

Chapter: 11

Order Status Application

Overview

Introduction Effective June 14, 2010, the Order Status Application became available.

The purpose of Order Status is to provide you with the ability to view the status of your order based upon the job steps for your services. You can access Order Status from either the Quick Launch, or the Landing Page. Once you are on the Order Status page, you will have the ability to use the simple or advanced filter functions, or even to customize the default view. Order Status will retain the data on Completed or Canceled orders for 90 days. New orders are picked up by the system three times a day. Job step updates are near-real time. **You are required to obtain permission from your CSA in order to view Order Status Application/Features.**

In this Chapter

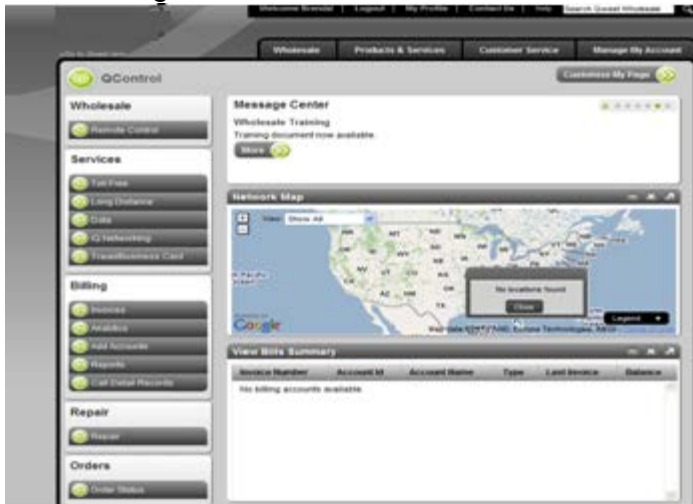

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Accessing Order Status

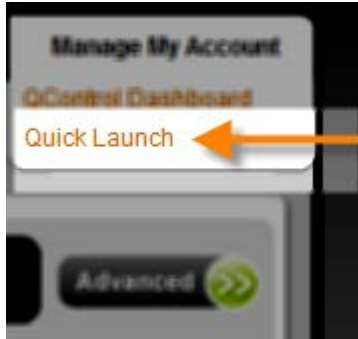

Procedure Follow the steps in the procedure below to access the **Order Status** screen:

Option 1:

Step	Action
1	<p>You can access order status from the Landing Page, on the left hand side, by clicking on the Order Status widget. Your CSA must provide permissions for you to view the Order Status widget.</p> 
2	<p>Select the Order Status Link, this opens a drop down menu. Chose Order Status option</p> 

ACCESSING ORDER STATUS (CONT.)

Option 2:

1	<p>You may also access Order Status from Quick Launch located on the right hand side of the Landing Page under Manage My Account.</p> 
2	<p>A new screen will appear. Click on the Order Status hyperlink to be immediately redirected to home page.</p> 

Order Status Home Page

Description

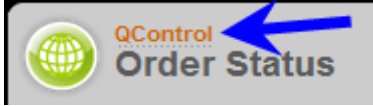
When you are on the Order Status Home Page, you will be presented with several different options.

1. Breadcrumb
2. Simple Filter
3. Advanced Filter
4. Sortable menu bar
5. Customization
6. Orders

The screenshot shows the QControl Order Status interface. At the top left is the QControl logo (1). Below it is a search bar (2) with a dropdown menu and a search button. To the right of the search bar is an 'Advanced' filter link (3) with a double arrow icon. Below the search bar is a table (4) with columns: Parent Order ID, Sales Order ID(s), Order Type, Service Type, Status, and Status Date. The table contains 7 rows of data. A pagination bar (5) is located below the table, showing 'Records <1 - 14> of 14'. A small icon (6) is located at the bottom right of the table.

Parent Order ID	Sales Order ID(s)	Order Type	Service Type	Status	Status Date
234381944	95477186	New/Install	IQ	In Progress	12/08/09
234397100	95486165	New/Install	IQ	In Progress	12/07/09
234396774	95485993	New/Install	IQ	In Progress	12/07/09
234396616	95485621	New/Install	IQ	In Progress	12/07/09
234365008	95464465	New/Install	IQ	In Progress	11/30/09
234291082	95412798	New/Install	IQ	In Progress	11/18/09

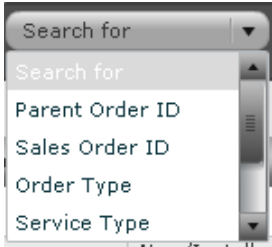
Breadcrumb

Description	<p>The breadcrumb is an icon that will return you to the Landing Page when you click on it.</p> 
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Simple Filter

Description

Simple Filter allows you to search for orders in multiple ways. Follow the steps in the procedure below to **use the simple search** functionality.

Step	Action
1	<p>Click on any one of the options below to open a new search box. The search box will appear to the right of the screen you see below. This allows you to enter the specific criteria.</p> 

If you don't exactly know the information of the search criteria you seek to find, use asterisks (*) as a wildcard to enhance your search.
Example *12345*



Advanced Filter

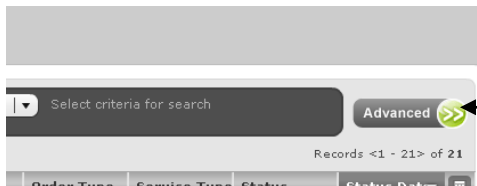
Description

Advanced Filter allows you to search for orders multiple ways:


Function	Description
Parent Order ID	Multiple ID are allowed, separated by commas
Sales Order ID	Multiple IDs are allowed, separated by commas
Order Type	New/Install, Change, or Disconnect
Service Type	Ethernet Private Line, IQ Networking, Optical Wavelength Service, CPE, or On Demand IVR
Account ID	Account Name
Status	In Progress, Completed, Cancelled
Status Date	Will display the date the order moved into that order status

Procedure

Follow the steps in the procedure below to **sort** through the **Order Status List** using an **Advanced Filter** technique.

Step	Action
1	<p>When you are on the Landing Page, move your mouse all the way to the right of the screen and click on Advanced Filter button</p> 

Advanced Filter (cont.)

Step	Action
2	<p>Complete the search fields.</p>  <p>Choosing more than one search criteria will limit your returned results. Click Apply to retrieve the data or click Close to stop the search.</p>
3	You can use a wildcard search (e.g. 12345*) to enhance your search results
4	You can find multiple orders by inserting multiple IDs (separated by commas) into one of the search boxes.

Sortable Menu Bar

Description



The menu bar allows you to sort by Parent Order ID, Order Type, Service Type, Status, or Status Date. To sort these options, click on the column heading to sort or reverse sort. You may also change the size of each column by clicking/selecting the appropriate column line. The fields sort in ascending or descending order.

- Parent Order will provide the internal CenturyLink™ order number
- Sales Order ID(s) will provide the Sales Order
- Order Type will include New/Install, Change, or Disconnect Orders
- Service Type includes either Ethernet Private Line, IQ Networking, Optical Wavelength Service, CPE, or On Demand IVR
- Status will be In Progress, Cancelled, or Completed
- Status Date will display the date the order moved into that order status

Parent Order ID ▼	Sales Order ID(s)	Order Type	Service Type	Status	Status Date 
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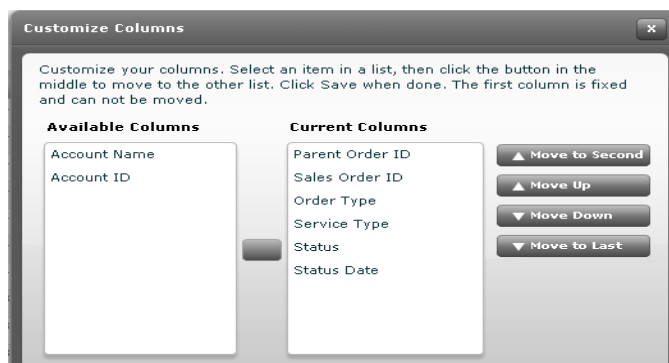
Customization

Procedure Follow the steps in the procedure below to **customize the columns** on your sortable menu bar

Step	Action
1	<p>Click  on the right side of the menu bar, next to the Status Date column</p> 

Description:

A new window pops up. This is where you can pick and choose what you would like to see displayed on your sortable menu bar. In addition, items can be added or removed at any time. The portal will remember your settings for the next login.



ORDERS

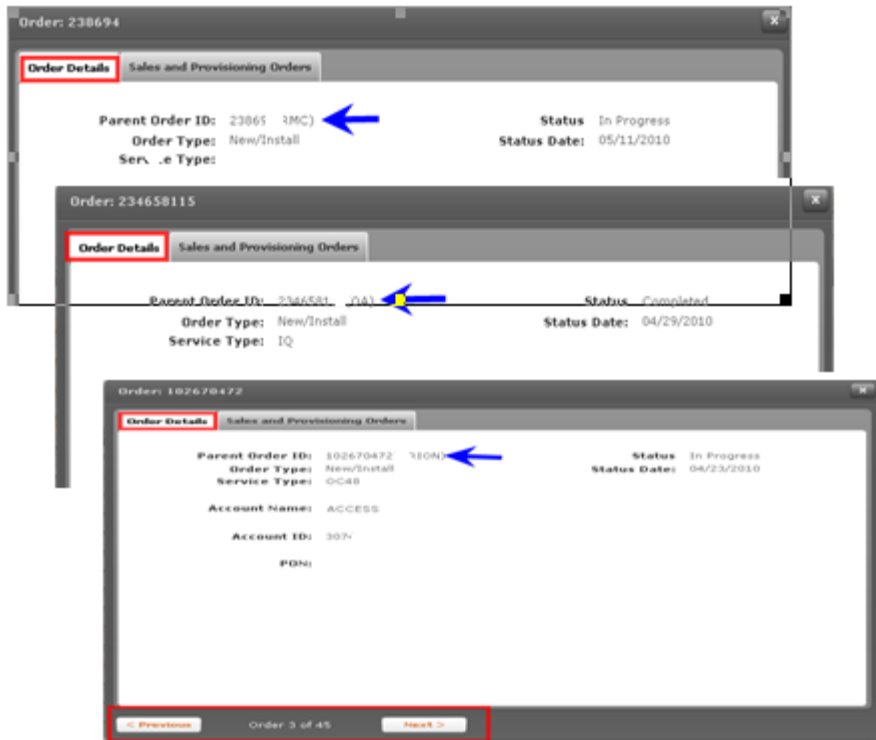
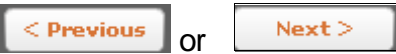
Parent Order Hyperlinks

Procedure **Follow the steps below to view additional information on an order**

Step	Action																																																								
1	<p>Click on any of the hyperlinks under the Parent Order ID column to open the order for viewing.</p> <table><tr><th>Parent Order</th><th>Sales Order ID(s)</th><th>Order Type</th><th>Service Type</th><th>Status</th><th>Status Date</th><th></th></tr><tr><td>234397100</td><td>95486165</td><td>New/Install</td><td>IQ</td><td>In Progress</td><td>12/07/09</td><td></td></tr><tr><td>234396774</td><td>95485993</td><td>New/Install</td><td>IQ</td><td>In Progress</td><td>12/07/09</td><td></td></tr><tr><td>234396616</td><td>95485621</td><td>New/Install</td><td>IQ</td><td>In Progress</td><td>12/07/09</td><td></td></tr><tr><td>234381944</td><td>95477186</td><td>New/Install</td><td>IQ</td><td>In Progress</td><td>12/08/09</td><td></td></tr><tr><td>234365008</td><td>95464465</td><td>New/Install</td><td>IQ</td><td>In Progress</td><td>11/30/09</td><td></td></tr><tr><td>234297385</td><td>95414324</td><td>New/Install</td><td>IQ</td><td>In Progress</td><td>11/17/09</td><td></td></tr><tr><td>234291082</td><td>95412798</td><td>New/Install</td><td>IQ</td><td>In Progress</td><td>11/18/09</td><td></td></tr></table>	Parent Order	Sales Order ID(s)	Order Type	Service Type	Status	Status Date		234397100	95486165	New/Install	IQ	In Progress	12/07/09		234396774	95485993	New/Install	IQ	In Progress	12/07/09		234396616	95485621	New/Install	IQ	In Progress	12/07/09		234381944	95477186	New/Install	IQ	In Progress	12/08/09		234365008	95464465	New/Install	IQ	In Progress	11/30/09		234297385	95414324	New/Install	IQ	In Progress	11/17/09		234291082	95412798	New/Install	IQ	In Progress	11/18/09	
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Order Details Tab

Procedure Follow the steps in the procedure below to view your order details under the Order Details Tab

Step	Action
1	Click on any Parent Order ID hyperlink and a new screen will appear.
2	<p>The Order Details tab (the first tab in the new window) provides the Parent Order ID, Order Type, Service Type, Status, Status Date, Account Name, Account ID, and PON if you provided on your request</p> 
3	<p>Click on the < Previous or Next > buttons at the bottom of the page to scroll through all your orders and view the details without returning to the home page.</p> 

Sales and Provisioning Orders Tab

Procedure **Follow the steps in the procedure below to view your order details under the Sales and Provisioning Orders Tab**

Step

Action

1

The Sales and Provisioning Orders tab will return three sections:

- Section one provides the Sales Order ID, Location of the service, current Status and the Status Date.
- Section two provides the Tracking Number (Engineering Order ID(s)), Service ID, Status based on job step, and Status Date.
- Section three provides a Status, Status Date and attachment copy of IPAA, FOCR, HCUT, LCNR letters. You may opt to enable word wrap in order to minimize scrolling left to right. This can be done by clicking on Format->Word Wrap.

Each of the columns in both sections one and two allow sorting in ascending or descending order.

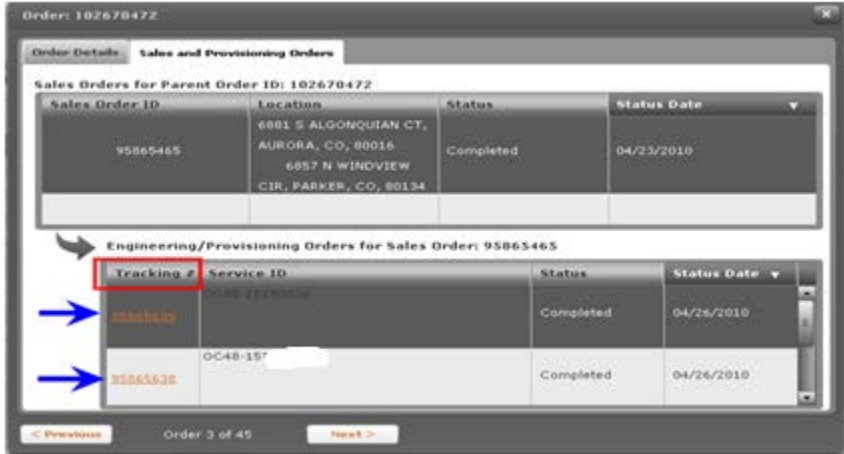
Click on the [< Previous](#) or [Next >](#) to scroll through your orders and view the details without returning to the home page.

NOTE: You will be presented with the order details tab when scrolling through the orders. You will need to click Sales and Provisioning Orders from each Orders Details tab to view the order numbers and status.


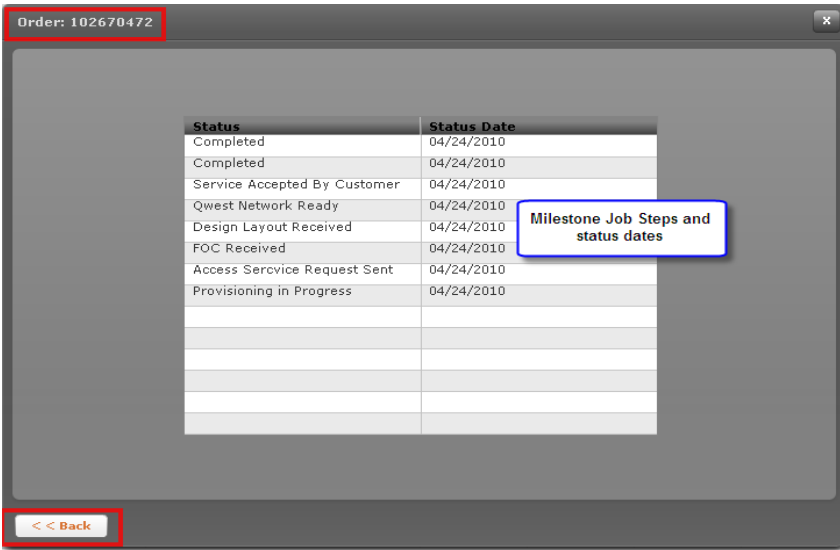
View History of Order

Procedure

Follow the steps in the procedure below to view the history of your order. Make sure you are still under the Sales and Provisioning Orders Tab

Step	Action
1	<p>The status presented in this view will show the current order status. Click on the Tracking # (Engineering CORE order) hyperlink to open a history of your order, showing the completed job steps and the date. Order History will display new orders received after the release.</p> 

[VIEW HISTORY OF ORDER \(CONT.\)](#)

Step	Action
2	<p>This page will present the parent order number, the historic job step status and status date. The job steps are in descending order, with the most recent at the top. Clicking the</p> <div> button will return you to the Sales & Provisioning Orders page.</div> <div></div>

Job Steps

Description:

A job step is a significant step we take to complete your order.

The job steps that trigger an Order Status update are based upon the table below.

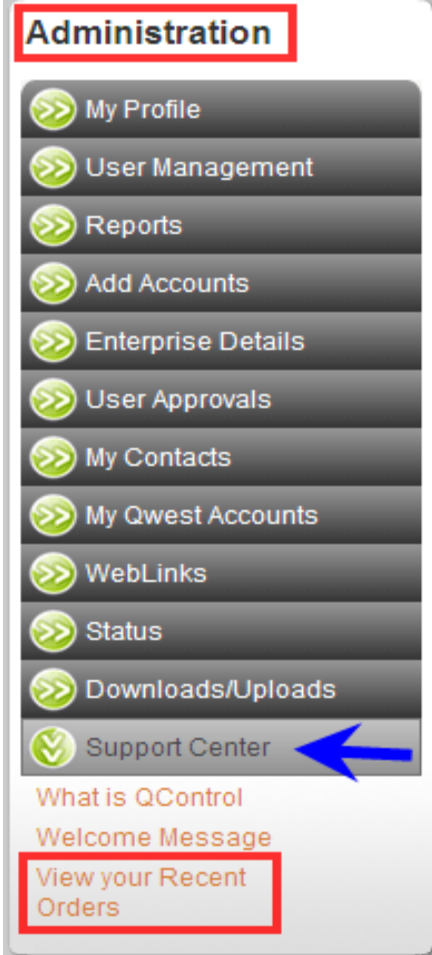
Example: once the OVOE job step has closed in CORE, you will see "Provisioning in Progress" in Order Status. That status will not change until the next job step closes. If an order does not fall into one of the job steps below, it will default to the previous job step/status in the table below.

CORE Job Step	Status Displayed in QControl	Job Step Event
OVOE	Provisioning in Progress	Closed
SUPC	Due Date Changed	Closed
ASRS	Access Service Request Sent	Closed
LOAS	Letter of Authorization Sent	Closed
IPAA	IP Assigned	Closed
FOCR	FOC Received (Wholesale)	Closed
DLRR	Design Layout Received	Closed
LCNR	Qwest Network Ready	Closed
SABC	Service Accepted by Customer	Closed
CRAV	Completed	Closed
TCDD	Completed	Closed

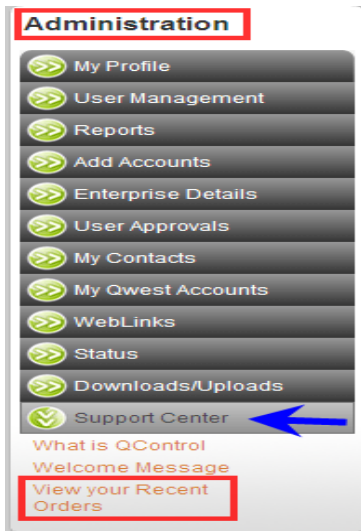
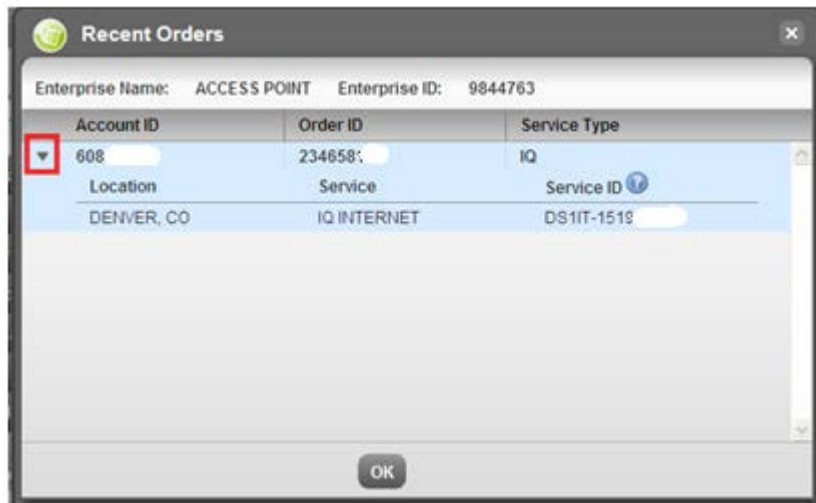
View Recent Orders

Procedure

Follow the steps in the procedure below to view your recent orders

Step	Action
1	<p>On the Landing Page, scroll your mouse all the way down to the bottom of the page. The last clickable widget to the left is called Support Center.</p> <p>Click Support Center button to open a sub-menu.</p> 

[VIEW RECENT ORDERS \(CONT.\)](#)

	Action												
2	<p>Click on View your Recent Orders link to open a new recent order screen</p>  <p>The screenshot shows a vertical menu titled "Administration". The menu items are: My Profile, User Management, Reports, Add Accounts, Enterprise Details, User Approvals, My Contacts, My Qwest Accounts, WebLinks, Status, Downloads/Uploads, and Support Center. Below the menu are links for "What is QControl", "Welcome Message", and "View your Recent Orders". The "View your Recent Orders" link is highlighted with a red box, and a blue arrow points to the "Support Center" item.</p>												
3	<p>Double click the Account ID, Order ID, Service Type, or click the ► button to open a drop down that will provide Location, Service Type, and Service ID. Click the ► to close the view.</p> <p>The ? next to the Service ID, when clicked, explains that if no Service ID is presented, the circuit has not yet been created.</p>  <p>The screenshot shows a window titled "Recent Orders". At the top, it displays "Enterprise Name: ACCESS POINT" and "Enterprise ID: 9844763". Below this is a table with the following data:</p> <table><tr><th>Account ID</th><th>Order ID</th><th>Service Type</th></tr><tr><td>608</td><td>2346581</td><td>IQ</td></tr><tr><td>Location</td><td>Service</td><td>Service ID</td></tr><tr><td>DENVER, CO</td><td>IQ INTERNET</td><td>DS1IT-1518</td></tr></table> <p>The "Account ID" column has a dropdown arrow next to the value "608". The "Service ID" column has a question mark icon next to the value "DS1IT-1518". An "OK" button is at the bottom of the window.</p>	Account ID	Order ID	Service Type	608	2346581	IQ	Location	Service	Service ID	DENVER, CO	IQ INTERNET	DS1IT-1518
Account ID	Order ID	Service Type											
608	2346581	IQ											
Location	Service	Service ID											
DENVER, CO	IQ INTERNET	DS1IT-1518											

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