Neustar®

UN IVERSAL ORDER CONNECT (UOC)

Universal Order Connect User Guide - TAM

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Acknowledgments

Release notes

The following release information applies to this version of the *Universal Order Connect User Guide.* This document is current until replaced.

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Support

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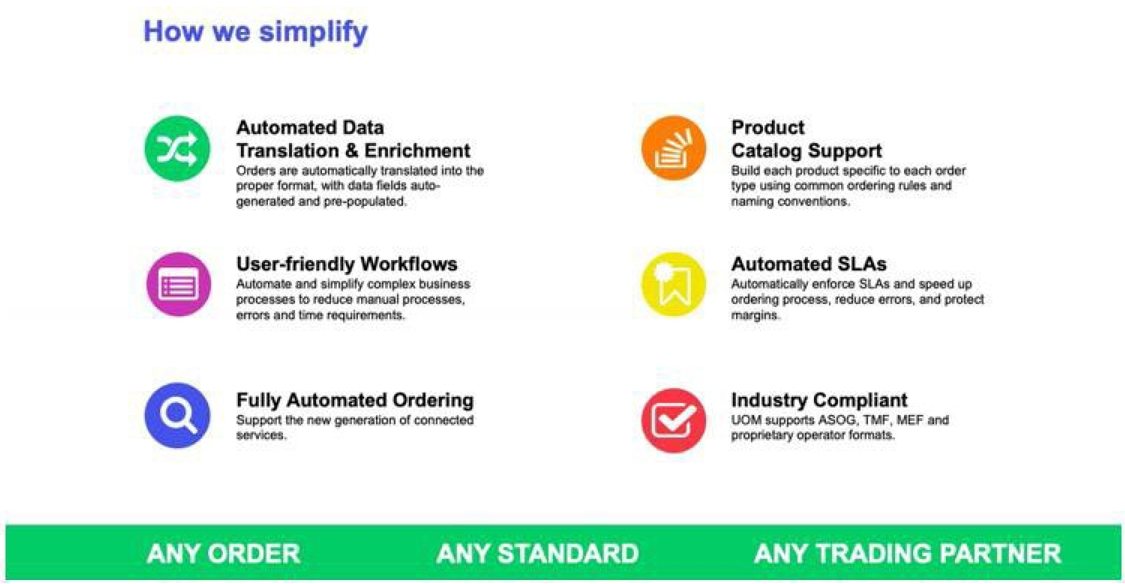
Table of Contents

Chapter 1. Overview

Neustar's Universal Order Connect is an application providing unified, simplified, and seamless user-oriented operations for:

- **Any order**
- **Any standard**
- **Any trading partner**

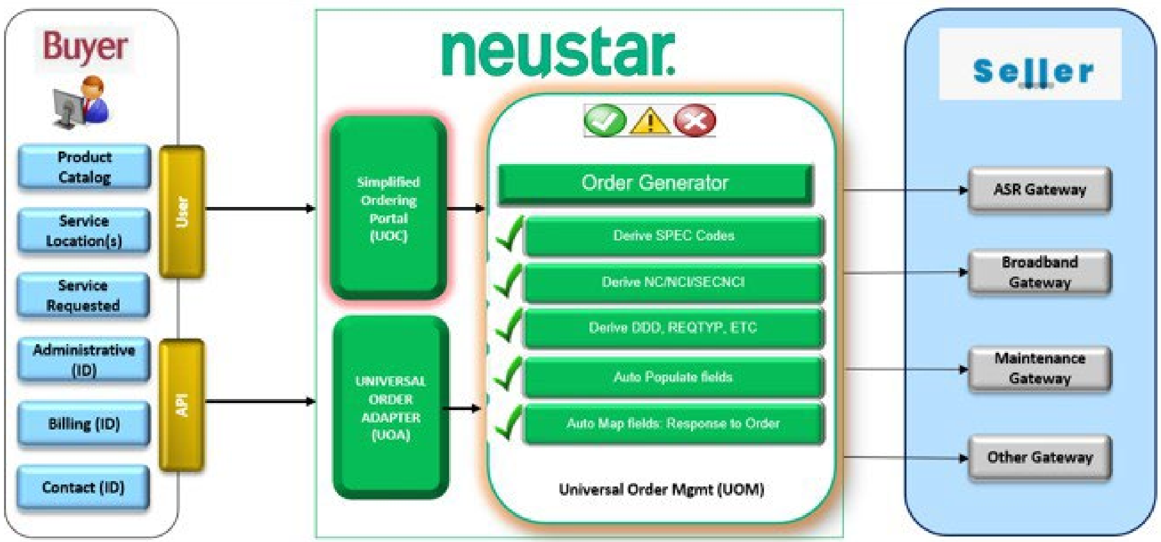
Delivered in the right format, to the right destination with complete transparency and accuracy.



High Level Architecture

The following depicts the general architecture of how UOC works and where it resides.

This user guide supports the functionality associated to the UOC Portal portion of the diagram.There is a separate API guide available.



Benefits/Features

Some benefits and features are:

- Buyer can place orders and/or trouble tickets and/or Seller can receive orders and/or trouble tickets
- Configurable Catalog Management
  - Admins set up and modify their catalogs, includes trading partner specific management
  - Users select which product from the catalog they want to use for their order
- Data Enrichment
  - Configurable modules to setup rules for Due Date, and PON etc
  - Configurable modules to manage NC/NCI/SECNCI, ICSC, and ordering and billing contacts etc
  - Highly adaptable for custom Data Enrichment
- Multi Standard/Non-Standard Support – ASR, LSR, Broadband, MEF, and Trouble Admin etc
  - Maintain a common look and feel at front-end for all products
    - Standardized workflow and statusing
  - Support multiple Standards based backend integration

Audience

The material presented here is directed to users of Universal Order Connect (UOC), product andmarketing staff at customer sites, and Neustar staff members who interact with customers or theapplication in some capacity.

Helpdesk/Support

If you need technical assistance, please contact OMS Customer Support using any of the following:

Online: NeuSupport website (https://neusupport.neustar.com)

You will need a user ID and password to log in to NeuSupport. To obtain one, call Neustar at (866)638-9600, option 2

- **E-mail** clearinghouse@support.neustar
- **Phone** (866) 638-9600, option 2
- **Mail**: OMS Customer Support

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Chapter 2. Getting Started

Universal Order Connect (UOC) is a web-enabled software that can be accessed through your desktop or laptop Internet browser. No additional software is required. Neustar deployment staff will facilitate the initial setup for your domain, but then your own User Administrator will add the authorized users.

UOC is currently designed and tested to work with Internet Explorer, Edge, Firefox, and Chrome.

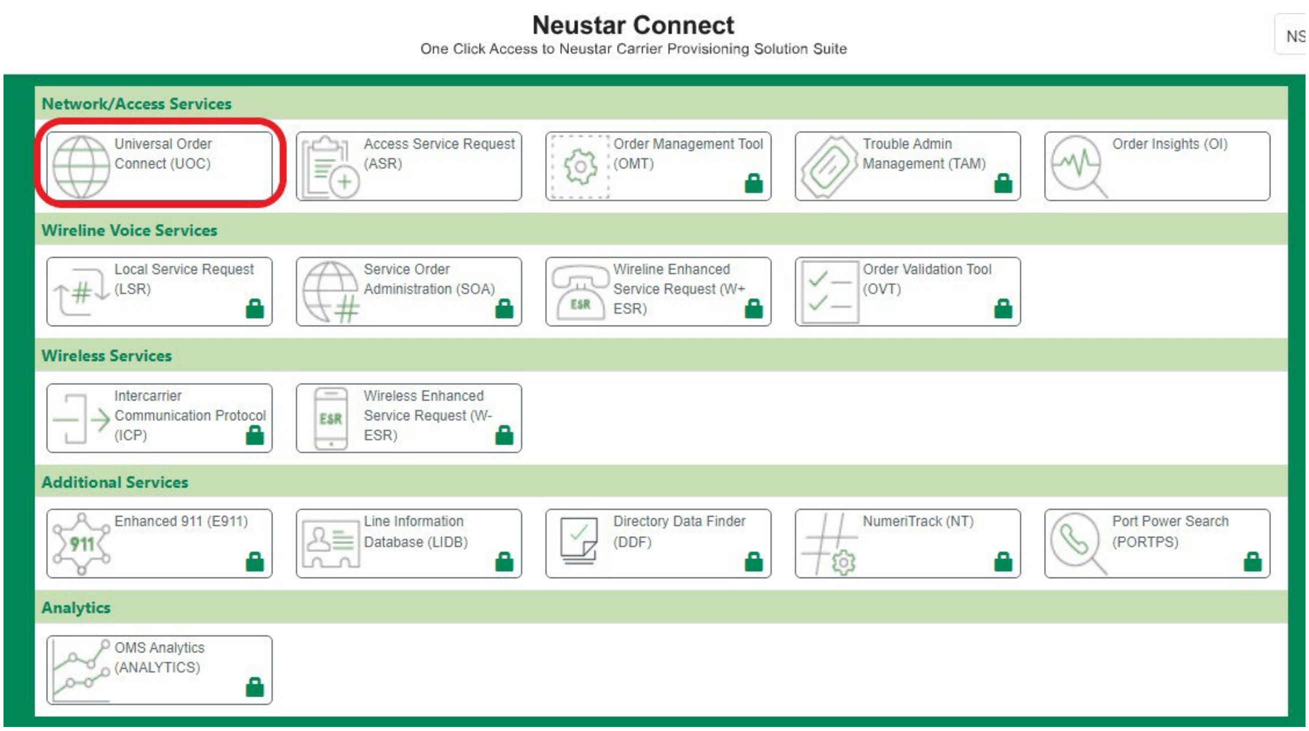
Safari is not currently tested or supported.

To access UOC, contact your User Administrator for the URL, domain name, your user id and password.

Note: To ensure that UOC pop-up windows function properly, make sure that any pop-up blocker software is disabled.

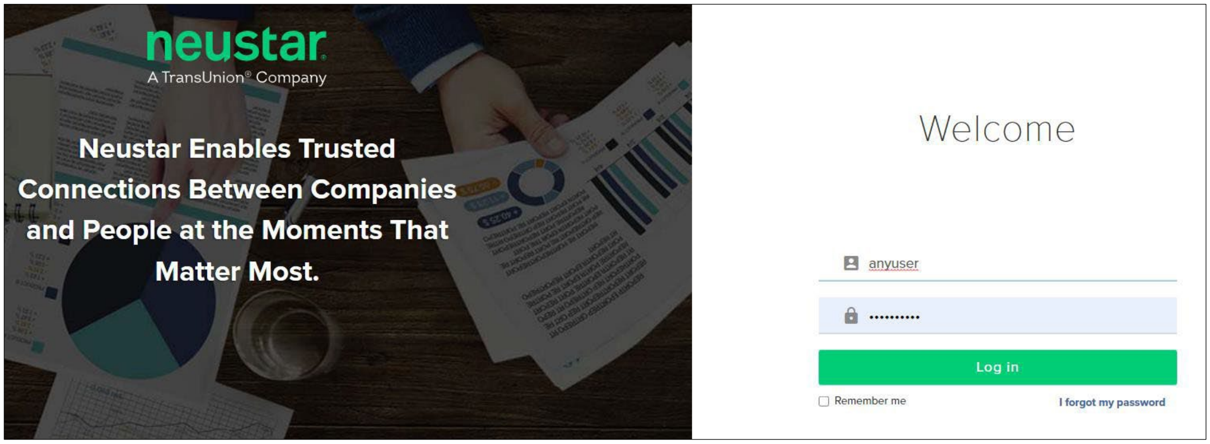
Landing Page

Neustar has a single-sign on landing page to access all your applications. From the landing page, select **Universal Order Connect (UOC)** under Network/Access Services.



Logging into UOC

At the user icon, enter your domain and, at the lock icon, enter your password. Click the **Log in** button.



! Important: The Username and Password fields are case sensitive.

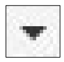
Entering or Selecting Data

There are several ways to enter data as follows:

- **Open Text boxes**: Open Text boxes are blank boxes that you can click in and type information.

  Note: Do not use spaces at the beginning or end of text entries.

- **Lists/Drop Downs**: Lists display a set of items and may be identified by a down facing arrow:

  - If a down facing arrow is present against a field, then a value must be selected from the drop down.
  - If a down facing arrow is not present but drop-down listing values are available, you may select a value from the drop-down or type in your own value manually.

- **Checkboxes**: Checkboxes display a set of items and are identified by a box:

  - To select an item, select the box.

- **Calendar**: Clicking the calendar icon next to a date field opens a calendar from which you can select dates. Default calendar date is Today.

  ! Important: Required fields are noted with a "*" (asterisk). Incorrect or missing information in a required field generates an error message that prompts you to correct the error and resubmit the request.

Navigating through the User Interface

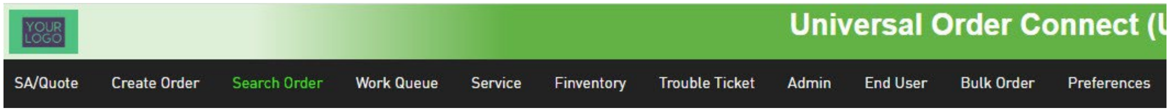
This section describes available methods for navigating through UOC screens.

Back Button

When using UOC, avoid using the browser **Back** button if it is enabled. There is a **Back**  icon on some screens that can be used to move backwards. You can also select a different screen from the main navigation bar or, if available, a sub menu.

Note: If you inadvertently click the **Back** button on the browser, click the **Forward** button to return the previous page.

Main Navigation Bar



You can use the links on the top main navigation bar to switch between different screens. To select a new screen, click on the option wanted and you will be hyperlinked to that screen.

The screen that you are currently viewing is highlighted in green font on the main navigation bar. All other screen options are displayed in white font.

! Important: You may not see all the options noted below in your main navigation panel. Options visible are based on how your domain was configured per contracts/agreements and user roles.

Timing Out of UOC

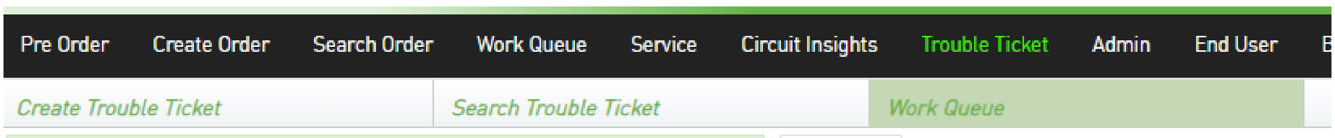
You will be logged off automatically, that is, “timed-out”, in the UOC Portal after 10 hours.

Logging out of UOC

To log out of UOC, click the log out Icon on the top right corner of any screen. Note: This does not log you out of the single sign-on screen.

Chapter 3. Trouble Ticket

After selecting Trouble Ticket on the Main Navigation bar, you will land on the Work Queue in the worklist tab containing existing trouble tickets. Existing trouble tickets are ones that have either been saved in draft status or previously submitted to a provider (Seller).



There are 3 sub menu options associated with this screen as follows:

- Create Trouble Ticket
- Search Trouble Ticket
- Work Queue – divided into 2 tabs: Worklist (landing tab) and Dashboard

User's can create new trouble tickets 3 ways:

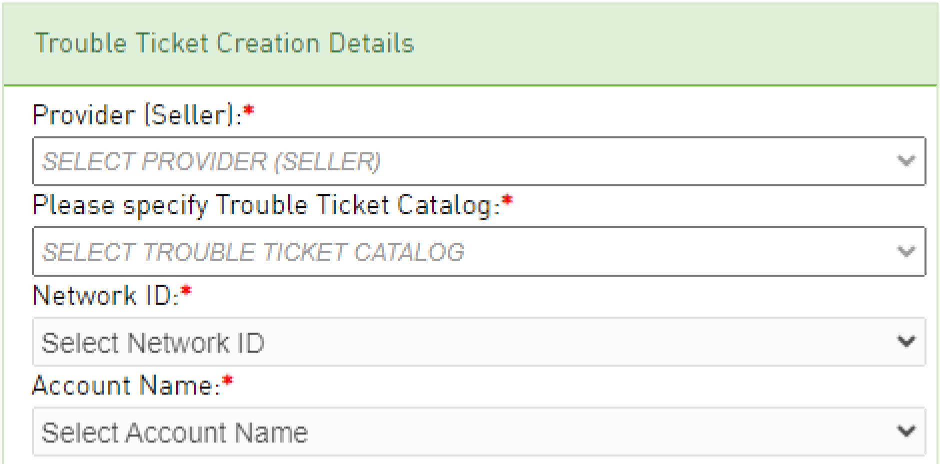
1- By selecting the "Create Trouble Ticket" sub menu option in the Trouble Ticket module to create a ticket from scratch.
2- By selecting Clone under the Action drop down from the "Search Trouble Ticket" or "Work Queue" sub menu option in the Trouble Ticket module to create a new ticket from an existing ticket.
3- By selecting the "Trouble Ticket" button from the Circuit Insights module to create a ticket using the information from the inventory of that circuit.

User's can view existing trouble tickets that have been saved in draft status or submitted to a trading partner/seller by selecting the "Search Trouble Ticket" or "Work Queue" options from the sub menu.

Trouble Ticket Left Panel

Trouble Ticket Creation

After selecting the Create Trouble Ticket option from the sub menu, the left panel of the Create Trouble Ticket screen will be displayed. These fields will become non-editable once the trouble ticket (TT) has been submitted to the trading partner. The following fields are required on new trouble ticket (TT) creation:



Trouble Ticket Creation Field	Description
Provider (Seller)	Required to submit a TT. Drop-down containing your companies configured Trading Partners for which you are allowed to place trouble tickets. Select the Provider that shall receive the ticket.
Please specify the Trouble Ticket Catalog	Required to submit a TT. Drop-down containing Trouble Ticket Catalog options: • Resold POTS • Services with a Premise Address • Services without a Premise Address Select 1 TT Catalog option.
Network ID	Required to submit a TT. This value will be auto populated based on the Provider selected.
Account Name	Required to submit a TT. This value will be auto populated based on the customer domain that is creating the ticket.

Summary

After an initial TT is submitted or saved, a summary section will be visible on the left panel of an existing TT.

Most fields are only visible in the summary when a value is populated for that field. Editable fields are always visible.

The summary section will be a combination of TT and response details and may contain the following fields:

Field	Values
Trouble Ticket Number	Customer number associated with the Trouble Ticket.
Trouble Ticket Report ID	Provider (Seller) number associated with the Trouble Ticket.
UOC Trouble Ticket ID	UOC auto generated number
Application	Will always be TAM while in the Trouble Ticket Module
TT Status	Displays the latest update on the TT’s state progression such as Open or Cleared.
TT Sub-Status	Displays the latest update on the trading partner’s progression on restoring the circuit.
Created Date	
Last Updated Date	
Last Status Change Date	
Error Code	Will display errors associated to the following response: • TP REJECT
Contact Name	
Contact Phone	
Commitment Time	
TN/Circuit ID	
LEC User ID	
Trouble Found	

Service Charge	
Restore Time	Displays the actual date/time that the circuit was restored to working.

Add Note

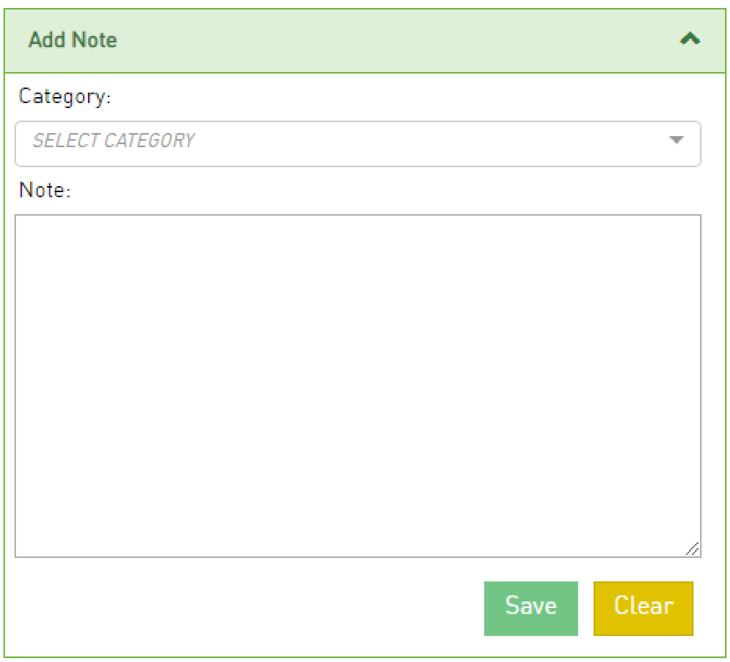
You can add a note directly from the left panel.

Note: On creation of a new TT, this note will only be retained if the TT is saved or submitted. Perform the following steps to add a note:

Step 1. Select from the Category drop-down.

Step 2. Type the note in the Note field.

Step 3. Hit the Save button.



Audit Trail

After an initial TT is submitted or saved, an audit trail will be visible on the left panel of an existing TT.

The audit trail is defaulted to an expanded view. To collapse the view, select the up arrow on the Audit trail box. To expand the view, select the down arrow on the audit trail box.

The audit trail will provide a list of all statuses in descending order with the associated date/time stamp each status occurred along with the username.

Trouble Ticket Main Panel

The main panel shall be used to populate the trouble ticket information as well as perform actions using the action buttons.

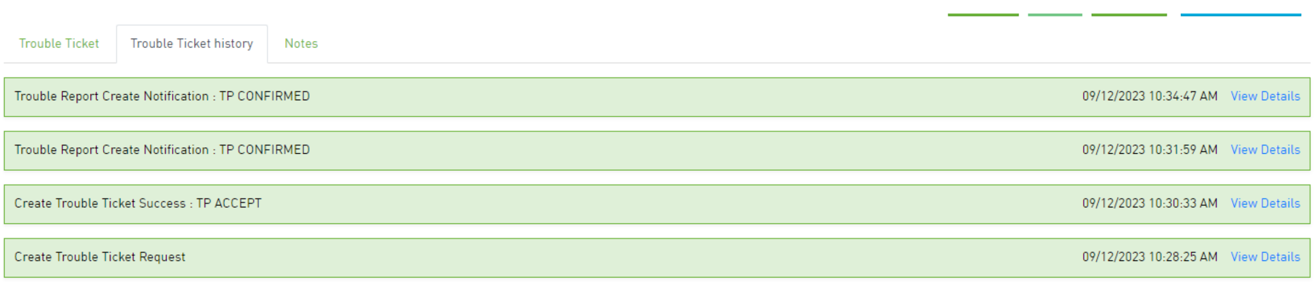
Trouble Ticket Tab

Once the left panel Trouble Ticket Creation Details is populated, the main panel will be loaded. The Trouble Ticket Catalog selected will dictate how the main panel looks…which sections and fields are available, etc. The Trouble Ticket tab may contain defaults associated to the catalog selected that can be over-ridden by the buyer.

Populate the Trouble Ticket tab with the information required to report the trouble. Once the Trouble Ticket contains all necessary information, you can validate the TT using the "Validate" button located in the top right corner of the page.

You will need to resolve the errors received during the validation process so the TT can be sent to the provider. Once the order is error free, you may use the "Submit" button located in the top right corner to send it to the provider.

You may also use the "Save" button to save the TT if key fields needed to save the TT are populated: Trouble Ticket Number, TN/Circuit ID, Trouble Type.



Trouble Ticket History Tab

Note: The Trouble Ticket History tab is not visible upon creation of a trouble ticket.

After an initial TT is saved or submitted, a Trouble Ticket History tab will be visible in the main panel of the TT directly following the Trouble Ticket tab. Any previously submitted versions of the Trouble Ticket as well as provider responses shall be listed in descending order with the latest on top.

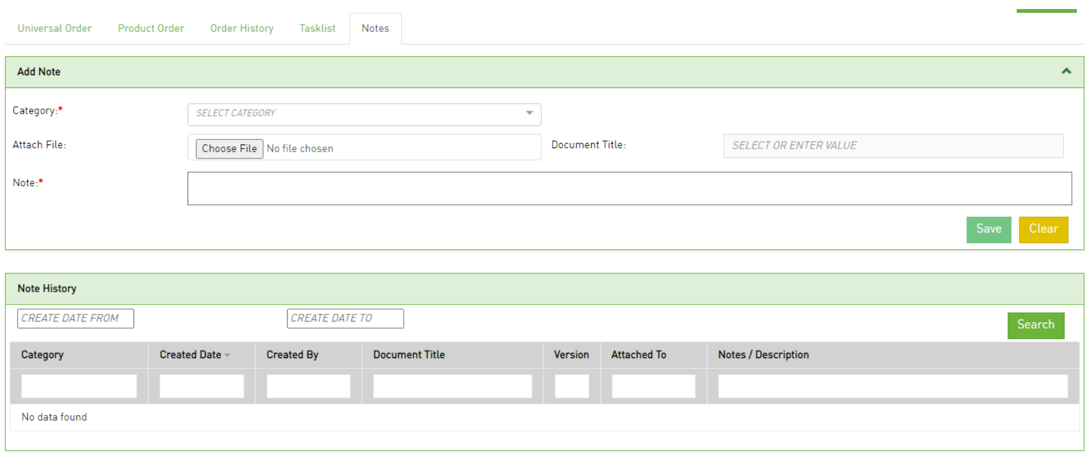
Only those fields that are populated in the response by the provider are visible in the Trouble Ticket history. If a field is not visible, then it was not provided back on the response from the provider.

Select "View Details" to view a TT version or seller response.

- Selection of a TT version will bring up a new tab with the trouble ticket information.
- Selection of a trading partner response will expand the row within the trouble ticket history and display the response details.
- To collapse a response, select "Hide Details".

Notes Tab

The Notes tab in the main panel of each order allows users to add information and track the history for the life of an order. The notes tab is always visible.



Add Note

Perform the following steps to add a note:

Step 1. Click the **Notes** tab to add a note.

Step 2. In the **Add Note** pane, select a category from **Category** drop-down and add requiredtext in the **Note** text field.

Step 3. To add a document, select the **Choose File** button in the Attach File field, find the saved document and then double click it to upload. Enter the name of the document in the **Document Title** field associated to the attached document.

Step 4. Click **Save** to save the note.

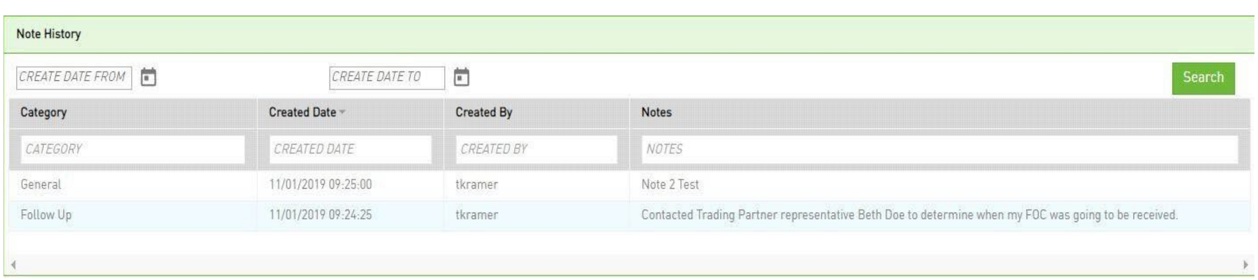
Notes History

Whether a note is added in the left panel or main panel, the Note History section will capture all notes in descending order based on the Created Date.

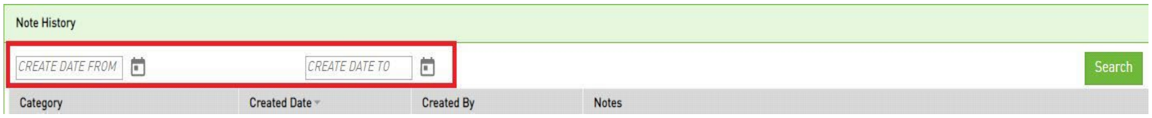
Each column in the note history table is searchable and sortable.

To sort, select the column header field name for ascending and twice for descending.

To search, use the open text boxes under the column header field name and type in your search criteria.



After saving or submitting the initial order, you may search based on a created date range.



1. Click "**CREATE DATE FROM**" to select the required create date.
2. Click "**CREATE DATE TO**" to select the required date.
3. Click **Search** to find the note history for a particular date range.
4. The notes associated with that date range will be visible in the table.

Timeline

The Timeline is not visible upon creation of a trouble ticket.

After an initial trouble ticket is submitted or saved, a timeline will be visible on the top portion of an existing TT. If the timeline goes beyond a single line, it will be in a collapsed view and only the latest status boxes will be visible.

The down arrow located on the top right of the timeline will expand the timeline. The up arrow located on the top right of the timeline will collapse the timeline.

The timeline will provide a visual view of which statuses have already occurred and which statuses will occur in the future (using a sunny day scenario). Additional statuses will be inserted into the timeline as they occur.

Reload

You can reload the timeline by selecting the re-load icon in the top right corner of the order screen.

View in Full

You can view the full timeline by selecting the down icon in the top right corner of the order screen.

Rectangular Outline

If status has already occurred, a rectangular box outline shall be displayed in green for Complete.

If status is in the future and directly after a rectangular box with a green outline with blue status font, a rectangular box outline shall be displayed in yellow for Pending (aka the next status that is expected to occur).

Otherwise, a rectangular box outline shall be displayed in black for the Future.

Font Color

If any rainy day/error type status occurs, the status will be displayed in red font within the rectangle box, an example of rainy-day statuses is:

- TP REJECT

You Are Here

The “You Are Here” icon in a timeline box indicates the last action that occurred on an order.

Action Buttons

An action button is any button in the UOC portal that triggers an action, such as **Submit** or **Validate**. Action buttons that are unavailable are dimmed/disabled. Action buttons are located on the top right main panel of a screen if applicable.

Create Trouble Ticket

The following actions are supported for creation of a TT:

Button	Description
Submit	Allows a TT to be submitted to the trading partner/seller and, if error free and not held for approval, sent to the Trading Partner. If there is a validation error, such as BR ERROR, it must be resolved before the order is sent to the Trading Partner/seller.
Save	Allows an initial TT to be saved in a draft status and not submitted to the Trading Partner/Seller.
Validate	Validates against business rules and returns errors on the TT.

Modify Trouble Ticket

The following actions are supported for modification of a TT:

! Important: You may not see all the options noted below in every drop down. Options vary per order.

Button	Menu	Description

Create New Trouble Ticket		Allows a user to create a new TT after submission of existing TT. When this button is selected, the screen will display in the same fashion as if the Create Trouble Ticket sub menu was selected and you will be able to create a new TT from scratch.
More Actions	**Cancel**	Allows a TT that has previously been submitted to a trading partner to be canceled. A supplement will be issued to the trading partner requesting the TT to be canceled.
	Escalate	Allows a TT that has previously been submitted to a trading partner to be escalated. A supplement will be issued to the trading partner requesting the TT to be escalated.
	Add Trouble Ticket Info	Allows a TT that has previously been submitted to a trading partner to be updated with additional information. A supplement will be issued to the trading partner with the additional TT information provided.
	Delete	Allows a TT that has never been submitted to the trading partner to be deleted in UOC only. Note: TT is still visible in CH if applicable.
	Customer API	Allows user to view the TT data that was sent by customer via API Allows user to view the response data that was sent by the seller via API
Submit		Allows a TT to be submitted to the trading partner/seller and, if error free, sent to the Trading Partner. -If there is a validation error, it must be resolved before the TT will be sent to the seller.
Save		Allows an initial TT to be saved in a draft status and not submitted to the trading partner.
Validate		Validates against business rules and returns errors on the TT. Note: If validate is not selected and the order is submitted with errors then BR ERROR status will result and TT will NOT be sent to the trading partner.

Repeating Sections

When creating or updating a Trouble Ticket (TT), a section can be tagged as repeatable with the maximum number of times it can be repeated.

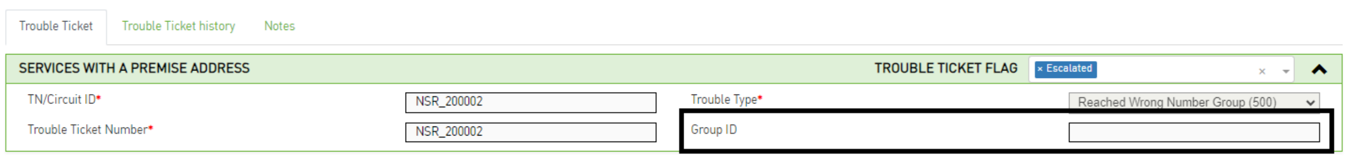
If a section is repeatable, it will be indicated on the right side in the header of that section as follows:

Update/Go button

- To repeat a section on the TT, update the **Repeat Count** text field with the increased number of sections needed and hit the Update/Go icon in the header of the section that needs to be repeated.
- You can also use this same method for removing a section. Simply update the text box by decreasing the number of sections needed and hit the Update/Go icon in the header of thesection. The sections will be removed from the end.
- If a repeating section is left completely blank, it will not be passed to trading partner.

Group ID

Group ID is always located in the main panel on the Trouble Ticket tab in the 1st section of the TT. This field can be used as an internal project ID to group a set of orders for internal tracking purposes. This field is not sent to the seller and is only visible in UOC. You may search on the Work Queue and Search screens using a Group ID value and this value is visible on the results returned from the search.



Trouble Ticket Flag

Trouble Ticket flags can be used to indicate either special handling of a TT or to archive an open TT that will never progress to closed or canceled. The flag values selected in the TT are visible on the TT, TT worklist and TT search result screens. The values for the Trouble Ticket Flag are editable from the TT itself and the TT Worklist within the Work Queue but not from the TT search screen.

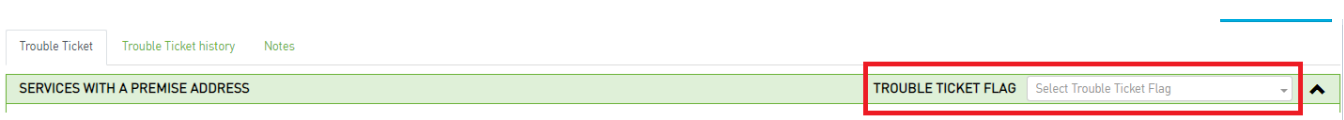
The archive option will remove the TT from the open TTs on the worklist. In order to view an archived order:

- Go to the Trouble Ticket Flag drop down in the left panel of the TT Work Queue
- Select archive from the drop-down and then select the **Refine By** button.
- All archived orders that meet the search criteria will be displayed in the main panel worklist tab.

All other options in the Trouble Ticket Flag drop down will retain the TT in the current state of opened, canceled or complete.

To add or remove a flag from a TT including adding or removing from archive:

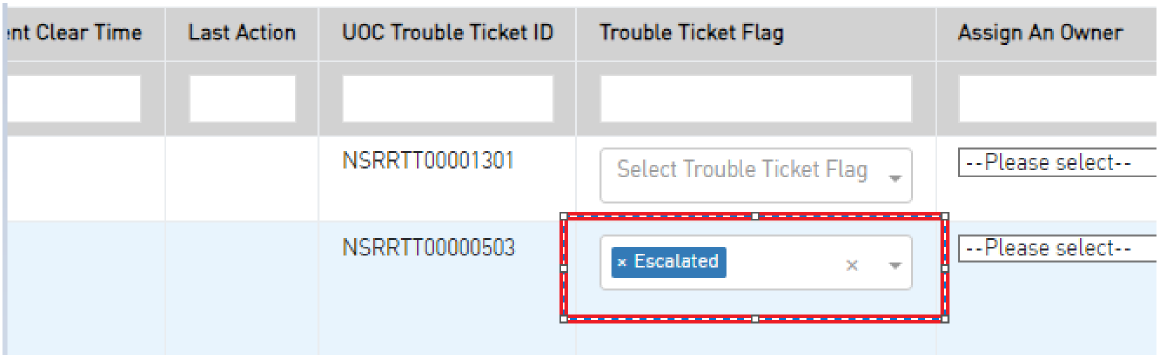
Step 1: Go to the 1st header section of the order and select the Trouble Ticket Flag drop-down.



Step 2: Check flag(s) from the drop-down list to add a flag or uncheck the flag(s) from the drop-down list to remove a flag.

To add or remove a flag from the worklist including adding or removing from archive:

Step 1: Go to the Trouble Ticket Flag column and select the drop down associated to the TT you want to flag/unflag.



Step 2: Check the flag(s) from the drop-down list to add a flag or uncheck the flag(s) from the drop-down list to remove a flag.

Status

From either the worklist main panel or the search order main panel result screen, the latest status shall be visible for a TT.

To view the status history of a TT you must be in the existing ticket. You can view the history from either the audit trail in the left panel or the timeline on the top of the main panel.

UOC TT Status	UOC Sub Status / Error Type	Displayed when
DRAFT		• TT has been created in UOC • TT has not been submitted by the user to the Trading Partner • TT has been saved by the user in UOC
SUBMITTED		• Initial TT has been submitted by the user in UOC • Request is pending the Neustar gateway/business rule validation engine
SUBMITTED (CANCEL)		• TT has been submitted by the user in UOC for a cancel • Request is pending the Neustar gateway/business rule

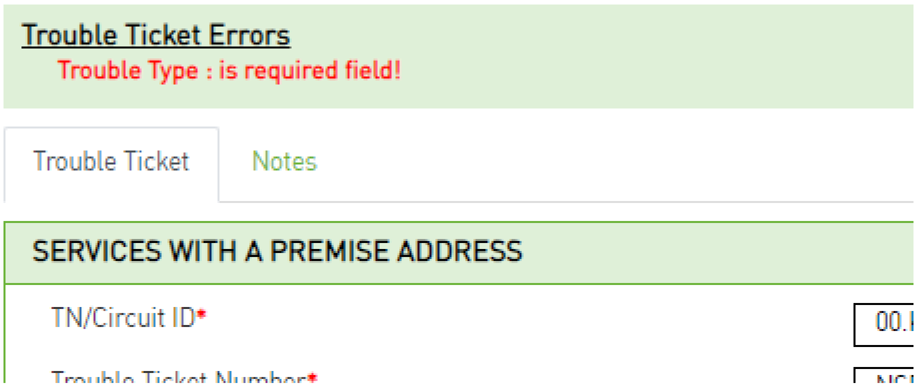
		validation engine
SUBMITTED (MODIFY)		• TT has been submitted by the user in UOC for a modification • Request is pending the Neustar gateway/business rule validation engine
CREATE FAIL		• TT has been submitted • Requested has failed to create (convert to TP format) in backend database Contact Neustar for Failure reason
BR ERROR		• TT has been submitted • Requested has failed business rule validations for industry compliance and/or seller specific business rules
BR ERROR (MODIFY)		• TT has been submitted for a modify TT • Requested has failed business rule validations for industry compliance and/or seller specific business rules
TP SENT		Initial TT has been successfully sent to the Seller (Trading Partner) Cancel TT has been successfully sent to the Seller (Trading Partner) Modified TT has been successfully sent to the Seller (TP)
TP ACCEPT	**2 – Testing** **3 – Dispatched In** **4 – Dispatched Out** **7 – Start Repair** **8 – Pending Test** **9- Pending Dispatch** **10 – Request Repair** **11 – Refer MTCE Center** **12 – Refer Vendor** **31 – Cancelled Pending Work In Progress**	• An initial request or subsequent version has been submitted to the Trading Partner • Trading Partner has responded back with Success for the version

	32 – Cancelled Pending Test Completion **33 – Cancelled Pending Dispatch Completion**	
TP REJECT	• **Access Denied** • **Invalid Data Received** • **Processing Failure** • **Resource Limitation** • **Duplicate Invocation** • **Invalid Function Received** • **Fall Back Reporting** • **Trouble Report Already Exists** • **TR Must Be Present Attribute Missing**	• An initial request or subsequent version has been submitted to the Trading Partner • Trading Partner has responded back with failure for the version
TP CONFIRMED **SUB STATUS CHANGE (M)**	**2 – Testing** **3 – Dispatched In** **4 – Dispatched Out** **7 – Start Repair** **8 – Pending Test** **9- Pending Dispatch** **10 – Request Repair** **11 – Refer MTCE Center** **12 – Refer Vendor** **31 – Cancelled Pending Work In Progress** **32 – Cancelled Pending Test Completion** **33 – Cancelled Pending Dispatch Completion**	• Trading Partner has previously Accepted the request • Trading Partner has responded back with repair updates
TP CLEARED	**20 – Temporary OK** **24 – Cleared Customer Not Advised** **25 – Cleared Customer Advised** **26 – Cleared Awaiting Customer Verification**	• Trading Partner has previously Accepted the request • Trading Partner has sent notification to the customer that the trouble reported has been resolved • Pending Customer Response

TP CLOSED	**27 – Closed Out** **28 – Closed By Customer Request** **29 – Closed Out Customer Verified** **30 – Closed Out Customer Denied**	• Trading Partner has previously Accepted therequest • Trading Partner has responded back that request is complete • This is a terminal status and no further updates can be made on the TT
CANCELED		• Trading Partner has previously Accepted the TT • Customer has canceled the TT • Trading Partner has Accepted the request to cancel • This is a terminal status and no further updates can be made on the TT
TP DISABLED		• Trading Partner has previously Accepted the TT • Trading Partner has responded back that request is disabled • This is a terminal status and no further updates can be made on the TT
TP DEFERRED		• Trading Partner has previously Accepted the TT • Trading Partner has responded back that request is deferred
TP INFORMATIONAL		• Provides notes/updates on Transunion attempts to get a response from the seller

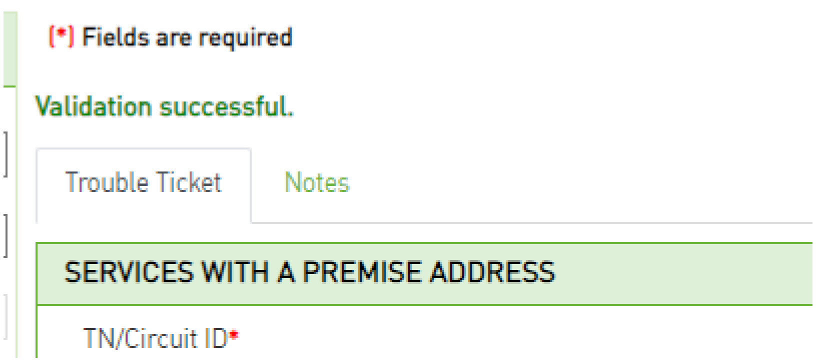
Validation Errors

After selecting the Validate button on a trouble ticket, if any required fields are not populated or there is a business rule error associated to a field, the errors will be displayed on the top of the ticket.



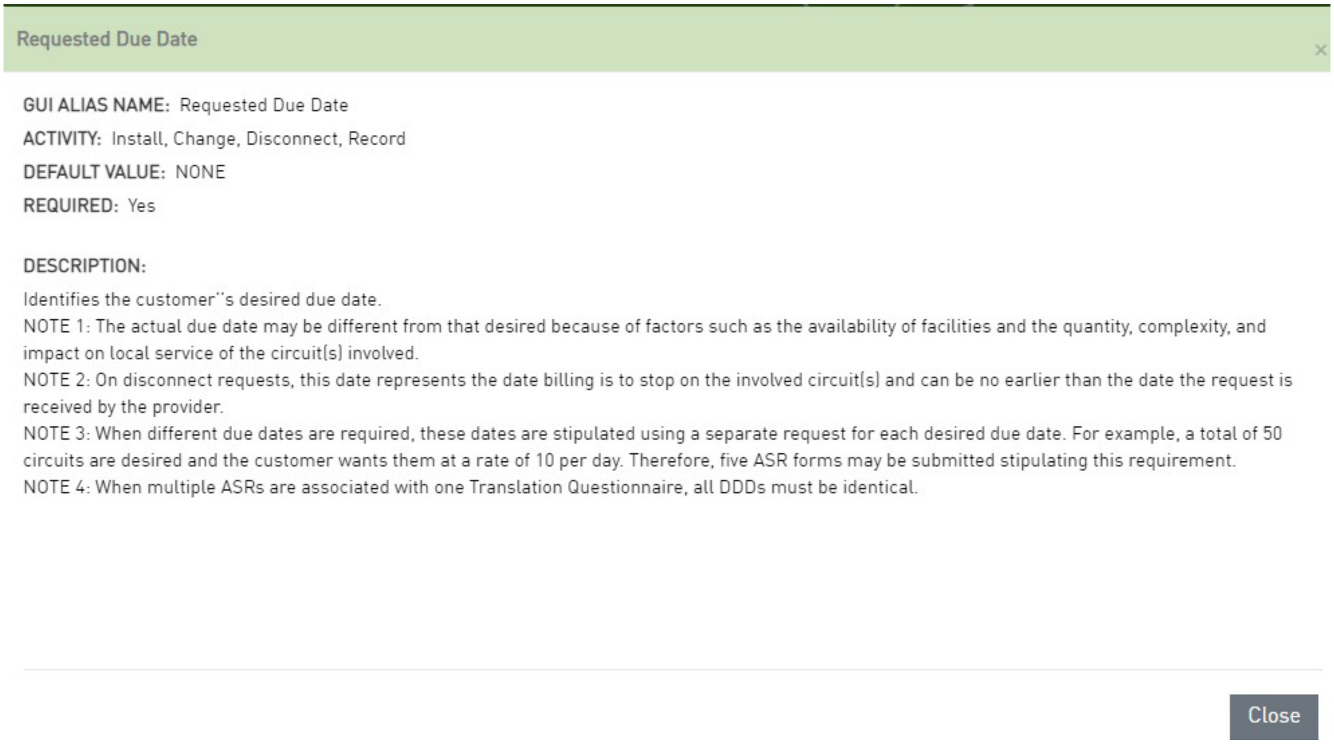
You can select the error under the Trouble Ticket Errors section on the top of the screen to be hyperlinked to the field associated with the error in order to correct it.

If there are no validation errors after selecting the Validate button, then a "Validation successful" message will be displayed advising that all required fields are populated and no business rule errors were found.



Note: You may still submit your order in UOC even if it contains an error and, while this is not advised,it is permissible and may result in the status of BR ERROR if any business rules are found after submission.

Help Text



In order to see help text for a given field on an order, click on the field name and a pop-up will appear with any available help text.

To close the box, click the Close button at the bottom right corner of the pop-up.

Back

Allows the user to go back to the previous screen and retain previous selections.

When the Back Icon is selected, the user will go back to the previous screen which shall retain any previous Refine By selections that were made in the left panel.

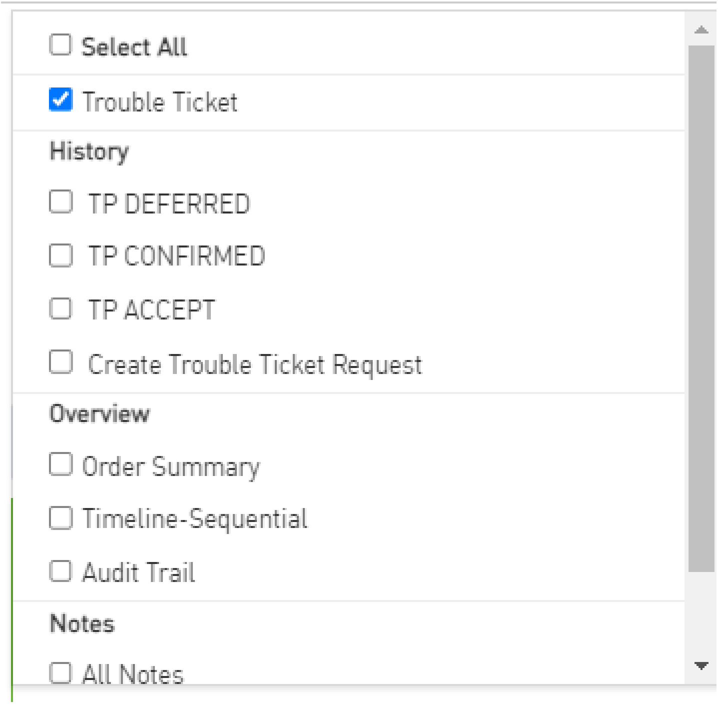
Note: Selection from the main panel to another screen will take the user to the screen in the default landing page and not retain any Refine By selections previously made.

Print

Allows an order or response to be printed.

When the Printer Icon is selected, a drop down with check boxes will appear. Default selection shall be

Trouble Ticket.



When an item is checked, it shall be included for printing. You may modify the default selection.

When you are done selecting the check boxes for item to be included in the printing, scroll to the bottom and select the **Done** button.

A pop-up will appear with items to be included for printing. Select either **Print** or **Generate PDF** (can be used for saving or printing) buttons at the bottom of the screen. You may also use the **Close** button to remove the pop up.

Response Creation

In a seller domain, it may be a user's job function to issue responses against Trouble Tickets received by their buyers. UOC offers certain users, based on user role, the ability to issue responses. Only applicable responses for the TT will be displayed in the **More Actions** button drop down based on Status.

In a seller domain, from the work queue or search result screen:

Step 1: Find the Trouble Ticket that you want to issue a response against.

Step 2: Go to the Action drop-down and select **Create Response/Notification.** You are brought to the TT screen providing ticket information.

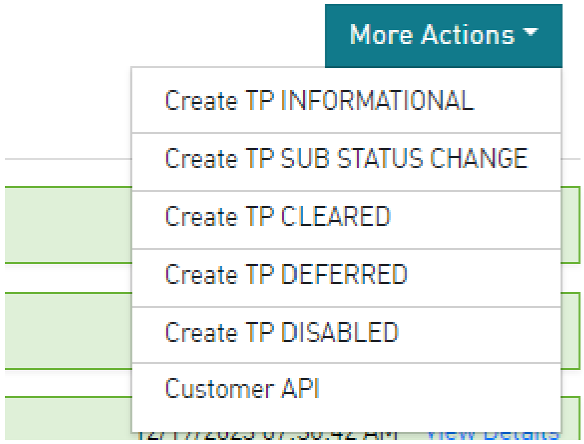
Step 3: Review the TT details if necessary.

Step 4: Go to the **More Actions** button and select the appropriate response. Available responses may differ based on the TT Status. Note: Responses are available from the **More Actions** drop-down based on the **Create Response/Notification** selection. If you do not see any responses listed then you are not in the Create Response mode.

Step 5: Fill out the response with the appropriate values for the TT.

Step 6: Click the **Validate** button to validate the response values.

Step 7: Click the **Submit** button to send the response back to the buyer. The response is then stored in the Trouble Ticket History tab of the TT.



Action Buttons

An action button is any button in the UOC portal that triggers an action, such as **Submit** or **Validate**. Action buttons that are unavailable are displayed as dimmed/disabled. Action buttons are located in the top right main panel of a screen if applicable.

Create Response

The following actions are supported for creation of a response:

! Important: You may not see all the options noted below in every drop down. Options vary per TT Status

Button	Sub Menu	Description
Submit		Allows a response to be submitted to the trading partner/buyer if error free. ▪ All validation errors must be resolved before the TT response is sent to the buyer.

Save		Allows a response to be saved in a draft status and not submitted to the trading partner.
Validate		Validates against business rules and returns errors on the UOC response.
More Actions	**Create TP ACCEPT**	• Applicable for each TT submission received from the buyer • Advises the buyer that their original or revised TT has been accepted by the seller for processing Note: On receipt of each new TT, the ticket is reviewed for determination if TP ACCEPT or TP REJECT will be applied.
	Create TP REJECT	• Applicable for each TT submission received from the buyer • Advises the buyer that their original or revised TT has NOT been accepted by the seller Note: On receipt of each new TT, the ticket is reviewed for determination if TP ACCEPT or TP REJECT will be applied.
	Create TP INFORMATIONAL	• Advises the buyer of information that the seller or Transunion wants to convey to the buyer via remarks
	Create TP CLEARED	• Advises the buyer that the circuit trouble reported has been resolved
	Create TP CONFIRMED	• Provides the buyer steps being taken in the progression of resolving the trouble. • Notification is sent to buyer and status is updated
	Create TP SUB STATUS CHANGE	• Provides the buyer steps being taken in the progression of resolving the trouble. • Status remains the same and only the Sub Status of the Ticket is updated
	Create TP DEFERRED	• Provides the buyer notification that the ticket is deferred until a later time.
	Create TP CLOSED	• Advises the buyer that the TT is closed/complete • This is a terminal status and no additional changes can be made to the TT
	Create TP DISABLED	• Provides the buyer notification that the ticket is disabled. • This is a terminal status and no additional changes can be made to the TT
	Customer API	• Allows user to view the TT data that was sent by customer via API • Allows user to view the response data that was sent by the seller via API
Start Over		Allows user to go back to the default initial population of a response to start it over. Also known as reset.