



# Cloud OMS Reseller

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## Administrator Guide



iPECS is an Ericsson-LG Brand

Please read this manual carefully before operating your set. Retain it for future reference.



You can find them quickly by clicking the arrow accordingly.

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# About This Guide

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This section describes the purpose, audience, organization, and conventions that are used in this iPECS Cloud OMS Reseller Administrator Guide.

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**NOTE** Your actual display screens may be slightly different than what was displayed in this manual depending on the OS (Operating System) and other factors. All information in this guide is subject to change without prior notice.

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## Purpose

The iPECS Cloud OMS Reseller Administrator Guide is designed to assist Service Provider administrators with the system administration features of the OMS (Order Management System) system. Detailed instructions for each function and page of the OMS system can be found in this manual.

## Audience

This guide assumes administrators of the Reseller are familiar with the procedures in the iPECS Cloud Web Interface Administration Guide.

## Document Organization

This guide consists of two chapters and an appendix. The title of each chapter (and appendix) is as follows:

- About This Guide
- Chapter 1 Accessing OMS web page
- Chapter 2 OMS Reseller Portal
- Appendix – A

## Document Conventions

This section describes text formatting conventions and important notice formats used in this guide.

## Text formatting

The narrative-text formatting conventions that are used are as follows:

Convention	Description
<b>Bold text</b>	It may indicate a button, menu item, or dialogue box option you can click or select.
<i>Italic text</i>	A cross-reference or an important term.
<b>Code text</b>	A command prompt.
*(Asterisk)	Items or fields marked with an asterisk (*) are required.

## Important notice

The following icons and notices are used in this guide to convey important cautions and notes.



**CAUTION** A caution statement alerts you to situations that may cause damage to hardware, software, or data.

**NOTE** A note provides additional explanations, important information, or a reference to the relative information.

## References or Related Guide

The following guides supplement the information in this guide and can be found on the Ericsson-LG Enterprise Partner Portal.

- iPECS Cloud Feature Guide
- iPECS Cloud Customer User Portal Guide
- iPECS Cloud Customer Manager Administrator Guide
- iPECS Cloud EMS Reseller Administrator Guide
- iPECS Cloud EMS Service Provider Administrator Guide
- iPECS Cloud OMS Service Provider Administrator Guide

## Accessing OMS web page

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This chapter describes how to access OMS (Order Management System) and how to use it. Using Web Browser the OMS can be accessed and System Data Management, System Monitoring and Maintenance managed through a user-friendly GUI.

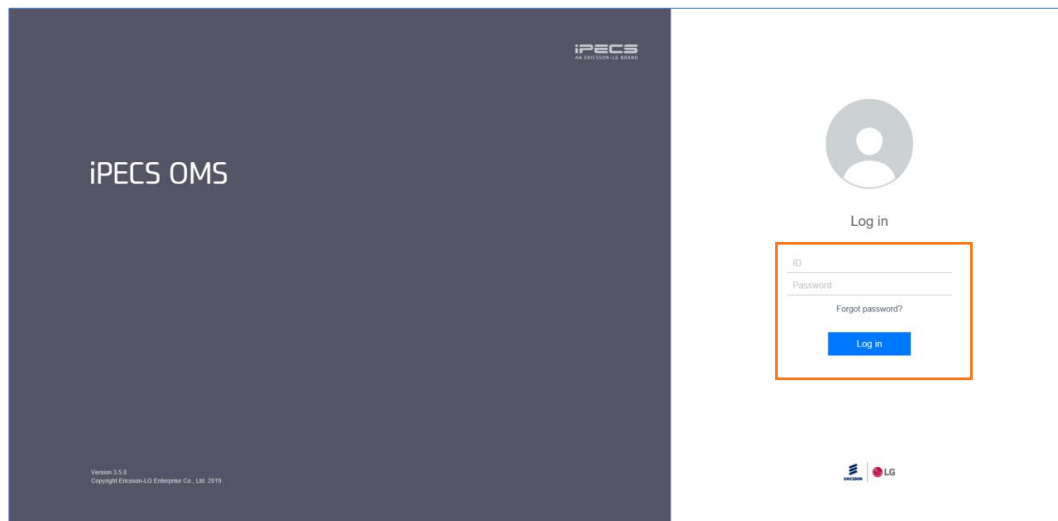
### 1.1 User Access Environment

We highly recommend you to use Chrome for the best results. It works under the minimum specification, but some screens may look different.

- **Web Browser:** Google Chrome (recommend), Microsoft Internet Explorer 10, 11 (at least IE 8 or later version)
- **Screen Resolution:** 1280 x 1024 at least or higher

### 1.2 How to Access

1. Open a browser on the PC.
2. Type the site URL to open your cloud service in a web browser. This Reseller web portal is *http://webserverIP*.



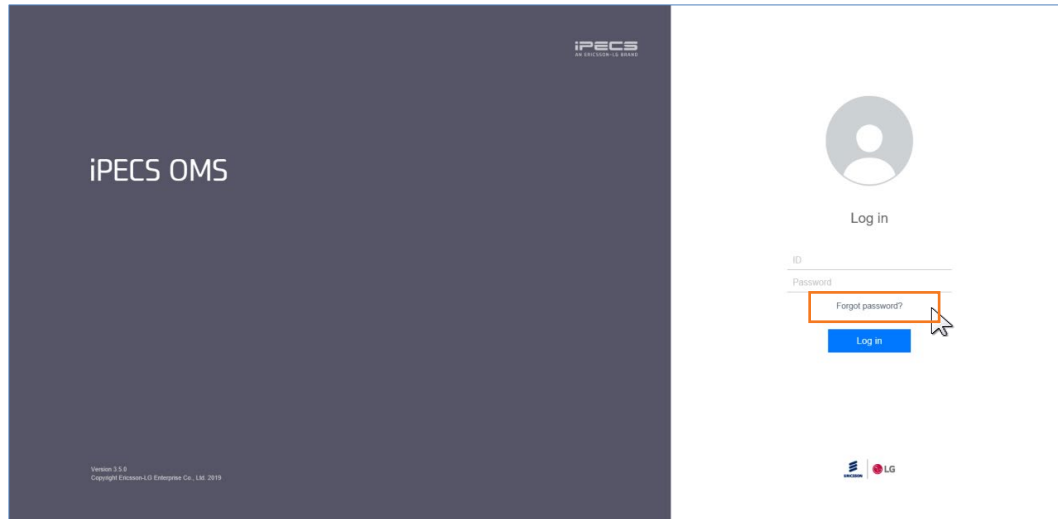
3. Enter the User ID and Password assigned to reseller administrator
  - User ID in E-Mail Style form, such as the example (e.g. abc@example.com).
4. Click the **Login** button to system login, Reseller Screen will be displayed.

### 1.3

## Request Password Reset

A user can request a password reset through the pre-configured email address related to that account using the **"Forgot Password?"** link.

1. Click **"Forgot Password?"** to receive an email from a password reset request.



2. Enter **'ID'** and **'Email'** address configured in Reseller Account.

ID

Email

If you need help resetting, we can help by sending you a link to reset it.

1. Enter your 'ID', 'Email' and click to 'Send Email' button.
2. Check your inbox for a password reset Email.
3. Click on the URL provided in the Email and enter a change password.

Send Email

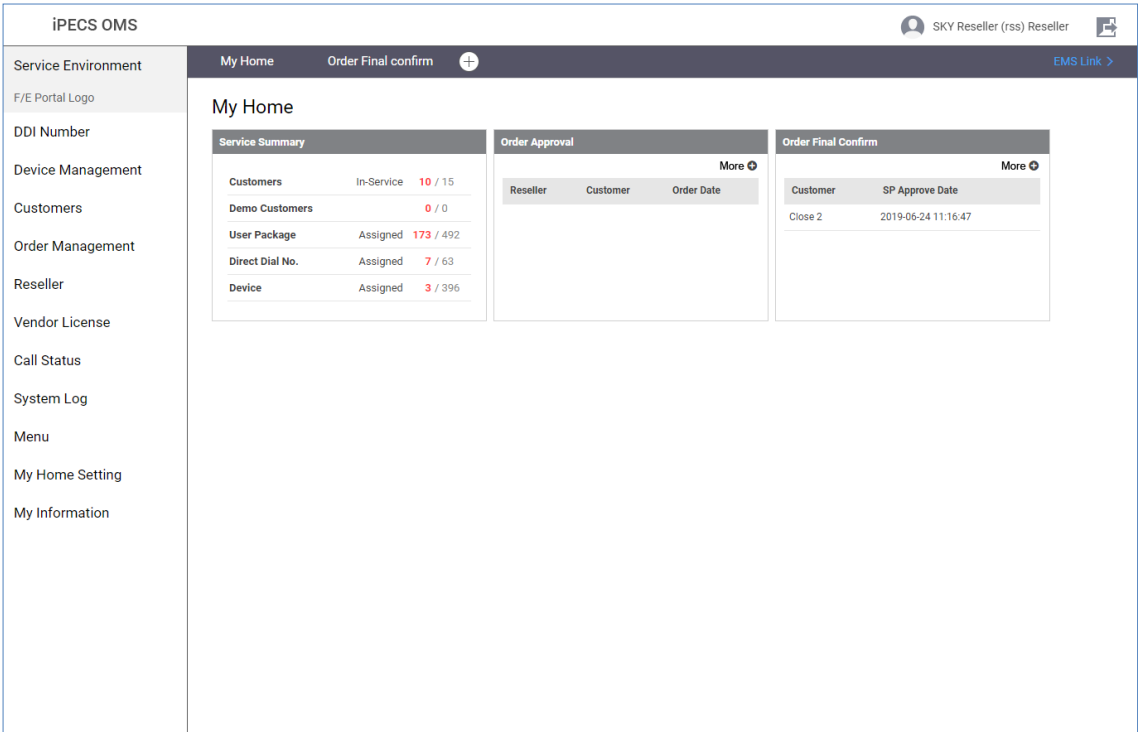
Cancel

3. Click the **Send Email** button, then a **'password reset'** email containing URL is sent.

1.4

Initial Screen

Initial screen when the Reseller first logs in as below.



**NOTE** Session expires after 120 minutes of inactivity.

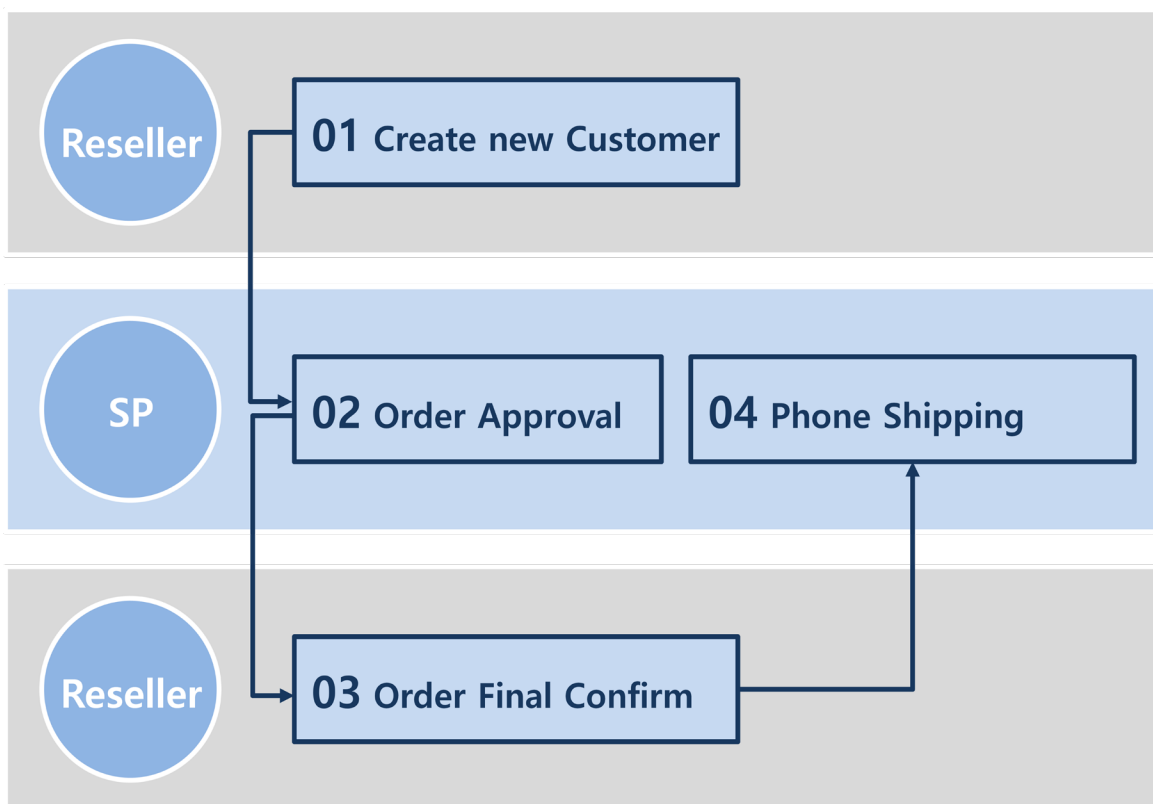
## OMS Reseller Portal

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This chapter describes the operation on OMS Reseller Portal. Reseller can make orders, manage customers and data.

### 2.1 Order procedure Overview

Order process procedure of Cloud service is as follows. Reseller can be able to create new customer. In this guide, the SP is used as an acronym of **Service Provider**.





### 2.1.1

## Create New Customer

Fill out the customer profile information and place the order via the reseller portal, the order will then be sent through to the SP to process.

### Create New Customer

Customer Info

Service Plan & Customer Site

Number Ordering

Number Assign

Order Items

Trunk Channel

Device Ordering

Call Bundle & Call Fraud

Device Shipping Info.

Submit Order

#### Customer Profile

Customer Company Name \*

Domain \*

Only input lowercase characters.

Language \*

English

Customer Type \*

Normal

Reseller \*

SKY Reseller

PO Number

#### Billing Account

Billing Account Name \*

Billing Address

City

Country

Post Code

Add

#### Administrator

Administrator ID \*

@Domain

Administrator Password \*

At least 8 characters, Max 15 characters.

Confirm Password \*

Administrator Name \*

Administrator E-mail \*

#### Contact Info.

Contact Name \*

Contact E-mail \*

Contact Direct Dial Call Number

Contact Extension

Mobile Number

#### Additional Info.

Test

Remark

Next

2.1.2 **Order Approval**

SP checks order information received from the reseller, selects an available CM, assigns DDI numbers and cloud resources to a customer and approves the order.

If SP finds out the wrong ordering, SP can reject the order and enter the reject reason. For the rejected order, the reseller can modify it and request it again.

iPECS OMS

SKY Reseller (rss) Reseller

Service Environment

DDI Number

Device Management

Customers

Order Management

Order Status

Order Approval

Order Final confirm

Reseller

Call Status

System Log

Menu

My Home Setting

My Information

My Home

Order Final confirm

Order Approval

Order Final confirm

Request to

SKY Reseller

Order Date

Processing Request

Search

	Order Date	Reseller	Customer ID	Customer Name	Order No	Order Type	Order Status
1	2019-07-12 16:24:59	SKY Reseller	C1000000232	jsh819	500514	New Customer	being process
2	2019-07-12 17:36:11	SKY Reseller	C1000000238	idam3	500529	New Customer	Submit Order
3	2019-07-12 17:39:38	SKY Reseller	C1000000239	idam4	500530	New Customer	Submit Order
4	2019-07-12 17:45:22	SKY Reseller	C1000000240	idam5	500532	New Customer	Submit Order
5	2019-07-12 17:50:40	SKY Reseller	C1000000247	idam6	500539	New Customer	Submit Order
6	2019-07-12 17:54:59	SKY Reseller	C1000000254	idam7	500546	New Customer	Submit Order
7	2019-07-12 18:00:08	SKY Reseller	C1000000255	idam8	500548	New Customer	being process

Page 1 of 1

View 1 - 7 of 7

Excel

2.1.3 Order Final Confirm

The reseller then checks the order information approved by SP and confirms the order if there are no changes.

iPECS OMS

SKY Reseller (rss) Reseller

Service Environment

DDI Number

Device Management

Customers

Order Management

Order Status

Order Approval

Order Final confirm

Reseller

Call Status

System Log

Menu

My Home Setting

My Information

My Home

Order Final confirm

+

EMS Link >

Order Final confirm

Reseller

SKY Reseller

Include child resellers

Search

	Order Date	Reseller	Customer ID	Customer Name	Order No	Order Type
1	2019-07-10 18:41:10	SKY Reseller	C1000000205	sky9	500413	New Customer
2	2019-06-27 20:16:46	SKY Reseller	C1000000001	jsmn	500226	Change
3	2019-06-24 10:56:04	SKY Reseller	C1000000049	Close 2	500120	Customer Close

Page 1 of 1

10

View 1 - 3 of 3

Excel

## 2.1.4

# Device Shipping

After the order has been finally confirmed by the reseller, the SP then checks the model and quantity of device that has been ordered, assigns the MAC address for each device, assigns the device to the customer's site and ships the device to the specified shipping address.

iPECS OMS

Pragma (SP Admin) SP

EMS Link >

Service Environment

Service Plan

DDI Number

Device Management

Device Model

Device Order Group

Device Info.

Device/Phone List

Stock Status

Device Shipping

Shipping Result

Customers

Order Management

Reseller

Vendor License

Call Status

System Log

Menu

My Home Setting

My Home

Order Approval

Reseller Management

Number Management

Device Shipping

+

EMS Link >

Device Shipping

Request to \* Pragma

Order Date ~

Approve Date ~

Search

Total : 2 / 55 (Assigned / Requested)

	Order Date	Reseller	Customer ID	Customer Name	Order Type	Order Title
1	2019-07-07 11:26:16	SKY Reseller	C1000000191	skycom7	New Customer	skycom7 New Order
2	2019-07-07 11:11:06	SKY Reseller	C1000000187	skycom6	New Customer	skycom6 New Order
3	2019-07-04 20:58:25	SKY Reseller	C1000000183	skycom5	New Customer	skycom5 New Order
4	2019-07-04 20:58:25	SKY Reseller	C1000000183	skycom5	New Customer	skycom5 New Order
5	2019-06-24 15:01:55	Pragma	C1000000072	YJ Com	New Customer	YJ Com New Order
6	2019-06-21 11:14:23	SKY Reseller	C1000000043	skycom3	New Customer	skycom3 New Order
7	2019-06-19 17:07:49	SKY Reseller	C1000000001	jsmn	New Customer	jsmn New Order
8	2019-06-19 17:07:49	SKY Reseller	C1000000001	jsmn	New Customer	jsmn New Order

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Excel

## 2.2

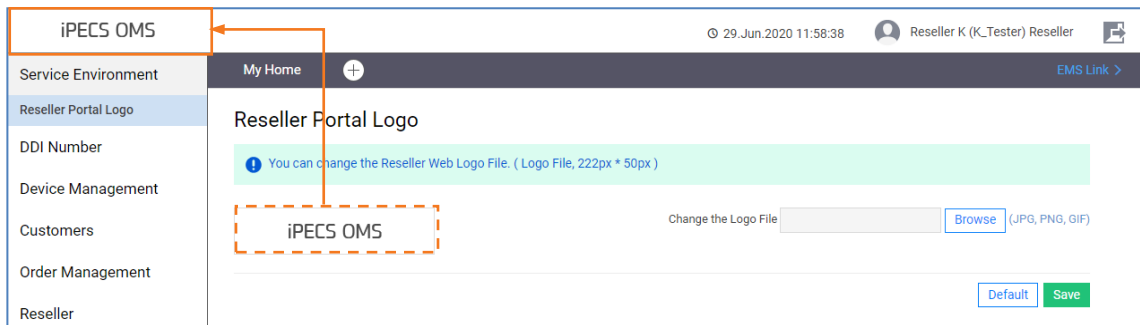
## Service Environment

This section describes the functions to manage the initial configuration of the OMS service. Reseller consists of a menu that manages Reseller logo images, etc. These settings are rarely changed once they are initially set.

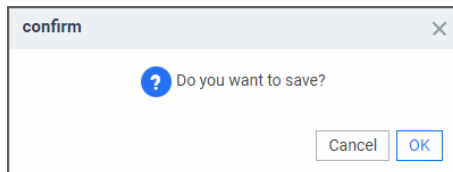
### 2.2.1

## Reseller Portal Logo

This menu is used to set the OMS Reseller Web Portal logo. The logo file size has to width:222px height:50px and file format have to JPG, PNG, or GIF.



1. Click the **Browse** button and find a logo file to upload a logo file.
2. Click the **Save** button to apply, and then the popup will open.



3. Click the **OK** button to confirm.
4. Click the **Default** button to set as the default.

## 2.3

# DDI Number

This section describes how to configure system data related to DDI Number.

## 2.3.1

# Number Status

This menu allows you to view a list of DDI numbers held by child resellers, including yourself, and information about the numbers assigned to Customer.

## 2.3.1.1

# DDI Details

Look up the list of DDI numbers held by the child reseller, including himself, and the status of the DDI number list assigned to the customers of the child reseller including him.

Service Environment

DDI Number

Number Status

Number Porting

Device Management

Customers

Order Management

Reseller

Vendor License

Call Status

System Log

Menu

My Home Setting

My Information

My Home

EMS Link >

Number Status

Owner

SH J Company

☒ Include Child

Search

DDI Details

Number Status Summary

	Direct Dial Call Number	Area Code	Number	Number Type	Customer Assign	Assigned Customer	Site Name	Use Status	Number Porting	Comment
1	08010001003	080	10001003	Normal Type	Used	cust_1	cust_1	Activation	Original Number	
2	08010001004	080	10001004	Normal Type	Used	cust_1	cust_11	Activation	Original Number	
3	08010001005	080	10001005	Normal Type	Used	cust_1	cust_11	Activation	Original Number	
4	08010001011	080	10001011	Normal Type	Used	cust_1	cust_1	Activation	Original Number	
5	08010001012	080	10001012	Normal Type	Used	cust_1	cust_1	Activation	Original Number	
6	08010001021	080	10001021	Normal Type	Used	cust_1	cust_1	Activation	Original Number	
7	08010001022	080	10001022	Normal Type	Used	cust_1	cust_1	Activation	Original Number	
8	08010001031	080	10001031	Normal Type	Used	cust_1	cust_1	Activation	Original Number	
9	08010001032	080	10001032	Normal Type	Used	cust_1	cust_11	Activation	Original Number	
10	08010001033	080	10001033	Normal Type	Used	cust_1	cust_11	Activation	Original Number	

Page 1 of 3

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Excel

## View the state information in the grid

Grid column name	Description
Direct Dial Call Number	Displays the Direct Dial Call Number.
Area Code	Displays the area code of the Direct Dial Call Number.
Number	Displays the numbers except the area code for Direct Dial Call Number.
Number Type	Displays the type of the number you set. Displays the corresponding value among the values set in the Number Type menu.
Customer Assign	Displays assignment status to Customer. <ul style="list-style-type: none"> <li><b>Used:</b> Status used by Customer</li> <li><b>Unused:</b> State not yet assigned to Customer</li> <li><b>Reserved:</b> State in which Customer is reserved for use</li> </ul>
Assigned Customer	Displays the name of the Customer to which the number is assigned.
Site Name	Displays the name of the Customer's site to which the number is assigned or reserved.
Use Status	Displays for number status.

Grid column name	Description
	<ul style="list-style-type: none"> <li>• <b>Creation:</b> Created Number</li> <li>• <b>Order Activation:</b> Order in progress</li> <li>• <b>Activation:</b> Number available</li> <li>• <b>Using:</b> Customer is using the number</li> <li>• <b>Returned:</b> Used and returned</li> </ul>
Number Porting	Indicates whether the number is created through Number Porting. <ul style="list-style-type: none"> <li>• <b>Original Number:</b> Number created by OMS</li> <li>• <b>Ported Number:</b> Number created by Ported</li> </ul>
Comment	Informational phrase or more description
Assigned Reseller	Displays the name of the Reseller to which the number is assigned.
Owner	The partner that created the number
Last Updated	Date the data was last modified

### 2.3.1.2 Number Status Summary

Provides aggregate inquiry function by dividing total allocated quantity, used quantity, and reserved quantity for each customer who has been assigned DDI number.

	Owner	Customer	Assigned Qty.	Use Qty.
1	SKY Reseller	jsmn	2	0
2		sky2	3	0
3		Second JS	5	0
4		Reseller Kwak	18	0
5		skycom3	7	0
6		skycom4	21	0
7		skycom5	0	0
8		skycom6	0	0
9		skycom7	0	0
10		sky9	0	0

#### View the state information in the grid

Grid column name	Description
Owner	Displays the name of the Reseller to which the number is assigned.
Customer	Displays the name of the Customer to which the number is assigned.
Assigned Qty.	Displays the quantity of numbers assigned to Customer.
Used Qty.	Displays the quantity of numbers that Customer is using.
Reserved Qty.	Displays the quantity of numbers that Customer has reserved for use.
Not Assigned Qty.	Displays the quantity of numbers that the Owner has that are not assigned to the Customer.
Total Qty.	Displays the sum of the numbers assigned or reserved or not assigned for customer.



## 2.3.2

# Number Porting


The requested SP or reseller performs Accept or Reject processing what number porting information requested in the order from a reseller.

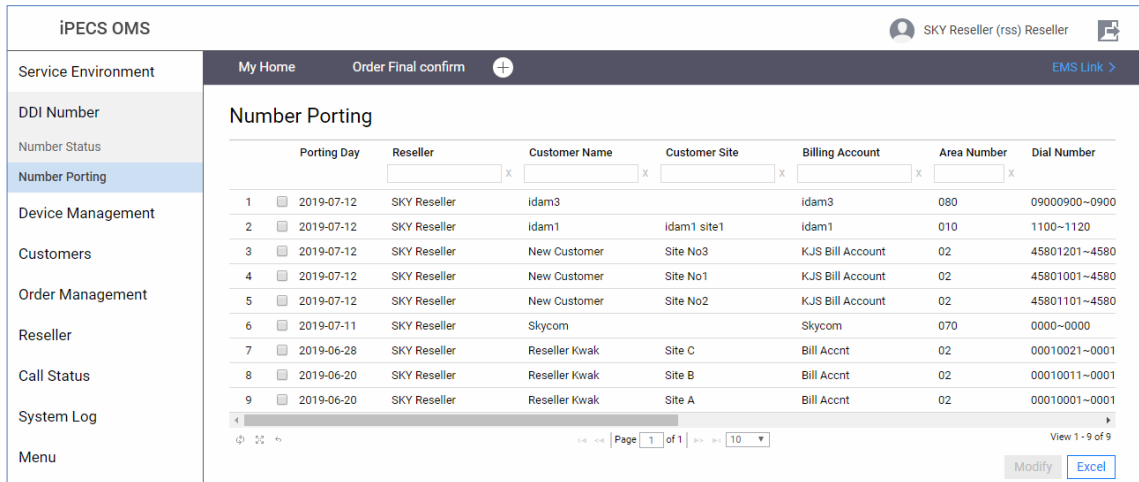
Accept processing is possible only after the order has been Final Confirm.

At the time of Accept processing, the number list in which the number porting request is registered is generated as DDI number, and provisioning processing is going to EMS.

Sub status value can be set separately for progress management after Accept.

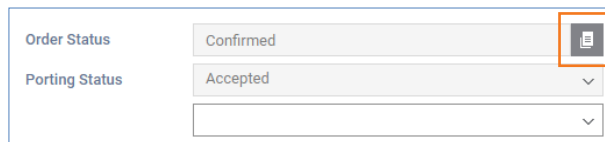
It is possible to register/manage the comment on the request contents when Accept/Reject of the authorized user.

- The **Modify** button is enabled when the approval processing SP/reseller of the selected data is the same as the partner of the logged in user.
- In the Modify mode the **Cancel, Accept, Reject, Porting Cancel, Save** button's Visible/Invisible status depends on the selected data's status.
- Click  button to show **Number Porting Info.** popup shows.



	Porting Day	Reseller	Customer Name	Customer Site	Billing Account	Area Number	Dial Number
1	2019-07-12	SKY Reseller	idam3		idam3	080	09000900~0900
2	2019-07-12	SKY Reseller	idam1	idam1 site1	idam1	010	1100~1120
3	2019-07-12	SKY Reseller	New Customer	Site No3	KJS Bill Account	02	45801201~4580
4	2019-07-12	SKY Reseller	New Customer	Site No1	KJS Bill Account	02	45801001~4580
5	2019-07-12	SKY Reseller	New Customer	Site No2	KJS Bill Account	02	45801101~4580
6	2019-07-11	SKY Reseller	Skycom		Skycom	070	0000~0000
7	2019-06-28	SKY Reseller	Reseller Kwak	Site C	Bill Acct	02	00010021~0001
8	2019-06-20	SKY Reseller	Reseller Kwak	Site B	Bill Acct	02	00010011~0001
9	2019-06-20	SKY Reseller	Reseller Kwak	Site A	Bill Acct	02	00010001~0001

1. Click the **Modify** button and the selected data's status is 'REQ' the modification page appears.



2. In the text box enter information for based on the following.

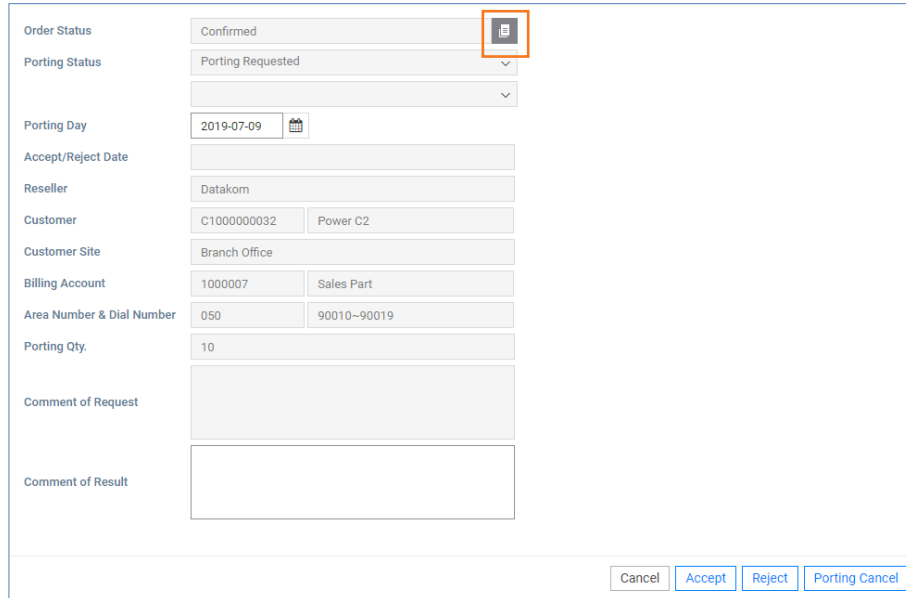
Grid column name	Description
Porting Date	The day that reseller want to number porting.
Approver's Comments	The number porting result comment.

3. To save number porting, click the **Save** button.

4. To exit without saving, click the **Cancel** button.

### To Modify a requested number porting

1. Click the **Modify** button and the selected data's status is **REQ** the modification page appears.



2. In the text box enter information for based on the following.

Item	Description
Porting Day	The day that reseller want to number porting.
Comment of Result	The number porting result comment.

3. Click each button to:

- accept number porting, click **Accpet** button.
- reject number porting, click **Reject** button.
- exit without saving, click **Cancel** button.
- cancel number porting, click **Porting Cancel** button.

## 2.4 Device Management

This section describes how to manage information about devices and phones, and how to view information about shipping.

### 2.4.1 Device/Phone List

Check the list of devices owned by the child reseller, including himself, and the status of the device list assigned to the customers of the child reseller.

The screenshot shows the iPECS OMS interface for a SKY Reseller. The left sidebar contains navigation links: Service Environment, DDI Number, Device Management (selected), Device/Phone List (active), Shipping Result, Customers, Order Management, Reseller, Call Status, System Log, Menu, My Home Setting, and My Information. The main content area is titled 'Device/Phone List' and includes a search bar with 'Owner \* SKY Reseller' and a checked 'Include Child' option. Below the search bar is a table with the following columns: Device Order Group, Device Model, Owner Type, Serial No., MAC Address, Customer Assign, and Assign. The table contains 10 rows of device data. At the bottom of the table, there is a pagination bar showing 'Page 1 of 9' and a 'View 1 - 10 of 86' indicator. An 'Excel' button is located at the bottom right of the table area.

	Device Order Group	Device Model	Owner Type	Serial No.	MAC Address	Customer Assign	Assign
1	SIP	ACT-50	Un-shipped	A3093	1222222	Assigned	SKY F
2	SIP	ACT-50	Un-shipped	A3094	999900000000	Assigned	SKY F
3	LIP	LIP-1010i	SP Shipped	A4095	AA1010A11110	Assigned	SKY F
4	LIP	LIP-1010i	SP Shipped	A4096	AA1010A11111	Assigned	SKY F
5	LIP	LIP-1010i	SP Shipped	A4097	AA1010A11112	Assigned	SKY F
6	LIP	LIP-1020i	SP Shipped	A4100	AA1010A11122	Assigned	SKY F
7	LIP	LIP-1020i	SP Shipped	A4098	AA1010A11120	Assigned	SKY F
8	LIP	LIP-1020i	SP Shipped	A4099	AA1010A11121	Assigned	SKY F
9	SIP	LIP-8002S	SP Shipped	2053	AB0000000023	Assigned	SKY F
10	SIP	LIP-8002S	SP Shipped	1000	ABC123400000	Assigned	SKY F

#### View the state information in the grid

Grid column name	Description
Device Order Group	Device order classification code
Device Model	Detailed model name of the device
Owner Type	Shows whether Shipping is required. <ul style="list-style-type: none"><li>• <b>Un-shipped:</b> Device that does not require the delivery of the device from the Service Provider</li><li>• <b>SP Shipped:</b> Device to receive device from Service Provider</li></ul>
Serial No.	Identification code for the user to manage the device
MAC Address	Unique physical address given to the device
Customer Assign	Indicates if assigned to Customer. <ul style="list-style-type: none"><li>• <b>Assigned:</b> Status assigned to Customer</li><li>• <b>Not Assigned:</b> Status not yet assigned to Customer</li></ul>
Assigned Reseller	Displays the name of the Reseller to which the device is assigned.
Assigned Customer	Displays the name of the Customer to which the device is assigned.

Grid column name	Description
Status	Displays the Device usage status. <ul style="list-style-type: none"> <li>▪ <b>Not Used:</b> The state in which device information was created</li> <li>▪ <b>Assigned:</b> Status assigned to use Device</li> <li>▪ <b>Used:</b> Customer is using a device</li> <li>▪ <b>Reserved:</b> State reserved for device use</li> <li>▪ <b>Returned:</b> Status returned after using Device</li> </ul>
Owner	Partner who created device information
Availability	Displays the physical status of the device. <ul style="list-style-type: none"> <li>▪ <b>Normal:</b> Normal Device</li> <li>▪ <b>Crash:</b> Broken state</li> <li>▪ <b>Abnormal:</b> Defective Device</li> </ul>
Registration Date	Receiving date / registration date of the device
Shipped Date	Displays the date when the device was shipped.
Last Updated	Date the data was last modified

## 2.4.2

# Shipping Result

Look up the results of device shipping requests from customers of the child partners, including themselves. If you request multiple delivery destinations from one order, you will manage the shipping completion by delivery location.

Aggregate the quota against the requested quantity by order number, and display the detailed Device MAC Address list assigned when Shipping is completed by delivery.

The screenshot shows the iPECS OMS interface. The sidebar on the left contains navigation links: Service Environment, DDI Number, Device Management, Device/Phone List, Shipping Result (highlighted), Customers, Order Management, Reseller, Call Status, System Log, Menu, My Home Setting, and My Information. The main content area is titled 'Shipping Result' and includes search filters for Reseller (SKY Reseller), Order Date, and Shipping Approve Date. A table displays 10 shipping orders with columns: Order Date, Reseller, Customer ID, Customer Name, Order Type, and Order Title. The table data is as follows:

	Order Date	Reseller	Customer ID	Customer Name	Order Type	Order Title
1	2019-07-10 18:41:10	SKY Reseller	C1000000205	sky9	New Customer	sky9 New Order
2	2019-07-09 22:27:26	SKY Reseller	C1000000043	skycom3	Change	skycom3 Change Order
3	2019-07-09 11:52:51	SKY Reseller	C1000000043	skycom3	Change	skycom3 Change Order
4	2019-07-07 11:26:16	SKY Reseller	C1000000191	skycom7	New Customer	skycom7 New Order
5	2019-07-07 11:11:06	SKY Reseller	C1000000187	skycom6	New Customer	skycom6 New Order
6	2019-07-04 20:58:25	SKY Reseller	C1000000183	skycom5	New Customer	skycom5 New Order
7	2019-06-21 11:14:23	SKY Reseller	C1000000043	skycom3	New Customer	skycom3 New Order
8	2019-06-21 09:46:21	SKY Reseller	C1000000035	Reseller Kwak	Change	Reseller Kwak Change Or
9	2019-06-20 18:21:19	SKY Reseller	C1000000035	Reseller Kwak	New Customer	Reseller Kwak New Order
10	2019-06-19 21:32:42	SKY Reseller	C1000000019	Second JS	New Customer	Second JS New Order

The page also shows a total of 84 / 124 (Assigned / Requested) orders and a pagination bar indicating Page 1 of 2.

## View the state information in the grid

Grid column name	Description
Order Date	Displays the date on which the order for Device Shipping was requested.
Reseller	Displays the reseller that requested order for Device Shipping.
Customer ID	Displays the unique code for management of target customer for reseller that requested order for Device Shipping.
Customer Name	Displays the name of target customer for reseller that requested order for Device Shipping.
Order No.	Unique number for management the order processing
Order Type	Order processing process status <ul style="list-style-type: none"> <li><b>New Customer:</b> Order to create a new Customer</li> <li><b>Change:</b> Order for existing Customer</li> </ul>
Order Title	Title to summarize and display the contents of the order
Approver	Displays the reseller that approved order for Device Shipping.
Approve Date	Displays the date on which the order for Device Shipping was

Grid column name	Description
	approved.
Shipping Completed	Whether or not Shipping has been completed.
Total Requested	Displays the total number of devices that requested Device Shipping.
Total Assigned	Displays the quantity of devices allocated through Device Shipping.

### Shipping Detail Info List

Order Title
skycom7 New Order

Order Date / Approve Date
2019-07-07 11:26:16 / 2019-07-07 11:33:03

Customer
C1000000191 skycom7

	Shipping Place Name	Phone Number	Postcode	City	Address
1	Site-head office	01012345678	123	seoulkorea	seoul1

Page 1 of 1
10

View 1 - 1 of 1
Excel

Cancel

### View the state information in the grid

Grid column name	Description
Shipping Place Name	Displays the name of the place to receive Shipping Device.
Phone Number	Displays the phone number of recipients to whom the device will be shipped.
Postcode	The postal code that matches the shipping place
City	Administrative region of the city.
Address	Main address information of shipping place.
Shipping State	Displays the Shipping status. <ul style="list-style-type: none"> <li><b>Packaged:</b> Shipping completed state</li> <li><b>Not-packaged:</b> Device not yet ready for Shipping</li> </ul>
Shipping Approved	Displays when the device was shipped.
Device Model	Displays the detailed model name of the device of the shipping target device.
User Package	Displays the User Package that contains the device you selected

Grid column name	Description
	when requesting order.
Billing Account	Displays the Billing Account you selected when requesting order.
Shipping Qty.	Displays the quantity of the shipped device.
MAC Address	Displays the unique physical address given of the shipping target device.
Note	Informational phrase or more description

## 2.5

# Customers

This section describes how to store and manage information about customers and view statistics about customers.

## 2.5.1

# Create New Customer

To create and register a new customer via the reseller portal, fill in the required information of a new customer and proceed through each step to place an order. A customer may have multiple sites. Fill in the information about them.

## Set the information in the tab

Tab Name	Description
Customer Info	This tab provides basic information about Customer
Service Plan & Customer Site	You can select an agreement period for the contract with the Service Plan that Customer will use
Number Ordering	You can set the number of Direct Dial Call Numbers to assign to Customer by entering the number of Direct Dial Call Numbers required by Customer
Number Assign	You can assign Direct Dial Call Numbers in your inventory to meet the number of Direct Dial Call Numbers to assign to Customer
Order Items	Tab for setting the Order Item to be used by Customer. You can only set the order items that belong to the Service Plan, and you can set the quantity of uses, the Trial Period, and the Price.



Tab Name	Description
Trunk Channel	Tab for setting up the Trunk Channel to assign to Customer. You can specify the number of SIP Trunk Channels, TDM Trunk Channels.
Device Ordering	You can set the number of devices to assign to the Customer by entering the required number of devices.
Call Bundle & Call Fraud Prevention	You can set the number of Call Bundles that Customer will use and the Fraud Prevention. You can only set the Call Bundle that belongs to the Service Plan.
Device Shipping Info.	If you have ordered the device, you can enter the shipping destination information for the device. You can set the number of devices to be shipped by destination.
Submit Order	Finally, this is a tab where you can review the order, save the order, or decide.

### 2.5.1.1 Customer Info. – step 1

This tab provides basic information about Customer, such as company information (domain, language used, etc.) and information about the account information for billing, account information for using OMS system, contact information, etc.

1. Fill out default customer information listed below.

**Customer Profile**  

Customer Company Name *	<input type="text"/>	
Domain *	<input type="text"/>	Only input lowercase characters.
Language *	<input type="text" value="English"/>	▼
Customer Type *	<input type="text" value="Normal"/>	▼
Reseller *	<input type="text" value="SKY Reseller"/>	▼
PO Number	<input type="text"/>	

2. Enter information based on the following.

Item	Description
Customer Company Name	Please enter the company name of the new Customer to be created.
Domain	Please enter the domain of Customer. This item is used as part of Customer's Manager and User's ID.
Language	When Customer uses OMS System, please select the language that it provides by default.
Customer Type	Type of customer <ul style="list-style-type: none"><li>• <b>Normal:</b> Basic type of service</li><li>• <b>Test:</b> It is the type used by the vendor for testing and is not charged for usage.</li><li>• <b>Demo:</b> It is the type to limited the function and is not charged for usage</li></ul>
Reseller	Please select Reseller to manage Customer.

3. Enter the billing account information listed below and click the **Add** button to add your billing account. Up to 20 billing accounts can be registered. The same billing account name can not be used.

**Billing Account**  

Billing Account Name *	<input type="text"/>
Billing Address	<input type="text"/>
City	<input type="text"/>
Country	<input type="text"/>
Post Code	<input type="text"/>

Add

Billing Account Name	Billing Address	City	Country	Post Code
----------------------	-----------------	------	---------	-----------

4. Enter information based on the following.

Item	Description
Billing Account Name	Please enter a name to distinguish billing account. You can enter up to 100 characters.
Billing Address	Please enter billing address for Billing Account.
City	The name of the city to which the billing address belongs
County	Administrative region of the city.
Post Code	The postal code that matches the billing address.

5. And registers the customer manager information and additional information.

**Administrator**

Administrator ID \*  
 @Domain

Administrator Password \*  

At least 8 characters, Max 15 characters.

Confirm Password \*

Administrator Name \*

Administrator E-mail \*

**Contact Info.**

Contact Name \*

Contact E-mail \*

Contact Direct Dial Call Number

Contact Extension

Mobile Number

**Additional Info.**

Test

Remark

Next

6. Enter information based on the following.

Item	Description
Administrator ID	Please enter the customer's EMS system login account ID.
Administrator Password	Please enter password for the Administrator ID.
Confirm Password	Enter the Administrator Password one more time to prevent errors in entering the password.
Administrator Name	Please enter the name of the user who will use the Administrator ID.
Administrator E-mail	Please enter the e-mail address of the user who will use the Administrator ID

<b>Item</b>	<b>Description</b>
Contact Name	Please enter the name of the person who can be contacted by Customer Company.
Contact E-mail	Please enter the e-mail address of the person who can be contacted by Customer company.
Contact Direct Dial Call Number	Please enter the Direct Dial Call Number of the person who can be contacted by Customer Company.
Contact Extension	Please enter the extension number of the person who can be contacted by Customer Company.
Mobile Number	Please enter the Mobile Number of the person who can be contacted by Customer Company.
Remark	Please enter the special information of Customer, etc.

### 2.5.1.2 Service Plan & Customer Site – step 2

Basic information of orders such as service plan, customer's site information, order title to be used by the customer is registered.

1. The top fixed item of the customer information registered in customer info. is displayed and enter the order information.

The screenshot shows a form titled 'Order Title' with the following fields:

- Customer Company Name: Skycom
- PO Number: (empty)
- Order No. / Title: 500435 Skycom New Order
- Service Plan \*: Standard Plan (dropdown menu)
- Activation Date \*: 2019-07-11 (calendar icon)
- Agreement Period: --- NONE --- (dropdown menu)
- Order Note: (empty text area)

2. Enter your customer site information.

The screenshot shows a form titled 'Customer Site' with the following fields:

- Site Name \*: (text input)
- Address 1 \*: (text input)
- Address 2: (text input)
- City \*: (text input)
- Country: (text input)
- Post Code \*: (text input)
- Main Site \*: ☒ TRUE ☐ FALSE

Below the form is an 'Add' button. Below the button is a table with the following columns: Main Site, Site Name, Address, City, Country, Post Code. The table is currently empty. At the bottom right of the table is a 'Next' button.

- You can register up to 20 sites and you can not use the same site name.
- There must be one main site and you can not register more than one main site.
- If there is an order history with the customer site selected for deletion, it can not be deleted.

### 2.5.1.3 Number Ordering – step 3

Provides the ability to register the customer's DDI or Number Porting order history.

1. Register DDI order quantity by customer's site and billing account.

Customer Company Name

Skycom

PO Number

Order No. / Title

500435 Skycom New Order

Service Plan

Standard Plan

Activation Date

2019-07-11

Direct Dial Call Number Order

Site	Billing Account	Order(EA)	Note
skycom	Skycom	cl (EA)	

2. Registers the basic information necessary for Number Porting and the DDI band information desired to be numbered.

Number Porting

Site Name \*

skycom

Billing Account \*

Skycom

Number Type \*

Normal Type


Direct Call Number \*

070 0000 0000

Comment

Add

Site	Billing Account	Number Type	Direct Call Number	Qty.	Comment
skycom	Skycom	Normal Type	070 0000-0000	1	

3. Customers can use the existing used numbers. If the customer requires number porting the reseller is able to specify a required porting date, as well as the number or range of numbers that are required for porting
4. Click  button. Enter information for based on the following.

Number Porting Info.

Contact Details

Contact Name \*

Cancel

Save

5. If you have preset Carrier Site Link, the following screen will be displayed and you will be connected directly when you click **Link** button.

Carrier Site Link

Naver

▼

Link

Next

### 2.5.1.4 Number Assign – step 4

You can assign Direct Dial Call Numbers in your inventory to meet the number of Direct Dial Call Numbers to assign to Customer, create new Direct Dial Call Numbers, and assign them to Customer.

1. If the login reseller has DDI setting right, the screen is displayed.

Number Assign

Site	Billing Account	Order(EA)	Assigned(EA)	Assigned Number
skycom	Skycom	2	0	

View 1 - 1 of 1

Available ☒ Stock ☐ New Number

☐ Number Type  Number  Comment

Page 1 of 1 100

No records to view

Site Name \* skycom Billing Account \* Skycom Add

Next

2. DDI information can be selected from the list of DDI numbers that are held or can be newly registered.
3. If the **Stock** radio button is selected, the list of DDI numbers being held is queried.

Available ☒ Stock ☐ New Number

☐ Number Type  Number  Comment

Page 1 of 1 100

No records to view

Site Name \* skycom Billing Account \* Skycom Add

Next

4. Select the number you wish to assign and select the site and billing account below and click the **Add** button to see the number assigned to the **Number Assign** grid at the top.



5. You can assign a new DDI number by selecting the **New Number** radio button.

The screenshot shows a web form titled 'Available' with three radio buttons: 'Available', 'Stock', and 'New Number'. The 'New Number' radio button is selected. Below the radio buttons are several input fields: 'Number Type' (a dropdown menu showing 'Normal Type'), 'Number' (a text input field), 'Comment' (a text input field), 'Site Name' (a dropdown menu showing 'skycom'), and 'Billing Account' (a dropdown menu showing 'Skycom'). There is an 'Add' button at the bottom right of the form. A 'Next' button is located at the bottom right of the entire form container.

6. After entering the information of the DDI number to assign, click the **Add** button and you will see that the corresponding number is assigned to the **Number Assign**'grid.

### 2.5.1.5 Order Item – step 5

For each billing account added in step1, you will see the items available in the service plan you selected in step 2.

Customer Company Name  
PO Number  
Order No. / Title  
Service Plan  
Activation Date  
Billing Account

Skycom  
  
500435 Skycom New Order  
Standard Plan  
2019-07-11  
Skycom

Item Group	Order Item	Qty.	Trial period	List price	Custom price	Co
User License	Empty User Pack	0	0 day(s)	0.00	0.00	
	Std User Pack	0	0 day(s)	0.00	0.00	
Soft Client	IP ATD	0	0 day(s)	0.00	0.00	
	UCE	0	0 day(s)	0.00	0.00	
	Skype for Business 2010 RCCV	0	0 day(s)	0.00	0.00	
	Skype for Business 2013 RCCV	0	0 day(s)	0.00	0.00	
	IPECS Cloud Mobile	0	0 day(s)	0.00	0.00	
	UC Client (Call Control)	0	0 day(s)	0.00	0.00	

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Next

#### View the state information in the grid

Grid column name	Description
Item Group	The group of items to be ordered by the customer is displayed.
Order Item	Displays the name of the item to be ordered by the customer.
Qty.	Please enter the number of items to order.
Trial	Please set the Trial period for the order item.
Priod	Please set the unit of the Trial period of the order item. (day, month)
List Price	The basic unit price of the order item is displayed.
Customer Price	Please enter the cost you will receive from the customer individually.
Comment	Informational phrase or more description

- After selecting the desired order, you can set the number, the Trial period, and the cost of each customer.

### 2.5.1.6 Trunk Channel – step 6

Tab for setting up the Trunk Channel to assign to Customer. You can specify the number of SIP Trunk Channels, TDM Trunk Channels.

Customer Company Name	Skycom	
PO Number		
Order No. / Title	500435	Skycom New Order
Service Plan	Standard Plan	
Activation Date	2019-07-11	

#### Trunk Channel -SIP

**You can order max channel 1000**

SIP Trunk Max  Channel

#### Trunk Channel -TDM

**You can order max channel 1000**

TDM Trunk Max  Channel

Next

- You can assign SIP Trunk Channels, TDM Trunk Channels, not to exceed the Max Channels above.

### 2.5.1.7 Device Ordering – step 7

Select the device model to be allocated for each billing account and enter the order quantity.

Customer Company Name  
PO Number  
Order No. / Title  
Service Plan  
Activation Date

Skycom  
  
500435    Skycom New Order  
Standard Plan  
2019-07-11

**Device Order**

Billing Account	Device Type	Sub Type	Model	Qty.	Comment
Skycom	iPECS Handsets	LIP	<input type="checkbox"/> LIP-1010i	0	
Skycom			<input type="checkbox"/> LIP-1020i	0	
Skycom			<input type="checkbox"/> LIP-1030i	0	
Skycom			<input checked="" type="checkbox"/> LIP-1040i	0 (EA)	
Skycom			<input type="checkbox"/> LIP-1050i	0	
Skycom			<input type="checkbox"/> LIP-8008E	0	
Skycom			<input type="checkbox"/> LIP-8024D	0	
Skycom			<input type="checkbox"/> LIP-9002	0	
Skycom			<input type="checkbox"/> LIP-9008	0	
Skycom			<input type="checkbox"/> LIP-9010	0	
Skycom			<input type="checkbox"/> LIP-9020	0	
Skycom			<input type="checkbox"/> LIP-9030	0	
Skycom			<input type="checkbox"/> LIP-9040	0	

Page 1 of 5
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Next

#### View the state information in the grid

Grid column name	Description
Device Type	Displays the Parent Device Group.
Sub Type	Device's Order Group is displayed.
Model	Displays the name of the device model to be ordered by the customer.
Billing Account	Displays the Billing Account to which you want to assign the device.
Qty.	Please enter the number of devices to order.
Comment	Informational phrase or more description


### 2.5.1.8 Call Bundle & Fraud Prevention – step 8

You can set the number of Call Bundles that Customer will use and the Fraud Prevention. You can only set the Call Bundle that belongs to the Service Plan.

1. The Call Bundle included in the Service Plan is displayed. Select Call Bundle that you want to order and set the quantity.

**Call Bundle**

Call Bundle	EA	Comment
<input type="checkbox"/> Call bundle - 10minutes	0	
<input type="checkbox"/> Call bundle - 60minutes	0	
<input type="checkbox"/> Call Bundle - 120Minutes	0	

View 1 - 3 of 3

2. You can set the maximum daily call to spend limit per user. Once the maximum is reached all further calls are dropped. The reseller needs to unblock the user to allow calls.

**Fraud Prevention**

Default Outgoing Call Limit (per User) *	<input type="text" value="100"/>	GBP/Day
Custom Outgoing Call Limit (per User) *	<input type="text" value="1200"/>	GBP/Day(Maximum 1200)

### 2.5.1.9 Device Shipping Info. – step 9

Register shipping destination information of shipping destination device among devices ordered in Step 7.

1. If you have ordered Device, you can set Shipping information on this tab.

Customer Company Name

Skycom

PO Number

Order No. / Title

500435Skycom New Order

Service Plan

Standard Plan

Activation Date

2019-07-11

Shipping Info.

Shipping Place Information from Site \*

Site-skycom

Copy

Shipping Place Name \*

Site-skycom

Address 1 \*

skycom

Address 2

City \*

skycom

Country

Post Code \*

skycom

Phone Number \*

01011111111

Add

Shipping Place Name	Address	Post Code	Phone Number
Site-skycom	skycom skycom	skycom	01011111111

Page 1 of 1

View 1 - 1 of 1

2. After entering the shipping address and contact number to receive the device, click the **Add** button to see the information added to the grid below.

Shipping Info.

Shipping Place Information from Site \*

Site-skycom

Copy

Shipping Place Name \*

Site-skycom

Address 1 \*

skycom

Address 2

City \*

skycom

Country

Post Code \*

skycom

Phone Number \*

01011111111

Add

Shipping Place Name	Address	Post Code	Phone Number
Site-skycom	skycom skycom	skycom	01011111111

Page 1 of 1

View 1 - 1 of 1

3. You can set which Site to assign for each device you set up. The number of ordered devices must be allocated to move on to the next step.

Billing Account	Device Model	To be Shipped(EA)	User Package	Site-skycom
Skycom	LIP-9020	1		<input type="text" value="d"/>

View 1 - 1 of 1

Next

### 2.5.1.10 Submit Order – step 10

All the registered order information is summarized, and you can Save or Submit Order. Finally, this is a tab where you can review the order, save the order, or submit it.

Customer Company Name	C1000000211	Skycom
Customer Type	Normal	
PO Number		
Order No. / Title	500435	Skycom New Order
Order type / Status	New Customer	Register
Order Date	2019-07-11 17:34:41	
Activation Date	2019-07-11	
Service Plan	Standard Plan	
Order Note		

#### View the state information in the grid

Grid column name	Description
Customer Company Name	Displays the name of the customer created by the partner.
Customer Type	Displays the type of customer created by the partner.
Order No. & Title	Order number and order title are displayed.
Order Type	Displays New Customer, the current order type.
Order Status	Displays the processing status of the order.
Order Date	Displays the date and time the order was registered.
Activation Date	Displays the service application date.
Service Plan	Service plan for the order item used by the customer is displayed.
Order Note	Informational phrase or more description

Customer Site Info					
Main Site	Site Name	Address	City	Country	Post Code
TRUE	Amp	Amp123	London		LW42 PA3
View 1 - 1 of 1					

#### View the state information in the grid

Grid column name	Description
Main Site	Indicates whether the Customer is Main Site.
Site Name	The site name of the customer registered by the partner is displayed.
Address	Displays the address information of the customer registered by the partner.
City	The name of the city to which the address belongs.



Grid column name	Description
County	Administrative region of the city.
Post Code	The postal code that matches the Address.

**Direct Dial Call Number**

Site	Billing Account	Order(EA)	Assigned(EA)	Comment	Assigned Number
<input type="text"/>	<input type="text"/>				<input type="text"/>
Amp	Boom	1	1	Test	054111111236

Page 1 of 1 View 1 - 1 of 1

### View the state information in the grid

Grid column name	Description
Site	Displays the site information to use the phone number.
Billing Account	Displays settlement account information.
Order	Displays the quantity of numbers to be used on the site.
Assigned	Displays the number of phone numbers assigned to the site.
Comment	Informational phrase or more description
Assigned Number	Displays the phone number assigned to the site.

**Number Porting**

Site	Billing Account	Number Type	Direct Call Number	Qty.	Comment
skycom	Skycom	Normal Type	0700000-0000	1	

Page 1 of 1 View 1 - 1 of 1

### View the state information in the grid

Grid column name	Description
Site	Displays the site information to use the phone number.
Billing Account	Displays settlement account information.
Number Type	Displays the type of phone number you are adding.
Direct Call Number	Displays the range of numbers to be ported.
Qty.	Direct Call Number Displays the number of applicable numbers in the range.
Comment	Informational phrase or more description
NP Info.	You can view the information you created for Number Porting.

Order Items						
Item Group	Order Item	Qty.	Trial period	List price	Custom price	Billing Account
<input type="text"/>	<input type="text"/>					
User License	Std User Pack	1	0 day(s)	0.00	0.00	Skycom
Soft Client	UC Client (Call Control)	1	0 day(s)	0.00	0.00	Skycom
ACD	ACD Group User	1	0 day(s)	0.00	0.00	Skycom

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### View the state information in the grid

Grid column name	Description
Item Group	The group of items ordered by the customer is displayed.
Order Item	Displays the name of the item ordered by the customer.
Qty	Displays the quantity of the order item.
Trial	Displays the trial item's trial period.
Period	Displays the unit of the trial item's trial period (day, month).
List Price	The basic unit price of the order item is displayed.
Customer Price	Displays the customer price of the order item.
Billing Account	Displays the customer's Billing Account information.
Comment	Informational phrase or more description

Device Order						
Billing Account	Device Type	Sub Type	Device Model	Order(EA)	User Package	Comment
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>	
Skycom	IPECS Handsets	LIP	1010i	1		

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### View the state information in the grid

Grid column name	Description
Billing Account	Displays settlement account information of the device.
Device Type	Displays the Parent Device Group.
Sub Type	Device's Order Group is displayed.
Model	Displays the model name of the device.
Qty	Displays the quantity of devices ordered.
User Package	If there is a user package of the device, the name is displayed.
Comment	Informational phrase or more description

**Trunk Channel**

SIP Trunk Max

0

Channel

TDM Trunk Max

0

Channel

## View the state information in the grid

Grid column name	Description
SIP Trunk Max	Displays the maximum value of the SIP trunk to be used by customers.
TDM Trunk Max	Displays the maximum value of the TDM trunk to be used by customers.

**Fraud Prevention**

Default Outgoing Call Limit (per User)

100

GBP/Day

Custom Outgoing Call Limit (per User)

1200

GBP/Day(Maximum 1200)

## View the state information in the grid

Grid column name	Description
Default Outgoing Call Limit	It shows the maximum usage that will be applied universally.
Custom Outgoing Call Limit	It shows the maximum usage that the customer can use.

Shipping Info. -Total Qty. to be Shipped : 1 (EA)

Shipping Place Name

Billing Account

Device Model

To be Shipped(EA)

User Package

Address

Post Code

Site-skycom

Skycom

1010i

1

imiro 30gil seoul

W

Page 1 of 1

100

View 1 - 1 of 1

## View the state information in the grid

Grid column name	Description
Shipping Place Name	Displays the name of the place to be delivered.
Billing Account	Displays settlement account information.
Device Model	Displays the model name of the device to be shipped.
To Be Shipped	Displays the delivery quantity to the destination.
User Package	If there is a user package of the device, the name is displayed.
Address	Displays the address of the destination to receive the device.
Post Code	The postal code that matches the Address.
Phone Number	Displays the contact information of the destination.

- When you click the Cancel button at each stage, the order you are currently creating is removed, and you can also view the order history.
- You can not modify or cancel the order history after the Submit Order.
- If the login user has the right to use the DID when the user is a reseller who has the Approval Order authorization, and if the DID setting is completed, the user can proceed to one step through Final Confirm. In this case, you can select additional CM information.

### 2.5.1.11 SIP Trunk Service Customer

This section describes how to register a SIP Trunk Service customer. The process of ordering Create New Customer is basically the same. Please refer to section 2.5.1.1 for information on entering information in the Customer Info tab.

1. SIP Trunk Service customers select SIP Trunk Service Plan as the Service Plan type in the Service Plan & Customer Site step.

The screenshot shows the 'Create New Customer' form with the 'Service Plan & Customer Site' step selected. The form includes a progress bar at the top with steps: Customer Info, Service Plan & Customer Site (active), Number Ordering, Number Assign, Trunk Channel, and Submit Order. Below the progress bar, the 'Customer Company Name' field is filled with 'SIP Trunk Service Customer'. The 'Order Title' section contains fields for 'Order No. / Title' (502724), 'Activation Date' (14.Oct.2020), 'Service Plan' (SIP Trunk Service Plan, highlighted with an orange box), and 'Agreement Period' (--- NONE ---). There is also an 'Order Note' text area.

2. Enter your customer site information.

The screenshot shows the 'Customer Site' form. It has input fields for 'Site Name', 'Address 1', 'Address 2', 'City', 'Country', and 'Post Code'. There is a 'Main Site' checkbox with 'TRUE' selected. An 'Add' button is located below the input fields. Below the form is a table with columns: Main Site, Site Name, Address, City, Country, and Post Code. The table is currently empty, and a message 'No records to view' is displayed. A 'Next' button is at the bottom right.

- Refer to Section 2.5.1.2 for how to register the site. For SIP Trunk Service customers, only one site is registered.
3. Refer to Sections 2.5.1.3 and 2.5.1.4 for how to register Number Ordering and Number Assign step.

4. For SIP Trunk Service customers, order On-Premise PBX-SIP Trunk Channel and SIPTrunk Channel as shown below.

The screenshot shows a web interface for ordering SIP Trunk channels. At the top, a navigation bar includes steps: Customer Info, Service Plan & Customer Site, Number Ordering, Number Assign, Trunk Channel (highlighted), and Submit Order. Below the navigation bar, there are input fields for: Customer Company Name (SIP Trunk Service Customer), Order No. / Title (502724, SIP Trunk Service Customer New Order), Service Plan (SIP Trunk Service Plan), and Activation Date (14.Oct.2020). The main section is titled 'Trunk Channel -SIP' and contains two identical blocks. Each block has a green banner with an information icon and the text 'You can order max channel 1000'. Below each banner is a label 'On-Premise PBX - SIP Trunk Max' and 'SIP Trunk Max' respectively, followed by a text input field containing '10' and a 'Channel' label. At the bottom right, there are 'Cancel' and 'Next' buttons.

5. Refer to Section 2.5.1.10 for the Submit Order step..

### 2.5.1.12 Attach File when ordering

This section explains how to attach files when ordering. The file attachment function is provided by the service plan's option setting.

1. If you need to attach a file on the order, go to the Attach File step and the screen below will appear.

The screenshot shows a web interface for attaching a file to an order. At the top, a navigation bar includes steps: Customer Info, Service Plan & Customer Site, Number Ordering, Number Assign, Order Items, Trunk Channel, Device Ordering, and Call Bundle & Call Fraud Prevention. Below this, a sub-navigation bar includes: Device Shipping Info, Attach Files (highlighted), and Submit Order. The main section contains input fields for: Customer Company Name (Attach File Test Customer), Order No. / Title (502737, Attach File Test Customer New Order), Service Plan (Standard Plan), and Activation Date (15.Oct.2020). The 'Attach File' section has a 'File \*' label, a 'Browse' button, a 'File Type \*' dropdown menu (set to 'Image'), a 'File Name \*' text input field, and a 'Comment' text area. An 'Add' button is located below the comment field. At the bottom, there is a table header with columns: File Type, File Name, File Size, and Comment.

2. First, click the **Browse** button to select a file to upload. Select a file and click the **Add** button to finish uploading the file and the uploaded file will be displayed in the grid list.

Attach File

File \*

Browse

File Type \*

Image

File Name \*

Comment

Add

File Type	File Name	File Size	Comment
Image	Attach File TEST Customer.docx	4 MB	

- You can only upload files up to 10MB in total.

3. Click the **Download Image** button to download the uploaded file. To delete a file, select the file from the grid list and click the **Delete Image** button.

File Type	File Name	File Size	Comment
Image	Attach File TEST Customer.docx	4 MB	

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View 1 - 1 of 1

4. Refer to Section 2.5.1.10 for the Submit Order step.

## 2.5.2

## Modify Existing Customer

This menu is used to modify existing customer information. You can also request a new order for your existing customer from this menu.

The screenshot shows the 'Modify Existing Customer' page in the iPECS OMS. The left sidebar contains navigation links: Service Environment, DDI Number, Device Management, Customers (with sub-links: Create New Customer, Modify Existing Customer, Customer Info, Customer List, Daily Customer Status, Customer Service Status, Trial expired Order Items), Order Management, Reseller, Call Status, and System Log. The main content area has a header with 'My Home', 'Order Final confirm', and 'EMS Link >'. Below the header, there's a search bar with filters for Reseller (SKY Reseller), include child resellers (checked), and Service Start. The table below lists 10 customers:

	Reseller	Customer ID	Customer Name	Service Plan	Status	Service Start	User License(EA)
1	SKY Reseller	C1000000187	skycom6	Standard Plan	Created		20
2	SKY Reseller	C1000000001	jsmn	Standard Plan	Activated	2019-06-19 19:13:27	2
3	SKY Reseller	C1000000049	Close 2	Standard Plan	Activated	2019-06-21 13:55:37	1
4	SKY Reseller	C1000000019	Second JS	Standard Plan	Activated	2019-06-20 10:30:36	3
5	SKY Reseller	C1000000205	sky9	Standard Plan	Activated	2019-07-10 19:34:37	15
6	SKY Reseller	C1000000183	skycom5	Standard Plan	Activated	2019-07-04 21:28:39	10
7	SKY Reseller	C1000000043	skycom3	All Inclusive Service Plan	Activated	2019-07-02 20:53:26	31
8	SKY Reseller	C1000000191	skycom7	Standard Plan	Activated		0
9	SKY Reseller	C1000000002	sky2	Standard Plan	Activated	2019-07-02 20:56:29	310
10	SKY Reseller	C1000000117	skycom4	Standard Plan	Activated		30

At the bottom of the table, there is a pagination bar showing 'Page 1 of 2' and a 'View 1 - 10 of 11' indicator. An 'Excel' button is also present.

- With the login partner, sub-partner can view the current non-cancellation list of contract status, and can order such as Service Start, Change Order, Service Stop, Service Resume, Service Plan Change, Customer Close and Un-shipped Device Allocate.

### View the state information in the grid

Grid column name	Description
Reseller	Displays the name of the partner responsible for the customer.
Customer Name	Displays the customer's company name.
Service Plan	Displays the service plan that the customer is using.
Status	Displays the status of the customer. <ul style="list-style-type: none"> <li><b>Created:</b> Newly created status</li> <li><b>Activated:</b> Available status</li> <li><b>Closed:</b> Status of expired customers</li> <li><b>Stopped:</b> Status of temporarily disabled customers</li> </ul>
Service Start	Displays the service start date.
User License(EA)	Displays the quantity of user licenses in use by the customer.
Administrator ID	Displays the ID information that the customer is using.
Administrator Name	Displays the name information that matches the customer's ID.
Manager Portal	Connect to Front-end in EMS.
Ongoing Orders	Displays the quantity of orders currently in progress.



### Modify Existing Customer

Reseller: SKY Reseller
 ☒ include child resellers
 Service Start:  ~

	Reseller	Customer ID	Customer Name	Service Plan	Status	Service Start	User License(EA)
1	<input checked="" type="checkbox"/> SKY Reseller	C1000000187	skycor6	Standard Plan	Created		20
2	<input type="checkbox"/> SKY Reseller	C1000000001	jsmn	Standard Plan	Activated	2019-06-19 19:13:27	2
3	<input type="checkbox"/> SKY Reseller	C1000000049	Close 2	Standard Plan	Activated	2019-06-21 13:55:37	1
4	<input type="checkbox"/> SKY Reseller	C1000000019	Second JS	Standard Plan	Activated	2019-06-20 10:30:36	3
5	<input type="checkbox"/> SKY Reseller	C1000000205	sky9	Standard Plan	Activated	2019-07-10 19:34:37	15

Customer Name: skycor6

Customer Type: Normal

Service Plan: Standard Plan

Tenant: C02T00003

Service Period: 2019-07-07~9999-12-31

Service Start Date:

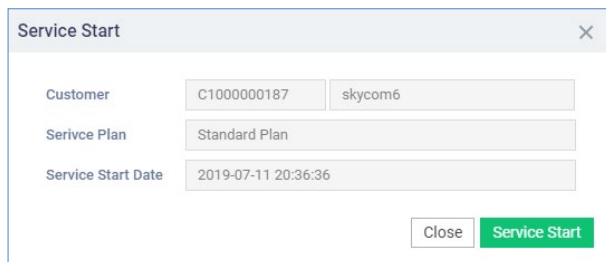
Service Status: Created

Agreement Period:

- Each time you select a grid list, the contract information for that customer is displayed in the lower part and the buttons for the available orders are activated.

### 2.5.2.1 Service Start

Register actual service start for Final Confirm contract.



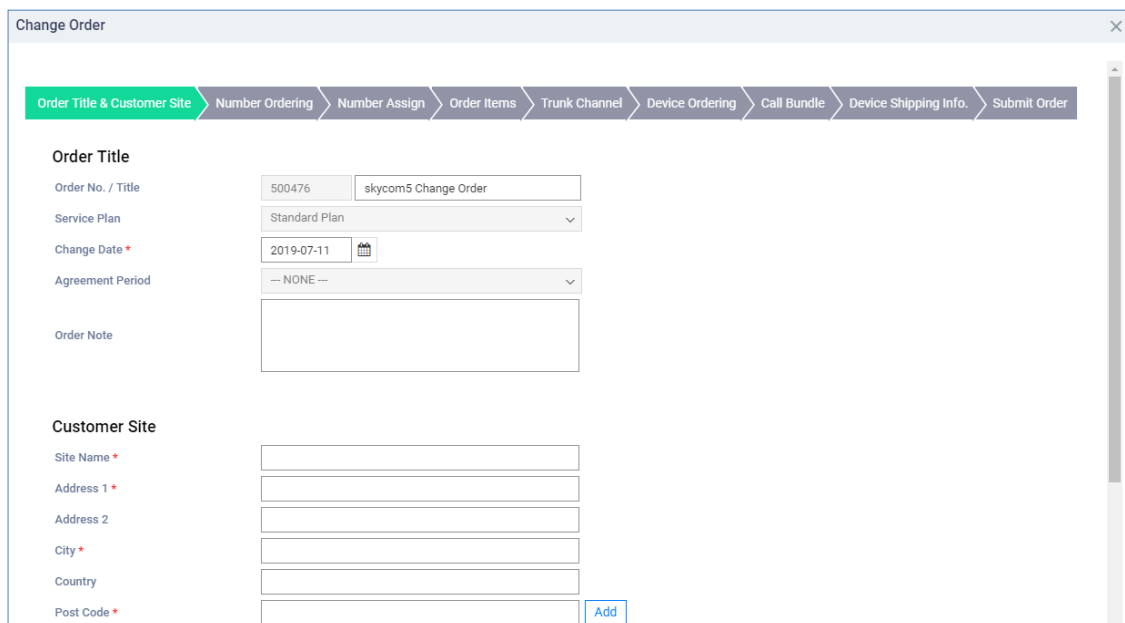
A dialog box titled "Service Start" with a close button (X) in the top right corner. It contains three input fields: "Customer" with values "C1000000187" and "skycom6", "Service Plan" with value "Standard Plan", and "Service Start Date" with value "2019-07-11 20:36:36". At the bottom right, there are two buttons: "Close" and "Service Start" (highlighted in green).

#### View the state information in the item

Item	Description
Customer ID	Unique code for management the customer
Customer Name	The name used by customer in the system
Service Plan	Displays the service plan that the customer is using
Service Start Date	Indicates the start of the service.

### 2.5.2.2 Change Order

The current contract status is only available in the ACT (Service Started) state. Provides the order registration function such as service item, an additional order of DDI, device, or service item, DDI, device return.



A screenshot of the "Change Order" screen. It features a breadcrumb navigation bar at the top with steps: "Order Title & Customer Site" (highlighted in green), "Number Ordering", "Number Assign", "Order Items", "Trunk Channel", "Device Ordering", "Call Bundle", "Device Shipping Info.", and "Submit Order". The main content area is divided into two sections: "Order Title" and "Customer Site". The "Order Title" section includes fields for "Order No. / Title" (500476, skycom5 Change Order), "Service Plan" (Standard Plan), "Change Date" (2019-07-11 with a calendar icon), "Agreement Period" (— NONE —), and "Order Note". The "Customer Site" section includes fields for "Site Name", "Address 1", "Address 2", "City", "Country", and "Post Code", followed by an "Add" button.

- The figure above is an example of the Change Order screen, and detailed description of the screen continues from section 2.5.2.2.1 Order Title & Customer Site – step 1.

### 2.5.2.2.1 Order Title & Customer Site – step 1

Displays the order title and the customer's site information.

Order Title

Order No. / Title

500476 skycom5 Change Order

Service Plan

Standard Plan

Change Date \*

2019-07-11

Agreement Period

— NONE —

Order Note

#### View the state information in the item

Item	Description
Order No / Title	Displays the order number and allows you to enter a title.
Service Plan	Displays the service plan that the customer is using
Change Date	Select the date when the order content will be applied.
Agreement Period	Displays the customer's agreement information
Order Note	Enter a notice or request.

Customer Site

Site Name \*

Address 1 \*

Address 2

City \*

Country

Post Code \*

Add

Main Site	Site Name	Address	City	Country	Post Code
TRUE	Site No1	Site No1 Addr	City		0001
FALSE	Site No2	Site No2 Addr	City		0001
FALSE	Site No3	Site No3 Addr	City		0001
FALSE	Site No4	Site No4 Addr	City		0001
FALSE	Site No5	Site No5 Addr	City		0001

View 1 - 5 of 5

- The order basic information and the customer site information are registered.
- You can register up to 1000 sites, and you can not use the same site name.
- There must be one main site and you can not register more than one main site.
- If there is an order history with the customer site selected for deletion, it can not be deleted.

**View the state information in the item**

Item	Description
Site Name	Type the name of the site you want to register further.
Address 1	Main address information.
Address 2	Other address information.
City	The name of the city to which the address belongs
Country	Administrative region of the city.
Post Code	The postal code that matches the Address.

### 2.5.2.2.2 Number Ordering – step 2

You can enter order information related to site-specific DDI number requests or returns and number movements.

Direct Dial Call Number Add Order						
<input type="checkbox"/> Site	Billing Account	Now(EA)	Add Order(EA)	Return Order(EA)	To Be(EA)	Note
<input type="checkbox"/> Busan Office	Main	3	0	0	3	
<input type="checkbox"/> Busan Office	Sub	0	0	0	0	
<input type="checkbox"/> Busan Office	Thrid	0	0	0	0	
<input type="checkbox"/> Seoul Office	Main	5	0	0	5	
<input type="checkbox"/> Seoul Office	Sub	0	0	0	0	
<input type="checkbox"/> Seoul Office	Thrid	0	0	0	0	
Total		8	0	0	8	

View 1 - 6 of 6

#### View the state information in the item

Item	Description
Site	Displays site information to assign a number to
Billing Account	Displays the account information responsible for site-specific settlement
Now(EA)	Displays the currently contracted number quantity.
Add Order(EA)	Displays the quantity to which you want to add numbers.
Return Order(EA)	Displays the site-specific quantity of the number to return.
To Be(EA)	Displays the result quantity by adding the contract quantity, additional quantity, and return quantity.
Note	Informational phrase or more description

#### Direct Dial Call Number Return Order

Direct Dial Call Number (Return Available : 8) (Current/To Be)  
DDI will not be shown on the list in case it is on return order.

<input type="checkbox"/> DDI Numbers	Site	Billing Account
<input type="text"/> x	<input type="text"/> x	<input type="text"/> x
<input type="checkbox"/> 0200010101	Seoul Office	Main
<input type="checkbox"/> 0240001011	Seoul Office	Main
<input type="checkbox"/> 0240001012	Seoul Office	Main
<input type="checkbox"/> 0240001013	Seoul Office	Main
<input type="checkbox"/> 0240001014	Seoul Office	Main
<input type="checkbox"/> 07040001002	Busan Office	Main

View 1 - 8 of 8

#### To be return

<input type="checkbox"/> DDI Numbers	Site	Billing Account
<input type="text"/> x	<input type="text"/> x	<input type="text"/> x

No records to view

1. Direct Dial Call Number Return Order Select the DDI to return from the grid and move it to the To return grid with the arrow icon.

**Number Porting**

Site Name \*

Billing Account \*


Number Type \*

Direct Call Number \*

Comment  [Add](#)

Site	Billing Account	Number Type	Direct Call Number	Qty.	Comment	NP Info.
No records to view						

Carrier Site Link  [Link](#) [Next](#)

- Customers can use the existing used numbers. If the customer requires number porting the reseller is able to specify a required porting date, as well as the number or range of numbers that are required for porting
- Click  button. Enter information for based on the following.

**Number Porting Info.** ✕

**Contact Details**

Contact Name \*

[Cancel](#) [Save](#)

- If you have preset **Carrier Site Link**, the following screen will be displayed and you will be connected directly when you click **Link** button.

### 2.5.2.2.3 Number Assign – step 3

You can assign Direct Dial Call Numbers in your inventory to meet the number of Direct Dial Call Numbers to assign to Customer, create new Direct Dial Call Numbers, and assign them to Customer

Number Assign							
Site	Billing Account	Now(EA)	Add Order(EA)	Return Order(EA)	To Be(EA)	Assigned(EA)	Assigned Number
Busan Office	Thrid	0	1	0	1	0	

View 1 - 1 of 1

- DDI information can be selected from the list of DDI numbers that are held or can be newly registered.

#### View the state information in the grid

Grid column name	Description
Site	Displays site information to assign a number to.
Billing Account	Displays the account information responsible for site-specific settlement.
Now(EA)	Displays the currently contracted number quantity.
Add Order(EA)	Displays the quantity to which you want to add numbers.
Return Order(EA)	Displays the site-specific quantity of the number to return.
To Be(EA)	Displays the result quantity by adding the contract quantity, additional quantity, and return quantity.
Assigned(EA)	Displays the quantity assigned a number.
Assigned Number	Displays the assigned number.

1. If the **Stock** radio button is selected, the list of DDI numbers being held is queried.

Available ☒ Stock ☐ New Number

☐ Number Type

Number

Comment

Page 1 of 1

No records to view

Site Name \* Busan Office

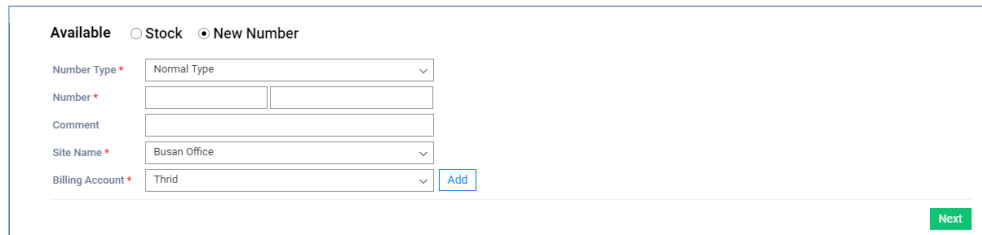
Billing Account \* Thrid

Add

Next

- Select the number you wish to assign and select the site and billing account below and click the **Add** button to see the number assigned to the **Number Assign** grid at the top.

2. You can assign a new DDI number by selecting the **New Number** radio button.



The form is titled 'Available' and contains three radio buttons: 'Available', 'Stock', and 'New Number'. The 'New Number' radio button is selected. Below the radio buttons are several input fields: 'Number Type' (a dropdown menu with 'Normal Type' selected), 'Number' (a text input field), 'Comment' (a text input field), 'Site Name' (a dropdown menu with 'Busan Office' selected), and 'Billing Account' (a dropdown menu with 'Thrid' selected). To the right of the 'Billing Account' dropdown is a blue 'Add' button. At the bottom right of the form is a green 'Next' button.

- After entering the information of the DDI number to assign, click the **Add** button and you will see that the corresponding number is assigned to the **Number Assign** grid.



#### 2.5.2.2.4 Order Item - step4

The current allocation quantity for each existing order item is inquired, and the additional reduction quantity for each item can be entered.

Change Current Order Items

Item Group	Item Name	Billing Account	Available	Order(+/-)	To Be(EA)	Act. Date	Billing Start	List
User License	Empty User Pack	BillAccount1	15	0	15	2019-06-26	2019-06-26	
User License	Std User Pack	BillAccount1	15	0	15	2019-06-26	2019-06-26	
Soft Client	IP ATD	BillAccount1	5	0	5	2019-06-26	2019-06-26	
Soft Client	UCE	BillAccount1	5	0	5	2019-06-26	2019-06-26	
Soft Client	Skype for Business 2013	BillAccount1	3	0	3	2019-06-26	2019-06-26	
Soft Client	IPECS Cloud Mobile	BillAccount1	3	0	3	2019-06-26	2019-06-26	
Soft Client	UC Client (Call Control)	BillAccount1	5	0	5	2019-06-26	2019-06-26	
Soft Client	Skype for Business 2013	BillAccount1	5	0	5	2019-06-26	2019-06-26	

Add Item

Next

- The currently allocated quantity for each order item that has been previously allocated is displayed, and you can enter the quantity of change for each item.

#### To add an Order Item

- Click the **Add Item** button.
- When the grid below is activated, enter the number of items you want to add.

New Order Items

Item Group	Order Item	Billing Account	Qty.	Trial period	List price	Custom price	Comment
User License	Empty User Pack	BillAccount2	0	0 day(s)	0.00	0.00	
User License	Std User Pack	BillAccount2	0	0 day(s)	0.00	0.00	
Soft Client	IP ATD	BillAccount2	0	0 day(s)	0.00	0.00	
Soft Client	UCE	BillAccount2	0	0 day(s)	0.00	0.00	
Soft Client	Skype for Business 2010	BillAccount1	0	0 day(s)	0.00	0.00	
Soft Client	Skype for Business 2010	BillAccount2	0	0 day(s)	0.00	0.00	
Soft Client	Skype for Business 2013	BillAccount2	0	0 day(s)	0.00	0.00	
Soft Client	IPECS Cloud Mobile	BillAccount2	0	0 day(s)	0.00	0.00	

Next

#### View the state information in the grid

Grid column name	Description
Item Group	The group of items to be ordered by the customer is displayed
Order Item	Displays the name of the item to be ordered by the customer
Billing Account	Displays settlement account information by item.
Qty	Please enter the number of items to order
Trial period	Please set the Trial period for the order item.

<b>Grid column name</b>	<b>Description</b>
List price	The basic unit price of the order item is displayed
Custom Price	Please enter the individual charges you will receive from the customer individually.
Comment	Informational phrase or more description

### 2.5.2.2.5 Trunk Channel - step5

Tab for setting up the Trunk Channel to assign to Customer. Order the number of SIP Trunk Channels, TDM Trunk Channels.

**Trunk Channel -SIP**  

Name	Now	Assigned	Order(+/-)	To Be
SIP Trunk Max	<input type="text" value="30"/> (EA)	<input type="text" value="0"/> (EA)	<input type="text" value="0"/> (EA)	<input type="text" value="30"/> (EA)

**Trunk Channel -TDM**  

Name	Now	Assigned	Order(+/-)	To Be
TDM Trunk Max	<input type="text" value="20"/> (EA)	<input type="text" value="0"/> (EA)	<input type="text" value="0"/> (EA)	<input type="text" value="20"/> (EA)

Next

#### View the state information in the grid

Grid column name	Description
Now	Displays the currently contracted quantity
Assigned	Displays the currently assigned quantity.
Order(+/-)	Enter the quantity of Trunk Channels to order or return.
To Be	Displays the result quantity by combining the current contracted quantity and the additional/return order quantity.

2.5.2.2.6 Device Ordering - step6

Select the device model to be allocated for each billing account and enter the order quantity

Device Change Order

Billing Account	Device Type	Sub Type	Model	Available	Order(+/-)	To Be(EA)	Comment
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>				
BillAccount1	3rd party SIP License	3rd party SIP Phone	<input type="checkbox"/> CISCO SPA112	0	0	0	
BillAccount1			<input type="checkbox"/> CISCO SPA502G	0	0 (EA)	0	
BillAccount1			<input type="checkbox"/> CISCO SPA504G	0	0	0	
BillAccount1			<input type="checkbox"/> Gigaset C530IP	0	0	0	
BillAccount1			<input type="checkbox"/> Polycom SoundStation IP	0	0	0	
BillAccount1			<input type="checkbox"/> Polycom VVX 310	0	0	0	
BillAccount1			<input type="checkbox"/> Polycom VVX 410	0	0	0	
BillAccount1			<input type="checkbox"/> ProDect 200	0	0	0	
BillAccount1			<input type="checkbox"/> SIP Door Phone(2N Helio	0	0	0	

Page 1 of 19 10 View 1 - 10 of 190

- Device Management You can inquire about the currently allocated quantity by device model and input the quantity of change.

View the state information in the grid

Grid column name	Description
Billing Account	Displays the account responsible for the settlement.
Device Type	Displays the parent Device Group
Sub Type	Device's Order Group is displayed
Model	Displays the name of the device model to be ordered by the customer
Available	Displays the number of devices currently in use.
Order(+/-)	Enter the number of devices to add or return.
To Be(EA)	Shows the result quantity by adding or returning the number of devices currently in use.
Comment	Informational phrase or more description

Individual Device Return Order

☐ Device Model

☐ User Package

☐ Billing Account

☐ MAC

☐ Device Model

☐ User Package

☐ Billing Account

☐ MAC

<

>

No records to view

No records to view

Next

- Return orders for device models that are individually managed can be individually selected and registered in the Individual Device Return Order grid.

**View the state information in the grid**

<b>Grid column name</b>	<b>Description</b>
Device Model	Displays the model name of the device that you manage individually.
User Package	Displays the user package to which the device model belongs.
Billing Account	Displays the settlement account.
MAC	Displays the MAC address of the individually managed divi.

### 2.5.2.2.7 Call Bundle - step7

You can set the number of Call Bundle and Fraud Prevention to be used by customers. Call Bundle can only be set to Call Bundle belonging to Service Plan.

Call Bundle

Call Bundle	Now(EA)	Order(+/-)	To Be	Comment
<input checked="" type="checkbox"/> 300min	0 (EA)	0 (EA)	0 (EA)	

View 1 - 1 of 1

Next

- Select the call bundle and quantity of the call bundle that you would like to order.
- You can set the maximum daily call to spend limit per user. Once the maximum is reached all further calls are dropped. The reseller needs to unblock the user to allow calls.

#### View the state information in the grid

Grid column name	Description
Call Bundle	Displays the name of the Call Bundle that you can order.
Now(EA)	Displays the quantity of the currently contracted Call Bundle.
Order(+/-)	Enter the number of orders to add or return.
To Be	Displays the final quantity calculated for the order quantity to be added or returned to the contract quantity.
Comment	Informational phrase or more description

### 2.5.2.2.8 Device Shipping Info. - step8

Register shipping destination information of shipping destination device among devices ordered in Step6.

1. If you have ordered Device, you can set Shipping information on this tab.

Shipping Info.

Shipping Place Information from Site \*

Site-Seoul Office

Copy

Shipping Place Name \*

Site-Seoul Office

Address 1 \*

guro 1234

Address 2

1234

City \*

Seoul

Country

Korea

Post Code \*

123456

Phone Number \*

1

Add

Shipping Place Name	Address	Post Code	Phone Number
Site-Seoul Office	guro 1234 1234 Seoul Korea	123456	1

Page 1 of 1

View 1 - 1 of 1

2. After entering the shipping address and contact number to receive the device, click the **Add** button to see the information added to the grid below

Billing Account	Device Model	To be Shipped(EA)	User Package	Site-Seoul Office
BillAccount1	LIP-9020	1		0

View 1 - 1 of 1

Next

3. Register destination name, address, contact person information, and set the quantity for each device model to be delivered to each destination.

### 2.5.2.2.9 Submit Order - step9

All the registered order information is summarized, and you can **Cancel** or **Save Order** or **Save & Submit Order**.

Customer	C1000000229	New Customer
Order No. / Title	500729	New Customer Change Order
Order type / Status	Change	Register
Order Date	2019-08-21 14:11:11	
Change Date	2019-08-21	
Service Plan	Standard Plan	
Order Note		

#### View the state information in the list

Item	Description
Customer	Displays the name of the customer created by the partner.
Order No. & Title	Order number and order title are displayed.
Order Type / Status	Displays New Customer, the current order type. Displays the processing status of the order.
Order Date	Displays the date and time the order was registered.
Change Date	Displays the date of change.
Service Plan	Service plan for the order item used by the customer is displayed.
Order Note	Informational phrase or more description

Direct Dial Call Number						
Site	Billing Account	Current(EA)	Add Order(EA)	Return Order(EA)	To Be(EA)	Assigned(EA)
<input type="text"/>	<input type="text"/>					
Site No4	KJS Bill Account	0	1	0	1	1





Page 1 of 1

#### View the state information in the grid

Grid column name	Description
Site	Displays the site information to use the phone number.
Billing Account	Displays settlement account information.






Grid column name	Description
Current(EA)	Displays the current contract quantity.
Add Order(EA)	Displays the quantity of numbers to be used on the site.
Return Order(EA)	Displays the order quantity requested to be returned.
To Be(EA)	Displays the result quantity applied by the contract quantity and the additional/return request quantity.
Assigned(EA)	Displays the number of phone numbers assigned to the site.

Number Porting						
Site	Billing Account	Number Type	Direct Call Number	Qty.	Comment	NP Info.
Site No1	KJS Bill Account	Normal Type	0103456~3456	1		
<div>    </div> <div> Page 1 of 1 </div> <div> View 1 - 1 of 1 </div>						

### View the state information in the grid

Grid column name	Description
Site	Displays the site information to use the phone number.
Billing Account	Displays settlement account information.
Number Type	Displays the type of phone number you are adding.
Direct Call Number	Number Displays the range of numbers to be ported.
Qty.	Direct Call Number Displays the number of applicable numbers in the range.
Comment	Informational phrase or more description
NP Info.	You can query the information you created for Number Porting.

Device Order							
Billing Account	Device Type	Sub Type	Device Model	User Package	Current(EA)	Add Order(EA)	Return Order
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>			
KJS Bill Account	iPECS Handsets	SIP	ACT-50		10	0	
<div>    </div> <div> Page 1 of 1 </div> <div> View 1 - 1 of 1 </div>							

### View the state information in the grid

Grid column name	Description
Billing Account	Displays settlement account information of the device.
Device Type	Displays the Parent Device Group.
Sub Type	Device's Order Group is displayed.
Model Model	Displays the model name of the device.
User Package	If there is a user package of the device, the name is displayed.
Add Order(EA)	Displays the quantity of devices ordered.
Return Order(EA)	Displays the quantity of the device you requested to return.

Trunk Channel -SIP

Name	Now	Assigned	Order(+/-)	To Be
SIP Trunk Max	40 (EA)	7 (EA)	7 (EA)	47 (EA)

### View the state information in the list

Item	Description
Now	Displays the quantity of the currently contracted Trunk Channel.
Assigned	Displays the currently assigned quantity of the Trunk Channel.
Order(+/-)	Displays the quantity added/returned.
To Be	Displays the result quantity reflecting the current contract quantity and the additional/return quantity.

### 2.5.2.3 Service Stop

The current contract status is available only in the ACT (Service Started) status. Provide customer's full service pause order function.

Service Stop

Customer Company Name

C1000000043 skycom3

Order No.

500466

Order Title \*

skycom3 Stop Order

Order type

Service Stop

Order Date

2019-07-11 20:37:36

Service Plan

All Inclusive Service Plan

Stop Date \*

2019-07-11

Reason of Stop

etc.

Comment

Cancel

Submit Order

#### View the state information in the item

Item	Description
Customer Company Name	Displays the name of the customer created by the partner
Order No	Order number is displayed
Order Title	Order title is displayed
Order type	Service Stop, which is the current order type, is displayed
Order Date	Displays the date and time when the order will be registered
Service Plan	Service plan for the order item used by the customer is displayed
Stop Date	Displays the date and time of the Service Stop request
Reason of Stop	The reason for Service Stop is displayed
Comment	Please enter what you would like to enter when requesting an order

### 2.5.2.4 Service Resume

The current contract status is available only in SUSPEND (Stopped) status. Reopen the pending customer agreement.

Service Resume

Customer Company Name

C1000000191

skycom7

Order No.

500475

Order Title \*

skycom7 Resume Order

Order type

Service Resume

Order Date

2019-07-11 20:46:05

Service Plan

Standard Plan

Service Stopped Date

2019-07-11 20:24:23

Reason of Service Stop

etc.

Resume Date Time \*

2019-07-11

Comment

Cancel

Submit Order

#### View the state information in the item

Item	Description
Customer Company Name	Displays the name of the customer created by the partner
Order No	Order number is displayed
Order Title	Order title is displayed
Order type	Service Resume, which is the current order type, is displayed
Order Date	Displays the date and time when the order will be registered
Service Plan	Service plan for the order item used by the customer is displayed
Service Stopped Date	Displays the date and time when the service was stopped
Reason of Service Stop	The reason for Service Stop is displayed
Resume Date Time	Displays the date and time of the Service Resume request
Comment	Please enter what you would like to enter when requesting an order

### 2.5.2.5 Service Plan Change

The current contract status is only available in the ACT (Service Started) state. Change the current service plan to another plan.

Service Plan Change

Customer Company Name

C1000000043skycom3

Order No. & Order Title \*

500468skycom3 Service Plan Change

Order type

Service Plan Change

Order Date

2019-07-11 20:38:05

Current Service Plan

All Inclusive Service Plan

New Service Plan \*

Standard Plan

Comment

Cancel

Submit Order

#### View the state information in the item

Item	Description
Customer Company Name	Displays the name of the customer created by the partner
Order No & Title	Order number and order title are displayed
Order type	Service Plan Change, which is the current order type, is displayed
Order Date	Displays the date and time when the order will be registered
Current Service Plan	Displays the service plan currently in use
New Service Plan	The service plan to be changed is displayed
Comment	Please enter what you would like to enter when requesting an order

### 2.5.2.6 Customer Close

The current contract status is ACT (Service Started) and SUSPEND (Stopped). The contract is cancelled, including all customer service history.

Customer Close

You should notice that closed account never be restored again and you should delete informations below in advance in order to close customer's account.

Service Usage Type	Service Usage	Using Qty.
Extension	User	26

Customer Company Name

C1000000043skycom3

Order No.

500470

Order Title \*

skycom3 Close Order

Order type

Customer Close

Order Date

2019-07-11 20:39:13

Service Plan

All Inclusive Service Plan

Closing Date \*

2019-07-11

Last Payment Date \*

2019-08-10

Reason of Closing

ETC

Comment

Cancel

Submit Order

#### View the state information in the item

Item	Description
Customer Company Name	Displays the name of the customer created by the partner
Order No	Order number is displayed
Order Title*	Order title is displayed
Order type	Service Plan Change, which is the current order type, is displayed
Order Date	Displays the date and time when the order will be registered
Service Plan	Displays the service plan currently in use
Closing Date	Select a date when the customer should be closed
Last Payment Date	Select a date of last payment for the closing customer
Reason of Closing	Select a reason the customer would like to close the service
Comment	Please enter what you would like to enter when requesting an closing order

### 2.5.2.7 Un-shipped Device Allocate

Device management features owned by resellers or customers. It is not an order for SP stock, but a registration function for a stock owned by a reseller or a device actually owned by a customer. Enrollment of registered Un-shipped devices is also possible.

Un-shipped Device Allocate

Customer Company Name: G1000000043 skycorn3

Order No. & Order Title \*: 500473 skycorn3 Un-shipped Device Allocate

Order Date: 2019-07-11 20:41:14

Allocate Date \*: 2019-07-11 [Calendar Icon]

Comment: [Text Area]

Assigned Device

Device Model	Assigned Qty.	Return Qty.	MAC	Serial No.	Add/Return	Billing Account
[Input Field]			[Input Field]	[Input Field]	[Dropdown]	[Input Field]

No records to view

#### View the state information in the item

Item	Description
Customer Company Name	Displays the name of the customer created by the partner
Order No & Order Title	Displays the auto-generated order unique number, and enters a title for the order.
Order Date	Shows when the order will proceed.
Allocate Date	Specifies the date of order application.
Comment	Please enter what you would like to enter when requesting an order

#### View the state information in the grid

Grid column name	Description
Device Model	Displays the model type of divce to be added or returned.
Assigned Qty	Displays the registration quantity per Device Model.
Return Qty	Displays the return quantity by Device Model.
MAC	Displays MAC Address, which is unique information.
Serial No	Displays serial information by device.
Add/Return	Displays the Add / Return processing request status of the device.
Billing Account	Displays the Customer's settlement account.

**Available** ☒ Stock ☐ Enter Device ☐ Excel File

☐ Device Model ☐ MAC ☐ Serial No.

x  x  x

Page 1 of 1 10

No records to view

Billing Account \*

**Individual Device Return**

<input type="checkbox"/> Device Model	Billing Account	MAC	Serial No.
<input type="text"/> x	<input type="text"/> x	<input type="text"/> x	<input type="text"/> x
<input checked="" type="checkbox"/> 1010i	cust_1	000000000000	A1569
<input checked="" type="checkbox"/> 1010i	cust_1	000000000001	A1570
<input checked="" type="checkbox"/> 1010i	cust_1	000000000002	A1571

< >

View 1 - 3 of 3

No records to view

**To be returned**

<input type="checkbox"/> Device Model	Billing Account	MAC	Serial No.
<input type="text"/> x	<input type="text"/> x	<input type="text"/> x	<input type="text"/> x

## View the state information in the grid

Grid column name	Description
Device Model	Displays the model type of divce to be added or returned.
MAC	Displays MAC Address, which is unique information.
Serial No	Displays serial information by device.
Billing Account	Displays the Customer's settlement account.

**Not individual Device**

Billing Account	Device Type	Sub Type	Model	Available	Order(+/-)	To Be(EA)	Comment
<input type="text"/> x	<input type="text"/> x	<input type="text"/> x	<input type="text"/> x				
Main	3rd party SIP License	3rd party SIP Phone	<input type="checkbox"/> CISCO SPA112	0	0	0	
Main			<input type="checkbox"/> CISCO SPA502G	2	0	2	
Main			<input type="checkbox"/> CISCO SPA504G	3	0	3	
Main			<input type="checkbox"/> Gigaset C530IP	0	0	0	
Main			<input type="checkbox"/> Polycom SoundStation IP	5	0	5	
Main			<input type="checkbox"/> Polycom VVX 310	5	0	5	
Main			<input type="checkbox"/> Polycom VVX 410	0	0	0	
Main			<input type="checkbox"/> ProDect 200	0	0	0	
Main			<input type="checkbox"/> SIP Door Phone(2N Hello	0	0	0	
Main			<input type="checkbox"/> Spectralink	0	0	0	

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**View the state information in the grid**

<b>Grid column name</b>	<b>Description</b>
Billing Account	Displays the Customer's settlement account.
Device Type	Displays the Device Type to which Device Model is registered.
Sub Type	Displays the Sub Type to which Device Model is registered.
Model	Displays the model name of the device.
Available	Displays the contracted quantity by device.
Order(+/-)	Displays the order quantity by device.
To Be(EA)	Displays the result quantity by combining the current contracted quantity and the order quantity.
Comment	Please enter what you would like to enter when requesting an order

### 2.5.2.8 Package Upgrade

This section describes how to request a Package Upgrade order. After selecting a customer from Modify Existing Customer in Section 0, click the **Package Upgrade** button in the middle of the detail screen to display the Package Upgrade pop-up window.

Package Upgrade

Customer Company Name

C1000000495

MOG22

Order No.

502725

Order Title \*

MOG22 Package Upgrade

Order type

Package Upgrade

Order Date

15.Oct.2020 09:43:07

Current User Package \*

Empty Pack

New User Package \*

VM Only Pack

Upgrade Qty \*

0

Available : 22

Comment

Cancel

Submit Order

#### View the state information in the item

Item	Description
Customer Company Name	Displays the name of the customer who has selected and requested the Package Upgrade order by the reseller.
Order No.	The order number is automatically assigned and displayed as a serial number.
Order Title	Enter the Order name so you can identify the Order. By default, the name with customer name and order type is automatically entered.
Order Type	Displays the order type. Since you have selected the Package Upgrade order type, it is displayed here as Package Upgrade.
Order Date	The date and time the order was requested is displayed.
Current User Package	A list of User Packages contracted by the customer is displayed. Select User Package to request upgrade. Detailed information on the selected User Package is displayed in a pop-up window when clicking the View <b>Details</b> button.

Item	Description
New User Package	If you select Current User Package, the New User Package item displays a list of User Packages that can be upgraded. Select the User Package for Upgrade from the list.
Upgraded Qty	Enter the quantity of User Package to be upgraded. Next to the field, you will see the quantity of Current User Packages that can be upgraded.
Comment	Enter a description of the package upgrade order.

2.5.2.9 License Change ►

This is displayed when you apply for License Change from Modify Existing Customer.

License Change

Customer Company Name

C1000000260

SKY 05 (Analy ADV)

Order No.

500997

Order Title \*

SKY 05 (Analy ADV) License Change

Order type

License Change

Order Date

2023-04-13 15:42:19

Item Group \*

Analytics

Current License \*

Analytics Advanced

New License \*

Analytics Advanced Plus

Comment

	Item Group	Current Order Item	Qty.	New Order Item
1	Analytics	Analytics Advanced Supervisor	2	Analytics Advanced Plus Sup...

View 1 - 1 of 1

Cancel

Submit Order

View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer who has selected and requested the License Change order by the reseller.
Order No.	The order number is automatically assigned and displayed as a serial number.
Order Title	Enter the Order name so you can identify the Order. By default, the name with customer name and order type is automatically entered.
Order Type	Displays the order type. Since you have selected the License Chagne order type, it is displayed here as License Change.
Order Date	The date and time the order was requested is displayed.
Item Group	Item Groups available for License Change order are displayed in a list. This Item Group is an item added when the License Change function is implemented in OMS System. <ul style="list-style-type: none"><li><b>Analytics:</b> Analytics License change from Standard to Advanced, Advanced to Advanced Plus</li></ul>

Item	Description
	<b>ACD Group User:</b> License change from ACD Group User to ACD Group User CC
Current License	If you select the Item Group for License Change, if there is an Order Item contracted by the customer, the Current License is automatically selected. If there is no contract information for the Item Group, nothing is selected. This item cannot be modified by the user.
New License	The license types available for License Change are displayed. Select the New License type.
Comment	Enter a description of the license change order.

#### View the state information in the grid

Grid column name	Description
Item Group	The group of items ordered by the customer is displayed.
Current Order Item	The order item contracted by the customer is displayed. The order items displayed here are only items corresponding to the Current License type.
Qty.	Displays the quantity of the order item contracted by the customer.
New Order Item	Display the order item you want to change. At this time, only the items corresponding to the New License type are displayed as the displayed Order Item. Select New Order Item to change. (New order items will not appear if license constraints are violated through license changes.)

### 2.5.2.10 Call Fraud Change

This section describes how to enter Call Fraud Change steps in Change Order in Section 2.5.2.2. The Call Fraud Change step is displayed only when Call Fraud Change is set to Allowed in the Service Plan option setting.

Order Title & Customer Site

Number Ordering

Number Assign

Order Items

Trunk Channel

Device Ordering

Call Bundle & Call Fraud Prevention

Device Shipping Info.

Attach Files

Submit Order

Call Bundle

Call Bundle	Now(EA)	Order(+/-)	To Be	Comment
Default Call Bundle	0 (EA)	0 (EA)	0 (EA)	

View 1 - 1 of 1

Call Fraud Prevention

	Now	Order(+/-)	To Be	
Default Outgoing Call Limit (per User) *	10,000	0	10,000	GBP/Day
Custom Outgoing Call Limit (per User) *	20,000	0	20,000	GBP/Day ( Maximum :50000 )

CancelNext

#### View the state information in the item

Item

Default Outgoing Call Limit (per User)

Description

It shows the maximum usage that will be applied universally. Enter an increase or decrease value in the To Be field.

Call Fraud Prevention

	Now	Order(+/-)	To Be	
Default Outgoing Call Limit (per User) *	10,000	2,000	12000	GBP/Day
Custom Outgoing Call Limit (per User) *	20,000	0	20000	GBP/Day ( Maximum :50000 )

Custom Outgoing Call Limit (per User)

It shows the maximum usage that the customer can use. Enter an increase or decrease value in the To Be field.

Call Fraud Prevention

	Now	Order(+/-)	To Be	
Default Outgoing Call Limit (per User) *	10,000	0	10000	GBP/Day
Custom Outgoing Call Limit (per User) *	20,000	-2,000	18000	GBP/Day ( Maximum :50000 )

## 2.5.3

## Customer Info.

Resellers can manage or view overall information about customers, such as account information, site information, service information, and order/alarm history of customers being managed.

The screenshot shows the iPECS OMS Reseller Administrator interface. The top navigation bar includes 'My Home', 'Order Final confirm', and 'EMS Link >'. The left sidebar lists various management options. The main area is titled 'Customer Info.' and features a search bar with filters for 'Option' (set to 'ALL'), 'Include child resellers' (checked), and 'Additional Option' (set to 'ALL'). Below the search bar is a table with the following columns: Reseller, Customer ID, Customer Name, User License(EA), Admin ID, Admin Name, and Service Start. The table contains 10 rows of customer data. At the bottom of the table, there is a pagination bar showing 'Page 1 of 2' and an 'Excel' button.

	Reseller	Customer ID	Customer Name	User License(EA)	Admin ID	Admin Name	Service Start
1	SKY Reseller	C100000059	1	0	sdfas@11kjsdofja.com	11212	
2	SKY Reseller	C100000049	Close 2	1	close2	Admin	2019-06-21
3	SKY Reseller	C100000047	Close Customer	0	close2@close2.com	Close name	2019-06-21
4	SKY Reseller	C100000001	jsmn	2	admin@jss.com	admin	2019-06-19
5	SKY Reseller	C100000035	Reseller Kwak	80	kjs	Kwak	2019-06-21
6	SKY Reseller	C100000019	Second JS	3	admin	sejs	2019-06-20
7	SKY Reseller	C100000002	sky2	310	admin@sky2.com	jaehu chae	2019-07-02
8	SKY Reseller	C1000000205	sky9	15	admin@sky9.com	jaehu	2019-07-10
9	SKY Reseller	C1000000211	Skycorn	0	skycorn@skycorn.com	skycorn	
10	SKY Reseller	C1000000043	skycorn3	31	admin@sky3.com	jaehu chae	2019-07-02

### View the state information in the grid

Grid column name	Description
Reseller	Displays the partner responsible for the customer.
Customer ID	Unique code for management the customer
Customer Name	The name used by customer in the system
User License(EA)	Displays the quantity of items for which the Item Group is a User License.
Admin ID	Displays the customer's main administrator ID.
Admin Name	Displays the name corresponding to the Administrator ID.
Service Start	Displays the start date for the service to start.
Customer Status	Displays the customer's service status. <ul style="list-style-type: none"> <li>• <b>Ordering:</b> Order is in progress</li> <li>• <b>Created:</b> Order process is final confirmed</li> <li>• <b>Activated:</b> Service is in use</li> <li>• <b>Closed:</b> Service provision has expired</li> <li>• <b>Stopped:</b> Service is paused</li> <li>• <b>Cancel:</b> The canceled order is not displayed in the Customer Info screen</li> </ul>

Grid column name	Description
Customer Type	Type of customer <ul style="list-style-type: none"> <li>▪ <b>Normal:</b> Basic type of service</li> <li>▪ <b>Test:</b> It is the type used by the vendor for testing and is not charged for usage</li> <li>▪ <b>Demo:</b> It is the type to limited the function and is not charged for usage</li> </ul>
Customer CLI	This number indicates the customer's caller.
CM ID	The ID information of the call server being used is displayed.
Tenant	Tenant information of the CM being used is displayed.
Tenant Prefix	Displays tenant information, including information added by default.



### 2.5.3.1 Basic Info

You can inquire and change the basic information of a customer's domain, the language of use, or reseller.

iPECS OMS

SKY Reseller (rss) Reseller

Service Environment

DDI Number

Device Management

Customers

Create New Customer

Modify Existing Customer

Customer Info.

Customer List

Daily Customer Status

Customer Service Status

Trial expired Order Items

Order Management

Reseller

Call Status

System Log

Menu

My Home Setting

My Information

My Home

Order Final confirm

+

EMS Link >

Customer Info.

Option

ALL

Include child resellers

Additional Option

ALL

Search

	Reseller	Customer ID	Customer Name	User License(EA)	Admin ID	Admin Name	Service Sta
1	SKY Reseller	C100000059	1	0	sdfas@11kjsdoijfa.com	11212	
2	SKY Reseller	C100000049	Close 2	1	close2	Admin	2019-06-
3	SKY Reseller	C100000047	Close Customer	0	close2@close2.com	Close name	2019-06-
4	SKY Reseller	C100000001	jsmn	2	admin@jss.com	admin	2019-06-
5	SKY Reseller	C100000035	Reseller Kwak	80	kjs	Kwak	2019-06-

Page 1 of 2

10

View 1 - 10 of 15

Excel

Basic Info

Administrator

Site Info

Billing Account

Service Info

Service Usage

Order History

Phone Setting Info

Suspend Period

Notification History

Change History

Customer ID

C100000035

Customer Company Name \*

Reseller Kwak

Domain \*

kjs.com

Language \*

English

Customer Type \*

Normal

Reseller

SKY Reseller

Customer CLI

0200010100

Change Reseller

Contact Info

Contact Name \*

Contact

Contact E-mail \*

kjs@skycom.ne.kr

Contact Direct Dial Call Number

000

Contact Extension

111

Mobile Number

222

Remark

Remark 1

Remark 2

Remark 3

Remark 4

Additional Info

PO Number

PONumber

Test

Call Fraud

Per User Call Fraud Default \*

299

GBP/Day

Allowable Limit Per User Call Fraud \*

300

GBP/Day ( Maximum :300 )

Modify

Cancel

Save

Among the basic information of customers, items such as Company Name, Language, Customer Type, Contact Name, Contact E-mail, excluding Customer ID and Domain, can be modified, and call usage can be limited by changing the Fraud Prevention value.

## To modify the Basic Info tab

1. If you want to change data, click the Item.
2. Click the **Modify** button and the basic info modification page appears.

The screenshot displays the iPECS OMS interface for modifying customer basic information. The left sidebar contains navigation menus for Service Environment, Device Management, Customers, Order Management, Reseller, Call Status, System Log, Menu, My Home Setting, and My Information. The main content area is titled 'Customer Info.' and includes a search bar and a table of customers. The selected customer, 'Reseller Kwak', is shown in the 'Basic Info' tab. The form includes fields for various customer details, contact information, remarks, and call fraud settings, with a 'Change Reseller' button and 'Modify', 'Cancel', and 'Save' buttons at the bottom.

3. Enter information based on the following.

Item	Description
Customer Company Name	Enter the customer's company name.
Language	Select the language used by the customer from the languages listed
Customer Type	Customer's service type is displayed. <ul style="list-style-type: none"> <li>• <b>Normal</b>: Basic type of service</li> <li>• <b>Demo</b>: It is the type to limited the function and is not charged for usage</li> </ul>
Reseller	Displays the partner responsible for the customer, and can be changed by clicking the Change Reseller button.

Item	Description
Customer CLI	Enter the caller ID.
Contact Name	Enter the name of the contact person.
Contact E-mail	Enter an email address to use as a contact.
Contact Direct Dial Call Number	Enter the DDI number to use as a contact.
Contact Extension	Enter the extension number to use as a contact.
Mobile Number	Enter the mobile number to use as a contact.
Remark	Enter up to 5 additional descriptions of customer information.
Additional Info	Manage information about customer additions pre-set by SP The detailed item settings are managed by each customer
Default Outgoing Call Limit (Per User)	Default user-specific overuse limit
Custom Outgoing Call Limit (Per User)	User-Specific Overuse Limit

4. To save the change, click the **Save** button.
5. To exit without saving, click the **Cancel** button.

### 2.5.3.2 Administrator

You can manage access account information for the customer manager, change password, and send login information by email.

The screenshot shows the iPECS OMS interface. On the left is a sidebar menu with options like Service Environment, DDI Number, Device Management, Customers, Order Management, Reseller, Call Status, System Log, Menu, My Home Setting, and My Information. The main area is titled 'Customer Info.' and contains a table with columns: Reseller, Customer ID, Customer Name, User License(EA), Admin ID, Admin Name, and Service Sta. The table lists several SKY Reseller entries. Below the table is a tabbed interface with 'Administrator' selected. The 'Administrator' tab shows fields for Administrator ID (kjs), Administrator Password (masked), Administrator Name (Kwak), Administrator E-mail (kjs@skycom.ne.kr), and a comment field. There are buttons for 'Send Login Information via E-Mail', 'Modify', 'Cancel', and 'Save'.

#### To modify the Administrator tab

1. If you want to change data, click the Item.
2. Click the **Modify** button and the administrator modification page appears.

This screenshot shows the 'Administrator' tab in the iPECS OMS interface, which is the modification page. It contains the same fields as the previous screenshot: Administrator ID (kjs), Administrator Password (masked), Administrator Name (Kwak), Administrator E-mail (kjs@skycom.ne.kr), and a comment field. A 'Change Password' button is visible next to the password field. At the bottom right, there are buttons for 'Send Login Information via E-Mail', 'Modify', 'Cancel', and 'Save'.

3. Enter information based on the following.

Item	Description
Administrator Name	Enter the user name for the Customer account.
Administrator E-mail	Enter the customer's email address to receive system alarms.
Comment	Informational phrase or more description

4. To save the change, click the **Save** button.
5. To exit without saving, click the **Cancel** button.

**To send Test Email**

1. Change the administrator e-mail.
2. If you want to send a test email, click **Send Login Information via E-Mail** button.

### 2.5.3.3

## Site Info

By default, customer site information is added by the ordering process. This tab provides the ability to view the complete list of sites for customers and to modify the information as needed

Basic Info
Administrator
**Site Info**
Billing Account
Service Info
Service Usage
Order History
Phone Setting Info

Suspend Period
Notification History
Change History

	Main Site	Site Name	Address	City	Co
	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
1	TRUE	Main	12 12	21	
2	FALSE	Sub1	12 12	21	
3	FALSE	Sub2	12 12	21	
4	FALSE	Sub3	12 12	21	

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10

Site Name \*

Main Site
☒ TRUE
☐ FALSE

Address \*

City \*

Country

Post Code \*

Cancel
Save

## To modify the Site Info

1. If you want to change data, click the Item.
2. Click the **Modify** button and the site info modification page appears.

Basic Info	Administrator	Site Info	Billing Account	Service Info	Service Usage	Order History	Phone Setting Info
Suspend Period	Notification History	Change History					

Site Name \*

Main

Main Site

☒ TRUE ☐ FALSE

Address \*

12

12

City \*

21

Country

Post Code \*

122

Cancel

Save

3. Enter information based on the following.

Item	Description
Site Name	Enter the name of the site where customers are served.
Main Site	It indicates whether the customer is the main site and cannot be modified
Address	Enter the site's physical address.

Item	Description
City	The name of the city to which the address belongs.
Country	Administrative region of the city.
Post Code	The postal code that matches the Address.

4. To save the change, click the **Save** button.
5. To exit without saving, click the **Cancel** button.

### 2.5.3.4 Billing Account

Manage billing information for customers to receive bills for settlement.

Reseller	Customer ID	Customer Name	User License(EA)	Admin ID	Admin Name	Service Start
SKY Reseller	C100000035	Reseller Kwak	80	kjs	Kwak	2019-06-21
SKY Reseller	C100000019	Second JS	3	admin	sejs	2019-06-20
SKY Reseller	C100000002	sky2	310	admin@sky2.com	jaehu chae	2019-07-02
SKY Reseller	C1000000205	sky9	15	admin@sky9.com	jaehu	2019-07-10
SKY Reseller	C1000000211	Skwom	0	skwom@skwom.com	skwom	

#### To modify the Billing Account

1. If you want to change data, click the Item.
2. Click the **Modify** button and the site info modification page appears.

Item	Description
Billing Account Name	Enter the recipient's name to receive the bill.
Invoice Date/Payment Date	Enter the settlement date information.

3. Enter information based on the following.

Item	Description
Billing Account Name	Enter the recipient's name to receive the bill.
Invoice Date/Payment Date	Enter the settlement date information.



Item	Description
Billing Address	Enter the address to receive the bill.
City	The name of the city to which the address belongs.
Country	Administrative region of the city.
Post Code	The postal code that matches the Address.

4. To save the change, click the **Save** button.
5. To exit without saving, click the **Cancel** button.

### 2.5.3.5 Service Info

You can check the basic information of the customer and the number/equipment that the customer is using, and also check the service in use.

The screenshot displays the 'Customer Info' section of the iPECS OMS interface. On the left is a sidebar with navigation options like 'Service Environment', 'DDI Number', 'Device Management', 'Customers', 'Order Management', etc. The main area shows a table of customer records. The table has columns: Reseller, Customer ID, Customer Name, User License(EA), Admin ID, Admin Name, and Service Status. Below the table, there's a detailed view for a specific customer, including fields for Customer, Customer Type, Service Plan, Service Period, Service Start Date, Service Status, Last Payment Date, Reseller, and Reference Date.

Reseller	Customer ID	Customer Name	User License(EA)	Admin ID	Admin Name	Service Status
SKY Reseller	C100000035	Reseller Kwak	80	kjs	Kwak	2019-06-
SKY Reseller	C100000019	Second JS	3	admin	sejs	2019-06-
SKY Reseller	C100000002	sky2	310	admin@sky2.com	jaehu chae	2019-07-
SKY Reseller	C100000205	sky9	15	admin@sky9.com	jaehu	2019-07-
SKY Reseller	C100000011	skusom	0	skusom@skusom.com	skusom	

Information and quantity can be inquired about the service item, number, and device that the customer is currently using.

#### View the state information in the grid

Grid column name	Description
Customer	Displays the customer's ID and company name.
Customer Type	Normal, Demo, etc. are displayed as customer types.
Service Plan	The service plan that the customer is using is displayed.
Service Period	Displays the service opening date to the expiration date.
Service Start Date	Indicates the start of the service.
Service Status	Displays the customer's service status.
Last Payment Date	Displays the latest payment date.
Reseller	Displays the partner responsible for the customer.
Reference Date	The service status corresponding to the entered base date is displayed on the Service Item, Direct Dial Call Numbers, and Device.

### 2.5.3.5.1 Service Item

Customer can inquire the information of the service item in use and check the usage status of the service item.

Service Item							
Item Group	Item Name	Billing Account	Qty	Act. Date	Term. Date	Billing Start	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>				
1	User License	Std User Pack	Total	5	2019-06-21	9999-12-31	2019-06-21
2	Trunk Channel -SIP	SIP Trunk Max	Total	30	2019-06-21	9999-12-31	2019-06-21
3	Trunk Channel -TDM	TDM Trunk Max	Total	30	2019-06-21	9999-12-31	2019-06-21
4	Soft Client	IP ATD	Total	4	2019-06-21	9999-12-31	2019-06-21
5	ACD	ACD Group User	Total	5	2019-06-21	9999-12-31	2019-06-21
6	Call Recording	Call Recording-Call Recording - 30	Total	4	2019-06-21	9999-12-31	2019-07-21
7	User Feature	VM CR Feature package	Total	1	2019-06-21	9999-12-31	2019-07-21
8		Multiple Line	Total	6	2019-06-21	9999-12-31	2019-06-21
9		Remote Office	Total	2	2019-06-21	9999-12-31	2019-06-21
10		Voice Mail	Total	1	2019-06-21	9999-12-31	2019-06-21

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#### View the state information in the grid

Grid column name	Description
Item Group	Displays the group of items provided by the customer.
Item Name	Displays the name of the item provided by the customer.
Billing Account	Displays the account responsible for settlement.
Qty	Displays the quantity of items.
Act. Date	The service start date is displayed.
Term. Date	Displays the settlement expiration date of the item.
Billing Start	Displays the settlement start date of the item.
Customer Price	Displays the cost to be paid for the item.
Pre/Post	Payment method is indicated in advance/postpay.
Linked Cloud License	Displays the name associated with the license.
Comment	Displays other information of the item.

### 2.5.3.5.2 Direct Dial Call Numbers

Displays information about the phone number the customer is using, and can check the usage status of the number.

Direct Dial Call Numbers						
	Direct Dial Call Number	Site	Billing Account	Status	Number Porting	Available Period
	<input type="text"/> x	<input type="text"/> x	<input type="text"/> x	<input type="text"/> x	<input type="text"/> x	
1	03331000	main	Total	Assigned	Original Number	2019-06-21~9999-12-31
2	03331001	main	Total	Assigned	Original Number	2019-06-21~9999-12-31
3	03331002	main	Total	Assigned	Original Number	2019-06-21~9999-12-31
4	03331003	main	Total	Assigned	Original Number	2019-06-21~9999-12-31
5	03331004	main	Total	Assigned	Original Number	2019-06-21~9999-12-31
6	03331005	main	Total	Assigned	Original Number	2019-06-21~9999-12-31
7	03331006	main	Total	Assigned	Original Number	2019-06-21~9999-12-31
8	03331007	main	Total	Assigned	Original Number	2019-06-21~9999-12-31
9	03331008	main	Total	Assigned	Original Number	2019-06-21~9999-12-31
10	03331009	main	Total	Assigned	Original Number	2019-06-21~9999-12-31

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#### View the state information in the grid

Grid column name	Description
Direct Dial Call Number	Displays the phone number assigned to the customer.
Site	Displays the name of the site using the phone number.
Billing Account	Displays the account responsible for settlement.
Status	Displays the status of the number. <ul style="list-style-type: none"> <li>▪ <b>Assigned:</b> It is assigned to use.</li> <li>▪ <b>Use:</b> It is in use.</li> <li>▪ <b>Returned:</b> It was returned</li> <li>▪ <b>Return ordered:</b> A return was requested.</li> </ul>
Number Porting	Displays whether the number is shifted. <ul style="list-style-type: none"> <li>▪ <b>Original Number:</b> General number</li> <li>▪ <b>Ported Number:</b> Mobile number</li> </ul>
Available Period	The validity period of the number is displayed
Comment	Displays other information of the number.

### 2.5.3.5.3 Device

You can check the usage status of each device model, and check the status of individual management (Mac management) target device status and expiration date.

Device						
	Device Type	Model	Billing Account	Qty	MAC	Status
	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>	
1	LIP	LIP-9030	Total	10	001000000003	Assigned
2					001000000001	Assigned
3					001000000002	Assigned
4					001000000004	Assigned
5					001000000005	Assigned
6					001000000006	Assigned
7					001000000007	Assigned
8					001000000008	Assigned
9					001000000009	Assigned
10					001000000010	Assigned

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#### View the state information in the grid

Grid column name	Description
Device Type	Displays the type of equipment model the customer is using.
Model	Detailed model name of the device
Billing Account	Displays the account responsible for settlement.
Qty	Displays the quantity of equipment.
MAC	Unique physical address given to the device
Status	Displays the status of the equipment. <ul style="list-style-type: none"><li>▪ <b>Assigned:</b> It is assigned to use</li><li>▪ <b>Use:</b> It is in use.</li><li>▪ <b>Returned:</b> It was returned</li><li>▪ <b>Return ordered:</b> A return was requested</li></ul>
Available Period	Displays the period of use of the equipment.
Comment	Informational phrase or more description

2.5.3.5.4 Etc

Displays other contract information such as Call Bundle, Call Fraud, and Trunk Channel.

Etc

	Item Type	Item Name	Available Period	Qty	Note
	<input type="text"/>	<input type="text"/>		<input type="text"/>	<input type="text"/>
1	Call bundle	300min	2019-06-24 ~ 9999-12-31	3	EA
2	Call bundle	All Free Call Bundle	2019-06-24 ~ 9999-12-31	297	EA

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View the state information in the grid

Grid column name	Description
Item Type	Displays the type of the contracted item.
Item Name	Displays the name of the contracted item.
Available Period	Displays the available time period.
Qty	Displays the quantity of the item.

### 2.5.3.6 Service Usage

Inquiry of aggregate information such as total allocated quantity, used quantity, and expected return quantity of Service Feature/Device/DDI Number assigned to Customer.

Sum information such as total allocated quantity, usage quantity, and expected amount to be returned is inquires.

The screenshot shows the iPECS OMS interface. On the left is a sidebar with navigation options: Service Environment, DDI Number, Device Management, Customers (with sub-options like Create New Customer, Modify Existing Customer, Customer Info, Customer List, Daily Customer Status, Customer Service Status, Trial expired Order Items), Order Management, Reseller, Call Status, System Log, Menu, My Home Setting, and My Information. The main content area is titled 'iPECS OMS' and shows a 'SKY Reseller (rss) Reseller' profile. Below this is a table of customers with columns: Reseller, Customer ID, Customer Name, User License(EA), Admin ID, Admin Name, and Service Sta. The table lists several SKY Reseller customers. Below the customer list is a tabbed interface with tabs: Basic Info, Administrator, Site Info, Billing Account, Service Info, Service Usage (selected), Order History, and Phone Setting Info. The 'Service Usage' tab displays a table with columns: Service Usage Type, Service Usage Description, and Assigned Qty. The table lists 10 items, including User Package, Feature, and various ACD and Skype services. At the bottom right of the table are 'Cancel' and 'Excel' buttons.

#### View the state information in the grid

Grid column name	Description
Service Usage Type	Group and display service items.
Service Useage Description	Displays service items
Assigned Qty	Displays the allocation quantity.
Using Qty	Displays the quantity used.
Return Reservation Qty	Displays the quantity being returned.
Available Qty	Display the available quantity.

### 2.5.3.7

## Order History

Customer's order history can be inquired and details of each order can also be inquired.

Basic Info Administrator Site Info Billing Account Service Info Service Usage Order History Phone Setting Info						
Suspend Period Notification History Change History						
Order No.	Order Date	Order Title	Order Type	Order Status	Order Reseller	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
1	500518	2019-07-12 16:41:16	jsmn Change Order	Change	Register	SKY Reseller
2	500503	2019-07-12 13:55:15	jsmn Change Order	Change	Register	SKY Reseller
3	500480	2019-07-11 20:55:20	jsmn Change Order	Change	Order Canceled	SKY Reseller
4	500294	2019-07-03 13:59:45	jsmn Change Order	Change	Order Canceled	SKY Reseller
5	500293	2019-07-03 13:57:48	jsmn Change Order	Change	Order Canceled	SKY Reseller
6	500288	2019-07-02 20:40:06	jsmn Change Order	Change	Order Canceled	SKY Reseller
7	500287	2019-07-02 20:30:14	jsmn Change Order	Change	Order Canceled	SKY Reseller
8	500227	2019-06-27 20:17:44	jsmn Change Order	Change	Register	Pragma
9	500226	2019-06-27 20:16:46	jsmn Change Order	Change	Approved	Pragma
10	500169	2019-06-25 17:57:17	jsmn Change Order	Change	Order Canceled	SKY Reseller

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Order Detail Cancel Excel

### View the state information in the grid

Grid column name	Description
Order No	The key value that can distinguish the order is displayed.
Order Date	Displays the order date and time.
Order Title	Displays the title summarizing the order.
Order Type	Displays the type of order.
Order Status	Displays the order's progress.
Order Reseller	Displays the partner who ordered.
Approval Reseller	Displays the partner responsible for approval.
Approval Date	Displays the date and time when approval was made.
Final confirm Date	The date and time when the Final Confirm was made is displayed.
Service Plan	Displays the service plan in use.

### To Check the detail

1. Select a row of the list in the order history tab.
2. Click **Order Detail** button and the detail page is popped.



Order Type - Change Order

Customer Company Name

Reseller Kwak

Customer Type

Normal

Order No. & Title

500123

Reseller Kwak Change Order

Service Plan

Standard Plan

Order Type

Change

Order Status

Confirmed

Order Date

2019-06-24 14:36:00

Request to

Pragma

Change Date

2019-06-24

Order Note

Order Items

Item Group	Order Item	Billing Account	Act. Date	Billing Start	Custom
1 Soft Client	Skype for Business 2010 RCCV (C)	Bill Acctnt	2019-06-24	2019-06-24	
2	Skype for Business 2013 RCCV (C)	Bill Acctnt	2019-06-24	2019-06-24	
3	UC Client (Call Control)	Bill Acctnt	2019-06-24	2019-06-24	
4	UCE	Bill Acctnt	2019-06-24	2019-06-24	
5 WCS	WCS - Room Codec Connector	Bill Acctnt	2019-06-24	2019-06-24	

Close

- For pop-up information, please refer to order approval.

### 2.5.3.8 Phone Setting Info.

Inquiry of the assigned IP and SBC information of the assigned CM based on the Tenant information of the customer, and the provisioning URL information set in the system setting screen.

Basic Info	Administrator	Site Info	Billing Account	Service Info	Service Usage	Order History	Phone Setting Info
Suspend Period      Notification History      Change History							
iPECS LIP Phone Registration IP Address	192.168.251.156						
iPECS SIP Phone Provisioning URL	https://192.168.251.156:7871/PROVISIONING						
SIP Phone Registration IP Address	( Port : )						Primary
	( Port : )						Secondary
SIP Extension Media IP Address	10.10.40.78 ( Port : 2001 ~ 2005 )						
UCE Provisioning IP Address	( Port : )						
iPECS One URL							
ACB URL							
Analytics URL	http://ekr.csm.com/						
<div>Cancel</div>							

#### View the state information in the item

Item	Description
iPECS LIP Phone Registration IP Address	Registration IP information of the assigned CM is displayed.
iPECS SIP Phone Provisioning URL	The SIP phone displays URL information to perform provisioning.
SIP Phone Registration IP Address	Displays SBC information.
SIP Extension Media IP Address	Displays SBC Extension Media server information.
UCE Provisioning IP Address	Displays Provisioning URL information for the Unified Communications for Enterprise soft client.
iPECS One URL	Displays iPECS One URL information.
ACB URL	Displays ACB URL information.
Analytics URL	Displays Analytics URL information.

### 2.5.3.9 Suspend Period

You can inquire the start date of the service due to the customer's stop order and the end date of the service due to the resume order.

The screenshot shows the iPECS OMS interface. The sidebar on the left contains navigation links: Service Environment, DDI Number, Device Management, Customers (with sub-links: Create New Customer, Modify Existing Customer, Customer Info., Customer List, Customer List, Daily Customer Status, Customer Service Status, Trial expired Order Items), Order Management, Reseller, Call Status, System Log, Menu, My Home Setting, and My Information. The main content area is titled 'Customer Info.' and includes search filters (Option: ALL, Include child resellers, Additional Option: ALL, Search). Below the filters is a table of customer information:

	Reseller	Customer ID	Customer Name	User License(EA)	Admin ID	Admin Name	Service Start
1	SKY Reseller	C100000059	1	0	sdfas@11kjsoifja.com	11212	
2	SKY Reseller	C100000049	Close 2	1	close2	Admin	2019-06-21
3	SKY Reseller	C100000047	Close Customer	0	close2@close2.com	Close name	2019-06-21
4	SKY Reseller	C100000001	jmn	2	admin@jss.com	admin	2019-06-19
5	SKY Reseller	C100000035	Reseller Kwak	80	kjs	Kwak	2019-06-21

Below the table is a pagination bar showing 'Page 1 of 2' and 'View 1 - 10 of 15'. Underneath are tabs for 'Basic Info', 'Administrator', 'Site Info', 'Billing Account', 'Service Info', 'Service Usage', 'Order History', and 'Phone Setting Info'. The 'Suspend Period' tab is selected, showing a table with columns: Suspend Start, Suspend End, Reason of Suspend, Service Plan, and Comment.

	Suspend Start	Suspend End	Reason of Suspend	Service Plan	Comment
1	2019-06-20	2019-06-20	etc.	Standard Plan	

At the bottom right of the 'Suspend Period' table, there are 'Cancel' and 'Excel' buttons.

#### View the state information in the grid

Grid column name	Description
Suspend Start	Displays the start date of service suspension.
Suspend End	End date of service suspension.
Reason of Suspend	That is, the service restart date is displayed. <ul style="list-style-type: none"> <li>• etc</li> <li>• Test Reson</li> </ul>
Service Plan	Displays the suspended service plan.
Comment	Informational phrase or more description

### 2.5.3.10 Notification History

You can check the history of all alarms related to the customer, and you can also check the date and content of the alarm.

The screenshot shows the iPECS OMS interface. On the left is a sidebar with navigation options like Service Environment, DDI Number, Device Management, Customers, Order Management, Reseller, Call Status, System Log, Menu, My Home Setting, and My Information. The main area is titled 'Customer Info.' and contains a search bar with filters for 'Option' (set to 'ALL'), 'Include child resellers' (checked), and 'Additional Option' (set to 'ALL'). Below the search bar is a table listing customers with columns for Reseller, Customer ID, Customer Name, User License(EA), Admin ID, Admin Name, and Service Status. The 'Notification History' tab is selected, showing a table with columns: Send Date, Status, Delivery method, Message Type, and Message. The table lists several notifications, including order notifications and status updates.

Reseller	Customer ID	Customer Name	User License(EA)	Admin ID	Admin Name	Service Sta
1 SKY Reseller	C100000059	1	0	sdfas@11kjsoifja.com	11212	
2 SKY Reseller	C100000049	Close 2	1	close2	Admin	2019-06-
3 SKY Reseller	C100000047	Close Customer	0	close2@close2.com	Close name	2019-06-
4 SKY Reseller	C100000001	jsmn	2	admin@jss.com	admin	2019-06-
5 SKY Reseller	C100000035	Reseller Kwak	80	kjs	Kwak	2019-06-

Send Date	Status	Delivery method	Message Type	Message
1 2019-06-20 11:32:34	Send	Screen Message	Order Notification	You got a message of order. Service Stop, Submit Order, Second JS
2 2019-06-20 10:58:32	Send	Screen Message	Order Notification	You got a message of order. Change, Submit Order, Second JS
3 2019-06-19 21:42:49	Send	Screen Message	Order Notification	You got a message of order. New Customer, Submit Order, Second JS
4 2019-06-19 21:42:47	Send	Screen Message	Order Notification	You got a message of order. New Customer, Submit Order, Second JS
5	Waiting	E-mail	Order Notification	Order Notification
6	Waiting	E-mail	Order Notification	Order Notification
7	Waiting	E-mail	Order Notification	Order Notification
8	Waiting	E-mail	Order Notification	Order Notification

#### View the state information in the grid

Grid column name	Description
Send Date	Displays the date and time when the alarm occurred.
Status	Displays the status of the alarm. <ul style="list-style-type: none"> <li>• <b>Waiting:</b> Waiting for shipment</li> <li>• <b>Sent:</b> Successful delivery</li> <li>• <b>Fail:</b> Failed to send</li> </ul>
Delivery Method	Displays how to send the alarm. <ul style="list-style-type: none"> <li>• <b>Screen Message:</b> Displayed as a message on the screen</li> <li>• <b>E-mail:</b> Send email</li> </ul>
Message Type	The type of alarm is displayed.
Message	Displays the contents of the alarm.
SP/Reseller	Shows the partner who sent the alarm.
Sender	The Company Name of the partner who sent the alarm is displayed.
Receiver	Displays the administrator name of the partner who sent the alarm.

### 2.5.3.11 Change History

Customer's past change history can be inquired because it provides pre-change data and post-change data for items changed in Basic Info/Administrator/Site Info/Billing Account on the Customer Info screen

The screenshot shows the iPECS OMS interface. On the left is a sidebar menu with options like Service Environment, DDI Number, Device Management, Customers, Order Management, Reseller, Call Status, System Log, Menu, My Home Setting, and My Information. The main area is titled 'Customer Info.' and contains a search bar with filters for Option, Include child resellers, and Additional Option. Below the search bar is a table listing customer information with columns: Reseller, Customer ID, Customer Name, User License(EA), Admin ID, Admin Name, and Service Sta. The table shows five entries for SKY Reseller. Below the table is a pagination bar indicating 'Page 1 of 2' and 'View 1 - 10 of 15'. At the bottom, there are tabs for Basic Info, Administrator, Site Info, Billing Account, Service Info, Service Usage, Order History, and Phone Setting Info. The 'Change History' tab is selected, showing a table with columns: Changed Date, Job Type, Changed Item, Before Changed, and After Changed. The table lists seven changes, including updates to Customer Info, Site Information, and Customer Site.

	Reseller	Customer ID	Customer Name	User License(EA)	Admin ID	Admin Name	Service Sta
1	SKY Reseller	C100000059	1	0	sdfas@11kjsdoifja.com	11212	
2	SKY Reseller	C100000049	Close 2	1	close2	Admin	2019-06-
3	SKY Reseller	C100000047	Close Customer	0	close2@close2.com	Close name	2019-06-
4	SKY Reseller	C100000001	jsmn	2	admin@jss.com	admin	2019-06-
5	SKY Reseller	C100000035	Reseller Kwak	80	kjs	Kwak	2019-06-

	Changed Date	Job Type	Changed Item	Before Changed	After Changed
1	2019-07-10 13:39:28	Customer Info.	Customer Type	Test	Normal
2	2019-07-10 13:38:59	Customer Info.	Customer Type	Normal	Test
3	2019-06-20 09:09:48	Customer Info.	Site Information		
4	2019-06-20 09:09:48	Customer Info.	Site Information		
5	2019-06-20 09:08:24	Customer Info.			
6	2019-06-20 09:08:22	Customer Info.			
7	2019-06-19 21:45:26	Customer Site	Create Site by Create New Customer		

#### View the state information in the grid

Grid column name	Description
Changed Date	Displays the date and time when the data was changed.
Type	Displays the type of the changed data.
Changed Item	Displays items with changed data.
Before Change	Data before the change is displayed.
After Change	Data after the change is displayed.
Sp/Reseller	Displays the Company Name of the partner who changed the data.
Operator	Displays the Administrator Name of the partner who changed the data.

## 2.5.4

# Customer List

This section describes the screen to view the list of customers belonging to the Reseller, or to view the daily customer status, customer-specific service status, and service usage by customer.

### 2.5.4.1

## Customer List

This menu shows to search the list of sub-reseller customers including the reseller based on the logged in reseller.

### View the state information in the grid

Grid column name	Description
Reseller	Displays the partner responsible for the customer.
Customer ID	Unique code for management the customer
Customer Name	The name used by customer in the system
Customer Type	Type of customer <ul style="list-style-type: none"> <li>• <b>Normal</b>: Basic type of service</li> <li>• <b>Test</b>: It is the type used by the vendor for testing and is not charged for usage</li> <li>• <b>Demo</b>: It is the type to limited the function and is not charged for usage</li> </ul>
Status	Displays the customer's service status. <ul style="list-style-type: none"> <li>• <b>Created</b>: Order process is final confirmed</li> <li>• <b>Activated</b>: Service is in use</li> <li>• <b>Closed</b>: Service provision has expired</li> <li>• <b>Stopped</b>: Service is paused</li> </ul>
Admin ID	Displays the customer's main administrator ID.
Admin Name	Displays the name corresponding to the Administrator ID.
Service Start	Displays the start date for the service to start.

Grid column name	Description
Available Period	Displays the customer's contract term. If the contract has expired, the end date will be displayed.
User License(EA)	Displays the quantity of items for which the Item Group is a User License.
CM ID	The ID information of the call server being used is displayed.
Tenant Prefix	Displays tenant information, including information added by default.
Service Plan	When creating a customer, the service plan selected is displayed.
Customer CLI	Displays company outgoing caller ID.

1. If you want to view the detailed service info of the customer.
2. Select the grid item.
3. Click **Service Info.** button to open **Service Info.** popup.

### 2.5.4.1.1 Service Info.

This section describes the items in the customer information, service product list, DDI number list, and equipment list displayed on the Service Info pop-up screen.

Service Info.

Customer: C1000000029 jsmn

Customer Type: Normal

Service Plan: Standard Plan

Service Period: 05.Aug.2019 ~ 31.Dec.9999

Service Start Date: 05.Aug.2019

Service Status: Activated

Last Payment Date:

Reseller: Reseller K

Reference Date:  [Search](#)

Information and quantity can be inquired about the service item, number, and device that the customer is currently using.

#### View the state information in the grid

Grid column name	Description
Customer	Displays the customer's ID and company name.
Customer Type	Normal, Demo, etc. are displayed as customer types.
Service Plan	The service plan that the customer is using is displayed.
Service Period	Displays the service opening date to the expiration date.
Service Start Date	Indicates the start of the service.
Service Status	Displays the customer's service status.
Last Payment Date	Displays the latest payment date.
Reseller	Displays the partner responsible for the customer.
Reference Date	The service status corresponding to the entered base date is displayed on the Service Item, Direct Dial Call Numbers, and Device.

Service Item

	Item Group	Item Name	Billing Account	Qty	Act. Date	Term. Date
		<input type="text"/> x	<input type="text"/> x	<input type="text"/> x		
1	User License	Empty User Pack	jsmn-st	40	05.Aug.2019	31.Dec.9
2	Trunk Channel -SIP	SIP Trunk Max	jsmn-st	40	05.Aug.2019	31.Dec.9
3	Trunk Channel -TDM	TDM Trunk Max	jsmn-st	30	05.Aug.2019	31.Dec.9
4	Soft Client	UC Client (Call Control)	jsmn-st	25	05.Aug.2019	31.Dec.9
5	Call Recording	Call Recording-30 Days FOC Call F	jsmn-st	5	13.May.2020	31.Dec.9
6		Call Recording-60 Days Call Recor	jsmn-st	5	13.May.2020	31.Dec.9
7		Call Recording-90 Days Call Recor	jsmn-st	5	13.May.2020	31.Dec.9

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## View the state information in the grid

Grid column name	Description
Item Group	Displays the group of items provided by the customer.
Item Name	Displays the name of the item provided by the customer.
Billing Account	Displays the account responsible for settlement.
Qty	Displays the quantity of items.
Act. Date	The service start date is displayed.
Term. Date	Displays the settlement expiration date of the item.
Billing Start	Displays the settlement start date of the item.
Customer Price	Displays the cost to be paid for the item.
Pre/Post	Payment method is indicated in advance/postpay.
Linked Cloud License	Displays the name associated with the license.
Comment	Displays other information of the item.

Direct Dial Call Numbers						
	Direct Dial Call Number	Site	Billing Account	Status	Number Porting	Av.
	<input type="text"/>	<input type="text"/>	<input type="text"/>			
1	05012345678	jsmn-site	jsmn-st	Assigned	Original Number	
2	05012345679	jsmn-site	jsmn-st	Assigned	Original Number	
3	05012345680	jsmn-site	jsmn-st	Assigned	Original Number	
4	0503310	jsmn-site	jsmn-st	Assigned	Ported Number	
5	0503311	jsmn-site	jsmn-st	Assigned	Ported Number	
6	0503312	jsmn-site	jsmn-st	Assigned	Ported Number	
7	0503313	jsmn-site	jsmn-st	Assigned	Ported Number	
8	0503314	jsmn-site	jsmn-st	Assigned	Ported Number	
9	0503315	jsmn-site	jsmn-st	Assigned	Ported Number	

## View the state information in the 'Direct Dial Call Numbers' grid

Grid column name	Description
Direct Dial Call Number	Displays the phone number assigned to the customer.
Site	Displays the name of the site using the phone number.
Billing Account	Displays the account responsible for settlement.
Status	Displays the status of the number. <ul style="list-style-type: none"> <li>• <b>Assigned:</b> It is assigned to use.</li> <li>• <b>Use:</b> It is in use.</li> <li>• <b>Returned:</b> It was returned</li> <li>• <b>Return ordered:</b> A return was requested.</li> </ul>
Number Porting	Displays whether the number is shifted. <ul style="list-style-type: none"> <li>• <b>Original Number:</b> General number</li> </ul>

Grid column name	Description
	<ul style="list-style-type: none"> <li>• <b>Ported Number:</b> Mobile number</li> </ul>
Available Period	The validity period of the number is displayed
Comment	Displays other information of the number.

Device				
	Device Type	Model	Billing Account	Qty    MAC
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
1	LIP	1010i	jsmn3	1    CC0000000005
2	LIP	1020i	jsmn3	2    ACDB12312312
3				ABC151456485
4	[ LIP Total ]			3
5	[ TOTAL ]			3

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### View the state information in the 'Device' grid

Grid column name	Description
Device Type	Displays the type of equipment model the customer is using.
Model	Detailed model name of the device.
Billing Account	Displays the account responsible for settlement.
Qty	Displays the quantity of equipment.
MAC	Unique physical address given to the device.
Status	Displays the status of the equipment. <ul style="list-style-type: none"> <li>• <b>Assigned:</b> It is assigned to use</li> <li>• <b>Use:</b> It is in use.</li> <li>• <b>Returned:</b> It was returned</li> <li>• <b>Return ordered:</b> A return was requested</li> </ul>
Available Period	Displays the period of use of the equipment.
Comment	Informational phrase or more description

- All orders ordered by a customer, DDI details, device details. Check the details.

### 2.5.4.2 Daily Customer Status

This menu shows to display the aggregate data of the sub-reseller, including the corresponding reseller, based on the logged-in reseller's customer's contract status by period.

The screenshot shows the iPECS OMS interface. On the left is a sidebar with navigation links: Service Environment, DDI Number, Device Management, Customers, Create New Customer, Modify Existing Customer, Customer Info., Customer List, and Customer List. The main area is titled 'Daily Customer Status'. It features a search bar with filters: Reseller (SKY Reseller), Include Child (checked), and Period (2019-08-21 to 2019-08-21). Below the search bar is a table with the following data:

Reseller	Activated	Service Start	Stopped	Resumed	Closed	Total Activated	Total Service Started	Total Stopped	Total Closed
SKY Reseller	0	0	0	0	0	18	16	0	3
Total	0	0	0	0	0	18	16	0	3

At the bottom of the table, there is a pagination control showing 'Page 1 of 1' and a button labeled 'Excel'.

#### View the state information in the grid

Grid column name	Description
Reseller	The reseller selected in the search condition is displayed. If Include Child is selected, the child reseller is included and displayed.
Activated	The number of customers whose customer status is Activate is displayed in the period selected in the search condition.
Service Start	The number of customers that have been Service Started during the selected period is displayed.
Stopped	The number of customers whose customer status is Stop is displayed in the period selected in the search condition.
Resumed	The number of customers whose customer status is Resume is displayed in the period selected in the search condition.
Closed	The number of customers whose customer status is Close is displayed in the period selected in the search condition.
Total Activated	Displays the total number of customers whose customer status is Activate.
Total Service Started	Displays the total number of customers for whom the Service has been started.
Total Stopped	Displays the total number of customers whose customer status is Stop.
Total Closed	Shows the total number of customers whose contracts have been closed.

### 2.5.4.3 Customer Service Status

This menu shows to display the usage status of the customer's order item of the child reseller based on the logged in reseller. Extracts the items whose service contract status is Final confirm or Service Started.

#### 2.5.4.3.1 View Details

This menu shows allocation details for all order items per customer by a reseller.

Reseller	Customer ID	Customer Name	Item Group	Item Name	Cloud License
SKY Reseller	C1000000001	jsmn	ACD	ACD Group User	ACD Group User License
SKY Reseller	C1000000001	jsmn	FAX	WebFax User	WebFax User License
SKY Reseller	C1000000001	jsmn	User Feature	Intrusion	Intrusion License
SKY Reseller	C1000000001	jsmn	User Feature	Remote Office	Remote Office License
SKY Reseller	C1000000001	jsmn	User Feature	Voice Mail	Voice Mail License
SKY Reseller	C1000000001	jsmn	Group Feature	Auto Attendants	Auto Attendants License
SKY Reseller	C1000000001	jsmn	Group Feature	Hunt Group	Hunt Group License
SKY Reseller	C1000000001	jsmn	Trunk Channel -SIP	SIP Trunk Max	Trunk Channel License
SKY Reseller	C1000000001	jsmn	Trunk Channel -TDM	TDM Trunk Max	Trunk Channel License
SKY Reseller	C1000000001	jsmn	User License	Empty User Pack	User License

#### View the state information in the grid

Grid column name	Description
Reseller	The reseller selected in the search condition is displayed. If Include Child is selected, the child reseller is included and displayed.
Customer ID	Unique code for management the customer.
Customer Name	The name used by customer in the system.
Item Group	Displays the group of items provided by the customer.
Item Name	Displays the name of the item provided by the customer.
Cloud License	Displays the cloud license being used by reseller's customer.
Service Plan	The service plan that the customer is using is displayed.
Billing Account	Displays the account responsible for settlement.
Qty.	Displays the quantity of items.
Available Period	Displays the contract term for this service item. If the contract has expired, the end date will be displayed.
Act. Date	Displays the service start date for this service item.
Term. Date	Displays the settlement expiration date of the item.
Billing Start	Displays the settlement start date of the item.

Grid column name	Description
Vendor Settlement Start	Displays the date on which the vendor's settlement for this service item begins.
Pre/Post	Payment method is indicated in advance/postpay.

### 2.5.4.3.2 View Summary

This section describes the tab screen that displays the usage quantity of service products by customer, the usage quantity of service products by reseller, and the usage quantity of service products by Cloud License.

#### Per Customer

This menu shows the total number of allocated cloud licenses for each order item per customer per reseller.

Reseller	Customer ID	Customer Name	Item Group	Item Name	Cloud License
SKY Reseller	C1000000001	jsmn	ACD	ACD Group User	ACD Group User License
			FAX	WebFax User	WebFax User License
			User Feature	Intrusion	Intrusion License
				Remote Office	Remote Office License
				Voice Mail	Voice Mail License
			Group Feature	Auto Attendants	Auto Attendants License
				Hunt Group	Hunt Group License
			Trunk Channel -SIP	SIP Trunk Max	Trunk Channel License
			Trunk Channel -TDM	TDM Trunk Max	Trunk Channel License
			User License	Empty User Pack	User License

#### View the state information in the grid

Grid column name	Description
Reseller	The reseller selected in the search condition is displayed. If Include Child is selected, the child reseller is included and displayed.
Customer ID	Unique code for management the customer.
Customer Name	The name used by customer in the system.
Item Group	Displays the group of items provided by the customer.
Item Name	Displays the name of the item provided by the customer.
Cloud License	Displays the cloud license being used by reseller's customer.
Qty.	Displays the quantity of items.

## Per Reseller

This menu shows the total number of allocated cloud licenses for each order item per reseller.

iPECS OMS

SKY Reseller (rss) Reseller

Service Environment

DDI Number

Device Management

Customers

Create New Customer

Modify Existing Customer

Customer Info.

Customer List

Daily Customer Status

Customer Service Status

Trial expired Order Items

Order Management

Reseller

Call Status

System Log

My Home

Order Final confirm

EMS Link >

Customer Service Status

Reseller \*

SKY Reseller

Include Child

☒

Option \*

View Details

☐

View Summary

☒

Base Date \*

2019-07-11

per Customer

☐

per Reseller

☒

per Cloud License

☐

Search

Reseller	Item Group	Item Name	Cloud License	Qty.
SKY Reseller	Soft Client	Skype for Business 2010 RCCV (Call Contr	Lync RCCV 2010 (Call Control) License	18
		Skype for Business 2013 RCCV (Call Contr	Lync RCCV 2013 (Call Control) License	22
		UC Client (Call Control)	UC Client (Call Control) License	35
		IP ATD	IP ATD License	38
		UCE	UCE License	30
		Skype for Business 2010 RCCV	Lync RCCV 2010 License	30
		Skype for Business 2013 RCCV	Lync RCCV 2013 License	34
		IPECS Cloud Mobile	IPECS Cloud Mobile License	18
		Mondago CRM for UCE	Mondago CRM for UCE License	6
		Mondago Outlook	Mondago Outlook for UCE License	5

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View 1 - 10 of 56

Excel

## View the state information in the grid

Grid column name	Description
Reseller	The reseller selected in the search condition is displayed. If Include Child is selected, the child reseller is included and displayed.
Item Group	Displays the group of items provided by the customer.
Item Name	Displays the name of the item provided by the customer.
Cloud License	Displays the cloud license being used by reseller's customer.
Qty.	Displays the quantity of items.

## Per Cloud License

This menu shows the total number of allocated cloud licenses for each order item.

iPECS OMS

SKY Reseller (rss) Reseller

Service Environment

DDI Number

Device Management

Customers

Create New Customer

Modify Existing Customer

Customer Info.

Customer List

Customer List

Daily Customer Status

Customer Service Status

Trial expired Order Items

Order Management

Reseller

Call Status

System Log

My Home

Order Final confirm

+

EMS Link >

Customer Service Status

Reseller \* SKY Reseller

Include Child

Option \* View Details View Summary

Base Date \* 2019-07-11

per Customer per Reseller per Cloud License

Search

Cloud License	Item Group	Item Name	Qty.
ACD Call center seat License	ACD	ACD Call center seat	35
	[Sub-total]		35
ACD Call center supervisor License	ACD	ACD Call center supervisor	30
	[Sub-total]		30
ACD Group License	Group Feature	ACD Group	60
	[Sub-total]		60
ACD Group User License	ACD	ACD Group User	35
	[Sub-total]		35
ACD Report Manager License	ACD	ACD Report Manager	10
	[Sub-total]		10

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10

View 1-10 of 110

Excel

## View the state information in the grid

Grid column name	Description
Cloud License	Displays the cloud license being used by reseller's customer.
Item Group	Displays the group of items provided by the customer.
Item Name	Displays the name of the item provided by the customer.
Qty.	Displays the quantity of items.



#### 2.5.4.4 Customer Service Usage

This section describes the individual items in the grid that are displayed on the tab screen for each customer, reseller, and service item.

##### Per Customer

This screen aggregates service item usage by login resellers and sub reseller customers.

##### View the state information in the grid

Grid column name	Description
Reseller	The reseller selected in the search condition is displayed. If Include Child is selected, the child reseller is included and displayed.
Customer ID	Unique code for management the customer.
Customer Name	The name used by customer in the system.
Service Usage Type	Below is the Service Use Type. <ul style="list-style-type: none"><li>• <b>User Package:</b> A service item is composed of multiple service items, devices, and bundle licenses.</li><li>• <b>Service Feature:</b> The type of service item is associated with one Cloud License.</li><li>• <b>Direct Dial Call Number:</b> The service item is a DDI number type.</li><li>• <b>Extension:</b> Service item is extension number type.</li><li>• <b>Device:</b> The service item is an equipment type.</li><li>• <b>Trunk Channel:</b> The service item is of type Trunk Channel.</li></ul>
Service Usage Description	The product name for the service item is displayed.
Assigned Qty.	Displays the quantity of service products assigned to the customer.
Using Qty.	Displays the quantity of service products in use by the customer.
Return Reservation Qty.	Displays the quantity being returned.
Available Qty.	Displays the quantity of the service product assigned to the customer, excluding the quantity being used or returned.

## Per Reseller

This tab is used to aggregate the usage of service items by login resellers and sub resellers.

iPECS OMS

© 11 Feb 2020 11:30:31

5G (James Lee) Reseller

EMS Link >

Service Environment

DDI Number

Device Management

Customers

Create New Customer

Modify Existing Customer

Customer Info.

Customer List

Customer List

Daily Customer Status

Customer Service Status

Customer Service Usage

Items Outside of Trial Period

Order Management

Reseller

My Home

Customer Service Usage

Reseller \*

5G

Include Child

Option \*

per Customer

per Reseller

per Service Usage Type

Search

	Reseller	Service Usage Type	Service Usage Description	Assigned Qty.	Using Qty.	Return Reservation Qty.	Available Qty.
1	5G	User Package	Empty User Pack	30	1	0	29
2	5G	Service Feature	Time Zone	0	1	0	-1
3	5G	Direct Dial Call Number	Original Number	10	0	0	10
4	5G	Device	IP ATD	3	0	0	3
5	5G	Device	iPECS Cloud Mobile	10	1	0	9
6	5G	Device	Skype for Business 2010 RCCV	2	0	0	2
7	5G	Trunk Channel	SIP Trunk Max	10	0	0	10
8	5G	Trunk Channel	TDM Trunk Max	0	0	0	0

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Excel

## View the state information in the grid

Grid column name	Description
Reseller	The reseller selected in the search condition is displayed. If Include Child is selected, the child reseller is included and displayed.
Service Usage Type	Below is the Service Use Type. <ul style="list-style-type: none"> <li><b>User Package:</b> A service item is composed of multiple service items, devices, and bundle licenses.</li> <li><b>Service Feature:</b> The type of service item is associated with one Cloud License.</li> <li><b>Direct Dial Call Number:</b> The service item is a DDI number type.</li> <li><b>Extension:</b> Service item is extension number type.</li> <li><b>Device:</b> The service item is an equipment type.</li> <li><b>Trunk Channel:</b> The service item is of type Trunk Channel.</li> </ul>
Service Usage Description	The product name for the service item is displayed.
Assigned Qty.	Displays the quantity of service products assigned to the customer of this Reseller.
Using Qty.	Displays the quantity of service products in use by the customer of the Reseller.
Return Reservation Qty.	Displays the quantity being returned.
Available Qty.	Displays the quantity of the service product assigned to the customer of the Reseller minus the quantity used or returned.

## Per Service Usage Type

This tab inquires the summary of service details per Service Usage Type.

iPECS OMS © 11 Feb 2020 11:31:04 SG (James Lee) Reseller EMS Link >

Service Environment My Home +

DDI Number

Device Management

Customers

Create New Customer

Modify Existing Customer

Customer Info

Customer List

Customer List

Daily Customer Status

Customer Service Status

Customer Service Usage

Items Outside of Trial Period

Order Management

Reseller

Customer Service Usage

Reseller \* SG Include Child

Option \* ☐ per Customer ☐ per Reseller ☒ per Service Usage Type Search

Service Usage Type	Service Usage Description	Assigned Qty.	Using Qty.	Return Reservation Qty.	Available Qty.
1 User Package	Empty User Pack	30	1	0	29
2 Service Feature	Time Zone	0	1	0	-1
3 Direct Dial Call Number	Original Number	10	0	0	10
4 Device	IP ATD	3	0	0	3
5 Device	iPECS Cloud Mobile	10	1	0	9
6 Device	Skype for Business 2010 RCV	2	0	0	2
7 Trunk Channel	SIP Trunk Max	10	0	0	10
8 Trunk Channel	TDM Trunk Max	0	0	0	0

Page 1 of 1 View 1-8 of 8 Excel

## View the state information in the grid

Grid column name	Description
Service Usage Type	Below is the Service Use Type. <ul style="list-style-type: none"> <li><b>User Package:</b> A service item is composed of multiple service items, devices, and bundle licenses.</li> <li><b>Service Feature:</b> The type of service item is associated with one Cloud License.</li> <li><b>Direct Dial Call Number:</b> The service item is a DDI number type.</li> <li><b>Extension:</b> Service item is extension number type.</li> <li><b>Device:</b> The service item is an equipment type.</li> <li><b>Trunk Channel:</b> The service item is of type Trunk Channel.</li> </ul>
Service Usage Description	The product name for the service item is displayed.
Assigned Qty.	Displays the quantity of service products allocated to all customers under the Reseller selected in the search condition.
Using Qty.	Displays the quantity of service products in use by all customers under the Reseller selected in the search condition.
Return Reservation Qty.	Displays the quantity being returned.
Available Qty.	Displays the quantity of service products allocated to all customers under the Reseller selected in the search condition, excluding the quantity being used or returned.

### 2.5.4.5 Items Outside of Trial Period

It provides customer-specific order item status lookup function that belongs to child resellers including itself.

Check the status of the Trial expiration date among the Final Confirmed order items.

If the usage start date and the billing start date are different for each order item, calculate Billing Start Date - 1 day as the total expiration date.

Provides the ability to modify the Trial expiration date if the Trial expiration date is later than today.

However, if the order item is associated with a Vendor Cloud License, it cannot exceed the maximum Trial period set in the Cloud License.

The customer details that have already been closed are not inquired and are inquired into customers whose current status is Active.

Reseller	Customer ID	Customer Name	Service Plan	Item Type	Item Name	Current Qty	Act. Date	Trial Expire Date	Billing Start	Billing Account
1 skjys	C1000000247	jsm30	Standard Plan	Service Item	UCE (title)	10	31 Dec 2019	29 Jan 2020	30 Jan 2020	jsm30 acct
2 skjys	C1000000516	m-life	Standard Plan	Service Item	UCE (title)	20	31 Dec 2019	29 Jan 2020	30 Jan 2020	m-life account

#### View the state information in the grid

Grid column name	Description
Reseller	The reseller selected in the search condition is displayed. If Include Child is selected, the child reseller is included and displayed.
Customer ID	Unique code for management the customer
Customer Name	The name used by customer in the system
Service Plan	Service plan for the order item used by the customer is displayed.
Item Type	<div>Options for defining the type of order product.</div> <ul style="list-style-type: none"><li>• <b>User Package</b> is a package product that includes User Seat License by default. Combining multiple order products with one Device Phone/Soft Client and Bundle License makes up the product.</li><li>• <b>Feature Package</b> is a package product that does not include a User Seat License. Combining multiple order products and bundle licenses makes up a product.</li><li>• <b>Service Item</b> configures products by linking with Cloud License. At this time, the Cloud License linked with the Shipping Device is not displayed in the Linked Cloud License list so that it cannot be connected.</li><li>• <b>Customized Item</b> is an order product for user-defined and use.</li></ul>

Grid column name	Description
Item Name	Enter a unique name of up to 100 characters that identifies the product ordered.
Current Qty.	Displays the quantity of items.
Act. Date	Displays the start date of the order item.
Trial Expire Date	Displays the date when the trial item's trial period expires.
Billing Start	Displays the settlement start date of the item.
Billing Account	Displays the account responsible for settlement.

### To modify a Trial days

1. Click the **Modify** button to display the modification page.
2. Select the **Increase/Decrease trial days** field to change.

Customer: C1000000022 da\_test customer 1

Item Type: Service Item

Item Name: Voice Mail

Current Qty.: 1

Act. Date: 2019-06-22

Increase / Decrease trial days: 0 Days (Min: -7, Max: 2)

To be trial expire date: 2019-07-19

To be billing start date: 2019-07-20

Cancel Save

- You can adjust the trial days using **up/down** arrows in the field.
3. Click the **Save** button.

## 2.5.5

## Customer Terms and conditions

This section explains how to view the terms and conditions. Reseller cannot register or modify the terms and conditions.

The screenshot displays the 'Customer Terms and conditions' interface in the iPECS OMS. On the left is a navigation menu with options like 'Service Environment', 'DDI Number', 'Device Management', 'Customers', 'Order Management', 'Reseller', 'Call Status', 'System Log', 'Menu', 'My Home Setting', and 'My Information'. The main area shows a table of existing terms and conditions. Below the table is a form for adding or modifying terms and conditions, with fields for Title, Type, Available Period, Description, Created / Creator, and Last Updated / Last Updater.

Title	Type	Available Period	Description	Creator
1 Privacy Statement	Terms of Service	22.May.2020 ~ 08.Jul.2020	Privacy Statement	SP Admin

Below the table, there is a form to add or modify terms and conditions. The form includes the following fields:

- Title: Privacy Statement
- Type: Terms of Service
- Available Period: 22.May.2020 ~ 08.Jul.2020
- Description: Privacy Statement. Ericsson-LG's privacy policy includes the following: end. Personal information items to be collected and collection methods. Purpose of collection and using personal
- Created / Creator: 22.May.2020 14:40:06, SP Admin
- Last Updated / Last Updater: 09.Jul.2020 16:49:01, SP Admin

### View the state information in the grid

Grid column name	Description
Title	Displays the title of terms and conditions.
Type	Displays the type of terms and conditions. Currently only the Terms of Service type is available.
Available Period	Displays the expiration date of terms and conditions.
Description	Displays descriptions of terms and conditions.
Creator	The name of the user who has registered terms and conditions is displayed.
Last Updated	Displays the last changed date and time.
Last Updater	Displays the name of the user who last changed.

### 2.5.5.1 Agree to terms and conditions

If the customer agrees to the terms and conditions on the EMS portal, it will be displayed on the Basic Information tab of the Customer Information screen.

Basic Info

Administrator

Site Info

Billing Account

Service Info

Service Usage

Order History

Notification History

Change History

Customer ID

C100000633

Customer Company Name \*

jhchae420

Domain \*

jhchae420.com

Language \*

English

Customer Type \*

Normal

Customer Service Type

Cloud Service

Reseller

Jaehu Reseller

Change Reseller

Customer CLI

07048182000

Customer Group ID

Change Group

Customer Group Name

Terms and condition

Terms and condition

Privacy Statement

Apply Date

07.Sep.2020 ~ 12.Oct.2020

Accept Date

21.Sep.2020

Contact Info

Contact Name \*

jhchae420

Contact E-mail \*

jhchae@skycom.ne.kr

Contact Direct Dial Call Number

#### View the state information in tab

Item	Description
Terms and condition	Displays the title of the terms and conditions. If you click the View Details Image button, a pop-up window appears, displaying the details of the terms and conditions.
Apply Date	Displays the validity period of the terms and conditions.
Accept Date	Displays the date and time that the customer agreed to the terms and conditions on the EMS portal.

## 2.5.6

## Customer Group

This section describes how to register a Customer Group and add customers to the Customer Group.

The screenshot shows the iPECS OMS interface. The sidebar on the left contains the following menu items: Service Environment, DDI Number, Device Management, Customers, Create New Customer, Modify Existing Customer, Customer Info, Customer List, Daily Customer Status, Customer Service Status, Customer Service Usage, Items Outside of Trial Period, Customer Terms and conditions, Customer Group (highlighted), Order Management, and Reseller. The main content area is titled 'Customer Group' and features a search bar with a dropdown for 'Reseller' (set to 'RE') and a checkbox for 'Include Child'. Below the search bar is a table with the following data:

	Reseller	Customer Group ID	Customer Group Name	CM ID	Customers	Description	Last Updated
1	RE	G100000001	TEST GROUP	C01	1	TEST	10.
2	RE	G100000027	Second Test Customer Group	C01	1		01.
3	RE	G100000038	Change Group-A	C01	0		03.
4	RE	G100000039	Change Group-B	C01	1		03.
5	RE	G100000053	TEST GROUP 2	C01	1		07.

At the bottom right of the table area, there are buttons for 'Add', 'Delete', and 'Excel'. The page footer indicates 'Page 1 of 1' and 'View 1 - 5 of 5'.

### View the state information in the grid

Grid column name	Description
Reseller	Displays the partner responsible for the customer group.
Customer Group ID	Unique code for management the customer group.
Customer Group Name	The name used by customer group in the system.
CM ID	Displays the CM ID of the Call Server to which the customer group belongs.
Customers	Displays the number of customers in the Customer Group.
Description	Displays a description of the Customer Group.
Last Updated	Displays the last changed date and time.
Last Updater	Displays the name of the user who last changed.

### To add a Customer Group

Reseller can add customer group as follows.

1. Click the **Add** button and customer group add page appears.

The screenshot shows the 'Add Customer Group' form. The form contains the following fields and values:

- Customer Group ID: G1000000072
- Customer Group Name: (empty)
- Reseller: RE
- Description: (empty)
- Registration Date: 14.Oct.2020 17:35:45
- Last Updated / Last Updater: 14.Oct.2020 17:35:45, RE

At the bottom right of the form, there are buttons for 'Cancel' and 'Save'.



2. Enter information based on the following.

Item	Description
Customer Group ID	Customer Group ID is automatically assigned a serial number.
Customer Group Name	Enter the Customer Group Name. (Up to 40 characters).
Reseller	Select the reseller that owns the customer group.
Description	Enter a description of the customer group. (Up to 1000 characters)

3. Click the **Save** button.
4. To exit without saving, click the **Cancel** button.

### To modify the Basic Info tab

1. If you want to change data, click the customer group.
2. Click the **Modify** button and the basic info modification page appears.

The screenshot shows a web interface for modifying customer group information. At the top, there are three tabs: 'Basic Info.' (selected), 'Customer List', and 'Change History'. Below the tabs, the form contains the following fields:

- Customer Group ID:** A text box containing 'G1000000072'.
- Customer Group Name \*:** A text box containing 'TEST GROUP'.
- Reseller:** A dropdown menu with 'RE' selected.
- Customers:** A text box containing '0'.
- Description:** An empty text box.
- Registration Date:** A text box containing '14.Oct.2020 17:37:30'.
- Last Updated / Last Updater:** A text box containing '14.Oct.2020 17:37:30' and 'RE'.

At the bottom right of the form, there are three buttons: 'Modify' (disabled), 'Cancel', and 'Save' (highlighted in green).

3. You can edit only when there is no customer in the customer group, and only the customer group name and description can be modified.

Item	Description
Customer Group Name	Enter the Customer Group Name. (Up to 40 characters).
Description	Enter a description of the customer group. (Up to 1000 characters)

4. To save the change, click the Save button.
5. To exit without saving, click the **Cancel** button.

### 2.5.6.1 Basic Info

If you select Customer Group from the list in section 2.5.6 Customer Group, detailed information is displayed on the Basic Info tab.

The screenshot shows a web interface with three tabs: 'Basic Info.', 'Customer List', and 'Change History'. The 'Basic Info.' tab is active. It contains the following fields and values:

Field	Value
Customer Group ID	G1000000059
Customer Group Name *	MOG Group
Reseller	MOG
Customers	3
Description	
Registration Date	23.Sep.2020 16:16:01
Last Updated / Last Updater	23.Sep.2020 16:16:40, SP Admin

At the bottom right, there are three buttons: 'Modify', 'Cancel', and 'Save'.

Item	Description
Customer Group ID/ CM ID	Unique code for management the customer group. Displays the CM ID of the Call Server to which the customer group belongs.
Customer Group Name	The name used by customer group in the system.
Reseller	Displays the partner responsible for the customer group.
Customers	Displays the number of customers in the Customer Group.
Description	Displays a description of the Customer Group.
Registration Date	Displays the registration date and time.
Last Updated/Last Updater	Displays the last changed date and time. Displays the name of the user who last changed.

### 2.5.6.2 Customer List ►

Displays a list of the customers belonging to the customer group selected from the list in Section 2.5.6. Multiple tenants are grouped into a group, and each tenant is used as an extension call by pressing the extension number including the dial number identified by the other's Customer Access Code. Resellers cannot register Customers in the Customer Group.

	<input type="checkbox"/> Customer ID	Customer Name	Customer Access Code	CM ID	Tenant
1	<input type="checkbox"/> C1000000511	MOG24	*71	C01	C01T00049
2	<input type="checkbox"/> C1000000512	MOG25	*72	C01	C01T00050
3	<input type="checkbox"/> C1000000525	MOG26		C01	C01T00053

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Add Delete Cancel

#### View the state information in the grid

Grid column name	Description
Customer ID	The customer IDs of customers in the customer group are displayed.
Customer Name	Displays the name of the customer corresponding to the customer ID.
Customer Access Code	A dial number is displayed to identify the tenant within the customer group.
CM ID	The ID information of the call server being used is displayed.
Tenant	Tenant information of the CM being used is displayed.
Tenant Prefix	Displays tenant information, including information added by default.
Administartor ID	Displays the customer's main administrator ID.
Manager Portal	Login (  ) icon to customer manager portal. By clicking the (  ) icon, the reseller can login to the customer manager portal without ID/PW.
Customer Status	Displays the customer's service status. <ul style="list-style-type: none"><li>• <b>Ordering</b>: Order is in progress</li><li>• <b>Created</b>: Order process is final confirmed</li><li>• <b>Activated</b>: Service is in use</li><li>• <b>Closed</b>: Service provision has expired</li><li>• <b>Stopped</b>: Service is paused</li><li>• <b>Cancel</b>: The canceled order is not displayed in the Customer Info screen</li></ul>
Customer Type	Normal, Demo, etc. are displayed as customer types.

### 2.5.6.3 Change History

In this tab, you can view the history of adding and deleting customers to the customer group.

Basic Info.

Customer List

Change History

	Change Date ▴	Act Type <div></div>	Customer ID <div></div>	Customer Name
1	13.Oct.2020 17:53:14	Add	C1000000525	MOG26
2	06.Oct.2020 16:10:41	Delete	C1000000525	MOG26
3	06.Oct.2020 16:10:39	Delete	C1000000499	MOG23
4	06.Oct.2020 16:10:36	Delete	C1000000495	MOG22
5	06.Oct.2020 15:45:07	Add	C1000000525	MOG26
6	06.Oct.2020 15:45:06	Add	C1000000512	MOG25
7	06.Oct.2020 15:45:02	Add	C1000000511	MOG24
8	06.Oct.2020 14:30:31	Delete	C1000000525	MOG26
9	06.Oct.2020 14:30:30	Delete	C1000000511	MOG24
10	06.Oct.2020 14:30:14	Delete	C1000000512	MOG25

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10

View 1 - 10 of 15

Cancel

#### View the state information in the grid

Grid column name	Description
Change Date	Displays the date and time the customer was added or deleted from the customer group.
Act Type	Indicates whether a customer has been added or deleted from the customer group.
Customer ID	The customer IDs of customers in the customer group are displayed.
Customer Name	Displays the name of the customer corresponding to the customer ID.
SP / Reseller	Displays the SP who added or deleted customers to the customer group.
Operator	Displays the users of the SP who added or deleted customers to the customer group.

## 2.5.6.4 Customer Info (Customer Group)

This section describes how to view customer group information on the Customer Information screen in Section 2.5.3. Reseller cannot change Customer's Customer Group.

iPECS OMS 14.Oct.2020 17:45:19 MOG (MOG) Reseller

Service Environment

DDI Number

Device Management

Customers

Create New Customer

Modify Existing Customer

**Customer Info.**

Customer List

Customer List

Daily Customer Status

Customer Service Status

Customer Service Usage

Items Outside of Trial Period

Customer Terms and conditions

Customer Group

Order Management

Reseller

Call Status

System Log

Menu

My Home Setting

My Information

Option: -- ALL --
☒ Include child resellers
 Additional Option: -- ALL --
Search

	Reseller	Customer ID	Customer Name	User License(EA)	Admin ID	Admin Name	Service Start
13	MOG	C1000000495	MOG22	22	admin@mog22.com	mog22	
14	MOG	C1000000499	MOG23	1	admin@mog23.com	mog23	
15	MOG	C1000000511	MOG24	10	admin@mog24.com	mog24	
16	MOG	C1000000512	MOG25	0	admin@mog25.com	mog25	
17	MOG	C1000000525	MOG26	2,623	admin@mog26.com	mog26	

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Page 2 of 2

Excel

Basic Info
Administrator
Site Info
Billing Account
Service Info
Service Usage
Order History
Phone Setting Info

Suspend Period
Notification History
Change History

Customer ID

Customer Company Name \*

Domain \*

Language \*

Customer Type \*

Customer Service Type

Reseller

Customer CLI

Customer Group ID

Customer Group Name

Terms and condition

Apply Date

Accept Date

C1000000511

MOG24

mog24.com

English

Normal

Cloud Service

MOG

79872400000001

G1000000059

MOG Group

"Customer" "Terms" and "conditions"

09-Jul.2020 ~ 06.Sep.2020

21-Jul.2020

Change Reseller

Item	Description
Customer Group ID	Displays the customer Group ID to which the customer belongs.
Customer Group Name	Displays the name of the customer group. If you click the <b>detail view</b> button, detailed information of the customer group is displayed in a pop-up window.

## Order Management

This section describes how the order process is organized and how the order process is performed.

### Order Status

The complete order details of the customers belonging to the sub-partner, including the login partner, are reviewed in batches. It provides correction and unregistration functions according to order status.

Make it possible to modify/cancel an order request partner and a login partner only if they are the same.

The selected order details are viewed on the bottom screen and will run on the Modify pop-up screen to modify an order while in the **Registration** state.

#### View the state information in the grid

Grid column name	Description
Order Date	The start date of the order is displayed.
Reseller	Show ordered partners.
Customer ID	The Customer ID of the ordered customer is displayed.
Customer Name	Displays the name of the customer corresponding to the customer ID.
Order No	The unique sequence number for the order.
Order Type	Customer's Order Type is displayed. <ul style="list-style-type: none"> <li>• <b>New Customer:</b> Create new customer</li> <li>• <b>Service Start:</b> Start service</li> <li>• <b>Change:</b> Change service items, equipment, etc</li> <li>• <b>Service Stop:</b> Pause the service</li> </ul>

Grid column name	Description
	<ul style="list-style-type: none"> <li>• <b>Service Resume:</b> Restart service</li> <li>• <b>Service Plan Change:</b> Service plan change</li> <li>• <b>Customer Close:</b> Service expiration</li> <li>• <b>Unshipped:</b> Registration processing for devices owned by partners or customers</li> </ul>
Order Status	<p>Displays the current processing status of the order.</p> <ul style="list-style-type: none"> <li>• <b>Temporary:</b> Temporary registration status</li> <li>• <b>Registration:</b> Registration status</li> <li>• <b>Submitted Order:</b> Start order processing</li> <li>• <b>Order Canceled:</b> Order canceled</li> <li>• <b>Processing:</b> In progress</li> <li>• <b>Approved:</b> Top partner approves the order</li> <li>• <b>Confirmed:</b> Approved order confirmation</li> <li>• <b>Rejected Approval Order:</b> Reject of Approved order</li> <li>• <b>Rejected Order:</b> Reject processing of Submitted Order</li> </ul>
Order Title	The title of the order in which the order is being processed is displayed.
Approved by	Displays the partner information that has been ordered.
Approve Date	Displays the date and time when the order is Approved.
Completed	Displays the Confirmed and Rejected date and time when the status of the order is completed.
Registered by	Displays the partner who has registered the order.
Request Date	The date the order was registered is displayed.

### 2.6.1.1

## New Customer Order

Displays detailed information about the order created through Create New Customer.

Customer Company Name	sky9
Domain	sky9.com
Language	English
Customer Type	Normal
PO Number	
Order No. & Title	500413 sky9 New Order
Service Plan	Standard Plan
Order Type	New Customer
Order Status	Submit Order
Order Date	2019-07-10 18:41:10
Request to	Pragma
Activation Date	2019-07-10
Agreement Period	
Order Note	

### View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer created by the partner.
Domain	Displays the customer's domain.
Language	Displays the language used by the customer.
Customer Type	Displays the type of customer created by the partner.
Order No. & Title	Order number and order title are displayed.
Service Plan	Service plan for the order item used by the customer is displayed.
Order Type	Displays New Customer, the current order type.
Order Status	Displays the processing status of the order.
Order Date	Displays the date and time the order was registered.
Request to	Displays the partner who requested the order.
Activation Date	Displays the service application date.

Customer Site Info		
Site Name	Address	City
1 head office	1234	guro

Page 1 of 1

### View the state information in the grid

Grid column name	Description
Site Name	The site name of the customer registered by the partner is displayed.
Address	Displays the address information of the customer registered by the partner.



Grid column name	Description
City	The name of the city to which the address belongs.
County	Administrative region of the city.
Post Code	The postal code that matches the Address.

Order Items

Item Group	Order Item	Billing Account	Qty	Trial Period	Trial Period
1 User License	Std User Pack	main	15	0	day(s)
2 Soft Client	IP ATD	main	5	0	day(s)
3	UC Client (Call Control)	main	15	0	day(s)
4	UCE	main	10	0	day(s)
5 Group Feature	ACD Group	main	4	0	day(s)
6	Auto Attendants	main	10	0	day(s)
7	Conference Room	main	5	0	day(s)
8	Hunt Group	main	10	0	day(s)
9	Paging Group	main	15	0	day(s)
10	Pickup Group	main	15	0	day(s)

## View the state information in the grid

Grid column name	Description
Item Group	The group of items ordered by the customer is displayed.
Order Item	Displays the name of the item ordered by the customer.
Billing Account	Displays the customer's Billing Account information.
Qty	Displays the quantity of the order item.
Trial	Displays the trial item's trial period.
Priod	Displays the unit of the trial item's trial period (day, month).
List Price	The basic unit price of the order item is displayed.
Customer Price	Displays the customer price of the order item.
Comment	Informational phrase or more description

Trunk Channel

SIP Trunk Max
30 (Channel)

TDM Trunk Max
10 (Channel)

## View the state information in the list

Item	Description
SIP Trunk Max	Displays the maximum value of the SIP trunk to be used by customers.
TDM Trunk Max	Displays the maximum value of the TDM trunk to be used by customers.

Fraud Prevention

Default Outgoing Call Limit (per User)

100 GBP / Day

Custom Outgoing Call Limit (per User)

1200 GBP / Day (Maximum : 1200)

## View the state information in the item

Item	Description
Default Outgoing Call Limit	It shows the maximum usage that will be applied universally.
Custom Outgoing Call Limit	It shows the maximum usage that the customer can use.

Device Order

Billing Account

Device Type

Sub Type

Model

Qty

User P

1

main

IPECS Handsets

LIP

LIP-9010

2

Page 1 of 1

View 1 - 1 of 1

## View the state information in the grid

Grid column name	Description
Billing Account	Displays settlement account information of the device.
Device Type	Displays the Parent Device Group.
Sub Type	Device's Order Group is displayed.
Model	Displays the model name of the device.
Qty	Displays the quantity of devices ordered.
User Package	If there is a user package of the device, the name is displayed.

Shipping Info

Shipping Place Name

Billing Account

Device Model

User Package

To Be Shipped (EA)

Address

1

Site-head office

main

LIP-9010

2

1234

Page 1 of 1

View 1 - 1 of 1

## View the state information in the grid

Grid column name	Description
Shipping Place Name	Displays the name of the place to be delivered.
Billing Account	Displays settlement account information.
Device Model	Displays the model name of the device to be shipped.
User Package	If there is a user package of the device, the name is displayed.
To Be Shipped	Displays the delivery quantity to the destination.
Address	Displays the address of the destination to receive the device.

Grid column name	Description
Post Code	The postal code that matches the Address.
Phone Number	Displays the contact information of the destination.

DDI Number Assign

Site	Billing Account
<input type="text"/>	<input type="text"/>
1 head office	main
2	
3	
4	
5	

Page 1 of 1 View 1 - 5 of 5

### View the state information in the grid

Grid column name	Description
Site	Displays the site information to use the phone number.
Billing Account	Displays settlement account information.
Order	Displays the quantity of numbers to be used on the site.
Assigned	Displays the number of phone numbers assigned to the site.
Assigned Number	Displays the phone number assigned to the site.

Number Porting

Site	Billing Account	Number Type	Direct Call Number	Qty.	Comm
1 mkchoi12	mkchoi12	Normal Type	0701234~1234	1	11

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### View the state information in the grid

Grid column name	Description
Site	Displays the site information to use the phone number.
Billing Account	Displays settlement account information.
Number Type	Displays the type of phone number you are adding.
Direct Call Number	Displays the Direct Dial Call Number.
Qty.	Displays the quantity for Direct Call Number.
Comment	Displays other information about the phone number.
NP Info.	Displays detailed pop-up for Number Porting information.

CM Select

CM

**View the state information in the item**

Item	Description
CM	If Call Server is selected, ID information of the selected CM is displayed.

Approval Comment

**View the state information in the item**

Item	Description
Approval Comment	Displays the reason or content related to Approval or Reject

### 2.6.1.1.1 New Customer Order Change Popup

If Create New Customer Order is in Registration status, you can click the **Modify Order** button to bring up a pop-up where you can change the Order information to change the current Order information.

iPECS OMS SKY Reseller (rss) Reseller

Create New Customer

Customer Info Service Plan & Customer Site Number Ordering Number Assign Order Items Trunk Channel Device Ordering Call Bundle & Call Fraud

Device Shipping Info. Submit Order

**Customer Profile**

Customer Company Name \* skycor8

Domain \* sky8.com Only input lowercase characters.

Language \* English

Customer Type \* Normal

Reseller \* SKY Reseller

PO Number

**Billing Account**

Billing Account Name \*

Billing Address

City

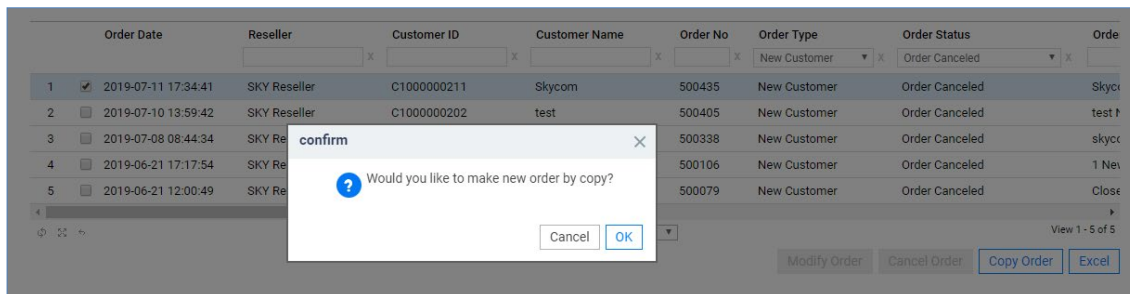
Country

Close

**NOTE** Please refer to Reseller's Create New Customer menu item for a description of the popup.

### 2.6.1.1.2 Copy Order

If the selected order's status is Order Canceled or Rejected Order, the **Copy Order** Button will be activated.



If the Order Type is New Customer, the Create New Customer Order screen pops up. In the pop-up screen, the previously ordered contents are copied and displayed.

Create New Customer

Customer Info > Service Plan & Customer Site > Number Ordering > Order Items > Trunk Channel > Device Ordering > Call Bundle & Call Fraud Prevention > Device Shipping Info > Submit Order

**Customer Profile**

Customer Company Name \* Skycom

Domain \* skycom.com Only input lowercase characters.

Language \* English

Customer Type \* Normal

Reseller \* RE

**Billing Account**

Billing Account Name \*

Billing Address

City

County

Post Code

Close

**NOTE** For a description of the Create New Customer screen, see Section 2.5.1 Create New Customer.

### 2.6.1.2 Change Order

If you apply for a change order from Modify Existing Customer, the input or application items are displayed, and only the item that requested the change is displayed.

Customer Company Name	ACom
Customer Type	Normal
Order No. & Title	500727 ACom Change Order
Service Plan	Plan A
Order Type	Change
Order Status	Register
Order Date	2019-07-03 09:11:51
Request to	Reseller Company
Change Date	2019-07-03
Order Note	order note

#### View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer created by the partner.
Customer Type	Displays the type of customer created by the partner.
Order No. & Title	Order number and order title are displayed.
Service Plan	Service plan for the order item used by the customer is displayed.
Order Type	Displays New Customer, the current order type.
Order Status	Displays the processing status of the order.
Order Date	Displays the date and time the order was registered.
Request to	Displays the partner name to approve the order.
Change Date	Displays the desired application date of the current order.
Order Note	Display additional information related to the order.

Customer Site Info		
Main Site	Site Name	Address
1 FALSE	site name	address1 address2

Page 1 of 1

#### View the state information in the grid

Grid column name	Description
Main Site	It means the presence or absence of the MAIN site. If <b>TRUE</b> , it is the <b>MAIN</b> site.
Site Name	The site name of the customer registered by the partner is displayed.

Grid column name	Description
Address	Main address information.
City	The name of the city to which the address belongs.
County	Administrative region of the city.
Post Code	The postal code that matches the Address.

Order Items						
Item Group	Order Item	Billing Account	Act. Date	Billing Start	Custom Price	
1	User License	Audio Conference Bridge	b2a	2019-07-03	2019-07-03	15.21
2		Audio Conference Bridge	b2b	2019-07-03	2019-07-03	19.22
3		Basic PKG	b2a	2019-07-03	2019-07-04	1.34
4		Voice Mail	b2a	2019-07-03	2019-09-03	24.32

### View the state information in the grid

Grid column name	Description
Item Group	The group of items ordered by the customer is displayed.
Order Item	Displays the name of the item ordered by the customer.
Billing Account	Displays the customer's Billing Account information.
Act. Date	Displays the start date of the order item.
Billing Start	The billing start date of the Order Item is displayed.
Customer Price	Displays the basic unit price of the order item.
NOW (EA)	Displays the quantity currently in use.
Order(+/-)	Displays the increase/decrease quantity of the order item ordered.
To Be (EA)	If the order is reflected, the final quantity is displayed.
Comment	Informational phrase or more description

SIP Trunk				
Name	Now	Assigned	Order(+/-)	To Be
SIP Trunk Max	1 (EA)	1 (EA)	2 (EA)	3 (EA)

### View the state information in the list

Item	Description
Now	Displays the current quantity.
Assigned	Displays the quantity currently in use.
Order(+/-)	Displays the increase/decrease quantity ordered.
To Be	Order Displays the final quantity reflecting the increase/decrease quantity.



#### TDM Trunk

Name	Now	Assigned	Order(+/-)	To Be
TDM Trunk Max	1 (EA)	1 (EA)	5 (EA)	6 (EA)

#### View the state information in the list

Item	Description
Now	Displays the current quantity.
Assigned	Displays the quantity currently in use.
Order(+/-)	Displays the increase/decrease quantity ordered.
To Be	Order Displays the final quantity reflecting the increase/decrease quantity.

#### Call Bundle

Minute Bundle	Now (EA)	Order(+/-)	To Be (EA)	Comment
1 24 Hours Bundle	0	5	5	24 hours Bundle 5 comment
2 6 Hours Bundle	0	2	2	6 Hours Bundle 2 comment
3 call bundle 1 hour	0	7	7	call bundle 1 hour 7 commnet

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#### View the state information in the grid

Grid column name	Description
Call Bundle	Displays the name of the ordered call bundle.
Now (EA)	Displays the current quantity.
Order(+/-)	Displays the increase/decrease quantity ordered.
To Be (EA)	Order Displays the final quantity reflecting the increase/decrease quantity.
Comment	Displayed when additional information is entered.

#### Device Order

Billing Account	Device Type	Sub Type	Model	User Package
1 b2a	IPECS Handsets	LIP	LIP-9010	
2 b2a	IPECS Handsets	LIP	LIP-9071	

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#### View the state information in the grid

Grid column name	Description
Billing Account	Displays settlement account information of the device.
Device Type	Displays the Parent Device Group.

Grid column name	Description
Sub Type	Device's Order Group is displayed.
Model	Displays the model name of the device.
User Package	If there is a user package of the device, the name is displayed.
Current (EA)	Displays the number of devices currently in possession.
ADD (EA)	Displays the quantity of devices added when ordering.
Return (EA)	Displays the quantity of devices to be returned when ordering.
To Be (EA)	If addition/return is made, the final quantity is displayed.

Individual Device to be Return

Device Type	Sub Type	Device Model	User Package	MAC
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
1	IPECS Handsets	LIP	LIP-9071	000000000001

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### View the state information in the grid

Grid column name	Description
Device Type	Displays the Parent Device Group.
Sub Type	Device's Order Group is displayed.
Device Model	Displays the model name of the device.
User Package	The name of the order item of the device. If not, it is displayed as an empty value.
MAC	The MAC address assigned to the device is displayed.
Reason of Return	The item for the reason for returning is displayed.
Defective	It indicates whether the device is defective.
Billing Account	Displays settlement account information of the device.

Shipping Info - Total Qty. to be Shipped : 2 (EA)

Shipping Place Name	Billing Account	Device Model	User Package	To Be Shipped (EA)	Address
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
1	Site-site name	b2a	LIP-9071	2	address

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### View the state information in the grid

Grid column name	Description
Shipping Place Name	Displays the name of the device's delivery destination.
Billing Account	Displays settlement account information of the device.
Device Model	Displays the model name of the device.

Grid column name	Description
User Package	This is the name of the order item of the device. If not, it is displayed as an empty value.
To Be Shipped	Displays the delivery quantity.
Address	Displays the address of the shipping address.
Post Code	Displays the postal code of the destination.
Phone Number	Displays the phone number to send and receive contact regarding delivery.

DDI Number Assign

	Site	Billing Account	Now (EA)	ADD (EA)	Return (EA)
1	s2a	b2a	0	3	0
2					
3					
4	s2b	b2b	0	3	0
5					
6					
7	site name	b2a	0	2	0
8					

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### View the state information in the grid

Grid column name	Description
Site	Displays the name of the site to which the number is assigned.
Billing Account	Displays settlement account information of the device.
Now (EA)	Displays the quantity currently holding the number.
ADD (EA)	Displays the number added number.
Return (EA)	Displays the quantity returned.
To Be (EA)	Displays the result quantity including add/return.
Assigned (EA)	Displays the number of currently assigned numbers.
Assigned Number	The assigned number is displayed.

Number Porting

	Site	Billing Account	Number Type	Direct Call Number	Qty.	Comme
1	jsh_site	jshbill	Normal Type	0901300~1305	6	

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### View the state information in the grid

Grid column name	Description
Site	Displays the site information to use the phone number.

Grid column name	Description
Billing Account	Displays settlement account information.
Number Type	Displays the type of phone number you are adding.
Direct Call Number	Displays the Direct Dial Call Number.
Qty.	Displays the quantity for Direct Call Number.
Comment	Displays other information about the phone number.
NP Info.	Displays detailed pop-up for Number Porting information.

Approval Comment

#### View the state information in the item

Item	Description
Approval Comment	Displays the reason or content related to Approval or Reject

### 2.6.1.2.1 Change Order Change Popup

If the Change Order is in the Registration status, you can click the **Modify Order** button to bring up a pop-up where you can change the Order information to change the current Order information.

The screenshot shows the iPECS OMS interface with a 'Change Order' popup window. The popup has a breadcrumb trail at the top: 'Order Title & Customer Site' (highlighted in green), 'Number Ordering', 'Number Assign', 'Order Items', 'Trunk Channel', 'Device Ordering', 'Call Bundle', 'Device Shipping Info', and 'Submit Order'. The form is divided into two main sections: 'Order Title' and 'Customer Site'. The 'Order Title' section includes fields for 'Order No. / Title' (with values '500482' and 'skycor4 Change Order'), 'Service Plan' (a dropdown menu showing 'Standard Plan'), 'Change Date' (a date picker showing '2019-07-11'), 'Agreement Period' (a dropdown menu showing '--- NONE ---'), and 'Order Note' (a text area). The 'Customer Site' section includes fields for 'Site Name', 'Address 1', 'Address 2', 'City', 'Country', and 'Post Code', each with a corresponding input box. An 'Add' button is located at the bottom right of the 'Customer Site' section. The background shows the iPECS OMS main interface with a sidebar on the left and a top header with 'iPECS OMS' and 'SKY Reseller (rss) Reseller'.

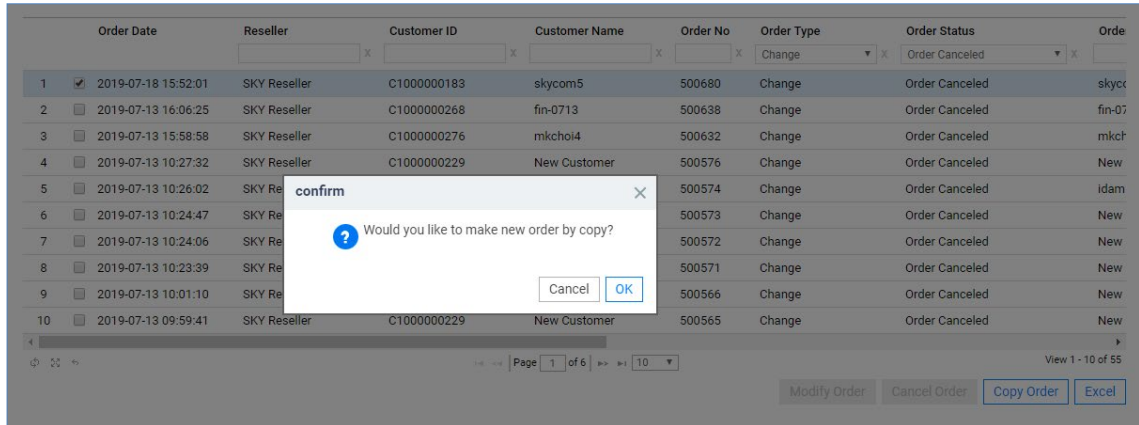
---

**NOTE** Please refer to the Reseller's Change Order section for a description of the popup.

---

### 2.6.1.2.2 Copy Order

If the selected order's status is Order Canceled or Rejected Order, the Copy Order Button will be activated.



If the Order Type is Change, the Change Order screen pops up. In the pop-up screen, the previously ordered contents are copied and displayed.

**Order Title**  
Order No. / Title: 501153 skycom5  
Service Plan: Standard Plan  
Change Date: 14.Jul.2020  
Agreement Period: -- NONE --  
Order Note:

**Customer Site**  
Site Name:   
Address 1:   
Address 2:   
City:   
County:   
Post Code:   
Add

Main Site	Site Name	Address	City	County	Post Code
TRUE	Head Office	guro 1234	Seoul	Korea	123456

**NOTE** For the description of the Change Order screen, refer to the Change Order screen in Section 2.5.2.2 Change Order.

### 2.6.1.3

## Service Stop

This is displayed when you apply for a Service Stop Order from Modify Existing Customer.

Customer Company Name	C1000000002 / sky2	
Order No. & Title	500699	sky2 Stop Order
Order Type	Service Stop	
Order Date	2019-07-24 09:48:53	
Service Plan	Standard Plan	
Request to	SKY Reseller	
Stop Date	2019-07-24 00:00:00	
Reason of Service Stop	etc.	
Order Comment		
Approval Comment		

### View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer created by the partner.
Order No. & Title	Order number and order title are displayed.
Order Type	Service Stop, which is the current order type, is displayed.
Order Date	Displays the date and time the order was registered.
Service Plan	Service plan for the order item used by the customer is displayed.
Request to	Displays the partner who requested the order.
Stop Date	Displays the date and time of the Service Stop request.
Reason of Service Stop	The reason for Service Stop is displayed.
Order Comment	If you have entered anything about the Order request, it will be displayed.
Approval Comment	Displays the contents entered by the partner responsible for order approval.

### 2.6.1.4 Service Resume

This is displayed when you apply for a Service Resume Order from Modify Existing Customer.

Customer Company Name	C1000000268 / fin-0713
Order No. & Title	500663 fin-0713 Resume Order
Order Type	Service Resume
Order Date	2019-07-13 17:51:40
Service Plan	Standard Plan
Request to	SKY Reseller
Service Stopped Date	2019-07-13 17:49:44
Resume Date Time	2019-07-13 00:00:00
Reason of Service Stop	etc.
Order Comment	
Approval Comment	

#### View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer created by the partner.
Order No. & Title	Order number and order title are displayed.
Order Type	Service Resume, which is the current order type, is displayed.
Order Date	Displays the date and time the order was registered.
Service Plan	Service plan for the order item used by the customer is displayed.
Request to	Displays the partner who requested the order.
Service Stopped Date	Displays the date and time when the service was stopped.
Reason of Service Stop	The reason for Service Stop is displayed.
Order Comment	If you have entered anything about the Order request, it will be displayed.
Approval Comment	Displays the contents entered by the partner responsible for order approval.



### 2.6.1.5 Service Plan Change

This is displayed when you apply for a Service Plan Change from Modify Existing Customer.


Customer Company Name	mkchoi4	
Order No. & Title	500634	mkchoi4 Service Plan Change
Order Type	Service Plan Change	
Order Date	2019-07-13 16:03:04	
Approved by	SKY Reseller	
Current Service Plan	Cloud 3.5 New Feature Service Plan1	
New Service Plan	Standard Plan	
Order Comment		
Approval Comment		

#### View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer created by the partner.
Order No. & Title	Order number and order title are displayed.
Order Type	Service Plan Change, which is the current order type, is displayed.
Order Date	Displays the date and time the order was registered.
Approved by	Displays information of approved partners.
Current Service Plan	Displays the service plan currently in use.
New Service Plan	The service plan to be changed is displayed.
Order Comment	If you have entered anything about the Order request, it will be displayed.
Approval Comment	Displays the contents entered by the partner responsible for order approval.

### 2.6.1.6 Customer Close

This is displayed when you request Customer Close from Modify Existing Customer.

Customer Company Name	C1000000191 / skycom7	
Order No. & Title	500690	skycom7 Close Order
Order Type	Customer Close	
Order Date	2019-07-23 17:48:07	
Service Plan	Standard Plan	
Request to	SKY Reseller	
Closing Date	2019-07-23	
Last Payment Date	2019-08-22	
Reason of Closing	ETC	
Order Comment		
Approval Comment		

#### View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer created by the partner.
Order No. & Title	Order number and order title are displayed.
Order Type	Displays Customer Close, the current order type.
Order Date	Displays the date and time the order was registered.
Service Plan	Displays the service plan in use.
Request to	Indicates the partner that will receive the Approve request.
Closing Date	Displays the date of termination with Customer.
Last Payment Date	Displays the customer's last payment date.
Order Comment	If you have entered anything about the Order request, it will be displayed.
Approval Comment	Displays the contents entered by the partner responsible for order approval.

### 2.6.1.7

## Unshipped

This is displayed when you apply for Un-shipped Device Allocate from Modify Existing Customer.

Customer Company Name
Power C2

Order No. & Title
500385
Power C2 Un-shipped Device Allocate

Order Date
2019-07-09 20:36:05

Allocate Date
2019-07-09

Comment

Device Model	Assigned Qty.	Return Qty.	MAC	Serial No.	Add/Return	Billing Account
LIP-9030	998	0	000000500000	A3097	Add	Sales Part
			000000500001	A3098	Add	Sales Part
			000000500002	A3099	Add	Sales Part
			000000500003	A3100	Add	Sales Part
			000000500004	A3101	Add	Sales Part
			000000500005	A3102	Add	Sales Part
			000000500006	A3103	Add	Sales Part
			000000500007	A3104	Add	Sales Part
			000000500008	A3105	Add	Sales Part
			000000500009	A3106	Add	Sales Part

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### View the state information in the list



Item	Description
Customer Company Name	Displays the name of the customer created by the partner.
Order No. & Title	Order number and order title are displayed.
Order Date	Displays the date and time the order was registered.
Allocate Date	The application date is displayed.
Comment	If you have entered anything about the Order request, it will be displayed.

### View the state information in the grid

Grid column name	Description
Device Model	Device model name is displayed.
Assigned Qty	Displays the quantity of added devices.
Return Qty	Displays the quantity of devices returned.
MAC	Device MAC address is displayed.
Serial No	Displays the device serial number.
Add / Return	Displays the status of adding/returning devices.
Billing Account	Displays settlement account information of the device.

### 2.6.1.8 Package Upgrade

This is displayed when you apply for Package Upgrade from Modify Existing Customer.

Customer Company Name	c3	
Order No. & Title	502540	c3 Package Upgrade
Order Type	Package Upgrade	
Order Date	16.Sep.2020 15:30:02	
Registered by	RE	
	RE	
Request to	RE	
Approve Date	16.Sep.2020 15:30:30	
Approved by	RE	
	RE	
Complete Date	16.Sep.2020 15:30:30	
Completed by	RE	
Current User Package	Empty LITE Pack	
New User Package	Empty Pack	
Upgrade Qty	1	
Order Comment		
Approval Comment		

#### View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer who has selected and requested the Package Upgrade order by the reseller.
Order No. & Title	Order number and order title are displayed.
Order Type	Displays the order type. Since you have selected the Package Upgrade order type, it is displayed here as Package Upgrade.
Order Date	Displays the date and time the order was registered.
Registered by	Displays the reseller who registered the order and the users of the reseller.
Request to	Displays the partner who requested the order.
Approve Date	Displays the date the order was approved.
Approved by	Displays the SP or Reseller and user approved by the order.
Complete Date	Displays the date the order was final confirmed.
Completed by	Reseller and user who final confirmed the order are displayed.
Current User Package	Displays the current package name contracted by the customer.
New User Package	Display the new package to be changed.
Upgraded Qty	Displays the quantity of packages to be upgraded.
Order Comment	The comment entered when registering the order is displayed.
Approve Comment	Displays the comment entered when approving the order.

### 2.6.1.9 License Change

This is displayed when you apply for License Change from Modify Existing Customer.

Customer Company Name	c2
Order No. & Title	502536 c2 License Change
Order Type	License Change
Order Date	16.Sep.2020 14:47:08
Registered by	RE
	RE
Request to	RE
Approve Date	16.Sep.2020 14:47:25
Approved by	RE
	RE
Complete Date	16.Sep.2020 14:47:25
Completed by	
Item Group	eCSM
Current License	eCSM Basic
New License	eCSM Advanced
Order Comment	
Approval Comment	

	Item Group	Current Order Item	Qty.	New Order Item
1	User License	CSM Basic Pack	2	CSM Advanced Pack
2	User Feature	Analytics Basic Supervisor	1	Analytics Advanced Supervisor

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#### View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer who has selected and requested the License Change order by the reseller.
Order No. & Title	Order number and order title are displayed.
Order Type	Displays the order type. Since you have selected the License Change order type, it is displayed here as License Change.
Order Date	Displays the date and time the order was registered.
Registered by	Displays the reseller who registered the order and the users of the reseller.
Request to	Displays the partner who requested the order.
Approve Date	Displays the date the order was approved.
Approved by	Displays the SP or Reseller and user approved by the order.
Complete Date	Displays the date the order was finally confirmed.
Completed by	Reseller and user who finally confirmed the order are displayed.
Item Group	Item Group for License Change is displayed.
Current License	Displays the current license type belonging to the Item Group.
New License	Displays the new license type to be changed.
Order Comment	The comment entered when registering the order is displayed.
Approve Comment	Displays the comment entered when approving the order.

### View the state information in the grid

Grid column name	Description
Item Group	The group of items ordered by the customer is displayed.
Current Order Item	The order item contracted by the customer is displayed. The order items displayed here are only items corresponding to the Current License type.
Qty.	Displays the quantity of the ordered item contracted by the customer.
New Order Item	Displays the ordered item you want to change. At this time, only the items corresponding to the New License type are displayed as the displayed Order Item.

## 2.6.2

## Order Approval

Look up the order details requested for approval from the child partner including the login partner. Order approval or counter-action.

	Order Date	Reseller	Customer ID	Customer Name	Order No	Order Type	Order Status	Order TI
1	2019-07-12 17:36:11	SKY Reseller	C1000000238	idam3	500529	New Customer	Submit Order	idam3 N
2	2019-07-12 17:39:38	SKY Reseller	C1000000239	idam4	500530	New Customer	Submit Order	idam4 N
3	2019-07-12 17:45:22	SKY Reseller	C1000000240	idam5	500532	New Customer	Submit Order	idam5 N
4	2019-07-12 17:50:40	SKY Reseller	C1000000247	idam6	500539	New Customer	Submit Order	idam6 N
5	2019-07-12 17:54:59	SKY Reseller	C1000000254	idam7	500546	New Customer	Submit Order	idam7 N
6	2019-07-12 18:00:08	SKY Reseller	C1000000255	idam8	500548	New Customer	being processed	idam8 N
7	2019-07-23 17:48:07	SKY Reseller	C1000000191	skycom7	500690	Customer Close	Submit Order	skycom7
8	2019-08-05 17:58:36	SKY Reseller	C1000000300	mikchoi1	500719	New Customer	Submit Order	mikchoi1
9	2019-08-05 18:25:58	SKY Reseller	C1000000297	TestKim	500696	New Customer	Submit Order	TestKim

If you do not have the Approve Order privilege, only the query is allowed.

### To Save the Order

1. Click the **Save** button to change the contents without proceeding with the order.

### To Proceed with the order.

1. Click the **Approve** button to proceed with the order.

### To Reject with the order.

1. Click the **Reject** button to reject without proceeding with the order.

### View the state information in the grid

Grid column name	Description
Order Date	The start date of the order is displayed.
Reseller	Show ordered partners.
Customer ID	The Customer ID of the ordered customer is displayed.
Customer Name	Displays the name of the customer corresponding to the customer ID.
Order No	Unique sequence number for the order gun.
Order Type	Customer's Order Type is displayed. <ul style="list-style-type: none"> <li>• <b>New Customer:</b> Create new customer</li> <li>• <b>Service Start:</b> Start service</li> <li>• <b>Change:</b> Change service items, equipment, etc.</li> <li>• <b>Service Stop:</b> Pause the service</li> <li>• <b>Service Resume:</b> Restart service</li> <li>• <b>Service Plan Change:</b> Service plan change</li> </ul>

Grid column name	Description
	<ul style="list-style-type: none"> <li>▪ <b>Customer Close:</b> Service expiration</li> <li>▪ <b>Unshipped:</b> Registration processing for devices owned by partners or customers</li> </ul>
Order Status	<p>Displays the current processing status of the order.</p> <ul style="list-style-type: none"> <li>▪ <b>Temporary:</b> Temporary registration status</li> <li>▪ <b>Registration:</b> Registration status</li> <li>▪ <b>Submitted Order:</b> Start order processing</li> <li>▪ <b>Order Canceled:</b> Order canceled</li> <li>▪ <b>Processing:</b> In progress</li> <li>▪ <b>Approved:</b> Top partner approves the order</li> <li>▪ <b>Confirmed:</b> Approved order confirmation</li> <li>▪ <b>Rejected Approval Order:</b> Reject of Approved order</li> <li>▪ <b>Rejected Order:</b> Reject processing of Submitted Orded order</li> </ul>
Order Title	The title of the order in which the order is being processed is displayed.
Request to	Displays the name of the partner for whom the order was requested.
Processing Request	Order processing date is displayed.
Requester	Displays the name of the partner who requested the order.



### 2.6.2.1

## New Customer Order Approval

Displays detailed information about the order created through Create New Customer.

Customer Company Name	sky9
Domain	sky9.com
Language	English
Customer Type	Normal
PO Number	
Order No. & Title	500413 sky9 New Order
Service Plan	Standard Plan
Order Type	New Customer
Order Status	Submit Order
Order Date	2019-07-10 18:41:10
Request to	Pragma
Activation Date	2019-07-10
Agreement Period	
Order Note	

### View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer created by the partner.
Domain	Displays the customer's domain.
Language	Displays the language used by the customer.
Customer Type	Displays the type of customer created by the partner.
Order No. & Title	Order number and order title are displayed.
Service Plan	Service plan for the order item used by the customer is displayed.
Order Type	Displays New Customer, the current order type.
Order Status	Displays the processing status of the order.
Order Date	Displays the date and time the order was registered.
Request to	Displays the partner who requested the order.
Activation Date	Displays the service application date.

Customer Site Info		
Site Name	Address	City
1 head office	1234	guro

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### View the state information in the grid

Grid column name	Description
Site Name	The site name of the customer registered by the partner is displayed.

Grid column name	Description
Address	Displays the address information of the customer registered by the partner.
City	The name of the city to which the address belongs.
County	Administrative region of the city.
Post Code	The postal code that matches the Address.

Order Items

	Item Group	Order Item		Billing Account	Qty	Trial Period	Trial Period
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
1	User License	Std User Pack		main	15	0	day(s)
2	Soft Client	IP ATD		main	5	0	day(s)
3	Soft Client	UC Client (Call Control)		main	15	0	day(s)
4	Soft Client	UCE		main	10	0	day(s)
5	Group Feature	ACD Group		main	4	0	day(s)
6	Group Feature	Auto Attendants		main	10	0	day(s)
7	Group Feature	Conference Room		main	5	0	day(s)
8	Group Feature	Hunt Group		main	10	0	day(s)
9	Group Feature	Paging Group		main	15	0	day(s)
10	Group Feature	Pickup Group		main	15	0	day(s)

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## View the state information in the grid

Grid column name	Description
Item Group	The group of items ordered by the customer is displayed.
Order Item	Displays the name of the item ordered by the customer.
Billing Account	Displays the customer's Billing Account information.
Qty	Displays the quantity of the order item.
Trial	Displays the trial item's trial period.
Priod	Displays the unit of the trial item's trial period (day, month).
List Price	The basic unit price of the order item is displayed.
Customer Price	Displays the customer price of the order item.
Comment	Displays additional information of the Order Item.

Trunk Channel

SIP Trunk Max

TDM Trunk Max

## View the state information in the item

Item	Description
SIP Trunk Max	Displays the maximum value of the SIP trunk to be used by customers.
TDM Trunk Max	Displays the maximum value of the TDM trunk to be used by customers.

**Fraud Prevention**

Default Outgoing Call Limit (per User)

Custom Outgoing Call Limit (per User)

## View the state information in the item

Item	Description
Default Outgoing Call Limit	It shows the maximum usage that will be applied universally.
Custom Outgoing Call Limit	It shows the maximum usage that the customer can use.

**Device Order**

	Billing Account	Device Type	Sub Type	Model	Qty	User P
	<input type="text" value="main"/> x	<input type="text" value="IPECS Handsets"/> x	<input type="text" value="LIP"/> x	<input type="text" value="LIP-9010"/> x		
1	main	IPECS Handsets	LIP	LIP-9010	2	

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## View the state information in the grid

Grid column name	Description
Billing Account	Displays settlement account information of the device.
Device Type	Displays the Parent Device Group.
Sub Type	Device's Order Group is displayed.
Model	Displays the model name of the device.
Qty	Displays the quantity of devices ordered.
User Package	If there is a user package of the device, the name is displayed.

**Shipping Info**

	Shipping Place Name	Billing Account	Device Model	User Package	To Be Shipped (EA)	Address
	<input type="text" value="Site-head office"/> x	<input type="text" value="main"/> x	<input type="text" value="LIP-9010"/> x			
1	Site-head office	main	LIP-9010		2	1234

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### View the state information in the grid

Grid column name	Description
Shipping Place Name	Displays the name of the place to be delivered.
Billing Account	Displays settlement account information.
Device Model	Displays the model name of the device to be shipped.
User Package	If there is a user package of the device, the name is displayed.
To Be Shipped	Displays the delivery quantity to the destination.
Address	Displays the address of the destination to receive the device.
Post Code	Displays the postal code of the destination.
Phone Number	Displays the contact information of the destination.

Number Porting					
	Site	Billing Account	Number Type	Direct Call Number	Qty. Comme
1	idam3	idam3	Normal Type	08009000900~09000900	1

### View the state information in the grid

Grid column name	Description
Site	Displays the site information to use the phone number.
Billing Account	Displays settlement account information.
Number Type	Displays the type of phone number you are adding.
Direct Call Number	Displays the Direct Dial Call Number.
Qty.	Displays the quantity for Direct Call Number.
Comment	Displays other information about the phone number.
NP Info.	Displays detailed pop-up for Number Porting information.

DDI Number Assign					
	Site	Billing Account	Order (EA)	Assigned (EA)	Comment Assigned Number
1	main	common	5	0	

### View the state information in the grid

Grid column name	Description
Site	Displays the site information to use the phone number.
Billing Account	Displays settlement account information.
Order	Displays the quantity of numbers to be used on the site.
Assigned	Displays the number of phone numbers assigned to the site.
Assigned Number	Displays the phone number assigned to the site.

When selecting Stock in the DDI Number Assign category, you can select and assign from the number you currently have.

Available

☒ Stock
 ☐ New Number

	Number Type	Number	Comment
	<input type="text" value=""/>	<input type="text" value=""/>	
1	<input type="checkbox"/> Normal Type	0242002022	
2	<input type="checkbox"/> Normal Type	0242002023	
3	<input type="checkbox"/> Normal Type	0242002024	
4	<input type="checkbox"/> Normal Type	0242002025	
5	<input type="checkbox"/> Normal Type	0242002026	
6	<input type="checkbox"/> Normal Type	0242002027	
7	<input type="checkbox"/> Normal Type	0242002028	

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Site Name \*

head office

Billing Account \*

main

Add

### View the state information in the grid

Grid column name	Description
Number Type	Displays the type of phone number you are adding.
Number	Displays the number of the phone number you want to add.
Comment	Displays other information about the phone number.

Available

☐ Stock

☒ New Number

Number Type \*

Number \*

Comment

Site Name \*

head office

Billing Account \*

main

Add

### View the state information in the grid

Grid column name	Description
Number Type	Select the type of phone number you want to add
Number	Enter the number of the phone number you want to add.
Comment	Enter additional information, such as instructions.
Site Name	Select a site to assign a phone number.
Billing Account	Select the account for settlement.

You can add a number with the stock and new number of available.

CM Select

CM

CM1- Tenant:2 (Avail) /20 (Total)

### View the state information in the item

Item	Description
CM	When the call server is selected, the ID information of the selected CM is displayed.

You can add a number with the stock and new number of available.

Approval Comment

Save Approve Reject

### View the state information in the item

Item	Description
Approval Comment	Displays the reason or content related to Approval or Reject

### 2.6.2.2 Change Order Approval

If you apply for a change order from Modify Existing Customer, it displays the items entered or requested, and only the items requested for change are displayed.

Customer Company Name	ACom
Customer Type	Normal
Order No. & Title	500727 ACom Change Order
Service Plan	Plan A
Order Type	Change
Order Status	Submit Order
Order Date	2019-07-03 09:11:51
Request to	Reseller Company
Change Date	2019-07-03
Order Note	order note

#### View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer created by the partner.
Customer Type	Displays the type of customer created by the partner.
Order No. & Title	Order number and order title are displayed.
Service Plan	Service plan for the order item used by the customer is displayed.
Order Type	Displays New Customer, the current order type.
Order Status	Displays the processing status of the order.
Order Date	Displays the date and time the order was registered.
Request to	Displays the partner name to approve the order.
Change Date	Displays the desired application date of the current order.

Customer Site Info		
Main Site	Site Name	Address
1 FALSE	site name	address1 address2

Page 1 of 1

#### View the state information in the grid

Grid column name	Description
Main Site	It means the presence or absence of the MAIN site. If TRUE, it is the MAIN site.
Site Name	The site name of the customer registered by the partner is displayed.
Address	Displays the address information of the customer registered by the partner.

Grid column name	Description
City	The name of the city to which the address belongs.
County	Administrative region of the city.
Post Code	The postal code that matches the Address.

Order Items						
Item Group	Order Item	Billing Account	Act. Date	Billing Start	Custom Price	
<input type="text" value="User License"/>	<input type="text" value="Audio Conference Bridge"/>	<input type="text" value="b2a"/>	2019-07-03	2019-07-03	15.21	
2	Audio Conference Bridge	b2b	2019-07-03	2019-07-03	19.22	
3	Basic PKG	b2a	2019-07-03	2019-07-04	1.34	
4	Voice Mail	b2a	2019-07-03	2019-09-03	24.32	

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### View the state information in the grid

Grid column name	Description
Item Group	The group of items ordered by the customer is displayed.
Order Item	Displays the name of the item ordered by the customer.
Billing Account	Displays the customer's Billing Account information.
Act. Date	Displays the start date of the order item.
Billing Start	The billing start date of the Order Item is displayed.
Customer Price	Displays the basic unit price of the order item.
NOW (EA)	Displays the quantity currently in use.
Order(+/-)	Displays the increase/decrease quantity of the order item ordered.
To Be (EA)	If the order is reflected, the final quantity is displayed.
Comment	Informational phrase or more description

SIP Trunk				
Name	Now	Assigned	Order(+/-)	To Be
SIP Trunk Max	<input type="text" value="1"/> (EA)	<input type="text" value="1"/> (EA)	<input type="text" value="2"/> (EA)	<input type="text" value="3"/> (EA)

### View the state information in the list

Item	Description
Now	Displays the current quantity.
Assigned	Displays the quantity currently in use.
Order(+/-)	Displays the increase/decrease quantity ordered.
To Be	Order Displays the final quantity reflecting the increase/decrease quantity.



TDM Trunk

Name	Now	Assigned	Order(+/-)	To Be
TDM Trunk Max	1 (EA)	1 (EA)	5 (EA)	6 (EA)

### View the state information in the list

Item	Description
Now	Displays the current quantity.
Assigned	Displays the quantity currently in use.
Order(+/-)	Displays the increase/decrease quantity ordered.
To Be	Order Displays the final quantity reflecting the increase/decrease quantity.

Call Bundle

Minute Bundle	Now (EA)	Order(+/-)	To Be (EA)	Comment
1 24 Hours Bundle	0	5	5	24 hours Bundle 5 comment
2 6 Hours Bundle	0	2	2	6 Hours Bundle 2 comment
3 call bundle 1 hour	0	7	7	call bundle 1 hour 7 comment

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10
View 1 - 3 of 3

### View the state information in the grid

Grid column name	Description
Call Bundle	Displays the name of the ordered call bundle.
Now (EA)	Displays the current quantity.
Order(+/-)	Displays the increase/decrease quantity ordered.
To Be (EA)	Order Displays the final quantity reflecting the increase/decrease quantity.
Comment	Informational phrase or more description

Device Order

Billing Account	Device Type	Sub Type	Model	User Package
1 b2a	IPECS Handsets	LIP	LIP-9010	
2 b2a	IPECS Handsets	LIP	LIP-9071	

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10
View 1 - 2 of 2

### View the state information in the grid

Grid column name	Description
Billing Account	Displays settlement account information of the device.
Device Type	Displays the Parent Device Group.
Sub Type	Device's Order Group is displayed.

Grid column name	Description
Model	Displays the model name of the device.
User Package	If there is a user package of the device, the name is displayed.
Current (EA)	Displays the number of devices currently in possession.
ADD (EA)	Displays the quantity of devices added when ordering.
Return (EA)	Displays the quantity of devices to be returned when ordering.
To Be (EA)	If addition/return is made, the final quantity is displayed.

Individual Device to be Return

Device Type	Sub Type	Device Model	User Package	MAC
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
1	IPECS Handsets	LIP	LIP-9071	000000000001

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### View the state information in the grid

Grid column name	Description
Device Type	Displays the Parent Device Group.
Sub Type	Device's Order Group is displayed.
Device Model	Displays the model name of the device.
User Package	The name of the order item of the device. If not, it is displayed as an empty value.
MAC	The MAC address assigned to the device is displayed.
Reason of Return	The item for the reason for returning is displayed.
Defective	It indicates whether the device is defective.
Billing Account	Displays settlement account information of the device.

Shipping Info - Total Qty. to be Shipped : 2 (EA)

Shipping Place Name	Billing Account	Device Model	User Package	To Be Shipped (EA)	Address
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
1	Site-site name	b2a	LIP-9071	2	address

Page 1 of 1

### View the state information in the grid

Grid column name	Description
Shipping Place Name	Displays the name of the device's delivery destination.
Billing Account	Displays settlement account information of the device.
Device Model	Displays the model name of the device.
User Package	This is the name of the order item of the device. If not, it is displayed



Available ☒ Stock ☐ New Number

<input type="checkbox"/>	Number Type	Number	Comment
<input type="checkbox"/>	<input type="text" value="Test Number Type"/>	<input type="text" value="12356"/>	
<input type="checkbox"/>	Test Number Type	12356	
<input type="checkbox"/>	Test Number Type	12357	
<input type="checkbox"/>	Test Number Type	12358	
<input type="checkbox"/>	Test Number Type	12359	
<input type="checkbox"/>	Test Number Type	12360	
<input type="checkbox"/>	Test Number Type	12361	

Grid column name	Description
Number Type	Select the type of phone number you want to add
Number	Enter the number of the phone number you want to add.
Comment	Enter additional information, such as instructions.
Site Name	Select a site to assign a phone number.
Billing Account	Select the account for settlement.

Available

☐ Stock

☒ New Number

Number Type \*

Number \*

Comment

Site Name \*

s2a

Billing Account \*

b2a

Add

Grid column name	Description
Number Type	Select the type of phone number you want to add
Number	Enter the number of the phone number you want to add.
Comment	Enter additional information, such as instructions.
Site Name	Select a site to assign a phone number.
Billing Account	Select the account for settlement.

You can add a number with the stock and new number of available.

Approval Comment

Save

Approve

Reject

#### View the state information in the item

Item	Description
Approval Comment	Displays the reason or content related to Approval or Reject

### 2.6.2.3 Service Stop Order Approval

This section explains how Reseller approves or rejects information after checking the information about the Service Stop Order. In general, Reseller does not have approval authority, and only Resellers who have approval authority for Stop/Resume orders can use this function. Refer to the Section 2.7.1.5 Permission for the approval authority.

Customer Company Name	C100000019 / Second JS	
Order No. & Title	500736	Second JS Stop Order
Order Type	Service Stop	
Order Date	2019-08-21 16:12:48	
Service Plan	Standard Plan	
Request to	SKY Reseller	
Stop Date	2019-08-21 00:00:00	
Reason of Service Stop	etc.	
Order Comment		
Approval Comment		

ApproveRejectCancel

#### View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer created by the partner.
Order No. & Title	Order number and order title are displayed.
Order Type	Service Stop, which is the current order type, is displayed.
Order Date	Displays the date and time the order was registered.
Service Plan	Service plan for the order item used by the customer is displayed.
Request to	Displays the partner who requested the order.
Stop Date	Displays the date and time of the Service Stop request.
Reason of Service Stop	The reason for Service Stop is displayed.
Order Comment	If you have entered anything about the Order request, it will be displayed.
Approval Comment	Enter a comment for order approval.

#### 2.6.2.4 Service Resume Order Approval

This section explains how Reseller approves or rejects information after confirming the information about the Service Resume Order. In general, Reseller does not have approval authority, and only Resellers who have approval authority for Stop/Resume orders can use this function. Refer to the Section 2.7.1.5 Permission for the approval authority.

Customer Company Name	C1000000002 / sky2	
Order No. & Title	500737	sky2 Resume Order
Order Type	Service Resume	
Order Date	2019-08-21 16:13:58	
Service Plan	Standard Plan	
Request to	SKY Reseller	
Service Stopped Date	2019-07-24 09:48:57	
Resume Date Time	2019-08-21 00:00:00	
Reason of Service Stop	etc.	
Order Comment		
Approval Comment		

ApproveRejectCancel

#### View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer created by the partner.
Order No. & Title	Order number and order title are displayed.
Order Type	Service Resume, which is the current order type, is displayed.
Order Date	Displays the date and time the order was registered.
Service Plan	Service plan for the order item used by the customer is displayed.
Request to	Displays the partner who requested the order.
Service Stopped Date	Displays the date and time when the service was stopped.
Resume Date Time	Displays the date and time when the service will resume.
Reason of Service Stop	The reason for Service Stop is displayed.
Order Comment	If you have entered anything about the Order request, it will be displayed.
Approval Comment	Enter a comment for order approval.

### 2.6.2.5 Service Plan Change Order Approval

This section explains how Reseller approves or rejects information after confirming the information about the Service Plan Change Order. In general, Resellers do not have approval authority, and only Resellers who have approval authority for Service Plan Change Orders can use this feature. Refer to the Section 2.7.1.5 Permission for the approval authority.

Customer Company Name	C100000046 / Omega	
Order No. & Title	500277	Omega Service Plan Change
Order Type	Service Plan Change	
Order Date	21.Aug.2019 16:20:01	
Request to	Harry's	
Current Service Plan	Standard Plan	
New Service Plan	Harry's Plan	
Order Comment		
Approval Comment		

ApproveRejectCancel


#### View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer created by the partner.
Order No. & Title	Order number and order title are displayed.
Order Type	Service Plan Change, which is the current order type, is displayed.
Order Date	Displays the date and time the order was registered.
Approved by	Displays information of approved partners.
Current Service Plan	Displays the service plan currently in use.
New Service Plan	The service plan to be changed is displayed.
Order Comment	If you have entered anything about the Order request, it will be displayed.
Approval Comment	Enter a comment for order approval.



### 2.6.2.6 Customer Close Order Approval

This section explains how Reseller approves or rejects information after checking the Customer Close Order. In general, Resellers do not have approval authority, and only Resellers who have approval authority for the Customer Close Order can use this feature. Refer to the Section 2.7.1.5 Permission for the approval authority.

Customer Company Name	C1000000191 / skycom7	
Order No. & Title	500690	skycom7 Close Order
Order Type	Customer Close	
Order Date	2019-07-23 17:48:07	
Service Plan	Standard Plan	
Request to	SKY Reseller	
Closing Date	2019-07-23	
Last Payment Date	2019-08-22	
Reason of Closing	ETC	
Order Comment		
Approval Comment		

ApproveRejectCancel

#### View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer created by the partner.
Order No. & Title	Order number and order title are displayed.
Order Type	Displays Customer Close, the current order type.
Order Date	Displays the date and time the order was registered.
Service Plan	Displays the service plan in use.
Request to	Indicates the partner that will receive the Approve request.
Closing Date	Displays the date of termination with Customer.
Last Payment Date	If changes are required, please select the customer's last payment date.
Order Comment	If you have entered anything about the Order request, it will be displayed.
Approval Comment	Enter a comment for order approval.

### 2.6.2.7 Package Upgrade Order Approval

This section explains how Reseller approves or rejects information after checking the Package Upgrade Order. In general, Resellers do not have approval authority, and only Resellers who have approval authority for the Approve Order can use this feature. Refer to the Section 2.7.1.5 Permission for the approval authority.

Customer Company Name	C100000495 / MOG22	
Order No. & Title	502725	MOG22 Package Upgrade
Order Type	Package Upgrade	
Order Date	15.Oct.2020 09:43:07	
Registered by	MOG	
	MOG	
Request to	MOG	
Current User Package	Empty Pack	
New User Package	VM Only Pack	
Upgrade Qty	2	
Order Comment	Package Upgrade	
Approval Comment		
<div>ApproveRejectCancel</div>		

#### View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer who has selected and requested the Package Upgrade order by the reseller.
Order No. & Title	Order number and order title are displayed.
Order Type	Displays the order type. Since you have selected the Package Upgrade order type, it is displayed here as Package Upgrade.
Order Date	Displays the date and time the order was registered.
Registered by	Displays the reseller who registered the order and the users of the reseller.
Request to	Displays the partner who requested the order.
Current User Package	Displays the current package name contracted by the customer.
New User Package	Display the new package to be changed.
Upgraded Qty	Displays the quantity of packages to be upgraded.
Order Comment	The comment entered when registering the order is displayed.
Approve Comment	Enter a comment when approving or rejecting an order.

### 2.6.2.8 License Change Order Approval

This section explains how Reseller approves or rejects information after checking the License Change Order. In general, Resellers do not have approval authority, and only Resellers who have approval authority for the Approve Order can use this feature. Refer to the Section 2.7.1.5. Permission for the approval authority.

Customer Company Name	C1000000511 / MOG24		
Order No. & Title	502734	MOG24 License Change	
Order Type	License Change		
Order Date	15.Oct.2020 10:13:29		
Registered by	MOG		
	MOG		
Request to	MOG		
Item Group	eCSM		
Current License	eCSM Basic		
New License	eCSM Advanced		
Order Comment			
Approval Comment			

	Item Group	Current Order Item	Qty.	New Order Item
1	User License	CSM Basic Pack	1	CSM Advanced Pack
2	User Feature	Analytics Basic Supervisor	2	Analytics Advanced Supervisor

View 1 - 2 of 2

[Approve](#)
[Reject](#)
[Cancel](#)

#### View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer who has selected and requested the License Change order by the reseller.
Order No. & Title	Order number and order title are displayed.
Order Type	Displays the order type. Since you have selected the License Change order type, it is displayed here as License Change.
Order Date	Displays the date and time the order was registered.
Registered by	Displays the reseller who registered the order and the users of the reseller.
Request to	Displays the partner who requested the order.
Item Group	Item Group for License Change is displayed.
Current License	Displays the current license type belonging to the Item Group.
New License	Displays the new license type to be changed.
Order Comment	The comment entered when registering the order is displayed.
Approve Comment	Enter a comment when approving or rejecting an order.

### View the state information in the grid

Grid column name	Description
Item Group	The group of items ordered by the customer is displayed.
Current Order Item	The order item contracted by the customer is displayed. The order items displayed here are only items corresponding to the Current License type.
Qty.	Displays the quantity of the order item contracted by the customer.
New Order Item	Display the order item you want to change. At this time, only the items corresponding to the New License type are displayed as the displayed Order Item.

## 2.6.3

## Order Final confirm

Reseller who requested Order is the step to final check on Approved Order. Only the list for which Order has been approved can be viewed.

	Order Date	Reseller	Customer ID	Customer Name	Order No	Order Type	Order Status
1	2019-07-10 18:41:10	SKY Reseller	C1000000205	sky9	500413	New Customer	Approved
2	2019-06-27 20:16:46	SKY Reseller	C1000000001	jsmn	500226	Change	Approved
3	2019-06-24 10:56:04	SKY Reseller	C1000000049	Close 2	500120	Customer Close	Approved

Make sure that the Confirm/Reject is possible only if the order request partner and the login partner are the same.

After looking up the detailed screen according to the order type, the final confirmation date is selected to process Final Confirm or Reject.

### View the state information in the grid

Grid column name	Description
Order Date	The start date of the order is displayed.
Reseller	Show ordered partners.
Customer ID	The Customer ID of the ordered customer is displayed.
Customer Name	Displays the name of the customer corresponding to the customer ID.
Order No	Unique sequence number for the order gun.
Order Type	Order processing process status <ul style="list-style-type: none"> <li>▪ <b>New Customer:</b> Create new customer</li> <li>▪ <b>Service Start:</b> Start service</li> <li>▪ <b>Change:</b> Change service items, equipment, etc.</li> <li>▪ <b>Service Stop:</b> Pause the service</li> </ul>

Grid column name	Description
	<ul style="list-style-type: none"> <li>• <b>Service Resume:</b> Restart service</li> <li>• <b>Service Plan Change:</b> Service plan change</li> </ul> <p>Order to change the service plan in use</p> <ul style="list-style-type: none"> <li>• <b>Customer Close:</b> Service expiration</li> <li>• <b>Unshipped:</b> Registration processing for devices owned by partners or customers</li> </ul>
Order Status	<p>Displays the current processing status of the order.</p> <ul style="list-style-type: none"> <li>• <b>Temporary:</b> Temporary registration status</li> <li>• <b>Registration:</b> Registration status</li> <li>• <b>Submitted Order:</b> Start order processing</li> <li>• <b>Order Canceled:</b> Order canceled</li> <li>• <b>Processing:</b> In progress</li> <li>• <b>Approved:</b> Top partner approves the order</li> <li>• <b>Confirmed:</b> Approved order confirmation</li> <li>• <b>Rejected Approval Order:</b> Reject of Approved order</li> <li>• <b>Rejected Order:</b> Reject processing of Submitted Ordered order</li> </ul>
Order Title	The title of the order in which the order is being processed is displayed.
Approved by	Displays the name of the partner who approved the order.
Approve Date	Approved Displays the date and time.
Request Date	Final Confirm Request date is displayed.

### 2.6.3.1 New Customer Order Final Confirm

This section describes how to perform a Final Confirm for a Create New Customer order.

Customer Company Name	sky9		
Domain	sky9.com		
Language	English		
Customer Type	Normal		
PO Number			
Order No. & Title	500413	sky9 New Order	
Service Plan	Standard Plan		
Order Type	New Customer		
Order Status	Approved		
Order Date	2019-07-10 18:41:10		
Request to	Pragma		
Requested Activation Date	2019-07-10 00:00:00	Confirm Date	2019-07-11
Agreement Period			
Order Note			

#### View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer created by the partner.
Domain	Displays the customer's domain.
Language	Displays the language used by the customer.
Customer Type	Displays the type of customer created by the partner.
Order No. & Title	Order number and order title are displayed.
Service Plan	Service plan for the order item used by the customer is displayed.
Order Type	Displays New Customer, the current order type.
Order Status	Displays the processing status of the order.
Order Date	Displays the date and time the order was registered.
Request to	Displays the partner who requested the order.
Activation Date	Displays the service application date.

Customer Site Info		
Site Name	Address	City
1 site1	a	c
<div>Page 1 of 1</div>		

Order Items

	Item Group	Order Item		Billing Account	Qty	Trial Period	Trial Period
	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
1	User License	Std User Pack		main	15	0	day(s)
2	Soft Client	IP ATD		main	5	0	day(s)
3		UC Client (Call Control)		main	15	0	day(s)
4		UCE		main	10	0	day(s)
5	Group Feature	ACD Group		main	4	0	day(s)
6		Auto Attendants		main	10	0	day(s)
7		Conference Room		main	5	0	day(s)
8		Hunt Group		main	10	0	day(s)
9		Paging Group		main	15	0	day(s)
10		Pickup Group		main	15	0	day(s)

<

<<

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>>

>

10

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## View the state information in the grid

Grid column name	Description
Order Item	Displays the name of the item ordered by the customer.
Billing Account	Displays the customer's Billing Account information.
Qty	Displays the quantity of the order item.
Trial	Displays the trial item's trial period.
Priod	Displays the unit of the trial item's trial period (day, month).
List Price	The basic unit price of the order item is displayed.
Customer Price	Displays the customer price of the order item.
Comment	Informational phrase or more description
Order Item	Displays the name of the item ordered by the customer.

Trunk Channel

SIP Trunk Max

30 (Channel)

TDM Trunk Max

10 (Channel)

## View the state information in the item

Item	Description
SIP Trunk Max	Displays the maximum value of the SIP trunk to be used by customers.
TDM Trunk Max	Displays the maximum value of the TDM trunk to be used by customers.



Fraud Prevention

Default Outgoing Call Limit (per User)

100 GBP / Day

Custom Outgoing Call Limit (per User)

1200 GBP / Day (Maximum : 1200)

## View the state information in the item

Item	Description
Per User Call Fraud Default	It shows the maximum usage that will be applied universally.
Allowable Limit Per User Call Fraud	It shows the maximum usage that the customer can use.

Device Order

Billing Account

Device Type

Sub Type

Model

Qty

User P

1

main

IPECS Handsets

LIP

LIP-9010

2

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View 1 - 1 of 1

## View the state information in the grid

Grid column name	Description
Billing Account	Displays settlement account information of the device.
Device Type	Displays the Parent Device Group.
Sub Type	Device's Order Group is displayed.
Model	Displays the model name of the device.
Qty	Displays the quantity of devices ordered.
User Package	If there is a user package of the device, the name is displayed.

Shipping Info

Shipping Place Name

Billing Account

Device Model

User Package

To Be Shipped (EA)

Address

1

Site-head office

main

LIP-9010

2

1234

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## View the state information in the grid

Grid column name	Description
Shipping Place Name	Displays the name of the place to be delivered.
Billing Account	Displays settlement account information.
Device Model	Displays the model name of the device to be shipped.
User Package	If there is a user package of the device, the name is displayed.
To Be Shipped	Displays the delivery quantity to the destination.

Grid column name	Description
Address	Displays the address of the destination to receive the device.
Post Code	The postal code that matches the Address.
Phone Number	Displays the contact information of the destination.

Number Porting					
	Site	Billing Account	Number Type	Direct Call Number	Qty. Comme
1	idam3	idam3	Normal Type	08009000900~09000900	1

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### View the state information in the grid

Grid column name	Description
Site	Displays the site information to use the phone number.
Billing Account	Displays settlement account information.
Number Type	Displays the type of phone number you are adding.
Direct Call Number	Displays the Direct Dial Call Number.
Qty.	Displays the quantity for Direct Call Number.
Comment	Displays other information about the phone number.
NP Info.	Displays detailed pop-up for Number Porting information.

DDI Number Assign					
	Site	Billing Account	Order (EA)	Assigned (EA)	Assigned Number
1	head office	main	5	5	0242002030
2					0242002031
3					0242002032
4					0242002033
5					0242002034

Page 1 of 1 View 1 - 5 of 5

### View the state information in the grid

Grid column name	Description
Site	Displays the site information to use the phone number.
Billing Account	Displays settlement account information.
Order	Displays the quantity of numbers to be used on the site.
Assigned	Displays the number of phone numbers assigned to the site.
Assigned Number	Displays the phone number assigned to the site.

Approval Comment

Final Confirm

Reject

**View the state information in the item**

Item	Description
Approval Comment	Displays the reason or content related to Approval or Reject

### 2.6.3.2 Change Order Final Confirm

If you apply for a change order from Modify Existing Customer, the input or application items are displayed, and only the item that requested the change is displayed.

Customer Company Name	skycom4		
Customer Type	Normal		
Order No. & Title	500482 skycom4 Change Order		
Service Plan	Standard Plan		
Order Type	Change		
Order Status	Approved		
Order Date	2019-07-11 20:55:38		
Request to	Pragma		
Requested Change Date	2019-07-11 00:00:00	Confirm Date	2019-07-11
Order Note			

#### View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer created by the partner.
Customer Type	Displays the type of customer created by the partner.
Order No. & Title	Order number and order title are displayed.
Service Plan	Service plan for the order item used by the customer is displayed.
Order Type	Displays New Customer, the current order type.
Order Status	Displays the processing status of the order.
Order Date	Displays the date and time the order was registered.
Request to	Displays the partner name to approve the order.
Change Date	Displays the desired application date of the current order.
Order Note	Display additional information related to the order.

Customer Site Info

	Main Site	Site Name	Address	City
1	FALSE	Alban	Alban Library	London

Page

1

of 1

10

View 1 - 1 of 1

#### View the state information in the grid

Grid column name	Description
Site Name	The site name of the customer registered by the partner is displayed.
Address	Displays the address information of the customer registered by the

Grid column name	Description
	partner.
City	The name of the city to which the address belongs.
County	Administrative region of the city.
Post Code	The postal code that matches the Address.

SIP Trunk

Name	Now	Using	Order(+/-)	To Be
SIP Trunk Max	10 (EA)	0 (EA)	1 (EA)	11 (EA)

### View the state information in the list

Item	Description
Now	Displays the current quantity.
Assigned	Displays the quantity currently in use.
Order(+/-)	Displays the increase/decrease quantity ordered.
To Be	Order Displays the final quantity reflecting the increase/decrease quantity.

TDM Trunk

Name	Now	Using	Order(+/-)	To Be
TDM Trunk Max	10 (EA)	0 (EA)	1 (EA)	11 (EA)

### View the state information in the list

Item	Description
Now	Displays the current quantity.
Assigned	Displays the quantity currently in use.
Order(+/-)	Displays the increase/decrease quantity ordered.
To Be	Order Displays the final quantity reflecting the increase/decrease quantity.

Call Bundle

Call Bundle	Now (EA)	Order(+/-)	To Be (EA)	Comment
1 Call bundle - 60minutes	0	1	1	

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### View the state information in the grid

Grid column name	Description
Call Bundle	Displays the name of the ordered call bundle.

Grid column name	Description
Now (EA)	Displays the current quantity.
Order(+/-)	Displays the increase/decrease quantity ordered.
To Be (EA)	Order Displays the final quantity reflecting the increase/decrease quantity.
Comment	Displayed when additional information is entered.

Order Items

	Item Group	Order Item	Billing Account	Act. Date	Billing Start	Custom Price
1	Soft Client	IP ATD	BillAccount1	2019-06-26	2019-06-26	0
2		UCE	BillAccount1	2019-06-26	2019-06-26	0

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View 1 - 2 of 2

### View the state information in the grid

Grid column name	Description
Item Group	The group of items ordered by the customer is displayed.
Order Item	Displays the name of the item ordered by the customer.
Billing Account	Displays the customer's Billing Account information.
Act. Date	Displays the start date of the order item.
Billing Start	The billing start date of the Order Item is displayed.
Customer Price	Displays the basic unit price of the order item.
NOW (EA)	Displays the quantity currently in use.
Order(+/-)	Displays the increase/decrease quantity of the order item ordered.
To Be (EA)	If the order is reflected, the final quantity is displayed.
Comment	Informational phrase or more description

Device Order

	Billing Account	Device Type	Sub Type	Model	User Package
1	BillAccount1	IPECS Handsets	LIP	LIP-9020	

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View 1 - 1 of 1

### View the state information in the grid

Grid column name	Description
Billing Account	Displays settlement account information of the device.
Device Type	Displays the Parent Device Group.
Sub Type	Device's Order Group is displayed.
Model	Displays the model name of the device.

Grid column name	Description
User Package	If there is a user package of the device, the name is displayed.
Current (EA)	Displays the number of devices currently in possession.
ADD (EA)	Displays the quantity of devices added when ordering.
Return (EA)	Displays the quantity of devices to be returned when ordering.
To Be (EA)	If addition/return is made, the final quantity is displayed.

Shipping Info - Total Qty. to be Shipped : 1 (EA)

Shipping Place Name	Billing Account	Device Model	User Package	To Be Shipped (EA)	Address
<input type="text"/>	<input type="text"/>	<input type="text"/>			
1 Site-Seoul Office	BillAccount1	LIP-9020		1	guro 1

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### View the state information in the grid

Grid column name	Description
Shipping Place Name	Displays the name of the device's delivery destination.
Billing Account	Displays settlement account information of the device.
Device Model	Displays the model name of the device.
User Package	This is the name of the order item of the device. If not, it is displayed as an empty value.
To Be Shipped	Displays the delivery quantity.
Address	Displays the address of the shipping address.
Post Code	Displays the postal code of the destination.
Phone Number	Displays the phone number to send and receive contact regarding delivery.

Number Porting

Site	Billing Account	Number Type	Direct Call Number	Qty.	Comme
1 Hogwarts Castle	Hogwarts School Post Office	Normal Type	030343124~43124	1	Testing

Page 1 of 1 View 1 - 1 of 1

### View the state information in the grid

Grid column name	Description
Site	Displays the site information to use the phone number.
Billing Account	Displays settlement account information.
Number Type	Displays the type of phone number you are adding.
Direct Call Number	Displays the Direct Dial Call Number.
Qty.	Displays the quantity for Direct Call Number.

Grid column name	Description
Comment	Displays other information about the phone number.
NP Info.	Displays detailed pop-up for Number Porting information.

DDI Number Assign

Site	Billing Account	Now (EA)	ADD (EA)	Return (EA)
<input type="text" value="Busan Office"/> x	<input type="text" value="BillAccount1"/> x	5	1	0

1

Page 1 of 1

View 1 - 1 of 1

### View the state information in the grid

Grid column name	Description
Site	Displays the name of the site to which the number is assigned.
Billing Account	Displays settlement account information of the device.
Now (EA)	Displays the quantity currently holding the number.
ADD (EA)	Displays the number added number.
Return (EA)	Displays the quantity returned.
To Be (EA)	Displays the result quantity including add/return.
Assigned (EA)	Displays the number of currently assigned numbers.
Assigned Number	The assigned number is displayed.

Approval Comment

Final Confirm Reject



### View the state information in the item

Item	Description
Approval Comment	Displays the reason or content related to Approval or Reject



### 2.6.3.3 Service Stop Order Final Confirm

This is displayed when you apply for a Service Stop Order from Modify Existing Customer.

Customer Company Name	C1000000039 / Hogwarts School of Witchcraft and Wizardry		
Order No. & Title	500279 Hogwarts School of Witchcraft and Wizardry Stop Order		
Order Type	Service Stop		
Order Date	21.Aug.2019 16:51:26		
Service Plan	Harry's Plan		
Request to	Harry's		
Requested Stop Date	21.Aug.2019	Confirm Date	21.Aug.2019  Time 0 
Reason of Service Stop	etc.		
Order Comment	A short term Stop Order.		
Approval Comment	OK, Approve.		



[Final Confirm](#) [Reject](#)

#### View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer created by the partner.
Order No. & Title	Order number and order title are displayed.
Order Type	Service Stop, which is the current order type, is displayed.
Order Date	Displays the date and time the order was registered.
Service Plan	Service plan for the order item used by the customer is displayed.
Request to	Displays the partner who requested the order.
Stop Date	Displays the date and time of the Service Stop request.
Reason of Service Stop	The reason for Service Stop is displayed.
Order Comment	If you have entered anything about the Order request, it will be displayed.
Approval Comment	Displays the contents entered by the partner responsible for order approval.

### 2.6.3.4 Service Resume Order Final Confirm

This is displayed when you apply for a Service Resume Order from Modify Existing Customer.

Customer Company Name	C1000000039 / Hogwarts School of Witchcraft and Wizardry		
Order No. & Title	500280 Hogwarts School of Witchcraft and Wizardry Resume Order		
Order Type	Service Resume		
Order Date	21.Aug.2019 16:52:58		
Service Plan	Harry's Plan		
Request to	Harry's		
Service Stopped Date	21.Aug.2019 16:52:51		
Requested Resume Date	21.Aug.2019	Confirm Date	21.Aug.2019  Time 0 
Reason of Service Stop	etc.		
Order Comment	Service Resume Order.		
Approval Comment	OK, Approve.		

[Final Confirm](#) [Reject](#)

#### View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer created by the partner.
Order No. & Title	Order number and order title are displayed.
Order Type	Service Stop, which is the current order type, is displayed.
Order Date	Displays the date and time the order was registered.
Service Plan	Service plan for the order item used by the customer is displayed.
Request to	Displays the partner who requested the order.
Service Stopped Date	Displays the date and time of the Service Stop request.
Reason of Service Stop	The reason for Service Stop is displayed.
Order Comment	If you have entered anything about the Order request, it will be displayed.
Approval Comment	Displays the contents entered by the partner responsible for order approval.

### 2.6.3.5

## Service Plan Change Order Final Confirm

This is displayed when you apply for a Service Plan Change from Modify Existing Customer.

Customer Company Name	C1000000039 / Hogwarts School of Witchcraft and V
Order No. & Title	500281 Hogwarts School of Witchcraft and Wizardry Service
Order Type	Service Plan Change
Order Date	21.Aug.2019 16:55:34
Request to	Harry's
Current Service Plan	Harry's Plan
New Service Plan	Standard Plan
Order Comment	Standard Plan Change Order.
Approval Comment	Check the Number Type.




Final ConfirmReject

### View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer created by the partner.
Order No. & Title	Order number and order title are displayed.
Order Type	Service Plan Change, which is the current order type, is displayed.
Order Date	Displays the date and time the order was registered.
Approved by	Displays information of approved partners.
Current Service Plan	Displays the service plan currently in use.
New Service Plan	The service plan to be changed is displayed.
Order Comment	If you have entered anything about the Order request, it will be displayed.
Approval Comment	Displays the contents entered by the partner responsible for order approval.

### 2.6.3.6 Customer Close Order Final Confirm

This is displayed when you request Customer Close from Modify Existing Customer.

Customer Company Name	C1000000039 / Hogwarts School of Witchcraft and Wizardry		
Order No. & Title	500282 Hogwarts School of Witchcraft and Wizardry Close Order		
Order Type	Customer Close		
Order Date	21.Aug.2019 16:58:03		
Service Plan	Harry's Plan		
Request to	Harry's		
Requested Closing Date	21.Aug.2019	Confirm Date	21.Aug.2019  Time 0 
Last Payment Date	20.Sep.2019 		
Reason of Closing	ETC		
Order Comment	Customer Want Changing Account.		
Approval Comment	The Account will not be deleted, please check.		



[Final Confirm](#) [Reject](#)

#### View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer created by the partner.
Order No. & Title	Order number and order title are displayed.
Order Type	Displays Customer Close, the current order type.
Order Date	Displays the date and time the order was registered.
Service Plan	Displays the service plan in use.
Request to	Indicates the partner that will receive the Approve request.
Closing Date	Displays the date of termination with Customer.
Last Payment Date	Displays the customer's last payment date.
Order Comment	If you have entered anything about the Order request, it will be displayed.
Approval Comment	Displays the contents entered by the partner responsible for order approval.

### 2.6.3.7 Package Upgrade Order Final Confirm

This is displayed when you request Package Upgrade from Modify Existing Customer.

Customer Company Name	C1000000495 / MOG22	
Order No. & Title	502725	MOG22 Package Upgrade
Order Type	Package Upgrade	
Order Date	15.Oct.2020 09:43:07	
Registered by	MOG	
	MOG	
Request to	MOG	
Approve Date	15.Oct.2020 10:56:56	
Approved by	MOG	
	MOG	
Current User Package	Empty Pack	
New User Package	VM Only Pack	
Upgrade Qty	2	
Order Comment	Package Upgrade	
Approval Comment		

[Final Confirm](#) [Reject](#)

#### View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer who has selected and requested the Package Upgrade order by the reseller.
Order No. & Title	Order number and order title are displayed.
Order Type	Displays the order type. Since you have selected the Package Upgrade order type, it is displayed here as Package Upgrade.
Order Date	Displays the date and time the order was registered.
Registered by	Displays the reseller who registered the order and the users of the reseller.
Request to	Displays the partner who requested the order.
Approve Date	Displays the date the order was approved.
Approved by	Displays the SP or Reseller and user approved by the order.
Current User Package	Displays the current package name contracted by the customer.
New User Package	Display the new package to be changed.
Upgraded Qty	Displays the quantity of packages to be upgraded.
Order Comment	The comment entered when registering the order is displayed.
Approve Comment	Displays the comment entered when approving the order.

### 2.6.3.8 License Change Order Final Confirm

This is displayed when you request License Change from Modify Existing Customer.

Customer Company Name	C1000000511 / MOG24
Order No. & Title	502734 MOG24 License Change
Order Type	License Change
Order Date	15.Oct.2020 10:13:29
Registered by	MOG
Request to	MOG
Approve Date	15.Oct.2020 11:02:43
Approved by	MOG
Item Group	eCSM
Current License	eCSM Basic
New License	eCSM Advanced
Order Comment	
Approval Comment	

Item Group	Current Order Item	Qty.	New Order Item
1 User License	CSM Basic Pack	1	CSM Advanced Pack
2 User Feature	Analytics Basic Supervisor	2	Analytics Advanced Supervisor

View 1 - 2 of 2

[Final Confirm](#) [Reject](#)

#### View the state information in the list

Item	Description
Customer Company Name	Displays the name of the customer who has selected and requested the License Change order by the reseller.
Order No. & Title	Order number and order title are displayed.
Order Type	Displays the order type. Since you have selected the License Change order type, it is displayed here as License Change.
Order Date	Displays the date and time the order was registered.
Registered by	Displays the reseller who registered the order and the users of the reseller.
Request to	Displays the partner who requested the order.
Approve Date	Displays the date the order was approved.
Approved by	Displays the SP or Reseller and user approved by the order.
Complete Date	Displays the date the order was final confirmed.
Completed by	Reseller and user who final confirmed the order are displayed.
Item Group	Item Group for License Change is displayed.
Current License	Displays the current license type belonging to the Item Group.
New License	Displays the new license type to be changed.
Order Comment	The comment entered when registering the order is displayed.
Approve Comment	Displays the comment entered when approving the order.

**View the state information in the grid**

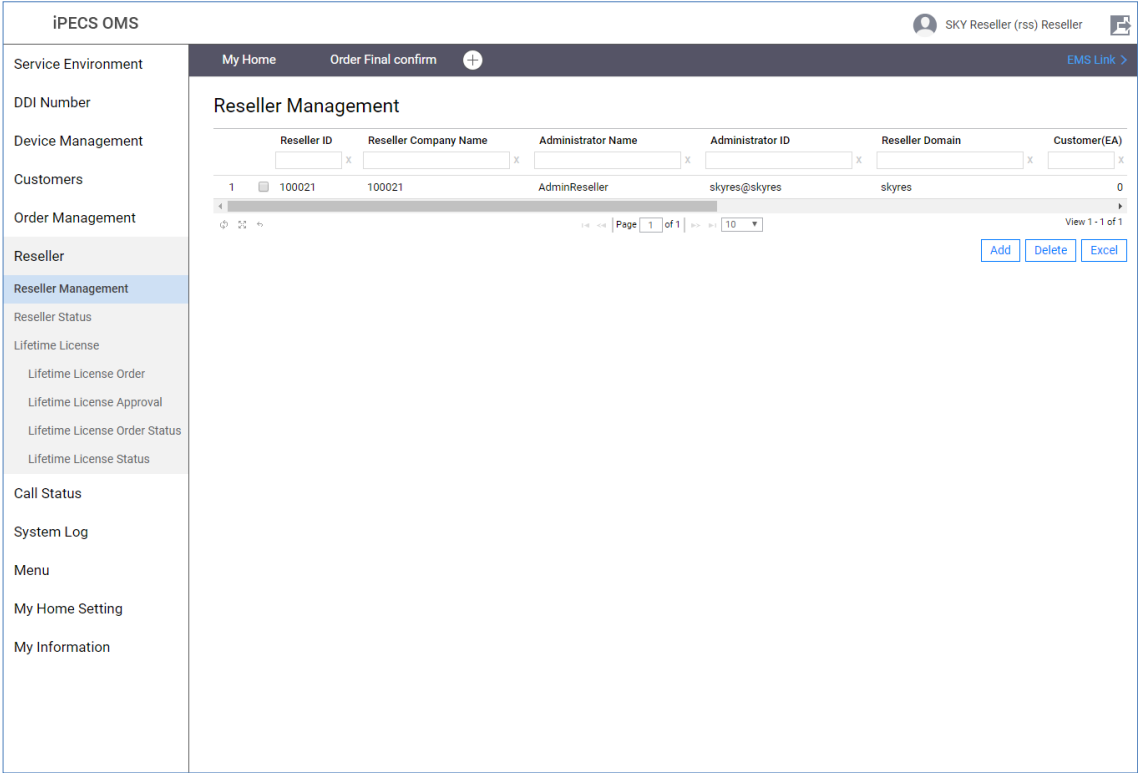
<b>Grid column name</b>	<b>Description</b>
Item Group	The group of items ordered by the customer is displayed.
Current Order Item	The order item contracted by the customer is displayed. The order items displayed here are only items corresponding to the Current License type.
Qty.	Displays the quantity of the order item contracted by the customer.
New Order Item	Display the order item you want to change. At this time, only the items corresponding to the New License type are displayed as the displayed Order Item.

# Reseller

This section describes how to manage resellers and child resellers, view their status and information, and manage and view Lifetime licenses.

## Reseller Management

Look up the list of sub-renewers based on the login partner and perform the following tasks, such as registering or changing sub-renewal according to permissions



**NOTE** The logged in reseller is unable to change its information.

### View the state information in the grid

Grid column name	Description
Reseller ID	Unique code for management the reseller
Reseller Company Name	Reseller's company name is displayed.
Administrator Name	Displays the partner's Chief Admin account name.
Administrator ID	Displays the partner's Chief Admin account ID.
Reseller Domain	Displays the partner's domain.
Customer(EA)	Displays the number of customers excluding demos where partner contracts exist.



Grid column name	Description
Demo Customers(EA)	Displays the number of demo customers that have a partner's commitment.
Parent Reseller	Displays the name of the parent partner.
Status	Displays the partner's status. <ul style="list-style-type: none"> <li>• <b>Activate</b>: You can log in to the system to activate.</li> <li>• <b>Deactivate</b>: Login to the system is not possible.</li> </ul>
Reseller Type	Displays the type of partner.

## To add the Reseller

1. Click **Add** button and the additional page is activated

Reseller Management

Basic Info

Reseller ID

100091

Reseller Company Name \*

Reseller Domain \*

Reseller Type \*

Normal Reseller

Parent Reseller \*

SKY Reseller

Nation \*

( +44 ) United Kingdom

Language \*

English

Auth. Group \*

Reseller

Administrator Name \*

Administrator ID \*

Administrator E-mail \*

Administrator Password \*

Confirm Password. \*

Demo Customer Limit \*

1

Address

City

Country

Postal Code

Phone Number

Note

Additional Info

VAT \*

ToDate \*

Permission

Manage DDI

☐ Allow
☒ Not Allow

Manage Device

☐ Allow
☒ Not Allow

Approve Order

☐ Allow
☒ Not Allow

Manage Child Reseller

☐ Allow
☒ Not Allow

Approve Stop/Resume

☐ Allow
☒ Not Allow

Approve Change Service Plan

☐ Allow
☒ Not Allow

Approve Customer Close

☐ Allow
☒ Not Allow

Number Porting Process

☐ Allow
☒ Not Allow

Cancel

Save

2. Enter information based on the following.

Item	Description
Reseller Company Name	Enter the partner's company name.
Reseller Domain	Enter your partner's domain information.
Reseller Type	Select the type of partner.
Parent Reseller	Select Reseller's parent partner.
Nation	Select a partner's country information from the list.
Language	Select the language used by the partner from the list.
Auth. Group	Select a permission group
Administrator Name	Enter a name for your partner's Chief Admin account.
Administrator ID	Enter your partner's Chief Admin account ID.
Administrator E-mail	Enter the email address of your partner's Chief Admin account.
Administrator Password	Enter the password for the partner's Chief Admin account.
Confirm Password	Enter the same password as the Administrator Password.
Demo Customer Limi	Enter the maximum number of customers to use as a demo.
Address	Enter the partner's address.
City	The name of the city to which the address belongs.
Country	Administrative region of the city.
Postal Code	The postal code that matches the Address.
Phone Number	Enter a phone number to reach your partner.
Note	Informational phrase or more description
Additional Info	Manage information about customer additions pre-set by SP The detailed item settings are managed by each customer

3. To save the change, click the **Save** button.
4. To exit without saving, click the **Cancel** button.

### 2.7.1.1 Basic Info

Basic information of resellers can be viewed and modified, and the rest of the items except Reseller ID and Register Date can be changed.

Basic Info	Administrator	Additional Info	Child Reseller	Permission	Useable Service Plan	Notification History	Change History
Reseller ID	<input type="text" value="100021"/>						
Reseller Company Name *	<input type="text" value="100021"/>						
Reseller Domain *	<input type="text" value="skyres"/>						
Reseller Type	<input type="text" value="Normal Reseller"/>						
Parent Reseller *	<input type="text" value="SKY Reseller"/>						
Nation *	<input type="text" value="( +44 ) United Kingdom"/>						
Language *	<input type="text" value="English"/>						
Auth. Role	<input type="text" value="Reseller"/>						
Status *	<input type="text" value="Activate"/>						
Register Date / Deactivation Date	<input type="text" value="2019-06-21 14:28:39"/> / <input type="text" value="9999-12-31"/>						
Demo Customer Limit *	<input type="text" value="2"/> customers						
Address	<input type="text"/>						
City	<input type="text"/>						
Country	<input type="text"/>						
Postal Code	<input type="text"/>						
Phone Number	<input type="text"/>						
Note	<input type="text"/>						
							<input type="button" value="Modify"/> <input type="button" value="Cancel"/> <input type="button" value="Save"/>

**NOTE** For a description of each item, please refer to To add the Reseller.

#### To modify the Basic Info Tab

1. If you want to change the item, select the item.
2. Click the **Modify** button.

Basic Info	Administrator	Additional Info	Child Reseller	Permission	Useable Service Plan	Notification History	Change History
Reseller ID	<input type="text" value="100021"/>						
Reseller Company Name *	<input type="text" value="100021"/>						
Reseller Domain *	<input type="text" value="skyres"/>						
Reseller Type	<input type="text" value="Normal Reseller"/>						
Parent Reseller *	<input type="text" value="SKY Reseller"/>						
Nation *	<input type="text" value="( +44 ) United Kingdom"/>						
Language *	<input type="text" value="English"/>						
Auth. Role	<input type="text" value="Reseller"/>						
Status *	<input type="text" value="Activate"/>						
Register Date / Deactivation Date	<input type="text" value="2019-06-21 14:28:39"/> / <input type="text" value="9999-12-31"/>						
Demo Customer Limit *	<input type="text" value="2"/> customers						
Address	<input type="text"/>						
City	<input type="text"/>						
Country	<input type="text"/>						
Postal Code	<input type="text"/>						
Phone Number	<input type="text"/>						
Note	<input type="text"/>						
							<input type="button" value="Modify"/> <input type="button" value="Cancel"/> <input type="button" value="Save"/>

3. Modify the items you want to change.
4. Click the **Save** button.

### 2.7.1.2 Administrator

This is a screen for managing account information that can use the reseller's authority, and one Chief Admin account must be selected. You don't have a Chief Admin account, or you can't choose more than one.

Basic Info Administrator Additional Info Child Reseller Permission Useable Service Plan Notification History

Change History

Administrator ID Administrator Name Administrator E-mail Chief Admin Auth. Gro

1 skyres @skyres AdminReseller kjs@skycom.com [checked] Reseller

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Send Login Information via E-Mail Modify Cancel Save

#### View the state information in the grid

Grid column name	Description
Administrator ID	Displays the partner's system login account ID information.
Administrator Name	The name of the user using the Administrator ID is displayed.
Administrator E-mail	The email address of the user using the Administrator ID is displayed.
Chief Admin	The main account is displayed from the Administrator ID.
Auth. Group	Displays the account's permission groups.
Language	Displays the language used by the account logged in with the Administrator ID.
Password	You can change the password used by the administrator ID.

#### To modify the Administrator Tab

1. If you want to change the item, select the item
2. Click the **Modify** button.

Basic Info Administrator Additional Info Child Reseller Permission Useable Service Plan Notification History

Change History

Administrator ID Administrator Name Administrator E-mail Chief Admin Auth. Gro

1 skyres @skyres AdminReseller kjs@skycom.com [checked] Reseller

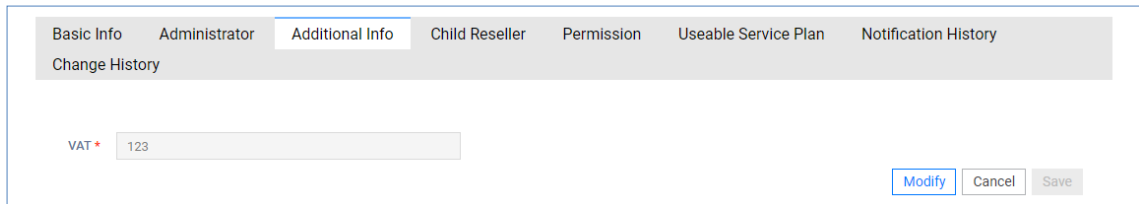
Page 1 of 1 View 1 - 1 of 1

Send Login Information via E-Mail Modify Cancel Save

- When adding or deleting an account, you can add or delete it using the button at the bottom left in the grid edit mode, and click the plus button to add an account. Click the minus button to delete your account.
3. Modify the items you want to change.
  4. Click the **Save** button.

### 2.7.1.3 Additional Info

This is a screen to manage additional information about Reseller. Additional info. Items registered in the Items tab are exposed, so if there are no registered items or Available is false, they are not exposed.



The screenshot shows a web interface with a top navigation bar containing tabs: Basic Info, Administrator, Additional Info (selected), Child Reseller, Permission, Useable Service Plan, and Notification History. Below the tabs is a 'Change History' link. The main content area has a 'VAT' label with a red asterisk and a text input field containing '123'. At the bottom right, there are three buttons: 'Modify' (blue), 'Cancel' (grey), and 'Save' (grey).

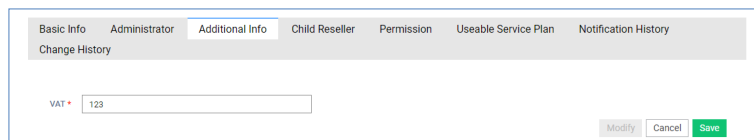
---

**NOTE** There is no fixed item, so there is no description of the item.

---

#### To modify the Additional Info Tab

1. If you want to change the item, select the item
2. Click the **Modify** button.



This screenshot is similar to the previous one, showing the 'Additional Info' tab with the 'VAT' field set to '123'. However, in this version, the 'Save' button at the bottom right is highlighted in green, while 'Modify' and 'Cancel' are grey.


3. Modify the items you want to change.
4. Click the **Save** button.

### 2.7.1.4 Child Reseller

The parent reseller set in the Basic Info tab creates a parent-child relationship, exposes a list of parent-child relationships in the form of a tree, and displays the basic info of the Reseller on the right when selecting a tree item on the left.

Basic InfoAdministratorAdditional InfoChild ResellerPermissionUseable Service PlanNotification History

Change History

 [Normal Reseller] 100021

Reseller ID100021

Reseller Company Name100021

Reseller Domainskyres

NationUnited Kingdom

LanguageEnglish

Auth. GroupReseller

Administrator NameAdminReseller

Administrator IDskyres@skyres

Administrator E-mailkjs@skycom.com

Demo Customer Limit2

Address

City

Postal Code

Phone Number

Before Changed

Note

**NOTE** Please refer to the item description on the Basic Info tab.

### 2.7.1.5 Permission

You can check the rights granted to the Reseller, and the rights and defaults are selected according to the items set in Default Permission in the Reseller Configuration menu.

The screenshot shows the 'Permission' tab in the Reseller Configuration menu. The tab is highlighted in blue. Below the tab, there is a list of permissions with radio buttons for 'Allow' and 'Not Allow'. The permissions are: Manage DDI (Allow selected), Manage Device (Not Allow selected), Approve Order (Not Allow selected), Manage Child Reseller (Allow selected), Approve Stop/Resume (Allow selected), Approve Change Service Plan (Allow selected), Approve Customer Close (Not Allow selected), and Number Porting Process (Not Allow selected). At the bottom right, there are three buttons: 'Modify' (blue), 'Cancel' (grey), and 'Save' (grey).

Item	Allow	Not Allow
Manage DDI	<input checked="" type="radio"/>	<input type="radio"/>
Manage Device	<input type="radio"/>	<input checked="" type="radio"/>
Approve Order	<input type="radio"/>	<input checked="" type="radio"/>
Manage Child Reseller	<input checked="" type="radio"/>	<input type="radio"/>
Approve Stop/Resume	<input checked="" type="radio"/>	<input type="radio"/>
Approve Change Service Plan	<input checked="" type="radio"/>	<input type="radio"/>
Approve Customer Close	<input type="radio"/>	<input checked="" type="radio"/>
Number Porting Process	<input type="radio"/>	<input checked="" type="radio"/>

#### View the state information in the item

Item	Description
Manage DDI	Authority to manage DDI
Manage Device	Authority to manage devices
Approve Order	The right to approve an order
Manage Child Reseller	Permission to manage child resellers
Approve Stop/Resume	Right to Approve Stop/Resume Order
Approve Change Service Plan	Right to Approve Change Service Plan Orderv
Approve Customer Close	Right to Approve Customer Close Order
Number Porting Process	Authority to Accept and Reject Number Porting Request

#### To modify the Permission Tab

1. If you want to change the item, select the item
2. Click the **Modify** button.

The screenshot shows the 'Permission' tab in the Reseller Configuration menu. The tab is highlighted in blue. Below the tab, there is a list of permissions with radio buttons for 'Allow' and 'Not Allow'. The permissions are: Manage DDI (Allow selected), Manage Device (Not Allow selected), Approve Order (Not Allow selected), Manage Child Reseller (Allow selected), Approve Stop/Resume (Allow selected), Approve Change Service Plan (Allow selected), Approve Customer Close (Not Allow selected), and Number Porting Process (Not Allow selected). At the bottom right, there are three buttons: 'Modify' (blue), 'Cancel' (grey), and 'Save' (green).

Item	Allow	Not Allow
Manage DDI	<input checked="" type="radio"/>	<input type="radio"/>
Manage Device	<input type="radio"/>	<input checked="" type="radio"/>
Approve Order	<input type="radio"/>	<input checked="" type="radio"/>
Manage Child Reseller	<input checked="" type="radio"/>	<input type="radio"/>
Approve Stop/Resume	<input checked="" type="radio"/>	<input type="radio"/>
Approve Change Service Plan	<input checked="" type="radio"/>	<input type="radio"/>
Approve Customer Close	<input type="radio"/>	<input checked="" type="radio"/>
Number Porting Process	<input type="radio"/>	<input checked="" type="radio"/>

3. Modify the items you want to change.
4. Click the **Save** button.

### 2.7.1.6 Service Plan

Reseller displays the list of service plans available in the order, and you can change the list available by registering a partner in the service plan management menu.

Basic InfoAdministratorAdditional InfoChild ResellerPermissionUseable Service PlanNotification History

Change History

Service Plan	Service Plan Type	Available period	Descriptions
<input type="text"/>	<input type="text"/>		<input type="text"/>
All Inclusive Service Plan	NORMAL	2019-07-03~9999-12-31	
Cloud 3.5 New Feature Service Plan1	NORMAL	2019-07-02~9999-12-31	
Standard Plan	NORMAL	2019-01-01~9999-12-31	
summer promotion		2019-06-20~2019-06-24	

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#### View the state information in the grid

Grid column name	Description
Service Plan	Reseller displays the available service plan names.
Service Plan Type	Displays the type of Servie Plan.
Available Period	Displays how long the service plan is available.
Description	The service plan may not have any details as an additional explanation.



### 2.7.1.7 Notification History

You can check the history of alarm occurrences from the past to the present related to the Reseller, and you can also search the date and content of the alarm.

Basic InfoAdministratorAdditional InfoChild ResellerPermissionUseable Service PlanNotification History

Change History

	Send Date	Status	Delivery method	Message Type	Message	Sender	Receiver	Result
1	2019-06-21 20:13:3	Send	Screen Message	Order Notification		Pragma	SP Admin	null
2	2019-06-21 20:13:3	Send	Screen Message	Order Notification		Pragma	SP Admin	null
3		Waiting	E-mail	Order Notification	Order Notification	Pragma	SP Admin	null
4		Waiting	E-mail	Order Notification	Order Notification	Pragma	SP Admin	null

<<<>>>

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Excel

#### View the state information in the grid

Grid column name	Description
Send Date	The alarm date and time is displayed.
Status	Displays the status of the alarm dispatch. <ul style="list-style-type: none"><li>• <b>Waiting</b>: Waiting for shipment</li><li>• <b>Sent</b>: Successful delivery</li><li>• <b>Fail</b>: Failed to send</li></ul>
Delivery Method	Displays the type of alarm delivery. <ul style="list-style-type: none"><li>• <b>E-mail</b>: Send to e-mail address</li><li>• <b>Screen Message</b>: Displayed on the screen message</li></ul>
Message Type	Displays the type of message content.
Message	Displays the content of the message.
Sender	Displays the name of the caller partner.
Receiver	Displays the name of the recipient partner.

### 2.7.1.8 Change History

Reseller's past change history can be inquired because data before and after the change is provided for items changed in Basic Info/Administrator/Additional Info/Permission for each Reseller.

Basic Info	Administrator	Additional Info	Child Reseller	Permission	Useable Service Plan	Notification History
Change History						
Changed Date	Target	Job Type	Changed Item	Before Changed	After Changed	Operator
2019-07-11 15:59:53	Permission	MODIFY	Manage DDI	Not Allow	Allow	SP Admin
2019-07-11 10:32:07	Permission	MODIFY	Approve Change Service	Not Allow	Allow	SP Admin
2019-06-20 11:36:22	Permission	MODIFY	Approve Stop/Resume	Not Allow	Allow	SP Admin
2019-06-19 16:26:43	Basic Info	ADD			Reseller Company Name	SP Admin
2019-06-19 16:26:43	Admin Info	ADD			Administrator Name	SP Admin
2019-06-19 16:26:43	Additional Info	ADD	VAT		123	SP Admin
2019-06-19 16:26:43	Permission	ADD	Manage DDI	Not Allow		SP Admin
2019-06-19 16:26:43	Permission	ADD	Manage Device	Not Allow		SP Admin
2019-06-19 16:26:43	Permission	ADD	Approve Order	Not Allow		SP Admin
2019-06-19 16:26:43	Permission	ADD	Manage Child Reseller	Allow		SP Admin
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Excel						

#### View the state information in the grid

Grid column name	Description
Changed Date	Displays the modification date and time of the data.
Target	Reseller Management displays the tab whose data was modified. <ul style="list-style-type: none"><li>▪ <b>Basic Info</b></li><li>▪ <b>Administrator</b></li><li>▪ <b>Additional Info</b></li><li>▪ <b>Permission</b></li></ul>
Type	Displays the type of change such as adding, modifying, and deleting.
Changed Item	Displays items with changed data.
Before Change	Data before the change is displayed.
After Change	Display data after change
Operator	Shows who changed the data.

## 2.7.2

## Reseller Status

Look up the list of child reseller, including yourself, as well as the resource details assigned to the reseller and additions to the reseller.

iPECS OMS

Datakom (Bumsoo Rim) Reseller

Service Environment

DDI Number

Device Management

Customers

Order Management

Reseller

Reseller Management

**Reseller Status**

Lifetime License

Lifetime License Order

Lifetime License Approval

Lifetime License Order Status

My Home Modify Existing Customer Order Final confirm Daily Call Usage Number Porting EMS Link >

### Reseller Status

	Reseller ID	Reseller Company Name	Reseller Type	Parent	Customer (EA)	Demo Customers (EA)	Package (EA)
1	100007	SKY Reseller	Normal Reseller	Pragma	0	0/10	
2	100010	Datakom	Normal Reseller	Pragma	3	2/500	47%
3	100016	5G	Normal Reseller	Pragma	0	1/5	
4	100018	5G_R1	Normal Reseller	5G	0	2/10	
5	100019	5g_r2	Normal Reseller	5G	0	0/1	
6	100021	100021	Normal Reseller	SKY Reseller	0	0/2	
7	100042	City VSP	VSP Reseller	Pragma	0	1/1	
8	100043	jung	Normal Reseller	Pragma	0	0/1	

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Excel

### View the state information in the grid

Grid column name	Description
Changed Date	Displays the modification date and time of the data.
Target	Reseller Management displays the tab whose data was modified. <ul style="list-style-type: none"> <li>Basic Info</li> <li>Administrator</li> <li>Additional Info</li> <li>Permission</li> </ul>
Type	Displays the type of change such as adding, modifying, and deleting.
Changed Item	Displays items with changed data.
Before Change	Data before the change is displayed.
After Change	Display data after change
Operator	Shows who changed the data.



### 2.7.3

## Lifetime License

The Lifetime license is managed by the reseller unit and is associated with User Package (User license).

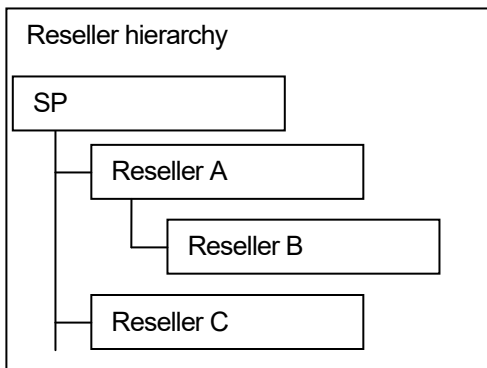
User In the case of settlement between vendor and SP, the user license is settled according to the number of user package. In the case of purchase of lifetime license for each reseller under SP, the amount of purchased lifetime license is excluded from user license settlement. □

Lifetime license You will be charged for the Lifetime maintenance license instead of being excluded from the license as much as the quantity.

### (Example) If Reseller A holds 100 Lifetime licenses,

```
. If the User package quantity of the reseller A customer is 90
    → User licensed to: 0
      Lifetime maintenance License: 90
. Reseller A has 120 user packages.
    → User licenses: 20
      Lifetime maintenance for: 100
```

Lifetime license aggregation is applied to the user license calculation by aggregating in the reseller unit, but the lifetime license amount is settled for the quantity approved by the SP.



When ordering a Lifetime License, in the partner structure shown on the left, B can be ordered to A and A to SP. When B orders A, A can only be assigned to B within the quantity he holds. Although B can be ordered to SP rather than A, the lifetime license quantity can only be allocated to B within the quantity owned by A.

### 2.7.3.1 Lifetime License Order

An SP or reseller provides a lifetime license assignment order to a parent partner.

The sub-partner of the login partner can view the current lifetime license status and user package status, and provides additional lifetime license order and order history inquiry function.

Lifetime licenses are optionally classified into basic and hybrid types and are managed separately.

SP/Reseller	SP/Reseller Type	Parent SP/Reseller	Lifetime Option	Total Lifetime License (EA)	Allocated to Child (EA)	Lifetime User (EA)	Non Lifetime User (EA)	Inactive Lifetime License (EA)	User License within Order Process (EA)
RE	Normal Reseller	SP Company	Lifetime	18	0	0	0	18	0
Child Reseller	Normal Reseller	RE	Lifetime	0	0	0	0	0	0

#### View the state information in the grid

Grid column name	Description
SP/Reseller	Displays the partner's name.
SP/Reseller Type	Displays the type of partner ordered.
Parent SP/Reseller	Shows the partner's parent partner.
Lifetime Option	Displays lifetime licenses in basic type and hybrid type. <ul style="list-style-type: none"><li>• <b>Lifetime:</b> basic type</li><li>• <b>Hybrid Lifetime:</b> It's a way for resellers to pay their lifetime licenses in installments for three or five years without paying them in a lump sum.</li></ul>
Total Lifetime License (EA)	Displays the total quantity held by the partner.
Allocated to Child (EA)	Displays the quantity assigned to sub-partners.
Lifetime User (EA)	Displays the number of users to whom the Lifetime license has been applied.
Non Lifetime User (EA)	Displays the number of users whose lifetime license has not been applied.
Inactive Lifetime License (EA)	Displays the number of unused licenses.
User License within Order Process (EA)	The number of licenses in progress is displayed.

### 2.7.3.1.1 Lifetime License Order

With the tab screen that provides the Lifetime License Order function, you can place an order by specifying the order quantity and application date.

The screenshot shows a web interface for placing a Lifetime License Order. It features two tabs: 'Lifetime License Order' and 'Order Request History'. The 'Lifetime License Order' tab is active. The form contains several input fields: 'SP/Reseller Company Name' with the value 'RE'; 'Request to' with a dropdown menu showing 'SP Company'; 'Lifetime Option' with a dropdown menu showing 'Lifetime'; 'Current-Total Lifetime License' with the value '10' and a blue '(EA)' label; 'Increase/Decrease Order' with the value '5' and a blue '(EA)' label; 'To be - Total Lifetime License' with the value '15'; 'Activation Date' with the value '2022-01-12' and a calendar icon; and a 'Comment' text area. At the bottom right, there are two buttons: 'Cancel' and 'Submit Order'.

#### View the state information in the list

Input box name	Description
SP/Reseller Company Name	The company name of the login partner applying for the order is automatically displayed and cannot be modified.
Regeust to	This is the area to select the target to approve the order.
Lifetime Option	Displays lifetime licenses in basic type and hybrid type. <ul style="list-style-type: none"><li>• <b>Lifetime</b>: basic type</li><li>• <b>Hybrid Lifetime</b>: It's a way for resellers to pay their lifetime licenses in installments for three or five years without paying them in a lump sum.</li></ul>
Current-Total Lifetime License	Displays the current lifetime license quantity for the selected partner in the grid.
Increase/Decrease Order	Enter the order increase/decrease quantity. To return, just add a minus sign in front of the number.
To be - Total Lifetime License	Displays the lifetime quantities changed by the quantity ordered.
Activation Date	Specify the date on which the Lifetime License applies.
Comment	Informational phrase or more description.

### 2.7.3.1.2 Order Request History

In the Lifetime License order grid, the order history requested by the selected partner is displayed. If there is no history requested, the order request history tab is not displayed.

Lifetime License Order

Order Request History

Order Date	Order Status	Request to	Lifetime Option	Act. Date	Approve Date	License Qty. before Order	Order Qty.	License Qty. after Order	Order Comment	
	<div></div>	<div></div>								
1	2022-01-12 13:17:29	Order Approved	SP Company	Lifetime	2022-01-12	2022-01-12 13:18:41	10	1	11	PO No : 12345
2	2022-01-12 13:16:51	Order Approved	SP Company	Lifetime	2022-01-12	2022-01-12 13:18:38	10	5	15	
3	2022-01-12 11:23:35	Order Approved	SP Company	Lifetime	2022-01-12	2022-01-12 11:24:34	0	10	10	

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If the selected partner in the grid has a request history, the **Order Request History** tab is activated and the history is displayed.

#### View the state information in the grid

Grid column name	Description
Order Date	Displays the order request date and time.
Order Status	Displays the progress of the order. <ul style="list-style-type: none"><li>• <b>Ordered:</b> Order request</li><li>• <b>Order Rejected:</b> Order rejection</li><li>• <b>Order Approved:</b> Order approval</li></ul>
Request to	Shows the partner who will order the order.
Lifetime Option	Displays lifetime licenses in basic type and hybrid type. <ul style="list-style-type: none"><li>• <b>Lifetime:</b> basic type</li><li>• <b>Hybrid Lifetime:</b> It's a way for resellers to pay their lifetime licenses in installments for three or five years without paying them in a lump sum.</li></ul>
Act. Date	The date reflecting the ordered Lifetime License is displayed.
Approve Date	Approved Displays the date and time.
License Qty. before Order	Displays the quantity of licenses before the order.
Order Qty.	Ordered license quantity is displayed.
License Qty. after Order	When the order is completed, the license quantity is displayed.
Order Comment	Displays the contents of the note created when the Order is requested.
Approval Comment	Displays the contents of the note created at the time the Order is Approve.
Approver	Displays the administrator name of the partner who applied the order.



### 2.7.3.1.3 Received Ordering History

The partner selected in the Lifetime License Order grid displays the order history requested, and if no history has been requested, the Received Ordering History tab does not appear.

Lifetime License Order   Order Request History   Received Ordering History									
	Order Date	Order Status	Order Reseller	Lifetime Option	Act. Date	Approve Date	License Qty. before Order	Order Qty.	License Qty. after Order
		<input type="text" value="v"/> x	<input type="text" value="x"/>						
1	2022-01-12 14:29:09	Ordered	Child Reseller	Lifetime	2022-01-12		0	1	1
2	2022-01-12 14:29:05	Ordered	Child Reseller	Lifetime	2022-01-12		0	10	10
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If the selected partner in the grid has a received history, the '**Received Ordering History**' tab is activated and the history is displayed.

#### View the state information in the grid

Grid column name	Description
Order Date	Displays the order request date and time.
Order Status	Displays the progress of the order. <ul style="list-style-type: none"><li>• <b>Ordered</b>: Order request</li><li>• <b>Order Rejected</b>: Order rejection</li><li>• <b>Order Approved</b>: Order approval</li></ul>
Order Reseller	Displays the partner who requested the order.
Lifetime Option	Displays lifetime licenses in basic type and hybrid type. <ul style="list-style-type: none"><li>• <b>Lifetime</b>: basic type</li><li>• <b>Hybrid Lifetime</b>: It's a way for resellers to pay their lifetime licenses in installments for three or five years without paying them in a lump sum.</li></ul>
Act. Date	The date reflecting the ordered Lifetime License is displayed.
Approve Date	Approved Displays the date and time.
License Qty. before Order	Displays the quantity of licenses before the order.
Order Qty.	Ordered license quantity is displayed.
License Qty. after Order	When the order is completed, the license quantity is displayed.
Order Comment	Displays the contents of the note created when the Order is requested.
Approval Comment	Displays the contents of the note created at the time the Order is Approve.
Approver	Displays the administrator name of the partner who applied the order.

### 2.7.3.2 Lifetime License Approval

View lifetime order history requested by child partners, including yourself, and provide approval or reject handling.

	Order Date	Order Reseller	Lifetime Option	Act. Date	License Qty. before Order	Order Qty. (EA)	License Qty. after Order	Order Comment
1	2022-01-12 14:29:05	Child Reseller	Lifetime	2022-01-12	0	10	10	
2	2022-01-12 14:29:09	Child Reseller	Lifetime	2022-01-12	0	1	1	
3	2022-01-12 14:29:15	Child Reseller	Hybrid Lifetime	2022-01-12	0	2	2	

#### View the state information in the grid

Grid column name	Description
Order Date	Displays the order request date and time.
Order Reseller	Displays the partner who requested the order.
Lifetime Option	Displays lifetime licenses in basic type and hybrid type. <ul style="list-style-type: none"><li>• <b>Lifetime:</b> basic type</li><li>• <b>Hybrid Lifetime:</b> It's a way for resellers to pay their lifetime licenses in installments for three or five years without paying them in a lump sum.</li></ul>
Act. Date	The date reflecting the ordered Lifetime License is displayed.
License Qty. before Order	Displays the quantity of licenses before the order.
Order Qty.	Ordered license quantity is displayed.
License Qty. after Order	When the order is completed, the license quantity is displayed.
Order Comment	Displays the contents of the note created when the Order is requested.
Order User	Displays the account name of the partner who requested the order.

#### To Approve or Reject a Lifetime License Order

1. Click the **Approve Comment** field to enter your comments.

Lifetime License Approval		Order Request History
Order Reseller	Child Reseller	
Request to	RE	
Lifetime Option	Lifetime	
Current - Total Lifetime License	0	
Increase/Decrease Order	10	
To be - Total Lifetime License	10	
Activation Date	2022-01-12	
Order Comment		
Approve Comment		
		<input type="button" value="Approve Order"/> <input type="button" value="Reject Order"/> <input type="button" value="Cancel"/>

In the text box enter information for based on the following.

Item	Description
Order Reseller	Displays the partner who requested the order.
Request to	Shows partners that have been asked to approve the order.
Lifetime Option	Displays lifetime licenses in basic type and hybrid type. <ul style="list-style-type: none"> <li>• <b>Lifetime:</b> basic type</li> <li>• <b>Hybrid Lifetime:</b> It's a way for resellers to pay their lifetime licenses in installments for three or five years without paying them in a lump sum.</li> </ul>
Current - Total Lifetime License	Displays the quantity of the current Lifetime License.
Increase/Decrease Order	Displays the increase/decrease order quantity.
To bo - Total Lifetime License	Displays the quantity of the Lifetime License upon order completion.
Activation Date	When the order is completed, the reflecting date of the order license is displayed.
Order Comment	Displays the description when ordering.
Approve Comment	Enter the reason for rejecting the order or further explanation.

2. Click each button to:

- approve the order, click **Approve** button.
- reject the order, click **Reject** button.
- exit without saving, click **Cancel** button.

### 2.7.3.3 Lifetime License Order Status

Provides the list of requested and requested orders to sub-resellers with login partners.

#### 2.7.3.3.1 Order Request List

A list of login partners requesting an order is displayed.

Order Date	Order Status	Order Reseller	Request to	Lifetime Option	Act. Date	Approve Date	License Qty. before Order	Order Qty.
2022-01-12 14:29:15	Ordered	Child Reseller	RE	Hybrid Lifetime	2022-01-12		0	2
2022-01-12 14:29:09	Ordered	Child Reseller	RE	Lifetime	2022-01-12		0	1
2022-01-12 14:29:05	Ordered	Child Reseller	RE	Lifetime	2022-01-12		0	10
2022-01-12 13:53:34	Ordered	RE	SP Company	Hybrid Lifetime	2022-01-12		0	10
2022-01-12 13:42:24	Ordered	RE	SP Company	Lifetime	2022-01-12		18	1
2022-01-12 13:42:19	Ordered	RE	SP Company	Lifetime	2022-01-12		18	2
2022-01-12 13:28:36	Order Approved	RE	SP Company	Lifetime	2022-01-12	2022-01-12 13:29:30	16	2
2022-01-12 13:17:29	Order Approved	RE	SP Company	Lifetime	2022-01-12	2022-01-12 13:18:41	10	1
2022-01-12 13:16:51	Order Approved	RE	SP Company	Lifetime	2022-01-12	2022-01-12 13:18:38	10	5
2022-01-12 11:23:35	Order Approved	RE	SP Company	Lifetime	2022-01-12	2022-01-12 11:24:34	0	10

#### View the state information in the grid

Grid column name	Description
Order Date	Displays the order request date and time.
Order Status	Displays the progress of the order. <ul style="list-style-type: none"><li>• <b>Ordered:</b> Order request</li><li>• <b>Order Rejected:</b> Order rejection</li><li>• <b>Order Approved:</b> Order approval</li></ul>
Order Reseller	Displays the partner who requested the order.
Request to	Displays the partner that has been ordered.
Lifetime Option	Displays lifetime licenses in basic type and hybrid type. <ul style="list-style-type: none"><li>• <b>Lifetime:</b> basic type</li><li>• <b>Hybrid Lifetime:</b> It's a way for resellers to pay their lifetime licenses in installments for three or five years without paying them in a lump sum.</li></ul>
Act. Date	The date reflecting the ordered Lifetime License is displayed.
Approve Date	Approved Displays the date and time.
License Qty. before Order	Displays the quantity of licenses before the order.
Order Qty.	Ordered license quantity is displayed.
License Qty. after Order	When the order is completed, the license quantity is displayed.
Order Comment	Displays the contents of the note created when the Order is

Grid column name	Description
	requested.
Approval Comment	Displays the contents of the note created at the time the Order is Approve.
Approver	Displays the administrator name of the partner who applied the order.

### 2.7.3.3.2 Received Ordering List

The list of orders requested by the login partner is displayed.

Order Request List		Received Ordering List						
Order Date	Order Status	Request to	Order Reseller	Lifetime Option	Act. Date	Approve Date	License Qty. before Order	Order Qty.
1	2022-01-12 14:29:15	Ordered	RE	Child Reseller	Hybrid Lifetime	2022-01-12	0	2
2	2022-01-12 14:29:09	Ordered	RE	Child Reseller	Lifetime	2022-01-12	0	1
3	2022-01-12 14:29:05	Ordered	RE	Child Reseller	Lifetime	2022-01-12	0	10

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Excel

#### View the state information in the grid

Grid column name	Description
Order Date	Displays the order request date and time.
Order Status	Displays the progress of the order. <ul style="list-style-type: none"><li>• <b>Ordered:</b> Order request</li><li>• <b>Order Rejected:</b> Order rejection</li><li>• <b>Order Approved:</b> Order approval</li></ul>
Request to	Displays the partner that has been ordered.
Order Reseller	Displays the partner who requested the order.
Lifetime Option	Displays lifetime licenses in basic type and hybrid type. <ul style="list-style-type: none"><li>• <b>Lifetime:</b> basic type</li><li>• <b>Hybrid Lifetime:</b> It's a way for resellers to pay their lifetime licenses in installments for three or five years without paying them in a lump sum.</li></ul>
Act. Date	The date reflecting the ordered Lifetime License is displayed.
Approve Date	Approved Displays the date and time.
License Qty. before Order	Displays the quantity of licenses before the order.
Order Qty.	Ordered license quantity is displayed.
License Qty. after Order	When the order is completed, the license quantity is displayed.
Order Comment	Displays the contents of the note created when the Order is requested.
Approval Comment	Displays the contents of the note created at the time the Order is Approve.
Approver	Displays the administrator name of the partner who applied the order.

### 2.7.3.4 Lifetime License Status

Based on the login partner, the sub-partner's lifetime license own status is inquired, it selects the partner of an inquiry result and provides the order history inquiry function of the partner.

iPECS OMS 2022-01-12 15:35:49 RE (Admin) Reseller EMS Link >

My Home +

Lifetime License Status

- Lifetime Option ☒ Lifetime ☐ Hybrid Lifetime Search

SP/Reseller	SP/Reseller Type	Parent SP/Reseller	Lifetime Option	Total Lifetime License (EA)	Allocated to Child (EA)	Lifetime User (EA)	Non Lifetime User (EA)	Inactive Lifetime License (EA)	User Order
RE	Normal Reseller	SP Company	Lifetime	18	10	0	0	8	
Child Reseller	Normal Reseller	RE	Lifetime	10	0	0	0	10	
<b>Total</b>				<b>18</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>18</b>	

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#### View the state information in the grid

Grid column name	Description
SP/Reseller	Displays the name of the partner who has a Lifetime License.
SP/Reseller Type	This column shows the target SP's or reseller's type.
Parent SP/Reseller	This column shows the target reseller's parent SP or reseller.
Lifetime Option	Displays lifetime licenses in basic type and hybrid type. <ul style="list-style-type: none"> <li>• <b>Lifetime</b>: basic type</li> <li>• <b>Hybrid Lifetime</b>: It's a way for resellers to pay their lifetime licenses in installments for three or five years without paying them in a lump sum.</li> </ul>
Total Lifetime License (EA)	This column shows the target SP's or reseller's total lifetime license quantity.
Allocated to Child (EA)	This column shows the target SP's or reseller's lifetime license what is allocated to sub-partner.
Lifetime User (EA)	Displays the number of users to whom the Lifetime license has been applied.
Non Lifetime User (EA)	Displays the number of users whose lifetime license has not been applied.
Inactive Lifetime License (EA)	Displays the number of unused licenses.
User License within Order Process (EA)	The number of licenses in progress is displayed.

### 2.7.3.4.1 Order Request List

In the Lifetime License Status grid, the selected partner displays the requested or requested Order information.

1. Click grid item to open the order request list.
2. The **Order Request History** tab displays the history.

	Order Date	Order Status	Request to	Lifetime Option	Act. Date	Approve Date	License Qty. before Order	Order Qty.	License Qty. after Order	Ord
1	2022-01-12 13:42:24	Ordered	SP Company	Lifetime	2022-01-12		18	1	19	
2	2022-01-12 13:42:19	Ordered	SP Company	Lifetime	2022-01-12		18	2	20	
3	2022-01-12 13:28:36	Order Approved	SP Company	Lifetime	2022-01-12	2022-01-12 13:29:30	16	2	18	
4	2022-01-12 13:17:29	Order Approved	SP Company	Lifetime	2022-01-12	2022-01-12 13:18:41	10	1	11	PO
5	2022-01-12 13:16:51	Order Approved	SP Company	Lifetime	2022-01-12	2022-01-12 13:18:38	10	5	15	
6	2022-01-12 11:23:35	Order Approved	SP Company	Lifetime	2022-01-12	2022-01-12 11:24:34	0	10	10	

- The **Order Request History** tab can activate when the selected partner has a request history in the grid.
- If the order request list data does not exist, the tab cannot be displayed.

#### View the state information in the grid

Grid column name	Description
Order Date	Displays the order request date and time.
Order Status	Displays the progress of the order. <ul style="list-style-type: none"><li>• <b>Ordered</b>: Order request</li><li>• <b>Order Rejected</b>: Order rejection</li><li>• <b>Order Approved</b>: Order approval</li></ul>
Request to	Displays the partner that has been ordered.
Lifetime Option	Displays lifetime licenses in basic type and hybrid type. <ul style="list-style-type: none"><li>• <b>Lifetime</b>: basic type</li><li>• <b>Hybrid Lifetime</b>: It's a way for resellers to pay their lifetime licenses in installments for three or five years without paying them in a lump sum.</li></ul>
Act. Date	The date reflecting the ordered Lifetime License is displayed.
Approve Date	Approved Displays the date and time.
License Qty. before Order	Displays the quantity of licenses before the order.v
Order Qty.	Ordered license quantity is displayed.
License Qty. after Order	When the order is completed, the license quantity is displayed.
Order Comment	Displays the contents of the note created when the Order is requested.
Approval Comment	Displays the contents of the note created at the time the Order is Approve.
Approver	Displays the administrator name of the partner who applied the order.



### 2.7.3.4.2 Received Ordering List

In the Lifetime License Status grid, the order history requested by the selected partner is

1. Click grid item to open the received ordering list.
2. The **Received Ordering List** tab displays the history.

Order Request List

Received Ordering List

	Order Date ▾	Order Status	Order Reseller	Lifetime Option	Act. Date	Approve Date	License Qty. before Order	Order Qty.	License Qty. after Order
		<div><div>▾</div><div>×</div></div>	<div><div>▭</div><div>×</div></div>						
1	2022-01-12 14:29:09	Ordered	Child Reseller	Lifetime	2022-01-12		0	1	1
2	2022-01-12 14:29:05	Order Approved	Child Reseller	Lifetime	2022-01-12	2022-01-12 15:34:59	0	10	10

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10 ▾

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Excel

- The **Received Ordering List** tab can activate when the selected partner has a request history in the grid.
- If the received ordering list data does not exist, the tab cannot be displayed.

#### View the state information in the grid

Grid column name	Description
Order Date	Displays the order request date and time.
Order Status	Displays the progress of the order. <ul style="list-style-type: none"><li>• <b>Ordered</b>: Order request</li><li>• <b>Order Rejected</b>: Order rejection</li><li>• <b>Order Approved</b>: Order approval</li></ul>
Order Reseller	Displays the partner who requested the order.
Lifetime Option	Displays lifetime licenses in basic type and hybrid type. <ul style="list-style-type: none"><li>• <b>Lifetime</b>: basic type</li><li>• <b>Hybrid Lifetime</b>: It's a way for resellers to pay their lifetime licenses in installments for three or five years without paying them in a lump sum.</li></ul>
Act. Date	The date reflecting the ordered Lifetime License is displayed.
Approve Date	Approved Displays the date and time.
License Qty. before Order	Displays the quantity of licenses before the order.
Order Qty.	Ordered license quantity is displayed.
License Qty. after Order	When the order is completed, the license quantity is displayed.
Order Comment	Displays the contents of the note created when the Order is requested.
Approval Comment	Displays the contents of the note created at the time the Order is Approve.
Approver	Displays the administrator name of the partner who applied the order.

# Call Status

This section looks up call usage and the status of Call Fraud.

## Daily Call Usage

This menu provides daily call volume statistics and shows the data based on login partner the aggregate of the call usage of the child partner's customers.

If only one of option is checked, the subtotal is not displayed.

iPECS OMS		SKY Reseller (rss) Reseller	
Service Environment	My Home	Order Final confirm	EMS Link >
DDI Number	Daily Call Usage		
Device Management	Period 2019-07-01 ~ 2019-07-10 Option All Extension Calls Trunk Calls Search		
Customers			
Order Management			
Reseller			
Call Status			
Daily Call Usage			
Hourly Call Usage			
Call Fraud Status			
System Log			
Menu			
My Home Setting			
My Information			

Call Date	Call type	Incoming					Total Calls
		Total Calls	Success Calls	Success(%)	Durations	Average Durations	
2019-07-01	Extension Call	149	149	100.0%	00:31:46	00:00:12	150
	Total	149	149	100.0%	00:31:46	00:00:12	150
2019-07-02	Extension Call	96	95	99.0%	00:20:41	00:00:13	96
	Total	96	95	99.0%	00:20:41	00:00:13	96
2019-07-03	Extension Call	89	72	80.9%	00:25:30	00:00:21	89
	Total	89	72	80.9%	00:25:30	00:00:21	89
2019-07-04	Extension Call	38	27	71.1%	00:17:07	00:00:38	39
	Total	38	27	71.1%	00:17:07	00:00:38	39
2019-07-05	Extension Call	4	2	50.0%	00:01:20	00:00:40	4
	Total	4	2	50.0%	00:01:20	00:00:40	4

### View the state information in the grid

Grid column name		Description
Call Date		Data is aggregated and displayed based on that date.
Call type		Displays the type of call. <ul style="list-style-type: none"><li>• <b>Extension Call</b>: An extension call between the extension</li><li>• <b>Trunk Call</b>: a phone call with an extension and an outside line</li></ul>
Incoming/ Outgoing	Total Calls	Displays the total number of calls for that date.
	Success Calls	Displays the number of calls that were associated with the other party on that date.
	Success (%)	Displays the percentage of calls associated with the other party to the total number of calls made on that day.
	Durations	This column shows the call durations for this type of date.
	Average Durations	This column shows the average of the call durations for this type of date.

## 2.8.2 Hourly Call Usage

This menu provides call volume by call time by period statistics status. Based on login partner the aggregate statistics of the call usage of the sub-partner's customers. You can aggregate the call history of the desired time zone is counted within a specific period.

If only one of option is checked, the subtotal is not displayed. According to suboption displays a different view. (Summary, Per Daily)

### 2.8.2.1 Summary

The Summary view gives the number of calls by the hour of the period.

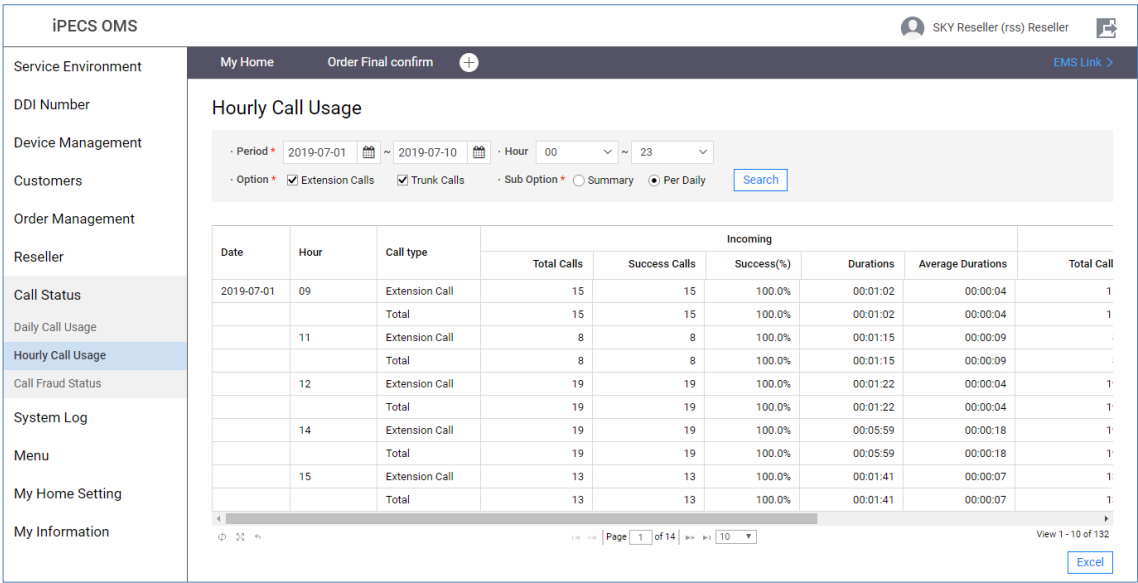
Hour	Call type	Total Calls	Success Calls	Success(%)	Durations	Average Durations	Total Calls
00	Extension Call	0	0	0.0%	00:00:00	00:00:00	2
	Total	0	0	0.0%	00:00:00	00:00:00	2
02	Extension Call	1	1	100.0%	00:01:17	00:01:17	1
	Total	1	1	100.0%	00:01:17	00:01:17	1
03	Extension Call	4	4	100.0%	01:03:02	00:15:45	4
	Total	4	4	100.0%	01:03:02	00:15:45	4
05	Extension Call	13	11	84.6%	00:08:50	00:00:48	21
	Trunk Call	1	1	100.0%	00:00:02	00:00:02	1
	Total	14	12	85.7%	00:08:52	00:00:50	22
06	Extension Call	23	22	95.7%	00:15:04	00:00:41	23

### View the state information in the grid

Grid column name		Description
Hour		Data is aggregated and displayed based on that hour.
Call type		Displays the type of call. <ul style="list-style-type: none"><li>• <b>Extension Call:</b> An extension call between the extension</li><li>• <b>Trunk Call:</b> a phone call with an extension and an outside line</li></ul>
Incoming/ Outgoing	Total Calls	Displays the total number of calls for that hour.
	Success Calls	Displays the number of calls that were associated with the other party on that hour.
	Success (%)	Displays the percentage of calls associated with the other party to the total number of calls made on that hour.
	Durations	This column shows the call durations for this type of date.
	Average Durations	This column shows the average of the call durations for this type of date.

### 2.8.2.2 Per Daily

The Per Daily view gives the number of calls per day by the hour for that period.



#### View the state information in the grid

Grid column name		Description
Date		Data is aggregated and displayed based on that date.
Hour		Data is aggregated and displayed based on that hour.
Call type		Displays the type of call. <ul style="list-style-type: none"><li>• <b>Extension Call:</b> An extension call between the extension</li><li>• <b>Trunk Call:</b> a phone call with an extension and an outside line</li></ul>
Incoming/ Outgoing	Total Calls	Displays the total number of calls for that date and hour.
	Success Calls	Displays the number of calls that were associated with the other party on that date and hour.
	Success (%)	Displays the percentage of calls associated with the other party to the total number of calls made on that date and hour.
	Durations	Displays the total call time for that date and hour.
	Average Durations	Displays the average call time for that date and hour.

## 2.8.3

# Call Fraud Status

In real time, it compares the amount of call amount aggregation and Fraud setting amount in real time, checks the excess amount of generated Fraud setting amount, and unblocks the extension in blocking state if necessary. Also, it is possible to unblock an extension in a blocking state. Unblocking processing is available only to the reseller to whom the customer belongs.

	Fraud Day	Reseller	Customer Name	Extension	Extension Name	Site Name	User State	Fraud
1	2019-06-26 11:45:18	Reseller_Kwak	Kwak	1005	Mino	SiteA	Blocking	
2	2019-06-26 11:45:18	Reseller_Kwak	Kwak	1004	Manon	SiteA	Unblocking	
3	2019-06-24 17:32:18	Reseller_Kwak	Kwak	1004	Manon	SiteA	Unblocking	
4	2019-06-24 17:32:18	Reseller_Kwak	Kwak	1005	Mino	SiteA	Blocking	

## To unblock Extensions

1. Click the **Unblock** button and the Unblock popup appears.
2. Click the **Unblock Comment** field to enter your comments.

- Writing a reason for unblocking in the text field.
3. If you click the **Save** button, the blocked call will be released and the call will be possible.
  4. To exit without saving, click the **Cancel** button.

## 2.9

## System Log

This section describes the functions related to the system log so that the event log generated by the OMS service can be easily viewed on the screen by the service administrator, and the action or system administrator can be queried as needed. The system event log provided to Reseller is Login History, Notification History, etc.

## 2.9.1

### Login History

This screen provides the function to search the login history of the corresponding Reseller and child Reseller users. If you have any inquiries regarding login failure of Reseller users, you can check briefly on this screen.

1. To check the login history, enter the search start date and time and the search end date and time, then click the Search button. The search period is set to same-day search by default.

2. Enter information based on the following.

Item	Description
Date	Displays the date and time of the log-in request.
State	<p>The login history is displayed as follows.</p> <ul style="list-style-type: none"> <li>• <b>Login:</b> Login success history.</li> <li>• <b>Logout:</b> Logout history.</li> <li>• <b>Login Fail:</b> Login failure history.</li> <li>• <b>Redirect Login Success:</b> Login success history through EMS Link or Account Information via Email.</li> <li>• <b>Redirect Login Fail:</b> Login failure history through EMS Link or Account Information via Email.</li> </ul>
Retry Count	The number of attempts to log in with the same login ID. It accumulates when a login request fails within 5 minutes, and if it

Item	Description
	fails more than 5 times, it blocks the login request of the corresponding login ID for 5 minutes.
Reseller	Displays the company name of the Reseller user who requested login.
Login ID	Displays the login ID of the user who requested the login.
Login Name	The user name of the user who requested the login is displayed.
System Role	Displays the system roles of users within the OMS service. User's system authority is divided into Reseller.
Auth. Role	Displays user-defined menu permission groups, including VSP Reseller, and Reseller, which are user's menu permission groups provided by OMS. For the description of the menu authority group. Refer to Section 2.10.1 Menu Auth Setting.
Login IP	Displays the client IP address included in the browser header of the user who requested the login.

## 2.9.2

# Menu Access History

In this screen, in case of Reseller, it provides the function to search the history of accessing the menu of the Reseller and sub Reseller users.

The screenshot shows the 'Menu Access History' screen in the iPECS OMS. The top bar includes the iPECS OMS logo, a 'My Home' button, the date and time (14 Feb. 2020 16:11:32), the user name (SG (James Lee) Reseller), and an 'EMS Link' button. The sidebar on the left lists various navigation options, with 'Menu Access History' currently selected. The main content area features a search bar with fields for 'Try Date/Time' (14 Feb. 2020), a time selector (00:00), and a 'Search' button. Below the search bar is a table with columns: Date, Reseller, Account ID, Account Name, System Role, Auth. Role, Menu Name, and Client IP. The table contains 10 rows of data, all for the date 14 Feb. 2020, showing various menu access events for the user James Lee. At the bottom of the table, there is a pagination control showing 'Page 1 of 3' and an 'Excel' button.

1. Enter the search start date and time and search end date and time to check the menu access history, and click the **Search** button. The search period is set to same-day search by default.

This screenshot shows a close-up of the search bar. It includes a 'Try Date/Time' field with a calendar icon, a time selector set to 00:00, and a 'Search' button. The date is set to 15 Jun. 2020.

2. Enter information based on the following.

Item	Description
Date	Displays the date and time of the history requesting access to the menu.
Reseller	Displays the company name of the Reseller user who requested the menu access.
Account ID	The login ID of the user who requested the menu access is displayed.
Account Name	The user name of the user who requested the menu access is displayed.
System Role	Displays the system roles of users within the OMS service. User's system authority is divided into Reseller.
Auth. Role	Displays user-defined menu permission groups, including VSP Reseller, and Reseller, which are user's menu permission groups provided by OMS. For the description of the menu authority group. Refer to Section 2.10.1 Menu Auth Setting.
Menu Name	The menu name of the menu requested by the user is displayed.
Client IP	Displays the client IP address included in the browser header of the user requesting access to the menu.



### 2.9.3

## Excel download History

This screen provides the ability to search the Excel download history for resellers and sub-reseller users. If you have any inquiries regarding reseller users' Excel download capabilities, you can simply check on this screen.

1. To check the download history of Excel, enter the search start date and time and the search end date and time, then click the **Search** button. The search period is set to same-day search by default.

2. Enter information based on the following.

Item	Description
Date	Displays the date and time of the history of requesting Excel download.
Reseller	Displays the company name of the SP or Reseller user who requested Excel download.
Account ID	The login ID of the user who requested the download of Excel is displayed.
Account Name	Displays the user name of the user who requested Excel download.
System Role	Displays the system roles of users within the OMS service. User's system authority is divided into Reseller.
Auth. Role	Displays user-defined menu permission groups, including VSP Reseller, and Reseller, which are user's menu permission groups provided by OMS. For the description of the menu authority group. Refer to Section 2.10.1Menu Auth Setting.
Menu Name	The menu name of the menu requested by the user is displayed.
Downloaded Rows	Displays the number of rows included in the downloaded Excel document. If there is no search result on the screen, it is displayed as 0.
Client IP	Displays the client IP address included in the browser header of the user who requested the Excel download.
Execution Time(sec.)	Displays the time taken from when the download of Excel is requested to when the download is completed.

## 2.9.4

# Notification History

This menu provides to view the notification history for that period.

iPECS OMS

SKY Reseller (rss) Reseller

My Home

Order Final confirm

+

EMS Link >

Service Environment

DDI Number

Device Management

Customers

Order Management

Reseller

Call Status

System Log

Login History

Menu Access History

Excel download History

Notification History

Notification History

Delivery Date

2019-07-11

~

2019-07-11

Search

	Delivery Date	SP/Reseller	Receiver	Status	Delivery Method	Message Type	Message
1	2019-07-11 14:10:16	Pragma	SP Admin	Send	Screen Message	Order Notification	You got a message of order. [201
2	2019-07-11 13:52:09	Pragma		Send	E-mail	Order Notification	Order Notification [sky2]-Change
3	2019-07-11 10:51:20	Pragma	SP Admin	Send	Screen Message	Order Notification	You got a message of order. [201
4	2019-07-11 10:34:01	Pragma		Send	E-mail	Order Notification	Order Notification [skycm3]-Ser
5	2019-07-11 10:32:52	Pragma	SP Admin	Send	Screen Message	Order Notification	You got a message of order. [201
6	2019-07-11 10:31:08	Pragma		Send	E-mail	Order Notification	Order Notification [skycm3]-Ser

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View 1 - 6 of 6

Excel

## View the state information in the grid

Grid column name	Description
Delivery Date	Displays the date and time when the alarm occurred.
SP/Reseller	Displays the partner's Company Name.
Receiver	Displays the recipient who received the alarm.
Status	Displays the status of the alarm. <ul style="list-style-type: none"> <li>• <b>Waiting:</b> Waiting for shipment</li> <li>• <b>Sent:</b> Successful delivery</li> <li>• <b>Fail:</b> Failed to send</li> </ul>
Delivery method	Displays how to send the alarm. <ul style="list-style-type: none"> <li>• <b>Screen Message:</b> Displayed as a message on the screen</li> <li>• <b>E-mail:</b> Send email</li> </ul>
Message Type	Displays the type of alarm message.
Message	Displays the content of the alarm message.
Sender	Displays the partner that triggered the alarm.
Customer No	In case of alarm related to Customer, No of Customer is displayed.
Customer Name	Displays the name corresponding to Customer No.

## 2.10

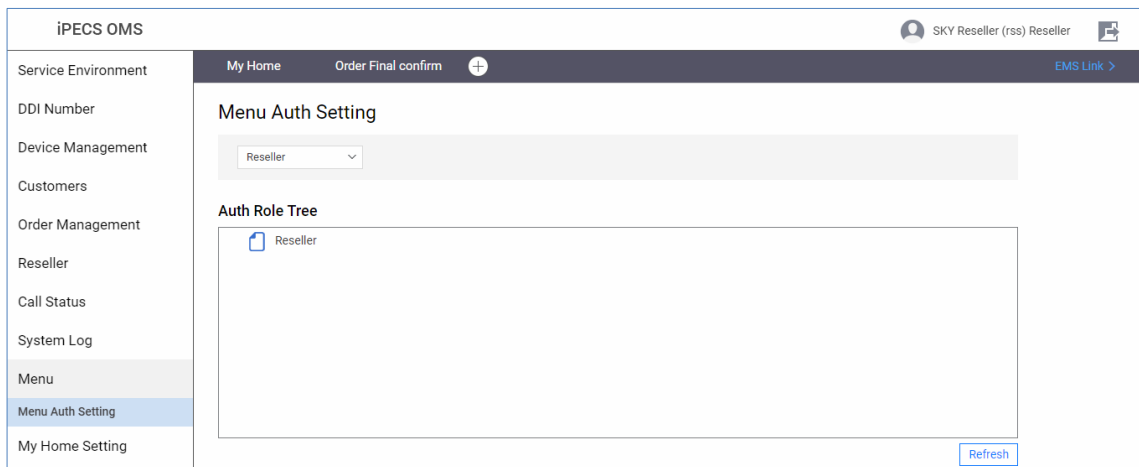
# Menu

This section describes the functions that Reseller provides to Reseller from OMS, and the menu authority groups defined by the user, to control which menu access is allowed. By default, the menu permission group defined in the menu settings and system does not need to be changed by the user after initial installation.

### 2.10.1

## Menu Auth Setting

This menu provides menu display function by auth group for reseller. You can add or delete auth role node and configure this auth menu, and inquiring auth member. You can't change menu auth group what yours and system default and login user not created. If you click these nodes, it shows disabled Save button.

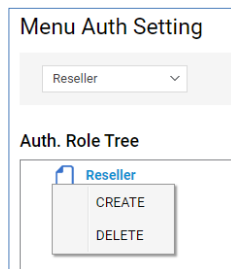


#### 2.10.1.1

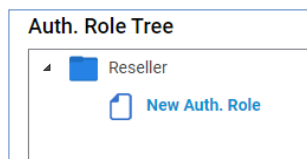
### Auth. Role CREATE/DELETE

This section explains how to add and delete the Auth Role.

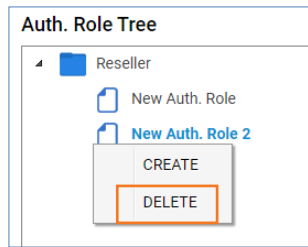
1. After selecting the Reseller, right-click and click the **CREATE** menu.



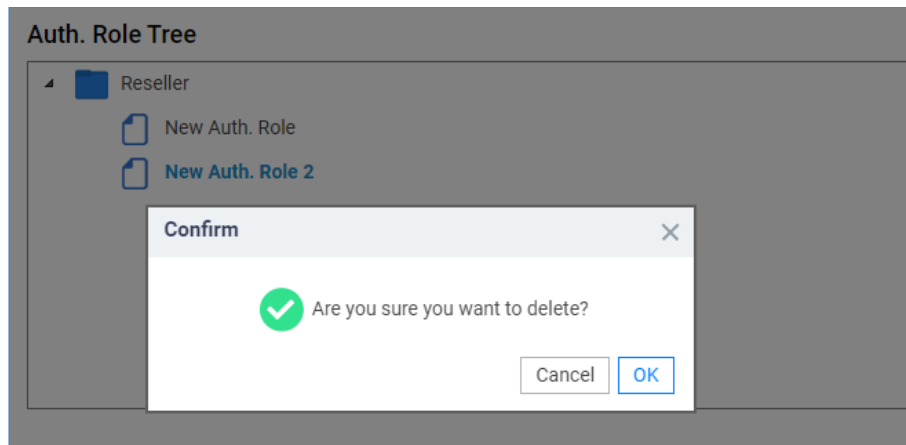
2. Then, A new Auth Role called "New Auth. Role" is added as shown below.



3. If you want to delete, select "New Auth. Role 2" to delete and click the **right** button. Then click the **DELETE** menu.



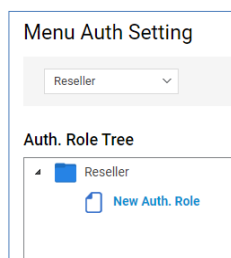
4. A pop-up confirms whether or not to delete. Click the **OK** button to delete.



### 2.10.1.2 Auth. Role Edit

This section explains how to modify the Auth Role information.

1. Select the newly created "New Auth. Role" in the previous section.



- System defined Reseller Auth Role cannot be modified by the Reseller.
  - However, the Auth Role provided to the Reseller or VSP Reseller, and the Auth Role defined by the Reseller or sub-reseller can be modified by the administrator belonging to the Reseller.
2. Select the **Auth Role** tab at the bottom of the screen.

Auth. Role
Auth. Menu
Auth. Role Member

Auth. Role Name \*
0 ~ 30byte

Auth. Role English \*
0 ~ 30byte

Auth. Role Italian \*
0 ~ 30byte

Auth. Role German \*
0 ~ 30byte

Auth. Role Thai \*
0 ~ 30byte

Parent Auth. Role

Sort Key \*

System Role

System Yn

Owner Company

Save

## View the state information in the list

Item	Description
Auth Role Name	These columns are displaying auth role name in OMS Web portal. You can set the value for each language.
Parent Auth Role	The parent the Auth Role of the Auth Role is displayed.
Sort Key	This column shows the sort order.
System Role	It is the user's role defined in the system and is divided into Vendor, SP, Reseller, and Supplier. Reseller are mainly displayed on the Reseller screen.
System Yn	Auth defined and used by the system. Whether it is Role. If this value is TRUE, the user cannot modify it.
Owner Company	For user-defined Auth Role, the company name of the user who created the authority is displayed.

- Enter the multilingual name and display order of the Auth Role.
- Click the **Save** button to save.

### 2.10.1.3 Auth. Menu Edit

This section explains how to modify the Auth Menu information.

- Select "New Auth. Role" Role from the screen. In the case of Auth Role named **Reseller** or **VSP Reseller** defined by the system, the Reseller cannot modify the menu authority.

Menu Auth Setting

Auth. Role Tree

☒ Reseller
☐ New Auth. Role

2. Select the Auth Menu tab at the bottom of the screen. The screen displays a tree list of menu privileges the user has. Click the checkbox in the menu list to select or deselect it.

The screenshot shows the 'Auth. Menu' tab selected. It displays a tree list of menu privileges. The 'Menu Name' column lists the following items with their corresponding checkboxes:

- ☒ SP / Reseller
  - ☒ Service Environment
    - ☒ Reseller Portal Logo
  - ☒ DDI Number
    - ☒ Number Status
    - ☒ Number Porting
  - ☒ Device Management

At the bottom right, there are 'Refresh' and 'Save' buttons.

3. Click the **Save** button to save.

#### 2.10.1.4 Auth. Role Member inquiry

This section describes the screen to query the Auth Role Member.

1. Select the Auth Role Member tab as shown in the screen below.

The screenshot shows the 'Auth. Role Member' tab selected. It displays search criteria for querying members:

Company ID	Company Name	Account ID	Account Name
1	100007	Reseller K	kjs@re.com
			K_Test

At the bottom, there is a pagination bar showing 'Page 1 of 1' and a 'View 1 - 1 of 1' indicator.

2. You can query the members that belong to that auth group.
3. Refer to the Administrator screen in Section 2.12.1.2 Administrator for how to select the member's authority.

The screenshot shows the 'My Information' screen with the 'Administrator' tab selected. It displays the following information:

Company Name: Reseller K  
 Customer (EA): 4  
 Demo Customer (EA): 0 / 1

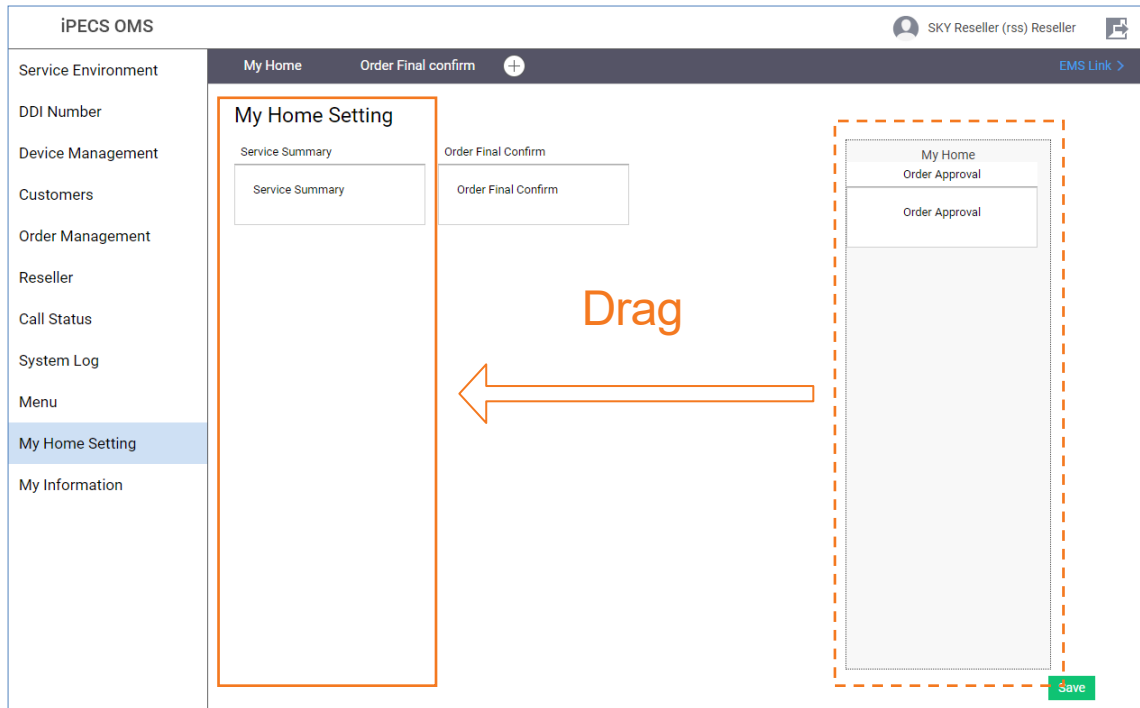
The 'Administrator' tab is active, showing the following details:

Administrator Name	Administrator E-mail	Chief Admin	Auth. Group	Language	Password
K_Test	kjs@re.com	<input checked="" type="checkbox"/>	Reseller	English	*****
Test Account		<input type="checkbox"/>	New Auth. Role	English	

At the bottom, there is a pagination bar showing 'Page 1 of 1' and a 'View 1 - 2 of 2' indicator. There are also buttons for 'Send Login Information via E-Mail', 'Modify', 'Cancel', and 'Save'.

## My Home Setting

This section describes how to configure My Home, to display below click "**My Home Setting**".



Item	Description
Service summary	Display overall information of Service Provider
Order Approval	Display information on recently approved orders
Order Final Confirm	Display recent finally confirmed orders

### To modify the My Home

1. Click items to set as My Home in Unused item area on the right.
2. Move them to drag to the left area.
3. Click the **Save** button.

## 2.11.1 My Home Items

This section describes items that can be displayed on My Home.

### 2.11.1.1 Service Summary

This portlet provide overall information of Service Provider.

Service Summary		
Customers	In-Service	18 / 41
Demo Customers		0 / 0
User Package	Assigned	12662 / 19554
Direct Dial No.	Assigned	10433 / 13981
Device	Assigned	11023 / 15320


#### View the state information in the list

Item	Description
Customers	<b>Left:</b> Shows the number of customers opened by sub-partners excluding Demo. <b>Right:</b> Displays the total number of customers excluding demos of sub-partners.
Demo Customers	<b>Left:</b> Displays the number of Demo Customers opened by sub-partners. <b>Right:</b> Displays the total number of Demo Customers of sub-partners.
User Package	<b>Left:</b> Displays the usage quantity of User Package contracted with sub-partners. <b>Right:</b> Displays the assigned quantity of User Package contracted with sub-partners.
Direct Dial No.	<b>Left:</b> Displays the number of dial numbers contracted with sub-partners. <b>Right:</b> Displays the assigned number of dial numbers contracted with sub-partners.
Device	<b>Left:</b> Displays the quantity of devices that have been contracted with lower partners. <b>Right:</b> Displays the allocated quantity of devices contracted with sub-partners



### 2.11.1.2 Order Approval

This portlet provide a list of order approval requests.


Order Approval		
		More 
Reseller	Customer	Order Date
re	yj1	2020-03-11 13:45:09

#### View the state information in the list

Item	Description
Reseller	Displays the partner information that requested the order.
Customers	Displays the customer name to which the partner requested Order will apply.
Order Date	Displays the date and time when the Order was requested.

### 2.11.1.3 Order Final Confirm

This portlet provide a list of order final confirm requests.

Order Final Confirm	
More 	
Customer	SP Approve Date
cust003@email.com	10.Jul.2020 14:53:54

#### View the state information in the list

Item	Description
Customers	Displays the customer name to which the partner requested Order will apply.
SP Approve Date	Displays the date and time when the SP approved the order.

# My Information

Provides the login account and information of the partner to which the login account belongs, and the ID, name, email, and password of the logged-in account can be changed.

iPECS OMS

SKY Reseller (rss) Reseller

Service Environment

DDI Number

Device Management

Customers

Order Management

Reseller

Call Status

Daily Call Usage

Hourly Call Usage

Call Fraud Status

System Log

Menu

My Home Setting

My Information

My Home

Order Final confirm

EMS Link >

My Information

Company Name

SKY Reseller

Customer (EA)

15

Demo Customer (EA)

0 / 0

My Account

Basic Info

Administrator

Additional Info

Child Reseller

Useable Service Plan

Notification History

Change History

ID \*

rsa@sky.com

Name \*

rss

MAX 40 Character

Email \*

rsa@sky.com

Password \*

At least 8 characters, Max 15 characters.

Notification

Notification Type	Screen Notification Allow	Email Notification Allow	Sub Email Address
Fraud Call Blocking	<input type="checkbox"/>	<input type="checkbox"/>	
Lifetime Order Notification	<input type="checkbox"/>	<input type="checkbox"/>	
Order Notification	<input type="checkbox"/>	<input type="checkbox"/>	
Settlement Notification	<input type="checkbox"/>	<input type="checkbox"/>	
Expired trial period Notification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Modify

Cancel

Save

## View the state information in the list

Item	Description
Company Name	Displays the partner's Company Name.
Customer (EA)	The number of Demo Customers is subtracted from the number of Customers belonging to the child resellers. The number of customers canceled or canceled at the Order stage is also excluded.
Demo Customer (EA)	<b>Left:</b> Displays the number of demo customers belonging to the sub-reseller. The number of customers canceled or canceled at the Order stage is also excluded. <b>Right:</b> Displays the maximum number of Demo Customers that a login partner can have.
Total Demo Customer Limit	<b>Left:</b> Displays the total limit of Demo Customers that lower resellers can have. <b>Right:</b> Displays the limit number of Demo Customers that a login partner can have.

2.12.1 **My Account**

This is a screen for changing account information and setting alarms.

My Account

Basic InfoAdministratorAdditional InfoChild ResellerUseable Service PlanNotification HistoryChange History

ID \*

rss@sky.com

Name \*

rss

MAX 40 Character.

Email \*

rss@sky.com

Password \*

At least 8 characters, Max 15 characters.

Confirm Password

Notification

Notification Type	Screen Notification Allow	Email Notification Allow	Sub Email Address
Fraud Call Blocking	<input type="checkbox"/>	<input type="checkbox"/>	
Lifetime Order Notification	<input type="checkbox"/>	<input type="checkbox"/>	
Order Notification	<input type="checkbox"/>	<input type="checkbox"/>	
Settlement Notification	<input type="checkbox"/>	<input type="checkbox"/>	
Expired trial period Notification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Modify

Cancel

Save

**View the state information in the list**

Item	Description
ID	Displays the login user's account information.
NAME	Displays the login user's name.
Email	Displays the login user's email address.

### 2.12.1.1 Basic Info

Basic information of resellers can be viewed and modified, and the rest of the items except Reseller ID and Register Date can be changed.

My Account	Basic Info	Administrator	Additional Info	Child Reseller	Useable Service Plan	Notification History	Change History
Reseller ID	100007						
Reseller Company Name *	SKY Reseller						
Reseller Domain *	sky.com						
Reseller Type	Normal Reseller						
Parent Reseller *	Pragma						
Nation *	( +44 ) United Kingdom						
Language *	English						
Auth. Role	Reseller						
Status *	Activate						
Register Date / Deactivation Date	2019-06-19 16:26:43 / 9999-12-31						
Demo Customer Limit *	10 customers						
Address							
City							
Country							
Postal Code							
Phone Number							
Note							

#### View the state information in the grid

Grid column name	Description
Reseller Company Name	Enter the partner's company name.
Reseller Domain	Enter your partner's domain information.
Reseller Type	Select the type of partner. Basically, you can use Noraml Reseller.
Parent Reseller	Select Reseller's parent partner.
Nation	Select a partner's country information from the list.
Language	Select the language used by the partner from the list.
Auth. Group	Select a partner's authorization group.
Administrator Name	Enter a name for your partner's Chief Admin account.
Administrator ID	Enter your partner's Chief Admin account ID.
Administrator E-mail	Enter the email address of your partner's Chief Admin account.
Administrator Password	Enter the password for the partner's Chief Admin account.
Confirm Password	Enter the same password as the Administrator Password.
Demo Customer Limi	Enter the maximum number of customers to use as a demo.
Note	Enter any other information about the partner.

### 2.12.1.2 Administrator

This section describes how to view and manage Reseller's administrator account.

Administrator ID	Administrator Name	Administrator E-mail	Chief Admin	Auth. Group
1	rss	rss@sky.com	<input checked="" type="checkbox"/>	Reseller

#### View the state information in the grid

Grid column name	Description
Administrator ID	Displays the partner's system login account ID information.
Administrator Name	The name of the user using the Administrator ID is displayed.
Administrator E-mail	The email address of the user using the Administrator ID is displayed.
Chief Admin	The main account is displayed from the Administrator ID.
Auth. Group	Displays the account's permission groups.
Language	Displays the language used by the account logged in with the Administrator ID.
Password	You can change the password used by the administrator ID.

#### To modify the Administrator Tab

1. If you want to change the item, select the item
2. Click the **Modify** button.
3. Modify the items that you want to change.

Administrator ID	Administrator Name	Administrator E-mail	Chief Admin	Auth. Group
1	rss	rss@sky.com	<input checked="" type="checkbox"/>	Reseller

- When adding or deleting an account, you can delete it using the button at the bottom left in the grid edit mode.
  - Clicking the plus button adds an account and clicking the minus button deletes it.
  - Up to 500 accounts can be registered.
4. Click the **Save** button.

### 2.12.1.3 Additional Info

This section displays information added by the SP so that you can manage additional information by Reseller.

My Account Basic Info Administrator **Additional Info** Child Reseller Useable Service Plan Notification History Change History

VAT \* 123

ToDate \* 2019-07-23

Cancel

The items displayed on this tab screen are items added to the Reseller information as required by the SP and displayed differently as Text, Date, Select Box, and so on.

For example, the figure shows that the SP can be managed by adding additional information for each Reseller, **VAT** and **ToDate**.

### 2.12.1.4 Child Reseller

The parent reseller set in the Basic Info tab creates a parent-child relationship, exposes a list of parent-child relationships in the form of a tree, and displays the basic info of the Reseller on the right when selecting a tree item on the left.

My Account Basic Info Administrator Additional Info **Child Reseller** Useable Service Plan Notification History Change History

Normal Reseller SKY Reseller

Normal Reseller 100021

Reseller ID 100007

Reseller Company Name SKY Reseller

Reseller Domain sky.com

Nation United Kingdom

Language English

Auth. Group Reseller

Administrator Name rss

Administrator ID rss@sky.com

Administrator E-mail rss@sky.com

Demo Customer Limit 10

Address

City

Country

Postal Code

Phone Number

Note

**NOTE** Please refer to the item description on the Basic Info tab..

### 2.12.1.5 Service Plan

Reseller displays the list of service plans available in the order, and you can change the list available by registering a partner in the service plan management menu.

My AccountBasic InfoAdministratorAdditional InfoChild ResellerService PlanNotification HistoryChange History

Service Plan

X

Service Plan Type

X

Available Period

Description

X

jsmn	Normal	25.Sep.2019 ~ 31.Dec.9999	
jsmn2	Normal	25.Sep.2019 ~ 31.Dec.9999	
Mocking Plan	Normal	02.Sep.2019 ~ 31.Dec.9999	The 'Mocking Plan' is maintaining the number with low price.
Standard Plan	Normal	01.Jan.2019 ~ 31.Dec.9999	

Page 1 of 1

10

View 1 - 4 of 4

#### View the state information in the grid

Grid column name	Description
Service Plan	Reseller displays the available service plan names.
Service Plan Type	Displays the type of Servie Plan.
Available Period	Displays how long the service plan is available.
Description	The service plan may not have any details as an additional explanation.

### 2.12.1.6 Notification History

You can check the history of alarm occurrences from the past to the present related to the Reseller, and you can also search the date and content of the alarm.

My Account Basic Info Administrator Additional Info Child Reseller Useable Service Plan Notification History Change History							
	Send Date ▾	Status ▾	Delivery method ▾	Message Type ▾	Message ▾	Sender ▾	Receiver ▾
1	2019-08-01 13:34:14	Send	Screen Message	Lifetime Order Notificatio	[20.Jun.2019] APPROV, S Order Qty. : 10	Pragma	rss
2	2019-08-01 13:34:14	Send	Screen Message	Lifetime Order Notificatio	[20.Jun.2019] APPROV, S Order Qty. : 10	Pragma	rss
3	2019-07-25 17:20:25	Send	Screen Message	Lifetime Order Notificatio	[24.Jul.2019] Lifetime Lic	SKY Reseller	rss
4	2019-07-25 17:20:25	Send	Screen Message	Lifetime Order Notificatio	[24.Jul.2019] Lifetime Lic	SKY Reseller	rss
5	2019-07-25 17:20:25	Send	Screen Message	Lifetime Order Notificatio	[24.Jul.2019] Lifetime Lic	SKY Reseller	rss
6	2019-07-25 17:20:25	Send	Screen Message	Lifetime Order Notificatio	[24.Jul.2019] Lifetime Lic	SKY Reseller	rss
7	2019-07-25 17:20:25	Send	Screen Message	Lifetime Order Notificatio	[24.Jul.2019] Lifetime Lic	SKY Reseller	rss
8	2019-07-25 17:20:25	Send	Screen Message	Lifetime Order Notificatio	[24.Jul.2019] Lifetime Lic	SKY Reseller	rss
9	2019-07-25 17:20:25	Send	Screen Message	Lifetime Order Notificatio	[24.Jul.2019] REJECT, SK	SKY Reseller	rss
10	2019-07-25 17:20:25	Send	Screen Message	Lifetime Order Notificatio	[24.Jul.2019] REJECT, SK	SKY Reseller	rss

Page 1 of 10 View 1 - 10 of 100 Excel

#### View the state information in the grid

Grid column name	Description
Send Date	The alarm date and time is displayed.
Status	Displays the status of the alarm dispatch. <ul style="list-style-type: none"> <li>• <b>Waiting:</b> Waiting for shipment</li> <li>• <b>Sent:</b> Successful delivery</li> <li>• <b>Fail:</b> Failed to send</li> </ul>
Delivery Method	Displays the type of alarm delivery. <ul style="list-style-type: none"> <li>• <b>E-mail:</b> Send to e-mail address</li> <li>• <b>Screen Message:</b> Displayed on the screen message</li> </ul>
Message Type	Displays the type of message content.
Message	Displays the content of the message.
Sender	Displays the name of the caller partner.
Receiver	Displays the name of the recipient partner.



### 2.12.1.7 Change History

Reseller's past change history can be inquired because data before and after the change is provided for items changed in Basic Info/Administrator/Additional Info/Permission for each Reseller.

My Account	Basic Info	Administrator	Additional Info	Child Reseller	Useable Service Plan	Notification History	Change History
Changed Date	Target	Job Type	Changed Item	Before Changed	After Changed	Operator	
	<input type="text"/>	<input type="text"/>	<input type="text"/>				
2019-08-06 13:19:18	Admin Info	MODIFY	Auth. Group	Reseller Normal User	Reseller	SP Admin'	
2019-08-06 13:19:10	Admin Info	MODIFY	Auth. Group	Reseller	Reseller Normal User	SP Admin'	
2019-07-23 18:56:43	Additional Info	ADD	ToDate		2019-07-23	SP Admin'	
2019-07-12 09:42:40	Permission	MODIFY	Manage Device	Not Allow	Allow	SP Admin'	
2019-07-12 09:42:40	Permission	MODIFY	Approve Order	Not Allow	Allow	SP Admin'	
2019-07-12 09:42:40	Permission	MODIFY	Approve Customer Close	Not Allow	Allow	SP Admin'	
2019-07-12 09:42:40	Permission	ADD	Number Porting Process		Allow	SP Admin'	
2019-07-11 15:59:53	Permission	MODIFY	Manage DDI	Not Allow	Allow	SP Admin'	
2019-07-11 10:32:07	Permission	MODIFY	Approve Change Service P	Not Allow	Allow	SP Admin'	
2019-06-20 11:36:22	Permission	MODIFY	Approve Stop/Resume	Not Allow	Allow	SP Admin'	
Page 1 of 2							View 1 - 10 of 20
							Excel

#### View the state information in the grid

Grid column name	Description
Changed Date	Displays the modification date and time of the data.
Target	Reseller Management displays the tab whose data was modified. <ul style="list-style-type: none"><li>▪ <b>Basic Info</b></li><li>▪ <b>Adminstrator</b></li><li>▪ <b>Additional Info</b></li><li>▪ <b>Permission</b></li></ul>
Type	Displays the type of change such as adding, modifying, and deleting.
Changed Item	Displays items with changed data.
Before Change	Data before the change is displayed.
After Change	Display data after change
Operator	Shows who changed the data.

## Useful Information

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This chapter provides information on the open source software used in the iPECS Cloud.

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Groovy	Apache License, Version 2.0
ehcache	Apache License, Version 2.0
Gson	Apache License, Version 2.0
Jackson	Apache License, Version 2.0
Jxls	Apache License, Version 2.0
ICEpdf	Apache License, Version 2.0
XmlBeans	Apache License, Version 2.0
Logback	Lesser General Public License version 2.1
MariaDB Connector/J	Lesser General Public License version 2.1
OpenPDF	Lesser General Public License version 2.1
Jersey	CDDL – Version 1.1
Simple Logging Facade for Java	MIT License
jQuery	MIT License
jQueryUI	MIT License
jqGrid(4.7.0)	MIT License

Open Source	License
Select2	MIT License
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