

Team,

I hope that you are having a productive week in all aspects. I would also like to use this opportunity to share quick updates with you in regards to Q.A. Last week this is how the teams stand:

	Apr10-Apr16	
Supervisors	Evals	Score
Munoz Carlos	6	95.00
Scott Stacia	7	95.71
Castro Malcom	7	91.43

Below are the agents that assisted in obtaining an outstanding QA Average:

## CONGRATULATIONS TO THESE AGENTS FOR THEIR HIGH SCORES!

Supervisor	Name	External
Scott Stacia	Tzul Kevin	98.00
Scott Stacia	Duran Osmin	98.00
Munoz Carlos	Andrews Shanique	98.00
Munoz Carlos	Cadle2 Welsey	98.00
Scott Stacia	Tucker Shamrack	98.00
Scott Stacia	Wewe Leonardo	97.00
Scott Stacia	Lanza Maurice	97.00
Scott Stacia	Young Iesha	97.00
Castro Malcom	Mendez Tiffany	97.00
Castro Malcom	Garbutt Michelle	88.00

**THANK YOU!**

### QA Updates:

#### VMBC Agents:

Safelink Agents: Street Team reps should NOT be calling in to cancel applications that are in "ENROLLED" or "QUALIFIED" status. These type of enrollments should only be CANCELLED by the customer (applicant) with their proper PII (Personally Identifiable Information) information and after confirming they are the correct account holder. If the Street Team Rep pushes this matter escalate the call to your supervisor. -04.19.17- Aac

-Updated: Apr. 19,2017 08:42 AM

-Posted: Apr. 19,2017 08:39 AM

## TF # 057.2017 Safelink Point of Sale Advertisement 04 17 17 ORI

SafeLink has teamed up with InStream to begin printing ads on Dollar General and Family Dollar receipts. The top half of the receipt will include the transaction details and the bottom half will introduce the customer to the SafeLink Wireless brand and invite them to apply for the free wireless program. The customer can apply by calling 1-800-SAFELINK or apply online. The customer must mention the promo code printed on the receipt.

<div data-bbox="272 457 698 504" data-label="Section-Header"> <h3>DOLLAR GENERAL®</h3> </div> <p>DOLLAR GENERAL STORE# 6579 7077 BALTIMORE ANAPOLIS BLVD GLEN BURNIE, MD 21061-2143 (410) 859-3055</p> <table border="0"> <tr> <td>1 2% MILK 1 GAL 654321</td> <td>3.49</td> </tr> <tr> <td>1 HUGGIES DIAPERS 88CT BOX 123456</td> <td>19.99</td> </tr> </table> <p>SUBTOTAL 23.48 MD 5.0% 1.18 <b>TOTAL 24.66</b> <b>CASH 30.00</b> CHANGE 5.34</p> <p>ITEMS 2 2017-06-16 15:27:37 12074 01</p>  <p>890098300070/9939971110911419/6172193197</p> <p>CUT HERE</p>	1 2% MILK 1 GAL 654321	3.49	1 HUGGIES DIAPERS 88CT BOX 123456	19.99	<div data-bbox="868 430 1274 472" data-label="Section-Header"> <h3>FAMILY DOLLAR</h3> </div> <p>my family. my family dollar. STORE #5443 3411 E Trinity Mills Rd Dallas, TX 972-662-7923</p> <table border="0"> <tr> <td>2% MILK 1 GALLON 034000000319</td> <td>3.29</td> </tr> <tr> <td>HUGGIES WIPES REFILL 160CT 02200059335</td> <td>4.99 T</td> </tr> </table> <p>SUBTOTAL \$8.28 TAX1 \$0.43 <b>TOTAL \$8.71</b> <b>MASTERCARD \$8.71</b> #####3265 AUTH# 2730 SEQUENCE NO: 466532587</p> <p>I AGREE TO PAY ABOVE TOTAL AMOUNT ACCORDING TO CARD ISSUER AGREEMENT</p>  <p>99063810258080146353</p>	2% MILK 1 GALLON 034000000319	3.29	HUGGIES WIPES REFILL 160CT 02200059335	4.99 T
1 2% MILK 1 GAL 654321	3.49								
1 HUGGIES DIAPERS 88CT BOX 123456	19.99								
2% MILK 1 GALLON 034000000319	3.29								
HUGGIES WIPES REFILL 160CT 02200059335	4.99 T								
<div data-bbox="332 1144 633 1228" data-label="Section-Header"> <h3>SafeLink WIRELESS®</h3> </div> <p>SafeLink Wireless® is a Lifeline supported service, a government benefit program. Only eligible consumers may enroll in Lifeline. Lifeline service is non-transferable and limited to one per household. Documentation of income or program participation may be required for enrollment. SafeLink is provided by TracFone Wireless Inc.</p> <p><b>FREE WIRELESS PROGRAM</b> For Qualifying Participants</p> <p>EVERY MONTH: <b>Free minutes, texts, data</b></p> <p>APPLY NOW <b>1-800-SafeLink</b> <a href="http://www.safelinkwireless.com/FREE1">www.safelinkwireless.com/FREE1</a> Must mention Promo Code FREE1</p>	<p>-----TEAR HERE-----</p> <div data-bbox="966 1176 1169 1228" data-label="Section-Header"> <h3>SafeLink WIRELESS®</h3> </div> <p><b>LIVE CONNECTED</b></p> <p><b>FREE WIRELESS PROGRAM</b> (For Qualifying Participants)</p> <p><b>Every Month: Free Minutes, Texts, &amp; Data</b></p> <div data-bbox="860 1438 1291 1617" data-label="Complex-Block"> <p><b>APPLY NOW</b> 1-800-SafeLink <a href="http://SafeLinkWireless.com/FREE3">SafeLinkWireless.com/FREE3</a></p> <p><small>SafeLink Wireless® is a Lifeline supported service, a government benefit program. Only eligible consumers may enroll in Lifeline. Lifeline service is non-transferable and limited to one per household. Documentation of income or program participation may be required for enrollment. SafeLink is provided by TracFone Wireless Inc.</small></p> <p><b>Must mention promo code FREE3</b></p> </div> <p>ITEMS 2 6-12-2017 13:39:47 06381 02 684520 5808 Open Mon-sat 8am-9pm sun 9am-9pm</p>								

**All:**

**TF # 058.2017 Consultative Sales Team 04 19 17 ORI**

Please be advised:

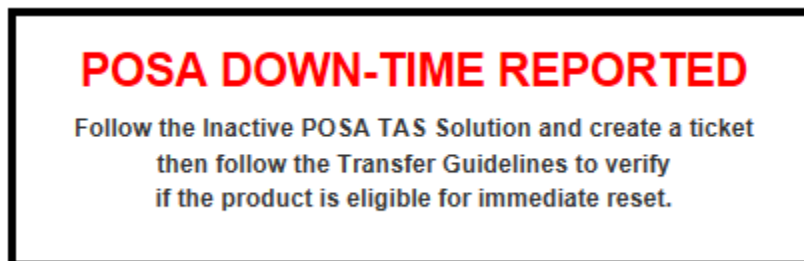
We now have a Consultative Sales Team for our TracFone brand. This team will take a different sales approach by building a rapport with the customer by taking the time to really learn what the customer's needs and wants are. Once they have gathered that information, they will offer the customer products and services that match what they are looking for.

The following sales calls should be transferred to the Consultative Sales Team at Ext. 1510

- 1) All TracFone handset sales calls
- 2) If a customer needs assistance in deciding which airtime/data service plan to purchase

**NOTE:** If a customer calls and they already know which airtime service plan they want to purchase, please follow the normal process and close the sale. Do not transfer the call. Remember, if the customer would like to purchase a TracFone handset, you must transfer the call to the Consultative Sales Team at Ext. 1510.

**Don't forget to check the POSA Down-Time Report:**



Thanks a lot for your time! On behalf of your QA and supervisor, we hope you  
have a great day!