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AT&T Order Status Manager Frequently Asked Questions

With the new web-based, stand-alone "AT&T Order Status Manager" application, you can monitor your AT&T Business Services order status virtually anywhere and anytime from your desktop or mobile device in near real-time.

Benefits:

- Quickly track your orders online in one convenient place.
- Easily access technical information online about your order.
- Easily request changes and updates to your order online.
- Communicate electronically with your AT&T Order Manager.
- Enjoy round-the-clock access to the tool.

FAQs:

What is the AT&T Order Status Manager (OSM)?

AT&T has developed an easy to use web-based, stand-alone application to access the status of your orders. The OSM tool allows you to monitor near real-time order status with a click of the mouse. You no longer need to call your ACC Business or AT&T contacts to determine order status.

How do I track orders on-line?

When AT&T confirms your order, you'll receive an order confirmation email. Simply click the link at the bottom of the email to get started tracking the progress of your order.

Can I update my order?

Yes, you can easily submit changes and updates to your order. You can update the site address or contact information, and request new circuit installation, turn up, or expedited dates. Technical details about your order can be accessed on-line.

Can I track an order from my smartphone?

Yes, with OSM Mobile Access, you can monitor your order virtually anywhere and anytime from your mobile device – while taking full advantage of all the features and benefits you find from your desktop.

How do I contact the AT&T Order Manager that 'owns' my order?

You can use the 'Submit A Request' option on the 'Request and Actions' tab to send several different types of communication to the AT&T Order Manager.

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What should I expect when I select 'Submit A Request' or 'Contact Us' from the OSM tool?

When you send a request, three actions are taken:

- A tracking number is assigned to the request and a record is opened that will be available for your review.
- You will receive a confirmation email of the submitted request.
- The AT&T Order Manager will receive an email informing them that you have submitted a request and that they need to respond. Our target is to respond to your request within 4 business hours (U.S. Eastern time).

Why should I use the 'Submit A Request' feature to contact the AT&T Order Manager?

This is the most efficient and effective way to communicate directly with the person that is managing your order. If you communicate via email or phone with another AT&T contact then that person (Sales, Service Manager, Project Manager) will then need to reach out to the AT&T Order Manager to process the request or answer the question. Using the OSM application to communicate also allows all parties to view the request and responses at any time.

I need to have an order completed before the expected due date listed in the OSM tool. What should I do?

You can submit a request to 'Expedite' the order using the 'Submit Request' list within the order status view. The request will be routed to the AT&T Order Manager and they will respond to you with additional information about your request.

Why can't I view the status of another order that I know is also in progress?

Not all services and order types are supported in the OSM application.

How can another person in my company obtain access to an order in OSM?

To access an order in OSM, users must have the unique link for the order. You can find that link in the Order Confirmation email from AT&T.

For more information, please contact ACC Business at: http://accbusiness.com/

For a video tour of the OSM tool, click **here**.