Directory Listing

Caption Listing VFO Order Job Aid

Included:

Order Creation for Business Caption Listing
Order to Add a New Listing under an Existing Caption

Revised 12/19/2019

VFO Order Creation for a New Business Caption Listing

This is an example of how to create a new business listing with captions. Below is the scenario detail.

Order Activity		**New Caption Listing**		
Type of Service Order Details		**Business Caption Listing** • **New Listing** • **Establish a new Caption Listing**		
Directory Sample with Indent Levels	**0**	**Acme Copier Co**		
	1	**Customer Service**	**100 Main**	**555-1212**
	1	**New Orders**	**250 Main**	**555-1000**
	1	**Repair**	**300 Main**	**555-1213**

Please Note: The screen shots on the right illustrate how to populate this scenario in Virtual Front Office, the information on the left provides descriptions of the fields and drop down values. This is to enable you to decide which value to select in your customer scenario.

VFO Order Creation for a New Business Caption Listing

Start New Order

1. Hover the Order tab and select **New**.
2. Enter a PON.
3. Select Service.
4. Select Activity.
5. Click **Initiate** button.
6. Enter LSR form information (See Notes Below)
7. Enter EU form information.
8. Click DL icon to complete Directory Listing data.

LSR Form Notes for REQTYP JB

Administration Section Notes:
   TOS= 1--- (Business) or 2--- (Residence)
Billing Section Notes:
   Based on the REQTYP & ACT, the notes below provide
   guidance on the BI and BAN fields.

JB/N: BI1=D (directory) and BAN1=N (new) (Frontier will assign the
   BTN for the new directory listing.)

JB/C: BI1=D (directory) and BAN1=the existing account telephone
   number. This is in the Package ID field on a DL preorder.

JB/D: BI1=D (directory) and BAN1=the existing account telephone
   number. This is in the Package ID field on a DL preorder.

Populate Directory Listing Form

9. Enter Listing Activity (LACT)
   - N - New Listing
   - D - Delete Listing
   - I - Change Listing

10. Enter Record Type (RTY)
    - F – Foreign   AC – Alternate call Listing
    - L – Local   AL – Additional Listing
      - AM – Additional Main
      - CR – Cross Reference Listing
      - JU – Joint User
      - ML – Main Listing

11. Enter Listing Type (LTY)
    - 1 –Listed
    - 2 – Non Listed
    - 3 – Non-published

12. Enter Style Code (STYL)
    - CI – Caption Indent
    - SL – Straight Line

13. Enter Degree of Indent (DOI)
14. Enter a Main Telephone Number in the BTN field. This value is the same in each MTN field on this PON.
15. Enter the Listed Telephone Number in the LTN field
16. Enter Listed Name in the LNLN and LNFN fields

16. Enter Header Status (HS)
    - N - New caption header
    - E – Existing SLU header or caption header
17. Enter Listing Text Type (LTXTY)
    - ITX – Indent Text
    - TNL – TN text left
    - TNR – TN text right
    - TT – TT text
18. Enter Listing Text (LTEXT)

19. Enter Address information
   • LANO is Listing Address number
   • LASF is Listing Address number Prefix
   • LASD is Listing Address Street Directional
   • LASN is Listing Address Street Name
   • LATH is Listing Address Thoroughfare
   • LASS is Listing Address Street Suffix
   • LALO is Listing Address Location
   • LALOC is Listing Address Locality
   • LAST is Listing Address State
   • LAZC is Listing Address Zip Code

NOTE: Since this business has three listings under the business name, we need 3 listing sections. We just finished the first.

Create Additional Listing

20. Enter the number two in the box next to the Add and Copy Links.
21. Select either Add or Copy to create two additional listing sections, one for "New Orders" and the other for "Repair."

Populate Directory Listing Form

22. Enter Listing Activity (LACT)
    - N - New Listing
    - D - Delete Listing
    - I - Change Listing

23. Enter Record Type (RTY)
    - F – Foreign   AC – Alternate call Listing
    - L – Local   AL – Additional Listing
                     AM – Additional Main
                     CR – Cross Reference Listing
                     JU – Joint User
                     ML – Main Listing

24. Enter Listing Type (LTY)
    - 1 –Listed
    - 2 – Non Listed
    - 3 – Non-published

25. Enter Style Code (STYL)
    - CI – Caption Indent
    - SL – Straight Line

26. Enter Degree of Indent (DOI)
27. Enter a Main Telephone Number in the BTN field. This value is the same in each MTN field on this PON.
28. Enter the Listed Telephone Number in the LTN field
29. Enter Listed Name in the LNLN and LNFN fields

VFO Order Creation for a New Business Caption Listing

30. Enter Header Status (HS)
    - N - New caption header
    - E – Existing SLU header or caption header
31. Enter Listing Text Type (LTXTY)
    - ITX – Indent Text
    - TNL – TN text left
    - TNR – TN text right
    - TT – TT text
32. Enter Listing Text (LTEXT)

33. Enter Address information
    - LANO is Listing Address number
    - LASF is Listing Address number Prefix
    - LASD is Listing Address Street Directional
    - LASN is Listing Address Street Name
    - LATH is Listing Address Thoroughfare
    - LASS is Listing Address Street Suffix
    - LALO is Listing Address Location
    - LALOC is Listing Address Locality
    - LAST is Listing Address State
    - LAZC is Listing Address Zip Code

Create Additional Listing Section

33. Scroll down until you see **LISTINGSECTION [3]**.

Populate Directory Listing Form

35. Enter Listing Activity (LACT)
    - N - New Listing
    - D - Delete Listing
    - I - Change Listing

36. Enter Record Type (RTY)
    - F – Foreign   AC – Alternate call Listing
    - L – Local   AL – Additional Listing
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                         CR – Cross Reference Listing
                         JU – Joint User
                         ML – Main Listing

37. Enter Listing Type (LTY)
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    - 2 – Non Listed
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38. Enter Style Code (STYL)
    - CI – Caption Indent
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39. Enter Degree of Indent (DOI)
40. Enter a Main Telephone Number in the BTN field. This value is the same in each MTN field on this PON.
41. Enter the Listed Telephone Number in the LTN field
42. Enter Listed Name in the LNLN and LNFN fields

43. Enter Header Status (HS)
   - N - New caption header
   - E – Existing SLU header or caption header
44. Enter Listing Text Type (LTXTY)
   - ITX – Indent Text
   - TNL – TN text left
   - TNR – TN text right
   - TT – TT text
45. Enter Listing Text (LTEXT)

VFO Order Creation for a New Business Caption Listing

46. Enter Address information
    - LANO is Listing Address number
    - LASF is Listing Address number Prefix
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    - LASN is Listing Address Street Name
    - LATH is Listing Address Thoroughfare
    - LASS is Listing Address Street Suffix
    - LALO is Listing Address Location
    - LALOC is Listing Address Locality
    - LAST is Listing Address State
    - LAZC is Listing Address Zip Code

Complete Directory Quantity

47. Enter Directory ID Type in the DIRTYP field.
    - W – White Pages or Cobound
    - Y – Yellow Pages
    - B – Business to Business
    - O - Other

48. Enter the number of directories delivered on new connect or Moves in the DIRQTYNC field.

Note: When multiple Directory ID Types are requested use the Add or Copy links to insert additional Directory Quantity sections.

Submit the Order

49. Review the request and then click the submit icon (running person).

This is an example of how to update a listing with a new listing under a caption listing. Below is the scenario detail.

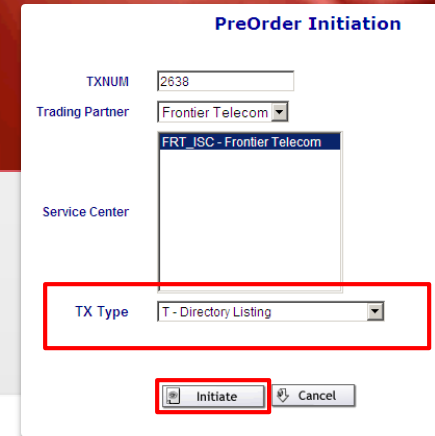| Order Activity		Sub Categories	
Type of Service		Business Caption Listing	
Order Details		Add Indent "Smith Hall" with telephone number to appear under existing sub category "Dormitories"	
Directory	0	Frontier University	
Sample with	1	Information	
Indent Levels	2	Events Hotline	289-9281
	2	Class Schedules	289-9282
	1	Residence Halls	289-9280
	2	Dormitories	
	3	Alfred Hall	289-9283
	3	Dana Hall	289-9284
	3	**Smith Hall**	**289-9999**

Please Note: The screen shots on the right illustrate how to populate this scenario in Virtual Front Office, the information on the left provides descriptions of the fields and drop down values. This is to enable you to decide which value to select in your customer scenario.

VFO Order to Add a Listing under an existing Caption

The first step is to process a Directory Listing Preorder Inquiry to determine the Main Telephone number.

- Hover the **Preorder** tab, select **New**, and select TXTYP = **T - Directory Listing**

- Populate:
  - o TXACT = A
  - o CC = Your Company Code or OCN
  - o Enter either:
    - ❖ LTN = Existing Listing Telephone Number
    - ❖ Finding Name = First 12 characters of Caption Header with no spaces (You may need to scroll down to see this field.)
  - o Enter the State abbreviation
  - o STYC
    - ❖ CH – Caption Header (Select this value when providing the Finding Name.)
    - ❖ CI – Caption Indent
    - ❖ CS – Caption Sub-header

- View Results:
  - o Look for the package id field.
  - o The first 10 digits are the MTN.
  - o The Main Telephone Number is required in the order to associate this new listing with the existing caption.
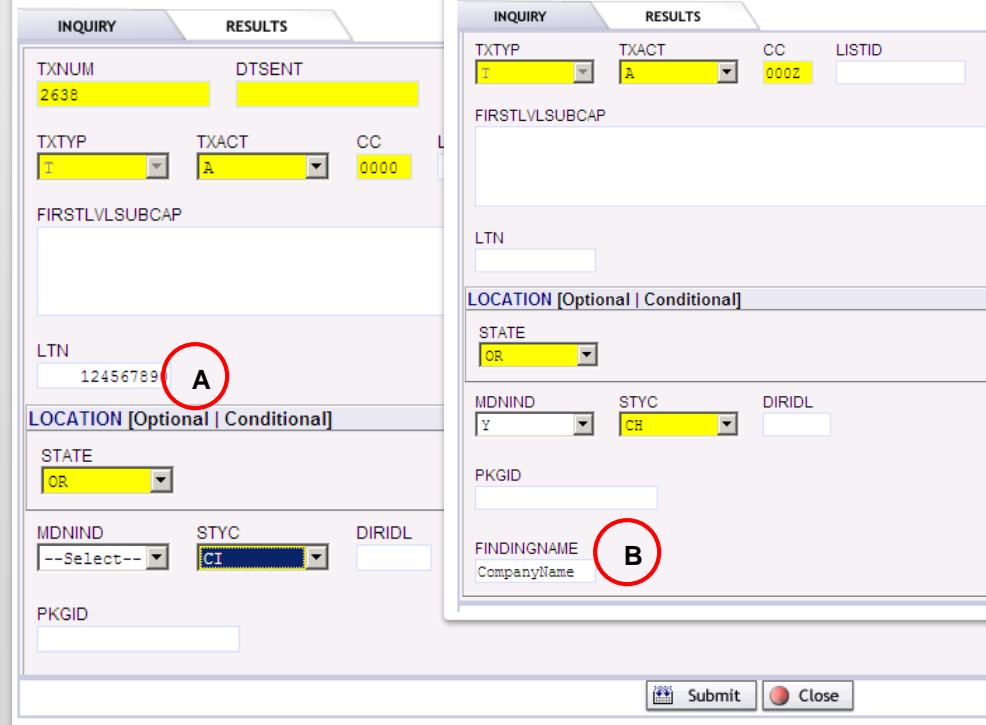
VFO Order to Add a Listing under an existing Caption

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7. Enter EU form information.
8. Click DL icon to complete Directory Listing data.

REQTYP JB LSR Form Billing Section Notes:
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VFO Order to Add a Listing under an existing Caption

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    - ITX – Indent Text
    - TNL – TN text left
    - TNR – TN text right
    - TT – TT text
19. Enter Listing Text (LTEXT)

20. Enter Address Indicator (ADI)
   - O – Omit Address in DA and Directory
21. Enter Level (LVL) one information
22. Enter Prior Level Status (PLS)
   - N – New Caption Sub Header
   - E – Existing Caption Indent or Caption Sub-header
23. Enter Prior Level Info (PLINFO)
24. Enter Prior Level TN (PLTN)

Note: Since the new listing is at Degree of Indent (DOI) 3, we need to state where this falls under caption level 2.

Create Additional Section

25. Select either Add or Copy to create another Caption Indent section.

26. Enter Level (LVL) two information
27. Enter Prior Level Status (PLS)
   - N – New Caption Sub Header
   - E – Existing Caption Indent or Caption Sub-header
28. Enter Prior Level Info (PLINFO)
29. Enter Prior Level TN (PLTN)

Note: Review the information you have entered and make sure it is ready to be submitted.

Submit Order

29. Select the icon that looks like a running person, this is used to Submit the service request to Frontier.