



Meet Point Orders in Synchronoss VFO Overview

Carrier Services

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Meet Point/ Multiple Exchange Carrier Orders

This document outlines the Synchronoss Virtual Front Office (VFO) process used when ordering services that require multiple exchange carriers to work together. These orders require the Multi-EC form in VFO and some other fields to be populated. When Frontier is the controlling carrier, the process is similar to other orders. However, when Frontier is not the controlling carrier, there are differences in the ordering process and viewing the responses in VFO. It is important to make sure the correct ICSC for the controlling and supporting carriers appear in the correct positions in the order. The information below outlines the ordering process and the response viewing process.

NOTE: The following information assumes the reader is familiar with the basic functions of Synchronoss Virtual Front Office system.

Ordering Procedures

1. Create a new order by hovering the **Order** tab and clicking the **New** menu option.
2. Select the controlling carrier's ICSC code in the **Receiving Code** field:

Order Initiation

Order Number: 276 Tracking

Receiver Code:

Version: 01

Guideline Version: --None Available--

Service: --None Available--

Activity: --None Available--

Template: --None Available--

3. Select the Service and Activity values for the order.
4. Click **Initiate**.
5. The Receiver Code selected on the Order Initiation page will be in the drop down to populate in the:

ASC-EC Field on the ASR form Administration section

The screenshot shows a form with the following fields:

- LAG: A dropdown menu with "--Select--" selected.
- CCVN: A text input field.
- ASC_EC: A dropdown menu with "--Select--" selected.
- TSP: A text input field.
- ASR_REMARKS: A large text area for comments.

ICSC field in the Multi-EC form Access Service Coordination Company Detail section

The screenshot shows a navigation bar with icons for ASR, TRANSPORT, NAI, ACI, MSL, TSR, MULTI-EC (highlighted with a red box), and GEN. INFO. Below the navigation bar is the "ACCESS SVC COORDINATION CO DETAIL [Optional | Conditional]" section. It contains the following fields:

- ICSC: A dropdown menu with "--Select--" selected. Below it, a list of options is visible, with "FT01" highlighted in yellow.
- HBAN: A text input field.
- ASRNO: A text input field.
- ASG: A text input field.

Below this section is the "PROMOTIONAL CONTRACT [Optional | Conditional]" section with fields for ICSC, OEC_PNUM, and OEC_PSD. At the bottom is the "OTHER EXCHANGE COMPANY [Optional | Conditional]" section with an ICSC dropdown menu, where the selected value is highlighted in yellow.

The other exchange company's information will be populated in the **ICSC** field on the **Multi-EC** form in the *Other Exchange Company* section.

6. Complete the remaining ordering details.

The ASR issued to Frontier and the Independent Telco(s) should include identical information to provide overall service, e.g., the same Purchase Order Number (PON), Network Channel (NC), Network Channel Interface (NCI), codes for all Points of Termination (POT).

7. Submit the request and view the updated status.

STATUS OF MEET POINT ORDERS	
Frontier as the controlling carrier:	Other carriers as the controlling carrier:
1. Submitted	1. Submitted
2. Sent	2. Sent
3. Accepted or Rejected	*No further changes*

If the order was accepted, Frontier will provision the order and send appropriate responses to keep you informed of the progress of your order.

NOTE: You will also need to send the Non-Frontier carrier the order as well. Frontier will not be sending orders to other carriers. However, if both carriers are Frontier ICSC values, you just need to submit one order.

Viewing Responses

After the orders are submitted depending on the controlling carrier, the updates will be viewable on the Order List or the user will need to view the History to see the Frontier updates.

Frontier is the coordinating carrier: Order List Status will update as responses are received. User just needs to click the response to view the details.

Order List													
	Receiver Code	Customer Code	Pon	Ver	Sup	Status	Trantyp	Svctyp	Reqtyp	Act	DDD	Owner	Date Sent/ Received
<input type="checkbox"/>	CZ05	ZTK	JLG020210B	01		Confirmed		SA-2 Point	SD	N	02/26/2010	jgerber	02/05/2010 09:19

Other carrier is coordinating the meet: Order List Status remains in Sent status. User needs to open the order History to view the Frontier responses.

Order List													
	Receiver Code	Customer Code	Pon	Ver	Sup	Status	Trantyp	Svctyp	Reqtyp	Act	DDD	Owner	Date Sent/ Received
<input checked="" type="checkbox"/>	NW02	ZTK	JLG021110A	01		Sent	Mech Spec	SA-2 Point	SD	N	03/18/2010	jgerber	02/11/2010 16:18

Viewing the History

1. Select the Order in the Order List, by clicking the check box or radio button on the far left side of the item on the order list.
2. Click the Open Book icon on the upper right side of the screen or use the Order tab menu and select View History.
3. View the History information. The most recent transactions appears at the top of the list.

Order History

Service Type SA-2 Point
 Activity N
 Receiver Code CZ05
 Customer Code ZTK
 DDD 03/18/2010

PON	Version	ReqType	SUP	Receiver Code	Status	Trantyp	Owner	Date / Time	Updated By	
JLG021110A	01	SD		CZ05	Accepted		jgerber	02/11/2010 16:18	auto	View XML
JLG021110A	01	SD		CZ05	Accepted		jgerber	02/11/2010 16:18	auto	View XML
JLG021110A	01	SD		CZ05	Sent	Mech Spec	jgerber	02/11/2010 16:18	auto	View XML
JLG021110A	01	SD		NW02	Sent	Mech Spec	jgerber	02/11/2010 16:18	auto	View XML
JLG021110A	01	SD		NW02	Submitted	Mech Spec	jgerber	02/11/2010 16:18	jgerber	View XML
JLG021110A	01	SD		NW02	PendingValidation		jgerber	02/11/2010 16:18	jgerber	View XML
JLG021110A	01	SD		NW02	PendingValidation		jgerber	02/11/2010 16:16	jgerber	View XML

Displaying results 1-7 of 7 results
 Result Pages : 1

- Click the PON next to the response status you want to view.