

# Track an Existing Order

If you have multiple orders you can easily manage these by searching a particular order status - This will then show all orders that are new or committed and they can be managed accordingly.

## Broadband Order Management

Account: XXXX - Gamma Test 1 - 44000169

Order Id:

Service Id:

CLI:

Broadband Category: (Any)

Order Status: Complete

Records Per Page: 10

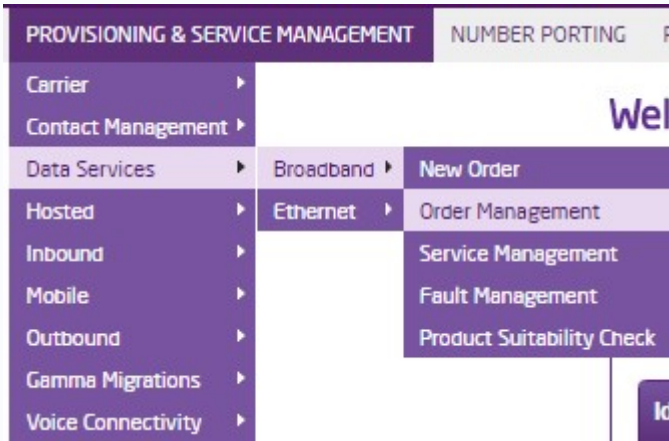
Max results returned: 100

Showing 1 to 10 of 100

Order Id	Broadband Product	Order Status	CLI	Customer Name	Street	Town	Postcode	Actions
<a href="#">42242</a>	Gamma Business 2+ Premium	Complete		Thomas Connelly	16 West Grove	Sale		<input type="button" value="Actions"/>
<a href="#">41611</a>	Gamma Business 2+	Complete		Urfan Mahmood	Clarence Road	Manchester		<input type="button" value="Actions"/>
<a href="#">33895</a>	Gamma Assured 5	Complete		Testing	Elevator Road	Manchester		<input type="button" value="Actions"/>

## Step 1

Go to the Gamma Portal and go to Provisioning and Service Management, Data Services, Broadband and select Order Management.



## Step 2

You can then select what you want to search for and then click Search.

Click on the Order ID.

Gamma Portal

HOME | HELP | SITE MAP | LOGOUT

PROVISIONING & SERVICE MANAGEMENT NUMBER PORTING REPORTING HELP & SUPPORT USER

### Broadband Order Management

Account:

Order Id:  Service Id:

CLI:  Broadband Category:

Order Status:

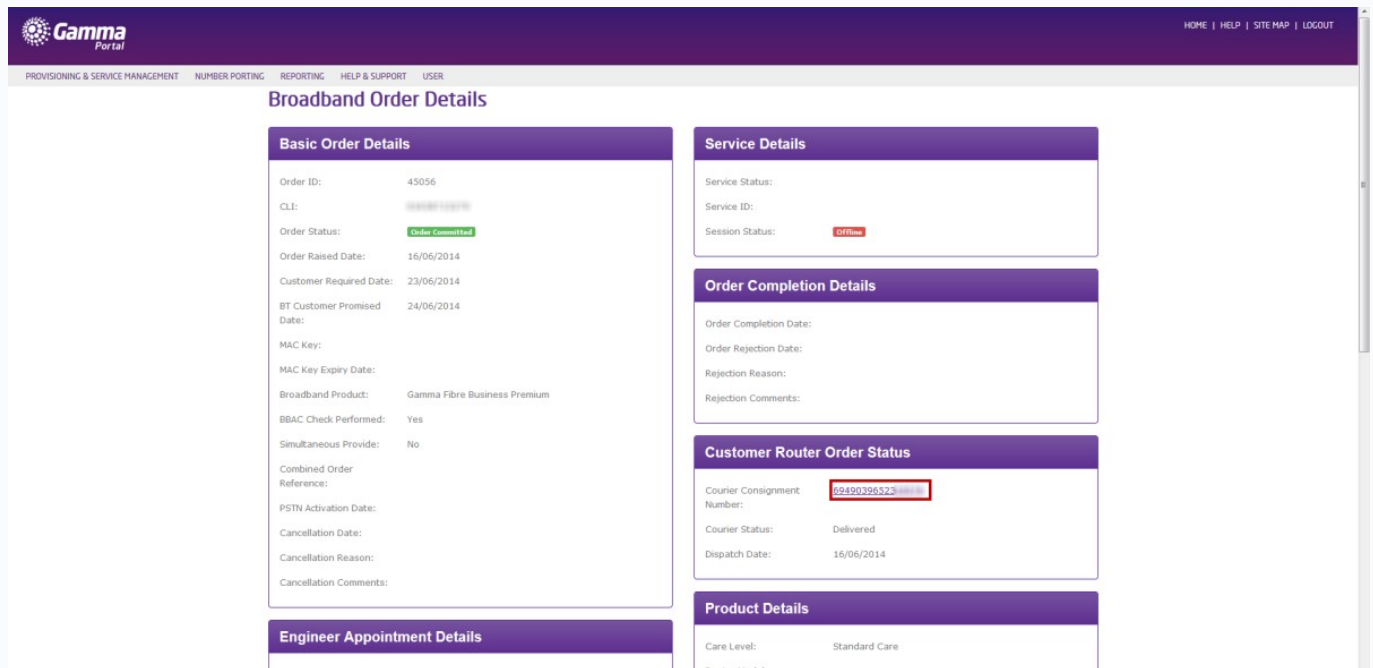
Records Per Page:  Max results returned:

Showing 1 to 1 of 1

Order ID	Broadband Product	Order Status	CLI	Customer Name	Street	Town	Postcode	Actions
45056	Gamma Fibre Business Premium	Order Committed	014522112275	Gamma Business	Broadband	Bury St. Edmunds	IP10 1EP	Actions

## Step 3

The details of your order will then be shown. The Courier Consignment Number will be a hyperlink which you can click, this will take you the courier's website to track the order.



The screenshot shows the Gamma Portal interface for Broadband Order Details. The page is divided into several sections:

- Basic Order Details:** Order ID: 45056, CLI: 024001000000, Order Status: **Order Committed**, Order Raised Date: 16/06/2014, Customer Required Date: 23/06/2014, BT Customer Promised Date: 24/06/2014, MAC Key: , MAC Key Expiry Date: , Broadband Product: Gamma Fibre Business Premium, BBAC Check Performed: Yes, Simultaneous Provide: No, Combined Order Reference: , PSTN Activation Date: , Cancellation Date: , Cancellation Reason: , Cancellation Comments: .
- Service Details:** Service Status: , Service ID: , Session Status: **Offline**.
- Order Completion Details:** Order Completion Date: , Order Rejection Date: , Rejection Reason: , Rejection Comments: .
- Customer Router Order Status:** Courier Consignment Number: [02400006022](#), Courier Status: Delivered, Dispatch Date: 16/06/2014.
- Product Details:** Care Level: Standard Care, Router Model: .
- Engineer Appointment Details:** (Section header visible, content partially obscured).

## TAGS or Record discrepancies

If an order has been placed and you receive a notification to say the order is in delay, has been rejected or cancelled, this could be down to an issue with the PSTN.

It is within the Channel Partners remit to make sure PSTN records are up to date.

### why this may happen?

There may be an Open order on line which could mean there's a cease pending against the line or there's another order waiting to clear before you are able to place another order.

Address details may not have been updated, these need to be accurate to match up with BT Open Reach. The address provided needs to match up with address details that are in the Royal Mail system.

The details may have been entered incorrectly whilst placing the order on the portal. If this is the case then please contact [broadbandorders@gamma.co.uk](mailto:broadbandorders@gamma.co.uk) who can advise how to correct this.

Broadband orders cannot progress until records are up to date and correct. If details are not corrected and the order is attempted to be placed again, the order will keep cancelling and be rejected.

Please make sure all details are up to date with the PSTN provider before placing a Broadband order. This will save you time and extra costs that can be avoided.

You can raise an ORDI request by contacting your WLR provider.