

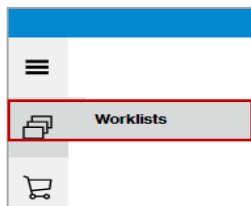
Edit Order (Sup) Job Aid

Getting Started

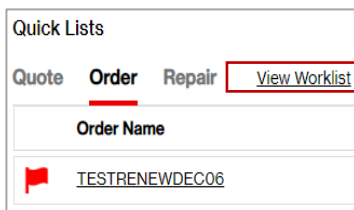
Note: To initiate a Order Edit aka Sup, the order role must be enabled

There are **three** ways to access the **Worklist** to issue a **Sup (edit)**

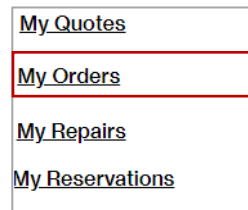
Option 1: From **Hamburger Menu**



Option 2: From **Quick Lists**



Option 3: From **My Orders**



Search Worklist

From the **Order Worklist**

1. On the search bar, **enter the Order Name aka PON Number**
2. Click the **Hyperlink** in the **“Status”** or **“Milestone”** column to open the order and initiate the edit aka sup

Order Name	Project ID	Product	Product Offering	Submitted Date	Requested Due Date	Status	Milestone
TST0R1809662-001		Wavelength Solutions	U.S. Wavelength (Non-Optimized)		11/20/2023	In Progress	Acceptance
TESTWAVE10GOFNET		Wavelength Solutions	Metro/National Wave (Optimized Service)	10/28/2021	02/04/2022	In Progress	Acceptance
WAVEBOITEST1G		Wavelength Solutions	Metro/National Wave (Optimized Service)	09/28/2020	12/30/2020	In Progress	Acceptance
TESTWAVE0916SDA1		Wavelength Solutions	Metro/National Wave (Optimized Service)	09/16/2020	12/29/2020	In Progress	Acceptance

Due Date Change (only)

From the **Summary Milestone Page**

1. Select the **Due Date Change** button
 2. Choose **“New” Due Date**
 3. Add **Remarks** (as applicable)
- Click **Save & Submit**

Note

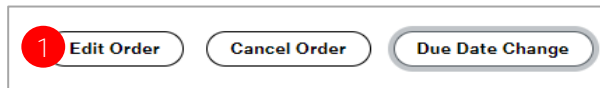
- Open a Care Request if you are unable to submit a Due Date Change.

Edit Order (Sup) Job Aid

Edit (Sup) Order

To **Edit an order** for initiating multiple changes
(Example Sublocation, LCON , Due Date)

1. Select the **Edit Order** button
2. Click **“Next”** to step through the order sections and locate the field(s) you wish to change



Note

- Price impacting changes (i.e. Address, Speeds, Performance, Contract, Terms, etc.) are not allowed.
- Open a Care Request if you are unable to click Edit Order.

Click **Save & Submit**



Cancel Order

To **Cancel a pending order**
(completed orders cannot be cancelled)

1. Select the **Cancel Order** button
2. Click **“OK”** to acknowledge order cancellation disclosure
3. View **Worklist** or Exit Page

