

CHANGING OR CANCELLING AN ORDER

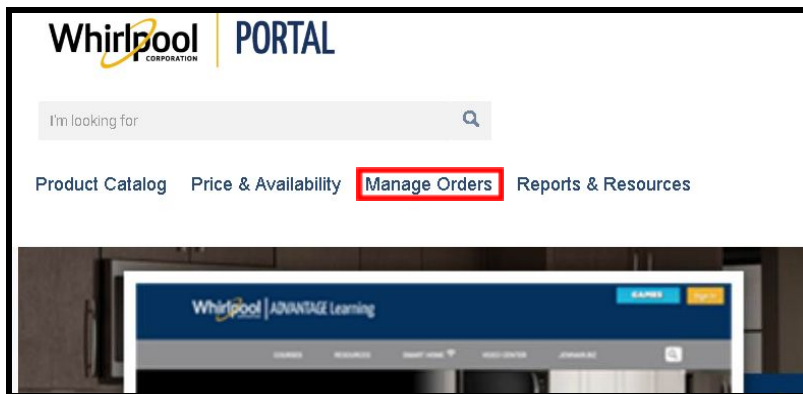
Purpose

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

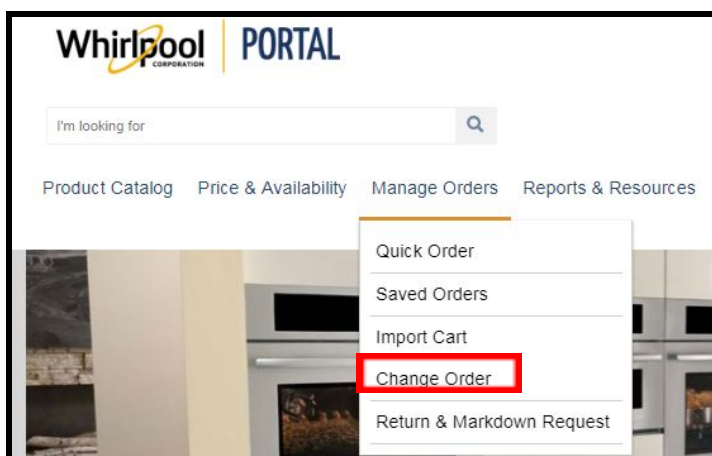
- Orders can be changed using the portal until a delivery document has been created for the order.
- Once the delivery document has been created, contact TPS to make any further changes to the order.
- Orders can also be managed using the Order Inquiry link under the Reports & Resources tab.

Steps

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



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



- Enter **Search Terms** to search for the order needing to be changed. Click **Apply**.
 - Search filters include: Order Number, Model Number, Customer PO, Contract 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.

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

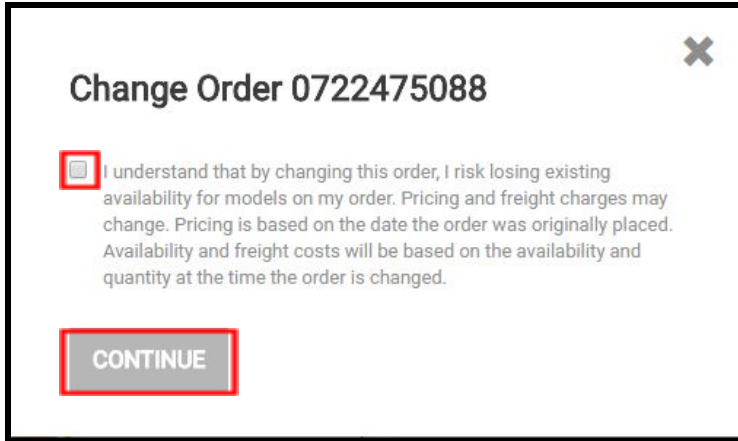
- All orders within the search criteria display. Click the **Change Order** link for the order needing to be changed.

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

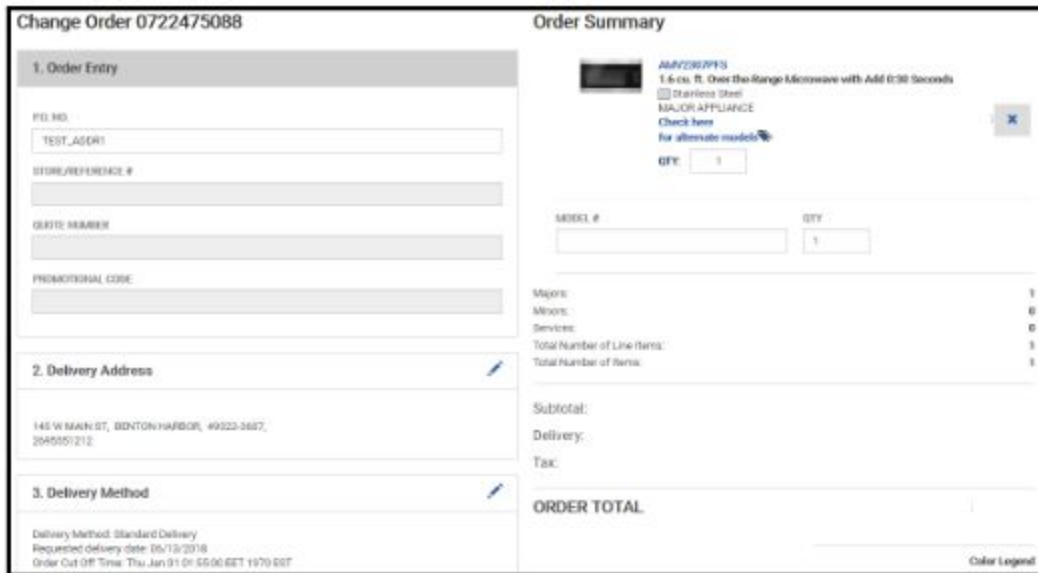
ORDER INQUIRY RESULTS: SEARCH

ORDER NUMBER	PO NUMBER	ORDER DATE	REQUESTED DELIVERY DATE	ORDER STATUS
0722475088	TEST_ADDR1	06/11/2018	06/13/2018	Processed (Change Order)
0722475097	TEST	06/11/2018	06/13/2018	Processed (Change Order)
0722475100	TEST_ADDR_CH2	06/11/2018	06/13/2018	Processed (Change Order)
0722475101	TEST_FOR_REVIEW1	06/11/2018	06/13/2018	Processed (Change Order)

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

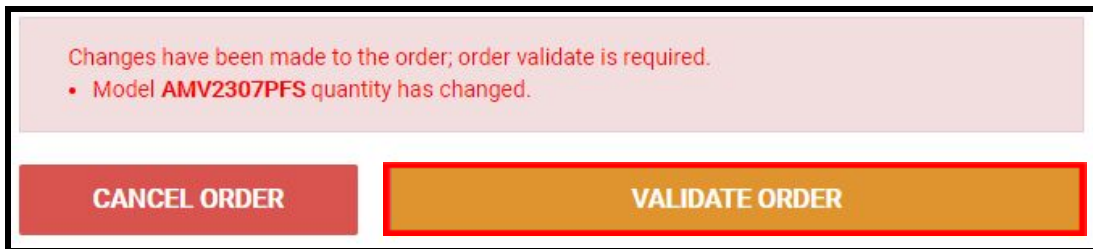


6. Enter changes to the order.
 - Changes can be made to: delivery information, delivery method, delivery date, quantities, adding new models, deleting items, and canceling the entire order.
 - When increasing the quantity of a line item, an additional line item is added with the same model number to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



7. Click **Validate Order**.

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



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

