

# Neustar<sup>®</sup> Ordering Solutions

## **Port Out Guide**

## **LSR Receive for End Users**

Version 4.2

**neustar**<sup>™</sup>

**Product Version: 4.2**

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# Contents

<b>LIST OF FIGURES .....</b>	<b>5</b>
<b>ABOUT THIS GUIDE.....</b>	<b>6</b>
1.1 AUDIENCE .....	6
1.2 CONVENTIONS.....	6
1.2.1 <i>Notations</i> .....	6
1.2.2 <i>Fonts</i> .....	7
1.2.3 <i>Date and Time</i> .....	7
1.3 ASSUMPTIONS .....	7
1.4 DOCUMENT HISTORY .....	7
<b>GETTING STARTED .....</b>	<b>9</b>
2.1 LOGGING IN TO LSR RECEIVE .....	9
2.2 CHANGING YOUR PASSWORD AND PROFILE .....	10
2.2.1 <i>Changing Your Password</i> .....	10
2.2.2 <i>Changing Your Profile</i> .....	12
2.3 TIMING OUT.....	12
2.4 LOGGING OUT OF LSR RECEIVE .....	13
2.5 VALIDATION ERRORS .....	13
2.5.1 <i>Validating Orders and Correcting Errors</i> .....	13
2.6 SEARCHES IN LSR RECEIVE.....	15
2.6.1 <i>Date Ranges</i> .....	15
2.6.2 <i>Wildcard Characters in Searches</i> .....	17
2.7 PRINTING ORDERS.....	17
2.8 LOCKING ORDERS.....	17
2.8.1 <i>Unlocking an Order</i> .....	18
<b>LOCAL SERVICE REQUESTS.....</b>	<b>19</b>
3.1 LOCAL SERVICE REQUEST TYPES.....	19
3.1.1 <i>One-Day Porting</i> .....	19
3.2 CREATING AN LSR ORDER.....	21
3.3 MULTI-LINE CB-NUMBER PORT REQUESTS .....	23
3.3.1 <i>Requirements for Upload Files</i> .....	24
3.3.2 <i>Data Format</i> .....	25
3.4 E-MAIL NOTIFICATIONS.....	25
3.4.1 <i>Content of E-mail Notifications</i> .....	25

3.4.2	<i>Milestones that Trigger E-mail Notifications</i> .....	25
3.4.3	<i>Receiving E-mail Notifications</i> .....	25
3.5	SEARCHING FOR LSR ORDERS.....	26
3.6	VIEWING THE HISTORY OF AN LSR ORDER.....	30
3.7	LSR REQUEST AND RESPONSE MESSAGES .....	32
3.7.1	<i>Types of Messages</i> .....	32
3.7.2	<i>Searching for LSR Messages</i> .....	33
3.7.3	<i>Viewing Order History and Message Detail from Message Results</i> .....	35
3.7.4	<i>Viewing LSR Messages</i> .....	35
3.8	SUPPLEMENTING AN LSR ORDER.....	36
3.8.1	<i>Cancel (Supplement 1)</i> .....	36
3.8.2	<i>Due Date Change (Supplement 2)</i> .....	37
3.8.3	<i>Other Supplements (Supplements 3-7)</i> .....	38
3.9	EDITING AN LSR ORDER .....	39
<b>SAVED QUERIES</b> .....		<b>41</b>
4.1	CREATING A SAVED QUERY .....	41
4.2	MODIFYING SAVED QUERIES .....	42
4.3	DELETING SAVED QUERIES .....	43
4.4	VIEWING YOUR SAVED QUERIES.....	43
<b>PERFORMING ACTIONS ON ORDERS</b> .....		<b>44</b>
5.1	ABANDON AND CANCEL ACTIONS.....	44
5.1.1	<i>Abandoning and Cancelling an Order</i> .....	44
5.2	SUSPEND AND RESUME ACTIONS.....	45
5.2.1	<i>Suspending an Order</i> .....	45
5.3	CLONE ACTION .....	45
5.3.1	<i>Cloning Existing Orders</i> .....	46
<b>INDEX</b> .....		<b>ERROR! BOOKMARK NOT DEFINED.</b>

## List of Figures

FIGURE 1: LOGIN PAGE .....	10
FIGURE 2: USER MANAGEMENT HOME PAGE .....	11
FIGURE 3: MODIFY PASSWORD PAGE .....	11
FIGURE 4: USER DETAILS PAGE .....	12
FIGURE 5: VALIDATION ERROR PAGE .....	14
FIGURE 6: FIELD CAUSING VALIDATION ERROR .....	14
FIGURE 7: FIXED DATE RANGE - DATES ENTERED BY CALENDAR .....	15
FIGURE 8: FIXED DATE RANGE - DATES TYPED IN FIELDS .....	15
FIGURE 9: RELATIVE DATE RANGE - BASE DATE .....	16
FIGURE 10: RELATIVE DATE WINDOW .....	16
FIGURE 11: LOCKED AND UNLOCKED STATUS .....	18
FIGURE 12: CREATING A NEW ORDER .....	22
FIGURE 13: CB - SHORT FORM REQUEST .....	22
FIGURE 14: SEARCHING FOR ORDERS .....	26
FIGURE 15: RESULTS OF AN ORDER SEARCH .....	30
FIGURE 16: ORDER HISTORY .....	31
FIGURE 17: SEARCHING FOR LSR MESSAGES .....	33
FIGURE 18: RESULTS OF A MESSAGE SEARCH .....	35
FIGURE 19: VIEWING MESSAGES .....	36
FIGURE 44: CANCEL ORDER BUSINESS VALIDATION ERRORS .....	37
FIGURE 20: USE A SAVED QUERY FOR A SEARCH .....	42
FIGURE 21: MANAGE QUERY PAGE .....	42
FIGURE 22: SUSPEND, ABANDON, OR CANCEL AN ORDER .....	45
FIGURE 23: CLONING A MESSAGE .....	46

## Chapter 1            About This Guide

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

This Guide provides the following information:

- Instructions on how to use LSR Receive 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 Receive. There may be some differences, however, between what you see in the application and the illustrations presented in this document.

The role that has been assigned to your login name determines which parts of the application are available to you; as a result, you may not have access to some of the functionalities that are described in this document.

### In This Chapter

Audience .....	6
Conventions .....	6
Assumptions .....	7
Document History .....	7

### 1.1 Audience

This User Guide is directed to those personnel responsible for Trading Partner communications and transactions, including the entry and management of orders.


### 1.2 Conventions

The following conventions are used throughout the User Guide.

#### 1.2.1 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.

## 1.2.2 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**.

## 1.2.3 Date and Time

The Clearinghouse is housed and maintained on the east coast, and as such, it records and displays dates and times based on the existing Eastern Time, abbreviated as ET.

## 1.3 Assumptions

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

- The Guide assumes that users of LSR Receive are familiar with industry guidelines for submitting and tracking orders. Detailed information about completing the fields of the forms is not provided.
- The Guide assumes that users have experience working in Windows-based programs that run on browsers.
- 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 LSR Receive and utilize its functionality to submit and monitor request(s).
- The Guide does not include trading partner-specific information or business rules. This information changes frequently and is managed and provided by each trading partner.

## 1.4 Document History

Date	Description
2/27/2009	Compiled from existing documentation and additions for 3.11.1.
3/9/2009	Updates per review and walkthrough.
3/13/2009	Additional updates
10/14/2010	Added content for 1-day porting, multi-line porting and e-mail notification.
10/12/2012	Changes per version 4.1 of LSR Receive: enhanced procedures for submitting supplements to orders. General document maintenance.
02/01/2021	Added reference for Edge and Chrome browser support.







## Chapter 2 Getting Started

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

LSR Receive is designed to work with Internet Explorer11, Chrome or Edge. To access LSR Receive, contact your User Administrator for the URL and your domain name, and your user name and password.

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

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

### In This Chapter

Logging in to LSR Receive.....	9
Changing Your Password and Profile .....	10
Timing Out.....	12
Logging out of LSR Receive .....	13
Validation Errors.....	13
Searches in LSR Receive .....	15
Printing Orders .....	17
Locking Orders .....	17

## 2.1 Logging in to LSR Receive

### ➤ To log in to LSR Receive:

1. Launch your web browser, type LSR Receive 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.

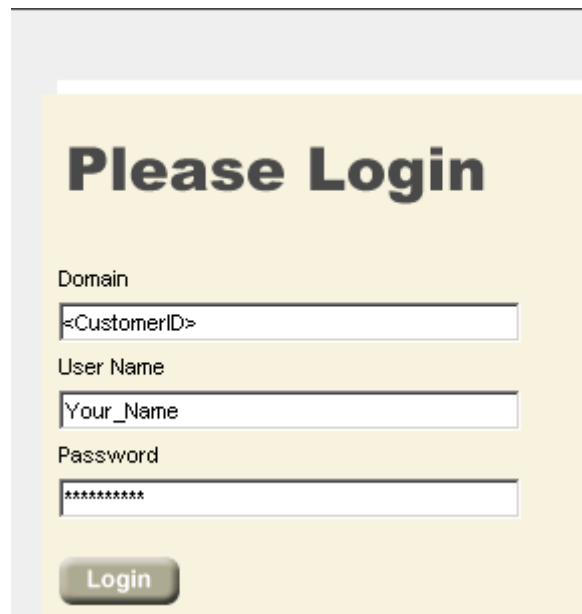


Figure 1: Login page

**!** **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 Receive, *change your password* (see "Changing Your Password" on page 10).

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

## 2.2 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.

### 2.2.1 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.

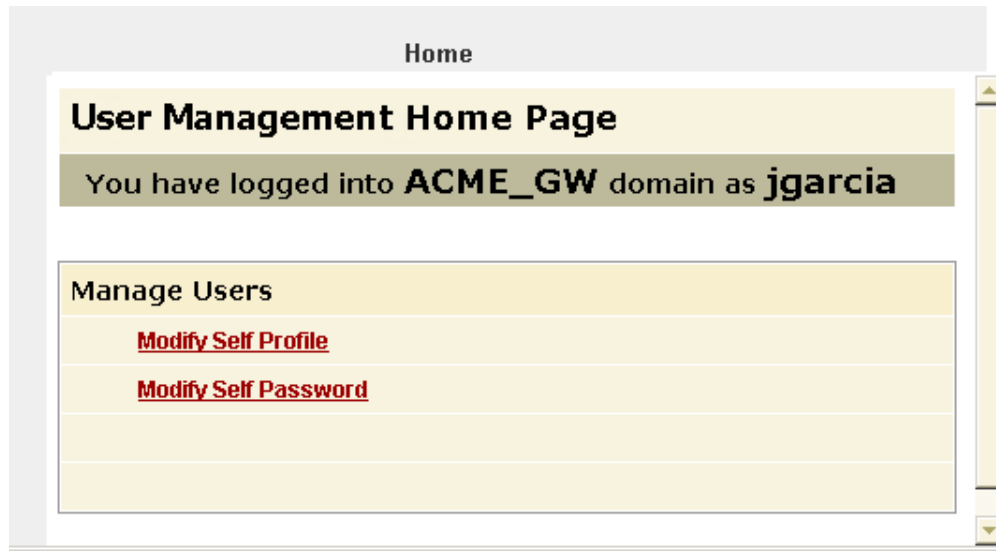


Figure 2: User Management Home Page

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.

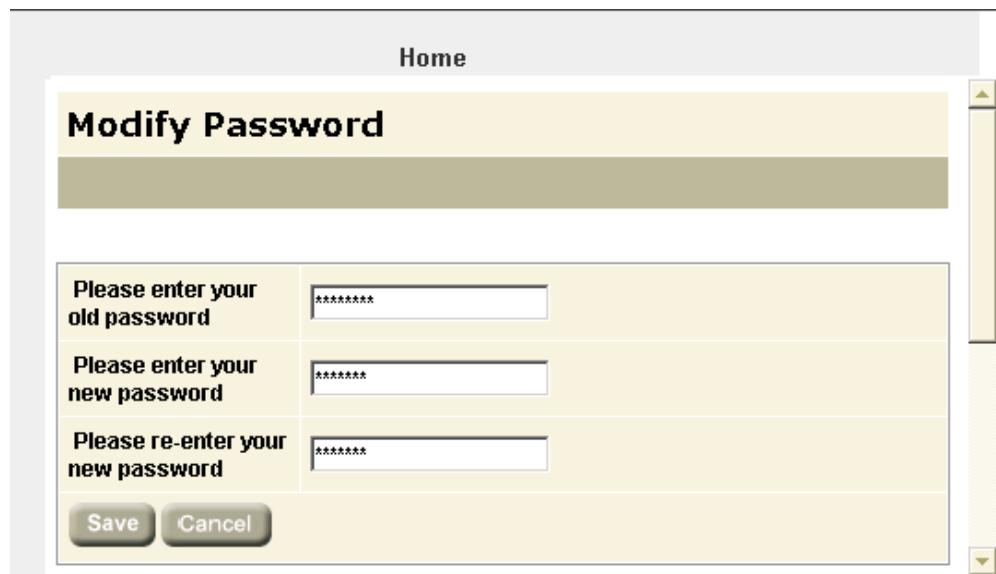
The image shows a web browser window with a 'Home' tab. The main content area has a yellow header with the text 'Modify Password'. Below this, there is a dark grey bar. The main body of the page is a light yellow box containing three rows of input fields. Each row has a label on the left and an input field on the right. The labels are 'Please enter your old password', 'Please enter your new password', and 'Please re-enter your new password'. Each input field contains a series of asterisks. At the bottom of the form, there are two buttons: 'Save' and 'Cancel'. A vertical scrollbar is visible on the right side of the page.

Figure 3: Modify Password Page

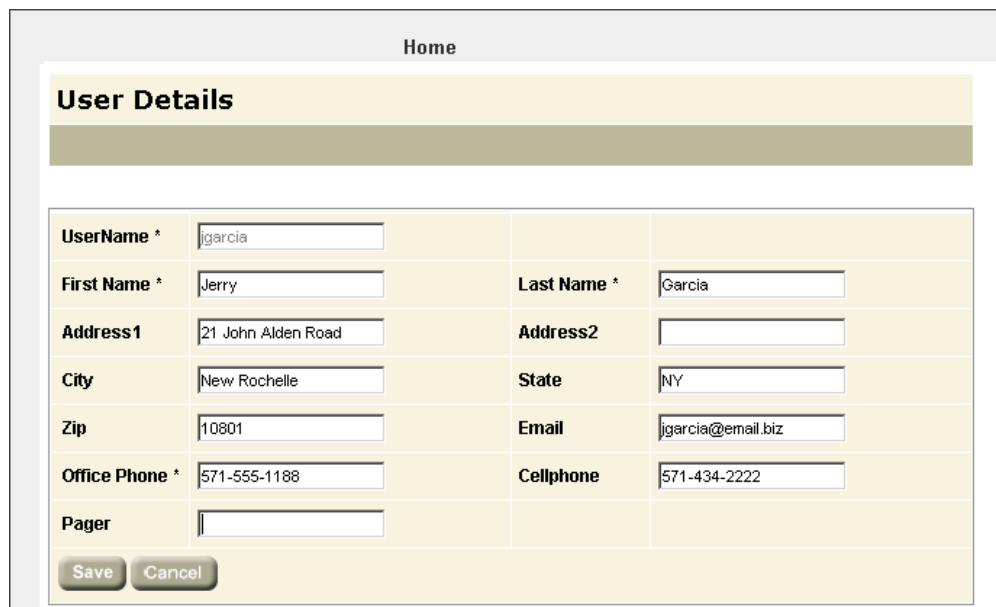
4. To return to the **User Management Home Page**, click **Home**.
5. To close the **User Management Home Page**, close its browser window.

## 2.2.2 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 4: 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.

## 2.3 Timing Out

You will be logged off automatically, if LSR Receive is open and idle for 30 minutes.

 **Note:** "Idle" is defined as not performing any action, such as Search, Submit, opening orders, etc. LSR Receive is considered idle even as you are entering information in forms.

## 2.4 Logging out of LSR Receive

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

## 2.5 Validation Errors

Before processing an order, LSR Receive performs the following validations to identify errors that must be corrected before the order can be successfully submitted:

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

Prior to submitting some order types, you can manually run the validation. If this option is available for an order, you will see a **Validation** button on the forms.

### 2.5.1 Validating Orders and Correcting Errors

To validate an order, complete the following steps:

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 Receive 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.

**Field errors** and **business rule errors** can prevent a request from being successfully submitted to LSR Receive.

- **Field errors:** If any required fields are blank or formatted incorrectly, a brief error message appears and the problem fields are highlighted on the request form. Make the necessary corrections and resubmit the request.

- **Business rule errors:** If business rule errors are detected, the **Validation Error** page opens. This page lists each field with an error, along with the ID and text of the business rule. There is a link to each problem field, so that you can make the necessary corrections and resubmit the request.

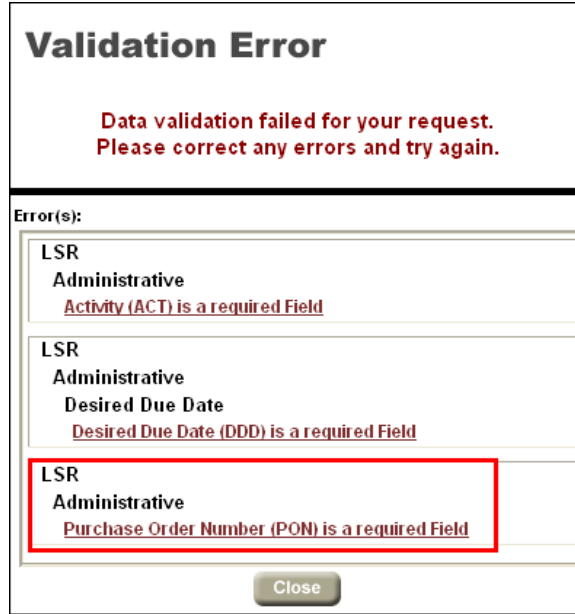


Figure 5: Validation Error page

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.

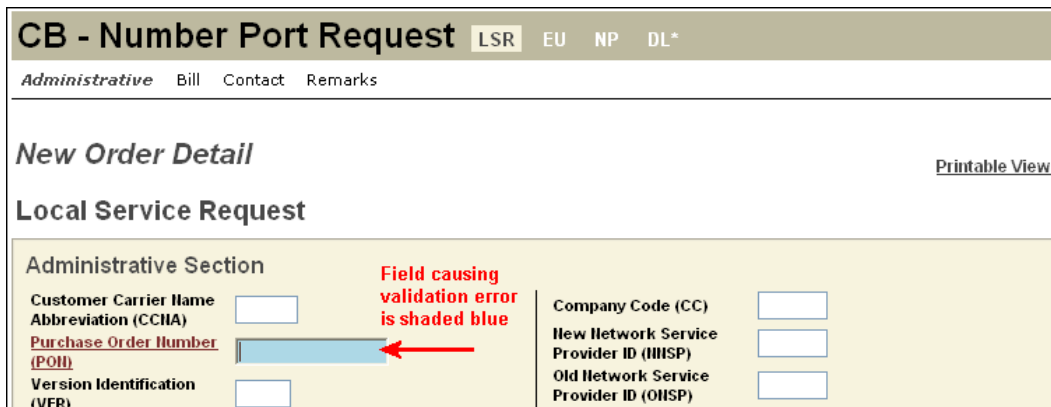


Figure 6: Field Causing Validation Error

- 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.

## 2.6 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 15) and wildcard characters.

### 2.6.1 Date Ranges

In LSR Receive, a date range is one of the criteria for searching for orders. Date ranges can be *fixed* (see "Setting a Fixed Date Range" on page 15) or *relative* (see "Setting a Relative Date Range" on page 15).

#### 2.6.1.1 Setting a Fixed Date Range

Fixed date ranges consist of a set From (start) and To (end) date.

##### ➤ 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.

There are two ways to enter dates.

- Click the calendar beside the **From** and **To** fields and select the dates. LSR Receive populates the **From** and **To** fields using this format: MM-DD-YYYY-HHMM AM|PM.

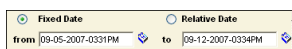


Figure 7: Fixed Date Range - Dates Entered by Calendar

- Type the dates into the **From** and **To** fields. Use the format MM-DD-YYYY format, as in 09-05-2007. Hours and minutes (HHMM AM|PM) are not required; these will be added by LSR Receive when the search is executed.

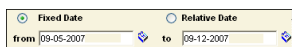


Figure 8: Fixed Date Range - Dates Typed in Fields

#### 2.6.1.2 Setting a Relative Date Range

Relative date ranges 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 Receive according to a base date and a relative time period.

The base date and a relative time period are entered by you, and LSR Receive uses this information to compute the date range for a search.

**Base date** A base date serves as a starting point for the computed date. The base date can be the current date or another date. For example, 08-15-07 and 09-20-07 are base dates.

**Relative time period** A relative time period is stated in terms of:

- Number of units (one, five, ten, and so on)
- Units of time (months, days, hours, and minutes)
- Direction (past or future)

Example of a relative date range computation:

- Base date = 09-01-2007
- Relative time period = Two months in the past
- Computed date = 07-01-2007

➤ **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. Use the format MM-DD-YYYY format, as in 09-05-2007.

Figure 9: Relative Date Range - Base Date

3. Click the calendar beside the **From** field.
4. On the **Relative Date** window, set the relative time period:
  - Enter a value in the Months, Days, Hours, and/or Minutes boxes. A value in at least one box; the other boxes can be blank.
  - Click **Past** or **Future**. Past is the default direction.
  - Click **Update**.

Figure 10: Relative Date window



LSR Receive closes the **Relative Date** window and computes the From date to the base date and the relative time period you have entered. In this example, the computed date is 08-21-2007.

5. Repeat steps 2 and 3 for the **To** range.

### 2.6.2 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 **7892** and **7894**.
- Enter **789\_97** to return matches that have a single character **between** 789 and 97, such as **789197** and **789397**.

## 2.7 Printing Orders

### ➤ To print an order:

---

1. Open a the **View Only Detail** page of a message.
2. Click the **Printable View** link in the upper right corner of the page.  
A print friendly version of the page opens.
3. On the File menu of your browser, click **Print**.

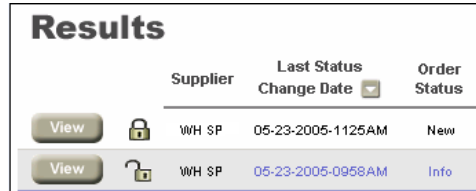
As with **View Only Detail** pages, multiple printable pages can be open at one time.

## 2.8 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	
<a href="#">View</a>	 WH SP	05-23-2005-1125AM	New	
<a href="#">View</a>	 WH SP	05-23-2005-0958AM	Info	

Figure 11: Locked and Unlocked Status

### 2.8.1 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 Receive.
- The user locks another order.
- Thirty minutes has passed since the lock was placed on the order.

## Chapter 3 Local Service Requests

The LSR Receive application allows users to submit requests and receive responses from trading partners. 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 Receive 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 Receive and shows you how to create, submit, and work with those orders.

### In This Chapter

Local Service Request Types .....	19
Creating an LSR Order .....	21
Multi-line CB-Number Port Requests .....	23
E-mail Notifications.....	25
Searching for LSR Orders.....	26
Viewing the History of an LSR Order .....	30
LSR Request and Response Messages .....	32
Editing an LSR Order .....	36

### 3.1 Local Service Request Types

LSR Receive supports the following local service request types. Availability of these requests is determined by the service provider whose GUI you are using.

- **CB - Number Port:** Request number portability so that an end user can use a Local Service Provider for basic local exchange service while retaining an existing telephone number. Can be used for complex, multi-line ports.
- **CB - Short Form:** Request 1-day number portability. 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.

#### 3.1.1 One-Day Porting

The FCC mandate for 1-day porting takes 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	
GAUTH	Required	
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 <b>by</b> 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 <b>after</b> 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>
<p>The New Network Service Provider DDD equals 3 days.</p>	<p>The Old Network Service Provider must send the FOC within 24 clock hours.</p>
<p>The new Network Service Provider submits the port as “simple”: and the Old Network Service Provider deems in “non-simple”.</p>	<p>The Old Network Service Provider must send a FOC-Accept or a FOC-Reject with the new DD within 4 hours.</p>
<p>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.</p>	<p><b>Depending on specific Trading Partner rules:</b></p> <p>The New Network Service Provider must submit a Sup1-Cancel for the original order and then submit a new one.</p> <p>Or</p> <p>The New Network Service Provider must submit a Sup2-Change DD with a new DD.</p>

## 3.2 Creating an LSR Order

### ➤ 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.
- The Supplier list is auto-populated with the name of the service provider whose company logo is on this GUI.

Multi-line CB-Number Port requests -- see page 23

- Click **Create Order**.

Figure 12: Creating a New Order

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 Receive automatically loads the forms which may be required.

The CB-Short Form request type consists of a single form.

Figure 13: CB - Short Form Request

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

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.

If your trading partner has activated the *e-mail notification* (see "E-mail Notifications" on page 25) capability for your domain, you will receive e-mail notifications at key milestones in the porting process.

**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 Receive.



The screenshot shows a yellow-bordered box titled "Customer Use Section". Inside the box, there is a label "User Data" followed by a text input field.

4. Once you have populated the fields with information, click a button at the bottom of the page.

- To remove all information from the page, click **Clear**.
- To submit the request(s), click **Submit**. Before submitting the request(s), LSR Receive validates and saves it.

By validating the request(s), LSR Receive ensures that all the required fields are completed and that the information complies with the applicable business rules. If an *error* (see "Validation Errors" on page 13) is detected, the **Validation Error** page opens.

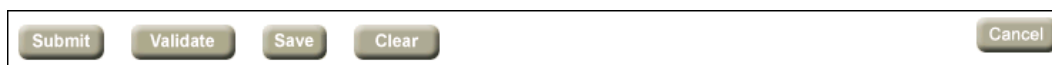
The **Confirmation** page displays a message when the request(s) has been successfully submitted. On the **Confirmation** page, you can do one of the following:

-- 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** page, and then view the history of it.

- To validate the request(s), 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 Receive logs the request(s) as an event, or message, on the **Order History** page.
- To remove all information, cancel the request(s), and return to the previous page, click **Cancel**.



The screenshot shows a horizontal bar containing five buttons: "Submit", "Validate", "Save", "Clear", and "Cancel".

### 3.3 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.

## Create Order

Select the following information to create a new order:

Order Type:

Request Type:

Supplier:

Template (Optional):

Excel File (Optional):

Not available when uploading an Excel file.

Available with CB-Number Port request type.

Use to upload an Excel file containing multiple TNs to port.

### 3.3.1 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 <b>Excel File (Optional)</b> 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.



### 3.3.2 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](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.

## 3.4 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.

### 3.4.1 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

### 3.4.2 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

### 3.4.3 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.

### 3.5 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 14: Searching for Orders

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 41).

LSR Order Search Criteria	
Search Criteria	Description
Service Type You can select one value or multiple values.	Search by order transaction type. Port out relevant values: <ul style="list-style-type: none"> <li>• CB - Number Port*</li> </ul> <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 <b>Results</b> page as having "Simple NP" Service Type.</p>

<b>LSR Order Search Criteria</b>	
<b>Search Criteria</b>	<b>Description</b>
Supplier	Search by the name of the service provider that is providing the underlying network facilities.
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 15).
Order Status  You can select one value or multiple values.	Search by the status of the order. Port out relevant values: <ul style="list-style-type: none"> <li>• All</li> <li>• New</li> <li>• Supplement</li> <li>• FOC Accept</li> <li>• FOC Reject</li> <li>• Supplement Accept</li> <li>• Supplement Reject</li> <li>• Jeopardy</li> <li>• Provider Initiated Activity</li> <li>• SOC</li> <li>• Billing Completion</li> <li>• Provider Initiated Cancel</li> <li>• Acknowledgement</li> <li>• Negative Acknowledgement</li> </ul>
Last Activity  You can select one value or multiple values.	Search by the last activity performed on the order. <ul style="list-style-type: none"> <li>• All</li> <li>• Submit</li> <li>• Receive</li> <li>• Save</li> <li>• Resume</li> <li>• Suspend</li> <li>• Abandon</li> <li>• Cancel</li> </ul>
PON	Search for a single purchase order number (PON).
Account Telephone Number	Search for the account telephone number.

LSR Order Search Criteria	
Search Criteria	Description
Activity	Search by the specific activity involved in a service request. Port out relevant value:  V - Conversion of service to new LSP
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	Search by the user who created the order or last touched it.  The <b>User ID</b> field has two options buttons: <b>Created By</b> and <b>Last Submitted By</b> . <ul style="list-style-type: none"> <li>• Click <b>Created By</b> to find orders created by the User ID entered in the field.</li> <li>• Click <b>Last Submitted By</b> to find orders that were last touched by the User ID by means of a Submit, Save, Cancel, Abandon, Suspend, or Resume.</li> </ul> <p>If you search for orders by the "Created By" User ID, the <b>last</b> User ID to touch the PON is among the data listed for each order on the <b>Results</b> page. However, the <b>actual PONs on the Results page are those that were created by the User ID specified in the search criteria.</b></p>
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 15).
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 15).

LSR Order Search Criteria	
Search Criteria	Description
User Data	<p>Search for information entered in the <b>User Data</b> field of the <b>Order Detail</b> page.</p> <ul style="list-style-type: none"> <li>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.</li> <li>When User Data is used as a criterion for searching for orders, the database sometimes returns an order whose <b>User Data</b> 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.</li> <li>The search value for the <b>User Data</b> field is <b>case sensitive</b>. 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.</li> </ul>
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)	<p>Search by the type of service.</p> <ul style="list-style-type: none"> <li>Business</li> <li>Residence</li> <li>Government</li> <li>Coin</li> <li>Home Office</li> </ul>
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.
Expedite (EXP)	<p>Search by expedite type.</p> <p>Y- Expedite Charges Authorized</p> <p>E- Expedite</p> <p>M – Medical Emergency or Critical Situation</p> <p>N - No</p>

To expand the scope of the search, you can use *wildcard characters* (see "Wildcard Characters in Searches" on page 17) in text fields.

The **Results** page (on page 30) 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 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 indicates that the order can be viewed and cloned, but not edited until it is unlocked.

Service Type: All	Supplier: LEC1	Last Status Change Date.From:
Last Status Change Date.To:	Order Status: All	Last Activity: All
PON:	Account Telephone Number:	PORTEDNBR:
Activity: All	End User Name:	User ID:
Exchange Company Circuit ID:	Customer Circuit Reference:	Due Date.From:
Due Date.To:	Create Date.From:	Create Date.To:
User Data:	CCNA:	TOS: All
ONSPALTSPID:	ONSP:	EXP: All

Results													
Results 1 - 100 of 148													
Pages (2): 1 2 >>													
	Last Status Change Date	Order Status	PON	Account Telephone Number	Activity	Due Date	Service Type	Customer Carrier Name Abbreviation	Type of Service	Old Network Service Provider Alternate SPID	Old Network Service Provider ID	Expedite	Last Submitted By
<a href="#">View</a>	03-14-2012-0413AM	DSR Completion Notice	TESTPON85121	248-987-8510	V	03-14-2012-1200AM	Number Port	LEC	Residence				example
<a href="#">View</a>	03-13-2012-0809AM	FOC Accept	TESTPON851	248-987-8510	V	03-13-2012-1200AM	Number Port	LEC	Residence				example
<a href="#">View</a>	10-14-2011-0539AM	FOC Accept	TESTPON85102	248-987-8510	V	10-27-2011-1200AM	Number Port	LEC	Residence				example
<a href="#">View</a>	07-15-2011-1119AM	FOC Accept	TESTPON8510	248-987-8510	V	07-22-2011-1200AM	Number Port	LEC	Residence				example
<a href="#">View</a>	06-14-2011-1025AM	FOC Reject	TESTPON8483	248-987-5483	V	06-13-2011-1200AM	Number Port	LEC	Residence				example
<a href="#">View</a>	06-13-2011-0352PM	FOC Accept	TESTEMAIL002	222-232-2322	V	06-13-2011-1200AM	Simple NP	LEC					example

Figure 15: Results of an Order Search

### 3.6 Viewing the History of an LSR 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.

Order History							
Order Type: LSR Order		Supplier: LEC1		Request Type: Simple NP			
Current Status: FOC Accept		PON: LEC1001TEST		VER: 00			
Results 1 - 3 of 3							
View	Action	Message Type	Date and Time	VER	Activity	Conforming	User Id
<input type="button" value="View"/>	Viewable Only	FOC Accept	08-06-2010-0343PM		Receive		example
<input type="button" value="View"/>	<input type="text" value="Edit"/>	New	08-06-2010-0339PM	00	Submit		peer_br
<input type="button" value="View"/>	<input type="text" value="Edit"/>	New	08-06-2010-0338PM	00	Save		peer_br
<input type="button" value="Suspend Order"/> <input type="button" value="Abandon"/> <input type="button" value="Cancel"/>							

Figure 16: Order History

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

Order History Page for LSR 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.
Action	Identifies the actions (if any) that can be taken on the order. "Viewable Only" is displayed if no actions can be taken.
Message Type	Type of request or response message.
Date and Time	Date and time the event occurred or message was sent or received by LSR Receive.
VER	Version number that identifies the version of a supplement, or if required by the Trading Partner the version number of the original order.
Activity	Activity associated with the event or message.

Order History Page for LSR Orders	
Column	Information
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 <b>Order History</b> page displays the ID of the other user and the length of the lock period.
Suspend and Resume buttons	Click to <i>suspend and resume</i> (see "Suspend and Resume Actions" on page 45) the order.
Abandon and Cancel buttons	Click to <i>abandon or cancel</i> (see "Abandon and Cancel Actions" on page 44) the order. These buttons are hidden if the last action taken on the order is Abandon or Cancel.

### 3.7 LSR Request and Response Messages

LSR Receive exchanges request and response messages between Wholesale customers and Trading Partners.

- Request messages are order-related communications that are sent to Trading Partners.
- Response messages are communications received from a Trading Partner as a result of a submitted request.

#### 3.7.1 Types of Messages

Following is a list of LSR request and response messages.

LSR Order Messages		
Order Type	Request Messages	Response Messages
All	<ul style="list-style-type: none"> <li>• All</li> <li>• New</li> <li>• Supplement</li> </ul>	<ul style="list-style-type: none"> <li>• FOC Accept</li> <li>• FOC Reject</li> <li>• Jeopardy</li> <li>• Supplement Accept</li> <li>• Supplement Reject</li> <li>• SOC</li> <li>• Billing Completion</li> <li>• Provider Initiated Activity</li> </ul>



		<ul style="list-style-type: none"> <li>• Acknowledgement</li> <li>• Negative Acknowledgement</li> </ul>
--	--	---

### 3.7.2 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:**

1. On the Main navigation bar, click **Search Messages**.
2. On the **Search Messages** page, click the **LSR Order** tab.
3. Enter search criteria, and then click **Search**.

Figure 17: 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	Search by order transaction type. Port out relevant values: <ul style="list-style-type: none"> <li>• CB - Number Port*</li> <li>• *Search by CB-Number Port yields results for LSRs created using both CB-Number Port and CB-Short Form. LSRs created using the</li> </ul>

LSR MESSAGE Search Criteria	
Search Criteria	Description
	CB-Short form are shown in the <b>Results</b> page as having "Simple NP" Service Type.
ACT	Search by a specific activity involved in a service request.
Supplier	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</i> -- see page 32
Action	Search by the last action performed on the order.
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.
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.
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 17) in text fields.

The **Results** page (on page 30) opens in a separate read-only window. Once the list of matching messages is displayed on the **Results** page, you can open the *message detail* (see "Viewing Order History and Message Detail from Message Results" on page 35) and the *order history* (see "Viewing Order History and Message Detail from Message Results" on page 35) associated with the message.

### 3.7.3 Viewing Order History and Message Detail from Message Results

When you use the **Search Messages** link, the **Results** page lists all the messages matching the search criteria, not just the latest transaction for each combination of transaction type, Sender SPID, and Trading Partner (Destination) SPID.

From here you can open the message detail or the order history.

- To open the **message detail**: click **View** beside the message, and then click the **Action** button. 
- To open the **order history** associated with a message, click **View Order History** beside the message, and then click the **Action** button. 

Service Type: All			ACT: All			Supplier: LEC 1		
Message Type: All			Action: All			PON:		
VER:			User ID:			Datetime.From:		
Datetime.To:			ATN:			PORTEDNBR:		
ECCKT:			CKR:			End User Name:		
CCNA:			TOS: All			ONSPALTSPID:		
ONSP:								
<b>Results</b>								
View	Service Type	Message Type	PON	User ID	Datetime	Customer Carrier Name Abbreviation		
View	Number Port	Supplement Accept	TESTPON85121	example	03-14-2012-0413AM	LEC		
View Order History	Number Port	Supplement Reject	TESTPON85121	example	03-14-2012-0411AM	LEC		
View	Number Port	Supplement	TESTPON85121	example	03-14-2012-0408AM	LEC		
View	Number Port	Supplement	TESTPON85121	example	03-14-2012-0406AM	LEC		
View	Number Port	FOC Accept	TESTPON85121	example	03-14-2012-0400AM	LEC		

Figure 18: Results of a Message Search

### 3.7.4 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 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.

The **Order History** page remains open, so you can continue opening messages. You can open a printable page for each message. Multiple messages and their printable pages can be open at the same time.

To close the **View Only Detail** page, close its browser window.

Figure 19: Viewing Messages


### 3.8 Supplementing an LSR Order

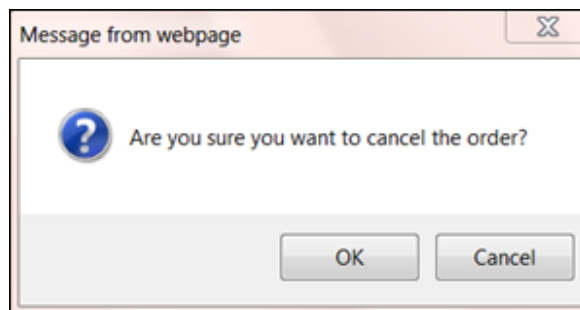
#### 3.8.1 Cancel (Supplement 1)

➤ **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.

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

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



- 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.

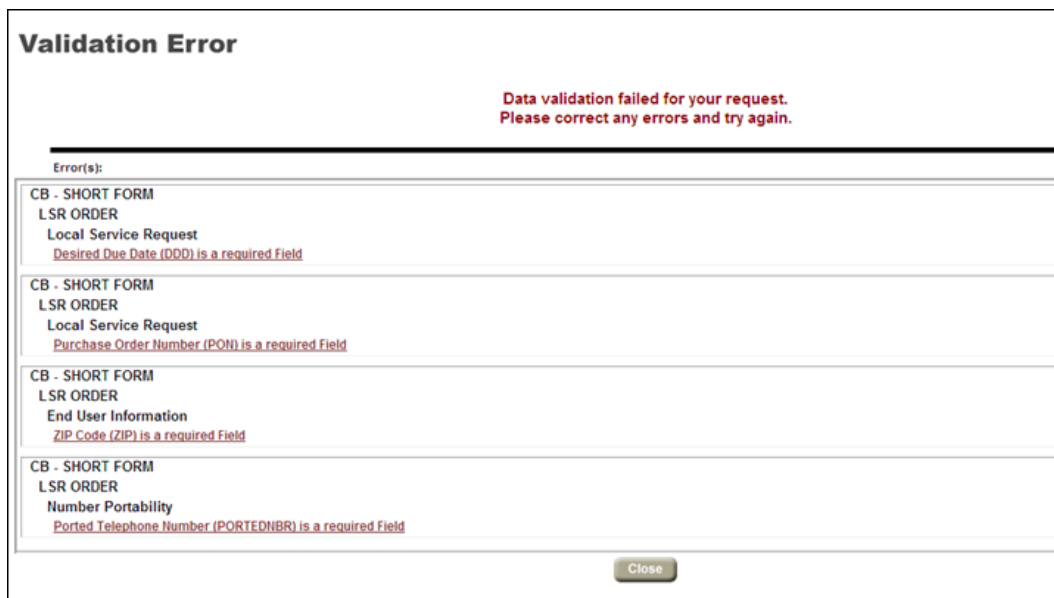


Figure 20: Cancel order business validation errors

### 3.8.2 Due Date Change (Supplement 2)

#### ➤ To change the due date for an order:

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

- 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
<input type="button" value="View"/>	Supplement - Due Date Change	Supplement	08-17-2012-0301PM	00	Submit		example
<input type="button" value="View"/>	Edit Supplement - Cancel Supplement - Due Date Change Supplement - Other Clone Create Template	New	03-13-2012-0116AM	00	Submit		example

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

**Customer Use Section**

User Data

- 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.

### 3.8.3 Other Supplements (Supplements 3-7)

#### ➤ To submit other supplements:

- 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
<input type="button" value="View"/>	<input type="button" value="Edit"/> <input type="button" value="Supplement - Cancel"/> <input type="button" value="Supplement - Due Date Change"/> <input type="button" value="Supplement - Other"/> <input type="button" value="Clone"/> <input type="button" value="Create Template"/>	Supplement	08-17-2012-0301PM	00	Submit		example
<input type="button" value="View"/>		New	03-13-2012-0116AM	00	Submit		example

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

Project Indicator (PKJUMIK) <input type="text"/> Local Service Provider Change Prohibited (LSCP) <input type="text"/> Coordinated Hot Cut (CHC) <input type="text"/> Requisition Type and Status (REQTYP) CB Product Arrangement (P) <input type="text"/> Sub-loop Indicator (SLI) <input type="text"/> Activity (ACT) V Migration Indicator (MI) <input type="text"/> <b>Supplement Type (SUP)</b> <input type="text"/> <ul style="list-style-type: none"> <li>3</li> <li>4</li> <li>5</li> <li>6</li> <li>7</li> </ul> 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) CD12 Personal Identifier (PID) <input type="text"/>	Interface Code (SECNCI) <input type="text"/> Related Purchase Order Number (RPON) <input type="text"/> Related Order Number (RORD) <input type="text"/> Local Service Provider Authorization Carrier Code (LSPAUTH) <input type="text"/> Date (LSPAUTHDATE) <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) 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


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

### 3.9 Editing an LSR Order

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 message:**

---

1. In the Action column on the **Order History** page, click **Edit** beside a message.
2. Click **Perform Action**. A small, square, light gray button with three horizontal dots (an ellipsis) inside, representing a 'Perform Action' or 'More Options' button.
3. On the **Edit Detail** page, add, remove, or change information for the message.
4. Click **Submit**.



## Chapter 4      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.

### In This Chapter

Creating a Saved Query.....	41
Modifying Saved Queries .....	42
Deleting Saved Queries .....	43
Viewing Your Saved Queries .....	43

### 4.1 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 15) 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 Receive 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 21: Use a Saved Query for a Search

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.
    - Limit the name to a maximum of 100 characters.
    - A saved query name can consist of multiple words; spaces between words are allowed.
    - Each saved query 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 22: Manage Query page


Once the saved query has been created, it will be visible on the **Saved Queries** list. Selecting the saved query will populate the Search page with the saved query's criteria.

## 4.2 Modifying Saved Queries

### ➤ 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**.

### 4.3 Deleting Saved Queries

➤ **To delete 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. Then, click the **Manage Queries** button.
4. On the **Manage Query** page, click **Delete**.

### 4.4 Viewing Your Saved Queries

➤ **To view your saved queries:**

---

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** (on page 30) opens in a separate read-only window.

## Chapter 5 Performing Actions on Orders

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

### In This Chapter

Abandon and Cancel Actions.....	44
Suspend and Resume Actions.....	45
Clone Action .....	45

### 5.1 Abandon and Cancel Actions

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

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

In the LSR Receive 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 order still can be submitted and supplemented, and responses can be received.

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

#### 5.1.1 Abandoning and Cancelling an Order

##### ➤ To abandon or cancel an order:

---

1. Search for the order (see "Searching for LSR Orders" on page 26).
2. On the Results list of the **Search** page, click **View** beside a 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 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 order.

**Order History**

Order Type: LSR Order      Supplier: LEC1      Request Type: Simple NP  
 Current Status: FOC Accept      PON: LEC1001TEST      VER: 00

Results 1 - 3 of 3

View	Action	Message Type	Date and Time	VER	Activity	Conforming	User Id
<input type="button" value="View"/>	Viewable Only	FOC Accept	08-06-2010-0343PM		Receive		example
<input type="button" value="View"/>	<input type="text" value="Edit"/>	New	08-06-2010-0339PM	00	Submit		peer_br
<input type="button" value="View"/>	<input type="text" value="Edit"/>	New	08-06-2010-0338PM	00	Save		peer_br

Figure 23: Suspend, Abandon, or Cancel an Order

## 5.2 Suspend and Resume Actions

In the LSR Receive 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 order still can be submitted and supplemented, and responses can be received.

### 5.2.1 Suspending an Order

To suspend an order, complete the following steps:

➤ **To suspend an order:**

1. Search for the order (see "Searching for LSR Orders" on page 26).
2. On the Results list of the **Search** page, click **View** beside a 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 order and suspend it again at any time.

## 5.3 Clone Action

Cloning makes an exact duplicate of a request, response, or transaction, which can be subsequently edited to meet the requirements of a new one. A Clone must be used as soon as it is created; in other words, Clones cannot be saved as templates. Cloning (copying) orders frees up time because you do not have to create a new order from scratch.

### 5.3.1 Cloning Existing Orders

Cloning makes an exact duplicate of a request, response, or transaction, which can be subsequently edited to meet the requirements of a new one. A Clone must be used as soon as it is created; in other words, Clones cannot be saved as templates. Cloning (copying) orders frees up time because you do not have to create a new order from scratch.


➤ **To clone an order:**

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



The screenshot shows the 'Order History' page. At the top, there is a summary box with the following information: Order Type: LSR Order, Supplier: LEC2, Request Type: Number Port, Current Status: New, PON: WPON2, and VER: . Below this, it says 'Results 1 - 1 of 1'. The main part of the page is a table with the following columns: View, Action, Message Type, Date and Time, VER, Activity, and User Id. The table contains one row with the following data: View (button), Action (dropdown menu with 'Clone' selected and highlighted by a red box), Message Type (New), Date and Time (08-22-2008-12:48PM), VER, Activity (Submit), and User Id (snara). Below the table, there are three buttons: Suspend Order, Abandon, and Cancel.

Figure 24: Cloning a Message

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 new order; for example, a telephone number.
4. Click **Submit.**

