# How to SUBMIT A MOVE REQUEST

This quick start guide explains how to raise a move request for all or selective circuits/telephone numbers under a billing account from one physical location to another.

# a. Go to http://sso.verizonenterprise.com.



b. On the Verizon Enterprise Center home page, click the Submit Move/Add/Change/Disconnect Order from the Manage Account mega menu.

- c. On the Create Request Select Request Type and Account page, select the request type as *I want to move my service* from the Select Request Type drop-down menu.
- d. Enter the valid account number and click the Validate button.
- e. On successful validation of the entered account number, click the **PROCEED** button.

Verizon <sup>/</sup> Manage Account Support						
Billing	Service	Orders	Repairs & Troubleshooting			
Make a Payment	View Inventory	Create Order	Create Ticket			
View Invoices	Manage Requests	View Order Status	View Ticket			
Manage Payment Methods Update Paperless Billing View Billing Inquiries Reports Change Billing Address	View Alarms Create Service/Change Request Service Management Reporting Submit Move/Add/Change /Disconnect Original Accounts & Maintenance View		Product Tools Voice over IP (IAC-Admin) Dynamic Network Manager Call Detail and Summary Reports IP Performance Reporting View All			

Create Request			
Select Request Type and Account	Request Details	Review & Submit	
*Select Request Type	<b>~</b>		
"Enter Account Number 555121212	Validate >		
PROCEED >			

f. On the Move Request - Request Details page, click the Yes option button, if you want other contacts to be notified about the request. <OR> Click the No option button.

Note: If you have clicked Yes option button, the add contact section appears and prompts you to enter the first and last name, mail address, country code, contact number, and extension of the contact whom you want to be notified. You can add a maximum of three contacts.

g. Select the type of the service that you want to move from the Select the type of service you are moving dropdown menu.

#### Note:

You will be prompted to enter the details of the service that you want to move. The field elements appear based on the selected service type.

- h. Enter the details of the new location in the Where are you moving your Verizon services? section.
- Select the date that you prefer for the move by clicking the calendar icon present beside the What is your preferred timing? text box.
- j. Click the Yes option button, if you want Verizon to play a referral message. <OR> Click the No option button.

## Note:

If you have clicked Yes option button, a text area appears and prompts you to enter the referral message. The referral message may cost you and it will be charged to your account.

- k. Enter any additional information or instruction that you want to perform during the move request process.
- I. Upload the document and enter the company's internal reference number if applicable.
- m. Click the Next button.

Select Request Type and Account	Request Details	Review & Submit
Account Information		
Account Number:	Invoice Date:	
4241382	2017-03-25	
Enter your Contact Informatio	n	
First Name	Last Name	*E-mail Address
Head	Schoeberl	brad schoebenggetesparecommonities con
Country Code	"Contact Number	Extension (optional)
United States (+1)	+151530977	
Yes No Select the type of service you	are moving	1
Business Lines	~	
*Product/Service Type		
Cloud / Wireless Services	*	
Telephone number(s)		
1234567890		
Where are you moving your V	erizon services?	
country	Address	City
United States	121 High Street	Bosion
State / Region / Province	Zip Code / Postal Code	
BA	1234	
This location is new construction – che	ck if Yes	
What is your preferred timing?		
What is your preferred timing? 03/242017 Would you like Verizon to play Ves No Please specify any special inst	a referral message?	
What is your preferred timing? 03/24/2017 Would you like Verizon to play Ves No Please specify any special inst Test	a referral message?	
What is your preferred timing? 03/24/2017 Would you like Verizon to play Ves to Please specify any special inst Test If you are a third party or agen Upload any relevant documen	a referral message? tructions	orization/ agency (LOA) here:
What is your preferred timing? 03/24/2017 Would you like Verizon to play Ves No Please specify any special inst Test If you are a third party or agent Upload any relevant documen Please attach any files that should go with	a referral message? tructions	orization/ agency (LOA) here: DOCX, PDF, TXT, XLB and XLSx
What is your preferred timing? 03/24/2017 Would you like Verizon to play Ves No Please specify any special insi Test If you are a third party or agent Jpload any relevant documen Please attach any files that should go with Enter your company's internal	a referral message? tructions t please attach your letter of auth ts Browse this request. The file types supported are DOC, reference number for this order,	orization/ agency (LOA) here: DOCK, PDF, TXT, XLS and XLSX. if applicable

- n. On the Move Request Review & Submit page, review the entered move request details.
- o. Click the **Confirm** button.

## Note:

Once the transaction is in progress, a confirmation email will be sent to the requestor email ID. If you do not receive the copy of request as well as request acknowledgement within 24 hours, please contact the VEC helpdesk or customer service to avoid delays in move of service.

Move Request					
Select Request Type and Account	Request Details	Review & Submit			
Review Your Move Request If the information is correct, confirm and submit the request Request Details	L				
What type of service are you moving? Business Lines	Contact Information Requestor Contact:	Brad Schoeberl			
Service Type: Cloud / Wireless Services Phone Numbers: 1234567890		brad schoeberijalifespacecommunities.com +1 +151530977			
Address: 121 High Street City: Boston	Other Point of Conta	icts:			
State/Province: BA Zio/Postal code: 1234					
Country: United States					
This location is new construction Preferred Timing: 3/24/2017					
Special Instructions: Test					
Back Confirm >					

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