

2020

Corp ERD

Training Manual

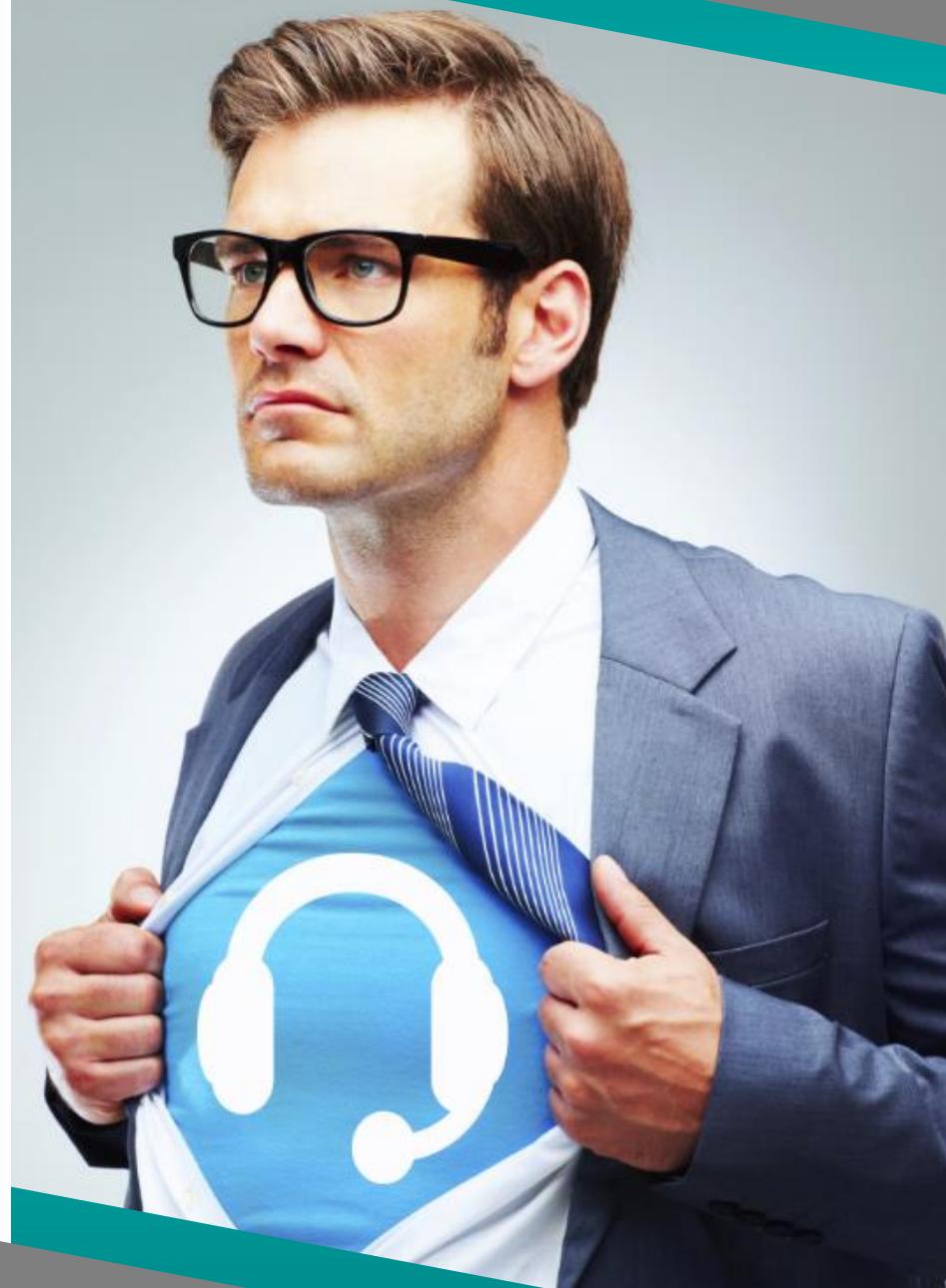


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Chapter I: Procedure for Tickets



Introduction

The Case Resolution Department is responsible for working, resolving and closing specific tickets, as quickly as possible, in order to avoid further inconveniences to our customers.

Objectives

In this chapter, you will learn to:

- ✓ Enumerate the different Ticket Types and Titles that you will be using for Case Resolutions.
- ✓ Identify the procedure you will need to follow when documenting and closing the different types of ticket.

Ticket Types and Titles

The following are the Ticket Types and Titles that you will be using for Case Resolutions.

Ticket Type	Ticket Title	Ticket Type	Ticket Title
Air Time Cards	Lost Air Time Card PIN # Scratched Off Card		Call Waiting Caller ID Cannot Access WAP WAP Issue
ILD	ILD Manual Activation Unable to Make ILD Calls Other		Unable to Send/Receive MMS Unable to Send/Receive SMS Voicemail Add Voicemail
Phone Upgrade	Phone Upgrade Straight Talk Phone Upgrade		
Promotion	KANA		

Procedure for Closing Tickets

Below are the guidelines on how to properly handle customer's issues before closing any tickets.



Prior to closing a ticket, all Corp ERD MUST make 2 attempts to contact the customer, once a day, for 2 days.

After two attempts over two days and you are unable to reach the customer, add notes to the account and close the ticket. Calls to customers may only be made during 9:00 AM - 9:00 PM in the local time zone of their activation zip code.



NOTE

If an interaction is updated by a previous agent stating that the issue was resolved, you must still contact the customer to confirm the resolution. Follow the standard contact procedure and document the interaction number stating that the issue was resolved when closing the ticket.

Use the order below when attempting to contact the customer.

- 1 **MIN.** If the MIN is not in service or the customer is unavailable, proceed to step 2.
- 2 **Alternate contact number on the ticket and Account Contact Details.** If the customer is unavailable or an alternate number was not provided, proceed to step 3.

- 3 **Email** should be sent to the customer. If there is a valid email in the account or the email documented in the ticket.
- 4 **SMS** should be sent with the message resolved template to an active MIN and to the contact phone number.

- !**
- ✓ If unable to reach the customer on the first attempt, the ticket status must be changed to “isolated”
 - ✓ Ticket will remain in “isolated” status up to 2 days.
 - ✓ If unable to reach the customer on the 2nd attempt, the ticket should be closed.

******DO NOT REOPEN the Ticket*****

VoiceMail Tickets

The following must be documented:

- Toll Free number, extensions and business hours if unresolved / Toll free number and hours of operation if resolved
- The type of call Inbound/outbound
- Phone number used to contact the customer and results of each
- Do not use abbreviations in the ticket notes
- Troubleshooting / account investigation performed

- !**
- If the MIN is the only form of contact available on the account, you must attempt to call the customer using that number. If you receive an error message, close the ticket with clear notations indicating the reason for ticket closing. ******DO NOT REOPEN the Ticket*****
 - If you do not receive an error message, the ticket must remain open and the standard 2 contact attempts must be made.



NOTE

Calls to customers may only be made during 9:00 AM - 9:00 PM in the local time zone of their activation zip code.

Line Activation Tickets

- Two (2) attempts must be made to contact the customer using the contact information provided in the ticket. **NOTE:** The ticket must be closed after the attempts. Calls to customers may only be made during 9:00 AM - 9:00 PM in the local time zone of their activation zip code.
- Resolution provided and the troubleshooting steps taken must be documented.

Caller ID/Call Waiting

- ✓ Two (2) attempts must be made to contact the customer using the contact information provided in the ticket. The ticket must be closed after the attempts.
- ✓ Contact the carrier in order to reset the feature.

For T-Mobile Carrier ONLY

- **All Agents** must create the Caller ID ticket below and make sure to include the appropriate notes. Then inform the customer to allow 24-72 hours for the carrier to update the Caller ID.
 - Ticket Type: Features
 - Ticket Title: Caller ID
 - Issue: Landline Phone Caller ID Issue
- **Corp ERD Agents** must send an email to the carrier using the appropriate KANA template. The ticket should remain open until response is received from the carrier. Once received, contact the customer accordingly then close the ticket.
- ✓ Include the name of carrier representative who assisted you.
- ✓ Troubleshooting, Turnaround time and resolution must be documented.

Scripts for Contacting the Customer

Use the guide below when contacting a customer for any of the following related issues.

Voicemail Script

Good Morning/Afternoon/Evening, my name is [Representative's name] calling from [Brand] wireless. I am calling to follow-up on ticket number [0000000000] regarding [ticket issue]. If you need further assistance, please call us back at **1-866-806-1840** and enter the PIN **[032700]**. Please note that this PIN is only valid for 2 weeks. We are open **Monday** through **Sunday** from **8:00 AM to 11:45 PM** Eastern Standard Time.

Si necesita asistencia adicional, por favor llamar a **1-866-806-1840** y entre el numero de clave **061308**. Por favor notar que esta clave es valida por solo 2 semanas. Estamos abiertos de **Lunes a Domingos**, de **8:00 AM a 11:45 PM**, Hora Estandar del Este. Thank you for choosing [Brand] wireless.

If Customer Is Available

Good Morning/Afternoon/Evening, my name is [Representative's name] calling from [Brand]. This call may be recorded for quality assurance purposes. May I speak with [customer's name]? I am calling to follow-up on ticket number [0000000000]. Has your issue with [ticket issue] been resolved or do you still need assistance?

[Customer's response]

Line Activation Issues

If **RESOLVED**, then...

- *I am pleased to hear that. Would you like me to test your phone to ensure that it is working? (If needed, ask the customer for an alternate contact number for an immediate call back)*
- *Close the call and provide the Brand's 800 number*
- *Call the customer back immediately.*

If **UNRESOLVED**, then...

- *Troubleshoot the phone (If needed, ask the customer for an alternate contact number for an immediate call back)*
- *If the customer does not have another line to be called right back, provide the Corp ERD Toll free number, PIN and hours of operation.*

All Other Issues

If **RESOLVED**, then...

- *We are pleased to hear that (offer to redeem/activate the product) otherwise close the call and offer Brand 800 number.*

If **UNRESOLVED**, then...

- *Provide further assistance/instructions to resolve the issue.*

NOTE: If the customer cannot speak at the moment, offer the Corp ERD Toll free number, PIN and hours of Operation.

Two (2) Attempts - Tickets in Isolated Status			
Ticket Type	Ticket Title	Ticket Type	Ticket Title
T-Mobile	Add Voicemail Rate Plan Update Restore MDN Update ESN Update ESN and Change SIM Update SIM	Features	Caller ID Cannot Access WAP Enable ATT Visual Voicemail Reset ATT Visual Voicemail T-Mobile Voicemail Unable to Send/Receive MMS Voicemail
Line Activation	Authentication Can't Call Long Distance Non TracFone # Unable to Roam Wrong Rate Plan	No Coverage	Android Unauthorized MIN/SIM Change
		Roaming	WAP Issue
		ST Features	Caller ID

NOTE: One attempt must be made to contact the customer using the following channels: outbound call, SMS & email.

- ✓ Customer will be given 72 hours to fax/send us the information needed.
- ✓ If no response from the customer after 72 hours, we will close the ticket.

****DO NOT REOPEN the Ticket****

Airtime Cards

- **Lost Airtime Card** – If a customer calls claiming that he/she has lost their Airtime or Service card, advise the customer to fax over the receipt (if available) to **1-866-809-7133** so that you can assist him/her.
- **Lost Receipt with PIN** – If a customer purchased the Service Card with a credit card, the retailer may be able to locate the purchase using the credit card used to pay for the Service Card.*
Advise the customer to go back to retail store and ask for a copy of the receipt.

***NOTE:** Not all retailers will be able to provide a reprinted receipt. If this is the case, see below.

- **PIN Top-up Card** – If the receipt is lost, there is no way to recover the PIN. The PIN on the receipt should be treated as cash. Also, there are no returns or refunds on electronically fulfilled PINs or minutes for prepaid cellular devices.
- **Purchased the Service Card with cash** – Unfortunately, we have no way to locate the transaction, and are unable to locate the lost Service PIN in this scenario.
- **PIN Scratched Off Card**
 - ✓ Check if the SNP is valid and have been paid for, then mark the SNP as invalid.
 - ✓ Generate a Workforce PIN using the SNP and proceed with the redemption.
 - ✓ **NOTE:** The ticket will be closed automatically by the system.



NOTE

Advice the customer, an email confirmation will be sent once the issue has been resolved.

Lost Airtime Card

- One attempt must be made to contact the customer using the contact information provided in the ticket.
- **NOTE:** Calls to customers may only be made during 9:00 AM - 9:00 PM in the local time zone of their activation zip code.
- Provide the email address POP@tracfone.com to the customer and advise the customer to write "Lost Airtime Card" to differentiated from the Inactive POSA cards.
- Detailed information about the resolution given to the customer must be documented.
- Ticket will be closed automatically by the system.

PIN # Scratched Off Card

- ✓ Check if the SNP is valid and have been paid for, then mark the SNP as invalid.
- ✓ Generate a Workforce PIN using the SNP and proceed with the redemption.

NOTE: The ticket will be closed automatically by the system.

One (1) Attempt - Ticket will be closed automatically by the system.

Air Time Cards

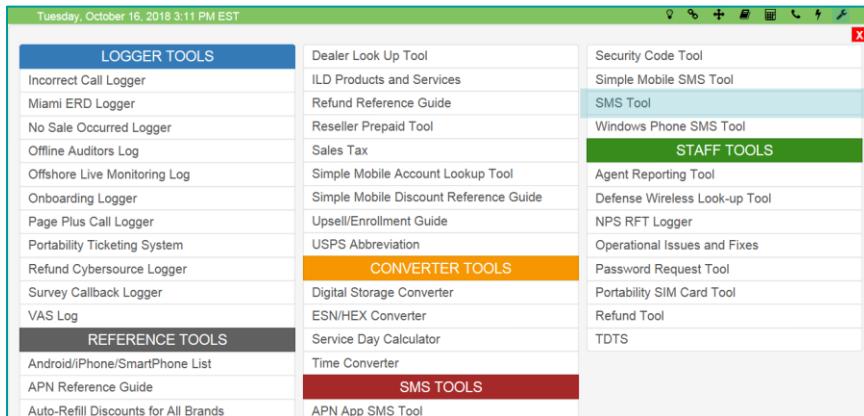
LOST AIRTIME CARD

PIN # SCRATCHED OFF CARD

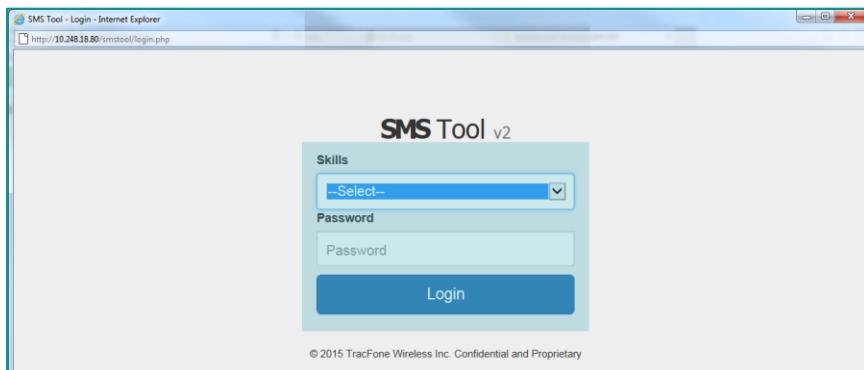
SMS Tools

You can now use this option to send customers the direct contact number to Corp ERD, a chat link (for applicable brands) and brand specific contact information. Follow the steps below to send an SMS.

- In Agent Support, select the Tools  icon, and select the SMS Tool link.



- Select the appropriate skill from the drop-down menu, enter the password assigned and select Login.



For Corp ERD

- Select the following:
 - Language
 - Issue (Case Closed - 2nd Attempt Made, Case Pending – Unable to Confirm Resolution, Case Closed – Resolution Confirmed)

The screenshot shows the 'SMS Tool v2' interface. In the 'Issue' section, 'English' is selected. Under 'SMS Verbiage', a dropdown menu is open, showing various service providers: Clearway Wireless, Net10 Customer Service (selected), Page Plus Customer Service, SafeLink Technical Support, SafeLink Enrollment Support, Simple Mobile Customer Service, Straight Talk Customer Service, Telcel America Customer Service, Total Wireless Customer Service, and TracFone Customer Service. A note at the bottom states: 'SMS messages can only be sent to promotional, Virgin, Verizon, Sprint, and US Cellular networks.' Another note says: 'If the call is transferred, please do not send an SMS message.'

NOTE: The ticket must be closed after the attempts.

- SMS Verbiage (brand)
- Ticket Number



A ticket number should be entered if selected Resolved or Unresolved.

- 4** Press TAB after entering the ticket for the SMS Verbiage section to populate.

- 5** Enter your TAS login and the customer's MIN. Then select Send SMS. Advise the customer that they will receive the SMS shortly.

Language	<input checked="" type="radio"/> English <input type="radio"/> Spanish
Issue	<input checked="" type="radio"/> Case Closed - 4 th Attempt Made <input type="radio"/> Case Pending - Unable to Confirm Resolution <input type="radio"/> Case Closed - Resolution Confirmed
SMS Verbiage	Net10 Customer Service <input type="button" value="Ticket #"/> 1234567810
We have been unable to reach you and have closed case 1234567810. To reopen call at (866)806-1840 Pin 032700 or chat http://goo.gl/yAvfkj 8AM-11:45PM EST, M-SUN	
TAS ID	<input type="text" value="TAS ID"/> *
(Enter the MIN Cell #)	<input type="text" value="MIN Cell #"/> *
<input type="button" value="Send SMS"/>	
SMS messages can only be sent to phones AT&T, T-Mobile, Verizon, Sprint, and US Cellular networks .	
If the call is transferred, please do not send an SMS message.	

For Corp ERD ONLINE

- 6** Select the following:
- Language
 - Issue (**Resolved, Case Pending** – Unable to Confirm Resolution)
 - SMS Verbiage (brand)

NOTE: Ticket field has been disabled.

Language	<input checked="" type="radio"/> English <input type="radio"/> Spanish
Issue	<input type="radio"/> Resolved <input type="radio"/> Case Pending - Unable to Confirm Resolution
SMS Verbiage	<input type="button" value="--Select--"/> <input type="button" value="Ticket #"/>
<input type="button" value="Select-"/> Clearway Wireless Net10 Customer Service Page Plus Customer Service SafeLink Technical Support SafeLink Enrollment Support Simple Mobile Customer Service Straight Talk Customer Service Telcel America Customer Service Total Wireless Customer Service TracFone Customer Service	
TAS ID	<input type="text"/>
(Enter the MIN Cell #)	<input type="text"/>
<input type="button" value="Send SMS"/>	

- 7** Press TAB for the SMS Verbiage section to populate.

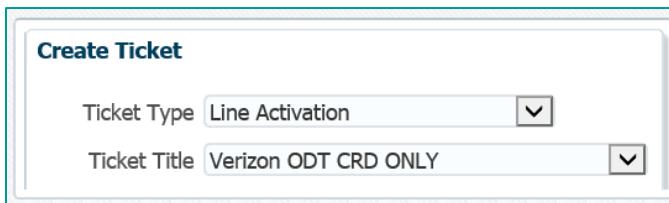
- 8** Enter your TAS login and the customer's MIN. Then select Send SMS. Advise the customer that they will receive the SMS shortly.

Language	<input checked="" type="radio"/> English <input type="radio"/> Spanish
Issue	<input type="radio"/> Resolved <input checked="" type="radio"/> Case Pending - Unable to Confirm Resolution
SMS Verbiage	SafeLink Technical Support <input type="button" value="Ticket #"/>
We need to speak with you to resolve case. Please contact us at (866)806-1840, Pin 032700 or via chat https://goo.gl/KEfkP 8AM-11:45PM EST, M-SUN	
TAS ID	<input type="text"/> TAS ID *
(Enter the MIN Cell #)	<input type="text"/> MIN Cell # *
<input type="button" value="Send SMS"/>	
SMS messages can only be sent to phones AT&T, T-Mobile, Verizon, Sprint, and US Cellular networks .	
If the call is transferred, please do not send an SMS message.	

Verizon ODT Ticket Creation Process

When you receive a feedback from Verizon, follow the process below to completely resolve the issue.

- 1 Check the Kana email and review the Verizon feedback.
- 2 Open the account and then call the customer to find out if the issue has been resolved.
NOTE: Call the customer only once a day in 2 days.
- 3 If the issue has not been resolved, provide the troubleshooting steps stated in the email.
- 4 Create a Line Activation ticket and note it properly. The ticket should be closed right after you have contacted the customer or after the 2nd attempt.



The screenshot shows a 'Create Ticket' window with two dropdown menus. The first dropdown under 'Ticket Type' is set to 'Line Activation'. The second dropdown under 'Ticket Title' is set to 'Verizon ODT CRD ONLY'.

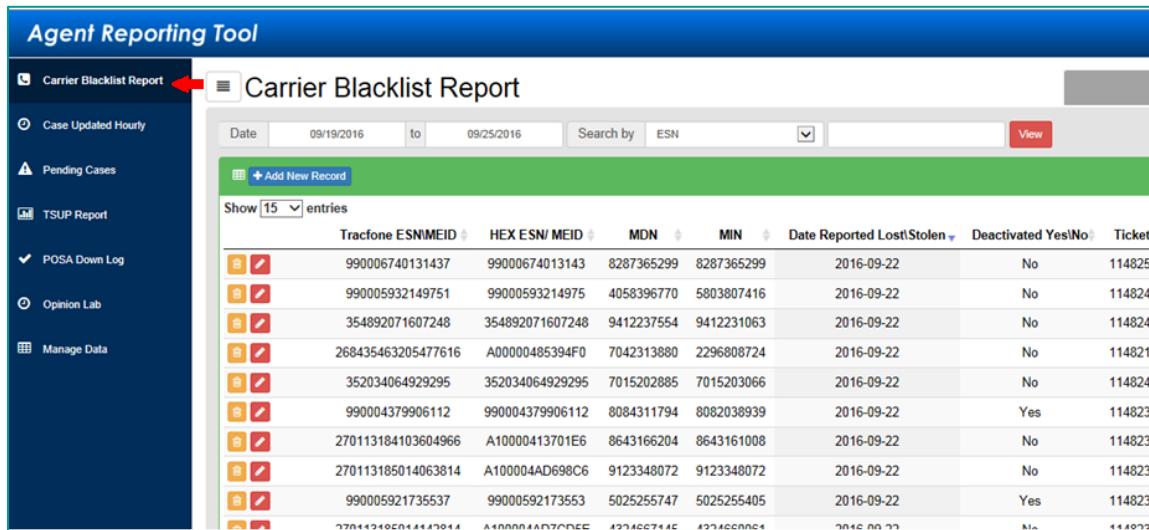
- !** The ticket must be closed after the attempts. If Verizon requests for a response, reply to the email and provide a feedback after calling the customer. Otherwise, consider the email as no answered needed.

Add to Blacklist

Verizon Blacklist

Daily Stolen report will be uploaded into the Agent Reporting Tool (ART) every morning containing data for devices reported stolen 2 days ago.

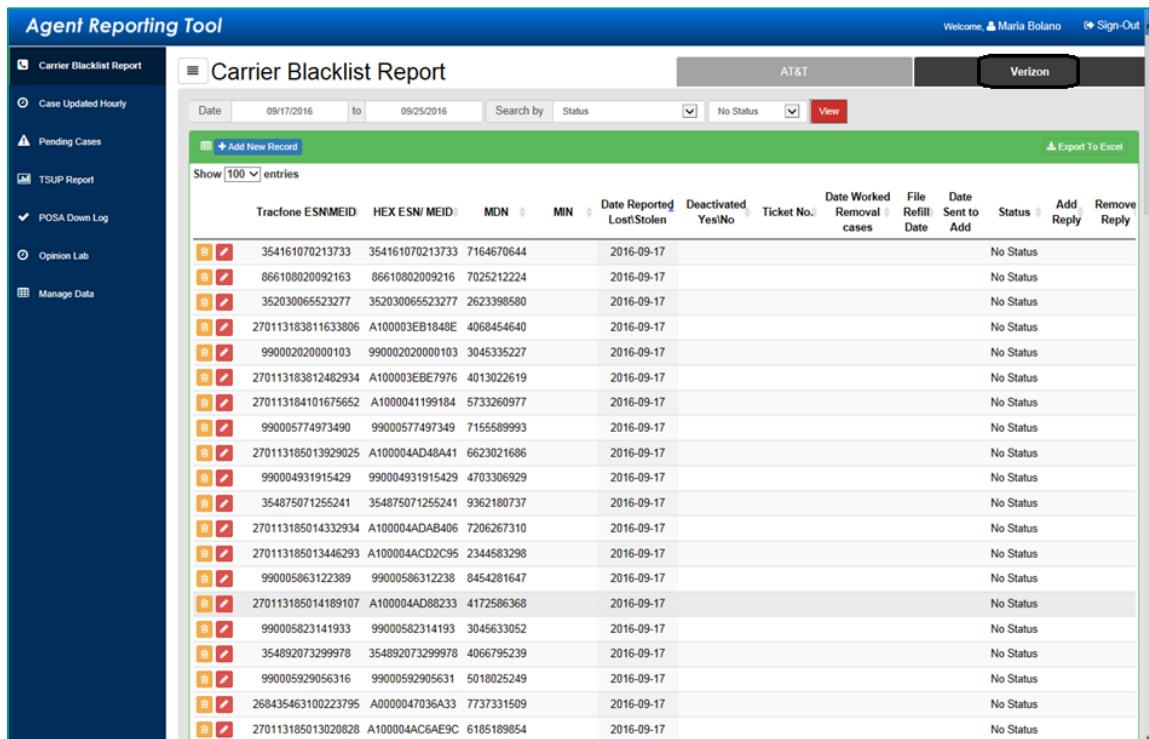
- 1 You will log in to ART and select the Carrier Blacklist Report option from the left hand side menu.



The screenshot shows the 'Agent Reporting Tool' interface. On the left, a sidebar menu lists several options: 'Carrier Blacklist Report' (which is highlighted with a red arrow), 'Case Updated Hourly', 'Pending Cases', 'TSUP Report', 'POSA Down Log' (which has a checkmark next to it), 'Opinion Lab', and 'Manage Data'. The main area is titled 'Carrier Blacklist Report' and contains a search bar with fields for 'Date' (09/19/2016), 'to' (09/25/2016), 'Search by' (ESN), and a 'View' button. Below the search bar is a table header with columns: Tracfone ESN/MEID, HEX ESN/ MEID, MDN, MIN, Date Reported, Lost/Stolen, Deactivated Yes/No, and Ticket #. The table body contains 15 entries of device data.

Tracfone ESN/MEID	HEX ESN/ MEID	MDN	MIN	Date Reported	Lost/Stolen	Deactivated Yes/No	Ticket #
990006740131437	99000674013143	8287365299	8287365299	2016-09-22		No	1148250
990005932149751	99000593214975	4058396770	5803807416	2016-09-22		No	1148245
354892071607248	354892071607248	9412237554	9412231063	2016-09-22		No	1148243
268435463205477616	A00000485394F0	7042313880	2296808724	2016-09-22		No	1148210
352034064929295	352034064929295	7015202885	7015203066	2016-09-22		No	1148240
990004379906112	990004379906112	8084311794	8082038939	2016-09-22		Yes	1148237
270113184103604966	A10000413701E6	8643166204	8643161008	2016-09-22		No	1148236
270113185014063814	A100004AD698C6	9123348072	9123348072	2016-09-22		No	1148234
990005921735537	99000592173553	5025255747	5025255405	2016-09-22		Yes	1148234
77044241051444470244	A400004AD7C0EE	A2746C8714E	A2746C80024	2016-09-22		No	1148234

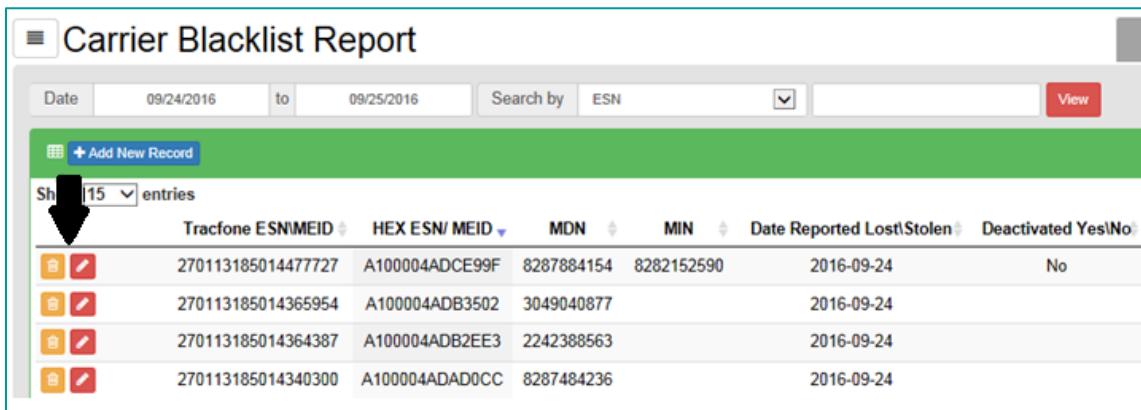
- 2 Select the Verizon tab from the carrier option on top.



The screenshot shows the 'Agent Reporting Tool' interface with the 'Carrier Blacklist Report' selected in the sidebar. At the top, there is a tab bar with 'AT&T' and 'Verizon', where 'Verizon' is highlighted with a black background. The main area is identical to the previous screenshot, showing the 'Carrier Blacklist Report' screen with the same search bar and table of 15 device entries.

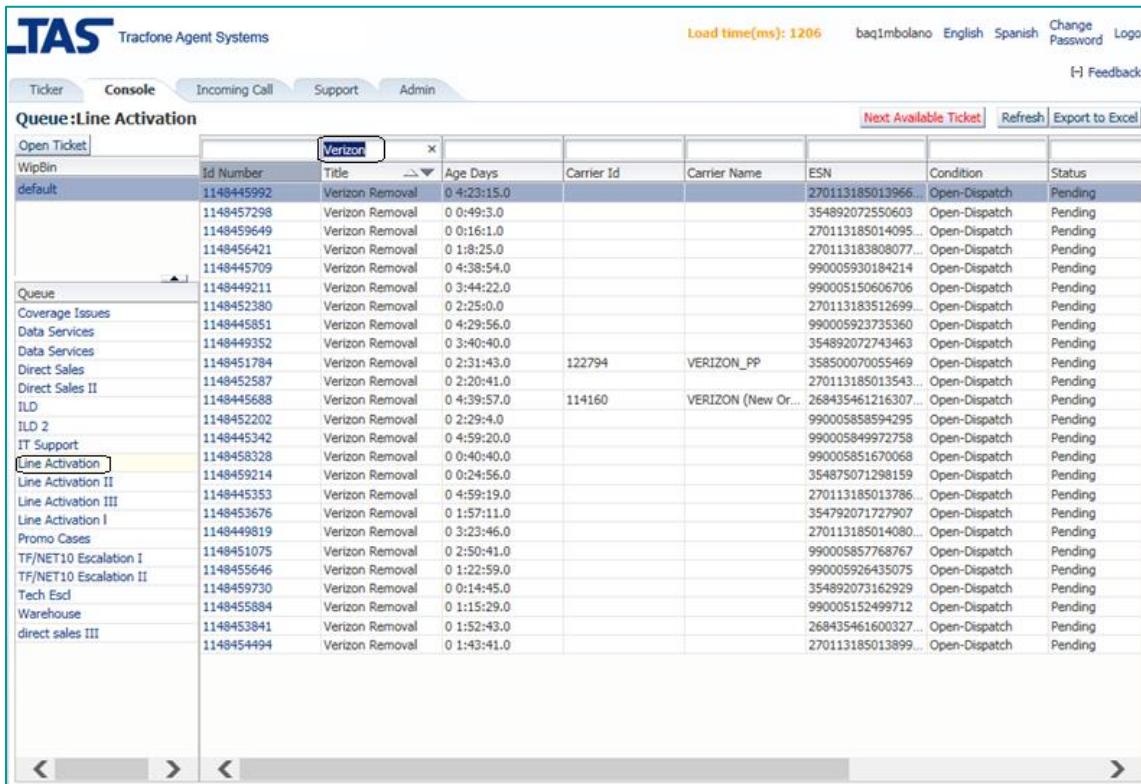
Tracfone ESN/MEID	HEX ESN/ MEID	MDN	MIN	Date Reported	Deactivated Yes/No	Ticket No.	Date Worked Removal cases	File Refill Date	Date Sent to Add	Status	Add Reply	Remove Reply
35416107213733	35416107213733	7164670644		2016-09-17						No Status		
866108020092163	86610802009216	7025212224		2016-09-17						No Status		
352030065523277	352030065523277	2623398580		2016-09-17						No Status		
270113183811633806	A100003EB1848E	4064846460		2016-09-17						No Status		
990002020000103	990002020000103	3045335227		2016-09-17						No Status		
270113183812482934	A100003EBE7976	4013022619		2016-09-17						No Status		
270113184101675652	A1000041199184	5733260977		2016-09-17						No Status		
990005774973490	99000577497349	7155589993		2016-09-17						No Status		
270113185013929025	A100004AD48A41	6623021686		2016-09-17						No Status		
990004931915429	990004931915429	4703306929		2016-09-17						No Status		
354875071255241	354875071255241	9362180737		2016-09-17						No Status		
270113185014332934	A100004ADAB406	7206267310		2016-09-17						No Status		
270113185013446293	A100004ACD2C95	2344583298		2016-09-17						No Status		
99000586312238	99000586312238	8454281647		2016-09-17						No Status		
270113185014189107	A100004AD8823	4172586368		2016-09-17						No Status		
990005823141933	99000582314193	3045633052		2016-09-17						No Status		
354892073299978	354892073299978	4066795239		2016-09-17						No Status		
990005929056316	99000592905631	5018025249		2016-09-17						No Status		
268435463100223795	A0000047036A33	7737331509		2016-09-17						No Status		
270113185013020828	A100004AC6AE9C	6185189854		2016-09-17						No Status		

- 3** Information will be displayed with empty records that need to be filled out with the account information. You will open each MEID in TAS and billing to copy and paste the MIN (in this case is the MSID), the account status in RSSX should be chosen from the drop down (Deactivated: Yes/No). Filter and organize the data to delete duplicate lines. Use the **Edit** and **Delete** options found at the beginning of each line to perform the desired changes.



	Tracfone ESN\MEID	HEX ESN/ MEID	MDN	MIN	Date Reported Lost\Stolen	Deactivated Yes\No
	270113185014477727	A100004ADCE99F	8287884154	8282152590	2016-09-24	No
	270113185014365954	A100004ADB3502	3049040877		2016-09-24	
	270113185014364387	A100004ADB2EE3	2242388563		2016-09-24	
	270113185014340300	A100004ADAD0CC	8287484236		2016-09-24	

- 4** After updating the empty fields within ART, go to TAS and work with the Verizon Removal tickets, select the Line Activation Queue and filter the tickets under Verizon title. Start working from the oldest to the newest.



Queue:Line Activation							Next Available Ticket	Refresh	Export to Excel
Open Ticket	Id Number	Title	Age Days	Carrier Id	Carrier Name	ESN	Condition	Status	
WipBin	1148445992	Verizon Removal	0:42:15.0			270113185013966...	Open-Dispatch	Pending	
default	1148457298	Verizon Removal	0:04:33.0			354892072550603	Open-Dispatch	Pending	
	1148459649	Verizon Removal	0:01:16.0			270113185014095...	Open-Dispatch	Pending	
	1148456421	Verizon Removal	0:18:25.0			270113183808077...	Open-Dispatch	Pending	
	1148445709	Verizon Removal	0:43:54.0			990005930184214	Open-Dispatch	Pending	
	1148449211	Verizon Removal	0:34:22.0			990005150606706	Open-Dispatch	Pending	
Queue	1148452380	Verizon Removal	0:22:0.0			270113183512699...	Open-Dispatch	Pending	
Coverage Issues	1148445688	Verizon Removal	0:42:56.0			990005923735361	Open-Dispatch	Pending	
Data Services	1148449352	Verizon Removal	0:30:40.0			354892072743463	Open-Dispatch	Pending	
Data Services	1148451784	Verizon Removal	0:23:14.0	122794	VERIZON_PP	358500070055469	Open-Dispatch	Pending	
Direct Sales	1148452587	Verizon Removal	0:20:41.0			270113185013543...	Open-Dispatch	Pending	
Direct Sales II	1148445688	Verizon Removal	0:43:57.0	114160	VERIZON (New Or...	268435461216307...	Open-Dispatch	Pending	
ILD	1148452202	Verizon Removal	0:22:4.0			990005858594295	Open-Dispatch	Pending	
ILD 2	1148445342	Verizon Removal	0:45:20.0			990005849972758	Open-Dispatch	Pending	
IT Support	1148458328	Verizon Removal	0:04:40.0			990005851670068	Open-Dispatch	Pending	
Line Activation	1148459214	Verizon Removal	0:02:56.0			354875071298159	Open-Dispatch	Pending	
Line Activation II	1148445533	Verizon Removal	0:45:19.0			270113185013786...	Open-Dispatch	Pending	
Line Activation III	1148453676	Verizon Removal	0:15:11.0			354792071727907	Open-Dispatch	Pending	
Line Activation I	1148449819	Verizon Removal	0:32:46.0			270113185014080...	Open-Dispatch	Pending	
Promo Cases	1148451075	Verizon Removal	0:25:41.0			990005857768767	Open-Dispatch	Pending	
TF/NET10 Escalation I	1148455646	Verizon Removal	0:12:59.0			990005926435075	Open-Dispatch	Pending	
TF/NET10 Escalation II	1148459730	Verizon Removal	0:01:45.0			354892073162929	Open-Dispatch	Pending	
Tech Escl	1148455884	Verizon Removal	0:15:29.0			990005152499712	Open-Dispatch	Pending	
Warehouse	1148453841	Verizon Removal	0:15:24.0			268435461600327...	Open-Dispatch	Pending	
direct sales III	1148454494	Verizon Removal	0:14:41.0			270113185013899...	Open-Dispatch	Pending	

- 5** You should accept the oldest ticket in queue. Once the ticket is opened, select the **Ticket Details** tab to obtain the HEX and open it on RSSX. The Lines status should display **HOTLINE**, **SUSPENDED** or **Deactivated**.

Name	Value
HEX	A100004AD51B8E
LINE_STATUS	Not Available Description Not Available
PHONE_STATUS	Not Available Description Not Available
STOLEN_PHONE_INTERACTION_#	
MIN	
NAME	
NUMBER_CUSTOMER_CALLING_FROM	
NUMBER_OF_OUTBOUND_CALLS MADE	0
UNITS_TO_TRANSFER	0

- 6** Go back to Agent Reporting Tool and look for the HEX ESN/MEID using the **Serial No.** option from the **Search By** dropdown list as shown below. If the ESN is not found, this means ESN was never blacklisted or we still have not received the ESN to be blacklisted, since the uploaded list every morning is from 2 days ago.

Example: Today is Sept. 26th; the uploaded list is for ESN's reported LOST or STOLEN on Sept. 24th.

If this is the case for that particular ESN, you will close the ticket stating:

ESN is not on the blacklist. Proceed to activating customer's phone.
*****DO NOT REOPEN TICKET*****

A new record should be created utilizing the Add New Record option with the ESN and ticket number you are working with.

Carrier Blacklist Report							
Date	09/24/2016	to	09/25/2016	Search by	Serial No.	View	
+ Add New Record							
Show	15	entries					
Tracfone ESN/IMEID	HEX ESN/ MEID	MDN	MIN	Date Reported	Lost/Stolen	Deactivated	Yes/No
270113185014477727	A100004ADCE99F	8287884154	8282152590	2016-09-24		No	
270113185014365954	A100004ADB3502	3049040877		2016-09-24			
270113185014364387	A100004ADB2EE3	2242388563		2016-09-24			
270113185014340300	A100004ADAD0CC	8287484236		2016-09-24			
270113185014335330	A100004ADABD62	6623026472	6622356483	2016-09-24		No	
270113185014281581	A100004AD9EB6D	4057794446		2016-09-24			
270113185014239099	A100004AD9457B	5412058109		2016-09-24			
270113185014179477	A100004AD85C95	2603418781		2016-09-24			
270113185014109682	A100004AD74BF2	4792172463		2016-09-24			
270113185014092343	A100004AD70837	8062416636		2016-09-24			
270113185014075270	A100004AD6C586	7403268188	7402636972	2016-09-24		No	

! **Search by** field will allow you to look for information using **ESN** (DEC form of the ESN), **MDN** (Phone Number), **Serial No** (HEX form of the ESN), **Date Worked Removal Ticket** (Date in which the account was sent to Removal), **Date Sent to Add** (Date in which account was sent to Add) and **Status** (will display the ones that have been escalated as sent to add or either remove or were reactivated, and will display as No Status the ones that are pending to be worked).

If you select **Status** option from the drop down list, it will enable additional search criteria to select from **No Status**, **Sent to Add**, **Sent to Remove** and **Reactivated**.

- 7 If you are able to find the ESN within **ART Master Data** but ESN has **NOT** been blacklisted in RSSX, you will enter “**NO**” on the column “**Deactivated? YES/NO**” and we do **NOT** send that ESN to be blacklisted. Instead the **Status** drop down should be changed from “**No Status**” to “**Reactivated**”.

Modify the specific record by selecting the **Edit** option. Please enter the date in which removal ticket was worked along with the ticket number in the corresponding field. This is to keep track of the processed accounts. **Close the ticket with the notes below:**

ESN is not on the blacklist. Proceed to activating customer's phone.
*****DO NOT REOPEN TICKET*****

Fill up this form

HEX ESN/ MEID	MIN	Ticket No.
A100004ADB3502		
Date Reported Lost/Stolen	Deactivated Yes/No	Status
2016-09-24	-- Select -- <input checked="" type="checkbox"/>	No Status <input type="checkbox"/>
Date Worked Removal cases	File Refill Date	Date Sent to Add
Add Reply	Remove Reply	
<input type="button" value="Close"/> <input type="button" value="Save"/>		

- 8 Once it is determined that the phone is not on the Blacklist, notate the ticket with the resolution above and proceed to reset the phone to “**Used**” by going to the **Reset Phone** option in **Toss Utility**.



NOTE

Please do not reactivate the account on the billing system.

- 9 If you are able to find the ESN within **ART Master Data** and ESN **IS** blacklisted in RSSX, you will enter “**YES**” on the column “**Deactivated? YES/NO**” and the status should be changed from “**No Status**” to “**Sent to Remove**” in the **Status** field. **Close the ticket with notes below:**

Email was sent to Verizon to have ESN removed from blacklist. TAT is 48-72 hours.
*****DO NOT REOPEN TICKET*****

- 10 You will work and close each removal ticket by adding the appropriate notes below depending on the scenario.



NOTE

For T-Mobile and Sprint, there is currently no Blacklisting process in place. Verizon BYOP phones are not to be blacklisted either.

ESN is not on the blacklist. Proceed to activating customer's phone.

*****DO NOT REOPEN TICKET*****

Email was sent to Verizon to have ESN removed from blacklist. TAT is 48-72 hours.

*****DO NOT REOPEN TICKET*****

Email was active Sprint/T-Mobile. Proceed to activating customer's phone.

*****DO NOT REOPEN TICKET*****



NOTE

In case any Verizon BYOD account is already flagged stolen in RSSX, ticket should be closed with below notation

As per Verizon, for BYOP devices, user needs to call the company where the phone was originally purchased. Account is flagged as stolen in RSSX; no further action can be taken by (Brand Name here)

*****DO NOT REOPEN TICKET*****

- 11 Once you finished all pending removal tickets from TAS. You will work on the remaining ESNs that need to be blacklisted from the ART. Go to ART and start working with the lines in “**No Status**” from the selected date. Open the account in TAS, then go to **Create Ticket**, and open an “**Add to Block List**” ticket.

- 12** Copy the Hex ESN and go to RSSX to check the status; if **Active**, this account **cannot** be sent to Verizon for Blacklisting (**Only Deactivated accounts can be processed**). Select **Edit** option in ART and start filling out the “File Refill Date” with today’s date, chose “NO” from the “Deactivated? YES/NO” drop down list, select “Reactivated” from the Status field drop down, include the ticket number you created and then close the ticket with notes below.

Email was not sent to Verizon to be blacklisted, since ESN status is Active.
*****DO NOT REOPEN TICKET*****

Fill up this form

HEX ESN/ MEID	MIN	Ticket No.
A1000040F815FA	3050000000	1111111111
Date Reported Lost\Stolen	Deactivated Yes\No	Status
2016-09-24	No	Reactivated
Date Worked Removal cases	File Refill Date	Date Sent to Add
	2016-09-26	
Add Reply	Remove Reply	
<input type="button" value="Close"/> <input type="button" value="Save"/>		

- 13** If the ESN status in RSSX is **Hotline** or **Suspended** proceed in changing device status to “**Deactive**”, select “**Edit**” option in ART and start filling out the “**File Refill Date**” and “**Date Sent to Add**” with today’s date, chose “**YES**” from the “**Deactivated? YES/NO**” drop down list. Select “**Sent to Add**” from the Status drop down menu, include the ticket number you created and then close the ticket with notes below.

ESN has been sent to Verizon to be blacklisted. Reported on XX/XX/XX (Date Reported Stolen)
*****DO NOT REOPEN TICKET*****

Fill up this form

HEX ESN/ MEID	MIN	Ticket No.
A1000040F815FA	3050000000	1111111111
Date Reported Lost\Stolen	Deactivated Yes\No	Status
2016-09-24	Yes	Sent to Add
Date Worked Removal cases	File Refill Date	Date Sent to Add
	2016-09-26	2016-09-26
Add Reply	Remove Reply	
<input type="button" value="Close"/> <input type="button" value="Save"/>		

- 14 If you find any BYOP device in ART tool, a ticket should still be created and notated accordingly.

As per Verizon, for BYOP devices, user needs to call the company where the phone was originally purchased. Account is flagged as stolen in TAS; no further action can be taken by (Brand Name here)

DO NOT REOPEN TICKET

Proceed in filling the form within ART as shown below, select **BYOD** from the “**Deactivated? YES/NO**” drop down list, select “**Reactivated**” from the Status drop down, include the ticket number you already created and closed with notes above.



NOTE

Date sent to add should NOT be included as BYOP accounts are not sent for blacklisting.

Fill up this form

HEX ESN/ MEID A1000040F815FA	MIN 3050000000	Ticket No. 11111111111
Date Reported Lost\Stolen 2016-09-24	Deactivated Yes\No BYOD	Status Reactivated
Date Worked Removal cases	File Refill Date 2016-09-26	Date Sent to Add
Add Reply	Remove Reply	

- 15 Once done with all missing blacklisting records from ART, clear all filters and look for the information you need to create both “**Remove from Blacklist**” and “**Add to Blacklist reports**” as shown.

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Add to Blacklist

- A. Choose the desired date range of the report you are pulling, select “**Date Sent to Add**” from the **Search by** drop down and select **View**.

- B. Once you have the desired information, select **Export to Excel** and click **Open** to obtain a spreadsheet with the records you will send to the carrier.

Carrier Blacklist Report												AT&T		Verizon	
Date	09/26/2016	to	09/26/2016	Search by	Date Sent to Add										
												Export to Excel			
	+ Add New Record	Show 100	entries												
TracFone ESN/MEID	HEX ESN/MEID	MDN	MIN	Date Reported	Lost/Stolen	Deactivated	Yes/No	Ticket No.	Date Worked	Removal cases	File Refill Date	Date Sent to Add	Status	Add Reply	Remove Record
990005152380797	990005152380797	4783312809	4785263732	2016-09-19	Yes	1148459270			2016-09-26		2016-09-26	Sent to Add			
3548920704424284	3548920704424284	2566049267	2562980876	2016-09-19	Yes	1148459295			2016-09-26		2016-09-26	Sent to Add			
268435461600316989	A00003084D63D	5203499674	5202796661	2016-09-19	Yes	1148459328			2016-09-26		2016-09-26	Sent to Add			
866108020827691	866108020827691	7314121611	7314121611	2016-09-19	Yes	1148459755			2016-09-26		2016-09-26	Sent to Add			
26843546101572697	A000005117FF59	2523433996	2529583250	2016-09-19	Yes	1148459808			2016-09-26		2016-09-26	Sent to Add			
990006740026801	990006740026801	2602127039	920294529	2016-09-19	Yes	1148459852			2016-09-26		2016-09-26	Sent to Add			
270113185103080209	A100004A9798C	9187217302	9186351673	2016-09-19	Yes	1148459886			2016-09-26		2016-09-26	Sent to Add			
352020074211527	352020074211527	7758429626	7758429626	2016-09-19	Yes	1148459940			2016-09-26		2016-09-26	Sent to Add			
990005151259588	990005151259588	6108582857	6108582857	2016-09-19	Yes	1148460030			2016-09-26		2016-09-26	Sent to Add			
990005924530943	990005924530943	541291877	5414507740	2016-09-19	Yes	1148460087			2016-09-26		2016-09-26	Sent to Add			
268435461613423982	A0000030CCD56E	662243098	6622934500	2016-09-19	Yes	1148460130			2016-09-26		2016-09-26	Sent to Add			
256691518904216339	99000475405649	6197503881	3609104812	2016-09-19	Yes	1148460177			2016-09-26		2016-09-26	Sent to Add			
268435463800084518	A000004E7B5C26	8437088185	8433314563	2016-09-19	Yes	1148460281			2016-09-26		2016-09-26	Sent to Add			
268435460416589651	A000002CFD253	6074253503	6074253581	2016-09-19	Yes	1148460479			2016-09-26		2016-09-26	Sent to Add			
27011318410360426	A100004136FF2A	916621145	9162302905	2016-09-19	Yes	1148460520			2016-09-26		2016-09-26	Sent to Add			
355865070906653	355865070906653	251284722	2512528459	2016-09-19	Yes	1148460563			2016-09-26		2016-09-26	Sent to Add			
27011318313779347	A100003ED24193	2392984798	2392937491	2016-09-19	Yes	1148460625			2016-09-26		2016-09-26	Sent to Add			
990005623356663	990005623356663	4197213979	3303814375	2016-09-19	Yes	1148460696			2016-09-26		2016-09-26	Sent to Add			
270113184103691472	A10000413686110	40496673991	40496665220	2016-09-19	Yes	1148467106			2016-09-26		2016-09-26	Sent to Add			
990005931983184	990005931983184	7198498907	7198498907	2016-09-19	Yes	1148467215			2016-09-26		2016-09-26	Sent to Add			
990006740693676	990006740693676	8036072373	8033323404	2016-09-19	Yes	1148467267			2016-09-26		2016-09-26	Sent to Add			
27011318510332034	A100004ACB4094	7014297497	7012553977	2016-09-19	Yes	1148467308			2016-09-26		2016-09-26	Sent to Add			
354792071878270	354792071878270	4846196313	5052683806	2016-09-19	Yes	1148467336			2016-09-26		2016-09-26	Sent to Add			
270113185104080901	A100004AD4DB85	4232544832	4235654440	2016-09-19	Yes	1148467356			2016-09-26		2016-09-26	Sent to Add			
990005623356663	990005623356663	3843108607	3843108607	2016-09-19	Yes	1148467403			2016-09-26		2016-09-26	Sent to Add			



NOTE

ONLY lines with status “Sent to Remove” will be sent to Verizon for Removal; all other records with status “Reactivated” should be deleted from the excel file.

- C. Copy and paste the remaining lines into an empty excel template as shown below and store it with a standardized file name: **Add Blacklist Verizon (Date MMDDAA)**.

A	B	C	D	E	F
Tracfone ESN	HEX ESN\MEID	MDN	MIN	Date Reported Lost\Stolen	Deactivated Yes\No

- D. Both lists will be emailed to WholesaleDevOps@VerizonWireless.com in two separated e-mails as shown below.

Blacklist Verizon 09/26/2016 ←

Maria Bolaño <m.bolano@bilateralbaq.com>
 Enviado: Mon 9/26/2016 6:02 PM
 Para: "Verizon" (WholesaleDevOps@Verizonwireless.com)
 CC: CRD BAQ
[Mensaje](#) [Add Blacklist Verizon 092616.xlsx \(33 KB\)](#)

Good day Team,

Attached is the list of ESN's that need to be **Added to the Blacklist**. If any other information is required please let us know.

Verified by David Tovar

Regards,

Maria

Remove ESN from Blacklist Verizon 09/26/2016 ←

Maria Bolaño <m.bolano@bilateralbaq.com>
 Enviado: Mon 9/26/2016 6:02 PM
 Para: "Verizon" (WholesaleDevOps@Verizonwireless.com)
 CC: CRD BAQ
[Mensaje](#) [Remove ESN from Blacklist 092616.xlsx \(24 KB\)](#)

Good day Team,

Attached is the list of ESN's that need to be **Removed from the Blacklist**. If any other information is required please let us know.

Verified by David Tovar

Regards,

Maria

Remove from Blacklist

- A. Choose the desired date range of the report you are pulling, select “**Date Worked Removal Ticket**” from the **Search by** drop down and hit **View**.

Carrier Blacklist Report

Date 09/26/2016 to 09/26/2016 Search by Date Worked Removal cases View

September 2016

Tracfone ESN	MDN	MIN	Date Reported Lost\Stolen	De
990005152380	13312809	4785263732	2016-09-19	
354892070484	36049267	2562988076	2016-09-19	
2684354616003	13499674	5202796661	2016-09-19	
866108020827	14121611	7314121611	2016-09-19	
2684354641015	13433996	2529583250	2016-09-19	

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- B. Once you have the desired information, select **Export to Excel** and click **Open** to obtain a spreadsheet with the records you will send to the carrier.



NOTE

ONLY lines with status “Sent to Remove” will be sent to Verizon for Removal; all other records with status “Reactivated” should be deleted from the excel file.

Carrier Blacklist Report

Carrier Blacklist Report										AT&T	Verizon	
Date	09/26/2016	To	09/26/2016	Search by	Date Worked Removal cases	View						
<input type="button" value="Add New Record"/> <input type="button" value="Export To Excel"/>												
Show 100 entries												
Tracfone ESN\IMEI	HEX ESN/ MEID	MDN	MIN	Date Reported Lost\Stolen	Deactivated Yes\No	Ticket No.	Date Worked Removal cases	File Refill	Date Sent to Date	Status	Add Reply	Remove Reply
268435463802604965	A000004E27BFA5	2292896089	2293667896	2016-05-03	Yes	1148411784	2016-09-26	2016-05-16	2016-05-16	Sent to Remove	ADDED	
355865070242356	355865070242356	3363092507	3363623850	2016-08-14	Yes	1148410471	2016-09-26	2016-08-26	2016-08-26	Sent to Remove	Added	
355865070295750	355865070295750	4174484360	4172370435	2016-08-28	Yes	1148396936	2016-09-26	2016-09-05	2016-09-05	Sent to Remove	ADDED	
354792072735891	354792072735891	8284428216	8284424876	2016-09-05	Yes	1148401219	2016-09-26	2016-09-10	2016-09-10	Sent to Remove	Added	
270113185013642567	A100004AD02B47	3184228557	3372102451	2016-09-07	Yes	1148427911	2016-09-26	2016-09-12	2016-09-12	Sent to Remove	Added	
268435462705440612	A0000043530464	2053039286	2053081615	2016-09-09	Yes	1148400088	2016-09-26	2016-09-14	2016-09-14	Sent to Remove		
990005929160167	99000592916016	7756859214	7755803188	2016-09-12	Yes	1148398485	2016-09-26	2016-09-16	2016-09-16	Sent to Remove	Added	
354875071837345	354875071837345	6058387753	6054596620	2016-09-13	Yes	1148422492	2016-09-26	2016-09-16	2016-09-16	Sent to Remove	Added	
270113185013841157	A100004AD33305	9034908834	9032604683	2016-09-15	Yes	1148417137	2016-09-26	2016-09-21	2016-09-21	Sent to Remove		
354892073185540	354892073185540	2183405544	2183405544	2016-09-15	Yes	1148439368	2016-09-26	2016-09-21	2016-09-21	Sent to Remove		
270113183814020994	A100003ED5F182	3045593488	6602144392	2016-09-17	No	1148438542	2016-09-26	2016-09-23	2016-09-23	Reactivated		
354892070161791	354892070161791	7194800554	7194801665	2016-09-18	Yes	1148438189	2016-09-26	2016-09-23	2016-09-23	Sent to Remove		
990005855619707	99000585561970	8646085316	6053803385	2016-09-19	No	1148419172	2016-09-26			Reactivated		

Want to open or save ATT Carrier Black List - 1474925804.xlsx from 10.248.27.31?

Open Save Cancel

- C. Copy and paste the remaining lines into an empty excel template as shown below and store it with a standardized file name: **Remove ESN from Blacklist (Date MMDDAA)**.

A	B	C	D	E	F	G
Tracfone ESN\IMEI	HEX ESN/ MEID	MDN	MIN	Date Reported Lost\Stolen	Deactivated Yes\No	Ticket #

AT&T Blacklist

The AT&T Blacklist is a report that can be found in Agent Report Tool which contains a list of stolen ESN/MEID's which are to be added to the carrier blacklist or removed to the blacklist.

A daily report is uploaded in the tool of which you can search through ESN/MIN and serial number. Tool has two tabs - **AT&T** and **Verizon** in which each tab is assigned to be worked by two different Centers.

Carrier Blacklist Report

ID	Action	4	1			5	2.8
147	Add to Block List	1	1			2	6.1
148	Add to Block List : AT&T	3				3	0.7
149	Add to Block List : Verizon	2				2	0.6
150	Carrier Operations	2				2	0.6
151	Carrier Operations : Restore MDN	2				2	0.6
152	Grand Total	245	2	74	48	1	370

Trend Pending Cases Tables CRD Isolated Cases Case Updates Reopened Cases Tables WIPBIN

Add to Blacklist

- Open the account in TAS using the ESN or MIN.
- Create a ticket with the type and title below.

- Ticket Type: Add to Block List
- Ticket Title: AT&T



NOTE

Make the status of the account in TAS is STOLEN. If not, change the status to STOLEN in TAS.

Create Ticket

Ticket Type	Add to Block List
Ticket Title	AT&T

Template to be used when adding the subscriber's in the Blacklist.

Branded Phones

- AT&T Block
- MIN:
- ESN:
- Date of deactivation:

Information sent to AT&T to add the ESN to the Blacklist, please allow 24-48 hours.

BYOP Devices

- AT&T Block
- MIN:
- ESN:
- Date of deactivation:

As per AT&T for BYOP devices, the customer needs to call the company where the phone was originally purchased. If the account is flagged as stolen in TAS; no further action can be taken.

- 2 Log the subscriber's information in a separate spreadsheet intended for **Block Account Request** and for **BYOD** accounts.



NOTE

It should contain the Transaction Date; Stolen ESN; MIN; Make/Model; Part Number; OS, etc.

Transaction Date	Stolen ESN	MIN	MAKE /MODEL	Part Number	OS	Stolen Yes/NO	Replacement Yes/No If so, what is the make/model of the device currently in use.	Approximate date & time the stolen devi was last used by the customer. Refer to tim and date th ESN was deactivated WEBCSR.
9/25/2016	014262001495449	7576750482	ALCATEL S21G	STALA521GP4P	ANDROID	YES	NO	9/25/2016
9/25/2016	867938020075084	3219612390	ZTE Z716BL	TF2EZ716BGP4P	ANDROID	YES	NO	9/25/2016
9/25/2016	951892060495475	8122056104	Samsung Galaxy S4 (S975L)	STSAS975GP4P-3	ANDROID	YES	NO	9/25/2016
9/25/2016	354055074165313	5735412321	LG Sunrise (L15G)	STLGL15GP4P	ANDROID	YES	NO	9/25/2016
9/25/2016	013976001148358	3187203617	IPHONE 5C	STAPI5CG8WTP4	IOS	YES	NO	9/25/2016
9/25/2016	013988006796651	2072491566	IPHONE 5S	STAPI5SG16GYP4	IOS	YES	NO	9/25/2016
9/25/2016	014350003615476	5803192539	Alcatel One Touch Pixi Pulsar (A460G)	STALA460GP4P	ANDROID	YES	NO	9/25/2016
9/25/2016	013986006799741	3177495998	IPHONE 5S	STAPI5SG16GYP4P	IOS	YES	NO	9/25/2016
9/25/2016	354055072279157	9365536710	LG Sunrise (L15G)	NTLGL15GP4	ANDROID	YES	NO	9/25/2016
9/25/2016	354055075219010	7743819458	LG Sunrise (L15G)	NTLGL15GP4	ANDROID	YES	NO	9/25/2016
9/25/2016	014389003817278	6065128966	Alcatel One Touch Pixi Giltz (A463BG)	TFALA463BGF4DG	ANDROID	YES	NO	9/25/2016
9/25/2016	014350004748660	8706564163	Alcatel One Touch Pixi Pulsar (A460G)	TFALA460GP4DG	ANDROID	YES	NO	9/25/2016
9/25/2016	951892064132017	9859698232	Samsung Galaxy S4 (S975L)	STSAS975GP4-3	ANDROID	YES	NO	9/25/2016
9/25/2016	014350002790916	8034473124	Alcatel One Touch Pixi Pulsar (A460G)	TFALA460GP4	ANDROID	YES	NO	9/25/2016
9/25/2016	014389005863339	5025724058	Alcatel One Touch Pixi Giltz (A463BG)	TFALA463BGF4P	ANDROID	YES	NO	9/25/2016
9/25/2016	557657064349224	7608213266	LG Sunset (L33L)	TFLGL13GP4M	ANDROID	YES	NO	9/25/2016
9/25/2016	014037001420047	8082177083	LG L31	STLGL11GP4	ANDROID	YES	NO	9/25/2016
9/25/2016	351892064159598	9892170306	Samsung Galaxy S4 (S975L)	STSAS975GP4-3	ANDROID	YES	NO	9/25/2016
9/25/2016	867938021001758	9182001095	ZTE Z716BL	ST2LZ716BGP4P	ANDROID	YES	NO	9/25/2016

- 3 Once you have completely added the stolen ESNs to the Blacklist, deactivate all the ESNs/IMEIs in Telegence with the status **SUSPEND-STOLEN Equipment**.

The screenshot shows the Telegence software interface for subscriber 484-636-7410. The main window displays a price plan for TFLTE1 with various service details. A red box highlights the status message "484-636-7410 : Suspended since: 05/01/2014 (Suspend-Stolen Equipment)". Below the main window, there are tabs for General, Insert, Delete, List, and buttons for Migrated, Converted, CARE Converted, C1 - Dobson, Migration Type, Auto Renew, and a footer with links for Agreement, Features, Profile, and the UMTS number 484-636-7410.

- 4 After deactivating the account in the billing system, create an RTS ticket requesting to add the listed subscribers in the Blacklist.

- 5 Update the master file in Agent Reporting Tool once the RTS ticket is generated and supply the necessary information.

Carrier Blacklist Report

Transaction Date	Stolen ESN	MIN	Part Number	OS	Stolen Y/N	Replacement Yes/No	If so, what is the make/model of the device currently in use:	Approximate date & time the stolen device was last used by the customer : Refer to time and date the ESN was deactivated in WEBC SR.	RTS	Name of subscriber, to be removed from the block list:	RTS Ticket (Add to Blocklist)	Date to add the account to Blocklist	RTS (Remove from Blocklist)	Date Worked Removal cases
2016-09-24	013967006975655	2192633829	STAPI5SG16SVP4P	iOS	Yes	No	2016-09-24	296697	none	296697	2000-09-27	000000	2000-09-26	
2016-09-24	013969000135849	6265369002	STAPI5SG16GDP4P	iOS	Yes	No	2016-09-24	296508	KeishaCunel	296508	2016-09-26			Date Updated: 2016-09-27 19:06:59
2016-09-24	104278581936202	3142436132	PHST128PSIMC4D	BYOD	Yes	No	2016-09-24	000000	kaitynmejia	000000	2000-09-27			Updated By: Arvin Decipulo
2016-09-24	103257939358625	9315611423	PHST128PSIMC4NB	BYOD	Yes	No	2016-09-24	000000	jerry simons	000000	2000-09-27			
2016-09-24	104257106050046	2406442445	PHST64PSIMC4BMB	BYOD	Yes	No	2016-09-24	000000	SarahAndersson	000000	2000-09-27			
2016-09-24	104278312023692	9107067191	PHST128PSIMC4D	BYOD	Yes	No	2016-09-24	000000	Bryan McLean	000000	2000-09-27			
2016-09-24	103257284589832	3522931613	PHNT128PSIMC4NB	BYOD	Yes	No	2016-09-24	000000	CoreyLong	000000	2000-09-27			
2016-09-24	104278342905132	5733309985	PHST128PSIMC4D	BYOD	Yes	No	2016-09-24	000000	Lynetta Thomure	000000	2000-09-27	000000	2016-09-25	
2016-09-24	103256903278371	7406462358	PHST128PSIMC4NB	BYOD	Yes	No	2016-09-24	000000	none	000000	2000-09-27			

Remove from Blacklist

If a customer claims that a phone which was previously reported STOLEN was found, follow the procedure below.

Regular Representatives

- 1 Check the status of the MIN in the billing system to verify the status (**Active or Stolen**).
 - If the status is **Stolen**, create ticket to remove the MIN/ESN from the blacklist.
 - If **Active**, follow the current procedure (Security Question, troubleshooting or upgrade process) whatever the customer is requesting to do.

- 2 From the **Pending Case Report**, find the line item for AT&T removal from the Blacklist. Click on the ticket counts to displays the pivoted ESNs which need to be worked on.

J128

A	B	C	D	E	F	G	H
Case Resolution Dept.							
Case Owner	CASE RESOLUTION <input checked="" type="checkbox"/> EPT.						
CASE STATUS	(Multiple Items) <input checked="" type="checkbox"/>						
Count of CREATION_TIME	Column Labels						
Row Labels		1_Day	1k_to_2W	2_Days	3_Days	4_Days	Total
● Air Time Cards		15		17	16	48	16
Air Time Cards : Lost Air Time Card		3		4	5	12	1.8
Air Time Cards : Pin # Scratched Off Card		12		13	11	36	1.6
● Coverage		23				23	0.4
Coverage : -34 Call Restriction		7				7	0.4
Coverage : Customer needs CDMA		4				4	0.5
Coverage : Customer needs GSM		1				1	0.4
Coverage : Customer needs SIM 4		9				9	0.4
Coverage : Customer needs SIM 5		2				2	0.4
● Data Issues		2				2	0.3
Data Issues : Unable to Connect		1				1	0.3
Data Issues : Unable to use MMS		1				1	0.4
● Features		8				8	0.3
Features : Call Waiting		1				1	0.3
Features : SMS		6				6	0.3
Features : Voicemail		1				1	0.4
● ILD		3		1		4	0.8
ILD : Access Number not working		1		1		2	1.1
ILD : Destination Number Not Allowed		2				2	0.6
● Inactive POSA		42		47	32	121	1.6
Inactive POSA : Inactive POSA ESN/MMEI		25		26	18	69	1.5
Inactive POSA : Inactive POSA SNP		17		21	14	52	1.6
● Line Activation		2				2	0.3
Line Activation : Able to Make / Not Able to Receive Call		1				1	0.3
Line Activation : Wrong Rate Plan		1				1	0.4
● Phone Upgrade		4	1			5	3.3
Phone Upgrade : Phone Upgrade		3				3	0.5
Phone Upgrade : ST Phone Upgrade			1			1	14.5
Phone Upgrade : Cross Company		1				1	0.6
● Remove from Blacklist		103				103	0.6
Remove from Blacklist : AT&T Removal		7				7	0.4
Remove from Blacklist : Verizon Removal		96				96	0.6
● Simple Mobile		2				2	0.4
Simple Mobile : Unauthorized MiniSIM Change		2				2	0.4
● T-Mobile		35		9	1	45	0.9
T-Mobile : Add Voicemail		1		1		2	1.0
T-Mobile : Restore MDN		2		5		7	1.4
T-Mobile : Update ESN		25			1	26	0.7
T-Mobile : Update SIM		7		2		9	0.7
T-Mobile : Update ESN and Change Sim				1		1	1.5
● Add to Block List		4	1			5	2.8
Add to Block List : AT&T		1	1			2	6.1
Add to Block List : Verizon		3				3	0.7
● Carrier Operations		2				2	0.6
Carrier Operations : Restore MDN		2				2	0.6
Grand Total		245	2	74	48	1	370
							11
◀ ▶ ⏪ ⏩	Trend	Pending Cases Tables	CRD Isolated Cases	Case Updates	Reopened Cases Tables	WIP	

Corp ERD

- 1 Search for the ESN/MIN in the **Master Report** found in **Agent Reporting Tool**.
- 2 If the ESN/MIN is in the report, add notation in the tickets and log the subscriber's information in a separate spreadsheet intended for **Unblock Account Request**. It should contain the following information below:
 - MIN
 - Model
 - Stolen Device ESN
 - Name of the subscriber
 - Original RTS ticket

MIN	MODEL	IMEI OR Stolen device	Name of subscriber, to be removed from the block list:	ORIGINAL RTS TICKET
9035393147	ZTE Z716BL	867938021998094	rena Francis	296372
8593256428	L61AL	354791070103714	Tierra Bradshaw	296098
2096054347	LG Sunset (L33L)	357657062343294	none	295677
2515918829	IPHONE 5S	013973007409058	Ronald Dixon	295677
3186697891	ZTE Z818L	866739020613853	none	294157
7154320597	Alcatel One Touch Pixi Pulsar (A460G)	014350003769117	none	294651
3046467176	LG Sunrise (L15G)	354055074110152	none	284152
3365546072	Alcatel One Touch Pixi Glitz (A463BG)	014389003145548	chad Rehder	296286
3154203018	LG L81AL	355864070106836	none	292327
5034378443	ZTE Z716BL	867938020056902	none	296508
2604416398	Samsung Galaxy S4 (S975L)	351892060879538	Justin jansing	290688
4014407375	Iphone5S	013967005835991	Ashton Kenney	296372
2702265111	Destiny (L21G)	357485060737360	Shannon Jacobs	295867
4795615264	Samsung Galaxy S4 (S975L)	351892061925033	Tonya Deer	295305
nothing follows				

Template for Blacklist Removal (depending on the account if it is Branded phones; BYOD or from SMARTPAY)

- ESN is in the Blacklist, we will send request to AT&T to unblock.
- ESN is in the Blacklist, do not reactivate the account. Advise customer to contact Smart Pay.
- ESN is not in the Blacklist, proceed with reactivation.
- ESN has been removed from the Blacklist. Reference RTS *****. Proceed with reactivation.



NOTE

- ✓ Create one RTS ticket per day for all new removals from the blacklist or one RTS ticket for requesting to add to Blacklist. And attach the spreadsheet.
- ✓ Once the request is submitted, the ESN/IMEI will be added to the blacklist or removed from the blacklist within 24-48 hours.
- ✓ You will receive confirmation via RTS that the IMEI/ESN is already added to the blacklist or has been removed from the blacklist.

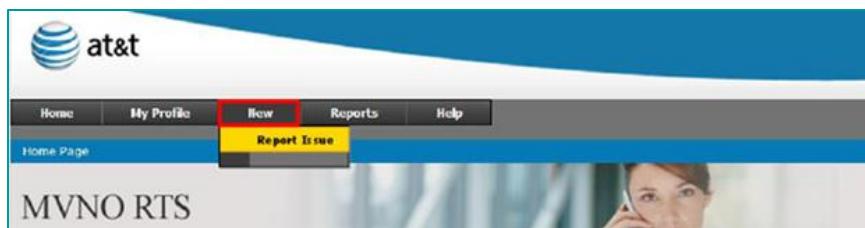
- 3 When you receive this confirmation, proceed with restoring the account in Telegence.



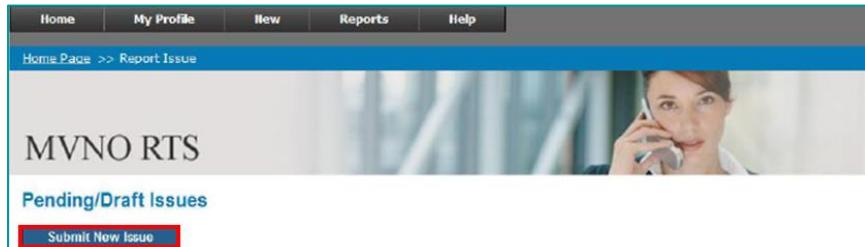
DO NOT attempt to restore the account before receiving confirmation that the IMEI has been removed from the blacklist. Doing so may result in the MIN being re-suspended by the

Creating an RTS Ticket

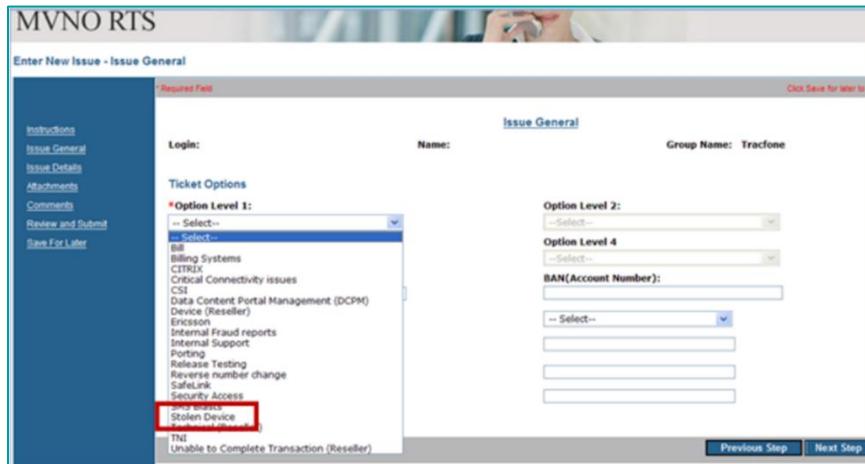
- 1** Log into RTS then click “New” and select “Report Issue”.



- 2** Select “Submit New Issue”.

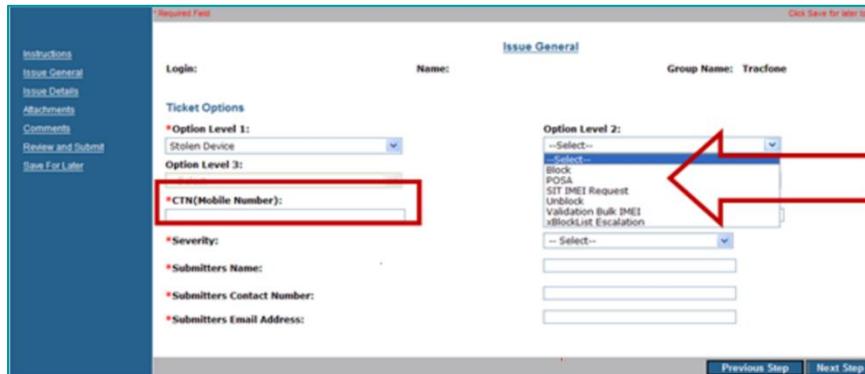


- 3** Select the Drop-down menu for “Option level 1” then select “Stolen Device”.



- 4** Click the drop-down menu for “Option level 2” and select “Block” or “Unblock” (depending upon the action required).

- 5** In the CTN (Mobile Number) field, enter the customer’s phone number (MIN).



- 6** Select the drop-down menu for Severity then select High- All user affected then enter the following information in the fields below.

- **Submitters Name:** Your name
- **Submitters Contact Number:** Your contact number
- **Submitters Email Address:** Your email address

- 7** When finished, click “**Next Step**”.

The screenshot shows the 'Issue General' form with several input fields. The 'Severity' dropdown is highlighted with a red box. The dropdown menu lists three options: 'High - All users affected', 'Medium - Many users affected', and 'Low - Few users affected'. The 'Next Step' button at the bottom right of the form is also highlighted with a red box.

- 8** In the description field, type either **Block** or **Unblock**.

- 9** In the Step by Step Instruction field, type “**Please add (or remove) the ESN's in the attached spreadsheet to the block list**”.

- 10** Once completed, click “**Next Step**”.

The screenshot shows the 'Issue Detail' form with a rich text editor. The text 'Please add the ESN's on the attached spreadsheet to the block list.' is entered into the 'Step by Step Instructions' field. The rich text editor toolbar is visible above the text area.

- 11** Now, click “**Add Attachment**” then attach the Excel spreadsheet along with the phones to be added or removed from the block list.



NOTE

Make sure all the fields have been completed on the spreadsheet.

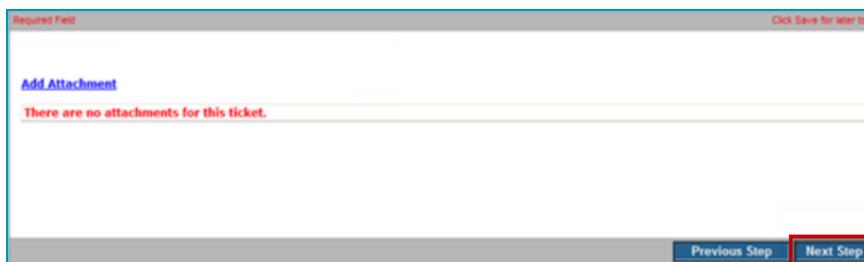
- 12 Save the spreadsheet using the naming convention of “**Block**” or “**Unblock**” and the current date “(M/DD/YYYY)”. Example, “**Block 1/14/2013**” or “**Unblock 1/14/2013**”.

- 13 Once completed, select “**Next Step**”.

Required Field Click Save for later to

Add Attachment
There are no attachments for this ticket.

Previous Step **Next Step**

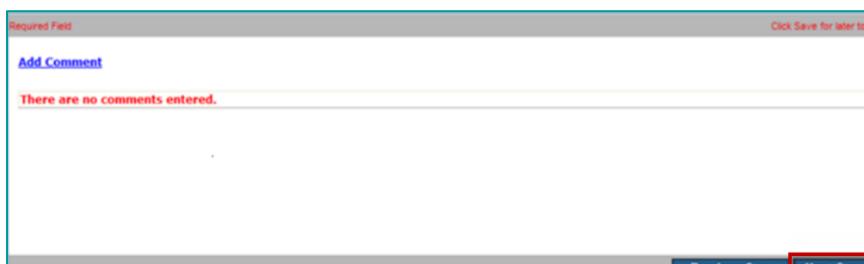


- 14 Select “**Next Step**”. No additional comments are necessary.

Required Field Click Save for later to

Add Comment
There are no comments entered.

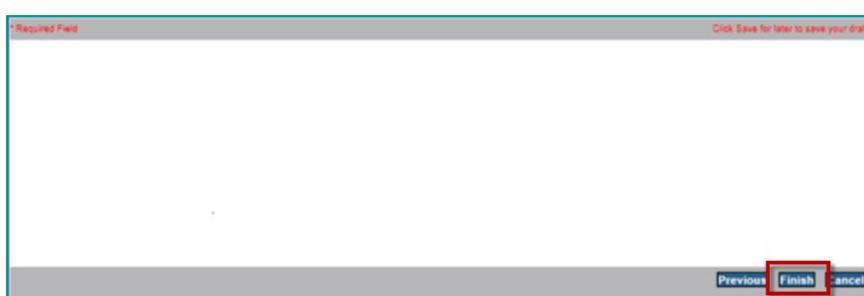
Previous Step **Next Step**



- 15 Select “**Finish**” to submit the ticket.

! Required Field Click Save for later to save your draft

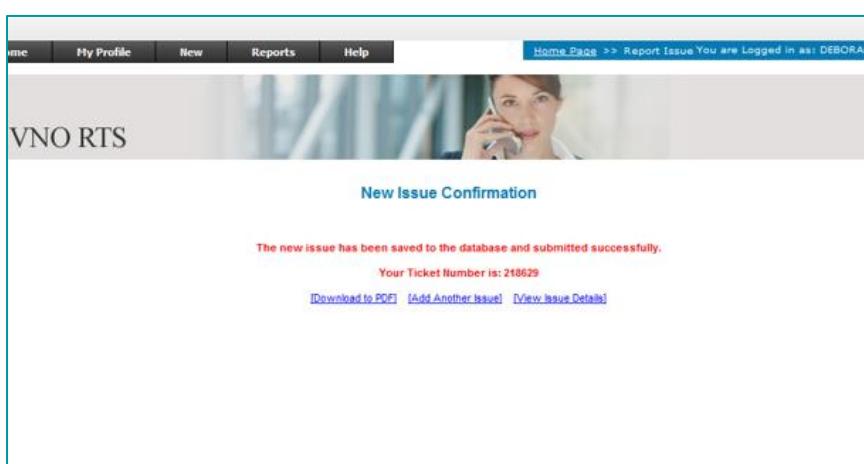
Previous **Finish** Cancel



VNO RTS

New Issue Confirmation

The new issue has been saved to the database and submitted successfully.
Your Ticket Number is: 218629
[Download to PDF](#) [Add Another Issue](#) [View Issue Details](#)



Queues and Tickets

To start working on tickets, you must be working on the queues not limited to the following below.

- ✓ **ILD**
- ✓ **IT TOSS** (Airtime Cards)
- ✓ **Line Activation** (Simple Mobile: Unauthorized MIN/SIM Changes)
- ✓ **Line Activation I** (ST Features/ST Line Activation/T-Mobile Add Voicemail)
- ✓ **Line Activation II** (Line Activation/Features)
- ✓ **Promo Tickets**

Queue
ILD
IT TOSS
Line Activation
Line Activation I
Line Activation II
Promo Tickets

Getting Tickets from Queue

- 1 Login to TAS and select Console.
- 2 From the left hand side, you will find the Queues available depending on your organization.
- 3 Select the specific queue link from the options that you want to work on.
- 4 List of Tickets being created and is still in Open Condition will display. There is no need to select from the list. TAS would automatically provide the tickets one at a time.

WipBin :default							
Open Ticket							
WipBin	Id Number	Title	Age Days	Carrier Id	Carrier Name	ESN	Condition Status
default	1077763538	Port Out		122794	VERIZON_PP	100000000013	Open Pending
	1077786396	SIM Card Exchar				359783042125	Open BadAddre
	1077763588	Port Out		122794	VERIZON_PP	100000000013	Open Pending
	1077768217	Manual Refund R		122795	SPRINT_PPP	100000000013	Open Pending
	1077699698	Defective SIM				359486042569	Open-Fon Address U
	1077699696	System Errors					Open Pending
	1077699697	System Errors					Open-Dis Pending
	1077684459	SIM Card Exchar				100000001818	Open Pending
	1077684457	Digital Exchange				100000001818	Open Pending
	1077684460	Goodwill Replace		100077	CINGULAR TE	100000000960	Open Pending
	1077684460	Defective Phone		106129	CINGULAR TE	100000000732	Open Pending
	1077693734	Defective Phone				100000000733	Open Pending
	1077692674	CDMA Carrier Pe				100000000013	Open Pending
	1077703614	Defective Phone		100058	VERIZON (De	100000000013	Open BadAddre

Accepting Ticket

When you click on any Queue, a list of all open tickets will appear on the right hand side. You have to select the oldest ticket that is still **OPEN** and **PENDING**.

- 1 Once the ID Number is selected, the ticket information will show up.
- 2 Click Accept and a new window will populate for you to confirm where to place the ticket to your WipBin. Select Accept to proceed.

- 3** Once the ticket is accepted, you MUST read and verify the troubleshooting documented in the ticket. That Includes checking the information through the billing system as well. After validating all pertinent information, **proceed in contacting the customer for further assistance and/or additional troubleshooting.**



Calls to customers may only be made during 9:00 AM - 9:00 PM in the local time zone of their activation zip code.



NOTE

- If customer is able to answer the call but issue remains unresolved, close the ticket and offer any available remedy to the problem. ******DO NOT REOPEN the Ticket*****
A replacement of technology is to be considered once all troubleshooting has been exhausted.
- If customer fails to answer the call from us, add a notation that you attempted to call the customer and if you have left a voicemail message. Once done, leave a notation instructing the Representative to make a second attempt to contact the customer before proceeding to close the ticket. ******DO NOT REOPEN the Ticket*****

Adding Notes

All steps taken during troubleshooting and eventual resolution MUST be documented in the ticket notes.

- 1 Go to Add Notes.
- 2 Document all troubleshooting performed to the customer by following the right template available.
- 3 Select Log Notes and a confirmation message will populate.

The screenshot shows a ticket detail page with the following details:

- Id Number:** 1075730680
- ESN:** 260372150559952
- MIN:** T1000047070
- Carrier Id:** 106129
- Carrier Name:** CINGULAR TELEENCE (FLP)
- Ticket Type:** Line Activation
- Title:** Not Able to Make / Able to Receive Calls
- Creation Time:** 10/17/18 12:04 PM
- ICCID:** 8901260372150559952
- MSID:** T10000470070
- Model:** PHNT149PSIMCB
- Phone Model:** NT10 POST PAID SIM ATT PHONE "
- Retailer:** TRACFONE-BRIGHTPOINT-DIST.
- Priority:** Low
- Condition:** Open
- WipBin:** default
- First Name:** copy_1
- Last Name:** 1129964370
- Queue:** Pending
- Status:** Pending
- Due Date:** 10/27/2018
- Owner:** CVINCULADO
- Issue:** Unable to make and receive calls
- Org ID:** NET10

Below the main ticket info, there is a "Ticket Notes" tab selected, followed by "Add Notes". Other tabs include Activity Log, Status Change, Shipping Address, Ticket Detail, Part Request, Promotions, Other Variables, and Service Profile. A "Log Notes" button is visible at the bottom of the notes section.

Sample Corp ERD Notes:

REFERENCE TICKET: 1087457040

CONTACT NUMBER: No contact number available. Called the customer through the MIN 3173641691, but no one answered.

ISSUE: Unable to make / Unable to Receive Calls

RESULT: Leave voicemail message when calling the handset MIN. Sent SMS to the customer's handset MIN.

ACTIONS TAKEN:

Verified the account in the billing system, MIN is active, Account is well provisioned, check the coverage using the address provided 312 MAIN ST, PALISADE, HITCHCOCK COUNTY, NE, 69040 and it has a digital coverage. There is no outage on customer's activation zip code.

If the customer calls back for the same issue:

- While the ticket is open and up to 2 weeks after the ticket has been closed
 - Transfer the call to Corp ERD (1175 - ENG/ 1179 - SPA).
 - The Customer may also call **(866) 806-1840** and when prompted use the reference PIN **032700** for English and **061308** for Spanish.
 - The reference PIN is valid for 2 weeks.
 - Business hours Monday – **Sunday 8:00 AM - 11:45 PM EST**

- More than 2 weeks after the ticket has been closed
 - Follow the standard procedure to resolve the customer's issue.



NOTE

For Coverage Issue, a recommendation must be documented if after troubleshooting, the next step is to send a Phone/Technology exchange. Refer to Agent Support's Replacement Part Reference Sheet for the corresponding technology to be sent out to the customer.

Closing Ticket

Once you have added notes to the ticket, close the ticket.

- 1 Select Close Ticket tab.

- 2 A small window will pop-up, select a Resolution.

- 3 Change status to Closed then select Close Ticket.

The screenshot shows a ticket detail page with various fields filled in. On the right, a modal dialog box titled 'Select Resolution' is open. It contains a dropdown menu with 'Call Carrier with Customer on Line' selected. Below the dropdown, there is a 'Status' dropdown set to 'Closed'. At the bottom of the dialog, there are 'Close Ticket' and 'Cancel' buttons.



Once the ticket is completely closed ***DO NOT REOPEN the Ticket***

ILD Services Issues

International long distance service constitutes any geographic region outside of a customer's home area. Two types of Long Distance Services are **domestic** and **international**. In order for the customer to complete a successful call to a specific location, the appropriate dialing pattern must be used.

Domestic Dialing Pattern:

Pattern	1 + area code + telephone #
Example	1 + 305 + 5551212

International Dialing Pattern:

Pattern	1 + country code + telephone #
Example	1 + 876 + 9876543



NOTE

For any ILD related issues, please refer to the ILD Training Manual located in Agent Support.

ILD, Phone Upgrade, Simple Mobile Tickets

Two attempts must be made to contact the customer using the following channels: outbound call, SMS & email.



Calls to customers may only be made during 9:00 AM - 9:00 PM in the local time zone of their activation zip code.

Two (2) Attempts - Tickets in Isolated Status			
Ticket Type	Ticket Title	Ticket Type	Ticket Title
ILD	<ul style="list-style-type: none">Access Number Not WorkingCancelled/SuspendedDestination Number Not AllowedILD Manual ActivationILD Not ProvisionedILD OtherInsufficient Funds/Exceeded Account BalanceUnable to Make ILD Calls	Phone Upgrade	<ul style="list-style-type: none">Cross CompanyPhone UpgradeST Cross CompanyST Phone Upgrade
		Simple Mobile	<ul style="list-style-type: none">Web/IVR FailureNo Units Received on ActivationPromotion Failure

Line Activation Issues

Things you have to consider when dealing with Line Activation tickets.

- ✓ Review the notes indicated in the ticket to verify the troubleshooting steps made by the previous representatives.
- ✓ Verify the signal strength in the customer's area.
- ✓ Check the account for possible pending transactions (OTA Pending Transactions).
- ✓ Make sure that the account is provisioned in both TAS and Billing System.

If still the customer cannot make or/and receive phone calls or he/she is having problem with the features of the phone, you must immediately refer the troubleshooting to be followed through the Flowchart in Agent Support.



NOTE

The Flowchart in Agent Support allows you to respond efficiently with issues relating to MIN and Prepaid Unit Disabled; determining Carrier Contact Information and correct Carrier Rate Plans; and Guides in Creating Coverage Tickets and adhering to Important Rules to remember.

Technology Exchange Issues

Creating Phone/SIM Exchanges

- 1 Once the customer's account is in session, select the Solutions link from the ESN Support menu.

Solution Id	Solution Name	Description
1804	Phone Exchanges-Non Defective	Open cases that trigger a phone

- 2 Select Phone/SIM Exchanges Non-Defective from Parent Solutions list.

- 3 Then select Solution: 1804 Phone Exchanges from the Solution Id.

- 4 A new window will appear with a Tool Box on the right-hand side.

- 5 Select the appropriate ticket title from the Tool Box.

- 6** In the Create Ticket page, enter all of the required information. Document all pertinent notes and troubleshooting performed.

- 7** Select Load Part Number to choose the technology that will be sent to the customer.

- 8** Select Continue when finished.

PartNumber	InventoryType	Technology	Domain
STALA383GR	REFURBISHED PH...	GSM	PHONES
STALA392GR	REFURBISHED PH...	GSM	PHONES
STALA405DCR	REFURBISHED PH...	CDMA	PHONES
STALA405DGR	REFURBISHED PH...	GSM	PHONES
STALA450TGR	REFURBISHED PH...	GSM	PHONES
STALA460GR	REFURBISHED PH...	GSM	PHONES
STALA462CR	REFURBISHED PH...	CDMA	PHONES
STALA463GR	REFURBISHED PH...	GSM	PHONES
STALA466GP	REFURBISHED PH...	GSM	PHONES
STALA502DCR	REFURBISHED PH...	CDMA	PHONES
STALA502DGR	REFURBISHED PH...	GSM	PHONES
STALA520CR	REFURBISHED PH...	CDMA	PHONES
STALA521GR	REFURBISHED PH...	GSM	PHONES
STALA554CP	REFURBISHED PH...	CDMA	PHONES
STALA556CP	REFURBISHED PH...	CDMA	PHONES
STALA564GR	REFURBISHED PH...	CDMA	PHONES
STALA570GR	REFURBISHED PH...	GSM	PHONES
STALAZHGR	REFURBISHED PH...	CDMA	PHONES

- 9** The Ticket Address field will appear. Ask for the customer's shipping address and enter it in the field provided or update the address using Enter/Update Address.

NOTE: Keep in mind that the Ticket Address is the customer's shipping address.

- 10** Select Validate DPV to validate the address or select Override DPV and Save.

- 11** Once the address is validated select Save and Continue.

Address 1	Type the address to select from auto suggested values.
9700 NW 112th Ave	Use ONLY for additional address like Apt, Room, Dorm, Unit, Suite, etc
City Medley	
State FL	
Country USA	

- 12** Make sure the customer's information in the Ticket Address field is correct. This should be pre-populated with the customer's contact information, if available. If not, fill in the required information.

Ticket Detail Name	Req.	Ticket Detail Value	Help
NUMBER_CUSTOMER_CALLING_FROM			HELP_LINK
TIME_TANK			HELP_LINK
TT_UNITS			HELP_LINK
TTTEST_SEQ			HELP_LINK
CUST_UNITS_CLAIM			HELP_LINK
SYS_SEQ			HELP_LINK
RATE_PLAN			HELP_LINK
UNITS_TO_TRANSFER	0		HELP_LINK
ACTIVATION_ZIP_CODE	(33178)		HELP_LINK
LINE_STATUS	RESERVED		HELP_LINK
PHONE_STATUS	ACTIVE		HELP_LINK

- ALWAYS confirm the address with the customer before you click "Save & Continue."
- Airbill will be auto-generated by the warehouse for these handsets.
- You must only process Technology Exchange tickets for the ones worked from the Coverage Issues queue.

Closing CTMS Ticket

Once you receive a resolution from Sprint, create a Line Activation ticket documenting the resolution provided by the carrier then close the ticket. ******DO NOT REOPEN the Ticket*****

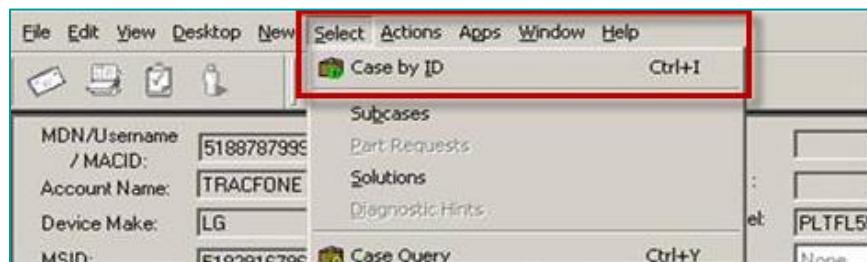


NOTE

The Ticket Name should correspond to the issue the customer is experiencing.

Follow steps below when closing CTMS ticket.

- 1** Find and Open the CTMS Ticket, selecting Case by ID.



- 2** Read ticket notes from MVNO and follow instructions provided.

- 3** Perform a call back to the customer and provide the troubleshooting step basing on the ticket notes instructed by MVNO.

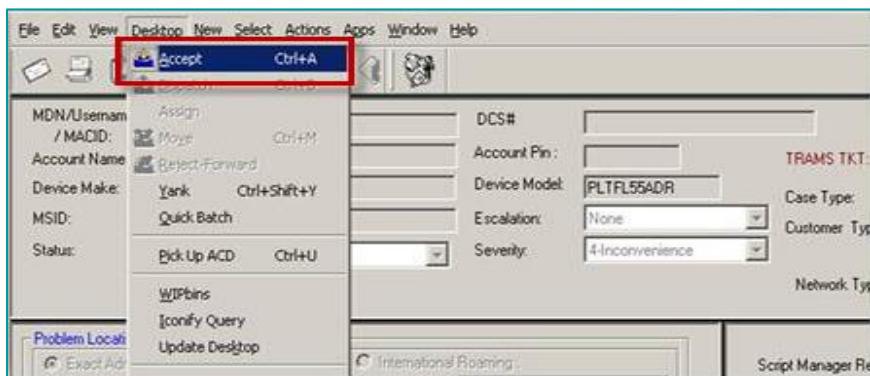


Calls to customers may only be made during 9:00 AM - 9:00 PM in the local time zone of their activation zip code.

- If issue is not resolved, click on Notes and add the result of the call back. Then save the ticket notation and dispatch the ticket back to VPTR. Provide 24 to 48 hours TAT to the customer.
- If issue is resolved, proceed to the next step.

4 Accept the ticket and click Close button.

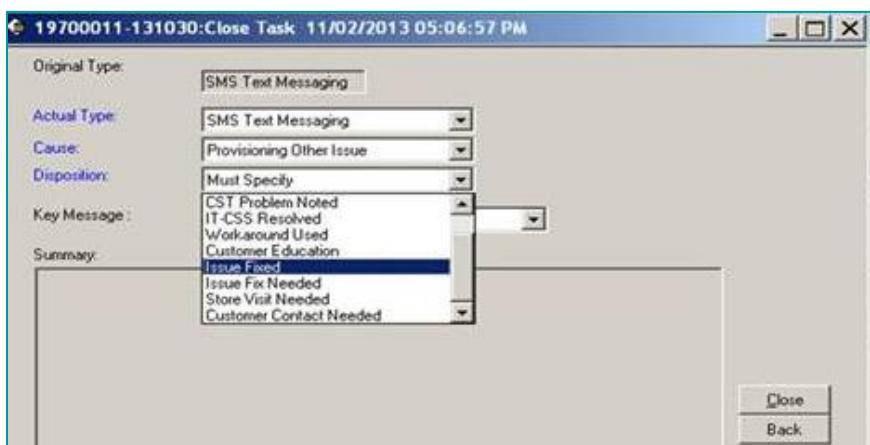
5 Update the ticket depending on the issue, which includes the troubleshooting given by Sprint and the result of the callback. (See next steps to do so)



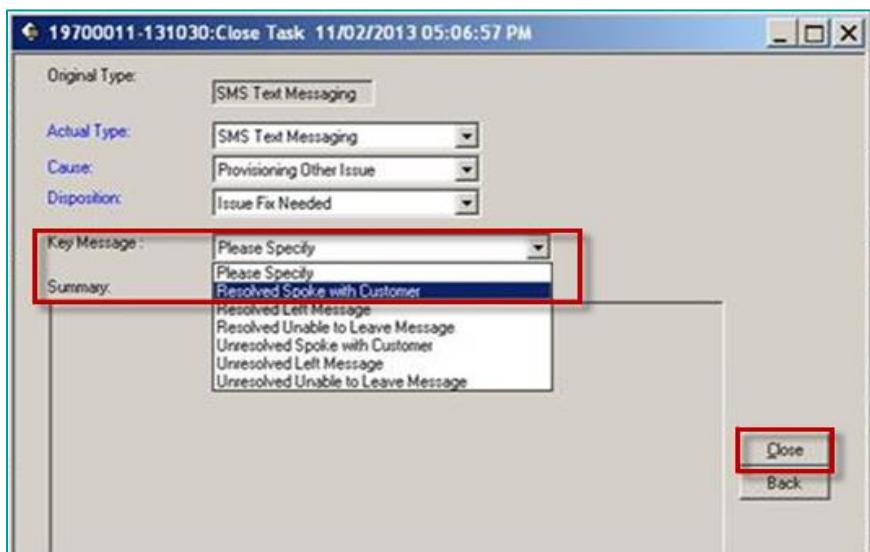
6 Do not change the Actual Type.

7 Select cause and choose CSR not followed and Issue Fixed for disposition.

8 An option will populate for Key Message. Choose the correct drop down depending on the result from the call back.



9 Then add detailed notes on the Summary and select Close.



Label not Created / Lost in Transit

If a customer calls and states that they have lost their phone or it has been stolen, follow the regular process. This is only for reported “Label Not Created” status or the order has been lost in transit issues from our fulfillment facilities.

Use ticket:

When IMM sends communication that an order is stuck in “Label Created” status or the order has been lost in transit.

- 1 DSE/Miami Escalation Group will receive the report.
- 2 The DSE analysts working the report will:
 - Confirm if the ESN is active.
 If the ESN is active, no further action is needed. Report the order as received.
 - Confirm if a refund was already issued in CyberSource. If the transaction was refunded, no further action needed. Report the order as refunded by the system.
 - If the ESN is not active and the order has not been refunded, continue with the process below:

DSE:

- 1 DSE will call the customer. (Two attempts maximum within the hour.)
- 2 If the customer states that they have received their product.
 - Thank them for their business.
 - Ask them if they need any assistance with anything.
 - Report back that the item was delivered.
- 3 If the customer states that they have not received the handset.
 - Advise the customer that they will receive a full refund and that the phone will be placed in Risk Assessment.
 - Create a dummy account with the ESN.
 - Create Ticket
 - Ticket type: Sales Support Miami Escalation
 - Ticket Title: Order Lost in Transit

Create Ticket	
Ticket Type	Sales Support Miami Escalation
Ticket Title	Order Lost In Transit

- Document that a refund has been processed, and that the customer was made aware that the handset will be placed in Risk Assessment.
- Contact Loss Prevention to have the ESN placed in Risk Assessment.
- Ask the customer if they need assistance purchasing a new item.



NOTE

Document amount and reference number.

4 If the customer cannot be reached:

- Send an e-mail to the customer following the below template:

Dear Valued Customer:

Thank you for your interest in (enter brand name).

We would like to take this opportunity to apologize for any inconvenience you may have experienced with this issue. We were notified by the postal carrier that there's a possibility that your order was lost while in transit.

We were unable to reach you today at phone number: xxxxxx, to verify if you've already received your order# xxxxxx.

At this time we must assume that the package was indeed lost, and a full refund will be processed. Your order will be flagged as Lost/Stolen, blocking activation or redemption of your ordered items.

These credit posts usually occur within 3-5 business days after processing. However, it may take up to 30 days for you to see it reflected on your account.

Please contact your bank or Financial institution for verification of this credit posting.

If order #xxxxxx, was successfully delivered please contact customer service at (insert brand CC contact number) for further assistance.

If you have any further questions or concerns, you may contact us via Chat or contact one of our customer care representatives at 1-877-430-2355. For your convenience, our representatives are available Monday-Sunday from 8:00 AM to 11:45 PM EST.

Thank you for being a (enter brand name) customer. We appreciate your business.

- Create a dummy account with the ESN.
- Create Ticket
 - Ticket type: Sales Support Miami Escalation
 - Ticket Title: Order Lost in Transit.
- Document that a refund has been processed and the customer was not reached.



NOTE

Document amount and reference number.

5 If the customer later calls stating that they have received their order.

- Create another Ticket:
 - Ticket Type: Sales Support Miami Escalation
 - Ticket Title: Order Lost in Transit and escalate the issue to SSME Miami.



NOTE

Miami will decide how to handle the ticket.

Confirmed Lost Package by Courier

When a package has been confirmed lost by the courier, follow the process below.

For IMM Direct Sales Orders:

- 1 Create the following ticket with all of the details; either DSE or the Miami refund team will handle the issue.
 - Ticket Type: **Refunds**
 - Ticket Title: **Lost/Stolen Package**



NOTE

Miami ERD, Corp ERD and Miami Refund team can work these tickets.

For Regular Direct Sales Process:

- 1 Send an email to IMM using the MiamiRefundGroup@tracfone.com distribution asking them to do a claim with the courier for the lost item and have the order refunded.



NOTE

This can be done by DSE, CORP ERD, and MIAMI ERD. IMM should reply back within 24 business hours.

Sample e-mail below:

IMM,
Please provide a refund for the following order and open a claim with (Courier).

Customers Name:

Purchase Order Number:

Bright Point Order Number:

Courier Tracking Number:

- 2 Once IMM confirms the refund has been processed to the account, inform the customer that their order was lost and a refund has been issued. If they would like to make a new purchase, proceed with the purchase using the promo code tool for promo codes.
- 3 Contact DetectionAlerts@tracfone.com to have the serial number updated to Risk Assessment.
- 4 Close the Refunds / Lost/Stolen Package ticket.

For B2C Orders:

- 1 Confirm in TAS that this is a B2C order
- 2 Create the following ticket with all of the details; either DSE or the Miami refund team will handle the issue.
 - Ticket Type: **Refunds**
 - Ticket Title: **Lost/Stolen Package**



NOTE

Miami ERD, Corp ERD and Miami Refund team can work these tickets.

- 3 Once the order has been confirmed as a B2C order, send an email to IMM using the MiamiRefundGroup@tracfone.com distribution asking them to do a claim with the courier for the lost/stolen item.
- 4 Contact DetectionAlerts@tracfone.com to have the serial number updated to Risk Assessment.
- 5 Send an e-mail to SubscriberServices@tracfone.com and advise that the customer's order has been lost or stolen and a credit needs to be issued to the account. Also, advise that the serial number has been added as Risk Assessment by the Loss Prevention department.
- 6 Close the Refunds/ Lost/Stolen Package ticket.

Basic Resolutions

This section of the manual will guide you on how to resolve issues that you commonly encounter during your interaction with our customers.

Resolutions for Coverage Issues

In order to provide the appropriate resolution for coverage issues, make sure to contact the carrier for assistance. If the carrier advise that the coverage does not have a good service for the customer's area, you will need to verify if the phone's technology can be replaced.



- If it is a GSM Smartphone and is no longer under warranty, we can review the coverage and if valid we will send a SIM of the opposing carrier. If no other GSM carrier that offers coverage (not at minimum moderate coverage) the customer must purchase another handset.
- If it is a CDMA Smartphone, unfortunately we do not process technology exchanges to these types of phone.

Call Restriction -34

Call Restriction -34 is a message displayed by some handsets when the phone does not receive enough signal (other handsets usually display "No Service"). The preferred solution would be to exchange the customer's current handset for a CDMA handset. There will be times when CDMA is not available in the customer's area. In this case, another GSM handset will be sent.



Call Restriction -34 is ONLY applicable to PPE handsets.

There is no need to troubleshoot the customer's phone when experiencing "Call Restriction -34." However, the account must be well provisioned. If the customer's area is currently having an outage, you should provide the customer with a turn-around-time.

The phone models shown are the ones that usually display the "Call Restriction -34" error message when experiencing a coverage issue. However, there is no limit as to what type of phone can experience this type of issue. A ticket must be processed if the reason is valid.



NOTE

We can send a GSM phone, assigning a different phone model, to some areas that do not have coverage for CDMA technology. (Not listed in one of the eight phones having -34 Call Restriction errors.)

Resolution for Data Content/MMS Issues

Data/MMS Troubleshooting

Make sure to follow the basic troubleshooting steps outlined below for data services issues:

- Verify that data coverage is available in the area where the customer is trying to use the data services.
- If the customer can access the Shop Downloads web page, the issue pertains to either the cell phone or the billing system.
- Based on the error message displayed on the cell phone, you will conduct a specific series of troubleshooting steps outlined from the Data Services manual in Agent Support.
- As troubleshooting procedures vary by carrier, refer to the appropriate carrier-specific troubleshooting section(s) of Data Service manual in Agent Support for more information.
- If the customer is calling about something OTHER than DATA SPEED, then troubleshoot the customer's issue following the standard procedure.



Please refer to Flow chart in Agent Support when troubleshooting data services or content issues.

Additional Troubleshooting

- 1 Investigate the customer's account through the TAS with the ticket number that was previously created by the representative.
- 2 Thoroughly read the ticket notes to determine if the issue is indeed a Data Content issue such as Unsuitable content or corrupt file issue.
- 3 Verify that the customer's handset has at least three signal bars.
- 4 Confirm the customer is within the activation zip code and verify that the data coverage is available in the customer's area.
- 5 Access the appropriate carrier's billing system and/or SUI in TAS to verify that the line is provisioned properly with the feature package, along with the appropriate Rate Plan.
- 6 With the customer on the line, verify that all the other data features are working properly. If the issue remains unresolved after conducting all pertinent troubleshooting steps, place the customer on hold and contact the carrier.



For up to date Data related issues and troubleshooting, refer to the stand alone Data Services Manual in Agent Support. This manual will be utilized for you to gather information and as point of reference for troubleshooting steps related to all Data concerns such as: MMS, Browser Issues, BYOP Android Data Troubleshooting, and Downloading Issues, Carrier Billing Data Issues and rate plan, Mobile Hotspot and more.

How to Unthrottle an Account

If the customer cannot connect to the internet or send/receive MMS and has recently redeemed an airtime card, follow the steps below.

- 1 You must verify if the account has been throttled or capped. In the Service Profile, look for key identifiers in the Current Throttle Status section.

Service Profile										Handset Protection			
Serial Number	256691507301378643	SIM	SIM Status	SIM ACTIVE	Contact Name	copy_1	Next Charge Date	TFREVBLKTRUC	Handset Protection	Current Throttle Status	VZW_THROTTLE		
Hex Serial Number	99000401150953	MIN	MIN	9122229916	Lid		Rate Plan	_BYOPMPN		_TO_64KB			
Part Number	PHNT64PSIMC4B	MSID	MSID	9122220840	Group Id		Service Plan ObjId	266	Device Type	BYOP			
Technology	CDMA (BYOD)	MIN Status			Activation Date	09/27/2018	Service Type	Mega Card	Leased to Finance	No			
Brand	NET10	Zip	33178		Deact Date		Auto-Refill		Phone Gen	BYOD			
Sequence	0	Carrier	122794 VERIZON_PP	Cards In Reserve	0		Next Refill Date		Latest Transaction				
Dealer	9621 TRACFONE-BRIGHTPO...	Customer Id	1129964370		Service End Date	10/27/2018	Warranty Exchanges		Recent History				
Phone Status	ACTIVE						Basic Warranty	Active	Create Interaction				

- 2 Select Balance Inquiry Tool from the ESN Support menu on the left-hand side. Confirm that the customer has not exceeded the limit on their data usage.

The screenshot shows the 'Balance Inquiry Flow' interface. It includes sections for 'Plan Information', 'Balance Information', 'Usage Information', and 'Additional Information'. Buttons at the bottom include 'Refresh', 'Get Latest Balance', 'Daily Usage', 'Send SMS', and 'Get Balance'.

- 3 Open the ticket below:

 - Ticket Type: ERD
 - Ticket Title: Data Throttle Issue

- 4 Enter the issue and any relevant notes.
- 5 Select Save & Continue.

The screenshot shows the 'Create Ticket' form for an 'ERD' ticket type. The ticket title is 'Data Throttle Issue'. The form includes fields for Priority (Low), Status (Pending), Source (Customer), Issue (Unthrottle), Notes (Customer was throttled, but has not exceeded the data limit), Zip Code (33178), and Part Number (NA). A 'Carrier Support' sidebar is visible on the left.

- 6** The Ticket Details page will appear. There is no action required on this page. Select Save & Continue.

The screenshot shows the 'Ticket Details' section of the ESN Support interface. It includes fields for 'Ticket Detail Name' (NUMBER_CUSTOMER_CALLING_FROM), 'Req.' (ACTIVE), 'Ticket Detail Value' (e.g., HELP_LINK for various fields), and a 'Save & Continue' button. A sidebar on the left lists various support options like 'Accessory Ticket', 'APN Settings', etc.

- 7** Now that the ticket has been created, you MUST immediately close it.

This screenshot shows the same 'Ticket Details' screen as above, but with a large callout bubble containing the instruction: 'For Total Wireless customers, you must open and immediately close the ticket for each member of the group.' Below the main screen are 'Cancel', 'Dispatch', 'Assign', and 'Close Ticket' buttons.

- 8** The Select Resolution window will appear. Select the following:

- Status: Closed
- Notes: "Closing ticket to unthrottle account"

Then select Close Ticket.

The screenshot shows the 'Select Resolution' window. It displays the ticket details and a resolution panel where 'Status' is set to 'Closed' and 'Notes' contain the message 'Closing ticket to unthrottle account'. Buttons for 'Close Ticket' and 'Cancel' are visible.

- 9** Once the ticket is closed, select Unthrottle from the ESN Support menu on the left-hand side. The customer's phone number (MIN) will auto-populate, then select Unthrottle.

- 10** You will receive confirmation message ESN UNTHROTTLED SUCCESSFULLY. Instruct the customer to power cycle the device (power it off and back on). The data speeds will be restored within 2 hours.



NOTE

If the carrier is T-Mobile, please advise the customer that there is a 24-36 hour turnaround time for any tickets created Monday-Thursday. Please expect a longer delay for tickets created Friday-Sunday.

The screenshot shows the 'Unthrottle' window. It has a 'MIN' field populated with '9122229916' and a 'Unthrottle' button. To the right, a confirmation dialog box says 'Message ESN UNTHROTTLED SUCCESSFULLY' with a 'Unthrottle' button.

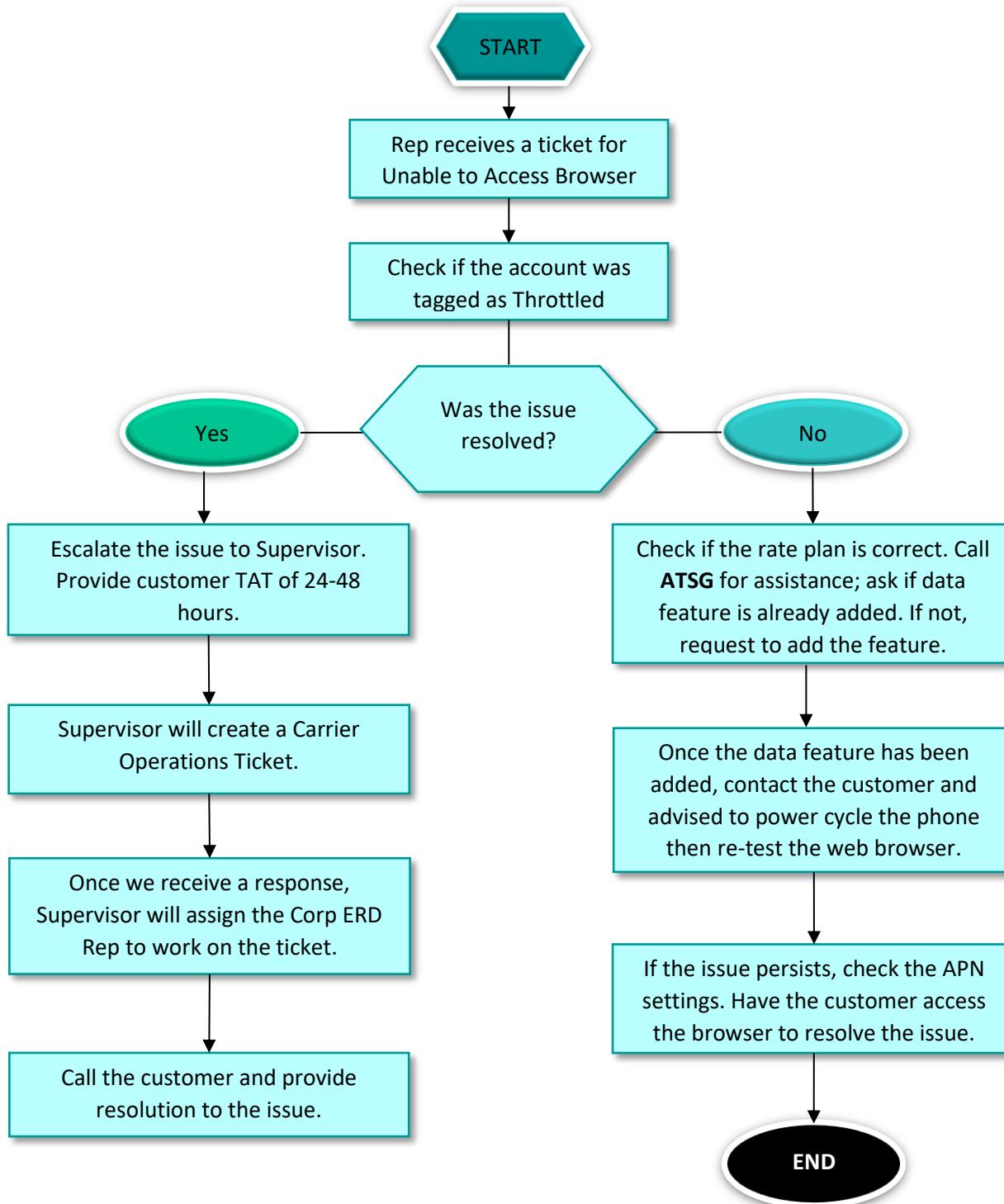
Calls from Politicians, Members of the Press or Media or from the Local News

If you receive a call from politicians, members of the press or media, or someone from the local news; follow the guidelines below:

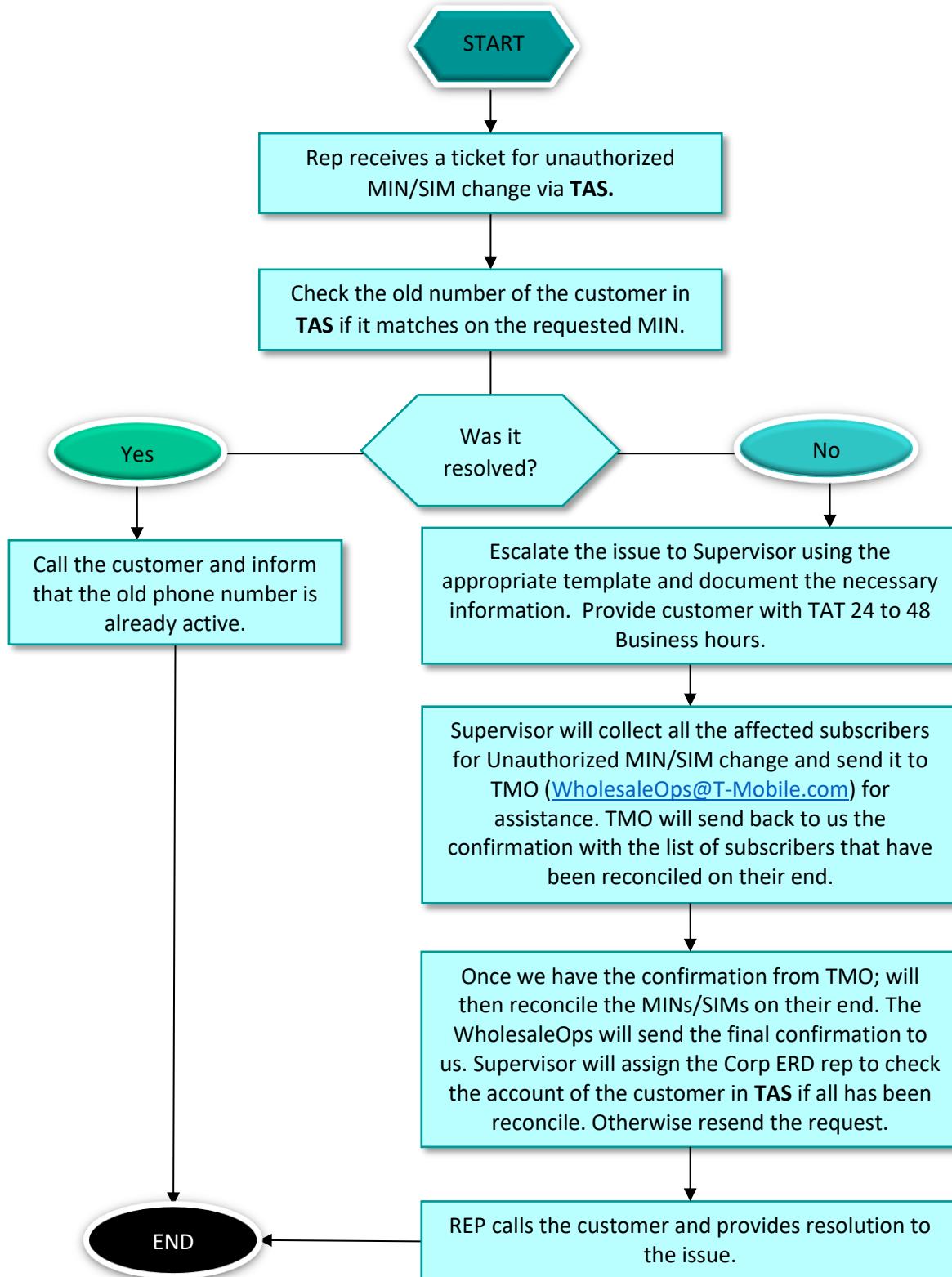
Organization	Actions
Corp ERD	<ol style="list-style-type: none">1 Collect the following information from the caller:<ul style="list-style-type: none">• Name• Contact Details• Message from the caller or customer2 Contact Miami ERD, and provide the information to them.

Flow Chart Guide

Escalation Guide for Simple Mobile Data Issue

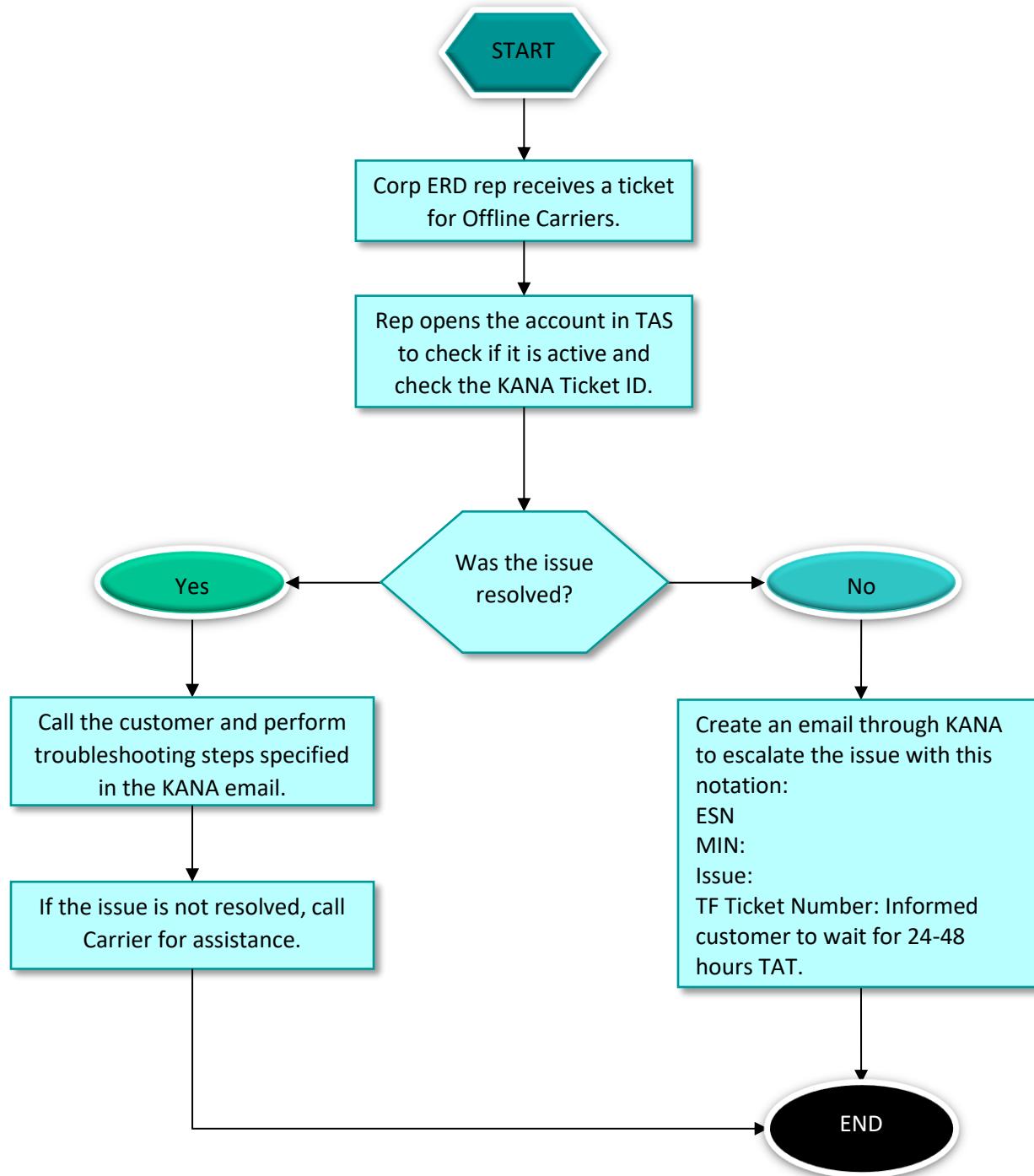


Escalation Guide for Unauthorized MIN/SIM Change Issue

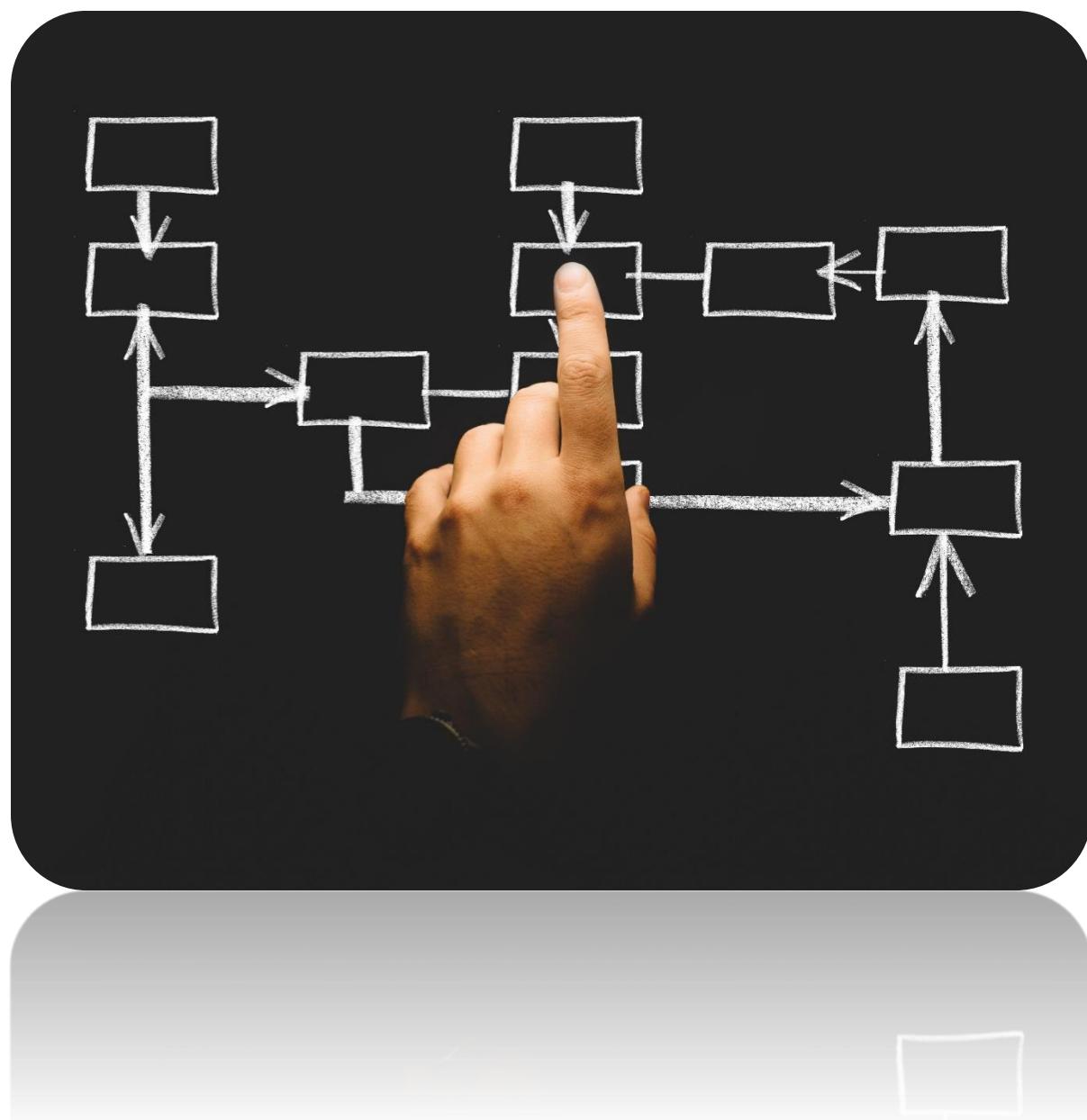


Process Flow Escalation Guide for Offline Carrier

FOR: Bluegrass Cellular, Thumb Cellular, Inland Cellular, Cell Com, Dobson Cell, Five Star Cell, PC Management, Pioneer ENID, Golden Cell carriers



Chapter II: Procedure for TOSS Util and History Options



Introduction

This section will guide you to have access to specific tools that can be used to research and resolve reoccurring customer and/or system related issues. The use of these functions is monitored closely to avoid any misuse that may affect revenue and churn. You are to follow processes, procedures, rules, regulations and meet or exceed set targets and goals.

Objectives

In this chapter, you will learn to:

- ✓ Enumerate the different Transaction types available in TOSS Util and History in TAS.
- ✓ Identify which transaction type buttons Corp ERD and Miami TOSS Representatives may use.
- ✓ Identify when and where to use each transaction type and to ensure use of correct transaction type.
- ✓ List down the information required before processing a request.

TOSS (TracFone Operational Support System) Utility

Reset Counter

After completing a T-Test to confirm the sequence on the phone, select Counter to correct the sequence.

- If the sequence on the phone is **lower** than the system:
 - ✓ Either have the representative go to Code History, and give customer the missing codes or;
 - ✓ Select the Reset Counter and enter the sequence displayed on the phone. Then select Update Counter and enter the reason for the update.

- If the sequence on the phone is **higher** than the system:
 - ✓ If the sequence is 1 higher, enter the Serial Number and the sequence on the phone, and select Update Counter.
 - ✓ If the sequence is more than 5, with a 1st Time Activation, have the representative contact the Loss Prevention Department (please always refer to Agent Support for the updated extension).



Only Corp ERD trained agents can raise the sequence in TOSS Util.

Steps to Update the Counter

Below are the steps on how to update the counter or sequence in our system (TAS). **NOTE:** Reset Counter can be found in Toss Util option under Incoming Call ONLY.

- 1 Once the account is in session, go to Toss Util.
- 2 Select Reset Counter.
- 3 Enter the sequence in the Enter New Sequence field, if you want to raise or lower the sequence.
- 4 Specify the reason for updating the sequence.
- 5 Select Update Counter

The screenshot shows the TOSS Utility interface. On the left is a sidebar menu with the following options:

- ▷ ESN Support
- ▷ Carrier Support
- Toss Util** 1
- Change Dealer
- Change Expiration Date
- Change Model
- Change Lease Status
- Click Plan Update
- Delete Pending Redemptions
- Fix ESN
- Fix Service
- PPE Phone Programming
- Reset Counter** 2
- Reset Phone
- Reset POSA phone
- Time Tank Verify
- Transfer Promotions

On the right is the "Update Counter" screen. It displays the following information:

- Serial Number 100000000013251124 Refresh
- Current Sequence 3
- * Enter New Sequence 3
- * Reason 4
- Update Counter** 5

Reset Phone

This function resets an ESN that is past due so that it can be activated without including an airtime card. It also enables the Generate Code button in the TAS.

- We currently perform this procedure on stolen phones after validating the account with the customer.
- Straight Talk, Walmart Family Mobile, Telcel Supervisors and higher groups were trained to do this process.

Steps to Reset a Phone for Activation

Below are the steps on how to reset a phone in our system (TAS). **NOTE:** Reset Phone can be found in both Incoming Call and Support tab.

- 1 Go to Toss Util.
- 2 Select Reset Phone.
- 3 Select NEW or USED from the Reset to dropdown list.
- 4 Specify the Reason for resetting the status of the phone.
- 5 Select Reset.

The screenshot shows the TAS interface with the following steps highlighted:

1. In the left sidebar under 'Toss Util', the 'Reset Phone' option is selected.
2. In the main panel, the 'Reason' dropdown is open, and the 'Reset Counter' option is selected.
3. The 'Reset to' dropdown is set to 'Select Option'.
4. A reason for reset is specified in the 'Reason' input field.
5. The 'Reset' button is visible at the bottom of the form.

Remember: Due Date will need to get extended once it is reset

Airtime (Cards)

This function is used to search and check on the status of an airtime card.



NOTE

- Airtime (Cards) option can be found in Toss Util option under Support tab ONLY.
- The Airtime (Cards) option is used to:
 - ✓ Reset a Voided card
 - ✓ Reserve or un-reserve a card
 - ✓ Mark a card invalid

Steps to Check the Status of a Card

- 1 Go to Support tab.
- 2 Under TOSS Util, select Airtime (Cards).
- 3 Enter the SNP or Card # and then select Search.
- 4 The Card Information will appear below.

The screenshot shows the TAS software interface with the following steps highlighted:

- 1 Go to Support tab.
- 2 Under TOSS Util, select Airtime (Cards).
- 3 Enter the SNP or Card # and then select Search.
- 4 The Card Information will appear below.

Support Tab:

- > Support
- > Carrier Support
- Toss Util **2**
- Activity Log
- Airtime (Cards) **3**
- Change Model
- Fix ESN
- Fix Service
- POSA
- POSA Report
- Reset Phone
- Reset POSA phone

Airtime Screen:

SNP or Card# **36992834**

ESN **36992834**

Group ID

Search Reset

Selected Box:

ESN 100000000732916
SNP 36992834
Card Number 999999936992834
Date/Time 2013-11-13 11:49:26.0
Dealer Id 20500
Dealer Name WALMART.COM

Card Information:

CardNumber	Redemption Info	Card Information	Status Info
999999936992834	Result: Completed Access Days: 30 Card Units: 0 SNP 36992834 ESN 100000000732916 Redemption Sys: WEB MIN 2228311862	NTPU0001 Net10 \$50 Unlimited / 30 Days Part Number NTPU0001 Description Net10 \$50 Unlimited / 30 Days	Status: 41 Description: REDEEMED Agent Notes

Validate / Generate Code

Steps to Reset a Voided Card

A card can become void if a redemption transaction fails in the IVR or if the customer becomes disconnected part way through the redemption process. Reset the card and redeem through TAS.

- 1 Go to Support Tab.

The screenshot shows the TAS software interface with the 'Support' tab selected. In the 'Airtime' section, a callout bubble labeled '1' points to the 'Support' tab. A callout bubble labeled '2' points to the 'Airtime' section. A callout bubble labeled '3' points to the 'SNP or Card #' search field. A callout bubble labeled '4' points to the 'Reset_Voided' button in the 'Action' column of the table.

- 2 Under TOSS Util, select Airtime (Cards).

- 3 Enter the SNP or Card # in the field provided and select Search.

- 4 Under Action column, select Reset_Voided.

- 5 Specify the reason for the reset.

- 6 Select Reset_Voided.

- 7 A confirmation message will appear notifying that the reset has been successfully done.

The screenshot shows the TAS software interface with the 'Support' tab selected. A callout bubble labeled '5' points to the 'Reset_Voided' button in the 'Reset_Voided' dialog box.

The screenshot shows the TAS software interface with the 'Support' tab selected. A callout bubble labeled '7' points to the confirmation message 'Message: Card Update Complete, Application will now refresh Card Info.'

Step to Reserve/Un-reserve a Card

A card can become reserved if a redemption transaction fails on the Web or IVR after the serial number has been assigned to the transaction. In this scenario we can un-reserve the air time card but to the same ESN that it was reserve too. (**DO NOT** reveal the ESN to the customer. Instead; ask the customer to verify it). Once the air time card has been unreserved, please assist the customer and redeem it through TAS.

- 1 Go to Support Tab.

Airtime

Days limited /	Status Info	Dealer Info	Reserved for ESN	Date/Time	Action
	Status 40 Description RESERVED Agent Notes	Dealer Id 20500 Dealer Name WALMART			Mark Card Invalid Un-Reserve

- 2 Under TOSS Util, select Airtime (Cards).

- 3 Enter the SNP or Card # in the field provied and select Search.

- 4 Under Action column, select Un-Reserve.

- 5 Specify the reason for the reset.

Un-Reserve

Reason:

Un-Reserve

- 6 Select Un-Reserve.

- 7 A confirmation message will appear notifying that the reset has been successfully done.

Airtime

Message: Card Update Complete, Application will now refresh Card Info.

SNP or Card#	Selected Box
37754752	SNP 37754752 Card Number 999999937754752 Dealer Id 20500 Dealer Name WALMART.COM



NOTE

The button available will depend on the status of the airtime card. For example, if the card was reserved, the Un-Reserve Card option will display and not Reset Voided Card.

Steps to Mark a Card Invalid

Mark Card Invalid option can be used to invalidate any non-redeemed card in the system.

NOTE

Reasons to mark a card Invalid:

- ✓ A dealer's request
- ✓ Loss Prevention Department's request
- ✓ Credit Card Department request
- ✓ A customer has already received the minutes manually and the card needs to be invalidated.
- ✓ Card was not swiped correctly at a retailer.
- ✓ BBB complaint (CRT Department)
- ✓ FCC complaint (CRT Department)
- ✓ Customer Letter (CRT Department)
- ✓ Wrong Brand Card Purchased for Phone (CRT Department)

Keep in mind, that once the card is marked invalid, it can never be used again. An example of why this might be done is when a retailer calls to report to block a stolen cards.

1 Go to Support Tab.

2 Under TOSS Util, select Airtime (Cards).

3 Enter the SNP or Card # in the field provied and select Search.

4 Under Action column, select Mark Invalid.

5 Enter the ESN associated to the PIN and specify the reason for the reset.

6 Select Mark Invalid.

7 A confirmation message will appear notifying that the reset has been successfully done.

The screenshots illustrate the steps to mark a card invalid:

- Step 1:** The TAS software interface is shown with the "Support" tab selected. The "Airtime" section is active, displaying a search results table. A circled "1" is above the "Support" tab.
- Step 2:** The "Toss Util" menu is open under the "Support" section. The "Airtime (Cards)" option is selected, indicated by a circled "2".
- Step 3:** The search results table shows a row for "STAPP30035". The "Selected Box" panel on the right shows details: SNP 37742466, Card Number 999999937742466, Dealer Id 20500, and Dealer Name WALMART.COM. A circled "3" is next to the "Search" button.
- Step 4:** The "Action" column for the selected row contains a "Mark Card Invalid" button. A circled "4" is next to this button. The "Selected Box" panel remains the same.
- Step 5:** The "Mark Card Invalid" dialog box is open, prompting for an ESN and a reason. A circled "5" is next to the "ESN" input field.
- Step 6:** The "Mark Invalid" button is highlighted in the "Mark Card Invalid" dialog box. A circled "6" is next to the "Mark Invalid" button.
- Step 7:** A confirmation message "Message: Card Update Complete, Application will now refresh Card Info." is displayed in the top status bar. The "Selected Box" panel shows the updated status: "Status 42" and "Description NOT REDEEMED". A circled "7" is next to the confirmation message.

Airtime Added to the Wrong Phone

Airtime Added to Wrong Phone Solution ID has been added under Airtime Parent Solution which contains instructions on how to troubleshoot a PIN that was added to a wrong ESN or MIN.

- 1 Go to ESN Support and select Solutions.

- 2 Select Airtime and then select Airtime Added to Wrong Phone.

Solutions List			
Solution Id	Solution Name	Description	
18501	Airtime Added to Wrong Phone	Troubleshoot - Help users w/imp	
9802	Create Inactive POSA Tickets	Steps to Create	
4504	Promo Failure	Help users w/imp	
3906	Redemption Failure	Assess and cooler	

- For WFM and Simple Mobile accounts, go to BRM Un-Reserve and VOID AT PINs Solution.

- 1 Go to ESN Support and select Solutions.

- 2 Select Airtime and then select BRM Un-Reserved and VOID AT PINs.

Solutions List			
Solution Id	Solution Name	Description	
18501	Airtime Added to Wrong Phone	Troubleshoot - Help users w/imp	
2110	BRM Un-Reserve and VOID AT PINs	Troubleshoot - Help users w/imp	
9802	Create Inactive POSA Tickets	Steps to Create	
11810	Missing Airtime Card from an Online Purchase	Steps to Create	
3906	Redemption Failure	Assess and cooler	
4811137	SM \$75 Unlimited 2-Line Plan Discount AT PIN	Troubleshoot - Help users w/imp	

- Once the customer mentioned that his/her PIN was added to a wrong phone, go directly to the solution to assist the customer.
- Do not advise the customer to fax a copy of the airtime card.



NOTE

If you need to issue a refund for a purchase made on the wrong ESN, do not validate the security questions from the Wrong ESN because the caller would not know the answers. Please make sure to validate the customer's identity from the caller's actual account.

Locating Missing PIN

If the customer cannot provide all the digits of the airtime PIN because it is missing, perform the following steps below.

- 1 Validate the SNP and if it has been paid for.
- 2 Mark the card as invalid.
- 3 Issue a Workforce PIN.

PIN Top-Up Cards

Walmart has launched a PIN on receipt program. Pin Top-up is the branding for the PIN on receipt program. Top-up refers to the customers adding funds to their account. The cards have no value unless they are scanned at the register and plan denomination is selected.

Customers will be able to take the physical card to the register or by simply walking straight to the register and asking the associate they would like to purchase a refill for their wireless account using the scan sheet.

How does it work?

The brand UPC on the card or scan sheet will be scanned at the register, customer will then choose the denomination to purchase. The Walmart associate will complete the purchase and print out a small separate receipt with the PIN. Customer can then redeem the PIN following the instructions on the receipt.



NOTE

This is ONLY applicable for the following brands Straight Talk, NET10, Total Wireless, and Walmart Family Mobile.

How does the customer purchase and redeem the airtime?

Option 1:

1. Customer presents PIN Top-up Card at the register.
2. Associate scans the Brand UPC on the back of the card.
3. Associate selects denomination.
4. Associate completes the purchase.
5. PIN is printed on the receipt.
6. Follow instructions on receipt to redeem Pin.

Option 2:

1. Customer request to add airtime to their phone at the register.
2. Associate locates Brand on scan sheet and scans corresponding Brand UPC.
3. Associate selects plan denomination.
4. Associate completes the purchase.
5. PIN is printed on the receipt.
6. Follow instructions on receipt to redeem Pin.

Option 3:

1. Customer can do a self-checkout with a Top-up Card.
2. Customer can scan Brand UPC.
3. Select a plan denomination.
4. Take printed PIN receipt.
5. Follow instructions to redeem.



- If the receipt is lost, there is no way to recover the PIN. The PIN on the receipt should be treated as cash.
- There are no returns or refunds on electronically fulfilled PINs or minutes for prepaid cellular devices.

Live PIN Visibility

You will no longer have visibility to live PIN numbers in TAS. You will only be able to see the PIN if it was used.

Scenarios: PIN # Scratched Off Card /Lost Receipt with PIN/Lost Airtime Card

All Agents

For scenarios where the customer is reporting that the Airtime PIN is distorted or not visible due to an unforeseen event, and/or they lost the PIN, then you must follow the procedure outlined below to resolve the issue.

Scratched PIN Scenario

- Check Ticket History if there is a previous ticket created for the same issue within 6 months.

ID Number	Code Type	Title	Condition	Status	Date/Time	User	MIN	Issue
1196574610	Units	Replacement Servi...	Closed	Closed	01/20/19 12:07:2...			Scratch off airtime...
1197912150	Units	Replacement Servi...	Closed	Closed	02/21/19 06:00:3...			Scratch off airtime...

- If YES, advise the customer that he/she will need to
 - Email the back and front of the airtime card along with the proof of purchase to POP@tracfone.com or
 - Fax the above information to ATTN: IT TOSS Miami Fax # 1-866-809-7133.
- If NO, the customer can try to guess three times what the number(s) may be. If after three times, still the number(s) does not match the correct PIN:
 - Warm transfer the call to CRD Analyst Group (Ext 1175) for further assistance.

Lost PIN (Airtime Card) Scenario

- Create ticket type “Airtime Card” and select the appropriate ticket title.
- Email the proof of purchase to POP@tracfone.com or
- Fax the above information to ATTN: IT TOSS Miami Fax # 1-866-809-7133.



You may advise the customer that sending the requirements via email can be done using their phone. However, if the phone is past due or if the customer doesn't want to use their data, they can connect to a Wi-Fi.

Lost Receipt with PIN

- Lost airtime purchases with PIN printed on the receipt are to be treated as cash transactions.
- DO NOT transfer the call.

Web Purchases/Airtime Not Received Scenario

- Warm transfer the call to a VAS/Refund Analyst (Ext 1513) for further assistance.

Amazon/Ebay PIN

- DO NOT mark the card Invalid.
- Refer the customer to Amazon or EBay to create a Return Request.
- Advise the customer to include a brief description of the issue they are having with the card.

VAS / Refund Agents

Web purchases/Airtime not received

- Log into Ingram Micro and with the Order number retrieve the SNP.
- With the SNP retrieve the PIN in TAS TOSS/UTIL and mark it invalid.
- Generate a workforce PIN and reference the SNP and Order number in the ticket.

ENT Corp / CRD Agents / Onboarding

Scratched PIN Scenario

- Ask for the SNP.
- Mark PIN invalid.
- You will need to generate a Workforce PIN.
- Assist the customer with the redemption.

CRD / VAS NOTE

- The process for Fast Card remains the same. You can use the PIN from the iTrac System since those cards cannot be marked invalid.

PEE Phone Programming



This option in Toss Util is clearly applicable for PEE phones ONLY.
PEE Phone Programming option can be found in Toss Util option under Incoming Call tab ONLY.

Steps to Remove OTA Pending

- 1 Go to Incoming Call tab.
- 2 Under TOSS Util, select PEE Phone Programming.
- 3 Enter the Serial Number and select Refresh to verify if the account does have an OTA pending.

NOTE: If the account is in session, the ESN will populate automatically in the Serial Number field.

- 4 The pending transaction can be seen under Code Hist List, Call Trans List and OTA Transaction List tabs.
- 5 If there is an OTA Pending transaction, select Send Codes OTA.

PEE Phone Programming

Serial Number: 100000002949864

Handset Sequence: [] Sequence Instructions

Buttons: Refresh, Send Codes OTA, Code Accepted

Code Type	Gen Code	Sequence	Accepted
MO_Address	00006:80161817874357388	6	OTAPENDING
Time_Code	00007:5665032202530925986412110681	7	OTAPENDING
GATEWAY_HOME	00010:788989354235	10	OTAPENDING
GPRS_APN	00011:37788348159	11	OTAPENDING
RESTRICTIONS	00012:4498791907369164	12	OTAPENDING

PEE Phone Programming

Serial Number: 100000002949864

Handset Sequence: [] Sequence Instructions

Buttons: Refresh, Send Codes OTA, Code Accepted

Code Type	Gen Code	Sequence	Accepted
MO_Address	00006:80161817874357388	6	OTAPENDING
Time_Code	00007:5665032202530925986412110681	7	OTAPENDING
GATEWAY_HOME	00010:788989354235	10	OTAPENDING
GPRS_APN	00011:37788348159	11	OTAPENDING
RESTRICTIONS	00012:4498791907369164	12	OTAPENDING

OTA Transaction List

Serial Number	Date/Time	Action Type	Status
100000002949864	3/14/18 10:19 AM	6	OTA PENDING
100000002949864	3/30/18 12:37 PM	7	OTA PENDING

Call Trans List

Serial Number	Action Type	Date/Time	Result
100000002949864	6	3/14/18 10:19 AM	OTA PENDING

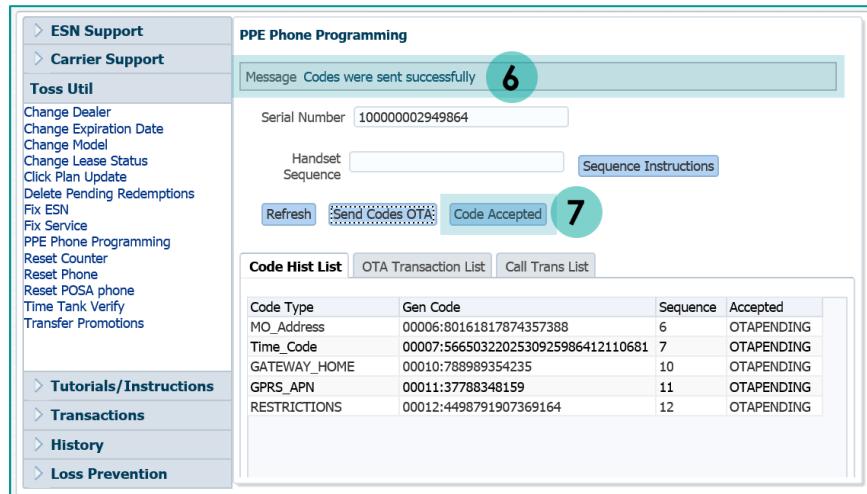


NOTE

Make sure that all transactions have been processed no less than 15 minutes prior to transaction time. If it has been less than 15 minutes, advise the caller to wait the FULL 15 minutes. If it has been more than 15 minutes, select Send Codes OTA.

- 6** A confirmation message will appear once the codes were sent to the customer's phone.

- 7** Verify from the customer if the phone receives the programming or if the sequence in the phone and system are matched. Select Code Accepted if the programming is successful.

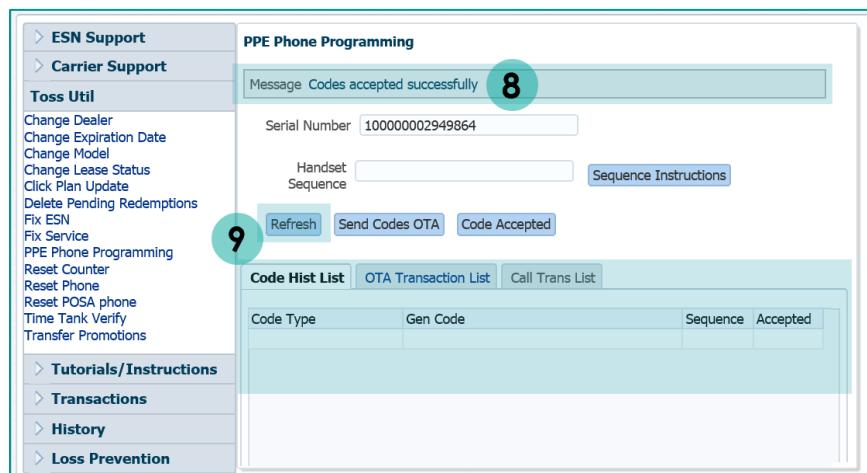


The screenshot shows the 'PPE Phone Programming' screen. At the top, a green message box displays 'Message Codes were sent successfully' with a circled number '6'. Below it, there are fields for 'Serial Number' (100000002949864), 'Handset Sequence' (empty), and a 'Sequence Instructions' button. A 'Send Codes OTA' button is highlighted with a green circle containing the number '7'. At the bottom, there are three tabs: 'Code Hist List', 'OTA Transaction List', and 'Call Trans List'. The 'OTA Transaction List' tab is selected, showing a table of transaction details:

Code Type	Gen Code	Sequence	Accepted
MO_Address	00006:80161817874357388	6	OTAPENDING
Time_Code	00007:5665032202530925986412110681	7	OTAPENDING
GATEWAY_HOME	00010:788989354235	10	OTAPENDING
GPRS_APN	00011:37788348159	11	OTAPENDING
RESTRICTIONS	00012:4498791907369164	12	OTAPENDING

- 8** A confirmation message will appear once the codes were accepted by the customer's phone.

- 9** Select Refresh and the OTA Pending transactions are now cleared.



The screenshot shows the 'PPE Phone Programming' screen. At the top, a green message box displays 'Message Codes accepted successfully' with a circled number '8'. Below it, there are fields for 'Serial Number' (100000002949864), 'Handset Sequence' (empty), and a 'Sequence Instructions' button. A 'Send Codes OTA' button is highlighted with a green circle containing the number '9'. At the bottom, there are three tabs: 'Code Hist List', 'OTA Transaction List', and 'Call Trans List'. The 'OTA Transaction List' tab is selected, showing a table of transaction details:

Code Type	Gen Code	Sequence	Accepted

Transfer Promotions

! This option in Toss Util is clearly applicable for TracFone ONLY.
Transfer Promotions option can be found in Toss Util option under Incoming Call tab ONLY.

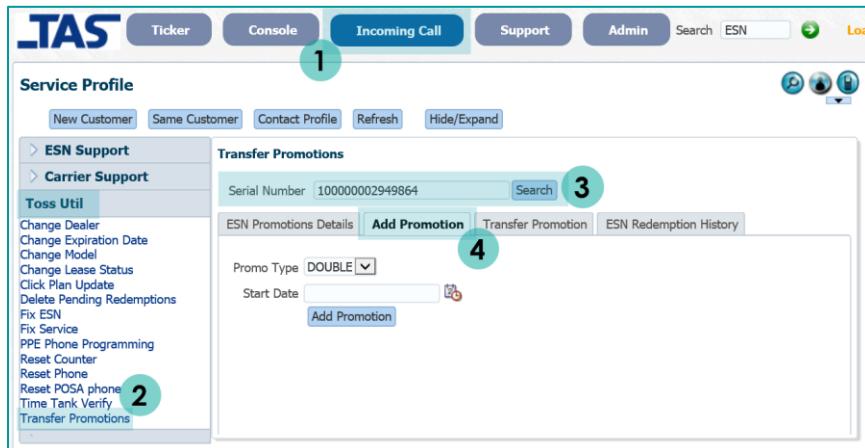
Steps to Add a Double or Triple Minute Plan

1 Go to the Incoming Call tab.

2 From the TOSS Util, select Add Promotion tab.

3 Enter the serial number and select Search.

NOTE: If the account is in session, the ESN will populate automatically in the Serial Number field.

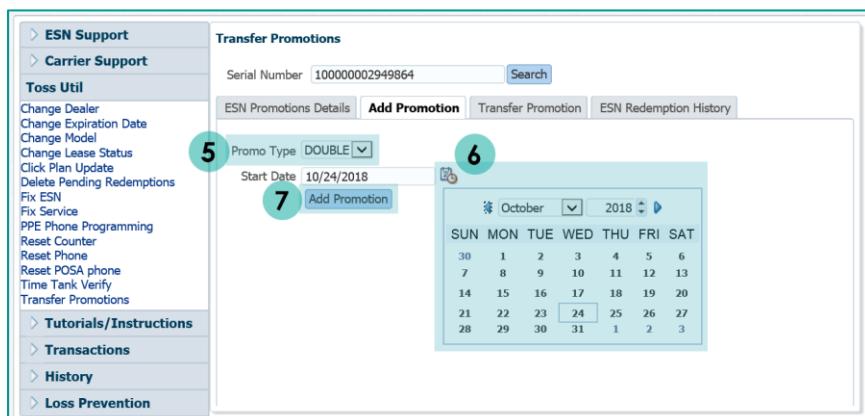


4 Select the Add Promotion Tab.

5 Select the Promo Type to be added (Double or Triple).

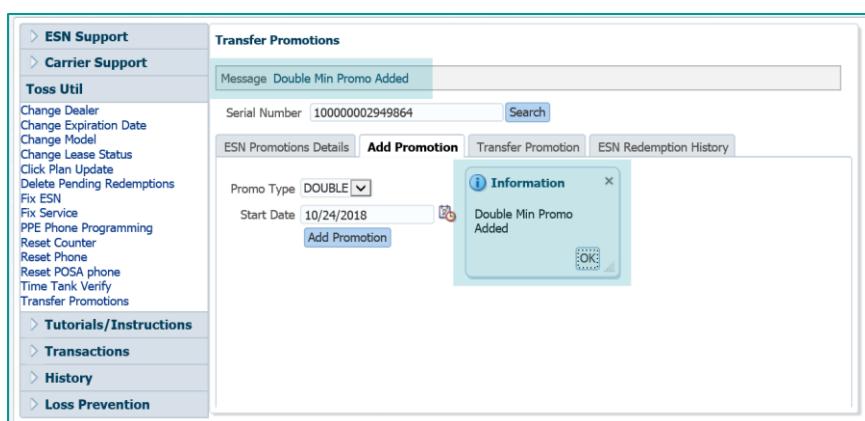
6 Select the Calendar icon to set the start date of the promotion.

NOTE: The start date should be the date the card (with Double or Triple plan) was added.



7 Select Add Promotion.

8 A message "Double Min Promo Added" will appear.



- 9** Select ESN Promotion Details tab. The Current End Date of the promotion has been adjusted to one year from the redemption date.

Annual Plan	Group Name	Promo Code	Start Date	End Date
1	DBLMIN_GRP	RTDBL000	10/24/2018	12/31/2055
1	DBLMIN_GRP	RTDBL000	5/8/2015	10/24/2018
0	DBLMN_ACT_GRP	DBLMN_ACT	5/8/2015	5/7/2016

- 10** Select the Calendar icon and set the New End Date to **12/31/2055**.

- 11** Select Update Promotion.

- 12** A message will appear confirming the new promotion end date.

- 13** Check the New End Date to verify if it has been updated to 12/31/2055.

Annual Plan	Group Name	Promo Code	Start Date	End Date
1	DBLMIN_GRP	RTDBL000	10/24/2018	12/31/2055
1	DBLMIN_GRP	RTDBL000	5/8/2015	10/24/2018
0	DBLMN_ACT_GRP	DBLMN_ACT	5/8/2015	5/7/2016

- 14** Verify if the Double or Triple Plan has been added in the Service Profile.

Service Profile									
Serial Number	100000002949864	SIM Status	8901260642101316888 SIM ACTIVE	Contact Name Lid	Nuance Ivr	Next Charge Date	11/08/2018	Handset Protection	
Hex Serial Number		MIN Status	7866266142	Group Id	450474	Rate Plan	TFWAP2	Current Throttle Status	
Part Number	TFLG440GDMP4	MSID Status	7866266142 MIN ACTIVE	Activation Date	05/08/2015	Service Plan Objid	DBLMIN_GRP	Device Type	
Technology	GSM (3G)	Zip Status	33178	Deact Date		Auto-Refill		FEATURE_PHONE	
Brand	TRACFONE	Carrier Customer Id	106129 CINGULAR T... 1131669347	Cards In Reserve	0	Next Refill Date		No Finance	
Sequence	12	Customer Id		Service End Date	08/10/2018	Warranty Exchanges		Leased to	
Dealer	9621 TRACFONE-BRIGHTPO...					Basic Warranty Expired		Phone Gen	
Phone Status	ACTIVE							3G	
								Latest Transaction	
								Recent History	
								Create Interaction	

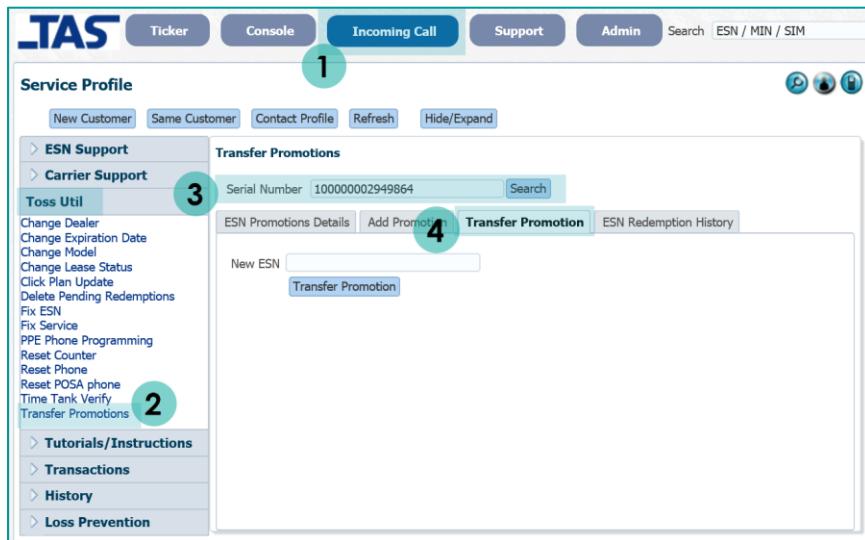
Steps to Transfer a Double or Triple Minute Plan

1 Go to the Incoming Call tab.

2 From the TOSS Util, select Add Promotion tab.

3 Enter the serial number and select Search.

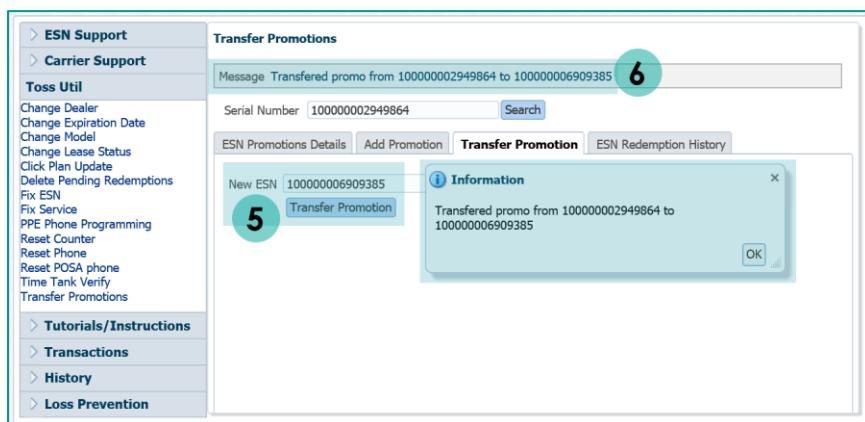
NOTE: If the account is in session, the ESN will populate automatically in the Serial Number field.



4 Select the Add Promotion Tab.

5 Enter the New ESN (the recipient of the promo) and select Transfer Promotion.

6 A confirmation message will appear stating that the transfer has been completed successfully. Select OK.



Listed below are the procedures that you need to follow before transferring plan from account to another.

When to Approve the Transfer of the 1-year 800 Minute DMP/TMP for Life

- When the phone is defective
- Technical exchange
- When the customer purchases another phone and wishes to transfer the number and minutes.

When to approve the transfer of the 0 Minutes/0 Days DMP/ TMP for Life

- When the phone is defective
- Technical exchange
- When the customer purchases another phone and wishes to transfer the number and minutes.

When to approve the transfer of a DMP/ TMP that came preloaded on a purchased phone

- When the phone is defective
- Technical exchange
- When the customer purchases another phone and wishes to transfer the number and minutes.

Incorrect Double Minute Card Purchase

TracFone customers may on occasion purchase the double minute plan incorrectly from a retailer. Their phone may already have the double minute or triple minute promo feature. In this case, the double minute card they purchased will not provide any additional benefits.

In the instance where a customer calls and states they didn't receive any minutes, advise them we can only offer them the equivalent minutes for the amount they paid.

Follow the below instructions to verify the double or triple feature was previously added and provide benefits via AWOP.

Verify double or triple minute promo feature in TAS

- 1 Select History then Promotion History.
- 2 Verify if the feature was added under "Promo Code".
- 3 Select Toss Util then "Transfer Promotions".
- 4 Enter serial number.
- 5 Verify the ESN has the promo.

Compensation

Once you verified the ESN has the promo, provide the following minutes via AWOP/Compensation.

Promo	Minutes
Double Minute	120
Triple Minute	180
Smartphone with Triple Minutes	180/180/180
Smartphone without Triple Minutes	60/60/60

Fix ESN

If you encounter system error when processing a transaction in TAS, you may perform a FIX ESN (Form 1052). This will allow you to provide real-time assistance and resolution for errors that you may encounter in the following transactions.

Solution Id	Solution Name
Solution: 4903	Activation
Solution: 4905	Activation without Payment
Solution: 4910	Credit Card Issues
Solution: 4912	Deactivation/MIN Change/ SIM Change
Solution: 4909	Enrollment Issues
Solution: 4913	External Portability
Solution: 4906	My Account
Solution: 4904	Reactivation
Solution: 4907	Redemption
Solution: 4908	Technical
Solution: 4911	Upgrade / Internal Port



Keep in mind that “Form 1052” or FIX ESN will NOT fix credit card related errors.

Steps to Fix ESN Errors

- 1 Go to Incoming Call tab and select Support.
- 2 Go to Toss Util and select Fix ESN.
- 3 The serial number will populate automatically.
- 4 Enter the EXACT error message in the Error field and select Fix ESN ONCE!



NOTE

- ✓ Fix ESN should only be used ONCE per error for every ESN.
 - The System will auto-generate an interaction that you can check through TAS. This would serve as proof that Fix ESN has been performed in TAS.
 - If after using Fix ESN and the error persist, you proceed to create a System Error ticket.
 - After creating the ticket, give the ticket number to the customer and advise that error should be fixed within 24 hours.
- ✓ Do not by-pass the process. No System Error Ticket should be created without first following the Fix ESN procedure from the TAS Tool.

IT TOSS – System Errors

As mentioned, the Solutions link in TAS also contain the lists errors which could lead to perform Fix ESN.

- 1 Go ESN Support and select Solutions link.
- 2 Select IT TOSS - System Errors from the Parent Solutions List.
- 3 The list of possible errors per transaction will display.

Solution Id	Solution Name	Description
Solution: 4903	Activation	System Errors dealing wit
Solution: 4905	Activation without Payment	System Errors dealing wit
Solution: 4910	Credit Card Issues	System Errors dealing wit
Solution: 4912	Deactivation/MIN Change/ SIM Change	System Errors dealing wit
Solution: 4909	Enrollment Issues	System Errors dealing wit
Solution: 4913	External Portability	System Errors dealing wit
Solution: 4901	My Account	Equipment Errors
Solution: 4904	Reactivation	System Errors dealing wit
Solution: 4907	Redemption	System Errors dealing wit
Solution: 4908	Technical	System Errors dealing wit
Solution: 4911	Upgrade / Internal Port	System Errors dealing wit

Fix ESN Errors

Create a Service Desk Ticket if you receive the following errors below.

Error	Action
"MIN Change failed. Phone is not active, or the entered SIM cannot be used with this phone" or "ESN DOES NOT BELONG TO THE ACCOUNT GROUP"	<ul style="list-style-type: none"> Create a Service Desk/CRM ticket. Schedule a call back in 24 hours to confirm if the issue has been resolved. NOTE: Please have your Supervisor or Manager create a Service Desk/CRM ticket and schedule a callback within 24 hours. Callbacks should only be scheduled between 8am-11pm, Monday-Sunday. If it falls beyond 11pm, schedule the callback the following morning.
"ESN/DEVICE BELONGS TO DIFFERENT ACCOUNT"	<ul style="list-style-type: none"> Create a Service Desk/CRM ticket. Schedule a call back in 24 hours to confirm if the issue has been resolved. NOTE: Please have your Supervisor or Manager create a Service Desk/CRM ticket and schedule a callback within 24 hours. Callbacks should only be scheduled between 8am-11pm, Monday-Sunday. If it falls beyond 11pm, schedule the callback the following morning.



NOTE

- ✓ All Service Desk/CRM tickets will have a 24-hour TAT.
- ✓ For all SD/CRM tickets, a call back should be scheduled in 24-hours from the time ticket was created to ensure the customer's issue is resolved.
- ✓ When creating a Service Desk ticket, flagged it as Priority-Medium High.
- ✓ Always include the SD# for tracking purposes of the customer's account.
- ✓ For all IT Toss – System Errors tickets, please schedule a call back in 4 hours to confirm the issue has been resolved.

Other Toss Util Functionality

Below are the some other functions that are available in Toss Util that you can use when assisting customer's issues.

Change Expiration Date

Click on the calendar button to move the card due date in the system up or down, up to 15 years/5475 days, anything more than this needs to be escalated to Miami.

Change Expiration Date

Serial Number 100000002949864

Expiration Date

Reason

Change Expiration Date Clear



NOTE

- ✓ This is ONLY applicable for PPE handsets activated with Pay as you Go plans.

Delete Pending Redemptions

Click on this to delete all pending minutes created by a ticket in TAS. This function deletes all of the minutes pending, it does not delete them by amount desired to be deleted. If you want to delete a specific amount, instruct the customer service representative to delete the minutes using TOSS in TAS.

Delete Pending Redemptions

Serial Number 100000002949864

This process deletes Pending redemptions associated to Serial number's most recent service record.

Delete Pending Clear

Fix Service

Although this function is hardly used, sometimes an ESN may show as "no record found" but when clicking on this button, it may fix its status to either new or used. When an ESN is showing Error 606 or 607 by pressing this button there is a 50/50 chance that this error will be cleared.

Fix Service

Serial Number

Fix Service

Reset POSA Phone

Click on this if a Serial Number shows that it has a status of Inactive (POSA). Just like the cards, go to AirCash and check to see if it has been scanned correctly. Then use this function to reset it as New.

Reserved Cards

Select Reserved Cards if the representative is requesting a PIN number for a Refer-A-Friend customer.

Time Tank Verify

Have the representative follow instructions on how to obtain the time tank code from a Nokia, Motorola, LG, or Kyocera phone. Obtained the time tank code, enter it on the field provided, and select OK.

History

Once the account has been opened, you will be able to see the History option. As a Corp ERD, you will be viewing the different tabs available in this option most often.

History option is located in the Incoming Call tab ONLY.

Action Item History by ESN							
Task Id	Age	End Date	Type	Title	Status	Carrier Market	Activation Timeframe
1526826089	216		Credit	VERIZON (MIAMI,FL) CREDIT	Sent AOL	VERIZON (Miami,FL)	
1526826088	216		Balance Inquiry	VERIZON (MIAMI,FL) BALANCE INQUIRY	Sent AOL	VERIZON (Miami,FL)	
1525610710	1352	2/28/2015	Credit	VERIZON (MIAMI,FL) CREDIT	Succeeded	VERIZON (Miami,FL)	
1525610696	1352	2/28/2015	Activation	VERIZON (MIAMI,FL) ACTIVATION	Succeeded	VERIZON (Miami,FL)	

Listed below are some of the most common functions in the History option that you will use when doing further investigation with the customer's account.

Activity Log

This function allows you to check the lists of agents who accessed and made transactions with the customer's account. You can change the number of Days to view previous Activity Logs by selecting the dropdown arrow and select Refresh.

Agent	LogDate	FlowName	FlowDescription	Status	Smp	Re
CVINCULADO	11/12/18 11:00 AM	Activity Log History by ESN	Accessing	Success		Au
CVINCULADO	11/12/18 10:38 AM	Incoming Call	Incoming Call / Se...	Success		Se
CVINCULADO	11/12/18 10:38 AM	Redemption Flow	Accessing	Success		Au

Transaction History

This function allows you to view transaction, like activation, reactivation, redemption, etc., that were made to the customer's account. You can maximize your search by selecting the calendar icon and change the date backwards.

Transaction Id	Cust ID	ESN	Date/Time	User	Action	Result	Reason	Ur
2179022891	112822...	100000000013421...	04/09/18 04:22:4...	CVINCU...	REDEMPTION	Completed		10
2179022889	112822...	100000000013421...	04/09/18 04:20:2...	CORECBO	PERSGENCODE			
799564985	112822...	100000000013421...	02/28/15 11:20:4...	ITQUSER	REDEMPTION	Completed		36
799564971	112822...	100000000013421...	02/28/15 11:15:4...	ITQUSER	ACTIVATION	Completed		18

Ticket History

This is where you can see all the tickets that were created for the account. You can maximize your search by selecting the calendar icon and change the date backwards.

Id Number	Code Type	Title	Condition	Status	Date/Time	User	Min
1075162362	Units	Replacement Servi...	Closed	Closed	02/28/15 11:12:3...	ITQUSER	
1075162365	Units	Replacement Servi...	Closed	Closed	02/28/15 11:18:2...	ITQUSER	222
1075672500	Units	Replacement Units	Open-Dispatch	Pending	04/09/18 04:22:4...	CVINCULADO	222

Purchase History by ESN

This function allows you to check redemption transactions made on the account using a credit/debit card.

Purchase History by ESN									
ESN	CC Last 4	Acct Last 4	Transaction Id / Merchant ID	Price w/ Discounts	Discounts	Sales Tax	E911 Fee	USF	
No data to display.									
<input type="button" value="<"/> <input type="button" value=">"/>									

Promotion History

This function is used to see if the customer received promotional minutes by promo codes, activation, or customer service representative. You can maximize your search by selecting the calendar icon  and change the date backwards.

Promotion History								
Serial Number	Date/Time	Result	Promo Code	Promo Type	Source	Days	Units	
No data to display.								
<input type="button" value="<"/> <input type="button" value=">"/>								

Line History

This function allows to search the history of the MIN (phone number), like where the phone number was assigned before. You can also select the Transaction Type dropdown to filter your search. You can select the calendar icon  and change the date backwards.

Line History								
 Search * Required								
Transaction Type <input type="button" value="▼"/> Msid <input type="text"/> * MIN <input type="text" value="2229949322"/>								
<input type="button" value="Search"/> <input type="button" value="Reset"/> 								
MIN	MSID	Transaction Type	Date/Time	Status	User	Carrier	Carri	

Recent Interactions

This is where you can view interactions that were made on the account the previous representatives. Select Show Details for each interactions to see details of the notes added. Select Create Interaction to document the transactions or troubleshooting you have made to the account.

Recent Interactions								
<input type="button" value="Create Interaction"/> <input type="button" value="Export to Excel"/>								
Interaction Details								
2018-11-12 11:19:09.0 1208777812 MIN Change Customer Request Call Completed CVINCULADO 100000000013421899 MIN was changed successfully.								
<input type="button" value="Show Details"/>								

Throttle Report

This function is used to check if the account is throttled or not. Enter the Serial Number and select Search.

Throttling Report

Serial Number	100000000013421899																
<input type="button" value="Search"/>																	
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Serial Number</th> <th style="width: 15%;">MIN</th> <th style="width: 15%;">Creation Date</th> <th style="width: 15%;">Expiration Date</th> <th style="width: 15%;">Status Description</th> <th style="width: 15%;">Rule Description</th> <th style="width: 15%;">Service Plan ID</th> <th style="width: 10%;"></th> </tr> </thead> <tbody> <tr> <td colspan="8">No data to display.</td> </tr> </tbody> </table>		Serial Number	MIN	Creation Date	Expiration Date	Status Description	Rule Description	Service Plan ID		No data to display.							
Serial Number	MIN	Creation Date	Expiration Date	Status Description	Rule Description	Service Plan ID											
No data to display.																	
< [] >																	

Redemption Summary

This were you can see the summary of the redemption made to the customer's account. You can select the calendar  icon, change the date backwards and select Search.

Redemption Summary

Since	2010-11-12	 <input type="button" value="Search"/>	
PAID REDEMPTIONS			
PayGo Units 0			
Service Plan All You Need 1			
VAS Product 0			
BONUS MINUTES			
Units 0			
COMPENSATIONS / REPLACEMENTS			
Number of Tickets 0			
PayGo			

Compensation/Replacement History

This function is important especially when customer calls in to ask for compensation or replacement minutes. Before providing any minutes, make sure to troubleshoot and investigate the account first. Then check the Comp/Repl History to justify if you can provide or issue minutes to the customer.

You can select the calendar icon  and change the date backwards.

Compensation Replacement History

Id Number	Creation Date	Case Type	Title	User	Type	Service Plan	
1075162362	2/28/15 11:12 PM	Units	Replacement Servi...	ITQUSER	REPLACEMENT		
1075162365	2/28/15 11:18 PM	Units	Replacement Servi...	ITQUSER	REPLACEMENT		
1075672500	4/9/18 4:22 PM	Units	Replacement Units	CVINCULADO	REPLACEMENT		100

Toss Util References

The table below will guide you when to use the different transactions in Toss Util and the information needed to process a certain transaction.

Toss Util Transaction Type	Acceptable Reason to Process the Transaction	Information Required to Process the Transaction
Update Counter	<ul style="list-style-type: none"> • Web IVR Failure • Redemption Failure • Sequence Mismatched 	<ul style="list-style-type: none"> ➢ ESN/IMEI/MEID ➢ Sequence on the system ➢ Sequence on the phone ➢ Detailed Reason of the Issue
Reset Phone to New Reset Phone to Used Reset Batch	<ul style="list-style-type: none"> • Past Due Status / Wrong Card Purchased • Radio Shock Phone • Exchange Case • Warehouse Phone • Refurbished Phone • System Error 	<ul style="list-style-type: none"> ➢ ESN/IMEI/MEID ➢ Ticket Number ➢ SNP ➢ Detailed Reason of the Issue
Reset Voided Card Unreserved Card	<ul style="list-style-type: none"> • Web IVR Failure • Sequence Mismatched • Customer Entered the Wrong MIN/ESN • Phone Exchange 	<ul style="list-style-type: none"> ➢ Correct ESN/IMEI/MEID ➢ SNP ➢ Wrong ESN/IMEI/MEID ➢ Detailed Reason of the Issue
Mark Card Invalid	<ul style="list-style-type: none"> • Direct Sales Request due to Refund Process • Direct Sales BrightPoint Issue 	<ul style="list-style-type: none"> ➢ ESN/IMEI/MEID ➢ SNP ➢ Refund Confirmation Number ➢ Detailed Reason of the Issue ➢ Store Contact Number
	<ul style="list-style-type: none"> • CRT/ERD Request • Stolen Card • Retailer's Request 	<ul style="list-style-type: none"> ➢ ESN/IMEI/MEID ➢ SNP ➢ Dealer Name ➢ Store ID ➢ Store Contact Number (Retailer's Request ONLY) ➢ Detailed Reason (Customer Letter, FCC, BBB Attorney General)
Delete Pending Transaction	<ul style="list-style-type: none"> • Wrong ESN/IMEI/MEID • Too Many Tickets Opened for the Same Reason • Tickets has Wrong Amount of Minutes 	<ul style="list-style-type: none"> ➢ ESN/IMEI/MEID ➢ Amount of Minutes ➢ Detailed Reason of the Issue
Change Expiration Date	<ul style="list-style-type: none"> • Update ESN/IMEI/MEID Due Date • Web Purchase But Did Not Receive 1 Year of Service • Defective Phone • Upgrade Phone • Marketing Promotion Failure • Exchange Phone • Refund Issued by Credit Card Department 	<ul style="list-style-type: none"> ➢ Old ESN/IMEI/MEID ➢ New ESN/IMEI/MEID ➢ SNP ➢ New Due Date ➢ Old Due Date ➢ Order Number ➢ Refund Confirmation Number ➢ Detailed Reason of the Issue

Chapter III: Corp ERD with T-Mobile System Access



T-Mobile System

Accessing T-Mobile System

- 1 Access the link

<https://wcsm.t-mobile.com/wcsm/login.jsp>

- 2 Enter your Username and Password, then select Login.

- 3 Once logged in the Main Screen will be displayed.

T-Mobile Update Voicemail in SUI

Make sure the VM feature is active on the carrier side.

- 1 Once the account is in session, select Carrier Support tab and select Carrier Inquiry/SUI.

- 2 Then select Inquiry.

- 3 Select Auto Fix to update the Voicemail feature in the account.

- 4** This will show the features of the phone. The VM feature should appear below.

NOTE: If VM does not appear on the list then you must go to the T-Mobile Billing System.

Status Message
Success - MS_Status:IDLE MIN=8307653405 SIM=8901260922138369724 APN=APN1:blackberry.net

HLR Info	
Feature	Code
	3WY
Block call forward...	BARCCF
	BLKCF
Block international...	BOIC
Call Forwarding	CFC
Caller ID presenta...	CLIP
Caller ID restriction	CLIR
Call waiting	CLW
Call holding	HOLD
Data	ISP
No domestic roami...	MVNO
Send SMS	SMSO
Roaming (domestic)	USROAM
Voice mail	VM

Specify Title
Carrier Name T-MOBILE Carrier Market Name T-MOBILE GSM

- 5** In the T-Mobile Billing System, enter the MIN under MSISDN and select Search.

T-Mobile stick together

User
SIMPLE.APINTADO

Wholesale CSR

- [Search Subscriber](#)
- [Activate Subscriber](#)
- [Port In](#)
- [Audit](#)
- [My Profile](#)
- [Logout](#)

Search Subscriber

Results should match **ALL** of the following fields in this search group:

MSISDN	5712320929
SIM	
IMEI	
IMSI	
Zip Code	
Product Status	
Old Product Status	
Port In Indicator	
Port Out Indicator	

Search

- 6** Select the MSISDN link.

User
SIMPLE.APINTADO

Wholesale CSR

- [Search Subscriber](#)
- [Activate Subscriber](#)
- [Port In](#)
- [Audit](#)
- [My Profile](#)
- [Logout](#)

Search Subscriber

Results should match **ALL** of the following fields in this search group:

MSISDN	5712320929
SIM	
IMEI	
IMSI	
Zip Code	
Product Status	
Old Product Status	
Port In Indicator	
Port Out Indicator	

Search

Results

MSISDN	SIM	IMSI	IMEI	Product Status	Port In Indicator	Port Out Indicator
5712320929	8901260730014968174	310260731496817	356893011334917	ACTIVE	Port In from Other Carrier	No

- 7** Select Edit Subscriber.
You will then see a list of Active Services and Add Services.

The screenshot shows the 'Edit Subscriber' page. On the left, a sidebar lists 'User' (SIMPLE_APINTADO), 'Wholesale CSR', 'Search Subscriber', 'Activate Subscriber', 'Port In', 'Audit', 'My Profile', and 'Logout'. Below that is the 'Subscriber' section with ID 5712320929, containing 'Subscriber Details', 'Service History', and 'Notes'. The main area is titled 'Edit Subscriber' and includes 'Switch Plan', 'Service Requests', 'Reset Voicemail Password', 'Cancel Device Location', and 'Query HLR'. To the right is a table titled 'Active Services' showing various service packages like TracFone Mobile Voice, Prepaid Services, SMSO, CLIP, CLIR, CLW, CFC, HOLD, and USROAM, each with status, start date, and remove options.

- 8** Look for VM in the Add Services section. Put a checkmark on the VM feature and select Save.

NOTE: If VM feature is checked, then you will contact the customer to help setup their Voicemail.

The screenshot shows the 'Add Services' page. It lists various service products with their descriptions and checkboxes for selection. The 'VM' service is highlighted in blue and has its checkbox checked. Other services listed include BLKWS2, TRWHL, 3WY, WDRADJBLK, THRWS9, THRWS8, THRWS7, THRWS5, WHOADJTHR, THRWS4, SFLNK, THRWS11, BLKWS1, THRWS2, BLKWS4, THRWS6, and BLKBRY. At the bottom are 'Cancel' and 'Save' buttons.

- 9** Once VM has been updated in the T-Mobile Billing System, you will contact the customer to help setup their Voicemail and close the ticket with proper documentation. ***** DO NOT REOPEN the Ticket *****

! Calls to customers may only be made during 9:00 AM - 9:00 PM in the local time zone of their activation zip code.

T-Mobile Update ESN



The same steps will be performed as Updating SIM. You will retrieve the MIN from the ticket.

- 1 Enter the MIN to MSISDN field. Then select Search.

Search Subscriber	
Results should match ALL <input type="checkbox"/> of the following fields in this search group:	
MSISDN	<input type="text" value="3522337457"/>
SIM	<input type="text"/>
IMEI	<input type="text"/>
	IMSI <input type="text"/>
Zip Code	<input type="text"/>
Product Status	<input type="text"/>
Port In Indicator	<input type="text"/>
	Old Product Status <input type="text"/>
	Port Out Indicator <input type="text"/>
<input type="button" value="Search"/>	

- 2 Select Edit Subscriber and the New ESN number in the IMEI field then select Save.

Your transaction was submitted successfully																																															
User SIMPLE.APINTADO Wholesale CSR Search Subscriber Activate Subscriber Port In Audit My Profile Logout Subscriber 3522337457 Subscriber Details Service History Notes Edit Subscriber Switch Plan Service Requests	Service History <table border="1"> <thead> <tr> <th>Date</th> <th>Target</th> <th>Event</th> <th>Details</th> </tr> </thead> <tbody> <tr> <td>2/20/15 6:33:32 PM</td> <td>Subscriber</td> <td>Change IMEI</td> <td>Completed</td> </tr> <tr> <td>12/28/14 8:00:00 AM</td> <td>PRODUCT_STATUS</td> <td>Update</td> <td>Initial Value: ACTIVE</td> </tr> <tr> <td>12/28/14 8:00:00 AM</td> <td>PORT_IN_INDICATOR</td> <td>Update</td> <td>Initial Value: Port In from Other Carrier</td> </tr> <tr> <td>12/28/14 8:00:00 AM</td> <td>BILL_CYCLE_DAY</td> <td>Update</td> <td>Initial Value: 28</td> </tr> <tr> <td>12/28/14 8:00:00 AM</td> <td>OLD_SIM</td> <td>Update</td> <td>Initial Value: 8901260822152957919</td> </tr> <tr> <td>12/28/14 8:00:00 AM</td> <td>ZIP</td> <td>Update</td> <td>Initial Value: 34491</td> </tr> <tr> <td>12/28/14 8:00:00 AM</td> <td>SIM</td> <td>Update</td> <td>Initial Value: 8901260822152957919</td> </tr> <tr> <td>12/28/14 8:00:00 AM</td> <td>CHANGE_PLAN_INDICATOR</td> <td>Update</td> <td>Initial Value: N</td> </tr> <tr> <td>12/28/14 8:00:00 AM</td> <td>OLD_PRODUCT_STATUS</td> <td>Update</td> <td>Initial Value: ACTIVE</td> </tr> <tr> <td>12/28/14 8:00:00 AM</td> <td>OLD_MSISDN</td> <td>Update</td> <td>Initial Value: 3522337457</td> </tr> </tbody> </table> <input type="button" value="X"/> <input type="button" value=""/> <input type="button" value="12"/> <input type="button" value=""/> <input type="button" value=""/> <input type="checkbox"/> Plan <input type="checkbox"/> Service <input type="checkbox"/> Attribute <input type="checkbox"/> Alert <input type="checkbox"/> Other			Date	Target	Event	Details	2/20/15 6:33:32 PM	Subscriber	Change IMEI	Completed	12/28/14 8:00:00 AM	PRODUCT_STATUS	Update	Initial Value: ACTIVE	12/28/14 8:00:00 AM	PORT_IN_INDICATOR	Update	Initial Value: Port In from Other Carrier	12/28/14 8:00:00 AM	BILL_CYCLE_DAY	Update	Initial Value: 28	12/28/14 8:00:00 AM	OLD_SIM	Update	Initial Value: 8901260822152957919	12/28/14 8:00:00 AM	ZIP	Update	Initial Value: 34491	12/28/14 8:00:00 AM	SIM	Update	Initial Value: 8901260822152957919	12/28/14 8:00:00 AM	CHANGE_PLAN_INDICATOR	Update	Initial Value: N	12/28/14 8:00:00 AM	OLD_PRODUCT_STATUS	Update	Initial Value: ACTIVE	12/28/14 8:00:00 AM	OLD_MSISDN	Update	Initial Value: 3522337457
Date	Target	Event	Details																																												
2/20/15 6:33:32 PM	Subscriber	Change IMEI	Completed																																												
12/28/14 8:00:00 AM	PRODUCT_STATUS	Update	Initial Value: ACTIVE																																												
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12/28/14 8:00:00 AM	OLD_PRODUCT_STATUS	Update	Initial Value: ACTIVE																																												
12/28/14 8:00:00 AM	OLD_MSISDN	Update	Initial Value: 3522337457																																												

- 3 The next page will show a confirmation that the transaction was submitted successfully.

- 4 IMEI will be updated and you will close the ticket with proper documentation.
***** DO NOT REOPEN the Ticket *****

Middleware platform did not accept your transaction request (New SIM is Invalid)																			
User SIMPLE.APINTADO Wholesale CSR Search Subscriber Activate Subscriber Port In Audit My Profile Logout Subscriber 5742021548 Subscriber Details Service History Notes	Edit Subscriber <table border="1"> <tr> <td>MSISDN 5742021548</td> <td>Old MSISDN 5742021548</td> </tr> <tr> <td>SIM 8901260822152957919</td> <td>Old SIM 8901260822152957919</td> </tr> <tr> <td>IMEI 351687069288976</td> <td>IMSI 310260829371812</td> </tr> <tr> <td>Zip Code 46526</td> <td>Pending Transaction No</td> </tr> <tr> <td>Activation Date 02/18/2015</td> <td>Deactivation Date <input type="text"/></td> </tr> <tr> <td>Product Status ACTIVE</td> <td>Old Product Status ACTIVE</td> </tr> <tr> <td>Port In Indicator No</td> <td>Port Out Indicator No</td> </tr> <tr> <td>APNs APNs=blackberry.net wap.tracfone</td> <td></td> </tr> </table>			MSISDN 5742021548	Old MSISDN 5742021548	SIM 8901260822152957919	Old SIM 8901260822152957919	IMEI 351687069288976	IMSI 310260829371812	Zip Code 46526	Pending Transaction No	Activation Date 02/18/2015	Deactivation Date <input type="text"/>	Product Status ACTIVE	Old Product Status ACTIVE	Port In Indicator No	Port Out Indicator No	APNs APNs=blackberry.net wap.tracfone	
MSISDN 5742021548	Old MSISDN 5742021548																		
SIM 8901260822152957919	Old SIM 8901260822152957919																		
IMEI 351687069288976	IMSI 310260829371812																		
Zip Code 46526	Pending Transaction No																		
Activation Date 02/18/2015	Deactivation Date <input type="text"/>																		
Product Status ACTIVE	Old Product Status ACTIVE																		
Port In Indicator No	Port Out Indicator No																		
APNs APNs=blackberry.net wap.tracfone																			

- 5 If you received the message, "Middleware platform did not accept your transaction request (New SIM is invalid)", this means the SIM is no longer valid. You will create a ticket to have a SIM shipped to the customer.

T-Mobile Restore MDN



If the number has been INACTIVE for 60 days, we could no longer retrieve the MIN.

- 1 You retrieve the MIN from the Ticket.

Id Number: 1107769230 ESN: 351667060011873 MIN: 2082404254 Carrier Id: 190260 Carrier Name: T-MOBILE GSM Ticket Type: T-Mobile Title: Restore MDN Creation Time: 2/19/15/6:16 PM Activation Zip: 83201	ICCID: 8901260822193321737 MSID: 2082404254 Model: TFSAS150GDMPSPSV Phone Model: TF SA S150G GSM HANDSET SIM 5 Retailer: WAL-MART STORES, INC. Priority: Low Condition: Closed WipBin First Name	Last Name Queue Status: Closed Due Date: 7/16/2015 Owner: cebi1vinculado Issue: Unable to activate phone Org ID: TRACFONE
<input type="button" value="Cancel"/> <input type="button" value="Re Open"/> <input type="button" value="Tech Exchange"/> <input type="button" value="Solutions"/>		

- 2 Enter the MIN in the MSISDN field and select Search. Select on the MIN to view customer's account.

Search Subscriber							
Results should match ALL of the following fields in this search group:							
MSISDN 2082404254	SIM	IMEI	IMSI	Product Status	Old Product Status	Port In Indicator	Port Out Indicator
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Search"/>							
Results							
MSISDN:	SIM	IMSI	IMEI	Product Status	Port In Indicator	Port Out Indicator	
2082404254	8901260822193321737	310260829332173	351667069011873	DEACTIVE	No	No	
<input checked="" type="checkbox"/>	<input type="checkbox"/>						

- 3 Select Edit Subscriber. The Product Status field will show DEACTIVATE. Select Register and then select Save.

User SIMPLE.APINTADO Wholesale CSR Search Subscriber Activate Subscriber Port In Audit My Profile Logout	Edit Subscriber MSISDN : 2082404254 SIM : 8901260822193321737 IMEI : 351667069011873 Zip Code : 83201 Activation Date : 02/10/2015 Product Status : DEACTIVE Port In Indicator : No Active Services TracFone Subscriber Limited SMS (\$0.00) TFLSMS - TracFone Subscriber Limited SMS (PayGo) <input type="button" value="Resume"/> <input type="button" value="Reactivate"/> <input type="button" value="Cancel"/> <input type="button" value="Save"/>
Subscriber 2082404254 Subscriber Details Service History Notes Edit Subscriber Switch Plan	Old MSISDN : 2082404254 Old SIM : 8901260822193321737 IMSI : 310260829332173 Pending Transaction : No Deactivation Date : 02/17/2015 Old Product Status : DEACTIVE Port Out Indicator : No

- 4** If you receive the message displayed below, it means the line has been inactive for 145 days or more and we can no longer retrieve the MIN.

NOTE: Do not create a Carrier Ops ticket, instead process a MIN change.

The screenshot shows the 'Edit Subscriber' interface. On the left is a sidebar with options like User, Wholesale CSR, Search Subscriber, Activate Subscriber, Port In, Audit, My Profile, and Logout. The main area is titled 'Edit Subscriber' and contains fields for MSISDN (7089169881), SIM (8991260743187933636), IMEI (269743187933636), Zip Code (60420), Activation Date (05/07/2014), Product Status (DEACTIVE), Port In Indicator (No), Old MSISDN (7089169881), Old SIM (8991260743187933636), IMSI (310260832180758577), Pending Transaction (No), Deactivation Date (02/12/2015), Old Product Status (DEACTIVE), and Port Out Indicator (No). Below these are sections for Active Services and a package summary. Buttons for 'Resume' and 'Reactivate' are at the bottom right.

- 5** If the following message is received this means the SIM is not valid for Reactivation. You will create a Ticket to have a SIM shipped to the customer.

T-Mobile Rate Plan Update

- 1** Check the Rate Plan that is displayed on customer's account in TAS and thru SUI. The discrepancy can be corrected by simply pressing the "Auto Fix" button.

Inquiry Results				Auto Fix
	Clarify Value	Carrier Value	Differences	
Status	ACTIVE	ACTIVE	✓	
ESN/IMEI/MEID	014303003536101	014303003536101	✓	
ESN HEX	310260838075857	310260838075857	(i)	
MIN	8503197285	8503197285	✓	
MSID	8503197285	8503197285	✓	
SIM	8901260832180758577	8901260832180758577	✓	
Brand	STRAIGHT_TALK	STRAIGHT_TALK	(i)	
Service Plan	Unlimited	Unlimited	(i)	
Rate Plan		TRACFLTE	⚠	
Features	Features	Features	✓	
Throttle State	NOT THROTTLED	NOT THROTTLED	✓	
Due Date	08/13/2019		(i)	

- 2** Take note of the MIN from the account. In the T-Mobile Billing System, select Search and select the MIN.

The screenshot shows the 'Search Subscriber' interface. On the left is a sidebar with options like User, Wholesale CSR, Search Subscriber, Activate Subscriber, Port In, Audit, My Profile, and Logout. The main area is titled 'Search Subscriber' and contains search fields for MSISDN (8503197285), SIM, IMEI, IMSI, Zip Code, Product Status, Port In Indicator, Old Product Status, and Port Out Indicator. A 'Search' button is at the bottom. Below the search area is a 'Results' section with a table showing one row of data: MSISDN: 8503197285, SIM: 8901260832180758577, IMSI: 310260838075857, IMEI: 014303003536101, Product Status: ACTIVE, Port In Indicator: No, and Port Out Indicator: No.

- 3** On the next page, the customer's account information will be viewed. Rate Plan is also shown on this page.

User SIMPLE.APINTADO Wholesale CSR Search Subscriber Activate Subscriber Port In Audit My Profile Logout Subscriber 8503197285 Subscriber Details Service History Notes	Subscriber Details MSISDN 8503197285 SIM 8901260832180758577 IMEI 014303003536101 Zip Code 32320 Activation Date 02/22/2015 Product Status ACTIVE Port In Indicator No APNs APNS=blackberry.net wap.tracfone Rate Plan TracFone Subscriber Package \$0.00 TracFone Packaged Price Plan - TracFone Subscriber Package (PayGo)
--	---

- 4** Since the Rate Plan did not match the rate plan that is displayed in TAS, go to Switch Plan and select the correct Rate Plan from the options below. Select Next and then select Save.

User SIMPLE.APINTADO Wholesale CSR Search Subscriber Activate Subscriber Port In Audit My Profile Logout Subscriber 8503197285 Subscriber Details Service History Notes Edit Subscriber Switch Plan Service Requests Reset Voicemail Password Cancel Device Location Query HLR Query Subscriber Usage Modify Preferences	Switch Plan Current Plan Plan Name: TracFone Subscriber Package Price: \$0.00 Start Date: 02-22-2015 New Plan <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Selected</th> <th>Plan Name</th> <th>Price</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/></td> <td>TRCF2000Pkg</td> <td>\$0.00</td> <td>TRCF2000 - TracFone Contract Extension 2000 MOU Package</td> </tr> <tr> <td><input type="radio"/></td> <td>TracFone Data Only LTE Package</td> <td>\$0.00</td> <td>TFLTEDATA - TracFone Data Only LTE Package</td> </tr> <tr> <td><input type="radio"/></td> <td>TracFone LTE Package</td> <td>\$0.00</td> <td>TFLTE - TracFone LTE Package</td> </tr> <tr> <td><input type="radio"/></td> <td>TracFone Mobile BroadBand Plan (Monthly)</td> <td>\$0.00</td> <td>TRCFMBBM - TracFone Mobile BroadBand Plan (Monthly)</td> </tr> <tr> <td><input type="radio"/></td> <td>TracFone Mobile BroadBand Plan (Paygo)</td> <td>\$0.00</td> <td>TRCFMBBP - TracFone Mobile BroadBand Plan (Paygo)</td> </tr> <tr> <td><input checked="" type="radio"/></td> <td>TracFone Subscriber Limited SMS (PayGo)</td> <td>\$0.00</td> <td>TFLSMP - TracFone Subscriber Limited SMS (PayGo)</td> </tr> <tr> <td><input type="radio"/></td> <td>TracFone Talk and Text Package</td> <td>\$0.00</td> <td>TFTT - TracFone Talk and Text Package</td> </tr> <tr> <td><input type="radio"/></td> <td>Tracfone Mexico Roaming Package</td> <td>\$0.00</td> <td>TFTMXRM - Tracfone Mexico Roaming Package</td> </tr> </tbody> </table> <input type="checkbox"/> <input type="checkbox"/> <input type="button" value="Cancel"/> <input type="button" value="Next"/>	Selected	Plan Name	Price	Description	<input type="radio"/>	TRCF2000Pkg	\$0.00	TRCF2000 - TracFone Contract Extension 2000 MOU Package	<input type="radio"/>	TracFone Data Only LTE Package	\$0.00	TFLTEDATA - TracFone Data Only LTE Package	<input type="radio"/>	TracFone LTE Package	\$0.00	TFLTE - TracFone LTE Package	<input type="radio"/>	TracFone Mobile BroadBand Plan (Monthly)	\$0.00	TRCFMBBM - TracFone Mobile BroadBand Plan (Monthly)	<input type="radio"/>	TracFone Mobile BroadBand Plan (Paygo)	\$0.00	TRCFMBBP - TracFone Mobile BroadBand Plan (Paygo)	<input checked="" type="radio"/>	TracFone Subscriber Limited SMS (PayGo)	\$0.00	TFLSMP - TracFone Subscriber Limited SMS (PayGo)	<input type="radio"/>	TracFone Talk and Text Package	\$0.00	TFTT - TracFone Talk and Text Package	<input type="radio"/>	Tracfone Mexico Roaming Package	\$0.00	TFTMXRM - Tracfone Mexico Roaming Package
Selected	Plan Name	Price	Description																																		
<input type="radio"/>	TRCF2000Pkg	\$0.00	TRCF2000 - TracFone Contract Extension 2000 MOU Package																																		
<input type="radio"/>	TracFone Data Only LTE Package	\$0.00	TFLTEDATA - TracFone Data Only LTE Package																																		
<input type="radio"/>	TracFone LTE Package	\$0.00	TFLTE - TracFone LTE Package																																		
<input type="radio"/>	TracFone Mobile BroadBand Plan (Monthly)	\$0.00	TRCFMBBM - TracFone Mobile BroadBand Plan (Monthly)																																		
<input type="radio"/>	TracFone Mobile BroadBand Plan (Paygo)	\$0.00	TRCFMBBP - TracFone Mobile BroadBand Plan (Paygo)																																		
<input checked="" type="radio"/>	TracFone Subscriber Limited SMS (PayGo)	\$0.00	TFLSMP - TracFone Subscriber Limited SMS (PayGo)																																		
<input type="radio"/>	TracFone Talk and Text Package	\$0.00	TFTT - TracFone Talk and Text Package																																		
<input type="radio"/>	Tracfone Mexico Roaming Package	\$0.00	TFTMXRM - Tracfone Mexico Roaming Package																																		

- 5** Next page will show the confirmation that the rate Plan was updated.

NOTE: To view all transaction made to the account, select Service History.

<i>Your transaction was submitted successfully</i>																																													
User SIMPLE.APINTADO Wholesale CSR Search Subscriber Activate Subscriber Port In Audit My Profile Logout Subscriber 8503197285 Subscriber Details Service History	Service History <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Date</th> <th>Target</th> <th>Event</th> <th>Details</th> </tr> </thead> <tbody> <tr> <td>2/23/15 4:25:43 PM</td> <td>Subscriber</td> <td>Switch Plan</td> <td>Completed</td> </tr> <tr> <td>2/22/15 9:01:51 PM</td> <td>SIM</td> <td>Update</td> <td>Initial Value: 8901260832180758577</td> </tr> <tr> <td>2/22/15 9:01:51 PM</td> <td>CHANGE_PLAN_INDICATOR</td> <td>Update</td> <td>Initial Value: N</td> </tr> <tr> <td>2/22/15 9:01:51 PM</td> <td>OLD_PRODUCT_STATUS</td> <td>Update</td> <td>Initial Value: ACTIVE</td> </tr> <tr> <td>2/22/15 9:01:51 PM</td> <td>IMSI</td> <td>Update</td> <td>Initial Value: 310260838075857</td> </tr> <tr> <td>2/22/15 9:01:51 PM</td> <td>ZIP</td> <td>Update</td> <td>Initial Value: 32320</td> </tr> <tr> <td>2/22/15 9:01:51 PM</td> <td>IMEI</td> <td>Update</td> <td>Initial Value: 014303003536101</td> </tr> <tr> <td>2/22/15 9:01:51 PM</td> <td>OLD_SIM</td> <td>Update</td> <td>Initial Value: 8901260832180758577</td> </tr> <tr> <td>2/22/15 9:01:51 PM</td> <td>BILL_CYCLE_DAY</td> <td>Update</td> <td>Initial Value: 22</td> </tr> <tr> <td>2/22/15 9:01:51 PM</td> <td>OLD_MSISDN</td> <td>Update</td> <td>Initial Value: 8503197285</td> </tr> </tbody> </table> <input type="checkbox"/> <input type="checkbox"/> 1 2 3 4 > >>	Date	Target	Event	Details	2/23/15 4:25:43 PM	Subscriber	Switch Plan	Completed	2/22/15 9:01:51 PM	SIM	Update	Initial Value: 8901260832180758577	2/22/15 9:01:51 PM	CHANGE_PLAN_INDICATOR	Update	Initial Value: N	2/22/15 9:01:51 PM	OLD_PRODUCT_STATUS	Update	Initial Value: ACTIVE	2/22/15 9:01:51 PM	IMSI	Update	Initial Value: 310260838075857	2/22/15 9:01:51 PM	ZIP	Update	Initial Value: 32320	2/22/15 9:01:51 PM	IMEI	Update	Initial Value: 014303003536101	2/22/15 9:01:51 PM	OLD_SIM	Update	Initial Value: 8901260832180758577	2/22/15 9:01:51 PM	BILL_CYCLE_DAY	Update	Initial Value: 22	2/22/15 9:01:51 PM	OLD_MSISDN	Update	Initial Value: 8503197285
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- When updating any of the transactions above and you receive some type of error messages please have your supervisor create a Carrier Operations Ticket.
- If customer does not want to wait for their SIM to be shipped advice the customer that they can purchase a SIM thru a Dealer.