**WBSA EASE VFO LSR LQ Region (Western States) Pre-Ordering and Ordering Job Aid**

**NOTE:** For additional information documents regarding IMA to EASE can be found within the IMA to EASE Information PCAT. <https://www.centurylink.com/wholesale/cmp/ima-ease-issue-log.html>

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# EASE LSR Login

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| Follow the steps below to login to EASE VFO LSR. | |
| **Step** | **Action** |
| **1** | To access EASE VFO, copy/paste or ctrl click <https://ease-lsr.centurylink.com/> . (Note: Use Chrome for browser)   * **User Name:** Enter User Name * **Password:** Enter Password * **Module:** select **Local** from the dropdown * Click **Login**     Result: Home Page/Status Screen Displays. |

# LSR Preorder

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| 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 initiate a Preorder.  **NOTE:** **Entries should be made in ALL CAPS.** | |
| **Step** | **Action** |
| 1 | Hover over **PREORDER** and click **New**. |
| 2 | * Enter the Managed ESP in **Managed ESP** field, if necessary. It will be the ESP that includes access to the Qwest region RSID. * Enter a Tracking ID in the **TXNUM** Field (Note: This will be used to search for any saved Preorder queries)   **ALERT!** Please make note of the TXNUM populated as it will be used to retrieve preorder information on later steps. The same TXNUM may be used on all three preorders. |

**LSR Preorder (Continued)**

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| **Step** | **Action** |
| 3 | * Select the OCN in **OCN field**. * Select a Preorder option from the **TX Type** field.   Utilize Values of:  A=Address Validation  B=Telephone number Inquiry  D=Appointment Scheduling  E=Customer Service Information  H=Loop Qualification   * Click **Initiate** |
| 4 | Depending on the TX Type selection, please go to that Step/Action section of this guide.  **Note:** Three preorders will be required for orders placed in the LQ Region: **Address Validation**, **Telephone Number Inquiry**, and **Appointment Scheduling**. |

## Preorder – A=Address Validation

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| After selecting **Address Validation** from Pre-order options, the Address Validation screen will appear. It allows for validation of Street Address or Telephone Number and returns the available DSL technologies and speeds. | |
| **Step** | **Action** |
| 1 | Enter the following fields as required:   * **CCNA –**Qwest region RSID/Company Code * **STATE** – Two Alpha characters * Within the SVC-ADDR-GRP:   + **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) * Click **Submit** |

**Preorder – A=Address Validation (Continued)**

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| **Step** | **Action** |
| 2 | Example of Exact Address Match Found. NOTE: use scroll bar for down and up and left and right   * If Exact Address Match Found, click **Save** and make note of the **LSO** and **SITEID**   Or   * If Near Match returned:   + Review the alternatives.   + Click on **Change**   + Return to step 1.     **NOTE:** Speeds may be higher if grooming is authorized during order submission. The conditional qualification message will append the value **COND** to the associated technology. **To use the higher conditional speed, the LSR Form SCA field must be Y for submission.** |

## Preorder – B=Telephone Number Inquiry

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| After selecting **Telephone Number Inquiry** from Pre-order options, the Telephone Number Inquiry screen will appear. It allows reserving a telephone number to be used on the order. | |
| **Step** | **Action** |
| 1 | Enter the following required fields:   * **CCNA -** Qwest region RSID/Company Code * **TXACT –** populate with value of **A** * **STATE** – Two Alpha characters * **TOS –** Type of Service (1BF for Bus, 2BF for Res) * **QR –** enter value of available Telephone Numbers to return.   + QR=1 for most orders   + QR=2 for Bonded technology * **TNTYP –** Select value of **N** * **LSO –** Local Serving Office preferred NPA/NXX from Address Preorder * **SVC\_ADDR\_GRP section –** enter valid service address information received from Address Validation Preorder * **SITEID –** Eight Alpha characters from Address Preorder * Click **Submit** |

**Preorder – B=Telephone Number Inquiry (continued)**

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| **Step** | **Action** |
| 2 | If successful query displays, proceed to next step. The saved information can be referenced by the TXNUM of the inquiry in later steps.  **Or**  If preorder information is incorrect, click **Change** to correct the information, and return to step 1.  **Or**  To cancel request and return to the Preorder screen, click **Close**. **NOTE:** end of this process, return to step 1.  **Additionally**  To obtain printable version of successful preorder, click on **Printable** **Version**.    **Note:** If the error below is received, contact the LQ Region LSR Order Support for assistance. |
| 3 | Select the TN(s) to be used by clicking on the check box to the left of the **TNRES** field. |
| 4 | Click **Reserve**.  A “Transaction Successful” message is received. |
| 5 | Click **Save**. |
| 6 | Click **Close** to exit from completed preorder. |

## Preorder – D=Appointment Scheduling

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| After selecting **Appointment Scheduling** from Preorder options, the Appointment Scheduling Inquiry screen will appear. Utilized to reserve a due date and appointment time for the order. | |
| **Step** | **Action** |
| 1 | Enter the following **required** fields:   * **CCNA –** Qwest region RSID/Company Code * **TXACT –** populate value of **A** * **STATE –** two alpha characters * **TOS -** Type of Service (1BF for Bus, 2BF for Res) * **LSO –** Local Serving Office NPA/NXX * **WTN** – Working Telephone Number (**optional** unless used in place of LSO). NOTE: may be used in place of LSO. May be entered as just NPA-NXX or full NPA-NXX-LINE. Hyphens must be entered. * **QR –** populate value of **1** for single line technologies or **2** for pair bonded technologies. * **PON** – Purchase Order Number. **Alert!** This must match the PON (Order Number) used for ordering. See LSR New Install section below. * **FEAT\_PP** – Feature USOC code. Populate install USOC1, USOC2 and speed USOC.   **Example**: Ordering 10M/10M VDSL bus, enter USOCs: 1CRA3, 1CRM9, EFXPC  **NOTE**: To add additional USOCs, click  hyperlink.   * Click **Submit** |
| 2 | Once Preorder is executed, the request will provide a response upon submission.    **NOTE:** If errors received, click **Change** to update information, see information below for **No Available Appointments** error. Or click **Cancel** to begin again with step 1.   * If **No Available Appointments** error received:   + Click **Change**   + Add **APPRD** field with date 15+ days from today for expanded visibility (up to 60 days out), see screenshot below   + Click **Submit** |

**Preorder – D=Appointment Scheduling (continued)**

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| **Step** | **Action** |
| 2 cont |  |
| 3 | Scroll to list of appointments.   * Click on **radial button** to select appointment time. * Click **Reserve**   Table  Description automatically generated |
| 4 | Click **Save**. |
| 5 | Click **Close** to exit from Completed preorder. |

# LSR New Install PON

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| Follow the steps below to create and submit an LSR. | |
| **Step** | **Action** |
| 1 | Hover over ORDER and click on New. |
| 2 | * Select the **Managed ESP**, if necessary. It will be the ESP that includes access to Qwest region RSID. * 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. |

**LSR New Install PON (Continued)**

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| **Step** | **Action** |
| 3 | **LSR Form Entry**    LSR Admin Section:   * 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 C in RTR. * Enter CCNA - Qwest region RSID/Company Code |

**LSR New Install PON (Continued)**

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| **Step** | **Action** |
| 3 cont. | LSR Form Entry (continued)  Authorization section:   * Enter (1BF for Business, 2BF for Residence) in TOS field. * Click on Search Pre-Order     **Result:** PreOrder box appears.     * Select **TXNUM** saved earlier for **Appointment Schedule** for this location. * Click **Prepopulate**     Result: **DDD, APTCONF, DDD\_APPTIME** populate on to the LSR.   * Populate **AGUATH=Y** (indicates permission has been obtained to place the order on the end user’s behalf) * Populate **LSP AUTH DATE** with date the authorization was received. * If ordering a speed marked **COND** on preorder, select Y in the **SCA** field. Otherwise, leave **SCA** blank. |

**LSR New Install PON (Continued)**

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| **Step** | **Action** |
| 3 cont. | LSR Form Entry (continued)  Contact section:   * 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.     Remarks Info section:   * Enter remarks pertinent to the request in REMARKS1. (Example: install pure broadband, speed 10.0) |
| 4 | Click on EU Form    LOC ACCESS section:   * 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)**

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| **Step** | **Action** |
| 4 cont. | EU Form Entry (continued)  LOC ACCESS INFO section:   * Enter local contact person in LCON. * Enter local contact person telephone number in TEL NO.     SVC ADDR GRP section:   * Click Search Pre-Order.      * Select the saved Preorder related to this request and click on it. |

**LSR New Install PON (Continued)**

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| **Step** | **Action** |
| 4 cont. | EU Form Entry (continued)  **Result:** Preorder opens.   * Click **PrePopulate**.     **Result:** EU SVC ADDR GRP pre-populates with valid address.    Populate Ship ADDR GRP with service address.   * Enter Y in **SHAI** field * Enter Shipping name in **SHN1** * Enter all service address fields.   **NOTE:** format same as address above using correlated fields. |

**LSR New Install PON (Continued)**

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| **Step** | **Action** |
| 5 | Click on RS Form  RS ADMIN section:   * Enter 0001 in RSQTY field. NOTE: enter 0002 if ordering Pair Bonded technology.     RS SVC DET section:   * NOTE: ONLY if ordering Pair Bonded technology, Click on Add to add an additional section for the 2nd TN.      * Click on **Search Pre-Order**     **Result:** Preorder opens.   * Select the saved Preorder related to this request and click on it. * Click **PrePopulate**.   Result: TNS field populates into the LSR. |

**LSR New Install PON (Continued)**

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| **Step** | **Action** |
| 5 cont. | RS Form Entry (continued)  Note: If Pair Bonded, this section will appear twice and must be populated. See Step 6 for additional detail.  SVC DET GRP section:   * Enter 01 in LOCNUM field. * Enter 01 in LNUM field. * Enter N in LNA field.     LINE RESTRICT 2 GRP:   * Enter NONE in PIC field. * Enter NONE in LPIC field.     FEATURE GRP Section:   * Enter 5 in section(s). * Click Add.     **Result:** There are now 6 Feature fields available to be populated.  **NOTE:** If Pair Bonded, 8 fields will be required; add 7 instead of 5. |

**LSR New Install PON (Continued)**

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| **Step** | **Action** |
| 5 cont. | RS Form Entry (continued)  Utilizing the WBSA External Comm Feature Code Spreadsheet, Western States Tab, enter FEATURE GRP [1] through [6] with valid USOCs for the speed/technology to be ordered.  <https://www.centurylink.com/wholesale/pcat/wbsaresale.html>  FEATURE GRP [1] Section:   * Enter N in FA field. * Enter Line USOC in FEATURE field. * If Pair Bonded, add Feature Detail information in the FEATURE DETAIL field with reference to the second reserved TN.   + Example: /BCCR 303-555-1234     FEATURE GRP [2] Section:   * Enter N in FA field. * Enter the Broadband Speed USOC in FEATURE Field. * Add Feature Detail from Codes List in FEATURE\_DETAIL field.     FEATURE GRP [3] Section:   * Enter N in FA field. * Enter the ISP USOC in FEATURE Field.   FEATURE GRP [4] Section:   * Enter N in FA field. * Enter the Modem USOC in FEATURE Field. |

**LSR New Install PON (Continued)**

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| Step | Action |
| 5 cont. | FEATURE GRP [5] Section:   * Enter N in FA field.   Enter Install USOC 1 in FEATURE Field.  FEATURE GRP [6] Section:   * Enter N in FA field. * Enter Install USOC 2 in FEATURE Field. |
| 6 | |  |  | | --- | --- | | **If** | **Then** | | Not Pair Bonded | * Continue to step 7. | | If Pair Bonded | RS\_SVC\_DET [ 2 ]:   * Enter 01 in LOCNUM field. * Enter 02 in LNUM field. * Enter N in LNA field. * Enter NONE in PIC field. * Enter NONE in LPIC field   RS FEATURE GRP Section (fields 7 and 8):   * Enter N in FA field. * Enter Line USOC in FEATURE Field. * Enter **Feature Detail**. Ex: /BCCR xxx-xxx-xxxx (1st TN) * Enter N in FA field. * Enter Broadband speed USOC in FEATURE Field. * Enter Feature Detail. Ex: /NTI FTTN-ETH-V2V-PB * Continue to Step 7. | |
| 7 | In top right corner of LSR, click on Save ICON. |
| 8 | In top right corner of LSR, click on Validate ICON. |

**LSR New Install PON (Continued)**

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| **Step** | **Action** |
| 9 | If Error Code list returns, correct those errors. Errors must be corrected before PON can be submitted.  Example of Error Code List:    Note: If SC Field Required error received, populate the RSID in the SC field.  If no errors were received or once PON is error free, click on Submit ICON.    Result: STATUS will show Submitted. |

**LSR New Install PON (Continued)**

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| Step | Action |
| 10 | Click on **Red X** in top right hand corner to exit out of PON.  Graphical user interface, text, application, email  Description automatically generated  Result: Home Page/Status Screen will display.  Graphical user interface, text, application  Description automatically generated |
| 11 | End of process. |

# EASE LSR Logout

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| Follow the steps below to Logout of EASE VFO LSR. | |
| **Step** | **Action** |
| 1 | Click LOGOUT in the top right-hand corner.    **Result:** Login screen displays. |