



# Groom Reservations Job Aid

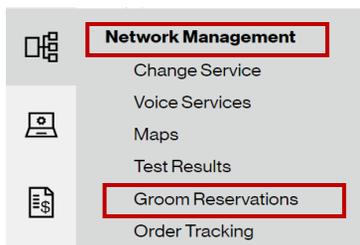
## Things to know

- User profile must have Groom Reservations access enabled
- Each circuit (facility) on a reservation must have the same Product, LATA, and use the same Primary CLLI
- The order Project ID, CCNA, and PON number must match the details used to submit the Groom Reservation
- Eight is the maximum circuits or facilities per reservation
- Can accommodate up to 18 circuits per LATA per night
- Groom Reservation must be rescheduled via the tool

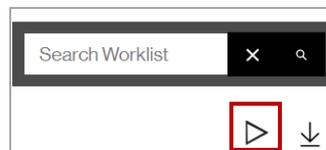
## Getting Started

There are **two ways to start a Groom Reservation**

Option 1: From Network Management, click **“Groom Reservations”**



Option 2: From Worklist, click **“Start Reservation”**



## Reservation Details

1. Enter **Project ID** (max length 16)
2. Select **CCNA** associated with PON
3. Enter **Customer Name**
4. Select **Product** of circuit(s) or facility(s) being groomed
5. Enter **Groom Conference Bridge** number
6. Enter **Groom Conference Pass Code**
7. Enter **Comments**

**Reservation Details**

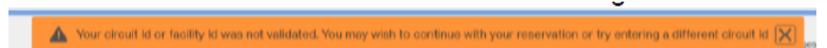
Project ID: <input type="text" value="Please enter Project ID"/> <b>1</b>	Your Network (CCNA)*: <input type="text" value="Please select Your Network (CCNA)"/> <b>2</b>	Customer Name*: <input type="text" value="Please enter Customer Name"/> <b>3</b>
Product*: <input type="text" value="Please select Product"/> <b>4</b>	Groom Conference Bridge*: <input type="text" value="Please enter Groom Conference Bridge"/> <b>5</b>	Groom Conference Pass Code*: <input type="text" value="Please enter Groom Conference Pass Code"/> <b>6</b>
Comments: <input type="text" value="Please enter Comments"/> <b>7</b>		



# Groom Reservations Job Aid

## Circuit Details

1. Click **+** to **Add** additional Circuit ID details (use delete to remove additional circuit id details)
2. Enter **Circuit ID** (use slash “/” format)
3. Enter **PON Name** (max length 16)
4. Enter **New Primary Location CLLI Code** (11 characters, Service Wire Center & Lata will auto populate)
5. Click **Validate**
6. Reservation **Status** will display:
  - Success (successful validation check)
  - Warning (unsuccessful validation check) This message does not stop processing the reservation



**Circuit Details**

1. Add icon

2. Circuit ID\* (Please enter Circuit Id)

3. PON Name\* (Please enter PON Name)

4. New Primary Location CLLI\* (Please enter New Primary Location CLLI)

5. Validate button

6. Status: Success

Other fields: Serving Wire Center, LATA

Buttons: Next

Click **Next**

## Date and Time Details

Time displays in 30 minute increment and Time Zone is Eastern Standard Time

1. Click **Calendar icon**
2. Choose **Date and Time**
3. Click **Save**

Click **Next**

**Date and Time Details**

Pick a Date & Time\*

1. Calendar icon

Discard button

**Schedule Reservation**

Calendar: 2024

Today: 05 Thursday

Selected Date: 10 (Saturday)

3. Save button

Next button



# Groom Reservations Job Aid

## Summary

1. Review Reservation summary
2. Click Submit to send reservation
3. Reservation confirmation number will appear when successfully submitted
  - View Worklist or start New Reservation

**Reservation Summary**

Project Id:	RIETestBug1644	Product:	DS1
Customer Name:		Your Network(CDNA):	---
Requester Name:	FitzMargaret	Requester Phone:	
Requester Call Phone:	8900	Requester Email:	miguocast@vzrizon.com
Groom Conference Bridge:	12343456789032	Groom Conference Pass Code:	1234554
Comments:	testing?		
Circuit 1:	25/HCGS/982014/PA	PONNAME 1:	TESTA
Circuit 2:	25/HCGS/982013/PA	PONNAME 2:	TESTB
Circuit 3:	25/HCGS/982012/PA	PONNAME 3:	TESTC
Requested Date:	12/25/2023	Requested Time:	02:00-04:00 EST
Reservation Number:	GRID61	Reservation Status:	REQUESTED
Date of Submission:	11/29/2023	Time of Submission:	03:20:40 PM

Discard
Back
Submit

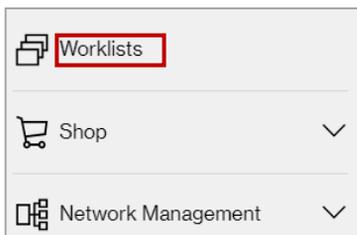
GRID61 Reservation Updated Successfully

View Worklist
Next Reservation

## Accessing the Worklist

There are **two** ways to view Reservations Worklist

Option 1: From the Worklists, click **“Reservations”**



Option 2: From the Dashboard, click **“My Reservations”**

<b>My Reservations</b>	
<b>Total Reservations</b>	<b>11</b>
DS1	10
DS1 - UNE	1



# Groom Reservations Job Aid

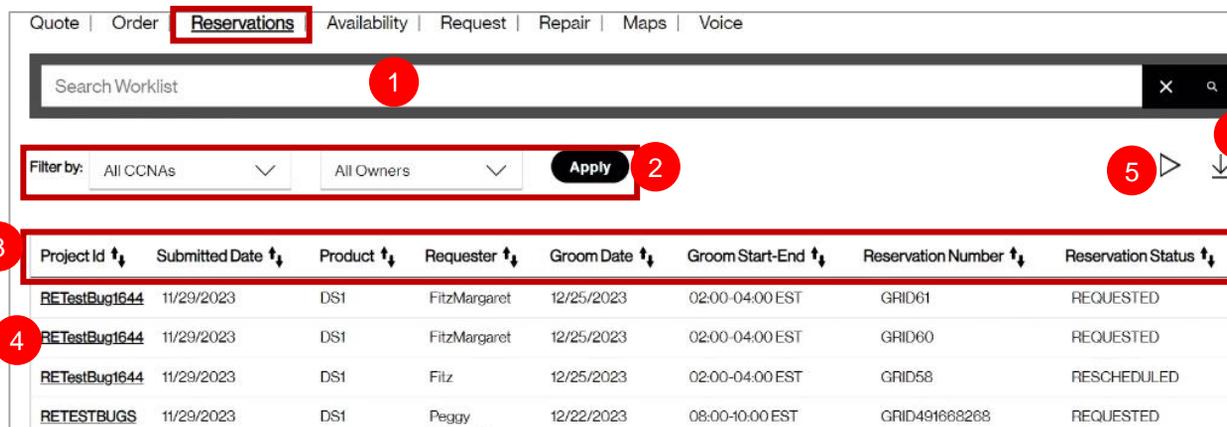
## View Worklist

### Available search and filter options from the Reservations Worklist

1. Search Worklist to view a specific Reservation details (i.e. Project ID, Reservation Number etc.)
2. Filter Worklist by CCNAs, Owners and click Apply
3. Sort by Project ID, Submitted Date, Product, Requester, Groom Date, Groom Start – End Time, Reservation Number, or Reservation Status
4. Click on Project Id to access the Summary page

### Other Features

5. Select triangle icon to start a New Reservation
6. Download Full Worklist will download the displayed Worklist in an csv file



The screenshot shows the Verizon Reservations Worklist interface. At the top, there are tabs for Quote, Order, Reservations (highlighted), Availability, Request, Repair, Maps, and Voice. Below the tabs is a search bar labeled 'Search Worklist' with a magnifying glass icon. Underneath the search bar are two filter dropdown menus: 'Filter by: All CCNAs' and 'All Owners', followed by an 'Apply' button. To the right of the filters are two icons: a right-pointing triangle and a downward-pointing arrow. Below the filters is a table with the following columns: Project Id, Submitted Date, Product, Requester, Groom Date, Groom Start-End, Reservation Number, and Reservation Status. The table contains four rows of reservation data.

Project Id	Submitted Date	Product	Requester	Groom Date	Groom Start-End	Reservation Number	Reservation Status
RETestBug1644	11/29/2023	DS1	FitzMargaret	12/25/2023	02:00-04:00 EST	GRID61	REQUESTED
RETestBug1644	11/29/2023	DS1	FitzMargaret	12/25/2023	02:00-04:00 EST	GRID60	REQUESTED
RETestBug1644	11/29/2023	DS1	Fitz	12/25/2023	02:00-04:00 EST	GRID58	RESCHEDULED
RETESTBUGS	11/29/2023	DS1	Peggy	12/22/2023	08:00-10:00 EST	GRID491668268	REQUESTED

## Worklist Statuses & Support

- Requested – Groom reservation is requested
- Jeopardy - Groom reservation is in jeopardy due to Customer or Verizon reasons
- Completed – Groom is completed and reservation is closed
- Cancelled – Groom is cancelled

### Assistance:

- For Groom Reservations issues, please submit a [Care Ticket](#)
- For Ordering Pre FOC, please contact VPSC 800 891-0301
- Switched Access Project Management Mailbox: [switchedprjmgmt@verizon.com](mailto:switchedprjmgmt@verizon.com)
- Jeopardy Notifications will be communicated via email. (Contact center for clarification at: 800-891-0301)
- Groom Project Schedule: NY, MA, RI [nyneprijmgmt@verizon.com](mailto:nyneprijmgmt@verizon.com) PA, DE, NJ, MD, VA, DC [midatlanticprjmgmt@verizon.com](mailto:midatlanticprjmgmt@verizon.com)
- General Escalations: [shelley.r.slater@verizon.com](mailto:shelley.r.slater@verizon.com)
- Provisioning Contacts:
  - New York: Upstate: [albmcomgr@verizon.com](mailto:albmcomgr@verizon.com) Downstate: [nyc.test.center.managers@verizon.com](mailto:nyc.test.center.managers@verizon.com)
  - New England [jessica.a.dalton@verizon.com](mailto:jessica.a.dalton@verizon.com)
  - NJ [njoco@verizon.com](mailto:njoco@verizon.com)
  - PA/DE: [pa.oco@verizon.com](mailto:pa.oco@verizon.com)
  - MD, VA, DC: [vzscheduler@verizon.com](mailto:vzscheduler@verizon.com)

# Groom Reservations Job Aid

## Edit Reservation

From the **Reservation Worklist**

1. On the search bar, enter the Reservation Name aka PON Number **OR**
2. Click the Project Id hyperlink to view Summary
3. Click Edit to make changes

**Groom Reservation Worklist**

1

Filter by: All CCNAs All Owners Apply Download Full Worklist

Project Id	Submitted Date	Product	Requester	Groom Date	Groom Start - End Time	Reservation Number	Reservation Status
<a href="#">TESTHOTCUT</a>	11/15/2021	DS1	Peggy Fitzgerald	12/8/2021	10:00 - 10:30 EST	612263	Requested

2

**Reservation Summary**

Administration Summary 3

Download Edit Cancel

Project Id:	AHIV1024EDTNPAED	Product:	DS1
Customer Name:	VZB	Your Network(CCNA):	MCI
Requester Name:	Regina Edwards	Requester Phone:	9167791373
Requester Cell Phone:	9167791373	Requester Email:	regina.edwards@verizon.com

## Edit Reservation | Things to Know

A reservation can be canceled at any time, however, if the PON(s) have been submitted a SUP 1 must be issued to cancel on each PON.

The following fields are eligible to be edited after a successful reservation:

- Groom Conference Bridge Number
- Groom Conference Bridge Passcode
- Reduce quantity
- Date of Groom
- Time of Groom
- Comments

# Groom Reservations Job Aid

## Care Request

How to get **Support** when needed

1. Click on the **Support** icon
2. Click **“Open New Request”**
3. Select: **I need assistance with something else**
4. Complete **Care Request** (required fields are denoted with an asterisk)

Click Submit

verizon business

1

Rachel Hendricks  
VERIZON COMMUNICATL...

Learn about the changes in the August Release Summary and Release Notes.

Care Worklist

2 Open New Request

### Care Request

What would you like help with?\*

Select

- Select
- I need assistance with a Quote
- I need assistance with an Order
- I need assistance with a Ticket
- I need assistance with a Delivery
- I need assistance with something else

3

### Care Request

What would you like help with?\*

I need assistance with something else

ID or Summary\* Ⓞ

Additional Comments

Would you like to upload a file?

Upload Files Or drop files

The total combined allowed file size is 10 MB  
All file types accepted

How should we contact you?  
If these aren't the most up to date ways to contact you please change them on your profile.

Change Email Information\*

rachelhendricks@verizon.com

Add CC Email Ⓞ

Change Work Phone Number

Change Cell Phone Number

3003003000

4

Back Submit Request