Virtual Front Office Training
Access Module - ASR Pre-Order Training

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Training Objectives

By the end of this training, you will be able to:

- Create and Submit Pre-order Transactions
  - Location Inquiry Switched Ethernet Only
  - Location Inquiry All But Switched Ethernet
  - CFA Inquiry
- View Pre-order Responses
- Correct and Resubmit Pre-order Transactions
- Print Pre-order Transactions
- Save Pre-order Transactions
- Search for Saved Pre-Order Transactions
Create a Pre-Order Transaction

- From the Access Module:
  - Hover Mouse Over the PREORDER Tab
    - Select **New**

- From the PreOrder Initiation Screen:
  - **Message ID** Auto-Populates
  - Select **Receiver Code** (ICSC)
  - Select **Service Type**
    - **CFA_INQUIRY**
    - **LOCATION_INQUIRY_ALL_BUT SWITCHED ETHERNET**
    - **LOCATION_INQUIRY SWITCHED ETHERNET ONLY**
  - Select **Initiate**
Create Location Inquiry Switched Ethernet Only

- Upon initiation of the Location Inquiry Switched Ethernet pre-order, a disclaimer box will be presented.
- Customer must accept Terms of Use prior to utilizing the Location Inquiry Switched Ethernet pre-order transaction.
  - Accept by selecting the ‘OK’ button.

All information contained in and provided by the Frontier Facility Check tool is proprietary. By accessing this information, the Customer agrees to use it only for the Customer's own business purposes in seeking to obtain services from one or more of the Frontier Companies. The Customer further agrees not to use, share or distribute the information to any other entity or for any other purpose. The Frontier Facility Check tool is a planning tool which can be used to determine whether a street address prequalifies for service from one or more of Frontier Communication companies. The Facilities Check tool does not determine the capacity or availability of the identified fiber or copper, and therefore does not determine whether fiber or copper capacity actually is, or will be, available to serve the Customer. Although Frontier Communications attempt to provide current and accurate information through the Frontier Facility Check tool, the information provided by the tool is not guaranteed to be accurate or timely, and Frontier Communications shall not be liable to the Customer for any errors or omissions in the data provided. This tool should be used for planning purposes only. All information must be verified through the normal Access Service Request ordering. Frontier Communications shall not be responsible for any damages alleged to have occurred as a result of, in connection with the use of, or in reliance upon this information.
Create Location Inquiry Switched Ethernet Only

Once Terms of Use are accepted, the Customer Information Screen will appear.

Enter Location Information

- Latitude/Longitude (preferred method)
- Address (Use only when Latitude/Longitude are not available)

Alert!
The Customer Information screen is customized and does not follow ASOG.

The Longitude Field on this pre-order transaction requires the user to populate the hyphen (-) for negative value.

Online Reference Available: ASR Pre-Order Location Inquiry Switched Ethernet Only Job Aid
Submit Location Inquiry Switched Ethernet Only

- If Latitude / Longitude was entered on the Customer information screen, Google Map will appear showing a Red Teardrop Marker for the location.

- Right-click on the Red Teardrop Marker to validate location.

- Once location is validated, the Teardrop Marker will turn green.

- Click Submit
Submit Location Inquiry Switched Ethernet Only

- If Address was entered for location, the Select Address window will appear with the closest match to the address entered.
  - Select ‘Next’ button to continue with address found.
  - Select ‘Back’ button to return to Customer Information Screen.

- Google Map will appear with identified location.
  - Multiple Markers may appear for address.
  - Right-click on the Red Teardrop Marker to validate correct address for your inquiry.
  - Once validated, Teardrop Marker will turn green.

- Click Submit
View Location Inquiry Switched Ethernet Only Response

View Results:
- VFO User Company Name
- Street Address (Null if Lat/Lng Inquiry)
- Latitude/Longitude
- WC CLLI
- Lit (Location is Fiber LIT – True/False)
- Fiber Status
- Copper Status
- WC QoS Available
- WC Speed Available

Possible Response Disclaimers:
- This address appears to prequalify for fiber facilities. This information will be verified through the normal ASR ordering process and does not constitute a guarantee of service or facilities. Carrier will be notified if any additional construction costs are required after the ASR is submitted.
- This address appears to prequalify for copper facilities. This information will be verified through the normal ASR ordering process and does not constitute a guarantee of service or facilities. Carrier will be notified if any additional construction costs are required after the ASR is submitted.
- This address appears to prequalify for fiber or copper facilities. This information will be verified through the normal ASR ordering process and does not constitute a guarantee of service or facilities. Carrier will be notified if any additional construction costs are required after the ASR is submitted.
- This address does not appear to prequalify for service availability. This information will be verified through the normal ASR ordering process and does not constitute a guarantee of service or facilities. Carrier will be notified if any additional construction costs are required after the ASR is submitted.

NOTE: Location Inquiry Switched Ethernet Pre-Order Transactions may NOT be saved for later viewing!
Creating a Location Inquiry All But Switched Ethernet

CCNA = ZTK
STATE = CT
SANO = 82
SASN = Hopmeadow
SATH = ST
CITY = Sims
STATE = CT
ZIP = 06089

Online Reference Available: ASR Pre-Order Location Inquiry All But Switched Ethernet Job Aid
### Location Inquiry

**View pre-order Results.**

**Note:** Results are examples and may change based on the terminology in use at time of transaction.

<table>
<thead>
<tr>
<th>Header</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>interfaceid</td>
<td>ZTX-FRT-ASR-SND-PO-OB</td>
</tr>
<tr>
<td>messagetype</td>
<td>tML-ASR</td>
</tr>
<tr>
<td>receiverid</td>
<td>ZTX</td>
</tr>
<tr>
<td>ordertype</td>
<td>PREORDER</td>
</tr>
<tr>
<td>asgversion</td>
<td>49</td>
</tr>
</tbody>
</table>

**HDR**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>MESSAGE_ID</td>
<td>238</td>
</tr>
<tr>
<td>CCNA</td>
<td>ZTX</td>
</tr>
<tr>
<td>MSG_TIMESTAMP</td>
<td>2014-09-30T20:26:47.0Z</td>
</tr>
<tr>
<td>CC</td>
<td>1234</td>
</tr>
<tr>
<td>IRI</td>
<td>C</td>
</tr>
</tbody>
</table>

**IRM**

Alternatives Exist - Requested information did not result in an exact match

**ADDR_LIST**

<table>
<thead>
<tr>
<th>AFT</th>
<th>SAPR</th>
<th>SANO</th>
<th>SASF</th>
<th>SASD</th>
<th>SASN</th>
<th>SATH</th>
<th>SASS</th>
<th>LD1</th>
<th>LV1</th>
<th>LD2</th>
<th>LV2</th>
<th>LD3</th>
<th>LV3</th>
<th>CITY</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>82</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Hopmeadow St
- Weatco
Creating CFA Inquiry Pre-Order

Online Reference Available:  ASR Pre-Order CFA Inquiry Job Aid
### Viewing CFA Inquiry Response

**CFA_INQUIRY**

<table>
<thead>
<tr>
<th>MESSAGE_ID</th>
<th>CCNA</th>
<th>MSG_TIMESTAMP</th>
<th>CC</th>
<th>IRI</th>
<th>IRM</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>ZTK</td>
<td>2015-11-17T18:00:17.0Z</td>
<td>1234</td>
<td>A</td>
<td>Found - Request exists and response data will be provided</td>
</tr>
</tbody>
</table>

**CFA_DETAILS [1]**

<table>
<thead>
<tr>
<th>CFA</th>
<th>FACDESG</th>
<th>FACTYPE</th>
<th>CHANNEL</th>
<th>LOCA</th>
<th>LOCZ</th>
</tr>
</thead>
<tbody>
<tr>
<td>FACDESG</td>
<td>101</td>
<td>T3Z</td>
<td>02</td>
<td>CLMBINATWA2</td>
<td>PAOLINXA</td>
</tr>
</tbody>
</table>

**CHANNEL_INFO**

<table>
<thead>
<tr>
<th>STATUS</th>
<th>ECCKT</th>
<th>CKR</th>
<th>DD</th>
<th>PON</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
<td></td>
<td></td>
<td>20140530</td>
<td>GCS03191224</td>
</tr>
</tbody>
</table>

- **View Pre-order Results**
- **Channel Info**
  - Status: B – Busy, P – Pending, S – Spare
  - ECCKT
  - CKR
  - DD – Shown if status = B, P
  - PON – Shown if status = B, P
- For multiple lines of data returned, enter the number of records per page, then click SHOW.
Correcting and Resubmitting Pre-Orders

To resubmit a Pre-order Transaction:

- Select Change
- Return to Inquiry Tab
- Make Changes as Necessary
- Click Submit

NOTE: Location Inquiry Switched Ethernet Only Pre-Order Transactions may NOT be changed as shown above. Customer shall submit a new request for a different location.
Correcting and Resubmitting Pre-Orders

To resubmit a Timed Out Pre-order:
- Select Change
- Return to Inquiry Tab
- Click Submit

NOTE: Location Inquiry Switched Ethernet Pre-Order Transactions may NOT be changed as shown above. Customer shall submit a new request for a different location.
Printing a Pre-Order

**NOTE:** Print option is NOT available for Location Inquiry Switched Ethernet Only Pre-Order Transactions!
Saving a Pre-Order

NOTE: Location Inquiry Switched Ethernet Only Pre-Order Transactions may NOT be saved for later viewing!
Performing a Pre-Order Search

- Select menu option **PreOrder > Search**.
- Input fields.
  - TX Num – Wildcard (%)
  - Public Search – check to view all saved pre-orders within company view
  - TX From – To Date Range
- Click **Go**.
- Results appear below the filter.
- Click the Message ID to view pre-order.

**Note:** Only saved pre-orders will be available to search.
Printing a Pre-Order from Search Results

- Select menu option **PreOrder > Search**.
- Click **Message ID** Hyperlink.
- Click **Print**.

### Table: CFA_QUERY

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>MESSAGE_ID</td>
<td>240</td>
</tr>
<tr>
<td>CCNA</td>
<td>ZTK</td>
</tr>
<tr>
<td>MSG_TIMESTAMP</td>
<td>2014-10-01T07:14:50.6Z</td>
</tr>
<tr>
<td>CC</td>
<td>1234</td>
</tr>
<tr>
<td>CFA</td>
<td>123</td>
</tr>
</tbody>
</table>

**Response**

- **header**
- **messageid** ZTX-FRT-ASR:SN:PO:OB
- **msgtype** TL-ASR
- **orderid** ZTK
- **ordertype** PREORDER
- **asgversion** 49

**CFA_DETAILS**

- **CFA**
- **FACDESCG** 123
- **FACTYPE** 456
Review

1. True or False: You must access the Pre-order tab to conduct a CFA Inquiry or one of the Location Inquiry transactions.

2. True or False: All pre-order transactions are saved in the system.

3. True or False: If you make a mistake populating a field and you discover it after submitting, you need to start over with a new transaction.

4. True or False: You are able to search for a pre-order created and saved by someone else. If true, what do you need to select on the Search screen to view it?

5. True or False: You click Message ID to view the details after the pre-order is found.

6. True or False: When you select to Print a preorder response, you only get the response information.
Create, Submit, and **Save** the following Pre-Orders. Then view the search options to verify your transactions were saved.

### Location Inquiry All But Switched Ethernet

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCNA</td>
<td>ZTK</td>
</tr>
<tr>
<td>ICSC</td>
<td>FV06</td>
</tr>
<tr>
<td>STATE</td>
<td>IN</td>
</tr>
<tr>
<td>FACDESG</td>
<td>101</td>
</tr>
<tr>
<td>FACTYPE</td>
<td>T3Z</td>
</tr>
<tr>
<td>CHANNEL</td>
<td>1</td>
</tr>
<tr>
<td>LOCA</td>
<td>CLMBINATWA2</td>
</tr>
<tr>
<td>LOCZ</td>
<td>PAOLINXA</td>
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<tbody>
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<td>ZTK</td>
</tr>
<tr>
<td>ICSC</td>
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<tr>
<td>SANO</td>
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</tr>
<tr>
<td>SASN</td>
<td>Hopmeadow</td>
</tr>
<tr>
<td>SATH</td>
<td>St</td>
</tr>
<tr>
<td>CITY</td>
<td>Sims</td>
</tr>
<tr>
<td>STATE</td>
<td>CT</td>
</tr>
<tr>
<td>ZIP</td>
<td>06089</td>
</tr>
</tbody>
</table>

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Exercise (VFO Training Module: [https://vfoclec.frontier.com](https://vfoclec.frontier.com))

User ID: vfotraining  
Password: Training1
Online References

  - Link to VFO Application (Production)
  - ASR Pre-Order Job Aids
  - ICSC Job Aid

- VFO Online Training Video Library: https://wholesale.frontier.com/wholesale/systems-and-online-tools/vfo-training/vfo-online-training
  - Introduction to VFO Training
  - Create ASR Order Training
  - Managing ASR Order Training

You have completed the VFO ASR Pre-Order Training Course!