

Resubmit and Cancelled Orders

Resubmit Orders

You can edit and resubmit an order using our Manual, Mixed Operator and IPEX Orders search. This is available on the Gamma Portal under Number Porting and IPEX and Manual Search.

If you don't have this option, contact your Portal Administrator (Help and Support and Portal Administrators) or contact your Internal Account Manager.

Once you've located your Port Order you can click on the Order ID to load up the order. From here you can Add Notes by clicking the "Add Note" button. Enter the details you want to edit as a note and this will update your port order owner with the details so that they can make sure that it is represented with the losing communications provider in time.

Port Order #731294

Order ID	731294	Status	Awaiting Review
Main Telephone No	0800000000	Losing Communications Provider	-
Raised By	ITSMAN, Tony	Range Holder	-
Date Order Placed	2016-06-07 13:41:19.24	Organisation	The Standard Co

Notes

[Download](#)

Date/Time	Note By	Summary	Notes	Attachment
07/06/2016 14:42	ITSMAUTO	Attached LOA	LOA attached to order. See attached file for details.	None
07/06/2016 14:41	ITSMAUTO	NGN IPEX Port	Ordered IPEX Port to The Standard Co. 0800000000. IPEX Port to be ordered from NGN IPEX Port. See attached file for details.	None

[Cancel](#) [Add Note](#)

Cancelled Orders

An order can be cancelled for one of two reasons. These are:

- Customer no longer wants the port to happen
- The order has been in a rejected state and timed out (automatically cancelled).
 - Single line orders time out after 24 hours
 - Multi line orders time out after 48 hours

If you want to cancel a port order please contact our Porting Desk who will process the cancellation for you.