Add Credit to Customer’s Profile (Exception 2A)

1. After successfully creating a new Customer Profile, an Agent ask the Customer asks the Customer if they were referred by an existing customer
2. Customer responds that they were referred by an existing customer
3. Agent requests the name or phone number of the referring customer
4. Referred Customer responds with either the referring customer’s name or phone number
5. Agent attempts to look up the referring customer in the system
6. Agent discovers that the referring customer does not exist in the system
7. Agent does not add credit to a referring Customer’s Profile