Real Phone Service. Real Fast

WEB CENTRAL ONLINE TRAINING

Web Central

Enter the URL address: https://secure.dpiteleconnect.com/weborders/
(must be exact)

Logging in to dPi Web Central

To log onto dPi Web Ordering simply type in the Username and Password you were
assigned by dPi at the Log-in screen (**Please see example below**).

Enter User ID
& Password
assigned by dPi

Welcome to dPi Web Central

Once you have gained access to the dPi site. You will be brought to the "Home" screen.
(See example below).

Select the "New Order" tab located on the **top left hand corner** of the screen.

Frequently Asked Questions

Location Ranking Information

Functions available

Total Active Customers

New Sales MTD

dPi Online Tutorial

Agent Hotline & product sales information

Processing New Orders

The New Order function allows agents to process new customer payments and input the information needed to activate "new" service.

STEP 1

*Enter customers Zip code

Click <Proceed to next step>

STEP 2

Note: Customers cannot choose the service provider. This is simply to identify the main provider in this Zip Code. Ask Customer who they had previous service with.

STEP 3

QuickStats

TXCC0001CC

Location Home > Portal > New Order

New Order - Step 3 of 9

Active Customers: 0 ▼ RANK: N/A

Total Revenue Collected MTD: $0.00

New Sales MTD: 0 ▼ RANK: N/A ▼ RANK: N/A

Select a Package Most Beneficial To Your Customer

ZipCode: 75234 SBC - Southwestern Bell

Products	Basic	Advantage Package	Complete Unlimited
Monthly Recurring Rate	$19.99	$43.99	$49.99
Local Calling	Unlimited	Unlimited	Unlimited
Domestic Long Distance	100 minutes for 5 months	100 minutes each month	Unlimited
dPi Club Program	√		√
Call Waiting			√
Caller ID			√
3 Way Calling			√
Call Forwarding			√
Call Return			√
First Month Rate	$29.99	$53.99	$59.99
Select a Package:	⦿	○	○

*Prompt Pay Discount applies when payment in full is made on or before the customer's due date.
* *Price based on Prompt Pay Discount. Does not apply to initial payment.

Print Version

< Previous Screen

Proceed to Next Step >

*Select customer's package of choice.
*(System automatically defaults to the basic package.)

*Price includes Prompt Pay Discount

Click <Proceed to next step>

STEP 4

Home	Reports	Questions & Answers	Agent Hotline	Forms	Welcome: Shirley Jones

QuickStats — PADC0001DC

Location Home > Portal > New Order — New Order - Step 4 of 9

Active Customers: 1 ▼ Rank 1 out of 1 stores — Total Revenue Collected MTD: $57.41
New Sales MTD: 1 ▼ Rank 1 out of 1 stores — ▼ Rank 1 out of 1 stores

Please Ask Your Customer to Select Additional Products ZipCode: 75287 SBC - Southwestern Bell

Local Service Selected

☑ $10.99 Basic Service

▼ Current Promotions ▼

☐ ($5.00) Activation Credit Promotion (Not included in Products Total below)
☐ ($10.00) Activation Credit Promotion (Not included in Products Total below)

Special Offers

☐ $5.00 Inside Wire Maintenance (First month free)
☐ $8.00 The dPi Club Program, Gold Package (First month free)
☐ $2.50 Grace Days/Extension
☑ $3.00 The dPi Club Program (First month free)
☐ $3.00 The dPi Club Program

Long Distance

☐ $13.50 Long Distance - 200 Anytime Minutes 877-260-2763
☐ $20.00 Unlimited Long Distance 877-260-2763
☐ $18.50 Long Distance - 500 Anytime Minutes 877-260-2763
☐ $7.50 Long Distance - 100 Anytime Minutes 877-260-2763
☑ $0.00 100 Long Distance Minutes 877-260-2763 (Unclick to select another LD product)

Package

☐ $16.00 Call Feature Saver
☐ $27.00 Call Feature Super Value
☐ $55.50 Talk Till You Drop Plan
☐ $36.50 Call Feature Bonus Package

This package includes: Call Forwarding, Call Waiting, Caller ID, Call Return, 3-Way Calling and you can talk to anyone in the country, as many times as you want, for as long as you want and pay just one low monthly cost.

☐ $7.00 Busy Redial
☐ $7.00 Call Forwarding
☐ $7.00 3 Way Calling
☐ $7.00 Call Return
☐ $12.00 Caller ID
☐ $7.00 Call Waiting

Listing

☐ $7.00 Non-Published Listing

< Previous Screen — **Products Total $42.99** — Proceed to Next Step >

* Customer may choose additional phone service products (See optional products available)

*Promotions may be given at the discretion of the agent location and are not required. Promotions should be used to close a sale. Agent may choose only one (1) promo per customer. Promotions are subject to change based on date and availability.

Place your cursor over product text to get a brief description.

Click <Proceed to next step>

Note: When a product is selected screen will automatically refresh. Promotional items may be added or removed.(**Unavailable items will be displayed in gray**)

STEP 5

version: 2.5.1.1

Welcome To **dPi WebCentral**

Logout

| Home | Reports | Questions & Answers | Agent Hotline | Forms | Welcome: Cliffs CC |

QuickStats   TXCC0001CC

Location Home > Portal > New Order   New Order -   Step 5 of 9

Active Customers: 0   ▼ RANK: N/A   Total Revenue Collected MTD: $0.00
New Sales MTD: 0   ▼ RANK: N/A   ▼ RANK: N/A

Order Summary   ZipCode: 75234   SBC - Southwestern Bell

Package and Features Selected	Price	Month 2 Charges
Basic Service	$29.99	$29.99
Service Activation Charge	$20.00	
Service Activation Charge months 2-5		$5.00
A.A.M. Fee		$3.50
Prompt Pay Discount		($10.00)
Activation Credit Promotion months 2 - 5		($5.00)
Activation Credit Promotion	($20.00)	
The dPi Club Program		$3.00
Debt and Credit Counseling		
Grocery Coupon Savings Book		
Involuntary Unemployement Insurance		
100 Long Distance Minutes 877-250-3783	$0.00	$0.00
Product Total	$29.99	$26.49
Taxes, Fees and Surcharges View Payment Forecast	$15.89	$13.78

Breakdown of second month charges

Click to view Payment Forecast

Payment Details

Order Total	$45.88	$40.27
Long Distance Calling Card	‹--- ˅	----
Total Amount Due	$45.88	----
Payment Method	Cash ˅	----
Total Amount Collected	$50.00	----
Payment is non-refundable.	Change Due	----
	$4.12	----

Order Notes (optional)

Add Order Notes Here!

Proceed to Next Step

Click <Proceed to next step>

- **Review the Order Summary**

- Select Long Distance Amount (if requested)

Note: If a customer changes their mind about getting service, you can exit and access the home page from here.

PAYMENT FORECAST

Payment Forecast will display a breakdown of the customers charges for months 1-9.

Welcome To dPi **WebCentral**
TELECONNECT

ZipCode: 75234   SBC - Southwestern Bell

3/24/2005

Product Name	Mo.1	Mo.2	Mo.3	Mo.4	Mo.5	Mo.6	Mo.7	Mo.8	Mo.9
Basic Service	39.99	39.99	39.99	39.99	39.99	39.99	39.99	39.99	39.99
Service Activation Charge	20.00								
Service Activation Charge		5.00	5.00	5.00	5.00				
A.A.M. Fee		3.50	3.50	3.50	3.50	3.50	3.50	3.50	3.50
Prompt Pay Discount		-10.00	-10.00	-10.00	-10.00	-10.00	-10.00	-10.00	-10.00
Activation Credit Promotion Months 2 - 5		-2.50	-2.50	-2.50	-2.50				
Activation Credit Promotion	-10.00								
The dPi Club Program		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
Debt and Credit Counseling									
Grocery Coupon Savings Book									
Involuntary Unemployement Insurance									
100 Long Distance Minutes 877-260-2763	0	0	0	0	0	0	0	0	0
Subtotal Product	49.99	38.99	38.99	38.99	38.99	36.49	36.49	36.49	36.49
Taxes, Fees and Surcharges	17.81	15.70	15.70	15.70	15.70	14.89	14.89	14.89	14.89
Total	67.80	54.69	54.69	54.69	54.69	51.38	51.38	51.38	51.38

If desired Click <Print>

Print

STEP 6

- Enter the customers First/Last Name, Contact Number, and Address (Optional information includes the customers Email Address, Birthday, and Previous Phone Number/Phone Company).

- Check box if mailing address is the same.

Note: **If the mailing address is different leave box unchecked and Click <Proceed to Next Step> where it will prompt you to enter the customers mailing address.**

STEP 7

Note: **If the mailing address is different leave box unchecked and Click `<Proceed to Next Step>` where it will prompt you to enter the customers mailing address. THIS SCREEN WILL ONLY APPEAR IF YOU FAIL TO CHECK THE BOX STATING THAT THE SERVICE ADDRESS AND MAILING ADDRESS ARE THE SAME.**

STEP 8

Breakdown of charges

Click <Proceed to next step>

- Review Order

STEP 9

New Order Receipt

Customer Service Toll Free 1-800-350-4009
customerservice@dpiteleconnect.com

Customer Information

Account Number	
Confirmation Number	
Customer Name	
Merchant	
Payment Date	
Payment Type	

Customers Information Displayed Here.

Order Summary

Product	Price
Basic Service	$29.99
Service Activation Charge	$20.00
Activation Credit Promotion	-$20.00
Debt and Credit Counseling	
Grocery Coupon Savings Book	
Involuntary Unemployment Insurance	
100 Long Distance Minutes 877-260-2763	$0.00
Subtotal	$29.99
Taxes, Fees, and Surcharges	$15.89
Long Distance	$0.00
Total Amount Due	$45.88
Amount Tendered	$50.00
Change Due	$4.12

Breakdown of charges

To contact Customer Service Please call 1-800-350-4009 or email us at customerservice@dpiteleconnect.com

Retain this copy for your records
Thank you for choosing dPi Teleconnect!

- New Order Confirmation – Confirms that order has been sent to dPi Teleconnect.

Return to Home Page

Select the "New Payment" tab located on the **top left hand corner** of the screen.

Processing New Payments

The New Payment function allows agents to process new customer payments.

Note: The "New Order" function should be used for new customers when possible

STEP 1

*Enter customers Zip code

Click <Proceed to next step>

STEP 2

Note: Customers cannot choose the service provider. This is simply to identify the main provider in this Zip Code. Ask Customer who they had previous service with.

STEP 3

	version: 2.5.1.1

dPi WebCentral — Welcome To

Logout

Home	Reports	Questions & Answers	Agent Hotline	Forms	Welcome: Cliffs CC

New Order
New Payment
Monthly Payment
Customer Inquiry
Product/ Pricing Lookup
Cellular Recharge
Internet
Long Distance Calling Card
Reporting

QuickStats TXCC0001CC

Location Home > Portal > New Payment New Payment - Step 3 of 6

Active Customers: 0   ▼ RANK: N/A   Total Revenue Collected MTD: $0.00
New Sales MTD: 0   ▼ RANK: N/A   ▼ RANK: N/A

Select a Package Most Beneficial To Your Customer   ZipCode: 75234   SBC - Southwestern Bell

Products	Basic	Advantage Package	Complete Unlimited
Monthly Recurring Rate	$29.99	$43.99	$49.99 *NEW*
Local Calling	Unlimited	Unlimited	Unlimited
Domestic Long Distance	100 minutes for 5 months	100 minutes each month	Unlimited
dPi Club Program	√	√	√
Call Waiting			√
Caller ID			√
3 Way Calling			√
Call Forwarding			√
Call Return			√
First Month Rate	$39.99	$53.99	$59.99
Select a Package:	⊙	○	○

*Prompt Pay Discount applies when payment in full is made on or before the customer's due date.
* *Price based on Prompt Pay Discount. Does not apply to initial payment.

Print Version

< Previous Screen   Proceed to Next Step >

*Price includes Prompt Pay Discount

*Select customer's package of choice.
*(System automatically defaults to the basic package.)

Click <Proceed to next step>

STEP 4

QuickStats   PADC0001DC

Location Home > Portal > New Payment.   New Payment -   Step 4 of 6

Active Customers: 1   ▼ Rank 1 out of 1 stores   Total Revenue Collected MTD: $67.01
New Sales MTD: 1   ▼ Rank 1 out of 1 stores   ▼ Rank 1 out of 1 stores

Please Ask Your Customer to Select Additional Products   ZipCode: 75287   SBC - Southwestern Bell

Local Service Selected
☑ $39.99   Basic Service

▼ Current Promotions ▼
☐ ($5.00)   Activation Credit Promotion (Not included in Products Total below)
☐ ($10.00) Activation Credit Promotion (Not included in Products Total below)

Special Offers
☐ $5.00   Inside Wire Maintenance (First month free)
☐ $8.00   The dPi Club Program, Gold Package (First month free)
☐ $2.50   Grace Days/Extension
☑ $3.00   The dPi Club Program (First month free)
☐ $3.00   The dPi Club Program

Long Distance
☐ $13.50   Long Distance - 200 Anytime Minutes 877-260-2763
☐ $20.00   Unlimited Long Distance 877-260-2763
☐ $18.50   Long Distance - 500 Anytime Minutes 877-260-2763
☐ $7.50   Long Distance - 100 Anytime Minutes 877-260-2763
☑ $0.00   100 Long Distance Minutes 877-260-2763 (Unclick to select another LD pro

Package
☐ $16.00   Call Feature Saver
☐ $27.00   Call Feature Super Value
☐ $55.50   Talk Till You Drop Plan
☐ $35.50   Call Feature Bonus Pa...

This package includes Call Forwarding, Call Waiting, Caller ID, Call Return, 3-Way Calling and you can talk to anyone in the country, as many times as you want, for as long as you want and pay just one low monthly cost.

☐ $7.00   Busy Redial
☐ $7.00   Call Forwarding
☐ $7.00   3 Way Calling
☐ $7.00   Call Return
☐ $12.00   Caller ID
☐ $7.00   Call Waiting

Listing
☐ $7.00   Non-Published Listing

< Previous Screen   **Products Total $42.99**   Proceed to Next Step >

* Customer may choose additional phone service products (See optional products available)

*Promotions may be given at the discretion of the agent location and are not required. Promotions should be used to close a sale. Agent may choose only one (1) promo per customer. Promotions are subject to change based on date and availability.

Place your cursor over product text to get a brief description.

Click <Proceed to next step>

Note: When a product is selected screen will automatically refresh. Promotional items may be added or removed.(**Unavailable items will be displayed in gray**)

STEP 5

Click to view Payment Forecast

Breakdown of second month charges

Add Order Notes Here!

Click <Proceed to next step>

- **Review the Order Summary**

- Select Long Distance Amount (if requested)

Note: If a customer changes their mind about getting service, you can exit and access the home page from here.

PAYMENT FORECAST

Payment Forecast will display a breakdown of the customers charges for months 1-9.

Welcome To WebCentral

ZipCode: 75234   SBC - Southwestern Bell

3/24/2005

Product Name	Mo.1	Mo.2	Mo.3	Mo.4	Mo.5	Mo.6	Mo.7	Mo.8	Mo.9
Basic Service	39.99	39.99	39.99	39.99	39.99	39.99	39.99	39.99	39.99
Service Activation Charge	20.00								
Service Activation Charge		5.00	5.00	5.00	5.00				
A.A.M. Fee		3.50	3.50	3.50	3.50	3.50	3.50	3.50	3.50
Prompt Pay Discount		-10.00	-10.00	-10.00	-10.00	-10.00	-10.00	-10.00	-10.00
Activation Credit Promotion Months 2 - 5		-2.50	-2.50	-2.50	-2.50				
Activation Credit Promotion	-10.00								
The dPi Club Program		3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00
Debt and Credit Counseling									
Grocery Coupon Savings Book									
Involuntary Unemployement Insurance									
100 Long Distance Minutes 877-260-2763	0	0	0	0	0	0	0	0	0
Subtotal Product	49.99	38.99	38.99	38.99	38.99	36.49	36.49	36.49	36.49
Taxes, Fees and Surcharges	17.81	15.70	15.70	15.70	15.70	14.89	14.89	14.89	14.89
Total	67.80	54.69	54.69	54.69	54.69	51.38	51.38	51.38	51.38

If desired Click <Print>

Print

STEP 6

dPi
TELECONNECT

Customer Service Toll Free 1-800-350-4009
customerservice@dpiteleconnect.com

New Payment Receipt

Customer Information

Account Number	50409547
Confirmation Number	2042288
Merchant	TXCC0001CC
Payment Date	3/17/2005 12:22:59PM
Payment Type	Cash

Order Summary

Product	Price
Basic Service	$39.99
Service Activation Charge	$20.00
Activation Credit Promotion	-$10.00
Debt and Credit Counseling	
Grocery Coupon Savings Book	
Involuntary Unemployement Insurance	
100 Long Distance Minutes 877-260-2763	$0.00
Subtotal	$49.99
Taxes, Fees, and Surcharges	$17.81
Long Distance	$0.00
Total Amount Due	$67.80
Amount Tendered	$70.00
Change Due	$2.20

Please call 1-800-646-2111 now to order service!

Retain this copy for your records
Thank you for choosing dPi Teleconnect!

Breakdown of charges

- New Payment Confirmation – Confirms that a new payment has been processed.

NOTE: Inform customer that they must call dPi Teleconnect to give additional information. (800) 646-2111

Return to Home Page

Select the "Monthly Payment" tab located on the **top left hand corner** of the screen.

Processing Monthly Payments

The Monthly Payment function allows agents to process monthly payments for existing customers.

STEP 1

- Enter the customers Telephone Number or dPi Account Number.

STEP 2

- Review customer's information.
- Enter Amount Paid or Click Pay In Full.
- Select Long Distance Amount (if requested)

Note: If a customer changes their mind about paying their bill, you can exit and access the home page from here.

VIEW OF CUSTOMERS BILL

Past Due Amount

Promotions & Announcments

Click <Proceed to next step>

[Proceed to Next Step]

- The customer's statement will display and may be printed if needed.

- Close the statement window when complete.

- Click <Proceed to Next Step>

STEP 3

Welcome To **dPi WebCentral**

Version: 2.5.1.1

Logout

| Home | Reports | Questions & Answers | Agent Hotline | Forms | Welcome: Cliffs CC |

QuickStats   TXCC0001CC

Location Home > Portal > Monthly Payment   Monthly Payment - Step 3 of 3
Active Customers: 0   ▼ RANK: N/A   Total Revenue Collected MTD: $0.00
New Sales MTD: 0   ▼ RANK: N/A   ▼ RANK: N/A

New Order
New Payment
Monthly Payment
Customer Inquiry
Product/ Pricing Lookup
Cellular Recharge
Internet
Long Distance Calling Card
Reporting

Print

1 of 1   [   ]   [   ] 100% ▾ powered by **crystal**

dPi TELECONNECT

Customer Service Toll Free 1-800-350-4009
customerservice@dpiteleconnect.com

Monthly Payment Receipt

Customer Information

Account Number	
Confirmation Number	
Customer Name	
Telephone Number	
Merchant	
Payment Date	3/16/2005 11:38:28AM
Payment Type	Cash
Account Status	Active
Payment Due Date	4/4/2005
Last Day of Service	4/9/2005

Customers Information Displayed Here.

Payment Summary

Recurring services including prior balance, products, usage, taxes, and surcharges	$0.00
Amount Paid	$1.00
Long Distance	$0.00
Total Amount Due	$0.00
Amount Tendered	$1.00

Breakdown of charges

- Review Monthly Payment Receipt.

Note: Once Print has been clicked the receipt will be generated in Adobe Format. When the receipt is displayed click the print option from the menu.

Return to Home Page

Select the "Customer Inquiry" tab located on the **left hand side** of the screen.

Customer Inquiry

The Customer Inquiry function allows access to a customer's most recent statement and current amount due as well as recent payments posted.

Enter Customers Phone Number or Account Number

- If the customer wants to make a Monthly Payment you may save yourself time by using the Monthly Payment function instead of using Customer Inquiry to view the customers amount due.

- Use this function if the customer only needs their most recent statement and/or current amount due as well as recent payments posted.

Return to Home Page

Select the "Product/Price Lookup" tab located on the **left hand side** of the screen.

Product/Price Lookup

The Price Produce Lookup function was designed to provide an agent location with the exact pricing and packages available based on customers zip code.

*Enter customer's Zip code

- If the customer wants to sign up for New Service you may save yourself time by using the New Order or New Payment function instead of using Product/Price Lookup to view the products available in the customers area.

- Use this function for the customer who is just shopping for "Phone Service" and wants specific information on what products and prices are available in their area.

Return to Home Page

Select the "Cellular Recharge" tab located on the **left hand side** of the screen.

Cellular Recharge

The Cellular Recharge function allows agents to recharge an existing cellular phone.

- Select the desired Vendor.

- Select the recharge dollar amount.

- Select the customers Payment Method (Cash/Credit/Debit)

- Enter Total Amount Collected.

Note: When a vendor is selected the screen will automatically refresh to display the products available.

Version: 2.5.1.1

Welcome To
dPi WebCentral
TELECONNECT

Logout

Home | Reports | Questions & Answers | Agent Hotline | Forms | Welcome: Cliffs CC

QuickStats — TXCC0001CC

Location Home > Portal > Wireless — Wireless - Step 2 of 2

Active Customers: 0 ▼ RANK: N/A — Total Revenue Collected MTD: $0.00

New Sales MTD: 0 ▼ RANK: N/A ▼ RANK: N/A

Print

|◄ ◄ 1 of 1 ► ►| ⊡ □ 🔍 100% ∨ powered by crystal

dPi
TELECONNECT

Customer Service Toll Free 1-800-350-4009
customerservice@dpiteleconnect.com

Cellular Payment Receipt

Customer Information

Confirmation Number	
PIN	
Merchant	
Payment Date	
Payment Type	

Customers Information Displayed Here.

Order Summary

Product	Price
Verizon $15	$15.00

DIAL #729 SEND FROM YOUR PREPAY
PHONE OR 1-800-821-8989. ENTER
10 DIGIT PHONE NUMBER. ENTER
PIN. CARD BALANCE EXPIRES 30
DAYS AFTER MINUTES ARE ADDED TO
ACCOUNT. BALANCE WILL BE CARRIED
OVER IF NEW CARD IS PURCHASED
AND ADDED TO ACCOUNT. THIS PIN
CAN BE USED TO [REUP], NOT
START. VERIZON WIRELESS PREPAY
SERVICE. SERVICE IS SUBJECT TO
TERMS

*Customer must follow the instructions listed to recharge their cellular phone. (Instructions vary based on provider selected)

- Review Cellular Recharge Receipt.

Note: Once Print has been clicked the receipt will be generated in Adobe Format. When the receipt is displayed click the print option from the menu.

Return to Home Page

Select the "Long Distance Calling Card" tab located on the **left hand side** of the screen.

Long Distance Calling Card

The Long Distance Calling Card function allows existing dPi customers to pre-pay for Long Distance.

STEP 1

Click <Proceed to next step>

*Select customer's LD product of choice.

Note: Must be a dPi Home Phone Service customer to purchase Long Distance.

STEP 2

- Enter the customers Telephone Number or dPi Account Number.

STEP 3

- Review customer's information.
- Verify Long Distance Amount.
- Enter Total Amount Collected.

Note: If a customer changes their mind about adding Long Distance, you can exit and access the home page from here.

STEP 4

- Review Long Distance Calling Card Receipt.

Note: Once Print has been clicked the receipt will be generated in Adobe Format. When the receipt is displayed click the print option from the menu.

Long Distance will be available to customer within 2 hours. The customer is not required to call dPi and may begin using Long Distance after that time.

Return to Home Page

Select the "Reporting" tab located on the **left hand side** of the screen.

<u>Reporting</u>

The Reporting function provides access to customer data according to a variety of criteria and search options.

Click on Desired Report

- A listing of reports will be displayed.

- Choose desired report.

Enter Desired Report Date

Click <Proceed to next step>

- The selected report will be displayed.
- If desired, Click <Print> to access a print version of the report.

Daily Detail Report

If desired Click <Print>

Local Phone Commissions Earned Report

					Local Amount Paid	LD Amount Paid	Commission Earned
			03/03/2005	03/03/2005	$69.95	$0.00	$7.00
			03/12/2005	03/12/2005	$-59.35	$0.00	$-5.94
			03/12/2005	03/12/2005	$-95.45	$0.00	$-9.55
			03/12/2005	03/12/2005	$95.45	$0.00	$9.55
			03/07/2005	03/07/2005	$63.00	$0.00	$6.30
			03/12/2005	03/12/2005	$59.35	$0.00	$5.94
			03/04/2005	03/04/2005	$67.95	$0.00	$6.80
			03/01/2005	03/01/2005	$69.95	$0.00	$7.00
			03/08/2005	03/08/2005	$82.62	$0.00	$8.26
						Commission Earned:	$35.36

Click <Done> to return to the Reporting menu or Click <Home> to return to the home page.

Report Descriptions

Daily Totals – This report will provide you with a comprehensive reporting of all dPi transactions for each Rentway Business Day.

Customers by Order Date – This report will provide a list of customers sorted by the date their phone service order was placed. (This may be a useful report if a customer has lost their receipt)

Active Customers by Order Date – This report will provide a list of ONLY Active dPi customers sorted by the date their phone service order was placed.

Pending Customers by Order Date – This report will provide a list of any PENDING customer's orders. This report again will be sorted by the date their phone service order was placed. (This report will be very helpful when a customers returns to store location stating their phone service has not been activated) Store will be able to reference Order Date in relation to active date. Remember it takes about 1 week for service to be activated. Many customers may have service earlier and others may take a bit longer.

Active Customer List- This report will provide a list of all active customers by active date.

Certification Results- This report will provide the results of agents who have taken the Web Central Certification test.

Local Phone Commission Earned- This report will provide the commission rate earned from local phone transactions processed from your location.

Daily Detail – This report provides detail of your daily dPi Activity.

Customers by Account Status – This report will provide a complete list for dates selected of all customers who currently or previously have had service with dPi. (This report could be used to direct mail potential customers since we know they have previously done business with dPi.)

Disconnected Customers by Order Date – This report will provide a complete list of all customers who have had service with dPi in the past. (Again, this may be a great sales tool for your location)

Active Customers by Due Date – This report will provide a list of dPi customers currently active with phone service and their due date. (You may want to make courtesy calls to these customers to remind them of their due date, the prompt pay discount and any special you currently have with your RTO business).

Disconnected Customer List- This report will provide a list of all disconnected customers by due date.

Cellular Phone Commission Earned- This report will provide the commission rate from cellular transactions processed from your location.

Congratulations!
you have completed the dPi Teleconnect Online Tutorial.
To get Certified, please close this window and click on Step 2.

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