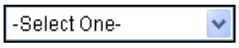
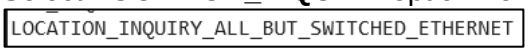
ASR Pre-Order Location Inquiry Job Aid

The Location Inquiry search allows the user to verify a service address prior to issuance of an Access Service Request (ASR).

1.	Select the **Pre-Order** tab to open the drop down box and display the possible preorder activities.
2.	"New" is used to begin a new Pre-Order Inquiry. "Search" is used to look for a previously saved Inquiry. Select **New** from the drop down list to begin a new Pre-Order Inquiry.
3.	The Pre-Order Initiation window opens. The Message ID field is pre-populated with a number assigned to the inquiry. The Message ID: - May be overlaid and changed, if desired. The Message ID Number is used to search for a previously entered Location Inquiry that has been saved, however, if the inquiry is not saved, you will not be able to retrieve it at a later time. Once an inquiry is saved, the Message ID assigned to the inquiry cannot be used on a new inquiry. If the inquiry is not saved, then you may reuse the inquiry number. Make a note of this number if you wish to search for this inquiry in the future Select your ICSC code.
4.	Click the **Service Type** drop down box for a list of Pre-Order selections. 
5.	Select **LOCATION_INQUIRY** option from the Service Type drop down box. 
6.	Click **Initiate** to begin the Location Inquiry.
7.	The Location Inquiry Form opens. The Message ID and ICSC fields are populated You may search for an address by entering the address or a Working Telephone number in the **WKTEL** field.
8.	To perform an address search, enter the desired information in the address fields. Enter the house number into the **SANO** field
9.	Enter the Street Name into the **SASN** field.
10.	Enter the desired thoroughfare into the **SATH** field.

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11.	Enter the name of the city into the **CITY** field.
12.	Enter the two-digit state abbreviation into the **STATE** field.
13.	Enter the zip code into the **ZIP** field.
14.	Click the **Submit** button to initiate the address inquiry request.
15.	The results of the Inquiry are returned in the Response Fields
16.	There are two ways to modify a Location Inquiry. One way is to select the Change button from the Results tab. The second method is to click the Inquiry tab. Click the **Change** button to return to the Inquiry screen to make the appropriate changes.
17.	Enter the desired changes to the fields in the Address Detail section.
18.	Click the **Submit** button to resubmit the Address Inquiry request.
19.	“Waiting for Pre-Order Response” message displays while the address information is being retrieved.
20.	If an exact match is not found an alternative near match found address might appear. Ranges will appear in a **SANOR** field.
21.	Click the **Close** button after reviewing the results to return to the Order List.
22.	To check an address by working telephone number, enter the telephone number in the **WKTEL** field and click submit.
23.	To use the search function to find a saved inquiry. Click the **Pre-Order** tab to open the dropdown box.
24.	Select **Search** from Pre-Order drop down box.
25.	Enter the Message ID for your saved Location Inquiry request in the **TX Num** field.
26.	Click the **Go** button to search for the specific Message ID entered in the TX Num field.

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27.	Only your Message ID displays in the Pre-Order List. Click the M**essage ID Number** link under the Message ID column to open your saved inquiry
28.	You can also search by Service Type to retrieve all saved inquiries associated with a specific Service Type.
29.	Click the **Service Type** drop down to open a list of available options.
30.	Select the inquiry type you want to search from the Service Type drop down box.
31.	Click the **Go** button to search and display only the Location Inquiry Service Types.
32.	The Pre-Order List now displays only the list of saved Location Inquiries. You can narrow this list by establishing a date range for your search using the TX From Date and TX To Date fields. Click the **Calendar** link to select the TX From Date.
33.	Select a date as the beginning date for the search range by clicking on the **date**
34.	Click the **Calendar** link to select a TX To Date for the end date of the search range.
35.	Select a date as the ending date for the search range by clicking on the **date**. The white box indicates the current date.
36.	Click the **Go** button to begin the date range search.
37.	Notice that the list of Location Inquiries is between the two dates requested
38.	After reviewing the information, click the **Close** button to return to the PreOrder Search screen.

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