NEW HIRE
INTRODUCTION
Training Manual

Tracfone Wireless, Inc.
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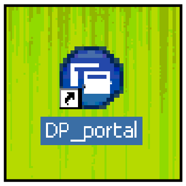
Chapter 1:
Introduction to Tools and System

Now that you have learned about the different products and services available, let's take a look at the various tools, systems, and processes that you will use. As a TracFone CSR, you will use a variety of systems that will be presented and explained throughout this manual. The processes and procedures outlined in this training manual applies to the following company brands: TracFone, Net10, Straight Talk, SafeLink, Total, Simple Mobile, and Telcel.

Citrix



Also known as DP_Portal, Allows you to easily access all of the tools needed to process customer transactions. To access the Citrix/DP_Portal, click on the shortcut found on your desktop and login.

To access your ctirix, click the DP_Portal icon, and follow the steps below:

1. Enter your username and password.
2. Select Log On.

Application Folder

You must register every application prior to initial use within Citrix.

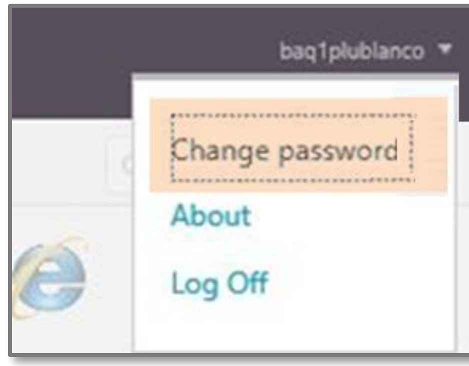
To register an application, follow these steps.

1. Select the application.
2. Answer each security question
3. Submit your answers

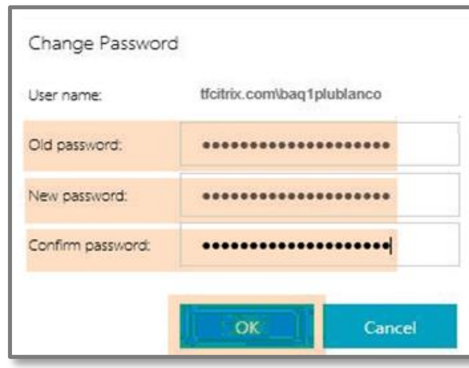
Change Citrix Password

To change your Citrix Password:

1. Click on the dropdown arrow next to your Citrix username (in the top right corner) and select Change password.

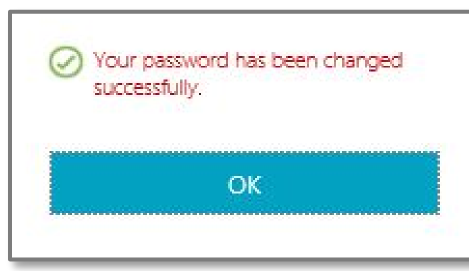


2. Enter your old password, along with the new password (twice). Select OK.



3. You will receive confirmation that the password has been changed successfully. Select OK to continue.

   If you are locked out, call ext 1200 for assistance.



Avaya one-X

The Avaya IP Agent System can be used to:

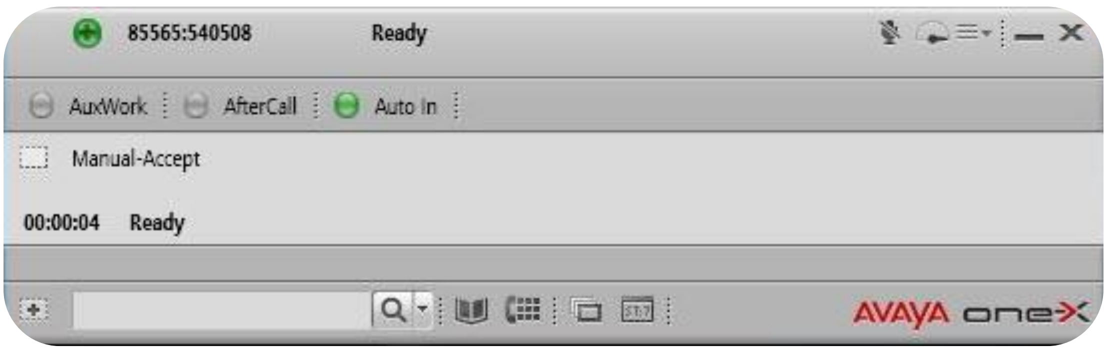
- Make/receive calls
- Transfer Calls
- Place a customer on hold
- Keep track of your breaks and attendance

Logging into Avaya one-X

Within Citrix, select the Avaya one-X Application.

1. Enter your Agent ID and password.
2. Selet Log In.

The Avaya one-X Control Center:



Computer Telephone Interface (CTI) – Internactional Center (IC)

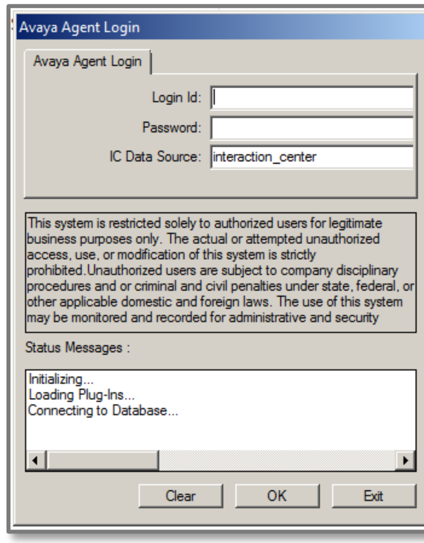
In addition to your normal login procedure for Avaya one-X, you will also need to log into the Avaya IC client. You will have a separate login ID for the IC Client. When you receive calls, the customer's information (*if available*) will come through the Avaya IC Client and then place the account into session in TAS.

Logging into Avaya IC Client

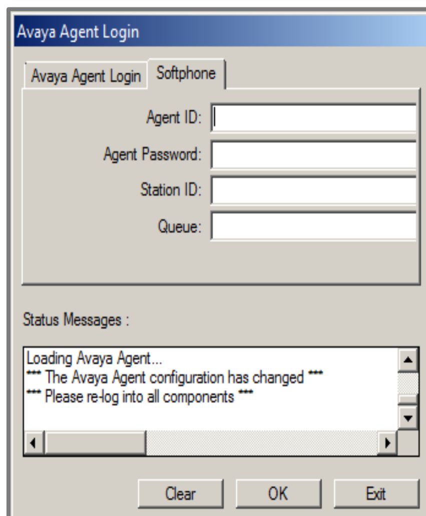
1. Log into Avaya one-X.

2. From the Citrix window, open the IC – Interaction Center application and select OK on the Legal Notice Pop-up

3. Enter your assigned Login ID and Password and select OK.



4. The login popup window will appear again. Switch to the Softphone tab and enter your Avaya login information. Select Ok.



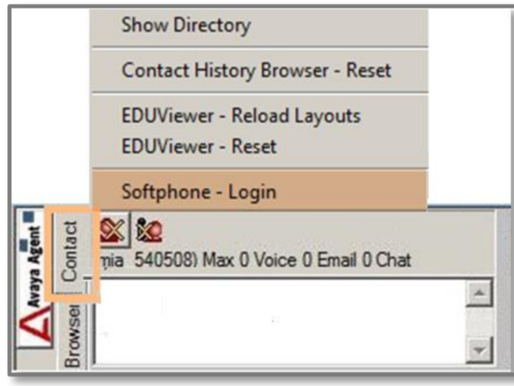
An error message may appear: *Softphone Login Failed: Bad object state. Do you want to retry?*
Select Yes to continue.

The IC Client toolbar will appear at the bottom of your screen. You are now ready to take calls.

If you experience trouble logging in or if you enter your username/password incorrectly more than three times, the IC Client toolbar will appear but you are NOT logged in.

Try to log in again:

1. Right-click on Contacts.
2. Select Softphone-Login.



3. Enter your Login ID and Password.
4. Select OK. You are now ready to take calls. TAS will pop up once you successfully log into the IC Client.

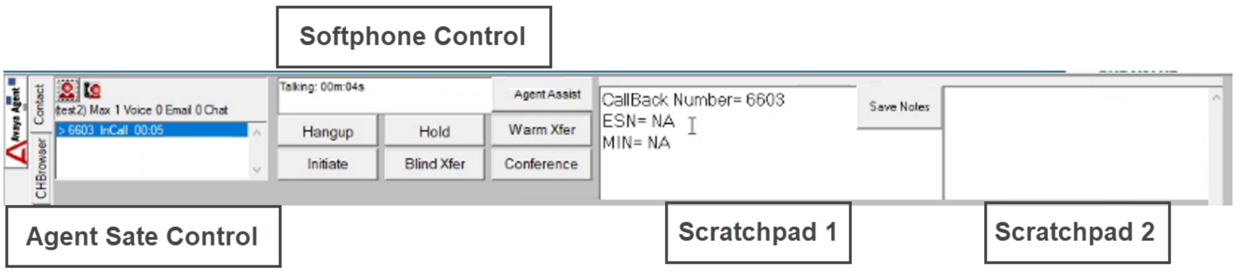
Opening Spiel

With CTI Information	*"Thank you for calling (**brand name**), my name is (XXX).* *Are you calling in reference to the number ending in XXXX?"* *"May I please have you name?"*
With No CTI Information	*"Thank you for calling (**brand name**), this is (your name).* *"How may I assist you today?"* *"May I please have your name?"*

- If TAS does not populate the customer's account, use the last 4 digits that are displayed in CTI.
- If AVAYA does not show a specific brand, or if the brand is undetermined, answer the call with your name.

IC Client Control Panel

The IC Client control panel provides a snapshot of the customer's account details. Now let's take a closer look at each section.



Agent State Control

When ready to take calls, you will select the AUX button to "Auto-In". You will also use the AUX button for breaks, lunch, meetings, call backs, training, system trouble, etc. An updated list of the AUX reason codes can be found in Agent Support.

Change Aux Reason

If you are not taking incoming calls, you must follow this process to reflect the reason in Avaya:

1. Right click on the Aux button and select Change Aux Reason
2. Select a reason code and press OK

Softphone Control

You can use any of the Softphone Controls while on an active call.

Screen Pop | Hang Up | Hold

Warm Transfer | Blind Transfer | Conference

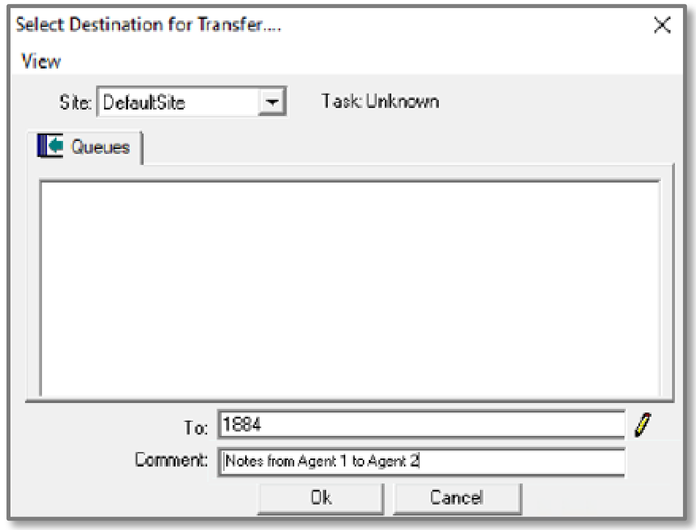
Initiate (an Outbound Call)

Scratch Pad Panels

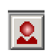
- Scratch Pad 1 will display the customer's information
- Scratch Pad 2 allows you to add notes. It will also display the notes coming from the Agent Assist Tool (additional comments sections) and the Comment field when transferring a call.

Save Notes Button

- This button must be selected after adding notes on the scratch pad.
- If you need to transfer a call and you added notes on the scratch pad, always make sure to select Save Notes before transferring the call. This allows your notes to be tranferrred to the next assisting agent.
- You can also add notes on the comment field before transferring the call.



Taking Calls

1. To begin taking calls, press the AUX button  on the IC client toolbar. You must keep the CTI Toolbar visible on your screen at all times.

2. If CTI information is available, the toolbar should auto-populate the call details. The customer's account information should also appear in the Profile section in TAS.
   - If TAS is blank or any other scenario in which the number does not display properly, even if Avaya or the CallBack number displays a valid phone number, you must use the opening script.

3. When the call has completed, you will enter After Call Work. **DO NOT keep the customer on the line in order to create an interaction. There are 20 seconds allotted after every call that allows you to create an interaction on the customer's account.** After the appropriate time has elapsed (20 secs), the IC client will Auto-in automatically.
   - EDU Values and TAS Profile will remain in session until you receive another call. Copy/Paste from the EDU Viewer as needed.
   - Sample situational scripts and department greetings/closings can be found in Agent Support.

Transfer Calls

Always start with a blind transfer, unless otherwise indicated in the Transfer Guidelines located in Agent Support.

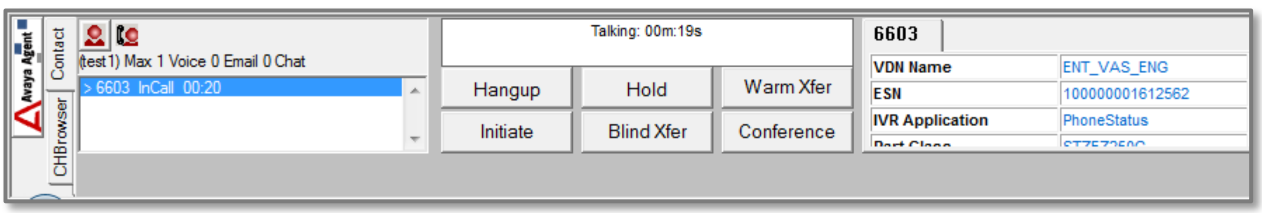
Exception: When contacting the carrier, you must use the Conference feature. DO NOT blind transfer a call the carrier.

To transfer calls:

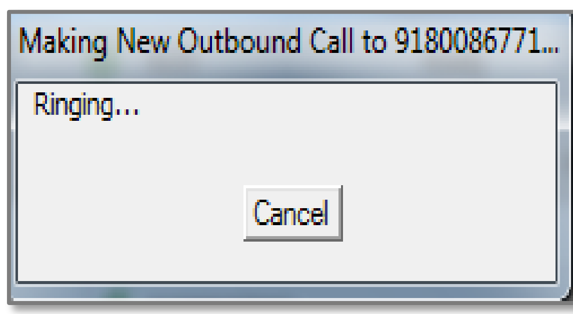
1. When transferring a call, DO NOT go onto AUX 4. The system will automatically place you into ACW when transferring the call.

2. From the Softphone Control section, press the designated button.
   - To Transfer, select Blind Xfer or Warm Xfer.
   - To place an outbound call, select Initiate.

3. Enter the appropriate extension or customer's contact number in the "To" field and press OK. If necessary, enter notes in the Comment field. Keep the comments short and concise to assist the next agent.



4. A dialog popup window will appear in the upper left-hand corner. It will display "dialing" then "ringing". Wait until the call connects.

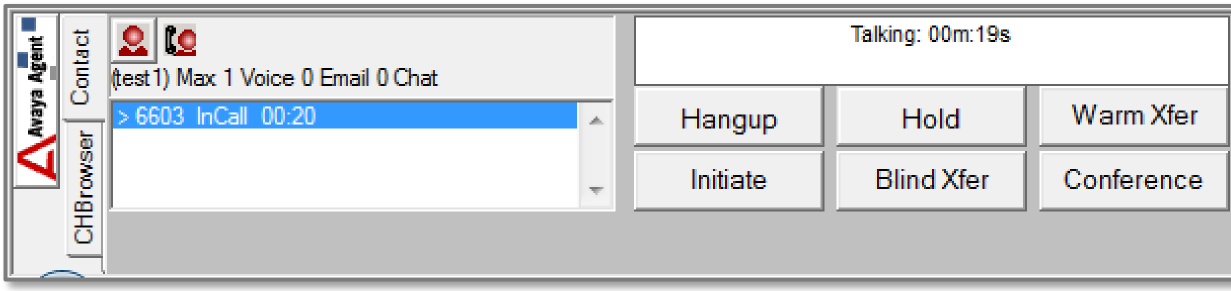


For warm transfers, you will see 3 options available:

- ***Switch*** – to interact (switch back/forth) between multiple parties on the phone
- ***Complete*** – to complete the transfer
- ***Cancel*** – to cancel the transfer

Outbound Calls

To make an outbound call (call back):



1. Place yourself on AUX (use the appropriate AUX code).
2. Press initiate and follow the call flow accordingly.
3. Once the call is completed, remain in AUX to document the call. REMEMBER: you only have 20 seconds.
4. When finished, Auto-in to be ready to take the next call.

Make sure to always use the 1-digit code when going into AUX. An updated list of the AUX reason codes can be found in Agent Support.

Impact 360

Customer Care Representatives use **Impact 360** to:

- ✓ View their weekly work schedules
- ✓ View and request exceptions (adjustments) to their schedules
- ✓ View days off and break schedules
- ✓ Review quality monitoring

Logging into Impact360

1. Selectg the Impact360 Application within Citrix.

2. zEnter your Username and Password
3. Select Logon.

Things to remember:

Please take the following into consideration when working with CTI IC.

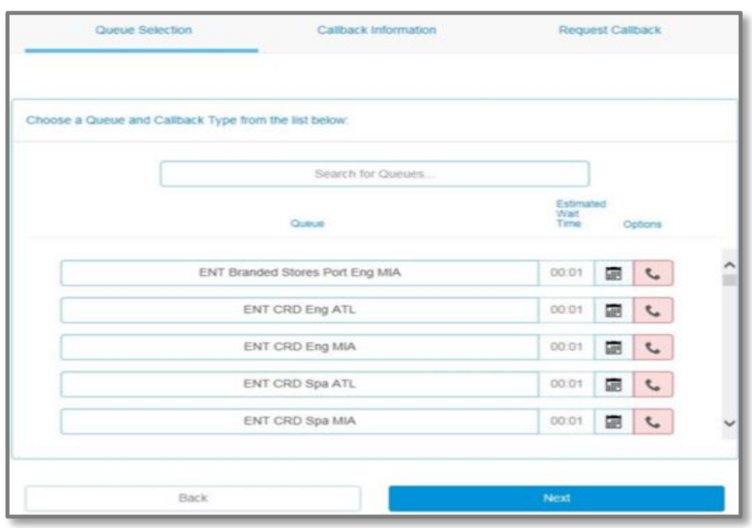
- Aftercall work (ACW) CANNOT be altered manually. Once the call ends, you will have 20 seconds before the system switches to Auto-in. **DO NOT keep the customer on the line in order to create an interaction. There are 20 seconds allotted after every call that allows you to create an interaction on the customer's account.**
- New calls will automatically refresh on the Incoming Call page. For example, if you are on the Support page when the call ended (in ACW), TAS will redirect to the Incoming tab with the CTI information when another call comes in, when applicable.
- Remember to periodically check in the Ticker page in TAS to check for latest updates.
- If CTI IC client goes down and you are unable to log in, you can continue to work using Avaya one-X.
- There are instances when the CTI IC toolbar will refresh without information, depending upon if any information was entered in the PBX/IVR flow(s). If the VDN name is populated in the EDU Viewer (e.g. "ENT_VAS_ENG") then it is working as expected.
- Do not open a separate TAS window using Citrix. The information will not be in sync with the IC client. If on an extended call, select Refresh in the Service Profile.

Agent Assist Tool

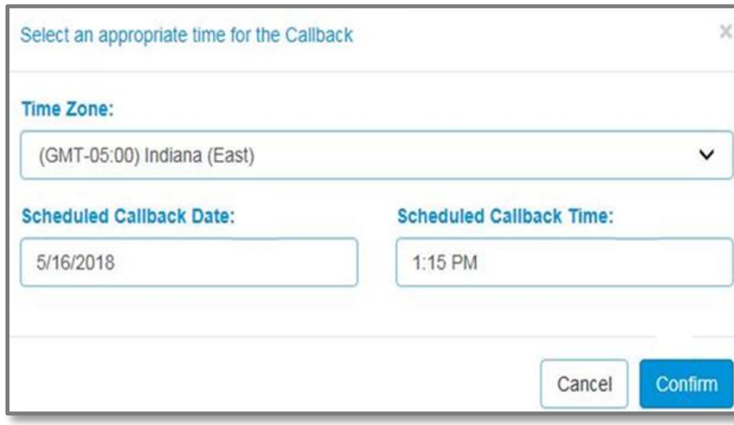
The Agent Assist Tool allows you to schedule a call back, when necessary. This must be done for both English and Spanish skills. If the customer is calling from the phone or cannot remain on the line while troubleshooting, schedule a call back to ensure everything is working as expected.

Schedule a Call Back

1. From your Citrix window, select the Agent Assist icon.
2. Select the queue and callback type based on the brand and organization you are working in.
3. Select Next.



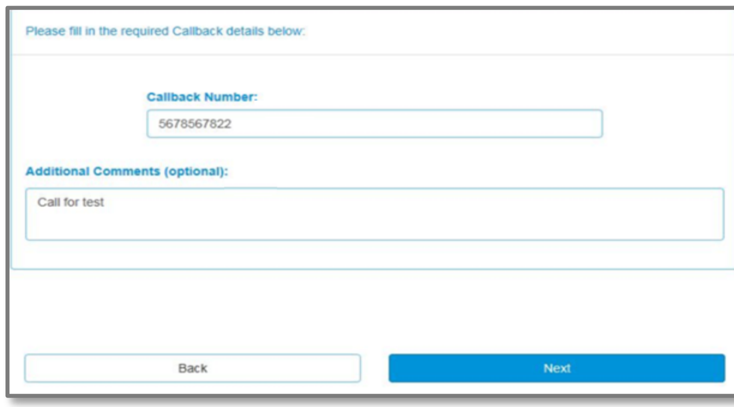
4. Select an appropriate time for callback:
   - **Time Zone** – Always select Eastern Time (US & Canada)
   - **Scheduled Callback Date** – Select the desired date
   - **Schedule Callback Time** – Select the desired time
   - Select Confirm



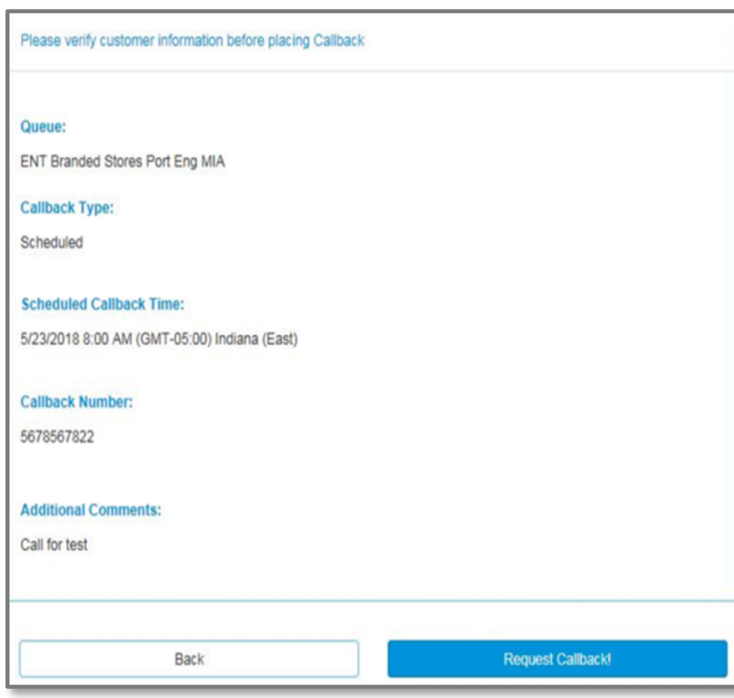
5. **Callback Number** – Enter the customer's callback number

6. **Additional Comments** – copy the interaction notes from the notepad and paste it here.

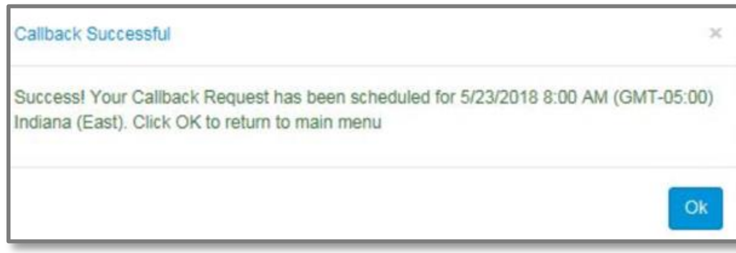
7. Select Next.



8. Review the callback details and select Request Callback.
   - If you need to make any edits, press Back and update accordingly



9 A confirmation message will appear when completed. Select Ok.



Create an interaction in TAS, making sure to document the reason for the callback and any other information that may help the next agent.

Agent Support

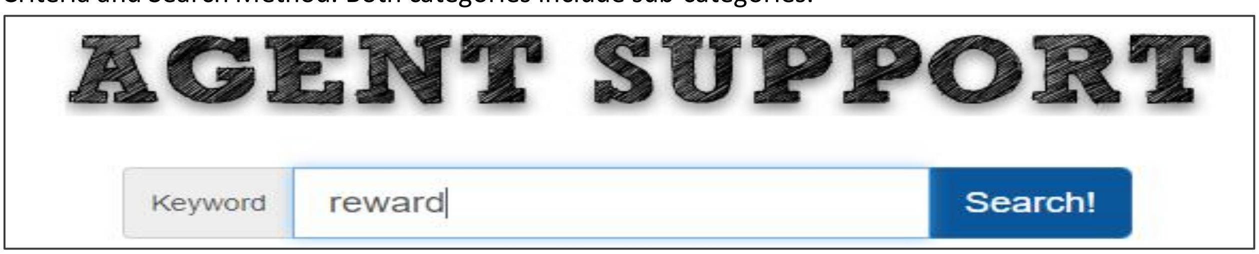
Agent Support is an internal knowledge base tool with helpful information such as:

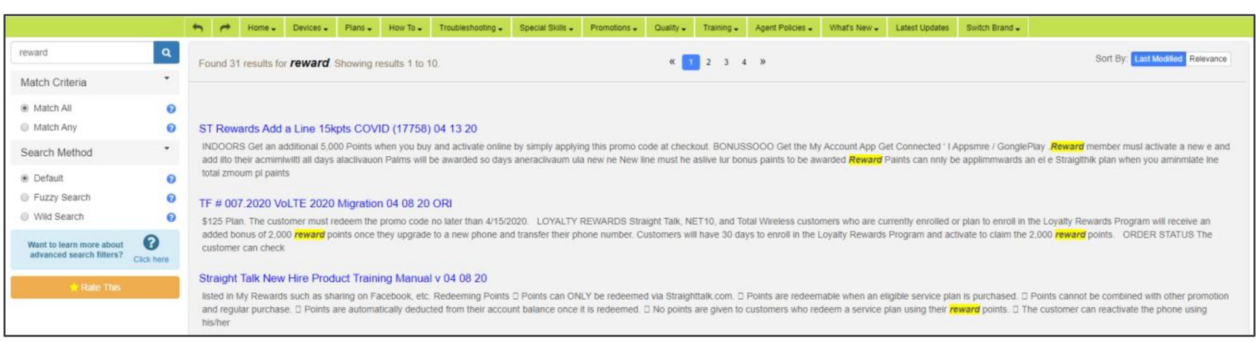
- ✓ The latest training materials
- ✓ How-to steps and troubleshooting guides
- ✓ Airtime and phone model details and promotional offers
- ✓ Various tools, loggers, and much more

Agent Support allows you to conduct a keyword search to quickly access the information you are looking for. Agent Support is embedded into TAS. You can access it from the External Links under ESN Support Menu.

Search Engine Functionality

The Agent Support Tool has updated its Search Engine adding 2 new categories. These are Match Criteria and Search Method. Both categories include sub-categories.





Match Criteria

- **Match All** – it searches for documents that contain ALL of the inputted words.
  - For instance, inputting Value Plans would locate documents containing “Value” and “Plans”.
  - To search for the exact phrase, enclose the phrase in quotation marks, as in “Value Plans”.
- **Match Any** – it searches for documents that contain EITHER of the inputted words.
  - For instance, inputting Value Plans would locate documents containing “Value” or “Plans”.
  - To search for the exact phrase, enclose the phrase in quotation marks, as in “Value Plans”.

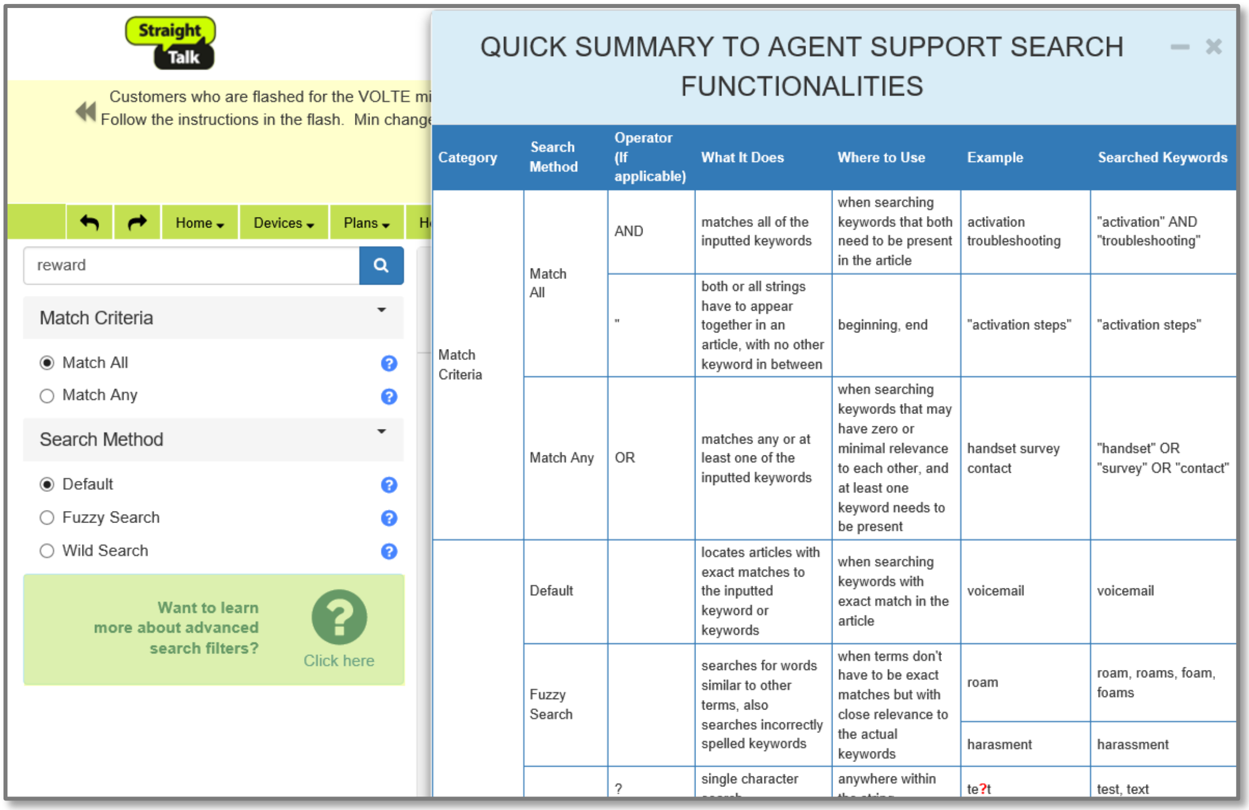
Search Method

- **Default** – it locates articles with exact matches to the inputted keyword or keywords.
  - When searching keywords in exact match in the article e.g. voicemail.
  - Search Result: Voicemail
- **Fuzzy** – it searches discover terms that are similar to a specific term without necessarily being an exact match.
  - For example, to search for a term similar in spelling to roam, use the fuzzy search: roam.
  - This search will match terms like roams, foam, and foams. It will also match the word roam itself.
  - Another example: Typed word is harasment and the match result will be harassment.

- **Wildcard** – for single character search, use the special character “?” e.g. The search string te?t would match both test and text.
  - For Multiple characters search, use the special character *.
    - Aila would match available
    - Tes* would match test, testing, and tester.
  - You can also use wildcard characters in the middle of a term.
    - te*st would match test and text
    - *est would match pest and test
  - To search for the exact phrase, enclose the phrase in quotation marks, as in “Value Plans”.

Click Here

- **Click Here** will provide you the quick summary of the Agent Support Search Functionalities.



Category	Search Method	Operator (If applicable)	What It Does	Where to Use	Example	Searched Keywords
Match Criteria	Match All	AND	matches all of the inputted keywords	when searching keywords that both need to be present in the article	activation troubleshooting	"activation" AND "troubleshooting"
		"	both or all strings have to appear together in an article, with no other keyword in between	beginning, end	"activation steps"	"activation steps"
	Match Any	OR	matches any or at least one of the inputted keywords	when searching keywords that may have zero or minimal relevance to each other, and at least one keyword needs to be present	handset survey contact	"handset" OR "survey" OR "contact"
	Default		locates articles with exact matches to the inputted keyword or keywords	when searching keywords with exact match in the article	voicemail	voicemail
	Fuzzy Search		searches for words similar to other terms, also searches incorrectly spelled keywords	when terms don't have to be exact matches but with close relevance to the actual keywords	roam	roam, roams, foam, foams
					harasment	harassment
		?	single character	anywhere within	te?t	test, text

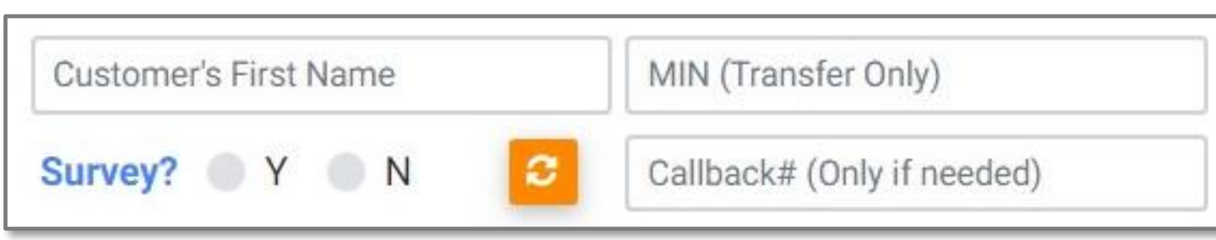
Agent Support Notepad

We are making it easier to notate a customer's account in order to service our customers more efficiently with an improved Agent Support Notepad. This notepad is replacing the current one in Agent Support. All interactions are to be done in this new notepad and in TAS. No interaction work is to be done in Jacada.

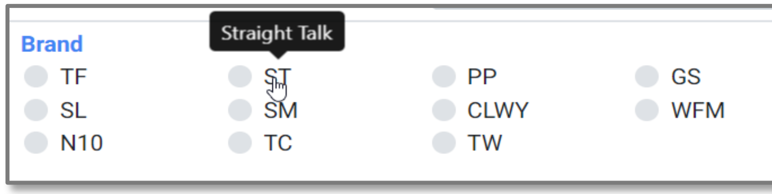
> **!** In scenarios where the call has been blind transferred, use the allotted 20 seconds after call time to complete the transfer of information from the Notepad to TAS.

Let's take a look at how it works:

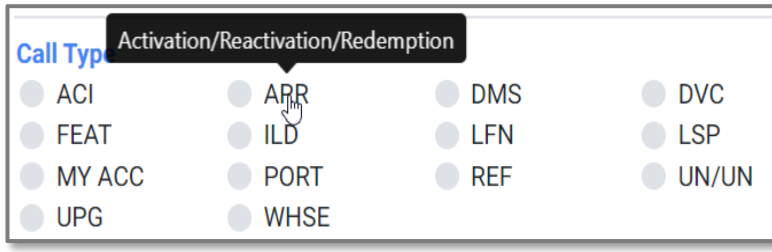
1. Once you access the new Notepad, fill out the customer's first name, MIN (if transferring the call), and Callback number (only if needed).
2. Select if the customer has agreed to receive a survey or declined.



3. Select the Brand.
If you hover over any word abbreviation, you will see the full title. See example below.

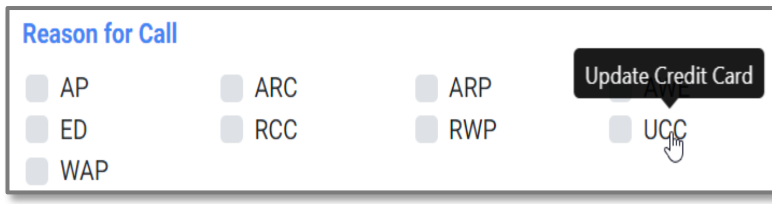


4. Select Call Type

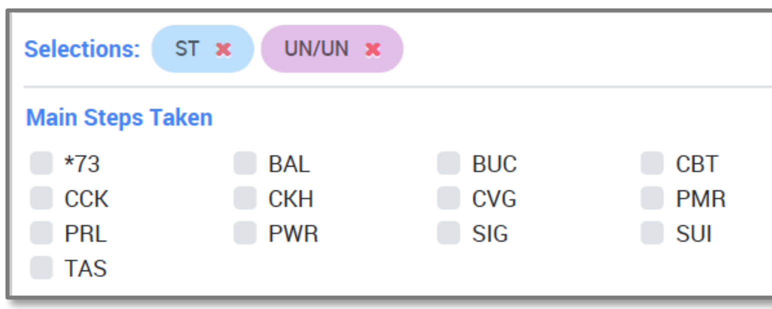


5. Depending on the Call Type selected, you will have two options: Reason for the call or Main steps taken.

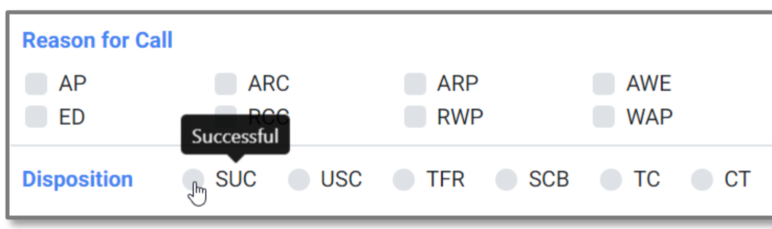
Reason for the call: If calling for more than one issue, select the main reason.



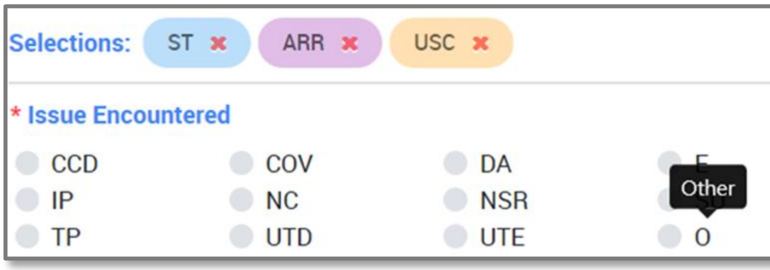
Main Steps Taken: Only the steps that were completed successfully. Keep in mind this is NOT a mandatory checklist.

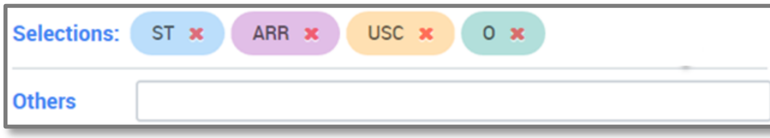


6. Select the Disposition (end result).

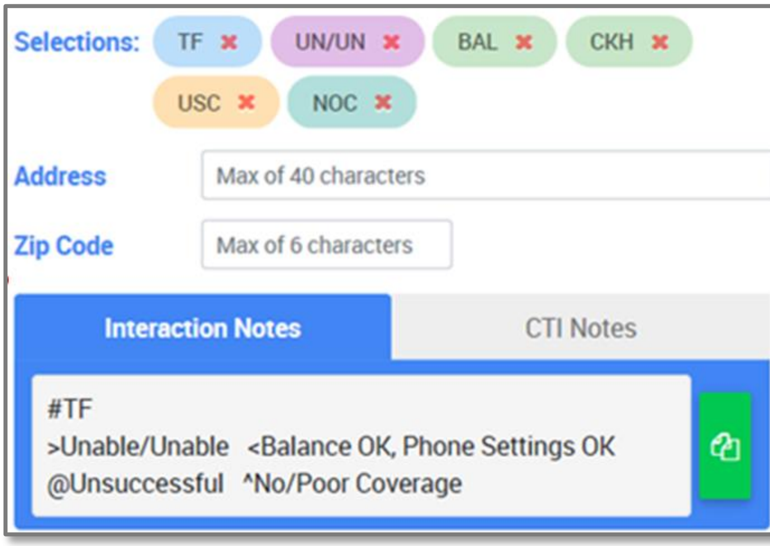


- If you select anything other than Successful, you will need to select the issue encountered. If not listed, you can select "O" for other and type the reason within 20 characters or less.

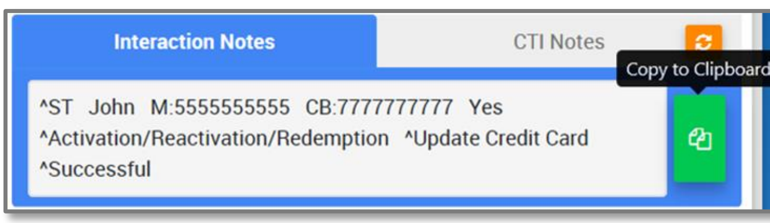




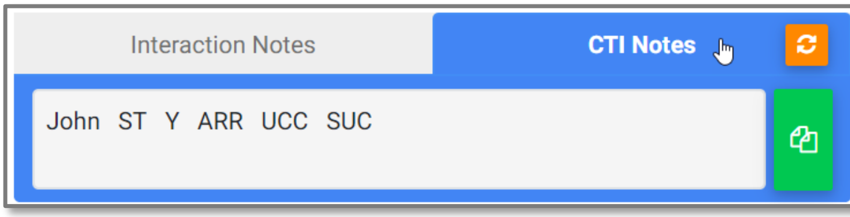
- Depending on the selections, you will be prompted to enter the customer's address and zip code. The open box will populate when selecting No/Poor Coverage (NOC) option under Issues Encounter.

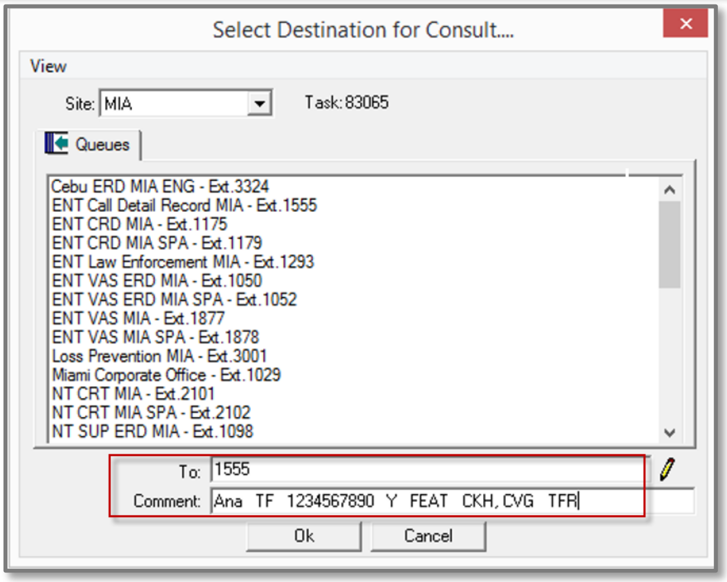


7 Copy the results and paste onto the Notes section in the TAS interaction within your allotted after call time of 20 seconds.

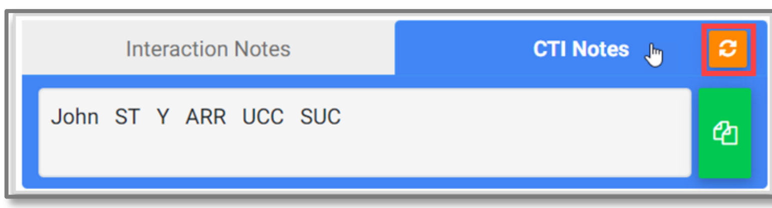


If the call needs to be blind transferred, copy the information in the CTI Notes section and paste it into the Comment section of the CTI Tool:





To begin a new call, select the orange refresh button.

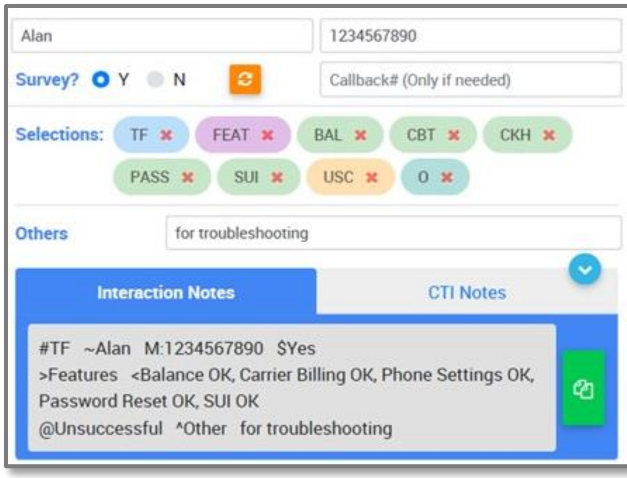


As the receiving representative, follow these steps:

1. Copy comments from CTI and open Notepad.
2. Click on Toggle Up button to hide the form and proceed to the decoder.

3. Paste the received CTI codes and click the Decode CTI button to proceed.

4 The form is displayed again, now pre-populated with the submitted values.

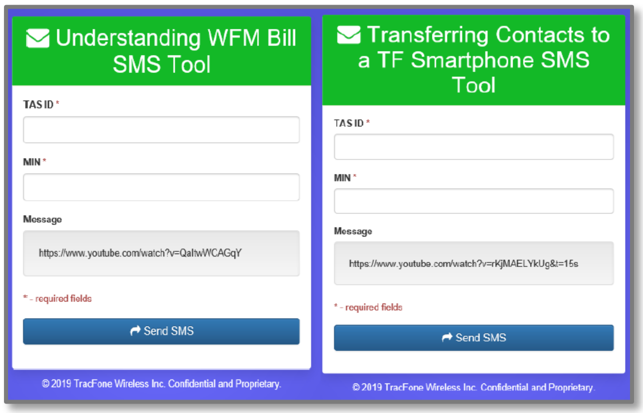


Customer Support SME Tool

You can send a video tutorial link to WFM and TF customers on "Understanding WFM Bill" and Transferring Contacts to a TF Smartphone".

They are located under the Tools section in Agent Support.

To send the video tutorial link, enter the customer's TAS ID, the customer's MIN and then click Send SMS



611611 Servies

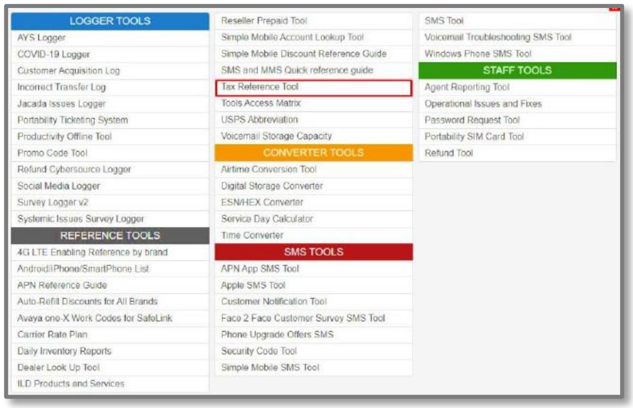
Customers can text a specific keyword to 611611 on their handset to receive valuable information. Additional keywords can be found in the **How To** drop down in Agent Support called **611611 Services**. Always refer to Agent Support for the latest list of keywords as more will be added.

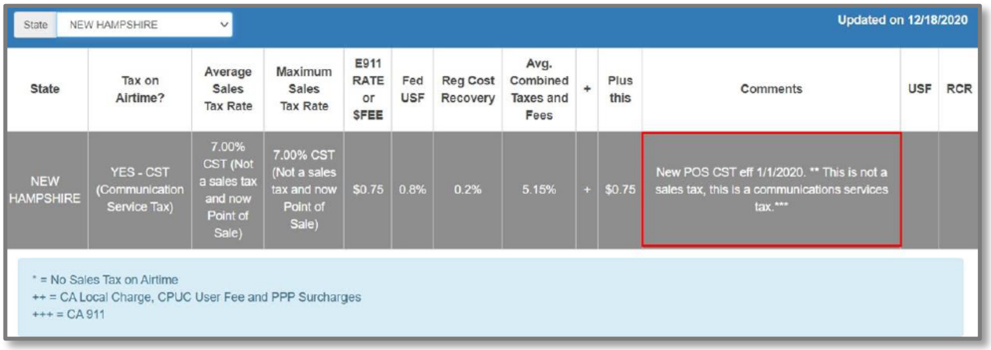
In this example, the customer is able to to add airtime through 611611 by texting the word "Add" and sending their pin.

Tax Reference Tool

The Sales Tax tool has now been renamed to "Tax Reference Tool" and can be found in Agent Support.

The tool will also have a new "Comments" column. This section will provide any comments necessary about the state regulated taxes. For example, New Hampshire does not charge a Sales Tax, but it does have a Communications Tax. See below:





State: NEW HAMPSHIRE — Updated on 12/18/2020

State	Tax on Airtime?	Average Sales Tax Rate	Maximum Sales Tax Rate	E911 RATE or $FEE	Fed USF	Reg Cost Recovery	Avg. Combined Taxes and Fees	+	Plus this	Comments	USF	RCR
NEW HAMPSHIRE	YES - CST (Communication Service Tax)	7.00% CST (Not a sales tax and now Point of Sale)	7.00% CST (Not a sales tax and now Point of Sale)	$0.75	0.8%	0.2%	5.15%	+	$0.75	New POS CST eff 1/1/2020. ** This is not a sales tax, this is a communications services tax.***		

* = No Sales Tax on Airtime
++ = CA Local Charge, CPUC User Fee and PPP Surcharges
+++ = CA 911

Rocket Chat

Rocket Chat application allows you to communicate real-time with your Supervisor, CX/QA or IT for assistance. ONLY use this tool for the following reasons.

Screen Pop
- Pre/Post Shift
- Calibration

Communications
- Team Reminders or Instructions
- Updates and Announcements

Workforce
- Real Time Call Outs
- Real Time Escalations
- Offenders
- Server Assignments

Workforce
- System/Tools
- Hardward Issues

Coaching Session

Performance Review
- One-on-One Review

Chat Guidelines

- You cannot initiate a chat to your supervisor or manager. Only your supervisor and manager can initiate a chat to any team members.
- If you need to have a private conversation with the supervisor, you may send a message in the team channel and the supervisor will reach out to you privately.
- CX/QA Analyst and Sup can initiate a chat to their agents for coaching purposes.
- IT and Workforce can also initiate a direct message to an agent for specific issue, concern or instructions.
- Perform basic troubleshooting prior asking IT for Support. FAQs guide is available as reference via the Intranet portal.
- The supervisor and manager can add or remove any team members to update the list based on the team composition.
- All Staff will have access to create groups.
- If the immediate supervisor is on day off or vacation, the partner Supervisor, CX Analyst, CX Sup, and Shift Manager can assist.

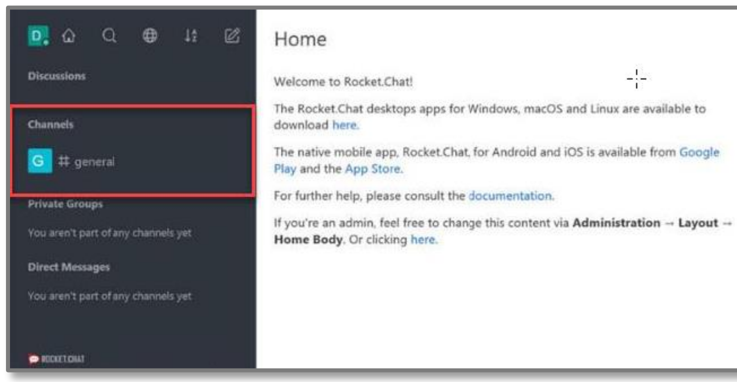
> This is exclusively for all business-related items. All chat history will be tracked and private groups will be audited.

How to Login:

1. Use Microsoft Edge and enter the URL https://app.rocketchat.tracfone.com/

2. Enter your Username and Password then select Login.

3. When logging in for the first time, you will routed to the General channel which contains all users.



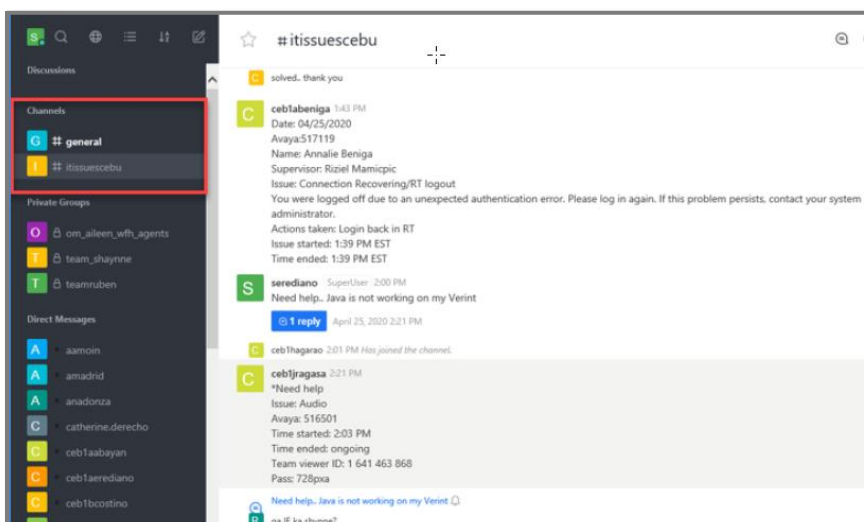
4. To get your Center Specific Channels, select the Directory  icon and then select your center.

5. Select Join. Use this channel to request or receive IT or Supervisor assistance.

Channels/Private Groups:

General Channels

Site Specific Channels to report real-time incidents related to IT & WF.



Private Groups

1. Business Unit Group (OM, SM, SUP & CSR)
    - Updates, Incident Reports and Announcements

2. Leadership (SM and SUP)
    - Team-specific group for shift manager and supervisors used for: reminders, updates and announcements.

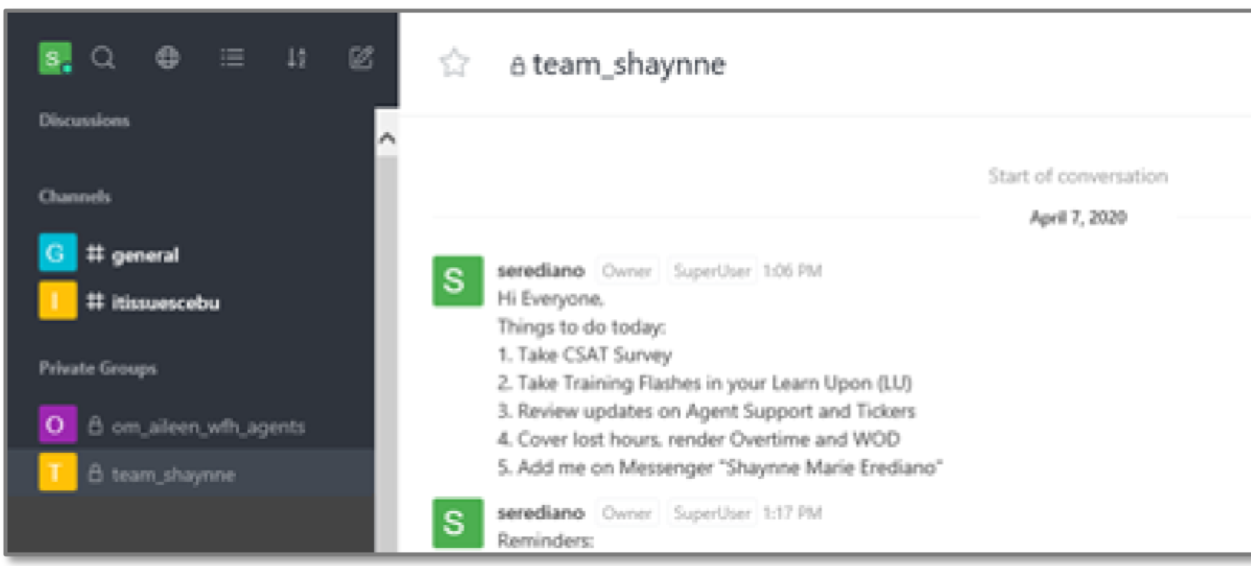
3. My Team (SUP/Trainer & CSR)
    - Team-specific group for supervisor and agent used for daily reminders, updates and announcements.

Privat/Direct Message (one-on-one conversation)

Manager, supervisor, trainers, CXA, Workforce and IT can initiate Private or Direct message to specific agent.

Agent View:

- General IT and WF Channel
- Private Group
    - Business Unit
    - My Team

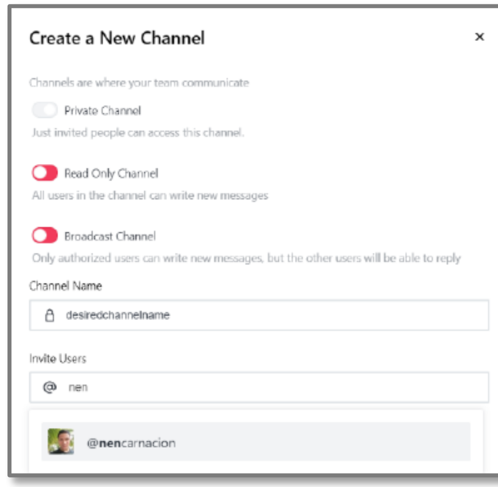


How to Create Private Groups:

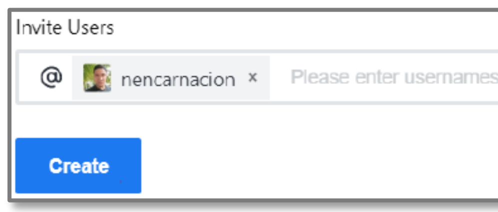
- Private groups are closed chat channels that a team or organization can create. This will only be available/visible to its members.
- Only Sups, Trainers, SMs, OMs and Staff can create this group.

1. Select the  button then select Channel.

2. On the Create a New Channel page, follow the below instructions.
   Set all 3 Radio buttons as shown in the sample image.
   - Channel Name: Type your desired Group Name (your Org name, department, etc.).
   - Enter the NT login of the user you want to add to the Private Group. Type the first few letters and the app will show a summary of possible users then select the right user.

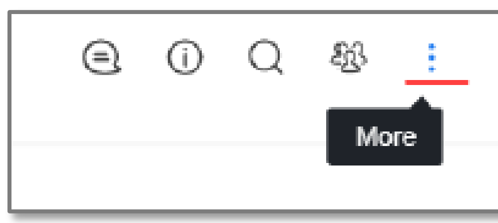


3. Select Create.



Add more users:

You can add more users at a later time to a Private Group. To add, select the name of the group, sle



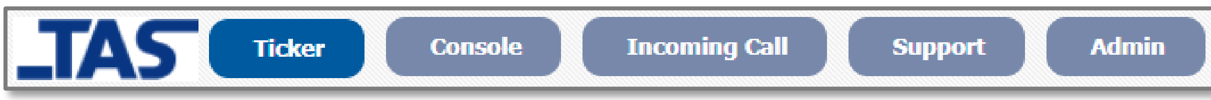
Chapter 2
Tracfone Agent System (TAS)

Tracfone Agent System (TAS)

A tool used by Customer Care Representatives to assist customers.

To login to TAS, enter your assigned username and password.

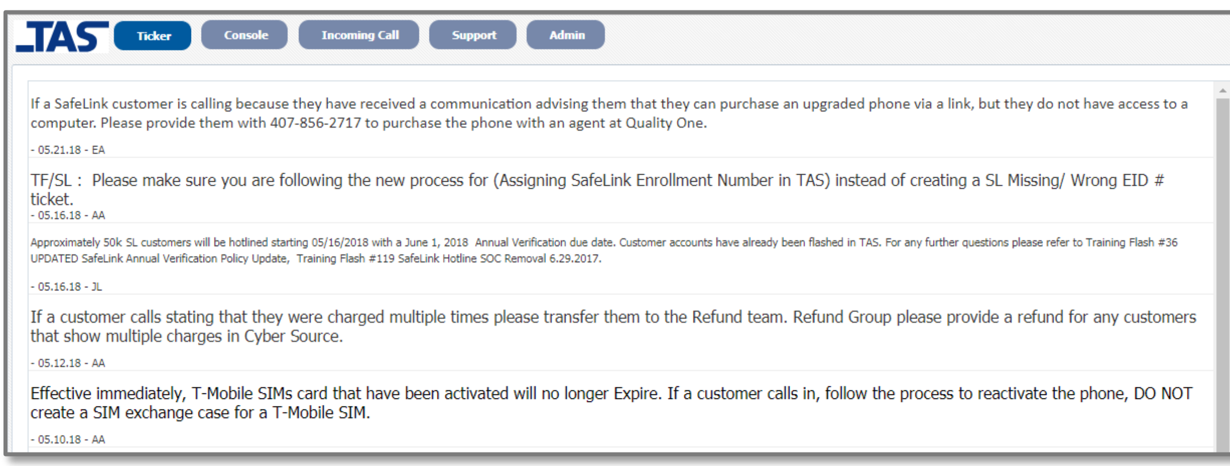
You can quickly access the main pages in TAS by selecting the buttons displayed across the top of the screen.



There are some sections in the manual that are only applicable to a specific group of Customer Care Representatives. These are noted throughout the manual. If you do not have access to a particular section in TAS, it will state **Access Restricted**.

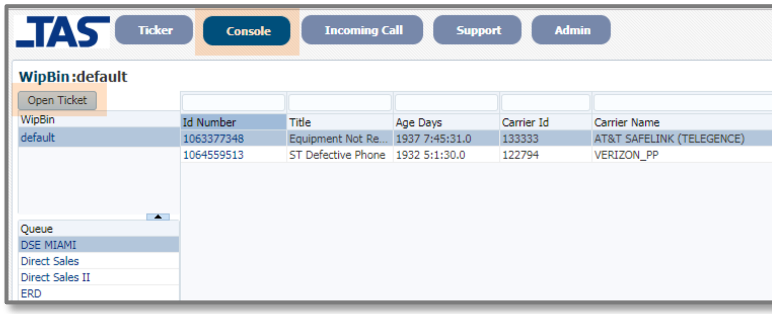
Ticket Page

This is the first page you see once you login. The Ticker page displays important issues and announcements.



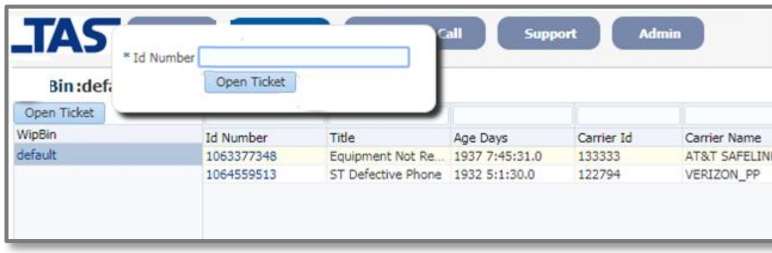
Console Page

Displays all the tickets you are currently working on. Once you login, you will be able to access tickets found in your Queue and WIPbin. To view the ticket details, select the hyperlink for the ticket Id Number.

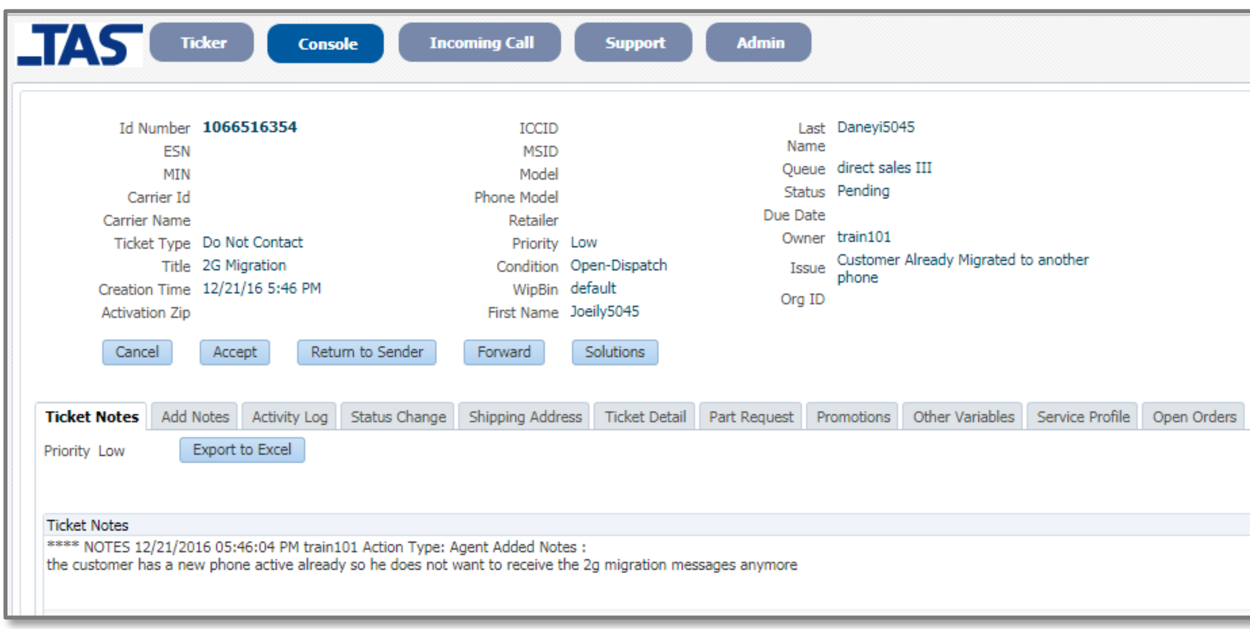


Open Ticket by ID - Allows you direct access to a specific ticket by a specific ID number.

1. Select Open Ticket.
2. Enter the ticket ID Number.
3. Select Open Ticket.



Sample Ticket

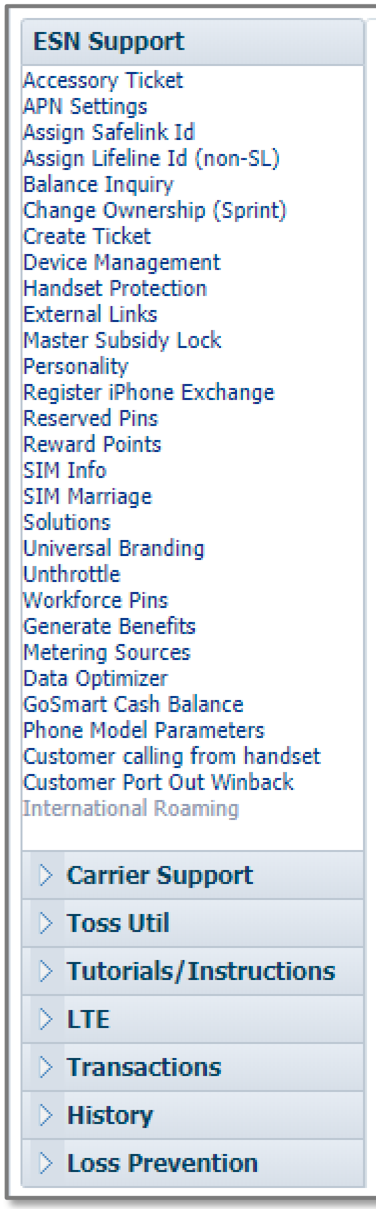


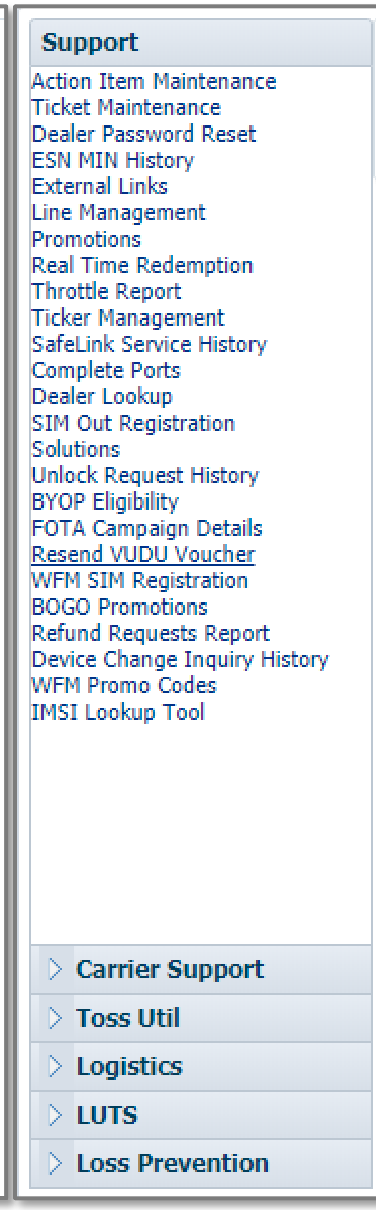
Left-hand Side Menu

The TAS menu that appears on the left-hand side of the Incoming Call and Support page, contains many valuable resources that can be used to assist the customer in resolving any issue.

Let's review some of the menu options.

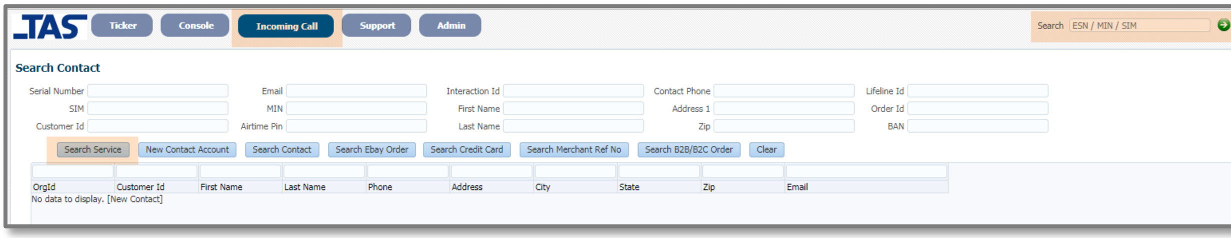
If a menu item is grayed out, this means it does not apply to the ESN or access is restricted.





Incoming Call Page

Incoming Call page allows you to create a new contact account (i.e. name, address, phone, etc.) or search for an existing one. On the Incoming Call page, you will see the Search Contact section. To search for a specific account, enter the customer's information (MIN, ESN, SIM, or email address) in the fields provided and select Search Service. This will place the ESN in session and will direct you to the customer's Service Profile, where you will find important account details. You can enter the ESN, MIN, or SIM in the Search field in the top right-hand corner.



You can also look up an account using the Address + zip, or Address. You can also search for orders made on Ebay, using the order number or the credit card that was used.

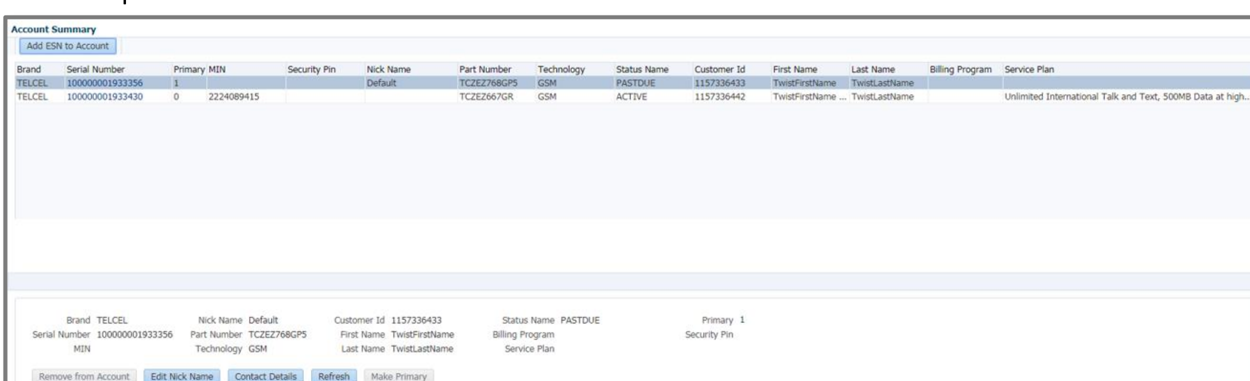
Contact Actions Menu

The Contact Actions Menu can only be accessed from the Contact Profile on the Incoming Call Page.

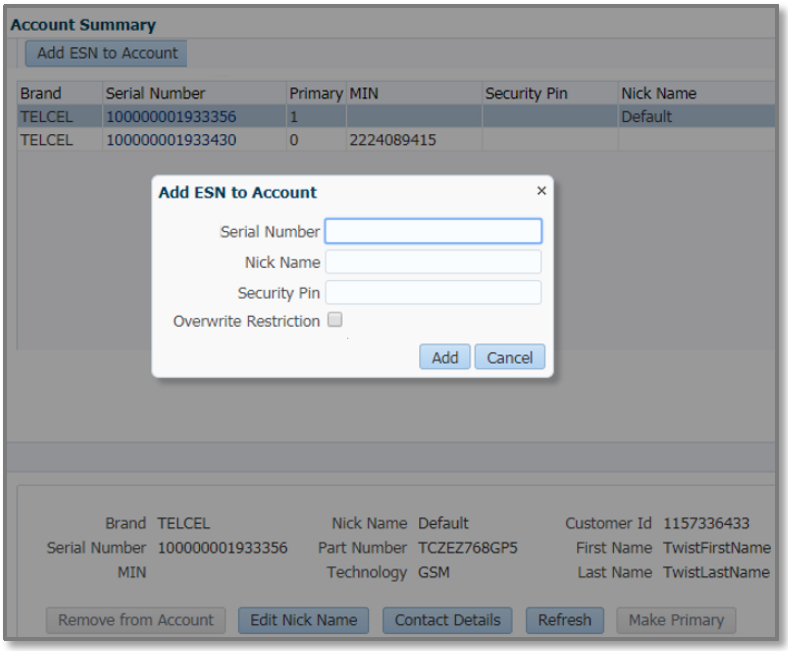
You **MUST** complete the Identity Challenge and ask the security questions prior making any changes to an account.

Account Summary

- List of all Serial Numbers (ESN) associated to the acc ount
- Add ESN to Account
- Edit Nickname
- Update Contact Details



Add ESN to Account

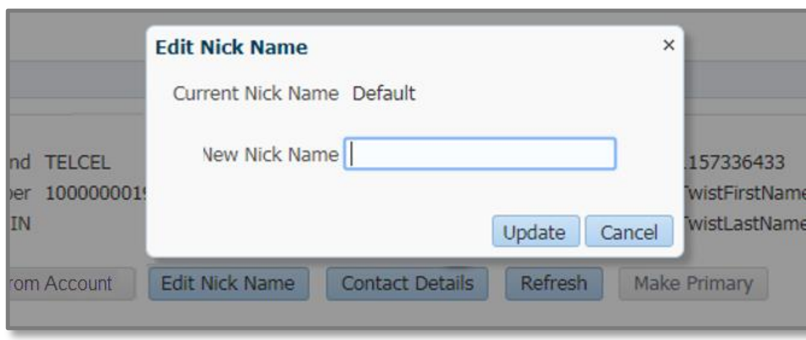


1. Select Add ESN to Account
2. Enter Serial Number (ES)
3. The Nickname and Security PIN are optional
4. Select Add

Check the Overwrite Restriction box if ESN to be added already has an existing account.

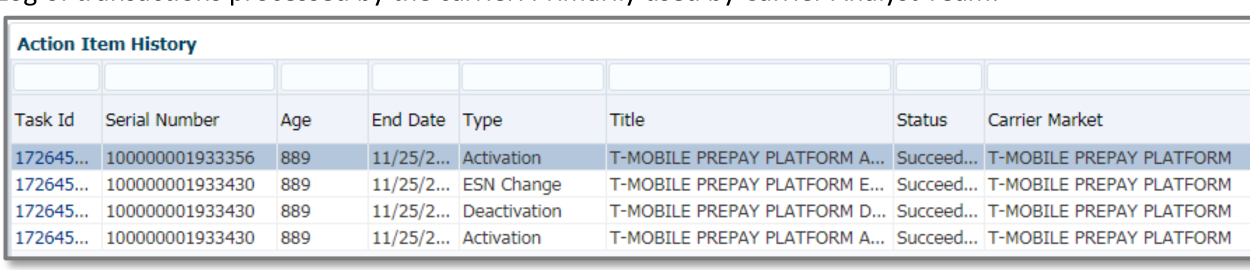
Edit Nickname

1. Select Edit Nick Name
2. Enter new nick name
3. Select update



Action Item History

Log of transactions processed by the carrier. Primarily used by Carrier Analyst Team.

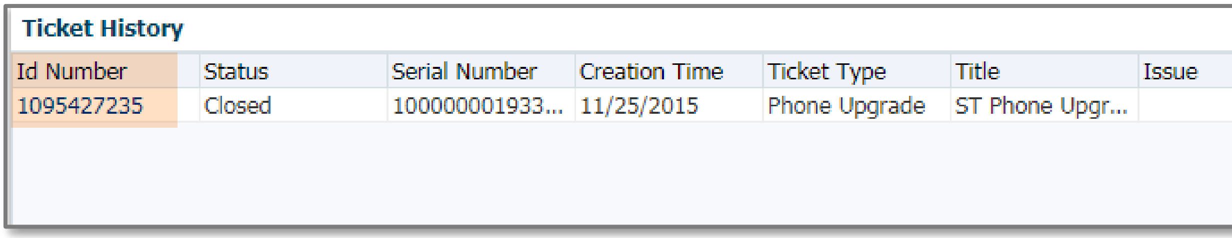


Action Item History

Task Id	Serial Number	Age	End Date	Type	Title	Status	Carrier Market
172645...	100000001933356	889	11/25/2...	Activation	T-MOBILE PREPAY PLATFORM A...	Succeed...	T-MOBILE PREPAY PLATFORM
172645...	100000001933430	889	11/25/2...	ESN Change	T-MOBILE PREPAY PLATFORM E...	Succeed...	T-MOBILE PREPAY PLATFORM
172645...	100000001933430	889	11/25/2...	Deactivation	T-MOBILE PREPAY PLATFORM D...	Succeed...	T-MOBILE PREPAY PLATFORM
172645...	100000001933430	889	11/25/2...	Activation	T-MOBILE PREPAY PLATFORM A...	Succeed...	T-MOBILE PREPAY PLATFORM

BYOP Registration

A history of all tickets created for the customer. Select the ticket ID Number link to view the ticket details.

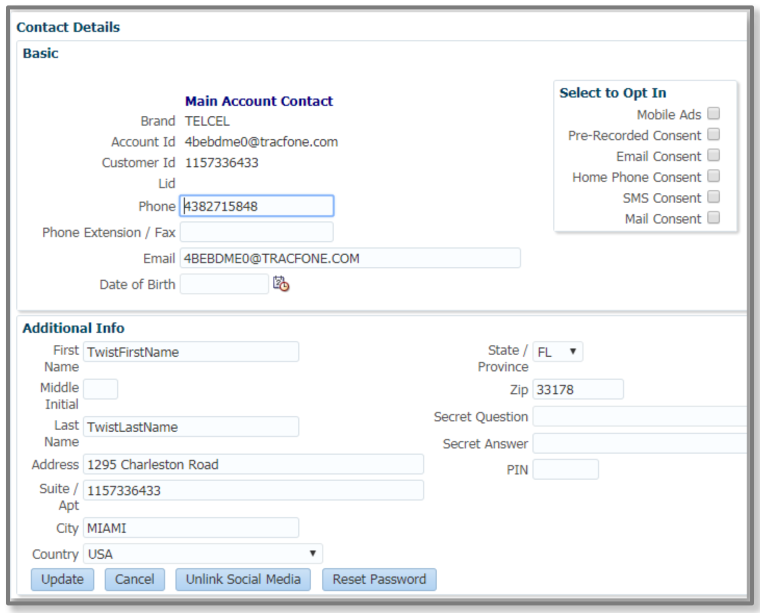


Ticket History

Id Number	Status	Serial Number	Creation Time	Ticket Type	Title	Issue
1095427235	Closed	100000001933...	11/25/2015	Phone Upgrade	ST Phone Upgr...	

Contact Details

Used to edit account details such as name, address, security questions and answers, PIN, and methods of communication.



Edit Contact Details:

1. Select Contact Deltails
2. Enter new inforamtion
3. Select Update

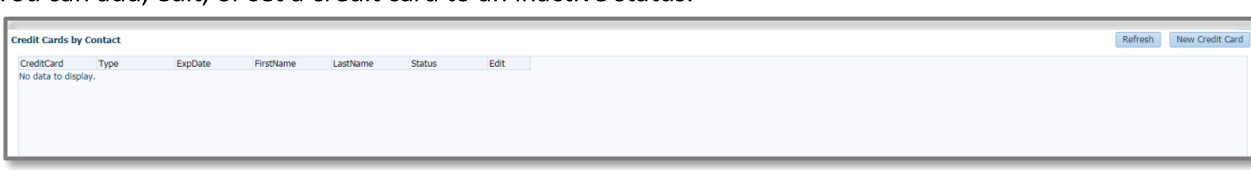
Request Password:

1. Select Reset Password

Default password will be sent to email address on file. If an account has multiple serial numbers, with multiple email addresses, the Main Account Contact is the ONLY one allowed to reset the account password. You can shift to the Main Account Contact by selecting Switch to Main Account Contact.

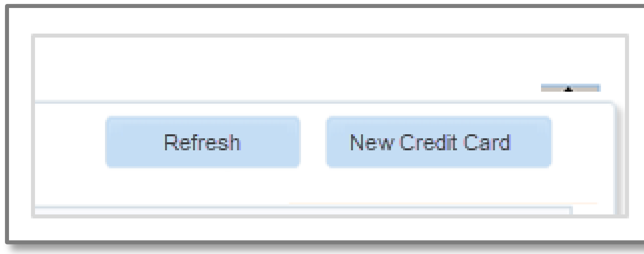
Credit Cards

The customer must have a credit card on file in order to make a purchase or enroll in any plans. You can add, edit, or set a credit card to an inactive status.

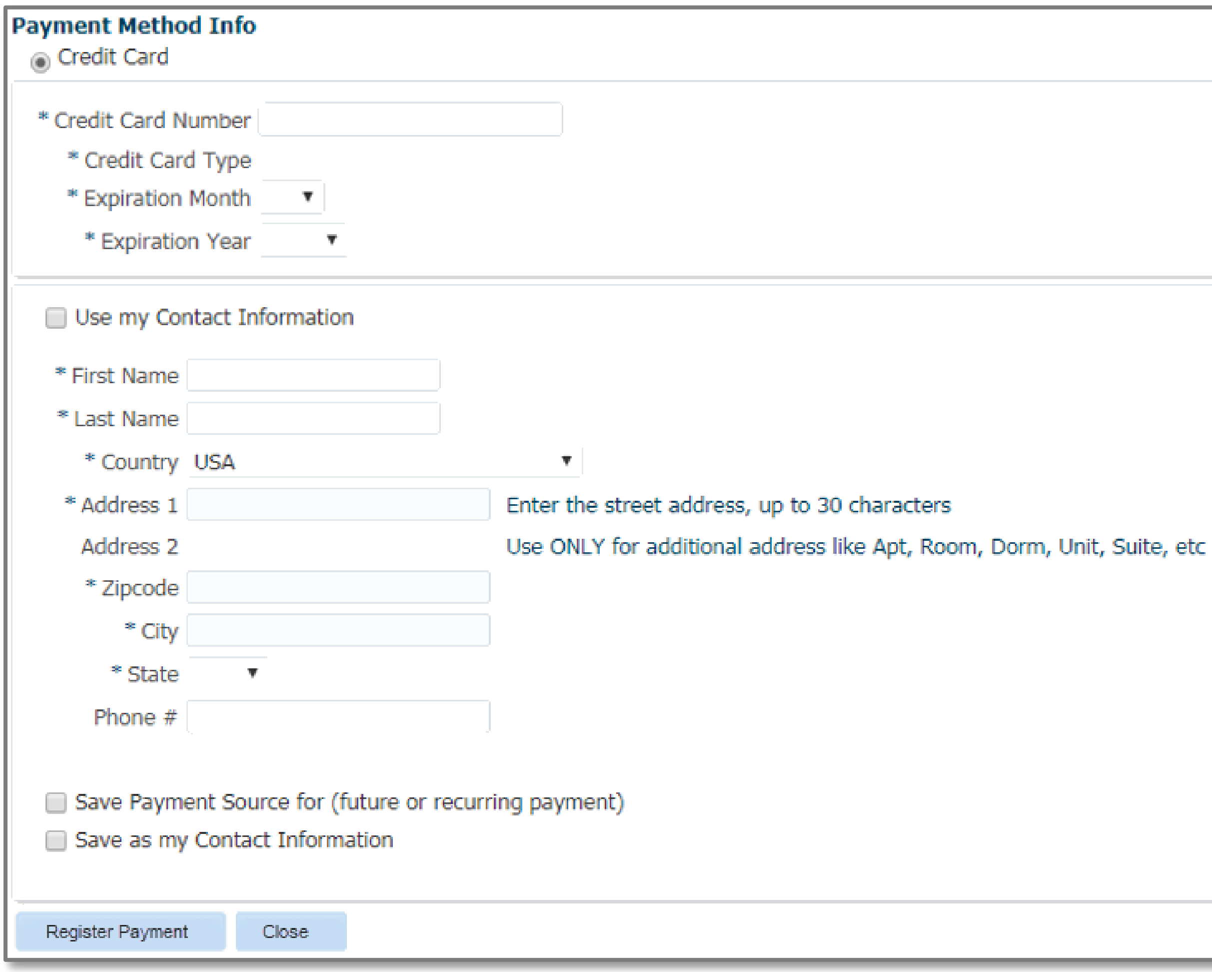


Add a New Credit Card

1. Select New Credit Card



2. Select Credti Card
3. Enter the customer's credit card information and billing address.
4. Select Register Payment



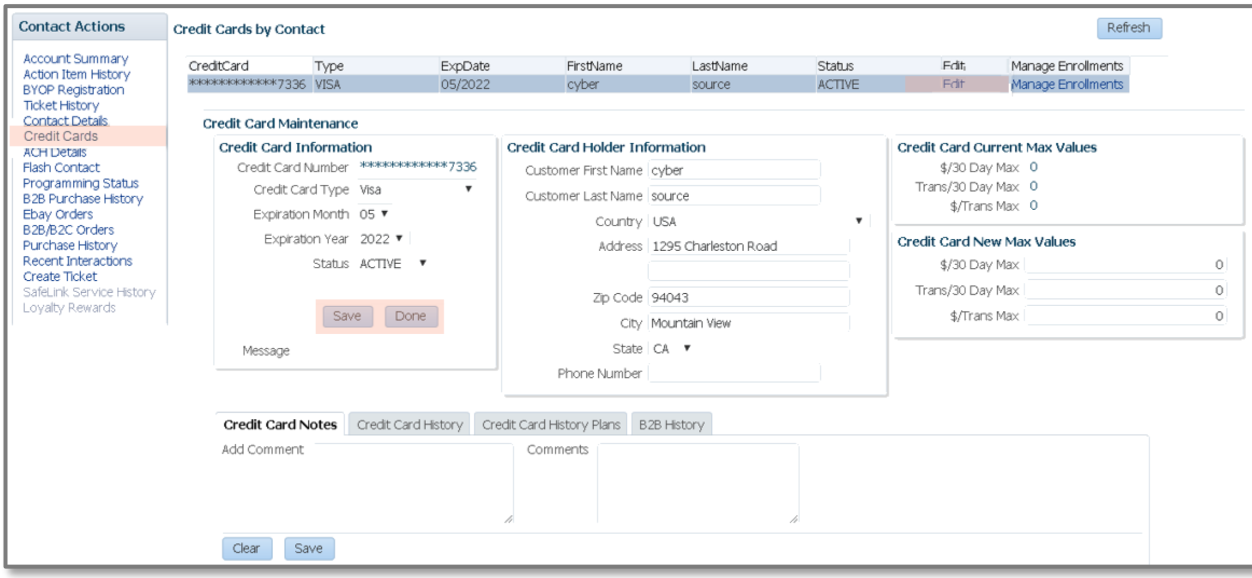
Update a Credit Card or Set to Inactive

To update a credit card:

1. Select the Edit link
2. Update the payment information and save

To set the card inactive:

1. Click the Edit link
2. Change the status to INACTIVE and click Save. **Set to Inactive** is typically used when a customer does not want the card on file to be chard for any purchases.



Programming Status

Displays the current status of the phone.

Programming Status

Service	Serial Number	MIN	Start Date	End Date	Exp Date	Status	Reason
Wireless	100000001927...	2226929297	11/24/2015		1/13/2016	Active	

B2B Purchase History

B2B Purchase History

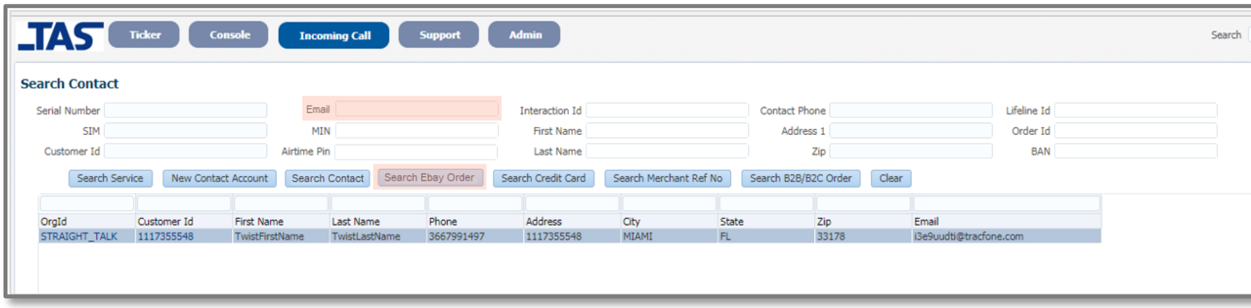
Order Id	Rqst Source	Order Type	Rqst Type	Rqst Date	Ics Apps	Merchant Ref Number	Ics Rcode	Ics Rflag	Request Id	Bill Trans Ref No	Status	Auth Rqst Id	Amount	Tax Amount	Sales Tax Amount	E911 Tax Amount	USF Tax Amount	RCRF Tax Amount
1525659	IVR	ORDER	CREDITCA...	1/26/2017	ics_auth,i...	B2C20170126577...	100	ACCEPT	485442205691685...	49443603ZYDU20CE	SUCCESS	485442205691685...	20	2.35	1.4	0.61	0.3	0.04
1915958	IVR	ORDER	CREDITCA...	2/26/2017	ics_auth,i...	B2C20170226593...	100	ACCEPT	488120953278685...	45655224GZ9PZTRF	SUCCESS	488120953278685...	20	2.35	1.4	0.61	0.3	0.04
2258355	IVR	ORDER	CREDITCA...	3/29/2017	ics_auth,i...	B2C20170329610...	100	ACCEPT	490788923359674...	9345943450T266DV	SUCCESS	490788923359674...	20	2.35	1.4	0.61	0.3	0.04
2574174	IVR	ORDER	CREDITCA...	4/29/2017	ics_auth,i...	B2C20170429627...	100	ACCEPT	493486341251617...	98167932I21JCATY	SUCCESS	493486341251617...	20	2.35	1.4	0.61	0.3	0.04
2864392	IVR	ORDER	CREDITCA...	5/25/2017	ics_auth,i...	B2C20170525642...	100	ACCEPT	495768169711647...	7502928772WXHP...	SUCCESS	495768169711647...	20	2.35	1.4	0.61	0.3	0.04
3257435	IVR	ORDER	CREDITCA...	6/29/2017	ics_auth,i...	B2C20170629661...	100	ACCEPT	498737777496676...	9646364924IAUAAN	SUCCESS	498737777496676...	20	2.35	1.4	0.61	0.3	0.04
3653067	IVR	ORDER	CREDITCA...	7/30/2017	ics_auth,i...	B2C20170730681...	100	ACCEPT	501415919193693...	90151434C5NFC0VP	SUCCESS	501415919193693...	20	2.37	1.4	0.63	0.3	0.04
4127854	IVR	ORDER	CREDITCA...	8/31/2017	ics_auth,i...	B2C20170831702...	203	REJECT	504202118650612...		FAILED	504202118650612...	20	2.37	1.4	0.63	0.3	0.04
4693754	IVR	ORDER	CREDITCA...	10/2/2017	ics_auth,i...	B2C20171002727...	100	ACCEPT	506982914542630...	41383373883ZTB12	SUCCESS	506982914542630...	20	2.33	1.4	0.63	0.26	0.04
6452395	IVR	ORDER	CREDITCA...	1/1/2018	ics_auth,i...	B2C20180101797...	100	ACCEPT	514860874465653...	436895853AV1KFFN	SUCCESS	514860874465653...	20	2.33	1.4	0.63	0.26	0.04
7077108	IVR	ORDER	CREDITCA...	1/31/2018	ics_auth,i...	B2C20180131820...	100	ACCEPT	517453091491698...	48342038QD2JOM...	SUCCESS	517453091491698...	20	2.33	1.4	0.63	0.26	0.04
7795869	IVR	ORDER	CREDITCA...	3/3/2018	ics_auth,i...	B2C20180303850...	100	ACCEPT	520090883219607...	92122045AE5G2V...	SUCCESS	520090883219607...	20	2.33	1.4	0.63	0.26	0.04
8512902	IVR	ORDER	CREDITCA...	4/3/2018	ics_auth,i...	B2C20180403882...	100	ACCEPT	522795970188688...	97154812DFE72V2E	SUCCESS	522795970188688...	15	1.75	1.05	0.47	0.2	0.03

eBay Orders

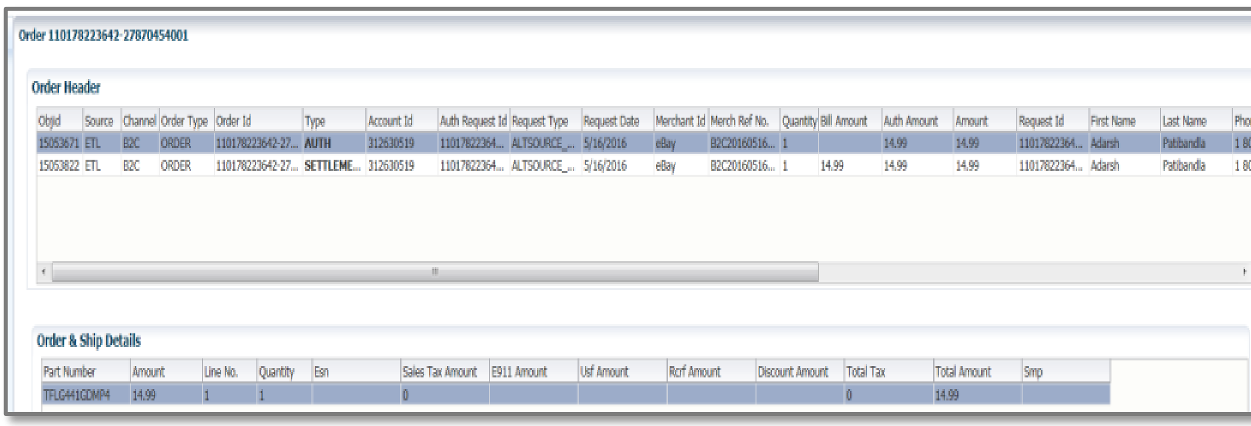
TracFone Wireless airtime and phones are sold on Ebay (www.ebay.com). To search for an order, press Ebay Orders in the Contact Actions menu. You can search from the Incoming Call Page in the Search Contact section.

1. Enter the email address used to place the order on eBay.

2. Select eBay Order to view the order details.



The order details typically appear in TAS within 2 ho urs of placing the order.



Order 110178223642-27870454001

Order Header

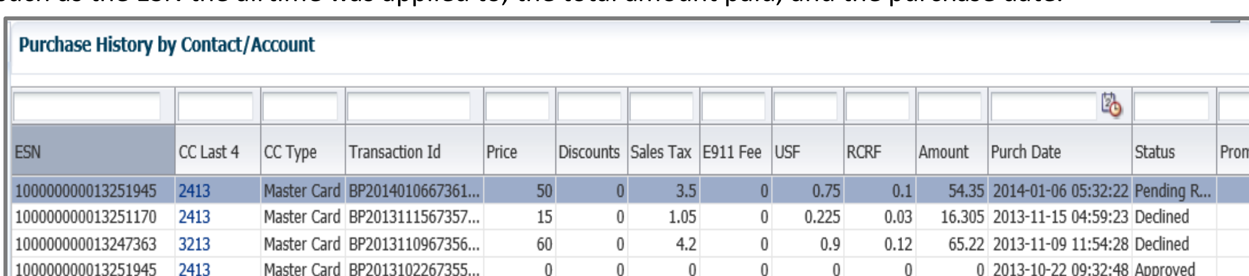
Objid	Source	Channel	Order Type	Order Id	Type	Account Id	Auth Request Id	Request Type	Request Date	Merchant Id	Merch Ref No.	Quantity	Bill Amount	Auth Amount	Amount	Request Id	First Name	Last Name	Pho
15053671	ETL	B2C	ORDER	110178223642-27...	AUTH	312630519	11017822364...	ALTSOURCE_...	5/16/2016	eBay	B2C20160516...	1		14.99	14.99	11017822364...	Adarsh	Patibandla	1 8
15053822	ETL	B2C	ORDER	110178223642-27...	SETTLEME...	312630519	11017822364...	ALTSOURCE_...	5/16/2016	eBay	B2C20160516...	1	14.99	14.99	14.99	11017822364...	Adarsh	Patibandla	1 8

Order & Ship Details

Part Number	Amount	Line No.	Quantity	Esn	Sales Tax Amount	E911 Amount	Usf Amount	Rcrf Amount	Discount Amount	Total Tax	Total Amount	Smp
TFLG441GDMP4	14.99	1	1		0					0	14.99	

Purchase History

Lists all airtime purchases made via the website, Customer Care, or IVR. You will find vital information such as the ESN the airtime was applied to, the total amount paid, and the purchase date.

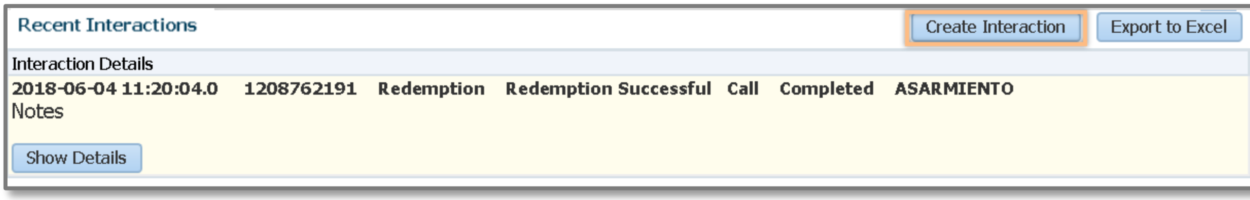


Purchase History by Contact/Account

ESN	CC Last 4	CC Type	Transaction Id	Price	Discounts	Sales Tax	E911 Fee	USF	RCRF	Amount	Purch Date	Status	Prom
100000000013251945	2413	Master Card	BP2014010667361...	50	0	3.5	0	0.75	0.1	54.35	2014-01-06 05:32:22	Pending R...	
100000000013251170	2413	Master Card	BP2013111567357...	15	0	1.05	0	0.225	0.03	16.305	2013-11-15 04:59:23	Declined	
100000000013247363	3213	Master Card	BP2013110967356...	60	0	4.2	0	0.9	0.12	65.22	2013-11-09 11:54:28	Declined	
100000000013251945	2413	Master Card	BP2013102267355...	0	0	0	0	0	0	0	2013-10-22 09:32:48	Approved	

Recent Interactions

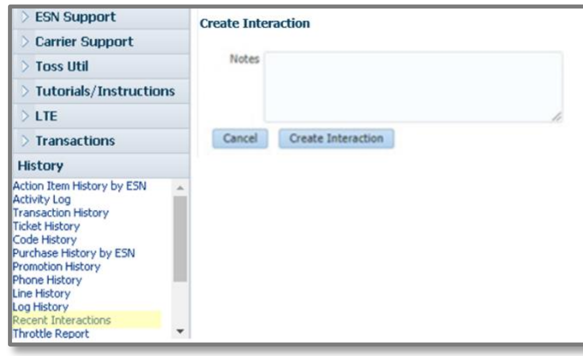
Lists all recent interactions and allows you to create an interaction.



Create Interaction

1. Go to Hisotry.

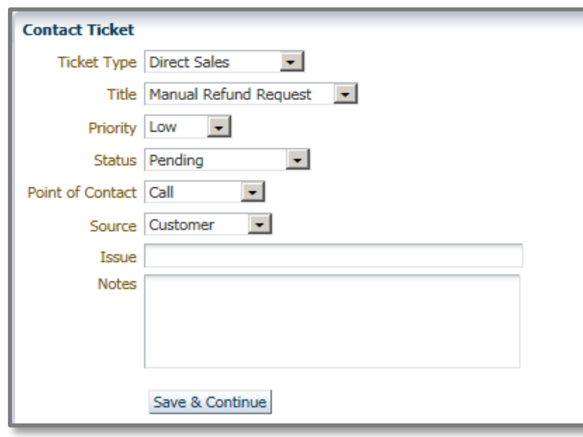
2. Copy the notest from notepad and paste in the interaction notes box.



Create Ticket

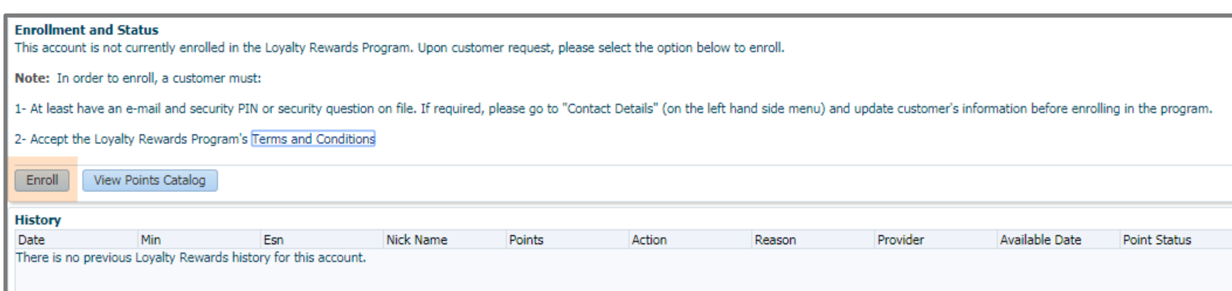
Used to manually create an escalation ticket.

There are two Create Ticket options in TAS (one found in Contact Actions menu and the other found in ESN Support).



Loyalty Rewards

The Loyalty Rewards Program (LRP) is exclusive to Straight Talk, NET10, Total Wireless, and Simple Mobile customers. You must offer the LRP during activation, reactivation, redemption, and port-in transactions. The customer must agree to the LRP terms and conditions before you can enroll them.



ESN Support Menu

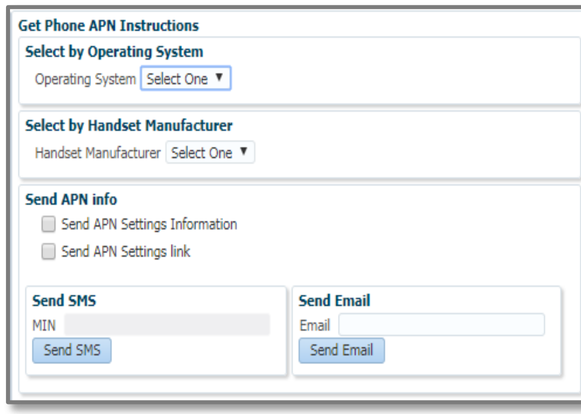
You can only access the ESN Support Menu from the Incoming Call page

Accessory Ticket

Create an accessory ticket if the equipment was not received or is defective and still under warranty.

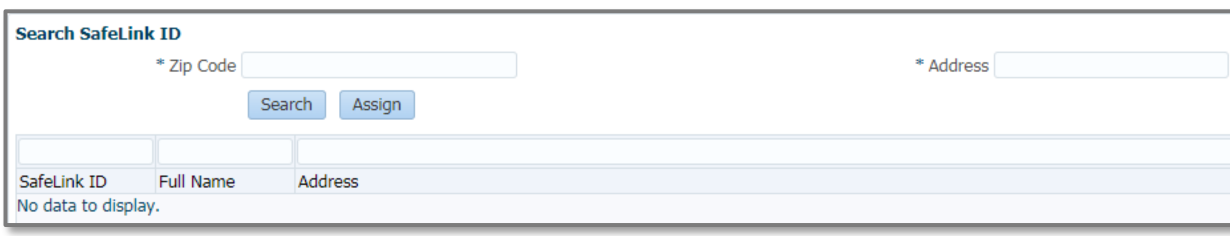
APN Settings

Send APN Settings information to the customer via SMS or email if the data is not working.



Assign Safelink ID

If the SafeLink ID is missing or if the wrong ID was assigned, you have the option to assign the SafeLink ID. A video tutorial detailing this process can be found in Agent Support.

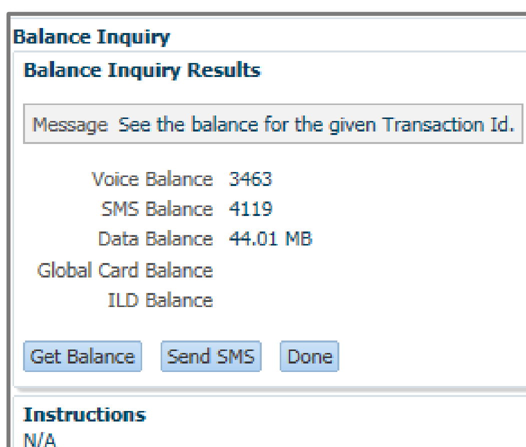


Balance Inquiry

View the existing balance for the following benefits:

- ✓ Voice
- ✓ SMS
- ✓ Data
- ✓ Global Card
- ✓ ILD

You can send the results via SMS to the customer's phone.

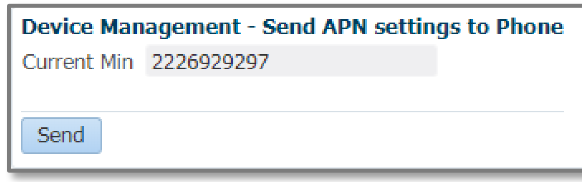


Create Ticket

Another option that allows you to create a ticket with more ticket types and titles than the Create Ticket option in the Contact Actions menu.

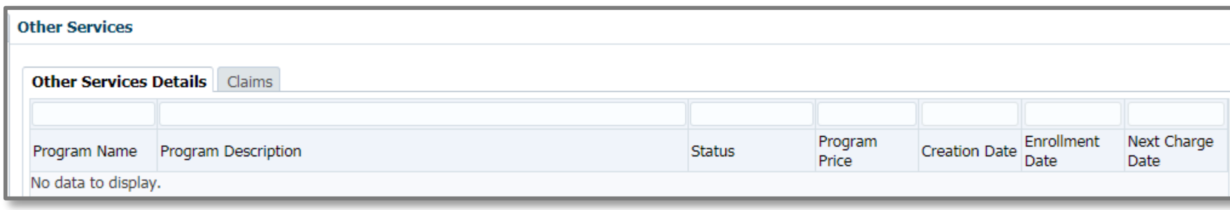
Device Management

Send APN settings to eligible phones if the data is not working.



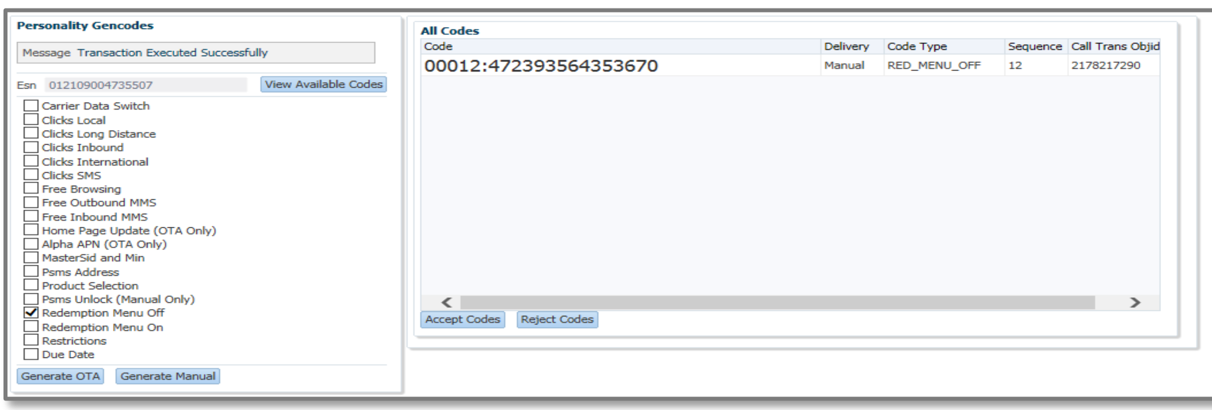
Handset Protection

View Handset Protection enrollments and claims filed.



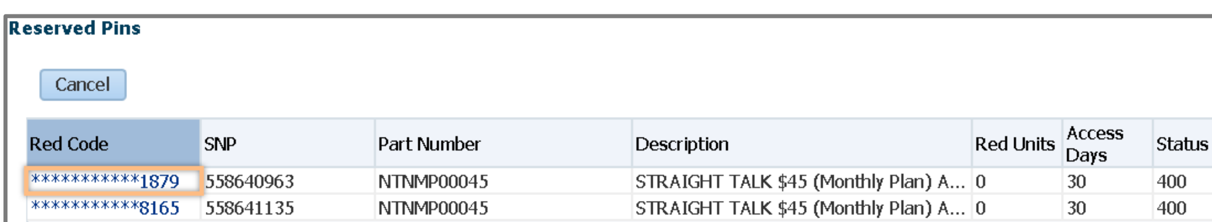
Personality Codes

Provides programming codes that can be sent OTA (over-the-air) or entered manually into the customer's phone. These codes give the pone "personality" and programs it to work with the carrier.



Reserved PINs

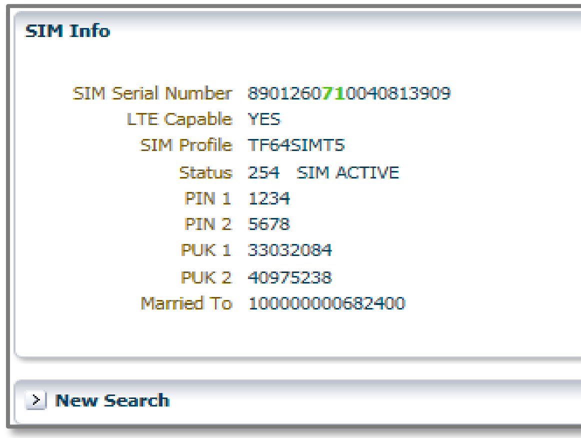
When a customer redeems a monthly airtime service plan, they have the option to "Add Now" or "Add to Reservie". In this section, you can view the airtime cards that were added to the Reserve. The cards in the Reserve will automically be added to the account on the service end date.



SIM Info

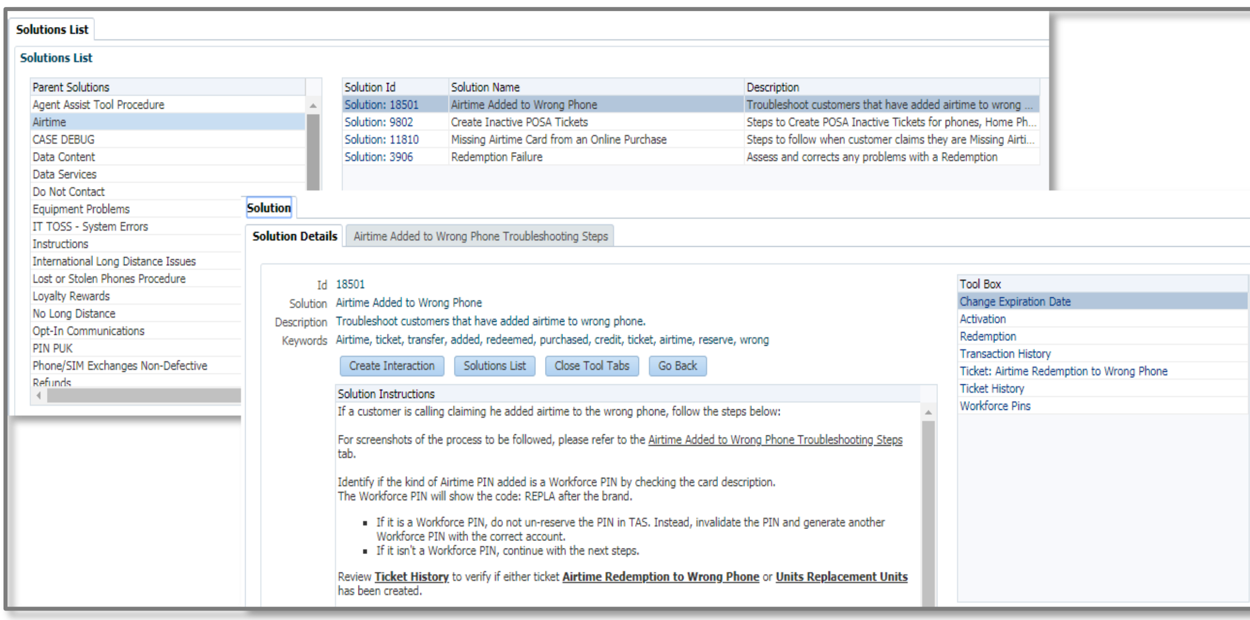
Allows you to view the SIM card Information.
This section lists:

- Whether or not the SIM is LTE Capable
- SIM Profile
- Status of SIM
- PIN/PUK Code(s) used to unlock the phone
- The ESN that the SIM is married (or attached to)



Solutions

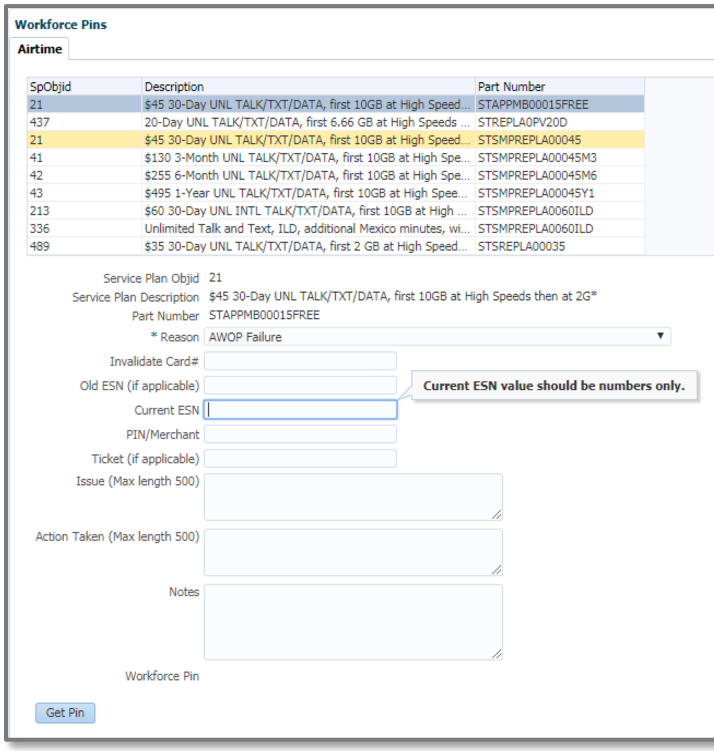
Provides a series of troubleshooting steps for the Parent Solutions listed. The Solution provides a series of instructions to follow, along with additional resources in the Tool Box.



Workfornce Pins

Generate a Workforce (WF) PIN to compensate for various reasons (listed in the dropdown menu):

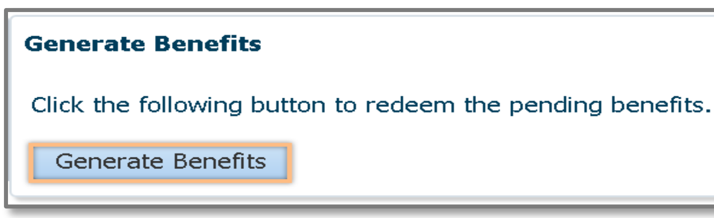
- ✓ PIN Redeemed to Wrong Handset
- ✓ Redemption Failure
- ✓ Airtime Conversion
- ✓ AWOP Failure
- ✓ Port Request (active with new number and now requesting a Port)
- ✓ Port Request Cancellation (requested a port and is now requesting a new number)



Generate Benefits

Clear out any pending redemption benefits to be added.

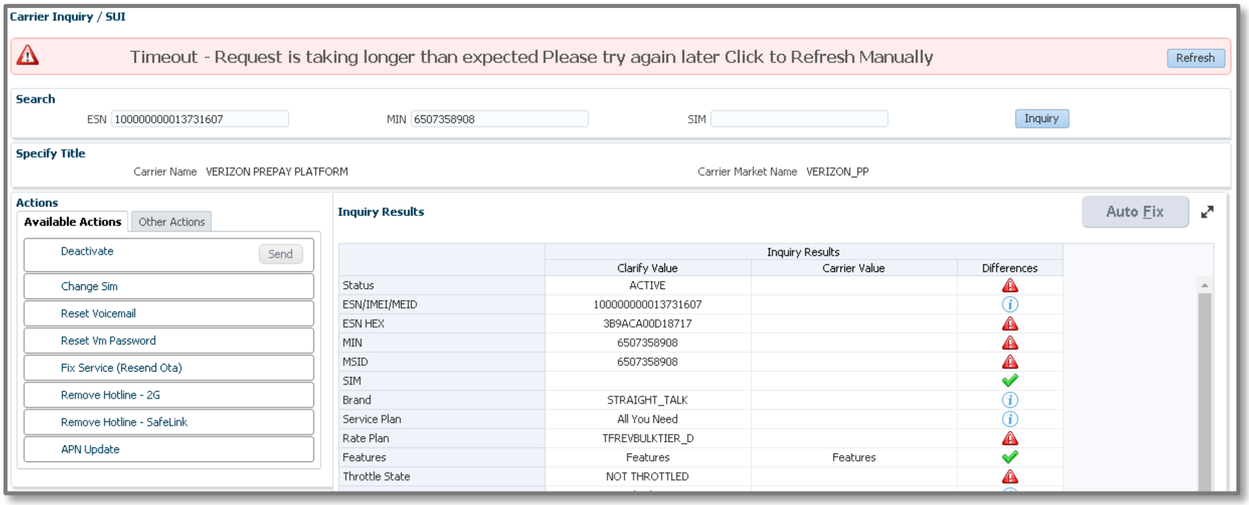
Applicable only to PPE type phones.



Carrier Support Menu

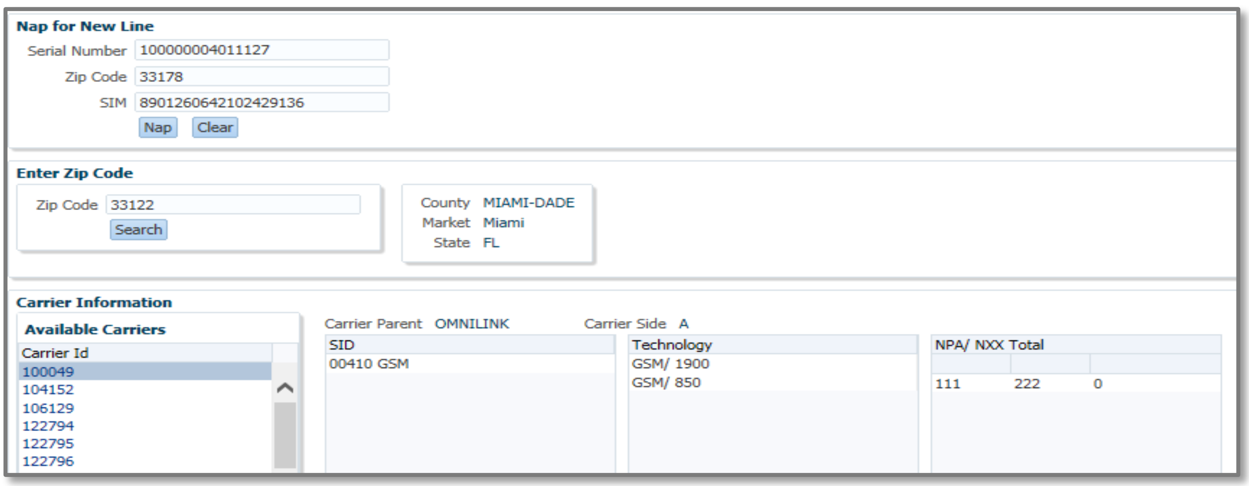
Carrier Inquiry/SUI

Query a MIN (phone number) or ESN (serial number) to validate the carrier status instead of having to search in the carrier billing system.



NAP Verify

View the carrier information for that zip code and verify what line is assigned or available for the ESN/IMEI/MEID.

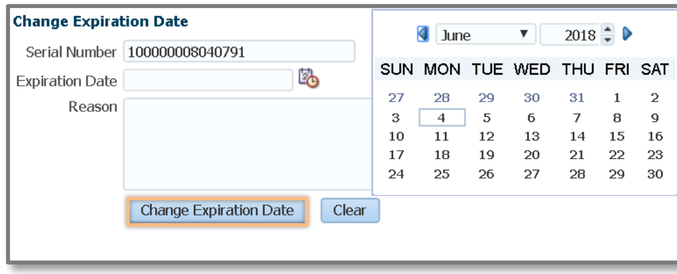


TOSS Util Menu

As a Customer Care Representative with TOSS access, you will have access to specific tools that can be used to research and resolve reoccurring customer and/or system related issues.

Change Expiration Date

Update the customer's phone due date manually if the system fails to provide the correct Service End Date of the phone. This is only applicable for PPE phones with a PAYGO plan or TracFone Androids.

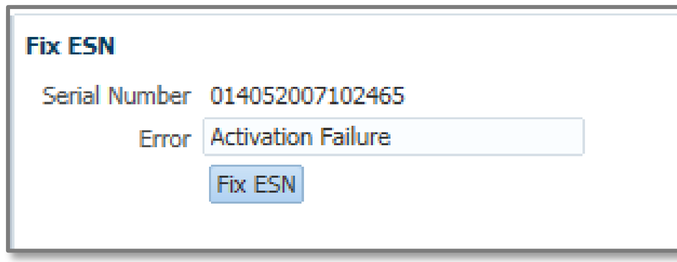


Fix ESN

Fix system errors that appear in TAS real-time.

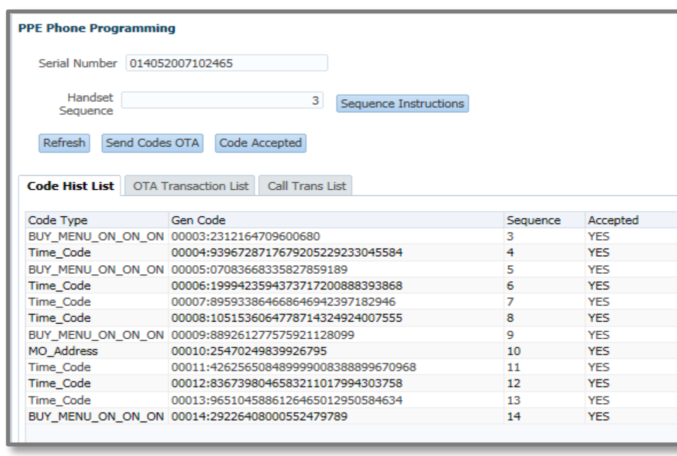
Common errors include:

- ✓ Activation Loop
- ✓ Redemption Loop
- ✓ Reactivation Error
- ✓ Upgrade Error



PPE Phone Programming

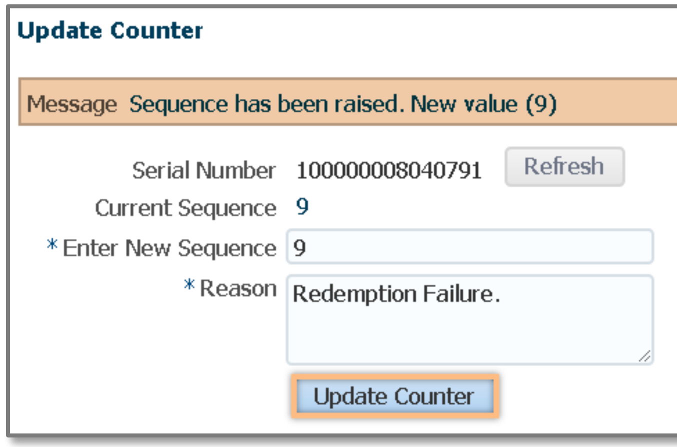
Used when an airtime card or phone has an OTA issue. Select Send Codes OTA to see if the system can fix it before creating a ticket.



Code Type	Gen Code	Sequence	Accepted
BUY_MENU_ON_ON_ON	00003:2312164709600680	3	YES
Time_Code	00004:93967287176792052292330455584	4	YES
BUY_MENU_ON_ON_ON	00005:07083668335827859189	5	YES
Time_Code	00006:1999423594373717200888393868	6	YES
Time_Code	00007:895933864668646942397182946	7	YES
Time_Code	00008:1051536064778714324924007555	8	YES
BUY_MENU_ON_ON_ON	00009:889261277575921128099	9	YES
MO_Address	00010:25470249839926795	10	YES
Time_Code	00011:426256508489999008388899670968	11	YES
Time_Code	00012:8367398046583211017994303758	12	YES
Time_Code	00013:9651045886126465012950584634	13	YES
BUY_MENU_ON_ON_ON	00014:29226408000552479789	14	YES

Reset Counter

Used when you encounter a customer's phone with a lower sequence than what is in our TOSS system.

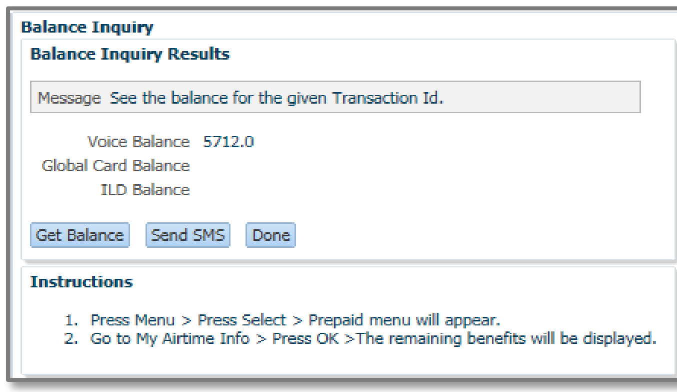


Tier 1 Customer Care Representatives can only lower the sequence. To raise a sequence, follow the Transfer Guidelines.

Time Tank Verify

Verify the minutes on a customer's phone. This will be used for PPE phones only.

You can send the results via SMS or provide the customer with instructions on how to find the benefits on the phone.

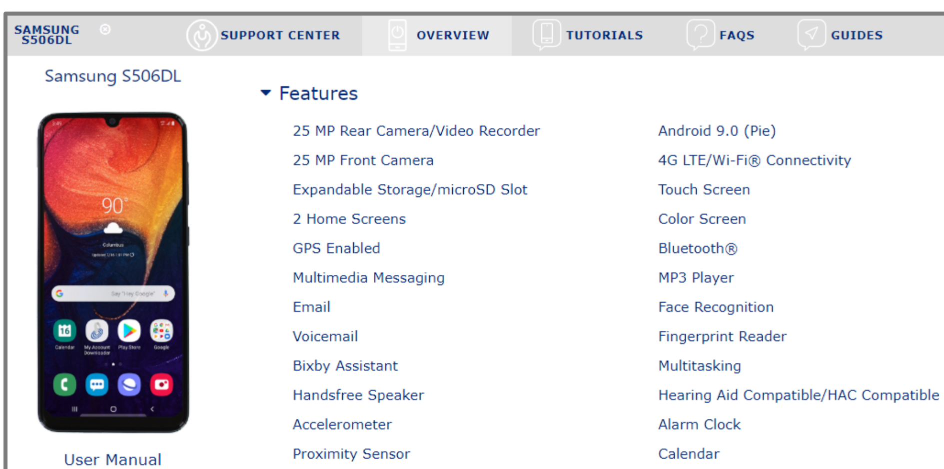


Tutorials/Instructions Menu

Tutorials and User Manuals

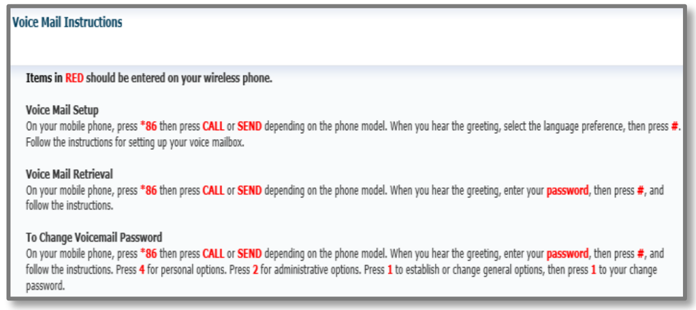
Interactive phone tutorials

You can access Tutorials and User Manuals from TAS, Agent Support, or directly from the branded website.



Voicemail Instructions

This provides voicemail instructions specific to the phone model.

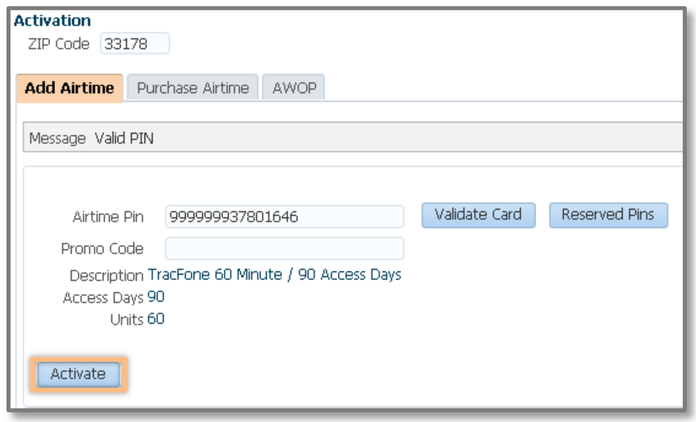


Transactions Menu

The Transactions Menu is home to some of the main transactions you will be able to complete for the customer. If the option is grayed out, you will not be able to process the transaction.

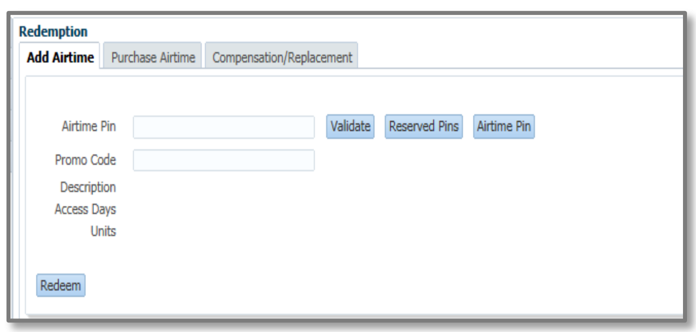
Activation (Reactivation)

Occurs when ESN/MIN goes from inactive to active status with the redemption of an airtime service plan.



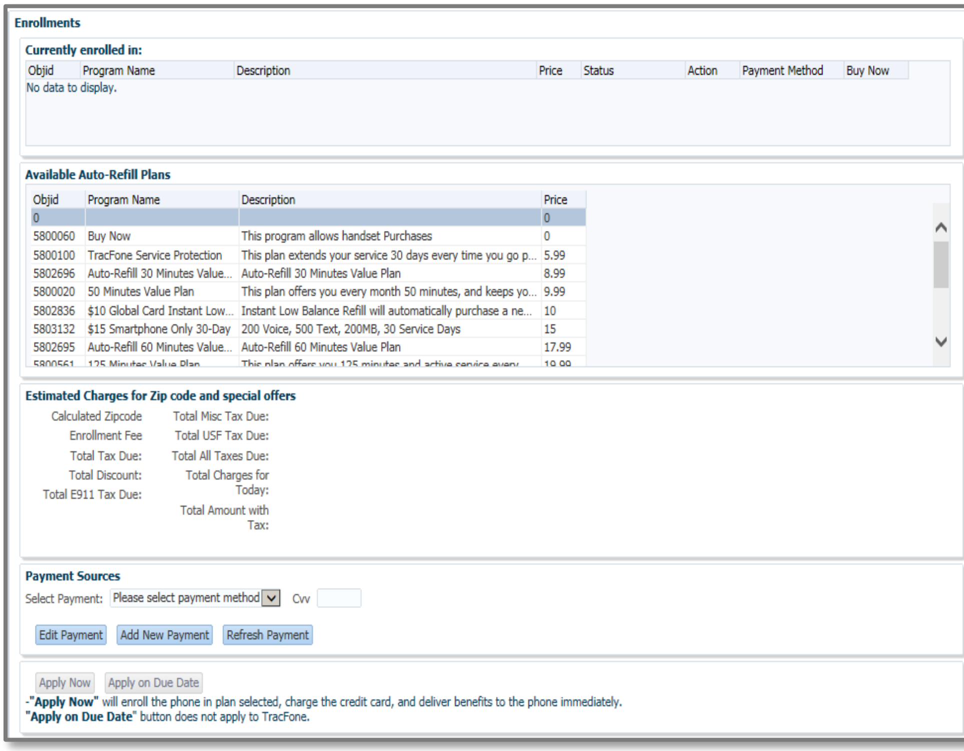
Redemption

The process of adding airtime to an active phone. The customer can add airtime purchased from one of our authorized retailers or purchase over the phone with a Customer Care Representative. You can also issue compensation or replacement airtime from this section in TAS.



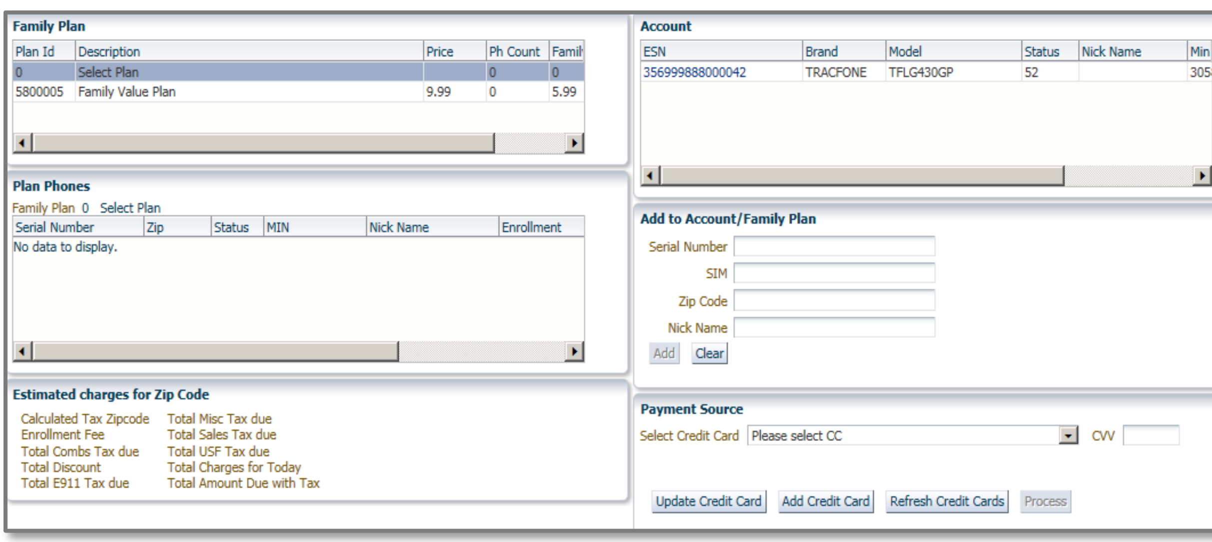
Enrollments

Enroll the customer in a plan that automatically refills on the service end date. Some of these plans include: Service Protection, Global ILD, Value Plans, etc.



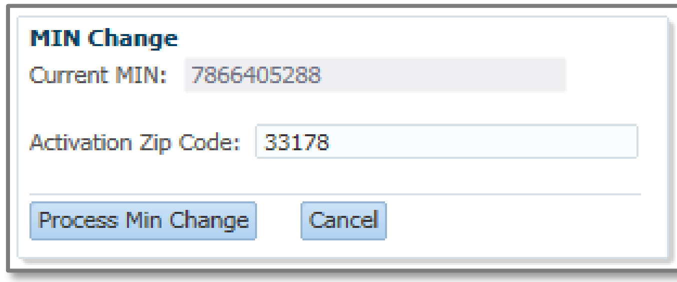
Family Plans (Tracfone Account)

Enroll the customer in the TracFone Family Value Plan using a credit card



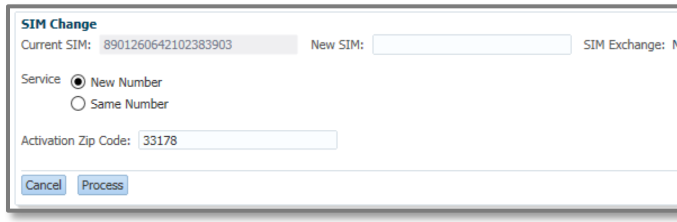
MIN Change

When the customer requests to change their phone number. MIN change thru 611611 is now available. This service allows our customers to change their phone number by texting the keyword MINC to 611611.



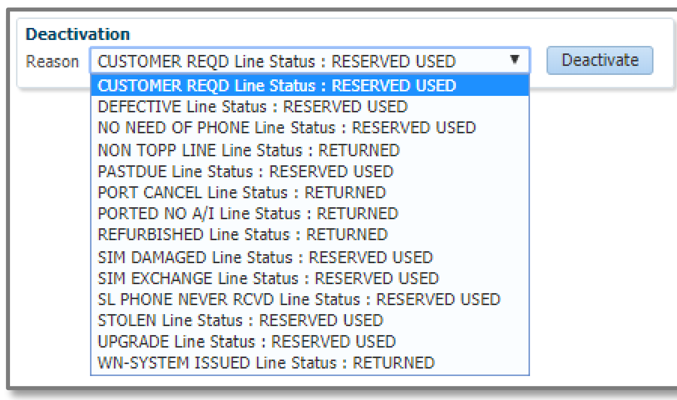
SIM Change

If the transaction requires a new SIM.



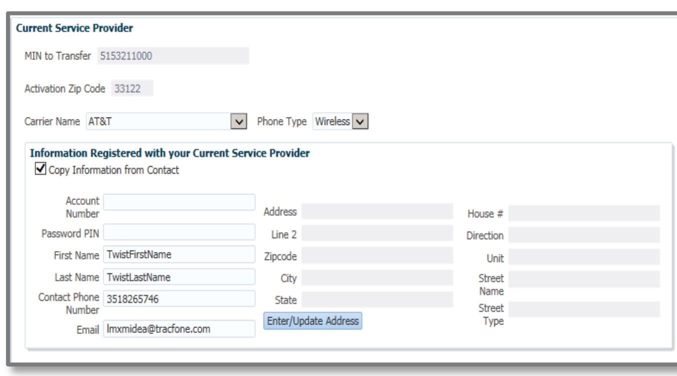
Deactivation

If the customer requests to deactivate their phone number



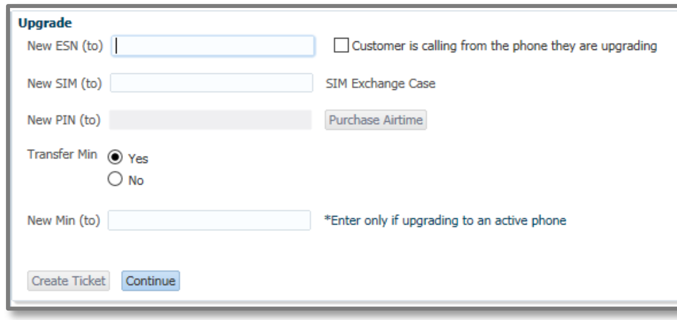
Port-In and Port-Out

If the customer requests to transfer their phone number from another company to the new phone.



Upgrade

Transfer the phone number and benefits from one phone and/or SIM to another



History Menu

Action Item History by ESN

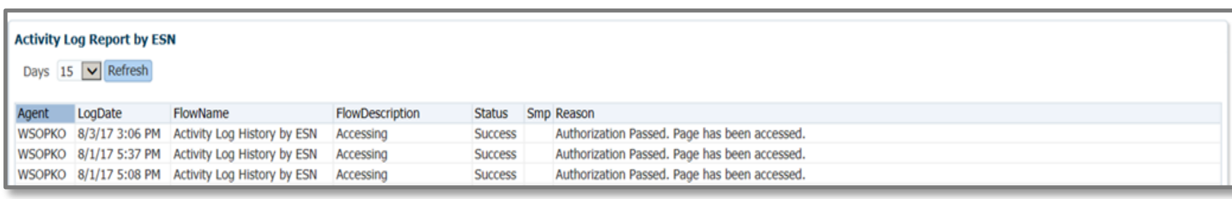
Action Items are system transaction IDs that include, but is not limited to: activations, reactivations, deactivations and serial number changes. Action items are sent automatically and these are used for processing transactions on the carrier billing system.

Action Item History by ESN

Task Id	Age	End Date	Type	Title	Status	Carrier Market	Activation Timeframe
1548222798	176	10/10/2013	Activation	VERIZON_PP ACTIVATION	Succeeded	VERIZON_PP	

Activity Log

View all activities done on the customer's account



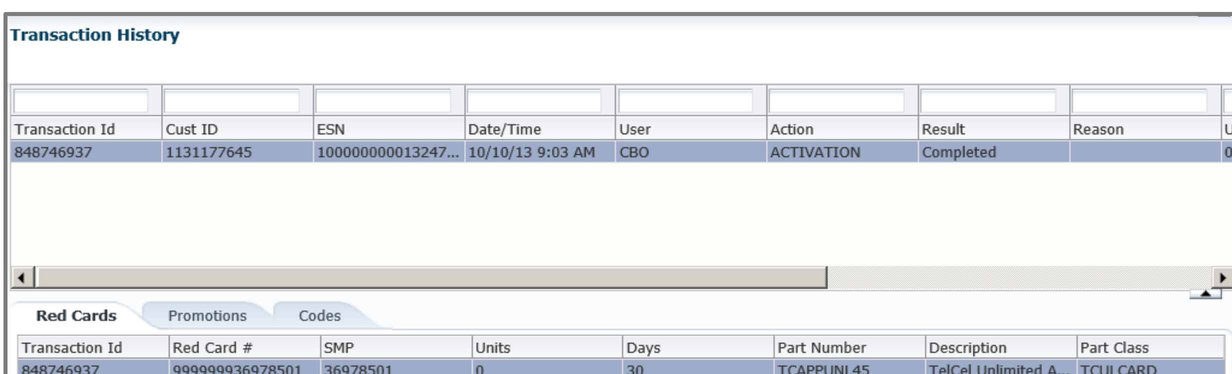
Activity Log Report by ESN

Days 15 Refresh

Agent	LogDate	FlowName	FlowDescription	Status	Smp	Reason
WSOPKO	8/3/17 3:06 PM	Activity Log History by ESN	Accessing	Success		Authorization Passed. Page has been accessed.
WSOPKO	8/1/17 5:37 PM	Activity Log History by ESN	Accessing	Success		Authorization Passed. Page has been accessed.
WSOPKO	8/1/17 5:08 PM	Activity Log History by ESN	Accessing	Success		Authorization Passed. Page has been accessed.

Transaction History

View all transactions processed on the customer's account



Transaction History

Transaction Id	Cust ID	ESN	Date/Time	User	Action	Result	Reason	U
848746937	1131177645	100000000013247...	10/10/13 9:03 AM	CBO	ACTIVATION	Completed		0

Red Cards | Promotions | Codes

Transaction Id	Red Card #	SMP	Units	Days	Part Number	Description	Part Class
848746937	999999936978501	36978501	0	30	TCAPPUNL45	TelCel Unlimited A...	TCULCARD

Ticket History

History of all cases created for an account. To manage each case individually, select the Ticket ID Number.

Ticket History

Id Number	Code Type	Title	Condition	Status	Date/Time	User	MIN	Issue
1077676895	Line Activation	Unable to Make /...	Open-Dispatch	Pending	5/5/2014	CEB1HNIEVES	3058886014	Unregistered SIM/...
1077676900	Features	Voicemail	Open-Dispatch	Pending	5/5/2014	CEB1HNIEVES	3058886014	Unregistered SIM/...
1077691725	Warranty	Defective Phone	Closed	Closed	11/19/2014	CEB1HNIEVES	3058886014	Physical Damage
1077692133	Warranty	Defective Phone	Open	Pending	11/24/2014	CEB1HNIEVES	3058886014	HS Purchase

Code History

Lists all the codes initiated by the system for an account

Code History

ESN	Date/Time	User	Action	Sequence	Code	Accepted	Code Type
100000000013258737	11/18/13 12:00 AM	OACOSTA	Activation	0	00000:01609068168...	YES	Time_Code
100000000013258737	11/18/13 12:00 AM	OACOSTA	Activation	1	00001:95335127977...	OTAPENDING	PRL_SID
100000000013258737	11/18/13 12:00 AM	OACOSTA	Activation	2	00002:53873119376...	OTAPENDING	HomeMaster_SID
100000000013258737	11/18/13 12:00 AM	OACOSTA	Activation	3	00003:52083531999...	OTAPENDING	Local_SID
100000000013258737	11/18/13 12:00 AM	OACOSTA	Activation	4	00004:27868256548...	OTAPENDING	Local_SID

Purchase History by ESN

Lists all airtime purchases made using a credit card the Website, Customer Service or IVR

Purchase History by ESN

ESN	CC Last 4	CC Type	Transaction Id	Price	Discounts	Sales Tax	E911 Fee	USF	RCRF	Amount	Purch Date	Status
100000000013247363	3213	Master Card	BP2013110967356...	60	0	4.2	0	0.9	0.12	65.22	2013-11-09 11:54:28	Declined
100000000013247363	3213	Master Card	BP2013101067354...	0	0	0	0	0	0	0	2013-10-10 09:40:36	Approved

Promotion History

A complete history of the promotional and bonus minutes added to the phone. You will be able to determine minutes delivered through Auto-pay in this section.

Promotion History

Serial Number	Date/Time	Result	Promo Code	Promo Type	Source	Days	Units	Description
100000001045797	5/14/14 9:20 AM	Completed	DEFDIG02	Activation	TAS	60	10	Inform the customer that he will recieve 10 units o...

Phone History

Provides a complete history of the ESN

Phone History

Serial Number 100000000013292405

Search

Serial Number	Change Reason	Date/Time	Status	Sequence	User	SIM	Dealer Id	Dealer Name
100000000013292...	DEACTIVATE	4/16/14 12:00 AM	54	7	CBO		9621	TRACFONE-BRIGHTPOINT-DIST.

Line History

View the phone number attached to the phone

Line History

Search

* Required

Transaction Type: ACTIVATE

Msid:

* MIN: 7868693915

Search | Reset

MIN	MSID	Transaction Type	Date/Time	Status	User	Carrier	Carrier Id	Market
7868693915	7868693915	ACTIVATE	2/19/15 6:08 PM	37	sa	VERIZON WIRELESS	100040	VERIZON (San Francisco,CA)

Recent Interactions

List all recent interactions associated to a specific contact record. You will also have the ability to create an interaction.

Recent Interactions — Create Interaction | Export to Excel

Interaction Details

2017-03-02 12:20:17.0 1217579353 Buy Airtime Successful CEB1HNIEVES 100000000013253986
Customer successfully purchased 400 minutes with 1 year of service.

2017-02-21 14:05:29.0 1217578133 Technical Unable Make/Rec Call Successful CEB1HNIEVES 100000000013253986
-customer asks to fix unable to make and receive calls issue
-fix the line via SUI. phone works

Compensation and Replacement History

Summary of all Replacement and Compensation units or plans issued to the customer

Compensation Replacement History

Id Number	Creation Date	Case Type	Title	User	Type	Service Plan	Voice	SMS	Data	Da
1075132555	6/4/14 3:48 PM	Units	Replacement Units	HNIEVES	REPLACEMENT	UNL No data		0		

Safelink Service History

Lists all SafeLink transactions including the Lifelink Ticket Number, Serial Numbers associated to the LifeLine service and the benefits provided to the phone.

Search Criteria

Select One: LID / ESN

LID: 9683419

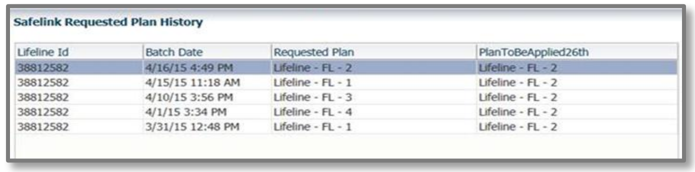
Search

Safe Link Service History

Date	ESN	LID	Event	Plan	Minutes	Source	Status	Event Detail
4/1/15 2:04 AM	012870005887668	9683419	Minutes delivered		250	WEB	236	389022242/1466197731
4/1/15 2:04 AM	012870005887668	9683419	Minutes sent		250	WEB	236	389022242/
3/1/15 1:33 AM	012870005887668	9683419	Minutes delivered		250	WEB	236	380311188/1428876381
3/1/15 1:33 AM	012870005887668	9683419	Minutes sent		250	WEB	236	380311188/
2/1/15 1:38 AM	012870005887668	9683419	Minutes delivered		250	WEB	236	373550819/1394190847
2/1/15 1:38 AM	012870005887668	9683419	Minutes sent		250	WEB	236	373550819/
1/1/15 1:42 AM	012870005887668	9683419	Minutes delivered		250	WEB	236	366533030/1358487964
1/1/15 1:42 AM	012870005887668	9683419	Minutes sent		250	WEB	236	366533030/
12/1/14 2:14 AM	012870005887668	9683419	Minutes delivered		250	WEB	236	361560981/1323246181
12/1/14 2:14 AM	012870005887668	9683419	Minutes sent		250	WEB	236	361560981/
11/1/14 2:07 AM	012870005887668	9683419	Minutes sent		250	WEB	236	354564373/
11/1/14 2:07 AM	012870005887668	9683419	Minutes delivered		250	WEB	236	354564373/1288186394
10/1/14 1:47 AM	012870005887668	9683419	Minutes delivered		250	WEB	236	345636438/1251394365
10/1/14 1:47 AM	012870005887668	9683419	Minutes sent		250	WEB	236	345636438/
9/1/14 1:44 AM	012870005887668	9683419	Minutes sent		250	WEB	236	338792102/
9/1/14 1:44 AM	012870005887668	9683419	Minutes delivered		250	WEB	236	338792102/1216883903
8/1/14 1:28 AM	012870005887668	9683419	Minutes delivered		250	WEB	236	331653100/1181607342

Safelink Requested Plan

Lists the current SafeLink Plan assigned to the customer. The system auto-assigns the plan depending on the technology requested during enrollment.


Safelink Requested Plan History

Lifeline Id	Batch Date	Requested Plan	PlanToBeApplied26th
38812582	4/16/15 4:49 PM	Lifeline - FL - 2	Lifeline - FL - 2
38812582	4/15/15 11:18 AM	Lifeline - FL - 1	Lifeline - FL - 2
38812582	4/10/15 3:56 PM	Lifeline - FL - 3	Lifeline - FL - 2
38812582	4/1/15 3:34 PM	Lifeline - FL - 4	Lifeline - FL - 2
38812582	3/31/15 12:48 PM	Lifeline - FL - 1	Lifeline - FL - 2

Support Page

The next set of menus can only be accessed from the Support page. Access to certain menus is limited to certain groups.

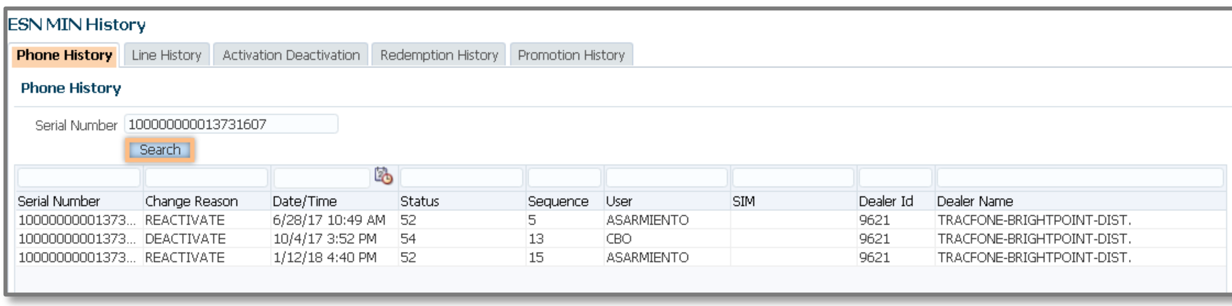
Action Item Maintenance

Used for research purposes (Carrier Analysts only)

ESN MIN History

Allows you to conduct a search for the following:

Phone History – complete history of the ESN.


ESN MIN History

Phone History | Line History | Activation Deactivation | Redemption History | Promotion History

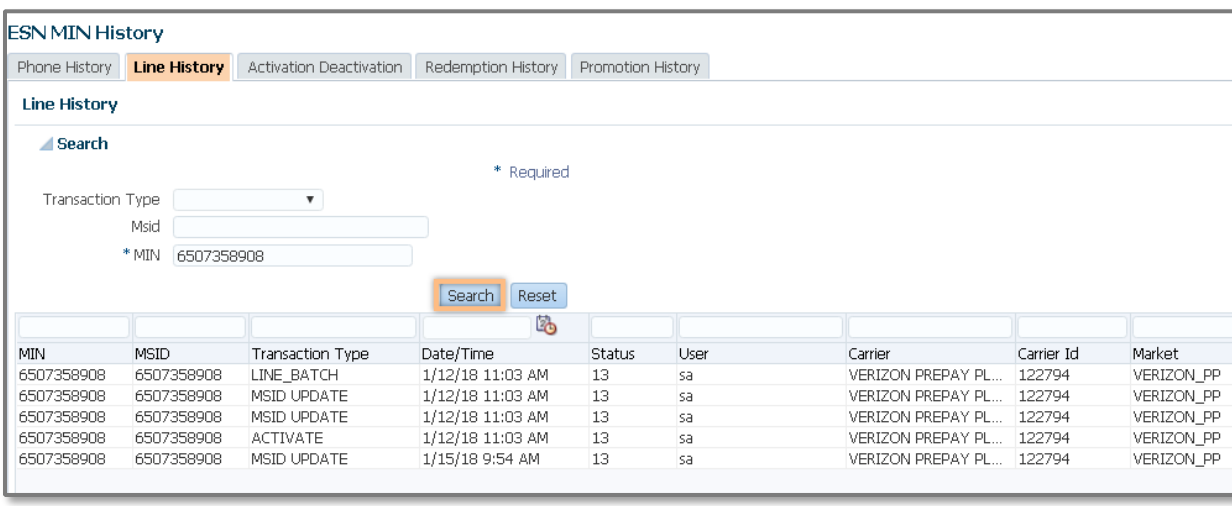
Phone History

Serial Number 100000000013731607

Search

Serial Number	Change Reason	Date/Time	Status	Sequence	User	SIM	Dealer Id	Dealer Name
10000000001373...	REACTIVATE	6/28/17 10:49 AM	52	5	ASARMIENTO		9621	TRACFONE-BRIGHTPOINT-DIST.
10000000001373...	DEACTIVATE	10/4/17 3:52 PM	54	13	CBO		9621	TRACFONE-BRIGHTPOINT-DIST.
10000000001373...	REACTIVATE	1/12/18 4:40 PM	52	15	ASARMIENTO		9621	TRACFONE-BRIGHTPOINT-DIST.

Line History – the Phone number attached to the phone


ESN MIN History

Phone History | Line History | Activation Deactivation | Redemption History | Promotion History

Line History

Search

* Required

Transaction Type

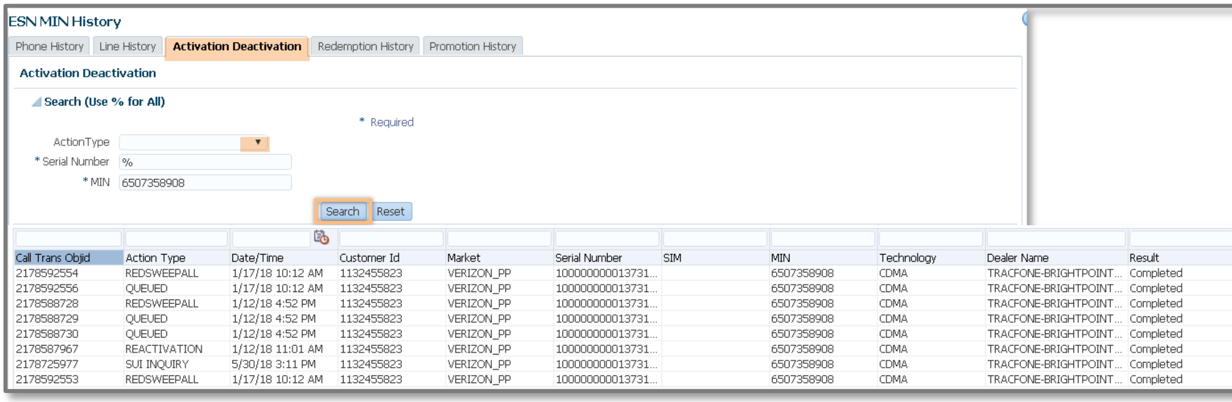
Msid

* MIN 6507358908

Search Reset

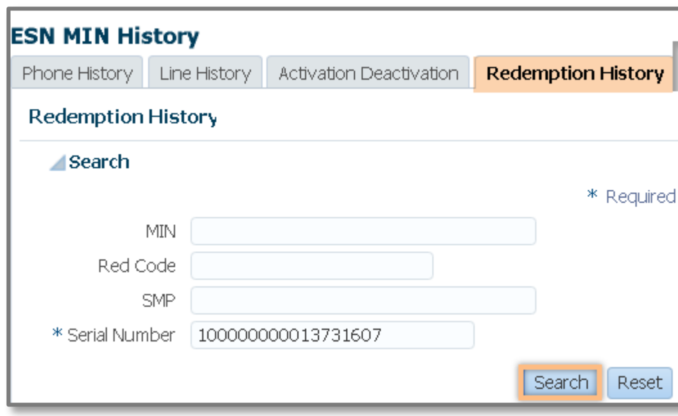
MIN	MSID	Transaction Type	Date/Time	Status	User	Carrier	Carrier Id	Market
6507358908	6507358908	LINE_BATCH	1/12/18 11:03 AM	13	sa	VERIZON PREPAY PL...	122794	VERIZON_PP
6507358908	6507358908	MSID UPDATE	1/12/18 11:03 AM	13	sa	VERIZON PREPAY PL...	122794	VERIZON_PP
6507358908	6507358908	MSID UPDATE	1/12/18 11:03 AM	13	sa	VERIZON PREPAY PL...	122794	VERIZON_PP
6507358908	6507358908	ACTIVATE	1/12/18 11:03 AM	13	sa	VERIZON PREPAY PL...	122794	VERIZON_PP
6507358908	6507358908	MSID UPDATE	1/15/18 9:54 AM	13	sa	VERIZON PREPAY PL...	122794	VERIZON_PP

Activation Deactivation – when the phone was activated, deactivated or reactivated and other transactions such as redemption and programming codes sent to the phone

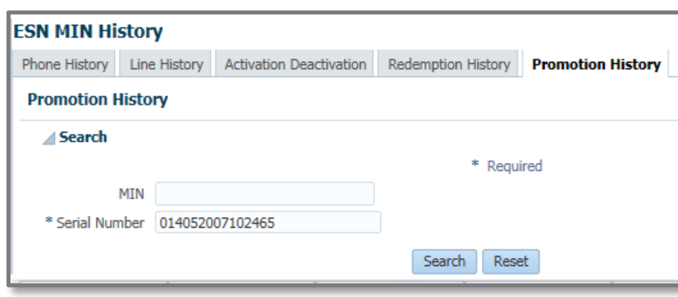


Call Trans Objid	Action Type	Date/Time	Customer Id	Market	Serial Number	SIM	MIN	Technology	Dealer Name	Result
2178592554	REDSWEEPALL	1/17/18 10:12 AM	1132455823	VERIZON_PP	100000000013731...		6507358908	CDMA	TRACFONE-BRIGHTPOINT...	Completed
2178592556	QUEUED	1/17/18 10:12 AM	1132455823	VERIZON_PP	100000000013731...		6507358908	CDMA	TRACFONE-BRIGHTPOINT...	Completed
2178588728	REDSWEEPALL	1/12/18 4:52 PM	1132455823	VERIZON_PP	100000000013731...		6507358908	CDMA	TRACFONE-BRIGHTPOINT...	Completed
2178588729	QUEUED	1/12/18 4:52 PM	1132455823	VERIZON_PP	100000000013731...		6507358908	CDMA	TRACFONE-BRIGHTPOINT...	Completed
2178588730	QUEUED	1/12/18 4:52 PM	1132455823	VERIZON_PP	100000000013731...		6507358908	CDMA	TRACFONE-BRIGHTPOINT...	Completed
2178587967	REACTIVATION	1/12/18 11:01 AM	1132455823	VERIZON_PP	100000000013731...		6507358908	CDMA	TRACFONE-BRIGHTPOINT...	Completed
2178725977	SUI INQUIRY	5/30/18 3:11 PM	1132455823	VERIZON_PP	100000000013731...		6507358908	CDMA	TRACFONE-BRIGHTPOINT...	Completed
2178592553	REDSWEEPALL	1/17/18 10:12 AM	1132455823	VERIZON_PP	100000000013731...		6507358908	CDMA	TRACFONE-BRIGHTPOINT...	Completed

Redemption History – all paid airtime minutes added to the phone.

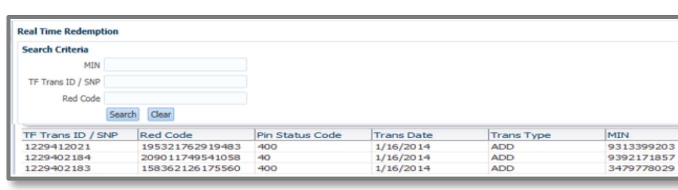


Promotion History – all promotional minutes added to the account (by promo codes, activation, or Customer Care Representative). This is only applicable to TracFone, NET10 and SafeLink customers.



Real-Time Redemption

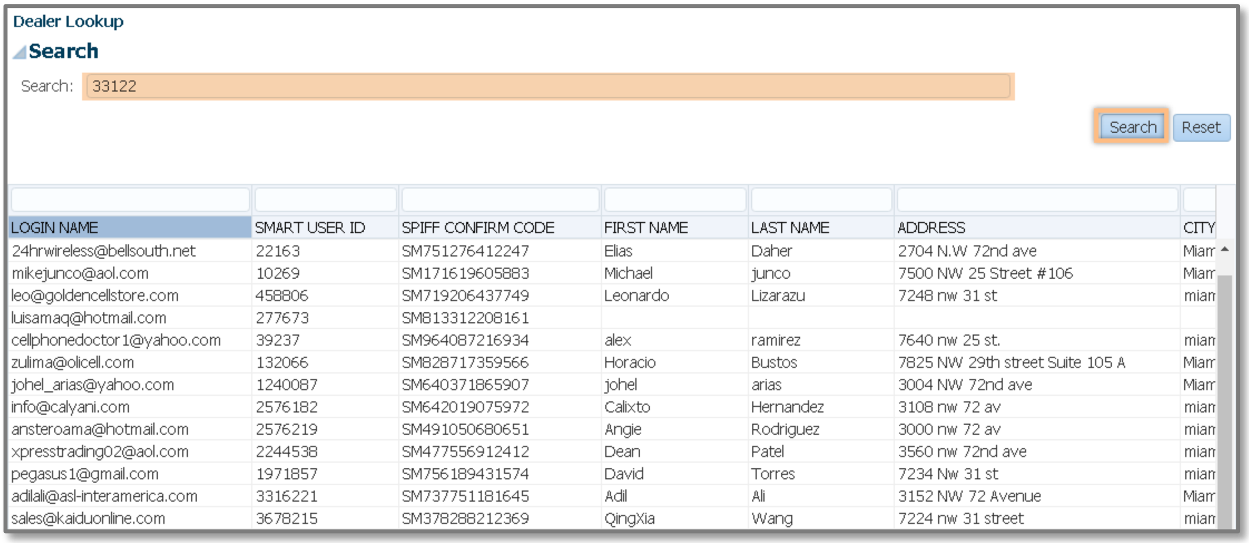
Transactions processed at our authorized retailers.



TF Trans ID / SNP	Red Code	Pin Status Code	Trans Date	Trans Type	MIN
1229412021	195321762919483	400	1/16/2014	ADD	9313399203
1229402184	209011749541058	40	1/16/2014	ADD	9392171857
1229402183	158362126175560	400	1/16/2014	ADD	3479778029

Dealer Lookup

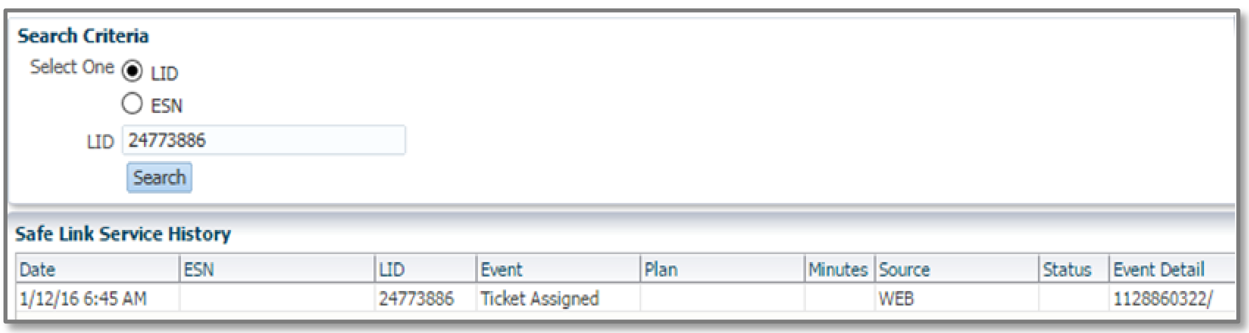
Search for available dealers by entering the Zip Code.



LOGIN NAME	SMART USER ID	SPIFF CONFIRM CODE	FIRST NAME	LAST NAME	ADDRESS	CITY
24hrwireless@bellsouth.net	22163	SM751276412247	Elias	Daher	2704 N.W 72nd ave	Miam
mikejunco@aol.com	10269	SM171619605883	Michael	junco	7500 NW 25 Street #106	Miam
leo@goldencellstore.com	458806	SM719206437749	Leonardo	Lizarazu	7248 nw 31 st	mian
luisamaq@hotmail.com	277673	SM813312208161				
cellphonedoctor1@yahoo.com	39237	SM964087216934	alex	ramirez	7640 nw 25 st.	mian
zulima@olicell.com	132066	SM828717359566	Horacio	Bustos	7825 NW 29th street Suite 105 A	Miam
johel_arias@yahoo.com	1240087	SM640371865907	johel	arias	3004 NW 72nd ave	Miam
info@calyani.com	2576182	SM642019075972	Calixto	Hernandez	3108 nw 72 av	mian
ansteroama@hotmail.com	2576219	SM491050680651	Angie	Rodriguez	3000 nw 72 av	mian
xpresstrading02@aol.com	2244538	SM477556912412	Dean	Patel	3560 nw 72nd ave	mian
pegasus1@gmail.com	1971857	SM756189431574	David	Torres	7234 Nw 31 st	mian
adilali@asl-interamerica.com	3316221	SM737751181645	Adil	Ali	3152 NW 72 Avenue	Miam
sales@kaiduonline.com	3678215	SM378288212369	QingXia	Wang	7224 nw 31 street	mian

Safelink Service History

Provides SafeLink History of the customer such as Plan Type, Serial Number of the Phone, Minutes Delivered and etc. This may be checked through LifeLine ID or ESN.



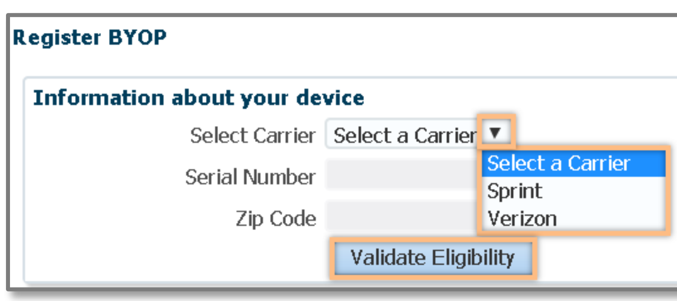
Date	ESN	LID	Event	Plan	Minutes	Source	Status	Event Detail
1/12/16 6:45 AM		24773886	Ticket Assigned			WEB		1128860322/

Solutions Link

Similar to Solutions found in ESN Support Menu on the Incoming Call Page.

BYOP Eligibilty Check

Verify if the device is compatible with our BYOP program.



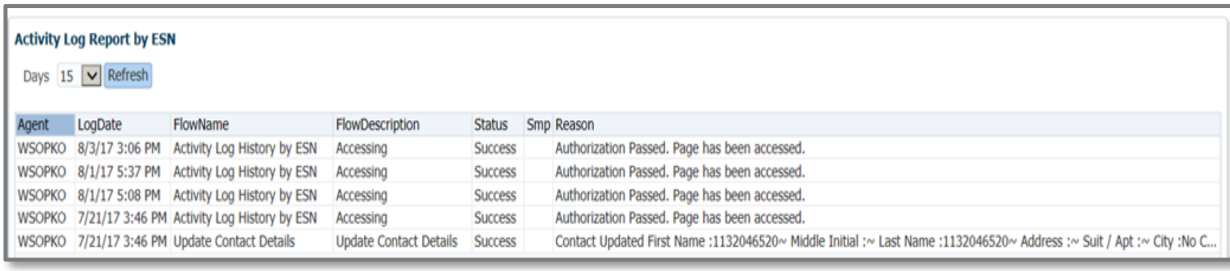
Carrier Support Menu

Similar to the Carrier Suuport found in the Income Call Page.

Toss Util Menu

Activity Log

View all activities done on the customer's account.



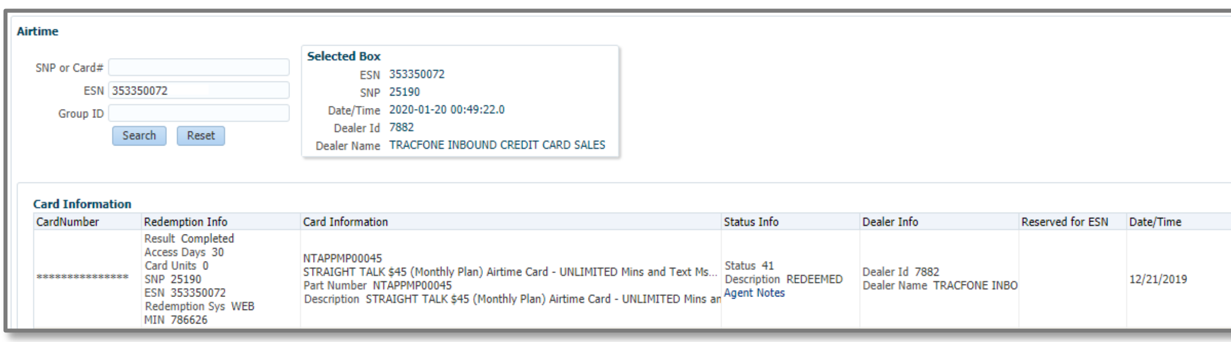
Airtime (Cards)

Verify the status of an airtime card (i.e. Card type, day added, which ESN it was added to). There are different statuses the Airtime card can have. Once you enter the PIN, you can view if the card is new, redeemed, void or reserved.

To view the status of a Service Card:

1. Enter the SNP, airtime card number, or ESN
2. Select Search

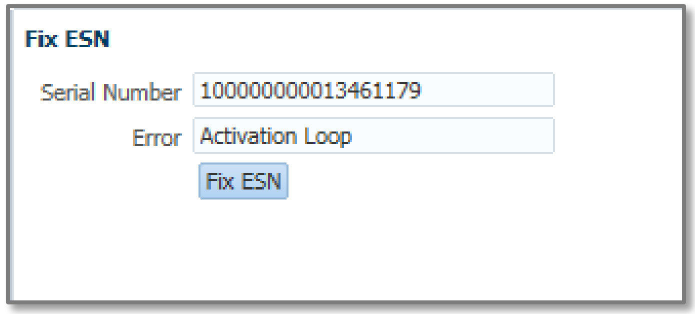
The airtime card number will be masked in the search results.



Fix ESN

Fix ESN (Form 1052) allows Customer Care Representatives to fix system errors real-time for errors such as:

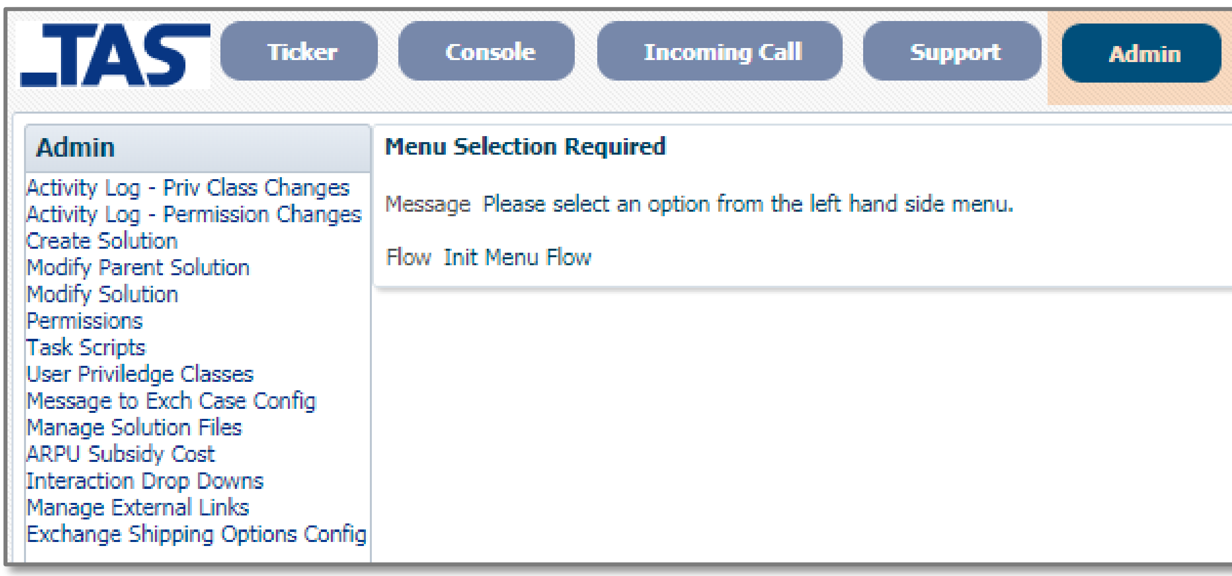
- Activation Loop
- Enrollment Issues
- Redemption Loop, etc.



Whenever you encounter any of these errors, you are required to use the Fix ESN functionality. Should you encounter the same error after fixing the ESN, create a system error case. Otherwise, continue with the troubleshooting. Do not create a system error case without following the FIX ESN procedure.

Admin Page

The Admin Page is restricted to Tier 1 level. This page is intented to be utilized ONLY by TracFone Miami.



Chapter 3: Call Management

Tracfone Metrics and Goals

TracFone has set METRICS and GOALS that need to be achieved to positively contribute to the success of TracFone Wireless. We need to deliver quality service in order to keep our customers happy. Let's review some of the **Key Performance Indicators:**

Schedule Adherence

- Complying with the assigned schedule.

Quality Assurance

- Adhere to quality standards and provide solutions that wil ensure a positive customer experience.

NPS (Net Promoter Score)

- Customers are randomly surveyed and asked "**On a scale of 1-10 with 10 being the most positive, how likely are you to recommend our service to others?**"
- For NPS, the ratings are categorized as follows:
  - Promoters: 9-10
  - Neutrals: 7-8
  - Detractors: 1-6
- To calculate the NPS, the number of detractors is subtracted from the number of promoters and divided by the total number of surveys.

RFT (Right First Time)

- Customers are randomly surveyed and asked "**Was your issue resolved to your satisfaction?**" The customer has the option to answer "yes" or "no".
- To calculate the RFT, the total "yes" responses are divided by the total number of surveys.

Standard Call Handling Procedures

As a Customer Care Representative, you will be monitored by the Quality Assurance (QA) Department for compliance to TracFone standards for greetings, communication/problem solving skills, product knowledge, and call closings. By adhering to the guidelines below, you should consistently earn passing scores.

General Interactions

- ✓ Speak clearly, without terminology/jargon the customer might not know.
- ✓ Listen attentively, focusing on what the customer is saying, not on what is going on around you.
- ✓ Do not interrupt the customer.
- ✓ Acknowledge and accept responsibility for the customer's question(s) and/or request(s).
- ✓ Avoid unexplained silence by informing the customer of your actions.
- ✓ Utilize appropriate hold procedure.

Opening Spiel

- ✓ Answer each call that comes in within one to three seconds.
- ✓ Thank the caller for calling and provide your name and offer assistance on how you could help them.
- ✓ Promptly ask for the serial number or phone number and for information on the account and the customer's needs.
- ✓ Ask probing questions if the customer is not clear about what is needed.
- ✓ Offer the Survey (if applicable)

Selecting the Correct Flow and Offering Assistance

- ✓ .Identify the reason for the call and select the appropriate TAS flow to resolve the customer's issue.

Spell/Verify

- ✓ Spell/verify only the customer's shipping and credit/debit card information.
- ✓ Only spell/verify other information if it is not clearly stated.

Closing

- ✓ Inform customer that the transaction was completed and Thank the customer.

"Your transaction has been processed. Thank you for calling (Brand)."

When you are transferring a call, do not offer additional assistance. Instead, transfer the call to the department that is able to assist the customer.
End calls in a professional manner that makes customers feel valued.

Welcome Calls

The following process applies to welcome calls for all activations, reactivations, upgrades, and ports. For these transactions, always remember to extend a warm welcome to the customer and thank them for choosing us as their service provider. There is no script to be read verbatim. The goal is to simply show the customer that we appreciate their business. The following example of a welcome greeting can be used after the customer states that they would like to activate a phone:

"Thank you for choosing [Brand] Wireless as your service provider! Can you please provide the serial number on the red activation card?"

CTI Call Greetings

With CTI Information	*"Thank you for calling **(brand name)**, my name is (XXX)**.** Are you calling in reference to the number ending in XXXX?**"** "May I please have you name?"*
With No CTI Information	***"**Thank you for calling **(brand name)**, this is **(your name).** "How may I assist you today?" "May I please have your name?"*
Onboarding Team	***"**Thank you for calling **(brand name)**, this is **(your name).** "Are you calling to transfer your number from another company?" "May I please have your name?"*

Transfer Guidelines

The Transfer Guidelines found in Agent Support is categorized by brand, organization, and scenario. It will help you determine when, where, and how to transfer a call. Customer satisfaction is greatly impacted by how calls are transferred. At TracFone, we typically transfer call in two ways:

Blind Transfer	Transfer the call to a different extension or department without first providing the other extension or department with any details about the incoming call.
Warm Transfer	Place the customer on hold and contact the other person/department and provide details of the customer's issue(s) prior to transferring the call.

Escalation Guidelines

TracFone strives for one-call resolution. In order to resolve customer issues quickly, increase retention, and decrease escalations to Miami, Customer Care Representative should adhere to the Escalation Guidelines below. Failure to do so will result in an **auto fail** in your Quality Assurance (QA) score.

When you receive a call, you MUST do everything possible to resolve the customer's problem.

If you are unable to resolve the issue, you must follow the instructions outlined in the Transfer Guidelines.

Please note that you are required to review interactions and tickets of any call that is NOT an Activation, Reactivation, or Redemption to make sure that the customer has not called multiple times for the same issue. If the customer has called more than 3 times in 7 days for the same issue, then the Customer Care Representative must escalate the call to their SUP ERD team.

The Transfer Guidelines in Agent Support is constantly being updated to reflect the Team which handles certain call issues.

Identifying Call Types

To handle calls in a timely manner, begin by asking some fact finding questions when customers are calling to Activate, Reactivate, Upgrade, perform device or data troubleshooting steps to their phone. Below are some examples to help you identify your call:

Ask the customer what type of phone they are trying to activate. (i.e. iPhone 8, Galaxy S8, etc.)

Ask the customer if they purchased a SIM card.

Ask the customer where the phone was purchased. (i.e. TracFone website, Walmart, etc.)

Ask the customer for the serial number/ESN. The serial number is also known as IMEI or MEID.

Keeping the Customer Updated

In a situation where it is taking you a long time to resolve the issue, update the customer by giving a narration of what is happening and what you are doing. This helps the customer to feel secure that you are on top of the situation.

Should it take you more time to complete the solution, update your customer every **2 (two) minutes** while processing the request(s) or performing system processes.

1. Inform the customer of the actions you aretaking.
2. Set their expections that they may hear silence while you are processing the solutions (s).
3. **Keep** the customer updated on the status of the process or follow up with them every 2 minutes thereafter.

Two minutes is the maximum time. **Do not** update the customer on every single thing that you are doing. You may use the script below:

"Sir/ Ma'am, I am still working on your account. Feel free to ask or comment on anything you feel appropriate or necessary while I quietly work on your concern"

Remember that excellent customer service is delivering results in a timely manner.

Outbound Call Script

For the latest scripts, please visit the Situational Scripts section in Agent Support.

Outbound Spiel

(Agents must read the Outbound Spiel whenever making an outbound call and speaking to the customer)

2G Migration Customer:
"Hi this is (name). This call may be recorded for Quality Assurance purposes. Are you the person I was speaking with a while ago?"

IMPORTANT: EVERY person you speak to during the call needs to be read the disclaimer with the exception of the Survey team and Calling from the Handset. In this case, they will have heard the script prior to you taking the call.

In the event the call is handed-over to a different person, read this script:

Please be informed that this call may be recorded for Quality Assurance purposes.

Procedure for Disconnected Calls

When dealing with an irate customer, you must remain calm. If the customer is upset and using profanity, don't take it personally. If the call is disconnected (for any reason), take a deep breath and call the customer back.

Opening: "*Hello, this is (Brand) Wireless calling. Please be informed that this call may be recorded for Quality Assurance purposes. We were disconnected and I am calling back to finish assisting you. I can understand your frustration and I would like for us to work together to get this issue resolved for you."*

Listen carefully to what the customer is saying to make sure you have a clear understanding of the problem. Sympathize with the customer and apologize. "*I'm sorry you're not happy with our product or service. Let's see what we can do to make things right*."

Let's review the disconnected call procedure:

1. If the call is disconnected, you have 20 seconds to go into Aux 4 and begin calling the customer back.
2. If you reach a company switchboard operator and have the customer's name, ask for the customer. If there is no one by that name then create an interaction including the number dialed.
3. If you are unable to reach the customer and have the option to leave a message, use the following script:

   > "Hello, this is [Brand] Wireless calling. We were disconnected and I was calling back to finish assisting you. Please give us a call back at (company phone number) at your earliest convenience".

4. Create an interaction including: phone number dialed, if you left a message and all relevant notes pertaining to the call.

DO NOT CALL the customer back if Avaya shows the customer's number as a toll free number such as a 1-800, 1-866, 1-888 or 1-877. Instead, create an interaction noting that no call back number is available.

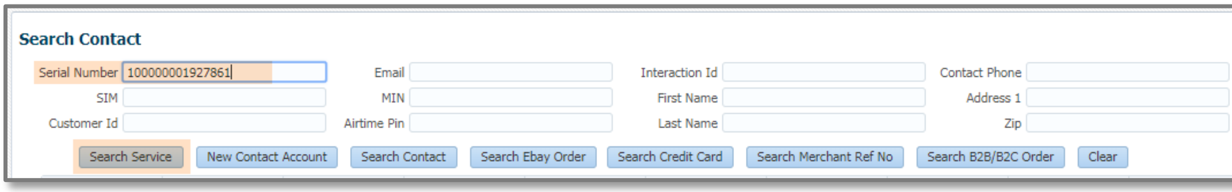
ISSUE RESOLVED? For any resolved issue and the customer does not agree with the resolution and disconnects the call, there is no need for the agent to call the customer back.

Chapter 4: Introduction to Customer Transactions

Putting an Account into Session

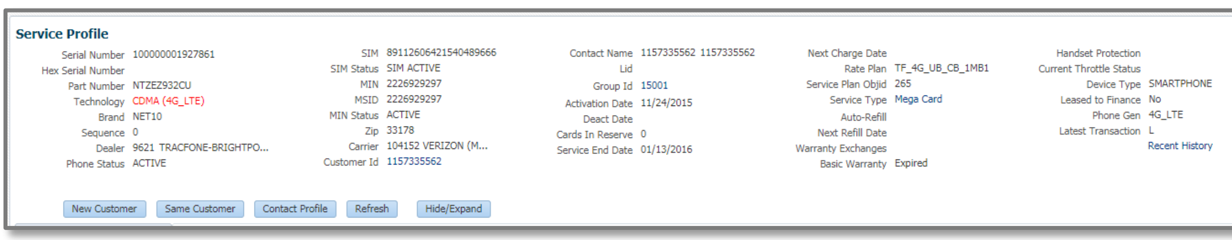
To get started, first enter their account into session. If the customer already has a contact account, follow the steps below to search for the customer's account.

1. Enter the customer's information and select Search Service. If using the customer's email address and select Search Contact instead of Search Service.



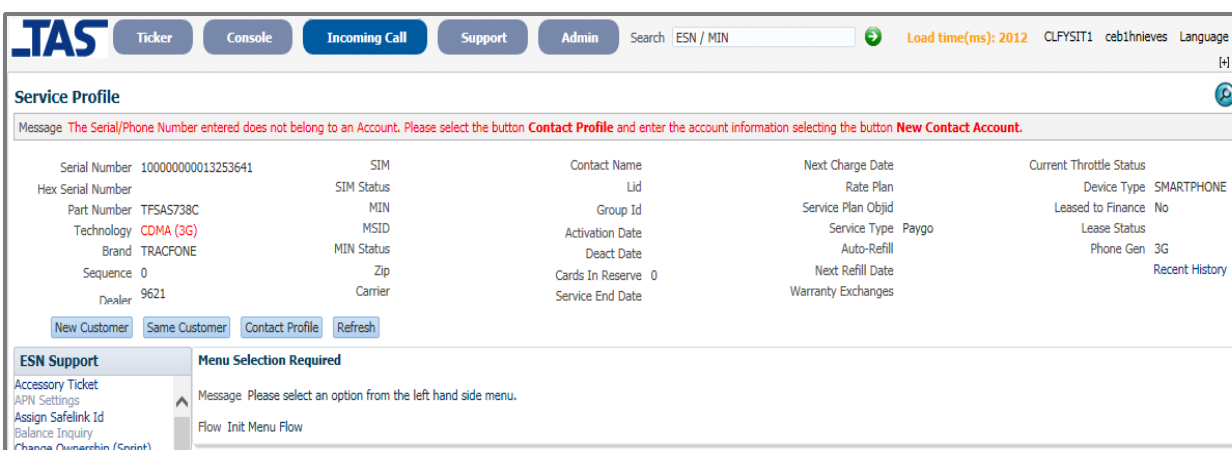
Need help finding he serial number?	• Dial *#06#; or • Check the Settings menu

2. The Service Profile screen will display with the customer's account in session.



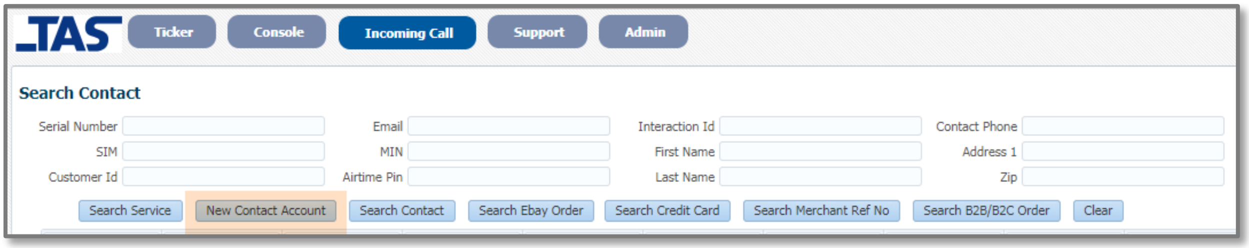
Creating a New Contact Account

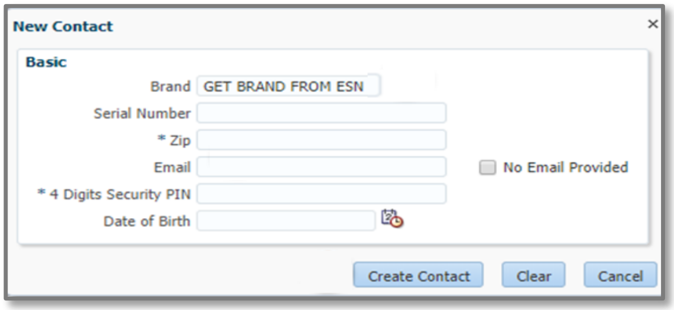
If no contact information was found or if the ESN is New, most of the fields in the Service Profile will be blank. The Transactions menu will not appear on the LHSM until an account is in session. Proceed to create a new contact account.



Create a New Contact Account

In the Search Contact section, select New Contact Account.





1 Select the Brand (if the part class of the ESN is generic, such as a non-branded iPhone, select the specific brand you are activating with).

2 Enter the required information:

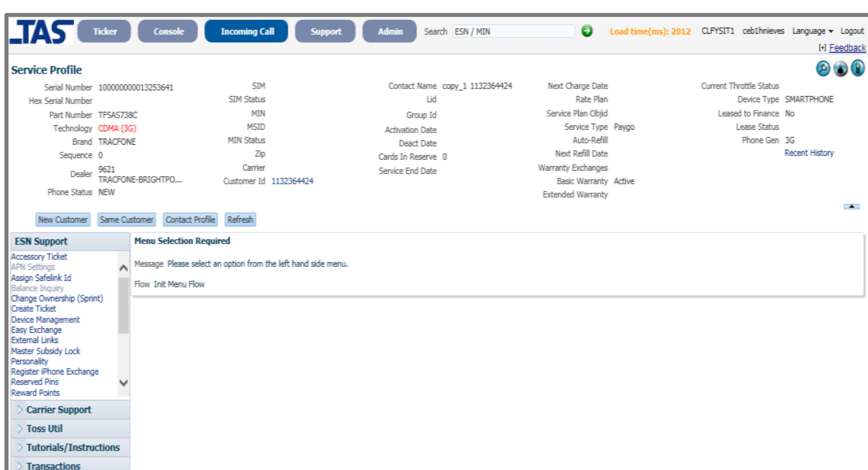
- ✓ IMEI/ESN/Serial Number *
- ✓ zip code *
- ✓ Email Address
- ✓ 4 Digits Security PIN*
- ✓ Date of Birth

Make sure to spell and verify the information

3 Select Create Contact

You must request all of the information; however, the customer is only required to provide the IMEI/ESN/Serial Number, Zip Code and a 4 Digits Security PIN. Instruct the customer to provide a PIN that is easy to remember. This is for security purposes only and to expedite their transactions going forward. The customer can change their PIN on the website and you can also update the PIN in TAS once it's created. For BYOP, you must create the new contact without the IMEI/ESN/Serial number.

The Service Profile and Transaction menu will appear. You are now ready to proceed with servicing the account.

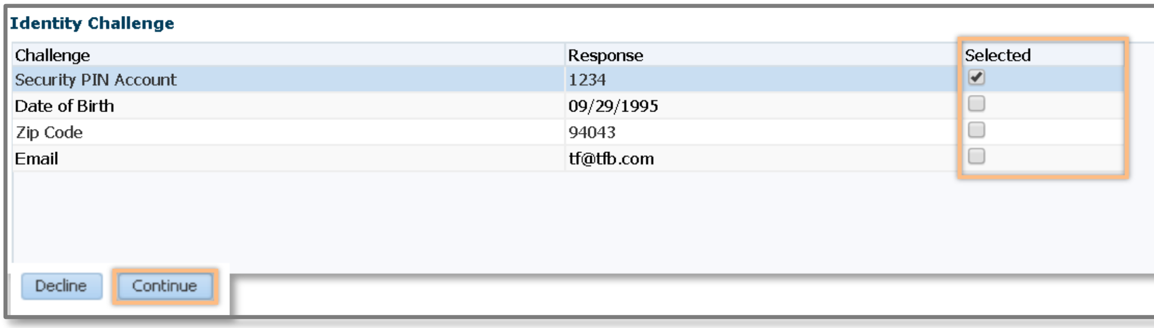


Add an ESN to another Account

Go to the account you want to add the ESN to.

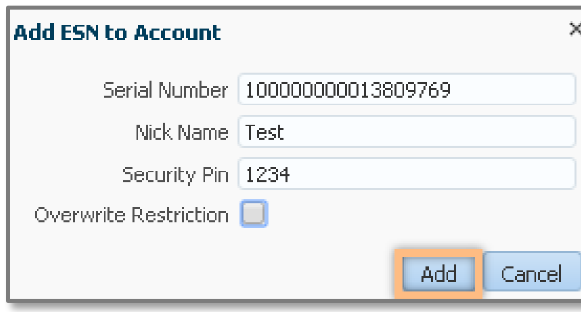
1. Select Contact Profile

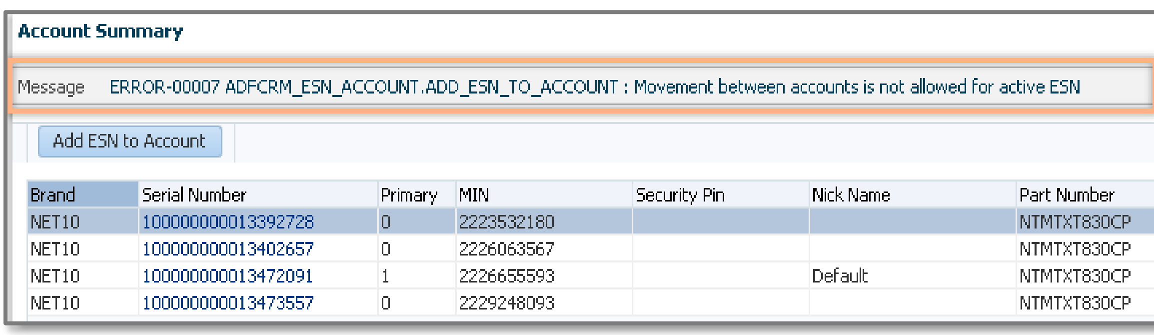
2. Complete the Identity Challenge



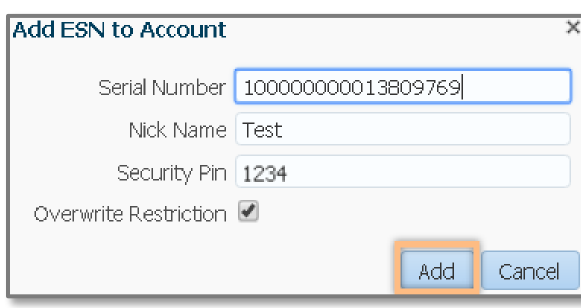
3. Select Add ESN to Account and enter the ESN and Nick Name (optional).

- If you are moving an ESN with an existing account, an error message will inform you that the ESN is ACTIVE in another account. In this scenario, you MUST VERIFY the security questions for both accounts.

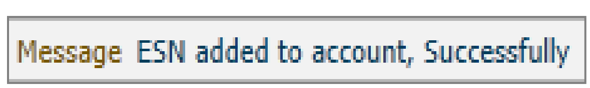




- Go back to the account where the ESN will be added and select Add ESN to Account and check the Overwrite Restriction box.



4. Select Add. A confirmation message will display. The Serial Number has been added to the account



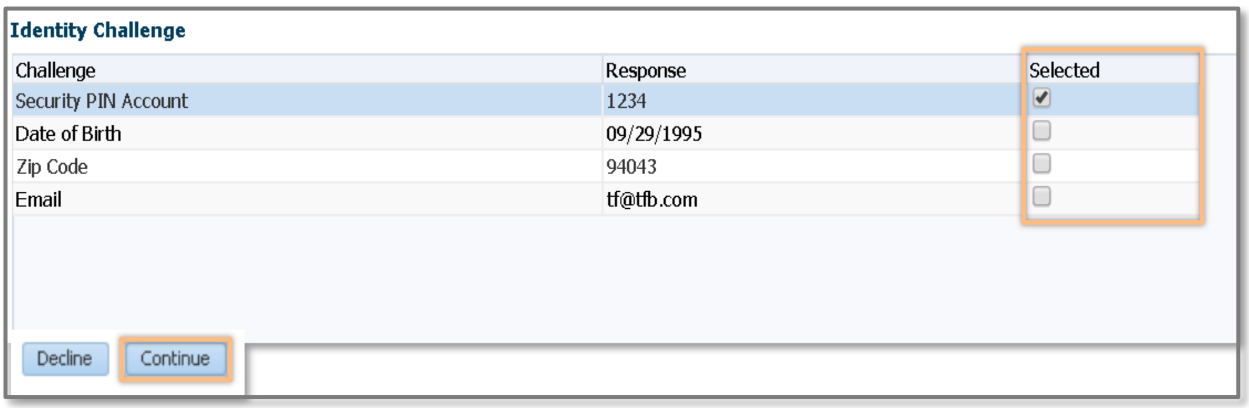
Security Questions

When updating contact information for a customer, it is important to verify the security questions. These questions will be verified when the customer calls in and wants to complete certain transactions on their account. Without the security PIN information, the customer can still validate their identity through the alternative information already on file. If the customer fails to provide all pertinent information asked to confirm their account ownership, then you should not proceed with any of the requested transactions.

Never provide to the customer any confidential information used for validation.

Identity Challenge

The Identity Challenge will appear whenever the action requires account verification.



The first verification is to validate the Security PIN. If there is no PIN on file or the customer was unable to provide it, you MUST attempt to set up a PIN before continuing the transaction. Instruct the customer to provide a PIN that is easy to remember. This is for security purposes only and to expedite their transactions going forward.

If they decline setting up a PIN, don't insist and continue with the call.

Customer Verification Guidelines

Follow the guidelines below to verify the customer's account.

#1 Account has Security PIN	#2 Unable to verify PIN or does not have one	#3 Unable to verify Security Questions; in possession of phone	#4 Unable to receive SMS or not in possession of phone
Ask the Security PIN. Once verified, continue with the call	Ask Security Questions Once verified, reset/set up their PIN then continue with the call.	Send SMS via Security Code Tool. Ask the customer to read back the code. Once verified, reset/set up their PIN and/or security questions.	Verify the Serial Number/MIN **and** one of the following: ✓ Zip Code ✓ DOB ✓ Email ✓ Last 4 SS# (SL only)
No – Proceed to #2	No – Proceed to #3	No – Proceed to #4	Once verified, reset/set up their PIN and/or security questions.

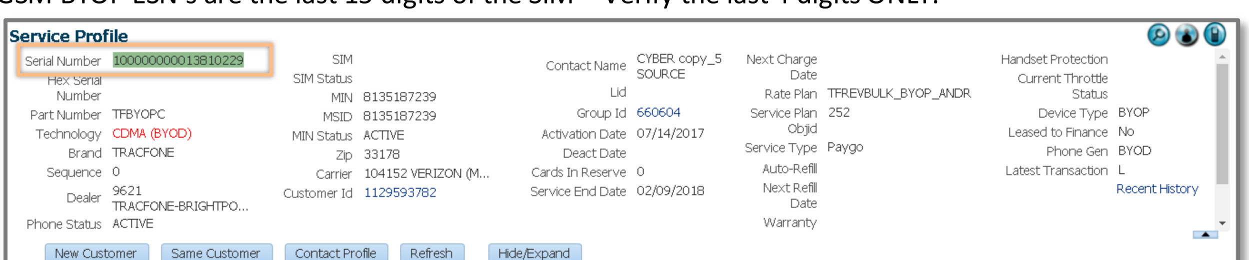
Always Remember

- ✓ Verification is not necessary for general question or when creating a new account/contact or for Migration customers, when creating a Migration Ticket.
- ✓ ALWAYS set up a PIN for a first time activation.
- ✓ If the customer fails to provide all pertinent information asked to confirm his/her ownership of the account then kindly inform the customer that you are unable to proceed with any of the requested transactions.

To find the Serial Number, provide one of the following instructions:

- ✓ Press *#06#
- ✓ Text "Four" to 611611
- ✓ Go to Phone Settings or Prepaid Menu

GSM BYOP ESN's are the last 15 digits of the SIM – Verify the last 4 digits ONLY.



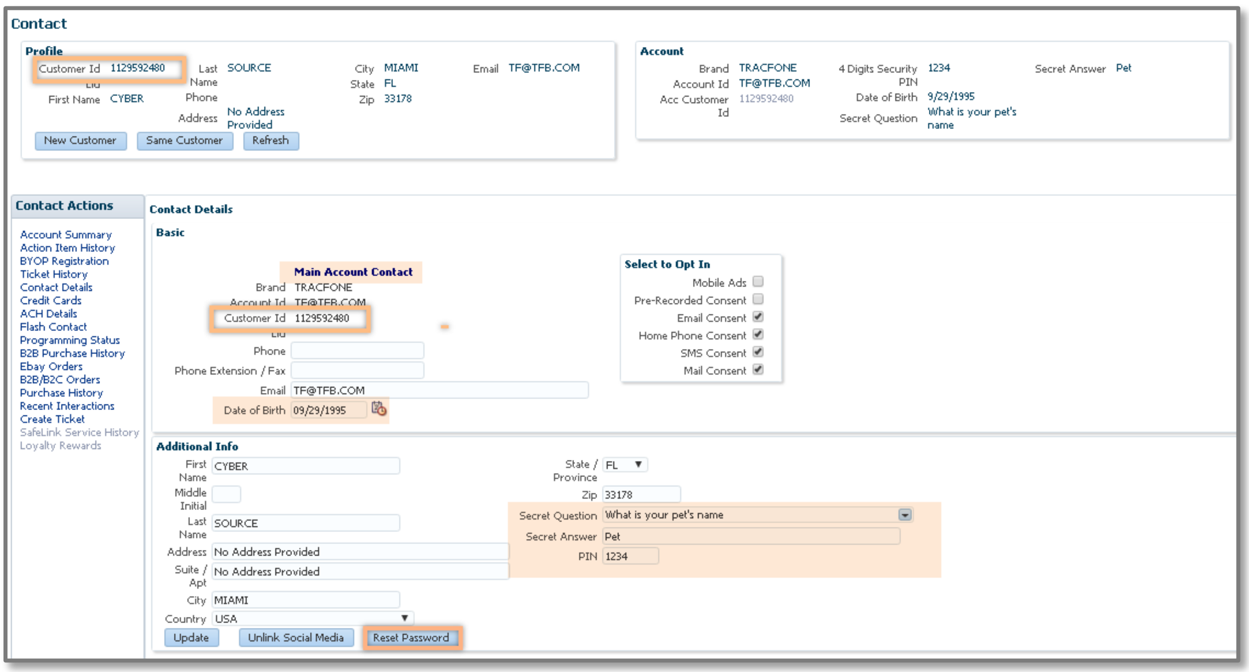
Main and Member Account Contact

When changing customer's account information, it is a must to determine if you are changing account information from the Main Account Contact or the Member Contact. You must select the specific serial number from the Account Summary section and select Contact Details to proceed with the change. There are certain restrictions that only the Main Account Contact can update and modify if customer wants to make changes in the account. See details below.

Main Account Contact

The Main Account Contact is labeled to the customer's Account Information upon registration of service. You can update all fields under Basic and Additional Info, including the confidential information.

By default, the first ESN registered in the account will be the Main Account Contact. In case the customer requests to remove the ESN under the Main Account Contact, then only the Phone's Profile will be removed but the customer ID with the customer's account information will remain in the account.



You can also access the Main Account Information by selecting Contact Details from the Contact Action menu.

- The Main Account Contact must be in session in order to update the date of birth, security questions, and reset password.
- If the customer provides a Phone Extension/Fax number for callback, you can enter the information under Phone Extension/Fax.

Member Contact

The Member Contact type is labeled to the information of all associated phones in the account. Only the fields available under the Basic and Additional Info can be changed.

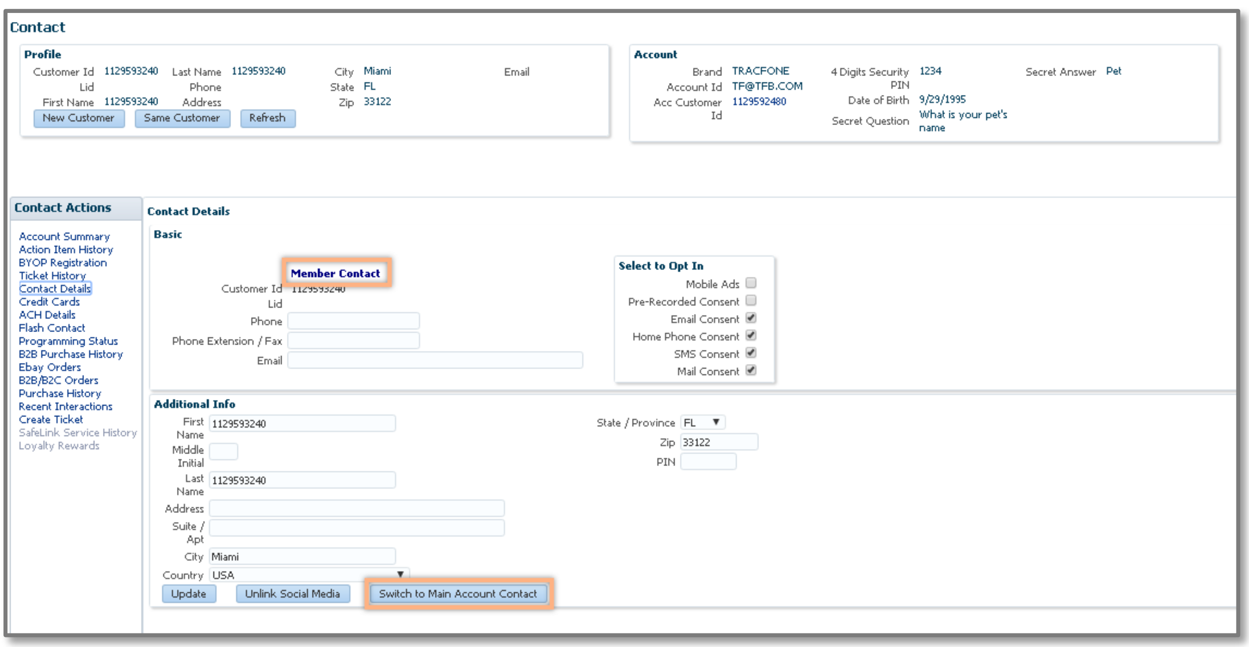
The Main Account may not necessarily be the Primary Phone in the account. An ESN can be made primary by selecting Make Primary, but this will not change the Main Account information in any way.

Changes in the Main Account email address will also change the customer's My Account login to the new email entered.

Make sure to validate customer's account when changing any of the account information on file..

Spell and verify the information given by the customer when updating the Contact Information and/or Email Address.

If the customer wants to update other information that are only available in the Main Account Contact, then you must select Switch to Main Account Contact to do so.

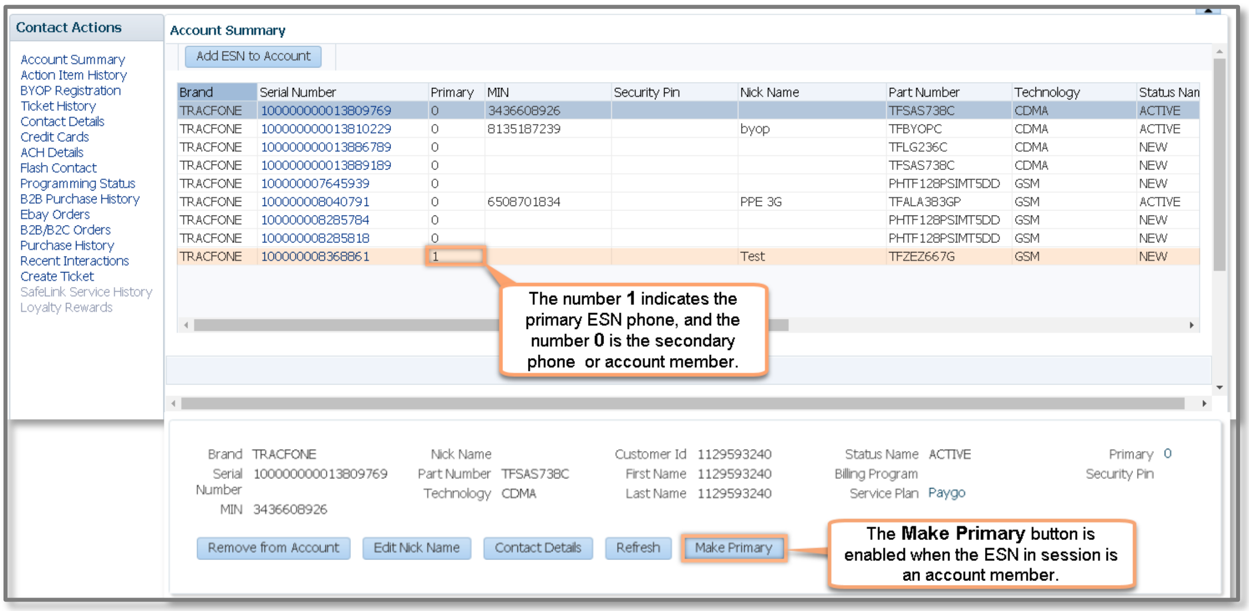


Updating The Main Account Contact (Primary)

When two or more phones are registered under one account, the customer must choose which phone will serve as the Primary ESN. By default, the first ESN registered in the account is the Primary, but if the customer wants to set a different Primary ESN in the account, then you may assist the customer by following these steps.

1. Select Contact Details from the LHSM.

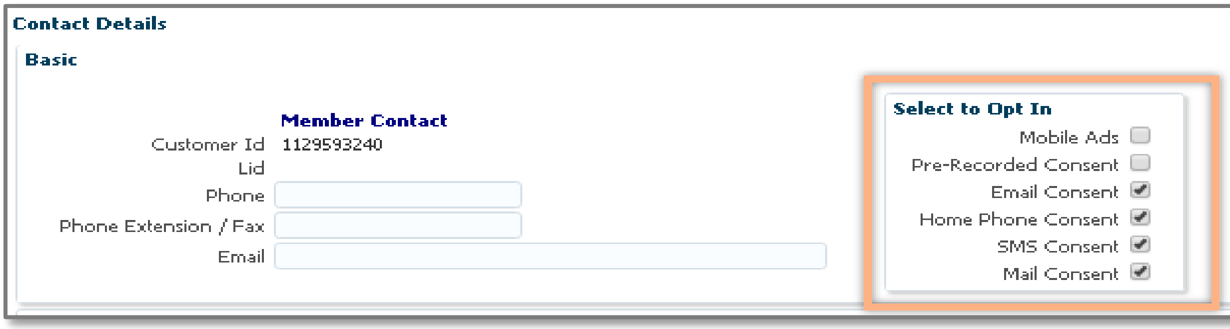
2. Select the ESN that the customer wishes to be the primary and select Make Primary to make it as the Main Account Contact.



> Make sure to validate the customer's account when changing any of the account information on file.

Opt-In Communication Preference

If a customer complains about not receiving text or email on their upcoming Service End Date, Auto-Refill charge or declined Auto-Refill payment, you MUST check the customer's communications preference in the Select to Opt In section found in the Contact Details page.



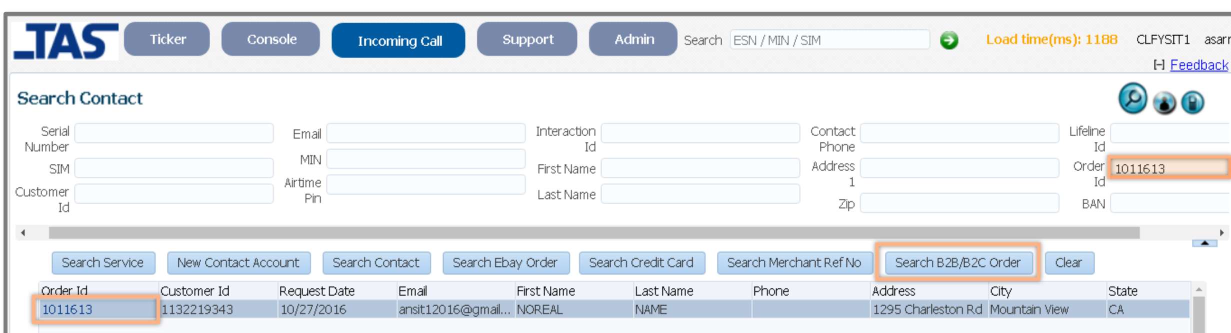
Take Note

- You need to validate the customer's identity prior to making any changes in the Opt-in section.
- You need to ask the customer which type of communications they wish to receive and check the corresponding boxes. The customer MUST opt-in to receive these communications; otherwise they will not be notified.
- If the customer does not want to receive any communications, uncheck the boxes.
- An **Opt-In Communication Preference Solution** is available in the Solutions link instructions. You should not update the Opt-in section in the customer's Contact Profile without referring to the instructions outlined in the Solution.

Sales Order Research

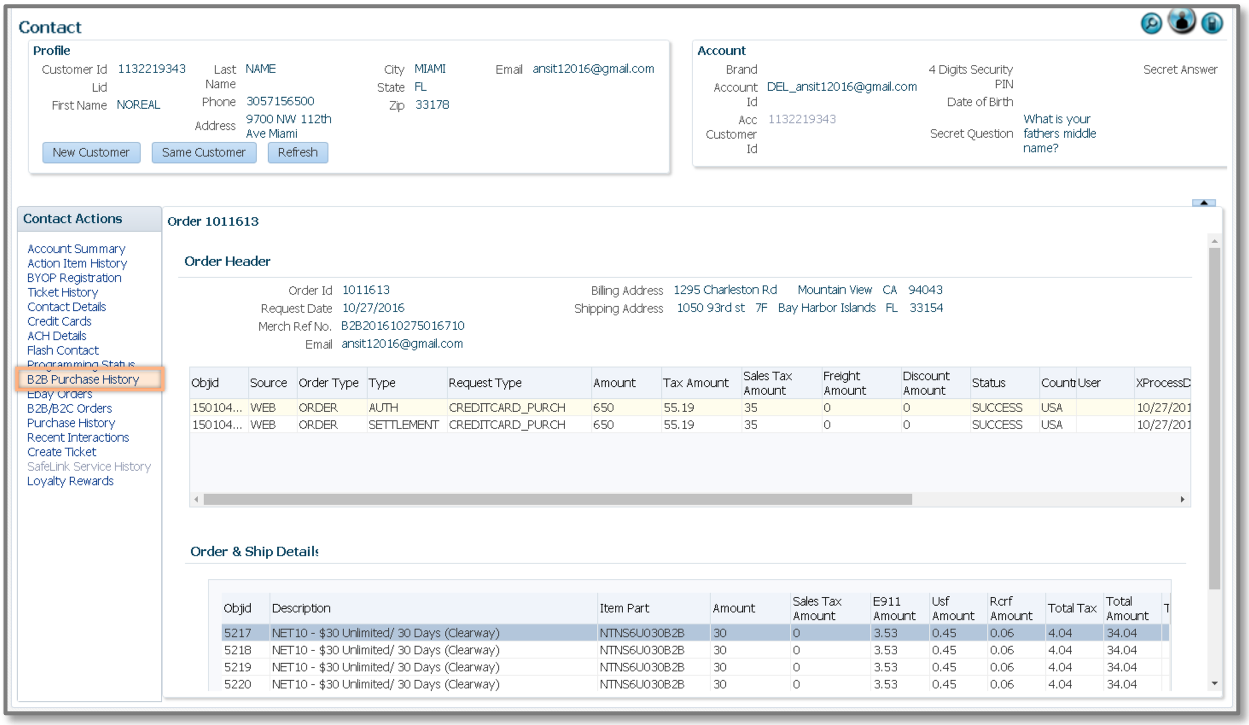
To search for orders placed online (brand websites or e-store), follow these steps:

1. Enter the customer's order number in the Order ID field.
2. Press Search B2B/B2C Order
3. Select the Orde ID link from the search results.



4 Select B2B/B2C Orders from the Contact Actions menu.

5 The Order and Shipment details will appear.



Take Note

If the Order is not found in TAS, you may refer to the website to track if an order was placed successfully. You can also search for an order using the Ingram Micro Mobility (IMM) tool.

Ingram Micro Mobility

Ingram Micro Mobility (IMM) performs TracFone fulfillment services, such shipping orders and processing returns.

You will use the IMM Tool to determine:

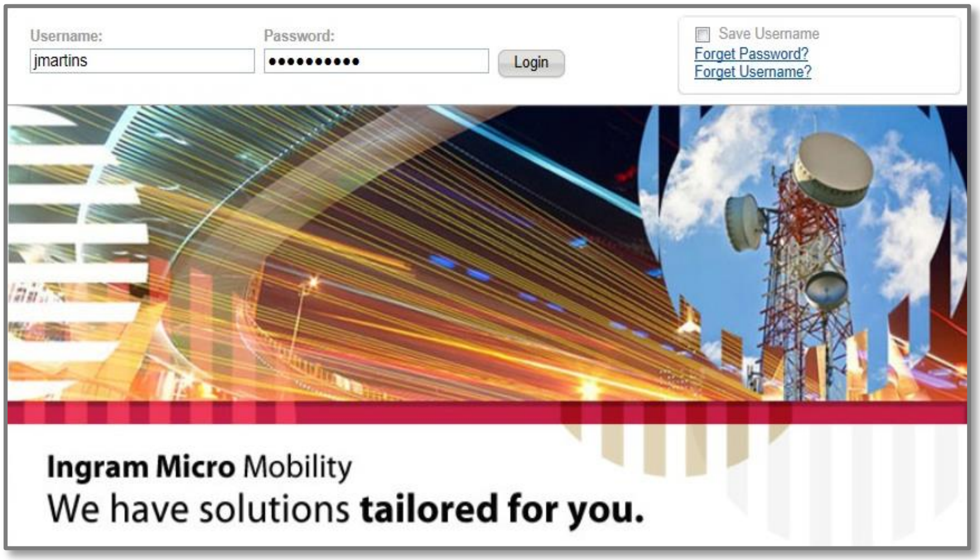
- Specific components of an order
- Shipping status details
- Customer shipping information

Loggin into Ingram Micro Mobility

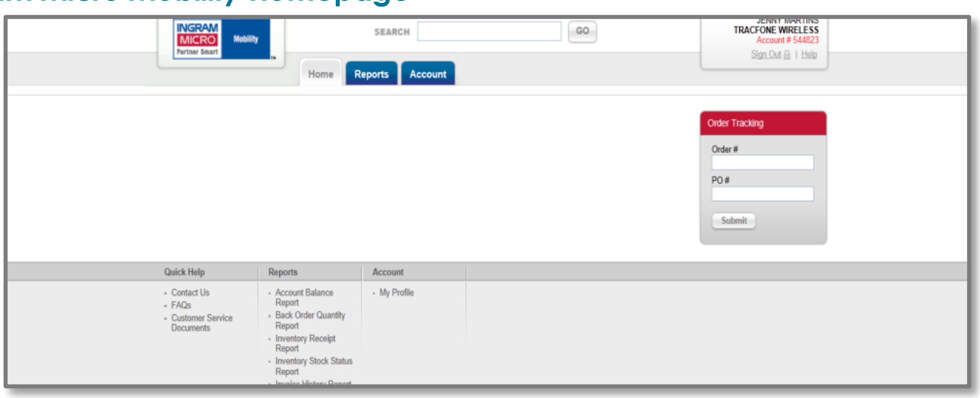
1. Select the Ingram Micro Mobility link on your desktop or in your browser's favorites list. The log-in page will display.

2. Enter your username and password. If the username or password is disabled, inform your supervisor immediately.

3. Select Login to display the homepage.



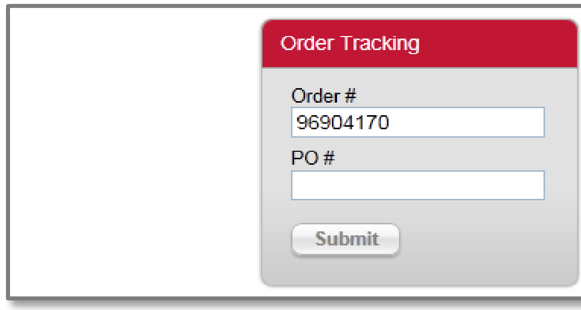
Ingram Micro Mobility Homepage



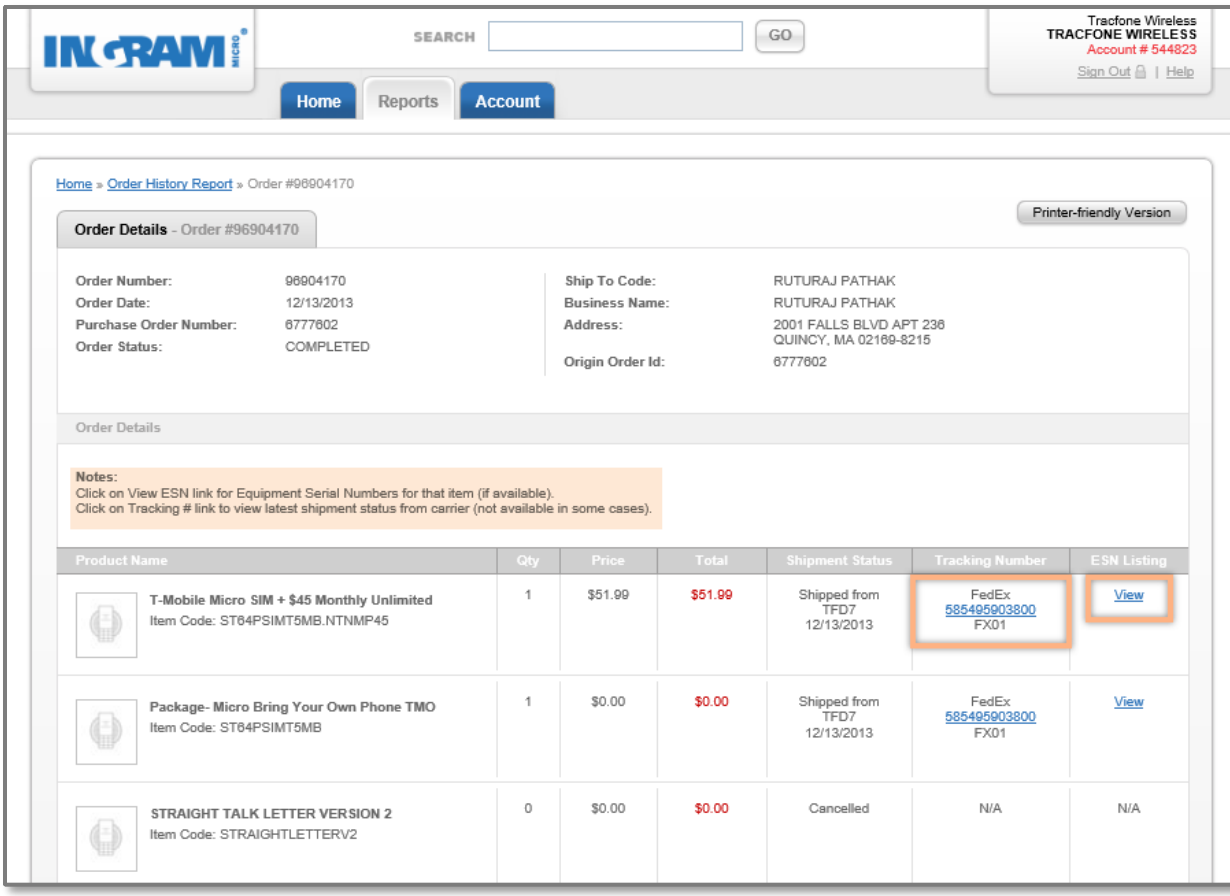
Customer Report Page

View the order details by conducting a search using the Order number or P.O number.

1. Enter the customer's Order # or PO # and select Submit.



2. The Order Details Page includes the following information.



Take Note

- Click on the View link for equipment serial numbers for that item (if available)
- Click on the Tracking # link to view the latest shipment status from carrier (not available in some cases)

Field	Description
Order Number	IMM reference number
Order Date	This date will differ from the original date shown in "Track Your Order" because the order date is revised in BP Online based on the actual date BP receives the order, after all credit authorizations have been completed and the order is approved for fulfillment.
Purchase Order Number	TracFone's reference number generated at order initiation
Shipment Status	Indicates if and when the order has shipped
Order Status	Fulfillment point (in this case, the order is completed – it has been picked, packed and shipped)
Product Name	Detailed outline of all the components of the package shipped to the customer.
Quantity	Volume of each item shipped
Price	Unit cost of each item
Total	Final cost to customer per unit shipped
Shipment Status	Various stages such as: In progress, Cancelled, Back order Shipped
Tracking Number	Provides details of shipping and tracking and courier used by clicking on the tracking number, the courier's web page will appear providing details of the shipment en route to the customer.
ESN Listing	Provides the SNP of the airtime card which can be used, via Toss Util, to determine the usage, if any, of the applicable airtime card shipped.

Missing Items

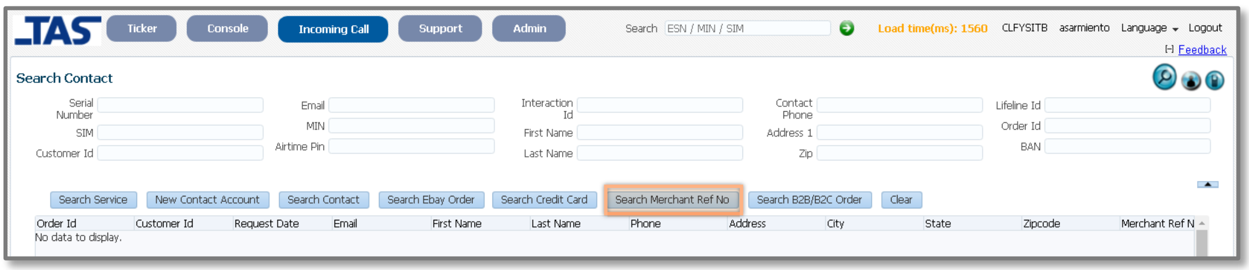
If a customer claims that an item is missing from an order placed via our TracFonewebsite, check the order on the IMM Tool to confirm if all items included in the order have been shipped. If not, refer to the Transfer Guidelines in Agent Support on where to transfer the call.

If Ingram Micro Mobility displays the same Order Number with different dates, one created from the previous year(s) and the other one was created recently, make sure to use the most recent order number to provide the information requested by the customer. This happens because we are using two different platforms to create orders and the e-commerce platform is assigning a number that was previously created by the tool.

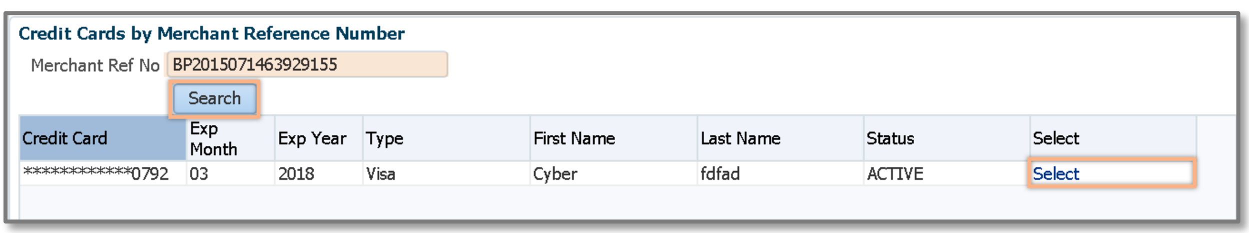
Search Merchant Reference Number

The TAS tool has an option to easily identify the serial number associated to any credit card transactions. To do so, follow these steps:

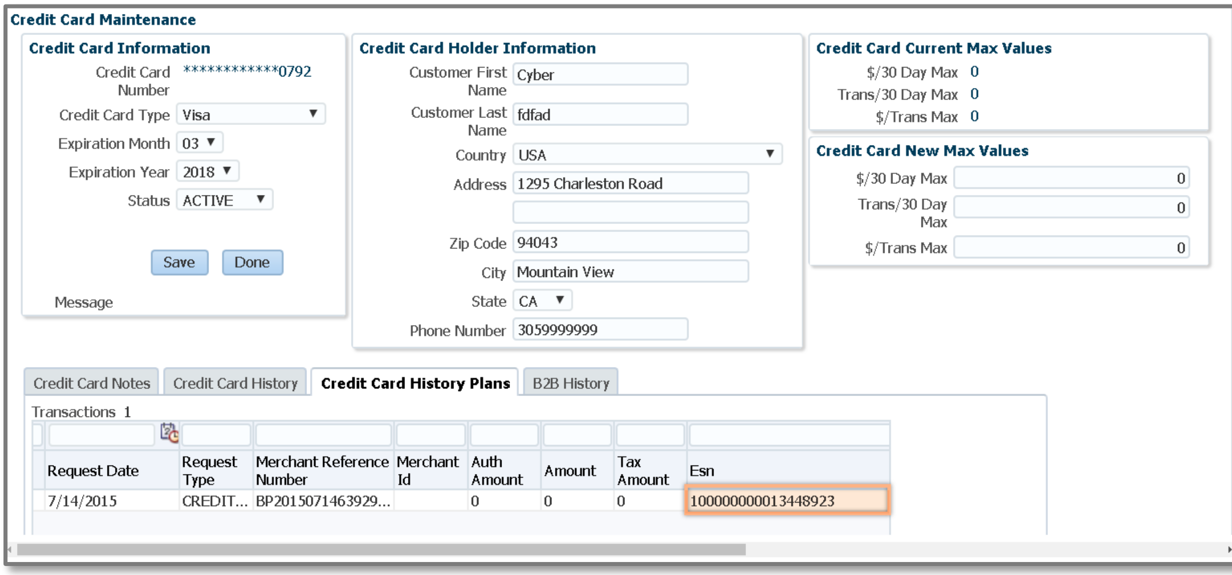
1. Once the customer calls with a Transaction ID from enrollment or any purchase made using a credit card, go to the Incoming Call page and select Search Merchant Ref No.



2. Enter the Transaction ID or BP number in the Merchant Ref No field and select Search. Once you have the results, click Select.



3 Go to the Credit Card History Plans tab to view the serial number associated to the transaction.



> **!** You are **NOT** allowed to disclose to the customer any information we have in our system.

Service Profile Page

The Service Profile page displays all vital information pertaining to customer's phone that includes the following:

- Serial Number
- SIM Number
- Phone Status
- MIN Status
- Zip Code
- Activation Date
- Expire Date
- Auto-Refill
- Cards in Reserve
- Rate Plan
- Service Type
- Device Type and etc

While most of the information in the Service Profile is self-explanatory, let's quickly review some of the options that require further explanation. Also keep in mind that the information and availability will differ based on the brand.

The Device Type in Service Profile helps you determine the type of technology that you are working on.

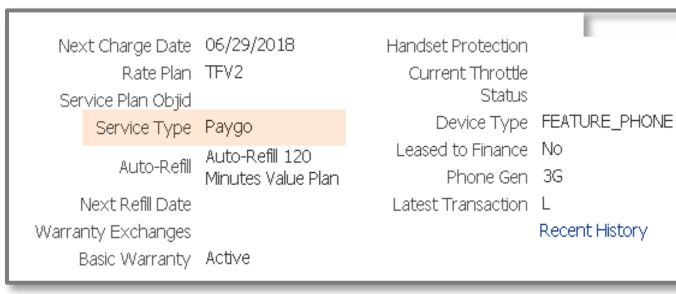
Device Types

Feature Phone	A mobile phone with capabilities such as texting, voicemail, incoming and outgoing calls. Feature phones do not have data capabilities. These are the ONLY phones that have a Prepaid Menu option.
BYOP	A service program that allows customers to use their own compatible phones (instead of our branded phones). Normally, they will just purchase a compatible SIM Card or Network Access Code and airtime service plan to activate their service.
SmartPhone	A mobile phone with data capability and more functionality than a basic feature phone. These phones typically have an operating system (IOS, Android, etc.) capable of running downloaded applications.

Additional Service Type Info in the Service Profile – Trafone Brand

The Service Profile for TracFone accounts also lists which plan (PayGo, Double Minute or Triple Minute Plan) the customer's serial number is associated with.

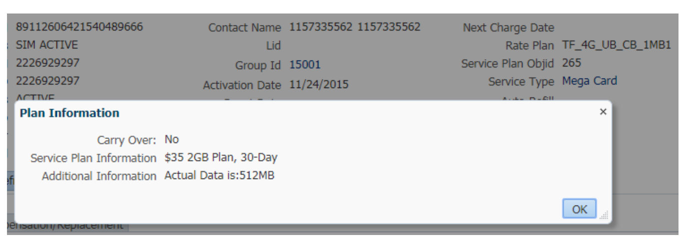
Servie Type



- **PayGo** – the various prepaid airtime service plan denominations of minutes and service days offered by TracFone. Once a PayGo card is added, the phone will only receive the exact benefits of the card added.
- **Double or Triple Minute** – the PayGo minutes added that doubles or triples after redemption. Only purchased minutes will double or triple after redemption.
  - Triple Minute Plan is no longer available to TracFone new products, including BYOP SIM kit. Existing phones with Triple Plan, including those enrolled in Auto-refill, will still have the same benefits.

Servie Plan Description

To view a description of the current service plan, select the hyperlink in the Service Type field. The plan information includes:



- ✓ Carry Over: Yes or No
- ✓ Service Plan Information: Price, High Speed Data, Days and Talk & Text
- ✓ Additional Information: This is an optional field and will only appear if the customer has received additional benefits like Compensation/Replacement.
- ✓ Actual Data lists the amount of data added via replacement ticket which resets the data usage.
- ✓ This is applicable to all brands except Tracfone and Safelink customers.

Phone Status

The Phone Status in the Service Profile lists the current state of the phone.

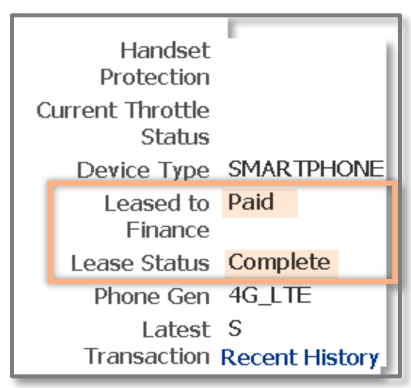
Phone Status	Description
New	Phone is brand new and not activated or programmed in the system. Phone cannot be activated without an airtime service plan.
Refurbished	Phone is reconditioned from the warehouse; not activated or programmed in the system. Phone cannot be activated without an airtime service plan.
Active	Phone is already activated/programmed in the system. Phone has an active Service End Date. Phone is ready to use for making and receiving calls or any other transactions.
Past Due	Phone is deactivated because customer did not add airtime before the Service End Date, or needs an airtime card to reactivate the phone. Phone is deactivated because customer transferred minutes and/or phone number from one phone to another phone.
Used	Phone is deactivated before its due date. Phone can be reactivated using the existing airtime service plan.
Inactive	Phone is not activated in the system's database, because the phone is not properly scanned or was not scanned at all.
Risk Assessment	Phone is deactivated due to fraudulent activities. Contact Business Assurance and Fraud Management Department for assistance.
Stolen	Phone is deactivated. Customer reported the phone lost/stolen.

SmartPay Lease Account

Once a SmartPay Lease customer has paid their account in full, the Service Profile in TAS will display the following:

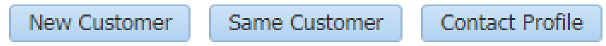
Leased to Finance: Paid

Lease Statu: Complete



Service Profile Buttons

The Service Profile section has three main buttons:



New Customer button will take you back to the Search Contact page, and the session will be cleared for you to enter new contact information.

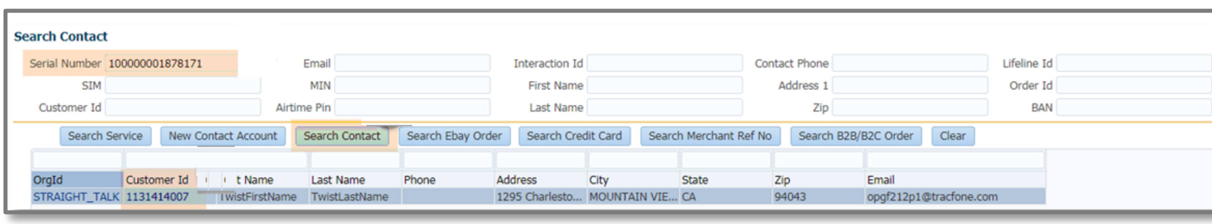
Same Customer button will take you back to the Search Contact page. The current customer will remain in session, and the Serial Number and MIN will be pre-populated.

If you just created an account, the Same Customer button will take you back to the Search Contact page. However, the Customer ID field will pre-populate.

Contact Profile button allows you to validate the customer's identity. You can either follow the steps illustrated below or click the Contact Profile button from the Incoming Call page.

To view the Contact Profile:

1. Enter the customer's information
2. Select Search Contact
3. Select the Customer ID link

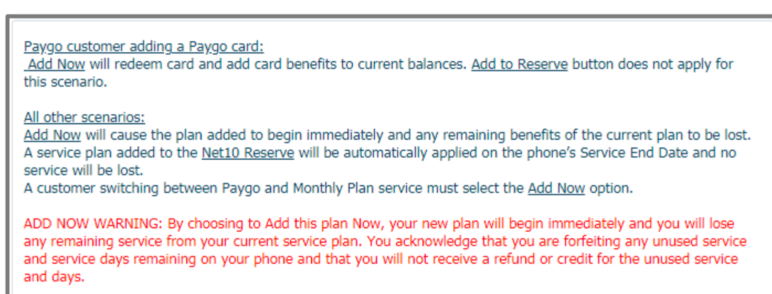


TAS Scripts

Once you have navigated the tool and/or selected a flow corresponding to the customer's issue, some scripts will show up to guide you through the call so you would know what to tell to the customer. The scripts indicate instructions to be given and questions to be asked to the customer. The color convention of the scripting signals information that you must be aware of and a **RED disclaimer** that indicates a warning so you can provide emphasis on the information that the customer MUST know. See sample screenshots below.

Take Note

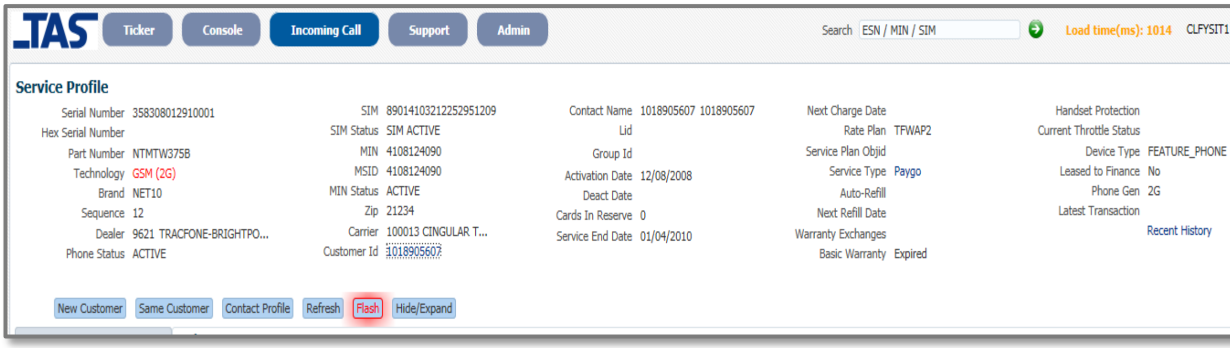
- Both black and red are for your information only. You do not need to read and provide it verbatim. These scripts may be paraphrased as long as the customer receives the essential information.



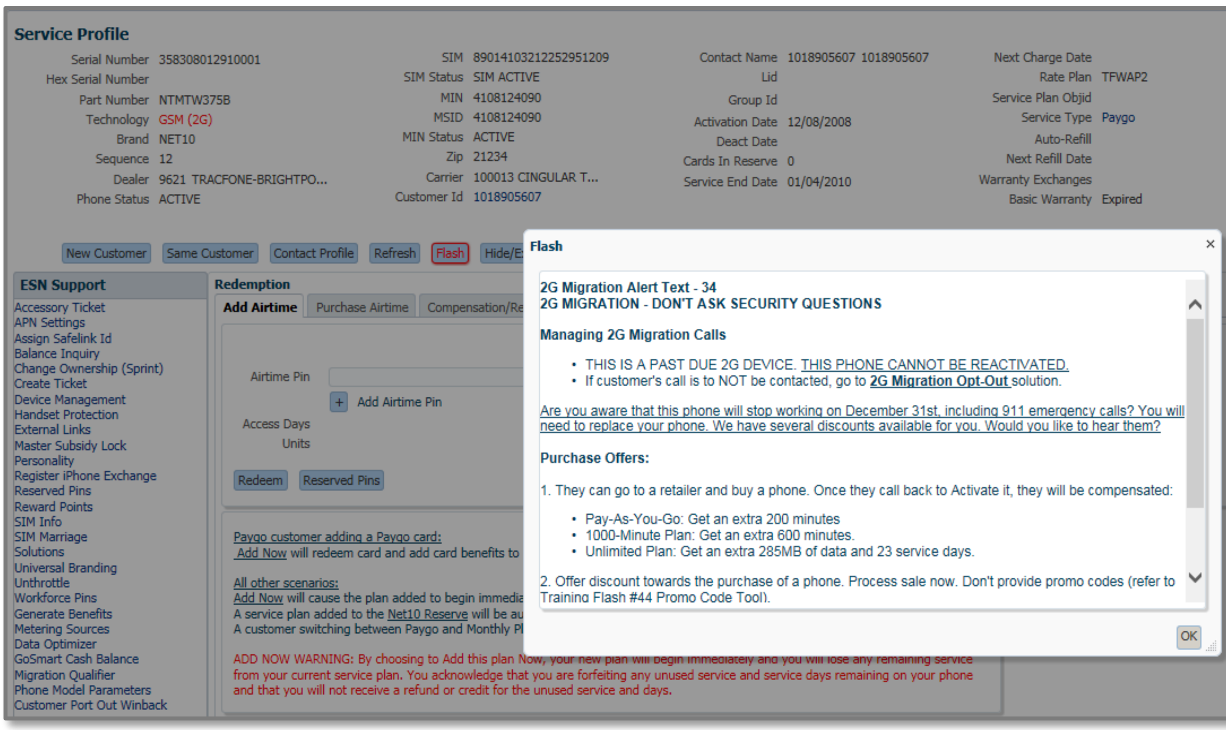
Reviewing Flash Announcements in TAS

Prior to servicing an account, you should always check to see if the account has any flash announcements. The Flash button will continuously glow in RED even after you click the button to view the contents.

If an account has a flash announcement, it will appear in the Service Profile. Select Flash to view the details.



You must read the information provided and follow the instructions (if necessary).



Take Note

The most recent flash update will appear on the top. You may need to scroll up/down to see the other updates.