Global Inbound Service (GIS) International
Order Job Aid

Getting Started | Order Process

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

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

1. Select Product Name: **Inbound Voice Services**

2. Select the applicable Product Offering: **Global Inbound Service (GIS) - International**

3. Select **Company Name**

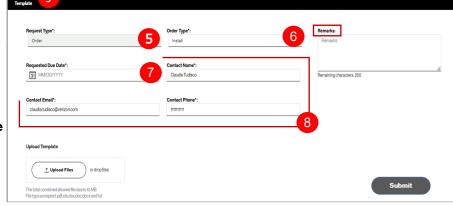4. Enter **Request Name** (minimum of 4 characters max of 16)

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**
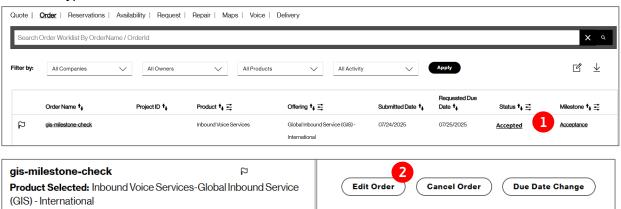
Note: Order will be displayed on the Order Worklist

Global Inbound Service (GIS) International Order Job Aid
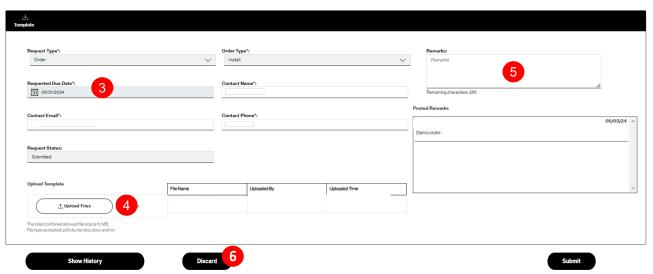
Update a submitted Request

From the **Order Worklist**

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

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

Milestones

Additional Detail:

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