3. Service Drop Manage Purchase Orders (MPO Action Tile)

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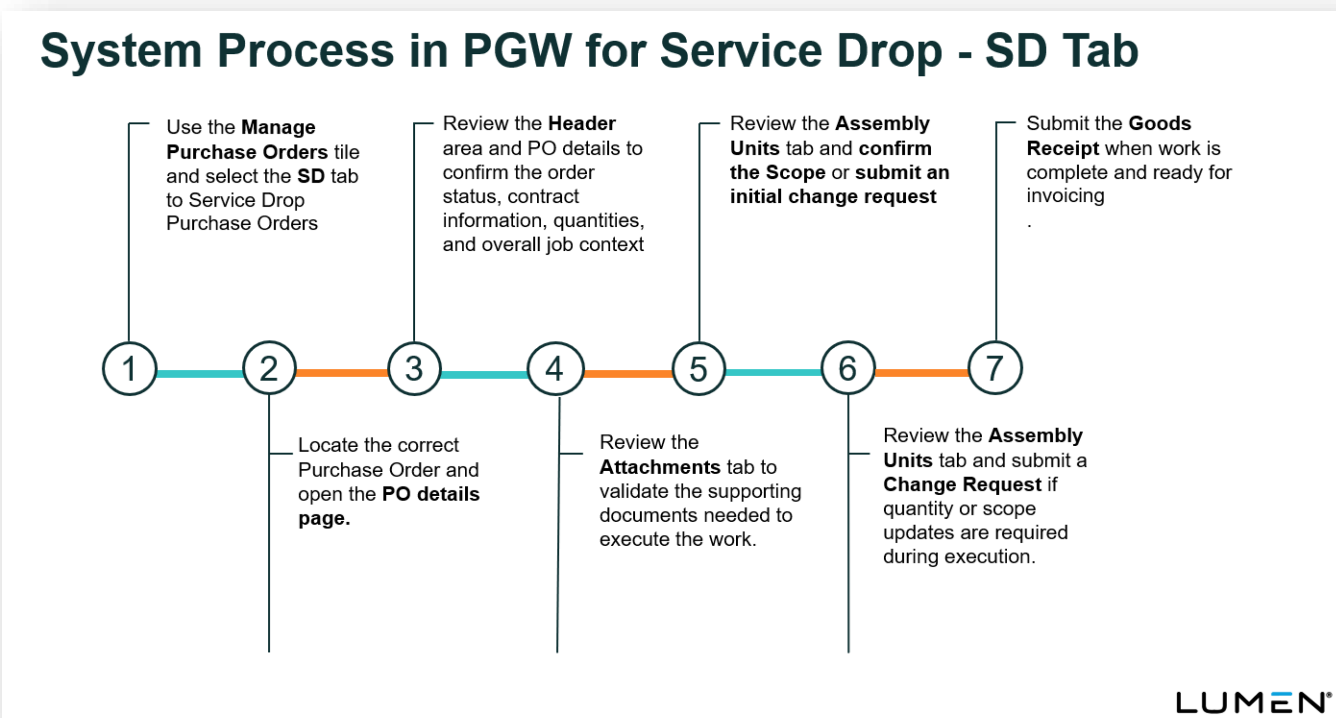
1. Module Overview

In this module, you will learn how to manage Service Drop Purchase Orders in PGW from the moment the PO becomes available to you through execution follow-up. You will use the Manage Purchase Orders application to review the PO details, understand the scope of work assigned to you, monitor supporting information, and complete the actions required to move the PO forward.

As you work through a Service Drop PO, you will review the information presented in the title area and header details, validate the assigned Assembly Units, access supporting documents in the Attachments tab, and track communication or updates in History & Notes. When allowed by the process, you will also manage change-related activities, confirm scope when required, and complete Goods Receipts so the work can progress to invoicing.

This module is designed to help you understand how to confidently navigate the Service Drop PO, what information must be reviewed before taking action, and how each step in PGW supports the execution of the work. By the end of this module, you should be able to follow the Service Drop PO lifecycle in PGW and complete the supplier actions required for this type of purchase order.

Intake → Execution Supplier Process Flow



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1.1 Glossary

Use this glossary as a quick reference while working in the Manage Purchase Orders (MPO) – SD tab for LE purchase orders. It defines the key PGW screens, fields, statuses, and process terms you will see during PO review, PO changes, Goods Receipt (GR), and invoicing, so you can interpret the system's output and complete each step correctly.

PGW Applications and Page Areas

- **Manage Purchase Orders (MPO)**

Application used to search, open, and manage Purchase Orders (POs) in PGW, including LE POs in the SD tab.

- **Service Drop (SD)**

A separate Manage Purchase Order process type that begins from an intake form creates a Purchase Requisition (PR), and then a Purchase Order (PO). The legacy term was BSW or Buried Service Wire.

- **Filter Bar (Also refer to the Title Area of the Page)**

The filter area above the table is used to narrow results. Search results refresh when you select Go.

- **Title Area**

The upper section of the PO detail page displays key PO-level execution fields, including PO Status, Job Status, Due Date, and Estimated Completion Date.

- **Purchase Orders Table**

Results table on the MPO landing page that lists POs returned by your filter criteria, allowing you to open a PO to view its details and take action.

SD Purchasing and Scope Objects

- **Purchase Order (PO)**

Execution document created in SAP S/4HANA and delivered to PGW for you to review the scope, update progress, submit GRs, and submit invoices.

- **Assembly Units (AUs)**

From the PO details page, you review the Assembly Units (AUs) that define your awarded scope. These AUs are the work units used throughout the process:

- They define the work that has been awarded and approved for execution.
- They are the lines you use when submitting Goods Receipts (GR).

- **Items Pending**

Landing-page field used to identify POs that still require action (for example, pending updates or execution steps).

- **Supplier Received**

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The mandatory landing-page filter is used to search for POs. You must keep a valid date range to run the search.

- **Due Date**

Target completion date used for schedule tracking. Certain job statuses can be automatically applied when the due date approaches or is missed.

- **Estimated Completion Date (Est. Completion)**

Date you maintain to communicate the expected completion timing for the work related to the PO.

Status Fields (PO vs Job)

- **PO Status**

PO-level status indicates the overall state of the purchase order and its change request lifecycle. In awarded SD POs, there is an initial supplier confirmation step after PO creation.

- **Job Status**

Work-in-progress status is used to track execution progress once a PO is released.

- **Job Sub-Status (Reason Code)**

Additional detail (reason) that can be recorded for certain Job Statuses.

Change Request (CR) Terms

- **PO Change Request (CR)**

Request you submit a change to the PO scope in PGW. A CR must be approved before the PO is updated.

- **CR In Progress**

PO Status is displayed after a CR is submitted and while approvals are pending.

- **Tolerance / Tolerance Exceeded (EFAA Approval Required)**

Approval rule that may trigger financial approval when the change exceeds the allowed tolerance threshold.

- **Commitment Control Budget Check**

Budget sufficiency check performed before PR/PO updates proceed.

- **PR/PO sync**

This is the system synchronization step that updates SAP purchasing documents after a change is approved in PGW. When Lumen approves a change request in PGW, the system sends the approved updates to SAP S/4HANA so the related Purchase Requisition (PR) and Purchase Order (PO) reflect the same confirmed quantities and values. During this step, the line may show a syncing status (for example, approved (Syncing)) until the SAP update is complete and the line returns to Approved.

Goods Receipt

- **Goods Receipt (GR)**

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Submission used to confirm completed work quantities at the AU line level.

- **Completed Qty**

AU-line quantity entered to record completed work.

- **Work Unit Completed**

Line-level completion indicator selected during GR (when applicable).

- **Work Complete Date**

Date entered when work is fully completed.

- **Partial GR / Final GR**

Multiple partial GRs may be submitted; the final GR closes out remaining completion quantities for the PO scope.

- **Under-Delivery**

The final GR comes to a lower quantity than the approved PO quantity. An automatic PR/PO update will occur to align quantities between the final GR, PR, and PO, without requiring Lumen approval for the reduction.

- **Reverse GR**

Action used to reverse a previously posted GR, typically to correct a work-completion issue tied to invoice processing.

Notifications and Traceability

- **Message Center**

Notification area on the PGW home page where you receive workflow messages (for example, “Changes approved” or invoice outcomes).

- **Timeline & Comments**

Area below the Assembly Units table on the Assembly Units tab, where change request comments and decisions are displayed.

- **History & Notes**

PO details page tab used to track changes, notes, and status-related activity for traceability.

- **Attachments Tab**

PO details page tab used to upload and store supporting files linked to the PO (including documentation supporting GR and invoicing).

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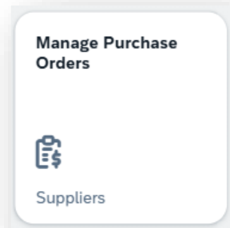
2. Service Drop “Manage Purchase Orders” Process Overview (SD Tab)

This process explains how Service Drop work is managed in Manage Purchase Orders (MPO): review the PO scope, confirm the scope as-is or submit the initial Change Request, manage any later approved updates through the subsequent Change Request process, track execution through Job Status updates, and confirm completed work through Goods Receipts. For SD, the process starts from an intake request that creates a PR and then a PO in SAP S/4HANA before the PO is released to you in PGW.

At a high level, the process flows through these PGW Tile

- Manage Purchase Orders (MPO)

  Where you locate and execute your POs (review scope, submit change requests, update job status/estimated completion, submit GR, manage attachments, and view



3. System Process in PGW

3.1 Intake → Execution Flow

3.1.1 PO is issued and appears in PGW (SD tab)

You receive a Service Drop PO in PGW and access it from Manage Purchase Orders (MPO). A new SD PO appears first in a status that requires your initial review. In the PO header, you use the key execution fields to understand the job, including Job Status, PO Status, Due Date, and Estimated Completion. When the PO is first released to you, it appears with:

- *PO Status = Pending Supplier Confirmation*

This means the PO is waiting for your first response. At this stage, you must review the PO and decide whether to confirm the scope as-is or submit the initial Change Request. Goods Receipt is not allowed while the PO is still in Pending Supplier Confirmation.

3.1.2 Review PO scope and Assembly Units (AUs)

From the PO details page, you review the **Assembly Units (AUs)** that define your authorized scope. In **Service Drops**, the AUs are grouped by **Work Activity**. These AUs are the work units you use throughout the process:

- They define the scope currently assigned to the PO.
- They are the lines you update when you submit a **Change Request**.
- They are the lines you complete and confirm when you submit a **Goods Receipt**.

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If no changes are needed, you confirm the scope as is by selecting **Confirm Scope**. After that first confirmation, the PO moves to:

- *PO Status = Units Confirmed / Not Ready for GR*

At this point, the scope is functionally agreed upon, and you are not allowed to begin work while financial approval is being finalized. **Goods Receipt is still not allowed yet**.

3.1.3 Submit the initial Change Request when the original scope needs to change.

If the original Service Drop scope needs to be adjusted, you must submit the **initial Change Request** before moving forward with the work. In the initial Change Request, you can:

- Add net new AUs
- Remove AUs by reducing the quantity to **0**
- Increase AU quantities
- Decrease AU quantities

- *PO Status = CR In Progress*

While the initial scope is still being negotiated, the PO moves into:

- *PO Status = Units Not Confirmed / Not Ready for GR*

Depending on the tolerance check, the requested changes may be automatically accepted or may require review by the **Technician's Supervisor**. If any changes are rejected, you can review the feedback, update the rejected items, re-submit them, or withdraw the request. Once the initial unit confirmation is complete, the PO moves to **Units Confirmed / Not Ready for GR**. After the required financial approval and PR/PO synchronization are complete, the PO moves to:

- *PO Status = Units Approved / Ready for GR*

At that point, the updated scope is approved, and the PO is ready for receiving activity.

3.1.4 Submit a subsequent Change Request if the approved scope changes during execution

After the initial scope has already gone through the first approval cycle, any later scope updates follow the subsequent Change Request process. If you need to change the approved scope during execution, you submit another Change Request from the PO. Once submitted:

- *PO Status = CR In Progress*

During this stage, the PO can contain a mix of item-level statuses. Some lines may be pending with you, some may be pending with Lumen, some may be syncing, and others may already be approved. While the PO is in **CR In Progress**, **Goods Receipt is allowed only for items that are not part of the active change cycle and are not syncing**. When all pending changes are resolved, financial approval runs if required, PR/PO synchronization completes, and the PO returns to:

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- *PO Status = Units Approved / Ready for GR*

You then continue execution against the updated scope.

3.1.5 Track progress using Job Status and Estimated Completion

As the work progresses, you use **Job Status** to communicate the current execution state of the job. You may also update **Estimated Completion** as needed. Each time you update the **Job Status**, you must enter a **note**, and that note is recorded in **History & Notes** for traceability.

Some Job Status values are entered by you directly, while others may be applied automatically by the system based on the due date. For example, **At Risk** and **Missed Due Date** are system-driven statuses. If the job is in **Frozen Ground**, you cannot submit **Change Requests** or **Goods Receipts** until you first update the Job Status back to **Supplier Received**.

3.1.6 Complete the SD job and submit Goods Receipt (GR)

For **Service Drops**, there is an SD-specific completion step before you perform Goods Receipt. When the installation is complete enough to send the referral back to Dispatch, you first update:

- *Job Status = Install Completed*

Then you choose the correct SD sub-status:

  - Complete
  - Cutover
  - No Dig

This status update sends the correct referral code to the Dispatch process and also populates the **Work Complete Date**. After that, you proceed to the **Goods Receipt** tab and submit completed work by entering:

- Completed quantities per AU line
- **Work Unit Completed** when the line is fully complete
- Comments for the GR submission

Goods Receipt supports multiple partial submissions as work progresses. On the final GR, if a line is marked complete with less than the full approved PO quantity, the system automatically updates the PR/PO quantity, so the GR, PR, PO, and invoice quantities remain aligned.

A few earlier uploads have expired in the workspace. I do not need them for this section, but if you want me to compare exact wording against those old files later, please re-upload them.

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4. Before starting, review these key concepts used on Service Drop Purchase Orders in PGW: Purchase Requisition, Purchase Order, Assembly Units, Work Activity, and PDF.

4.1 Manage Purchase Orders (MPO Tile): Your Service Drop Execution PO

When you work in **Manage Purchase Orders (MPO)**, you are working on the **Service Drop Execution PO**. This is the PO you use to perform day-to-day execution activities in PGW, such as:

- Reviewing the PO scope in the **Assembly Units** tab
- Confirming the scope as-is when no changes are needed
- Submitting the **initial Change Request** when the original scope needs to change
- Submitting **subsequent Change Requests** when the approved scope changes during execution
- Updating Job Status and, when needed, Estimated Completion
- Submitting **Goods Receipts (GR)** for completed work
- Maintaining supporting documentation through **Attachments**
- Reviewing traceability in **History & Notes**

This PO represents the portion of the Service Drop work you execute and confirm through PGW. The SD process begins with an intake request that creates a **Purchase Requisition (PR)** followed by a **Purchase Order (PO)** in SAP S/4HANA, and that PO is then exposed to you in the MPO application.

4.2 Purchase Requisition (PR) and Purchase Order (PO): How the SD process starts

Before the PO reaches you in PGW, the Service Drop request is submitted through an intake process. Once the intake is reviewed, finalized, and submitted by Lumen, a **Purchase Requisition (PR)** is created in S/4HANA. The system then creates the **Purchase Order (PO),** and the PO is sent to you in PGW for review and execution. After PO creation, the PO is available **in Manage Purchase Orders**, where you review the scope, confirm it as-is, or submit the initial Change Request.

4.3 Assembly Units and Work Activity: What the PO scope includes

The **Assembly Unit (AU)** The Assembly Unit (AU) represents the full work package (scope container) for the job. For Service Drops, the required Assembly Units are added during the SD intake. If changes are needed, you initiate a Change Request accordingly. If no changes are required, you confirm the scope and proceed with the job as originally planned.

That means the AU can show cost components such as:

- Vendor/Major Material (VM)
- Minor Material (MM)
- Labor (L)
- Locally Purchased (LP)

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Even when you are working only from the Service Drop execution PO in MPO, the AU can still display these components because it is meant to describe what the job consists of and how the job scope is composed.

Think of it this way:

- **Assembly Units tab** = "What this job includes (scope and component breakdown)"
- **Manage Purchase Orders (MPO)** = "Where you review, confirm, update, and execute the Service Drop PO"

4.4 PDF Download What It Represents

When you select the PDF icon on the PO Details page, PGW downloads a PDF copy of the PO document you are viewing.

This PDF is a document output for review/sharing/printing. It is not the same thing as the Assembly Units tab, which is the execution workspace where you manage scope changes and monitor item statuses.

Note: The PDF copy of the PO only shows fully approved units and quantities. It does not show new units or quantities still within the change request process. It will always match the units and quantities that you see on the Goods Receipt tab, as these are fully approved and ready for GR.

- *Summary (Quick Reference)*

  - Manage Purchase Orders (MPO) → Your Service Drop execution PO used for scope confirmation, Change Requests, Job Status updates, and Goods Receipts
  - Purchase Requisition (PR) → The purchasing document is created first from the SD intake process
  - Purchase Order (PO) → The execution document sent to you in PGW
  - Assembly Units / Work Activity → The scope container showing what the job includes and how the AUs are grouped on the SD PO
  - PDF icon → Downloadable PO document snapshot (not the same as the execution table)

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5. Job Status and Job Sub-Status - Service Drop Labels

Below are the Job Status values you may see on Service Drop POs, along with the exact sub-status labels available for SD where applicable. If the Sub-status is shown as "N/A", no Sub-status options exist for that Job Status combination.

Each time you update the Job Status, you will be asked to provide a note. This note is displayed in the History & Notes tab along with the Job Status update event. You can use the note to provide Lumen with additional information.

- *Job Status: Supplier Received*
  - **What it means:** Default status when the PO is released to you and everything is progressing normally.
  - Sub-status: N/A

- *Job Status: Frozen Ground*
  - **What it means:** The PO was created with the Frozen Ground Applies flag, so the work is visible to you but is not yet ready to move forward.
  - **Restriction**: You are not allowed to submit Goods Receipts (GRs) or Change Requests (CRs) while the PO remains in Frozen Ground. To start work, first update the Job Status to Supplier Received.
  - Sub-status: N/A

- *Job Status: At Risk (system-driven)*
  - **What it means**: This status is used to draw attention to jobs that are due soon.
  - **When it happens**: Automatically applied by the system 2 business days before the Due Date if the job is not completed or canceled.
  - **Key rule**: The system will not provide a sub-status with the automatic job status update, but you may select a sub-status to indicate the reason that the job is at risk.
  - Sub-status options (SD):
    - [Blank] (only when set automatically by the system and you have not yet provided a reason)
    - Customer No Access
    - Frozen Ground
    - Customer Reschedule
    - Invalid CBR #
    - LE Resource Constraint
    - Invalid Address
    - Local Ordinance
    - Locate
    - Materials
    - Missing / Incorrect Address
    - Neighbor No Access
    - Permit
    - Scope Change
    - Sketch Issues
    - Unit Approval

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- Weather Delay
- Wrong Drop Type
- Wrong Footage
- Other

- *Job Status: Missed Due Date (system-driven)*
  - **What it means**: This status is used to draw attention to jobs that are past due.
  - **When it happens**: Automatically applied by the system when the due date has passed and the job is not complete or canceled.
  - **Key rule:** The system will not provide a sub-status with the automatic job status update, but you may select a sub-status to indicate the reason that the job is past due.
  - Sub-status options (SD):
    - [Blank] (only when set automatically by the system)
    - Customer No Access
    - Frozen Ground
    - Customer Reschedule
    - Invalid CBR #
    - LE Resource Constraint
    - Invalid Address
    - Local Ordinance
    - Locate
    - Materials
    - Missing / Incorrect Address
    - Neighbor No Access
    - Permit
    - Scope Change
    - Sketch Issues
    - Unit Approval
    - Weather Delay
    - Wrong Drop Type
    - Wrong Footage
    - Other

- *Job Status: Permitting*
  - **What it means:** Optional status used when a permit or locate activity is in progress on the PO.
  - Sub-status options (SD):
    - Pending Locates
    - Pending Permit
    - Locates Called
    - Permit Submitted
    - Locates Completed
    - Permit Received

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- *Job Status: Canceled by Supplier*
  - **What it means:** You cancel the job directly.
  - Sub-status: N/A

"For the full cancellation workflow and billing rules, see PO Cancellation - Deep Dive."

- *Job Status: Cancellation Requested*
  - **What it means:** Lumen has requested cancellation, and you need to review and respond through the cancellation workflow.
  - Sub-status: N/A

- *Job Status: Cancellation Confirmed*
  - **What it means:** You have confirmed Lumen's request to cancel the job and have indicated the planned billing for the job, depending on if work had been started. **Sub-status** options (SD):
    - No Billing
    - Partial Billing

"For step-by-step actions and outcomes, see PO Cancellation - Deep Dive."

- *Job Status: Cancellation Rejected*
  - **What it means:** You rejected a Lumen-initiated cancellation request, so the PO returns to the standard execution path.
  - Sub-status: N/A

"For step-by-step actions and outcomes, see PO Cancellation - Deep Dive."

- *Job Status: Install Completed*
  - **What it means**: Use this SD-only completion status when installation work is complete enough to send the referral code back to Salesforce Dispatch.
  - **Key rule:** This is the first completion step for SD. After you update to Install Completed and choose the correct sub-status, GR still comes later.
  - Sub-status options (SD):
    - Complete - work and cutover are 100% complete
    - Cutover - the job is done and ready for cutover to be completed
    - No Dig - the job could not be finished and is not ready for cutover

- *Job Status: Supplier Completed*
  - **What it means:** Optional completion status you can use to show that there are no more change requests or GR entries remaining from your side.
  - Sub-status: N/A

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6. PO Cancellation - Deep Dive (Job Status Cancellation Sub-Process)

Using the cancellation process when the job is tied to the PO should not continue. Cancellation is controlled through Job Status updates and applies to Service Drop POs. The flow supports both supplier-initiated and Lumen-initiated cancellations, with different rules and outcomes.

Note that this does not delete the PO; follow-up with the Lumen Supervisor will be needed on a case-by-case basis to fully close out the PO. The cancellation job statuses described in this section are a quick way to communicate and disposition jobs, but they should not be considered final.

- *When and why cancellation happens*

Cancellation may happen when the work should stop before completion, for example, when the job is no longer needed, the requirements change, or the work cannot continue.

  - You can cancel directly in some cases.
  - You may also be asked to respond when Lumen requests cancellation, including whether billing is expected.

- *Rules that apply to all cancellations*
  - You can set Job Status = Canceled by Supplier directly without approval from Lumen.
  - When Lumen requests cancellation, your response drives the billing outcome.
  - Cancellation can be reversed by Lumen if the job was canceled accidentally by updating the status back to Supplier Received.
  - Cancellation is not allowed when:
    - Job Status = Supplier Completed, or
    - Job Status = Install Completed, or
    - PO Status = Closed.
  - If cancellation is not allowed:
    - The system displays an error showing that the job cannot be canceled because execution is already complete or the PO is closed, and no update proceeds.

- *Supplier-Initiated Cancellation*
  - What do you do:
    - Open the PO in MPO - Service Drops.
    - Update Job Status to Canceled by Supplier.
  - Outcome:
    - The cancellation status is applied immediately.
  - Key point:
    - Lumen approval is not required for supplier-initiated cancellation.

- *Lumen-Initiated Cancellation (you respond to a cancellation request)*
  - Lumen requests cancellation: Lumen sets Job Status = Cancellation Requested. This starts the cancellation review process.
  - You review the cancellation request
    - Open the PO and review the cancellation request details.
    - Then continue through the decision points below.
  - Decision: Agree to cancel? (Supplier response to a Lumen request)

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- When Lumen initiates cancellation, the PO is set to Job Status = Cancellation Requested. You then decide whether to accept or reject the request. You are responding to Lumen's request – you are not canceling the PO yourself in this step.
- If you disagree (reject the cancellation):
  - Update Job Status = Cancellation Rejected.
  - Continue with the standard execution process. The PO is not canceled.
- If you agree:
  - Continue to the next decision: Work already underway?
  - If work is not underway, cancellation proceeds as No Billing and ends.
  - If work is already underway, cancellation proceeds as Partial Billing, and you submit GR for the work completed to date.

- *Rules for "Cancellation Confirmed - No Billing."*
  - Billing is NOT allowed in this status.
  - You cannot make changes to the PO in this status, nor submit Goods Receipts.

- *Rules for "Cancellation Confirmed - Partial Billing."*
  - Use this when work is already underway. Billing is allowed in this status.
  - You may submit Goods Receipts to jobs in this status.

You must submit the GR for work completed to date. Then:

- Submit completed AUs for work performed using Goods Receipt (GR).
- Continue with the standard unit confirmation and invoicing process to bill only for completed work.

6.1 Summary of cancellation outcomes (what you will see)

- Cancelled by Supplier → you cancel directly; process ends.
- Cancellation Requested →Lumen requests cancellation; you must review.
- Cancellation Confirmed - No Billing → cancellation accepted, no billing allowed; the PO becomes non-actionable for changes.
- Cancellation Confirmed - Partial Billing → cancellation accepted, billing allowed for completed work only; submit GR to date and continue to invoice.
- Cancellation Rejected → cancellation not accepted; continue the standard process.
- Cancellation not allowed → the job is already complete, or the PO is closed, so cancellation cannot proceed.

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7. PO Status Overview (Service Drop POs)

Use PO Status to understand the overall state of your PO at the header level. PO Status appears on the MPO landing page and in the PO Details Title Area, and it is derived from the status of the PO items (line items).

Key rules

- PO Status is a header-level field driven by the item (line) states.
- PO Status is different from Job Status:
  - Job Status = execution tracking and work-progress updates.
  - PO Status = scope-change, readiness, and closure state for the PO.

- The PO can contain a mix of item statuses even when the PO Status is the same. For example, CR In Progress can include items pending with you, pending with Lumen, syncing, budget errors, EFAA-rejected, and already-approved lines.
- For Service Drops, you may also see SD-only pre-EFAA statuses before the PO becomes ready for GR.

7.1 PO Status Values and What They Mean

- *PO Status: Pending Supplier Confirmation*

You see Pending Supplier Confirmation on new Service Drop POs before you have taken the first step of confirming the scope as-is or submitting the initial change request.

- What it means
  - The PO is waiting for your first response.
- What you can do
  - Review the PO, confirm the scope as-is, or submit the initial change request.
- What you cannot do
  - Goods Receipts are not allowed.

PO Status: Units Not Confirmed / Not Ready for GR

You see Units Not Confirmed / Not Ready for GR when the initial change request negotiation is still in progress, before unit confirmation is complete.

- What it means
  - The initial supplier change request is still being reviewed and not all requested unit changes are confirmed yet. Suppliers should not yet begin work.
- What you cannot do
  - Goods Receipts are not allowed.

PO Status: Units Confirmed / Not Ready for GR

You see Units Confirmed / Not Ready for GR when the initial change request has been confirmed, either automatically or by Lumen, but EFAA or sync is still pending.

- What it means
  - The scope is functionally agreed, but the PO is not yet ready for receiving as financial approval is still underway. Suppliers are permitted to begin Service Drop work at this point.
- What you cannot do

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- Goods Receipts are not allowed.

- *PO Status: Units Approved / Ready for GR*

You see Units Approved / Ready for GR when PR/PO synchronization is complete for all items and all required approvals are in place.

- What it means
  - The PO scope is approved and ready for receiving activity.
- What you can do
  - Goods Receipts are allowed, subject to line-level rules.

- *PO Status: CR In Progress*

You see CR In Progress after the initial EFAA-approved scope is in place if a subsequent Change Request is submitted.

- What it means
  - The PO is actively moving through the subsequent Change Request workflow.
  - Item lines may be in different states, such as pending with you, pending with Lumen, syncing, budget error, or EFAA rejected.
- What you can do
  - Goods Receipt is allowed only for items that are not included in the active change request and are not syncing.
- What happens next
  - Once all pending change lines are resolved, the PR is updated, financial approval runs if required, PR/PO sync completes, and the PO returns to Units Approved / Ready for GR.

PO Status: Closed

You see Closed when all items are marked delivery complete, final invoiced, and blocked.

- What it means
  - The PO is complete and can no longer be used for receiving activity.
- What you cannot do
  - PO Changes and Goods Receipts are not allowed.

7.2 Simplified PO Status Flow (Service Drop)

Use this flow to interpret how PO Status changes during the Service Drop lifecycle:

1. Pending Supplier Confirmation

2. If no changes are required → confirm scope as-is → Units Confirmed / Not Ready for GR

3. If initial changes are required → initial change request/negotiation → Units Not Confirmed / Not Ready for GR

4. After initial unit confirmation → Units Confirmed / Not Ready for GR

5. Initial EFAA approval and PR/PO sync complete → Units Approved / Ready for GR

6. If later changes are required → submit a subsequent Change Request → CR In Progress

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7. After supervisor review, financial approval if required, and PR/PO sync complete → Units Approved / Ready for GR

8. When all items are delivered, final invoiced, and blocked → Closed

7.3 What You Should Do When You See Each PO Status

- **If Pending Supplier Confirmation**: review the PO and either confirm the scope as-is or submit the initial change request. Do not attempt GR.

- **If Units Not Confirmed / Not Ready for GR:** continue negotiating the initial changes and complete any pending supplier action. Do not attempt GR.

- **If Units Confirmed / Not Ready for GR**: Begin work while financial approval is finalized. Do not attempt GR.

- **If CR In Progress:** check the item-level statuses and complete your pending actions, if any. Submit GR only for lines that are not part of the active change cycle.

- **If Units Approved / Ready for GR**: proceed with execution activities, including GR submission as applicable.

- **If Closed**: Do not attempt PO changes or GR. The PO is complete and is displayed for reference purposes only.

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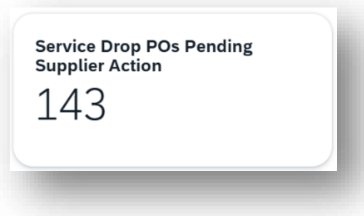
8. How to Access Purchase Orders

As you begin working on your LE Purchase Orders in PGW, you will typically receive notifications in the Message Center. If you have already configured your Message Center settings, you may receive an email notification when an MPO-related event occurs. When you log in to PGW, you will also see the same notification in the Message Center.

You can open Manage Purchase Orders (MPO) – SD in three ways. All three options access the same process, but they differ in whether you start from a worklist, a specific notification, or the full PO list.

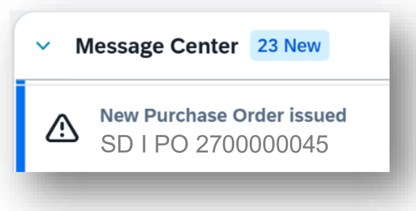
- *Open from the Action Center Tile*

Use this option to start from a **worklist view** focused on items that require action.



- *Open directly from the Message Center notification*

Use this option to open MPO from a **specific notification**, so you can respond to the event that triggered the message



- *Open from the Manage Purchase Orders Tile*

Use this option to access the **complete list of POs** assigned to you in the SD tab and search using filters

For this training, you will launch MPO from the Manage Purchase Orders Tile so you can access the full list of POs assigned to you in the SD tab. The navigation and process options are the same regardless of whether you open MPO from the Action Center, Message Center, or the Manage Purchase Orders Tile.

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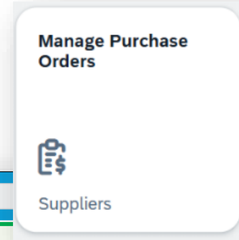
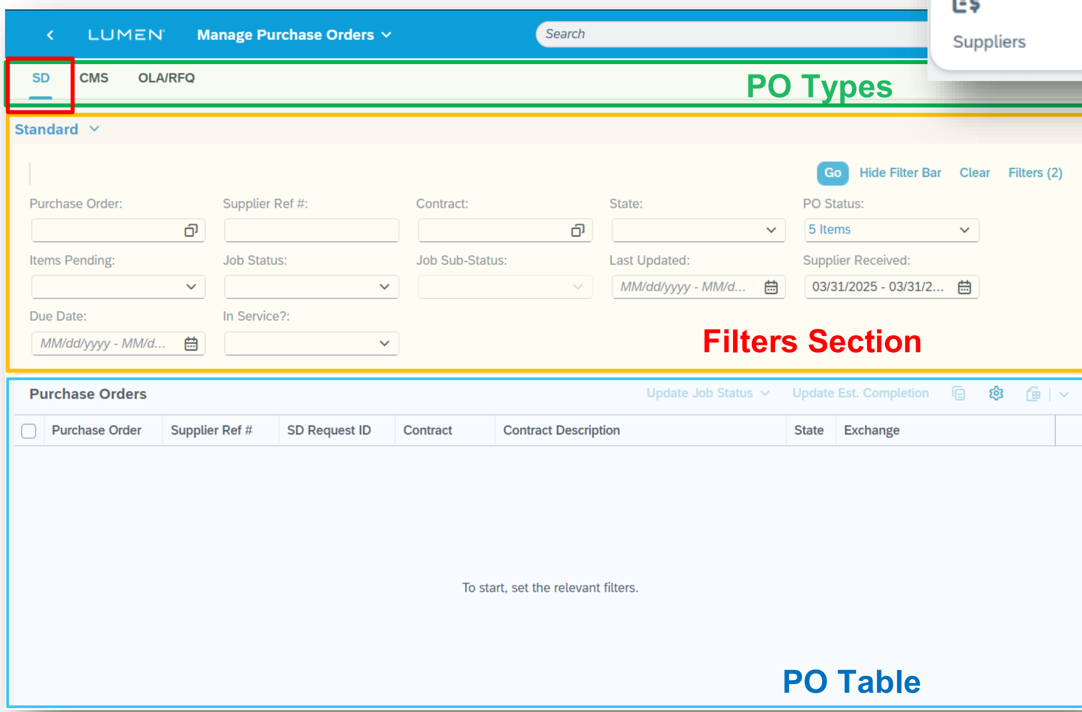
9. Manage Purchase Orders (MPO Tile) – SD Tab, Landing Page

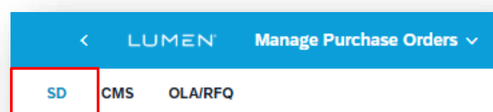
Click the Manage Purchase Orders Tile



The Manage Purchase Orders landing page is displayed.



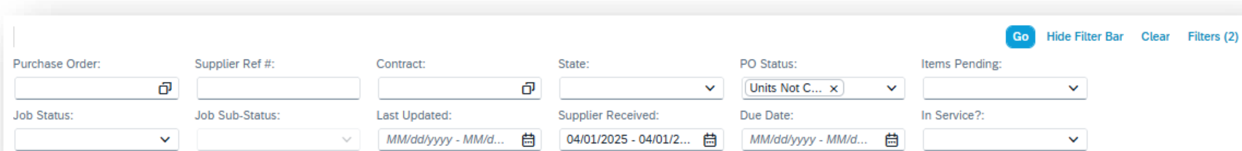
The **OLA/RFQ** tab is displayed by default. Select the **SD Tab and confirm that a blue underline appears** under the tab name.



- ➢ Enter search criteria in the Filter section.

At the top of the Manage Purchase Orders page, the filter area contains the standard search fields. These determine which purchase orders are displayed in the results below.

- ➢ To narrow the results, apply a filter (for example, Supplier Ref #, Project ID, or Job Status), then click Go at the top-right of the filter section.



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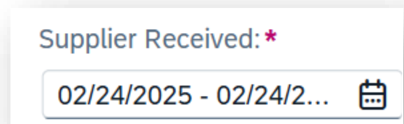
The following filters are available from the standard view:

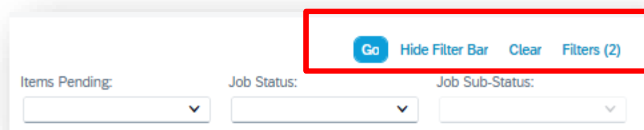
- Purchase Order
- Supplier Ref#
- Contract
- State
- PO Status (defaulted to exclude ‘Closed’ POs)
- Item Pending
- Job Status
- Job Sub-Status
- Last Updated
- Supplier Received
- Due Date
- In Service ?

Supplier Received is a mandatory filter and defaults to the last 12 months. The date range can be adjusted as needed.



➢ To remove the current filter criteria, **click Clear** in the filter menu.

Filter Menu



The filters reset, allowing you to perform a new search.

Note: To adjust the filters, locate the Filter menu in the top-right area of the screen and click Filters. A pop-up window appears showing all available filters. Filters included in the standard view are preselected.

Check or uncheck additional filters as needed, then click Go at the bottom of the pop-up to refresh the table with the updated results.

This step relates to the Filter menu section. For complete instructions, refer to: Module 1. Getting Started in PGW: Overview, Login, Preferences, and Navigation. Section: 8.1 Filter Section and Menu (how to return the right records), Page 22

➢ To display all purchase orders assigned to your company, **click Go** in the top-right corner of the filter section.

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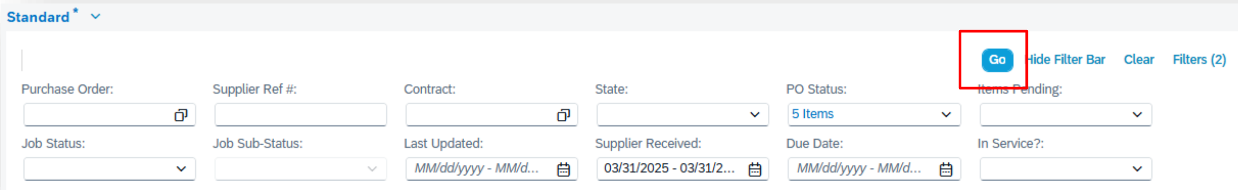
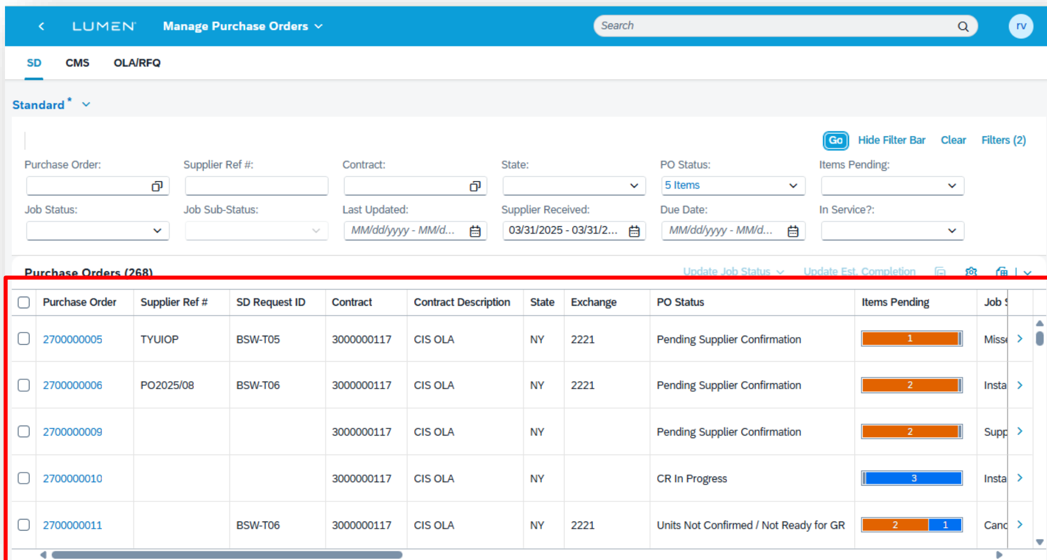


After you select Go, the Purchase Orders table is populated with the POs assigned to your company. Use the columns below to identify the correct PO and understand what action is pending before you open it.

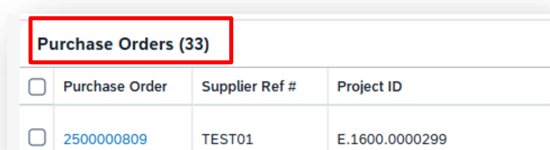


Purchase Order Table

➢ Review the columns displayed in the Purchase Orders table.

On the Manage Purchase Orders landing page, the Purchase Orders table is located directly below the Filter section.

The total number of purchase orders currently displayed appears in the table header (for example, “Purchase Orders”).



Each row provides key information that helps you quickly identify work in progress and locate specific purchase orders for review.

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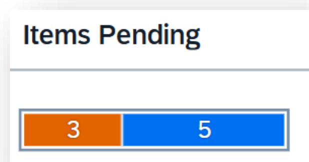
The following columns are included in the standard table variant:

- Purchase Order
- Supplier Ref #
- SD Request ID
- Contract
- Contract Description
- State
- Exchange
- PO Status
- Item Pending
- Job Status
- Job Sub-Status
- Last Updated
- Supplier Received
- Due Date
- Est. Completion
- Act. Work Complete
- Technician
- Supervisor
- Manager
- Permit Req?
- In Service

Items Pending displays a mini-stacked bar chart summarizing PO line items requiring action. The chart visually separates:

- **Pending with Supplier** (items requiring your action)
- **Pending with Lumen** (items waiting on Lumen approvals or actions)



➢ Additional optional columns can be added**. Click the Settings (gear) icon** in the top-right corner of the table.

A pop-up window appears displaying all available columns. The columns in the standard view are already checked. Check or uncheck columns as needed to customize how the table is displayed, then click Go at the bottom of the pop-up.

This step relates to the Columns menu section. For complete instructions, refer to: Module 1. Getting Started in PGW: Overview, Login, Preferences, and Navigation. Section: 8.1.3 Table Controls (search, sort, refresh, columns, export)

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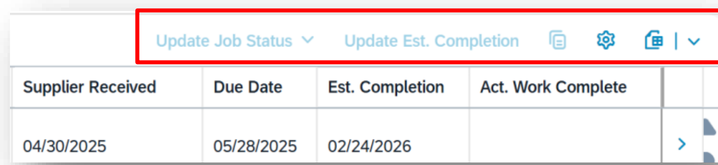
- *How to use the table*

  - Use Purchase Order, Supplier Ref #, and Project ID to confirm that you are selecting the correct PO.
  - Use Items Pending to quickly understand whether action is pending with you or with Lumen before you open the PO.
  - Review the PO Status to confirm whether the PO is waiting for your initial response, moving through approval, in a later change request cycle, or ready for GR.
  - Review Job Status / Job Sub-Status, Due Date, Est. Completion, and Act. Work is complete to understand the execution progress before you open the PO.

Columns Menu



➢ Click the PO number hyperlink or the arrow at the end of the row to open the Purchase Order.

After you select a PO from the table, PGW opens the PO Details page for that purchase order, displaying the PO header information and the available tabs you will use to execute the work, such as Details, Assembly Units, Goods Receipt, Attachments, and History & Notes.

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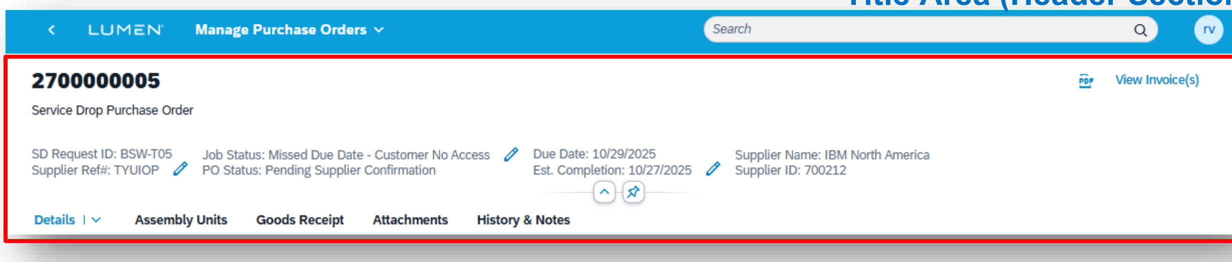
10. Manage Purchase Orders (MPO) – PO Details Page – Title Area (Header Section)

After you open a PO from the MPO table, PGW displays the PO Details page. The top section of the page is the Title Area (header). This area gives you a quick summary of the PO and includes the supplier-editable fields identified by the blue pencil icon.

Title Area (Header Section)



10.1 Fields displayed in the Title Area

- **Purchase Order Number** (example: 2700000005)
- **PO Type label:** Service Drop Purchase Order
- **SD Request ID** (displayed in the header instead of Project for SD)
- **Supplier Ref#** (editable – blue pencil)
- **Job Status** (editable – blue pencil)
- **PO Status** (display only)
- **Due Date** (display only)
- **Est. Completion** (editable – blue pencil)
- **Supplier Name** *(display only)*
- **Supplier ID** (display only)
- **Menu Bar** At the bottom of the Title Area, a tab menu is displayed. Each tab opens a different section of the PO where you complete specific activities during execution. Use Details to review the request information carried from the SD intake. Use Assembly Units to review scope, confirm the scope as-is, and submit Change Requests when AUs or quantities must be updated. Use Goods Receipt to record completed work quantities for AUs and submit GRs. Use Attachments to view and upload supporting documents linked to the PO. Use History & Notes to review the audit trail of updates, including status changes and the notes entered during updates.

10.2 Why are some fields editable?

You can edit specific fields in the Title Area to support execution tracking and coordination:

- **Job Status**: Provide work-in-progress updates during execution so Lumen can track progress and understand what is happening with the job.
- **Est. Completion**: Communicate updated completion timing when dates shift during execution.
- **Supplier Ref#:** Maintain your internal reference number so your team can match the PO to your internal job or work tracking.

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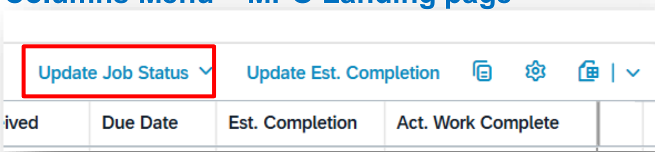
All other Title Area fields are display-only because they are controlled by the underlying PO creation, approval, and system status logic.

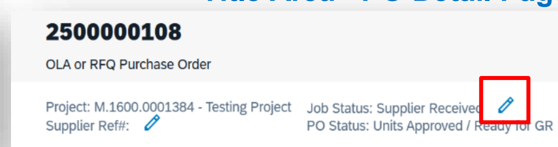
10.3 Update Job Status Overview

Use **Job Status** to provide work-in-progress updates on your Service Drop PO as you execute the work. Job Status can be maintained from the MPO landing page via the table action or in the PO Details Title Area. It is visible on both the MPO landing page and the PO header, so Lumen can track progress and understand when jobs are delayed, on hold, canceled, or completed.

Columns Menu – MPO Landing page



Title Area - PO Detail Page



11. Job Status (Service Drop POs)

Use Job Status to keep your Service Drop PO execution progress visible and traceable after the PO is released to you. Job Status provides work-in-progress updates between you and Lumen, and Job Sub-Status provides the reasons and details behind specific statuses.

- *Key rules*
  - You and Lumen can update Job Status for your POs.
  - You can also update the Estimated Completion Date to communicate updated timing during execution.
  - PO Status is a separate field and is used to track the overall state of the PO, including initial supplier action, approval readiness, later change cycles, and closure.
  - Job Sub-Status options are configurable, and only valid combinations are available for selection.

Every time you update the Job Status, you must enter a note, which is recorded in History & Notes.

- *When the system updates the Job Status automatically*

Some Job Status values are applied automatically based on the PO schedule:
  - **At Risk** is automatically applied 2 business days before the Due Date if the job is not completed
  - **Missed Due Date** is automatically applied when the Due Date has passed and the job is not complete
  - When the system automatically sets At Risk or Missed Due Date, the Sub-Status may initially be blank. That blank value is system-only and indicates that the system applied the status before you selected a reason.

- *What you must do when an At Risk or Due-Date status is applied*

When you see At Risk or Missed Due Date, update the Job Sub-Status to record the reason for the delay. This is used for reporting and traceability.

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- *Completion path (SD)*

As work progresses, continue updating Job Status as needed until the installation work reaches its SD completion stage:

- For SD, the first completion status is Install Completed. After you update to Install Completed and choose the correct sub-status — Complete, Cutover, or No Dig — Goods Receipt still comes later.
- Supplier Completed is an optional final status you can use to show that there are no more change requests or GR entries remaining from your side.

- *Cancellation statuses (SD)*

Cancellation can be initiated by you or requested by Lumen:

- **Canceled by Supplier**: You can cancel directly without approval from Lumen.
- **Cancellation Requested**: Lumen has requested cancellation, and you must review and respond through the cancellation workflow.
- Cancellation Confirmed: If you accept the cancellation request, the sub-status determines billing behavior:
    - No Billing
    - Partial Billing

If cancellation is confirmed as Partial Billing, submit a GR for the work completed to date and continue with the standard invoice steps. If cancellation is confirmed as No Billing, no further changes or GRs are allowed.

- *Why Job Status matters*

Job Status updates support:

- Daily execution visibility between you and Lumen
- Schedule risk tracking (At Risk / Missed Due Date)
- The SD completion path (Install Completed → GR → Invoice)
- Consistent reporting and exception tracking, including delay reason codes and cancellation outcomes

SCENARIO: A JOB HAS BEEN ASSIGNED. THE SCOPE HAS BEEN REVIEWED, AND WORK IS READY TO PROCEED, BUT THE CUSTOMER CANNOT BE REACHED, SO THE JOB CANNOT START.

Note: You can update the Job Status for a single PO from the title area of the PO details page, or for multiple POs at once from the landing page table toolbar.

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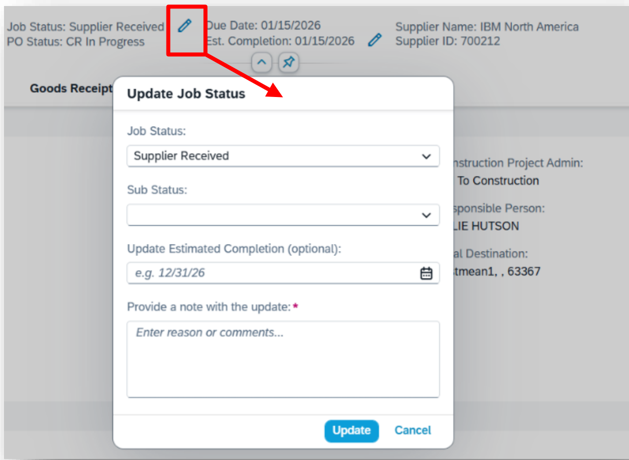
11.1 Update Job Status (and Estimated Completion) from the PO Detail Page – How the Process Works

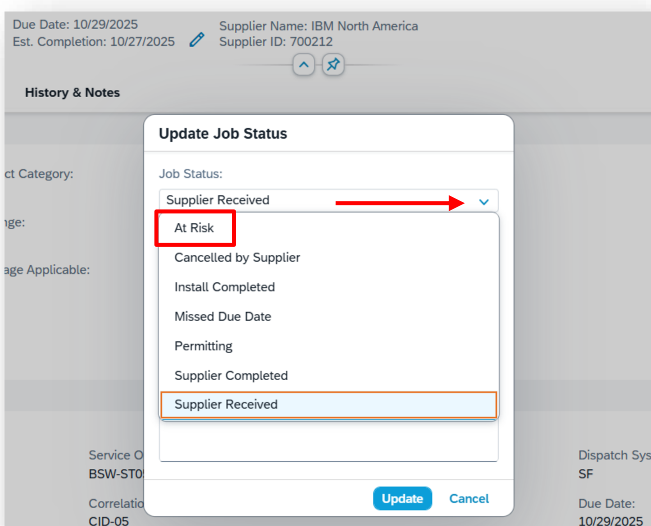
- ➢ In the PO Details Title Area, select the blue pencil next to Job Status.

- The system opens the Update Job Status window.



- ➢ Use the **Job Status dropdown** to select the appropriate status for the current stage of work.

Only the statuses available for your PO and role are displayed in the list



- **Sub Status (when applicable),** If the selected Job Status supports a sub-status (reason code),

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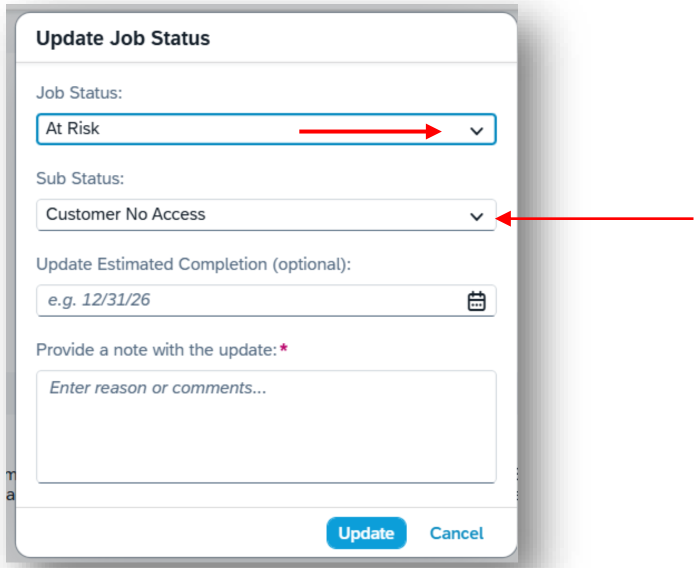
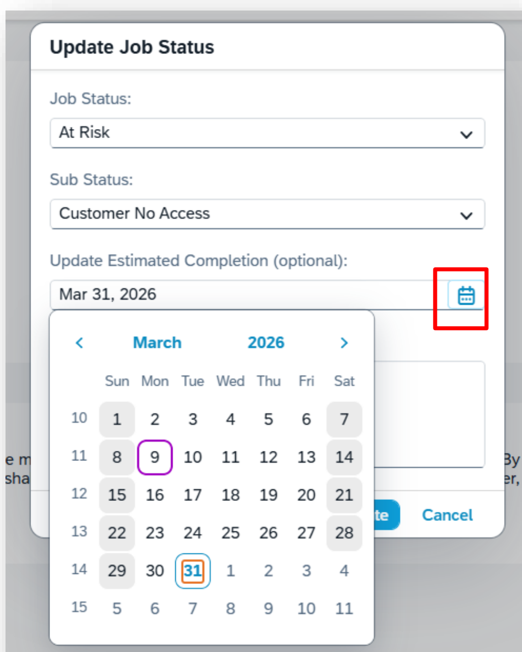
➢ Use the Sub Status dropdown to select the reason or outcome.



- **Update Estimated Completion (optional).** Even though Estimated Completion is not a Job Status, you can update it from this same window using Update Estimated Completion.

➢ Select the Calendar icon to choose a new date. This lets you communicate updated timing while you are updating Job Status.



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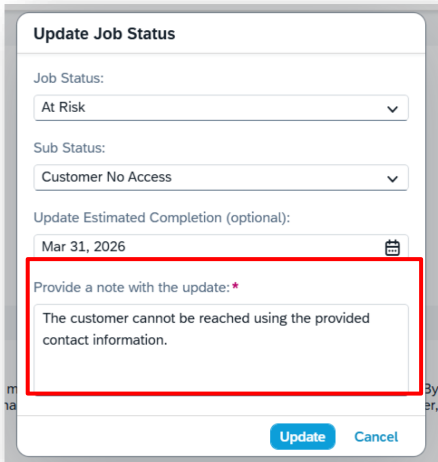
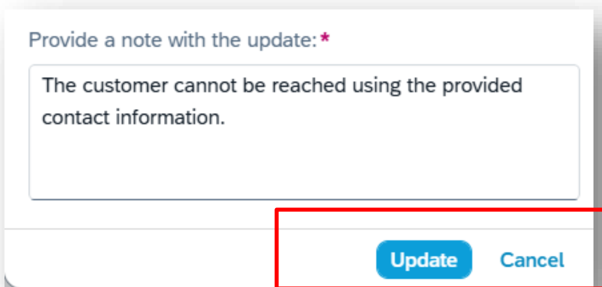
- ➢ Provide a note with the update (mandatory)

A note is required whenever you update the Job Status. In the Provide a note with the update field, enter the reason or context for the change. This note supports traceability and is recorded with the status update event.



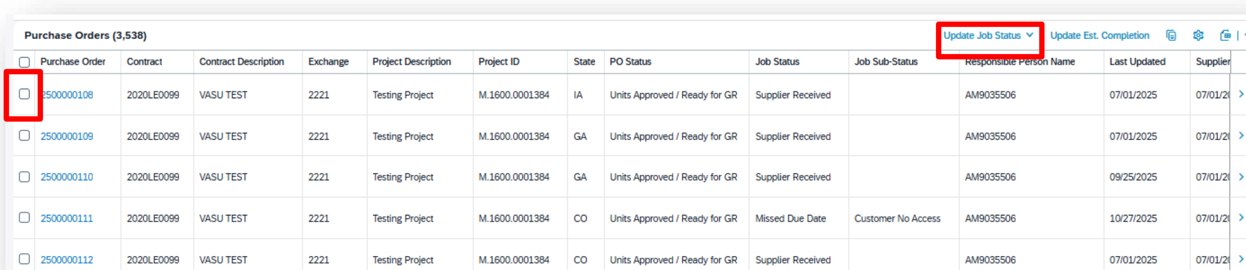
- ➢ Select **Update** to apply the changes or Select **Cancel** to exit without saving.



11.2 Update Job Status from the MPO Landing Page – How the Process Works

- ➢ On the MPO landing page, locate the Purchase Order to update and select the checkbox at the beginning of the row.

The Update Job Status button in the top-right area of the Purchase Orders table becomes active.



Purchase Order	Contract	Contract Description	Exchange	Project Description	Project ID	State	PO Status	Job Status	Job Sub-Status	Responsible Person Name	Last Updated	Supplier
2500000108	2020LE0099	VASU TEST	2221	Testing Project	M.1600.0001384	IA	Units Approved / Ready for GR	Supplier Received		AM9035506	07/01/2025	07/01/2(
2500000109	2020LE0099	VASU TEST	2221	Testing Project	M.1600.0001384	GA	Units Approved / Ready for GR	Supplier Received		AM9035506	07/01/2025	07/01/2(
2500000110	2020LE0099	VASU TEST	2221	Testing Project	M.1600.0001384	GA	Units Approved / Ready for GR	Supplier Received		AM9035506	09/25/2025	07/01/2(
2500000111	2020LE0099	VASU TEST	2221	Testing Project	M.1600.0001384	CO	Units Approved / Ready for GR	Missed Due Date	Customer No Access	AM9035506	10/27/2025	07/01/2(
2500000112	2020LE0099	VASU TEST	2221	Testing Project	M.1600.0001384	CO	Units Approved / Ready for GR	Supplier Received		AM9035506	07/01/2025	07/01/2(

Note: This step is used to **Bulk update Job Status** for multiple purchase orders. It applies only when working with multiple POs.

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- On the Manage Purchase Orders landing page, select multiple POs by checking the boxes at the beginning of each row.

The Update Job Status button becomes active. Click the button to open the Update Job Status window. Use the dropdown to select the new Job Status. If a Sub-Status is available, the field becomes editable and lets you select the appropriate value. Enter a note describing the update, then click Update at the bottom of the window to apply the changes.

The selected Job Status, Sub-Status, and note are applied to all checked purchase orders.

- Follow the same steps shown in the earlier instructions and screenshots. Once the window is displayed, the process is the same as updating the field from the PO Details page.

12. Update the Estimated Completion Date

Use Estimated Completion to keep Lumen aligned with your expectations for when the work will be finished, especially if the schedule changes after the PO is issued. It supports planning, coordination, and tracking against the **Due Date**, and it helps you communicate schedule shifts before the job becomes late.

Typical reasons you would update it:

- Access, permitting, materials, or weather are pushing the schedule.
- The customer rescheduled, or the site is not ready.
- You have already started work and now have a clearer finish date.
- You need to communicate a new target date before the Due Date is missed.

12.1 Update Estimated Completion Date from the PO Detail Page (Title Area)

- In the PO Details Title Area, select the blue pencil next to Est. Completion field.

The system opens the Update Est. Completion window.

- Select the **Calendar Icon** to choose a new date. This lets you communicate updated timing while you are updating the PO.
- Provide a note with the update (mandatory). A note is required every time you update Estimated Completion Date. In **the Provide a note with the update** field, enter the reason or context for the change. This note supports traceability and is recorded with the update event.
- Save or Exit

- Select **Update** to apply the changes or Select **Cancel** to exit without saving.

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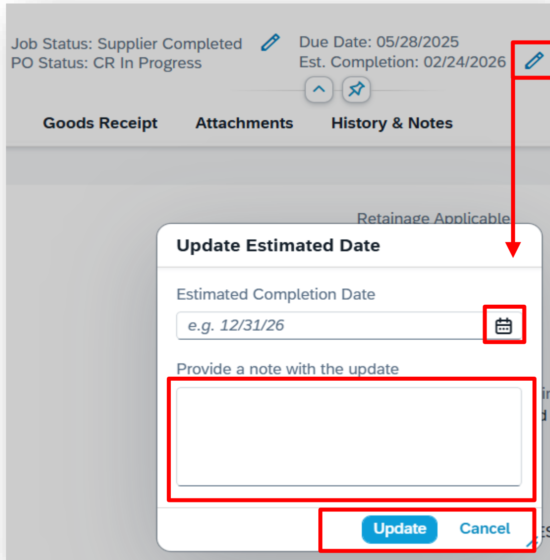
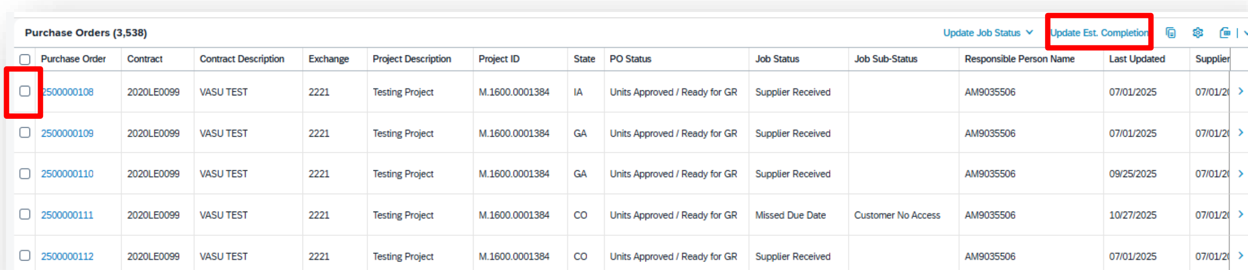


12.2 Update Estimate Completion Date from the MPO Landing Page

- From the MPO landing page, locate the Purchase Order to be updated and select the checkbox at the beginning of the row

The Update Est. Completion button in the top-right area of the Purchase Orders table becomes active.



After the Update Est. Completion window is displayed, follow the same steps you use to update Estimated Completion from the PO Details page.

Note: This step is used to bulk update the Estimated Completion Date for multiple purchase orders. It applies only when working with more than one PO, and only when all selected POs share the same Due Date.

- On the Manage Purchase Orders landing page, select multiple POs by checking the boxes at the beginning of each row.

The Update Estimated Date button becomes active. Click the button to open the Update Estimated Date window, select the new date, enter a note describing the update, and click Update at the bottom of the window to apply the changes. These updates will be applied to all checked POs.

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Follow the same steps shown in the earlier instructions and screenshots. Once the window is displayed, the process is the same as updating the field from the PO Details page.

13. Update Supplier Reference

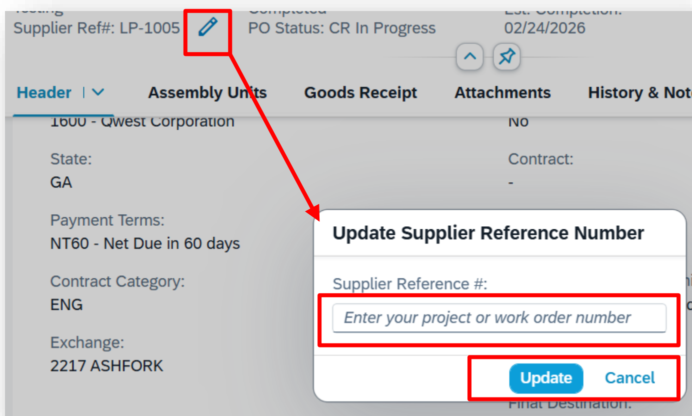
Maintain your internal reference number for the PO so your team can match the PO to your internal job or work tracking.

- In the PO Details Title Area, select the blue pencil next to Supplier Ref#.

The system opens the Supplier Reference window.

- Add your Supplier Reference.
- Save or Exit

- Select **Update** to apply the changes. Select **Cancel** to exit without saving.
-



These are the fields you can edit in the Title Area. Other fields may also appear, but they are system-driven and control the PO lifecycle based on automated status logic.

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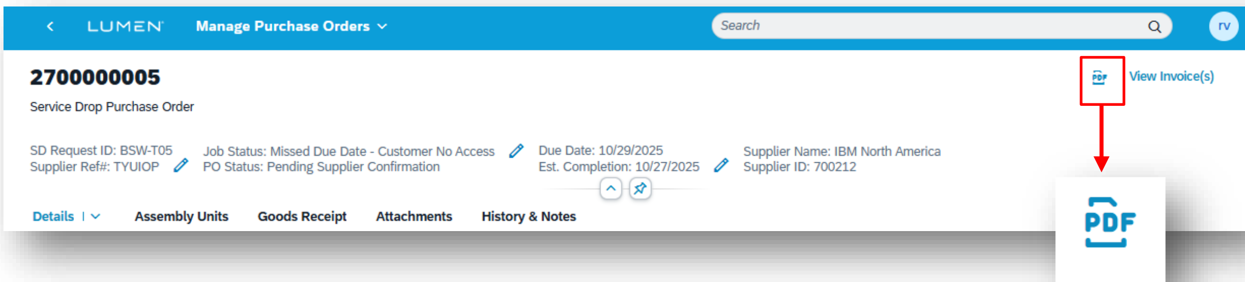
14. Access PDF Copy of PO – Title Area

Use the PDF download option to generate a PDF copy of the PO details for offline review, printing, or sharing with your internal team. The PDF copy ONLY includes approved units/quantities, which may differ from the AU tab.

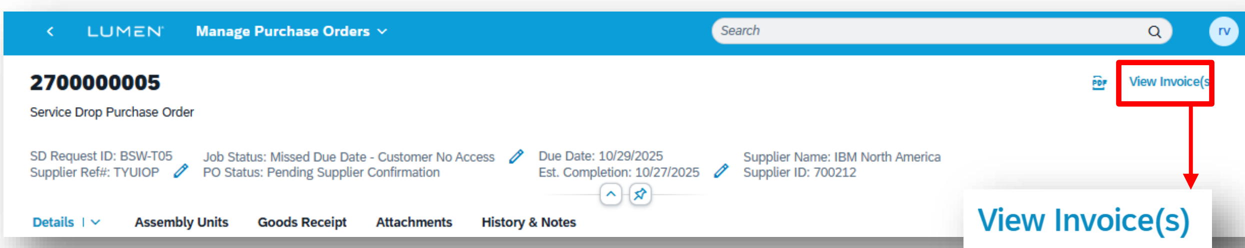
Note: The PDF captures the PO information as it was displayed when you downloaded it.

- Locate the **PDF icon** in the top-right corner of the Title Area, then select it to download a PDF copy of the purchase order.



15. View Invoice(s) Link (PO to Invoice Navigation)

From the Manage Purchase Orders Tile, after you open a specific PO, you can use the View Invoice(s) link to open the invoice view for that PO. Use this link to review invoice activity for the same PO you are currently working on, without searching for the invoice application again.



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15.1 PO Details Page

Below the Title Area, the PO Details page includes a tab menu. Each tab opens a different section of the PO where you complete specific activities during execution. Use these tabs to review PO information, manage scope changes, confirm completed work, and maintain supporting documentation and traceability. The tabs are:

- **Details** (PO summary details)
- **Assembly Units** (scope + Change Requests)
- **Goods Receipt** (confirm completed work)
- **Attachments** (view/upload documents linked to the PO)
- **History & Notes** (audit trail of updates, including comments and status changes)

16. Details Tab (PO Details) – Deep Dive

Use the Header tab to validate the PO context before taking any execution action (Change Request, Goods Receipt, attachments, or invoicing). This tab is the supplier's "single source of truth" for the PO's header-level attributes and confirms that the PO you opened is the correct one for the job you are about to perform.

16.1 What the Details tab is used for

Use the Detail Tab to:

- Use **SD Request ID / Service Order or Trouble Ticket / Correlation ID / Dispatch System** to confirm that you opened the correct Service Drop request and its related dispatch record.

- Use the customer and service-address fields to confirm the customer and job location, including Customer First Name / Customer Last Name, Street, Unit / Lot / Apt, City, State, ZIP, Country, and TN or Circuit ID at Service Address.

- Use the **Technician / Supervisor / Manager** fields to identify the field contacts and escalation contacts tied to the job.

- Use the location, permit, and readiness fields to validate execution conditions before starting work, including NID Location, Serving Terminal / Access Point Name, Direction from NID to Serving Terminal, One Call Locate Type, Locate Instructions / Remarks, Permit Required, Customer In Service, Existing Service Wire at Location, and Add Capacity or New Technology.

- Review the remaining Job detail and standard PO information, including Contract, Supplier Phone, State, Exchange, and Wire Center, and review the PO's standard Terms and Conditions before proceeding with execution steps.

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16.2 Details Tab – Attributes (what you see on the "Details" tab)

The Details tab displays key job information and the intake form data captured during PO creation. these attributes:

- *PO Header Section*
  - Company
  - Contract category
  - Contract
  - State
  - Exchange
  - Wire Center
  - Payment Terms
  - Retainage Applicable
  - OPEX Code Description
  - Header Text

- *Service Request*
  - Status
  - Service Order/Trouble Ticket
  - Dispatch System
  - Sub Status
  - Correlation ID
  - Due Date

- *Customer Details Section:*
  - Customer First
  - Customer Last Name
  - Customer Phone
  - Alt Customer Phone
  - Customer Email
  - Communication Preference

- *Lumen Contact*
  - Technician Name
  - Technician Phone Number
  - Supervisor Name
  - Supervisor Phone
  - Supervisor Email
  - Manager Name
  - Manager Phone
  - Manager Email

- *Job Locate Section:*
  - Looking from the street, where is the NID Located on the structure
  - Direction from NID to Serving Terminal
  - Serving Terminal Has Blocks
  - One Call Locate Type
  - Serving Terminal / Access Point Name

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- Locate Instructions / Remarks
- Serving Terminal / Access Point Name
- Lat
- Long
- Map

- *Job Details*
  - Contractor Must Complete Cutover at NID
  - Serving Terminal / Access Point Type
  - BSW Guard / Pipe at NID Required
  - Bonding and Grounding Required
  - Pushing Plant
  - Note

- *Permit and Readiness*
  - Permit Required
  - Existing Service Wire at Location
  - Capital or Expense
  - Customer In Service?
  - Damage Claim Number

- *Drops*
  - Drop Type
  - Drop Footage
  - Drop Reason
  - Drop Gauge
  - Conductor Qty
  - Placement Location
  - Placement Method

- *Bores*
  - Bore Size
  - Bore Footage
  - Bore Method
  - Directional Bore

- *Flags and Conditions*
  - ATC Qualified
  - Customer agreed to ATC?
  - Frozen Ground Applies
  - Escalation / Expedited Indicator

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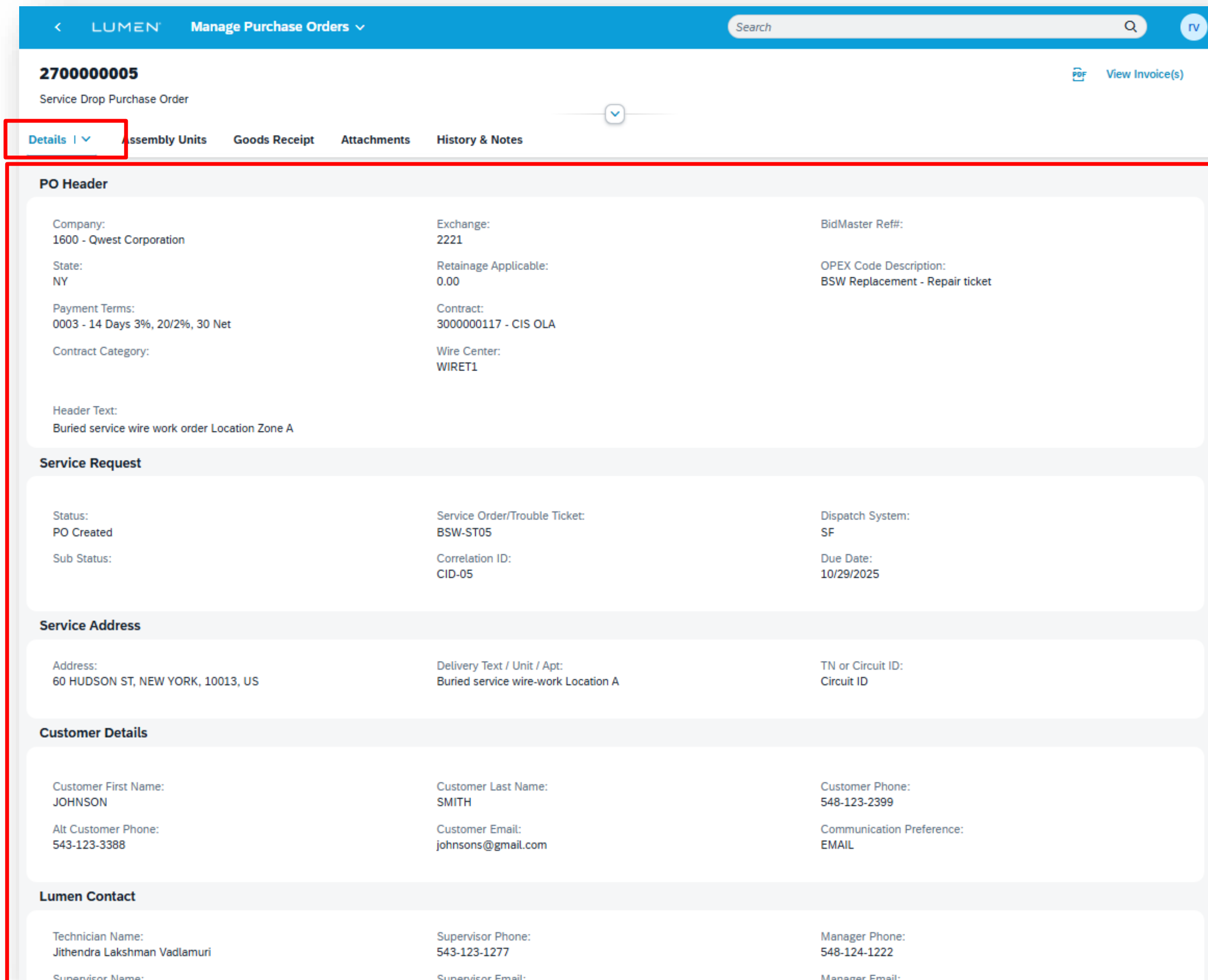
Terms and conditions:

This order is issued pursuant to and incorporates by reference the terms and conditions of the master agreement and any applicable annexes referenced above. By previously executing the agreement(s), the Supplier acknowledges that it has reviewed, understands, and agrees to be bound by all terms and conditions therein. The agreement(s) shall govern all work, goods, and/or services provided under this order, and no additional or conflicting terms shall apply unless expressly agreed to in writing by both parties.



Note: Even if the tab menu does not appear in this exact order in PGW, this training will review the tabs in the following sequence for clarity: first **Attachments** and **History & Notes** (reference and audit information), then the action tabs where work is performed, **Assembly Units,** and **Goods Receipt**.

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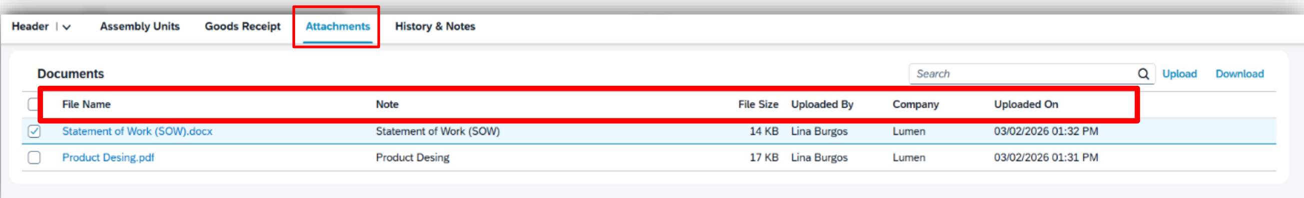
17. Attachments Tab – Deep Dive

The **Attachments** tab is where supporting Purchase Order documents are reviewed, downloaded, and, when enabled for the assigned role, uploaded.
This tab should be treated as the single source of truth for PO documentation, and it must be used as a prerequisite checkpoint before performing any execution actions. If the PO includes scope-driving files (for example, drawings, BOM/scope sheets, Statements of Work, or quote/RFQ artifacts), open and validate them first to confirm they align with the PO line content and status before making changes in the action tabs.

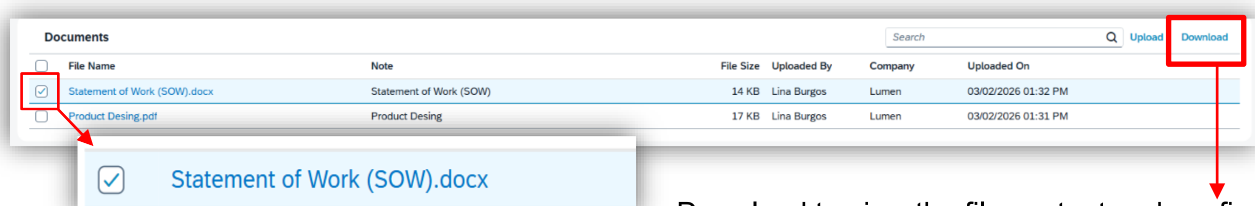
- Open the PO and select the Attachments tab from the tab menu.

Review the list of files already linked to the PO and confirm the attachments match the work you are about to perform.
When reviewing attachments, focus on these items:

- Document name/description: Confirms what the file is intended for (drawings, scope documents, RFQ/quote artifacts, support documents, etc.).
- File Size
- Uploaded by / source (if shown): Helps confirm whether the document came from Lumen, the supplier, or an upstream system process.
- Company
- Upload On: date/time (if shown): Ensures you are using the most recent version, especially when multiple versions exist.



- Download one or more files by selecting them and clicking the Download button in the toolbar.



Download to view the file content and confirm it aligns with the current PO scope and the latest change request activity.

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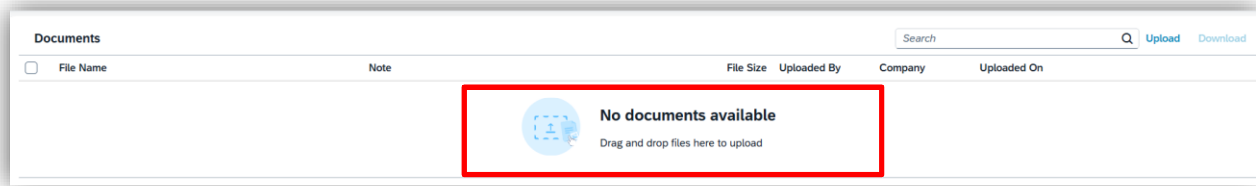
When you select the download option, the file is downloaded to your device. Depending on your browser and download settings, the file may open automatically, or you may be prompted to **open** it or **save** it.

You can upload business-relevant documents needed for audit, receiving, invoicing, or dispute resolution. Use clear file names and upload only documents that support the PO work.

To upload a document, you have two options:

- Drag and drop files into the “Drag and drop files here to upload” area.

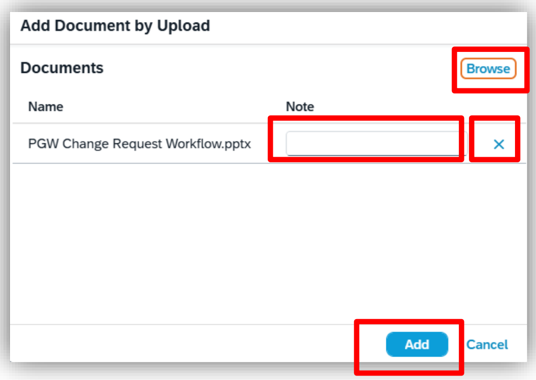


If a document has already been uploaded and the drag-and-drop area is no longer visible, you can still drag and drop files directly onto the table; the functionality remains available.

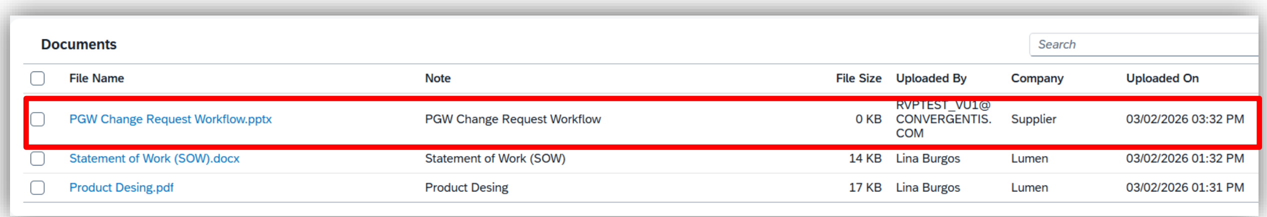
- Click the Upload button.

A file-browser window opens, allowing you to select a document from your device. Locate the desired file and click Open in the bottom-right corner.
The Add Document by Upload screen appears. The selected file name is displayed under the Name field.

- Enter a **Note** for the uploaded document (optional)
- Upload additional files, click the **Browse** button in the top-right corner of the pop-up window.
- To remove a file before uploading, click the **X** icon at the end of the row.



- When ready, click Add. The system displays a message “*Document added”.*



The attachments table refreshes, and the file is added to the list.

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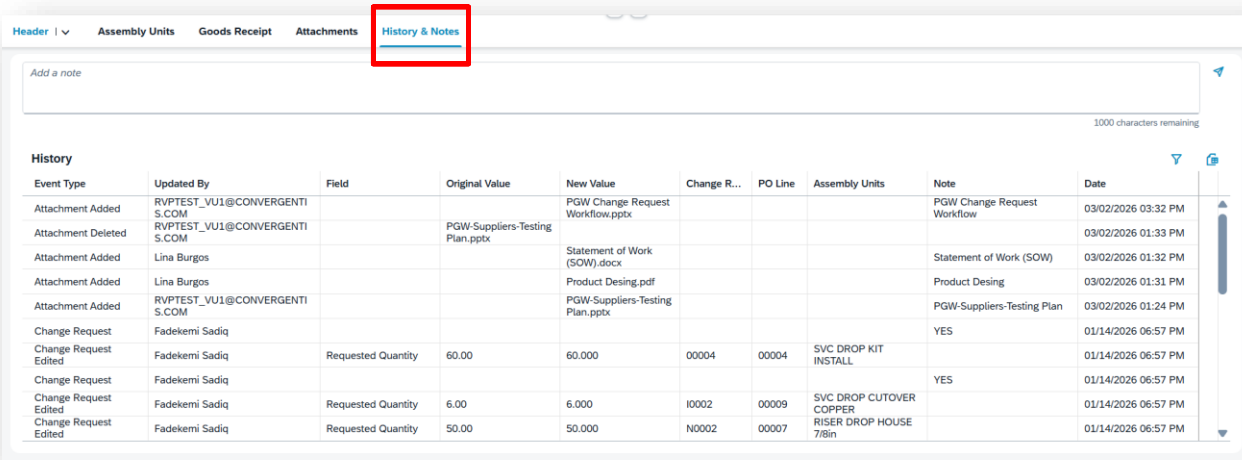
18. History & Notes Tab — Deep Dive

Use **History & Notes** as the PO's **audit trail**. This tab is where you validate *what changed*, *who changed it*, *when it changed*, and *what note/comment was recorded* to explain the change. It is the best place to confirm traceability after you update header fields, submit a Change Request, withdraw a line, respond to a rejection, upload or delete an attachment



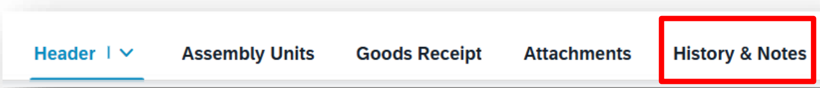
Event Type	Updated By	Field	Original Value	New Value	Change R...	PO Line	Assembly Units	Note	Date
Attachment Added	RVPTEST_VU1@CONVERGENTIS.COM			PGW Change Request Workflow.pptx				PGW Change Request Workflow	03/02/2026 03:32 PM
Attachment Deleted	RVPTEST_VU1@CONVERGENTIS.COM		PGW-Suppliers-Testing Plan.pptx						03/02/2026 01:33 PM
Attachment Added	Lina Burgos			Statement of Work (SOW).docx				Statement of Work (SOW)	03/02/2026 01:32 PM
Attachment Added	Lina Burgos			Product Desing.pdf				Product Desing	03/02/2026 01:31 PM
Attachment Added	RVPTEST_VU1@CONVERGENTIS.COM			PGW-Suppliers-Testing Plan.pptx				PGW-Suppliers-Testing Plan	03/02/2026 01:24 PM
Change Request	Fadekemi Sadiq							YES	01/14/2026 06:57 PM
Change Request Edited	Fadekemi Sadiq	Requested Quantity	60.00	60.000	00004	00004	SVC DROP KIT INSTALL		01/14/2026 06:57 PM
Change Request	Fadekemi Sadiq							YES	01/14/2026 06:57 PM
Change Request Edited	Fadekemi Sadiq	Requested Quantity	6.00	6.000	I0002	00009	SVC DROP CUTOVER COPPER		01/14/2026 06:57 PM
Change Request Edited	Fadekemi Sadiq	Requested Quantity	50.00	50.000	N0002	00007	RISER DROP HOUSE 7/8in		01/14/2026 06:57 PM

18.1 What gets recorded in History & Notes

- *System-driven status progression*

Some status changes are system-applied (for example, schedule-driven Job Status changes such as At Risk/Missed Due Date or processing steps during approvals/sync). History & Notes helps you see when those changes occurred and whether additional user input (like a sub-status reason) was later added.

➢ Open the PO and select History & Notes from the bottom tab menu. Review the entries from newest to oldest to understand the latest activity first.



➢ Review the columns for the History and Notes Table

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History

Event Type	Updated By	Field	Original Value	New Value	Change R...	PO Line	Assembly Units	Note	Date
Attachment Added	RVPTEST_VU1@CONVERGENTIS.COM			PGW Change Request Workflow.pptx				PGW Change Request Workflow	03/02/2026 03:32 PM
Attachment Deleted	RVPTEST_VU1@CONVERGENTIS.COM		PGW-Suppliers-Testing Plan.pptx						03/02/2026 01:33 PM
Attachment Added	Lina Burgos			Statement of Work (SOW).docx				Statement of Work (SOW)	03/02/2026 01:32 PM
Attachment Added	Lina Burgos			Product Desing.pdf				Product Desing	03/02/2026 01:31 PM
Attachment Added	RVPTEST_VU1@CONVERGENTIS.COM			PGW-Suppliers-Testing Plan.pptx				PGW-Suppliers-Testing Plan	03/02/2026 01:24 PM
Change Request	Fadekemi Sadiq							YES	01/14/2026 06:57 PM
Change Request Edited	Fadekemi Sadiq	Requested Quantity	60.00	60.000	00004	00004	SVC DROP KIT INSTALL		01/14/2026 06:57 PM
Change Request	Fadekemi Sadiq							YES	01/14/2026 06:57 PM
Change Request Edited	Fadekemi Sadiq	Requested Quantity	6.00	6.000	I0002	00009	SVC DROP CUTOVER COPPER		01/14/2026 06:57 PM
Change Request Edited	Fadekemi Sadiq	Requested Quantity	50.00	50.000	N0002	00007	RISER DROP HOUSE 7/8in		01/14/2026 06:57 PM

- *Columns Displayed on the History & Notes Table*
  - ***Event Type***
    - Field Update events
      - PO Status update (system-driven)
      - Job Status update (supplier/Lumen/system)
      - Estimated Completion update (supplier)
      - Supplier Reference # update (supplier)

    - Request events
      - Change Request (entered in PGW)
      - Add net new AU (new line)
      - Increase qty of AU (new line)
      - Reduce qty of AU
      -
  - **Attachment events:** Attachment added or removed

  - **Note events** Note Entry (free-text note added to the event history)

  - ***Updated By*** Shows who performed the action (supplier user ID or Lumen username).

  - ***Field*** shows the specific field that was changed when the event is a field update, for example, visible: Requested Quantity for Change Request edits.

  - ***Original Value*** shows the previous value before the change (example: Requested Quantity before the edit

  - ***New Value*** shows the value after the change (example: Requested Quantity after the edit, or the file name for an attachment event).

  - ***Change Request Line: This*** column references the change-request-related identifier for the affected record (in your screenshot, it displays values like 00004, I0002, N0002, depending on the entry).

  - ***PO Line*** shows the PO line number affected (examples: 00004, 00009, 00007).

  - ***Assembly Units*** shows the Assembly Unit name/description impacted (examples visible: SVC DROP KIT INSTALL, SVC DROP CUTOVER COPPER, RISER DROP HOUSE 7/8in).

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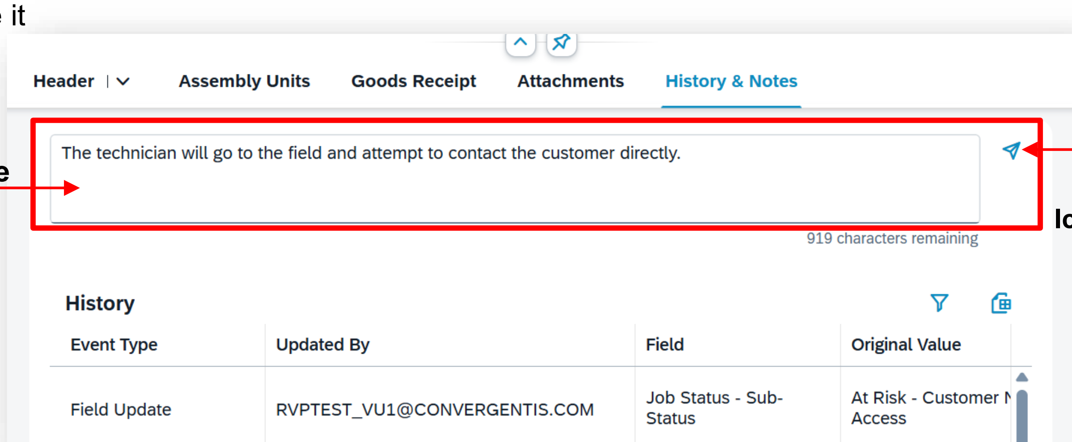
- ***Note*** shows the note captured with the event when applicable (examples visible: file-related notes like Statement of Work (SOW) and a YES indicator on some change request rows).
- ***Date*** shows the timestamp of the event (example format visible: MM/DD/YYYY HH: MM AM/PM).

➢ Add a Note (Top of the History table)

At the top of the tab, you can enter a note in the Add a note text box and send it using the send icon on the right. The counter shows how many characters remain (example: 1000 characters remaining).
How to use it

Type the Note

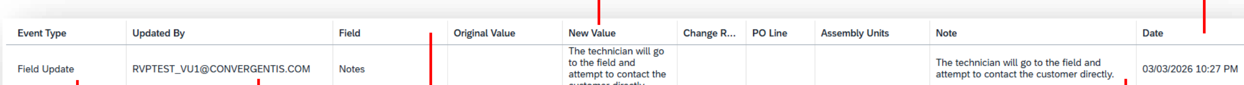


Click on the Icon to send the note

The note is submitted and becomes part of the PO's history record.

The **New Value** is the Note that was written, displaying the note message: "The technician will go to the field and attempt to contact the customer directly."

Date is the timestamp showing when the note was entered in the system.



Event Type	Updated By	Field	Original Value	New Value	Change R...	PO Line	Assembly Units	Note	Date
Field Update	RVPTEST_VU1@CONVERGENTIS.COM	Notes		The technician will go to the field and attempt to contact the customer directly.				The technician will go to the field and attempt to contact the customer directly.	03/03/2026 10:27 PM

The **Event Type** is Field

Updated By is the user that updates the field

The **Field** Update is a Notes

The **Note** entered is: "The technician will go to the field and attempt to contact the customer directly."

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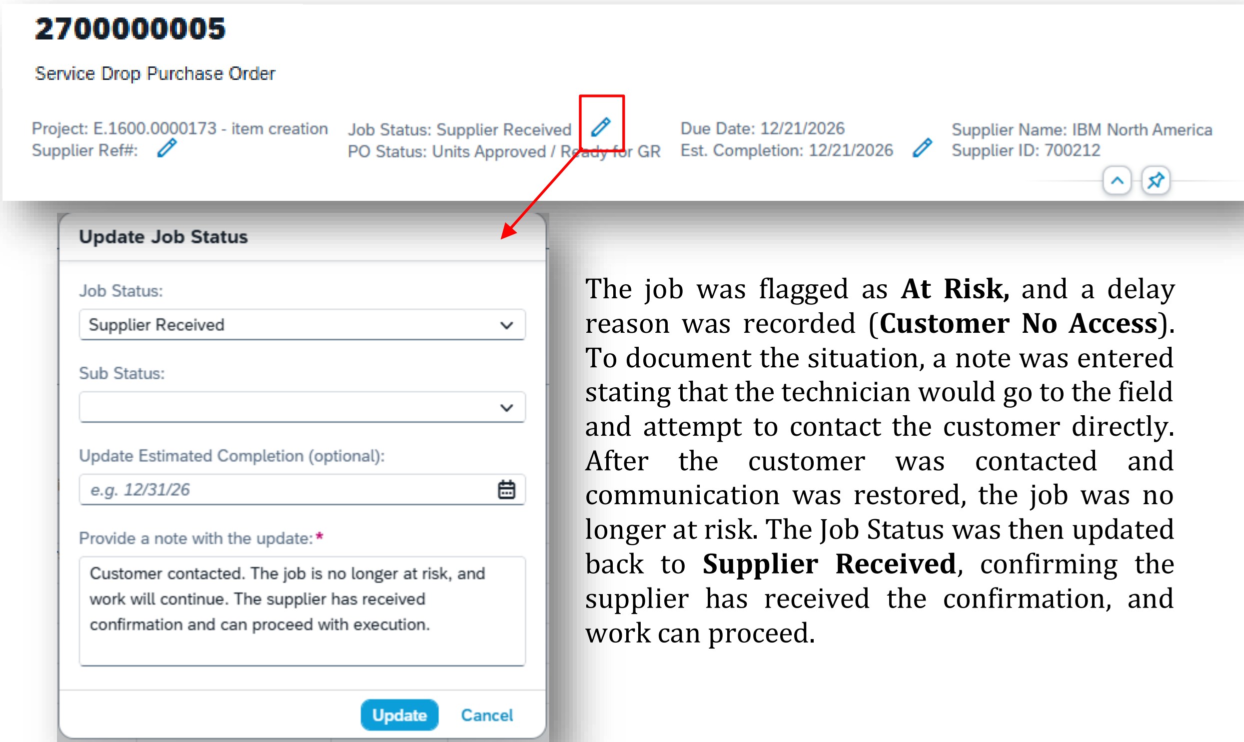
SCENARIO: THE CUSTOMER WAS CONTACTED, AND COMMUNICATION WAS RESTORED

- Update the **Job Status** from the Title Area using the Job Status field, as covered earlier in this training.



The job was flagged as **At Risk,** and a delay reason was recorded (**Customer No Access**). To document the situation, a note was entered stating that the technician would go to the field and attempt to contact the customer directly. After the customer was contacted and communication was restored, the job was no longer at risk. The Job Status was then updated back to **Supplier Received**, confirming the supplier has received the confirmation, and work can proceed.

Field	Original Value	New Value	Change R...	PO Line	Assembly Units	Note
Job Status - Sub-Status	At Risk - Customer No Access	Supplier Received - Customer No Access				Customer contacted. The job is no longer at risk, and work will continue. The supplier has received confirmation and can proceed with execution.
Notes		The technician will go to the field and attempt to contact the customer directly.				The technician will go to the field and attempt to contact the customer directly.
Job Status - Sub-Status	Supplier Received	At Risk - Customer No Access				Can't contact the Customer

Using Job Status updates and notes in PGW keeps Lumen continuously informed of what is happening on the job, with all communication captured directly in the system rather than scattered across emails or calls. Each update is time-stamped, linked to the PO, and recorded in **History & Notes**, creating a complete audit trail that can be reviewed later for reporting, compliance, and issue follow-up

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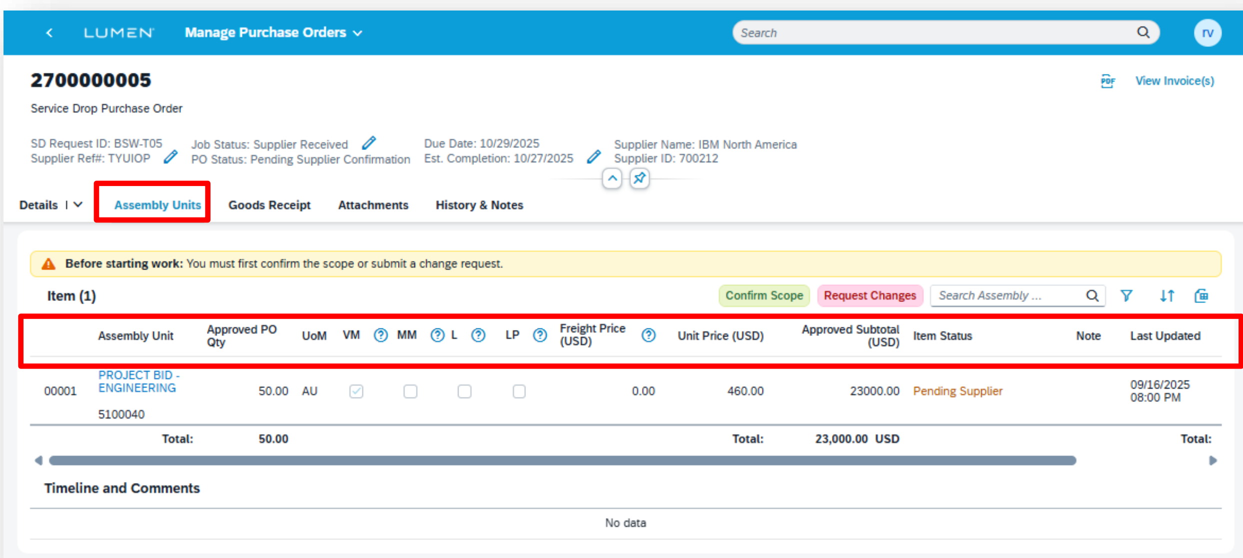
19. Assembly Units Tab – PO Change Request (How it is performed)

Use the Assembly Units tab to review your approved scope at the AU line level and submit a PO Change Request when the scope must change. This tab is where you request updates to work quantities and where you monitor the item-level status of each requested change.

The **Assembly Units** tab displays an AU table, with each row representing an Assembly Unit line. The table shows both the currently approved scope and any changes you are requesting.

The Table includes these Columns:

- **Assembly Unit** (AU line identifier and description)
- **Approved PO Qty** (current approved quantity)
- **Requested Qty** (the new quantity you are requesting)
- **UoM** (Units of Measure)
- Component indicator columns (**VM**, **MM**, **L**, **LP**) with information icons
- Freight Price (USD), Unit Price (USD)
- Approved Subtotal (USD) and New Subtotal (USD)
- Item Status (line-level status such as Approved or Pending Unit Confirmation)
- Note and Last Updated
- **Timeline and Comments** section is also displayed below the table to track change request activity and comments.



This step relates to the Columns menu section. For complete instructions, refer to: Module 1. Getting Started in PGW: Overview, Login, Preferences, and Navigation. Section: 8.1.3 Table Controls (search, sort, refresh, columns, export)

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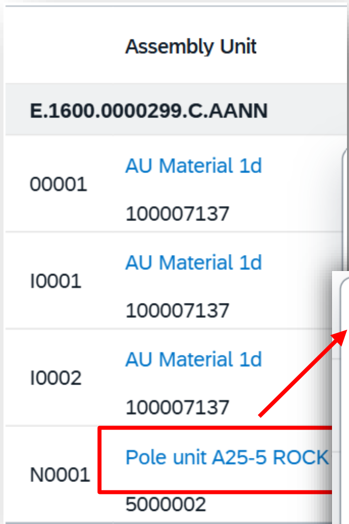
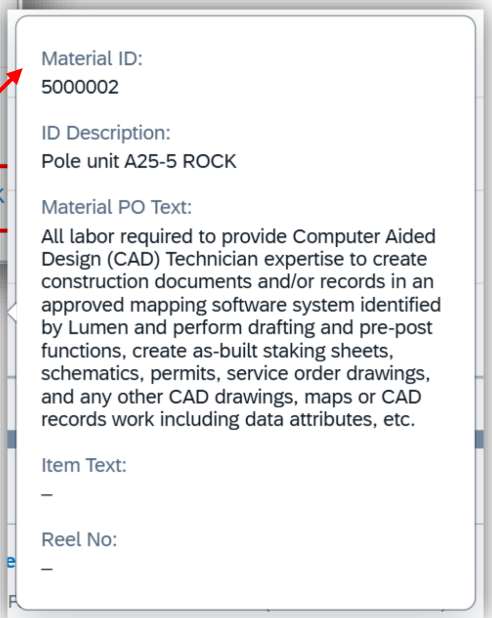
19.1 Assembly Unit (AU line identifier and description)



Under the Assembly Unit column, each line displays the material name and the associated Material ID number. The material name appears as a clickable link.



When you select the material name, PGW opens a details panel that displays the full material information (for example, Material ID, Item Text, Material PO Text, and other reference fields) so you can review the material details without leaving the Assembly Units tab

19.2 Component Indicators on Assembly Units, including NEW lines

In the Assembly Units tab, the component indicator columns (VM, MM, L, LP) show the types of cost components included in each Assembly Unit (AU) line. These indicators are not switches. Instead, they tell you what the AU line is made of so you can interpret scope and pricing before submitting a Change Request or Goods Receipt.

When a component indicator is checked, it means that the component type is included in that AU line. When it is unchecked, that component type is not included in that AU line. Different AUs can have different combinations depending on what the work package includes (for example, a labor-only AU versus an AU that includes labor plus minor material, or a larger AU that includes multiple component types).
The component types are:

- **VM (Vendor Material):** Vendor/major material pricing passed through Lumen's material distributor to you.
- **MM (Minor Material):** Minor material pricing passed through from Lumen's material distributor to you.
- **L (Labor):** Labor pricing provided by you (the supplier).
- **LP (Locally Purchased):** Locally purchased material pricing provided by you (the supplier).

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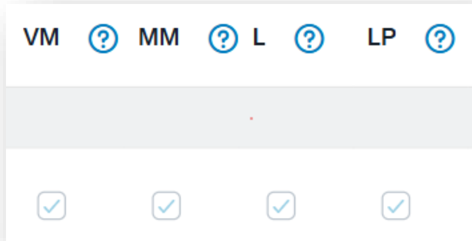
When you add a NEW AU line during a Change Request, you may notice that PGW lets you toggle some of these component indicators. This happens because a new line must be classified correctly so the system can calculate pricing and apply validations. Even if the UI allows you to toggle the component flags, your selections may still be governed by system rules (invalid combinations may be rejected or corrected). The goal is to ensure the new AU line is created with the correct component structure so the change request can be processed and approved correctly.



19.3 Item Status Overview (Service Drop POs)

Use **Item Status** in the **Assembly Units** tab to understand where each **AU line** is in the **Change Request** lifecycle. **Item Status** is a **line-level status.** A single PO can have multiple AU lines in different item statuses at the same time.

- *Item Status vs PO Status (important difference)*

  - PO Status is a header-level summary of the overall PO. In the corrected SD file, the PO Status examples are Pending Supplier Confirmation, Units Not Confirmed / Not Ready for GR, Units Confirmed / Not Ready for GR, Units Approved / Ready for GR, CR In Progress, and Closed.

  - **Item Status** is **per AU line** and tells you what is happening to that specific line. In the SD material you shared, the confirmed line-item labels are **Pending Full Confirmation, Pending Unit Confirmation**, **Pending Supplier – Unit Change**, **Pending Financial Approval**, **approved (Syncing)**, **Budget Error**, **EFAA Rejected**, and **Approved**.

- *Why Item Status matters*

Item Status helps you understand:
  - whether you can still work on the line
  - whether the line is waiting on **Lumen confirmation/approval**
  - whether the line is being synchronized back to the PR/PO
  - whether the line was rejected and must be reworked or withdrawn

It also supports the landing page's visibility into what still needs attention.

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19.3.1 Item Status Process Flow (Service Drop)

In **Service Drop**, Item Status changes as the supplier moves through the **initial scope confirmation / initial Change Request** cycle and, later, through any **subsequent Change Request** cycle.

For a new SD PO, the supplier either confirms the scope as-is or submits the initial Change Request. If the initial changes are still being negotiated, the PO remains in the pre-GR stage until the required unit confirmation, financial approval, and PR/PO synchronization steps are completed. If changes are rejected, the supplier receives notification and can edit and re-submit rejected items or withdraw the change. Once all pending changes are resolved, the PR is updated, financial approval runs if required, PR/PO sync completes, and the PO continues forward in the approved flow.

During the **initial** SD change cycle, the line-level statuses used in training should be interpreted as follows:

- *Pending Unit Confirmation*

Use this when the requested unit change is still waiting for Lumen review and confirmation.

- *Pending Full Confirmation*

Use this when the line is already agreed by the supplier and Lumen, but other initial change lines on the same PO are still under negotiation. The line is held in this state so all initial change lines can move into the initial EFAA approval flow together with the correct total.
(This status is shown in the SD workflow and SD screen you shared in chat.)

- *Pending Supplier – Unit Change*

Use this when Lumen rejected the requested unit change and returned the line to the supplier for update, re-submission, or withdrawal.

- *Pending Financial Approval*

Use this when the requested change has moved past unit confirmation and is now in financial approval.

- *Approved (Syncing)*

Use this when approvals are complete, and the system synchronizes the approved changes back to the PR/PO.

- *Approved*

Use this when no active change is pending on that line.

- *Budget Error*

Use this when the budget check fails, and the requested change cannot continue until Lumen resolves the budget issue.

- *EFAA Rejected*

Use this when financial approval rejects the requested change.

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After the **initial** approved SD scope is in place, any later change follows the **subsequent Change Request** process. In that later cycle, the PO moves to **CR In Progress**, and the item lines may again move through **Pending Unit Confirmation**, **Pending Supplier – Unit Change**, **Pending Financial Approval**, **Budget Error**, **EFAA Rejected**, **approved (Syncing)**, and **Approved**, depending on the outcome of review, approval, and synchronization.

19.3.2 Item Status + PO Status relationship (Service Drop)

During the **initial** SD negotiation stage, the PO header can show:

- *PO Status = Units Not Confirmed / Not Ready for GR*

This means the initial supplier change request is still under review, and not all requested unit changes have been confirmed yet. In this stage, the item lines can include **Pending Unit Confirmation** and, as shown in the SD screen you shared, **Pending Full Confirmation** on lines that are already agreed, while other lines are still being resolved. **Goods Receipts are not allowed** in this PO status.

After the initial unit confirmation is complete, but while financial approval or sync is still pending, the PO header shows:

- *PO Status = Units Confirmed / Not Ready for GR*

This means the scope is functionally agreed, but the PO is still not ready for Goods Receipt. Suppliers may begin work at this point, but **Goods Receipts are not allowed yet**.

After the required approvals and PR/PO sync are complete, the PO header shows:

- *PO Status = Units Approved / Ready for GR*

This means the PO scope is approved and ready for receiving activity.

If a **subsequent Change Request** is submitted after the initial EFAA-approved scope is already in place, the PO header shows:

- *PO Status = CR In Progress*

In this status, item lines may be in different states, such as pending with you, pending with Lumen, syncing, budget error, or EFAA rejected. Goods Receipt is allowed only for items that are not included in the active change request and are not syncing. Once all pending change lines are resolved, the PR is updated, financial approval runs if required, PR/PO sync completes, and the PO returns to Units Approved / Ready for GR.

- *Update Item Status (How it changes)*

You do **not** manually set **Item Status**, as you do with **Job Status**. **Item Status** changes automatically based on:

- the quantities entered in **Change Request** mode
- submission of the Change Request
- Lumen confirmation or rejection
- budget / financial approval outcomes
- PR/PO synchronization

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You use **Item Status** to understand what is happening to each AU line and what action, if any, is still required from your side.

19.3.3 Item Status — Quick Decision Guide

- *Item Status: Pending Unit Confirmation*
  - **What it means:** Your requested unit change is waiting for Lumen confirmation.
  - **Do this:** Wait for Lumen confirmation or rejection. Continue working on other approved lines as needed.

- *Item Status: Pending Full Confirmation*
  - **What it means:** This line is already agreed, but the initial SD change cycle is still being completed for other lines on the same PO.
  - **Do this:** Wait for the remaining initial change lines to be resolved so the full initial approval cycle can continue.
  - **Expected Result:** The line moves forward once the rest of the initial SD negotiation is completed.

- *Item Status: Pending Supplier – Unit Change*
  - **What it means:** Lumen rejected the requested unit change and returned the line to you.
  - Do this:
    - Revise and re-submit the requested quantity based on the rejection feedback, or
    - Withdraw the change by resetting the requested quantity back to the original approved value.
  - Expected Result:
    - Re-submit → returns to Pending Unit Confirmation
    - Withdraw → returns to Approved

- *Item Status: Pending Financial Approval*
  - **What it means:** The change is moving through financial approval steps.
  - **Do this:** Wait while approval is being processed.
  - **Avoid:** Do not attempt to edit the line while it is in approval flow.

- *Item Status: Approved (Syncing)*
  - **What it means:** Approvals are complete, and the system is synchronizing the approved updates to the PR/PO.
  - **Do this:** Wait for the sync to be completed.
  - **Expected Result:** The line returns to **Approved** after the PO update is complete.

- *Item Status: Budget Error*
  - **What it means:** Budget check failed for the change.
  - **Do this:** Wait for Lumen to resolve the budget issue or return the line for rework or withdrawal.

- *Item Status: EFAA Rejected*
  - **What it means:** Financial approval rejected the change.
  - **Do this:** Wait for the line to be returned for correction or withdrawal based on Lumen handling.

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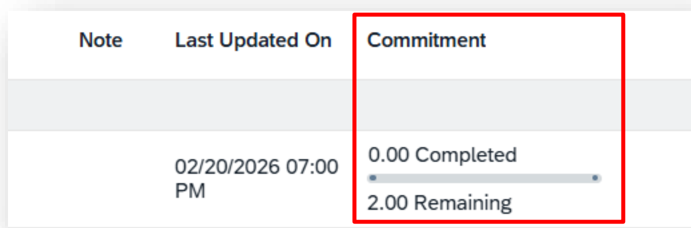
- *Item Status: Approved*
  - **What it means:** No active change is pending on that line.
  - **Do this:** Proceed with normal execution or submit a new Change Request later if the approved SD scope must change again.

19.4 Commitment Bar (Completed vs Remaining)

In the Assembly Units area, the Commitment section shows a progress bar that breaks the unit quantity into Completed and Remaining amounts. The Completed value represents the quantity already completed through goods receipts, and the Remaining value represents what remains open on the line. For example, if the bar shows 0.00 Completed and 10.00 Remaining, it means no receipts have been posted yet, and the full quantity is still available.

Use this bar any time you are preparing a Change Request that reduces quantity or removes a line. The system does not allow a Requested Qty lower than the amount already completed.

If you try to reduce a line below the Completed amount, PGW blocks the entry and displays the message*: “Requested Qty cannot be less than the completed quantity with goods receipts. See Commitment chart.”* The Commitment bar is the quick way to confirm the minimum quantity that must remain on the line (it must be at least the Completed amount).



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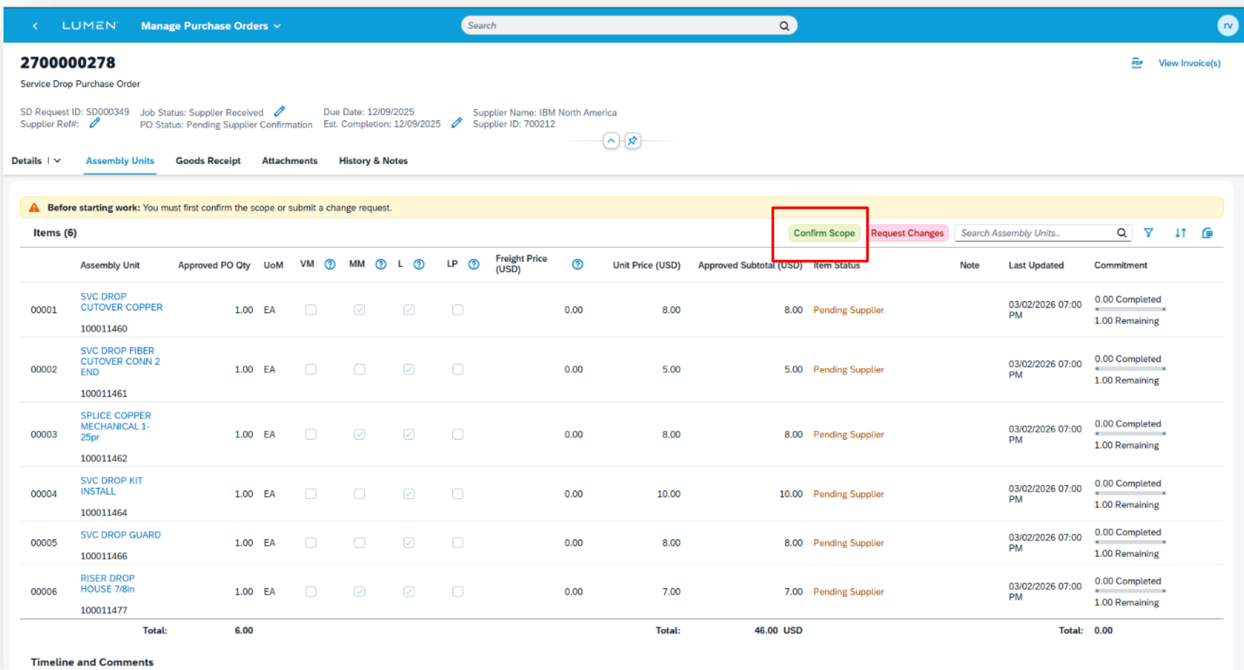
19.5 Suppliers confirm Scope

Use **Confirm Scope** when the original **Service Drop PO** is correct, and no changes are needed. When a new **Service Drop PO** is released to you, it first appears in **Manage Purchase Orders (MPO)** with:

- *PO Status = Pending Supplier Confirmation*

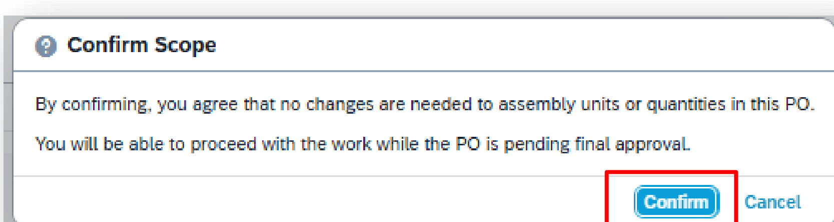
At this stage, review the required **Assembly Units** that were added during the SD intake process. If the issued scope is correct and no updates are required

➢ Click the Confirm Scope



When you do this, the **message strip** and the **Confirm Scope** button disappear. And the confirm Scope window is displayed

➢ Click the **Confirm** button



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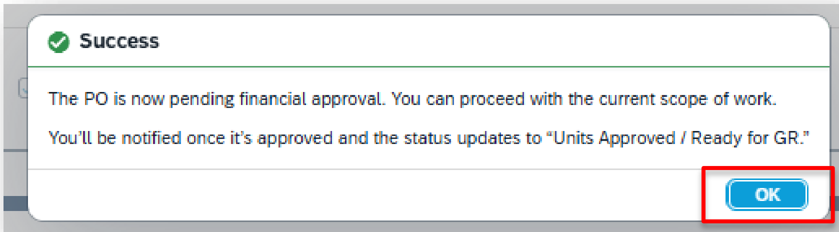
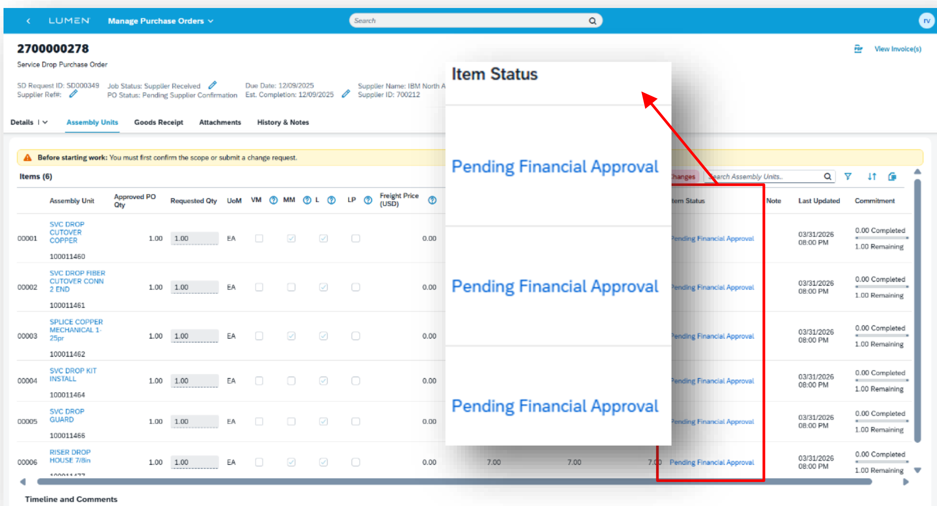
➢ Click the OK button



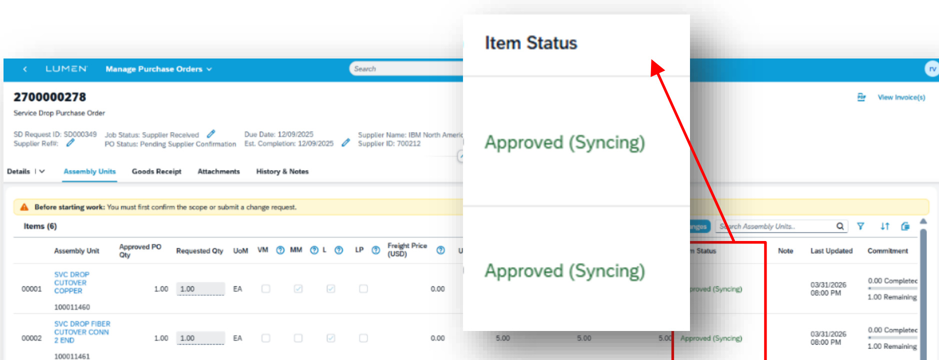
After you confirm the scope as-is, the PO moves to:

- *PO Status = Units Confirmed / Not Ready for G*
- *Item Status = Pending Financial approval*

This means the scope is functionally agreed upon, and you may begin **Service Drop work** while financial approval is still being finalized. However, **Goods Receipts are not allowed yet** at this stage.



After the line moves through **Pending Financial Approval** and Lumen completes the required approval, the affected line moves to **Approved (Syncing)** while the system updates the related **PR/PO**.



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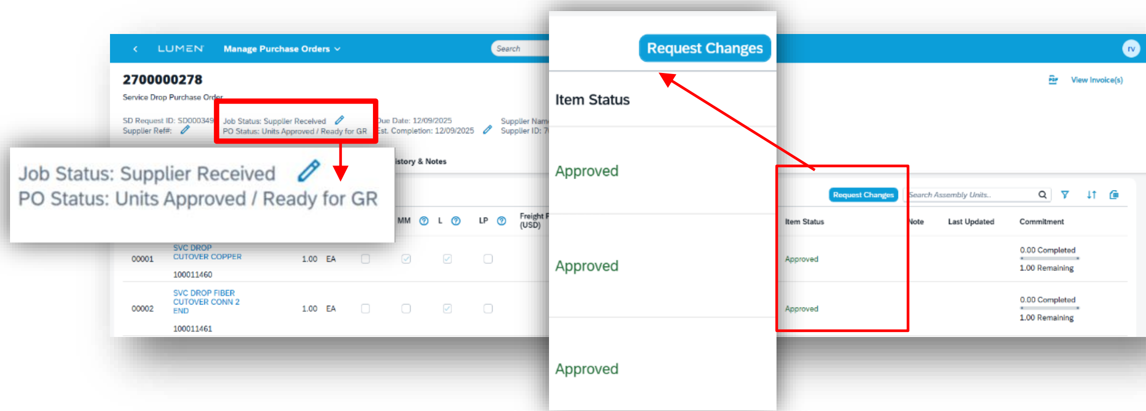
Once synchronization is complete, the line updates to **Approved**, and the PO moves to Units Approved / Ready for GR.



At that point, the updated scope is fully approved, and you are ready to continue the work and submit Goods Receipt when the completed work is ready to be recorded. If the scope needs to change again later during execution, you can submit a subsequent Change Request from the Assembly Units tab. When that happens, the PO moves to CR In Progress until the new change is reviewed, approved, and synchronized.

19.6 Initial Change Request (Service Drop)

Important SD note about Item Status

For **Service Drop**, the confirmed item statuses used in this section are:

- Pending Unit Confirmation
- Pending Supplier – Unit Change
- Pending Financial Approval
- Approved (Syncing)
- Approved
- Budget Error
- EFAA Rejected

In addition, **Pending Full Confirmation** is an SD-only pre-EFAA item status used during the **initial** SD negotiation cycle, when some lines are already agreed upon, while other lines on the same PO are still under review. It is not the main item status used in the later **subsequent Change Request** process described below.

When a new **Service Drop PO** is first released to you, it starts in:

- *PO Status = Pending Supplier Confirmation*

If the original SD scope is not correct, do not use Confirm Scope. Instead, remain in the Assembly Units tab and submit the initial Change Request before beginning any work. Use the initial Change Request when an Assembly Unit must be added, removed, increased, or reduced.

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Once the initial Change Request is submitted, the PO moves into the initial SD negotiation stage:

- *PO Status = Units Not Confirmed / Not Ready for GR*

This means the requested unit changes are still under review and confirmation. During this stage, Goods Receipts are not allowed. If changes are rejected, the supplier receives notification and can edit and re-submit the rejected items or withdraw the change. Once all pending initial changes are resolved, the PR is updated, financial approval runs if required, PR/PO sync completes, and the PO continues forward in the approved flow.

After the initial unit confirmation is complete, but while financial approval or synchronization is still pending, the PO moves to:

- *PO Status = Units Confirmed / Not Ready for GR*

This means the scope is functionally agreed, but the PO is still not ready for Goods Receipt.

Suppliers may begin work at this point, but Goods Receipts are not allowed yet. After the required approvals and PR/PO sync are complete, the PO moves to:

- *PO Status = Units Approved / Ready for GR*

At that point, the initial SD scope is fully approved and ready for receiving activity. Initial Change Request Item Status Workflow

During the initial SD change cycle, the item statuses move through the initial review and approval process as follows: Pending Unit Confirmation, Pending Full Confirmation, Pending Supplier – Unit Change, Pending Financial Approval, approved (Syncing), Approved, with Budget Error, and EFAA Rejected as related exception statuses.

Use the item statuses in this way:

- *Pending Unit Confirmation*

The requested unit change is still waiting for Lumen review and confirmation.

- *Pending Full Confirmation*

The line is already agreed by the supplier and Lumen, but other initial change lines on the same PO are still under negotiation. The line is held in this state, so all initial change lines can move into the initial approval flow together with the correct total.

- *Pending Supplier – Unit Change*

Lumen rejected the requested unit change and returned the line to the supplier for update, re-submission, or withdrawal.

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- *Pending Financial Approval*

The requested change has moved past unit confirmation and is now in financial approval.

- *Approved (Syncing)*

Approvals are complete, and the system is synchronizing the approved changes back to the PR/PO.

Approved. No active change is pending on that line.

- *Budget Error*

The budget check failed, and the requested change cannot continue until Lumen resolves the budget issue.

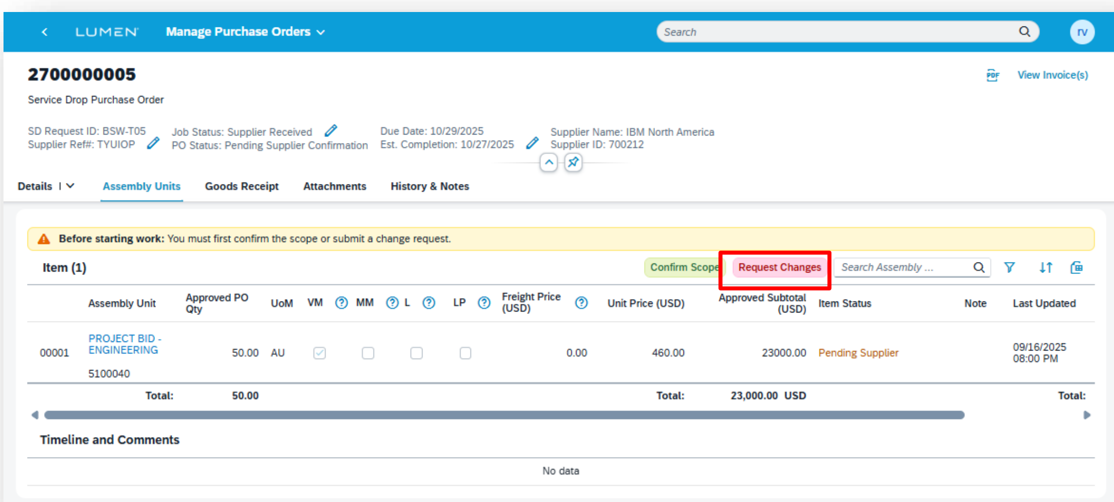
- *EFAA Rejected*

Financial approval rejected the requested change.

During the initial SD negotiation stage, the PO header and line statuses work together. While the PO is in **Units Not Confirmed / Not Ready for GR**, the lines can include **Pending Unit Confirmation and Pending Full Confirmation**.

After the initial unit confirmation is complete, the PO moves to **Units Confirmed / Not Ready for GR**, and once approvals and synchronization are complete, the PO moves to **Units Approved / Ready for GR.**

➢ Click Request Change



Note: Follow the same PO Change Request steps in the Assembly Units tab (section below), for both the initial Change Request and any later Change Request submitted after the scope has already been confirmed. The process is the same when the supplier needs to request additional changes later during the job.

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20. Service Drop (SD) Change Request (End to End)

Let's run an end-to-end **Service Drop Change Request** on a single **Purchase Order** to validate the full lifecycle, from entering **Request Changes** mode and submitting the request, through rejection handling, withdrawal, and re-submission. Follow the steps in sequence so that each Change Request behavior, INCR line creation, NEW line creation, increase / reduce/remove validations, Commitment chart impact, Timeline & Comments updates, and rejection response is demonstrated in a single continuous process.

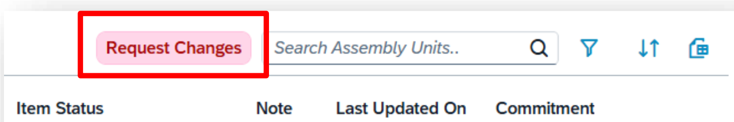
Use an SD PO that meets these conditions before beginning:

- The PO is already in PO Status = Units Approved / Ready for GR
- At least 3 existing AU lines are available, so multiple change types can be demonstrated
- At least 1 AU line has no Goods Receipts posted, so it can be safely used for an increase or a reduction
- If removal validation is to be demonstrated, use a line where the completed quantity and requested quantity rules can be tested correctly

20.1 Enter Change Request Mode and Build a Multi-Change Request

Open Manage Purchase Orders, locate the target Service Drop PO, open it, and go to the Assembly Units tab.

➢ Click Request Changes to enter the change request.



Before starting, confirm that the PO is already in PO Status = Units Approved / Ready for GR. In the example shown, the Job Status is Supplier Received, but the required condition for this process is that the PO is already in its approved execution phase.

This means the PO is already approved for execution and ready for **Goods Receipt**. For this exercise, a scope change is required, so remain in the **Assembly Units** tab and click **Request Changes** to initiate the **Service Drop Change Request** process.

➢ Confirm that the change request toolbar options appear and the Requested Qty column becomes available

- The Request Changes button is removed
- The Submit Change Request button appears
- The Add Units button appears
- The Cancel button appears
- The Requested Qty column becomes available for editing

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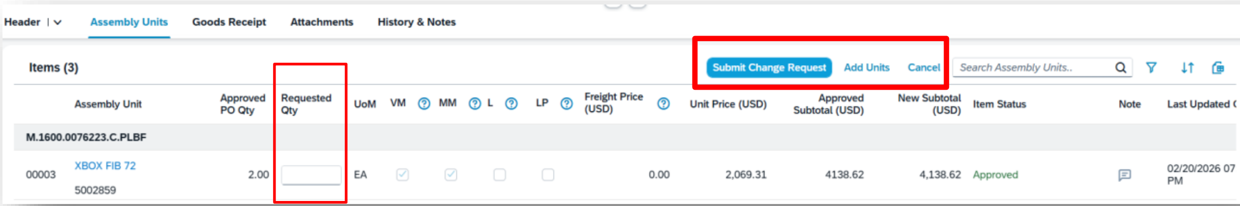


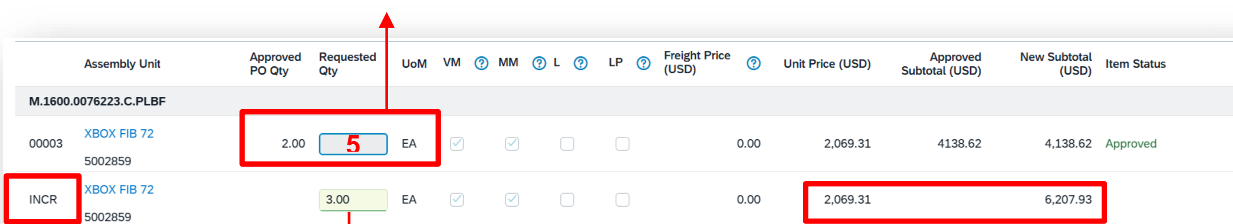
If a change request is already in progress, the editable columns remain visible but are read-only.

20.2 Increase an Existing AU (Generate an INCR Line)

When increasing the quantity on an existing **Assembly Unit** line, PGW creates a separate **INCR** (increase) line. In practice, the quantity on the **INCR** line represents the additional amount requested beyond what is already approved. The **INCR** line is the line that moves through the later review and approval flow, while the originally approved quantity remains part of the approved scope. (for example, if the total units you need are 5 and the Approved PO Qty = 2, the INCR line may be created for 3).

- Pick an AU line where the Approved Qty can be increased. In Requested Qty, enter a value greater than the approved quantity and confirm the system creates a new line identified with INCR

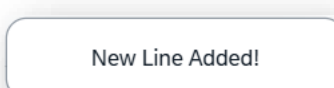
Enter **5** (the total unit quantity required to complete the job).



The **INCR** line may be created for **3** (**2 + 3 = 5** total units for the job).

The system applies the **Unit Price** to the line and recalculates the **New Subtotal**.

After pressing **Enter**, a new line is added, and a pop-up message is displayed: “New Line Added: Additional quantity will be added as a new PO line. This allows you to submit goods receipts on the approved quantity while the change request is in progress.” The pop-up also includes the option to select **Don’t remind me again or OK**. After you make your selection, a toast message appears at the bottom of the screen.



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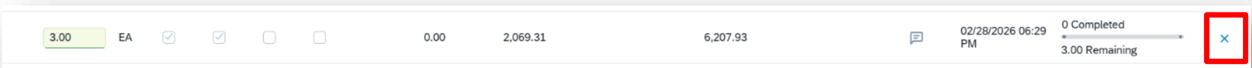
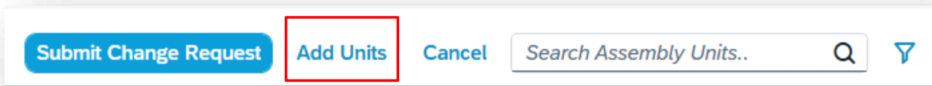
After the new line is created, the **Requested Qty** field returns to **read-only** mode. The INCR line can be deleted before submitting the Change Request. For practice, delete the INCR line by selecting the **X** at the end of the row, confirm the line is removed, then recreate the increase so the INCR line appears again.



20.3 Add a "Net New" AU (Generate a NEW Line)

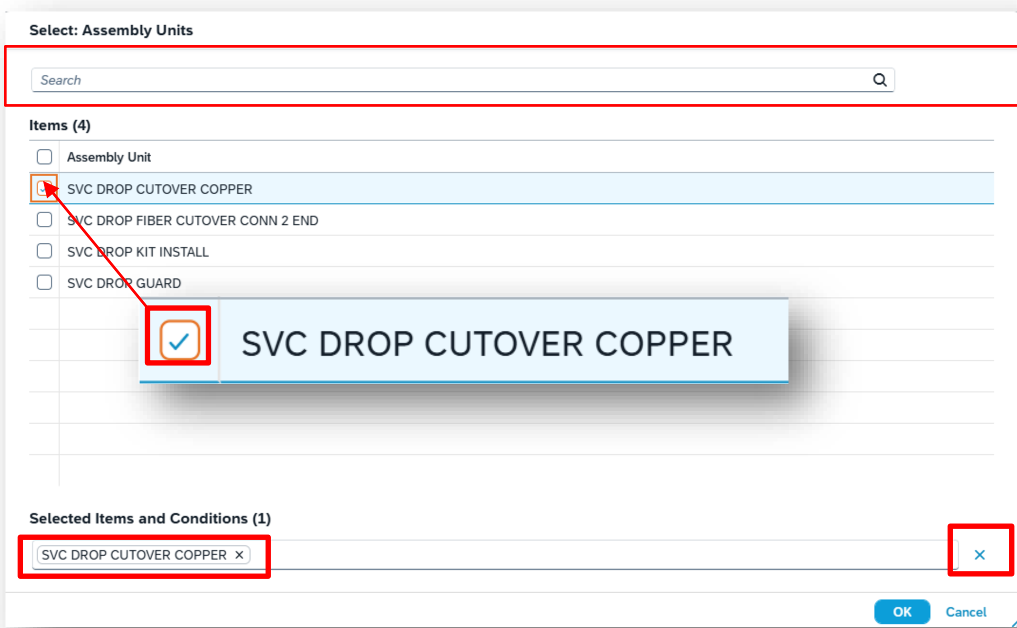
- Click Add Units to open Select Assembly Units.



When Add Units is selected, the Select: Assembly Units window opens. At the top of the window, use the Search bar to find an Assembly Unit. The search works as a keyword search across the values displayed in the list, so entering part of an Assembly Unit name/description or a WBS Element value filters the table results.

- To add a unit, select the checkbox at the far left of the row you want to add it to. Then select OK to confirm and add the selected Assembly Unit(s) to the PO.

Each selected row is added to the Selected Items and Conditions area at the bottom of the window, where it appears as a selectable "chip" (for example, *SVC DROP CUTOVER COPPER*). Remove a selection from this area if needed.



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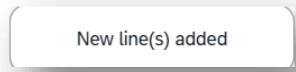
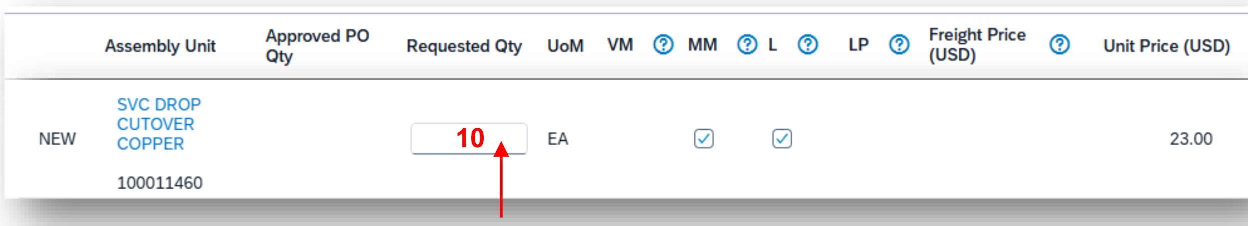
After you make your selection, a toast message appears at the bottom of the screen.



Confirm the newly added line appears in the table marked NEW. Enter a Requested Qty for the NEW line and adjust component selections as needed (only where editable in the table), confirming values recalculate.

- For each newly added line, enter a Requested Qty



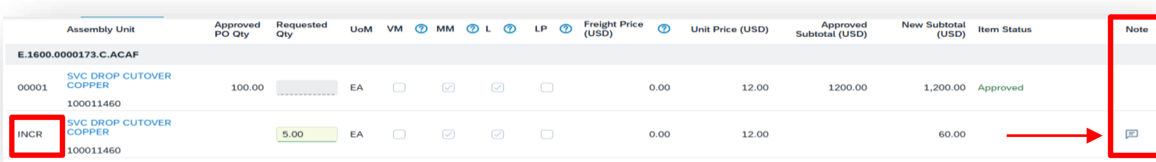
	Assembly Unit	Approved PO Qty	Requested Qty	UoM	VM	MM	L	LP	Freight Price (USD)	Unit Price (USD)
NEW	SVC DROP CUTOVER COPPER 100011460		10	EA						23.00

When adding a Net-New Assembly Unit (AU) as a new line to an SD Change Request, the price is calculated by the system based on the existing contract and **cannot be manually changed** in PGW. The system derives line pricing using the AU's component structure and returns the calculated cost components (such as labor, vendor material, minor material, locally purchased, freight, and valuation-related values), so the new line automatically reflects contract-driven pricing.

Some AU components are displayed with a checkbox because they are eligible for that AU, but they may be provided by either the supplier or Lumen, depending on the job setup. Toggling the component indicates whether it will be included as supplier-provided for this PO line; components that are not applicable to the AU do not display.

- *Why does a Note Icon appear when New Lines are created on the AU?*

The **Note Icon** appears on a newly created AU line because the line has an **item-level note/comment** associated with it. In the change request flow, a note can be entered specifically for the new line to explain what was added and why; PGW shows the note icon as a visual indicator that "this line includes a message." That note is part of the change request communication and is visible to Lumen during review/confirmation.



	Assembly Unit	Approved PO Qty	Requested Qty	UoM	VM	MM	L	LP	Freight Price (USD)	Unit Price (USD)	Approved Subtotal (USD)	New Subtotal (USD)	Item Status	Note
E.1600.0000173.C.ACAF														
00001	SVC DROP CUTOVER COPPER 100011460	100.00		EA					0.00	12.00	1200.00	1,200.00	Approved	
INCR	SVC DROP CUTOVER COPPER 100011460		5.00	EA					0.00	12.00		60.00		

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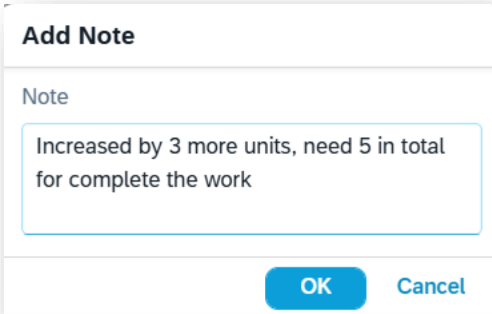
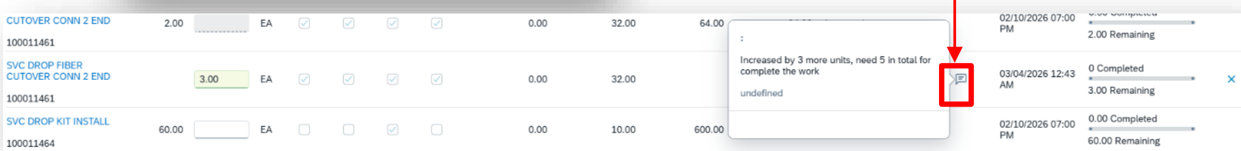
- Click the **Note icon** to add a shared line note with Lumen for review during change request confirmation. Then Click **Ok**



After selecting **OK**, the note is saved. Select the **Note icon** again to confirm the message is attached to the line.

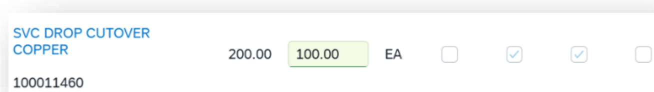


20.4 Reduce the existing AU

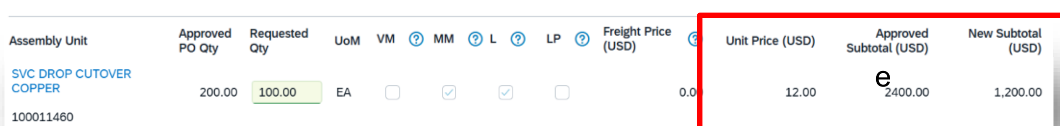
When decreasing the quantity on an existing Assembly Unit line, PGW keeps the same line and updates the requested quantity to the lower value. In practice, the new quantity represents the revised total amount needed (for example, if the Approved PO Qty = **200** and the updated quantity needed is **100**, the line is reduced to **100**).

Remove Assembly Unit: To remove an existing Assembly Unit completely, follow the same steps and enter a Requested Qty of 0. Once confirmed by Lumen, this line will be marked for deletion and removed from the PO.

- Locate the AU line that needs a reduction and enter a lower value in the Requested Qty field, then press Enter to apply the change.



Review the recalculated values on the line, including the updated **New Subtotal**.



After decreasing the quantity, the **New Subtotal** updates to reflect the lower value based on the approved/unit pricing.

- Review all requested changes and confirm they are ready to be submitted, and click Submit Change Request

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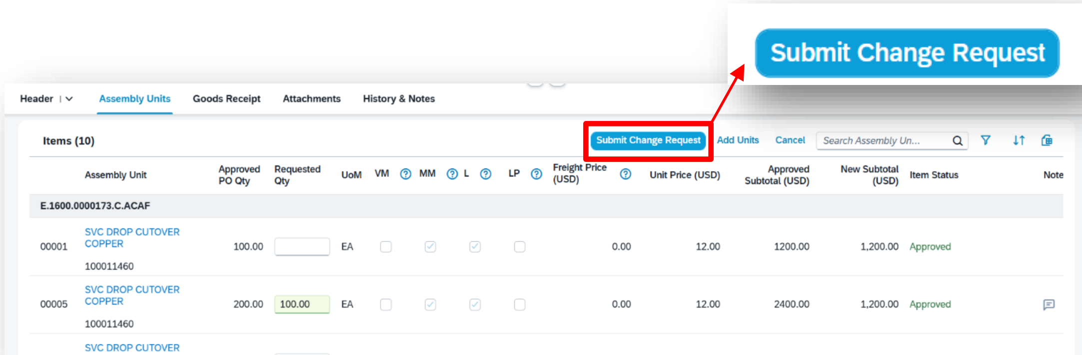
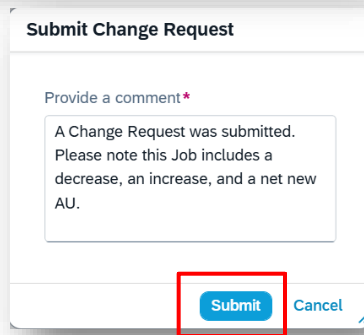
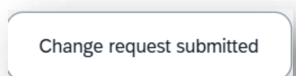


The Submit Change Request window is displayed. Enter a comment (mandatory) and proceed with submission. A confirmation message appears indicating the Change Request has been submitted.

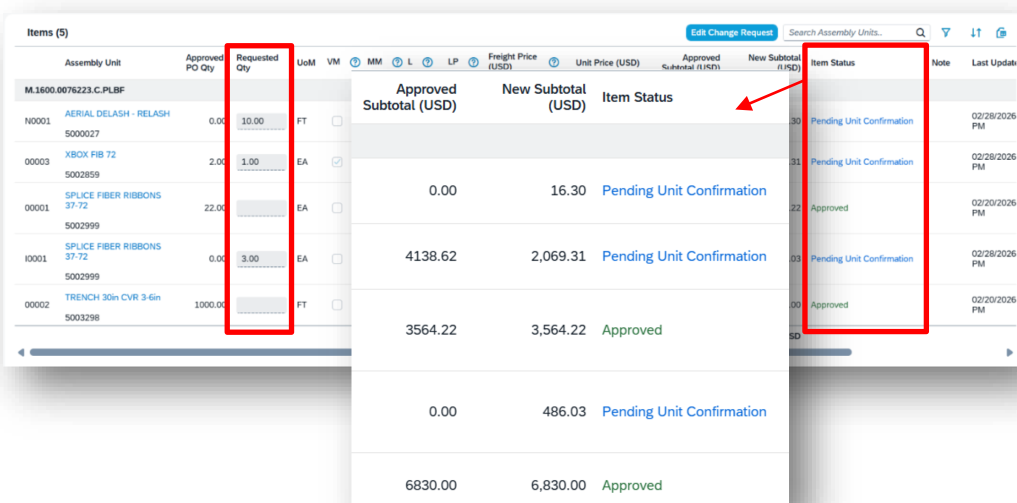
- Click Submit.



After submission, a toast message appears at the bottom of the screen.



The item-level **Item Status** updates to **Pending Unit Confirmation**. Any note entered for the line is displayed in Lumen and serves as guidance on whether to accept or reject the requested change. The mandatory comment entered in Submit Change Request pop-up is displayed below the Assembly Units table in the Timeline and Comments section. The header-level **PO Status** updates to **CR in Progress**, and the fields return to **read-only** mode to prevent further changes while the change request is in progress.



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SCENARIO: THE CHANGE REQUEST HAS BEEN SUBMITTED AND IS NOW PENDING LUMEN'S RESPONSE.

This is the first action that triggers a notification. When Lumen responds to the Change Request, the update is delivered based on the preferences set in Message Settings, either as an email notification and/or as a Message Center notification. If only Message Center is selected, log in to PGW and check the Message Center to confirm whether a response has been received.

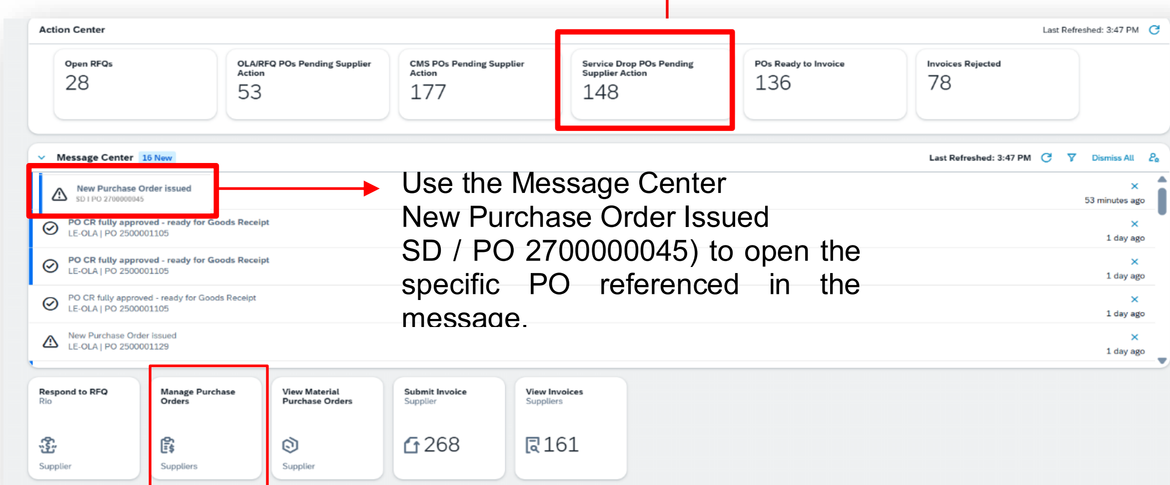
This step relates to the Action and Manage Center settings. For complete instructions, refer to: Module 1. Getting Started in PGW: Overview, Login, Preferences, and Navigation. Section: 6. Home Page Navigation. Action Center, Message Center, and Action Tiles, Page 13.

20.5 Lumen Rejects a Change Request

➢ Log in to PGW and open the **Home Page**.

Each time PGW opens to the Home Page, there are three ways to continue the process:

Use the **Action Center tiles** / SD POs Pending Supplier Action to list POs waiting for an action



Manage Purchase Orders Tile, where the full list of POs is available. This is how the process started the first time in this training.

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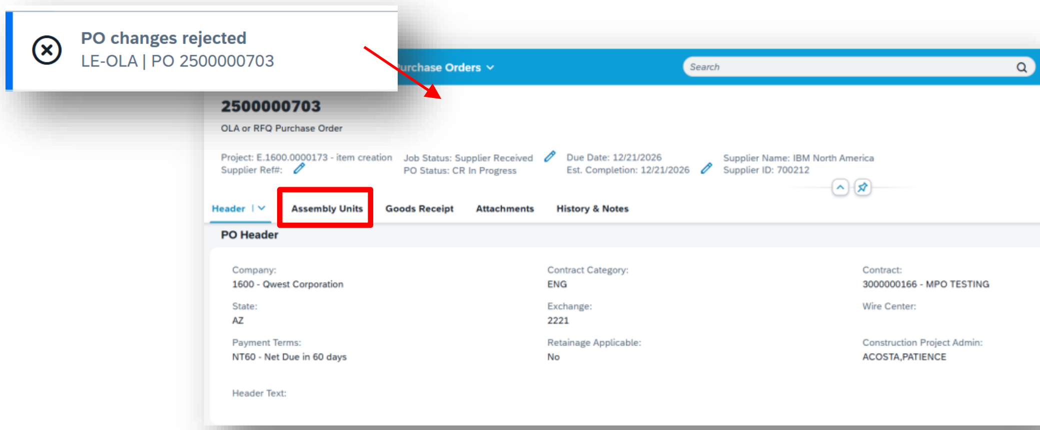
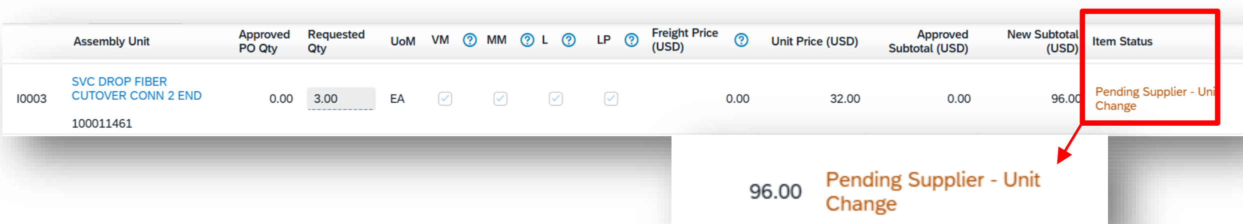
- Select **Message Center**, then open the message related to the PO Change Request rejection. The system redirects directly to the specific PO that requires attention. Then Click on the Assembly Units Tab

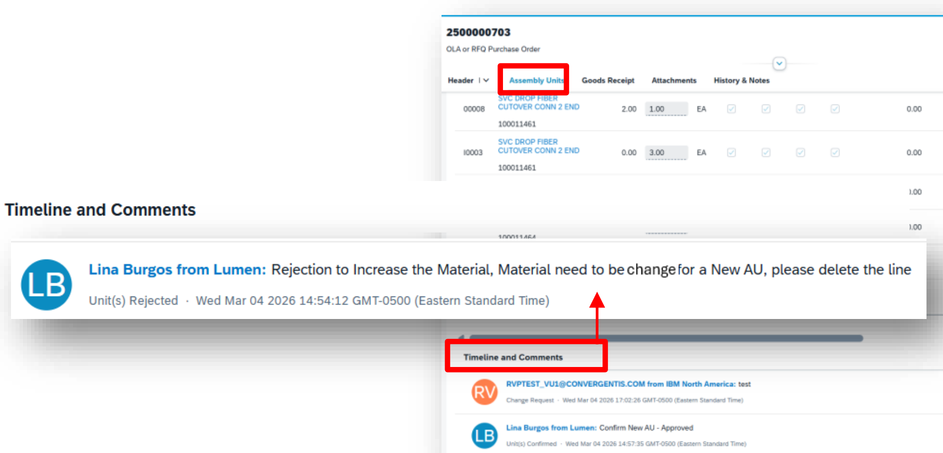


If Lumen rejects, the line returns to the supplier with **Item Status = Pending Supplier – Unit Change**, and the rejection feedback is captured for traceability in the Time & Comments at the Bottom of the table



- Review the outcome in Timeline & Comments (rejection note).

Use the rejection feedback to either revise and resubmit the requested quantity or withdraw the change by reverting the Requested Qty back to the approved value.



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LUMEN REJECTS THE CHANGE REQUEST AND REQUESTS THAT THE UNITS BE WITHDRAWN FROM THE ASSEMBLY UNIT.

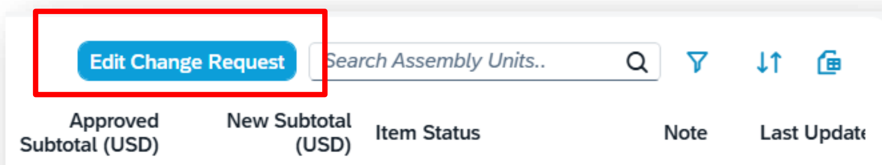
20.6 Remove or Withdraw Unit for an Existing Assembly Unit

You can withdraw your change request by entering a Requested Qty that is equal to the Approved Qty.

- For NEW and INCR lines (indicated by line numbers starting in N or I), the Approved Qty is 0, therefore you must enter 0 in the Requested Qty column to remove the line and withdraw the change request. This will be the most common scenario.

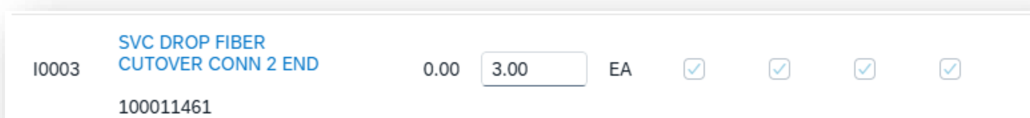
- For existing lines, the Approved Qty is greater than zero, therefore you must enter the same amount as the Approved Qty to withdraw the change request (for example, if the Approved PO Qty is 200, and you first entered a Requested Qty of 100, which Lumen rejected, you can update the Requested Qty field to 200, thereby withdrawing the change request).

➢ From the **Assembly Units table toolbar**, select **Edit Change Request**.



The table switches back to **edit mode**.

➢ Locate the Line that was rejected and needs to be removed



➢ In the **Requested Qty** column, enter **0** for the line to be removed.

➢ Then select **Submit Change Request** in the top-right of the table (as performed earlier).

A Message Window is displayed with “Requested and Approved quantities are the same. This will be automatically confirmed and the pending change request withdrawn”.

➢ Click Continue

Once the change is submitted and approved, and the PR/PO sync is completed, the line is marked for deletion at the back end. The PO line is then removed from the Assembly Units table

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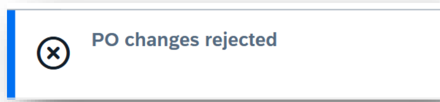
Note: These same steps apply to both removing an approved line item and withdrawing a change request.

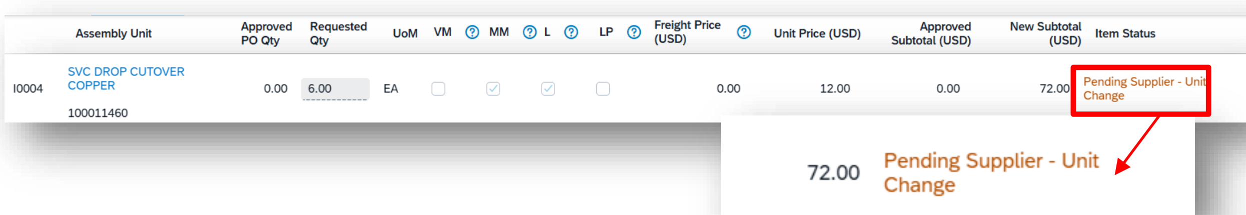
Scenario: Lumen rejects the change request and asks to decrease the units from the Assembly Unit.

Note: Follow the same steps as in "Reduce the existing AU". (Page 61)

- Select **Message Center**, then open the message related to the PO Change Request rejection. The system redirects directly to the specific PO that requires attention. Then, click on the Assembly Units Tab

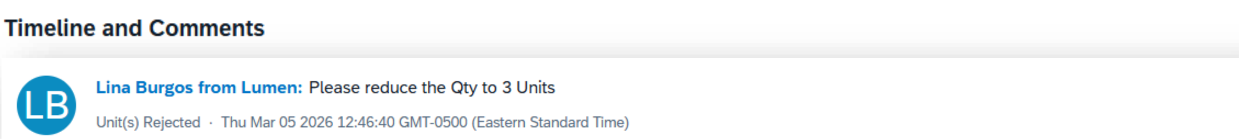


If Lumen rejects, the line returns to the supplier with **Item Status = Pending Supplier – Unit Change**, and the rejection feedback is captured for traceability in the Time & Comments at the Bottom of the table

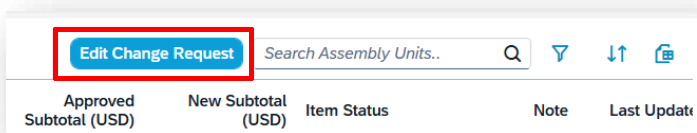


- Review the outcome in **Timeline & Comments** (rejection note).

Use the rejection feedback to either revise and resubmit the requested quantity or withdraw the change by reverting the Requested Qty back to the approved value.



- Select Edit Change Request



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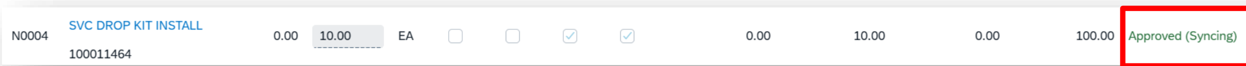
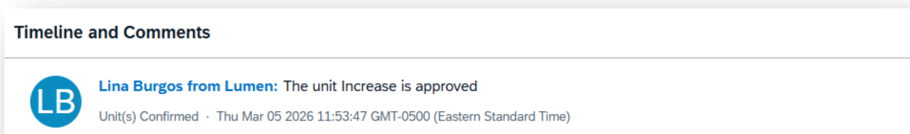
➢ Locate the AU line that requires a reduction, enter the **Requested Qty by Lumen** in the **Requested Qty** field, then press **Enter** to apply the change. Review the recalculated values on the line, including the updated **New Subtotal**, then select **Submit Change Request**.

20.7 Lumen Approves a Change Request

After a Change Request is submitted, Lumen reviews the request for confirmation. If confirmed, the line moves forward through approvals and synchronization. During this time, the table reflects the progress through **Item Status** updates, first **Approved (Syncing)**, then **approved** once synchronization is complete.



➢ Review the outcome in **Timeline & Comments** (rejection note).



Once the line item is **approved** and the work is complete, proceed with the **Goods Receipt**.

20.8 Pending Financial Approval

When Lumen confirms a line item, financial approval may still be required (LE) Lumen can confirm a line-item change, but if the change increases the PR/PO value beyond the allowed tolerance or exceeds available budget, the line does not go straight to sync. Instead, it can move into **Pending Financial Approval** (EFAA workflow). If the budget is insufficient, the change is blocked until the budget issue is resolved.

- *Item Status workflow through Financial Approval → Sync → Ready for Goods Receipt*

After a line item is sent for financial approval, it progresses through this Item Status sequence until it becomes eligible for execution (Goods Receipt):

- **Pending Financial Approval** – The line is in the EFAA workflow and cannot be edited while approval is pending.
- **Approved (Syncing)** – Financial approval is completed, and the change is queued for PR/PO synchronization.
- **Approved** – Synchronization is complete, and the updated values are reflected on the PO line.

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Related statuses (exceptions):

- **Budget Error**: The change failed the budget/commitment control check.
- **EFAA Rejected**: The approver rejected the financial approval request.
- **Pending Supplier – Unit Change**: Lumen rejected the unit change and returned it to the supplier for correction and resubmission.

21. Goods Receipt Tab - Deep Dive

Use the Goods Receipt tab to record work completion against the Assembly Unit (AU) line items on the PO. Goods Receipt supports partial Goods Receipts, meaning a single AU line can be receipted in multiple submissions over time as work progresses. This allows completed work to be confirmed immediately, without waiting for the full job to be 100% complete.

For Service Drop, Goods Receipt is not the first step in completion.

- First, update Job Status = Install Completed and select the correct Sub-status. After that, continue to the Goods Receipt tab to confirm the completed work.

Before processing Goods Receipt, review the PO Status in the PO header.

For Service Drop, Goods Receipts are not allowed when the PO is in:

- **Pending Supplier Confirmation**
- **Units Not Confirmed / Not Ready for GR**
- **Units Confirmed / Not Ready for GR**
- **Closed**

Goods Receipts are allowed when the PO is in:
- **Units Approved / Ready for GR**

Note: If the PO is in CR In Progress, Goods Receipt is allowed only for items that are not included in the active change request and are not syncing.

21.1 Change Request impact (Blocked lines)

When a PO is in **CR In Progress**, the tab displays a message indicating that items with an in-progress change request are blocked and cannot be processed for **Goods Receipt**. In SD, this blocking applies to the affected lines, while other eligible lines may still be processed if they are not part of the active change request and are not syncing.

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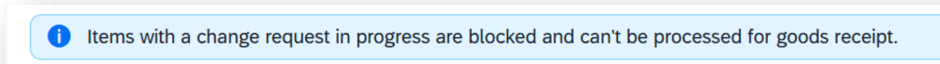

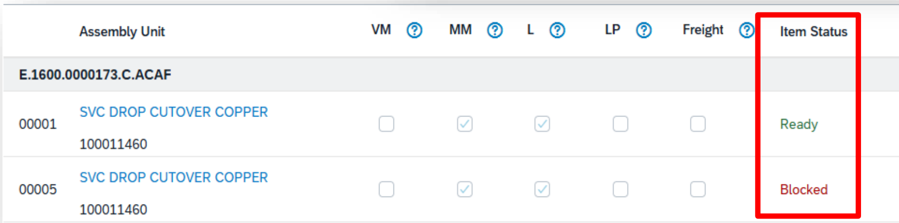

Ready = GR can be entered and submitted for the line.

Blocked = a change request or Sync is in progress

- *Good receipt Item Status:*
  - **Ready** – the line is available for Goods Receipt processing.
  - **Blocked** – a PO Change Request is in progress for that line, so it cannot be processed for Goods Receipt.
  - **Completed** – the line has been marked complete, so it cannot be processed for additional Goods Receipts.

- *Table toolbar and working with the list (top-right of the table)*

On the **Goods Receipt** tab, the Items table provides the execution controls needed to work efficiently:

- **Submit** button to post the **Goods Receipt** entries entered for the current submission
- **Search Assembly Units** field to locate a specific AU line
- **Sort/List** icon and **Filter** icon to organize and narrow the visible line items

This table includes a toolbar at the top-right, with **Search Assembly Units**, **Sort**, and **Filter**.

For complete navigation instructions, refer to Module 1 – Supplier Overview – PGW UI Navigation Overview – Working with Filters and Tables

The Table includes these Columns:

Each row represents an AU line item and displays the fields needed to confirm work:

- **Assembly Unit** (AU description + AU number below it)
- Component indicators shown as checkboxes: **VM**, **MM**, **L**, **LP**, **Freight** (displayed as read-only indicators of what components exist on the AU line)
- Item Status
- Approved PO Qty
- Completed Qty
- Remaining Qty
- **Qty to Complete** (editable when the line is Ready)
- **UoM** (example shown: EA)
- **Work Unit Completed** (checkbox used to indicate final delivery / no further quantity expected)

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21.2 Validations and completion behavior (what the system enforces)

The system prevents incorrect postings and controls final delivery:

- **Over-posting is not allowed: Qty to Complete** must be less than or equal to **Remaining Qty**. If it is higher, the system returns an error and prevents submission.
- If Qty to Complete = Remaining Qty, the system automatically checks Work Unit Completed.
- If **Work Unit Completed** is checked while **Completed Qty** is still less than **Approved PO Qty**, the system triggers an automatic **PR/PO** update, so **GR / Invoice / PR / PO** quantities remain aligned.
- Lines with **Completed** status are disabled to prevent further **GR** submissions, and **Blocked** lines are disabled to avoid conflicts with **Change Requests**.

SCENARIO: AS WORK IS COMPLETED ON THE JOB, SUBMIT A PARTIAL GOODS RECEIPT TO RECORD THE QUANTITIES COMPLETED TO DATE.

21.3 Partial Goods Receipts (how it works and why it matters)

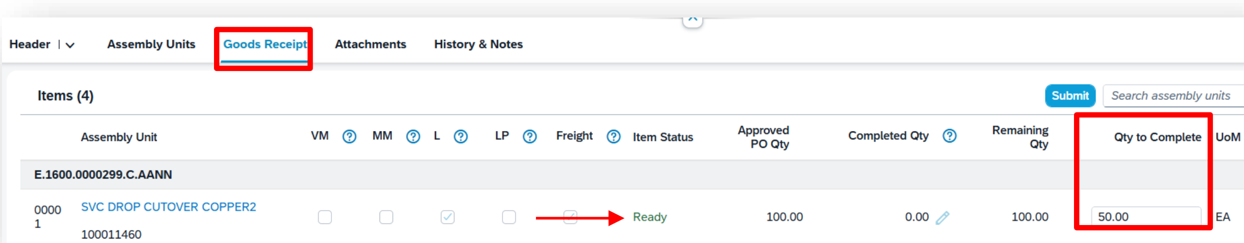
Partial GR is enabled by the quantity tracking fields on the screen:

- **Approved PO Qty** is the total quantity on the PO line.
- **Completed Qty** shows the quantity already submitted through previous Goods Receipts in the Qty to Complete field.
- **Remaining Qty** shows the quantity still not yet completed and submitted through Goods Receipts.
- **Qty to Complete** is the quantity entered for the **current** GR submission.

Because partial GR is supported, **Qty to Complete** can be less than the Remaining Qty, allowing repeated submissions until the line is fully completed.

This confirms progress on the completed AU lines while leaving the remaining quantities open for future Goods Receipts as the rest of the work is finished.

➢ Open Manage Purchase Orders, locate the target PO, open it, then go to the Good Receipts tab. Select a line where **Item Status** is **Ready**, then locate the **Qty to Complete** Column. Confirm that the field is editable, then enter the partially completed quantity.



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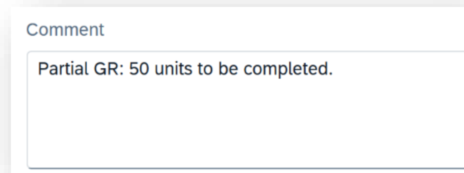
When submitting a **Goods Receipt**, use the **Comment** field to document what was completed in that GR (what work was finished, what portion is being confirmed, any job context). Once the GR is posted, those receipted quantities become the basis for invoicing, **and invoices are created from completed GR quantities**.

From a process-traceability standpoint, PGW treats GR as the "work complete" event that drives invoicing readiness: the **POs Ready to Invoice** count is based on POs with at least one line-item **that has been goods-received but not yet invoiced**.

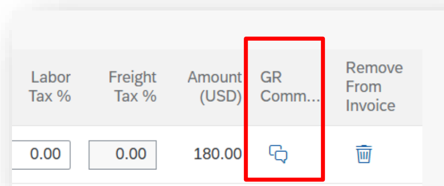
- At the bottom of the screen, locate the **Comment** section and enter clear Good Receipts (GR) comments.



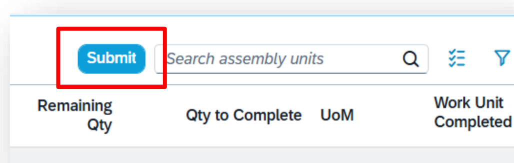
If a Goods Receipt is submitted for multiple lines, the GR comment is carried forward to each of those lines when Submit Invoices is run. Since invoices can reflect quantities from different GR submissions, each line can display a different comment depending on which GR entry created the receipted quantity.

Note: **Comments column**/area tied to the receipted work (so the GR → invoice trace is visible without re-explaining the job each time).

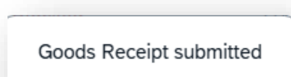
On the invoice, the GR comment is indicated by a **Message icon**, showing that the comment is carried forward and visible.



- Select **Submit** in the top-right of the table.



After submission, a toast message appears at the bottom of the screen.



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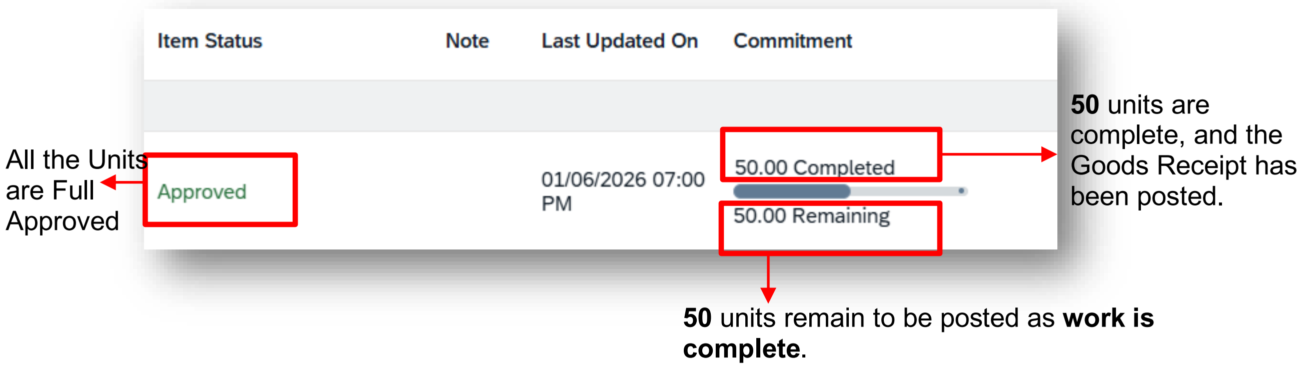
- *The Commitment chart for the Assembly Units tab*

As reviewed earlier, **Commitment** is a column in the **Assembly Units** tab. It provides an at-a-glance visual summary of the same quantity execution data used in the **Goods Receipt** tab.

Note: Use the Goods Receipt tab to post quantities; use the Commitment chart as the at-glance indicator of how much of each AU line is Completed versus Remaining after GR postings.

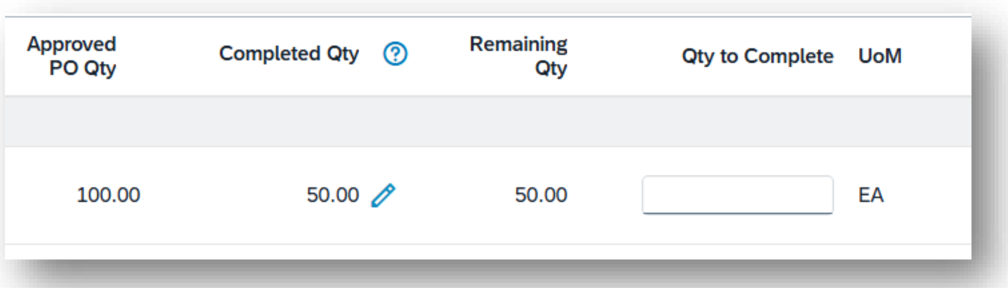


21.4 Reverse Goods Receipts (how it works and why it matters)

The **Reverse Goods Receipt (Reverse GR)** process is used to **reverse a previously posted Goods Receipt when a quantity was received in error or needs correction.** This may be required when an invoice is rejected by Lumen to correct the invoice quantity. Reversing a GR reduces the **Completed Qty** and increases the **Remaining Qty** on the affected AU line, restoring the line to the correct execution state so the right quantity can be posted again later. This keeps the PO execution record accurate and aligned with the actual work performed.

Reverse GR follows the same execution controls as GR: only eligible lines can be processed, and the correction should be performed before continuing with additional receipts and invoicing activities to ensure quantities remain consistent across the PO line and its progress tracking.

Quantity that is invoiced and is pending approval from Lumen or already approved cannot be reversed. Quantity which has not been invoiced or for which the invoice was rejected can be reversed.



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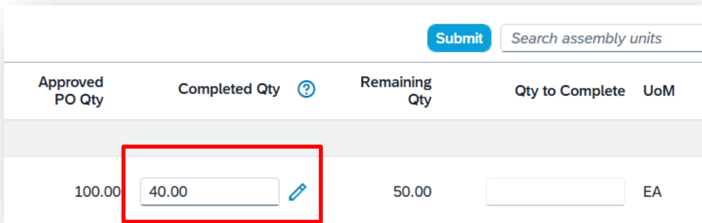
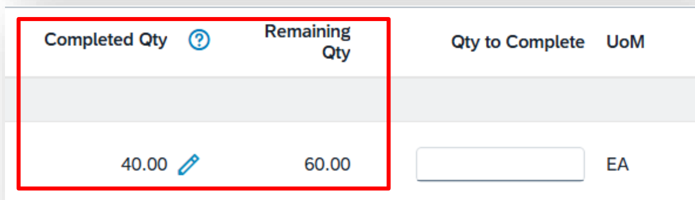
- Open Manage Purchase Orders, locate the target PO, open it, then go to the Good Receipts tab. Then locate the **Qty Complete** Column. Click the pencil icon next to the completed quantity to enter edit mode

- Enter the updated **Completed Qty** (for example, to reverse **10** out of **50**, enter **40**). Enter the quantity that is truly finished so the system can calculate and apply the reversal correctly. Then select **Submit**



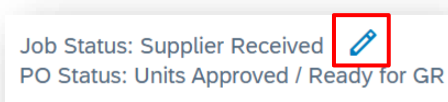


After the reversal, **Completed Qty** is **40** and **Remaining Qty** is **60—10** units were reversed.

21.5 Complete Goods Receipt for All Line Items

Before you can submit a complete Goods Receipt for a Service Drop PO, first complete the SD-specific completion step in the Title Area.

- In the **Job Status** field, select the blue pencil icon.



- In the **Update Job Status** window, select **Install Completed** in the **Job Status** field, select the appropriate **Sub-status**, enter the required note, and then click **Update**.

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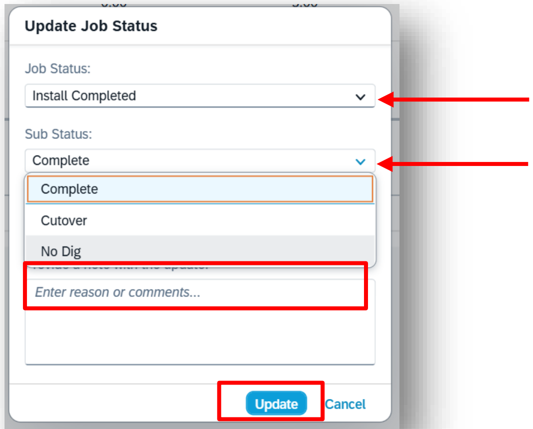
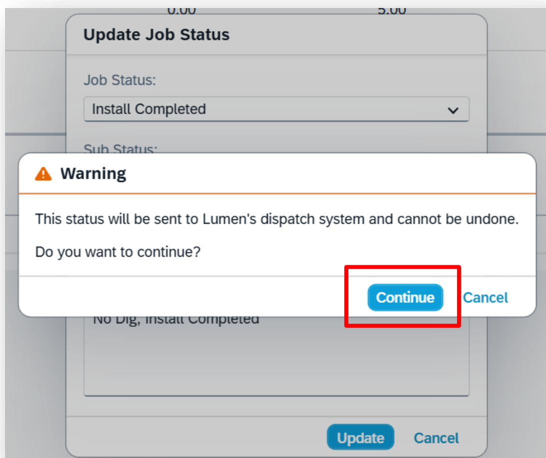
A warning message is displayed

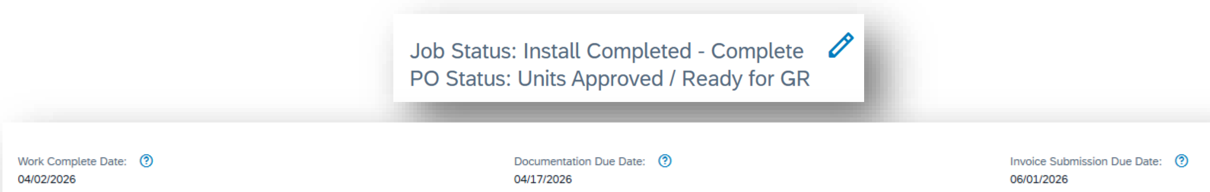
.



- Click **Continue** to complete the **Job Status** update.



The Job Status is updated, and the system automatically populates the Work Complete Date, Documentation Due Date, and Invoice Submission Due Date fields at the bottom of the screen.



- Validate Documentation Due Date (15 Calendar Days after Complete Date)

Defines the deadline by which all required supporting documents. This date is set to 15 days after submission and represents the timeframe required by Lumen to complete necessary inspections, as-builts, paperwork, and restorations to be completed (for example, Bill of Lading, Packing List, certificates)

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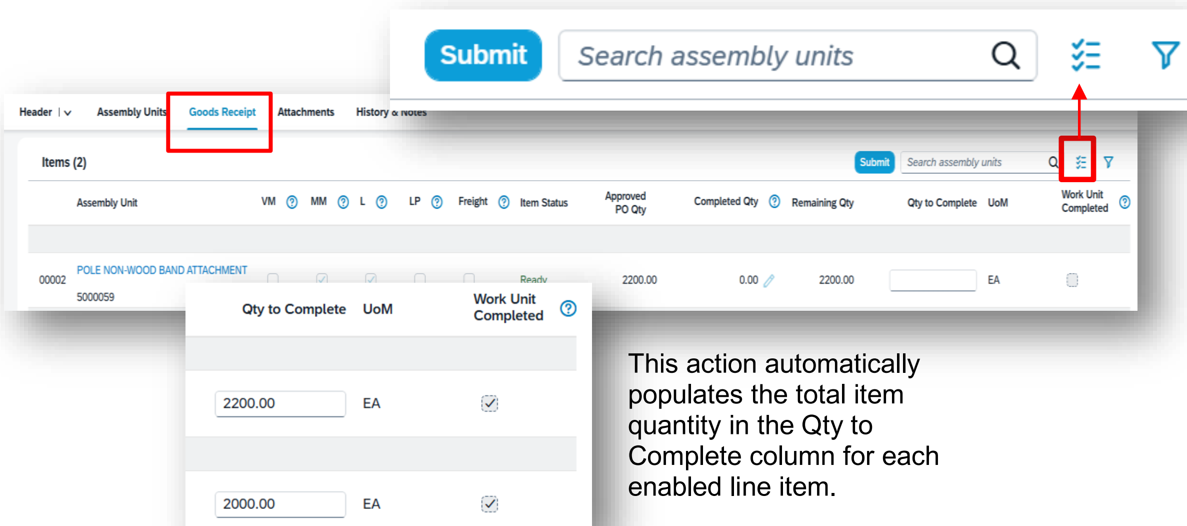
- ➢ Validate Invoice Submission Due Date (60 Calendar Days after Complete Date)

The displayed Invoice Submission Due Date matches the expected 60-day calculation. This date is Lumen's deadline for submitting all invoices related to the Purchase Order to avoid penalties.

Open the Goods Receipt tab. To complete all remaining eligible work on the PO, either click the Complete All icon in the top-right area of the table or manually enter the remaining quantity in the Qty to Complete field for each eligible line, then mark the line as complete by selecting Work Unit Completed.

When **Qty to Complete = Remaining Qty**, the system automatically selects **Work Unit Completed**. Lines in **Completed** status cannot be processed again, and lines in **Blocked** status cannot be processed while an active **Change Request** is affecting that line. The system also prevents over-posting by blocking submission if the Qty to Complete exceeds the Remaining Qty.

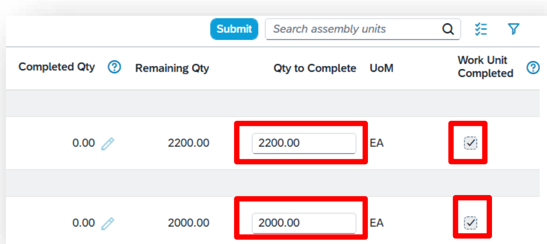
- ➢ On the Goods Receipt tab, click the Complete All button located in the top-right area of the table, next to the Search Assembly Units field (icon with three lines and check marks).



This action automatically populates the total item quantity in the Qty to Complete column for each enabled line item.

Alternatively

- ➢ Enter the total item quantity in each Qty to Complete field and select each checkbox under the Work Unit Completed column to mark the line items as complete. Then



Selecting the Work Unit Completed checkbox indicates that this will be the final goods receipt for this line. Entering a Qty to Complete that is equal to the Remaining Qty will automatically check the Work Unit Completed checkbox.

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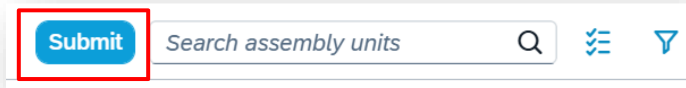
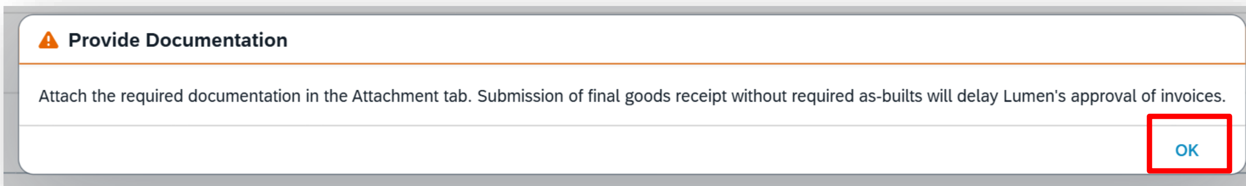
- Click **Submit**



The system displays the Provide Documentation message.

- Click **OK**



After you click OK, the system automatically navigates from the Goods Receipt tab to the Attachments tab. If no documentation is required, or if documentation has been attached, return to the Goods Receipt tab and verify that all dates are displayed correctly on the screen.

Once the GR is submitted, the Work Unit Completed checkbox becomes locked and cannot be unchecked. If additional quantity is needed later, the supplier must submit a formal change request to Lumen

All line items in the Item Status column are updated to Completed.

ALL WORK IS NOW FULLY COMPLETE, AND THE PO IS READY FOR FINAL INVOICING. TO CREATE AND REVIEW INVOICES, CONTINUE TO MODULE 7 – SUBMITTING AND VIEWING INVOICES.

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