



USER GUIDE

Editing & Cancelling Orders

This guide explains how to access an existing order in the myDVG Customer Portal, review the order status, and use available actions to edit, cancel, or reorder items.

GETTING STARTED

Use this guide when you need to make changes to an existing order or create a reorder in the myDVG Customer Portal.

Before you begin, keep the following in mind:

- Editing is only available when the order status is Order Received.
- Reorder creates a new order with existing items.
- Line items can be edited, deleted, or canceled.
- Verify all changes before confirming updates.

Reminder:

Review the order status before selecting an action.

Step 1: Open My Orders or Recent Orders

From the dashboard, go to My Orders or select an order from Recent Orders.

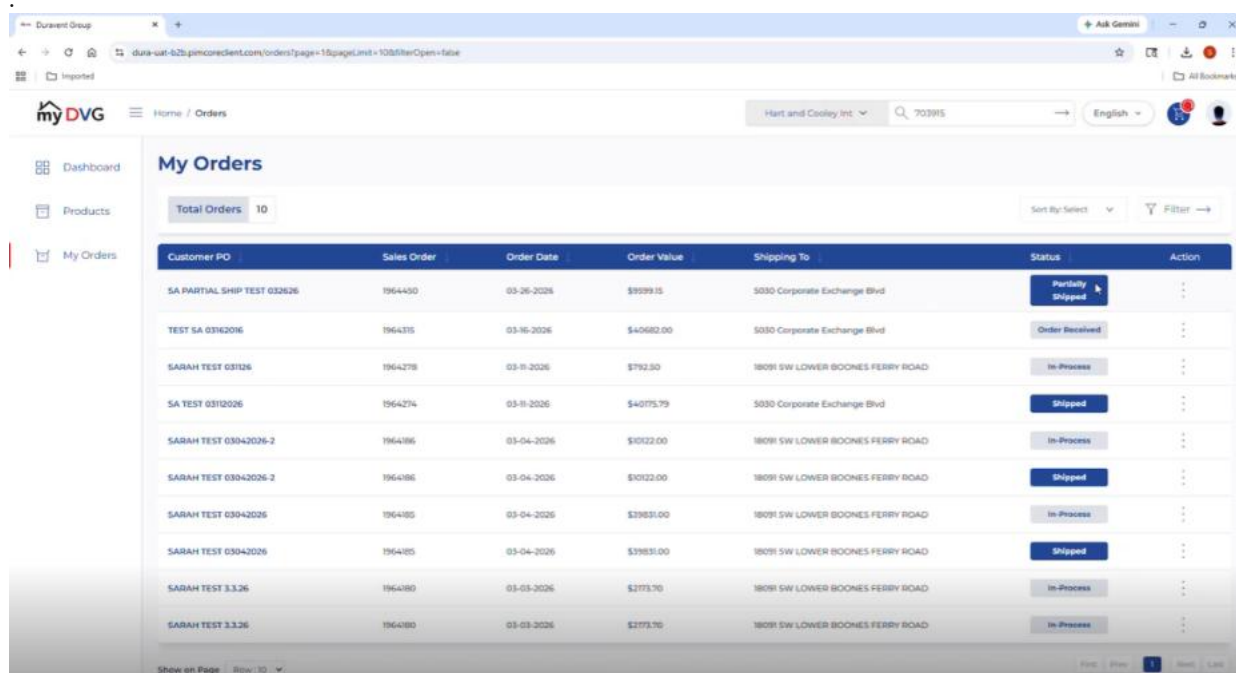
The screenshot displays the myDVG Customer Portal dashboard. The top navigation bar includes the myDVG logo, a home icon, and a 'Dashboards' link. A search bar contains 'Hart and Cooley Int.' and a magnifying glass icon. The main content area features a banner for a fire cleaner with the text 'Fire burns cleaner' and 'Improves efficiency of the appliance'. Below the banner, the 'Overview' section shows a grid of order status counts for April 2026: Orders Received (0), Orders In-Process (0), Orders Shipped (0), Orders Cancelled (0), Partially Shipped (0), and RMA/Claim (0). To the right, the 'Recent Orders' table lists five orders with their IDs, amounts, and status buttons. The bottom section is titled 'Portfolio of Companies' and features the HART COOLEY logo.

Order ID	Amount	Status
SA PARTIAL SHIP TEST 032626	\$9599.15	Partially Shipped
TEST SA 036206	\$40682	Order Received
SARAH TEST 03126	\$792.5	In-Process
SA TEST 0312026	\$4075.79	Shipped
KADAM TEST 0303026	\$10177	Shipped

REVIEW ORDER STATUS

Step 1: Review the available order statuses

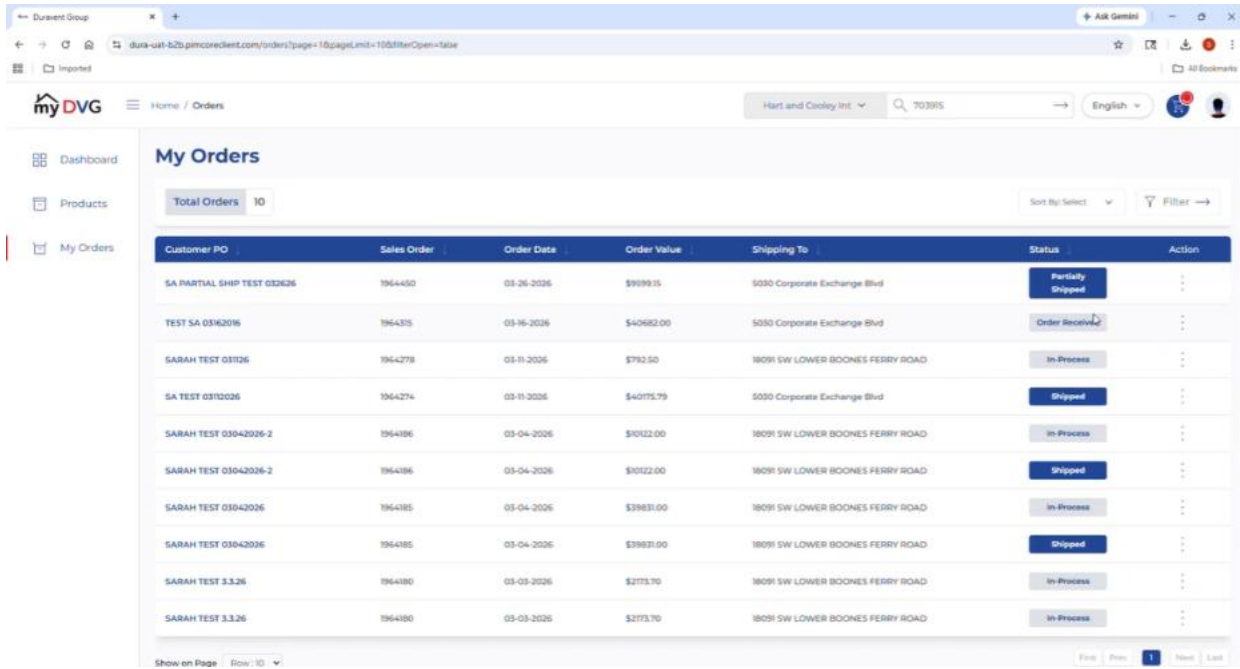
Review the order status to determine which actions are available. Statuses shown include Order Received, In Process, Partially Shipped, and Shipped



Customer PO	Sales Order	Order Date	Order Value	Shipping To	Status	Action
SA PARTIAL SHIP TEST 032626	1964430	03-26-2026	\$9599.15	5030 Corporate Exchange Blvd	Partially Shipped	
TEST SA 03162016	1964315	03-16-2026	\$40680.00	5030 Corporate Exchange Blvd	Order Received	
SARAH TEST 031026	1964278	03-10-2026	\$792.30	18091 SW LOWER BOONES FERRY ROAD	In-Process	
SA TEST 03102026	1964274	03-10-2026	\$40775.79	5030 Corporate Exchange Blvd	Shipped	
SARAH TEST 03042026-2	1964186	03-04-2026	\$10122.00	18091 SW LOWER BOONES FERRY ROAD	In-Process	
SARAH TEST 03042026-2	1964186	03-04-2026	\$10122.00	18091 SW LOWER BOONES FERRY ROAD	Shipped	
SARAH TEST 03042026	1964185	03-04-2026	\$39831.00	18091 SW LOWER BOONES FERRY ROAD	In-Process	
SARAH TEST 03042026	1964185	03-04-2026	\$39831.00	18091 SW LOWER BOONES FERRY ROAD	Shipped	
SARAH TEST 3.3.26	1964180	03-03-2026	\$2173.70	18091 SW LOWER BOONES FERRY ROAD	In-Process	
SARAH TEST 3.3.26	1964180	03-03-2026	\$2173.70	18091 SW LOWER BOONES FERRY ROAD	In-Process	

Step 3: Locate an order with Order Received status

Select an order with Order Received status when the goal is to edit an existing order.



The screenshot shows the 'My Orders' page in the myDVG system. The page displays a table of orders with columns: Customer PO, Sales Order, Order Date, Order Value, Shipping To, Status, and Action. The status 'Order Received' is highlighted for the second order.

Customer PO	Sales Order	Order Date	Order Value	Shipping To	Status	Action
SA PARTIAL SHIP TEST 032626	1964430	03-26-2026	\$9999.15	5030 Corporate Exchange Blvd	Partially Shipped	
TEST SA 03162016	1964315	03-16-2026	\$40682.00	5030 Corporate Exchange Blvd	Order Received	
SARAH TEST 031126	1964278	03-11-2026	\$792.50	18091 SW LOWER BOONES FERRY ROAD	In Process	
SA TEST 03102026	1964274	03-11-2026	\$40175.79	5030 Corporate Exchange Blvd	Shipped	
SARAH TEST 03042026-2	1964186	03-04-2026	\$10122.00	18091 SW LOWER BOONES FERRY ROAD	In Process	
SARAH TEST 03042026-2	1964186	03-04-2026	\$10122.00	18091 SW LOWER BOONES FERRY ROAD	Shipped	
SARAH TEST 03042026	1964185	03-04-2026	\$39831.00	18091 SW LOWER BOONES FERRY ROAD	In Process	
SARAH TEST 03042026	1964185	03-04-2026	\$39831.00	18091 SW LOWER BOONES FERRY ROAD	Shipped	
SARAH TEST 3.3.26	1964180	03-03-2026	\$2773.70	18091 SW LOWER BOONES FERRY ROAD	In Process	
SARAH TEST 3.3.26	1964180	03-03-2026	\$2773.70	18091 SW LOWER BOONES FERRY ROAD	In Process	

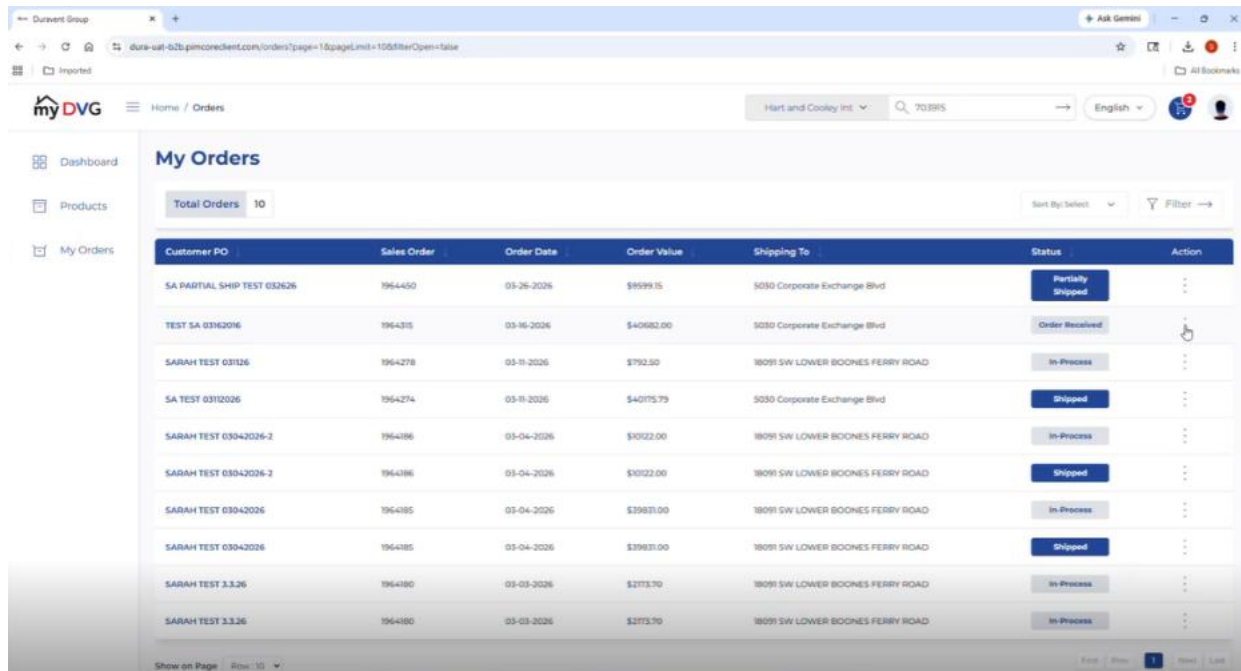
Note:

Editing is only available when the status is Order Received.

EDITING & CANCELLING AN ORDER

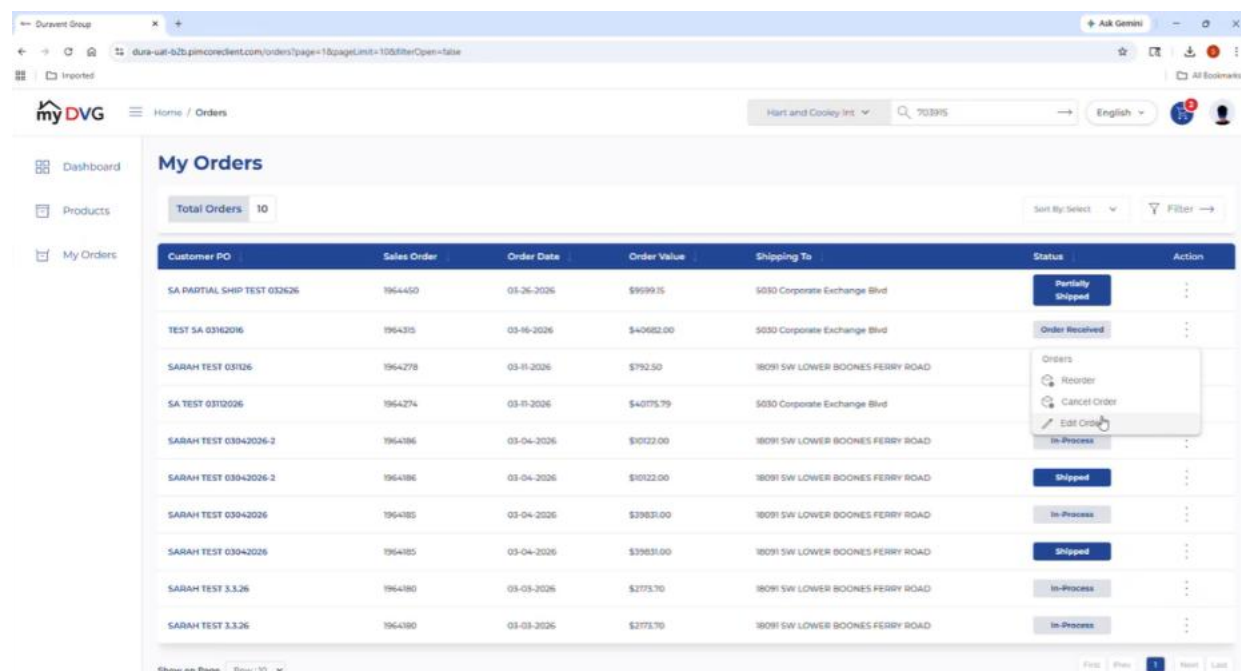
Step 1: Open the actions menu

Click the three action dots next to the order.



Step 2: Review the available actions

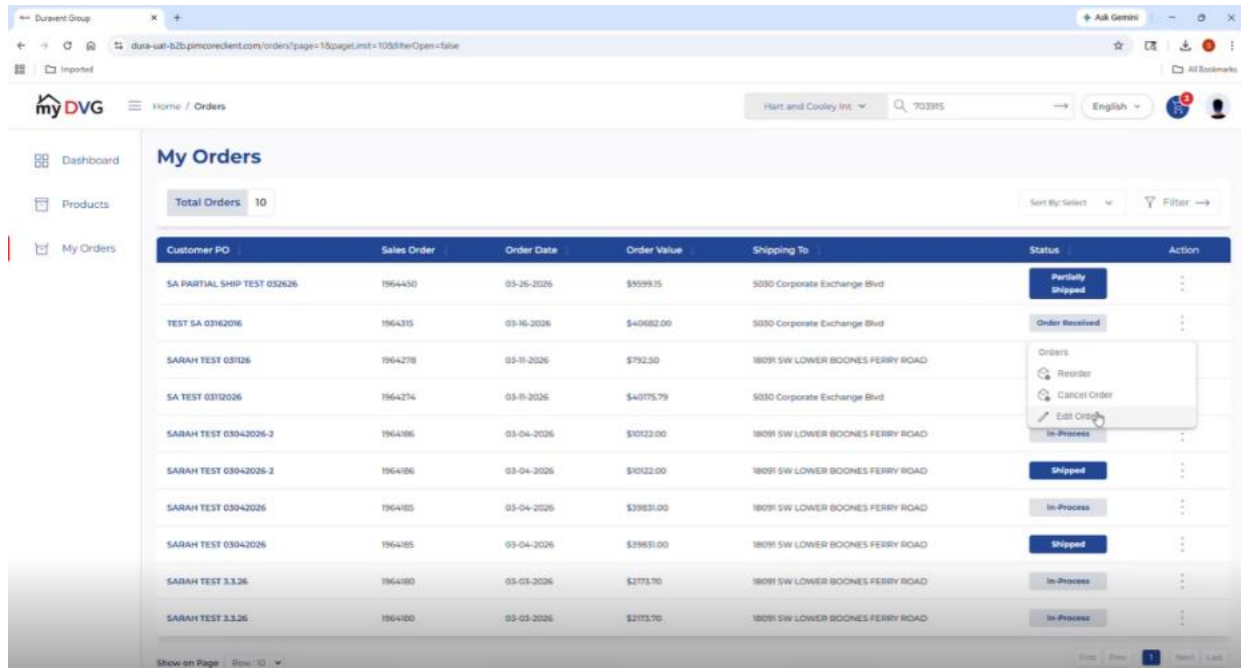
The available actions include Edit Order, Cancel Order, and Reorder.



EDITING AN ORDER

Step 1: Choose Edit Order

To edit an order, choose Edit Order from the available actions menu.



Step 2: Modify the order as needed.

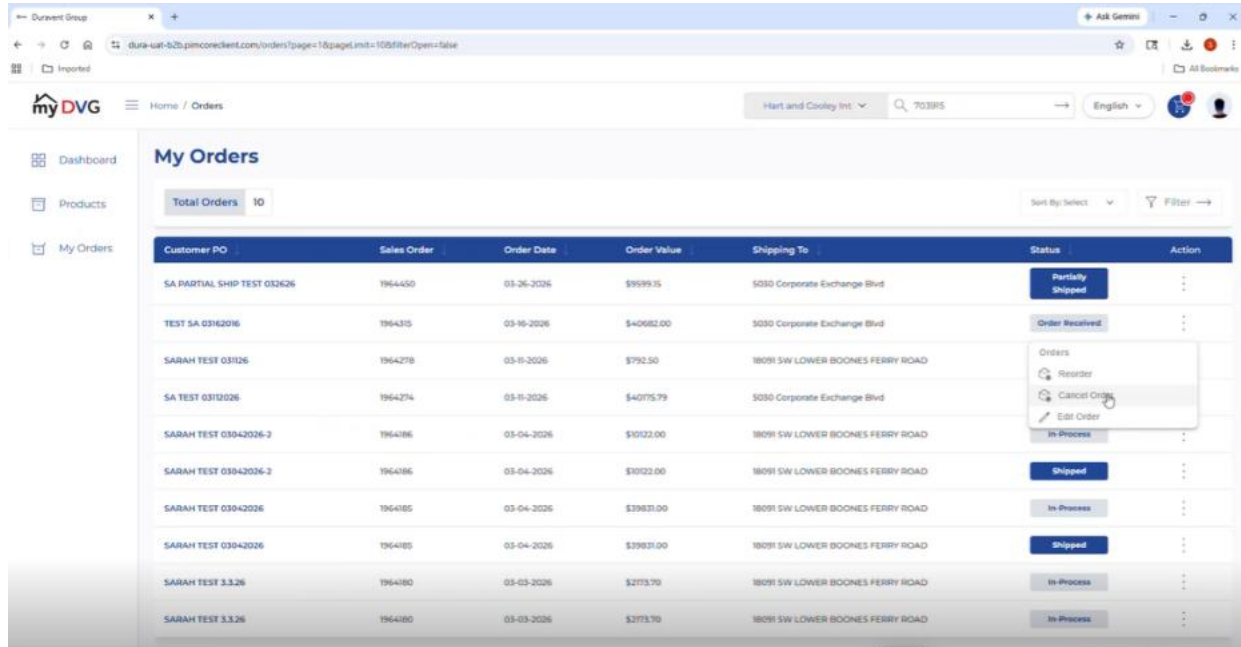
- Add new items
- Change quantities
- Delete items

Tip: Verify all changes before confirming updates.

CANCEL ITEMS

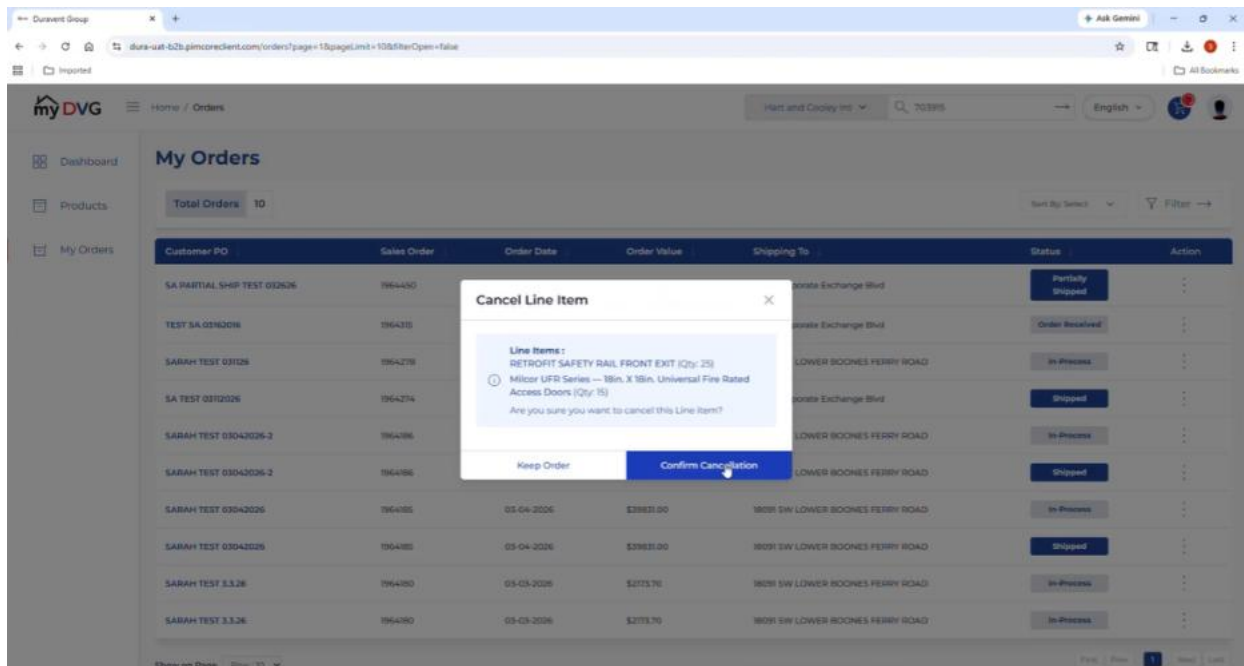
Step 1: Choose Cancel Order or cancel selected line items

To cancel items, select the applicable line items and confirm the cancellation.



Step 2: Confirm line-item cancellation

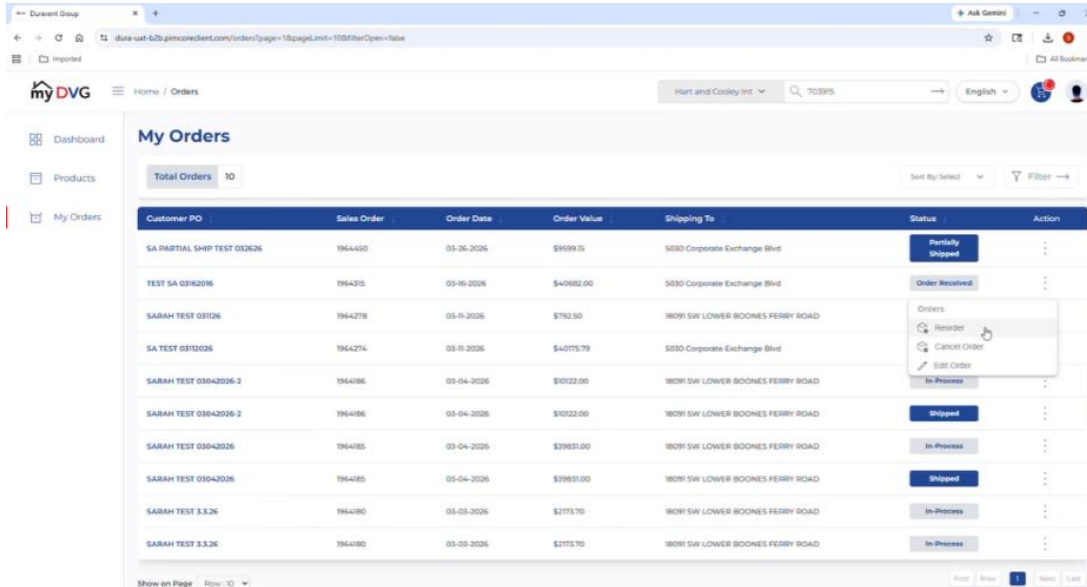
Review the cancel line-item confirmation window, then confirm the cancellation to complete the cancellation action.



REORDER ITEMS

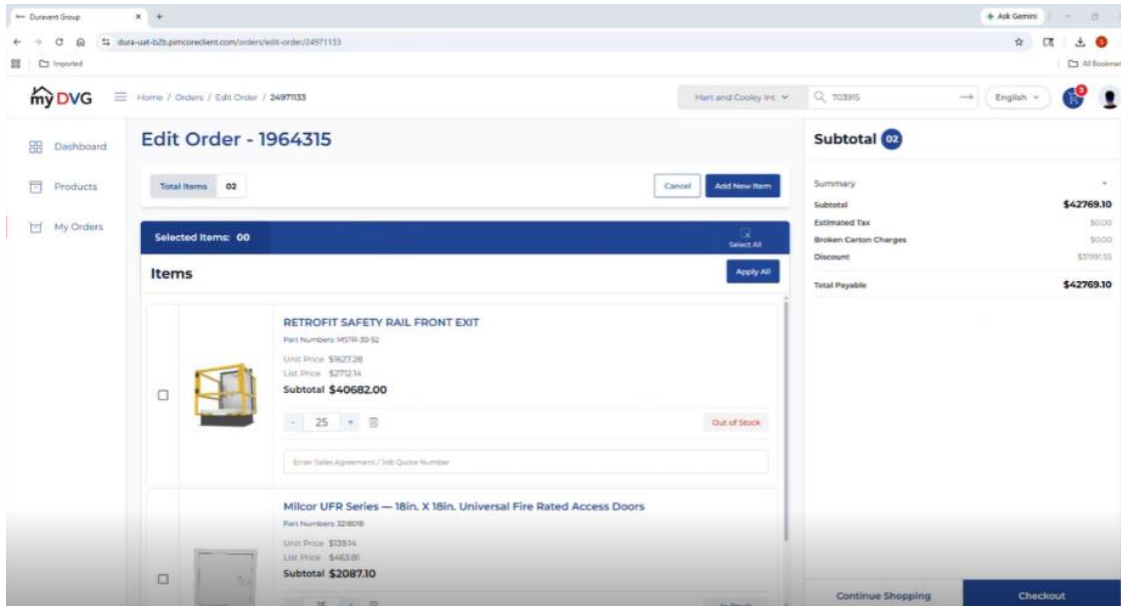
Step 1: Choose Reorder

To reorder, select Reorder from the available actions menu.



Step 2: Review the new order

The reorder action creates a new order with the same items. Edit the order as needed before continuing.



COMPLETE THE CHANGES

Step 1: Confirm updates to complete changes

Before submitting or continuing, review all order details, item quantities, deleted items, canceled line items, and reorder changes.

KEY REMINDERS

- Editing is only available when status is Order Received.
- Reorder creates a new order with existing items.
- Line items can be edited, deleted, or canceled.
- Verify all changes before confirming updates.

FAQS

Q: When can I edit an order?

Editing is only available when the order status is Order Received.

Q: What actions are available from the order action menu?

The available actions shown are Edit Order, Cancel Order, and Reorder.

Q: What happens when I select Reorder?

Reorder creates a new order with the same items, which can be edited as needed.

Q: What should I check before confirming updates?

Verify all changes before confirming updates.