

# BBCR STANDARD ORDER FLOW A BEST PRACTICE GUIDE



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**BT** wholesale

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# 1 INTRODUCTION

Full training on BBCR functionality is available to users via BT Wholesale Customer Training System (details of how to gain access to this are included later in the document).

To make full use of this guide you will need to have the fields listed below visible on BBCR 'Order Summary Screen'. If any of these fields are not visible on you will need to contact your companies' BBCR administrator so they can make the necessary changes.

- 'Order Status'
- 'Line Item SubStatus'
- 'Customer Required Date'
- 'Committed Delivery Date'
- 'Customer Agreed Date'
- 'Order Type'
- 'Delay Reason'
- 'Customer Notes'
- 'Review Date'
- 'Provide Type'

The information within this guide is provided for training purposes only and is subject to change by BT.

## 2 Standard Order Flow

When an order is placed there are a number of different statuses which it can pass through on its way to completion. Understanding these will enable you to understand how an order is progressing. On BBCR the 'Order Status' and 'Line Item SubStatus' are fields which display the progress of an order. The 'Line Item SubStatus' field is the most important as this gives the most detail.

Different order types will have a different order flow and the tables below show the standard order flow for the various order types. It is important to note that the timing of the order flow within the SubStatus field will be different for different order types. You can identify the order type using the 'Order Type' field on BBCR.

You will also need to take note of the various date fields on BBCR. 'Customer Required Date' is the date that you as a customer have requested the order to complete.

However, depending on the order type either the 'Committed Delivery Date' or 'Customer Agreed Date' field will be used to communicate the date on which BT Wholesale expects the order to complete. Again the tables below explain which date will be used for each order type

It is important to note that the 'Committed Delivery Date' or 'Customer Agreed Date' may be different to your original 'Customer Required Date'. You should not call BT Wholesale to chase completion of the order unless the order has gone past its 'Committed Delivery Date' or 'Customer Agreed Date'.

### Standard Order Flow Tables

#### Provide No ApPOINT

Order Status	Line Item SubStatus	Timing
Placed	Submitted	Day of issue
Placed	Acknowledged	Day of issue
Placed	Service Care Level Set	Day of issue
Placed	Assigned	Day of issue
Placed	Committed	Within 48 hrs of issue
Placed	Installed	CCD
Completed	Completed	CCD
<p>The 'Committed Delivery Date (CCD)' date will be available once the order reaches a status of 'Placed' 'Committed'. This is the date on which you can expect the order to complete.</p>		

**Simultaneous**

<b>Order Status</b>	<b>Line Item SubStatus</b>	<b>Timing</b>
Placed	Submitted	Day of issue
Placed	Awaiting PSTN Order	Day of issue
Placed	Acknowledged	Day of issue
Placed	Service Care Level Set	Day of issue
Placed	Assigned	Day of issue
Placed	Committed	Within 48 hrs of issue
Placed	Installed	CCD
Completed	Completed	CCD
<p>The 'Committed Delivery Date (CCD)' date will be available once the order reaches a status of 'Placed' 'Committed'. This is the date on which you can expect the order to complete.</p>		

**Modify**

<b>Order Status</b>	<b>Line Item SubStatus</b>	<b>Timing</b>
Placed	Submitted	Day of issue
Placed	Acknowledged	Day of issue
Placed	Assigned	Day of issue
Placed	Committed	Day before CAD
Placed	Installed	CAD
Completed	Completed	CAD
<p>On this order type the 'Customer Agreed Date (CAD)' date should be used as the expected completion date</p>		

**Cease**

<b>Order Status</b>	<b>Line Item SubStatus</b>	<b>Timing</b>
Placed	Submitted	Day of issue
Placed	Acknowledged	Day of issue
Completed	Completed	CAD
<p>Cease orders will go straight to 'Acknowledged' and stay in this status until in completes. On this order type the 'Customer Agreed Date (CAD)' date should be used as the expected completion date.</p>		

## 2.1 Identifying Provide with MAC orders

There is a column in BBCR called "Provide Type" which enables you to identify 'Provide with MAC' orders. The possible entries are:

**Blank or <Null>** - Not a Provide with MAC order.

**A** - MAC entered on the provision order was generated against a current ADSL service.

**L** - MAC entered on the provision order was generated against a current LLU SMPF service.

### Provide With MAC Type A

Order Status	Line Item SubStatus	Timing
Placed	Submitted	Day of issue
Placed	Acknowledged	Day of issue
Placed	Assigned	Day of issue
Placed	Committed	CAD - 1
Placed	Installed	CAD
Completed	Completed	CAD
On this order type the 'Customer Agreed Date (CAD)' date should be used as the expected completion date		

### Provide With MAC Type L

Order Status	Line Item SubStatus	Timing
Placed	Submitted	Day of issue
Placed	Service Care Level Set	Day of issue
Placed	Assigned	Day of issue
Placed	Installed	CAD
Completed	Completed	CAD
On this order type the 'Customer Agreed Date (CAD)' date should be used as the expected completion date		

### 3 Delay Reasons and Review Dates

The majority of orders will progress without any problems and complete on their expected delivery date. As stated earlier in this document the expected delivery date will either be the 'Committed Delivery Date' or 'Customer Agreed Date' depending on the order type. Some orders however will run into problems and they will have a delay reason and review date associated with the order.

The purpose of a delay reason is to indicate why the order is not progressing as expected. For a number of delay reasons there will be an automatic note associated to the delay reason. BT Wholesale advisors also have the ability to add a manual note to an order so any order which is delayed may have a combination of both automated and manual notes. The delay reason will be visible in the 'Delay Reason' field on BBCR and the note will be visible in 'Customer Notes' field.

The purpose of the review date is to indicate the date on which you as a communication provider can next expect BTW to review the order. The review date will be included in the 'Customer Notes' field and if it is an automated review date then it will also be visible in the 'Review Date' field on BBCR. BT Wholesale has internal processes which ensure that an order is updated with a new note and review date on the date that the review date on the order expires.

If you are looking at an order and there is a review date (either within the 'Customer Notes' or in the 'Review Date' field) then you should not phone BT Wholesale until the day after the review date. If you call BT Wholesale then we will have no further update other than what is already available within the customer notes.

A full list of all delay reasons and their appropriate (where applicable) auto review date is shown on the next two pages

<b>DELAY REASON</b>	<b>Associated Text</b>	<b>Auto Review Date</b>
Awaiting D Share	Passed to Supplier Network Planning for removal of DACS. DACS requires removal, if within cost limit.	+11 Working Days
Awaiting D Share/Routing	No Automatic Note - Refer to customer notes field for further information	No Automatic Review Date
Awaiting Routing	Passed to Supplier Network Planning for Routing. Network intervention more complex than can be handled automatically.	+11 Working Days
Awaiting Routing	Delayed in Planning. The validation and planning stage of this order has taken longer than we would have anticipated. The order is being progressed but order completion may be delayed	+11 Working Days
Frames Exchange Equipment	Delayed due to Frames. The frames engineer has encountered a technical problem preventing completion of this order on schedule. A 2nd exchange visit will be arranged	+2 Working days
Delayed in Processing	The processing of this order has taken longer than we would have anticipated. The order is still being progressed	+2 Working days
Exchange Equipment Problems	Delayed due to Faulty Tie Pair. The frames engineer has identified a problem with the specified Tie Pair which it was not possible to resolve on site. A 2nd exchange visit will be scheduled	+2 Working days
NAT validation	Passed to Suppliers Network Addressing team (NAT) to identify the address. Applies to appointed MDF orders only	+2 Working days
New Appointment Required - BT Issue	Our supplier has been unable to complete the job on the Order Target Date and requires a new appointment.	+6 Working Days
New Appointment Required - Excpt. Issue	Our suppliers engineer has been unable to gain access due to exceptional circumstances out of their control, e.g. bomb scare, area under flood, etc.	No Automatic Review Date

New Appointment Required - SP Issue	Our suppliers engineer has attended as per appointment and has been unable to gain access due to no reply at the premises.	+11 Working Days
No Capacity in Exchange	No Automatic Note - Refer to date waiters report on www.btwholesale.com for further information	No Automatic Review Date
Number Transfer	Number Transfer has been delayed. The automatic number port activation associated with this order has encountered a problem and will be delayed	+2 Working days
PSTN Date Change	Our supplier has aligned the SMPF order date with the new PSTN CRD	No Automatic Review Date
System Problems	No Automatic Note - Refer to customer notes field for further information	No Automatic Review Date
Test Access Matrix	Delay encountered during automated test of new service. The automated test has identified a problem preventing completion of this order. The order is still being progressed	+2 Working days
TPON	Passed to suppliers Network Planning for copper overlay. TPON technology detected. Requires to be delivered on copper overlay, if within cost limit	+11 Working Days
Waiting Job Closure	No Automatic Note - Refer to customer notes field for further information	No Automatic Review Date

## 4 ADDITIONAL INFORMATION

### 4.1 Access to the e-learning courses

A full suite of e-learning courses are available for BBCR users via the BTWholesale Customer Training System. Full details of how to access this system can be found [www.btwholesale.com/customertraining](http://www.btwholesale.com/customertraining) .

### 4.2 Document History

Issue Number	Reason for update	Updated by	Date
Issue 1	n/a	BTWholesale – In-Life Customer Experience	October 2007