eWPTS New Line CLEC View User Guide

Revised August 2008
Release 8.3

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eWPTS New Line Web Site Overview

This document outlines the capabilities of the eWPTS New Line web site as an organizational and notification tool. The eWPTS New Line Application will support the workflow of end users by providing a single, unified easy-to-use interface to service order data, and status information from all relevant Verizon Operations Support System (OSS)

What's new to eWPTS:

Design Loop Orders – West Only: eWPTS New Line Application will provide "Line of Sight" of your Design Loop Orders. For current ***"Order, Provisioning & Jeopardy"*** Status, CLEC's should contact the NMC verbally for these updates.

New Line Order Types Overview

There are a variety of Verizon New Line products offered to Verizon's CLEC/DLEC customers.

The eWPTS New Line application will handle the following types of orders:

- Analog New Lines
- Digital New Lines

Logon Process

Procedure to Download Digital Certificates

See the Verizon Partner Solutions Website below for Instructions:

URL: **http://www22.verizon.com/wholesale/utils/attach-redirect/?target=/wholesale/attachments/Certificate_Download_IE.doc**

Logging on to the eWPTS New Line Website

Bring up the web browser Microsoft Internet Explorer:
Type in the below Web Address:

https://wholesalegw4.verizon.com/eWPTS/eWPTS/servlet/ControlServlet

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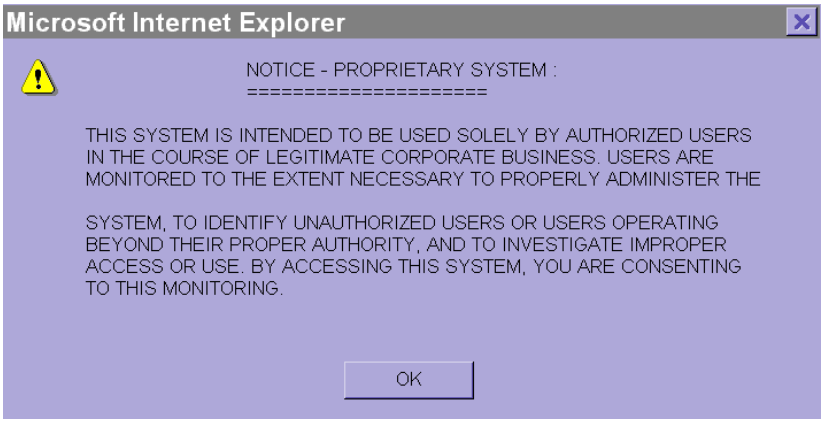
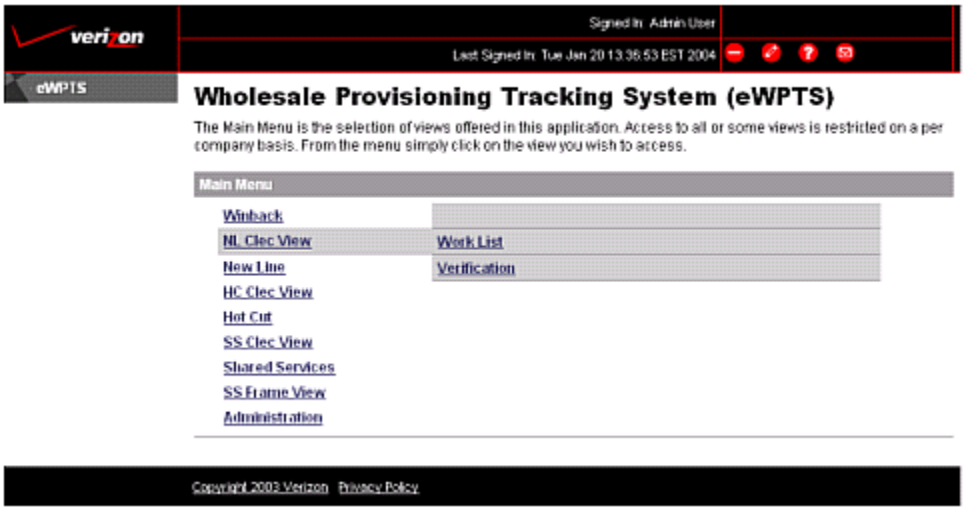
1. A pop up window with the company guidelines for access will appear.



2. Select **ok**

3. Enter User ID & Password

This is a secured Site – (Select Yes if a security message appears)



Contact information for CLEC users

The eWPTS Help Desk supports CLEC users with eWPTS passwords, and other issues. Please contact the WPTS Help Desk by sending E-mail to: eWPTS.helpdesk@verizon.com

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Icon Definitions on eWPTS CLEC View

- Sign Out – Logs user out of eWPTS
- Change Password – User can change eWPTS Password
- What's New? – Click this ICON to see what's new and different in eWPTS
- Training – Opens new window with links to our WBT modules
- Contact Us – Our help desk email address is listed here for problems with eWPTS or eWPTS Access
- Help – This now opens the user guide for applicable module
- Notification Area – This area will show the date that the What's New link was last modified

There will be 2 options available for the NL CLEC View site:

- Work List
- Verification

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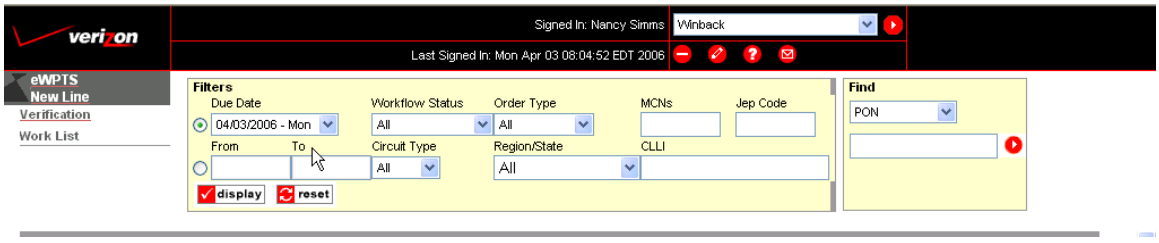
Selecting the Work List

Select the **Worklist** Hyperlink to access the NL CLEC View Data

The Header Column for the Work List Display page –



Filters options include

Due Date	Allows CLEC to pull work up to 7 days out
From To Input Field	Due Date Search (Orders can be selected by a date range. Completed orders are archived after 45 days.)
Work Flow Status Drop Down	Current eWPTS lifecycle of an order - driven by Verizon based Operational Support Systems & eWPTS New Lines Application coding All In Progress Turned Up Order Cancelled Order Completed Investigating Dispatched Preassigned Pending Load
Circuit Type	Enables CLEC to pull by circuit type (Analog, Digital or All)
Region/State	List by region or state
MCN (Major Customer Number)	CLEC 3 to 4 ALPHA Name Identifier - *Your login restricts your access to see only your MCN Codes listed in your user profile.*
Order Type	Enables CLEC to pull by order type (Dispatchable, Cut Through or All)

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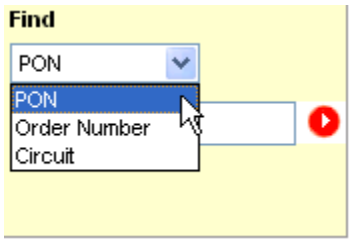
CLLI	Enables CLEC to pull orders assigned to a specific Central Office
Jep Code	Enables CLEC to search for a specific Jep code, or multiple Jep codes by utilizing a comma (,) to separate each code (i.e. 11, 13, 14)

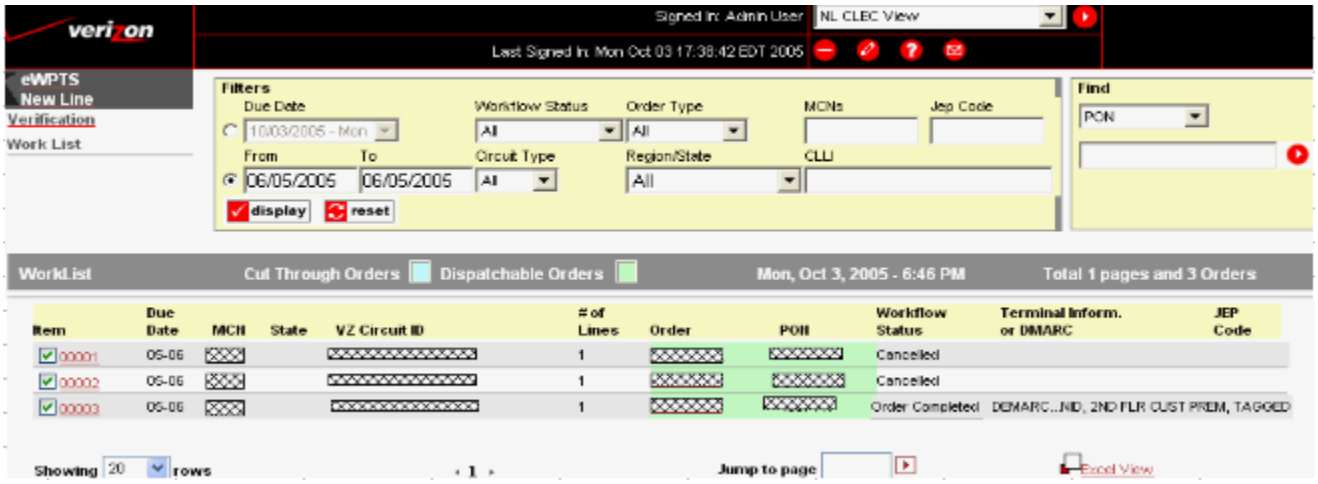


The user can search for an individual Order Number, PON or Circuit.

eWPTS allows information to be downloaded into a spreadsheet by selecting

Excel View at the bottom of the page.

The Work List



The Work List data is primarily a “read only” format. The interactive components are sort-able header columns and the event log communication hyperlink within the index number hyperlink.

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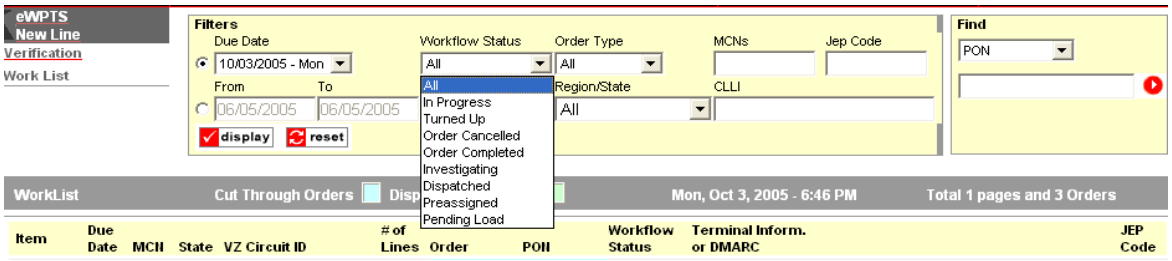
Work List Header Column Definitions

Green ☑ Mark	Pending Message from Verizon Provisioning Team needs to be **Acknowledge**.
Item Number	A system generated identifier – Hyperlink to Event Log & Verizon to CLEC Communication Window
Due Date	List the order current DD from Service Order Processor
MCN (Major Customer Number)	CLEC 3 to 4 ALPHA Name Identifier - *Your login restricts your access to see only your MCN Codes listed in your user profile.*
State	State
Circuit ID	Circuit ID associated with the order
Order	Order Number – Hyperlink for detailed order information
PON	Purchase Order Number
Workflow Status	Current eWPTS lifecycle of an order - driven by Verizon based Operational Support Systems & eWPTS New Lines Application coding- • All • In Progress • Turned Up • Order Cancelled • Order Completed • Investigating – • Dispatched • Preassigned • Pending Load
Terminal Inform or DMARC	Provides binding post/terminal information will appear until the work is completed DMARC information entered.
JEP Code	Posted Jeopardy Codes to the Verizon service order



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Workflow Status – Definitions

The eWPTS New Lines CLEC View will group orders into a lifecycle condition driven by Verizon based Operational Support Systems statuses.

All	Captures all orders
In Progress	The order is currently in the provisioning stage.
Turned Up	The order had been turned up
Order Cancelled	Orders that are cancelled in the Verizon Service Order Processing System. *May require additional follow up with the NMC team by the CLEC.*
Order Completed	This condition is used to alert the user that eWPTS New Lines Application has received successful notification that the order and its related components have been completed.
Investigating	The eWPTS New Lines Application has confirmed the order type, work requirements, system and center information. Due to a series of service order conditions or events, the order is in an Investigating Status and needs further investigation and manual assistance to progress to the next life cycle. **Orders in this condition should be Queried to the NMC Teams for additional follow-up / Status.**
Pending Load	Dispatchable orders in queue for field dispatch
Preassigned	Dispatchable orders assigned to a field dispatch technician
Dispatched	Dispatchable orders with a field technician currently dispatched.

*(**Note: Design Loops – West Only** – Workflow Status may not reflect the current Provisioning Status. CLEC's should contact the NMC verbally for updated information on these Order Types)*

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JEP Code Translations

Display Translation	JEP Definition
1	Company Assignment
2	Company Business Office Reason
3	Company Catastrophe
4	Company Facilities
5	Company Load
6	Company Other
7	Company Switching
8	Engineering Other (*Not Available in Mid-Atlantic Region*)
10	Subscriber No Access
11	Subscriber Other Defective Port
12	Subscriber Not Ready Busy CFA
13	Subscriber – Refer to LSR response from NMC for further information
14	Subscriber Later
15	Subscriber Prior – North (SP)
16	Subscriber Later – South (SE)

*(**Note: Design Loops – West Only** – Provisioning JEP's may not be reflected in eWPTS. CLEC's should contact the NMC verbally for Order / JEP Status)*

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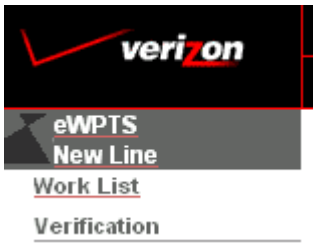
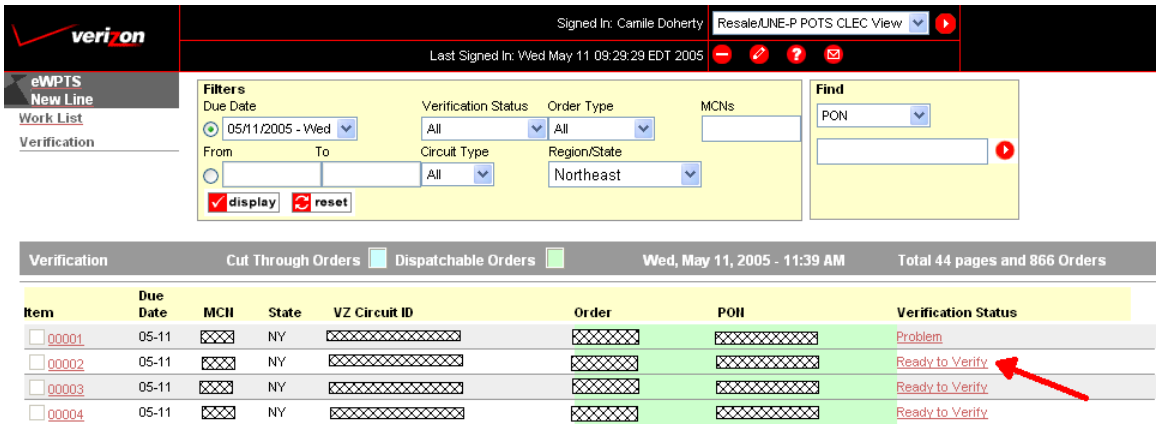
Verification Process

The CLEC Verification Process is done prior to Due Date on all connect orders to verify that the CLEC Facilities listed against match the CLEC original LSR assignment request.

To verify an order, select **Verification** on the Main Menu or use the hyperlink in the upper-left hand corner of the work list screen.



An interactive hyperlink is provided for service orders pending verification from a CLEC.



Select the **Ready to Verify** hyperlink. A pop-up screen will appear with detailed order information. Use the drop down menu provided to confirm the order is **Verified ok** or a **Problem** is present**.** Use the comment box provided to give a detailed account of errors detected on the order.

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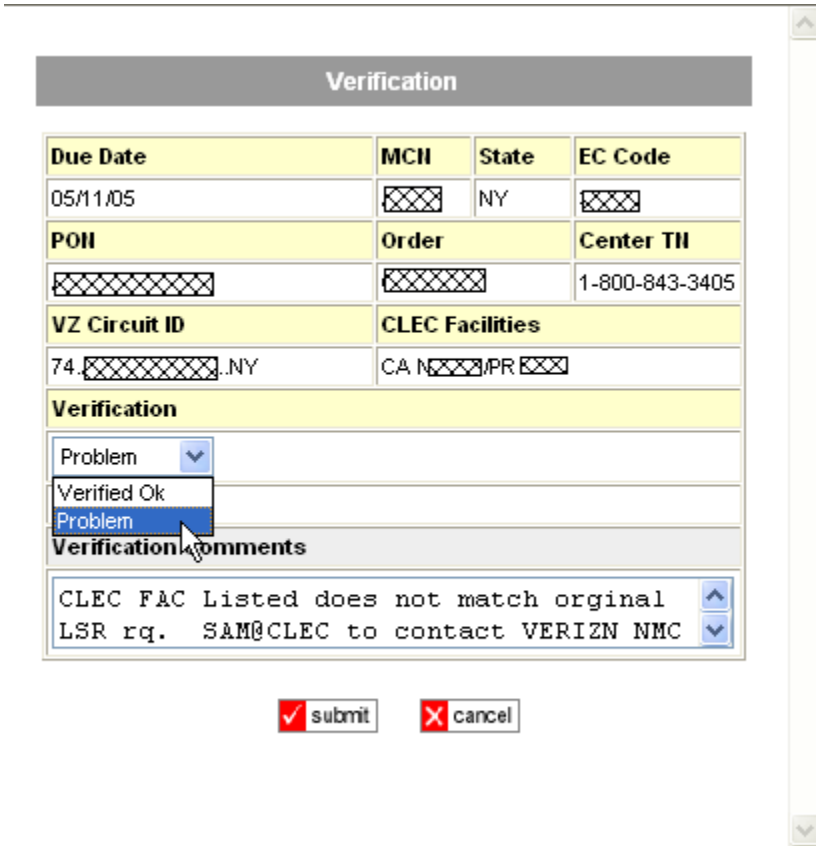
Select submit once the verification is complete.

If a problem with the CLEC Facilities is detected
From the Verification drop down menu select **Problem** & enter a supporting narrative. This information will appear on the Verizon Provisioning Teams internal list.
*(**Note: Design Loops – West Only** – Please contact the NMC verbally to notify of Order Problem)*



Select **submi**t once the problem information summary has been entered.

Select **cancel** to delete information populated in error.

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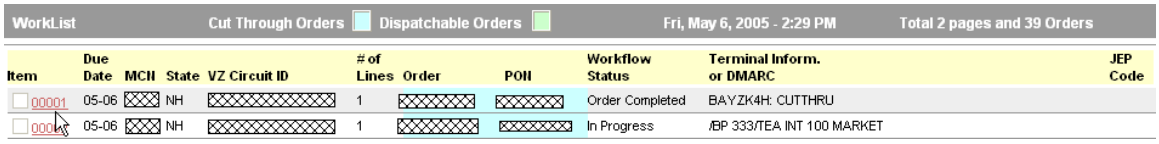
Event Log Remark Notification

The Event Log **'Add Remark'** transaction is active for CLECs to electronically post remarks & messages to the Verizon Provisioning Team via the eWPTS New Lines CLEC View Application. All CLEC Event Log remarks sent via the internal view or CLEC view will generate Green ☑ Mark alert to appropriate Worklist until acknowledged.

How to Add Remark

1. To submit an electronic remark the CLEC will select the Item Number hyperlink of the order



2. A separate Event Log window will appear

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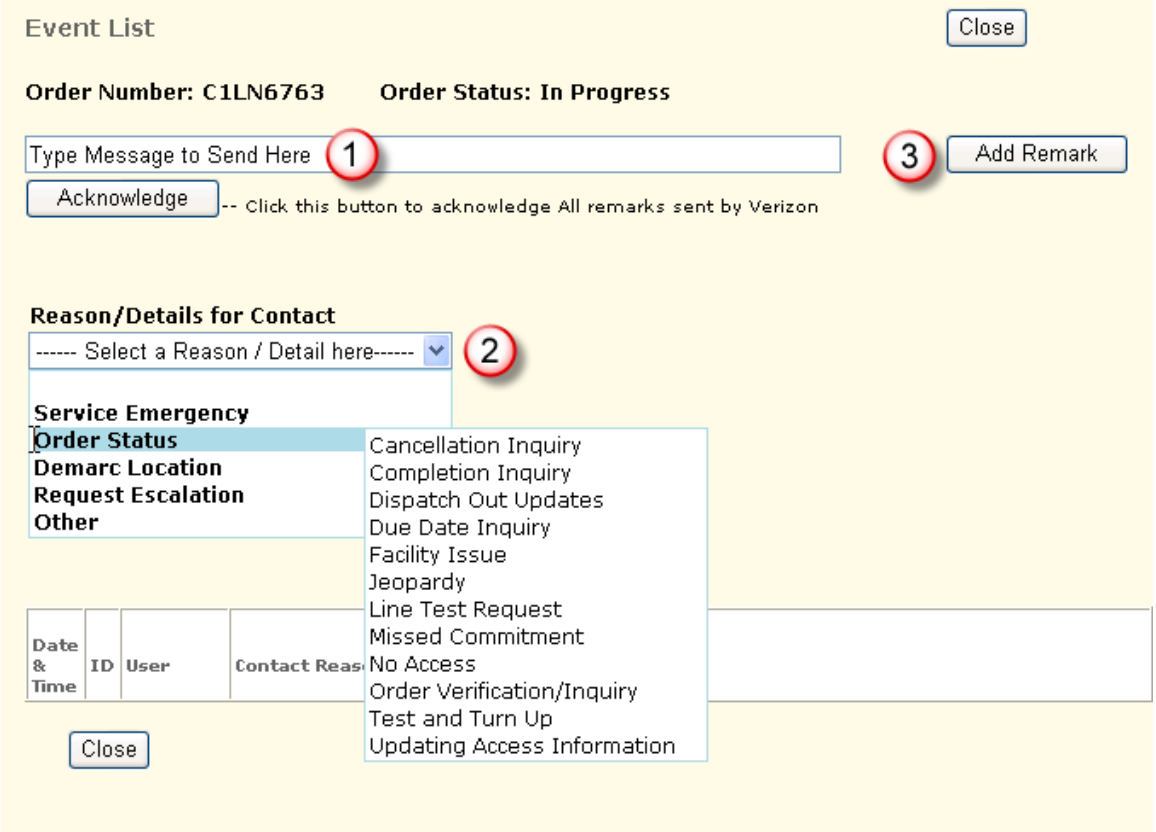

3. Type message into dialogue box.
4. Choose Reason/Detail from the drop down menu
5. Select Add Remark to send electronic remark to Verizon.

*(**Note – Design Loop Orders – West Only** – Eventlog Comments should not be utilized for Order Status / Inquiries – Please contact the NMC verbally)*

How to Read Remarks & Acknowledge Remarks

A Green ☑ Mark in front of the Index Number Hyperlink is the indicator for the CLEC that an electronic message from the Verizon RCCC/CLPC provisioning team has been posted. This is pending ACKNOWLEDGEMENT from the CLEC.

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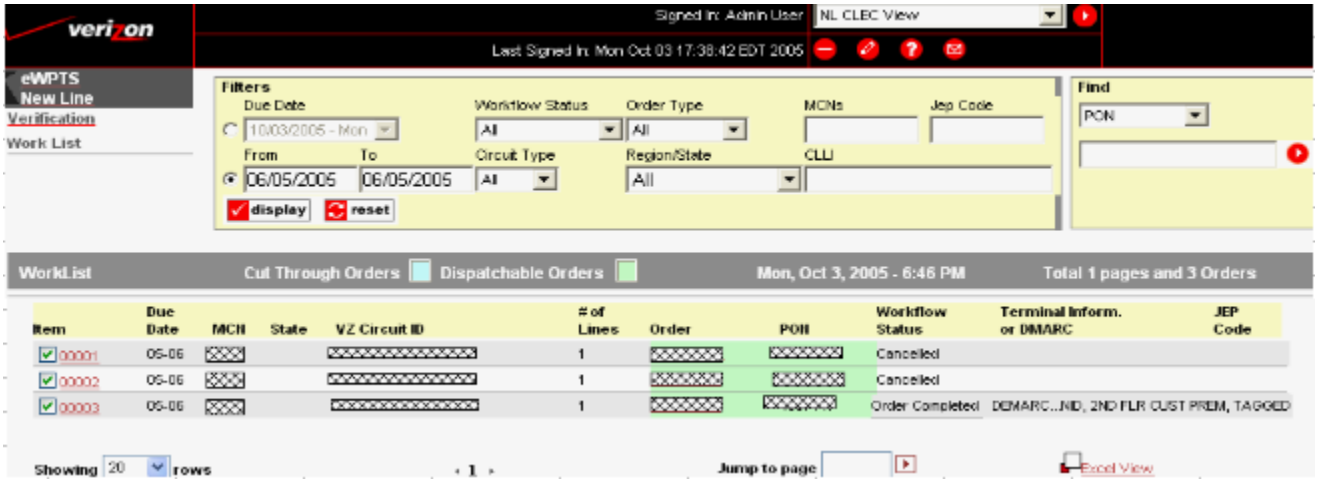
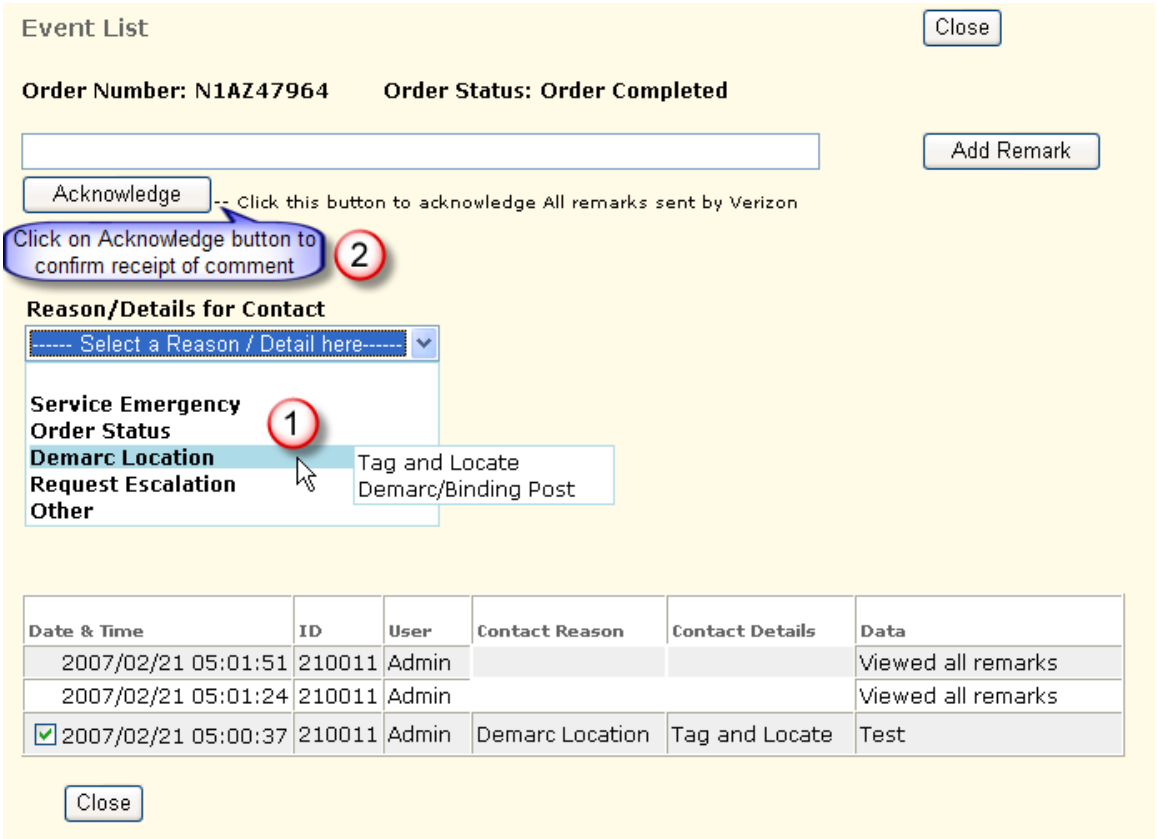


1. To read an electronic remark the CLEC must select the Item Number hyperlink of the order.
2. A separate Event Log window will appear
3. Choose Reason/Detail from drop down menu
4. Click the Acknowledge Button to confirm receipt of the comment
5. If additional comments are necessary type message in comment box and click 'Add Remark.'



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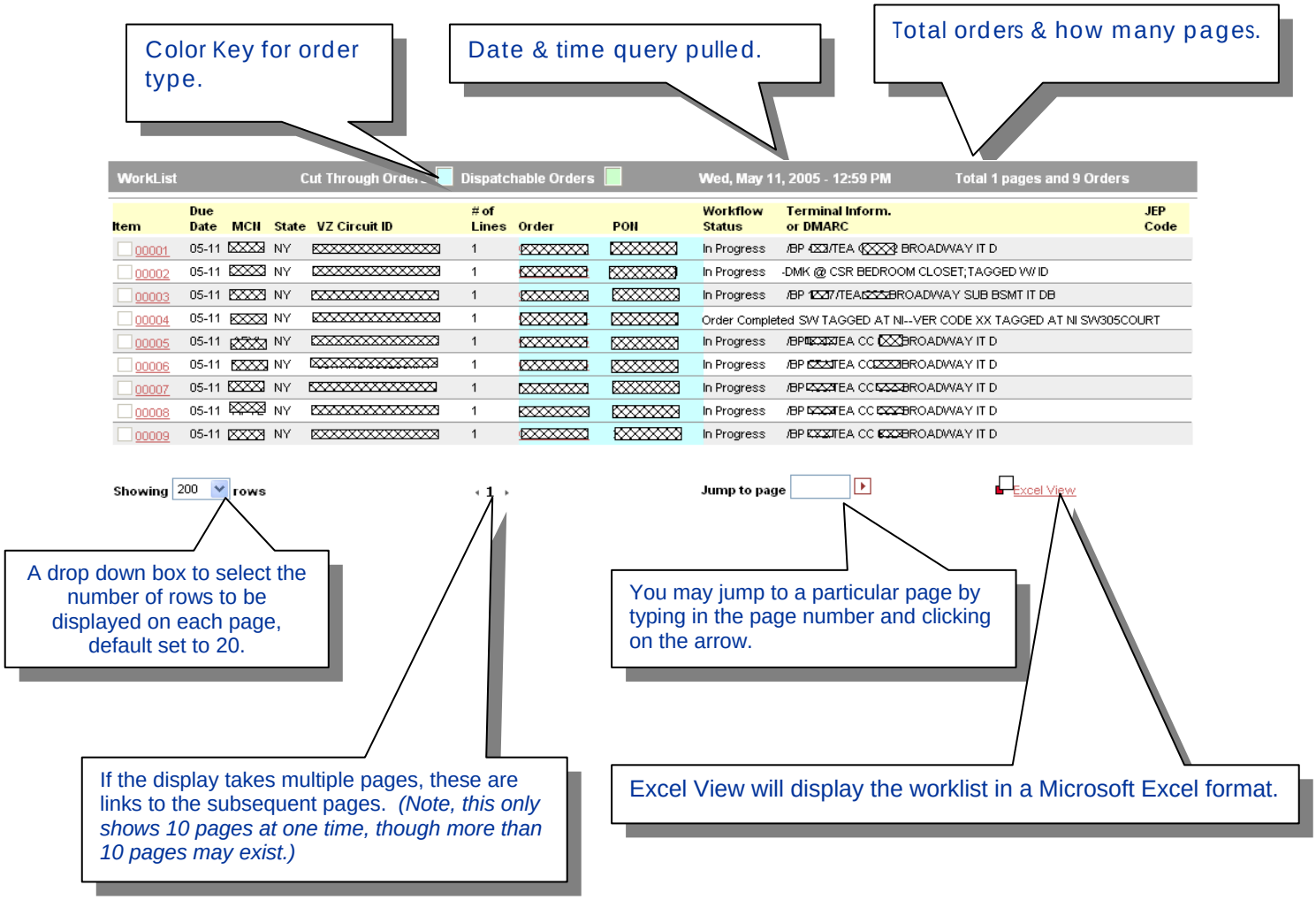
eWPTS Tools

Headers can be selected to sort in ascending or descending order. One click will sort the list in ascending order, click again on the header to change the list to descending order. To refresh the list back to its original order, click on the Display button.

The top of the screen is a gray band showing:



The bottom of the screen contains tools to help navigating multiple pages of data.

For additional information please contact eWPTS Support via email at ewpts.helpdesk@verizon.com

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