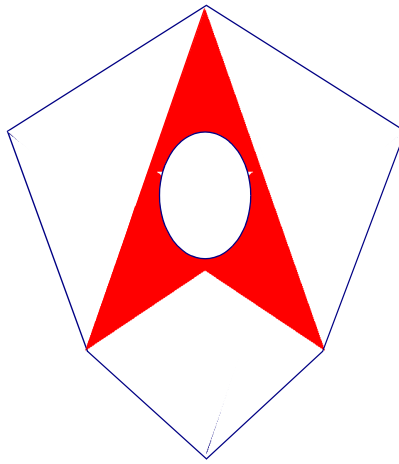


Operational Support Systems

# Consolidated Order Entry (COE) System

**Customer Implementation  
Order Review**



**Example Telecom, Inc.**

THE SMART WAY TO CONNECT BUSINESS <sup>SM</sup>

5555 N. Example Street, Suite 1234

Duncanville, Texas 75201

[www.Exampletele.com](http://www.Exampletele.com)

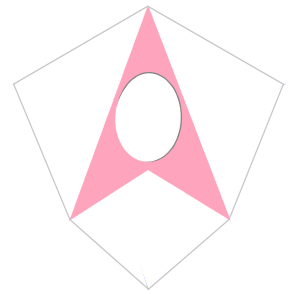
ETI-COE-0002-OR - VERSION 1.0

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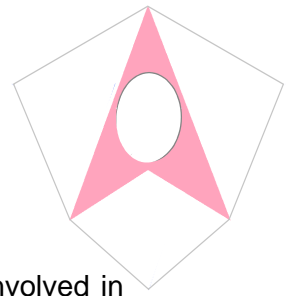
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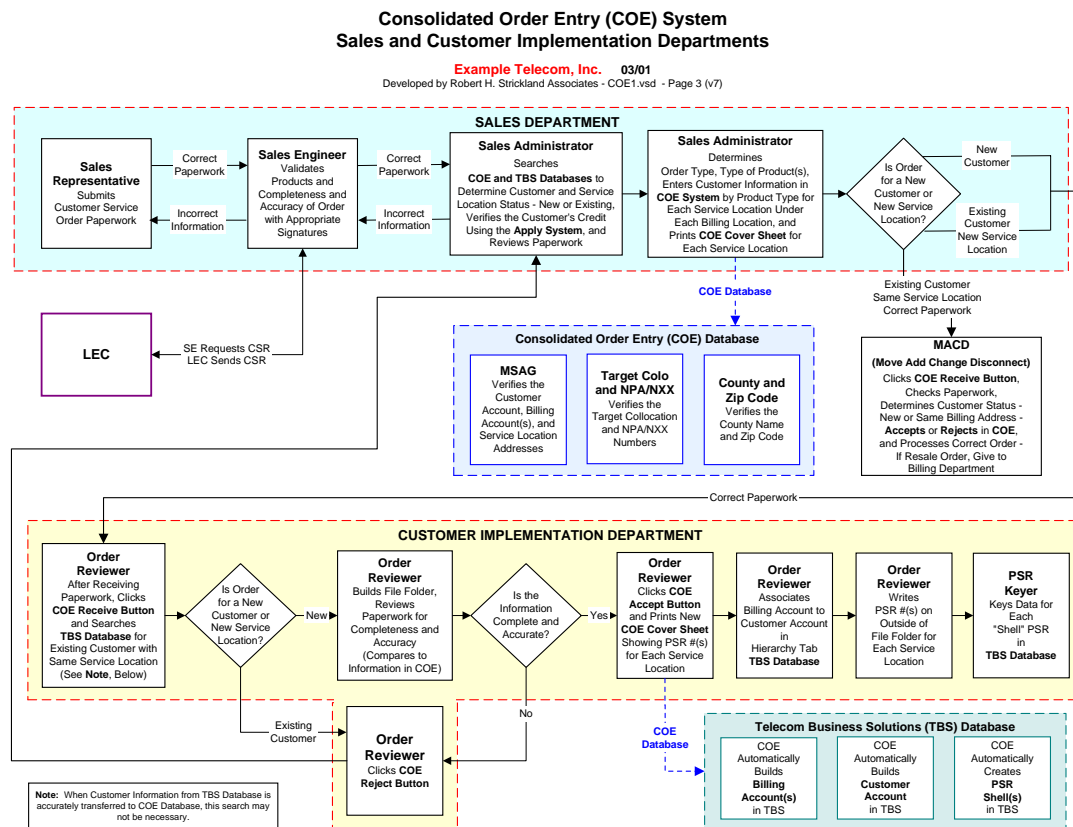


# Order Review: Correct COE Information into TBS



Three teams of two Example Telecom, Inc. (ETI) departments are involved in processing initial customer information for a customer service order: the Sales team of the Sales Department and either the Order Review team or the Move-Add-Change-Disconnect (MACD) team of the Customer Implementation (CI) Department. Each group plays an important part in ensuring the accuracy and efficiency of the order process.

The flowchart below shows how these departments interact, using the new Consolidated Order Entry (COE) system, and this interaction is explained in the following text.



In the Sales Department the Sales Representative sells ETI telephone service to business customers in the local service area. The Sales Engineer reviews the order making sure that each order has complete and accurate paperwork and fills out additional required information.

The Sales Administrator, again, reviews each service order for completeness and accuracy, keys the information into COE, and makes a copy of the paperwork and places it in a file for their records. The Sales Administrator then forwards the original service order paperwork to either the Order Review or the MACD team in the Customer Implementation Department for processing.

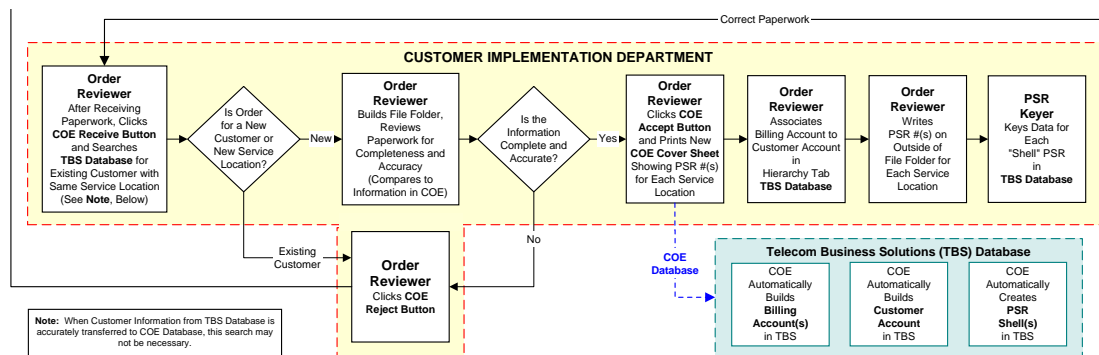


# Order Review Specialist Responsibilities

In the Customer Implementation Department, the Order Review Specialist (Order Reviewer for new or MACD orders) checks the service order paperwork for completeness and accuracy by comparing it to the information that the Sales Administrator entered in the Consolidated Order Entry (COE) system. If the information is complete and correct, the Order Reviewer “Accepts” the order in COE. If the order is incomplete or inaccurate, the Order Reviewer “Rejects” the order in COE.

After the Order Reviewer Accepts the order in COE, the COE system automatically populates the Telecom Business Solutions, Inc.™ (TBS™) database, building the Customer Account, the Billing Account, and a Product Service Request (PSR) “shell” for each Service Location, and the service location address and ID. The Order Reviewer compares the information in TBS to the information on the paperwork and in COE. This measure ensures that the information that has been entered automatically by the COE system into TBS and Network Strategies (NS) is complete and accurate.

When the data and paperwork are validated and, after the Order Reviewer Accepts the order in COE, the Order Reviewer prints an updated copy of the Cover Sheet from COE, associates, the Billing Account to the Customer Account using the Hierarchy tab in TBS, types the COE Service Location number in each PSR shell (this associates the Service Location address information from COE to the PSR in TBS), writes the PSR number(s) on the outside of the file folder, and sends the file folder to the PSR Keyer to complete the PSR shell(s) for the order.



It is the responsibility of the Sales Engineer and Administrator to give you complete and accurate information to process an order for each service location. **It is your job to review this paperwork for accuracy and completeness.** Then, you either Accept the Order or Reject the Order using the COE system.

The ETI forms, COE Cover Sheet, and, where applicable, the Customer Service Record (CSR) printout are used throughout the workflow. When using the COE and TBS programs to review a customer order, you use these forms as a source of information.