

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

- VWRS Interaction
- IVR Integration
- User Management
- Pilot Deployment

- Preventive Maintenance
- National vendor support
- Cell site entry/ restrictions

Q1

Q2

Q3

Q4

- Capital work
- General site visit support
- Vendor Scheduling
- National Rollout

- PO Integration
- Vendor tech work assignment

VENDOR PORTAL

User - Guide



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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". Below this, there is a large, empty rectangular area. In the center of this area, there is a form with the following elements: a label "Email ID" above a text input field, a label "Login ID" above another text input field, and a black button labeled "Generate OTP" to the right of the "Login ID" field.

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1. How to Login

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

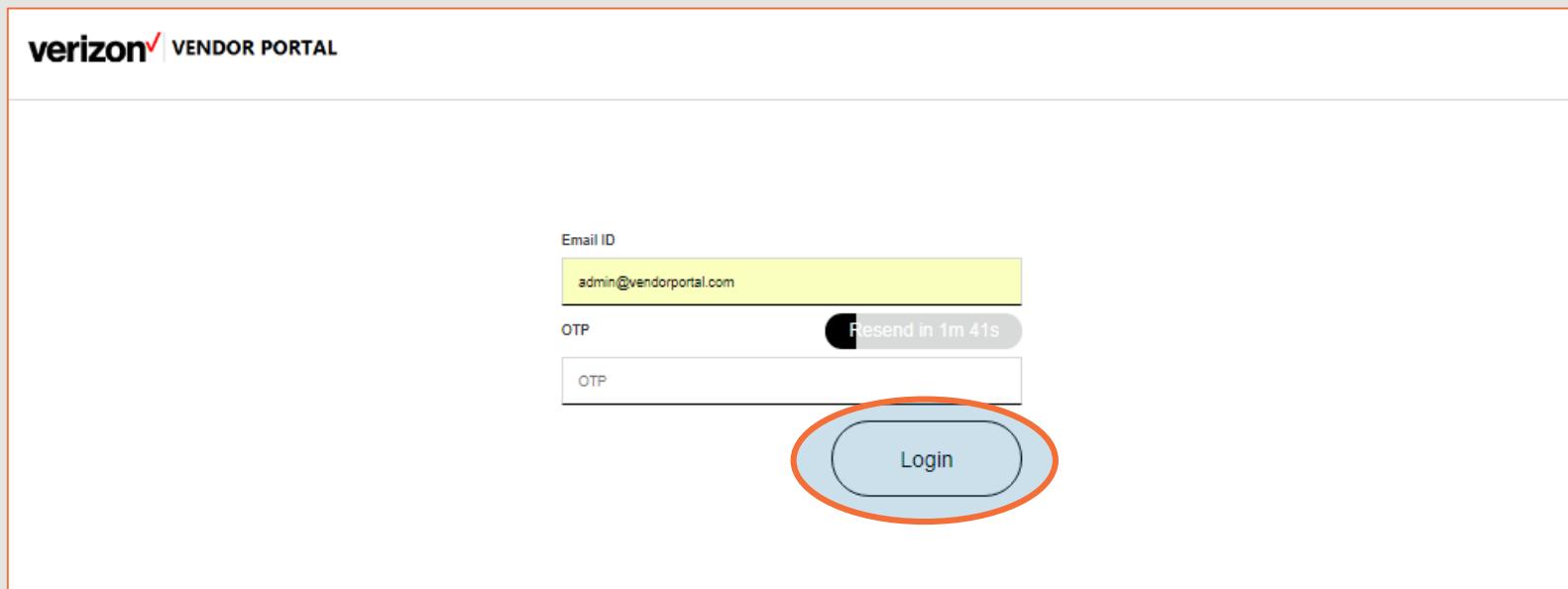
The screenshot shows the Verizon Vendor Portal login interface. At the top left is the Verizon logo with a checkmark and the text "VENDOR PORTAL". Below it is a large input field labeled "Email ID" containing the text "admin@vendorportal.com". To the right of the input field is a dark blue button with white text that says "Generate OTP". A red oval has been drawn around this button to highlight it. The entire screenshot is enclosed in a thin orange border.

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1. How to Login

- **Step 3**

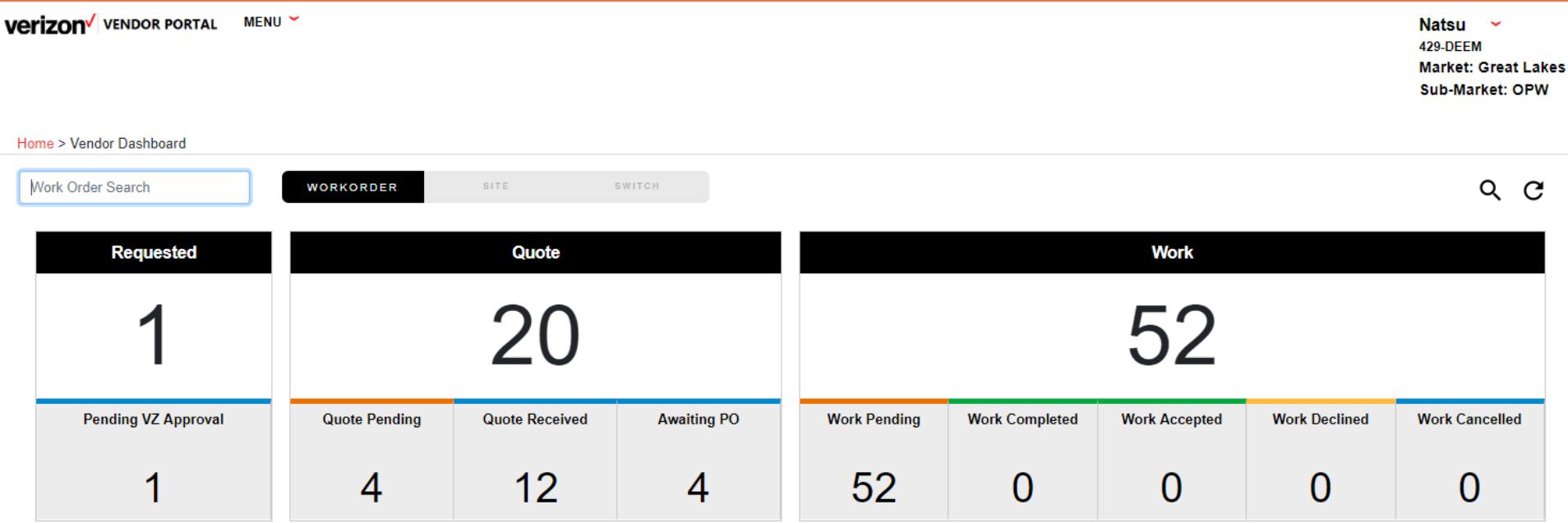
- The OTP will be sent to your registered mobile number.
- Enter the OTP and click “Login” button



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1. How to Login

- The below page will be displayed on successful login



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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 web-based login interface. At the top, there is a yellow header bar containing the text "Email ID". Below it, a text input field contains the email address "admin@vendorportal.com". To the right of this field is a grey button with a circular progress bar and the text "Resend in 1m 43s". Below the email input is another text input field labeled "OTP" which is currently empty. At the bottom right of the form is a blue "Login" button.

Generate OTP button missing ?

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

A screenshot of a web-based login interface. At the top, there is a yellow header bar containing the text "Email ID". Below it, a text input field contains the email address "admin@vendorportal.com". There is no "OTP" input field present in this view.

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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...)

The screenshot shows the Verizon Vendor Portal Dashboard. At the top left is the Verizon logo and "VENDOR PORTAL". To its right is a "MENU" dropdown. On the far right, user information is displayed: "Natsu", "429-DEEM", "Market: Great Lakes", and "Sub-Market: OPW". Below the header, the URL "Home > Vendor Dashboard" is shown. A search bar labeled "Work Order Search" is highlighted with a red oval. Below the search bar are three main sections: "Requested", "Quote", and "Work". Each section has a large numerical summary and a detailed breakdown below it.

Category	Summary	Detailed Breakdown
Requested	1	Pending VZ Approval: 1 Quote Pending: 4 Quote Received: 12 Awaiting PO: 4
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.

The screenshot shows the Verizon Vendor Portal interface. At the top, there is a banner message: "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". On the right, there are date and location filters: "June" with a dropdown arrow, "2546-Test Vendor Portal company", "Market: South Central", and "Sub-Market: South Central". Below the banner, the navigation bar includes "Home > Vendor Dashboard", a search input field containing "176099", and tabs for "WORKORDER" (which is selected), "SITE", and "SWITCH". To the right of the tabs are search and refresh icons. The main content area displays a table titled "Search result for Workorder '176099'". The table has columns: Site, Switch Name, Site Manager, Priority, Work Type, Work Scope, Work order, WO Status, Quote Status, and Work Completed By. One row is visible, showing: Bryant, Little Rock Central, Bagley, Gregory, MAJOR, Generator, test work order for ven..., 176099, APPROVED, QUOTEPENDING. At the bottom, there are navigation links for "Previous" and "Next", a page number "Page 1 of 1", and a "10 rows" dropdown menu.

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	QUOTEPENDING	

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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).

The screenshot shows the Verizon Vendor Portal interface. At the top, there is a banner message: "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." On the right side, there are dropdown menus for "June" (with options "May" and "July"), "2546-Test Vendor Portal company", "Market: South Central", and "Sub-Market: South Central". The main content area shows a search result for Workorder "176099". The search bar contains "176099" and has tabs for "WORKORDER", "SITE", and "SWITCH". A magnifying glass icon and a refresh/circular arrow icon are also present. The search results table has columns: Site, Switch Name, Site Manager, Priority, Work Type, Work Scope, Work order, WO Status, Quote Status, and Work Completed By. The first row of the table is highlighted in blue, corresponding to the search term "176099". The table data is as follows:

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	QUOTEPENDING	

At the bottom, there are navigation buttons for "Previous" and "Next", a page number indicator "Page 1 of 1", and a dropdown for "10 rows".

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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 Caterpillar	Model DP60P3S	Serial OLY00000JNPF02012	Installed 07/18/2003		
Generator RunTime(hrs) hrs : min : sec	Generator Type	Fuel Type Diesel	Tank Type Belly (w/ gen)		
Generator details (specific work type)					
Save					

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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)	Current Fuel Level(1-100)%	Generator Type	Fuel Type	Tank Type	
hrs	70.00		Diesel	Belly (w/ gen)	Save

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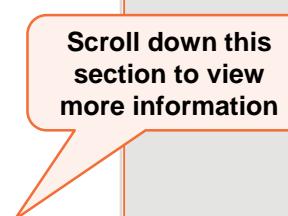
4a. View Site Details

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

Site Information

Address:	[REDACTED]	County:	SALINE	Lat/Long:	[REDACTED]
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:	[REDACTED]
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.

 A screenshot of a web-based application showing site details. The interface includes sections for 'Contacts' and 'Site Access'. The 'Contacts' section displays two rows of data with redacted names, emails, phone numbers, and roles. The 'Site Access' section shows security settings like 'Cyber Lock' for the lock type and 'no' for NOC integration. Below this, there are fields for 'Gate Combo 1' and 'Gate Combo 2'. At the bottom, a 'Restrictions' section contains the text: 'COMBO 4722, 3210 or 2536 for gate. Uses a Cyberlock for cell site.' A scroll bar is visible on the right side of the window.

Name	Email	Phone Number	Role
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Site Access

Security Lock Type: Cyber Lock	Lock is NOC Integrated: no	Access Restrictions:
Gate Combo 1:	Gate Combo 2:	

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

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5. IVR Login

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

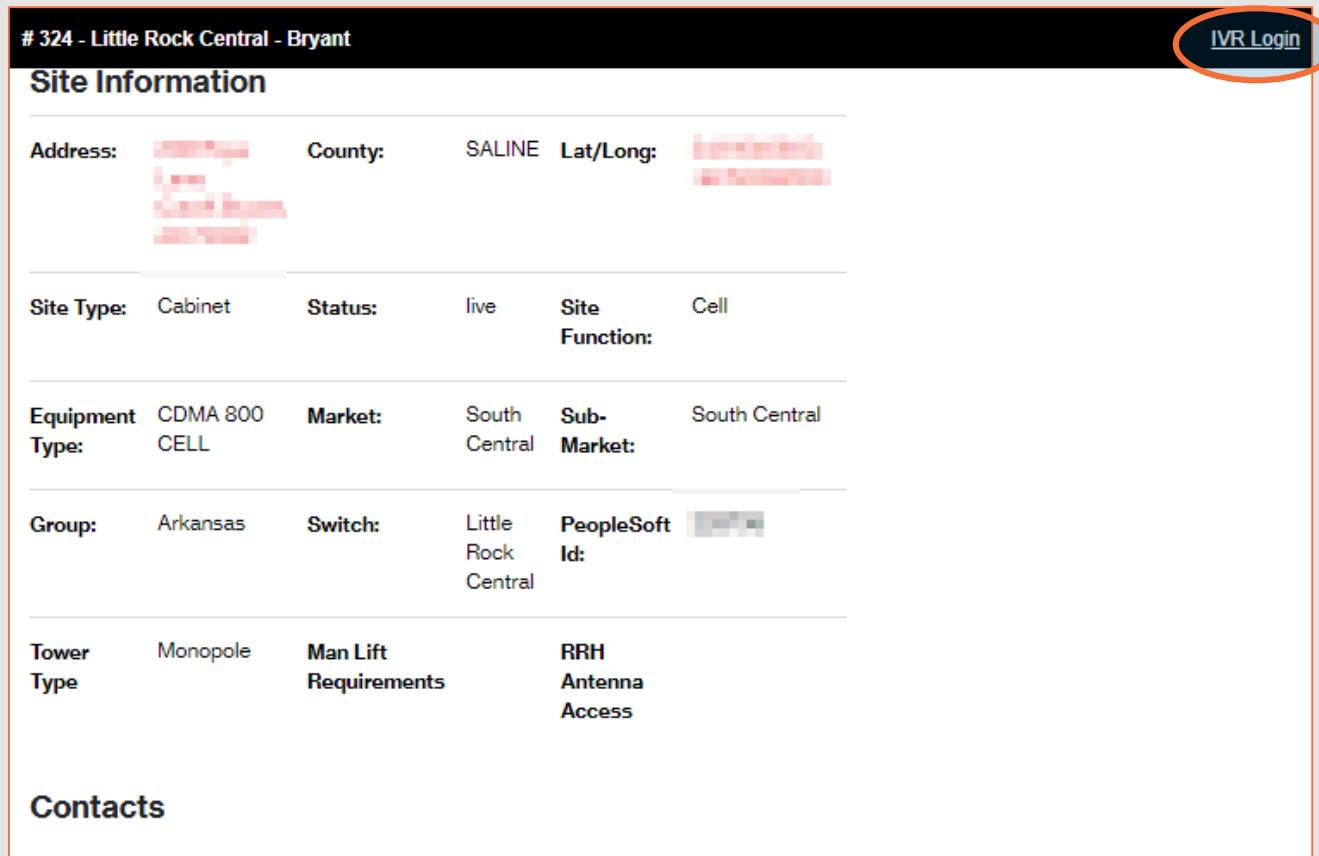
324 - Little Rock Central - Bryant

Site Information

Address:	[REDACTED]	County:	SALINE	Lat/Long:	[REDACTED]
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:	[REDACTED]
Tower Type	Monopole	Man Lift Requirements	RRH Antenna Access		

Contacts

IVR Login



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5. IVR Login

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

The image shows a mobile-style IVR login interface. At the top is a black header bar with the text "IVR LOGIN". Below it is a white form area. The first field is "Cell #", which has a text input box and three dark blue rounded rectangular buttons below it containing the numbers "1467", "250031", and "250467". The next field is "State Switch Code", with a text input box and three similar dark blue buttons below it containing "4508", "4577", and "4588". The third field is "Reason", which is a dropdown menu with the placeholder "Choose a reason". The fourth field is "Lock Code", which is a text input box with the placeholder "Lock Code". At the bottom is a large, rounded rectangular "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

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-style interface titled "IVR LOGIN". It has a black header bar with the title and an info icon. Below the header are four input fields: "Cell #", "State Switch Code", "Reason", and "Lock Code". Each field has a dropdown arrow to its right. Below each field is a row of three dark blue buttons. The "Cell #" field has a single input box. The "State Switch Code" field has three buttons labeled 4508, 4577, and 4588. The "Reason" field has a dropdown menu with the placeholder "Choose a reason". The "Lock Code" field has a single input box. At the bottom is a light blue "Login" button, which is highlighted with a red oval.

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5. IVR Login

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

Alarm						
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; O - CORRELATED: 1	Warning	3/25/2019 9:23 am	3/25/2019 9:23 am		

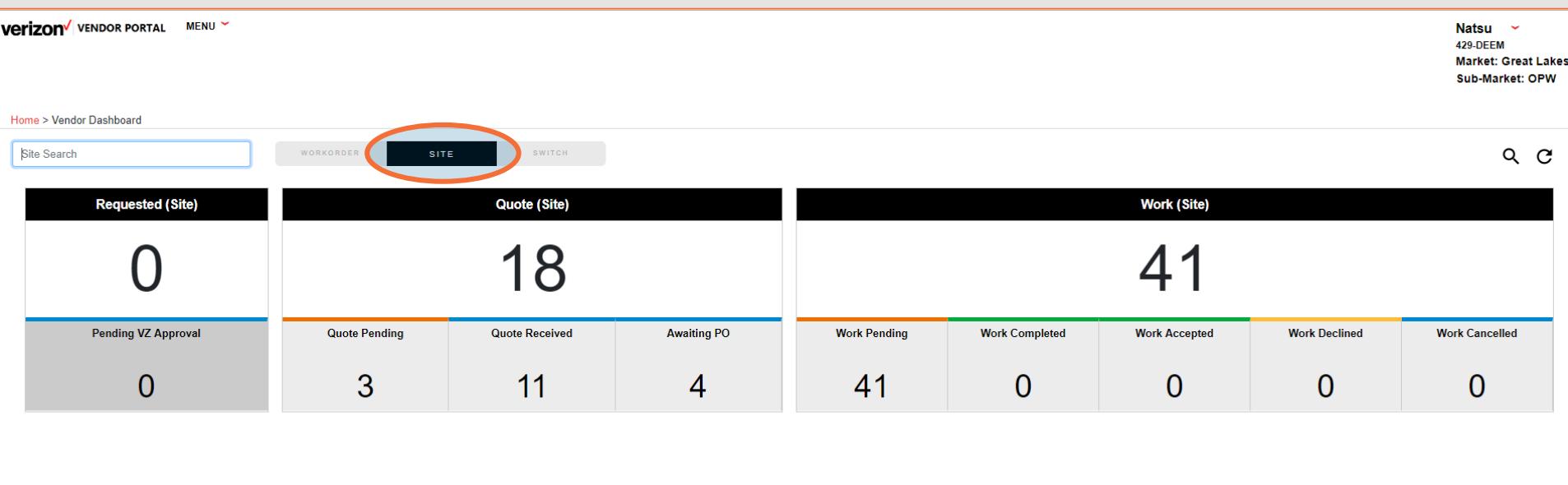
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6. Search Sites / Switches

6a. Search Site

- Step 1

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



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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.

The screenshot shows the Verizon Vendor Portal dashboard. At the top, there's a navigation bar with 'verizon VENDOR PORTAL' and 'MENU'. On the right, user information is displayed: 'Natsu', '429-DEEM', 'Market: Great Lakes', and 'Sub-Market: OPW'. Below the navigation is a breadcrumb trail: 'Home > Vendor Dashboard'. A search bar contains the value '12'. Below the search bar, tabs for 'WORKORDER', 'SITE' (which is selected), and 'SWITCH' are visible. The main content area displays a table titled 'Search Result for sites "12"'. The table has columns for Action, Site #, Site Name, Switch Name, Site Engineer, and Site Manager. The results are as follows:

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

Below the table, there are links for 'Previous' and 'Next'. The page number is 'Page 1 of 90' and the row count is '5 rows'. At the bottom, there are three summary boxes: 'Requested (Site)' (0), 'Quote (Site)' (18), and 'Work (Site)' (41). Each box has sub-categories: 'Pending VZ Approval' (0), 'Quote Pending' (3), 'Quote Received' (11), 'Awaiting PO' (4), 'Work Pending' (41), 'Work Completed' (0), 'Work Accepted' (0), 'Work Declined' (0), and 'Work Cancelled' (0).

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6. Search Sites / Switches

6b. Search Switch

- Step 1

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

The screenshot shows the Verizon Vendor Portal Dashboard. At the top left is the Verizon logo and "VENDOR PORTAL". At the top right are user details: "Natsu", "429-DEEM", "Market: Great Lakes", and "Sub-Market: OPW". Below the header is a breadcrumb navigation: "Home > Vendor Dashboard". A search bar labeled "Switch Search" is on the left, and a "MENU" dropdown is at the top right. The main area features three cards: "Requested (Switch)" with value 1, "Quote (Switch)" with value 2, and "Work (Switch)" with value 11. Each card has a sub-section for pending work: "Pending VZ Approval" (1), "Quote Pending" (1), "Quote Received" (1), "Awaiting PO" (0), "Work Pending" (11), "Work Completed" (0), "Work Accepted" (0), "Work Declined" (0), and "Work Cancelled" (0). The "SWITCH" button in the top navigation bar is circled in red.

Quote (Switch)			
1	1	0	
Pending VZ Approval	Quote Pending	Quote Received	Awaiting PO
1	1	1	0

Work (Switch)				
11	0	0	0	0
Work Pending	Work Completed	Work Accepted	Work Declined	Work Cancelled
11	0	0	0	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 shows the Verizon Vendor Portal interface. At the top, there's a navigation bar with 'verizon VENDOR PORTAL' and 'MENU'. On the right, user information is displayed: 'Natsu', '429-DEEM', 'Market: Great Lakes', and 'Sub-Market: OPW'. Below the menu, a search bar contains the text 'akro', which is circled in red. The main content area shows a table titled 'Search Result for switch "akro"'. The table has four columns: 'Action', 'Switch name', 'Switch Engineer', and 'Switch Manager'. It lists three entries: 'AKRON 2' (Engineer: Dan Billmaier, Manager: John Cischke), 'AKRON BARTGES OFFICE' (Engineer: Don Salyers, Manager: Patty Petrich), and 'AKRON MTSO' (Engineer: Dan Billmaier, Manager: John Cischke). Below the table are navigation links for 'Previous' and 'Next', and a page number indicator 'Page 1 of 1'. A dropdown menu for row count is set to '5 rows'. At the bottom, there are three summary sections: 'Requested (Switch)' (1), 'Quote (Switch)' (2), and 'Work (Switch)' (11). The 'Requested (Switch)' section shows 1 pending approval. The 'Quote (Switch)' section shows 1 quote pending, 1 quote received, and 0 awaiting PO. The 'Work (Switch)' section shows 11 work pending, 0 completed, 0 accepted, 0 declined, and 0 cancelled.

Search Result for switch "akro"			
Action	Switch name	Switch Engineer	Switch Manager
	AKRON 2	Dan Billmaier	John Cischke
	AKRON BARTGES OFFICE	Don Salyers	Patty Petrich
	AKRON MTSO	Dan Billmaier	John Cischke

Requested (Switch) Quote (Switch) Work (Switch)

Pending VZ Approval	Quote Pending	Quote Received	Awaiting PO	Work Pending	Work Completed	Work Accepted	Work Declined	Work Cancelled
1	1	1	0	11	0	0	0	0

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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

verizon VENDOR PORTAL MENU

nomula
767-ACCURATE SERVICES
Market: South Central
Sub-Market: Central Texas

Home > Vendor Dashboard

12

WORKORDER SITE SWITCH

Search Result for sites "12"

Action	Site #	Site Name	Switch Name	Site Engineer	Site Manager
<input checked="" type="checkbox"/> 	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 Next

5 rows

Requested (Site) 43

Quote (Site) 67

Work (Site) 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

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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 <input type="button" value="Select..."/>	*Requested By <input type="text" value="Southard, Del"/> <input type="button" value="X"/>	Manager Email gregory.bagley@verizonwireless.com	Vendor Name Test Vendor Portal company	Manager Approval Required? YES
*Work Type <input type="button" value="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				<input type="button" value="Request"/>

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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 <input type="button" value="Select..."/>	*Requested By <input type="text" value="Southard, Del"/>	Manager Email gregory.bagley@verizonwireless.com	Vendor Name Test Vendor Portal company	Manager Approval Required? YES
Maintenance Emergency Major	Requestor Email del.southard@verizonwireless.com	Requestor Phone 501-680-5026	Vendor Email junetest@vz.com	Engineering Review Required? NO
<input type="button" value="Drop files here, or click to select files to upload"/>				<input type="button" value="Request"/>

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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	*Requested By Southard, Del	Manager Email gregory.bagley@verizonwireless.com	Vendor Name Test Vendor Portal company	Manager Approval Required? YES
*Work Type HVAC	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		Serial 8142074	Installed 07/29/2013	
Mfr Generac	Model 0062910	Generator Type Fixed	Fuel Type Diesel	Tank Type (Belly (w/ gen)
Generator RunTime(hrs) hrs	Current Fuel Level(1-100)% %	Tank Capacity(gallons) 210	Generator Fuel Updated By Diego Erazo	Generator Fuel Updated Date 06/09/2017
New Fuel Level(1-100)% %	Fuel Gallons Added(gallons) gal			
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	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 Run Time(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
<div style="border: 1px dashed #ccc; padding: 5px;">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 0.00	Materials Subtotal 0.00	Labor Subtotal 0.00	Generator Fuel Subtotal 0.00	Invoice Number
Comments		<div style="border: 1px dashed #ccc; padding: 5px;">Drop files here, or click to select files to upload</div>		
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

verizon VENDOR PORTAL MENU

nomula
767-ACCURATE SERVICES
Market: South Central
Sub-Market: Central Texas

Home > Vendor Dashboard

austi

WORKORDER SITE SWITCH

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 Next

5 rows

Requested (Switch)		Quote (Switch)			Work (Switch)			
47		26			26			
Pending VZ Approval		Quote Pending	Quote Received	Awaiting PO	Work Pending	Work Accepted	Work Declined	Work Cancelled
47		1	14	11	24	1	0	1

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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
Drop files here, or click to select files to upload				Request	

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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: Scherz	State: TX
Market: South Central	Sub Market Central Texas	

Vendor Work Request

*Work Scope

*Priority Select... Maintenance Emergency Major	*Requested By Ballard, Blake Manager Phone 817-358-3200	*Manager Name Waughal, Robert Requestor Email Blake Ballard@VerizonWireless.com	Manager Email robert.waughal@verizonwireless.com	Vendor Name ACCURATE SERVICES	Manager Approval Required? YES
			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

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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 Waughal, Robert	Manager Email robert.waughal@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

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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	*Requested By Ballard, Blake	*Manager Name Waughtal, Robert	Manager Email robert.waughtal@verizonwireless.com	Vendor Name ACCURATE SERVICES	Manager Approval Required? YES
*Work Type Generator	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

J1250DQGAA-I080206357				
Mfr Cummins-Onan	Model 1250DQGAA	Serial I080206357	Installed 07/07/2010	
Generator RunTime(hrs) hrs	Current Fuel Level(1-100)% %	Generator Type	Fuel Type Diesel	
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

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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-I080206357				
Mfr	Model	Serial	Installed	
Cummins-Onan	1250DQGAA	I080206357	07/07/2010	
*Generator RunTime(hrs)	*Current Fuel Level(1-100)%	Generator Type	Fuel Type	
12	12		Diesel	
*New Fuel Level(1-100)%	*Fuel Gallons Added(gallons)	Tank Capacity(gallons)	Generator Fuel Updated By	
12	12	6000	Generator Fuel Updated Date 06/28/2012	
<div style="border: 1px dashed #ccc; padding: 5px;">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 0.00	Materials Subtotal 0.00	Labor Subtotal 0.00	Generator Fuel Subtotal 0.00	Invoice Number
<div style="border: 1px dashed #ccc; padding: 5px;">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

The screenshot shows the Verizon Vendor Portal dashboard. At the top, there's a navigation bar with the Verizon logo, 'VENDOR PORTAL', and a 'MENU' dropdown. Below the menu, the page title is 'Home > Vendor Dashboard'. The dashboard features three main sections: 'Work Order Search' (with a search bar), 'WORKORDER' (selected tab), 'SITE' (disabled), and 'SWITCH' (disabled). The 'WORKORDER' section displays summary counts: 'Requested' (1), 'Quote' (20), and 'Work' (52). Under 'Quote', there are three categories: 'Quote Pending' (4), 'Quote Received' (12), and 'Awaiting PO' (4). Under 'Work', there are five categories: 'Work Pending' (52), 'Work Completed' (0), 'Work Accepted' (0), 'Work Declined' (0), and 'Work Cancelled' (0). In the top right corner, there's a user profile for 'Natsu' with a red circle around it. The profile includes the user name 'Natsu', a red asterisk next to 'OPW-429', and a list of submarkets: 'Virginia-1031' and 'Washington/Baltimore-2362'. A red oval highlights the list of submarkets.

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

The screenshot shows the Verizon Vendor Portal Vendor Dashboard. At the top, there's a header with the Verizon logo, a 'VENDOR PORTAL' button, a 'MENU' dropdown, and user information ('Natsu', '1031-DEEM', 'Market: South East', 'Sub-Market: Virginia'). Below the header, the dashboard has a breadcrumb navigation ('Home > Vendor Dashboard') and a search bar. The main area features three large summary boxes: 'Requested' (0), 'Quote' (0), and 'Work' (0). Each box has a detailed breakdown below it. The 'Requested' box shows 0 pending VZ Approval. The 'Quote' box shows 0 Quote Pending, 0 Quote Received, and 0 Awaiting PO. The 'Work' box shows 0 Work Pending, 0 Work Completed, 0 Work Accepted, 0 Work Declined, and 0 Work Cancelled.

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

The screenshot shows the Verizon Vendor Portal interface. At the top, there's a navigation bar with 'verizon VENDOR PORTAL' and 'MENU'. On the right, user information is displayed: 'Natsu' with a dropdown arrow, '429-DEEM', 'Market: Great Lakes', and 'Sub-Market: OPW'. Below the header, a 'Vendor Dashboard' is shown with three main sections: 'Requested' (1), 'Quote' (20), and 'Work' (52). Under 'Quote', categories include 'Pending VZ Approval' (1), 'Quote Pending' (4), 'Quote Received' (12), and 'Awaiting PO' (4). Under 'Work', categories include 'Work Pending' (52), 'Work Completed' (0), 'Work Accepted' (0), 'Work Declined' (0), and 'Work Cancelled' (0). The 'Work Pending' section is expanded, showing a table with columns: Site, Switch name, Manager, Priority, Work Type, Work Scope, Work Order, WO Status, Quote Status, Vendor Status, Work Completed By, and PO. The table lists various work orders across different sites like OSU NORTH CAMPUS, ROTARY PARK, etc. At the bottom of the table, there are two small icons: a green 'X' and a red 'X', which are highlighted with an orange circle. At the very bottom of the page, there are navigation links: '1 to 10 of 52', '< <', 'Page 1 of 6', and '> >'.

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11. Advanced Search

- **Step 1**
 - In the Dashboard page, select search icon to open Advanced Search panel

The screenshot shows the Verizon Vendor Portal Dashboard. At the top right, there is a user profile for 'Natsu' with a dropdown arrow, and the text '429-DEEM', 'Market: Great Lakes', and 'Sub-Market: OPW'. Below the header, there is a breadcrumb navigation 'Home > Vendor Dashboard'. A search bar is located at the top left. The dashboard features three main sections: 'Requested' (1 pending VZ Approval), 'Quote' (20 total, broken down by status: Quote Pending 4, Quote Received 12, Awaiting PO 4), and 'Work' (52 total, broken down by status: Work Pending 52, Work Completed 0, Work Accepted 0, Work Declined 0, Work Cancelled 0). A large 'Work Pending' table is displayed below the summary. The table has columns for Site, Switch name, Manager, Priority, Work Type, Work Scope, Work Order, WO Status, Quote Status, Vendor Status, Work Completed By, and PO. It lists various work orders across different sites like OSU NORTH CAMPUS, ROTARY PARK, CHAPMANVILLE, MOUNT STERLING, MONFORT HEIGHTS, ATHENS SOUTH, NORTHWOODS, MOUNT STERLING, SOUTHEAST COLUMBIA, and NEW MARKET MALL. The table includes a header row and several data rows. At the bottom right of the dashboard, there is a footer with page numbers and navigation icons.

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)

The screenshot shows a software application window with a dark grey header bar containing tabs: WORKORDER, SITE, and SWITCH. Below the header, there are three main sections: 'Requested', 'Quote', and 'Work'. A large white modal window titled 'ADVANCED SEARCH' is centered over the 'Work' section. The modal contains fields for 'Start Date' (08/22/2019), 'End Date' (08/29/2019), 'Work Order Status' (a dropdown menu), and 'Work Order Number' (a search input field). At the bottom of the modal are two buttons: 'Reset' and 'Search'. In the background, under the 'Work' tab, a table lists several work orders with columns: Switch name, Manager, Priority, Work Type, Work Scope, Work Order, WO Status, Quote Status, Vendor Status, and Work Completed By. The table rows show entries for LEWIS CENTER 2, ST CLAIRSVILLE, and another entry for ST CLAIRSVILLE.

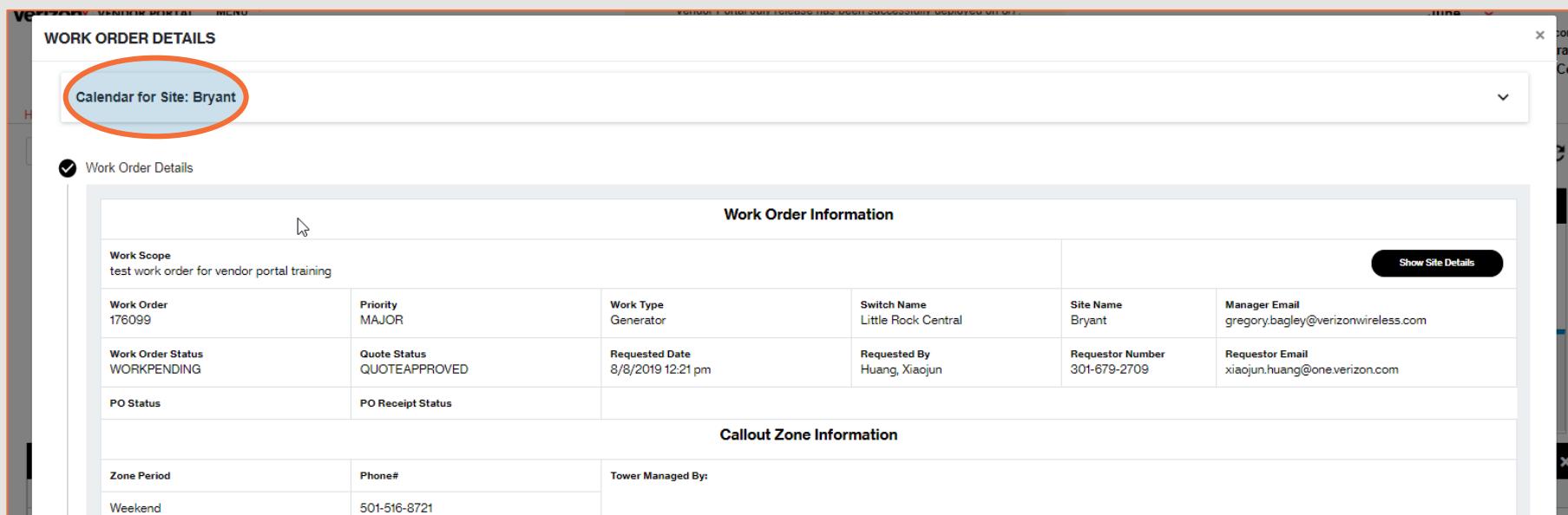
Switch name	Manager	Priority	Work Type	Work Scope	Work Order	WO Status	Quote Status	Vendor Status	Work Completed By
LEWIS CENTER 2	Vernau, Kellie	CRITICAL	Generator	Inspect the generator...	30416	WORKPENDING	QUOTEAPPROVED		
ST CLAIRSVILLE	Ross, Derek	MAINTENANCE	Generator	Low fuel alarm comi...	63292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

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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



The screenshot shows the 'WORK ORDER DETAILS' page. At the top left, there is a button labeled 'Calendar for Site: Bryant' which is circled in red. Below this, there is a section titled 'Work Order Details' with a checked checkbox. The main area is divided into two sections: 'Work Order Information' and 'Callout Zone Information'. The 'Work Order Information' section contains details such as Work Order Number (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), and Requestor Email (xiaojun.huang@one.verizon.com). The 'Callout Zone Information' section includes a 'Zone Period' (Weekend) and a 'Phone#' (501-516-8721). A 'Show Site Details' button is located in the top right corner of the 'Work Order Information' section.

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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

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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

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

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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	
<input type="file"/> Drop files here, or click to select files to upload	
Request for Schedule	

Scheduled In Progress Done Rejected

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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	
<input type="button" value="Request for Schedule"/>	

Drop files here, or click to select files to upload

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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

Work Order Details

Scheduled In Progress Done Rejected

The calendar shows a work order scheduled for August 11, 2019. The date August 11 is highlighted with a red oval. A cursor is positioned over the date August 07.

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Thank you.