Vendor Portal
Training For VZW Vendors Users

August 2019
Version 2.0*

verizon✓
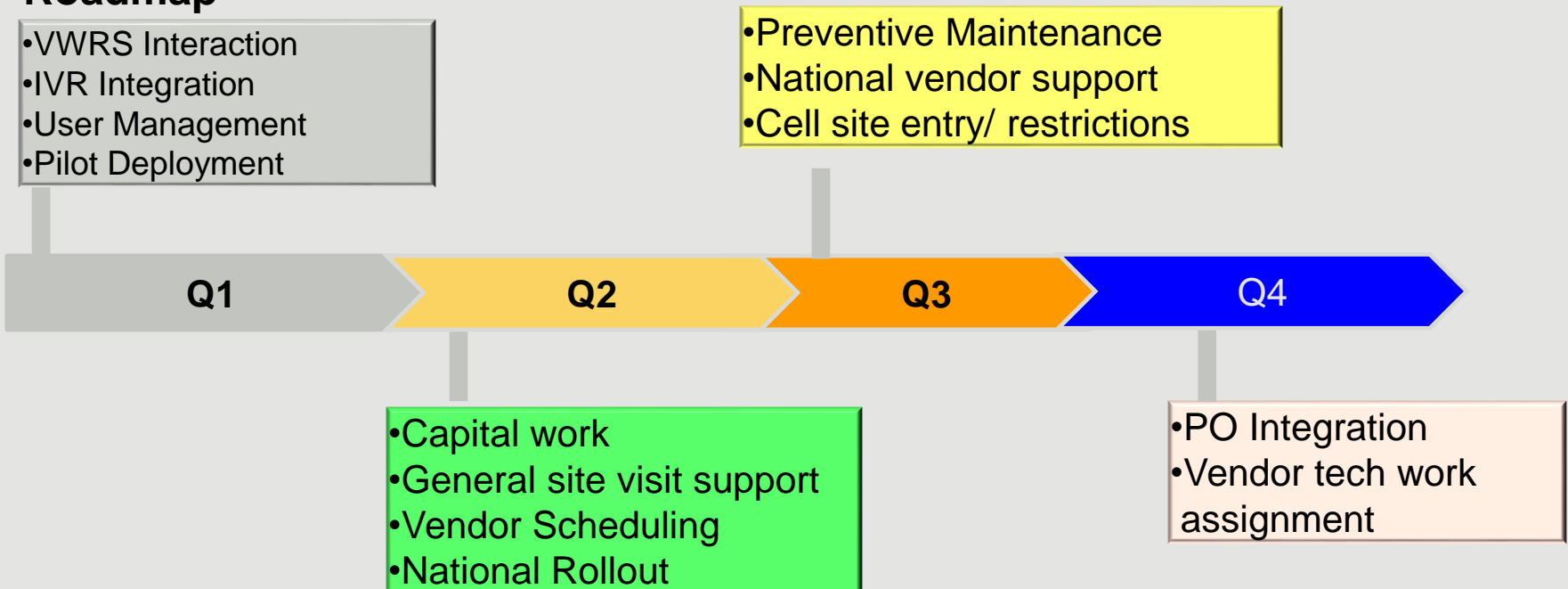
Vendor Portal Tool Vision

- 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)
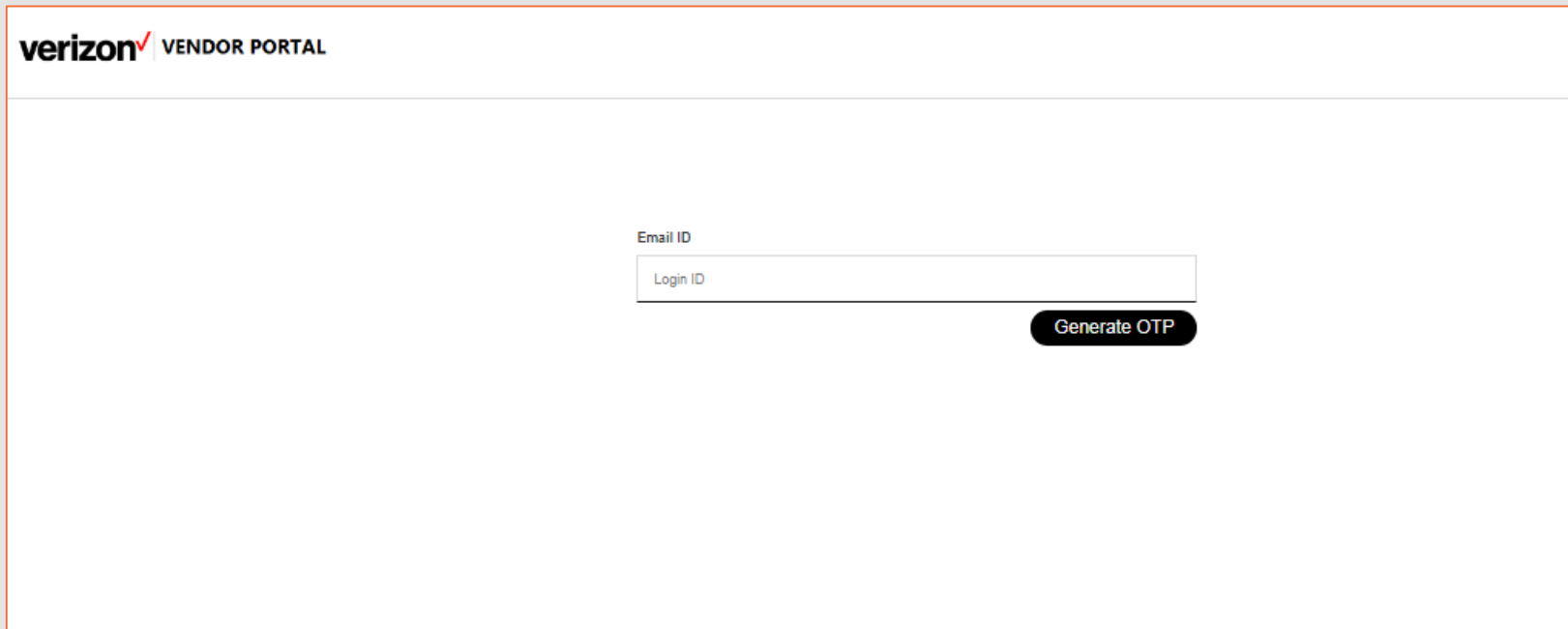
5. IVR into site

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

3

VENDOR PORTAL

User - Guide

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Index

1. How to Login

- ## Step 1
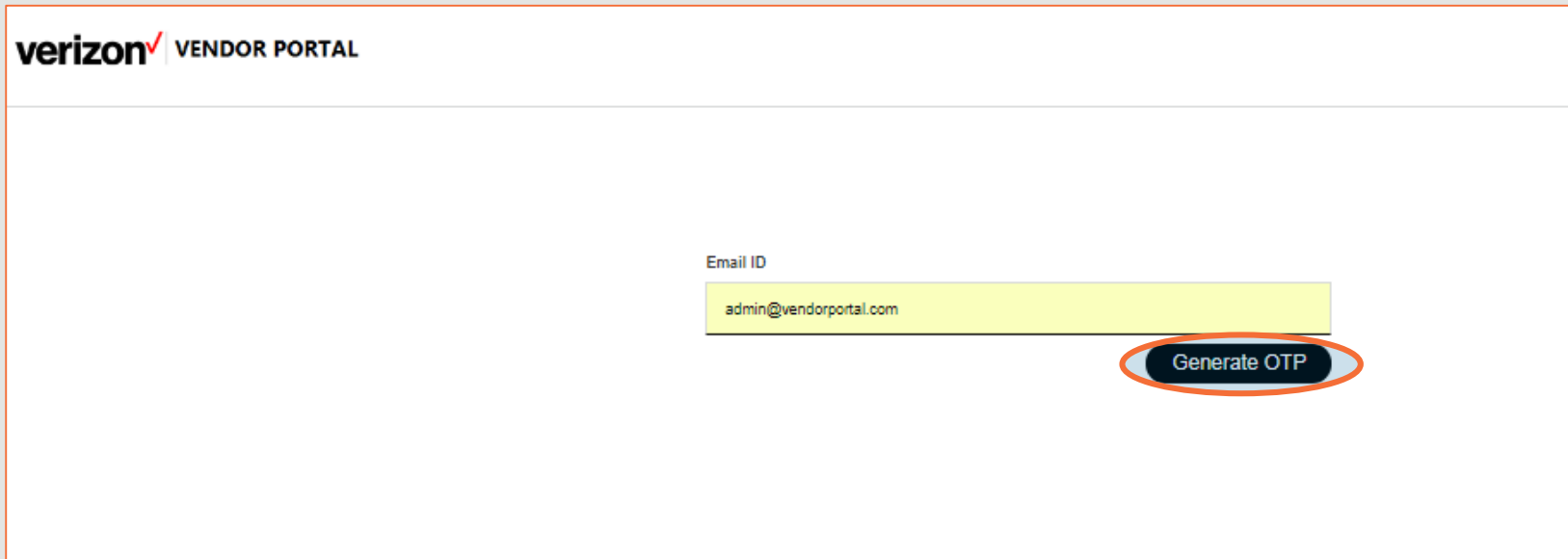
  - Enter the URL https://opsportal.verizonwireless.com in the browser.
  - The below page will be displayed

verizon | VENDOR PORTAL

Email ID

Login ID

Generate OTP

1. How to Login

- ## <u>Step 2</u>

    - Enter the registered email id. (Your registered email id will be the login ID)
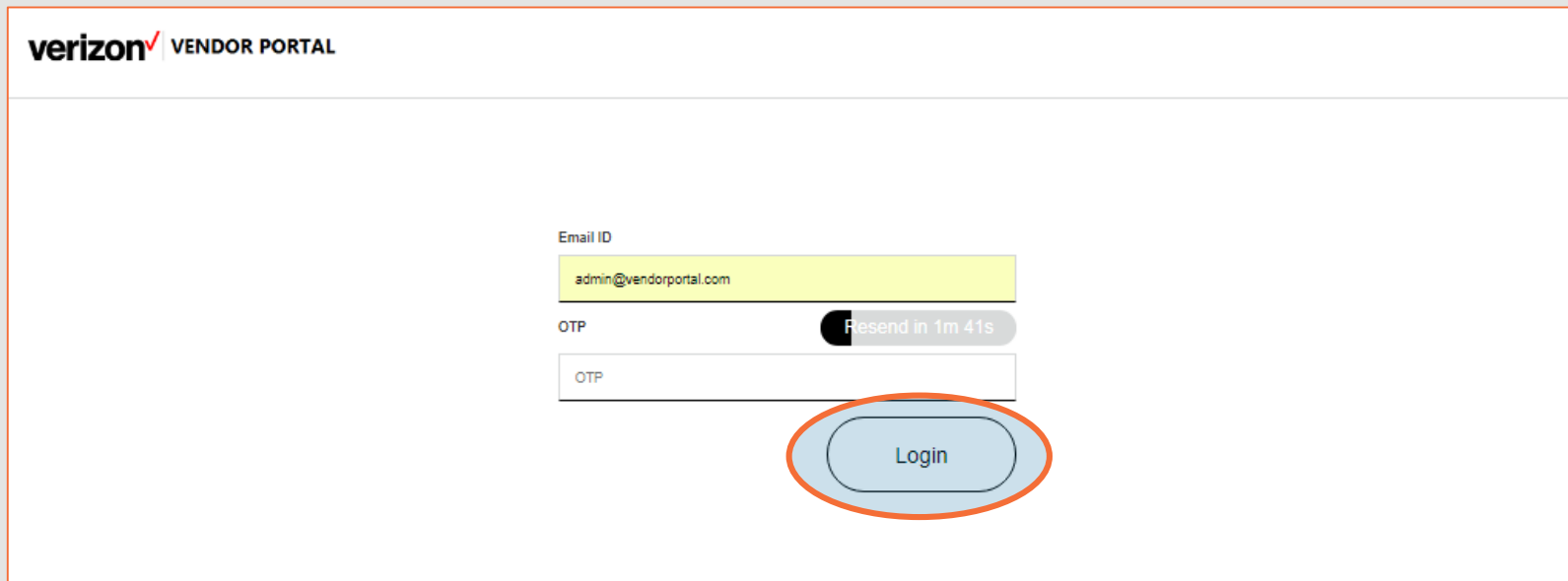
    - Click "Generate OTP" button

1. How to Login

- ## Step 3

    - The OTP will be sent to your registered mobile number.

    - Enter the OTP and click "Login" button

1. How to Login

- The below page will be displayed on successful login
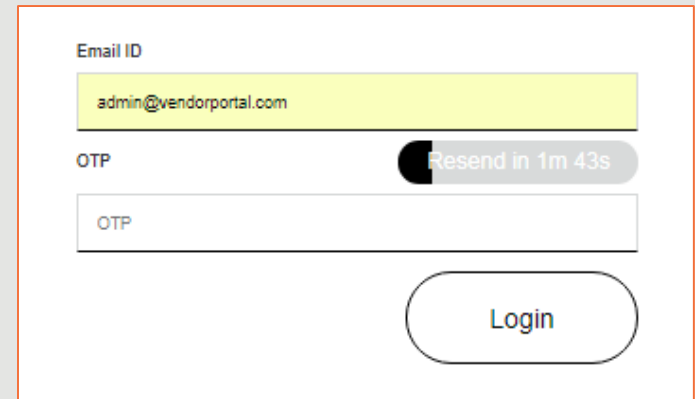
Didn't receive or deleted the OTP ?
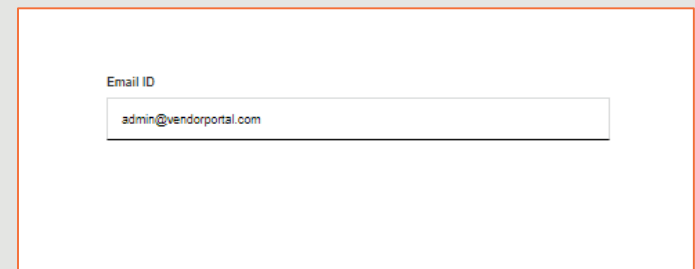
- You can regenerate the OTP again
- Wait for 2 min and click "Generate OTP" button again

Generate OTP button missing ?

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

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…)

2. Search Work Orders

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

3. View Work Order Details

- ## <u>Step 1</u>

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

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	Priority	Work Type	Switch Name	Site Name	Manager Email
30416	CRITICAL	Generator	LEWIS CENTER 2	OSU NORTH CAMPUS	Ted.Stanton@VerizonWireless.com

Work Order Status	Quote Status	Requested Date	Requested By	Requestor Number	Requestor Email
WORKPENDING	QUOTEAPPROVED	1/29/2016 10:38 am	Agnew, Brian	614-623-0966	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)

Generator Type

Fuel Type
Diesel

Tank Type
Belly (w/ gen)

Generator details (specific work type)

Save

4. View Site Details

- ## Step 1

  - In the Work Order Details page, click on "Show Site Details" button (Highlighted below)

4a. View Site Details

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

Site Information

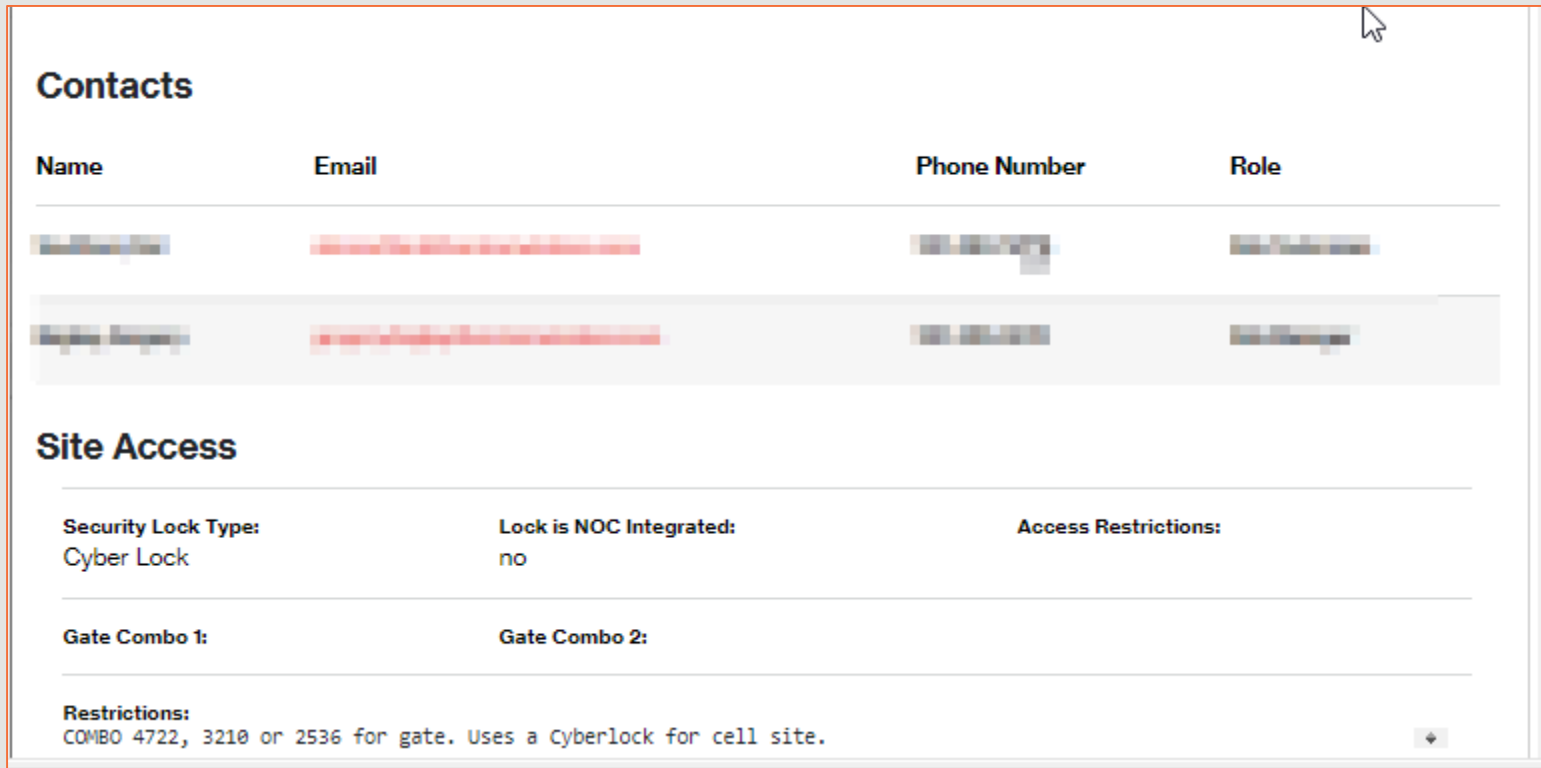|			
Address:	(redacted)	**County:** SALINE	**Lat/Long:** (redacted)
Site Type:	Cabinet	**Status:** live	**Site Function:** Cell
Equipment Type:	CDMA 800 CELL	**Market:** South Central	**Sub-Market:** South Central
Group:	Arkansas	**Switch:** Little Rock Central	**PeopleSoft Id:** (redacted)
Tower Type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

Contacts

> Scroll down this section to view more information

4b. View Site Details (second page)

- Additional information shown when user scrolls down the page.

5. IVR Login

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

5. IVR Login

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

IVR LOGIN

Cell #

1467   250031

250467

State Switch Code

4508   4577   4588

Reason

Choose a reason
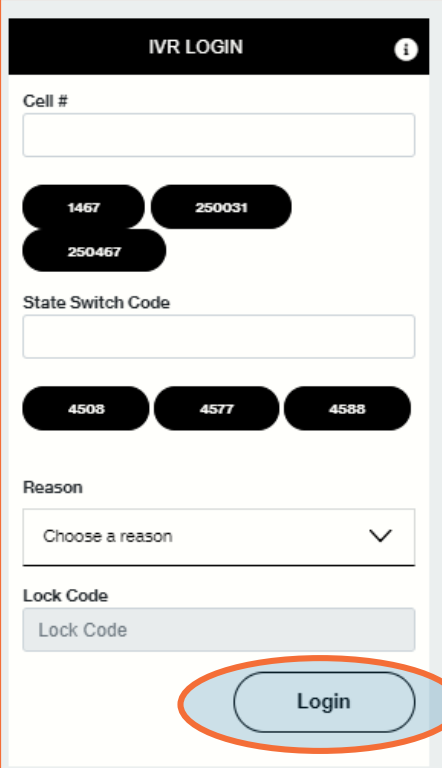
Lock Code

Lock Code

Login

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

5. IVR Login

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

Alarm

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	

6. Search Sites / Switches

6a. Search Site

- ### Step 1

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

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.

6. Search Sites / Switches

6b. Search Switch

- ## Step 1

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

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.

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

7. Request Work Order for Site

- ## Step 2

  - ### The work order request form will be open

SITE INFORMATION   ✕

| Site Name: | Switch Name: | City: | State: |
| Bryant | Little Rock Central | Bryant | AR |

| Site Manager: | Site Engineer: | Site #: |
| Bagley, Gregory | Southard, Del | 324 |

Vendor Work Request

*Work Scope

*Priority	*Requested By	Manager Email	Vendor Name	Manager Approval Required?
Select...	Southard, Del ✕	gregory.bagley@verizonwireless.com	Test Vendor Portal company	YES

*Work Type	Requestor Email	Requestor Phone	Vendor Email	Engineering Review Required?
Select...	del.southard@verizonwireless.com	501-680-5026	junetest@vz.com	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

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

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	***Requested By**	**Manager Email**	**Vendor Name**	**Manager Approval Required?**
Maintenance × ▾	Southard, Del × ▾	gregory.bagley@verizonwireless.com	Test Vendor Portal company	YES

*Work Type	**Requestor Email**	**Requestor Phone**	**Vendor Email**	**Engineering Review Required?**
Generator Repair × ▾	del.southard@verizonwireless.com	501-680-5026	junetest@vz.com	NO

Generator

0062910-8142074 × ▾

Mfr	**Model**	**Serial**	**Installed**	
Generac	0062910	8142074	07/29/2013	

Generator RunTime(hrs)	**Current Fuel Level(1-100)%**	**Generator Type**	**Fuel Type**	**Tank Type**
hrs	%	Fixed	Diesel	(Belly (w/ gen

New Fuel Level(1-100)%	**Fuel Gallons Added(gallons)**	**Tank Capacity(gallons)**	**Generator Fuel Updated By**	**Generator Fuel Updated Date**
%	gal	210	Diego Erazo	06/09/2017

Drop files here, or click to select files to upload

Request

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)

7. Request Work Order for Site

- Work Type in "Generator Repair", "Generator" and "Generator Fueling"

    - Common

        o Generator info and generator fueling fields will be displayed for the vendor to

    - When generator fueling fields are entered

        o 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

        o 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

8. Request Work Order for Switch

- ## Step 2

  - The work order request form will be open

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:	City:	State:
AUSTIN	Schertz	TX
Market:	**Sub Market**	
South Central	Central Texas	

Vendor Work Request

*Work Scope

*Priority	*Requested By	*Manager Name	Manager Email	Vendor Name	Manager Approval Required?
Select... ▲	Ballard, Blake ✕ ▾	Waughtal, Robert ✕ ▾	robert.waughtal@verizonwireless.com	ACCURATE SERVICES	YES
Maintenance	**Manager Phone**	**Requestor Email**	**Requestor Phone**	**Vendor Email**	**Engineering Review Required?**
Emergency	817-358-3200	Blake.Ballard@VerizonWireless.com	225-772-3797	ram@verizon.com	NO
Major					
Drop files here, or click to select files to upload					Request

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

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

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)

8. Request Work Order for Switch

- Work Type in "Generator Repair", "Generator" and "Generator Fueling"

    - Common

        - o Generator info and generator fueling fields will be displayed for the vendor to

    - When generator fueling fields are entered

        - o 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

        - o 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

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

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

Home > Vendor Dashboard

| Work Order Search | **WORKORDER** | SITE | SWITCH | | 🔍 ↻ |

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

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

11. Advanced Search

- ## **<u>Step 1</u>**
    - In the Dashboard page, select search icon to open Advanced Search panel

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)

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

12. Scheduling Work

Step 2

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

12. Scheduling Work

Step 3

- Create on "Create New Schedule" to create a schedule event

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

12. Scheduling Work

Step 5

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

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

Thank you.