



Network Manager Number Inventory User Guide

Introduction

This document will take you through the steps you will need to understand how to view your number inventory using the Network Manager tool. It includes related actions and queries you may choose to use that are executed from Number Inventory.

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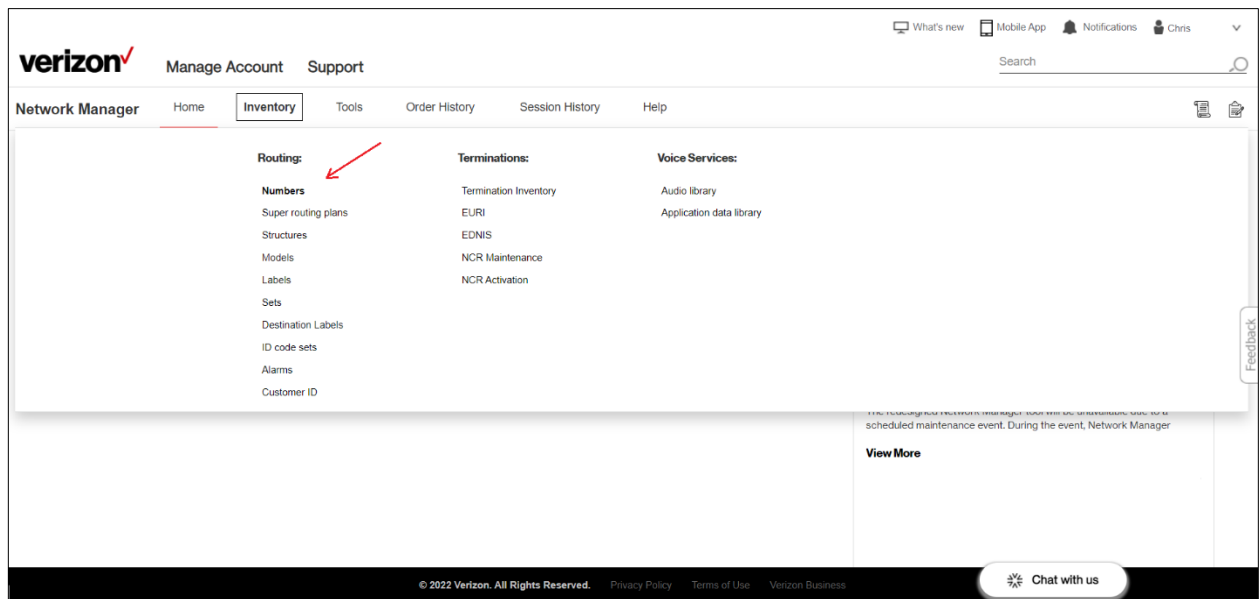
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Number Inventory

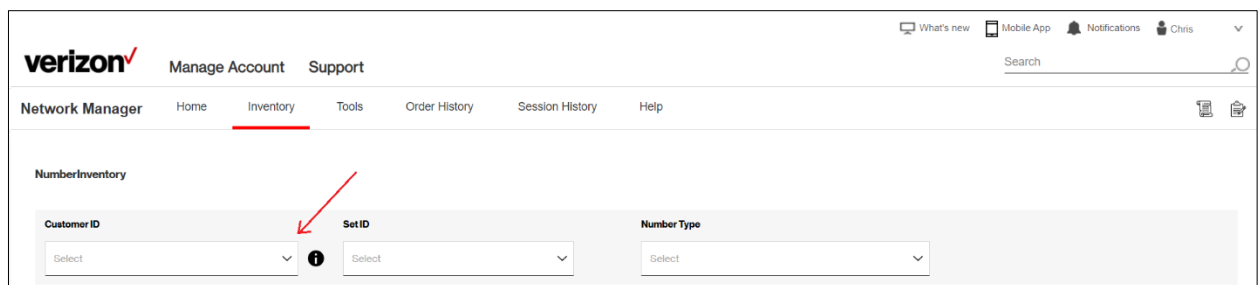
The *Number Inventory* screen lists all the numbers related to the Customer ID you select. You can view the inventory list, print it, export it, and search your inventory.

Navigating to Number Inventory

1. From any page, to navigate to the Numbers Inventory, click **Inventory** on the top-level menu. Once the menu fully expands, under the **Routing** heading, click **Numbers**.



2. Note: when this is the first time you are navigating to the Numbers Inventory in your web browser session, you will need to select your **Customer ID** from the dropdown control.



- Number Inventory will display with the default selection of the first (up to) 100 North American toll-free numbers for Set 888 (e.g., the Set-id of all numbers).

NumberInventory

Customer ID: 91580706-TFNM | Set ID: 888 TOF, TOF 888 SET | Number Type: Toll Free

Reserve

	<input type="checkbox"/>	Number	Number Description	Status	Plan In Use	Plan In Use Level	Plan In Use Description	Plan In Use Last Modified
+	<input type="checkbox"/>	8002050755	GRIGORIY'S	Working	001	Super Routing	SRP BASIC IMPL TEST	5/6/22
+	<input type="checkbox"/>	8002069723	WINE WAREHOUSE	Working	004	Number		5/6/22
+	<input type="checkbox"/>	8002383806	ICONIC ICONS1	Working	003	Super Routing	STEFF SRP 10-0 PRE MIG	3/29/22
+	<input type="checkbox"/>	8003391566	FLOP HOUSE #11	Working	001	Number	ICT May13	12/17/21

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Layout of Number Inventory

Number Inventory will display a list of numbers for a selected **Customer ID**, facilitate deeper understanding of a number's routing decisions, and provide a method to implement changes. The Number Inventory presents a consistent layout of controls to perform these actions. The blue numbers represent areas or groupings of controls that will be explored.

The screenshot displays the Verizon Number Inventory web application. At the top, there is a navigation bar with 'Manage Account' and 'Support' links. Below that, a secondary navigation bar includes 'Network Manager', 'Home', 'Inventory', 'Tools', 'Order History', 'Session History', and 'Help'. The main content area is titled 'NumberInventory' and features three dropdown menus for 'Customer ID' (91580766-TFNM), 'SetID' (888 TOF, TOF 888 SET), and 'Number Type' (Toll Free). Below these is a 'Reserve' button and a table of number inventory items. The table has columns for Number, Number Description, Status, Plan In Use, Plan In Use Level, Plan In Use Description, and Plan In Use Last Modified. A pagination bar at the bottom shows 'Page Count: 1 of 1' and 'Record Count: 100'. Blue numbers 1 through 9 are overlaid on the interface to highlight specific areas of interest.

Number	Number Description	Status	Plan In Use	Plan In Use Level	Plan In Use Description	Plan In Use Last Modified
8002050755	GRIGORIY'S	Working	001	Super Routing	SRP BASIC IMPL TEST	5/6/22
8002059723	WINE WAREHOUSE	Working	004	Number		5/6/22
8002383806	ICONIC ICONS1	Working	003	Super Routing	STEFF SRP 10-0 PRE MIG	3/29/22
8003331568	FLOP HOUSE #11	Working	001	Number	ICT May13	12/17/21
069	Leslie Multi-Mgr Test			Super Routing	SHAUN CSF	3/12/21

- | Area | Description |
|------|-----------------------------------|
| 1 | Main Number Inventory control |
| 2 | Reserve a new number |
| 3 | Number Inventory results grid |
| 4 | Results grid controls |
| 5 | Number details |
| 6 | Selection controls |
| 7 | Results grid page navigation |
| 8 | Page Count |
| 9 | Records count and retrieving more |

Customer ID control

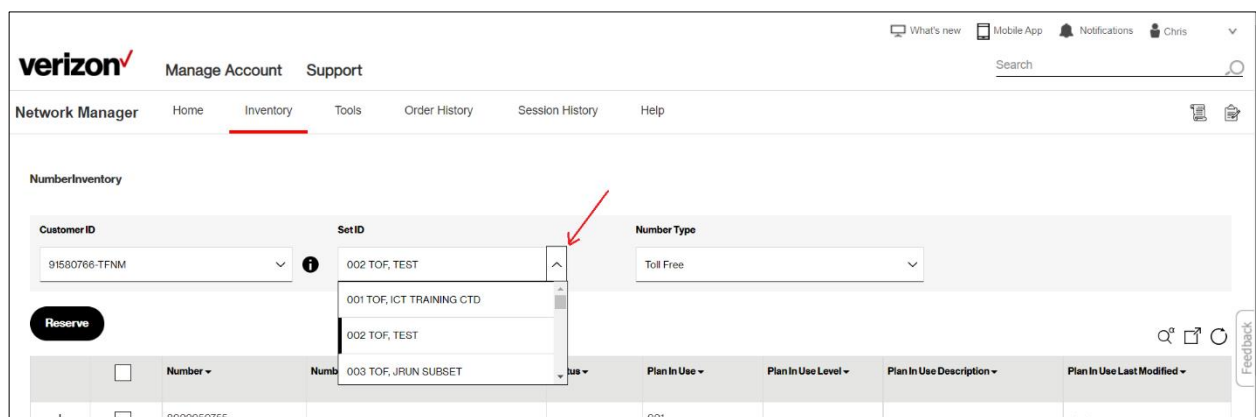
- To view further information concerning the selected Customer ID, click the information icon (i) to the right of the **Customer ID** control.



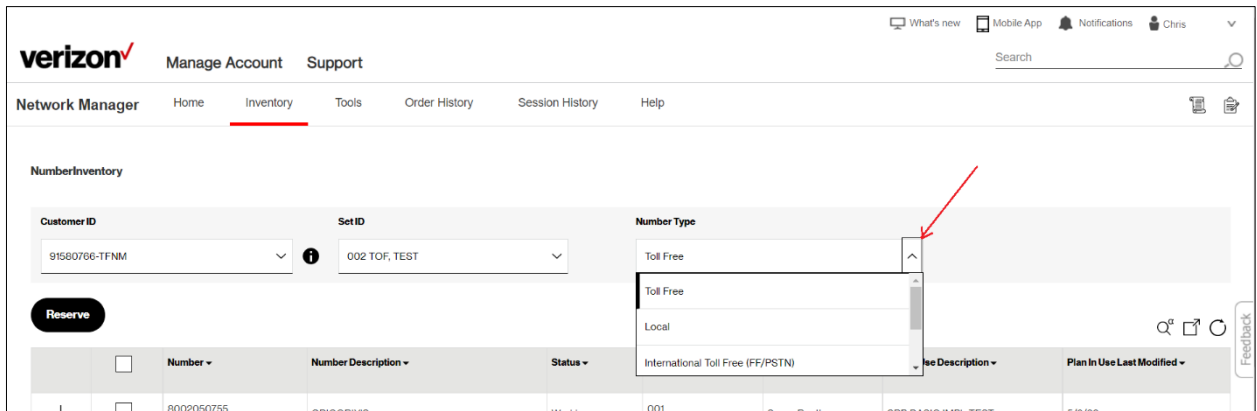
The pop-up window will display the Customer ID's associated Enterprise ID / Customer Legal Entity (CLE), your RACF-ID/CM-ID, the Line of Business indication, as well as the Description (Company Name) associated with the Customer ID.

Main Number Inventory control (1)

- To change the Set-id of numbers, click to expand the dropdown control for **Set ID**. The list of all valid Set IDs to which you are entitled to view will be populated in the dropdown control. To select a new Set ID, scroll to locate the Set ID and then click it once. To keep the current Set ID view, either click the Up arrow (^) to close the dropdown control, or click anywhere else on the screen to close the expanded list.



- To change the types of numbers that display in the main Number Inventory results grid, click to expand the dropdown control for **Number Type**. The list of all valid Number Types will be populated in the dropdown control. To select a new Number Type, scroll to locate the type of numbers you wish to view, and then click it once. To keep the current Number Type view, either click the Up arrow (^) to close the dropdown control, or click anywhere else on the screen to close the expanded list.



Reserve a New Number (2)

- Click the **Reserve** button to navigate to the **Reserve Number** screen. Refer to the user guide titled “How to reserve a toll-free number” for more details.

Number Inventory results grid (3)

- The Number Inventory results grid displays information related to the numbers you have, including commonly requested information for each number.

	<input type="checkbox"/>	Number	Number Description	Status	Plan In Use	Plan In Use Level	Plan In Use Description	Plan In Use Last Modified
+	<input type="checkbox"/>	8449995646		Working	099	Super Routing	Hotel	8/9/21
+	<input type="checkbox"/>	8552002292		Working	006	Number	May14	11/5/21
+	<input type="checkbox"/>	8552103333		Working	006	Number	Mar11 Release	11/5/21
+	<input type="checkbox"/>	8552191672		Working	002	Number	VXML	11/2/21

Columns of Information

The Number Inventory results grid displays a list of the numbers for the Customer ID that was selected. Each number displays the **Number**, the **Number Description**, the number’s **Status**, the **Plan In-Use**, the **Plan In-Use Level**, the **Plan In-Use Description**, and the **Plan In-Use Last Modified** date.

Important note: depending on your user entitlements, all of the selected Customer ID’s numbers may not be displayed to you.

Column Heading	What it means
Number	The dialed number
Number Description	The user-defined description for the number Up to 25 characters in length
Status	The number's current status Held Reserved Working
Plan In-Use	The plan-id the number is actively routed to 01 to 99
Plan In-Use Level	The level of the plan-id the number is actively routed to Number Super Routing Universal
Plan In-Use Description	The user-defined description of the active plan Up to 25 characters in length
Plan In-Use Last Modified	The date the active plan was last modified M/dd/YY format

Column Sorting

The Number Inventory results grid displays a list of the numbers, with a default sorting based on the Number, smallest sequentially to largest. Click a column's down-arrow symbol (▼) to sort the results in the grid of number data from largest to smallest (Z to A). Click a column's up-arrow symbol (▲) to sort the results in the grid of number data from smallest to largest (A to Z).

Note: an empty field is considered lower/smaller than a field with information populated.

Hyperlinks

In the Number Inventory results grid, two columns are hyperlinked, so as to allow quick navigation to further details. The numbers in the **Number** column are hyperlinked. Click a number to navigate to that number's number-level **View Plan** list screen. The plan-id in the **Plan In-Use** column is hyperlinked as well. Click the plan-id to navigate to that plan's routing tree view screen.


Results grid controls (4)

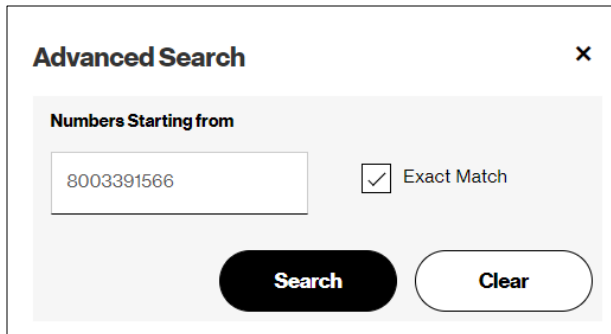
- At the top right of the results grid, Network Manager presents additional results grid controls that help manipulation of the information.



Label	Control
A	Advanced Search
B	Export
C	Refresh

Advanced Search (A)

Click the Advanced Search  button to bring up Advanced Search window control.




Type a number in the **Numbers Starting from** box and click the Search button to reposition the results grid to begin with the number (or next sequential number that is applicable).

Click the **Exact Match** checkbox to limit the search to *only* that specific number.

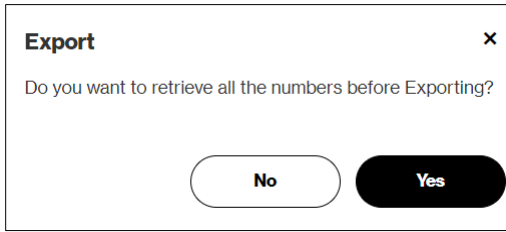
Click the **Clear** button to empty the **Numbers Starting from** box and the **Exact Match** checkbox.

Click the **X** in the upper right corner of the Advanced Search window to close the control and to return to the Number Inventory page.

Export (B)

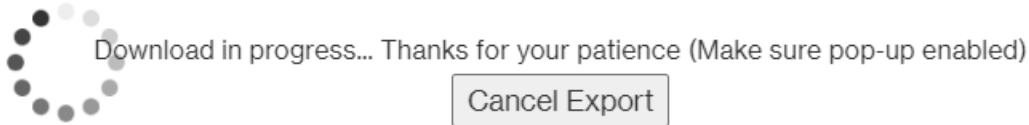
Click the Export button  to initiate an export of the current results to a Comma Separated Values (CSV) file to your browser. The system will display a pop-up message indicating when the export action has been completed. Click the pop-up message's "OK" button to close that message. Once completed, please go to your file directory where your web browser stores downloaded files.

If the results grid does not have all of the available data preloaded, Network Manager will ask if you want to retrieve all of the data before exporting.



Click **Yes** to have all data results retrieved from the database *before* the results are exported. Click **No** to continue exporting *only* the currently loaded data.

If you choose to retrieve all data before exporting and there is a large inventory, the export can take several minutes to complete. If you need to abort that action, click the “Cancel Export” button when applicable.



Refresh (C)

Click on the Refresh button to instruct the system to refresh the results with up-to-date information.

Number details (5)

- For each number on the results grid, each row displays a button with the addition symbol (the plus sign). To display the details for that number, click the **+** button to expand. Below the number, a new section will expand to display information related to the number. To collapse the details section, click the button with the subtraction symbol **−**.

<input type="checkbox"/>	Number ▾	Number Description ▾	Status ▾	Plan In Use ▾	Plan In Use Level ▾	Plan In Use Description ▾	Plan In Use Last Modified ▾
<input type="checkbox"/>	8002050755	GRIGORIYS	Working	001	Super Routing	SRP BASIC IMPL TEST	5/6/22

<ul style="list-style-type: none"> Number Details A Tracking Details B Order History C Number Plan List D 	<table border="1"> <thead> <tr> <th>General Info</th> <th>Dates</th> <th>Sales Info</th> <th>Remarks</th> </tr> </thead> <tbody> <tr> <td>SMS Status Working</td> <td>Number Type TMC</td> <td>Non-Standard Product Code ----</td> <td rowspan="4">Number Info "GRIGORIYS"</td> </tr> <tr> <td>Resp Org VZM01</td> <td>Vanity Number N</td> <td></td> </tr> <tr> <td>Non Resp Org ----</td> <td>Multi-Carrier ----</td> <td></td> </tr> <tr> <td>Service Type RG8</td> <td>Intl. Dialed Number ----</td> <td></td> </tr> </tbody> </table>	General Info	Dates	Sales Info	Remarks	SMS Status Working	Number Type TMC	Non-Standard Product Code ----	Number Info "GRIGORIYS"	Resp Org VZM01	Vanity Number N		Non Resp Org ----	Multi-Carrier ----		Service Type RG8	Intl. Dialed Number ----	
General Info	Dates	Sales Info	Remarks															
SMS Status Working	Number Type TMC	Non-Standard Product Code ----	Number Info "GRIGORIYS"															
Resp Org VZM01	Vanity Number N																	
Non Resp Org ----	Multi-Carrier ----																	
Service Type RG8	Intl. Dialed Number ----																	

There are four side tabs that may be selected to display additional information regarding the selected number. Click the appropriate tab to be directed to that area.

Area	Description
A	Number Details tab
B	Tracking Details tab
C	Order History
D	Number Plan List

Number Details

Click each horizontal tab within the vertical **Number Details** tab to display each category of number information. The **General Info** tab displays as the default tab under **Number Details**, including the **SMS** (Service Management System, also known as SOMOS) **Status** of the Number, the **Resp Org** (Responsible Organization), a Yes or No indicator designating whether the number was originally reserved as a **Non Resp Org** reservation request, the Verizon **Service Type** indication, the **Number Type** designation, a Yes or No indicator designating whether the number is a **Vanity Number**, an indication as to whether the number has a **Multi-Carrier** split, the **Intl. Dialed Number**, the Verizon **Non-Standard Product Code**, and the **Number Info** (the number's description).

Number Details	General Info	Dates	Sales Info	Remarks
Tracking Details	SMS Status Working	Number Type TMC		Non-Standard Product Code ----
Order History	Resp Org VZM01	Vanity Number N		Number Info "JOB LINE"
Number Plan List	Non Resp Org ----	Multi-Carrier ----		
	Service Type RGS	Intl. Dialed Number ----		

Click the **Dates** tab under **Number Details** to display related information, including the **Reserve Date**, **Working Date**, **Authorization Date**, the number's **Assign Date**, the **SMS** (Service Management System, also known as SOMOS) **Status Date**, the Verizon **Bill Start Date**, the number's **Disconnect Date**, and the **Cancel Date**. Dates that are not defined will display as ----.

Number Details	General Info	Dates	Sales Info	Remarks
Tracking Details	Reserve Date 01/21/2015	SMS Status Date 01/21/2015		
Order History	Working Date 01/21/2015	Bill Start Date 01/21/2015		
Number Plan List	Authorization Date 01/21/2015	Disconnect Date ----		
	Assign Date 01/21/2015	Cancel Date ----		

Click the **Sales Info** tab under **Number Details** to display related information, including the Verizon **Salesperson Name** associated with the original number reservation, the **Sales Phone Number** of that salesperson, the Verizon **Sales City** designation of the number, **CSC Name** (Customer Service Consultant), as well as the **CSC Phone Number**. These fields are informational; they do not affect your service or billing.

8448187066	JOB LINE	Working	001	Number	IP Term	5/17/22
Number Details	General Info		Dates	Sales Info	Remarks	
Tracking Details	Sales Name "DEFAULT GENERIC"			CSC Name "DARREL"		
Order History	Sales Phone Number 9999999999			CSC Phone Number 9038920000		
Number Plan List	Sales City "UNUSED - SMB EAST"					

Click the **Remarks** tab under **Number Details** to display general remarks associated with the selected number.

8448187066	JOB LINE	Working	001	Number	IP Term	5/17/22
Number Details	General Info		Dates	Sales Info	Remarks	
Tracking Details	Remarks "MAIN SERVICE CENTER NUMBER."					
Order History						
Number Plan List						

Tracking Details

Click each horizontal tab within the vertical **Tracking Details** tab to display each category of number information. The **General Info** tab displays as the default tab under **Tracking Details**, including the **SMS (Service Management System, also known as SOMOS) Status** of the Number, the **SMS Resp Org (Responsible Organization)**, a Yes or No indicator designating whether the number was originally reserved as a **Non Resp Org** reservation request, The **Prior Resp Org** (if available), the Verizon **Number Type** designation, the Verizon **Service Type** indication, a Yes or No indicator designating whether the number is a **Vanity Number**, the **Number Info** (the number's description), the **Intl. Dialed Number**, the **Port Indicator** designation.

8448187066	JOB LINE	Working	001	Number	IP Term	5/17/22
Number Details	General Info		Dates	Remarks		
Tracking Details	SMS Status WORKING			Number Type TOLL FREE MCI COMMERCIAL	Intl. Dialed Number ----	
Order History	SMS Resp Org VZM01			Service Type REGULAR 800	Port Indicator TRADITIONAL NEW GAIN	
Number Plan List	Non Resp Org ----			Vanity Number N		
	Prior Resp Org ----			Number Info TOLL FREE MCI COMMERCIAL		

Click the **Dates** tab under **Tracking Details** to display related information, including the **Reserve Date**, **Working Date**, **Cancel Date**, the **SMS** (Service Management System, also known as SOMOS) **Status Date**, the Verizon **Bill Start Date**, and the number's **Disconnect Date**. Dates that are not defined will display as ----.

<input type="checkbox"/>	8448187066	JOB LINE	Working	001	Number	IP Term	5/17/22
Number Details							
Tracking Details	General Info		Dates		Remarks		
Order History	Reserve Date 20150122		Bill Start Date 20150122				
Number Plan List	Working Date 20150122		Disconnect Date ----				
	Cancel Date ----						
	SMS Status Date 20150122						

Click the **Remarks** tab under **Tracking Details** to display general remarks associated with the selected number. If it is not defined, it will display as ----.

<input type="checkbox"/>	8448187066	JOB LINE	Working	001	Number	IP Term	5/17/22
Number Details							
Tracking Details	General Info		Dates		Remarks		
Order History	Remarks ----						
Number Plan List							

Note: the **Tracking Details** queries the SMS (SOMOS) for the Resp Org; **Number Details** queries the Verizon system, NetCap.

Order History

The **Order History** tab will display a list of (up to the) five most recent order numbers that have been created for the selected number. Information such as the **Order Number**, the order's **Status**, the **Plan ID**, the **Plan Level**, and the **Effective Date & Time**. If there are no recent orders for the number, the system will display a message indicating *No results retrieved for the applied filter.*

<input type="checkbox"/>	8448187066	JOB LINE	Working	001	Number	IP Term	5/17/22															
Number Details																						
Tracking Details																						
Order History	<table border="1"> <thead> <tr> <th>Order Number</th> <th>Status</th> <th>Plan ID</th> <th>Plan Level</th> <th>Effective Date & Time</th> </tr> </thead> <tbody> <tr> <td>FJP16097</td> <td>Complete</td> <td>002</td> <td>Number Level Plan</td> <td>05/17/2022, 07:48:00 AM</td> </tr> <tr> <td>FUO43575</td> <td>Complete</td> <td>001</td> <td>Number Level Plan</td> <td>01/22/2015, 11:48:25 AM</td> </tr> </tbody> </table>							Order Number	Status	Plan ID	Plan Level	Effective Date & Time	FJP16097	Complete	002	Number Level Plan	05/17/2022, 07:48:00 AM	FUO43575	Complete	001	Number Level Plan	01/22/2015, 11:48:25 AM
Order Number	Status	Plan ID	Plan Level	Effective Date & Time																		
FJP16097	Complete	002	Number Level Plan	05/17/2022, 07:48:00 AM																		
FUO43575	Complete	001	Number Level Plan	01/22/2015, 11:48:25 AM																		
Number Plan List																						

Number Plan List

The **Number Plan List** tab will display a list of the number-level routing plans defined for the selected number. Information such as the **Plan ID**, the plan's **Status**, the **Plan In-Use** information, the **Plan Level**, the **Plan Description**, and the **Plan Version**. If there are no number-level plans defined for the number, the system will display a message indicating *No plans available for the number*.

<input type="checkbox"/>	8448187066	JOB LINE	Working	001	Number	IP Term	5/17/22
Number Details							
Tracking Details							
Order History							
Number Plan List							
Plan ID	Status	Plan In Use	Plan Level	Plan Description	Plan Version		
001	Complete	Yes	Number	IP Term	00000		
002	Complete	No	Number	Alternate Plan	00000		
10	First	< 1 >	Last	1	GO TO		
Page Count: 1 of 1							Record Count: 2

If there are more plans than can fit in the **Number Plan List** space, you can use the page controls to scroll through and visually locate a specific number-level **Plan ID**. Please refer to [Results grid page navigation \(7\)](#), [Page Count \(8\)](#) and [Records count and retrieving more \(9\)](#) for more information on understanding these controls.

Selection controls (6)

11. To select a record on the list of numbers, click an individual row's selection checkbox. Click the checkbox again to deselect it. Repeat for each individual record you wish to select.

<input type="checkbox"/>	Number	Number Description	Status	Plan In Use	Plan In U
<input type="checkbox"/>	8332279210		Working	007	Super R
<input type="checkbox"/>	8332370318		Working	007	Super R

To select all records on the current page of results, click the selection top-most checkbox. To deselect all records on the current page of results, click the top-most selection checkbox again.

12. Once a single record is selected, a context menu will be presented, displaying a bar listing common actions that may be initiated for that number.

Important note: depending of your entitlements and/or certain scenarios, some actions may be disabled from being selected. Those will appear in a dark grey font color, such as in this example where the **Disconnect** action is disabled.

	<input type="checkbox"/>	Number	Number Description	Status	Plan In Use	Plan In Use Level	Plan In Use Description	Plan In Use Last Modified
+	<input checked="" type="checkbox"/>	8339380987		Working	002	Super Routing	SDN SUPER QIKS	5/12/22
+	<input type="checkbox"/>	8339472295						
<div style="background-color: #333; color: white; padding: 5px; display: flex; justify-content: space-around;"> Create Routing Plan View Plans Quick Changes More </div>								
+	<input type="checkbox"/>	8339481513		Working	002	Super Routing	SDN SUPER QIKS	5/12/22
+	<input type="checkbox"/>	8339481514		Working	002	Super Routing	SDN SUPER QIKS	5/12/22
+	<input type="checkbox"/>	8339481515		Working	099	Super Routing	Hotels	8/9/21
+	<input type="checkbox"/>	8339481516	Used for Automation	Working	099	Super Routing	Hotels	8/9/21
+	<input type="checkbox"/>	8339592386	Floating Holidays	Working	099	Super Routing	Hotels	8/9/21
+	<input type="checkbox"/>	8339642918		Working	099	Super Routing	Hotels	8/9/21
+	<input type="checkbox"/>	8339642919		Working	099	Super Routing	Hotels	8/9/21
+	<input type="checkbox"/>	8339673281	Dark Knight Valid	Working	002	Number	New 039Plan	6/3/21

Context Menu Action

- Create Routing Plan
- View Plans
- Quick Changes

What it does

- Navigates you to the Create Routing Plan screen
- Navigates you to the [View Plans](#) screen
- Initiates a Quick Routing Plan change order

Click the selection labeled More on the context menu to display additional actions that may be available to perform for the selected number.

	<input type="checkbox"/>	Number	Number Description	Status	Plan In Use	Plan In Use Level	Plan In Use Description	Plan In Use Last Modified
+	<input checked="" type="checkbox"/>	8339380987		Working	002	Super Routing	SDN SUPER QIKS	5/12/22
+	<input type="checkbox"/>	8339472295						
<div style="background-color: #333; color: white; padding: 5px; display: flex; justify-content: space-around;"> Create Routing Plan View Plans Quick Changes More </div>								
<div style="background-color: #333; color: white; padding: 5px;"> <ul style="list-style-type: none"> Implement Show EDNIS Show EURI Show International ITFS/UIFN Numbers Show Sets Show NCR Activation Create EVS Number Set Payphone Block View/Edit Number Description View/Edit Supp Code Values Customer Swap Disconnect Edit Notes Calendar View </div>								
+	<input type="checkbox"/>	8339481513		Working	002	Super Routing	SDN SUPER QIKS	5/12/22
+	<input type="checkbox"/>	8339481514		Working	002	Super Routing	SDN SUPER QIKS	5/12/22
+	<input type="checkbox"/>	8339481515		Working	099	Super Routing	Hotels.com	8/9/21
+	<input type="checkbox"/>	8339481516	Used for Automation	Working	099	Super Routing	Hotels.com	8/9/21
+	<input type="checkbox"/>	8339592386	Floating Holidays	Working	099	Super Routing	Hotels.com	8/9/21
+	<input type="checkbox"/>	8339642918		Working	099	Super Routing	Hotels.com	8/9/21
+	<input type="checkbox"/>	8339642919		Working	099	Super Routing	Hotels.com	8/9/21
+	<input type="checkbox"/>	8339673281	Dark Knight Valid	Working	002	Number	New 039Plan	6/3/21

Context Menu Action	What it does
Implement	Change the active routing plan for a number.
Show EDNIS	Displays Enhanced DNIS associated to the number.
Show EURI	Displays Enhanced URI associated to the number.
Show Intl ITFS/UIFN Numbers	Displays related international translation numbers .
Show Sets	Shows the Set ID/s to which the number is associated.
Show NCR Activation	Displays the Network Call Redirect activations.
Create EVS Number	Submits an order that will create a new EVS number .
Set Payphone Block	Turn on or off payphone blocking for the number.
View/Edit Number Description	View or change the number's description .
View/Edit Supp Code Values	View or change supplemental codes for the number
Customer Swap	Move a number from one Customer ID to another.
Disconnect	Disconnect a number .
Edit Notes	Change the number's free-form notes .
Calendar View	Navigates you to Calendar View screen.

Results grid page navigation (7)

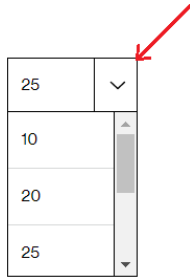
13. At the bottom of the results grid, Network Manager presents results grid page navigation controls that will help the user more effectively view the information.

A	B	C	D					E	F	G		
25	▼	First	<	1	2	3	4	5	>	Last	3	GOTO

Label	Control
A	Items per page
B	Navigate to first page
C	Previous page
D	Current page
E	Next page
F	Navigate to last page
G	Go to page

Items per page (A)

Controls how many records will display per page for the current results grid. To change, click on the dropdown control to display the list of available values. Click to select the items per page you want to view for the current results.



Navigate to first page (B)

Click on the “First” button to quickly navigate to the first page of results. The button will be disabled if you are currently on the first page of results.

Previous page (C)

Click on the button to navigate to the previous page of results. The button will be disabled if you are currently on the first page of results.

Current page (D)

The current page will be highlighted. The controls will also display up to 2 previous and up to 2 next page numbers (when available) to which you may click to navigate to that page of results.

Next page (E)

Click on the button to navigate to the next page of results. The button will be disabled if there are no more pages of results available.

Navigate to last page (F)

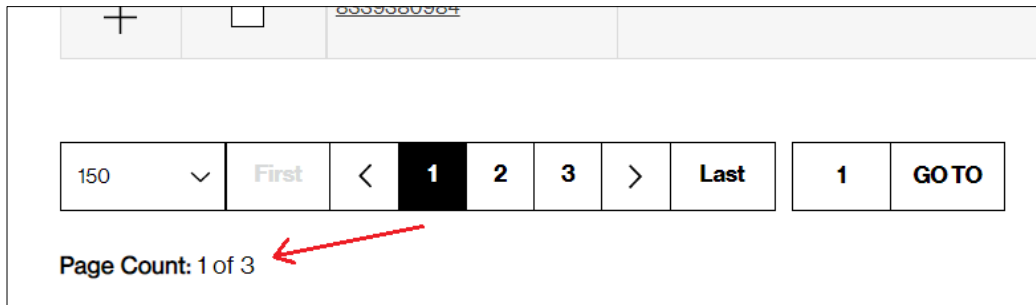
Click on the “Last” button to quickly navigate to the first page of results. The button will be disabled if you are currently on the last page of results.

Go to page (G)

Click the Go To page number text box and type in the page number you wish to view. Then, click the button to be directed to that page of results. You may only navigate to a page number that is available (example: you may *not* navigate to page 20 if there are only 15 pages of results available).

Page Count (8)

14. On the bottom left corner of the page, just underneath the results grid navigation controls, Network Manager displays the **Page Count**. For those results that have been loaded into that browser session, Network Manager informs you which page of data the results grid is currently displaying (e.g.: **Page Count:** x of y, where x is the page number you are currently on). It also informs you how many total pages of data are currently available to display (e.g.: **Page Count:** x of y, where y is the total quantity of pages available).




Important note: the **Page Count** value and total pages available may vary from one user to another depending on how many **Items per Page** had been selected and/or your VEC user setting. For example, a user that has selected **100 Items per Page** will have fewer total pages of data available compared to a user who has selected **20 Items per Page**.

Important note: the **Page Count** and total pages of data available will be affected by whether or not the user has first retrieved all of the data from the database for the results grid. See the section on [RECORDS COUNT AND RETRIEVING MORE \(9\)](#) for more information.

Records count and retrieving more (9)

15. On the bottom right corner of the results, Network Manager displays the **Record Count** of the quantity of database records are currently loaded into the results grid.

Working	003	Super Routing	STEFF SRP	3/29/22
Working	002	Super Routing	SDN SUPER QIKS	5/12/22
Working	099	Super Routing	Hotel	8/9/21
Working	003	Super Routing	STEFF SRP	3/29/22



Record Count: 368

16. There is also a button that displays a *plus* sign. This is the **Retrieve More** button (also called the “**More** button”) that, when enabled, allows you to **retrieve more** records from the database.

- When the button is disabled, the button appears in a light grey color. This indicates that there are no more database records that may be retrieved for this screen.



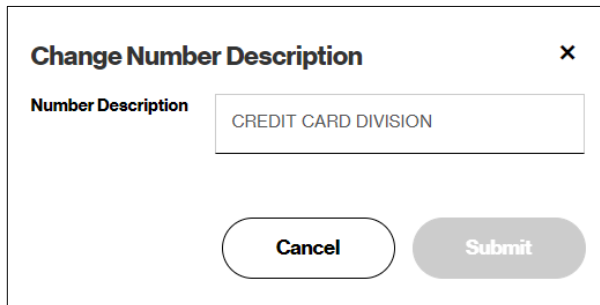
- When the button is enabled, the button appears in a black color. This indicates that there are more available database records that may be retrieved for this screen.



View/Edit Number Description

View Number Description

17. To view the number's description, an in-screen pop-up window will display the selected number's current description. For an explanation on how to get to this screen, please refer to the [Selection controls \(6\)](#) section.



The screenshot shows a pop-up window titled "Change Number Description" with a close button (X) in the top right corner. Inside the window, there is a label "Number Description" followed by a text input field containing the text "CREDIT CARD DIVISION". Below the input field, there are two buttons: "Cancel" and "Submit".

Edit Number Description

18. To change the number's description, type the new, desired description into the **Number Description** field. Click the **Submit** button to commit the change. Click the **Cancel** button or the **X** in the upper right corner of the window to keep the current number description. A successful number description change will result in a confirmation message.

Number Description CREDIT CARD DIVISIONS is Successfully Changed

Set Payphone Block

View Payphone Blocking Status

19. To view the current status of whether the selected number may or may not allow inbound calls from a payphone, an in-screen pop-up window will display the selected number's **Payphone Blocking** form. For an explanation on how to get to this screen, please refer to the [Selection controls \(6\)](#) section.

The screenshot shows a modal window titled "Payphone Blocking" with a close button (x) in the top right corner. The form contains the following elements:

- Customer ID:** A label followed by the text "58583212 is Blocked".
- Number:** A label followed by three radio buttons: "Block" (unselected), "Un Block" (unselected), and "Default to Customer ID" (selected).
- Remarks:** A text input field.
- Buttons:** "Cancel" and "Submit" buttons at the bottom.

The form displays the overall Customer-level payphone blocking status for the **Customer ID**. The Customer-level state cannot be changed here.

The form also displays the number-level payphone blocking status for the **Number**. If the Number is set as blocked, the **Block** radio button will be filled. If the Number is set to unblocked, the **Un Block** radio button will be filled. If the **Number** does not have any number-level payphone blocking indication established, the **Default to Customer ID** radio button will be filled.

Change Payphone Blocking Status

20. To change the payphone blocking status for the selected number, click the radio button that you wish the state to become. To change the status, you must click one of the other two radio buttons that were not already filled. For example, if the payphone status for the number is currently set to **Block**, you may only select **Un Block** or **Default to Customer ID** radio buttons. Once selected, the **Submit** button will become enabled.

Optionally, type in **Remarks** that will be associated with the order number that the system will generate after the **Submit** button is clicked.

Click the **Submit** button to commit the change. Click the **Cancel** button or the **X** in the upper right corner of the window to keep the Payphone Blocking status for the number. After the action is submitted, the system will display a pop-up message indicating the order number that was generated to commit the change.

Click the **Ok** button to close the Order Confirmation message.

Create EVS Number

21. To create a new EVS (Enhanced Voice Services) number, please refer to the [Selection controls \(6\)](#) section. Once that action is performed, the system will generate an order number that will reserve a new EVS number for you. A confirmation banner will inform you what order number was generated.

Shows Sets


22. To display the Set ID or Set IDs with which the selected number is associated, please refer to the [Selection controls \(6\)](#) for an explanation on how to navigate to the Show Sets screen.


The screenshot shows the Verizon Network Manager interface. At the top, there are navigation links for 'Manage Account' and 'Support', and a search bar. Below that, the 'Network Manager' section is active, with sub-links for 'Home', 'Inventory', 'Tools', 'Order History', 'Session History', and 'Help'. The main content area features a banner with 'Customer ID' (58583212 - INTERNAL_IPCC_VBD_TEST) and 'Number' (8443363180). Below the banner is a table with the following data:

Set Id	Type	Description	Set Level	Parent Set Id
888	TOF	DEFAULT ALL NUMBERS	0	000
001	TOF	Credit	1	888

Below the table, there are pagination controls: '150' (dropdown), 'First', '<', '1' (highlighted), '>', 'Last', '1', and 'GOTO'. At the bottom right, there is a '+', 'Page Count: 1 of 1', and 'Record Count: 2'. The footer contains '© 2022 Verizon. All Rights Reserved.', 'Privacy Policy', 'Terms of Use', 'Verizon Business', and a 'Chat with us' button.

The Show Sets screen will display a banner listing the **Customer ID** as well as the **Number** you selected to view. Underneath that banner, there is a results table that will display all of the Set IDs of which the number is a member. The columns of information include the **Set Id**, the Set **Type**, the Set **Description**, the **Set Level**, and that Set-ID's **Parent Set-Id**. All numbers are associated with Set Id 888, which is the top-most Set-id. Additional Set Ids may be created for the Customer ID (instructions on how to create a Set ID are described elsewhere).

The results table also has the ability to export the information to a file and the ability to refresh the results. Click the Export button  to initiate an export of the current results to a Comma Separated Values (CSV) file to your browser. The system will display a pop-up message indicating when the export action has been completed. Click the pop-up message's "OK" button to close that message. Once completed, please go to your file directory where your web browser stores downloaded files.

Click on the Refresh button  to instruct the system to refresh the results with up-to-date information.

The table of Set Id information also presents page controls, a total records count, as well as the ability to retrieve more Set information when there are more available. Please refer to

[Results grid page navigation \(7\)](#), [Page Count \(8\)](#) and [Records count and retrieving more \(9\)](#) for more information on understanding these controls.

To view further information concerning the Customer ID, click the information icon (❗) to the right of the **Customer ID**. Refer to the [Customer ID control](#) section for more information.

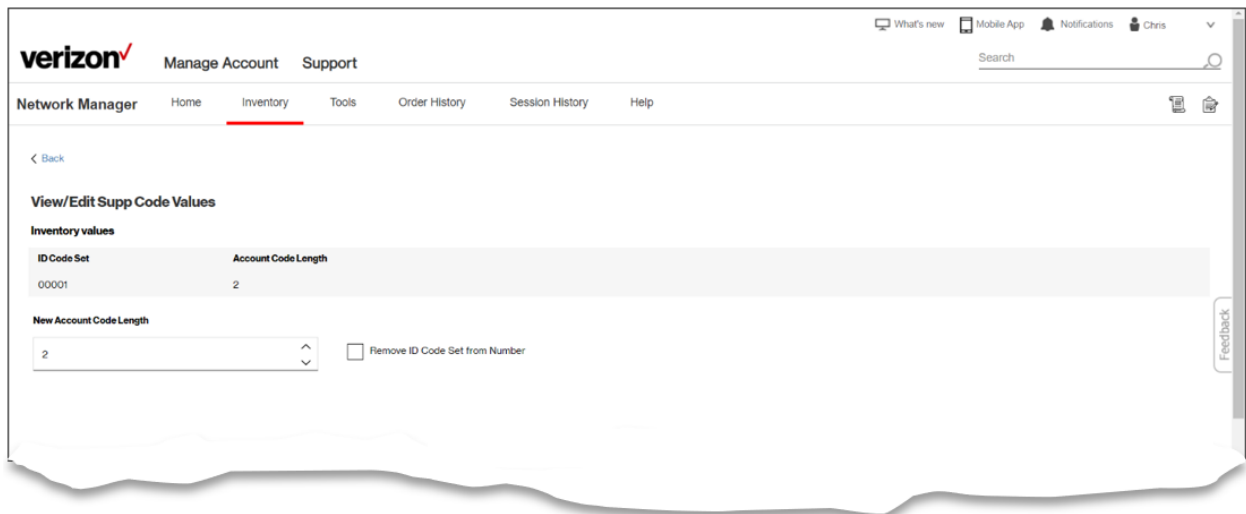
To return to the previous screen, click the < Back button.

View/Edit Supp Code Values

View Supplemental Code Values

23. To view the supplemental codes associated with a number, please refer to the [Selection controls \(6\)](#) section on how to navigate to the **View/Edit Supp Code Values** screen.

The top half of the **View/Edit Supp Code Values** screen will display the **Inventory** values currently established for the number, including the current **ID Code Set** identifier (if applicable) as well as the current **Account Code Length** value (if applicable). If there is not an **ID Code Set** currently set for the number, this field will be blank. If there is not an **Account Code Length** set for the number, this will display a 0 (zero).



To return to the previous screen, click the < Back button.

Edit Supplemental Code Values

24. To edit the supplemental codes associated with a number, please refer to the [Selection controls \(6\)](#) section on how to navigate to the **View/Edit Supp Code Values** screen.

The top half of the **View/Edit Supp Code Values** screen will display the current **Inventory** values established for the number. To change the quantity of account codes for the number, either type in a new numeric value in the **New Account Code Length** control, or use the up and down arrows to increase or decrease the value. The length of account code collection for a number may be as few as 0 (zero, meaning no account codes will be collected) or as high as 22.

Note: the maximum length of the supplemental codes (e.g.: account codes length plus ID Code length) that may be associated with a number is 22.

Remove ID Code Set association from a number

To remove the association of an ID Code Set that had been previously defined for a number, click the checkbox labeled **Remove ID Code Set from Number**. If you click the checkbox to remove the Set association from the number, but change your mind, you may either click the **Cancel** button at the bottom of the screen, click the [Back](#) button, or click the **Remove ID Code Set from Number** checkbox again; please note that if you click the checkbox a second time, you will need to reselect the ID Code Set from the results grid. If there is not currently an ID Code Set associated with the number, the **Remove ID Code Set from Number** checkbox will be disabled.

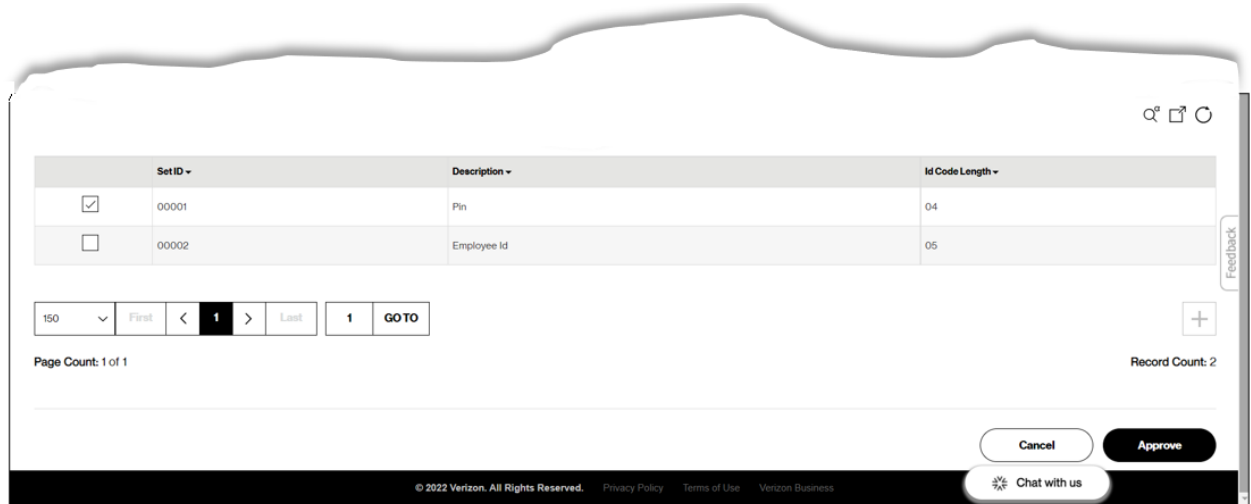
ID Code Set	Account Code Length
00001	2

New Account Code Length: Remove ID Code Set from Number


Change ID Code Set association with a number

To change the ID Code Set that is associated with the number, or to initially add an ID Code Set ID for the number, click the checkbox for the ID Code **Set ID** you want to change it to. Each number may only have at most one ID Code Set ID associated with it at a time. The results grid will display all the active ID Code Set IDs that have been previously defined for your selected Customer ID. In the results table, each **Set ID**, **Set Description**, and **ID Code**


Length will be displayed. Each row will also contain a checkbox to select or deselect that row's ID Code Set.




Export

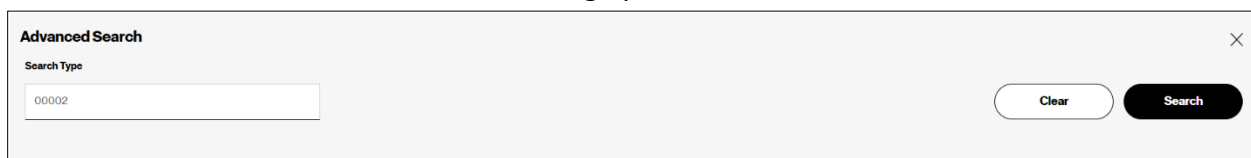
The results table also has the ability to export the information to a file and the ability to refresh the results. Click the Export button  to initiate an export of the current results to a Comma Separated Values (CSV) file to your browser. The system will display a pop-up message indicating when the export action has been completed. Click the pop-up message's "OK" button to close that message. Once completed, please go to your file directory where your web browser stores downloaded files.


Refresh

Click on the Refresh button  to instruct the system to refresh the results with up-to-date information.

Advanced Search

Click the Advanced Search  button to bring up Advanced Search window control.



Type an ID Code Set ID (numeric value) in the **Search Type** box and click the **Search** button to reposition the results. Click the **Clear** button to empty the value in the **Search Type** field. To close the **Advanced Search** box, click the **X** in the upper right corner of the box, or click the Advanced Search  button again.

The table of ID Code Set information also presents page controls, a total records count, as well as the ability to retrieve more ID Code Set information when there are more available. Please refer to [Results grid page navigation \(7\)](#), [Page Count \(8\)](#) and [Records count and retrieving more \(9\)](#) for more information on understanding these controls.

Edit Notes

Network Manager provides a method for typing in free-form notes that you want to associate with a selected number. These notes can be anything, e.g.: notes to others on your team giving them specific instructions on how to manage the number, etc.

View Notes

25. To view, create or edit notes that are associated with a selected number, from the **Number Inventory** screen, click to select the number. On the floating context menu, click **More** to expand the choices. Click **Edit Notes**.

A pop-up window will be presented. If the number had remarks defined for it, the **Remarks** text box will display those previously defined notes.

To close the pop-up window without making changes, click either the **Cancel** button or click the **X** in the upper right corner of the pop-up window.

Add or Edit Notes

To add notes or to change notes, click in the **Remarks** field and type whatever you wish to document as notes. Click the **Submit** button to commit the changes. Click the **Cancel** button to ignore the changes and close the pop-up window.

The system will display a confirmation banner to notify you the change was successful.

Edit Notes is Successfully Updated

View Routing Plans for a Number

Network Manager provides a method for viewing the number-level routing plans that have been created for a selected number.

View Plans

To view the number-level routing plans that are associated with a selected number, from the **Number Inventory** screen, click to select the number you wish to inspect. From the floating context menu, click **View Plans**. Network Manager will then navigate to the **View Plans** screen for that number.

The screenshot shows the Verizon Network Manager interface. At the top, there's a navigation bar with 'verizon' logo, 'Manage Account', and 'Support'. Below that, a breadcrumb trail reads 'NumberInventory > View Plans'. The main content area features a summary section with the following details: Customer ID (58583212-INTERNAL_IPCC_VRD_TEST), Set ID (888), Number (8448187066), Number Type (Toll Free), and Plan In Use (N001). A 'Create a Routing Plan' button is located below the summary. Underneath is a table of routing plans with the following columns: Plan ID, Plan Description, Plan Type, Plan In-Use, Plan Status, Active Version, Pending Order, Order Type, and Security Code. The table contains one row with Plan ID 001, Plan Description IP Term, Plan Type Node Type, Plan In-Use Yes, Plan Status Complete, Active Version 00000, Pending Order, Order Type, and Security Code 139636. At the bottom, there is a pagination control showing '1' of 1 page and a 'GOTO' button.

The top half of the **View Plans** screen displays information about the plan list you are viewing. In addition to the **Customer ID**, the current number **Set ID** is displayed, as well as the **Number**, the **Number Type**, and the **Plan In-Use**. To change the number of the routing plan list, click the **Number** dropdown control to quickly change the number. Selecting a different number will refresh the number-level routing plan list displayed in the routing plan results table on the lower half of the screen. The **Plan In-Use** field is a hyperlink, which you may optionally click to quickly navigate to the **Routing Plan Maintenance View** screen for the routing plan to which the number is actively routing.

Beneath the top banner, there is a button that you may click to initiate the action to **Create a Routing Plan**.

To view further information about the selected Customer ID, click the information icon (i) to the right of the [Customer ID control](#).

The **Customer ID** is a hyperlink, which can be clicked to navigate you to that Customer ID's [Number Inventory](#).

Routing Plan results table

The lower half of the **View Plans** screen displays the number-level Routing Plan list for the selected number.

Plan ID	Plan Description	Plan Type	Plan In-Use	Plan Status	Active Version	Pending Order	Order Type	Security Code
<input type="radio"/> 001	IP Term	Node Type	Yes	Complete	00000			139836
<input type="radio"/> 002	Alternate Plan	Node Type	No	Complete	00000			096981
<input type="radio"/> 002	Alternate Plan	Node Type	No	Complete	00000	FJPT7424		096981


150 First < 1 > Last 1 GO TO +

Page Count: 1 of 1 Record Count: 3


The **Plan ID** field is a hyperlink, which you may optionally click to quickly navigate to the **Routing Plan Maintenance View** screen for that routing plan. Other information in the Plan results table include the **Plan Description**, the **Plan Type** (Node Type or Classic Type), a Yes or No indicator as to whether the routing plan is the active **Plan In-Use**, the **Plan Status**, the plan's **Active Version**, the **Pending Order** (if applicable), the pending order's **Order Type** (when available), as well as the **Security Code**. The **Pending Order** number is also a hyperlink, which you may optionally click to navigate you to the Order History screen to that specific order number.

The table of routing plan information also presents page controls, a total records count, as well as the ability to retrieve more routing plan information when there are more available. Please refer to [Results grid page navigation \(7\)](#), [Page Count \(8\)](#) and [Records count and retrieving more \(9\)](#) for more information on understanding these controls.

Export

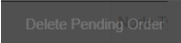
The results table also has the ability to export the information to a file. Click the Export button  to initiate an export of the current results to a Comma Separated Values (CSV) file to your browser. The system will display a pop-up message indicating when the export action has been completed. Click the pop-up message's "OK" button to close that message. Once completed, please go to your file directory where your web browser stores downloaded files.

Refresh

Click on the Refresh button  to instruct the system to refresh the results with up-to-date information.

Actions to perform on a Routing Plan

Once a single record is selected, a context menu will be presented, displaying a bar listing common actions that may be initiated for that plan.

Important note: depending of your entitlements and/or certain scenarios, some actions may be disabled from being selected. Those will appear in a dark grey font color, such as in this example where the **Delete Pending Order** action is disabled. 

	Plan ID ▾	Plan Description ▾	Plan Type ▾	Plan In-Use ▾	Plan Status ▾	
<input checked="" type="radio"/>	001	IP Term	Node Type	Yes	Complete	
<input type="radio"/>	002	View/Edit	Delete Pending Order / 00	View Plan Details	More	Complete
<input type="radio"/>	002	Alternate Plan	Node Type	No	Complete	

Context Menu Action

View/Edit
Delete Pending Order
View Plan Details

What it does

Navigates you to the routing plan's View/Edit screen
Cancels/deletes the selected order
Displays high-level [plan level information](#)

Click the selection labeled More on the context menu to display additional actions that may be available to perform for the selected plan.

	Plan ID ▾	Plan Description ▾	Plan Type ▾	Plan In-Use ▾	Plan Status ▾	Active Version ▾
<input checked="" type="radio"/>	001	IP Term	Node Type	Yes	Complete	00000
<input type="radio"/>	002	View/Edit	Delete Pending Order / 00	View Plan Details	More	Complete 00000
<input type="radio"/>	002	Alternate Plan	Node Type	No		00000

150 ▾	First	<	1	>	Last	1	GOTO
-------	-------	---	----------	---	------	---	-------------

Page Count: 1 of 1

- Complete
- View Pending Order
- Copy To Nodes
- Manage Order
- Manage Versions**
- Delete Plan
- Implement to NLP
- Activate Trigger Points
- Deactivate Trigger Points
- Quick Changes**
- Show History
- Mark for Differences
- Unmark for Differences
- Show Differences
- Edit Notes

Context Menu Action

View Pending Order

Copy to Nodes

Manage Order

Manage Versions

[Delete Plan](#)

Implement to NLP

[Activate Trigger Points](#)

[Deactivate Trigger Points](#)

Quick Changes

Show History

Mark for Differences

Unmark for Differences

Show Differences

Edit Notes

What it does

Navigates you to the Routing tree view for the open order

Copies a [Classic routing plan to Nodes](#)

Navigates to Order History for the selected order

Navigate to the Manage Version screen for this plan

Delete the plan

[Implement](#) a Number or Set to this plan-id

Makes all Trigger Points in the plan active

Makes all Trigger Points in the plan as deactivated

Initiates a Quick Routing Plan change order

Navigates to Order History to display orders for the plan

Marks the selected plan for later Show Differences

Unmarks the selected plan for Show Differences

Navigates to the Compare Plans function

Change the plan's [free-form notes](#)

Implement

To make a number route to a specific routing plan, the **Implement** function is used.

Implement Plan

From the Number Inventory screen, locate your number. Click to select the number. From the floating context menu, click **More**, then click **Implement**. The **Implement** screen is then displayed, presenting a summary information banner at the top of the page.

Summary Information Banner

Customer ID	Set ID	Number	Number Type	Plan In Use
58583212 - INTERNAL IPCC VRD TEST ⓘ	888	8443363181	Toll Free	N001

To view further information about the Customer ID, click the information icon (ⓘ) to the right of the [Customer ID control](#). The summary banner also displays the selected **Number**, the **Set ID** to which the number was associated when you selected it from the Number Inventory screen, the **Number Type**, as well as the number's current **Plan In-Use**.

Plan type selector tab

To select a routing plan to which you wish to implement the number, first click to select whether you want to select from the list of number-level plans or from the list of super routing plans. The **red** color line indicates which plan type is currently displayed in the results table. When first entering the screen, the **Number Level Plan** tab will be selected by default.



Progress indication

The **Implement** screen also indicates a progress bar indicating multiple steps that will be needed to complete the action. The highlighted step number indicates the step you are on. The greyed-out step indicates further actions you will need to take before the **Submit** button becomes enabled.



Locate and select the plan

Locate the **Plan ID** to which you want to implement the number. To do this, you can use the result table's page controls to scroll through and visually locate the desired **Plan ID**. Please refer to [Results grid page navigation \(7\)](#), [Page Count \(8\)](#) and [Records count and retrieving](#)

[more \(9\)](#) for more information on understanding these controls. Optionally, you may type in the numeric plan identifier value in the control and click the **Find** button to filter the results to display only those plans that match your search criteria.

Plan ID	Plan Description	Plan in Use
<input type="radio"/> 001	IP Term	Yes
<input type="radio"/> 002	Alternate Plan	No

Note: Depending on how you search, you still may have more than one Set ID from which to choose.

For example, if you type in a “2” in the control and click **Find**, the results table may display routing plans 012 and 020, because both have the number “2” in the plan value.

Once you locate the routing **Plan ID**, click its corresponding radio button to select it. Click the **Next** button to progress to the next action.

Select trigger points and dates

The progress bar will be updated to reflect the next action.



It now also displays the plan you had selected on the previous screen, to serve as a confirmation reminder, in case an incorrect plan was chosen. If you determine that you did select the wrong **Plan ID**, you can either click the **Select Plan** back button



to return to the [previous screen](#), or you may click the **Cancel** button to abort the Implement action altogether, which will route you to the [Number Inventory](#) screen.

Select whether to activate trigger points

Decide whether the **Implement** action will activate trigger points defined for the select **Plan ID**. Click the **Activate Trigger Points** radio button to turn on trigger points, or click the



Deactivate Trigger Points radio button to turn off trigger points for the number once the new plan is implemented. If these controls are disabled, this means that the plan you selected does not have trigger points defined, so this action is not applicable.

The screenshot shows a form with the following sections:

- Trigger Point:** Two radio buttons: Activate Trigger Points and Deactivate Trigger Points.
- Effective Date and Time:** Two radio buttons: As soon as possible and Date and time. To the right is a text input field containing "05/18/2022 09:19 AM" and "EDT", with a calendar icon to its right.
- RollBack Date and Time:** A checkbox labeled "RollBack" which is currently unchecked.
- Remarks (Optional):** A large empty text area.

The calendar control is open, showing "May 2022". The date "18" is highlighted. To the right of the calendar is a time control showing "09 : 19" and "AM".

Select the date and time


Decide when you want the **Implement** action to occur. Click the **As soon as possible** radio button to implement the number to the plan right away. If you wish to schedule the action to occur on a future date and time, click the **Date and time** radio button. The Date and Time control will be displayed. You may type over the date and time displayed in the control with your desired effective date and time. Alternatively, you can click on the calendar icon , which will bring up a more expansive calendar control. Use the calendar control to locate, and click, the date you wish the plan's **Implement** action to occur. The highlighted date indicates the date that is currently selected. Then, click the up and/or down arrows on the time control to indicate the time you want the action to occur. Optionally, click the highlighted AM/PM button to toggle between morning and evening time. After you have the desired date and time, click the calendar icon  again to close the more expansive calendar control.

Select Rollback Date and Time

Optionally, you may instruct the system to create a **Rollback** order to revert the changes in the future. Leave the **Rollback** checkbox unchecked if you do not need a rollback order created. Click to check the **Rollback** checkbox if you do need a rollback order created.

RollBack Date and Time

RollBack

5/20/2022, 10:00:00 AM  EDT

Remarks (Optional)

May 2022						
Su	Mo	Tu	We	Th	Fr	Sa
01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	01	02	03	04
05	06	07	08	09	10	11

^



10 : 00

^

AM

v

v

The rollback date and time control will be displayed. You may type over the date and time displayed in the control with your desired effective date and time. Alternatively, you can click on the calendar icon , which will bring up a more expansive calendar control. Use the calendar control to locate, and click, the date you wish the **Rollback** action to occur. The highlighted date indicates the date that is currently selected. Click the up and/or down arrows on the time control to indicate the time you want the action to occur. Optionally, click the highlighted AM/PM button to toggle between morning and evening time. After you have the desired date and time, click the calendar icon  again to close the more expansive calendar control.

Note: A **Rollback** order must be scheduled at least 5 minutes more in the future beyond the original **Implement** order. For example, if the **Implement** order is defined to occur on May 18 at 12:00pm eastern time, the **Rollback** order must be defined to take effect *at least* May 18 at 12:05pm eastern.

Enter Order Remarks

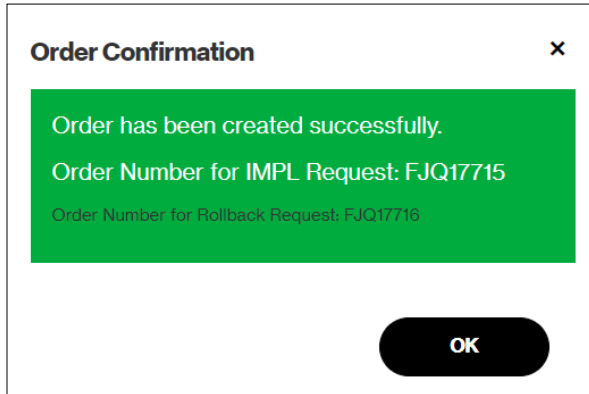
Optionally, you may type in freeform remarks that will be associated with the **Implement** order number. Type in the **Remarks** text box whatever freeform comments you want to enter for the order number.

Remarks (Optional)

Implementing to alternate routing plan to account for snowstorm in Buffalo.

Submit

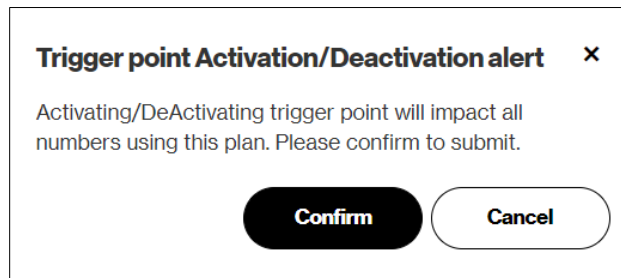
When you are completed with your actions for the **Implement** order, click the **Submit** button to submit to the system to process. If you want to reconsider your actions, click the **Cancel** button to abort the request. On submission of the action, the system will display a confirmation pop-up window to inform you of the **Implement** order number that was created. Also, if you chose to create a rollback order, the confirmation window will display that additional order number as well.



Activating/Deactivating Trigger Points

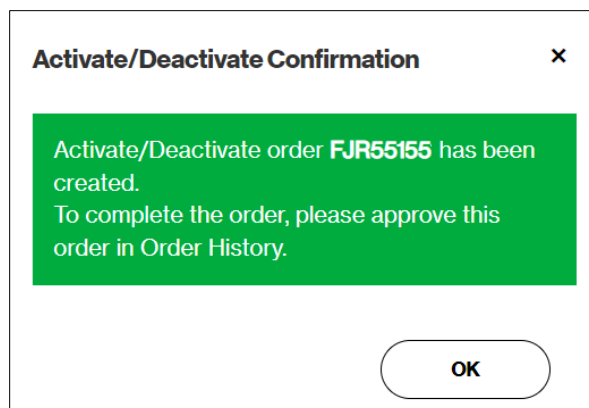
Activate Trigger Points

To activate a routing plan's trigger points, the **Activate Trigger Points** action is performed. From the floating context menu for a selected routing plan, click to select the **Activate Trigger Points** action. Network Manager will display a pop-up window asking for confirmation for the requested action.



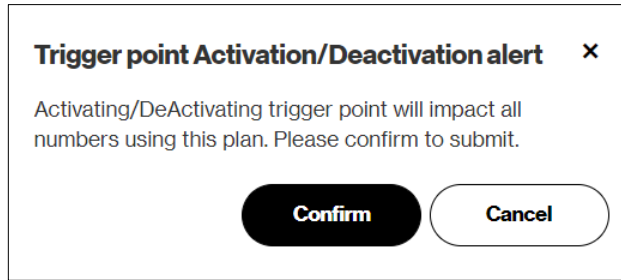
Click the **Cancel** button to abort the requested action.

Click the **Confirm** button to commit the action. The system will process the request and present a confirmation pop-up message with the Order Number it generated to track the action. As the confirmation message instructs, please go to **Order History**, locate the order number, and approve it. The order will remain in pending status until it is approved. Click the **OK** button to close the confirmation message.



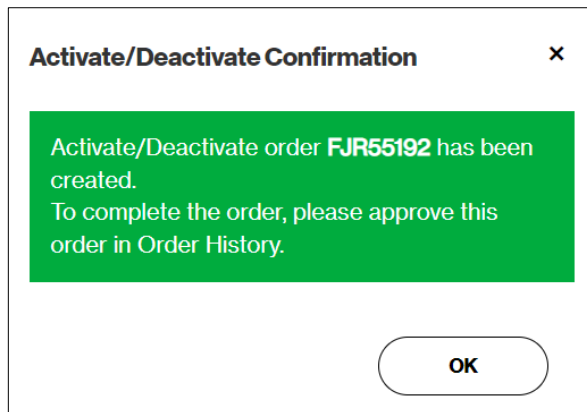
Deactivate Trigger Points

To deactivate a routing plan's trigger points, the **Deactivate Trigger Points** action is performed. From the floating context menu for a selected routing plan, click to select the **Deactivate Trigger Points** action. Network Manager will display a pop-up window asking for confirmation for the requested action.



Click the **Cancel** button to abort the requested action.

Click the **Confirm** button to commit the action. The system will process the request and present a confirmation pop-up message with the Order Number it generated to track the action. As the confirmation message instructs, please go to **Order History**, locate the order number, and approve it. The order will remain in pending status until it is approved. Click the **OK** button to close the confirmation message.



View International Non-Network Numbers

View ITFS/UIFN numbers

To view the ITFS and/or UIFN numbers related to a selected North American Toll-free number, from the **Number Inventory** screen, click the selection checkbox for the number. From the floating context menu, click **More**, then click **Show International ITFS/UIFN Numbers**. The **View International Non-Network Numbers** screen will be displayed.

If no ITFS or UIFN numbers related to the selected US toll-free number were found, the system will display a yellow banner indicating that.

No International Non-Network numbers found.

The screenshot shows the Verizon Network Manager interface. At the top, there is a navigation bar with 'Manage Account' and 'Support' links. Below that, the 'Network Manager' section is active, with sub-tabs for 'Home', 'Inventory', 'Tools', 'Order History', 'Session History', and 'Help'. The main content area is titled 'View International Non-Network Numbers' and displays a table with the following data:

Dialed Number	Country	C Code	LC Code	Type	Translation Number	Routing Number
08-404040404	UK	044	044	ITFS	1950444040	8555765382

Below the table, there are page controls including a dropdown menu set to '150', 'First', '< 1 >', 'Last', and a 'GOTO' button. The page count is '1 of 1' and the record count is '1'. The footer contains copyright information: '© 2022 Verizon. All Rights Reserved. Privacy Policy Terms of Use Verizon Business' and a 'Chat with us' button.

If results are available, locate the **Dialed Number** that you want to view. To do this, you can use the result table's page controls to scroll through and visually locate the desired **Dialed Number**. Please refer to [Results grid page navigation \(7\)](#), [Page Count \(8\)](#) and [Records count and retrieving more \(9\)](#) for more information on understanding these controls. To [Export](#) or [Refresh](#) the data results table, click the appropriate button.

Open Plan In-Use

To open the ITFS/UIFN's **Plan In-Use**, click the radio button to display the context menu. Then, click the option to **Open Plan In-Use**.

Dialed Number ▾	Country ▾	C Code ▾	LC Code ▾	Type ▾	Translation Number ▾
<input checked="" type="radio"/> 08-404040404	UK	044	044	ITFS	1950444040

Open Plan-In-Use Find Number In Navigation

150 ▾ First < 1 > Last 1 GOTO

This will route you to the Routing Plan-id details **View** screen (described elsewhere) for the active plan-id for the ITFS/UIFN's **Routing Number**.

Find Number in Navigation

To open the ITFS/UIFN's related routing number in **Number Inventory**, click the radio button to display the context menu. Then, click the option to **Find Number in Navigation**.

Dialed Number ▾	Country ▾	C Code ▾	LC Code ▾	Type ▾	Translation Number ▾
<input checked="" type="radio"/> 08-404040404	UK	044	044	ITFS	1950444040

Open Plan-In-Use Find Number In Navigation

150 ▾ First < 1 > Last 1 GOTO


This will route you to the [Number Inventory](#) screen for the **Routing Number** for the ITFS/UIFN number you selected.

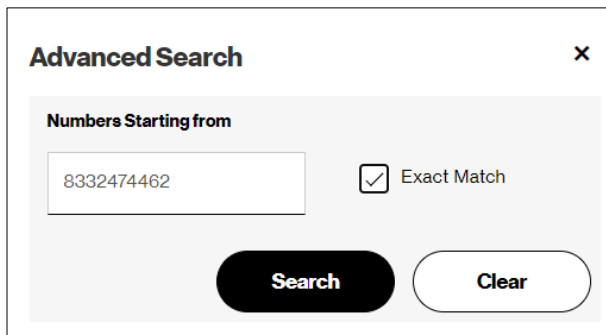
Customer Swap

Sometimes, it is necessary to move ownership of a toll-free number from one Customer ID to another. To accomplish this task, perform the **Customer Swap** function.

Locate the number you want to swap.

Navigate to [Number Inventory](#).

Click the Advanced Search  button to bring up Advanced Search window control.



The screenshot shows a floating window titled "Advanced Search" with a close button (x) in the top right corner. Below the title bar is a section labeled "Numbers Starting from". This section contains a text input field with the value "8332474462" and a checked checkbox labeled "Exact Match". At the bottom of the window, there are two buttons: a black "Search" button and a white "Clear" button with a black border.

Type a number in the **Numbers Starting from** box and click the Search button to reposition the results grid to begin with the number (or next sequential number that is applicable).

Click the **Exact Match** checkbox to limit the search to *only* that specific number.

Initiating the Customer Swap

From the **Number Inventory** results table, click the checkbox that corresponds to your number. When the floating Context menu displays, click **More**. Then, click **Customer Swap**.

	<input type="checkbox"/>	Number ▾	Number Description ▾	Status ▾	Plan In Use ▾	Plan In Use Level ▾
+	<input checked="" type="checkbox"/>	8332474462		Working	001	Number
+	<input type="checkbox"/>	8332651342		Working	001	Number
+	<input type="checkbox"/>	8332974462		Working	001	Number
+	<input type="checkbox"/>	8335730788		Working	001	Number
+	<input type="checkbox"/>	8336234462		Working	001	Number
+	<input type="checkbox"/>	8337111388		Working	001	Number
+	<input type="checkbox"/>	8337111389		Working	001	Number
+	<input type="checkbox"/>	8337450010		Working	001	Number
+	<input type="checkbox"/>	8338470061	Inter	Working	001	Number

Create Routing Plan
View Plans
Quick Changes
More

Implement
Show EDNIS
Show EURI
Show International ITFS/UIFN Numbers
Show Sets
Show NCR Activation
Create EVS Number
Set Payphone Block
View/Edit Number Description
View/Edit Supp Code Values
Customer Swap
Disconnect
Edit Notes
Calendar View

Performing the Customer Swap

Verify the number information

Customer ID	Set ID	Number	Number Type	Status
54156887 - INTERNAL_IPCC_VRD_TEST ⓘ	888	8332474462	Toll Free	Working

Verify the number you selected to ensure you will be performing the action against the number you intended. To view further information about the Customer ID, click the information icon (ⓘ) to the right of the [Customer ID control](#). The summary banner also displays the selected **Number**, the **Set ID** to which the number was associated when you selected it from the Number Inventory screen, the **Number Type**, as well as the number's current **Status**.

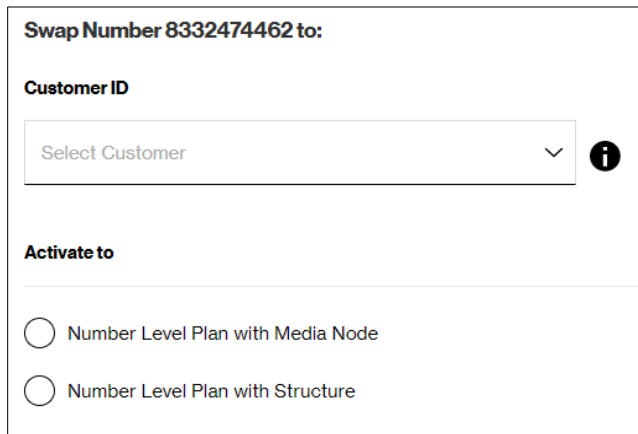
Progress indication

The **Customer Swap** screen also indicates a progress bar indicating multiple steps that will be needed to complete the action. The highlighted step number indicates the step you are on. The greyed-out step indicates further actions you will need to take before the **Submit** button becomes enabled.

Select destination



Select the **Customer ID** to which you wish to move the number. You may only select Customer IDs to which you are entitled. If a Customer ID does not appear in your **Customer ID** control,

you will need to work with the person who manages your company's Network Manager entitlements before proceeding.



Swap Number 8332474462 to:

Customer ID

Select Customer  

Activate to

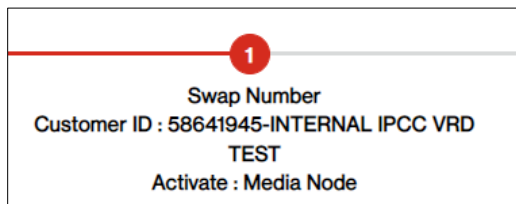
Number Level Plan with Media Node

Number Level Plan with Structure

To view information about the destination Customer ID, click the information icon (i) to the right of the [Customer ID control](#).

Next, click either of the radio buttons to activate the number (after it is swapped over to the new Customer ID). Click **Number Level Plan with Media Node** to activate the number to a new number-level routing plan that routes all calls to the Verizon VoIP welcome audio message. Click **Number Level Plan with Structure** to activate the number to a new number-level routing plans that routes all calls to a pre-defined Structure on the destination Customer ID. If you do not use Structures, do not select this option.

After selecting the **Activate to** radio button, the Progress indication will be updated to reflect your selection. Confirm this is what you want.



1

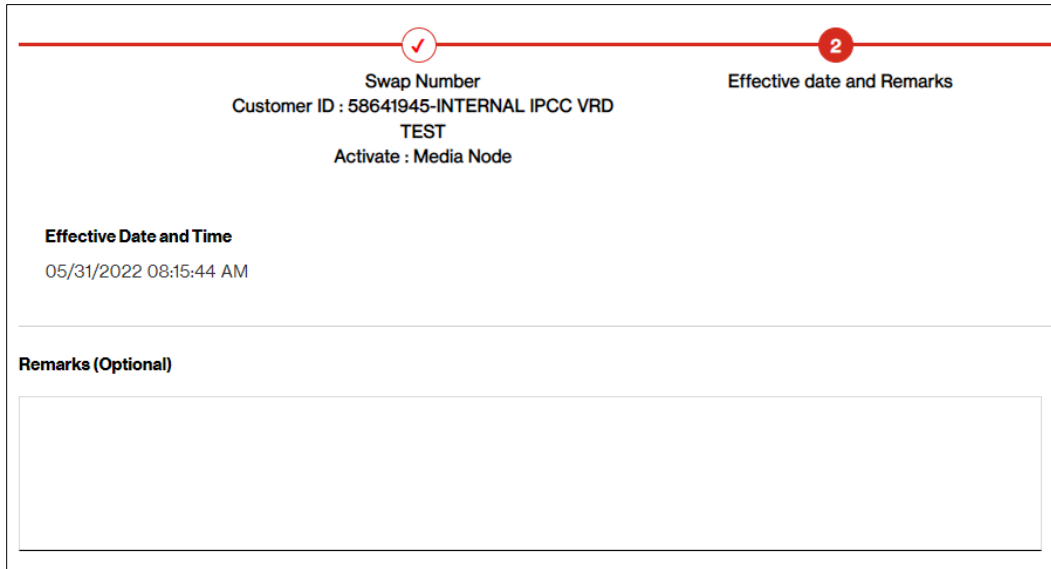
Swap Number
Customer ID : 58641945-INTERNAL IPCC VRD
TEST
Activate : Media Node

And the **Next** button will become enabled. Click the **Next** button to proceed.

Submit the Customer Swap

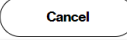
Customer Swaps are always submitted as real-time orders; they may not be scheduled for a future date or time.

Optionally, in the **Remarks** field, type in freeform remarks you wish to be associated with your order.



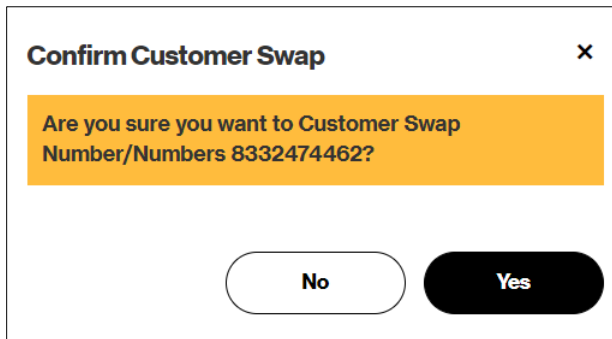
The screenshot shows a confirmation screen for a Customer Swap. At the top, there are two red circular icons: a checkmark on the left and the number '2' on the right. The main content is centered and includes the following text: 'Swap Number', 'Customer ID : 58641945-INTERNAL IPCC VRD', 'TEST', and 'Activate : Media Node'. To the right of this text is the label 'Effective date and Remarks'. Below this, there is a section titled 'Effective Date and Time' with the value '05/31/2022 08:15:44 AM'. At the bottom, there is a section titled 'Remarks (Optional)' with a large empty text box.

Click the  button to navigate back to the previous screen.

Click the  button to abort the entire Customer Swap action.

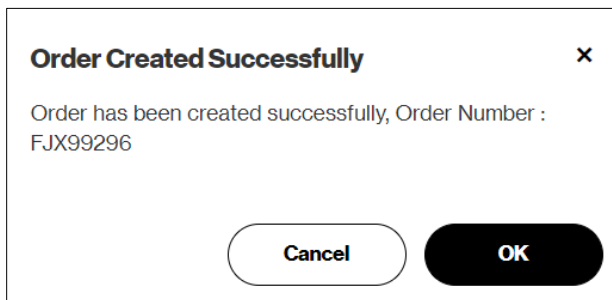
Click the  button to submit the order.

After submitting the order, click **Yes** to confirm the action. Click **No** if you need to go back to the previous Customer Swap order screen.



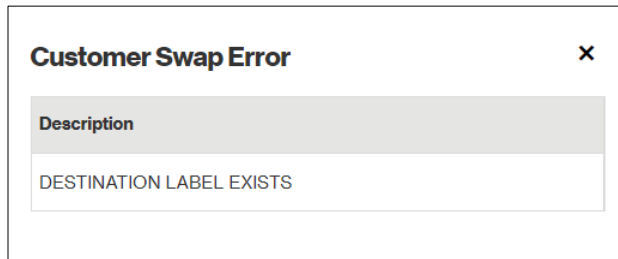
The screenshot shows a dialog box titled 'Confirm Customer Swap' with a close button (X) in the top right corner. The main text inside the dialog is 'Are you sure you want to Customer Swap Number/Numbers 8332474462?'. At the bottom of the dialog, there are two buttons: 'No' and 'Yes'.

After confirming, if your order was successful, you will see a pop-up message displaying the order number that was created to track the Customer Swap action. Click **OK** to close the pop-up window. You are finished with the Customer Swap action.



The screenshot shows a dialog box titled 'Order Created Successfully' with a close button (X) in the top right corner. The main text inside the dialog is 'Order has been created successfully, Order Number : FJX99296'. At the bottom of the dialog, there are two buttons: 'Cancel' and 'OK'.

Sometimes, there may be errors that have prevented your Customer Swap order from proceeding. These errors are displayed in a pop-up window to indicate what must first be checked before later trying your Customer Swap action. Click **X** to close the pop-up window.



There are many possible **Customer Swap Errors** that may be encountered, typically because the number you wish to swap is actively being referenced by another feature or process. You must first disassociate the number from each of the features before the Customer Swap action can be successfully processed.

Disconnect a Toll-free Number

Toll-free numbers should be disconnected when they no longer serve a business purpose. To accomplish this task, perform the **Disconnect** function.

Locate the number you want to disconnect.

Navigate to [Number Inventory](#).

Search for, or visually locate, the number you wish to disconnect. Only numbers in **Working** status may be disconnected.

Initiate the number disconnect.

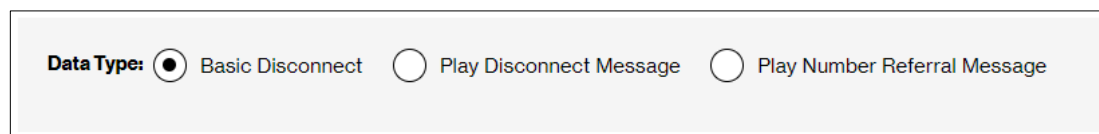
Click the checkbox to select the number you wish to disconnect.

When the floating context menu appears, click **More**, then click **Disconnect**.

On the **Disconnect** screen, first validate that you have selected the correct toll-free number to disconnect.

Choose the type of disconnect.

On the **Disconnect** screen, select the type of disconnect you wish by clicking the radio button of the **Data Type**. Choose from either a **Basic Disconnect**, **Play Disconnect Message**, or **Play Number Referral Message**. The default selection is a **Basic Disconnect**.



The screenshot shows a section of the user interface for selecting the type of disconnect. It features the label "Data Type:" followed by three radio button options: "Basic Disconnect" (which is selected), "Play Disconnect Message", and "Play Number Referral Message".

View Plan Details

The system will display high-level information about a selected Plan id, which may provide quick insight into which advanced routing features it is defined to support. To view a Plan's details, select the **View Plan Details** function for that plan.

The **View Plan** screen will display the plan details information. This screen does not display the routing tree, but rather a summary of the features the plan with which the plan is defined.

The screenshot displays the 'View Plan' interface. At the top left is a '< Back' link. The main content is divided into three sections: 'Plan Details', 'Billing Features', and 'Node Details'.
Plan Details: Includes 'Plan Description' (IP Term), 'Security Code' (139536), and 'Time Zone' (045 - US Eastern Time).
Billing Features: A grid of checkboxes. 'Advanced Routing' is checked, while others (Alternate Plan, Quota Routing, Point of Call, International Inbound, International Outbound, Integrated Call Tree) are unchecked.
Node Details: A grid of checkboxes for various routing features, all of which are currently unchecked. These include CCR, CLI, CLR, CSP, DOM, DOW, DOY, ENT, GTO, IGT, LAT, NFY, NPA, NXX, OLT, PCT, PFX, RDN, GDU, STA, STR, TGP, TGT, TOD, TRT, VAL, and WEB.
At the bottom, there is a footer with copyright information, links for Privacy Policy, Terms of Use, and Verizon Business, and a 'Chat with us' button. A vertical 'Feedback' button is on the right side.

The top portion of the screen will display **Plan Details** about the plan, including the plan's description, its Security Code, and Time Zone. In the **Billing Features** section, there are checkboxes that indicate whether the selected plan has specific billable features, including Alternate routing, Advanced Routing, Quota Routing, Point of Call Routing, International Inbound, International Outbound, and ICT (Integrated Call Tree), also known as "Voice" node types.

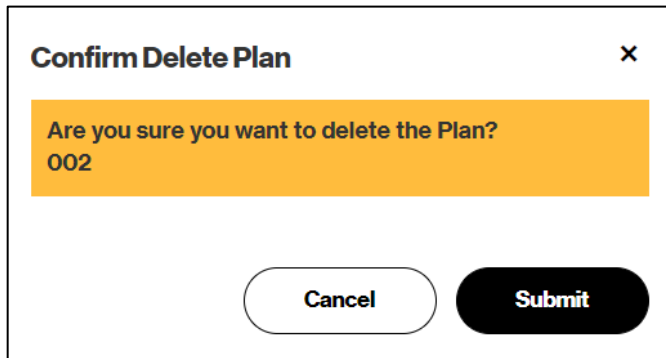
The bottom portion of the screen will display checkboxes that indicate which node types (i.e., routing features) have been defined in the routing plan.

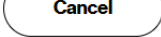
Click the < [Back](#) link to return to the previous screen.

Delete Plan

Periodically, you may need to delete an unused routing plan that you no longer need. To accomplish this, the **Delete Plan** function is available.

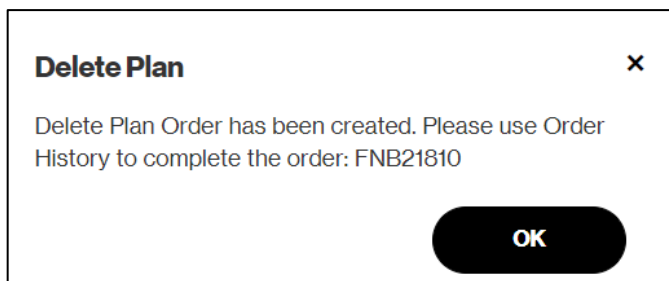
After selecting the **Delete Plan** option from the context floating menu on the **View Plans** screen, the system will display a pop-up window asking you confirm if you want to truly delete the plan.



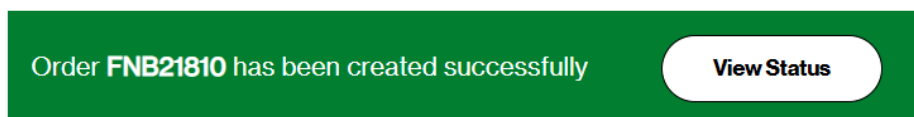
Click the  button to go back to the previous screen. This action will keep the plan intact, untouched.

Click the  button to commit the action to delete the plan.

Once committed, the system will display a new pop-up confirmation message that will tell you the order number that it generated that will delete the plan.



Click the **OK** button to close the window. The system will route you back to the **View Plans** screen and display a green confirmation banner.

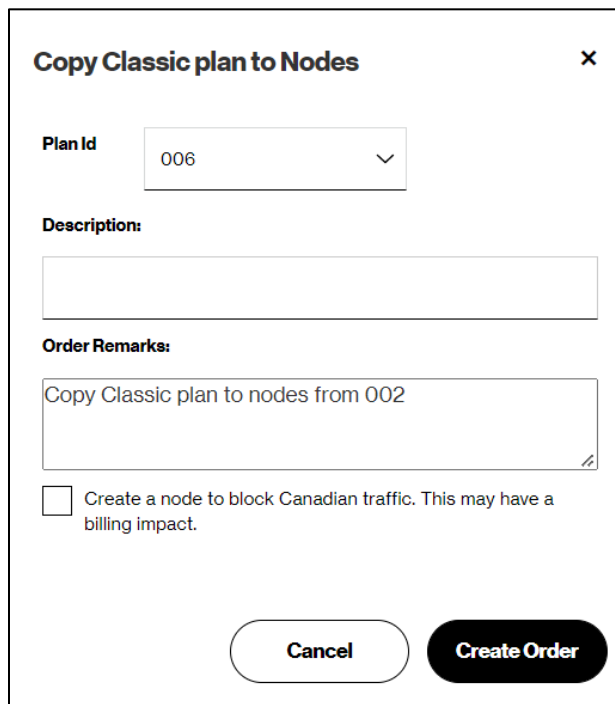


Note: For Plan Delete orders, you must go to **Order History** and manually approve it from that screen. This is another safety mechanism that will ensure that a plan is not deleted accidentally. If the plan was accidentally selected for deletion, use the **Order History** screen to cancel the order.

Copy Classic Plan to Nodes

For older Classic-based routing plans, Network Manager provides you an easy-to-use function to copy the plan into a new, separate Nodes-based routing plan.

From the **View Plans** screen, click to select the Classic routing plan you want to copy to Nodes. Only plans with a **Plan Type** of **Classic** are eligible for this function. From the floating context menu, choose **More**, and then click to select the **Copy to Nodes** option. The system will display a pop-up window.



The screenshot shows a pop-up window titled "Copy Classic plan to Nodes" with a close button (X) in the top right corner. The window contains the following elements:

- Plan Id:** A dropdown menu currently showing "006".
- Description:** An empty text input field.
- Order Remarks:** A text input field containing the text "Copy Classic plan to nodes from 002".
- Create a node to block Canadian traffic. This may have a billing impact.
- Buttons:** A "Cancel" button and a "Create Order" button.

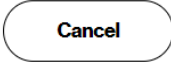
First, click the dropdown to select the **Plan ID** you wish to create as a new Nodes-based plan that is copied from the selected Classic-based plan. The next available plan id will be selected as default, but you can change that to any available plan id.

Note: For the Classic to Nodes Copy function to work, there must be at least one plan id available.

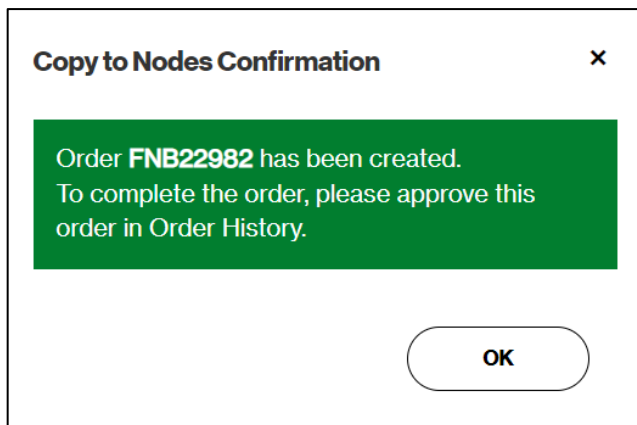
Next, type in the plan's **Description** (up to 25 characters in length). Optionally, type in **Order Remarks**. The system will provide default order remarks, but you may type over that or modify it, if desired.

Next, optionally click to select the checkbox for accepting Canadian traffic. By default, Nodes-based plans permit Canadian originations whereas Classic-based plans block Canadian traffic. If you are satisfied with permitting Canadian originated traffic, leave the checkbox deselected. If you wish to block Canadian originated traffic, click to select the checkbox.

Click the  to create the order.

Click the  to cancel your work and to return to the previous screen.

After the **Create Order** button has been clicked, the system will display a confirmation window informing you the order number it created on your behalf.



Note: For Classic to Nodes Copy orders, you must go to **Order History** and manually approve it from that screen.