OMS – Order Management System – DATA Order Requests

Service Requests for Data Activations, Data Deactivations, Port Speed or Duplex Changes, Private VLAN Requests or Changes, Orders less than 25 items. (Continue to enter all wiring requests through service-requests@isc.upenn.edu)

OMS Data Orders – log into OMS - https://orderman.apps.upenn.edu/orderMan/jsp/fast2.do

Check and make sure you have a budget code in order to process your request.

Go into OMS – choose “Create” to create an order – listed on the left hand side under “My Orders”.

Enter – Order description – Enter your name and the building where the work is to be done.

Enter “Desired Completion Date” – leave at “ASAP” unless you are requesting a specific date.

Enter – “Install Charges” - enter a 26 digit budget code. In the account ID field, enter the word ADMIN.

Enter – Building – where work is being requested – use drop down box for building selection.

Enter – “Monthly Charges” – enter a 26 digit budget code or use “Same As Install”.

Enter - Main Contact by selecting from directory – if contact is not listed, enter the information manually.

Enter – LSP – leave blank if same as Main Contact

Enter - Business Administrator

Enter - Site contact

Enter - Comments – you can copy order description and enter it also as a comment or any additional instructions for the technician regarding access, site information or alternate contact information.

Continue to page 2 of the order – if problems exist with a budget code, you will get an error when you attempt to continue to next page. The system will not allow you to go to second page of the order if the budget code is not valid or accurate. Most errors are caused by the fact that the object code needs to be 5309 for data activations – that would be the 5th box in the budget code field on the OMS order. Try changing that field to 5309 and see if this clears your budget code error.

Choose blue box at the top of page 2 based on what function you want to do – Wall Plate, or Consultation Request, etc.

Enter appropriate information based on what customer has requested. On deactivations choose blank space on top – first choice.

If a port that you are requesting service on is labeled and you know that it physically exists at your location but it does not show up in the OMS ordering database, please save your service request as a draft and email service-requests@isc.upenn.edu for assistance.

Submit order – once you submit your order the system will give you an eight digit OMS order number – please make a note of that number in case you have to follow up on the order at some point in the future.