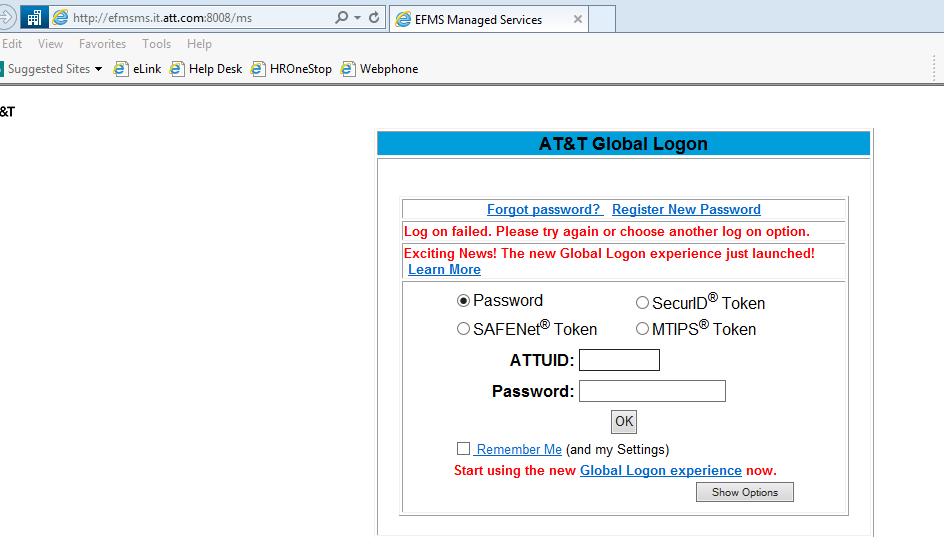
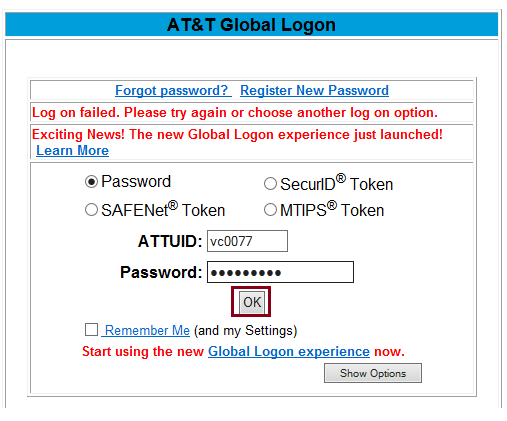
**How to open Service request in MS GUI**

**Step 1:** Copy and paste URL link in Browser.

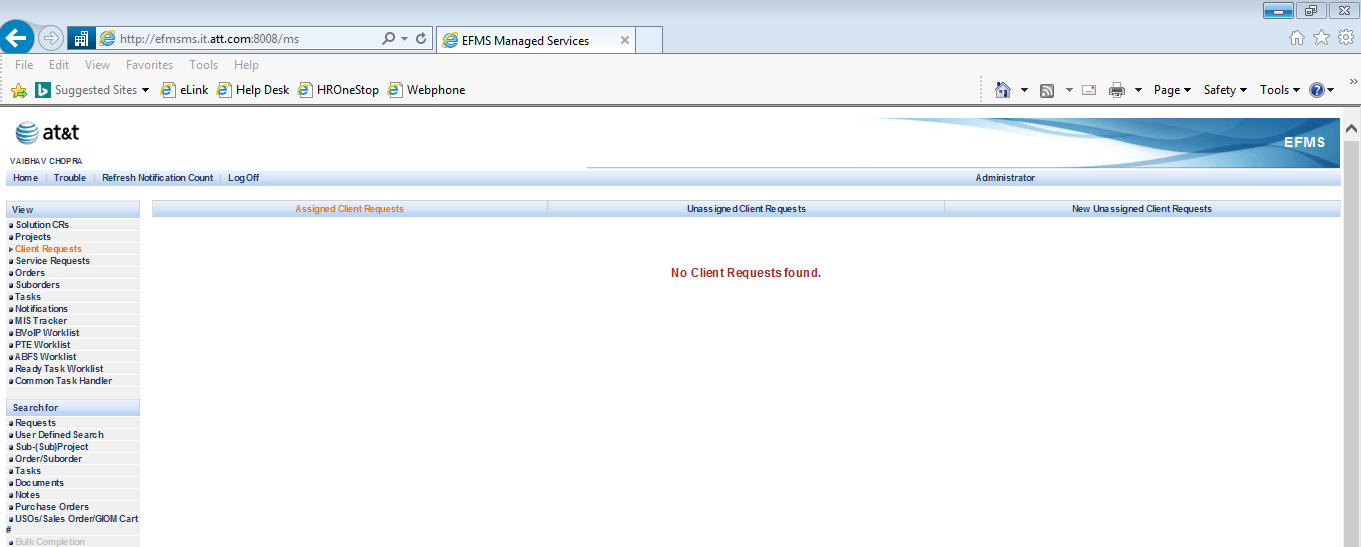
<http://efmsms.it.att.com:8008/ms>

**Step 2:** Enter user ATTUID and Password in box as shown in image below.

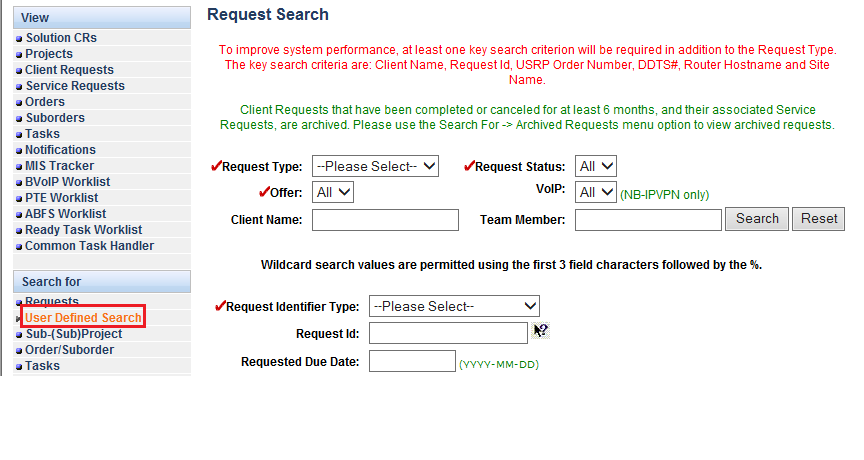


**Step 3:** After entering ATTUID and password in box, press OK button 

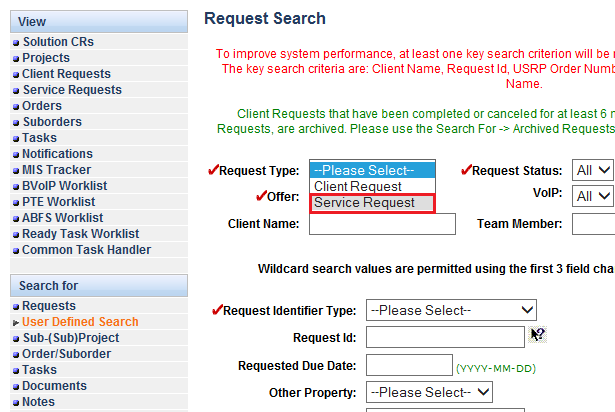
**Step 4:** Front interface of MS GUI will be displayed as shown in below image.



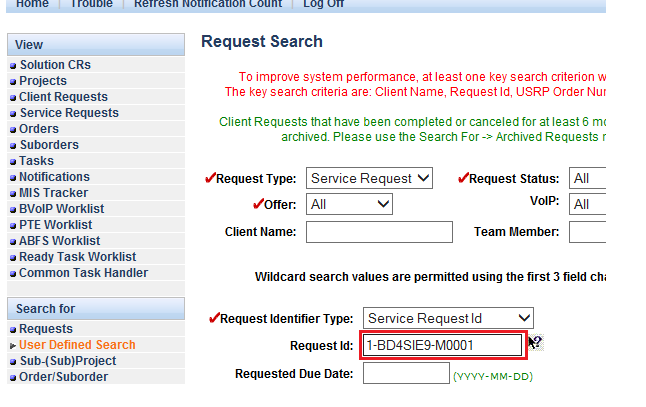
**Step 5:** Click on **User Defined Search**.



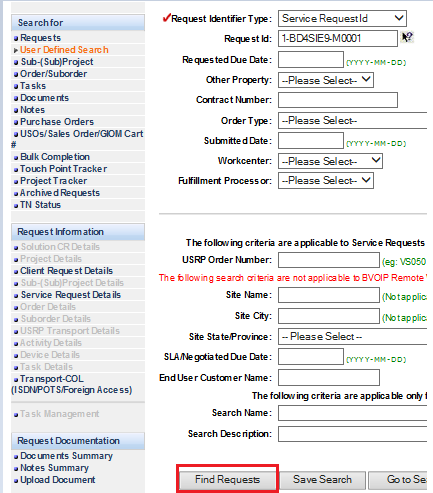
**Step 6:** Click on Request Type option and select **Service Request** option from bar.



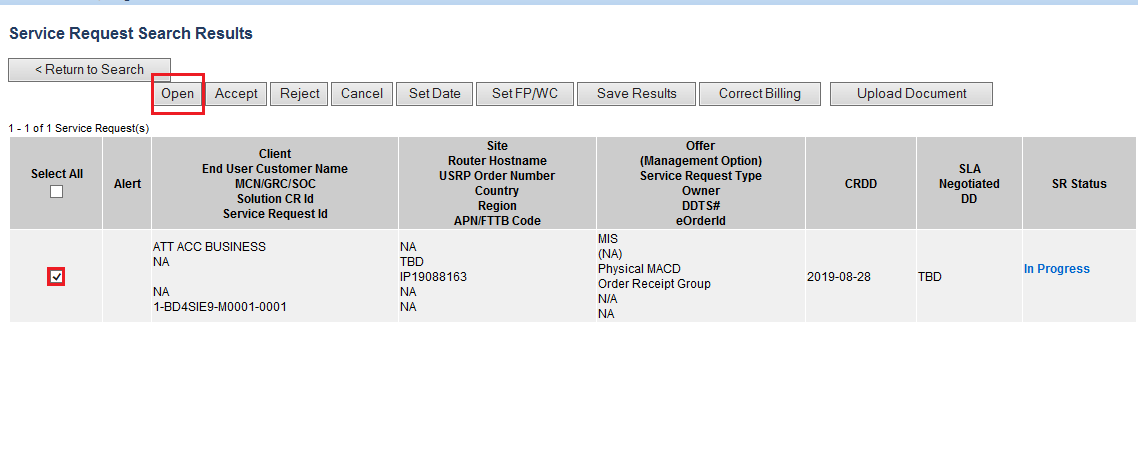
**Step 7:** Write service request ID no. in **Request Id bar**.



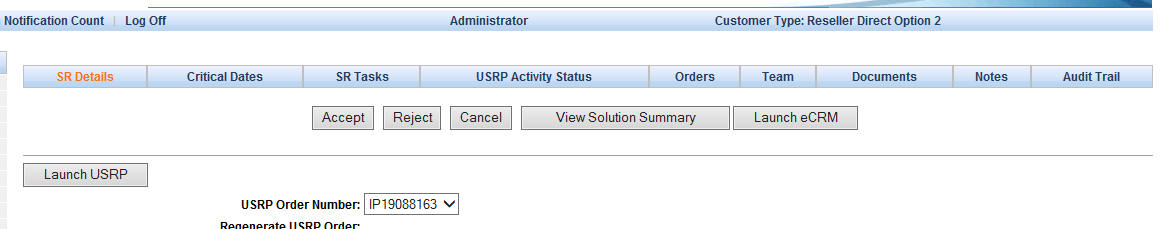
**Step 8**: Click on **Find Requests** tab to open Service request ID.



**Step 9:** Service request search results will be displayed, click on **open** tab after tick the box to open service request id.



**Step 10:** Service request ID will be displayed with all tabs and information.

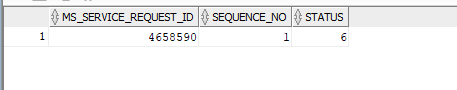


1. **Set EBD (Billing Effective Date ) :**

Run below queries to update the billing effective date in GUI -

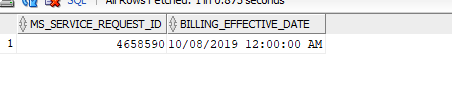
* **Find the ms\_service\_request\_id:** Run the following query to get the SR\_ID for the update query.

*select ms\_service\_request\_id, sequence\_no, status from ms\_service\_request where ms\_client\_request\_id in (select ms\_client\_request\_id from ms\_client\_request where solution\_number =’ ISR19060320009’);*

**

* **Date Format:** Run the following query to check the format for the effective billing date that is to be updated.

*select billing\_effective\_date from ms\_service\_request where ms\_service\_Request\_id = ‘4658590’;*

**

* **Update query:** Run and commit the following query to update the effective billing date for the respective order number.

*update ms\_service\_Request set Billing\_Effective\_Date ='07-MAY-14 ' where  
MS\_SERVICE\_REQUEST\_ID =* ‘*4658590’;*