifying data for the order type; for example, a PON for an LSR order.

4. Click **Submit**.



LSR Preorder

[Create Order](#) [Search Orders](#) [User Management](#) [Template Management](#) [Reports](#) [Logoff](#)

Address Validation Request

Header Body

Administrative Section

Copy Order Detail


[Printable View](#)

Request Header

Administrative Section

Company Code (CC)

Customer Carrier Name Abbreviation (CCNA)

Date and Time Sent (DTSENT) 

[Transaction Activity \(TXACT\)](#)

[Transaction Number \(TXNUM\)](#)

[Response Identifier \(RESID\)](#)

[Service Center 1 \(SC1\)](#)

Submit Validate Save Clear Cancel

Figure 49: Copy Order Detail page - Example

This screen capture is an example. The Copy Order Detail page you use will be specific to the order you are cloning.

Chapter 7 Saved Queries

Using saved queries is a means of speeding up the process of searching for orders; instead of entering criteria each time you want to retrieve orders to work on, you can simply open the query and click the Search button.

Users with any role can create, edit, and delete their own saved queries; however, no user can have access to another's saved query.

Creating a Saved Query

➤ To create a saved query:

1. On the Main navigation bar, click **Search Orders**.
2. On the *Search* page, click the tab for an order type.
3. Enter criteria for a search. The criteria you enter here will be the criteria for the saved query.
Avoid using the "%" character as part of the search criteria. If the saved query contains a date range, consider using a *relative range* (see "Date Ranges" on page 22) instead of fixed dates.
4. Click the **Manage Queries** button.

Relative date ranges are especially useful when you are creating a saved query.

For example, suppose on a regular basis you want to monitor orders that will be due in a few weeks. You could create a saved query that always retrieves orders that are due in two to three weeks from the current date.

Here is how the relative date range would be set up for this scenario:

- Base date = current date
- From range = two weeks / future
- To range = three weeks / future

You don't have to set the dates each time you use the saved query. LSR recomputes the From and To date range to be relative to the current date.

Excluding orders from the saved query. To exclude Cancelled orders from the saved query, select **all** the values on the Last Activity list, except this one. The saved query will overlook any orders whose last action is Cancel.

This principle applies to the other values on the Last Activity list, as well as to any other criteria that can be used to create a saved query. Simply select all the values for a criteria except the one(s) to be excluded.

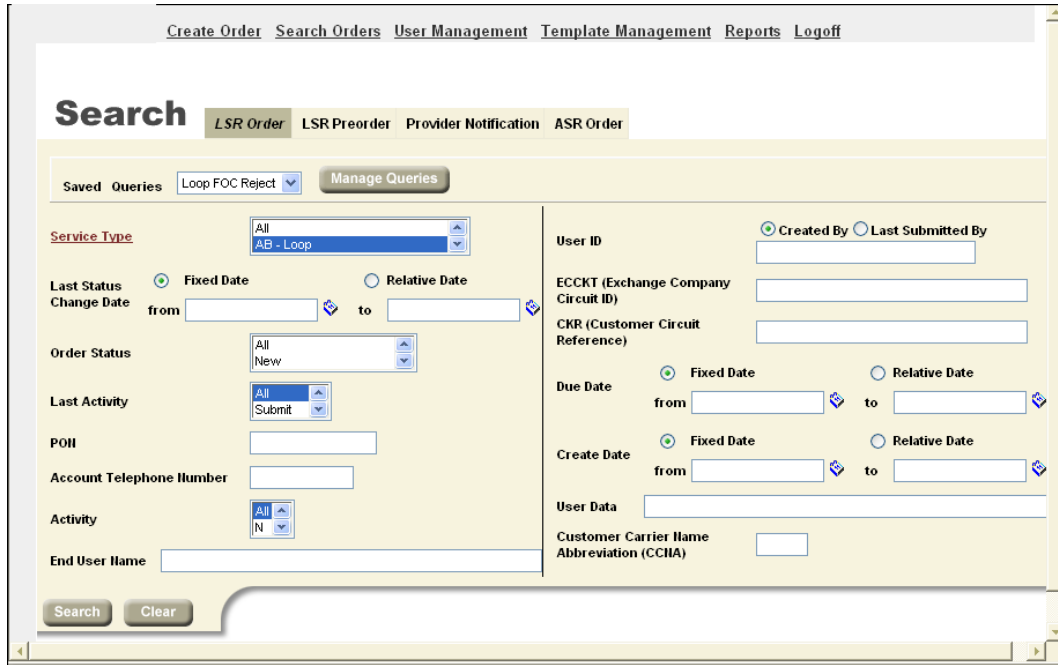


Figure 50: Search page - Saved Queries list and Manage Queries button

This screen capture is an example only. The Search page you use depends on the order type for which the saved query is being created.

5. On the **Manage Query** page, enter a name and description for the saved query, and then click **Save As**.
 - Names: Avoid using the ' " / \ and % characters and limit the name to a maximum of 100 characters. Each name must be unique. Names are case sensitive; for example, “name” and “NAME” are saved as separate entities.

- Descriptions: Use a maximum of 1000 characters.

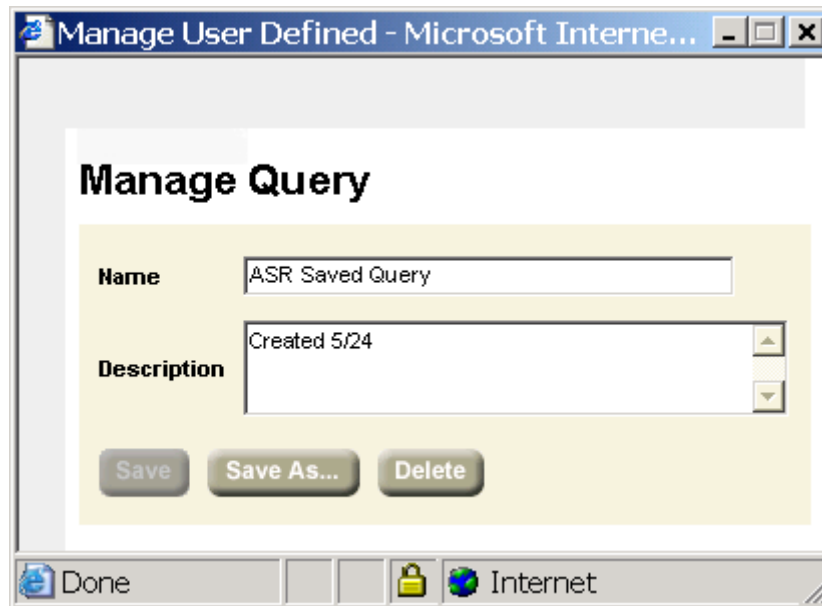



Figure 51: Manage Query page

Once the saved query has been created, it will be visible on the **Saved Queries** list.

Modifying a Saved Query

➤ To modify a saved query:

1. On the Main navigation bar, click **Search Orders**.
2. On the **Search** page, click the tab for an order type.
3. On the **Saved Queries** list, click a saved query.
4. Change the criteria for the saved query, and then click the **Manage Queries** button.
5. On the **Manage Query** page, enter a new description and click **Save**.

 **Note:** To create a new saved query and keep the original one intact, click **Save As**.

Deleting a Saved Query

➤ To delete a query:

1. On the Main navigation bar, click **Search Orders**.
2. On the **Search** page, click the tab for an order type.
3. On the **Saved Queries** list, click a saved query. Then, click the **Manage Queries** button.
4. On the **Manage Query** page, click **Delete**.

Viewing Your Saved Queries and Their Criteria

➤ To view your saved queries and their criteria:

1. On the Main navigation bar, click **Search Orders**.
2. On the **Search** page, click the tab for an order type.
3. Click the **Saved Queries** list to see the queries you have created for the order type. Only those queries you created will be visible on the list.
4. Click a worklist to display its criteria on the **Search** page.
5. The **Results** page opens in a separate read-only window.

Chapter 8 The Administrator

For each domain there is one Administrator account. The Administrator account should not be used for any provisioning such as submitting orders or service requests but solely for administrative tasks such as User Management.

As the Administrator, you have permission to perform additional tasks, beyond what general users have permission to perform. From the Manage Users section of the User Management Home Page, you can add users, search for users, modify users, view all users, delete and disable users, and modify your account profile and password.

For instructions on how to log into the application, see Chapter 2 Getting Started. Once logged into the LSR application, you will see the application home page as shown in the following figure.

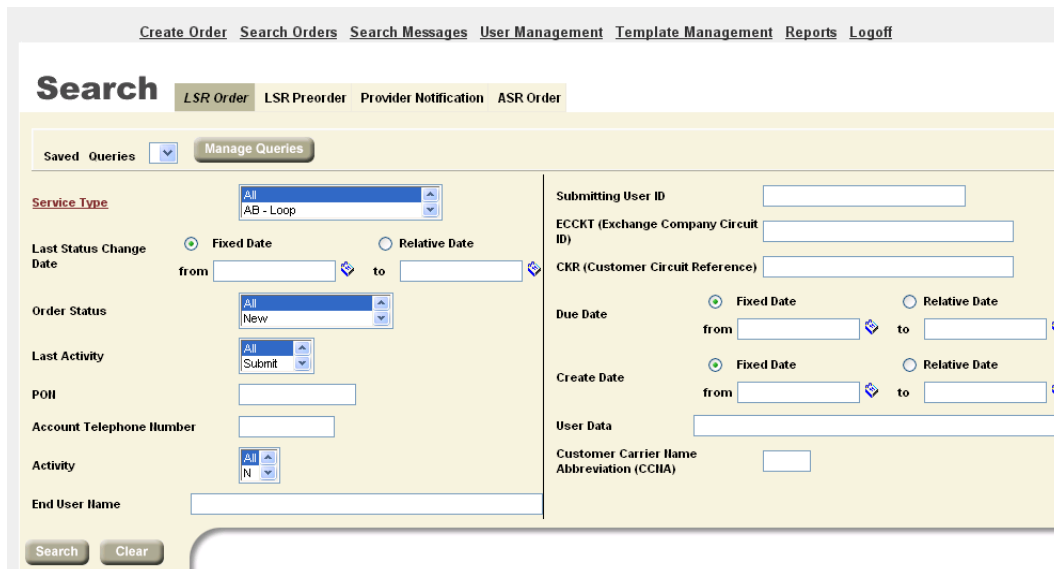


Figure 52: User Administrator LSR Application Home Page

Also, on the LSR application home page there is a link for **User Management** on the main navigation bar.

When you click the **User Management** link, the *User Management Home Page* opens.

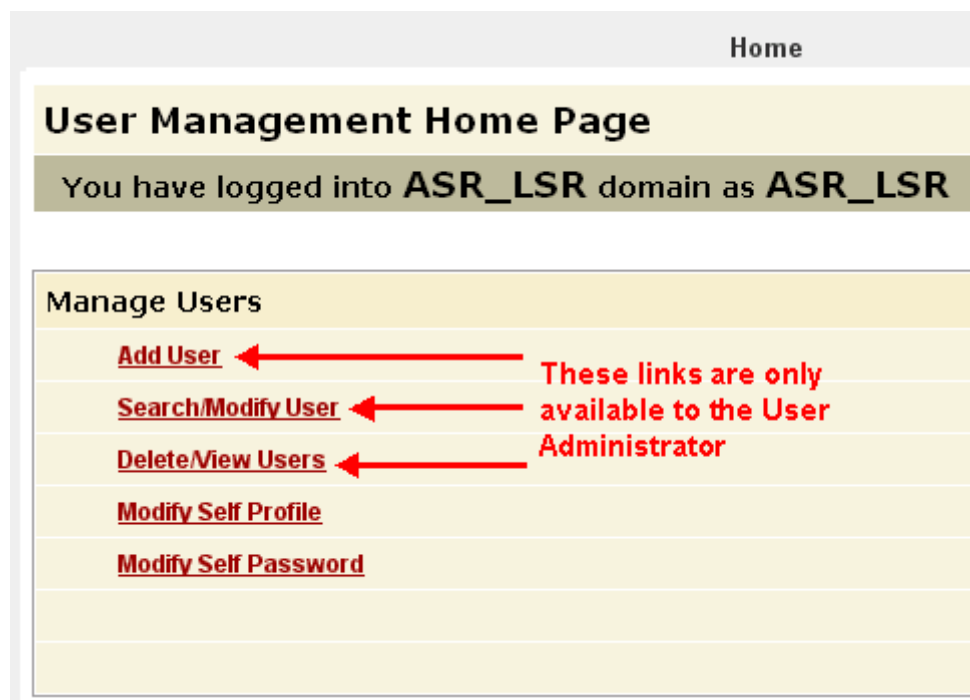



Figure 53: User Management Home Page

 **Note:** The *User Management Home Page* displayed for a User Administrator is different than the page displayed for general users. As the Administrator, you are shown more options, which are necessary to perform user administration.


Chapter 9 Managing Users

From the *User Management Home Page*, you can create the initial profile for a new user, search for and modify a user's profile using the, view all the users that have been created in the LSR application, disable users, and delete user accounts from the system. Additionally, you can modify the profile of your account if any of your information changes as well as change the password on your account. Each of these actions is described in greater detail in this section.


! **Important:** On any page in the create or modify user process, you may abandon the changes being made by clicking the Cancel button and be returned to the previous page. Clicking the Home link at the top of the page also cancels changes being made and returns you to the User Management Home Page.

Creating a User

To create a new user who can log into and perform work in the application, you need to perform several steps:

1. **Create the user profile** - Using the functionality described in *Adding a User* (on page 98), first create the initial profile of the new user.
2. **Enable the new user** - Using the functionality described in *Deleting/Viewing Users* (on page 100) or *Searching for Users* (on page 102), find the newly created user. Then verify the user's **Status** is *Enabled* and the **Locked/Unlocked** status is *Unlocked*, denoted by the unlocked icon (). If necessary, follow the instructions in *Changing a User's Status* (on page 106) or *Locking and Unlocking a User* (on page 108) to enable the user.
3. **Give the new user access to specific services within the application** - Using the functionality described in *Modifying User Role Associations* (on page 109), assign the user to the roles necessary to perform his/her job. Each user must be assigned at least one role in the system.

! **Important:** There is a six-hour delay for access to the application for newly created users. Additionally, there is a one-day delay for access to the reports functionality for newly created users.

 **Note:** The maximum number of users is agreed upon during the customer setup process. The number of active users is therefore limited.

Each of these steps must be performed in order for the user to be able to log into the application and perform his/her duties. The figure below illustrates the steps required to create a user.

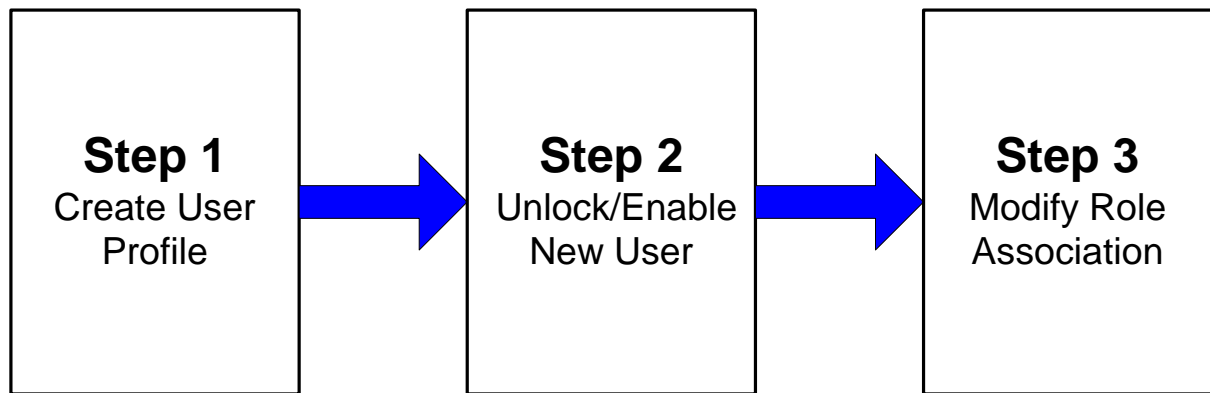
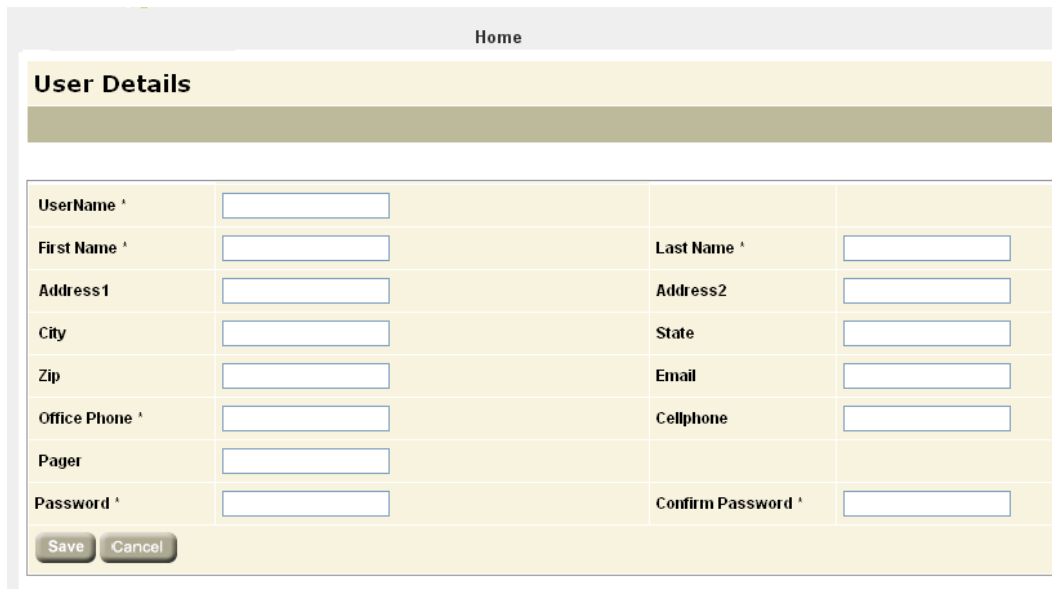


Figure 54: Creating a User Diagram

Adding a User

➤ To add a new user:

1. Click the **Add User** link in the Manage Users section of the *User Management Home Page*.



Home			
User Details			
UserName *	<input type="text"/>		
First Name *	<input type="text"/>	Last Name *	<input type="text"/>
Address1	<input type="text"/>	Address2	<input type="text"/>
City	<input type="text"/>	State	<input type="text"/>
Zip	<input type="text"/>	Email	<input type="text"/>
Office Phone *	<input type="text"/>	Cellphone	<input type="text"/>
Pager	<input type="text"/>		
Password *	<input type="text"/>	Confirm Password *	<input type="text"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>			

Figure 55: User Details Page

Figure User Details Page

! Important: Fields with an asterisk next to the field name are required and must be filled out in order to save the user profile.

The *User Details* page opens with blank fields.

2. Enter user information.

The table below describes the *User Details* page fields and any constraints they may have.

User Details Page Fields		
Field Name	Description	Constraints
UserName	User's login name	Maximum length of 30 Must not contain spaces Required
First Name	User's first name	Maximum length of 30 Required
Last Name	User's last name	Maximum length of 30 Required
Address1	Address information	Maximum length of 32 Required
Address2	Additional address information	Maximum length of 32
City	City	Maximum length of 16
State	State	Maximum length of 2
Zip	Zip code	Maximum length of 5
Email	Email address	Maximum length of 50
Office Phone	Office phone number	Maximum length of 12 Required
Cellphone	Cell phone number	Maximum length of 12
Pager	Pager number	Maximum length of 12
Password	Password	Maximum length of 32 Required
Confirm Password	Re-enter Password	Maximum length of 32 Required

 **Note:** UserName and Password are case sensitive when logging into the application.

- Click **Save**.
- The application displays a pop-up window asking if you wish to save the changes. Click **OK**.

If you do not enter information in the required fields when saving, the application will display a pop-up message indicating that the form is incomplete. For example, if no information was entered in the **Password** field of the *Users Details* page, the application will display a message indicating that the **Password** field is incomplete.

- Click **OK** to be returned to the *User Details* page to fill in the missing information.
- Click **Save** to attempt to save the information again.

If all required fields have been completed, the new user information is saved and the application returns you to the *User Management Home Page*.

! Important: There is a six-hour delay for access to the application for newly created users. Additionally, there is a one-day delay for access to the reports functionality for newly created users.

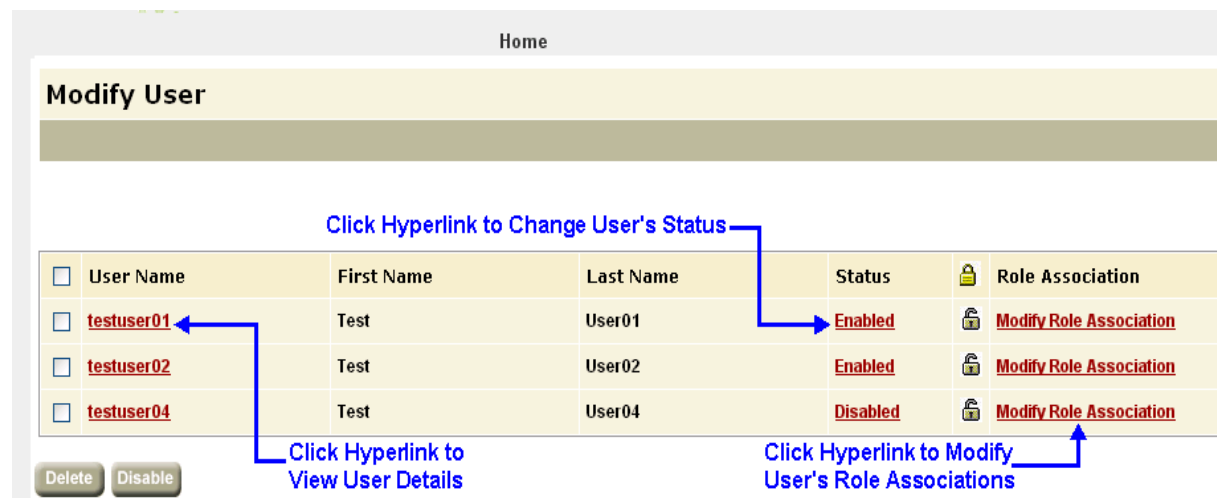
Deleting/Viewing Users

The User Management application provides you with a view of all users that have been created in your customer domain. When viewing all users, you can modify the status of one or more users by enabling/disabling their user account. Additionally, you can permanently delete one or more users at a time from your customer domain.

Viewing All Users

➤ To view all users:

- From the **User Management Home Page**, click the **View All Users** link under Manage Users. The application displays the **Modify User** page, which shows a list of all users. See the following figure for an example.



The screenshot shows the 'Modify User' page with a table of users. Annotations with arrows point to specific elements: 'Click Hyperlink to Change User's Status' points to the 'Enabled' status link for 'testuser01'; 'Click Hyperlink to View User Details' points to the 'testuser01' hyperlink; 'Click Hyperlink to Modify User's Role Associations' points to the 'Modify Role Association' link for 'testuser04'.

<input type="checkbox"/>	User Name	First Name	Last Name	Status		Role Association
<input type="checkbox"/>	testuser01	Test	User01	Enabled		Modify Role Association
<input type="checkbox"/>	testuser02	Test	User02	Enabled		Modify Role Association
<input type="checkbox"/>	testuser04	Test	User04	Disabled		Modify Role Association

Buttons: Delete, Disable

Figure 56: Viewing All Users

The **Modify User** page displays the following information for each existing user in the system.

- **User Name:** Login ID and hyperlink to *User Details* page
- **First Name:** User's first name
- **Last Name:** User's last name
- **Status:** User's account status. When a user's account is 'Enabled', that user cannot log in to the LSR application. When 'Disabled' user cannot log in to the application. Clicking the hyperlink changes a user's status.
- **Locked Status:** A user's account can be locked to prevent the user from logging in to the application. Clicking the lock icon changes the user's Locked status.

- **Role Association:** Clicking this link takes you to the *Modify Role Association* page, which allows you to associate a user to roles.

The list of all users may be long and it would benefit you to use the search functionality to find a specific user.

Deleting User Accounts

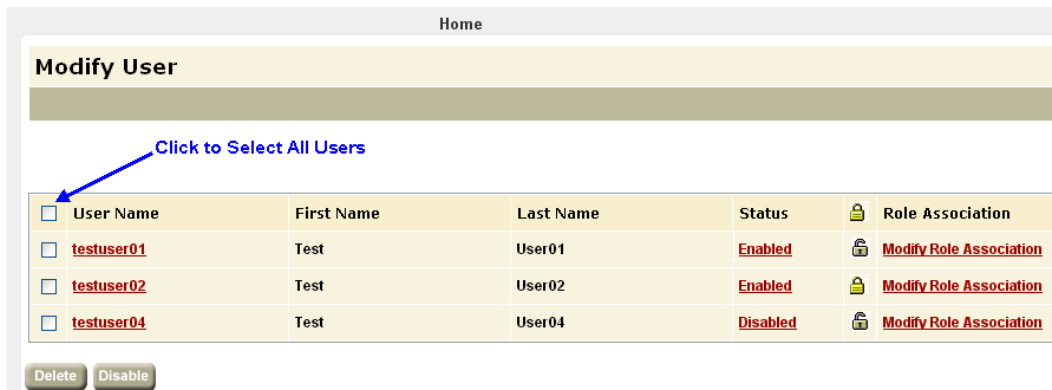
➤ To delete user accounts:

1. From the *Modify User* page, do the following:

- Select the check box beside one or more user accounts that you wish to delete.



Note: To select all users, click the check box beside the column heading **User Name**. See the following figure for an example.



<input type="checkbox"/> User Name	First Name	Last Name	Status	Role Association
<input type="checkbox"/> testuser01	Test	User01	Enabled	Modify Role Association
<input type="checkbox"/> testuser02	Test	User02	Enabled	Modify Role Association
<input type="checkbox"/> testuser04	Test	User04	Disabled	Modify Role Association

Buttons: Delete, Disable

Figure 57: Viewing All Users

- Click **Delete**.

! Important: Deletion permanently removes the user account from your customer domain. To temporarily disable a user account, see section 3.4.3 (see "Changing a User's Status" on page 106). Additionally, you cannot create a user with the same User Name of a previously deleted user.

! Important: There is up to a six-hour delay for processing deletions.

2. A pop-up window opens asking you to confirm the deletion of the selected user(s). Click **OK**.

The *Modify User* page refreshes, displaying an updated list of users.

Search/Modify Users

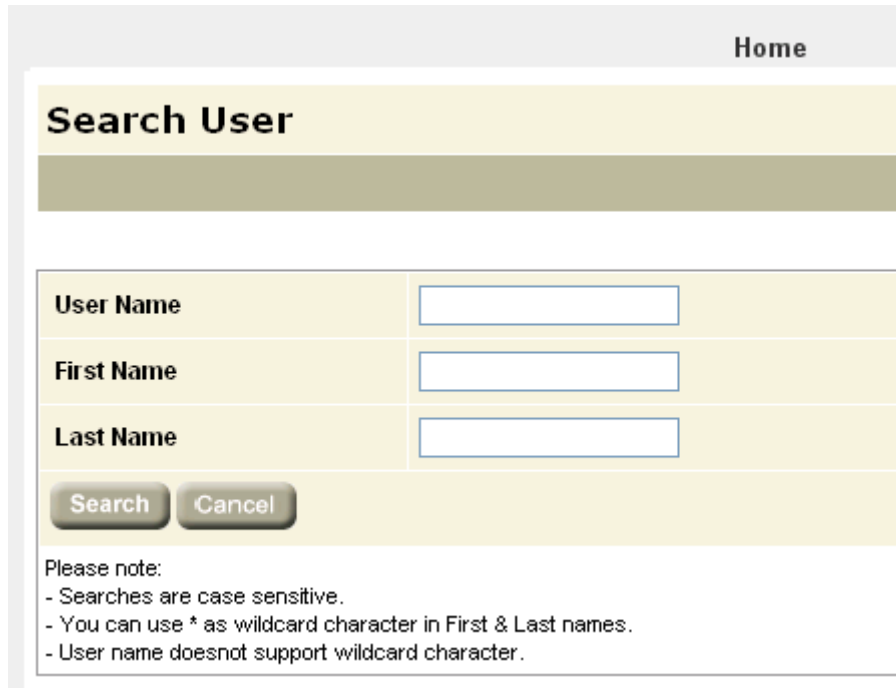
In order to modify a user profile or associated role information, it is sometimes useful to narrow down the number of users that the system displays when there are many users in the system. This can be done using the user search functionality. The search capability is accessed through the **Search/Modify User** link on the *User Management Home Page*.

Searching for Users

➤ To search for a user:

From the Manage Users section on the *User Management Home Page*, click the **Search/Modify User** link.

The *Search User* page opens.



Home

Search User

User Name	<input type="text"/>
First Name	<input type="text"/>
Last Name	<input type="text"/>

Please note:

- Searches are case sensitive.
- You can use * as wildcard character in First & Last names.
- User name doesnot support wildcard character.

Figure 58: Search User Page

3. Enter any or all of the criteria, including **User Name**, **First Name** or **Last Name**, in the appropriate boxes. The more information entered, the smaller the result set. If no search criteria are entered, all users will be displayed on the results page.

The following figure illustrates a search for all users with the First Name “Test”.

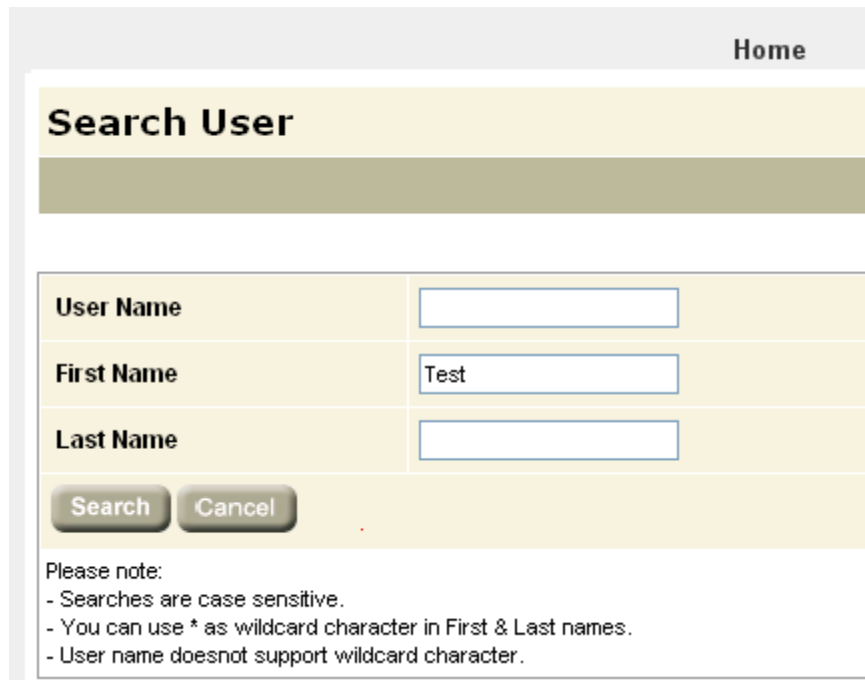

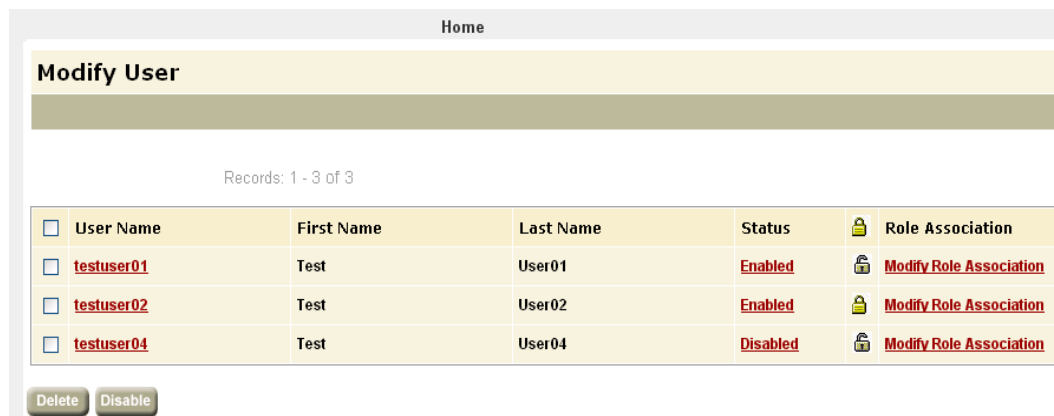


Figure 59: Search Criteria

 **Note:** The following rules apply to searches: searched are case sensitive; an asterisk (*) may be used as a wildcard character in **First Name** and **Last Name**, but not **UserName**.

4. Click **Search**.

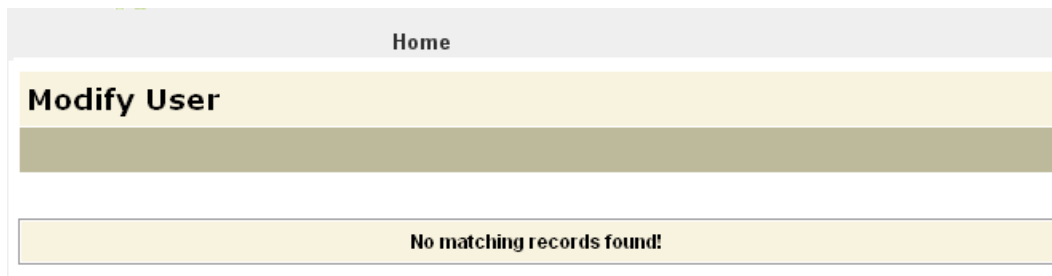
A list of users matching the search criteria displays on the *Modify User* page. This page contains the user's User Name, First Name, Last Name, Status and Role Association.



<input type="checkbox"/>	User Name	First Name	Last Name	Status	Role Association
<input type="checkbox"/>	testuser01	Test	User01	Enabled	Modify Role Association
<input type="checkbox"/>	testuser02	Test	User02	Enabled	Modify Role Association
<input type="checkbox"/>	testuser04	Test	User04	Disabled	Modify Role Association

Figure 60: Search Results

If no users match the specified search criteria, the message “No matching records found!” is displayed.



The screenshot shows a web interface with a 'Home' button at the top. Below it is a section titled 'Modify User'. At the bottom of this section, a yellow box displays the message 'No matching records found!'.

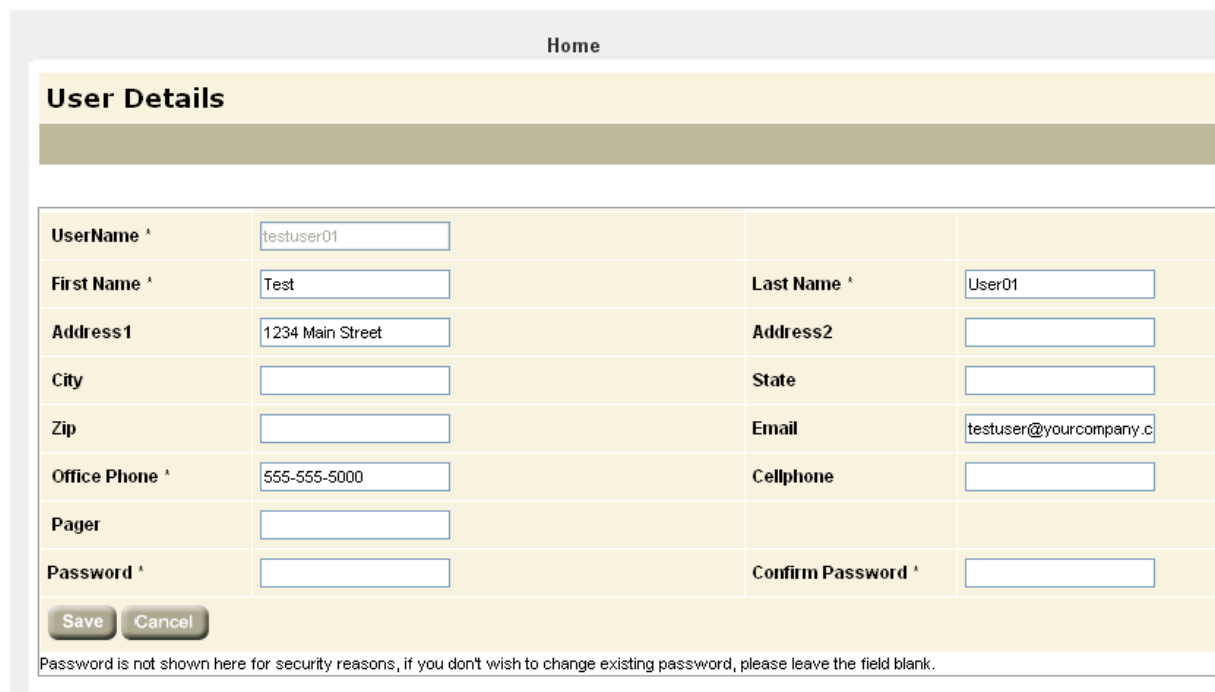
Figure 61: Search Results, No Records Found

Modifying a User's Profile

To modify a user's profile, you must first access the **Modify User** page, either by viewing all users (see 3.3 (see "Deleting/Viewing Users" on page 100) Deleting/Viewing Users) or performing a search to narrow down the list of users (see 3.4.1 (see "Searching for Users" on page 102) Searching for Users). When the application displays the **Modify User** page, complete the following steps to modify a user profile:

1. From the list of users on the **Modify User** page, click the **UserName** of the user to be modified.

The **User Details** page opens. This page shows the current information for the user's profile.



The screenshot shows the 'User Details' page. It has a 'Home' button at the top. Below it is a section titled 'User Details'. The page contains a form with the following fields:

UserName ^	testuser01		
First Name ^	Test	Last Name ^	User01
Address1	1234 Main Street	Address2	
City		State	
Zip		Email	testuser@yourcompany.c
Office Phone ^	555-555-5000	Cellphone	
Pager			
Password ^		Confirm Password ^	

At the bottom of the form are 'Save' and 'Cancel' buttons. Below the buttons, a note states: 'Password is not shown here for security reasons, if you don't wish to change existing password, please leave the field blank.'


Figure 62: User Details Page

2. On this page, all of the fields can be modified with the exception of **UserName**, as indicated by dimmed text. Modify any of the editable fields with revised information or add additional information.

(The example in the following figure shows the user's **City** and **Zip** were added and **Office Phone** was modified).

The following table describes the *User Details* page fields and any constraints, such as maximum length, they may have.

User Details Page Fields		
Field Name	Description	Constraints
UserName	User's login name	Read Only
First Name	User's first name	Maximum length of 30 Required
Last Name	User's last name	Maximum length of 30 Required
Address1	Address information	Maximum length of 32 Required
Address2	Additional address information	Maximum length of 32
City	City	Maximum length of 16
State	State	Maximum length of 2
Zip	Zip code	Maximum length of 5
Email	Email address	Maximum length of 50
Office Phone	Office phone number	Maximum length of 12 Required
Cellphone	Cell phone number	Maximum length of 12
Pager	Pager number	Maximum length of 12
Password	Password	Maximum length of 32

 **Note:** You can reset the password for a general application user on this page without having to know the old password. This is helpful if a user forgets his/her password.

3. Click **Save**. See the following figure for an example.

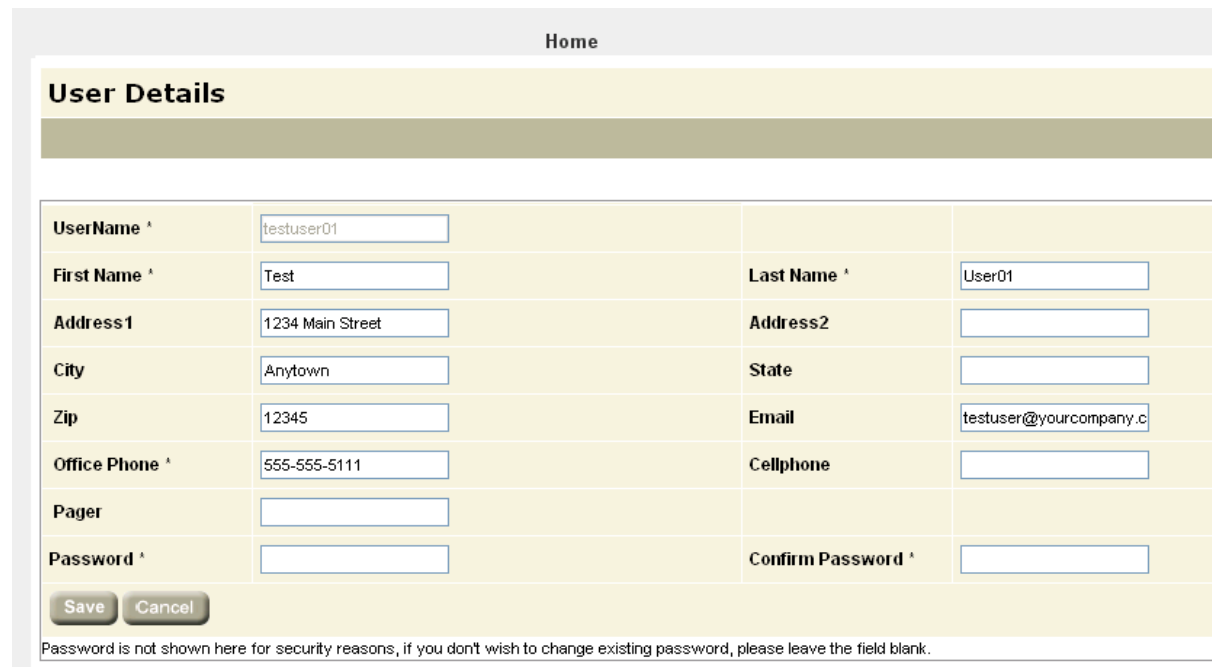




Figure 63: Modified User Details

 **Note:** Clicking **Cancel** will discard changes and return you to the **Modify User** page.

4. The application displays a pop-up window asking if you wish to save changes. Click **OK**.
The modified user profile is saved and the application returns you to the **User Management Home Page**.

Changing a User's Status

A user's status can be either *Enabled* or *Disabled*. A status of Enabled indicates that the user account is active and the user can log into the LSR application. A status of Disabled indicates that the user account is inactive and the user cannot log into the application. Disabling a user allows you to deactivate the user's account temporarily. You can disable one or more users at a time.

 **Note:** To permanently delete user accounts, (see "Deleting User Accounts" on page 101).

➤ To change a user's status:

1. On the **Modify Users** page, do one of the following:
 - Click the **Enabled** or **Disabled** link in the Status column beside to the user name of the user to be changed.
 - Click one or more check boxes beside the user(s) to be enabled/disabled, and then click the **Disable** action button.

The example shown below indicates that the user is currently enabled.

Home					
Modify User					
Records: 1 - 3 of 3					
<input type="checkbox"/>	User Name	First Name	Last Name	Status	Role Association
<input type="checkbox"/>	testuser01	Test	User01	Enabled	Modify Role Association
<input type="checkbox"/>	testuser02	Test	User02	Enabled	Modify Role Association
<input type="checkbox"/>	testuser04	Test	User04	Disabled	Modify Role Association
<input type="button" value="Delete"/> <input type="button" value="Disable"/>					

Figure 64: User Account Status

By clicking the **Enabled** link, the user's status changes to Disabled.

Home					
Modify User					
Records: 1 - 3 of 3					
<input type="checkbox"/>	User Name	First Name	Last Name	Status	Role Association
<input type="checkbox"/>	testuser01	Test	User01	Enabled	Modify Role Association
<input type="checkbox"/>	testuser02	Test	User02	Enabled	Modify Role Association
<input type="checkbox"/>	testuser04	Test	User04	Disabled	Modify Role Association
<input type="button" value="Delete"/> <input type="button" value="Disable"/>					

Click to Change User Account Status

Figure 65: Changing User Account Status - Status Link

By selecting one or more users and then clicking the **Disable** action button, the selected user accounts are disabled.

Home					
Modify User					
Records: 1 - 3 of 3					
<input type="checkbox"/>	User Name	First Name	Last Name	Status	Role Association
<input checked="" type="checkbox"/>	testuser01	Test	User01	Enabled	Modify Role Association
<input type="checkbox"/>	testuser02	Test	User02	Enabled	Modify Role Association
<input type="checkbox"/>	testuser04	Test	User04	Disabled	Modify Role Association
<input type="button" value="Delete"/> <input type="button" value="Disable"/>					

Figure 66: Changing User Account Status - Disable Action Button

- The LSR application displays a pop-up window requesting confirmation that you wish to change user account status. Click **OK**.



Note: Clicking **Cancel** in this pop-up window will discard the status change and you will remain on the **Modify User** page. The application accepts the status change and you return to the **Modify User** page displaying all users. The Status link changes to “Disabled,” if previous status was “Enabled” or to “Enabled” if the previous status was “Disabled.”

Home						
Modify User						
Records: 1 - 3 of 3						
<input type="checkbox"/>	User Name	First Name	Last Name	Status		Role Association
<input type="checkbox"/>	testuser01	Test	User01	Disabled		Modify Role Association
<input type="checkbox"/>	testuser02	Test	User02	Enabled		Modify Role Association
<input type="checkbox"/>	testuser04	Test	User04	Disabled		Modify Role Association
<input type="button" value="Delete"/> <input type="button" value="Disable"/>						

Figure 67: Disabled User

! Important: There is up to a six-hour delay for processing status changes.

Locking and Unlocking a User

As a security measure, an individual user account can be locked to prevent a user from logging into the application. Lock/Unlock functions in the same manner as changing a user's status. Both prevent a user from logging into the application.



Note: On the *Modify User* page, a user account is locked if the icon displayed is . The user account is unlocked if the icon displayed is .


➤ To unlock a user account:

- Click the lock icon in the status lock column for the user you wish to lock or unlock. The example in the following figure shows a locked user.

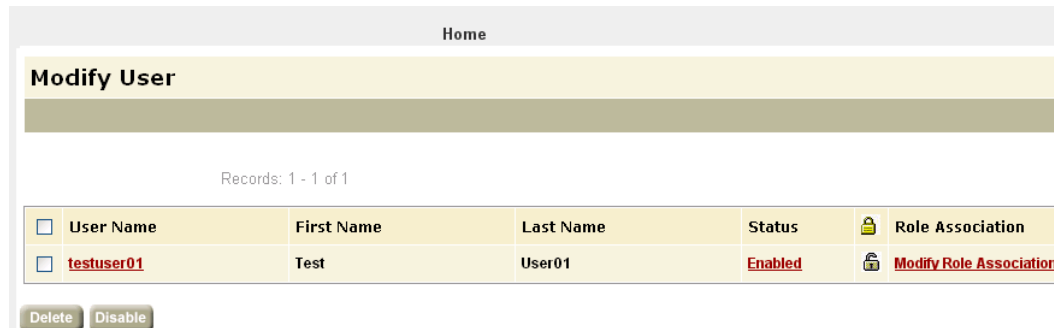
Home						
Modify User						
Records: 1 - 1 of 1						
<input type="checkbox"/>	User Name	First Name	Last Name	Status		Role Association
<input type="checkbox"/>	testuser01	Test	User01	Enabled		Modify Role Association
<input type="button" value="Delete"/> <input type="button" value="Disable"/>						

Figure 68: Locked User Account

- The application displays a pop-up window requesting confirmation that you wish to change the user's status. Click **OK**.

 **Note:** Clicking **Cancel** in this pop-up window will discard the status change and you will remain on the **Modify User** page.



The lock icon changes to unlocked if previously locked.



Home

Modify User

Records: 1 - 1 of 1

<input type="checkbox"/>	User Name	First Name	Last Name	Status	 Role Association
<input type="checkbox"/>	testuser01	Test	User01	Enabled	 Modify Role Association

Delete Disable

Figure 69: Unlocked User Account

You can use the steps described above to lock a user account, starting with the unlocked icon. Clicking the unlocked icon will change the user account status to locked.

! Important: There is up to a six-hour delay for processing lock/unlock requests.

Modifying User Role Associations

Associating a user to a role defines which actions the user is allowed to perform in the application. Roles in the LSR application relate to job functions within an organization and users are assigned to roles based on their job responsibilities.

- Reviewer** - Users of this type have read only access to orders in the LSR application. They can view but not create or modify.
- Requestor** - Users of this type can place inquiry functions, such as Preorder requests that take place prior to the ordering of service.
- Provisioner** - Users of this type can place orders, provisioning services such as LSR depending on which permissions are granted to the role.

 **Note:** You can assign multiple users to any role.

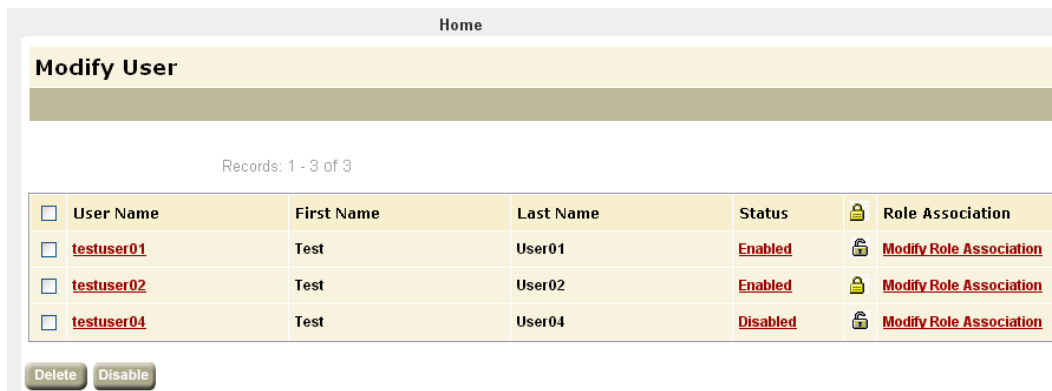
The following table describes each of the roles defined in the LSR application and the functionality it gives access to in the application.

Role Descriptions	
Role Name	Role Description
Local Service Provisioner	Provides access to LSR Order services in the application. Users associated with this role can submit and manage LSR Order service requests.

Role Descriptions	
Role Name	Role Description
Preorder Requestor	Provides access to LSR Preorder services in the application. Users associated with this role can submit and manage LSR Preorder service requests.
Provider Notification Reviewer	Provides read-only access to LSR Provider Notification service in the application. Users associated with this role can view Provider Notifications.

➤ **To modify a user's role association:**

1. Click the **Delete/View Users** link from the *User Management Home Page* to open the *Modify User* page.
2. From the *Modify User* page, click the **Modify Role Association** beside the desired user in the Role Association column. See the following figure for an example.



The screenshot shows the 'Modify User' page with a table of users. The table has columns for User Name, First Name, Last Name, Status, and Role Association. There are three users listed: testuser01, testuser02, and testuser04. Each user has a 'Modify Role Association' link next to it. The status of the users is 'Enabled' for testuser01 and testuser02, and 'Disabled' for testuser04. At the bottom of the table, there are 'Delete' and 'Disable' buttons.

<input type="checkbox"/>	User Name	First Name	Last Name	Status	Role Association
<input type="checkbox"/>	testuser01	Test	User01	Enabled	Modify Role Association
<input type="checkbox"/>	testuser02	Test	User02	Enabled	Modify Role Association
<input type="checkbox"/>	testuser04	Test	User04	Disabled	Modify Role Association

Records: 1 - 3 of 3

Delete Disable

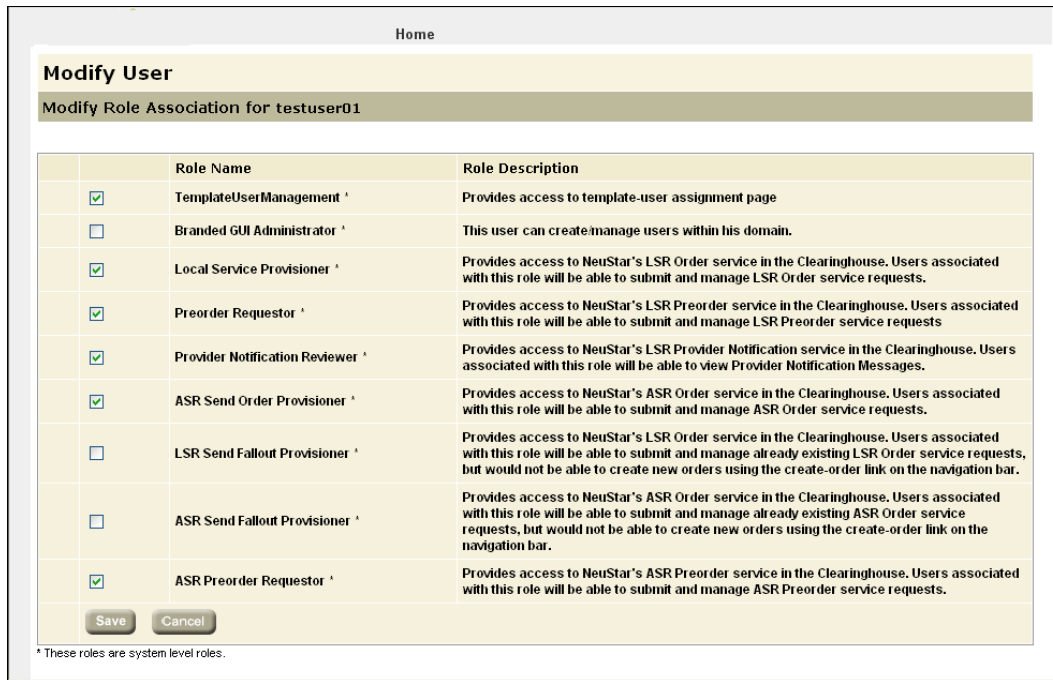
Figure 70: Search Results

The **Modify Role Association for testuser01** form appears on the *Modify User* page, where “testuser01” is the username of the user being modified.

This page displays a listing of the available roles in the **Role Name** column, a description of the role in the **Role Description** column as well as a check box next to each role. If the box next to a role name is selected, that role is currently associated to the user.

- ! **Important:** Roles are pre-built. Each user must have at least one role association. In some instances there is only one default role. You must associate each user to the default role. If a user does not have any role associations, the user will receive an error when logging into the system and will not be able perform any work within the LSR application.
- Select any roles that need to be associated to the selected user and deselect any roles that no longer need to be associated to the selected user.

As an example, the following figure illustrates that role *Local Service Provisioner** has been newly associated to user **testuser01**.



Home

Modify User

Modify Role Association for testuser01

	Role Name	Role Description
<input checked="" type="checkbox"/>	TemplateUserManagement *	Provides access to template-user assignment page
<input type="checkbox"/>	Branded GUI Administrator *	This user can create/manage users within his domain.
<input checked="" type="checkbox"/>	Local Service Provisioner *	Provides access to NeuStar's LSR Order service in the Clearinghouse. Users associated with this role will be able to submit and manage LSR Order service requests.
<input checked="" type="checkbox"/>	Preorder Requestor *	Provides access to NeuStar's LSR Preorder service in the Clearinghouse. Users associated with this role will be able to submit and manage LSR Preorder service requests
<input checked="" type="checkbox"/>	Provider Notification Reviewer *	Provides access to NeuStar's LSR Provider Notification service in the Clearinghouse. Users associated with this role will be able to view Provider Notification Messages.
<input checked="" type="checkbox"/>	ASR Send Order Provisioner *	Provides access to NeuStar's ASR Order service in the Clearinghouse. Users associated with this role will be able to submit and manage ASR Order service requests.
<input type="checkbox"/>	LSR Send Fallout Provisioner *	Provides access to NeuStar's LSR Order service in the Clearinghouse. Users associated with this role will be able to submit and manage already existing LSR Order service requests, but would not be able to create new orders using the create-order link on the navigation bar.
<input type="checkbox"/>	ASR Send Fallout Provisioner *	Provides access to NeuStar's ASR Order service in the Clearinghouse. Users associated with this role will be able to submit and manage already existing ASR Order service requests, but would not be able to create new orders using the create-order link on the navigation bar.
<input checked="" type="checkbox"/>	ASR Preorder Requestor *	Provides access to NeuStar's ASR Preorder service in the Clearinghouse. Users associated with this role will be able to submit and manage ASR Preorder service requests.

Save Cancel

* These roles are system level roles.

Figure 71: Modified User Role Association

- Click **Save** to save changes.
- The LSR application displays a pop-up window asking if you wish to save changes. Click **OK**.

The changes are accepted and you are returned to the *User Management Home Page*.

To exit the *User Management Home Page*, close the browser window.

Modifying Your Password

Just like individual users, you may need to change your Administrator account password.

! Important: There is up to a six-hour delay for processing password changes.


➤ To change your password:

1. From the *User Management Home Page*, click the **Modify Self Password** link.

The **Modify Password** page opens. See the following figure for an example.



Figure 72: Modify Password Page

2. Enter the old password into the **Please enter your old password** field.
3. Enter a new password into the **Please enter your new password** field.
-  **Note:** Passwords have a maximum of 32 characters. Passwords are case sensitive when logging into the application.
4. Re-enter the new password into the Please re-enter your new password field.
5. Click Save.
6. The application displays a pop-up window asking if you wish to save changes. Click **OK**.

The new password is saved and the application returns you to the **User Management Home Page**.

-  **Note:** Clicking **Cancel** on the **Modify Password** page will discard changes and return you to the **User Management Home Page**.
You can exit the **User Management Home Page** by closing the browser window.

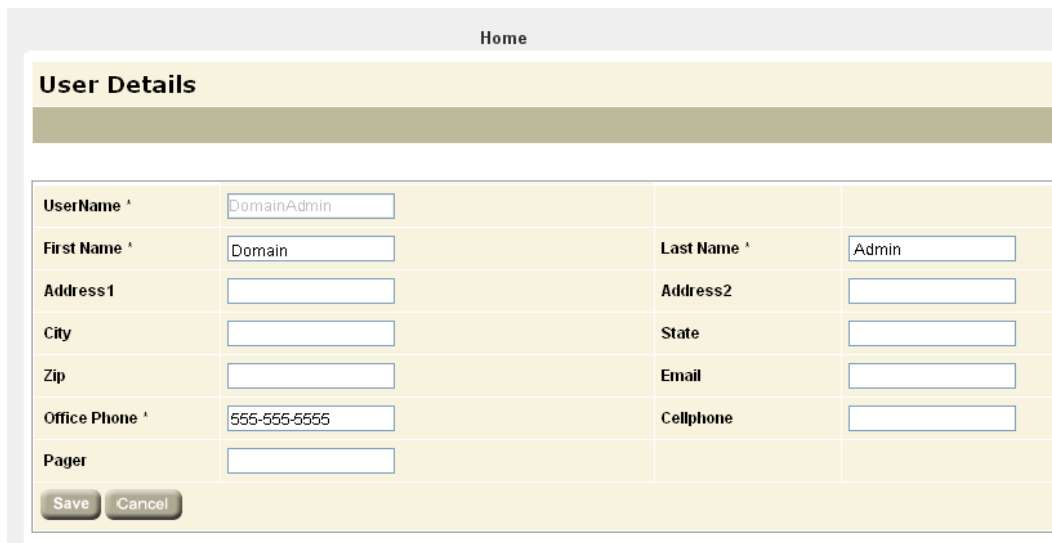
Modifying Your Profile

You may want to modify your account profile information when any of your contact information changes, including your address, email, phone number and/or last name.

➤ To modify your account profile:

1. From the **User Management Home Page**, click the **Modify Self Profile** link under Manage Users.

The **User Details** page opens. This page shows the current information for your profile except for your password.

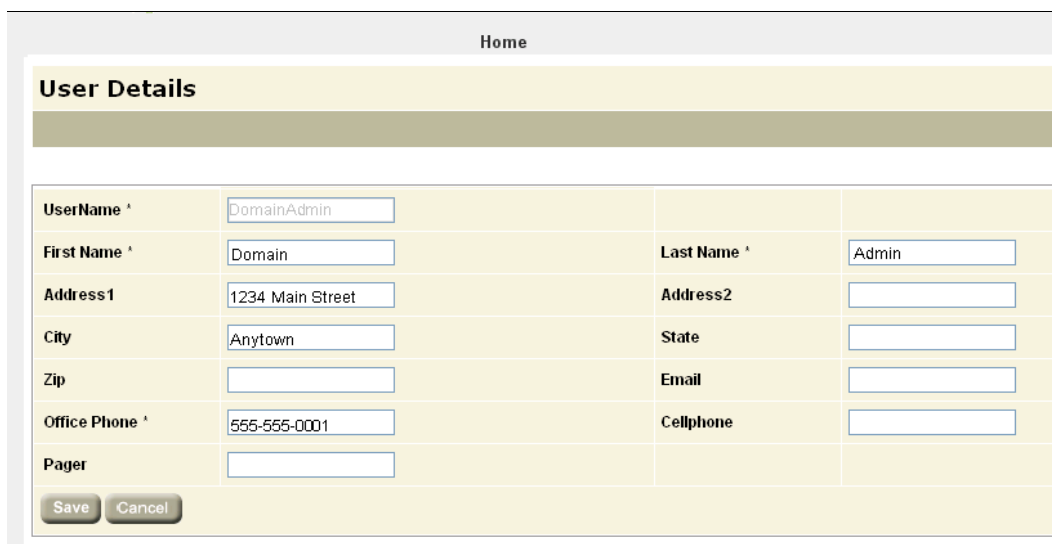


Home			
User Details			
UserName *	DomainAdmin		
First Name *	Domain	Last Name *	Admin
Address1		Address2	
City		State	
Zip		Email	
Office Phone *	555-555-5555	Cellphone	
Pager			
<input type="button" value="Save"/> <input type="button" value="Cancel"/>			

Figure 73: User Administrator User Details Page

2. Modify any of the fields with revised information, or add additional information.

The example in shown in the following figure shows that the **Address 1** and **City** fields were added and the **Office Phone** was modified.




Home			
User Details			
UserName *	DomainAdmin		
First Name *	Domain	Last Name *	Admin
Address1	1234 Main Street	Address2	
City	Anytown	State	
Zip		Email	
Office Phone *	555-555-0001	Cellphone	
Pager			
<input type="button" value="Save"/> <input type="button" value="Cancel"/>			


Figure 74: Modifying Your Profile

The following table describes the **User Details** page fields and any constraints, such as maximum length, they may have.

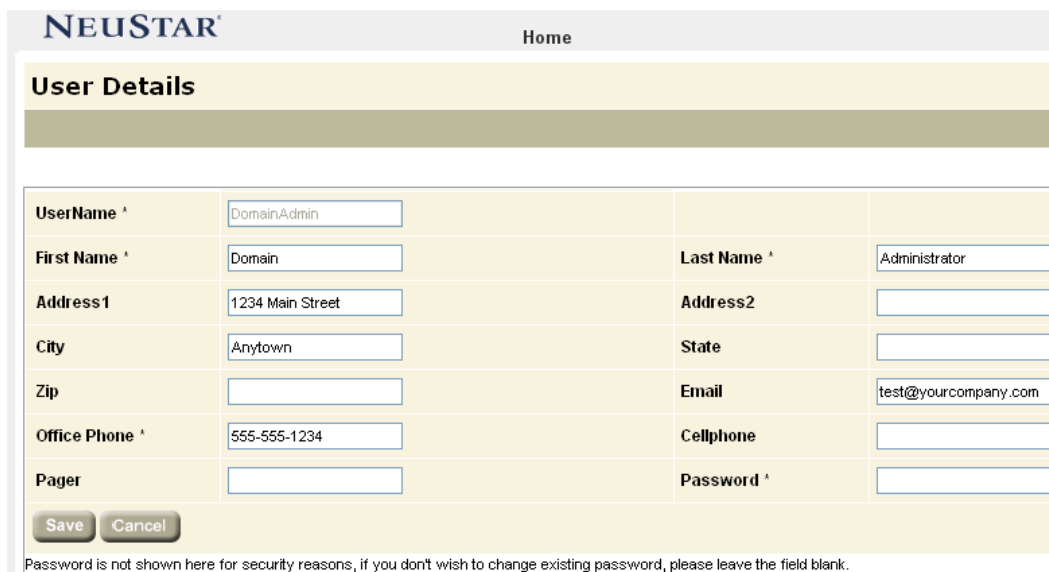
User Details Page Fields		
Field Name	Description	Constraints

User Details Page Fields		
Field Name	Description	Constraints
UserName	User's login name	Read Only
First Name	User's first name	Maximum length of 30 Required
Last Name	User's last name	Maximum length of 30 Required
Address1	Address information	Maximum length of 32 Required
Address2	Additional address information	Maximum length of 32
City	City	Maximum length of 16
State	State	Maximum length of 2
Zip	Zip code	Maximum length of 5
Email	Email address	Maximum length of 50
Office Phone	Office phone number	Maximum length of 12 Required
Cellphone	Cell phone number	Maximum length of 12
Pager	Pager number	Maximum length of 12

 **Note:** The **UserName** field cannot be modified and is therefore dimmed.

 **Note:** Fields with an asterisk (*) next to the field name are required and must contain data in order to save the user profile. Clicking **Cancel** returns you to the **User Management Home Page**.

3. Click **Save**.



NEUSTAR [®]		Home	
User Details			
UserName [*]	<input type="text" value="DomainAdmin"/>		
First Name [*]	<input type="text" value="Domain"/>	Last Name [*]	<input type="text" value="Administrator"/>
Address1	<input type="text" value="1234 Main Street"/>	Address2	<input type="text"/>
City	<input type="text" value="Anytown"/>	State	<input type="text"/>
Zip	<input type="text"/>	Email	<input type="text" value="test@yourcompany.com"/>
Office Phone [*]	<input type="text" value="555-555-1234"/>	Cellphone	<input type="text"/>
Pager	<input type="text"/>	Password [*]	<input type="text"/>
<input type="button" value="Save"/> <input type="button" value="Cancel"/>			
<small>Password is not shown here for security reasons, if you don't wish to change existing password, please leave the field blank.</small>			

Figure 75: Your Modified Profile

4. The application displays a pop-up window asking if you wish to save changes. Click **OK**.
 Your modified profile is saved and the application returns you to the ***User Management Home Page***.
 You can exit the ***User Management Home Page*** by closing the browser window.

Appendix A Status Transition Diagrams

LSR gives you the ability to manually manage the creation, submission, modification, and fallout of individual orders and service requests. Successful management requires knowledge of the orders' typical lifecycle, current state, and desired state. The state of each order is defined through its status value. Status indicates not only success and failure but also the actions available at a particular point in time.

This appendix documents the lifecycle of all available Clearinghouse orders and requests, including all the possible status levels, transitions, and activities that can be taken by the user to progress each through to completion.

Each lifecycle representation includes both a transition flow diagram and an associated transition table. The diagram is color coded to highlight the typical order progression (green) as well as exception status levels (yellow).

Exceptions can include errors or non-standard requests, such as the deletion of an active order.

Transition arrows are numbered and refer to the transition table, which explains the activity or notification that prompts the order to move from one status to another. Examples include user-initiated activities, such as the submission of an initial order request or received notifications, such as the receipt of an order confirmation from the NPAC.

The following figure and the table that follows provide an example status flow.

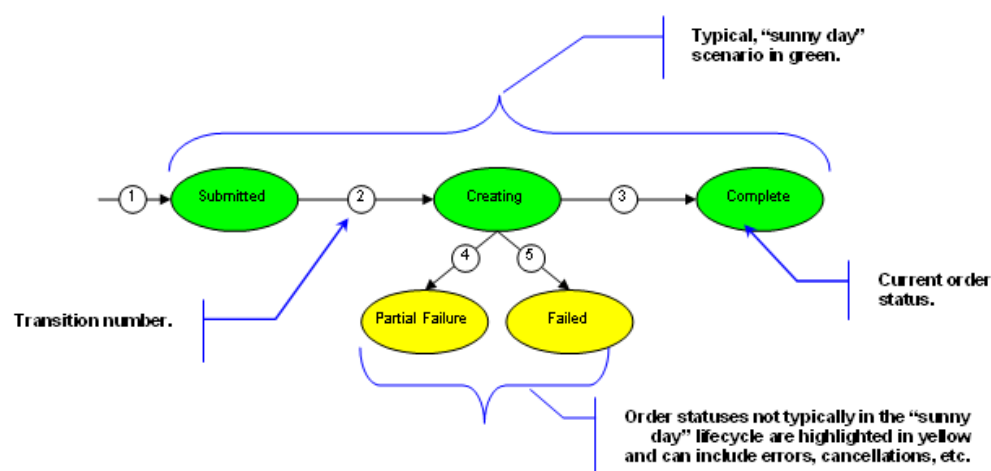


Figure 76: Example Status Transition Diagram

Activity / Notification	Pre-Activity Status	Post-Activity Status	Transition #	Remarks
-------------------------	---------------------	----------------------	--------------	---------

Activity / Notification	Pre-Activity Status	Post-Activity Status	Transition #	Remarks
User submits an order create request to the NPAC.	N/A	Submitted	1	
LSR receives a receipt confirmation from the NPAC.	Submitted	Creating	2	This status indicates that the NPAC is now processing the order.

LSR Preorder

The status transitions for LSR preorders depend primarily upon the request type:

- Address Validation (AV)
- Customer Service Record (CSR)
- Loop Qualification (LQ)
- Telephone Number Assignment (TNS)
- Feature Service Availability (FSA)
- Appointment Scheduling (Appt)
- Collocation Facility Availability Inquiry (CFAI)
- Fiber Availability Inquiry (FAI)
- Cancel Reservation (CancelReservation)

The status transition diagram separates status values and transitions by the associated request type.

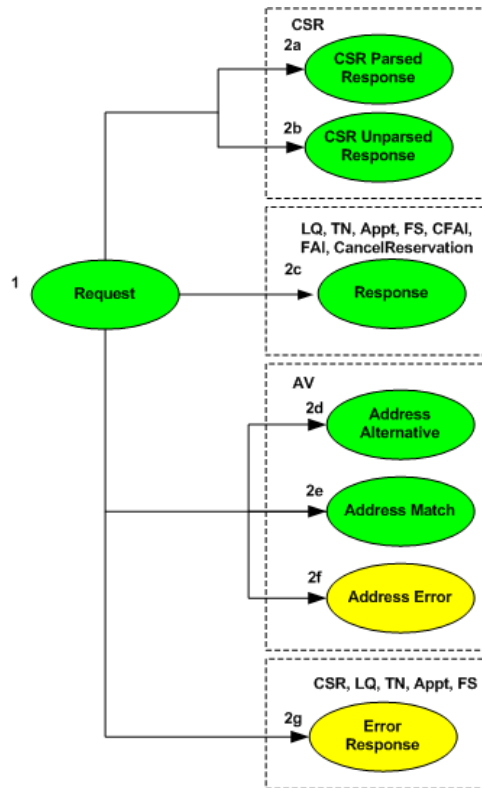


Figure 77: LSR Preorder Status Transition Diagram

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Since LSR preorder status transitions are specific to request types, the transition table includes an additional column that lists the request type(s) associated with each transition.

LSR Preorder Status Transitions					
Activity / Notification	Request Type	Pre-Activity Status	Post-Activity Status	Transition #	Remarks
User submits a preorder request through LSR.	All preorder request types	N/A	Request	1	
Parsed CSR response is received from Service Provider.	CSR	Request	CSR Parsed Response	2a	The preorder is complete.
Unparsed CSR response is received from Service Provider.	CSR	Request	CSR Unparsed Response	2b	The preorder is complete.
Response is received from the Service Provider.	All preorder request types except AV and CSR	Request	Response	2c	The preorder is complete.
Alternative Address response is received from Service Provider.	AV	Request	Address Alternative	2d	The preorder is complete.
Response received stating that the address has been matched (validated) by the Service Provider.	AV	Request	Address Match	2e	The preorder is complete.
Error is received from the Service Provider for the Address Validation preorder.	AV	Request	Address Error	2f	The preorder is complete.
Error received from the Service Provider.	CSR, Appt, TN, FS, LQ	Request	Error Response	2g	The preorder is complete.

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LSR Order

Much like LSR preorders, the status transition of an LSR order is specific to the request type:

- Loop (A)
- Loop with Number Portability (B)
- Number Port (C)
- Platform (UNE-P) (M, D)
- Resale (E)
- Port (F)
- Directory Listing/Assistance (J)
- Directory Listing Inquiry (JA)



Note: Directory Listing/Assistance is JB

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The status flow diagram separates the status values and transitions by request type. Additionally, the diagram differentiates between the new order process, in which a new LSR is submitted, and the supplemental order process, a sub process in which a modification is made to an existing LSR order.

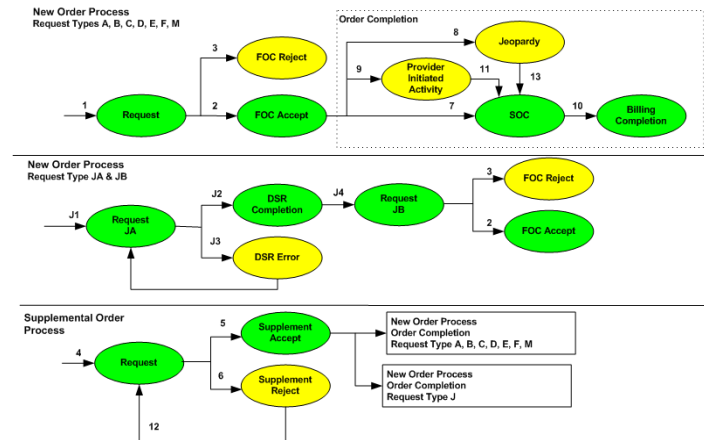


Figure 78: LSR Order Status Transition Diagram

LSR Order Status Transitions				
Activity / Notification	Pre-Activity Status	Post-Activity Status	Transition #	Remarks
User submits an order.	n/a DSR Completion	New	1, J1, J4	
A Firm Order Confirmation (FOC) is received stating the order has been accepted.	New	FOC Accept	2	
A Firm Order Confirmation (FOC) is received from the Service Provider stating the order has been rejected.	New	FOC Reject	3	The Trading Partner must submit a new order or a supplement.
JA only: A DSR Completion notice is received from Service Provider signifying that the JA is correct.	New	DSR Completion	J2	The Trading Partner can submit a JB (new request).

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LSR Order Status Transitions				
Activity / Notification	Pre-Activity Status	Post-Activity Status	Transition #	Remarks
JA only: A DSR Error is received from Service Provider signifying that the JA has errors.	New	DSR Error	J3	The Trading Partner must correct the errors and resubmit the JA.
User submits a supplemental request for an existing LSR.	New FOC Accept FOC Reject Non-Fatal Provider Initiated Activity DSR Error	Supplemental	4	All Supplements must be sent prior to due date / completion date.
Notification received from the Service Provider stating that the supplement has been accepted.	Supplemental	Supplement Accept	5	
Notification from Service Provider is received stating that the supplement has been rejected.	Supplemental	Supplement Reject	6	
A Service Order Completion is received from Service Provider stating that provisioning was successful.	FOC Accept Supplement Accept	SOC	7	
A Jeopardy notice is received from Service Provider, typically indicating that provisioning was unsuccessful by the due date.	FOC Accept Supplement Accept	Jeopardy	8	
A Provider Initiated Activity request is received for the LSR signifying that the Service Provider has made a change to the order confirmation.	FOC Accept Supplement Accept	Provider Initiated Activity	9	
A Billing Completion Notice is received from Service Provider.	SOC	Billing Completion	10	Billing Completion Notices signify the end of the order process.

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LSR Order Status Transitions				
Activity / Notification	Pre-Activity Status	Post-Activity Status	Transition #	Remarks
A Service Order Completion is received from Service Provider stating that provisioning was successful.	Provider Initiated Activity	SOC	11	
User submits another supplemental request for an LSR which had a previous supplement rejected.	Supplement Reject	Supplemental	12	
The order had been in jeopardy of not being completed by the due date, but a Service Order Completion is received from Service Provider stating that provisioning was successful.	Jeopardy	SOC	13	

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Appendix B REQTYPE/ACT and TXTYPE/TXACT Combinations

The following pages list the REQTYPE/ACT and TXTYPE/TXACT combinations supported by LSR.

REQTYPES and ACTs

LSR - Supported Order REQTYPES/ ACTs			
REQ TYPE	ACTIVITY	REQTYPE/ACT COMBINATIONS POSSIBLE:	REQTYPES NOT SUPPORTED
A - Loop Svc	N, C, D, M, T, R, V	A/N, A/C, A/D, A/M, A/T, A/R, A/V	K - Private Line
B - LSNP	N, D, M, R, V	B/N, B/D, B/M, B/R, B/V	L - Resale Frame Relay
C - NP Svc	N, D, V	C/N, C/D, C/V	N - DID PBX
E - Resale	C,M,N,T,V,R, B,D,L,S,W	E/C, E/M, E/N, E/T, E/V, E/R, E/B, E/D, E/L, E/S, E/W	P - Centrex Resale
F - Port Svc	C,N,V,R,D	F/C, F/N, F/V, F/R, F/D	
J - Stand Alone DL	N, R,V, D,W	J/N, J/R, J/V, J/D, J/W	
M - UNE-P	C,N,R,T,V, B,D,L,S	M/C,M/N, M/R, M/D, M/T, M/V, M/S, M/B, M/L	

Supported LSR Preorder TXTYPES and TXACTs					
PO TYPE	TXTYPE	TXACT	TXCLS/INPUT	TXTYPE/TXACT COMBINATIONS POSSIBLE:	TXTYPE NOT SUPPORTED
Address Validation	TXTYPE A A= AV I Address Validation Inquiry / AV R Address Validation Response	TXACT A A =New Inquiry-by Address T = Inquiry by Telephone Number		A/A , A/T A=Address Validation / A =New Inquiry-by Address A=Address Validation / T=New Inquiry-by TN	None
CSR	TXTYPE E E = CSI I Customer Service Inquiry / CSI R Customer Service Inquiry Response			E/_ E = Customer Service Information (CSI)	None

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Supported LSR Preorder TXTYPs and TXACTs					
PO TYPE	TXTYP	TXACT	TXCLS/INPUT	TXTYP/TXACT COMBINATIONS POSSIBLE:	TXTYP NOT SUPPORTED
LOOP QUAL	TXTYP H H - LQ I Loop Qualification Inquiry / LQ R Loop Qualification Response	TXACT A A - Loop Make-up/Qualification Inquiry Only		H/A H - Loop Qualification/ A - Loop Make-up/Qualification Inquiry Only	None
TN INQ /RSV	TXTYP B B – TNA I Telephone Number Assignment Inquiry TNA R Telephone Number Assignment Response CPOT I Cancel Pre-Order Telephone Reservation Inquiry / CPOT R Cancel Pre-Order Telephone Reservation Response	TXACT R, K R - TN Reservation Only K - Cancel TN Selection or Reservation		BR, BK B – TN Assignment/R - TN Reservation Only B – TN Assignment/K - Cancel TN Selection or Reservation	None
APPT SCH	TXTYP D D – AS I- Appointment Scheduling Inquiry / AS R Appointment Scheduling Response	TXACT A, R, G A - Appointment Inquiry R - Appointment Reservation G - Change Reservation		D/A, D/R, D/G D – Appt Sched/A - Appointment Inquiry D – Appt Sched/R - Appointment Reservation D – Appt Sched/G- Change Reservation	None
FSA	TXTYP C, L C =FSA I Feature Service Availability Inquiry / FSA R Feature Service Availability Response L = PICA I PIC Availability Inquiry / PICA R PIC Availability Response	TXACT A A = New Inquiry		C/A C - Feature/Service / A - Feature Service Inquiry L/A L - Inter/Intra LATA Avail / A - PIC Inquiry	None
Cancel Entire Pre-Order Reservation (Appointment and TN)	TXTYP K K= CPOR I Cancel Pre-Order Reservation Inquiry / CPOR R Cancel Pre-Order Reservation Response	TXACT K K = Cancel		K/K K=Cancel Pre-Order Reservation / K = Cancel selection of telephone numbers or schedule dates.	None
Fiber Availability	TXTYP W W=FA I Fiber Availability - Inquiry / FA R Fiber Availability Response	TXACT A A = New Inquiry		W/A W=Fiber Availability / A =New Inquiry	None
CFA Collocation Facility Assignment	TXTYP P CFA I Collocation Facility Assignment Inquiry / CFA R Collocation Facility Assignment Response	TXACT A A = New Inquiry		P/A P=Collocation Facility Assignment / A =New Inquiry	None

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