

## CHANGING OR CANCELLING AN ORDER

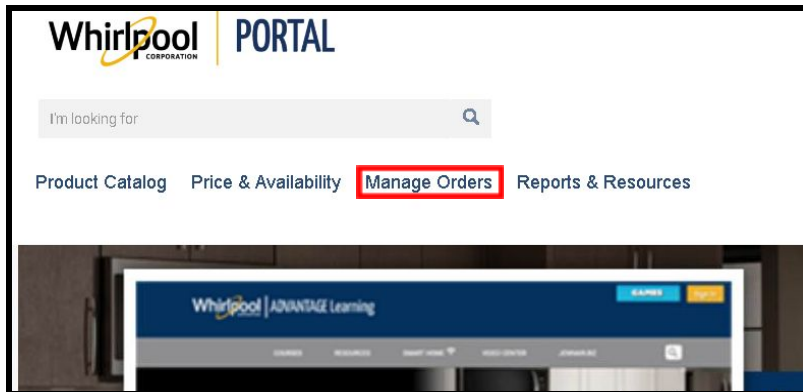
### Purpose

Use this Quick Reference Guide to view the steps to change an order through the Whirlpool Portal.

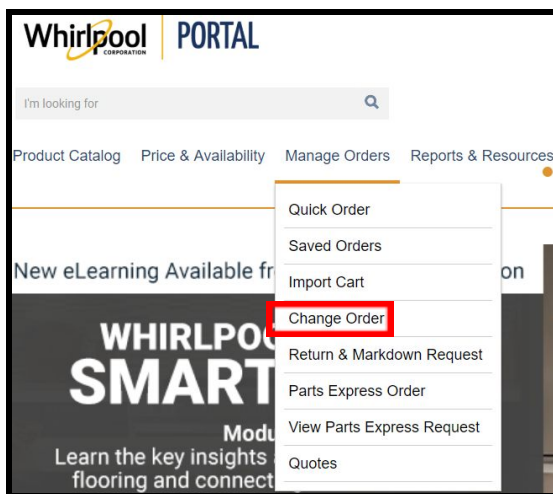
- Orders can be changed using the portal until a delivery document has been created for the order.
- Once the delivery document has been created, contact TCS to make any further changes to the order.
- Orders can also be managed using the Order Inquiry link under the Reports & Resources tab.

### Steps

1. Start on the Whirlpool Portal **Home** page. Click **Manage Orders**.



2. Select **Change Order**. The **Change Order** page displays.



3. Enter **Search Terms** to search for the order needing to be changed. Click **Apply**.
  - Search filters include: Order Number, Model Number, Customer PO, Quote Number (if applicable), specific date ranges, and the number of results displayed.

### Change Order

View orders placed by your account that have not been shipped and are eligible to be modified.

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**ENTER SEARCH TERMS**

SEARCH BY: All Orders      DISPLAY UP TO: 50 results

SEARCH DATE:

**Start**

05/11/2018

<
MAY 2018
>

SU	MO	TU	WE	TH	FR	SA
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

**End**

06/11/2018

<
JUNE 2018
>

SU	MO	TU	WE	TH	FR	SA
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

CLEAR
APPLY

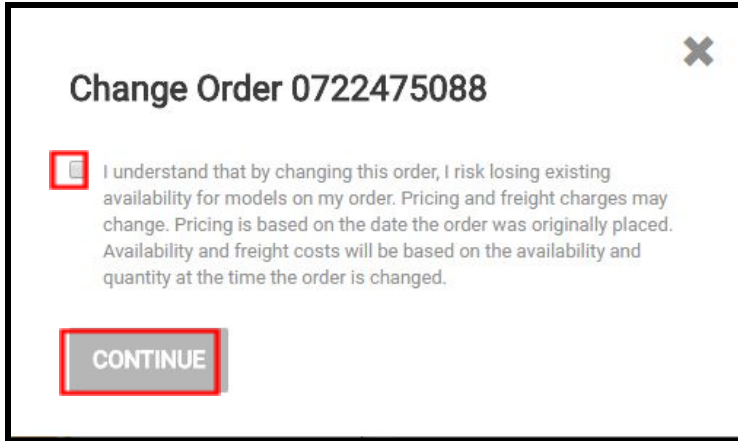
4. All orders within the search criteria display. Click the **Change Order** link for the order needing to be changed.

**WHIRLPOOL WEB WORLD TEST**  
 145 W MAIN ST  
 BENTON HARBOR, MI 49022-3607, US  
 Phone: 2695551212

ORDER INQUIRY RESULTS: SEARCH

ORDER NUMBER	PO NUMBER	ORDER DATE	REQUESTED DELIVERY DATE	ORDER STATUS
0722475088	TEST_ADDR1	06/11/2018	06/13/2018	Processed <a href="#">(Change Order)</a>
0722475097	TEST	06/11/2018	06/13/2018	Processed <a href="#">(Change Order)</a>
0722475100	TEST_ADDR_CH2	06/11/2018	06/13/2018	Processed <a href="#">(Change Order)</a>
0722475101	TEST_FOR_REVIEW1	06/11/2018	06/13/2018	Processed <a href="#">(Change Order)</a>

5. A **Change Order** warning message displays. Select the **checkbox** and click **Continue**.



6. Enter changes to the order.
  - Changes can be made to: delivery information, delivery method, delivery date, quantities, adding new models, deleting items, and canceling the entire order.
  - When increasing the quantity of a line item, an additional line item is added with the same model number to the order.

**Change Order 0722475088**

**1. Order Entry**

P.O. NO.  
TEST\_ADDR1

STORE/REFERENCE #  
[Empty Field]

QUOTE NUMBER  
[Empty Field]

PROMOTIONAL CODE  
[Empty Field]

**2. Delivery Address**

145 W MAIN ST, BENTON HARBOR, 49022-3607,  
2695551212

**3. Delivery Method**

Delivery Method: Standard Delivery  
Requested delivery date: 06/13/2018  
Order Cut Off Time: Thu Jan 01 01:55:00 EET 1970 EST

**Order Summary**

**AMV2307PFS**  
1.6 cu. ft. Over-the-Range Microwave with Add 0:30 Seconds  
 Stainless Steel  
MAJOR APPLIANCE \$198.00  
[Check here for alternate models](#)

QTY:

MODEL #	QTY
	1

Majors:	1
Minors:	0
Services:	0
Total Number of Line Items:	1
Total Number of Items:	1

Subtotal:	\$198.00
Delivery:	\$100.00
Tax:	\$26.45
<b>ORDER TOTAL</b>	<b>\$324.45</b>

Color Legend

7. Click **Validate Order**.

- Click **Cancel Order** to cancel the entire order.

Changes have been made to the order; order validate is required.

- Model **AMV2307PFS** quantity has changed.

CANCEL ORDER

VALIDATE ORDER

8. Click **Save Changes**. A new line item has been added and the order total has updated.

ADDITIONAL COMMENTS

CANCEL ORDER
SAVE CHANGES

**AMV2307PFS**  
 1.6 cu. ft. Over-the-Range Microwave with Add 0:30 Seconds  
 Stainless Steel  
 MAJOR APPLIANCE  
 Available for next delivery on 06/13/2018  
 Qty: 4 \$198.00 ✕  
[Check here for alternate models](#)  
 QTY:

MODEL #	QTY
<input style="width: 100%;" type="text"/>	<input style="width: 50px;" type="text" value="1"/>

Majors:	5
Minors:	0
Services:	0
Total Number of Line Items:	2
Total Number of Items:	5

Subtotal:	\$990.00
Delivery:	\$100.00
Tax:	\$65.40
<b>ORDER TOTAL</b>	<b>\$1,155.40</b>