ERP

Training

Quick Reference Materials

R3EAIT020
Notifications: E3 – ECS & Network Services

Version 1.0

April 15, 2010 - 0800

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What is an E3 Notification?

An E3 Notification is a General Request for services from another Edison International Department or Business Unit.

When do I create an E3 Notification?

An E3 Notification is created whenever:

1. the failure of a piece of equipment, such as an ECS or Network Services battery or charger cannot be resolved by the Telecom Control Center and ECS/Network Services needs TDBU Battery Shop to work on the failed equipment
2. the failure of a Telecom router is detected and Network Services has determined that it must be replaced by the DCMS linemen.
3. services are requested from another Business Unit, such as ECS requesting TDBU Engineering do design efforts for Wireless Circuits or other services.

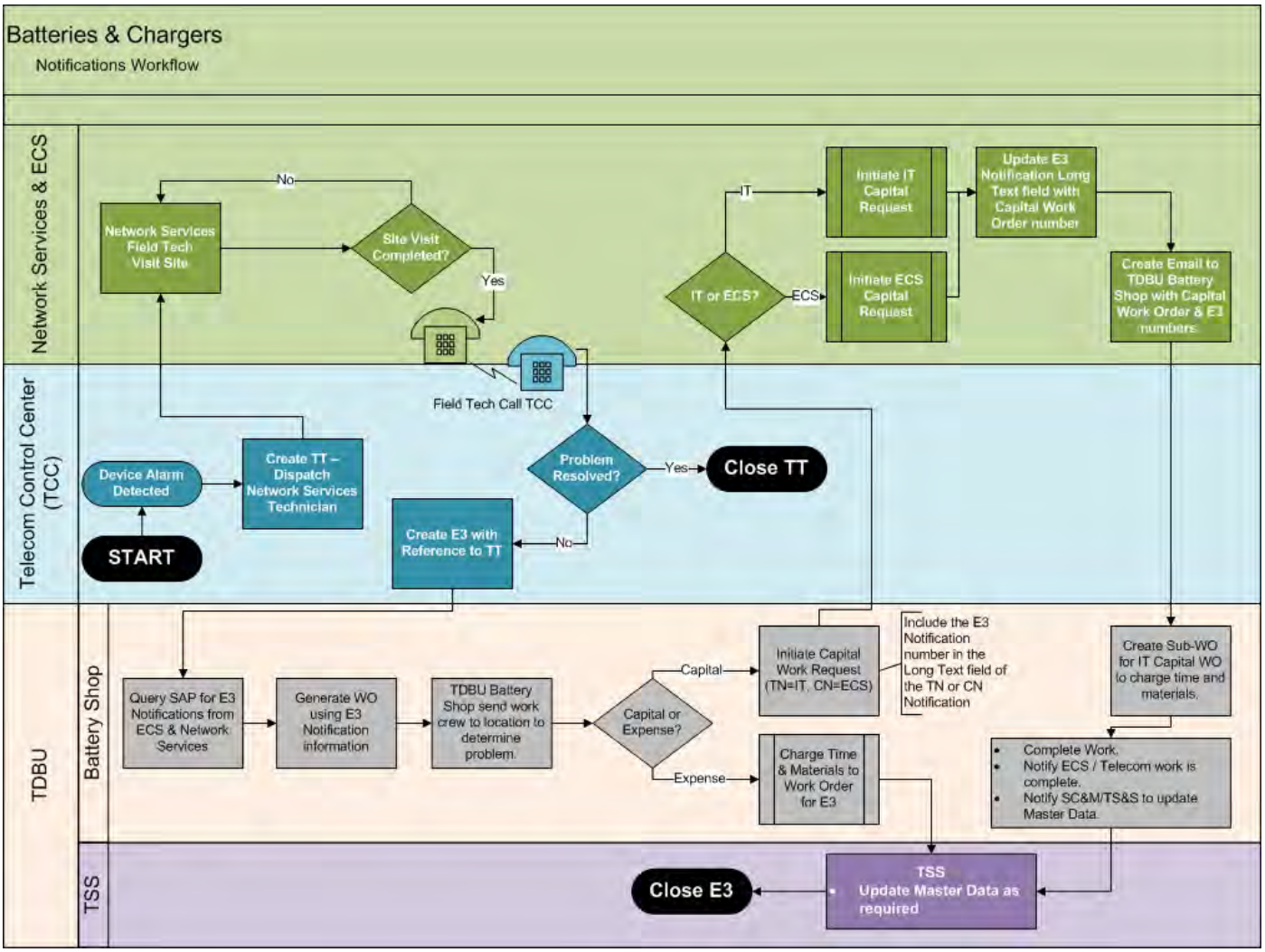
Who Does the Repair or Replacement?

Batteries and Chargers: Notification Problem Workflow

The status of ECS and Network Services' Batteries and Chargers is constantly being monitored. When a failure is detected, a Notification is created so that the failure can be resolved. A TT Notification is initially created so a Network Services Technician can inspect, and possibly resolve, the failure. If the issue is unresolved, TCC issues an E3 Notification from the TT.

The TDBU Battery Shop is responsible for the field crews that work on Battery and Charger issues that remain unresolved after a Site visit by the Network Services Technician. TDBU will monitor E3 Notification requests for Batteries and Chargers and work monitor the issues until resolved.

The flowchart shows the typical work flow for reporting and tracking problems with Batteries and Chargers on TT and E3 Notifications.

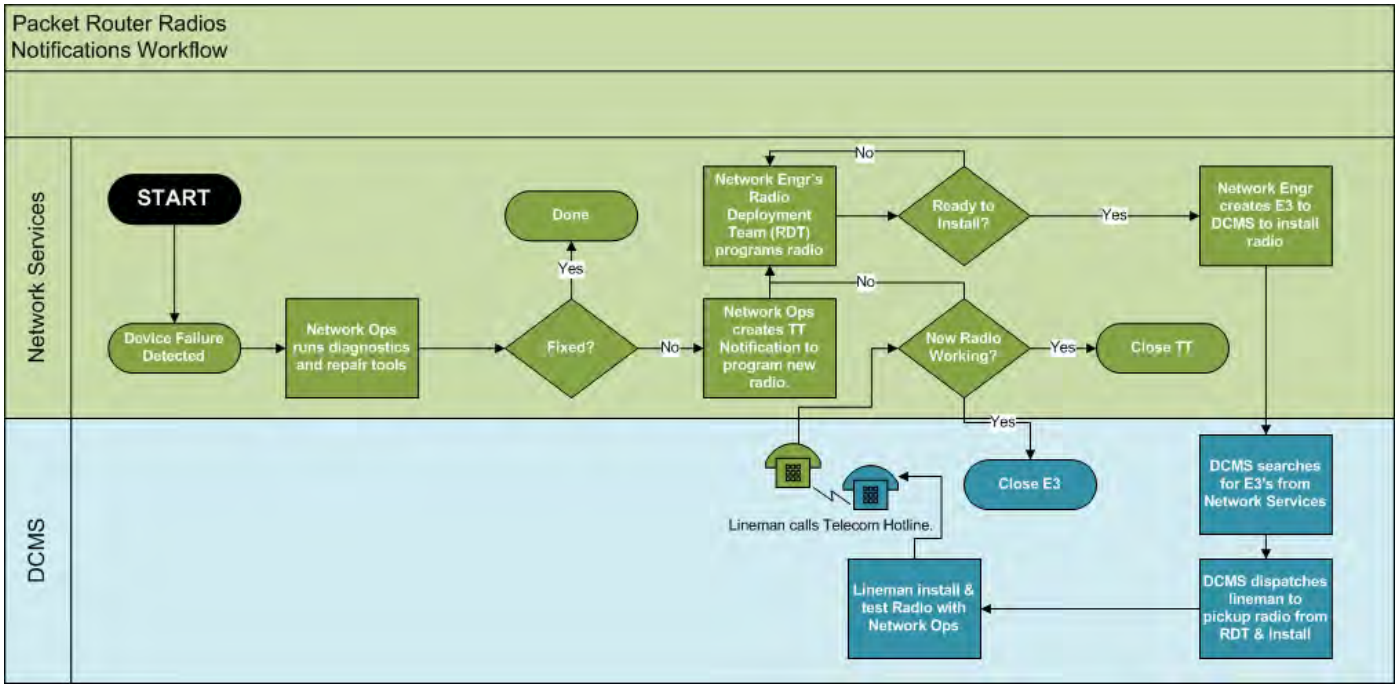


Packet Router Radios:
E3 Notification Problem Workflow

Packet Router Radios are constantly being monitored. When a failure is detected, Network Operations runs a series of diagnostic and repair tools. If the radio fails to respond, a TT Notification is generated for a new radio to be programmed and installed to replace the failed radio. After the new radio is programmed, an E3 Notification is created to DCMS to have their linemen pick up the new radio and install it.

DCMS will monitor E3 Notification requests for Network Services Packet Routers and assign the work to the appropriate work crew responsible for the area where the equipment is located. The adjacent graphic shows the typical work flow for an E3 Notification for Packet Router Radios.

Failures of Network Services Radios that are located on TDBU structures are reported using an E1 Notification. Information on working with E1 Notifications for this type of radio is available in the **Notifications: E1 – Telecom Work Instruction**.

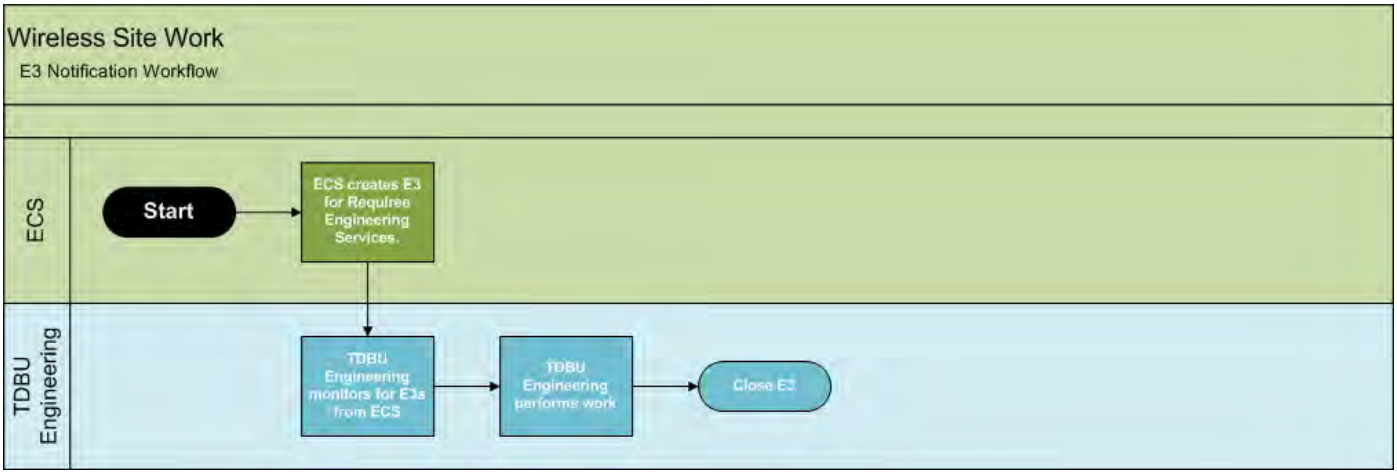


Wireless Circuits:
E3 Notification Workflow

ECS requests engineering services from TDBU Engineering to design components to help ECS meet the requirements of its wireless customers.

These engineering requests are submitted via E3 Notifications. To work properly, the E3 Notifications must be issued against the TDBU Wireless Circuit FLOC and not against the ECS FLOC or ECS circuit information.

To ensure that the correct Wireless Circuit FLOC is used, you may use Transaction Code IH06 to confirm the TDBU Wireless Circuit FLOC or use the Wireless Circuit website. Details on how to use either of these two methods can be found in the section on Search for Wireless Circuits.



Working with E3 Notifications

This QRM will help you search for and display, create, change, cancel, and print an E3 Notification and also attach a file to one, if needed. This QRM presumes that you have a basic understanding of SAP login and navigation procedures. You must also be assigned to one or more of the following SAP roles:

- EAM – All Displayer – IW53, IW59, IW69, IH06, IH08
- EAM – IT/Telecom Interface Maintainer – ZPMNCMFL
- EAM – Notifications Approver – IW28, IW52, IW58, IW64, IW68
- EAM – Notifications Creator – IW51

E3 Transaction Codes

The following transaction codes are used when working with E3 Notifications:

Activity	Transaction Code	Required Role	External Work Instruction
Create Notification-Batt&Chgr Create Notification-Packet Rtr Create Notification-Wireless	IW51	EAM – Notifications Creator	3-F-005-030-010_13-IW51 E3 – General TDBU Work Request
Display Notification	IW53	EAM – All Displayer	3-F-005-040-030-IW53 Display PM Notification
Print Notification	IW64	EAM – Notifications Approver	3-F-005-040-090-IW22 Print Substation Notifications
Update Notification	IW52	EAM – Notifications Approver	3-F-005-030-010_13-IW51 E3 – General TDBU Work Request
Search Notification (Batteries, Chargers, & Radios)	IW68 IW69	EAM – Notifications Creator EAM – All Displayer	3-F-005-090-015_IW69 Notification List/Edit.
Search Notification (Wireless Circuits)	IW58 IW59	EAM – Notifications Creator EAM – All Displayer	3-F-005-040-010 Change/ Display Service Notifications.
Search Equipment	IH08	EAM – All Displayer	3-Y-050-020-170-IH08 Display Equipment List Edit – T&D
Search Wireless Circuits	IH06	EAM – All Displayer	3-Y-050-010-120-IH06 Display Functional Location List Edit
Cancel Notification	IW28	EAM – Notifications Approver	3-F-005-050-020-IW22 Notification Cancellation
Attach Notification	IW52	EAM – Notifications Approver	3-F-005-030-010_06-IW51 Notification Attachments
Close Notification	IW52	EAM – Notifications Approver	3-F-005-030-010_15-IW52 Change and Close E3 MPFR Notification
Transfer Telecom Notifications	ZPMNCMFL	EAM – IT/Telecom Interface Maintainer	3-F-005-090-040 Maintenance Updates to NETCOMM

Successfully Building an E3 Notification

The creation of E3 Notifications is only useful if you can successfully create a meaningful notification that clearly identifies the correct equipment and action steps recognized by SAP. The steps in this QRM will guide you through the various sections of the E3 Notification screens and help you build a successful E3 Notification for your Carrier Solutions or Telecom equipment.

E3 Notification Guide Matrix

The following table of values comprises the key components of successful ECS or Network Services Notifications. Since some E3 Notifications for ECS wireless devices are written against TDBU Equipment, the key element for them will be the TDBU equipment FLOC. Once you have identified which Object Type you are dealing with, simply stay on that row to help select the appropriate responses as required by the associated Steps through the QRM.

ECS

Equipment Type	Coding	Object Type / Description	Object Part / Description	Damage Code	Planner Group	Work Center	Plant Section
Batteries	0212-ES-CODNG	SCE_BATT / Battery	• Battery Rack • Cell • Cell Berrier • Connector • Electrolyte • Post • Rack • Vent	Anything from EE-CNDTN	332	3CBATT	3C1
Chargers	0212-ES-CODNG	SCE_CHRGR / Charger	• Arrestor • Capacitor • Circuit Board • Fans • Filter • Filter Choke • Semi-Conn • Supply Breaker • Transformer	Anything from EE-CNDTN	332	3CBATT	
Wireless Circuits	ENGE-ET-DMCD	N/A	N/A	N/A	N/A	N/A	N/A

Network Services

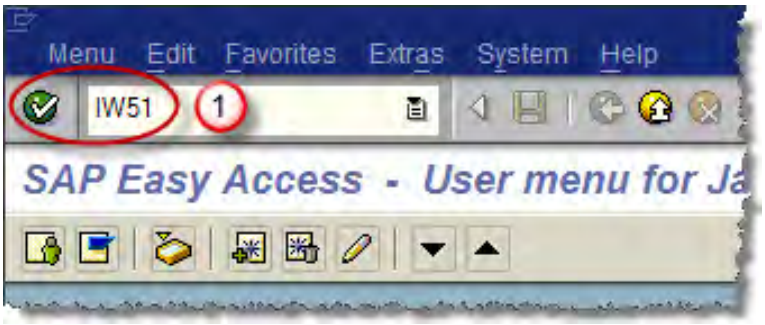
Equipment Type	Coding	Object Type / Description	Object Part / Description	Damage Code	Planner Group	Work Center	Plant Section
Radios	T010-T-NETOP	C.NTCOBJ Netcomm Equipment Type	T020 Radio C.NTCOBJ	Anything from C.RADDAM	511	5111	3T1
Batteries	0212-ES-CODNG	SCE_BATT / Battery	• Battery Rack • Cell • Cell Berrier • Connector • Electrolyte • Post • Rack • Vent	Anything from EE-CNDTN	332	3CBATT	3T1
Chargers	0212-ES-CODNG	SCE_CHRGR / Charger	• Arrestor • Capacitor • Circuit Board • Fans • Filter • Filter Choke • Semi-Conn • Supply Breaker • Transformer	Anything from EE-CNDTN	332	3CBATT	3T1

Create an E3 Notification – Batteries and Chargers

If a piece of equipment fails to respond or reports an alarm, the equipment will undergo a series of online diagnostic or repair tests. If it still fails to respond, an E3 Notification is typically generated to request a site visit to determine if the equipment can be repaired or if it must be replaced.

E3 Notifications are also used to request services from another department, such as an ECS request for engineering services from TDBU Engineering.

1. Login to SAP and use transaction code **IW51** to access the **Initial Screen** for creating Notifications. Click .



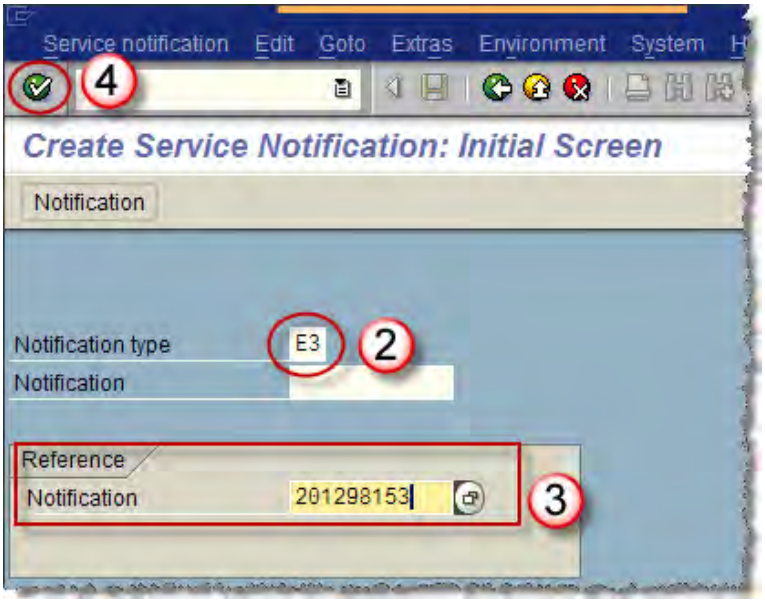
2. Enter **E3** in the **Notification type** field.

   If you want to include information from another Notification, go to Step 3. Otherwise, go to Step 4.

3. Enter the number of any previous Notification being used to capture work history for this new E3 Notification in the **Notification** field in the Reference region.

   You must be careful that the inherited coding does not conflict with the E3 Notification's coding because that could impact future searching functionality.

4. Click .



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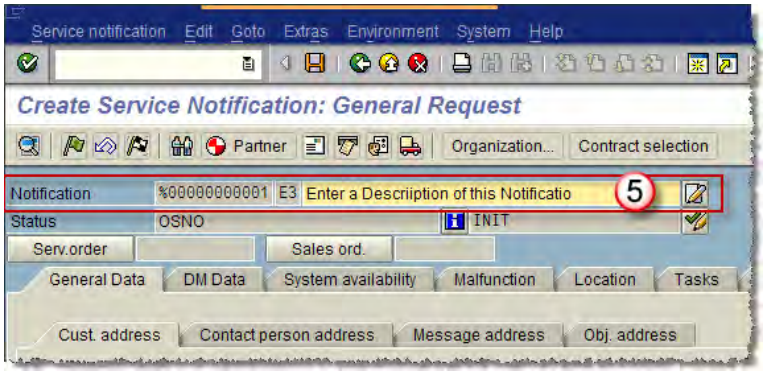
5. Enter a description of this Notification in the **Short Text** field.



This free-form **Short Text** field has a 40-character limit. Be descriptive, but keep it short.

For ECS Engineering Requests, consider using a description similar to the ECS Standard Naming Conventions for circuits.

Anything longer than 40 characters should be added in the **Long Text** field.

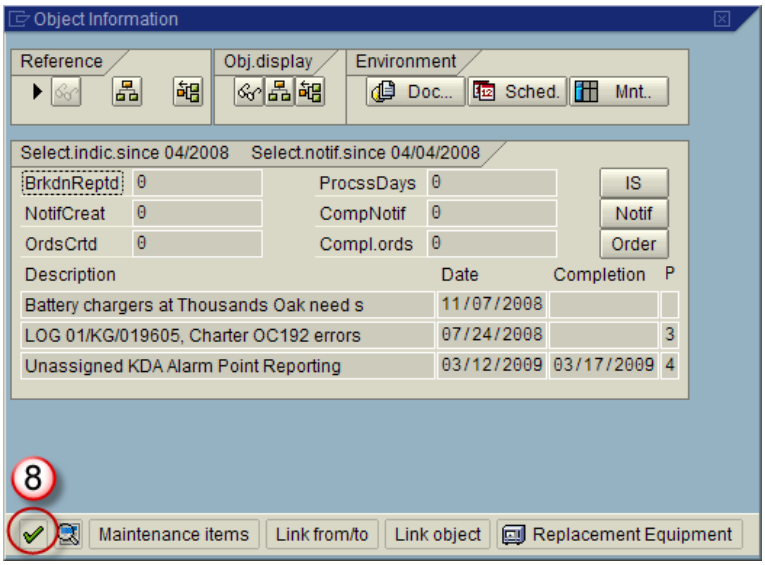
6. Scroll down to the **Reference object** region of the screen and enter the Functional Location (FLOC) into the **Functional loc** field.

If you do not know the FLOC or Equipment identification numbers, you can go to the **Search Equipment** section for details on how to search for Equipment information. To search for the FLOC for a Wireless Circuits, you can go to Search for Wireless Circuits.

7. Click .

Continued on the next page.

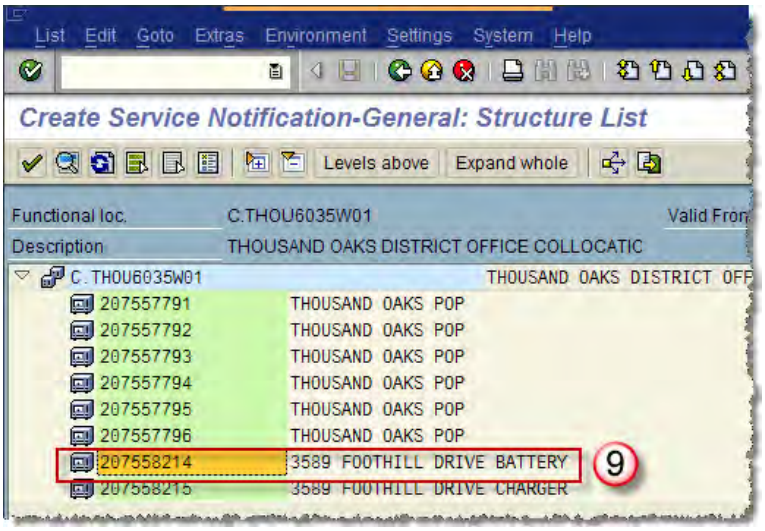
If this FLOC has had previous Notifications issued against it, the **Object Information** Window will display so you can review prior Notifications.



If this is the first Notification against this FLOC, you will not see this window. Go to Step 9.

8. Click ✔ to continue.

9. After the FLOC hierarchy displays, **double-click** the equipment you wish to issue the Notification against.



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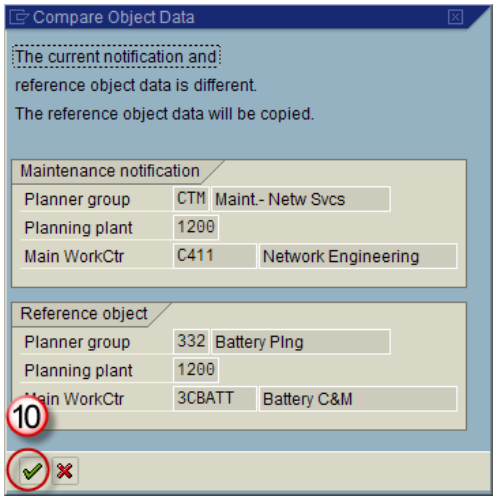
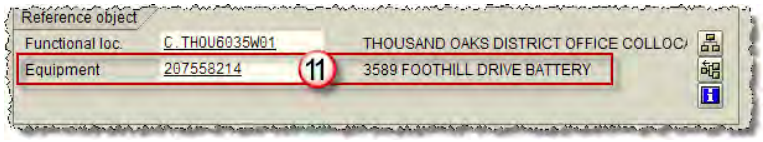
If this Equipment has had previous Notifications issued against it, the **Object Information** Window will display so you can review prior Notifications.

If this is the first Notification against this Equipment, you will not see this window.

10. Click to continue.



11. Verify that the Equipment identification number displayed in the **Equipment** field in the **Reference object** region is the correct equipment.



12. Place the cursor in the **Coding** field in the **Subject** region and click to display the **Catalog Selection** Window with a list of items you can choose from.

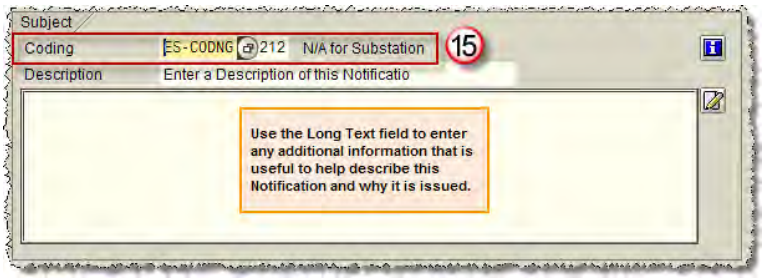
Continued on the next page.

13. After the **Catalog Selection** Window displays, select the appropriate Coding.

The options available in the Catalog Selection Window will vary depending on the type of equipment or FLOC identified in Steps 6 through 11 above. *(See the E3 Notification Guide Matrix on page 6 for more information.)*

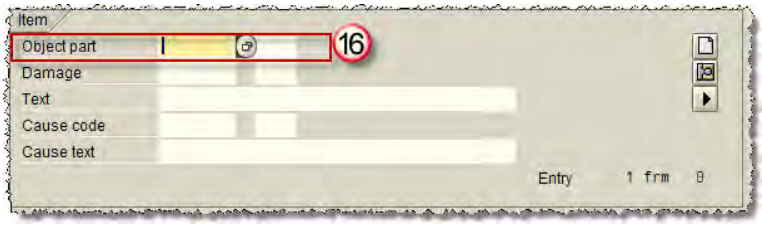
14. Click Choose.

15. Confirm that the **Coding** field is now populated with your selection.



Use the Long Text field below the Description to enter any additional information that is required.

16. Place the cursor in the **Object part** field in the **Item** region and click to display the **Catalog Selection** Window with a list of items you can select.



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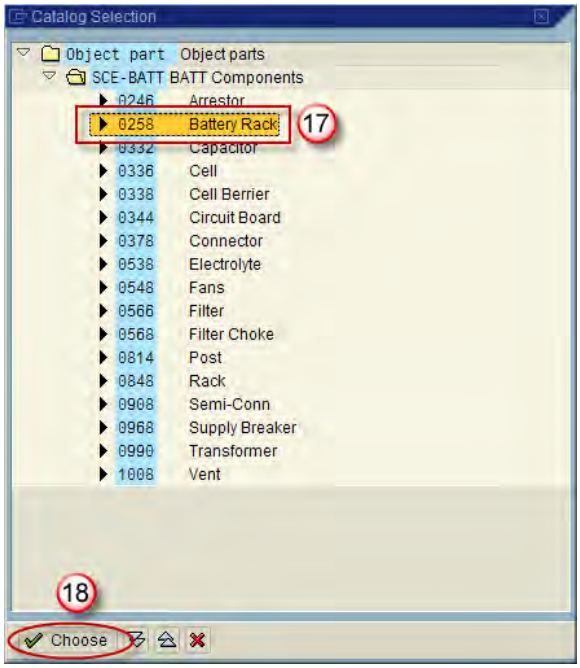
17. Select the appropriate item from the **Catalog Selection** Window that displays.
18. Click Choose.



(See the E3 Notification Guide Matrix on page 6 for more information.)

The **Object part** field is now populated with your selection.

19. Place the cursor in the Damage field in the Item region and click to display the Catalog Selection Window with a list of items you can select.

(See the E3 Notification Guide Matrix on page 6 for more information.)

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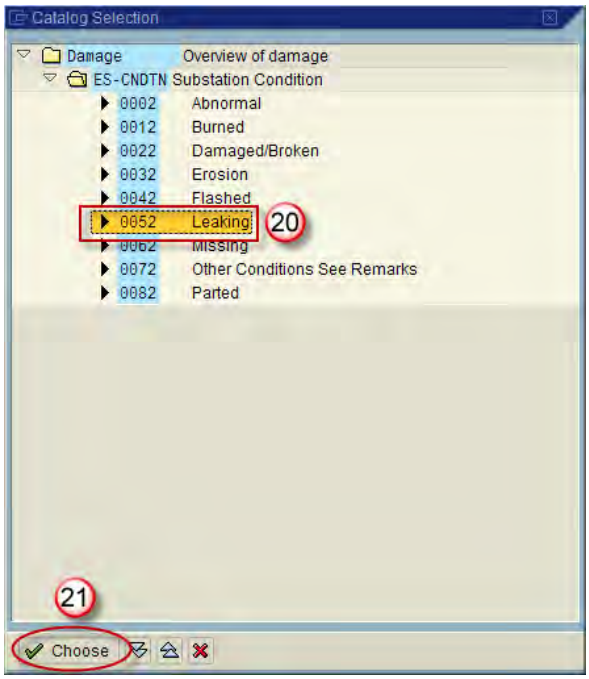
20. Select the appropriate TDBU Condition Code from the **Catalog Selection** Window that displays.
21. Click Choose.

(See the E3 Notification Guide Matrix on page 6 for more information.)



An E3 Notification can be created without a Damage Code, if necessary. Sometimes, you may not know the problem until a site visit has been completed.

22. Verify that the following fields, if used, are correct and accurately represent the purpose of this E3 Notification:
    - Coding
    - Object Part
    - Work Center

Use the E3 Notification Guide Matrix if you need help determining what the correct coding should be.

This step is very important, especially if this E3 Notification was created by referencing a TT Notification.

When referencing a TT Notification during the creation process, all coding and history fields in that TT Notification, where matching fields are available, are added to the new E3 Notification.

You need to validate all imported information to ensure it remains accurate to the purpose of the new E3 Notification.

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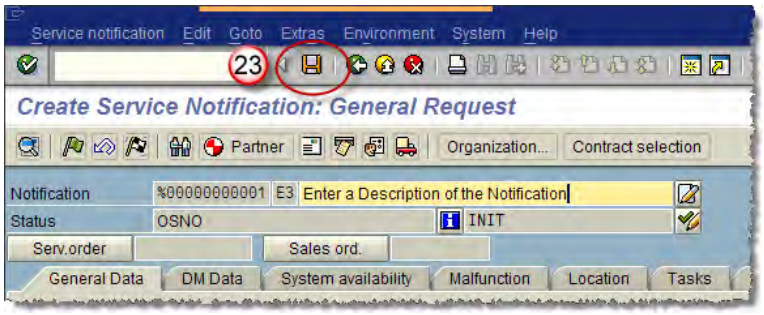
23. Click to save the Notification.



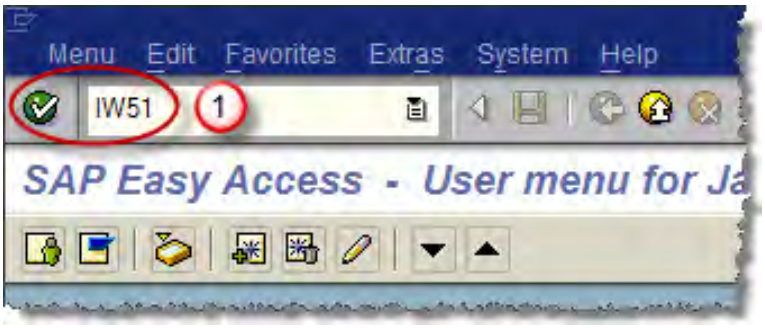
24. Confirm that the Notification has been created. A message will display in the lower left corner of the screen and display the Notification number of the successfully saved Notification.

    If the Notification contains errors, an error message will be displayed.

Create an E3 Notification – Packet Router Radios

If a packet router radio fails to respond or reports an alarm, Network Ops runs a series of online diagnostic and repair tools. If it still fails to respond, a TT Notification is typically generated to request Network Engineering's Radio Deployment Team (RDT) program a replacement radio. When the new radio is ready to install, Network Engineering creates an E3 Notification requesting DCMS install the radio.

1. Login to SAP and use transaction code **IW51** to access the **Initial Screen** for creating Notifications. Click .



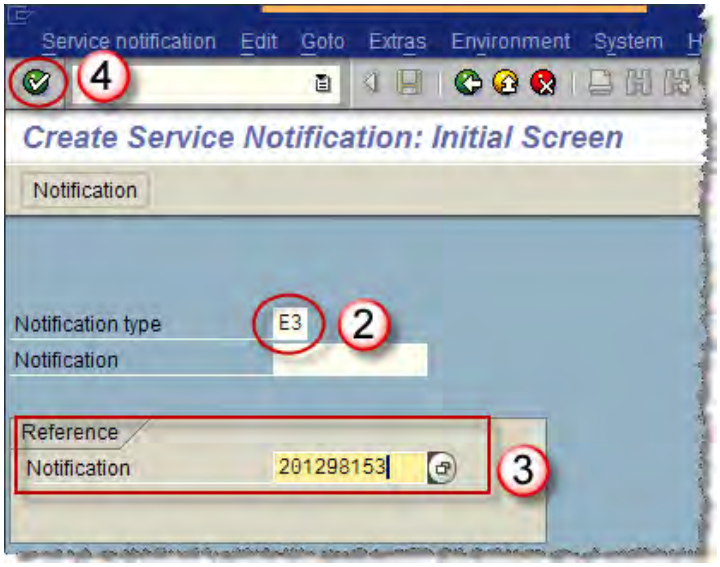
2. Enter **E3** in the **Notification type** field.

   If you want to include information from another Notification, go to Step 3. Otherwise, go to Step 4.

3. Enter the number of any previous Notification being used to capture work history for this new E3 Notification in the **Notification** field in the Reference region.

   You must be careful that the inherited coding does not conflict with the E3 Notification's coding because that could impact future searching functionality.

4. Click .



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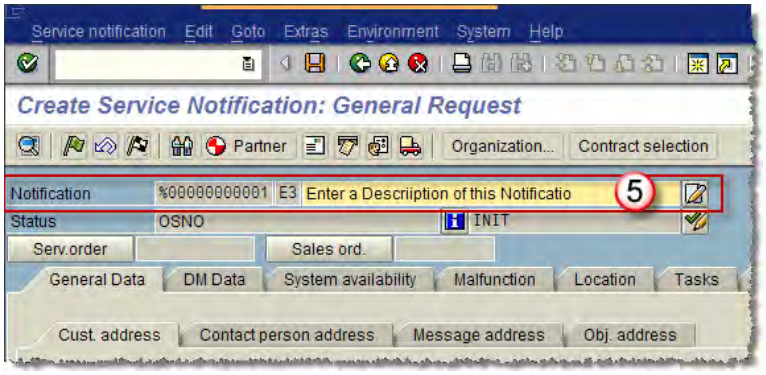
5. Enter a description of this Notification in the **Short Text** field.



This free-form **Short Text** field has a 40-character limit. Be descriptive, but keep it short.

Anything longer than 40 characters should be added in the **Long Text** field.

6. Enter the Functional Location (FLOC) into the **Functional loc** field in the **Reference object** region of the screen.

If you do not know the FLOC or Equipment identification numbers, you can go to the **Search Equipment** section for details on how to search for Equipment information.

7. Do one of the following:

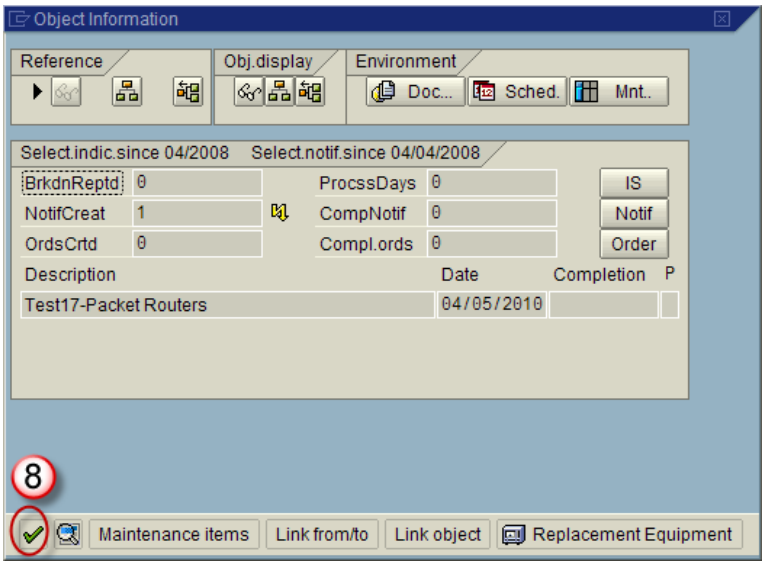
Description	Action
To view attached equipment	Click
To skip adding equipment to this Notification	press **Enter** and go to Step 12

Continued on the next page.

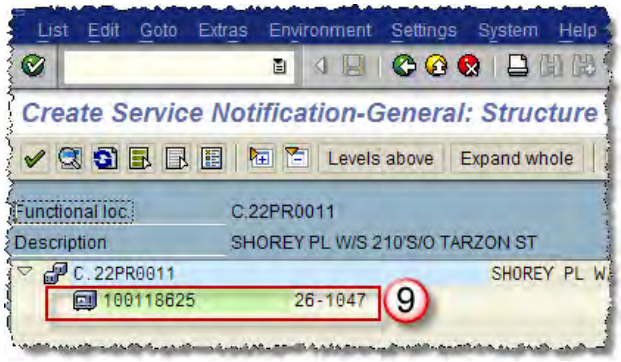
If this FLOC has had previous Notifications issued against it, the **Object Information** Window will display so you can review prior Notifications.

If this is the first Notification against this FLOC, you will not see this window. Go to Step 9.

8. Click ✔ to continue.



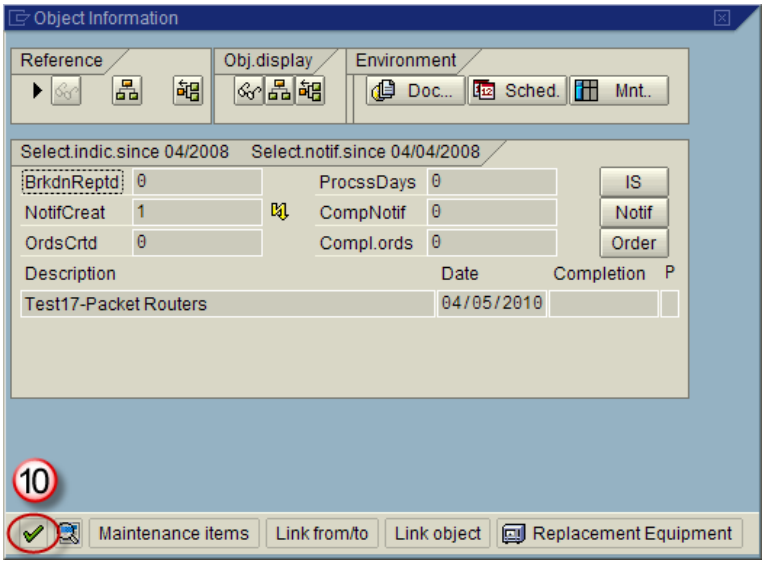
9. After the FLOC hierarchy displays, **double-click** the equipment you wish to issue the Notification against.



If this Equipment has had previous Notifications issued against it, the **Object Information** Window will display so you can review prior Notifications.

If this is the first Notification against this Equipment, you will not see this window.

10. Click ✔ to continue.



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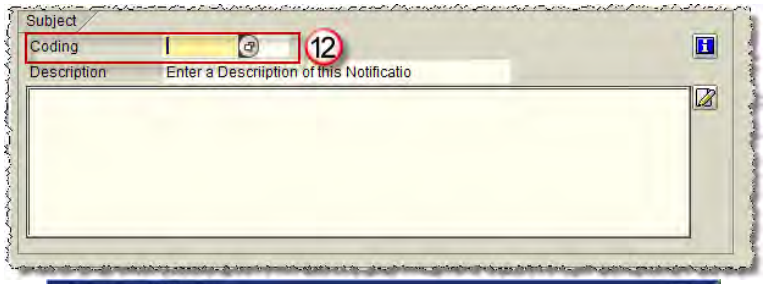
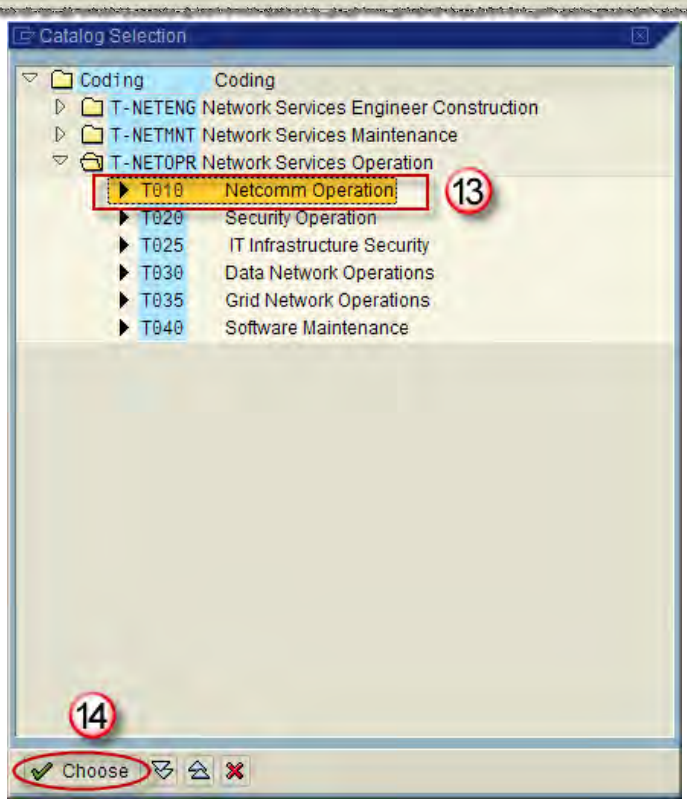
11. Verify that the Equipment identification number displayed in the **Equipment** field in the **Reference object** region is the correct equipment.

12. Place the cursor in the **Coding** field in the **Subject** region and click to display the **Catalog Selection** Window with a list of items you can choose from.



13. Select the appropriate Coding from the **Catalog Selection** Window that displays.

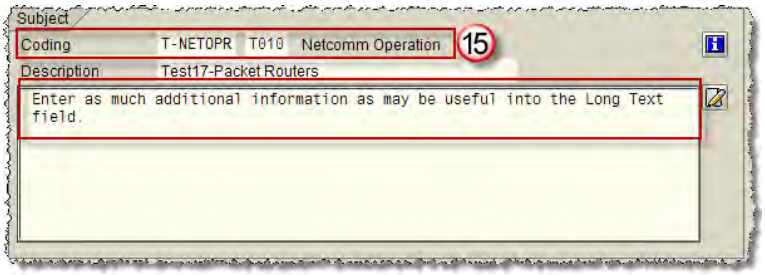


The options available in the Catalog Selection Window will vary depending on the type of equipment or FLOC identified in Steps 6 through 11 above. *(See the E3 Notification Guide Matrix on page 6 for more information.)*

14. Click Choose.

Continued on the next page.

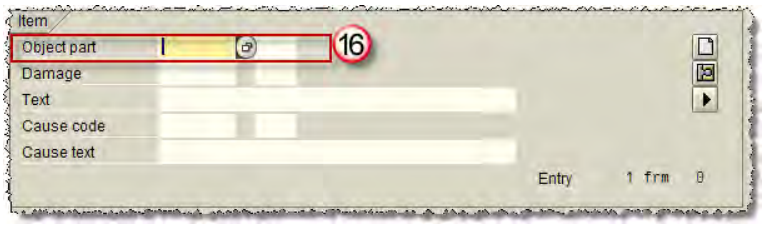
15. Confirm that the **Coding** field is now populated with your selection.



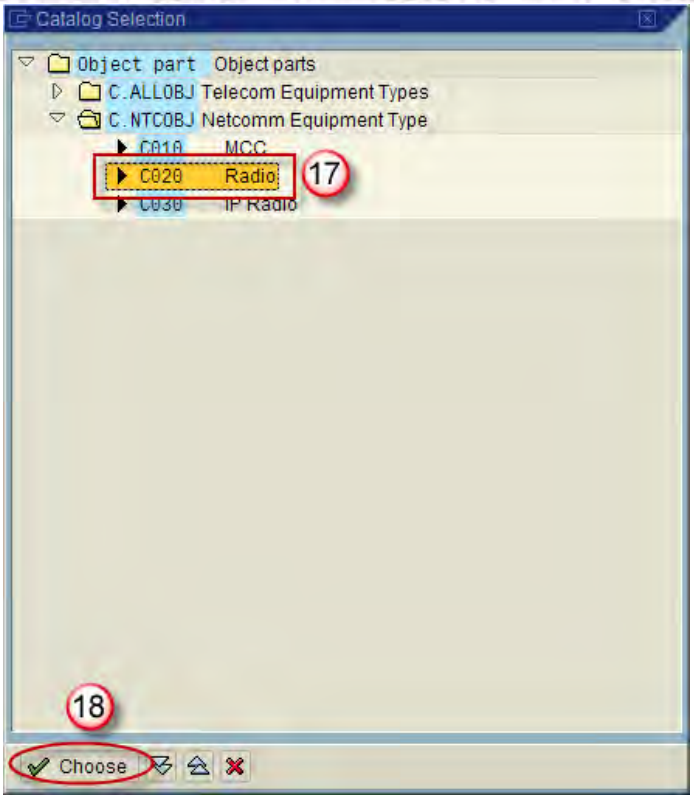
Use the Long Text field below the Description to enter any additional information that is required.

To import characteristics details of the FLOC or equipment into the Long Text field, see Importing FLOC and Equipment details to the E3 Notification.

16. Place the cursor in the **Object part** field in the **Item** region and click to display the **Catalog Selection** Window with a list of items you can select.



17. Select the appropriate item from the **Catalog Selection** Window that displays.



18. Click Choose.

(See the E3 Notification Guide Matrix on page 6 for more information.)

Continued on the next page.

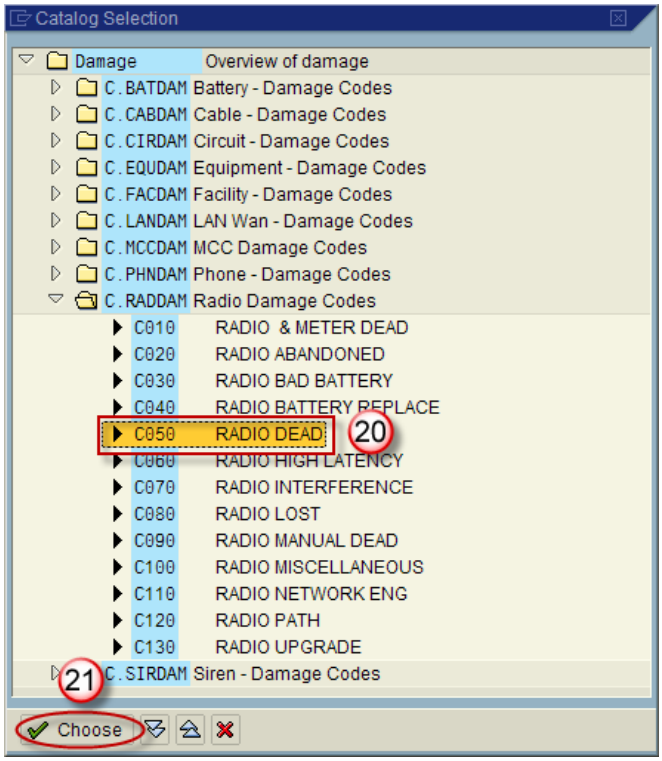
The **Object part** field is now populated with your selection.

19. Place the cursor in the Damage field in the Item region and click to display the Catalog Selection Window with a list of items you can select.

(See the E3 Notification Guide Matrix on page 6 for more information.)

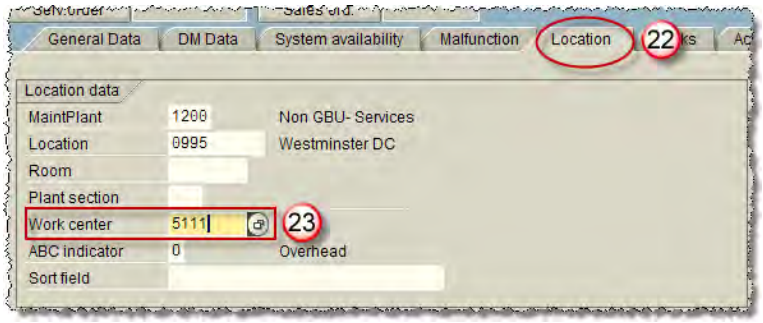
20. Select the appropriate TDBU Condition Code from the **Catalog Selection** Window that displays.
21. Click Choose.

(See the E3 Notification Guide Matrix on page 6 for more information.)



> An E3 Notification can be created without a Damage Code, if necessary. Sometimes you may not know the problem until a site visit has been completed.

22. Click on the **Location** Tab.
23. Enter "**5111**" in the **Work center** field.



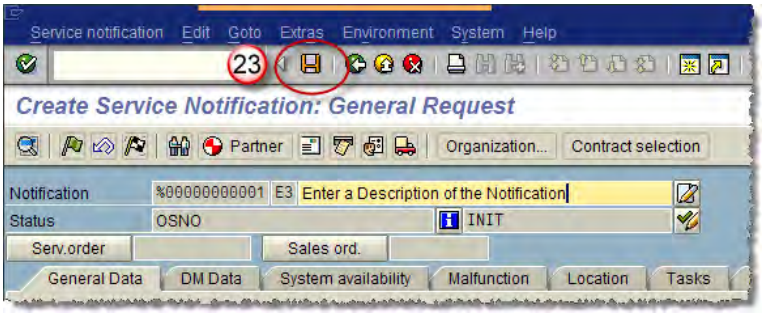
Continued on the next page.

24. Verify that the following fields, if used, are correct and accurately represent the purpose of this E3 Notification:
    - Coding
    - Object Part
    - Work Center

    Use the E3 Notification Guide Matrix if you need help determining what the correct coding should be.

> This step is very important, especially if this E3 Notification was created by referencing a TT Notification.
>
> When referencing a TT Notification during the creation process, all coding and history fields in that TT Notification, where matching fields are available, are added to the new E3 Notification.
>
> You need to validate all imported information to ensure it remains accurate to the purpose of the new E3 Notification.

25. Click to save the Notification.



26. Confirm that the Notification has been created. A message will display in the lower left corner of the screen and display the Notification number of the successfully saved Notification.

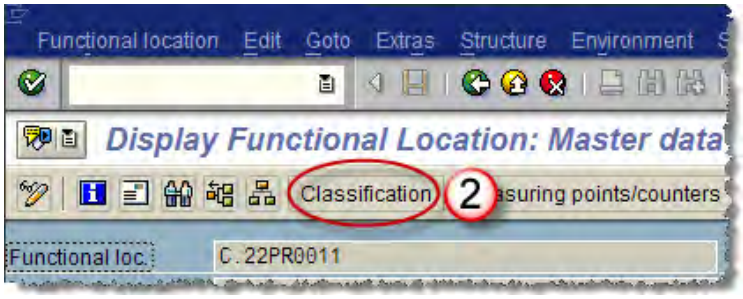
    If the Notification contains errors, an error message will be displayed.

Importing Functional Location and Equipment Characteristics to the E3 Notification

1. Double-click on the FLOC number located in the **FUNCTIONAL LOC** field to import Functional Location characteristic details into a notification.

   You can import the characteristic details of the attached equipment by double-clicking on the equipment number in the **Equipment** field.

2. Click the **CLASSIFICATION** button in the **DISPLAY FUNCTIONAL LOCATION: MASTER DATA** screen when it displays.

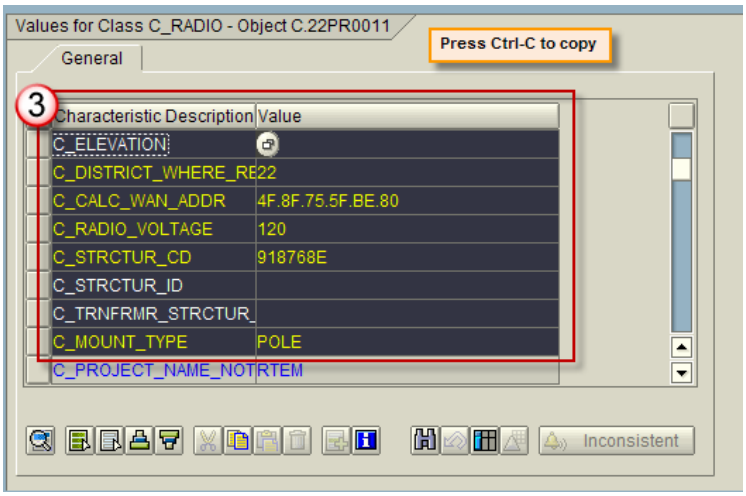


   If importing equipment characteristic, click on the **CLASSIFICATION** Tab.

   The **DISPLAY FUNCTIONAL LOCATION: MASTER DATA** screen provides detailed information for the selected Functional Location.

Continued on the next page.

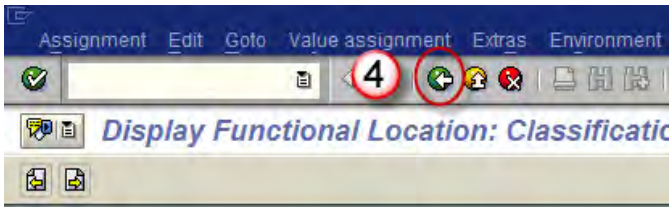
The **DISPLAY FUNCTIONAL LOCATION: CLASSIFICATION** screen is displayed. Functional Location Characteristic details are displayed on **GENERAL** tab.



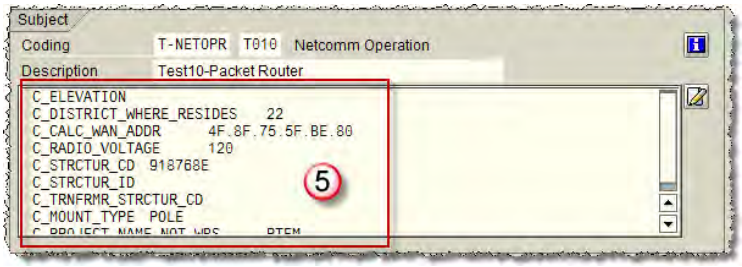
3. Place the cursor in the first row you wish to import, enter "Ctrl Y" and highlight the rows you wish to import. Enter "Ctrl C".

Note that the cursor will change to a " + " after you enter "Ctrl Y".

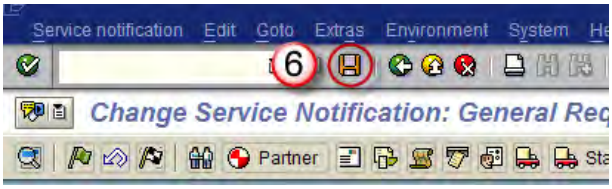
4. Click the **BACK** button twice to exit back to the E3 Notification.



5. Place your cursor in the **LONG TEXT** field and enter "Ctrl V". The FLOC characteristic details are imported into the **LONG TEXT** field.



6. Click at the top of the screen to save your changes.

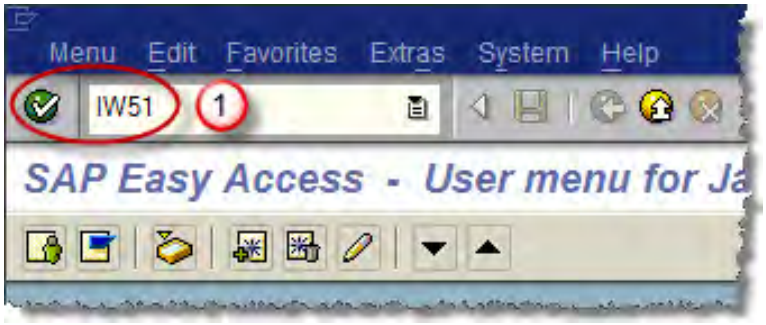


Create an E3 Notification – Wireless Site Engineering Request

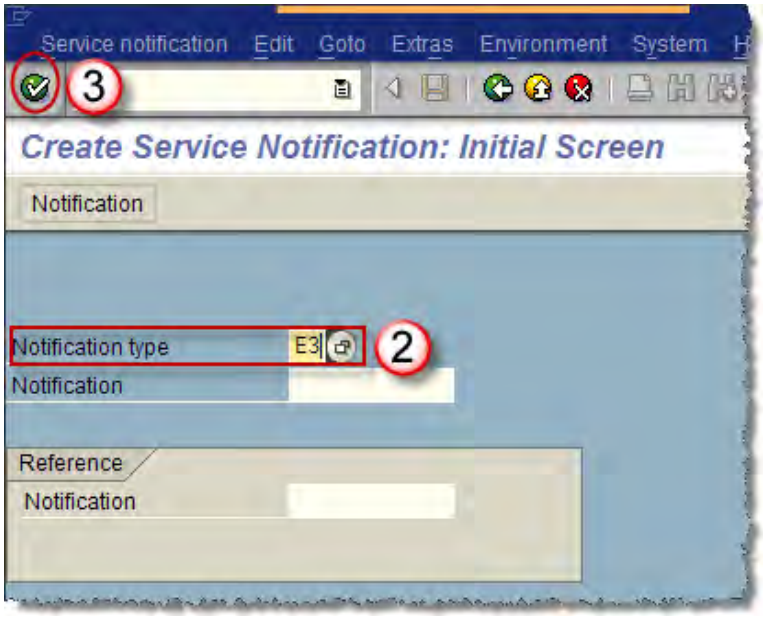
If ECS needs TDBU Engineering support, they create an E3 Notification to request engineering services.

The E3 Notification must also include wireless tower and circuit information, when available. This information will be added to the Long Text field of the Notification.

1. Login to SAP and use transaction code **IW51** to access the **Initial Screen** for creating Notifications. Click .

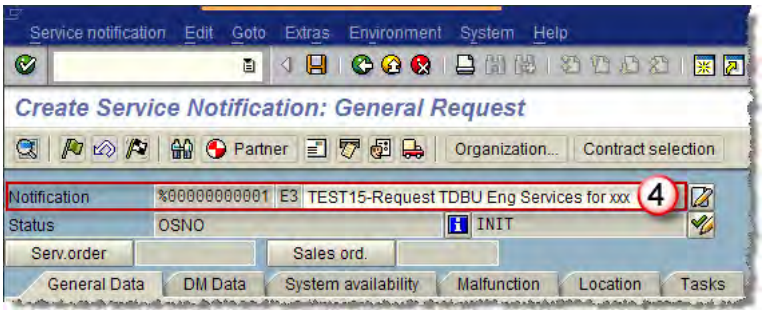


2. Enter **E3** in the **Notification type** field.
3. Click .



Continued on the next page.

4. Enter a description of this Notification in the **Short Text** field.



This free-form **Short Text** field has a 40-character limit. Be descriptive, but keep it short.

For ECS Engineering Requests, consider using a description similar to the ECS Standard Naming Conventions for circuits.

Anything longer than 40 characters should be added in the **Long Text** field.

5. Enter the Functional Location (FLOC) into the **Functional loc** field in the **Reference object** region of the screen.

If you do not know the FLOC, go to Search for TDBU Transmission Circuits.

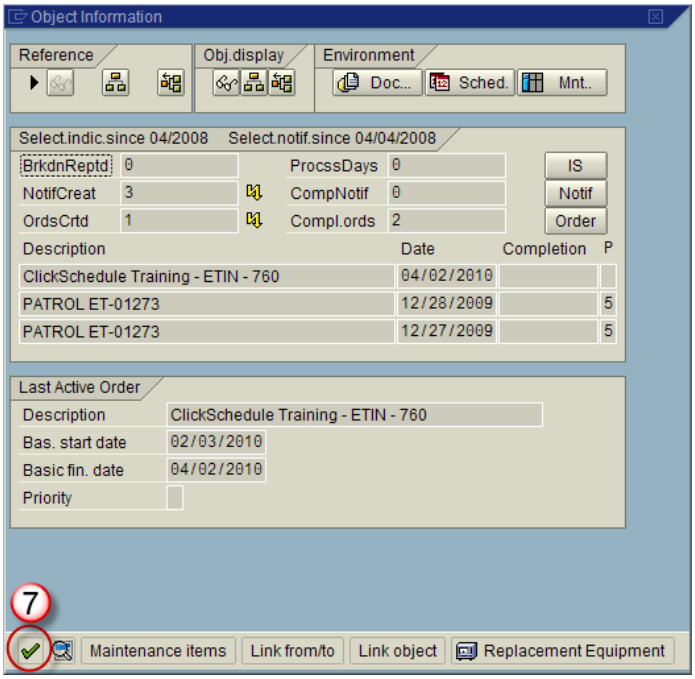
6. Press **ENTER**.

Continued on the next page.

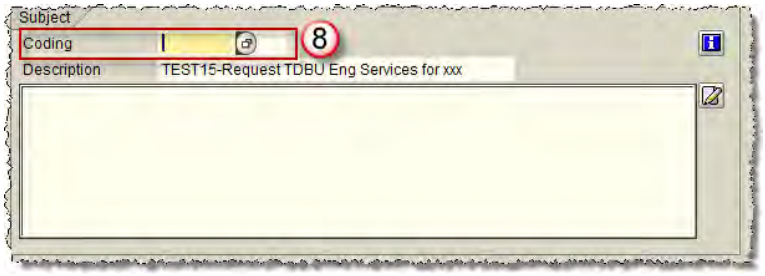
If this FLOC has had previous Notifications issued against it, the **Object Information** Window will display so you can review prior Notifications.

If this is the first Notification against this FLOC, you will not see this window. Go to Step 8.

7. Click to continue.



8. Place the cursor in the **Coding** field in the **Subject** region and click to display the **Catalog Selection** Window with a list of items you can choose from.

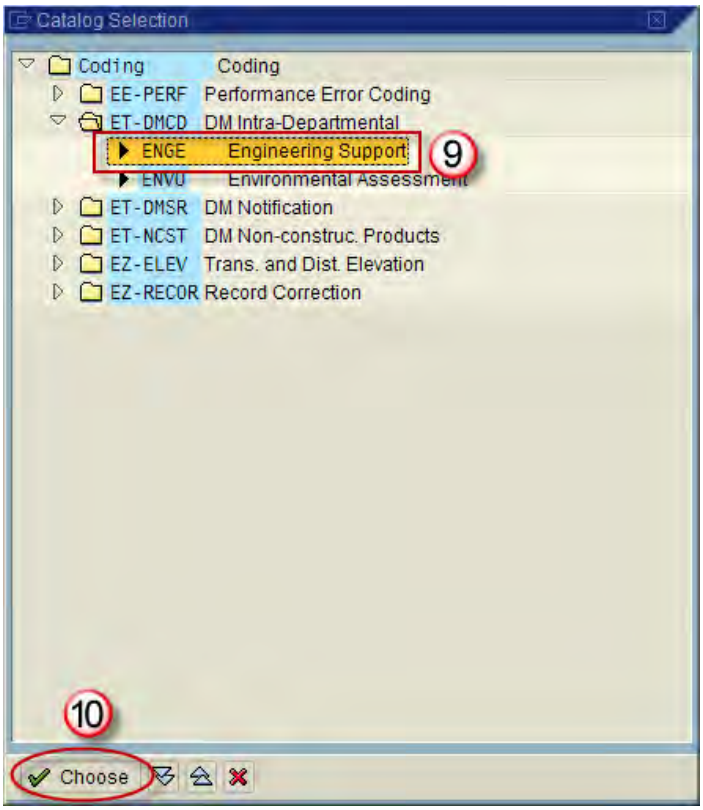


Continued on the next page.

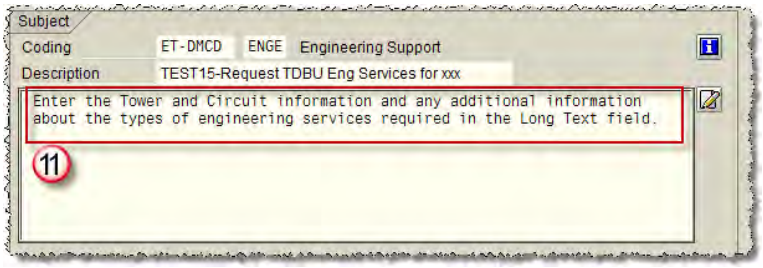
9. Select the appropriate Coding from the **Catalog Selection** Window that displays.

   (See the E3 Notification Guide Matrix on page 6 for more information.)

10. Click Choose.



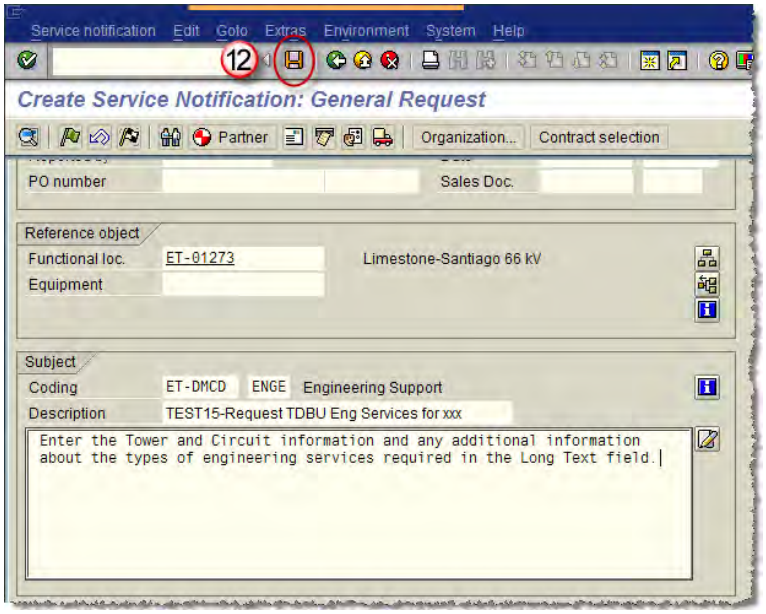
11. Enter detailed information about the purpose of this E3 Notification request in the Long Text field below the Description. Engineering requests for Wireless Circuit services should add the Tower and Circuit numbers in addition to details of their engineering design requirements.



To import characteristics details of the FLOC or equipment into the Long Text field, see Importing FLOC and Equipment details to the E3 Notification

Continued on the next page.

12. Click to save the Notification.



13. Confirm that the Notification has been created. A message will display in the lower left corner of the screen and display the Notification number of the successfully saved Notification.

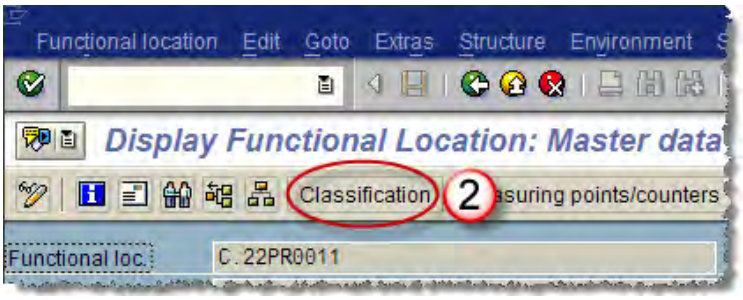
If the Notification contains errors, an error message will be displayed.

Importing Functional Location and Equipment Characteristics to the E3 Notification

1. Double-click on the FLOC number located in the **FUNCTIONAL LOC** field to import Functional Location characteristic details into a notification.

   You can import the characteristic details of the attached equipment by double-clicking on the equipment number in the **Equipment** field.

2. Click the **CLASSIFICATION** button in the **DISPLAY FUNCTIONAL LOCATION: MASTER DATA** screen when it displays.

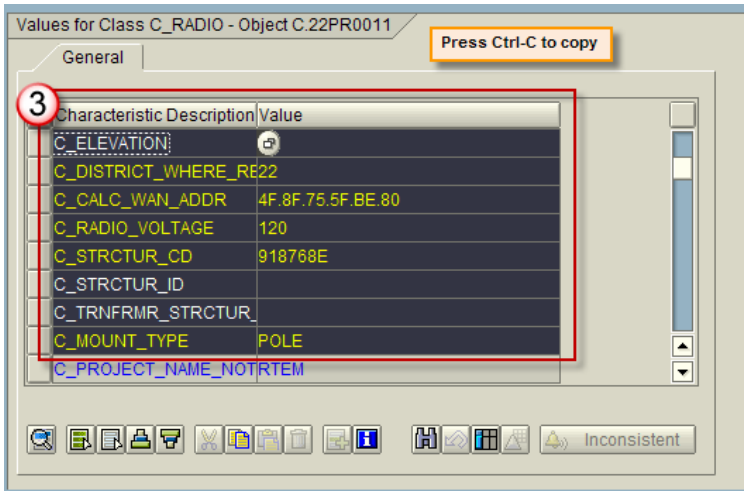


   If importing equipment characteristic, click on the **CLASSIFICATION** Tab.

   The **DISPLAY FUNCTIONAL LOCATION: MASTER DATA** screen provides detailed information for the selected Functional Location.

Continued on the next page.

The **DISPLAY FUNCTIONAL LOCATION: CLASSIFICATION** screen is displayed. Functional Location Characteristic details are displayed on **GENERAL** tab.

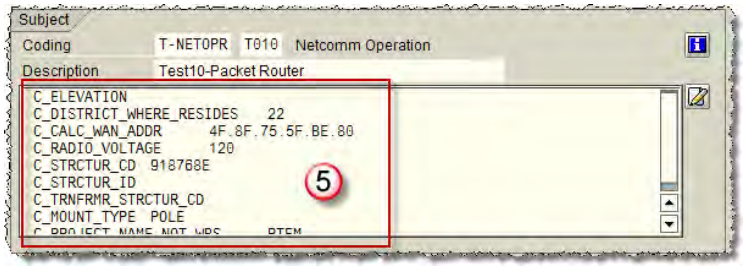


3. Place the cursor in the first row you wish to import, enter "Ctrl Y" and highlight the rows you wish to import. Enter "Ctrl C".

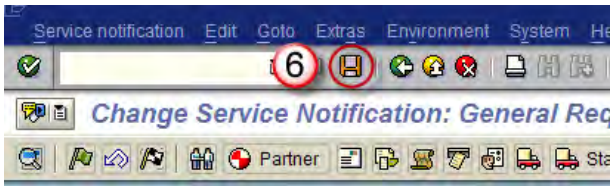
Note that the cursor will change to a " + " after you enter "Ctrl Y".

4. Click the **BACK** button twice to exit back to the E3 Notification.

5. Place your cursor in the **LONG TEXT** field and enter "Ctrl V". The FLOC characteristic details are imported into the **LONG TEXT** field.

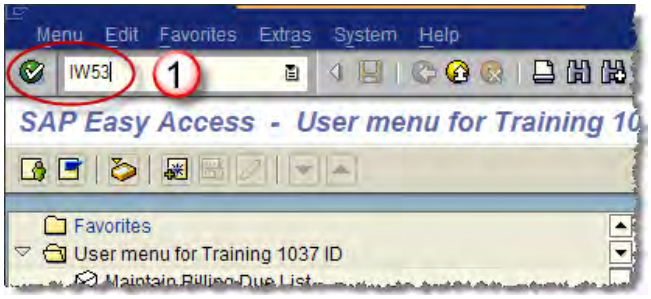


6. Click at the top of the screen to save your changes.



Display Notifications

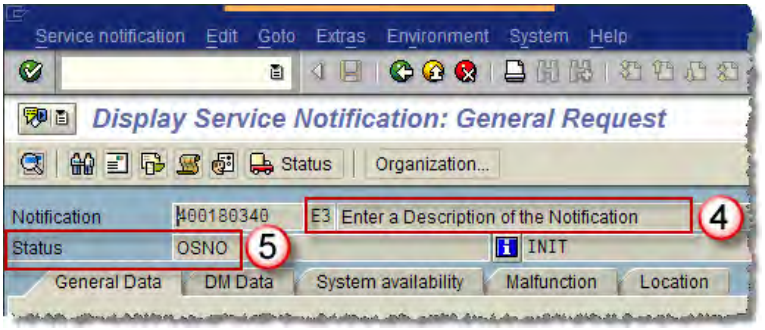
1. Login to SAP and use transaction code IW53 to access the **Initial Screen** for Displaying Notifications. Click .



2. Enter the Notification number provided in Create an E3 Notification, Step 24.
3. Click .

You may also click to the right of the **Notification** field to search for the Notification number.

4. Confirm that the Notification displayed is the one you want by checking the Short Text field on the Notification line.



5. Check the current status of the E3 Notification being displayed. The current status is shown in the Status field directly below the Notification number and Description.

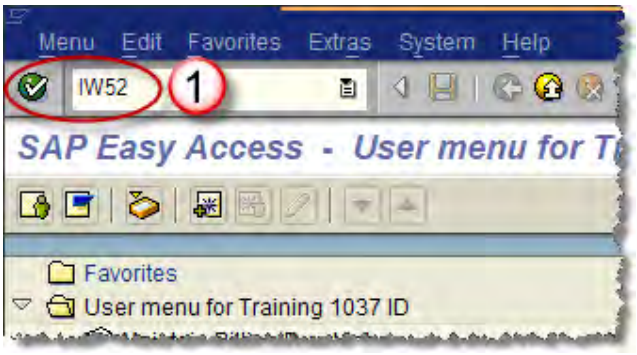
The adjacent table explains the current status codes of a Notification.

System Status	Definition	Denotes
OSNO	Outstanding Notification	Has not been completed
NOPR	Notification in Process	Has not been set to complete, may have outstanding tasks
NOCO	Notification Completed	All work/tasks have been completed, notification set to complete
TSCO	Task Completed	The task has been completed
OSTS	Task Outstanding	The task has not been completed
ATCO	All Tasks Completed	All the tasks have been completed, the notification can be completed

Figure 4: Notification Status Definition Table

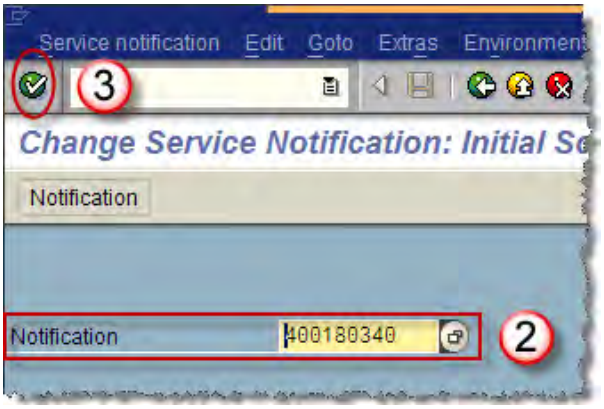
Print a Notification

1. To print a Notification, enter transaction code IW52 (if you need to change something before you print) or IW53 (display only) and click .



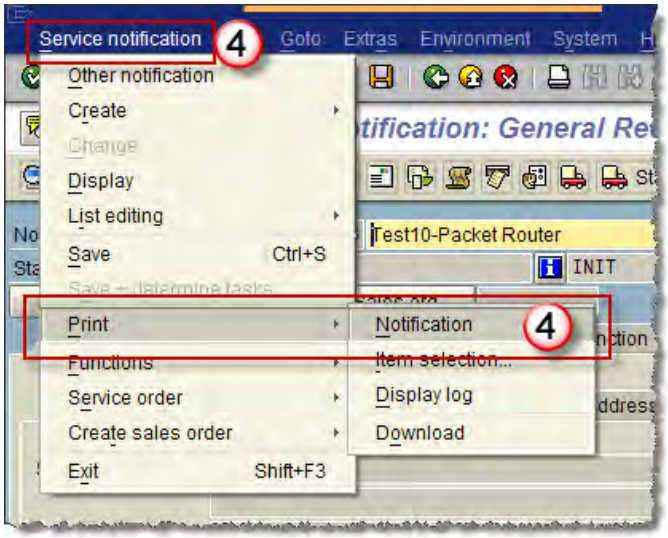
You can use IW64 if you need to print many Notifications. IW64 allows you to print all Notifications within specific search criteria.

2. Enter the Notification number in the Notification field.
3. Click .



You may also click to the right of the Notification field to search for the Notification number.

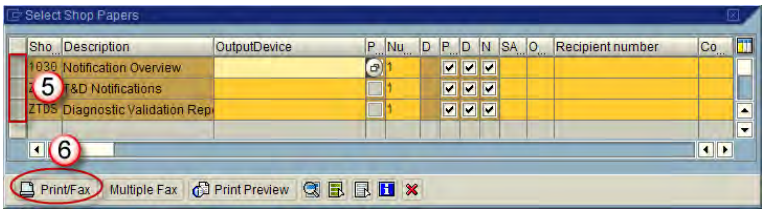
4. After the Notification Screen displays, select the menu path **Service Notification > Print > Notification**



Be sure you have a printer configured.
(See Work Instructions 3-F-005-040-090-IW22 Print Substation Notifications for help setting up your default printer.)

Continued on the next page.

5. The **Select Shop Papers** Window displays with all available reports automatically highlighted. Click ☐ to the left of any Notification report that you do not wish to print, or go straight to Step 6 to print everything.

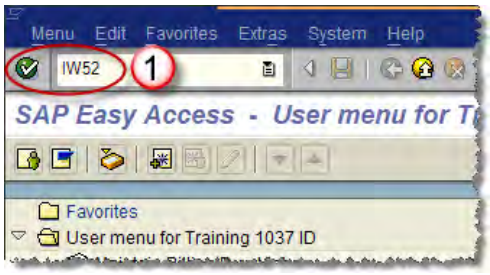


6. Click Print/Fax to print the Notification report(s) to your default printer.

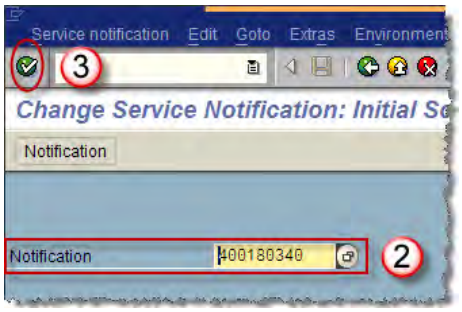
After your Notification reports have been printed, you will receive a message in the lower left corner of the screen.

Update a Notification

1. To Change a Notification, enter Transaction Code **IW52** and click .



2. Enter the Notification number in the Notification field.
3. Click .

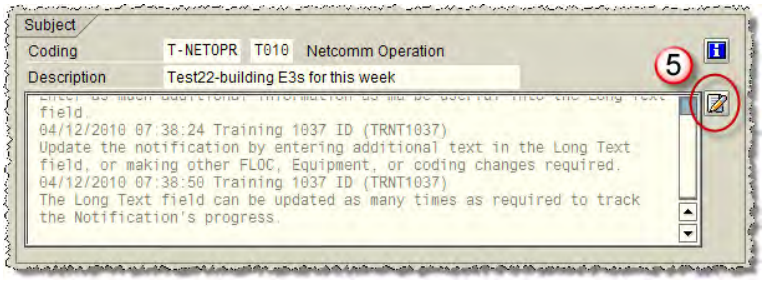


> You may also click to the right of the **Notification** field to search for the Notification number.

4. After the Notification displays, navigate to the region where changes are required.

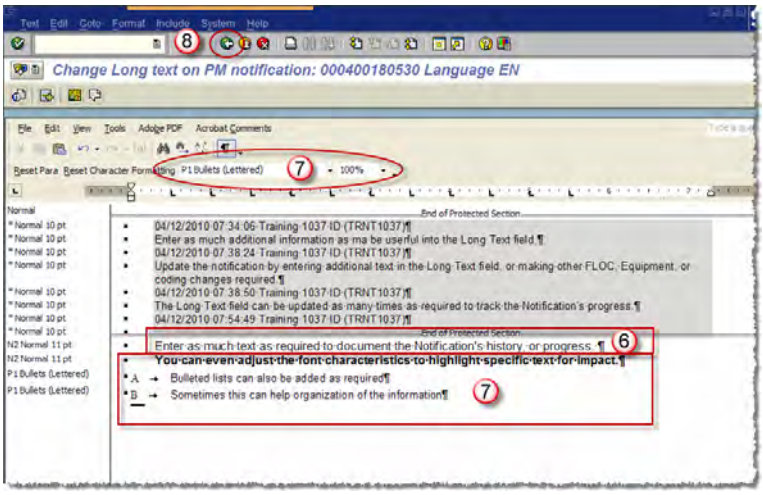
> To import characteristics details of the FLOC or equipment into the Long Text field, see Importing FLOC and Equipment details to the E3 Notification on page 23..

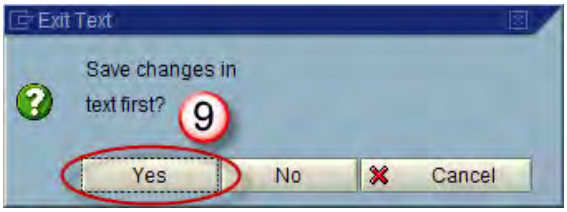
5. Click to make changes to the **Long Text** field.



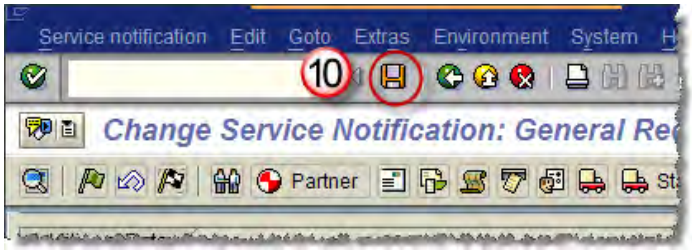
Continued on the next page.

6. Enter the new/updated information in the Long Text field.
7. If you need to change the characteristics of the text for visual impact or importance, you can use the drop-down style list to select from a list of pre-determined styles. The entire paragraph you are working on is changed to the selected style.
8. Click to exit the **Long Text** editor and return to the Notification.
9. Click YES to save the changes.





10. After all corrections/updates have been completed, click to save the updated E3 Notification.

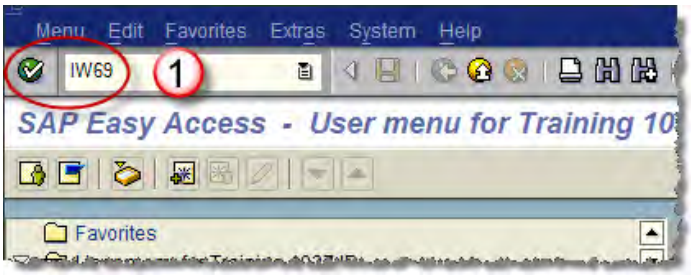


11. After your Notification changes have been saved, you will receive a message in the lower left corner of the screen.

If the Notification contains incorrect information, an **error message** will be displayed in the lower left corner of the Notification Window.

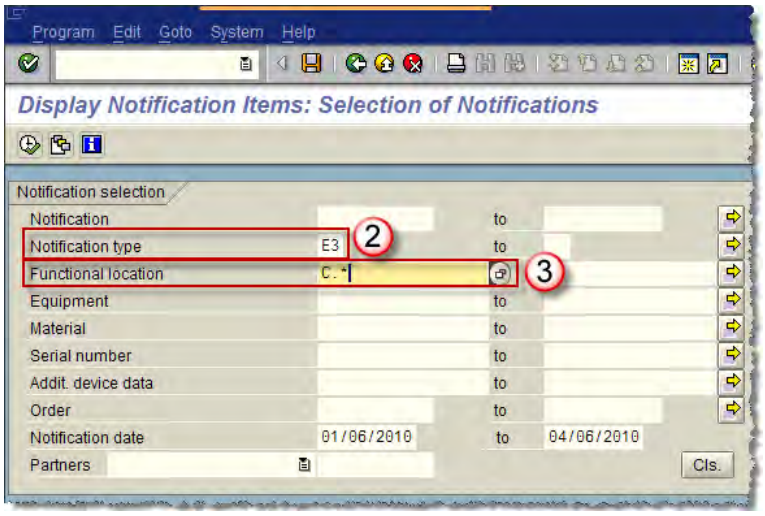
Search for a Notification (Batteries, Chargers, & Radios)

1. To Search for a Notification created for Batteries, Chargers, or Radios, enter Transaction Code IW68 (Change) or IW69 (Display) and click .

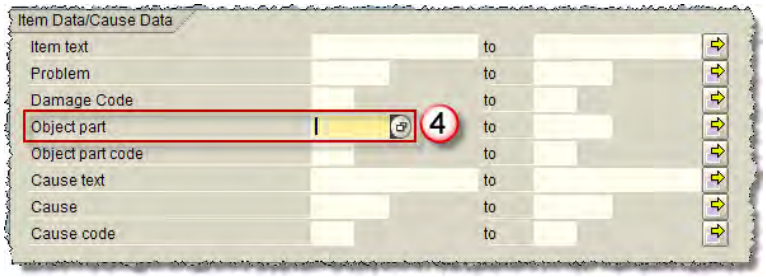


   IW68/IW69 is used in lieu of IW28 to search for Notifications because this allows the addition of OBJECT_TYPE to the search criteria to narrow the results to only ECS or Network Services Notifications.

2. After the **Change/Display Notifications: Selection of Notifications** screen displays, enter E3 in the **Notification type** field.
3. Enter "C.*" in the **Functional Loc field**.

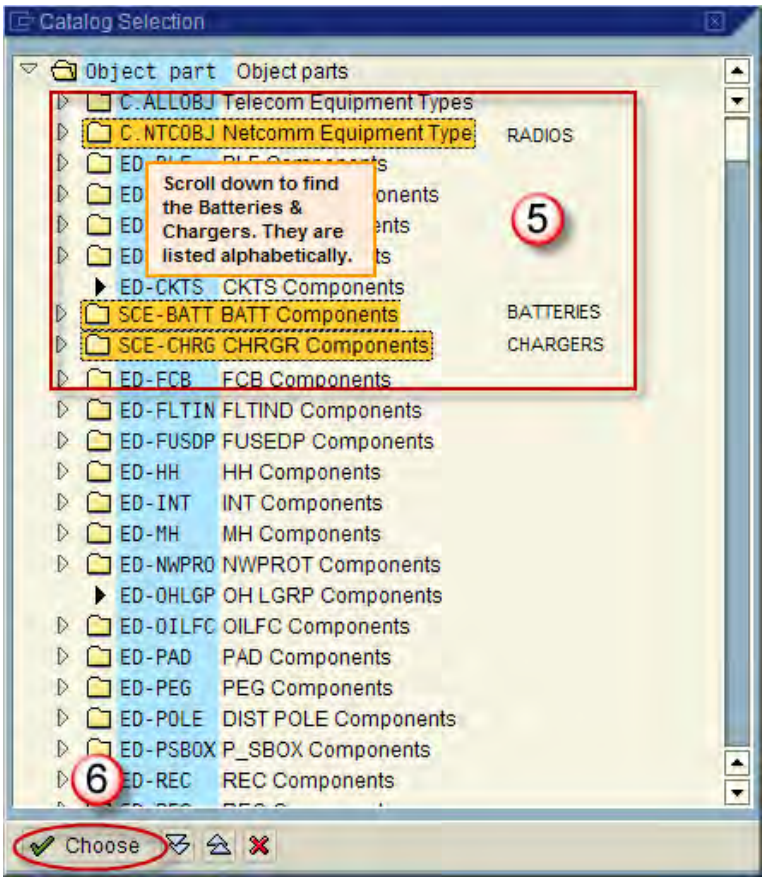


4. Scroll down to the **Item Data/Cause Data** region of the screen, place the cursor in the **Object part** field and click .



Continued on the next page.

5. Select one of the following **Object parts** after the Catalog Selection window opens:
   - **C.NTCOBJ** = Radio
   - **SCE-BATT** = Battery
   - **SCE-CHRG** = Charger

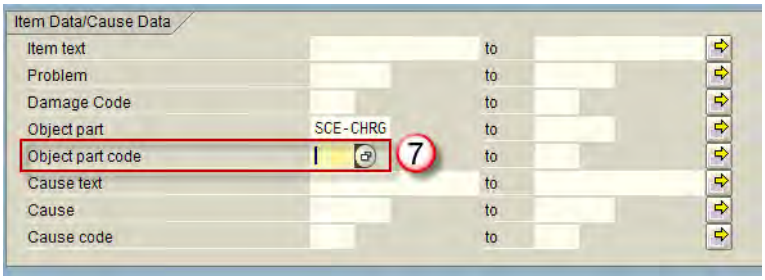


The adjacent image shows how to select an **Object Part**.

Do **NOT** click ▷ to the left of the above **Object parts** to display the submenu choices. This search functions *only* with the top level selections.

6. Click Choose.

This field is optional. Use it to narrow your search to a specific problem area. Leaving it blank will provide all E3 Notifications for the **Object part** specified in Step 5.

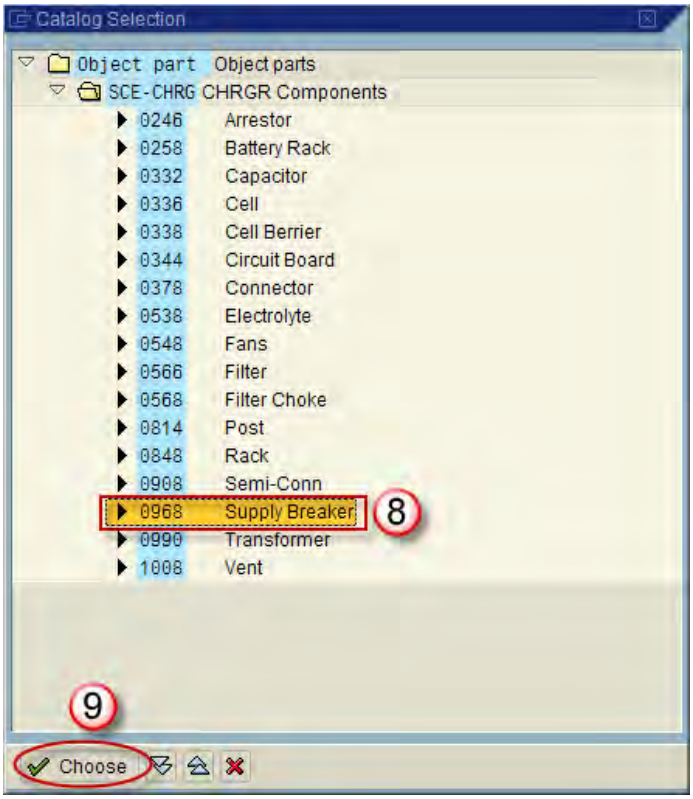


To leave this field blank, go to:
Step 10 for Batteries & Chargers
Step 13 for Packet Router Radios.

7. Next, place the cursor in the **Object part code** field and click ⊡.

Continued on the next page.

8. If you wish to narrow your search to a *specific problem*, select the **Object part code** from the Catalog Selection menu.



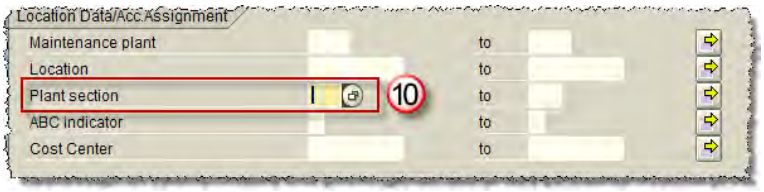
Selecting an **Object part code** from the menu will refine your search to *only* those items that match your choice.

For example: selecting **0968 Supply Breaker** from the menu will limit your search results to only E3 Notifications with chargers that have Supply Breaker problems.

For a broader search, you could skip this field so the search results would display all E3 Notifications for chargers.

9. Click Choose.

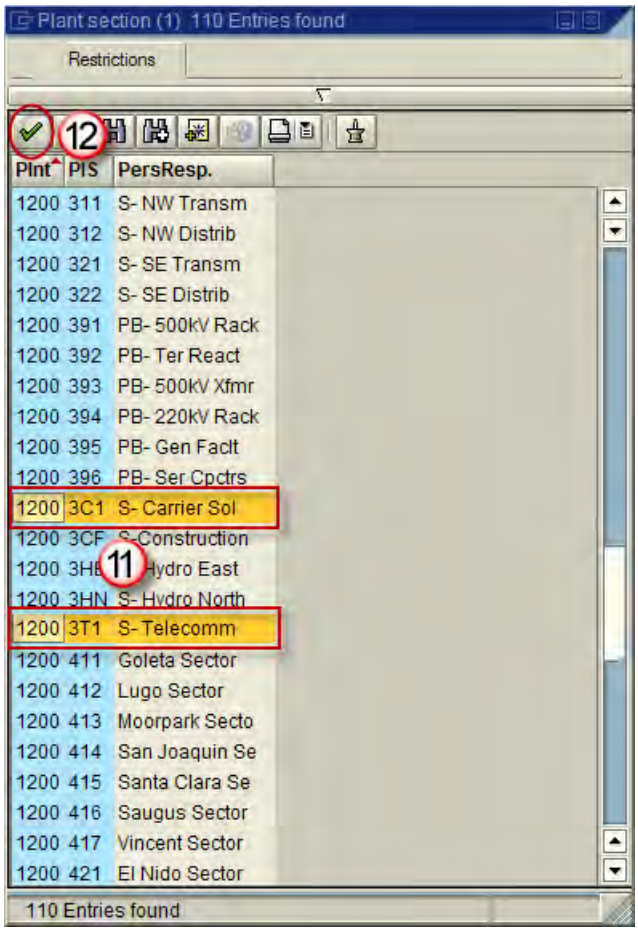
10. Scroll down to the **Location Data/Acc. Assignment** region of the screen, place the cursor in the **Plant section** field and click .



If you are searching for Packet Router Radios, leave this field blank. Go to Step 13.

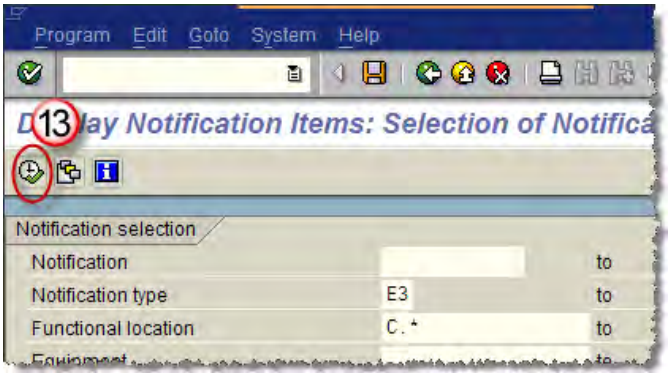
Continued on the next page.

11. After the **Plant section** window opens, browse the list and select either **3C1 S-Carrier Sol** or **3T1 S-Telecomm**.
12. Click to enter your selection in the **Plant section** field.



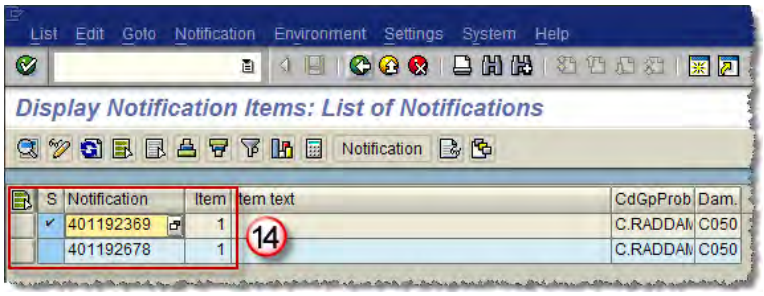
13. Click to begin the search.

For more information on searching Notifications, see Work Instructions 3-F-005-090-015-IW69 Notification List/Edit.



Continued on the next page.

14. Double-click a Notification number to display one of the Notifications shown on the **Display Notification Items: List of Notifications** screen. This listing shows all Notifications matching your search criteria.

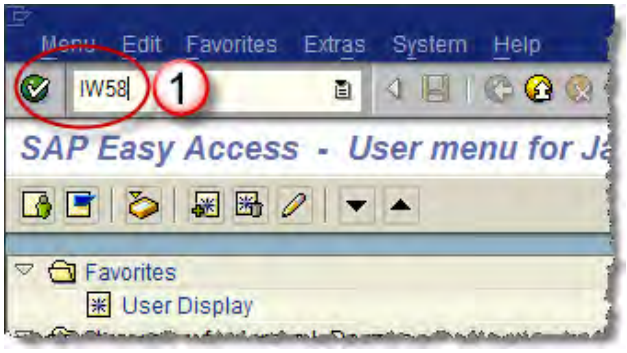


Notice that each displayed Notification receives a ✔ to help you keep track of which ones you have already viewed.

15. Click twice to exit.

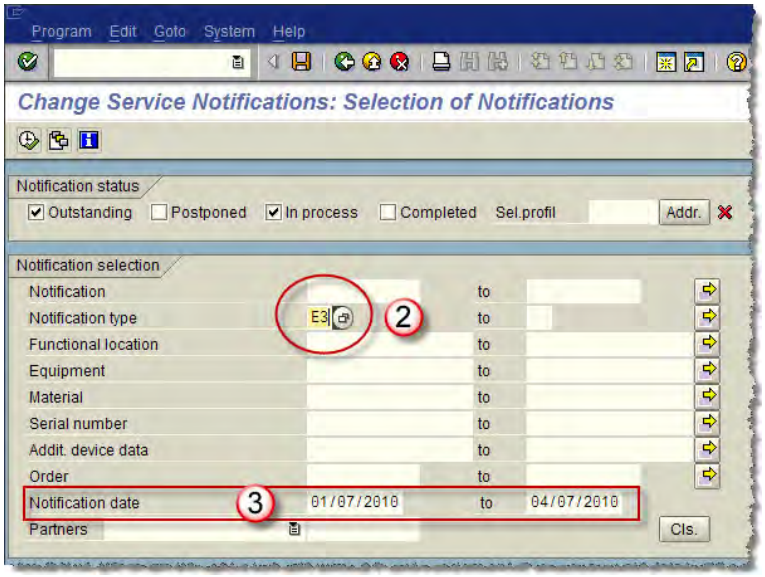
Search for a Notification (Wireless Circuit)

1. To Search for a Notification created for a Wireless Circuit, use Transaction Code IW58 (Change) or IW59 (Display) and click .



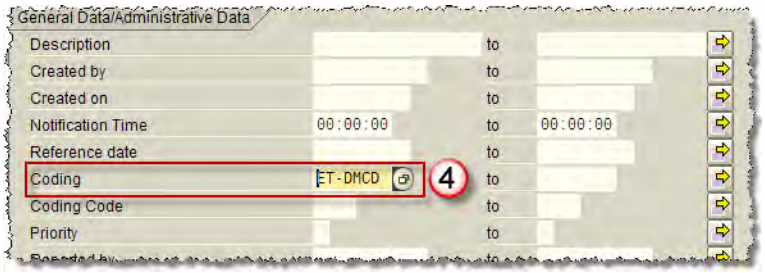
   IW58/IW59 is used in lieu of IW28 to search for Notifications because this allows the ability to search for coding of ET-DCMD to narrow the results to only ECS requests for Wireless Circuit Notifications.

2. After the **Change Service Notifications: Selection of Notifications** screen displays, enter E3 in the **Notification type** field.
3. Enter the earliest and latest Notification dates to search for in the **Notification date** fields.



   Use date format MM/DD/YYY.

4. Scroll down to the **General Data/Administrative Data** region and enter **ET-DMCD** in the **Coding** field.



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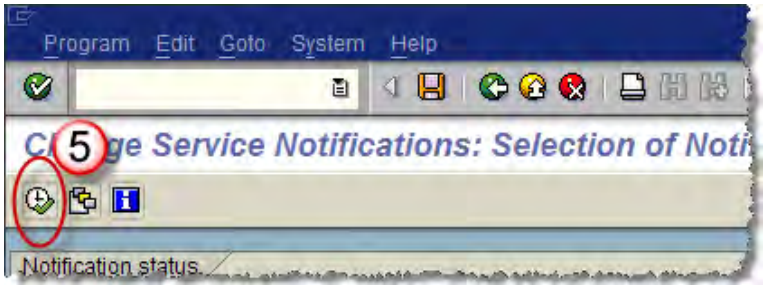
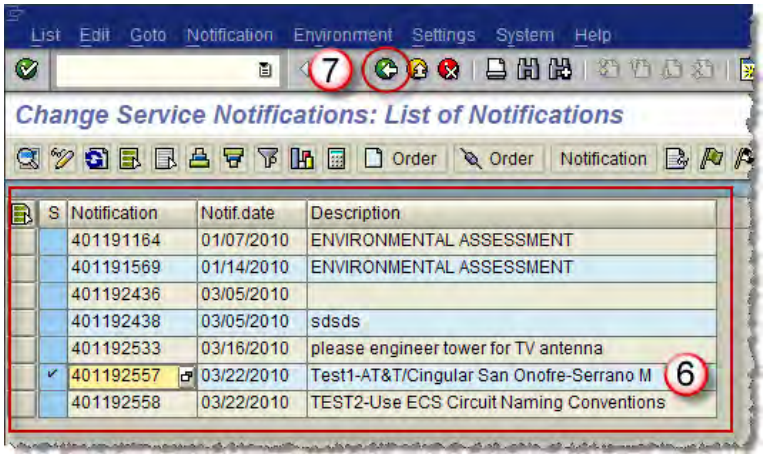
5. Click to begin the search.



For more information on searching Notifications, see Work Instructions 3-F-005-040-010 Change/Display Service Notifications.

6. Double-click a Notification number to display one of the Notifications shown on the **Display Notification Items: List of Notifications** screen. This listing shows all Notifications matching your search criteria.

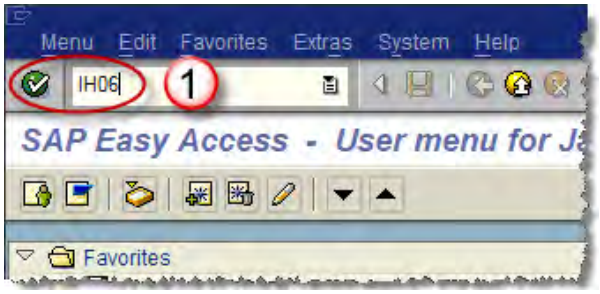


Notice that each displayed Notification receives a to help you keep track of which ones you have already viewed.

7. Click twice to exit.

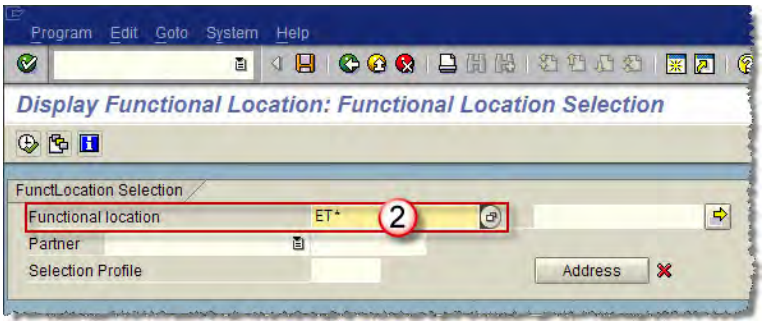
Search for TDBU Transmission Circuits

1. To Search for TDBU Transmission Circuits, enter Transaction Code **IH06** and click .

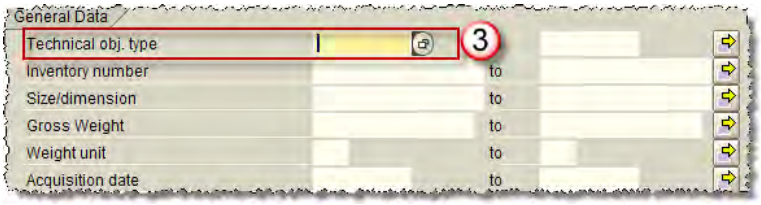


IH06 is used in lieu of IW28 to search for TDBU Transmission Circuits because this allows the ability to search for **Technical Object Types**.

2. Enter "ET*" into the **Functional location** field.



3. Scroll down to the **General Data Region**, place the cursor in the **Technical obj type** field and click .



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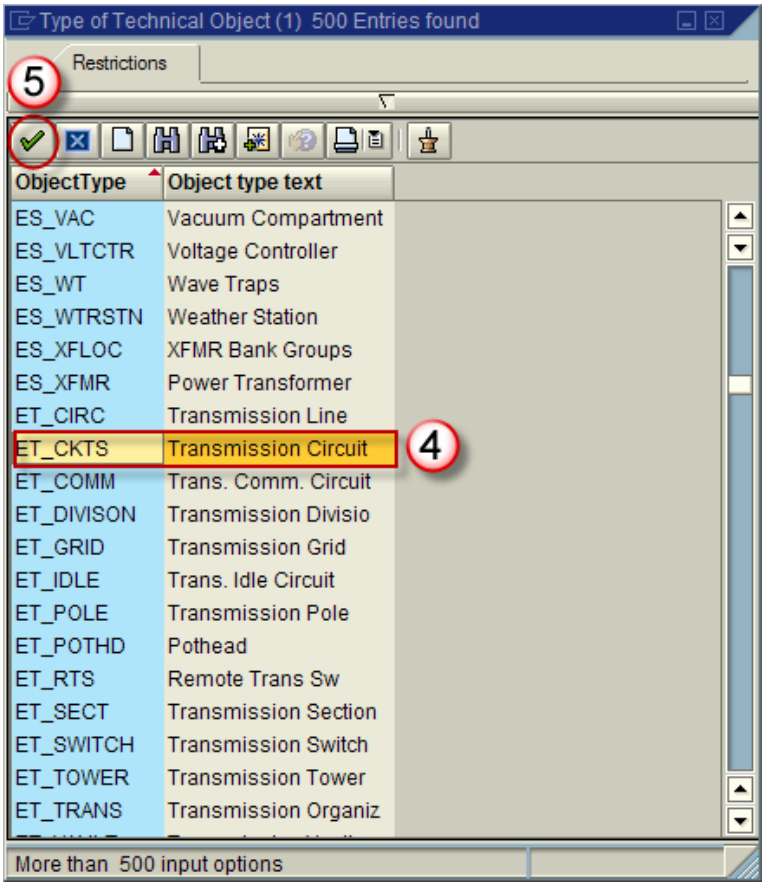
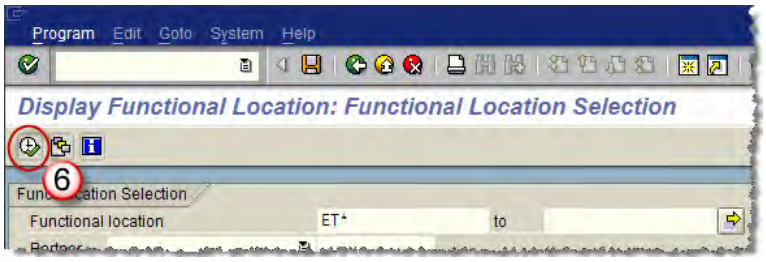
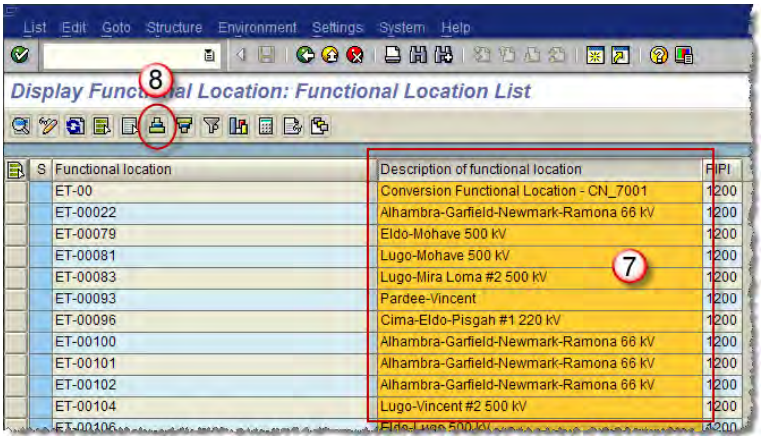
4. Select **ET_CKTS Transmission Circuit** from the **Type of Technical Object** list.
5. Click ✔.



6. Click 🕒.

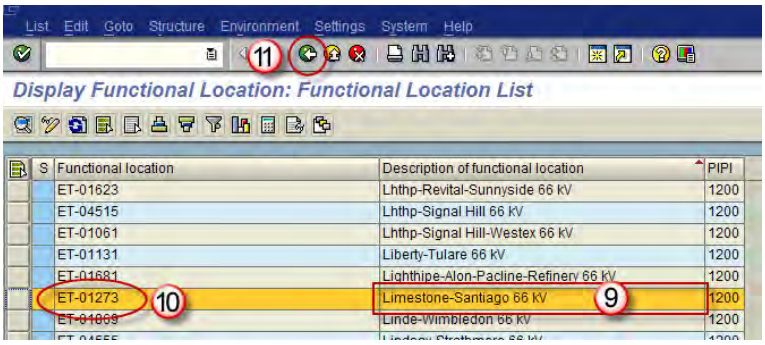


7. When the list of TDBU Transmission Circuits is displayed, select the **Description of Functional Location** column to highlight it.
8. Click 🖶 to sort the list alphabetically.



Continued on the next page.

9. Look for the TDBU Wireless Circuits you want by scrolling down the list until you find it. The FLOC of the Wireless Circuits is shown in the **Functional location** column.



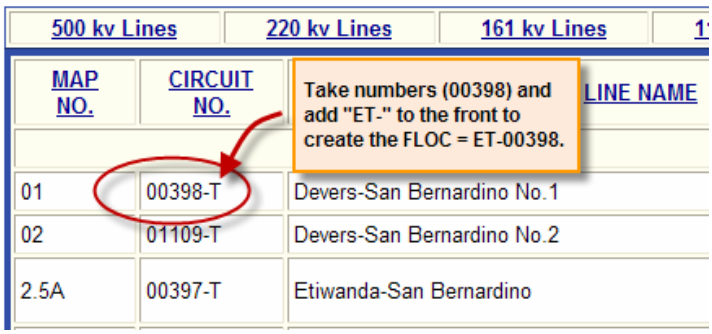
10. Enter this TDBU Wireless Circuits FLOC in the Functional location field when you create an E3 Notification for ECS Engineering Services against TDBU Transmission Circuits.

11. Click twice to exit.

If you know the Region the TDBU Transmission Circuit is located in, review the TDBU Transmission Circuit information available at the Portal by visiting:

http://edna.sce.com/td2/pd/cm/cmaps2.shtml

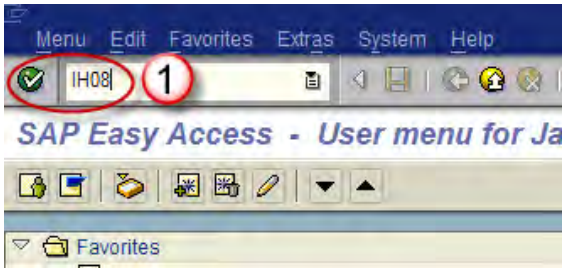
Find the region, locate the TDBU Transmission Circuit from the list and derive the TDBU Transmission Circuit FLOC.



Search for Equipment

If a problem is reported in a "general area", but the FLOC or Equipment Number are unknown, you can use Transaction Code IH08 to search for a specific type of equipment, such as a Battery, and identify all locations that have this piece of equipment. This process will allow you to manually review this listing to find the equipment located in the "general area" to identify the FLOC and Equipment identification number. You can then create an E3 Notification using this information.

1. To Search for Equipment, enter Transaction Code **IH08** and click .



   IH08 is used in lieu of IW28 to search for Equipment because this allows the ability to search for Object Types.

2. In the **Classification** region, enter "002" in the Class Type field.
3. Enter the **Object Type** from the E3 Notification Guide Matrix (on page 6) in the **Class** field.

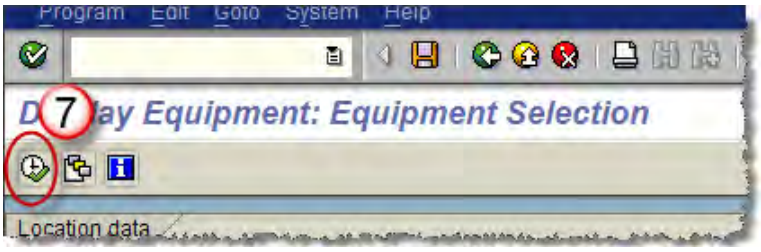
4. In the **General data** region, enter the **Object Type** from the E3 Notification Guide Matrix (on page 6) in the **Technical obj. type** field.

5. In the **Location data** region, enter **9597** in the **Room** field if the equipment is for ECS. Otherwise, leave the **Room** field blank for Network Services equipment.

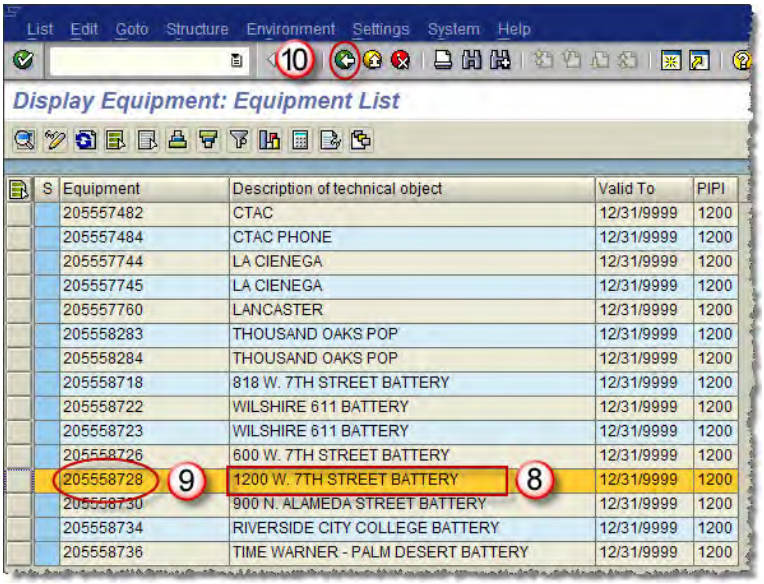
6. In the **Maintenance data** region, enter "**C.***" in the **Functional location** field.

Continued on the next page.

7. Click to start the search.



8. Review the search results to find the equipment you are searching for.
9. Make note of the equipment identification number and create an E3 Notification to resolve the reported issue.

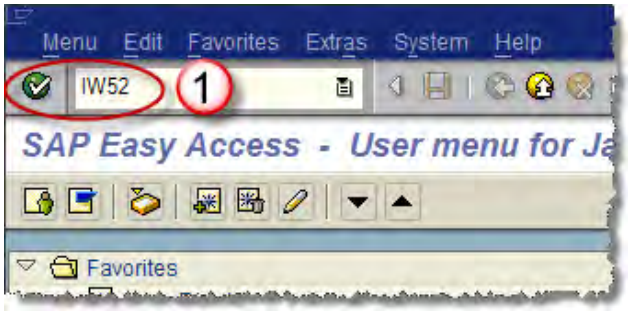


S	Equipment	Description of technical object	Valid To	PIPI
	205557482	CTAC	12/31/9999	1200
	205557484	CTAC PHONE	12/31/9999	1200
	205557744	LA CIENEGA	12/31/9999	1200
	205557745	LA CIENEGA	12/31/9999	1200
	205557760	LANCASTER	12/31/9999	1200
	205558283	THOUSAND OAKS POP	12/31/9999	1200
	205558284	THOUSAND OAKS POP	12/31/9999	1200
	205558718	818 W. 7TH STREET BATTERY	12/31/9999	1200
	205558722	WILSHIRE 611 BATTERY	12/31/9999	1200
	205558723	WILSHIRE 611 BATTERY	12/31/9999	1200
	205558726	600 W. 7TH STREET BATTERY	12/31/9999	1200
	205558728	1200 W. 7TH STREET BATTERY	12/31/9999	1200
	205558730	900 N. ALAMEDA STREET BATTERY	12/31/9999	1200
	205558734	RIVERSIDE CITY COLLEGE BATTERY	12/31/9999	1200
	205558736	TIME WARNER - PALM DESERT BATTERY	12/31/9999	1200

10. Click twice to exit.

Cancel a Notification

1. To Cancel a Notification when you know the number, enter Transaction Code IW52 and click .

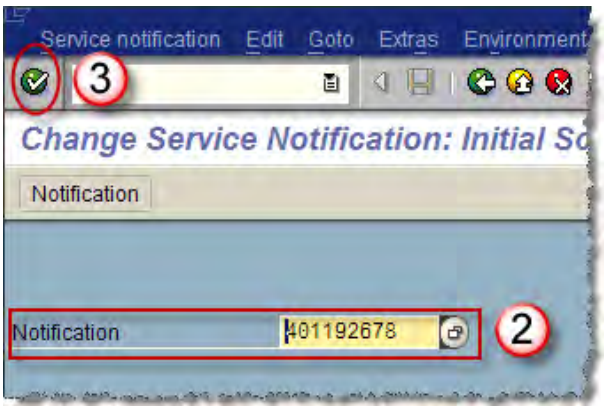


   If you do not know the notification number to be cancelled, use the following transaction codes to allow you to search for the Notification.

   - IW68 – Search for Radio, Battery, and Charger Notifications
   - IW58 – Search for Circuit Notifications

   See Work Instruction 3-F-005-050-020-IW22 Notification Cancellation for more details on canceling notifications.

2. Enter the Notification number in the **Notification** field.
3. Click .



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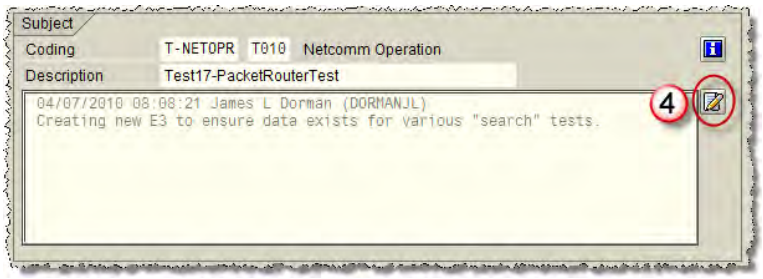
4. Click to enter cancellation information in the **Long Text** field.

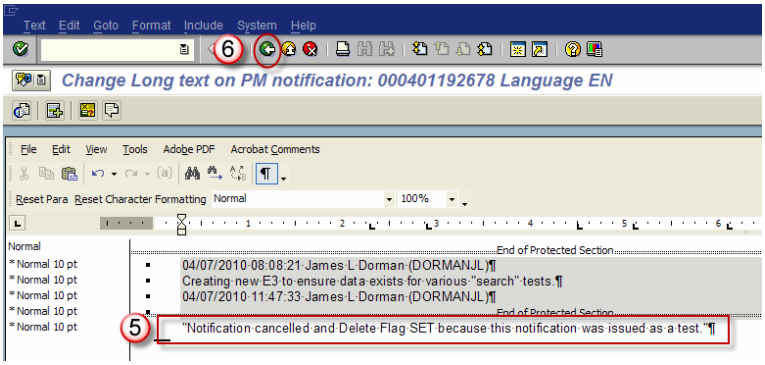


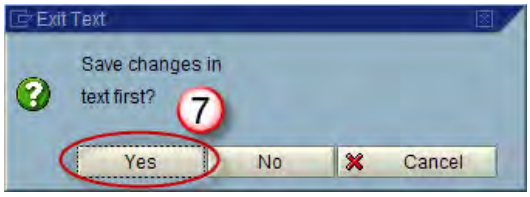
5. After the **Long Text** field is displayed, enter a description explaining why the Notification is being cancelled, such as:

   "Notification cancelled and Delete Flag SET because this notification was issued against wrong equipment."

6. Click to return to the **Change PM Notification** screen.

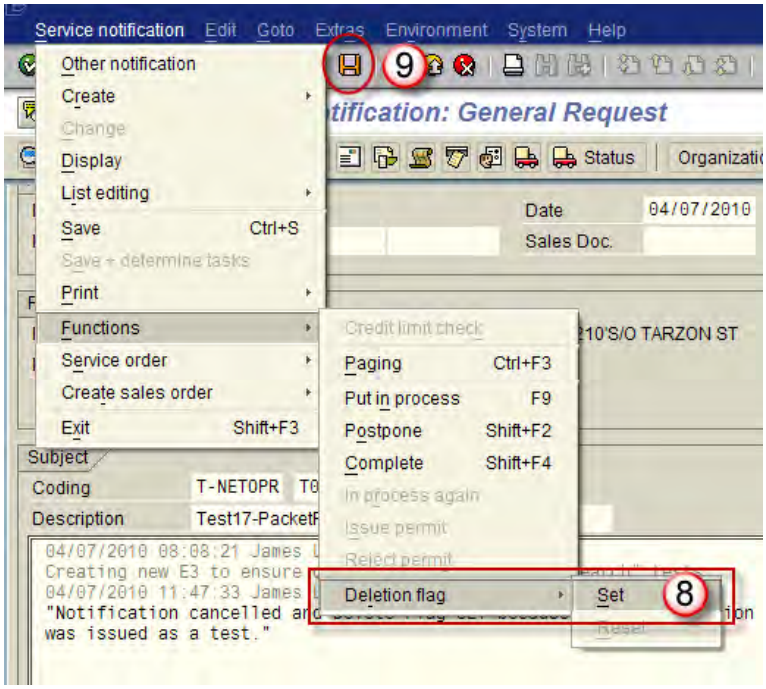
7. Click **Yes** to save your changes.





Continued on the next page.

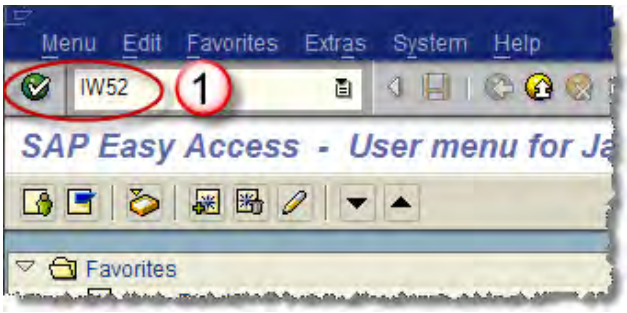
8. Choose **Service notification > Functions > Deletion flag > Set** to set the Deletion Flag.
9. Click to save the changes in the notification.



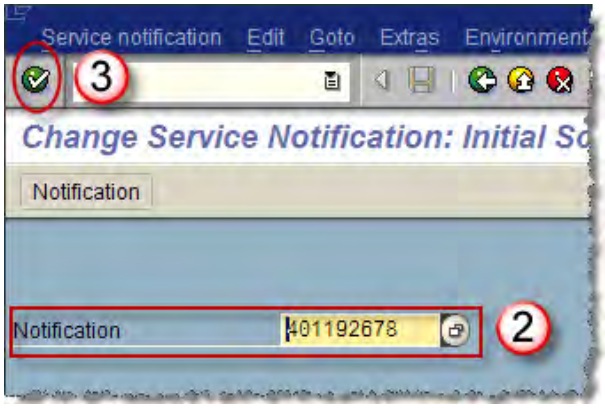
10. The changes are saved and you will receive a message that the changes have been completed.

Notification Attachments

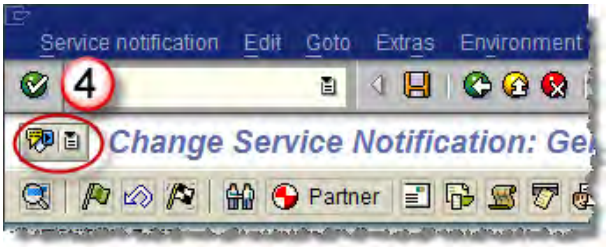
1. To attach a file to a Notification, enter Transaction Code IW52 and click .



2. Enter the Notification number in the Notification field.
3. Click .



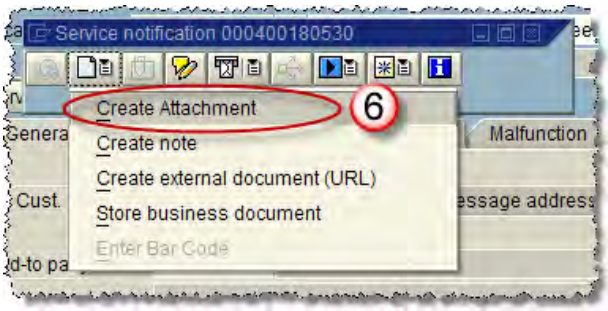
4. After the **Change Service Notifications: General Request** screen displays, click to attach a file to the notification.



Continued on the next page.

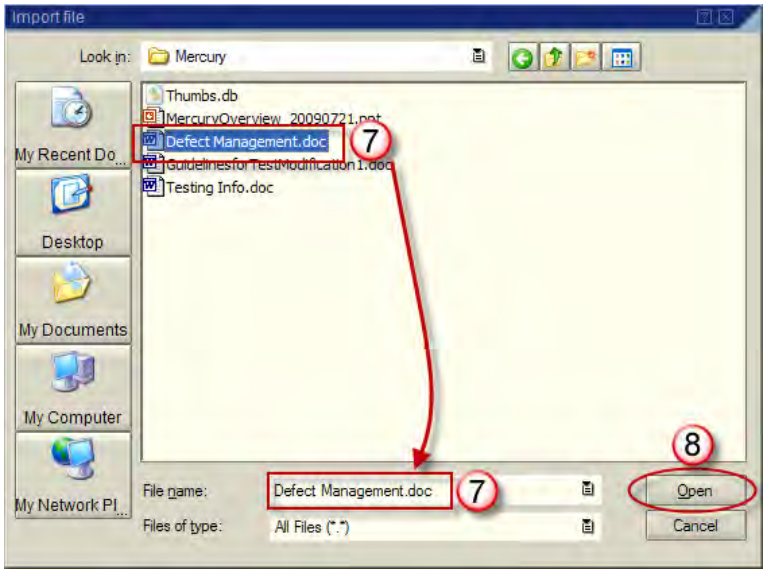
5. After the **Service Notification xxxxxxxxxx** screen displays, click to select the file to attach.

6. Select **Create Attachment** from the drop-down menu.



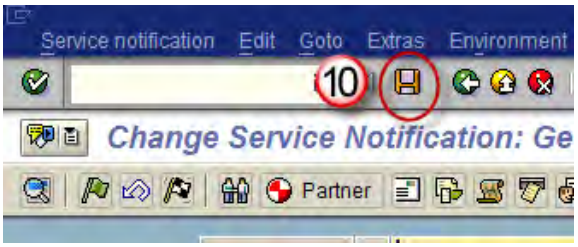
7. After the Import file window displays, use standard Windows navigation to browse to the folder containing the document, spreadsheet, or graphic file you want to attach and select the file to be added to the Notification.

8. Click Open.



9. Click to exit.

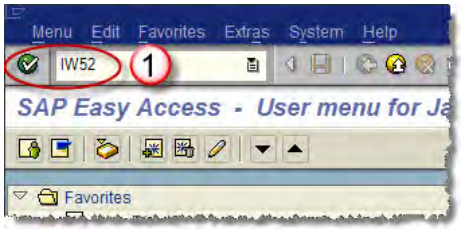
10. Click to save the changes in the Notification.



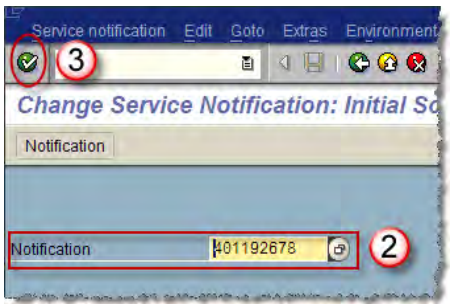
11. Confirm that the system message that displays in the lower left corner of the screen shows a message stating the changes have been saved.

Close a Notification

1. To Close a Notification, enter Transaction Code **IW52** and click .

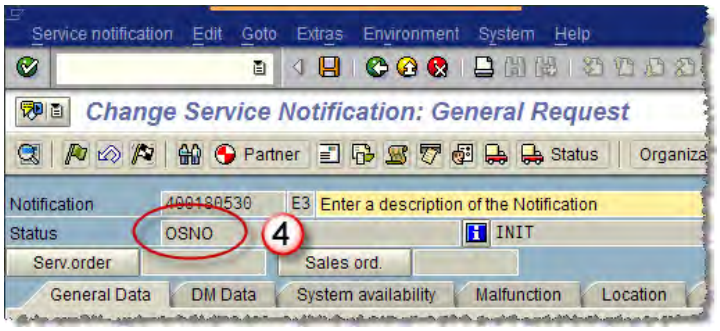


2. Enter the Notification number in the Notification field.
3. Click .



> You may also click to the right of the **Notification** field to search for the Notification number.

4. After the Notification opens, check the **Status** field to determine if the Notification can be closed.



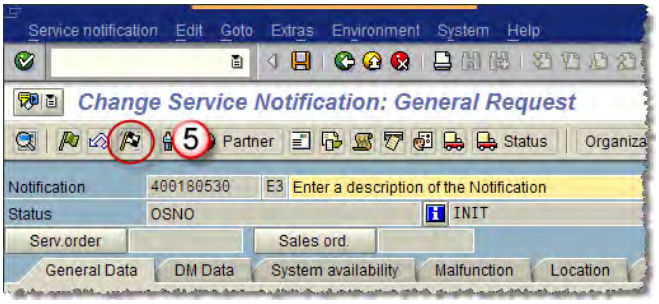
Use the adjacent **System Status Table** to confirm the status of the Notification.

Notice that this Notification has a status of **OSNO**. This means that the Notification is still open and that it has not been completed. This Notification can be closed.

System Status	Definition	Denotes
OSNO	Outstanding Notification	Has not been completed
NOPR	Notification in Process	Has not been set to complete, may have outstanding tasks
NOCO	Notification Completed	All work/tasks have been completed, notification set to complete
TSCO	Task Completed	The task has been completed
OSTS	Task Outstanding	The task has not been completed
ATCO	All Tasks Completed	All the tasks have been completed, the notification can be completed

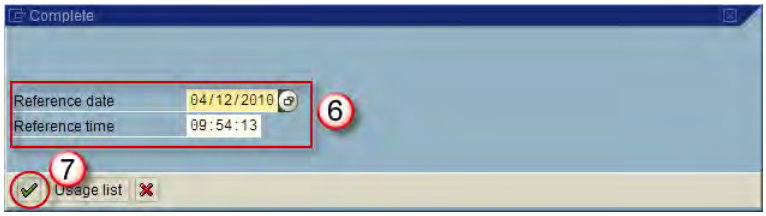
Continued on the next page.

5. Click at the top of the screen to **Close** the Notification.



6. Confirm that the **Reference date** and **Reference time** reflect the actual date and time that should be used to mark the Notification as closed. The default date/time is the current date/time.

   Make changes to the date and time, if required, to reflect the actual date and time the Notification was actually completed and closed.



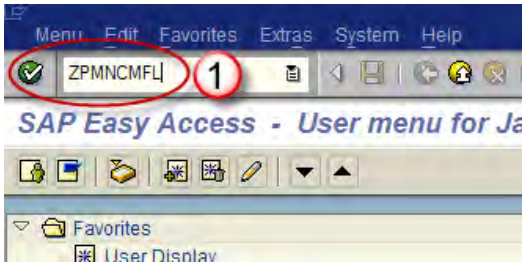
7. Click .

8. Confirm that the message displayed in the lower left corner of the screen shows the Close has been completed.

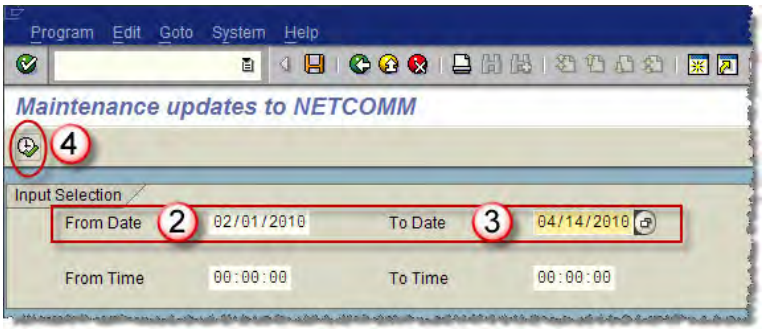
Transferring Telecom Notifications

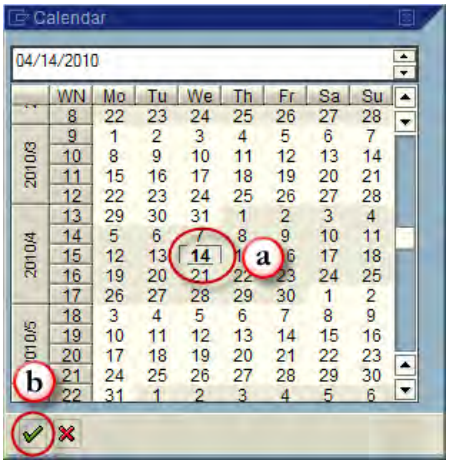
Network Services Notifications can be transferred from SAP to Netcomm Radio Maintenance System (NCMM) by the EAM – IT/Telecom Interface Maintainer role. You must ensure that you have been assigned that role before you try to transfer Telecom Notifications using this procedure.

1. To transfer Telecom Notifications from SAP to NCMM, enter transaction code **ZPMNCMFL** and click .



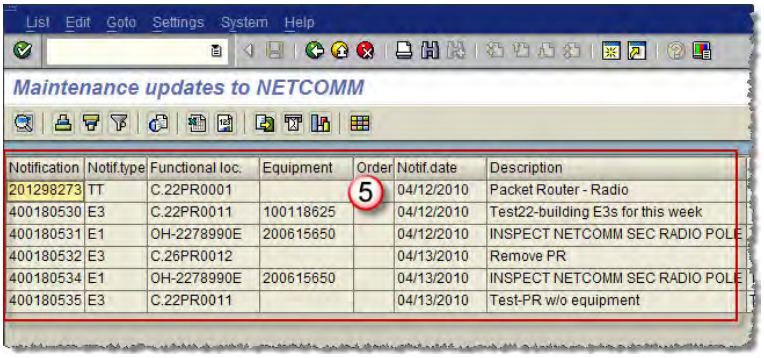
2. After the **Maintenance updates to Netcomm** screen appears, enter the earliest date for the desired period in the **From Date** field in MM/DD/YYYY format.
3. Enter the last date of the desired period in the **To Date** field in MM/DD/YYYY format.
   a. If desired, click in the **From Date** field and/or **the To Date** field and then click to access a date calendar to select a date from.
   b. Click to enter the selected date into the field.
4. Click to start the transfer of Telecom Notifications.





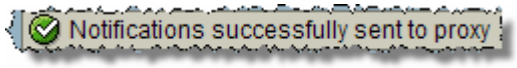
Continued on the next page.

5. A list of Telecom Notifications that have been transferred from SAP to NCMM will be displayed.

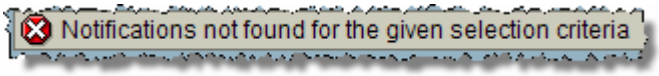


Notification	Notif.type	Functional loc.	Equipment	Order	Notif.date	Description
201298273	TT	C.22PR0001			04/12/2010	Packet Router - Radio
400180530	E3	C.22PR0011	100118625		04/12/2010	Test22-building E3s for this week
400180531	E1	OH-2278990E	200615650		04/12/2010	INSPECT NETCOMM SEC RADIO POLE
400180532	E3	C.26PR0012			04/13/2010	Remove PR
400180534	E1	OH-2278990E	200615650		04/13/2010	INSPECT NETCOMM SEC RADIO POLE
400180535	E3	C.22PR0011			04/13/2010	Test-PR w/o equipment

6. A message confirming the successful transfer of the Notifications to the Proxy is displayed in the lower left corner of the screen.

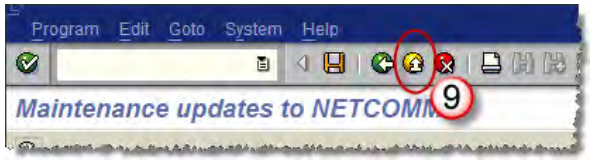


7. If there are no Telecom Notifications created during the period of time specified in Steps 2 and 3, an error message will display in the lower left corner of the screen.



8. If the Telecom Notifications failed to transfer, an error message will display in the lower left corner of the screen.

9. Click to Exit.



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