

CLEARWAY

Wireless for Business

TRACFONE
WIRELESS
INC.

CLARO ENTERPRISE SOLUTIONS (CES)

1/16/2020

Modified for CES

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Chapter 1: Introduction



What is Claro Enterprise Solutions?

Every revolution starts with an idea. Claro Enterprise Solutions (CES) was founded on the idea that there is a better way to do wireless. For starters, we took a complicated industry and made it more understandable, more affordable and more business friendly. With Claro Enterprise Solutions comes a new program called “Business to Business” (B2B) Wireless that will enable business customers to purchase products and services offered in bulk. Small businesses can get wireless coverage on America's best networks at lower prices-with no-contract phones and no-contract plans. Plus, enjoy the freedom and flexibility to choose the phones and plans that are right for them. Customer may change the phones or plan whenever, without penalties.



Maximize your business productivity
with flexible and scalable plans without hidden fees

[Visit usclarowireless.com >](http://usclarowireless.com)

Using Claro Enterprise Solutions is convenient for our business customers because:

- There are no monthly bills, overage charges, activation fees, long-term contracts or credit checks. Customers prepay for wireless service by enrolling in Auto-Refill through the Claro Enterprise Solutions website or through our Customer Care Center at **1-888-634-2755**.
- Claro Enterprise Solutions offers a variety of reasonably priced pay-as-you-go and monthly plans.
- Claro Enterprise Solutions provides useful features such as voice mail, caller ID, call waiting, text messaging, and data (some features not available on all devices) or plans.
- Claro Enterprise Solutions phones can be used just about anywhere in the United States where there is wireless coverage, including Puerto Rico and the US Virgin Islands.
- Claro Enterprise Solutions offers an easy sign-up process as an advantage over most of our competitors.

This manual contains tools that will allow you to learn the step by step process of:

- Create a new account
 - Create an Organizational Account
 - Create a Buyer Admin Account
 - Assign Buyers to Organizational Account
- Maintain and Research Accounts
 - View Order Details
 - View / Edit Account and Business Information (Including Payment Information)
 - View Payment History associated to an Account
 - View Agent Login History
 - Cancel Orders
- Order Processing:
 - Place orders
 - View Orders
 - Track Order Status
 - View Order History
 - Change/cancel Payment Type
 - Search for Existing Accounts / Orders
 - Adding Serial Numbers to an account
- Create a new Order/Process Payments for an existing account
 - Phones /Airtime Orders
 - Phone/Activation/Airtime Orders
 - Phone/Activation/Airtime Orders/ Monthly Plans Orders
 - Phone/Activation/Airtime Orders/ Ports Orders
 - Phone/Activation/Airtime Orders/ Ports Orders/Monthly Plans Orders

Airtime Service Plans

Claro Enterprise Solutions offers a variety of airtime service plans to provide customers with flexibility and a wide range of choices, such as plans with unlimited nationwide talk and text and plans that include unlimited international long distance. As prices and availability are subject to change, and promotional and web exclusive offers are added continually, always check the website and/or Agent Support for the airtime service plans currently available and the most up-to-date pricing.

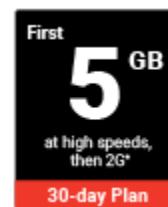
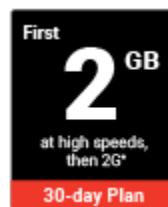
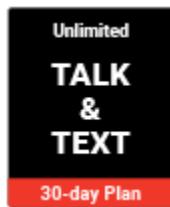


All CES plans require enrollment in Auto-Refill.

Talk, Text, & Data (U.S. Calling)

Service Plans	Explanation
\$30	<ul style="list-style-type: none"> • Unlimited Nationwide Talk and Text • Nationwide Coverage • 30 Days of service <p>NOTE: This plan <u>does not</u> include data</p>
\$40	<ul style="list-style-type: none"> • Unlimited Nationwide Talk and Text • Unlimited Data* with the first 2GB at 4G speed • 30 Days of service
\$45	<ul style="list-style-type: none"> • Unlimited Nationwide Talk and Text • Unlimited Data* with the first 5GB at 4G speed • 30 Days of service
\$50	<ul style="list-style-type: none"> • Unlimited Nationwide Talk and Text • Unlimited Data* with the first 10GB at 4G speed • 30 Days of service

*After the high speed data is used, your data speed will be reduced to 2G speeds for the remainder of the 30 day cycle. High speed data is restored once a new 30 day service plan is added.



Talk, Text, & Data (International Calling)

Service Plans	Explanation
\$35	<ul style="list-style-type: none"> Unlimited Nationwide/International Talk and Text 30 Days of service
\$45	<ul style="list-style-type: none"> Unlimited Nationwide/International Talk and Text Unlimited Data* with the first 2GB at 4G speed 30 Days of service
\$50	<ul style="list-style-type: none"> Unlimited Nationwide/International Talk and Text Unlimited Data* with the first 5GB at 4G speed 30 Days of service
\$65	<ul style="list-style-type: none"> Unlimited Nationwide/International Talk and Text Unlimited Data* with the first 10GB at 4G speed 30 Days of service

*After the high speed data is used, your data speed will be reduced to 2G speeds for the remainder of the 30 day cycle. High speed data is restored once a new 30 day service plan is added.

ILD Add-on Plan

Claro Enterprise Solutions customers will be able to purchase a \$10 Global Calling Card.

Plan Details:

- ✓ This is not a shared plan. Each subscriber must add the plan (*as needed*).
- ✓ The customer can purchase as many as needed.
- ✓ Plan expires 30 days after your Last Day of Service or 180 days after last use, whichever occurs first.
- ✓ This plan does not offer any service days.
- ✓ The balance carries over to the next service month.
- ✓ It can only be used for calls originating from the United States. It does not permit international roaming.



Data Only Plans

Claro Enterprise Solutions has introduced two new data only plans for smartphones or tablets to help our business customers stay connected for a low price. By enrolling in the data club, CES customers will have on-demand access to add data (in 1GB increments for \$10 each) as needed. The customer must enroll in auto-renewal for the data continuity fee to keep the data from expiring. The customer must also enroll in Auto-Refill to receive 1.0 GB of high speed data.



First month: initial charge of \$15 for the data continuity fee and 1.0 GB of high speed data

Monthly Auto-Renewal of \$5 for the data continuity fee which keeps your data from expiring

Auto-Refill (\$10) and get 1.0 GB of High Speed Data once the Data you previously purchased has been consumed.



First year: initial charge of \$60 for the data continuity fee and 1.0 GB of high speed data

Annual Auto-Renewal of \$50 for the data continuity fee which keeps your data from expiring

Auto-Refill (\$10) and get 1.0 GB of High Speed Data once the Data you previously purchased has been consumed.

Telephone Models

The Claro Enterprise Solutions website sells a variety of phones from top quality manufacturers. The latest phone models currently in stock can be found in Agent Support or the Claro Enterprise Solutions website. We add new phones to our lineup regularly and it would be a good idea to visit the website regularly to view our current inventory.

Phone models change frequently, so the most up-to-date sources of information in Agent Support. As previously stated, older phone model documentation is available in Agent Support.

Bring Your Own Device (BYOD)

The Claro Enterprise Solutions **Bring Your Own Device** (BYOD) program allows a customer to use their own compatible smartphone (GSM or CDMA), tablet, or hotspot.

SELECT PHONE'S CURRENT/FORMER NETWORK CARRIER

- AT&T Compatible or GSM Unlocked
- T-Mobile Compatible Device
- Verizon Compatible Phone
- Sprint Compatible Phone
- Others

The customer will either select the SIM size or enter their serial number and zip code to determine eligibility:

ENTER SERIAL NUMBER & ZIP CODE

Enter Serial Number: ?

Enter Zip Code:

CONTINUE

SELECT SIM CARD TYPE FOR AT&T

Standard Micro Nano



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

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

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

Wireless Business Lines

The Wireless Business Line provides the following services:

- High quality voice service provided on the largest, most reliable wireless network in the country
- Two telephone ports, allowing customers to connect up to two corded phones or the base unit of a cordless phone system to the unit (All phones share the same phone number and active call.)

Wireless Business Line Calling features:

- ✓ Voicemail
- ✓ Caller ID
- ✓ Call waiting
- ✓ Three-way Calling
- ✓ E911 and 411 calls at no extra cost

Wireless Business Line Service Plan

Service Plan	Explanation
\$15	<p>Wireless Business Line with Call waiting</p> <ul style="list-style-type: none">• No-Contract Replacement for Wireless Business Line• Receive calls anytime while on the line• Unlimited Incoming & nationwide calling• Includes battery back-up• No High Speed Internet or phone line required• Compatible with most existing corded or cordless Business phones• Supports E911• Calls to 411 are FREE

Wireless Business Line Devices

Claro Enterprise Solutions has several devices available for use with the wireless business line service. The devices operate on networks that provide the best coverage throughout the United States. CES also provides wireless business line service which does not require the use of a PC, high-speed internet, or a landline.

With the Wireless Business Line, customers will be able to make Unlimited Nationwide calls without a contract, monthly bill or activation fee. The Wireless Business Line set up is easy, the customer will simply need to plug in their existing corded or cordless phone to the Business Line System, activate the service, and start making calls. Customers can use the device from their business, home or can take it with them while traveling anywhere in the United States.

Unsupported Technologies and Services

The Wireless Business Line is not supported for use with or for:

- Rotary or pulse dialing home phone equipment
- Collect calls
- Text messaging
- Dial-up or DSL internet/data services
- Credit card, mobile merchant, or fax machines; DVR equipment or DirecTV/DISH networks; PBX (telephone switchboard); medical alert services; and home security systems.

Details on all available models can be found on the CES website and Agent Support.

Package Content

The Wireless Home Phone packaging contains the following:

- Wireless Home Phone device
- Back Cover Antenna
- Antenna
- Power Adapter/Charger
- Rechargeable Battery
- Services Guide
- Activation Card



Device Indicators

The device has the indicators below:

Voicemail: A blinking blue light indicates one or more new voicemail messages.

Battery: See [the Battery / Charging section](#) for details.

Power: A blue light around the power switch means that the device is receiving power from the power supply.

Signal Strength: There are two blue indicators to show signal strength.



Device Ports



Serial Number (MEID DEC)

The Wireless Home Phone serial number (MEID DEC) is found:

- On the bottom of the device
- On the activation card included in the device packaging.

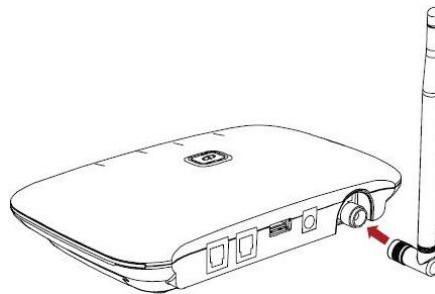


Preparing Unit for Activation

Customers follow the instructions provided on the activation card to prepare their Wireless Home Phone for activation as follows:

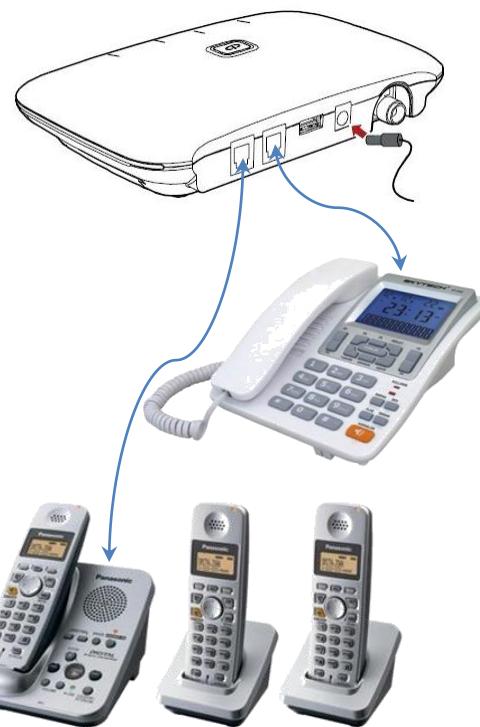
Remove Protectors and Assemble Unit

- Peel the protectors off the unit and insert the battery connection cable into the battery port until it clicks into place. Place the battery into its compartment and replace the battery cover.
- Carefully align the antenna to its port and tighten the nut to attach the antenna. It takes approximately two dozen full rotations of the nut to secure the antenna.



Connect Unit to Power Supply

- Insert one end of the power adapter into the DC power port and plug the other end into an electrical outlet. The unit should turn on automatically and will take about 20 seconds to power up. The blue power indicator will light up if the unit is on. If the device does not turn on automatically, press the power switch to turn it on.



Connect Telephone Device(s)

to Home Phone Unit

- The unit contains two phone ports, both of which share the same phone number and active call.
- Plug one end of a telephone cable (not included) into one of the telephone ports and the other end of the cable into a telephone or cordless base station.
- If desired, connect a second telephone to the unit via the other port.
- **DO NOT CONNECT WIRELESS HOME PHONE TO A LANDLINE PHONE OUTLET!**



Complete Activation & Obtain Telephone Number

When completely set up, the device configuration should be similar to the image at right. Customers follow the remaining instructions to complete the activation of their Wireless Home Phone:

Find Serial Number and Activate Service:

Using the **MEID DEC** found on the activation card (or on the bottom of the device) and an airtime card, the customer activates service on the Claro Enterprise Solutions website or by calling customer service at 1-888-634-2755 from a different phone.

Complete Programming:

The customer **MUST** dial *22890 from the home phone device connected to the unit to complete the activation programming.

Obtain Phone Number:

Two minutes after activation, customers can dial 1-888-634-2755 to get their phone number. (On activation, the customer may choose to receive a new phone number or port in an existing number.)



Ideal Operating Environment

The Wireless Home Phone is intended for indoor use and works best if used near a window or other opening near the exterior of a building. It can be used:

- Horizontally (placed on a tabletop or other smooth surface) or
- Vertically (affixed to a wall with screws using the brackets on the back of the unit).
- The Common Equipment Problems section of this manual provides more detail.

Battery Charging

Customers should be aware of the following:

- The rechargeable battery is not required as long as the device is plugged in to an external power source. Backup battery power will only be used during a power failure or if the external power adapter is not in use.
- When connected to the external power adapter, the device will continue to charge the battery until it is fully charged. The following battery indicators apply:

Steady blue – The battery is fully charged.

Steady red – The battery is at medium capacity; the battery is charging.

Blinking red – The battery is low and must be charged.

- Fully charge the battery for approximately three and a half hours before using the device. The battery will last 36 hours on standby or two hours talk time. Talk and standby times may vary, however.
- If the device will go unused for two weeks or more, remove the battery and unplug the power adapter from the device and the wall outlet.

Chapter 2: Customer Transactions



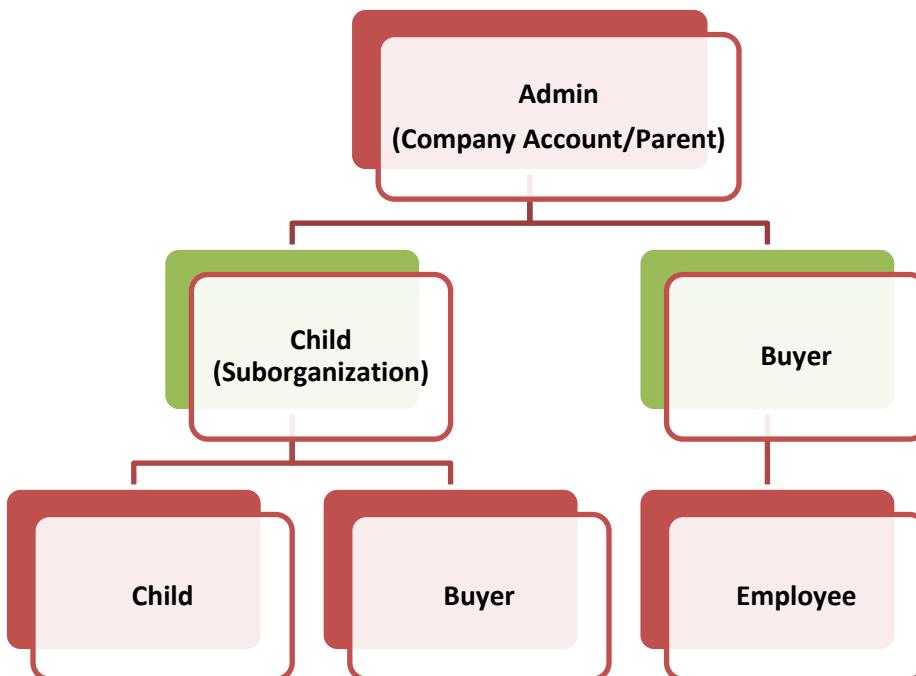
Customer Transactions

In this section, we will review the following Claro Enterprise Solutions transactions:

- Create Organizational Account
- Create Admin, Buyer, and Child Account
- Browse Product Catalogue
- Compare Products
- Filter Products
- Apply Zip To Tech
- Place orders
- View Orders / Billing/Transaction summaries
- Track Order Status
- View Order History
- Add/Edit Payment Information
- Auto-Refill Enrollment/Cancellation
- One-Time Airtime Purchase
- Activations/Reactivation
- Deactivation
- Port

Create Organizational Account

Figure 1 Claro Enterprise Solutions Organization Chart



There are four different account access levels associated with the Organizational Account.



Administrator (Parent)

- ✓ Create and manage the Business Account
- ✓ Grants Child and Buyer profile authorization
- ✓ View only access to Child and Buyer profile account(s)

Child

- ✓ Create and manage a subsequent Business Account under the Parent Org
- ✓ View and manage Child or Buyer accounts within its organization

Buyer

- ✓ Create and manage a Buyer Account
- ✓ Manage Employee Account
- ✓ Buyer cannot view Admin or Child Account information

Employee

- ✓ Activate Phone
- ✓ View/Browse Catalog

Creating Admin Account (Parent)

A Company Account can be created by an Administrator authorized to make purchases, on the Organization's behalf.

IMPORTANT: CSRs will NOT create a Company Account/Parent, Child, or Buyer profile. Provide the following instructions if the customer is not clear on how to create or access an account.

To create a company account, the Administrator will need to follow these steps:

1. Select “Create A Business Account”

SIGN IN, CREATE AN ACCOUNT OR BUYER PROFILE

New to Claro Enterprise Solutions ?

Create an account for your business.
If you are a new customer and your business does not have an account with Claro Enterprise Solutions , you can create one now.

[CREATE A BUSINESS ACCOUNT ▶](#)

Create your Buyer Account.
If you have been provided a Business ID, you can create a Buyer Account Profile. Buyer Profiles are accounts designated by the business account administrator to allow access and control to the authorized Buyer. For more info, visit our FAQ page

[CREATE SECONDARY BUYER PROFILE ▶](#)

Customer Sign in

Either the username or password entered is incorrect. Enter the information again.

* required

*Email

*Password

[Forgot Password](#)

[SIGN IN ▶](#)

TO ORDER



1



2



3

[SIGN UP](#) [PICK PRODUCTS](#) [CHECK OUT](#)

FOR QUESTIONS CALL
1-888-634-2755

2. Select whether or not there is an existing account for the company.

Create A Company Account

Company Profile

* Does Your Parent Company Already Have An Account? Yes No * required

* Your Company's Name:

[What's this?](#)

* Street address

* City

* State

* Zip Code

* Main Phone

3. The Administrator will enter the required information and select Save to register the Company Account.

Administrator Profile

* First Name Who should this be?

* Last Name

* Email

* Verify Email

Yes, I would like to receive email notifications about special promotions.

* Password

* Verify password: Your password must contain a minimum of 6 characters, at least 1 number, and at least 1 letter.

* Security question:

* Security answer:

4. Once the system has validated, the Organizational information provided:

- The customer will be directed to the My Account Page.

The Administrator will receive a confirmation email with the Organization Registration Code and will be able perform all the Administrator functionality in the My Account page on the LHS or create Orders.

Your Organization	Your Personal Information
Bethel Estate 9700 NW 112th Ave Miami Medley, FL 33178-1353 3057156500 Organization Registration Code 700000001000014007	Gregory James 9700 NW 112th Ave Miami Medley, FL 33178-1353 3057156500 (Office) 3057156500 (Mobile) automation2410138@yahoo.com
GO TO MY ACCOUNT ▶	START SHOPPING NOW ▶

Creating a Child Account

CES customers also have the option to create a sub-organization (Child) account, which is a separate organization within the main Parent organization. Once the Parent Organization has been established, the customer can create a Child account using the Parent Company Code.



The Company Code is the unique code given to your organization after registering and helps identify your organization. If you do not know your organization's code, contact your administrator.

When creating a new profile, the first question is most important:

Does your Parent Company already have an account?

In this scenario, the customer will select **Yes** and enter the Parent Company Code and Company Name. They must enter the required information and select Save to register the Child Organization Account.

Free Shipping

HOME > SIGN IN, CREATE AN ACCOUNT OR PROFILE > CREATE AN ORGANIZATION ACCOUNT

Create A Company Account

Company Profile

* Does Your Parent Company Already Have An Account? Yes No

* Your Parent Company's Code: 750000000000208655

* Your Company's Name: T

* Street address: 9700 NW 112th Ave

* City: Medley

* State: FL FLORIDA

* Zip Code: 33178-1353

* Main Phone: 3057156500

Creating a Buyer Profile

Once a Company Account is created, a Buyer can create a My Account profile. An Employee with granted privileges may also create a My Account Profile. Employees without granted privileges access level will be limited to Activation and View/Browse Catalogue.

To Create a Buyer Profile:

- From the home page, select Create Secondary Buyer Profile.

Create your Buyer Account.
 If you have been provided a Business ID, you can create a Buyer Account Profile. Buyer Profiles are accounts designated by the business account administrator to allow access and control to the authorized Buyer. For more info, visit our FAQ page

[CREATE SECONDARY BUYER PROFILE ▶](#)

- Enter the required information and select Save.

Create Profile

Profile

* Company Code * required [What's this?](#)

* Email

* Verify Email

Yes, I would like to receive email notifications about special promotions.

* Password

* Verify password:

* Security question:

* Security answer:

The Buyer registration request will be sent to the Administrator. Once the Administrator approves, the buyer will receive a confirmation email. The Buyer will not be able to log in until the account has been approved.

Customer Sign in

Your registration request has been received. Your account is waiting for approval. Until your account has been approved, you cannot log on. * required

* Email

* Password

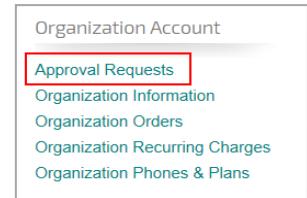
[Forgot Password](#)

[SIGN IN ▶](#)

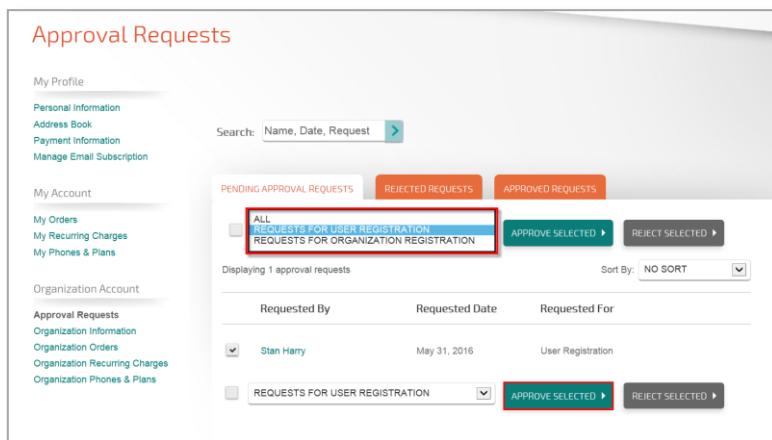
Approving a Buyer Registration Request

To approve the Buyer registration request, the account Administrator must:

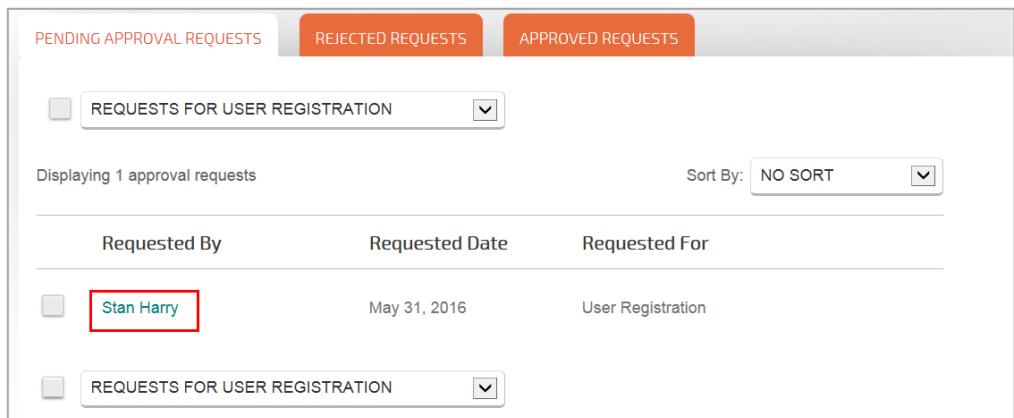
1. Log in to the Account
2. From the left-hand-side menu, select Approval Requests.



3. From the drop-down menu select **REQUESTS FOR USER REGISTRATION**. The requestor will be displayed. There are two options to approve the request.
 - The first option is to check the box on the left side of the requestors' name and then click “**Approve Selected**”.



- The second option is to click on the requestor's name. The User Registration Approval Request will appear. Select **Approve**.



User Registration Approval Request

Profile	
My Profile	Print
Personal Information	Name Stan Harry
Address Book	Email birdee26@hotmail.com
Payment Information	Organization May 053116 Sit1
Manage Email Subscription	Address 9700 nw 112th ave miami, fl 33178
My Account	Phone 3057156500 (Office Phone)
My Orders	
My Recurring Charges	Created May 31, 2016 2:23:34 PM
My Phones & Plans	Last Sign In May 31, 2016 2:22:53 PM
Organization Account	Last Update May 31, 2016 2:23:31 PM
Approval Requests	
Organization Information	
Organization Orders	
Organization Recurring Charges	
Organization Phones & Plans	
Activity	
<input type="button" value="APPROVE ▶"/> <input type="button" value="REJECT ▶"/> <input type="button" value="CANCEL ▶"/>	

NOTE: Upon approval of the Account, the Buyer can Log into the Organizational Account with Buyer privileges.

Logging in to Claro Enterprise Solutions CSR Tool

Claro Enterprise Solutions allows you to assist customers quickly and easily by logging into the CSR Tool. You will have the same view and access as the customer. You will use this tool to interact with accounts in the Claro Enterprise Solutions customer database to troubleshoot issues, document solutions, and request follow-up as needed.

You will launch the CES link provided in your browser and follow the steps below to log into the Claro Enterprise Solutions website.

1. From the homepage, select Sign In/Sign Up.



2. Enter the username and password assigned to you and select Sign In.

HOME > SIGN IN, CREATE AN ACCOUNT OR PROFILE

SIGN IN, CREATE AN ACCOUNT OR BUYER PROFILE

New to Claro Enterprise Solutions ?

Create an account for your business.
If you are a new customer and your business does not have an account with Claro Enterprise Solutions , you can create one now.

[CREATE A BUSINESS ACCOUNT ▶](#)

Create your Buyer Account.
If you have been provided a Business ID, you can create a Buyer Account Profile. Buyer Profiles are accounts designated by the business account administrator to allow access and control to the authorized Buyer.
For more info, visit our FAQ page

[CREATE SECONDARY BUYER PROFILE ▶](#)

Customer Sign in

* required

* Email

* Password

[Forgot Password now](#)

[SIGN IN ▶](#)

TO ORDER



FOR QUESTIONS CALL
1-888-634-2755

Manage Account and Organization Information

My Account is a tool which allows the organization Administrator/Buyer to manage their Claro Enterprise Solutions phones. They will be able to change their personal information, view the programs that they are enrolled in, and view/manage their payment information.

You will use Claro Enterprise Solutions website to assist customers with their account. To Access an organization account, you will first need to log into the e-business store environment, and then enter the appropriate information related to the Organization's account. The system must validate the Organizational information provided by the Organizational Account Administrator/Buyer.

1. An administrator or Buyer of the organizational account must validate their information. Select one of the options from the drop-down menu, enter the information in the search box and then click the arrow.

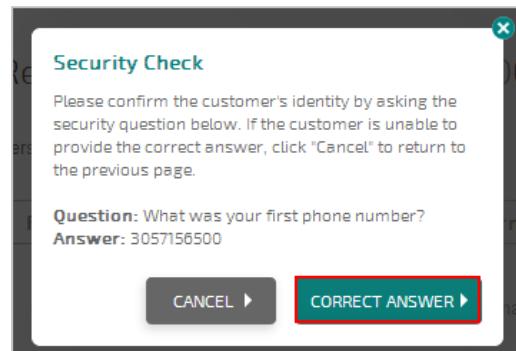
The screenshot shows the 'My Account' page. At the top left is the navigation 'HOME > MY ACCOUNT'. Below it is the title 'My Account' in red. On the left, there are links for 'My Profile' and 'Personal Information'. In the center, there's a search bar with the placeholder 'Search for:' followed by a dropdown menu with options: 'CHOOSE ONE', 'FIRST NAME', 'LAST NAME', 'ORGANIZATION NAME', 'ORGANIZATION CODE/ID', 'USERNAME/EMAIL', and 'CONTACT PHONE NUMBER'. The 'CHOOSE ONE' option is highlighted with a blue selection bar. To the right of the search bar is a red-bordered search input field with a green arrow icon.

2. The authorized users related to the account will be displayed. The account holder must verify their information in order to proceed. Select the Administrator's name.

The screenshot shows the 'Customer Search Results' page. At the top left is the navigation 'HOME > CUSTOMER SEARCH RESULTS'. Below it is the title 'Search Results for "7000000001000014007"' in red. On the left, there are links for 'My Profile' and 'Personal Information'. In the center, there's a search bar with the placeholder 'Search for:' followed by a dropdown menu with options: 'ORGANIZATION CODE/ID', 'SEARCH', and 'SEARCH'. The 'SEARCH' option is highlighted with a blue selection bar. To the right of the search bar is a red-bordered search input field with the value '7000000001000014007' and a green arrow icon. Below the search bar, there are filters for 'Displaying 2 Users' and 'Sort By: NO SORT'. A table follows, with the first row as a header:

Last Name	First Name	Organization Name	Role	Username/Email	Contact Phone
James	Gregory	Bethel Estate	Admin	automation2410138@yahoo.com	3057156500
doe	Jane	Bethel Estate	Buyer	automation9667103@yahoo.com	3057156500

You will be prompted to verify the caller's identity. Confirm the identity by asking the security question displayed and select Correct Answer. If the customer was unable to provide the correct answer, click "Cancel" to return to the previous page.



Security Question

You will be prompted to verify the caller's identity. Confirm the identity by asking the security question displayed and select Correct Answer. If the customer was unable to provide the correct answer, click "Cancel" to return to the previous page. You **MUST** ask the security questions to validate the customer's identity prior making any changes to an account.

IMPORTANT: The Security Check page is not applicable for the B2B Email Support Team if the domain name of the email is from the client domain. For example, anyone emailing from xx@snaplocktech.com will receive assistance for Snap Lock Tech's account.

BETHEL ESTATE

Username and Password

Email: automation2410138@yahoo.com

Security question: [Change Question](#)

Yes, I would like to receive email notifications about special promotions.

Name, Address and Phone

* required

* First Name: Gregory

* Last Name: James

* Street address: 9700 NW 112th Ave Miami

* City: Medley

* State: FL FLORIDA

* Zip Code: 331781353

* Phone: 3057156500 * Phone Type: OFFICE

Alternate Phone: 3057156500 * Phone Type: MOBILE

*Preferred Contact Method: OFFICE PHONE

What time of the day would you like us to contact you?
 Morning Afternoon Evening

[CANCEL](#) [SAVE](#)

Recreate Organization
Reassign Buyer

You will be directed to the My Account home page.

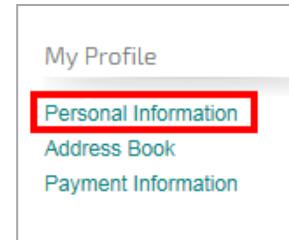
NOTE: The Admin/Buyer will be able to add, remove and update the contact and organization information. This includes all possible information entered or set by an Admin type of user, like Address Book, Allowing others to use organization address, Personal Information, etc.

Account Profile

Account profile will enable you to modify the customer's information such as the Personal Information, Address and Payment Information. This includes all possible information entered or set by an Admin type of user.

Under the My Profile Tab, select Personal Information.

Make any necessary updates and select Save.



Manage Email Subscription

The Admin/Buyer will be able to add, remove and update the email for orders placed, shipped and newsletters subscription.

IMPORTANT:

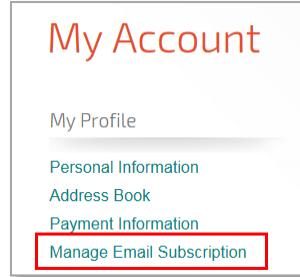
- The Manage Email Subscription functionality will NOT update the current email from the customer's contact information.
- If the Administrator would like to update their email address (username), they can do so in the Personal Information section:

A screenshot of the 'Personal Information' page. At the top, it shows 'HOME > MY ACCOUNT > PERSONAL INFORMATION'. The main heading is 'Personal Information'. On the left, there's a sidebar with 'My Profile' (selected), 'Personal Information' (highlighted in red), 'Address Book', 'Payment Information', and 'Manage Email Subscription'. In the center, it shows 'TEST1234' as the username. Below that is a 'Username and Password' section with fields for 'Email' (a_bisssesar@bellsouth.net) and 'Password'. There are 'Change Username' and 'Change Password' links. Under 'My Account', there are links for 'My Orders', 'My Recurring Charges', and 'My Devices & Plans'. In the bottom right, there's a checkbox for receiving email notifications about special promotions, which is checked. At the very bottom, it says 'Name, Address and Phone'.

Receiving Order Confirmation

The Administrator/Buyer has an option to receive the receipt of their transaction summary, shipping information or newsletter subscription via a different email address other than the one saved in their contact information. If the Account Administrator/ Buyer wants to update the email for orders placed, shipped and newsletters subscription, follow the steps below.

- Under the My Profile Tab, select Manage Email Subscription.



- The customer has the option to subscribe to or unsubscribe from receiving the following:

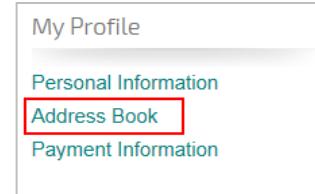
- Order Place
- Order Ship
- Newsletter

If the customer would like to update the email address on file, enter the new email address and select Update Email.

A screenshot of a 'Manage Email Subscription' form. At the top, it shows the email address 'sit1060316own@yopmail.com'. Below this, there are three checkboxes: 'Order Place' (which is checked and highlighted with a red box), 'Order Ship', and 'Newsletter'. At the bottom, there are two buttons: 'UNSUBSCRIBE' and 'SUBSCRIBE'. Below these buttons are two input fields: 'sit10000@yopmail.com' (highlighted with a red box) and 'UPDATE EMAIL' (highlighted with a red box).

Address Book

The Admin and Buyer can create an Address book and manage multiple addresses on the account. The Address Book can be found under the My Account Profile on the left-hand side menu. All entries must be validated using the Address Validation service.



Address Book

* required

*View Address: AUTOMATION2410138@YAHOO.

* Address Nickname: automation2410138@yahoo.com

* First Name: Gregory

* Last Name: James

* Street address: 9700 NW 112th Ave Miami

* City: Medley

* State: FL Florida

* Zip Code: 331781353

* Phone: 3057156500 * Phone Type: OFFICE

Alternate Phone: 3057156500 Phone Type: MOBILE

Make this my preferred shipping address
 Make this my preferred billing address

SAVE ➔ **CANCEL**

Press **Add New** to enter a new address.

Fill in all required fields and press **Save**.

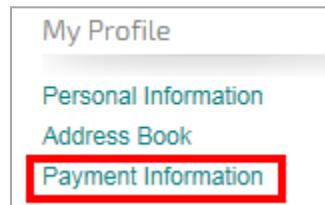
Payment Information

Here you will be able to:

- Add/remove payment methods from an Admin or Buyer account
- Update information related to a payment source including billing address and setting up a preferred payment source
- Allow an admin account to be used by other buyers in the same organization (Admin accounts only)
- Change payment method used to pay for recurring plans

If the Account Administrator wants to add or update to a new credit card to be used for their monthly plans, follow the steps below.

1. Select Payment Information.



2. Confirm the type of account customer would like to use for billing. There are two options, Credit Card and Bank Account.

The screenshot shows a 'Credit Cards' section at the top with a red box around the title. It includes fields for a 'Credit Card' (example: MASTERCARD XXXXXXXXXX2210 EXP 11/2015) and buttons for 'Add New Credit Card' and 'Edit/Delete Credit Card'. Below this is a checkbox for 'Make this my preferred payment method'. The 'Bank Accounts' section is shown below with a red box around its title. It includes fields for 'Account Nickname', 'Type of Account' (radio buttons for Checking and Savings), and a placeholder for a bank account card with fields for 'ROUTING NUMBER' (123456789) and 'ACCOUNT NUMBER' (000123456789). There is also an 'Enlarge' link next to the card placeholder. Below the card are fields for 'Routing Number' and 'Account Number', and a checkbox for 'Make this my preferred payment method'. At the bottom are 'SAVE ▶' and 'CANCEL ▶' buttons.

Adding a New Credit Card

If the customer does not have a credit card in the account, you will need to add one in order to complete a purchase. To add a new credit card to the customer's account:

1. Select **Add New Credit Card**.

The screenshot shows a 'Credit Cards' page with a header 'Credit Cards' and a note '* required'. It features a dropdown menu for 'Credit Card' set to 'MASTERCARD XXXXXXXXXX2210 EXP 11/2015'. Below it are two buttons: '+ Add New Credit Card' (highlighted with a red box) and '+ Edit/Delete Credit Card'. A checkbox 'Make this my preferred payment method' is present. A dropdown for 'Billing Address' shows '1407790454259'. Below it are buttons '+ Create new address' and '+ Edit/Delete Address'.

2. Enter the required information and select the appropriate option:

- ✓ Save
- ✓ Create new Address
- ✓ Edit/Delete Address

The screenshot shows the same 'Credit Cards' page as above, but now with the 'Create new address' and 'Edit/Delete Address' buttons highlighted with red boxes. The rest of the interface remains the same, including the dropdowns for credit card and billing address.

NOTE: If Create New Address or Edit/Delete Address is selected, enter the required information and select Save.

Address Book

*View Address: AUTOMATION2410138@YAHOO. * required

*Address Nickname: automation2410138@yahoo.com

*First Name: Gregory

*Last Name: James

*Street address: 9700 NW 112th Ave Miami

*City: Medley

*State: FL Florida

*Zip Code: 331781353

*Phone: 3057156500 *Phone Type: OFFICE

Alternate Phone: 3057156500 Phone Type: MOBILE

Make this my preferred shipping address
 Make this my preferred billing address

SAVE ▶ **CANCEL**

Adding a Bank Account

If the customer would like to add a Bank Account, follow these steps:

1. Select the type of account the customer would like to add, enter the required information and select Save.

Note: Customers can only add a bank account after they have completed a purchase with a credit card.

*Account Nickname: James

*Type of Account: Checking Savings

ROUTING NUMBER	ACCOUNT NUMBER
123456789	000123456789

Enlarge

*Routing Number: 1111111111

*Account Number: 0000000000000000

Make this my preferred payment method

SAVE ▶ **CANCEL**

Browsing Products Catalogue

All potential Shoppers are able to view the Product Catalog and perform following:

- View by Product Category
- Create List /Grid View
- View Product details
- Compare Products
- Filter Products
- Apply Zip To Tech

To view the products:

1. Select Phones, BYOP (SIMs), or Plans from the category list at the top of the home page.

You will be directed to the product list page.

The screenshot shows a product catalog page for phones. At the top, there's a navigation bar with 'HOME > PHONES > PHONES'. Below it, a banner says 'The right no-contract phone solutions for business.' On the left, there are filtering options: 'Narrow your results by:' with 'Zip Code' selected, 'Price' (with a dropdown arrow), and 'Brands' (with a dropdown arrow). In the center, it displays 'PHONES: 7' and 'Displaying PHONES 1 - 7 of 7'. There are two viewing modes: 'GRID VIEW' (selected) and 'LIST VIEW'. A 'Sort By' dropdown is set to 'NO SORT'. Below this, four phones are shown in a grid: Samsung GALAXY S® IV (\$499.00), Samsung GALAXY S® III (\$279.00), LG Optimus Black™ (\$149.00), and LG Optimus Logic™ (\$100.00). Each phone has a 'Compare' button below it. To the right, there's a 'COMPARE up to 4 PHONES' section with a placeholder for adding products and a 'Clear All' button. At the bottom, there are three more phones: Moto e XT830C (\$39.00), ZTE Zmax 2 (\$179.00), and ZTE Zmax 2 (\$179.00). Each also has a 'Compare' button.

To view the product description:

1. Select the desired product
 - You will also have the option to view all the compatible plans

HOME > PHONES > PHONES > SAMSUNG GALAXY S® IV

Samsung GALAXY S® IV



\$499⁰⁰

Compatible with plans from \$25.00 - \$45.00
[View all Plans ▶](#)

Play meets productivity with this powerful Android smartphone from Samsung. View all your content on a stunning 5-inch Full HD Super AMOLED® display that's powered by a robust 1.6GHz Quad-Core Processor.

✓ In Stock

[CHECK AVAILABILITY ▶](#) Add to compare list ▶

COMPARE
up to 4 PHONES

Add products here to compare

Clear All

COMPARE ▶

[DESCRIPTION](#) **COMPATIBLE PLANS**

- Check Availability
 - Enter the Zip code and select Check.

Check Availability

Check if the phone you've selected is available in your area now. NOTE: If you are purchasing a phone for someone else, please enter the ZIP Code where the phone will be primarily used.

*Required

*Zip Code: **CHECK ▶**

To compare Products

1. Select the product you would like to compare from the category list.
2. You will have the option to Select Add to compare list or to select the product and drag it to the compare box. You may compare up to 4 products.
3. Once you have added the products, select Compare.

HOME > PLANS > TALK, TEXT & DATA (U.S. CALLING)

Choose a no-contract plan for your business

Narrow your results by: Zip Code >

TALK, TEXT & DATA (U.S. Calling): 4
Displaying TALK, TEXT & DATA (U.S. Calling) 1 - 4 of 4

Sort By: NO SORT ▾

Plan Type	Offer	Description	Price
Unlimited Talk & Text	First 2 GB at high speeds, then 2G* 30-day Plan	Unlimited Talk, Text and 2GB of High Speed Data*	\$30 ⁰⁰
Unlimited Talk, Text and 5GB of High Speed Data*	First 5 GB at high speeds, then 2G* 30-day Plan	Unlimited Talk, Text and 5GB of High Speed Data*	\$40 ⁰⁰
Unlimited Talk, Text and 10GB of High Speed Data*	First 10 GB at high speeds, then 2G* 30-day Plan	Unlimited Talk, Text and 10GB of High Speed Data*	\$45 ⁰⁰
Unlimited Talk, Text and 5GB of High Speed Data*	First 5 GB at high speeds, then 2G* 30-day Plan	Unlimited Talk, Text and 5GB of High Speed Data*	\$50 ⁰⁰

Add to compare list ▶ Add to compare list ▶ Add to compare list ▶ Add to compare list ▶

Displaying TALK, TEXT & DATA (U.S. Calling) 1 - 4 of 4

COMPARE up to 4
TALK, TEXT & DATA (U.S. Calling)

First 2 GB
at high speeds, then 2G*
30-day Plan

Unlimited Talk, Text and 2GB of High Speed Data*

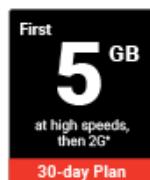
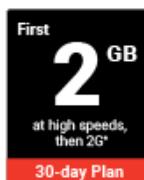
First 5 GB
at high speeds, then 2G*
30-day Plan

Unlimited Talk, Text and 5GB of High Speed Data*

Clear All

COMPARE ▶

Compare Talk, Text & Data (U.S. Calling)



Compare up to 4 TALK,
TEXT & DATA (U.S. Calling)

Unlimited Talk, Text and
2GB of High Speed
Data*

[VIEW FULL DETAILS ▶](#)

Unlimited Talk, Text and
5GB of High Speed
Data*

[VIEW FULL DETAILS ▶](#)

PRODUCT

Unlimited Talk, Text and 2GB
of High Speed Data*

Unlimited Talk, Text and 5GB
of High Speed Data*

PRICE

\$40.00

\$45.00

BRAND

NONE

NONE

DATA

2.0 GB of high-speed data

5.0 GB of high-speed data

MINUTES

Unlimited

Unlimited



Unlimited Talk, Text and
2GB of High Speed
Data*

[VIEW FULL DETAILS ▶](#)

Unlimited Talk, Text and
5GB of High Speed
Data*

[VIEW FULL DETAILS ▶](#)

Apply Zip to Tech

Customers have the option to filter their search Zip code to validate the Technology available in their coverage area.

1. Select the product from the category list.
2. Enter the Zip Code

Only the products that are available for use in the entered zip code will be displayed.

The screenshot shows a product search interface for 'PHONES: 7'. It displays four mobile phones in a grid view. The phones are: Samsung GALAXY S® IV, Samsung GALAXY S® III, LG Optimus Black™, and LG Optimus Logic™. Below each phone is its price: \$499⁰⁰, \$279⁰⁰, \$149⁹⁹, and \$100⁰⁰ respectively. At the bottom of the screen, there are four 'Add to compare list' buttons.

Placing Orders

To place a phone order, follow these steps:

1. From the category list, select Phones.
2. Select the phone the customer would like to purchase.

The screenshot shows a product search interface for phones. It displays four mobile phones in a grid view: iPhone 6S Space Grey 32GB, iPhone 8 Space Gray 64GB, Moto G6, and Moto G6. Below each phone is its price: \$449⁰⁰, \$599⁰⁰, \$199⁰⁰, and \$199⁰⁰ respectively. At the bottom of the screen, there are four 'Add to compare list' buttons.

3. Select **Check Availability**.

HOME > PHONES > PHONES > IPHONE 8 SPACE GRAY 64GB

iPhone 8 Space Gray 64GB



\$699⁰⁰

Compatible with plans from \$15.00-\$70.00

[View all Plans ▶](#)

[View all Int'l Plans ▶](#)

4.7-inch (diagonal) widescreen LCD Multi-Touch display with IPS technology, 1334-by-750-pixel resolution at 326 ppi. 12MP camera, optical image stabilization, Quad-LED True Tone flash. Splash, water, and dust resistant¹. A11 Fusion chip with integrated M11 motion coprocessor. 4K video recording at 24 fps and slo-mo video recording. Touch ID fingerprint sensor built into the Home button. 802.11ac Wi-Fi with MIMO. iOS 11 and iCloud.

✖ Out of Stock

[CHECK AVAILABILITY ▶](#) [Add to compare list ▶](#)

4. To validate if the phone the customer selected is available in their area, enter the Activation Zip code and select Check.

CHECK AVAILABILITY

Check if the phone you've selected is available in your area now. NOTE: If you are purchasing a phone for someone else, please enter the ZIP Code where the phone will be primarily used.

*Required

*Zip Code: [CHECK ▶](#)

5. Select the plan the customer would like to add. Only the compatible plans will be displayed.

Zip Code: 33178 [Edit](#)

*Plan:

SELECT

5.0 GB OF HIGH-SPEED DATA WITH UNLIMITED¹ TALK, TEXT & BUSINESS EMAIL (45.00)
 2.5 GB OF HIGH-SPEED DATA WITH UNLIMITED¹ TALK, TEXT & BUSINESS EMAIL (40.00)
 1.0 GB OF HIGH-SPEED DATA WITH UNLIMITED¹ TALK, TEXT & BUSINESS EMAIL (30.00)
 UNLIMITED TALK & TEXT (25.00)

[ADD TO CART ▶](#) [Add to compare list ▶](#)

6. Enter the quantity of phones and Airtime Plans the customer would like to purchase, and select Add to Cart.

IMPORTANT: The maximum number of devices the customer will be able to purchase during an order is limited to 25 items per line. If the customer indicates they would like to purchase more than 25, they can add another 25 phones to the cart creating another line until the total amount of the purchase reaches \$25,000.

Quantity	One-time Charges	Recurring Charges	Enrolled In Auto-Refill
10	\$2,990.00	\$690.00 per Month	

7. To check out, click the shopping cart in the top right corner of the screen and select View Cart.

The total including tax cannot exceed **\$25,000.00**

One-time charges	Recurring charges
SUBTOTAL \$2,990.00	\$690.00

8. At the **Checkout Page**, give the customer a breakdown of what was ordered (product, quantities and product cost)
9. Enter the Promotional Code if any, and select Apply.
 ➤ If the promo code was not valid, you will receive an error message. Verify the promo code (the promo code may not be valid with other offers or it may have expired)

If the promo code is not valid for use, select the Checkout link.

- If the promo code was valid (no message received), select Proceed to Checkout.

10. The Shipping and Billing Information Page will appear. The address will be pre-populated. To change the address select Edit.

Shipping & Billing

Shipping Information

*Ship to: TRACFONE * required

+ Create New Address

*Shipping Method: FEDEX 3-DAY

Paul Ltaiif
9700 NW 112 AVE
Miami Florida
33178
3057156500

Edit Address

Payment Information

*Payment Method: Credit Card Bank Account

Credit Card: AMEX XXXXXXXXXX8485 EXP 11/2022

CVV2 Number: 0000 What's this?

+ Add New Credit Card Edit/Delete Credit Card

CONTINUE TO REVIEW & SUBMIT

- The shipping address must be the same as what appears on the Organization's credit card statement.
- All required fields (indicated by "") must be filled in.
- The billing address must be spelled exactly the same as it appears on the credit card.

11. Select the Shipping Method the customer would prefer.

Shipping Information

*Ship to: TRACFONE * required

+ Create New Address

*Shipping Method: FEDEX 3-DAY

SELECT
FEDEX 3-DAY
PO BOX / RURAL ROUTE (USPS)

Edit Address

12. Next you will need to enter the payment information.

- To update the credit card information, select Add New Credit or Edit/Delete Credit Card. Make the necessary changes.
- Once completed, select Continue to Review & Submit.

Payment Information

*Payment Method: Credit Card Bank Account

*Credit Card: SELECT + Add New Credit Card Edit/Delete Credit Card

*Card Number: 0000 0000 0000 0000 VISA MASTERCARD AMERICAN EXPRESS DISCOVER

*CVV2 Number: 0000 What's this?

*Expiration: SELECT SELECT

Make this my preferred payment method

*Billing Address: SELECT Edit Address

CONTINUE TO REVIEW & SUBMIT

13. At the Order Confirmation Page a summary of the billing and shipping information will be displayed. Confirm the following and select Submit Order.

- Personal Information
- Billing and Shipping Address
- Credit Card Information
- Provide the order total and read the Terms and Conditions before submitting the order.

Shipping & Payment

Ship to Gregory James 9700 NW 112th Ave Miami Medley Florida United States 331781353 3057156500 Edit	Payment Method MASTERCARD XXXXXXXXXXXX2210 Exp 11/2015 Edit
Billing Address Gregory James 9700 NW 112th Ave Miami Medley, FL 33178 Edit	
Shipping Method FedEx 3-Day \$0.00 Edit	

Your Order	Quantity	One-time Charges	Recurring Charges	Enrolled in Auto-Refill
 Samsung GALAXY S® III \$299.00 Each For Use In Zip Code:11412 Edit	10	\$2,990.00		
 Unlimited Talk, Text & 7GB of 4G Data \$69.00 per Month	10	\$690.00 per Month		

	One-time Charges	Recurring Charges	What's this?
ORDER SUBTOTAL Promotional Discount	\$2,990.00	\$690.00	
	\$0.00	\$0.00	
TOTAL Tax ¹ Prepaid Wireless 911 ² Regulatory Cost Recovery ³ Federal Universal Service ⁴ Shipping	\$2,990.00	\$690.00	
	\$209.30	\$0.00	
	\$0.00	\$0.00	
	\$0.00	\$0.00	
	\$0.00		
ORDER TOTAL	\$3,199.30	\$690.00	What's this?

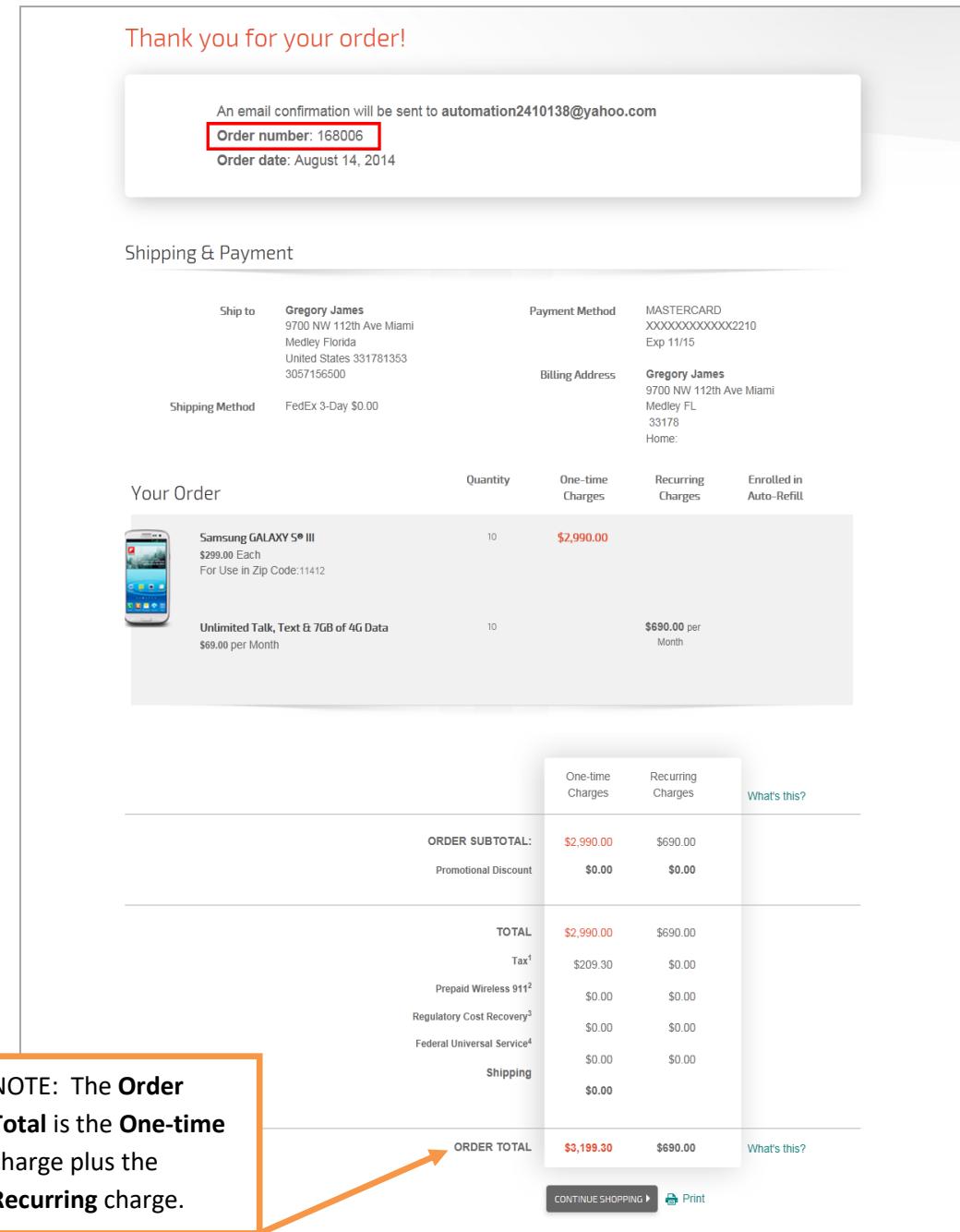
I agree to the Clearway Wireless [Terms & Conditions](#)

[PREVIOUS ▶](#) SUBMIT ORDER ▶

¹ Tax and charge/fee amounts are estimated based on the home area for your phone. If your address is in a different city and zip code, the actual tax and charge/fee amounts will be based on your address information, so the amounts may vary from the original estimate.
² A fee, charge, or surcharge to fund state and/or local E911 related programs imposed by law on prepaid wireless users or assessed by us to recover its cost of complying with E911 laws and regulations, and, in California, to fund California Public Purpose Programs and User Fees to the CPUC.
³ This amount is to help recover our costs related to complying with government regulations and programs.
⁴ This amount is to help recover our contribution requirement to federal universal service.

45

14. The **Order Complete Page** comes up with a notification that the order was completed successfully – the summary of the order is also displayed again.



The screenshot shows the 'Thank you for your order!' page. It includes a summary of the order with details like shipping and payment methods, and a breakdown of charges at the bottom.

Shipping & Payment

Ship to	Gregory James 9700 NW 112th Ave Miami Medley Florida United States 331781353 3057156500	Payment Method	MASTERCARD XXXXXXXXXXXX2210 Exp 11/15
Billing Address	Gregory James 9700 NW 112th Ave Miami Medley FL 33178 Home:		
Shipping Method	FedEx 3-Day \$0.00		

Your Order

	Quantity	One-time Charges	Recurring Charges	Enrolled in Auto-Refill
Samsung GALAXY S® III \$299.00 Each For Use in Zip Code:11412	10	\$2,990.00		
Unlimited Talk, Text & 7GB of 4G Data \$69.00 per Month	10		\$690.00 per Month	

ORDER TOTAL:

	One-time Charges	Recurring Charges	
ORDER SUBTOTAL:	\$2,990.00	\$690.00	
Promotional Discount	\$0.00	\$0.00	
TOTAL	\$2,990.00	\$690.00	
Tax ¹	\$209.30	\$0.00	
Prepaid Wireless 911 ²	\$0.00	\$0.00	
Regulatory Cost Recovery ³	\$0.00	\$0.00	
Federal Universal Service ⁴	\$0.00	\$0.00	
Shipping	\$0.00		

NOTE: The Order Total is the One-time charge plus the Recurring charge.

ORDER TOTAL: \$3,199.30

CONTINUE SHOPPING ▶ **Print**

15. Give the Order Number to the customer.

16. Once the Transaction is completed, Click the Close Customer “**Home**” link at the top of the page.



You are viewing customer information for Gregory James

CLOSE CUSTOMER ▶

My Account

My Account will enable you to view the information such as Orders, Recurring Charges and Phones/Plans. The Account is divided into the two sections. The Administrator's account and the Organization account..

Order Management

You will be able to search orders by the following criteria (one or a combination of): order number, ESN/SIM number, Administrator/Buyer who placed order, and Organization. You will also be able to see and sort results by the following columns: status, order number, order date, organization, ordered by, and email.

The following order details will be displayed:

- Order number
- Order status
- Key dates such as order date, ship date, other status changesTracking information when available
- Order details including items/services, charges (recurrent and one time), shipping address, payment source used
- Details on items returned/refunded If product(s) were returned/refunded, including total \$ to be or already refunded including products and applicable taxes.
- Cancel an order while the Order is still on cool-off period (Order has not been sent to the fulfillment facility as per Claro Enterprise Solutions order statuses)
- Re-send the order confirmation by email to Buyer or Admin.

1. To view Orders placed by the The account holder, select “**Orders**”.
To view all the Organization's orders, Select “**Organization Orders**”.



2. Select the Order number you are searching for.

BETHEL ESTATE				
Displaying 1-2 of 2 Orders				
Order	Date	Status	One-time Charges	Recurring Charges
168006	August 14, 2014	Pending remote fulfillment	\$3,199.30	\$690.00
167001	August 11, 2014	Shipped	\$10,699.79	\$1,380.00

Displaying 1-2 of 2 Orders

3. The Order Details will be displayed.

HOME > MY ACCOUNT > ORDERS > ORDER DETAILS

Order Details

My Profile

- Personal Information
- Address Book
- Payment Information
- Manage Email Subscription

My Account

- My Orders
- My Recurring Charges
- My Phones & Plans

Organization Account

- Approval Requests
- Organization Information
- Organization Orders
- Organization Recurring Charges
- Organization Phones & Plans

Order Details

Print All

Order Number	1003209
Order Date	June 3, 2016
Status	Shipped
Tracking Number	1815651307

Shipping & Payment

Ship to: Jose Gainza
3295 W 9th Ave
Hialeah Florida
United States 33012-5009
3057496789
sit1060316own1@yopmail.com

Payment Method: AMEX
XXXXXX6171
Exp 02/20

Billing Address: CyberSource Test
1295 Charleston Rd
Mountain View CA
United States 94043-1307
3059999999

Shipping Method: FedEx 3-Day \$0.00

Your Order

	Quantity	One-time Charges	Recurring Charges	Enrolled in Auto-refill
1.0 GB of High-Speed Data Plus Unlimited* Talk & Text \$30.00 per Month	1	\$30.00 per Month		
LG Optimus Black™ \$149.99 Each For Use In Zip Code: 33012	1	\$149.99		
		One-time Charges	Recurring Charges	
ORDER TOTAL	149.99	30.00		
Promotional Discount	0.00	0.00		
TOTAL	149.99	30.00		
Tax ¹	\$10.50	\$0.00		
911 ²	\$0.00	\$3.53		
Federal Universal Service ³	\$0.00	\$0.45		
Regulatory Cost Recovery ⁴	\$0.00	\$0.06		
Shipping:	0.00	0.00		
ORDER TOTAL	160.49	34.04		

FedEx® Tracking

IMPORTANT!
Hurricane Season Readiness [Learn More](#)

FedEx® Ground is faster to more locations than UPS Ground.
[Get details >](#)

Track a Shipment

Enter up to 30 FedEx tracking, door tag or FedEx Office order numbers(one per line).

Track

My Shipments

Track and save tracking results for your next visit to [fedex.com](#)

675791152226

Ship date: [Tue 5/31/2016](#)

Cincinnati, OH US

Delivered
Signature not required

Actual delivery: [Thu 6/02/2016 2:19 pm](#)

Pembroke Pines, FL US

[Save tracking results](#) [Print](#) [Help](#)

[Customize Delivery](#) [Request Notifications](#) [Obtain Proof of Delivery](#) [More actions ▾](#)

Travel History

Date/Time	Activity	Location
2:19 pm	Delivered Left at front door. Package delivered to recipient address - release authorized	Pembroke Pines, FL
8:01 am	On FedEx vehicle for delivery	MIRAMAR, FL
7:43 am	At local FedEx facility	MIRAMAR, FL
- 6/01/2016 - Wednesday		
11:46 pm	At local FedEx facility	FORT LAUDERDALE, FL
6:29 pm	At destination sort facility	FORT LAUDERDALE, FL
3:24 pm	Departed FedEx location	MEMPHIS, TN
- 5/31/2016 - Tuesday		
4:46 pm	Shipment information sent to FedEx	

Select time zone [Local Scan Time](#)

Activation

IMPORTANT INFORMATION FOR THE CUSTOMER:

1. Customers will find a Red Activation Card in the packaging with very important information.
2. The phone's Serial Number, IMEI, or MEID will be used to activate it like any other TracFone Wireless device. (15-digit decimal number located on the Red Activation Card)
3. The instructions on how to Setup the device after it's been activated can be found on the Red Activation Card.



To Activate the Phone follow the steps below:

1. Select the My Phone & Plans link seen on the left-hand side of the screen.

2. Select the Cancelled/Inactive Tab.
3. The list of inactive phones will be displayed. Select the Activate link for the phone the customer would like to activate.

AUTO RENEW CANCELLED / INACTIVE ALL

ALL

Displaying 1-10 of 31 Phones 1 - 4 ▶ View All Sort by: No Sort

NOTE: For the initial activation, the Service Plan will pre-populate. **DO NOT** select a payment method. (i.e., Buy Airtime) The phone cannot be activated with a PIN.

AUTO RENEW CANCELLED / INACTIVE ALL

Displaying 1-6 of 6 Phones 1 - 1 View All Sort by: No Sort

Phone Details	Buyer / Org.	Device Status	Plan	Serv
Remove Phone	annatracfone@gmail.com TRACFONE_ANNA	NEW Activate		
Remove Phone	annatracfone@gmail.com TRACFONE_ANNA	NEW Activate	Buy Airtime	

Activate plan

Are you sure you want to activate the plan for the following phone numbers?

100000000013393682

CANCEL ▶ **YES, ACTIVATE PLAN ▶**

4. You

will be prompted to confirm the Serial Number. Verify the information with the customer and then, select Yes, Activate Plan.

5. Next you will enter the following and select “Continue”.

- First and last name of the employee the phone will be assigned to.
- Activation Zip Code

Activate Phone

*required

*First Name: Venezia

*Last Name: Jones

*Serial Number: 100000000013393682

Where can I find my serial number? [View Image](#)

*Activation Zip Code: 33178 [What's This?](#)

CANCEL ▶ **CONTINUE ▶**

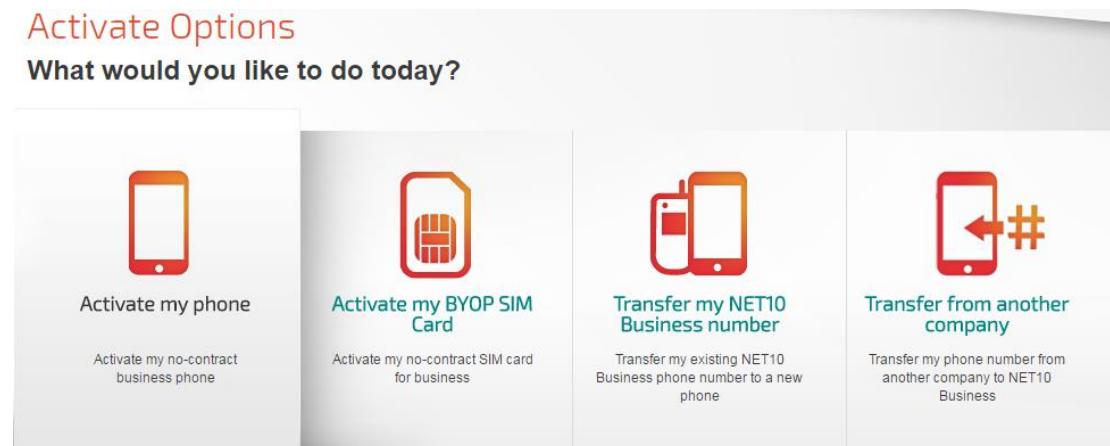
- The Activation Confirmation will appear. Select “**Go to My Account**” to see the updated Service Profile.

NOTE: Advise the customer that the instructions to setup their phone can be found on the Red Activation card that came with their package.

Non-registered Employee Activation

If an unregistered employee calls to activate their phone, proceed with the activation without accessing the Organization's account.

- Click “**Activate**” link seen on the top right-hand side of the screen.
- Select “**Activate My Phone**”.



- Document all the necessary information needed for the activation to be processed. Spell and verify the information. Once completed, select **Continue**.

The screenshot shows a form titled "Activate Phone". It contains the following fields with pre-populated values:

- First Name**: Jane
- Last Name**: Doe
- Serial Number**: 100000000837020
- Activation Zip Code**: 00000

A note to the right of the form states: "NOTE: For the initial activation, the Service Plan will be pre-populated." This note is enclosed in an orange box.

At the bottom of the form are "CANCEL" and "CONTINUE" buttons.

- You will receive a confirmation. Read the Instructions to the customer.

NOTE: Advise the customer that the instructions to Setup their phone can also be found on the Red Activation card included in the package.

Activation Confirmation

Congratulations!

You have successfully completed activation of your Clearway Wireless phone.

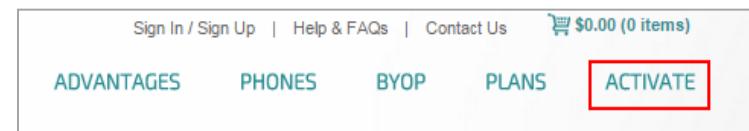
1. Turn your phone **OFF** and back **On**.
2. Make a call.
3. If your call is not successful, wait a few minutes and reboot your phone again.

If at any time your screen locks, press the POWER/LOCK key then swipe the screen to unlock it.

Upgrade

To process an upgrade:

1. Once the account is in session, select the **Activate** link.

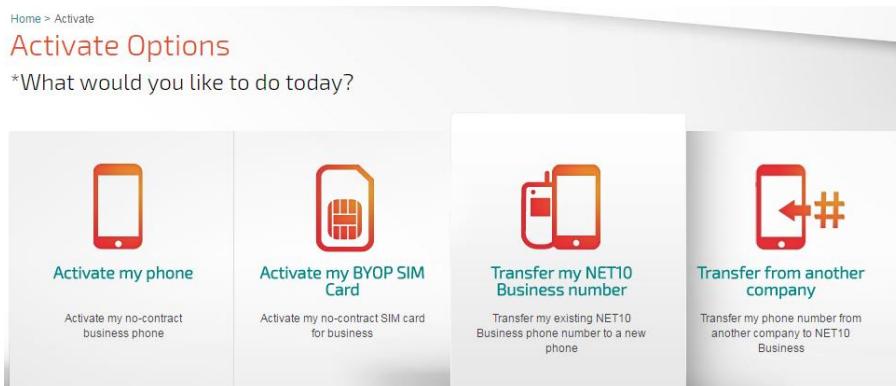


2. Select **Transfer My Claro Enterprise Solutions Number**.

Home > Activate

Activate Options

*What would you like to do today?



3. Document all the necessary information needed for the upgrade to be processed. Spell and verify the information. Once completed, select **Continue**.

Upgrade My NET10 Business Phone

*required

*First Name	<input type="text"/>
*Last Name	<input type="text"/>
*New Serial Number	<input type="text"/> 0000000000000000

Enter the last 15 digits of your SIM card number, or the serial number found on your red activation card. For a GSM phone, this number will be 15 digits. For a CDMA phone, this number will be 18 digits.

Where can I find my serial number? [View Image](#)

*Phone Number to Transfer 000-000-0000

CANCEL ➔ **CONTINUE ➔**

IMPORTANT: When creating an Upgrade request you MUST ALWAYS verify the phone number the customer would like to transfer. Do not assume the phone number is the one appearing in the MyNav application and/or Avaya.

4. The confirmation page will be displayed. Inform the customer they will receive a confirmation email and provide the Turn Around time.

Upgrade Request Confirmation

[Print](#)

Thank You!

You have successfully completed your portion of upgrading your Clearway phone.

An email confirmation will be sent to annatracfone@gmail.com

Transferring phone number: 7869568254

Request Date: August 27, 2014

Now that we have received your information, we will work on transferring your current Clearway Wireless number to your new Clearway Wireless phone. This process may take a few hours or up to 2 business days. If you have any questions, or would like to check the status of your transfer, call us at 1-844-44-Clear®.

Transferring a Device from One Account to Another

Device must be removed from Account One BEFORE adding it to Account Two. Let's review what must be done in order to continue service.

DEVICE IS ACTIVE: Removing the device results in a plan cancellation if the device is active.

Device must be enrolled to continue service without interruption.

DEVICE IS INACTIVE: User must purchase airtime and enroll the device.

1 Go to **My Devices & Plans**

2 Select the device you would like to remove and click **Remove Device**

ALL CANCELED / INACTIVE

BUY AIRTIME ▶ MANAGE MY SUBSCRIPTIONS ▶ EDIT PAYMENT METHOD ▶ ACTIVATE ▶

Displaying 1-2 of 2 Phones

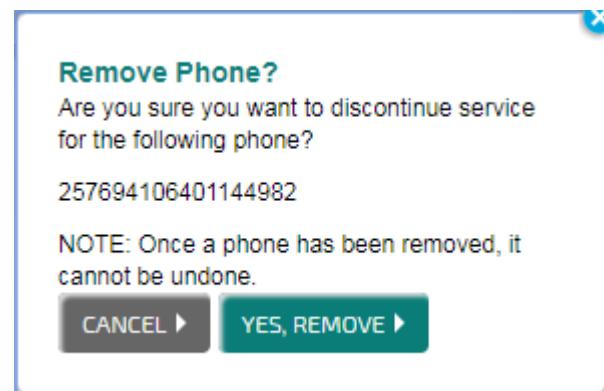
Sort by:

Device Details	Buyer / Org.	Payment Method	Device Status	Plan	Service Ends	Renewal Date	Auto Data Refill
<input type="checkbox"/> Nithya Reddy Remove Device	sit1_102901@yopmail.com SITI BUSINESS TECH	Need to Activate	NEW Activate				
<input type="checkbox"/> Nithya Reddy Remove Device	sit1_102901@yopmail.com SITI BUSINESS TECH	Need to Activate	NEW Activate				

3

Confirm that you would like to remove the device.

You will receive confirmation that the ESN was removed successfully from the account.



Add New Device

1 Go to My Devices & Plans

2 Select Add New Device

3 Fill in the required fields



IMPORTANT: Please make sure you are adding the device to the correct account.

Add New Device

Would you like to add a new Device?

*required

Please fill out the fields below to add a Clearway Wireless phone to your account. If you would like to add a phone that was not purchased through Clearway Wireless, it must be a GSM compatible smartphone, and you will need to buy a SIM card.

*First Name	<input type="text" value="Firstname"/>
*Last Name	<input type="text" value="Lastname"/>
*Serial Number	<input type="text" value="0000000000000000"/>
Where can I find my serial number? View Image	
*Phone Number	<input type="text" value="000-000-0000"/>

[CANCEL](#)

[CONTINUE](#)

Portability

Like the other TracFone brands, Claro Enterprise Solutions offers customers the option to Port-in or Port-out their phone number.

- **Port-In:** This process allows a **Non-Claro Enterprise Solutions** customer to transfer their current phone number from another Service Provider to **Claro Enterprise Solutions**.
- **Port-Out:** This process allows a **Claro Enterprise Solutions** customer who wants to transfer his/her current active **Claro Enterprise Solutions** number to another service provider. The customer must contact the new service provider in order to request to port out the number from **Claro Enterprise Solutions**.

Identify what the customer would like to do: Depending on the customer's statement, you should make the correct selection.

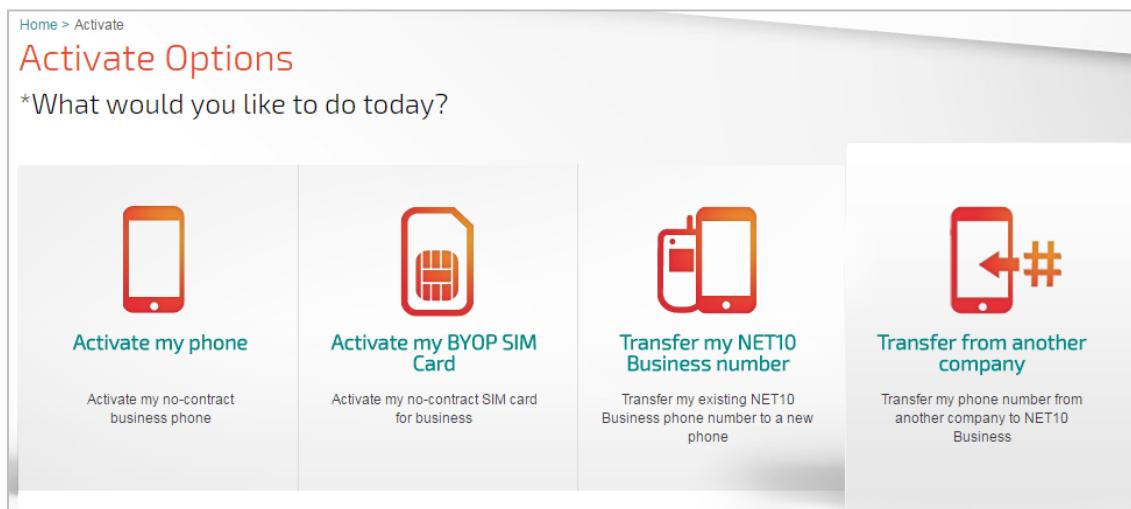
Port-In

To Process a Port-in request:

- Once the account is in session, click the "Activate" link.



- Select "Transfer From Another Company".



- Document all the necessary information needed for the port to be processed. Spell and verify the information. Once completed, click "Continue".

Additional Service Provider Information

To successfully complete this process, your service provider requires the following information about your current service. This information can be found on your billing statement or by contacting your current service provider.

*Account Number	<input type="text" value="1111111111"/>
*Account Password, Pin or V-key	<input type="text" value="123"/>
*Address	<input type="text" value="9700 NW 112TH aVE"/>
*City	<input type="text" value="Miami"/>
*Zip Code	<input type="text" value="33178"/>
*State	<input type="text" value="FL"/> Florida
*Email Address	<input type="text" value="automation2410138@yahoo.com"/>
*Alternate Phone Number	<input type="text" value="3057156500"/>

NOTE: The address required here is the billing address where the customer receives the billing statement from their current service provider.

56

Transfer Phone Number

*First Name *required

*Last Name

*New Serial Number

Enter the last 15 digits of your SIM card number, or the serial number found on your red activation card. For a GSM phone, this number will be 15 digits. For a CDMA phone, this number will be 18 digits.

Where can I find my serial number? [View Image](#)

SIM Number to Transfer

*Phone Number to Transfer

* Activation Zip Code [What's This?](#)

*Current Service Provider

IMPORTANT: When creating a Port request you MUST ALWAYS verify the phone number the customer would like to transfer to our company. Do not assume the phone number is the one appearing in the MyNav application and/or Avaya.

- The confirmation page will be displayed. Inform the customer they will receive a confirmation email.

Transfer Request Confirmation

Print

Thank You!

You have successfully completed your portion of transferring your number to your Clearway Wireless account.

An email will be sent to wsopko@tracfone.com
 Transferring phone number: 7865166016
 Request Date: August 7, 2014

The transfer process is in progress and should take a few hours to complete. In some cases, it could take as long as 2 business days. It may take longer for landline phone numbers. During this time, your current phone will still work.

1. After your CURRENT phone stops working, turn your NEW phone OFF and back ON.
 2. Call *22890 from your phone. Make sure to include the * (star) key.
 3. If the activation is successful, you will receive a confirmation message.
 4. Make a call to complete the Activation process.
 5. If you do not receive a successful confirmation message, wait a few minutes and call *22890 again.

One-Time Airtime Purchase

If the customer request a one-time airtime purchase. Follow these steps:

- Click “**My Devices & Plans**” link seen on the left-hand side of the screen.
- The list of active and inactive phones will be displayed. Click the “**Buy Airtime**” link for the phone the customer would like to activate.

Phone Details	Buyer / Org.	Payment Method	Device Status	Plan	Next Delivery Date
7869568254 AnnaLisa B	annatracfone@gmail.com TRACFONE_ANNA	DISCOVER XXXXXXXXXXXX3162 EXP 08/2016 Edit Payment Method	ACTIVE Cancel Plan	UNLIMITED 2.5 gb 30-DAY MONTHLY PLAN B2B Buy Airtime Edit Plan	Sep 18, 2014

3. Select the airtime plan the customer would like to purchase and click “**Continue To Payment**”.

Buy Airtime

1 Select Airtime 2 Select Payment Method 3 Review 4 Confirmation

⚠ Heads up! If a phone you select is currently enrolled in a non-carryover 30-day monthly plan, the plan will be cancelled immediately upon purchase of airtime. NOTE: any remaining minutes will be lost upon purchase of this airtime.

Phone Details	Next Delivery Date	Airtime to Buy
7869568254 AnnaLisa B	Sep 18, 2014	SELECT SELECT Unlimited* Talk, Text & 2.5GB of 4G Data / \$45.00 Unlimited* Talk, Text & 5GB of 4G Data / \$55.00 Unlimited* Talk, Text & 7GB of 4G Data / \$70.00

[CANCEL AND RETURN TO PREVIOUS PAGE ▶](#) [CONTINUE TO PAYMENT ▶](#)

NOTE: Before continuing with the transaction, remind the customers that:

- If the phone is not currently enrolled in a non-carryover 30-day monthly plan, the plan will be cancelled immediately upon purchase of airtime. Any remaining minutes will be lost upon purchase of this airtime.

4. Select the payment method the customer would like to use by clicking the radio button associated with it.
- Next, if the customer selected “Credit Card”, click the drop-down box, select the credit card the customer would like to use, enter the CVV2 Number and select “**Continue to Review**”.

Buy Airtime

1 Select Airtime 2 Select Payment Method 3 Review 4 Confirmation

*required

Payment Information

Payment Method
 Credit Card
 Bank Account

VISA XXXXXXXXXXXX9276 EXP 06/2016
CVV2 Number: 123

[RETURN TO PREVIOUS PAGE ▶](#) [CONTINUE TO REVIEW ▶](#)

5. At the **Order Review Page** a summary of the billing information will be displayed.
- Give the total to the customer and ask for permission to bill their credit card for that amount.
 - Click “**Submit Order**” to continue.

Buy Airtime

1 Select Airtime 2 Select Payment Method 3 Review 4 Confirmation

Phone Details 7869568254 AnnaLisa B **Airtime Plan** Unlimited* Talk, Text & 5GB of 4G Data **Price** \$54.99

ORDER SUBTOTAL	\$54.99
Promotional Discounts	\$0.00
TOTAL	\$54.99
E911 Tax	\$0.00
COMBS Tax	\$3.85
USF Tax	\$0.82
RCRF Tax	\$0.11
ORDER TOTAL	\$59.77

Payment Method VISA XXXXXXXXXXXX9276 EXP 06/2016

[RETURN TO PREVIOUS PAGE](#) [SUBMIT ORDER](#)

6. The **Order Complete Page** will be displayed with a notification that the order was completed successfully – the summary of the order will also be displayed again.
- Once the Transaction is completed, Click “**Return To My Account**”.

Buy Airtime

1 Select Airtime 2 Select Payment Method 3 Review 4 Confirmation

Thank you for your order! [Print](#)

An email confirmation with your airtime order details will be sent to annatracfone@gmail.com

Order Number: 173019 **Order Date:** August 20, 2014 **Payment Method:** VISA XXXXXXXXXXXX9276 EXP 06/2016

Phone Details 7869568254 AnnaLisa B **Airtime Plan** Unlimited* Talk, Text & 5GB of 4G Data **Price** \$54.99

ORDER SUBTOTAL	\$54.99
Promotional Discounts	\$0.00
TOTAL	\$54.99
E911 Tax	\$0.00
COMBS Tax	\$3.85
USF Tax	\$0.82
RCRF Tax	\$0.11
ORDER TOTAL	\$59.77

[RETURN TO MY ACCOUNT](#)

Auto-Refill

You will be able to change an Auto-Refill plan, and Cancel an Auto-Refill Enrollment for a Claro Enterprise Solutions phone. Keep in mind that the customer can also complete all the procedures mentioned in this manual on our websites. However, if the customer needs assistance follow the instructions below.

Change Enrollment

If the customer is already enrolled and simply wishes to switch plans follow these steps:

1. Once the account is in session, go to the “**My Devices & Plans**” link.
2. Search for the phone the Admin would like to update.

Phone Details	Buyer / Org.	Payment Method	Device Status	Plan	Next Delivery Date
7863544696 AnnaLisa B	annatracfone@gmail.com TRACFONE_ANNA	DISCOVER XXXXXX3162 EXP 08/2016 Edit Payment Method	ACTIVE Cancel Plan	500 Minutes 30-DAY MONTHLY PLAN B2B Buy Airtime Edit Plan	Aug 21, 2014

3. Click the “**Edit Plan**” link located next to the service plan the customer is currently enrolled in.

Edit Plan

1 Select Plan 2 Review 3 Confirmation

required

Phone Details	Current Plan	New Plan
7867031918 AnnaLisa B	500 Minutes 30-DAY MONTHLY PLAN B2B	SELECT SELECT Unlimited* Talk, Text & 2.5GB of 4G Data / \$45.00 200 Minutes / \$12.00 1000 Minutes / \$25.00 500 Minutes / \$17.00 Unlimited* Talk, Text & 5GB of 4G Data / \$55.00 Unlimited* Talk, Text & 7GB of 4G Data / \$70.00

[CONTINUE TO REVIEW ▶](#)

4. Below you will then see the “**Available Auto-Refill Plans**” available to the customer. Select the plan the customer wants to be enrolled in and click “**Continue To Review**”.

Edit Plan

1 Select Plan 2 Review 3 Confirmation

required

Phone Details	Current Plan	New Plan
7867031918 AnnaLisa B	500 Minutes 30-DAY MONTHLY PLAN B2B	1000 Minutes / \$25.00

[CANCEL AND RETURN TO PREVIOUS PAGE](#) [CONTINUE TO REVIEW ▶](#)

5. Review the new plan selected with the customer and select **Save Plan Changes**.

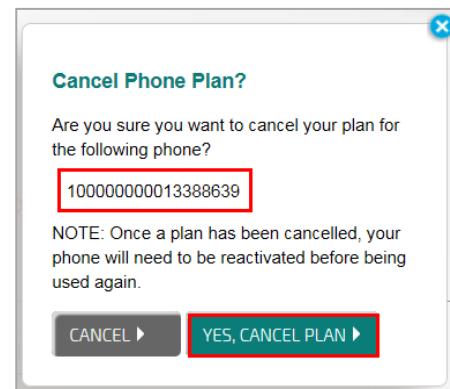
NOTE: Remind the customer the the new plan benefits will go into effect the next billing cycle.

Cancel Plan

- Once the account is in session, go to the “**My Devices & Plans**” link.
- Search for the phone the Admin would like to de-enroll.
- You will see the plan the customer is “**Currently Enrolled In**.”
- Click the “**Cancel Plan**” link located next to the service plan the customer is currently enrolled in.

Phone Details	Buyer / Org.	Payment Method	Device Status	Plan	Next Delivery Date
7862801367 AnnaLisa B	annatracfone@gmail.com TRACFONE_ANNA	DISCOVER XXXXXXXXXXXX3162 EXP 08/2016 Edit Payment Method	ACTIVE Cancel Plan	UNLIMITED 5 gb 30-DAY MONTHLY PLAN B2B Buy Airtime Edit Plan	Sep 10, 2014

5. You will be prompted to confirm the Serial Number.
Verify the information with the customer and then, click “**Yes, Cancel Plan**”.



➤ The Phone's status will be changed to “**New**”.

Phone Details	Buyer / Org.	Device Status	Plan	Service Ends
T7863909990251444 John Doe Remove Phone	annatracfone@gmail.com TRACFONE_ANNA	NEW Activate	Buy Airtime	Oct 18, 2014

Edit Plan

1 Select Plan 2 Review 3 Confirmation

You have chosen (a) new plan(s) for the phone(s) listed below. Please review your changes before saving. NOTE: Your new plan benefits will go into effect on the next billing cycle.

Phone Details	New Plan	Effective Date
7867031918 AnnaLisa B	1000 Minutes \$25.00	Aug 23, 2014

RETURN TO PREVIOUS PAGE ▶ **SAVE PLAN CHANGES ▶**

NOTE: Remind the customer, once a plan has been cancelled, the phone will be de-enrolled and the phone will be deactivated after the service end date. If the customer indicated he/she would like to have the phone deactivated immediately, go to TAS and follow the same procedures as you do today to complete the deactivation.

Purchasing a Data Plan

As previously mentioned, customers can enroll in the Data Club and redeem additional data as needed by following the steps below:

1. In the My Account section, select My Devices & Plans
2. You can either make a change to all devices or select a specific device.
3. Select Buy Airtime and choose the desired data plan from the dropdown menu:

SELECT

- 2.5 GB of High-Speed Data With Unlimited^ Talk, Text & Business Email / \$40.00
- 5.0 GB of High-Speed Data With Unlimited^ Talk, Text & Business Email / \$45.00
- Unlimited Talk & Text / \$25.00
- \$10 for 1.0GB of High Speed Data + \$5 for 30 days of service / \$15.00**
- \$10 for 1.0GB of High Speed Data + \$50 for 1 year of service / \$60.00
- 1.0 GB of High-Speed Data With Unlimited^ Talk, Text & Business Email / \$30.00

4. Press Continue to Payment and select the payment method.
5. Review the transaction and submit the order.

Auto Refill for Data Plans

Customers can also enroll in the **Low Data Balance Auto Refill** program to renew the data service every time the 1.0GB High Speed Data is consumed.

Purchasing Additional Data Plans

Customers can purchase additional data (as needed) by logging into their account. You can either purchase more data on demand or enroll in the Low Balance Auto Refill.

The screenshot shows the 'My Devices & Plans' section of the account. It lists two devices:

- Device 1:** Device ID 3056514476, Buyer: nbt2s-, Confidential / Contact Buyer, Plan: Net10 Data Club Monthly Service B2B, Renewal Date: Sep 26, 2016, Auto Data Refill: 999 per cycle. Actions: Remove Device.
- Device 2:** Device ID 3058884688, Buyer: nbt2s-, Confidential / Contact Buyer, Plan: Net10 Data Club Monthly Service B2B Buy Airtime Manage my Subscriptions, Renewal Date: Oct 16, 2016, Auto Data Refill: 2 per cycle. Actions: Edit Nickname, Remove Device.

1. In the My Account section, select My Devices & Plans
2. Select the Data Club tab
3. You can either make a change to all devices or select a specific device.
4. Select Buy Airtime and choose **\$10 for 1GB High Speed Data/\$10.00** from the dropdown menu. At this time, the customer can also choose to enroll in Auto Data Refill. In the **Manage My Subscriptions** section, the customer can also set a limit on how many refills are allowed per cycle, per device.
5. Press **Continue to Payment** and select the payment method.
6. Review the transaction and submit the order.

The screenshot shows the 'Buy Airtime' page. The user has selected the plan '\$10 for 1GB High Speed Data / \$10.00' and checked the 'Enroll in Auto Data Refill' checkbox. The page includes numbered steps: 1 Select Airtime, 2 Select Payment Method, 3 Review, 4 Confirmation.

Chapter 3: Troubleshooting



Troubleshooting

When you receive a call, you MUST do everything possible to resolve the customer's problem. If a customer calls because he/she is having trouble with their Claro Enterprise Solutions phone, you will continue to follow the same procedures as you do today in TAS.

Limited Warranty: Refunds & Exchanges

All new Claro Enterprise Solutions Devices (except iPhones) are covered by a one (1) year limited warranty administered by Claro Enterprise Solutions as set forth below.

All reconditioned or refurbished Claro Enterprise Solutions Devices (except for iPhones) have a ninety (90) day limited warranty as do all wireless accessories sold by Claro Enterprise Solutions.

Certified pre-owned devices sold by Claro Enterprise Solutions are not covered by a limited warranty but may be returned for a refund within thirty (30) days of purchase.

New Apple iPhones are covered by a one-year limited warranty offered and administered by Apple. Please visit apple.com for more information.

A device that you own which was not purchased from Claro Enterprise Solutions but that is registered with Claro Enterprise Solutions under the "Bring Your Own Phone" program is not covered by the limited warranty.

How to Obtain Warranty Service

To obtain warranty service from Claro Enterprise Solutions on a new Claro Enterprise Solutions device or accessory purchased from Claro Enterprise Solutions, please contact Customer Care at 1-888-634-2755. If your problem cannot be resolved over the phone, our Claro Enterprise Solutions technicians will provide you with a Return Authorization Number, which you will use to send your device and/or accessories to the designated Service Center for repair or replacement, at Claro Enterprise Solutions' option.

Exclusions and Conditions: This limited warranty does not cover damage or failure caused by abuse or misuse of the Claro Enterprise Solutions phone. Claro Enterprise Solutions airtime plans are nonrefundable. If an airtime plan was purchased as part of a bundle, the phone can be returned /refunded, but the airtime plan is still nonrefundable. Standard refund guidelines apply.

Handset Refund/Return Process

If.....	Then.....
Customer calls to request a refund	<p>Ask the customer if they have the invoice they received with the order.</p> <ul style="list-style-type: none"> ➤ If Yes: <ul style="list-style-type: none"> ▪ Instruct the customer to follow the directions for Returns, located on the invoice that was sent with the package. ➤ If No: <ul style="list-style-type: none"> ▪ Give the customer the Return Merchandise Authorization number (RMA#) which is the order number and instruct the customer to write the RMA# on the shipping label (i.e., RMA#XXXXXX) ▪ Provide the customer with the following details: <ul style="list-style-type: none"> ○ The Cooper General Return Center address to which they must mail the return shipment: <div style="border: 1px solid green; padding: 10px; text-align: center;"> Cooper General TN 5501 Centrepointe Drive La Vergne, TN 37086 </div> ▪ The refund will be processed within 3-5 business days from the date the returned item(s) is received. It may take up to 30 days for the customer to see a credit on their account. This is dependent on their financial institution. Shipping charges are non-refundable.
Customer Refusal/Undeliverable/ Order to be cancelled	<p>All order cancellations must be processed within 2 hours of submitting the order.</p> <p>NOTE: Customer has the option to cancel the order by doing the following:</p> <ul style="list-style-type: none"> ✓ Go to “My orders” and clicking the “Cancel” link located at the last column of the order placed. <p>If more than two (2) hours have passed since the order was submitted:</p> <p>The Order was already Shipped:</p> <ul style="list-style-type: none"> ▪ Inform the customer that the order can no longer be cancelled. ▪ Instruct the customer to refuse the package upon delivery. ▪ Upon receipt of the returned package, we will begin processing a refund. Advise the customer a refund will be processed 3-5 business days after receipt of the item(s), however, it may take up to 30 days for customers to see it reflected on their account due to their financial institution. <p>The order is in progress</p> <ul style="list-style-type: none"> ▪ Advise the customer that the shipment may have already been processed. They should refuse the shipment upon delivery. Credit is

	<p>processed within 30 business days from the date return is received. Refunds will take up to 30 days.</p>
ENTIRE order not received due to system error or was never processed	<p>If a customer placed an order and has not received it:</p> <ul style="list-style-type: none"> ✓ The CES rep will ask the customer for: <ul style="list-style-type: none"> ▪ The order number. ▪ Place this information in the Notes section in TAS. ▪ Contact TF for assistance. ▪ The TF rep will confirm in the IMM tool if the order has been delivered or if it is in transit. <ul style="list-style-type: none"> ○ If the order is in transit and is <u>within</u> the expected delivery time, the TF rep will provide the tracking information and status to the CES rep. ○ 3-5 standard- standard or 2 days for expedite shipping. ○ If the order shows in transit and it has <u>passed</u> the expected delivery time, the TF rep will create a case and provide the CES rep with the case number. ○ CES will give the customer the case number and inform the customer to allow 24 hours to further research. After review a refund will be processed and the case will be closed. <ul style="list-style-type: none"> ○ If a refund is needed, it will be processed and the case will be closed. ○ If the order shows as being <u>delivered</u> and the customer is stating that they have not received the product: <ul style="list-style-type: none"> ○ The TF rep will create a case and after verification, issue a refund. ▪ CES will advise the customer that a credit has been processed and it will appear in their account within 30 days.
PARTIAL order not received due to system error or was never processed (<u>Orders of 10 items or less</u>)	<p>If a customer placed an order and it is incomplete:</p> <ul style="list-style-type: none"> ✓ The CES rep will confirm which ESNs/Product are missing and contact a TF rep. <ol style="list-style-type: none"> 1) The TF rep will look up the order using the IMM tool and identify the missing product. <ul style="list-style-type: none"> ○ The TF agent will create a case and provide the CES rep with the case number. ○ CES will inform the customer that after verification, a refund for the missing item will be issued.
PARTIAL order not received due to system error or was never processed (<u>Orders of 11 items or greater</u>)	The CES rep will contact their Service Manager for assistance.

Customer Returned Item(s) to IMM	<ul style="list-style-type: none">➤ Handset(s) may be returned within 30 days of receipt of the original order date.➤ Customer will receive a full refund once the item(s) is received at the Ingram Micro Mobility Return Center.<ul style="list-style-type: none">▪ If all items returned are in the original packaging, or package is unopened, a full refund will be processed. NOTE: Shipping charges are non-refundable. <p>The refund will be processed within 3-5 business days from the date the returned item(s) is received. It may take up to 30 days for the customer to see a credit on their account. This is dependent on their financial institution. Shipping charges are non-refundable.</p> <p>If no refund is shown in TAS, contact TF rep for assistance.</p>
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Invoice Refunds/Adjustments

If there is a need to issue a refund or make an adjustment to an invoice, research the issue and create the following ticket:

Ticket Title: **CES Refund**

Ticket Title: **Refund -Invoice Adjustment**

Create Ticket

Ticket Type: CES Refund

Ticket Title: Refund - Invoice Adjustment

Priority: Low

Status: Pending

Source: Customer

Issue:

Notes:

New Line:

Zip Code: 33167

Load Part Number:

Part Number:

Technology:

SIM Profile: NA

Order Tracking

The [Ingram Micro Mobility Online Tool](#) will provide detailed shipping information regarding a customer's order purchased through Claro Enterprise Solutions.

You will use this tool to determine:

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

Customer Report Page

Once logged in you will have the option to view the order details by conducting a search using the Order number or P.O number.

1. Enter the customer's Order # or P.O. # and click the **Run** button, the **Order**

2. The Inquiry Page will be displayed – select the order to view the details.

[Home](#) » [Order History Report](#) » Order #96904170

[Printer-friendly Version](#)

Order Details - Order #96904170								
Order Number:	96904170	Ship To:	RUTURAJ PATHAK RUTURAJ PATHAK 2001 FALLS BLVD APT 236 QUINCY, MA 02169-8215					
Order Date:	12/13/2013	Business Name:						
Purchase Order Number:	6777602	Address:						
Order Status:	COMPLETED							

Order Details

Notes:
Click on View ESN link for Equipment Serial Numbers for that item (if available).
Click on Tracking # link to view latest shipment status from carrier (not available in some cases).

Product Name	Qty	Price	Total	Shipment Status	Tracking Number	ESN Listing
T-Mobile Micro SIM + \$45 Monthly Unlimited Item Code: ST64PSIMT5MB.NTNMP45	1	\$51.99	\$51.99	Shipped from TFD7 12/13/2013	FedEx 585495903800	View
Package- Micro Bring Your Own Phone TMO Item Code: ST64PSIMT5MB	1	\$0.00	\$0.00	Shipped from TFD7 12/13/2013	FedEx 585495903800	View
STRAIGHT TALK LETTER VERSION 2 Item Code: STRAIGHTLETTERV2	0	\$0.00	\$0.00	Cancelled	N/A	N/A
STRAIGHT TALK LETTER Item Code: STRAIGHTLETTER	1	\$0.00	\$0.00	Shipped from TFD7 12/13/2013	FedEx 585495903800	N/A

[View All](#)

Subtotal:	\$51.99
Shipping & Handling:	\$0.00
ORDER TOTAL:	\$51.99

From the **Order Detail Page**, you will be able to view the detail of the order including the Order No, P.O No, Order, Date, Status, the Rep who placed the order, and the Shipping Information.

In addition, from the **Order Detail Page**, you can view:

- **ESN information** - When the “View ESN” link is clicked, a pop up comes up with the Order No., the phone model and the ESN associated with that phone model.
- **Tracking information** - When the Tracking number (highlighted) is clicked, a FedEx Track Shipments window will be displayed.

Field	Description
Order Number	Ingram Micro Mobility reference number
Order Date	This date will differ from the original date shown in “Track Your Order” because the order date is revised in BP Online based on the actual date BP receives the order, after all credit authorizations have been completed and the order is approved for fulfillment.
Purchase Order Number	Claro Enterprise Solutions reference number generated at order initiation
Shipment Status	Advises if shipped or not and when shipping occurred
Order Status	The fulfillment point (in this case, the order is completed – it has been picked, packed and shipped)
Product Name	Detailed outline of all the components of the package shipped to the customer.
Quantity	Volume of each item shipped
Price	unit cost of each item
Total	Final cost to customer per unit shipped
Shipment Status	Various stages such as: In progress, Cancelled, Back order Shipped
Tracking Number	Provides details of shipping and tracking and courier used By clicking on the tracking number, the courier’s web page will appear providing details of the shipment en route to the customer.
ESN Listing	Provides the SNP of the airtime card which can be used, via Toss Util, to determine the usage, if any, of the applicable airtime card shipped.

FedEx and USPS Websites (for Tracking Shipments)

Orders tend to arrive on time, but – on those rare occasions when they don't – you will use the [FedEx](#) and [United States Postal Service \(USPS\)](#) websites to check on customer shipments. You will use these sites so often that they are available In TAS.

The screenshot shows the TAS software interface with the following details:

- Service Profile:**
 - Serial Number: 100000000013388655
 - Hex Serial Number: NTSAS968CB2BP
 - Part Number: NTSAS968CB2BP
 - Technology: CDMA
 - Brand: NET10
 - Sequence: 0
 - Dealer: 20519
 - CORP FREE - LOGIS...
- Phone Status:**
 - NEW
 - SIM
 - SIM Status
 - MIN
 - MSID
 - MIN Status
 - Zip
- External Links (Click Logo):**
 - FedEx
 - USPS.COM

The FedEx website homepage includes the following features:

- Welcome:** Log in to fedex.com, User ID, Password, I want to, Remember Me, Login, Forgot your password or ID?, New Customer? Register Now.
- Quick Access:** Create a Shipment, Get Rates and Transit Times, Schedule a Pickup, Order Shipping Supplies, Pay your Bills Online, Update your Address Book, File a Claim on a Package.
- Track a Shipment:** Enter up to 30 FedEx Tracking or Door Tag numbers, or track FedEx Office orders by entering order numbers, then Track.
- Find a Location:** Enter a ZIP or postal code to find a FedEx location near you, or enter Address, City, State, then Find.
- News:** Service Alert: Tropical Depression Debby Remnants and CO Wildfires, FedEx Freight to Increase Shipping Rates, 2012 Holiday Schedule, 2012 FedEx Service Guide, Fuel Surcharge Information, FedEx Newsroom.

What's your label (or receipt) number?
Enter up to 10 numbers separated by commas.

Find

What does Track & Confirm show?
Enter your label number to see the status of your item. If you shipped with Express Mail®, you'll get point-by-point tracking details. If you used another service—Delivery Confirmation™, Certified Mail™, Registered Mail™—you'll see when it went out for delivery.

Which services and label number formats are compatible?
Enter label numbers, spaces optional, for items using these services:

SERVICE	SAMPLE NUMBER
Certified Mail™	7000 0000 0000 0000
Delivery Confirmation™	0300 0000 0000 0000
Signature Confirmation™	2300 0000 0000 0000
Express Mail®	EA 000 000 000 US
Express Mail International®	EC 000 000 000 US
Priority Mail International™	CP 000 000 000 US
Registered Mail™	RA 000 000 000 US
Global Express Guaranteed®	82 000 000 00

Be aware of the problems below with the Claro Enterprise Solutions Home Phone device.

Problem	Cause	Remedy
  Antenna	<p>Improper antenna installation, an example of which is shown below left, can result in:</p> <ul style="list-style-type: none"> No Signal: If not screwed in straight and completely, the antenna will not make contact, and the device will not receive signal. If neither signal strength indicator lights up or blinks, the antenna might be incorrectly installed. Warranty Invalidiation: If the customer does not carefully insert and attach the antenna, the tightening bolt might get stripped and/or the pin in the center might be bent. This is not considered "normal use" per the Terms & Conditions and could void the device warranty. 	<p>Disconnect and reconnect the antenna, ensuring that it is straight and completely screwed into the unit. Also ensure that the pin in the center of the antenna is not bent and that the tightening bolt is not stripped.</p>

USB Port 	<p>The USB port on the back of the device is only to be used for diagnostic purposes during device refurbishment and service.</p> <p>Under no circumstances is the customer to insert a USB device into the USB port. Doing so would not be considered "normal use" per the Terms & Conditions and can void the warranty.</p>	N/A
Device Emits Excessive Heat	<p>The device and power supply must be:</p> <ul style="list-style-type: none"> • Used in a dry, dust-free, well ventilated location, at least four inches away from other objects. • Kept away from water, magnetic fields, fire, and flammable or explosive materials. 	Ensure that the device is set up in a location that meets the criteria at left.

CES Activation Tool

We have created a new Claro Enterprise Solutions Activation Tool that will allow Claro/CES Agents to quickly process a sale and activation.

Shortcut to the Claro Activation tool: usclarowireless.com/a

Opportunity ID

The Opportunity ID, located in the top right-hand corner, is not a required field.

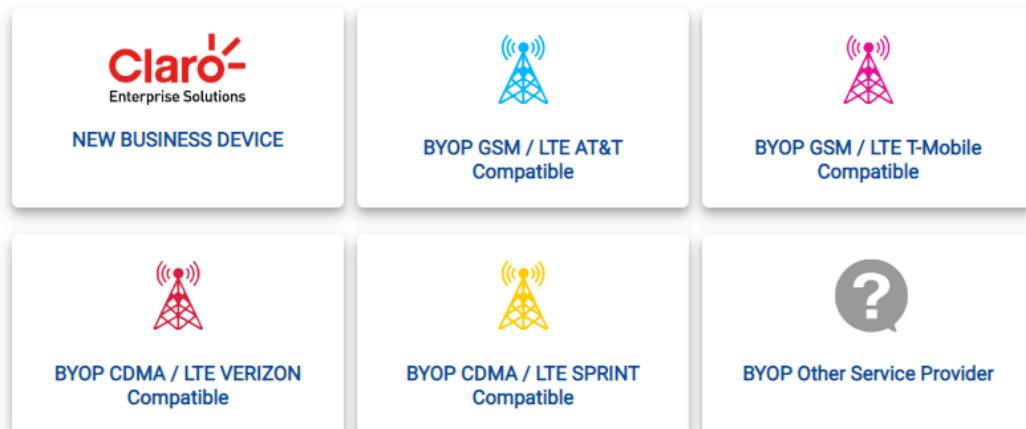
	Opportunity ID
---	-----------------------

Which device are you activating?

Select the type of device being activated:

Ready to Join Claro Enterprise Solutions?

Start by selecting the type of device you will be activating



If activating a new device, select **NEW BUSINESS DEVICE**

If activating a BYOP SIM, select the appropriate SIM based on the compatible carrier:

- ✓ BYOP GSM/LTE AT&T Compatible
- ✓ BYOP GSM/LTE T-Mobile Compatible
- ✓ BYOP CDMA/LTE Verizon Compatible
- ✓ BYOP CDMA/LTE Sprint Compatible
- ✓ BYOP Other Service Provider

Activating a new branded business device

Enter details of Branded device below!

IMEI, MEID or Serial Number	
Zip Code	
User First Name	
User Last Name	

Cancel

Continue

Enter the following information and press **Continue**:

- ✓ IMEI, MEID, or Serial Number
- ✓ Zip Code
- ✓ User First Name
- ✓ User Last Name

Activating a new BYOP SIM

Enter details of AT&T device below!

Claro Enterprise Solutions SIM Number	
Zip Code	
User First Name	
User Last Name	

Cancel **Continue**

Enter the following information and press **Continue**:

- ✓ Claro Enterprise Solutions SIM Number (enter the entire SIM number; not the underlined pseudo number)
- ✓ Zip Code
- ✓ User First Name
- ✓ User Last Name

Keep existing number or get a new number?

Ask the customer if they would like to keep their existing number or get a new number. Select the appropriate option based on their response.

Would you like to keep your existing number or get a new phone number?



I want to keep my existing number

OR



I want a new number

If the customer wants to keep their existing phone number, begin the port process. You will then select a service plan and enter the company information.

Phone Number Transfer

Enter Phone Number to be Transferred

Select Current Service Provider

Cancel

Continue

If the customer would like a new number, you will go right into the plan selection page. Select a service plan and press **Add to Cart**.

Please pick a service plan

 Add to Cart

Talk, Text & Data Plans



30-day Plan

\$30⁰⁰



30-day Plan

\$40⁰⁰



30-day Plan

\$45⁰⁰



30-day Plan

\$50⁰⁰

 More Details

 More Details

 More Details

 More Details

Company Information

The final step is entering the company information. If the customer has an existing account, press **Sign In** and allow them to enter their email address and password. If you are creating a new account, enter the company information.

Sign in to checkout ×

* Enter your email address:

* Enter your password:

Sign in & Check out

Account ID

You must enter the Agent Referral Code in the **Account ID** field in order for the Rep to receive credit for this transaction.

If you already have an account:

SIGN IN

Or

COMPANY INFORMATION

* Company name * required

* Phone Number

* Email Address

This information will be used to create your online account

Account ID

The Account ID is a unique string of letters and numbers associated with the person who referred you.

* Security question

* Security answer

* First Name

* Last Name

* Address Line 1

Address Line 2

* City

* State

* Zip Code

* Country

USA

Continue

Recurring Charges

Add More Items

One Time Charges

Danielle Rodriguez

\$45.00

\$0.00

Subtotal

\$45.00

\$0.00

Tax¹

\$2.70

911²

\$0.40

Promo

(\$0.00)

TOTAL

\$48.10

\$0.00

DUE TODAY

\$48.10

*Taxes have been calculated based on zip code 33025 and may change based on the Billing and Shipping Addresses

Add Promo Code:

Apply

Enter the payment and billing information. Accept the Terms & Conditions and press **Place Order**.

PAYMENT & BILLING

I accept the [Terms & Conditions](#) and [Privacy statement](#)

Place Order

The customer will receive an email confirming the order. The customer must click the link in the email to complete the activation.

Troubleshooting App Error Messages

If the application displays an error message, close the browser, clear cache, and initiate a new session. If the problem persists, call Customer Care for assistance at 1-888-634-2755.

Quick Reference Guide

SCENARIO	TOOL/PROCESS
<ul style="list-style-type: none">• Place device & plan orders<ul style="list-style-type: none">◦ Max amount per order: \$25,000◦ Max number of order lines: 30◦ Max quantity per item in cart (excl. VZW BYOD SIM): 25◦ VZW BYOD SIM quantity per order line: 1<ul style="list-style-type: none">▪ Need to validate IMEI eligibility 1-by-1• Manage existing devices in account<ul style="list-style-type: none">◦ For account with less than 100 lines• Activations/ports for devices with plan already attached<ul style="list-style-type: none">◦ 1-by-1 supported for accounts of any size in the activation page www.usclarowireless.com/activate◦ Small batches of activation with new number can be processed from “My Devices and Plans” section of the website	Process these transactions online using the CSR Tool
<ul style="list-style-type: none">• Order larger than \$25,000 or 30 items• Orders where the customer needs to buy devices in bulk and buy plan later<ul style="list-style-type: none">◦ this option should only be used for Enterprise accounts or customers that have special needs	Use the Bulk Device Order Process
Moves, Adds, Changes (MAC) operations for accounts with over 100 lines	Use the Service Management Order Process