

AMERITECH PROCUREMENT MANAGEMENT SYSTEM

APROMS

Touch-tone Digital Order Entry Transmission Instructions

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AMERITECH PROCUREMENT MANAGEMENT SYSTEM

APROMS

Touch-tone Digital Transmission (TTDT) Instructions

1.0 GENERAL

This section describes how to order both stock and non-stock material through the Ameritech Procurement Management System (APROMS) using Touch-tone Digital Transmission (TTDT).

APROMS is a purchasing order entry system used and supported by Ameritech Services, Incorporated. TTDT, a feature of the APROMS system, permits authorized employees, using a standard Touch-tone telephone set, to order material without the assistance of the Customer Service Desk. The telephone set must be equipped with twelve touch-tone keys to provide for transmitting zero through nine plus star (*) and pound (#) sign tones.

TTDT orders may be placed on a twenty-four hour basis.

When you call the TTDT access telephone number, a digitized voice will answer and request your authority number and customer ID number IF your authority number is duplicated within the Ameritech region, materials usage (MU) number, customer requisition number, item number or product identifier number (PID), and quantity information. After you have finished ordering, you will be given a system generated Ameritech Services requisition number and instructed to use that number for reference. During the order entry process, you will be given the option of hearing the item description. The system will also tell you about back-order conditions, excessive order quantities, unauthorized or incorrect entries, and identification of non-stock items. You will also have the option of obtaining an item's price.

With proper authority, all items identified by seven-digit item numbers and a limited number of non-stock items identified by nine-digit product identifier (PID) numbers may be ordered via TTDT. **The only stock item exceptions are capital tools and orders which use a MU code of 20.**

NOTE: MU 20 orders require specific accounting. Such orders must be placed with the Customer Service Desk - by phone call or hard copy.

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2.0 COMPUTER CONTROLS

Each authority number is an assigned number and has assigned material usage and quantity controls. Material usage number(s) and the authority address are shown on your authority card.

The computer checks the following:

- Who can order or obtain pricing information by checking authority number
- What can be ordered by checking material usage number
- How much can be ordered by checking quantity controls
- Where an item can be shipped by checking the group number

The Ameritech Services Customer Service Desk should be contacted if computer controls consistently interfere with obtaining adequate quantities and/or types of material.

3.0 TIME-OUT FEATURE

The TTDT system has a time-out feature which functions after thirty seconds. The computer will audibly request that you continue ordering. If you fail to do so after three separate thirty second prompts, the system will disconnect from the line and your order will not be processed.

Therefore, before calling the APROMS TTDT system, prepare a list of item numbers or product identifiers (PIDS) and the quantities you intend to order. Having a list of items ready will make it possible to enter information promptly and avoid time-out problems.

The time-out feature will also function if you forget to register entries with the pound (#) sign as explained in the next section 4.0.

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4.0 USE OF STAR (*) AND POUND (#) KEYS

A twelve button touch-tone phone, equipped with the Star (*) and Pound (#) keys, must be used when placing TTDT orders to APROMS.

You must press the Star (*) key before each numbered command (e.g., *3# - delete last item; *4# - repeat last prompt, etc.). The star commands are explained in greater detail in later sections of this instruction.

EVERY entry **MUST** be registered with the pound (#) key. If the system does not receive the pound (#) tone, it will cause the time-out feature to function as described in section 3.0 of this instruction and your order will not be processed.

5.0 POLARITY GUARDS

Certain types of central office equipment reverse battery and ground. This condition makes it impossible to transmit touch-tone frequencies over telephone lines to the computer. This problem can be corrected by arranging to have a polarity guard installed in the telephone set used for material ordering purposes.

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6.0 PLACING ORDERS VIA TTDT

Key in the touch-tone access telephone number specified for your company. You will be answered by the APROMS digitized voice and hear the following statement:

"WELCOME TO THE AMERITECH REGIONAL ORDER ENTRY SYSTEM.
PLEASE ENTER YOUR AUTHORITY NUMBER."

Key the seven digits of your authority number followed by the pound (#) sign.

NOTE: If your authority number is not accepted, you will hear the following response:

"THAT IS AN UNACCEPTABLE AUTHORITY NUMBER. PLEASE
ENTER YOUR AUTHORITY NUMBER."

After 10 unsuccessful attempts to enter a valid authority number, the system will respond as follows:

"YOUR ORDER HAS BEEN DELETED. THANK YOU FOR USING THE
AMERITECH REGIONAL ORDER ENTRY SYSTEM."

If this happens, make sure you are entering the proper number or are not making a keying error. If assistance is needed, please call your ASI Customer Service Desk.

Whether you are entering an authority number, MU, item number, PID, Bell location code or phrase code, you will be allowed ten attempts to enter valid data before being disconnected. The error counter is reset to zero once valid input is acceptable.

When your authority number is accepted, you **MAY** hear the following prompt:

"ENTER YOUR CUSTOMER ID."

This prompt will only occur if your particular authority number is duplicated within any of the other Ameritech Operating Companies. If there is no duplication, this prompt will be bypassed. If you receive this prompt, enter the appropriate one digit customer ID number followed by the pound (#) sign. Listed below are the appropriate Customer ID codes by state:

1 = Illinois, 2 = Indiana, 3 = Michigan, 4 = Ohio, 5 = Wisconsin, 6 = ASI

When your authority number and, if required, customer ID are accepted, you will hear the following prompt:

"DO YOU WANT TO PLACE AN ORDER? IF YES ENTER ONE, IF NO
ENTER TWO."

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6.0 PLACING ORDERS VIA TTDT (Continued)

If you are not placing an order and choose option two, you may perform the following functions by entering the appropriate key:

"TO OBTAIN AN ITEM'S PRICE, ENTER ONE."
"TO REVIEW AN EXISTING ORDER, ENTER TWO."
"TO LISTEN TO ANNOUNCEMENTS, ENTER SIX."
"TO EXIT AND RETURN TO THE ORDER ENTRY PROCESS, ENTER NINE."

OPTION 1

If you choose option one (i.e., Enter One), "TO OBTAIN AN ITEM'S PRICE," the system will prompt you as follows:

"ENTER AN ITEM NUMBER."

Key in the desired item number or PID and the system will respond with the item's price. After receiving the item's price, the system will again ask "ENTER AN ITEM NUMBER." Enter an additional item number if so desired. If no other item prices are required, key in a pound (#) sign. The system will again give you the options listed above (i.e., OBTAIN PRICE, REVIEW AN ORDER, LISTEN TO ANNOUNCEMENTS, or EXIT).

OPTION 2

If you choose option two (i.e., Enter Two), "TO REVIEW AN EXISTING ORDER," the system will prompt you as follows:

"ENTER A REQUISITION NUMBER."
"DO YOU WANT TO HEAR THE ITEM'S DESCRIPTION? ENTER ONE FOR YES, TWO FOR NO."

Once the requested information is entered, the system will respond with information regarding a previously placed order. The information provided will be in the following sequence: Line number, item number, item's description (if desired), quantity ordered, unit of measure, date entered, and item's status. After receiving this information, the system will again request for an additional requisition number. If no other requisition numbers are required, key in the pound (#) sign. The system will again give you the options listed above (i.e., OBTAIN PRICE, REVIEW AN ORDER, LISTEN TO ANNOUNCEMENTS, or EXIT).

OPTION 3

If you choose option three (i.e., Enter Six), "TO LISTEN TO ANNOUNCEMENTS," the system will respond with any announcements that reside within the system. After receiving this information, the system will again give you the options listed above (i.e., OBTAIN PRICE, REVIEW AN ORDER, LISTEN TO ANNOUNCEMENTS, or EXIT).

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6.0 PLACING ORDERS VIA TTDT (Continued)

OPTION 4

If you choose option four (i.e., Enter Nine), the system will respond:

"DO YOU WANT TO PLACE AN ORDER? IF YES ENTER ONE, IF NO ENTER TWO."

If you are placing an order, the next system prompt will be:

"PLEASE ENTER THE TWO DIGIT MATERIAL USAGE NUMBER."

Now, key a two digit material usage (MU) number and the pound (#) sign. Example: 01# for MU 01, 25# for MU 25 etc.. When an acceptable MU number is entered, you will hear the next requested prompt as follows:

"ENTER A REQUISITION NUMBER."

Key in the requisition number and a pound (#) sign, or key a pound (#) sign only. In either case, APROMS will generate a requisition number at the end of the order entry process that must be used for reference purposes. If you enter a requisition number, the number will be used as the 'Customer Reference Number' on the stock shipping manifest. Please note the requisition number can be alpha-numeric. Please see Section 15.0 to obtain the alpha representation sequence. For example, customer requisition number A12345 would be entered in the following sequence: *2112345.

The next system prompt will be:

"DO YOU WANT TO HEAR THE ITEM DESCRIPTION? ENTER ONE FOR YES; TWO FOR NO."

Key 1# if you wish to hear the descriptions of the items you are ordering.

Key 2# if you DO NOT wish to hear the descriptions.

The next prompt will be for the first item number:

"ENTER AN ITEM NUMBER."

If you wish to use a Bell location code, enter the appropriate seven-digit code in response to the first item number prompt.

If you wish to use an order level phrase code, follow the instructions provided in Section 14.0.

Otherwise, key the first item number (either a seven digit item number OR a nine digit product identifier PID) and a pound (#) sign. For example: 1185041# or 400527016#.

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6.0 PLACING ORDERS VIA TTDT (Continued)

If you had requested to hear the item descriptions, you will hear:

"THAT ITEM IS _____ (A description of the item)." If the item is not stocked by Ameritech Services, you will hear the message "THIS IS A NON-STOCK ITEM."

The next System prompt will be:

"ENTER A QUANTITY."

Key the quantity you want to order and a pound (#) sign. If you do not order in standard package multiples, the system will notify you and adjust your order accordingly. (If the standard package quantity for the item you order is six, and you order five, you will be told by the system your order quantity will be changed to six. If the quantity you enter exceeds the maximum allowable order quantity, you will be told you have exceeded the maximum quantity and your order quantity will be reduced to the maximum allowable order quantity.) After you enter your order quantity, the standard response is:

"YOU ORDERED ____ (Quantity, Unit)."

Example: "YOU ORDERED FIVE HUNDRED FEET."

After entering an item as explained above, continue entering items. After each item ordered, the system will continue to prompt you for an item number (i.e., "ENTER AN ITEM NUMBER.").

When the system again requests the next item number after you have entered the last item desired, there are two options available:

- 1) If you wish to place another order, key star, one, pound sign (*1#), OR star, star, 6673, and pound sign (**6673#).
- 2) If you have finished ordering, key star, nine, and pound (#) sign (*9#) OR star, star, and pound (#) sign (**#).

In both cases, the system response will be:

"YOUR ORDER NUMBER IS _____. USE THIS NUMBER WHEN REFERRING TO YOUR ORDER."

If you had previously keyed *1# or **6673#, you will hear the prompt for an authority number to begin your next order. Otherwise the system will say:

"THANK YOU FOR USING THE AMERITECH REGIONAL ORDER ENTRY SYSTEM."

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6.0 PLACING ORDERS VIA TTDT (Continued)

NOTE: IT IS IMPORTANT THAT YOU END EVERY ORDERING SESSION WITH *9# OR **# OR YOUR ORDER WILL NOT BE PROCESSED!

7.0 KEYING ERRORS - DELETE ENTRIES

If you want to delete an entry, simply key *3#. All information back to the previous pound (#) sign will be deleted. You will hear:

"THAT ENTRY HAS BEEN DELETED" OR "THERE ARE NO ENTRIES TO DELETE."

8.0 LAST PROMPT REPEATED

If you want the last prompt repeated, key *4#.

9.0 HELP

To obtain the HELP menu, key *5#.

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10.0 ANNOUNCEMENTS

If you want to listen to available announcements, key *6#.

11.0 TRANSFER ORDER TO SERVICE DESK

If you want your order transferred to the Customer Service Center, key *0#. If you have entered at least one item, the requisition will be saved and you will be given the requisition number. You then will be furnished with the following prompts:

"YOUR CALL WILL BE TRANSFERRED. DO YOU WISH TO BE TRANSFERRED TO THE ORDERBOARD? ENTER A ONE THEN POUND (#) SIGN TO TRANSFER YOUR CALL. ENTER A TWO THEN POUND (#) SIGN TO CONTINUE YOUR ORDER."

If One and a pound (#) sign are entered, you will hear:

"YOU WILL BE TRANSFERRED TO THE CUSTOMER SERVICE DESK. PLEASE WAIT AND AN OPERATOR WILL BE RIGHT WITH YOU."

If you key 2#, you will be returned to the prompt you heard just before you keyed in *0#.

12.0 ORDER CANCELING

If you want to cancel the entire order, key *7# or hang up.

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13.0 COMPUTER VOICE RESPONSES

Voice responses or statements have been programmed into the system to assist you while placing TTDT orders. They are self-explanatory or tell what you must do to enter your order correctly. Some examples of such responses are listed below:

"THAT IS AN INVALID REQUISITION NUMBER."

The requisition number you enter must conform to your state's defined requisition number length and range.

"THAT IS AN INVALID ITEM NUMBER."

This statement means you entered the wrong item number or product identifier (PID) and the system cannot accept it. You can check the number and re-enter it correctly or continue with the next item to be ordered. You will also hear this message if the Bell Location code or phrase code you enter is invalid or entered in the wrong sequence.

"THAT ITEM IS ON BACK-ORDER."

This statement is provided for your information. All back-orders are held and will be shipped when the items become available. Knowing in advance that an item is on back-order gives you the opportunity to make substitutions. The delete feature (*3#) described in Section 7.0 should be used to cancel a back-order if you do not want it held.

"YOU HAVE EXCEEDED THE MAXIMUM ITEM QUANTITY ALLOWED FOR THAT ITEM. YOU ORDERED _____. THE QUANTITY WILL BE CHANGED TO _____."

If you exceed quantity limitations on your authority number or on the item itself, you will hear this statement. The system will reduce the quantity ordered to a predetermined maximum amount.

"THAT IS AN INCORRECT MATERIAL USAGE NUMBER."

When an MU is requested by the system, the user's response must be a valid MU on his/her authority card. Questions regarding MU assignments may be directed to the appropriate staff.

"YOU ARE NOT AUTHORIZED TO ORDER THAT ITEM."

Data in the item record is not compatible with the material usage codes in your authority record. Call the Customer Service Desk if the item you wish to order is necessary for your work.

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13.0 COMPUTER VOICE RESPONSES (Continued)

"THAT BELL LOCATION IS OK."

When you enter a valid Bell Location Code following the prompt for the FIRST item, you will hear the above response. If you attempt to enter a Bell Location Code after the first item has been ordered, the system will respond with the message "THAT IS AN INVALID ITEM NUMBER."

"YOU ARE NOT AUTHORIZED TO USE A BELL LOCATION CODE."

If you hear the above referenced statement, your authority number does not allow the changing of shipping addresses. Please contact your Customer Service Desk for assistance.

"INVALID QUANTITY. PLEASE ENTER A QUANTITY."

This response is given if a zero quantity is entered or the tones cannot be processed by the system. Enter the quantity again.

"LAST ENTRY DELETED."

You will hear the above referenced statement after using the delete feature (*3#) that is explained in Section 7.0. This statement verifies that the item actually has been deleted.

"DO NOT EXCEED THIRTY SECONDS BETWEEN ENTRIES."

If you do not respond to a system generated prompt within approximately 30 seconds, the system will respond with the above referenced prompt. If after hearing this prompt you do not respond with an entry within approximately forty seconds, the system will end the transaction, the order will NOT be processed, and the system will respond with the following statement:

"THANK YOU FOR USING THE AMERITECH REGIONAL ORDER ENTRY SYSTEM."

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15.0 ALPHA REPRESENTATION USING THE TOUCH-TONE KEYPAD

Listed below are the numeric touch-tone keypad sequences needed to represent alpha characters. PLEASE NOTE THAT EACH ALPHA CHARACTER MUST BE PRECEDED BY THE STAR (*) SIGN! Example : A = *21, B = *22, X = *92, etc.

<u>Letter</u>	<u>Key Sequence</u>	<u>Letter</u>	<u>Key Sequence</u>
A	*21	N	*62
B	*22	O	*63
C	*23	P	*71
D	*31	Q	*72
E	*32	R	*73
F	*33	S	*74
G	*41	T	*81
H	*42	U	*82
I	*43	V	*83
J	*51	W	*91
K	*52	X	*92
L	*53	Y	*93
M	*61	Z	*94

16.0 CUSTOMER SERVICE CENTERS

If you have any questions, comments and/or require assistance regarding the order entry process, please contact the Customer Service Center designated for your state. Listed below are the Customer Service Center telephone numbers:

ILLINOIS	(312) 558-3594
INDIANA	(317) 265-3411
MICHIGAN	(313) 523-0800
OHIO	(216) 441-7730
WISCONSIN	(414) 523-7900
AMERITECH SERVICES	(708) 248-2535

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14.0 REGIONAL STANDARD INSTRUCTIONAL PHRASES

Phrase codes may be transmitted via touch-tone telephones and will result in instructions being printed on the manifest.

Be sure to register each phrase with a pound (#) sign. Please refer to the **REGIONAL STANDARD INSTRUCTIONAL PHRASES** listed below.

Phrase codes are divided into the following two categories:

- A Requisition Phrase that applies to the entire order and must precede the first item of the order (example: Street Address, Room or Floor, Continuing Property or Motor Vehicle Number, Do Not Sub Order, etc.).
- An Item Phrase which applies to a specific item (example: Coil Size) within the order **MUST** follow the affected item. The "Do not sub next item" phrase must precede the item. All other item phrase codes would normally be entered after the item affected.

The following numerical phrases may be transmitted via touch-tone telephones and will result in system printed instructions on the Customer Manifest. **The notation (R) after the phrase description indicates the phrase is a requisition phrase and the notation (I) after the phrase description indicates an item phrase.**

<u>PHRASE DESCRIPTION</u>	<u>ITEM (PHRASE) NUMBER</u>
Ship in One Length (I)	2020149
Save All Copies (R)	2020198
Rush Request One Day Interval	2020313
Cancel All Backorders (R)	2022012
Reel Type Reel Number (I)	2022236
Audit Number (I)	2022244
Environment Code (R)	2023804
The Continued Property Record Is (R)	2023820
Geographic Location Override (R)	2023861
Do Not Sub The Next Item (I)	3023978
Ship on 310 Reel (I)	2023986
Order By APROMS Touchtone (R)	2024000
Ship in 500 Ft. Coils (I)	2024067
Ship in 300 Ft. Coils (I)	2024018
Ship in 250 Ft. Coils (I)	2024026
Ship in 200 Ft. Coils (I)	2024091
Ship in 150 Ft. Coils (I)	2024034
Ship in 100 Ft. Coils (I)	2024042
Ship in 50 Ft. Coils (I)	2024059
Confirming for Billing Only (R)	2024083
Date Wanted (R/I)	2024109
Do Not Sub This Requisition (R)	2024117
Room Number (R)	2024141
Floor Number (R)	2024158

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