

# Business Zone Ethernet – Saving an Order

BT Wholesale Online

V.2



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The screenshot shows the 'Order Wholesale Ethernet products: Step 1 of 4' interface. It features a top navigation bar with a 'Help' icon and a 'Configuration' tab selected. Below the navigation bar, there are three main sections: 'Configuration' (Customize your product specifications, extras and more.), 'Contacts' (Tell us who should be kept updated about the progress of the order.), and 'Confirmation' (Make sure you're happy with everything, then go ahead and place the order.).

The main content area is titled 'Step 1. Configure your order'. It includes a sidebar with a list of order items: 'Order Fibre (3-ASGD12E)' (selected) and 'Order Etherflow (3-ASGD12Q)'. The 'Order Fibre' section is expanded to show a 'Choose network' step, with other steps like 'Check availability', 'Add site details', and 'Add access details'. Below this, the 'Order Etherflow' section shows 'Activation' and 'Validate network' steps.

The 'Choose network' section contains a table with a shopping cart icon and the following data:

Total	Qty	One-off	Monthly
	2	£0.00	£0.00

Below the table, there is a message: 'To begin configuring your order, please choose the network you want to use.' and a 'Choose a network >' button. A light blue box contains the text: 'No network has been selected yet. Network service reference: Network name: Network ID:'. At the bottom, a warning message states: 'Please make sure you have selected the correct network before moving on. Selecting the wrong network may lead to issues with the way your order is processed.'



# Version Control

Date	Change	Version
14/11/16	User Guide Published.	1
16/01/17	Updated to accommodate new journeys.	2



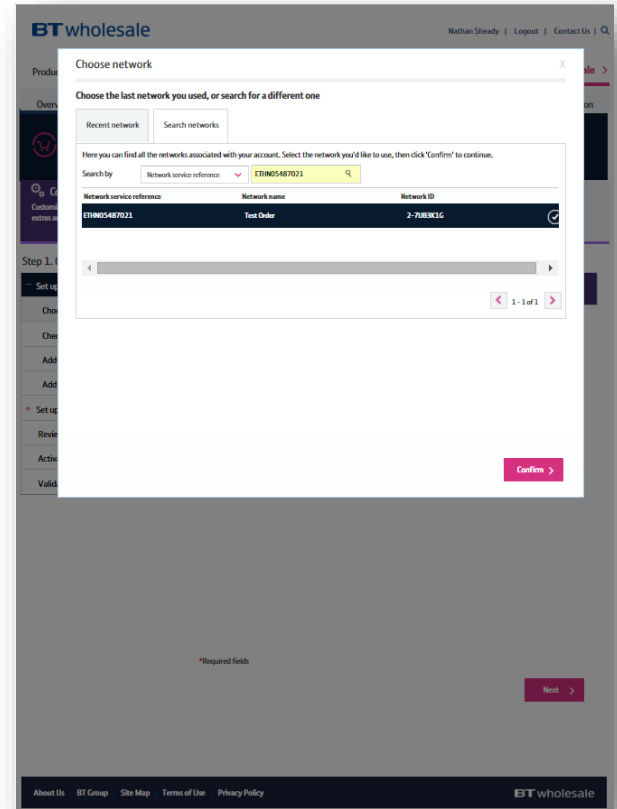
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**BT**wholesale

# Pre-Requisites

## What do you need to enter an Ethernet order via 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 new journeys are currently only available to enter and manage orders based on specific combinations of Etherway Fibre, Etherway Copper and Etherflow Connect. Please visit our [Transformed Ethernet Ordering page](#) to learn more.
- 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



# Saving an Order

The progress bar shows four steps: Configuration (green, checked), Contacts (green, checked), Billing (purple, active), and Confirmation (grey, unchecked). Each step has a brief description of its purpose.

Step 3. Enter billing information

**Billing accounts**

Choose the billing accounts you wish to use for this order

You may set different billing accounts for each item in your order, if you wish.

Product	Order line ID	Billing account number*	Billing account name	Invoice template	
Etherflow - Connected (Test Order)	3-1QIU054	0455812206	BTW-FOA 1	WS Dataservices Ethernet	Change
Etherway (Test)	3-1QIU056	0455812206	BTW-FOA 1	WS Dataservices Ethernet	Change

\*Required fields

1

Previous Save order Next >

## Step 1: Save Order

You can save an order on most of the Open UI screens. This allows you to save the way you've configured the order up to that point, so you can retrieve and continue with the order placement at a later date/time.

It's also useful to save an order to limit the impact of timeouts when checking details takes longer than expected.

**Please Note:** The order will be saved for 90 days. After which, the record will be deleted from our systems.


1. Click 'Save Order'



# Saving an Order

Save your order as a draft ✕

You can save this order and come back to complete it later.

 Note: Saving this order again will overwrite any previously saved versions. This order will be saved as draft for 90 days, after which time it will be archived and no longer visible.

Your order reference\* 1

Your order description

0/255 chars

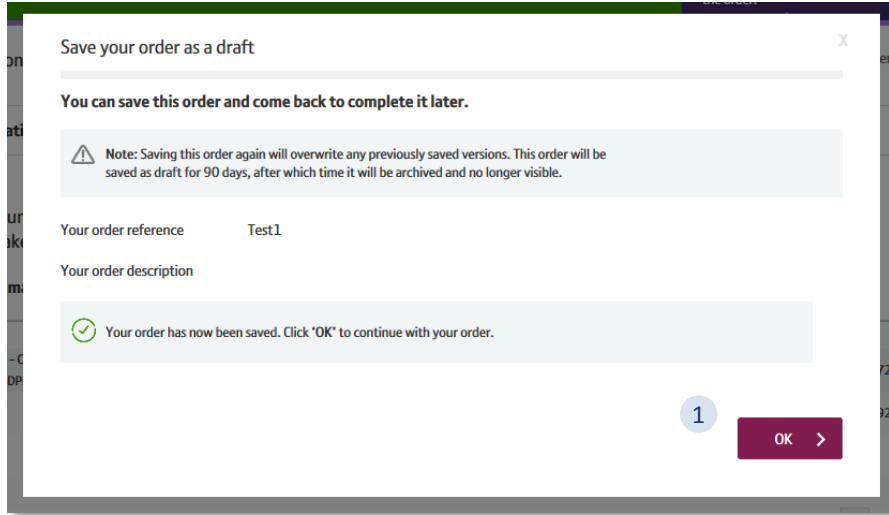
2

## Step 1: Save Order

1. Enter a reference and description for the order
2. Click 'Save'



# Saving an Order



## Step 1: Save Order

A success message will now be displayed.

You can click 'OK' to continue with the order entry if you wish.



# Saving an Order

Search results

1

Test1



Example: Search for Order, Fault, Service reference and more

## Step 2: Retrieving a Saved Order

You can retrieve a saved order via Business Zone.

**Please Note:** It can take some time (approx. 30 – 40mins) before the saved order is searchable on Business Zone.

You can search for the saved order different ways in Business Zone, but the quickest way is using the Search facility.

1. Enter the search criteria (Save Order Reference) in the search bar. Click on the magnifying glass.





# Saving an Order

Search results

  
Example: Search for Order, Fault, Service reference and more

168 results found for **Test1**

Reference	Type	Customer reference	Service reference	Directory number	Description
3-140479367502	Order	Test1			Etherflow - Connected
3-140479367502	Order	Test1			Etherway

## Step 2: Retrieving a Saved Order

1. Results will be shown.



# Saving an Order

168 results found for **test1**

**Reference**

3-140479367502	Order reference	3-140479367502
3-140479367502	Customer reference	Test1
1-2448115384	Service reference	
1-2448115384	Product name	Etherway
1-2448115384	Overall status	Saved
1-2448115384	Order date	20 Apr 16
1-2448115384	Account number	CUG5002616369
1-2448115384	Account name	BTW-FOA 1
1-2448115384	Ordered by	NATHAN SHEADY
1-2448115384	Completion date	
3-109181560954	Order type	Quote
3-109181560954		
3-109181560954		
3-109181560954		
3-116128861836		

**Quick view**

**View details >**

- Please select
- Amend
- Cancel

**Milestones**

Header status IN PROGRESS

Line item status < 1 of 2 >

Line item reference

Last update

Show 10 20 50

## Step 2: Retrieving a Saved Order

1. Click on the 'Reference' field to open the Quick View.
2. Select 'Amend' from the dropdown.

You will now be taken to Open UI where you can finish entering your order.



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