



## SafeLink Plan Not on the Account

When the SafeLink Plan is not attached in the customer's SafeLink account, the customer will no longer receive benefits from SafeLink wireless. Therefore, if the customer is still eligible for the SafeLink program, you will have to create an escalation ticket to update the account of the customer with the SafeLink plan.

One indication that the SafeLink Plan is not attached on the customer's phone is when the SafeLink Flash does not appear when entering the customer's serial number in TAS and if the LifeLine ID is not displaying in the Service Profile.

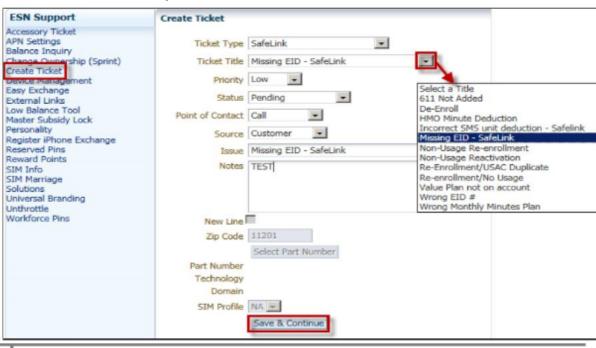
Follow the steps below to create the escalation ticket.

- 1. From the left hand side menu, go to ESN Support and select Create Ticket.
- 2. Select the Ticket Type and Ticket Title and Enter the Issue.

Ticket Type: SafeLink

Ticket Title: Missing EID - SafeLink

- 3. Add all pertinent information in regard to the customer's enrollment to SafeLink.
- 4. Click Save and Continue to proceed.



Straight Talk





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- 5. Get the Balance of the customer's phone. Click Done once completed.
- 6. Enter the \* required information and click Save & Continue to complete the escalation.

Balance Inquiry						
Balance Inq	juiry Results					
VOICE	N/A					
DATA MB	N/A					
SMS	N/A					
SEQUENCE						
	Get Ealance	Time Tank Test	Manual Balance Entry	Done		

NOTE: This ticket type should only be used if the customer has a valid SafeLink Enrollment ID, but was not transferred or is missing on the current SafeLink phone.

Save & Continue					
Ticket Detail Name	Req.	Ticket Detail Value	Help		
SIM_STATUS		SIM ACTIVE	HELP_LINK		
PHONE_STATUS		ACTIVE	HELP_LINK		
LINE_STATUS		ACTIVE	HELP_LINK		
ENROLLMENT ID	*		HELP_LINK		
UNITS_TO_TRANSFER		100	HELP_LINK		
RATE_PLAN			HELP_LINK		
REPL_SIM_ID			HELP_LINK		
SIM_ID		89014103213695036749	HELP_LINK		
CORRECT PLAN MINS ONLY			HELP LINK		