

Real Phone Service. Real Fast

# WEB CENTRAL ONLINE TRAINING

# **Web Central**

Access the dPi Web Order system from the Quick Link on the Home Page of E-Office.

### 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 Login screen (**Please see example below**).

Note: The Username will be the Store Number (ex. 01029) and password will be pw.



### 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 "Customer Inquiry" tab located on the **top left hand corner** of the screen.



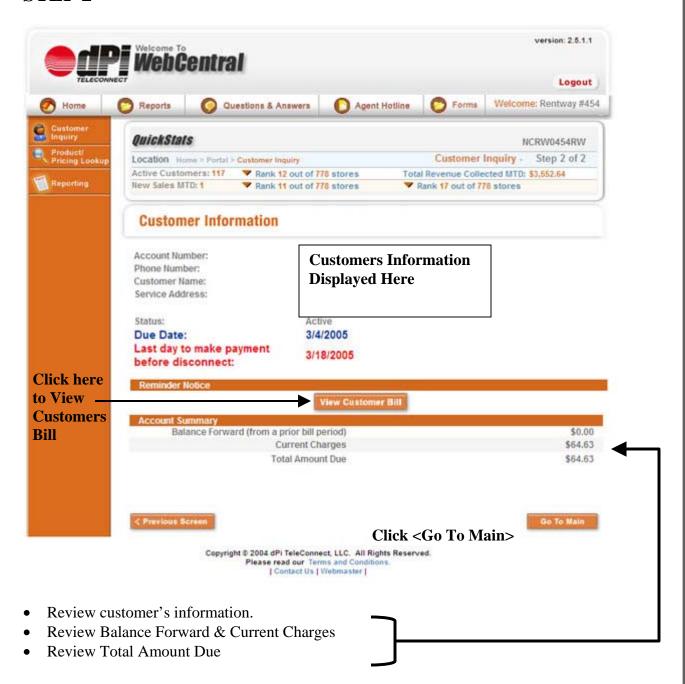
Copyright © 2004 dPl TeleConnect, LLC. All Rights Reserved.
Please read our Terms and Conditions.
| Contact Us | Webmaster |

# **Customer Inquiry**

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

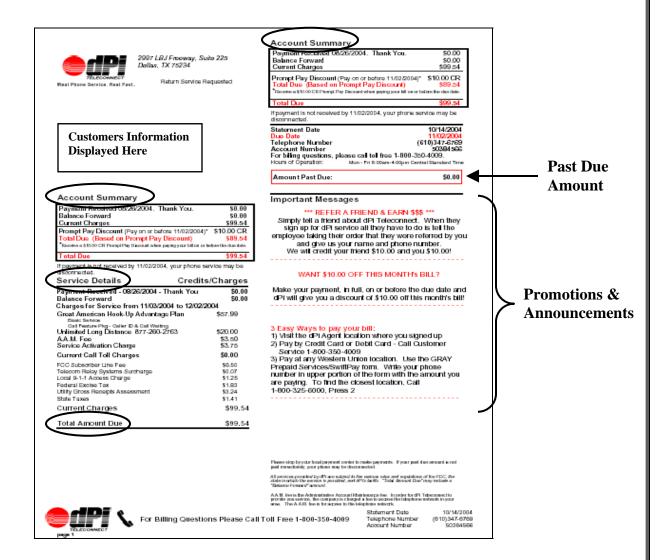


4/1/2005



5

### VIEW OF CUSTOMERS BILL



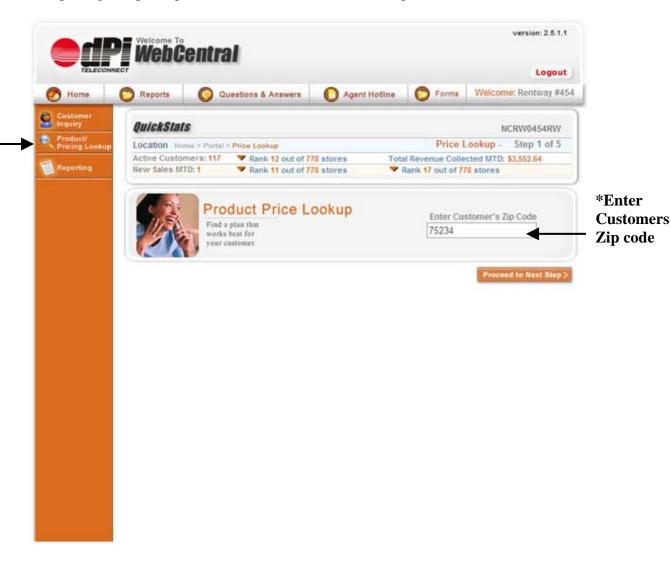
- The customer's statement will display and may be printed if needed.
- Close the statement window when complete.

# Go To Main Menu

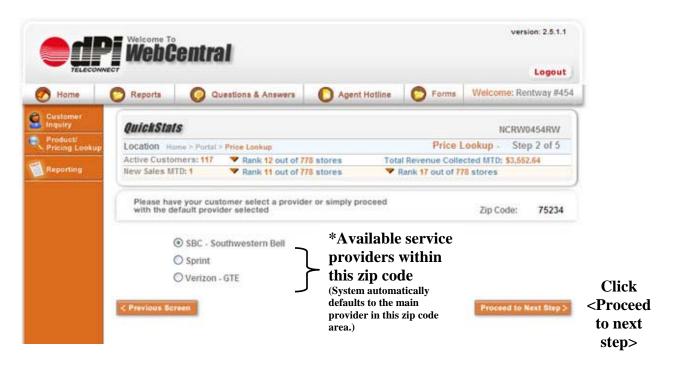
Select the "Product/Price Lookup" tab located on the **top left hand side** of the screen.

## Product/Price Lookup STEP 1

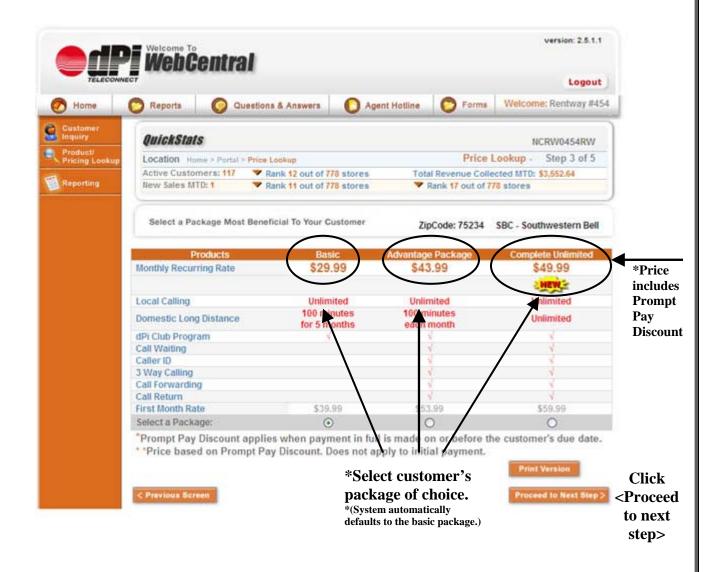
The Product/Price Lookup function was designed to provide an agent location with the exact pricing and packages available based on customers zip code.

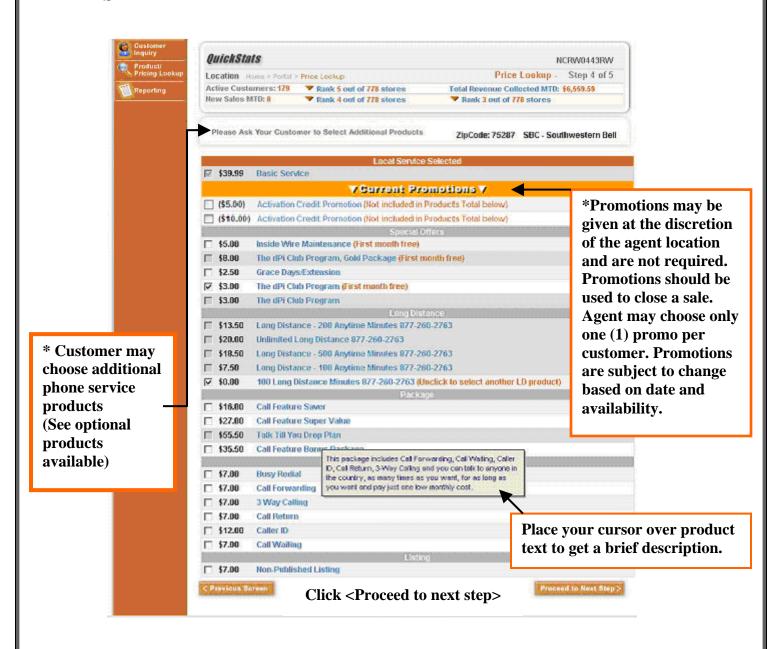


7

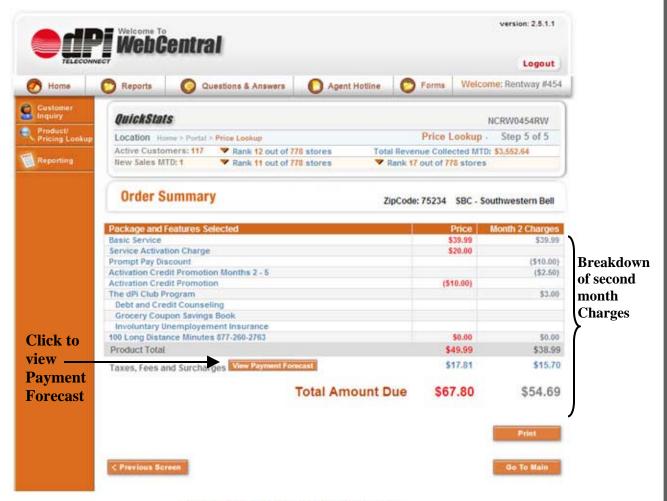


Note: Customers cannot choose the service provider. This is simply to identify the main provider in this Zip Code. Ask customer who they had previous service with.





<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**)

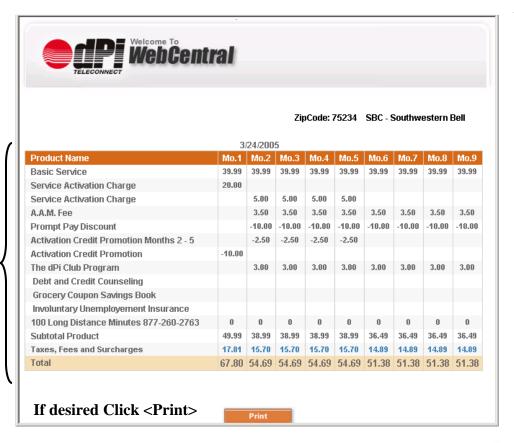


Copyright © 2004 dPi TeleConnect, LLC. All Rights Reserved.
Please read our Terms and Conditions.
| Contact Us | Webmaster |

- Review the Order Summary
- Click <Print> or <Go To Main>

### **PAYMENT FORECAST**

Payment Forecast will display a breakdown of the customer's charges for months 1-9.



# Go To Main Menu

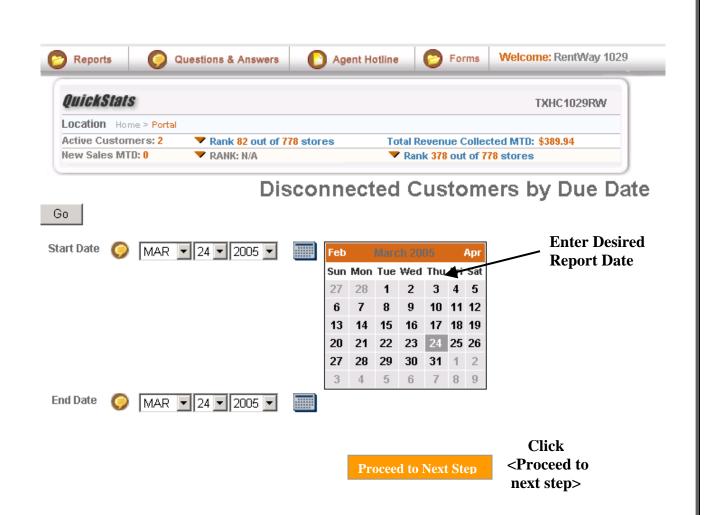
Select the "Reporting" tab located on the **left hand side** of the screen.

## 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.

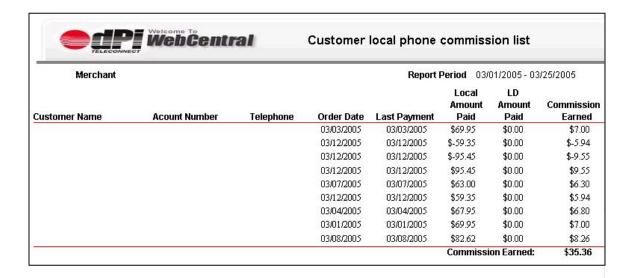


- The selected report will be displayed.
- If desired, Click < Print> to access a print version of the report.

### **Disconnected Customers by Due Date Report**



# **Local Phone Commissions Earned 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 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.

**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 and Internet transactions processed from your location.

NOTE: Any marketing efforts utilized with the data from these reports must follow procedures outlined in RentWay's Green Book Solicitation Practices.

4/1/2005

You have completed the dPi Teleconnect Online Tutorial.
To get Certified,
Please close this window And click on Step 2.