



Real Phone Service. Real Fast

# WEB CENTRAL

## ONLINE TRAINING

## Web Central

Go to [raci.net](http://raci.net)

Enter the URL address: <http://racinet/dpi.htm> (must be exact)

## 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.

The screenshot shows the dPi WebCentral interface. On the left is a vertical orange sidebar with navigation tabs: Home, Reports, Questions & Answers, Agent Hotline, Forms, Welcome: Store #405, New Order, Monthly Payment, Customer Inquiry, Product/Pricing Lookup, and Reporting. The 'New Order' tab is highlighted. The main content area has a header with the dPi logo, 'Welcome To WebCentral', and 'version: 2.1.3.0'. Below the header is a 'QuickStats' section for location '20101' showing 'Active Customers: 37', 'Rank 5 out of 2122 stores', 'Total Revenue Collected MTD: \$91.76', and 'New Sales MTD: 2'. Below this are three promotional boxes: 'New Order' (Find a plan that works best for your customer), 'Web Central Online Tutorial' (Take a payment from an existing customer), and 'Monthly Payment' (Take a payment from an existing customer). At the bottom are three more boxes: 'dPi's Prepaid Services Include:' (Free Listing with Directory Assistance, Free 911 Emergency Calls, Free local and Toll-Free Calling, Access to Superior Customer Service), 'dPi's Offers All The Popular Call Features:' (Call Waiting, Caller ID, Unlisted Number, 3-way Calling, Call Return, Long Distance at ONLY 5.9¢ per Minute), and 'Who's Missing Their Family?' (Get your customers talking long distance today for only 5.9¢ per minute). The footer contains copyright information: 'Copyright © 2004 dPi TeleConnect, LLC. All Rights Reserved. Please read our Terms and Conditions. | Contact Us | Webmaster |'.

**Functions available** (points to the left sidebar)

**Frequently Asked Questions** (points to the 'Questions & Answers' tab)

**Location Ranking Information** (points to the 'QuickStats' section)

**Total Active Customers** (points to the 'Active Customers: 37' stat)

**New Sales MTD** (points to the 'New Sales MTD: 2' stat)

**Agent Hotline & product sales information** (points to the 'Monthly Payment' box)

## 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

version: 2.1.3.0

Welcome To **dPi** WebCentral  
TELECONNECT

Logout

Home Reports Questions & Answers Agent Hotline Forms Welcome: Store #405

New Order  
Monthly Payment  
Customer Inquiry  
Product/Pricing Lookup  
Reporting

**QuickStats** 20101

Location Home > Portal > New Order New Order - Step 1 of 9

Active Customers: 37 Rank 5 out of 2122 stores Total Revenue Collected MTD: \$91.76  
New Sales MTD: 2 Rank 2 out of 2122 stores Rank 1 out of 2122 stores

Sales ID 1234

**New Order**  
Find a plan that works best for your customer.

Enter Customer's Zip Code  
75234

Proceed to Next Step >

Enter your coworker ID here.

\*Enter customers Zip code

Click <Proceed to next step>

## STEP 2

version: 2.1.3.0

Welcome To **dPi WebCentral**  
TELECONNECT

Logout

Home Reports Questions & Answers Agent Hotline Forms Welcome: Store #405

New Order  
Monthly Payment  
Customer Inquiry  
Product/Pricing Lookup  
Reporting

**QuickStats** 20101

Location Home > Portal > New Order New Order - Step 2 of 9

Active Customers: 37 Rank 5 out of 2122 stores Total Revenue Collected MTD: \$91.76  
New Sales MTD: 2 Rank 2 out of 2122 stores Rank 1 out of 2122 stores

Please have your customer select a provider or simply proceed with the default provider selected Zip Code: 75234

☒ SBC - Southwestern Bell  
☐ Sprint  
☐ Verizon - GTE

< Previous Screen Proceed to Next Step >

**\*Available service providers within this zip code**  
(System automatically defaults to the main provider in this zip code area.)

Click  
<Proceed to next step>

**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

Welcome To **dPi WebCentral** TELECONNECT version: 2.1.3.0

Logout

Home Reports Questions & Answers Agent Hotline Forms Welcome: Store #405

**QuickStats** 20101

Location Home > Portal > New Order New Order - Step 3 of 9

Active Customers: 37 Rank 5 out of 2122 stores Total Revenue Collected MTD: \$91.76

New Sales MTD: 2 Rank 2 out of 2122 stores Rank 1 out of 2122 stores

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

Proceed to Next Step >

< Previous Screen

\*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

version: 2.6.0.1

Welcome To **dPi WebCentral**  
TELECONNECT

Logout

Home Reports Questions & Answers Agent Hotline Forms Welcome: Store #833

New Order  
Monthly Payment  
Customer Inquiry  
Product/ Pricing Lookup  
Reporting

**QuickStats** 29486

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

Active Customers: 57 Rank 2 out of 2126 stores Total Revenue Collected MTD: \$4,628.53  
New Sales MTD: 6 Rank 2 out of 2126 stores Rank 1 out of 2126 stores

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

**Local Service Selected**

☒ \$39.99 Basic Service

**Current Promotions**

☒ (\$2.50) Activation Credit Promotion Months 2 - 5 (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  
☐ \$35.50 Call Feature Bonus

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

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.

Click <Proceed to next step> 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. Agent may choose only One (1) promo per customer. Promotions are subject to change based on date and availability.

Hover over product text to get a brief description.

**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: 2.1.3.0

Welcome To **dPi WebCentral**

Logout

Home Reports Questions & Answers Agent Hotline Forms Welcome: Store #405

New Order Monthly Payment Customer Inquiry Product/Pricing Lookup Reporting

**QuickStats** 20101

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

Active Customers: 37 Rank 5 out of 2122 stores Total Revenue Collected MTD: \$91.76

New Sales MTD: 2 Rank 2 out of 2122 stores Rank 1 out of 2122 stores

**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 Unemployment Insurance		
100 Long Distance Minutes 877-260-2763	\$0.00	\$0.00
<b>Product Total</b>	<b>\$29.99</b>	<b>\$26.49</b>
Taxes, Fees and Surcharges <a href="#">View Payment Forecast</a>	\$15.89	\$13.78

**Payment Details**

<b>Order Total</b>	<b>\$45.88</b>	<b>\$40.27</b>
Long Distance Calling Card		
<b>Total Amount Due</b>	<b>\$45.88</b>	

Payment is non-refundable.

**Order Notes (optional)**

Add Order Notes Here!

[Print Version](#)

[< Previous Screen](#) [Proceed to Next Step >](#)

Breakdown of second month Charges

Click to view Payment Forecast


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 Unemployment 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
<b>Total</b>	<b>67.80</b>	<b>54.69</b>	<b>54.69</b>	<b>54.69</b>	<b>54.69</b>	<b>51.38</b>	<b>51.38</b>	<b>51.38</b>	<b>51.38</b>

If desired Click <Print>

[Print](#)



## STEP 6

**dPi TELECONNECT** Welcome To **WebCentral** version: 2.1.3.0 [Logout](#)

Home Reports Questions & Answers Agent Hotline Forms Welcome: Store #405

**New Order**  
Monthly Payment  
Customer Inquiry  
Product/ Pricing Lookup  
Reporting

**QuickStats** 20101  
Location Home > Portal > New Order **New Order - Step 6 of 9**  
Active Customers: 37 Rank 5 out of 2122 stores Total Revenue Collected MTD: \$91.76  
New Sales MTD: 2 Rank 2 out of 2122 stores Rank 1 out of 2122 stores

**Customer Information** ZipCode: 75234 SBC - Southwestern Bell

\* Required Fields

First Name \* John Last Name \* Doe Email (optional)  
 Birthday (mm/dd/yyyy) (optional) Contact # \* 555 - 777 - 1234 2nd Contact # (optional)  
 Previous Phone # (optional) Previous Phone Co. (optional)

**Service Address**  
☒ Check box if mailing address is the same as the service address.  
 Note: Enter the customer's service address - no P.O. Box

Street Number \* 123 Direction Post Directional Unit Type City \* Dallas State TX - Texas Street Name \* Main Street Type Unit Number Zip 75234

[Proceed to Next Step >](#)

Copyright © 2004 dPi TeleConnect, LLC. All Rights Reserved.  
 Please read our [Terms and Conditions](#).  
[Contact Us](#) | [Webmaster](#) |

**Check Box if Mailing Address is the same as the Service Address**

**Optional Fields**

**Click <Proceed to next step>**

- Enter the customer's First/Last Name, Contact Number, and Address (Optional information includes the customer's 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 you will prompted to enter the customer's mailing address.

## STEP 7

version: 2.1.3.0

Welcome To **dPi WebCentral**  
TELECONNECT

Logout

Home Reports Questions & Answers Agent Hotline Forms Welcome: Store #405

New Order  
Monthly Payment  
Customer Inquiry  
Product/ Pricing Lookup  
Reporting

**QuickStats** 20101

Location Home > Portal > New Order New Order - Step 7 of 9

Active Customers: 37 Rank 5 out of 2122 stores Total Revenue Collected MTD: \$91.76  
New Sales MTD: 2 Rank 2 out of 2122 stores Rank 1 out of 2122 stores

**Mailing Address** ZipCode: 75234 SBC - Southwestern Bell

First Name: John Last name: Doe  
Birthday: Email:  
Contact #: 5557771234 2nd Contact #:

Denotes Mandatory Fields \*

Street Number \* Direction Street Name \* St. Type  
Post Directional Unit Type Unit Number  
City State \* Zip

< Previous Screen Proceed to Next Step >

Copyright © 2004 dPi TeleConnect, LLC. All Rights Reserved.  
Please read our Terms and Conditions.  
| Contact Us | Webmaster |

**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

version: 2.1.3.0

Welcome To **dPi WebCentral**  
TELECONNECT

Logout

Home Reports Questions & Answers Agent Hotline Forms Welcome: Store #405

New Order  
Monthly Payment  
Customer Inquiry  
Product/ Pricing Lookup  
Reporting

**QuickStats** 20101

Location Home > Portal > New Order New Order - Step 8 of 9

Active Customers: 37 Rank 5 out of 2122 stores Total Revenue Collected MTD: \$91.76  
New Sales MTD: 2 Rank 2 out of 2122 stores Rank 1 out of 2122 stores

**Order Review** ZipCode: 75234 SBC - Southwestern Bell

Customer Name John Doe  
Merchant RAC1  
Date 3/10/2005

Package and Features Selected	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
<b>PRODUCT TOTAL</b>	
Taxes, fees and surcharges:	\$15.89

**Total Amount Due: \$45.88**

< Previous Screen Proceed to Next Step >

Copyright © 2004 dPi TeleConnect, LLC. All Rights Reserved.  
Please read our Terms and Conditions.  
[ Contact Us | Webmaster ]

Breakdown  
of charges

Click  
<Proceed  
to next  
step>

- Review Order
- This is the final Step for changes to be made.

## STEP 9

New Order  
Monthly Payment  
Customer Inquiry  
Product/ Pricing Lookup  
Reporting

**QuickStats**
29486

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

Active Customers: 57 Rank 2 out of 2126 stores Total Revenue Collected MTD: \$4,628.53  
New Sales MTD: 6 Rank 2 out of 2126 stores Rank 1 out of 2126 stores

Print

1 of 1 100% powered by crystal

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

### New Order Confirmation

**Customer Information**

Account Number	
Confirmation Number	
Customer Name	
Merchant	
Payment Date	

**Customers  
Information  
Displayed Here**

**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 Unemployment Insurance	
100 Long Distance Minutes 877-260-2763	0.00
<hr/>	
Subtotal	49.99
Taxes, Fees, and Surcharges	17.81
Long Distance	0.00
Total Amount Due	67.80

To contact Customer Service Please call 1-800-350-4009 or email us at customerservice@dpiteleconnect.com  
Your NEW phone service order has been submitted to dPi for processing. In 2 to 3 business days, call dPi at 800-350-4009 to receive your line activation date and your new phone number.

**Breakdown  
of charges**

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

## 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

The screenshot displays the dPi WebCentral interface. At the top, the logo "dPi TELECONNECT" is visible, along with the text "Welcome To WebCentral" and "version: 2.1.3.0". A "Logout" button is in the top right. Below the header is a navigation bar with tabs: Home, Reports, Questions & Answers, Agent Hotline, Forms, and Welcome: Store #405. On the left, a vertical menu contains links: New Order, Monthly Payment (highlighted with an arrow), Customer Inquiry, Product/ Pricing Lookup, and Reporting. The main content area shows "QuickStats" for "20101" with the location "Home > Portal > Monthly Payment". It displays "Active Customers: 37", "New Sales MTD: 2", and "Total Revenue Collected MTD: \$91.76". Below this is a "Sales ID" field with the value "1234". The "Monthly Payment" section includes a sub-header "Take a payment from an existing customer." and two input fields: "Customer's Phone Number" and "Customer's Account Number". The account number field contains "50127940". To the right of these fields, text says "Enter Customers Phone Number Or Account Number" with arrows pointing to the respective input fields. Below the input fields is a "Proceed to Next Step >" button. At the bottom, a copyright notice reads "Copyright © 2004 dPi TeleConnect, LLC. All Rights Reserved. Please read our Terms and Conditions. | Contact Us | Webmaster |".

Enter Customers  
Phone Number  
Or  
Account Number

Click <Proceed to next step>

- Enter the customers Telephone Number or dPi Account Number.

## STEP 2

version: 2.1.3.0

Welcome To **dpi** WebCentral  
TELECONNECT

Logout

Home Reports Questions & Answers Agent Hotline Forms Welcome: Store #405

New Order  
Monthly Payment  
Customer Inquiry  
Product/Pricing Lookup  
Reporting

**QuickStats** 20101

Location Home > Portal > Monthly Payment Monthly Payment - Step 2 of 3

Active Customers: 37 Rank 5 out of 2122 stores Total Revenue Collected MTD: \$91.76  
New Sales MTD: 2 Rank 2 out of 2122 stores Rank 1 out of 2122 stores

**Customer Information / Review**

Account Number  
Phone Number:  
Customer Name:  
Service Address:

Status: Active  
Due Date: 3/4/2005  
Last day to make payment before disconnect: 3/9/2005

**Reminder Notice**

View Customer Bill

**Payment Options**

Balance Forward (from a prior bill period) \$0.00  
Current Charges \$64.63  
Amount Due \$64.63  
Long Distance Calling Card ---

**Total Amount Due** 64.63

If the customer is paying an amount other than the total amount due, unclick 'Pay in Full' and enter amount here.

☒ Pay in full \$64.63

If customer is paying total amount due, click 'Proceed to Next Step'


< Previous Screen Click <Proceed to next step> Proceed to Next Step >

- 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



2097 LBJ Freeway, Suite 225  
Dallas, TX 75234

Real Phone Service. Real Fast. Return Service Requested

**Account Summary**

Payment Received 08/26/2004. Thank You.	\$0.00
Balance Forward	\$0.00
Current Charges	\$99.54
Prompt Pay Discount (Pay on or before 11/02/2004)*	\$10.00 CR
<b>Total Due (Based on Prompt Pay Discount)</b>	<b>\$89.54</b>
<small>*Discount is \$10.00 CR Prompt Pay Discount when paying your bill on or before the due date.</small>	
<b>Total Due</b>	<b>\$99.54</b>

If payment is not received by 11/02/2004, your phone service may be disconnected.

Statement Date: 10/14/2004  
Due Date: 11/02/2004  
Telephone Number: (610) 347-6769  
Account Number: 50384566  
For billing questions, please call toll free 1-800-350-4009.  
Hours of Operation: Mon - Fri 8:00am-4:00pm Central Standard Time

**Amount Past Due: \$0.00**

**Customers Information Displayed Here**

**Account Summary**

Payment Received 08/26/2004. Thank You.	\$0.00
Balance Forward	\$0.00
Current Charges	\$99.54
Prompt Pay Discount (Pay on or before 11/02/2004)*	\$10.00 CR
<b>Total Due (Based on Prompt Pay Discount)</b>	<b>\$89.54</b>
<small>*Discount is \$10.00 CR Prompt Pay Discount when paying your bill on or before the due date.</small>	
<b>Total Due</b>	<b>\$99.54</b>

If payment is not received by 11/02/2004, your phone service may be disconnected.

Service Details	Credits/Charges
Payment Received - 08/26/2004 - Thank You	\$0.00
Balance Forward	\$0.00
Charges for Service from 11/03/2004 to 12/02/2004	
Great American Hook-Up Advantage Plan	\$57.99
Basic Service	
Call Feature Pkg. - Caller ID & Call Waiting	\$20.00
Unlimited Long Distance - 877-260-2763	\$3.00
A.A.M. Fee	\$3.75
Service Activation Charge	\$0.00
Current Call Toll Charges	\$0.00
FCC Subscriber Line Fee	\$6.50
Telecom Relay Systems Surcharge	\$0.07
Local 9-1-1 Access Charge	\$1.25
Federal Excise Tax	\$1.83
Utility Gross Receipts Assessment	\$3.24
State Taxes	\$1.41
<b>Current Charges</b>	<b>\$99.54</b>
<b>Total Amount Due</b>	<b>\$99.54</b>

**Important Messages**

**\*\*\* REFER A FRIEND & EARN \$\$\$ \*\*\***  
Simply tell a friend about dPI Teleconnect. When they sign up for dPI service all they have to do is tell the employee taking their order that they were referred by you and give us your name and phone number. We will credit your friend \$10.00 and you \$10.00!

**WANT \$10.00 OFF THIS MONTH'S BILL?**  
Make your payment, in full, on or before the due date and dPI will give you a discount of \$10.00 off this month's bill!

**3 Easy Ways to pay your bill:**  
1) Visit the dPI Agent location where you signed up  
2) Pay by Credit Card or Debit Card - Call Customer Service 1-800-350-4009  
3) Pay at any Western Union location. Use the GRAY Prepaid Services/SwiftPay form. Write your phone number in upper portion of the form with the amount you are paying. To find the closest location, Call 1-800-325-6000, Press 2

**Past Due Amount**


**Promotions & Announcements**

**Click <Proceed to next step>**

**Proceed to Next Step**

For Billing Questions Please Call Toll Free 1-800-350-4009


Statement Date: 10/14/2004  
Telephone Number: (610) 347-6769  
Account Number: 50384566



page 1

- 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: 2.1.3.0

[Home](#)
[Reports](#)
[Questions & Answers](#)
[Agent Hotline](#)
[Forms](#)

Welcome: Store #405



Logout

[New Order](#)  
[Monthly Payment](#)  
[Customer Inquiry](#)  
[Product/ Pricing Lookup](#)  
[Reporting](#)


**QuickStats**  
 Location: Home > Portal > Monthly Payment  
 Active Customers: 37 Rank 5 out of 2122 stores  
 New Sales MTD: 2 Rank 2 out of 2122 stores

Monthly Payment - Step 3 of 3  
 Total Revenue Collected MTD: \$91.76  
 Rank 1 out of 2122 stores

[Print](#)


1 of 1

100%
powered by crystal

---



Customer Service Toll Free 1-800-350-4009  
[customerservice@dpiteleconnect.com](mailto:customerservice@dpiteleconnect.com)

### Monthly Payment Confirmation

**Customer Information**

Account Number	<b>Customers Information Displayed Here</b>
Confirmation Number	
Customer Name	
Telephone Number	
Merchant	
Payment Date	8/10/05
Account Status	Active
Payment Due Date	8/4/2005 12:00:00AM
Last Day Of Service	8/9/2005 12:00:00 AM

**Payment Summary**

Recurring services including prior balance, products, usage, taxes, and surcharges	64.63
Long Distance	0.00
<b>Total Amount Due</b>	64.63
<b>Total Amount Paid</b>	64.63

Please retain this copy for your records.

- Review Monthly Payment Receipt.

**Note:** Once Print has been selected the receipt will be generated in an 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.

version: 2.1.3.0

Welcome To **dPi WebCentral**  
TELECONNECT

Logout

Home Reports Questions & Answers Agent Hotline Forms Welcome: Store #405

New Order  
Monthly Payment  
Customer Inquiry  
Product/ Pricing Lookup  
Reporting

**QuickStats** 20101

Location Home > Portal > Customer Inquiry Customer Inquiry - Step 1 of 2

Active Customers: 37 Rank 5 out of 2122 stores Total Revenue Collected MTD: \$91.76

New Sales MTD: 2 Rank 2 out of 2122 stores Rank 1 out of 2122 stores

**Customer Inquiry**  
Find a customer's information

Customer's Phone Number  -  -  -- OR --  
Customer's Account Number

Proceed to Next Step >

Enter Customer's 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.

The screenshot displays the dPI WebCentral interface. At the top, the logo 'dPI TELECONNECT' is visible next to 'Welcome To WebCentral', with a 'Logout' button on the right. A navigation bar contains links for Home, Reports, Questions & Answers, Agent Hotline, Forms, and a welcome message for Store #405. On the left, an orange sidebar lists various functions: New Order, Monthly Payment, Customer Inquiry, Product/ Pricing Lookup (highlighted with a black arrow), and Reporting. The main content area features a 'QuickStats' section for location '20101', showing metrics like Active Customers (37), New Sales MTD (2), and Total Revenue Collected MTD (\$91.76). Below this is the 'Product Price Lookup' section, which includes a text input field labeled 'Enter Customer's Zip Code' and a 'Proceed to Next Step >' button. A black arrow points to the input field with the text '\*Enter Customers Zip Code'.

- If the customer wants to sign up for New Service you may save yourself time by using the New Order 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 “Reporting” tab located on the left hand side of the screen.

## Reporting

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

The screenshot displays the dPi WebCentral interface. At the top, the header includes the dPi logo, "Welcome To dPi WebCentral", and the version "2.6.0.1". A navigation bar contains links for Home, Reports, Questions & Answers, Agent Hotline, Forms, and a Welcome message for Store #833. A left sidebar lists various functions: New Order, Monthly Payment, Customer Inquiry, Product/ Pricing Lookup, and Reporting. The Reporting section is highlighted, and an arrow points to it with the text "Click on Desired Report". Below the sidebar, the "QuickStats" section shows location information and performance metrics. The "Reporting" section features a "Report Menu" with a list of report types, each with a brief description. At the bottom, there is a copyright notice and links for Terms and Conditions, Contact Us, and Webmaster.

version: 2.6.0.1

Welcome To dPi WebCentral

Logout

Home Reports Questions & Answers Agent Hotline Forms Welcome: Store #833

New Order  
Monthly Payment  
Customer Inquiry  
Product/ Pricing Lookup  
Reporting

**Click on Desired Report**

**QuickStats** 29486

Location Home > Portal

Active Customers: 57 Rank 2 out of 2126 stores Total Revenue Collected MTD: \$4,628.53

New Sales MTD: 6 Rank 2 out of 2126 stores Rank 1 out of 2126 stores

**Reporting**  
Easily process and print a detailed sales report


Please choose a type of report you would like to view or print

**Report Menu**

- Daily Totals  
Summary of today's transactions.
- Customers by Order Date  
Customers sorted by order date.
- Active Customers by Order Date  
Active customers sorted by order date.
- Pending Customers by Order Date  
Pending customers sorted by order date.
- Active Customer List  
Lists store's active customers by active date.
- Local Phone Commission Earned  
Lists active customers local phone commission earned.
- Certification Result  
DPI Certification Result.
- Daily Detail  
Detail of today's transactions.
- Customers by Account Status  
Customers sorted by account status.
- Disconnected Customers by Order Date  
Disconnected customers sorted by order date.
- Active Customers by Due Date  
Active customers sorted by due date.
- Disconnected Customer List  
Lists store's disconnected customers by due date.
- Cellular Phone Commission Earned  
Lists active customers cellular phone commission earned.

Copyright © 2004 dPi TeleConnect, LLC. All Rights Reserved.  
Please read our Terms and Conditions.  
[ Contact Us ] [ Webmaster ]

- A listing of reports will be displayed.
- Choose desired report.



Welcome To  
**WebCentral**

Version: 2.1.3.0

Logout

Home

Reports

Questions & Answers

Agent Hotline

Forms

Welcome: Store #405

New Order

Monthly Payment

Customer Inquiry

Product/ Pricing Lookup

Reporting

**QuickStats**

20101

Location

Home > Portal

Active Customers: 37

▼ Rank 5 out of 2122 stores

Total Revenue Collected MTD: \$91.76

New Sales MTD: 2

▼ Rank 2 out of 2122 stores

▼ Rank 1 out of 2122 stores

Daily Totals


Go

Pay Date

MAR ▼

11 ▼

2005 ▼



Enter Desired Report Date

Proceed to Next Step

Click <Proceed to next step>

Copyright © 2004 dpi TeleConnect, LLC. All Rights Reserved.

Please read our [Terms and Conditions](#).

[Contact Us](#) | [Webmaster](#) |



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

## Daily Detail Report

Version: 2.1.3.0

Welcome To dPi WebCentral TELECONNECT

Logout

Home Reports Questions & Answers Agent Hotline Forms Welcome: Store #405

New Order Monthly Payment Customer Inquiry Product/Pricing Lookup Reporting

**QuickStats** 20101

Location Home > Portal

Active Customers: 37 Rank 5 out of 2122 stores Total Revenue Collected MTD: \$91.76

New Sales MTD: 2 Rank 2 out of 2122 stores Rank 1 out of 2122 stores

Print Done

If desired Click<Print>

1 of 1 100% powered by crystal

**dPi TELECONNECT** Daily Totals

Merchant 20101

Report Date 03/04/2005

Transaction Type	Payment Type	Customer Name	Amount
New Payments	Local Service	,	\$45.88
New Payments	Local Service	,	\$45.88
			<u>\$91.76</u>

## Daily Total Report

**QuickStats** 20101

Location: Home > Portal

Active Customers: 37 Rank 5 out of 2122 stores Total Revenue Collected MTD: \$91.76

New Sales MTD: 2 Rank 2 out of 2122 stores Rank 1 out of 2122 stores

Print Done → If desired Click<Print>

1 of 1 100% powered by crystal

---

**dpi TELECONNECT** Daily Totals

		Merchant	20101
		Report Date	03/04/2005
Transaction Type	Payment Type	Number of Sales	Amount
New Payments	Local Service	2	\$91.76
New Payments		2	\$91.76
Grand Total		2	\$91.76

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 Rent-A-Center 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 customer 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.