

Virtual Front Office Training

Loop Qualification Bulk Loader Training

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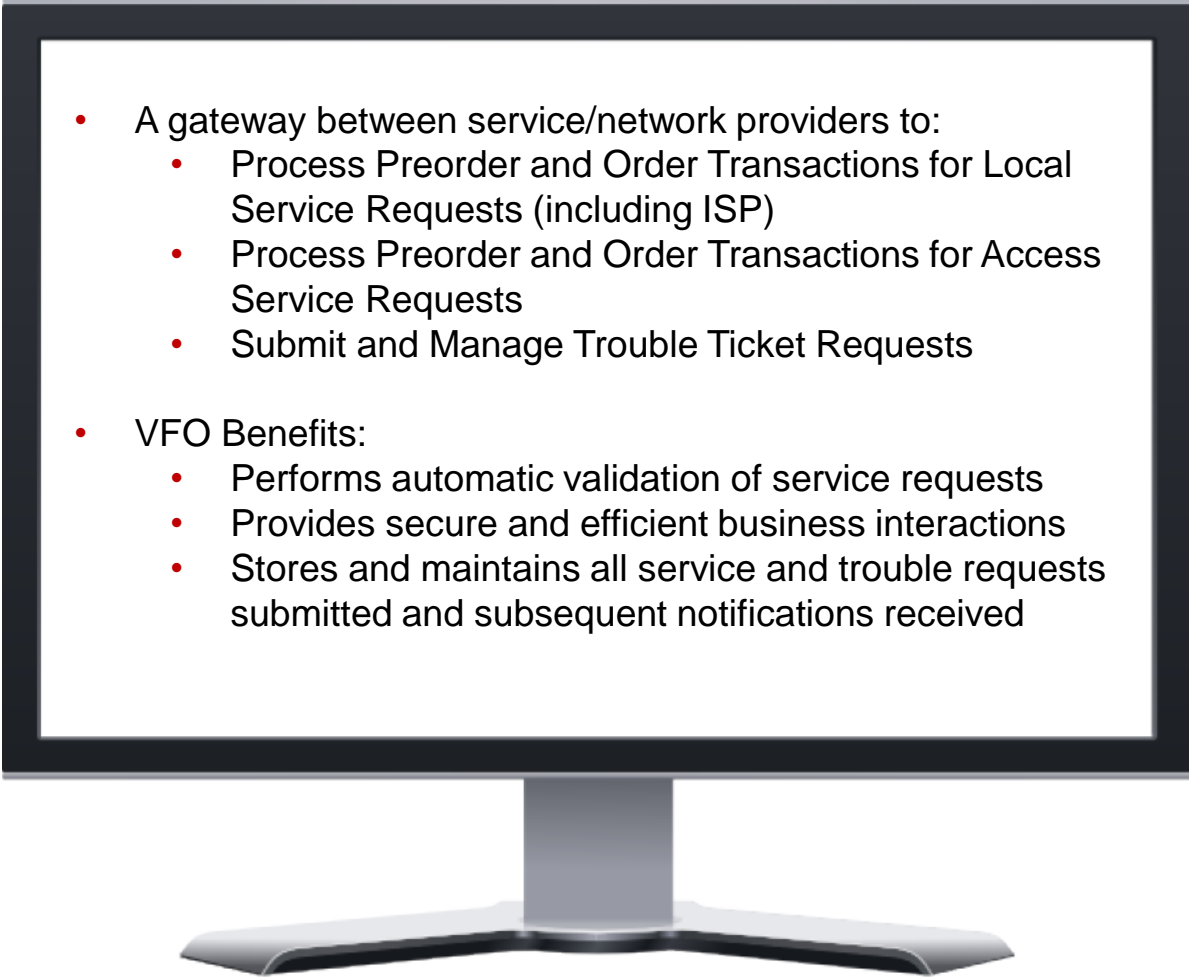
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Session Agenda

- Overview
- Navigating Bulk Loader and Managing Source Files
- Managing Target Files and Translating Responses
- Search, View and Print Individual Transactions
- VFO Access and Online References

Overview

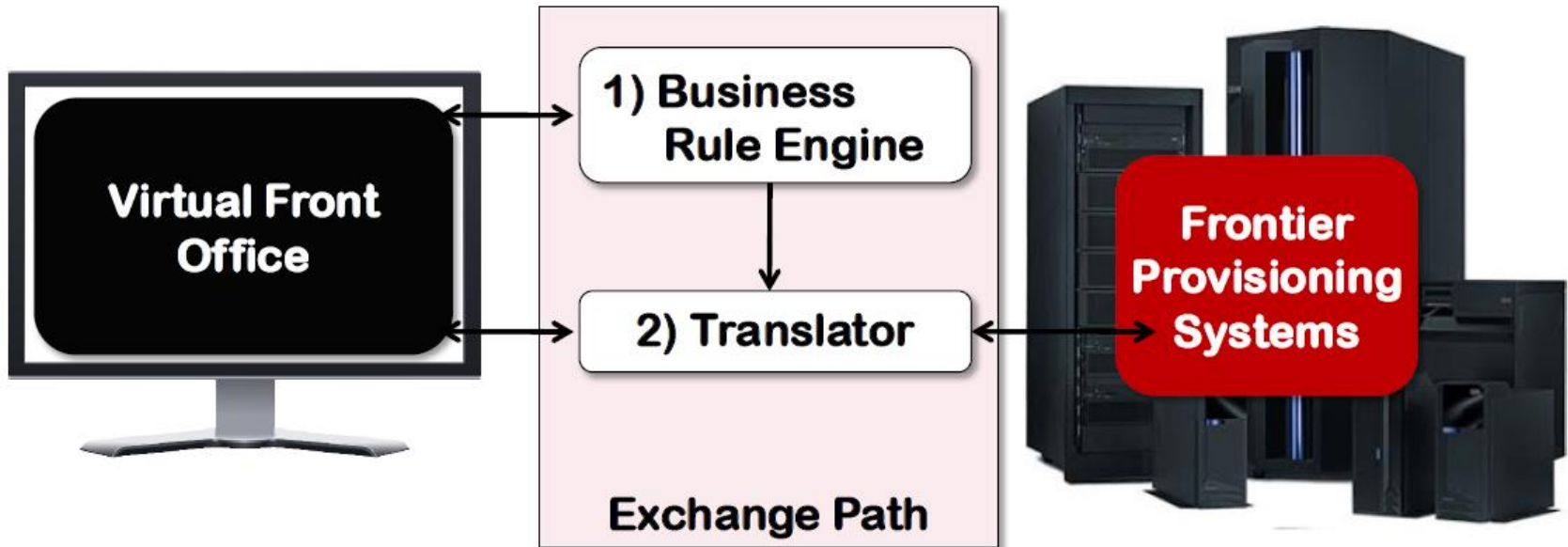
What is Virtual Front Office (VFO)?

- 
- A gateway between service/network providers to:
 - Process Preorder and Order Transactions for Local Service Requests (including ISP)
 - Process Preorder and Order Transactions for Access Service Requests
 - Submit and Manage Trouble Ticket Requests
 - VFO Benefits:
 - Performs automatic validation of service requests
 - Provides secure and efficient business interactions
 - Stores and maintains all service and trouble requests submitted and subsequent notifications received

Virtual Front Office (VFO) Flow

The Virtual Front Office (VFO) allows you to enter orders and trouble tickets, pass them to the Frontier provisioning systems for processing, and receive updated responses from Frontier.

- The VFO provides this service utilizing two applications:
 - Virtual Front Office (VFO) – the order entry, order management component (customer facing)
 - Exchange Path – the Business to Business (B2B) interconnection gateway software which includes two subcomponents:
 - Business Rule Engine – Validates data submitted against the predefined Frontier business rules,
 - Translator – Transforms the data into the electronic format supported by Frontier (XML)



VFO Introduction Training Course Available at: [VFO Online Training Video Library \(frontier.com\)](https://frontier.com)

VFO Bulk Loader: What does it do?

- The VFO Loop Qualification Bulk Loader provides customers, with VFO access, the ability to perform xDSL pre-qualification for up to 2000 addresses, across the Frontier footprint, on one file.
- The VFO Loop Qualification Bulk Loader is available from the Pre-Order Menu in the Local Module of Frontier's VFO GUI.
- The VFO Loop Qualification Bulk Loader allows the customer to upload a CSV source file containing the data for each loop qualification request.
- The VFO Loop Qualification Bulk Loader provides a link to the Loop Qualification Bulk Loader Job Aid which includes links to the CSV source file templates.

VFO Bulk Loader: How does it work?

The Loop Qualification Bulk Loader tool will:

- Create individual transactions for each valid line of data provided on an uploaded CSV file.
- Submit the individual transactions to Frontier's backend provisioning systems.
- Verify that all individual transactions meet upfront business rules requirements that are required of individually created pre-order transactions in VFO.
- Allow public viewing of the uploaded Bulk Loader CSV files, to all users within a customer's VFO profile.
- Save all individual pre-order transactions created as the result of a Bulk Loader CSV file, for future searching and viewing in VFO.

VFO Bulk Loader: When will it process?

- Bulk Loader CSV files may be uploaded during available VFO operating hours.
- Once a Bulk Loader CSV file passes the upfront validation, it will be placed into 'Uploaded' status and await submission during a Bulk Loader window.
- Valid Bulk Loader CSV file transactions will be generated and submitted during a Bulk Loader window, on a first come, first serve basis.
- If the volume of Bulk Loader CSV file transactions exceeds the transaction limit for a particular Bulk Loader window, remaining Bulk Loader CSV file transactions will be held for the next available Bulk Loader window.
- The Bulk Loader window will occur daily after normal business-hours between the hours of 10:00 p.m. Eastern Time and 6:00 a.m. Eastern Time, unless a maintenance window is planned.

Frontier standard maintenance windows are available from the published System Availability Schedule located at: [System Availability \(frontier.com\)](#). Exceptions to the standard maintenance windows are also published on the System Availability page. Bulk Loader CSV files will not be processed during any maintenance window.

xDSL Loop Qualification (TXTYP = H)

- Some of the key fields on the xDSL Loop Qualification response include:
 - Facility Environment
 - Loop Status
 - Loop Length
 - Loop Product Availability Code

Loop Qualification DSL for Wholesale Broadband (TXTYP = X)

- Some of the key fields on the Loop Qualification DSL response include:
 - Facility Environment
 - Loop Status
 - Loop Speeds Available

Other Local Pre-Order transactions, not available via the Bulk Loader, may be submitted individually from the Pre-Order > New menu option of the Local Module in VFO. Please refer to the LSR Pre-Order video training course for detailed direction.

For more information and to access the VFO Online Video Library, please visit the [Virtual Frontier Office \(VFO\) Training](#) page.

Navigating Bulk Loader and Managing Source Files

Training Objectives

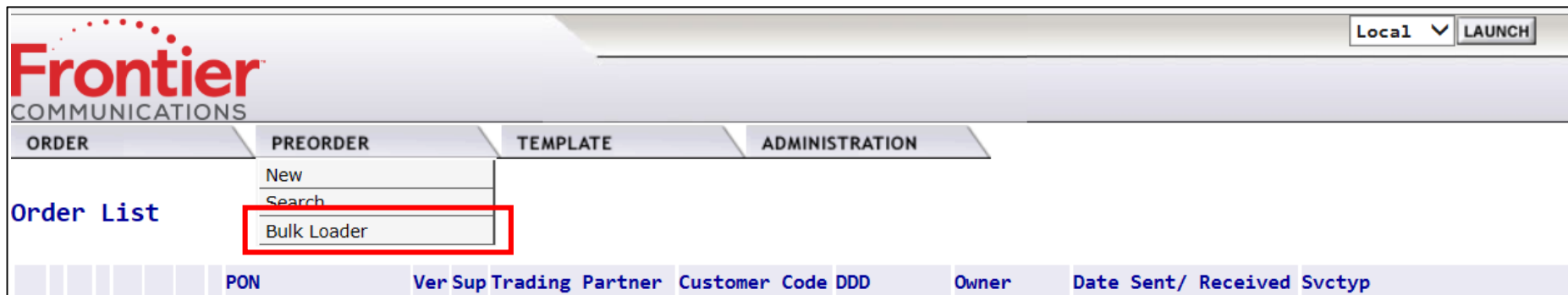
In this section, you will learn about:

- Navigating Bulk Loader Pre-order CSV File List Screen
- Locating CSV Source Files
- Populating CSV Source Files
- Uploading CSV Source Files
- File Name Assignment
- File Statuses

Accessing the VFO Bulk Loader

To open the Bulk Loader PreOrder CSV File List Screen:

- Login to the Virtual Front Office (VFO) Local Module
- Hover mouse over the PREORDER tab
- Select 'Bulk Loader'



The screenshot shows the Frontier Communications VFO interface. At the top left is the Frontier Communications logo. On the right, there is a 'Local' dropdown menu and a 'LAUNCH' button. Below the logo, there are four main navigation tabs: 'ORDER', 'PREORDER', 'TEMPLATE', and 'ADMINISTRATION'. The 'PREORDER' tab is active, and its dropdown menu is open, showing three options: 'New', 'Search', and 'Bulk Loader'. The 'Bulk Loader' option is highlighted with a red rectangular box. To the left of the menu, the text 'Order List' is visible. At the bottom of the interface, there is a header for a table with columns: 'PON', 'Ver Sup Trading Partner', 'Customer Code DDD', 'Owner', and 'Date Sent/ Received Svctyp'.

Navigating VFO Bulk Loader Screen

Bulk Loader PreOrder CSV File List [Loop Qualification Bulk Loader Job Aid](#)

Select	Source File Name	Target File Name	File Status	User ID	Date Uploaded	TXNUM Range
<input type="checkbox"/>	<input type="text"/>			<input type="text"/>	From <input type="text"/> <input type="text"/> To <input type="text"/> <input type="text"/>	<input type="button" value="Go"/>
<input type="checkbox"/>	BULK1700164	BULK1700164-Target	Failed	brw	2017-04-27 07:11:30.715388	
<input type="checkbox"/>	BULK1700163	BULK1700163-Target	Completed	brw	2017-04-26 19:04:11.010121	BULK1700163-0003 To BULK1700163-0012
<input type="checkbox"/>	BULK1700162	BULK1700162-Target	Completed	brw	2017-04-26 19:03:58.016168	BULK1700162-0003 To BULK1700162-0012

- View/Download Source and Target Buttons
- Add (upload file), Delete (delete file), Refresh (latest status updates)
- Link to the Loop Qualification Bulk Loader Job Aid (Includes Source File Templates)
- Source and Target File Names and File Status
- User ID (user who uploaded file)
- Date Uploaded (date and time of successful upload)
- TXNUM Range (TXNUM range on target file)

Locating CSV Source File Templates

To initiate a Bulk Loader request, customers must upload the respective Bulk Loader CSV source file.

Bulk Loader PreOrder CSV File List [Loop Qualification Bulk Loader Job Aid](#)

View/Download Source View/Download Target + Add X Delete Refresh

Select	Source File Name	Target File Name	File Status	User ID	Date Uploaded	TXNUM Range
<input type="checkbox"/>	BULK1700164	BULK1700164-Target	Failed	brw	2017-04-27 07:44:36 -345388	<input type="text"/> <input type="text"/> <input type="button" value="Go"/>

- CSV Source File Templates are available from the Loop Qualification Bulk Loader Job Aid
- Each file must be populated, as business rules require, to ensure a valid upload.
- Specific Bulk Loader source file template shall be utilized for each transaction type.
- Source file templates are in CSV format and must be in CSV format when uploaded.
- The maximum of 2000 lines of data may be submitted on a source file.
- Bulk Loader CSV source files require the same minimum field entry population as required when creating individual pre-order transactions in VFO.

CSV Source File Templates

xDSL Loop Qualification - TXTYP = H

File Home Insert Page Layout Formulas Data Review View Add-ins Tell me what you want to do Share														
A1 X ✓ fx TXTYP H PREORDERINQUIRYFORM														
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	TXTYP H P	PREORDEF	PREORDEF	LOCATION	LOCATION	LOCATION	LOCATION	LOCATION	LOCATION	LOCATION	LOCATION	LOCATION	LOCATION	LOCATION
2	TXTYP	TXACT	CC	ROUTE	BOX	AFT	SAPR	SANO	SASF	SASD	SASN	SATH	SASS	LD1 LV1
3														
4														

fx TXTYP H PREORDERINQUIRYFORM							
P	Q	R	S	T	U	V	W
LOCATION	LOCATION	LOCATION	LOCATION	LOCATION	LOCATION	LOCATION	PREORDER
LD2	LV2	LD3	LV3	CITY	STATE	ZIP	WTN

Loop Qualification DSL for Wholesale Broadband - TXTYP = X

File Home Insert Page Layout Formulas Data Review View Add-ins Tell me what you want to do Share															
A1 X ✓ fx PREORDERINQUIRYFORM															
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	PREORDEF	TXTYP X P	PREORDEF	PREORDEF	LOCATION	LOCATION	LOCATION	LOCATION	LOCATION	LOCATION	LOCATION	LOCATION	LOCATION	LOCATION	LOCATION
2	CCNA	TXTYP	TXACT	CC	ROUTE	BOX	AFT	SAPR	SANO	SASF	SASD	SASN	SATH	SASS	LD1 LV1
3															
4															

fx PREORDERINQUIRYFORM															
Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD		
LOCATION	LOCATION	LOCATION	LOCATION	LOCATION	LOCATION	LOCATION	PREORDEF	PREORDEF	PREORDEF	PREORDEF	PREORDEF	PREORDEF	PREORDEF		
LD2	LV2	LD3	LV3	CITY	STATE	ZIP	WTN	DCADDRESS	DCUNIT	DCUNITVA	DCCITY	DCSTATE	DCZIP		

Populating CSV Source File (TXTYP = H)

- xDSL Loop Qualification (TXTYP = H)
 - Each line of data must provide the Transaction Type (TXTYP) of 'H'
 - Each line of data must provide the Transaction Activity (TXACT) of 'A'
 - Each line of data must provide valid Company Code (CC)
 - Each line of data must provide one of the following:
 - Working Telephone Number (WTN) and State fields (WTN must be populated in 10-digit format)
 - Full address in the associated fields

Note: Lines of data that are not populated correctly, will receive reject errors as a response.

Please refer to the Loop Qualification Bulk Loader Job Aid for a detailed list of the xDSL Loop Qualification (TXTYP=H) Source File Fields.

For full details on each field entry, please refer to the xDSL Loop Qualification (LXR) Pre-Order Form available on the [LSR Business Rules \(frontier.com\)](https://www.frontier.com/LSR-Business-Rules) page of the Frontier Wholesale Operations website.

Populating CSV Source File (TXTYP = X)

- Loop Qualification DSL for Wholesale Broadband (TXTYP = X)
 - Each line of data must provide the Transaction Type (TXTYP) of 'X'
 - Each line of data must provide the Transaction Activity (TXACT) of 'A' or 'P'
 - If 'P', the Delivery Contact fields must be provided
 - Each line of data must provide valid CCNA and Company Code (CC)
 - Each line of data must provide one of the following:
 - Working Telephone Number (WTN) and State fields (WTN must be populated in 10-digit format)
 - Full address in the associated fields

Note: Lines of data that are not populated correctly, will receive reject errors as a response.

Please refer to the Loop Qualification Bulk Loader Job Aid for a detailed list of the Loop Qualification DSL for Wholesale Broadband (TXTYP=X) Source File Fields.

For full details on each field entry, please refer to the Loop Qualification DSL for Wholesale Broadband (LQD) Pre-Order Form available on the [LSR Business Rules \(frontier.com\)](https://www.frontier.com/LSR-Business-Rules) page of the Frontier Wholesale Operations website.

Special Characters in Data Fields on Source Files

- If a special character(s) is required in the field data (as allowed per the business rules), the cell data must contain a leading apostrophe (') to ensure the field data is read as text.

Leading Zero in Data Fields on Source Files

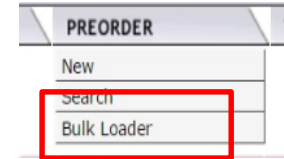
- If a data field requires leading zeroes, the cell data must be enclosed with double quotes (“ ”) to ensure the leading zeroes are retained.

Also:

- Source files that contain only header rows 1 and 2 will receive an error.
- Source files that do not contain the header rows 1 and 2 as shown in the template will receive an error. (Customer data placed on lines 1 or 2 of the Bulk Loader CSV source file will not be processed.)
- There will be no duplicate row validation. Each row of data containing the minimum field entry, even if duplicate, will be processed.
- Non ASCII characters will not be supported in the CSV source files.
- Users should take extra caution when using copy/paste function to populate CSV source file to ensure no extra spaces or invalid characters are populated to the file.

Uploading CSV Source Files

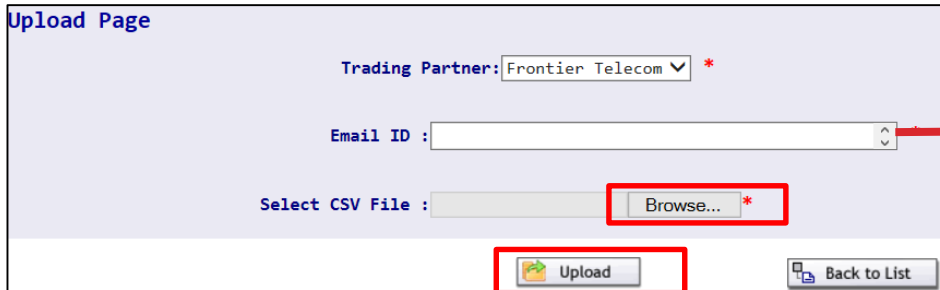
- Hover the mouse over the Pre-order tab and select Bulk Loader



- Select “+Add” button from the Bulk Loader Pre-Order CSV File screen to open the Upload window.



- Trading Partner will default to Frontier
- Populate the Email ID for notification. Only one email address may be populated.
- Locate the CSV file by selecting the ‘Browse’ button allowing you to browse locally saved files.
- Once the correct file has been located and selected, click Upload.



This email address will receive file failure or file completion status notification email.

Alert! Only minimal validation of email format will be performed (xxx@xx.xxx). Please take caution to ensure email address is correctly populated before uploading. Providing an incorrect email address will cause failure to receive notification that file status is ‘Failed’ or ‘Completed’.

Successful CSV Source File Upload

Bulk Loader PreOrder CSV File List

File uploaded successfully

View/Download Source View/Download Target + Add X Delete Refresh

Select	Source File Name	Target File Name	File Status	User ID	Date Uploaded
<input type="checkbox"/>	BULK1700010	BULK1700010-Target	Uploaded	ctrn_admin	2017-05-24 09:18:49.810222

Once a file is successfully uploaded, a 'File uploaded successfully' message will appear on the top right of the screen.

Initial Validation of Successfully Uploaded Files:

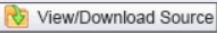
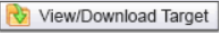
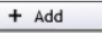

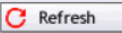
- If a successfully uploaded Bulk Loader CSV source file contains invalid TXTYP across all data lines, the file status will update to 'Failed'.
- If a successfully uploaded Bulk Loader CSV source file has some rows of data populated with the incorrect TXTYP, the file status will update to 'Submitted' however, the individual row(s) of data with incorrect TXTYP will not be processed.
- Further verification of source file data will occur once the successfully uploaded Bulk Loader CSV source file is updated to 'Processing' status.

Bulk Loader File Name Assignment

Upon successful upload of a Bulk Loader CSV source file, a Source File Name will be generated by the VFO Bulk Loader. The Source File Name will be shown on the Bulk Loader PreOrder CSV File List screen in VFO.

- The first four characters of the Source File Name will always be 'BULK'.
- Immediately following the first four characters (BULK) will be the 2-digit year when the file was uploaded.
- Next will be a 5-digit sequentially assigned file number.
- Each Source File Name will be 11 characters in length. (example: BULK1700001)

Bulk Loader PreOrder CSV File List
File uploaded successfully

Select	Source File Name	Target File Name	File Status	User ID	Date Uploaded
<input type="radio"/>	<input type="text"/>			<input type="text"/>	From <input type="text"/> To <input type="text"/>
<input type="radio"/>	BULK1700013	BULK1700013-Target	Uploaded	ctrn_admin	2017-05-31 10:46:33.398275
<input type="radio"/>	BULK1700012	BULK1700012-Target	Partially Completed	ctrn_admin	2017-05-31 10:45:02.468474

Note: Bulk Loader CSV source files that do not successfully upload, will receive an error in the top left corner of the screen and no Source File Name will be assigned.

Possible Bulk Loader Source File Upload Failures

Cause	Error Message
No Email ID Provided	The Email ID field is required
Email ID Format Invalid	The Email ID format is invalid
Template Columns Adjusted	The file being uploaded has invalid Header Rows The file being uploaded is invalid
File Contains More Than 2000 Addresses	The file being uploaded exceeds the limit of 2000 rows
File Type is Not .csv	Please select a valid file format to upload

The Email ID field is required

Upload Page

Trading Partner: Frontier Telecom *

Email ID :

The Email ID format is invalid

Upload Page

Trading Partner: Frontier Telecom *

Email ID : Barbara.johnston

The file being uploaded has invalid Header Rows

Upload Page

The file being uploaded exceeds the limit of 2000 rows

Upload Page

Please select a valid file format to upload

Upload Page

Trading Partner: Frontier Telecom *

The following Bulk Loader CSV File Statuses may occur throughout the lifecycle of the file:

- Uploaded – File is uploaded in VFO and awaiting verification and processing during an available Bulk Loader Schedule window.
- Failed* – File has not passed the minimum verification or All lines of file have invalid data or timed out. No further action will occur.
- Processing* – File has passed the minimum verification and Bulk Loader utility has started to read through each row in the file.
- Submitted* – Individual pre-order transactions have been generated and submitted to Frontier’s provisioning system during an available Bulk Loader Schedule window, and awaiting response.
- Partially Completed* – Individual transaction responses have begun to be returned and response fields are being populated on the target file.
- Completed* – All individual transaction responses are now returned and response fields populated on target file. If any pre-order transactions, for a given source file, time out (i.e., no responses are received), the file will be considered Completed 5 minutes after the last pre-order is submitted.

*Statuses will occur only during a Bulk Loader window.

Managing Target Files and Translating Responses

Training Objectives

In this section, you will learn about:

- Email Notifications
- Searching, Viewing and Downloading Target Files
- Transaction Number (TXNUM) Assignment
- Translating Responses
- Response Failures
- Deleting Target Files

Bulk Loader Email Notifications

- Email notification will be sent once the File Status column, on the Bulk Loader CSV File List screen in VFO, is updated to 'Failure' or 'Completed' status.
- The email notification will be sent to the email contact provided at the time the Bulk Loader CSV source file was uploaded.
- Once email notification is received the user can log into VFO to view the failure reason, or the completed target file, from the Bulk Loader CSV File List screen.
- The email does not provide a link to the Bulk Loader CSV target file.

Completed Status Email

From: prod_ep@frontier.com

Sent: Friday, January 29, 2017 1:03 PM

To: abccompany@test.com

Subject: Completed Status was generated on BULK17xxxxx. Please check VFO for details.

BODY: Completed Status is generated when all transactions are completed with responses available. Please download Target File from VFO to view completed transactions.

Do not reply to this email.

Note: Sent date/time format on email may vary depending on recipient's email platform.

Failure Status Email

From: prod_ep@frontier.com

Sent: Friday, January 29, 2017 1:03 PM

To: abccompany@test.com

Subject: File Failure was generated on BULK17xxxxx. Please check VFO for details.

BODY: Failure Status is generated when the Source File has failed to process. Please upload corrected file in VFO for processing.

Do not reply to this email.

Searching Bulk Loader Target Files

Searching is available at the file level from the Bulk Loader CSV File List screen in VFO. Search criteria available at the file level include:

1. Source File Name
2. User ID
3. Date Uploaded Date Range

Note: The percent sign (%) provides a wildcard search when searching for Source File Name or User ID.

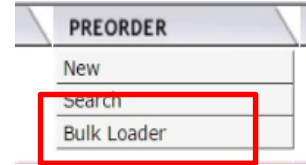
Bulk Loader PreOrder CSV File List [Loop Qualification Bulk Loader Job Aid](#)

Select	Source File Name 1	Target File Name	File Status	User ID 2	Date Uploaded 3	TXNUM Range
<input type="radio"/>	BULK1700165	BULK1700165-Target	Failed	brw	2017-04-27 07:48:04.592715	
<input type="radio"/>	BULK1700164	BULK1700164-Target	Failed	brw	2017-04-27 07:11:30.715388	
<input type="radio"/>	BULK1700163	BULK1700163-Target	Completed	brw	2017-04-26 19:04:11.010121	BULK1700163-0003 To BULK1700163-0012
<input type="radio"/>	BULK1700162	BULK1700162-Target	Completed	brw	2017-04-26 19:03:58.016168	BULK1700162-0003 To BULK1700162-0012
<input type="radio"/>	BULK1700161	BULK1700161-Target	Completed	brw	2017-04-26 17:39:11.402871	BULK1700161-0003 To BULK1700161-0003

Once search criteria is populated, initiate search by selecting the Go button.

View/Downloading Bulk Loader Target Files

- To view or download a Bulk Loader CSV target file, hover the Pre-Order tab in the Local Module of VFO and select Bulk Loader.



- From the Bulk Loader Pre-Order CSV File List screen, select the radio button for the file you wish to view or download.
- Select the View/Download Target button at the top of the screen.

Bulk Loader PreOrder CSV File List [Loop Qualification Bulk Loader Job Aid](#)

View/Download Source View/Download Target + Add Delete Refresh

Select	Source File Name	Target File Name	File Status	User ID	Date Uploaded	TXNUM Range
<input type="radio"/>	BULK1700165	BULK1700165-Target	Failed	brw	2017-04-27 07:48:04.592715	
<input type="radio"/>	BULK1700164	BULK1700164-Target	Failed	brw	2017-04-27 07:11:30.715388	
<input type="radio"/>	BULK1700163	BULK1700163-Target	Completed	brw	2017-04-26 19:04:11.010121	BULK1700163-0003 To BULK1700163-0012
<input type="radio"/>	BULK1700162	BULK1700162-Target	Completed	brw	2017-04-26 19:03:58.016168	BULK1700162-0003 To BULK1700162-0012
<input type="radio"/>	BULK1700161	BULK1700161-Target	Completed	brw	2017-04-26 17:39:11.402871	BULK1700161-0003 To BULK1700161-0003

Note: There will be subtle differences between browser source when viewing or downloading the target files. For example, Internet Explorer users have the option to Open or Save the file, while Chrome users must first view the file before saving. Larger files (1000 lines of data or more) may experience a short delay to receive the Open/Save/View window after selecting the View/Download Target button. The user will not see any browser clock for the file opening in progress.

Availability to View/Download or Delete Files

Users will be able to view, download or delete files based on the matrix below.

FILE STATUS	Users Allowed to View/Download Source?	Users Allowed to View/Download Target?	Users Allowed to Delete File?
Uploaded	Yes	Error “No target file to view/download”	Yes
Processing	Error “Unable to view/download source file that is being processed”	Error “No target file to view/download”	Error “Unable to delete file in this status”
Submitted	Yes	Error “No target file to view/download”	Error “Unable to delete file in this status”
Partially Completed	Yes	Error “No target file to view/download”	Error “Unable to delete file in this status”
Completed	Yes	Yes	Yes
Failed	Yes	Yes	Yes

Bulk Loader Transaction Number (TXNUM) Assignment

The Source File name will be the first 11 characters of the 16-character Transaction Number. The remainder of the Transaction Number assigned, will include a hyphen (-) directly followed by the 4-digit line of data reference from uploaded Bulk Loader CSV source file. (Example: BULK1700001-0003)

- Lines 1 and 2 of the Bulk Loader CSV source file are header rows and will be ignored. The first line of data provided by the customer should appear on line 3.
- Line 3, of the Bulk Loader CSV source file, will correspond to the 4-digit line of data reference '0003'.
- All subsequent lines of data will be sequentially assigned. (Note: Empty rows on an uploaded Bulk Loader CSV source file will be removed and will not be included in the transaction number sequencing. Users viewing the uploaded source file will not see any blank rows.)
- Assigned Transaction Numbers will always be 16 characters in length.
- Transaction Numbers will be assigned to each qualifying line of data submitted on the uploaded bulk-load CSV file.

Translating Pre-Order Responses

Please refer to the [Loop Qualification Bulk Loader Job Aid](#) for a detailed list of the Target File Response Fields.

- Response field translations (excluding Failure Reason), are available from the respective LSR Pre-Order Response reference available on the [LSR Business Rules \(frontier.com\)](#) page.
 - xDSL Loop Qualification Response (TXTYP H)
 - Loop Qualification DSL for Wholesale Broadband Response (TXTYP X)
- The PRESPC and PRES PD response fields are populated when a reject has occurred:
 - To translate the business rule violation errors, please refer to the respective Pre-Order Forms
 - To translate the backend-system reject errors, please refer to the Pre-Order Error Code Response Matrix available in the LSR Business Rules Reference Documents section of the Business Rules page.
- Failure Reason is specific to the Bulk Loader and provides a brief explanation of why transaction failed to submit. Failure reasons will show for any lines of data that either failed to submit or timed out.
 - Possible failure reasons include 'Timed Out' or 'TXTYP value should match the header TXTYP' or 'Required field(s) missing'.
 - Depending on the failure reason, failed lines may or may not contain a transaction number (TXNUM) and Date/Time Sent (DTSent).
 - Response column information will not be populated for lines that contain a failure reason.

Various Views of Bulk Loader Responses

Bulk Loader transaction responses are viewable via:

- Target File in VFO Bulk Loader CSV File List Screen
 - View All Responses Across File
 - Excel (See Excel View Cautions below)
 - Text Pad
- VFO Pre-Order Search (Public Search)
 - View Individual TXNUM
- Excel View Cautions:
 - Leading zeroes will be dropped from data cells when viewing the target file in excel.
 - Example: Address Zip is 08816 - the ZIP cell data viewed in excel would be: 8816
 - Special characters may take action against cell data when viewing the target file in excel.
 - Example: Address SASF is ½ - the SASF cell data viewed in excel would be: 2-Jan

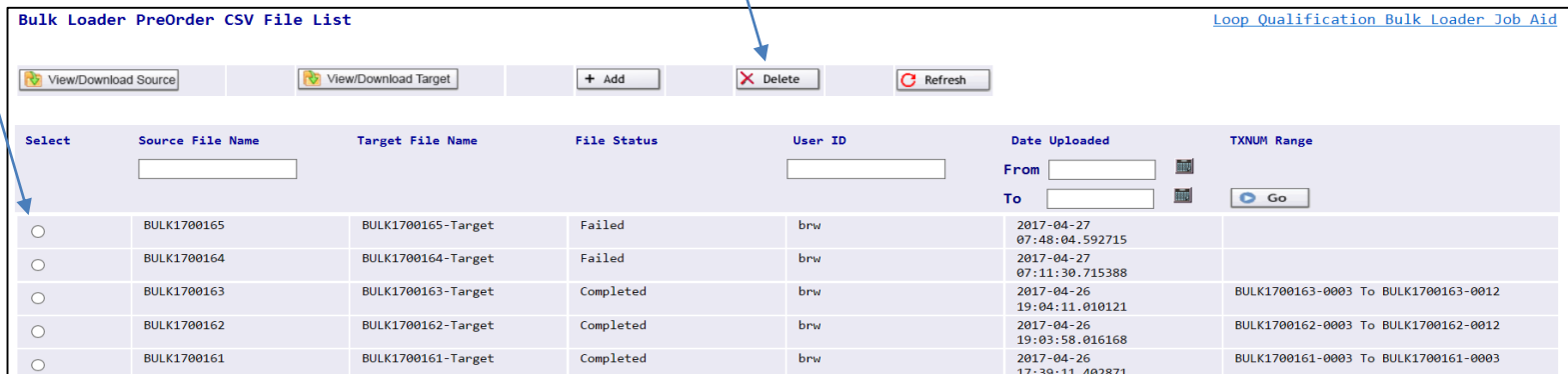
Note: Viewing the target file in Text Pad will show leading zeroes and/or special characters.

Deleting Bulk Loader Target Files

Bulk Loader CSV source and/or target files may only be deleted by user that uploaded the file. If your User ID is not shown in association with the Bulk Loader CSV file, you will not be authorized to delete the file.

To delete a Bulk Loader CSV file:

- From the Bulk Loader CSV File List screen in VFO, select the radio button to the left of the file to be deleted
- Select Delete



Select	Source File Name	Target File Name	File Status	User ID	Date Uploaded	TXNUM Range
<input type="radio"/>	BULK1700165	BULK1700165-Target	Failed	brw	2017-04-27 07:48:04.592715	
<input type="radio"/>	BULK1700164	BULK1700164-Target	Failed	brw	2017-04-27 07:11:30.715388	
<input type="radio"/>	BULK1700163	BULK1700163-Target	Completed	brw	2017-04-26 19:04:11.010121	BULK1700163-0003 To BULK1700163-0012
<input type="radio"/>	BULK1700162	BULK1700162-Target	Completed	brw	2017-04-26 19:03:58.016168	BULK1700162-0003 To BULK1700162-0012
<input type="radio"/>	BULK1700161	BULK1700161-Target	Completed	brw	2017-04-26 17:39:11.402871	BULK1700161-0003 To BULK1700161-0003

- Before deleting the file, VFO will display a warning message.
- To confirm the action to delete, user must click OK button to complete the deletion.

Searching and Viewing Individual Transactions

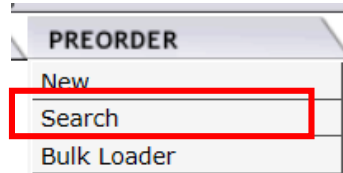
Training Objectives

In this section, you will learn about:

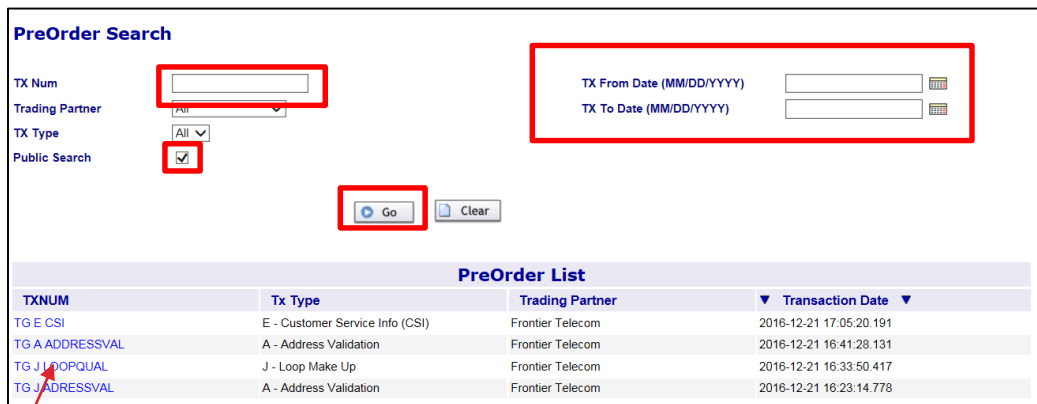
- Searching Bulk Loader Individual Transactions
- Viewing and Printing Individual Transactions

Searching Bulk Loader Individual Transactions

- Hover mouse over the Pre-Order tab in the Local Module of VFO. Select Search.



- The user may populate the search field data using the Transaction Number (TX Num) Field or the Transaction Date Range (TX From Date / TX To Date) Fields.



PreOrder Search

TX Num

Trading Partner

TX Type

Public Search

TX From Date (MM/DD/YYYY)

TX To Date (MM/DD/YYYY)

PreOrder List

TXNUM	Tx Type	Trading Partner	Transaction Date
TG E CSI	E - Customer Service Info (CSI)	Frontier Telecom	2016-12-21 17:05:20.191
TG A ADDRESSVAL	A - Address Validation	Frontier Telecom	2016-12-21 16:41:28.131
TG J LOOPQUAL	J - Loop Make Up	Frontier Telecom	2016-12-21 16:33:50.417
TG J ADDRESSVAL	A - Address Validation	Frontier Telecom	2016-12-21 16:23:14.778

Note: A public search allows you to see all saved pre-order transactions within your company.

Note: A wildcard (%) is available for use in the TX Num field. The wildcard symbol is the percent sign.

- To view a selected transaction, select the TXNUM hyperlink.

Viewing and Printing Individual Transactions

preorderinquiryform

Close **Print**

CCNA
ZTK

TXNUM 844 DTSENT 20160720143326

TXTYP X TXACT A CC 000z

LOCATION [Optional | Conditional]

ROUTE BOX AFT IN SAPR SANO 201 SASF SASD --Select--

SASN jefferson

SATH st SASS --Select--

LD1 --Select-- LV1 LD2 --Select-- LV2 LD3 --Select-- LV3

CITY valaparaíso STATE IN ZIP 46383

WTN DCADDRESS1

DCUNIT DCUNITVALUE OCCITY DCSTATE --Select-- DCZIP

- After selecting the TXNUM hyperlink, the pre-order transaction will open in print view.
- Both the inquiry and response fields are shown on the print view.
- Transaction may be printed by selecting the Print button at the top or bottom of window.

Response	
header	
interfaceid	CUS-FRT-LSR-SND-PO-08
messagetype	EDI
ordertype	PREORDER
senderid	FTRPO
receiverid	CUSFTRPO
lsogversion	9.30
response	
transactiontype	855
transactionsurposecode	11
acknowledgmenttypecode	AT
preorderinquiryresponse	
txnum	844
dtsent	2016072014:34:00
txtyp	X
txact	A
cc	000z
loopdata	
loopstat	I

loopdata	
loopstat	L
rtind	N
lsa	40,00/10,00-6,944/1152K
locationSection	
aft	N
sano	201
lst	VLPRINXADS1
sasn	jefferson
sath	st
city	valaparaíso
state	IN
zip	46383
fe	C
lstfr	N
multilineText	

VFO Access and Online References

VFO Access and Online References

Requesting Access to VFO:

Users that require new access to VFO, or assistance with password reset for their existing VFO ID, should contact their company VFO administrator. If you are unsure who your company administrator is, please inquire with Frontier's Connectivity Manager at: Frontier.Connectivity.Management@ftr.com.

Online References:

- [Virtual Front Office \(VFO\) \(frontier.com\)](#)
 - Link to VFO Application (Production)
 - VFO User Guide
- [VFO Online Training Video Library \(frontier.com\)](#)
 - Introduction to VFO Online Training Video and Training Guide
 - VFO Loop Qualification Bulk Loader Online Training Video and Training
- Local Business Rule Documents (Pre-Order Inquiry and Response Documents): [LSR Business Rules \(frontier.com\)](#)
- Ordering References, Job Aids, and Order Samples Available on [Broadband Services \(frontier.com\)](#):
 - Fiber to the Premise (FTTP)
 - Internet Services (ISP)
 - Wholesale Broadband

Assistance After Training:

- [Local Voice/UNE Services Contacts \(frontier.com\)](#)
- [Broadband Services Contacts \(frontier.com\)](#)

**You have completed the VFO Loop
Qualification Bulk Loader Course!**