

# New Connect Order

## *Summary*

This Desk Reference covers:

**Gathering Information before placing an Order**

**Order > Add Customer Tab**

**Serviceability Page**

**Contacts Page**

**Packages Page**

**Review Page**

**Confirmation Page**

**Additional Steps to Confirm the Order**

This Desk Reference supports the Authorized Reseller audience.

Follow these steps to determine whether the beam is open for sales and confirm that ViaSat-1 is the satellite.

Log into the Support Portal with your Reseller ID and password.

Go to the **Tools** tab.

Service Availability	Installer View
Address Line 1: <input type="text"/>	First Name <input type="text"/>
Address Line 2: <input type="text"/>	Last Name <input type="text"/>
City: <input type="text"/>	Installer ID <input type="text"/>
State: <input type="text"/>	<input type="button" value="Find Installer"/>
ZIP Code: <input type="text"/>	
Sales Channel: <input type="text" value="Reseller Channel"/>	
Customer Type: <input type="text" value="unspecified"/>	
Satellite: <input type="text" value="unspecified"/>	
<input type="button" value="Check Availability"/> <input type="button" value="Clear"/>	

Using the full, USPS-approved street address for the service location, complete this form. This must include the Zip code, and preferably, Zip+4. Leave the Satellite field as 'unspecified'. Click **Check Availability**.

The results appear. Check the line 'Is Service Available'. The answer must be 'yes'.

It is also helpful to note the satellite, as this will help a reseller understand the plans that will be available.

Viasat<sup>™</sup> Support Portal

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Basic

Service Availability	
ZIP Code	95035
Is Service Available	yes
In a Stimulus Region	NO
Service Date	2018-02-12
Available Speed	9999.0
Latitude	37.435909°
Longitude	-121.8483°
Azimuth	102.3°
Elevation	21.2°
Skew	135.8°
Boom Arm Angle	1.8000000000000007°
Antenna Pointing Angle	
Satellite	ViaSat-2-Small
Beam	701
Polarization	RIGHT
Override Status	OPEN
Gateway ID	161
Gateway Name	Not Applicable
Modem Key	G5N5-QP24-HPCW-PBXN-5KS8-99C7

Search Again

Installer View	
First Name	<input type="text"/>
Last Name	<input type="text"/>
Installer ID	<input type="text"/>
Find Installer	

## Order > Add Customer Tab

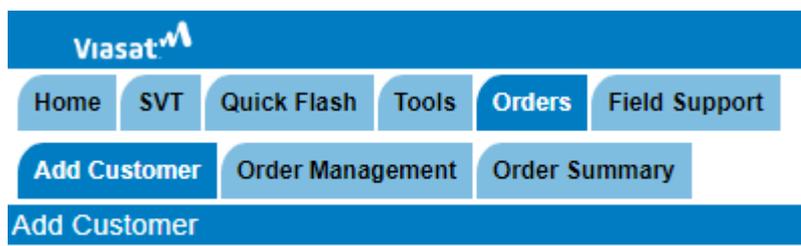
Now the Reseller is ready to enter the order for Viasat Internet. Go to the Support Portal, and click the Orders tab. Follow these steps to enter a New Connect order. The process involves completing five (5) forms, using information gathered from Service Availability, The Plan Selector Tool, and the Customer.

**Tip!** It is best to have the Customer available, when entering the order for two reasons:

- they can confirm the address information
- they can provide payment information directly, without the dealer writing it down.

Writing down payment information, and then disposing of the information incorrectly, may be a PCI/DSS compliance violation.

After logging into the Dealer Support Portal with your Self-Installing Dealer ID and password, click the **Orders tab**, and confirm that the Add Customer tab is highlighted (dark blue)



The Progress bar shows the Serviceability page highlighted (light blue). The Progress bar may be used to return to a previous page, but it does not allow the dealer to jump forward in the Order Entry process.



## Serviceability Page

In the **Transaction Info** box, do the following:

- In the Customer Type box, select **Residential**
- Confirm the Transaction type is **New Connect**.
- Add a **Referral Source**, if necessary

See image below.

In the **Service/Installation Info** box, do the following:

- Type the Customer's **First, Middle Initial, Last Names,** and **Suffix** (if required)
- Type the Customer's USPS-standardized **street address of the location where the service will be installed.**
  - Do not use a P.O. box.

- Do not use an address that is made-up, 'close enough' etc.
- Type the Customer's **City, State, Zip+4, primary** and secondary (if desired) **phone numbers**.
- Type the **email address** the Customer wants as his/her contact email.
  - This must be an existing email address.
- Click **Next** to move the order forward; click **Start Over** to clear the forms.

**Note:** Required fields have a small red asterisk to the right of the field box.

See image below.

The address is verified as a USPS standardized address.

- If minor changes are needed to standardize the address, the system automatically makes these changes. For example: 555 Ravenna Blvd, 98125, might be changed to 555 NE Ravenna Blvd, 98125-6427.
- If the address is not recognized, the system presents a page with alternative addresses. If alternatives are not presented, then verify the address using the **US Postal Service Zip Code Lookup** link. This link opens the USPS Zip Code web site, where the dealer and Customer may work on the address to arrive at the standardized address.
  - If the USPS Zip Code web site is unable to locate the Customer's correct address, it is very unlikely that the Customer's site may receive Viasat service. The order **should not** be entered.

See image below.

Viasat Support Portal Logout

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Add Customer Order Management Order Summary

Add Customer

Progress: [Serviceability](#) [Contacts](#) [Packages](#) [Review](#) [Confirmation](#)

**Transaction Info**

Sales Channel	Reseller Channel	Order Sold By	wispwdoak
Customer Type	Residential	Referral Source	
Transaction Type	New Connect		
Transaction Reference			

**Service / Installation Info**

First Name	<input type="text"/>
Middle Initial	<input type="text"/>
Last Name	<input type="text"/>
Suffix	<input type="text"/>
Address Line 1	<input type="text"/>
Address Line 2	<input type="text"/>
City	<input type="text"/>
State	Please Select
ZIP Code	<input type="text"/> - <input type="text"/> <a href="#">US Postal Service ZIP Code Lookup</a>
Primary Phone	<input type="text"/> ext <input type="text"/>
Secondary Phone	<input type="text"/> ext <input type="text"/>
Email Address	<input type="text"/>
Or <input type="checkbox"/> No email address	

Next Start Over

The SERVICE address you entered cannot be verified. Please select one from the following table.

<input checked="" type="radio"/>	Address Entered	123 Ravenna Blvd Seattle WA 98125
----------------------------------	-----------------	--------------------------------------

Previous Next

## Contacts Page

The Progress bar shows the Contacts Page highlighted.

Progress: [Serviceability](#) [Contacts](#) [Packages](#) [Review](#) [Confirmation](#)

In the **Service/Installation Info** box, confirm that all information is correct.

See images below.

In the **Billing Info** box, do the following, if necessary:

- Remove the checkmark from the box Same as

**Service/Installation Info** and click the **blue arrow**.

- Make **any necessary changes** to the Billing Info fields, for example, if their bank account has a P.O. Box for the monthly statement. These fields are optional.

See images below.

The image displays two screenshots of the Viasat Support Portal's Billing Information form. The top screenshot shows the 'Billing Info' section with a checked checkbox labeled 'Same as Service/Installation Info'. A red arrow points to this checkbox. The bottom screenshot shows the 'Billing Info' section with the checkbox unchecked and various fields filled out.

**Top Screenshot: Billing Info Section**

Service / Installation Info	
Name	Frankie Customer
Address	198 SOUTHWEST FIELDING WAY FORT WHITE FL 32038-8274
Primary Phone	3881234567
Secondary Phone	3889876543
Email Address	thecustomerscontactemail@anydomain.com

**Billing Info**  Same as Service/Installation Info

Customer Reference:

Account Reference:

Buttons: Previous, Next, Reset Current Page, Start Over

**Bottom Screenshot: Billing Info Section**

Service / Installation Info	
Name	Frankie Customer
Address	198 SOUTHWEST FIELDING WAY FORT WHITE FL 32038-8274
Primary Phone	3881234567
Secondary Phone	3889876543
Email Address	thecustomerscontactemail@anydomain.com

**Billing Info**  Same as Service/Installation Info

First Name: Frankie

Middle Initial:

Last Name: Customer

Suffix:

Address Line 1: P.O. BOX 777

Address Line 2:

City: FORT WHITE

State: FL

ZIP Code: 32038 - 8274

Primary Phone: 3881234567 ext

Secondary Phone: 3889876543 ext

Email Address: thecustomerscontactemail@anydomain.com

Customer Reference:

Account Reference:

Buttons: Previous, Next, Reset Current Page, Start Over

Click **Next** to move the order forward; click Previous to return to the Serviceability Page. Click Reset Current Page to remove any change made to the Contacts Page; click Start Over to clear all forms.

## Packages Page

The Progress bar now shows the Packages Page highlighted.

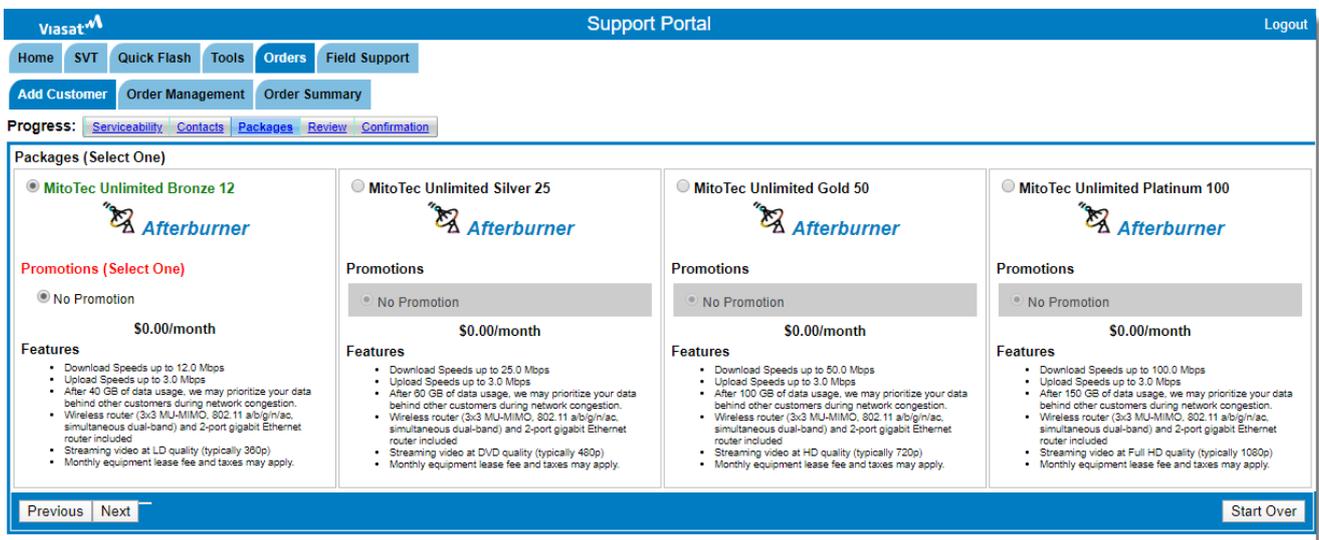
Using the information gathered during the sales process, combined with the results of the Plan Selector Tool, select the desired package/plan.

- Click the **radio button** next to the **package title**.
- Click the **radio button** next to the **desired promotion**.
- **Review the features, price, and disclaimers** with the Customer.

Note: Resellers will see all packages available in the beams they support; however, they may elect to market/sell specific packages.

See image below.

Click **Next** to move the order forward; click Previous to return to the Contacts Page. Click Start Over to clear all forms.



## Review Page

The Progress bar shows the Review Page highlighted.

For each section of the Review Page, **confirm with the Customer that the collected information is correct.**

- If there are errors, use the Progress bar to return to the appropriate page to make the corrections.

See image below.

When all sections are confirmed as correct, click **Submit Order**. Click Previous to return to the Payment Page; click Start Over to clear all forms.

**Viasat** Support Portal

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Add Customer Order Management Order Summary

Progress: [Serviceability](#) [Contacts](#) [Packages](#) [Review](#) **[Confirmation](#)**

Service / Installation Info		Billing Info		Services
Name	Frankie Customer	Name	Frankie Customer	MitoTec Unlimited Bronze 12
Address	198 SOUTHWEST FIELDING WAY FORT WHITE FL 32038-8274	Address	PO BOX 777 FORT WHITE FL 32038-0777	
Primary Phone	3861234567	Primary Phone	3861234567	
Secondary Phone	3869876543	Secondary Phone	3869876543	
Email Address	thecustomerscontactemail@anydomain.com	Email Address	thecustomerscontactemail@anydomain.com	
Service Agreement Reference		Customer Reference		
		Account Reference		

Installation Notes

Previous Submit Order Start Over

## Confirmation Page

The Progress bar shows the Confirmation Page highlighted.

Progress: [Serviceability](#) [Contacts](#) [Packages](#) [Review](#) **[Confirmation](#)**

If the order is successful, a **green border** appears between the Progress bar and the sections of the order. Look for the phrase **Add Customer: Accepted (Pending Completion)**.

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Add Customer Order Management Order Summary

Progress: [Serviceability](#) [Contacts](#) [Packages](#) [Review](#) [Confirmation](#)

Add Customer: Accepted (Pending Completion)  
Order Reference Number: 29300941

Service / Installation Info		Billing Info	
Name	Frankie Customer	Name	Frank
Address	198 SOUTHWEST FIELDING WAY FORT WHITE FL 32038-8274	Address	PO B FOR
Primary Phone	3881234567	Primary Phone	
Secondary Phone	3889876543	Secondary Phone	
	thecust...@anydomain.com	Address	th...

If the order has failed, a **red border** appears around the error message, and the Progress bar returns to the Review Page.

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Add Customer Order Management Order Summary

Progress: [Serviceability](#) [Contacts](#) [Packages](#) [Review](#) [Confirmation](#)

Add Customer: Rejected [▶ Problem Details](#)

Service / Installation Info		Billing Info	
Name	Martin H Short	Name	
Address	555 NORTHEAST RAVENNA BOULEVARD SEATTLE WA 98115-6427	Address	
Primary Phone	2081234567	Primary	
Secondary Phone	2089876543	Seco	
	thecust...@anydomain.com	Email	

Click the **blue arrow** to expand the details and read the **Problem Details**. Occasionally an error appears, but the order does complete. When an error appears, follow these steps to determine the right course of action:

- Go to section **Additional Steps to Confirm the Order**, below, and confirm that the order did not go through. This step is necessary, as simply reentering the order

would create duplicate orders.

- If the order did not go through, then log out of the Support Portal, and close the browser.
- If possible, reopen the browser and clear the browser's cache and cookies.
- Wait 15-30 minutes and repeat the Order process.
- If the order still fails, contact your distributor, or other escalation contact. 720-493-7300 or [DEN-SA-CTR@viasat.com](mailto:DEN-SA-CTR@viasat.com)

If desired, click **Print** to print a paper copy of the Confirmation Page.

Click **New Order** to return to the Serviceability page and enter the next order.

**Viasat** Support Portal

Home SVT Quick Flash Tools **Orders** Field Support

Add Customer Order Management **Order Summary**

Progress: Serviceability Contacts Packages Review **Confirmation**

Add Customer: Accepted (Pending Completion)  
Order Reference Number: 29300941

Service / Installation Info		Billing Info		Services
Name	Frankie Customer	Name	Frankie Customer	MitoTec Unlimited Bronze 12
Address	198 SOUTHWEST FIELDING WAY FORT WHITE FL 32038-8274	Address	PO BOX 777 FORT WHITE FL 32038-0777	
Primary Phone	3861234567	Primary Phone	3861234567	
Secondary Phone	3869876543	Secondary Phone	3869876543	
Email Address	thecustomerscontactemail@anydomain.com	Email Address	thecustomerscontactemail@anydomain.com	
Service Agreement Reference	29300941	Customer Reference	29300941	
		Account Reference	29300941	

Site Information				Installation Notes
Antenna Pointing Aid	1	Azimuth	161.4	
Satellite	ViaSat-2-Small	Elevation	52.4	
Beam	783	Skew	111.1	
Polarization	LEFT	Boom Arm Angle	33.0	

Print New Order

## Additional Steps to Confirm the Order

As a best practice, Viasat strongly recommends that the reseller confirm that the order has been fully completed in the Support Portal. The Order Management sub-tab (next to the Add Customer sub-tab) may be used for this purpose. These

steps may also be used in when an error appears on the Confirmation page.

After the Confirmation appears with a green border, which states that the order was accepted, return to the **Home page** of the Dealer Portal.

Type the **Customer's phone number** in the **Customer Search** field and click **Search**.

See images below.

From the Search Results list, click the **link in the WildBlue Account #** column. This loads the Customer into the Support Portal context. All tabs in the Support Portal now show information about this specific account.

See images below.

Click the **Orders** tab, and then click **Order Management**. The Order Management sub-tab is now dark blue.



If the Provisioning status reads **Pending Active**, then the order has completed. The order is ready for installation.

Order Management

Cancel Add Customer Disconnect Suspend Resume Update Service Cancel Update Service  
 Add Discount Add One-Time Charge Update Contract Update Contact Info Refresh

Service / Installation Info

Provisioning Status	PENDING_ACTIVE
Activation Date	2/12/2015
Service Agreement Reference	403126109
Sales Channel	RESELLER_CHANNEL
Address	198 SOUTHWEST FIELDING WAY FORT WHITE FL 32038-8274
Equipment Plan	NO_EQUIPMENT_PLAN
Contract Term	MONTH_TO_MONTH_AGREEMENT

Billing Info

Subscriber Info

Name	Frankie Customer
Primary Phone	3861234567
Secondary Phone	3869876543
Email Address	thecustomerscontactemail@anydomain.com