



How to Create an Order

Order: the process of submitting Spots and Traffic to transmit to selected Destinations. Once completed, the customer will receive a Proof of Delivery (POD).

Go to <https://caddbeta.addelivery.cts.comcast.net/cad/login> and enter your credentials to login to the **Provider Portal**; the Account name will be displayed in the upper-right below the Username.

1. Click the **Orders** icon on the left side of the screen
2. Click **NEW** in the bottom right corner to open a blank **Order Detail** screen
3. Enter data in the fields below, required fields denoted by an asterisk (*):
 - a. **Name** – user defined
 - b. **Priority** – your selection will affect cost:
 - i. *Next Business Day* = delivery within 12 hours from time of submission
 - ii. 1 Hour (SD), 2 Hour (HD) = delivery within 1 or 2 hours from time of submission
 - iii. 4 Hour = delivery within 4 hours from time of submission
 - c. **Agency, Advertiser, Brand**[^]
 - d. **PO #** – user defined, data entered here will be reflected on the invoice

4. Click **Save**

After you have saved the order, the **GROUPS** section will need to be populated

5. Click the **+** (plus) button to start creating the groups
6. Enter data in the fields below, required fields denoted by an asterisk (*):
 - a. **Group**, name the group – if you have several groups within your order, you can name them however it makes sense per grouping
 - b. **Spots**, copy your ISCs – NO spaces or dashes^{^^}
 - c. **Destinations**, copy all Call Letters and/or Syscodes – NO spaces or dashes^{^^}
 - d. **Traffic**, attach the traffic instructions, if applicable
 - i. Repeat from Step 6 if you have multiple groups to add

Once all groups are added, your order is ready to be submitted! Double-check to make sure you have everything you need in your order by clicking the arrow button to expand the group(s)

7. Click **SUBMIT** at the bottom of the screen
 - a. The status of the order will change as it progresses; Transcoding, Delivering, Complete
 - b. An automated Proof of Delivery (POD) from noreply@comcastaddelivery.com will be sent all email recipients once the order is complete.

These are the steps to create a simple order, if you have more complex orders, your account manager would be happy to help assist in teaching you the tricks on how to make Comcast work for you!

Here are a few notes to help make your Self-Service order creation a breeze!

Settings Icon

Users – Add/Edit user information associated with the account. The “user role” column on the right will let you select the access level of the users. The “User Notification Preferences” section (scroll down) allows you assign the type of notification users receive. Make sure you select, at least, the “Order Item Delivery Completion – Email” box, this will ensure delivery of the POD.

Agency Information – Before you create an order and upload spots you must add Agency and Advertisers. Please see article “How to Add Agency, Advertiser and Brand.”

There are other sections in the settings tab, however they are not necessarily needed to create an order. If you have any questions, please reach out to your Account Manager or the Technical Support Team, they will be happy to assist!

More:

- Would you rather be able to upload numerous spots at once? Email the Account Management team and ask about our File Transfer Client (FTC) or Aspera Transfer Client installation.
- Do you need Production Services like Closed Captioning, Encoding, and Tagging? If “yes”, email the Account Management team for more details.
- You can use our import and export templates to create expedited ways that will save you time when entering metadata or creating orders – reach out, we’d be happy to assist!

Account Management Team

- Email: orders_cad@comcast.com

Technical Support Team

- Phone: 855-858-1942
- Email: addelivery_support@comcast.com

^ The agency, advertiser, and brand must be entered ahead of time within the settings section. For more information, see “How to Add Agency, Advertiser, Brand”

^^Do you have multiple destinations to search for or multiple ISCs to add to your order?

Use our “Advanced Search” section, which is available in both the “Spots” & “Destinations” area of the order to copy, and paste multiple search requests.