

Wholesale Self Serve  
training module

Ordering voice services

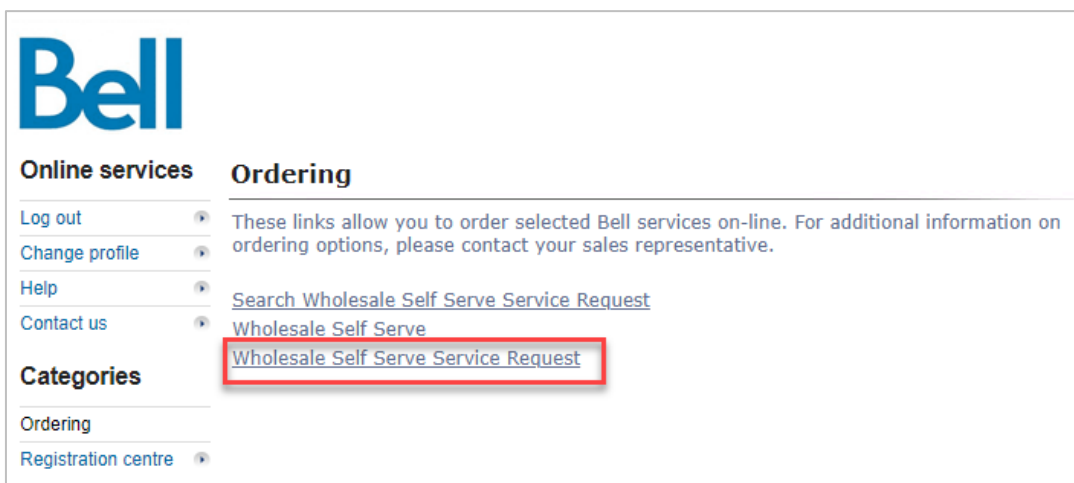
**Bell**

The following process describes the steps to issue an order for new voice services such as Business Lines in Wholesale Self Serve (WSS).

The following reference materials are available:

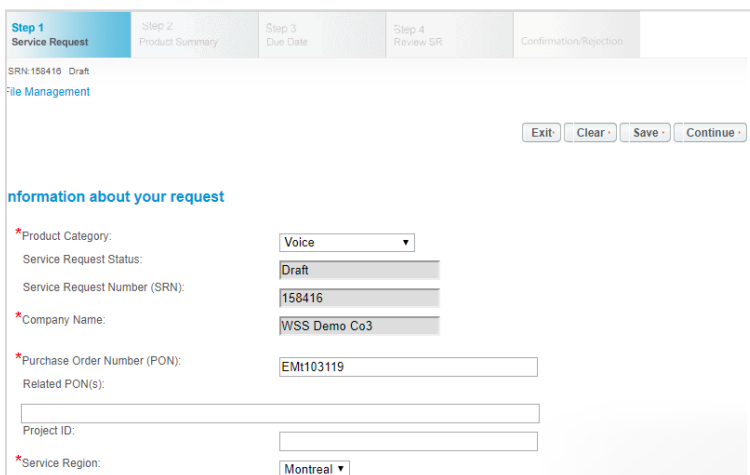
- [Training video that covers submitting an EI order in WSS](#)
- To request a support session, [click here](#)
- To request new user credentials, [click here](#)

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' (Log out, Change profile, Help, Contact us) and 'Categories' (Ordering, Registration centre). The 'Ordering' section is expanded, showing a list of links: 'These links allow you to order selected Bell services on-line. For additional information on ordering options, please contact your sales representative.', 'Search Wholesale Self Serve Service Request', 'Wholesale Self Serve', and 'Wholesale Self Serve Service Request'. The 'Wholesale Self Serve Service Request' link is highlighted with a red rectangular box.

3. Select **Voice** from the Product Category drop-down menu
4. Enter a Company Name and Purchase Order Number (PON)
5. Select a Service Region



The screenshot shows the 'Step 1 Service Request' form. The form is titled 'Step 1 Service Request' and has a progress bar with five steps: Step 1 (Service Request), Step 2 (Product Summary), Step 3 (Due Date), Step 4 (Review SR), and Confirmation/Rejection. The form is currently in 'Draft' status. The SRN is '158416'. The company name is 'WSS Demo Co3'. The purchase order number (PON) is 'EMt103119'. The service region is 'Montreal'. The form also includes fields for 'Related PON(s)', 'Project ID', and 'Service Region'. There are buttons for 'Exit', 'Clear', 'Save', and 'Continue'.

6. Enter an Existing Account number

7. 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**

8. Select **Add Line Item**

9. Select Individual Business Line from the Product/Service menu

10. Select **Establish service** from the Activity menu

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: Establish service

\*Individual Business Line Type: Basic Business Line

Create Cancel

13. Enter the End User 911 Name, the Contract Number and the Contract Term

**Individual Business Line Information**

\*End User 911 Name: [Text Field]

Outbound Name Display:  Display Name  Private Outbound Name: [Text Field]

*When Display Name is selected, provide the Outbound Name to be displayed.*

\*Contract Number: [Text Field]

\*Contract Term: [Text Field]

MLDS Contract Number: [Text Field]

Jack Type: [Dropdown] Quantity of Jacks: [Text Field]

Specify, if Other: [Text Field]

Inside Wiring:  Yes  No

*If Directory Listing is required, access the 'Directory' link to provide details. If Directory Listing is not required, additional charges may apply.*

#### 14. Select **Service Address**

**Features**

Service Address

#### 15. Enter the service address details

**Search** Service Address in previous Service Requests

**Validate** 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:

#### 16. 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:

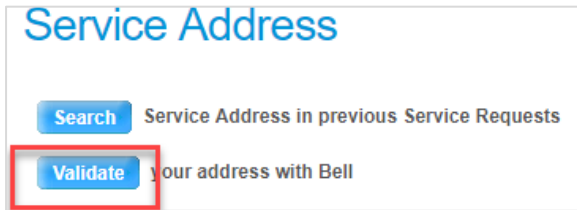
Pager Number:

Email:

Language:

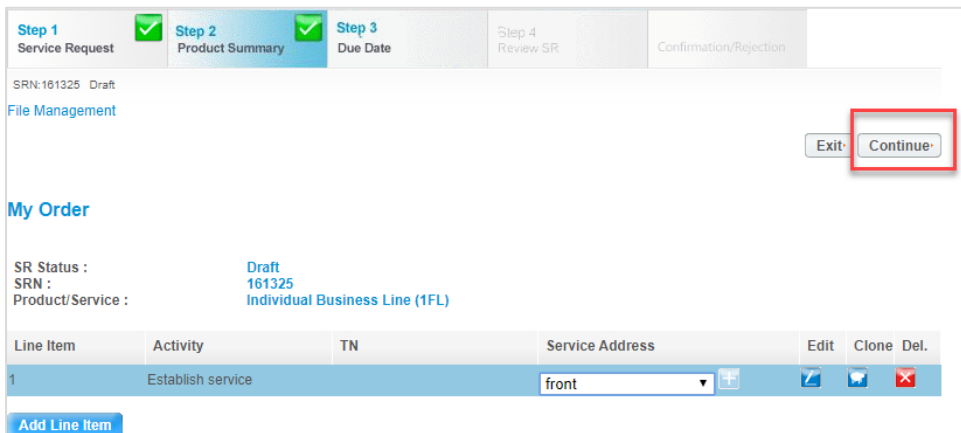


17. Click **Validate** on the top left of the screen under Service Address



18. Select the correct address from the populated list

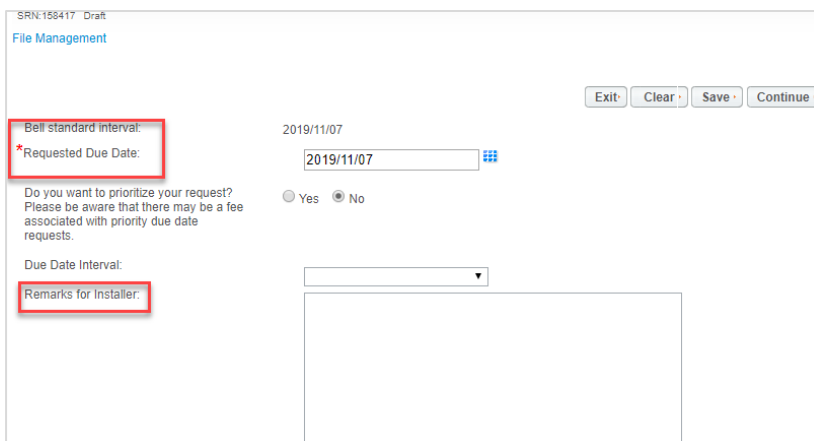
19. Select **Continue**



20. Select the Requested Due Date

21. Enter Remarks for Installer

22. Click **Continue**



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

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

25. 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.