ERP Training

Quick Reference Materials

R3EAIT010:
Notifications: E1 – Telecom

EDISON INTERNATIONAL®

Leading the Way in Electricity℠

Table of Contents

What is an E1 Notification – Telecom? **1**
When do I create an E1 Notification? **1**
Who Does the Repair or Replacement? **1**
Working with E1 Notifications **2**
E1 Transaction Codes 2
Problem Statements 3
Problem Statement Matrix 3
Create an E1 Notification 4
Functional Location (FLOC) 5
Coding the E1 Notification 8
Display Notification 15
Print a Notification 16
Change an E1 Notification 18
Search for a Notification 21
Cancel a Notification 25
Notification Attachments 27
Transferring Telecom Notifications 30

This page intentionally left blank

What is an E1 Notification – Telecom?

An E1 Notification is an SAP repair notification created to document an issue, problem, request or feedback against a piece of equipment. It is a commonly used by TDBU Apparatus, who will be performing the actual radio inspection and/or replacement. Additionally, E1 Notifications allow some back-end automation which streamlines some accounting functionality.

When do I create an E1 Notification?

An E1 Notification is created whenever a Telecom radio failure is detected or if a Telecom radio is non-responsive.

Who Does the Repair or Replacement?

The TDBU Apparatus Group monitors Telecom's E1 Notification requests, flips them into work orders, and assigns the work to the field crew responsible. The following diagram shows the typical work flow for a Telecom E1 Notification.

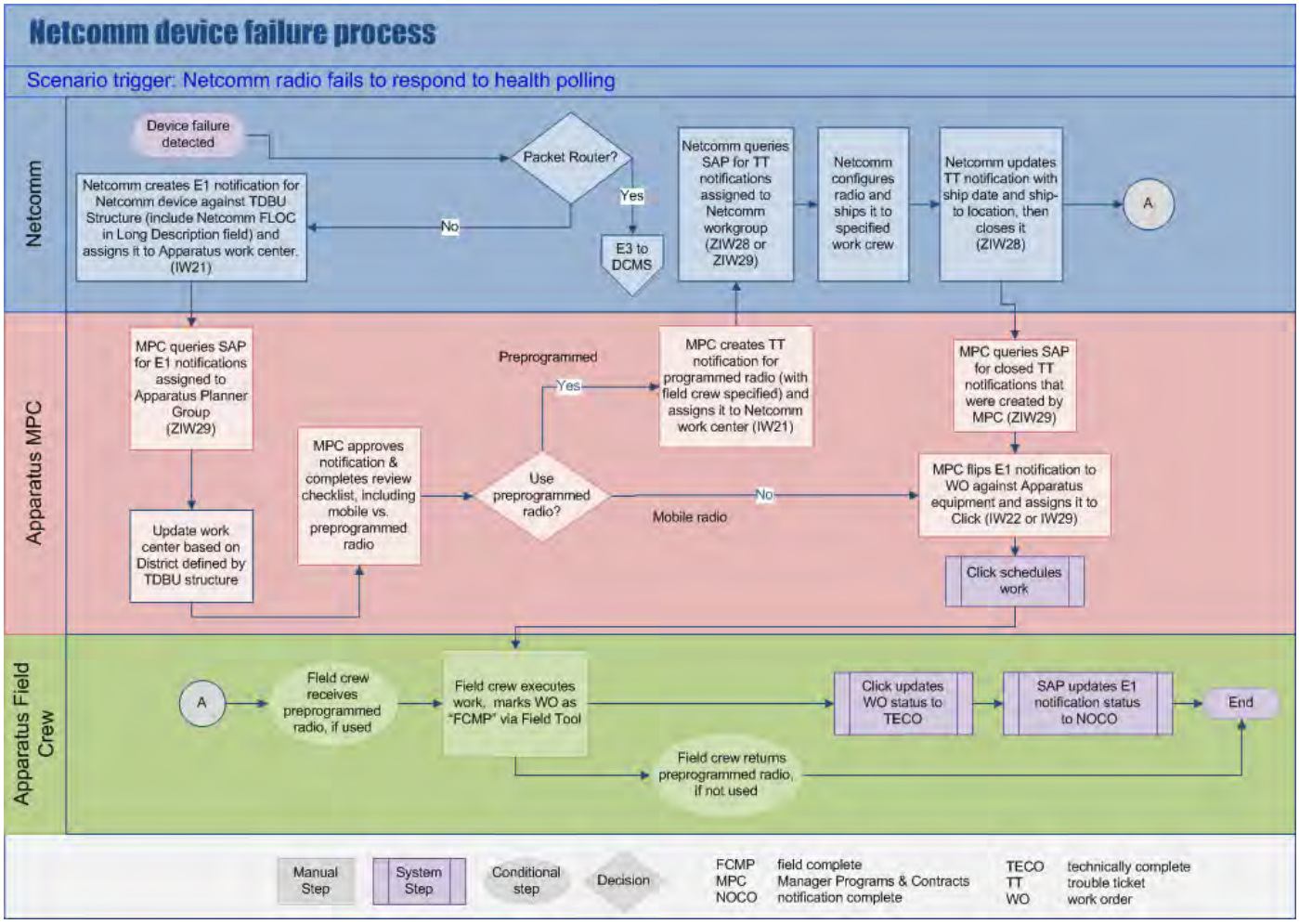


Figure 1: Telecom E1 Notification Workflow

This QRM describes the initial creation of E1 Notification using Transaction Code IW21, which is identified in the 1st task box in the top row (Netcomm) – see figure 1. The rest of the work flow is shown only to help you understand what is involved and who is responsible.

Working with E1 Notifications

This QRM will help you search for and display, create, change, cancel, and print an E1 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 have been assigned one or more of the following SAP roles:

- EAM – All Displayer – IW23, IW69
- EAM – IT/Telecom Interface Maintainer – ZPMNCMFL
- EAM – Notifications Approver – IW22, IW68
- EAM – Notifications Creator – IW21

E1 Transaction Codes

The following transaction codes are used when working with E1 Notifications:

Activity	Transaction Code	Required Role	External Work Instruction
Create Notification	IW21	EAM – Notifications Creator	3-F-005-030-010_02-IW21 E1 – Priority 1, 2, 3 Repair
Display Notification	IW23	EAM – All Displayer	3-F-005-040-032-IW23 Display PM Notification
Print Notification	IW22 IW23	EAM – Notifications Approver EAM – All Displayer	3-F-005-040-090-IW22 Print Substation Notifications
Update Notification	IW22	EAM – Notifications Approver	3-F-005-030-014_01-IW22 E1 - Completion
Search Notification	IW68 IW69	EAM – Notifications Approver EAM – All Displayer	3-F-005-090-015_IW69 Notification List/Edit.
Cancel Notification	IW22	EAM – Notifications Approver	3-F-005-050-020-IW22 Notification Cancellation
Notification Attachments	IW22	EAM – Notifications Approver	3-F-005-030-030-IW22 Notification Attachments
Transfer Telecom Notifications	ZPMNCMFL	EAM – IT/Telecom Interface Maintainer	3-F-005-090-040 Maintenance Updates to NETCOMM

Figure 2: E1 Transaction Codes

Problem Statements

The creation of E1 Notifications is only possible if you can successfully create a viable Problem Statement recognized by SAP. The steps in this QRM will guide you through the various sections of the E1 Notification screens and help you build a successful Problem Statement.

Problem Statement Matrix

The following table of values comprises the key components of successful Problem Statements. Since E1 Notifications for Telecom are written against TDBU Equipment, the key element is the TDBU Object Type in the first column. Once you have identified which Object Type you are dealing with, stay on that row to help select the appropriate responses as required by the associated Steps throughout the QRM.

Object Type	Object Type Description	Object Part / Description	Elevation	Condition / Description	Action Required / Description
ED_POLE	Distribution Pole	0057 / Radio	Distribution Secondary - 0012	0049 / Netcomm	0028 Inspect 0030 Install 0042 Remove 0046 Replace
EZ_POLE	Distribution/Transmission Pole	0057 / Radio	Distribution Secondary - 0012	0049 / Netcomm	0028 Inspect 0030 Install 0042 Remove 0046 Replace
ET_POLE	Transmission Pole	0057 / Radio	Distribution Secondary - 0012	0049 / Netcomm	0028 Inspect 0030 Install 0042 Remove 0046 Replace
ED_SL	Distribution Stlt	0057 / Radio	Distribution Secondary - 0012	0049 / Netcomm	0028 Inspect 0030 Install 0042 Remove 0046 Replace
ET_TOWER	Transmission Tower	0057 / Radio	Distribution Secondary - 0012	0049 / Netcomm	0028 Inspect 0030 Install 0042 Remove 0046 Replace
ED_VAULT	Distribution Vault	0057 / Radio	Subsurface - 0018	0049 / Netcomm	0028 Inspect 0030 Install 0042 Remove 0046 Replace
ED_HH	Distribution HH	0057 / Radio	Subsurface - 0018	0049 / Netcomm	0028 Inspect 0030 Install 0042 Remove 0046 Replace
ED_PAD	Distribution Pad	0057 / Radio	Subsurface - 0018	0049 / Netcomm	0028 Inspect 0030 Install 0042 Remove 0046 Replace
ED_FCB	Fuse Cabinet	0057 / Radio	Subsurface - 0018	0049 / Netcomm	0028 Inspect 0030 Install 0042 Remove 0046 Replace
ED_ENCLOS	Distribution Enclos	0057 / Radio	Subsurface - 0018	0049 / Netcomm	0028 Inspect 0030 Install 0042 Remove 0046 Replace

Figure 3: Problem Statement Matrix

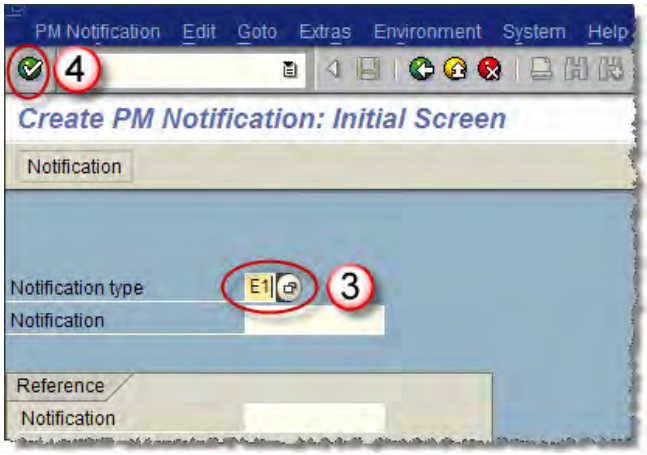
Create an E1 Notification

If a Telecom Radio fails to respond, the Radio must be inspected to discover the problem and fix or replace the Radio.

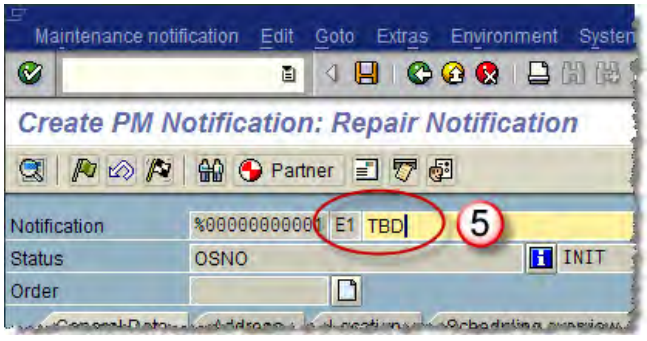
TDBU Apparatus Group is responsible for visiting the Radio location and performing the repair. Since TDBU uses E1 Notifications as their primary method of communicating problem information and tracking status and completions, Telecom will use E1 Notifications to communicate Radio problems with TDBU Apparatus.

1. Log into SAP and enter transaction code **IW21** to access the **Initial Screen** for creating Notifications.
2. Click .

3. Enter **E1** in the **Notification type** field.
4. Click .



5. Enter **TBD** in the third **Notification** field.



Although this field is required, enter a temporary value, such as TBD, because the contents will be overwritten with the standardized Problem Statement when the notification is saved.

Continued on the next page.

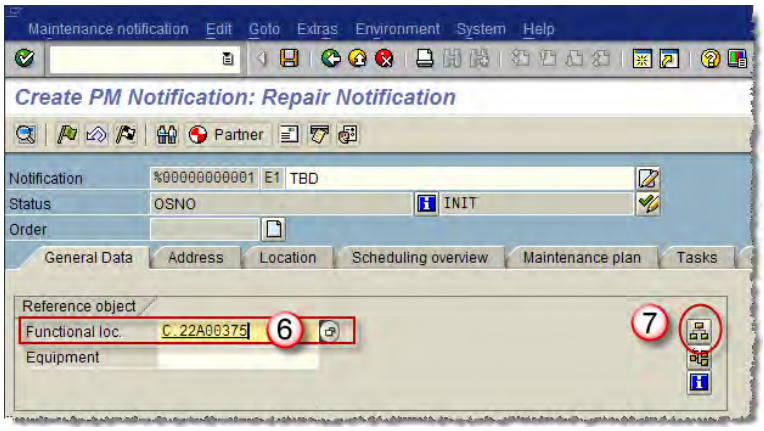
Functional Location (FLOC)
In order for E1 Notifications to work correctly, the notification must be created against a TDBU FLOC and TDBU Equipment.

- If you have the TDBU FLOC, go to Step 13 to enter the TDBU FLOC and Equipment identifier.
- If all you have is the Telecom Functional Location of the Radio, you can find the TDBU Functional Location by performing the following steps.

6. Enter the Telecom Radio FLOC in the **Functional loc** field.

   DO NOT PRESS ENTER!

   Pressing **Enter** validates the Telecom FLOC as the Notification location. The Notification location must be a TDBU FLOC. Pressing **Enter** will generate an error message at Step 7.

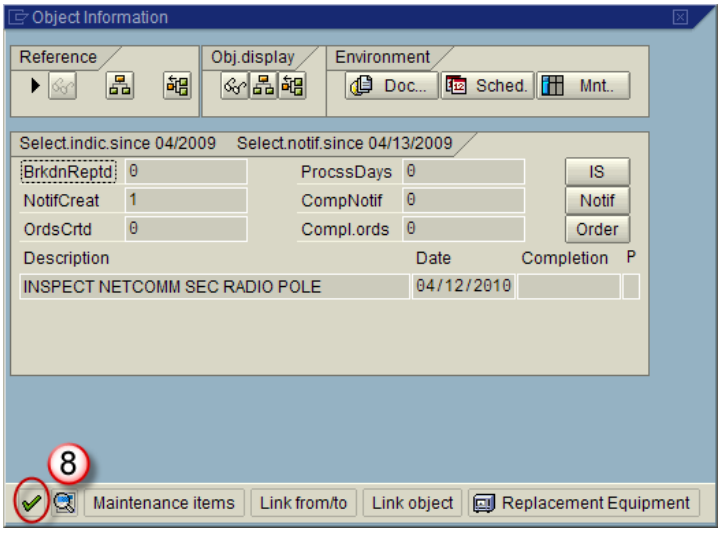


7. Click .

The **Object Information** window for the Telecom FLOC will display if the Telecom Radio has had any previous Notifications issued against it.

If you do not see this window, this is the first Notification issued against this piece of equipment.

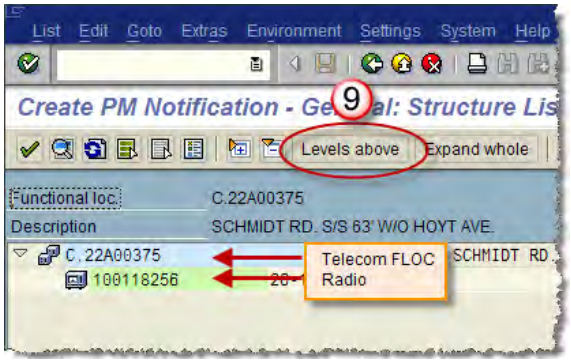
8. Click .



Continued on the next page.

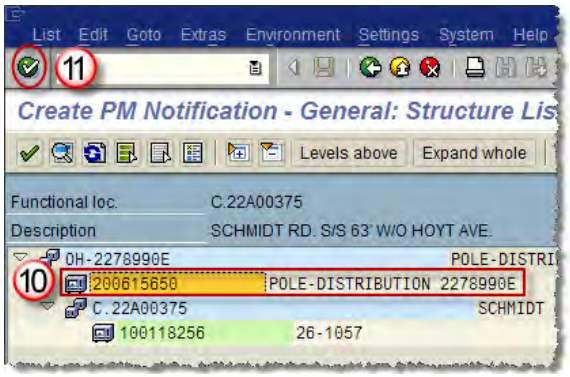
The Telecom FLOC is displayed with the Radio Equipment shown directly below it.

9. Click on Levels above to expand the listing.



The TDBU FLOC is displayed with the TDBU Pole Equipment directly below it.

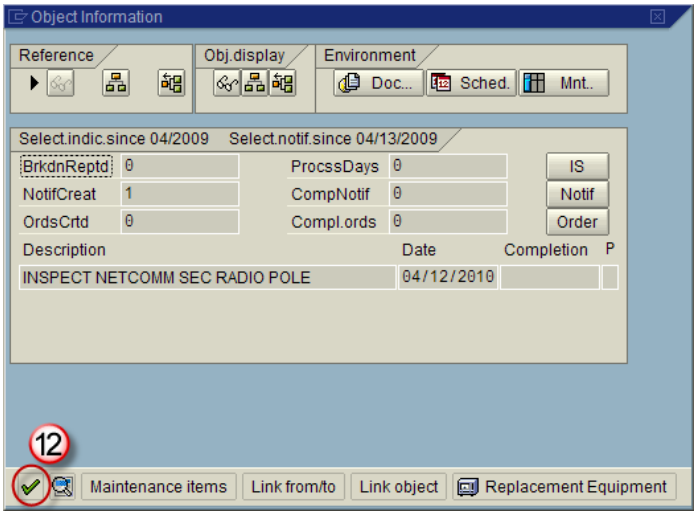
10. Click on the TDBU Equipment identifier.
11. Click ✓ to change the **Functional loc** and the **Equipment** in the Notification.



The **Object Information** window for the TDBU Equipment will display if the Equipment has had any previous Notifications issued against it.

If you do not see this window, this is the first Notification issued against this piece of equipment.

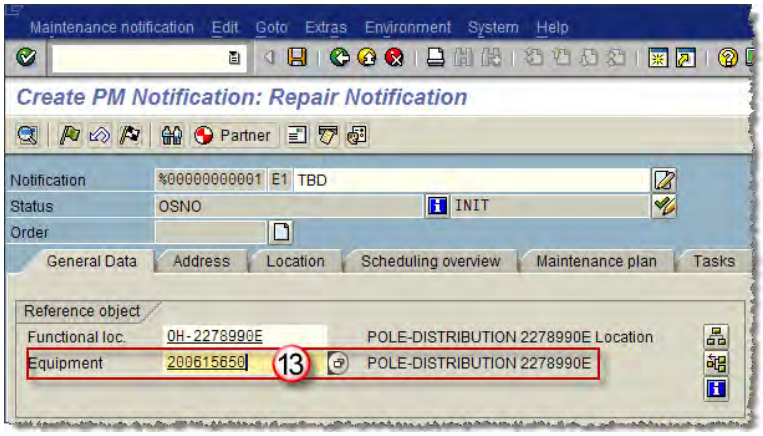
12. Click ✓.



Continued on the next page.

The **TDBU FLOC** and **TDBU Equipment** replace the Telecom FLOC in the Notification.

13. Double-click on the **Equipment** identifier to display more information.



Notice that the Equipment description displays POLE-DISTRIBUTION xxxxxxxx. This is a key identifier that will help ensure that the E1 Notification is completed correctly.

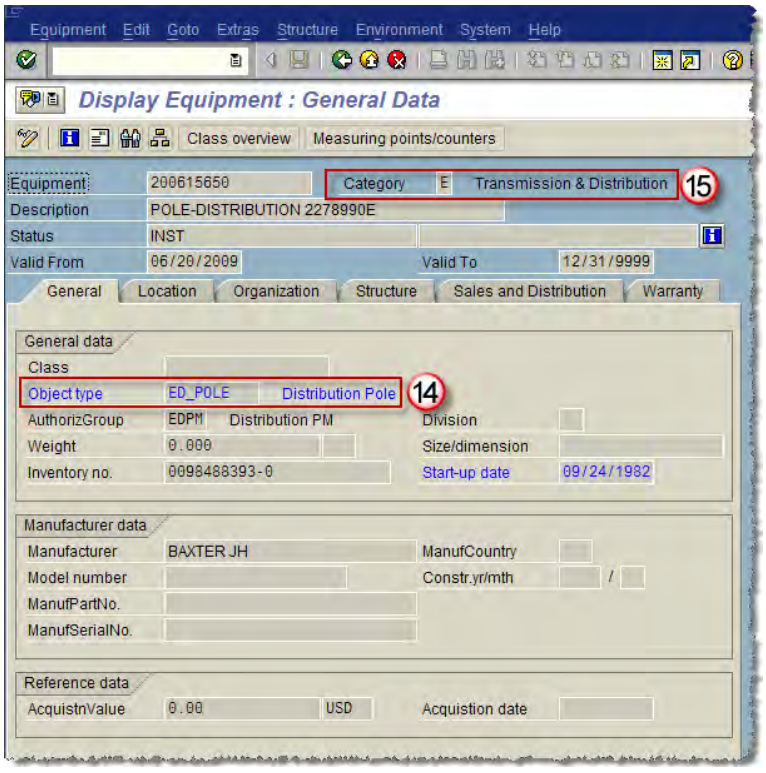
The **Display Equipment: General Data** screen for the TDBU pole is displayed.

14. Notice that the **Object type** is **ED_POLE**. This **Object type** is critical to creating the correct Problem Statement.

> Be sure to match the **Object type** to the correct **Elevation**. *(See the Problem Statement Matrix on page 3 for more information.)*

15. Notice that the general category of equipment shows this equipment belonging to **Transmission & Distribution**.

> This **Category** information is also critical to creating a correct Problem Statement.



16. Click to return to the main Notification window.

Continued on the next page.

Coding the E1 Notification

Now that the correct TDBU Structure has been identified, the coding that will create the Problem Statement must be added.

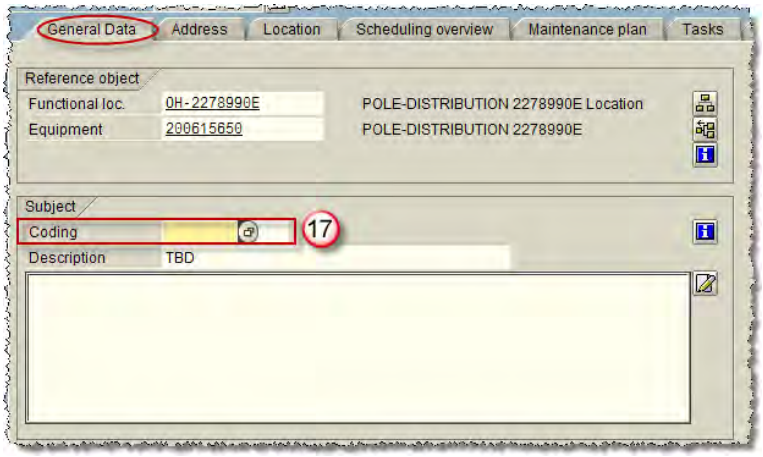
Before you select the TDBU Equipment codes you need to understand how TDBU assigns its equipment codes.

- In Step 14, you identified the **Object type** as **ED_POLE**
- In Step 15 you identified the TDBU Pole as belonging to the **Equipment Category** of **Transmission & Distribution**

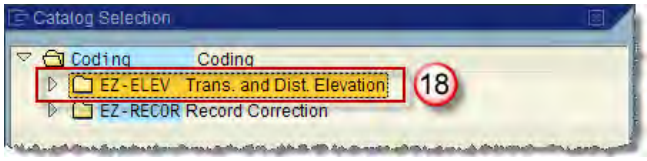
Remember this information; you will need it shortly.

TDBU Equipment Code Identifiers	
ED	Distribution Use Only
EE	All TDBU Use
ES	Substation Use Only
ET	Transmission Use Only
EZ	Transmission/Distribution Use

17. In the Subject region of the **General Data** tab, click in the **Coding** field and then click to the right of the **Coding** field.



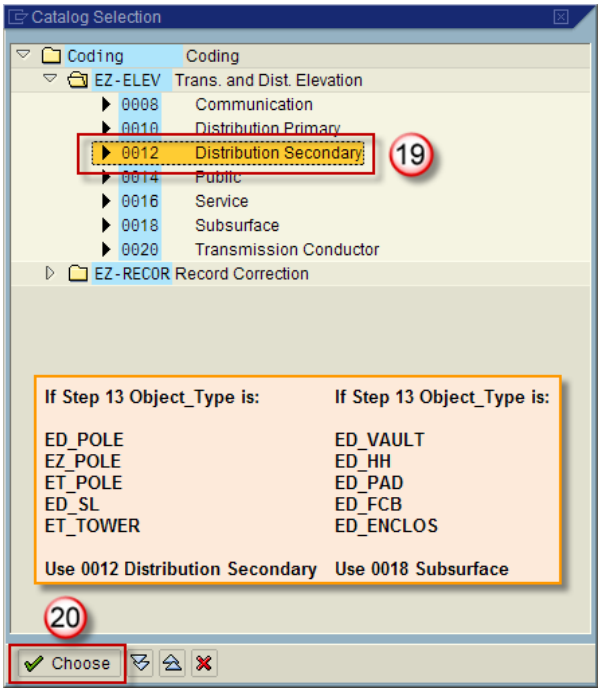
18. Select **EZ-ELEV** after the **Catalog Selection Window** appears.



Remember that Step 15 showed the TDBU Pole as belonging to Category *Transmission & Distribution.*

Continued on the next page.

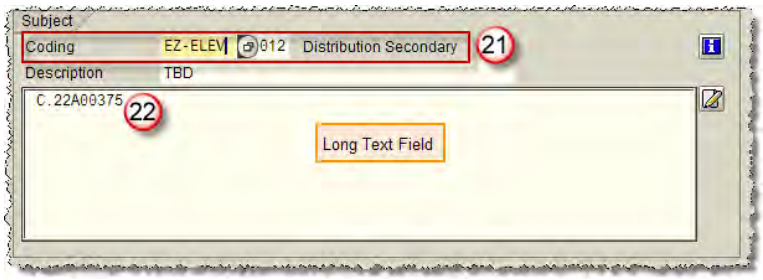
19. Click ▷ to the left of EZ-ELEV to display the submenu and then double-click on item **0012 Distribution Secondary** to select it.



Telecom Radios are always located on either TDBU Distribution Secondary Equipment (code 0012) or TDBU Subsurface Equipment (code 0018.) The **General Data** Window, shown in Step 14 will help identify which code to use. *(See the Problem Statement Matrix on page 3 for more information.)*

20. Click Choose.

21. Confirm that **EZ-ELEV** and code **0012** are added to the **Subject** region in the **Coding** field, as shown.



The **Description** field is automatically updated with the information entered in Step 5. This will change again when it is automatically updated with the Problem Statement after the E1 Notification is completed.

22. Enter the Telecom FLOC for the Radio into the **Long Text** field below the **Description** field to ensure the Radio information is captured.

Continued on the next page.

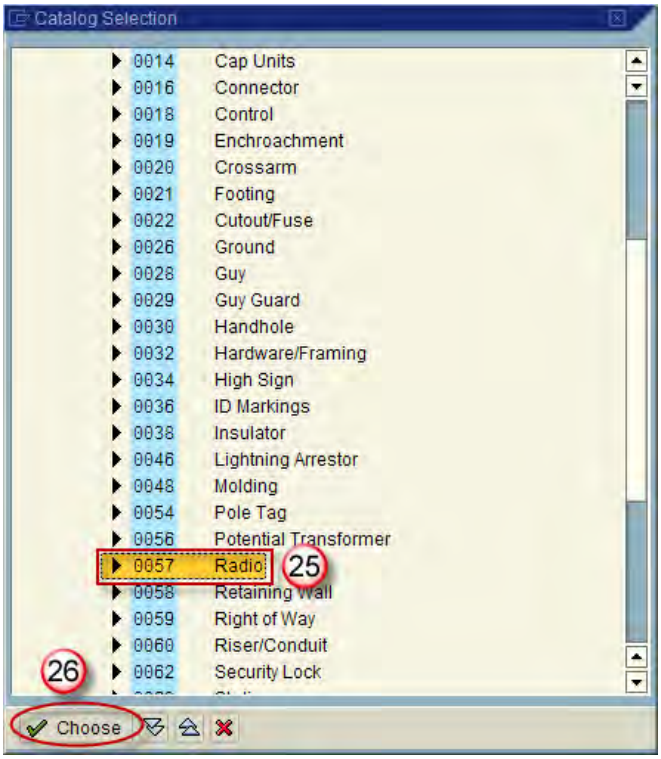
23. Scroll down to the **Item Area** of the screen, click in the **Object part** field, and then click to add the **Object part** coding.

24. After the **Catalog Selection** Window appears, click to the left of **ED-POLE** to show the available **Object parts** menu.

Remember in Step 13 that this TDBU Equipment Pole is **Object type = ED-POLE**.

25. After the **Catalog Selection** Window expands to reveal a large number of components attached to the Pole, scroll down to select code **0057 Radio**.

26. Click Choose.

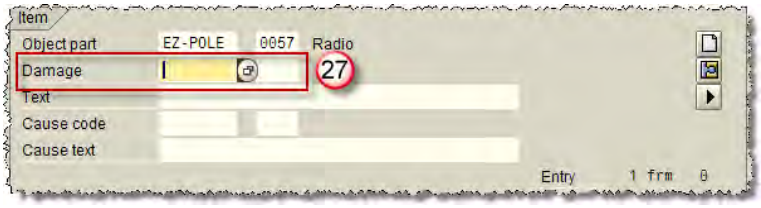


This is the ONLY option that will work with the E1 Notifications for Telecom Problem Statements. Selecting any other Component will cause an E1 Notification creation error. *(See the Problem Statement Matrix on page 3 for more information.)*

Continued on the next page.

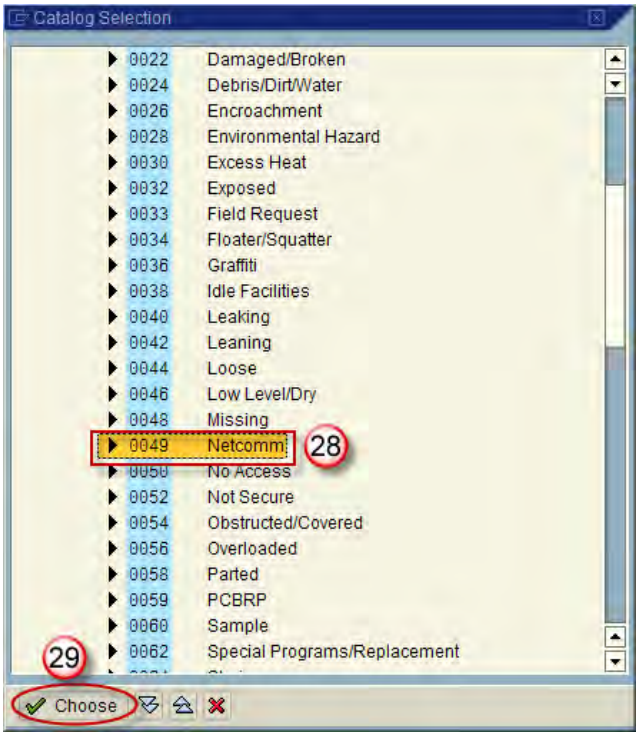
Check that the **Object Part** coding from Step 25 is being displayed correctly. If not, repeat Steps 24 to 26.

27. Enter the **Damage** coding by clicking in the **Damage** field and then clicking to open the menu.



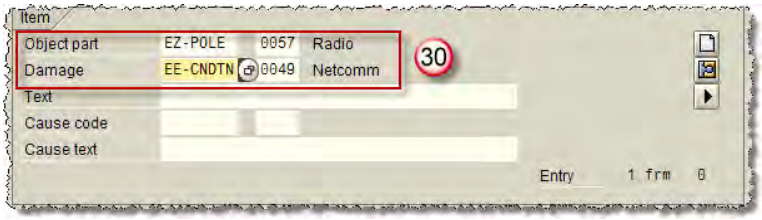
28. After the **Catalog Selection** Window expands to reveal a large number of damage reasons for the Pole, scroll down to select code **0049 Netcomm**.

29. Click Choose.



This is the ONLY option that will work with E1 Notifications for Telecom Problem Statements. Selecting any other Damage reason will cause an E1 Notification creation error. *(See the Problem Statement Matrix on page 3 for more information.)*

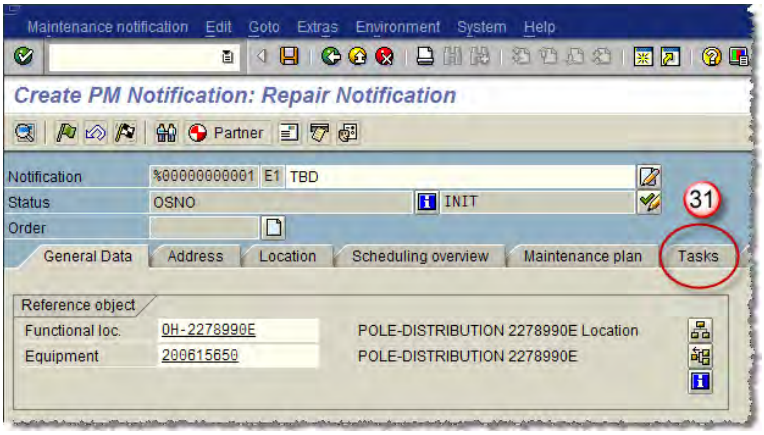
30. Verify that the Item area in the E1 Notification you are creating looks like this.



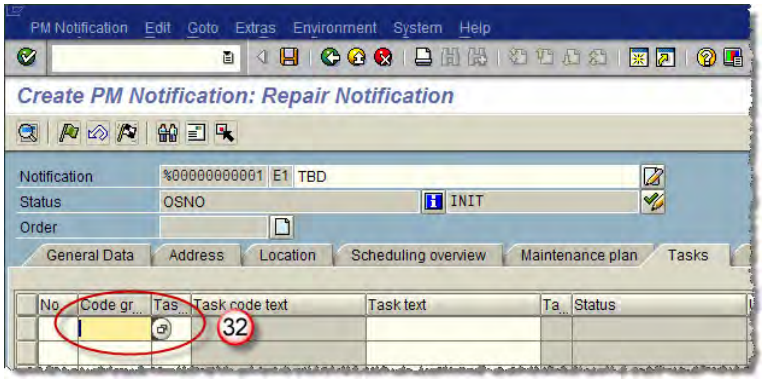
If the **Item** region of your E1 Notification screen does not look like this, the Notification cannot be created.

Continued on the next page.

31. Scroll back up to the top of the **Notification** Window and click on the **Tasks** Tab to complete the last piece of coding.



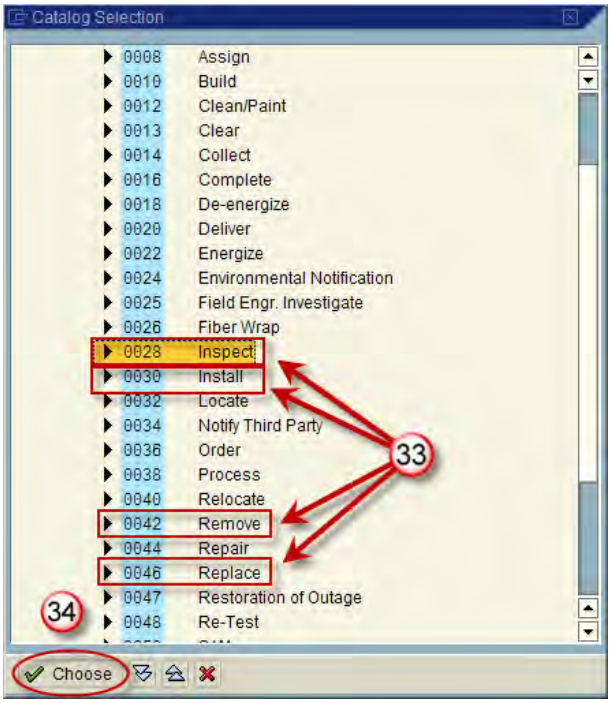
32. Add an **Action** code by clicking in the **Code gr** field and then clicking to open the menu.



> An **Action** code is the last piece of the Problem Statement. It tells the TDBU Apparatus Field Crew what they are supposed to do to the equipment. *(See the Problem Statement Matrix on page 3 for more information.)*

Continued on the next page.

33. After the **Catalog Selection** Window expands to reveal a large number of **Action** choices for the Telecom Radio on the TDBU Pole, scroll down to select code **0028 Inspect**.



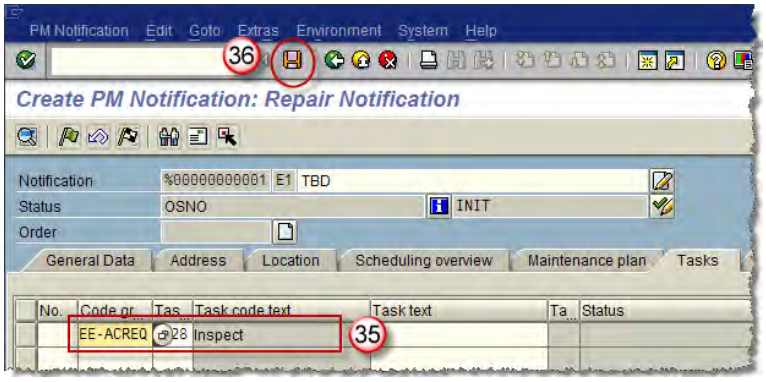
34. Click Choose.

You may ONLY select one of the following:
0028 Inspect
0030 Install
0042 Remove
0046 Replace

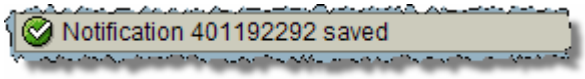
These are the ONLY options that will work with the E1 Notifications for Telecom Problem Statements. Selecting any other Actions will cause an E1 Notification creation error.

35. Confirm that the **Action** code has been entered correctly.

36. Click to save the E1 Notification for Telecom.



A Notification Number will be displayed in the lower left corner of the screen for successfully completed Notifications.

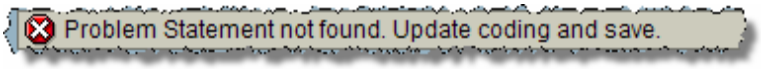


Write this number down, you will need it to verify completion of the Notification.

Continued on the next page.

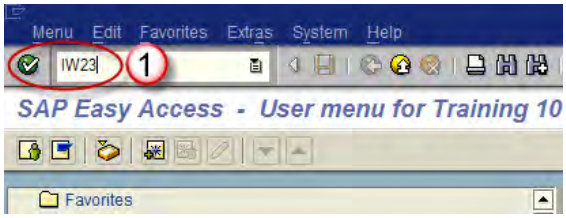
If the Notification contains incorrect information, an **error message** will be displayed in the lower left corner of the Notification Window.

This error is most likely caused by coding errors when building the Problem Statement Components in Steps 17 through 34. Go back and fix the error(s) to create a successful E1 Notification. *(See the Problem Statement Matrix on page 3 for more information.)*

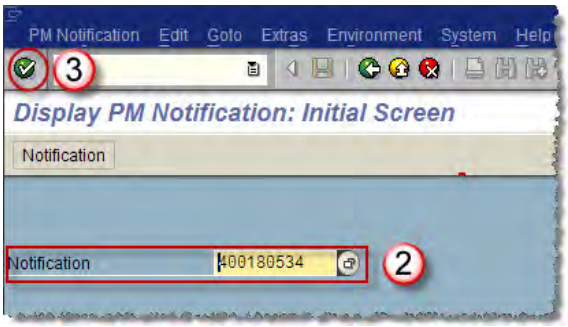


Display Notification

1. To display a Notification, enter transaction code **IW23** and click .



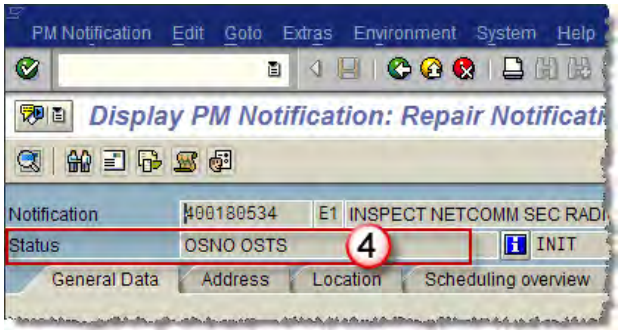
2. Enter the Notification number in the **Notification** field.
3. Click .



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

The E1 Notification displays.

4. The current status of the E1 Notification is displayed directly below the **Notification** number and **Problem Statement**. (See Figure 4.)



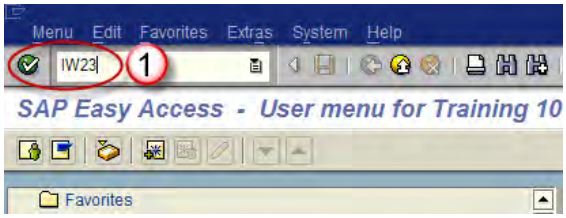
The adjacent table explains the current status of the Notification.

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

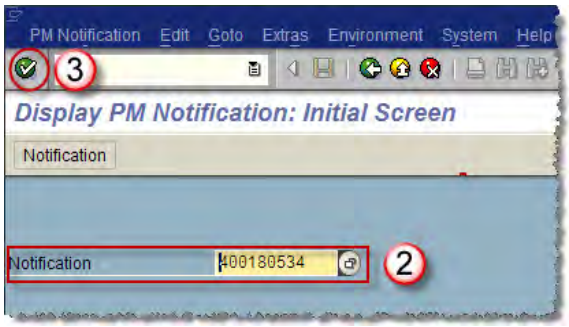
Figure 4: Notification Status Definition Table

Print a Notification

1. To print a Notification, enter transaction code **IW22** (if you need to change something before you print) or **IW23** (display only) and click .

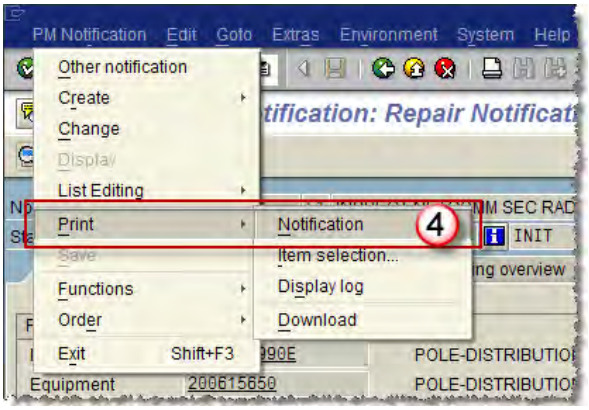


2. Enter the Notification number in the Notification field.
3. Click .



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

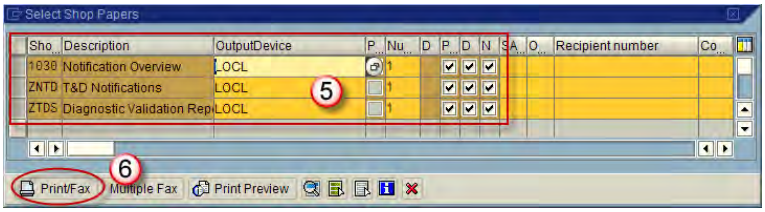
4. After the Notification Screen displays, click on the menu path **PM Notification/Maintenance notification > Print > Notification**



> 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.

The **Select Shop Papers** Window appears with all available reports automatically highlighted.



5. Click ☐ to the left of any Notification report that you do not wish to print, or go straight to Step 6 to print everything.

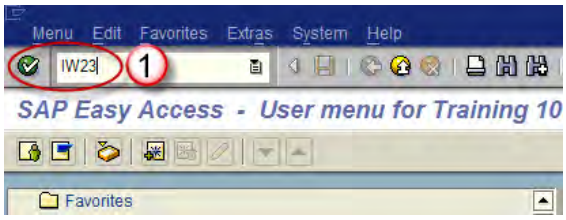
6. Click Print/Fax to print the Notification report(s) to your default printer.

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

Change an E1 Notification

An E1 Notification specified an Action of "**Inspect**" to have the Field Team inspect the Telecom Radio. Change the Notification to add some information to the Short Text and Long Text fields for the Action Task.

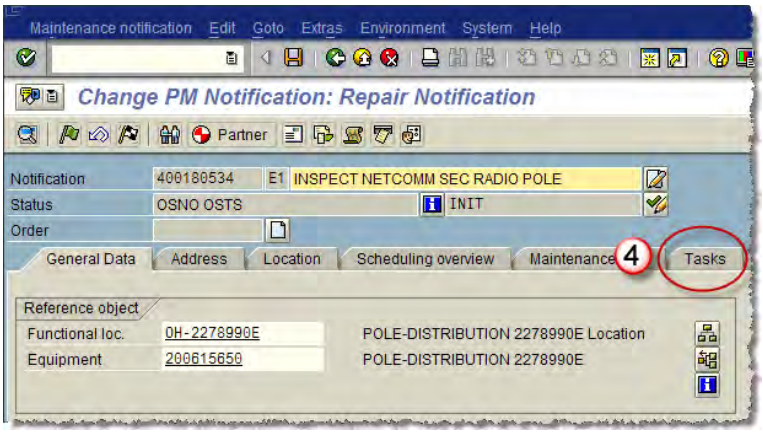
1. To Change a Notification, enter Transaction Code IW22 and click .



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

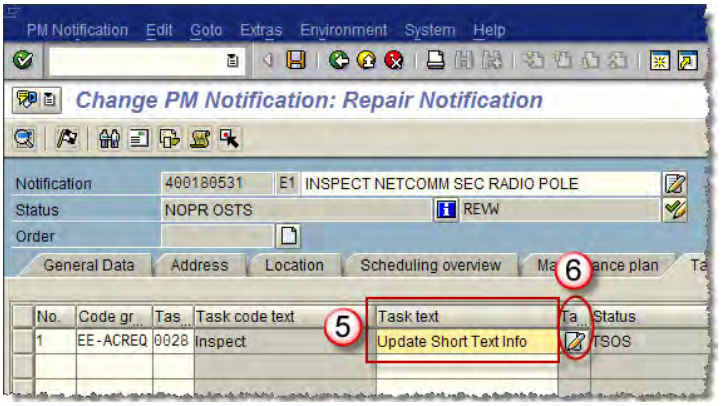
> You may also click to the right of the **Notification** field to search for the Notification number.

4. Click on the **Tasks** Tab.

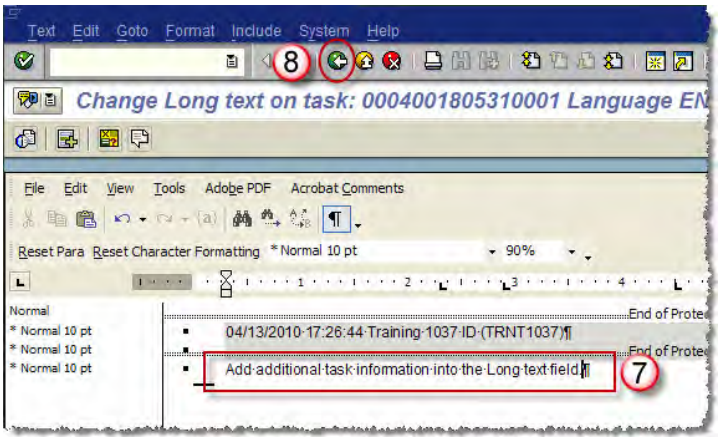


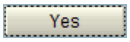
Continued on the next page.

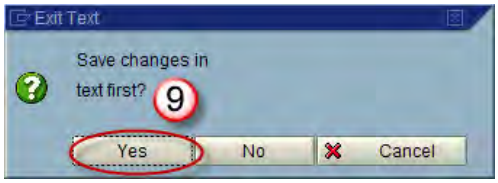
5. Update the task's **Short Task text** field.
6. Click to use the task's Long Text file to add additional information that will not fit into the **Short Task text** field



7. Enter the additional task information as required.
8. When finished, click to return to the Task Tab.

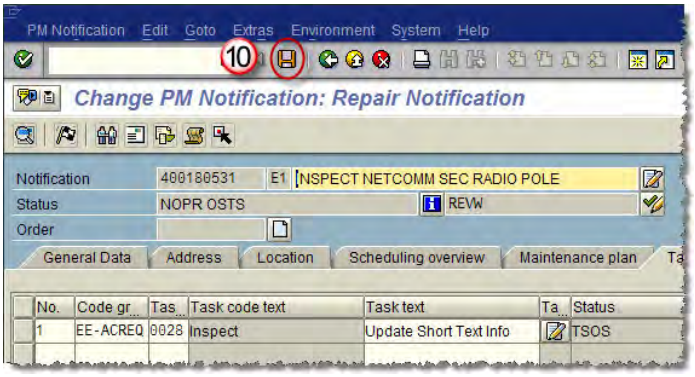


9. When prompted, click  to save the updated text.



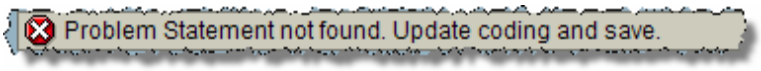
Continued on the next page.

10. Click to save the updated E1 Notification.



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.



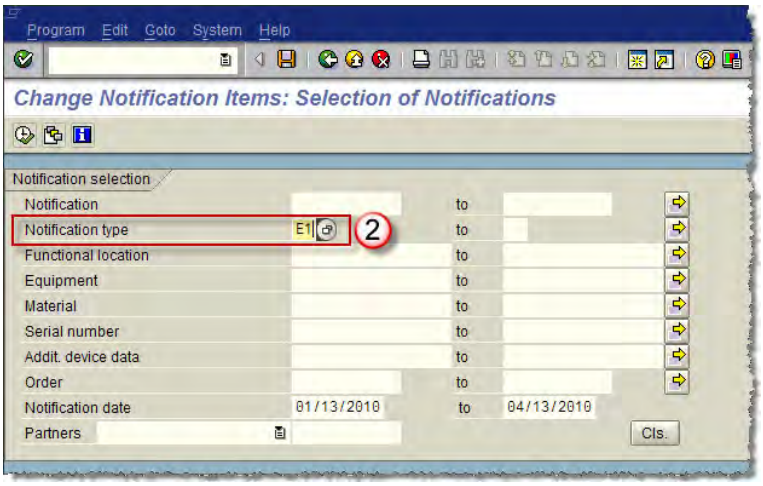
If your E1 Notification activities include Gatekeeping requirements, more information on the E1 Gatekeeping Process, see Work Instructions 3-F-005-030-010-IW22 Change E1 Notification – Gatekeeping Process.

Search for a Notification

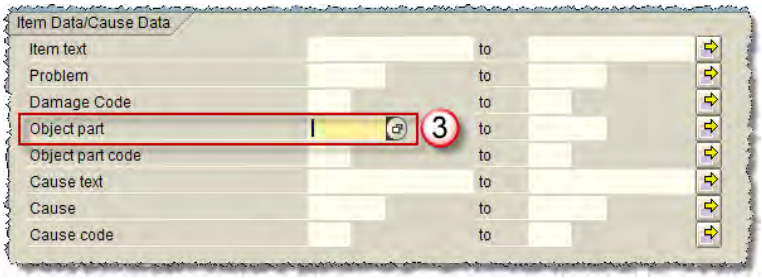
1. To Search for a Notification, enter Transaction Code IW68 (Change) or IW69 (Display) and click .

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 Telecom Notifications.

2. After the **Change/Display Notification Items: Selection of Notifications** screen appears, enter E1 in the **Notification type** field.



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

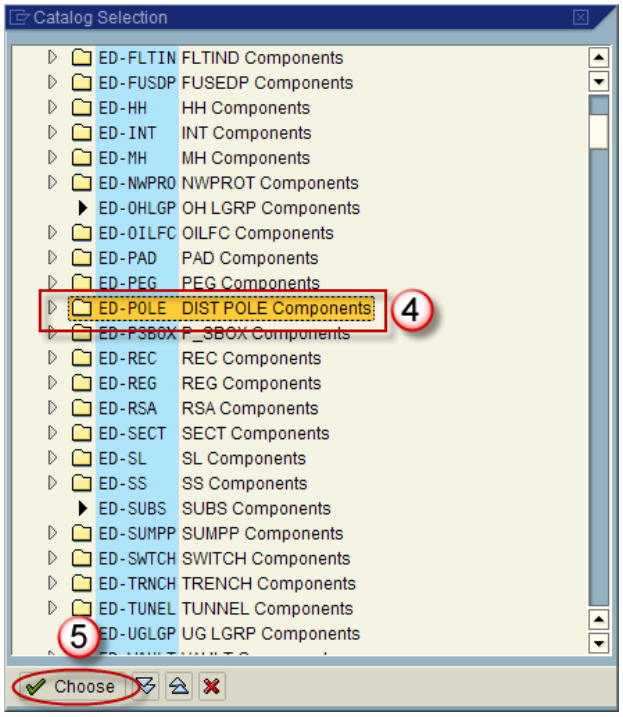


Continued on the next page.

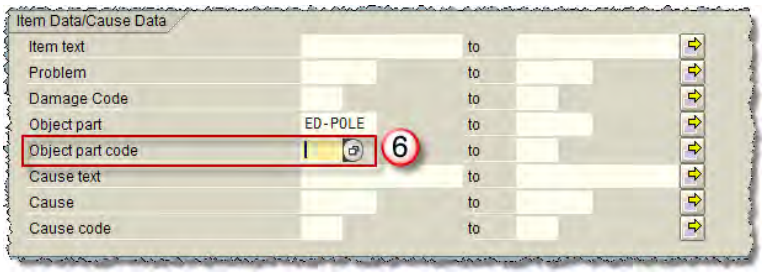
4. After the **Catalog Selection** window opens, select **ED-POLE DIST POLE Components**.

   Do **NOT** click ▷ to the left of **ED-POLE** to display the submenu choices. This search functions *only* with the top level selections.

5. Click Choose.

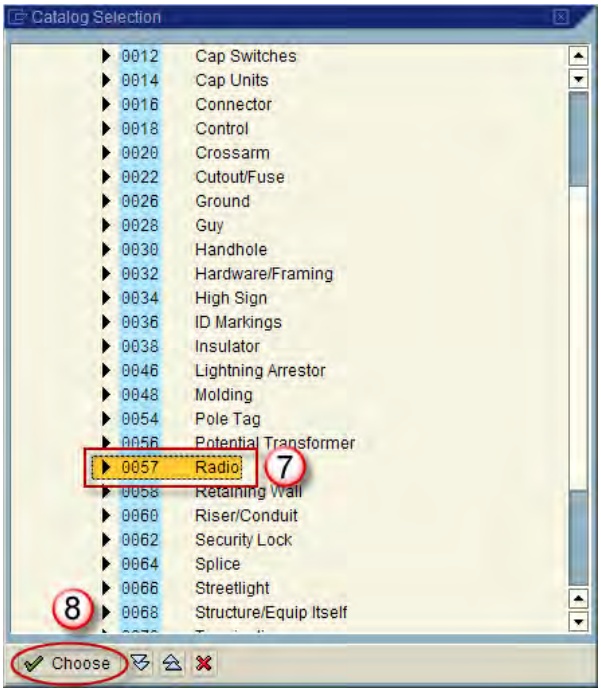


6. Next, place the cursor in the **Object part code** field, and click ⧉.

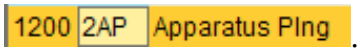


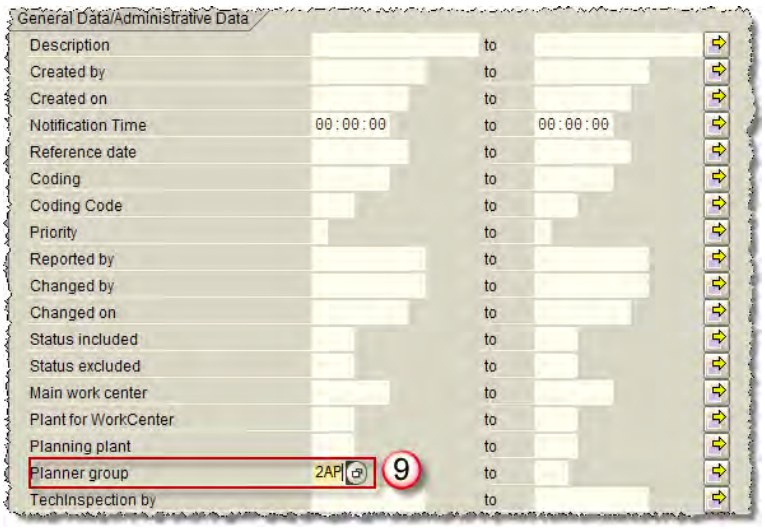
Continued on the next page.

7. After the **Catalog Selection** window opens, select **0057 Radio.**
8. Click Choose.



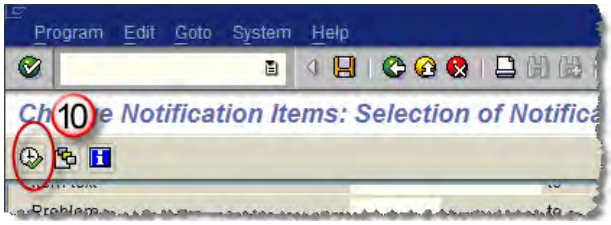
9. Scroll down to the **General Data/Administrative Data** region of the screen and enter **2AP** in the **Planner group** field.

If you need to search for the **Planner group**, click in the empty field and click and browse the submenu for 
.



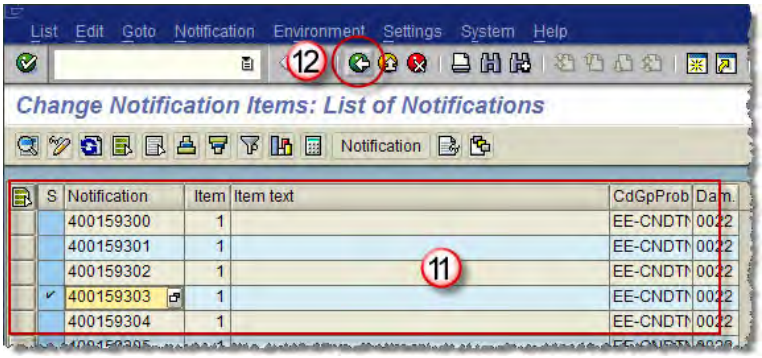
Continued on the next page.

10. Click to begin the search.



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

The **Display Notification Items: List of Notifications** screen appears showing all Notifications matching your search criteria.



11. Double-click on a Notification number to display the Notification. Notice that each displayed Notification receives a to help you keep track of which ones you have already viewed.

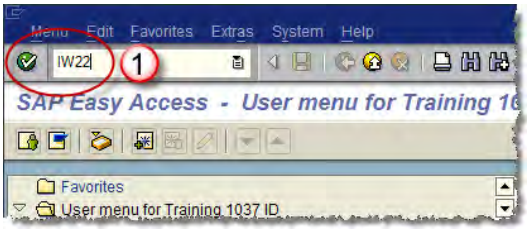
12. Click twice to exit.

Cancel a Notification

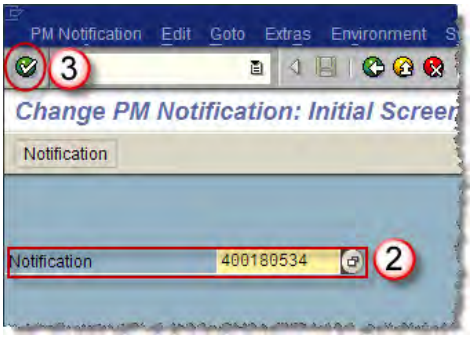
1. To Cancel a duplication Notification when you know the number, enter Transaction Code IW22 and click .

   If you do not know the notification number to be deleted, use IW28 to allow you to search for the Notification.

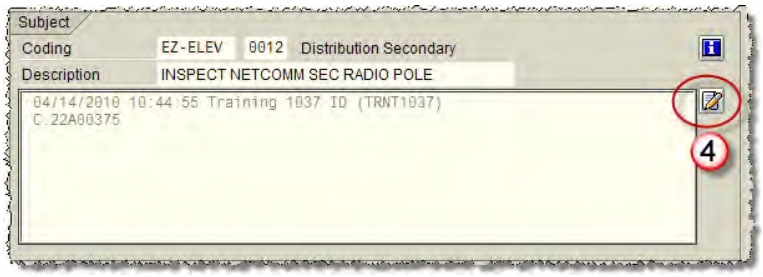
   See Work Instruction 3-F-005-050-020-IW22 Notification Cancellation for more details on canceling duplicate notifications.



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



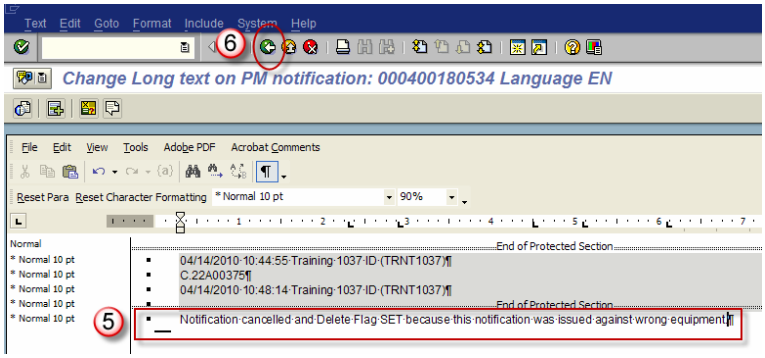
4. Click to enter cancellation information in the **Long Text** field.



Continued on the next page.

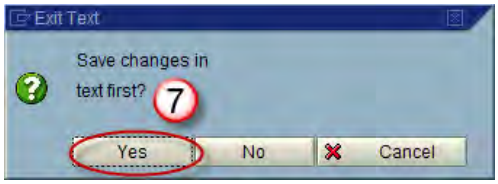
5. After the **Long Text** field is displayed, enter a description explaining why the Notification is being cancelled, such as:

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



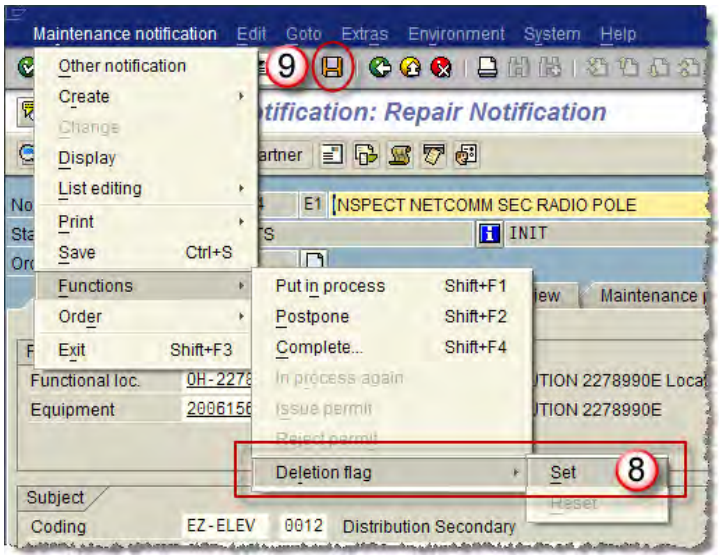
6. Click to return to the **Change PM Notification** screen.

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

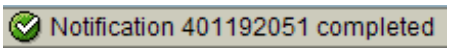


8. Go to **Maintenance notification > Functions > Deletion flag > Set** to set the Deletion Flag.

9. Click to save the changes in the notification.

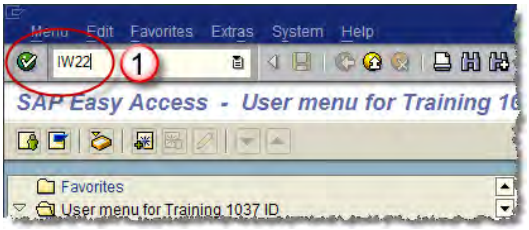


The changes are saved and you will receive a message that the changes have been completed.

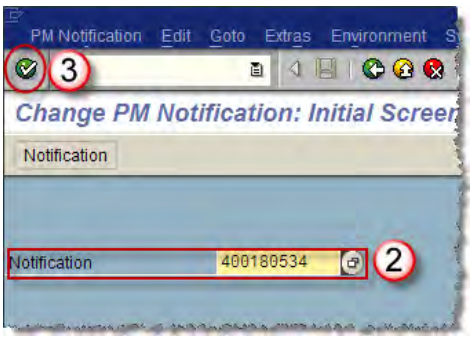


Notification Attachments

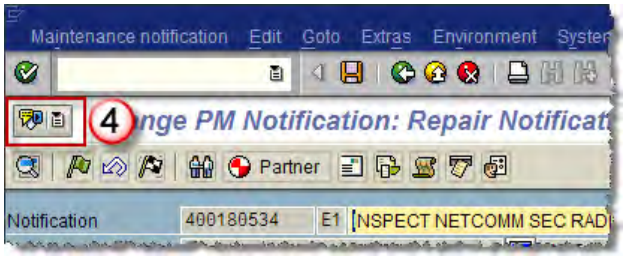
1. To attach a file to a Notification, enter Transaction Code IW22 and click .



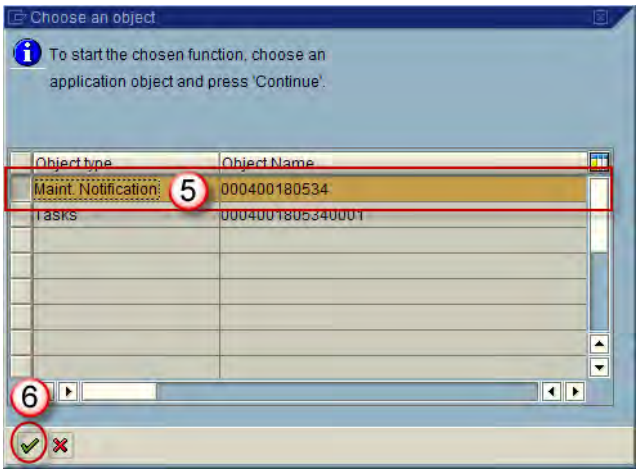
2. Enter the Notification number in the Notification field.
3. Click .



4. After the **Display PM Notifications: Repair Notification** screen appears, click to attach a file to the notification.



5. The **Choose an object** screen appears. Click to the left of the Notification object type that you wish to add the attachment to.
6. Click to accept your selection and return to the previous screen.



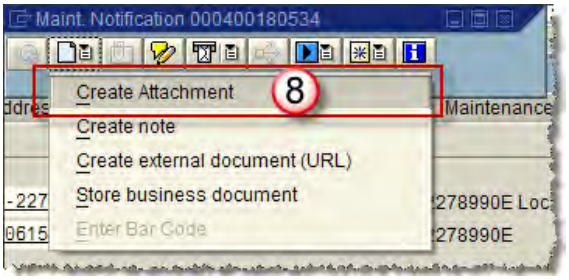
Typically, files are attached to the Notification object. However, if the attachment is something specific to the Task, it should be attached directly to the Task object.

Continued on the next page.

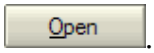
7. After the **Maint. Notification** screen displays, click to select the file to attach.

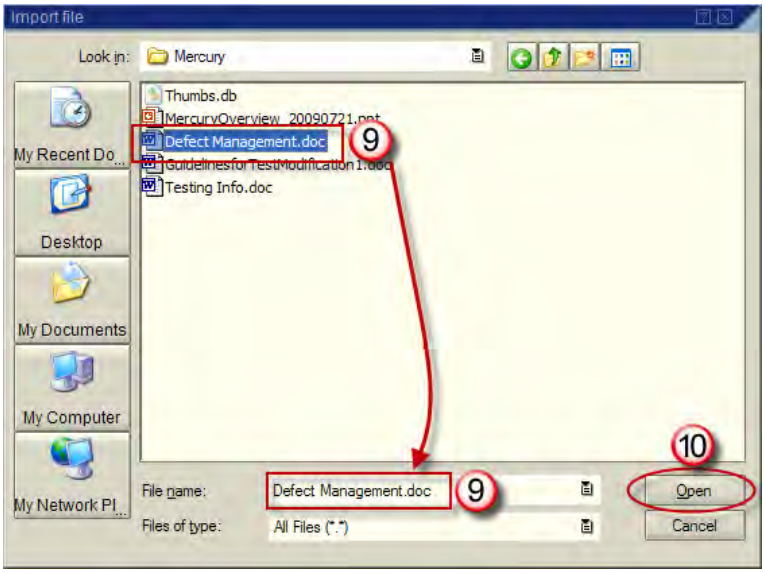
To discover what attachments currently exist on this E1 Notification, click . If this icon is greyed-out, nothing is currently attached to the Notification.

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



The **Import file** window appears.

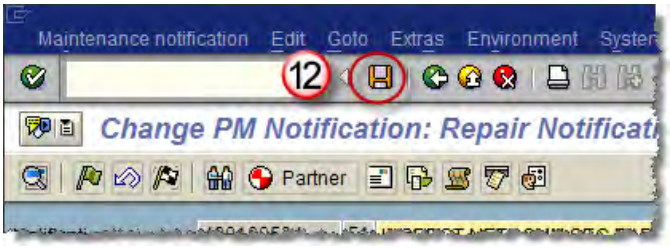
9. Using standard Windows navigation, browse to the folder containing the document, spreadsheet, or graphic file you want to attach. Click on the file to highlight it.
10. Click  .



Continued on the next page.

11. Click in the upper right corner of the window to exit.

12. Click to save the changes in the Notification.

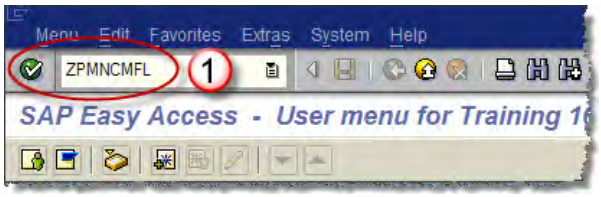


The system displays a message that the changes have been saved.

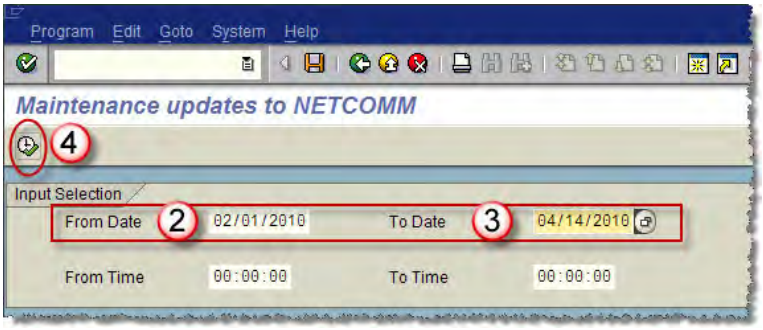
Transferring Telecom Notifications

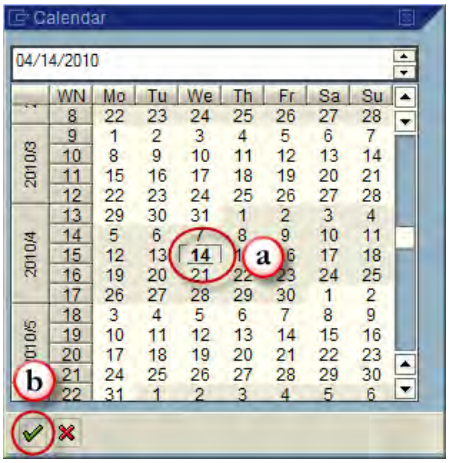
Telecom Notifications can be transferred from SAP to Netcomm Radio Maintenance System (NCMM) by the EAM – IT/Telecom Interface Maintainer role. You must ensure that you have been assigned that role before you try to transfer Telecom Notifications using this procedure.

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



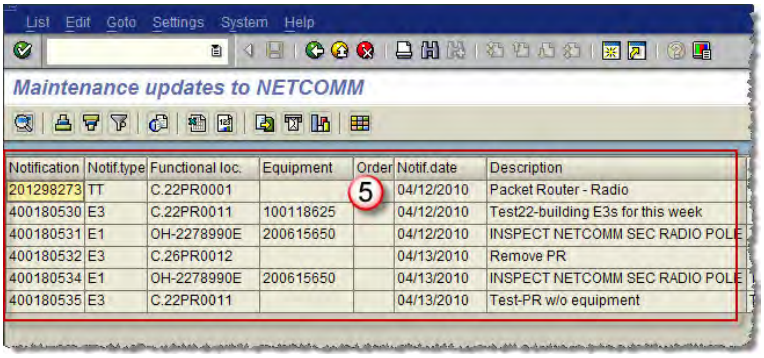
2. After the **Maintenance updates to Netcomm** screen appears, enter the earliest date for the desired period in the **From Date** field in MM/DD/YYYY format.
3. Enter the last date of the desired period in the **To Date** field in MM/DD/YYYY format.
   a. If desired, click in the **From Date** field 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.





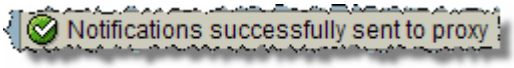
Continued on the next page.

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

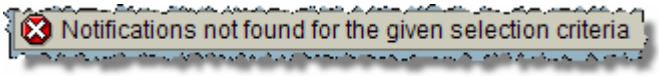


Notification	Notif.type	Functional loc.	Equipment	Order	Notif.date	Description
201298273	TT	C.22PR0001			04/12/2010	Packet Router - Radio
400180530	E3	C.22PR0011	100118625		04/12/2010	Test22-building E3s for this week
400180531	E1	OH-2278990E	200615650		04/12/2010	INSPECT NETCOMM SEC RADIO POLE
400180532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

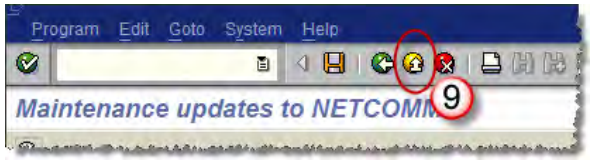


7. If there are no Telecom Notifications created during the period of time specified in Steps 2 and 3, an error message will display in the lower left corner of the screen.



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.



This page intentionally left blank