



SIP Interconnect Outbound 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: **Outbound Voice Services**
2. Select the applicable Product Offering: **SIP Interconnect Outbound - International**
3. Select **Company Name**
4. Enter **Request Name** (minimum of 4 characters max of 16)

Product Name * Outbound Voice Services 1	Product Offering * SIP Interconnect Outbound - International 2	Company * 3
Request Name * Outbound 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

Order Name	Project ID	Product	Offering	Submitted Date	Requested Due Date	Status	Milestone
SIP OBOUND Order234		Outbound Voice Services	SIP Interconnect Outbound - International	07/24/2025	07/25/2025	Accepted	Acceptance

SIP OBOUND Order234
 Product Selected: SIP Interconnect Outbound-International

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: Remarks

Posted Remarks: Demo order- 05/03/24

Upload Template: Upload Files

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**