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SPRINT INTEGRATION FIELD GUIDE

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Existing Customer Upgrade & AAL Journey

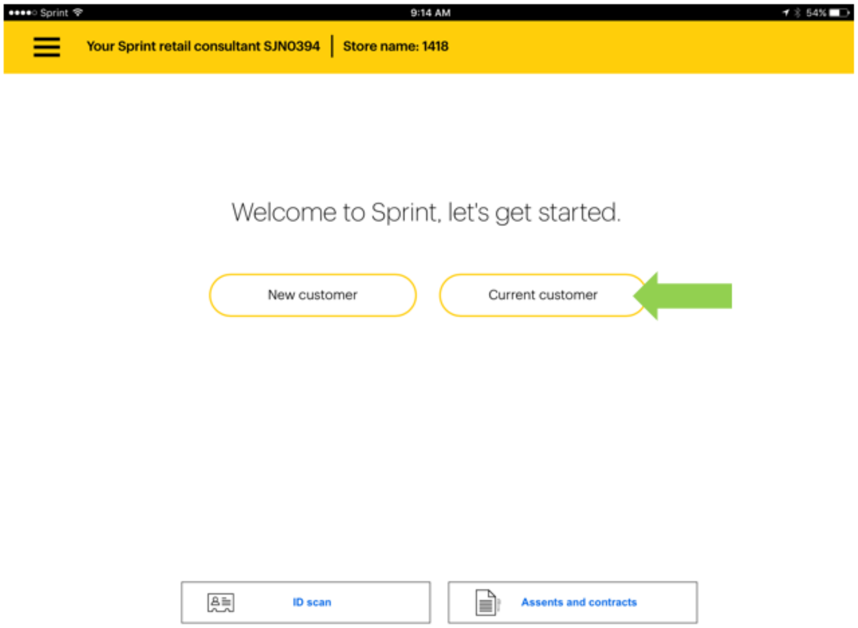
This guide will walk you through all steps of the process to upgrade or add-a-line for existing Sprint customers.

Key Information
Follow these general guidelines with every transaction:

- If the sub-level address is a PO Box, you will get an error message and will be forced to change the subscriber level PO box. The user will be able to continue through the error message and change the PO Box address.
- For an existing line of service, an upgrade fee is charged at the Point of Sale, regardless of whether a discount/rebate is given.
- All Consumer and Business IL customers are subject to a $30 upgrade fee in ALL channels.
- Upgrade fees don't apply to the iPad and should be automatically waved at POS.
- GST will now be able to handle up to 12 lines in a single transaction without errors at submission. The user will see three messages while the order is processing. This could take up to 10 minutes and the user should not close or try to restart the application.

1. Start Journey

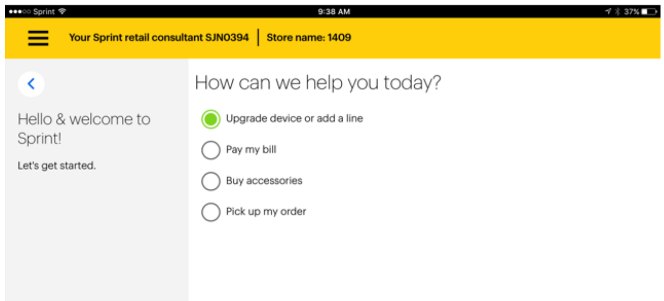
- Select **Current Customer**



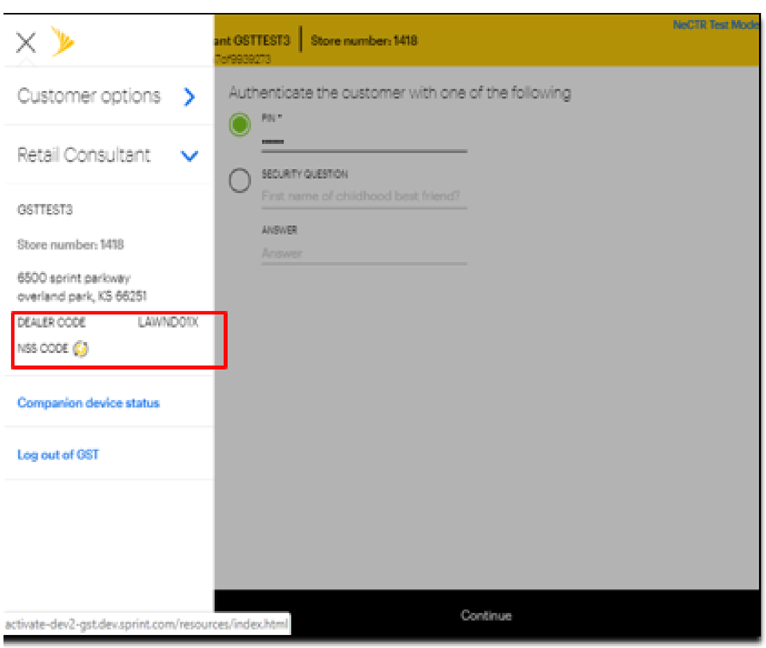
Existing Customer Upgrade & AAL Journey

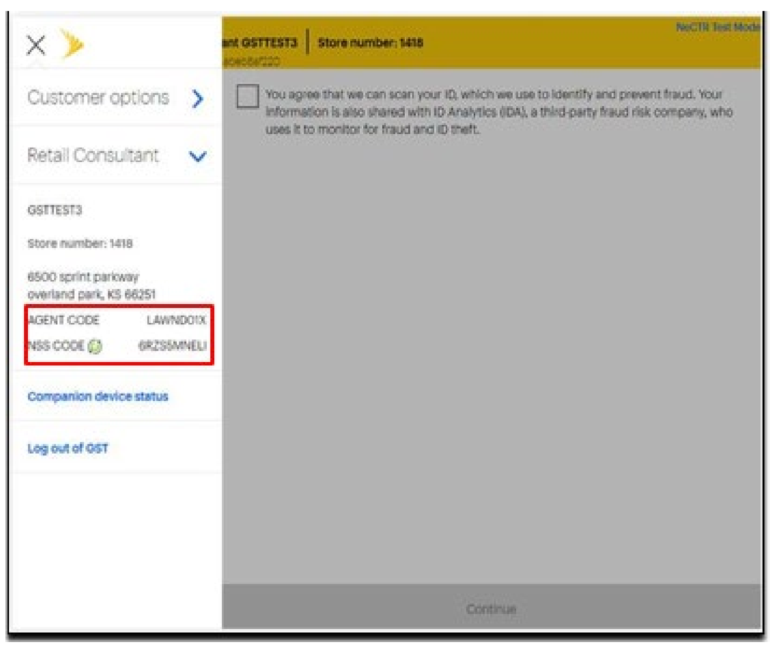
2. Current Customer

- Select Upgrade device or add a line
- Click Continue



- **NSS Temporary Passcode Generation**
- You can generate a NSS Temporary Passcode from the Burger Menu at any place during a GST Journey except the Landing Page or Journey Selection Page.
- Select the Retail Consultant accordion from the Burger Menu.
- Dealer Code is above the NSS CODE in the Burger Menu.
- Click the round yellow button with the two arrows in a circle to get a new NSS Code.
- Initially the button will be yellow but will change to green after retrieving the Temporary NSSPasscode.
- Refresh duration is 2 minutes so it should be generated prior to speaking with the NSS Rep.
- If a NSS Code fails to generate the button will remain yellow and the message "Unable to generate code. Please try again" will display.

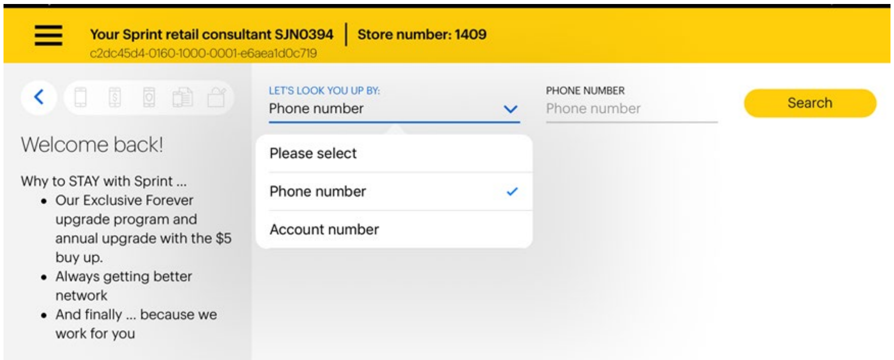




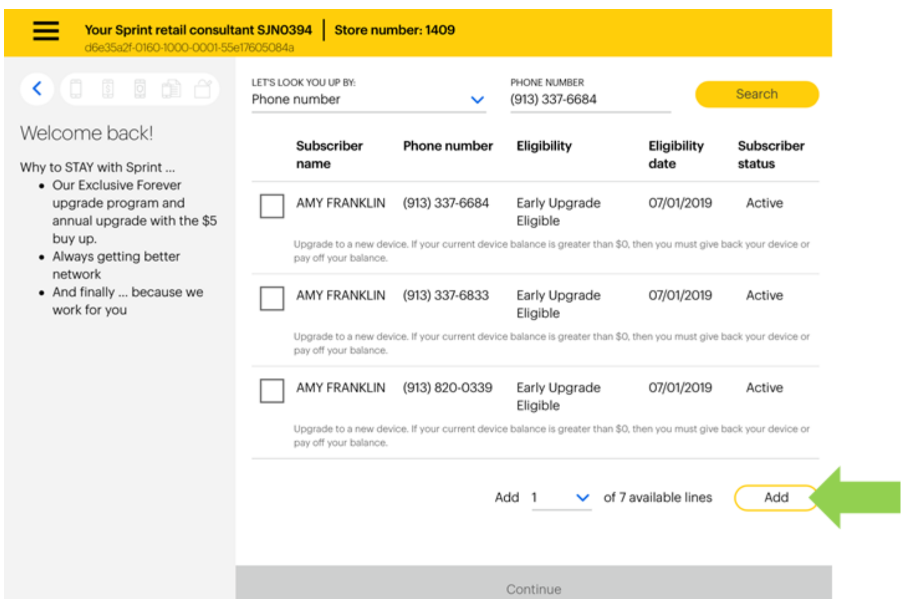
Existing Customer Upgrade & AAL Journey

3. Customer Search

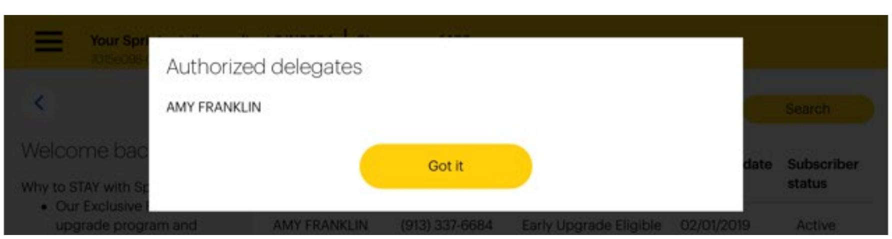
- **Customer search criteria defaults to PTN**
- To search by BAN select from drop down



- **Select the subscriber(s) and/or number of lines to add to account**
- When only adding a line, do not select an existing line.
- **Click Continue**



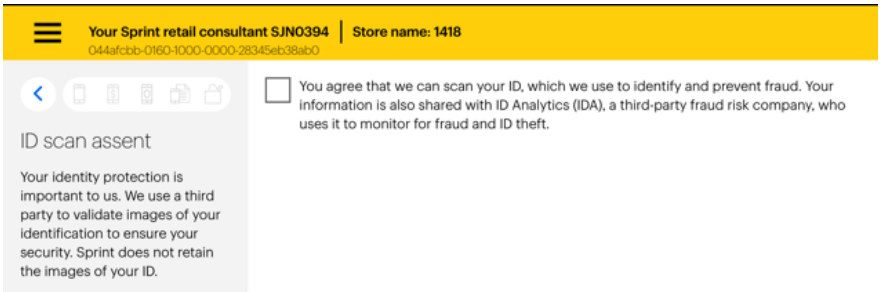
- **After subscribers are chosen a pop-up window will display showing the Account Owner name at the top in CAPS and then any Authorized Delegates on the account**



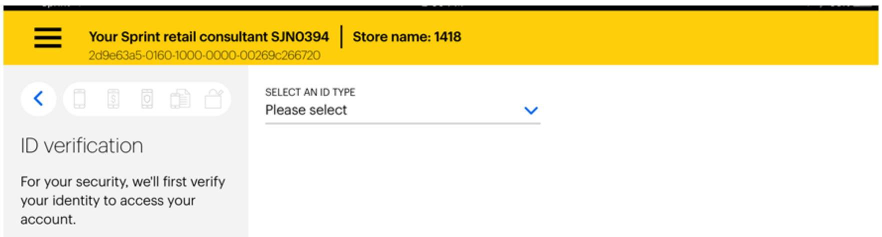
Existing Customer Upgrade & AAL Journey

4. Scan ID

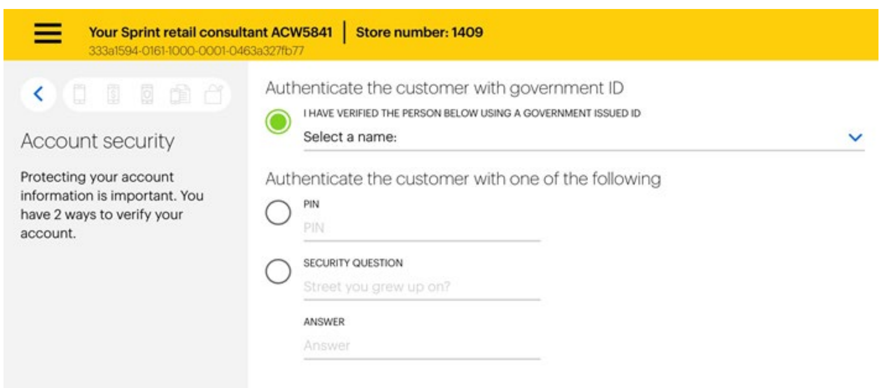
- **Ask the customer to tap the checkbox indicating that they agree to the scan, click continue**



- **Follow the prompts on the screen and select an ID type**



- **Scan the front and back of customer's ID**
- If Driver License, select state

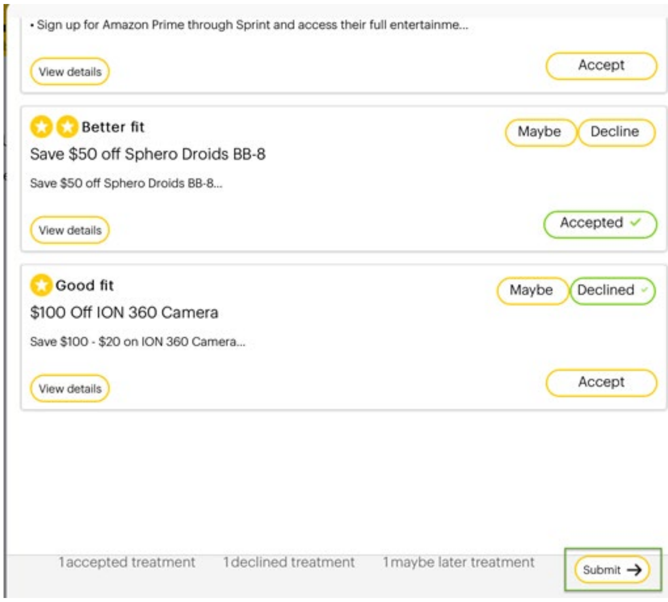


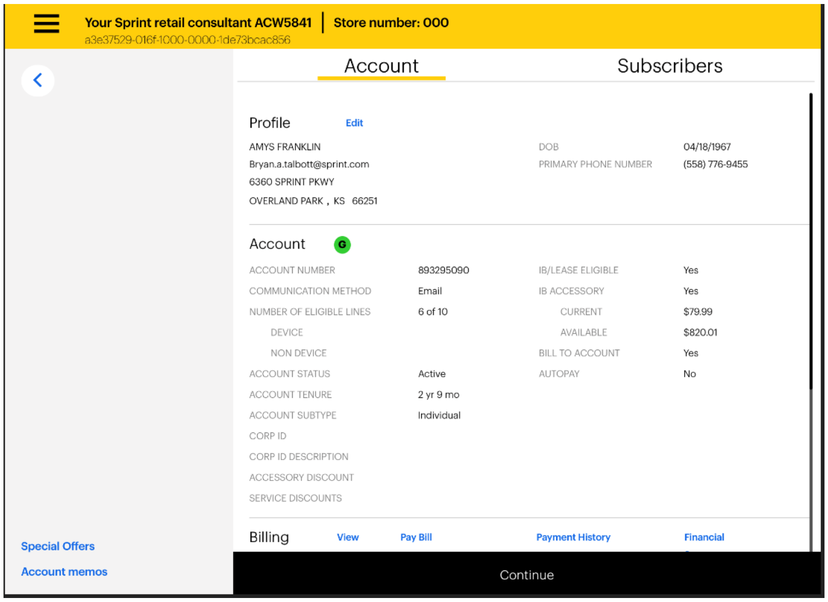
- **If the customer declines, has a ID that isn't permitted for scanning, or valid name mismatch:**
  - Visual validate ID
  - Account Holder/End User: Authenticate account with either PIN or Security Question
  - Authorized In-Store Delegate: Select the delegate name from the drop down
- **Click Continue**
- **If Bypass Authentication is acceptable, tap the link to Bypass Authentication in the lower left hand corner of the Navigation Window.** A pop- up appears prompting for the manager's user ID and password to unlock the account.
- Select the appropriate option from the drop-down:
  - Sales - ID verified
  - Have manager sign in with user ID and password.
- **For Add - a - Line only, if the customer presents an out of state ID for verification, implement the One Time Pass Code Process by using the One Time Passcode tool in CST.**

Existing Customer Upgrade & AAL Journey

5. Customer Details

- **Select appropriate NBA treatment for customer, click submit in the bottom right corner.**
- Once all treatments are accepted, maybe, or declined, click Got It in the left bottom corner.
- If an account does not have a primary phone number GST will present an overlay to require the customer's primary phone number
- **Click Account tab to review customers information and eligibility**



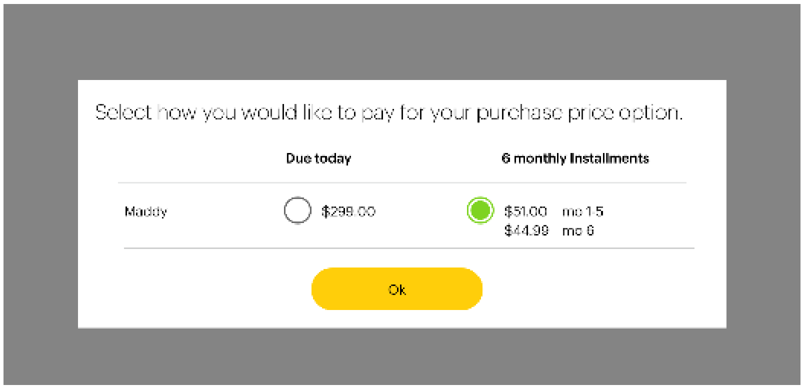


- Customers are not eligible to purchase or activate a device if their account is in a delinquent, past due, suspended or canceled status. Payment is required to continue with the transaction.
- **Click Continue** a red banner error message will be displayed when the system detects that one or more subscriber's address is a PO Box. which will stop the user from proceeding and force a subscriber level address change. Once the address is changed the continue button will work.
- **Ability to View and Pay bill under Billing section**
- **Select Subscribers tab to review each subscribers information**
  - Click plus sign to expand and show subscriber info
  - For each subscriber the Lease/IB information is displayed
- **Click Continue**
- **You can select the customers preferred billing language by toggling between English and Spanish.**
  - English is selected by default.
  - All assents and contracts generated within the journey will be the preferred language.
  - When a language preference has been made it will take a bill cycle for the customers bill to reflect the new language.

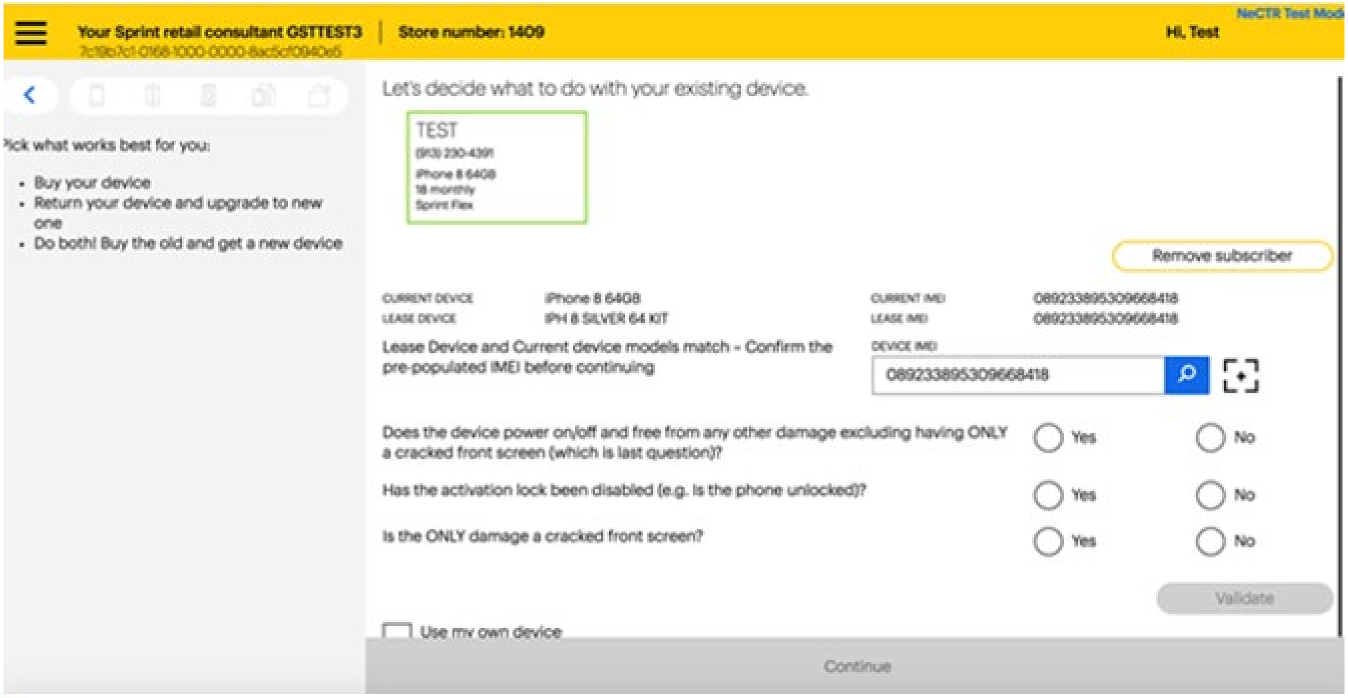
Existing Customer Upgrade & AAL Journey

6. Giveback or Turn-In (if required)

- **Select Return it, Buy it, or Use my own device based on the customer's decision**
- **Return it: Confirm ESN and answer device condition questions and click validate**
    - Customers can complete a Giveback if their final IB installment has been billed, but has not been paid, as long as the account is not delinquent.
    - Once the IMEI of the leased device and the return device are displayed, GST will provide a message stating whether or not the devices match.
    - If devices do not match, enter the IMEI manually and answer the Yes/No questions.



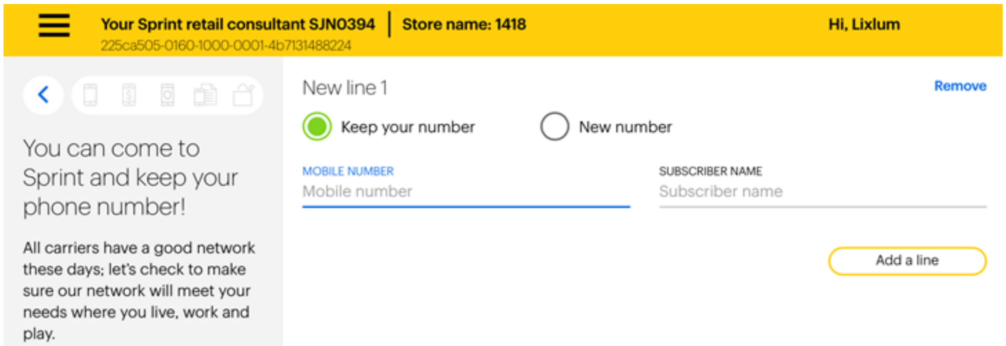
- **Buy it: Review buy it amount or 6 month installment amount (if applicable) and continue**
    - If the customer is paying off a Flex Lease, they may be given the option to purchase their existing device in 6 month installments. If the customer is not eligible, GST will not present the option.
    - For more information on the Flex Lease program, review the Sprint Flex Lease document
- **Use My Own Device: ESN swap**



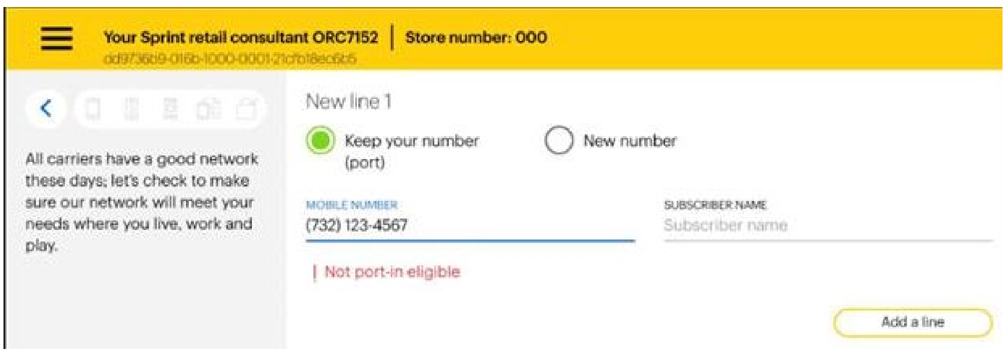
Existing Customer Upgrade & AAL Journey

7. Add-a-Line & Port-In

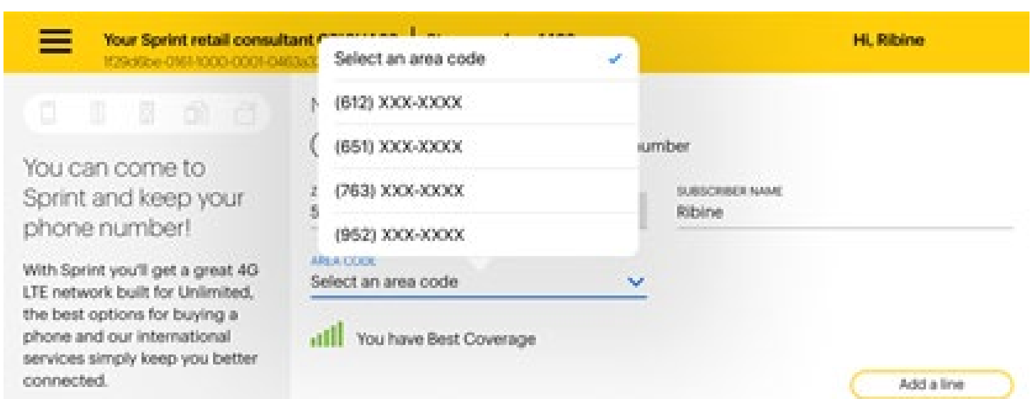
- **Select radio button to either 'Keep your number' or 'New number'**



- **Keep your number:** Enter customer's phone number and click Bring your number
  - If the number is already in service, you will get a message "! The PTN is already active".
  - If the number is not eligible, you will get a message "Not port-in eligible".
  - Check to determine if it is eligible for migration



- **New number:** confirm zip code for desired area code
  - Update zip code if not correct and click Update
  - Select desired area code from drop down

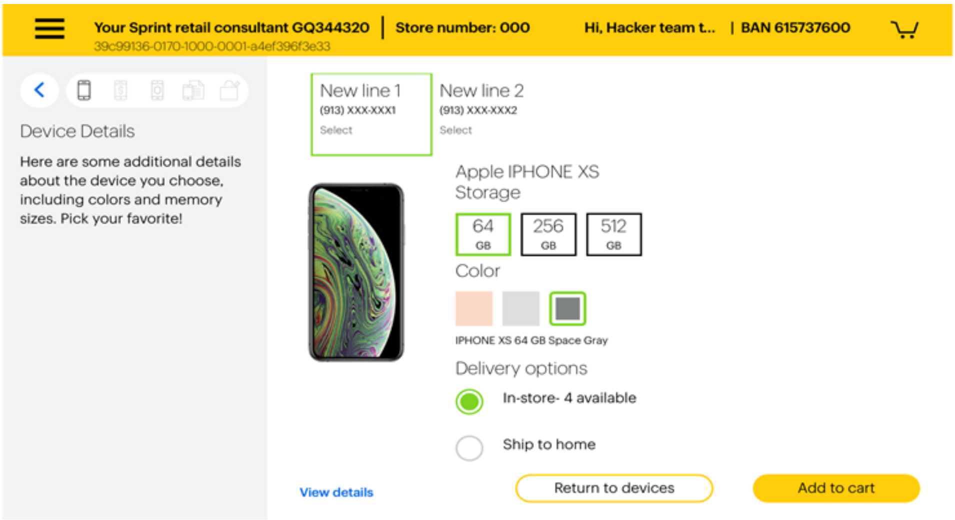


- **Review network coverage with complete address by clicking the Coverage Map link**
- **Click Continue**

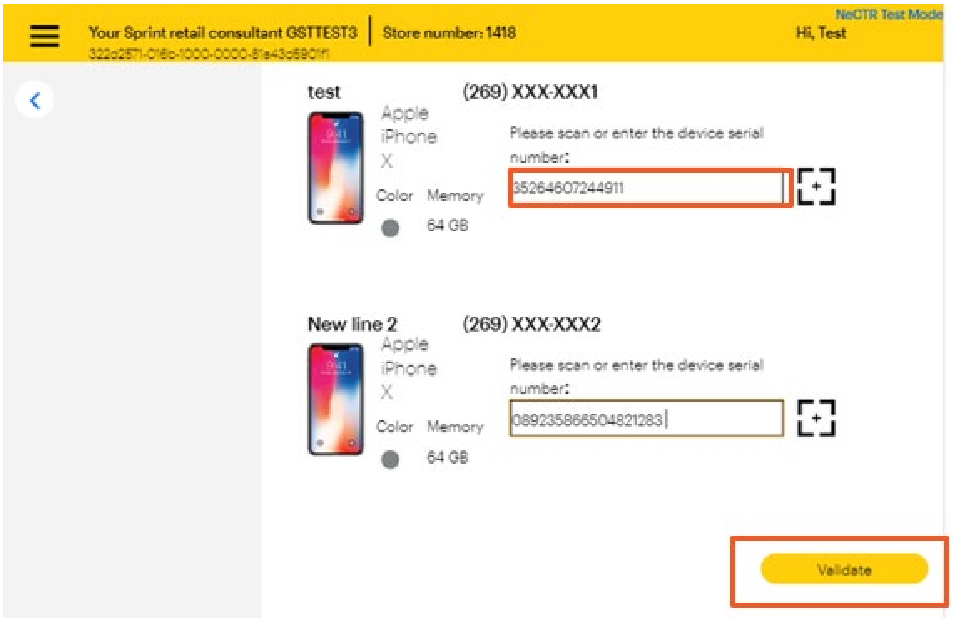
Existing Customer Upgrade & AAL Journey

8. Device Selection

- **Search, select, and compare devices based on customer needs**
  - You can scan or search the SKU
  - Refine the search by Device type or Manufacturer
  - If the customer has a BXGX offer available, go to the BXGX Process document to explain the offer to the customer and follow the steps for entering the devices and plan.
- **If customer is purchasing pre-owned device, must select Pre-Owned radio button**
- **Once a device is selected, choose the storage size and color then click Add to cart**



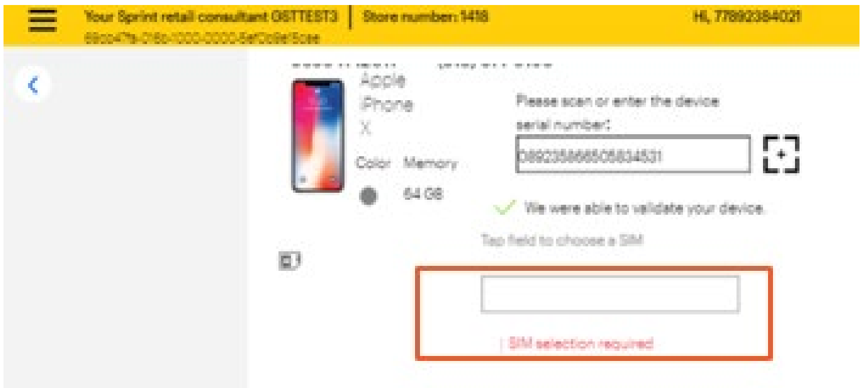
- **Complete this for all subscribers**
- If the in store inventory is less than 5, In-store Low Inventory will be displayed.
- If device is out of stock , Add to cart will not be enabled.
- You must select a different device/color/configuration or select direct ship to enable the Add to cart button.
- **Enter ESN and click Validate**
  - Note: Validate button disabled on landing until ESN is entered.



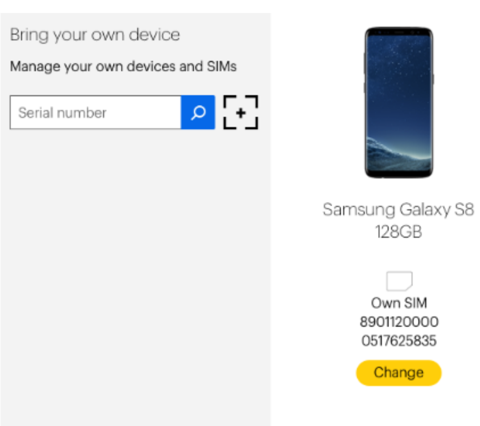
Existing Customer Upgrade & AAL Journey

8. Device Selection…continued

- **After validation of the ESN, the SIM Input Box will be displayed if the device is associated to T-Mobile inventory.**
    - Note: A T-Mobile device on the Sprint network will require a physical SIM card.
- **Clicking in the SIM field, you will be directed to the SIM selection screen.**



- **Enter the UICC ID and then select Got It to continue .**
- **From the prior screen, the same ICCID will populate in the SIM Input Box.**

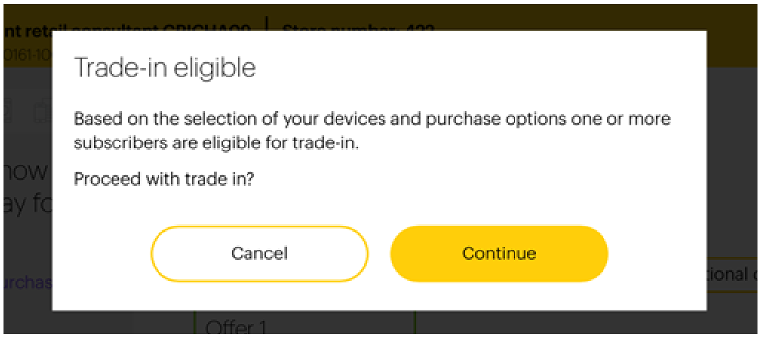


- **Select Own Device tab to add Customer owned device**
    - Scan or enter serial number of customer owned device to validate
    - Select SIM and click 'Got it'
    - Add another device
    - Confirm device and SIM
    - Click Done
- **Click Continue**

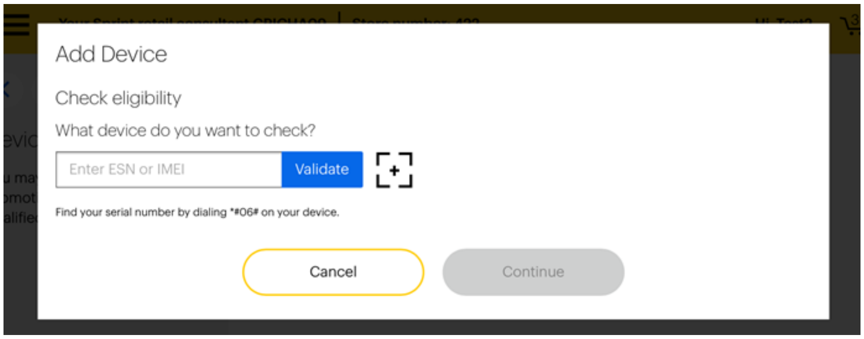
Existing Customer Upgrade & AAL Journey

9. Trade-In (optional)

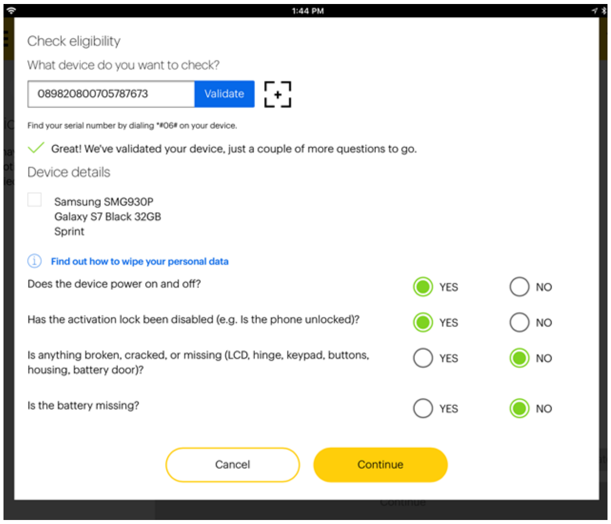
- **If a purchase method requires a trade in, an asterisk (*) appears next to that pricing/purchase method**
- **If device selected has Trade-in offer a pop up will appear, click continue to proceed**

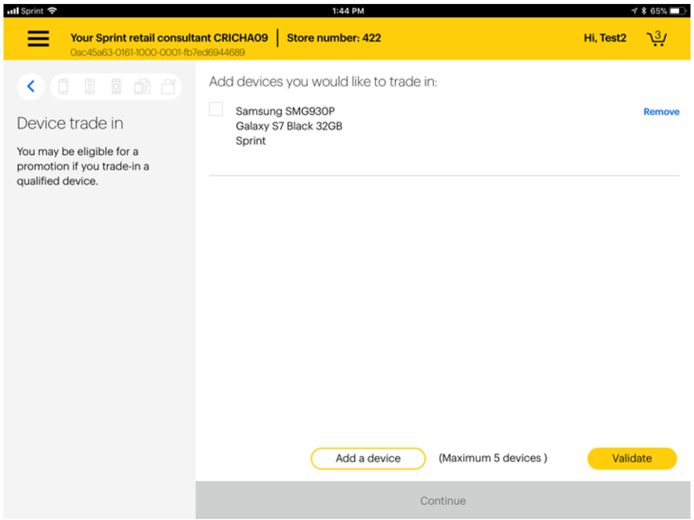


- **Make sure customer understands that devices are not returnable**
  - If a return is necessary, customer will get the Buyback value by check in the mail
- **Enter or scan ESN, click Validate**



- **If device is eligible answer device condition questions and click continue**
  - If device is not eligible, click continue
- **Select the box for the trade-in device and click continue**
- **Add additional devices and validate for more subscribers in the journey**

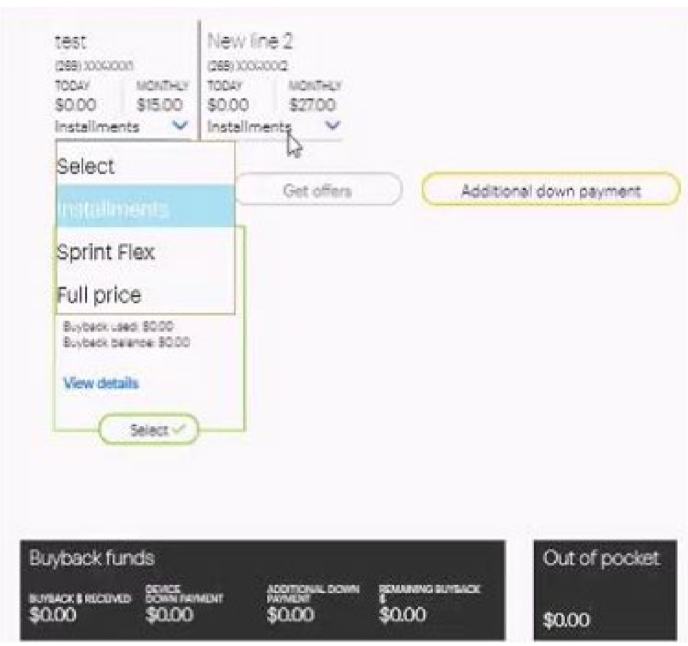


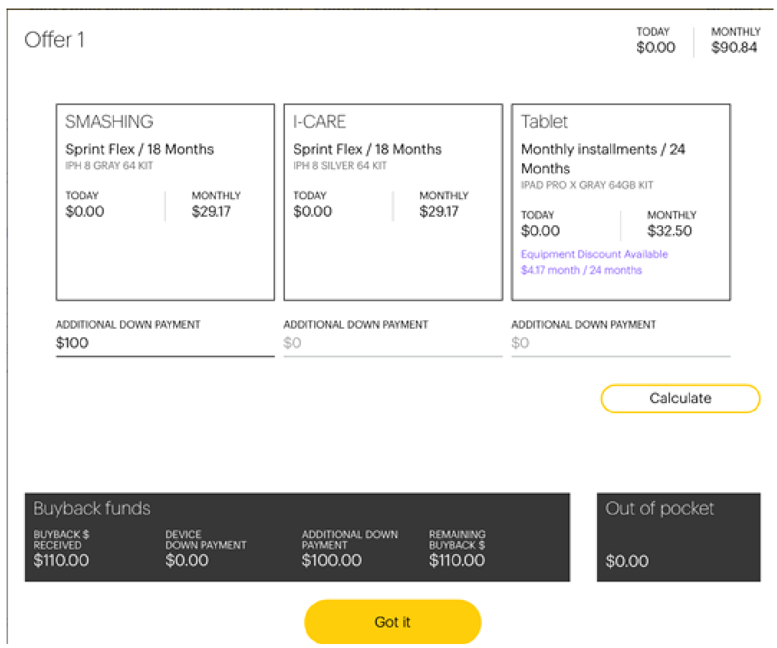


Existing Customer Upgrade & AAL Journey

10. Device Purchasing

- **An additional pop-up window may display for Variable Payment Offers (VPO) eligible customers.**
    - Ask the customer to provide answers to the questions displayed
    - Select Got It
- **Purchase method will appear with default option already chosen**
    - If changes are made to the purchase method, always select Get Offers again for each subscriber



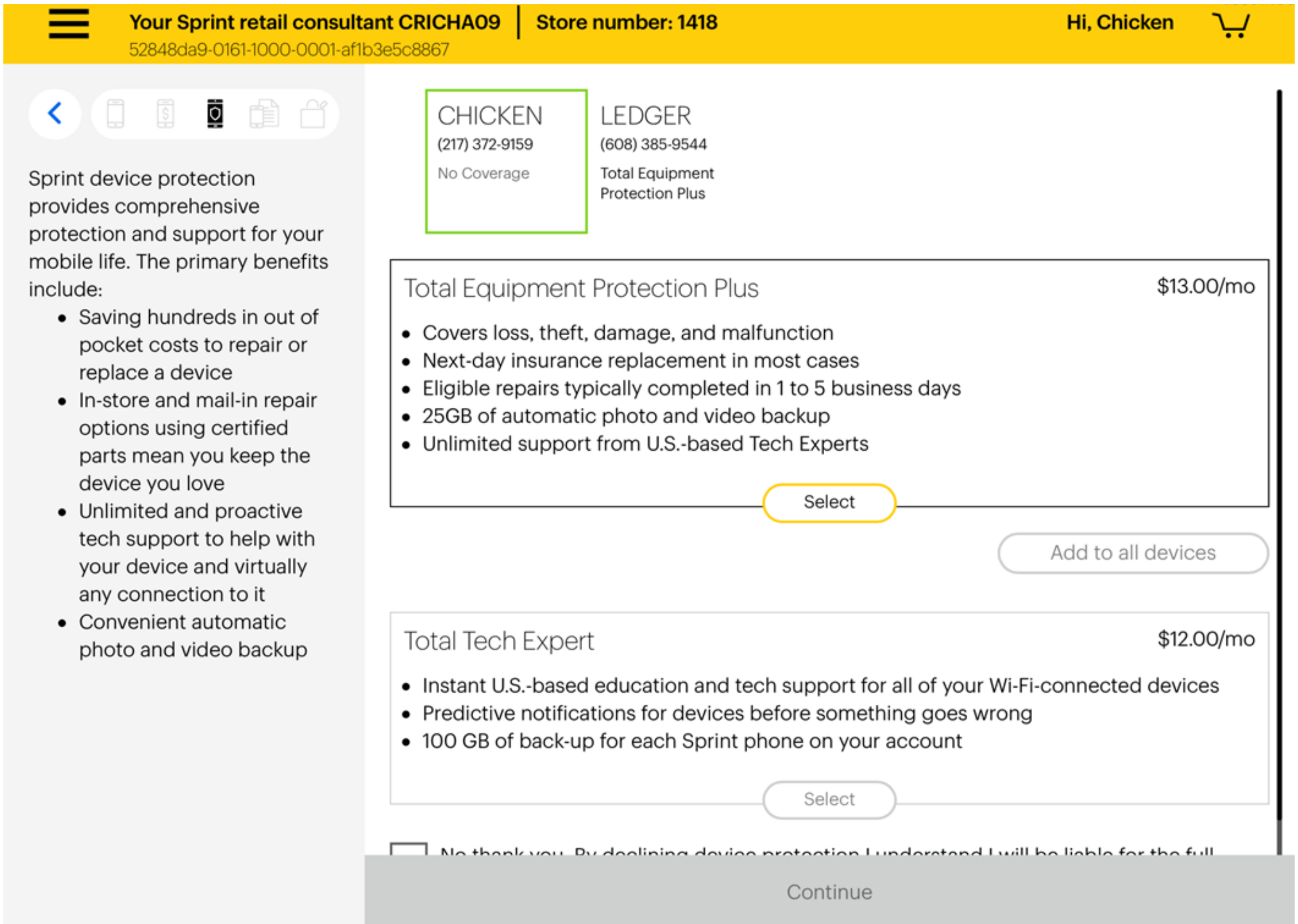


- **If the customer has additional funds to apply, click the Additional Down Payment button.**
    - To view options with a down payment, enter the dollar amount the customer wishes to pay down into the down payment box and select Refresh Data
    - Enter the additional down payment information on the Customize Offers screen and select Calculate
        - **Note:** For customers changing devices the min/max down payment has been removed.
- **To see the breakdown for each offer click View Details for each offer**
- **To compare the various offers, select the Compare checkbox above each offer and then select the Compare Financing Offers > button on the top right of the screen.**
- **For a detailed explanation of all offer types, select the Payment Options Explained button in the bottom left corner of the screen.**
- **Depending on the plan selected, an additional add-on screen pop will appear**
    - Make selections and click got it

Existing Customer Upgrade & AAL Journey

11. Device Protection

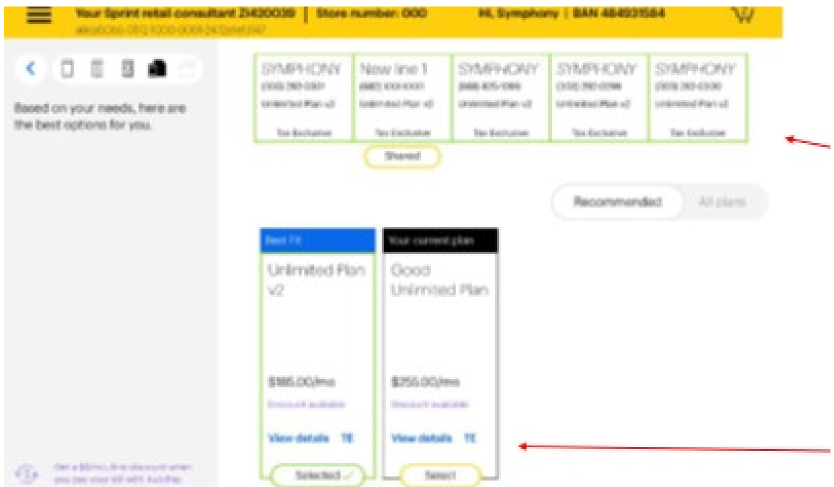
- **Make a selection to one subscriber and select 'add to all devices' or make a selection for each subscriber individually**
- If customer declines check the box
- Click Continue

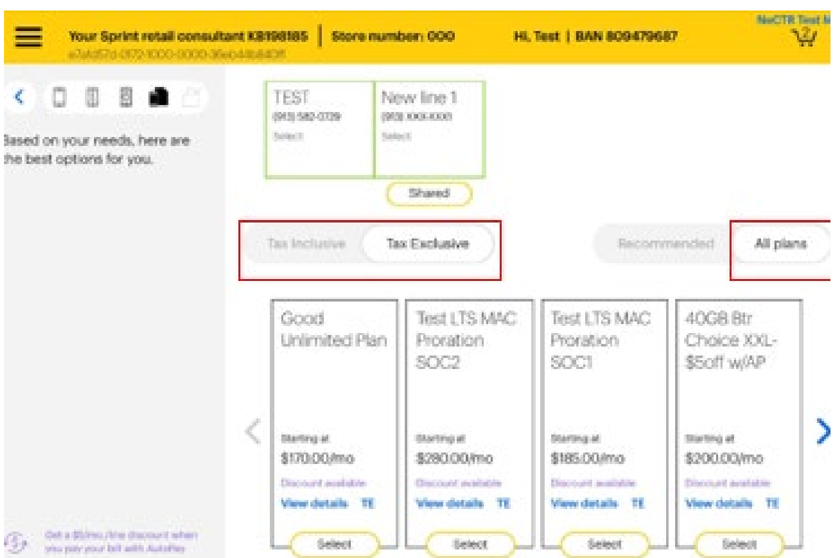


Existing Customer Upgrade & AAL Journey

12. Plan Selection

- **Select a plan from the Recommended plans on the right, change the view to All Plans for more plan options, or use the Plan search box on the left to find a specific plan**
    - Once a plan has been selected, the Tax Exclusive (TE) attribute of the selected plan will be shown.
    - When the 'All plans' toggle is selected, a new Tax Inclusive/Tax Exclusive plan toggle will be displayed. The toggle will default to Tax Exclusive and will display only TE plans which were not displayed in the recommended view.



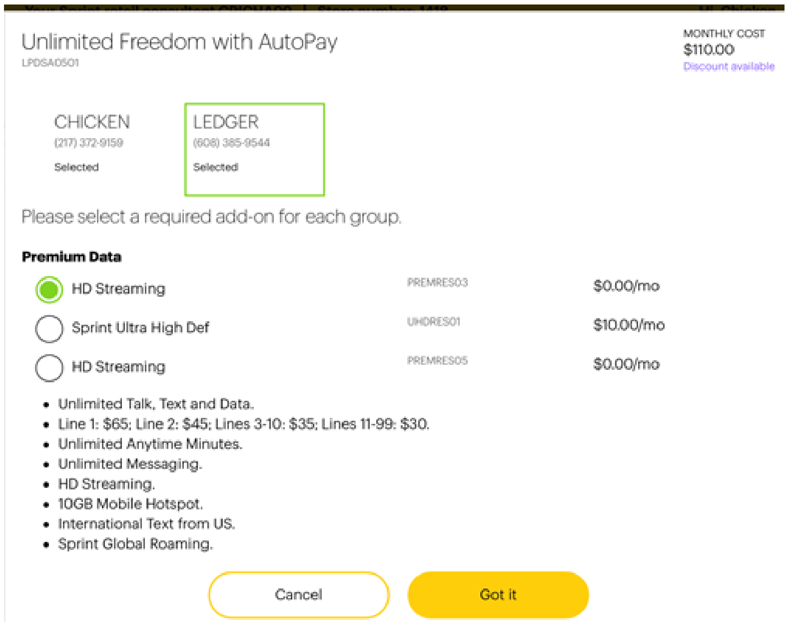


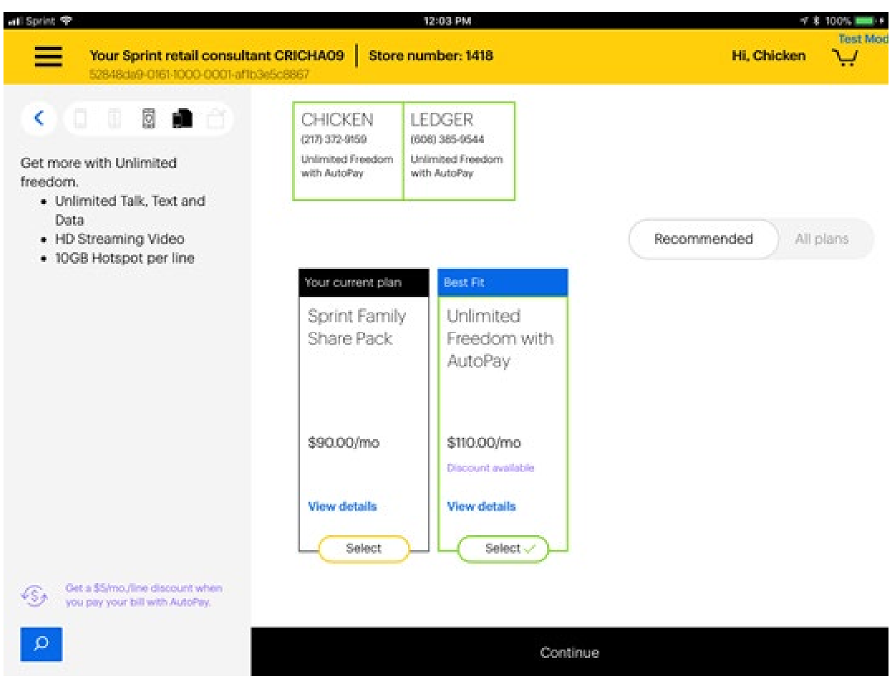
- If the plan selected is not compatible with the selected device, an error will display at the top of the screen and another plan must be selected.
- If the total number of existing and new subscribers on the shared plan exceeds the maximum subscriber limit, a blue banner will display to select a different shared or individual plan.
- If no plans are recommended for the customer, a blue banner will be displayed, use the All Plans link or Plan search box to find the right plan for the customer.

Existing Customer Upgrade & AAL Journey

12. Plan Selection….continued

- **If future dating the activation select Future Date Plan.**
  - You will see the effective date of the future dated plan at the top of the screen.
  - The date selected can be no more than 60 days from the current day.
  - If a Port is associated with the activation, the date selected can be no more than 30 days from the current day.
- **When a plan is selected, a pop up box will display showing the plan details**
- **Select any required add-ons for each subscriber**
- **Select Got It to continue**

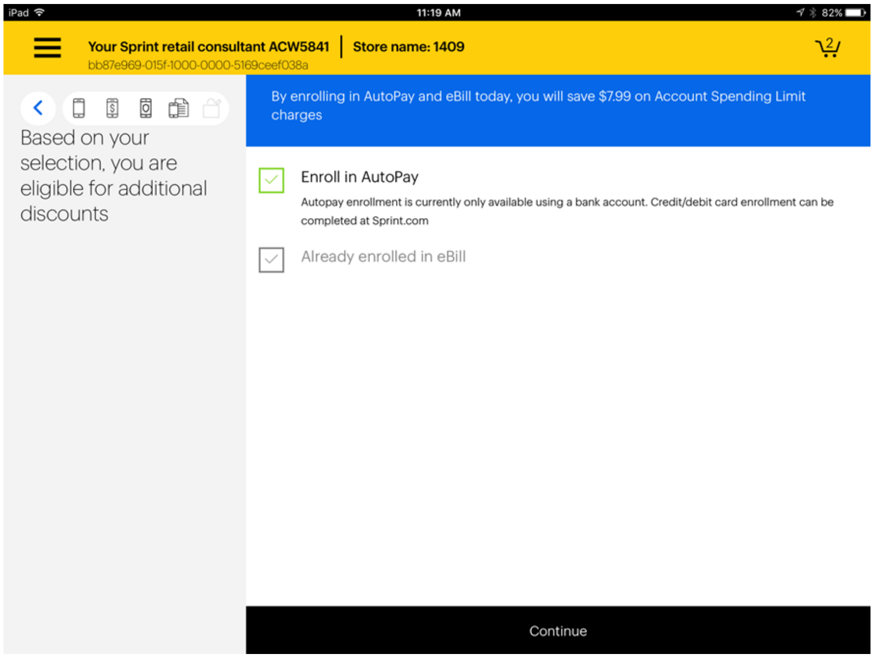




Existing Customer Upgrade & AAL Journey

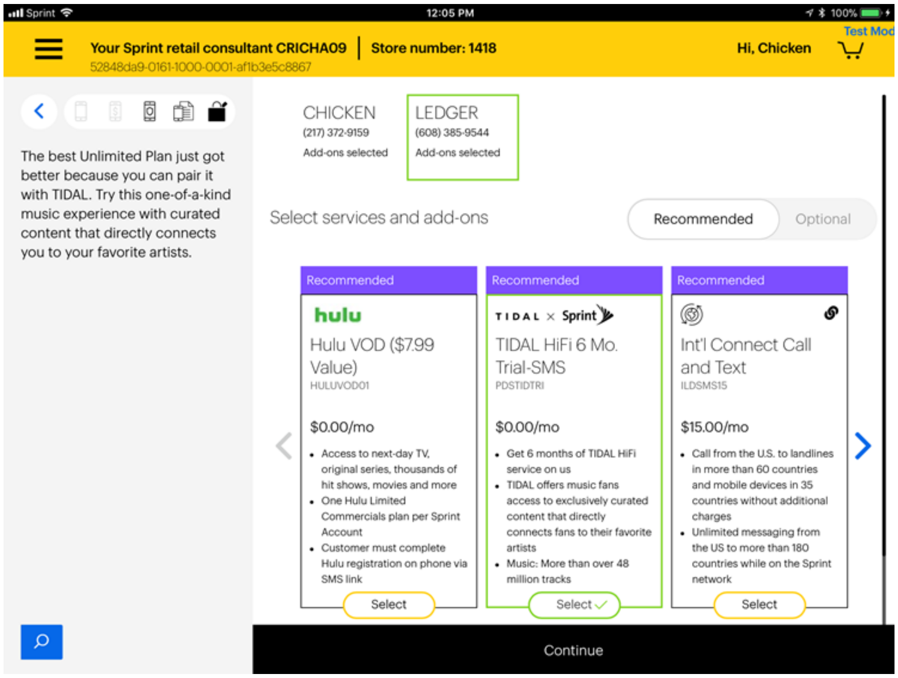
13. AutoPay/eBill Intent

- **Check box for AutoPay, eBill or both for customer to receive discounts**
    - Discounts could include ASL fees, plan discounts
- If eBill is not selected, manager override is required
- **Click continue**



14. Add-On's

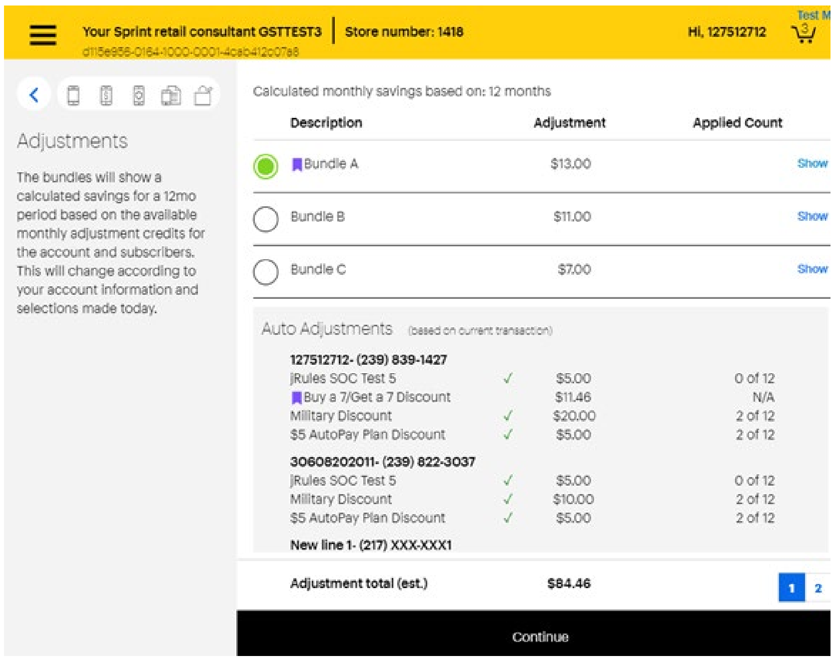
- **Make an add-on selection for each subscriber based on the customer's decision**
- **Click continue**

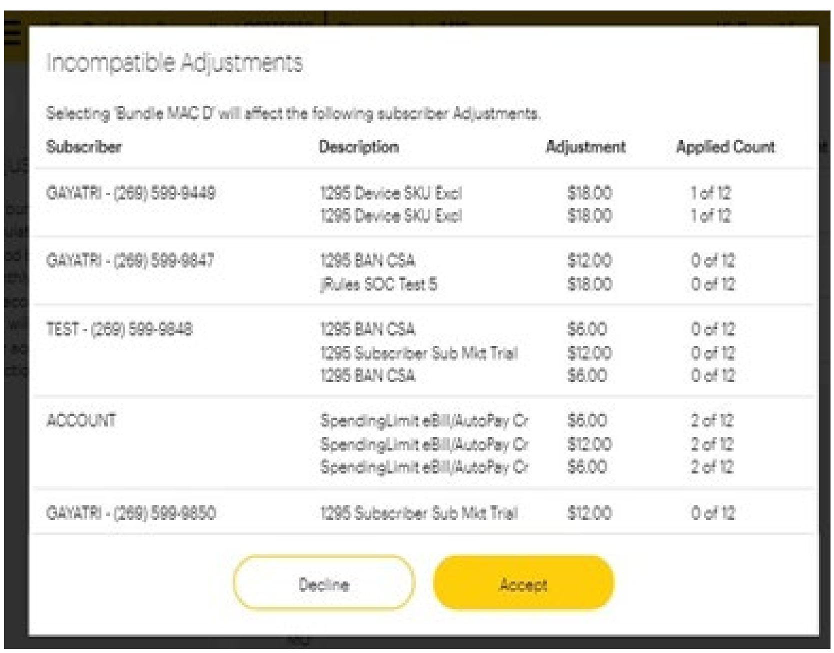


Existing Customer Upgrade & AAL Journey

15. Monthly Adjustment Codes (MACs)

- **Review auto added or removed MACs for the account and subscribers**
- **Confirm all MAC's have been applied based on the customer's selections**
- If a MAC is missing, go back through the journey using the breadcrumbs to review selections

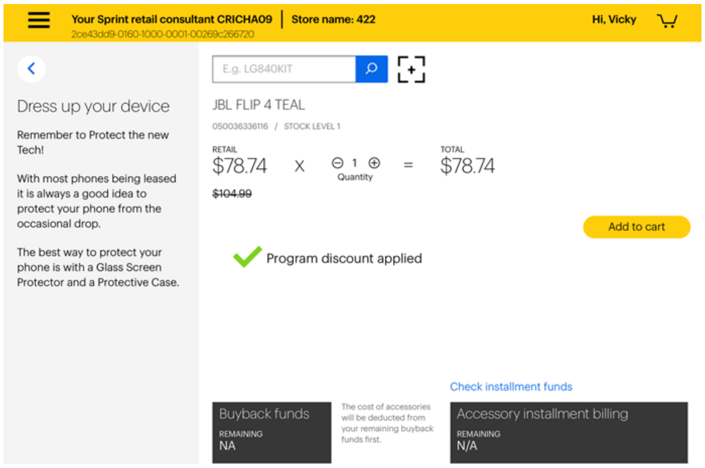




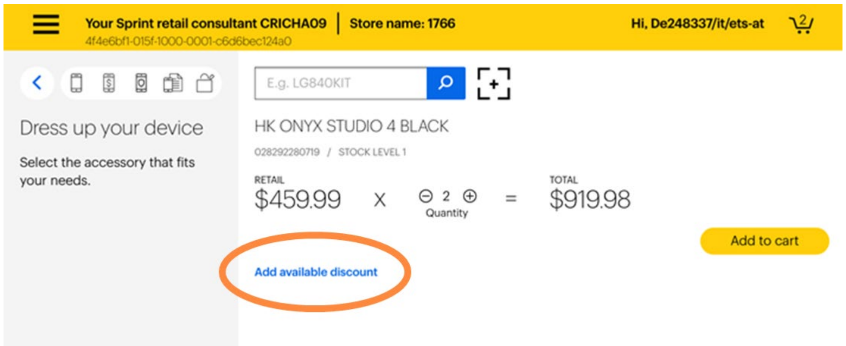
Existing Customer Upgrade & AAL Journey

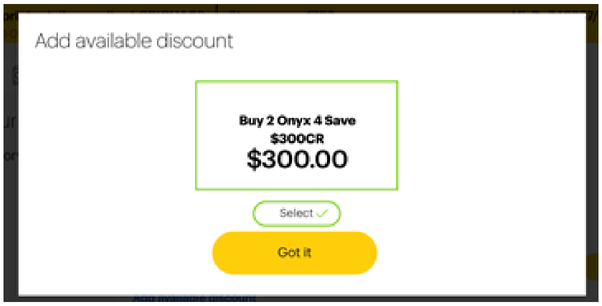
16. Accessories

- **Scan or search for an accessory**
- **Choose the quantity of the selected accessory the customer would like to purchase**
- **Click Add to Cart after every selection for accessory to appear in cart**
- Program discounts will be automatically applied (ex. Sprint Perks)



- If the customer qualifies for a offer discount on accessories
  - Select the Add a Discount link and choose the appropriate discount on the pop up screen
    - All selectable discounts will be displayed as individual tiles.
    - Stackable indicator is displayed for all discounts in the discount tiles (if applicable).
  - Got It to continue
    - If an incompatible discount is chosen, then a red banner error will appear at the top of the pop up window.
- **Once the appropriate accessories and discounts have been selected, choose Add to Cart and then Continue**





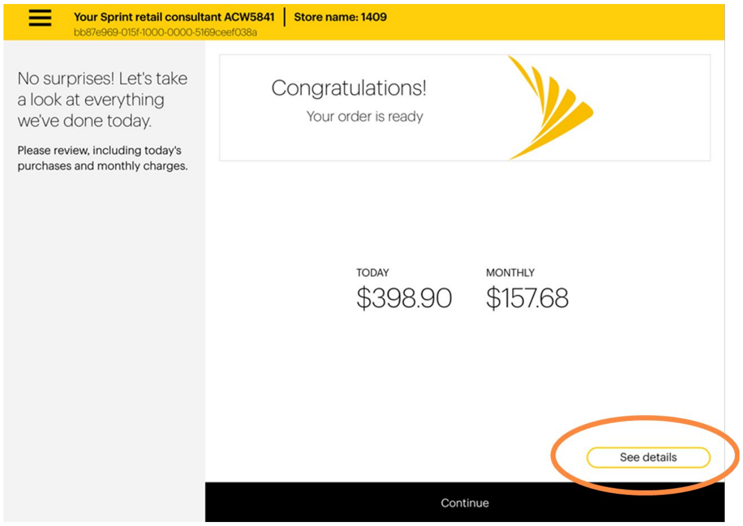
Note: Customers can also purchase accessories with Installment Billing (IB).

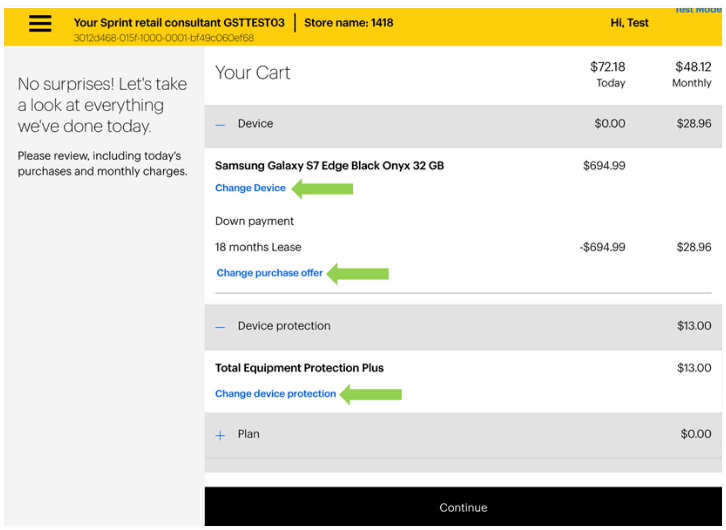
- The customer must select at least $75 of IB accessories in order to be eligible for IB accessories.
- Some of the IB options have a deposit amount attached to the IB offer.
- A customer cannot split tender if they are choosing an IB accessory. For example, they cannot pay $40 of any accessory with IB and $30 with Full Price.
- There is no price override for IB accessories.

Existing Customer Upgrade & AAL Journey

17. Review and Confirm

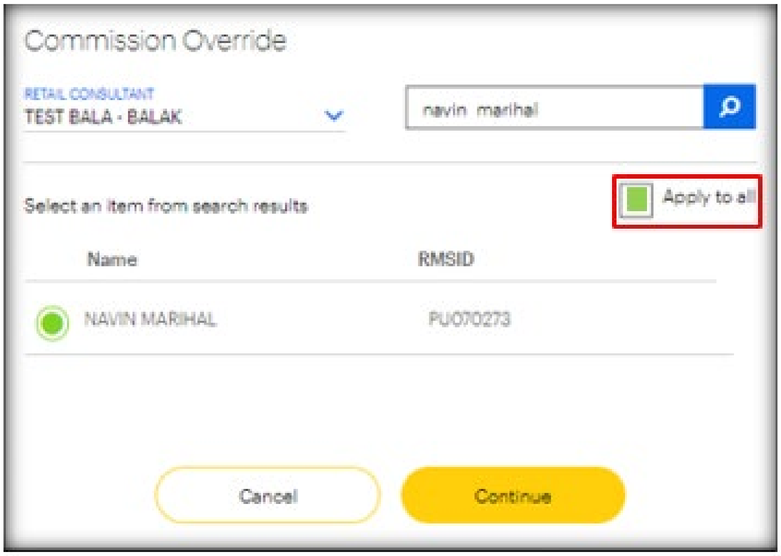
- Total amount due today and monthly amount due displays. Review the details of the transaction with the customer.
- **Click See Details to see detailed description of everything done in the transaction.**
- **Expand each section as needed to review the itemized services and charges.**
- If selections displayed are not correct or customer changes mind select 'Change.....' to make edits
- If applicable, select Got it to add remaining buyback funds to the account.
- **Click Continue**





Select Commissionable Rep.

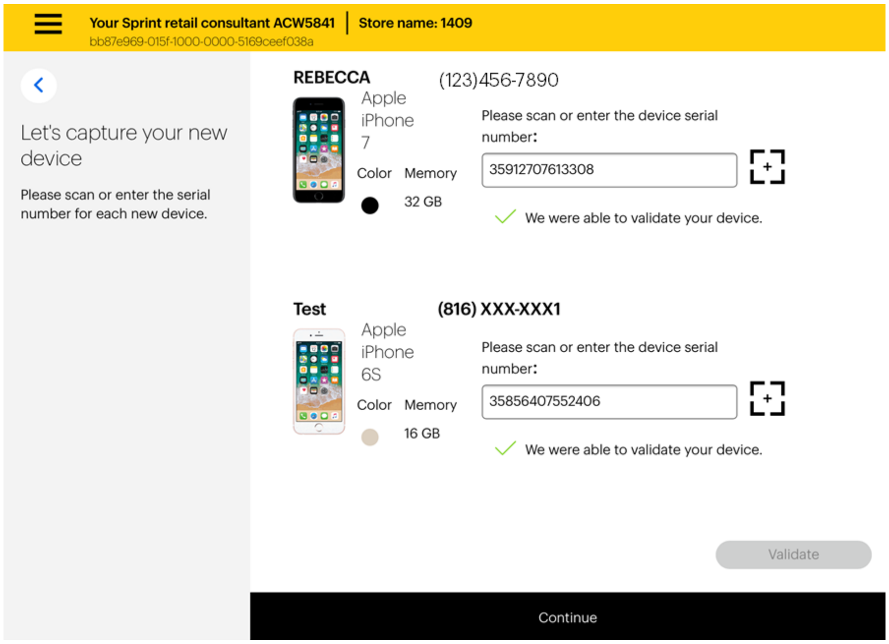
- A pop up will display when the user has selected the commissionable sales rep. on the Orders Detail screen.
- The commissionable sales rep. selected will be applied to the line item that was selected or can Apply to all to apply to all line items.
- **Click continue**



Existing Customer Upgrade & AAL Journey

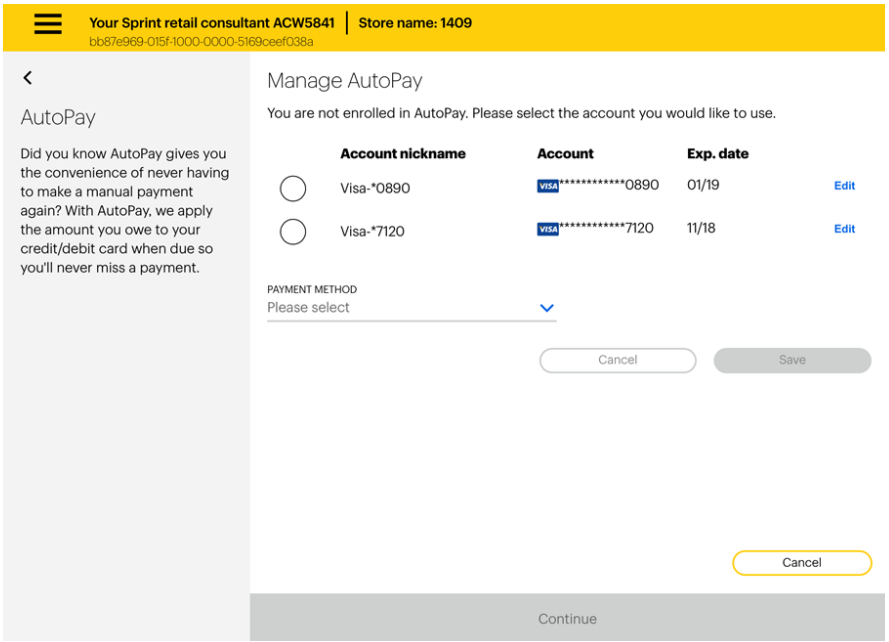
18. ESN Validation

- **Scan or enter the serial number of the new device from inventory**
- When the device displays, select Got it to continue
- If the device is not found and cannot be validated, scan or enter the serial number again



19. Manage AutoPay

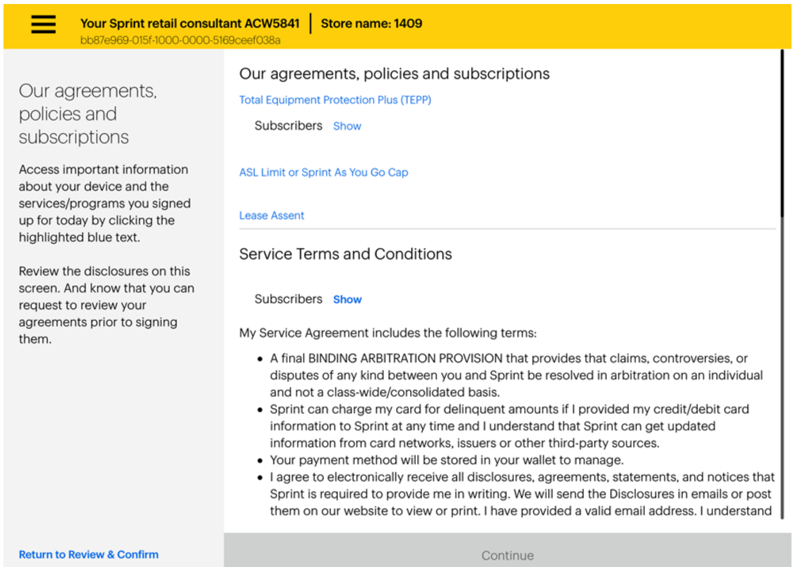
- **Add, edit, or remove customer's wallet for AutoPay**



Existing Customer Upgrade & AAL Journey

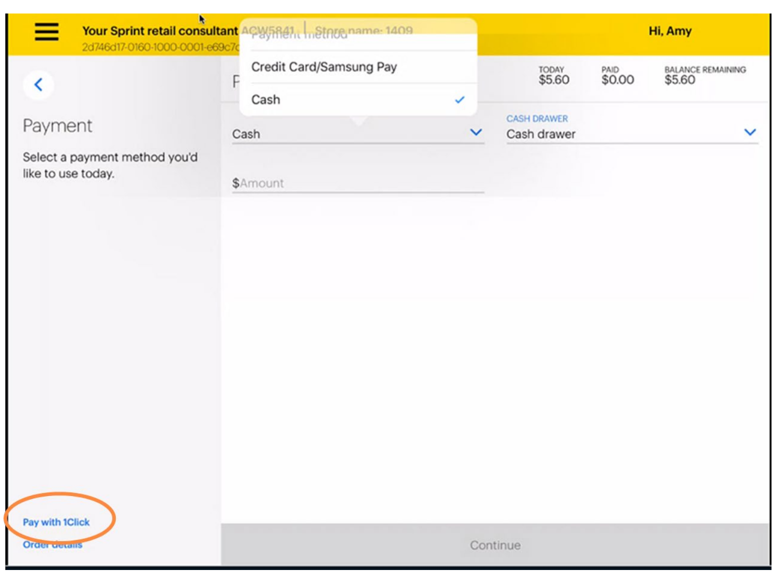
20. Agreements, Polices, and Subscriptions

- This page will continue a review of the order for the customer
- **Select the downward facing arrow to expand each section**
- **Review with the customer, capture one signature**
- **Got it to continue**



21. Payment Options

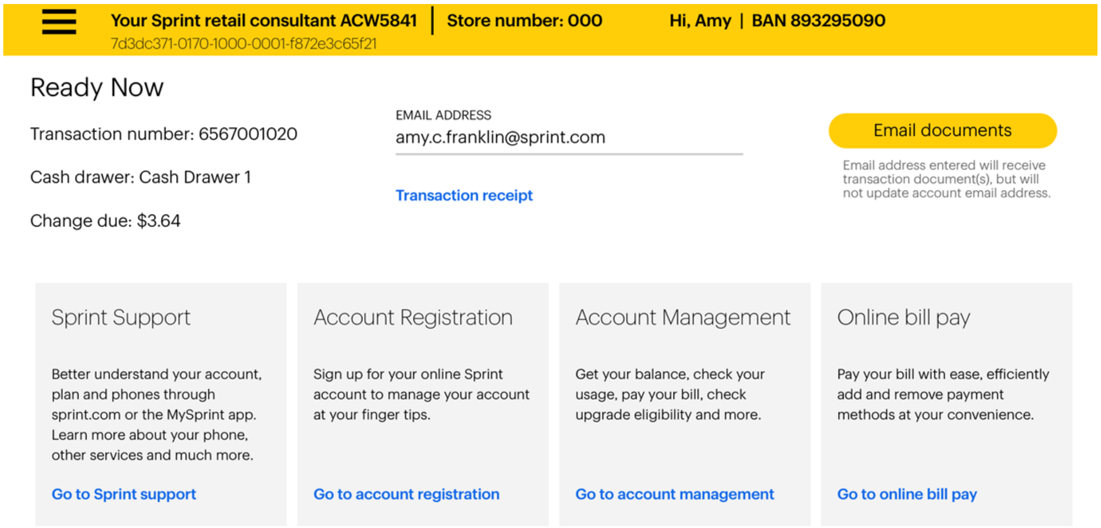
- This screen populates after the user is prompted to log into RMS
- **Select the customer's purchase option from drop down**
- **If customer uses payment method other than Cash or credit card use Pay with 1Click to complete in RMS.**
  - You can also print the Bill Estimate Customer Summary via Pay with 1Click option. See Print Bill Estimate Customer Summary (BECS) - GST/RMS for steps.
- If customer uses cash as payment method you can view the transaction on the Payment Summary. If the amount paid is not the exact amount required the Change due is shown on the Ready Now screen.

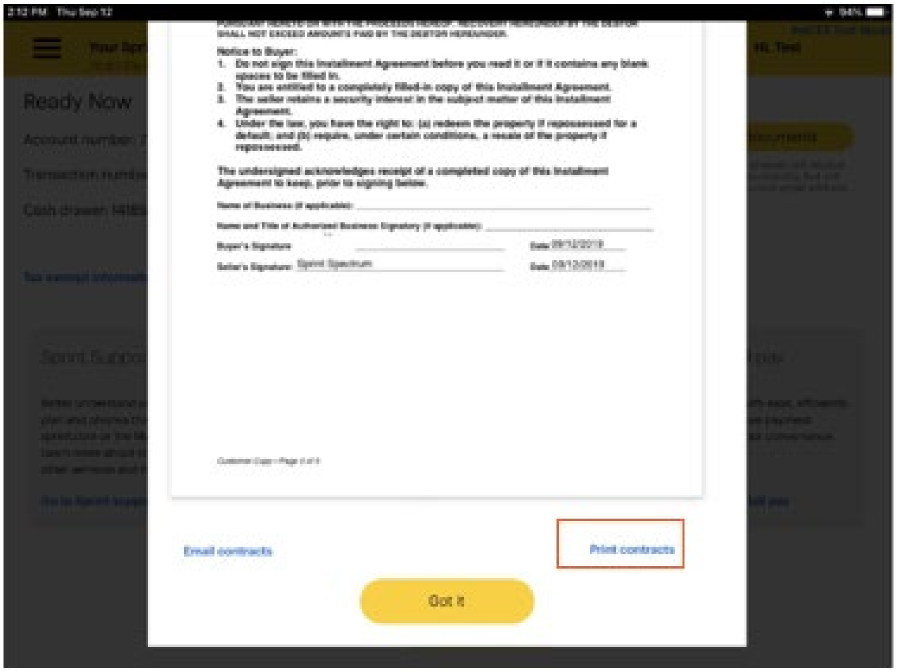


Existing Customer Upgrade & AAL Journey

22. Ready Now

- When the order remains incomplete after 10 minutes, an order failure response will be displayed in RED. The message will state “Submitting the order is taking longer than expected, please verify the activations after the transaction is completed”.
- **Review customer self-service options.**
- The Change due in a cash transaction is displayed.
- If a Transaction or Travelers Receipt fails to generate, the link will be disabled and a message "Receipt generation failed" will be displayed.
- If a Transaction or Travelers receipt fails to be sent in PDF form to RMS, a message "Failure to submit the receipt to RMS. "Receipt cannot be reprinted from RMS" will display under Important messages.
- **You can print customer bills (CPNI Screen), contracts and BECS.**
    - If you print contracts, all contracts in the current journey will print.



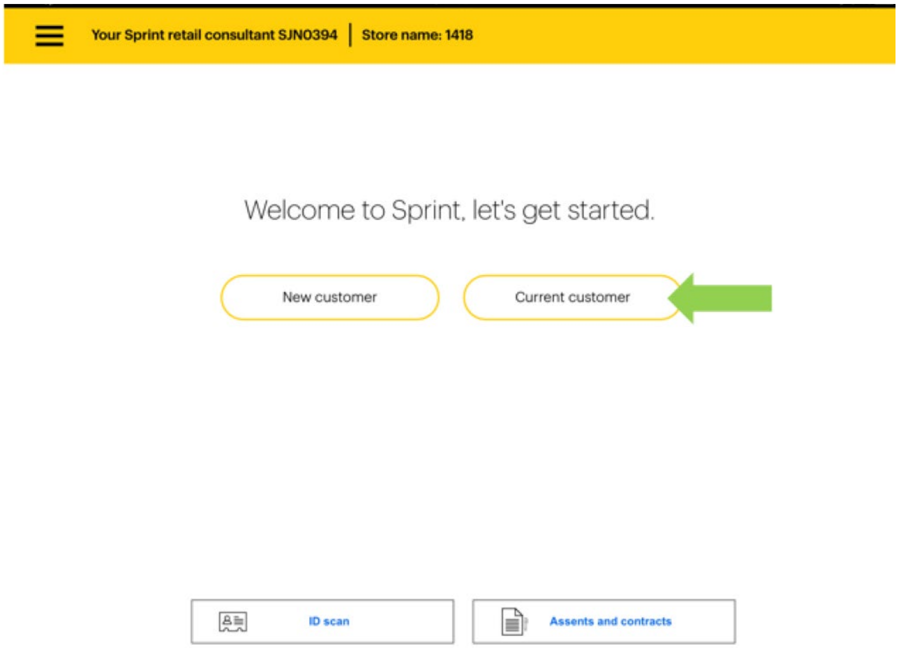


Manage My Account & Plans Journey

This guide will walk you through how to manage the My Account Services and Plans in GST.

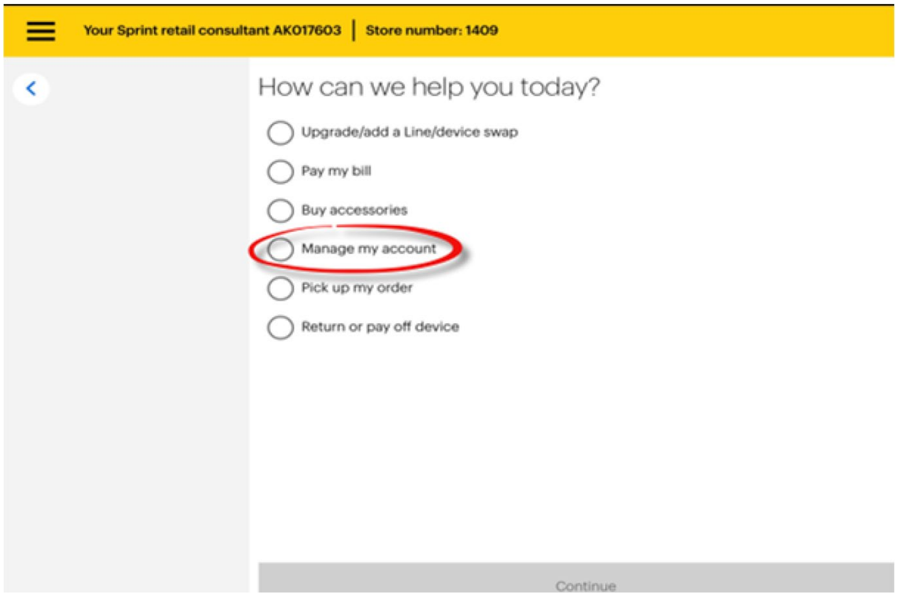
1. Start Journey

- Select **Current Customer**



2. Journey Selection

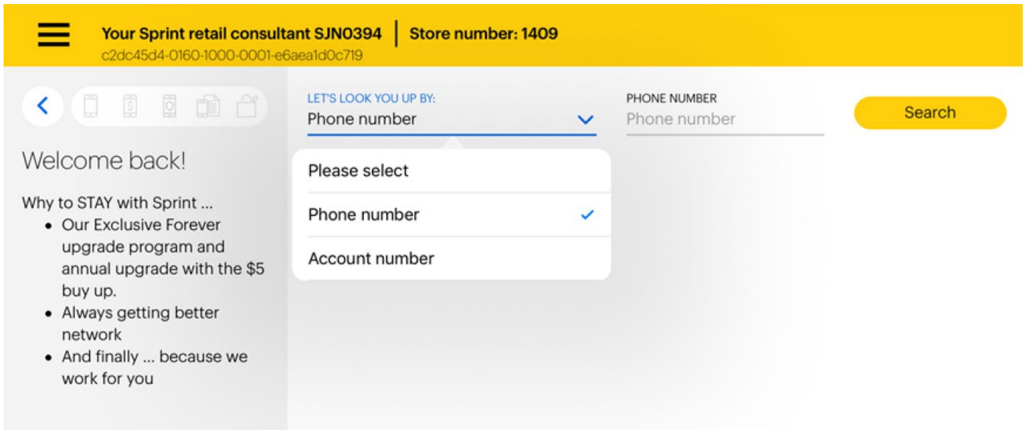
- Select **Manage My Account**
- **Click Continue**

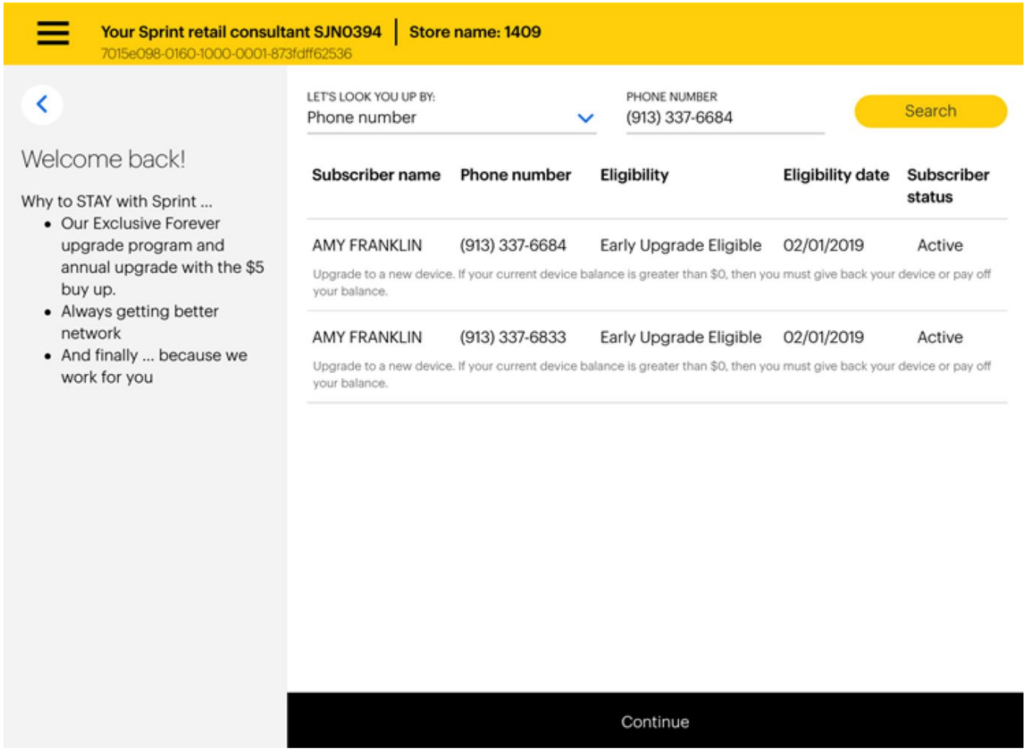


Manage My Account & Plans Journey

3. Customer Search

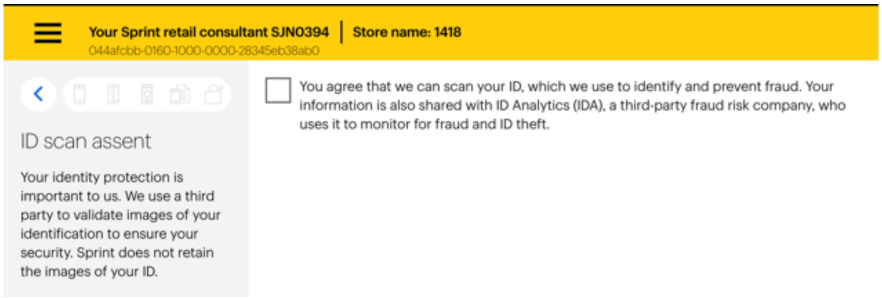
- **Customer search criteria defaults to PTN.** To search by BAN you can select from the drop down.
- **Select the subscriber(s) and/or number of lines to add to account.**
- **Click Continue**
- After subscribers are chosen, a pop up window will display showing the Account Owner name at the top in CAPS and then any Authorized Delegates on the account.



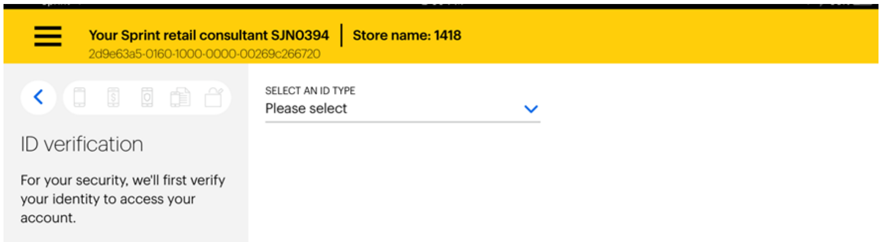


4. Scan ID

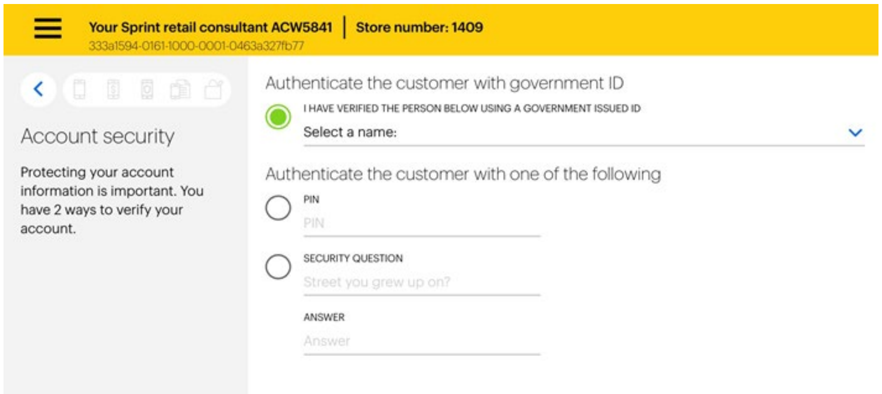
- **Ask the customer to tap the checkbox indicating that they agree to the scan, click continue**



- **Follow the prompts on the screen and select an ID type**



- **Scan the front and back of customer's ID**
- If Driver License, select state

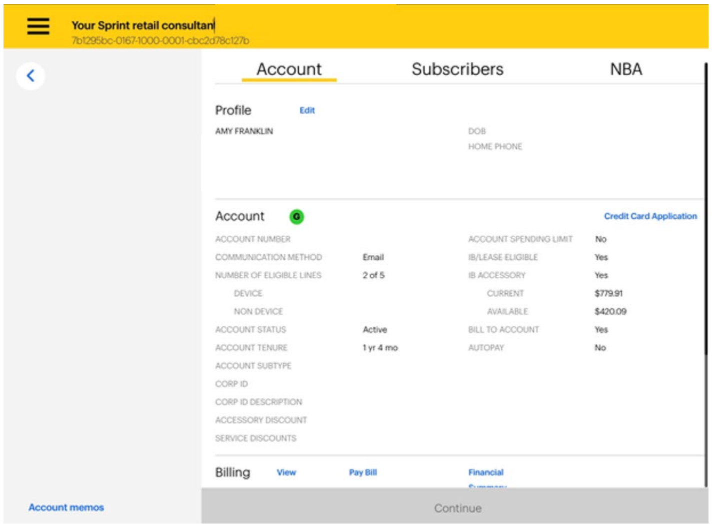


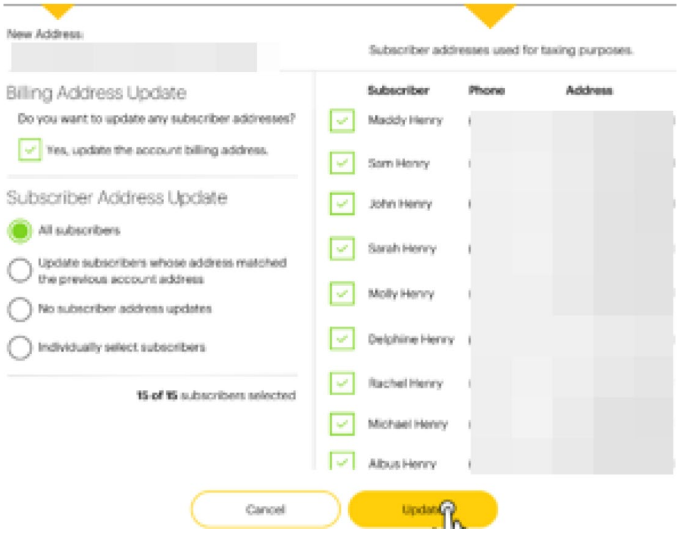
- **If the customer declines, has a ID that isn't permitted for scanning, or valid name mismatch:**
  - Visual validate ID
  - Account Holder/End User: Authenticate account with either PIN or Security Question
- **Click Continue**
- **If Bypass Authentication is acceptable, tap the link to Bypass Authentication in the lower left hand corner of the Navigation Window.** A pop- up appears prompting for the manager's user ID and password to unlock the account**.**
- Select the appropriate option from the drop-down:
  - Sales - ID verified
  - Have manager sign in with user ID and password.

Manage My Account & Plans Journey

5. Manage My Account/ Manage Services

- **Account Name and/or Billing & Subscriber Address Change:**
    - Ask the customer if all lines on the account are changing to the same address.
        - Tell the customer there is a billing/mailing address for the entire account and a subscriber address for each subscriber/phone number/line on the account.
        - P.O. Boxes cannot be used for subscriber addresses.
    - Prior to changing the name on the account, make sure you've read and followed the requirements of the Account Name Change Policy Policy.
    - **To change the billing/mailing address or name at the BAN/account level:**
        - Select Edit to change the first and/or last name or the address.
        - Type in the new name or address in the appropriate fields.
        - Select Save.
        - A message displays if a P.O. Box is entered. The billing/account address may be a P.O. Box; Subscriber addresses cannot be a P.O. Box and will not be changed with the billing/account address update.



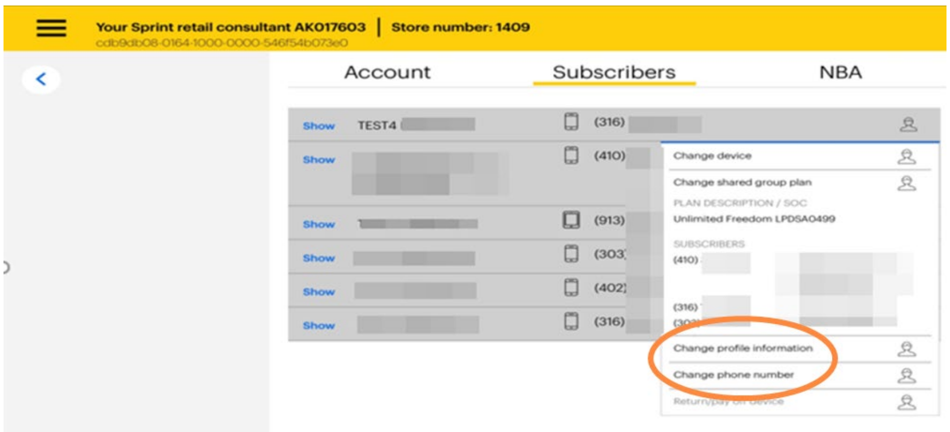


- **Billing and/or Subscriber Address Change:**
    - If you do not want to change the billing/account level address, uncheck the box next to 'Update the account billing address'. Unchecking this box will allow only subscriber addresses to be updated, not the billing/account level address.
    - From the pane under the message, select one of the following options:
        - **All Subscribers** - choose this option to update all subscriber addresses on the account to match the new billing address.
        - **Update subscribers whose address matched the previous account address** - choose this option to update only the subscribers who had the same address as the old billing address.
        - **No subscriber address updates** - choose this option to update only the billing/ account address; no subscriber addresses will be updated.
        - **Individually select subscribers** - choose this option to select the subscriber addresses that will be updated to match the new billing address.
    - **Click Update**
    - **Click Continue**
    - Verify all information is accurate and click Continue
    - **Complete the transaction in GST or RMS via one click.**

Manage My Account & Plans Journey

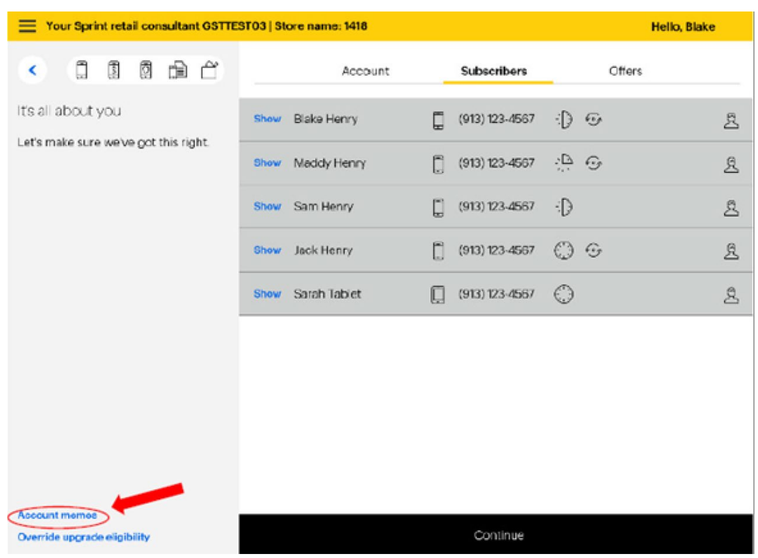
5. Manage My Account/ Manage Services…continued

- **Subscriber Information Change (Name or Caller ID):**
  - Select Subscribers tab.
  - Select 'Show' next to the subscriber you're working on to expand the subscriber details.
  - Select Profile Information.
  - Edit name
  - Click radio buttons to either 'update all subscribers' or 'select subscribers to update', click Update.
  - Select Save and then Continue.



- **Subscriber Phone Number Change:**
  - Select Subscribers tab.
  - Select 'Show' next to the subscriber you're working on to expand the subscriber details.
  - Select Change Phone Number.
  - **On the Change Number screen:**
    - Select Keep your number to port in a number from another carrier to replace the current phone number.
    - Select New number to change the current number keeping current zip code.
    - Select New number to change the current number but enter new zip code if requesting different area code and click Update.
    - Click Continue.

- **Memos (Account Notes):**
  - Select the Account Memo link in left hand corner.
  - To add a memo, select the Add memo link.
  - Enter memo and click Save.
  - Page through the memos by using the page numbers in the lower right corner.

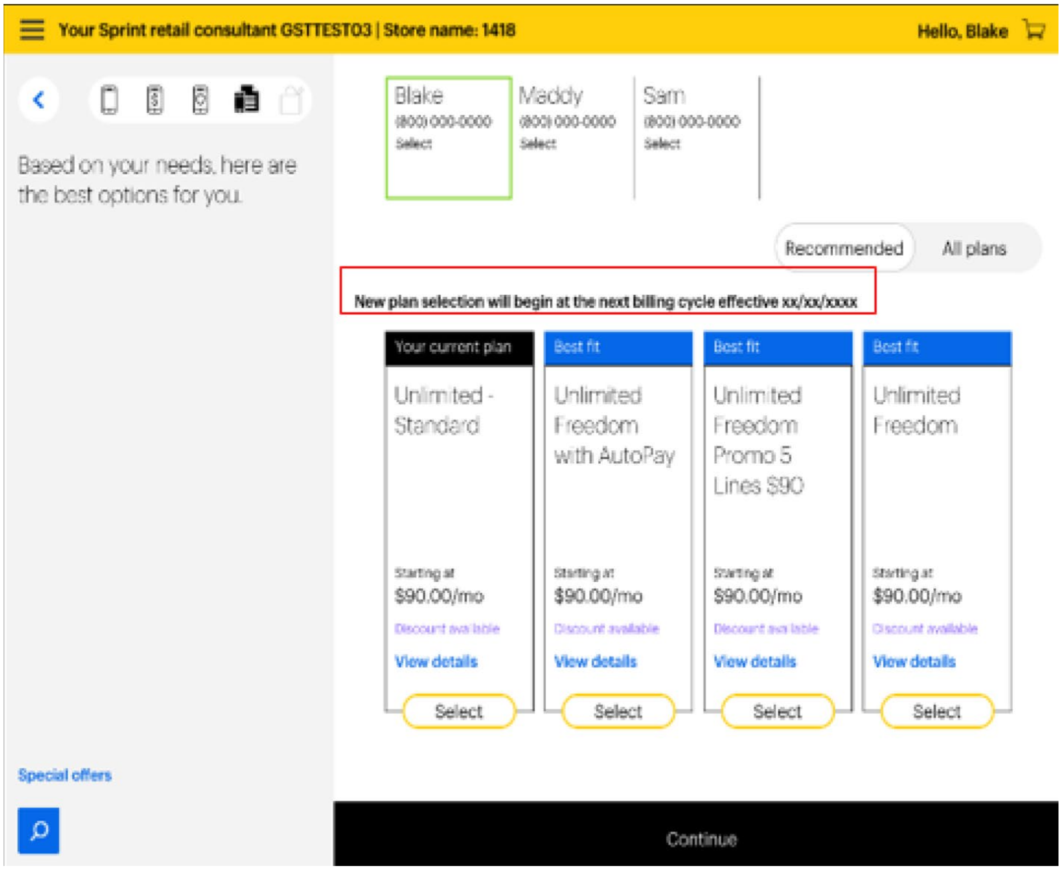


Manage My Account & Plans Journey

6. Plan Change

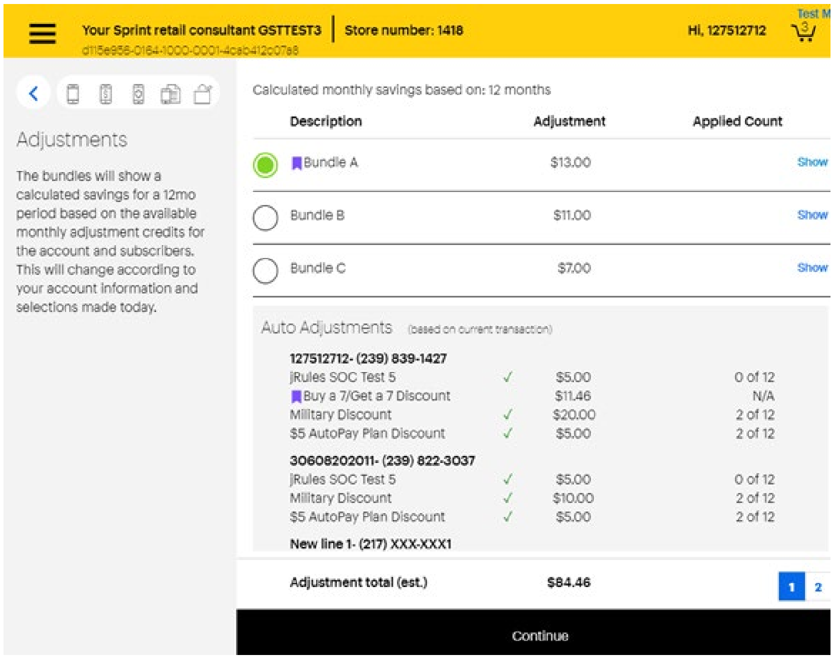
- **Select the Subscriber tab after completing NBA offers.**
- **Select the Status Indicator (the person icon on the right of the screen).**
- **Select the option the customer wishes to continue with:**
    - Change Shared Group Plan (this option is for all plan changes, not just shared plans)
    - Change Profile Information
- **Select the subscriber you're changing the plan or adding a service to and click Continue. If subscriber is on a shared plan, all lines on the plan will be changed.**
- When completing a stand-alone plan change, there will be messaging on the Recommended and All plans tab letting the user know that the plan will be effective at the start of the next billing cycle.
- The Add-ons will also be effective at the start of the next billing cycle. The messaging will appear on both the Recommended and Optional tab.
- The page displays the customer's device protection if the customer has device protection or is eligible to add Sprint Complete.
- **Make the necessary changes if applicable, otherwise, if no changes are needed, select Continue to display the Plan page.**
- **Select the current plan or select new plan and click Continue.**
- **Select add-ons or scroll down to see current addons to edit.**

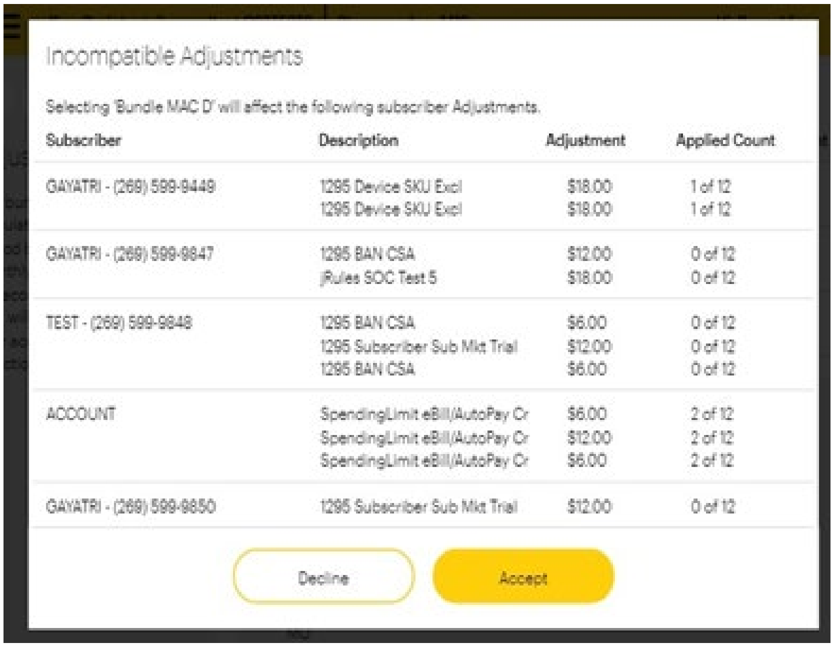
Note: All plan and add on changes are set for current day. GST doesn't allow future or back dated plan/add on changes.



7. Monthly Adjustment Codes (MACs)

- **Review auto added or removed MACs for the account and subscribers**
    - If only some of the MACs are carried forward to the new plan, an asterisk will be shown next to the applied count for each of those MACs.
    - If all MACs will be effective at the start of the next billing cycle an asterisk will be placed next to the Account or Subscriber name.
- **Confirm all MAC's have been applied based on the customer's selections**
- If a MAC is missing, go back through the journey using the breadcrumbs to review selections

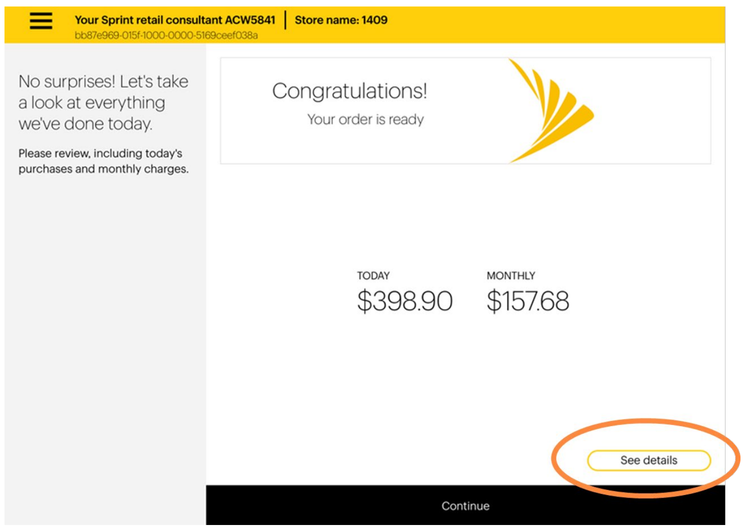




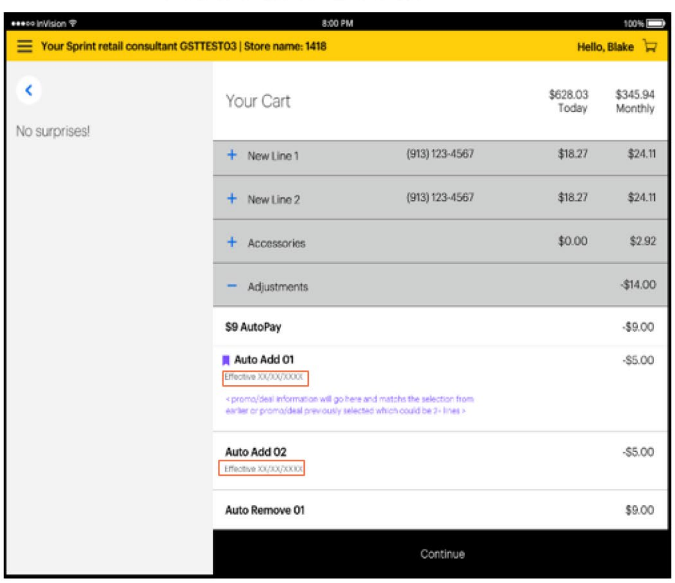
Manage My Account & Plans Journey

8. Review and Confirm

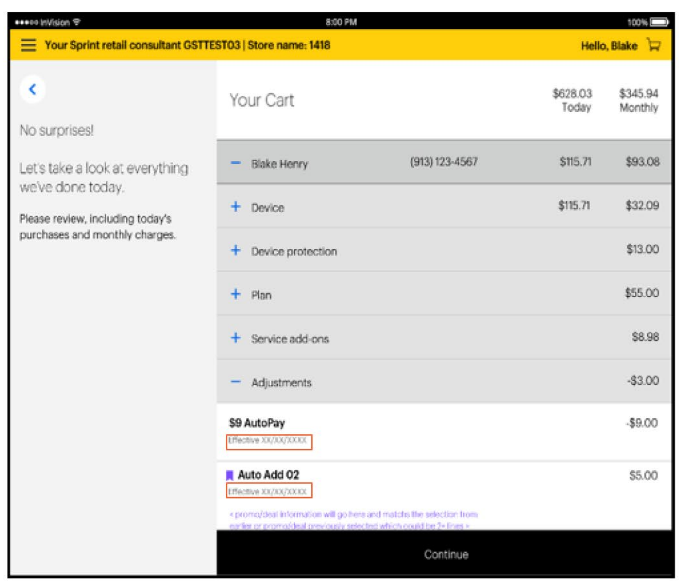
- Total amount due today and monthly amount due displays. Review the details of the transaction with the customer.
- **Click See Details to see detailed description of everything done in the transaction.**
- **Expand each section as needed to review the itemized services and charges.**
- If completing a Standalone plan change or Mixed journey (standalone plan change + Upgrade) any MAC that will be effective at the next bill cycle will have messaging at theAccount and Subscriber level on the Review and Confirm screen.
- If selections displayed are not correct or customer changes mind select 'Change.....' to make edits
- If applicable, select Got it to add remaining buyback funds to the account.
- **Click Continue**



Account Level



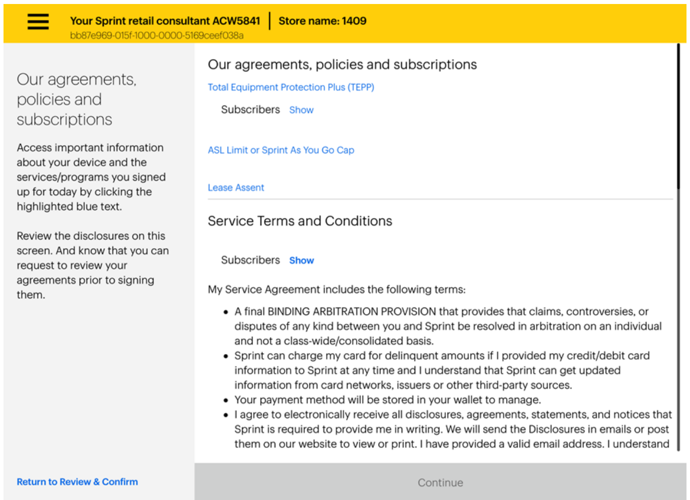
Subscriber Level



Manage My Account & Plans Journey

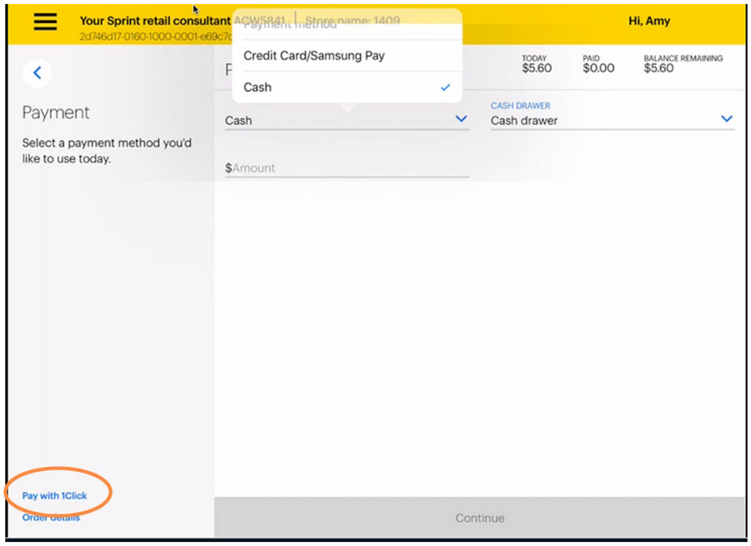
9. Agreements, Polices, and Subscriptions

- This page will continue a review of the order for the customer
- **Select the downward facing arrow to expand each section**
- **Review with the customer, capture one signature**
- **Got it to continue**



10. Payment Options

- This screen populates after the user is prompted to log into RMS
- **Select the customer's purchase option from drop down**
- If customer uses payment method other than Cash or credit card use Pay with 1Click to complete in RMS.



10. Ready Now

- **Review customer self-service options.**
- **Note:** If completing a Standalone plan change journey or Mixed Journey (Standalone plan change + Upgrade) the effective date messaging reminder will be shown on the Ready Now Screen.

Existing Customer Bill Pay Journey

This guide will walk you through how to process a Bill Pay for Existing Sprint Customers.

Key Information

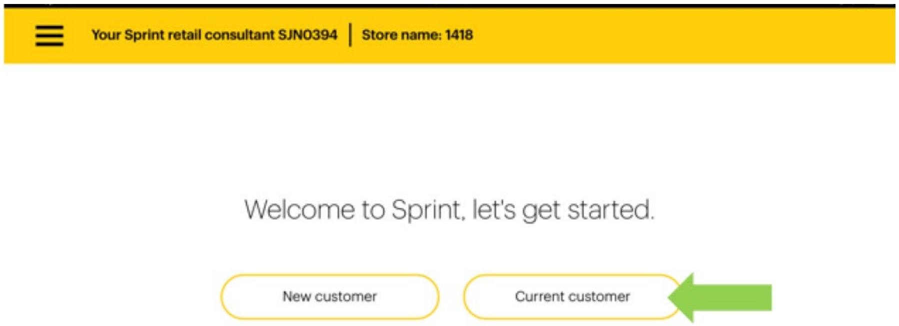
Follow these general guidelines with every transaction:

- **Self-service should always be the first option for paying a bill.** Answer any questions that customers may have about self-service payment methods or assist them at the APC machine.
- **OTC payments should be processed in GST only if the APC is unavailable.**
- If you pull up the incorrect customer account (and do not authenticate) and email a receipt to that customer for a cash payment, then the payment will be posted to the wrong account.
- Refer to the Submit Bill / Payment / Refund Issues and Escalate Issue - Retail and Dealer document for details.

Regular Bill Pay Process:

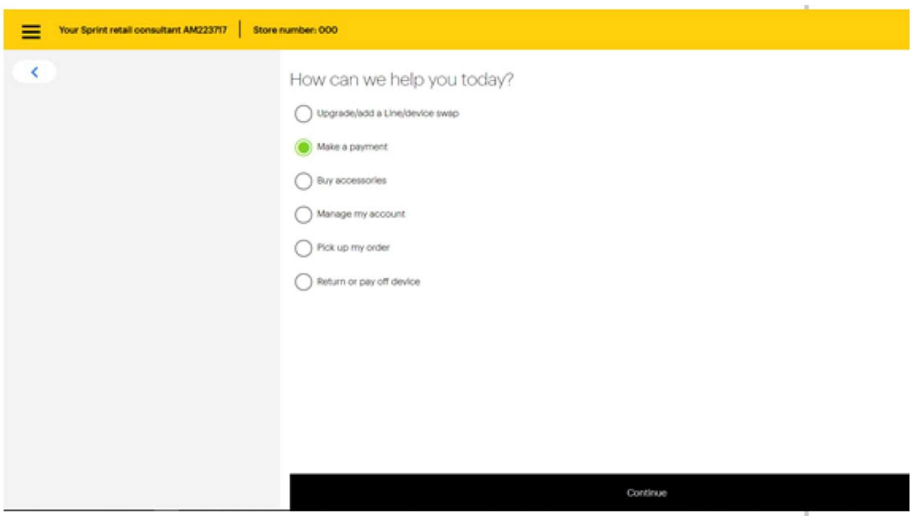
1. Start Journey

- Select **Current Customer**



2. Journey Selection

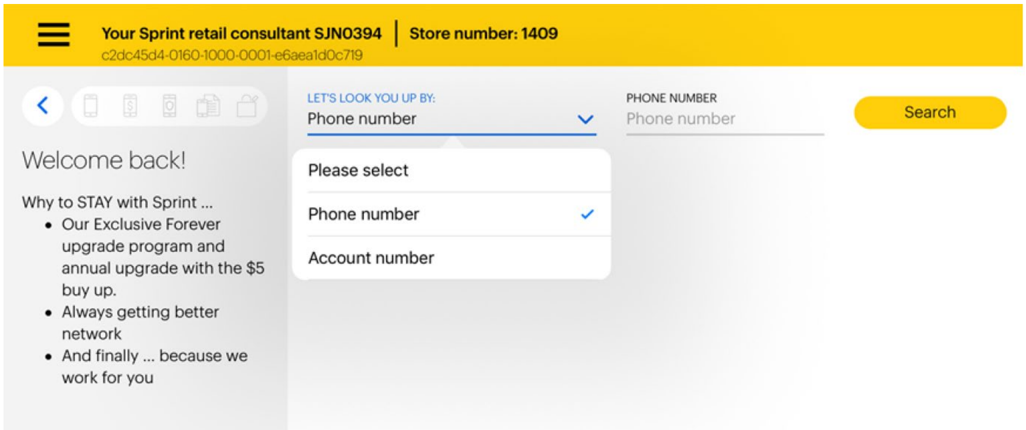
- Select **Make a Payment**
- **Click Continue**

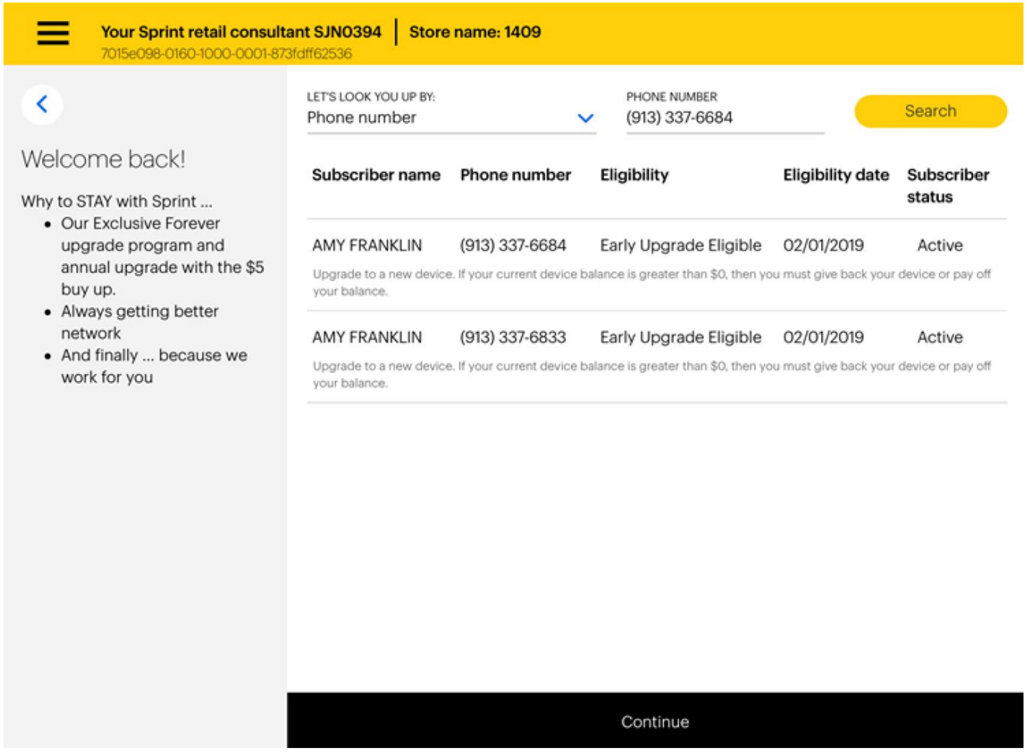


Existing Customer Bill Pay Journey

3. Customer Search

- **Customer search criteria defaults to PTN.** To search by BAN you can select from the drop down.
- **Select the subscriber(s) and/or number of lines to add to account.**
- **Click Continue**
- After subscribers are chosen, a pop up window will display showing the Account Owner name at the top in CAPS and then any Authorized Delegates on the account.

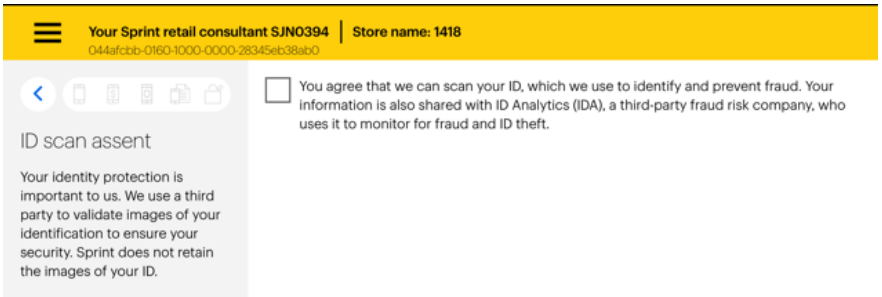




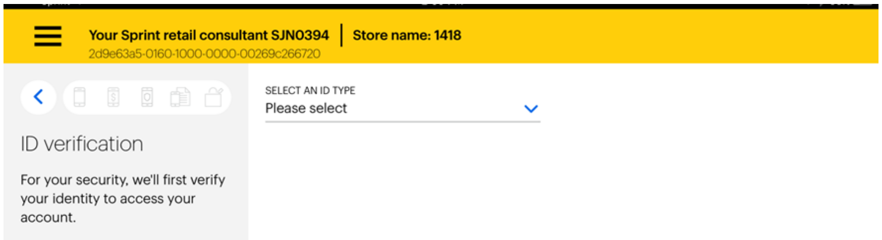
Existing Customer Bill Pay Journey

4. Scan ID

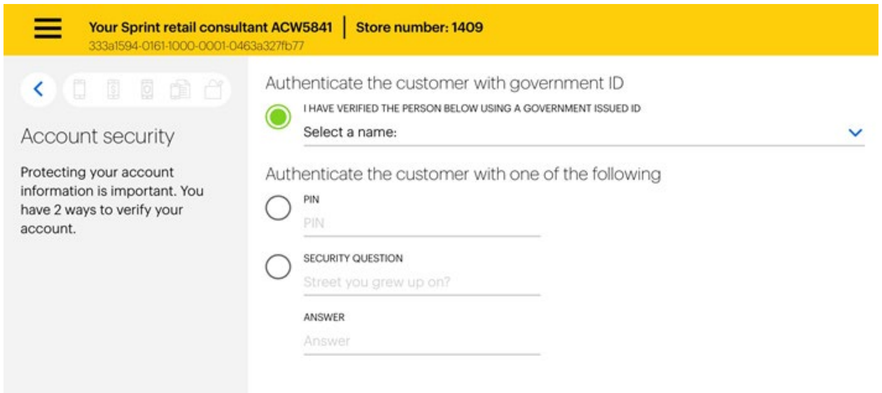
- **Ask the customer to tap the checkbox indicating that they agree to the scan, click continue**



- **Follow the prompts on the screen and select an ID type**



- **Scan the front and back of customer's ID**
- If Driver License, select state

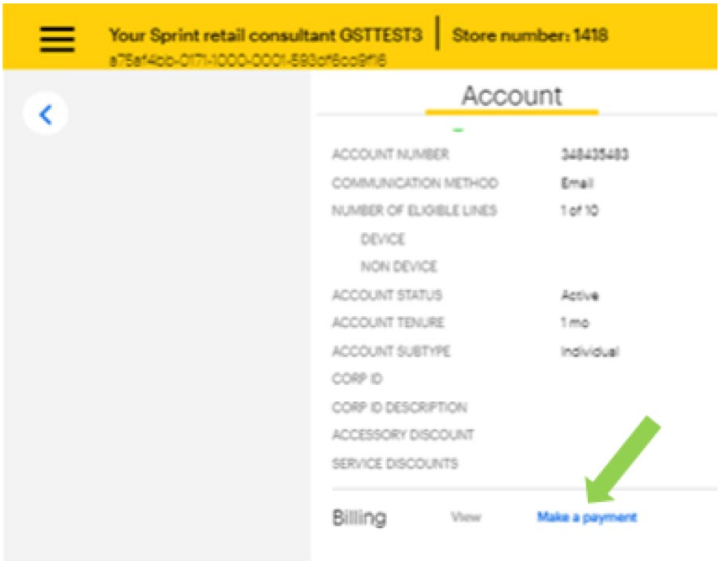


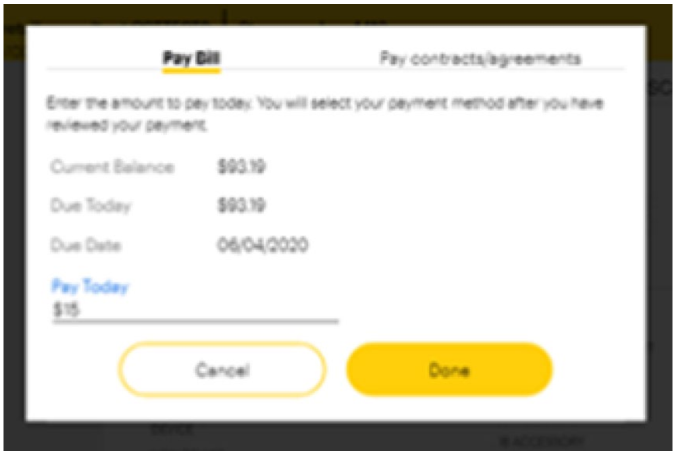
- **If the customer declines, has a ID that isn't permitted for scanning, or valid name mismatch:**
  - Visual validate ID
  - Account Holder/End User: Authenticate account with either PIN or Security Question
- **Click Continue**
- **If Bypass Authentication is acceptable, tap the link to Bypass Authentication in the lower left hand corner of the Navigation Window.** A pop- up appears prompting for the manager's user ID and password to unlock the account.
- Select the appropriate option from the drop-down:
  - Sales - ID verified
  - Have manager sign in with user ID and password.

Existing Customer Bill Pay Journey

5. Make a Payment

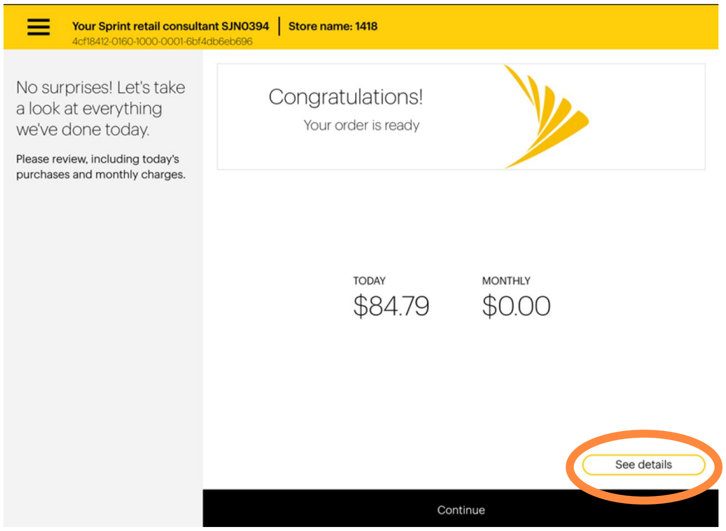
- **Select the Make a Payment link from Account tab.**
- A popup screen appears and will be defaulted to the Pay Bill tab.
- **Enter payment amount and click Done.**

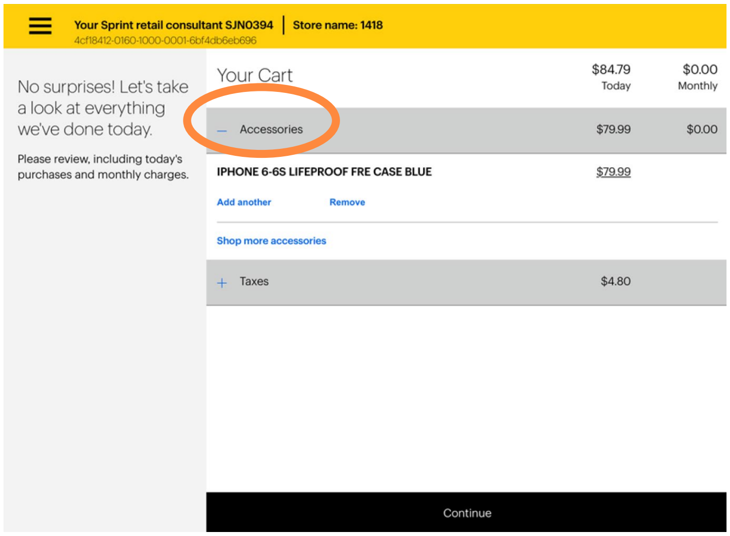




5. Review and Confirm

- Total amount due today and monthly amount due displays. Review the details of the transaction with the customer.
- **Click See Details to see a description of everything done in the transaction.**
- Expand each section as needed to review the itemized services and charges.
- **Click Continue**

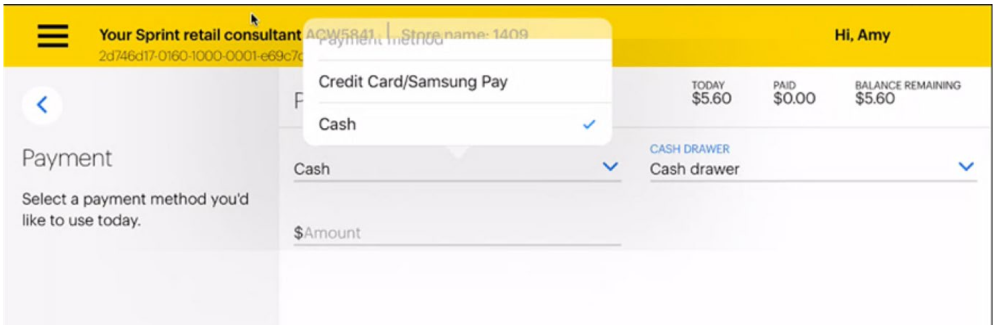




Existing Customer Bill Pay Journey

7. Payment Options

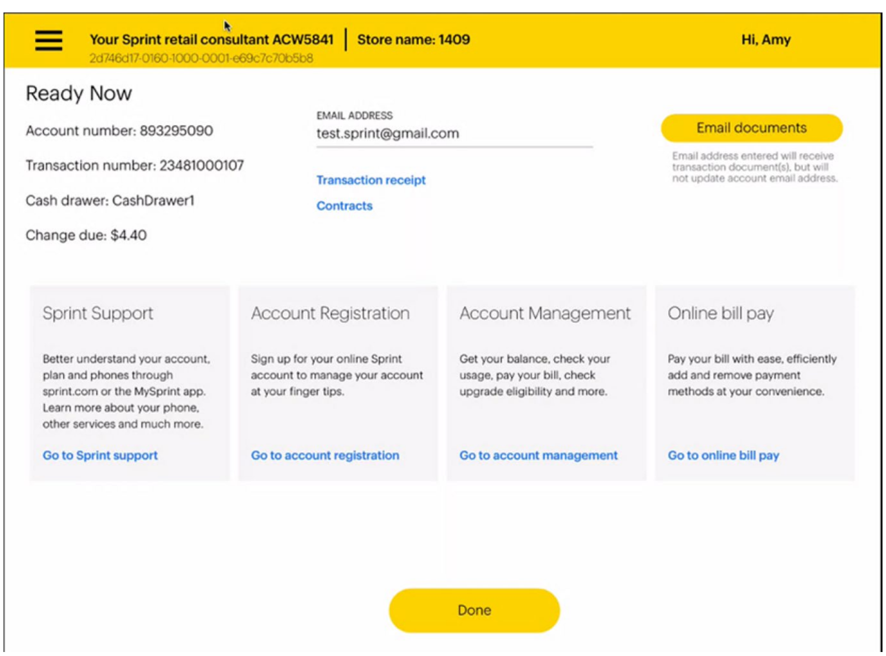
- This screen populates after being prompted to log into RMS.
- **Select the customer's payment option from the drop down.**



- **Credit Card** is selected: After EMV chip is inserted or last 4 digits of card is entered (if card
- does not have EMV chip), the **Customer Credit Card Validation** screen will pop up on GST
- requesting to please have the customer verify that the name on the card they are using matches the name on their Sprint account.
- The **Continue** button will remain disabled until the customer selects **Yes** or **No**.
- If the customer selects **Yes**, an informational message will be displayed and they can click **Continue**.
- If the customer selects **No**, there will be no additional messaging and the **Continue** button will be enabled.
- Click **OK** on the pop-up message to proceed.
- If the customer uses a payment method other than Cash or Credit Card, use "**Pay with 1Click**" to complete in RMS.

8. Ready Now

- If customer would like a receipt, manually enter email address.
- **Review customer self-service options.**



Existing Customer Bill Pay Journey

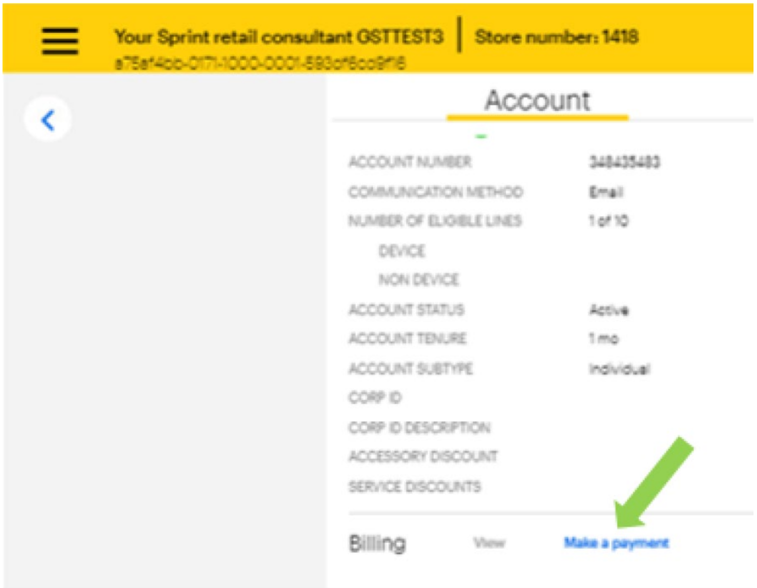
Authenticated Pay Contracts/Agreements Process:

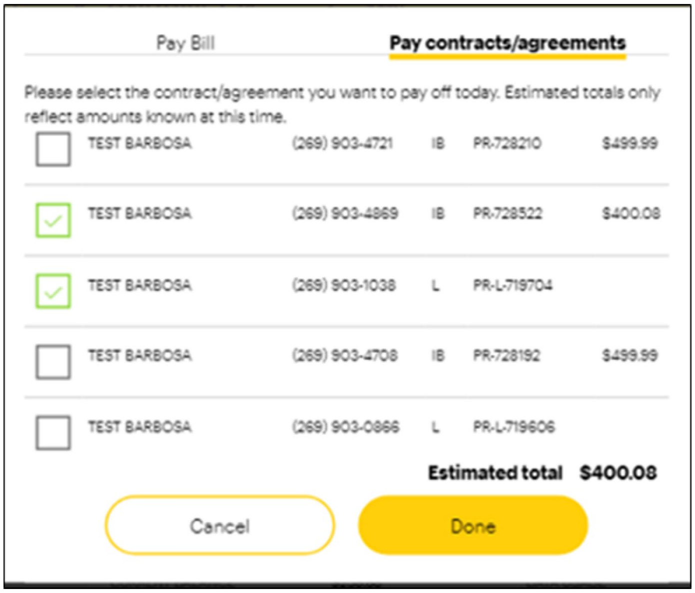
1. Follow the same process as a Regular Bill Payment Steps 1 through 4.

- See previous pages 1 – 3 of this document.

2. Make a Payment

- **Select the Make a Payment link from Account tab.**
- A popup screen appears and will be defaulted to the Pay Bill tab.
- **Select the Pay contracts/agreements tab.**
- **Select the check box next to the agreement(s) to pay off.**



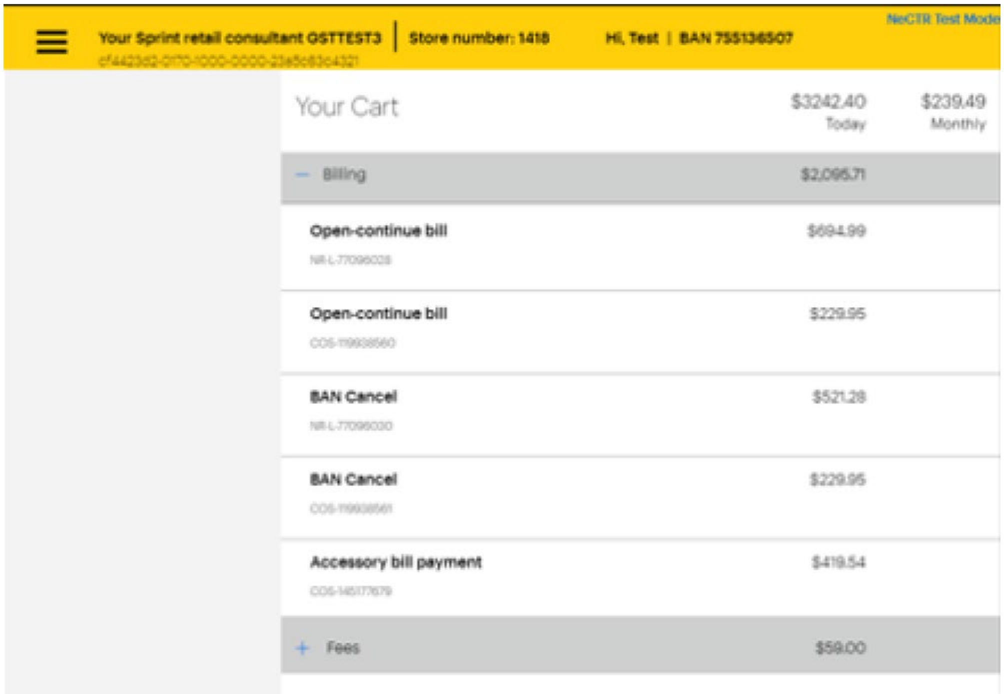


- Subscriber name will display for subscriber level contracts under the subscriber column.
  - If the agreement is a BAN level continue bill, Open - continue bill will display.
  - Phone Number column displays the PTN for subscriber level agreements. For BAN level agreements (BAN level continue bill or accessory IB), the PTN field will be blank.
  - IB/L column display the contract type (IB for Installment Bill and L for Lease), regardless of BAN or subscriber level.
  - IB/L number column displays the associated IB/Lease contract number.
  - Amount column displays the payoff amount for IB loans. For lease agreements, the amount column is blank as this is not determined until the Turn In is processed on the Giveback/Turn In (GB/TI) screen.
  - The estimated total amount will only include IB payoff amounts. Leases are not included in this calculation. If only leases are selected for pay off, the estimated total will be blank.
- **Click Done.**
- Upon clicking Done, one of the following next steps will happen:
  - **Review and Confirm screen:** Accessory or Continue Bill IB only payoffs are automatically added to the cart.
  - **Giveback/Turn In screen:** Lease payoffs (or combination of Lease/IB) are taken to the GB/TI screen to select the desired termination option.
    - Select device and answer questions about the device. **Click Validate.**
    - Select the tile to Keep the device or Return the device. **Click Continue after making the selection.**

Existing Customer Bill Pay Journey

3. Review and Confirm

- Total amount due today and monthly amount due displays. Review the details of the transaction with the customer.
- **Click on the Cart to see a summary of everything done in the transaction.**
    - **BAN and Subscriber level Continue Bill Payoffs** will display as a line item under the Billing section of the Review & Confirm screen.
    - Regardless of keeping the device or returning the device, the description will be Open - continue bill along with the contract number and associated amount.
    - **BAN level contract payoffs** with a pending device return will be labeled BAN Cancel with the contract number and associated amount.
    - **Accessory IB Payoffs** will be labeled as Accessory bill payment and display the contract number and associated amount.
- If selections displayed are not correct or the customer changes their mind for transactions in the Pay Contracts/Agreements tab, you will need to close out of the account and go back in, in order to make edits.
- **Click Continue**, if customer confirms review looks good.



4. Follow steps 7 & 8 for Regular Bill Pay process to complete the transaction.

- See previous page 4 of this document.

Add or Delete SOC or Feature

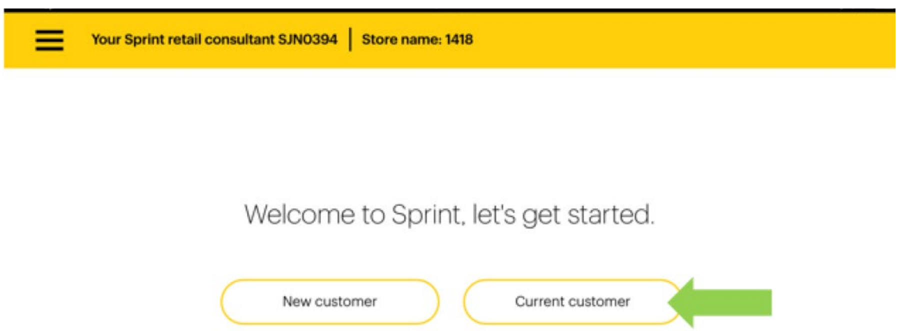
This guide will walk you through all steps of the process to add or remove a SOC or Feature for Existing Sprint Customers.

Key Information
Follow these general guidelines with every transaction:

- When removing a plan or service that is restricted or expired, tell the customer they may not be allowed to move back to that plan or service.
- Notate the account that this has been discussed with the customer.
- Some customers on a promotional offer, who perform a Change Ownership or cancel during their promotional period, may be charged an additional MRC for that promotional SOC.

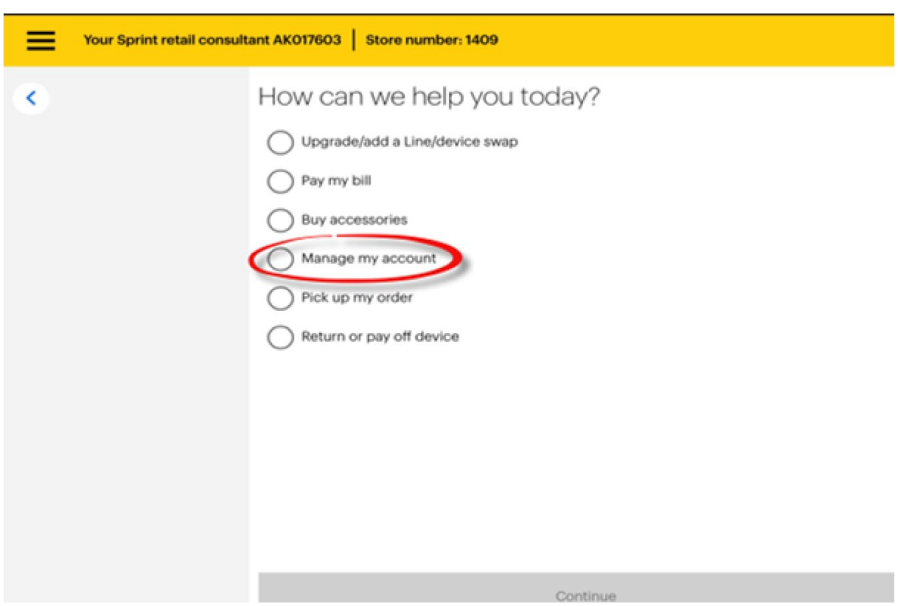
1. Start Journey

- Select **Current Customer**



2. Journey Selection

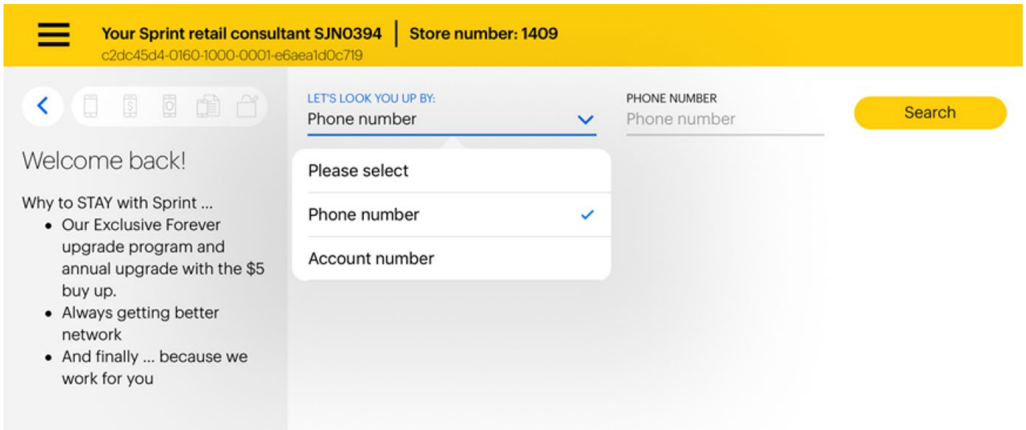
- Select **Manage My Account**
- **Click Continue**

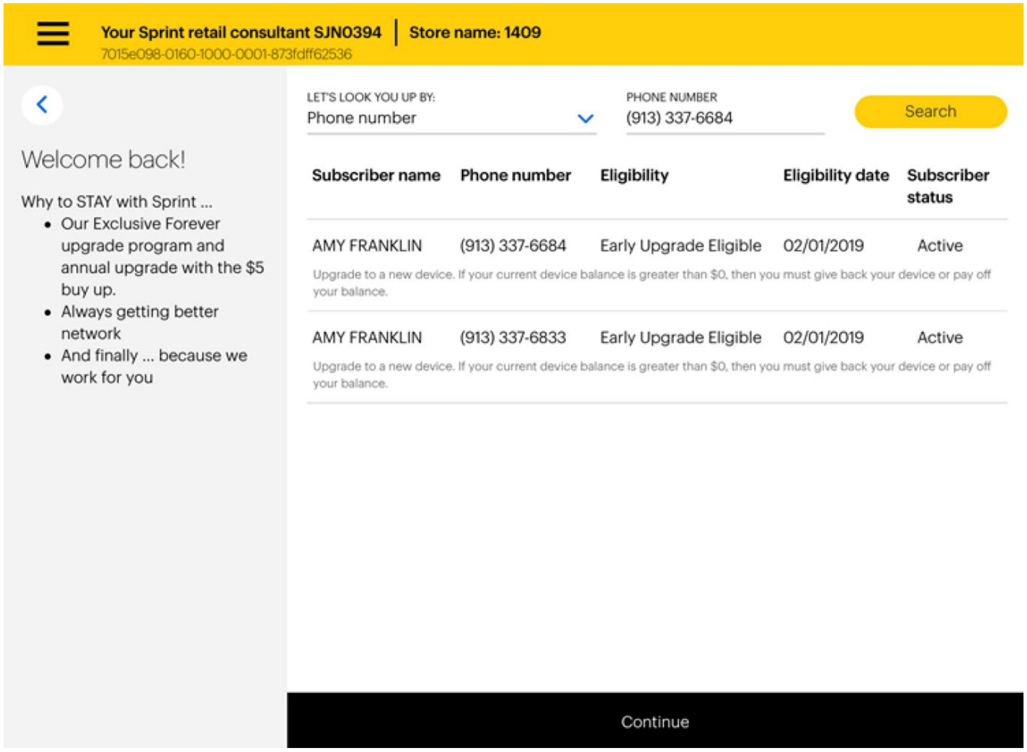


Add or Delete SOC or Feature

3. Customer Search

- **Customer search criteria defaults to PTN.** To search by BAN you can select from the drop down.
- **Select the subscriber(s) and/or number of lines to add to account.**
- **Click Continue**
- After subscribers are chosen, a pop up window will display showing the Account Owner name at the top in CAPS and then any Authorized Delegates on the account.

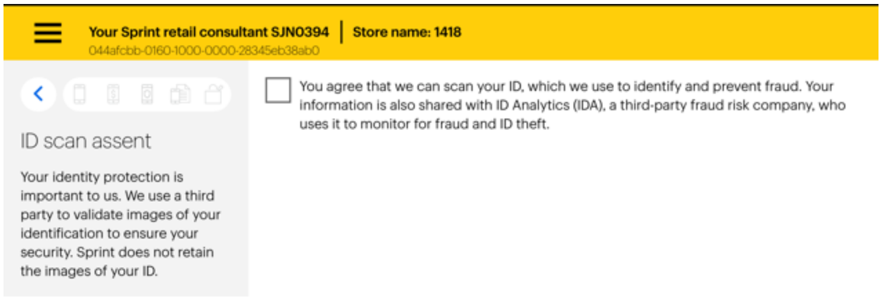




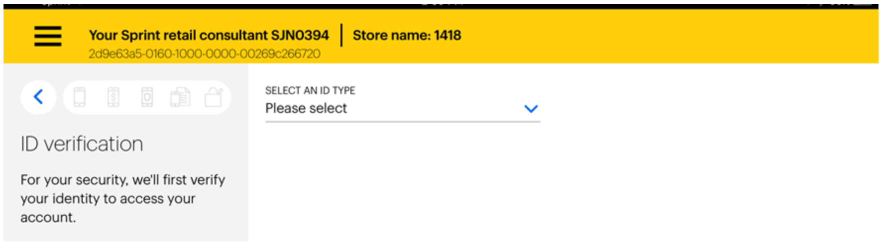
Add or Delete SOC or Feature

4. Scan ID

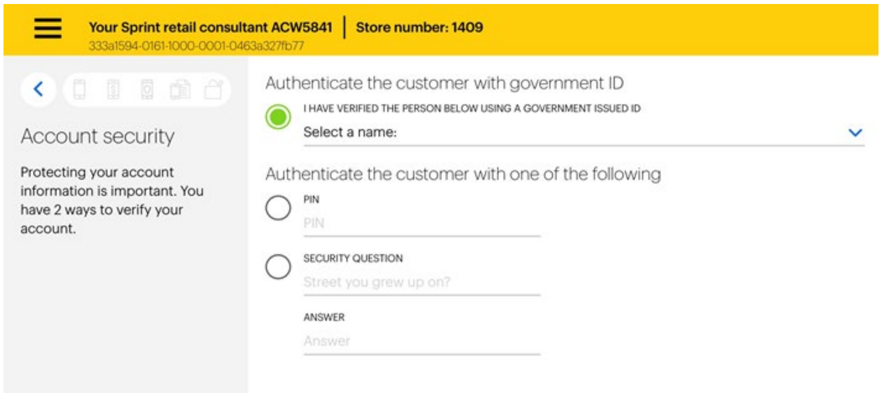
- **Ask the customer to tap the checkbox indicating that they agree to the scan, click continue**



- **Follow the prompts on the screen and select an ID type**



- **Scan the front and back of customer's ID**
- If Driver License, select state



- **If the customer declines, has a ID that isn't permitted for scanning, or valid name mismatch:**
  - Visual validate ID
  - Account Holder/End User: Authenticate account with either PIN or Security Question
  - Authorized In-Store Delegate: Select the delegate name from the drop down
- **Click Continue**
- **If Bypass Authentication is acceptable, tap the link to Bypass Authentication in the lower left hand corner of the Navigation Window.** A pop- up appears prompting for the manager's user ID and password to unlock the account.
- Select the appropriate option from the drop-down:
  - Sales - ID verified
  - Have manager sign in with user ID and password.
- **For Add - a - Line only, if the customer presents an out of state ID for verification, implement the One Time Pass Code Process by using the One Time Passcode tool in CST.**

Add or Delete SOC or Feature

5. Add or Remove Services

- **Select subscriber, and click Equipment & Services panel.**
- **Select Quick Action Add/Remove Service.**
- **Select box for each phone number to add or remove a service.**
- To search for subscribers attached to a particular service or price plan within the list of selected subscribers, click Services View for Selected tab > Selected Subscribers.
- For lines of business that require it, enter correct Dealer Code.
- **Click Next Step.**
- **Select box for services to add or remove.**
  - **Add services:**
    - Available services: Click Add Services.
    - By service code: Select subscribers, and in Add Service by Code field, enter code. Click Add.
    - Requested service does not display: Select Filter by Category drop-down and select the category, or Additional Filter to see all categories.
    - Remove last service added: Click Undo Add Service.
    - View recently expired services, and add to the subscriber: Select subscriber, and click Recently Expired Services.
      - Available Services pane: Displays services canceled in last 30 days, and sales expired services if expired within last day.
    - View services compatible with all subscribers, or one or more selected subscribers: Select option at bottom of Available Services pane.
  - **Remove Services:**
    - To update effective or expiration date, in Eff. Date or Exp. Date drop-down, select one:
      - Current Date: Today's date
      - Current Bill Cycle Date: Service updated with current bill cycle start date. (Not recommended as it could cause overage charges.)
      - Next Bill Cycle Date: Service updated with next bill cycle start date.
      - Other: Manually enter date.
      - When adding a new service that is to replace and existing service, set date of expiration and effective date as the same date.
- **Click Apply.**
  - Note: If you added a service, one of the following may display:
    - Required Feature screen: Select service, and click Apply.
    - Duplicate Feature screen: Select duplicate feature, click Add or Expire, and then click Apply.
- **After making service changes to all subscribers, one of the following screens displays:**
  - Conflict Resolution screen: Resolve conflicts, and click Close. If you have not resolved all conflicts, Add/Remove Services displays.
  - Feature Parameter screen: Add parameters and click Apply > Next Step.
  - Summary screen:
    - Expand All: Click to expand or collapse the summary for all subscribers.
    - Preliminary MRC Estimate: Click for preliminary pre-tax estimate of customer’s new MRC before service change is committed to billing system.
    - Submit: Click to save transaction.
- **If needed, on Information screen, click LTS Service Ranking to re-rank subscriber.**
- To make additional changes to subscribers, click Proceed to Sub selection screen, and then click Close.
- **If no changes are needed, click Next Bill Estimate > Close.**

Bring Your Own Device Program

This guide will walk you through the BYOD program for Existing Sprint Customers.

Key Information

- The Bring Your Own Device Program (BYOD) allows certain Apple and Android model phones to be brought from other carriers such as AT&T, Verizon & T-Mobile over the Sprint Network.
    - Note: Not all devices are BYOD capable.
- Devices may be listed as "Open Market, Unlocked or Special Edition". What's the difference?
    - **Open Market:** These are devices sold directly by an OEM as a full unlocked model. This means a customer pays for the device at full SRP and owes no financial obligation and can take and activate that device at the carrier of their choice
    - **Unlocked:** We use this terminology when a customer whether from Sprint or another carrier has completed their financial obligation for the phone they purchased. The device will stay locked until they pay it off. Once its paid it, it can be unlocked and moved to another carrier. Carrier Network Restrictions apply
    - **Special Edition:** This is another term used by Samsung for their Open Market models
- Even though these devices can work on the Sprint network, they may not work on all Sprint LTE bands. This may make for a different network experience as compared to a Sprint fulfilled device.

Protection Eligibility Details

- **Don't forget – most BYOD customers are eligible for device protection when they come onboard with Sprint. The general rule of thumb for Sprint Complete on BYOD handsets is as such:**
    - If Sprint carries and sells a similar product in our own inventory, the BYOD Device would be capable or Sprint Complete (Example - Apple iPhones, Samsung Galaxy S8 Special Edition). Because we have the similar model if they bought directly from Sprint, we can support Sprint Complete.
    - If Sprint does NOT sell or carry a similar product in our own inventory, then the BYOD device would NOT be capable for Sprint Complete (Example - The Orbic Wonder, BLU S1).
- **Sprint has systematic rules in place that will only allow Sprint Complete to be added to eligible devices. Ineligible devices would not be able to add the Sprint Complete services systematically.**
- **Be sure to remind these customers that our comprehensive protection solutions provide convenient repair options, next-day replacement, unlimited tech support and secure backup of photos and videos.**
- While we want to encourage adding protection to BYOD devices, it's important to remember that existing eligibility requirements still apply. Specifically, protection can **only be added within thirty days of activation** for customers in good standing, with devices not in need of repair or replacement. Therefore please verify that BYOD devices power on and do not have any physical damage (ex. cracked screen) prior to adding protection.
- **Apple Care+:**
    - Apple Care moves with the device, so if a customer brings their device to our network, their Apple Care agreement will remain active.

Bring Your Own Device Program

Eligibility

- Qualifications for BYOD:
    1. **Device must be unlocked from current carrier.**
        - Verizon Devices should come unlocked. AT&T and T Mobile customers need to 2. Device cannot be flagged as lost/stolen. speak with them to unlock the device prior to coming to Sprint.
        - All financial obligations must be met by the other carrier before they generally unlock a device. The same process holds true for Sprint.
    2. **Device cannot be flagged as lost or stolen.**
    3. **Device cannot be flagged as fraudulent.**
    4. **Device cannot be an International version. Sprint supports domestic builds only of our BYOD devices.**
    5. **Device must be an eligible BYOD handset. See UICC Matrix.**

Activate a BYOD device in 3 Easy Steps

- **NOTE:** For Google Fi customers, please reference Moving Wholesale Customers to Sprint Postpaid - Google Fi to get an understanding of the Wholesale process and how it pertains to BYOD.

1. Step 1

- **Determine if the device is BYOD eligible by using the BYOD Compatibility Tool (see iconnect DOC 23082).** The tool will provide the appropriate Sprint SIM KIT needed for activation. You must always tender out a SIM KIT in RMS
    - You can also cross reference it at the UICC Matrix
- **SIM KIT / Card Tips**
- **Tip 1:** The Sprint SIM KIT is a $2.99 Card Fee to the Customer
- **Tip 2:** Always utilize the BYOD Compatibility Tool to determine the right SIM Card for the device. If, for any reason, multiple SIM Cards are used in the process make sure they are tendered through RMS FrontOffice and hand customer any additional SIM Cards utilized in the process. If customer refuses or leaves the additional SIM Cards, stores must place these sim cards with their E-Waste returns and follow the current processes to return these items.
    - Reference Returning Inventory to the Warehouse - Retail and Sprint Select.

2. Step 2

- If the device is BYOD capable, the activation needs to be completed to pair the MEID and UICC SIM Card together.
- Follow normal activation processes to complete the activation.
- Must ALWAYS Tender out the transaction of the BYOD SIM KIT

3. Step 3

- Insert the Sprint UICC Card into the BYOD device and turn it on to complete initial programming.
- After customer has completed the initial programming steps.
    - Perform a ##UPDATE#
    - Perform a ##CLEAR# (Apple Devices Only)

BYOD FAQs

Q: My device supported VoLTE with my other carrier, will it also have VoLTE capabilities when I bring it to the Sprint network?

- A: Sprint's VoLTE service is currently in Soft Launch, which allows us to test VoLTE in real-world conditions to make sure the network and device work together to deliver an excellent customer. Customers can use VoLTE in most markets with a capable device. There are some devices from other carriers that can work on Sprints VoLTE. Refer to Voice Over LTE (VoLTE) Matrix & FAQs for devices that may be capable. Tell customer to visit Sprint.com/VoLTE for more information.

Q: The customer is currently on a Wholesale account, (Google Fi, etc), what does that mean?

- A: Sprint has agreements with various Private Label Whole-sellers to utilize our network. Customers who are active on these Wholesale accounts, cannot be activated on Sprint until the Whole-seller has cancelled the line and Re-SKU'd the device back to a Sprint brand. If the customer states that they are deactivated but DNA still shows the Brand Code as "PLBL", a ClickIT ticket will be needed. For more information, reference Moving Wholesale Customers to Sprint Postpaid - Google Fi.

Q: Are Android Unlocked Devices the same as Apple Unlocked Devices?

- A: No. Current Android Unlocked devices are manufactured as a truly unlocked phone by the OEM and can be activated across any carrier as long as it has the correct UICC Card. Current Apple devices have to be unlocked by their previous carrier before they can come to Sprint. Both Apple and Android both require a Sprint UICC SIM Card.

Q: Do BYOD devices come with a Sprint SIM Card?

- A: Generally no. Apple BYOD will not have a Sprint SIM Card and will need one and most Android BYOD devices will not have a Sprint SIM Card. On rare occasions, an Android OEM may sell their BYOD device from their website and provide a Sprint SIM Card with it.

Q: Why are all devices not eligible for BYOD?

- A: Unlocking a device will not necessarily make a device interoperable with another carrier's network. In other words, a device designed for one network is not made technologically compatible with another network merely by unlocking it. Due to this limitation, there are some Apple devices that are not eligible.

Q: What plans are available for a BYOD devices?

- A: With the exception of the Cut Your Bill in Half Event, all existing consumer and business rate plans are available when you bring your own device.

Q: What should customer do if they have a hardware problem with their device?

- A: If you have an Apple Care agreement, please refer to the terms and conditions of your agreement. Visiting an Apple Store may be best to help you troubleshoot your issue under your Apple Care agreement. For hardware issues relating to Android, refer to the Sprint Complete Tab

Q: How can we tell if a VZW / ATT / T-Mobile iPhone is locked or unlocked?

- A: You will have to insert a Sprint SIM card into the SIM slot to confirm. If the device is locked you will see a message on the device indicating the SIM cannot be used.

Q: How do I contact Google for Support?

- A: Google phone number is 855-836-3987.

ID Scan Policy & Process

This guide will walk you through the policy and process for scanning IDs in the Sprint systems.

Business Rules:

- The current Customer Identification Policy states that all customers must provide proof of identity before you can process a transaction, such as add–a–line, upgrade or a plan change for new and existing customers.
- The ID Scanning process requires validation of customer identity on all Consumer/IL transactions. Reps must follow the Customer Identification Policy and request a photo ID from the acceptable photo ID List.
- This process ensures we're interacting with the person whose name, address and SSN are used to apply for service.
- Additional fraud information: https://www.sprint.com/en/legal/biometric-information-policy
- **Important:**
    - Accessing your own personal account, Sprint Wireless Advantage Club (SWAC) accounts, or the account of a family member, friend, coworker or former associate through internal Sprint systems is a violation of policy.
    - No employee is authorized to access or make changes to their account or that of a friend, family member, coworker or former associate through the use of internal Sprint systems.
    - Employees are prohibited from scanning their own personal IDs for new customers or existing customers.
    - Noncompliance to this process may result in disciplinary actions, up to and including termination.

ID Scanning Restrictions:

- There are some restrictions on scanning driver's licenses and/or state-issued ID cards.
- Stores in the following states cannot participate in ID Scan:
    - Nebraska (NE)
    - New Hampshire (NH)
        - Visual validation of ID required.
    - Nebraska and New Hampshire driver's license and state issued ID cards can be scanned in states outside of the home state.

System How-To's:

1. Additional Forms of ID Accepted

- **US Military ID (active duty, reserve, or retired)**
    - **DO NOT SCAN.** It is against federal law to scan a Military ID.
    - Visual validation of ID required.
    - Obtain Manager Approval to bypass the ID scan
    - Authenticate the account holder following standard authentication process.
- **All Foreign Passports [Postpaid account access only with 3 months BAN tenure]**
    - Select the current passport option from the Type of ID list to scan all foreign passports.
- **Matricula/Consular Identification Card from Guatemala**
    - Select the current Mexico Consular Card option from the Type of ID list to scan the Guatemala Consular Card.
- **Driver's License/ID Cards from US Territories: American Samoa and Guam**
    - Select Driver's License/ID Card option from the Type of ID list and then the state your store is located in to scan an ID from American Samoa and Guam.

ID Scan Policy & Process

System How-To's:

2. Existing Consumer/IL Transactions with Photo ID Scan MSA/RMS/GST Users

- **Navigate to ID Scan:**
  - Select the More button on the bottom toolbar on the tablet's Landing page, then select the ID Scan option.
  - For each new scan, you'll need to click off the list, then click More and ID Scan again to refresh the list. The latest customer will then display first.
  - Select the ID Scan Request based on the Key ID and Customer's Name.
  - On the Customer Information screen, select ID Capture.
  - **For GST Users:** The ID verification process starts with a list of approved primary forms of ID on the Primary ID Capture screen.
- **Select an ID Type.**
  - If you select Driver's License/State ID, you must also select a State.
- **Tap Next.**
- If the customer's ID is from a state that can't be scanned, you'll receive one of the following messages. DO NOT SCAN and go to Step 3.

- **For the Restricted "NO SCAN" states**
  - **Title:** Do Not Scan the Driver's License
  - **Message:** ID Image Scan not allowed for selected state. Please visually validate the ID and Continue, or click Cancel to select a different ID.

- If the customer objects to scanning personal information, tell the customer: We want to make sure that we've validated your identity before accessing your account information. We take your account security very seriously. With your consent, we scan your ID to ensure that we're only permitting you to access your account information and make changes to your account.
  - **If the customer still objects, go to Step 3.**
- **The Customer Acknowledgement (Consent) screen opens.**
  - The customer must initial consent and approve by selecting Done.
    - **If the customer declines consent, select Cancel and go to Step 3.**
    - Note: If there is an error on the Consent screen, the user receives an error message and can retry with the same ID, cancel and try a different ID, or Bypass following the process in Step 3.
- **Center the ID in the picture frame on the iPad screen to take the picture of the front of the ID. Wait for the scan to complete.**
  - **Scanning Tips**
    - Place the ID on a flat contrasting background surface without a pattern to scan. A contrasting flat background without a pattern are the best and provide the quickest scanning.
    - Don't hold the ID with your fingers or in the palm of your hand. Place it on a flat surface.
    - Don't lean the ID against keyboards or place it against papers, messy desks or other 'busy' backgrounds.
    - Position the ID for scanning so there's no glare from overhead lighting.
    - Sometimes you might need to position the ID at a slight angle to reduce glare or shadows.
    - Zoom in when necessary to capture the data fields better. This is important so it will correctly auto-populate on the Customer Information screen on the tablet.
    - Don't rush. Hold steady.

ID Scan Policy & Process

System How-To's:

2. Existing Consumer/IL Transactions with Photo ID Scan MSA/RMS Users…continued

- **If there's a barcode on the back of the Primary ID (excludes Passport), it MUST BE SCANNED. Turn the ID over to scan the back. Center the ID in the picture frame on the iPad screen to take the picture of the back of the ID.**
    - **After successfully scanning, the following system message will display for RMS users:**
        - RMS ID Verification Complete: Select Close and return to RMS to continue transaction.
        - If the scan doesn't complete successfully, the following system message will display:
            - RMS ID Verification Error: An error occurred when sending to RMS. Select Try Again to resend, or Close to continue in RMS using ID Scan Bypass.
    - **If scanning isn't successful, you could receive one of several messages:**
        - **NOTE: GST will display a red banner** saying "Errors have occurred. Please click 'View Details' to see the next steps."
        - **ID type not accepted.** Refer to "Acceptable Primary Form of Identification" list, within the Customer ID Policy.
        - **Expired ID.** Please request another form of ID.
        - **Please re-scan front and back.** Re-Scan ID
        - **STOP!! Please re-scan.** If you see this STOP message a 2nd time please call 866-204-6614/. Do not proceed with transaction. Additional validation required.
            - When you call the Fraud rep, provide your Dealer Code, BAN and the name and address from the ID.
            - If the Fraud rep approves the customer You will receive this message in RMS "The ID scan is not yet complete." Click OK.
            - Request assistance from the store manager to bypass the ID Scan requirement
            - Click Bypass Capture in RMS.
            - Manager Authentication screen displays. Manager enters their Username and Password and selects Continue.
            - Authenticate customer per standard authentication process.
            - **For GST Users:**
                - Click Got It on the STOP message.
                - Follow the remaining steps above.

3. Customer Declines Consent

- **If the customer objects to scanning their personal information or declines consent:**
    - Verify their identity by viewing the document. Confirm that the ID is valid and the photo matches the presenter.
    - Request assistance from the Store Manager to bypass the ID Scan requirement.
    - Select Customer Declined from the Primary ID Capture screen.
    - The Manager Authentication screen displays. Manager enters Username and Password and selects Continue.
    - **For RMS users:**
        - You'll get the message: RMS ID Scan Complete. Select Close and return to RMS to continue transaction.
        - Select Bypass Capture in RMS.
        - Authenticate the customer using the standard authentication process.
        - Continue with the customer transaction (business-as-usual).

ID Scan Policy & Process

Use the tables below to identify Next Steps for ID Scan Errors. If the error you're experiencing is not listed below, open a ClickIT to report the issue.

Error Message (on the tablet attempting to get a good picture of the front and back of the ID)	What it Means	Next Steps
Unsuccessful. Rescan the front of document. Image capture unsuccessful.	Some type of image capture issue occurred with the front of the ID. Glare on a portion of the ID making it unreadable. Blurry picture making the data unreadable. Something covering data on the ID Under cropped or over cropped causing missing data.	Rescan the front of document. You may be prompted to scan one additional time to get a good clear picture. On the 2nd attempt the scan is sent to the vendor for a decision.
Unsuccessful. Rescan the back of document. Image capture unsuccessful.	Some type of image capture issue occurred with the barcode on the back of the ID. Glare on a portion of the barcode making it unreadable. Blurry picture making the barcode unreadable. Something covering the barcode or part of the barcode on the back of ID. Under cropped or over cropped causing missing data.	Rescan the back of document. You may be prompted to scan one additional time to get a good clear picture. On the 2nd attempt the scan is sent to the vendor for a decision.

RMS Notification	What it Means	Next Steps
Customer Name does not match	It could be due to one of these scenarios: The person whose ID you scanned is not listed on the account as the account holder or in-store delegate. The name on the account isn't an exact match to the ID. **Example**: **Name on ID:** Benjamin Franklin **Name on account:** Ben Franklin **See:** Customer Name Validation Guidelines - Retail, Dealer	View the ID to determine if the name is a valid mismatch. **Note:** The person in store may need to be added to the account as an authorized in-store delegate. If it is a valid name mismatch, continue with a standard PIN or SQA authentication.

iPad Error	What it Means	Next Steps
Black Screen	User encounters a black screen when doing an ID Scan. Usually occurs when the user isn't signed in to the Airwatch (Agent) app or the iPad case is covering the camera lens.	Check to make sure the iPad case isn't covering the lens of the camera. Make sure you're signed in to Airwatch before scanning the ID **or** try to log out and sign to Airwatch

ID Scan Policy & Process

Use the tables below to identify Next Steps for ID Scan Errors. If the error you're experiencing is not listed below, open a ClickIT to report the issue.

Error Message returned from the Vendor Note: GST will display a red banner saying "*Errors have occurred. Please click 'View Details' to see the next steps.*"	What it Means	Next Steps
Please re-scan the front and the back of the ID.	Some type of processing or capture issue occurred.	Re-scan the front and the back of the ID.
ID type not accepted. Refer to "Acceptable Primary Form of Identification" list, within the Customer ID Policy.	ID type is not one that Sprint accepts.	Tell the customer: *I'm sorry, but your Driver's License/ID isn't being accepted. If you have something else from the Acceptable Forms of Photo ID list, then we can proceed. If not we'll need to stop the sale. I'm sorry for any inconvenience.* OR *I'm sorry, but the ID security system won't permit me to move forward with this transaction. If you'd like to return with another form of valid ID, I'd be happy to assist you.* Refer to "Acceptable Primary Form of Identification" list within the Customer ID Policy. Ask the customer for an acceptable ID from the Primary ID list. Scan the front and back of the acceptable ID.
Expired ID. Please request another form of ID.	The ID scanned is expired.	Ask the customer for an acceptable ID from the Primary ID list that is not expired. Scan the front and back of the acceptable ID.
STOP!! Please rescan. **If you see this STOP message a 2nd time please call 866-204-6614. Do not proceed with transaction. Additional validation required.**	Potential fraudulent ID.	Call the Fraud department at 866-204-6614 When you reach the Fraud rep, provide your Dealer Code, and the name and address from the ID. The Fraud rep will ask to speak to the customer after they locate the scan of the ID. Hand the phone to the customer. After the review of the customer information the fraud rep will inform the customer of the decision and ask them to hand the phone back to the sales rep. The Fraud rep will inform the sales reps of the decision. If the Fraud rep approves the customer to set up new service Request assistance from the store manager to bypass the ID Scan requirement. Select **Customer Declined** from the Primary ID Capture or Secondary ID Capture screen. Manager Authentication screen displays. Manager enters their Username and Password and selects **Continue.** For RMS users: **Bypass Capture** in RMS. For new customers, manually enter customer information from the ID. For existing customers, authenticate customer using standard authentication process.

ID Scan Policy & Process - FAQs

General Scanning

Question	Answer
What do I need to do when new software is pushed to the tablet for scanning? • GST: The first time the rep selects the ID Scan button, there will be a pop-up message to allow GST permission to access the camera on the tablet. • MSA: Upon opening the MSA app for the first time after the install they will get a pop-up message to allow MSA permission to access the camera on the tablet.	Click the **OK** button to allow access to the camera for capturing ID images.
What do I need to do if I accidently click "Don't Allow" when asked if I want to allow permission to access the camera on the tablet?	The following message will display when the rep attempts to perform an ID Scan by clicking the Scan button. **"Access Denied: Allow this app to access the Camera"** The user will not be able to perform an ID scan until the camera is enabled in the iPad device settings. To enable the camera, select **Go to Settings** from the access denied message. After enabling camera, the rep will close and re-launch GST/MSA.
How can I make sure I'm set up for successful ID scanning each day?	• Make sure the iPad casing isn't covering the lens of the camera (to avoid seeing a dark screen). • Check that GST/MSA is allowing the camera access. • **Legacy Sprint:** Login to AirWatch to avoid seeing a blank screen.
When does the new customer information that's captured during the ID Scan process go to RMS?	When you click **Import Customer ID** in RMS.
If there's a barcode on the back of the Primary ID (excludes Passport), do I need to scan it?	Yes, it **MUST BE SCANNED**. Turn over the ID to scan the back. Take the picture of the entire back of the ID.
Do I need to scan the customer's ID if they want to purchase an accessory, purchase a cold device (full price) or pay their bill?	No. Photo ID isn't required for Express Functions such as paying their bill or buying an accessory/cold device (at full price), so ID scanning isn't required.

Customer ID Policy

Question	Answer
Do I have to request a photo ID?	Yes. • Reps are required to follow the Customer Identification Policy and request a photo ID from the acceptable **Photo ID List** for all new and existing customers. • This process ensures that we're interacting with the person whose name, address and SSN are used to apply for service or authorized to access the account. • **Note:** If a customer declines the scanning of their ID, you're still required to "View and Validate" before proceeding.

ID Scan Policy & Process - FAQs

Customer ID Policy

Question	Answer
Do I have to request a photo ID?	Yes. • Reps are required to follow the Customer Identification Policy and request a photo ID from the acceptable **Photo ID List** for all new and existing customers. • This process ensures that we're interacting with the person whose name, address and SSN are used to apply for service or authorized to access the account. • **Note:** If a customer declines the scanning of their ID, you're still required to "View and Validate" before proceeding.

Restricted States

Question	Answer
Which are the restricted states whose driver's licenses I'm not allowed to scan?	In all cases, visually validate the ID or select a different ID. **Please Note**: There are some restrictions on scanning driver's licenses and/or state-issued ID cards. • Stores in the following states cannot participate in ID Scan: ○ Nebraska (NE) ○ New Hampshire (NH) • Visual validation of ID required. • Nebraska and New Hampshire driver's license and state issued ID cards can be scanned in states outside of the home state.

Military ID

Question	Answer
What do I do if I'm presented with an existing customer's Military ID?	**DO NOT SCAN.** It is against federal law to scan a Military ID. Effective August 2, 2020, Military ID is once again a valid form of Primary ID for authentication purposes. • Visual validation of ID required. • Obtain Manager Approval to bypass the ID scan • Authenticate the account holder following standard authentication process.

ID Scan Error Messages

Question	Answer
In GST how do I see the error message?	You will see 'Unsuccessful' in the scan frame and the red banner will show a generic message. Click on **View Details.** GST will show the actual action message which is returned.
What should I do if I receive an ID Capture Error?	See Error Message tab.
What should I do if I get to the end of the process in the ID Scan Tool and I receive a message that the scan was not successful?	See Error Message tab.

ID Scan Policy & Process - FAQs

Customer Acknowledgment (Consent)

Question	Answer
Does the customer have to sign the Customer Acknowledgment (Consent) before scanning the ID?	Yes. MSA requires the customer to sign. GST requires the customer to acknowledge by checking the box
What do I do if a customer declines consent for the ID Scan?	Verify the customer's identity by viewing the document. Confirm that the ID is valid and the photo matches the presenter. Request assistance from the store manager to bypass the ID Scan requirement. Select **Customer Declined** from the Primary ID Capture or Secondary ID Capture screen. The **Manager Authentication** screen displays. The manager enters **User Name** and **Password**, and selects **Continue**. Once the bypass is accepted, enter the customer's information (New Customer – name and address; Existing Customer – name only) as it appears on the ID on the Customer Information screen. Click Continue. **RMS ID Scan Complete:** Select Close and return to RMS to continue the transaction. Continue with the customer transaction (business-as-usual).

Name Mismatch

Question	Answer
For an existing customer, what do I do when I return to RMS, click Check ID and I get a '**Customer Name Does Not Match**' message at the bottom of the Authentication screen?	• **DO NOT BYPASS** in RMS • View the ID to determine if the name is a 'valid mismatch' according to the Customer Name Validation Guidelines. ○ **Note:** Holds true whether it's an English or Spanish name. • If it **is** a valid mismatch, authenticate the account holder with the PIN or SQA. If an Authorized In-Store Delegate, select the name from the dropdown to continue. • If the name is not acceptable, click Cancel, stop the transaction and tell the customer that you can't proceed with the transaction.

New York City ID

Question	Answer
Can I scan a customer's NYC ID card as valid ID according to Customer Identification Policy	No. T-Mobile's identity policy is modeled after the federal and state government requirements. At this time, T-Mobile does **not** accept the New York City ID card as a form of approved ID. A customer presenting the NYC ID should have access to several of the forms of approved ID required by the Customer ID policy.

ClickIT Ticket

Question	Answer
How do I open a ClickIT Ticket for an ID scanning issue?	• Access **ClickIT** and search **MSA**. • Select the **Mobile Sales Assist** (MSA/MRT) / **Guided Sales Tool** (GST) **Support** link. • Select the **ClickIT Ticket** button at the top. • Complete the entire ticket. • ID scanning issues require: • **Sub-Issue Type:** ID Scan Issue • **Error Message:** Must be selected

Stand Alone Accessory Journey (GST)

This guide will walk you through the process for ringing out accessories in GST.
NOTE: This is for stand alone accessories which can be rung out in the T-Mobile systems or Sprint Stacks.

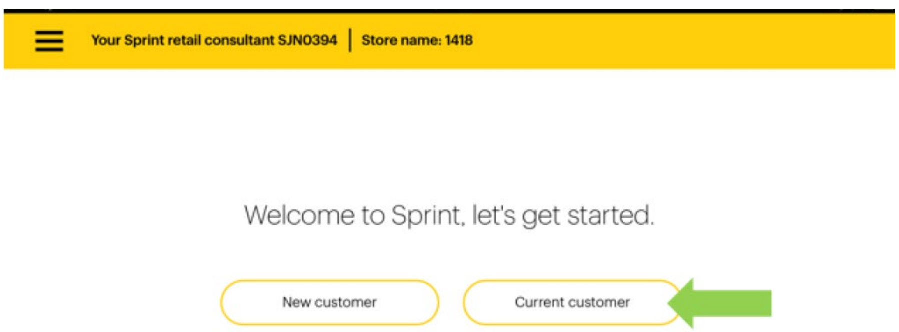
Overview:

- Effective 7/12 Accessories priced $49.00+ qualify for Installment Billing (IB). Some accessories are excluded.
- After GST is idle 30 minutes, your session will expire and you will get a message due to inactivity. Swipe away the application and relaunch to log-in.
- If the sub-level address is a PO Box, you will get an error message and will be forced to change the subscriber level PO box. The user will be able to continue through the error message and change the PO Box address.

System How-To's:

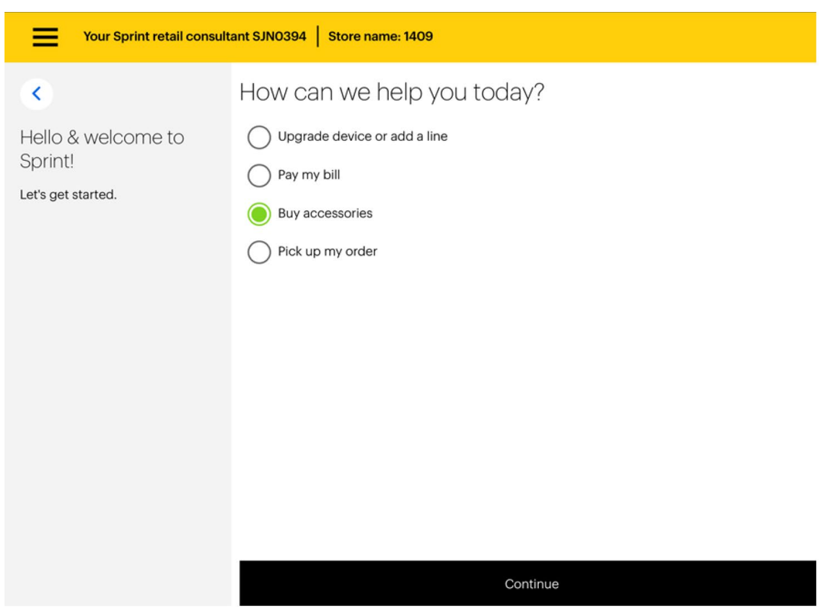
1. Start Journey

- Select **Current Customer**



2. Journey Selection

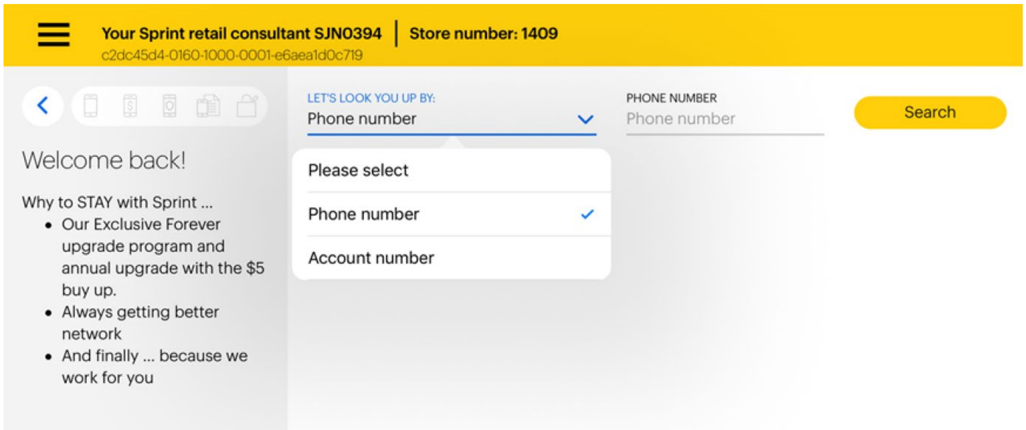
- Select **Buy Accessories**
- **Click Continue**

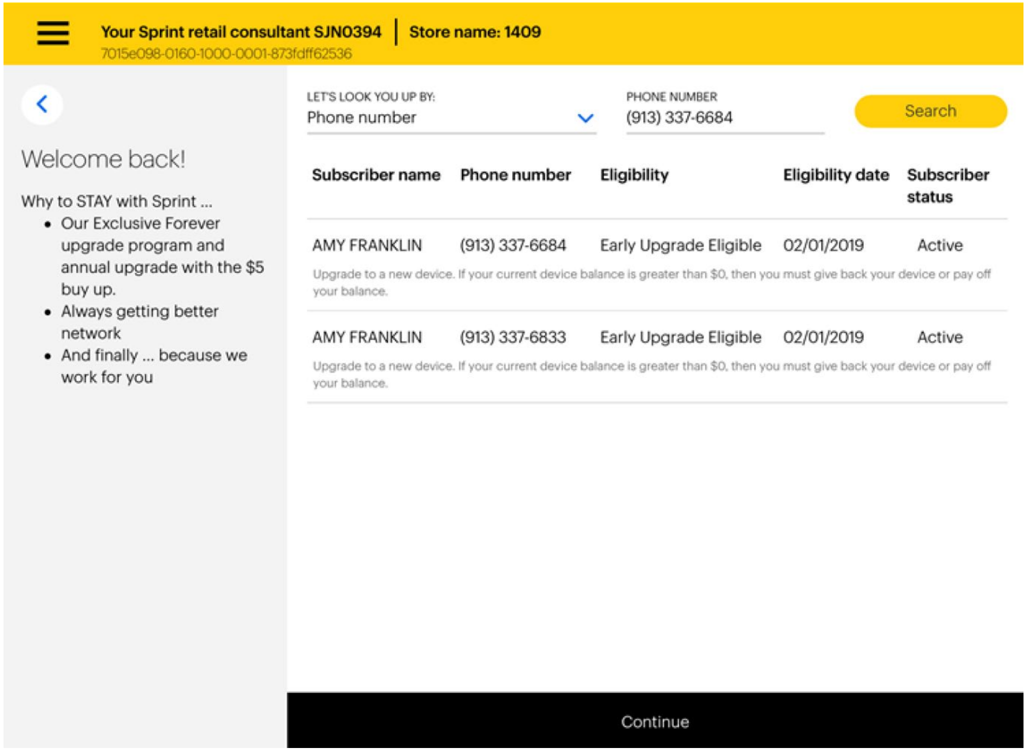


Stand Alone Accessory Journey (GST)

3. Customer Search

- **Customer search criteria defaults to PTN.** To search by BAN you can select from the drop down.
- **Select the subscriber(s) and/or number of lines to add to account.**
- **Click Continue**
- After subscribers are chosen, a pop up window will display showing the Account Owner name at the top in CAPS and then any Authorized Delegates on the account.

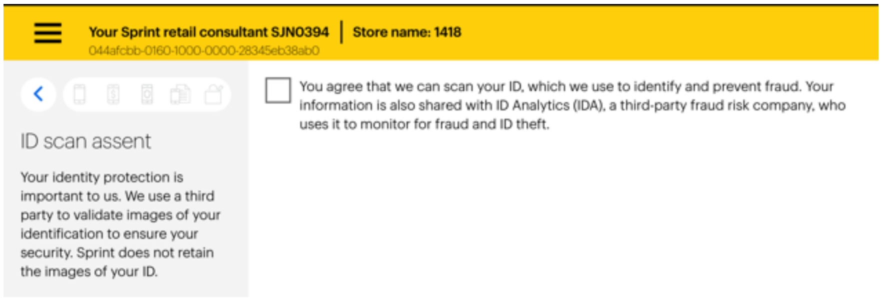




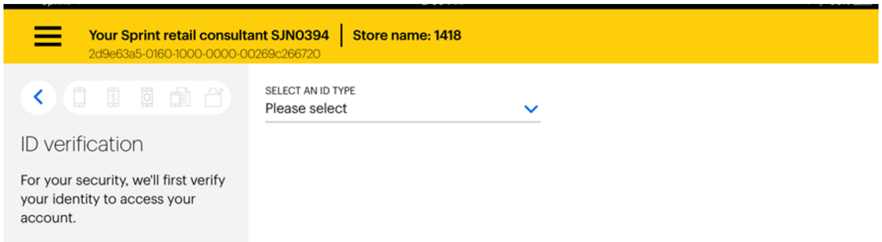
Stand Alone Accessory Journey (GST)

4. Scan ID

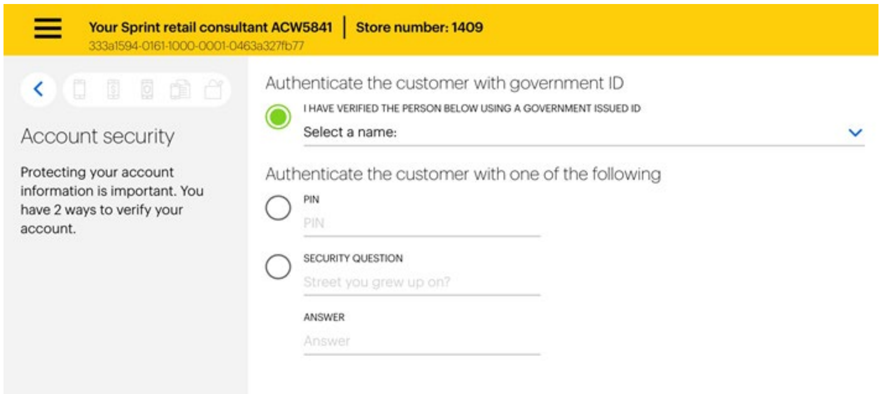
- **Ask the customer to tap the checkbox indicating that they agree to the scan, click continue**



- **Follow the prompts on the screen and select an ID type**



- **Scan the front and back of customer's ID**
- If Driver License, select state

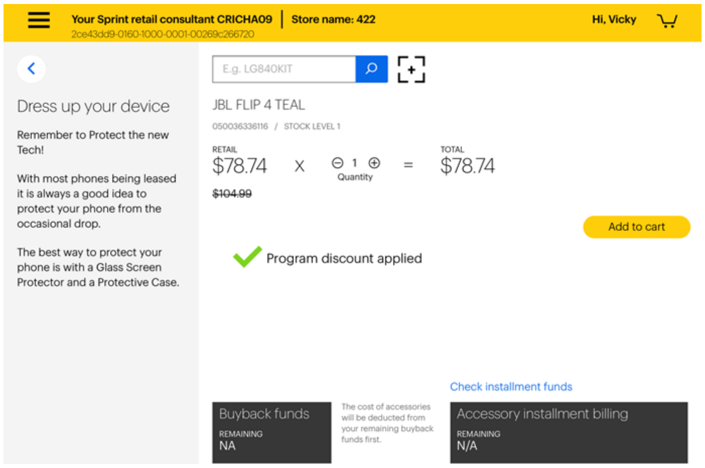


- **If the customer declines, has a ID that isn't permitted for scanning, or valid name mismatch:**
  - Visual validate ID
  - Account Holder/End User: Authenticate account with either PIN or Security Question
- **Click Continue**
- **If Bypass Authentication is acceptable, tap the link to Bypass Authentication in the lower left hand corner of the Navigation Window.** A pop- up appears prompting for the manager's user ID and password to unlock the account**.**
- Select the appropriate option from the drop-down:
  - Sales - ID verified
  - Have manager sign in with user ID and password.

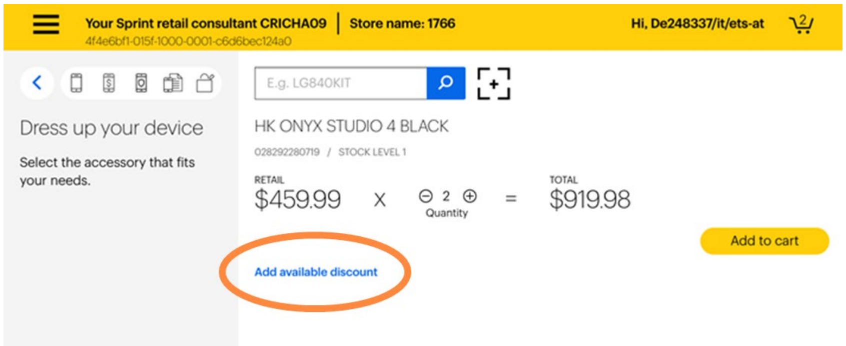
Stand Alone Accessory Journey (GST)

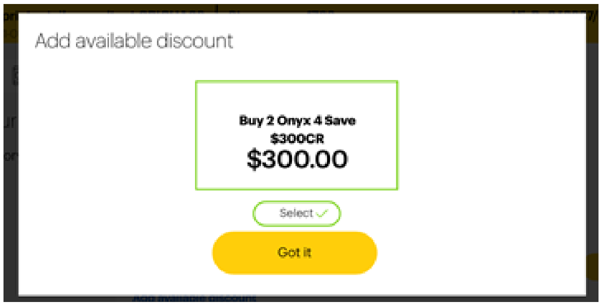
5. Accessories

- **Scan or search for an accessory**
- **Choose the quantity of the selected accessory the customer would like to purchase**
- **Click Add to Cart after every selection for accessory to appear in cart**
- Program discounts will be automatically applied (ex. Sprint Perks)



- If the customer qualifies for a offer discount on accessories
  - Select the Add a Discount link and choose the appropriate discount on the pop up screen
    - All selectable discounts will be displayed as individual tiles.
    - Stackable indicator is displayed for all discounts in the discount tiles (if applicable).
  - Got It to continue
    - If an incompatible discount is chosen, then a red banner error will appear at the top of the pop up window.
- **Once the appropriate accessories and discounts have been selected, choose Add to Cart and then Continue**





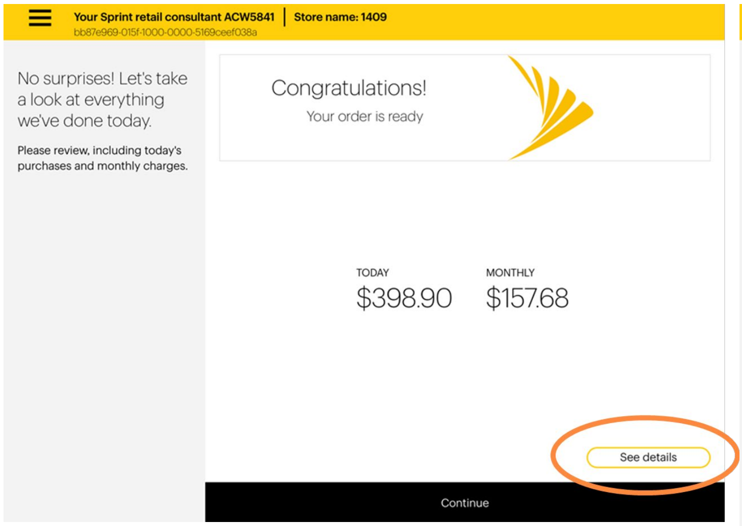
Note: Customers can also purchase accessories with Installment Billing (IB).

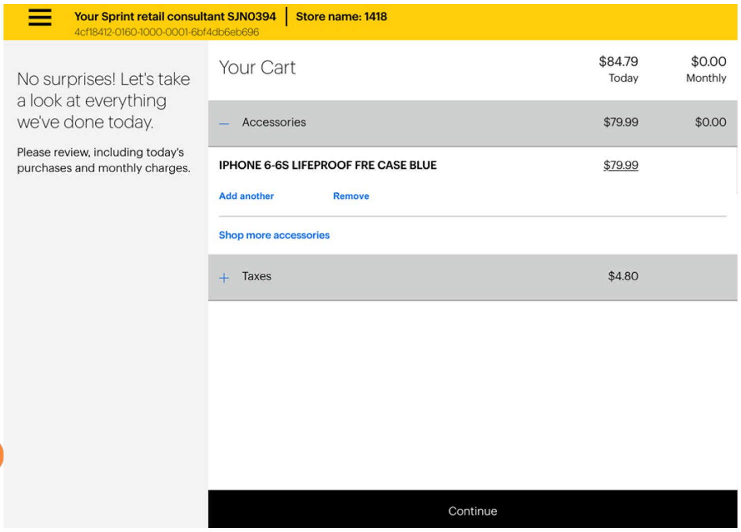
- The customer must select at least $75 of IB accessories in order to be eligible for IB accessories.
- Some of the IB options have a deposit amount attached to the IB offer.
- A customer cannot split tender if they are choosing an IB accessory. For example, they cannot pay $40 of any accessory with IB and $30 with Full Price.
- There is no price override for IB accessories.

Stand Alone Accessory Journey (GST)

6. Review and Confirm

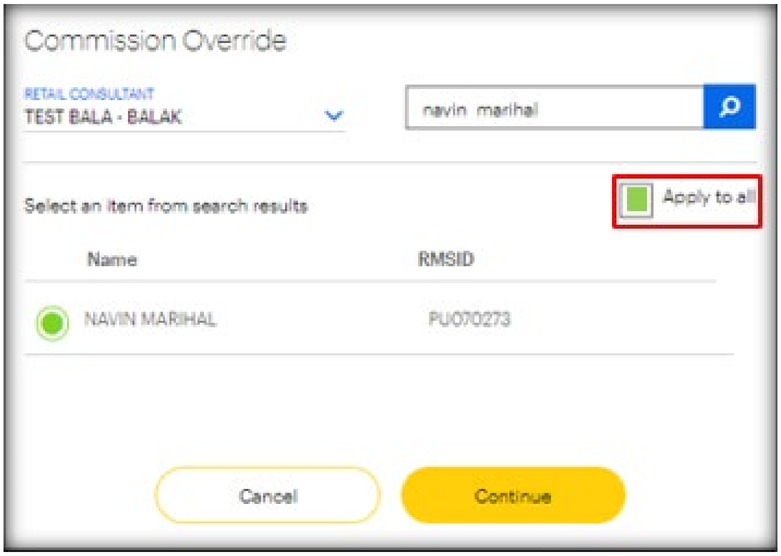
- Total amount due today and monthly amount due displays. Review the details of the transaction with the customer.
- **Click See Details to see detailed description of everything done in the transaction.**
- **Expand each section as needed to review the itemized services and charges.**
- If selections displayed are not correct or customer changes mind select 'Change.....' to make edits
- If applicable, select Got it to add remaining buyback funds to the account.
- **Click Continue**





Select Commissionable Rep.

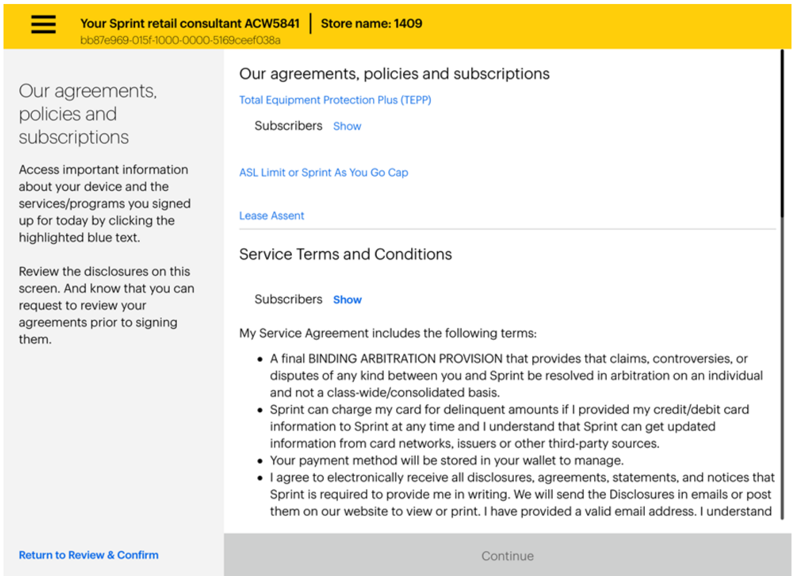
- A pop up will display when the user has selected the commissionable sales rep. on the Orders Detail screen.
- The commissionable sales rep. selected will be applied to the line item that was selected or can Apply to all to apply to all line items.
- **Click continue**



Stand Alone Accessory Journey (GST)

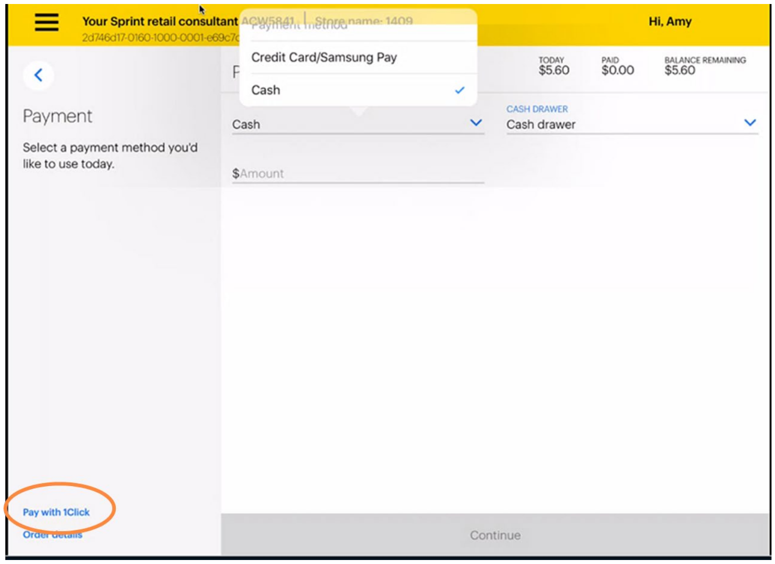
7. Agreements, Polices, and Subscriptions

- This page will continue a review of the order for the customer
- **Select the downward facing arrow to expand each section**
- **Review with the customer, capture one signature**
- **Got it to continue**



8. Payment Options

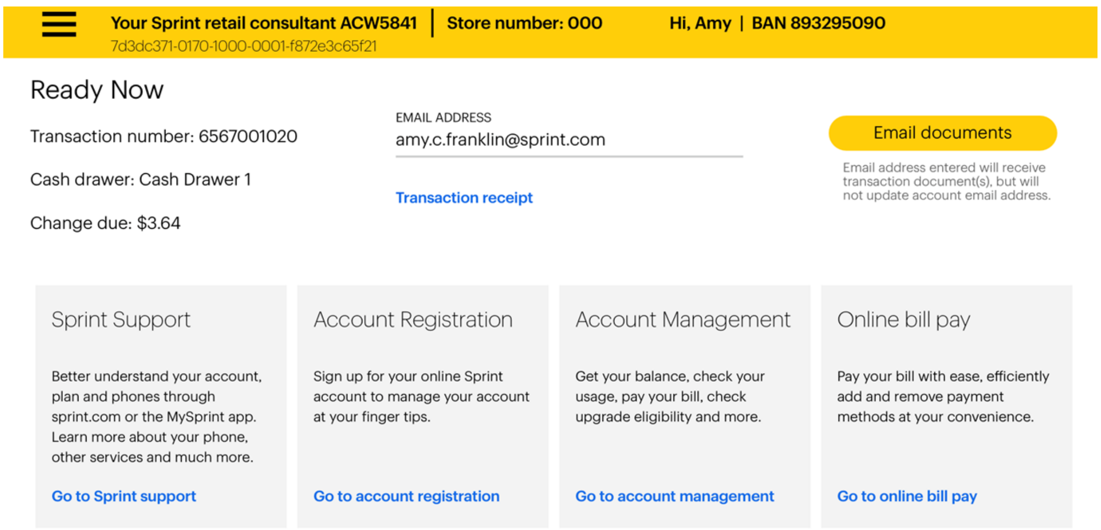
- This screen populates after the user is prompted to log into RMS
- **Select the customer's purchase option from drop down**
- **If customer uses payment method other than Cash or credit card use Pay with 1Click to complete in RMS.**
    - You can also print the Bill Estimate Customer Summary via Pay with 1Click option. See Print Bill Estimate Customer Summary (BECS) - GST/RMS for steps.
- If customer uses cash as payment method you can view the transaction on the Payment Summary. If the amount paid is not the exact amount required the Change due is shown on the Ready Now screen.

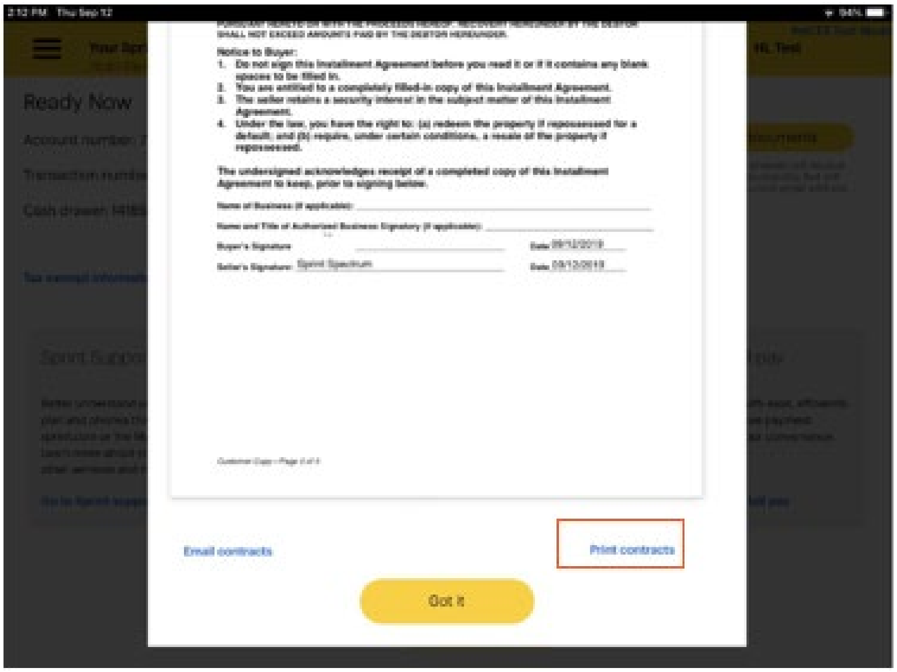


Stand Alone Accessory Journey (GST)

9. Ready Now

- **Review customer self-service options.**
- The Change due in a cash transaction is displayed.
- If a Transaction or Travelers Receipt fails to generate, the link will be disabled and a message "Receipt generation failed" will be displayed.
- If a Transaction or Travelers receipt fails to be sent in PDF form to RMS, a message "Failure to submit the receipt to RMS. "Receipt cannot be reprinted from RMS" will display under Important messages.
- **You can print customer bills (CPNI Screen), contracts and BECS.**
    - If you print contracts, all contracts in the current journey will print.





Return & Exchange Procedures

This guide will walk you through the process for Existing Sprint Customer that want to return or exchange their Sprint purchased products under the Sprint Satisfaction Guarantee (SSG) Policy.

Key Information

NOTE: ALL cancellations of a subscription in Company Owned Retail (COR) stores, even if being done as part of a SSG return, must go through Account Resolutions to complete the transaction.

- This does not apply if the customer has already ported to another carrier.
- **Important:** Ensure the customer understands that if they decide they are not satisfied with Sprint and would like to cancel their subscription within the Guarantee period, they will have all payments refunded if they do so within the Sprint Satisfaction Guarantee period. (Remember that day 0 of the SSG clock begins when the device is activated)
- **Please note:** National Retailers do not participate with the Sprint Satisfaction Guarantee Policy and all returns / exchanges are subject to the return and exchange policy of the National Retailer in question.
- **Accessory Exchanges Outside of Policy**
  - Do not exchange (or give) an accessory for a customer if they are not entitled to one. If the customer is outside of the SSG period a new accessory should be sold to the customer. If they are within the SSG period, perform and exchange as per standard procedure.
  - i.e. "No exchanges will be performed for defective or broken screen protectors. Customer needs to contact the vendor for a warranty replacement.“
- **Determine the Process to Use**

Purchase Channel	Exchange Channel		
	Company-Owned Retail (COR)	**Sprint Select (SPR)**	**Dealer**
Company-Owned Retail (COR)	**History Exchange** Like for Like Non-like-for-like	**History Exchange** Like for Like Non-like-for-like	Not Available (must return to original place of purchase)
Sprint Select	**History Exchange** Like for Like Non-like-for-like	**History Exchange** Like for Like Non-like-for-like	Not Available (must return to original place of purchase)
Dealer	Not Available (must return to original place of purchase)	Not Available (must return to original place of purchase)	Not Available (must return to original place of purchase)
Telesales/Web	Cross Channel Exchange (see tab)	Cross Channel Exchange (see tab)	Not Available (must return to original place of purchase)

Return & Exchange Procedure

System How-to's:

Processing a Return (Device and Accessory)

1. **Identify the items to return**
    - If the return includes an accessory, please see the section below for "Pristine Accessories"
2. **Determine if the return is within the Sprint Satisfaction Guarantee.**
    - If the return is not within the SSG period, the return cannot be processed.
        - Refer the customer to Service and Repair options or upgrade program.
        - If the return is approved, it must be approved by management (Store Manager, Assistant Store Manager, Senior Retail Consultant) and management must place a note in the customer's account.
    - If the return is not within the Sprint Satisfaction Guarantee period because it has been set for future date, the return can be processed.
3. **Check the receipt to verify if a price match was performed on the item being returned.** Be sure to include this in the return transaction, if a match was performed, to ensure the proper amount is returned to the customer.
4. **Inspect the item (device/accessory) to determine if it qualifies for return.**
    - You will need to answer the following questions in the system
        - Does the device power on?
        - Does the device have an acceptable LCD and display?
        - Is the Liquid Damage Indicator tripped or missing?
        - Has Find My iPhone or Anti-Theft been disabled?
        - **NOTE:** If the customer claims the device was received damaged (i.e. a defective device) then you can move past question #1. You must check the device for the remaining questions
    - If the device does not meet all of the conditions above, please inform the customer
        - They will not be able to process a return without paying for the device or
        - If they have device protection, they can file a claim.
5. **Authenticate the Customer in RMS.**
    - Validate that the subscription is still active – if it is NOT (e.g. if the customer has already ported out or cancelled the line via Care), you MUST call NSS to have the lease closed and customer credited for the return.
    - You also must ask NSS to refund any down payment the customer may have made at the time of the original transaction.
    - RMS does not systematically credit customers for returns on cancelled subs/BANs even though it will accept the device and print a return receipt.
6. **Launch eTicket (if applicable).**
7. **From the Sales Tab, select the Trans. Type drop-down menu and select Return.**
8. **In the Customer Return Transaction Information screen, type the appropriate information in the required fields.**
    - In the Transaction No field: Type the transaction number printed on the customer's original or reprinted RMS receipt.
    - In the Authorization No. field: Leave Blank
    - In the Reason field: select
        - 30 Day/Policy Return/Exchange: For all returns or exchanges within 30 days.
        - Post 30 Day Non ESRP Return/Exchange: For all warranty, non-ESRP or Buy Back transactions
    - In the Comments field: Type any comments related to the exchange.
        - **Note:** If an exception to the policy was made, indicate any special circumstances.

Return & Exchange Procedure

9. **Click Ok.**
    - **Note:** RMS will display the original transaction detail.
10. **Verify if the Transaction Number was entered in the Customer Return Transaction Information screen.**
    - If the transaction number was entered:
        - Double-click the first item that's being returned to open the Returned Item Details window.
        - Verify the quantity being returned and type a different Quantity if necessary.
        - Add appropriate discounts and perform price overrides as necessary to ensure the price matches the customer's original purchase price
        - Click Ok.
    - If transaction number **was not** entered:
        - Select the Sales Tab.
        - Type your User ID in the User ID field and Press the Tab key (once per transaction).
        - Type your password in the pop-up window and click OK (once per transaction).
        - Select the appropriate sales rep from the drop down list.
        - Scan the product's bar code or type the SKU number into the SKU # field and press Enter.
        - If the item being returned is not serialized, type the quantity being returned into the Quantity field.
        - Add appropriate discounts and perform price overrides as necessary to ensure the price matches the customer's original purchase price
        - Press Enter.
    - **Note:** Apple Products: Once the serial number for the device being returned is entered, RMS will check the lock status (i.e. check to see if the FMiP feature is enabled on the old device). A warning message will display if the FMiP feature is active. Advise the customer to disable the FMiP feature on the old device before completing the transaction; the customer must save all information and contacts from the device before erasing.
11. **If the customer is returning and deactivating the device.**
    - Store Rep triages to attempt to save the customer.
    - If the customer cannot be saved, Store Management will get involved.
    - Store Management will WARM transfer a call to Account Resolutions for customers who still want to cancel service.
    - Account Resolutions will WARM transfer back to the Store Management with Save or direction to Cancel service.
    - If save is unsuccessful, click Yes on the Deactivate Device ID (ESN) message.
        - Clicking Yes on this message box will expire the corresponding subscription when the transaction is tendered.
        - If there are no other active subscriptions on the account, the account will automatically be finalized.
12. **If the customer is returning and reactivating their own device.**
    - Click No on the Deactivate Device ID (ESN) message.
    - Clicking No on this message box will require typing your username and password. Additional activity will need to be performed after the return transaction is complete as the subscription will still be active although the Device ID (ESN/MEID/IMEI) has been returned to the store.
        - Refer to Processing a Device Swap - Retail to activate the original/customer owned handset on the subscription.
        - Call NSS to re-set the customer's original contract term.

- **13. Verify the Net Tax amount.**
  - Verify the net tax amount to be refunded at the bottom of the screen matches the amount on the receipt.
    - If net tax amount matches, proceed to next step.
    - If net tax amount doesn't match, but the difference is in the customer’s favor proceed to next step.
    - If net tax amount doesn't match and not in the customer’s favor and is due to a tax rate difference:
      - Enter SKU TAXADJUST and enter the amount difference of the tax charged by RMS and what is on the customer’s receipt.
      - Note: This SKU is to be used for a tax adjustment ONLY and never used for merchandise.
      - If handling partial returns and tax calculation is higher than store’s tax rate:
      - Calculate the tax difference and enter the SKU TAXADJUST for the appropriate difference to add the additional tax needed.
      - **Note:** This SKU is to be used for a tax adjustment ONLY and never used for merchandise.
- **14. Tender.**
  - Click the Tender button to begin tendering the transaction.
  - If any serial numbers were deactivated the Wrap-Up window will display. Verify the information in the Wrap-up window is correct.
    - If changes to the wrap-up information are not necessary, click Ok.
    - If changes to the wrap-up information are necessary, click Cancel and return to this step once corrections have been made.
  - If there is a balance owed to the customer, the Tender window will display. Select the appropriate tender type.
  - For refunds, tender the transaction to the correct tender based on the original payment method. If there are additional questions refer to the Accepting Tender Types - Retail and Dealer .
    - **Credit card** (If original card number used can be confirmed). If the original payment method was credit card then the refund should be applied to the same credit card.
      - Verify the original card used by looking at the credit card number and type listed on the receipt.
    - **Cash: If the original payment method was cash or cash equivalent, the refund must be cash**. Cash may be refunded if the total purchase amount is less than or equal to $1,000.00 (provided there is sufficient funds available in the store). If the purchase amount is greater than $1,000.00, refer to processing a check refund.
      - Exception: A No History Cash Return/Exchange when a balance is owed to the customer and the customer requests a cash refund. This will require another employee to initiate the transaction as the sales person and a member of management to approve the transaction. Refunds must be issued in full using one method.(i.e. $1,250.00 cash refund must be a full refund of $1,250.00 made via check, not $1,000.00 in cash and the balance by check.)
    - **Refund by Check:** A Refund Check must be processed for the refund by selecting ‘Check Refund-Equip’. The customer will receive the check in 2-3 weeks.
      - WARNING: Failure to verify the Customer’s correct name and billing/mailing address in RMS will cause the refund check to be delayed or not processed.
      - Purchases made by check cannot be credited to a customer’s debit card
    - **Note:** If multiple tenders were included on the initial sale receipt, you must refund the part of the transaction the customer is returning in the same tender type as it was initially paid. Do not submit a Misapplied/Unapplied Payment Form.

Return & Exchange Procedure

15. Print receipt.

- Change desired number of receipts if applicable. Type in the amount collected from the customer or refunded, press Enter or click Ok.

16. Provide a receipt to your customer.

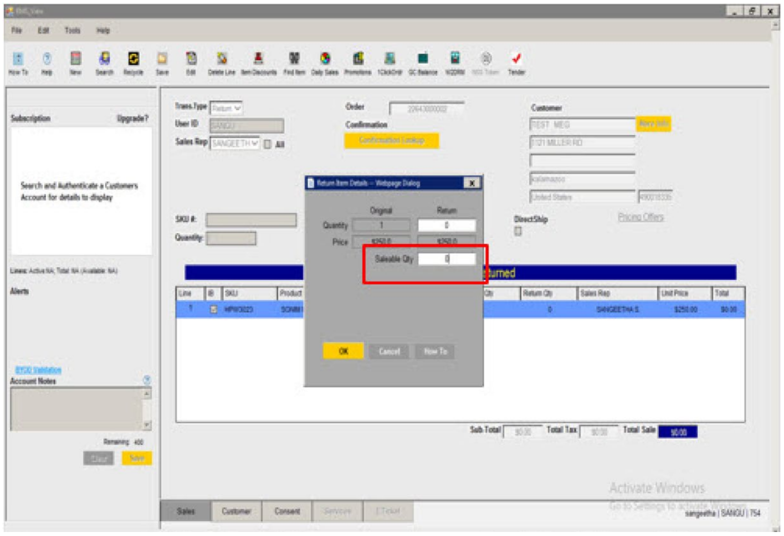
- Using the original receipt:
  - Circle the item(s) exchanged.
  - Write Returned next to the item(s).
  - Date and initial next to the item(s).
  - Staple old and new receipts together.
  - Return the combined receipt to the customer.

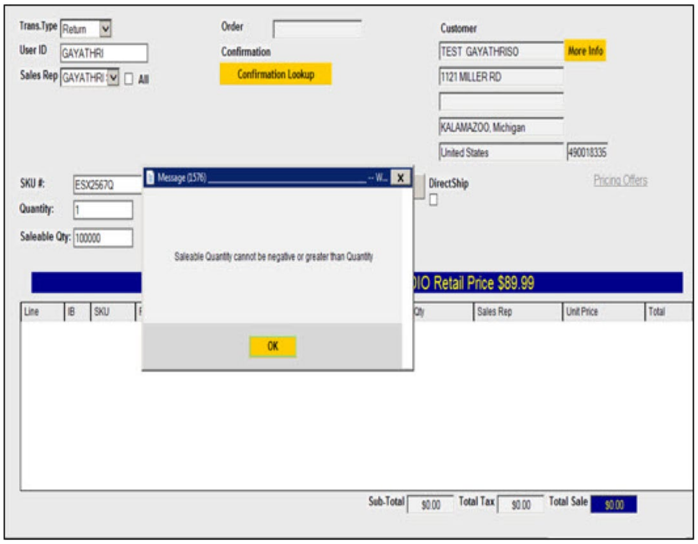
17. Provide returned items to the Ops Specialist or Member or team management.

- Provide the returned items to a member of the store's management team or the Ops Specialist for handling.
- Don't hand the device to an Asurion Tech.

- **Pristine Accessories (Available after 07/19/20)**
  - If an accessory is being returned or exchange and the package is COMPLETELY unopened then the accessory may be eligible to be placed back into inventory for resale. If the package is opened in any way or damaged beyond what management deems as saleable, then the accessory must be returned to the warehouse. See appropriate documents to do so

  1. **Processes an Accessory return in RMS per normal return/exchange process**
  2. **After the Sales Rep enters the transaction number and the reason for return in RMS, a new Saleable Qty field will be required in the Return Item Details pop-up.**
  3. **When there are no saleable returned accessories, the Sales Rep will be required to enter 0.**
  4. **The saleable quantity value must be lower than or equal to the value in the quantity field.**
  5. **The Sale Rep will select the Ok button to return to the Sales Tab.**
     - If the Sales Rep enters the Saleable Quantity more than the Quantity in a accessory return or exchange, a message will display, "Saleable Quantity cannot be negative or greater that Quantity".





Return & Exchange Procedure

Processing an Exchange (Device and Accessory)

1. Identify the items to Exchange

New (If the return includes an accessory, please see the section below for "Pristine Accessories")

If the customer is exchanging a DEVICE inspect the item to determine if it qualifies for return.

- New You will need to answer the following questions in the system
  - Does the device power on?
  - Does the device have an acceptable LCD and display?
  - Is the Liquid Damage Indicator tripped or missing?
  - Has Find My iPhone or Anti-Theft been disabled?
- They will not be able to process a return without paying for the device or
- If they have device protection, the can file a claim.

2. Authenticate Customer in RMS. Authenticate the customer using normal procedure.

3. Check the notes on the account for current fraud management notes.

4. If they exist, contact Fraud Management at 877-884-3404 (Your store location and login ID will be required when calling Fraud Management Department).

- Launch eTicket (if Applicable). The eTicket steps are required for Full Service, Advanced Exchange and Service Only locations. Sales Only locations are **not** required to complete an eTicket (proceed directly to RMS procedures).
  - For Full Service and Service Only Locations
    - Launch eTicket from RMS front office. Once you've already retrieved the customer's information during search:
      - Click the **Services** tab.
      - Select the **subscriber PTN**.
      - Click the eTicket link on the **Account Overview** screen.
  - Click **Create Ticket**.
  - If the device has a true defect, select the appropriate complaint code using the **Front Office Complaint Type** drop down from the **Problem Assessment** tab.
    - If the device **doesn't** have a defect, select the **"Policy (No Defect)"** complaint code category Front Office Complaint Type from the drop down on the Problem Assessment tab.
  - Select the appropriate reason for the Return/Exchange from the **Front Office Complaint Detail** drop down.
    - Within 30 day Exchange: Non-Defective device select PolicyReturn/Exchange for the RMS Ret/Exch Reason Code and Policy (No Defect) in the eTicket Code.
    - Within 30 day Exchange: Defective device select PolicyReturn/Exchange for the RMS Ret/Exch Reason Code and applicable code in the eTicket Code.
  - Type any applicable notes for Technician.
    - Click **Submit to Tech**.
    - Complete the eTicket as normal when the **Receipt View** is displayed.
    - Print dialogue box will display automatically, click **Print**.
    - Select the **Finished** button.
    - If Finished is not selected, then the eTicket will be stuck in the store queue and cannot be worked by anyone in your store location.

Return & Exchange Procedure

Processing an Exchange (Device and Accessory)

5. **From the Sales Tab, select the Trans. Type drop-down menu and select exchange.**
   - In the Transaction No field, type the transaction number printed on the customer's original or reprinted RMS receipt. In the **Authorization No. Field:** Leave Blank
   - In the **Comments field:** Type any comments related to the exchange.
   - Click **OK**.
   - Type your **User ID** in the user ID field and press the **Tab** key.
   - Type your password in the pop-up window and click **OK**.
   - Select the Sales Tab. RMS will display the original transaction detail.
     - **Apple Products:** Once the serial number for the device being exchanged is entered, RMS will check the lock status (i.e. check to see if the FMiP feature is enabled on the old device). A warning message will display if the FMiP feature is active. Advise the customer to disable the FMiP feature on the old device before completing the transaction; the customer must save all information and contacts from the device before erasing.

6. **Select the item to be exchanged.**

7. **The Exchange Items Detail Screen appears**.

8. **Click OK.**

9. **Determine if within SSG or Outside of SSG.**
   - RMS will systematically perform a validation on the Exchange Item Details screen, to determine if it's a SSG or outside of SSG policy exchange.

10. If prompted for an override and you determine the exchange is related to the Sprint Satisfaction guarantee and is eligible proceed with the override. If not SSG related (i.e. S&R).

- RMS will search eTicket to see if a ticket has been opened and approved in the past 5 days.
- If an eligible eTicket is found, RMS will allow you to proceed as normal with the exchange.
- If an eligible eTicket is not found, a warning message will display.
- If you click **cancel it**, will return you to the previous screen.
- If outside the SSG period and the exchange is S&R Exchange related, you must ensure the eTicket process is followed. This includes, but is not limited to, ensuring proper approvals are obtained in eTicket.
- **Note:** Sales Only locations will not be able to submit an eTicket and should click proceed for manager override.
- If you click proceed, a Manager Override pop-up will display.
- **Note:** All **No History** exchanges will be queried for the initial activation date of the device and the policy will be determined from that date. All **Cold Sales** should be handled as a return and re-sale vs exchange.

Return & Exchange Procedure

Processing an Exchange (Device and Accessory)

11. **Type the replacement SKU if it's different than the item being exchanged.** Note: RMS enforces a like-for-like exchange. i.e. phone must be exchanged for phones; accessories must be exchanged for accessories.

- If the replacement item is serialized, scan the ESN/MEID.
- If the replacement item is **not** serialized, type the replacement quantity into the **Exchanged Quantity** field.
- Click **OK**.
- RMS validates the status of the Device ID (ESN/MEID) being exchanged by the customer. Use the information below to interpret the meaning of the message and to determine the next appropriate action.
- **"Would you like to perform a Device (ESN) Swap?"**
    - The system is informing you that the Device ID being exchanged is active on an account at this time.
    - Click **Yes** to automatically perform a **Device Swap** on the customer's account when the transaction is completed if the data capabilities of the devices match.
    - If a customer is changing to a different rate plan than their current rate plan, ensure they understand that in some cases Sprint will **not** be able to restore the customer's previous rate plan or other service offers that we may no longer offer. (i.e. expired rate plans).
    - If a message stating **"No change of plans is necessary"** is displayed, click **OK**.
    - If the customer wishes to change to TEP:
    - Click the **Services tab** to proceed to the **Account Overview** screen.
    - Click **Change Device** link.
    - From the **Device Coverage** section, the **Current Device Coverage** (Sub level) will display.
        - If the customer **doesn't** have Total Equipment Protection (TEP) and would like to change their coverage to TEP, select the radio button next to **Change to TEP**.
            - Note: If customer has BAN level device coverage, it must be be changed from the **Account Services** screen and tendered before transaction can proceed.
    - Click **Continue**.
    - Select the **Sales tab**.
    - Click **No** to decline the swap.
    - Another prompt will display asking if the returned **Device ID** should be deactivated. Clicking **No** on this prompt will leave the returned Device ID active on the account.
    - Additional action will be necessary, as the exchanged handset will still be active on the customer's account.
        - "This Device ID (ESN) cannot be processed at this time"
            - This may be due to an invalid Device ID or because there is a Device ID from another account already listed in this exchange.
        - **See next page for additional steps**

Return & Exchange Procedure

Processing an Exchange (Device and Accessory)

11. Step 11 continued from previous page:

- "A change in equipment will require a new service plan."
    - Click **OK**.
    - Click the **Services Tab** to proceed to the **Account Overview** screen:
    - Click **Change Device link.**
    - From **Device Swap** screen in **New Device** section, select **ESN or IMEI** of the new handset you are upgrading to in the Serial # drop-down menu.
    - To compare the devices being swapped click the **Compare** button (right hand corner). A list of key features will display for both the old and new devices.
    - If the new device selected in **Serial #** dropdown in the New Device section requires a SIM, RMS will display the SIM dropdown and populate it with all the available SIMs (either added from sales tab or by using the "Add SIM" link).
    - Select the **DC ID** radio button (if applicable) and select the fleet from the Device Coverage section, the Current Device Coverage (Sub level) will display.
    - If the customer **doesn't** have Total Equipment Protection (TEP) and would like to change their coverage to TEP, select the radio button next to **Change to TEP.** Note: If the customer has BAN level device coverage, it must be be changed from the **Account Services** screen and tendered before the transaction can proceed.
    - If the customer would like to keep what they currently have, click the radio button next to **Keep Current Coverage**.
    - Click **Prepare to Swap** to display the **Change Plan** screen.
    - Make any appropriate rate plan changes and select **new contract** on the Change Plan Screen:
    - Select **Individual or Family** depending on if customer is wanting to share with another subscriber.
    - Not Necessary in upgrade flow.
    - Locate and select the desired plan.
    - Click **Continue** to add Add-On SOCs.
    - Click the check box in top section for any existing Add-Ons to be removed.
    - Locate and check any Add-Ons to be added.
    - Click **Continue**.
    - To search for a specific plan or service, type 3-15 characters of the SOC code or plan name in the SOC Code Search field and press **Search**. The price and options matching your search will display. Select the price plan or service from the windows and click add to select the plan or service desired by the customer. If there is no match during the search, an error message will display stating, **'No Options matching SOC Code available'.**
        - Note: If the plan selected exceeds the customer's account spending limit, an error message will display. You must select another plan for the customer to ensure newly activated service is **not** disrupted due to non-payment.
    - Click **Done** to display the **Device Swap Screen.**
    - Click **Swap**
    - Select the **Sales** Tab.
    - Repeat the above steps for all items being exchanged. If necessary, **double click** the replacement device and **Override** the price to the correct price customer should receive.
    - If the customer information **didn't** populate, they should search for the customer or type the name/address/home phone (if not a current Sprint Customer) at this point.

Return & Exchange Procedure

Processing an Exchange (Device and Accessory)

12. Tender.

- Click the **Tender** button to begin tendering the transaction.
  - If any serial numbers were deactivated, the **Wrap-Up** window will display. Verify information in the Wrap-up window is correct.
  - If changes to the wrap-up information are **not necessary,** click **OK**.
  - If changes to the wrap-up information are necessary click Cancel and return to this step once corrections have been made
  - A Customer Exchange Authorization pop-up window will appear:
  - If you are processing an Exchange, re-enter your User ID and Password to authorize the exchange.
  - If there is a balance owed to the customer, the Tender window will display. Select the appropriate tender type. For any questions refer to the Accepting Tender Types - Retail and Dealer M&P.
    - **Important**: Only Store Management can initiate and approve their own returns and exchanges when a balance is owed to the customer. This includes a No History Cash Return/Exchange refund when BTA is used to apply the refund to the customer's account.
  - For refunds, tender the transaction to the correct tender based on the original payment method.
    - **Credit Card** (If original card number used can be confirmed)
    - **Cash:** If the original payment method was cash or cash equivalent, the refund must be cash. Cash may be refunded if the total purchase amount is less than or equal to $175.00. If the purchase amount is greater than $175.00; refer to processing a check refund.
    - **Note:** If multiple tenders were included on the initial sale receipt, you MUST refund the part of the transaction the customer is returning in the same tender type as it was initially paid. DO NOT submit a Misapplied/Unapplied Payment Form.
  - Refunds must be issued in full via one method.(i.e. $250.00 cash refund must be a full refund of $250.00 made via check, not $175.00 in cash and the balance by check.

13. Print Receipt.

- Change the desired number of receipts if applicable. Type in the amount collected from the customer or refunded, press **Enter** or click **Ok**.

14. Program New Device.

15. Provide Receipt to Customer. Using the original receipt,

  - Circle the item(s) exchanged.
  - Write **"Exchanged"** next to the item(s).
  - Date and initial next to the item(s).
  - Staple old and new receipts together.
  - Return the combined receipt to the customer.

16. Provide Returned Items to the Tech or a member of team management.

Return & Exchange Procedure

Return and Exchange support documents in iConnect:

Other Returns Documents

Category	Description	Header 2
Pristine Device	Determine if a device can be considered **pristine** and available for sale.	Determining if a Device is Pristine - Retail, Sprint Select
Pristine Device	Change a "Pristine" device to saleable inventory.	Changing Device Returns in Like New Condition (Pristine) to New Status - Retail, Sprint Select
Extending SSG	Process to return/exchange a pre-Order device outside of the SSG 30-day period from official date of activation.	Extending SSG Period for Pre-Order Direct Ship Devices - Retail, Sprint Select
No History Returns	Process to perform a No History return.	Performing a No History Return - Retail, Sprint Select
Other Device Returns	Process to return a Magic Box, Airave, Voice AMP, or Voice Pro device for a customer.	Return Magic Box, Airave, Voice AMP, Voice Pro - Retail, Dealer
Accessory Return	Help customers return or exchange accessories that fail during the warranty period	Accessories Failure Within Warranty

Other Exchanges Documents

Category	Description	Document
Tax Issues	Process a tax adjustment transaction if the warranty exchange process resulted in a tax difference (either owed by the customer or due to the customer) on an exchange transaction in California.	California Warranty Exchange Tax Adjustments – Retail
Pristine Device	Determine if a device can be considered **pristine** and available for sale.	Determining if a Device is Pristine - Retail, Sprint Select
Pristine Device	Change a "Pristine" device to saleable inventory.	Changing Device Returns in Like New Condition (Pristine) to New Status - Retail, Sprint Select
Extending SSG period	Process to return/exchange a pre-Order device outside of the SSG 30-day period from official date of activation	Extending SSG Period for Pre-Order Direct Ship Devices - Retail, Sprint Select
OTM	Find or track the status of an order that was placed via Sprint.com [Web Sales] and Telesales inclusive of devices, accessories, returns and exchanges.	Order Status - Order Tracking Module (OTM)
No History return	Process to perform a No History return.	Performing a No History Return - Retail, Sprint Select
Other Device Returns	Process to return a Magic Box, Airave, Voice AMP, or Voice Pro device for a customer.	Magic Box / TREBL / Voice AMP- Return or Exchange

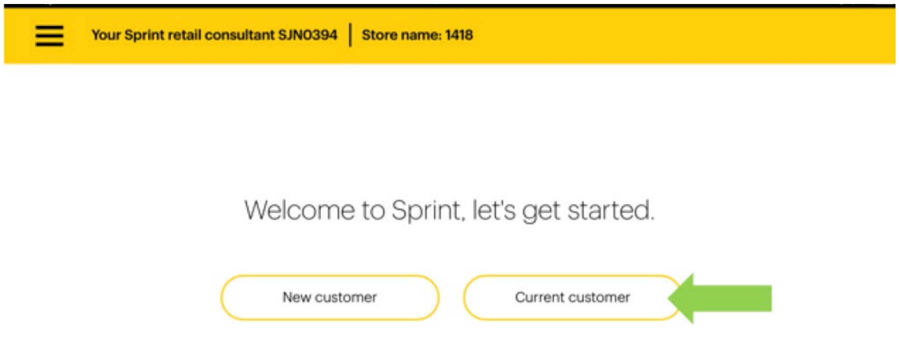
Stand Alone Turn-In Giveback (GST)

This guide will walk you through the process for Existing Sprint Customer that want to Turn-In/Giveback their devices.

System How-To's:

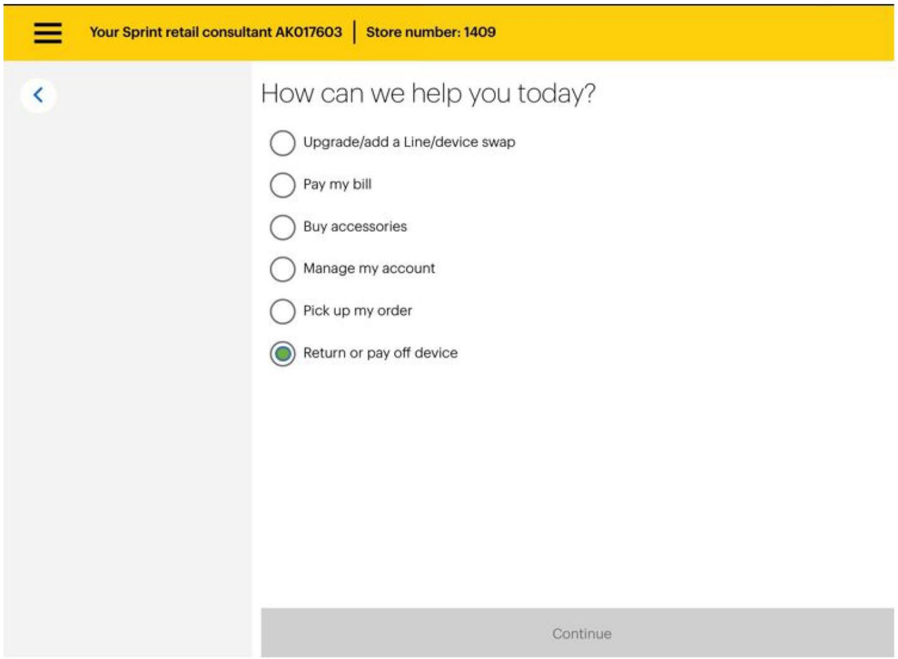
1. Start Journey

- Select **Current Customer**



2. Journey Selection

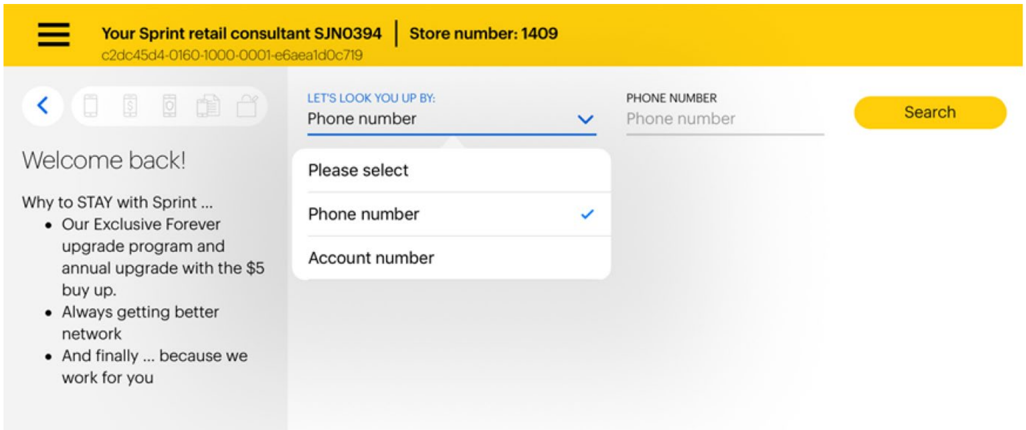
- Select **Return or Payoff Device**
- **Click Continue**

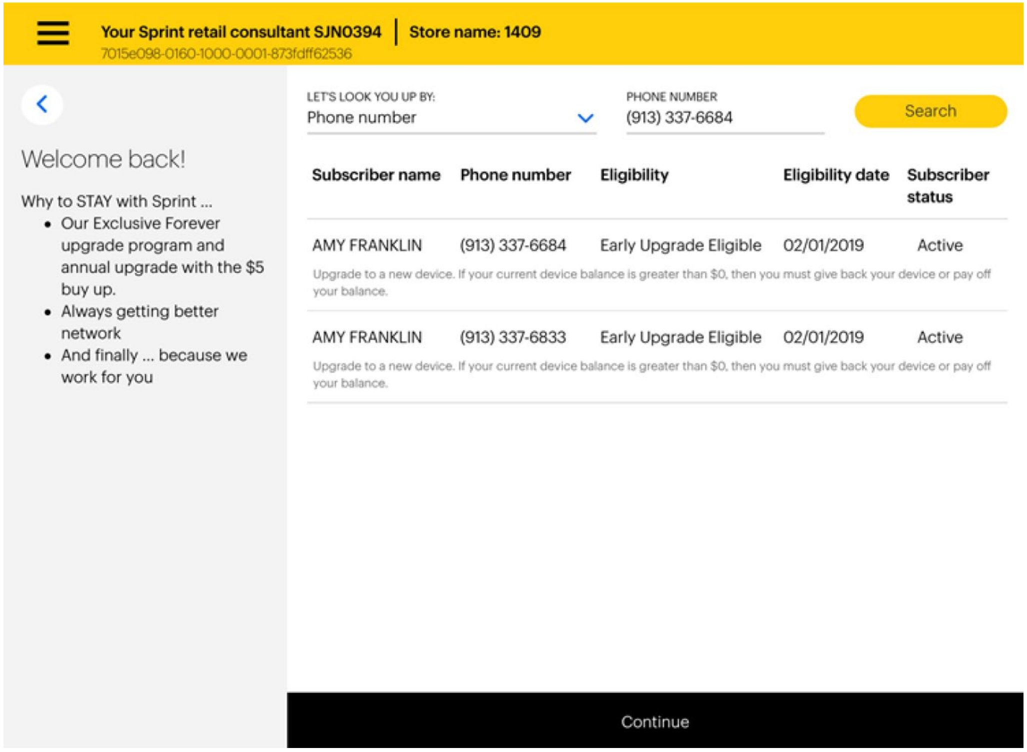


Stand Alone Turn-In Giveback (GST)

3. Customer Search

- **Customer search criteria defaults to PTN.** To search by BAN you can select from the drop down.
- **Select the subscriber(s) and/or number of lines to add to account.**
- **Click Continue**
- After subscribers are chosen, a pop up window will display showing the Account Owner name at the top in CAPS and then any Authorized Delegates on the account.

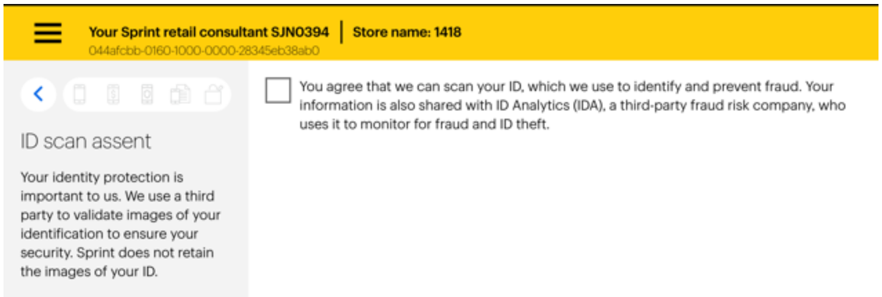




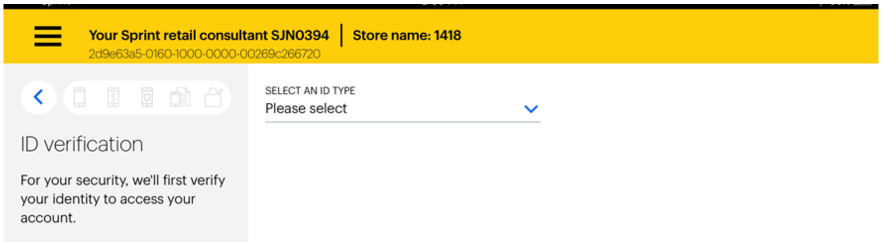
Stand Alone Turn-In Giveback (GST)

4. Scan ID

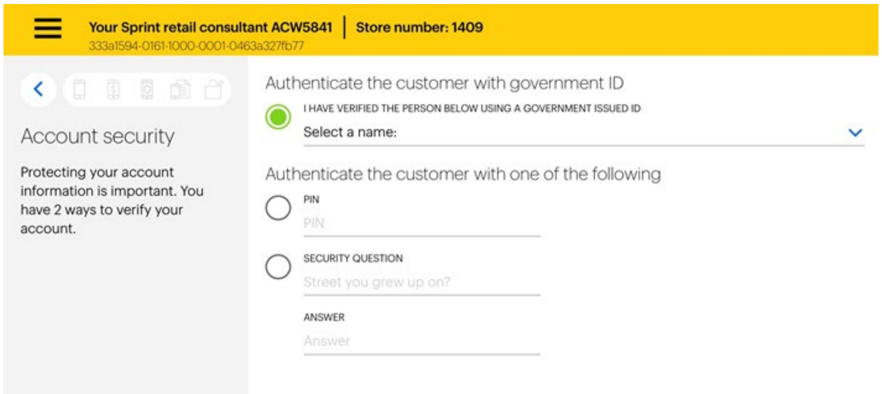
- **Ask the customer to tap the checkbox indicating that they agree to the scan, click continue**



- **Follow the prompts on the screen and select an ID type**



- **Scan the front and back of customer's ID**
- If Driver License, select state

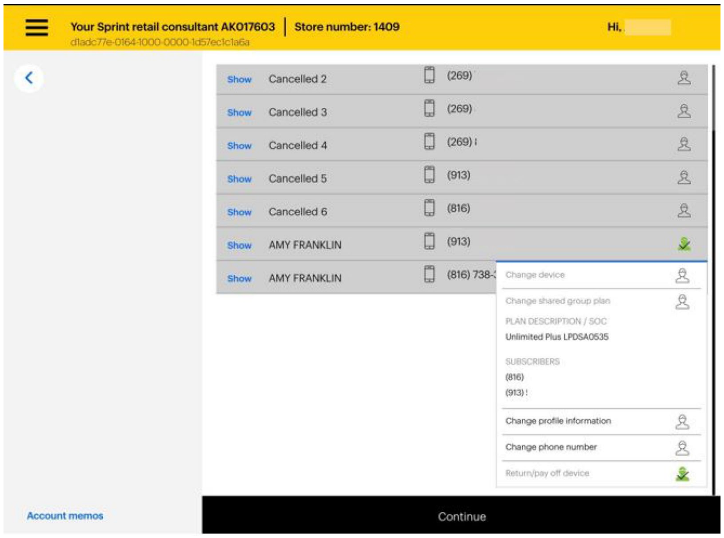


- **If the customer declines, has a ID that isn't permitted for scanning, or valid name mismatch:**
  - Visual validate ID
  - Account Holder/End User: Authenticate account with either PIN or Security Question
- **Click Continue**
- **If Bypass Authentication is acceptable, tap the link to Bypass Authentication in the lower left hand corner of the Navigation Window.** A pop- up appears prompting for the manager's user ID and password to unlock the account**.**
- Select the appropriate option from the drop-down:
  - Sales - ID verified
  - Have manager sign in with user ID and password.

Stand Alone Turn-In Giveback (GST)

5. Account Information Screen

- **On the Subscriber Tab:**
  - **To complete the Return or Payoff Device select the Status Indicator (the status indicator is the icon on the far right)**



Account Overview Status Indicators

- If a subscriber is active but has a cancelled lease or loan, pending a device return, you will be able to view the active and cancelled lease on the Account Information screen.
- **If a subscriber has an open loan/lease that is cancelled pending a device return, the option to Change device is disabled in order to get the customer's device returned before allowing them to upgrade or move to another device.**
- **If a subscriber has more than one open loan/lease, the option to Return/pay off device and Change device are disabled.**

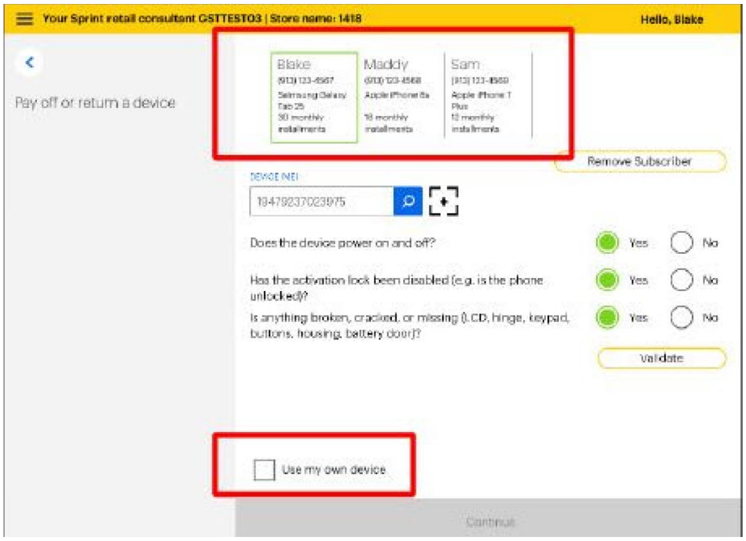
Active subscriber with Cancelled Lease/Loan Pending Device Return

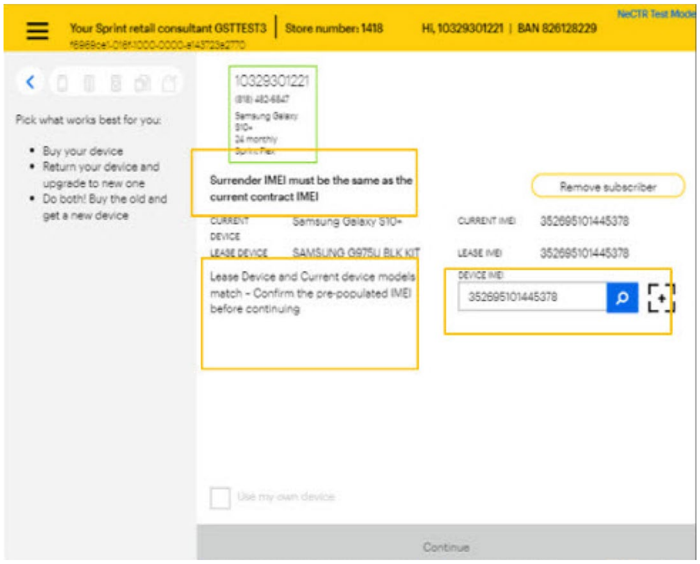
• If a cancelled subscriber with a cancelled lease/loan has a pending device return, they are displayed first on the Subscribers tab and in the Lease Agreements section

Stand Alone Turn-In Giveback (GST)

6. Turn-In Giveback Screen

- Only selected subscribers are displayed in the carousel.
  - **Eligible for an upgrade who are required to turn-in or giveback their device.**
  - **Returning a device or paying off a lease.**
  - **Cancelled subscribers display if a turn-in or giveback is required.**
- The first subscriber in the carousel is selected by default and only one Subscriber can be selected at a time.



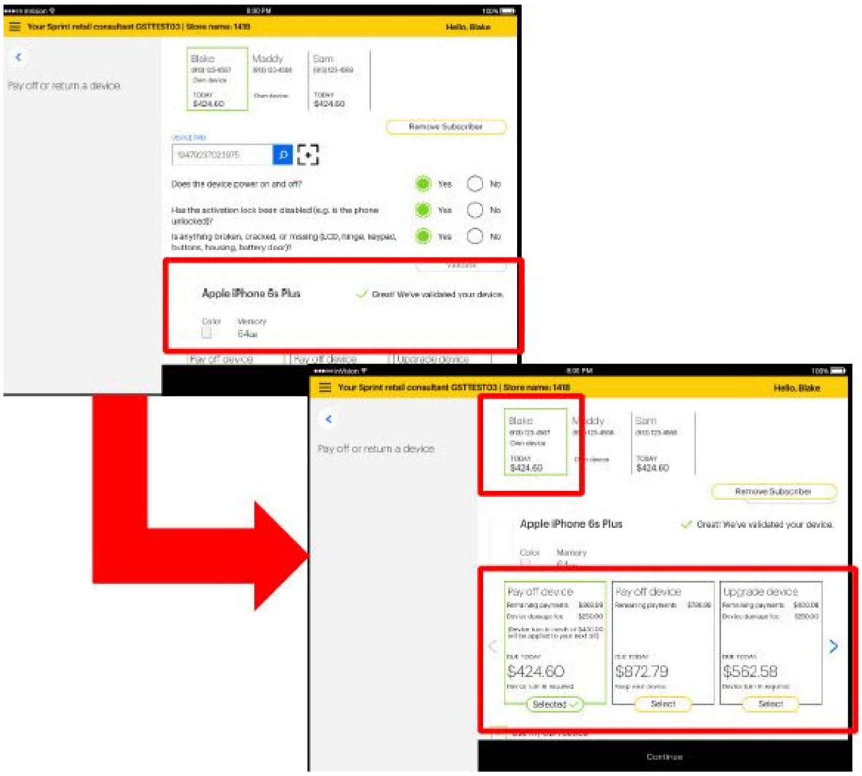


- The Continue button is disabled until each device has been designated as buyback or giveback.
- The subscriber(s) with a loan/lease that is cancelled pending a device return cannot select the option Use my own device in this journey.
- **Validate Device for Turn In/Giveback.**
- **Enter or scan the IMEI.**
- New For early upgrade subscribers, GST now requires the IMEI associated to the device that the customer is attempting to surrender (Giveback or Turn In) must match the IMEI on the original lease/IB contract.
- For standard (legacy) IB and lease upgrade and early upgrade conditional subscribers, the IMEI validation will remain business as usual (like or better device).
- **Upon entering the GBTI screen, GST prepopulates the Device IMEI with the active IMEI, per business as usual.**
- A new static message will appear on the screen informing the user that the "Surrender IMEI must be the same as the current contract IMEI".
- **The user must validate the IMEI to move forward in the journey by clicking on the search icon to perform the IMEI validation.**
- **If the IMEI is a match, the condition questions will display. If the IMEI is not a match an error will occur. "Please enter a different IMEI or remove subscriber to continue".**

Stand Alone Turn-In Giveback (GST)

7. Turn-In Giveback Tiles

- Once the device has been validated a message will display confirming the device has been validated.
- The validated device information will appear next to the validated message.
- **The user can scroll up/down to view the full screen. Also, use the arrow on the far right and left of the tiles to view more tiles**



- **Once a Turn-in/Giveback option is selected using the "Select button" the user will see the "Due Today" with dollar ($) amount in the subscriber carousel. If the user has selected to bring their own device, then the user will also see "Own Device" in the subscriber carousel.**
- **GST user will see all the fees being charged for a damaged device on Turn In tile. This includes the claim fee and the damage device fee.**
  - The cracked screen (Sprint Complete claim fee) and liquid damage (DDF) fees display on the same tile when both are being charged, as separate line items.
  - When Sprint Complete claim fee is declined or not available, then the DDF Total displayed will include the cracked screen and liquid damage fees.
- GST will not show Upgrade Turnin tile if an IB Giveback subscriber has liquid damage. The subscriber will only have an option to keep his device The subscriber will no longer be eligible for IB Giveback Upgrade.
- Subscriber's will be able to Giveback IB devices with a cracked screen upon acceptance of the associated fee.
- The new Continue Bill option is available if an IB Giveback device has liquid damage and the associated fee is accepted.

SPRINT INTEGRATION FIELD GUIDE

RMS BACK OFFICE & OPS

RESOURCES

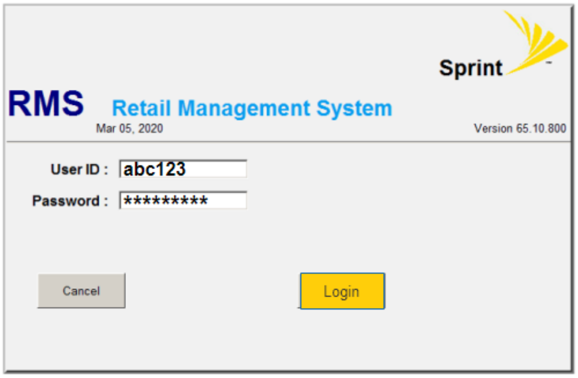
RMS: Opening the Store

This guide will walk you through how to open the Sprint RMS POS at the beginning of the day. Remember, all tills that will be used in a day must counted and placed on the sales floor before the store opens.

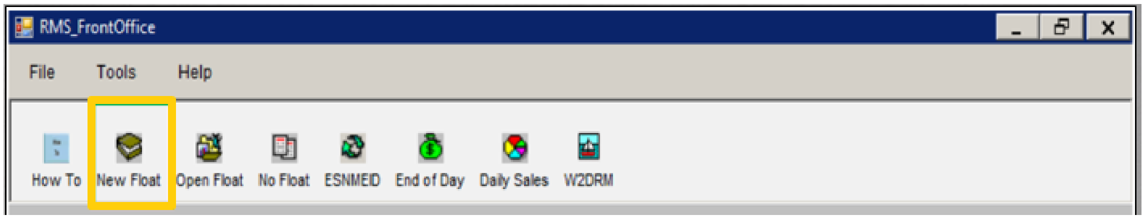
- ✓ **Count Safe & Cash Drawers**
- ✓ **Open RMS Shared Drawer**

1. You will need to use your TellerMate machine to count the safe cash and drawers and will use the TellerMate receipt to document the counts.

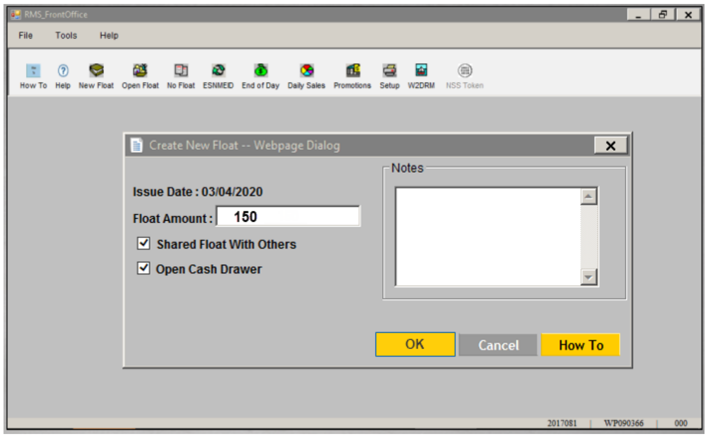
2. Enter your RSM user name and password into the RSM system and select login.



3. Select “New Float”. Don’t let the term “float” confuse you! RMS refers to tills as a float.



4. Enter the starting day’s funds, which should be $150, into the Float Amount Field. Leave the “Shared Float With Others” and “Open Cash Drawer” check boxes selected. Click ok to proceed.

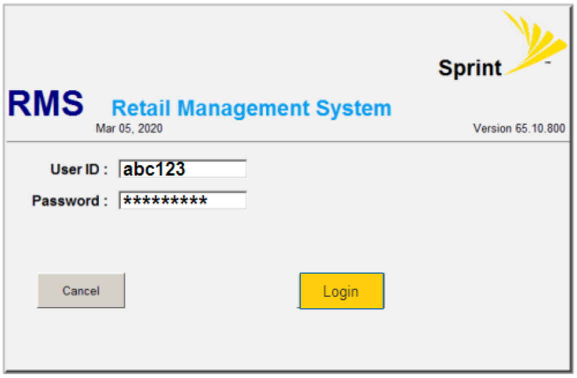


RMS: Closing the Store

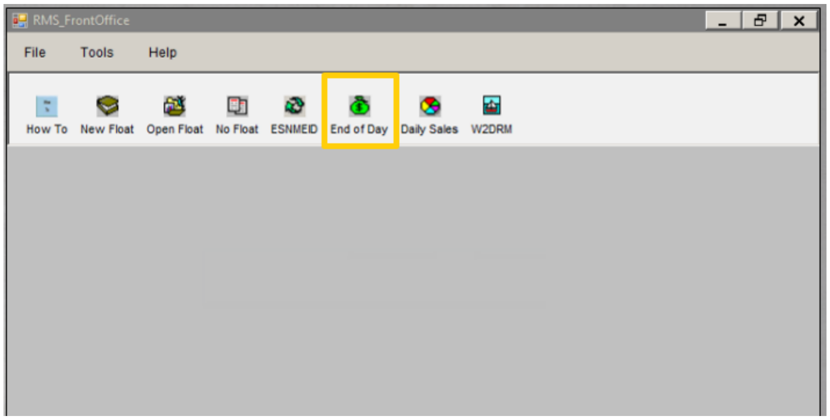
This guide will walk you through how to close the Sprint RMS POS at the end of the day. Remember to wait to start the system close steps until all customers are out of the store and the store is closed and locked.

- ✓ Close RMS
- ✓ Prepare Bank Deposit
- ✓ Armored Car Log

1. Log into RMS. Remember to use your RMS ID and password for this system.

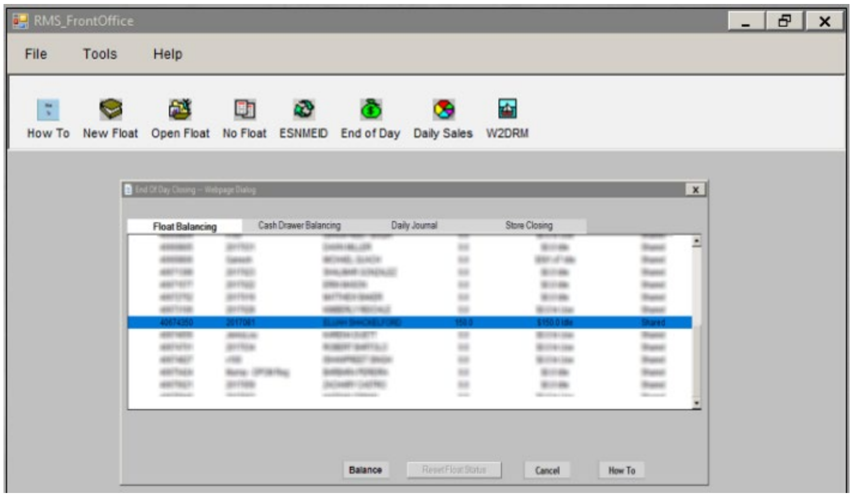


2. Select “End Of Day” and enter your RMS username and password.

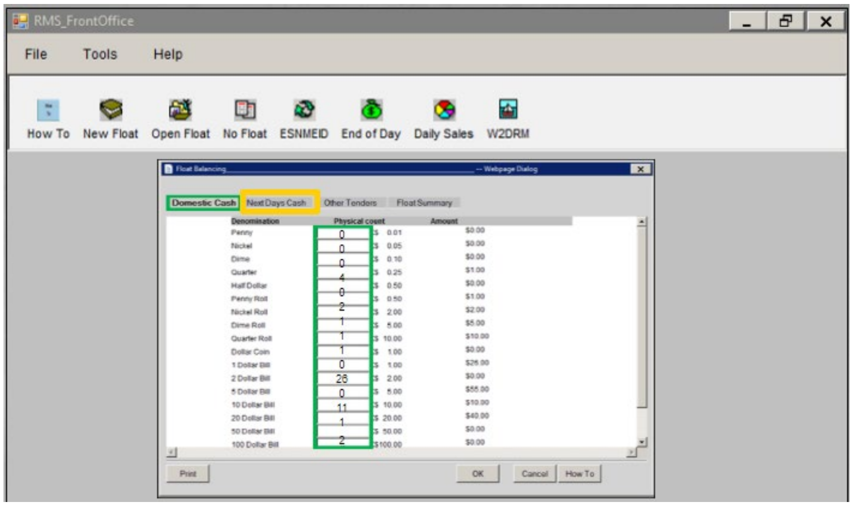


RMS: Closing the Store

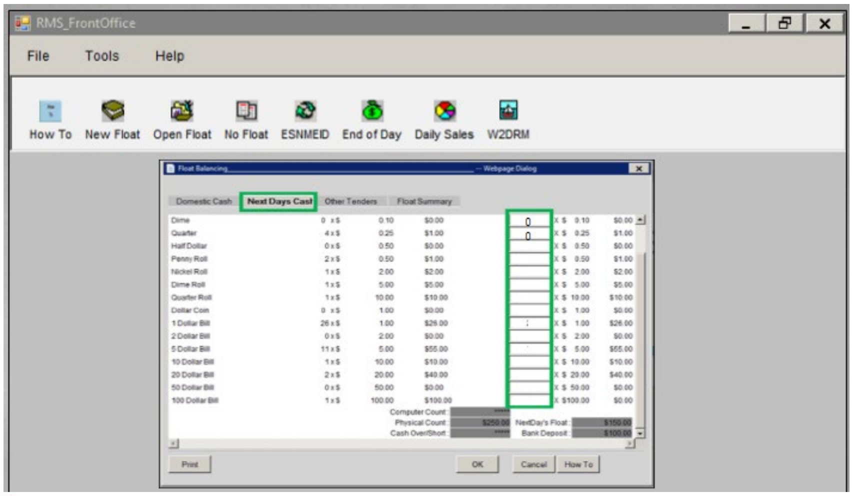
4. In the Floating Balance tab, select the float to close, and click “balance”. If the status states “in use”, change to “idle”.



5. Under the Domestic Cash tab, enter the quantity of all denominations in the till and then select the next Day’s Cash” tab.

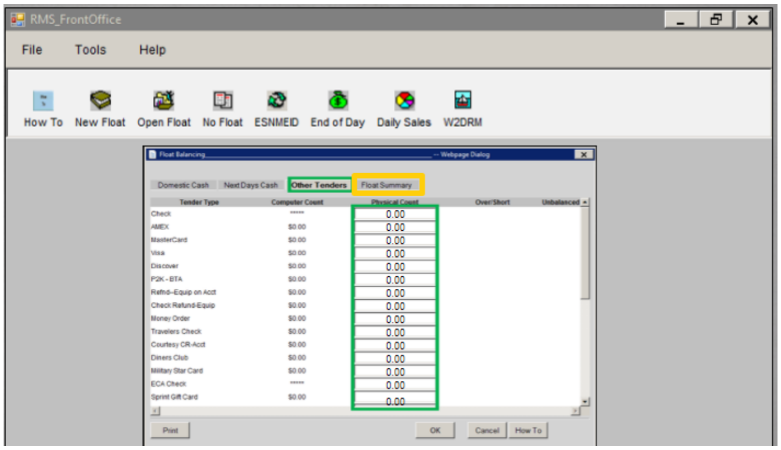


6. Enter the quantity of cash and coins being left in the till for the next day’s starting cash. This should be set at $150. Then tap the other tender’s tab. The “Bank Deposit” field will calculate the difference between the till total and the Next Day Cash total to indicate the amount needed for the bank deposit.

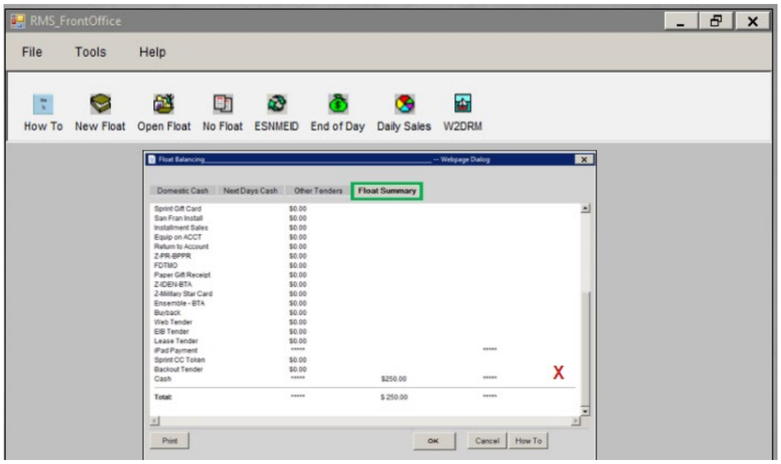


RMS: Closing the Store

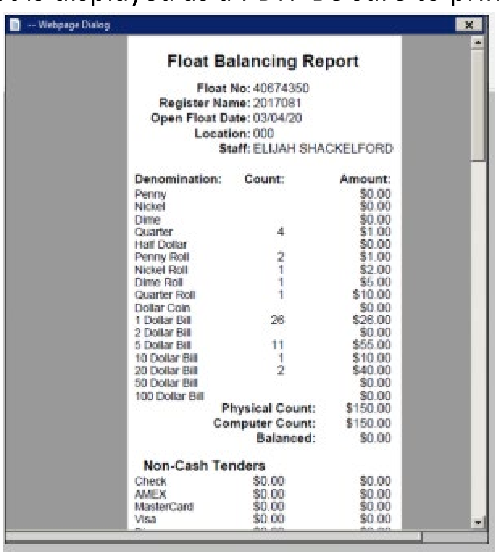
7. Select the “Other Tenders” tab enter the amount from the Computer Count column into the Physical Count column.



8. Finally tap the float summary tab A red X will display in the lower corner if there is a variance between the computed amount and the physical amount for any tender type. If you see the red X, return to the appropriate tab to make corrections. If it is a true variance, select the OK button 3 times to continue with your reported totals.



9. The Floating Balance Report Receipt is displayed as a PDF. Be sure to print the receipt!


-- Webpage Dialog

Float Balancing Report

Float No: 40674350
Register Name: 2017081
Open Float Date: 03/04/20
Location: 000
Staff: ELIJAH SHACKELFORD

Denomination:	Count:	Amount:
Penny		$0.00
Nickel		$0.00
Dime		$0.00
Quarter	4	$1.00
Half Dollar		$0.00
Penny Roll	2	$1.00
Nickel Roll	1	$2.00
Dime Roll	1	$5.00
Quarter Roll	1	$10.00
Dollar Coin		$0.00
1 Dollar Bill	26	$26.00
2 Dollar Bill		$0.00
5 Dollar Bill	11	$55.00
10 Dollar Bill	1	$10.00
20 Dollar Bill	2	$40.00
50 Dollar Bill		$0.00
100 Dollar Bill		$0.00
	Physical Count:	$150.00
	Computer Count:	$150.00
	Balanced:	$0.00

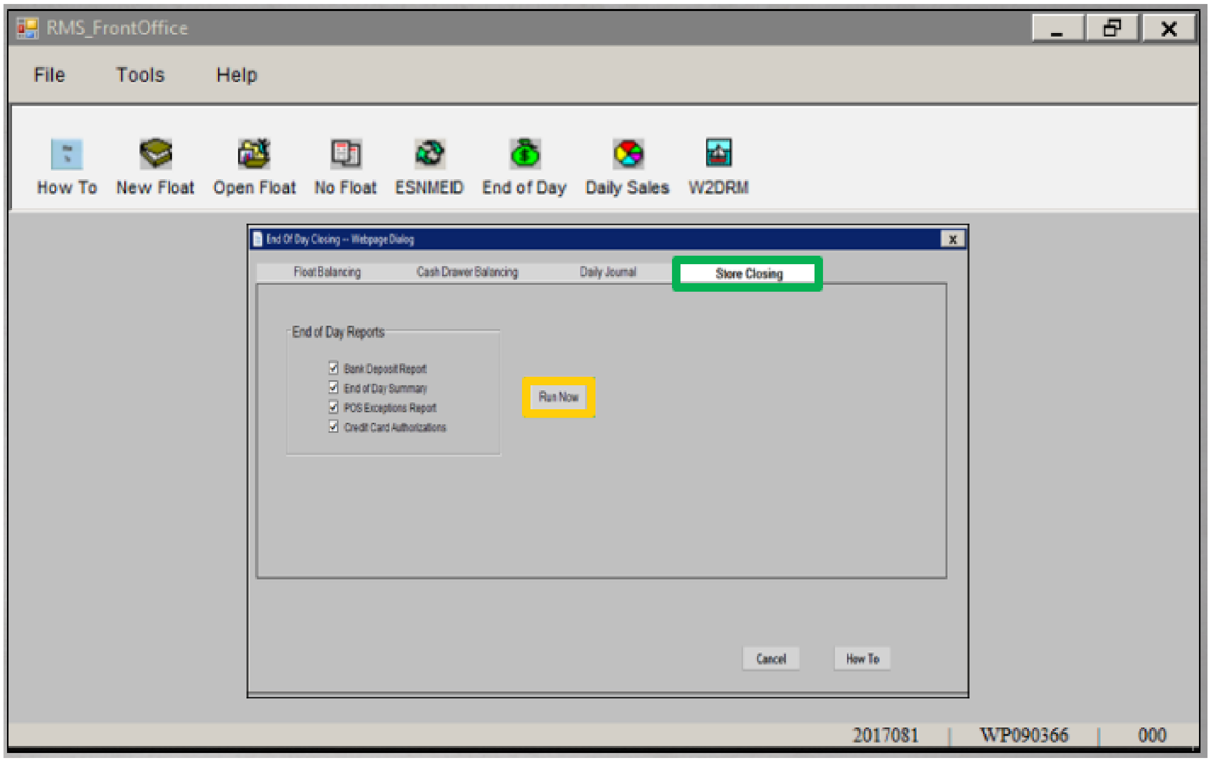
Non-Cash Tenders

Check	$0.00	$0.00
AMEX	$0.00	$0.00
MasterCard	$0.00	$0.00
Visa	$0.00	$0.00

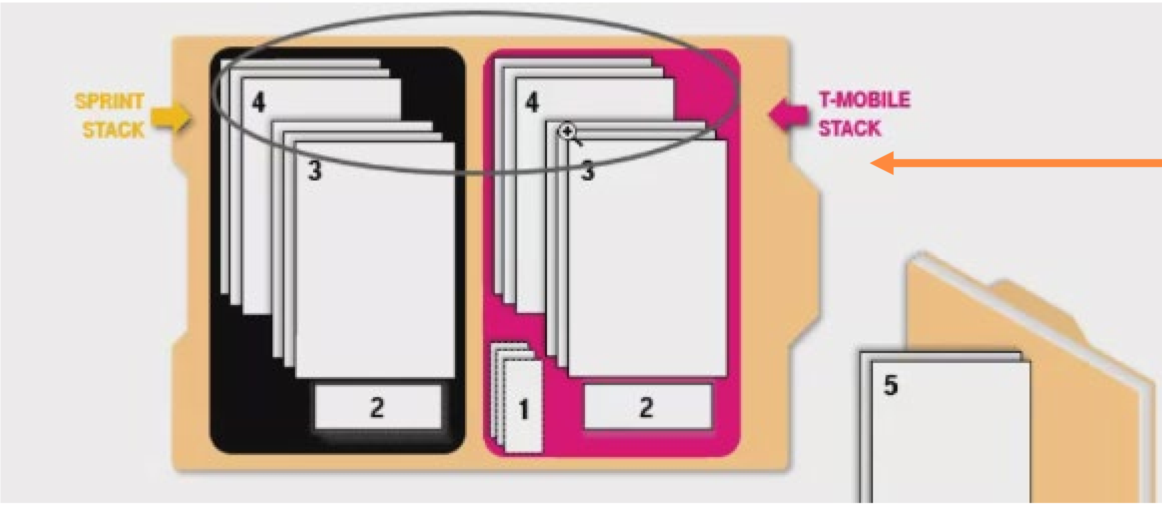
RMS: Closing the Store

After closing the RMS till, you can now close the store.

- 10. Select the Store Closing Tab. Four reports will already be selected. Leave them selected and click "Run Now". Lastly, enter your RMS username and password. A manager's credentials are required to close the store. Remember to file all closing reports in the daily paperwork folder.



Daily Paperwork



The Numbers adjacent to the paperwork below coincide with the placement in the image shown

1 Opening & Closing TellerMate Slips

2 DTS receipt.

- Staple any change orders received to the DTS invoice
- Bag tag
- Pink deposit slip (if applicable)

Sprint (Left Side) Stack

3 Float balancing report/cash drawer balancing report (1 per till).

3 Bank deposit summary report.

3 End of day (EOD) summary report.

3 APC daily deposit report, if applicable.

3 Include as needed: POS exception receipts (voids, paid-in/outs, etc.).

4 During system downtime, keep and staple manual sales receipts and transaction logs

T-Mobile (Right Side) Stack

3 Daily register summary listing report.

3 Daily handset and contract report.

3 Daily payment listing report.

3 Price override report (receipts attached).

3 Reprinted receipt/no sale report.

3 Return report (receipts attached).

3 Post void report (receipts attached).

3 Systematic post void report.

4 During system downtime, keep and staple manual sales receipts and transaction logs

5 Unattached:

Daily Register Summary Listing Report
Daily Payment Listing Report
Daily Handset and Contract Report
Other required paperwork: Returns Report, Price Override Report, Reprinted Receipt Report, No Sale Report, Systematic Post Void Report

Cash Handling

Deposits

This process must be followed to create two separate deposits nightly one for Sprint and one for T-Mobile

- ❑ All stores complete two deposits nightly for Sprint and T-Mobile in the Deposit Tracking System (DTS) as part of closing procedures Do Not remove Tills until all customers have left the store
- ❑ Two employees (RSM, RAM and Mobile Expert only) validate any cash counting which must be completed in the backroom.
- ❑ Use the TellerMate cash counting machine when counting currency
- ❑ Launch DTS using your store's log ins
    - ❑ **Creating a Deposit**
        - ❑ Select Create and then Create Deposit.
        - ❑ Confirm that Date of Sale
        - ❑ Click Calculate and then Finished
        - ❑ Amounts automatically populate from POS; click Calculate (If the Sub-deposit Total does not load Click Next and select a reason for the POS/Deposit Variance, then click Next)
        - ❑ Enter the seven-digit bag number for the deposit bag (include beginning zeros if applicable).
        - ❑ Enter the employee number.
        - ❑ In the till section of safe count "Standard Till ($150)"
        - ❑ Click Create: Print two copies of the ticket. One copy goes in with the daily paperwork and the other gets inserted face up in the deposit bag
        - ❑ Fill out all fields on the deposit bag:
            - ❑ Store SAP Number
            - ❑ Prepared by & Verified by (Name & Initials)
            - ❑ Total Deposit Amount
            - ❑ Bank Name
        - ❑ Log the deposit in the courier logbook.
    - ❑ **Delete a Duplicate Deposit**
        - ❑ Delete the entry the same day if you find out the first deposit creation has an error. If the deposit is not deleted the same day, the deposit cannot be deleted the next day.
        - ❑ Create a new deposit DTS ticket with accurate information
    - ❑ **Create a No Deposit Record**
        - ❑ Select Create then Create a No Deposit Record if the store has no cash.
        - ❑ Enter Business Sales Date.
        - ❑ Enter Employee #.
        - ❑ Select the reason for no deposit from the drop down.
        - ❑ Select Confirm

Cash Handling

Change Fund

- ❑ Count Daily using your TellerMate Counter and filed in your daily paperwork folder.
- ❑ Must be at $500 Dollars at all times
- ❑ Change funds are used to make change only and must be kept in the bottom of the cash safe. Do not use them to correct cash deposit discrepancies

Change Order/Payment

- ❑ Launch DTS using your store's log ins.
    - ❑ **Create Change Order**
        - ❑ Hover over Create and select Create Change Order.
        - ❑ Select New Order.
        - ❑ Click on a desired delivery date
        - ❑ Enter dollar values for denominations.
        - ❑ Click the calculate button.
        - ❑ Click the Save Order button.
        - ❑ Print Change Order confirmation and store with daily paperwork.
    - ❑ **Create Change Order Payment**
        - ❑ Hover over Create and select Create Change Order Payment.
        - ❑ Click Create Payment next to the order you want to pay
        - ❑ Enter a bag number and your employee number.
        - ❑ Click the calculate button to view total then Click Create Payment Document Button.
    - ❑ **Edit**
        - ❑ Hover over Create and select Create Change Order.
        - ❑ From the upcoming orders that appear, click the Edit Order button.
    - ❑ **Delete**
        - ❑ Hover over Create and select Create Change Order. (Only orders that have not passed the cut-off time will give you the option to delete.)
        - ❑ Click the Cancel Order button.

Supply Ordering

- ❑ **Deposit Bags**
    - ❑ Order Portal: https://www.four51.com/ui/logon.aspx .
    - ❑ Login: tmstoreXXXX (replace the XXXX with your SAP number)
    - ❑ Password: tmobile
- ❑ **Log Book**
    - ❑ Reach out to your courier or email T-Mobile Treasury at TreasuryDepartment@t-mobile.com

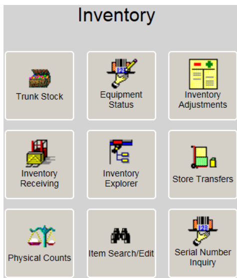
Physical Inventory Count in RMS

Complete all necessary activities day prior to count.

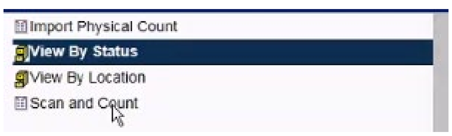
- ❑ **Verify** all receiving and store transfers have been processed.
- ❑ **Complete** returns.
- ❑ **Organize** all devices so that serial numbers face forward.

Scanning

- ❑ In RMS Back Office on the Inventory screen.
- ❑ Click the Physical Counts icon



- ❑ In the Physical Count window, double-click Scan and Count



- ❑ Select either Spot or Complete radio button.
  - ❑ Spot: Reconciles only the items that have been scanned.
  - ❑ Complete: Reconciles complete store inventory
- ❑ Select either Non-serialized or Serialized radio button Remember: Sprint SIM Cards are not serialized.
- ❑ Click the Scan button to begin, Scan every item in the store for the type of scan you are performing.
  - ❑ **Non-serialized counts**
    - ❑ In the 'Scan Non-Serialized Items' pop-up window, scan the SKU bar-code for every non-serialized item in the store.
    - ❑ A new row is created for each item scanned, even if the SKU is the same
  - ❑ **Serialized counts**
    - ❑ In the 'Scan Serialized Items' pop-up window, scan the ESN for every serialized item in the store.
    - ❑ A new row with a Count of 1 is created for each scanned serial number.
    - ❑ If duplicate ESNs are scanned, they will be removed during reconciliation

Reconciliation

- ❑ In the Scan and Count window, click the Reconciliation button
- ❑ The Filter by Status drop-down list defaults to ALL Variances to ensure that all variances will be researched
- ❑ If necessary, click the Scan Additional Items link to scan more items and add them to your physical count
- ❑ Use the Save & Exit button to save the scanned inventory and any comments
- ❑ After researching verify the Filter by Status displays ALL Variances before moving on to Complete Reconciliation
- ❑ Click the Print button to generate a report so you can research each issue

Physical Inventory Count with Scanner

Complete all necessary activities day prior to count.

- ❑ **Verify** all receiving and store transfers have been processed.
- ❑ **Complete** returns.
- ❑ **Organize** all devices so that serial numbers face forward.

Scanning

- ❑ Open the application, tap the **'Sprint Inventory Scanner'** application on the **TIMO device**.
- ❑ Enter **RMS Store number** and select 'Login' to continue

Must enter correct store number as this will be used to name the inventory file to import

- ❑ Select the **Type of Scan**
  - ❑ **Serialized** for devices. Remember: Sprint SIM Cards are not serialized items.
  - ❑ **Non-serialized** for accessories and SIM card/kits
- ❑ Select **Scanning Function** Click **'Scanner'** button to turn on the barcode scanner
- ❑ **Scan** all **IMEI's** or **SKU's** depending on the count type. Items will be displayed as they are scanned.
  - ❑ For a **Mis-Scan**:
  - ❑ Select the **Pencil** icon to edit
  - ❑ Select the **Trash** to delete
- ❑ Click **Export** once all items are scanned and **Confirm File Details**
- ❑ **Details** screen will show the **file name, item count**, and **date of the scan**
- ❑ Select **'I'm Done'** to save updates
- ❑ Select the **Arrow** to the right of **Publish** to upload the file
- ❑ Select **'I'm Done'** once complete

Import File into RMS Back Office

- ❑Select **Physical Counts** from the **Inventory screen**
- ❑Double Click **Import Physical Count**
- ❑Choose Import setting by selecting the **count type radio buttons**
- ❑Click **Import** and select the **file** to upload from the **Retail Inventory share drive (**Format = Store number count type)
- ❑Select **Open** for file to import
- ❑**Reconciliation** screen will display where all variances will be displayed

Reconciliation

- ❑ In the **Scan and Count** window, click the **Reconciliation** button
- ❑ The **Filter by Status** drop-down list defaults **to ALL Variances** to ensure that all variances will be researched
- ❑ If necessary, click the **Scan Additional Items** link to scan more items and add them to your physical count
- ❑ Use the **Save & Exit** button to save the scanned inventory and any comments
- ❑ After researching verify the Filter by Status displays ALL Variances before moving on to **Complete Reconciliation**
- ❑ Click the **Print** button to generate a report so you can research each issue

RMS Back Office:
Receiving Inventory

This guide will walk you through how to receive inventory replenishment shipments in RMS Back Office. This process should only be followed for Sprint inventory shipments.

There are 5 steps in the receiving process. We will outline each item in this guide. Stores are required to receive all product shipments the same day as delivery.

Accept Inventory Delivery	• Count the boxes and inspect the shipment for damage.
Search for Order	• Use the tracking number or Carton ID in the RMS Back office Receiving Module.
Receive in RMS Back Office	• Scan each SKU, quantity and serial number in the shipment
Confirm Order Status	• Review the Receiving Receipt to check all entries and verify order status/
Secure Products	• Restock the sales floor and secure products in the safe and/or inventory room.

RMS Back Office: Receiving Inventory

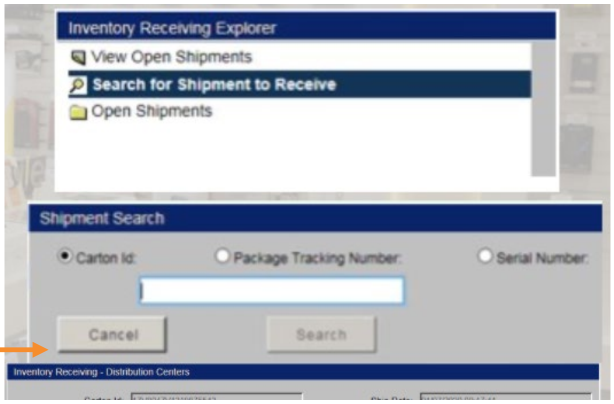
Accept Inventory Delivery

- ✓ Inspect the package(s) for damage and verify the box count on the UPS driver’s electronic device.
- ✓ Open all boxes included in the shipment. Use the packing slip to validate that all SKUs and quantities listed are present and accurate.
- ✓ Instruct the driver to note any damage, tampering or missing cartons or contents in the delivery records while in your presence. Report all over, short and damaged shipments using a ClickIT Ticket.
- ✓ If you are unable to receive the shipment into store inventory immediately, secure the shipment in a locked area of the backroom.

Search for Order

1. For each box, organize and sort the box contents by SKU to make the scanning process easier.
2. In RSM, go to the Inventory Receiving module.
3. Select “Search for Shipment to Receive” and scan the Carton ID or tracking number from the shipping label.

4. In the Receiving Module, select "Search for Shipment to Receive” to display the Shipment Search Window.
5. Select “search”.

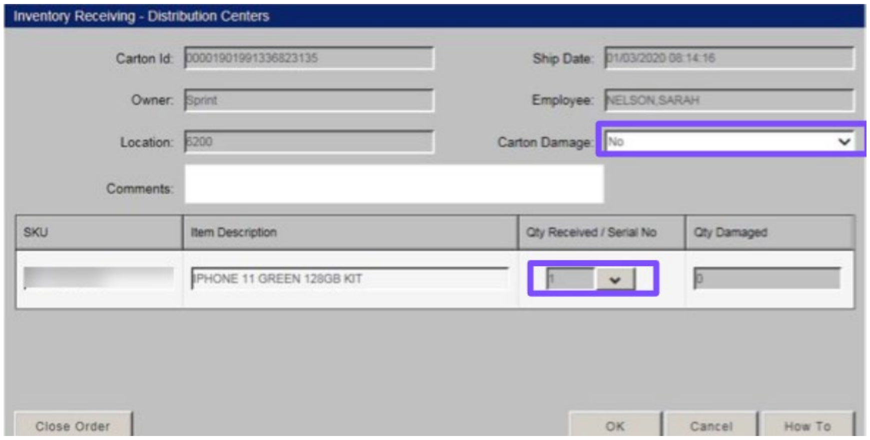


6. If the Shipment Search criteria entered is found, the Inventory Receiving – Distribution Center box populates to begin the inventory receiving process.

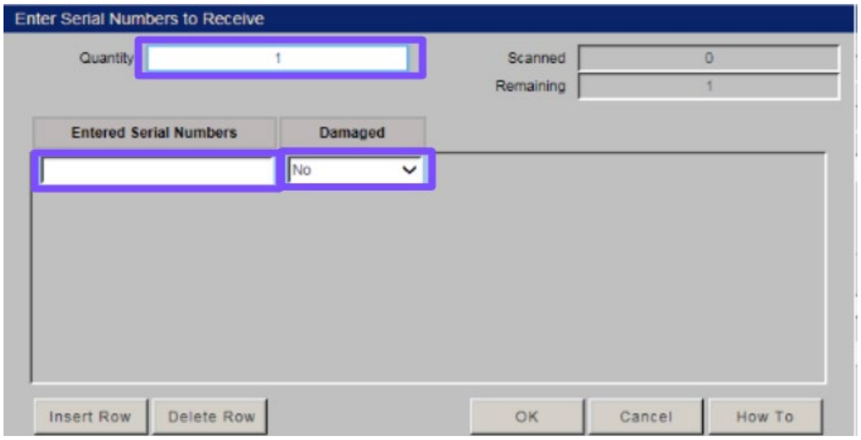
RMS Back Office: Receiving Inventory

Receive in RMS Back Office for Serialized Inventory

1. If your shipment was damaged, select yes from the Carton Damage Dropdown. This is part of the misshipment process. From there, click the drop-down list under QTY Received / Serial No to enter the SKU quantity and serial number (IMEI).

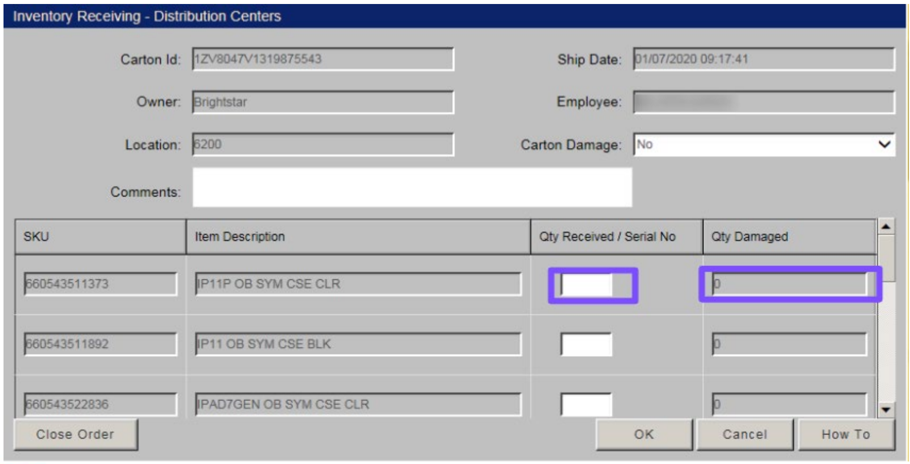


2. Enter the quantity and IMEIs in the new pop up window, and record if there was any damage to the unit upon receipt.



Receive in RMS Back Office for Non-Serialized Inventory

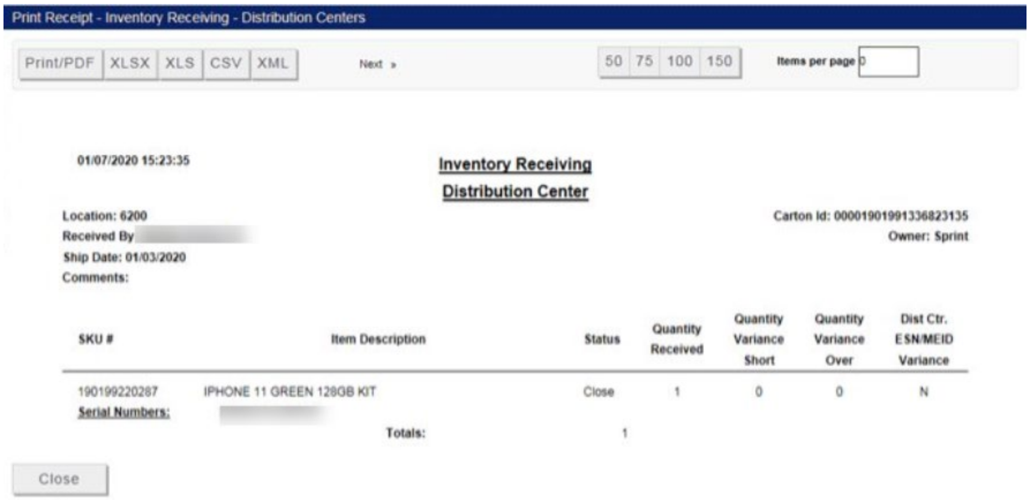
1. If your shipment was damaged, select yes from the Carton Damage Dropdown. This is part of the misshipment process. From there, enter the quantity received for each SKU and notate any product that was damaged.



RMS Back Office:
Receiving Inventory

Confirm Order Status

1. For each item on the order, verify that the SKU, IMEI and/or quantities listed are accurate and that the SKU status is closed.


Print Receipt - Inventory Receiving - Distribution Centers

Print/PDF | XLSX | XLS | CSV | XML   Next »   50 | 75 | 100 | 150   Items per page 0

01/07/2020 15:23:35

Inventory Receiving
Distribution Center

Location: 6200
Received By
Ship Date: 01/03/2020
Comments:

Carton Id: 00001901991336823135
Owner: Sprint

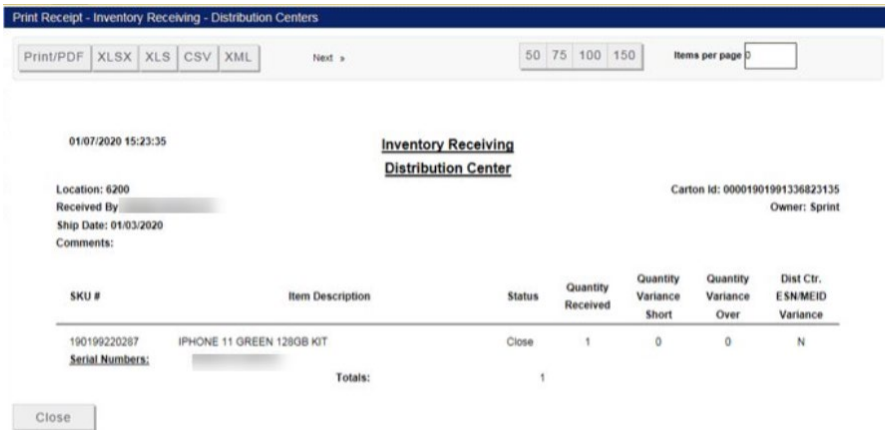
SKU #	Item Description	Status	Quantity Received	Quantity Variance Short	Quantity Variance Over	Dist Ctr. ESN/MEID Variance
190199220287	IPHONE 11 GREEN 128GB KIT	Close	1	0	0	N
Serial Numbers:						
	Totals:		1			

Close

2. If there are any SKUs still listed as open, confirm that you do not have the missing item.
3. If the missing item is found, go back to Search For Shipment to Receive in RMS as receive as normal.

If the missing item is not found, manually close the order.

4. After selecting "ok" to receive the order, the Inventor Receiving – Distribution Centers screen provides a receiving receipt. Be sure to print this page for your records.


Print Receipt - Inventory Receiving - Distribution Centers

Print/PDF | XLSX | XLS | CSV | XML   Next »   50 | 75 | 100 | 150   Items per page 0

01/07/2020 15:23:35

Inventory Receiving
Distribution Center

Location: 6200
Received By
Ship Date: 01/03/2020
Comments:

Carton Id: 00001901991336823135
Owner: Sprint

SKU #	Item Description	Status	Quantity Received	Quantity Variance Short	Quantity Variance Over	Dist Ctr. ESN/MEID Variance
190199220287	IPHONE 11 GREEN 128GB KIT	Close	1	0	0	N
Serial Numbers:						
	Totals:		1			

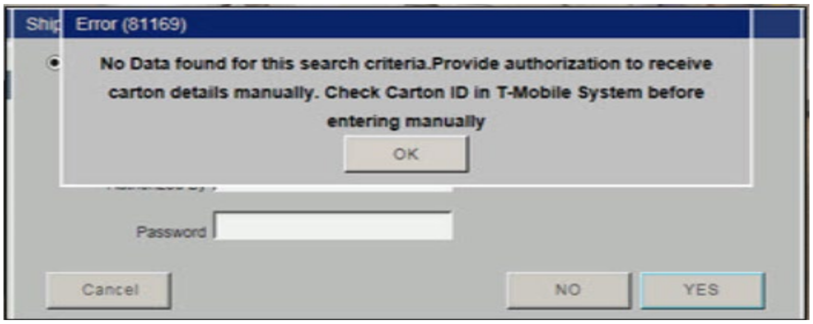
Close

If you had to manually receive the shipment, the receiving receipt will look different because the products are not being verified against an open order. Print the receiving receipt page for your records.

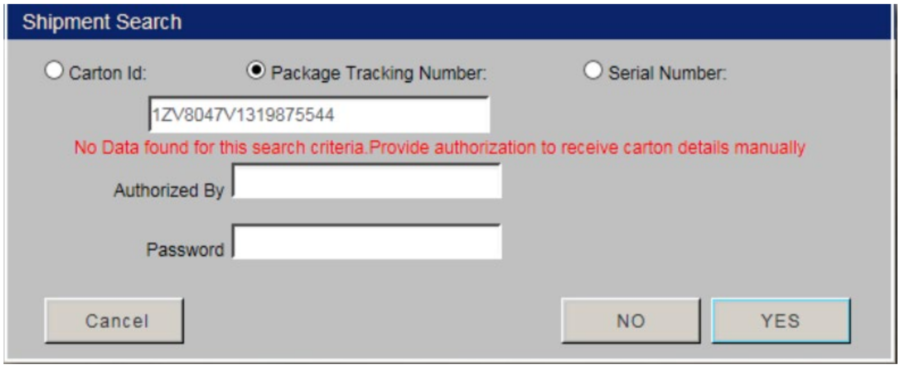
RMS Back Office: Receiving Inventory

Manual Receipt

1. After searching for the shipment and get an error, ensure you captured the information correctly. If so, you may proceed to a manual receipt. Select ok on the 81169 Error.

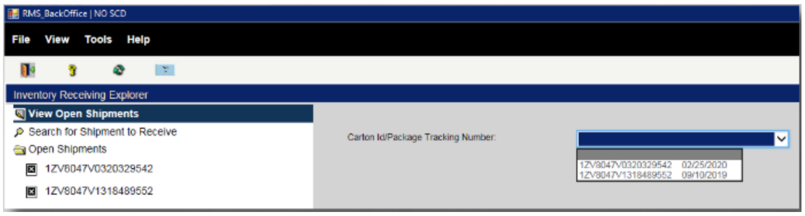


2. Enter your RMS credentials to authorize the manual receipt and click yes.



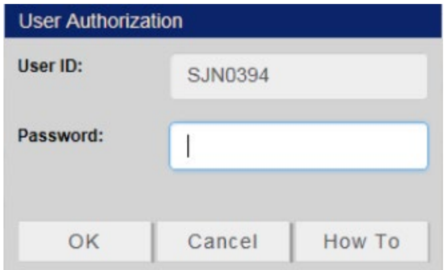
Manually Close an Order

1. Reopen the order in the View Open Shipments page



2. Select "Close Order"

3. On the User Authorization screen, enter your RMS manager credentials and select ok.



RMS Back Office: Inventory Returns

This guide will walk you through how to complete inventory returns in the Sprint RMS Back Office System. This process should only be used on Sprint products.

There are 5 steps in the inventory return process:

Return at POS	• A return or exchange is completed with a customer in RMS Front Office. The device is brought into inventory as a Remorse Return, Turn-in/Giveback, Buyback, or Trade-in.
Create Return Shipment	• The store processes the returns to the warehouse in RMS Back Office and the Brightstar Pack & Ship Portal. This step removes the items from store inventory and allows the warehouse to receive the return shipment.
Pack the Box	• The store packs the returns using the correct box and supplies. Shipping in the correct box with the proper packing materials is important for shipping compliance and to avoid damage in transit.
Ship to Warehouse	• Attach the shipping label to the box. • Request and Confirm a FedEx pick-up. • Keep the box secure until its Scheduled pick-up

Return Types	System Notations	Box	Include in the box
•Givebacks •Buybacks/Trade-ins •Policy Returns (non-saleable) •Dead On Arrival •Abandoned Devices •Serialized Watches •Accessories	•RMS Status 5 •RMS Return Reason **'Device Return'** •RMS Adjustment Reason code **'Accessory Return'**	•Handset-Recovery8 •Handset-Recovery16 •Tablet-Recovery4 •Wearable-Recovery3	•Bubble Bag on every device •Travelers Receipts •RMS Vendor Return receipt •Brightstar Packing Slip

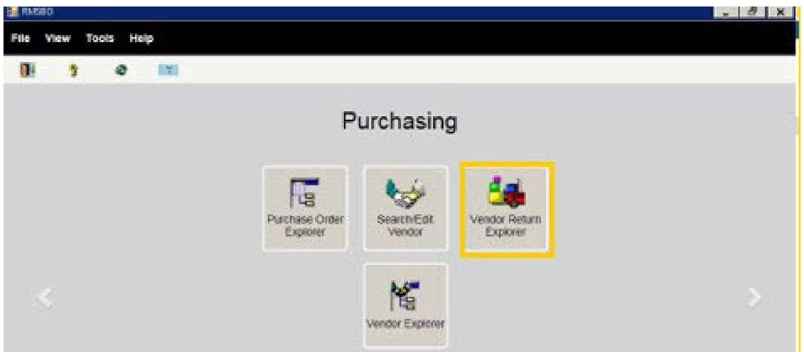
RMS Back Office: Inventory Returns

Serialized Returns: Return in POS

- ✓ Keep the Traveler Receipt printed during the POS return with the returned device.
- ✓ Make sure the customer has disabled all screen locks, signed out of the Apple or Google accounts and have turned off Find My iPhone.
- ✓ Complete a Factory Data Reset on the device while the customer is still in the store and in front of the customer.
- ✓ Place the returned device with the Traveler Receipt in a bubble bag and put it in the correct return bin.

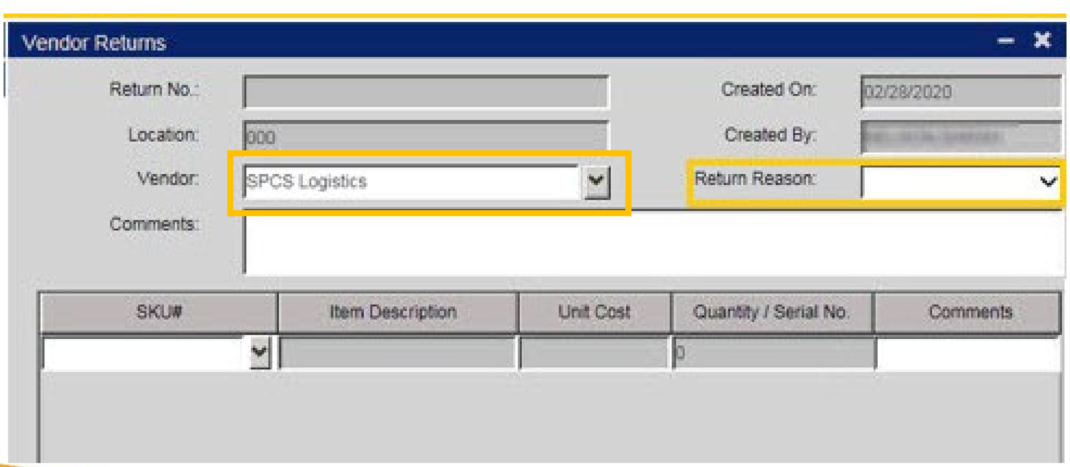
Serialized Returns: Create a Return Shipment

1. Log into RMS with your credentials and select the Vendor Return Explorer on in the Purchasing section.



2. Select “Create Vendor Return”

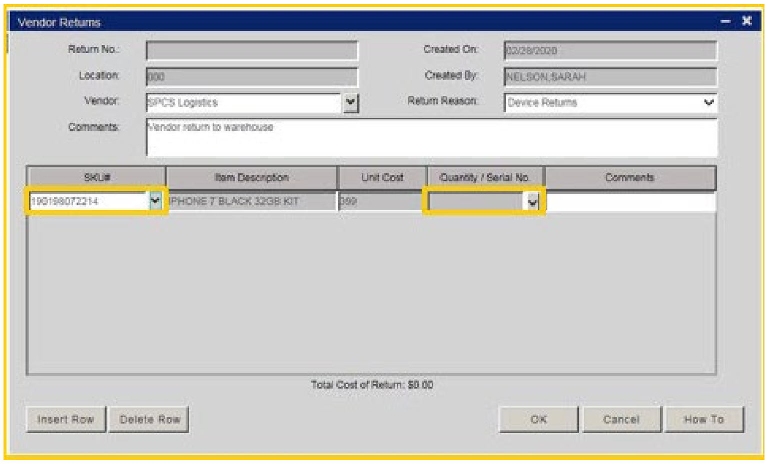
3. From the Vendor drop-down menu, click **Search** and search for **SPCS Logistics by Company** Click **“OK”**
4. Select “Device Returns” from the Return Reason drop down menu.



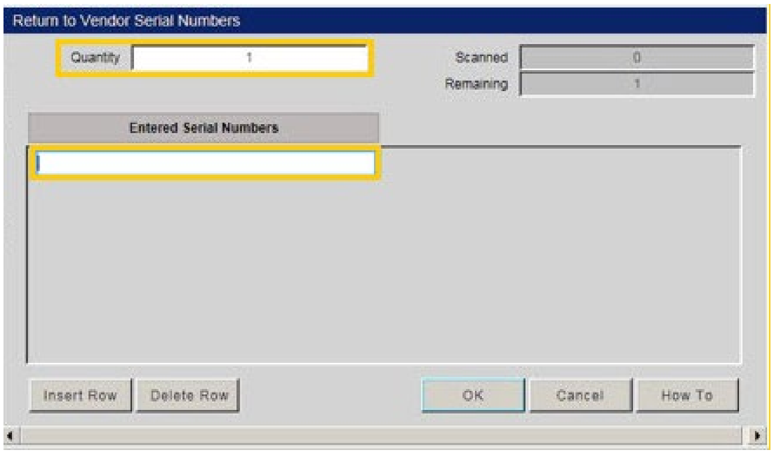
RMS Back Office: Inventory Returns

6. In the Comment section enter the reason for return.

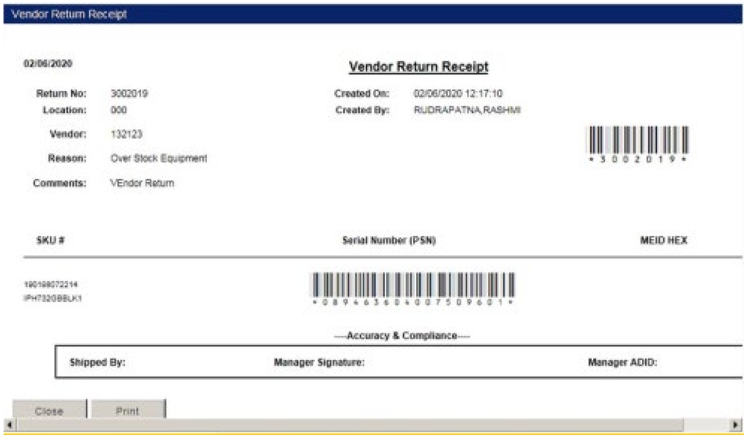
7. Scan the SKU for the device or travelers receipt, and select the arrow to the right of the “Quantity/Serial No” Field.



8. Enter the quantity of devices in the “Quantity” field. Then scan the serial numbers and select “OK”.



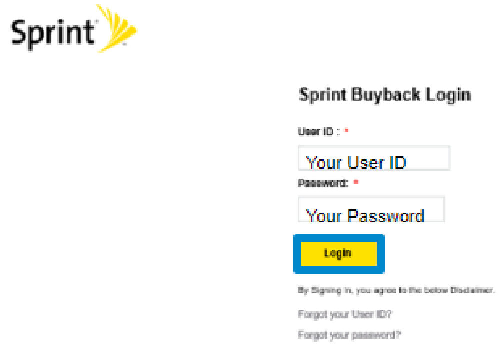
9. Print the Vendor Return Receipt, which is required to pack in the box.



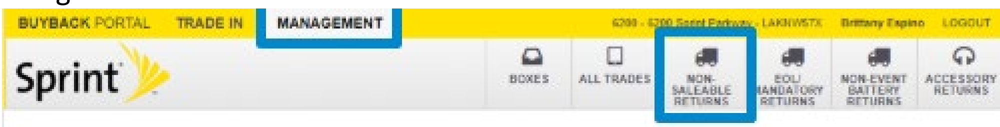
RMS Back Office: Inventory Returns

Completing the vendor return process removes all device return types from RMS. The Brightstar Pack & Ship Portal requires returned devices to be grouped by BBTI (buy back / trade in) or Non-BBTI based on the return type. Both types of devices can be returned in the same box.

1. Log into the Brightstar Pack & Ship Portal and select "login".

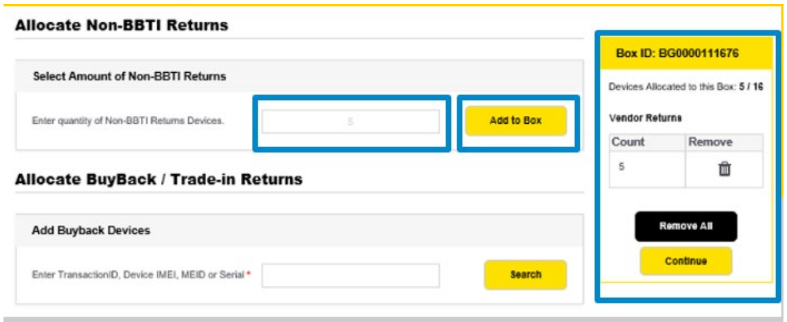


2. Select the "management" tab and then select "Non-Saleable Returns"

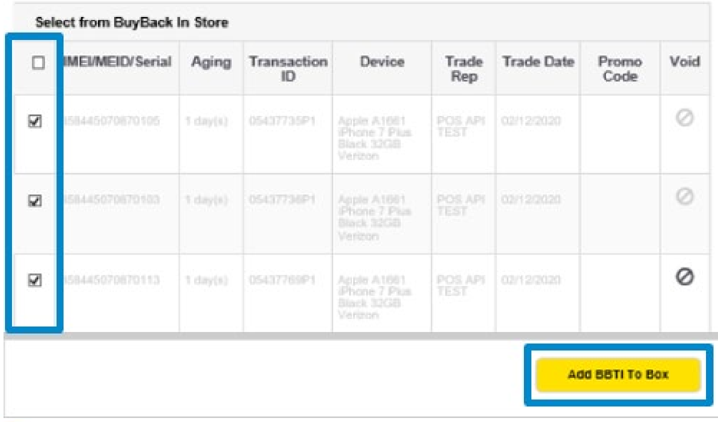


When creating a mixed box, each return type must be added in separate steps. You will allocate the Non-BBTI (Non-buy back / trade in)   devices first.

3. Use the information from the RSM Vendor Return Receipt to enter the quantity of Non-BBTI (Non-buy back / trade in) returns being added to the box. Select "Add to Box" and verify that the Non-BBTI (Non-buy back / trade in) devices were added.

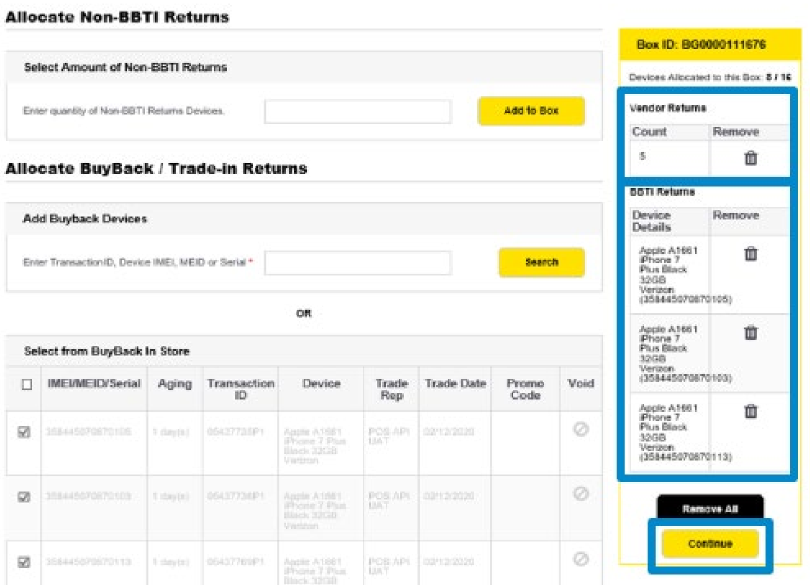


4. Now it's time to add the BBTI (buy back / trade in) devices to the box. Check the boxes to select the BBTI (buy back / trade in) devices to add to the shipment and then select " Add BBTI to Box"



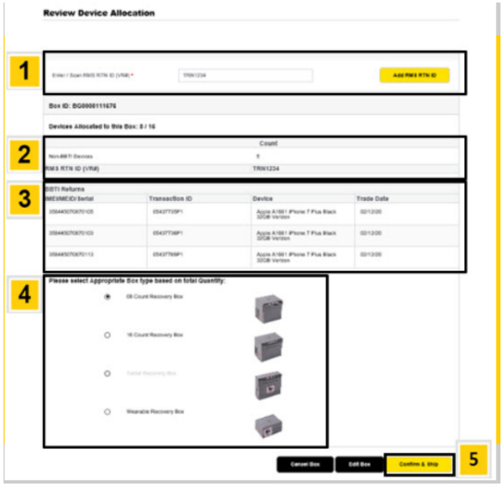
RMS Back Office: Inventory Returns

5. In the “Box ID” column validate the total quantity displayed for the Non-BBTI (Non-buy back / trade in) devices as well as ensure the BBTI (buy back / trade in) returns list matches the Vendor Return Receipt. Select “Continue” once the shipment is verified.



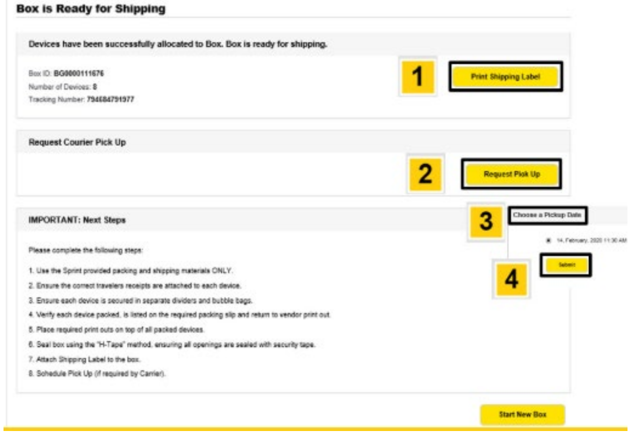
6. Review the allocation to confirm that all devices are in the box and added to the return.

- Scan or enter the RMS Vendor ID and select “Add RMS RTN ID.
- Verify that the total device quantity on the RMS Vendor Return Receipt matches what’s physically in the box.
- Verify that the selected BBTI (buy back / trade in) ESNs are listed.
- Select the applicable box size.
- Select “Confirm & Ship”.



7. Print the Shipping Label and request a pickup to finish the return.

- Print the Shipping Label
- Request a pickup
- Select a date and time
- Select “Submit”



Remember to include the Brightstar Packing List and the RMS Vendor Return Receipt in the box

RMS Back Office: Inventory Returns

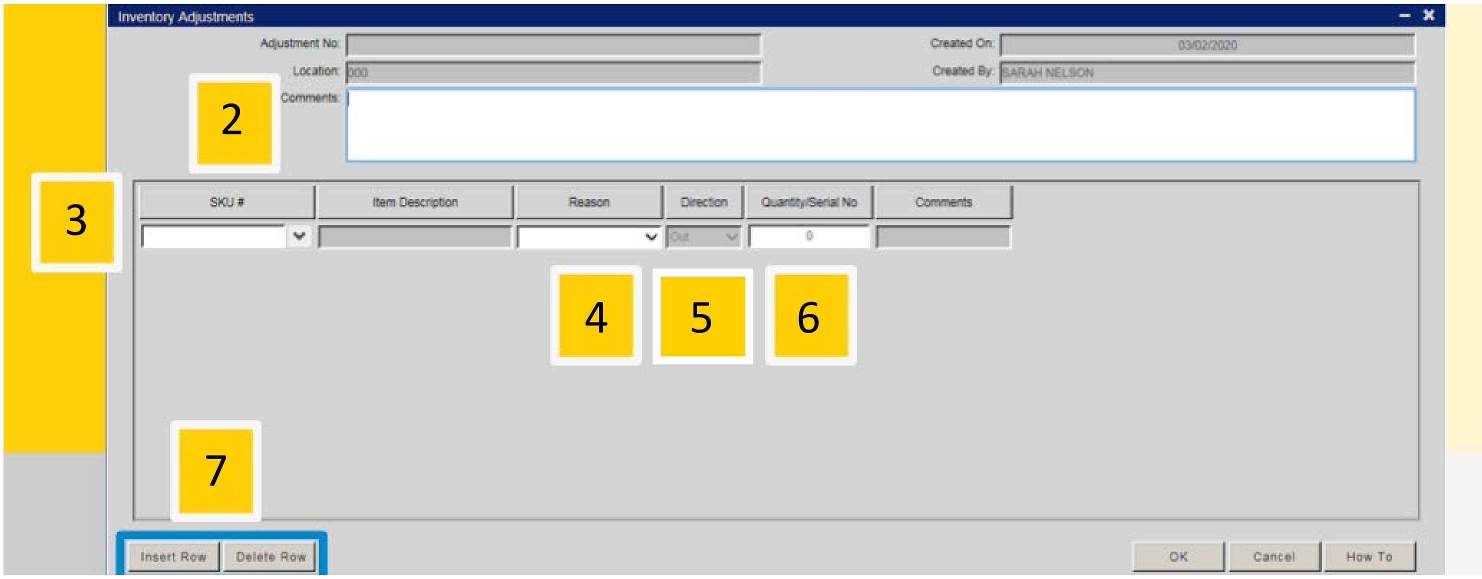
Non-Serialized Returns: Return in POS

- ✓ Verify the receipt.
- ✓ Evaluate the item's condition
- ✓ Put pristine/sellable items back on the sales floor. Place non-sellable items in the accessory return bin that's secured in the back office

Non-Serialized Returns: Create a Return Shipment

1. Under the **Inventory tab** click **Inventory Adjustments** button.

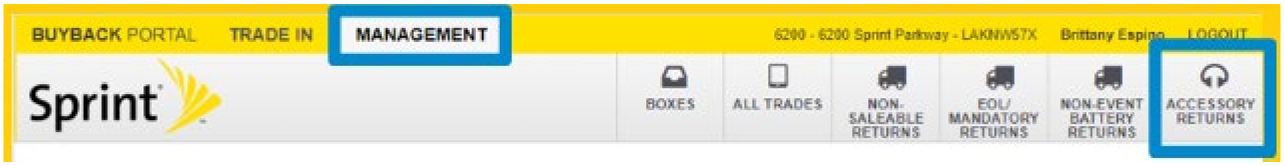
2. In the **Comment box**, enter a sufficient comment for the adjustment(s)
3. Type or scan the **SKU** of the item.
   - **Note**: You can also click the drop-down arrow to open the Item Search/Edit window to look up an item.
4. Select **'Accessory Return'** adjustment code from the Reason drop down.
5. In the left box of the Quantity/Serial No. field, select, **OUT**
6. Under the **Quantity/Serial No. field**, type total **number of items** for the **SKU** being adjusted.
7. Click the **Insert Row** button and proceed as stated above if there are **more adjustments** to make related to the reason provided in the comment section.
8. Click **OK**.
9. Print the **Adjustment Receipt** paperwork to **include** a copy in the **shipment**



RMS Back Office: Inventory Returns

Adding Accessories to a Box in the BrightStar Portal and Printing Shipping Label

1. Click the **Management** tab
2. Click on the **Accessory Returns** button at the top right to display Accessories Returned to Store.



3. Enter the **SKU** for each Accessory and click **Add Accessory To Return** button

4. **Review** the contents of the box and verify that the accessories on the list match the accessories in the box.
5. Select **Print Shipping Label** – This prints both the packing slip and shipping label.
6. After the shipping label is printed, be sure to click “request pickup” with FedEx Express. A same day pickup can usually be requested. This step only needs to be completed once, regardless of how many packages must be picked up.

RMS Back Office: Inventory Returns

Preparing Inventory Shipment

Verify QTY and item type.

- ❑ **Devices**: Count the number of devices in the box and verify serial number(s) to paperwork. Make sure there are **NO EXTRA** Devices and **NO EXTRA** Serial Numbers on the paperwork.

Verify they are adequately packed to prevent damage during shipment.

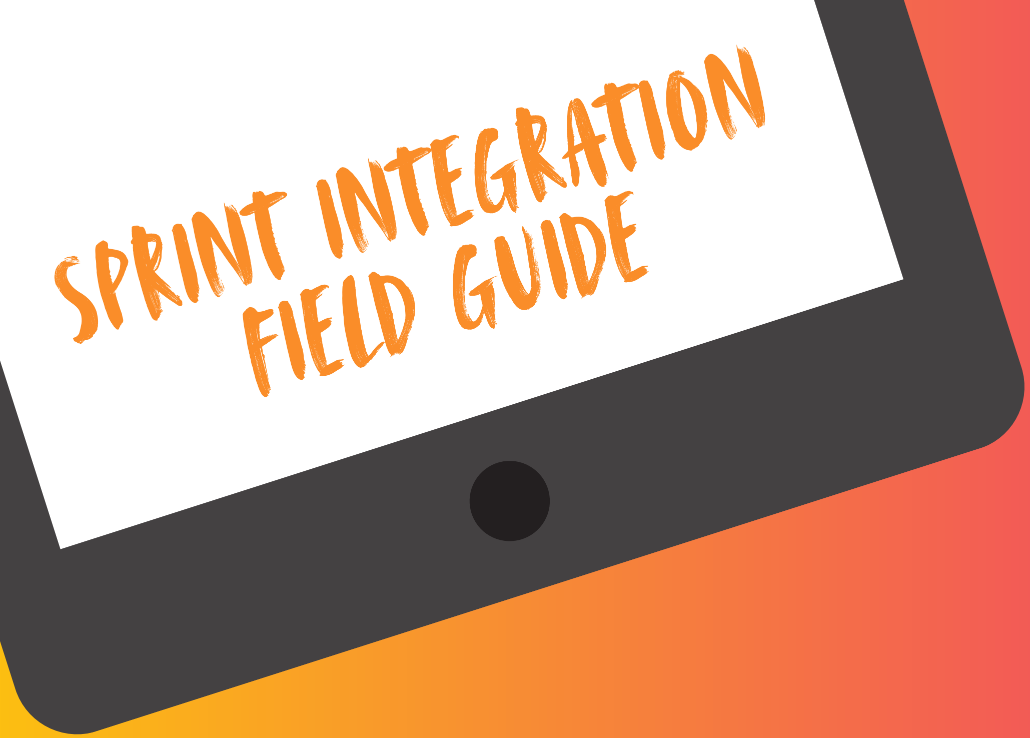
- ❑ Verify that loose devices are in bubble baggies.

Device Vendor Returns

- ❑ Write the **QTY** of the devices and Initial as indicated on the inside of the **Device Recovery** box.
- ❑ Two employees (including 1 member of management) must sign and date the **Packing Slips** and **Vendor Return** receipts. The signatures certify that the contents in this box are correct.
- ❑ Make a copy of the Packing Slips and Vendor Return receipt with both signatures and store in a secure room/cabinet.
- ❑ Place the original packaging slips and Vendor Return receipt in the box.
- ❑ Seal the box with a member of management in attendance.

Generate Shipping Label

- ❑ The shipping label should be printed on a minimum of a half-sheet of paper and must ONLY be used for the specific shipment created, as each label is unique to the shipment and its contents.
- ❑ BuyBack/Trade-In/GiveBack shipments from V/I, locations need to use FedEx automation set up for shipping and billing of freight charges.
- ❑ Do not photocopy the label for use on future shipments.
- ❑ Keep a photocopy of the label so you can track the shipment.
- ❑ Do NOT tape boxes together prior to shipping.
- ❑ Use only an approved box and shipping material ordered though MyMerch.
- ❑ Place the packing slip **inside** the box.



STORE STANDARDS
RESOURCES

Sprint POS
IT Support

For IT support regarding your Sprint POS including:

- Hardware
- Software and applications
- Login credentials

Please contact the Sprint / T-Mobile Help Desk

1-877-878-7326, option 1.

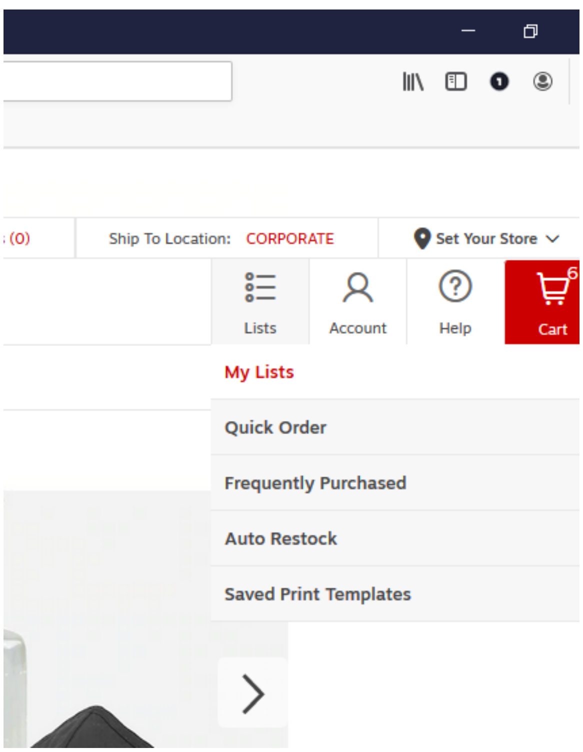
For issues escalations, WV System issues, or general IT support please submit a FreshService Ticket with IT Help Desk. Be sure to include any ticket numbers related to the issue.

Sprint Supplies

All the supplies you need to maintain your Sprint POS will be available on your current store Staples account.

Supply Ordering From Staples

- Log into Staples and go to My lists (located at the top right hand)
- Select “Sprint Integration Supplies”. Only select the items and quantities you need.



Sprint Supplies

Your Epson Receipt Printer does not take ink. If you are having issues with this printer, you may need to clean the thermal print head. This should be done every 3 months.

Cleaning the Printer Case

Be sure to unplug the AC cable from the wall socket, and turn off the printer before cleaning. Wipe the dirt off the printer case with a dry cloth or a damp cloth.

CAUTION	**Never clean the product with alcohol, benzine, thinner, or other such solvents.** Doing so may damage or break the parts made of plastic and rubber.

Cleaning the Thermal Head/Platen Roller

Epson recommends cleaning the thermal head periodically (generally every 3 months) to maintain receipt print quality.

Depending on the roll paper used, paper dust may stick to the platen roller and cause an irregular paper feed. To remove the paper dust, clean the platen roller with a cotton swab moistened with water. Turn on the printer power only after the water has completely dried.

Turn off the printer, open the roll paper cover, and clean the thermal elements of the thermal head with a cotton swab moistened with an alcohol solvent (ethanol or IPA).

CAUTION	• After printing, the thermal head can be very hot. Do not touch it and let it cool before you clean it. • Do not damage the thermal head by touching it with your fingers or any hard object.