QORA Pre-Order Review
April 2005
Student Guide

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Wholesale Markets – Training & Development

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Course Description

This instructor-facilitated web-based course is designed to provide an overview of ASR edits being activated on 5-16-05. In addition it provides a review of QORA Pre-order functions and tips to assist customers on how to proceed when error occurs. This course focuses on the use of QORA Pre-order.

Prerequisites

- Practitioners knowledge of the ASR ordering process

- Practitioners knowledge of QORA or

- Practitioners knowledge of xml address validation

Course Length

This course takes 3 hours to complete.

Course Objectives

After completing this training, you will be able to:

- Perform CFA validations using the QORA pre-order tool.

- Perform NC/NCI/SECNCI validations using the QORA pre-order tool.

- Perform Address validations using the QORA pre-order tool.

- Define the process change on the ASR ACT field.

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Lesson 1: CFA Pre-order Validation

CFA Overview

Qwest edits for CFA include formatting as well as timeslot availability.

The CFA identifies the higher-level facility that a circuit or service is using for transport. Specifically, the CFA:

- Must be identified when a lower-capacity service, (e.g., DS1) rides a higher-capacity facility (e.g.,DS3)

- Used in the CFA field on the Transport Form

- Specify the points of access connection
    - DS1 facilities on multiplexed DS3s
    - DS0 facilities or trunks on multiplexed DS1s

- Identifies the provider carrier system and channel (or timeslot) to be used on the higher-capacity facility.

- SCFA represents connectivity at the end-user location address.

- Channel assignment is the responsibility of the facility owner.

- Cannot populate the CFA field with comments such as "Next Available" or "Qwest to assign".

- QORA pre-order should be used for CFA validation prior to submitting the ASR.

Lesson 1: CFA Pre-order Validation (continued)

CFA Overview (continued)

- For special access requests, when you populate the CFA or SCFA you are required to populate the MUXLOC field with the first 8 characters of the Qwest CLLI code identified in the CFA.

  For all Switched requests, if the 4th position of the NC or NC1 code on the ASR indicates a request for a muxed facility, and if the MUXLOC field is incorrect or blank, it will require a supp to correct it.

- An example of a valid CFA format is;

  101/t3/14/dnvrcoababc/dnvrcomads0

CFA Soft or Hard Errors

You may receive a HARD error message in QORA or NDM, meaning the ASR was rejected.

You may receive a SOFT error message in QORA when system validation is unavailable.

Error messages you may receive include:

1. Facility Designator must be 1-5 alphanumeric characters

2. Facility Type must be 1-6 alphanumeric characters

3. LOCA must be 8 or 11 characters

4. LOCZ must be 8 or 11 characters

5. CFA value of '<user entered value>' invalid. Must be in form 'desg/type channel(-endchannel)/loca/locz'

Lesson 1: CFA Pre-order Validation (continued)

CFA Soft or Hard Errors (continued)

6. Channel must be in range of 1-28

7. Channel must be in range of 1-24

8. CFA contains incorrect CLLI code

9. No information found for the facility and/or channel specified

10. Busy CFA

11. "Channel To" must be lower than "Channel From"

CFA Tips

If you encounter any of the above error messages while performing CFA Validations your ASR will not transmit. Helpful tips:

- Double check your CLLI codes. Often times a numeric '0' should be an alpha 'O' or vice versa.

- If you are disconnecting a circuit in order to reuse the timeslot on a new order, you will need to populate the RPON field on the new order with the disconnect PON.

- If the disconnect was processed first, the due date of the disconnect will need to be the same as or earlier than the new connect.

- The customer side of the CFA will always be the ACTL.

- The system will not edit CFAs with 'OC' in the facility name.

Lesson 1: CFA Pre-order Validation (continued)

CFA Tips (continued)

- If you are installing a DS3 riding a SHNS ring, you are required to provide the SHNS SCID code in the FNI field on the ASR screen. You then have the choice of populating a SHNS CFA, or leaving the CFA field blank which indicates that you are authorizing Qwest to assign off of the ring. If you choose to populate the CFA field a Qwest Provisioning representative will validate the CFA for accuracy, and may generate a manual reject back to the customer.

Lesson 2: NC/NCI/SECNCI Pre-order Validation

NC/NCI/SECNCI Overview

QORA™ allows you to validate NC, NC/NCI and NC/NCI/SecNCI codes prior to issuing an Access Service Request (ASR).

Validation of these codes or combinations will ensure the accuracy of the service you are ordering. Characteristics of the NC/NCI/SECNCI codes are as follows:

- An NC code is a Network Channel code that identifies the service for the circuit(s) involved.

- An NC/NCI code combination identifies the network channel for the circuits involved (NC) followed by the electronic conditions on the circuit at the ACTL or primary location (NCI).

- An NC/NCI/SECNCI code combination identifies the network channel for the circuits involved (NC) followed by the electronic conditions on the circuit at the ACTL or primary location (NCI) and the Secondary Location (SECNCI).

- If CFA exists, an NCI that is appropriate for that level of CFA is required in the NCI field as appropriate, i.e. ordering a T1 circuit with T3 CFA will require a T1 NC code, T3 NCI code and a T1 SECNCI.

- SECNCI is not required if the secondary location is a QWEST wire center (MUXed facility).

Lesson 2: NC/NCI/SECNCI Pre-order Validation (continued)

Hard Errors

You may receive a HARD error message in QORA or NDM, meaning the ASR was rejected. For QORA customers these errors will be returned in a rejected status on an error screen.

Error messages you receive may include:

1. NC invalid for REQTYP S, M, R, A , W, L, V, X, E

2. NC required when ACT=N or C

3. NC required when ACT=N, or when ACT=C and SEGACT=N or C

4. NC required when ACT=N, C, or T

5. NC required when LEGACT=N or C

6. NCI required when ACT=N, C, or T

7. NCI required when ACT=N, or C

8. NCI required when ACT=N, or when ACT=C and SEGACT=N or C

9. SECNCI required when ACT=N, or when ACT=C and SECLOC=E

10. SECNCI required when ACT=N, or when ACT=C and SEGACT=N or C

11. SECNCI required when LEGACT=N or C and SECLOC is not a CLLI code

12. SECNCI required when ACT is N, C, or T

Lesson 2: NC/NCI/SECNCI Pre-order Validation (continued)

Hard Errors (continued)

13. SECNCI prohibited when an MSL form is present

14. NC/NCI combination is invalid

15. NCI Format Error

16. NC/NCI/SECNCI combination is invalid

17. NC/SECNCI combination is invalid

18. SECNCI Format Error

The Tech Pubs

NC/NCI codes are product specific and are provided to customers in the Qwest Technical Publications. They can be located by product name in numerical order at:

www.qwest.com/techpub

Lesson 2: NC/NCI/SECNCI Pre-order Validation (continued)

NC/NCI Tips

- Always check the valid Technical Publication to make sure the combination you are using is still valid.

- The NC code identifies the product being ordered as well as signaling and protocol options. The NCI codes reflect the electrical signal specifications at the network interface.

- If you locate a valid combination in the Qwest Technical Publication, but QORA will not accept the combination contact the QORA help desk or your Qwest Service Manager.

Lesson 3: A Small Change of Process

Activity Types – ASR

In addition to implementing edits, Qwest has reviewed our policy on ASRs with a "C" activity type. Qwest may have accepted ASRs in the past with "C" activity types that were outside of the industry guidelines. This includes ASRs that were submitted as a "C' orders which resulted in an address change at the "End User" address location identified on the SALI screen. The ASOG states as, depicted in the chart below, that this should be submitted with a "T" activity type. This clarification on the types of changes we will accept for "C" activity brings us in line with the industry guidelines found in the Access Service Ordering Guideline (ASOG}.

Lesson 3: A Small Change of Process (continued)

Activity Types – ASR (continued)

The following is a chart to help you determine the appropriate Activity Type (ACT) entry when submitting your ASRs. A supplement to cancel and reissue the ASR is required when a change to the ACT type is necessary on an ASR that has been submitted to Qwest. The ASR table is for clarification purposes, primarily for "C" activity.

Activity Type	Type of Order
N	New installation or increase in capacity
D	Disconnection or decrease in capacity
	Note: (increase or decrease in capacity refers to trunking requests.)
M	Inside move within the same building (excludes Deregulated Inside Wiring and Multipoint)
T	Outside move of end user (moving to a different building) where BAN, NC, ACTL and ECCKT remain the same (not allowed on FG, LIS, WIS, or Multipoint)
R	Administrative Changes (excluding a BAN change)

Lesson 3: A Small Change of Process (continued)

Activity Types – ASR (continued)

Activity Type	Type of Order
C NOTE: Requests with "C" activity type are not allowed if the change requested requires a change to the circuit ID. For example, an ACTL change on a multiplexed facility, or an optional feature change requiring a change in the circuit ID. Qwest requires a disconnect and new install order to accomplish this type of change.	Adding, removing or changing: • High Voltage Protection • Telecommunications Priority Service (TSP) • SHARP & SHARP Plus • Diversity and Avoidance • Option Activation • Cross Connect • Deregulated Inside Wiring • Frame & format change • Options changes • SST Reconfiguration • Retagging a Circuit • Translations Changes • CFA Changes • A CFA change that does not change the end user location address (ACTL CLLI may or may not change)

Lesson 3: A Small Change of Process (continued)

Activity Types – ASR (continued)

Additional information is available in the current ASOG for these entries and for Multipoint, RING and Virtual Connection requests.

Additionally, if a customer is using an M Request type, they are prohibited from using the GETO field. This indicates you are ordering to the DMARC only. You need to make sure the JS field also reflects termination to the DMARC. If you are ordering an inside move as well as inside wiring, you will need to use a C request type and populate a W in the GETO field.

Note: *For Wireless, a move of an NIU from a TOAST termination into a permanent structure is done on an M request type. The NIU reflects the DMARC. (You do not populate the GETO field)*

Lesson 4: Address Validation

Getting the Address Right on Your Service Order

One of the most common reasons for service order delays is a faulty address on the service order. If the QORA GUI address validation does not recognize the address the order:

- Will be rejected by the system

- Even if you are able to submit the order it may require additional address information which would be a manual reject by the center

- May get to a field technician who determines on due date incorrect address information.

This section is designed to assist you with common address problems and how to resolve them.

It is important to note that Qwest uses U.S. Postal Standards in our addressing system.

Lesson 4: Address Validation (continued)

Address Fields

Let us begin by reviewing the address fields that are on the **S**ervice **A**ddress **L**ocation **I**nformation form (SALI):

- SAPR – Address Number Prefix

- SANO - Address Number

- SASF - Address Number Suffix

- SASD - Street Directional Prefix

    - E   =   East
    - N   =   North
    - NE =   Northeast
    - NW =   Northwest
    - S   =   South
    - SE =   Southeast
    - SW =   Southwest
    - W   =   West

- SASN - Street Name

- SATH – Street Type

Lesson 4: Address Validation (continued)

Forms and Fields (continued)

- SASS - Street Directional Suffix

  - E   =   East
  - N   =   North
  - NE =   Northeast
  - NW =   Northwest
  - S   =   South
  - SE =   Southeast
  - SW =   Southwest
  - W   =   West

  In addition to the address fields there is additional information that may be needed to support specific information about the address. This information is entered in the fields identified as **L**ocation **D**esignation (LD) and **L**ocation **V**alue (LV). The QORA GUI is preset to:

  LD 1 – Location Designator #1

  - APT - Apartment
  - LOT - Lot
  - RM - Room
  - SLIP - Slip
  - SUIT - Suite
  - UNIT - Unit Identification

- LD2 - Location Designator #2

  - FLR - Floor

Lesson 4: Address Validation (continued)

Forms and Fields (continued)

- LD 3 – Location Designator #3

  - BLDG - Building
  - PIER - Pier
  - WNG - Wing

These specific values are preset in QORA. It is also important to note that not all fields require information. If you only want to provide a floor number, then only LD 2 and LV 2 would be required.

You may find that you have received valuable information that does not fall into these categories. This information is still important and should be transmitted on the service order. The correct field for this information is the **A**dditional **A**ddress **I**nformation (AAI) field. This is a line for free flow and provides an area for information such as: kiosk, closet, and computer room. This information is very important, however is not a required part of the address and should still be included.

Lesson 4: Address Validation (continued)

Edits

Hard address edits will be in place for address validation on all N, M and T orders. Soft edits will be in place for D and C orders. It is imperative that customers use a pre-order address validation tool. This can be either the QORA GUI or an xml application for NDM customers. By using an address pre-order tool you can greatly reduce the number of ASR rejections based on addresses. The error messages sent as a result of an incorrect/invalid address are:

- No match found

- Near match found

- Supplemental match found

- Exact match found

It is possible that upon validation of the address you may receive more than one error message. For example; you input an address and receive a message "near match found" it displays multiple choices for the address in different cities. You select the address that matches the city and revalidate, a second message would appear as "exact match found". It could also return a second message of "supplemental match found" if additional information is needed.

Lesson 4: Address Validation (continued)

Common Address Problems

Let's take a look at common address problems you may encounter. These can be categorized as:

- Abbreviations

- Multi-tenant buildings/supplemental match found

- Directionals

- Directionals as street name

- ZIP codes & city names

- SAG

- No match found

- When a call is required

Abbreviations

When submitting an address into pre order for validation and subsequent use on the ASR, you may receive a response indicating that the thoroughfare (SATH) needs to be abbreviated. An example of this is the use of Avenue you may need to show the abbreviation of AVE or in many states AV. The USPS sets a list of standard abbreviations are listed at the end of this document.

In some states, street type is actually part of the street name. If you do not get a match you may want to try moving the street type into the street name field. An example of this would be 711 4th Avenue North; initially you would populate 711 in SANO, 4th in SASN, Av in SATH, and N in SASS. This is a Billings Mt. address and the correct format turned out to be 711 in SANO, and 4 Avenue North in the SASN.

Lesson 4: Address Validation (continued)

Common Address Problems (continued)

Multi-tenant Buildings/Supplemental Address Information

When submitting an address into a location with multiple suites, units, floors, or buildings the system will respond with a "supplemental match found". When this occurs it will include a list of choices available. The response is advising that it may be necessary for you to add information in the LD/LV fields for proper addressing.

In the event that the customer is terminating at a location, which has multiple buildings, such as a compound environment, the address may require a building number. This information would be populated in LD/LV 3.

If each separate building has its own unique address then the LD/LV 3 information would not be required. If the building itself has a name it would be helpful to have that information in the AAI field on the SALI form or they can use RMK. An example of this would be a termination at a University. You would put the building street address in pre order, and then provide the building name as additional address information. In the RMK field on the SALI form you could also add University campus. Providing the additional information in this instance will assist Qwest in the correct design of the service.

Lesson 4: Address Validation (continued)

Common Address Problems (continued)

Multi-tenant Buildings/Supplemental Address Information (continued)

Qwest is also asking that if your location is a cell site that you populate LD 1 with UNIT, and LV 1 with cell site. This will assist in building a consistent database for these terminations.

Use of LD/LV for secondary address information is a common request in buildings with multiple floors, or tenants. Getting the service to the correct location for your customer is very important to Qwest. If we are terminating the service directly to a specific floor or room it is critical that the information be used as part of the address validation. It is also required if the customer is moving within a building (ACT = M) from one floor to another or one suite to another. There are times when you are asking that the service be terminated to the DMARC only. While it may appear that the specific LD/LV information is not needed it is recommended that the information be provided which assists us in locating the closest terminal or DMARC to serve the customer from.

The QORA GUI will **not** hard edit supplemental information if the basic address is located. If you have supplemental information such as suite, room, flr, bldg, etc., continue to populate the correct fields even if you do not see the value on the list, as this information may still be required. If the information is required and **not** populated the ASR may still be rejected by the center.

Lesson 4: Address Validation (continued)

Common Address Problems (continued)

Directionals

Many addresses have one or more directional. The use of the SASD and SASS provide the information needed. When used as directionals they are abbreviated for address validation. In many states cities or portions of cities are on numeric grids providing two directionals. It is important that your customer provides you with the correct information. If the directionals are reversed, you may receive an "exact match" response, but service delays may occur when the error is identified.

In addition some states use the directional as the actual street name. This is the case in Utah. An address of 250 E 200 So, may appear to need both the SASD and the SASN populated. The actual street name in this address is 200 South. The address would be populated as 250 in the SANO field E in the SASD field and 200 South in the SASN field. When a directional is used in the street name, you may also need to spell the directional out as opposed to using the abbreviation.

Another common error involves addresses that are transmitted without directionals. If the address being validated requires one or more directional and it is not included two things may occur. Pre order will send the response 'no match found', or if the ASR transmits without the directional then it will be manually rejected by the center.

Lesson 4: Address Validation (continued)

Common Address Problems (continued)

ZIP Codes and City Names

A common error involves the ZIP code and city name. By using postal standards the ZIP code the customer provides will validate against the city name provided. If the ZIP code provided does not match the city name populated the pre order validation will return a "near match", which will prohibit the ASR from transmitting. QORA will return a list of multiple cities if more than one appears in a ZIP code area or a single entry with the correct city name if there is only one. In the event of multiple cities, the list will show $$ before the city name as an indication. You will need to either confirm that you have the correct ZIP code, or select the correct city from the list provided and revalidate the address.

If you are validating an address and receive the response "near match" but the city returned is clearly not the city the customer is located in, it is likely you have an incorrect ZIP code. A quick way to locate the ZIP is by going to the U.S. Postal Service ZIP code finder at http://zip4.usps.com/zip4/welcome.jsp, input the customer address including the city name, and submit the search.

Lesson 4: Address Validation (continued)

Common Address Problems (continued)

SAG - Street Address Guide

A SAG response is sent when the addressing system verifies that the address is valid but does not show working the address having had working service. When you receive this response you should verify with your customer if this is a new construction location. If you find this to be the case you will need to populate the NCON field on the SALI form. It would also be helpful to provide a near by telephone number or identify if a construction trailer is on site.

No Match Found

If your validation attempt returns "no match found" your order will not transmit. This could be due to several different reasons. Some common errors include but are not limited to:

- Incorrect spelling of the street name.

- Incorrect thoroughfare; street vs. road vs. avenue.

- Listed address versus service address. Some customers choose to list a different street name than what is the actual service address.

Lesson 4: Address Validation (continued)

Common Address Problems (continued)

No Match Found (continued)

- The address has not had service and is identified as a "new construction". When this happens you will need to populate the NCON field on the SALI form. Additionally you need to put in remarks "Rawland"; this will notify the Provisioning center that the order will require different handling. The population of the NCON field will bypass the address edits for manual handling.

- When using NCON it is helpful to provide a nearby number. The number needs to be from a location that is on the same side of the street as the service location. It is even more beneficial if the number is a working number on the site.

- You made need to double check with the customer to verify that you have been provided with the correct address.

- Ask for a working number at the location, it must be a Qwest number and the main billing number. Use QORA pre-order to validate address by telephone number.

- Cell sites may not have a valid postal address if it requires no mail delivery. It may also not have a landline to use as a working number.

QORA Address Validation Exercise

The information provided is a compilation of data collected for QORA address validation. It was obtained by using actual ASRs that both QORA GUI and NDM customers submitted. Each address listed below was first tested as it was described in the table, then the valid format is listed underneath.

Follow along as your instructor walks through each of these addresses and discusses the logic behind each valid entry.

Address #1 submitted by customer;

SANO	SASN	SATH	CITY	ST	ZIP
312	8	St	Des Moines	IA	50309
LD1	**LV1**	**LD2**	**LV2**	**LD3**	**LV3**
BLDG	Main	FLR	Main	St	100

Correct address format;

SANO	SASN	SATH	CITY	ST	ZIP
312	8 St		Des Moines	IA	50309
LD1	**LV1**	**LD2**	**LV2**	**LD3**	**LV3**
Suit	100				

QORA Address Validation Exercise (continued)

Address #2 submitted by customer;

SANO	SASD	SASN	SATH	CITY	ST	ZIP
6991	E	Camelback	Rd	Phoenix AZ	85251-2495	
LD1	**LV1**	**LD2**	**LV2**		**LD3**	**LV3**
BLDG	Main	STE	216			

Correct address format;

SANO	SASD	SASN	SATH	CITY	ST	ZIP
6991	E	Camelback	Rd	Phoenix AZ	85251-2495	
LD1	**LV1**	**LD2**	**LV2**		**LD3**	**LV3**
Suit	D216					

QORA Address Validation Exercise (continued)

Address #3 submitted by customer;

SANO		SASN	SATH		CITY	ST	ZIP
2282		Presidents	Dr		Salt Lake City	UT	84120
LD1		**LV1**	**LD2**		**LV2**	**LD3**	**LV3**

Correct address format;

SANO		SASN	SATH		CITY	ST	ZIP
2282		Presidents	Dr		West Valley City	UT	84120
LD1		**LV1**	**LD2**		**LV2**	**LD3**	**LV3**

Address #4 submitted by customer;

SANO		SASN	SATH		CITY	ST	ZIP
1200		3d			Seattle	WA	98101
LD1		**LV1**	**LD2**		**LV2**	**LD3**	**LV3**

Correct address format;

SANO		SASN	SATH		CITY	ST	ZIP
1200		3d			Seattle	WA	98101
LD1		**LV1**	**LD2**		**LV2**	**LD3**	**LV3**

QORA Address Validation Exercise (continued)

Address #5 submitted by customer;

SANO		SASN	SATH	SASS	CITY	ST	ZIP
711		4th	Avenue	N	Billings	MT	59101
LD1		**LV1**	**LD2**		**LV2**	**LD3**	**LV3**
			FL		Main	STE	Telco

Correct address format;

SANO		SASN	SATH	SASS	CITY	ST	ZIP
711		4 Avenue North			Billings	Mt	59101
LD1		**LV1**	**LD2**		**LV2**	**LD3**	**LV3**

QORA Address Validation Exercise (continued)

Address #6 submitted by customer;

SANO		SASN	SATH		CITY	ST	ZIP
711		56th	Ave		Greeley	Co	80634-2980
LD1		LV1	LD2		LV2	LD3	LV3
FL		1ST	Rm		200		

Correct address format;

SANO		SASN	SATH		CITY	ST	ZIP
711		56	Av		Greeley	Co	80634-2980
LD1		LV1	LD2		LV2	LD3	LV3
Suit		200					

QORA Address Validation Exercise (continued)

Address #7 submitted by customer;

SANO		SASN	SATH	SASS	CITY	ST	ZIP
3825		Portland	Rd		Salem	OR	97303
LD1		**LV1**	**LD2**		**LV2**	**LD3**	**LV3**

Correct address format;

SANO		SASN	SATH	SASS	CITY	ST	ZIP
3825		Portland	Rd	NE	Salem	Or	97303
LD1		**LV1**	**LD2**		**LV2**	**LD3**	**LV3**
Suit		F3					

QORA Address Validation Exercise (continued)

Address #8 submitted by customer;

SANO	SASD	SASN	SATH		CITY	ST	ZIP
2135	W	Mountain View	Rd		Phoenix	AZ	85021
LD1		**LV1**	**LD2**		**LV2**	**LD3**	**LV3**
RM		Counter	FLR		1ST	BLDG	Main

Correct address format;

SANO	SASD	SASN	SATH		CITY	ST	ZIP
2135	W	Mountain View	Rd		Phoenix	AZ	85021
LD1		**LV1**	**LD2**		**LV2**	**LD3**	**LV3**

Address #9 submitted by customer;

SANO	SASD	SASN	SATH		CITY	ST	ZIP
1825	E	Guadalupe	Rd		Tempe	AZ	85283
LD1		**LV1**	**LD2**		**LV2**	**LD3**	**LV3**

Correct address format;

SANO	SASD	SASN	SATH		CITY	ST	ZIP
1825	E	Guadalupe	Rd		Tempe	AZ	85283
LD1		**LV1**	**LD2**		**LV2**	**LD3**	**LV3**

QORA Address Validation Exercise (continued)

Address #10 submitted by customer;

SANO	SASD	SASN	SATH		CITY	ST	ZIP
145	S	Main	St		Salt Lake City	UT	84111
LD1		**LV1**	**LD2**		**LV2**	**LD3**	**LV3**

Correct address format;

SANO	SASD	SASN	SATH		CITY	ST	ZIP
145	S	Main			Salt Lake City	UT	84111
LD1		**LV1**	**LD2**		**LV2**	**LD3**	**LV3**

Address #11 submitted by customer;

SANO	SASD	SASN	SATH		CITY	ST	ZIP
1343	N	Hohokam			Phoenix	AZ	85006
LD1		**LV1**	**LD2**		**LV2**	**LD3**	**LV3**

Correct address format;

SANO	SASD	SASN	SATH		CITY	ST	ZIP
1343	N	Hohokam Expwy			Phoenix	AZ	85008
LD1		**LV1**	**LD2**		**LV2**	**LD3**	**LV3**
						Bldg	cellsite

Address Validation Tips:

- Use the U.S. Postal Service ZIP code lookup to validate address format and confirm correct ZIP code, and city name.

- Use local or online directories to locate addresses and working numbers.

- If numeric is 3rd you may need to convert to 3d, or just use 3.

- Remove "th" from numeric addresses (4th)

- Move street type as part of the street name

- Move secondary directional into the street name

- Check spelling of street name

- Supplemental lists will only display the first 25 locations in a building. If your location is not displayed you will need to put it in the appropriate LD/LV field. The Provisioning center can then take the steps to have the information added.

- When using QORA pre order validation, we were able to work through several address problems successfully.

- Not all states use the same address format.

- An example of this is that in some states if the address has 2 directionals, like 250 E 200 South, the proper format in QORA is using both directionals abbreviated. However, in some states (UT) 200 South is actually the street name.

- USPS uses AVE while many state use AV

Address Validation Tips: (continued)

- Double check the street type, many cities have street names that are used in different combinations. For example Lakewood Road, may be Lakewood Street, Lakewood Avenue or all three could be valid.

- Verify that the address provided is the Service Address, not the listed address.

- Provide a working number on site, remember it does not have to be a number for your customer, just a number at the location.

- The use of Main Street may appear as Main as the street name, St as the street type, or as Main St as the entire street name (SANO) or just Main. Try different combination

When to Call the Center

Before calling the center:

- Try the tips listed above

- Double check the address with the customer

- Check the address in the USPS site

In the event you still can't find answer, do not hesitate to call.

> *Note: When you call the center make sure they have a working number for a site in the building. It doesn't have to be the customer, just someone else in the building.*

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Thoroughfares - Postal Standard

Non-Postal Standard Thoroughfare Name	Abbreviation
ALLEE	ALY
ALLEY	ALY
ALLY	ALY
ALY	ALY
ANEX	ANX
ANNEX	ANX
ANNX	ANX
ANX	ANX
AV	AVE
AVE	AVE
AVEN	AVE
AVENU	AVE
AVENUE	AVE
AVN	AVE
AVNUE	AVE
BLF	BLF
BLUF	BLF
BLUFF	BLF
BLFS	BLFS
BLUFFS	BLFS
BLVD	BLVD
BOUL	BLVD
BOULEVARD	BLVD
BOULV	BLVD
BV	BLVD
BEND	BND
BND	BND
BOT	BOTTOM
BOTTM	BOTTOM
BOTTOM	BOTTOM
BTM	BOTTOM
BR	BRANCH
BRANCH	BRANCH

Thoroughfares - Postal Standard (continued)

BRNCH	BRANCH
BRDGE	BRIDGE
BRG	BRIDGE
BRIDGE	BRIDGE
BRK	BRK
BROOK	BRK
BRKS	BRKS
BROOKS	BRKS
BG	BURG
BURG	BURG
BGS	BURGS
BURGS	BURGS
BYP	BYP
BYPA	BYP
BYPAS	BYP
BYPASS	BYP
BYPS	BYP
BAYOO	BYU
BAYOU	BYU
CAMP	CAMP
CMP	CAMP
CMP	CAMP
CP	CAMP
CEN	CENTER
CENT	CENTER
CENTER	CENTER
CENTR	CENTER
CNTER	CENTER
CNTR	CENTER
CTR	CENTER
CENTERS	CENTERS
CTRS	CENTERS
CENTRE	CENTRE
CIR	CIRCLE
CIRC	CIRCLE

Thoroughfares - Postal Standard (continued)

CIRCL	CIRCLE
CRCL	CIRCLE
CRCLE	CIRCLE
CIRCLES	CIRCLES
CIRS	CIRCLES
COR	CORNER
CORNER	CORNER
CORNERS	CORNERS
CORS	CORNERS
CK	CRK
CR	CRK
CREEK	CRK
CRK	CRK
CROSSING	CROSSING
CRSSING	CROSSING
CRSSNG	CROSSING
XING	CROSSING
CROSSROAD	CROSSROAD
XRD	CROSSROAD
COURSE	CRSE
CRSE	CRSE
CREST	CRST
CRST	CRST
CAUSEWAY	CSWY
CAUSWAY	SCWY
CSWY	CSWY
COURT	CT
CRT	CT
CT	CT
COURTS	CTS
CTS	CTS
CURV	CURV
CURVE	CURV
COVE	CV
CV	CV

Thoroughfares - Postal Standard (continued)

COVES	CVS
CVS	CVS
DR	DR
DRIVE	DR
DRV	DR
DRIVES	DRS
DIV	DV
DIVIDE	DV
DV	DV
DVD	DV
EST	EST
ESTATE	EST
ESTATES	ESTS
ESTS	ESTS
EXP	EXPY
EXPR	EXPY
EXPRESS	EXPY
EXPRESSWAY	EXPY
EXPW	EXPY
EXPY	EXPY
EXN	EXT
EXT	EXT
EXTENSION	EXT
EXTN	EXT
EXTNSN	EXT
EXTENSIONS	EXTS
EXTS	EXTS
FALL	FALL
FERRY	FERRY
FRRY	FERRY
FRY	FERRY
FORD	FRD
FRD	FRD
FORDS	FRDS
FRDS	FRDS
FORG	FRG

Thoroughfares - Postal Standard (continued)

FRG	FRG
FORGES	FRGS
FRGS	FRGS
FORK	FRK
FRK	FRK
FORKS	FRKS
FRKS	FRKS
FREEWAY	FWY
FREEWY	FWY
FRWAY	FWY
FRWY	FWY
FWY	FWY
GROV	GRV
GROVE	GRV
GROVES	GRVS
GRVS	GRVS
GATEWAY	GTWY
-GATEWY	GTWY
GATWAY	GTWY
GTWY	GTWY
HEIGHT	HTS
HEIGHTS	HTS
HGTS	HTS
HT	HTS
HTS	HTS
HAVEN	HVN
HAVN	HVN
HVN	HVN
HIGHWAY	HWY
HIGHWY	HWY
HIWAY	HWY
HIWY	HWY
HWAY	HWY
HWY	HWY
HY	HWY

Thoroughfares - Postal Standard (continued)

INLET	INLT
INLT	INLT
ISLE	ISLE
ISLES	ISLES
JCT	JCT
JCTION	JCT
JCTN	JCT
JUNCTION	JCT
JUNCTN	JCT
JUNCTON	JCT
JCTNS	JCTS
JCTS	JCTS
JUNCTIONS	JCTS
KNL	KNL
KNOL	KNL
KNOLL	KNL
KNLS	KNLS
KNOLLS	KNLS
KEY	KY
KY	KY
KEYS	KYS
KYS	KYS
LAND	LAND
LGT	LGT
LIGHT	LGT
LGTS	LGTS
LIGHTS	LGTS
LA	Laurel Neher
LANE	Laurel Neher
LANES	Laurel Neher
Laurel Neher	Laurel Neher
LANDING	LNDG
LNDG	LNDG
LNDNG	LNDG
LOOP	LOOP
LOOPS	LOOP

Thoroughfares - Postal Standard (continued)

MALL	MALL
MDW	MDW
MEADOW	MDW
MDWS	MDWS
MEADOWS	MDWS
MEDOWS	MDWS
MEWS	MEWS
MANOR	MNR
MNR	MNR
MANORS	MNRS
MNRS	MNRS
MISSION	MSN
MISSN	MSN
MSN	MSN
MSSN	MSN
MNT	MT
MOUNT	MT
MT	MT
MNTAIN	MTN
MNTN	MTN
MOUNTAIN	MTN
MTIN	MTN
MTN	MTN
MNTNS	MTNS
MOUNTAINS	MTNS
MOTORWAY	MTWY
MTWY	MTWY
NCK	NCK
NECK	NCK
OPAS	OPAS
OVERPASS	OPAS
ORCH	ORCH
ORCHARD	ORCH
ORCHRD	ORCH
OVAL	OVAL

Thoroughfares - Postal Standard (continued)

OVL	OVAL
PARK	PARK
PARKS	PARK
PK	PARK
PRK	PARK
PASS	PASS
PATH	PATH
PATHS	PATH
PIKE	PIKE
PIKES	PIKES
PARKWAY	PKWY
PARKWY	PKWY
PKWY	PKWY
PKY	PKWY
PARKWAYS	PKWYS
PKWYS	PKWYS
PL	PL
PLACE	PL
PLAIN	PLN
PLN	PLN
PLAINES	PLNS
PLAINS	PLNS
PLNS	PLNS
PLAZA	PLZ
PLZ	PLZ
PLZA	PLZ
PORT	PRT
PRT	PRT
PORTS	PRTS
PRTS	PRTS
PASSAGE	PSGE
PSGE	PSGE
PINT	PT
PT	PT
POINTS	PTS
PTS	PTS

Thoroughfares - Postal Standard (continued)

RAMP	RAMP
RD	RD
ROAD	RD
RDG	RDG
RDGE	RDG
RIDGE	RDG
RDGS	RDGS
RIDGES	RDGS
RDS	RDS
ROADS	RDS
RANCH	RNCH
RNCH	RNCH
RANCHES	RNCHS
RNCHS	RNCHS
ROW	ROW
RAPID	RPD
RPD	RPD
RAPIDS	RPDS
RPDS	RPDS
REST	RST
RST	RST
ROUTE	RTE
RTE	RTE
RUE	RUE
RUN	RUN
SHL	SHOQL
SHOAL	SHOAL
SHLS	SHOALS
SHOALS	SHOALS
SHOAR	SHR
SHORE	SHR
SHR	SHR
SHOARS	SHRS
SHORES	SHRS
SHRS	SHRS

Thoroughfares - Postal Standard (continued)

SKWY	SKWY
SKYWAY	SKWY
SPUR	SPUR
SPURS	SPURS
SQ	SQ
SQR	SQ
SQRE	SQ
SQU	SQ
SQUARE	SQ
SQRS	SQS
SQUARES	SQS
ST	ST
STR	ST
STREET	ST
STRT	ST
STA	STATN
STATION	STATN
STATN	STATN
STN	STATN
STRA	STATN
STREAM	STRM
STREME	STRM
STRM	STRM
STREETS	STS
STS	STS
TER	TER
TERR	TER
TERRANCE	TER
TPK	TPKE
TPKE	TPKE
TRNPK	TPKE
TRPK	TPKE
TURNPIKE	TPKE
TURNPK	TPKE
TRACK	TRAK
TRAK	TRAK

Thoroughfares - Postal Standard (continued)

TRK	TRAK
TRACKS	TRAKS
TRACE	TRCE
TRACES	TRCES
TRAFFICWAY	TRFCWY
TRFCWY	TRFCWY
TR	TRL
TRAIL	TRL
TRL	TRL
TRAILS	TRLS
TRLS	TRLS
THROUGHWAY	TRWY
TRWY	TRWY
TUNEL	TUNL
TUNL	TUNL
TUNNELS	TUNLS
UNDERPASS	UPAS
UPAS	UPAS
VDCT	VIADCT
VIA	VIADCT
VIADCT	VIADCT
VIADUCT	VIADCT
VIS	VISTA
VIST	VISTA
VISTA	VISTA
VST	VISTA
VSTA	VISTA
VILLE	VL
VL	VL
VILL	VLG
VILLAG	VLG
VILLAGE	VLG
VILLG	VLG
VILLIAGE	VLG
VLG	VLG

Thoroughfares - Postal Standard (continued)

VILLAGES	VLGS
VLGS	VLGS
VIEW	VW
VW	VW
VIEWS	VWS
VWS	VWS
WALK	WALK
WALKS	WALKS
WALL	WALL
WAY	WAY
WY	WAY
WAYS	WAYS
WYS	WAYS