



Wholesale Self Serve training module

Placing a Wavelength order

Bell

The following process describes the steps configure Wavelength service orders in order to track the status in Wholesale Self Serve (WSS). Note that Wavelength orders may not be issued through WSS however, customers may track the Wavelength order status.

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**

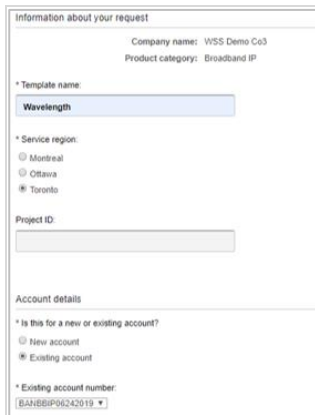


3. If a template has not been created, select **Create new template**; otherwise skip to [step 12](#)



4. Complete the template details including template name, service region and account number

5. Select **Continue**



Information about your request

Company name: WSS Demo Co3
Product category: Broadband IP

* Template name:
Wavelength

* Service region:
 Montreal
 Ottawa
 Toronto

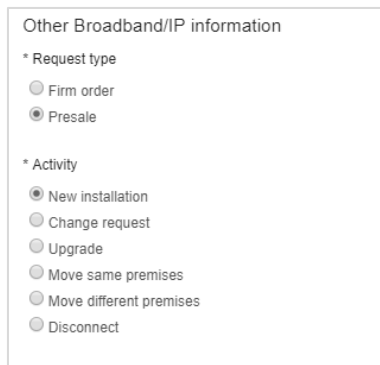
Project ID:
[Text Field]

Account details

* Is this for a new or existing account?
 New account
 Existing account

* Existing account number:
[BAHBBIP96242019 ▼]

6. Select **Broadband Other** from the Product Summary section
7. Select **Add and configure**
8. Identify the Service Type and Presale or Firm order
 - Note that a Presale order initiates a facilities check; a Firm order initiates an installation.
9. Select **New installation**



Other Broadband/IP information

* Request type
 Firm order
 Presale

* Activity
 New installation
 Change request
 Upgrade
 Move same premises
 Move different premises
 Disconnect

10. In the Site A location and General remarks fields, enter “**See NGW form attached**”

11. Select **Save** and click **Exit**

Other Broadband/IP service details

* Civic number:
NA

+ Add civic number suffix

* Street name:
SEE NGW Form attached [Search previously used addresses](#)

Street type:
Select

Street direction:
Select

* Location type:
Floor

* Location details:
SEE NGW Form attached

+ Add additional location information

* Country:
Canada

* Province/territory:
Ontario

12. In the Template section, locate the template and select **Create draft**

Templates

Create new template

Display 10 results per page

1 - 1 of 1 results

Name	Product/Service	Last saved	Actions
Wavelength	Other Broadband/IP	2019/11/18	Create Draft Edit Copy Delete

< First 1 Last >

13. Complete the mandatory fields

- Note, PON is optional and is an internal reference for your company. It is also a unique identifier and cannot be reused

14. Select **Continue**

15. Complete the Wavelength order template [available here](#) and save in xlsx format

16. Upload the completed template by clicking **File management**

17. Select **Continue**

The screenshot shows a web form titled "Create service request" with a "File management (0)" link in the top right. The form has five steps: 1. Service request information, 2. Product summary (highlighted), 3. Due date, 4. Review, and 5. Confirmation. The "Product summary" section is titled "Product summary" and contains "Information about your request" with fields for "Service request status: Draft" and "Service request number: W62136". Below this is "Product/Service information" with a sub-section "Please configure your product" containing "Line item 1: Other Broadband/IP service" with a close button. Underneath are "Product details (Edit)" with "Request type: Presale" and "Activity: New installation", and "Site A (Edit)" with "End user site name: See NGW(New Generation Wave) Form attached".

18. Select the Requested due date
19. Click **Continue**

The screenshot shows a "Due date information" form. The "Requested due date" field is highlighted with a red box and contains the date "2019/11/20", with a calendar icon also highlighted. Below this is a question: "Do you want to prioritize your request? Please be aware that there may be additional charges associated with a priority due date request." with radio buttons for "Yes. Please provide a reason:" and "No" (selected). The next section is "Due date interval:" with a note: "Please note that intervals starting before 8:00 AM or after 5:00 PM are considered outside Bell's regular business hours." and radio buttons for "Business hours (8AM - 5PM)" and "Other, please specify". A final note says: "Please be aware that there may be additional charges for work to be completed outside Bell's regular business hours." Below this is a "Remarks for installer:" text area. At the bottom are buttons for "Exit", "Clear fields", "Save", and "Continue".

20. Click **Continue**

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

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



23. 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.

24. An email notification will be sent in Step 5