

Chapter: 11

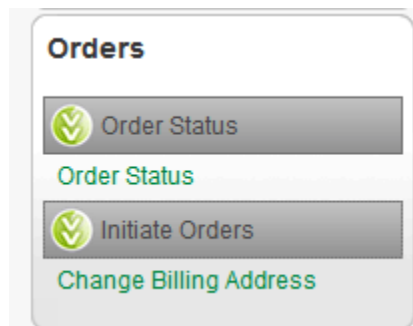
Orders Module

Overview

Introduction Effective June 14, 2010, the **Order Status** application became available. The purpose of Order Status is to provide you with the ability to view the status of your order based upon the job steps for your services. You can access Order Status from either the Home/Landing page, or the mega menu at the top of all Control Center screens. Once you are on the Order Status page, you will have the ability to use the simple or advanced filter functions, or even to customize the default view. Order Status will retain the data on Completed or Canceled orders for 90 days. New orders are picked up by the system three times a day. Job step updates are near-real time.

Effective August 11, 2014, the **Initiate Orders** application became available. It offers users a self-service, flow-through ability to **Change Billing Address** for their accounts. Change Billing Address submissions can be tracked in the existing Order Status application, also under the Orders module.

The Customer System Admin (CSA) must apply permissions to user's profile, so that Orders Module is available to user's view.



***In this
Chapter***

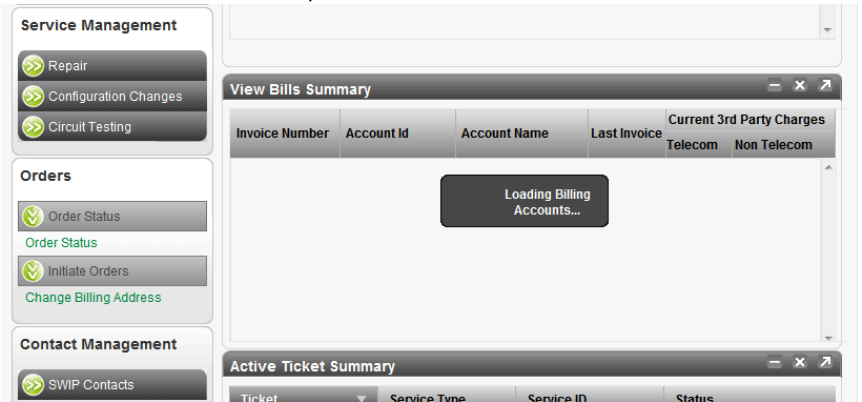
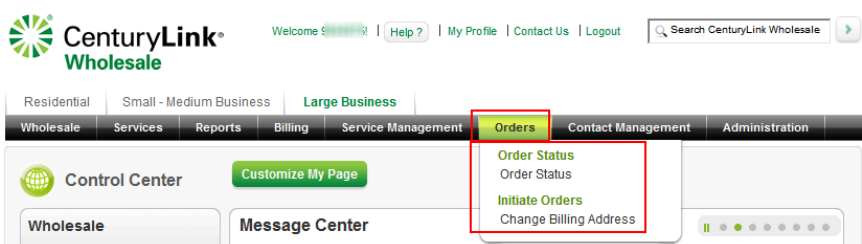
This chapter contains the following topics:

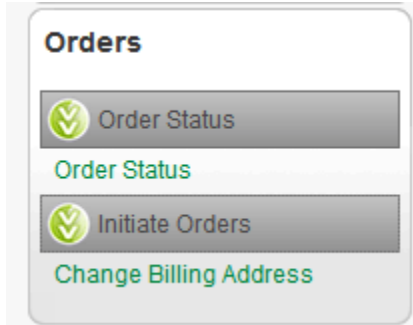
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Accessing Order Status

Procedure Follow the steps in the procedure below to access the **Order Status** screen:

Option 1:

Step	Action
1	<p>You can access Order Status from the Home/Landing Page:</p> <p>On the left hand side, click on Order Status.</p>  <p>Or select Order Status from mega menu that is at the top of all Control Center screens:</p> 

2	<p>Select the Order Status Link, this opens a drop down menu. Chose Order Status option.</p> 
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Order Status Home Page

Description

When you are on the Order Status Home Page, you will be presented with several different options.

1. Breadcrumb
2. Simple Filter
3. Advanced Filter
4. Sortable menu bar
5. Customization
6. Orders

Control Center **1**

Order Status | Initiate Orders

Order Status

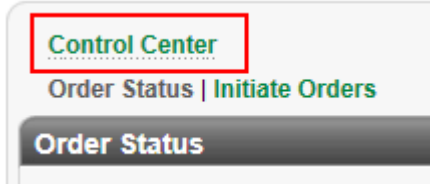
2 Search for.. Select criteria for search

3 Advanced Search

Records <1 - 17> of 17

Parent Order ID	Sales Order ID(s) 4	Order Type	Service Type	Status	Status Date 5
50000642		Billing Address Change		Batch Complete	07/30/2014
50000559		Billing Address Change		Batch Complete	07/25/2014
50000545		Billing Address Change		Batch Complete	07/23/2014
50000500		Billing Address Change		Batch Complete	07/16/2014
50000499		Billing Address Change		Batch Complete	07/16/2014
50000498		Billing Address Change		Batch Complete	07/16/2014
50000497		Billing Address Change		Batch Complete	07/16/2014
50000496		Billing Address Change		Batch Complete	07/16/2014
36	6214	New/Install	800	Completed	02/27/2014
23	702	New/Install	IQ	In Progress	02/26/2014
23	6692	New/Install	SDPPL	In Progress	02/25/2014

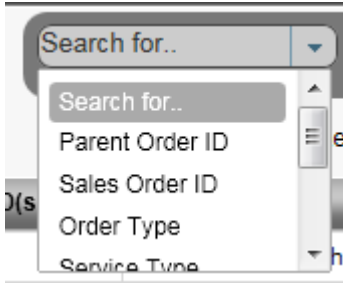
Control Center Breadcrumb

Description	<p>The breadcrumb is an icon that will return you to the Home/Landing Page when you click on it.</p> 
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Simple Filter

Description

Simple Filter allows you to search for orders in multiple ways. Follow the steps in the procedure below to **use the simple search** functionality.

Step	Action
1	<p>Click on any one of the options below to open a new search box. The search box will appear to the right of the screen you see below. This allows you to enter the specific criteria.</p> 

If you don't exactly know the information of the search criteria you seek to find, use asterisks (*) as a wildcard to enhance your search. Example *12345*



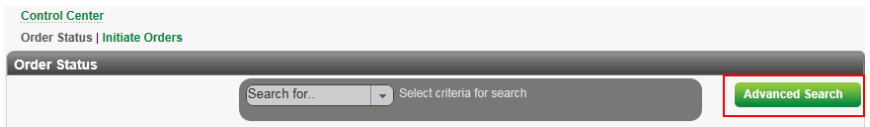
Advanced Filter

Description

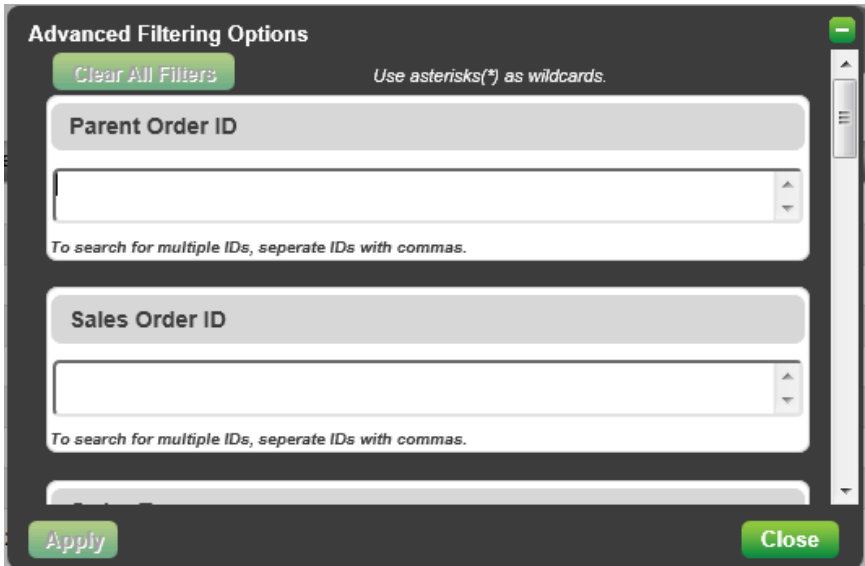
Advanced Filter allows you to search for orders multiple ways:

Function	Description
Parent Order ID	Multiple ID are allowed, separated by commas
Sales Order ID	Multiple IDs are allowed, separated by commas
Order Type	New/Install, Change, or Disconnect
Service Type	Ethernet Private Line, IQ Networking, Optical Wavelength Service, CPE, or On Demand IVR
Account ID	Account Name
Status	In Progress, Completed, Cancelled
Status Date	Will display the date the order moved into that order status

Procedure Follow the steps in the procedure below to **sort** through the **Order Status List** using an **Advanced Filter** technique.

Step	Action
1	<p>When you are on the Landing Page, move your mouse all the way to the right of the screen and click on Advanced Filter button</p>  <p>The screenshot shows the 'Control Center' header with 'Order Status Initiate Orders' as a breadcrumb. Below this is a dark navigation bar with 'Order Status' selected. A search bar contains the text 'Search for...' and a dropdown arrow. To the right of the search bar is a button labeled 'Advanced Search', which is highlighted with a red rectangular box.</p>

Advanced Filter (cont.)

Step	Action
2	<p>Complete the search fields.</p>  <p>Choosing more than one search criteria will limit your returned results. Click Apply to retrieve the data or click Close to stop the search.</p>
3	You can use a wildcard search (e.g. 12345*) to enhance your search results
4	You can find multiple orders by inserting multiple IDs (separated by commas) into one of the search boxes.

Sortable Menu Bar

Description


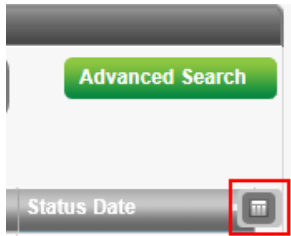
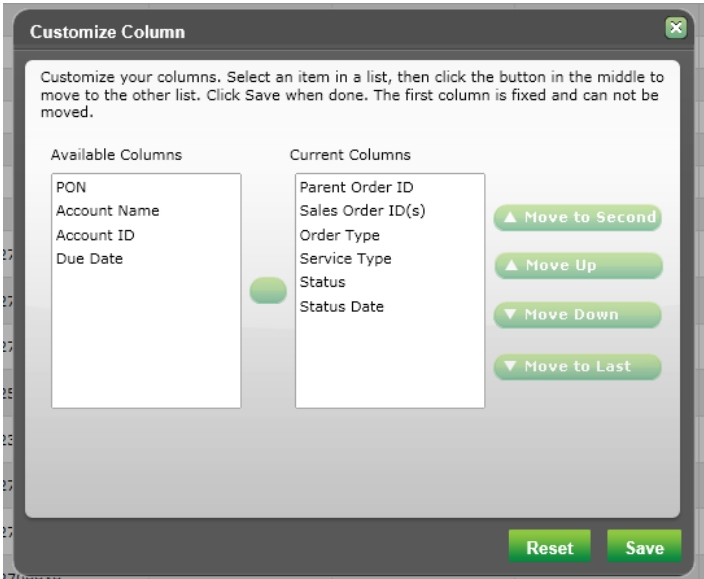
The menu bar allows you to sort by Parent Order ID, Order Type, Service Type, Status, or Status Date. To sort these options, click on the column heading to sort or reverse sort. You may also change the size of each column by clicking/selecting the appropriate column line. The fields sort in ascending or descending order.

- Parent Order will provide the internal CenturyLink™ order number
- Sales Order ID(s) will provide the Sales Order
- Order Type will include New/Install, Change, or Disconnect Orders
- Service Type includes either Ethernet Private Line, IQ Networking, Optical Wavelength Service, CPE, or On Demand IVR
- Status will be In Progress, Cancelled, or Completed
- Status Date will display the date the order moved into that order status

Parent Order ID	Sales Order ID(s)	Order Type	Service Type	Status	Status Date	
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Customization (Customize Columns)

Procedure Follow the steps in the procedure below to **customize the columns** on your sortable menu bar

Step	Action
1	<p>Click  on the right side of the menu bar, next to the Status Date column</p> 
2	<p>Customize Column window opens. Select and remove columns to be displayed on sortable menu bar. The portal will retain these settings.</p> 

ORDER STATUS

Parent Order Hyperlinks

Procedure Follow the steps below to view additional information on an order

Step

1

Action

Click on any of the hyperlinks under the Parent Order ID column to open the order for viewing.

Parent Order ID	Sales Order ID(s)	Order Type	Service Type	Status	Status Date
50000642		Billing Address Change		Batch Complete	07/30/2014
50000559		Billing Address Change		Batch Complete	07/25/2014
50000545		Billing Address Change		Batch Complete	07/23/2014
50000500		Billing Address Change		Batch Complete	07/16/2014
50000499		Billing Address Change		Batch Complete	07/16/2014
50000498		Billing Address Change		Batch Complete	07/16/2014
50000497		Billing Address Change		Batch Complete	07/16/2014
50000496		Billing Address Change		Batch Complete	07/16/2014
3682	15214	New/Install	800	Completed	02/27/2014
2375	1702	New/Install	IQ	In Progress	02/26/2014
2375	1692	New/Install	SDPPL	In Progress	02/25/2014
2375	1267	Change	IQ	In Progress	02/25/2014
2375	1480	Change	IQ	In Progress	02/19/2014
3674	17892	Disconnect		In Progress	02/19/2014
3674	18054	Disconnect		In Progress	02/19/2014
2375	19939	New/Install	SDPPL	In Progress	02/17/2014
2375	13537	New/Install	IQ	In Progress	02/13/2014

Order Details Tab

Procedure Follow the steps in the procedure below to view your order details under the Order Details Tab

Step	Action
1	Click on any Parent Order ID hyperlink and a new screen will appear.

The Order Details tab (the first tab in the new window) provides the Parent Order ID, Order Type, Service Type, Status, Status Date, Account Name, Account ID, and PON if you provided on your request

The screenshot shows a web application window titled "Order: 23701". It has two tabs: "Order Details" (which is selected and highlighted with a red box) and "Sales and Provisioning Orders". The main content area displays the following information:

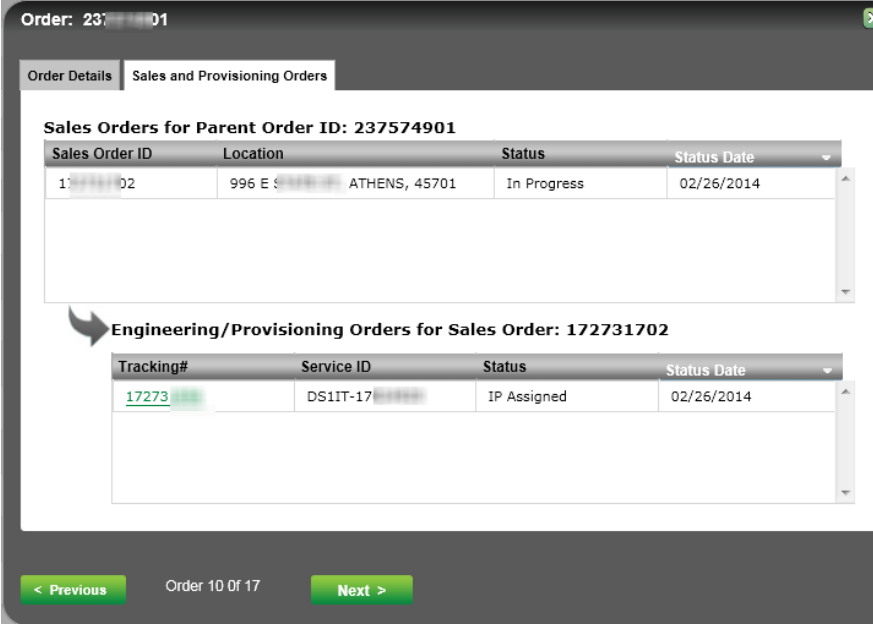
Parent Order ID: 23701 (A)	Status: In Progress
Order Type: New/Install	Status Date: 02/26/2014
Service Type: IQ	
Account Name: CenturyLink, Inc.	
Account ID: 68889	
PON:	

At the bottom of the window, there is a navigation bar with three elements: a green button labeled "< Previous", the text "Order 10 of 17", and a green button labeled "Next >". The "Previous" and "Next" buttons are highlighted with a red box.

Click on the Previous or Next buttons at the bottom of the page to scroll through all your orders and view the details without returning to the home page.

Sales and Provisioning Orders Tab

Procedure Follow the steps in the procedure below to view your order details under the Sales and Provisioning Orders Tab

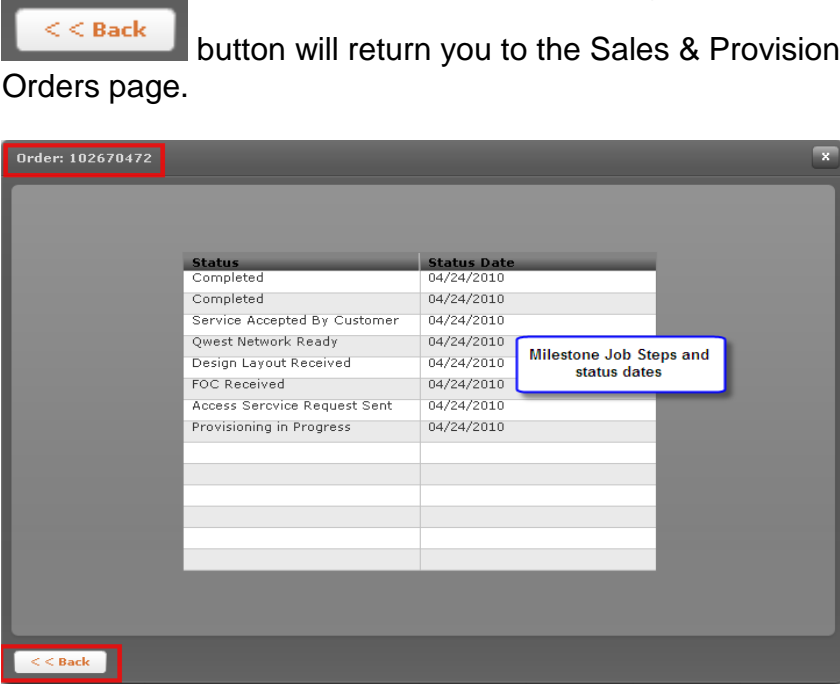
Step	Action
1	<p>The Sales and Provisioning Orders tab will return three sections:</p> <ul style="list-style-type: none"> ○ Section one provides the Sales Order ID, Location of the service, current Status and the Status Date. ○ Section two provides the Tracking Number (Engineering Order ID(s)), Service ID, Status based on job step, and Status Date. ○ Section three provides a Status, Status Date and attachment copy of IPAA, FOCR, HCUT, LCNR letters. You may opt to enable word wrap in order to minimize scrolling left to right. This can be done by clicking on Format->Word Wrap. <p>Each of the columns in both sections one and two allow sorting in ascending or descending order.</p> <p>Click Previous or Next to scroll through your orders and view the details without returning to the home page.</p>
2	

3	<div>Order: 237-1702</div> <div>Status History for Engineering/Provisioning Order (237574901)</div> <table> <tr> <th>Status</th><th>Status Date</th></tr> <tr> <td>IP Assigned</td><td>02/26/2014</td></tr> <tr> <td>Access Service Request Sent</td><td>02/26/2014</td></tr> <tr> <td>Provisioning in Progress</td><td>02/26/2014</td></tr> </table>	Status	Status Date	IP Assigned	02/26/2014	Access Service Request Sent	02/26/2014	Provisioning in Progress	02/26/2014
Status	Status Date								
IP Assigned	02/26/2014								
Access Service Request Sent	02/26/2014								
Provisioning in Progress	02/26/2014								

View History of Order

Procedure Follow the steps in the procedure below to view the history of your order. Make sure you are still under the Sales and Provisioning Orders Tab

Step	Action																
1	<p>The status presented in this view will show the current order status. Click on the Tracking # (Engineering order) hyperlink to open a history of your order, showing the completed job steps and the date. Order History will display new orders received after the release.</p> <div><div>Order: 237-1702</div><div>Order DetailsSales and Provisioning Orders</div><div><div>Sales Orders for Parent Order ID: 237574901</div><table><thead><tr><th>Sales Order ID</th><th>Location</th><th>Status</th><th>Status Date</th></tr></thead><tbody><tr><td>17273-02</td><td>996 E S. 1702 ATHENS, 45701</td><td>In Progress</td><td>02/26/2014</td></tr></tbody></table><div>Engineering/Provisioning Orders for Sales Order: 172731702</div><table><thead><tr><th>Tracking#</th><th>Service ID</th><th>Status</th><th>Status Date</th></tr></thead><tbody><tr><td>17273</td><td>DS11T-1702</td><td>IP Assigned</td><td>02/26/2014</td></tr></tbody></table></div><div><div>< Previous</div><div>Order 10 Of 17</div><div>Next ></div></div></div>	Sales Order ID	Location	Status	Status Date	17273-02	996 E S. 1702 ATHENS, 45701	In Progress	02/26/2014	Tracking#	Service ID	Status	Status Date	17273	DS11T-1702	IP Assigned	02/26/2014
Sales Order ID	Location	Status	Status Date														
17273-02	996 E S. 1702 ATHENS, 45701	In Progress	02/26/2014														
Tracking#	Service ID	Status	Status Date														
17273	DS11T-1702	IP Assigned	02/26/2014														

Step	Action
2	<p>This page will present the parent order number, the historic job step status and status date. The job steps are in descending order, with the most recent at the top. Clicking the</p>  <p>button will return you to the Sales & Provisioning Orders page.</p>

Job Steps

Description:

A job step is a significant step we take to complete your order.

The job steps that trigger an Order Status update are based upon the table below.

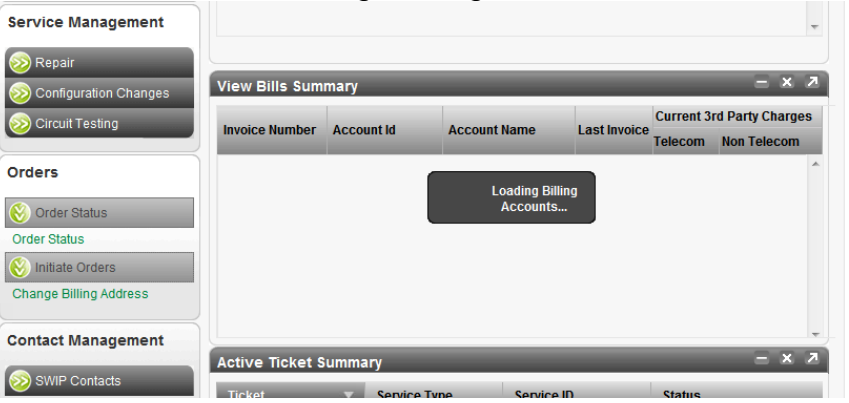
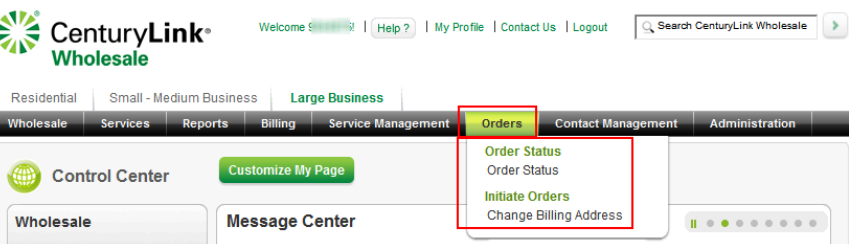
Example: once the OVOE job step has closed in CORE, you will see "Provisioning in Progress" in Order Status. That status will not change until the next job step closes. If an order does not fall into one of the job steps below, it will default to the previous job step/status in the table below.

CORE Job Step	Status Displayed in QControl	Job Step Event
OVOE	Provisioning in Progress	Closed
SUPC	Due Date Changed	Closed
ASRS	Access Service Request Sent	Closed
LOAS	Letter of Authorization Sent	Closed
IPAA	IP Assigned	Closed
FOCR	FOC Received (Wholesale)	Closed
DLRR	Design Layout Received	Closed
LCNR	Qwest Network Ready	Closed
SABC	Service Accepted by Customer	Closed
CRAV	Completed	Closed
TCDD	Completed	Closed

Accessing Change Billing Address

Procedure Follow the steps in the procedure below to access the **Change Billing Address** screen:

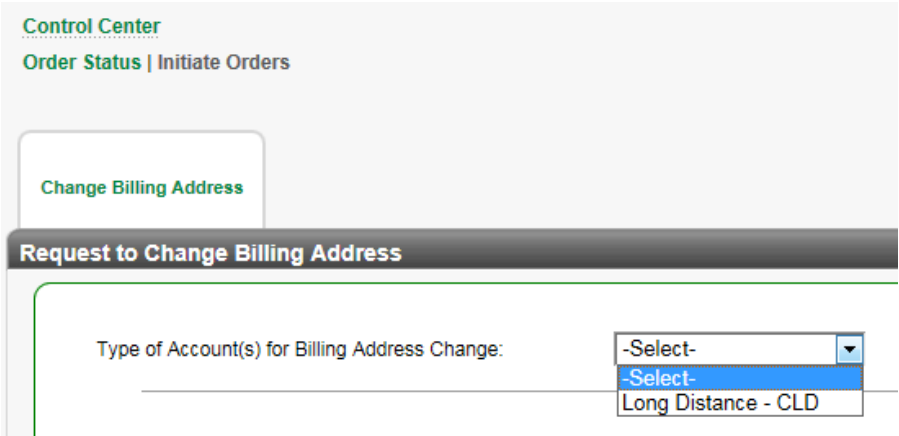
Option 1:

Step	Action
4	<p>You can access Change Billing Address from the Home/Landing Page:</p> <p>On the left hand side under the Orders Module, click on Initiate Orders, then Change Billing Address.</p>  <p>Or select Change Billing Address from mega menu that is at the top of all Control Center screens:</p>  <p>Note: Your Customer System Admin (CSA) must apply permissions for you to view Orders module.</p>

Initializing a Change Billing Address Order

Procedure

Follow the steps in the procedure below to initiate a Change Billing Address order. This order is automatic flow-through, so the change will be effective on the account immediately.

Step	Action
1	<p>After clicking on the Change Billing Address link, the Request to Change Billing Address screen is displayed.</p> <p>Select the Long Distance – CLD option in the dropdown menu for Type of Account(s) for Billing Address Change.</p> 

2

Screen updates to show the Enterprise ID, Enterprise Name, Customer Requestor Name, and Order Request Date/Time.

The New Billing Address fields are also displayed.

Note: United States/domestic addresses are validated. International addresses are not.

[Change Billing Address](#)

Request to Change Billing Address

Type of Account(s) for Billing Address Change: Long Distance - CLD

Request Reason: Billing Address Change

Enterprise ID: 9800000000

Enterprise Name: CenturyLink Business Services

Customer/Requestor Name: 9800000000

Order Request Date/Time: 08/06/2014 11:31 AM

New Billing Address 1

Address validation requires Billing Address and Zip.

*** Is a required field prior to filtering.**

*Billing Name:

*Country Code: United States

*Billing Address:

*City:

*State/Province:

*Zip/Postal Code:(ex: 80202):

[Validate Address](#) [Cancel Request](#)

3

Entering Billing Name, Billing Address and Zip/Postal Code lights up the Validate Address button.

Here is the domestic address validation message:

New Billing Address 1

Address validation requires Billing Address and Zip.

*** Is a required field prior to filtering.**

*Billing Name: Bob Roberts

*Country Code: United States

*Billing Address: 225 W Bridge St

*City:

*State/Province:

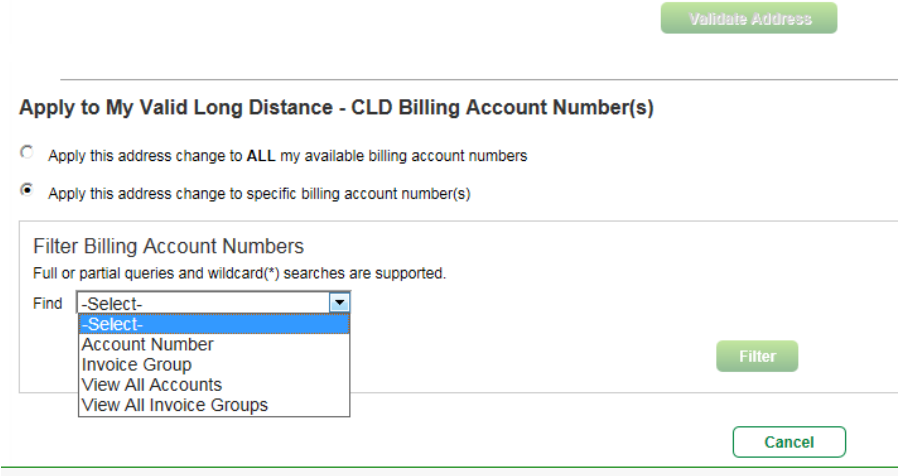
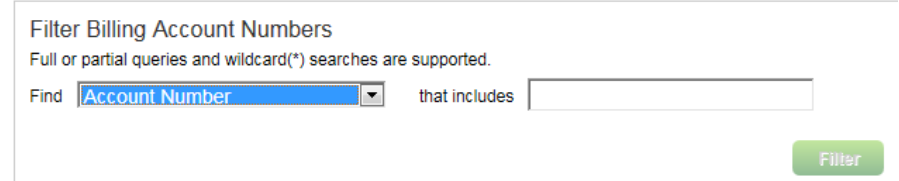
*Zip/Postal Code:(ex: 80202): 43017

[Validate Address](#) [Cancel Request](#)

Did You Mean?

"225 W Bridge St,Dublin,OH,43017" ?

[Yes](#) [No](#)

4	<p>Clicking No on the domestic address validation message will remove it from the screen and allow edits to the New Billing Address fields.</p> <p>Clicking Yes produces the next section on the screen under the New Billing Address section:</p>  <p>You can choose to apply the Billing Address Change to ALL accounts in the enterprise by selecting “Apply this address change to ALL my available billing account numbers”</p> <p>If you choose “Apply this address change to specific billing account number(s), utilize the Filter Billing Account Numbers drop down menu to filter by Account Number, Invoice Group, View All Accounts or View All Invoice Groups.</p>
5	<p>Filter Billing Account Numbers, by Account Number:</p> 

6	<p>Filter Billing Account Numbers, by Invoice Group:</p> <p>Apply to My Valid Long Distance - CLD Billing Account Number(s)</p> <p> <input type="radio"/> Apply this address change to ALL my available billing account numbers <input checked="" type="radio"/> Apply this address change to specific billing account number(s) </p> <div> <p>Filter Billing Account Numbers</p> <p>Full or partial queries and wildcard(*) searches are supported. Please enter a complete invoice group.</p> <p>Find <input type="text" value="Invoice Group"/> that includes <input type="text"/></p> <p>Filter</p> </div>
7	<p>Filter Billing Account Numbers, by All Accounts or All Invoice Groups:</p> <p>Apply to My Valid Long Distance - CLD Billing Account Number(s)</p> <p> <input type="radio"/> Apply this address change to ALL my available billing account numbers <input checked="" type="radio"/> Apply this address change to specific billing account number(s) </p> <div> <p>Filter Billing Account Numbers</p> <p>Find <input type="text" value="View All Accounts"/></p> <p>Filter</p> </div> <p>Apply to My Valid Long Distance - CLD Billing Account Number(s)</p> <p> <input type="radio"/> Apply this address change to ALL my available billing account numbers <input checked="" type="radio"/> Apply this address change to specific billing account number(s) </p> <div> <p>Filter Billing Account Numbers</p> <p>Find <input type="text" value="View All Invoice Groups"/></p> <p>Filter</p> </div>
8	<p>Press Filter button to proceed.</p>

9

In this example, View All Accounts was selected as the filter. Screen updates to provide Advanced Filter with City, State and Zip filtering. The accounts on the enterprise are also displayed.

Apply to My Valid Long Distance - CLD Billing Account Number(s)

- ☐ Apply this address change to ALL my available billing account numbers
- ☒ Apply this address change to specific billing account number(s)

Filter Billing Account Numbers

Find View All Accounts

Advanced Filter

Find
City
State
Zip

Filter

Displaying 3 records out of 3. If you do not see the account number(s) below you would like to update, please refine your search. You may also apply the update to all returned results.

- ☐ Apply this address change to ALL 3 filter results

Account Number(s)

68-9
77-7
78-3

Account(s) to Update

Remove Selected

Add Another Address

Submit

Cancel

10

Move account numbers to the Account(s) to Update box on the right.

You can select multiple accounts by holding control key and clicking on desired accounts (like the first and the third in the list).

Use shift key to click first and last accounts and all will be selected

–OR– use the  button to move all accounts.

Selecting one (or more, using control key) accounts, use



button to move them to the Account(s) to Update box on the right.

Remove Selected will move accounts back to the left hand box.

Displaying 3 records out of 3. If you do not see the account number(s) below you would like to update, please refine your search. You may also apply the update to all returned results.

- ☐ Apply this address change to ALL 3 filter results

Account Number(s)

77-7
78-3

Account(s) to Update

68-9

Remove Selected

Add Another Address

Submit

Cancel

11

Once one or more accounts are in the Account(s) to Update box on the right, you can Submit the Change Billing Address Order

-OR-

You can select Add Another Address

Here is the screen when Add Another Address is selected:

New Billing Address 1

[View Details](#)
[Delete This Address](#)

New Billing Address 2

Address validation requires Billing Address and Zip.

* Is a required field prior to filtering.

*Billing Name:

*Country Code:

*Billing Address:

*City:

*State/Province:

*Zip/Postal Code:(ex: 80202):

[Validate Address](#)
[Submit Without Address 2](#)
[Submit](#)
[Cancel](#)

If you click View Details button on New Billing Address 1:

New Billing Address 1

*Billing Name 1:

Bob Roberts

Country Code:

United States

*Billing Address Line 1:

225 W Bridge St

Billing Address Line 2:

Billing Address Line 3:

undefined

*City:

Dublin

*State:

OH

*Zip

43017

*Billing Account Numbers:

681-123-4567

[Hide Details](#)
[Delete This Address](#)

New Billing Address 2

Address validation requires Billing Address and Zip.

* Is a required field prior to filtering.

(If more than 2 accounts were selected, there will be a “more” link in the Billing Account Numbers line; clicking this will pop open a window to display all the selected accounts)

12

Repeat above steps to enter additional New Billing Addresses.

Note: Accounts saved to New Billing Address 1 do not appear in the filter for New Billing Address 2, etc.

In this example, only two of the three accounts on the enterprise appear, as the first one is saved in New Billing Address 1.

New Billing Address 2

Address validation requires Billing Address and Zip.

* Is a required field prior to filtering.

*Billing Name:	<input type="text" value="Rob Roberts"/>
*Country Code:	<input type="text" value="United States"/>
*Billing Address:	<input type="text" value="4764 W Broad St"/>
*City:	<input type="text" value="Columbus"/>
*State/Province:	<input type="text" value="OH"/>
*Zip/Postal Code:(ex: 80202):	<input type="text" value="43228"/>

Validate Address

Apply to My Valid Long Distance - CLD Billing Account Number(s)

Filter Billing Account Numbers

Find

Advanced Filter

Find

Filter

Displaying 2 records out of 2. If you do not see the account number(s) below you would like to update, please refine your sea

☐ Apply this address change to ALL 2 filter results

Account Number(s)

77- 27
78- 13

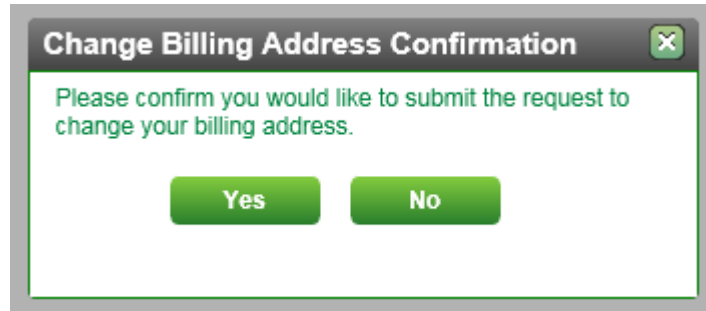
Account(s) to Update

13	<p>Note: You can click Submit Without Address 2 button. This will submit New Billing Address 1 only.</p> <hr/> <div> New Billing Address 1 View Details Delete This Address </div> <hr/> <div> New Billing Address 2 <small>Address validation requires Billing Address and Zip.</small> <small>* Is a required field prior to filtering.</small> </div> <div> <div>*Billing Name:</div> <div>*Country Code:</div> <div>*Billing Address:</div> <div>*City:</div> <div>*State/Province:</div> <div>*Zip/Postal Code:(ex: 80202):</div> </div> <div> <div>United States</div> <div></div> <div></div> <div></div> <div></div> <div></div> </div> <div> Validate Address Submit Without Address 2 Submit Cancel </div>
14	<p>Once you use the Add Another Address button to add New Billing Address 3, then New Billing Address 1 and New Billing Address 2 are committed when Submit button is used:</p> <hr/> <div> New Billing Address 1 View Details Delete This Address </div> <hr/> <div> New Billing Address 2 <small>Address validation requires Billing Address and Zip.</small> <small>* Is a required field prior to filtering.</small> </div> <div> <div>*Billing Name 1:</div> <div>Country Code:</div> <div>*Billing Address Line 1:</div> <div>Billing Address Line 2:</div> <div>Billing Address Line 3:</div> <div>*City:</div> <div>*State:</div> <div>*Zip</div> <div>*Billing Account Numbers:</div> </div> <div> <div>Rob Boberts</div> <div>United States</div> <div>4764 W Broad St</div> <div>undefined</div> <div>Columbus</div> <div>OH</div> <div>43228</div> <div>7 27</div> </div> <div> Hide Details Delete This Address </div> <hr/> <div> New Billing Address 3 <small>Address validation requires Billing Address and Zip.</small> <small>* Is a required field prior to filtering.</small> </div> <div> <div>*Billing Name:</div> <div>*Country Code:</div> <div>*Billing Address:</div> <div>*City:</div> <div>*State/Province:</div> <div>*Zip/Postal Code:(ex: 80202):</div> </div> <div> <div></div> <div>United States</div> <div></div> <div></div> <div></div> <div></div> </div> <div> Validate Address Submit Without Address 3 Submit Cancel </div>

15

You can continue to Add Another Address, as needed. It will all be part of the same Change Billing Address order.

Click Submit button (or Submit Without Address #) to proceed.

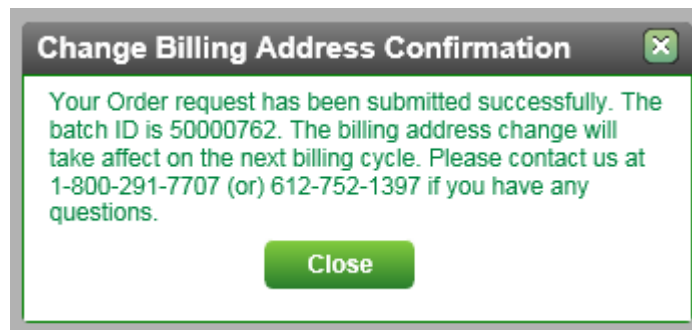


Click No and the Change Billing Address Confirmation pop up message will close, and you can continue to edit the Change Billing Address screen.

Click Yes and the message changes to provide confirmation that Your Order request has been submitted successfully.

Note the batch ID, in this example it is 50000762.

Note the message that the billing address change will take effect on the next billing cycle. Our system is updated via flow-through order right away, and the next invoice/statement will mail to the new Billing Address.

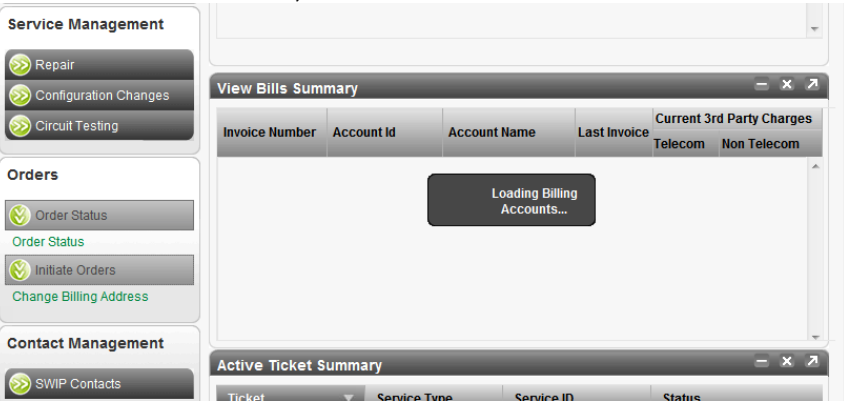
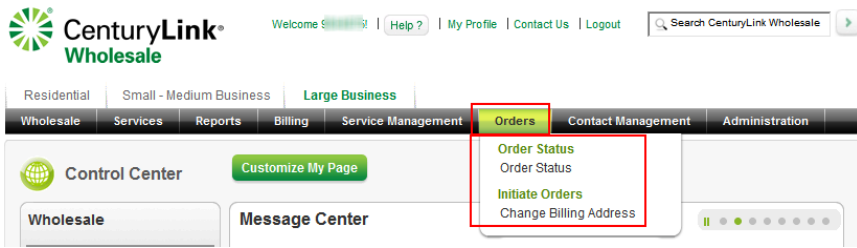


Click Close button. Screen will refresh to the Control Center Home/Landing page.

Using Order Status for Change Billing Address Order

Procedure

Follow the steps in the procedure below to review a Change Billing Address order in Order Status.

Step	Action
1	<p>You can access Order Status from the Home/Landing Page:</p> <p>On the left hand side, click on Order Status.</p>  <p>Or select Order Status from mega menu that is at the top of all Control Center screens:</p> 

2

In Order Status, the Billing Address Change orders are displayed along with other order types:

Control Center
Order Status | Initiate Orders

Order Status

Search for: Select criteria for search Advanced Search

Records <1 - 17> of 17

Parent Order ID	Sales Order ID(s)	Order Type	Service Type	Status	Status Date
50000642		Billing Address Change		Batch Complete	07/30/2014
50000539		Billing Address Change		Batch Complete	07/25/2014
50000545		Billing Address Change		Batch Complete	07/23/2014
50000500		Billing Address Change		Batch Complete	07/16/2014
50000499		Billing Address Change		Batch Complete	07/16/2014
50000498		Billing Address Change		Batch Complete	07/16/2014
50000497		Billing Address Change		Batch Complete	07/16/2014
50000496		Billing Address Change		Batch Complete	07/16/2014
358	35214	New/Install	800	Completed	02/27/2014
237	31702	New/Install	IQ	In Progress	02/26/2014
237	26492	New/Install	SDPPL	In Progress	02/25/2014
237	42267	Change	IQ	In Progress	02/25/2014

Click on the Billing Address Change batch ID links in the Parent Order ID column on the left.

3

Selected order will display.

This is the Order Details tab:

Order: 50000642

Order Details | Accounts

Parent Order ID: 50000642(BATCH) **Status:** Batch Complete

Order Type: Billing Address Change **Status Date:** 07/30/2014

Service Type: CenturyLink Long Distance(CLD)

Account Name: This information is located under Accounts tab.

Account ID: This information is located under Accounts tab.

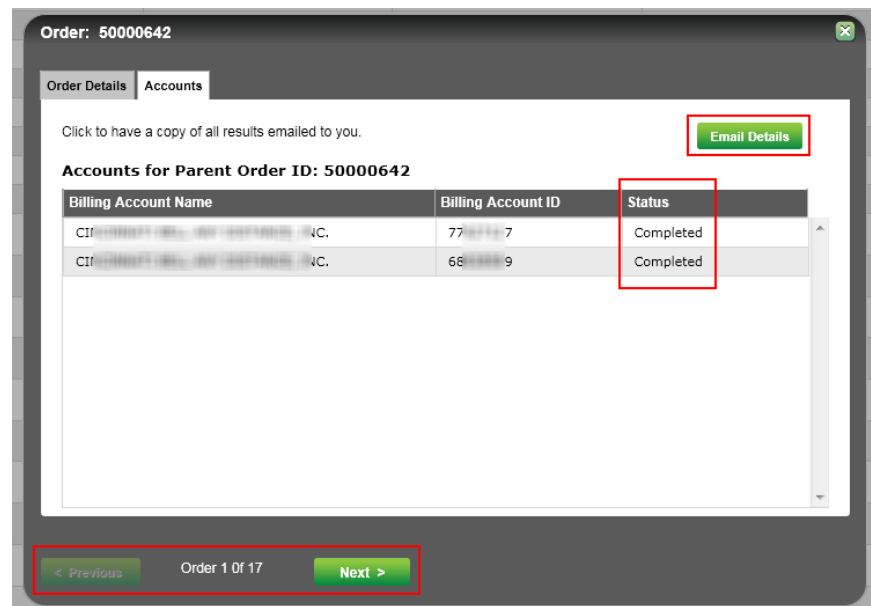
PON:

< Previous Order 1 of 17 Next >

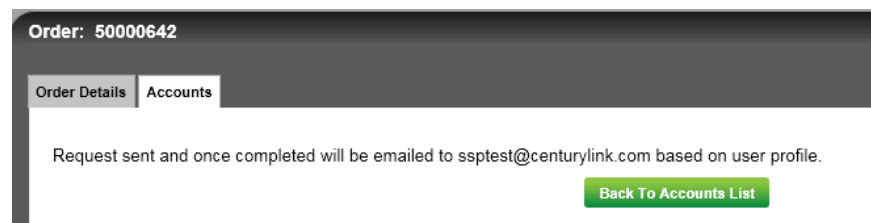
4

Click the Accounts tab for additional information. The Billing Account Name, Billing Account ID and Status are displayed.

You can use the Previous and Next buttons to scroll through orders in Order Status without returning to the main list of orders.



Email Details button will display this message (below), and the information will be sent to the email address on your user profile.



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