

Real Phone Service. Real Fast

# WEB CENTRAL ONLINE TRAINING

3/31/2005

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# **Web Central**

Enter the URL address: <a href="https://secure.dpiteleconnect.com/weborders/">https://secure.dpiteleconnect.com/weborders/</a> (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**).



#### 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).

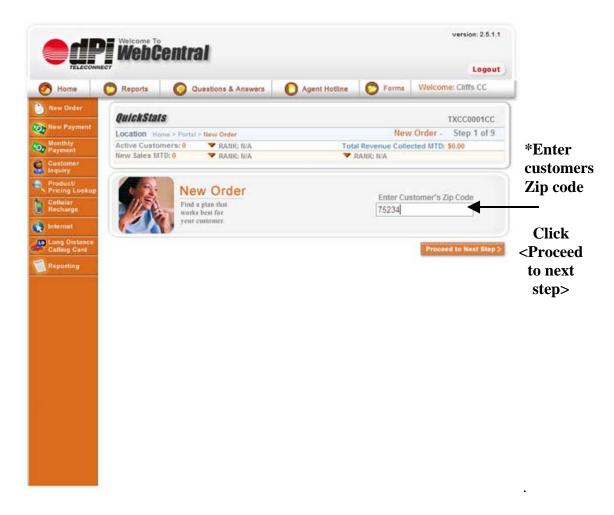
Select the "New Order" tab located on the **top left hand corner** of the screen.

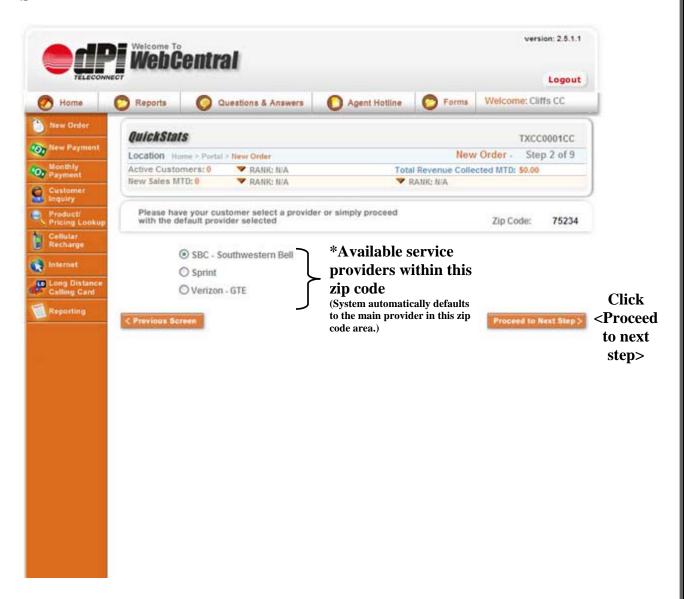


# **Processing New Orders**

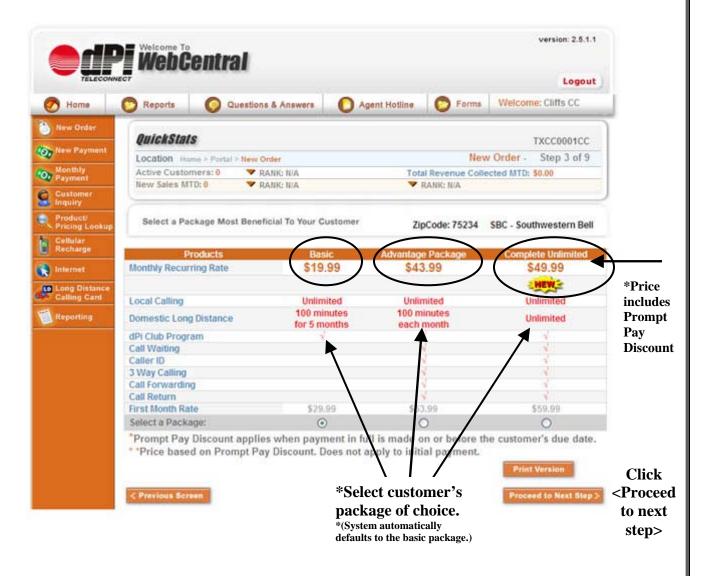
The New Order function allows agents to process new customer payments and input the information needed to activate "new" service.

# STEP 1



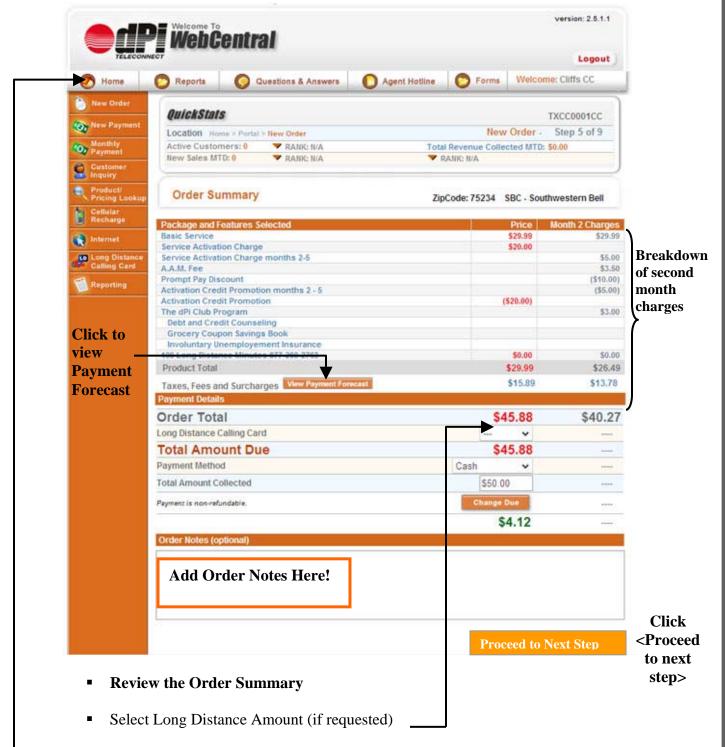


Note: Customers cannot choose the service provider. This is simply to identify the main provider in this Zip Code. Ask Customer who they had previous service with.





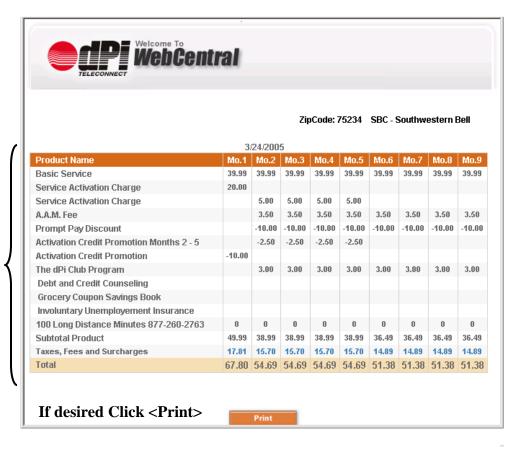
**<u>Note</u>**: When a product is selected screen will automatically refresh. Promotional items may be added or removed.(**Unavailable items will be displayed in gray**)

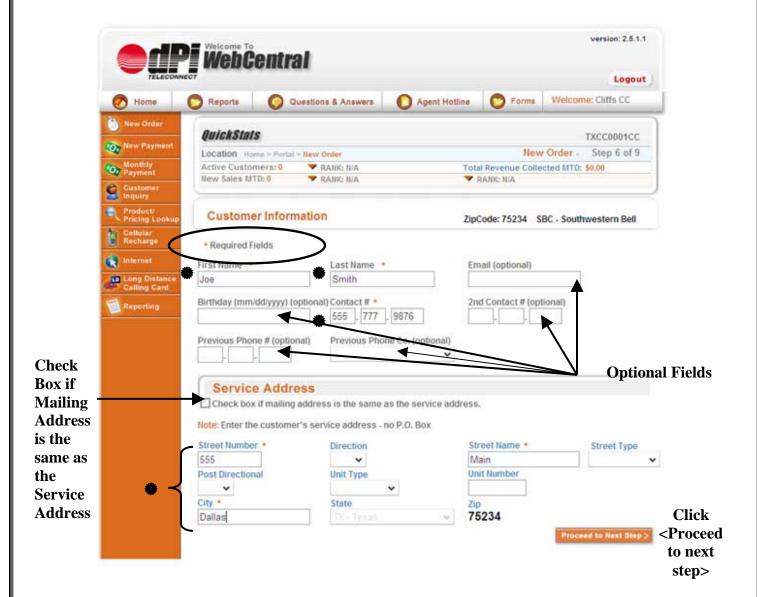


Note: If a customer changes their mind about getting service, you can exit and access the home page from here.

## **PAYMENT FORECAST**

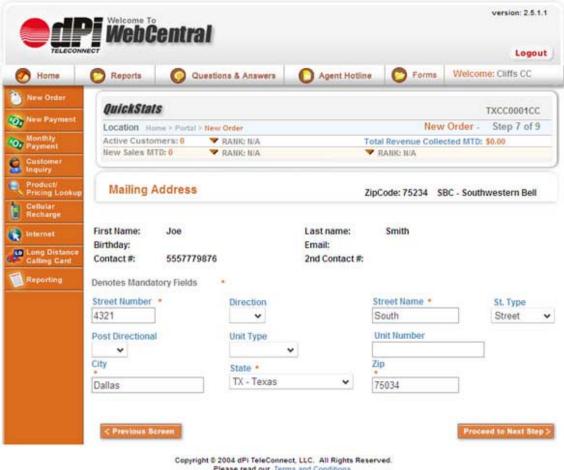
Payment Forecast will display a breakdown of the customers charges for months 1-9.





- Enter the 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.

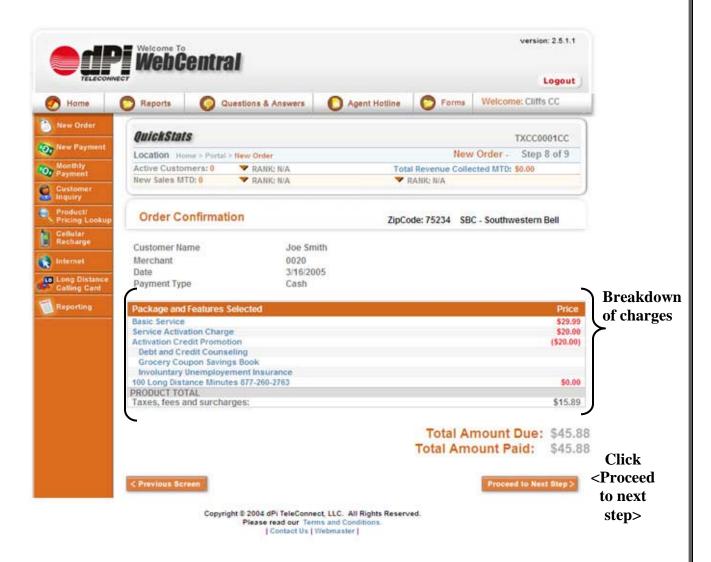
Note: If the mailing address is different leave box unchecked and Click <Proceed to Next Step> where it will prompt you to enter the customers mailing address.



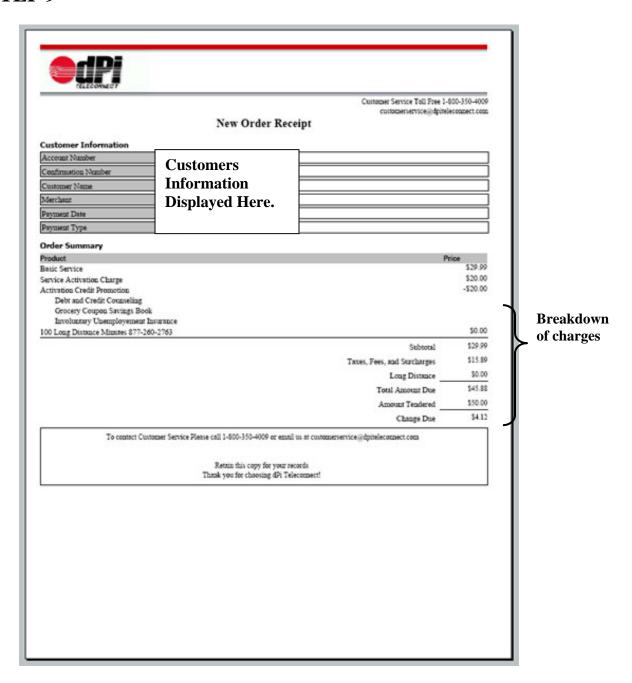
Please read our Terms and Conditions.

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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



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

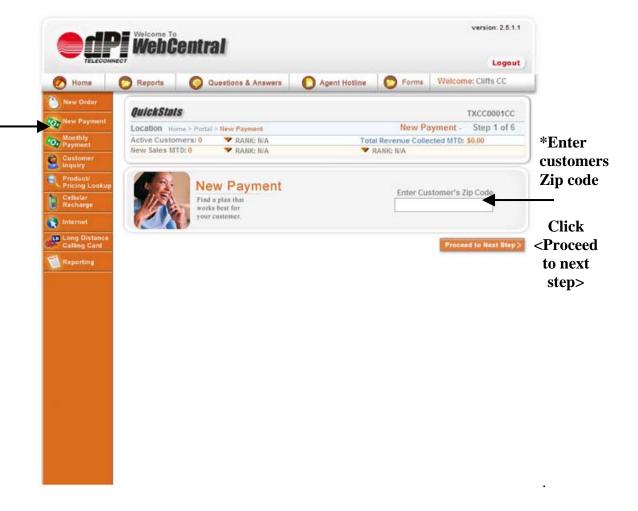
Select the "New Payment" tab located on the **top left hand corner** of the screen.

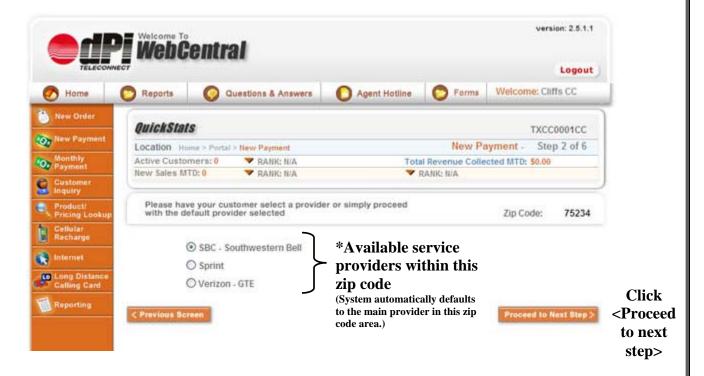
# **Processing New Payments**

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

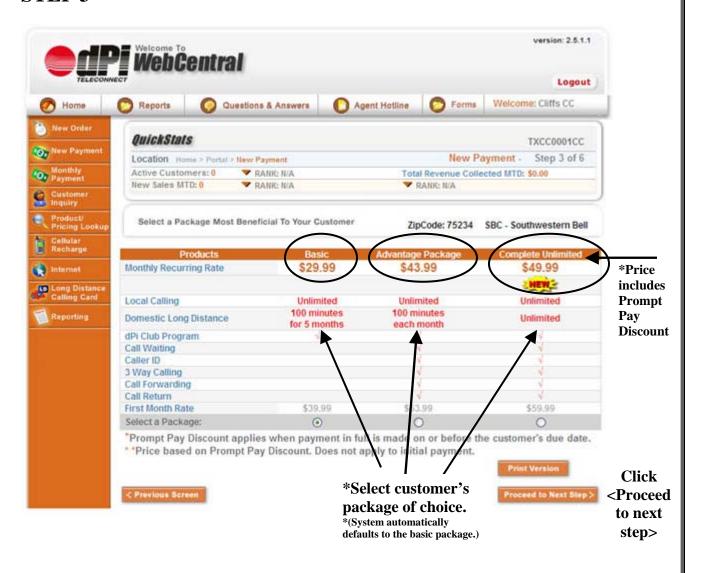
Note: The "New Order" function should be used for new customers when possible

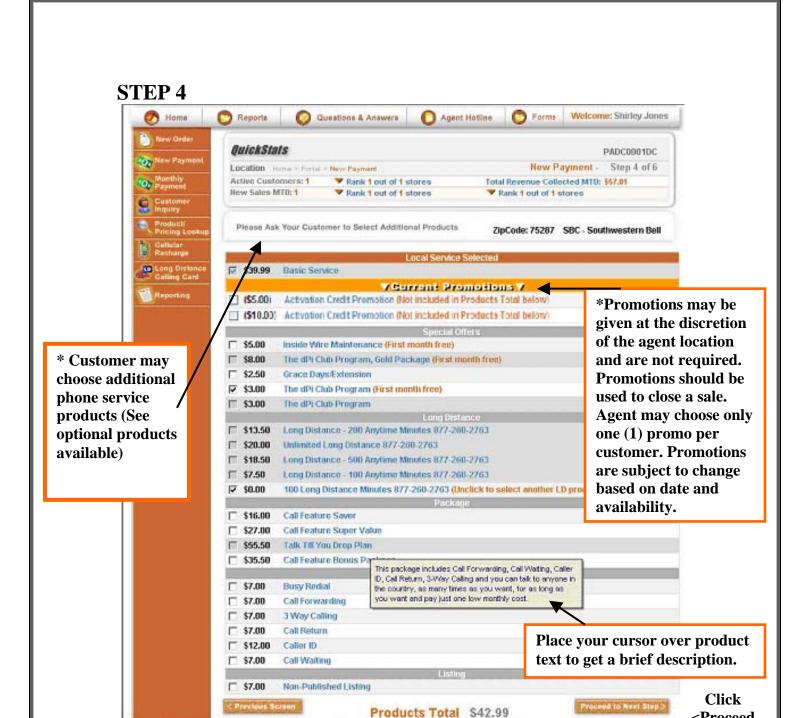
#### STEP 1





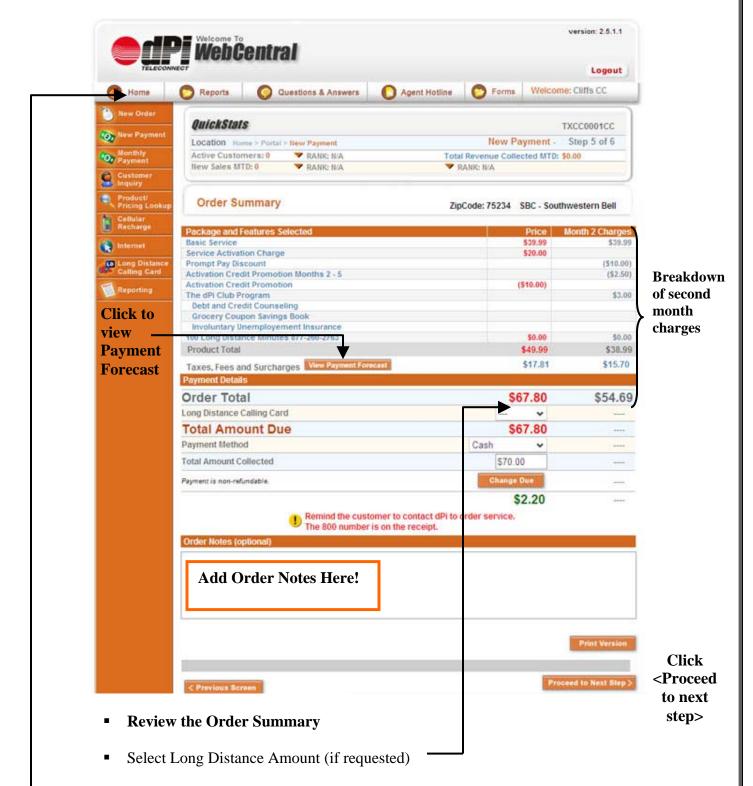
Note: Customers cannot choose the service provider. This is simply to identify the main provider in this Zip Code. Ask Customer who they had previous service with.





**<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**)

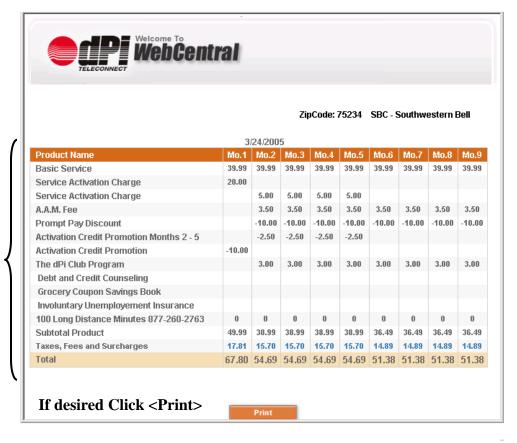
<Proceed to next step>

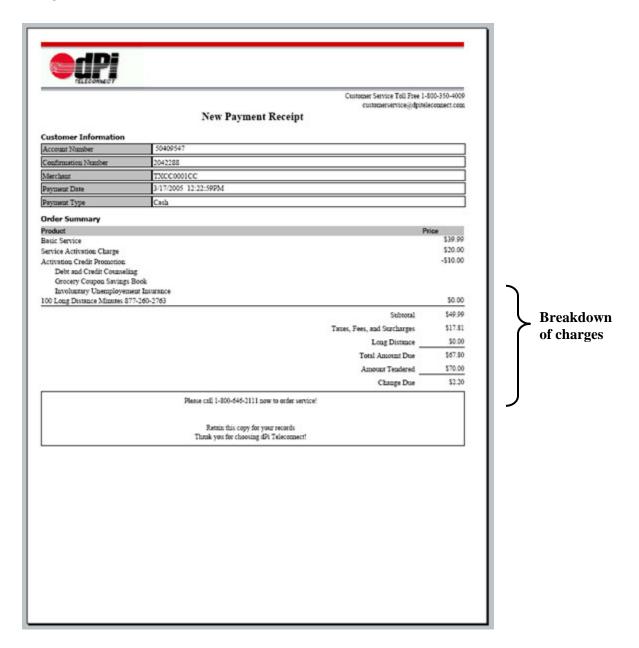


Note: If a customer changes their mind about getting service, you can exit and access the home page from here.

## **PAYMENT FORECAST**

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





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

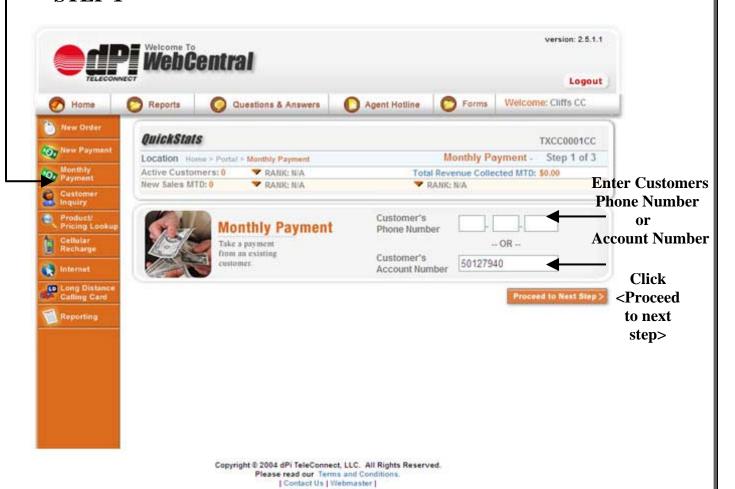
NOTE: Inform customer that they must call dPi Teleconnect to give additional information. (800) 646-2111

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

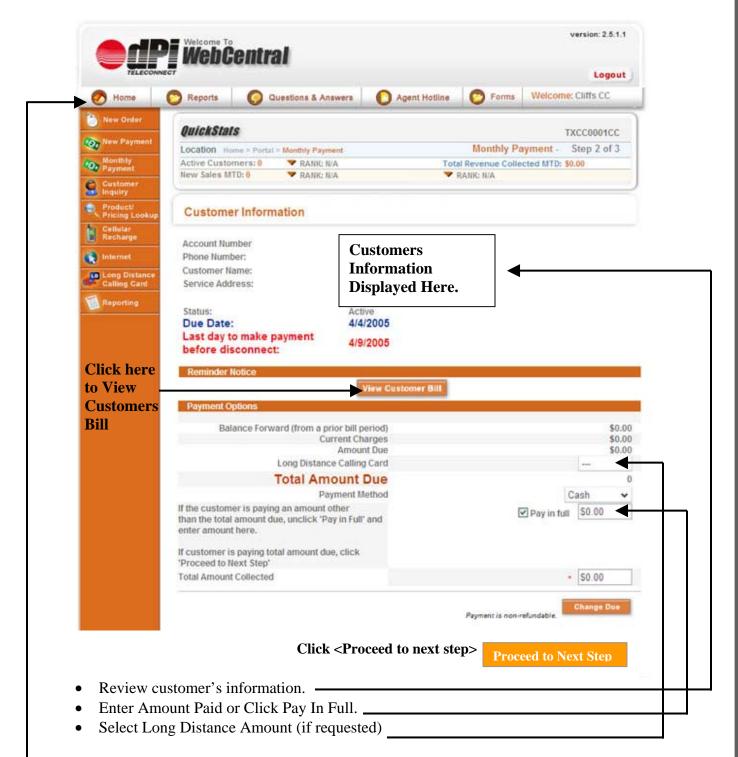
# **Processing Monthly Payments**

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

#### STEP 1

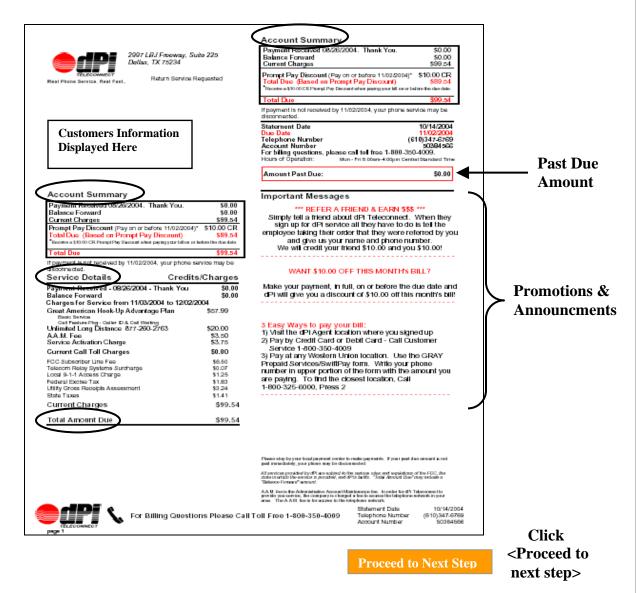


• Enter the customers Telephone Number or dPi Account Number.



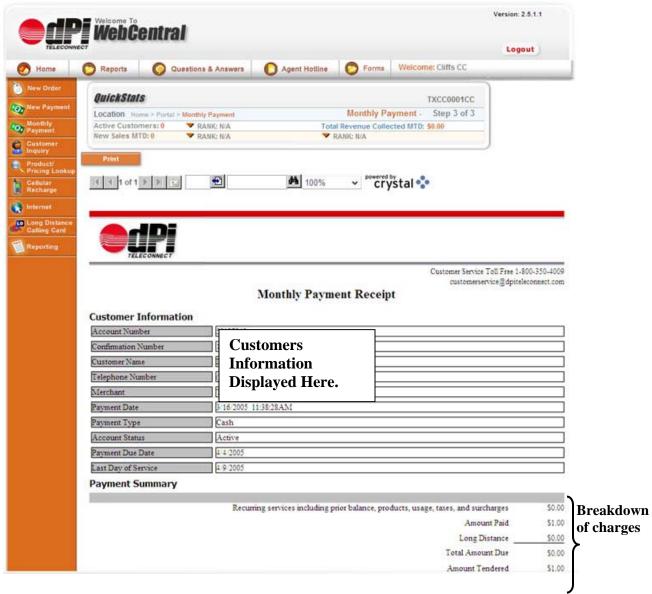
Note: If a customer changes their mind about paying their bill, you can exit and access the home page from here.

## 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>

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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.

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.

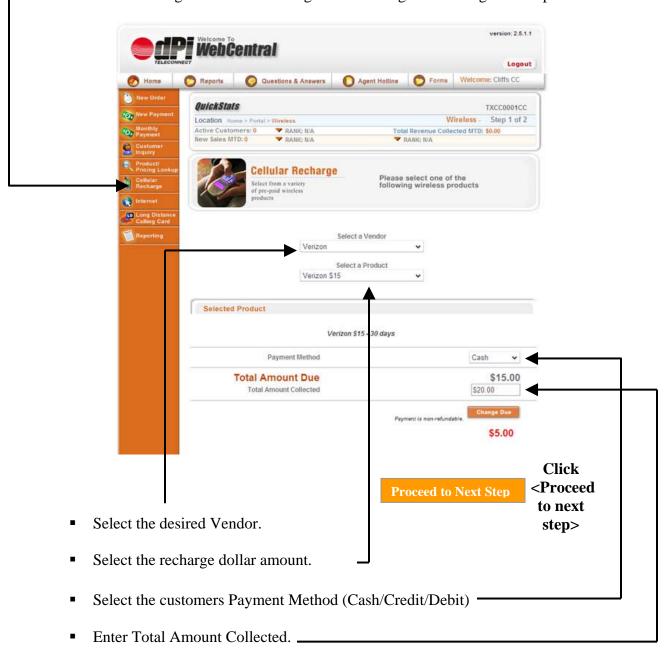


- If the customer wants to sign up for New Service you may save yourself time by using the New Order or New Payment function instead of using Product/Price Lookup to view the products available in the customers area.
- Use this function for the customer who is just shopping for "Phone Service" and wants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

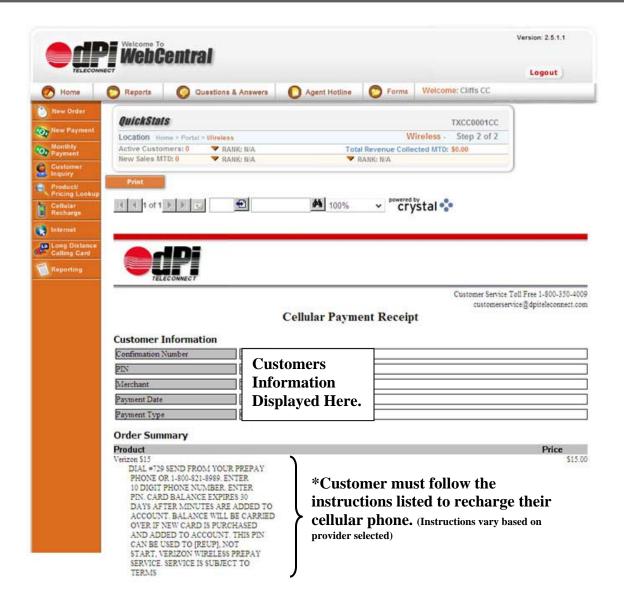
Select the "Cellular Recharge" tab located on the **left hand side** of the screen.

#### **Cellular Recharge**

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



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



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.

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

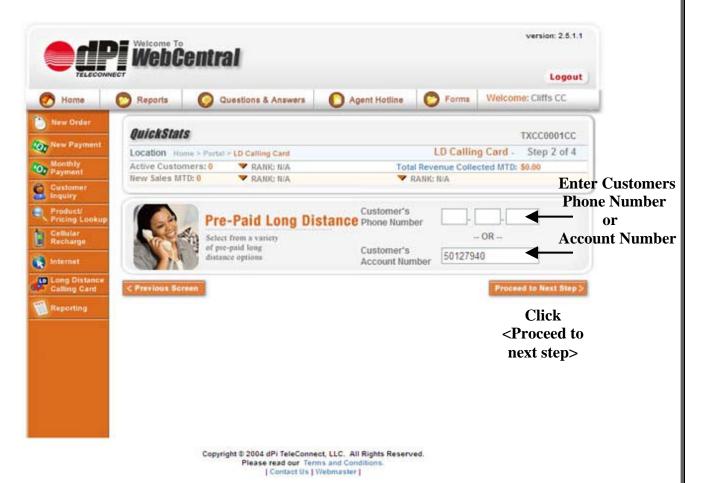
# **Long Distance Calling Card**

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

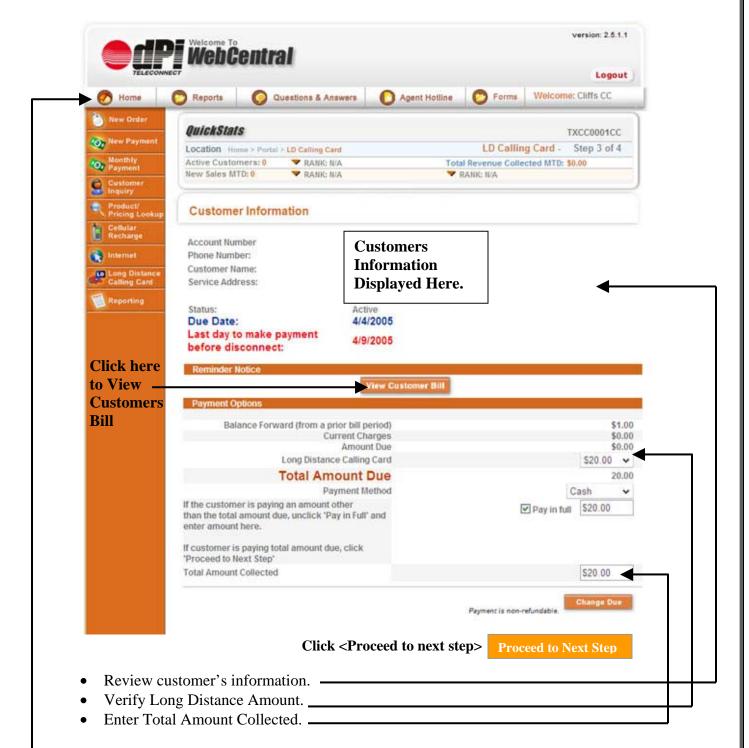
#### STEP 1



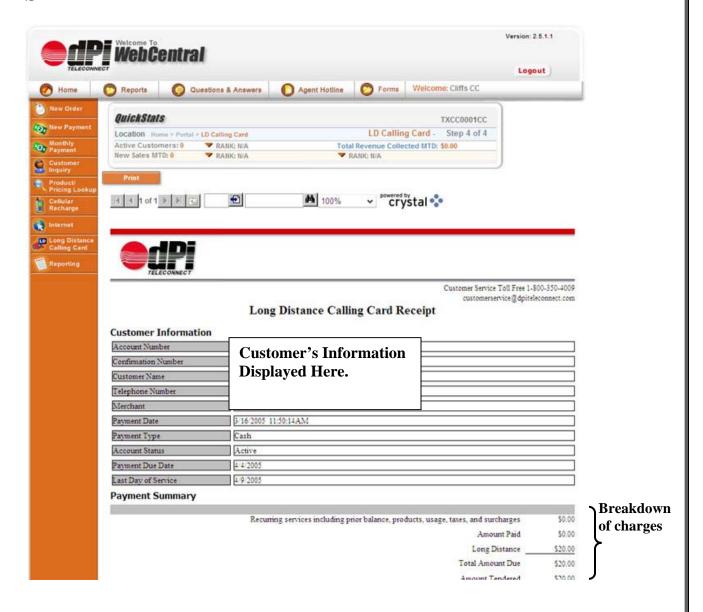
Note: Must be a dPi Home Phone Service customer to purchase Long Distance.



Enter the customers Telephone Number or dPi Account Number.



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



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.

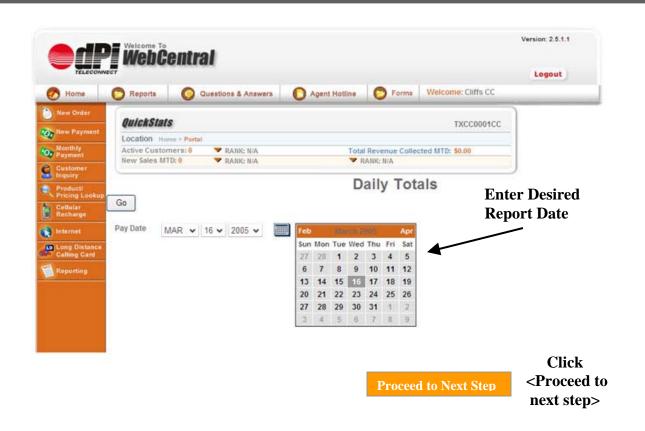
Select the "Reporting" tab located on the **left hand side** of the screen.

# Reporting

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

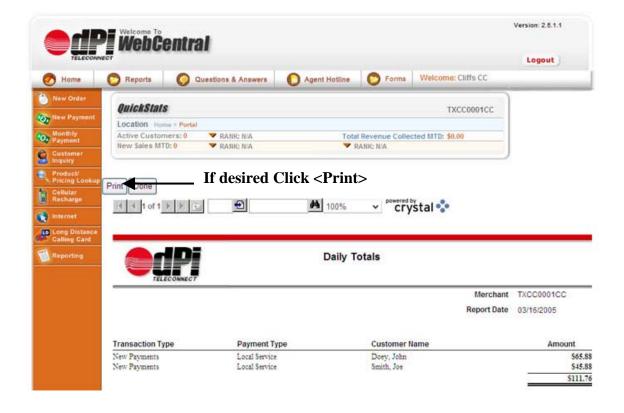


- A listing of reports will be displayed.
- Choose desired report.



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

# **Daily Detail Report**



# **Local Phone Commissions Earned Report**

Merchant			Report Period 03/01/2005 - 03/25/2005				
Customer Name	Acount Number	Telephone	Order Date	Last Payment	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.