Home » SPECTRUM » **Spectrum SE-CA-GD006 Neustar Non Standard Universal Order Connect User Guide**

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Spectrum SE-CA-GD006 Neustar Non Standard Universal Order Connect

Specifications:

- Product Name: Neustar Non-Standard Universal Order Connect
- Portal: Neustar Universal Order Connect Portal
- Supported Browsers: Chrome or Edge

Getting Started

To log in to Neustar (aka TransUnion):

1. Navigate to the TransUnion (Aka Neustar) User Interface (UI) from a browser window.
2. Enter your email address as the user ID and Password, then click Log in.
3. Select Universal Order Connect (UOC) from the Network/Access Services menu.

Creating a New User

1. Click on Manage Users from the Neustar Exchange screen.
2. Click on Add/Update Users to add one or multiple users at a time.
3. Enter the required information for each user, select UOC under Services, and click Add Roles to assign roles.
4. Click Invite to send an email with a link for the user to create a password and access the portal.

Introduction

This user guide will describe the process of how to utilize the Neustar® portal to create orders and receive responses.
Neustar is a neutral provider of clearinghouse and directory services to the global communications and internet industries.

Audience

This document is written as a user guide for Spectrum Business clients who order products electronically.

Spectrum Business business rule validations

Spectrum Business business rule validations are completed in the Universal Order Connect (UOC). Once ASOG and business rule validations have been completed successfully, a system-generated

Acknowledgement (ACK) is sent to the carrier partner.

If an ASOG validation rule is not followed, the system triggers a list of errors which will need to resolve before you can submit your order.

Spectrum Business has implemented business rule validation errors outside of ASOG.

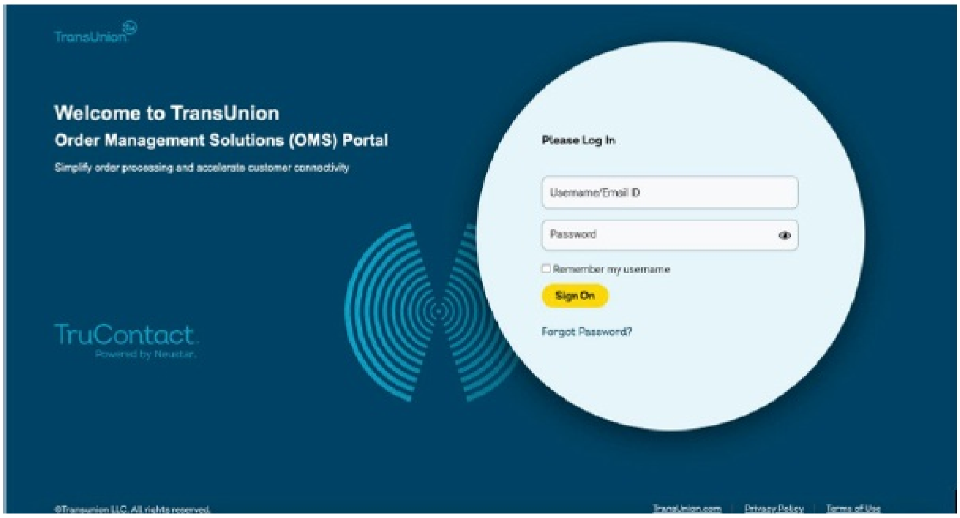
1. If an order is Errored (CNR-E) back to you requesting clarification or changes, you will have 60 days to respond with a SUP and provide those changes. If the order remains in Error (CNR-E) or Jeopardy with Error (CNR-F) status for 60 days or longer will be canceled by Spectrum Business.
2. Variable Term Agreement (VTA) field is required for all New Install orders.
   - This determines the contract term and is necessary to process your order.
3. All renewal-only orders should use the Activity Type of R for Record.
   - Renewal only includes– term/price change only.
   - Renewal with speed, LOS, etc., changes should come in with an Activity of C for Change Order.
4. The user is required to use the Case Number (CNO) field to provide a quote number.
   - If you received a Quote shell, place the quote number on the order for faster processing.
   - If the Case Number (CNO) field is blank, then we will apply the rate card if applicable.
5. A Project ID can be added to the order in the Project.
   - If you received a Project ID, include it on the order in the Project field for faster processing.
   - If the Project field is blank, then we will look for a quote number in the Case Number (CNO).
   - If the Case Number (CNO) field is blank, then we will apply the rate card if applicable.

Important sites

Neustar Universal Order Connect Portal: [https://marketplace.neustar.com.](https://marketplace.neustar.com) This portal works best in Chrome or Edge.

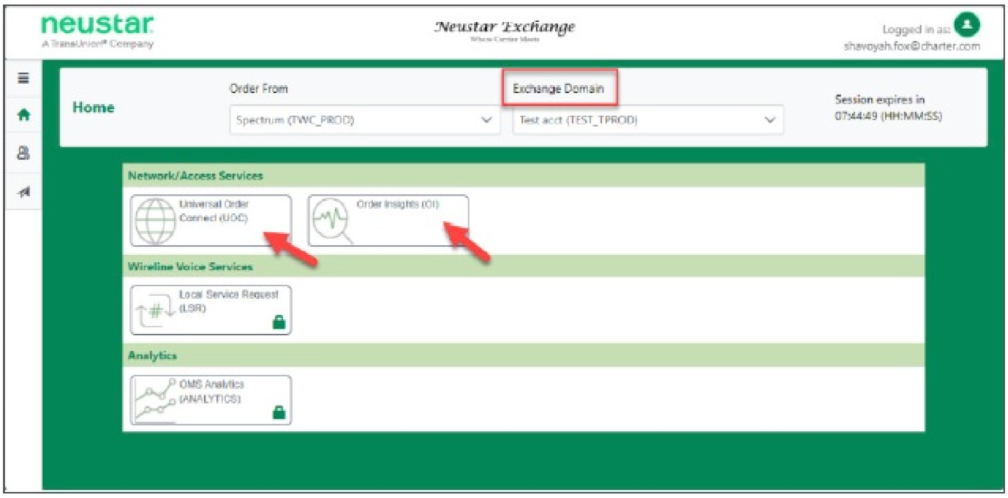
Logging into Neustar (aka TransUnion)

Navigate to the TransUnion (Aka Neustar) User Interface (UI) from a browser window. Enter your email address as the user ID and Password, then click Log in.



Important:

- The User Name and Password fields are case-sensitive.
- The Neustar UI defaults to the Neustar Exchange window.
- The Network/Access Services menu appears once the user logs in to Neustar. Select Universal Order Connect (UOC).

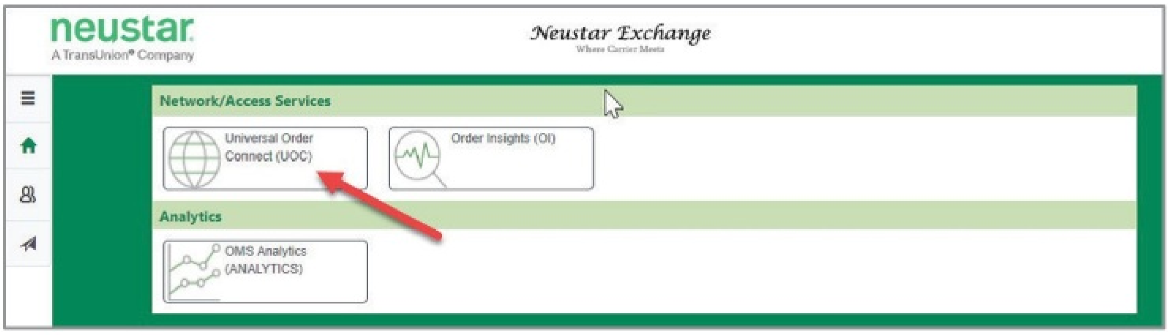


Note: Use the Exchange Domain drop-down box to select the carrier you're submitting the order to.

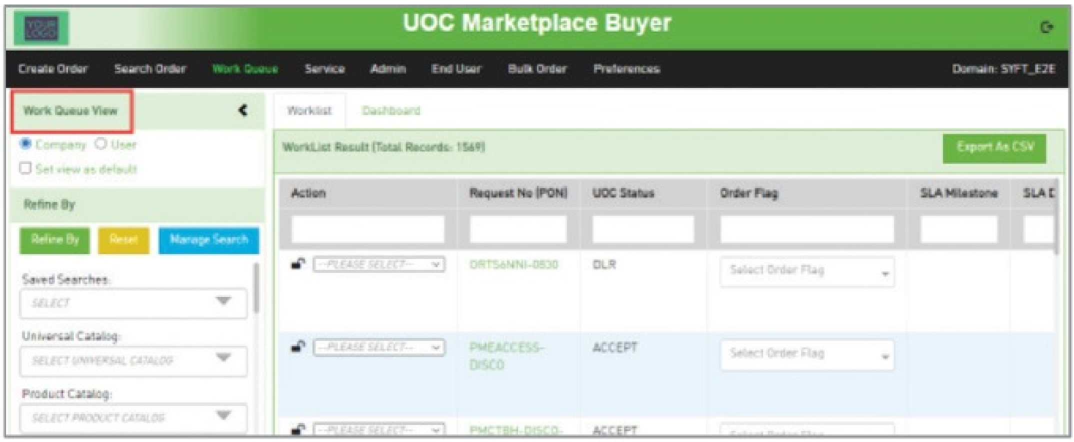
Select Universal Order Connect (UOC) to submit new orders and view in-flight Access Service Requests (ASRs).

- UOC is an ASR tool that allows bonded and non-bonded carriers to submit orders via the same tool and allows clients to receive order status.
- Select Order Insights (OI) to access order statuses and order tracking (updates every 30 minutes).

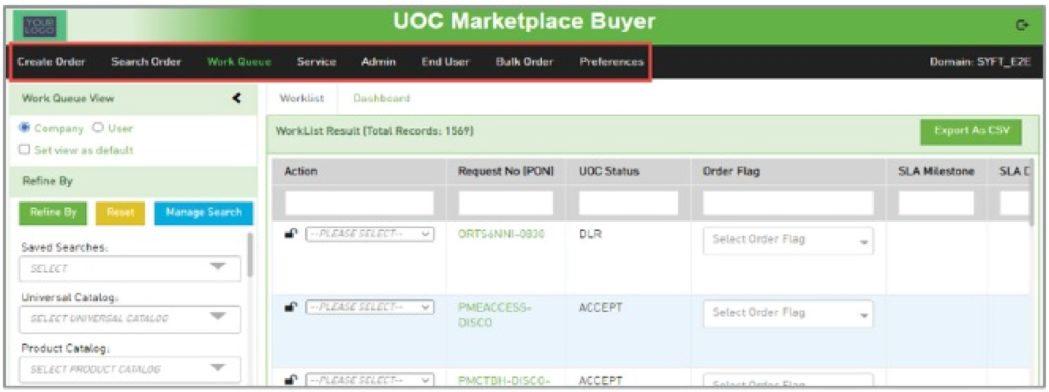
- OMS Analytics is a tool that will allow you to pull your reporting. Available upon request.



The UOC window opens with Work Queue selected as default.



The menu bar appears at the top of the UOC user interface screen.



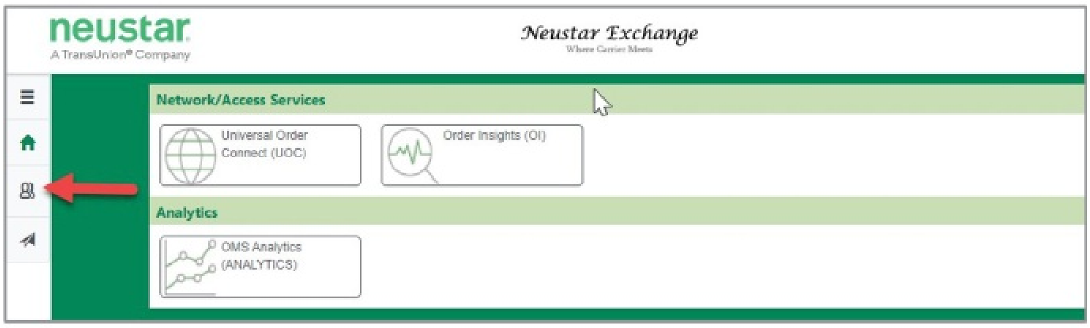
Menu	Description
Create Order	Allows the user to create an order.

Search Order	Allows the user to search for existing orders.
Work Queue	Allows users to monitor orders via a worklist or dashboard view.
Service	Disregard this function, as users do not need the service menu to place an order.
Admin	Allows a user designated as an administrator to perform administrative tasks.
End User	Allows user to manage end users and their associated addresses.
Bulk Order	Allows a user to download bulk templates and upload bulk orders.
Preferences	Allows a user to set user preferences for the worklist or service screens.

Creating a new user

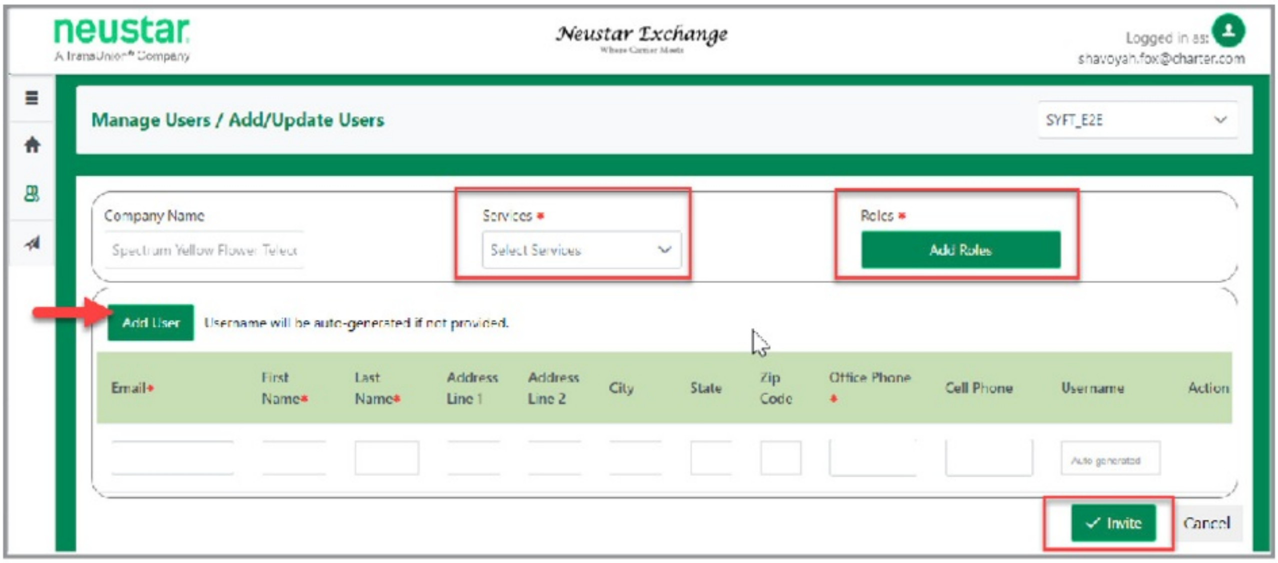
From the Neustar Exchange screen, click on the Manage Users in the left panel.

Note: You can click on the icon to see the full name of each item in the left panel.

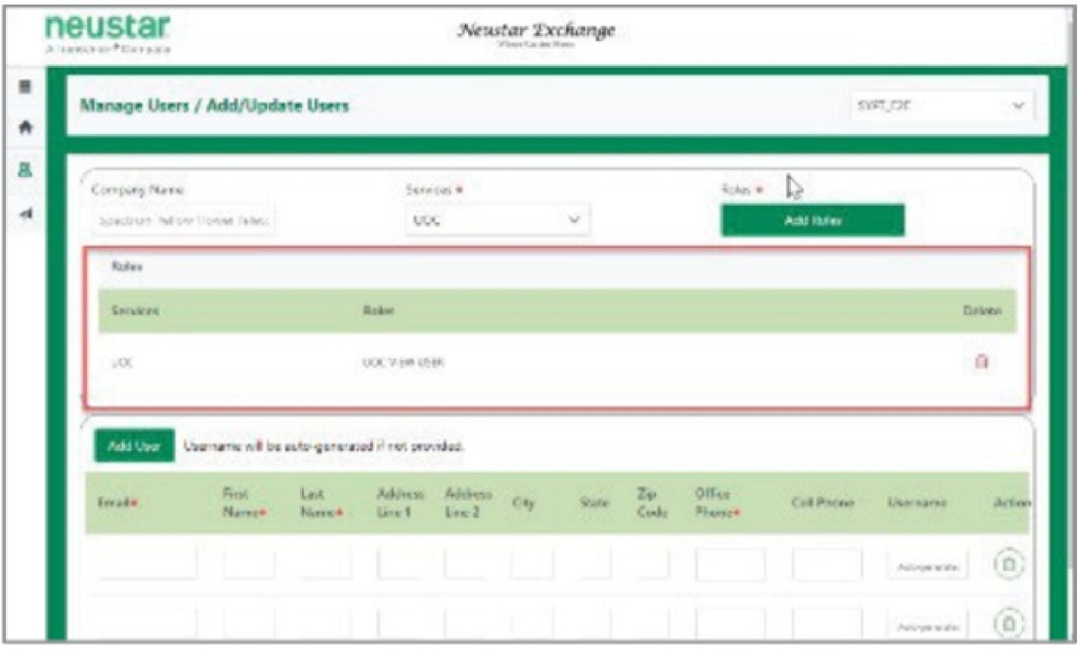


Manage Users screen will open. Click on Add/Update Users to add one or multiple users at a time.

Enter the required information for each user. Click Add User to add multiple users at once. Select UOC under Services and then click on Add Roles to assign the users a role.



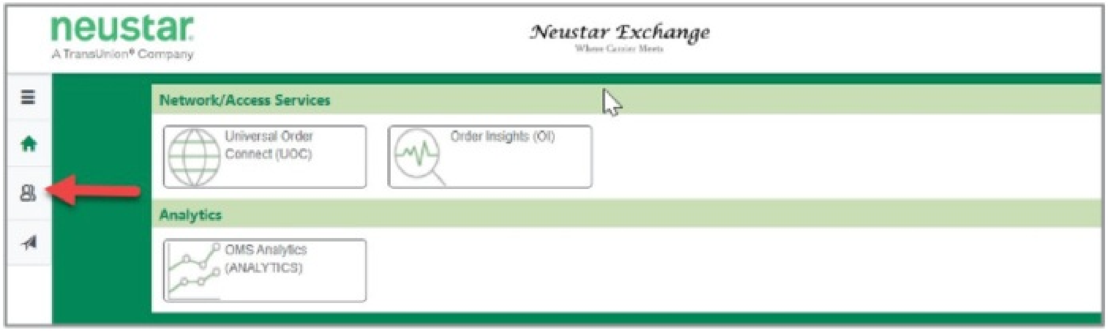
Once the Role is selected, it will display above the user list to invite.



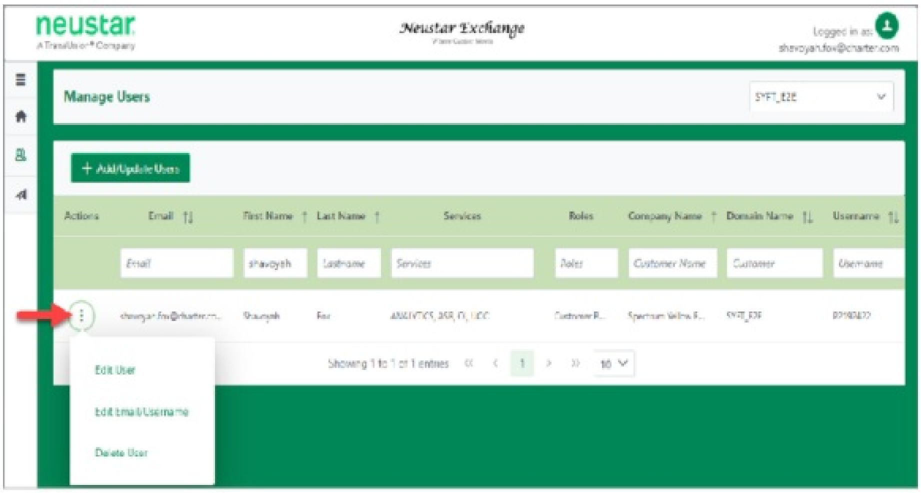
Note: Unable to select different roles with multiple users. If a user requires a different role assignment from others in the group, add them separately or edit their roles after registration completion.

Once all the roles are assigned, click Invite. An email from “NoReply” will be sent to the user with a link. They will need to click the link and create a password, which will direct them to the portal.

To edit a user, click on Manage Users to get to the Manage Users screen.

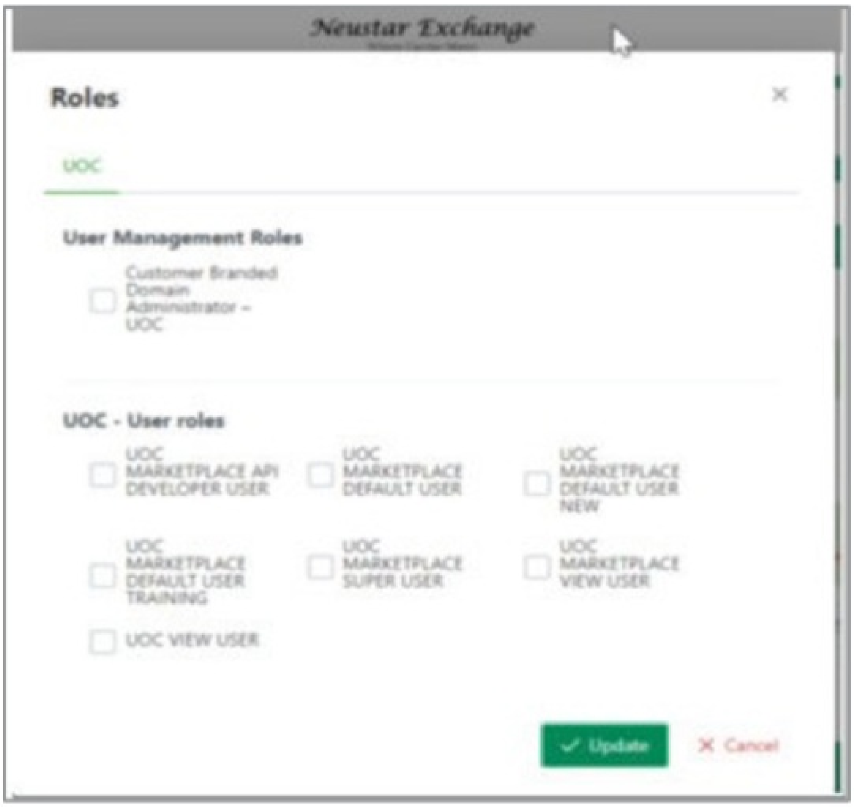


Search for the user either by entering their email address or name, and click on.



Here is a list of all the different role options and their descriptions

Menu	Description
OI_ADMIN_USER	This user can view orders in OI, open inquiries, perform bulk uploads, and also see all users who have access to UOC. Currently, setting up users still needs to be handled by Neustar.
OI_USER	This user can view orders in OI, open inquiries, and perform bulk uploa ds.
OI_VIEWER	This user can view orders in OI and open inquiries.



Menu	Description
UOC_View_User	This user can view the Work Queue, view order details, and print the o rders.
UOC_Marketplace_ View_User	This user has the same permissions as the UOC_View_User.

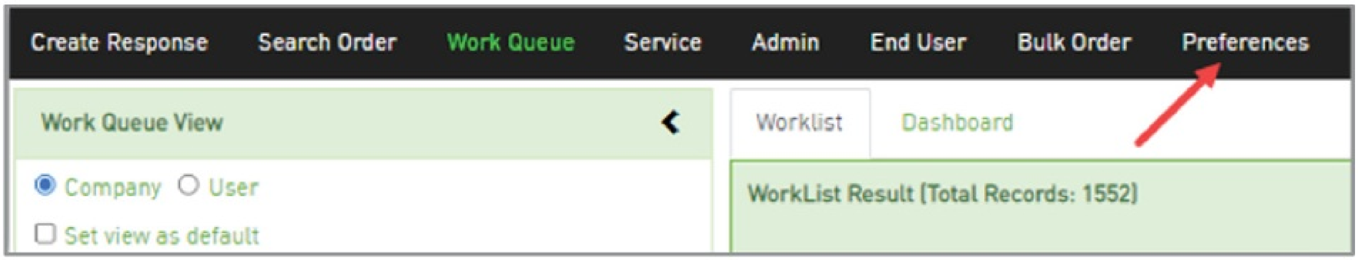
UOC_Marketplace_ Default_User_New	This user has the same permissions as the UOC_Marketplace_Default_User, except for the following: • New orders created are held for approval by a super user.
UOC_Marketplace_ Super_User	This user has all of the permissions that the UOC_Marketplace_Default_User has, plus the following: • Review orders needing approval to submit. • Download order JSON. • Order enrichment to set contact information and Service-Level Agreements (SLAs). Preference management to set notifications.
UOC_Marketplace_ Default_User_ Training	This user has the same permissions as the UOC_Marketplace_Default_User, except for the following: • New orders submitted are held for approval by a super user. • Supplements submitted are held for approval by a super user.
UOC_Marketplace_ API_ Developer_ User	This user has the same permissions as the UOC_Marketplace_View_User, but can also download JSON and view the catalogs. This user cannot make any changes to catalogs.
UOC_Marketplace_ Default_User	This user can create, update, submit, and print orders, as well as perform bulk uploads. This user has access to actions in the Work Queue, except Review for Approval.

User preferences

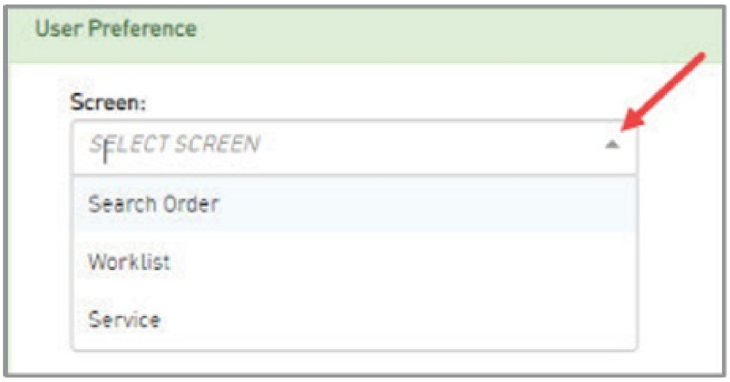
Users can set the preferences on the following screens:

- Search Order
- WorkList
- Service

To configure user preferences, select Preferences from the menu bar.



Select the screen from the Screen dropdown.



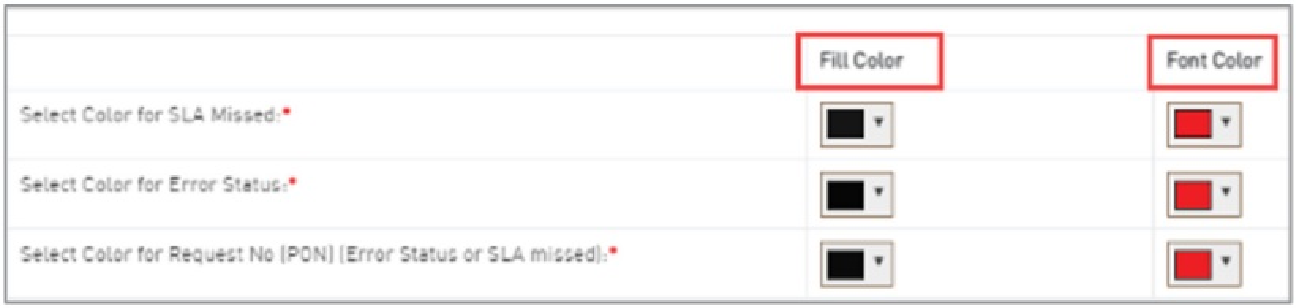
The screen opens with Available and Selected columns.

Select the fields the user wishes to add or remove/from the Selected column, then select either the > to add the field to the Selected column or select < to remove the field from the Selected column.

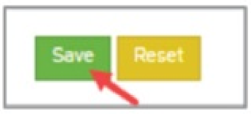
Icon	Description
	Moves all fields from the **Selected** column to the **Available** column.
	Moves all fields from the **Available** column to the **Selected** column.
	Moves the selected field in the **Selected** column up the list.
	Moves the selected field in the **Selected** column down the list.
	Moves the selected field in the **Selected** column to the top of the list.
	Moves the selected field in the **Selected** column to the bottom of the list.

For Search Order and WorkList screens:

- Select Color for SLA Missed
- Select Color for Error Status
- Select Color for Request No (PON) (Error Status or SLA missed)



Click the Save button to save the changes; click Reset to clear the changes.

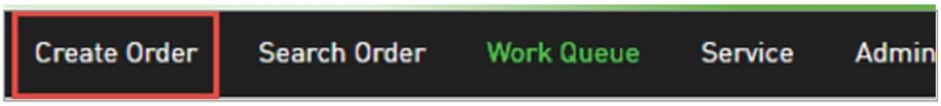


The changes are updated in the selected screen.

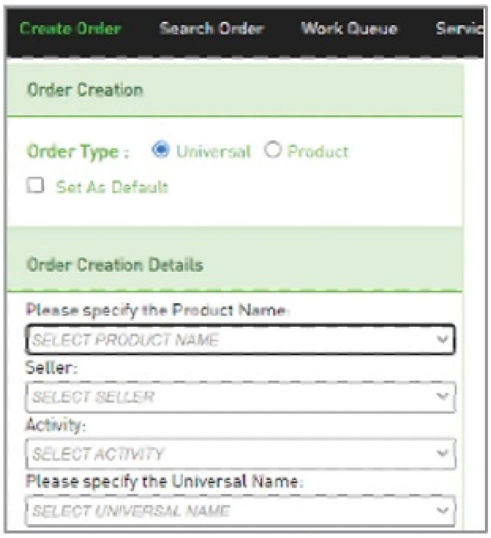
Note: Several new optional columns are available. Based on job function, users are able to add them as needed.

Creating an order

From the main screen, click on Create Order.



From the left panel, select your Order Creation Details within the dropdown.



Description for each type of Product Name and when to use it.

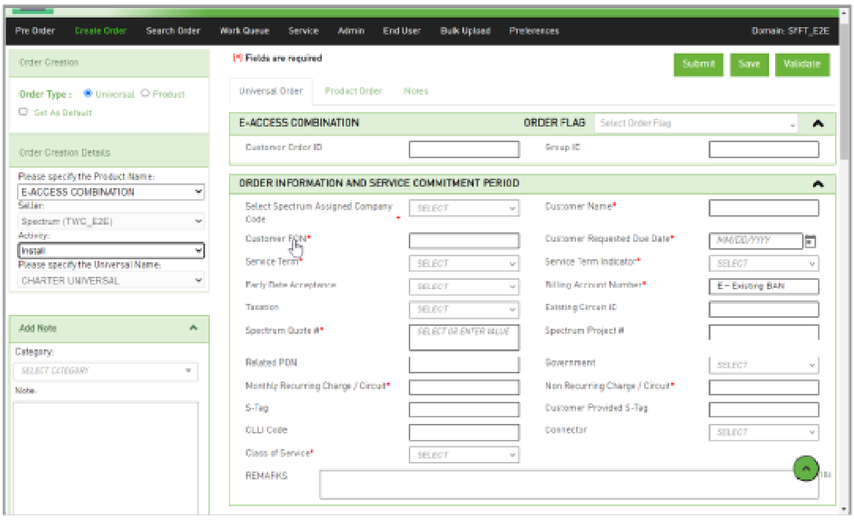
Order request	Product name	Activity type	When to use
Order request for a New E-access circuit to an NNI	E-Access Combination	New	For the UNI side only, you will need to provide the NNI circuit you would want to assign to
E-Access Upgrade/Downgrade, VLAN Changes, COS changes, NNI Rehome, Renewal with change to circuit	E-Access No EVC	Change	For the UNI side only
E-Access Renewal Circuit	E-Access No EVC	Record	Renewal with no change to circuit; otherwise, use Activity type change

E-Access Inside Move orders; Address is not changing	E-Access No EVC	Move	For the UNI side only
E-Access Outside Move orders; Address is changing	E-Access No EVC	Transfer	For the UNI side only
E-Access: Disconnect the UNI circuit only.	E-Access No EVC	Disconnect	For the side only
NNI Order request	NNI	New	For the NNI circuit only
NNI Upgrade/Downgrade	NNI	Change	For the NNI circuit only
NNI Renewal Only	NNI	Record	For NNI renewal only with no changes to the circuit; otherwise, use Activity type change
NNI Disconnect	NNI	Disconnect	The NNI circuit only, cannot be disconnected if UNI circuits are still assigned.
Fiber Internet Access (FIA)/ Dedicated Internet Access circuit request (DIA)	FIA (Charter)	New	For FIA/DIA circuit request only; May require IPJ or BGP forms to be added to the order.

FIA/DIA Upgrade/ Downgrade, Block size change, BGP request	FIA (Charter)	Change	For FIA/DIA circuit changes only
FIA/DIA Renewal Only	FIA (Charter)	Record	For FIA renewal only with no changes to the circuit; otherwise, use Activity type change
FIA/DIA Disconnect	FIA (Charter)	Disconnect	For FIA/DIA circuit disconnect only
Wave orders request	Wave	New	For wave orders only
Wave Upgrade/Downgrade	Wave	Change	For wave orders only
Wave Renewal	Wave	Record	For wave orders only with no change to the circuit; otherwise, use Activity type change
Wave inside move; address not changing	Wave	Move	For wave orders only
Wave outside movies; address not changing	Wave	Transfer	For wave orders only
Wave disconnect	Wave	Disconnect	For wave orders only
Dedicated Port orders	Dedicated Port	New	For a circuit that doesn’t connect back to an NNI
Upgrade/Downgrade	Dedicated Port	Change	For a circuit that doesn’t connect back to an NNI

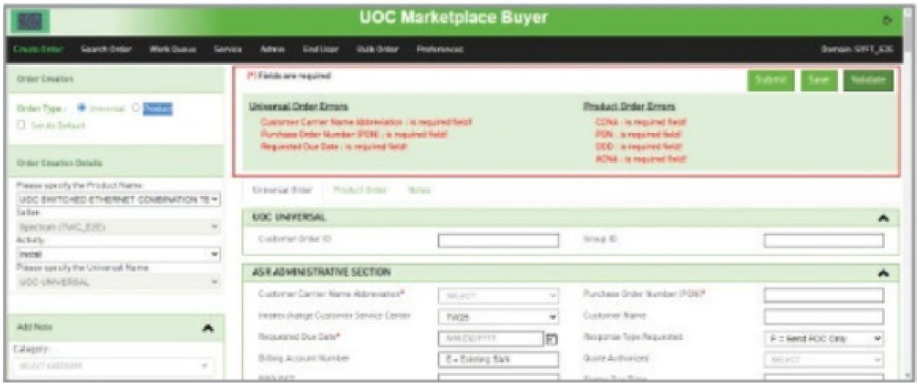
Dedicated Port Disconnect	Dedicated Port	Disconnect	For a circuit that doesn’t connect back to an NNI
EVC Only for A-Location	E-Access EVC Only	New	Must be accompanied by a separate UOC Switched Ethernet Terminating at EU order and linked together using the Related PON (RPON) field.
EVC Only Upgrade/Downgrade, VLAN change, COS change	E-Access EVC Only	Change	This request will not have the option to include the Z-Location address

All required forms for the product type will display in the right panel. Anything with an asterisk (*) next to it is a required field.

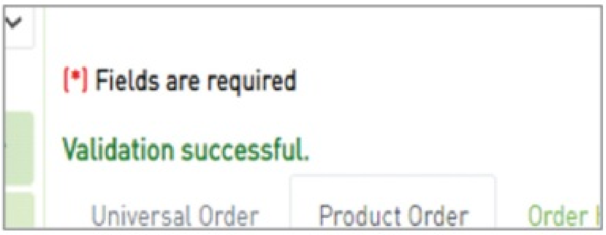


Note: The required fields are not the only fields needed on an order. Other fields may become required depending on the information selected in the marked required fields. Once all fields needed have been populated, click Validate to verify all ASOG and Spectrum Business rules have been met.

If you have any errors, they will display at the top. By selecting an error, you will be brought to the specific field associated with that error to correct it.



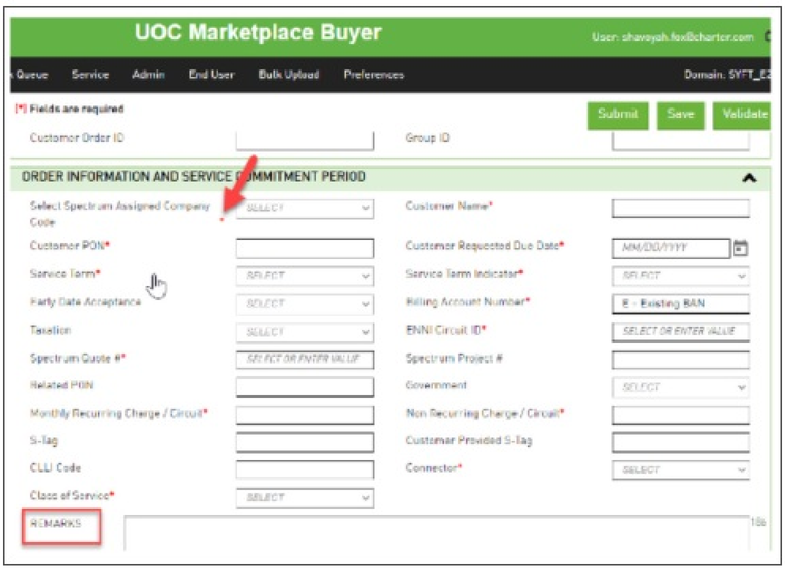
If there are no validation errors after clicking the Validate button, then a “Validation Successful” message will be displayed.



Tips on filling out the order form

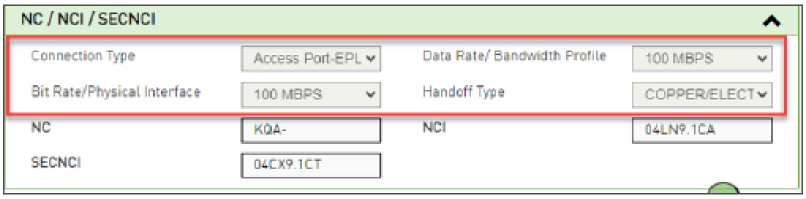
Here are some key things to consider when creating your order.

Required fields will be identified with an asterisk by the field name, such as the Select Spectrum Assigned Company Code. However, fields such as Remarks may not have an asterisk by them, but could be just as important to the success of your order. The more information provided, the better.



If you are unsure of what the field is requiring, simply click on the field name for additional information. The example below displays the description of the Customer PON field.

Under the NC/NCI section, the first group of dropdown fields should be selected moving left to right. Those fields will auto-populate the last 3 fields.

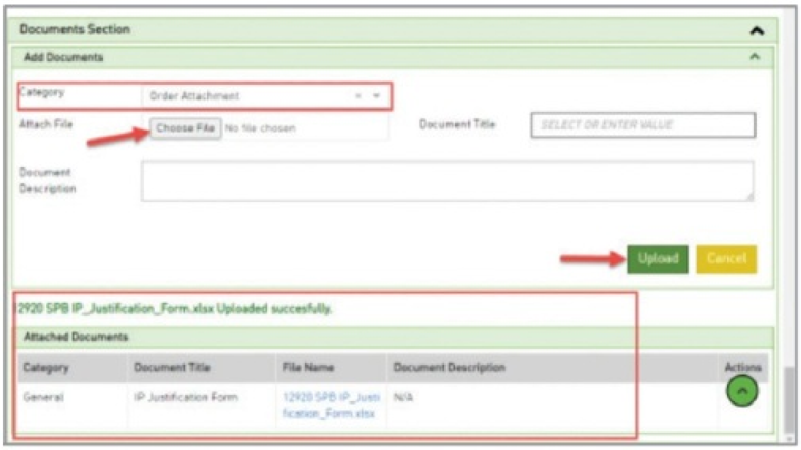


Adding a document to an order

To add a document to your order, scroll down to the bottom of the order during creation to the Documents Section:

- Select Category from the dropdown.
- Click Choose File to select a document to add.
- Select Document Title from the options or enter a value.
- Provide a document description.
- Then click Upload.

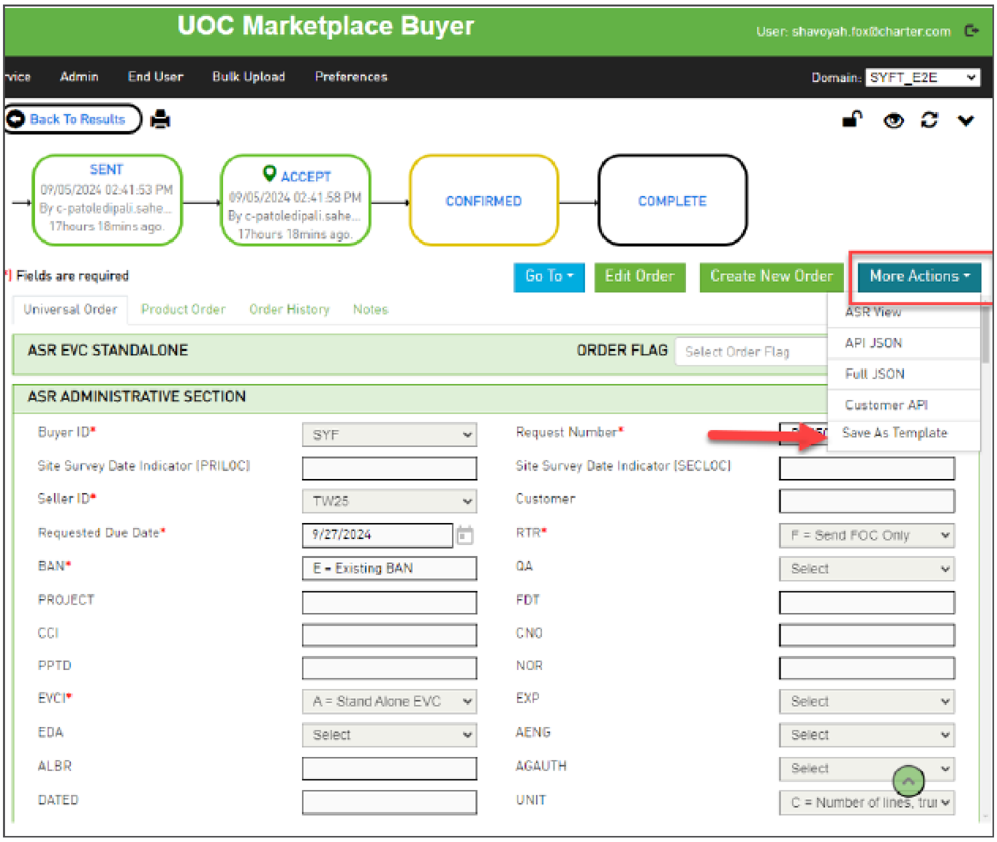
The document should appear under Attached Documents, and you should receive a successful message.



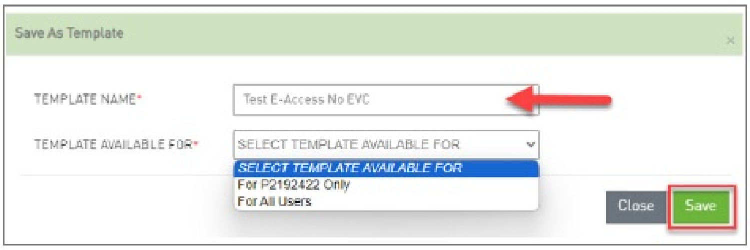
Note: Document Section is always optional but if you decided to attach a document, the field with a red asterisk is required at that time.

How to create a template

From Create order, select your Product Name and Activity type you would like to create an order for (see Product Description chart for more information on Product Names). Fill out most or all of he information needed on an order. Click on More Actions and select Save as Template.



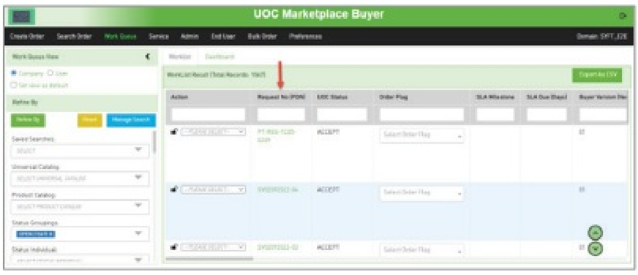
Give your Template a general name and select from whom it will be available to. Then click save.



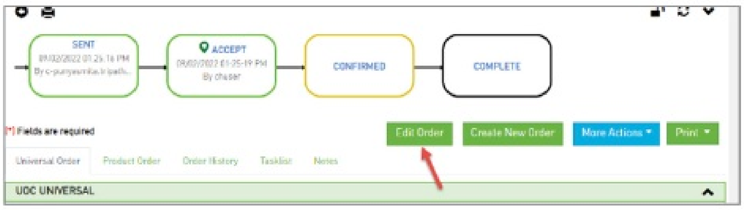
Note: You can do this before or after submitting an order.

Tosupplementt an order

From the Work Queue, locate your order from the Request No (PON) column and click on your PON name, which will be displayed as a hyperlink.



Once you select your order and open to view status, click on Edit Order to make changes.



Make your necessary changes, validate, and then submit.

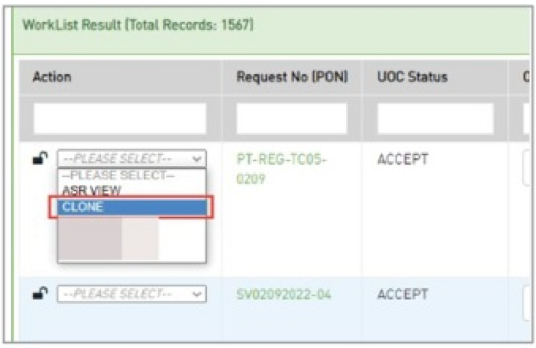
Note: Supplement field is not visible from the main panel on the order screen, but is visible in the summary panel in the left menu once submitted.

- Supplement type is auto-selected by the system based on the changes being made. Once an order is in canceled or completed status, no further action can be performed.
- Once an order is in canceled or completed status, no further action can be performed.

Cloning an order

Cloning makes an exact duplicate of an existing request and can be edited to meet the requirements of a new order. To clone an order:

- In the Action column on either the Work Queue or Search Order page, find an order to clone and click Clone. This will bring you to the Create Order screen.

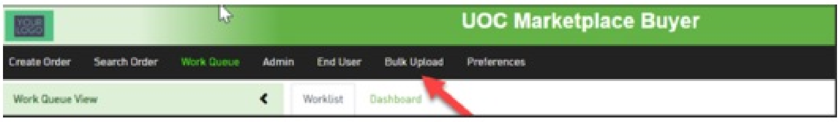


- On the order, you can add or change information that is unique to the new order. Be sure to check and enter all key data for the new order in the left and main panels.
- When the order is complete, validate and submit.

Note: Best to search for existing orders in the Search Order section. This will pull up any order in the portal, regardless of current status.

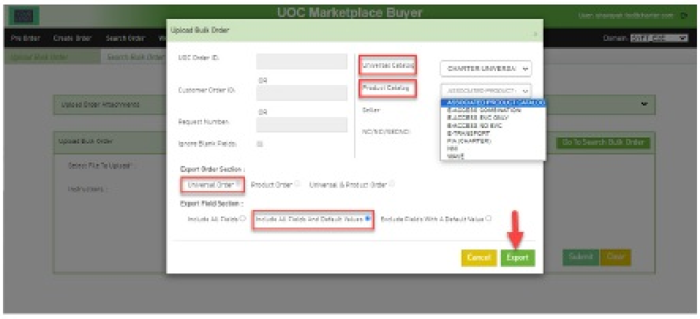
Bulk ordering

Click on Bulk Upload at the top of the screen.



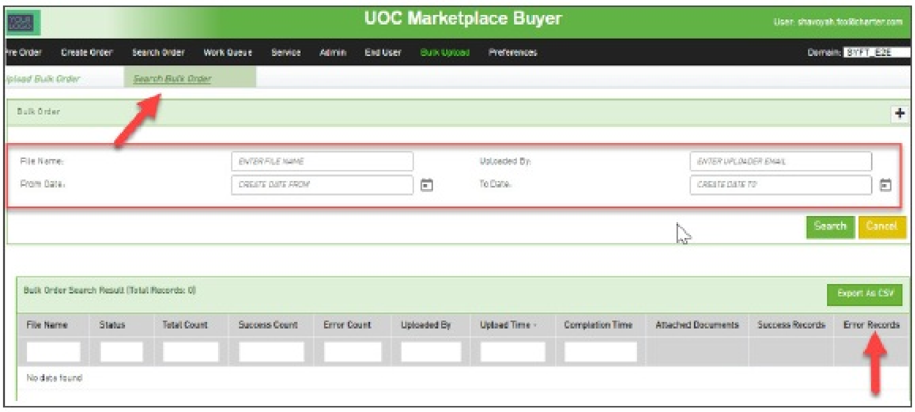
Note: All order requests must be for the same Product Catalog (Product Name).

- Select ASR Universal as the Universal Catalog, then select the Product Catalog (Product Name on individual orders) to determine what type of order you are submitting. Export Order Sections should be
- Universal Order and the Export Field section should include All Fields and Default Values. Then click Export. This will open an Excel sheet displaying all the fields you would see on an individual order.



Note: The Product Catalogs should match the Product Names you see when you click to create an individual order.

- Fill out the template with all the necessary information for the order, same as you would if you were submitting them separately. Once you have everything filled out, name and save the file to your
- computer, click on Bulk Order again, and click on Choose File.
- Find your file name, click on Open, and your file name should display in the Select File to Upload field. Then click submit.
- Check on the status of bulk ordering.g
- To check on the status of a Bulk Upload, click on Search Bulk Order, fill in one of the options listed to find your bulk upload.

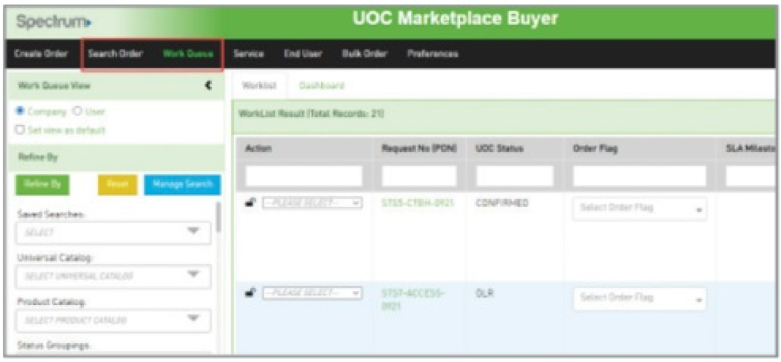


Note: If there is an issue with one or multiple orders submitted on the excel sheet, a link will display in the Error Records field. You can click on it and scroll to the end to see the issue. Only the column with the error will need to be updated. Not the full spreadsheet.

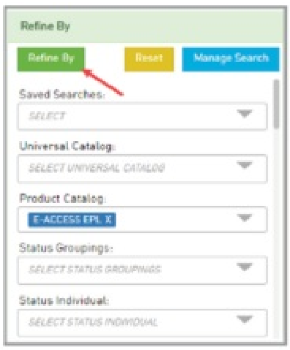
Search for an order

Users can perform searches by entering information in the left panel of the Search Order screen. Use any of the fields listed to enter as much information to locate your order. Then click Refine By. Results will display in the right panel. The Left panel window can be collapsed by selecting the collapsed icon (<) or expanded by selecting the expand arrow (>). Searches can be performed from the Search Order screen or the Work Queue.

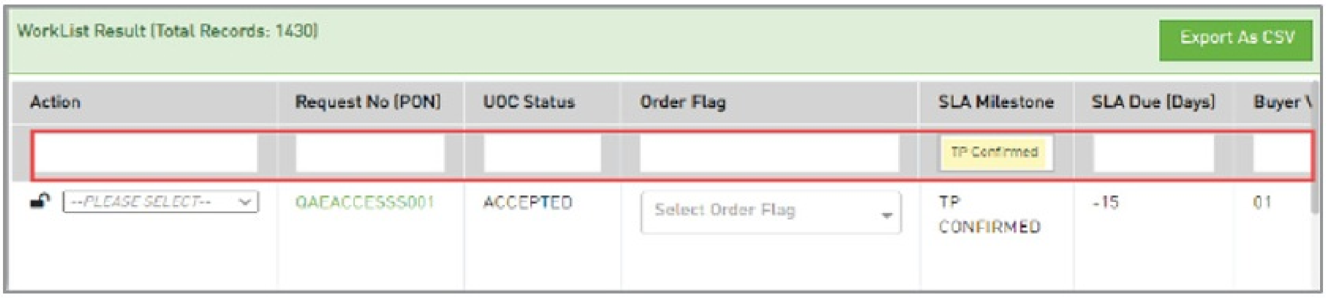
- **Note:** Using the Search Order tab is the best way to search for any order regardless of the status.
- **Note:** Requested NO. (PON) It is the best way to search for an order. You can use a % symbol to perform a wildcard search. Example PON%.



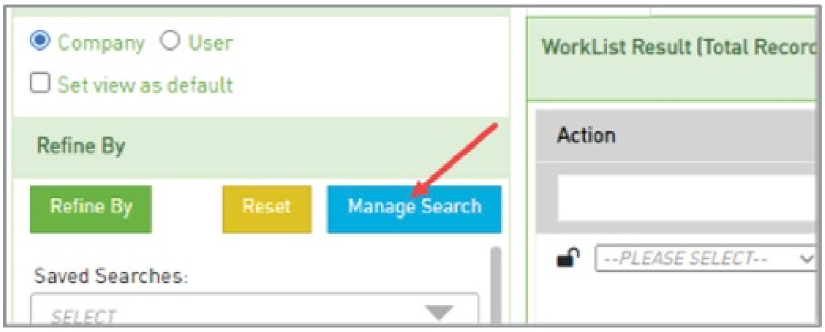
Note: Worklist Search: The search bar on the top of each worklist column provides the ability to find a specific order or set of orders from the orders displayed in the Worklist main panel.
Expand the search window, if needed, by selecting the expand arrow (>), then select the dropdown by which to search, and then click the Refine By button to execute the search.



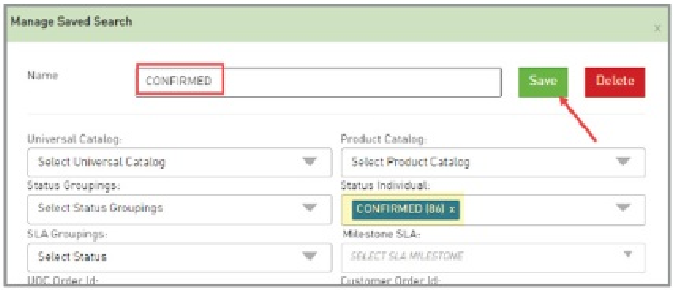
Note: The search bar on the top of each worklist column provides the ability to find a specific order or set of orders from the orders displayed in the WorkList main panel.



To create a saved search, click the Manage Search button.

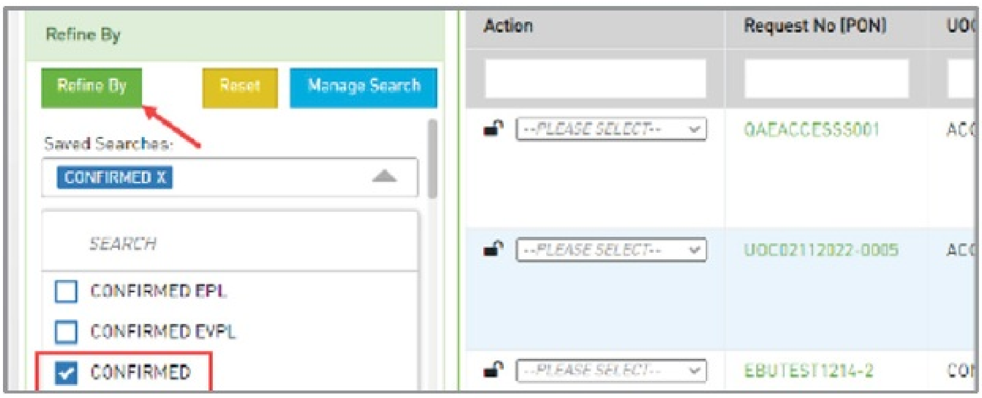


Enter the name of the search, then select/populate the search criteria. Click Save when complete.



Click theXx to close the window.

To run a saved search, populate the check box next to the search from the Saved Searches dropdown, then click the Refine By button to execute the search.

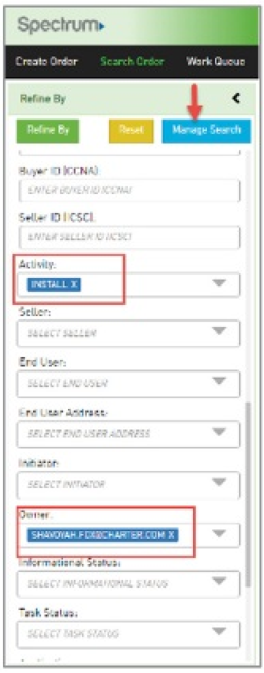


Click Reset to clear the search.

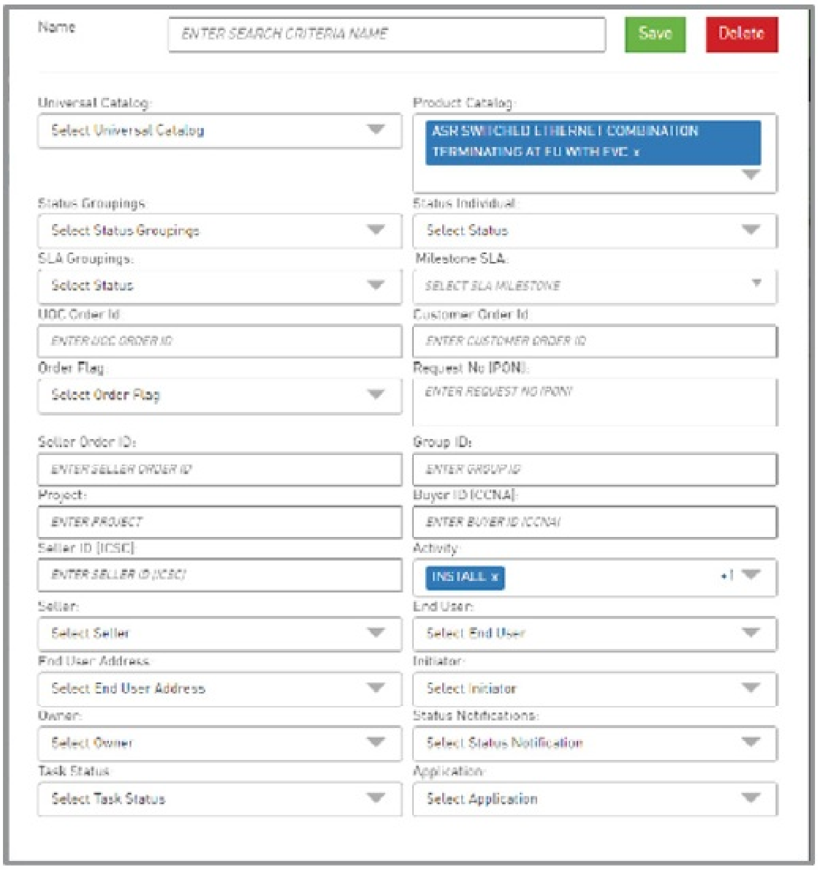
Manage search

Creating search criteria may be helpful to quickly find updates on orders as they relate to your needs (e.g., all orders submitted by initiator, or if you want to see all install orders). There are two ways to create a saved search from the Worklist screen and the Search Order screen.

You can save searches by selecting the criteria in the left panel and then clicking on Manage Search. The criteria selected will already be displayed on the next screen.

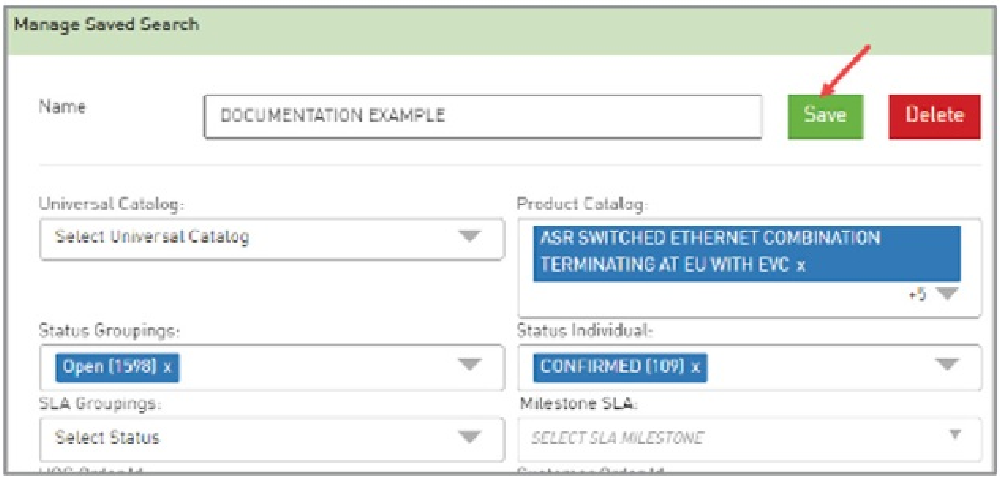


Start by clicking on Manage Search and selecting criteria from the next screen.

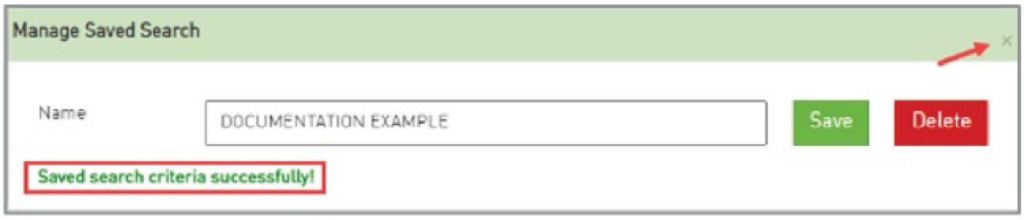


Once all the criteria are selected, enter the name of the search in the Name text box.

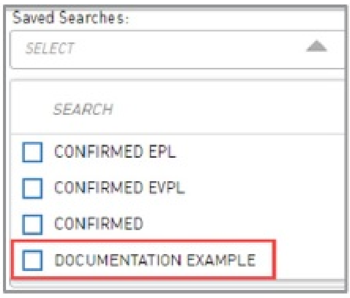
Then click Save.



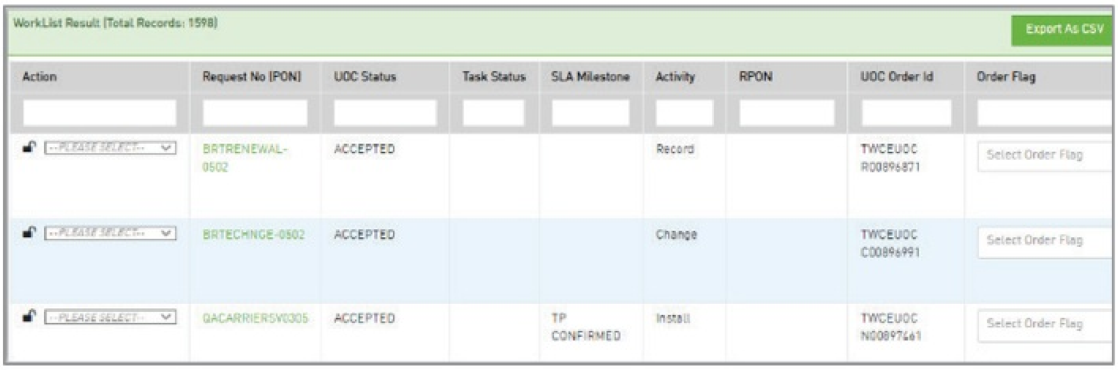
A message appears when the search is saved successfully. Click theXx to close the window.



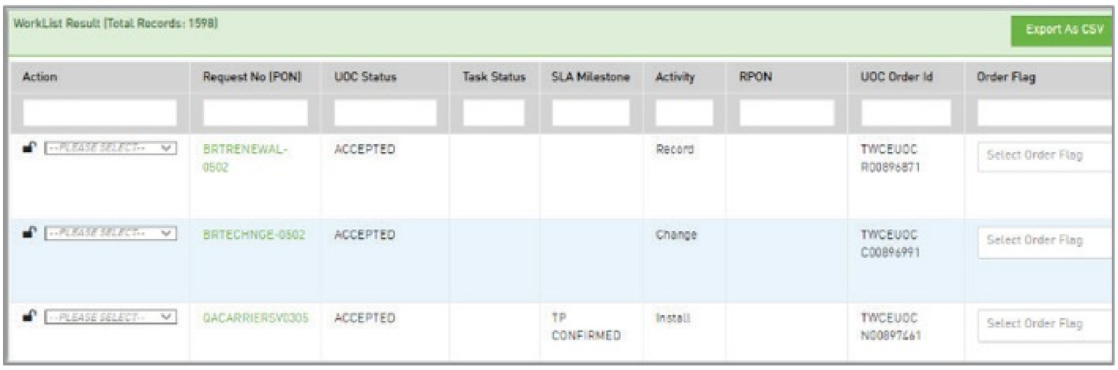
The saved search appears in the Saved Searches dropdown. Select the name to run. Then click Refine By.



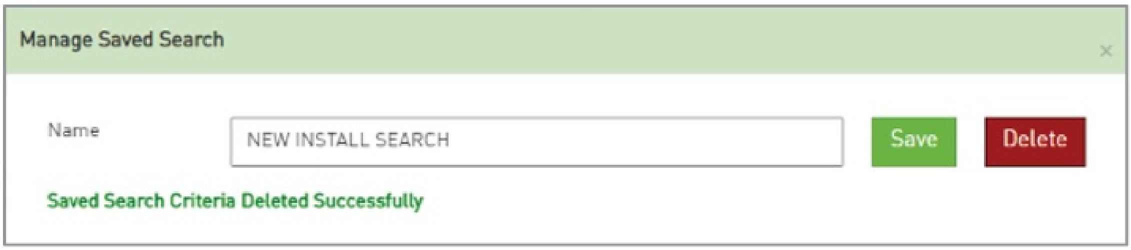
The WorkList Result updates to the selected search.



Users can click the header to sort the column in ascending or descending order.

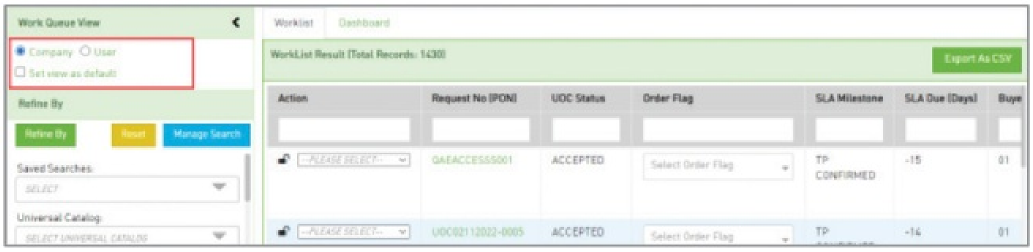


To delete an existing search criterion, select the saved search you would like to delete from the Saved Searches dropdown. Click Manage Search and then click Delete.



Work queue view

There are two options to view the worklist and dashboard:— Company and User. The default value set determines the view the user lands on when entering the work queue from the main navigation bar. To change the view, select the other option (either Company or User) in the left panel; the main panel will change to that option.



Company

The Company view displays orders associated with all users within the domain.

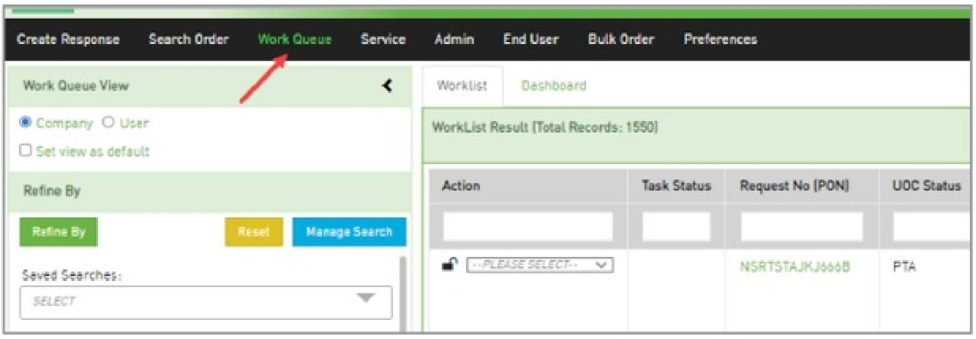
User

The User view displays only orders that are owner-assigned to the logged-in user within the domain.

Note: Worklist Search: The search bar on the top of each worklist column provides the ability to find a specific order or set of orders from the orders displayed in the WorkList main panel.

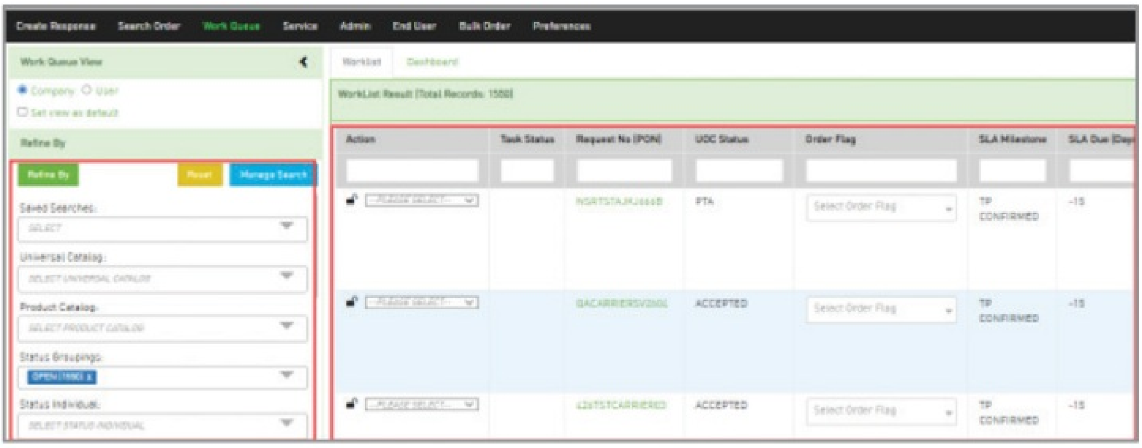
Managing the work queue

The Work Queue window opens as default when the user selects UOC from the main menu or selects Work Queue from the menu bar.



The Work Queue screen opens as default; utilize this screen when the user wants to find and/or monitor orders.

- The left panel allows for refining or changing which orders display on the worklist and dashboard views.
- The main panel displays the orders based on the left panel selections.

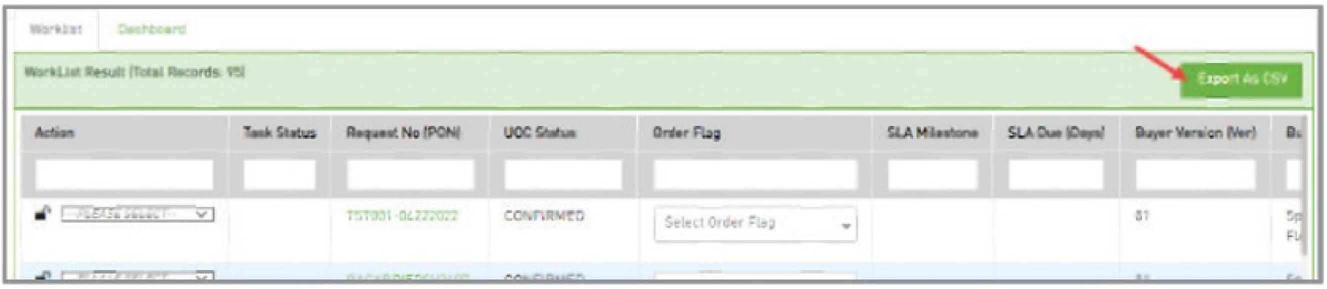


Note: The Work Queue defaults to OPEN orders, which do not include Sup1 orders. To see canceled orders, including Sup1, users need to update Status Grouping to ALL.

Query and export the work queue

The WorkList query results are able to be exported as an Excel .csv file. Perform the query by entering the criteria in the Refine By window or populating the desired fields in the WorkList Results fields.

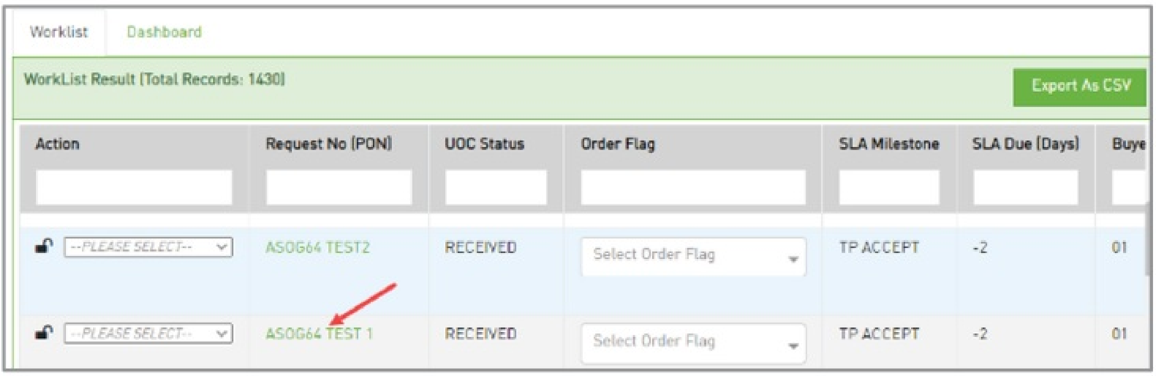
Click the Export As CSV button.



The spreadsheet downloads to the bottom left corner of the screen. Select the file to open.

Managing in-flight orders

The main panel is used to populate the order information as well as perform actions using the action buttons. Select the PON (hyperlink) from the order list to open the Order Main panel.



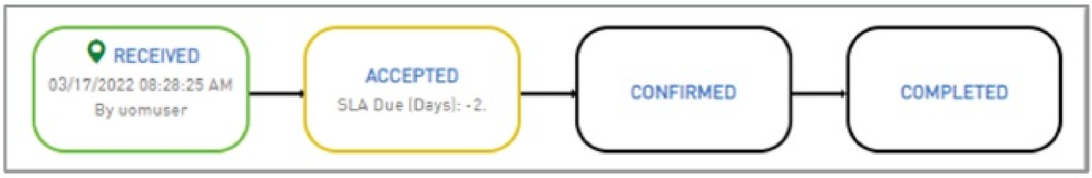
The order opens in the UI tab selected as default. The Order Details displays in the top left pane, the Order Summary displays in the bottom left pane and the Order Timeline displays across the top.

Note: SR info is populated in the Seller Order ID field in the Order Summary (as another option to the work queue).

Scroll down the screen to view all fields.

Order Timeline legend:

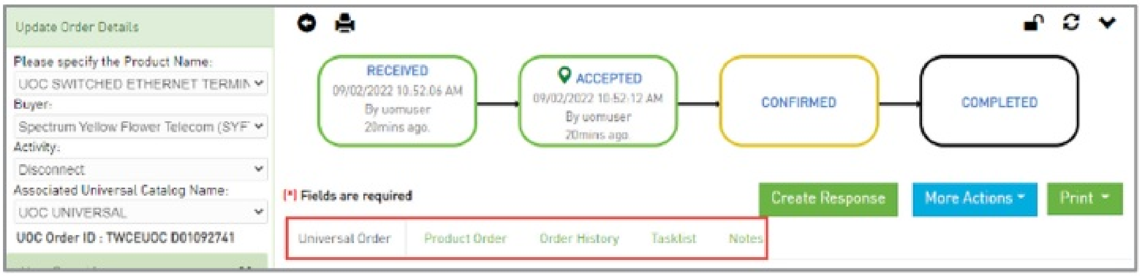
- The green rectangle box outline = status has occurred to indicate completed.
- The yellow rectangle box outline = status is in the future, and directly after a rectangle box with a green outline to indicate pending.
- Black rectangle box outline = future.



If any of the following events occur, the event value displays in red font within the rectangle box:

- CREATE FAIL
- TP REJECT
- TP ERROR
- TP ADDRESS ERROR
- TP JEOPARDY
- TP JEOPARDY ERROR

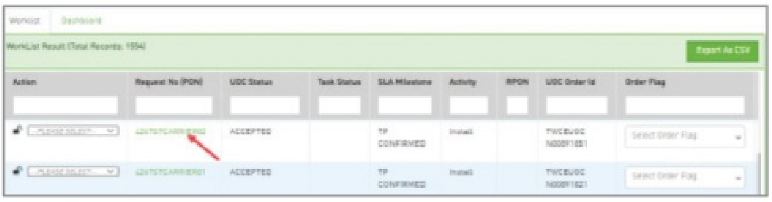
Red font also displays when an event is inserted into the timeline for a missed SLA; otherwise, all other events will display in blue font within the rectangle box.
The tabs below the main panel will be helpful as well.



Tabs	Description
Universal Order	Allows user to view existing order.
Product Order	Allows users to view existing order in Access Service Ordering Guide language.
Order History	After an initial order is saved or submitted, all versions and responses will be listed in descending order, with the latest on top. 
Task list	Clients do not have access to this tab's features.
Notes	Allows users to add information and track the history for the life of an order — not visible on the Spectrum Business side.

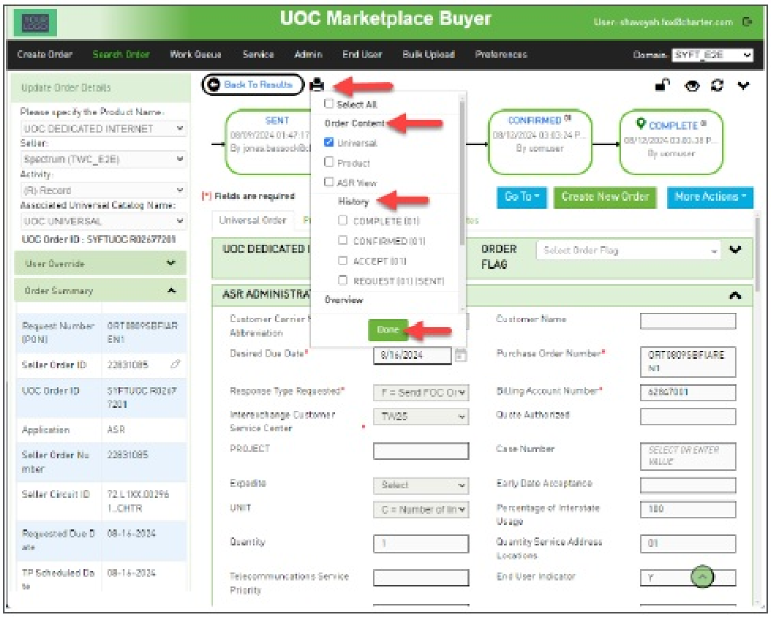
ASR save

To save the ASR form, select the Request No (PON) to access the Universal Order screen.

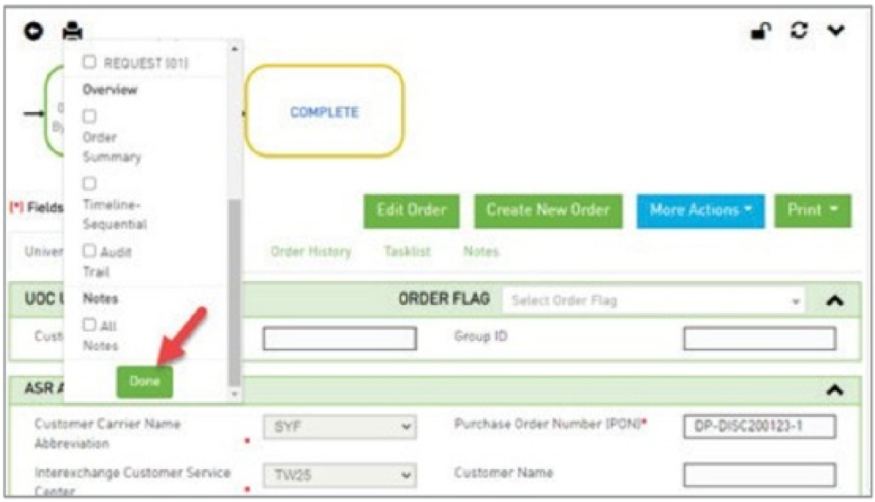


Users have the ability of saving the ASR order or responses such as Firm Order Confirmed (FOC), Design Layout Report (DLR), and Completion notices from the Universal Order screen.

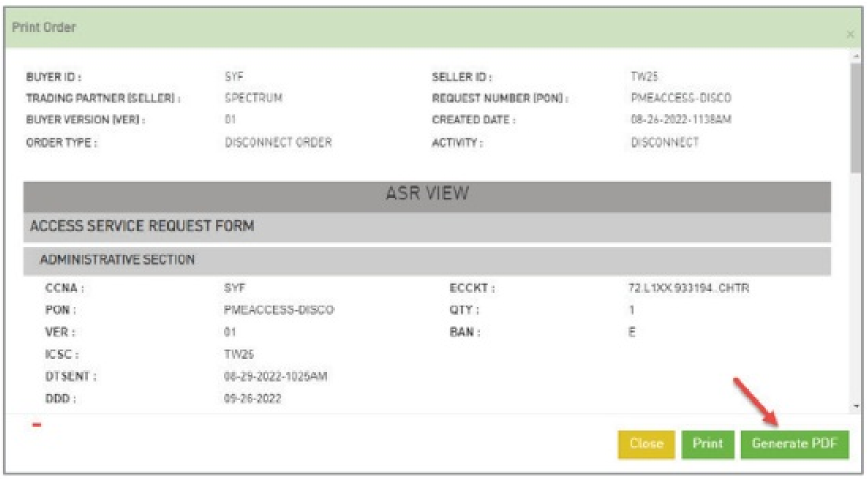
To save your order information, select the Request No (PON) to access the Universal Order screen. Click on the print Icon, select all the content and history you would like to save.



Scroll to the bottom of the menu and click the Done button.



Click on Generate PDF and from here you can view, save, and/or print your order form.



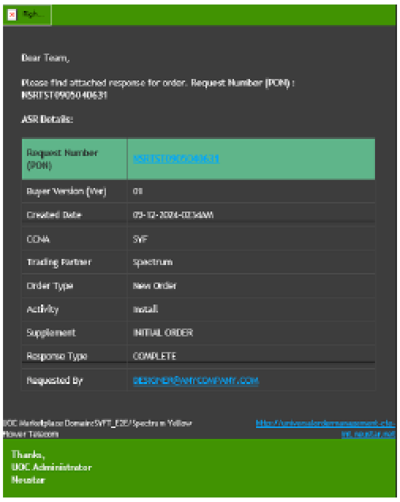
List of possible response types

Here is a list of clarification/notification types and their descriptions. Anything in red is a negative response and may require a reply from the initiator.

Response Type	Description
ACCEPT	Acknowledgement
INFORMATIONAL	Informational Only
CLEAR	Clarification Clear
CONFIRMED	Confirmation Notice
DLR	Design Layout Report
COMPLETE	Completion Notice
ERROR	Error
JEOPARDY ERROR	Jeopardy with Error
JEOPARDY	Jeopardy
CANCELLED	Provider Initiated Cancel

Email responses

- The order initiator will receive an email from uoc@transunionapps.com after submitting their order. By request only.
- They will continue to receive emails when the status of their order has changed and/or been updated.
- The content in the body of the email will display general information like PON, due date, and message type. You will need to log in to the portal and search for the order to obtain detailed information. Example of email:



About Spectrum Business

Spectrum Business, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Business portfolio includes networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions. The Spectrum Business team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs.

FAQS

How do I know what information is needed in the field?

For additional information or explanation of the field, click on the field name and another tab will open with more details about that specific field.

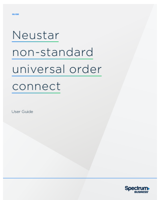
When will UOC time out?

You will be logged off automatically after 24 hours.

Can a group login be used?

Logins shouldn’t be shared among multiple users. When one person is logged in, it will limit another person’s ability to navigate and perform tasks as needed.*If you have any questions or need assistance with your order, please reach out to the team/person assigned to your account.

Documents / Resources

	Spectrum SE-CA-GD006 Neustar Non Standard Universal Order Connect [pdf] User Guide SE-CA-GD006 Neustar Non Standard Universal Order Connect, SE-CA-GD006, Neustar Non Standard Universal Order Connect, Standard Universal Order Connect, Universal Order Connect, Order Connect

References

- User Manual

SPECTRUM

Neustar Non Standard Universal Order Connect, Order Connect, SE-CA-GD006, SE-CA-GD006 Neustar Non Standard Universal Order Connect, spectrum, Standard Universal Order Connect, Universal Order Connect

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Your email address will not be published. Required fields are marked *

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Email

Website

Save my name, email, and website in this browser for the next time I comment.

Post Comment

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Search