

# Business Zone Ethernet Modify an Asset— User Guide

BT Wholesale Online

V.1



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Amend Order 3-19508999425

Configuration: Customize your product specifications, extras and more.

Contacts: Tell us who should be kept updated about the progress of the order.

Billing: Review your billing account details.

Confirmation: Make sure you're happy with everything, then go ahead and place the order.

Step 1. Configure your order

Amend Fibre (AlpaTest)	Amend item	Total	Qty	One-off	Monthly
Amend item			1	£0.00	£0.00

Please give us a reason why you are making these amendments

Amend reason\*

Product: Etherway (AlpaTest)

Service reference: ETHA00449079

Site: G6 0AA

Customer required by date:

Status: Amend Request

Type: Provide

\*Required fields

Discard changes | Next >



# Version Control

Date	Change	Version
19/12/16	User Guide Published.	1



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# Introduction

## What is the new Ethernet Modify an Asset Journey?

We're replacing the current Eco Plus modify as asset journey with a new improved view order journey for Ethernet.

Accessed via My BT Wholesale (Business Zone), the new journey will allow you to make it easier to:

1. Modify details of an asset.

The new journey has improved navigation and layout, is compatible with modern browsers and easier to use than Eco Plus.



# Available modify order journeys

The new modify order journey is now available from My BT Wholesale for provide orders of the following products;

- Etherway Fibre
- Etherway Copper
- Etherflow Connected
- Bundle 10: 2x Etherway Fibre, 1x Etherflow
- Bundle 11: 1x Etherway Fibre, 1x Etherflow
- Bundle 12: 1x Etherway Copper, 1x Etherflow
- Bundle 13: 1x Etherway Fibre, 2x Etherflow



# Pre-requisites

## What do I need to access the new journey?

- You need correct access and privileges, including My BT Wholesale (Business Zone). If you don't have this, please contact your company administrator to action.
- The journey is currently only available for orders based on combinations of Etherway Fibre, Etherway Copper and Etherflow Connect. These are Ethernet Bundle 10, 11, 12 and 13 Orders in addition to stand-alone Etherway Fibre, Copper and Etherflow Connected orders.
- You must be using a Windows machine and using the latest version of Internet Explorer, Chrome or Firefox.
- Mobile devices, Mac and Safari are not supported.



# Layout

## 1. Navigation menu

An order can often consist of multiple Ethernet components (Etherways and Etherflows). You can use the left hand menu to select the component you wish to amend.

1

## 2. Order configuration

To make an modifications to your asset, simply make the changes here, validate and confirm the amendment. Navigation is the same as when you placed the order.

2

Attributes that you can't amend will be greyed out or read only.

## 3. Discard changes

The 'Discard changes' button allows you to reset any changes you've made prior to submitting the amend order.

3



# What can I modify?

## Attributes you can amend

Although not an exhaustive list, the following attributes can be amended on an Etherway order depending on it's progress:

- Bandwidth
- Resilience
- Access Pricing Period
- Contact details
- Notes
- Site and Access details

## Attributes you can't amend

For Etherway Fibre, as your order progresses some attributes will become un-amendable. These include:

- Service point details (Room, Floor and Location)
- Site Contact details
- Hazard and special arrangement notes
- Bandwidth
- Resilience
- Access pricing period
- Connectivity details such as Interface Type, Power Supply NTE Chassis and mounting Options
- Pre-authorised excess construction charges

Please provide access details for the Etherway connection.

### Connectivity

If you need any help or advice with this part of your order, please visit the help section or consult the product handbook.

Segmentation type	VLAN Segmentation	?
Interface	10BaseT	?
Overbooking allowed	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Power supply	240v AC	
NTE chassis option	Single Service Chassis	
NTE mounting	Cabinet	
Chassis shelf Id	Unknown	





# How do I modify an asset?

There's a number of steps that need to be performed in order for you to change details on your order:

## **Search for your asset**

First you'll need to search for your asset on My BT Wholesale. From here, you can instigate the amendment.

## **Check to see if your asset can be modified**

We'll then need to check that your asset can be modified. If your asset can't be modified, we'll tell you.

## **Make your changes**

You can then make the changes you require within the journey. Any attributes that can't be amended will be inaccessible and greyed out or read only.

## **Submit the modify order**

Once you've made your changes, you'll need to submit them in the same way you placed your original order.



# Searching for an asset

## Step 1: Logging in

- Go to [www.btwholesale.com](http://www.btwholesale.com)
- Enter your Username and Password
- Click 'Login'

Once logged in, you'll be taken to 'My BT Wholesale'.

If you aren't taken to My BT Wholesale, you can arrange the correct access with your company BT Wholesale administrator.

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Find out about some of the great new features on our site

My BT Wholesale

The new home for My Applications, Briefings and Business Zone

Username

rossett

Password

By clicking Log in, you agree to our [Terms of Use](#) and [Privacy Policy](#).

Login >

Can't access your account? >

Register a new account >

We're making it possible

How? By giving you the right solutions, the right help and the right support so you can provide your customers with exactly what they need.



# Searching for an asset

## Step 2: Searching

There's a lot of different ways you can search for an asset in My BT Wholesale. The easiest way is by entering your order reference in the search bar.

1. Click on the reference number to view the asset quick view
2. You can also find the asset by using the filters on the inventory section of the Overview page and on the inventory page.



# To modify an asset

Once you've searched for your asset, there's two ways you can initiate the amend order:

1. On the Quick View, you can select 'Modify' from the dropdown  
**OR**
2. You can click 'Modify' from the 'View Asset' screen.



# To modify an asset

Once the modify journey has been initiated, a check will be carried out to see if the asset can be modified.

If the order is past the point of when it can be changed (Point of no amend or PONA for short), you'll be taken to the 'View asset' screen.

Here, you'll be told the order can't be modified.



# Making your modifications

Once the amendment has been initiated, you'll be taken to the order entry screen.

Here, you'll be presented with instructions on how to place your amendment.

1

1. Click 'Continue' to proceed.



# Making your modifications

You'll now see the 'Modify Asset' screen for the first component in your order.

1. From here, you'll see the components that make up your order listed in the left hand menu. 1
- 2.
- 3.
4. 2

34

# Making your modifications

You'll now be taken through the same journey that you followed when placing your order.

Attributes that can't be amended will be greyed out or read only.

You'll need to proceed through the order, making any amendments as you go along.

2

3





# Making your modifications

Once you've made your changes, you'll need to validate them.

This will check that the changes you have made are compatible with the service you've ordered.



# Making your modifications

Once your changes have been validated, you'll need to proceed to the 'Confirmation' step.

1. Here you can see any changes to the cost of your asset as a result of your amendments.
2. Once you're happy with the changes you've made, click 'Place Order'.

Your amendments will now be submitted and reflected when viewing your order.

1

Your new totals for this order are

<b>£0.00</b> (excl. VAT)	<b>£0.00</b> (excl. VAT)
£0.00 previously	every month £0.00 previously

If you require your order before BT's standard delivery time, you may be required to pay extra charges as detailed in Pricing Manual. Unfortunately, we can never guarantee that early requirement dates can be met. You may also incur additional charges if you're stopping a service before the end of its contract.

2

I accept the terms and conditions, and understand that delays could be encountered if any of the details I have provided are incorrect or missing.\*

\*Required fields

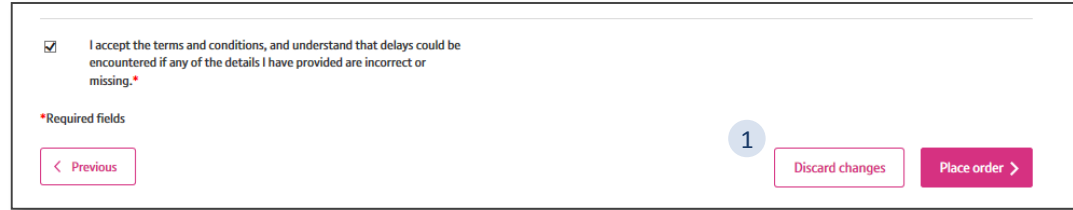
[< Previous](#) [Discard changes](#) [Place order >](#)



# Discarding changes

1. If you want to reset the amendments you've made prior to placing your amend order, you can do so by clicking the 'Discard Changes' button.
2. You'll then need to confirm you wish to cancel the changes you've made by clicking 'Yes, discard changes'.

Any changes you've made will be reset and you'll be returned to the 'View Asset' screen.

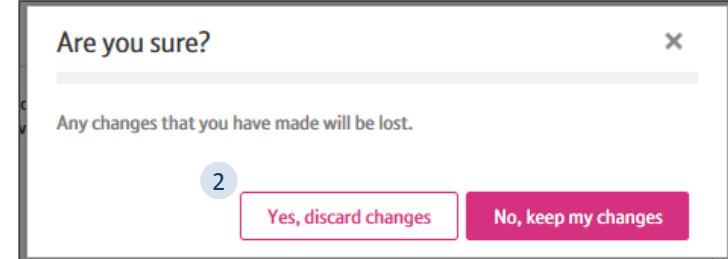


I accept the terms and conditions, and understand that delays could be encountered if any of the details I have provided are incorrect or missing.\*

\*Required fields

< Previous

1 Discard changes Place order >



Are you sure? ×

Any changes that you have made will be lost.

2 Yes, discard changes No, keep my changes



# Important Information

All changes you make to your order must be compatible with the connecting Etherway, Etherflow and network. To learn more about this, please visit the [Wholesale Ethernet Product Handbook](#). You'll need to be logged in to access this.

Once you've started making changes to a component, you must proceed to each step of that order. Failure to do this will result in a failure at the validation stage.



# Contingency

## Contingency – Eco Plus

If at any point there is a need to stop using the new journey to enter your orders, you can still use Eco Plus.

You can access Eco Plus via the 'My Apps' section on My BT Wholesale.

1. Log into My BT Wholesale and click 'My Apps'.
2. Locate 'Eco Plus' and click 'Open App'.
3. From the Quotes and orders section, click 'Track Orders'.
4. Select your account (if necessary), enter the 'BT Reference' or 'Service Reference' then click 'Search'.
5. Click 'Amend' to amend your order.

The screenshot shows the 'My Apps' section of the My BT Wholesale portal. The navigation menu at the top includes Overview, My orders, Repairs & Faults, Inventory, Billing, My apps (highlighted), My briefings, and Administration.

Step 1: The 'My apps' section is active, showing 'Eco Plus' with a description and an 'Open app' button.

Step 2: The 'Quotes and orders' section is active, showing a list of options including 'Track orders' (highlighted).

Step 3: The 'Track orders' page is shown, with a dropdown menu for 'Select account' set to 'BTW-FOA 3' (highlighted).

Step 4: The search form is filled out with 'BT reference' 3-367495966102 (highlighted) and 'Service reference' ETHA00000011 (highlighted). The 'SEARCH' button is highlighted.

Step 5: The search results show a table with columns: Service reference, Type, Status, Delay type, Appointment date, and Site. The first row is highlighted, and the 'AMEND' button is highlighted.

Service reference	Type	Status	Delay type	Appointment date	Site	
ETHA12742054	Provide	Issued		Not applicable	Church Street, Wolverhampton, West Midlands, WV2 4BA	AMEND



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