

Real Phone Service. Real Fast

WEB CENTRAL ONLINE TRAINING

Web Central

Go to 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).

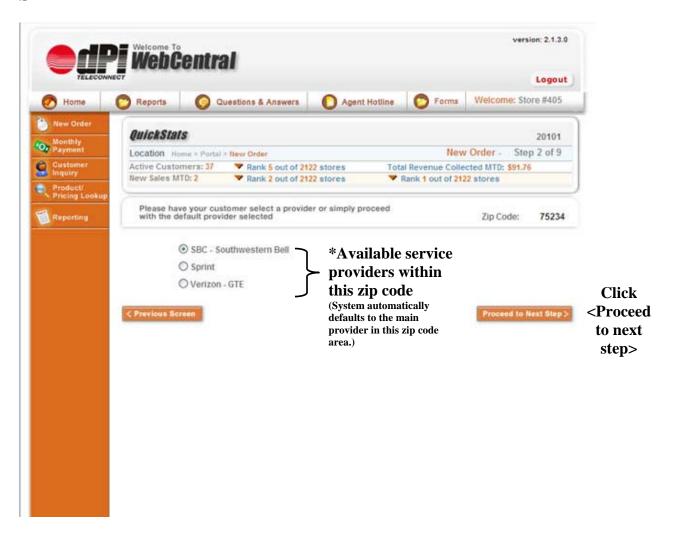


Processing New Orders

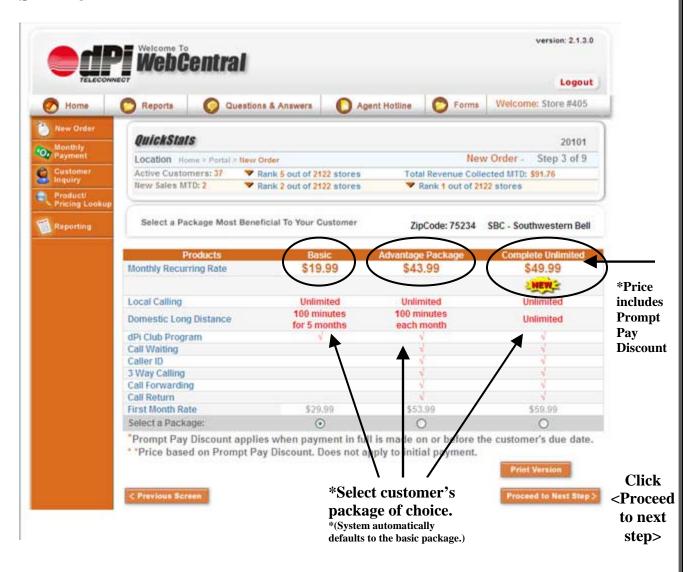
The New Order function allows agents to process new customer payments and input the information needed to activate "new" service.

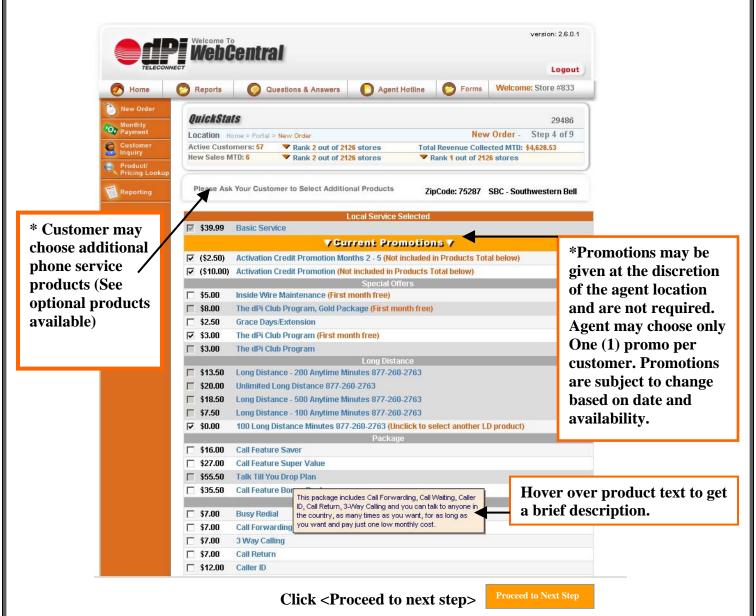
STEP 1



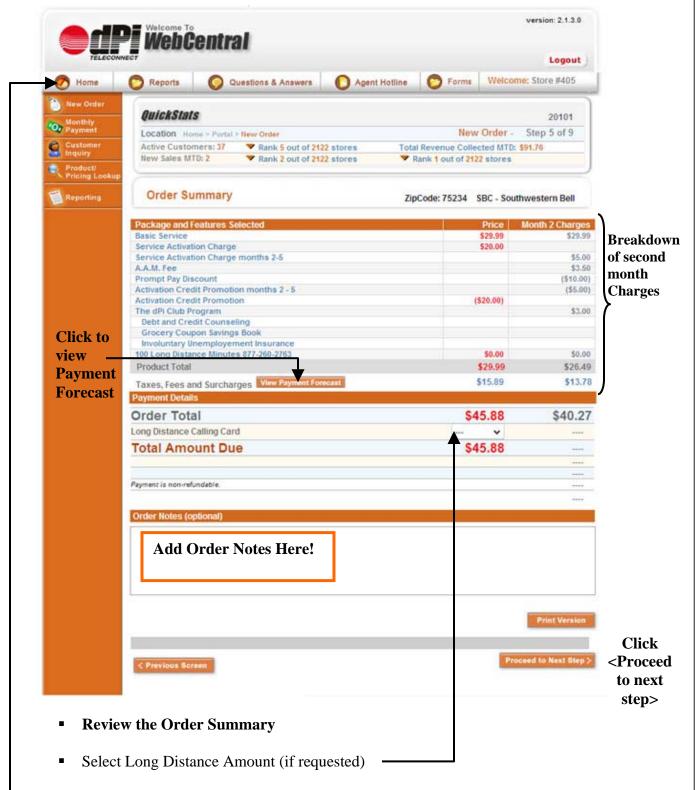


Note: Customers cannot choose the service provider. This is simply to identify the main provider in this Zip Code. Ask Customer who they had previous service with.





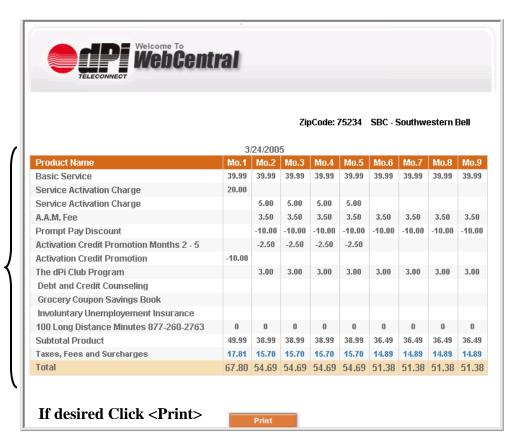
<u>Note</u>: When a product is selected screen will automatically refresh. Promotional items may be added or removed. (**Unavailable items will be displayed in gray**)

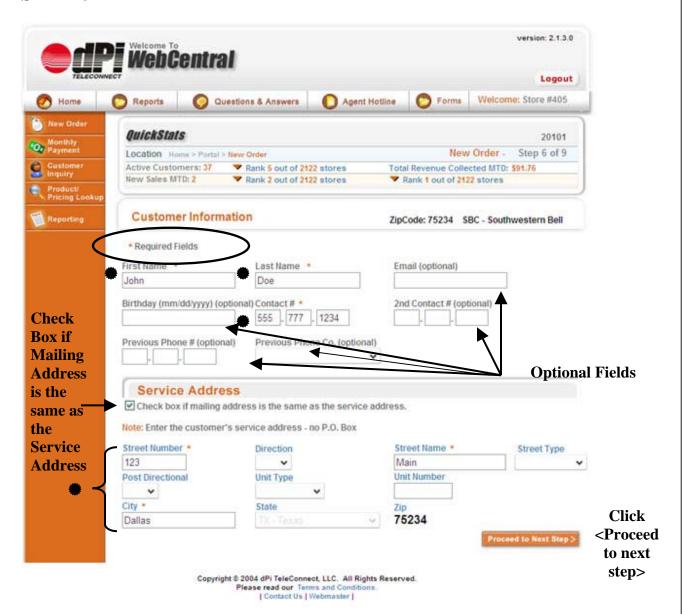


Note: If a customer changes their mind about getting service, you can exit and access the home page from here.

PAYMENT FORECAST

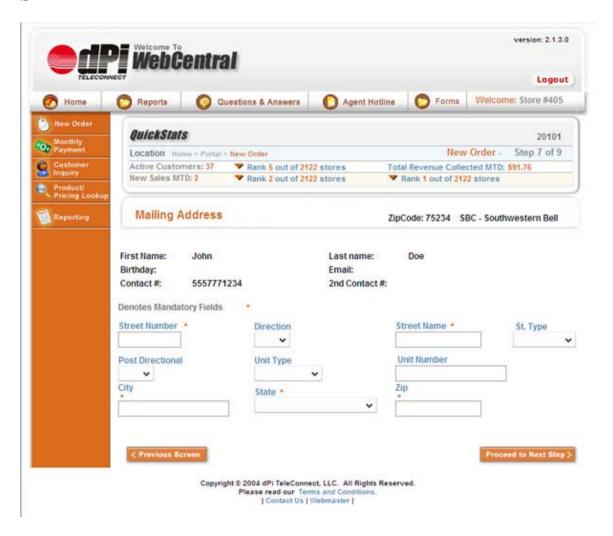
Payment Forecast will display a breakdown of the customers charges for months 1-9.



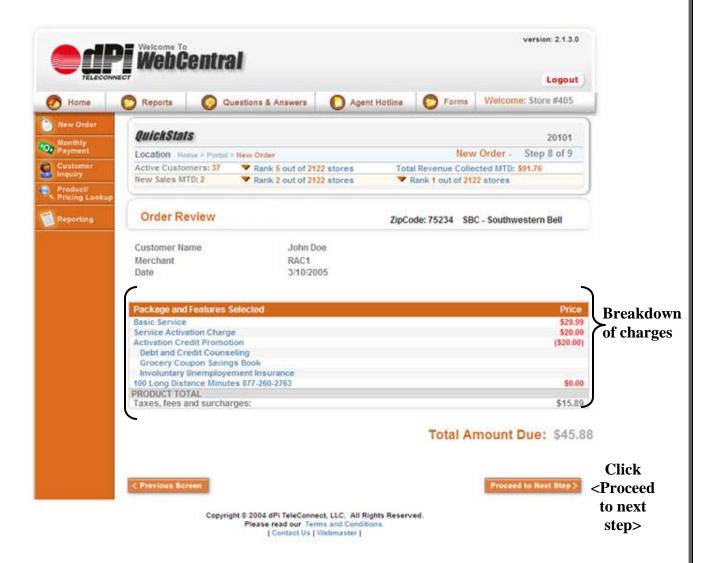


- Enter the customer's First/Last Name, Contact Number, and Address (Optional information includes the customer's Email Address, Birthday, and Previous Phone Number/Phone Company).
- Check box if mailing address is the same.

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.



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.



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



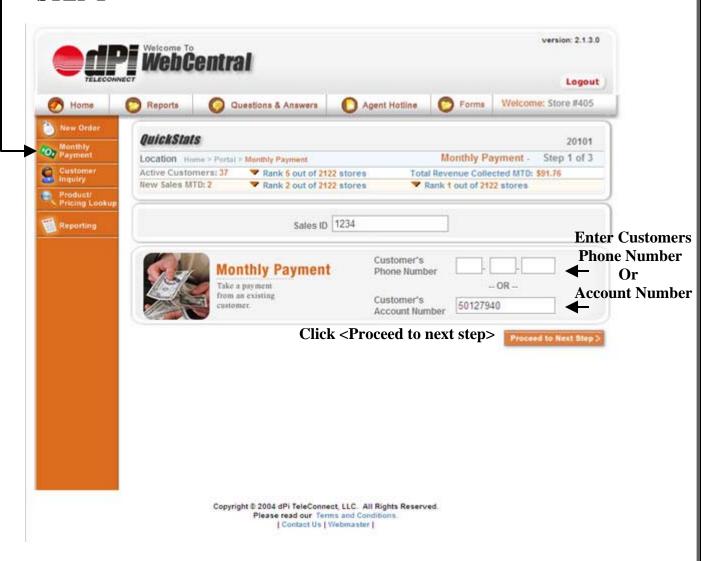
 New Order Confirmation – Confirms that order has been sent to dPi Teleconnect.

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

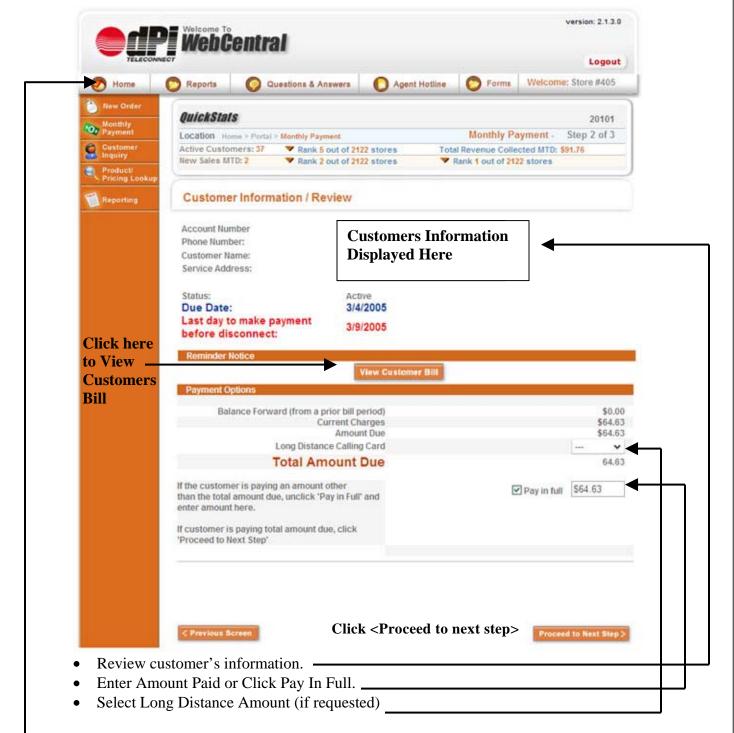
Processing Monthly Payments

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

STEP 1

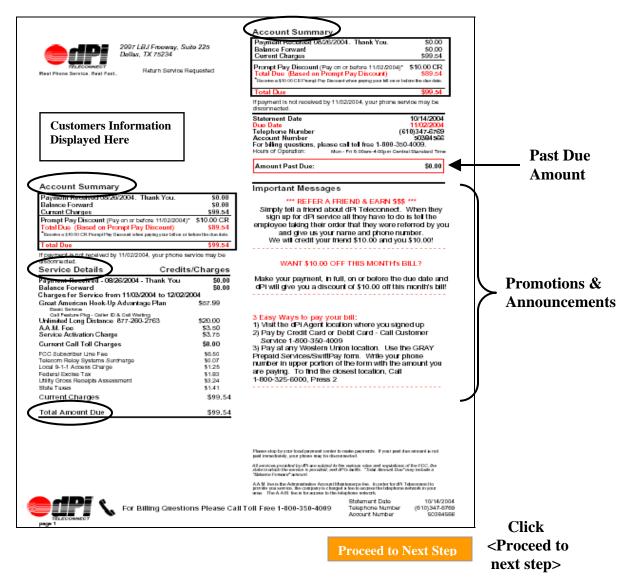


• Enter the customers Telephone Number or dPi Account Number.



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



- The customer's statement will display and may be printed if needed.
- Close the statement window when complete.
- Click <Proceed to Next Step>



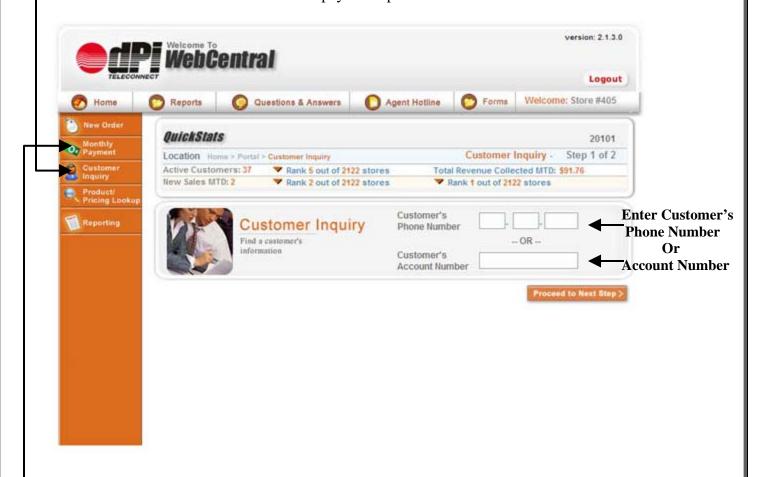
Review Monthly Payment Receipt.

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.

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.

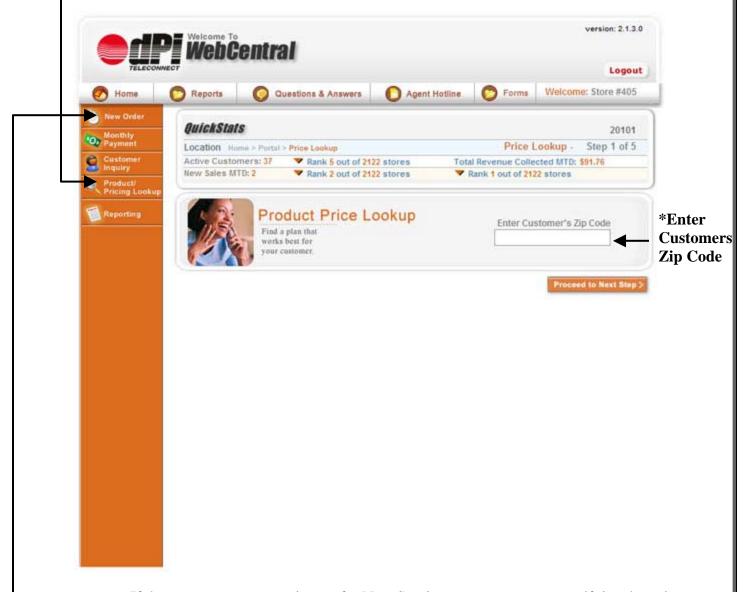


- If the customer wants to make a Monthly Payment you may save yourself time by using the Monthly Payment function instead of using Customer Inquiry to view the customers amount due.
- Use this function if the customer only needs their most recent statement and/or current amount due as well as recent payments posted.

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.

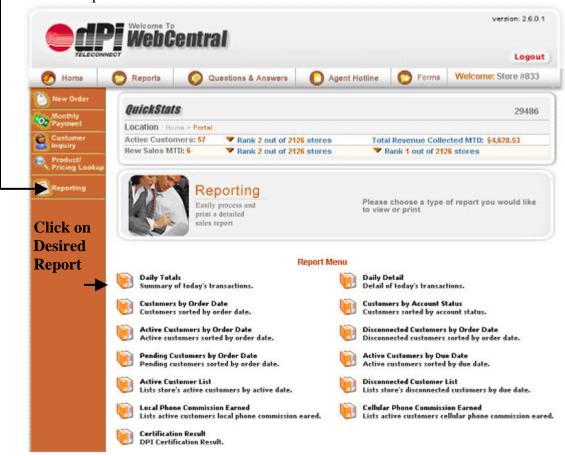


- If the customer wants to sign up for New Service you may save yourself time by using the New Order function instead of using Product/Price Lookup to view the products available in the customers area.
- Use this function for the customer who is just shopping for "Phone Service" and wants specific information on what products and prices are available in their area.

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

Reporting

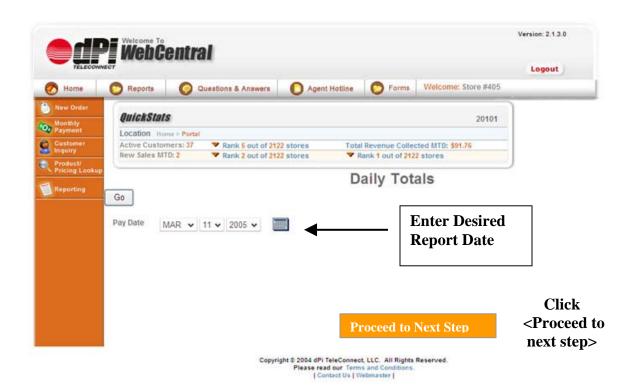
The Reporting function provides access to customer data according to a variety of criteria and search options.



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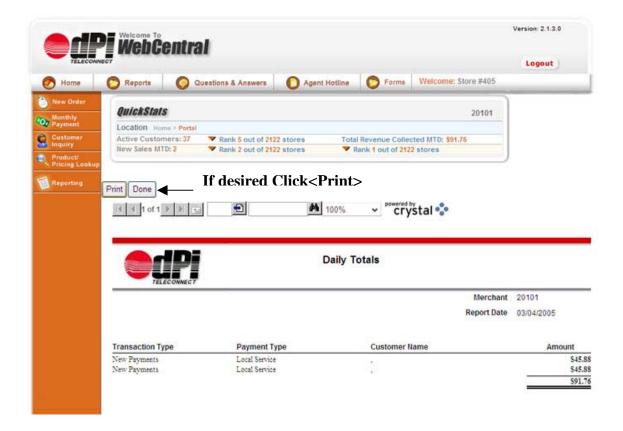
[Contact Us | Webmaster |

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

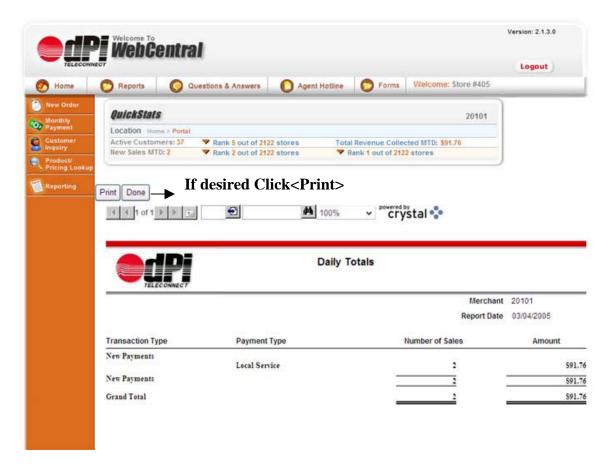


- The selected report will be displayed.
- If desired, Click <Print> to access a print version of the report.

Daily Detail Report



Daily Total Report



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 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.