



Wholesale Self Serve
training module

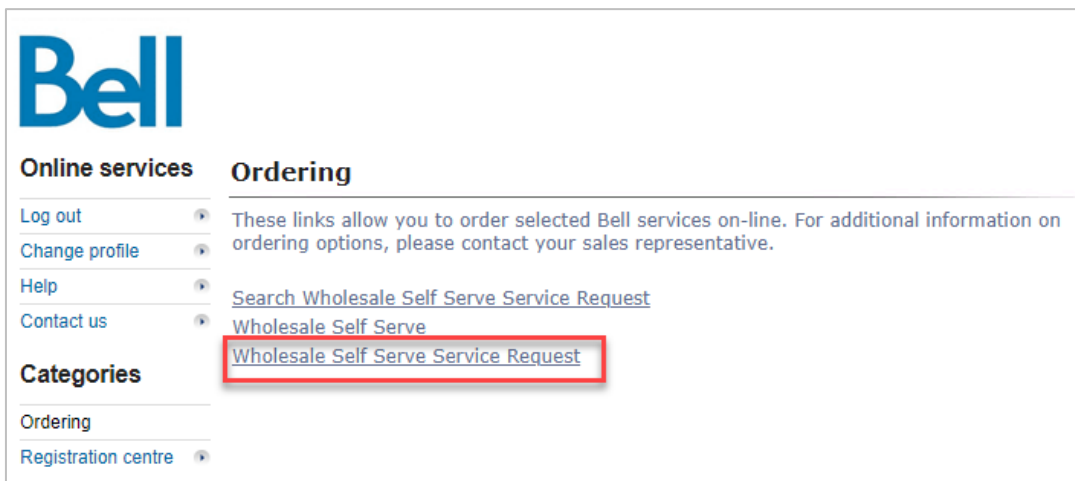
Moving a Business Line

Bell

The following process describes the steps to issue an order to move a Business Line to a new location in Wholesale Self Serve (WSS).

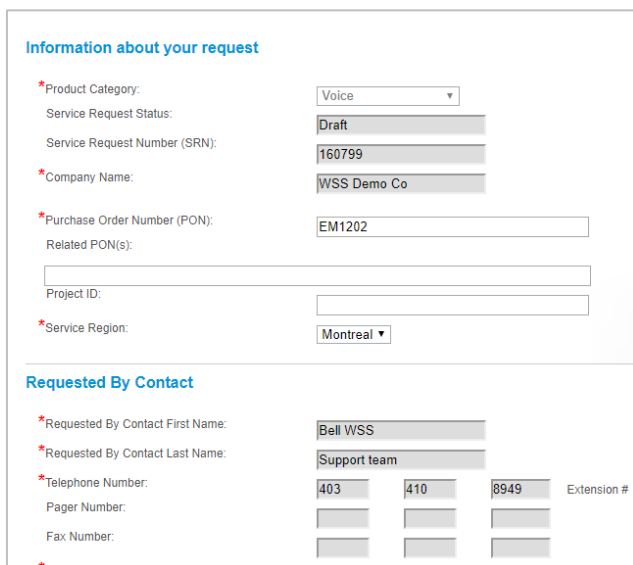
The following reference materials are available:

- [Training video that covers submitting an EI order in WSS](#)
 - To request a support session, [click here](#)
 - To request new user credentials, [click here](#)
1. Logon to the [Bell Business Portal](#)
 2. Under the **Categories** menu, click **Ordering** then click **Wholesale Self Serve Service Request**



The screenshot shows the Bell Business Portal interface. On the left, there is a navigation menu with 'Online services' and 'Categories'. Under 'Online services', there are links for 'Log out', 'Change profile', 'Help', and 'Contact us'. Under 'Categories', there is a link for 'Ordering'. To the right of the 'Ordering' link, there is a text box that says 'These links allow you to order selected Bell services on-line. For additional information on ordering options, please contact your sales representative.' Below this text box, there are two links: 'Search Wholesale Self Serve Service Request' and 'Wholesale Self Serve'. The 'Wholesale Self Serve' link is highlighted with a red box. Below the 'Wholesale Self Serve' link, there is another link: 'Wholesale Self Serve Service Request', which is also highlighted with a red box.

3. Select **Voice** from the Product Category drop-down menu
4. Select a service region, enter a Purchase Order Number (PON) and Contact Information



The screenshot shows the 'Information about your request' form. The form is divided into two sections: 'Information about your request' and 'Requested By Contact'. In the 'Information about your request' section, there are the following fields: 'Product Category' (Voice), 'Service Request Status' (Draft), 'Service Request Number (SRN)' (160799), 'Company Name' (WSS Demo Co), 'Purchase Order Number (PON)' (EM1202), 'Related PON(s)', 'Project ID', and 'Service Region' (Montreal). In the 'Requested By Contact' section, there are the following fields: 'Requested By Contact First Name' (Bell WSS), 'Requested By Contact Last Name' (Support team), 'Telephone Number' (403, 410, 8949), 'Pager Number', 'Fax Number', and 'Email'.

5. Enter an Account number
6. Select **Continue**

Account Details

*Is this for a New or Existing Account?

New Account

Existing Account

Service Request History

Service Request Number (SRN) 161135

Exit Clear Save **Continue**

7. Select **Add Line Item**

Line Item	Activity	TN	Service Address	Edit	Clone	Del.
Add Line Item						
Product Detail	Service Address					

Exit Continue

8. Under the Product/Service menu select **Individual Business Line**
9. Select **Move to a different address** from the Activity field menu
10. Enter the Existing phone number to disconnect
11. Select the Individual Business Line Type
12. Select **Create**

Activity

What would you like to do on this Service Request?

*Product/Service: Individual Business Line

*Activity: Move to a different address

*Existing Telephone Number: 403 342 8949

*Individual Business Line Type: Basic Business Line

Create Cancel

13. Enter the Contract Number and Contract Term

Individual Business Line Information

End User 911 Name:

Outbound Name Display: Display Name Private Outbound Name:

*Contract Number:

*Contract Term:

Contract termination charges may be applicable

MLDS Contract Number:

14. Update the Directory list and add or remove features, if required

15. Select **Service Address**

Directory

Features

Circuit

Toll Free

Calling Card

16. Enter the **current** service address

Service Address in previous Service Requests

your address with Bell

*End Company Name:

Civic Number Prefix:

*Civic Number:

Civic Number Suffix:

*Street Name:

Street Type:

Street Direction:

Location Type:

Location Number:

Additional Location Name:

Additional Location Number:

*Municipality/City:

*Province/State:

Postal code/Zip code:

*Country:

17. Enter the service address for the new location

- Input the civic number, street type, city and province then select **Search**

Service Address for New Location

Search Service Address in previous Service Requests

Validate your address with Bell

Civic Number Prefix:

Civic Number:

Civic Number Suffix:

Street Name:

Street Type:

Street Direction:

Location Type:

Location Number:

Additional Location Name:

Additional Location Number:

Municipality/City:

Province/State:

Postal code/Zip code:

Country:

18. Select the correct address from the populated list

19. Enter the Site Contact details or select **Copy** to populate your information

Site Contact

Copy the information of the 'Requested By' contact

*Site Contact Name:

*Telephone Number: Extension #

Cell Number:

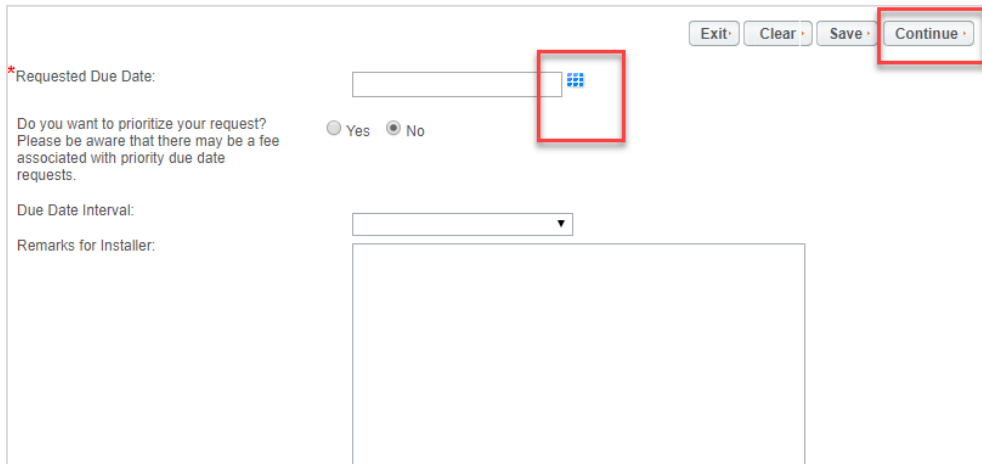
Pager Number:

Email:

Language:

20. Click **Continue**

21. Select the Requested Due Date



The screenshot shows a web form with the following elements:

- Buttons at the top right: Exit, Clear, Save, and Continue. The Continue button is highlighted with a red box.
- Field: Requested Due Date: [text input field] [calendar icon]. The calendar icon is highlighted with a red box.
- Text: Do you want to prioritize your request? Please be aware that there may be a fee associated with priority due date requests.
- Radio buttons: Yes (unselected) and No (selected).
- Field: Due Date Interval: [dropdown menu].
- Field: Remarks for Installer: [large text area].

22. Review the order and update, if required, by clicking Edit

23. Save the order as a pdf by clicking Print, if required.

24. Click Submit

- Note, upon submitting the order, changes must be made by clicking the revise button on the homepage or clicking cancel to **completely cancel the order.**