Telecommunications

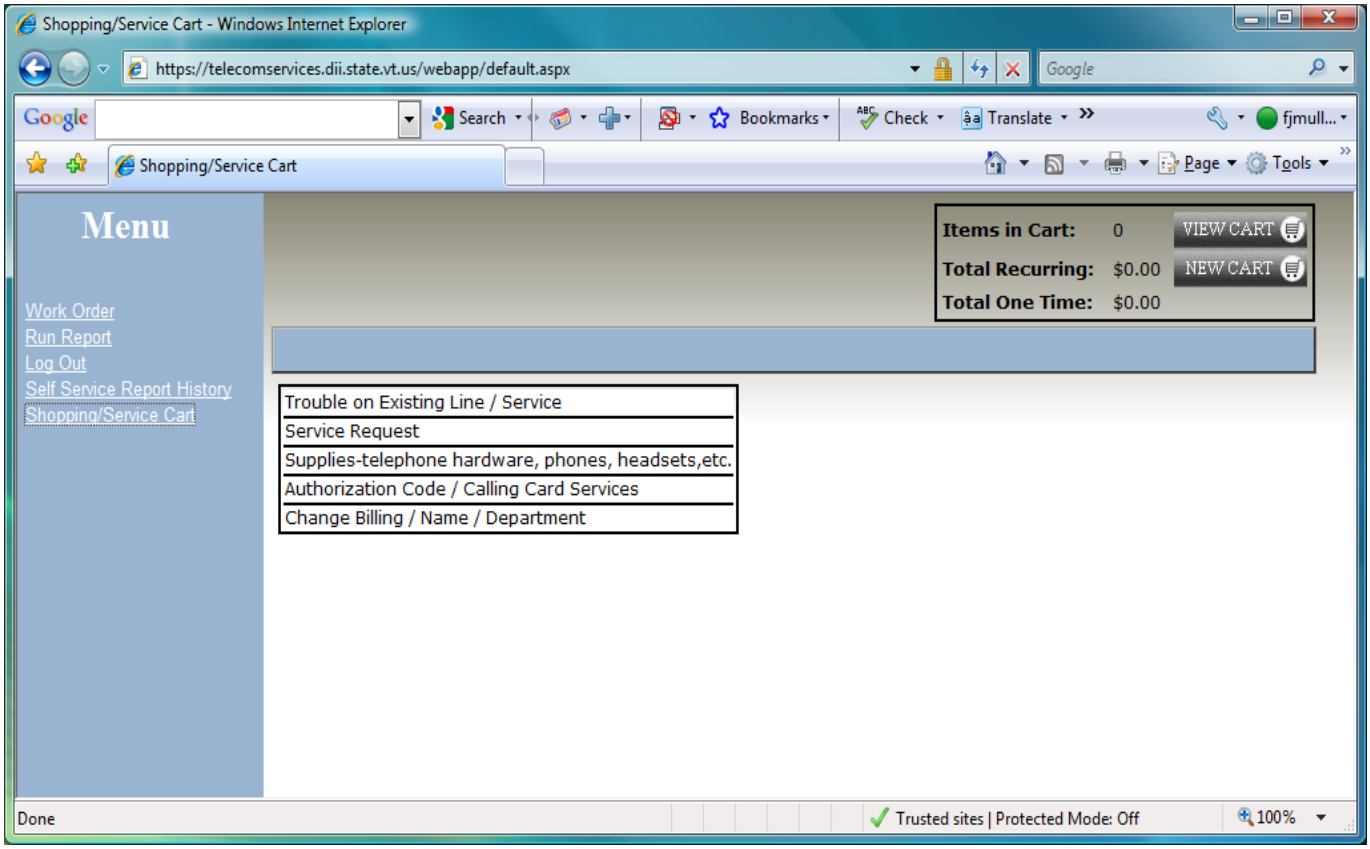
Introduction to Shopping Cart

Shopping cart allows for a more web friendly end user experience by allowing us to replace the Self Service Work Order in a manner more like commercial web sites. The essence of the change is that rather than create an Order Header with your contact information and then add Items, you pick the items and then supply the contact information when you check out to complete the work order.

How to access Compco

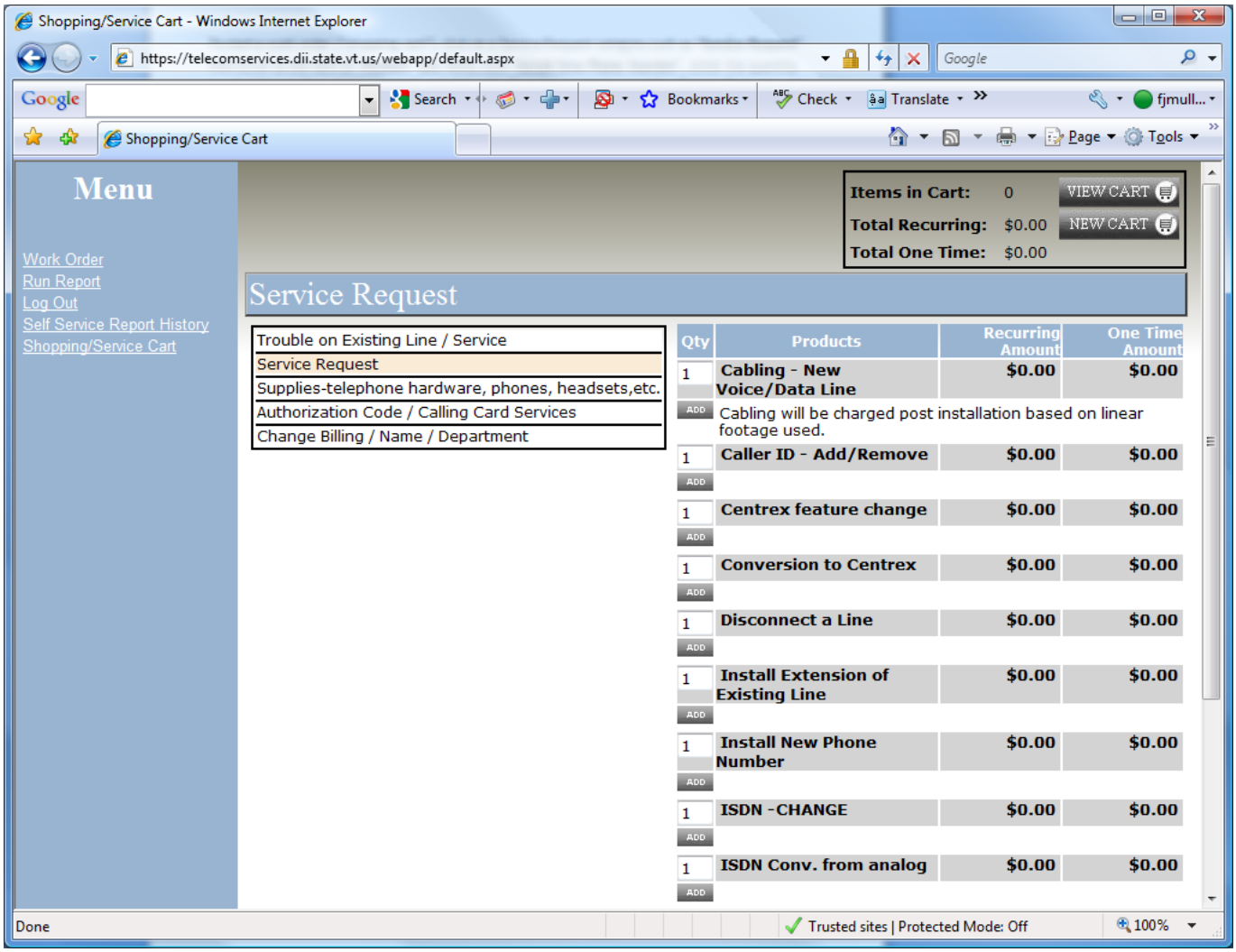
Using Internet Explorer…

1. Enter https://telecomservices.dii.state.vt.us/webapp into the address box as indicated below. If you bookmark the site or add it to your favorites, be sure to edit the address to appear exactly as the address above, removing anything after "webapp".
2. Enter your Employee ID number in the box provided for the Login ID.
    a. Non-state group's userid is NSxxxREQx - (provided by Telecom) and password will be telecom, which can be changed.
3. Enter your own 5 digit long distance authorization code in the box provided for the password
4. Click on the Logon button to display the Telecom Logon Menu
5. Click on Shopping/Service Cart to view the new work order format.

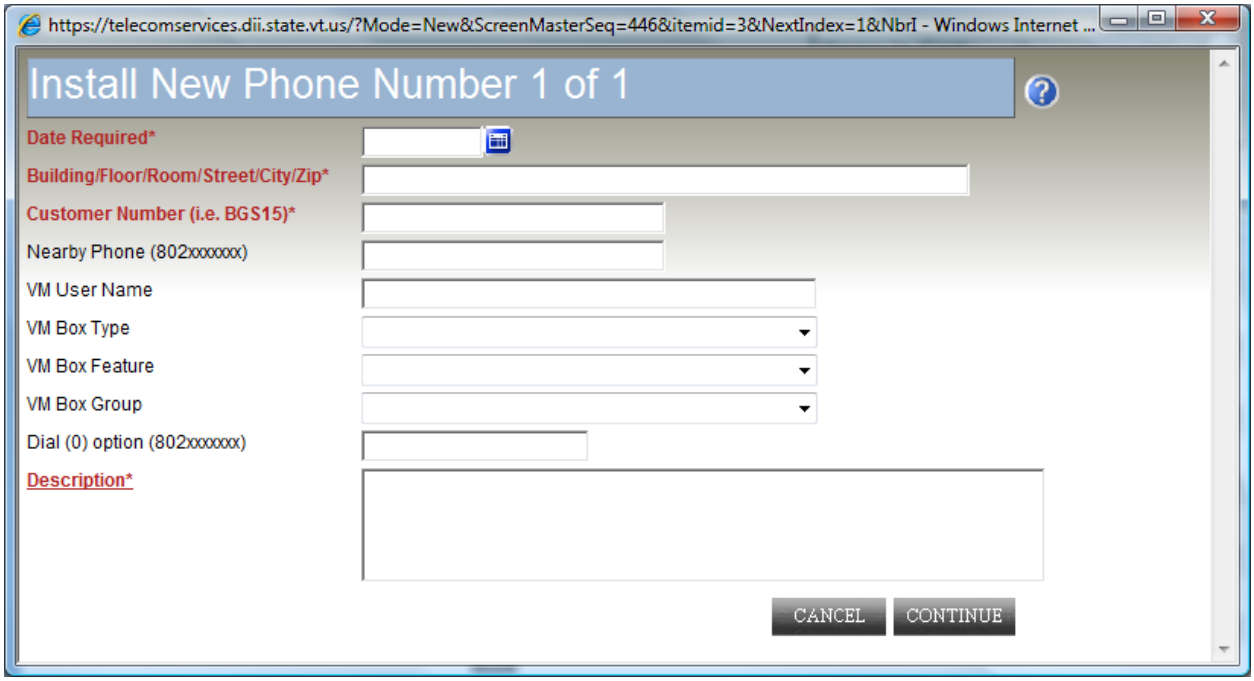


To start a work order ("shopping cart"), click on a Service Request category such as "**Service Request**". then scroll to the item or "**Product**" you need, such "**Install New Phone Number**", enter the quantity needed if more than one is required and click add. If you've entered a quantity of more than one, you will be prompted for information about the same item type as many times as the quantity you entered. So if you entered QTY of 2 before adding the item for "Install new phone number", you will be prompted to enter details about that item twice, once for each new number requested. You can also edit supply item quantities after they've been added to the shopping cart, then click update.

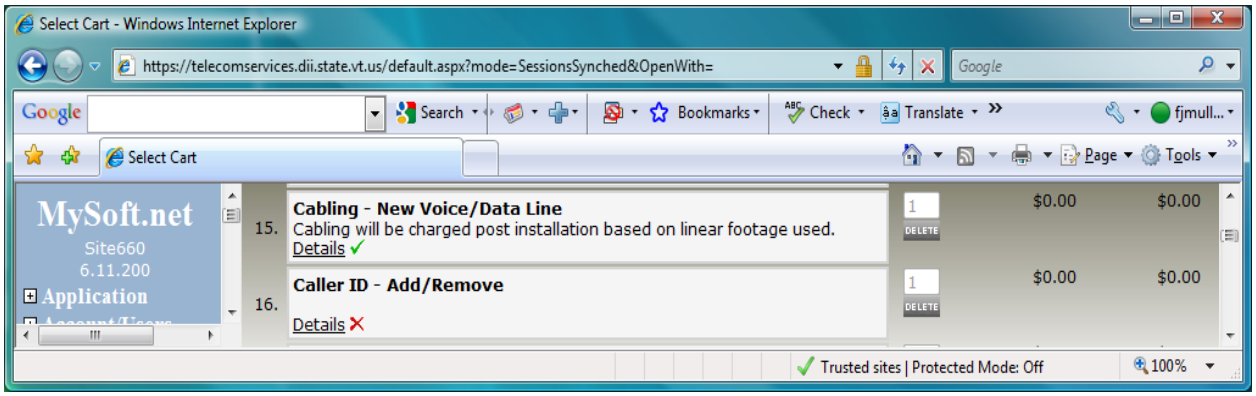
Note: Recurring amounts such as monthly line charges are not yet available in the shopping cart. One time amounts reflect the price of supply items such as telephones and those amounts can vary based upon the price we pay from the supplier at the time we order them to replenish our stock inventory.



Now enter all appropriate information for your request. Be sure to provide information about the new phone number, service or feature you are requesting and not your own information unless it is the same. Example, the street address should be where the new phone number, service or feature is needed, not your own address unless that's where the service is needed. Fields in red and marked with an asterisk are required.

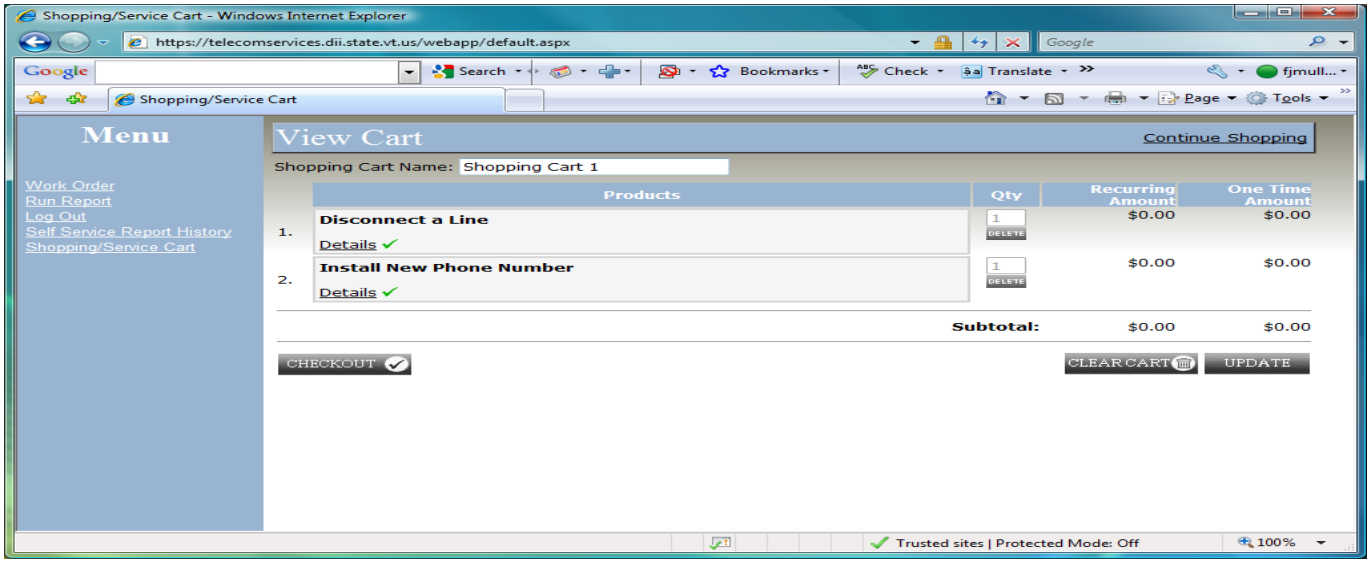


After you click continue you will return to the main screen where you can add more items to your shopping cart or click on "View Cart" in the upper right to confirm what's in the cart and complete the request by clicking on "check out". When you click "View Cart" you will see the item you just added to your shopping cart, it should have a green check mark showing it's complete and you are ready to check out unless you want to add more products to your cart. If you see a red **X**, click on Details to return to the item and complete it. If you want to add more items/products, click continue shopping.



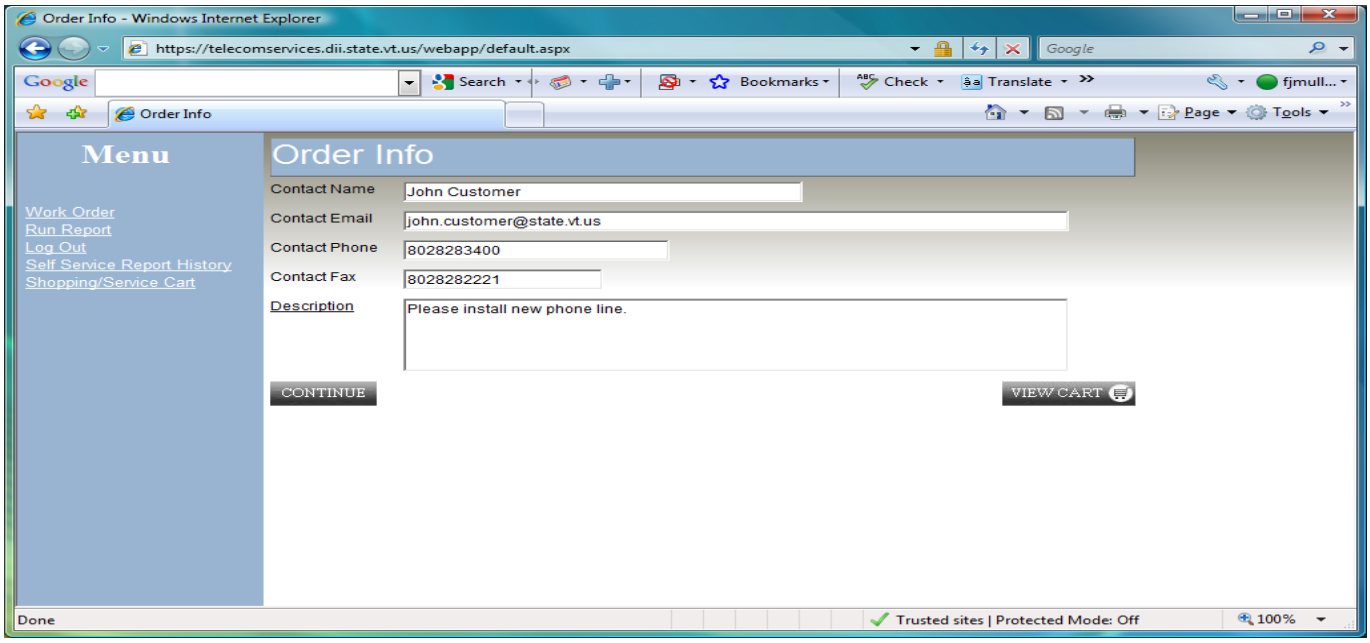
Complete all required fields by clicking on the "Details ✗"!!

While shopping you can name the shopping cart if you don't expect to finish it right away to help identify it when you resume shopping at a later time.

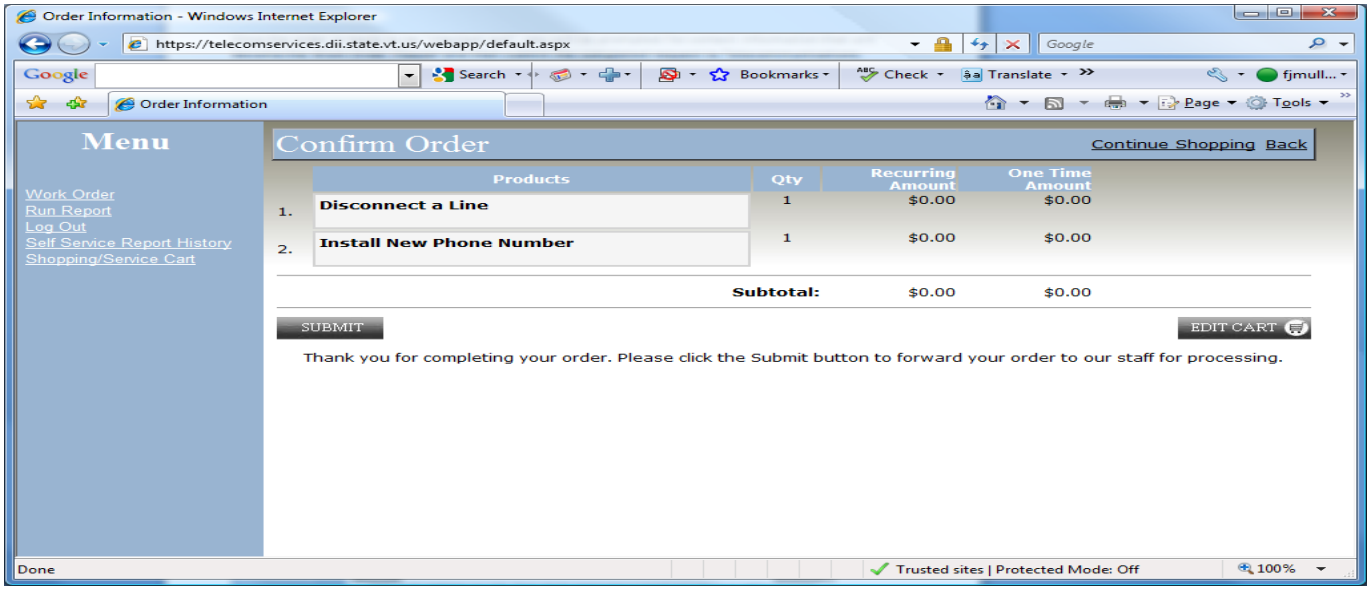


In addition, the New Cart button allows you to have more than one cart and give specific names to each. You can create the orders with the information you have at the moment and continue editing them until all the required information is obtained. Each Shopping Cart is available until you checkout and it then has a work order number automatically assigned to it by the system.

Once the order is ready to be "checked out", you will be prompted for contact information that will become the Work Order Header and then submit the completed request to Telecommunications.



Once the information is provided, a final chance to see the detail of the cart, amounts and quantities is available. From the Confirm Order screen, you can either edit the cart OR submit the order for processing.



Telecommunications does not receive the order until you click SUBMIT to complete the check out process and send the order. At any point prior to this, the shopping cart can be edited by you. Once submitted, the order is available to the Telecommunications staff for processing, and cannot be edited by the requestor.

You can view your submitted work orders by clicking on “Work order” at the main menu, then click “next 10” until you reach the most recently submitted requests. You can also view work orders you’ve submitted in that same screen by changing the “search by” field to “Received date” and entering the date you submitted the request in the format of MM/DD/YYYY (I.E. 10/08/2009) or just enter the year (I.E. 2009) to sort by most recent. Remember that once the request is submitted, the shopping cart name is replaced by the work order number, ignore the shopping cart name/number displayed when the work order is completed. Shopping carts submitted with a mix of service request categories, such as troubles, service requests, supplies or auth code/calling cards will be divided in to separate work orders.

Please contact us if you have any questions.

DII Telecommunications

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