

Support of External Inventory ID with Order Management

Time: 25 minutes

ServiceNow Telecom, Media, and Technology (TMT)

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Lab instance credentials

Field	Value
Username	admin
Password	As provided with your lab instance / Magic link

Lab objectives

You will achieve the following objectives:

- Review Product Catalog
- Create Order and instantiate inventory with external ids
- Change Order on the existing inventory using external ids

Scenario

Funco Intl. is a communication service provider. They want to raise an SD-WAN order in ServiceNow for one of the locations. As a part of the upsell and cross and contracting, new features will be launched in the product portfolio, which would lead a customer to amend or change their existing services. This lab will guide how the inventory can be created and amended using external inventory id's from the source system.

Personas

- James Smithson, Product Catalog Manager
- Mike Davis, Order Fulfilment Manager
- System Admin

Section 1 Validate your ServiceNow Instance

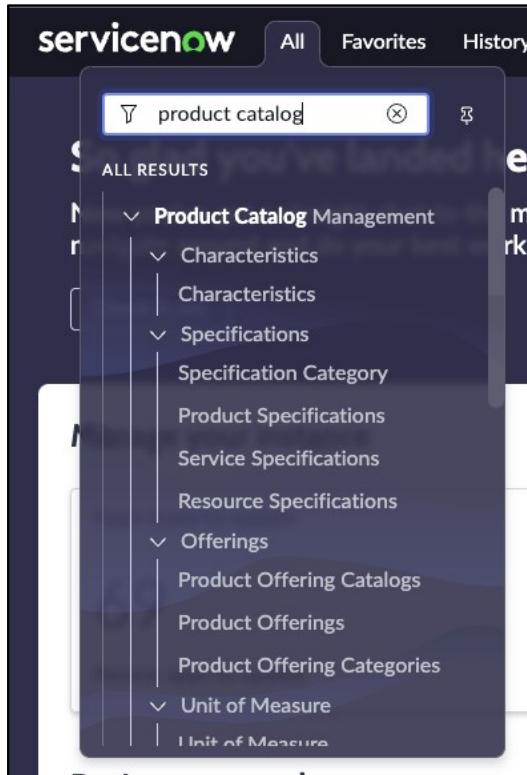
Section 1.1 Login & Validate

1. Log in to the student lab instance using the **Magic Link** provided via email.

Note: The user is logged in as **Admin**.

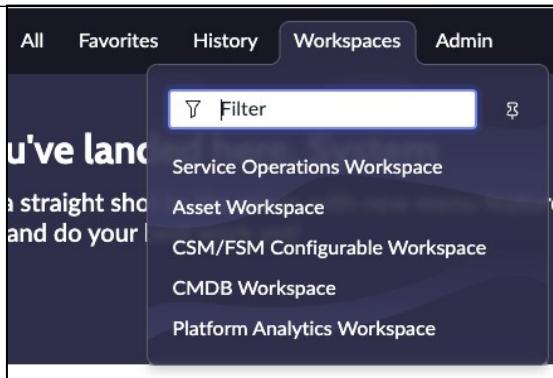
2. Click on **All** and type '**Product Catalog**'.

Validate Product Catalog Management module displays.



3. Click on **Workspaces**,

Validate: CSM/FSM Configurable Workspace displays in the List.



If the Product Catalog modules and/or Workspace are not available in the assigned instance, **please flag this!**

Section 2 Product Catalog Modeling

Section 2.1 Browse the Product Catalog Model

1. Impersonate **James Smithson**, the *Product Catalog Manager*.
 - Select the **System Administrator profile photo** to open the user menu.
 - Select **Impersonate User**.



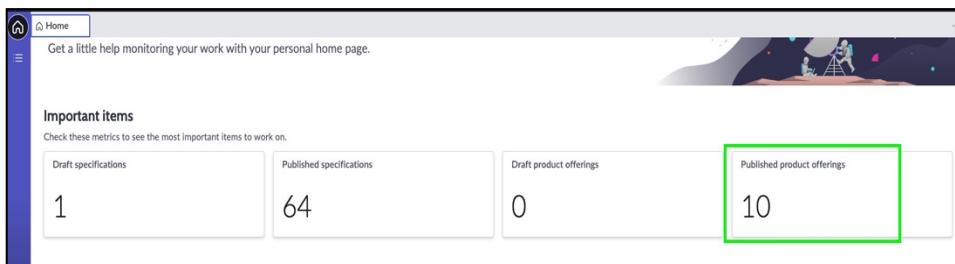
Caption: Image of the user menu with the Impersonate user highlighted.

- In the impersonate user dialogue box, search for and select **James Smithson**.
- Select **Impersonate user**.

Note: Future lab instructions will simply state, "Impersonate <User Name>."

4. Navigate to **Workspaces > CSM/FSM Configurable Workspace**.
5. On the landing page, Click on the **Published Product Offerings** widget.

Note: The landing page is configurable to display information via widgets



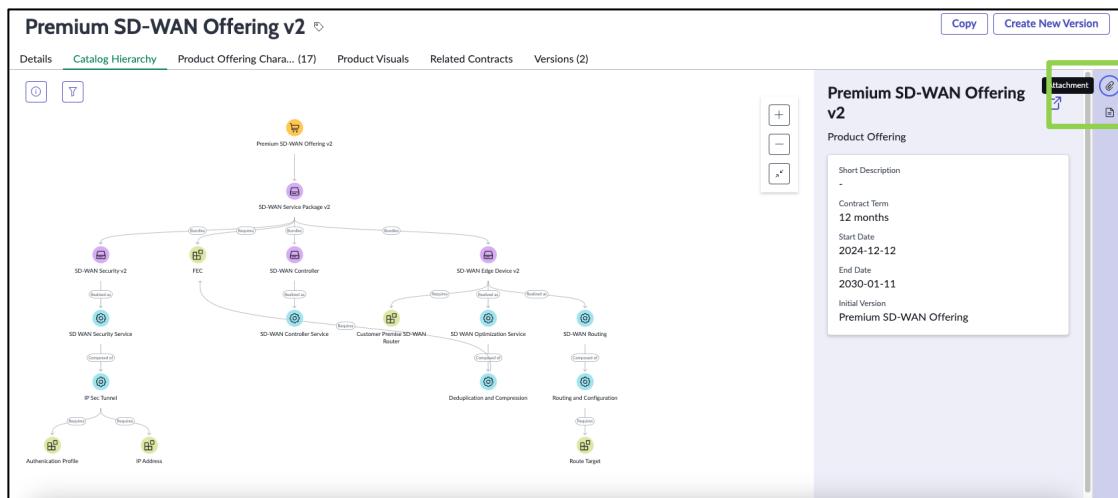
6. From the List, select the PRDOF Number next to the '**Premium SD-WAN Offering v2**' (DisplayName column)

PRDOF00005	SD-WAN Gold Plan	1	SD-WAN Service Package	\$638.2181	\$1,276.4361	12 months	Published	20
PRDOF00006	SD-WAN Bronze Plan	1	SD-WAN Service Package	\$638.2181	\$1,276.4361	12 months	Published	20
PRDOF00007	Premium SD-WAN Offering v2	2	SD-WAN Service Package v2	\$638.2181	\$1,276.4361	12 months	Published	20

Description: Premium SD-WAN Offering v2

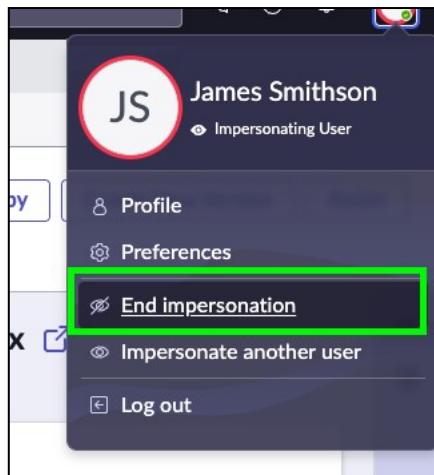
7. Click on the **Catalog Hierarchy** sub-tab after opening the record.

- a. Click on the **Attachment icon** on the right to minimize the Attachments sub-window to get a bigger canvas. Validate if the below type of offering is visible.



8. End Impersonation as James Smithson.

-Click on the user profile at the top right and select **End Impersonation** as shown below.



Section 3 Submit an Add Order with Existing Inventory

This lab will use the demo data for the decision tables and subflows shipped from the platform for order orchestration.

Note: In this Lab, students will use the TMF622 APIs.

- a. edge articles as below. Select the highlighted red article named "**External Product Inventory Support APIs.**"

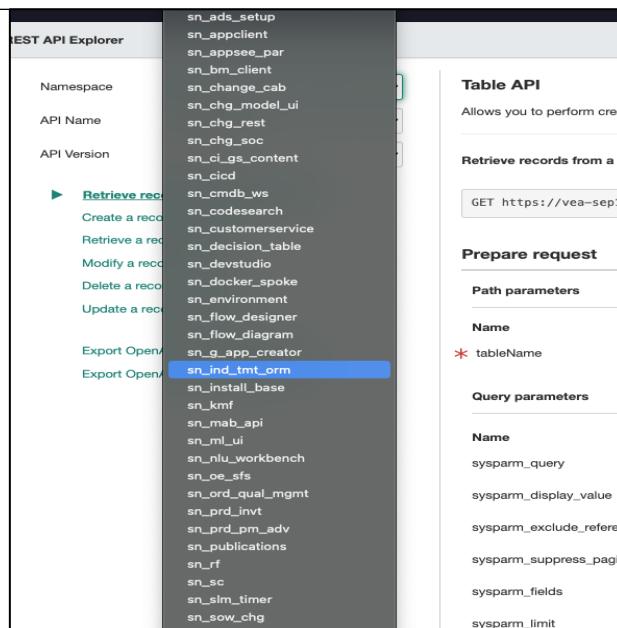
The screenshot shows the ServiceNow Knowledge base interface. At the top, there is a search bar labeled "Search (minimum 3 characters)" and a category filter "Categories" set to "Telecom Knowledge". Below the search bar, there is a "Tags" section. The main content area displays three knowledge articles:

- External Product Inventory Support API's**
Authored by System Administrator • Last updated 14m ago • Rating ★★★★☆
External Product Inventory Support API's...
Knowledge Base: Telecom Knowledge
- TMF 645 Technical Service Qualification**
Authored by System Administrator • 2 Views • Last updated a day ago • Rating ★★★★☆
Sample payload for Technical Service Qualification...
Knowledge Base: Telecom Knowledge
- TMF 622 Suspend and Resume Scenario Payload**
Authored by System Administrator • 1 View • Last updated 8d ago • Rating ★★★★☆
Sample payload for suspend and resume scenario...
Knowledge Base: Telecom Knowledge

Note: You can also retrieve the API JSON files by navigating to **All > Knowledge > Articles** > All, opening the Knowledge article, and downloading the attachment files.

Section 3.2 Trigger Order creation from REST API explorer

1. Navigate to **All > System Web Services > REST > REST API Explorer**.
 - a. Select namespace as **sn_ind_tmt_orm**.



- b. Click on **Product Order open API**.
 - c. Select **Create Order (POST)**.

EST API Explorer

Namespace: sn_ind_tmt_orm

API Name: Product Order Open API

API Version: latest

Product Order Open API

Create Order

POST /sn_ind_tmt_orm/api/sn_ind_tmt_orm/order/productOrder

List Product Order (GET)

Create Order (POST)

Get Product Order (GET)

Patch Order (PATCH)

Export OpenAPI Specification (YAML)

Export OpenAPI Specification (JSON)

☰

- d. Use the JSON payload file saved in your local machine; please use the **external_inventory_Add.json** payload, paste it into the Raw section of the payload, and click **Send**.

The screenshot shows the ServiceNow REST API Request Builder interface. Under 'Request headers', 'Value' is set to 'application/json' for both 'Request format' and 'Response format'. Under 'Authorization', 'Send as me' is selected. A 'Builder' tab is active, showing a JSON payload:

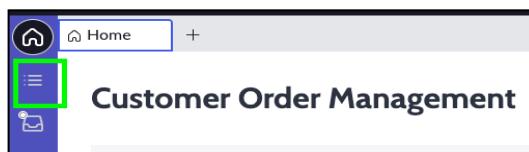
```
{
  "requestedCompletionDate": "2023-05-02T08:13:59.506Z",
  "requestedStartDate": "2023-02-08T08:13:59.506Z",
  "externalId": "PO-456",
  "orderCurrency": "USD",
  "productOrderItem": [
    {
      "id": "0",
      "quantity": 1,
      "action": "suspend",
      "revisionOperation": null,
      "product": {
        "isBundle": false,
        "name": "Product A"
      }
    }
  ]
}
```

Note: Please verify the 201 Created response. Also, note the external inventory provided for each line item in the payload to validate it in the external product inventory and the product inventory tables.

Response	
Status code	201 Created
Execution time (ms)	1155

Section 3.3 View Order details in CSM/FSM Configurable Workspace

1. Impersonate **Mike Davis**, the *Fulfillment Manager*.
2. Navigate to the **CSM/FSM Configurable Workspace**.
3. Click on the **List menu icon** on the top left.



4. From under **Customer Orders** List, click **All** (if not already open) and see the newly created Order.

The screenshot shows the 'All Orders' list in the Customer Order Management workspace. The table has columns: Number, Short description, State, Account, Contact, Consumer, Order date, and Total price. A new order is listed with the following details:

Number	Short description	State	Account	Contact	Consumer	Order date	Total price
ORD0001006	check service qualification illustration	New	Funco Intl	Sally Thomas	(empty)	2023-09-30 20:50:30	£20.4031
ORD0001005		In progress	Funco Intl	Sally Thomas	(empty)	2023-09-30 14:03:18	£20.4031
ORD0001004	check service qualification illustration	Completed	Funco Intl	Sally Thomas	(empty)	2023-09-29 17:42:28	£0.00
ORD0001003	check service qualification illustration	Completed	Funco Intl	Sally Thomas	(empty)	2023-09-29 14:56:59	£0.00

5. On opening the Order, select an **Order Line** record and verify the Order Line Items related tab for **External product inventories**.

Note: You may need to select the **More** option to view the External product inventories related List.

Number	Product specification	Location	Ordered quantity	Order line action	Priority	State	Parent line item	Monthly recurring charges per unit
ORDL0001008	SD-WAN Service Package v2	(empty)	1	Add	4 - Low	New	(empty)	£0.00
ORDL0001009	SD-WAN Controller	(empty)	1	Add	4 - Low	New	ORDL0001008	£0.00
ORDL0001010	SD-WAN Edge Device v2	(empty)	1	Add	4 - Low	New	ORDL0001008	£16.3224

Number	External product inventory id	State
EPI1000001004	EXT001	Valid

Note: Verify the external inventory ID for SD-WAN Service Package v2 is the same as provided in the payload; by default, the state is "valid." If needed, the agent can create a new external product inventory and invalidate the previous one.

Section 3.4 Approve Order

1. On the Order details page, select the **Approve** button.

Note: The order status will change to "**Acknowledged**" after approval and immediately to "**In Progress**." The order line-item state also changes to "**In Progress**."

Orders can be auto-approved as well.

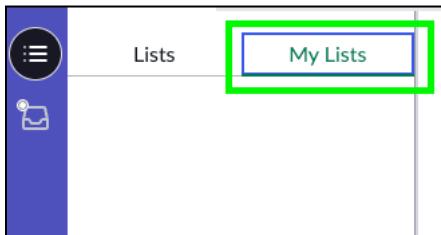
Approving the Order triggers the Order Management Application to refer to the Product Catalog model to determine the decomposition logic of the Order Line Items.

Section 3.5 Prepare to Process Order Tasks

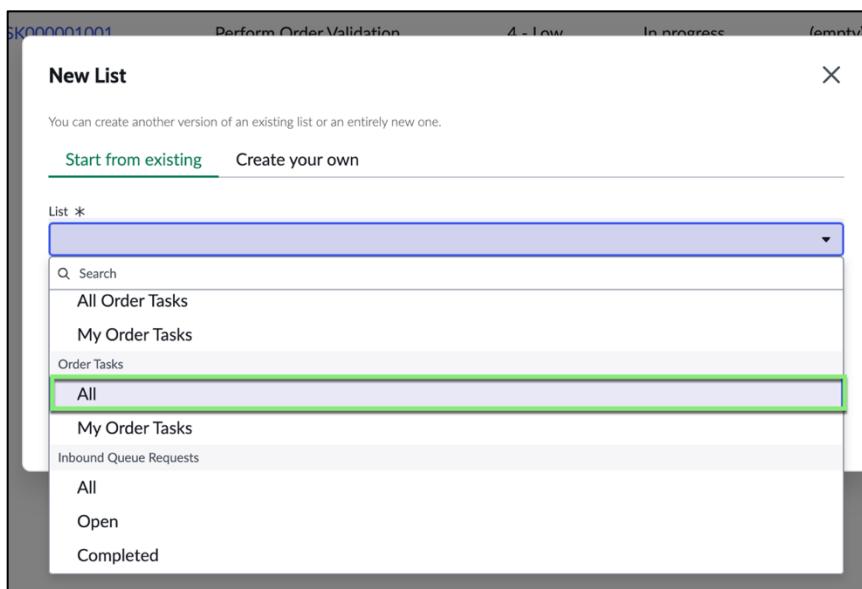
As the Order decomposes, the Decision Table conditions are met behind the scenes, which triggers one or more Subflows.

In this Lab setup, some of the Subflows contain Order Tasks that require manual action. The following section describes actioning these Order Tasks.

1. Continue as **Mike Davis**, the *Fulfilment Manager*.
2. In the **CSM/FSM Configurable Workspace**, please navigate to the **List** view and click on **My Lists**.

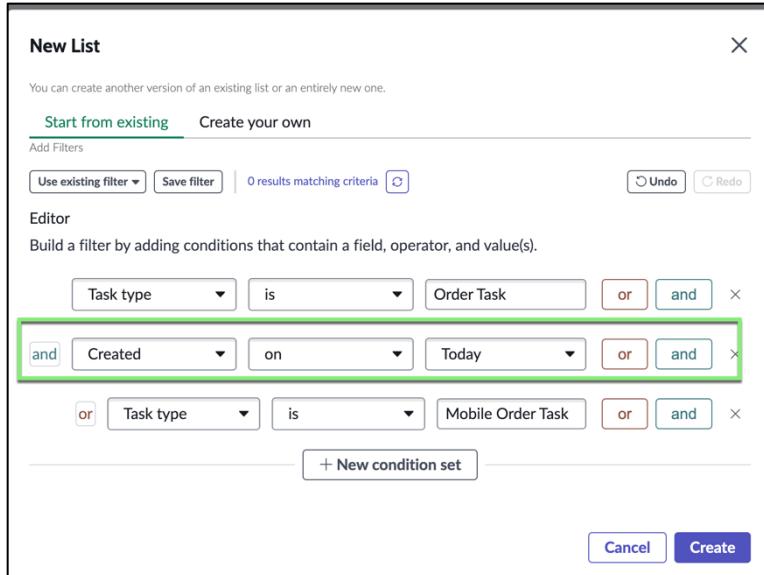


3. At the bottom, select **Add New List**.
4. A pop-up window appears to create a New List.
 - a. Select **Start from existing**.
 - b. Under **List**, from the dropdown, select the existing List – **Orders Tasks > All**
 - c. Rename the List as **Today's Order tasks**.
 - d. Add any additional under Select columns or leave itunchanged.
(Example: **Order Line Item**)



e. Scroll to the Filter Editor and add a new filter condition using the **and** operator.

i. Set the condition as **Created on Today**.



Select to Sort by **Number** ascending. You will need to scroll down to see this option.



f. Click on **Create** and validate the new List is visible under **My Lists**.

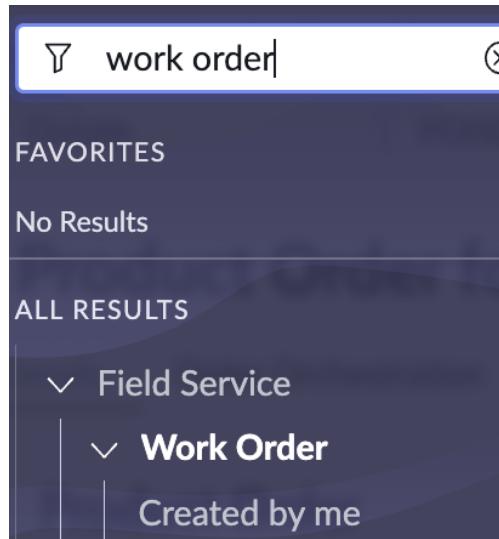
Section 3.6 Process Order Tasks

1. Continue as **Mike Davis**.
2. Notice the first Order Tasks as **Perform Order Validation** from the newly created List under My List. **Close** this task.

3.

Number	Short description	Priority	State	Assigned to	Task type	Jeopardy level
OMTASK000001025	Perform Order Validation	4 - Low	In progress	(empty)	Order Task	None

4. Click on **Filter Navigator** and type **Field Service > Work order>Created by me**.



5. Remove the filter **Created by= mike. davis**.

Note: Add the **Initiated from** column to the List View.

6. Cancel all the Work Orders in the **Draft** state by adding a **Work note** value one by one and are initiated from a Domain Order or Order task.

Number	Priority	State	Short description	Initiated from
WO0010001	4 - Low	Draft	Install SD-WAN service - Add SD-WAN Controller	P00001002 R00001001 OMTAKS000001014 (empty)
WO0010002	4 - Low	Draft	Install SD-WAN service - Add Customer Premise SD-WAN Router	
WO0010003	4 - Low	Cancelled	Install SD-WAN service - Service Design For Optimization for SD WAN Optimization Service	
WO0010004	4 - Low	Work In Progress	Router setup Inter communication	

Work Order WO0010003

Draft → Awaiting Qualification → Qualified → Assigned → Work in Progress → Complete

Number: WO0010003
Company: Funco Intl
Contact: Sally Thomas
Asset:
Affected CI:
Location:
Template: Install SD-WAN service

Opened: 2023-10-01 11:49:02
Priority: 4 - Low
State: Draft
Qualification group:
Initiated from: OMTASK000001014
Billable:

* Short description: Install SD-WAN service - Service Design For Optimization for SD WAN Optimization Service
Description: Install SD-WAN service
Work order for OMTASK000001014: Service Design For Optimization to Add SD WAN Optimization Service

Work notes:

7. Return to the Order details page in the CSM/FSM Configurable Workspace. Open the Domain Order for "**SD-WAN Service Package v2**" from the top order line item of "**SD-WAN Service Package v2**".

ORD0001001

Details Order Orchestration Account Information Order Line Items (3)

Order Line Items 3

Last refreshed just now

<input type="checkbox"/>	Number	Product specification	Location	Ordered quantity	Order line action	Priority	State	Parent line
<input type="checkbox"/>	ORDL0001002	SD-WAN Controller	(empty)	1	Add	4 - Low	In progress	ORDL0001001
<input type="checkbox"/>	ORDL0001003	SD-WAN Edge Device v2	(empty)	1	Add	4 - Low	In progress	ORDL0001001
<input type="checkbox"/>	ORDL0001001	SD-WAN Service Package v2	(empty)	1	Add	4 - Low	In progress	(empty)

8. You will see the child domain order underneath. have moved it to a state of **In progress**. You may need to refresh the List to see these records.

Product Order for SD-WAN Service Package v2

Details Order Orchestration Order Tasks (1) Product Orders (2) Product Order Characteristi... Domain Order Related Items Composedof items

Product Orders 2

Last refreshed 3m ago

Number	Short description	Priority	State	Assigned to	Task type	Record version
PO0001011	Product Order for SD-WAN Controller	4 - Low	In progress	(empty)	Product Order	1
PO0001012	Product Order for SD-WAN Edge Device v2	4 - Low	In progress	(empty)	Product Order	1

9. Now go back to the "**My List**," and you will see two more tasks created.

10. Select both tasks and move to the **Closed complete** state.

Note: You may need to refresh the List View to see additional Order task records.

Number	Short description	Priority	State	Assigned to	Task type
OMTASK000001002	LLD Creation	4 - Low	Closed (Closed complete)	(empty)	Order Task
OMTASK000001003	Reserve Resource	4 - Low	Closed complete	(empty)	Order Task

11. New order tasks will be generated for the Service Order as below; please close them for lab purposes. Some of the Order tasks require additional details to be provided prior to being Closed complete.

12. One last task at the top-level domain order would be as follows.

Number	Short description	Priority	State	Assigned to	Task type	None
OMTASK000001007	Allocate and Assign Licence	4 - Low	In progress	(empty)	Order Task	None
OMTASK000001008	Initiate CPE Delivery	4 - Low	In progress	(empty)	Order Task	None

Allocate and Assign License would need the Controller License ID to be populated.

Allocate and Assign Licence

Order Task

Number	OMTASK000001007	State	In progress
Account	Funco Intl	Priority	4 - Low
Primary contact	Sally Thomas	Assignment group	
Parent	PO0001002	Assigned to	
Short description	Allocate and Assign Licence		

Variables

Tenancy	Base (10 site)
Controller License ID	12345

13. Close the remaining tasks below.

<input type="checkbox"/> OMTASK000001009	Configure Optimization	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/> OMTASK000001010	Deliver CPE	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/> OMTASK000001011	Configure Routing	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/> OMTASK000001012	Configure Licence	4 - Low	Closed complete	(empty)	Order Task	None

14. One of the order tasks, **Service Design For Optimization**, would need the work order to be canceled as this is not a part of our lab, so please cancel that work order before closing the order task.

<input checked="" type="checkbox"/> OMTASK000001014	Service Design For Optimization	4 - Low	In progress	(empty)	Order Task	None
---	---------------------------------	---------	-------------	---------	------------	------

Note: Copy the Order task number

15. Repeat steps as defined in the steps above to cancel the Work Order.

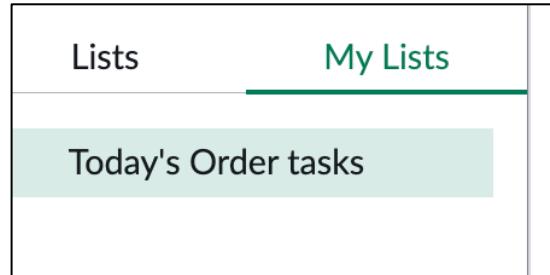
- a. Click on **Cancel** after entering Work notes.

The screenshot shows the ServiceNow interface for creating a Work Order. The top navigation bar includes 'Discuss', 'Follow', 'Update', 'Suspend', 'Ready For Qualification', 'Cancel', and 'Delete' buttons. The main form fields include Number (WO0010003), Company (Funco Int'l), Contact (Sally Thomas), Asset, Affected CI, Location, Template (Install SD-WAN service), Short description (Install SD-WAN service - Service Design For Optimization for SD WAN Optimization Service), and Description (Install SD-WAN service Work order for OMTASK000001014: Service Design For Optimization to Add SD WAN Optimization Service). The 'Work notes' field at the bottom contains the text 'Cancelling work notes'. The 'Cancel' button in the top right corner is highlighted with a red box.

16. Return to the screen where the Mike Davis session is open and try to close the open task.

<input type="checkbox"/> OMTASK000001014	Service Design For Optimization	4 - Low	In progress	(empty)	Order Task	None	
<input type="checkbox"/> OMTASK000001015	Complete Controller Configuration	4 - Low	<input type="button" value="State"/>	(empty)	Order Task	None	
<input type="checkbox"/> OMTASK000001016	Configure Route Target	4 - Low	<input type="button" value="State"/>	Closed complete	<input type="button" value="OK"/>	Order Task	None

17. Return to the List>My List view click on **Today's Order tasks** and close any open tasks. Continue to close tasks as they appear in the List. You may need to refresh the list view to see additional tasks.



18. This will result in the Customer Order and Order Item completion. You will need to navigate to view the Customer Order.

Customer Order

Number	ORD0001004	Order type *	Product
Account	Funco Intl	State	In progress
Contact	Sally Thomas	Completed	(System has modified this field value)
Order date	2023-09-23 10:59:43	Fullfilment type *	Deliver
		Priority	4 - Low

Section 3.7 Copy Inventory Name from Domain Order

On completion of the Order, let's go ahead and verify the Product Inventory operations and inventory table.

1. Continue as **Mike Davis**.
2. Navigate back to the tab where the Order is open or navigate via **Lists > Customer Orders > All > <select the Order created>**.
3. Validate the Order is completed.
4. Check the top-level order item of **SD-WAN Service Package v2** and open its related product order. You will need to navigate to this record.

ORDL0001005	SD-WAN Service Package v2	(empty)	1	Add	4 - Low	Completed	(empty)
-------------	---------------------------	---------	---	-----	---------	-----------	---------

5. Copy on the **Product Inventory** name associated with the Product Order.

Product Order
PO0001004

Number	PO0001004	Action	Add
Priority	4 - Low	Product inventory	SD-WAN Service Package PI0001012
Account	Funco Intl	Assignment group	(empty)
Primary contact	Sally Thomas	Assigned to	(empty)
* Order line item	ORDL0001011		

Note: We would check the Product Inventory table to see the External ids.

Section 3.8 Lab Verification for External Product Inventory

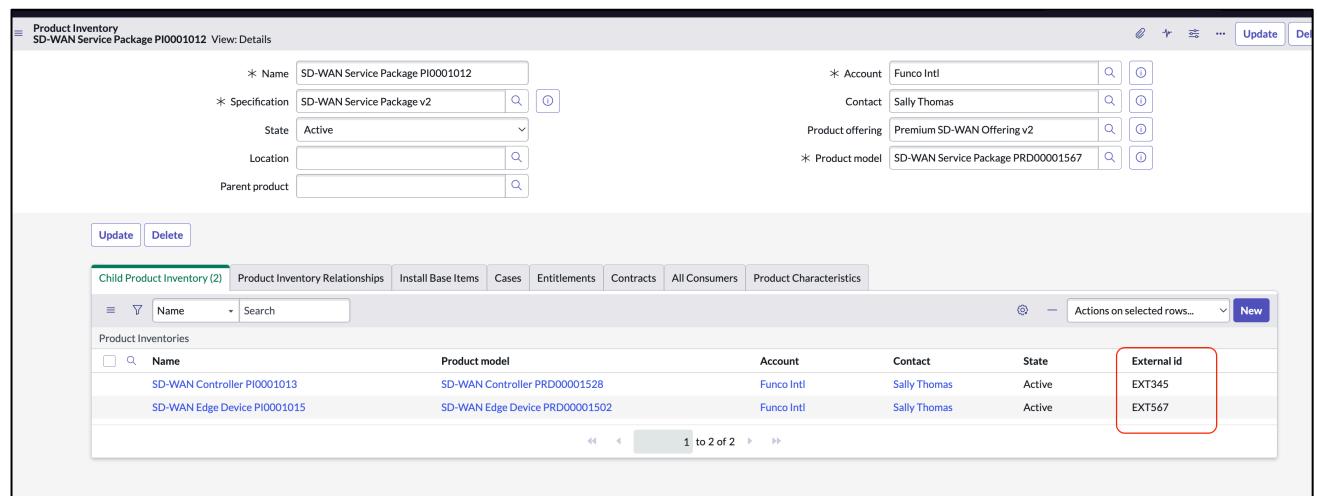
1. End the impersonation of Mike Davis to log in as the **System Administrator**.
2. Type **sn_prd_invt_product_inventory.LIST** in the Filter Navigator.
3. Navigate to the Product Inventory operation record opened in the section above and open the product inventory record.

SD-WAN Service Package PI0001012

All > Name starts with SD-WAN Service Package PI0001012					
Name	Product model	Account	Contact	Consumer	External id
SD-WAN Service Package PI0001012	Search	Search	Search	Search	Search
SD-WAN Service Package PI0001012	SD-WAN Service Package PRD00001567	Funco Intl	Sally Thomas	(empty)	EXT123

Note: The External id is populated. You may need to add the **External id** field to the List View.

4. Open the record to see if the child inventory **External id** is also populated. You may need to add the **External id** field to the List View.



Child Product Inventory (2) View: Details					
Name	Product model	Account	Contact	State	External id
SD-WAN Controller PI0001013	SD-WAN Controller PRD00001528	Funco Intl	Sally Thomas	Active	EXT345
SD-WAN Edge Device PI0001015	SD-WAN Edge Device PRD00001502	Funco Intl	Sally Thomas	Active	EXT567

Note: Keep a note of those External ids, as they will be used later in the Change scenario.

Section 4 Submit a Change Order on External Inventory

So far, we have proceeded with the Order that resulted in an External id being created and stamped in the product inventory record.

Note: In this Lab, students will use the TMF622 APIs for raising a change on the existing inventory against those External ids.

Section 4.1 Pick the payload from the Knowledge Base.

1. Please refer to the steps in Section 3.1, where we downloaded the payload from the Knowledge article.
2. Please use the **external_inventory_Change.json** file for the Change journey.
3. Note that the External id is present in the payload.

Note: External id values should be the same as defined in the product inventory above. You may need to update the three "id": "EXT001" values in the JSON payload file. Search the JSO file for these values and update them with your value, if necessary.

Section 4.2 Trigger Order creation from REST API explorer

1. Navigate to All > REST API Explorer.

- a. Select namespace as **sn_ind_tmt_orm**.

The screenshot shows the REST API Explorer interface. On the left, there's a sidebar with sections for Namespace, API Name, and API Version. Under 'Namespace', several options are listed, including 'sn_ads_setup', 'sn_appclient', 'sn_apppsee_par', 'sn_bm_client', 'sn_change_cab', 'sn_chg_model_ui', 'sn_chg_rest', 'sn_chg_soc', 'sn_ci_gs_content', 'sn_ciid', 'sn_cmdb_ws', 'sn_codesearch', 'sn_customerservice', 'sn_decision_table', 'sn_devstudio', 'sn_docker_spoke', 'sn_environment', 'sn_flow_designer', 'sn_flow_diagram', 'sn_g_app_creator', and 'sn_ind_tmt_orm'. The 'sn_ind_tmt_orm' option is highlighted with a blue selection bar at the bottom. On the right, there's a main panel titled 'Table API' which says 'Allows you to perform create, read, update, and delete operations on a table'. It has sections for 'Retrieve records from a table', 'Prepare request', 'Path parameters', and 'Query parameters'. Under 'Path parameters', there's a field labeled 'Name' with a red asterisk. Under 'Query parameters', there are several fields: 'sysparm_query', 'sysparm_display_value', 'sysparm_exclude_referer', 'sysparm_limit', 'sysparm_offset', 'sysparm_orderby', 'sysparm_page', 'sysparm_per_page', 'sysparm_start', and 'sysparm_suppress_pagination'.

- b. Select **Product Order open API**.
 c. Select **Create Order (POST)**.

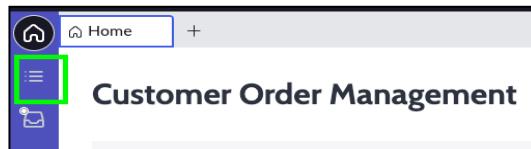
- d. Use the JSON payload saved on your local machine. Please use **external_inventory_Change.json**, paste it into the **Raw** section of the payload, and click **Send**.

Note: Please verify the 201 Created response is returned.

Response	
Status code	201 Created
Execution time (ms)	1155

Section 4.3 View Order details in CSM/FSM Configurable Workspace

1. Impersonate **Mike Davis**, the *Fulfillment Manager*.
2. Navigate to the **CSM/FSM Configurable Workspace**.
3. Click on the **List menu icon** on the top left.



- From under **Customer Orders** List, click **All** (if not already open) and see the newly created Order.

<input type="checkbox"/> ORD0001007	Funco Intl	Sally Thomas	Product	● Completed	\$20.00
<input type="checkbox"/> ORD0001008	Funco Intl	Sally Thomas	Product	● New	\$349.00

- On opening the Order, please verify the Order line action value should be **Changed**.

Order Line Items [3]						
	Number	Product specification	Location	Ordered quantity	Order line action	Priority
	ORDL0001006	SD-WAN Edge Device v2	3000 Main Street, Santa Clara, CA	1	Change	4 - Low
	ORDL0001004	SD-WAN Service Package v2	(empty)	1	Change	4 - Low
	ORDL0001005	SD-WAN Controller	3000 Main Street, Santa Clara, CA	1	Change	4 - Low

- From the "Edit" List, add the column of **Product Inventory**.

The screenshot shows the 'Edit List' dialog box. It has two main sections: 'Available columns' on the left and 'Selected columns' on the right. In the 'Available columns' section, there is a search bar and a list of columns including 'Periodicity', 'Planned end date', 'Planned start date', 'Previous product model', 'Price list', 'Pricing method', 'Primary contact', 'Priority', and 'Product inventory'. The 'Product inventory' column is highlighted with a blue box. In the 'Selected columns' section, there is a list of columns that have been moved from the available list: 'Number', 'Product specification', 'Location', 'Ordered quantity', 'Order line action', 'Priority', 'State', and 'Parent line item'. At the bottom of the dialog are 'Cancel' and 'OK' buttons.

- See the **Product inventory** record in the Order Line items that are picked using the External id.

Order Line Items 3						
<input type="checkbox"/>	Number	Product specification	Location	Ordered quantity	Order line action	Product inventory
	ORDL0001016	SD-WAN Edge Device v2	3000 Main Street, Santa Clara, CA	1	Change	SD-WAN Edge Device PI0001015
	ORDL0001015	SD-WAN Controller	3000 Main Street, Santa Clara, CA	1	Change	SD-WAN Controller PI0001013
	ORDL0001014	SD-WAN Service Package v2	(empty)	1	Change	SD-WAN Service Package PI0001012

Section 4.4 Approve Order

- On the order details page, select the **Approve** button.

The screenshot shows the ServiceNow Order Management Application. The main title is "ORD0001004". The "Customer Order" section displays the order number "ORD0001004", order type "Product", account "Funco Intl", and state "New". The "Compose" section has a text input field for comments. The "Record Information" section shows an overview of the account "Funco Intl". At the top right, there are buttons for "Approve", "Reject", "Validate Related Items", "Re-calculate", and "Save".

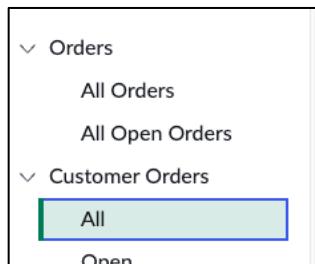
Note: The order status will change to "**Acknowledged**" after approval and immediately to "**In Progress**". The order line-item state also changes to "**In Progress**". Orders can be auto-approved as well. Approving the Order triggers the Order Management Application to refer to the Product Catalog model to determine the decomposition logic of the Order Line Items.

Section 4.5 Process Order tasks.

- Continue as **Mike Davis**.
- Notice the first Order Tasks as **Perform Order Validation** from the newly created List under My List. Kindly close this task. You may need to refresh the List to see this Order Task. It can take a few moments for this Order Task to appear.
- Close all subsequent tasks defined in the My List created previously to keep progressing the Order.

<input type="checkbox"/> OMTASK000001125	LLD Creation	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/> OMTASK000001126	Reserve Resource	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/> OMTASK000001127	LLD Signoff	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/> OMTASK000001128	Prepare and Build CPE Configuration	3 - Moderate	Closed complete	(empty)	Order Task	None

4. Go to the order page via the List option, select **Customer Orders >All**, and then click on the Customer order you created.



<input type="checkbox"/>	ORD0001016	Funco Intl	Sally Thomas	Product	● In progress	\$349.00	\$220.00	2021-10-10 08:13:59
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5. Open the customer order and navigate to the order line-item tab.

The screenshot shows the 'Order Line Items' tab for order 'ORD0001016'. The tab bar includes 'Details', 'Order Orchestration', 'Account Information', and 'Order Line Items (3)'. The main area displays three order line items:

Number	Product specification	Location
ORDL0001041	SD-WAN Service Package v2	(empty)
ORDL0001042	SD-WAN Controller	3000 Main Street, Santa Clara
ORDL0001043	SD-WAN Edge Device v2	3000 Main Street, Santa Clara

6. Click on the **SD-WAN Controller** Order line item and click on the "**Product Order**" tab.

The screenshot shows the 'Product Orders' tab for order line item 'ORDL0001042'. The tab bar includes 'Details', 'Order Orchestration', 'Order Characteristics (3)', 'Order Line Item Contacts', 'Order Line Related Items', 'Product Orders (1)', and 'More ▾'. The main area displays one product order:

Number	Short description	Priority	State	Assignment group	Assigned to
PO0001040	Product Order for SD-WAN Controller	2 - High	Draft	(empty)	(empty)

7. The Product and related service orders will be in the "**Draft**" State.

Product Order for SD-WAN Controller

Number	Short description	Priority	State	Assigned to	Task type
SO0001038	Service Order for SD-WAN Controller Service	2 - High	Draft	(empty)	Service Order

Note: No Decision Table records or Subflows are assigned to this specification; hence, it's in a state of **Draft**.

- We need to close this service order manually because of the above reason.

Service Orders

Number	Short description	Priority	State	Assigned to	Task type
SO0001038	Service Order for SD-WAN Controller Service	2 - High	Draft	(empty)	Service Order

A modal dialog is open over the table, showing the current state as "Draft" and a dropdown menu with options: "Closed complete", "Canceled", and "Cancellation in progress". The "Closed complete" option is highlighted with a blue border.

- We will then close its parent Product Order.

Product Order for SD-WAN Controller

Number	Priority	Account	Primary contact	Order line item *	Location	Parent
PO0001040	2 - High	Funco Intl	Sally Thomas	ORDL0001042	2000 Main Street Santa Clara, CA	SO0001038

The "State" dropdown menu is open, showing the following options: Draft, Qualified, In progress, On hold, Scheduled, Closed complete, Canceled, and Cancellation in progress. The "Closed complete" option is highlighted with a blue border.

- Revert to **My List** > Today's Order tasks and see the created order tasks. Start closing them one after the other.

Order Tasks 2					
Last refreshed just now					
Number ▾	Short description	Priority	State	Assigned to	Task type ▾
OMTASK000001150	Prepare and Build CPE Configuration	3 - Moderate	Closed complete	(empty)	Order Task
OMTASK000001151	Complete CPE Configuration	3 - Moderate	Closed complete	(empty)	Order Task

11. Further Order tasks need to be completed.

OMTASK000001152	Perform Test and Turn Up	4 - Low	Closed complete	(empty)	Order Task
OMTASK000001153	Complete SD-WAN delivery	4 - Low	In progress	(empty)	Order Task

Note: Upon Closing these Order tasks, the order will be completed.

Lab verification

1. In this lab, we successfully created an inventory with an External id.
2. We were also able to change the inventory using an External id.

Congratulations! You have completed this lab.