



Generic Product Order Job Aid

Getting Started | Quote

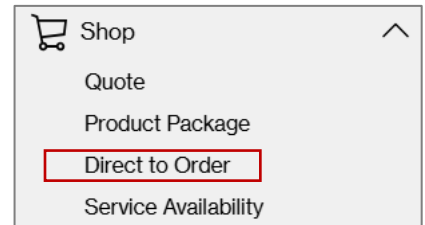
- A Quote must be completed prior to the order submission process. Please refer to the following Quote Job Aid: **Generic Product Quote Job Aid**
- The **Submitted Quote** will be displayed on the **Request Worklist**. A **“Completed”** status will be displayed once pricing is returned
- Click the **Request Worklist** to access and download the priced quote

Order Process

Note: All required fields are denoted with an asterisk (*)

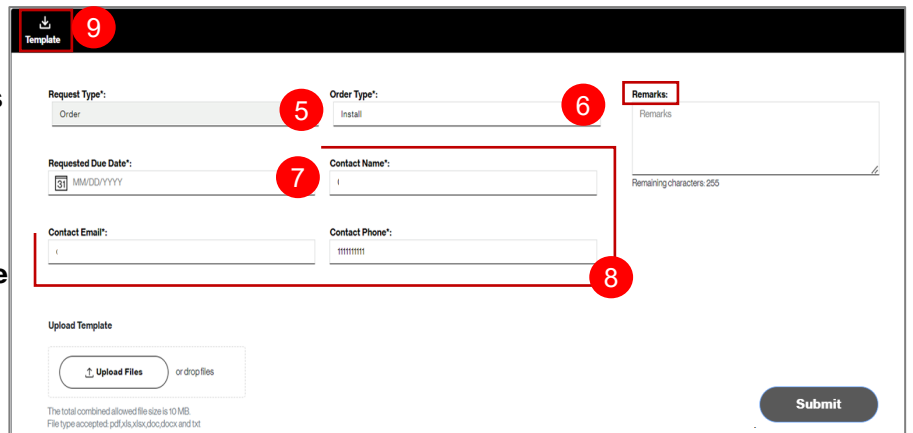
From the **Shop** menu, select: **Direct to Order**:

1. Select Product Name: **Generic**
2. Select the applicable Product Offering: **Other**
3. Select **Company Name**
4. Enter **Request Name** (minimum of 4 characters max of 16)



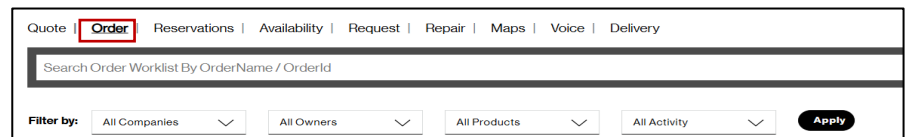
Product Name *	Product Offering *	Company *
Generic 1	Other 2	-- Select One -- 3
Request Name *		
Required 4		

5. Request Type: Order
6. Choose Order Type: **Install** | **Change** | **Disconnect** | **Move** as applicable
7. Select **Requested Due Date**
8. Enter **Contact Details: Contact Name, Email & Phone**
9. Upload file (*if a **Template** is needed, download from the template icon). A Quote PDF should be uploaded along with the template file to limit order delays.



Enter **Remarks** if desired

Click **Submit**



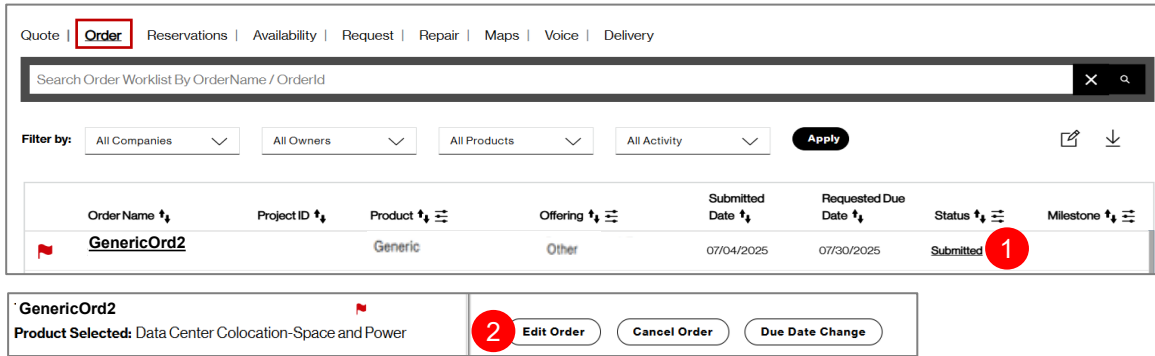
Note: Order will be displayed on the Order Worklist

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Update a submitted Request

From the **Order Worklist**

1. Click the hyperlink listed on the **Status** column



Quote | **Order** | Reservations | Availability | Request | Repair | Maps | Voice | Delivery

Search Order Worklist By OrderName / OrderId

Filter by: All Companies | All Owners | All Products | All Activity | Apply

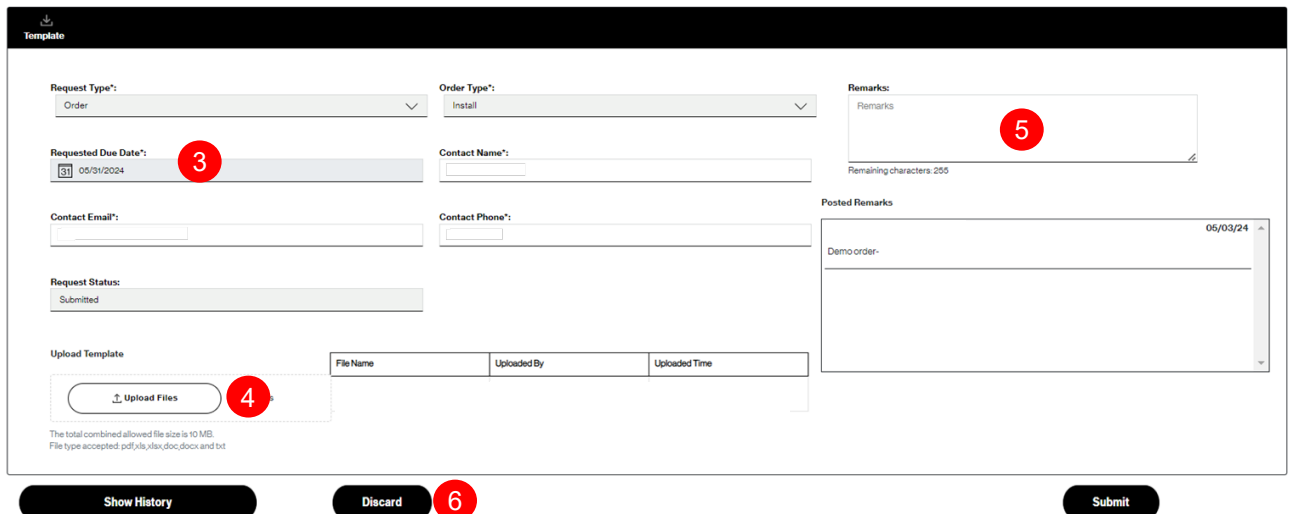
Order Name	Project ID	Product	Offering	Submitted Date	Requested Due Date	Status	Milestone
GenericOrd2		Generic	Other	07/04/2025	07/30/2025	Submitted	

GenericOrd2
Product Selected: Data Center Colocation-Space and Power

Edit Order | Cancel Order | Due Date Change

2. Select **Edit Order** to make changes (if needed)
3. Update **Requested Due Date** (if needed)
4. Upload the revised template with a new file name (as applicable)
5. Add **Remarks** (as desired)
6. Use the **Discard** button to exit the request with no changes

Click **Submit** to proceed



Template

Request Type: Order | Order Type: Install

Requested Due Date: 05/31/2024

Contact Name:

Contact Email:

Contact Phone:

Request Status: Submitted

Remarks:

Posted Remarks: Demo order-

Upload Template: Upload Files

File Name | Uploaded By | Uploaded Time

The total combined allowed file size is 10 MB.
File type accepted: pdf,xls,xlsx,doc,docx and txt

Show History | Discard | Submit

Milestones

Additional Detail:

Use the following link to manage **Sup** & **Milestones**