

Quality Updates/VMBC

Please be advised that we have been notified by **NLAD** about current intermittent disruptions in their validation service. This means that the IDs, even with all documents approved might take a little bit longer to get **qualified**, as the NLAD validation might take longer than usual.

Tracfone / Safelink Agents:

Please be advised that we have a new extension for **Street Team Support**. If a Street Team rep calls in asking for extension **1013** please transfer them **immediately**.

Chapter 2	TF 30.2017 TAS – Interaction Enhancements	Updated the screenshots to show the current look of the Interaction section.	Pg. 84
Chapter 3	Request: 1490422	Added a disclaimer that if the customer is processing an External Port in and does not have an account information, the call must be transferred to Portability extension.	Pg. 121
Chapter 4	TF 34.2017 Updated Balance Inquiry in TAS	Updated with the following: -Removed the Low Balance Tool and the process of inquiring balances from the link. - Updated the Balance Inquiry and the Time Tank Verification procedure. - Removed the disclaimer for Verizon users to check data balance via Syniverse if the balance inquiry does not provide real-time data balance.	Pg. 176-179
Chapter 2 and 4	TF 37.2017 TAS System Enhancements	Added the following: - Pre-authorization for Buy Now and Service Protection Plan. - a disclaimer that the Rep can toggle back and forth between the main TAS and the Balance Inquiry window.	Pg. 75-76 and 176

Chapter 5	TF 36.2017 SafeLink Annual Verification Policy Update	Updated the SafeLink Annual Verification from Dec. 31st of each calendar year to every 12 month from the enrollment month. The customer must recertify from the program by the end of the preceding month.	Pg. 214
Chapter 5	TF 35.2017 SafeLink Proof of Identity Required	Added the Training Flash information in the manual.	Pg. 215

Ticker Updates

Effective Immediately when calling Miami ERD 1198 to have a pin un-reserved or reset, the call will be a call for support and not a warm transfer. Transfer guidelines will be updated shortly. GS

-Posted: Mar. 09,2017 03:45 PM

Effective immediately, agents are not allowed to access the Telegence billing system. Any agent that is caught doing so will receive an Auto Fail. This excludes the following departments:

Portability/Onboarding and Miami ERD. EA

-Posted: Mar. 09,2017 04:06 PM

Please be advised that we will no longer be using the promo code tool going forward until further notice.

-Posted: Mar. 09,2017 10:48 AM

Beginning today, calls pertaining to Inactive PINs/ESNs, Resetting of Voided Cards, Unreserve a Card, will now be warm transferred to a new extension. Extension 1198 will be used for these issues. Transfer Guidelines have been updated.

-Posted: Mar. 09,2017 07:33 AM

TracFone: If a customer calls in reference to the Verizon Shutdown promo code, please advise that we are working to fix the outage and corrections should be in place by 3/09.

-Posted: Mar. 08,2017 07:05 PM

Port Agents Only: When you receive a call from the new service provider and the customer is requesting account information, verify/provide the information and closed the call. Agents are not to

remain on the line while the carrier submits the Port request. Agents can remain on the line while the carriers modify the request. GS...

-Posted: Mar. 08,2017 01:54 PM

Please be advised: If SUI fails during the transaction, please use RSSX or WCSM billing system to fix the customer issue. Continue to send the corresponding failed transaction images as instructed on the last TQA Call.

-Posted: Mar. 08,2017 11:52 AM

Effective immediately, agents are not allowed to access the Telegence billing system. Any agent that is caught doing so will receive an Auto Fail. This excludes the following departments: Portability, Corp ERD, Miami ERD and the CRD team.

-Posted: Mar. 07,2017 03:58 PM

Note that the flow chart is updated to reflect the changes

Training Flashes

TF # 038.2017 Invalidate the Airtime PIN 03 06 17 ORI		Mar 06, 2017
TF # 039.2017 From TF # 167.2016 Phone Exchange Process 03 07 17 ORI	Mar 07, 2017	Sep 14, 2016
TF # 040.2017 From TF # 096.2015 Airtime Added To The Wrong Phone 03 09 17 ORI	Mar 09, 2017	Aug 05, 2015
TF # 039.2017 From TF # 167.2016 Phone Exchange Process 03 07 17 ORI	Mar 07, 2017	Sep 14, 2016