

WBSA EASE VFO LSR Pre-Ordering and Ordering Job Aid

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EASE LSR Login

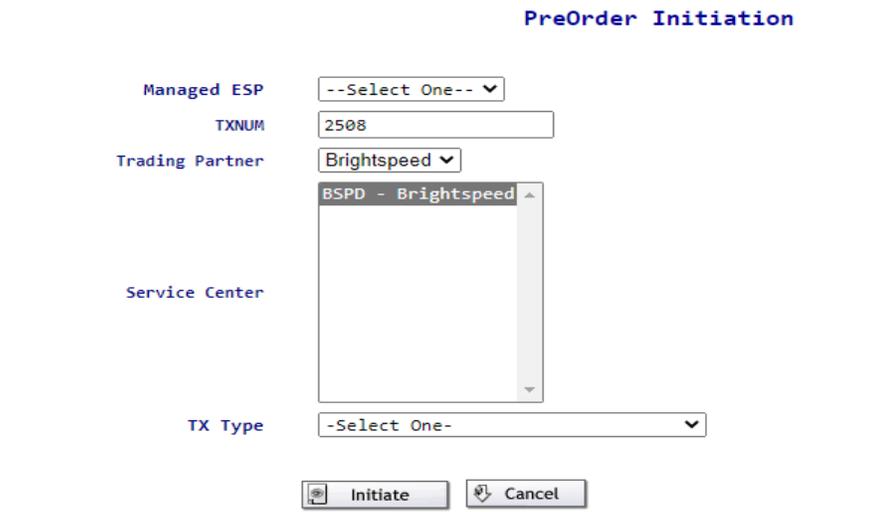
Follow the steps below to login to EASE VFO LSR.

Step	Action
1	<p>To access EASE VFO, copy/paste or ctrl click https://ease-lsr.brightspeed.com/ . (Note: Use Chrome for browser)</p> <ul style="list-style-type: none"> • User Name: Enter User Name • Password: Enter Password • Module: select Local from the dropdown • Click Login <div data-bbox="302 621 1117 1178" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;">  </div> <p>Result: Home Page/Status Screen Displays.</p> <div data-bbox="297 1293 1344 1583" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;">  </div>

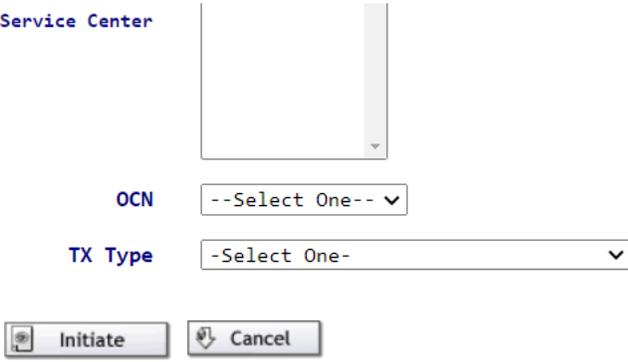
LSR Preorder

Preorder is an option that provides address validation and speed qualification. The information can be **saved** and retrieved later into an LSR. Follow the steps below to perform a Preorder.

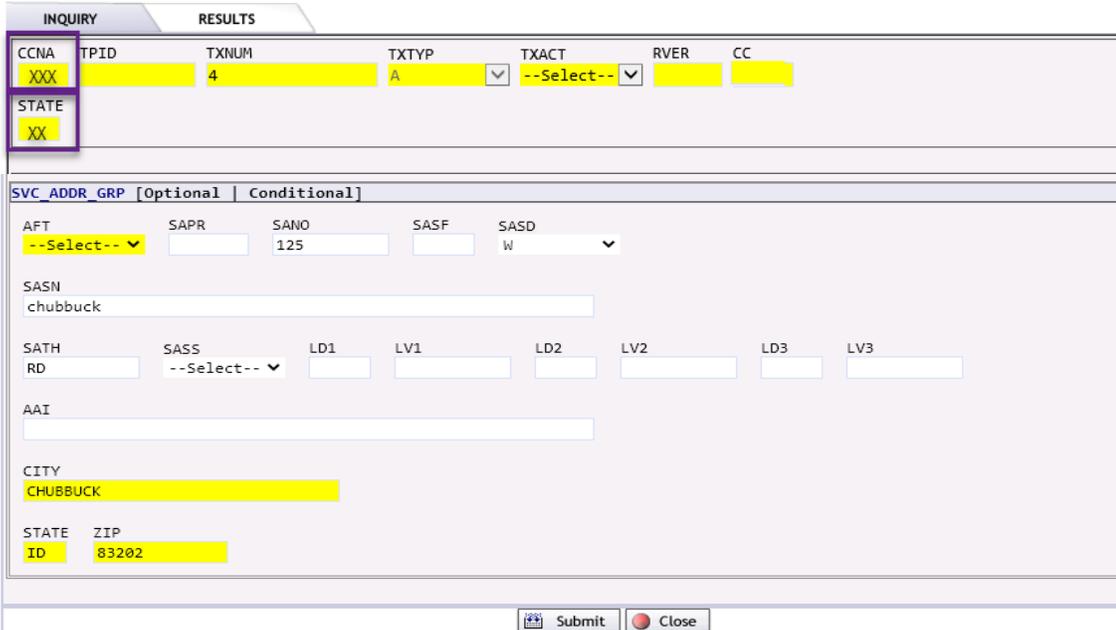
NOTE: Entries should be in ALL CAPS.

Step	Action
1	<p>Hover over PREORDER and click New.</p>  <p>The screenshot shows the Brightspeed logo at the top. Below it are three tabs: ORDER, PREORDER (which is selected), and TEMPLATE. Under the PREORDER tab, there is a 'New' button highlighted in yellow and a 'Search' button. Below these buttons is an 'Order List' section with a table header containing columns: PON, Ver, Sup, Trading Partner, and Customer Code.</p>
2	<ul style="list-style-type: none"> • Enter the Managed ESP in Managed ESP field, if necessary. It will be the ESP that includes access to the OCN. • Enter a Tracking ID in the TXNUM Field (Note: This will be used to search for any saved Preorder queries.) <p>ALERT! Please make note of the TXNUM populated as it will be used to retrieve preorder information on later steps.</p> <p>https://ease-lsr.brightspeed.com/preOrderInitiation.do</p>  <p>The screenshot shows the 'PreOrder Initiation' form. It contains the following fields: <ul style="list-style-type: none"> Managed ESP: A dropdown menu with '--Select One--' selected. TXNUM: A text input field containing '2508'. Trading Partner: A dropdown menu with 'Brightspeed' selected. Service Center: A dropdown menu with 'BSPD - Brightspeed' selected. TX Type: A dropdown menu with '-Select One-' selected. At the bottom of the form are two buttons: 'Initiate' and 'Cancel'. </p>

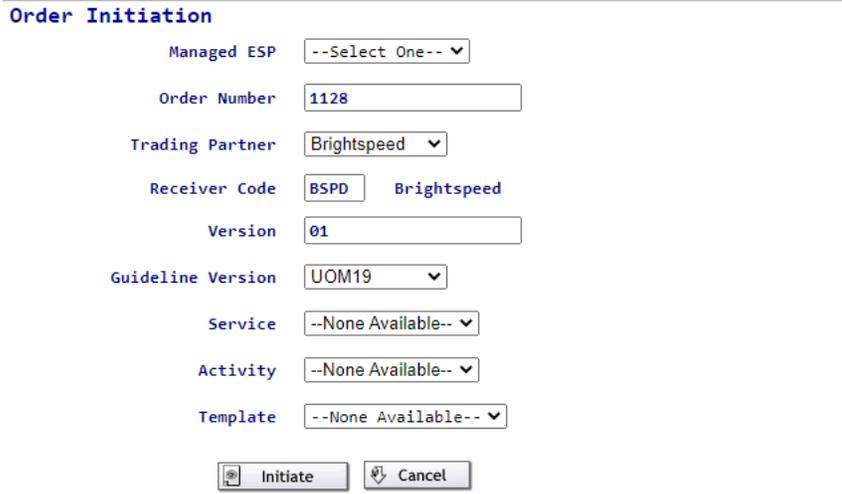
LSR Preorder (Continued)

Step	Action
3	<ul style="list-style-type: none"> • Select the OCN in OCN field. Select A=Address Validation from the TX Type field. Utilize Values of: • Click Initiate 
4	<p>Enter the following fields as required:</p> <ul style="list-style-type: none"> • CCNA – OCN/Company Code • STATE – Two Alpha characters • Within the SVC-ADDR-GRP: <ul style="list-style-type: none"> ○ SANO – Svc Address Number (required) ○ SASD – Svc Address St Direction Prefix (required if part of address) ○ SASN – Svc Address Street Name (required) ○ SATH – Svc Address Street Type (required) ○ SASS – Svc Address St Dir Suffix (required if part of address) ○ CITY – Required ○ STATE – Two Alpha characters (required) ○ ZIP (required) ○ LD/LV – Supplemental information such as unit, bldg., etc. (required if part of address)

LSR Preorder (Continued)

Step	Action
<p>4 cont</p>	<ul style="list-style-type: none"> Click Submit 
<p>5</p>	<p>Example of Exact Address Match Found. NOTE: use scroll bar for down and up and left and right</p> <ul style="list-style-type: none"> If Exact Address Match Found, click Save. Or If Near Match returned: <ul style="list-style-type: none"> Review the alternatives. Click on Change Return to step 4. 

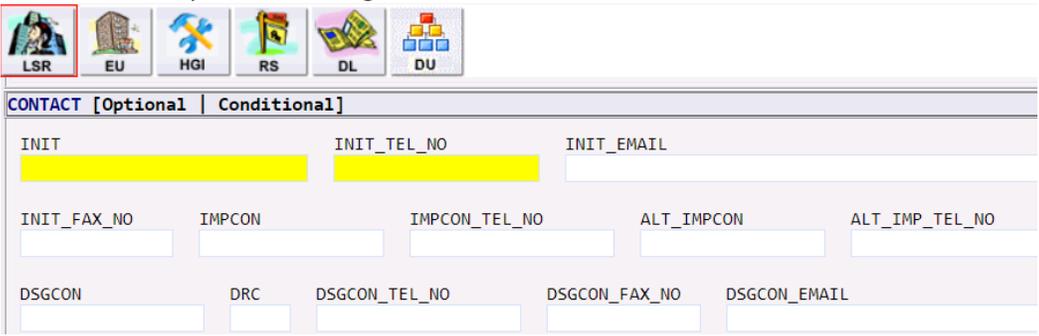
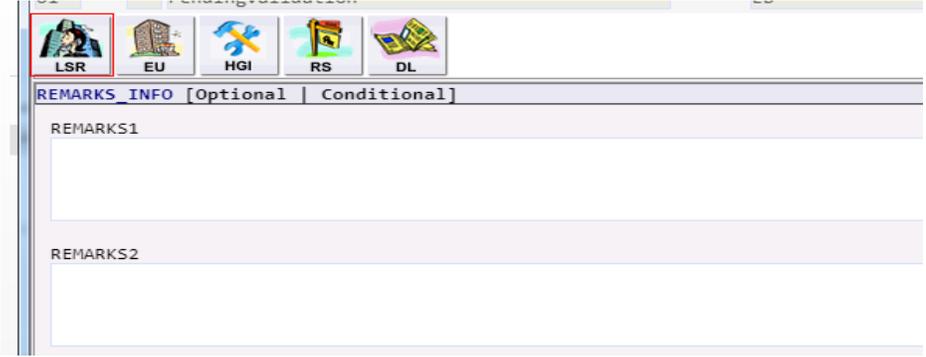
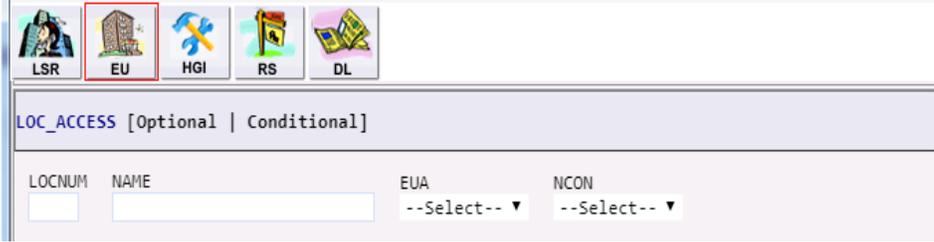
LSR New Install PON

Follow the steps below to create and submit an LSR.	
Step	Action
1	<p>Hover over ORDER and click New.</p> 
2	<ul style="list-style-type: none"> • Select the Managed ESP, if necessary. It will be the ESP that includes access to OCN. • Enter the order number in Order Number field. NOTE: Must start with DSL. (Example: DSL12345). • Select the OCN. • Select EB-Resale in Service Field. • Select N-New Installation in Activity field. • Click Initiate. <p>https://ease-lsr.brightspeed.com/orderInitiation.do</p> 

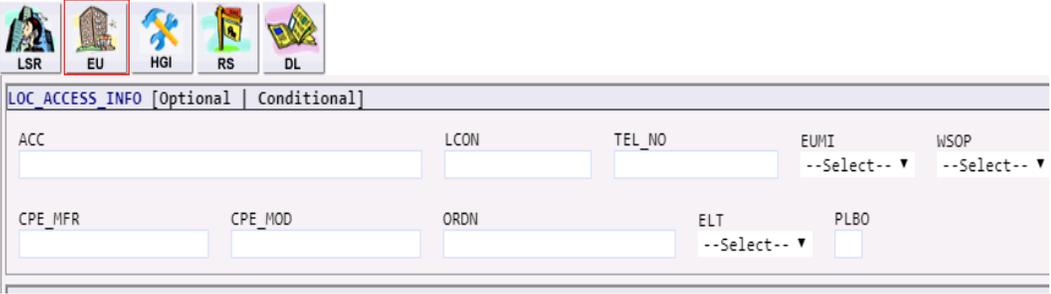
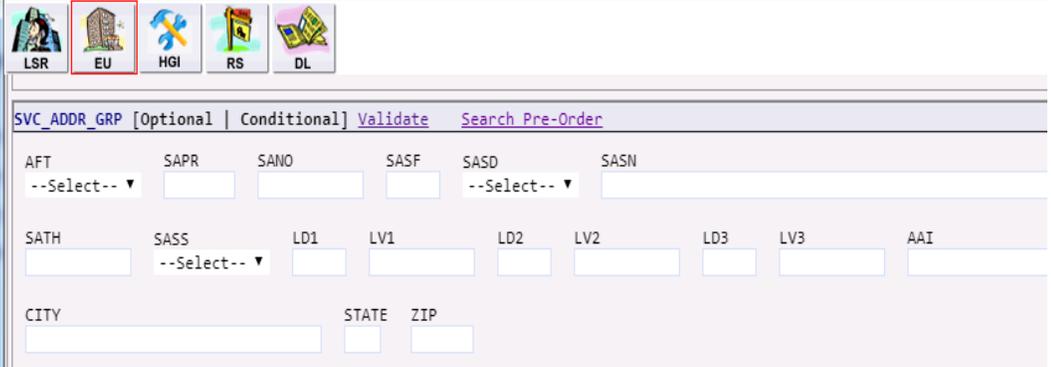
LSR New Install PON (Continued)

Step	Action																																																																																																																																								
3	<p data-bbox="293 308 487 336">LSR Form Entry</p> <div data-bbox="316 352 782 457"> </div> <p data-bbox="293 499 527 527"><u>LSR Admin Section:</u></p> <ul data-bbox="293 537 1323 751" style="list-style-type: none"> • Enter 1 in LOCQTY field. • Enter the Project ID in PROJECT field. It will always begin with CWS and end in BSA (example: CWSxxxxBSA) • Select B in PROJINDR. • Select E in RTR. • Enter CCNA – CCNA = ACNA <div data-bbox="316 789 634 863"> </div> <div data-bbox="316 869 1339 1220"> <p data-bbox="316 869 617 896">LSR ADMIN [Optional Conditional]</p> <table border="1" data-bbox="316 909 1339 1220"> <tr> <td>BOPI</td> <td>LOCQTY</td> <td>HTQTY</td> <td>AN</td> <td>ATN</td> <td>SC</td> <td>RESID</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>DTSENT</td> <td>NOR</td> <td>PROJECT</td> <td>PROJINDR</td> <td>LSCP</td> <td>REQTYP</td> <td>P</td> <td>SLI</td> </tr> <tr> <td></td> <td></td> <td></td> <td>--Select--</td> <td>--Select--</td> <td>EB</td> <td>--Select--</td> <td>--Select--</td> </tr> <tr> <td>ACT</td> <td>ADET</td> <td>MI</td> <td>SUP</td> <td>AFO</td> <td>RVER</td> <td>MEU</td> <td>RTR</td> <td>RPON</td> </tr> <tr> <td>N</td> <td></td> <td>--Select--</td> <td>--Select--</td> <td></td> <td></td> <td>--Select--</td> <td>--Select--</td> <td></td> </tr> <tr> <td>RORD</td> <td>CCNA</td> <td>CC</td> <td>RCC</td> <td>OCCNA</td> <td>OCC</td> <td>CIC</td> <td>CUST</td> </tr> <tr> <td></td> <td></td> <td>1111</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table> </div> <p data-bbox="293 1266 560 1293"><u>Authorization section:</u></p> <ul data-bbox="293 1304 1388 1409" style="list-style-type: none"> • Enter (1BF- for Business, 2BF- for Residence) in TOS field. Note: The dash is part of the TOS. • Select DDD (Desired Due Date) <div data-bbox="316 1409 610 1476"> </div> <div data-bbox="316 1482 1339 1875"> <p data-bbox="316 1482 803 1509">AUTHORIZATION [Optional Conditional] Search Pre-Order</p> <table border="1" data-bbox="316 1522 1339 1875"> <tr> <td>AAN</td> <td>NATN</td> <td>NAN</td> <td>EXP</td> </tr> <tr> <td></td> <td></td> <td></td> <td>--Select--</td> </tr> <tr> <td>ER</td> <td>PID</td> <td>NNSP</td> <td>ONSP</td> <td>TOS</td> <td>AC</td> <td>SPEC</td> <td>DLQTY</td> <td>DSPTCH</td> <td>DDD</td> <td>APTCC</td> </tr> <tr> <td>--Select--</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>--Select--</td> <td></td> <td></td> </tr> <tr> <td>DDDO</td> <td>DDDO_APPTIME</td> <td>DFDT</td> <td>DFDTO</td> <td>CHC</td> <td>AENG</td> <td>ALBR</td> <td>SCA</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>--Select--</td> <td>--Select--</td> <td>--Select--</td> <td>--Select--</td> </tr> <tr> <td>PORTTYP</td> <td>ACTL</td> <td>SACTL</td> <td>AI</td> <td>APOT</td> <td>LST</td> <td>LSO</td> <td>NC</td> </tr> <tr> <td>--Select--</td> <td></td> <td></td> <td>--Select--</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>PBT</td> <td>NCI</td> <td>CHAN</td> <td>SECNCI</td> <td>NPDI</td> </tr> <tr> <td>--Select--</td> <td></td> <td></td> <td></td> <td>--Select--</td> </tr> </table> </div>	BOPI	LOCQTY	HTQTY	AN	ATN	SC	RESID								DTSENT	NOR	PROJECT	PROJINDR	LSCP	REQTYP	P	SLI				--Select--	--Select--	EB	--Select--	--Select--	ACT	ADET	MI	SUP	AFO	RVER	MEU	RTR	RPON	N		--Select--	--Select--			--Select--	--Select--		RORD	CCNA	CC	RCC	OCCNA	OCC	CIC	CUST			1111						AAN	NATN	NAN	EXP				--Select--	ER	PID	NNSP	ONSP	TOS	AC	SPEC	DLQTY	DSPTCH	DDD	APTCC	--Select--								--Select--			DDDO	DDDO_APPTIME	DFDT	DFDTO	CHC	AENG	ALBR	SCA					--Select--	--Select--	--Select--	--Select--	PORTTYP	ACTL	SACTL	AI	APOT	LST	LSO	NC	--Select--			--Select--					PBT	NCI	CHAN	SECNCI	NPDI	--Select--				--Select--
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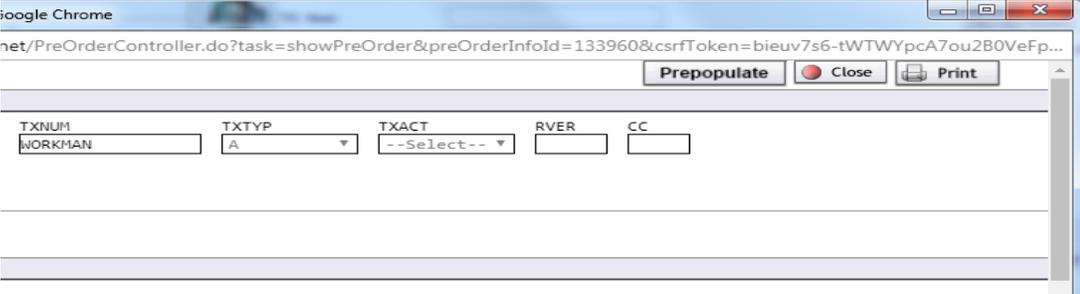
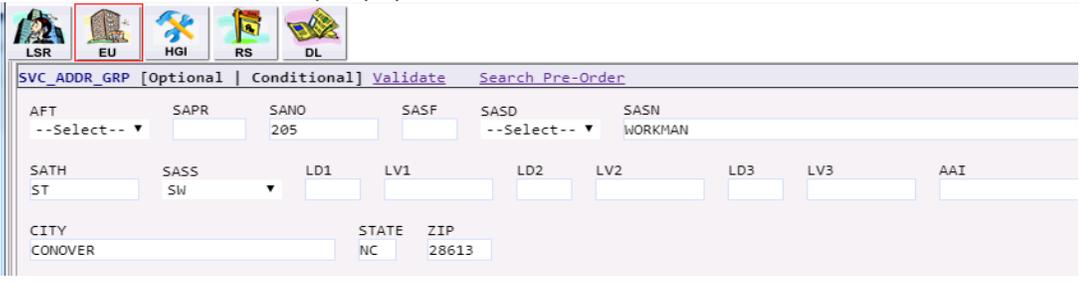
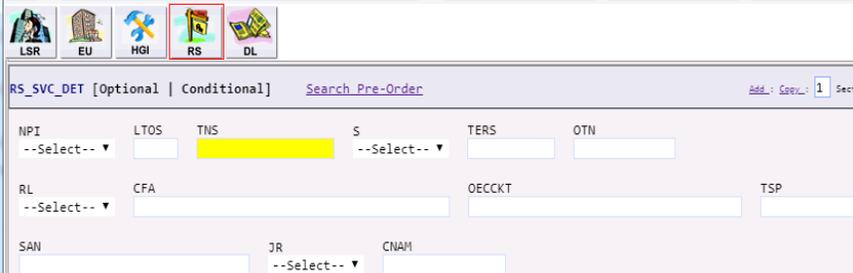
LSR New Install PON (Continued)

Step	Action
<p>3 cont.</p>	<p>LSR Form Entry (continued)</p> <p><u>Contact section:</u></p> <ul style="list-style-type: none"> Enter name of person creating LSR in IMPCON field (to the right of the screen) Enter TN of person creating the LSR in IMPCON TEL NO field.  <p><u>Remarks Info section:</u></p> <ul style="list-style-type: none"> Enter remarks pertinent to the request in REMARKS1. (Example: install pure broadband, speed 10.0) 
<p>4</p>	<p>Click on EU Form</p>  <p><u>LOC ACCESS section:</u></p> <ul style="list-style-type: none"> Enter 1 in LOCNUM field. Enter name of the end-user in NAME field, must be 2 words, ex: McDonald's Restaurant. 

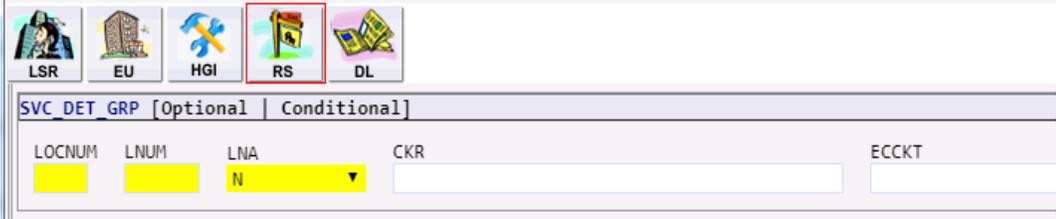
LSR New Install PON (Continued)

Step	Action												
4 cont	<p>EU Form Entry (continued)</p> <p><u>LOC ACCESS INFO section:</u></p> <ul style="list-style-type: none"> Enter local contact person in LCON. Enter local contact person telephone number in TEL NO.  <p><u>SVC ADDR GRP section:</u></p> <ul style="list-style-type: none"> Click Search Pre-Order.  <ul style="list-style-type: none"> Select the saved Preorder TXNUM related to this request and click on it. <p>PreOrder Search</p> <p>TX Num <input type="text"/> TX From Date (MM/DD/YYYY) <input type="text"/></p> <p>Trading Partner <input type="text" value="EMBARQ"/> TX To Date (MM/DD/YYYY) <input type="text"/></p> <p>TX Type <input type="text" value="A - Address Validation"/></p> <p>Public Search <input type="checkbox"/></p> <p><input type="button" value="Go"/> <input type="button" value="Clear"/></p> <p>PreOrder List</p> <table border="1"> <thead> <tr> <th>TXNUM</th> <th>Tx Type</th> <th>Trading Partner</th> <th>Transaction Date</th> </tr> </thead> <tbody> <tr> <td>WORKMAN</td> <td>A - Address Validation</td> <td>EMBARQ</td> <td>2018-07-18 15:06:35.47</td> </tr> <tr> <td>DSLHICKORY</td> <td>A - Address Validation</td> <td>EMBARQ</td> <td>2018-07-12 11:55:07.11</td> </tr> </tbody> </table> <p>Displaying results 1-2 of 2 results</p>	TXNUM	Tx Type	Trading Partner	Transaction Date	WORKMAN	A - Address Validation	EMBARQ	2018-07-18 15:06:35.47	DSLHICKORY	A - Address Validation	EMBARQ	2018-07-12 11:55:07.11
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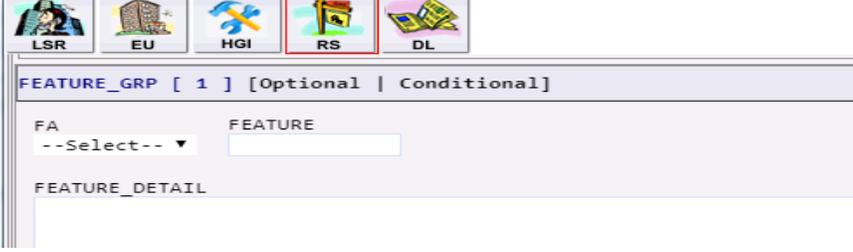
LSR New Install PON (Continued)

Step	Action
<p>4 cont</p>	<p>EU Form Entry (continued)</p> <p>Result: Preorder opens.</p> <ul style="list-style-type: none"> Click PrePopulate.  <p>Result: EU SVC ADDR GRP pre-populates with valid address.</p> 
<p>5</p>	<p>Click on RS Form</p> <p>RS ADMIN section:</p> <ul style="list-style-type: none"> Enter 0001 in RSQTY field.  <p>RS SVC DET section:</p> <ul style="list-style-type: none"> Enter N in the TNS field. 

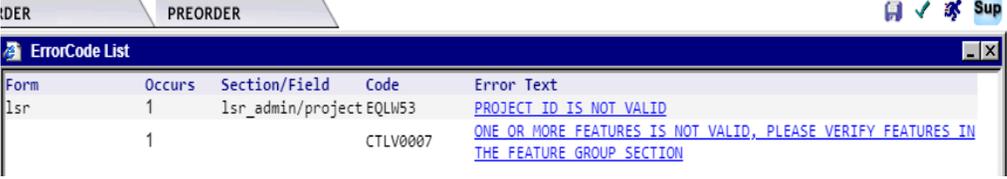
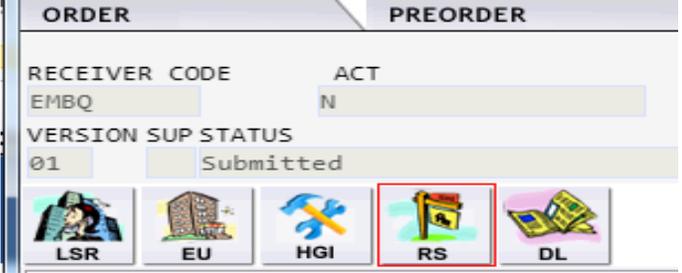
LSR New Install PON (Continued)

Step	Action
5 cont	<p>RS Form Entry (continued)</p> <p><u>SVC DET GRP section:</u></p> <ul style="list-style-type: none"> • Enter 01 in LOCNUM field. • Enter 01 in LNUM field. • Enter N in LNA field.  <p><u>LINE RESTRICT 2 GRP:</u></p> <ul style="list-style-type: none"> • Enter NONE in PIC field. • Enter NONE in LPIC field.  <p><u>FEATURE GRP Section:</u></p> <ul style="list-style-type: none"> • Enter 5 in section(s). • Click Add.  <p>Result: There are now 6 Feature fields available to be populated.</p>

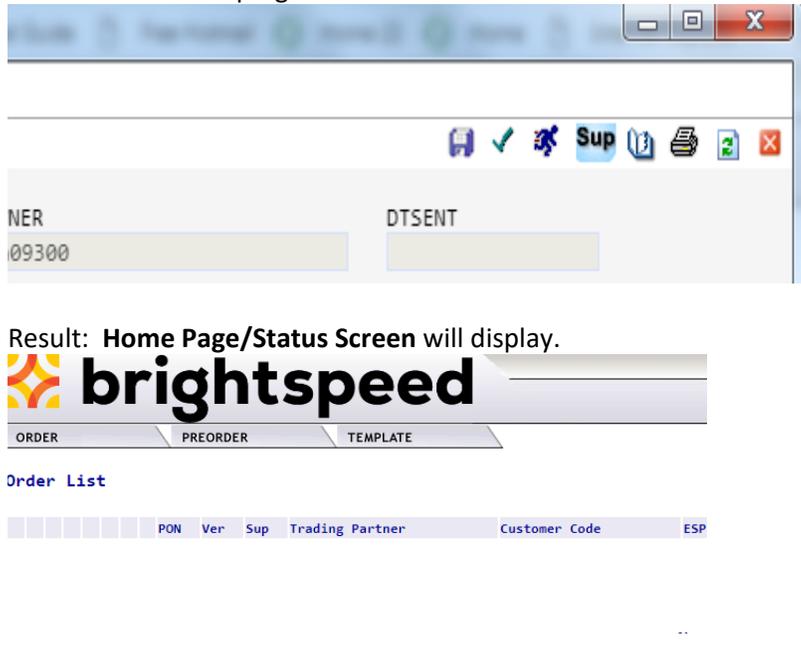
LSR New Install PON (Continued)

Step	Action
5 cont	<p>RS Form Entry (continued)</p> <p>Utilizing the WBSA EASE Product Ordering Codes document , enter FEATURE GRP [1] through [6] with valid Feature Codes for the speed/technology to be ordered. Note: Not all FEATURE fields may be populated; entries may vary depending on whether Static IPs are requested.</p> <p><u>RS FEATURE GRP [1] Section:</u></p> <ul style="list-style-type: none"> • Enter N in FA field. • Enter NDT Line Feature Code in FEATURE Field.  <p><u>RS FEATURE GRP [2] Section:</u></p> <ul style="list-style-type: none"> • Enter N in FA field. • Enter the speed Feature Code in FEATURE Field. <p><u>RS FEATURE GRP [3] Section:</u></p> <ul style="list-style-type: none"> • Enter N in FA field. • Enter the install Feature Code in FEATURE Field. <p><u>RS FEATURE GRP [4] Section:</u></p> <ul style="list-style-type: none"> • Enter N in FA field. • Enter the Gateway/Modem Feature Code related to the install choice in FEATURE Field. <p>NOTE: FEATURE GRP [5] and [6] can be used for ordering Static IP. If not ordering Static IP, leave them blank and go to next step.</p> <p><u>RS FEATURE GRP [5] Section:</u></p> <ul style="list-style-type: none"> • Enter N in FA field. • Enter Static IP Address Feature Code FEATURE Field. <p><u>RS FEATURE GRP [6] Section:</u></p> <ul style="list-style-type: none"> • Enter N in FA field. • Enter Static IP Feature Code for the number of IPs requested in FEATURE Field.

LSR New Install PON (Continued)

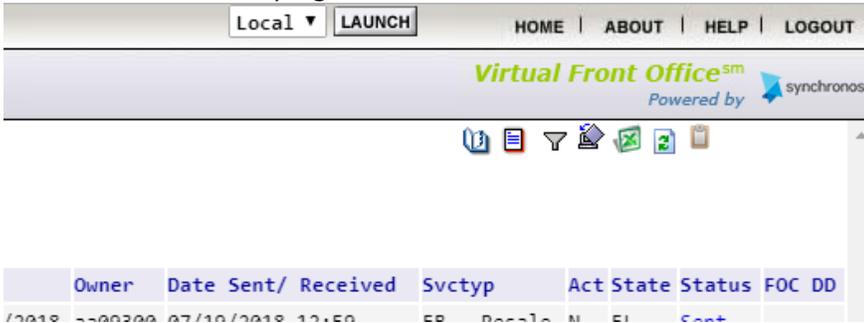
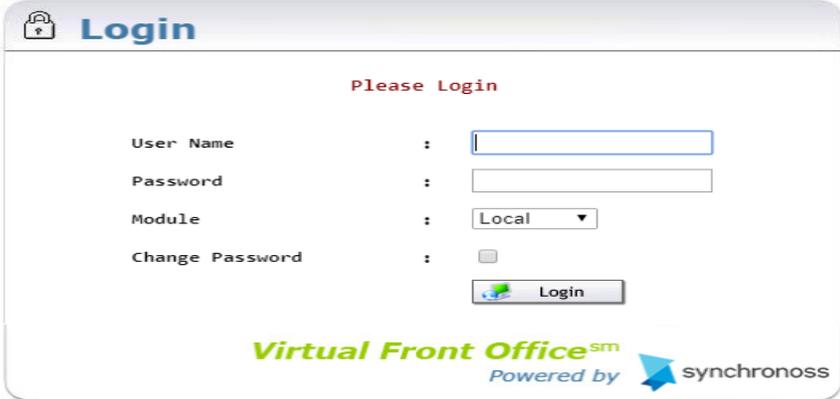
Step	Action															
7	<p>In top right corner of LSR, click on Save ICON.</p> 															
8	<p>In top right corner of LSR, Click on Validate ICON.</p> 															
9	<p>If Error Code list returns, correct those errors. Errors must be corrected before PON can be submitted.</p> <p>Example of Error Code List:</p>  <table border="1" data-bbox="300 903 1307 1008"> <thead> <tr> <th>Form</th> <th>Occurs</th> <th>Section/Field</th> <th>Code</th> <th>Error Text</th> </tr> </thead> <tbody> <tr> <td>lsr</td> <td>1</td> <td>lsr_admin/project</td> <td>EQLW53</td> <td>PROJECT ID IS NOT VALID</td> </tr> <tr> <td></td> <td>1</td> <td></td> <td>CTLV0007</td> <td>ONE OR MORE FEATURES IS NOT VALID, PLEASE VERIFY FEATURES IN THE FEATURE GROUP SECTION</td> </tr> </tbody> </table> <p>If no errors were received or once PON is error free, click on Submit ICON.</p>  <p>Result: STATUS will show Submitted.</p> 	Form	Occurs	Section/Field	Code	Error Text	lsr	1	lsr_admin/project	EQLW53	PROJECT ID IS NOT VALID		1		CTLV0007	ONE OR MORE FEATURES IS NOT VALID, PLEASE VERIFY FEATURES IN THE FEATURE GROUP SECTION
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LSR New Install PON (Continued)

Step	Action
10	<p>Click on Red X in top right hand corner to exit out of PON.</p>  <p>Result: Home Page/Status Screen will display.</p>
11	End of process.

EASE LSR Logout

Follow the steps below to Logout of EASE VFO LSR.

Step	Action
1	<p>Click LOGOUT in the top right-hand corner.</p>  <p>The screenshot shows the top navigation bar of the Virtual Front Office interface. On the right side, there are links for 'HOME', 'ABOUT', 'HELP', and 'LOGOUT'. The 'LOGOUT' link is highlighted in blue. Below the navigation bar, there is a header area with the 'Virtual Front Office' logo and 'Powered by synchronoss'. A toolbar with various icons is visible below the header. At the bottom of the screenshot, a table with columns 'Owner', 'Date Sent/ Received', 'Svctyp', 'Act State', 'Status', and 'FOC DD' is partially visible.</p>
	<p>Result: Login screen displays.</p>  <p>The screenshot shows the login screen of the Virtual Front Office. It features a 'Login' window with a lock icon and the text 'Please Login'. Below this, there are four fields: 'User Name' with a text input box, 'Password' with a text input box, 'Module' with a dropdown menu set to 'Local', and 'Change Password' with a checkbox. A 'Login' button is located at the bottom of the form. The 'Virtual Front Office' logo and 'Powered by synchronoss' branding are visible at the bottom of the login window.</p>