BellSouth Telecommunications, Inc.
FPSC Docket No. 001305-TP
Request for Confidential Classification
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10/17/01

REQUEST FOR CONFIDENTIAL CLASSIFICATION OF BELLSOUTH'S RESPONSE TO SUPRA'S 2ND REQUEST FOR PRODUCTION OF DOCUMENTS, NO. 12, FILED SEPTEMBER 26, 2001 IN FLORIDA DOCKET NO. 001305-TP

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BELLSOUTH TELECOMMUNICATIONS, INC.

FPSC DKT NO. 001305-TP

SUPRA'S 2ND REQUEST FOR PRODUCTION OF DOCUMENTS

POD NO. _____12_____

PROPRIETARY

ENTIRE DOCUMENT

PROPRIETARY

⊕ **BELL**SOUTH

PROPRIETARY

LON – (Local Order Number Tracking) User Guide

Customer Services – Network Services

PROPRIETARY

DOCUMENT NUMBER-DATE

1 3 2 1 0 OCT 17 ⌐

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May, 1998 - July, 2001

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Introduction

Purpose

This document is a Job Aid for using LON (Local Order Number Tracking System). It addresses:

- About Order Tracker
- LON Processing
- Order Tracker Screens
  - LON Screen
  - Orders Screen
  - Clarification Screen
  - Jeopardy Notification Screen
  - FOC Screen
  - Reject Screen
- Menu Bars on Order Tracker Windows
- Receipt of the Manually handled LSR
- Screening of the LSR for reject reasons
  - Sending an LSR reject
  - Handling LSRs from Suspended CLECs
- Screening Complex LSR's by the UNE Group
- Entering a PON into Order Tracker
- Entering an LSR into LNP Gateway
- Sending a Clarification to a CLEC
  - Removing a Clarification (Un-Clarifing)
  - Clarifications Fax Failures
  - Clarifications for NC, NCI, and SECNCI (UNE Products)
  - Cancellation of Clarified LSRs
- Sending a Jeopardy Notification to a CLEC
- Issuing a Service Order
- Sending the FOC
  - UNE FOC Job Aid
  - FOC Fax Failures
-
  - Sending a Manual FOC or Clarification on an Electronically Received LSR
  - —

- Using the LON Lookup Tool
- Reports
- LCSC Database
- Query by Example

Version Information

Table A   Revision History

Chapter	Action Request #	Date/Issue	Description
Additional instructions added for fax number used for rejects, clars, jeops, and FOC of manual LSR's.	AR 4578	July 20, 2001 / 4m	Sending an LSR reject Sending a Clarification to a CLEC Sending a Jeopardy Notification to a CLEC Sending the FOC
Sending an LSR Reject	N/A	July 16, 2001 / 4l	Added additional guidelines for rejecting LSR's with no fax number.
LON Processing	N/A	July 16, 2001 / 4l	Removed additional User guide link in General Information section.
Entering an LSR into the LNP Gateway	N / A	July 6, 2001 / 4k	Corrected link to 68041045001
LON Processing	N / A	July 6, 2001 / 4k	Corrected link to fcpar001.sgm Action Request Process Flow
Sending the FOC	N / A	June 18, 2001 / 4j	Added guidelines for Re-FOC's when requested by CLEC.
Additional instructions on re-foc.	NA	June 18, 2001 / 4j	Additional instructions added along with link to CLEC Call Handling-Resale document.
Clarifications for NC, NCI, and SECNCI (UNE Products)	NA	June 11, 2001 / 4i	LON Release 7.1. Added fields NC, NCI, and SECNCI for PMAP identification of UNE products.
Screening of the LSR	AR 3879	May 21, 2001 / 4h	Updated reject reason for screening of SUP field to provide more specific instructions for clerical personnel.
Order Tracker Screens	NA	May 21, 2001 / 4g	Screenshot updates from LON March 2001 release.

- continued -

Table A   Revision History (continued)

Chapter	Action Request #	Date/Issue	Description
Jeopardy Notification Screen	NA	May 21, 2001 / 4g	Screenshot updates from LON March 2001 release.
Sending a Jeopardy Notification to a CLEC	NA	May 21, 2001 / 4g	Screenshot updates from LON March 2001 release.
Using the LON Lookup Tool	NA	May 21, 2001 / 4g	Screenshot updates from LON March 2001 release.
Using the LON Lookup Tool	AR 3895	May 18, 2001 / 4f	Removed references to LON query grids and replaced with location and description of web-based LON LOOKUP Tool. The new tool is the replacement for the LON query grids.
Sending a Manual FOC or Clarification on an Electronically Received LSR	NA	April 13, 2001 / 4e	Updated chapter 12.5 due to Release 9.2. LEO enhanced to handle this functionality and will no longer be handled in Order Tracker.
Screening of the LSR	AR 3695	April 12, 2001 / 4d	Updated reject reason for screening of TOS to provide more specific instructions for clerical personnel.
Screening of the LSR	AR 3694 and AR 3696	April 11, 2001 / 4c	Updated reject reasons to include INIT FAX NO and PAGE_ of _ Page of
All	N/A	March 28, 2001 / 4b	Updated all chapters to reflect new Order Tracker Jeopardy Screens. Updated edit definitions for TOS and RECEIVED fields. Added rep processes for use of the new Jeopardy feature. Old screenshots removed and to be replaced at a later date.
None	AR3534	March 14, 2001 / 4a	Changed doc owner
Screening Complex LSR's by the UNE Group	AR2220	March, 2001 / 4	Added new chapter, Screening Complex LSR's by the UNE group & renamed document to common acronym used by the centers.
Screening of the LSR	AR 3037	October, 2000 / 3h	Added hyperlink to the LOIS Batch Query - User's Guide.

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Table A Revision History (continued)

Chapter	Action Request #	Date/Issue	Description
Entering an LSR into the LNP Gateway	AR 3036	October, 2000 / 3g	Add new chapter to provide a hyperlink to the existing CDIA document titled "Entering an LSR into the LNP Gateway".
Entering a PON into Order Tracker	N/A	September, 2000 / 3f	Added some notes regarding required fields.
Receipt of the Manually Submitted LSRs	N/A	August, 2000 /3e	Removed references to receiving LSRs by mail or courier as per Carrier Notification SN91081871 posted on the web Aug. 9th, 2000.
Courier or Overnight LSRs	N/A	August, 2000 / 3e	Removed references to receiving LSRs by mail or courier as per Carrier Notification SN91081871 posted on the web Aug. 9th, 2000.
US Mail LSRs	N/A	August, 2000 / 3e	Removed references to receiving LSRs by mail or courier as per Carrier Notification SN91081871 posted on the web Aug. 9th, 2000.
LCSC Database	N/A	August, 2000 / 3e	Added new version of data dictionary due to addition of TOS2 = R for Line Sharing.
Title	N/A	August, 2000 / 3d	Changed title from "Order Tracker (LON) Application User's Guide" to "Order Tracker (LON) User's Guide".
Sending a Manual FOC or Clarification on an Electronically Received LSR	N/A	August, 2000 / 3d	Added new chapter.
Entering an LSR into LON	N/A	August, 2000 / 3d	Added information regarding error message received if CC is not valid in the OCN table.
LCSC Database	N/A	August, 2000 / 3d	Inserted new copy of data dictionary
Screening of the LSR	AR 1939	May, 2000 / 3c	Add information about valid characters for PON number and valid entry in CC field.

Table A   Revision History (continued)

Chapter	Action Request #	Date/Issue	Description
General Information	N/A	March, 2000 / 3b	Change description of Order Tracker from Intercompany application to Intracompany application.
Screening LSR	N/A	March, 2000 / 3b	Removed incorrect lanuage about faxing a reject form.
Title	N/A	February, 2000 / 3a	Changed title from "LCSC Order Tracking Application User Guide" to "Order Tracking Application (LON) User Guide."
Title	AR 1574	February, 2000 / 3	Changed title from LON Order Tracking System to "LCSC Order Tracking Application User Guide" which was the name of a document by Dan Strickland that I have incorporated into this document and therefore removed from CDIA.
Added Order Tracker Screens	AR 1574	February, 2000 / 3	Incorporated this section from Dan Stricklands document "LCSC Order Tracking Application User Guide" which was removed from CDIA as a result of this change.
Added LCSC Database	AR 1574	February, 2000 / 3	Incorporated this section from Dan Stricklands document "LCSC Order Tracking Application User Guide" which was removed from CDIA as a result of this change.
Added Query by Example	AR 1574	February, 2000 / 3	Incorporated this section from Dan Stricklands document "LCSC Order Tracking Application User Guide" which was removed from CDIA as a result of this change.
Added LON Grids	N/A	February, 2000 / 3	Incorporated this section from Dan Stricklands document entitled "LCSC Order Tracking Grids User Guide" which was removed from CDIA as a result of this change.

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Table A   Revision History (continued)

Chapter	Action Request #	Date/Issue	Description
All Chapters	ARs 592, 682, 778, 975, 1064, 1077, 1082, 1085	October, 1999 / 2b	Revised entire document to include new features of LON ver 6.0. These include Re-FOCing, Un-Clarifing and Reclarifing as well as sending Rejects thru Order Tracker.
3, 4, 5, 6, 7, 8, 9	236,	February, 1999 / 2a	Revised document to include new features of LON ver 5.1, Clarification suppression of LEO fallouts, Suspended CLEC stop table, Telephone Annoyance Call stop table, revised screens of LON, changing work instructions for entering LON, changing reports sent from LON.
8, 6	691	January, 1999 / 2	Revised document to include work instructions for processing FOC fax failures and alternative methods of updating information about CLEC fax numbers for Clarifications and FOCs
3	731	December, 1998 / 1b	Revised document to include instructions for the handling of LSRs from suspended CLECs
All	N/A	September, 1998, / 1a	Revise document to reflect FOC transmittal upgrade, document cancellations.
All	N/A	May, 1998, / 1	New Document

1. About the LCSC Order Tracking Application

1.1 Development Platform

This application was developed using the NewEra Windowpainter Version 1.02.UC1 and the NewEra 4gl language.

1.2 General Description

This product was designed to provide a graphical user interface to the LCSC Order Tracking tables in order to track service requests through the LCSC.

1.3 To Start the LCSC Order Tracking Application.

The LCSCs will access the LCSC Order Tracking Application through a desktop icon. Activation will take the user to the "LON" Screen.

2. LON Processing

2.1 General Information

LON is the application used in the LCSC to track LSRs (Local Service Requests) by assigning a LON (Local Order Number). It is a GUI (Graphic User Interface) to the LCSC Order Tracking tables which store the records of LSR's that are processed through LCSC. The LON Screen is accessed through the [Order Tracking] icon and the LCSC Order Tracking Grids are accessed through the [LOIS] icon on the Exceed Desktop. LON is an intracompany application developed using NewEra Windowpainter Version 1.02.UCI and the New Era 4gl language. LON is being improved and updated as the business requirements and user suggestions dictate. Requests for modification may be submitted through the

Figure 1 Example

2.2   Definitions

CC/OCN	Company Code/Operating Company Number (Same thing)
CLEC	Competitive Local Exchange Carrier
EDI	Exchange Data Interchange
FOC	Firm Order Confirmation
LCSC	Local Carrier Service Center
LEAP	Local Exchange Automation Program
LENS	Local Exchange Navigation System
LEO	Local Exchange Ordering
LESOG	Local Exchange Service Order Generator
LON	Local Order Number
LSR	Local Service Request
PON	Purchase Order Number
SOCS	Service Order Completion System

3.   The Order Tracker Screens

3.1   LON Screen

3.1.1   Description

This is the screen first accessed by launching the application. This window displays fields for viewing, updating or input of information relating to basic LSR information and status and for accessing other screens in the Order Tracking application.

Figure 2   View of "LON" screen

3.1.2   Fields in the LON Screen

Field	Description
LON	Local Order Number assigned by the computer upon input
PON	Purchase Order Number assigned by the initiator.
VER	Version Number of LSR
State	State in which service is requested.
IMAGE	Image number.
MECH	Marking "Y" indicates that the LSR fell out of a mechanized system.
REQTYP	Two Drop down list boxes listing valid type categories corresponding to REQTYP fields on the request form.
ACT	A Drop down list box listing valid type categories corresponding to the ACT field on the request form.
SUP	A Drop down list box listing valid type categories corresponding to the SUP field on the request form.
EXP	A Drop down list box listing valid type categories corresponding to the EXP field on the request form.
CC (OCN)	The Company Code (Operating Company Number) of the company initiating the order.
TOS	Type of Service is a 3 digit code. The first of the three list boxes has the customer type choices, the second has the service type choices and the third has the billing type choices. Required field that must be BBR compliant.
DQTY	Disconnect Quantity
RQTY	Resale Quantity

Field	Description
Project #	Free form text enter for the Project Number Associated with the LSR.
Group	Drop down list of groups in the center. List maintained by center.
Sales Code	Sales Code of the service representative who is handling the LSR
Remarks	Free form text enter for user notes.
Received	Date and time LSR is received. Must be input in yyyy-mm-dd hh:mm format and must be within 10 minutes of system time.
In Clarif Ind	Auto filled by the system to indicate a clarification is pending on the LSR.
Cancelled D/T	Date and time LSR was placed into "Cancelled" status. Populated with the current date and time when the SUP is set to)or 1.
FOC	Date and time the latest FOC was transmitted for the LSR. Posted by system when "Manual FOC" posted or FOC is transmitted.
First Received	Date and time of the first receipt of the LSR posted. Auto populated by the system when a LON is first posted.
First Clarification	Date and time LSR was first placed into "In Clarification" status. Auto populated by the system when the first clarification is transmitted.
Rejected	Date and time LSR was "Rejected". Auto populated by the system when the Rejection Notice is transmitted.
Handled	Date and time LSR which was marked as MECH was first placed into "In Clarification" status. Auto populated by the system when the clarification is logged.

Field	Description
RPON	Related PON. A single PON entry field for "chaining" related PONs.
PF	A "Y" in this field indicates a PF exists for an order on this LSR.
MA	A "Y" in this field indicates a MA exists for an order on this LSR.
JEOPARDY	Date and Time PON placed into Jeopardy status. Auto populated by the system when the jeopardy logged.

3.1.3 Buttons in LON Screen

The title for each section indicates the Label of the button in this section followed by the "Quick key" equivalent. Use the mouse cursor to section a button function or use the "Quick key" equivalent for keyboard navigating.

3.1.3.1 New Query (SHIFT+F1)

Prepares the fields in this section to accept query criteria. After selecting this button, input criteria (see QBE section) then select the Retrieve button to view the results.

3.1.3.2 Retrieve (SHIFT+F2)

Searches the database for records in accordance with the criteria in this section. If no criteria is specified, then Retrieve attempts to return ALL records. Returned records are then available for editing.

3.1.3.3 New LON (SHIFT+F3)

Creates a new line for input of a new LSRs data in the LON Table Section. Type data into the fields in this section and use the Apply button in this section to write the record into the database. The LON field is not accessible for input because this number is assigned by the database.

3.1.3.4 Clone LON (SHIFT+F4)

Creates a new line for input of a new LSRs data in the LON Table Section and pre-populates fields with the data in currently viewed record except the lon, pon, foc date, cancel date, first received, first clarification, timestamp and clarification Indicator. Type data into the fields or edit fields in this section

and use the Apply button in this section to write the record into the database. The LON field is not accessible for input because this number is assigned by the database.

3.1.3.5   Revert (SHIFT+F5)

Returns a record in this section, which has been modified but not applied to its values prior to editing.

3.1.3.6   Apply (SHIFT+F6)

Writes a "New" or Updated record to the LON table of the database.

3.1.3.7   Next LON and Previous LON (SHIFT+F7) and (SHIFT+F8)

When more than one record is Retrieved the Next and Previous LON buttons are used to move from record to record. If a record has been modified and the user requests traversal to another record a message box will prompt the user as to whether or not the changes should be applied to the database.

3.1.3.8   Orders(SHIFT+F9)

Displays the ORDERS screen for the LON currently displayed in the LON Table section. If there are no existing orders the message "No existing Orders for this LON" appears near the bottom of the ORDERS screen.

3.1.3.9   Clarification(Control+F9)

Displays the Clarification screen for the LON currently displayed in the LON Table section if MECH is not marked "Y". If MECH is marked "Y", then a message box will warn the user and allow posting of a log entry and posting of a "Handled" date. (MECH order clarifications are not to be faxed but are sent through the mechanized system and require no more manual action unless the next version falls out.)

3.1.3.10   Jeopardy

Displays the Jeaopardy notification screen for the LON currently displayed in the LON Table section if MECH is not marked "Y". If MECH is marked "Y", then a message box will warn the user and allow posting of a log entry and posting of a "Handled" date. (MECH order jeopardy notifications are not to be faxed but are sent through the mechanized system and require no more manual action unless the next version falls out.)

3.1.3.11   Reject(Shift+Control+F5)

Displays the Reject screen for the LON currently displayed in the LON Table section.

3.1.3.12   Close Button

Closes this window.

3.1.3.13   Quick Telephone Entry (CONTROL+T)

NO VISIBLE BUTTON. This quick key pops up a box for entry of a telephone number associated with
the LON and enters it in the ORDER table without accessing the ORDERS section
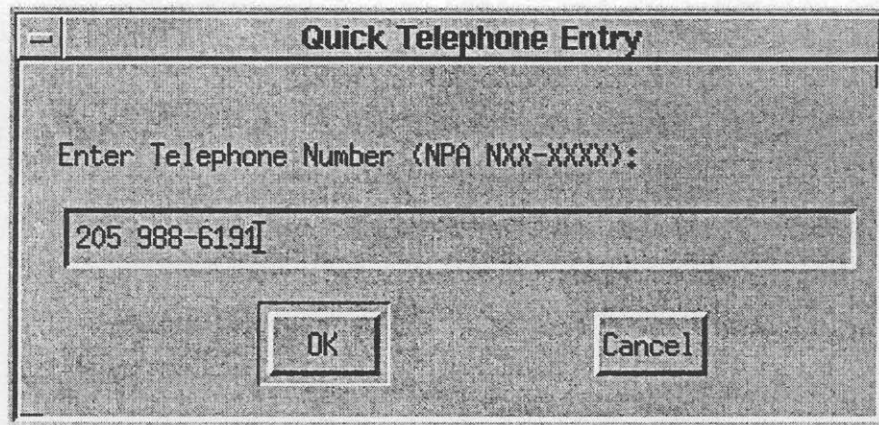
Figure 3   "Quick Telephone Entry" Pop Up

3.2   ORDERS Screen

3.2.1   Description

This is the screen accessed by clicking the "Orders sF9" button in the "LON" screen. This window
displays fields for viewing, updating or input of order information relating to a LSR and for accessing
the "FOC" functions.

ORDERS

File LON Order Clar FOC REJ Help

Current LON: 44

LON	Telephone Number	Circuit ID	Order Number	Due Date
44	205 988-6191		TESTDMS	1999-08-06
44	205 988-6191		NQLCD597	1999-08-06
44		38.HDDS.234245345	DMSTEST	1999-08-06

| New Query F1 | New Order F3 | Revert Row F5 | Record | 1 of |
| Retrieve F2 | Clone Order F4 | Apply All F6 | View LON F9 | |

Search Complete

Post FOC F10   Manual FOC F11

Figure 4   View of "ORDERS" screen

3.2.2   Fields in the ORDERS Screen

Field	Description
LON	Local Order number assigned by the computer which is associated with a Local Service Request
Telephone Number	A telephone number associated with the LSR. Must be in NPA NXX-XXXX format.
Circuit ID	A Circuit Id associated with the LSR.
Order Number	A SOCS service order number associated with the LSR.
Due Date	The due date of the service order in yyyy-mm-dd format.

3.2.3   Buttons in ORDERS Screen

The title for each section indicates the Label of the button in this section followed by the "Quick key" equivalent. Use the mouse cursor to section a button function or use the "Quick key" equivalent for keyboard navigating.

3.2.3.1   New Query (F1)

Prepares the fields in this section to accept query criteria. After selecting this button, input criteria (see QBE section) then select the Retrieve button to view the results.

3.2.3.2   Retrieve (F2)

Searches the Order Table for records in accordance with the criteria in this section. If no criteria is specified, then Retrieve attempts to return ALL records. Returned records are then available for editing.

3.2.3.3   New Order (F3)

Prepares the fields in the Order Table section for input of new service order data for the LON currently in the LON Table section.

3.2.3.4 Clone Order (F4)

Makes a "clone" of the order record currently in view in the Order Table section to be modified and applied. The service order number must be changed or the database will not allow the new record to be applied.

3.2.3.5 Revert (F5)

Returns a record in this section which has been modified but not applied to its values prior to editing.

3.2.3.6 Apply (F6)

Writes a "New" or Updated record to the Order Table.

3.2.3.7 Next Order and Previous Order (F7) and (F8)

When more than one order is Retrieved the Next and Previous Order buttons are used to move from record to record. If a record has been modified and the user requests traversal to another record a message box will prompt the user as to whether or not the changes should be applied to the database.

3.2.3.8 View LON for this Order (F9)

Displays the information in the LON Table Section that is associated with the LON of the order record which the cursor is currently on.

3.2.3.9 POST FOC (F10)

Accesses the FOC screen for LONs which do not have the MECH Indicator set. Posts a "Manual FOC" for those which do have the MECH Indicator set.

3.2.3.10 Manual FOC (F11)

Posts the FOC Date time or logs a "REFOC" without accessing the FOC screen or transmitting a FOC through the application.

3.2.3.11 Return to log (F12)

Returns to the LON screen without a new query of the LON.

3.3   Clarification Request Screen

3.3.1   Description

This is the screen accessed by clicking the "Clarification cF9" button in the "LON" Screen. This window displays fields for viewing, updating and resending of the last existing clarification or input and transmittal of a NEW clarification associated with the LSR.

Figure 5   View of "CLARIFICATION REQUEST" screen

Example of Clarification notice produced.

BellSouth Telecommunications Clarification Request

DATE 05/26/1998

Fax to name: Daniel M. Strickland

Fax to number: 205-988-6191

From Name: ATLANTA LCSC

Contact Number: 555 555-5555

RE: CLEC 7845, PON KCI1763, LON 44

Clarification requested due to error in the following:

ILLEGIBLE

Comments:

Can not read the features desired.

A Supplemental LSR containing the original PON with an

incremented version number is required to resolve this Clarification.

RETURN THIS FORM WITH THE SUPPLEMENTAL LSR.

BellSouth can not process this PON without a Supplemental LSR.

3.3.2 Fields in the Clarification Request Section of "LSR Combined Log" Window

This section is accessed by clicking the "Clarification" button in the "LCSC Order Tracking" Main Window. This window displays fields for viewing, updating or input of information relating to clarification requests.

Field	Description
CC	Company Code from the LON record at the time the clarification is created.
PON	PON from the LON record at the time the clarification is created.
Version	Version from the LON record at the time the clarification is created.
To Name	"To Name:" to which the clarification is to be faxed to.
To FAX number	Telephone number the clarification is to be faxed to (10 digits).
From BST Rep.	Name to be placed in the From section of the Fax.
Contact number	Telephone number to contact with questions about the fax.
Comments	The text typed into the comments section of the clarification request.
Clarification Reasons	Choose category(ies) of reason for clarification request.
LON	Local Order Number assigned by the computer which is associated with a Local Service Request
In Clarif	Date and time this Clarification was first sent.
Out Clarif	Date and time new version was received after this clarification was posted.
Clarification #	The number of "New" clarifications sent.
FAXID	The request ID assigned by the fax server when a fax request is sent.

Field	Description
First Follow Up Sent	The date of the automated "First follow up" being sent.
(First Follow Up) FAXID	The FAXID assigned by the fax server as a result of the automated "First follow up" being initiated.
Last Follow Up Sent	The date of the automated "Last follow up" being sent.
(Last Follow Up) FAXID	The FAXID assigned by the fax server as a result of the automated "Last follow up" being initiated.

3.3.3   Buttons in Clarification Request Section

The title for each section indicates the Label of the button in this section followed by the "Quick key" equivalent. Use the mouse cursor to section a button function or use the "Quick key" equivalent for keyboard navigating.

3.3.3.1   New cF3 (Ctrl+F3)

Creates a NEW FAX message. Pre-populates the To Name, To Fax No, From BST Rep and Contact Number from the previous clarification if any and increments the Clarification #

3.3.3.2   Send cF10 (Ctrl+F10)

Verifies data and then creates a FAX message from the currently displayed information and sends it to the fax server to be faxed. The FAX server supplies the FAXID which will be populated and the current day and time are posted to the In Clarif field.

3.3.3.3   Resend FAX (Ctrl+F11)

Creates a FAX message from the currently displayed information and sends it to the fax server to be faxed. The FAX server supplies the FAXID which will be updated.

3.3.3.4   Return to log cF12(Ctrl+F12)

Return to the LON Table and Order Table window. Prompts for save if the current record has been modified.

3.4   Jeopardy Notification Screen

3.4.1   Description

This is the screen accessed by clicking the "Jeopardy cF1" button in the "LON" screen. This window displays fields for creating, sending, re-sending, or removing a jeopardy status.

Figure 6   View of "JEOPARDY NOTIFICATION" screen

Example of JEOPARDY notice produced.

BellSouth Telecommunications Jeopardy Notice

DATE 03/12/2001

Fax to name: Daniel M. Strickland

Fax to number: 205-988-6191

From Name: ATLANTA LCSC

Contact Number: 555 555-5555

RE: CLEC 7845, PON KCI1763, LON 44

Jeopardy notice sent due to error in the following:

OTHER

Comments:

Test.

A Supplemental LSR containing the original PON with an

incremented version number is required to resolve this Jeopardy.

RETURN THIS FORM WITH THE SUPPLEMENTAL LSR.

BellSouth can not process this PON without a Supplemental LSR.

3.4.2   Fields in the Jeopardy Notification Screen

This section is accessed by clicking the "JEOPARDY" button in the "LON" Screen. This window displays fields for viewing, updating or input of information relating to Jeopardy notifications.

Field	Description
CC	Company Code from the LON record at the time the FOC is created.
PON	PON from the LON record at the time the jeopardy is created.

Field	Description
Version	Version from the LON record at the time the jeopardy is created.
To Name	"To Name:" to which the jeopardy is to be faxed to.
To FAX number	Telephone number the jeopardy is to be faxed to (10 digits).
From BST Rep.	Name to be placed in the From section of the Fax.
Contact number	Telephone number to contact with questions about the fax.
Comments	The text typed into the comments section of the jeopardy notification.
Jeopardy Reasons	Choose category(ies) of reason for jeopardy notification.
LON	Local Order Number assigned by the computer which is associated with a Local Service Request
In Jep	Date and time this Jeopardy was first sent.
Out Jep	Date and time new version was received after this jeopardy was posted.
Jeopardy #	The number of "New" jeopardies sent.
FAXID	The request ID assigned by the fax server when a fax request is sent.

3.4.3 Buttons in the Jeopardy Notification screen

The title for each section indicates the Label of the button in this section followed by the "Quick key" equivalent. Use the mouse cursor to section a button function or use the "Quick key" equivalent for keyboard navigating.

3.4.3.1 New cF2 (Ctrl+F2)

Creates a NEW FAX message. Pre-populates the To Name, To Fax No, From BST Rep and Contact Number from the previous jeopardy if any and increments the Jeopardy #

3.4.3.2 Send cF6 (Ctrl+F6)

Verifies data and then creates a FAX message from the currently displayed information and sends it to the fax server to be faxed. The FAX server supplies the FAXID which will be populated and the current day and time are posted to the In Jep field.

3.4.3.3 Resend cF7 (Ctrl+F7)

Creates a FAX message from the currently displayed information and sends it to the fax server to be faxed. The FAX server supplies the FAXID which will be updated.

3.4.3.4 Remove Jeopardy cF5 (Ctrl+F5)

Removes a jeopardy status from the current record.

3.4.3.5 Return to lon cF8(Ctrl+F8)

Return to the LON Table and Order Table window. Prompts for save if the current record has been modified.

3.5 FOC Screen

3.5.1 Description

This is the screen accessed by clicking the "Clarification cF9" button in the "LON" Screen. This window displays fields for viewing, updating and resending of the latest existing FOC or input and transmittal of a NEW FOC associated with the LSR.

Figure 7   View of "FOC" screen

Example of FOC notice produced.

DATE 1998-06-11 17:14

RE: CLEC 0000, PON KCI1763, LON 44

To name: Daniel M. Strickland

To address: 205-988-6191

From Name: BellSouth LCSC

Contact Number: 800-872-3116

Remarks:

Test message

```
     Tel. No.        Circuit                   Order      Due Date

     ============    ====================      ========   ==========

     912 988-0001                              N5VMT126   1997-12-18

     912 988-0002                              NP6GF2M1   1997-11-23

     912 988-0003                              NTOWNNP    1997-12-12

     912 988-0004                              NNNNN      1986-12-12

     912 988-0005                              NPXKF201   1997-03-12

     205 X99-0000                              NQLCD597   1997-09-18




     TELEPHONE NUMBERS ARE NOT GUARANTEED UNTIL CONNECTED




     BellSouth Interconnection Services

        Your Interconnection Advantage
```

3.5.2   Fields in the FOC Section

This section is accessed by clicking the "Post FOC F10" button in the "ORDERS" Screen. This window displays fields for viewing, updating or input of information relating to FOC Notices.

Field	Description
CC	Company Code from the LON record at the time the FOC is created.
PON	PON from the LON record at the time the FOC is created.
Version	Version from the LON record at the time the FOC is created.

Field	Description
To Name	"To Name:" to which the FOC is to be sent.
To FAX number	Telephone number the FOC is to be faxed to. Applicable only if "Fax" Delivery Type radio button is chosen.
ToEmail Add.	Email address specified in the ocn table which the FOC is to be sent Applicable only if "Email" Delivery Type radio button is chosen.
From	Name to be placed in the From section of the FOC. Currently set to "BellSouth LCSC".
From Contact #	List Box with the two main numbers of the LCSC.
Comments	The text typed into the comments section of the FOC notice.
LON	Local Order Number assigned by the computer which is associated with a Local Service Request
FOC #	The number of "New" FOC sent.
FOC date	The date the current FOC was posted as opposed to "sent" which is the date the FOC was last faxed (could have been "resent").
FAXID	The request ID assigned by the fax server when a fax request is sent. Empty if FOC is transmitted via Email.
Sent	The date and time this FOC was last sent.

3.5.3   Buttons in Clarification Request Section

The title for each section indicates the Label of the button in this section followed by the "Quick key" equivalent. Use the mouse cursor to section a button function or use the "Quick key" equivalent for keyboard navigating.

3.5.3.1   Delivery Type Radio Buttons

Only one of the delivery type options can be chosen. The Email delivery option is only allowed if the "ocn" table contains an email address for the Company Code displayed. The available Delivery Type options are:

- FAX
- Email

3.5.3.2   New scF3 (SHIFT+Ctrl+F3)

Creates a NEW FOC message and increments the FOC #. Pre-populates the To Name, To Fax No, and From Contact Number from the previous FOC if any or from the last clarification (if any) in the event this is the first FOC. From Name is always BellSouth LCSC.

3.5.3.3   Send cF10 (SHIFT+Ctrl+F10)

Verifies data (FOC and LON data) and then creates a FOC message from the currently displayed information and sends it to the fax server to be faxed or Electronically mails the message dependent on the "Delivery Type" Radio Button currently selected. The FAX server supplies the FAXID which will be populated and the current day and time are posted to the "Sent" field. Also posts the current Date and time to the FOC date field for this LON.

3.5.3.4   Resend scF10 (SHIFT+Ctrl+F11)

Verifies data and then creates a FOC message from the currently displayed information and sends it to the fax server to be faxed or Electronically mails the message dependent on the "Delivery Type" Radio Button currently selected. If Faxed, the FAX server supplies the FAXID which will be updated. Sent date is updated. FOC date is not updated by "Resend".

3.5.3.5   Edit Orders cF11 (SHIFT+Ctrl+F11)

Return to the ORDERS Screen.

3.5.3.6   Back to LON cF12 (SHIFT+Ctrl+F12)

Return to the LON Screen.

3.6   Reject Screen

3.6.1   Description

This is the screen accessed by clicking the "Reject scF5" button in the "LON" Screen. This window displays fields for viewing, updating and resending of the an existing Reject Notice or input and transmittal of a NEW Reject.

REJECT NOTICE

File   LON   Order   Clar   FOC   REJ   Help

CC	9999	PON	SOMEPON		Version	
To Name	John Doe			From	BellSouth LCSC
To FAX No.	205 988-6191		From Contact #	800-872-311

Pick Reasons

This version and PON have already been received.
An LSR with this PON has already been received and completed.
This PON has been canceled.
A Ver/Sup is valid only on a re-issuance (supplement) of a PON.
The CC is missing.
The SUP is missing.
The ACT is missing or invalid.
The State is missing from the End User form.
The REQ TYPE is missing or invalid.

Comments An ACT of Q is not valid

Delivery Type

◆ FAX
∨ Email

Delivery

LON
REJ date
Faxid
Sent

Send scF6   Resend scF7

Figure 8   View of "Reject" screen

Example of Reject notice produced.

DATE 1998-06-11 17:14

BellSouth Telecommunications Request Rejection

DATE 1999-10-28 11:59

RE: CLEC 0000, PON TESTREJPON0000, VER -, LON 2862775

To name: John Doe

To address: 205 988-6191

From Name: BellSouth LCSC

Contact Number: 800-872-3116

BellSouth encountered the following problem(s) with your

Local Service Request (LSR):

   * An LSR with this PON has already been received and

completed.

Please make the required change(s) and resubmit.

 Remarks:

3.6.2   Fields on the Reject Notice Screen

This section is accessed by clicking the "Reject scF5" button on the "LON" Screen. This window displays fields for viewing, updating or input of information relating to Rejection Notices.

Field	Description
CC	Company Code from the LON record at the time the Reject is created.
PON	PON from the LON record at the time the Reject is created.
Version	Version from the LON record at the time the Reject is created.
To Name	"To Name:" to which the Reject is to be sent.
To FAX number	Telephone number the Reject is to be faxed to. Applicable only if "Fax" Delivery Type radio button is chosen.

Field	Description
ToEmail Add.	Email address specified in the ocn table which the Reject is to be sent Applicable only if "Email" Delivery Type radio button is chosen.
From	Name to be placed in the From section of the Reject. Currently set to "BellSouth LCSC".
From Contact #	List Box with the two main numbers of the LCSC.
Comments	The text typed into the comments section of the Reject notice.
LON	Local Order Number assigned by the computer which is associated with a Local Service Request
REJ date	The date the current Reject was posted. Corresponds to the date the Reject was last faxed.
FAXID	The request ID assigned by the fax server when a fax request is sent. Empty if FOC is transmitted via Email.
Sent	The date and time this FOC was last sent.

3.6.3   Buttons on Reject Notice Screen

The title for each section indicates the Label of the button in this section followed by the "Quick key" equivalent. Use the mouse cursor to section a button function or use the "Quick key" equivalent for keyboard navigating.

3.6.3.1   Delivery Type Radio Buttons

Only one of the delivery type options can be chosen. The Email delivery option is only allowed if the "ocn" table contains an email address for the Company Code displayed. The available Delivery Type options are:

- FAX
- Email

3.6.3.2   Send cF10 (SHIFT+Ctrl+F10)

Verifies data on the Reject screen and creates a LON record. Then creates a Reject Notice from the currently displayed information and sends it to the fax server to be faxed or Electronically mails the message dependent on the "Delivery Type" Radio Button currently selected. The FAX server supplies the FAXID which will be populated and the current day and time are posted to the "Sent" field. Also posts the current Date and time to the Reject date field for this LON.

3.6.3.3   Resend scF10 (SHIFT+Ctrl+F11)

Verifies data and then creates a Reject Notice from the currently displayed information and sends it to the fax server to be faxed or Electronically mails the message dependent on the "Delivery Type" Radio Button currently selected. If Faxed, the FAX server supplies the FAXID which will be updated. Sent date is updated.

3.6.3.4   Back to LON cF12 (SHIFT+Ctrl+F12)

Return to the LON Screen.

3.7   Menu bars on Order Tracker Windows

3.7.1   File menu

Close - Close this window

3.7.2   LON menu

Contains a list of "Quick key" equivalents to the buttons in the LON Table section. Buttons functions can be activated by selecting the menu item. Availability of the functions may be dependent on the screen currently in view. Menu items are:

- LON-NewQuery Shift+F1
- LON-Retrieve Shift+F2
- LON-NewLON Shift+F3
- LON-CloneLON Shift+F4
- LON-Revert Shift+F5
- LON-Apply Shift+F6
- LON-Previous Shift+F7
- LON-Next Shift+F8
- LON-ViewOrders Shift+F9
- LON-QuickTelno Ctrl+T

3.7.3 Order menu

Contains a list of "Quick key" equivalents to the buttons in the Order Table section. Buttons functions can be activated by selecting the menu item. Availability of the functions may be dependent on the screen currently in view. Menu items are:

- ORD-NewQuery F1
- ORD-Retrieve F2
- ORD-NewOrder F3
- ORD-CloneOrder F4
- ORD-Revert F5
- ORD-Apply F6
- ORD-Previous F7
- ORD-Next F8
- ORD-ViewLON F9
- ORD-PostFOC F10
- ORD-ManualFOC F11
- ORD-Return to lon F12

3.7.4 Clar menu

Contains a list of "Quick key" equivalents to the buttons in the Order Table section. Buttons functions can be activated by selecting the menu item. Availability of the functions may be dependent on the screen currently in view. Menu items are:

- Clar-View Clarification Ctrl+F9
- Clar-New Ctrl+F3 (active when viewing Clarification Screen)
- Clar-Send Ctrl+F10 (active when viewing Clarification Screen)
- Clar-Resend Ctrl+F11 (active when viewing Clarification Screen)
- Clar-Remove Clarification Ctrl+F4 (active when viewing Clarification Screen)
- Clar-Return Ctrl+F12 (active when viewing Clarification Screen)

3.7.5 FOC menu

Contains a list of "Quick key" equivalents to the buttons in the FOC screen. Buttons functions can be activated by selecting the menu item. Availability of the functions may be dependent on the screen currently in view. Menu items are:

- Clar-New Ctrl+F3 (active when viewing FOC Screen)
- Clar-Send Ctrl+F10 (active when viewing FOC Screen)
- Clar-Resend Ctrl+F11 (active when viewing FOC Screen)

- Clar-View LON Ctrl+F9 (active when viewing FOC Screen)
- Clar-Return to log Ctrl+F12 (active when viewing FOC Screen)

3.7.6   REJ menu

Contains a list of "Quick key" equivalents to the buttons in the Reject screen. Buttons functions can be activated by selecting the menu item. Availability of the functions may be dependent on the screen currently in view. Menu items are:

- REJ-Send Shift+Ctrl+F5 (active when viewing REJ Screen)
- REJ-Resend Shift+Ctrl+F6 (active when viewing REJ Screen)
- REJ-View LON Shift+Ctrl+F7 (active when viewing REJ Screen)
- REJ-BackToLONShift+Ctrl+F8 (active when viewing REJ Screen)

3.7.7   JEP menu

Contains a list of "Quick key" equivalents to the buttons in the jeopardy notification screen. Buttons functions can be activated by selecting the menu item. Availability of the functions may be dependent on the screen currently in view. Menu items are:

- Jep-New Ctrl+F2 (active when viewing Jeopardy Screen)
- Jep-Send Ctrl+F6 (active when viewing Jeopardy Screen)
- Jep-Resend Ctrl+F7 (active when viewing Jeopardy Screen)
- Jep-Remove Jeopardy Ctrl+F5 (active when viewing Jeopardy Screen)
- Jep-Return Ctrl+F8 (active when viewing Jeopardy Screen)

3.7.8   Help menu

Query Help - describes the operators available in Query By Example mode.

Field Descriptions- describes each entry field in the LON, ORD, CLR, FOC screens.

About- provides information about the application's current version.

4. Receipt of the Manually Submitted LSRs

4.1 General Information about LSRs

Manual LSRs (Local Service Request) are requests for local service sent by a CLEC to the LCSC by a means other than an electronic interface. These paper LSRs must be manually handled and tracked. As of September 15, 2000, all manual LSRs must be faxed to the LCSC. Alternate method of receipt for individual LSRs greater than 100 pages must be pre-arranged by the CLEC with Center management. Assigned clerks are responsible for monitoring the Fax Server printers. It is the responsibility of the Clerical group to:

- Receive and collect the LSRs
- Sort the LSRs
- Input into LON
- Distribute to the Supervisor groups or Service Representative

This must be done in a timely manner so that a Service Order can be issued and the FOC sent.

Additional information about fields and components that make up an LSR can be found in the .

4.2 Facsimile LSRs

Facsimile (FAX) LSRs are received in the LCSC through the FAX Server that routes them to a printer. The FAX Server retains an image of each LSR, which is archived for 3 years.

4.3 Courier or Overnight LSRs

As of September 15, 2000, all manually received LSRs must be received via fax. CLECs cannot mail or courier LSRs without prior arrangment with center management. CLECs were notified of this change in a Carrier Notification Letter posted on the web August 9, 2000. If center management has agreed to receive an LSR via US mail, they must be opened, sorted, date stamped, and delivered to the LON screening desk by the Clerk. Paper LSRs that are not received by fax must be kept in a file for 3 years.

4.4 US Mail LSRs

As of September 15, 2000, all manually received LSRs must be received via fax. CLECs cannot mail or courier LSRs without prior arrangment with center management. CLECs were notified of this change in a Carrier Notification Letter posted on the web August 9, 2000. If center management has agreed to receive an LSR via US mail, they must be opened, sorted, date stamped, and delivered to the LON screening desk by the Clerk. Paper LSRs that are not received by fax must be kept in a file for 3 years.

4.5   LEO fallouts

Some CLECs send LSRs electronically through LENS and EDI. If the electronic LSR does not flow through LEO and LESOG because of errors or eligibility, it drops out into a queue for manual handling. A Service Representative must access LEO and claim these LSRs and fix the errors or issue a Service Order. When a Service Rep claims a LSR in LEO, the LSR must be logged into LON by the Service Representative in order for productivity credit to be given. These LSRs are marked in Order Tracker as mechanized fallout by the presence of a "Y" in the MECH field. This indicator prevents a fax transmission from being delivered.

4.6   Distribution of LSRs

- LSRs are gathered from the Fax Server printers in a timely manner
- LSRs are sorted and collated
- LSRs are stapled and Date Stamped, if needed (LOIS automatically time stamps LSRs)
- LSRs are delivered to LON desk by the Sorting Clerk

Additional information about LSRs and how they are handled in Atlanta and Birmingham can be found at

5. Screening of the LSR

5.1 Screening of LSR for Reject Reasons

The LSR is scanned by the LON clerk visually for obvious errors. That includes legibility and completion of required fields. Below is a check list of the required fields that must be completed before the LSR is entered into the [Order Tracking] LON database.

- Is the LSR a valid LSOG form and version ?
- Legibility, can you read all the information?

    Note: You may need to check the image in LOIS before rejecting.

- Does the LSR have all the pages required?

    Note: You may need to check the image in LOIS before rejecting.

- Are the required fields on the LSR completed? All of these fields, except where noted, are on the first page of the LSR.
    - PON number, the Purchase Order number. Is there a PON number? Is the PON number the same on all pages of the LSR? Is the PON number correctly formated? A PON number can be up to 16 characters. If the LSR is an LSOG version 2 form, the PON may contain any letters, numbers or charachters. If the LSR is an LSOG version 4 form, the only valid entries are:
        - Upper Case alpha (A - Z)
        - Numeric (0 - 9)
        - Symbols, limited to:
            - period (.)
            - comma (,)
            - hyphen (-)
            - apostrophe (')
    - VER, if it is a supplemental LSR
    - STATE, location where the end user is requesting the service (On the 1st page of the End User information section of the LSR)
    - REQTYP
    - ACT
    - SUP, if it is a supplemental LSR. **The SUP is required if the VER field is populated. Manual LSR's must contain a SUP value of 1,2, or 3. Any manual LSR not meeting this criteria will be rejected.**

- CC, this must be a valid Company Code; a Carrier Identification Code (CIC) is prohibited in this field.
- **TOS, this must be populated and valid in order to be accepted by LON. Clerical personnel will reject any LSR that is missing or has an incorrect TOS (the TOS must contain at least three characters).**
- DQTY, this field is required if the DISC # field is populated or if the ACT field is a "W". (On the 2nd page of the End User Information section of the LSR)
  - If the DISC # field has a telephone number in it, the DQTY field shows the **quantity** of telephone numbers being **disconnected** and this number is copied to the DQTY field on the LON Screen.
  - When the ACT field is a **"W"** it [DQTY] indicates the **quantity** of telephone numbers being **converted** because the Resale Form section of the LSR is not sent on a W (Switch as is) request. This number is **copied to the RQTY field on the LON Screen.**
- RSQTY (On the 1st page of the Resale Service section of the LSR).
- **INIT FAX NO is located in the contact fields section and is required on all manually processed orders. Any manual LSR not containing this information will be rejected. SEE SPECIAL INSTRUCTIONS FOR REJECTING AN LSR!!!**

If any of these fields are missing or incorrect, the LSR should be Rejected. See the section of this document called Rejects for instructions on how to Reject an LSR.

Other possible reasons for an LSR to be rejected include:

- The PON and version have already been received.
- The PON for this CC has already been received, is FOC'd and the due date of the Order on the Order Screen is past due. (Unless the PF or MA indicator boxes are marked with a "Y".)
- The PON for this CC has already been received and is Cancelled.
- The LSR has a version number and/or SUP reason code but is this is the first receipt of the LSR.
- **PG__of__ Page of field in the administration field of the LSR should be reviewed to ensure all relevant pages have been received. The LSR will be rejected if all pages indicated are not present.**

If any of these fields are missing or incorrect, the LSR should be Rejected. See the section of this document called Rejects for instructions on how to Reject an LSR.

5.2   Rejecting an LSR

When it is determined that an LSR needs to be rejected, LON in as much data as you can into Order Tracker and then select the Reject button. This will take you to the Reject Screen. Fill out the faxing information at the top of the screen, pick a reject reason(s) and select the Send button. This will LON

in the Reject and send the reject notice to the customer via the fax server. **THE INIT FAX NO IS THE ONLY NUMBER THAT WILL BE USED FOR SENDING A REJECT ON A MANUAL LSR! Manual LSR's without an INIT FAX NO will be immediately rejected and no further processing of the LSR will occur.**

LSRs may still be manually rejected when necessary (such as the minimal required data of PON, CC, Date/Time Received, and Image information are not available, or if Order Tracker is down. These should be maintained in a reject file.

5.3   LSRs from Suspended CLECs

These are CLECs from whom we are not accepting LSRs because of billing disputes. They are suspended upon request from the Billing Group. The system does not allow a LSR to be entered into LON from a suspended CLEC. The CC_stop table prevents it.

Handling of LSRs from suspended CLECs

- When you attempt to LON in a PON or version of a supplemental PON and receive the message that we are not accepting this CLEC's LSRs, select the reject button. This will take you to the Reject Screen. Choose the reject reason of "Due to continued past due balances, we are no longer provisioning your service orders. If you have any questions, please contact the Billing Representative within your company" and then hit send.

- Order Tracker will provide you a LON number for this LSR. For retention purposes, treat it in the same manner as any other LSR.

6. Screening Complex LSR's by the UNE Group

6.1 Procedures for UNE Clerical Group

When manual LSR's are received by the UNE clerical group, it is their responsibility to determine if the LSR is Complex or UNE.

Listed below are the steps this group will follow:

- Check for ATN
- Go to BOCRIS for CSR
- Go to the LSI for summary screen

If the account is NOT Complex ...	If the account IS Complex ...
The LSR will be loaded into LON.	The LSR should be rejected.

To determine if the account is Complex, the clerk will review the LSI for:

A Complex CSR Matrix

or

The following in English language on the LSI:

- Accupulse
- ESSX
- FlexServ
- Foreign Exchange
- ISDN
- LightGate
- Megalink
- MULTISERV
- Private Line Circuits
- SmartPath
- SmartRing
- Synchronet

7. Entering a PON into Order Tracker

7.1 Querying Order Tracker for a PON

After entering [Order Tracking] by clicking the icon on the Exceed desktop, you are in the Query mode on the LON screen. (The cursor is in the LON field in the Query mode.) A check must be made to determine if the LSR is a duplicate or a .

Tab to the PON field and enter the PON number and then Tab to the CC field and enter the Company Code; push Retrieve with the mouse pointer or Shift F-2 on the keyboard.

If a dialog box appears saying the CC is not allowed, this means that the Company Code appears on in the cc_stop table. This table contains a listing of CC's (Company Code) for companies whose work we are not currently processing new LSRs (usually for billing reasons). This table is maintained by a manager in your center.

When any new LON record is created, Order Tracker will check this table. If that CC appears in the table an error message box will appear and display the reason and the name of the person who posted the entry into the table. In case of a problem concerning the particular Company Code you have tried to enter, you may contact that individual to clarify. Notify management that you have a LSR that is on the CC stop list and you can not process it.

Figure 9   Example

7.2   Entering information into LON

To enter a new LSR into LON, depress the New LON button or [Shift F-3] on the Keyboard. When the New LON screen is accessed the cursor will be in the PON field. This is the second field on the screen and allows data entry. The first field is the LON field which is populated automatically by the system after information from the LSR is entered and [Apply] is clicked. The ACT, REQTYP, DQTY, R(S)QTY, and TOS fields on the LON screen must be populated from the paper LSR. The fields were optional in the past, but are now required input. These fields are conditional/required on the LSR form per OBF (Ordering and Billing Forum) guidelines. If there is not sufficient information in these fields for the type of Service Order being requested on the LSR, the LSR must be Clarified or Rejected back to the CLEC to populate these fields. The information from these fields provide more precise data to the LON database, to assist with the quantity results and data for reports.

The steps for entering an LSR into the LON database are:

1. PON field; Enter the PON number.

2. VER field; Enter the VER (version) number if it is a supplemental LSR.

    Note: The first time a CLEC sends an LSR, the version field should be blank. If the version field is populated on the first copy received, reject the LSR in Order Tracker. The next version received should have a version number beginning with 01 and for every receipt thereafter, the version number should be incremented by one digit.

    Note: If the previous received copy of an LSR was rejected, the version should not be incremented. If the CLEC has changed the version number in response to a reject, the PON should be rejected in Order Tracker again.

3. State field: Enter the State, from the End User Information page of the LSR.

    Note: The state is required on the End User form. If it is not populated, reject the LSR in Order Tracker.

4. IMAGE field; Enter the IMAGE information. This is the file name of the FAX server image or the vehicle the LSR is received by, FAX, Courier, US Mail.

5. MECH field: If the LSR is claimed from a mechanized system, this is indicated by selecting [Y] on the pull down menu.

6. REQTYP field; Enter the REQTYP from the REQTYP information of the LSR.

    Note: This field is required on an LSR. If the LSR does not have a valid REQTYP, reject it in Order Tracker.

7. ACT field; Enter the ACT information.

> **Note:** This field is required on an LSR. If the LSR does not have a valid ACT, reject it in Order Tracker.

8. SUP field; If this is a supplemental LSR then it should have a SUP code and it should be entered from the pull down menu.

> **Note:** The SUP is required if the version field is populated. If the SUP field does not have a valid entry of 01, 02 or 03, and the version field is populated, reject the LSR in Order Tracker.

9. EXP field; If the EXP (Expedite) box is checked on the LSR, enter [Y] on the Pull down menu in the EXP field.

10. CC field; Enter the CC code from the LSR.

> **Note:** The Company Code entered into this field must be valid in the OCN table in Order Tracker. This table is maintained by a management person in the center. Should you encounter the error message "Not allowed because there is no matching entry in the ocn table. Contact Center Support Manager to add the OCN if it is valid" make sure that you have typed the CC (Company Code) just as it appears on the LSR. If you have typed it correctly, refer the LSR to your Center Support Manager or supervisor. This error indicates that the CC that you are trying to input into Order Tracker isn't in the table (OCN table) that Order Tracker checks for valid CC's.

11. TOS 1 field; Select the entry from the pull down menu that corresponds with the entry in the first field of the TOS information of the LSR.

12. TOS 2 field; Select the entry from the pull down menu that corresponds with the entry in the second field of the TOS information of the LSR.

13. TOS 3 field; Select the entry from the pull down menu that corresponds with the entry in the third field of the TOS information of the LSR.

14. DQTY field; Enter the quantity from the DQTY field on the 2nd page of the End User Information sheet of the LSR, if the DISC # field is populated.

15. RQTY field; Enter the information from the RSQTY (Resale Quantity) field of the Resale Service section of the LSR. This is the quantity of telephone numbers connected by this LSR, or When the ACT field is a "W" the RSQTY (quantity to be converted) will be found in the End User information section of the LSR under the DQTY field because the Resale Form section of the LSR is not sent on a W (Switch as is) request.

16. If the RPON field on the LSR is populated, enter that data into the RPON field in Order Tracker.

17. Project # field; If the LSR is part of a project, enter the Project number.

18. Group field; Enter the group the LSR is to be routed to.

19. SC field; Enter the Sales Code of the Service Rep assigned or working on this LSR.

20. Remarks field; Enter any additional information concerning this LSR.

21. Received field; Enter the received time from the fax time on the LSR or the date stamp put on those without a fax time. The application will not allow you to enter a date more than 7 days in the past.

22. If the ATN field on the LSR is populated, press the Control <Ctrl> key and the letter "t" key at the same time. This will allow you to enter the telephone number into Order Tracker. When you press <Enter>, the record will be created and a LON number returned. Write the LON number and your initials in red on the top front of the paper LSR package and distribute the LSRs to the appropriate group or manager.

23. If the ATN field is blank, click the [Apply] button with the mouse pointer or [Shift F-6] on the Keyboard. LON gives the LSR a LON number and the LSR is entered into the database. Write the LON number and your initials in red on the top front of the paper LSR package and distribute the LSRs to the appropriate group or manager.

Additional information:

- To change the Cancelled date on a LON record a new Received date must be posted. When a new Received date is posted it removes the existing Cancelled date. You must then populate the SUP field with 0 or 1 to post the current date as the Cancelled date.

- The FOC date field on the LON screen can not be edited. The FOC date and time is inserted by the application when a FOC is sent.

Helpful Hints in entering an LSR into LON:

- If entering a large quantity of LSRs with the same information, use the [Clone LON] button or [Shift F-4] and LON will duplicate the information from the currently viewed LSR except the LON and PON fields.

- The Help selection in the menu at the top of the window gives help on Queries and an explanation of all fields in LON

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8.   Entering an LSR into the LNP Gateway   .

8.1   If the LSR has an NPTof D

If the NPT field on the LSR is populated with "D", the LSR must be input into the LNP Gateway.
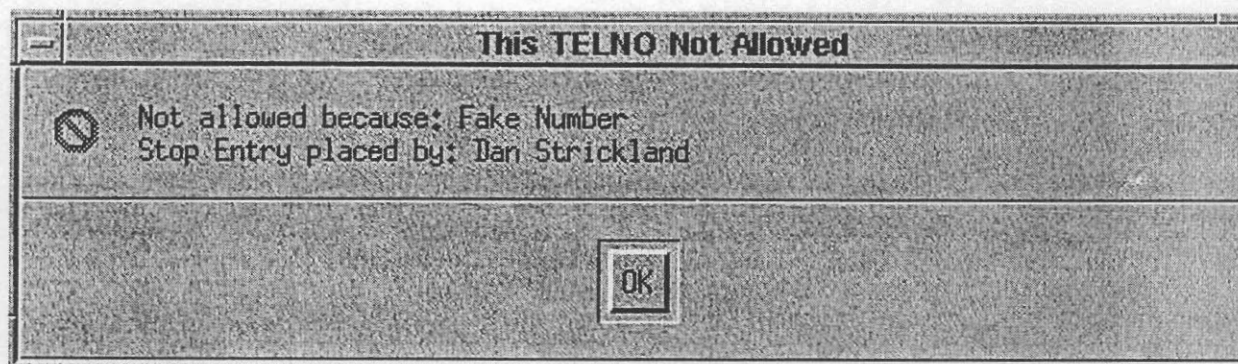
9. Clarifications

9.1 Sending a Clarification From LON

The Clarification answer from the CLEC must include a complete LSR. OBF requires that complete LSRs with incremental version numbers will be accepted as appropriate responses to Clarification Requests. The Service Reps must have complete information to build a Service Order. Additional information concerning clarifications can be found in the Resale procedures guide on

Note: **THE INIT FAX NO IS THE ONLY NUMBER THAT WILL BE USED FOR SENDING A CLARIFICATION ON A MANUAL LSR!**

- To Send the first Clarification:
  - Key in the To Name: field
  - Key in the From SB Rep: field (In Atlanta, put Atlanta)
  - Key in the Contact Number: field
  - Choose at least one of the Clarification Reasons from the pull down menu
    - To choose multiple reasons hold down the [Ctrl] key and point and click the multiple reasons
    - —
  - Enter any comments that might help resolve the conflict, up to 255 characters, in the Comments field
  - Click Send or [Ctrl] F-10 on the keyboard to send the Clarification request
- If the MECH indicator is set to "Y" when the LSR is entered into LON and the Clarification button is activated, then a message box will give the user the choice to make a log entry and put the LSR in handled status or to cancel out of the dialog box. This allows the Rep credit for a clarification without sending a duplicate clarification to the CLEC from LON.
- If you try to fax to a telephone number that is in the table tn_stop, which is a listing of Telephone numbers that the center does not wish to allow faxes to be sent by the Clarification or FOC send functions (annoyance numbers, our own numbers, obsolete numbers, common transpositions etc.). An error message box will display the Reason the entry is not allowed and who placed that telephone number in the table. In case of a problem concerning the telephone number you have tried to enter, you may contact the individual who had the number placed in the table.

9.2 Clarification Fax failures

Clarifications to Order Tracking uses a generic e-mail account to deposit fax failure notices. Enter Open Mail using the following instructions:

- Click Open mail icon
- Click Config....
- Enter User Name: LCSC FAX
- Enter Server: 90.11.244.50
- click OK
- Enter Password: LCSC1 and click Login
- Select View and hold down left mouse button moving bar down to "By Title" and select.
- Highlight (7 or 8) by holding [Ctrl] and clicking the mouse on each title
  - Select YAXQA## to get the Atlanta fax failures
  - Select YAXQB## to get the Birmingham fax failures
- Print selections, making sure all you selected prints
- Delete selections from openmail

Access [Order Tracking] LON to refax the failures.

- Select the [Order Tracking] icon on the Exceed desktop.
- Click [New Query] or [Shift F-1] with the keyboard to access the New Query screen
- Key in the LON number in the LON field
- Click [Retrieve] or [Shift F-2] to start the query
- When the LON record comes up, verify that the PON is still in clarification. If a new version of the PON has been received, ignore the fax failure. If the PON is still in clarification status, Select Clarification

- The Clarification Request screen comes up
- Check the Company Code (CC) on the LON record and match it to the CLEC Default Fax Number list [Birmingham] or the fax number on the LSR in the paper file or the image in LOIS [Atlanta]

STEP	ACTION	
1	**If...** **Then...**	
	If the telephone number used matches	check the attempts and result of failure (possible time out or Busy) on the fax failure sheet.
2	**If...** **Then...**	
	If call was busy or timed out	Call the Fax number manually
3	**If...** **Then...**	
	If the Fax machine answers	Resend the Fax
4	**If...** **Then...**	
	If the number is not a Fax line or no answer	Call the Service Rep or Manager handling that CLEC
5	**If...** **Then...**	
	If the Fax is down	Inform the Manager handling that CLEC of the problem
6	**If...** **Then...**	
	If the Number has been changed	Change the number and resend the clarification.

STEP	ACTION

7

If...	Then...
If the telephone number does not match the default list (B'ham)	Check to see if it is was transposed etc., and change to current number on CLEC Default Fax Numbers List. Be sure to correct the number on the printed fax sheet or LOIS image as well

After checking and/or correcting the information above, observe across the bottom of the screen are three sections:

- Clarification #
- First Follow Up Sent
- Last Follow Up Sent

STEP	ACTION

1

If...	Then...
the Fax failed in the first box	Click [Resend] or [Ctrl F-11], click [Return to Log] or [Ctrl F-12] to return to the LON Screen.

2

If...	Then...
the Fax failed in the second box and not in the third box	Remove the information from the FAXID field in the second box and click [Return to Log] or [Ctrl F-12] and answer [Yes] when asked if you want to save. The follow up fax will be resent automatically.

3

If...	Then...
the Fax failure is in the second and third boxes	Remove the information in the FAXID field in the third box and click [Return to Log] or [Ctrl F-12] and answer [Yes] when asked if you want to save.

STEP	ACTION
	The follow up fax will be resent automatically.

Once you have made the appropriate changes, write at the bottom of the printed fax sheet which box the failure occurred in, initial the top of the sheet, and make the changes to the fax # printed on the sheet that you made in the system.

9.3   Clarifications for NC, NCI, and SECNCI (UNE Products)

These fields have been added to the LON application in order to fcailitate the accurate identification of certain UNE products. This change took place out of an arising need from the PMAP group to identify certain UNE products.

9.3.1   Data Field Formats

The formats for these fields per the BBR are as follows:

- NC format is 2 alphas followed by 2 alphanumeric or two dashes.
- NCI can be up to 12 characters.
  - First 2 characters are numbers.
  - Third and Fourth characters are alpha.
  - Fifth character is alphanumeric.
- SECNCI format is the same as NCI.

9.3.2   Rules for Required Information

These fields are required for the defined REQTYP/ACTTYP combinations. **The service represenatative will clarify the LSR back to the customer if it is not present on the LSR for the specified REQTYP/ACTYP.**

For REQTYP1 = A or B and ACTs of A, N, C, M, T, V, W, P, Q

- NC is always required.
- NCI is required if NC does not begin with TY.
- SECNCI is not required but if SECNCI is given there must be a NCI as well.

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9.4   Clarification answer from CLEC

When the CLEC returns the Clarification, the Service Representative will issue the Service Order, close the LSR and send the FOC.

If the CLEC returns the Clarification and it still has a discrepancy, the LSR will stay in Clarification status and another Clarification will be sent to the CLEC

9.5   Cancellation of Clarified LSR's

After 5 days "in clarification," the system sends a notice to the CLEC reminding them why the LSR is "in Clarification."

LON will automatically cancel the LON/LSR record for PONs that have been in Clarification for 14 days (10 business days) without appropriate CLEC response. The system does the following steps.

- Set the SUP field on the LON/LSR record to 0
- Populates the Out of Clarification field to current date/time
- Populates the Cancelled field with the current date/time

To manually cancel an LSR:

By the LCSC for whatever reason:

- Type CANCEL / OLD in [Tel. No.] field.
- Select SUP=0, (0 denotes done by Bell.)
- Select [Apply] [shift+F-6]. Software will populate [D/T Canceled] field with current date and time and LSR is cancelled.

By the CLEC sending a supplementary LSR.

- Rep should type CANCEL in the [Tel. No.] field
- Rep should select SUP=1, (1 denotes done by CLEC)
- Select [Apply] [shift+F-6]. Software will populate [D/T Canceled] field with current date and time and LSR is cancelled.

9.6   To Remove a Clarification

A Clarification status can be removed to allow a LON to be clarified for a new reason or **if the LON was clarified in error.**

To remove a clarification, select the Remove Clarif (cF4) button at the bottom of the clarification screen. Users will receive a warning before the clarification record is removed and a log entry made.

> ### CAUTION
>
> **If an LSR is removed from clarification and then subsequently FOC'd, duration will be affected! An LSR should only be removed from clarification if it was originally clarified in error! If the LSR were correctly clarified, the CLEC must send in a supplemental version of the PON to remove the LSR from clarification status.**

> ### WARNING
>
> **Removing a Clarification causes a LON to appear un-worked in Order Tracker. You must subsequently enter a new Clarification or an FOC.**

10. Jeopardy Notifcations

10.1   Sending a Jeopardy Notification From LON

A jeopardy occurs when a CLEC provides inaccurate or incomplete information on an LSR that can not be detected prior to a service order being issued and the PON FOC'd. The jeopardy process is applicable to LSR's received via fax or through an electronic interface. At this time, mechanized orders must be sent manually through the LON database.**NOTE: a jeopardy should not be sent when the inaccurate or incomplete information should have been detected during the original screening of the LSR. To do so, is falsifying company records.**

Note: **THE INIT FAX NO IS THE ONLY NUMBER THAT WILL BE USED FOR SENDING A JEOPARDY NOTIFICATION ON A MANUAL LSR!**

JEOPARDY NOTICE

File   LON   Order   Clar   FOC   REJ   JEP   Help

CC [ ]

Jeopardy Reasons

Busy Cable or Pair
Invalid Cable or Pair
Address
Loop Too Long
Other

PON [ ]   Version [ ]

To Name [ ]

To FAX No. [ ]   format: 407-555-5555

From BST Rep BellSouth LCSC

Contact Number [ ] ▼

Comments [ ]

LON [ ]   In Jep [ ]   Out Jep [ ]

Jeopardy # [ ]   FAXID [ ]

New cF2 | Send cF6 | Resend cF7 | Remove Jeopardy cF5

Figure 10   Jeopardy Notice Example

- The following are situations in which a Jeopardy notification should be sent to a CLEC:

Table B   Jeopardy Notification Scenarios

A	Busy cable and/or pair.
B	Invalid cable ID.
C	Loop is too long.
D	Address is invalid. (Must have had an inability to be detected during the initial screening of the LSR.)

- The following section describes system action when attempting to post a jeopardy. The system action depends on the current LON status of the order.

Table C   Jeopardy Notifcation System Responses

LON Current Status	System Action Upon Jeopardy Selection
FOC	Notify user. If OK, JEOP field is populated.
Cancel	Not allowed- user notified.
Reject	Not allowed- user notified.
Pending (Not FOC, cancelled, clarified, rejected, or handled)	Not allowed- user notified.
In Clarification	Not allowed- system suggests user modifies existing clarification and resends OR if appropriate, "Remove" existing clarification and then post Jeopardy.
Jeopardy	No other action allowed except posting a new version. (New "Received" Date and Time)

- To Send the first Jeopardy Notification:
    - Key in the To Name: field
    - Key in the From BST Rep: field (In Atlanta, put Atlanta)
    - Key in the Contact Number: field
    - Choose at least one of the Jeopardy Reasons from the pull down menu
        - To choose multiple reasons hold down the [Ctrl] key and point and click the multiple reasons
        - —
    - Enter any comments that might help resolve the conflict, up to 255 characters, in the Comments field
    - Click Send or [Ctrl] F6 on the keyboard to send the Jeopardy notification.

- The service order associated with the PON in jeopardy must be cancelled in SOCS once the jeopardy notice is sent. Any and all related orders must also be cancelled.

- If the MECH indicator is set to "Y" when the LSR is entered into LON and the Jeopardy button is activated, then a message box will give the user the choice to make a log entry and put the LSR in handled status or to cancel out of the dialog box. This allows the Rep credit for a clarification without sending a duplicate clarification to the CLEC from LON.

- If you try to fax to a telephone number that is in the table tn_stop, which is a listing of Telephone numbers that the center does not wish to allow faxes to be sent by the Clarification, FOC, or Jeopardy send functions (annoyance numbers, our own numbers, obsolete numbers, common transpositions etc.). An error message box will display the Reason the entry is not allowed and who placed that telephone number in the table. In case of a problem concerning the telephone number you have tried to enter, you may contact the individual who had the number placed in the table.

- The PON will remain in Jeopardy status until one of the following situations occurs:

Table D   Criteria for Removal of Jeopardy Status

A	A SUP LSR is received.
B	The system cancels the PON due to no response from the CLEC. (A follow-up notice is not sent)
C	The jeopardy is removed. (This should only occur if a jeopardy notice was sent in error.)

11. Issuing The Service Order

11.1 DOE and SONGS

A Service Order must be issued through one of two systems. These systems were developed independently by the old Southern Bell and South Central Bell organizations. Orders issued in North Carolina, South Carolina, Georgia, and Florida are in . Orders issued in Kentucky, Tennessee, Alabama, Mississippi, and Louisiana must be issued through SONGS. Information about is in the Resale document.

12. Sending the FOC

12.1 RE-FOC Guidelines

12.1.1 Restrictions

The re-sending of FOC's on the same version is prohibited!!

Note: THE INIT FAX NO IS THE ONLY NUMBER THAT WILL BE USED FOR
SENDING AN FOC ON A MANUAL LSR!

12.1.2 Additional CLEC Resources

Should a call be received requesting a re-send of an FOC, the CLEC should be politely informed
that we do not resend FOCs, Rejects or Clarifications. The CLEC should also be advised that this
information can be obtained from their PON status report on the web, either for manual or
electronic orders. Any system outages/problems can be referred to the EC SPOC, the electronic
support trouble line, on 1-888-462-8030.

- **PON Status Report for CLECs** - contains a list of manually submitted PONs for a
  particular RESH code that have been received in the LCSC, FOC'd, Clarified or Rejected,
  and in Jeopardy status for the past 31 days. This report is updated 5 times per day,
  Monday-Saturday.
- **Electronic PON Report** - Provides status of information for any PON submitted
  electronically in the past 10 days via an electronic interface. This report is updated 5 times
  per day, roughly every 3 hours during the day, Monday-Friday.
- The web site address for CLEC Reports is:

12.1.3 Exception Examples (Not All Inclusive!!)

- Expedites— after approval is received.
- Incorrect data provided on the original FOC.

12.1.4 RE-FOC LON Instructions

To create a "NEW" FOC, Click the "New" button or [Shift+Ctrl+F-3].

- The CURRENT "CC", "PON" and "Version" will be retrieved from the LON record
- The "FOC #" will be incremental by one.
- The "to" and "from" information will be copied from the previous FOC.
- The CURRENT Order information will be displayed in the order section.
- If the LON is currently in FOC status and you click on "New", the system will send new
  FOC data to the CLEC but the FOC date and time will not be changed.

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12.1.5   Additional Service Representative Instructions\Resources

Additional\supplemental information can be viewed in CDIA at the following location: under the section entitled "Requests for resend of FOC, Reject or Clarification on manually submitted LSRs".

12.2 Closing the LSR in LON

Note: If the LSR you are FOCing is a UNE, be sure to also read the sections below on FOCing SL1s and SL2s.

After issuing the Service Order the LSR must be closed in LON and the FOC sent. The FOC confirms to the CLEC that an order has been issued for the LSR and PON submitted. Click the [Orders] button or [Shift F-9] on the LON screen.

- From the Orders Screen, key in the Service Order Number
- Key the Telephone number or Circuit number in the appropriate field
  - The Telephone number should be in the format: NPA NXX-XXXX

    Note: On number changes, the new number is what you will post here.

  - —

- Key the Due Date of the Service Order in the appropriate field
  - Click the Post FOC or [F-10] button. If the LON does not have the LEO indicator set to "Y" then the system will take you to the FOC screen. If the PON was marked as Mechanized Fallout, the following window will appear. Choose "Ok" to post an FOC but suppress the output of the FOC to the CLEC. FOCs on mechanized fallout are sent via the mechanized system.
  - If there has not been a FOC previously transmitted, the fields will be empty.

Warning

This LON has been FOC'd.
Choose YES to SEND this new FOC and make a REFOC log entry
Choose NO if you do not wish to send this FOC.

Yes

No
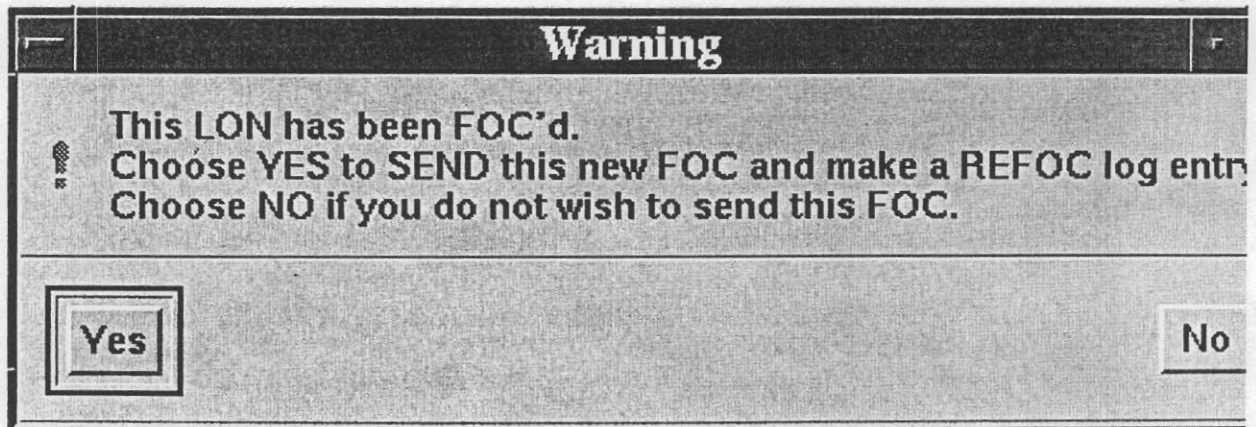
- LON does edits before it will post the FOC. If any of the following statements are true, an error message will be received:
  - The LSR is in Clarification.
  - The LSR has been cancelled
  - The Service Order number is not entered.
  - The Due Date of the Service Order is not entered.
  - The Telephone number or Circuit ID is not entered.
  - The Sales Code is not entered.
  - There has been a previous FOC sent.

  If there is a previous FOC a dialog error box will appear:

FOC Not Allowed

This LON has already been FOC'd.
You must post the new version receipt to post a new FOC.

OK
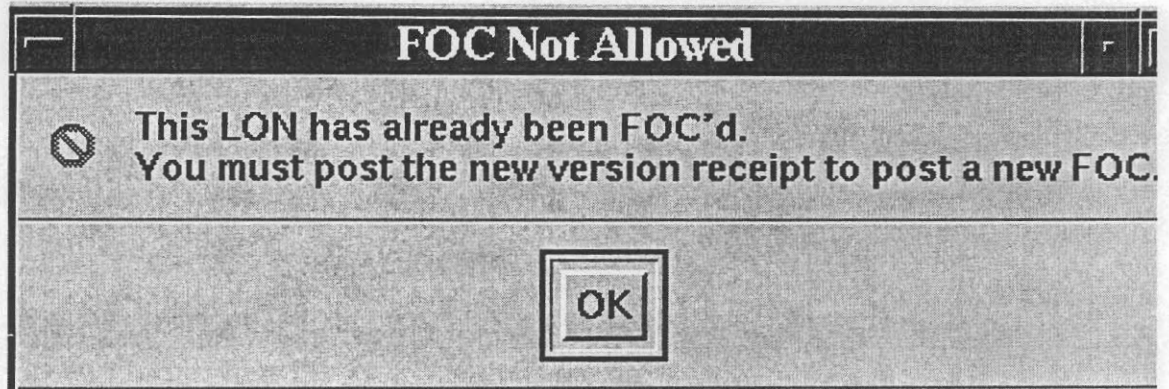
- If all the edits are passed the LSR is FOC'd in LON with a date and time stamp

- The "LON", "CC", "PON" and "Version" will be retrieved from the LON record.
- The "FOC #" will be "1".
- If a Clarification has been sent through the system, the "to" and "from" information will be copied from the most current one as a starting point.
- The Order information as currently exists will be displayed in the order section.
- Edit or enter "To" and "From" information. Enter optional Comments and choose Delivery Type.

  Note: Email delivery will only be available if there is an email address for the company in the OCN table.

Click the "Send" button or {Sht, Ctrl F-4].

- If you try to fax to a telephone number that is in the table tn_stop, which is a listing of Telephone numbers that the center does not wish to allow faxes to be sent by the Clarification or FOC send functions (annoyance numbers, our own numbers, obsolete numbers, common transpositions etc.). An error message box will display the Reason the

entry is not allowed and who placed that telephone number in the table. In case of a problem concerning the telephone number you have tried to enter, you may contact the individual who had the number placed in the table.

- When processing is complete the "Sent" date/time will be populated.
- The "Faxid" is also populated if delivery is FAX.
- If there has been a FOC previously transmitted, that information will be displayed.

Edit "To" and "From" information. Enter optional Comments and choose Delivery Type.

Note: Email delivery will only be available if there is an email address for the company in the OCN table.

Click the "Send" button or [Shift+ Ctrl+ F-4].

- When processing is complete the "Sent" date/time will be populated.
- The "Faxid" is also populated if delivery is FAX

LEAP (Local Exchange Automation Program) can be used to send the FOC to the CLEC. This system can be used should the LON FOC transmitting feature or fax server be inoperable. How to set up an initial account and use is explained in CDIA.

- Access Netscape by clicking on the Netscape desktop icon
- Click on Bookmarks and click on LEAP in the drop down menu
- Prepare the FOC Document in LEAP and send

12.3   UNE FOC Job Aid

When the Service Rep sends an FOC (Firm Order Confirmation) to the CLEC they need to send the following information.

12.3.1   SL1 Loops

Order Numbers (ALL)

Due Date

"M" Account Billing Number

Circuit ID Numbers ***

Telephone Numbers — Reuse ***

*** When the CLEC is requesting reuse of facilities the following format is
used40.TYNU.123456..SC 205 321–1111 Reuse Telephone Number
40.TYNI.234567..SC 205 321–2222 Reuse Telephone Number40.TYNU.345678..SC
205 321–3333 Reuse Telephone Number:

12.3.2   SL2 Loops

Order Numbers (ALL)

Due Date

Circuit ID Numbers ***

Telephone Numbers — Reuse ***

When the CLEC is requesting reuse of facilities the following format is used40.TYNU.123456..SC
205 321–1111 Reuse Telephone Number 40.TYNI.234567..SC 205 321–2222 Reuse
Telephone Number40.TYNU.345678..SC 205 321–3333 Reuse Telephone Number

**If the FOC has been sent to the CLEC, and changes have been made to the service orders, such
as new Circuit ID Numbers, new Service Order Number or a new Due Date, then it is the
responsibility of the Service Rep to send a new FOC to the CLEC with all new information.**

12.4   FOC Fax Failures

FOCs sent by LON [Order Tracking] uses a generic e-mail account to deposit fax failure notices. Enter
Open Mail using the following instructions:

- Click Open mail icon
- Click Config....
- Enter User Name: LCSC FAX
- Enter Server: 90.11.244.50
- click OK
- Enter Password: LCSC1 and click Login

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- Select View and hold down left mouse button moving bar down to "By Title" and select.
- Highlight (7 or 8) by holding [Ctrl] and clicking the mouse on each title
    - Select YAXQA## to get the Atlanta fax failures
    - Select YAXQB## to get the Birmingham fax failures
- Print selections, making sure all you selected prints
- Delete selections from openmail

Access [Order Tracking] LON to refax the failures.

- Select the [Order Tracking] icon on the Exceed desktop.
- Click [New Query] or [Shift F-1] with the keyboard to access the New Query screen
- Key in the LON number in the LON field
- Click [Retrieve] or [Shift F-2] to start the query
- When the LON record comes up, Select [Orders] or [Shift F-9]
- On the Orders Screen, Click [Post FOC] or [F-10]
- The FOC screen comes up
- Check the Company Code (CC) on the LON record and match it to the CLEC Default Fax Number list [Birmingham] or the fax number on the LSR in the paper file or the image in LOIS [Atlanta]

STEP	ACTION	
1	**If...** **Then...**	
	If the telephone number used matches	check the attempts and result of failure (possible time out or Busy) on the fax failure sheet.
2	**If...** **Then...**	
	If call was busy or timed out	Call the Fax number manually
3	**If...** **Then...**	
	If the Fax machine answers	Resend the Fax

STEP	ACTION

4

If...	Then...
If the number is not a Fax line or no answer	Call the Service Rep or Manager handling that CLEC

5

If...	Then...
If the Fax is down	Inform the Manager handling that CLEC of the problem

6

If...	Then...
If the Number has been changed	Change the number and resend the FOC.

7

If...	Then...
If the telephone number does not match the default list	Check to see if it is was transposed etc., and change to current number on CLEC Default Fax Numbers List. Be sure to correct the number on the printed fax sheet as well

After checking and/or correcting the information above, observe the Delivery Information:

- FOC date
- Sent

STEP	ACTION

1

If...	Then...
The Sent date is the same day or the day after the FOC date	Click [Resend] or [Shft-Ctrl F-10] to resend the FOC, click [Back to LON]

STEP	ACTION
	or [Shft-Ctrl F-12] to return to the LON Screen.

2		
	If...	**Then...**
	The Sent date and the FOC date are more that 2 days apart	This should provide a clue that the notice has been repeatedly sent without success and should be investigated thoroughly and brought to the attention of your supervisor.

Once you have investigated, write at the bottom of the printed fax sheet what steps you took to investigate, initial the top of the sheet, and make the changes to the fax # printed on the sheet that you made in the system.

12.5 Sending a Manual FOC or Clarification on an Electronically Received LSR

Order Tracker will no longer be used to send a subsequent FOC on an electronically submitted order. Effective April 7, 2001 LEO will allow users to send subsequent FOCs when changes have been made to a SOCS service order that generates a FOC. Please refer to chapter 16.0 of the LEO users guide for further instructions.

13. Using the LON Lookup Tool

13.1   Location

The web-based LON Lookup tool can be found at http://icsops.bst.bls.com/apps/lookuptools/lon.jsp

13.2   Description

The LON LOOKUP Tool is a web-based application designed to replace the LON query grids. The user can search for information within LON with a LON, PON, Order Number, User CUID, or FAXID.

LON - Netscape

File Edit View Go Communicator Help

Back | Forward | Reload | Home | Search | Netscape | Print | Security | Shop

Bookmarks   Netsite: http://icsops.bst.bls.com/apps/lookuptools/lon.jsp?lon=4764313&submit=!

Home | Reports | Messaging | News | Applications | Web Tools |

Input LON `4764313`   [Submit]

LON 4764313

Purchase Order Information	
Local Order Number (lon)	4764313
Purchase Order Number (pon)	TEST1234567
Company Code (ocn)	8003
Version (version)	
State (state)	G
Image (image)	TEST1234567
Related PON (related_pon)	

Service Request Type Info
Activity (act)
Requisition Type (reqtyp1+reqtyp
Type Of Service (toscust+tossrvc-
Resale Quantity (rqty)
Disconnect Quantity (dqty)
Supplement Code (sup)
Expedite (expd)
Project (project)

Status Information	
First Receipt (first_rcvd)	2001-05-18 11:20
Current Version Received (last_rcvd)	2001-05-18 11:20
Up Front Reject (reject_dt)	
Manual Clarification Indicator (clar_ind)	
Clarification of Fallout (fallout_handled)	
Cancel Date (cancel_dt)	
FOC Date (foc_date)	
Jeopardy Date (jep_dt)	
Fallout Indicator (fallout_ind)	
PF Indicator (pf_ind)	
MA Indicator (ma_ind)	

Center Handling Inform	
Rep ID(rep_id)	
Group (group)	LCSC
Input CUID (input_cuid)	BLFW
LON record creation CST (timestamp)	2001
Remarks (rmks)	

| LON | Orders | Clarifications | FOCs | Jeopardies | Logs |

| PON Query | Order Query | User Query | Out Fax Query |

14. Reports

14.1 Reports furnished to the LCSC from LON

The reports in this chapter are furnished daily to the LCSC. These reports cover all aspects of the status of LSR's in LON and are designed to help in managing the timely handling of all LSRs. The title and a brief description of each report is in this chapter. There is also an abbreviated copy of each report to show how the data is formatted in the report.

14.1.1 LCSC DAILY ORDER STATUS BY GROUP

This report shows all LSRs received Yesterday, in the Previous 7 days and for the Month to Date. The LSRs are grouped by Sales Code showing the total Received, FOCd, In Clarification, and Cancelled. In the Yesterday's LSRs category it also shows any LSRs that haven't been put In Clarification or Cancelled or FOCd as To be Processed. A Group Summary is given at the bottom of the report by LCSC.

PRIVATE/PROPRIETARY

Contains Private And/Or Proprietary Information.
May Not Be Used Or Disclosed Outside The BellSouth Companies
Except Pursuant To A Written Agreement.

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Daily Order Status by Group Report
As posted in the LCSC Order Tracking System
Report run at: 1998-05-28 01:44:01.432

'YAXXA' and 'YAXXB' individual Sales Code entry totals

Figure 12   View of the "Daily Order Status by Group" report

14.1.2   FOC Average Interval MTD (Month to Date)

This report is for LSRs received in the current month to date. The LSRs are grouped by CLEC and give the Average Clarification Time, Average Center Duration and the Total LSRs, Total FOCd, Total Cancelled, and Total Clarified.

LCSC Report of Receipt to FOC duration
As posted in the LCSC Order Tracking System (DURmnAvg)
For LONs received from the beginning of month through 05/05/1998
Report run on: 05/06/1998

OCN	Total Recorded LSRs	Number LSRs FOCd	Number LSRs Cancelled	Total Number Clarified	Average Clarif Time	Avera Cent Dur st
0000	1	0	1	0	0:00	0:
0233	1	0	0	0	0:00	0:
0292	11	3	0	0	0:00	21:
0440	1	0	0	0	0:00	0:
0599	1	0	0	0	0:00	0:
5046	3	2	0	0	0:00	25:

Only the beginning and the end of the Report shown

OCN	Total Recorded LSRs	Number LSRs FOCd	Number LSRs Cancelled	Total Number Clarified	Average Clarif Time	Avera Cent Dur st
8611	3	3	0	0	0:00	0:
8626	2	0	0	0	0:00	0:
8648	9	7	1	0	0:00	6:
8681	2	2	0	0	0:00	22:
8701	1	0	0	0	0:00	0:
8787	27	4	0	4	1:10	29:
8964	5	5	0	0	0:00	2:
9999	1	1	0	0	0:00	0:
LCSC	10164	5664	443	44	10:27	15:
IPP	23	0	0	0	0:00	0:
VSC	6	0	0	0	0:00	0:
DCSC	2	0	0	0	0:00	0:
Total	10195	5664	443	44	10:27	15:

Figure 13   View of the "Month To Date DURATION AVG INTERVAL" report

14.1.3   FOC and CLAR Duration Summary

This is a LCSC Summary Report of Last Receipt to FOC or Clarification Duration by OAVP, Director and Manager. This information is as posted in the LCSC Order Tracking System. The LSRs are grouped by OAVP, Director and Manager. The FOCd and Clarified LSRs are totaled by Duration Interval.

LCSC Report of Receipt to POC and Clasification Duration by OAVP, Director and Manager.
As posted in the LCSC Order Tracking System (DURmnSm2)
For all POCs and Clasifications posted for the Month through 07/23/2000
Report run on: 2000-07-24 11:32:45.559

OAVP	Director	Manager	User Group	Rept	Act	TOTAL Number	Avg Mes	DUR <- 24HR Number	%	24< DC Number
UNKNOWN	TOTAL			MAN	POC	117	36:15	12	10	4
UNKNOWN	TOTAL			ELE	POC	35	22:03	19	54	
UNKNOWN	TOTAL			TOT	POC	152	32:55	31	20	5
BUTTERWORTH	DAVIS	BROWN(TRG)	TRAINING	MAN	POC	2	31:50	1	50	
BUTTERWORTH	DAVIS	BROWN(TRG)	TRAINING	ELE	POC	0		0		
BUTTERWORTH	DAVIS	BROWN(TRG)	TRAINING	TOT	POC	2	31:50	1	50	
BUTTERWORTH	DAVIS	CANTHON(TRG)	TRAINING	MAN	POC	1	25:25	0	0	
BUTTERWORTH	DAVIS	CANTHON(TRG)	TRAINING	ELE	POC	0		0		
BUTTERWORTH	DAVIS	CANTHON(TRG)	TRAINING	TOT	POC	1	25:25	0	0	
BUTTERWORTH	DAVIS	GARNER(TRG)	TRAINING	MAN	POC	1	4:45	1	100	
BUTTERWORTH	DAVIS	GARNER(TRG)	TRAINING	ELE	POC	0		0		
BUTTERWORTH	DAVIS	GARNER(TRG)	TRAINING	TOT	POC	1	4:45	1	100	
BUTTERWORTH	DAVIS	TOTAL		MAN	POC	4	23:27	2	50	
BUTTERWORTH	DAVIS	TOTAL		ELE	POC	0		0		
BUTTERWORTH	DAVIS	TOTAL		TOT	POC	4	23:27	2	50	
BUTTERWORTH	KNIGHTON	TRAINING	TRAINING	MAN	POC	8	27:37	4	50	
BUTTERWORTH	KNIGHTON	TRAINING	TRAINING	ELE	POC	0		0		
BUTTERWORTH	KNIGHTON	TRAINING	TRAINING	TOT	POC	8	27:37	4	50	
BUTTERWORTH	KNIGHTON	TOTAL		MAN	POC	8	27:37	4	50	
BUTTERWORTH	KNIGHTON	TOTAL		ELE	POC	0		0		
BUTTERWORTH	KNIGHTON	TOTAL		TOT	POC	8	27:37	4	50	
BUTTERWORTH	MCGOVERN	DARNEY	UNE1	MAN	POC	503	31:50	194	39	141
BUTTERWORTH	MCGOVERN	DARNEY	UNE1	ELE	POC	112	33:18	34	30	1
BUTTERWORTH	MCGOVERN	DARNEY	UNE1	TOT	POC	615	32:06	228	37	15
BUTTERWORTH	MCGOVERN	DOBSON	UNE1	MAN	POC	1008	33:03	302	30	36
BUTTERWORTH	MCGOVERN	DOBSON	UNE1	ELE	POC	34	17:28	24	71	
BUTTERWORTH	MCGOVERN	DOBSON	UNE1	TOT	POC	1042	32:33	326	31	37
BUTTERWORTH	MCGOVERN	HAMILTON	UNE1	MAN	POC	1296	32:14	363	28	45
BUTTERWORTH	MCGOVERN	HAMILTON	UNE1	ELE	POC	25	10:44	23	92	
BUTTERWORTH	MCGOVERN	HAMILTON	UNE1	TOT	POC	1321	31:49	386	29	45
BUTTERWORTH	MCGOVERN	WELLS	UNE1	MAN	POC	151	29:04	58	38	4
BUTTERWORTH	MCGOVERN	WELLS	UNE1	ELE	POC	521	22:32	305	59	7
BUTTERWORTH	MCGOVERN	WELLS	UNE1	TOT	POC	672	24:00	363	54	12
BUTTERWORTH	MCGOVERN	WILSON	UNE1	MAN	POC	111	27:28	60	54	2
BUTTERWORTH	MCGOVERN	WILSON	UNE1	ELE	POC	696	21:44	421	60	12
BUTTERWORTH	MCGOVERN	WILSON	UNE1	TOT	POC	807	22:32	481	60	15
BUTTERWORTH	MCGOVERN	TOTAL		MAN	POC	3069	32:07	977	32	102
BUTTERWORTH	MCGOVERN	TOTAL		ELE	POC	1388	22:40	807	58	22
BUTTERWORTH	MCGOVERN	TOTAL		TOT	POC	4457	29:10	1784	40	125

Figure 14   View the "LCSC MTD DURATION INTERVAL BREAKDOWN" Report.

14.1.4 Last Receipt to FOC Duration by OAVP, Director and Manager

This a summary Report showing the duration from last Receipt to FOC by OAVP, Director and Manager. It lists by Manager, by Director and by OAVP name, number of LONs processed, average hours and total falling in certain thresholds and percentage in those thresholds of each individual Manager's group and same totals by Center.

Figure 15   View of Summary Report of Last Receipt to FOC duration by Manager/Center

14.1.5   Last Receipt to FOC Duration Over 48 Hours Report

This report lists the LONs with a duration over 48 hours, by LON, PON and processing employee.

```
                    LCSC Report of Last Receipt to FOC Duration Over 48 Hours.
                    As posted in the LCSC Order Tracking System (focOver48)
                    For LONs FOC'd Yesterday 09/16/1998
                    Report run on: 1998-09-17 03:43:41.094


                                        THIS IS AN ABBREVIATED COPY OF THE REPORT TO SHOW THE FOR
------------------------------------------------------------------------------------------

CENTER: ATL

------------------------------------------------------------------------------------------

MANAGER: BARRETT

------------------------------------------------------------------------------------------

Name                        CUID      LON       PON                   OCN     GROUP       Las
Tucker, Veleeda             BLCTJTM   1008175   286289                7450    LCSC        199

Name                        CUID      LON       PON                   OCN     GROUP       Las
Shavers, Rachael            BLFGXRG   1055113   854784                7446    LCSC        199
12:29:42

Name                        CUID      LON       PON                   OCN     GROUP       Las
Bartlett, Coleen            WTQKBKL   1062106   959383D91498          7450    LCSC        199

------------------------------------------------------------------------------------------

CENTER: BHM

------------------------------------------------------------------------------------------

MANAGER: BOWAB

------------------------------------------------------------------------------------------

Name                        CUID      LON       PON                   OCN     GROUP       Las
Byland, Paula               BWHQFXP   860452    1101332               7646    BEVERLY     199

Name                        CUID      LON       PON                   OCN     GROUP       Las
Lucas, Gwen                 YBBKBXW   1040660   LA001012              7771    BEVERLY     199

Name                        CUID      LON       PON                   OCN     GROUP       Las
Kendrick, Nikkesha          YDCZYQS   1067490   LA001975              7771    BEVERLY     199

------------------------------------------------------------------------------------------
```

This report is for LONs FOC'd during the prior day.
Duration is last receipt to the FOC, excluding Saturday and Sunday.

Figure 16   View of Last Receipt to FOC Duration Over 48 Hours Report.

15. LCSC Database

15.1 Table Specifications

03/15/2001   j:/winword/lcsc/V7.0/lonDsc70.txt

LCSC Order Tracking System

Version 7.0

Data Description

LON table

lon.lon

LON

Description: Local Order Number. Number assigned by

the Order Tracking System to each Service Request.

Size: Integer

Valid Entries: Data base assigned serial number.

lon.reqtyp1

REQTYP1

Description: Identifies the type of service being requested.

Size: Single Character

Valid entries: A = Loop

   B = Loop with INP

   C = INP

   D = Retail (Bellsouth Customer)

   E = Resale

   F = Port

   J = Directory Listing and Directory Assistance

   M = Loop plus Port (Mech orders)

   N = DID Resale

   P = Centrex Resale

lon.reqtyp2

REQTYP2

Description: Identifies the status of the request.

Size: Single Character

Valid entries: B = Firm Order

lon.act

ACT

Description: Identifies the ACTivity involved in this service request

Size: Single Character

Valid Entries: A = New installation and/or account

    N = New installation and/or account LEO99

    C = Change an existing account

    D = Disconnection

    M = Inside move of the physical termination within

        a building

    T = Outside move of end user location

    R = Record activity is for ordering administrative

        changes

    V = Conversion of service to new LSP

    W = Conversion as is

    S = Suspend

    B = Restore

    Y = Deny

L = Seasonal Suspend

P = Partial Migration (initial)

Q = Partial Migration (subsequent)

lon.toscust

TOScust

Description: Type of End User

Size: Single Character

Valid Entries: 1 = Business

2 = Residence

3 = Government

4 = Coin

lon.tossrvc

TOSsrvc

Description: Type Of Service

Size: Single Character

Valid Entries: A = Multi-line

B = Single line

C = Coin

D = Advanced services

E = Centrex Resale

H = ISDN

J = PBX Trunk

R = Line Sharing

- = None

lon.tosbill

TOSbill

Description: Type of Billing

Size: Single Character

Valid Entries: M = Measured

F = Fixed Rate

G = Message

- = None

lon.rqty

RQTY

Descriptin:RESALE Quantiy

Size: small integer

lon.dqty

DQTY

Descriptin:Disconnect Quantiy

Size: small integer

lon.sup

SUP

Description: To indicate that this a

supplement to the LSR.

Size: Single Character

Valid Entries: 0 = Cancelled by BST

   1 = Cancelled at vendor's request

  2 = New Due Date

  3 = Other

lon.pon

PON

Description: Purchase Order Number assigned by the

originator of the Service Request.

Size: 20 Characters

Valid Entries: No NULL entries are allowed.

No more than 16 characters.

The * (asterisk) character is not allowed.

lon.version

VER

Description: Current Version as indicated on

service request.

Size: 5 Characters

Valid Entries: No rules

lon.exp

EXP

Description: Expedite

Size: 1 Character

Valid Entries: Y(yes) or NULL(no)

lon.ocn

CC

Description: Company Code. Also known as OCN.

Size: 6 Characters

Valid Entries: Must match entry in ocn table.

lon.state

State

Description: State of service requested.

Size: 5 characters (one valid entry below allowed)

Valid Entries: A = Alabama

       F = Florida

     G = Georgia

       K = Kentucky

L = Louisiana

M = Mississippi

N = North Carolina

S = South Carolina

T = Tennessee

lon.rep_id

SC (Sales Code)

Description: Sales Code of Service Rep assigned

to work on this service request.

Size: 20 Characters

Valid Entries: Must be exactly seven characters.

Must start with YAXQ, then have an A or a B and

then two more non-special alpha-numerics.

lon.last_rcvd

Received

Description: Date/time the newest version of the

service request was received in the center.

Size: datetime year to minute

Valid Entries: Format is YYYY-MM-DD HH:MM where

Y = year, M = month, D = Day, H = hour(24hr clock)

and M = minute.

lon.clar_ind

In Clarif Ind

Description: Indicates that their is a

Clarification pending.

Size: 1 Character

Valid Entries: Y indicates Clarification pending.

No entry indicates none pending.

lon.foc_date

FOC

Description: Date/time in which a Firm Order

Committment was sent for this Purchase Order Number.

Size: datetime year to minute

Valid Entries: Format is YYYY-MM-DD HH:MM where

Y = year, M = month, D = Day, H = hour(24hr clock)

and M = minute.

lon.project

Project #

Description: Project number associated with this LON.

Size: 20 characters

Valid Entries: Optional, free form.

lon.cancel_dt

Cancel D/T

Description: When the cancelled (SUP 0 or 1) status

was posted to this LON.

Size: Date/time year to minute

Valid Entries: Auto populated when SUP is changed

to 0 or 1 and applied. Format is YYYY-MM-DD HH:MM

where Y = year, M = month, D = Day,

H = hour(24hr clock) and M = minute.

lon.first_rcvd

First Received

Description: The first Received Date/time posted.

Size: datetime year to minute

Valid Entries: Format is YYYY-MM-DD HH:MM where

Y = year, M = month, D = Day, H = hour(24hr clock)

and M = minute.

lon.first_clar_dt

First Clarification

Description: The first In Clarification Date/time

posted.

Size: datetime year to minute

Valid Entries: Format is YYYY-MM-DD HH:MM where

Y = year, M = month, D = Day, H = hour(24hr clock)

and M = minute.

lon.group

Group

Description: Group this LSR belongs to.

Size: 10 Characters

Valid Entries: Consists of the lcsc_grp table

entries when LCSC Combined Log is opened. The lcsc_grp

table is updatable by the centers.

lon.fallout_ind

Fallout

Description: Indicates that this LON has fallen

out of one the mechanized order entry systems.

Size: 1 Character

Valid Entries: Y indicates fell out of mech system.

No entry indicates manual receipt.

lon.rmks

Remarks

Description: For free-form use of users

Size: 64 Characters

Valid Entries: No restrictions.

lon.image

IMAGE

Description: file name of the fax image.

Size: 50 Characters

lon.input_cuid

Input CUID

Description: Common User ID of user who FIRST

made this entry into the database.

Size: 7 characters

Valid Entries: System filled based on log name of

user who initiates the application session.

lon.timestamp

Input Time

Description: Time stamp of the FIRST entry of the

this record into the database.

Size: datetime year to minute

Valid Entries: System data filled. Format is

YYYY-MM-DD HH:MM where Y = year, M = month,

D = Day, H = hour(24hr clock)and M = minute.

lon.related_pon

RPON

Description: Related Purchase Order Number.

Size: 20 Characters

Valid Entries: No more than 16 characters.

Asterisk character not allowed.

lon.reject_dt

Rejected

Description: Date/time in which a Rejection

was sent.

Size: datetime year to minute

Valid Entries: Format is YYYY-MM-DD HH:MM where

Y = year, M = month, D = Day, H = hour(24hr clock)

and M = minute.

lon.fallout_handled

Handled

Description: Date/time in which a Handled status

was posted. Handled is the disposition of

PONs which fall out of mechanized systems and

are then clarified back through that system.

Size: datetime year to minute

Valid Entries: Format is YYYY-MM-DD HH:MM where

Y = year, M = month, D = Day, H = hour(24hr clock)

and M = minute.

lon.pf_ind

PF

Description: Indicates that this LON has a PF

against one of the orders.

Size: 1 Character

Valid Entries: Y indicates PF is pending.

No entry indicates no PF pending.

lon.ma_ind

MA

Description: Indicates that this LON has a MA

against one of the orders.

Size: 1 Character

Valid Entries: Y indicates MA is pending.

No entry indicates no MA pending.

lon.jep_dt V7.0

Jeopardy

Description: Date/time Jeopardy was posted to this

LON record.

Size: datetime year to minute

Valid Entries: Format is YYYY-MM-DD HH:MM where

Y = year, M = month, D = Day, H = hour(24hr clock)

and M = minute.

ORDER Table (ord)

ord.lon

LON

Description: Local Order Number. Number assigned by

the Order Tracking System to each Service Request.

Size: Integer

Valid Entries: LON number existing in lon table

ord.order_number

Order Number

Description: A SOCS order number of an order

associated with this LON.

Size: 8 Characters

Valid Entries: No Null Entries are allowed.

ord.tel_no

Telephone Number

Description: Telephone Number of the

Service Request.

Size: 12 characters

Valid Entries: Ten digit telephone number.

The enforced format is NPA NXX-XXXX.

ord.circuit_id

Circuit ID

Description: Circuit ID of service request.

Size: 20 Characters

ord.due_date

Due Date

Description: Due Date of order.

Size: date

Valid Entries: Format is YYYY-MM-DD where

Y = year, M = month, D = Day

ord.timestamp

Input Time

Description: Time stamp of the FIRST entry of the

this record into the database.

Size: datetime year to minute

Valid Entries: System data filled. Format is

YYYY-MM-DD HH:MM where Y = year, M = month,

D = Day, H = hour(24hr clock)and M = minute.

ord.rec_id

RECORD ID

Description: Unique identifier of each ord record

Size: integer

CLARIFICATION Table (clr)

clr.lon

LON

Description: Local Order Number. Number assigned by

the Order Tracking System to each Service Request.

Size: Integer

Valid Entries: LON number existing in lon table

clr.clr_rsn

Clarification Reason

Description: Selectable list of common

reasons clarification is required.

Size: 255 characters

Valid Entries:

WKG SVC AT THIS ADDRESS

TELEPHONE NUMBER

HOUSE NUMBER

LOC

ZIP

STREET

STATE

CLASS OF SERVICE

ACT

BAN

END USER NAME

IMPCON

USOC

ILLEGIBLE

LISTING ERROR

YELLOW PAGE HEADER

SIC CODE

OTHER

(new choices to be added)

clr.cmmnts

Comments

Description: Comments on clarification needed

Size: 255 characters

Valid Entries: Optional text entry.

clr.faxid

faxid

Description: ID of latest clarification FAX

request returned by the FAX server.

Size: Integer

Valid Entries: Populated by system when a

request is successfully sent to FAX server.

clr.first_fu_sent

First Follow Up Sent:

Description: Date the system successfully

submitted a request to FAX a first follow up

message.

Size: Date

Valid Entries: Format is MM/DD/YY where

Y = year, M = month, D = Day

clr.first_fu_faxid

First Follow Up FAXID:

Description: ID of latest system generated

first follow up clarification FAX request

returned by the FAX server.

Size: Integer

Valid Entries: Populated by system when a

first follow up request is successfully

sent to FAX server.

clr.last_fu_sent

Last Follow Up Sent:

Description: Date the system successfully

submitted a request to FAX a last follow up

message.

Size: Date

Valid Entries: Format is MM/DD/YY where

Y = year, M = month, D = Day

clr.last_fu_faxid

Last Follow Up FAXID:

Description: ID of latest system generated

last follow up clarification FAX request

returned by the FAX server.

Size: Integer

Valid Entries: Populated by system when a

last follow up request is successfully

sent to FAX server.

clr.rep_name

From BST Rep:

Description: Name of BST person which will

be in the FROM section of the Clarification FAX.

Size: 30 characters

Valid Entries: Can not be left blank.

clr.rep_telno

Contact Number:

Description: Contact telephone number of

BST Rep to be in the FROM section of the

Clarification FAX.

Size: 20 alpha-numerics

Valid Entries: Can not be left blank.

clr.to_name

To Name:

Description: Name to go in the TO section of

the clarification FAX.

clr.to_faxno

To FAX No.

Description: Telephone number the clarification

FAX messages should be sent to.

Size: 20 alpha-numerics

Valid Entries: Full 10 digit phone number with

407 555-5555 format enforced.

clr.times_in_clar

Clarification #

Description: The number of times a NEW

clarification has been sent for this LON.

Size: Small Integer

Valid Entries: System increments this number

when a new clarification Fax sent.

clr.in_clar_dt

In Clarif

Description: Date/time service request was placed

into Clarification.

Size: datetime year to minute

Valid Entries: Format is YYYY-MM-DD HH:MM where

Y = year, M = month, D = Day, H = hour(24hr clock)

and M = minute.

clr.out_clar_dt

Out Clarif

Description: Date/time service request was removed

from Clarification.

Size: datetime year to minute

Valid Entries: Format is YYYY-MM-DD HH:MM where

Y = year, M = month, D = Day, H = hour(24hr clock)

and M = minute.

clr.clar_pon

PON

Description: Purchase Order Number from the LON

record at the time this Clarification was Sent.

Size: 20 Characters

Valid Entries: No NULL entries are allowed.

No more than 16 characters.

clr.clar_ver

Version

Description: Version (VER) from the LON record

at the time this Clarification was Sent.

Size: 5 Characters

clr.clar_ocn

CC

Description: Company Code from the LON record at

the time this Clarification was Sent.

Size: 6 Characters

Valid Entries: No NULL entries are allowed.

Must be 4 numeric digits.

LOG Table (log)

log.lon

LON

Description: Local Order Number. Number assigned by

the Order Tracking System to each Service Request.

Size: Integer

Valid Entries: LON number existing in lon table

log.action

Action

Description: Action being logged with this record.

Size: 20 Characters

Valid Entries:

 RCVD   - New or Modified Received Date posted.

      INCLR - New In Clarification posted.

      FOC   - New or Modified FOC date posted.

 CNCLD - New Canceled status posted,

   SUP changed to 0 or 1.

 REPID - New of Modified REP_ID posted.

V5.1 GROUP - New or Modified Group entry.

V6.0 RMCLR - Removal of an open clarification.

V6.0 REFOC - Update of existing FOC sent.

V6.0 REJ - Posting of up-front rejection.

V7.0 JEP - Posting of Jeopardy on an FOC.

log.data_posted

Data Posted

Description: New data posted corresponding to the

    Action being posted.

Size: 20 Characters

log.cuid

CUID

Description: Common User ID of user who performed

the ACTION being logged in each log record.

Size: 7 characters

Valid Entries: System filled based on log name of

user who initiates the application session.

log.timestamp

Timestamp

Description: Time stamp corresponding to when

the ACTION was logged (Central time).

Size: datetime year to minute

Valid Entries: System data filled. Format is

YYYY-MM-DD HH:MM where Y = year, M = month,

D = Day, H = hour(24hr clock)and M = minute.

log.log_record

LOG RECORD

Description: Unique identifier of each log record

Size: integer

Log.sys   *NEW V6.1

System initiating the log entry

Size: 1 character

Valid Entries: Null = Order tracking application entry

   L = LENS initiated entry

FOC Table (foc)

foc.lon

LON

Description: Local Order Number. Number assigned by

the Order Tracking System to each Service Request.

Size: Integer

Valid Entries: LON number existing in lon table

foc.foc_num

FOC #

Description: The Number of the foc record.

One being the first FOC sent.

Size: Small Integer

Valid Entries: System data filled.

foc.foc_pon

PON

Description: Purchase Order Number from the LON

record at the time this FOC was Sent.

Size: 20 Characters

Valid Entries: No NULL entries are allowed.

No more than 16 characters.

foc.foc_ver

Version

Description: Version (VER) from the LON record

at the time this FOC was Sent.

Size: 5 Characters

foc.foc_ocn

CC

Description: Company Code from the LON record at

the time this FOC was Sent.

Size: 6 Characters

Valid Entries: No NULL entries are allowed.

Must be 4 numeric digits.

foc.cmmnts

Comments

Description: Comments on FOC needed

Size: 255 characters

Valid Entries: Optional text entry.

foc.rep_name

From Rep:

Description: Name of BST person which will

be in the FROM section of the Clarification FAX.

Size: 30 characters

Valid Entries: Can not be left blank.

foc.rep_telno

Contact Number:

Description: Contact telephone number of

BST Rep to be in the FROM section of the

FOC FAX.

Size: 20 alpha-numerics

Valid Entries: Can not be left blank.

foc.to_name

To Name:

Description: Name to go in the TO section of

the FOC FAX.

Size: 30 alpha-numerics

foc.to_address

To FAX No.

Description: Telephone number the FOC

FAX messages should be sent to or email address.

Size: 0-255 alpha-numerics

Valid Entries: Full 10 digit phone number with

407 555-5555 format enforced when foc_dlvry

value is 0.

foc.foc_sent

Sent

Description: Date/time of the most current sending

or resending of this FOC.

Size: datetime year to minute

Valid Entries: Format is YYYY-MM-DD HH:MM where

Y = year, M = month, D = Day, H = hour(24hr clock)

and M = minute.

foc.faxid

Faxid

Description: ID of latest FOC FAX

request returned by the FAX server.

Size: Integer

Valid Entries: Populated by system when a

request is successfully sent to FAX server,

or contains a zero if sent via e-mail.

foc.foc_dlvry

Delivery Type

Description: Radio Button for selection of

the type of delivery of this FOC (fax or Email).

Valid Entries: One and only one button can be on.

Email can only be selected if there is a valid

entry in the ocn table for this CC. Stored in

the foc_dlvry field 0 = FAX, 1 = Email.

FOC ORDERS Table (foc_ord)

foc.lon

LON

Description: Local Order Number. Number assigned by

the Order Tracking System to each Service Request.

Size: Integer

Valid Entries: LON number existing in lon table

foc_ord.tel_no

Telephone Number

Description: Telephone number of an order as it

is in the order section now for a NEW FOC or as it

was in the order section at the time an existing

FOC was SENT.

Size: 12 alpha-numerics

Valid Entries: Information from Order Section.

foc_ord.circuit_id

Circuit Id

Description: Circuit Id of an order as it

is in the order section now for a NEW FOC or as it

was in the order section at the time an existing

FOC was SENT.

Size: 20 alpha-numerics

Valid Entries: Information from Order Section.

foc_ord.order_number

Order Number

Description: Order Number of an order as it

is in the order section now for a NEW FOC or as it

was in the order section at the time an existing

FOC was SENT.

Size: 8 alpha-numerics

Valid Entries: Information from Order Section.

foc_ord.due_date

Due Date

Description: Due Date of an order as it

is in the order section now for a NEW FOC or as it

was in the order section at the time an existing

FOC was SENT.

Size: Datetime Year to Day

Valid Entries: Information from Order Section.

foc_ord.rec_id

RECORD ID

Description: Unique identifier of each foc_ord record

Size: integer

REJECT Table (rej) V6.0

rej.lon

LON Number

Description: The lon number of the corresponding lon

record.

Size: Small Integer

Valid Entries: an existing lon is the only valid entry.

rej.rej_num

REJECT Number

Description: The Number of the rej record.

Field is not displayed in the application.

Size: Small Integer

Valid Entries: 1 is the only valid entry.

rej.rej_pon

PON

Description: Purchase Order Number from the LON

record at the time this Reject was Sent.

Size: 20 Characters

Valid Entries: No NULL entries are allowed.

No more than 16 characters.

rej.rej_ver

Version

Description: Version (VER) from the LON record

at the time this Reject was Sent.

Size: 5 Characters

rej.rej_ocn

CC

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Description: Company Code from the LON record at

the time this Reject was Sent.

Size: 6 Characters

Valid Entries: No NULL entries are allowed.

rej.cmmnts

Comments

Description: Comments on Reject needed

Size: 255 characters

Valid Entries: Optional text entry. Unless

        Reason selected is "Other.."

rej.rep_name

From

Description: Name of BST person which will

be in the FROM section of the Clarification FAX.

Size: 30 characters

Valid Entries: Auto populated as BellSouth LCSC.

`rej.rej_telno`

From Contact #

Description: Contact telephone number of

BST Rep to be in the FROM section of the

Reject FAX.

Size: 20 alpha-numerics

Valid Entries: Any selection in the list box.

`rej.to_name`

To Name:

Description: Name to go in the TO section of

the Reject FAX.

`rej.to_address`

To FAX No.

Description: Telephone number the Reject

FAX messages should be sent to.

Size: 20 alpha-numerics

Valid Entries: Full 10 digit phone number.

The enforced format is NPA NXX-XXXX.

rej.last_sent

Sent

Description: Date/time of the most current sending

or resending of this Reject.

Size: datetime year to minute

Valid Entries: Format is YYYY-MM-DD HH:MM where

Y = year, M = month, D = Day, H = hour(24hr clock)

and M = minute.

rej.last_faxid

Faxid

Description: ID of latest Reject FAX

request returned by the FAX server.

Size: Integer

Valid Entries: Populated by system when a

request is successfully sent to FAX server,

or contains a zero if sent via e-mail.

rej.rej_dlvry

Delivery Type

Description: Radio Button for selection of

the type of delivery of this Reject (fax or Email).

Valid Entries: One and only one button can be on.

Email can only be selected if there is a valid

entry in the ocn table for this CC. Stored in

the rej_dlvry field 0 = FAX, 1 = Email.

rej.timestamp

Input Time

Description: Time stamp of the FIRST entry of the

this record into the database(database time - CST).

Size: datetime year to minute

Valid Entries: System data filled. Format is

YYYY-MM-DD HH:MM where Y = year, M = month,

D = Day, H = hour(24hr clock)and M = minute.

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REJECT REASONS Table (rej_rsn) V6.0

rej_rsn.lon

LON Number

Description: The lon number of the corresponding lon

record.

Size: Small Integer

Valid Entries: an existing lon is the only valid entry.

rej_rsn.rsn_num

Reason Number

Description: A row is stored for each rsn_num corresponding

to a pick in the list box of the application.

Size: Integer

Valid Entries: rsn_nums corresponding to one or

more selections from list. See rsn_list table for

rsn_num and description.

rej_rsn.record_id

RECORD ID

Description: Unique identifier of each rej_rsn record

Size: integer

REASON LIST Table (rsn_list) V6.0

rsn_list.rsn_num

Reason Number

Description: A reason number corresponding to the description,

which is selected in the list box of the application.

Size: Integer

Valid Entries: rsn_nums are unique integers

.

`rsn_list.rsn_valid_4_new`

Reason Valid for New Rejects

Description: Y indicates this reason will be available for new

Rejects.

Size: Integer

Valid Entries: rsn_nums are unique integers

`rsn_list.rsn_description`

Reason Description

Description: The description of the reason. These description are

Displayed in the application list box and printed on the Reject

Notice if selected.

Size: varchar(255)

Valid Entries: Specified by LCSC

`rsn_list.rsn_display_order`

Reason Display Order

Description: Determines the order the descriptions

appearing in the list box of the application.

Size: Small Integer

TRANSMIT LOG Table (xmit_log) V6.0

xmit_log.lon

LON

Description: Local Order Number. Number assigned by

the Order Tracking System to each Service Request.

Size: Integer

Valid Entries: LON number existing in lon table

xmit_log.fax_type

Description: Type of fax message transmitted.

Size: 5 Characters

Valid Entries:

    FOC   - FOC transmitted.

  CLR   - Clarification transmitted.

  REJ - Rejection transmitted.

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xmit_log.number

Number

Description: Instance of lon/fax type. For example,

the first Clarification request would be 1. Corresponds

to clr.times_in_clar, foc.foc_num, or rej.rej_num

depending on the fax_type

Size: Small Integer

xmit_log.resend

Resend Flag

Description: Indicates that the transmission was

the original transmission or a resend

Size: 1 Character

Valid Entries: Y is a RESEND.

    N is an original.

xmit_log.user

USER

Description: Common User ID of user who performed

the transmission being logged.

Size: 7 characters

Valid Entries: System filled based on log name of

user who initiates the application session.

xmit_log.submitted

Submitted date and time

Description: Time stamp corresponding to when

the transmit was logged (application server time).

Size: datetime year to minute

Valid Entries: System data filled. Format is

YYYY-MM-DD HH:MM where Y = year, M = month,

D = Day, H = hour(24hr clock)and M = minute.

xmit_log.faxid

FAXID

Description: Unique identifier of each transmission

returned by the fax server.

Size: integer

Valid Entries: Integer for all faxes

NULL for email transmissions

xmit_log.fax_server

Fax Server

Description: Unique identifier of the fax server to

which the fax was submitted.

Size: 64 Characters

Valid Entries: Server id for fax transmissions

NULL for email transmissions

xmit_log.record_id

RECORD IDENTIFICATION Number

Description: Unique identifier of each xmit_log record

Size: integer

Clarification REASON LIST Table (clr_rsn) V6.2

clr_rsn.clr_rsn

Reason

Description: A clarification reason

which is selected in the list box of the application.

Size: varchar(255)

Valid Entries:

clr_rsn.valid_4_new

Reason Valid for New Clarifications

Description: Y indicates this reason will be available for new

Clarifications.

Size: char(1)

Valid Entries: Y or N

clr_rsn.display_order

Reason Display Order

Description: Determines the order the descriptions

appearing in the list box of the application.

Size: Small Integer

JEOPARDY REASON LIST Table (jep_rsn) V7.0

jep_rsn.jep_rsn

Reason

Description: A jeopardy reason

which is selected in the list box of the application.

Size: varchar(255)

Valid Entries:

jep_rsn.valid_4_new

Reason Valid for New Jeopardies

Description: Y indicates this reason will be available for new

Jeopardies.

Size: char(1)

Valid Entries: Y or N

jep_rsn.display_order

Reason Display Order

Description: Determines the order the descriptions

appearing in the list box of the application.

Size: Small Integer

Jeopardy Notice Table (jep) V7.0

jep.jep_num

Jeopardy #

Description: The Number of the jep for the LON.

Size: Small Integer

Valid Entries: Value is 1 for the first jeopardy

   issued for the LON.

   For each subsequent Jeopardy

   this value is incremented by 1.

jep.jep_pon

PON

Description: Purchase Order Number from the LON

record at the time this Jeopardy was Sent.

Size: 20 Characters

Valid Entries: No NULL entries are allowed.

No more than 16 characters.

jep_ver

Version

Description: Version (VER) from the LON record

at the time this Jeopardy was Sent.

Size: 5 Characters

jep.ocn

CC

Description: Company Code from the LON record at

the time this Jeopardy was Sent.

Size: 6 Characters

Valid Entries: No NULL entries are allowed.

      Must be 4 numeric digits.

jep.cmmnts

Comments

Description: Comments on Jeopardy needed

Size: 255 characters

Valid Entries: Optional text entry. Unless

Reason selected is "Other.."

jep.rep_name

From

Description: Name of BST person which will

be in the FROM section of the Jeopardy FAX.

Size: 30 characters

Valid Entries: Auto populated as BellSouth LCSC.

.

jep.rep_telno

From Contact #

Description: Contact telephone number of

BST Rep to be in the FROM section of the

Jeopardy FAX.

Size: 20 alpha-numerics

Valid Entries: Any selection in the list box.

jep.to_name

To Name:

Description: Name to go in the TO section of

the Jeopardy FAX.

jep.to_faxno

To FAX No.

Description: Telephone number the Jeopardy

FAX messages should be sent to.

Size: 20 alpha-numerics

Valid Entries: Full 10 digit phone number.

The enforced format is NPA NXX-XXXX.

jep.faxid

Faxid

Description: ID of latest Jeopardy FAX

request returned by the FAX server.

Size: Integer

Valid Entries: Populated by system when a

request is successfully sent to FAX server,

or contains a zero if sent via e-mail.

jep.jep_rsn

Jeopardy Reasons

Description: A list of valid Jeopardy reasons. Pick

one or more reasons for the Jeopardy.

Size: 255 alpha-numerics

Valid Entries: rsn_nums corresponding to one or

more selections from list separated by commas.

See jep_rsn table for available reasons.

jep.in_jep_dt

In Jeopardy

Description: Date/time service request was placed

into Jeopardy.

Size: datetime year to minute

Valid Entries: Format is YYYY-MM-DD HH:MM where

Y = year, M = month, D = Day, H = hour(24hr clock)

and M = minute.

jep.out_jep_dt

Out Jeopardy

Description: Date/time service request was removed

from Jeopardy.

Size: datetime year to minute

Valid Entries: Format is YYYY-MM-DD HH:MM where

Y = year, M = month, D = Day, H = hour(24hr clock)

and M = minute.

TABLE SCHEMAS

All tables currently used by the application and/or for report generation.LOG

DBSCHEMA Schema Utility   INFORMIX-SQL Version 7.31.UC6A

Copyright (C) Informix Software, Inc., 1984-1998

Software Serial Number AAC#J891894

{ TABLE "informix".lcsc_hol row size = 24 number of columns = 2 index size = 12 }

create table "informix".lcsc_hol

```
    (

        holiday_name char(20),

        holiday_date date

    );

revoke all on "informix".lcsc_hol from "public";


create unique index "informix".lcsc_hol_idx on "informix".lcsc_hol

        (holiday_date);


{ TABLE "informix".lcsc_grp row size = 72 number of columns = 4 index size = 21 }

create table "informix".lcsc_grp

    (

        group char(10) not null constraint "informix".no_group_null,

        default smallint,

        description char(50),

        center char(10),

        primary key (group)  constraint "informix".lcsc_grp_pkey

    );

revoke all on "informix".lcsc_grp from "public";
```

```
{ TABLE "informix".users row size = 154 number of columns = 11 index size = 57 }

create table "informix".users

  (

    manager char(25) not null constraint "informix".no_mgr_null,

    name char(25) not null constraint "informix".no_name_null,

    sales_code char(8) not null constraint "informix".no_sc_null,

    cuid char(8),

    group char(10) not null constraint "informix".no_grp_null,

    ctr char(10) not null constraint "informix".no_ctr_null,

    director char(25),

    oavp char(25),

    phone_number char(12),

    extension char(5),

    production char(1),

    primary key (cuid)  constraint "informix".users_pkey

  );

revoke all on "informix".users from "public";


create index "informix".users_sc_indx on "informix".users (sales_code);
```

```
create index "informix".ix_ctr on "informix".users (ctr);


{ TABLE "informix".clr row size = 683 number of columns = 18 index size = 27 }

create table "informix".clr

    (

    lon integer not null constraint "informix".clar_nonull,

    clar_pon char(20),

    clar_ver char(5),

    clar_ocn char(6),

    clar_rsn varchar(255),

    cmmnts varchar(255),

    faxid integer,

    first_fu_sent date,

    first_fu_faxid integer,

    last_fu_sent date,

    last_fu_faxid integer,

    rep_name char(30),

    rep_telno char(20),

    to_name char(30),

    to_faxno char(20),
```

```
    times_in_clar smallint,

    in_clar_dt datetime year to minute,

    out_clar_dt datetime year to minute,

    primary key (lon,times_in_clar)  constraint "informix".clr_pk

  );

revoke all on "informix".clr from "public";


create index "informix".findclrlon on "informix".clr (lon);


{ TABLE "informix".ocn row size = 311 number of columns = 6 index size = 12 }

create table "informix".ocn

  (

    ocn char(4) not null constraint "informix".ocn_nonull,

    comp_name char(30),

    tel_num char(10),

    email varchar(255),

    default_delivery char(1),

    center char(10),

    primary key (ocn)  constraint "informix".ocn_pkey

  );
```

```
revoke all on "informix".ocn from "public";


{ TABLE "informix".foc_ord row size = 62 number of columns = 8 index size = 42 }

create table "informix".foc_ord

   (

      lon integer not null constraint "informix".focordlon,

      foc_num smallint,

      order_number char(8),

      tel_no char(12),

      circuit_id char(20),

      due_date datetime year to day,

      timestamp datetime year to minute

         default current year to minute,

      rec_id serial not null constraint "informix".focord_srl_cst,

      primary key (rec_id)  constraint "informix".focord_pk

   );

revoke all on "informix".foc_ord from "public";


create index "informix".findfoc_ord on "informix".foc_ord (order_number);
```

```
create index "informix".focordlon on "informix".foc_ord (lon);


{ TABLE "informix".foc row size = 649 number of columns = 14 index size = 27 }

create table "informix".foc

    (

        lon integer not null constraint "informix".foc_nonull,

        foc_num smallint,

        foc_pon char(20),

        foc_ver char(5),

        foc_ocn char(6),

        cmmnts varchar(255),

        rep_name char(30),

        rep_telno char(20),

        to_name char(30),

        to_address varchar(255),

        foc_dlvry smallint,

        foc_sent datetime year to minute,

        faxid integer,

        timestamp datetime year to minute

                default current year to minute,
```

```
      primary key (lon,foc_num)  constraint "informix".foc_pk

  );

revoke all on "informix".foc from "public";


create index "informix".findfoclon on "informix".foc (lon);


{ TABLE "informix".tn_stop row size = 87 number of columns = 3 index size = 24 }

create table "informix".tn_stop

  (

    telno char(12) not null constraint "informix".n132_51,

    reason char(50) not null constraint "informix".n132_52,

    placedby char(25),

    primary key (telno)  constraint "informix".tn_stop_pkey

  );

revoke all on "informix".tn_stop from "public";


{ TABLE "informix".cc_stop row size = 79 number of columns = 3 index size = 12 }

create table "informix".cc_stop

  (

    cc char(4) not null constraint "informix".ccnotnull,
```

```
    reason char(50) not null constraint "informix".reanotnull,

    placedby char(25),

    primary key (cc)  constraint "informix".cc_stop_pkey

  );

revoke all on "informix".cc_stop from "public";



{ TABLE "informix".ord row size = 67 number of columns = 8 index size = 42 }

create table "informix".ord

  (

    lon integer not null constraint "informix".ordlon,

    order_number char(8),

    tel_no char(12),

    circuit_id char(20),

    due_date datetime year to day,

    input_cuid char(7),

    timestamp datetime year to minute

        default current year to minute,

    rec_id serial not null constraint "informix".clr_srl_cst,

    primary key (rec_id)  constraint "informix".ord_pk

  );
```

```
revoke all on "informix".ord from "public";


create index "informix".ix_ord on "informix".ord (order_number);


create index "informix".ordlon on "informix".ord (lon);


{ TABLE "informix".rej row size = 649 number of columns = 14 index size = 12 }
create table "informix".rej

    (

        lon integer not null constraint "informix".rej_nonull,

        rej_num smallint,

        rej_pon char(20),

        rej_ver char(5),

        rej_ocn char(6),

        cmmnts varchar(255),

        rep_name char(30),

        rep_telno char(20),

        to_name char(30),

        to_address varchar(255),

        rej_dlvry smallint,
```

```
    last_sent datetime year to minute,

  . last_faxid integer,

    timestamp datetime year to minute

        default current year to minute,

    primary key (lon)  constraint "informix".rej_pk

  );

revoke all on "informix".rej from "public";



{ TABLE "informix".rej_rsn row size = 12 number of columns = 3 index size = 24 }

create table "informix".rej_rsn

  (

    lon integer not null constraint "informix".rej_rsnnonull,

    rsn_num integer not null ,

    record_id serial not null constraint "informix".rej_rsn_srl_con,

    primary key (record_id)  constraint "informix".rej_rsn_pk

  );

revoke all on "informix".rej_rsn from "public";



create index "informix".findrejrsnlon on "informix".rej_rsn (lon);
```

```
{ TABLE "informix".rsn_list row size = 263 number of columns = 4 index size = 12

              }

create table "informix".rsn_list

   (

      rsn_num serial not null constraint "informix".rsn_num_srl_con,

      rsn_valid_4_new char(1),

      rsn_description varchar(255),

      rsn_display_order smallint,

      primary key (rsn_num)  constraint "informix".rsn_list_pk

   );

revoke all on "informix".rsn_list from "public";



{ TABLE "informix".xmit_log row size = 98 number of columns = 9 index size = 24 }

create table "informix".xmit_log

   (

      lon integer,

      fax_type char(5),

      number smallint,

      resend char(1),

      user char(7),
```

```
    submitted datetime year to minute,

    faxid integer,

    fax_server char(64),

    record_id serial not null constraint "informix".xmit_log_srl_con,

    primary key (record_id)  constraint "informix".xmit_log_pk

  );

revoke all on "informix".xmit_log from "public";


create index "informix".findxmitlon on "informix".xmit_log (lon);


{ TABLE "informix".lon row size = 487 number of columns = 35 index size = 64 }

create table "informix".lon

  (

    lon serial not null constraint "informix".lon_srl_con,

    ocn char(6),

    pon char(20),

    version char(5),

    rep_id char(8),

    expd char(1),

    state char(2),
```

```
fallout_ind char(1),

first_rcvd datetime year to minute,

last_rcvd datetime year to minute,

foc_date datetime year to minute,

clar_ind char(1),

first_clar_dt datetime year to minute,

input_cuid char(7),

timestamp datetime year to minute

    default current year to minute,

reqtyp1 char(1),

reqtyp2 char(1),

act char(1),

toscust char(1),

tossrvc char(1),

tosbill char(1),

rqty smallint,

dqty smallint,

sup char(1),

rmks varchar(255),

image char(50),
```

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```
        cancel_dt datetime year to minute,

        project char(20),

        group char(10),

        reject_dt datetime year to minute,

        fallout_handled datetime year to minute,

        related_pon char(20),

        pf_ind char(1),

        ma_ind char(1),

        jep_dt datetime year to minute,

        primary key (lon)  constraint "informix"._157_prom1

    );

revoke all on "informix".lon from "public";


create index "informix".ix_lon_pon on "informix".lon (pon);

create index "informix".ix_lon_lstrcvd on "informix".lon (last_rcvd);


{ TABLE "informix".log_archive row size = 64 number of columns = 7 index size = 12

                }

create table "informix".log_archive

    (
```

```
    log_record serial not null ,

    lon integer,

    action char(20),

    data_posted char(20),

    cuid char(7),

    timestamp datetime year to second

        default current year to second,

    sys char(1)

  );

revoke all on "informix".log_archive from "public";


create unique index "informix".ix_log_arch on "informix".log_archive

    (log_record);
{ TABLE "informix".ord_archive row size = 67 number of columns = 8 index size = 12

            }

create table "informix".ord_archive

  (

    lon integer,

    order_number char(8),

    tel_no char(12),
```

```
    circuit_id char(20),

    due_date datetime year to day,

    input_cuid char(7),

    timestamp datetime year to minute

        default current year to minute,

    rec_id serial not null

);

revoke all on "informix".ord_archive from "public";



create unique index "informix".ix_ord_arch on "informix".ord_archive

    (rec_id);

{ TABLE "informix".rej_archive row size = 649 number of columns = 14 index size =

        12 }

create table "informix".rej_archive

  (

    lon integer,

    rej_num smallint,

    rej_pon char(20),

    rej_ver char(5),

    rej_ocn char(6),
```

```
        cmmnts varchar(255),

        rep_name char(30),

        rep_telno char(20),

        to_name char(30),

        to_address varchar(255),

        rej_dlvry smallint,

        last_sent datetime year to minute,

        last_faxid integer,

        timestamp datetime year to minute

            default current year to minute

    );

revoke all on "informix".rej_archive from "public";


create unique index "informix".ix_rej_arch on "informix".rej_archive

        (lon);


{ TABLE "informix".rej_rsn_archive row size = 12 number of columns = 3 index size

            = 12 }

create table "informix".rej_rsn_archive

    (
```

```
    lon integer,

    rsn_num integer,

    record_id serial not null

  );

revoke all on "informix".rej_rsn_archive from "public";


create unique index "informix".ix_rej_rsn_arch on "informix".rej_rsn_archive

    (record_id);


{ TABLE "informix".xmit_log_archive row size = 98 number of columns = 9 index size

            = 12 }

create table "informix".xmit_log_archive

  (

    lon integer,

    fax_type char(5),

    number smallint,

    resend char(1),

    user char(7),

    submitted datetime year to minute,

    faxid integer,
```

```
        fax_server char(64),

        record_id serial not null

    );

revoke all on "informix".xmit_log_archive from "public";


create unique index "informix".ix_xmit_arch on "informix".xmit_log_archive

        (record_id);


{ TABLE "informix".lon_archive row size = 487 number of columns = 35 index size =

                12  }

create table "informix".lon_archive

    (

        lon serial not null ,

        ocn char(6),

        pon char(20),

        version char(5),

        rep_id char(8),

        expd char(1),

        state char(2),

        fallout_ind char(1),
```

```
first_rcvd datetime year to minute,

last_rcvd datetime year to minute,

foc_date datetime year to minute,

clar_ind char(1),

first_clar_dt datetime year to minute,

input_cuid char(7),

timestamp datetime year to minute

    default current year to minute,

reqtyp1 char(1),

reqtyp2 char(1),

act char(1),

toscust char(1),

tossrvc char(1),

tosbill char(1),

rqty smallint,

dqty smallint,

sup char(1),

rmks varchar(255),

image char(50),

cancel_dt datetime year to minute,
```

```
        project char(20),

        group char(10),

        reject_dt datetime year to minute,

        fallout_handled datetime year to minute,

        related_pon char(20),

        pf_ind char(1),

        ma_ind char(1),

        jep_dt datetime year to minute

    );

revoke all on "informix".lon_archive from "public";


create unique index "informix".ix_lon_arch on "informix".lon_archive

        (lon);


{ TABLE "informix".group_ag row size = 60 number of columns = 4 index size = 21 }

create table "informix".group_ag

    (

        group char(10),

        ag char(10),

        manager char(25),
```

```
    director char(15)

  );

revoke all on "informix".group_ag from "public";


create unique index "informix".ix_group on "informix".group_ag

    (group);



{ TABLE "informix".daily_log row size = 64 number of columns = 7 index size = 0 }

create table "informix".daily_log

  (

    log_record serial not null ,

    lon integer,

    action char(20),

    data_posted char(20),

    cuid char(7),

    timestamp datetime year to second

        default current year to second,

    sys char(1)

  );
```

```
revoke all on "informix".daily_log from "public";


{ TABLE "informix".log row size = 64 number of columns = 7 index size = 60 }

create table "informix".log

   (

      log_record serial not null constraint "informix".n121_37,

      lon integer not null constraint "informix".n121_38,

      action char(20) not null constraint "informix".n121_39,

      data_posted char(20),

      cuid char(7),

      timestamp datetime year to second

          default current year to second not null constraint "informix".n121_40,

      sys char(1)

   );

revoke all on "informix".log from "public";


create unique index "informix".ix_log_key on "informix".log (log_record);


create index "informix".ix_log_lon on "informix".log (lon);

create index "informix".ix_fastaction on "informix".log (action);
```

```
alter table "informix".log add constraint primary key (log_record);


{ TABLE "informix".clerical_hrs row size = 42 number of columns = 6 index size =

            43 }

create table "informix".clerical_hrs

   (

      director char(25) not null ,

      tz char(1) not null ,

      open interval hour(9) to minute,

      close interval hour(9) to minute,

      sat char(1) not null ,

      sun char(1) not null

   );

revoke all on "informix".clerical_hrs from "public";


create unique index "informix".ix633_1 on "informix".clerical_hrs

      (director);


{ TABLE "informix".open_lon row size = 53 number of columns = 8 index size = 0 }
```

```
create table "informix".open_lon

   (

      last_rcvd datetime year to minute,

      ocn char(6),

      pon char(20),

      version char(5),

      state char(2),

      reqtyp char(2),

      tos char(3),

      rep_id char(8)

   );

revoke all on "informix".open_lon from "public";


{ TABLE "batch".open_lsr_test row size = 146 number of columns = 20 index size =

           0 }

create table "batch".open_lsr_test

   (

      cc char(4),

      pon char(16),

      ver char(2),
```

```
    create_timestamp datetime year to fraction(4) not null ,

    ban_1 char(13),

    reqtyp char(2),

    account_act_type char(2),

    gs_version char(8),

    system_init_id char(4),

    atn char(13),

    tran_set_purpos_cd char(2),

    svc_ord char(8),

    test_prod_ind char(1),

    tos char(3),

    signout_cuid char(8),

    processing_status char(1),

    completion_date char(10),

    lsr_number char(30),

    state char(2),

    timestamp datetime year to minute

);

revoke all on "batch".open_lsr_test from "public";
```

```
{ TABLE "informix".clr_archive row size = 683 number of columns = 18 index size =
          15 }

create table "informix".clr_archive

  (

    lon integer,

    clar_pon char(20),

    clar_ver char(5),

    clar_ocn char(6),

    clar_rsn varchar(255),

    cmmnts varchar(255),

    faxid integer,

    first_fu_sent date,

    first_fu_faxid integer,

    last_fu_sent date,

    last_fu_faxid integer,

    rep_name char(30),

    rep_telno char(20),

    to_name char(30),

    to_faxno char(20),

    times_in_clar smallint,
```

```
        in_clar_dt datetime year to minute,

        out_clar_dt datetime year to minute

    );

revoke all on "informix".clr_archive from "public";


create unique index "informix".ix_clr_arch on "informix".clr_archive

        (lon,times_in_clar);

{ TABLE "informix".foc_archive row size = 649 number of columns = 14 index size =

                15 }

create table "informix".foc_archive

    (

        lon integer,

        foc_num smallint,

        foc_pon char(20),

        foc_ver char(5),

        foc_ocn char(6),

        cmmnts varchar(255),

        rep_name char(30),

        rep_telno char(20),

        to_name char(30),
```

```
        to_address varchar(255),

        foc_dlvry smallint,

        foc_sent datetime year to minute,

        faxid integer,

        timestamp datetime year to minute

                default current year to minute

    );

revoke all on "informix".foc_archive from "public";



create unique index "informix".ix_foc_arch on "informix".foc_archive

        (lon,foc_num);
{ TABLE "informix".foc_ord_archive row size = 62 number of columns = 8 index size

                = 12 }

create table "informix".foc_ord_archive

    (

        lon integer,

        foc_num smallint,

        order_number char(8),

        tel_no char(12),

        circuit_id char(20),
```

```
        due_date datetime year to day,

      timestamp datetime year to minute

          default current year to minute,

      rec_id serial not null

   );

revoke all on "informix".foc_ord_archive from "public";



create unique index "informix".ix_foc_ord_arch on "informix".foc_ord_archive

      (rec_id);

{ TABLE "informix".rollupinput row size = 23 number of columns = 5 index size = 28

              }

create table "informix".rollupinput

   (

      lon integer not null constraint "informix".n634_96,

      cuid char(7) not null ,

      duration interval hour(9) to minute,

      inputdate date not null constraint "informix".n634_98,

      firstorsub char(1)

   );

revoke all on "informix".rollupinput from "public";
```

```
create index "informix".rilon on "informix".rollupinput (lon);


create index "informix".ricuid on "informix".rollupinput (cuid);


{ TABLE "informix".clr_rsn row size = 259 number of columns = 3 index size = 0 }

create table "informix".clr_rsn

  (

    clr_rsn varchar(255),

    valid_4_new char(1),

    display_order smallint

  );

revoke all on "informix".clr_rsn from "public";


{ TABLE "informix".rollup2 row size = 80 number of columns = 17 index size = 0 }

create table "informix".rollup2

  (

    lon integer,

    cuid char(7),

    rcpt char(3),
```

```
    thegrp char(10),

    toscust char(1),

    tossrvc char(1),

    action char(5),

    duration interval hour(9) to minute,

    duration2 interval hour(9) to minute,

    reqtyp1 char(1),

    state char(2),

    ocn char(6),

    actiondate date,

    rcvd_dt datetime year to minute,

    action_dt datetime year to minute,

    log_record integer,

    cause_code integer

    );

revoke all on "informix".rollup2 from "public";



{ TABLE "informix".miss_cause row size = 22 number of columns = 4 index size = 0

            }

create table "informix".miss_cause
```

```
    (

      log_record integer,

      cause_code integer,

      cuid char(7),

      timestamp datetime year to minute

    );

revoke all on "informix".miss_cause from "public";


{ TABLE "informix".miss_list row size = 39 number of columns = 5 index size = 0 }
create table "informix".miss_list

    (

      cause_code integer,

      cause_desc char(20),

      disabled char(1),

      entered_by char(7),

      timestamp datetime year to minute

    );

revoke all on "informix".miss_list from "public";


{ TABLE "informix".rolluphist row size = 80 number of columns = 17 index size = 0
```

```
            }

create table "informix".rolluphist

  (

    lon integer,

    cuid char(7),

    rcpt char(3),

    thegrp char(10),

    toscust char(1),

    tossrvc char(1),

    action char(5),

    duration interval hour(9) to minute,

    duration2 interval hour(9) to minute,

    reqtyp1 char(1),

    state char(2),

    ocn char(6),

    actiondate date,

    rcvd_dt datetime year to minute,

    action_dt datetime year to minute,

    log_record integer,

    cause_code integer
```

```
        );

revoke all on "informix".rolluphist from "public";



{ TABLE "informix".last_fu row size = 683 number of columns = 18 index size = 12

                }

create table "informix".last_fu

    (

        lon integer,

        clar_pon char(20),

        clar_ver char(5),

        clar_ocn char(6),

        clar_rsn varchar(255),

        cmmnts varchar(255),

        faxid integer,

        first_fu_sent date,

        first_fu_faxid integer,

        last_fu_sent date,

        last_fu_faxid integer,

        rep_name char(30),

        rep_telno char(20),
```

```
      to_name char(30),

      to_faxno char(20),

      times_in_clar smallint,

      in_clar_dt datetime year to minute,

      out_clar_dt datetime year to minute,

      primary key (lon)  constraint "informix".pk_last_fu

   );

revoke all on "informix".last_fu from "public";



{ TABLE "informix".comp_holidays row size = 4 number of columns = 1 index size =

            0 }

create table "informix".comp_holidays

   (

     holiday_date date

   );

revoke all on "informix".comp_holidays from "public";



{ TABLE "informix".log_errors row size = 64 number of columns = 7 index size = 0

               }

create table "informix".log_errors
```

```
    (

        log_record integer,

        lon integer,

        action char(20),

        data_posted char(20),

        cuid char(7),

        timestamp datetime year to second,

        sys char(1)

    );

revoke all on "informix".log_errors from "public";


{ TABLE "informix".jep row size = 683 number of columns = 18 index size = 15 }

create table "informix".jep

    (

        lon integer not null ,

        jep_pon char(20),

        jep_ver char(5),

        jep_ocn char(6),

        jep_rsn varchar(255),

        cmmnts varchar(255),
```

```
        faxid integer,

        first_fu_sent date,

        first_fu_faxid integer,

        last_fu_sent date,

        last_fu_faxid integer,

        rep_name char(30),

        rep_telno char(20),

        to_name char(30),

        to_faxno char(20),

        jep_num smallint,

        in_jep_dt datetime year to minute,

        out_jep_dt datetime year to minute,

        primary key (lon,jep_num)  constraint "informix".jep_pk

    );

revoke all on "informix".jep from "public";


{ TABLE "informix".jep_rsn row size = 259 number of columns = 3 index size = 0 }

create table "informix".jep_rsn

    (

        jep_rsn varchar(255),
```

```
      valid_4_new char(1),

      display_order smallint

  );

revoke all on "informix".jep_rsn from "public";


{ TABLE "informix".lontemp row size = 487 number of columns = 35 index size = 0 }

create table "informix".lontemp

  (

    lon integer,

    ocn char(6),

    pon char(20),

    version char(5),

    rep_id char(8),

    expd char(1),

    state char(2),

    fallout_ind char(1),

    first_rcvd datetime year to minute,

    last_rcvd datetime year to minute,

    foc_date datetime year to minute,

    clar_ind char(1),
```

```
first_clar_dt datetime year to minute,

input_cuid char(7),

timestamp datetime year to minute

    default current year to minute,

reqtyp1 char(1),

reqtyp2 char(1),

act char(1),

toscust char(1),

tossrvc char(1),

tosbill char(1),

rqty smallint,

dqty smallint,

sup char(1),

rmks varchar(255),

image char(50),

cancel_dt datetime year to minute,

project char(20),

group char(10),

reject_dt datetime year to minute,

fallout_handled datetime year to minute,
```

```
    related_pon char(20),

    pf_ind char(1),

    ma_ind char(1),

    jep_dt datetime year to minute

);

revoke all on "informix".lontemp from "public";



{ TABLE "batch".ma_daily row size = 162 number of columns = 19 index size = 0 }

create table "batch".ma_daily

  (

    order_number char(8),

    due_date_orig date,

    man char(5),

    sales_code char(7),

    pon char(17),

    resh char(20),

    telephone_number char(15),

    general_class_svc char(1),

    class_service char(5),

    missed_appt_code char(3),
```

```
        derived_ocn char(4),

        cent char(4),

        rpt_center char(10),

        ccna char(5),

        acna char(5),

        operator_number char(5),

        subs_dd date,

        comp_name char(30),

        center char(10)

    );

revoke all on "batch".ma_daily from "public";


{ TABLE "batch".pf_daily row size = 235 number of columns = 26 index size = 0 }

create table "batch".pf_daily

    (

        proc char(3),

        order_number char(8),

        due_date_orig date,

        status char(2),

        zwc char(5),
```

```
class_service char(10),

acna char(5),

man char(5),

sales_code char(7),

pon char(17),

resh char(20),

telephone_number char(15),

rtg char(25),

general_class_svc char(1),

derived_ocn char(4),

cent char(4),

rpt_center char(15),

fac char(6),

currans char(10),

m_ecd datetime year to minute,

m_esd datetime year to minute,

subs_dd date,

pf_date datetime year to minute,

ocn char(4),

comp_name char(30),
```

```
    center char(10)

  );

revoke all on "batch".pf_daily from "public";


{ TABLE "batch".open_lsr row size = 146 number of columns = 20 index size = 39 }

create table "batch".open_lsr

  (

    cc char(4),

    pon char(16),

    ver char(2),

    create_timestamp datetime year to fraction(4) not null ,

    ban_1 char(13),

    reqtyp char(2),

    account_act_type char(2),

    gs_version char(8),

    system_init_id char(4),

    atn char(13),

    tran_set_purpos_cd char(2),

    svc_ord char(8),

    test_prod_ind char(1),
```

```
        tos char(3),

        signout_cuid char(8),

        processing_status char(1),

        completion_date char(10),

        lsr_number char(30),

        state char(2),

        timestamp datetime year to minute

    );

revoke all on "batch".open_lsr from "public";


create unique index "batch".ix_open_lsr_key on "batch".open_lsr

    (cc,pon,ver);

{ TABLE "batch".lnp_live_24foc row size = 131 number of columns = 20 index size =

            0 }

create table "batch".lnp_live_24foc

    (

        lsrpon char(16),

        lsrver char(2),

        lsrcc char(4),

        lsrreqtyp char(2),
```

```
    lsrtos char(3),

    status smallint,

    eustate char(2),

    lsrcreatedatetime datetime year to second,

    cuid char(8),

    datasource char(3),

    lsrsc char(4),

    activitytype smallint,

    svstatus integer,

    eubillean char(20),

    eubilleatn char(12),

    lean char(13),

    leatn char(10),

    internaltracking char(4),

    eumi char(2),

    activity_date datetime year to fraction(3)
  );
revoke all on "batch".lnp_live_24foc from "public";


create view "informix".users_view (manager,name,sales_code,cuid,users_group,ctr,di
```

```
select x0.manager ,x0.name ,x0.sales_code ,x0.cuid ,x0.group

  ,x0.ctr ,x0.director ,x0.oavp from "informix".users x0 ;


create view "informix".lon_view (lon,ocn,pon,version,rep_id,expd,state,fallout_ind

  select x0.lon ,x0.ocn ,x0.pon ,x0.version ,x0.rep_id ,x0.expd

    ,x0.state ,x0.fallout_ind ,x0.first_rcvd ,x0.last_rcvd ,x0.foc_date

    ,x0.clar_ind ,x0.first_clar_dt ,x0.input_cuid ,x0.timestamp

    ,x0.reqtyp1 ,x0.reqtyp2 ,x0.act ,x0.toscust ,x0.tossrvc ,

    x0.tosbill ,x0.rqty ,x0.dqty ,x0.sup ,x0.rmks ,x0.image ,

    x0.cancel_dt ,x0.project ,x0.group ,x0.reject_dt ,x0.fallout_handled

    ,x0.related_pon ,x0.pf_ind ,x0.ma_ind from "informix".lon

    x0 ;

create view "informix".group_ag_view (ag_group,ag,manager,director) as

  select x0.group ,x0.ag ,x0.manager ,x0.director from "informix"

    .group_ag x0 ;



create trigger "informix".log_trig insert on "informix".log referencing

  new as new

  for each row
```
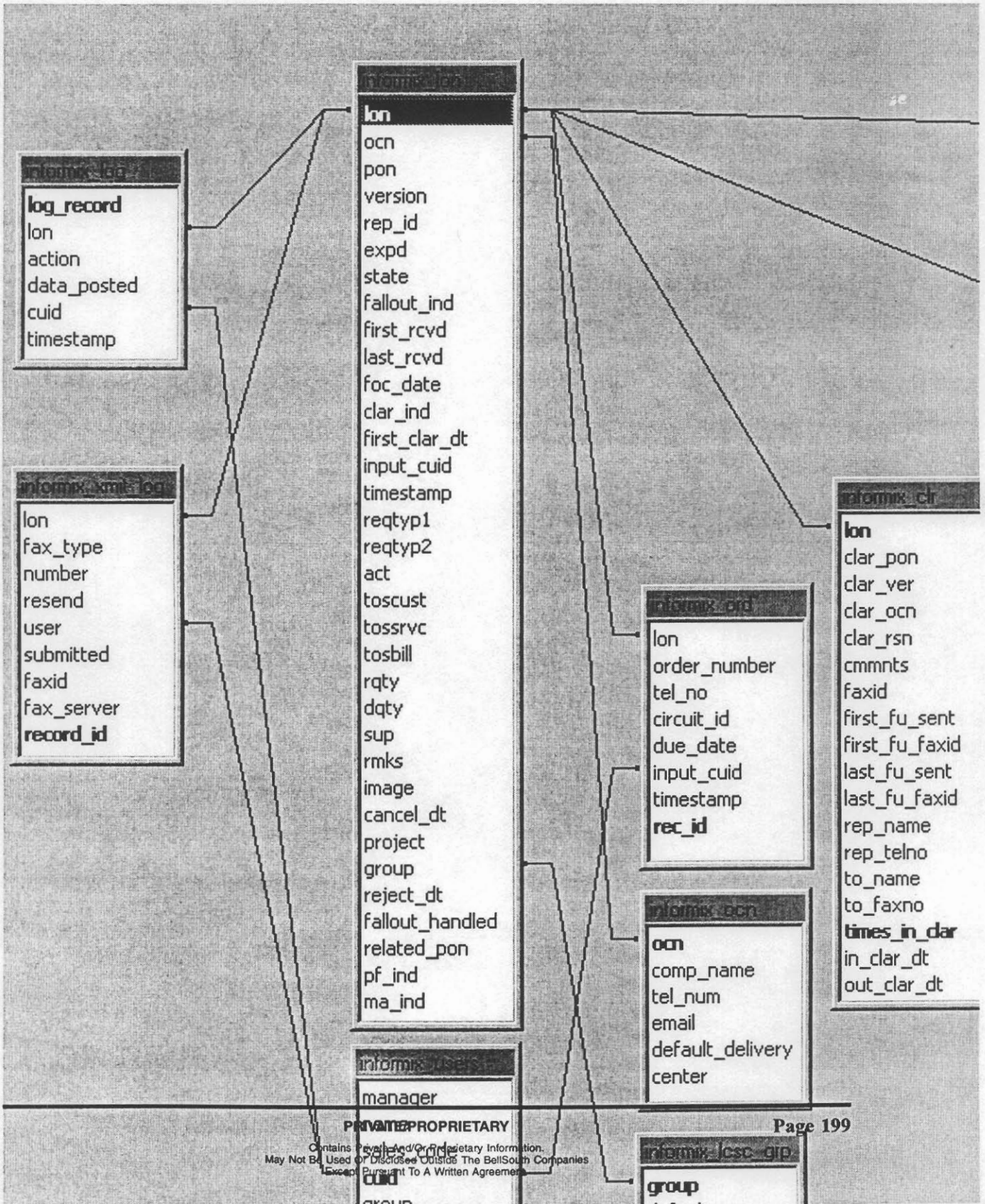
```
        (

   insert into "informix".daily_log (log_record,lon,action,

data_posted,cuid,timestamp,sys)  values (new.log_record ,new.lon

,new.action ,new.data_posted ,new.cuid ,new.timestamp ,new.sys ));
```

15.2   Table Relationships

The **lon** table is the "main" table in the LCSC Order Tracking System. Each Unique LSR which is manually handled should have a single entry (regardless of the version). The system assigns each unique ocn/pon with a unique serial number called the LON. Each entry in the **lon** table may correspond to from zero to many records in the **ord** table depending on the number of orders resulting from the LSR. Each entry in the **lon** table may or may not have corresponding records in the **clr** table. A **clr** table record is created when the FAX Clarification feature of the application is used to transmit each NEW request for clarification. Each entry in the **lon** table may or may not have corresponding records in the **foc** table. A **foc** table record is created when the FOC feature of the application is used to transmit a NEW FOC notice. Each entry in the **foc** table should have at least one corresponding record in the **foc_ord** table. A **foc_ord** table record is created when the FOC feature of the application is used to transmit a NEW FOC notice. Each entry in the **lon** table may or may not have an entry in the **rej** table. Whenever there is a reject_date populated in the lon table, there should be a single **rej** record with the same lon number. For each Reject record there should be one or more **rej_rsn** entry(ies).The **rsn_list** table gives the descriptions which correspond to the reason numbers in the **rej_rsn** table, The **lcsc_grp** table controls the available selections of the "group" list box in the Combined View LON Table section. The **users** table is maintained by the center as a cross reference of center user information. The **ocn** table is maintained by the center as a listing of customer information. Lon entries are not allowed for ocns not in this table. The application only allows transmittal of an Email FOC if there is an Email Address entered in this table for the corresponding ocn. The **lcsc_hol** table is a list of holidays for exclusion from duration calculations. The **tn_stop** table is a listing of telephone numbers for exclusion from being a fax destination. The **cc_stop** table is a listing of company codes to be excluded from LON input or update. The **xmit_log** contains a record for each fax submission. Fax IDs in the **xmit_log**

informix_lon_id

lon
ocn
pon
version
rep_id
expd
state
fallout_ind
first_rcvd
last_rcvd
foc_date
clar_ind
first_clar_dt
input_cuid
timestamp
reqtyp1
reqtyp2
act
toscust
tossrvc
tosbill
rqty
dqty
sup
rmks
image
cancel_dt
project
group
reject_dt
fallout_handled
related_pon
pf_ind
ma_ind

informix_log

log_record
lon
action
data_posted
cuid
timestamp

informix_xmit_log

lon
fax_type
number
resend
user
submitted
faxid
fax_server
record_id

informix_ord

lon
order_number
tel_no
circuit_id
due_date
input_cuid
timestamp
rec_id

informix_ocn

ocn
comp_name
tel_num
email
default_delivery
center

informix_clr

lon
clar_pon
clar_ver
clar_ocn
clar_rsn
cmmnts
faxid
first_fu_sent
first_fu_faxid
last_fu_sent
last_fu_faxid
rep_name
rep_telno
to_name
to_faxno
times_in_clar
in_clar_dt
out_clar_dt

informix_users

manager

informix_lcsc_grp

group

16. QBE (Query By Example)

16.1 Creating QBE (Query By Example) Criteria

When New Query is chosen the fields in the window (the top row of a grid form) are ready for input of limiting criteria. In any number of columns you may enter criteria and logical operators to limit the retrieval of information to just what you desire when the "Retrieve" button is clicked. No entry in a field corresponds to ANY. Therefore if no criteria are entered in any field and the "Retrieve" button is clicked then you will attempt to retrieve ALL records. Entry of a string into a field is the equivalent of saying "find the records where this field is equal to the string input." Entry to multiple fields is the same as saying "find the records where this field is this AND that field is that AND etc. Only records which meet ALL criteria will be displayed as a result. The system is CASE SENSITIVE. However, all fields will automatically UPSHIFT entries because the database is in all upper case (except the comments in the foc and clr tables). Logical operators allow further refinement of the search. A summary of logical operators is available in this application window by choosing the "QBE Help" item from the "Help" menu.

16.2 Logical Operators used by the QBE grid

Table E   Logical Operators used by the QBE grid

Symbol	Meaning	Data Type Domain	Pattern
<> or !=	not equal to	all simple SQL data types	<>x or !=x
= or ==	equal to	all simple SQL data types	=x or ==x **Note:** Enter only an = in a cell to query NULL values of that column.
>	greater than	all simple SQL data types	>x
<	less than	all simple SQL data types	<x
>=	greater than or equal to	all simple SQL data types	>=x
<=	less than or equal to	all simple SQL data types	<=x

- continued -

Table E   Logical Operators used by the QBE grid (continued)

Symbol	Meaning	Data Type Domain	Pattern
: or . .	range,inclusive	all simple SQL data types	x:y or x..y
% or *	wildcard for any string	SQLChar, SQLVarChar	*x, x*, *x*
_ or ?	single-char wildcard	SQLChar, SQLVarChar	_x, x_, _x_, x__
|	logical OR	all simple SQL data types	a|b|c