

Vendor Portal

Training For VZW

Vendors Users

August 2019
Version 2.0*



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Vendor Portal Tool Vision

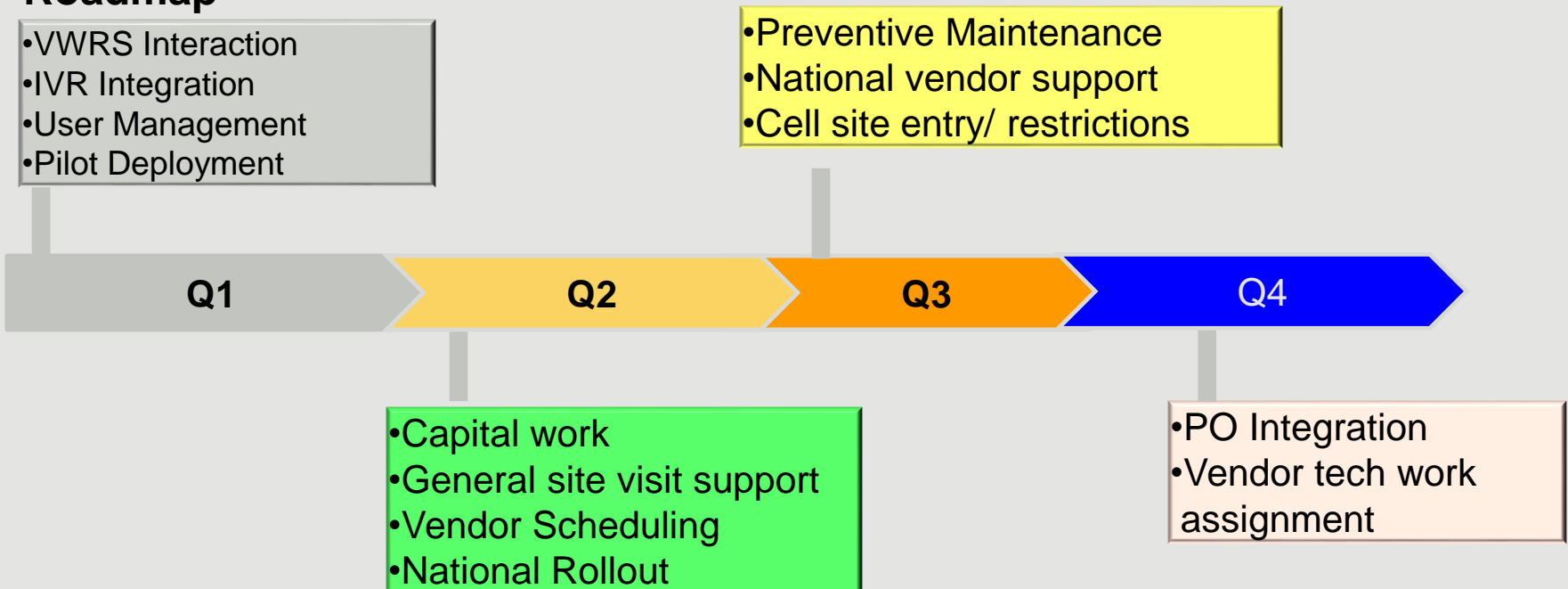
- User interface for vendor to receive, create and complete break-fix work(VWRS) and preventive maintenance
- Improve communications between vendor and Verizon.
- Ingest and leverage data provided by break/fix vendors
- Improve Assurance Engineer efficiency by reducing required trips to sites to investigate work that has occurred (i.e. having to read a physical log book)
- Implement a workable invoicing system that flows from the vendors through the systems of record to remove the manual interaction

Current Functionality and roadmap

Current Functionality

1. User Management (Create users/ enable IVR Access)
2. Submit quotes for approved VWRS, and complete VWRS
3. Create VWRS.
4. View Site information and site equipment details (Generator and HVAC)
5. IVR into site

Roadmap



VENDOR PORTAL

User - Guide

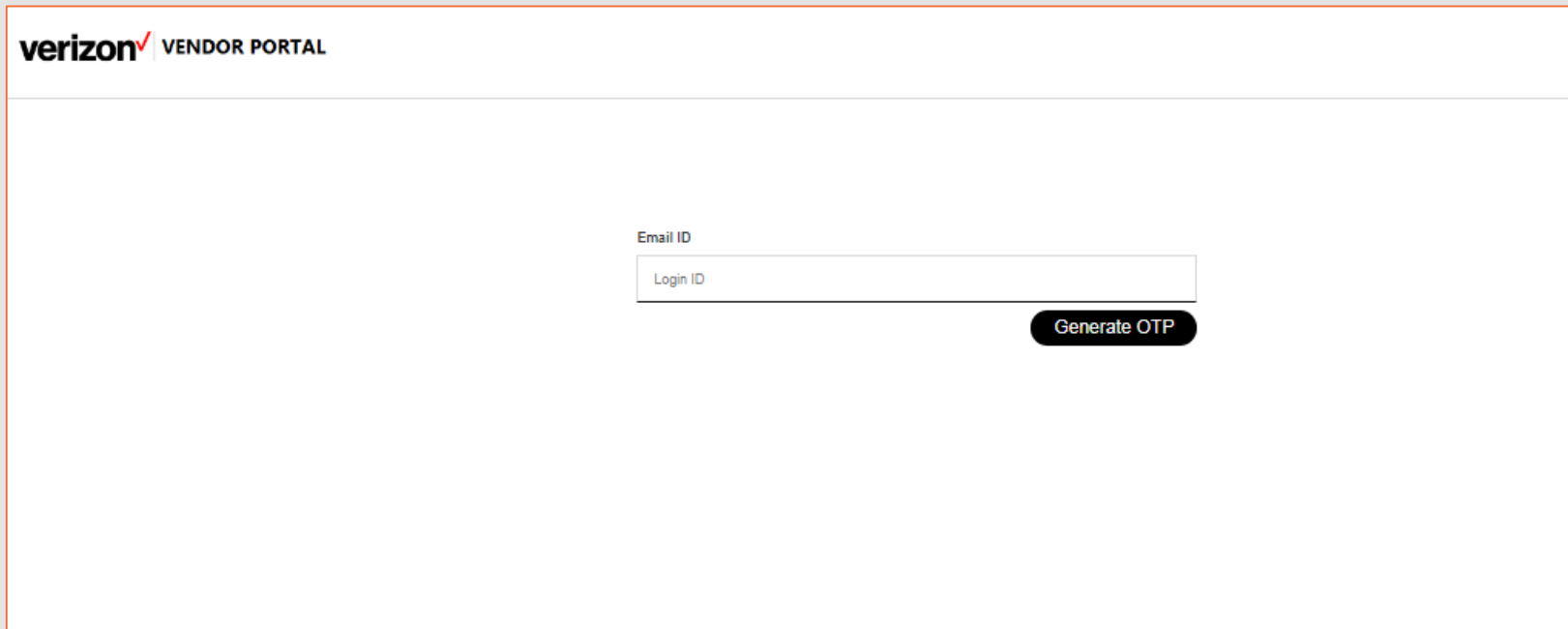
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9. [Multi-Market vendor](#)
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11. [Advanced Search](#)
12. [Scheduling Work](#)

1. How to Login

- **Step 1**

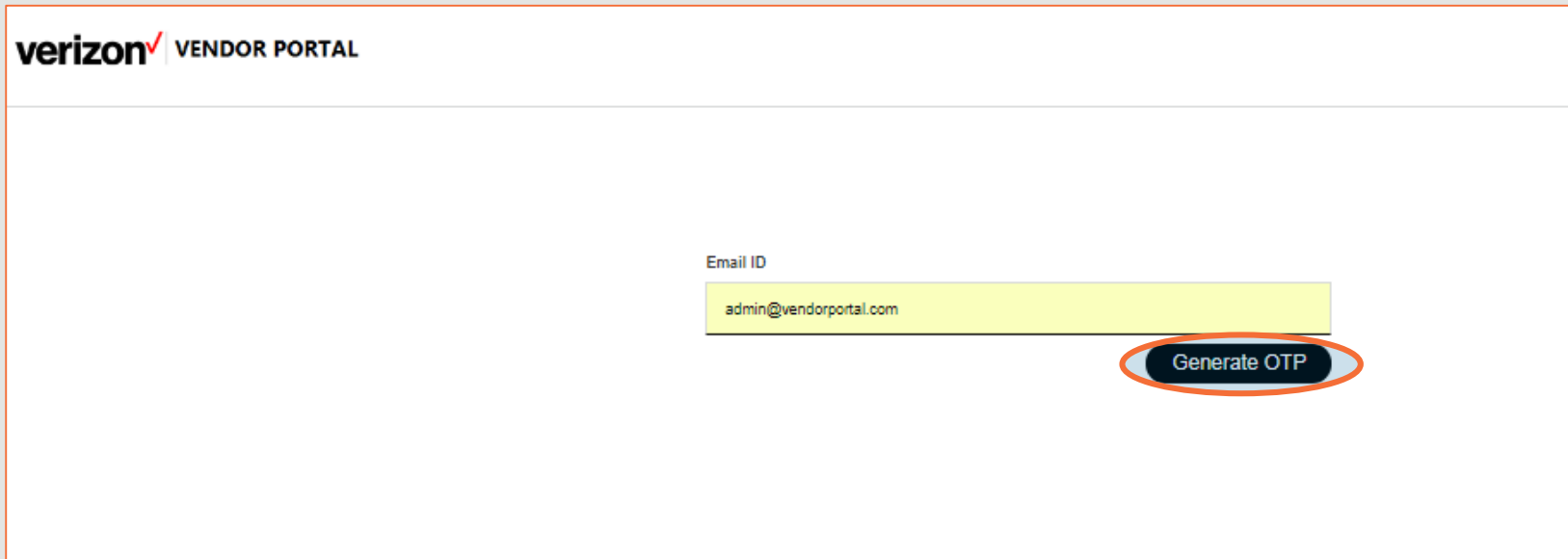
- Enter the URL <https://opsportal.verizonwireless.com> in the browser.
- The below page will be displayed



The screenshot shows the Verizon Vendor Portal login interface. At the top left, the Verizon logo is followed by the text "VENDOR PORTAL". In the center of the page, there is a form with two input fields. The first field is labeled "Email ID" and the second field is labeled "Login ID". To the right of these fields is a black button with the text "Generate OTP" in white.

1. How to Login

- **Step 2**
 - Enter the registered email id. (Your registered email id will be the login ID)
 - Click “Generate OTP” button



verizon VENDOR PORTAL

Email ID

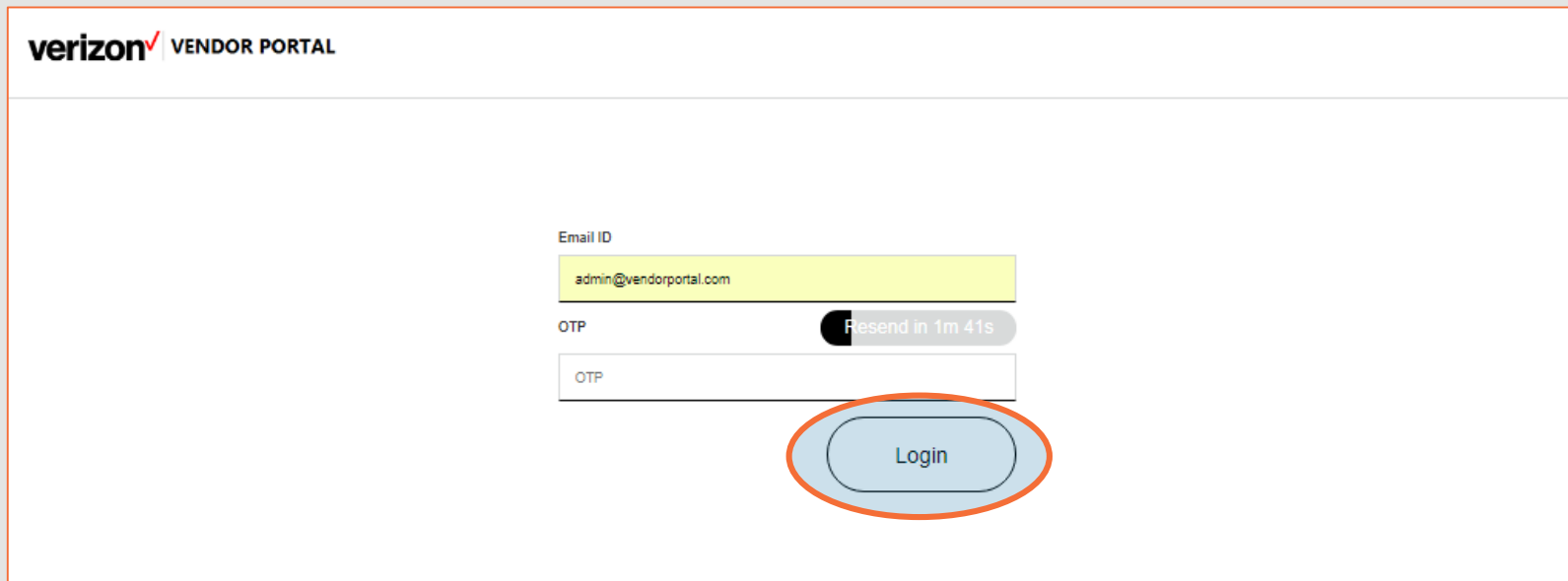
admin@vendorportal.com

Generate OTP

1. How to Login

- **Step 3**

- The OTP will be sent to your registered mobile number.
- Enter the OTP and click “Login” button



verizon VENDOR PORTAL

Email ID

admin@vendorportal.com

OTP

Resend in 1m 41s

OTP

Login

1. How to Login

- The below page will be displayed on successful login

verizon

VENDOR PORTAL

MENU

Natsu

429-DEEM

Market: Great Lakes

Sub-Market: OPW

Home > Vendor Dashboard

Work Order Search

WORKORDER

SITE

SWITCH

Requested

1

Pending VZ Approval

1

Quote

20

Quote Pending

4

Quote Received

12

Awaiting PO

4

Work

52

Work Pending

52

Work Completed

0

Work Accepted

0

Work Declined

0

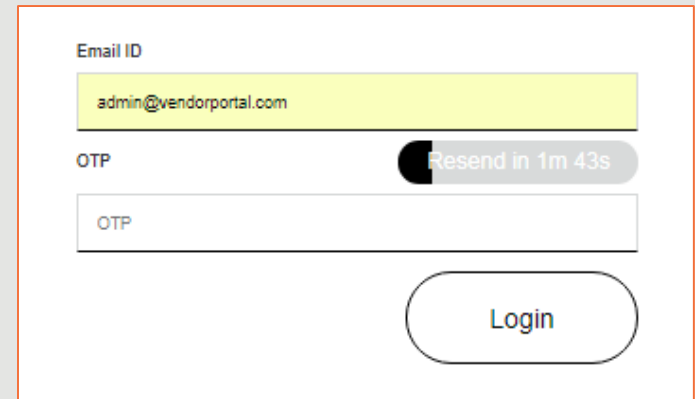
Work Cancelled

0

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Didn't receive or deleted the OTP ?

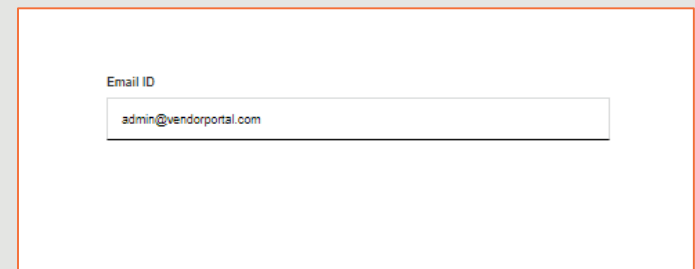
- You can regenerate the OTP again
- Wait for 2 min and click “Generate OTP” button again



A screenshot of a login interface. At the top, the text "Email ID" is displayed. Below it is a text input field containing the email address "admin@vendorportal.com", which is highlighted with a yellow background. To the right of this field is a button labeled "Resend in 1m 43s". Below the email field is another text input field labeled "OTP". At the bottom right of the form is a rounded rectangular button labeled "Login".

Generate OTP button missing ?

- Check for blank space in the “Email Id” field and remove them



A screenshot of a login interface. At the top, the text "Email ID" is displayed. Below it is a text input field containing the email address "admin@vendorportal.com ". The trailing space at the end of the email address is visible. The rest of the form, including the "OTP" field and the "Login" button, is not visible in this screenshot.

2. Search Work Orders

- **Step 1**

- In the Dashboard page, enter the search parameter in the text box (Highlighted below) to search for the Work Order (based on attributes like work order number, site name, work scope, work type...)

verizon VENDOR PORTAL MENU

Natsu
429-DEEM
Market: Great Lakes
Sub-Market: OPW

Home > Vendor Dashboard

Work Order Search

WORKORDER SITE SWITCH

Requested

1

Pending VZ Approval

1

Quote

20

Quote Pending

4

Quote Received

12

Awaiting PO

4

Work

52

Work Pending

52

Work Completed

0

Work Accepted

0

Work Declined

0



Work Cancelled

0


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2. Search Work Orders

- The work orders for the entered search parameter will be displayed as shown below.

verizon  **VENDOR PORTAL** **MENU** 

Vendor Portal July release has been successfully deployed on 8/7.
Please refer to Release Notes New in Menu for the changes included in the release



June 
2546-Test Vendor Portal company
Market: South Central
Sub-Market: South Central

[Home](#) > Vendor Dashboard

WORKORDER

SITE

SWITCH




Search result for Workorder "176099"

Site	Switch Name	Site Manager	Priority	Work Type	Work Scope	Work order	WO Status	Quote Status	Work Completed By
Bryant	Little Rock Central	Bagley, Gregory	MAJOR	Generator	test work order for ven...	176099	APPROVED	QUOTE PENDING	

Previous

Page 1 of 1

10 rows 

Next

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3. View Work Order Details

- **Step 1**

- After searching for the work order, in the search result page - Click on the “Work Order” (Highlighted Below).

verizon VENDOR PORTAL MENU

Vendor Portal July release has been successfully deployed on 8/7.
Please refer to Release Notes New in Menu for the changes included in the release

June
2546-Test Vendor Portal company
Market: South Central
Sub-Market: South Central

Home > Vendor Dashboard

WORKORDER SITE SWITCH

Search result for Workorder "176099"

Site	Switch Name	Site Manager	Priority	Work Type	Work Scope	Work order	WO Status	Quote Status	Work Completed By
Bryant	Little Rock Central	Bagley, Gregory	MAJOR	Generator	test work order for ven...	176099	APPROVED	QUOTE PENDING	

PreviousPage 1 of 110 rowsNext

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3. View Work Order Details

- The below information will be displayed on selecting the Work Order in Dashboard.

Work Order Information					
Work Scope Inspect the generator timer in the transfer switch, the generator is not turning on when scheduled. Inspect the generator panel, no power is being passed from there to the outlet which controls the charger or the block heater				Show Site Details	
Work Order 30416	Priority CRITICAL	Work Type Generator	Switch Name LEWIS CENTER 2	Site Name OSU NORTH CAMPUS	Manager Email Ted.Stanton@VerizonWireless.com
Work Order Status WORKPENDING	Quote Status QUOTEAPPROVED	Requested Date 1/29/2016 10:38 am	Requested By Agnew, Brian	Requestor Number 614-623-0966	Requestor Email Brian.Agnew@VerizonWireless.com
PO Status	PO Receipt Status				
Callout Zone Information					
Zone Period	Phone#	Tower Managed By:			
Business Hours	614-653-7459				
Holiday	614-653-7459				
After Hours	614-653-7459				
Weekend	614-653-7459				
Generator Information					
Mfr	Model	Serial	Installed		
Caterpillar	DP60P3S	OLY00000JNPF02012	07/18/2003		
Generator RunTime(hrs)	<input type="text" value="0"/>	Generator Type	Fuel Type	Tank Type	
			Diesel	Belly (w/ gen)	
Save					

Generator details
(specific work type)

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4. View Site Details

- **Step 1**
 - In the Work Order Details page, click on “Show Site Details” button (Highlighted below)

Work Order Information					
Work Scope Inspect the generator timer in the transfer switch, the generator is not turning on when scheduled. Inspect the generator panel, no power is being passed from there to the outlet which controls the charger or the block heater				Show Site Details	
Work Order 30416	Priority CRITICAL	Work Type Generator	Switch Name LEWIS CENTER 2	Site Name OSU NORTH CAMPUS	Manager Email Ted.Stanton@VerizonWireless.com
Work Order Status WORKPENDING	Quote Status QUOTEAPPROVED	Requested Date 1/29/2016 10:38 am	Requested By Agnew, Brian	Requestor Number 614-623-0966	Requestor Email Brian.Agnew@VerizonWireless.com
PO Status	PO Receipt Status				
Callout Zone Information					
Zone Period	Phone#	Tower Managed By:			
Business Hours	614-653-7459				
Holiday	614-653-7459				
After Hours	614-653-7459				
Weekend	614-653-7459				
Generator Information					
Mfr	Model	Serial	Installed		
Caterpillar	DP60P3S	OLY00000JNPF02012	07/18/2003		
Generator RunTime(hrs) <input type="text" value="hrs"/>	Current Fuel Level(1-100)% <input type="text" value="70.00"/>	Generator Type <input type="text"/>	Fuel Type <input type="text" value="Diesel"/>	Tank Type <input type="text" value="Belly (w/ gen)"/>	
Save					

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4a. View Site Details

- The below information will be displayed at the bottom on selecting “Show Site Details” button.

Site Information

Address:		County:	SALINE	Lat/Long:	
Site Type:	Cabinet	Status:	live	Site Function:	Cell
Equipment Type:	CDMA 800 CELL	Market:	South Central	Sub-Market:	South Central
Group:	Arkansas	Switch:	Little Rock Central	PeopleSoft Id:	
Tower Type	Monopole	Man Lift Requirements		RRH Antenna Access	

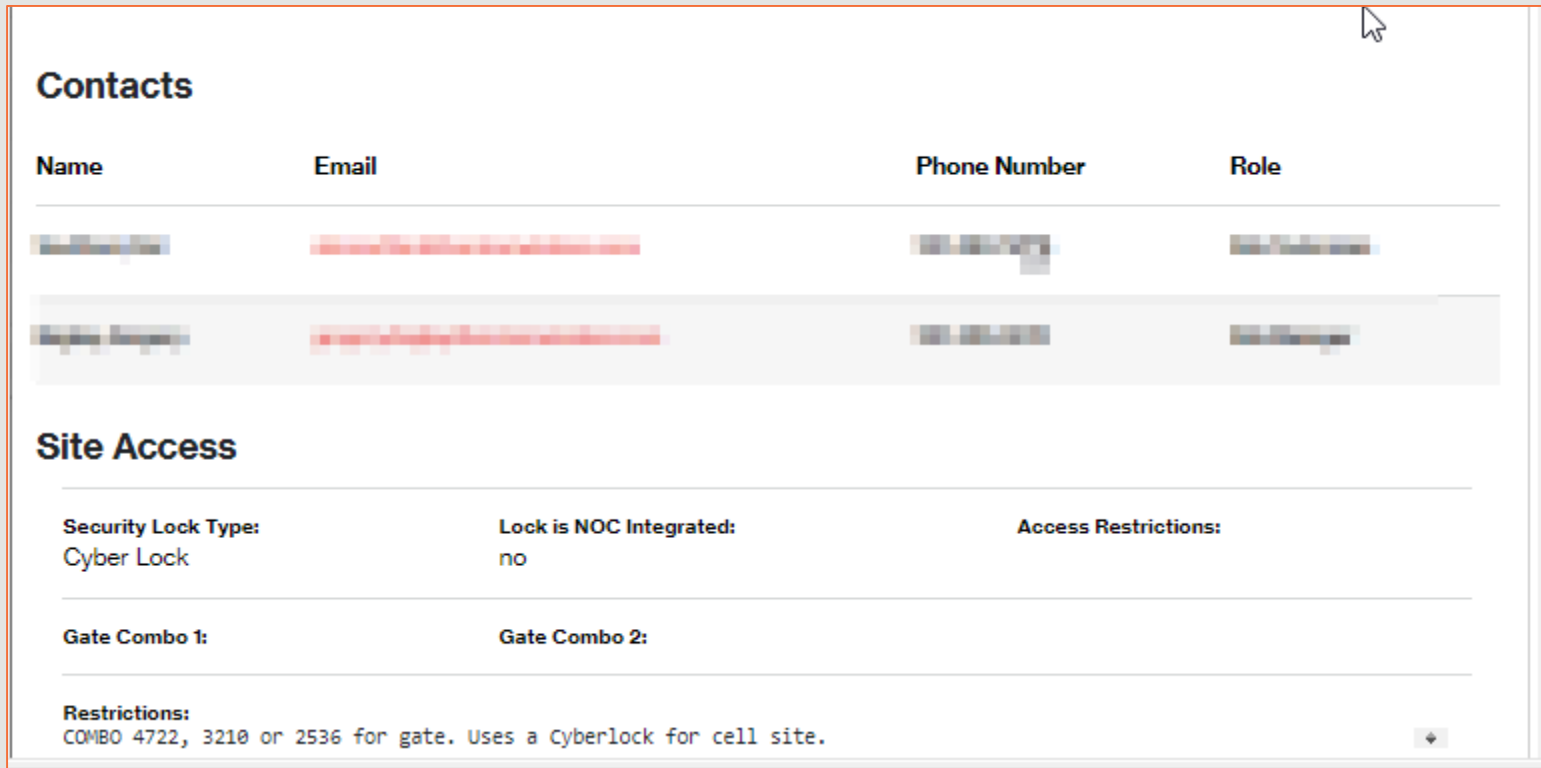
Contacts

Scroll down this section to view more information

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4b. View Site Details (second page)

- Additional information shown when user scrolls down the page.



The screenshot displays a web interface for viewing site details. It is divided into two main sections: 'Contacts' and 'Site Access'.

Contacts Section: This section features a table with four columns: 'Name', 'Email', 'Phone Number', and 'Role'. There are two rows of contact information, each with blurred text for redaction.

Site Access Section: This section contains several fields and a summary of restrictions.

Security Lock Type:	Lock is NOC Integrated:	Access Restrictions:
Cyber Lock	no	

Gate Combo 1:	Gate Combo 2:

Restrictions:
COMBO 4722, 3210 or 2536 for gate. Uses a Cyberlock for cell site.

A mouse cursor is visible in the top right corner of the page.

5. IVR Login

- **Step 1**
 - In the Site Details section, click on “IVR Login” link (Highlighted Below)

324 - Little Rock Central - Bryant

IVR Login

Site Information

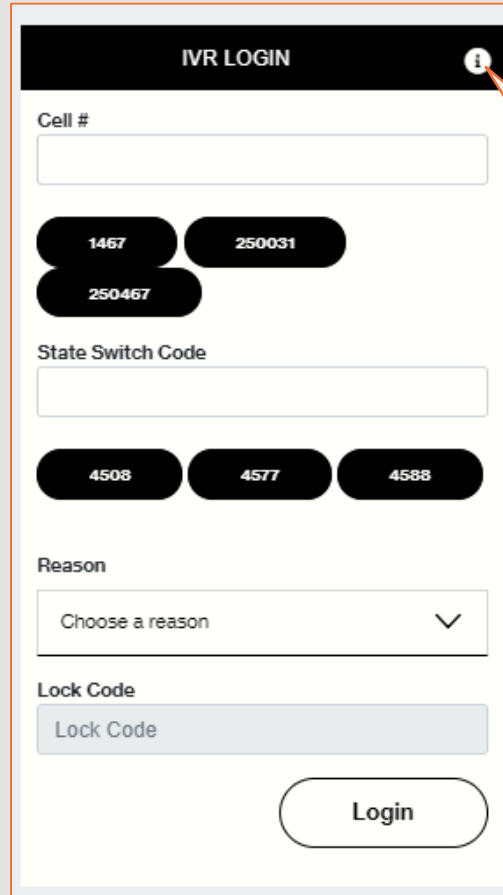
Address:		County:	SALINE	Lat/Long:	
Site Type:	Cabinet	Status:	live	Site Function:	Cell
Equipment Type:	CDMA 800 CELL	Market:	South Central	Sub-Market:	South Central
Group:	Arkansas	Switch:	Little Rock Central	PeopleSoft Id:	
Tower Type	Monopole	Man Lift Requirements		RRH Antenna Access	

Contacts

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5. IVR Login

- The below information will be displayed on selecting “IVR Login” link



The image shows a mobile application interface for IVR Login. At the top is a black header with the text "IVR LOGIN" and a small white information icon (i) on the right. Below the header, the form contains several input fields and buttons. The first field is labeled "Cell #" and is empty. Below it are three black buttons with white text: "1467", "250031", and "250467". The next field is labeled "State Switch Code" and is empty. Below it are three black buttons with white text: "4508", "4577", and "4588". The next field is labeled "Reason" and contains a dropdown menu with the text "Choose a reason" and a downward arrow. The final field is labeled "Lock Code" and contains a text input field with the placeholder "Lock Code". At the bottom right of the form is a large, rounded "Login" button.

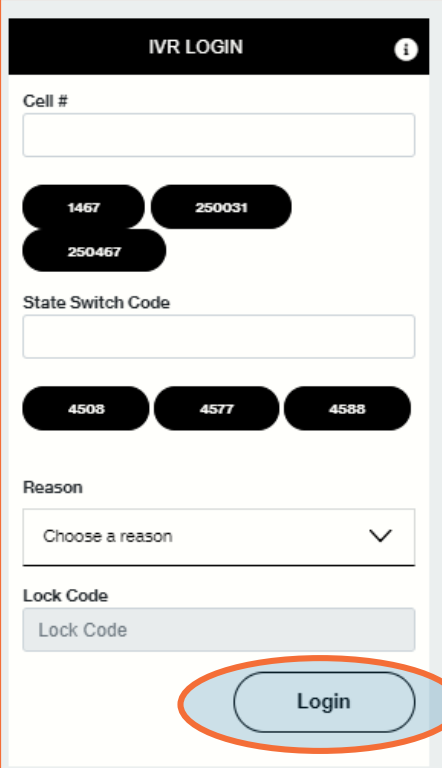
Vendors can now download the IVR instruction document by clicking this icon

In the IVR instruction document, vendor can view the information about Verizon IVR Automated Intrusion System, How to access a Verizon Shelter and IVR login/logout process

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5. IVR Login

- **Step 2**
 - Enter the “Cell#”, “State Switch Code”, “Reason” and click “Login” to get the IVR lock code



The image shows a mobile application interface for IVR Login. The title bar at the top is black with the text "IVR LOGIN" in white and an information icon on the right. The form contains the following fields and buttons:

- Cell #**: A text input field.
- Buttons**: Three black buttons with white text: "1467", "250031", and "250467".
- State Switch Code**: A text input field.
- Buttons**: Three black buttons with white text: "4508", "4577", and "4588".
- Reason**: A dropdown menu with the text "Choose a reason" and a downward arrow.
- Lock Code**: A text input field with the placeholder text "Lock Code".
- Login**: A blue button with white text, which is circled in orange.

5. IVR Login

- After IVR login, vendors can see the open alarms at the site (as shown below)

Alarm					
<input type="text" value="Search"/>					
AMO Name	Description	Severity	Created	Updated	NOC Ticket
ELSSTX13_001_SITE_133888_Master_Lock_Test-2	IVR IN 8888; (133888, 8888) Master Lock; June Huang ANI= Vendor; Verizon; 0 - CORRELATED: 1	Warning	3/25/2019 9:23 am	3/25/2019 9:23 am	

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6. Search Sites / Switches

6a. Search Site

- Step 1
 - In the Dashboard page, select the button “Site”(Highlighted below)

verizonVENDOR PORTALMENU

Natsu
429-DEEM
Market: Great Lakes
Sub-Market: OPW

Home > Vendor Dashboard

Site Search

WORKORDER

SITE

SWITCH

Requested (Site)

0

Pending VZ Approval

0

Quote (Site)

18

Quote Pending

3

Quote Received

11

Awaiting PO

4

Work (Site)

41

Work Pending

41

Work Completed

0

Work Accepted

0

Work Declined

0

Work Cancelled

0

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6. Search Sites / Switches

6a. Search Site

- Step 2

- Enter the search parameter in the “Site Search” field
- The sites matching the entered search parameter will be displayed as shown below.

verizon VENDOR PORTAL MENU

Natsu
429-DEEM
Market: Great Lakes
Sub-Market: OPW

Home > Vendor Dashboard

12

WORKORDER SITE SWITCH

Search Result for sites "12"

Action	Site #	Site Name	Switch Name	Site Engineer	Site Manager
<input type="checkbox"/>	121	CARROLLTOWN DOWNTOWN	Johnstown	Loya, Robert	Barletta, Brant
<input type="checkbox"/>	2526212	EAST MARION-Z-II-SC-ACD	LEWIS CENTER 1	Hunt, Paul	Sarver, Kevin
<input type="checkbox"/>	241512	NEW GERMANY RD	Johnstown	Shahan, David	Ross, Derek
<input type="checkbox"/>	1216	CAMBRIDGE TOWNSHIP PCS	ST CLAIRSVILLE	Drake, Daniel	Ross, Derek
<input type="checkbox"/>	1200	MACKSBURG	ST CLAIRSVILLE	Bradley, Gary	Ross, Derek

PreviousPage 1 of 905 rowsNext

Requested (Site)
0
Pending VZ Approval
0

Quote (Site)
18
Quote Pending3Quote Received11Awaiting PO4

Work (Site)
41
Work Pending41Work Completed0Work Accepted0Work Declined0Work Cancelled0

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6. Search Sites / Switches

6b. Search Switch

- Step 1
 - In the Dashboard page, select the button “Switch”(Highlighted below)

verizon

VENDOR PORTAL

MENU

Natsu

429-DEEM

Market: Great Lakes

Sub-Market: OPW

Home > Vendor Dashboard

Switch Search

WORKORDER

SITE

SWITCH

Requested (Switch)

1

Pending VZ Approval

1

Quote (Switch)

2

Quote Pending

1

Quote Received

1

Awaiting PO

0

Work (Switch)

11

Work Pending

11

Work Completed

0

Work Accepted

0

Work Declined

0

Work Cancelled

0

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6. Search Sites / Switches

6b. Search Switch

- Step 2

- Enter the search parameter in the “Switch Search” field
- The switch matching the entered search parameter will be displayed as shown below.

The screenshot displays the Verizon Vendor Portal interface. At the top, the header includes the Verizon logo, 'VENDOR PORTAL', and a 'MENU' dropdown. On the right, user information is shown: 'Natsu', '429-DEEM', 'Market: Great Lakes', and 'Sub-Market: OPW'. Below the header, a breadcrumb trail reads 'Home > Vendor Dashboard'. A search bar is highlighted with an orange oval, containing the text 'akro'. To the right of the search bar are tabs for 'WORKORDER', 'SITE', and 'SWITCH', with 'SWITCH' being the active tab. Below the search bar, a table titled 'Search Result for switch "akro"' displays the following data:

Action	Switch name	Switch Engineer	Switch Manager
<input type="checkbox"/>	AKRON 2	Dan Billmaier	John Cischke
<input type="checkbox"/>	AKRON BARTGES OFFICE	Don Salyers	Patty Petrich
<input type="checkbox"/>	AKRON MTSO	Dan Billmaier	John Cischke

Below the table, pagination controls show 'Page 1 of 1' and '5 rows'. At the bottom, three summary cards are displayed:

- Requested (Switch)**: 1 Pending VZ Approval
- Quote (Switch)**: 2 total (1 Quote Pending, 1 Quote Received, 0 Awaiting PO)
- Work (Switch)**: 11 total (11 Work Pending, 0 Work Completed, 0 Work Accepted, 0 Work Declined, 0 Work Cancelled)

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7. Request Work Order for Site

- **Step 1**



- Perform a site search as described in 12
- Select the site the work order request will be added
- Click on the briefcase icon to create a request

12

WORKORDER

SITE

SWITCH

Search Result for sites "12"						
<input type="checkbox"/>	Action	Site #	Site Name	Switch Name	Site Engineer	Site Manager
<input checked="" type="checkbox"/>	<div><div></div><div></div></div>	127	PFLUGERVILLE	AUSTIN	Carter, Jason	Langford, Donald
<input type="checkbox"/>		132125	JACKSBORO HWY	DFW CENTRAL MSC	Hickel, David	Burke, Don
<input type="checkbox"/>		122	TOLLWAY_SOUTH_WT	DFW CENTRAL MSC	Saysanam, Vong	Lovelace, Byron
<input type="checkbox"/>		132124	WM_GRAPEVINE_4795_SC	DFW CENTRAL MSC	Silva, Daniel	Lovelace, Byron
<input type="checkbox"/>		1220	PARIS_DT	Shreveport, LA	Smith, Eric	Eason, Loran
Previous		Page 1 of 35	5 rows	Next		

Requested (Site)		Quote (Site)			Work (Site)				
43		67			31				
Pending VZ Approval		Quote Pending	Quote Received	Awaiting PO	Work Pending	Work Completed	Work Accepted	Work Declined	Work Cancelled
43		8	22	37	23	8	0	0	0

7. Request Work Order for Site

- **Step 2**
 - The work order request form will be open

SITE INFORMATION

Site Name:
Bryant

Switch Name:
Little Rock Central

City:
Bryant

State:
AR

Site Manager:
Bagley, Gregory

Site Engineer:
Southard, Del

Site #:
324

Vendor Work Request

*Work Scope

*Priority

Select...

*Requested By

Southard, Del

Manager Email

gregory.bagley@verizonwireless.com

Vendor Name

Test Vendor Portal company

Manager Approval Required?

YES

*Work Type

Select...

Requestor Email

del.southard@verizonwireless.com

Requestor Phone

501-680-5026

Vendor Email

junetest@vz.com

Engineering Review Required?

NO

Drop files here, or click to
select files to upload

Request

7. Request Work Order for Site

- **Step 3A**

- Work Scope is required to describe the work needed
- Priority has 3 options
 - Maintenance: No PO needed to start the work
 - Emergency: No PO needed to start the work
 - Major: Used to propose a quote for work needed

SITE INFORMATION				
Site Name: Bryant	Switch Name: Little Rock Central	City: Bryant	State: AR	
Site Manager: Bagley, Gregory	Site Engineer: Southard, Del	Site #: 324		

Vendor Work Request				
*Work Scope test work order request from Vendor Portal				
*Priority <div>Select... Maintenance Emergency Major</div>	*Requested By Southard, Del	Manager Email gregory.bagley@verizonwireless.com	Vendor Name Test Vendor Portal company	Manager Approval Required? YES
	Requestor Email del.southard@verizonwireless.com	Requestor Phone 501-680-5026	Vendor Email junetest@vz.com	Engineering Review Required? NO
<div>Drop files here, or click to select files to upload</div>				<div>Request</div>

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7. Request Work Order for Site

- **Step 3B**

- When priority is set to Major, a submit quote section will be open below to allow the vendor to propose a quote for the work needed

Vendor Work Request

***Work Scope**
test work order request from Vendor Portal

*Priority Major x ▾	*Requested By Southard, Del x ▾	Manager Email gregory.bagley@verizonwireless.com	Vendor Name Test Vendor Portal company	Manager Approval Required? YES
*Work Type HVAC x ▾	Requestor Email del.southard@verizonwireless.com	Requestor Phone 501-680-5026	Vendor Email junetest@vz.com	Engineering Review Required? NO

***Submit Quote**

Quote Subtotal
679

Materials Subtotal
0.00

Labor Subtotal
0.00

Generator Fuel Subtotal
0.00

Comments
propose \$679 to replace the motor|

HVAC
Select... ▾

Drop files here, or click to

Request

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7. Request Work Order for Site

- **Step 4**

- The work type dropdown lists the type of work
- When the work type is selected as generator, generator repair and generator fueling. The Generator dropdown will display the generator installed at the site along with the fields to add generator fueling info

Vendor Work Request

***Work Scope**
test work order request from Vendor Portal

*Priority Maintenance	*Requested By Southard, Del	Manager Email gregory.bagley@verizonwireless.com	Vendor Name Test Vendor Portal company	Manager Approval Required? YES
*Work Type Generator Repair	Requestor Email del.southard@verizonwireless.com	Requestor Phone 501-680-5026	Vendor Email junetest@vz.com	Engineering Review Required? NO

Generator
0062910-8142074

Mfr Generac	Model 0062910	Serial 8142074	Installed 07/29/2013	
Generator RunTime(hrs) hrs	Current Fuel Level(1-100)% %	Generator Type Fixed	Fuel Type Diesel	Tank Type (Belly (w/ gen)
New Fuel Level(1-100)% %	Fuel Gallons Added(gallons) gal	Tank Capacity(gallons) 210	Generator Fuel Updated By Diego Erazo	Generator Fuel Updated Date 06/09/2017

Drop files here, or click to select files to upload

Request

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7. Request Work Order for Site

- **Step 5**

- The vendor can utilize the generator fueling fields to update the fueling info for a generator
- When work type is selected as “Generator Fueling”, after all generator fueling fields are filled in, a submit invoice section will be open below. The vendor has the option to submit an invoice (This is optional)

*Work Type Generator Fueling x ▾	Requestor Email del.southard@verizonwireless.com	Requestor Phone 501-680-5026	Vendor Email junetest@vz.com	Engineering Review Required? NO
Generator 0062910-8142074 x ▾				
Mfr Generac	Model 0062910	Serial 8142074	Installed 07/29/2013	
*Generator RunTime(hrs) 879	*Current Fuel Level(1-100)% 6	Generator Type Fixed	Fuel Type Diesel	Tank Type (Belly (w/ gen)
*New Fuel Level(1-100)% 88	*Fuel Gallons Added(gallons) 170	Tank Capacity(gallons) 210	Generator Fuel Updated By Diego Erazo	Generator Fuel Updated Date 06/09/2017
Drop files here, or click to select files to upload				

Submit Invoice
(Please follow the BAU process to submit the invoice to Accounts Payable also)

Quote Subtotal 0.00	Materials Subtotal 0.00	Labor Subtotal 0.00	Generator Fuel Subtotal 0.00	Invoice Number
Comments				Drop files here, or click to select files to upload

Request

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7. Request Work Order for Site

- Work Type in “Generator Repair”, “Generator” and “Generator Fueling”
 - Common
 - Generator info and generator fueling fields will be displayed for the vendor to
 - When generator fueling fields are entered
 - Work type as “Generator Repair” / “Generator” , the work order will be created as pending approval, the generator fueling information will be stored in Verizon system. There is no option to submit invoice
 - Work type as “Generator Fueling”, the vendor has an option to submit invoice. When the invoice is submit, the work order will be created as work completed



8. Request Work Order for Switch

- **Step 1**

- Perform a switch search as described in 12
- Select the switch the work order request will be added
- Click on the briefcase icon to create a request

WORKORDER SITE SWITCH Q C

Search Result for switch "austi"

	Action	Switch name	Switch Engineer	Switch Manager
<input checked="" type="checkbox"/>	 	AUSTIN	Blake Ballard	William Curry

Previous Page 1 of 1 5 rows Next

Requested (Switch)

47

Pending VZ Approval

47

Quote (Switch)

26

Quote Pending	Quote Received	Awaiting PO
1	14	11

Work (Switch)

26

Work Pending	Work Completed	Work Accepted	Work Declined	Work Cancelled
24	1	0	0	1

8. Request Work Order for Switch

- **Step 2**
 - The work order request form will be open

SWITCH INFORMATION ×

Switch Name:
AUSTIN

City:
Schertz

State:
TX

Market:
South Central

Sub Market
Central Texas

Vendor Work Request

***Work Scope**

*Priority Select... ▼	*Requested By Ballard, Blake × ▼	*Manager Name Waughtal, Robert × ▼	Manager Email robert.waughtal@verizonwireless.com	Vendor Name ACCURATE SERVICES	Manager Approval Required? YES
*Work Type Select... ▼	Manager Phone 817-358-3200	Requestor Email Blake.Ballard@VerizonWireless.com	Requestor Phone 225-772-3797	Vendor Email ram@verizon.com	Engineering Review Required? NO
<div>Drop files here, or click to select files to upload</div>				<div>Request</div>	

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8. Request Work Order for Switch

- **Step 3A**
 - Work Scope is required to describe the work needed
 - Priority has 3 options
 - Maintenance: No PO needed to start the work
 - Emergency: No PO needed to start the work
 - Major: Used to propose a quote for work needed

SWITCH INFORMATION

Switch Name:
AUSTIN

City:
Schertz

State:
TX

Market:
South Central

Sub Market
Central Texas

Vendor Work Request

***Work Scope**

***Priority**

Select...
Maintenance
Emergency
Major

***Requested By**

Ballard, Blake

***Manager Name**

Waughtal, Robert

Manager Email

robert.waughtal@verizonwireless.com

Vendor Name

ACCURATE SERVICES

Manager Approval Required?

YES

Manager Phone

817-358-3200

Requestor Email

Blake.Ballard@VerizonWireless.com

Requestor Phone

225-772-3797

Vendor Email

ram@verizon.com

Engineering Review Required?

NO

Drop files here, or
click to select files to
upload

Request

[Back to Index](#)

8. Request Work Order for Switch

- **Step 3B**
 - When priority is set to Major, a submit quote section will be open below to allow the vendor to propose a quote for the work needed

SWITCH INFORMATION✕

Switch Name:
AUSTIN

City:
Schertz

State:
TX

Market:
South Central

Sub Market
Central Texas

Vendor Work Request

***Work Scope**

*Priority Major ✕ ▼	*Requested By Ballard, Blake ✕ ▼	*Manager Name Waughtal, Robert ✕ ▼	Manager Email robert.waughtal@verizonwireless.com	Vendor Name ACCURATE SERVICES	Manager Approval Required? YES
*Work Type HVAC ✕ ▼	Manager Phone 817-358-3200	Requestor Email Blake.Ballard@VerizonWireless.com	Requestor Phone 225-772-3797	Vendor Email ram@verizon.com	Engineering Review Required? NO

***Submit Quote**

Quote Subtotal
0.00

Materials Subtotal
0.00

Labor Subtotal
0.00

Generator Fuel Subtotal
0.00

Comments

[Back to Index](#)

8. Request Work Order for Switch

- **Step 4**

- The work type dropdown lists the type of work
- When the work type is selected as generator, generator repair and generator fueling. The Generator dropdown will display the generator installed at the switch along with the fields to add generator fueling info

Vendor Work Request

*Work Scope

*Priority: Maintenance x

*Requested By: Ballard, Blake x

*Manager Name: Waughtal, Robert x

Manager Email: robert.waughtal@verizonwireless.com

Vendor Name: ACCURATE SERVICES

Manager Approval Required?: YES

*Work Type: Generator x

Manager Phone: 817-358-3200

Requestor Email: Blake.Ballard@VerizonWireless.com

Requestor Phone: 225-772-3797

Vendor Email: ram@verizon.com

Engineering Review Required?: NO

Generator: 1250DQGAA-1080206357 x

Mfr	Model	Serial	Installed
Cummins-Onan	1250DQGAA	1080206357	07/07/2010

Generator RunTime(hrs): hrs	Current Fuel Level(1-100)%: %	Generator Type:	Fuel Type: Diesel	Tank Type: Stand alone
-----------------------------	-------------------------------	-----------------	-------------------	------------------------

New Fuel Level(1-100)%: %	Fuel Gallons Added(gallons): gal	Tank Capacity(gallons): 6000	Generator Fuel Updated By:	Generator Fuel Updated Date: 06/28/2012
---------------------------	----------------------------------	------------------------------	----------------------------	---

Drop files here, or click to select files to upload

Request

[Back to Index](#)

8. Request Work Order for Switch

- **Step 5**

- The vendor can utilize the generator fueling fields to update the fueling info for a generator
- When work type is selected as “Generator Fueling”, after all generator fueling fields are filled in, a submit invoice section will be open below. The vendor has the option to submit an invoice (This is optional)

Generator 1250DQGAA-1080206357 x ▾				
Mfr	Model	Serial	Installed	
Cummins-Onan	1250DQGAA	1080206357	07/07/2010	
*Generator RunTime(hrs)	*Current Fuel Level(1-100)%	Generator Type	Fuel Type	Tank Type
12	12		Diesel	Stand alone
*New Fuel Level(1-100)%	*Fuel Gallons Added(gallons)	Tank Capacity(gallons)	Generator Fuel Updated By	Generator Fuel Updated Date
12	12	6000		06/28/2012
<div>Drop files here, or click to select files to upload</div>				

Submit Invoice
(Please follow the BAU process to submit the invoice to Accounts Payable also)

Quote Subtotal	Materials Subtotal	Labor Subtotal	Generator Fuel Subtotal	Invoice Number
0.00	0.00	0.00	0.00	
Comments			<div>Drop files here, or click to select files to upload</div>	

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8. Request Work Order for Switch

- Work Type in “Generator Repair”, “Generator” and “Generator Fueling”
 - Common
 - Generator info and generator fueling fields will be displayed for the vendor to
 - When generator fueling fields are entered
 - Work type as “Generator Repair” / “Generator” , the work order will be created as pending approval, the generator fueling information will be stored in Verizon system. There is no option to submit invoice
 - Work type as “Generator Fueling”, the vendor has an option to submit invoice. When the invoice is submit, the work order will be created as work completed

9. Multi-market vendor

- When a vendor company is built in multiple submarket, the vendor will have access to all submarket to check work order and submit quote/invoice based on their permission
- A red downward arrow will appear to the vendor user name on the top right of screen
- The list of submarket will be shown with a red asterisk indicating the home submarket of the vendor user

verizon VENDOR PORTAL MENU

Home > Vendor Dashboard

Work Order Search

WORKORDER SITE SWITCH

Multi

- *OPW-429
- Virginia-1031
- Washington/Baltimore-2362

Requested	Quote			Work				
1	20			52				
Pending VZ Approval	Quote Pending	Quote Received	Awaiting PO	Work Pending	Work Completed	Work Accepted	Work Declined	Work Cancelled
1	4	12	4	52	0	0	0	0

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9. Multi-market vendors

- The user can toggle to a different submarket to view the work orders in that submarket and perform actions
- The user role of the vendor user will carry over to the selected submarket
- When a vendor user is added to a vendor company in multiple submarket and request IVR access, the IVR access will be granted to all submarkets

verizon VENDOR PORTAL MENU

Natsu
1031-DEEM
Market: South East
Sub-Market: Virginia

Home > Vendor Dashboard

Work Order Search

WORKORDER

SITE

SWITCH

Q

C

Requested	Quote			Work				
0	0			0				
Pending VZ Approval	Quote Pending	Quote Received	Awaiting PO	Work Pending	Work Completed	Work Accepted	Work Declined	Work Cancelled
0	0	0	0	0	0	0	0	0

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10. Export Work Order to Excel

- **Step 1**
 - In the search result section, click on the Excel icon (Highlighted Below)
 - The excel document will be downloaded on selecting the icon

VENDOR PORTAL
MENU

Natsu
 429-DEEM
 Market: Great Lakes
 Sub-Market: OPW

[Home](#) > Vendor Dashboard

WORKORDER
SITE
 SWITCH

Requested	Quote			Work				
1	20			52				
Pending VZ Approval	Quote Pending	Quote Received	Awaiting PO	Work Pending	Work Completed	Work Accepted	Work Declined	Work Cancelled
1	4	12	4	52	0	0	0	0

Work Pending

Site	Switch name	Manager	Priority	Work Type	Work Scope	Work Order	WO Status	Quote Status	Vendor Status	Work Completed By	PO
OSU NORTH CAMPUS	LEWIS CENTER 2	Vernau, Kellie	CRITICAL	Generator	Inspect the generato...	30416	WORKPENDING	QUOTEAPPROVED			TBD
ROTARY PARK	ST CLAIRSVILLE	Ross, Derek	MAINTENANCE	Generator	Low fuel alarm comi...	63292	WORKPENDING	QUOTEAPPROVED			
CHAPMANVILLE	ST CLAIRSVILLE	Ross, Derek	MAJOR	Generator Repair	Repair the faulty CE...	63873	WORKPENDING	QUOTEAPPROVED			
MOUNT STERLING	LEWIS CENTER 2	Vernau, Kellie	MAINTENANCE	Electrical	Lights in equipment ...	101510	WORKPENDING	QUOTEAPPROVED			
MONFORT HEIGHTS	Duff Drive	Nelson, Eric	EMERGENCY	Generator Repair	Generator ran it's ro...	110837	WORKPENDING	QUOTEAPPROVED		05/30/2018	
ATHENS SOUTH	ST CLAIRSVILLE	Ross, Derek	MAINTENANCE	Generator Repair	Generator Fail. Pleas...	113857	WORKPENDING	QUOTEAPPROVED			
NORTHWOODS	LEWIS CENTER 2	Vernau, Kellie	MAINTENANCE	HVAC	DO NOT DISPATCH - ...	116173	WORKPENDING	QUOTEAPPROVED			
MOUNT STERLING ...	LEWIS CENTER 2	Vernau, Kellie	MAINTENANCE	HVAC	DO NOT DISPATCH - ...	116176	WORKPENDING	QUOTEAPPROVED			
SOUTHEAST COLUM...	LEWIS CENTER 2	Vernau, Kellie	MAINTENANCE	Generator	FOPM (Found of PM)...	116812	WORKPENDING	QUOTEAPPROVED			
NEW MARKET MALL	LEWIS CENTER 2	Vernau, Kellie	MAINTENANCE	HVAC	This work order is for...	116923	WORKPENDING	QUOTEAPPROVED			

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11. Advanced Search

- **Step 1**

- In the Dashboard page, select search icon to open Advanced Search panel

verizon

VENDOR PORTAL

MENU

Natsu
429-DEEM
Market: Great Lakes
Sub-Market: OPW

Home > Vendor Dashboard

Work Order Search

WORKORDER

SITE

SWITCH

Requested

1

Pending VZ Approval

1

Quote

20

Quote Pending

4

Quote Received

12

Awaiting PO

4

Work

52

Work Pending

52

Work Completed

0

Work Accepted

0

Work Declined

0

Work Cancelled

0

Work Pending

Site	Switch name	Manager	Priority	Work Type	Work Scope	Work Order	WO Status	Quote Status	Vendor Status	Work Completed By	PO
OSU NORTH CAMPUS	LEWIS CENTER 2	Vernau, Kellie	CRITICAL	Generator	Inspect the generato...	30416	WORKPENDING	QUOTEAPPROVED			TBD
ROTARY PARK	ST CLAIRSVILLE	Ross, Derek	MAINTENANCE	Generator	Low fuel alarm comi...	63292	WORKPENDING	QUOTEAPPROVED			
CHAPMANVILLE	ST CLAIRSVILLE	Ross, Derek	MAJOR	Generator Repair	Repair the faulty CE...	63873	WORKPENDING	QUOTEAPPROVED			
MOUNT STERLING	LEWIS CENTER 2	Vernau, Kellie	MAINTENANCE	Electrical	Lights in equipment ...	101510	WORKPENDING	QUOTEAPPROVED			
MONFORT HEIGHTS	Duff Drive	Nelson, Eric	EMERGENCY	Generator Repair	Generator ran it's ro...	110837	WORKPENDING	QUOTEAPPROVED		05/30/2018	
ATHENS SOUTH	ST CLAIRSVILLE	Ross, Derek	MAINTENANCE	Generator Repair	Generator Fail. Pleas...	113857	WORKPENDING	QUOTEAPPROVED			
NORTHWOODS	LEWIS CENTER 2	Vernau, Kellie	MAINTENANCE	HVAC	DO NOT DISPATCH - ...	116173	WORKPENDING	QUOTEAPPROVED			
MOUNT STERLING ...	LEWIS CENTER 2	Vernau, Kellie	MAINTENANCE	HVAC	DO NOT DISPATCH - ...	116176	WORKPENDING	QUOTEAPPROVED			
SOUTHEAST COLUM...	LEWIS CENTER 2	Vernau, Kellie	MAINTENANCE	Generator	FOPM (Found of PM)...	116812	WORKPENDING	QUOTEAPPROVED			
NEW MARKET MALL	LEWIS CENTER 2	Vernau, Kellie	MAINTENANCE	HVAC	This work order is for...	116923	WORKPENDING	QUOTEAPPROVED			

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11. Advanced Search

- **Step 2**
 - Advanced Search supports date range search for historical work orders that have been awarded to the vendor
 - Advanced Search allows single work order search if the work is associated with the vendor (permission and access are validated)

ADVANCED SEARCH

Start Date : 08/22/2019 End Date : 08/29/2019

Work Order Status : Select Work Type

Work Order Number : Work Order No. Search

Reset Search

Switch name	Manager	Priority	Work Type	Work Scope	Work Order	WO Status	Quote Status	Vendor Status	Work Completed By
LEWIS CENTER 2	Vernau, Kellie	CRITICAL	Generator	Inspect the generato...	30416	WORKPENDING	QUOTEAPPROVED		
ST CLAIRSVILLE	Ross, Derek	MAINTENANCE	Generator	Low fuel alarm comi...	63292	WORKPENDING	QUOTEAPPROVED		
ST CLAIRSVILLE	Ross, Derek	MAJOR	Generator Repair	Repair the faulty CE...	63873	WORKPENDING	QUOTEAPPROVED		

12. Scheduling Work

Step 1

- Select a work order in Work Pending bucket and click to open Work Order Details
- At the top of Work Order Details, “Calendar for Site: <site name>” is displayed

WORK ORDER DETAILS

Calendar for Site: Bryant

Work Order Details

Work Order Information

Work Scope test work order for vendor portal training		Show Site Details			
Work Order 176099	Priority MAJOR	Work Type Generator	Switch Name Little Rock Central	Site Name Bryant	Manager Email gregory.bagley@verizonwireless.com
Work Order Status WORKPENDING	Quote Status QUOTEAPPROVED	Requested Date 8/8/2019 12:21 pm	Requested By Huang, Xiaojun	Requestor Number 301-679-2709	Requestor Email xiaojun.huang@one.verizon.com
PO Status	PO Receipt Status				

Callout Zone Information

Zone Period	Phone#	Tower Managed By:
Weekend	501-516-8721	

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12. Scheduling Work

Step 2

- Click on “Calendar for Site:<site name>” to open calendar view

WORK ORDER DETAILS

Calendar for Site: Bryant

CREATE NEW SCHEDULE

Day Week Month

August 2019

Today < Year < Month Month > Year >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	01	02	03
04	05	06	07	08	09	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Scheduled In Progress Done Rejected

Work Order Details

Work Order Information

[Back to Index](#)


12. Scheduling Work

Step 3

- Create on “Create New Schedule” to create a schedule event

WORK ORDER DETAILS

Calendar for Site: Bryant





CREATE NEW SCHEDULE 

Day Week Month

August 2019

Today < Year < Month Month > Year >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	01	02	03
04	05	06	07	08	09	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

 Scheduled  In Progress  Done  Rejected

Work Order Details

Work Order Information

[Back to Index](#)

12. Scheduling Work

Step 4

- Schedule event is populated with the information for the work order selected
- Start Date/Time and End Date/Time can be changed

WORK ORDER DETAILS

Calendar for Site: Bryant

RETURN TO MY CALENDAR ↩

Status: UNSCHEDULED

*Category Vendor Work Order	*Work Type Generator
*Start Date/Time 08-08-2019 8:00 AM	*End Date/Time 08-08-2019 5:00 PM
*Work ID 176099	
*Work Description test work order for vendor portal training	

Drop files here, or click to select files to upload

Request for Schedule

Scheduled

In Progress

Done

Rejected

[Back to Index](#)

12. Scheduling Work

Step 5

- After submit the request, the vendor user can click on “RETURN TO MY CALENDAR”

WORK ORDER DETAILS

Calendar for Site: Bryant

RETURN TO MY CALENDAR

👍 Schedule created successfully!

Status: SCHEDULED

*Category Vendor Work Order	*Work Type Generator
*Start Date/Time 08-12-2019 8:00 AM	*End Date/Time 08-12-2019 5:00 PM
*Work ID 176099	
*Work Description test work order for vendor portal training	

Drop files here, or click to select files to upload

Request for Schedule

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12. Scheduling Work

Step 6

- The work order ID is shown on the scheduled date in the calendar
- The schedule event status is changed to scheduled





WORK ORDER DETAILS

Calendar for Site: Bryant

Day Week Month August 2019 Today < Year < Month Month > Year >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	01	02	03
04	05	06	07	08	09	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

176099

 Scheduled  In Progress  Done  Rejected

☒ Work Order Details

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Thank you.