



## Using the Customer Profile Self Service Tool (CPSST) to Manage Third Party Vendors

The Customer Profile Self Service Tool (CPSST) allows Local Partner Solutions customers to manage basic information about billing, ordering, and usage, among other things. CPSST also enables Local customers to set up and maintain information about third-party vendors who are working on their behalf. A third-party vendor is any outside person or agency a customer has retained to perform work for them. Within CPSST, a third party vendor is defined as a person or agency other than the customer who is allowed to use Verizon's systems and perform work for the customer, such as submitting orders.

In order for a third party vendor to access Verizon's systems on the customer's behalf, the customer must first establish with Verizon that the vendor is allowed to do this. In CPSST, Local customers can submit a letter of authorization for the third party vendor, and then can update or terminate that authorization as necessary.

### Accessing CPSST

The Customer Profile Self-Service Tool is a web-based application and is located at [https://www22.verizon.com/wholesale/secure/sso/ws\\_login/](https://www22.verizon.com/wholesale/secure/sso/ws_login/). In order to use CPSST, you must have a sign in ID and a password. If you do not have an ID and password, you can apply for one by downloading and submitting an access request form. To get to this form:

1. On the World Wide Web, use your Internet browser to go to <http://www22.verizon.com/wholesale/>.
2. From the top menu, select **Doing Business>>Local>>Establish and Maintain Account**.
3. Click the **Customer Profile Self Service Tool** link on the page.
4. Click the **Customer Profile Self Service Tool (CPSST) Access Request Form** link. This will open a new window.
5. Select **Open** to display a Microsoft® Word™ form.
6. Complete the form according to the instructions on the page and return it via e-mail to [profile.management@verizon.com](mailto:profile.management@verizon.com). You will be contacted with a user ID and password within 15 days, provided you meet Verizon's criteria to establish your ID.

After you have an ID and password, you can begin using CPSST to maintain profiles and third-party vendor authorizations.

### Navigating CPSST

After successfully signing into CPSST, the Customer Profile Management page displays. This is the home page of CPSST. On this page, you can click the link **Authorize Third Party Vendor(s)** to begin establishing a letter of authorization. After you click this link, the Manage Third Party Vendor page displays. Alternately, you may go to the top menu, select Manage Company Profile and then Authorize Third Party Vendor(s).

To learn more about using CPSST, click the **Help** link on any page. This will open the CPSST online help. You can read specifics on how to use the many tasks available in CPSST in addition to how to manage third party vendors.

### Setting Up a Third-Party Vendor

After reaching the Manage Third Party Vendor page, you can choose from three options: Add Third Party Vendor, Update Third Party Vendor, and Terminate Third Party Vendor.



1. Click **Add Third Party Vendor**, and then click **Submit**. A message displays to confirm that you are authorized for your company to establish third party vendor authorization. If you have the authority in your company to establish a third party vendor, click **OK** to proceed. Otherwise, click **Cancel** to exit the process.
2. Complete the fields on the Add Third Party Vendor page. For information on specific fields, click the **Help** link at the top of the page. The information you provide on this form will be used on your letter of authorization for the third party vendor.
3. After completing the fields, if you need to add an additional third party vendor to authorize, click **Add Another Vendor**. A new Add Third Party Vendor page displays to fill out.
4. After adding information for all third party vendors you want to authorize, click **Submit** to generate a Letter of Authorization for the vendor(s).
5. Read the Letter of Authorization. This letter summarizes information about the third party vendor(s) and which Verizon systems you have authorized them to access on your behalf. If you included an expiration date for the authorization, that date is also contained in the Letter of Authorization.
6. If you approve of the information in the Letter of Authorization, enter your name and job title at the bottom of the letter and click **I Accept**. A page displays to confirm that your letter of authorization for the third party vendor is complete.

For additional information on updating a third party vendor's information, terminating an authorization, and generating reports about your third party vendor authorizations, refer to the CPSST online help.