



U.S. Toll Free Job Aid

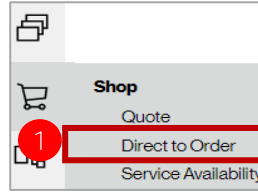


US Domestic Inbound call routing via IP to Partner network

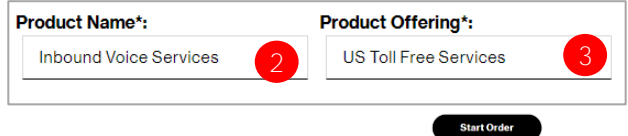
Getting Started

From the Shop Menu, make the following selections:

1. Direct to Order
2. Choose Product Name: Inbound Voice Services
3. Choose Product Offering: US Toll Free Services



Click **Start Order**

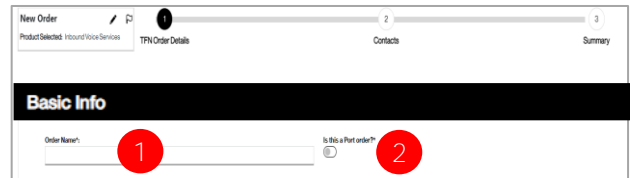


TFN Order Details

Note: All required fields are denoted with an asterisk (*).

Expand **Basic Info** section

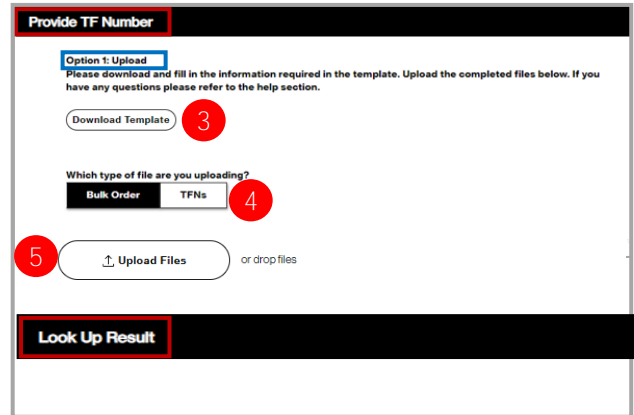
1. Enter Order Name
2. Is this a Port order? No



Expand **Provide TF Number** section

Option 1: Upload

3. Download Template and fill in the required information (For assistance, refer to the **TF Order Field Guide**)
4. Select the type of file you want to upload
 - Bulk File – Upload file containing multiple TFNs
 - TFNs - Real time lookup via an upload file to obtain the status of the TFNs (up to 100 TFNs)
5. Upload File or drop file

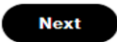


*Expand **Look Up Result** section to view results (when using TFN option)

- Lookup function can progress to an order if needed

Expand **Comment** Section to add comments if needed

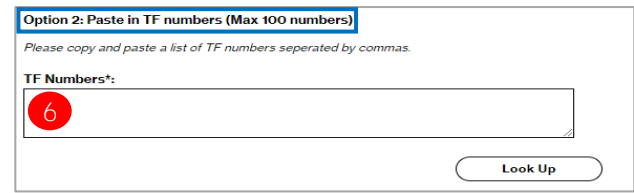
Click **Next** to proceed to the Contact section, **or**



Option 2: TFN Look Up (not to exceed 100)

6. Type or paste TFNs (up to 100)
 - TFNs must be separated using commas (no spaces)

Click **Look Up** to obtain the status



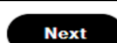
Expand **Look Up Result** section to view results

- Lookup function can progress to an order if needed

Expand **Comment** Section to add comments if needed



Click **Next** to proceed to the Look Up Results section





U.S. Toll Free Job Aid



US Domestic Inbound call routing via IP to Partner network

Look Up Results

Note: Lookup function can progress to an order (if desired)

1. Select the TFNs you would like to move to an Order (if desired)
2. Choose the Action for the selected TFNs and click **Validate** (not pictured) once completed
 - **Install** adds selected TFNs to account
 - **Change** active TFNs
 - **Disconnect** selected TFNs
 - **Delete Rows** remove selected row(s)

Discard

Next

Click **Next** to proceed

Note: Apply Template allows you to create up to 10 templates for the chosen TFNs., allowing the ability to apply Account Numbers, Resporg ID, etc....

Contacts

Enter Alternate Local Contact information

Click **Next** to proceed

Summary

1. Click Save to save order
2. Flag as Important (if desired)
3. Click File Upload to download original file (if desired)
4. Submit Order (sends order to provisioning)

U.S. Toll Free Job Aid



US Domestic Inbound call routing via IP to Partner network

Worklist

1. Select Order from the available Worklists
2. Input Order Name in the Search Worklist section and click the magnifying glass
3. Status displays up to date order status (includes Response Codes)
4. Click Order Name (link) to view order summary details
5. Click Milestones
6. Download all orders displayed on the Worklist into an Excel file

Note: Voice Worklist can be used to search the status of a TFN

Quote | Request | Maps | **Order** | Reservations | Availability | Voice | Repair

Search Worklist

Filter by: All Companies | All Owners | Inbound Voice Services | All Activity **Apply**

Order Name	Project ID	Product	Product Offering	Submitted Date	Requested Due Date	Status	Milestone
sanity-uat		Inbound Voice Services	US Toll Free Services	11/29/2023		In Progress	Acceptance
5345		Inbound Voice Services	US Toll Free Services	11/27/2023		In Progress	Acceptance
Testing123		Inbound Voice Services	US Toll Free Services			Open	
Single TF 12-27		Inbound Voice Services	US Toll Free Services	12/27/2023		In Progress	Acceptance
TF 12-27-23		Inbound Voice Services	US Toll Free Services			Open	

Order Status

Validation In Progress (breakdown of TFNs status)

1. Filter By Status – Displays TFNs based on their status
 - Error: Display in red, and allow the User to select the line and fix the error
 - In Progress: is being processed and will display a response code once completed
 - Additional Work: Displays TFNs that require additional work by Verizon
 - Completed: Displays TFNs in a “Completed” status
 - Deleted: Displays TFNs that have been deleted
 - Total: Displays all TFNs on the order
2. Select the row(s) you want to update, click the column you wish to change and click Delete or Submit once completed
3. Hover over the Response Code for additional information
4. Download Full List into Excel file (if desired)
5. Submit or Delete TFNs (only required when changes are made)
6. Last Updated displays last time the order was updated
7. Return to Voice Search allows users to search the status of a TFN
8. Return to Order Summary
9. Return to Worklist

sanity-uat
Product: US Toll Free
Type: Bulk Order

Validation In Progress...

Error	In Progress	Additional Work	Completed	Deleted	Total
0	6	0	0	4	10

Return to Voice Search | Return to Order Summary | Return to Worklist

Filter By Status: All

Last Updated: 2023-11-29 12:11:32 | Download Full List

TF Number	Response Code	Account Number	Effective Date	Effective Time	Pseudo Billing	Respong	Trunk Group Name	Corp SRP	DNIS	Class of SVC	Listed Name	Action Code	NPA Indicator
855737205	9404	108102	11292023	0511		VZWI01	90037880002			0	JOHNAS SNT0 SERVICE	N	
800818193	9404	108102	11292023	0511		VZWI01	90037880002			0	JOHNAS SNT0 SERVICE	N	
866478139	9404	108102	11292023	0511		VZWI01	90037880002			0	JOHNAS SNT0 SERVICE	N	

Delete | Submit