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Wireline Ordering – User Guide

My Procurement Portal and Bulk Ordering

Calero.com for VITA

www.calero.com

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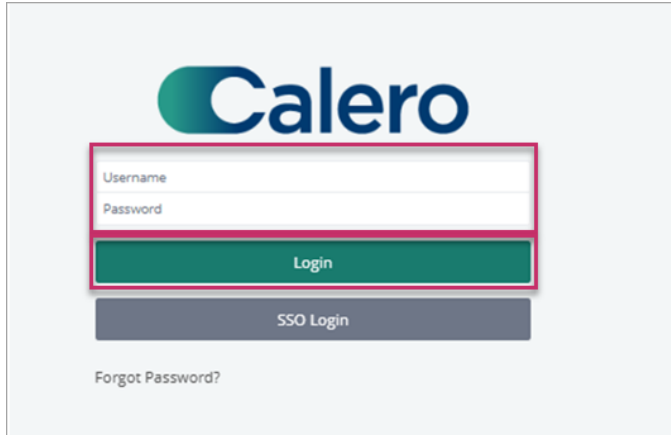
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Wireline Ordering Portal Access

Logging into Calero.com

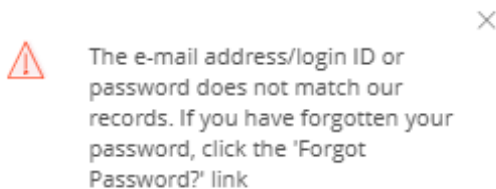
Manually enter your Username and Password, then select Login.



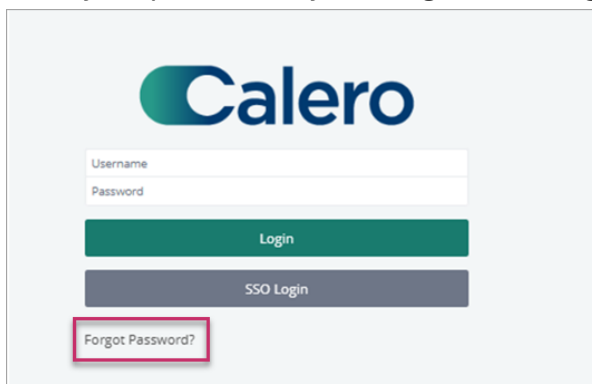
The screenshot shows the Calero login interface. At the top is the Calero logo. Below the logo are two input fields: 'Username' and 'Password'. Below these fields are two buttons: a green 'Login' button and a grey 'SSO Login' button. At the bottom left of the form area is a link that says 'Forgot Password?'.

Please note that passwords will expire after 90 days.

If you are having trouble logging in and you are sure the username/password combination is correct, your password may have expired. The system will **not** notify you that your password has expired. You will only be given the error message shown below. The error message will populate for a wrong username/password combination and/or an expired password.



If you have forgotten your password and/or believe your password has expired, please reset your password by clicking on the **Forgot Password?**



This screenshot is identical to the one above, showing the Calero login page. However, the 'Forgot Password?' link at the bottom left is now enclosed in a red rectangular box to draw attention to it.

Password Rules

- A new password cannot be the same as the last 5 passwords.
- Minimum password length is 14 characters.
- Must contain at least one: Upper case, lower case, digit, punctuation mark.

Order Processing RACI

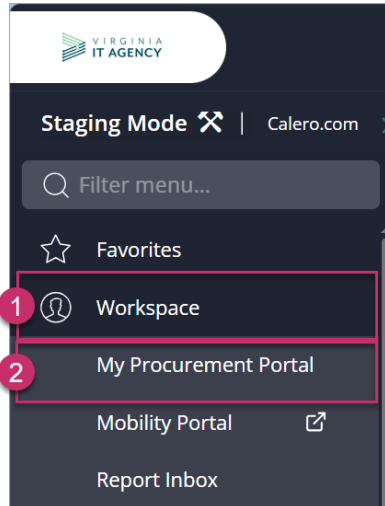
Wireline Order Processing	SOM	Provisioning Specialist	Data Analyst	VITA Ordering	VITA Customer	TCSM
	Calero					
Order Provisioning						
New Order Submission					R/A	
Order Review	A	R			I	
Calero Order Validation	A	R			C	
VITA Review		I		R/A	C	
Customer Approval or Rejection	I	I			R/A	
Order Cancelled (prior to submission to vendor)	I	I			R/A	
Pending Order Confirmation	A	R			I	
Pending Client Feedback	I	C			R/A	
Pending Vendor Completion	A	R			I	
Pending Order Completion	A	R			I	
Order Cancelled (after submission to vendor)	A	R			C	
Order Complete	A	R			I	
Vendor Management						
Participate in weekly status meetings with Vendor (if applicable)	A	R		C		I
Ensure orders are staying on target	A	R		I		
Ensure required service details are provided by Vendor	A	R		C	C	
Coordinate with On Site resources as needed	A	R			A	
Installation Testing and Turn-Up						
Validate Order Completion from weekly tracker	A	R		I	I	
Confirm Installation	A	R			I	
Close Order	A	R			I	
Billing Verification						
Confirm inventory updated in the system	A	C	R	I		
Validate billing is correct	A	C	R	I		

Create a Voice or Data Order Ticket

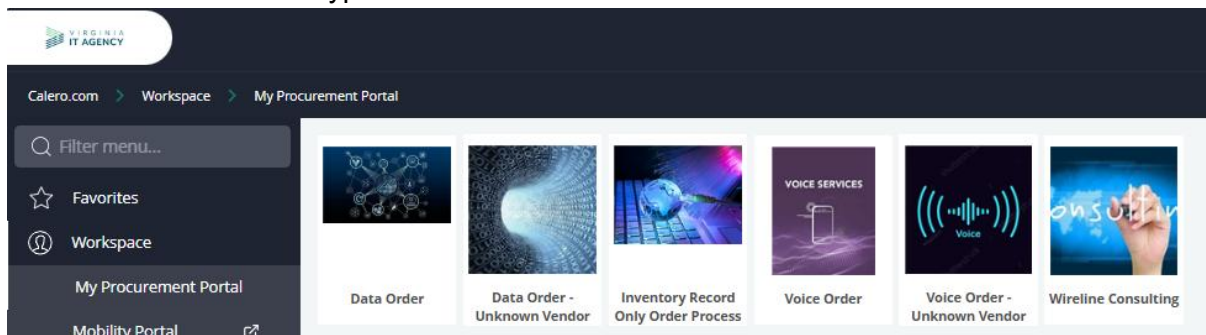
Follow this process if you are creating a ticket for 1-4 services. If creating a ticket for 5+ services, follow the [Bulk Ordering Process](#).

Start the Ticket

1. Go to **Workspace > My Procurement Portal**.

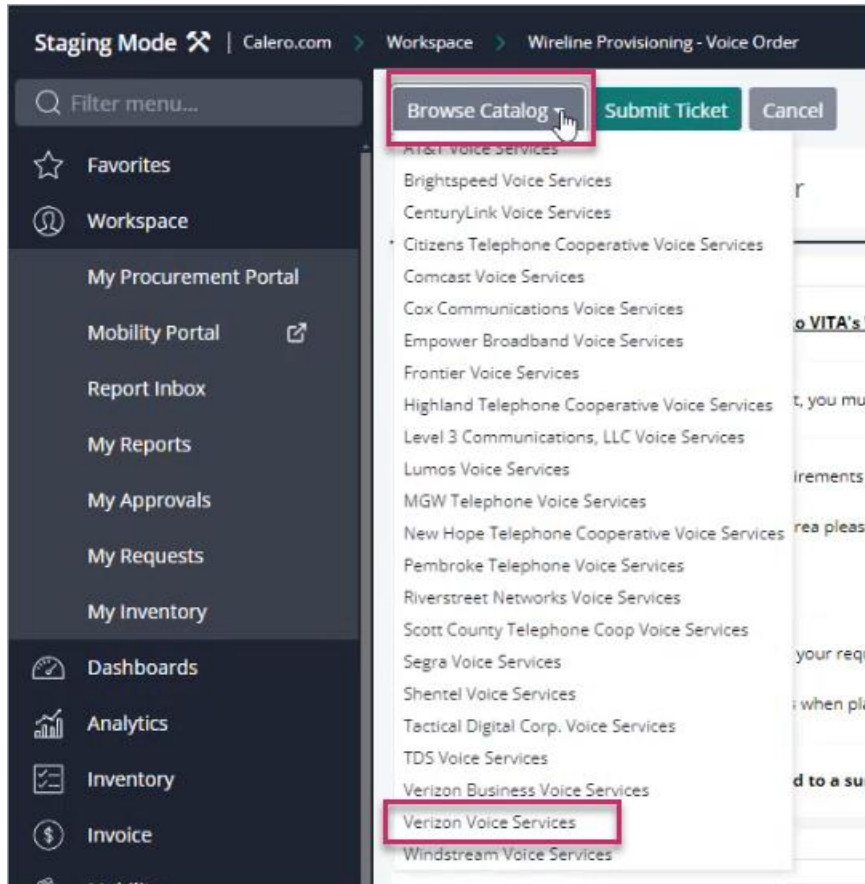


2. Select the correct order type: **Data Order** or **Voice Order**.

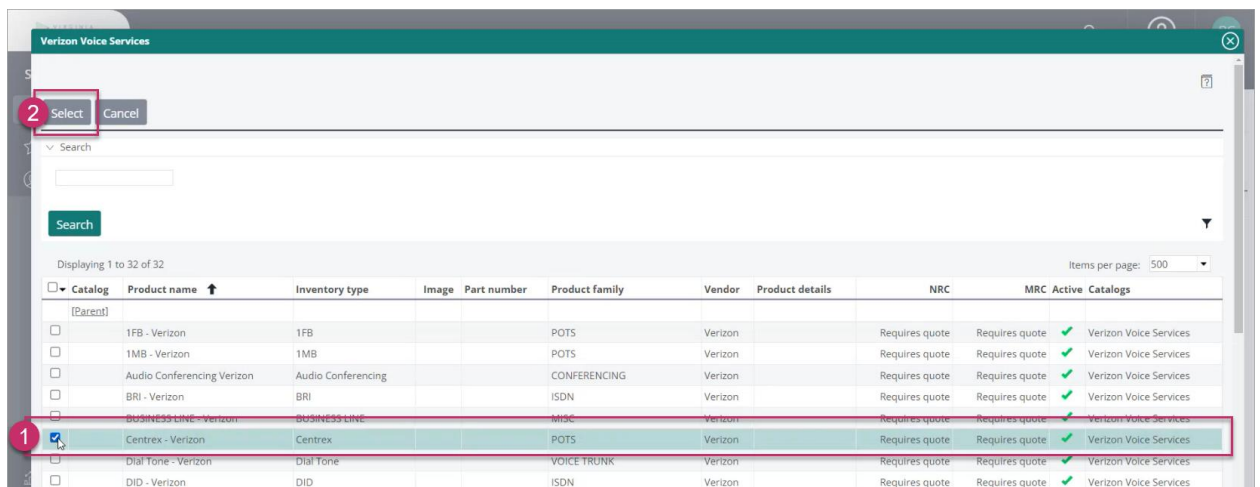


Add References

- From the ticket, select **Browse Catalog > [Vendor option]**.




- Select the **Product name** and click **Select**.



More than one reference can be selected. The following steps will need to be performed for each reference separately, through step 9.

- In the **Attribute** section...

- Set the **Inventory Location** by selecting the magnifying glass.

Sub Account - Inventory:	<input type="text"/>
Inventory Location:	<input type="text" value="[Ticket location]"/> 
A-Location:	<input type="text"/>

- Select the correct **Location**.

Select Location

Cancel Add Location

Search



Location name: Description: Facility name:
 Address 1: Address 2: City:
 State: Zip: Country:
 Mail stop: Building: Floor:
 Active: Yes

Search


Displaying 1 to 500 of 6436 Page 1 of 13 Items per page: 500

Location	Location name	Active	Description	Facility name	Address 1	Address 2	City	State	Zip	Country	Mail stop	Building F
#1 TEST UAT Location ACTIVE	#1 TEST UAT Location ACTIVE	✓										
[No Location]	[No Location]	✓										
[Ticket location]	[Ticket location]	✓										
MSL00011353	MSL00011353	✓			1604 SANTA ROSA ROAD		HENRICO	VA	23229	UNITED STATES		

- Next to **Assignment**, use the drop-down to set the first field to **Cost Center**. *This needs to be a 7-digit Cost Center.*

Customer Type:	<input type="text"/>
Assignment:	Personnel 
Assignment date:	Personnel
	Pending Personnel
	Cost Center 
> Connected Inventory Items	
v Centrex - Verizon Details	

- Next to that field, select the magnifying glass.

Customer Type:	<input type="text"/>
Assignment:	Cost Center 
Assignment date:	<input type="text"/>
> Connected Inventory Items	
v Centrex - Verizon Details	

- Now, search for and select the agency **Cost Center** this order is for.

Select Cost Center

Cancel

Search

Cost Center: Bill Payer: Cost Center Desc:

Include: Active only

Search

Displaying 1 to 349 of 349 Items per page: 500

Cost Center	Bill Payer	Current Assigned Charges	Charge Rules	Cost Center Desc
0501000	0501	\$0.00	0	0 TRANSPORTATION, DEPT. OF-RICHMOND
0501001	0501	\$0.00	0	0 TRANSPORTATION, DEPT. OF-RICHMOND
0501002	0501	\$0.00	0	0 TRANSPORTATION, DEPT. OF-RICHMOND

- Scroll down to the **[Product Name – Vendor] Details** section.

TEBS Expiry Date:

Customer Type:

Assignment: Cost Center 🔍

Assignment date:

> Connected Inventory Items

Centrex - Verizon Details

Product family: POTS
Vendor: Verizon

Item	NRC	MRC	Comment
<input type="checkbox"/> EXCHANGE ACCESS:EXCHANGE ACCESS(VZLine.ctx).qty 1 @ \$5.34	\$0.00	\$5.34	
<input type="checkbox"/> WATS ASSOCIATED CENTREX LINE:WATS ASSOCIATED CENTREX LINE(VZNWAT.BRIDGE).qty 1 @ \$0.00	\$0.00	\$0.00	
<input type="checkbox"/> LINE:LINE(vznline.exc).qty 1 @ \$8.93	\$0.00	\$8.93	

- Select all applicable charges for this order.

TEBS Expiry Date:

Customer Type:

Assignment: Cost Center 🔍

Assignment date:

> Connected Inventory Items

Centrex - Verizon Details

Product family: POTS
Vendor: Verizon

Item	NRC	MRC	Comment
<input checked="" type="checkbox"/> X540332 LINE BUSINESS MEASURED MESSAGE(VZLINE.LBZ.X040).qty 1 @ \$14.80	\$0.00	\$14.80	
<input type="checkbox"/> VERIZON BUSINESS PIC ALL-VERIZON BUSINESS PIC ALL(VZBPC.ALL).qty 1 @ \$0.00	\$0.00	\$0.00	
<input type="checkbox"/> X434237 LINE BUSINESS MEASURED MESSAGE(VZLINE.LBZ.X010).qty 1 @ \$11.75	\$0.00	\$11.75	
<input type="checkbox"/> VERIZON INSIDE MAINTANANCE(VZNMMAINT.INSIDE).qty 1 @ \$16.50	\$0.00	\$16.50	
<input type="checkbox"/> X301292 CALL FORWARD VARIABLE/BUSINESS(VZNCALL.FWD.BUS.X005).qty 1 @ \$3.20	\$0.00	\$3.20	
<input type="checkbox"/> VERIZON BUSINESS PIC ALL-VERIZON BUSINESS PIC ALL(VZBPC.ALL).qty 2 @ \$0.00	\$0.00	\$0.00	
<input type="checkbox"/> WATS ASSOCIATED CENTREX LINE:WATS ASSOCIATED CENTREX LINE(VZNWAT.BRIDGE).qty 1 @ \$0.00	\$0.00	\$0.00	

- To help you find the correct item, you can type **Ctrl-F** (on your keyboard) and type the key word(s) you want to search for.

- Each item in this section tells you the quantity.

- If you need more than the quantity as displayed under item, select the item and enter a comment with as much information as you can regarding the quantity.

- If more items are needed, outline in comment

- When you fill in the [General Ticket](#) section, make sure **Quantity to Order** is set and **Updated Quantities in Order = Yes**. If there is no quantity change or the

quantity is 1, select 'No'.

General

Voice Order Type: Order Type:

Cost Center*: Quantity to Order:

Updated Quantities in Order:

8. Ignore any other attributes
9. From the top/bottom of the page, select **OK**. This will add the reference to the ticket and then take you to the General section of the ticket form. Additional references can be added to the ticket by following steps 3 – 9 while on the General Section of the form.

OK Cancel

Centrex

Attributes

Product: Centrex - Verizon (Centrex)

Inventory (ID): [Select Existing Inventory](#)

Fill in General Ticket Information

10. Fill out the **General** section of the form.

General

Voice Order Type: Order Type:

Cost Center*: Quantity to Order*:

Updated Quantities in Order*:

Summary*:

Describe Other Service Required:

Need by Date*: Expedite Order (Additional cost may be incurred):

Requested for*:

Check box to not send email notification:

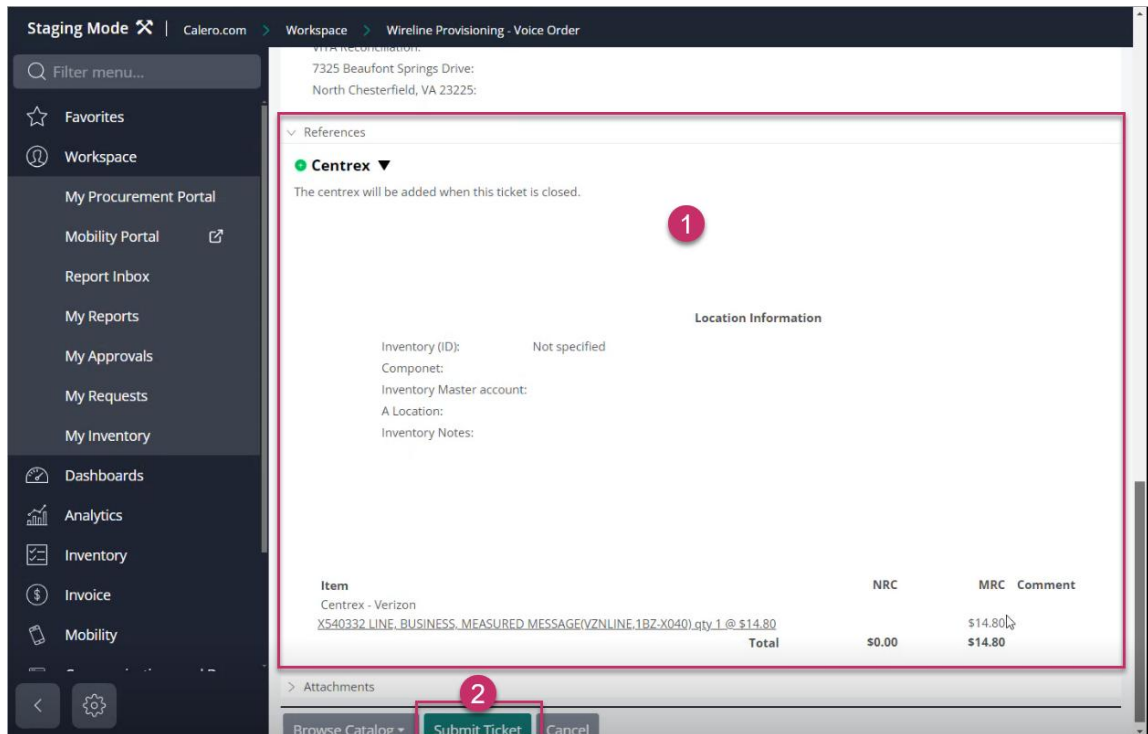
LOCATION & SITE DETAILS:

Ticket location*:

- See Appendix at end of document for Field Descriptions
- Required fields have an asterisk (*).
 - Voice Order Type and Order Type are required to submit the ticket
 - Items without an * are encouraged to be populated

Submit Ticket

11. Review the **References** section and select **Submit Ticket**.



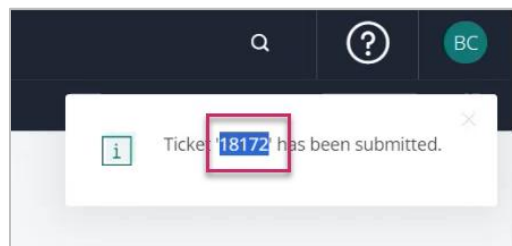
The ▼ will be used to work with the reference(s). When the ticket is in 'Edit' mode, select the icon to work with the reference.



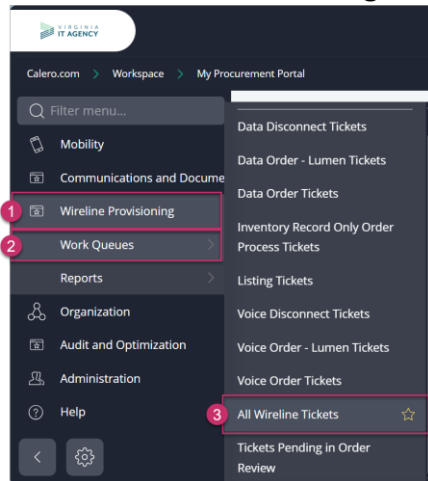
Review Ticket Again and Submit Order

12. Copy the **Ticket number** from the confirmation message.

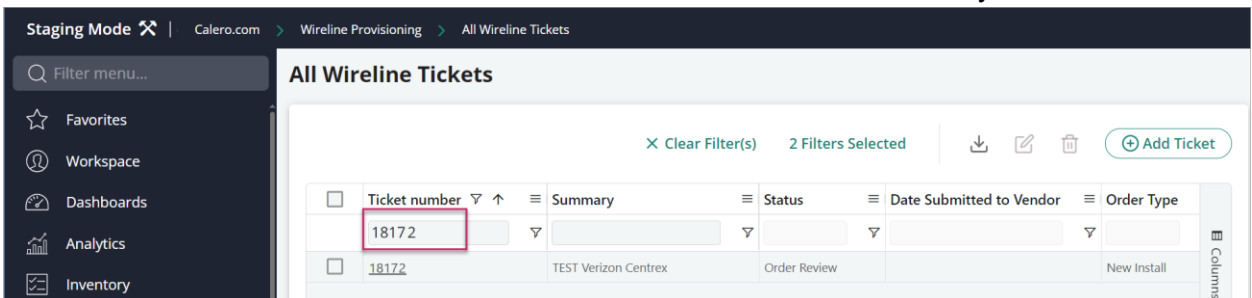
Note: Limit the length of the copy to the exact number of characters used when copying anything within the system. If the copied fields contain extra spacing at the beginning or end, the system will not be able to retrieve the copied data.



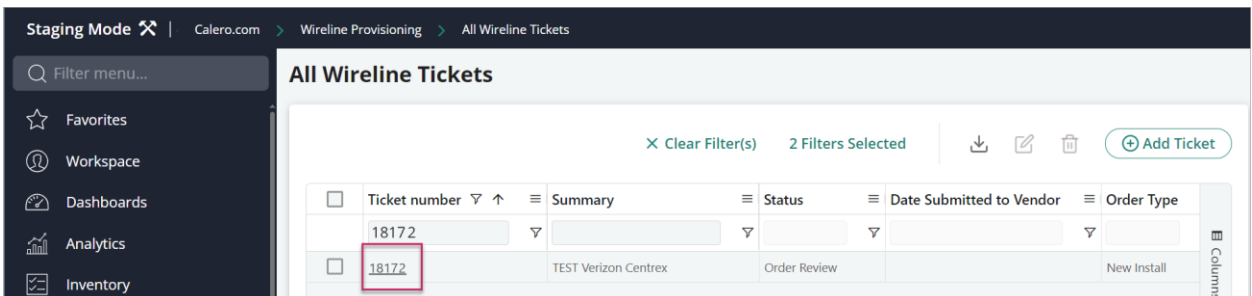
13. Go to **Wireline Provisioning > Work Queues > All Wireline Tickets**.



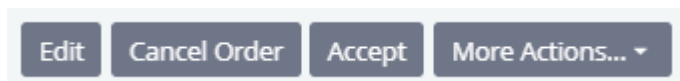
14. Enter the **Ticket number** in the filter box and the data will filter automatically.



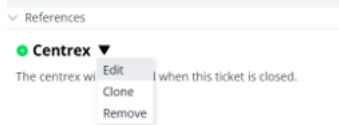
15. Select the **Ticket number** to review the ticket for a second time. **THIS IS MANDATORY.**



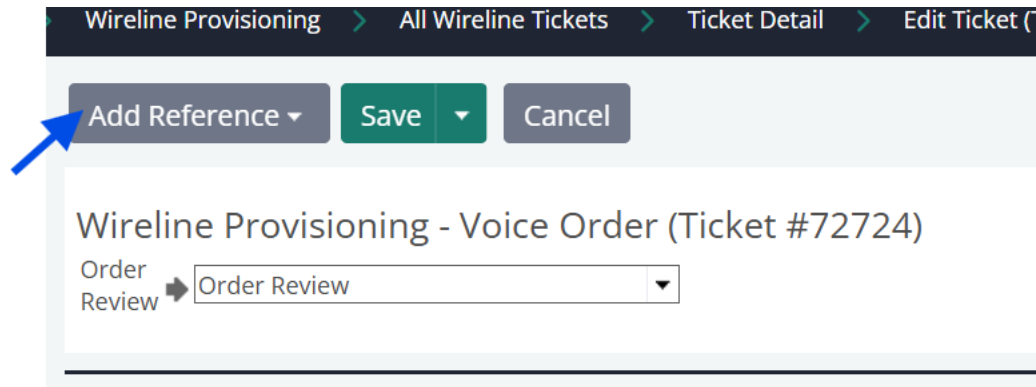
16. Select **Accept** if the ticket is correct (or **Edit** if the ticket needs changes). Edit ticket will allow users to update ticket fields and Add/Edit references.



- If you need to edit the reference already existing on the ticket, use the down-arrow ▼ icon beside the reference and select the appropriate action.



- If you need to add additional references, select the inventory type from the **Add Reference** menu.



- Select the **Inventory Type** from the drop-down menu



- Select the **Product name** for the desired vendor

Select Product

Search

Search: Product name: Product family:

Part number: Vendor: Catalog:

Active:

Search

Displaying 1 to 9 of 9

Product name ↑	Inventory type	Image	Part number	Product family	Vendor	Product details	NRC	MRC	Active	Catalog
LD	LD			DEDICATED VOICE	TEBS		\$0.00	\$0.00	✓	
LD - CenturyLink	LD			DEDICATED VOICE	CenturyLink		\$0.00	\$0.00	✓	Centur
LD - CTL-CENTURY LINK	LD			DEDICATED VOICE	CenturyLink		\$0.00	\$0.00	✓	
LD - CVT-COX COMMUNICATIONS -				DEDICATED						

- Continue to build the reference as previously shown in steps 5-9 (selecting the appropriate product options). If you're done editing and adding references, save the ticket and go to details.

Save

Wireline Provisioning - Save and Go to Detail (Ticket #73494)

Order Review - Save and Go to All Wireline Tickets

- Then choose **Accept** to approve the ticket and progress it to the Calero order validation stage.

Wireline Provisioning - Voice Order (Ticket #73494 - Order Review)
Test - new pots

17. With tickets in the **Calero Order Validation** status, Calero will review ticket and reference(s) details making edits and notations as necessary. This will include validating pricing on the reference inventory item in preparation of vendor submission pending VITA and customer approvals.
18. Once Calero has completed their Validation, the order will progress to **VITA Review** status. VITA will review the ticket and can either select **Accept** to approve the order or **Reject** order if additional edits or changes are needed.
19. After VITA approves the ticket, it will progress to the **Customer Approval** status.

All Wireline Tickets

X Clear Filter(s) 2 Filters Selected ↓ ✎ 🗑️ ➕ Add Ticket

<input type="checkbox"/>	Ticket number ↑	Summary	Status ▾	Date Submitted to Vendor	Order Type	Workflow	Data Or
			(1) Customer ▾				
<input type="checkbox"/>	36293	1	Customer Approval			Voice Order - Unknown Vendor	
<input type="checkbox"/>	37320	1	Customer Approval		New Install	Data Order	Internet
<input type="checkbox"/>	37547	1	Customer Approval		New Install	Data Order	Internet

Accept Tickets with Status = Customer Approval

All tickets with the status of **Customer Approval** must be **Accepted** or **Canceled** within 3 days. If the ticket isn't addressed within 3 business days, the order auto cancels. Orders that are auto canceled have a status of **Canceled**. Orders that customers cancel have a status of **Order Canceled**. Auto-cancelled tickets will show an escalation reason, which can be viewed on the ticket audit log.

Attributes Audit Log History

Displaying 1 to 5 of 5 Items per page: 500

Date modified ↑	Modified by	Master ticket number	Status	Priority	Workflow	Assigned to	Responsible Personnel	Ticket location	Last approver	Escalation reason	Closed
5/14/2025 4:14:28 PM EDT	Stupeck, Coordinator (1577)	None	Order Review	[No priority]	Data Order - Unknown Vendor	[Unassigned]	[Unassigned]	[No Location]			No
5/14/2025 4:16:31 PM EDT	Stupeck, Coordinator (1577)	None	Calero Order Validation	[No priority]	Data Order - Unknown Vendor	[Unassigned]	[Unassigned]	[No Location]			No
5/22/2025 2:37:51 PM EDT	Sharp, Heidi (1151)	None	VITA Review	[No priority]	Data Order - Unknown Vendor	[Unassigned]	[Unassigned]	[No Location]			No
5/22/2025 2:38:10 PM EDT	Sharp, Heidi (1151)	None	Customer Approval	[No priority]	Data Order - Unknown Vendor	[Unassigned]	[Unassigned]	[No Location]			No
10/3/2025 8:22:08 AM EDT	[escalation]	None	Canceled	[No priority]	Data Order - Unknown Vendor	[Unassigned]	[Unassigned]	[No Location]		Customer Approval 3 days Canceled ticket	Yes

Displaying 1 to 5 of 5 Items per page: 500

20. Go to **Wireline Provisioning > Work Queues > All Wireline Tickets**.

21. Select the **Ticket number** to go into the ticket.

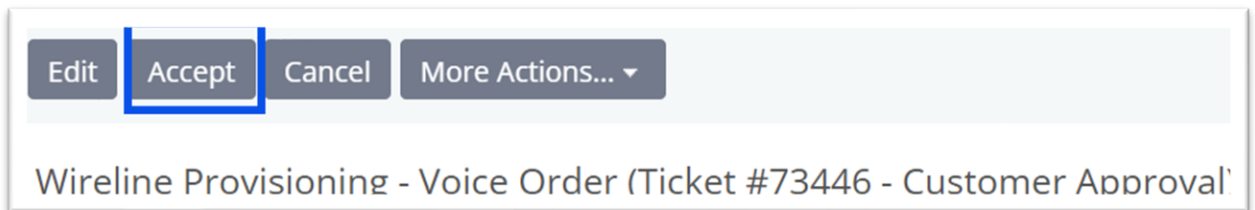
All Wireline Tickets

✕ Clear Filter(s) 2 Filters Selected [Download] [Edit] [Trash] [Add Ticket]

<input type="checkbox"/>	Ticket number ↑	Summary	Status ▾	Date Submitted to Vendor	Order Type	Workflow	Data Or
<input type="checkbox"/>	36293	1	Customer Approval			Voice Order - Unknown Vendor	
<input type="checkbox"/>	37320	1	Customer Approval		New Install	Data Order	Internet
<input type="checkbox"/>	37547	1	Customer Approval		New Install	Data Order	Internet

- **Note:** This is a different example ticket than the one used above.

22. If you approve the pricing, select **Accept**. This will progress the order to **Pending Calero Review** status.



- If you disapprove of the pricing
 - Select **Cancel** to cancel and close the order

23. Once customer approves the order, Calero BPO will manage the ticket from **Pending Calero Review** until the ticket reaches **Order Complete** status.

Calero will copy/paste all email conversations into the **Description** field on the ticket.

Order Acknowledged:	No	Date LD Carrier Notified:	
Long Distance Order Number:		Inventory Updated:	
Vendor Provided New Master Account:			
Description:	<p><i>Example</i></p> <p>FROM: O'Brien, David (42) DATE: 2/6/2024 11:02:48 AM Tariff Rate for Verizon is 50.00 Please update Tariff Rate Confirmed List box</p> <p>FROM: O'Brien, David (42) DATE: 2/6/2024 11:05:27 AM - Yes the tariff rate is approved. I have updated the order</p>		
BILLING ADDRESS INFORMATION:			

24. Once the order has been completed with the vendor, Calero will populate information from the ticket into the **Reference**.

Review Completed Tickets

25. Go to **Wireline Provisioning > Work Queues > All Wireline Tickets**.

26. Change Filter view for Closed to show **All** or **Yes** in the drop-down menu. Selecting **All** will allow users to view both open and closed (completed) tickets. Select **Yes**, to only view closed tickets.

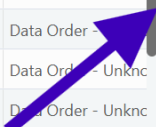
1 Filter Selected



+ Add Ticket

<input type="checkbox"/>	Ticket number ↑	Summary	Status	Date ...	Order T...	Workflow
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	35052	1	Calero Order Validation			Data Order - Unknc
<input type="checkbox"/>	35053	1	Order Approval			Data Order - Unknc
<input type="checkbox"/>	35054	1	Pending Calero Review			Data Order - Unknc
<input type="checkbox"/>	35056	1	VITA Review			Data Order - Unknc
<input type="checkbox"/>	35057	1	Pending Calero Review			Data Order - Unknc
<input type="checkbox"/>	35166	1	Pending Vendor Completion			Data Order - Unknc
<input type="checkbox"/>	35174	1	Pending Calero Review			Data Order - Unknc
<input type="checkbox"/>	35180	1	Pending Order Confirmation			Voice Order - Unkn
<input type="checkbox"/>	35181	1	Pending Calero Review			Voice Order - Unkn
<input type="checkbox"/>	35183	1	Pending Calero Review			Voice Order - Unkn

Columns
Filters
Settings



Viewing completed tickets, continued...

- > Order Type Disconnect
- > Total value of change
- > Date of change
- > Service Order Type
- > Service Type
- > Ticket Type
- > Closed ▾
- > Relation
- > Facility name

Columns

Filters

Settings

Calero.com > Wireline Provisioning > All Wireline Tickets

<input type="checkbox"/>	Ticket number ↑	Summary	Status
<input type="checkbox"/>	35052	1	Calero Order Validation
<input type="checkbox"/>	35053	1	Order Approval
<input type="checkbox"/>	35054	1	Pending Calero Review
<input type="checkbox"/>	35056	1	VITA Review
<input type="checkbox"/>	35057	1	Pending Calero Review
<input type="checkbox"/>	35166	1	Pending Vendor Completion
<input type="checkbox"/>	35174	1	Pending Calero Review
<input type="checkbox"/>	35180	1	Pending Order Confirmation
<input type="checkbox"/>	35181	1	Pending Calero Review
<input type="checkbox"/>	35182	1	Pending Calero Review
<input type="checkbox"/>	35202	1	Pending Order Confirmation
<input type="checkbox"/>	35207	1	Pending Calero Review
<input type="checkbox"/>	35208	1	Pending Calero Review
<input type="checkbox"/>	35225	1	Pending Calero Review
<input type="checkbox"/>	35226	1	Pending Order Completion

Order Type Disconnect

Total value of change

Date of change

Service Order Type

Service Type

Ticket Type

▼ Closed ▾

No

All

Yes

Reset

Columns

Filters

Settings

27. Enter the **Ticket number** to review the completed (closed) ticket.
All Wireline Tickets

✕ Clear Filter(s) 2 Filters Selected
 ↓ 📄 🗑️ ⊕ Add

<input type="checkbox"/>	Ticket number ▾ ↑ ≡	Summary ≡	Status ≡	Date ... ≡	Order T... ≡	Workflow
	<input type="text" value="67213"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	67213	2 BB circuits	Order Complete		New Install	Data Order

28. Select the ticket to review. Users can review ticket details and referenced inventory items.

Wireline Provisioning > All Wireline Tickets > Ticket Detail (Ticket #67213)

[Edit](#) [More Actions...](#)

Wireline Provisioning - Data Order (Ticket #67213 - Order Complete)
 2 BB circuits

[Attributes](#) [Audit Log](#) [History](#)

General

Data Order Type:	WAN	Order Type:	New Install
Quantity to Order*:	2		
Summary:	2 BB circuits		
Describe Other Service Required:			
Need by Date:	7/19/2025	Expedite Order (Additional cost may be incurred):	No
Requested for:	Stupeck, Coordinator		
Check box to not send email notification:	No		
Agency assigned log number:			
Assigned to:	[Unassigned]		
LOCATION & SITE DETAILS:			
Ticket location:	MSL0003918		

29. When the Calero BPO process is completed, the Inventory Item will be created/updated. The Inventory ID can be located on the ticket under **References**.

Wireline Provisioning > All Wireline Tickets > Ticket Detail (Ticket #67377)

Wireline Provisioning - Data Bulk (Ticket #67377 - Order Complete)
2 Test Bulk Data - Add

Attributes Audit Log History

> General

▼ References

● Ethernet ▼

● This action was applied on 7/22/2025.
The ethernet will be added when this ticket is closed.

Inventory (ID): TEST67377

Location Information

Inventory Item is Created

30. Once a ticket is closed, you can review the inventory record by using the following steps. Go to **Inventory > Inventory > All Inventory** and search for the **Inventory ID**.

Calero.com > Inventory > All Inventory

Filter menu...

Favorites

Workspace

Dashboards

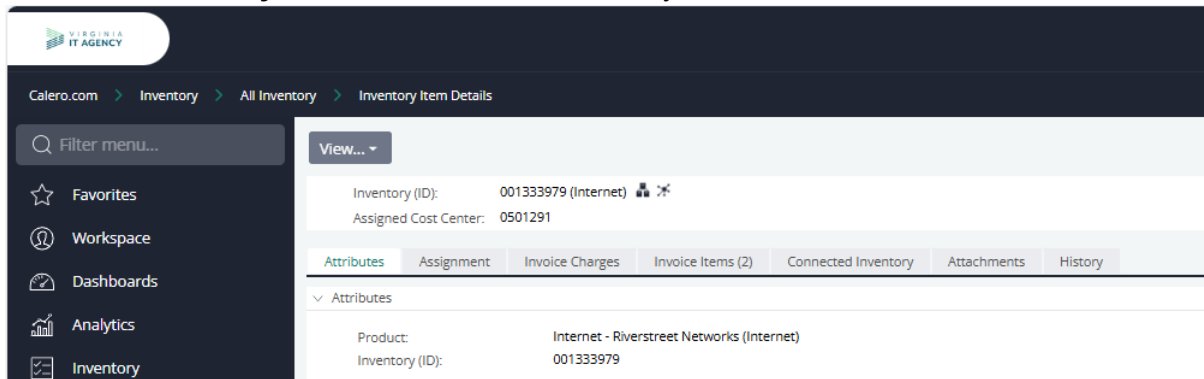
Analytics

Inventory

All Inventory

<input type="checkbox"/>	Inventory ID ↑	Cost ...	Inven...≡	Invent... ≡	Product ≡	Component
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	001333979	0501291	Data	INTERNET	Internet - Riv...	



31. Select the **Inventory ID** to review the new inventory item.



Calero.com > Inventory > All Inventory > Inventory Item Details

Filter menu...

View...

Inventory (ID): 001333979 (Internet)  

Assigned Cost Center: 0501291

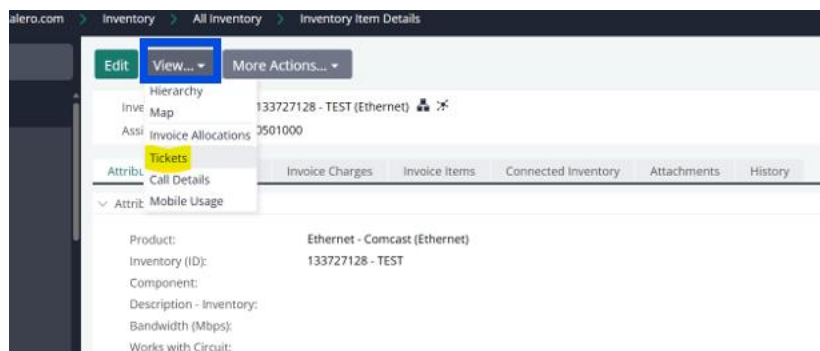
Attributes | Assignment | Invoice Charges | Invoice Items (2) | Connected Inventory | Attachments | History

Attributes

Product: Internet - Riverstreet Networks (Internet)

Inventory (ID): 001333979



32. Select the **View** drop down menu to view associated ticket for the selected inventory item.



Calero.com > Inventory > All Inventory > Inventory Item Details

Edit | View... | More Actions...

Hierarchy

Inve Map 133727128 - TEST (Ethernet)  

Assi Invoice Allocations 0501000

Tickets

Attributes | Call Details | Invoice Charges | Invoice Items | Connected Inventory | Attachments | History

Attributes

Product: Ethernet - Comcast (Ethernet)

Inventory (ID): 133727128 - TEST

Component:

Description - Inventory:

Bandwidth (Mbps):

Works with Circuit:

33. This will display the associated ticket number that added or last modified the inventory item. Selecting the ticket number will allow users to view the ticket details in a pop-out window while remaining within the inventory menu.

Tickets				
Close				
Displaying 1 to 1 of 1				
Ticket number	↑	Summary	Status	Priority
72712		New circuit bulk order (Master Ticket)	Order Complete	[No priority]
Displaying 1 to 1 of 1				

Ticket Detail (Ticket #72712)																			
Edit More Actions...																			
Wireline Provisioning - Data Bulk (Ticket #72712 - Order Complete)																			
New circuit bulk order (Master Ticket)																			
Attributes	Audit Log	History																	
General <table border="0"> <tr> <td>Data Order Type:</td> <td>WAN</td> <td>Order Type:</td> <td>New Install</td> </tr> <tr> <td>Quantity to Order*:</td> <td>1</td> <td></td> <td></td> </tr> <tr> <td>Summary:</td> <td colspan="3">New circuit bulk order (Master Ticket)</td> </tr> <tr> <td>Describe Other Service Required:</td> <td colspan="3"></td> </tr> </table>				Data Order Type:	WAN	Order Type:	New Install	Quantity to Order*:	1			Summary:	New circuit bulk order (Master Ticket)			Describe Other Service Required:			
Data Order Type:	WAN	Order Type:	New Install																
Quantity to Order*:	1																		
Summary:	New circuit bulk order (Master Ticket)																		
Describe Other Service Required:																			

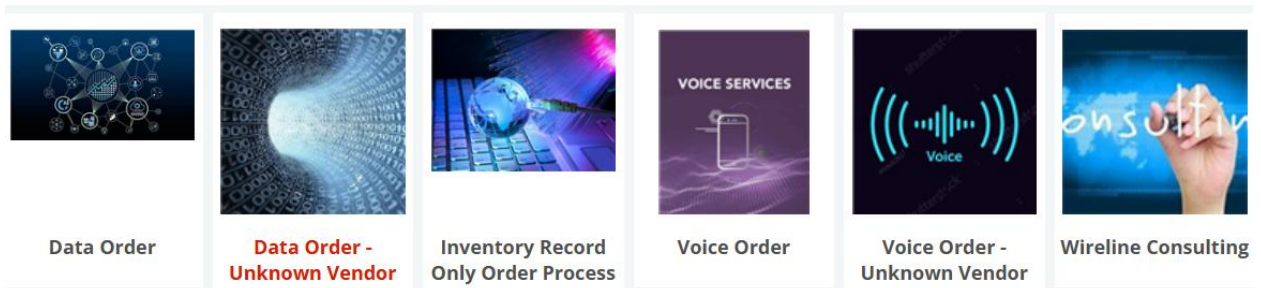
Create a Voice/Data Order Ticket – Vendor Unknown

Use this order process when you know the product/services you want to order but may be unsure of all the features needed or are unsure which vendors provide the service. Once the unknown vendor order is submitted, Calero will assist in helping identify the best vendor and ensure all features required are included in the final order. It is important to provide as much detail on the functionality you need in the description section of the order. Calero will contact you with questions or clarifications.

Follow this process if you are creating a ticket for 1-4 services. If creating a ticket for 5+ services, follow the [Bulk Ordering Process](#).

Start the Ticket

1. Go to **Workspace > My Procurement Portal**.
2. Select the correct order type: **Data Order – Unknown Vendor** or **Voice Order – Unknown Vendor**.



Fill in General Ticket Information

3. Fill out the **General** section of the form.
 - **Associated Vendor** should remain [None] for this order type.

Browse Catalog ▾
Submit Ticket
Cancel

Wireline Provisioning - Voice Order

> Instructions

▾ General

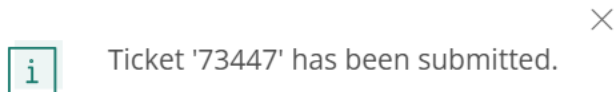
Voice Order Type:	<input type="text"/>	Order Type:	<input type="text"/>
Cost Center*:	<input type="text" value="0501018"/> 🔍	Quantity to Order*:	<input type="text"/>
Updated Quantities in Order*:	<input type="text"/>		
Summary*:	<input type="text"/>		
Describe Other Service Required:	<input type="text"/>		
Need by Date*:	<input type="text"/>	Expedite Order (Additional cost may be incurred):	<input type="checkbox"/>
Requested for*:	<input type="text" value="Sharp, Heidi"/> 🔍		
Check box to not send email notification:	<input type="checkbox"/>		
LOCATION & SITE DETAILS:			
Ticket location*:	<input type="text" value="[No Location]"/> 🔍		

Submit Ticket

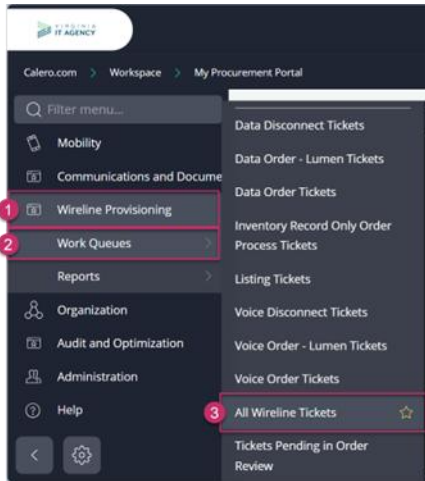
4. Select '**Submit Ticket**'.

Review Ticket Again and Submit Order

5. Copy the **Ticket number** from the confirmation message.

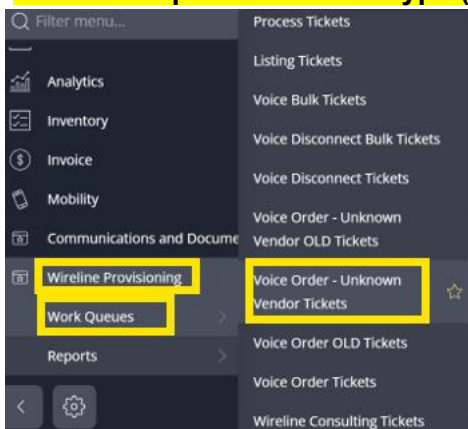


6. Go to **Wireline Provisioning > Work Queues > All Wireline Tickets** or view **Voice (or Data) Unknown Vendor Tickets** based on the ticket type submitted.



OR

View with specified Ticket Type (shown below)



7. Enter the **Ticket number** in the filter box, and the data will be filtered automatically.

All Wireline Tickets

✕ Clear Filter(s) 2 Filters Selected

<input type="checkbox"/>	Ticket number ▾ ↑ ≡	Summary ≡	Status ≡
	<input type="text" value="73447"/> ▾	<input type="text"/>	<input type="text"/> ▾
<input type="checkbox"/>	73447	Test - POTS	Order Review

Alternative View by specified ticket type (shown below).

Voice Order - Unknown Vendor Tickets

1 Filter Selected

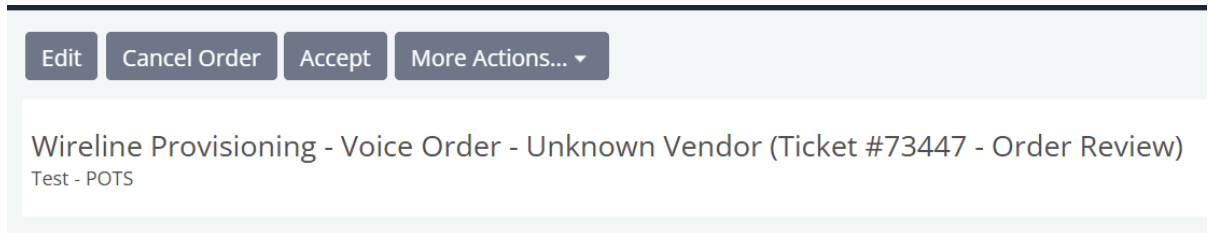
<input type="checkbox"/>	Ti... ↑ ≡	Summ... ≡	Status ≡	Priority ≡	Assigned ... ≡	Requested for ≡
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	79948	new DIDs	Calero Order Validation	[No priority]	[Unassigned]	Agency, Stephanie Johnson Test
<input type="checkbox"/>	80040	Unknown V...	Pending Calero Review	[No priority]	Johnson, Step...	Agency, Stephanie Johnson Test
<input type="checkbox"/>	80041	Unknown V...	Order Review	[No priority]	[Unassigned]	Agency, Stephanie Johnson Test
<input type="checkbox"/>	80042	Unknown V...	Order Review	[No priority]	[Unassigned]	Agency, Stephanie Johnson Test
<input type="checkbox"/>	80043	POTS Line	Calero Order Validation	[No priority]	[Unassigned]	Agency, Stephanie Johnson Test
<input type="checkbox"/>	80058	Need new l...	Calero Order Validation	[No priority]	[Unassigned]	Agency, Stephanie Johnson Test

8. Select the **Ticket number** to review the ticket for a second time. **THIS IS MANDATORY.**

Ticket number ▾ ↑ ≡	Summary ≡	Status ≡	Date ... ≡	Order T... ≡	Workflow
<input type="text" value="73447"/> ▾	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
73447	Test - POTS	Order Review			Voice Order - Unkn

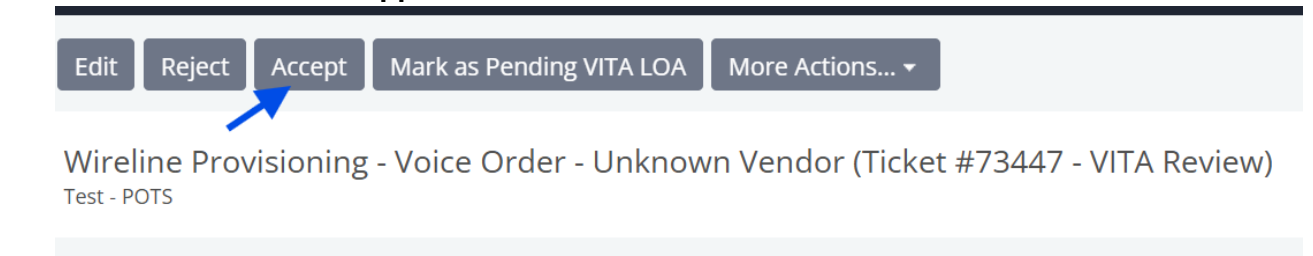


9. Select '**Accept**' if the ticket is correct (or '**Edit**' if the ticket needs changes).

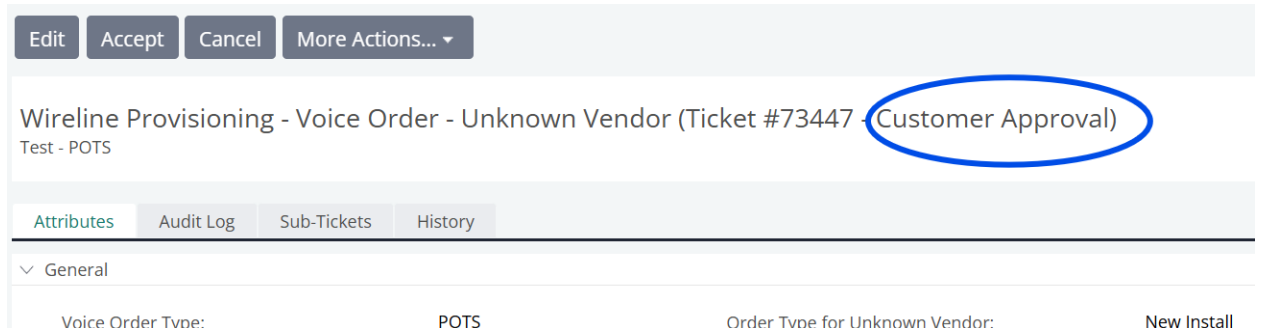


Wireline Provisioning - Voice Order - Unknown Vendor (Ticket #73447 - Order Review)
Test - POTS

10. Once the order is accepted, the order will progress to **Calero Order Validation** status.
- Calero will research options for the unknown order type and update the description, vendor details and build reference(s) with product options based on findings and supplier pricing before progressing the order to VITA review.
 - VITA will review the order and once approved, they will **Accept** the order to progress the order to **Customer Approval** status.



Wireline Provisioning - Voice Order - Unknown Vendor (Ticket #73447 - VITA Review)
Test - POTS



Wireline Provisioning - Voice Order - Unknown Vendor (Ticket #73447 - Customer Approval)
Test - POTS

Attributes Audit Log Sub-Tickets History

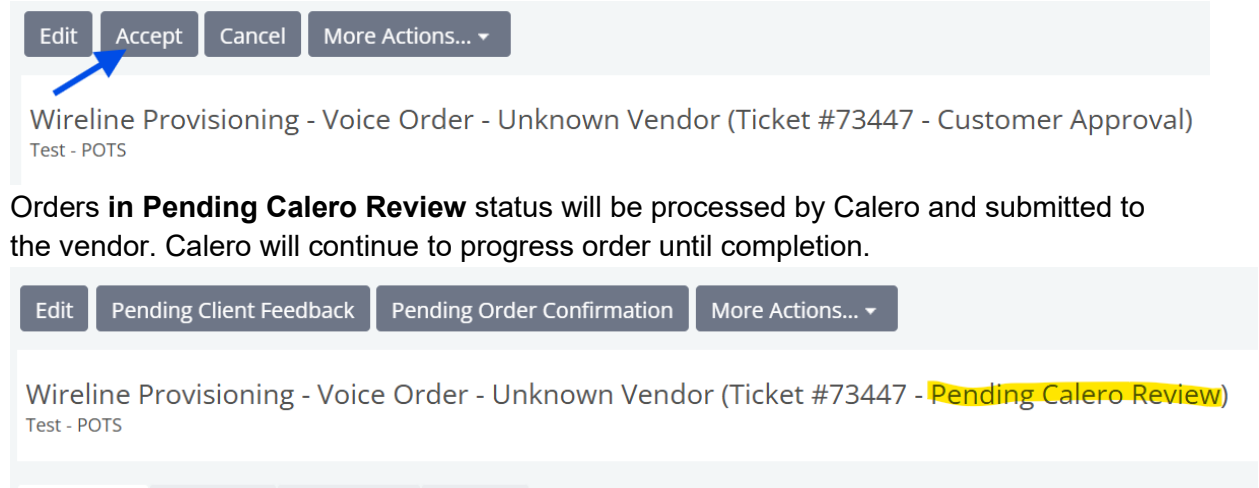
General

Voice Order Type: POTS Order Type for Unknown Vendor: New Install

11. Customer will review the updated ticket details (including vendor, product options and pricing) to approve or cancel the order.

12. Follow the same approval process for how to [Accept Tickets with Status = Customer Approval](#).

Select Accept to progress the order to **Pending Calero Review** status.



The screenshot shows two instances of a ticket card. The top card is in 'Customer Approval' status and has buttons for 'Edit', 'Accept', 'Cancel', and 'More Actions...'. A blue arrow points to the 'Accept' button. The bottom card is in 'Pending Calero Review' status and has buttons for 'Edit', 'Pending Client Feedback', 'Pending Order Confirmation', and 'More Actions...'. The text 'Pending Calero Review' in the bottom card is highlighted in yellow.

Wireline Provisioning - Voice Order - Unknown Vendor (Ticket #73447 - Customer Approval)
Test - POTS

Orders in **Pending Calero Review** status will be processed by Calero and submitted to the vendor. Calero will continue to progress order until completion.

Wireline Provisioning - Voice Order - Unknown Vendor (Ticket #73447 - Pending Calero Review)
Test - POTS

Inventory Item is Created

13. Once a ticket is closed, you can review the inventory record [following the same steps as above](#).

Change Voice or Data Order Ticket

Change order tickets can be used to change or move existing inventory items. Follow steps under [Take Other Actions](#) for how to [Create a Change Order Ticket](#).

Create a Disconnect Voice/Data Order Ticket

Follow this process if you are creating a ticket for 1-4 services. If creating a ticket for 5+ services, follow the [Bulk Ordering Process](#).

Start the Ticket

1. Go to **Wireline Provisioning > Work Queues > New**.

2. Select the correct order type: **Data Disconnect** or **Voice Disconnect**.

☆ Favorites	New >	Data Order Bulk
👤 Workspace	Data Bulk Tickets	Data Disconnect
📊 Dashboards	Data Disconnect Bulk Tickets	Data Disconnect Bulk
📈 Analytics	Data Disconnect Tickets	Data Order
☑ Inventory	Data Order - Unknown Vendor OLD Tickets	Data Order - Unknown Vendor
💰 Invoice	Data Order - Unknown Vendor Tickets	Inventory Record Only Order Process
📱 Mobility	Data Order OLD Tickets	Listing
📄 Communications and Document	Data Order Tickets	Voice Order
📄 Wireline Provisioning	Inventory Record Only Order Process Tickets	Voice Disconnect
Work Queues >	Listing Tickets	Voice Disconnect Bulk
Reports >	Voice Bulk Tickets	Voice Order
👥 Organization	Voice Disconnect Bulk Tickets	Voice Order - Unknown Vendor
📄 Audit and Optimization		Wireline Consulting

Fill in General Ticket Information

3. Fill out the **General** section of the form.

Wireline Provisioning > Voice Disconnect Tickets > Add Ticket

Summary*: Disconnect POTS line

Describe Other Service Required:

Need by Date*: 5/7/2026 **Cost Center*:** 0136000

Expedite Order (Additional cost may be incurred):

Requested for*: Agency, Stephanie Johnson Test

Check box to not send email notification:

Agency assigned log number:

Order Type Disconnect: Disconnect

Location Contact Name*: Sally Winter Location Contact Number*: 7572221234

Location Contact Email*: SallyWinter@company.com

Description: FROM: Agency, Stephanie Johnson Test (1711) DATE: 4/24/2026 2:30:06 PM
Please disconnect phone number TEST8046391212.

BILLING ADDRESS INFORMATION:
VITA Reconciliation:
7325 Beaufont Springs Drive:
North Chesterfield, VA 23225:

Select Disconnect from the 'Order Type Disconnect' drop-down menu.

Please note: Any field marked with an asterisk is required. Cost Center is the Agency Cost Center assigned to the referenced inventory item being disconnected.

Select Associated Inventory

4. Enter the Inventory ID in the Associated Inventory Item field.

Associated Inventory Item*: TEST8046391212

TEST8046391212 (Centrex)
TEST8046391212 - VZBPIC(LD)

Inventory: TEST8046391212

Connected Inventory will populate in the list along with the inventory ID keyed. Select the main line of service being disconnected.

5. If the selected item has connected inventory, determine if those items need to also be referenced for disconnect. Ticket description should indicate if connected inventory items are to be disconnected or remain active.

Description:	FROM: Agency, Stephanie Johnson Test (1711) DATE: 4/25/2026 6:23:39 PM Please disconnect phone number TEST8046391212 and remove from long distance carrier.
--------------	--

BILLING ADDRESS INFORMATION:

VITA Reconciliation:

7325 Beaufont Springs Drive:

North Chesterfield, VA 23225:

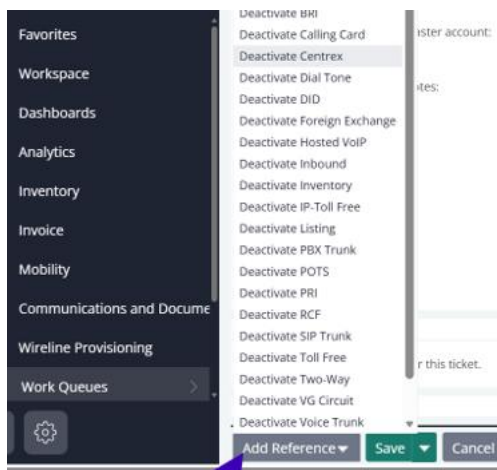
Contract #:

Associated Inventory Item*:

Add Reference

Note: Multiple inventory items can be added to the ticket references.

- Utilize the 'Add Reference' button to view and select the deactivate inventory type from the drop-down menu options.
If unsure of the inventory type, select 'Deactivate Inventory'.



7. Key in the Inventory ID and hit 'Search'.

Select Cancel

Search

Inventory (ID): Inventory Location: Inventory Family:

Product: Inventory Master Account: Sub Account - Inventory:

Personnel: Assignment status: Contract:

A-Location: Invoice Item: TEBS Match:

Description - Inventory: Last Invoice Vendor: Master Account:

Cost Center: Inventory category: Inventory Notes:

Bandwidth (Mbps): TEBS ID: Bill Payer:

Z-Location:

Vendor install/activation date:

Vendor disconnect date:

Customer Type: State \ Non State: Project:

Internal order number: Vendor - Inventory: Component:

Connected Inventory: Address 1: Works with Circuit:

Suffix:

Last active date:

Active:

Search

8. Select the inventory item from the list, then click 'OK'.

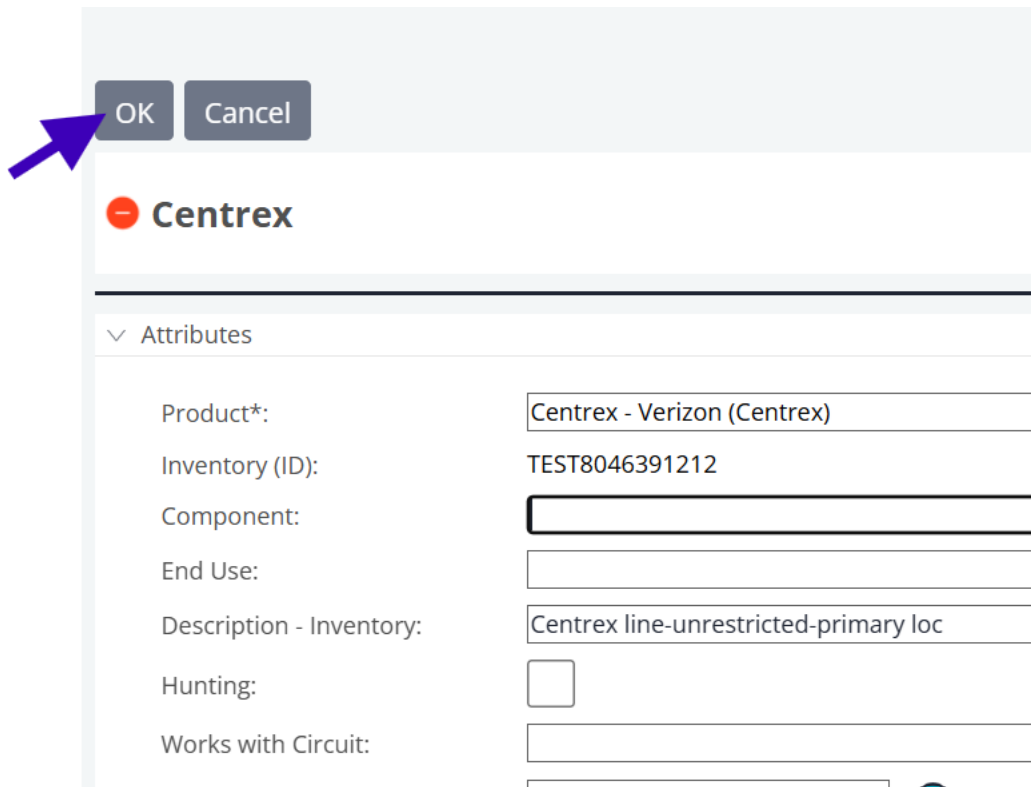
Search

Displaying 1 to 1 of 1

<input checked="" type="checkbox"/>	Inventory (ID)	Cost Center	Inventory category	Suffix	Inventory Family	Product	Component	Description - Inventory	Connected Inventory	Ver install/a d:
<input checked="" type="checkbox"/>	TEST8046391212	0136000	Voice		POTS	Centrex - Verizon		Centrex line-unrestricted-primary loc	TEST8046391212 - VZBPIC	4/12

Displaying 1 to 1 of 1

Select Cancel



OK Cancel

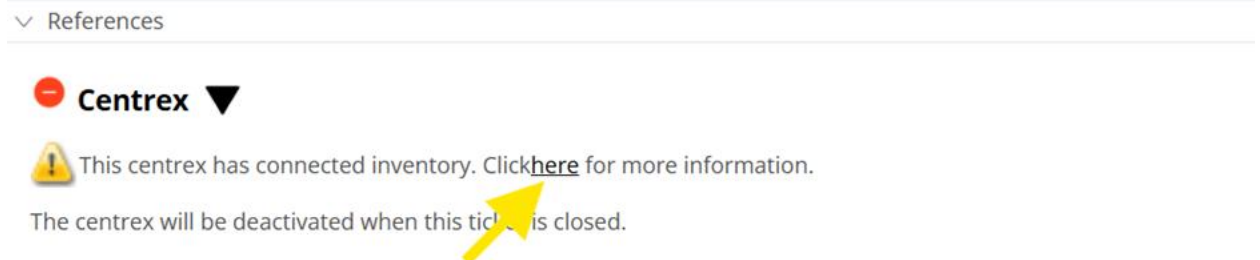
Centrex

Attributes

Product*:	Centrex - Verizon (Centrex)
Inventory (ID):	TEST8046391212
Component:	
End Use:	
Description - Inventory:	Centrex line-unrestricted-primary loc
Hunting:	<input type="checkbox"/>
Works with Circuit:	


9. This will add the referenced item to the ticket.

10. If the referenced inventory item has connected inventory, this will be highlighted on the ticket reference. Connected inventory can be added by clicking on the hyperlink within the referenced item to view and select the connected inventory ID.



References

Centrex ▼

 This centrex has connected inventory. [Click here](#) for more information.

The centrex will be deactivated when this ticket is closed.

Inventory: TEST8046391212
 Component:

Locatio
 VLG541
 11751 M
 CUECTE

Select Cancel

Displaying 1 to 1 of 1


<input checked="" type="checkbox"/>	Inventory ID	Cost Center	Inventory category	Suffix	Inventory Family	Product	Component	Description - Inventory	Connected Inventory
<input checked="" type="checkbox"/>	TEST8046391212 - VZBPIC	0136000	Voice	<input checked="" type="checkbox"/>	DEDICATED VOICE	LD - Verizon Business			TEST8046391212

Displaying 1 to 1 of 1

Select Cancel

References

LD ▼

 This Id has connected inventory. Click [here](#) for more information.


The Id will be deactivated when this ticket is closed.

Inventory: TEST8046391212 - VZBPIC
 Component:
 Inventory Master account:
 A Location:: 11751 Meadowville Lane, Chester, VA, 23836, USA
 Inventory Notes:

Currency: US Dollar (USD)

Item	NRC
LD - Verizon Business	
VERIZON BUSINESS PIC ALL:VERIZON BUSINESS PIC ALL [VZBPIC,ALL] qty 1 @ \$0.00	
Total	\$0.00

Centrex ▼

 This centrex has connected inventory. Click [here](#) for more information.

The centrex will be deactivated when this ticket is closed.

11. If no additional references are needed, select Save and Go to Detail.

Rate	NBC	MB
ARC - CENTREX-ARC - CENTREX [DZVARC] qty 1 @ \$1.19		\$1.19
CALL FORWARD BUSYCALL FORWARD BUSY [DZNCALL.FWD.BUS] qty 1 @ \$0.00		
CALL FORWARD NO ANSWER CALL FORWARD NO ANSWER [DZNCALL.FWD.NA] qty 1 @ \$0.00		
EXCHANGE ACCESS-EXCHANGE ACCESS [DZNLINEX] qty 1 @ \$4.81		\$4.81
LINE [DZNUMLEXT] qty 1 @ \$0.04		\$0.04
VOICE MAIL BOX 15 MIN STORAGE-VOICE MAIL BOX 15 MIN STORAGE [DZVMAIL.15MIN] qty 1 @ \$3.24		\$3.24
Total	\$0.00	\$17.28

Ticket Detail (Ticket #80828)

More Actions... ▼

ect (Ticket #80828 - Order Review)

Disconnect

i Ticket '80828' was added successfully. The following fields were modified by one or more ticket rules: Status.

Review Ticket Again and Submit Order

12. Review the ticket again, select Edit if changes are needed. If no edits are needed, select **'Pending Calero Review'** to progress the ticket to the next provisioning stage.

Edit Pending Calero Review Cancel Order More Actions... ▼

Wireline Provisioning - Voice Disconnect (Ticket #80828 - Order Review)

Disconnect POTS line

Attributes Audit Log History

General

Order Type Disconnect: Disconnect

Summary: Disconnect POTS line

Describe Other Service Required:

Need by Date: 5/7/2026 Cost Center: 0136000

Expedite Order (Additional cost may be incurred): No

Requested for: Agency, Stephanie Johnson Test

Check box to not send email notification: No Assigned to: [Unassigned]

Location Contact Name*: Sally Winter Location Contact Number*: 7572221234

Location Contact Email*: SallyWinter@company.com

VENDOR INFORMATION:

Associated Vendor: Verizon Associated Master Account: [None]

Vendor Email:

Vendor Contact Number:

Vendor Order Number:

Vendor FOC Date: Order Acknowledged: No

***Customer must verify ticket details prior to progressing the ticket from (customer) 'Order Review' to 'Pending Calero Review' as there are no additional VITA or Customer Approvals for Disconnect Orders.

13. Once the ticket progresses to 'Pending Calero Review' status, Calero will update and manage the ticket until completion.

Wireline Provisioning > Voice Disconnect Tickets

Ticket 80828 has been moved to the Pending Calero Review status.

1 Filter Selected Add Ticket

Tl...	Summary	Status	Priority	Assigned to	Requeste...	Cost ...	Created by	Mast...	Total ...	TEBS...	CL...
79188	Disconnect POTS line	Pending Calero Review	[No priority]	Sims, Keyva	Carter, Chad	0136000	Sims, Keyva (1517)	None			
79189	Disconnect POTS Line	Pending Calero Review	[No priority]	Sheppard, Tomie	Carter, Chad	0136000	Sheppard, Tomie (1698)	None			
79190	Disconnect POTS line	Pending Calero Review	[No priority]	Jantzen, Andrea	Carter, Chad	0136000	Jantzen, Andrea (1582)	None			
79191	Disconnect POTS line	Pending Calero Review	[No priority]	Williams, Bishop	Carter, Chad	0136000	Williams, Bishop (1143)	None			
79936	Disconnect POTS	Pending Calero Review	[No priority]	[Unassigned]	Agency, Steph...	0136000	Agency, Stephanie Johns...	None			
80031	Disconnect Centrex Line	Pending Calero Review	[No priority]	[Unassigned]	Agency, Steph...	0136000	Agency, Stephanie Johns...	None			
80032	Disconnect Centrex	Pending Calero Review	[No priority]	[Unassigned]	Agency, Steph...	0136000	Agency, Stephanie Johns...	None			
80055	Disconnect POTS	Pending Calero Review	[No priority]	[Unassigned]	Agency, Steph...	0136000	Agency, Stephanie Johns...	None			
80828	Disconnect POTS line	Pending Calero Review	[No priority]	[Unassigned]	Agency, Steph...	0136000	Agency, Stephanie Johns...	None			

14. Calero will copy/paste all email conversations into the **Description** field on the ticket.

Vendor FOC Date:	4/12/2026	Order Acknowledged:	Yes
Date LD Carrier Notified:		Long Distance Order Number:	
Description:	<pre> FROM: Agency, Stephanie Johnson Test (1711) DATE: 4/2/2026 12:18:55 PM Disconnect TEST8047445557. No longer needed. FROM: Johnson, Stephanie (1579) DATE: 4/12/2026 11:37:21 PM Verizon Please disconnect TEST8047445557 in its entirety. FROM: Johnson, Stephanie (1579) DATE: 4/12/2026 11:38:49 PM VZN Confirmed completed on 4/12/26 per Order # 79928-VZN </pre>		

15. Once the order has been completed with the vendor, Calero will populate information from the ticket into the **Reference**.

Inventory Item is Deactivated

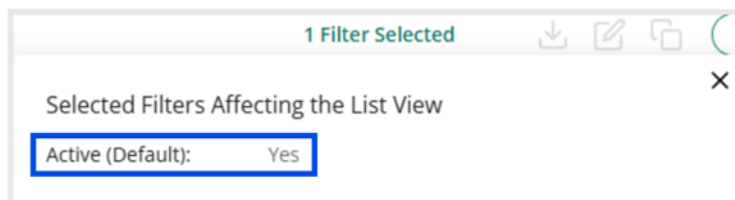
When the Calero BPO process is completed, the inventory item will be created.

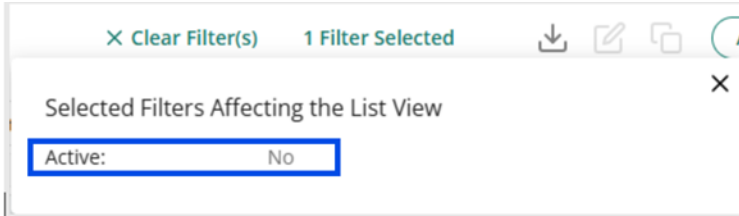
16. Now, you can go to **Inventory > Inventory > All Inventory** and search for the **Inventory ID**.

All Inventory

<input type="checkbox"/>	Inventory ID ▾	Cos... ↓	Inven... ▾	Suffix ▾	Inventory Fam... ▾	Product	Component	Description - Inventory
<input type="checkbox"/>	TEST8047445557							
<input type="checkbox"/>	TEST8047445557	0136000	Voice		POTS	1MB - Verizon		Business line-main-flat/measur

17. Remove the default filter for **Active (Default): Yes** to be **Active (Default): No**







18. Select the hyperlink of the **Inventory ID** to review the deactivated inventory item.

<input type="checkbox"/>	Inventory ID ▾	Cos... ▾	Inven... ▾	Suffix ▾	Inventory Fam... ▾	Product	Compe
	TEST8047445557 ▾						
<input type="checkbox"/>	TEST8047445557	0136000	Voice		POTS	1MB - Verizon	

A blue arrow points to the hyperlink "TEST8047445557" in the third row of the table.

View...

i This Inventory Item is inactive. It was last active on 4/11/2026. Deactivation reason: Deactivated by ticket #79928

Inventory (ID): TEST8047445557 (1MB)  

Assigned Cost Center: 0136000

Attributes | Assignment | Invoice Charges | Invoice Items | Connected Inventory | Attachments | History

Attributes

Product: 1MB - Verizon (1MB)

Inventory (ID): TEST8047445557

Component:

End Use:

Description - Inventory: Business line-main-flat/measured service

Hunting: No

Works with Circuit:

Inventory Master Account: 2523922640001 - (Verizon)

Sub Account - Inventory: 7519439880001

Inventory Location: VLG46801445

A-Location: 8000 Jefferson Davis Highway, Richmond, VA, 23297, USA

Inventory Notes:

Vendor order number: 79928-VZN

Vendor install/activation date: 9/27/2018

Vendor Change Date:

Vendor disconnect date: 4/12/2026

Internal order number:

Bill Start Date:

Create a Bulk Order Using a Template

Orders with 5 or more services should use bulk ordering. If you are ordering 1-4 services, use the [Create a New Voice or Data Order Ticket process](#) or [Create a Voice/Data Order Ticket – Vendor Unknown process](#).

Download Bulk Order Template

1. Go to **Communications and Documents > Work Queues > VITA Documents Tickets**.
2. Find the correct **Bulk Ordering Template** and select the **Ticket number** to enter the ticket.

Ticket number	Summary	Status	Requested for	Created by	Creation date
10397	Wireline VOICE Bulk Ordering Template	Active	DiRisio, Angela	DiRisio, Angela (45)	10/30/23, 11:42:15
10398	Wireline DATA Bulk Ordering Template	Active	DiRisio, Angela	DiRisio, Angela (45)	10/30/23, 11:43:32

3. Expand the **Attachments** section and click the **File name** to download the template.

Attachments (2)

File name
DISCONNECT Data Order Bulk VITA.xlsx
NEW or CHANGE Data Order Bulk VITA.xlsx

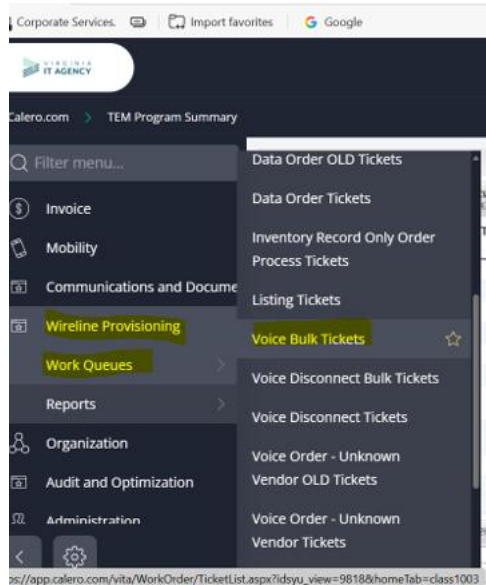
Attachments (2)

File name
DISCONNECT Voice Order Bulk VITA.xlsx
NEW or CHANGE Voice Order Bulk VITA.xlsx

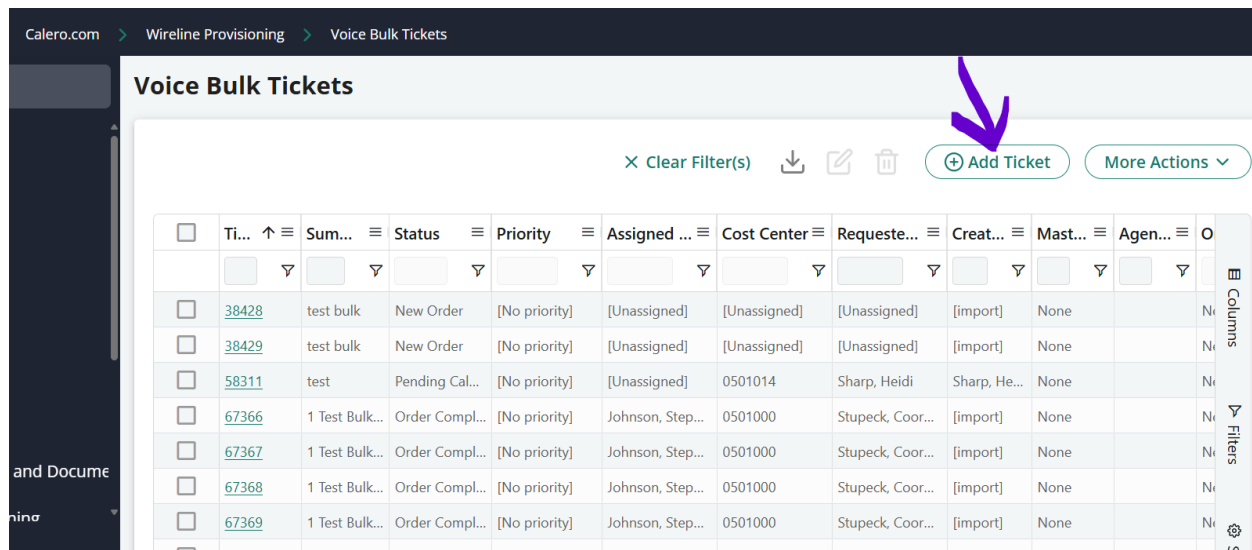
4. Edit and save the template with a unique name using Excel. It is recommended to include the Calero ticket number in the name of the completed template.
 - o Directions for filling out the template can be found on the tabs.

Create New Ticket and Attach Template

- Go to **Wireline Provisioning > Work Queues >** and select one of the following options based on order type: Voice Bulk Tickets, Voice Disconnect Voice Tickets, Data Bulk Tickets or Data Disconnect Bulk Tickets



- Next, select the option to **Add Ticket**.



- Input the information into the order form, similar to a single order submission.

Calero.com > Wireline Provisioning > Voice Bulk Tickets > Add Ticket

Filter menu... Add Reference Save Cancel

Wireline Provisioning - Voice Bulk

Instructions

Welcome to VITA's Wireline Procurement

To ensure proper submission of your request, you must fill out all required fields. These are marked with a blue magnifying glass icon.

- Cost Center
- Quantity to Order
- Location Contact Name
- Location Contact Number
- Location Contact Email
- Updated Quantities to Order

General

Voice Order Type: [Dropdown] Order Type: [Dropdown]

Cost Center*: [Unassigned] 🔍

Updated Quantities in Order*: [Dropdown]

Quantity to Order*: [Input]

Summary*: [Input]

Describe Other Service Required: [Input]

Need by Date*: [Dropdown] Expedite Order (Additional cost may be incurred):

Requested for*: [Johnson, Stephanie] 🔍

Check box to not send email notification:

Agency assigned log number: [Input]

LOCATION & SITE DETAILS:

Ticket location*: [No Location] 🔍

[No Location]

Location Contact Name*: [Input] Technical Contact Name: [Input]

8. Refer to **Bulk Order Directions Tab** on template for more details on specific order form fields as well as template form detailed directions.
9. Please note the following:
 - **Order Summary** field should state "Voice Bulk Order - (give a brief summary of request)" Ex: Voice Bulk Order - Install New POTS lines
 - Please use the **Order Form Description** field to provide more details on the service requested.
 - **Quantity to Order** should be the total amount of lines or inventory id(s) on template
 - **Updated Quantities in Order** - Select **Yes** (New and change orders)
 - **Ticket location**: Use the service location of the first inventory item.
 - **Associated Vendor**: Enter the vendor for the first inventory item.

10. Expand the **Attachments** section and select **Manage Attachments**.

TEBS WO#:

References

There are no references for this ticket.

Attachments

Manage Attachments

Add Reference Save Cancel

11. Click **Select File**.

Calero.com > Workspace > Select Attachments

Return

File name	File size (bytes)	Comment	Internal Only

Upload New File

File: **Select File...**

Comment:

Internal Only

Upload File

12. Search for and select the file.

13. Select **Upload File**.

Upload New File

File: **Select File...**

Description:

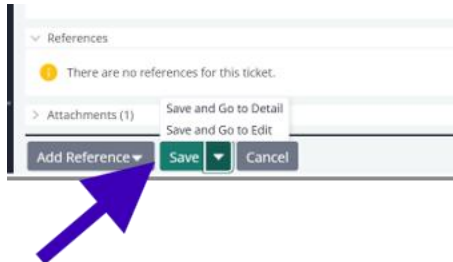
Internal Only

Upload File

14. Select **Return**.

Save the Ticket



15. Select **Save and Go to Detail** (if no changes are needed) or Select **Save and Go to Edit** (to update the ticket details).



Please note: A voice or data bulk order can be created from new without a Cost Center, but the agency will receive an error when trying to save the ticket if the cost center field is left blank. This is a required field for all ticket types.

General

Voice Order Type:

 **Cost Center***: 

00-102 : An item must be selected from the list.

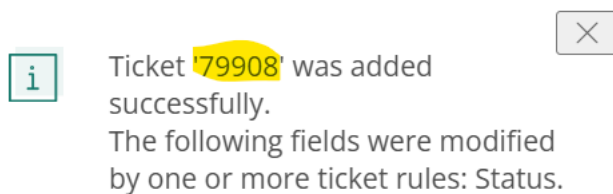
Updated Quantities in Order*:

Quantity to Order*:

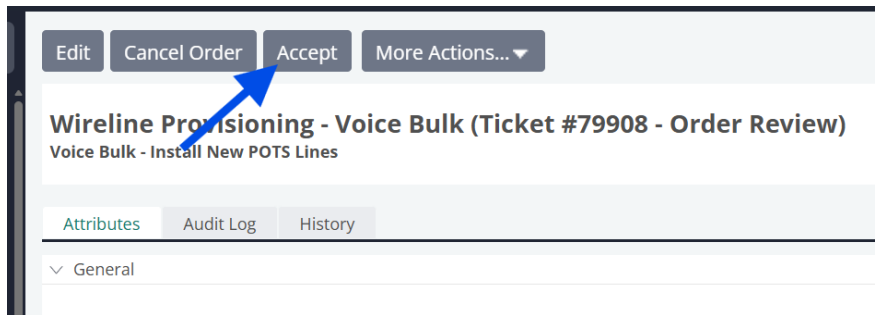
Summary*:

Review Ticket Again and Submit Order

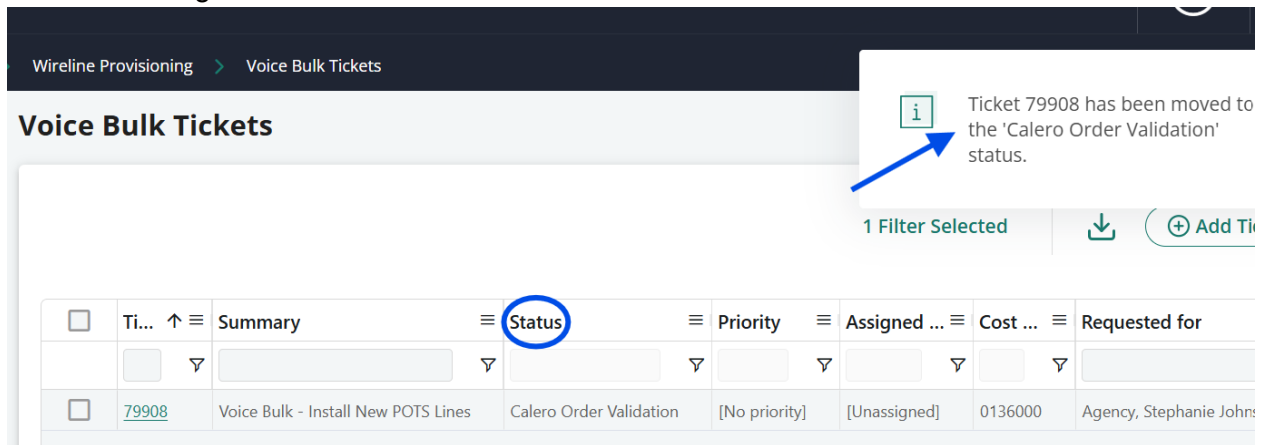
16. Take note of the **ticket number** displayed on the confirmation message for future reference.



17. Select **Accept** to approve if the ticket is correct (or **Edit** if the ticket needs changes or **Cancel Order**). Edit ticket will allow users to update ticket details and fields as needed.



18. Once the customer selects **Accept**, the ticket will progress to the **Calero Order Validation** stage.



19. Tickets in the **Calero Order Validation** status, Calero will review ticket and reference(s) details making edits and notations as necessary. This will include validating pricing on the reference inventory item in preparation of vendor submission pending VITA and customer approvals.
20. Once Calero has completed their validation, the order will progress to **VITA Review** status. VITA will review the ticket and can either select **Accept** to approve the order or **Reject** order if additional edits or changes are needed.
21. After VITA approves the ticket, it will progress to the **Customer Approval** status.

All Wireline Tickets							
✕ Clear Filter(s) 2 Filters Selected 📄 📝 🗑️ ➕ Add Ticket							
<input type="checkbox"/>	Ticket number ↑	Summary	Status ▾	Date Submitted to Vendor	Order Type	Workflow	Data Orc
<input type="checkbox"/>			(1) Customer ▾				
<input type="checkbox"/>	36293	1	Customer Approval			Voice Order - Unknown Vendor	
<input type="checkbox"/>	37320	1	Customer Approval		New Install	Data Order	Internet
<input type="checkbox"/>	37547	1	Customer Approval		New Install	Data Order	Internet

Accept Tickets with Status = Customer Approval

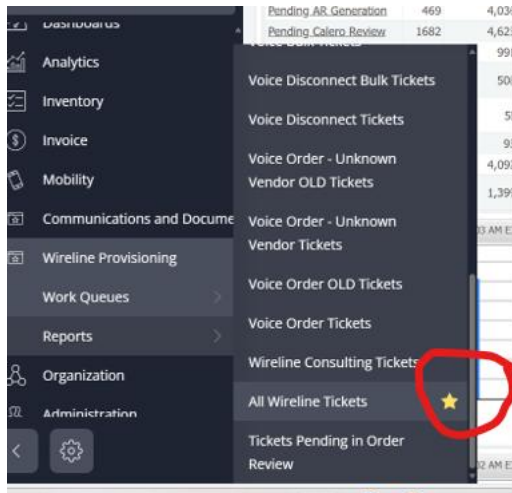
Deactivations will not require review or approval by the agency.

Only the child tickets will need to be reviewed and approved by the agency.

Calero procurement specialist will reach out to the agency with any errors during importing the bulk template into Calero.com

To view bulk tickets, go to: **Wireline Provisioning > Work Queues >** and select one of the following options based on order type: Voice Bulk Tickets, Voice Disconnect Voice Tickets, Data Bulk Tickets or Data Disconnect Bulk Tickets

To view all tickets, go to: **Wireline Provisioning > Work Queues > All Wireline Tickets**



Tip: Pressing the gold star next to the desired queue will add the selected queue to your favorites menu selections for frequently used queues.

Calero provisioning team will create additional bulk (child) tickets that will be linked as references on the master (parent) ticket once they complete the import. The original bulk ticket becomes an individual ticket for the specified work order type. Ex: Wireline Provisioning - Voice Bulk ticket changes to a Wireline Provisioning - Voice Order

Example Display of master ticket with additional bulk (child) tickets on reference shown below.

Wireline Provisioning - Data Order (Ticket #67372 - Order Complete)

Order for multiple ethernet services at different sites (Master Ticket)

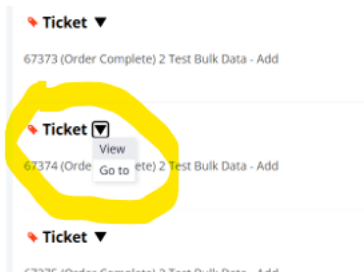
Attributes	Audit Log	History
<p>General</p>		
Data Order Type:	WAN	Order Type: New Install
Quantity to Order*:	1	
Summary:	Order for multiple ethernet services at different sites (Master Ticket)	
Describe Other Service Required:		
Need by Date:	8/1/2025	Expedite Order (Additional cost may be incurred): No
Requested for:	Stupeck, Coordinator	
Check box to not send email notification:	No	
Agency assigned log number:		
Assigned to:	[Unassigned]	
LOCATION & SITE DETAILS:		
Ticket location:	MSL00012867	

Cont. Viewing bulk (child) tickets

References

- Ticket ▼**
67373 (Order Complete) 2 Test Bulk Data - Add
- Ticket ▼**
67374 (Order Complete) 2 Test Bulk Data - Add
- Ticket ▼**
67375 (Order Complete) 2 Test Bulk Data - Add
- Ticket ▼**
67376 (Order Complete) 2 Test Bulk Data - Add
- Ticket ▼**

Select the triangle to **View** (details) or **Go to** (open) the child ticket(s) from within the master ticket.



The screenshot shows a list of tickets. The second ticket, 67374, is highlighted with a yellow circle. A dropdown menu is open for this ticket, showing two options: 'View' and 'Go to'. The 'View' option is highlighted in grey.

Selecting **View** will allow users to view ticket details of child ticket without leaving the master ticket.

-+

Wireline Provisioning - Data Bulk (Ticket #67374 - Order Complete)

2 Test Bulk Data - Add

General

Data Order Type:	WAN	Order Type:	New Install
Quantity to Order*:	1		
Summary:	2 Test Bulk Data - Add		
Describe Other Service Required:	Need 1G		
Need by Date:	9/6/2025	Expedite Order (Additional cost may be incurred):	No
Requested for:	Stupeck, Coordinator		
Check box to not send email notification:	No		
Agency assigned log number:			
Assigned to:	[Unassigned]		
LOCATION & SITE DETAILS:			
Ticket location:	MSL0010021		
	MSL0010021		
	250 CASSELL ROAD		
	WYTHEVILLE VA 24382		
	UNITED STATES		
Location Contact Name*:	Wanda Grape	Technical Contact Name:	
Location Contact Number*:	8047566969	Technical Contact Number:	
Location Contact Email*:	WG@vita.gov	Technical Contact Email:	
Access Hours:			
FEATURES & SERVICES:			

Selecting **Go to** will fully open the Child ticket (leaving the Master Ticket).

Wireline Provisioning > Data Bulk Tickets > Ticket Detail (Ticket #67374)

Edit More Actions... ▾

Wireline Provisioning - Data Bulk (Ticket #67374 - Order Complete)
2 Test Bulk Data - Add

Attributes Audit Log History

General

Data Order Type:	WAN	Order Type:	New Install
Quantity to Order*:	1		
Summary:	2 Test Bulk Data - Add		
Describe Other Service Required:	Need 1G		
Need by Date:	9/6/2025	Expedite Order (Additional cost may be incurred):	No
Requested for:	Stupeck, Coordinator		
Check box to not send email notification:	No		
Agency assigned log number:			
Assigned to:	[Unassigned]		
LOCATION & SITE DETAILS:			
Ticket Location:	MFL0010001		

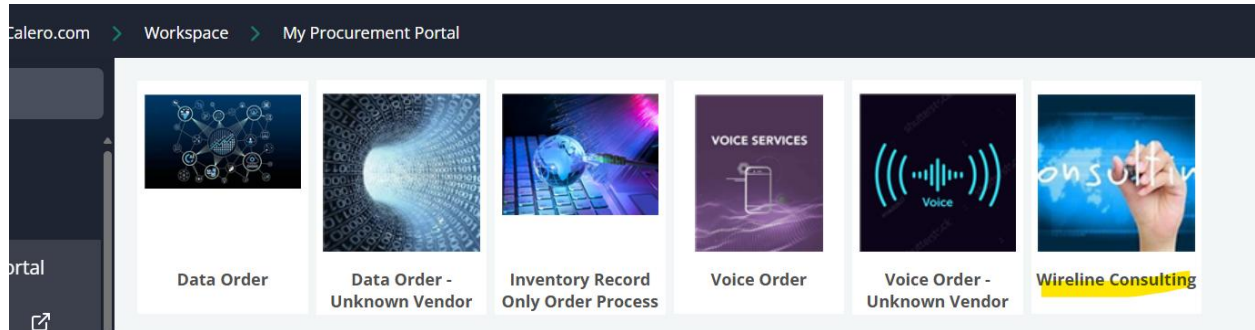
22. Follow the same steps as above to review and [accept tickets in Customer Approval](#) status.

Inventory Item is Created

23. Once a ticket is closed, you can [review the inventory record](#) by following the same steps as above.

Create a Wireline Consulting Ticket

1. Go to Workspace > My Procurement Portal.
2. Select: **Wireline Consulting**.



- Fill in the required fields on the ticket form and include any additional information in the description field of the form. Then click **Submit Ticket**.

Workspace > Request Ticket

Submit Ticket Cancel

Wireline Provisioning - Wireline Consulting

General

Summary*:

Requested for*: 🔍

Description: FROM: Johnson, Stephanie (1579) DATE: 9/18/2025 6:08:54 PM
Can ckt48691EH be upgraded?

Cost Center*: 🔍

Notes:

Resolution (Wireline Consult):

References

There are no references for this ticket.

Attachments

Submit Ticket Cancel

Ticket '72705' has been submitted.

VOICE SERVICES

Voice Order

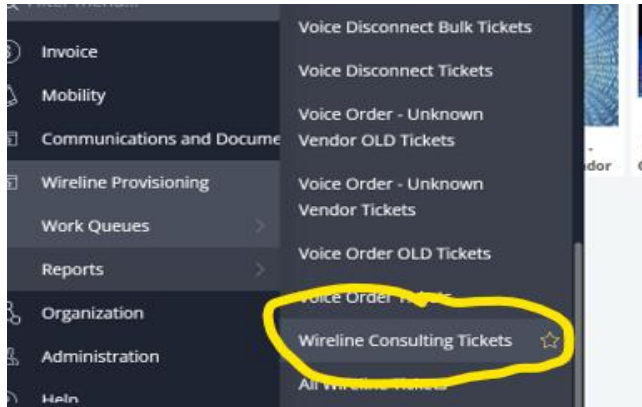
Voice

Voice Order - Unknown Vendor

onsulting

Wireline Consulting

- To View the Ticket, Go to: Wireline Provisioning>Work Queues>Wireline Consulting Tickets



Calero.com > Wireline Provisioning > Wireline Consulting Tickets

Wireline Consulting Tickets

1 Filter Selected

<input type="checkbox"/>	Ti...	Summary	Status	Prio
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	37191	test5	Pending Calero Consult	[No]
<input type="checkbox"/>	37215	test6 1	Pending Calero Consult	[No]
<input type="checkbox"/>	37218	test 1234	Pending Calero Consult	[No]
<input type="checkbox"/>	37311	I need help with timing on a response on this ticket	Pending Calero Consult	[No]
<input type="checkbox"/>	37552	test	Pending Calero Consult	[No]
<input type="checkbox"/>	72694	asking if current circuit (below) is out of term and if it can be upgraded.	Pending Calero Consult	[No]
<input type="checkbox"/>	72705	Test Consult	Pending Calero Consult	[No]

5. Calero will provide consultation and update ticket notes and resolution.

Pending
Calero Consult → **Calero Consult in progress**

▼ General

Summary*:

Assigned to*: 🔍

Requested for*: 🔍

Description: **FROM: Johnson, Stephanie (1579) DATE: 9/18/2025 6:08:54 PM**
Can ckt48691EH be upgraded?

Notes:

Resolution (Wireline Consult):

TEBS WO#:

6. Ticket will move to **Consult Complete Pending Agency** if no additional feedback is needed from agency or VITA to progress.

Calero.com > Wireline Provisioning > Wireline Consulting Tickets > Ticket Detail > Edit Ticket (Ticket #72705)

Save Cancel

Ticket '72705' was edited successfully.

Wireline Provisioning - Wireline Consulting (Ticket #72705)

Calero Consult in progress → **Calero Consult in progress**

- Calero Consult in progress
- Consult Complete Pending Agency**
- Pending Agency Feedback
- Pending Vita Feedback

▼ General

Summary*:

Assigned to*: 🔍

Requested for*: 🔍

Description: **FROM: Johnson, Stephanie (1579) DATE: 9/18/2025 6:08:54 PM**
Can ckt48691EH be upgraded?

Notes:

Resolution (Wireline Consult):

TEBS WO#:

7. If the agency determines that they have additional consultation needs for the request, it can be placed back in **Pending Calero Consult** status. If no additional consultation is required, the Agency will move the ticket to **Consult Complete** status to close the ticket.

Wireline Provisioning > Wireline Consulting Tickets > Ticket Detail (Ticket #72705)

Edit Pending Calero Consult **Consult Complete** More Actions... ▾

Wireline Provisioning - Wireline Consulting (Ticket #72705 - Consult Complete Pending Agency)
Test Consult

Attributes Audit Log History

General

Summary: Test Consult
Assigned to: [Unassigned]
Requested for: Johnson, Stephanie
Last approver:

Description: FROM: Johnson, Stephanie (1579) DATE: 9/18/2025 6:08:54 PM
Can ckt48691EH be upgraded?

Resolution (Wireline Consult): ckt48691EH can be upgraded to higher Tier
Notes: Verified w/ supplier

Wireline Provisioning - Wireline Consulting (Ticket #72705 - Consult Complete)

Test Consult

Attributes Audit Log History

General

Summary: Test Consult
Assigned to: [Unassigned]
Requested for: Johnson, Stephanie
Last approver:

Description: FROM: Johnson, Stephanie (1579) DATE: 9/18/2025 6:08:54 PM
Can ckt48691EH be upgraded?

Resolution (Wireline Consult): ckt48691EH can be upgraded to higher Tier

Take Other Actions

Create a Change Order Ticket

Change order tickets can be used to change or move existing inventory items.

Start the Ticket

1. Go to **Workspace > My Procurement Portal**.
2. Select the correct order type: **Data Order** or **Voice Order**.

Fill in General Ticket Information

3. [Fill out the General section of the form like you would if you were completing a new ticket](#), but make sure to set the correct **Order Type**.

General

Voice Order Type: DID

Cost Center*: [Unassigned]

Order Type: Change

Quantity to Order: []

4. Use the **Description** field to give as much information as possible so the person fulfilling this order knows exactly what you need them to do.

Submit Ticket

5. Click **Submit ticket**.

Review Ticket Again and Edit Order

6. Copy the **Ticket number** from the confirmation message.

Workspace > My Procurement Portal

Ticket 79907 has been submitted.

Data Order

Data Order - Unknown Vendor

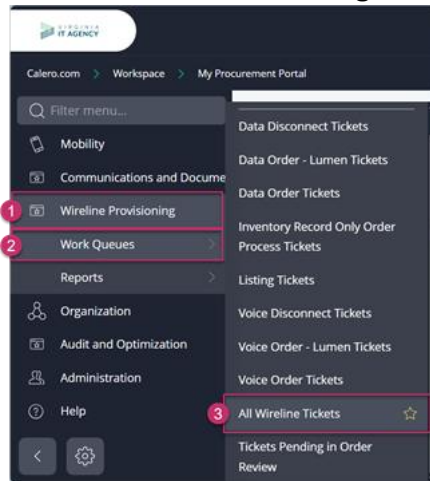
Inventory Record Only Order Process

Voice Order

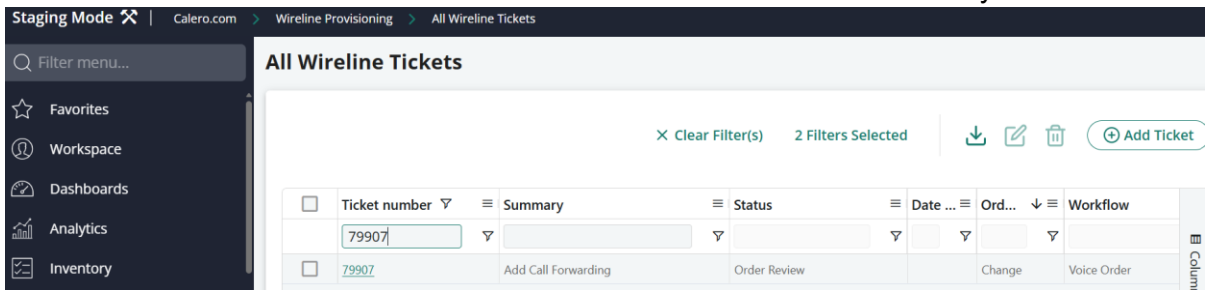
Voice Order - Unknown Vendor

Wireline Consulting

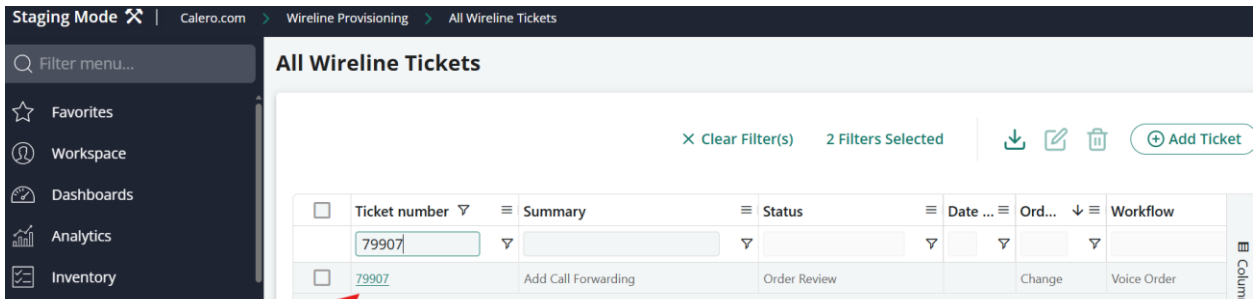
7. Go to **Wireline Provisioning > Work Queues > All Wireline Tickets**.



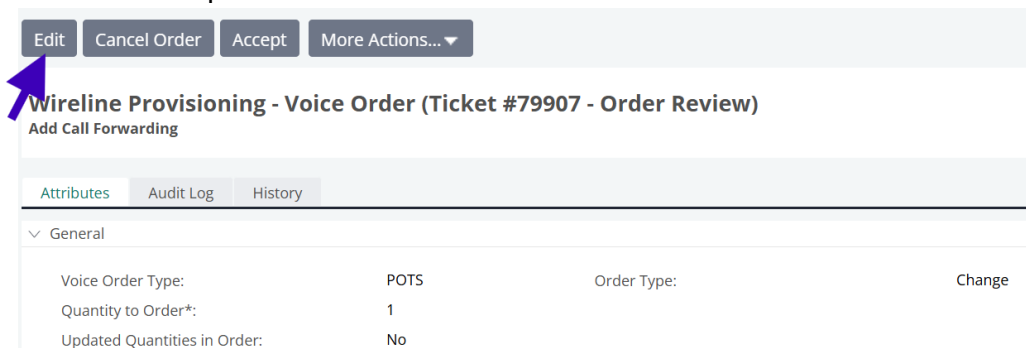
8. Enter the **Ticket number** in the filter box and the data will filter automatically.



9. Select the **Ticket number** to review and edit the ticket. **THIS IS MANDATORY**.

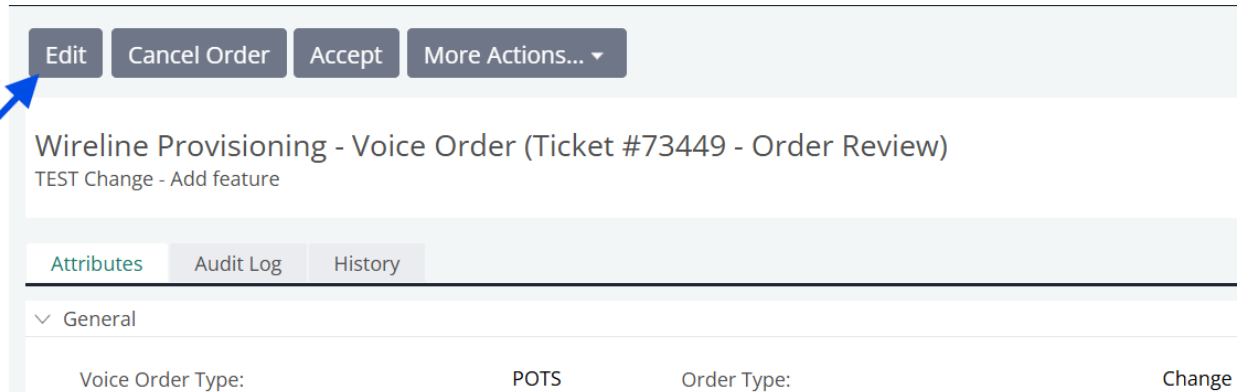


10. Select **Edit** to update ticket fields and add references.



Find the Existing Reference to Change

11. From the **Order Review Status**, Select **Edit**.



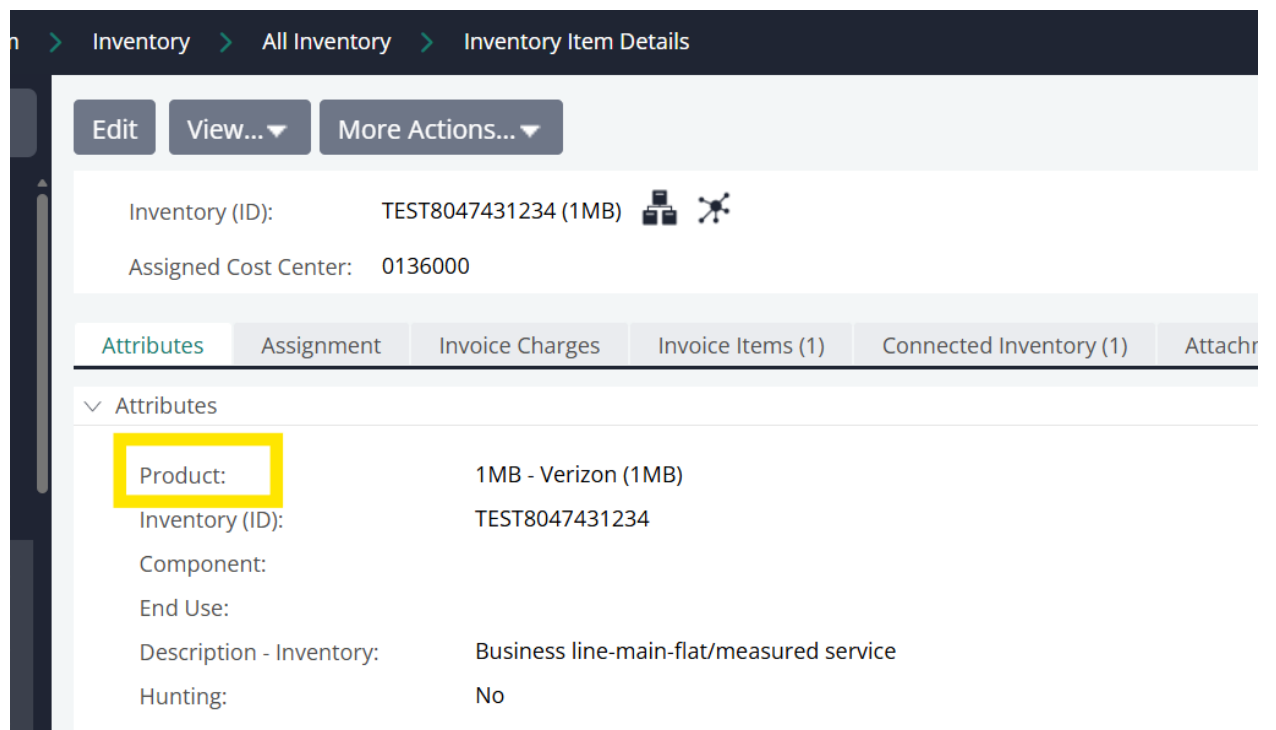
Wireline Provisioning - Voice Order (Ticket #73449 - Order Review)
TEST Change - Add feature

Attributes Audit Log History

General



Voice Order Type: POTS Order Type: Change

12. Select the **Inventory Type** and action needed (Ex: Edit Pots) from the **Add Reference** drop-down menu. (Inventory product type is based on product shown under the inventory attributes) If unsure of product type, select **Edit Inventory** from the drop-down menu.



Inventory > All Inventory > Inventory Item Details

Edit View... More Actions...

Inventory (ID): TEST8047431234 (1MB)  

Assigned Cost Center: 0136000

Attributes Assignment Invoice Charges Invoice Items (1) Connected Inventory (1) Attachr

Attributes

Product: 1MB - Verizon (1MB)

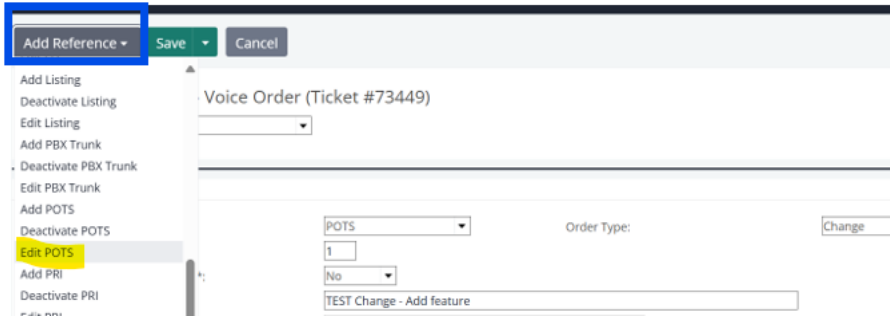
Inventory (ID): TEST8047431234

Component:

End Use:

Description - Inventory: Business line-main-flat/measured service

Hunting: No



13. Key in the Existing Inventory (ID).

Select Inventory Item

Select Cancel

Search

Inventory (ID): →

Product: +

Personnel:

A-Location:

Description - Inventory:

Inventory Location:

Inventory Master Account:

Assignment status:

Invoice Item:

Last Invoice Vendor:

14. Use the **Search** fields to find the existing Inventory item.

15. Select the **Inventory ID**.

Search

Displaying 1 to 1 of 1

	Inventory (ID)	Cost Center	Inventory category	Suffix	Inventory Family	Product	Component	Description - Inventory	Connected Inventory
<input checked="" type="checkbox"/>	540655555-TEST	8034000	Voice		POTS	POTS - Verizon		Centrex line-unrestricted-primary loc	

Displaying 1 to 1 of 1

Select Cancel

16. Information about this inventory item will automatically populate.

Edit Item

Product:	POTS - Verizon (POTS)		
Inventory (ID):	5406555555-TEST		
Component:	<input style="width: 100%;" type="text"/>		
End Use:	<input style="width: 100%;" type="text"/>		
Description - Inventory:	<input style="width: 100%;" type="text" value="Centrex line-unrestricted-primary loc"/>		
Hunting:	<input type="checkbox"/>		
Works with Circuit:	<input style="width: 100%;" type="text"/>		
Inventory Master Account:	<input style="width: 60%;" type="text"/>		
Sub Account - Inventory:	<input style="width: 100%;" type="text"/>		
Inventory Location:	<input style="width: 60%;" type="text" value="VLG89900250"/>		
A-Location:	<input style="width: 100%;" type="text" value="10100 Heriot Row Court, Fredericksburg, VA, 22408, USA"/>		
Inventory Notes:	<input style="width: 100%;" type="text"/>		
Vendor order number:	<input style="width: 100%;" type="text"/>		
Vendor install/activation date:	<input style="width: 60%;" type="text" value="10/5/2025"/>	▼	
Vendor Change Date:	<input style="width: 60%;" type="text"/>	▼	
Vendor disconnect date:	<input style="width: 60%;" type="text"/>	▼	

17. Customers can edit the existing product options by selecting or deselecting the box next to the option. If an option or quantity is not available, please include details of option needed in the order description field.

- [540/371 UNLIMITED USAGE - EXTENDED AREA CALLING:540/371 UNLIMITED USAGE - EXTENDED AREA CALLING VZNUSAGE,LOC-XU8](#)
- [540/374 EXTENDED AREA-FLAT RATE BUSINESS\(912009-CB:540/374 EXTENDED AREA-FLAT RATE BUSINESS\(912009-C VZNELS,FLAT-X](#)
- [540/374 LOCAL BUSINESS LINE:540/374 LOCAL BUSINESS LINE VZNLINE,1FB-X100 qty 1 @ \\$48.20](#)
- [VOICE MAIL BOX 12 MIN STORAGE:VOICE MAIL BOX 12 MIN STORAGE VZNVMX,12MIN qty 1 @ \\$3.24](#)
- [CUSTOM CALLING ON A BUSINESS LINE.:CUSTOM CALLING ON A BUSINESS LINE. VZNCALLERID,BUS qty 1 @ \\$10.25](#)

18. Comments can be added to any option that is selected. The ticket description field should be utilized to give full details of what changes are needed.

Edit Item

	NRC	MRC	Comment
AGE - EXTENDED AREA CALLING:276/346 UNLIMITED USAGE - EXTENDED AREA CALLING VZNUSAGE,LOC-X010 qty 1 @ \$21.50	\$0.00	\$0.00	<input style="width: 100%;" type="text"/>
	\$0.00	\$21.50	<input style="width: 100%;" type="text" value="Test Comment"/>

19. Once desired product options are chosen, select **OK**.

Edit Item

∨ Invoice Charge Validation

Validation type: Summary Detailed

Maximum Total Charges:

∨ Invoice Charge Allocation


This allocation affects linked invoice items. Items configured to allocate

None Use Explicit Allocation Use Shared Allocation Meth

Percentage	Category	Sub Category
<input type="text" value="100.0000000"/>	<input type="text"/>	<input type="text"/>

20. Reference will be added to the ticket.

∨ References

 **POTS** ▼

Changes made to this pots will be applied when this ticket is closed.

Inventory: 5406555555-TEST

Componet:

Inventory Master account:

21. Updated product options and any comments will be displayed on referenced item.

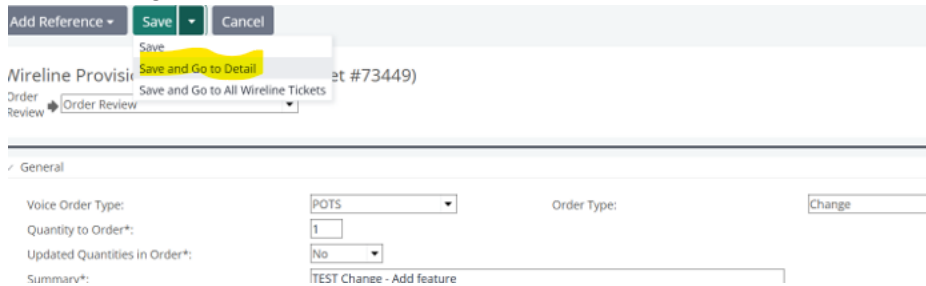
Inventory:	540655555-TEST	VLG89900250
Componet:		10110 HERIOT ROW
Inventory Master account:		FREDERICKSBURG VA 22408
A Location::	10100 Heriot Row Court, Fredericksburg, VA, 22408, USA	UNITED STATES
Inventory Notes:		

Currency: US Dollar (USD)

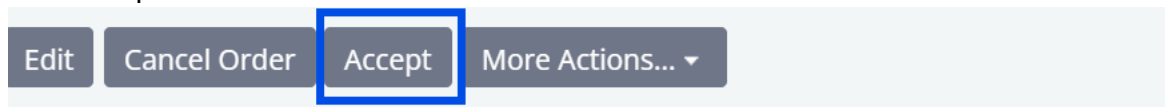
Item	NRC	MRC	Comment
POTS - Verizon			
<u>FEDERAL UNIVERSAL SERVICE FUND:FEDERAL UNIVERSAL SERVICE FUND VZNFUSF,BUS qty 1 @ \$0.00</u>			
<u>DIAL TONE LINE VZNLIN.TONE-X000 qty 1 @ \$40.00</u>		\$40.00	
<u>ARC -- MULTI LINE BUSINESS:ARC -- MULTI LINE BUSINESS VZNARC,MULTI qty 1 @ \$2.87</u>		\$2.87	
<u>VOICE MAIL BOX 12 MIN STORAGE:VOICE MAIL BOX 12 MIN STORAGE VZNVMX,12MIN qty 1 @ \$3.24</u>		\$3.24	add vm
Total	\$0.00	\$46.11	

Review and Submit Order

22. After editing order, select **Save and Go to Detail**.



23. Review order, select **Accept** to progress the order to **Calero Order Validation** status. If any errors appear after pushing **Accept**, exit all wireline ticket screen and correct errors then accept.



Wireline Provisioning - Voice Order (Ticket #73449 - Order Review)
TEST Change - Add feature

24. After VITA and Calero review and approve the ticket, it will transition to the **Customer Approval** status.

Accept Tickets with Status = Customer Approval

This step may not happen for all orders – Disconnect orders do not require additional approval

25. [Follow same steps as above.](#)

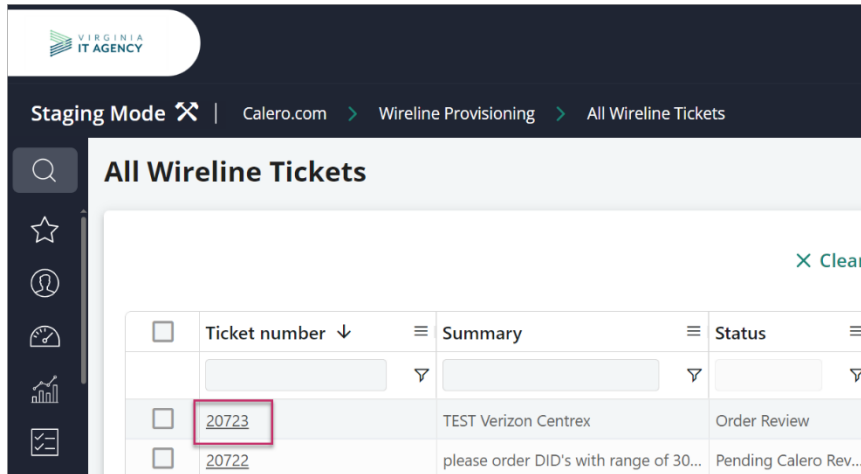
Inventory Item is Created

26. [Follow same steps as above.](#)

Clone an Existing Ticket

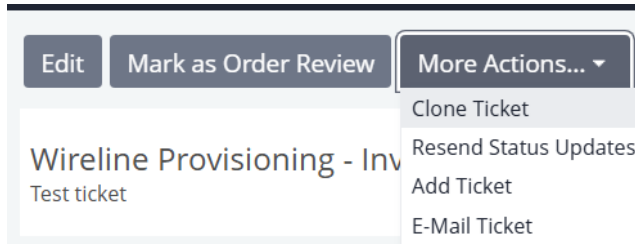
Follow these steps if you need to order the same product or services that were ordered in the past for a new or existing location.

1. Go to **Wireline Provisioning > Work Queues > All Wireline Tickets**.
2. Search for and select the **Ticket number**.



<input type="checkbox"/>	Ticket number ↓	Summary	Status
<input type="checkbox"/>	20723	TEST Verizon Centrex	Order Review
<input type="checkbox"/>	20722	please order DID's with range of 30...	Pending Calero Rev...

3. Select the **More Actions** button (top/bottom of page).



Wireline Provisioning - Inv
Test ticket

- Edit
- Mark as Order Review
- More Actions...
 - Clone Ticket
 - Resend Status Updates
 - Add Ticket
 - E-Mail Ticket

- Select **Clone Ticket**

Add References

4. From the top of the ticket, select **Browse Catalog**.

5. Select the **Product name** and click **Select**.

Voice Unkown Vendor

Search

Search

Displaying 1 to 6 of 6

Items per page: 500

<input type="checkbox"/>	Product name ↑	Inventory type	Image	Part number	Product family	Vendor	Product details	NRC	MRC	Active	Catalogs
<input type="checkbox"/>	POTS- 1FB	POTS- 1FB				[None]		\$0.00	\$0.00	✓	Voice Unkown Vendor
<input type="checkbox"/>	POTS- 1MB	POTS- 1MB				[None]		\$0.00	\$0.00	✓	Voice Unkown Vendor
<input type="checkbox"/>	POTS- Centrex	POTS- Centrex				[None]		\$0.00	\$0.00	✓	Voice Unkown Vendor
<input type="checkbox"/>	POTS- Payphone	POTS- Payphone				[None]		\$0.00	\$0.00	✓	Voice Unkown Vendor
<input type="checkbox"/>	POTS- POTS	POTS- POTS				[None]		\$0.00	\$0.00	✓	Voice Unkown Vendor
<input type="checkbox"/>	VOIP- POTS in a BOX	VOIP- POTS in a BOX				[None]		\$0.00	\$0.00	✓	Voice Unkown Vendor

***If you are selecting 2 products, you will be directed to the **General Ticket** screen and need to edit the references in the ticket, rather than the next steps happening.

6. In the **Attribute** section...

User Defined:

Assignment: Cost Center 123999

Assignment date:

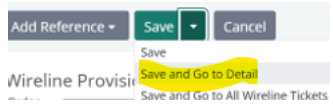
- Next to **Assignment**, use the drop-down to set the first field to **Cost Center**.
 - Next to that field, select the **magnifying glass**.
 - Now, search for and select the agency **Cost Center** for this order.
 - Update **Inventory Location**.
 - Select the appropriate product options for the referenced inventory item.
7. From the top/bottom of the page, select **OK**.
8. General ticket information will be populated from the original ticket used for cloning.
- Update ticket details as needed.
 - Ensure that the agency Cost Center and service location are accurate for new ticket created.
9. Make your changes and be sure to select **Save and Go to Edit** (top/bottom of page).

Wireline Provisioning > All Wireline Tickets > Clone Ticket

Browse Catalog + Save Save and Go to Detail Cancel

Wireline Provisioning Save and Go to Edit

10. Next, **Save and Go to Detail**.



11. Review order details, select **Accept** to progress the order, or **Edit** to make changes, or **Cancel Order** if no longer needed.



Wireline Provisioning - Voice Order (Ticket #73450 - Order Review)
TEST - Clone Ticket



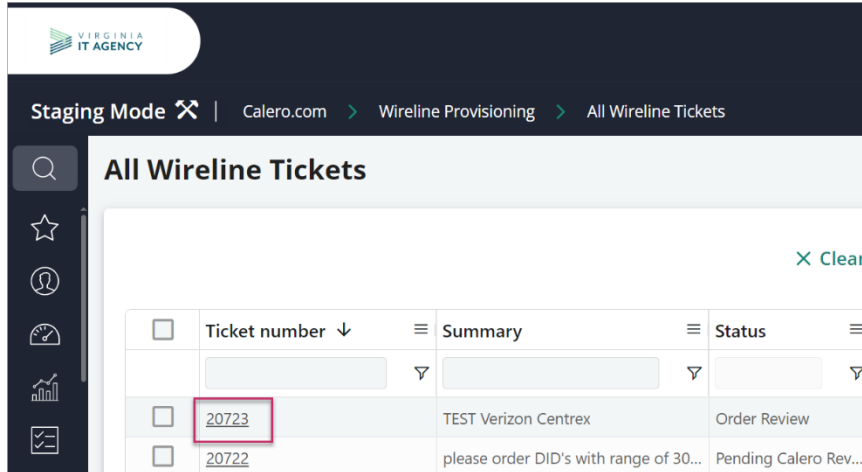
12. Once customer accepts order, order will move to **Calero Order Validation** status.

13. Order will continue to progress through approval process and order processing statuses until order completes.

Edit an Existing Ticket

Follow these steps if you need to provide an approval (i.e., an update on the description that the new construction costs are approved) or notes. Agency users will only be able to edit tickets that are in a **Customer status** (Ex: New Order, Order Review, Customer Approval). Calero and VITA statuses will not enable edits for the agency. Please note that references can only be edited by the customer when the ticket is in the **New Order** or **Order Review** stage.

1. Go to **Wireline Provisioning > Work Queues > All Wireline Tickets**.
2. Search for and select the **Ticket number**.



The screenshot shows the 'All Wireline Tickets' page in Staging Mode. The breadcrumb trail is 'Calero.com > Wireline Provisioning > All Wireline Tickets'. The page title is 'All Wireline Tickets' with a search icon and a 'Clear' button. A table lists tickets with columns for 'Ticket number', 'Summary', and 'Status'. The ticket number '20723' is highlighted with a red box.

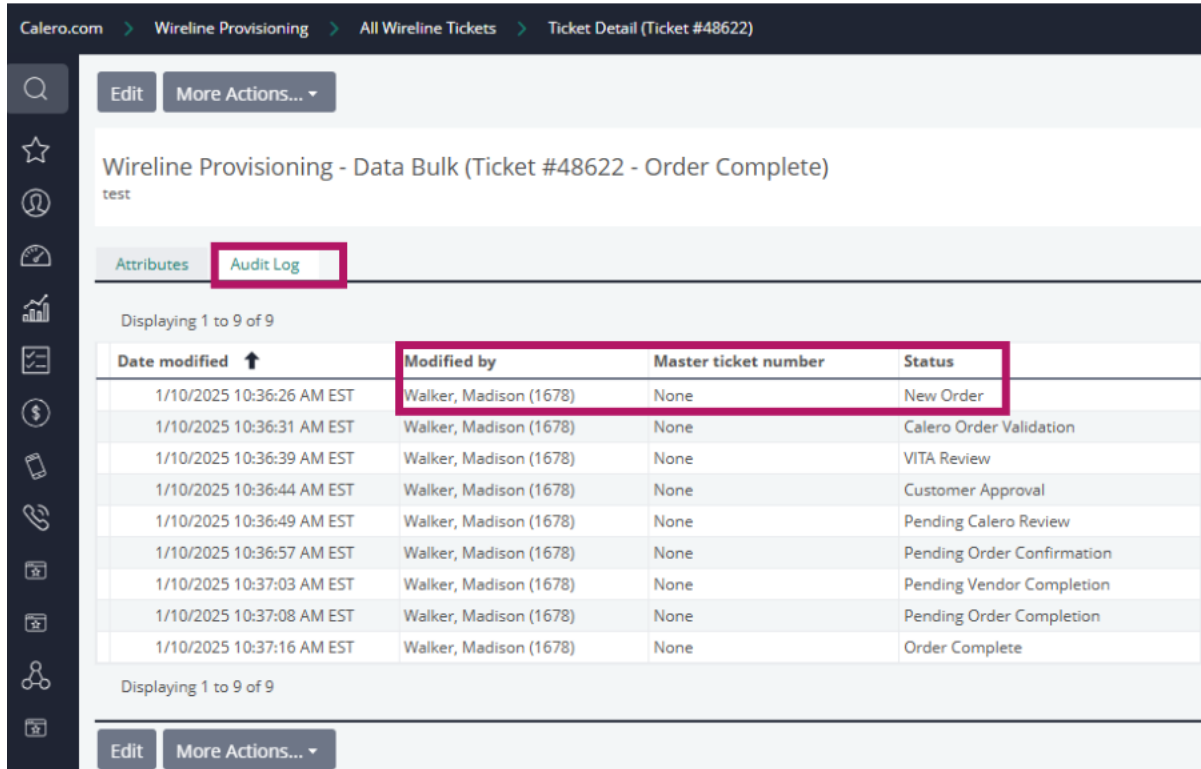
<input type="checkbox"/>	Ticket number ↓	Summary	Status
<input type="checkbox"/>	20723	TEST Verizon Centrex	Order Review
<input type="checkbox"/>	20722	please order DID's with range of 30...	Pending Calero Rev...

3. Select the **Edit** button (top/bottom of page).
4. Make your changes and be sure to select the **Save** button (top/bottom of page).

Review Ticket Audit Log

This will allow you to see which TC approved the expenses.

1. Go to **Wireline Provisioning > Work Queues > All Wireline Tickets**.
2. Select the **Ticket number**.
3. Select the **Audit Log** tab.



Calero.com > Wireline Provisioning > All Wireline Tickets > Ticket Detail (Ticket #48622)

Wireline Provisioning - Data Bulk (Ticket #48622 - Order Complete)
test

Attributes **Audit Log**

Displaying 1 to 9 of 9

Date modified ↑	Modified by	Master ticket number	Status
1/10/2025 10:36:26 AM EST	Walker, Madison (1678)	None	New Order
1/10/2025 10:36:31 AM EST	Walker, Madison (1678)	None	Calero Order Validation
1/10/2025 10:36:39 AM EST	Walker, Madison (1678)	None	VITA Review
1/10/2025 10:36:44 AM EST	Walker, Madison (1678)	None	Customer Approval
1/10/2025 10:36:49 AM EST	Walker, Madison (1678)	None	Pending Calero Review
1/10/2025 10:36:57 AM EST	Walker, Madison (1678)	None	Pending Order Confirmation
1/10/2025 10:37:03 AM EST	Walker, Madison (1678)	None	Pending Vendor Completion
1/10/2025 10:37:08 AM EST	Walker, Madison (1678)	None	Pending Order Completion
1/10/2025 10:37:16 AM EST	Walker, Madison (1678)	None	Order Complete

Displaying 1 to 9 of 9

Email the Ticket

1. Go to **Wireline Provisioning > Work Queues > All Wireline Tickets**.
2. Select the **Ticket number**.
3. Select **More Actions > E-mail Ticket**.

The screenshot shows the 'Ticket Detail (Ticket #20723)' page in 'Staging Mode'. The breadcrumb trail is 'Calero.com > Wireline Provisioning > All Wireline Tickets > Ticket Detail (Ticket #20723)'. The main content area displays 'Wireline Provisioning - Voice Order' for 'TEST Verizon Centrex'. A 'More Actions...' dropdown menu is open, listing options: Clone Ticket, Resend Status Updates, Download Referenced Inventory Worksheet, Re-upload Referenced Inventory Worksheet, Add Ticket, and E-Mail Ticket. The 'E-Mail Ticket' option is highlighted with a red box and a '2' callout. The 'More Actions...' dropdown is also highlighted with a red box and a '1' callout.

4. Select **Recipients**, including **Additional recipients/CC recipients/BCC recipients**.

The screenshot shows the 'Send' dialog box for 'Wireline Provisioning - Voice Order (Ticket #20723 - Order Review)'. The dialog has 'Send' and 'Cancel' buttons. Below the title, there is a 'Select Recipients' section with a list of recipients and checkboxes. The recipients listed are: Contact, Bill; Tebsmail@vita.virginia.gov (Requested for), Assignee address, Responsible Personnel address, Bezek, Rebecca; Rebecca.Bezek@calero.com (Created by), Approver, Verizon; latisha.washington@verizon.com (Vendor order address), Vendor dispute address, Vendor quoting address, Platea, Kevin; kevin.platea@dss.virginia.gov (Manager address), Contacts, and Bezek, Rebecca; Rebecca.Bezek@calero.com (Myself). Below the list, there are fields for 'Additional recipients:', 'CC recipients:', and 'BCC recipients:', each with a green plus icon. The 'E-Mail Ticket' option is highlighted with a red box.

- o If an option is grayed out, it cannot be selected for this email.
5. Select **Email Reply-to Address**.

The screenshot shows the 'Select E-Mail Reply-To Address' dialog box. It has a dropdown menu for 'Reply-To Address' with the current user 'Rebecca.Bezek@calero.com' selected.

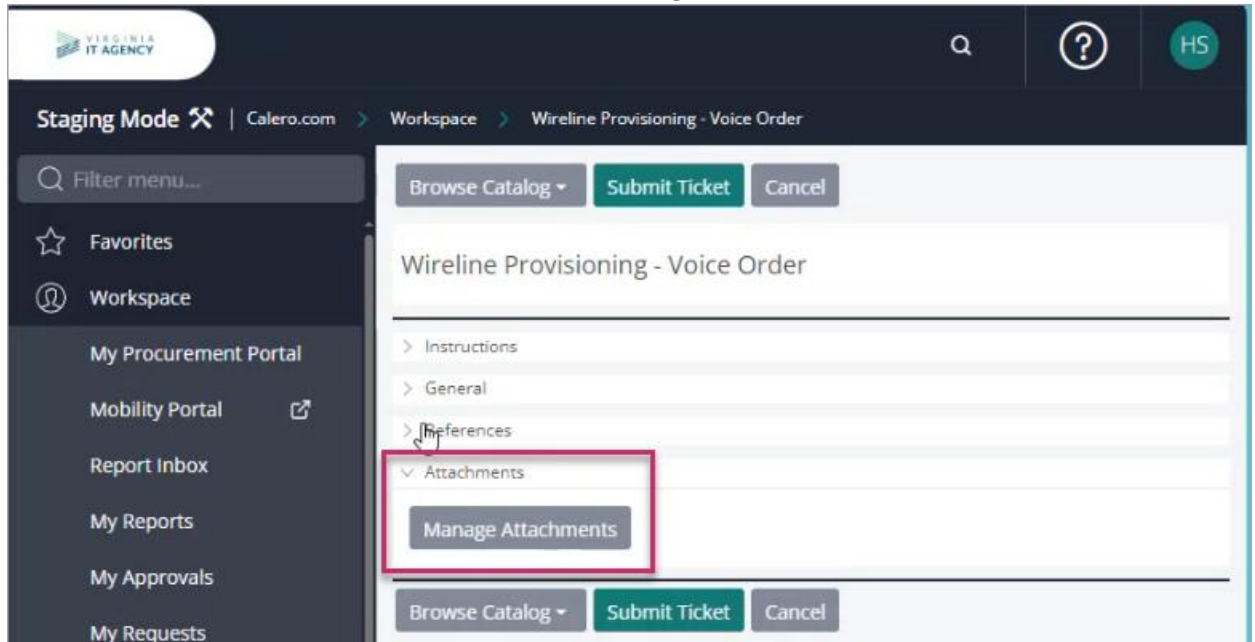
6. Enter the **Mail Message** information:

- **Include attachments** – Select to include. Individual attachments flagged as "Internal Only" when they were uploaded will not be included with this email.
- **Include ticket audit log** – Select to include.
- **Include ticket detail PDF** – Select to include a PDF attachment that contains ticket details. PDF attachment will include **Request/Ticket details** or **Request/Ticket details for an external recipient** based on option selected for **Details to include**.
- **Include referenced inventory** – Select to include the fields configured on the inventory type (**Configure Ticket Emails** tab) for each inventory item reference.
 - These fields are presented as a grid for each inventory type, containing a row for each reference on the ticket of this type.
- **Include referenced inventory worksheet** – Select to include a copy of the .xlsx spreadsheet containing information about the inventory references for this ticket (i.e., the Referenced Inventory Worksheet).
- **Details to include** – Choose from **Request/Ticket details** (default), **Request/Ticket details for an external recipient** or **None**.
- **Subject and Message body** – Enter text. For advanced formatting, use the HTML editor.
 - To embed ticket attributes as text, place your cursor in the subject/message body, select the **Insert Request/Ticket Attributes** link, and then select the desired entry from the list.
 - When the email is sent, the attribute information will be populated in the location between the two dollar (\$) signs. The dollar signs will not show up in the actual sent email. If you wish to add additional text, you can manually enter it.

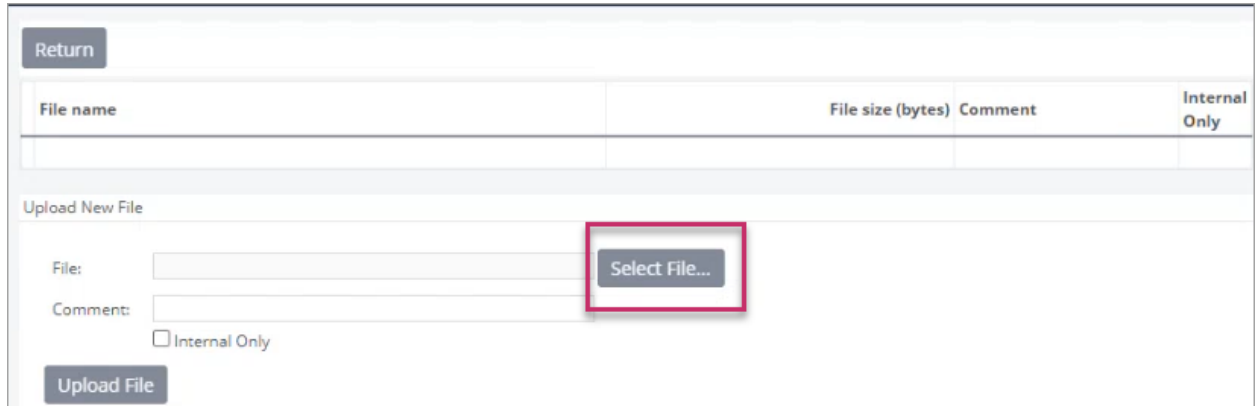
7. When complete, select **Send**.

Add Attachments to a Ticket

1. Navigate to a ticket.
2. Expand the **Attachments** section and select **Manage Attachments**.



3. Access the desired ticket and expand its Attachments section.
4. Click the **Select File** button to browse and choose the desired file.




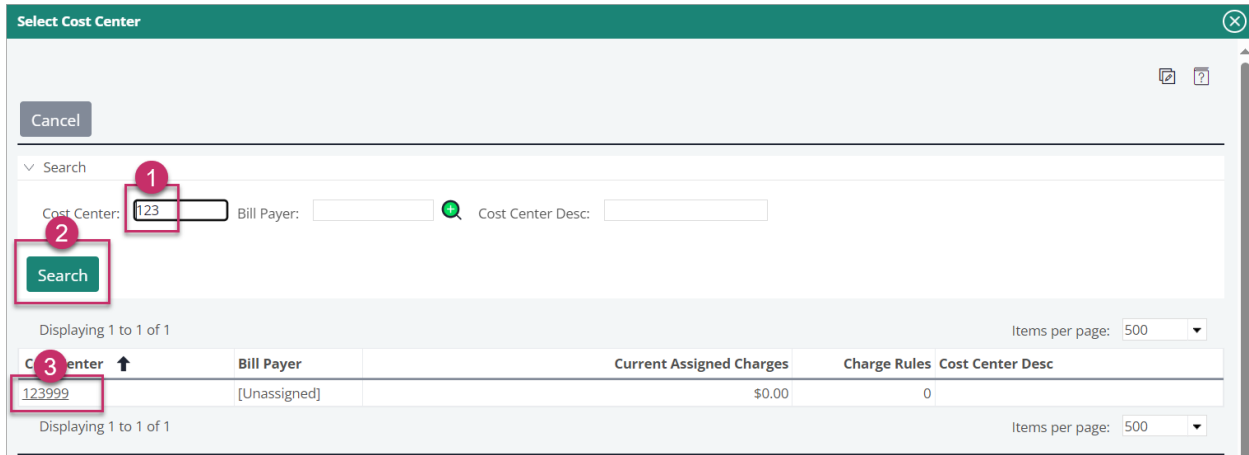
5. Optionally enter a **Comment**.
6. Mark **Internal Only** if this attachment should be excluded from emails that include attachments.
7. Select the **Upload File** button.

Appendix

Selection Options

Magnifying Glass/Type Ahead

Fields with a **magnifying glass**  allow you to open a pop-up where you can search for and select the item.



Cancel

Search

Cost Center: 123 Bill Payer: Cost Center Desc:

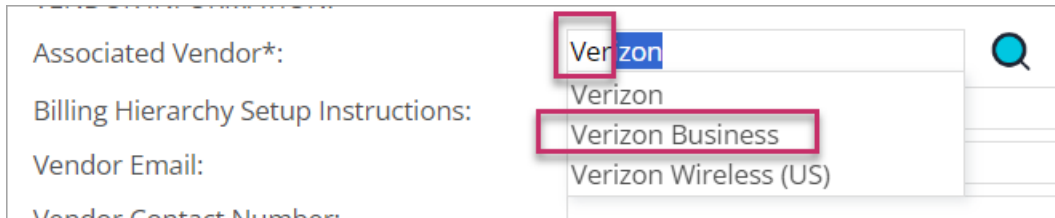
Search

Displaying 1 to 1 of 1 Items per page: 500

Cost Center	Bill Payer	Current Assigned Charges	Charge Rules	Cost Center Desc
123999	[Unassigned]	\$0.00	0	

Displaying 1 to 1 of 1 Items per page: 500

You can also type ahead by placing your cursor in the field and typing the entry (example: Ver) and then selecting the correct option (Verizon Business).



Associated Vendor*:

Billing Hierarchy Setup Instructions:

Vendor Email:

Vendor Contact Number:

Verzon


Verizon

Verizon Business

Verizon Wireless (US)

Down Arrow Dropdown

Click the down arrow and then select the option.

Data Order Type: 

Cost Center*:

Updated Quantities in Order:

Summary*:

Describe Other Service Required:

Need by Date*:

Requested for*:

Check box to not send email notification:

Project ID:

- DSL
- Internet
- IP-DID
- MPLS
- Other
- T1
- WAN

Select the down arrow and then select the date on the calendar.

Our procurement team will utilize your not...
Please Note - All services may be subject to change without notice.

General

Voice Order Type:

Cost Center*:


Updated Quantities in Order:


Summary*:

Describe Other Service Required:

Need by Date*:

Requested for*:

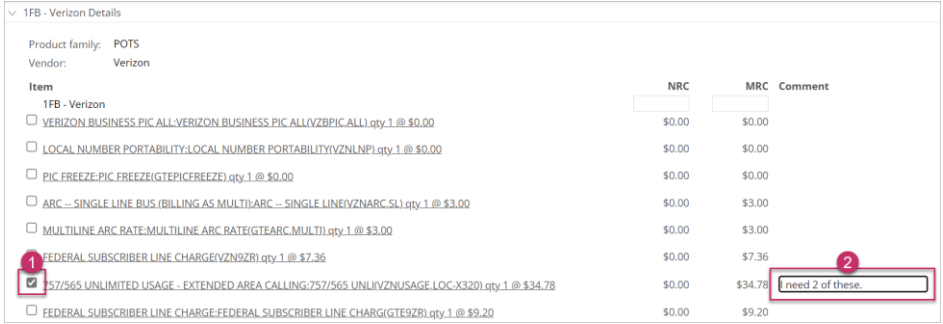
Bezek, Rebecca 

March 

S	M	T	W	T	F	S
25	26	27	28	29	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

2023 2024 2025

Voice Order – General Section Fields

Field Name	Description																																
Voice Order Type	Select one of the following: Calling Card, DID, Other, POTS, PRI, SIP Trunks, VOIP																																
Order Type	Select one of the following: Change, New Install																																
Cost Center	Choose the Cost Center responsible for this service (magnifying glass or type ahead).																																
Quantity to Order	Enter the number of products/services being ordered.																																
Updated Quantities in Order	<p>Select No unless...</p> <p>If when you selected all applicable charges for this order, you needed to order more than the quantity listed, select Yes.</p>  <table border="1"> <thead> <tr> <th>Item</th> <th>NRC</th> <th>MRC</th> <th>Comment</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> VERIZON BUSINESS PIC ALL-VERIZON BUSINESS PIC ALL(VZBPIC ALL) qty.1 @ \$0.00</td> <td>\$0.00</td> <td>\$0.00</td> <td></td> </tr> <tr> <td><input type="checkbox"/> LOCAL NUMBER PORTABILITY-LOCAL NUMBER PORTABILITY(VZLNLP) qty.1 @ \$0.00</td> <td>\$0.00</td> <td>\$0.00</td> <td></td> </tr> <tr> <td><input type="checkbox"/> PIC FREEZE-PIC FREEZE(GTEPICFREEZE) qty.1 @ \$0.00</td> <td>\$0.00</td> <td>\$0.00</td> <td></td> </tr> <tr> <td><input type="checkbox"/> ARC -- SINGLE LINE BUS.(BILLING AS MULTI)ARC -- SINGLE LINE(VZARC_SL) qty.1 @ \$3.00</td> <td>\$0.00</td> <td>\$3.00</td> <td></td> </tr> <tr> <td><input type="checkbox"/> MULTILINE ARC RATE-MULTILINE ARC RATE(GTEARC_MULT) qty.1 @ \$3.00</td> <td>\$0.00</td> <td>\$3.00</td> <td></td> </tr> <tr> <td><input checked="" type="checkbox"/> 757/565 UNLIMITED USAGE - EXTENDED AREA CALLING:757/565 UNLIVZUSAGE.LOC.X320) qty.1 @ \$34.78</td> <td>\$0.00</td> <td>\$34.78</td> <td>need 2 of these.</td> </tr> <tr> <td><input type="checkbox"/> FEDERAL SUBSCRIBER LINE CHARGE:FEDERAL SUBSCRIBER LINE CHARG(GTE9ZR) qty.1 @ \$9.20</td> <td>\$0.00</td> <td>\$9.20</td> <td></td> </tr> </tbody> </table>	Item	NRC	MRC	Comment	<input type="checkbox"/> VERIZON BUSINESS PIC ALL-VERIZON BUSINESS PIC ALL(VZBPIC ALL) qty.1 @ \$0.00	\$0.00	\$0.00		<input type="checkbox"/> LOCAL NUMBER PORTABILITY-LOCAL NUMBER PORTABILITY(VZLNLP) qty.1 @ \$0.00	\$0.00	\$0.00		<input type="checkbox"/> PIC FREEZE-PIC FREEZE(GTEPICFREEZE) qty.1 @ \$0.00	\$0.00	\$0.00		<input type="checkbox"/> ARC -- SINGLE LINE BUS.(BILLING AS MULTI)ARC -- SINGLE LINE(VZARC_SL) qty.1 @ \$3.00	\$0.00	\$3.00		<input type="checkbox"/> MULTILINE ARC RATE-MULTILINE ARC RATE(GTEARC_MULT) qty.1 @ \$3.00	\$0.00	\$3.00		<input checked="" type="checkbox"/> 757/565 UNLIMITED USAGE - EXTENDED AREA CALLING:757/565 UNLIVZUSAGE.LOC.X320) qty.1 @ \$34.78	\$0.00	\$34.78	need 2 of these.	<input type="checkbox"/> FEDERAL SUBSCRIBER LINE CHARGE:FEDERAL SUBSCRIBER LINE CHARG(GTE9ZR) qty.1 @ \$9.20	\$0.00	\$9.20	
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<input type="checkbox"/> PIC FREEZE-PIC FREEZE(GTEPICFREEZE) qty.1 @ \$0.00	\$0.00	\$0.00																															
<input type="checkbox"/> ARC -- SINGLE LINE BUS.(BILLING AS MULTI)ARC -- SINGLE LINE(VZARC_SL) qty.1 @ \$3.00	\$0.00	\$3.00																															
<input type="checkbox"/> MULTILINE ARC RATE-MULTILINE ARC RATE(GTEARC_MULT) qty.1 @ \$3.00	\$0.00	\$3.00																															
<input checked="" type="checkbox"/> 757/565 UNLIMITED USAGE - EXTENDED AREA CALLING:757/565 UNLIVZUSAGE.LOC.X320) qty.1 @ \$34.78	\$0.00	\$34.78	need 2 of these.																														
<input type="checkbox"/> FEDERAL SUBSCRIBER LINE CHARGE:FEDERAL SUBSCRIBER LINE CHARG(GTE9ZR) qty.1 @ \$9.20	\$0.00	\$9.20																															
Summary	Enter a detailed summary of this request.																																
Describe Other Service Required	Enter a detailed summary of any other service required.																																
Need by Date	Select the date.																																
Expedite Order (additional cost may be incurred)	Select if this order should be expedited.																																
Requested for	Choose the personnel this service is requested for (magnifying glass or type ahead).																																

Field Name	Description
Check box to not send email notification	Select option to prevent email notification.
LOCATION and SITE DETAILS	
Ticket location	Choose the location of the service (magnifying glass or type ahead).
Location Contact Name/Number/Email	Enter all contact information for the contact at this location. These fields are MANDATORY .
Technical Contact Name/Number/Email	Enter all contact information for the technical contact at this location. These fields are MANDATORY .
Access Hours	Free text field.
DEMARC LOCATION DETAILS	
Demarc Extension Required	Select if option is required.
Demarc Notes	Free text field.
Inside Wiring Required	Select if option is required.
Inside Wiring Notes	Free text field.
Phone Jack Installation	Select if option is required.
Phone Jack Installation Notes	Free text field.
FEATURES and SERVICES	
Call Forwarding	Select Yes or No.
Caller ID	Select Yes or No.
Conferencing	Select Yes or No.

Field Name	Description
Long Distance Provider	Select Yes or No.
Block Collect Calls	Select Yes or No.
Block Pay Per Use	Select Yes or No.
Block Premium Rate Calls	Select Yes or No.
Block Third Party Calls	Select Yes or No.
Hunting	Select Yes or No.
Hunting Type	Select Yes or No.
Hunt Sequence	Select Yes or No.
Other Features Requested	Free text field.
VENDOR INFORMATION	
Associated Vendor	Choose the associated vendor (magnifying glass or type ahead).
Billing Hierarchy Setup Instructions	Free text field.
Vendor Email	Free text field.
Vendor Contact Number	Free text field.
Vendor Provided New Master Account	Free text field.
Description	Free text field.

Data Order – General Section Fields

These are the fields that vary from the voice order.

Field Name	Description
Data Order Type	Select one of the following: DSL, Internet, IP-DID, MPLS, Other, T1, WAN
FEATURES and SERVICES	
Bandwidth	Free text field.
IP Block Requested	Free text field.
MPLS	Select Yes or No.
PE IP Block	Select /29 (8 IP's) or /30 (4 IP's) .