

## ICOMS Open DI – Service Dependency Failure

***\*\*Put simply – Open the deactivate PRV in OMSE, change the account number to the new account number and provision\*\****

When working the Open DI bucket in TAARMS it is common to see linked transfer orders that are stuck due to PWS errors. Some of these linked transfers are for customers that cannot transfer their phone number to their new address. In these cases, the ICOMS order still shows as a “transfer linked order”, but the transfer flows to OMSE as a complete disconnect of the TN from the old account and installing a new TN on the new account. If the disconnect PRV attempts to provision after the equipment is removed from the old account, the PRV will fail with the error “Error retrieving customer account information. Account does not exist” will display. This is because OMSE is trying to deactivate a TN on an account that doesn’t exist in a system called “BPS”. To resolve this issue and get the PRV to complete, which will complete the PWS on the disconnect order in ICOMS, follow these steps.

- a. Deactivate order that failed with the error “Error retrieving customer account information. Account does not exist”.

The screenshot displays the Time Warner Cable OMSe web interface. The top navigation bar includes links for CSR Inquiry, Search, Profile, Reports, Create, Logout, and Help. The main content area is titled "Order Search All" and features a left-hand menu with "Provisioning Order" selected, showing sub-items: Deactivate (610744005), Equipment (0), Hunt Groups (0), and Business Groups (0). The right-hand panel, titled "Summary PRV", displays details for Order # PRV-SW-06192019100076502. The Version is 03 and the Status is Failed. The Division is Southwest Ohio, Request Type is Deactivate, and Migration Indicator is GIA. The Account Type is Residence. Below this is a "Notes" section with an "Add Note" button. The "Response Information" section shows a table with the following data:

Code	Description
E0004	Error retrieving customer account information. Account does not exist

1. Review both accounts to ensure the order is not future scheduled and that there's no notations that this transfer was cancelled or shouldn't happen. The install side will likely be completed. This can be checked by clicking the "account transfer to" button at the top of ICOMS and reviewing the W/O's
  - a. Open disconnect on the old account

ICOMS

OK  
Exit  
Exit and Retain  
Menu

AcctNbr 6107440-05  
Andrew Clark  
364 TANBARK DR  
LIBERTY TWP, OH 45011-2663 64

Co/Dv/Frm 89 80 704  
Status A ACTV 6/22/18

Task  
Cust Info

A/R Balance 409.18

Status	ICN	W/O Nbr	Entered	Sched	Compl	IT	ICN/Code
Future Star No	688815734	6/19/19	6/19/19	6/19/19	DI	* 3	DISCONNECT

- b. Completed disconnected on the new account

ICOMS

OK  
Exit  
Exit and Retain  
Menu

AcctNbr 4724152-11  
Andrew Clark  
3000 SENECA ST  
MIDDLETOWN, OH 45044-7752 77

Co/Dv/Frm 6 10 210  
Status A ACTV 7/09/19

Task  
Cust Info

A/R Balance 242.07

Status	ICN	W/O Nbr	Entered	Sched	Compl	IT	ICN/Code
Completed	Yes	688815757	6/19/19	7/09/19	7/09/19	IN * 1	RES POSITIVE

2. Search the old account number in OMSE. There will be a DPO that flowed due to the disconnect order in ICOMS. There will also be a PRV that's built to disconnect the TN from the old account. This PRV actually comes from the install order on the new account.

- a. DPO and PRV aren't from the same ICOMS order number

Market	Division	Order Number	Version	Order Status	Due Date	Orig Order Date	Order Type	Account Number	Billing Order #
MIDWEST	Southwest Ohio	DPO-PR-06192019100088778	02	Pending	07/23/2019	06/19/2019	Digital Phone Order	610744005	688815734
MIDWEST	Southwest Ohio	PRV-SW-06192019100076502	03	Failed	07/09/2019	06/19/2019	Provisioning Order	610744005	688815757

3. Open the PRV, ensure its set to
  - a. Deactivate
  - b. Has the old account number
  - c. Service ID is the correct number from the old account

**Request Details**

<b>Source ID</b> ICOMS	
<b>Request Type</b> Deactivate	<b>Sub Order Type</b> Switch
<b>Action</b>	<b>Due Date</b> 07/09/2019
<b>Account Number</b> 610744005	
<b>New Account Number</b>	
<b>Service ID</b> 5138577137	

4. Under the order actions section of this order, choose “Revise and Provision”

**Time Warner Cable® OMSe**

CSR Inquiry Search Profile Reports Create Logout Help

**Order Search All**

Provisioning Order

- Deactivate (610744005)
- Equipment (0)
- Hunt Groups (0)
- Business Groups (0)

**Request Details**

<b>Source ID</b> ICOMS	
<b>Request Type</b> Deactivate	<b>Sub Order Type</b> Switch
<b>Action</b>	<b>Due Date</b> 07/09/2019
<b>Account Number</b> 610744005	
<b>New Account Number</b>	
<b>Service ID</b> 5138577137	

Revise  
Create Copy  
Force State Change  
**Revise and Provision**  
Provision Order

Order Order Actions Related Orders Errors

5. On the left section of the order, click the “deactivate” section, then change the account number to the new account number and click “save”.

6. The PRV will no longer be found when searching the old account number in OMSE. Type the new account number into OMSE and search. The order should complete, which completes the provisioning task on the disconnect W/O in ICOMS.

- a. Completed deactivate order found when searching the new account number

MIDWEST	Southwest Ohio	PRV-SW-06192019100076502	04	Completed	07/09/2019	06/19/2019	Provisioning Order	472415211	688815757
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- b. PWS is now completed on the disconnect order in ICOMS

Seq	Activity	Status	Start Date	Finish Date	Pty	Department
	FINAL CLEC FINAL	Not started	6/19/19	6/19/19	3	
	ORDER ORDER ENTRY	Complete	6/19/19	6/19/19	3	
	PROV PROVISIONING	Complete	6/19/19	7/24/19	3	
10	CHECK CHECK-IN	Active	7/24/19	6/19/19	3	

7. With PWS complete in ICOMS, the disconnect W/O can now be checked in normally.