Refund Training

MANUAL

TracFone Wireless Inc.

2021

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Chapter 1: INTRODUCTION

What is a Refund?

Refund is defined as a transaction where funds, originally paid for a product or service, are reimbursed to the customer, upon return or invalidation of the purchased product(s).

Example: A customer purchases a product from one of the brand web sites, receives the product and is dissatisfied. He returns the product to us and we refund the money paid for that product.

Some of the reasons buyers request refunds include:

- Buyer's remorse
- Customer dissatisfaction with product and/or service
- Technical issues
- Other reasons

Full Refund

The customer is eligible for a full refund when they include all components in the return packaging, as originally shipped (minus shipping charges).

Partial Refund

The customer is eligible for a partial refund ONLY when they include some of the components in the return packaging (i.e., handset but not the airtime card).

Issuing a Refund

One of Two Ways to Issue Refund

- ✓ To the original method of payment (if applicable)
- ✓ A manual refund check

REMINDER: Our refund process is practically real-time. However, the turnaround time depends on the customer's bank or issuer. Banks may release the fund earlier if it is a debit card. Some banks or issuer may take a longer time like American Express or Discover.

In Order to be Eligible for Refund

- ✓ All Items must be returned in good condition.
- ✓ Return must be received within 30 days from the date the customer received the order.

NOTE:

Airtime cards are non-refundable. However if the customer situation falls under one of the approved reasons a full/partial refund will be processed.

ALWAYS REMEMBER! An interaction must be created as to why a refund has been issued. Interaction must include the Refund Reason from the drop down menu.

Approved Reasons to Issue a Refund

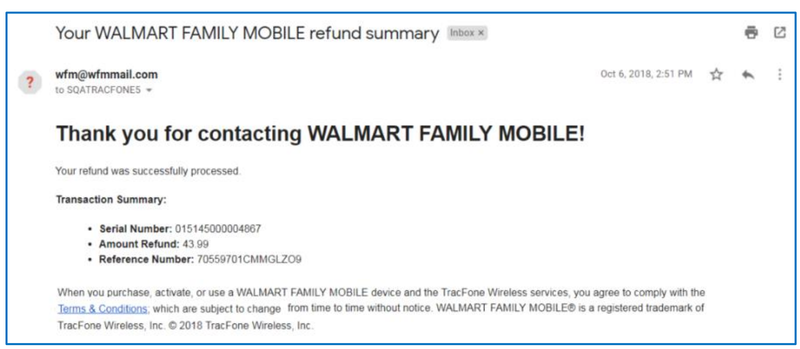
- No coverage in the customer's local calling area
- Customer dissatisfied with product and/or service
- System error
- Defective Phones
- Customer had multiple exchanges (2 or more)
- Wrong Item received
- Double charge or Multiple charges
- Customer had multiple/unresolved technical issues for 7 days or more.
- Direct Sales customer that has had an exchange/replacement phone and is still within their first 30 days.
- Minutes and/or service days not delivered
- Wrong Airtime purchase
- Non-redeemed airtime cards
- Incomplete Transaction
- Incompatible phones
- Missing items and/or extra items received

If the customer calls to request a refund for a product purchased at a Retailer, you must advise the customer to return the product to the retailer for a refund.

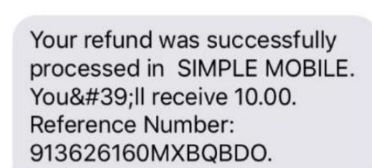
SMS/Email Confirmation for Processed Refund

Customers will receive an automated SMS and/or Email confirming when their refund has been successfully processed.

Example of an email confirmation:



Example of an SMS confirmation:



Return & Refund Policy

Shipping Fees

The refund policy states that some products are non-refundable, such as airtime and shipping charges. There are instances when exceptions must be made and it then becomes necessary to provide a refund.

Exceptions

There are some circumstances where a refund reason that would otherwise be ineligible for payout would be considered an EXCEPTION and thus processed as an authorized refund.

Please see below.

- We failed to provide coverage
- Defective Handset
- Minutes could not be used due to TracFone not able to provide service
- Refund requests resulting from TracFone's error
- Customer returned the product(s) just outside of the 30-day refund window

NOTE:

- These exceptions and others are subject to management approval and override.
- If the customer is requesting for a refund and states that their credit card is no longer active, follow the below steps.
  1. You must process the refund on that credit card.
  2. If the refund was not successful (failed/rejected), create a Corp ERD Escalation ticket.
  3. Make sure to notate that the refund has failed and the customer needs a manual refund check.

Gift Card vs. Credit Card

Gift card and Credit card are often mistaken to be one and the same. They are understood often as two cards that are used in the same way. There are some differences between a gift card and credit card.

Gift Card

A gift card is a prepaid payment card that contains a specific amount of money that anyone can purchase and use. Gift cards can be used for many of the same purposes as credit cards and are functionally equivalent to cash.

- There are several types of gift cards. Some can only be used with a single merchant, such as Target or Amazon.
- Others contain a major credit card company's logo (e.g., Visa, MasterCard, American Express or Discover) and can be used at any store that accepts these credit cards.
- Most gift cards can be used both online and in store.

Credit Card

A credit card is a card issued by a financial company giving the holder an option to make purchases such as groceries, clothing, electronics and other items on credit. The company that has issued the card to you, generally a bank or a credit union, will take care of the payment of the bill of your purchase at the moment of purchase.

- Credit cards charge interest and are primarily used for short-term financing.
- Interest usually begins one month after a purchase is made and borrowing limits are pre-set according to the individual's credit rating.
- The time of repayment is usually 30 days from the date of purchase.

Credit Card Decline Escalation Path

If a customer is having issues purchasing airtime or handsets with a credit card and needs assistance, follow the procedure below.

1. Look up the customer's latest credit card transaction in Credit Card History Tab in TAS
2. If you cannot find a transaction for the specified date and time, advise the customer that the purchase transaction was not completed and their card was neither accepted nor declined. The system failed to process the transaction.
3. If the transaction is found, using the CC Decline Code Guide below, advise the customer why the card was declined and what to do. (See below for the CC Decline Code Guide. The guide will also be posted in Agent Support under Special Skills.)

Only if the Customer Insists

If the customer insists on getting more information on the status of their credit card:

- Transfer the call to Business Assurance and Fraud Management Department for research and resolution for the customer.
  NOTE: Follow the Transfer Guidelines in Agent Support.
- The BAFM CSR will request the merchant reference number or transaction reference ID from CyberSource.
- Calls should only be transferred for Reason Code 481, nothing else.
- BAFM center hours of operations are Monday-Saturday 8am-8pm EST.
- If the customer is calling outside of BAFM department hours of operation, instruct the customer to call back Monday-Saturday 8am-8pm EST.

<table>
<tr><th colspan="4">Refund Team CC Decline Code Guide</th></tr>
<tr><td>480</td><td colspan="2">481</td><td>If the customer insists on getting more information about the error, transfer the call to the Business Assurance and Fraud Management at extension 1095
NOTE: Follow the Transfer Guidelines in Agent Support.</td></tr>
<tr><td>234</td><td>233</td><td>232</td><td rowspan="4">Your credit card purchase was declined by your bank. You may wish to retry using a different credit card, or contact your financial institution for further information.</td></tr>
<tr><td>221</td><td>210</td><td>208</td></tr>
<tr><td>207</td><td>205</td><td>204</td></tr>
<tr><td>203</td><td>202</td><td>201</td></tr>
<tr><td>241</td><td>240</td><td>231</td><td rowspan="3">One or more pieces of information entered for the credit card or billing information is invalid. Please check the information entered and try again. Make sure the billing address entered matched the address in your account statement.</td></tr>
<tr><td>230</td><td>211</td><td>209</td></tr>
<tr><td>102</td><td>101</td><td>1</td></tr>
<tr><td colspan="3">100</td><td>Successful Transaction</td></tr>
</table>

Chapter 2: SYSTEMS OVERVIEW

Systems Overview

As a refund representative, you will use a variety of systems. Throughout this chapter, an overview of the following tools are presented and explained briefly:

- Track Your Order Tool (online)
- CyberSource
- Ingram Micro Mobility

Track Your Order Tool

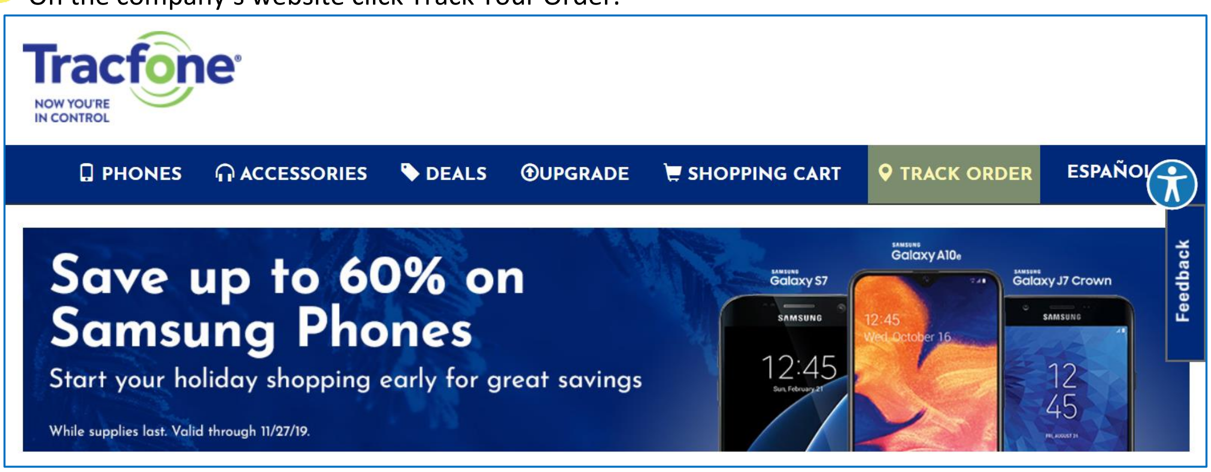
This tool is available in the main menu on the brand websites and allows our customers to view the status of their orders. Additionally, it allows refund representatives to obtain misplaced information such as the order number, particularly as it relates to investigating shipment delays and refunds.

Accessing the Track Your Order Tool

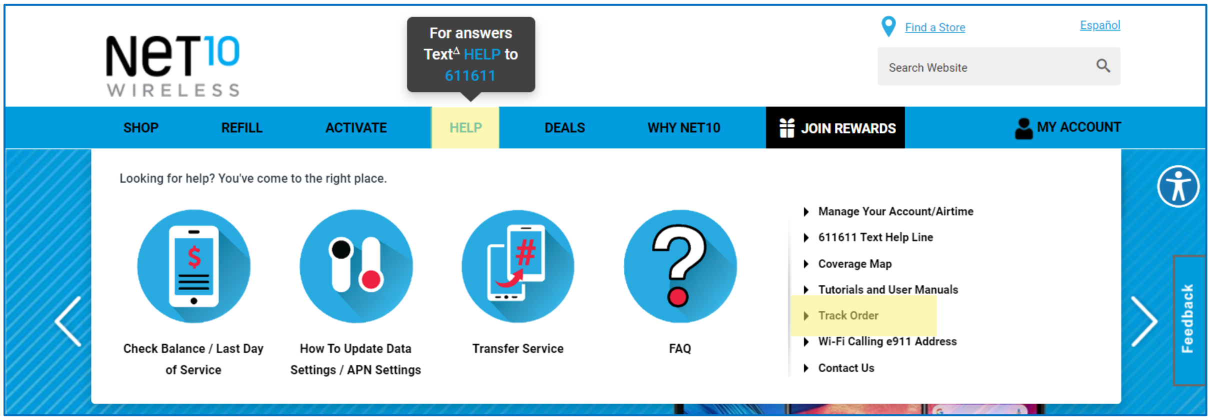
To access this tool, follow the steps below:

1. Click the TracFone link on your desktop or in your browser's favorites list or you may access the following websites:
   - www.tracfone.com
   - www.net10.com
   - www.straighttalk.com
   - www.totalwireless.com
   - www.simplemobile.com
   - https://us.telcel.com
   - www.net10business.com

2. On the company's website click Track Your Order.

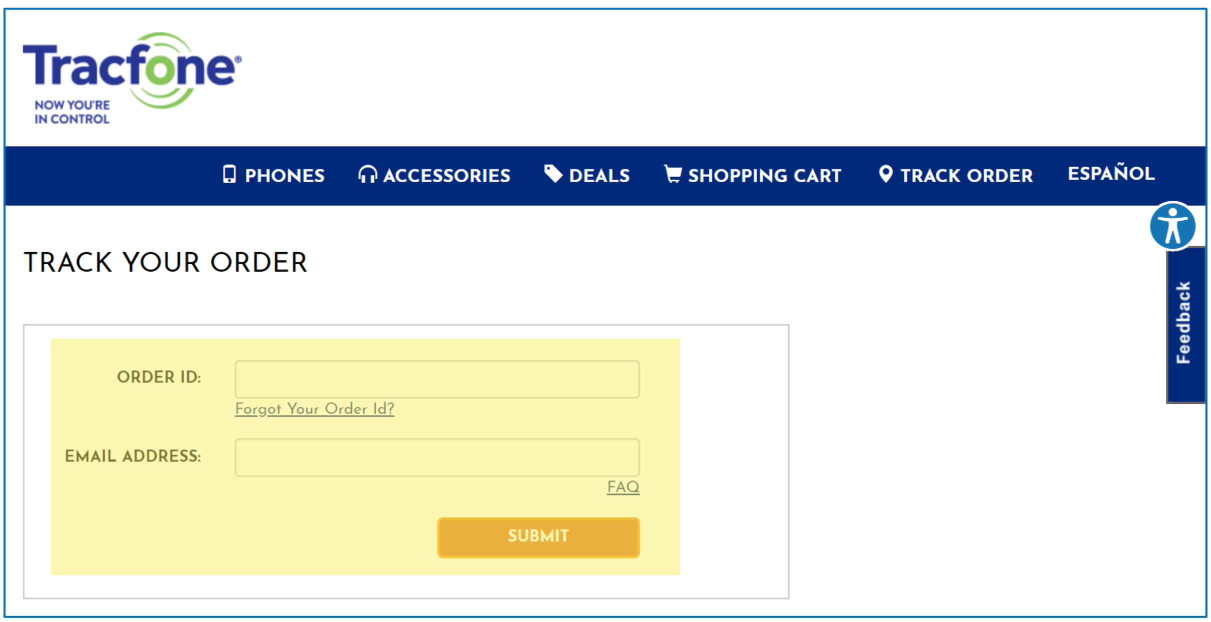


If you don't see the Track Order option, you can select Help then go to Track Order.



3 Enter the following information BASED ON THE ORIGINAL ORDER ENTRY and click Submit to display the status of the order.

- Customer's email address
- Original order number



NOTE:

For TracFone, NET10 and Straight Talk customers who do not have the original order number, select the "Forgot your order number?" option, under the ORDER NUMBER entry box. This action will route the order number to the customer's email address, at which point the customer can access this screen to determine order status.

Ingram Micro Mobility (IMM)

Ingram Micro Mobility is a third party vendor that performs Tracfone's fulfillment services. They ship our orders but also process returns.

Things to know about Ingram Micro Mobility:

- Ingram Micro Mobility receives customer product (s) at their facilities.
- The items (handsets, airtime cards are scanned)
- They verify that all components are included in the return packaging as originally shipped.

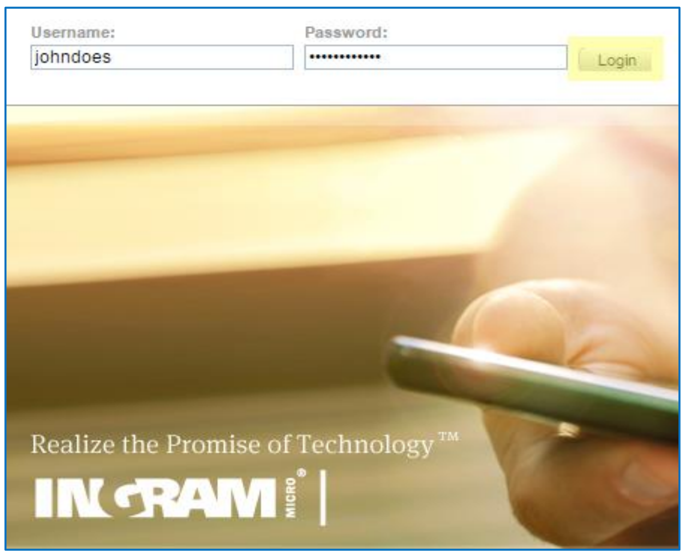
Accessing Ingram Micro Mobility Tool

Ingram Micro Mobility has an online tool. You will use this tool to determine:

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

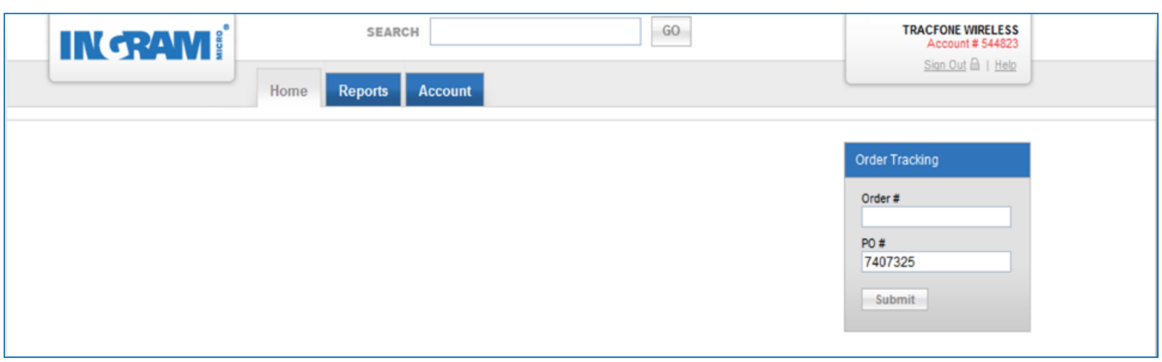
Use the instructions below to log in to Ingram Micro Mobility:

1. Click the Ingram Micro Mobility link [https://www.im-mobilityonline.com/bpo/secure/Login]. The log-in page will display.
2. Enter the username and password you were given.
3. Click the Login button. The home screen will be displayed.



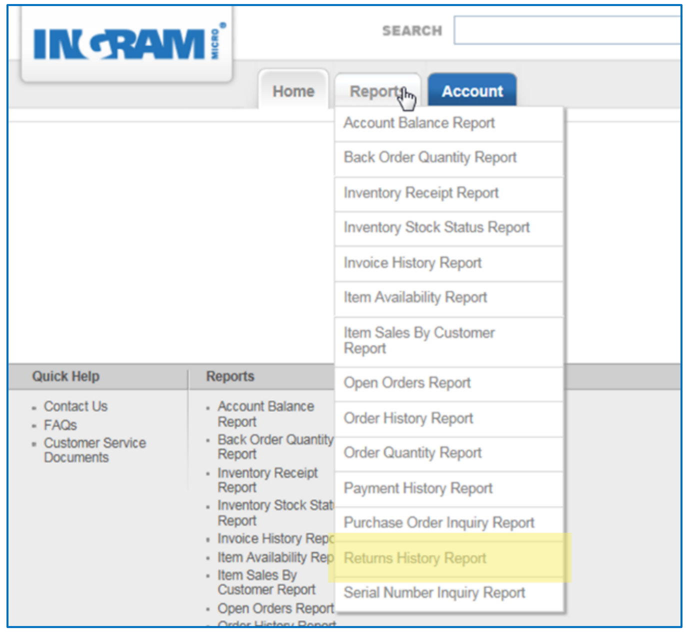
Ingram Micro Mobility Home Page

NOTE: If the username or password is disabled, you will need to email DSE@tracfone.com to reset and/or reinstate the login credentials.



Searching an Order Return in IMM

1. Select “Returns History Report”, under the Reports tab.



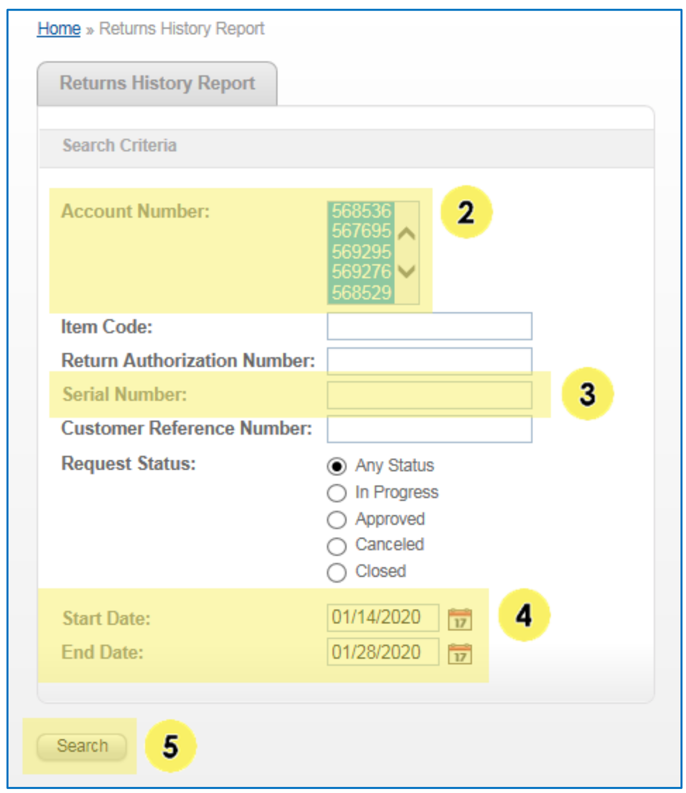
2. Select all account numbers in the Account Numbers list.

3. Enter serial number in the Serial Number field.

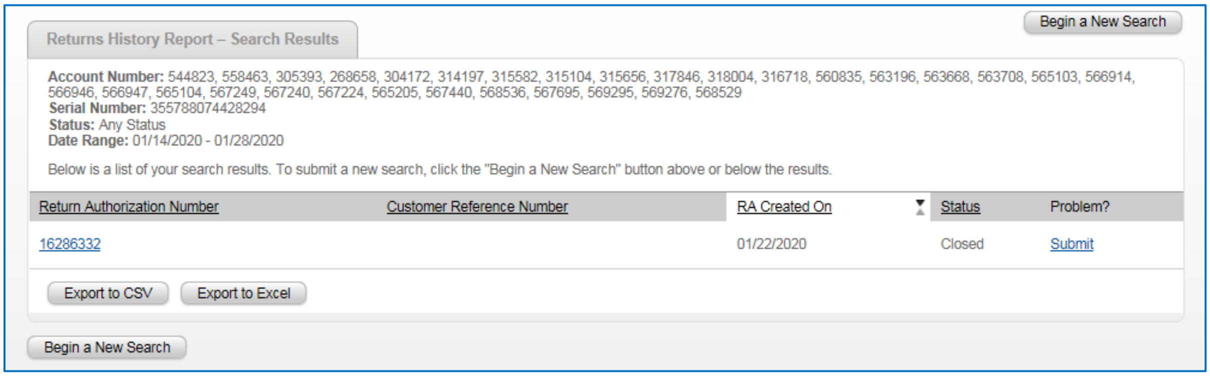
4. Select the Start Date and End Date.

NOTE:
The Start Date should be the customer’s order date.

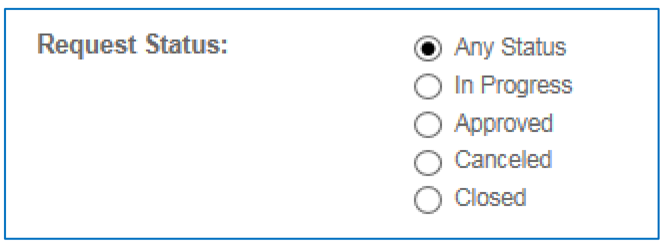
5. Then, select Search.



6 If the device was returned, information regarding the return will be provided.



IMPORTANT: The Request Status options allows you to narrow down your search for a specific order criteria. Please see definitions below for your guidance.



- **In Process** - RA (Return Authorization) lines could be closed but the work tickets attached to the RA line are still open
- **Approved** - RA is ready for Receiving
- **Cancelled** - RA was cancelled and the previously committed quantities were reversed
- **Closed** - All RA lines are fully received and closed, work tickets are all closed. It could also mean: that even if the RA lines are not fully received or work tickets are still open, the RA was closed by the system due to the customer requirement to close RA after a number of days (RA expiration date)

Ingram Micro Mobility Order Process

The table below displays the appropriate action required based on the specific scenarios.

SCENARIO	ACTION REQUIRED
Customer does not want the order.	1 The customer will need to refuse the product and a systemic refund will be issued to the customer once the product is returned to the fulfillment facility. The customer should see a refund posted in their account within 30 days.
Customer requests shipping address change AND the order cannot be cancelled.	Customers are no longer allowed to contact FedEx to have the shipping or delivery address changed. Moreover, do not contact FedEx or Ingram Micro Mobility to request any changes in their shipping address. There is NO exception to this rule. 1 Advise the customer that the product has been shipped. 2 As a resolution, provide these options to the customer: ✓ Customer needs to refuse the package and a refund will be processed once the item(s) is received. ✓ If the customer missed the delivery, FedEx will leave a "door tag" which will notify them when FedEx has been there and/or will return.
Shipment status indicates ✓ <u>DELIVERED</u> and customer states they didn't receive it ✓ Shipment status on the courier's site displays <u>INITIATED or IN TRANSIT</u> from FedEx ✓ Item is <u>ACCEPTED</u> from USPS.	For All Phones: Check the customer's shipping status using the Ingram Micro Mobility Online Tool. Create a ticket: ➢ Ticket Type: <u>Sales Support Miami Escalation</u> ➢ Ticket Title: <u>Direct Sales Equipment Not Received</u> Please include the following information in the ticket and email Business Assurance and Fraud Management Department (lossprevention@tracfone.com) to have IMEI/ESN marked as "Risk Assessment": • Customer's name • Order number • ESN(s) included in the order • Date of purchase • Tracking number (UPS; FEDEX or USPS) • Customer's address • Customer's email Once the ticket is created and routed into the applicable queue; it will be worked within 24-48 hours by DSE group. The customer will need to place a new order for an iPhone. Advise the customer that the credit will be posted on their account within 3 - 5 business days after processing. However, it may take up to 30 days for customers to see it reflected on their account depending on their financial institution. **NOTE:** Do NOT email MiamiRefundGroup@tracfone.com.

Cancelling Online Orders through the Website

Customers and Customer Service Representatives will no longer have the option to cancel an order placed on our brand websites under the Track Your Order. If a customer calls to cancel an order placed on our brand websites, inform the customer to refuse the package upon delivery and a refund will be processed once the item(s) is received back at the warehouse.

In Review Status

Orders that show Code 480 are not ALWAY in "review" status. There is an area towards the bottom of the transaction page in CyberSource which shows the Case Management Decision. The Case Management Decision will either be "Accept", "Reject", or "Undecided" (Review Status). If you see code 480, follow the steps below:

1. Transfer to ext. 1095 if the customer calls within Monday-Friday, 8:00am to 8:00pm EST.
   NOTE: Follow the Transfer Guidelines in Agent Support.
2. Or advise the customer to call 1-888-333-9633, Monday-Saturday 9:00am to 8:00pm EST if the customer does not wish to place on hold.

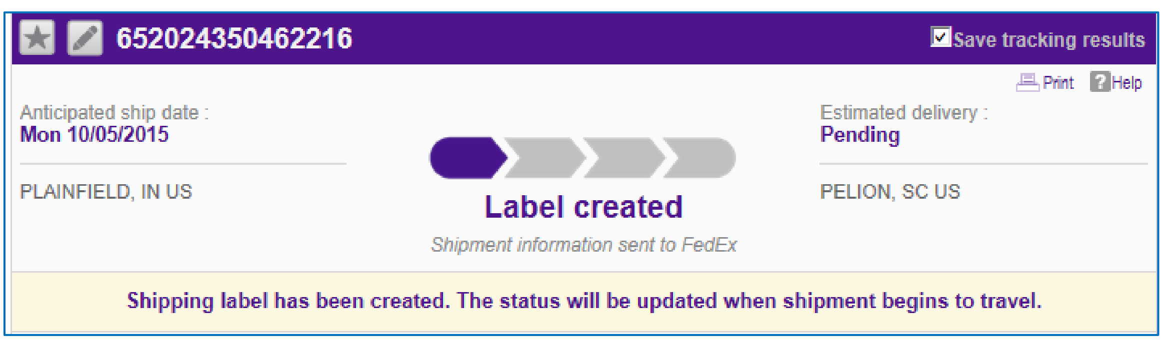
IMPORTANT: DO NOT tell the customer to place another order.

FedEx "Label Created" for over 48 hours

When the customer checks the status of their shipment using the tracking number and found out that the Estimated Delivery still shows Pending for over 48 hours, follow the steps below to assist them:

NOTE:

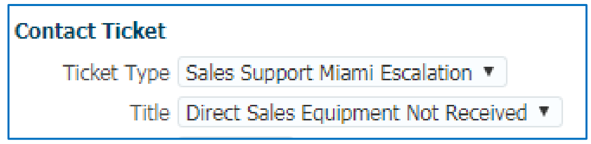
This process ONLY applies to orders placed via our branded websites. Moreover, this does not apply to any warranty exchanges, SafeLink phone exchanges and 2G migration.



1. **For All Representatives:** Create a Sale Support Miami Escalation ticket. **NOTE:** Miami ERD should not create a Direct Sales Ticket; Miami ERD should work with IMM (the fulfillment facility) directly.

   - Ticket Type: Sales Support Miami Escalation

- Ticket Title: Direct Sales Equipment Not Received



2 Direct Sales Escalation (DSE) team will send a ticket request to Ingram Micro Mobility via MiamiRefundGroup@tracfone.com.

3 The DSE team must describe the details of the ticket in the email request. The subject of the email must show as: **SSME/Direct Sales Equipment Not Received # XXXXXXX.**

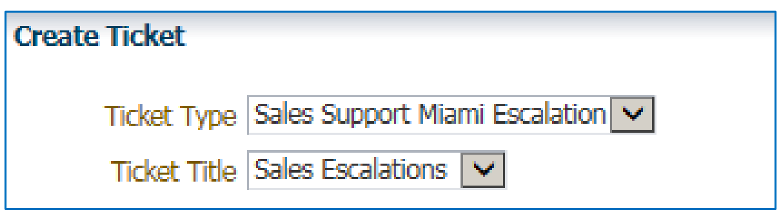
NOTE:

Ingram Micro Mobility (IMM) does not have access to TAS, so it is a MUST to include in the email the details of the SSME ticket as listed below:

- ✓ Order number
- ✓ PO number
- ✓ Date of purchase
- ✓ Customer information

4 Ingram Micro Mobility (IMM) may be able to find customer shipment information. Here is the list of shipment statuses:

- If the order was shipped but the label was never scanned and/or FedEx misplaced the order and the credit has been applied.
- If the order was never shipped and returned to warehouse and credit has been applied.
- If the order was never shipped by FedEx. In this case, create an SSME ticket:
    - Ticket Type: Sales Support Miami Escalation
    - Ticket Title: Sales Escalations



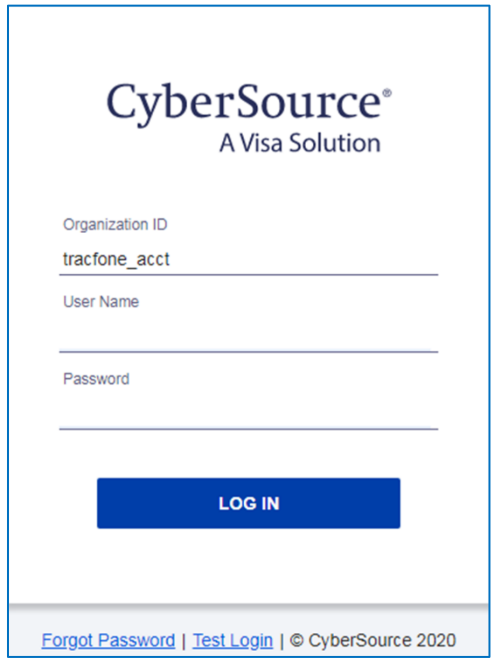
- **For DSE Miami:** The Direct Sales Miami Escalation Group will then work with the Supply Chain Management (SCM) to get a replacement order for the customer.
- Once the order has been created (as confirmed by SCM), advise the customer that a new order has been placed and they should receive the order/product within 7 business days. The SSME/DSE tickets must be closed then.

If the customer refuses to receive another replacement and requests a refund, please have IMM issue the credit via email. The IMM will need the tracking number, email address and shipping address in order to find the order.

CyberSource

The CyberSource tool is an E-commerce credit card payment system. This tool is primarily used by the Business Assurance and Fraud Management group to monitor credit card billing and authorization authenticity. While Business Assurance and Fraud Management Department uses a more integrated system, customer service representatives utilize a Read-Only file. By accessing CyberSource, a vast amount of information is available regarding credit card purchasing transactions, dating back over the past six months. It enables you to complete several tasks quickly such as viewing credit card authorization status of the online handset purchases.

Accessing CyberSource Tool



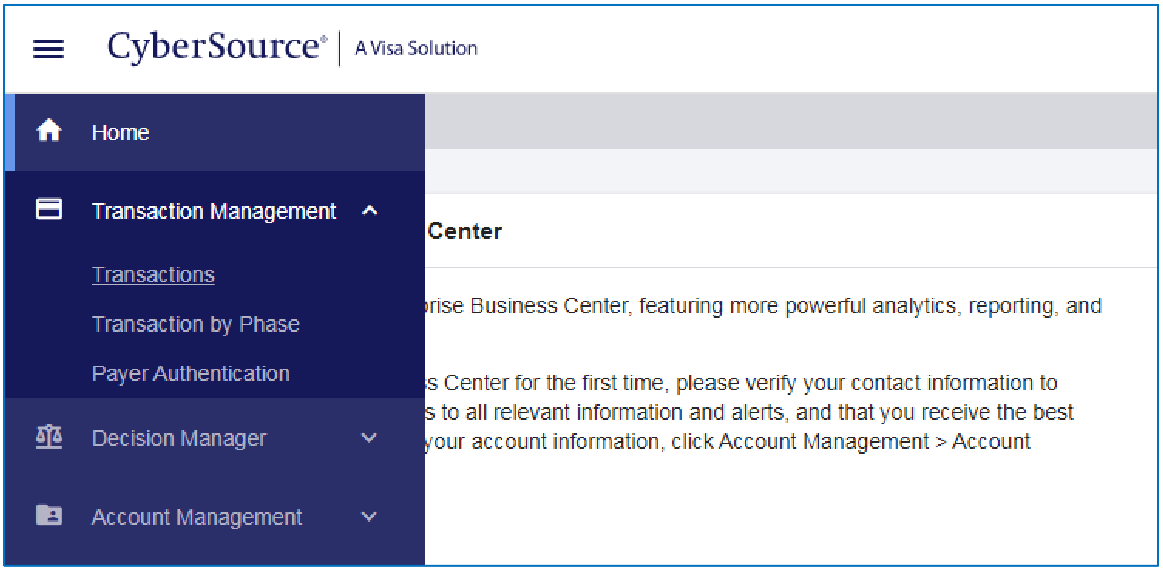
1 Click the CyberSource link on your desktop.

2 Using your assigned login credentials, enter the following:

- Merchant ID = **trachandsets_acct**
- User ID (one of the 3 generic logins assigned to your center)
- Password (pre-assigned based on login used)

3 Select Login.

4 The CyberSource welcome page will be displayed. From the left-hand-side menu click Home and then select Transaction.

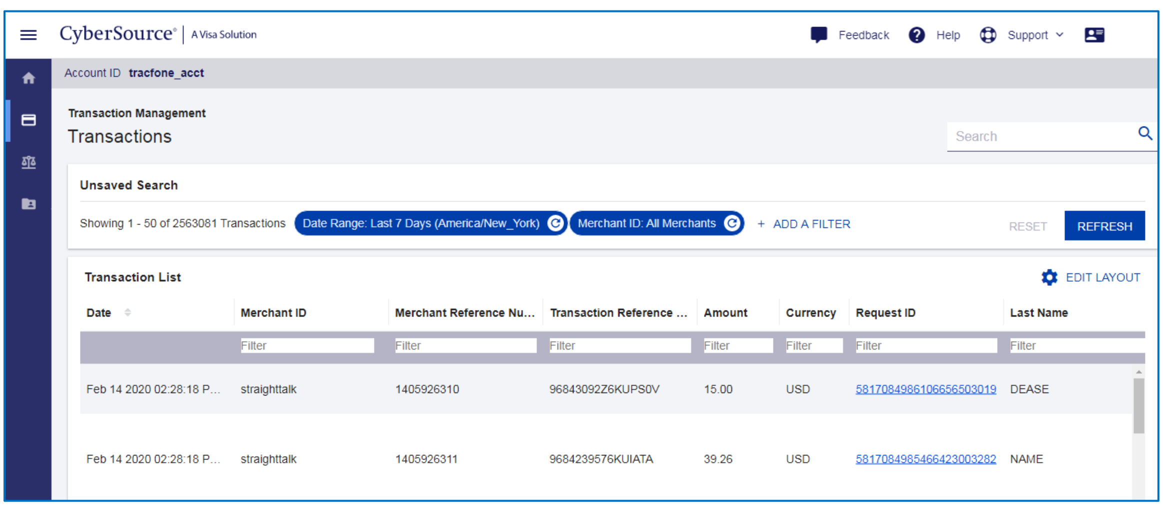


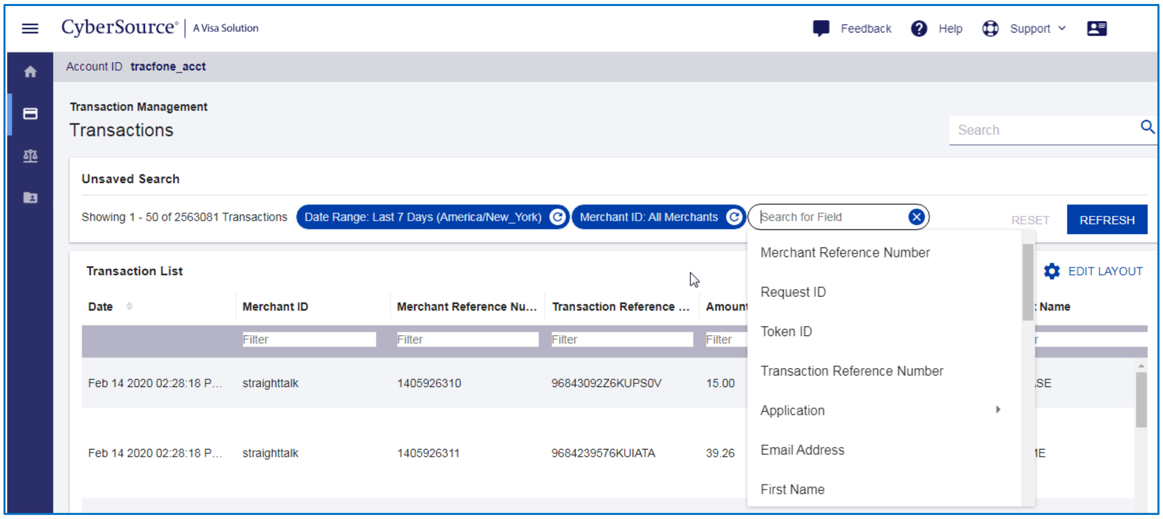
5 To initiate the type of search required, the representative will search in the Transactions "Unsaved Search" section. Click Add a Filter and a list of different parameters that can be used to conduct the search will be shown. The most commonly used parameters are:

- Last Name, First Name – entry must be made using that format
- Email Address – the email address used to place the initial order
- Last 4 digits of the customer's credit card number being used.

NOTE:

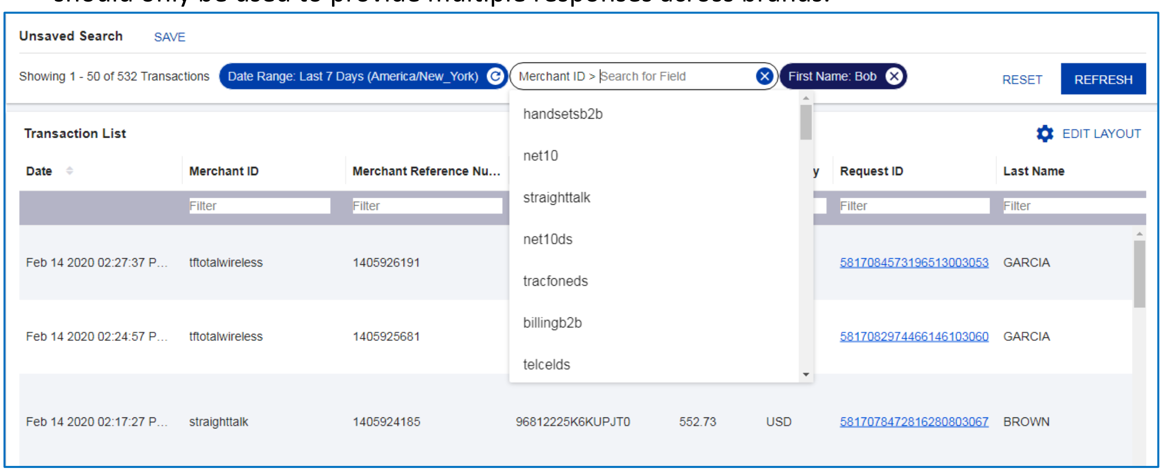
If you are unable to locate the customer transaction with the above options; create a Sales Support Miami Escalation ticket in TAS.



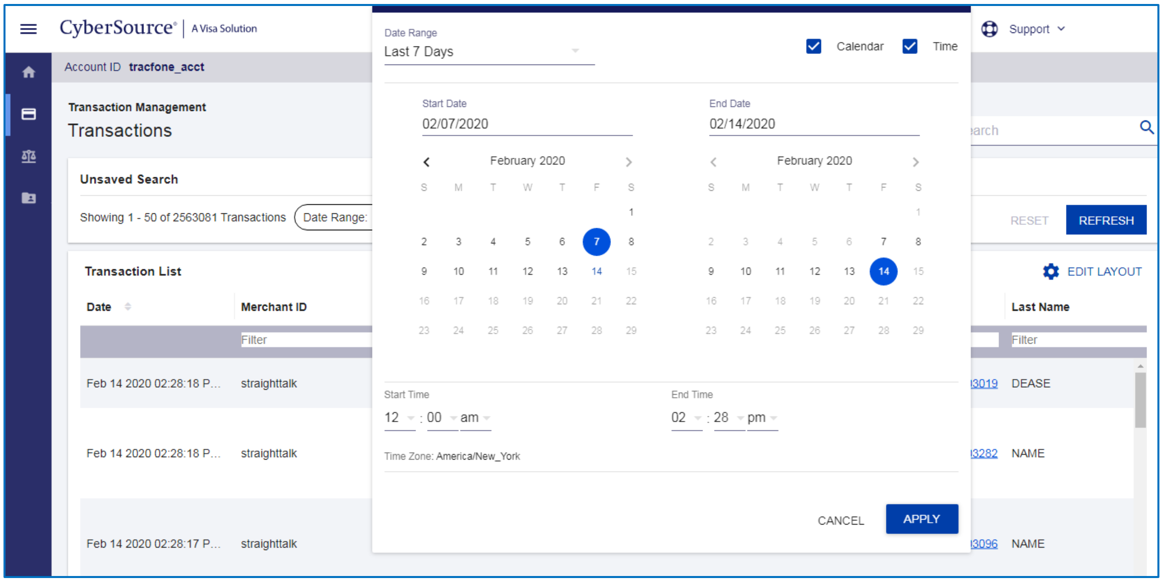


6 Select Search Scope. The listing of merchant ID accounts available in CyberSource will be displayed.

- Make a selection from the Merchant ID, a drop-down menu that appears based on the merchant ID that pertains to the search. For example, if you're searching for a Straight Talk handset purchase, choose **trachandsets**.
- You should avoid using the All option since these searches will slow down the response time. All should only be used to provide multiple responses across brands.



- The Date range is defaulted to a 7 day search. If the transaction is beyond 7 days, click the option to change the search dates.



➢ The list below itemizes the various merchant account IDs, their descriptions and uses:

Drop-down Menu Options Definitions:	
✓ Billingb2b – Business to Business (do not use)	✓ NET10ds – NET10 Direct Sales Airtime purchases (do not use)
✓ BillingNET10 – Monthly Auto Enrollment charges	✓ Nethandsets – NET10 handsets (do not use)
✓ BillingStraightTalk – Monthly Straight Talk auto-Enrollment charges	✓ StraightTalk –Straight Talk Airtime purchases
✓ BillingTracFone – Monthly TracFone Auto-Enrollment charges	✓ Toppteleco – TracFone Airtime purchases
✓ Handsetsb2b - Cell phone transactions for Business to Business (do not use)	✓ TracFoneds – TracFone Direct Sales Airtime purchases (do not use)
✓ Motricity – Ringtone transactions	✓ Trachandsets – Cell phone purchases for all brands (does not include SafeLink)
✓ NET10 – NET10 Airtime purchases	

7 Once the data is entered, select the Search button located on the bottom right-hand corner of the screen.

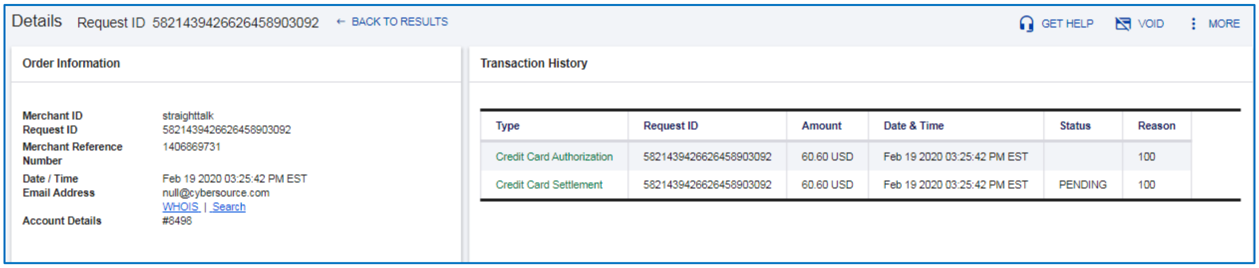
Important Fields

➢ Merchant Reference Number: Correlation between Ingram Micro Mobility billing platform and the TracFone point of sale.

➢ Date: Specific date and time the order was placed

➢ Decision: CyberSource will display (3) types of status under the Decision Manger field: Reject/Approved/Pending

An example of a transaction in Pending:



Details Request ID 5821439426626458903092 ← BACK TO RESULTS GET HELP VOID MORE

Order Information

Merchant ID	straighttalk
Request ID	5821439426626458903092
Merchant Reference Number	1406869731
Date / Time	Feb 19 2020 03:25:42 PM EST
Email Address	null@cybersource.com WHOIS | Search
Account Details	#8498

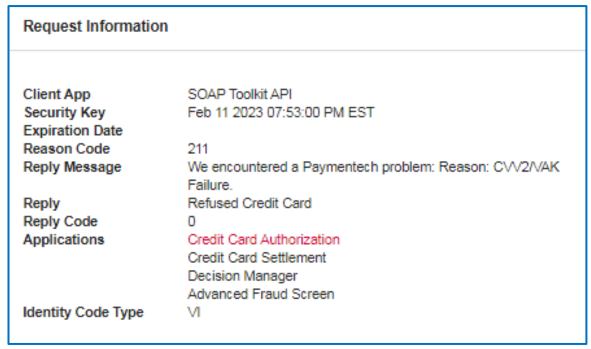
Transaction History

Type	Request ID	Amount	Date & Time	Status	Reason
Credit Card Authorization	5821439426626458903092	60.60 USD	Feb 19 2020 03:25:42 PM EST		100
Credit Card Settlement	5821439426626458903092	60.60 USD	Feb 19 2020 03:25:42 PM EST	PENDING	100

Rejected/Refused transaction through CyberSource:

NOTE:

This Transaction was denied due to the use of various names and discrepancies with the billing and shipping addresses, the order has been rejected.



Request Information

Client App	SOAP Toolkit API
Security Key Expiration Date	Feb 11 2023 07:53:00 PM EST
Reason Code	211
Reply Message	We encountered a Paymentech problem: Reason: CVV2/VAK Failure.
Reply	Refused Credit Card
Reply Code	0
Applications	Credit Card Authorization Credit Card Settlement Decision Manager Advanced Fraud Screen
Identity Code Type	VI

Reasons that cause transaction denials:

- You will use the interface login to access the brand web page to place an order for the customer
  - In this event, the reason code would state, “International IP Address”

- Incorrectly inputting erroneous addresses or addresses that do not match the credit card billing address
  - While inputting the “city”, the agent types “Mia”
  - Inputting incorrect zip codes
  - Non-matching or non-verifiable address Ingram Micro Mobility Order Process

Checking Transactions in CyberSource

When checking CyberSource for a transaction or purchase that cannot be located in TAS, only ask the customer for the last 4-digits of the credit card. Do not ask for the full card number.

How to search by the last 4 of the credit/debit card:

1. Set the date range search field.
2. Select the Merchant ID (if applicable).
3. Select Add a Filter.
4. Select Account Suffix.

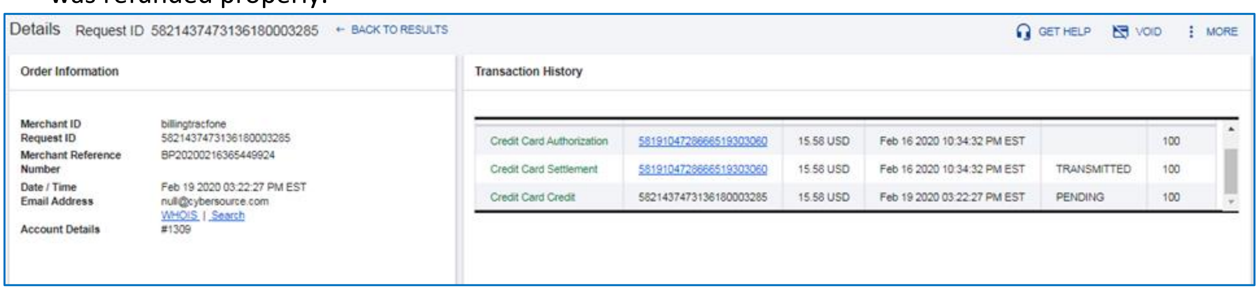
If you are unable to locate the customer transaction/charge, create the below ticket in TAS.

- **Ticket Type:** **Sales Support Miami Escalation**
- **Ticket Title:** **Sales Escalations**

Checking CyberSource for Refund

You can check CyberSource if a refund has been made to the customer's account. Follow these steps below.

1. Search the merchant reference number.
2. The Transaction Search Details page will populate.
3. When you see Credit Card Credit in the Transaction Status Summary section, this means the customer was refunded properly.



Details Request ID 5821437473136180003285 ← BACK TO RESULTS GET HELP VOID MORE

Order Information

Merchant ID	billingtracfone
Request ID	5821437473136180003285
Merchant Reference Number	BP20200216365449924
Date / Time	Feb 19 2020 03:22:27 PM EST
Email Address	null@cybersource.com WHOIS | Search
Account Details	#1309

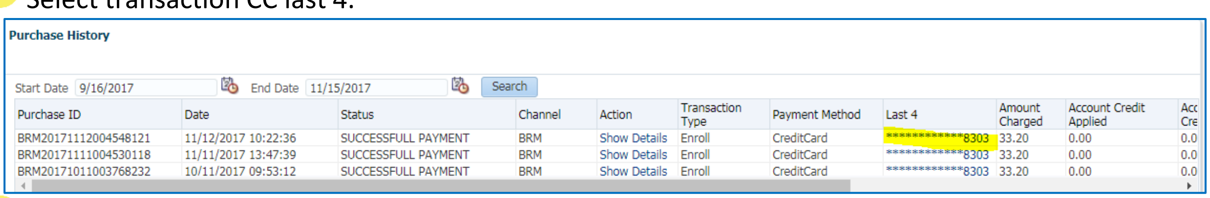
Transaction History

Credit Card Authorization	5819104728666519303060	15.58 USD	Feb 16 2020 10:34:32 PM EST		100
Credit Card Settlement	5819104728666519303060	15.58 USD	Feb 16 2020 10:34:32 PM EST	TRANSMITTED	100
Credit Card Credit	5821437473136180003285	15.58 USD	Feb 19 2020 03:22:27 PM EST	PENDING	100

WFM Merchant ID Visibility

The Merchant ID for WFM transactions is now visible in Purchase History under Purchase ID. If for any reason it is missing please follow the steps below to retrieve it.

1. Access Purchase History in TAS.
2. Select transaction CC last 4.

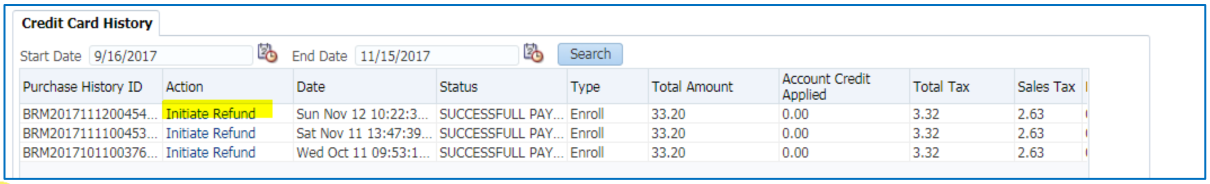


Purchase History

Start Date 9/16/2017 End Date 11/15/2017 Search

Purchase ID	Date	Status	Channel	Action	Transaction Type	Payment Method	Last 4	Amount Charged	Account Credit Applied	Acc Cre
BRM20171112004548121	11/12/2017 10:22:36	SUCCESSFULL PAYMENT	BRM	Show Details	Enroll	CreditCard	************8303	33.20	0.00	0.0
BRM20171111004530118	11/11/2017 13:47:39	SUCCESSFULL PAYMENT	BRM	Show Details	Enroll	CreditCard	************8303	33.20	0.00	0.0
BRM20171011003768232	10/11/2017 09:53:12	SUCCESSFULL PAYMENT	BRM	Show Details	Enroll	CreditCard	************8303	33.20	0.00	0.0

3. Select Initiate Refund in Credit Card History.

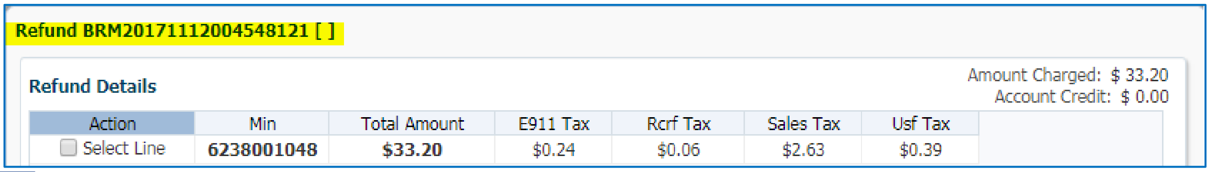


Credit Card History

Start Date 9/16/2017 End Date 11/15/2017 Search

Purchase History ID	Action	Date	Status	Type	Total Amount	Account Credit Applied	Total Tax	Sales Tax
BRM2017111200454...	Initiate Refund	Sun Nov 12 10:22:3...	SUCCESSFULL PAY...	Enroll	33.20	0.00	3.32	2.63
BRM2017111100453...	Initiate Refund	Sat Nov 11 13:47:39...	SUCCESSFULL PAY...	Enroll	33.20	0.00	3.32	2.63
BRM2017101100376...	Initiate Refund	Wed Oct 11 09:53:1...	SUCCESSFULL PAY...	Enroll	33.20	0.00	3.32	2.63

4 Merchant ID is located at the top right hand corner.



Refund BRM20171112004548121 [ ]

Refund Details

Amount Charged: $ 33.20
Account Credit: $ 0.00

Action	Min	Total Amount	E911 Tax	Rcrf Tax	Sales Tax	Usf Tax
Select Line	**6238001048**	**$33.20**	$0.24	$0.06	$2.63	$0.39

NOTE:

Before you process any refund you must match up the Transaction Merchant ID in TAS with the Merchant ID in CyberSource.

5 Proceed with the current refund process if merchant Ids amount match up and if customer qualifies. If the transaction amount is different follow the step below.

1 Create the following ticket located on the LHSM.

- Ticket Type: Sales Support Miami Escalation
- Ticket Title: Refund ESC

2 Provide Ticket number. Customer will be contacted within 24 to 48 hours.

Canceling WFM Lifeline Orders

You are now able to cancel orders for new WFM Lifeline customers only. If the customer calls requesting to cancel an order placed for WFM Lifeline that has not been processed in IMM, complete the following steps.

1 Verify if the order has been processed in IMM

- If yes; explain to the customer that the order cannot be canceled
- If no; proceed to step 2

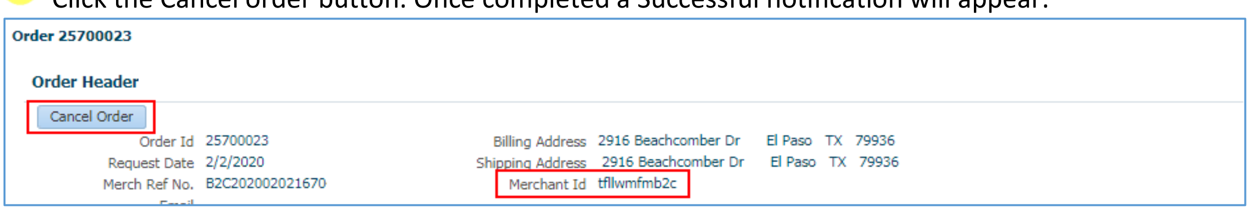
2 Search for the Order Number in TAS

3 Select B2B/B2C Orders

4 Check to make sure that the Merchant ID is the following: tfllwmfmb2c

- If no; explain to the customer that the order cannot be canceled
- If yes; proceed to step 5

5 Click the Cancel order button. Once completed a Successful notification will appear.



Order 25700023

Order Header

Cancel Order

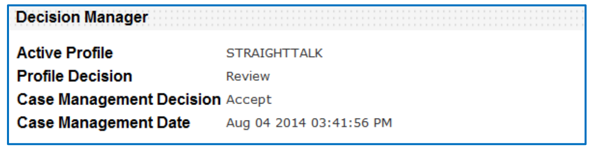
Order Id 25700023
Request Date 2/2/2020
Merch Ref No. B2C202002021670

Billing Address 2916 Beachcomber Dr El Paso TX 79936
Shipping Address 2916 Beachcomber Dr El Paso TX 79936
Merchant Id tfllwmfmb2c

Additional Information

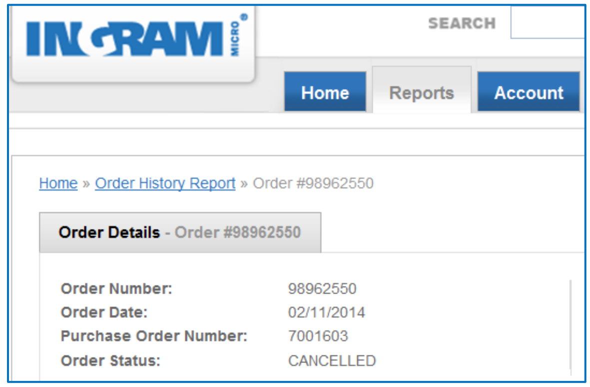
If the order went to the Decision Manager "Review" queue that means it is pending and the order has not been accepted by the Business Assurance and Fraud Management group. Always check the final status of the order purchase transaction in the Decision manager field. See details below.

- The order displayed below was accepted by the Business Assurance and Fraud Management group.



- If you receive a call from a customer stating they purchased two phones and one of the orders was cancelled, but they did not receive a refund, check the status of the order in Ingram Micro Mobility. If the order status in Ingram Micro Mobility is "CANCELLED", the customer was not charged.

  Order status in Ingram Micro Mobility: **Cancelled**



- If you cannot see the order in the Ingram Micro Mobility (IMM) tool, check in the Handset Refunds Tool. **NOTE:** If the information is not visible confirm if it is in CyberSource, fix customer issue and escalate to Miami via an SSME ticket:
  - Ticket Type: Sales Support Miami Escalation
  - Ticket Title: Sales Escalations

The ticket will be escalated to the Direct Sales group. DO NOT close the ticket.

Unlocking a CyberSource Account

Users can unlock their account by resetting password manually using Forgot My Password option and providing answers to authentication questions or by advising your floor supervisor. The Shift Manager must send an email to: DSE@tracfone.com.

Reasons for Account to be Locked:

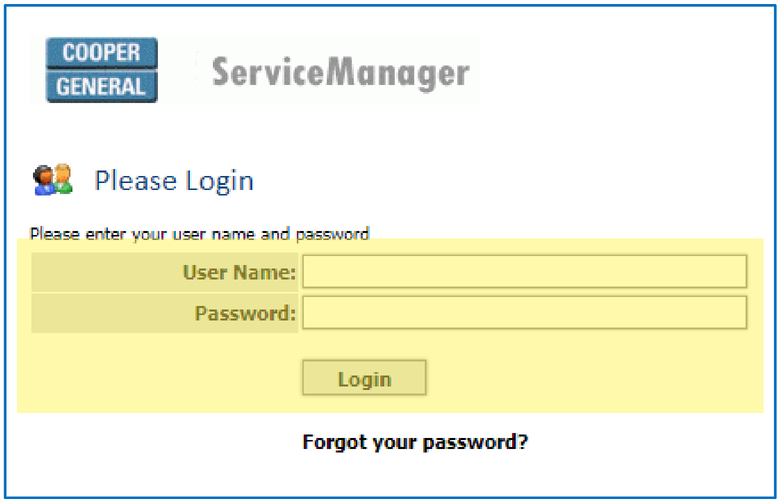
- Entering the wrong username and/or password three consecutive times
- Entering the incorrect answer to the secret question three consecutive times after clicking the link that says "Forgot your password? Click here"
- Have not updated the password within 90 days and attempt to log in using the old password.

Service Manager Tool

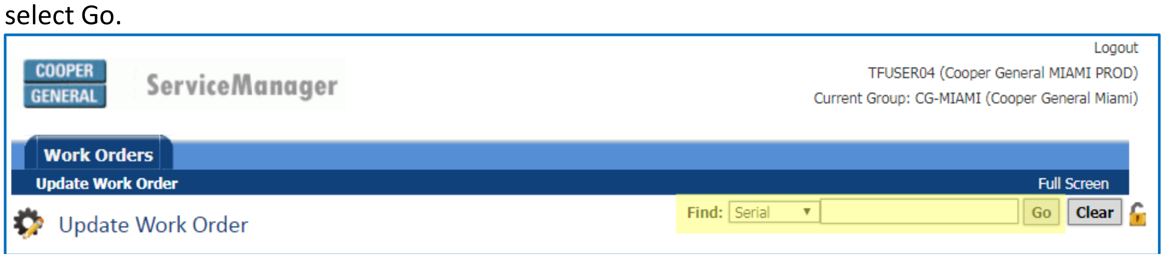
You will now have the ability to verify if the customer's defective device was received at Cooper General for exchange, using the Service Manager Tool.

1 To access the Service Manager Tool go to:
https://sm.coopergeneral.com/ServiceManagerRR/Login.aspx

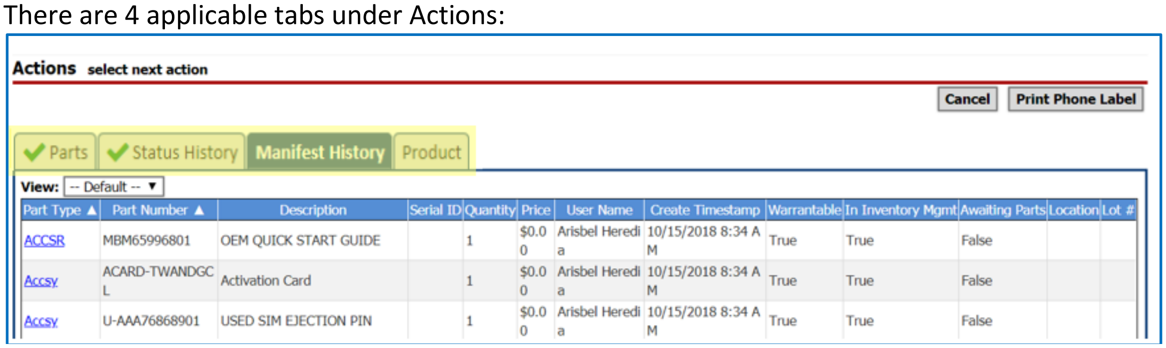
2 Enter your User Name and Password. Then select Login.



3 Enter the serial number of the defective device returned (copy from TAS warranty ticket), and then select Go.

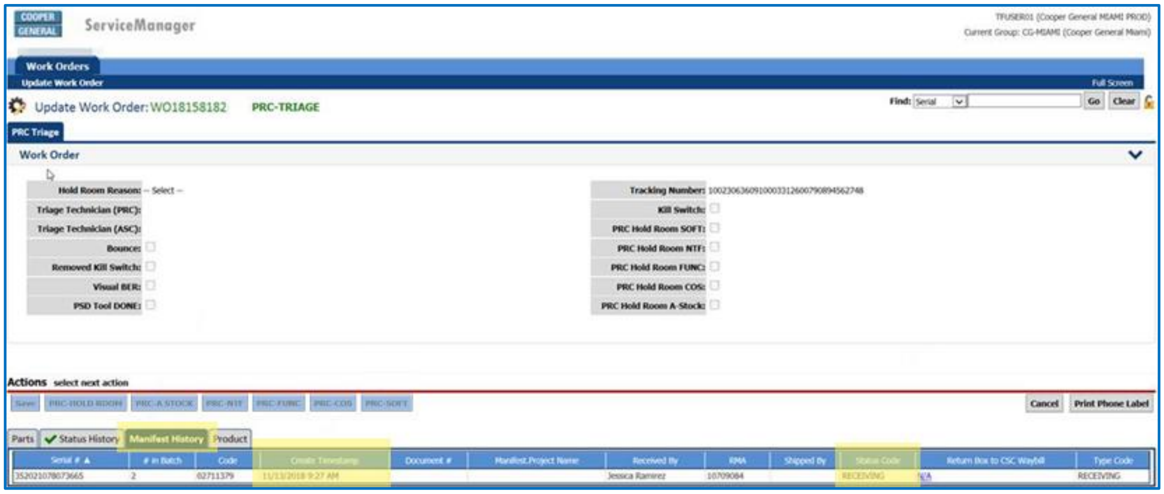


4 There are 4 applicable tabs under Actions:

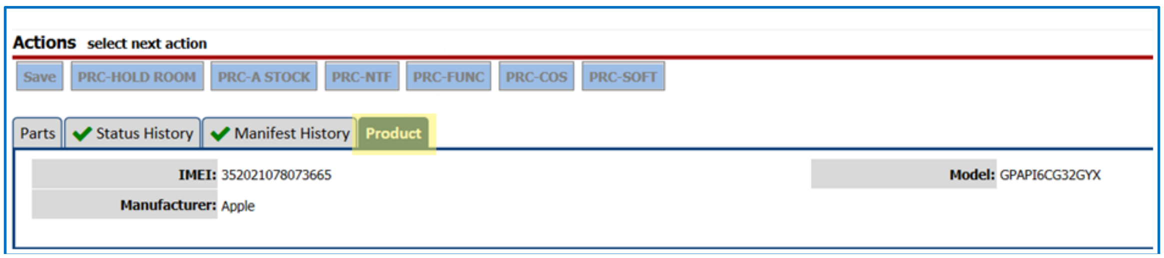


- **Parts:** List of items included with the replacement device (inside the box)
- **Status History:** Allows you to view all statues that the device has passed through.

➢ **Manifest History:** You will use this tab to review and to verify the date the device was received.



➢ **Product:** This tab will provide specification of the handset received.



When escalating a returned device not showing in Cooper General Tool to Miami, please add the associated RMA number below.

Customer	RMA Number
TRACFONE EXCHANGE	10709084
STRAIGHTTALK EXCHANGE	10846038
STRAIGHTTALK EXCHANGE (High End Units)	11270364
NET10 EXCHANGE	10709082
TOTAL WIRELESS EXCHANGE	10709079
SAFELINK EXCHANGE	10709068
SIMPLE MOBILE EXCHANGE	10709066
TELCEL EXCHANGE	10709063

NOTE:

DO NOT provide the address to the customers. If customers need a replacement, go to the exchange process and a prepaid Airbill will be shipped to the customer.

RMA # ___________________
Product Recovery CTR/CG
8501 NW 17th street. Suite #102
Miami, FL 33126

Chapter 3: REFUND PROCESS

Airtime Refunds

You now have the ability to issue a refund on airtime cards purchased via WEB, TAS and IVR up to 180 days from the date of purchase.

You still need to follow the company policies and procedures regarding refunds.

If a customer calls to request this type of refund, you may do so by using one of the options below.

NOTE:

You MUST ask the Security Questions when using one of the options below in processing a Refund.

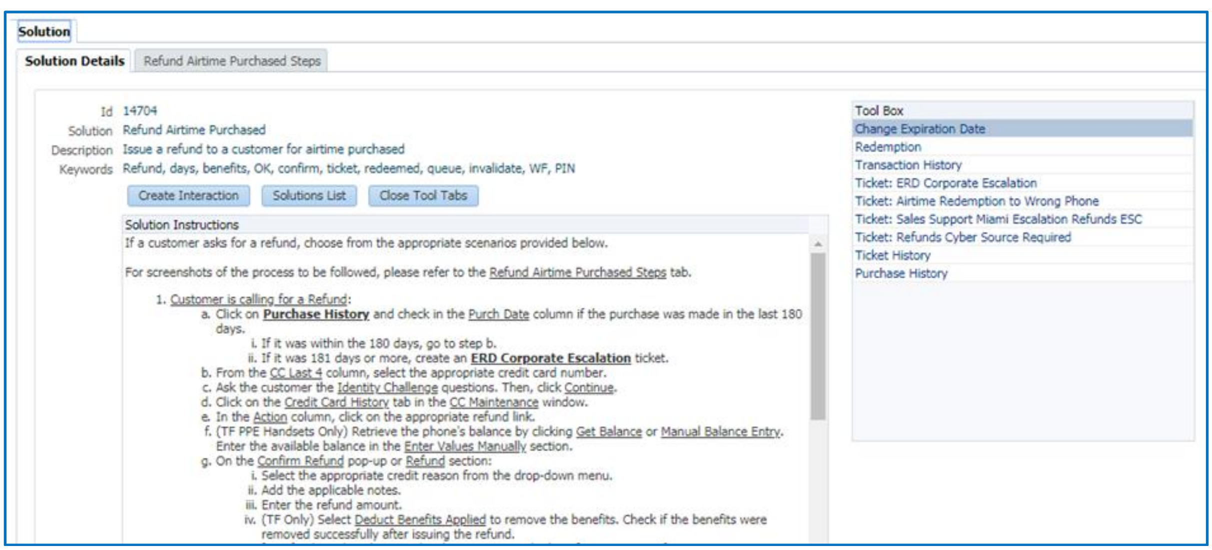
- Purchase History by ESN
- Search by Merchant Reference Number
- Search by Credit Card

TAS Solution – Refund Airtime

TAS Solution has been created detailing the steps to follow when processing an airtime refund.

- Parent Solution: Refunds
- Child Solution: Refund Airtime Transaction

The Solution includes instructions on how to process a refund when the customer is calling in for the first time. There are multiple steps to follow; please be sure to read carefully before proceeding to the next step. It also includes steps on how to proceed if the customer is calling back (after the initial request).

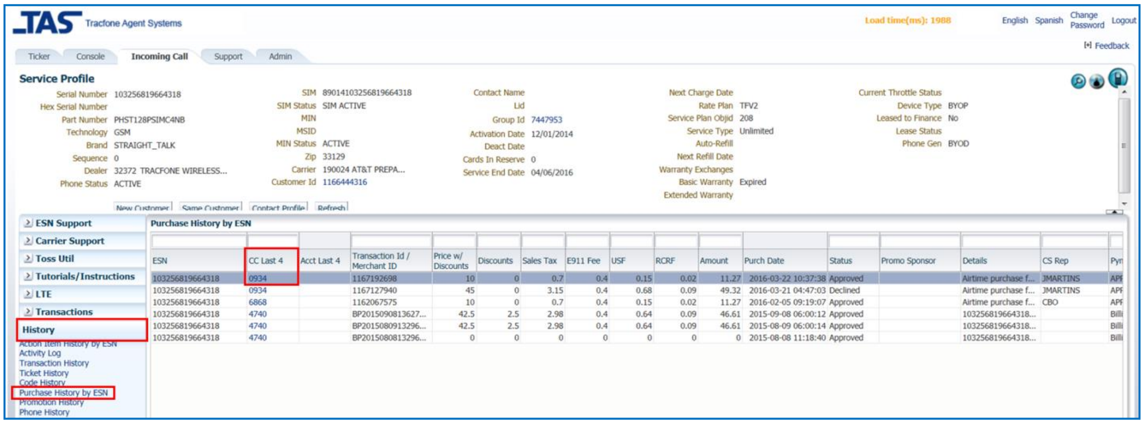


Processing Airtime Refunds via TAS

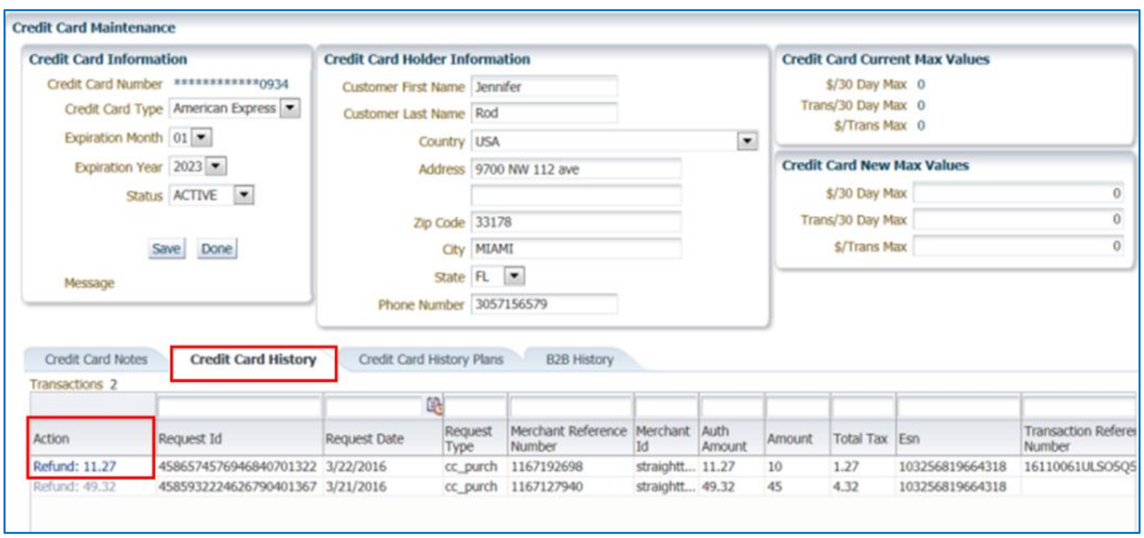
Purchase History by ESN

To Process an airtime refund in TAS follow the steps below:

1. From the Incoming Call Tab, click the History Sub-Menu.
2. Select the Purchase History by ESN link. The purchase history for that ESN will be displayed.
3. Once you have determined the transaction the customer is calling about, click the corresponding link in the CC last 4 column.

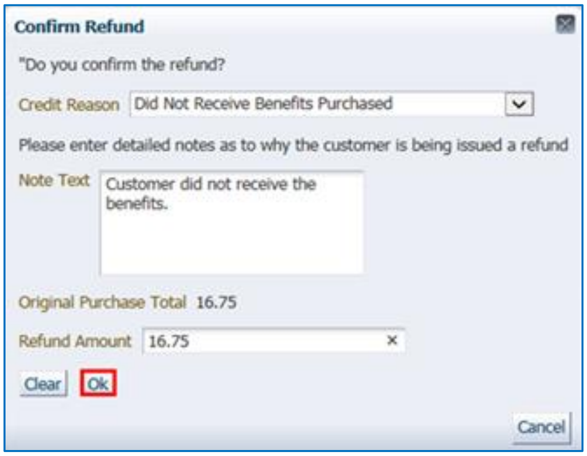


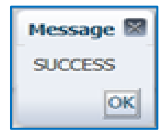
4. The Credit Card Maintenance page will be displayed. Select the Credit Card History tab.



5. Once the Credit Card History page displays, click the Issue Refund link in the Action column.
6. You will be prompted to confirm the Refund.
   - Select the reason for the refund
   - In the note section enter the reason for issuing the refund to the customer.
   - Enter the amount being refunded in the Refund Amount field and click OK.

6 You will receive a confirmation message. Click Ok.





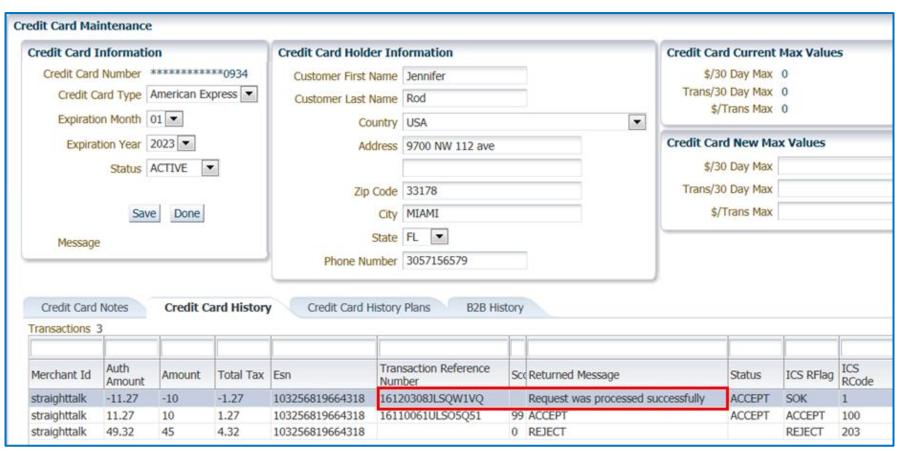
Selecting the Correct "Credit Reason" in TAS

You will see the following options when selecting a credit reason when processing a refund using TAS.

New Credit Reasons:

- Minutes and/or service days not delivered
- System Error
- No Coverage
- Wrong Airtime Purchased
- Multiple Charges with card in reserved
- Multiple Charges with benefits delivered
- Auto-refill discount
- Customer had multiple exchange
- De-enrollment failure
- Multiple exchanges
- Partial refund
- Purchased benefits not receive
- Service days not delivered
- Other

The confirmation number will be displayed under the "Credit Card History" tab once a refund has been processed.



NOTE:

- If Card Status is “Redeemed”, advise the customer that no refund would apply.
- If Card Status is “New”, proceed to process the credit through TAS.
- If the Card Status is “Reserved”, the card has already been added to an account to be added upon expiration of the current airtime cards due date. Proceed to process a credit through TAS.
- Once the refund is processed the card will be marked invalid automatically.

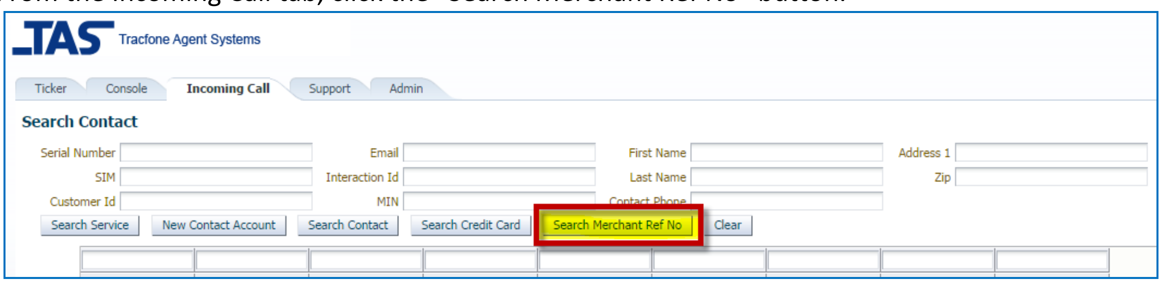
In order to receive the $1.50 refund for the Straight Talk $2.50 Auto-Refill Discount, follow the below steps.

1. Verify if the account is eligible to reinstate the correct discount.
2. Issue the partial refund for the difference then create a Refunds/Reinstatement of AF discount ticket.

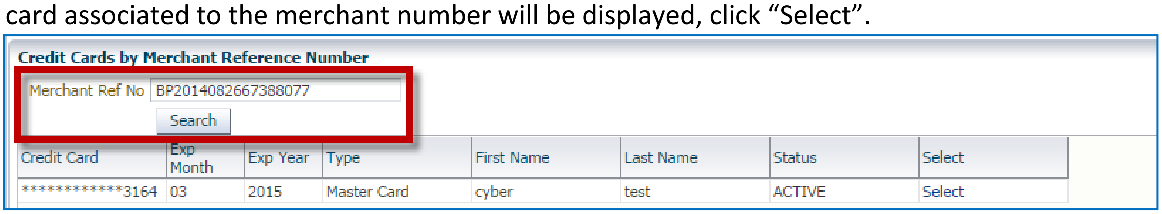
Search by Merchant Reference Number

You will now be able to search by Merchant Reference Number in TAS.

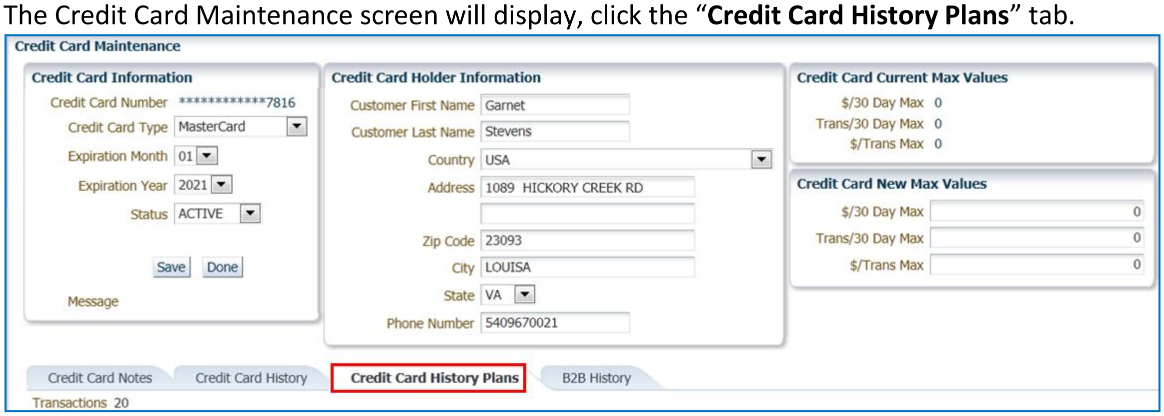
1. From the Incoming Call tab, click the “Search Merchant Ref No” button.



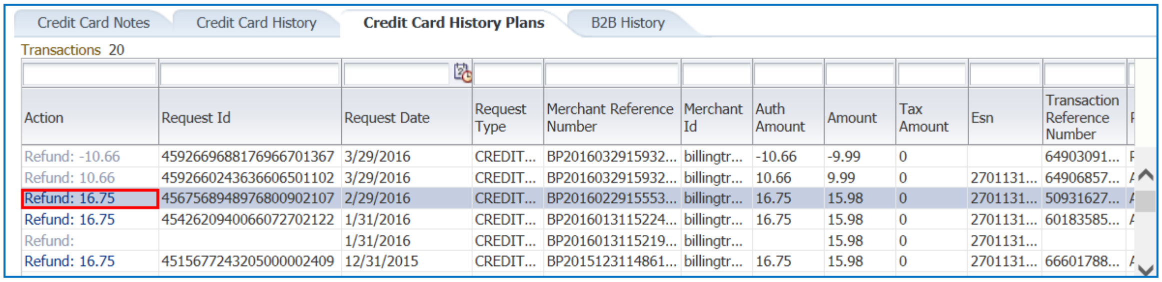
2. Enter the merchant reference number into the “Merchant Ref No” field and click “Search”. The credit card associated to the merchant number will be displayed, click “Select”.



3. The Credit Card Maintenance screen will display, click the “**Credit Card History Plans**” tab.



4 Select the merchant reference number of the purchase and click the “Issue Refund” link.



Credit Card Notes | Credit Card History | **Credit Card History Plans** | B2B History

Transactions 20

Action	Request Id	Request Date	Request Type	Merchant Reference Number	Merchant Id	Auth Amount	Amount	Tax Amount	Esn	Transaction Reference Number	F
Refund: -10.66	4592669688176966701367	3/29/2016	CREDIT...	BP2016032915932...	billingtr...	-10.66	-9.99	0		64903091...	F
Refund: 10.66	4592660243636606501102	3/29/2016	CREDIT...	BP2016032915932...	billingtr...	10.66	9.99	0	2701131...	64906857...	A
Refund: 16.75	4567568948976800902107	2/29/2016	CREDIT...	BP2016022915553...	billingtr...	16.75	15.98	0	2701131...	50931627...	A
Refund: 16.75	4542620940066072702122	1/31/2016	CREDIT...	BP2016013115224...	billingtr...	16.75	15.98	0	2701131...	60183585...	A
Refund:		1/31/2016	CREDIT...	BP2016013115219...	billingtr...		15.98	0	2701131...		
Refund: 16.75	4515677243205000002409	12/31/2015	CREDIT...	BP2015123114861...	billingtr...	16.75	15.98	0	2701131...	66601788...	A

5 The “Confirm Refund” page will appear, enter the required information on the fields below.

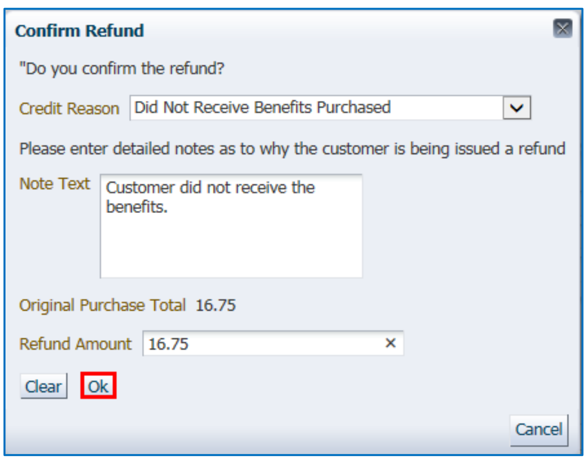
6 From the drop-down menu, select the correct “Credit Reason”.

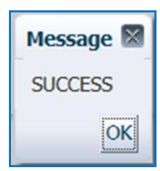
7 On the Note Text field, document the necessary information accurately and clearly.

NOTE:

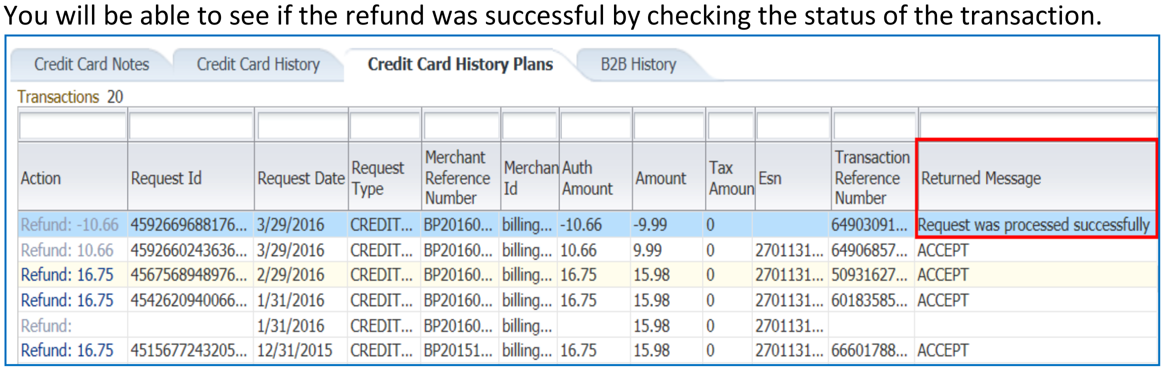
The total amount of the purchase will appear on the refund pop-up screen so you will know what amount to place for a full refund.

8 Verify the “Refund Amount” and click “OK”.





9 You will be able to see if the refund was successful by checking the status of the transaction.



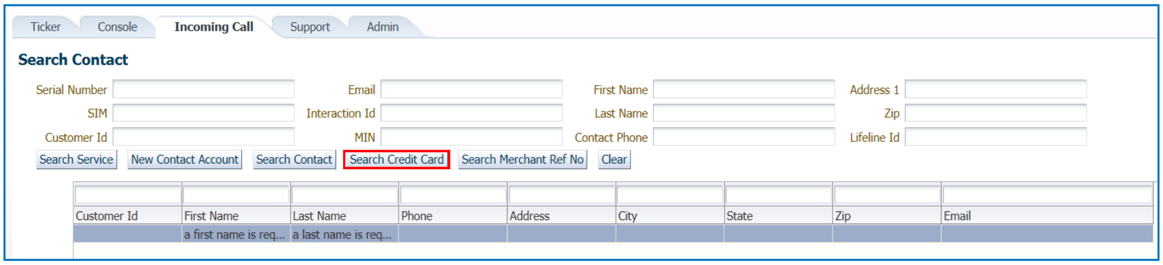
Credit Card Notes | Credit Card History | **Credit Card History Plans** | B2B History

Transactions 20

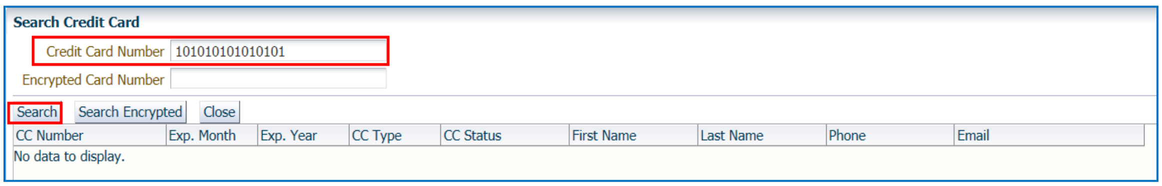
Action	Request Id	Request Date	Request Type	Merchant Reference Number	Merchan Id	Auth Amount	Amount	Tax Amoun	Esn	Transaction Reference Number	Returned Message
Refund: -10.66	4592669688176...	3/29/2016	CREDIT...	BP20160...	billing...	-10.66	-9.99	0		64903091...	Request was processed successfully
Refund: 10.66	4592660243636...	3/29/2016	CREDIT...	BP20160...	billing...	10.66	9.99	0	2701131...	64906857...	ACCEPT
Refund: 16.75	4567568948976...	2/29/2016	CREDIT...	BP20160...	billing...	16.75	15.98	0	2701131...	50931627...	ACCEPT
Refund: 16.75	4542620940066...	1/31/2016	CREDIT...	BP20160...	billing...	16.75	15.98	0	2701131...	60183585...	ACCEPT
Refund:		1/31/2016	CREDIT...	BP20160...	billing...		15.98	0	2701131...		
Refund: 16.75	4515677243205...	12/31/2015	CREDIT...	BP20151...	billing...	16.75	15.98	0	2701131...	66601788...	ACCEPT

Search by Credit Card

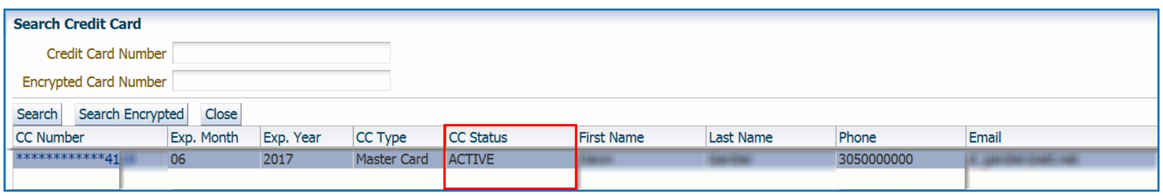
1 If the customer purchased the airtime card, select "Search Credit Card" button.



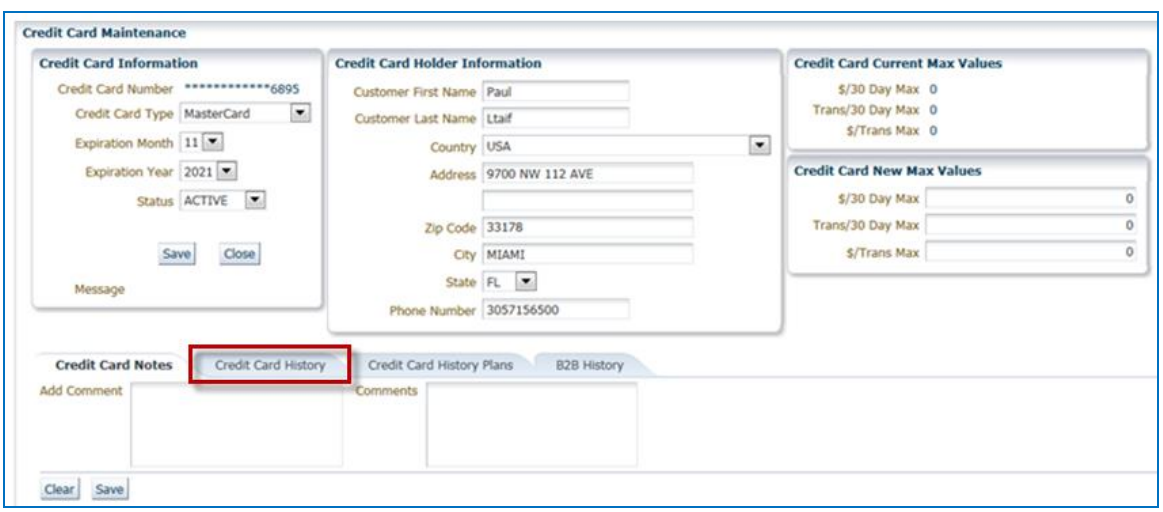
2 Enter the entire Credit Card Number and click "Search".



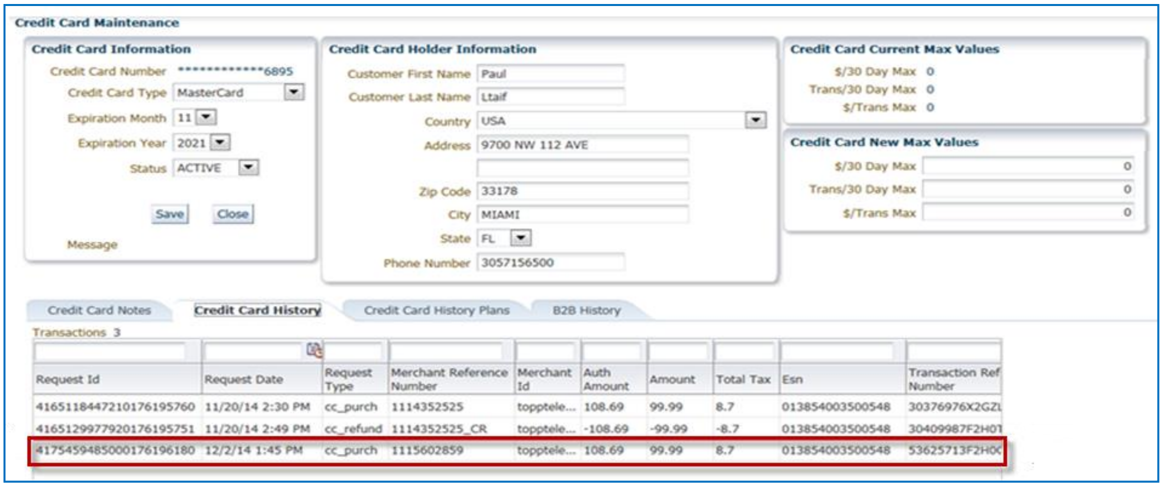
3 Select the correct credit card transaction. **NOTE:** Make sure to always check if the "CC Status" is active.



4 From the Credit Card Maintenance screen, click on "Credit Card History" tab.

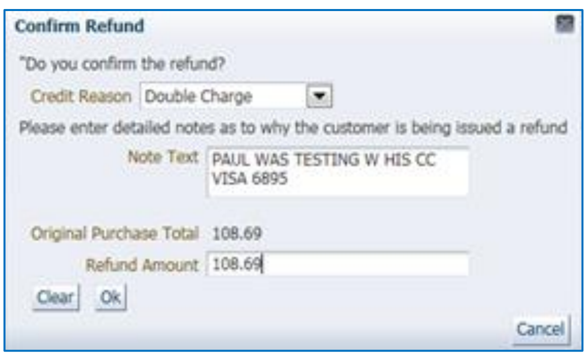


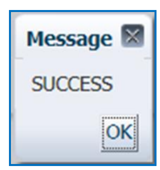
5 Find the correct transaction and make sure you are selecting the correct purchase amount, ESN or merchant reference number displayed. Press the “Issue Refund” button.

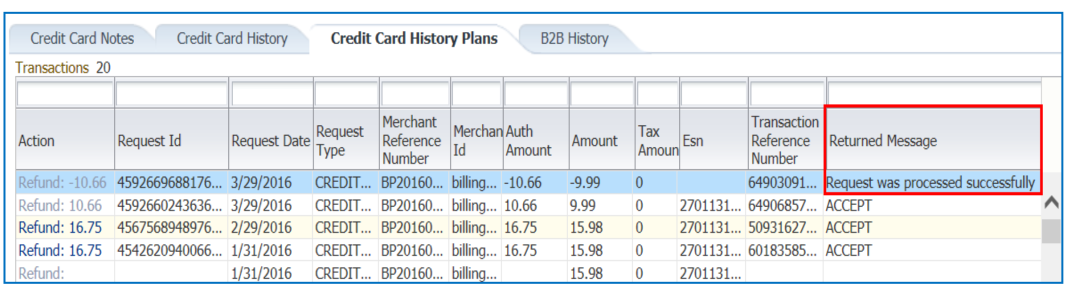


6 Choose the correct “Credit Reason” from the drop-down menu, document the necessary information on the “Note Text” field then verify the “Refund Amount” and press “Ok”.

7 You will see a confirmation message once the refund ID has been processed.



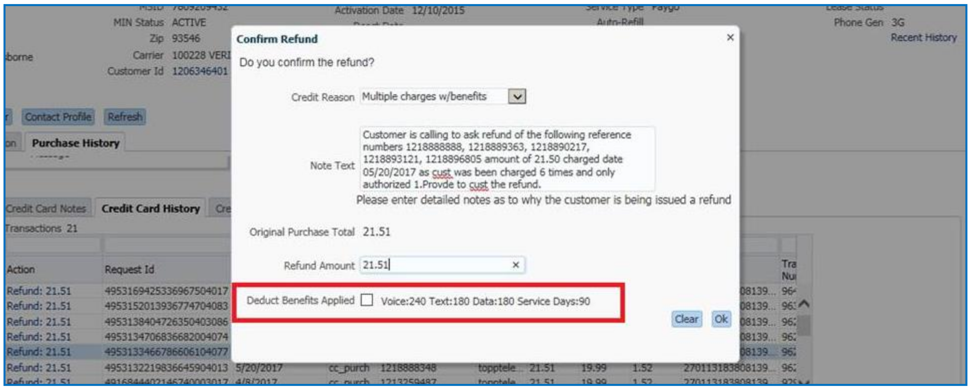




! You will now have the option to remove benefits when issuing a refund for airtime. In the Confirm Refund page, select “Deduct Benefits Applied” to remove the benefits. After issuing the refund, you MUST check if the benefits were removed successfully.

NOTE:

If a refund needs to be issued without removing the benefits, please create an SSME/Refund Escalation ticket.



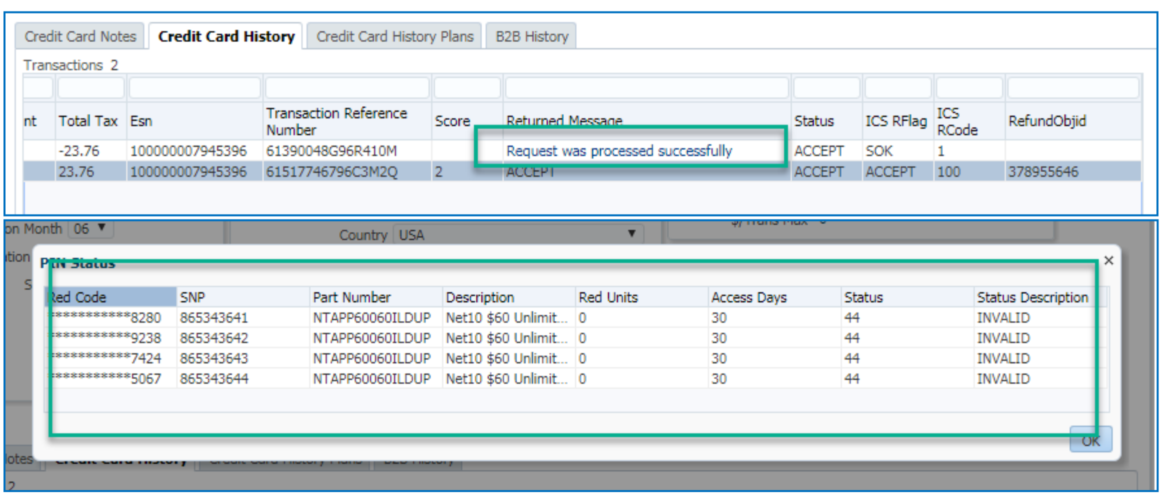
Port-Out Refund Requests

The following refund request will not be approved or processed:

- Airtime that was purchased and redeemed in order to keep the phone active and the customer later decided to port out.

Show PIN Status after Refund Process

Once you process a refund for an airtime purchase the system will automatically show the status of the PIN as shown below.



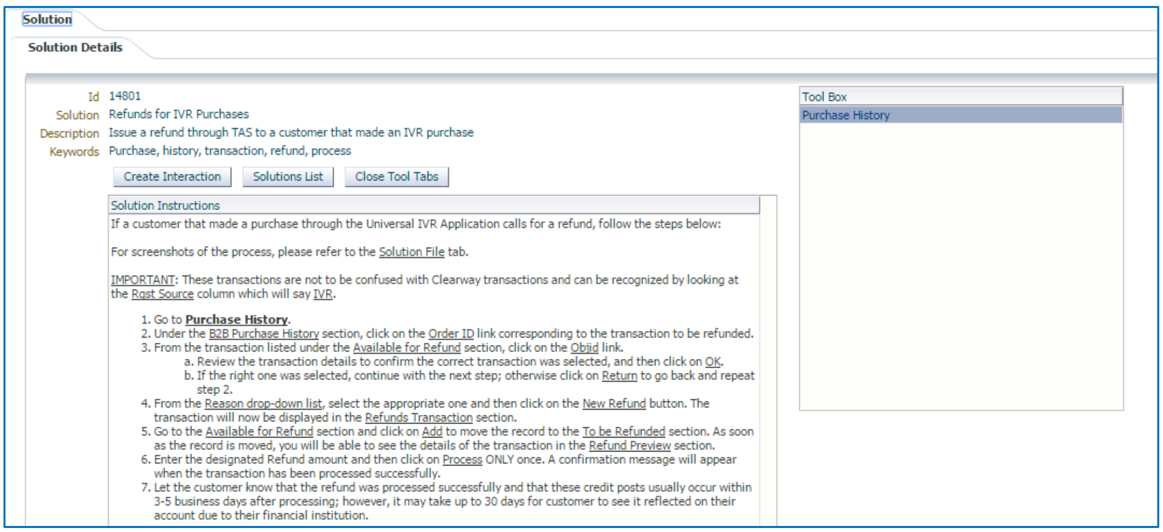
- For reserved PIN(s), if the status is not showing INVALID after completing the refund then manually invalidate the card.
- For all other transactions, please follow the current process as you normally do.

Processing Refunds for IVR Purchases

- Refunds for IVR Purchases are applicable to NET10 brand only.
- Applicable to all devices; phones, hotspots, and home phones.
- Transactions will only appear in “B2B History” via Purchase History by ESN or Contact Actions > B2B History link.
- You will see all of the transactions associated to the Account not just the specified ESN under the “B2B Purchase History” section.

To process a refund request for these transaction types, simply follow the instructions outlined in the TAS Solution: Refunds for IVR Purchases.

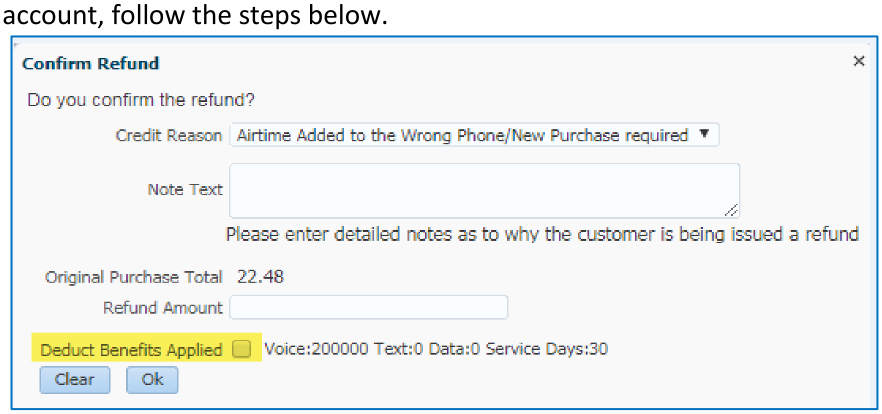
- Parent Solution: Refunds
- Child Solution: Refund for IVR Purchases



Tracfone Unlimited Plan Refund Process

When processing a refund for any of the three Tracfone Unlimited plans where the airtime card has already been redeemed to the account, follow the steps below.

1. Select the correct Credit Reason.
2. Add notes and enter the Refund Amount.
3. Select OK.
4. Advise the customer of the refund process.



IMPORTANT: DO NOT select the “Deduct Benefits Applied” option.

Refunds in TAS up to 180 Days

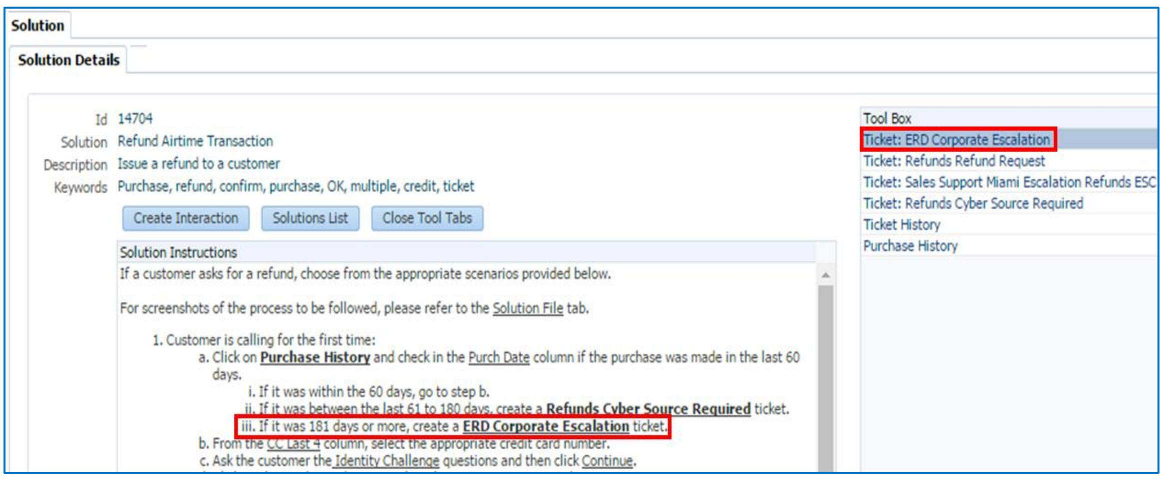
TAS allows you to process refunds up to 180 days from the date of purchase if applicable. Process the refund business as usual.

NOTE:

You still need to enforce the refund policy. If you encounter an error or a system issue while processing the refund, please create an SSME Refund Escalation ticket.

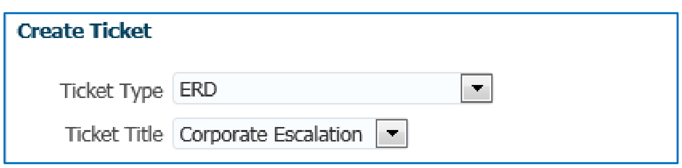
Refunds for Transactions with 181 Days or More

If a customer asks for a refund for a transaction that already reached 181 days or more since it was made, you should create an ERD Corp Escalation ticket.



To manually create the ticket, go to Create Ticket and select:

- Ticket Type: ERD
- Ticket Title: Corporate Escalation



NOTE:

For Corp ERD, you can create a Manual Refund ticket without creating a Corp ERD Escalation ticket.

Processing Refund Request Ticket

The below ticket type and title should be created for the below scenarios when processing a Refund Request in TAS.

- ✓ If you encounter an error when process a refund, please check CyberSource to prevent multiple refunds. If the refund was not processed, create the below ticket in TAS.
  - Ticket Type: **Refunds**
  - Ticket Title: **Cyber Source Required**

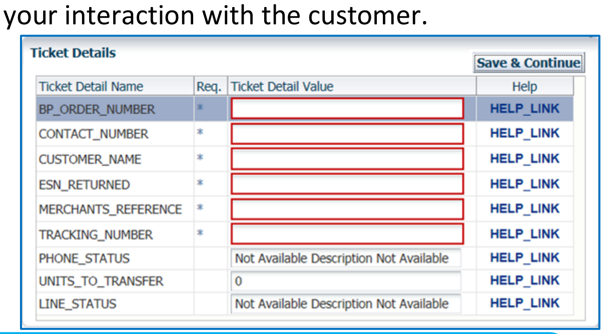
- ✓ If a customer calls to request a refund for purchases made after 180, you will need to create the below ticket.
  - Ticket Type: **ERD**
  - Ticket Title: **Corporate Escalation**

NOTE:

- For Corp ERD, you can create a Manual Refund ticket without creating a Corp ERD Escalation ticket.
- If you encounter an error while processing a refund for purchases made within 180 days, you will need to create the below ticket:
  - **Ticket Type:** SSME
  - **Ticket Title:** Refund Escalation

In order to process a Refund Request; you must create a ticket using these steps in TAS.

1. Go to ESN Support under the Incoming Call tab, and then click Create Ticket.
2. Select the correct Ticket Type and Title.
3. Type the issue in the Issue field. Then click Save & Continue.
   NOTE: You must include the detailed notes about your interaction with the customer.
4. You must fill out the following ticket fields on every ticket, and click Save & Continue.



Ticket Details

Save & Continue

Ticket Detail Name	Req.	Ticket Detail Value	Help
BP_ORDER_NUMBER	*		HELP_LINK
CONTACT_NUMBER	*		HELP_LINK
CUSTOMER_NAME	*		HELP_LINK
ESN_RETURNED	*		HELP_LINK
MERCHANTS_REFERENCE	*		HELP_LINK
TRACKING_NUMBER	*		HELP_LINK
PHONE_STATUS		Not Available Description Not Available	HELP_LINK
UNITS_TO_TRANSFER		0	HELP_LINK
LINE_STATUS		Not Available Description Not Available	HELP_LINK

If the customer cannot provide all the information or if you do not have all the information needed for the ticket details, you can still continue with the creation of the ticket when you click the Save & Continue button.

5. Leave the ticket OPEN.
6. The Direct Sales Group has the responsibility for investigating and closing the ticket.

Processing Refund for Web Purchases

Refunds for orders placed through one of our brand websites or shipping facility such as:

- www.tracfone.com
- www.straighttalk.com
- www.net10.com
- www.us.telcel.com
- www.simplemobile.com
- www.totalwireless.com
- www.net10business.com
- Through a representative using the e-store link

For these types of refunds, the Ingram Micro Mobility not only fulfills the order and ships it to the customer on behalf of TracFone; they also act as a receivership which is where all web order returns are mailed.

The procedures are outlined to address customers' requests for a refund of purchases made through the sales channels listed above.

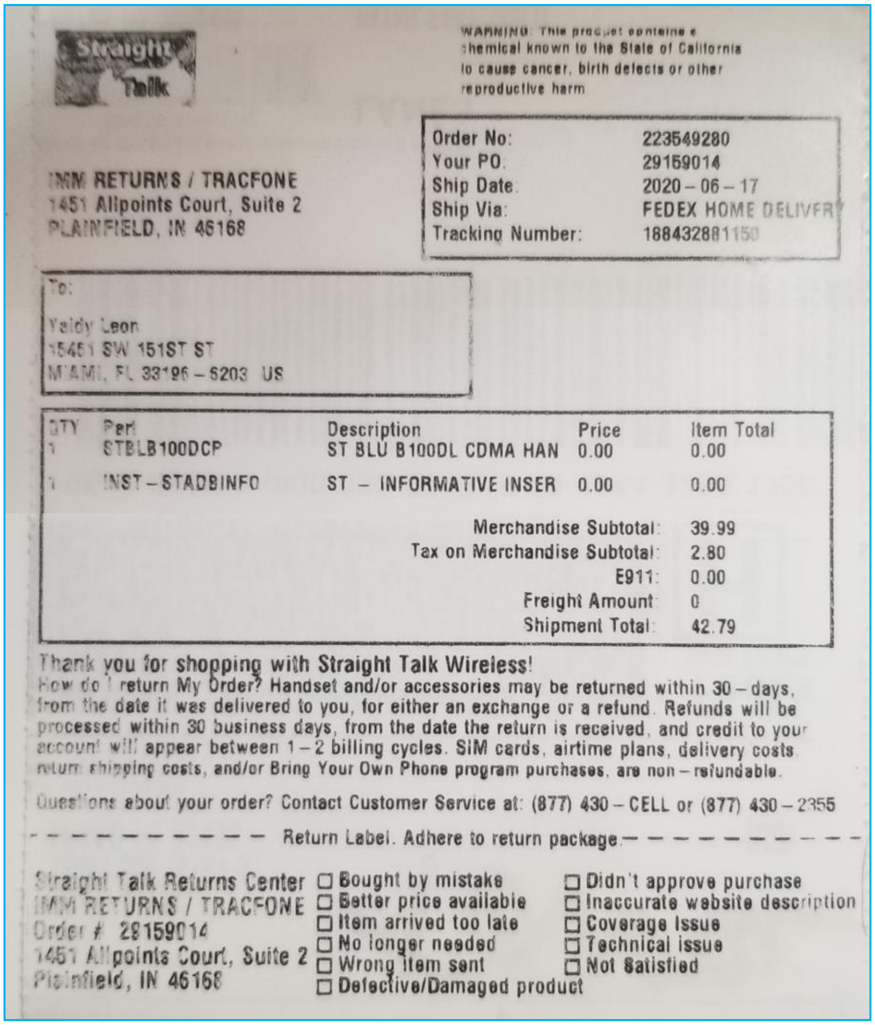
Effective immediately, if a customer asks about a refund from an online purchase, you must first confirm the date the purchase was made

- ✓ Purchases made within the last 30 days: provide the current return instructions.
- ✓ Purchases made over 30 days from the date the phone was delivered: inform the customer that TracFone offers a 30-day money back guarantee and they are no longer eligible for a refund. Advise the customer that the device is covered under the one (1) year warranty and we can troubleshoot to determine and correct the problem (or replace the device if eligible).

The steps are as follows:

1. When a customer calls to request a refund, there is no need to create a ticket. Instead; you should create an interaction. If there are no existing accounts because the handset has not been activated, an interaction is NOT required.

2. Advice the customer to follow the directions for Returns, located on the invoice that was sent with the package. (Please see sample invoice in the next page.)



Straight Talk

WARNING: This product contains a chemical known to the State of California to cause cancer, birth defects or other reproductive harm

IMM RETURNS / TRACFONE
1451 Allpoints Court, Suite 2
PLAINFIELD, IN 46168

Order No:	223549280
Your PO:	29159014
Ship Date:	2020 – 06 – 17
Ship Via:	FEDEX HOME DELIVERY
Tracking Number:	188432881150

To:
Yaidy Leon
15451 SW 151ST ST
MIAMI, FL 33196 – 5203 US

QTY	Part	Description	Price	Item Total
1	STBLB100DCP	ST BLU B100DL CDMA HAN	0.00	0.00
1	INST – STADBINFO	ST – INFORMATIVE INSER	0.00	0.00
		Merchandise Subtotal:		39.99
		Tax on Merchandise Subtotal:		2.80
		E911:		0.00
		Freight Amount:		0
		Shipment Total:		42.79

Thank you for shopping with Straight Talk Wireless!
How do I return My Order? Handset and/or accessories may be returned within 30 – days, from the date it was delivered to you, for either an exchange or a refund. Refunds will be processed within 30 business days, from the date the return is received, and credit to your account will appear between 1 – 2 billing cycles. SIM cards, airtime plans, delivery costs return shipping costs, and/or Bring Your Own Phone program purchases, are non – refundable.

Questions about your order? Contact Customer Service at: (877) 430 – CELL or (877) 430 – 2355

Return Label. Adhere to return package.

Straight Talk Returns Center
IMM RETURNS / TRACFONE
Order # 29159014
1451 Allpoints Court, Suite 2
Plainfield, IN 46168

☐ Bought by mistake
☐ Better price available
☐ Item arrived too late
☐ No longer needed
☐ Wrong item sent
☐ Defective/Damaged product
☐ Didn't approve purchase
☐ Inaccurate website description
☐ Coverage issue
☐ Technical issue
☐ Not Satisfied

3 If the customer does not have the invoice, provide the customer with the following details:

a. The Ingram Micro Mobility address to which they must mail the return shipment:

Ingram Micro Mobility Return Center
1451 Allpoints Court, Suite 2
Plainfield, IN 46168

b. Handset(s) and accessories may be returned within 30 days of receipt of the original order date
c. SIM cards, airtime cards, delivery shipping costs and return shipping costs are non-refundable.
d. Allow up to 30 days after we receive your returned items for the refund to appear in your account.

NOTE:

For refunds not received after the designated 30 days, please create a Product Return/No Refund ticket.

Once Ingram Micro Mobility receives the product(s) at their facilities:

1. The handset and/or airtime cards will be scanned.
2. If all components are included in the return packaging as was originally shipped, a full refund will be processed minus the shipping charges.
3. If the return packaging only includes some of the components (such as the handset but no airtime card), the customer will see a partial (Ingram Micro Mobility manual) credit posted to the credit card used to make the purchase originally.

REMINDER: Our refund process is practically real-time. However, the turnaround time depends on the customer's bank or issuer. Banks may release the fund earlier if it is a debit card. Some banks or issuer may take a longer time like American Express or Discover.

Investigating Delayed/Missing Refunds

TracFone receives a daily settlement report which outlines all the credits that have been processed. These credits are uploaded into the Ingram Micro Mobility Return tool, available only in the corporate offices, but particularly designed for MIA ERD agents to quickly research delayed returns.

1. If the credit <u>does not appear</u> on this report and <u>is over the 30 day</u> the processing time, a Product Return/No Refund ticket will be created, outlining the details of the ticket. **NOTE:** This does not apply for Manual Refunds or retailer transactions.
   - Ticket Type: Sales Support Miami Escalation
   - Ticket Title: Product Return/No Refund
2. The Direct Sales group will assume responsibility for investigating, closing the ticket and contacting the customer with an acceptable resolution.
   - The Direct Sales representative should advise the customer that a resolution will be available and an email will be sent by the end of the next business day.

In these scenarios, the ticket should be documented with the following information:

- Transaction Reference Number
- Amount of Refund
- Date of Credit Post
- Time Frame for Credit to Post at Financial Institution

An email will then be generated with the following information advising the customer of the refund that was processed. If an email address is unavailable, the sales specialist should call the customer and document the ticket with the action taken. Once completed, the ticket should be closed.

Return Shipping Label Request Procedure

If a customer calls to return an order processed through one of our brand websites, please provide the customer with the return address below.

Ingram Return/Tracfone
1451 Allpoints Courts, Suite 2
Plainfield, IN 46168

NOTE:

Inform the customer of the T&C and the instructions on the shipping label which states that the customer is responsible for these costs.

Exception

You can make an exception if the return is due to an inconvenience on our side and the customer is asking for us to cover the cost of the return. See examples below.

- Handset received is defective
- Unable to activate the Handset
- Wrong item was shipped
- Delayed shipment (customer paid overnight)

If the return is due to an inconvenience, please create the following ticket in TAS to have a prepaid return slip e-mailed to the customer.

- **Ticket Type:** **Direct Sales**
- **Ticket Title:** **Web Order Package Slip**

Due to limited office access caused by COVID-19 concerns, prepaid return slips can only be provided to the customer via e-mail. Make sure that the customer provides a valid e-mail address.

NOTE:

When creating a web order package slip ticket, please be sure to include all of the information needed in the Ticket Notes section to send the prepaid air-bill via email. Important information needed to process:

- Customer's Full Name
- Order or PO #
- Email Address

SIM or Airtime Web Order Refund Request

If a customer is requesting a refund for a SIM or Airtime Plan that was purchased on one of our branded websites; based on the scenario follow the steps below.

Airtime Web Purchase

1 Confirm that the Airtime PIN has not been redeemed.

- Verify usage. If any usage is identified, inform the customer that a refund cannot be processed.
- If no usage found, proceed to step 2.

2 Invalidate the Airtime PIN in TAS.

3 Process the refund.

SIM Card Web Purchase

1 Deactivate (if applicable).

2 Process the refund.

NOTE:

For both SIM and Airtime purchases, in processing a refund, provide the customer with processing timeframe.

Tracking a Web Order Number

In the instance where you receive a call from a customer inquiring more information about their tracking number please follow the instructions below depending on Agent Tier Level.

Non VAS/CORP ERD:

- Transfer the call to VAS/CORP ERD.

VAS/CORP ERD:

- Check the order status in the IMM tool.
- Provide any information requested by the customer.
- If order not found, create the ticket below.
    - **Ticket Type:** Sales Support Miami Escalation
    - **Ticket Title:** IMM Order Status Verification

Partial Refund for Web Orders

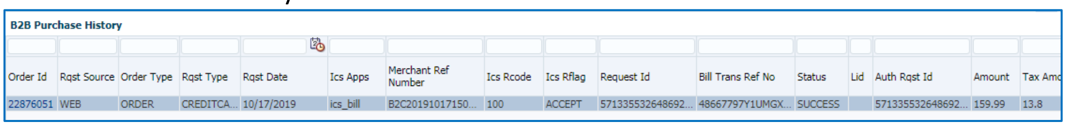
When working a refund ticket in TAS, if the customer is seeking a refund for an amount that is less than the full price of the order; for any of the following reasons:

- Freight/Shipping charge
- Promo failure

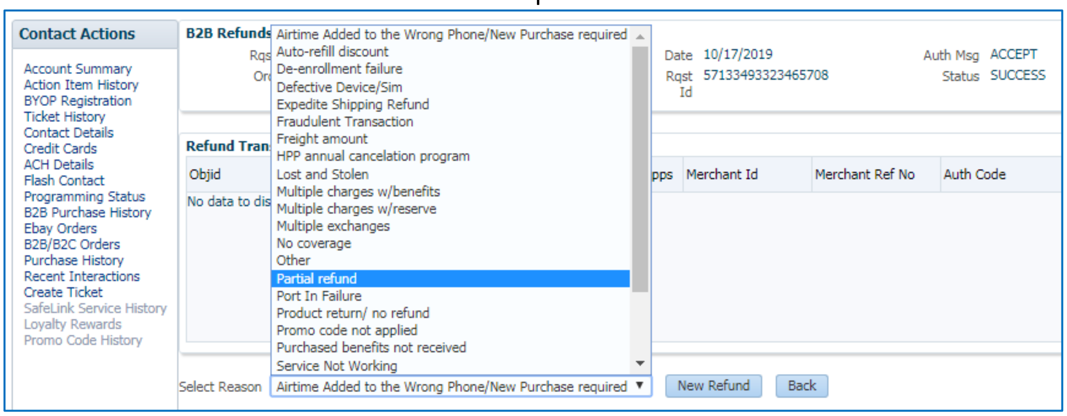
Complete the following steps below.

1 Search for the PO (Purchase Order) Number in Order ID field in TAS.

2 Select B2B Purchase History.

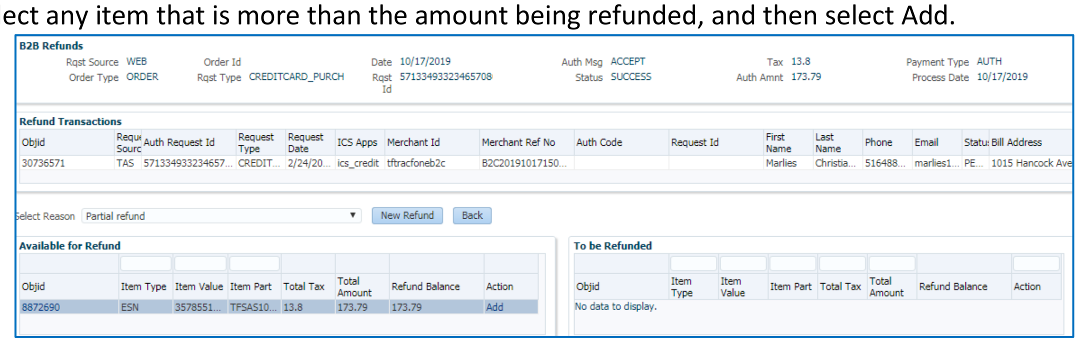


3 Select Partial Refund from the Select Reason dropdown.

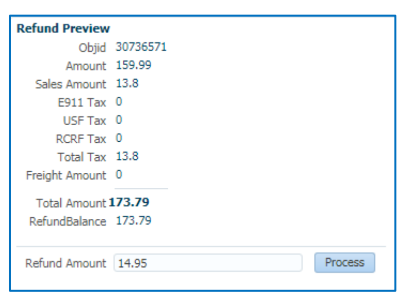


4 Select the New Refund button.

5 Select any item that is more than the amount being refunded, and then select Add.



6 Enter the amount that needs to be refunded in the Refund Preview field and then select Process.



Product Return/No Refund Ticket (VAS, DSE, Miami ERD and Corp ERD)

If a customer calls to report or has escalated that they did not receive a refund and IMM has confirmed that they received the return and is initiating the return that same day, DO NOT issue a manual refund in TAS.

This may cause a duplicate refund. Allow the automated refund process to issue the refund.

1. Advise the customer that their order was just received back and a refund will be processed which may take up to 30 days depending on their financial institution.

2. If the refund has not been processed after 30 days, create the ticket type and title below.

   - Ticket Type: **Sales Support Miami Escalation**
   - Ticket Title: **Product Return/No Refund**

NOTE:

Once the ticket is created, leave it open and provide the ticket number to the customer.

Confirmed Lost Package by Courier

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

For IMM Direct Sales Orders

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

NOTE:

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

For Regular Direct Sales Process

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

NOTE:

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

Sample e-mail below:

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

Customers Name:
Purchase Order Number:
Bright Point Order Number:
Courier Tracking Number:

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

For B2C Orders:

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

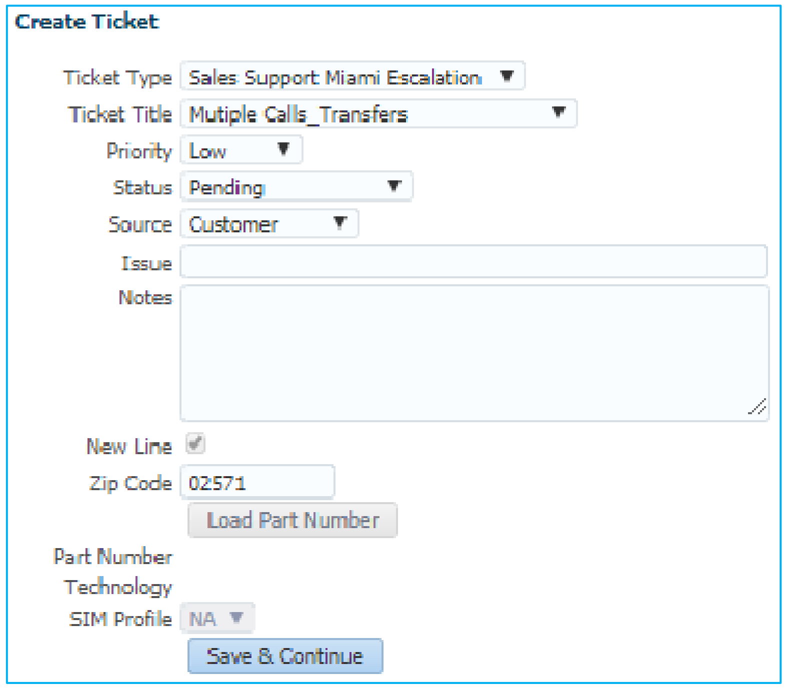
NOTE:

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

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

Multiple VAS Calls/Transfers

If a customer is calling back for the second time for the same VAS issue, follow the guidelines below:

VAS Issue	Actions to be taken…
If a ticket has been created and is still open…	Escalate the ticket to your manager
If a ticket was created and closed with no resolution…	Create the ticket below: **Ticket Type:** Sales Support Miami Escalation **Ticket Title:** Multiple Calls_Transfer 

NOTE:

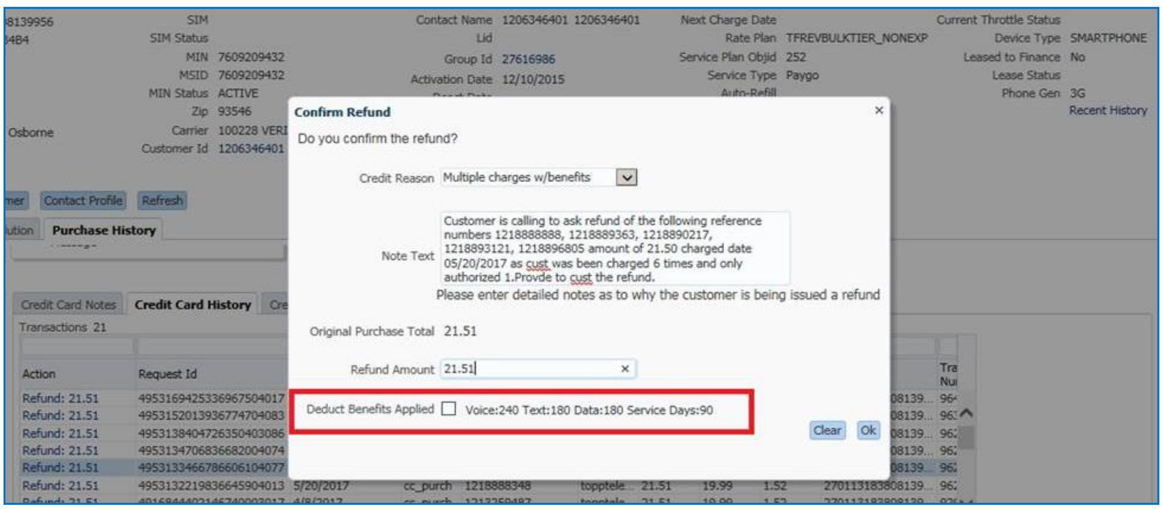
Be sure to include detailed notes about the issue as well as any previous open tickets.

TracFone and NET10 Smartphone Refund Process

You will now have the option to remove benefits when issuing a refund for TracFone Smartphone. In the Confirm Refund page, select "Deduct Benefits Applied" to remove the benefits. After issuing the refund, you MUST check if the benefits were removed successfully.

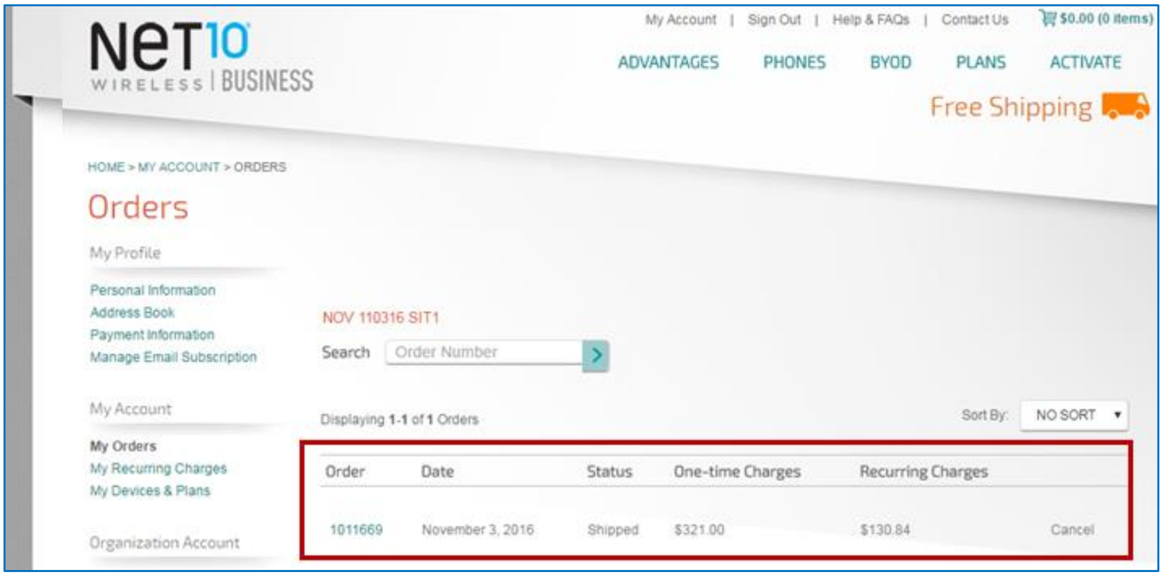
NOTE:

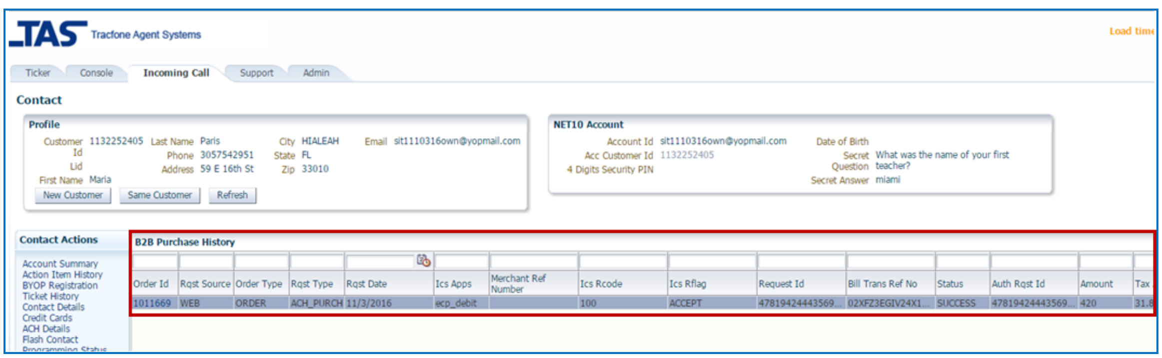
- You should ONLY remove the refunded benefits when doing this process.
- For NET10: If the refunded benefits has already been used by the customer, TAS will display an error.
  - For Unlimited Service Plan: No refund should be issued since the customer has used the benefits.
  - For PPE: Process should be business as usual.
- If a refund needs to be issued without removing the benefits, please create an SSME/Refund Escalation ticket.



NET10 Business ACH Refund in TAS

TAS now allows you to process refunds for ACH purchases for NET10 Business. Process the refund business as usual.





Airtime Added to the Wrong Phone

If a customer calls claiming to have added airtime and it appears to have been redeemed to the wrong ESN/MIN in error, please verify in TAS if there have been any "Airtime/Redemption to the Wrong Phone" or "Replacement Units" tickets created on the account.

- If **YES**, advise the customer we are unable to transfer any more minutes or service days for this reason and they must purchase another airtime card. Offer to sell the airtime.
- If **NO**, Refund Team, please follow the steps below.

If…	Then…
The customer mistakenly entered or provided an incorrect ESN/MIN and the PIN redeemed to a different phone (Finger fumbles or recycled MIN).	1. Issue the amount of purchased minutes and/or service days to the correct ESN/MIN via the Redemption > Compensation Redemption tab in TAS. a. If the ESN needs to be activated or reactivated, use the AWOP flow. b. For brands with no AWOP flow, issue a workforce pin. 2. Change the due date on the wrong ESN back to what it was prior to the redemption via the Redemption>Compensation/Replacement tab in TAS. 3. Create a ticket on both ESN's using the Ticket Type/Title: "Airtime/Redemption to the Wrong Phone" (Document the ticket thoroughly, including the ESN's involved and close the ticket.) NOTE: Advise the customer this will only be done as a one-time <u>ONLY</u> courtesy.
If the customer mistakenly entered or provided an incorrect MIN/ESN and the purchase made with a credit card went to a different phone.	1. If the airtime was redeemed, change the due date on the wrong ESN/MIN back to what it was prior to the redemption via the Redemption > Compensation /Replacement tab in TAS then proceed to step 3. 2. If the airtime is reserved to the wrong ESN, proceed to invalidate the PIN. 3. Generate a WF PIN to the correct ESN with the same Airtime denomination. 4. Create a ticket on both ESN's using the Ticket Type/Title: "Airtime/Redemption to the Wrong Phone" (Document the ticket thoroughly, including the ESN's involved and close the ticket.) NOTE: Advise the customer this will only be done as a one-time ONLY courtesy.

- ✓ For PPE PayGo Handsets, use the Update Expiration Date link under Toss Util sub-menu when changing due date to what it was prior to the redemption.
- ✓ If you need to issue a refund for a purchase made on the "Wrong ESN", the security questions on the "Wrong ESN" need not to be asked because the caller would not know the answers.

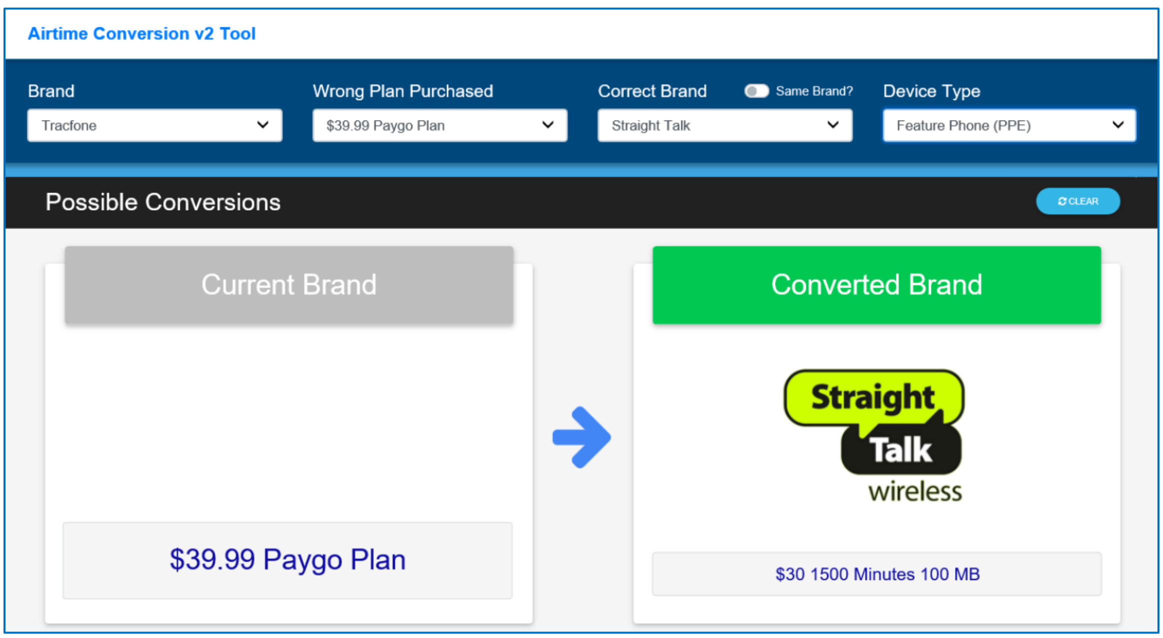
Airtime Conversion Tool

A new and improved version of Airtime Conversion Tool is now available on Agent Support. This tool will help you convert a wrong airtime/service plan purchase to a plan closest to the correct one.

Path: Tools > Converter Tools > Airtime Conversion Tool

To convert a plan, follow the steps below:

1. Select the brand (wrong brand).
2. Select the wrong plan purchased.
3. Select the correct brand.
4. Select the device type.
5. The converted brand with specific service plan will appear.
6. Issue a workforce PIN based on the converted brand.
7. Invalidate the wrong plan purchased.



NOTE:

Inform the customer that the conversion of a wrong airtime plan purchase is only given as one-time courtesy.

Fraudulent Charges

If a customer calls to request a refund due to an "Unauthorized Use", please follow the below steps.

- All customers (TracFone and Non TracFone), who are victims of fraud; including stolen credit cards, Do Not process a refund.
- Inform the customer to contact their Financial Institution to process a Chargeback. As a reminder, these types of calls do not need to be transferred to Local ERD because a Refund will not be processed.
- You MUST read the following script to make sure that the customer understands that:
  - *"The handset that received the minutes or service days from this fraudulent transaction will be deactivated once the chargeback is processed and your credit card will no longer be accepted for future purchases by any of our brands."*

Duplicate Charge Refund

If a customer calls claiming that his/her credit card was charged twice on the same date, same serial number and the same airtime denomination follow the steps below.

1. Verify the two charges in TAS.
2. Issue the refund and advise the customer that the refund has been processed and the credit will be posted on their account.
   - ✓ If the PIN from the double charge is still in Reserve, the PIN will be invalidated once the refund is processed. **NOTE:** Advise the customer that the minutes from this reserved PIN will also be removed from the customer's phone.
   - ✓ If the PIN has already been redeemed to the account, advice the customer that the minutes and/or service days generated from the duplicate payment will remain on the account as a courtesy for the inconvenience.

The steps above should be followed for transactions processed in all channels – Web, IVR, and TAS.

BAFM Department Refund Tickets Creation

You will now be able to create these refund tickets for BAFM Fraud issues and select these refund reasons below.

- ✓ Loss Prevention Refund
- ✓ LPD Fraud Refund

NOTE:

These refund reasons are to be used ONLY when refunding transactions as instructed by the Business Assurance and Fraud Management Department.

Scenario 1: Multiple Credit Card Orders on 1 ESN

The Business Assurance and Fraud Management Department will send an email to your team.

a. You will issue the refund for each transactions provided by the Business Assurance and Fraud Management Department.
b. Use refund reason: “LPD Fraud Refund”
c. Then remove the minutes on the serial number, if applicable for feature phones.
d. In the notes fields, add the verbiage below:
“Customer purchased airtime from an unauthorized dealer. If the customer calls in, please transfer the call to the Business Assurance and Fraud Management Department *ext. at 1-888-333-9633.”*
NOTE: If it is an unlimited plan, Business Assurance and Fraud Management Department will flag the serial number in Risk Assessment status.

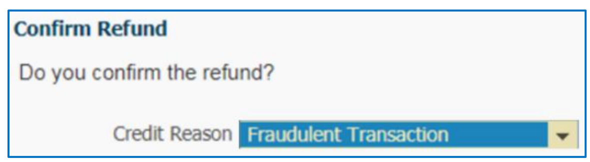
Scenario 2: Multiple ESNs with Single Credit Card

The Business Assurance and Fraud Management Department will send an email to your team.

a. You will issue the refund for each transactions provided by the Business Assurance and Fraud Management Department.
b. Use refund reason: “Loss Prevention Refund”
c. Then remove the minutes on serial number, if applicable for feature phones
d. In the notes fields, add the verbiage below:
“Customer purchased airtime from an unauthorized dealer. If the customer calls in, please transfer the call to the Business Assurance and Fraud Management Department *ext. at 1-888-333-9633.”*
NOTE: For unlimited plans, please adjust the refill “Due Date” to 7 days from date of refund.

Refund Reason: Fraudulent Transaction

You will see a refund reason called “Fraudulent Transaction” when processing a refund in TAS. This option should only be used when Business Assurance and Fraud Management Department requests for a refund for fraudulent activity.



Direct Sales Order Missing Item(s)

When reporting a missing order for a refund please follow the steps below:

1. Verify the order details to find the ESN.
2. Create an account for the Missing ESN.
3. On the Missing ESN create the SSME Ticket
   - Ticket Type: **Sales Support Miami Escalation**
   - Ticket Title: **Direct Sales Equipment not received**

IMPORTANT: An Equipment not received cannot be created on an Active ESN.

Smart Pay Lost/Stolen Phone Escalation

If a customer calls stating they have not received their order purchased using the "Smart Pay" payment method, create the following ticket:

Ticket Type	Ticket Title
Sales Support Miami Escalation	Smart Pay Lost/Stolen

NOTE:

This case is ONLY to be used when the order was Lost/Stolen while being delivered to the customer. If the customer lost their phone after they have received their order, DO NOT use this case. We do not cover a lost or stolen product.

For Direct Sales Escalation team, follow the steps below:

For Direct Sales Orders

1. Confirm that the order was shipped.
2. Contact Business Assurance and Fraud Management Department and update serial number to Risk Assessment.
3. Issue the refund.
4. Contact IMM and have them issue a claim to the carrier.
5. Update case with claim number.
6. Close the ticket.

NOTE:

For SIM card only orders $5 and under; do not contact Business Assurance and Fraud Management Department to have the SIM card placed in Risk Assessment. Process the refund for the order, and update the ticket and close.

For Smart Pay Orders

1. Confirm that the order was shipped.
2. Contact Business Assurance and Fraud Management Department and update the serial number to Risk Assessment.
3. Contact Alex's Group to have Smart Pay issue a refund.
4. Contact IMM and have them issue a claim to the carrier.
5. Update case with claim numbers.
6. Close the ticket.

NOTE:

This case is ONLY to be used when the order was Lost/Stolen while being delivered to the customer. If the customer lost their phone after they have received their order, DO NOT use this case. We do not cover a lost or stolen product.

Refund for Tokenized Transaction

If the customer calls requesting for a refund and the account is flashed with the following message below, create a ticket so that the refund will be processed as soon as possible.

Create the below ticket type and title in TAS.

- **Ticket Type:** **Loss Prevention**
- **Ticket Title:** **Refund of Tokenized Transaction**

Flash on the account:

DO NOT READ TO THE CUSTOMER: The latest auto-pay transaction for this line has been processed with a token. If a refund is needed, please advise the customer that the request will be processed in the next 24 hours by our backend department. For any questions, please contact Lionel Griache at extension 6720.

IMPORTANT: Do not attempt to process the refund in TAS.

NOTE:

Make sure to indicate the transaction reference number to be refunded and the refund reason in the ticket.

- **What is a Tokenized Transaction?**
  Tokenization is used to safeguard a card's PAN (Primary Account Number) by replacing it with a unique string of numbers. Payment tokens are automatically issued in real-time and used online in predefined domains and/or payment environments.

- **What is a Transaction Reference Number?**
  The transaction reference number, often listed as "Trans Ref No", is a unique identifier that the system generates for each payment service request that were submitted.

Chapter 4: OTHER REFUND TRANSACTIONS

Value/Easy Minute Plan Refund for TracFone and NET10

Approved Reasons to issue a refund for Value/Easy Minute Plan:

- Defective phone.
- Double-charges.
- Customer cancelled the program but is still being charged.
- Program did not transfer with the upgrade and the customer was charged for both phones.
- Caller was charged but is not a Straight Talk customer.

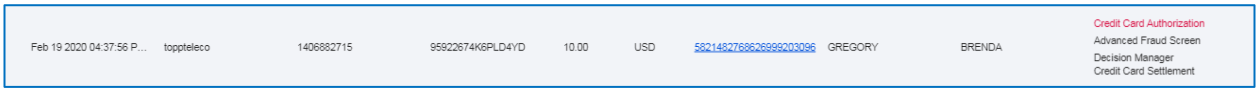
Release of Funds (Pre-Authorization Holds)

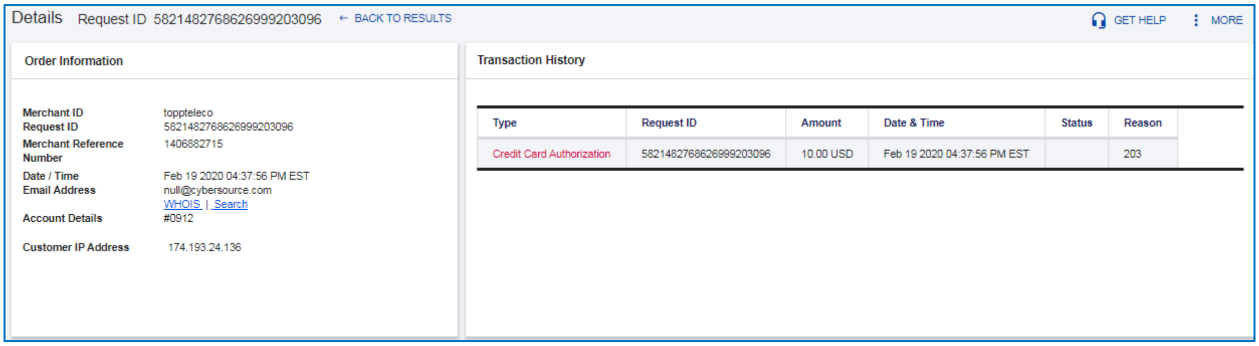
- Funds are held against a credit card pending approval of the sale or financial institution's approval.
- At this time if the customer erroneously makes multiple attempts to complete a sale, multiple holds may be initiated against the credit card being used for the purchase.
- Customer will see a pre-authorization charge on their bank account for the corresponding order amount and it has been more than 7 business days.

- Make sure to review CyberSource Tool for any pre-authorization charges before creating any release of funds ticket. To do so, click on the Merchant Reference Number to view the Transaction Search Details page and check if the request was processed successfully. The Transaction Status Summary should display the Status, Amount and Date of the purchase.
- When an order is submitted using a credit card, you will receive an immediate confirmation about the availability of funds and CyberSource will only show that an authorization was completed. Please note that online Authorizations will expire with the issuing bank if they have not been captured and settled after a specific length of time. Most Authorizations set by the issuing bank will expire within 5-7 days.

NOTE:

If the Credit Card Authorization message under Applications column is in red, it means that the transaction did not go through due to credit card reasons.





To Release a "HOLD" on Customer's Account

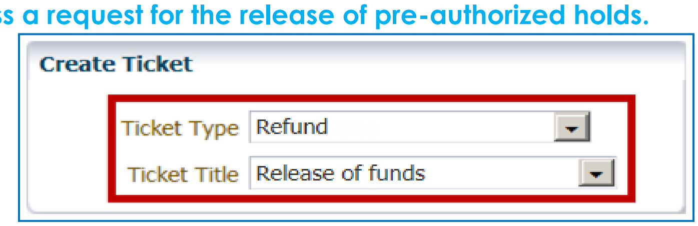
1. Customer should contact their bank as soon as they realize that a hold of any kind has been placed on their account.
2. Customer must call the general customer service number at the back of their Bank card or on the Bank's website.
3. If the customer insisted that a "HOLD" is still on their account, please create a Refund - Release of Funds ticket.

NOTE:

Miami ERD group will work on these tickets and contacts the bank to request for a faster "Release of Funds" acknowledgement form.

A ticket must be created in order to process a request for the release of pre-authorized holds.

1. From the left-hand side menu in TAS create a ticket using these selections:
   - Ticket Type: Refund
   - Ticket Title: Release of Funds



2. Document the ticket with the information listed below to expedite the processing of the request.
3. Leave the ticket open. Once the Case Resolution group has insured that the information is faxed to the customer's financial institution, they will close the ticket.

Information necessary to Release Funds

The following information should be ACCURATELY AND COMPLETELY documented in the ticket in order to expedite the request from the Sales Specialist, who works the ticket, to the financial institution:

- Name of the bank or CC Company:
- Attn (contact person at financial institution):
- CC Holder's Name:
- Number of holds:
- Amount of money for each transaction:
- Total amount of money on hold:
- Fax #:
- Date of the charges:
- Brand: (TracFone, NET10, Straight Talk, Simple Mobile, Telcel)
- State Reason: (phone purchase / airtime card)

ILD Refund for App and Billing

When processing ILD Refunds in TAS, you no longer need to remove the applicable benefits from the customer’s account in Auris. The ILD benefits will be removed automatically once the refund is processed. Let’s review a few common scenarios.

> ! If you are unable to process the refund successfully, create an SSME/Refund ESC ticket.

For TracFone, Simple Mobile, NET10 and SafeLink:

- Customer purchased two (2) International $10 Global Plan with a total ILD balance of $20 in his account. Customer is now requesting for a refund on the second $10 plan.
  - What to do: Issue a refund on the second $10 Global Card in TAS. NOTE: Make sure to verify the refund was successful by reviewing the account through Purchase History by ESN in TAS.

- Customer was double charged for the Unlimited ILD Service Plan and is requesting for a refund on the second Unlimited ILD Service Plan.
  - What to do: Issue a refund in TAS for the second Unlimited ILD service plan.

- A refund was issued to the customer for the Unlimited ILD Service Plan but the benefits were not removed in Auris.
  - What to do: Make sure to verify the refund was successful by reviewing the account through Purchase History by ESN in TAS.

For Straight Talk, Telcel, and Total Wireless:

- Customer was charged multiple times for a purchased of a $10 Global ILD Plan and the benefits needs to be removed in Auris.
  - What to do: Issue a refund in TAS. NOTE: Make sure to verify each refund was successful by reviewing the account through Purchase History by ESN in TAS.

- Customer was double charged for Unlimited ILD and refund was already processed in TAS.
  - What to do: Make sure to verify the refund was successful by reviewing the account through Purchase History by ESN in TAS.

- A refund was issued for the $10 Global ILD Service Plan in TAS but the benefits are still in Auris.
  - What to do: Make sure to verify the refund was successful by reviewing the account through Purchase History by ESN in TAS.

ILD B2B/B2C Refunds

When processing ILD Refunds in TAS, there may be instances where you will need to remove the applicable benefits from the customer's account in Auris. In most cases, the ILD benefits will be removed automatically once the refund is processed.

However, for B2C and B2B ILD refunds will not remove the benefits automatically from ILD systems (Auris). For Auris, you can manually remove the balance.

NOTE:

If you are unable to process the refund successfully, create an SSME/Refund ESC ticket.

Retailer Purchases Refund Request

- TracFone Wireless will no longer proactively offer refunds on retailer purchases including handsets and airtime service cards.
- If you receive these types of calls, refer the customer back to the selling retailer. For non-refund trained agents, if the customer wishes to escalate and requests to speak to a supervisor, transfer these calls to the Refund Team.
- Exceptions to this policy are determined by the Refund Team.
- If you receive a call pertaining to a refund for purchases made over one of our branded websites and/or Ingram Micro Mobility orders, transfer the call to Refund Team if you are not trained to assist these type of transactions.

BYOP Branded Web Orders Only

The Bring Your Own Phone program for Straight Talk and NET10 offer both GSM and CDMA BYOP Programs, TracFone ONLY offers the BYOP CDMA Program, while Telcel ONLY offers BYOP GSM Program.

While purchases made through the BYOP program are non-refundable, including SIM cards and associated airtime cards, there are very few exceptions when a refund should be processed. Those include:

- Customer purchased one item however was charged and shipped multiple products.
  - Advise the customer to return the unopened package to Ingram Micro Mobility :

Ingram Micro Mobility Return Center
1451 Allpoints Court, Suite 2
Plainfield, IN 46168

  - Once the package(s) is received, a reverse credit will be applied to the credit card used to purchase the product initially.
  - DO NOT create a ticket. Create an interaction documenting the actions taken.

- Customer purchased a SIM , is activating under the same Zip code used to purchase the SIM card, however we cannot activate due to no coverage.
  - Send the following information via a Refund Request ticket:
    1. The zip code where the customer is activating the phone.
    2. The zip code he/she entered as the area he/she will be using the phone the most.
    3. The details of the escalation.
       a. If it is determined that there is no service coverage area, the customer must send the SIM card back to Ingram Micro Mobility and upon receipt, a refund will be processed.

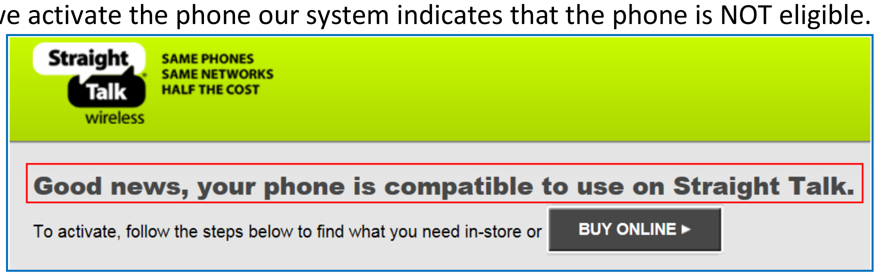
NOTE:

The customer must pay for the return shipping charges when requesting a refund. TracFone will not pay for the shipping charges associated with a return.

Approved Reasons for Refund

- Customer purchased a SIM Activation Kit from our website or retailer store and the phone is NOT compatible.

  Scenario: When the customer checks the website it shows that the phone is compatible; however when we activate the phone our system indicates that the phone is NOT eligible.



BYOP Authorized Retailer Purchases

For Activation Kit and SIM Cards purchased at an authorized retailer, create a ticket and follow the steps below.

1 Create a ticket for Manual Refund in TAS.

- **Ticket Type:** Refund
- **Ticket Title:** Manual Refund Request

2 Advise the customer to return the complete Activation Kit including the Service Plan and SIM Card to:

TracFone Wireless, Inc.
Attn: ERD Refund Department
9700 NW 112th Ave.
Miami, FL 33178

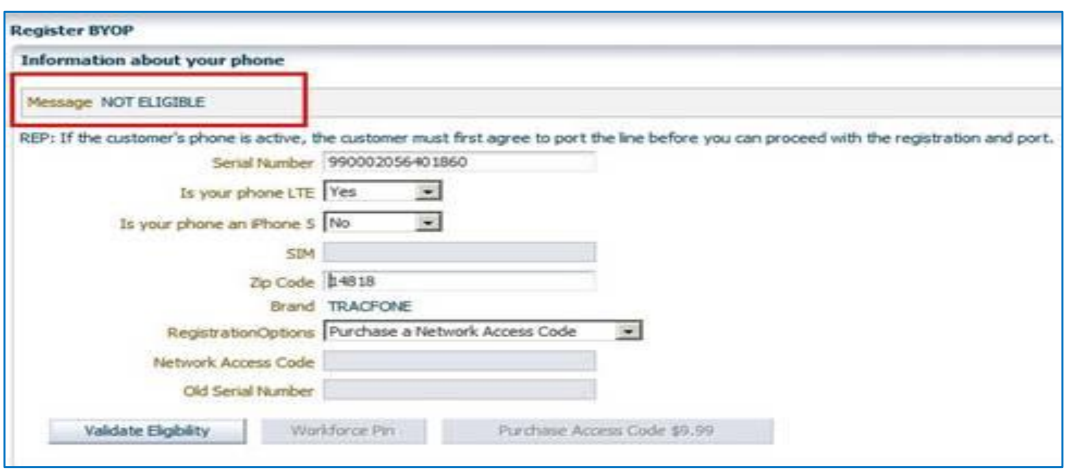
NOTE:

The customer must pay for the return shipping charges when requesting a refund. Shipping Charges are Non-Refundable.

3 Advise the customer to allow up to 30 days after we receive the returned item(s) to receive a check in the mail.

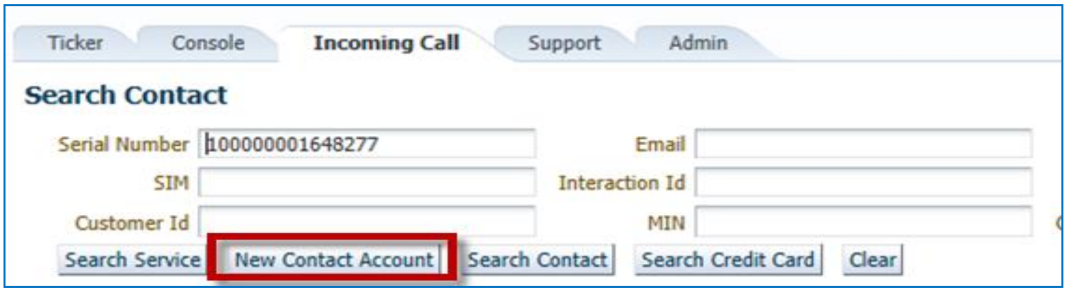
NOTE:

Verify whether or not the customer checked the compatibility of his/her phone on our website. Also, verify the ESN's eligibility in TAS.

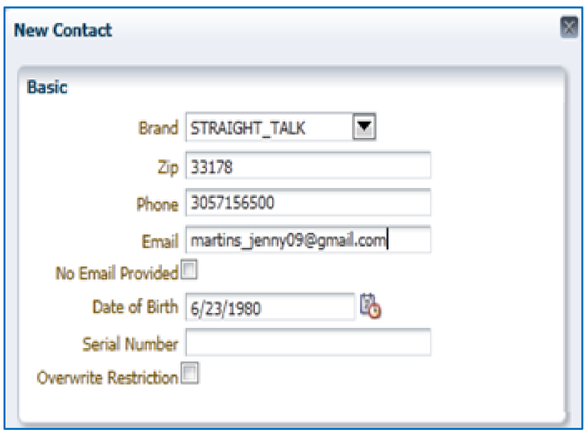


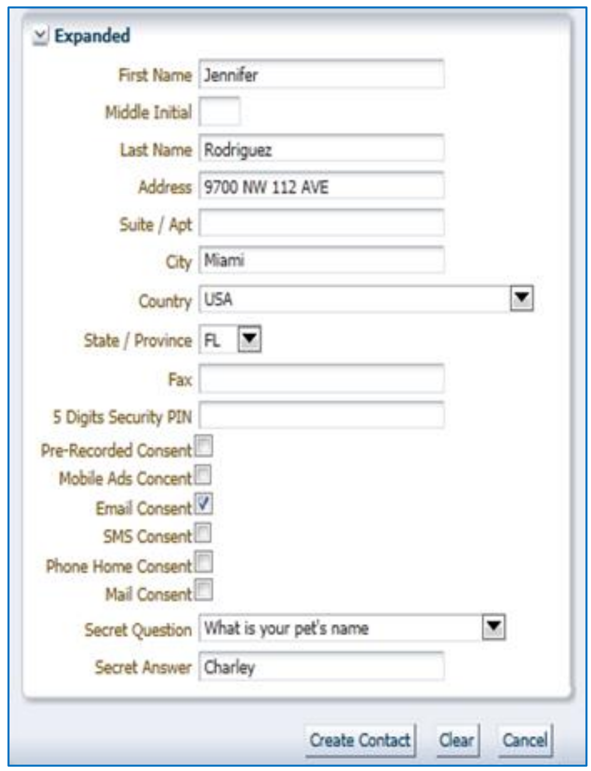
When a "New Customer" (does not have an account) calls to request a refund follow the steps below before creating a Manual Refund ticket.

1 In the "Incoming Call" Tab, click "New Contact Account".



2 The "New Contact" page will display. Enter the necessary information and press "Create Contact".





3 Once completed proceed to create a Manual Refund ticket by going to "Create Ticket" on the left-hand side menu in TAS.

NOTE:

Follow steps 1-3 mentioned above when creating the Manual Refund ticket.

BYOP Handsets Sold By Third-Party Company

If a customer with a BYOP phone sold by *Quality One or any Third Party Company* calls and ask for a refund, follow the steps below:

- ✓ Check the phone number in TAS to verify if the phone/SIM is from Quality One or a Third Party Company.
- ✓ If the customer has a BYOP handset, do not provide the address to Ingram Micro Mobility.
- ✓ Educate the customer that these phones are not sold by TracFone, NET10, Simple Mobile or Telcel.
- ✓ If the Dealer in the TAS profile is Quality One or any other Third Party, refer them to Quality One or the Third Party Company for any refunds for their device. WE DO NOT OFFER REFUNDS FOR EXCHANGES.

DO NOT advise the customers to return their BYOP devices to Ingram Micro Mobility.

Creating SSME Tickets

Only DSE and VAS Team agents will create a Sales Support Miami Escalation (SSME) ticket. Sales Support Miami Escalation ticket will be opened only if after the issue has been researched and the agent has used all the tools and knowledge provided to them yet the issue cannot be resolved. Please refer to the chart below.

Ticket Type	Ticket Title	Description
Sales Support Miami Escalation	Direct Sales ESC	All agents may open this ticket for issues regarding brand website purchase.
Sales Support Miami Escalation	Refunds ESC	ONLY Refund and Corporate ERD agents will create this ticket if unable to process the refund successfully. NOTE: This excludes the last 2 scenarios below. Create an SSME ticket for the following scenarios: • If a refund request ticket has been closed and the issue was not resolved. • The reporting of any system issues that prevents a refund from processing and the transaction is within 60 days. **NOTE:** Please make sure to include the original refund request ticket on the SSME case.
	Web Maintenance	ONLY Web Analyst will create this ticket for any discrepancies found in the brand websites like web issues, promotion failure, and web error, etc.

The information below should be included in the ticket notes.

- ✓ A brief description of the issue that was not resolved, for example:
  - Customer has a $10 Global plan on the account and the plan is inactive in Auris. An error was encountered when attempting to activate the plan. Unable to provision the account in Auris. Please assist.
- ✓ ESN
- ✓ MIN
- ✓ Brand

NOTE:

Always remember to ask for approval from your supervisor or manager before creating an SSME ticket.

Additional SSME Tickets

You will NO longer open the Ticket Type: Sales Support Miami Escalation and Ticket Title: VAS Escalation.

The following ticket types and titles were created to better track daily issues relating to VAS.

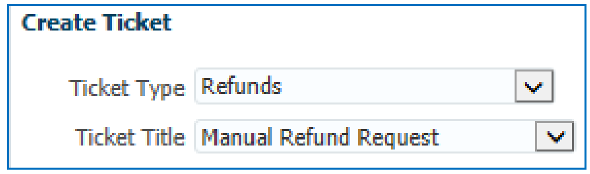
Ticket Type	Ticket Title	Required Notes
Sales Support Miami Escalation	Easy Exchange Program	- Issue: - Notes: - Actions Taken: - Merchant Reference Number (if applicable): - Type of Plan EEP plan: - Message or error encountered when enrolling the account (if applicable): - Approval:
Sales Support Miami Escalation	ILD	- Issue: - Notes: - Destination Number(s): - Country: - Message or error encountered when making an ILD call: - Actions Taken: - Approval:

Ticket Type	Ticket Title	Required Notes
Sales Support Miami Escalation	Mobile Phone Tethering	- Issue: - Notes: - Actions Taken: - Service Plan: - Message or error encountered when trying to connect: - Software of the device used (applicable for mobile devices): - Type of device: (laptop, tablet, phone, etc.) - Model of the device: - Approval:
Sales Support Miami Escalation	Mobile Hotspot	- Issue: - Notes: - Actions Taken: - Service Plan: - Message or error encountered when trying to connect: - Software of the device used (applicable for mobile devices): - Type of device: (laptop, tablet, phone, etc.) - Model of the device: - Approval:
Sales Support Miami Escalation	Loyalty Program	- Issue: - Notes: - Actions Taken: - ESN or MIN of the phone who referred a friend: - ESN or MIN of the phone who was referred: - Unique code or referral code: - Approved by:
Sales Support Miami Escalation	Home Phone	- Issue: - Notes: - Actions Taken: - Service Plan: - Message or error encountered when trying to connect: - Software of the device used: - Type of device: - Model of the device: - Approval:

Processing Refunds for Retailer Purchases

There are times when you determine that a customer should be reimbursed for purchases made at a retailer. These exceptions are based on the Escalation guidelines and should not be confused with refunds.

In the event that the customer needs to return the product (Airtime, Phone and BYOP SIM/KIT) back to Miami, create a Manual Refund Request ticket, located on the left-hand side menu of TAS under "Create Ticket". These tickets must be closed immediately.



Advise the customer to send the product (Airtime, Phone, and BYOP SIM/KIT), along with the receipt to the following address:

RMA 11504577
Cooper General TN
5501 Centrepoint Dr
La Vergne, TN 37086

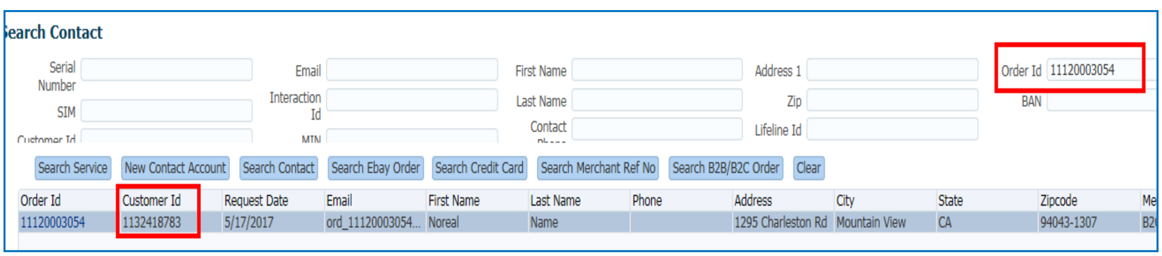
NOTE:

Make sure to provide the RMA to the customer.

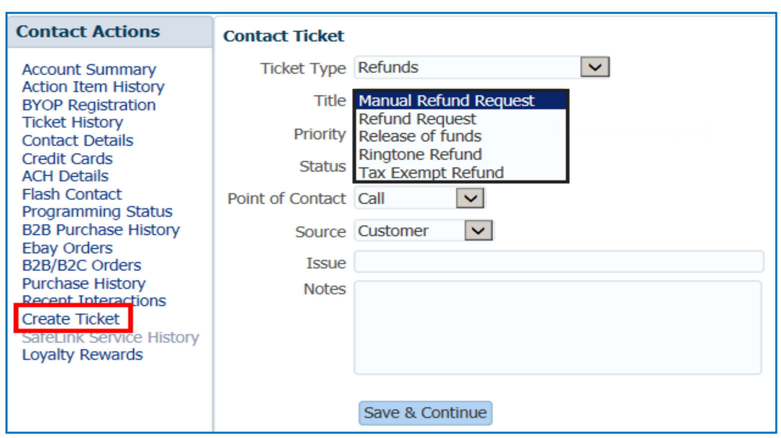
TAS Ticket Creation using an Order Number

You can create any shipping and refund tickets even when the customer does not have an account yet. By searching the order number, you will be able to access the Create Ticket link in Contact Actions.

1. Search the customer ID by entering the Order Number in the Order ID field.
2. Click the Order ID to proceed.



3. Go to Create Ticket under Contact Actions. From this page, you can create a ticket in accordance with the customer's issue.



NET10 and Simple Mobile Upgrade Plans – Add or Deduct Points

To add or deduct upgrade points for the reasons listed below, please follow the corresponding steps:

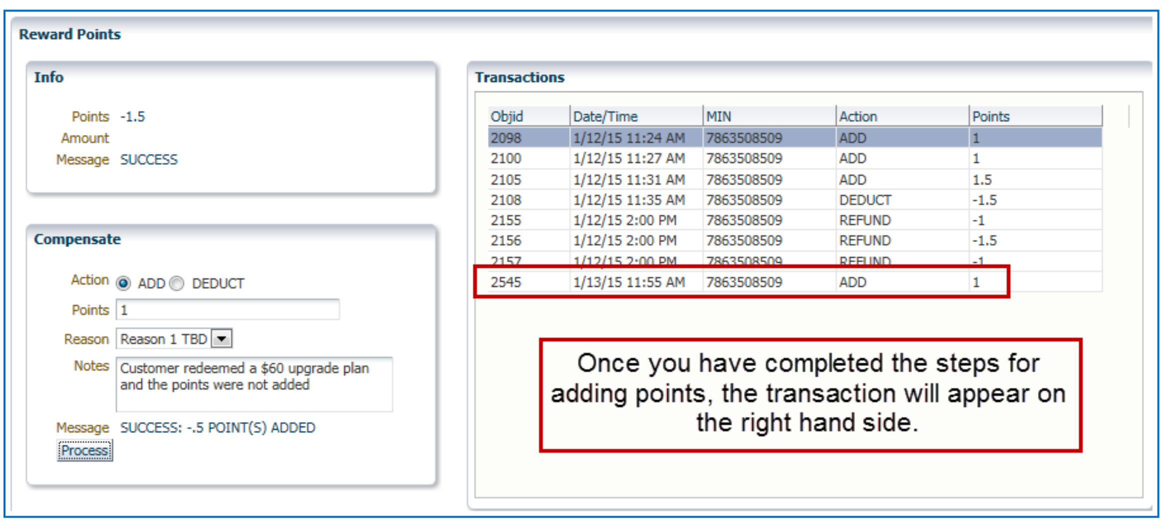
Approved Reasons to Add Points

- Customer did not receive points for recent redemption
- Unused points no longer appear on the account
- Customer recently upgraded or exchanged their device and the unused points were not transferred to the new ESN

Before adding points to an account, you must research all redemptions listed in the Transaction History. You must confirm that upgrade plans were purchased and redeemed to the ESN and that no refunds were processed for those redemptions. You should also review the Transactions section on the Reward Points tab.

Go to the Reward Points section

- ✓ Action: Select ADD
- ✓ Points: Enter the correct amount of points to be added
- ✓ Reason: Select the reason (if applicable)
- ✓ Notes: Enter detailed notes explaining why you are adding points to the account. You must include the airtime PIN for the upgrade plan that you are referencing.
- ✓ Press Process.
- ✓ A ticket (Units: Upgrade Points) will be created on the ESN with your notes and the amount of points added.



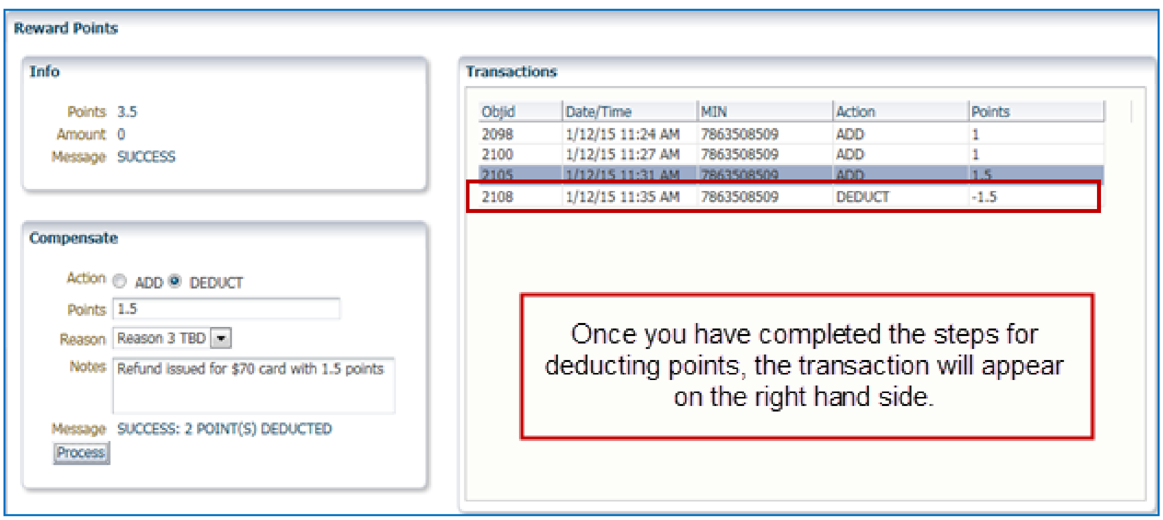
Deduct Points

If the customer was double charged for their airtime purchase, you must process a refund business as usual. The system will deduct points for that purchase automatically. If there is ever a need to manually deduct the points, you must follow the steps below:

If a REFUND was issued for:	You must DEDUCT this amount of points:	If a REFUND was issued for:	You must DEDUCT this amount of points:
NET10 $60 Upgrade Plan	1	SIMPLE Mobile $50 Upgrade Plan	1
NET10 $70 Upgrade Plan	1.5	SIMPLE Mobile $60 Upgrade Plan	1.5
NET10 $80 Upgrade Plan	3	SIMPLE Mobile $70 Upgrade Plan	3

Go to the Reward Points section

- ✓ Action: Select DEDUCT
- ✓ Points: Enter the correct amount of points to be deducted
- ✓ Reason: Select the reason (if applicable)
- ✓ Notes: Enter detailed notes explaining why you are deducting points from the account. You must include the airtime PIN for the upgrade plan that you are referencing.
- ✓ Press Process.
- ✓ A ticket (Units: Upgrade Points) will be created on the ESN with your notes and the amount of points deducted.



NOTE:

If the Message field does not display the correct amount of points added or deducted, please disregard. Use the Transactions history to verify if it was processed correctly.

If for any reason you are not able to add or deduct points or encounter any other issues, please create an SSME (Sales Support Miami Escalation) ticket.

Straight Talk Rewards Program – Adding or Deducting Points

To add or deduct points for the reasons listed below, please follow the corresponding steps:

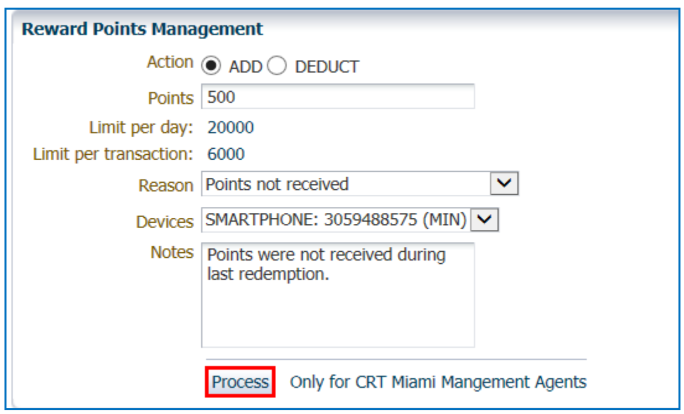
Approved Reasons to Add Points

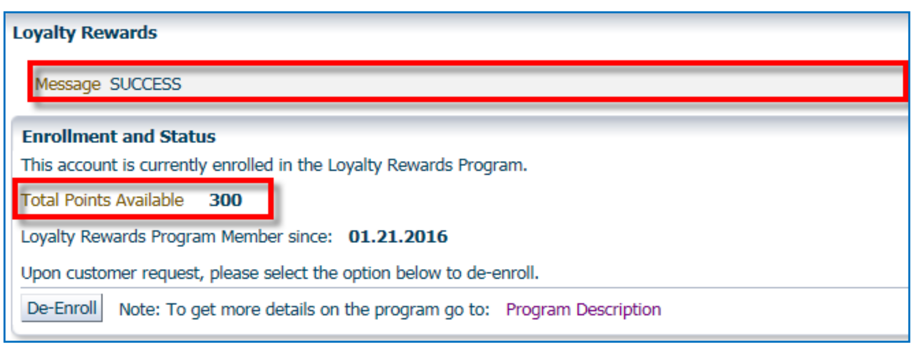
- Customer did not receive points for recent redemption/ registration/ auto-refill.
- PIN was redeemed to the wrong ESN
- Unused points no longer appear on the account

Before adding points to an account, you must research all redemptions listed in the Transaction History. You must confirm that the service plan was purchased and redeemed to an ESN on the customer's account and that no refunds were processed for those redemptions. You should also review the history section on the Reward Points tab. Once you have completed your research, you can proceed to add the points in the Points Management section of the Reward Points tool.

Go to the Points Management section

- Action: ADD or DEDUCT points to/ from the account. This tool is used to add or deduct points when necessary.
- Points: Enter the number of points (based on the amount of points to be added or deducted: Refer to the table below.)
- Reason: Select the reason for adding or deducting points
- Device: Select the Devices to which the points will be provided/ deducted
- Notes: Enter detailed notes explaining why you are adding/deducting points to the account. You must include the airtime PIN for the service plan that you are referencing.
- Click Process.





Once you have completed the steps for adding/ Deducting points, the transaction will appear in the History tab

History

Date	Min	Esn	Nick Name	Points	Action	Reason	Notes
2016-01-21 11:02...		100000000013518...		300	ADD	AUTO REFILL IN P...	
2016-01-21 11:02...				500	ADD	ENROLLMENT IN...	
2016-01-21 11:02...		100000000013518...		300	ADD	AUTO REFILL IN P...	
2016-01-21 11:02...		100000000013518...		300	ADD	AUTO REFILL IN P...	
2016-01-28 12:29...	3059488575	100000000013518...		300	ADD	Points do not sho...	Customer purchased a $40.00 card did not receive points
2016-02-01 11:29...				0	ADD	RE-ENROLLMENT...	
2016-02-01 11:29...				-1700	DEDUCT	RE-ENROLLMENT...	
2016-02-01 02:49...		100000000013518...		300	ADD	Points not received	Points were not received during last transaction.
2016-02-01 02:53...		100000000013518...		-300	DEDUCT	Points not received	Points were not received during last transaction.

NOTE:

Inform the customer, that their reward points might not be immediately added to their account. Please allow 3 to 4 hours for our system to update. If a customer calls complaining they are not earning the same amount of points, advise them that the points are subject to change as per the terms and conditions.

New Points Structure				
Activity			From	To
Rewards Program Signup (One time for the life of the ESN)			500	200
Auto-Refill Enrollment (One time for the life of the ESN)			300	250
	$10 Global Card		50	50
	$30 All You need Plan *[enrolled in Auto-refill]*		150	140
	$30 All You need Plan		150	70
Airtime Card Redemption	$45 Unlimited Plan *[enrolled in Auto-refill]*		225	200
	$45 Unlimited Plan		225	100
	$60 Unlimited International Plan *[enrolled in Auto-refill]*		300	250
	$60 Unlimited International Plan		300	125
	$130 Unlimited Plan *[enrolled in Auto-refill]*		650	540
	$130 Unlimited Plan		650	270
	$255 Unlimited (6 Months) Plan *[enrolled in Auto-refill]*		1275	1050
Airtime Card Redemption	$255 Unlimited (6 Months) Plan		1275	525
	$495 Unlimited (1 Year) plan *[enrolled in Auto-refill]*		2475	2030
	$495 Unlimited (1 Year) plan		2475	1015
6 months member Bonus points			300	100
12 month member Bonus points			500	150

Scenarios that deduct points are:

- Removing an airtime card from the reserve (if the airtime Card provided points).
- Refund or Un-reserving an airtime Card from the reserve.
- Expiration of points: for an account that has been inactive for more than 60 days.
  NOTE: The scenarios above will be handled by the system automatically
- AWOP and Replacement.
- De-enrollment from program: all points accrued should be removed.

Scenarios that do not provide nor deduct points are:

- Compensation.
- Refill with card from the reserve.
- ESN exchange (warranty/ goodwill/ technology exchange).

Walmart Family Mobile Refund - TAS Improvements

Account Credit Refunds via TAS

Account Credits used in purchases will be refunded back to the customer’s Account Credit Balance.

NOTE:

There’s no need to create a ticket to refund the Account Credit. Once the Account Credit has been refunded back to their Total Account Credit balance they can then apply it towards future purchases.

Mix Purchase Refunds (CC/Debit/ACH and Account Credit Used)

Refunds for Mix payment will be refunded to each original payment source.

Plan price is $59.76 (**Amount Charged**) $46.22 + (**Account Credit Applied**) $13.24

Start Date 8/3/2017 End Date 10/2/2017 Search

Purchase ID	Date	Status	Channel	Action	Transaction Type	Payment Method	Last 4	Amount Charged	Account Credit Applied	Account Credit Added
118971-27144535-828286	09/28/2017 12:22:19	SUCCESSFULL PAYMENT	WEB	Show Details	Purchase	CreditCard	************5584	27.34	0.00	0.00
BRM20170928000003825	09/28/2017 12:36:10	SUCCESSFULL REFUND	FISERV	Show Details	Refund	Money Center	************5584	46.22	13.24	0.00
118972-27144915-668957	09/28/2017 12:28:33	SUCCESSFULL PAYMENT	FISERV	Show Details	Add Credit	Money Center		0.00		20.00

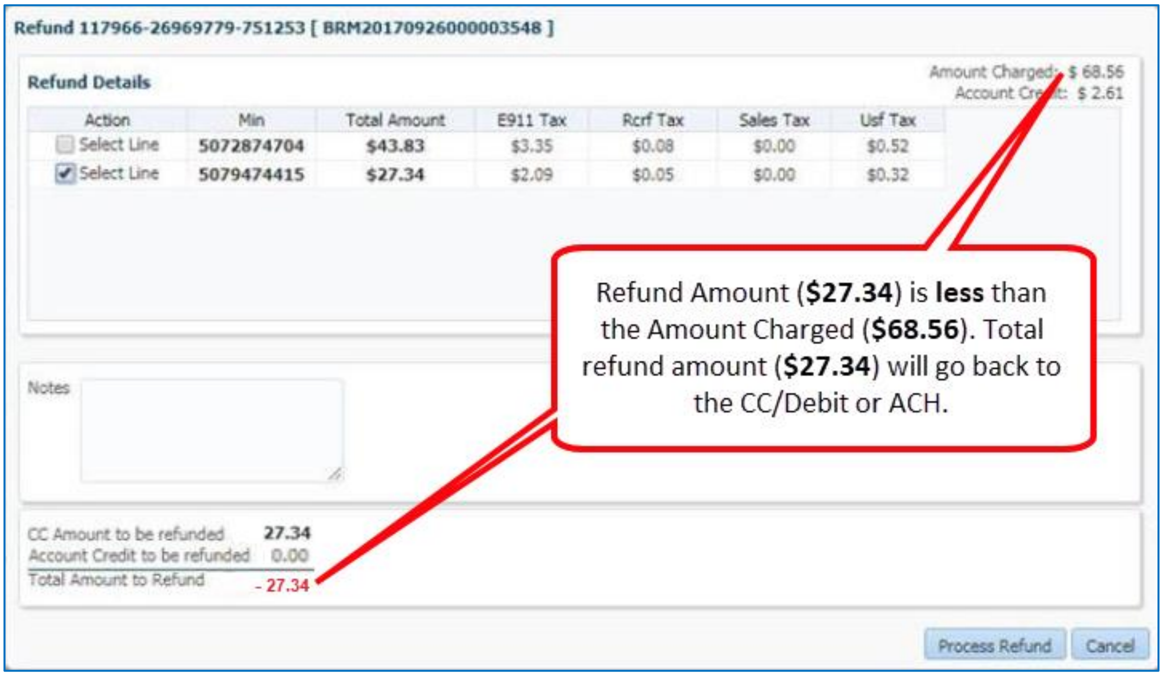
Refund total is $59.76 (**Amount Charged**) -$46.22 + (**Account Credit**) $13.24.

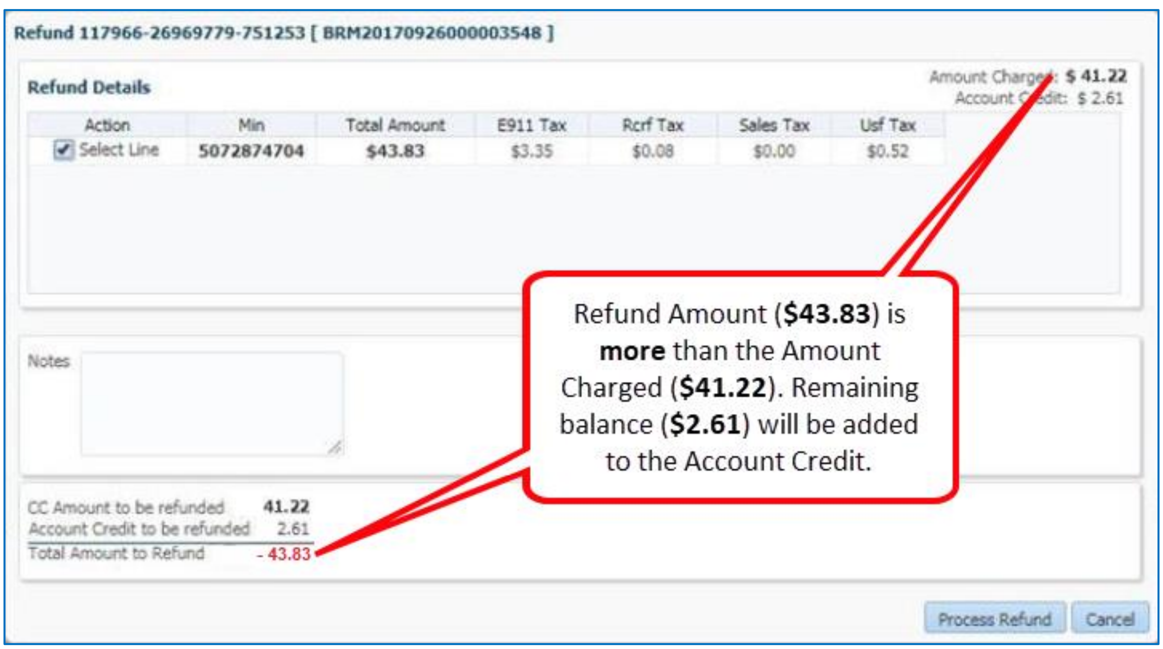
Start Date 8/3/2017 End Date 10/2/2017 Search

Purchase ID	Date	Status	Channel	Action	Transaction Type	Payment Method	Last 4	Amount Charged	Account Credit Applied	Account Credit Added
118971-27144535-828286	09/28/2017 12:22:19	SUCCESSFULL PAYMENT	WEB	Show Details	Purchase	CreditCard	************5584	27.34	0.00	0.00
BRM20170928000003825	09/28/2017 12:36:10	SUCCESSFULL REFUND	FISERV	Show Details	Refund	Money Center		0.00		-20.00
118972-27144915-668957	09/28/2017 12:28:33	SUCCESSFULL REFUND	TAS	Show Details	Refund	CreditCard	************5584	-46.22		13.24

NOTE:

Partial refunds will prioritize refunding the payment method over the Account Credit. See examples below.





Purchase History

Payment transactions under Purchase History have been updated to show Account Credit being added, applied towards a purchase and refunded. The new columns include Channel, Transaction Type, Last 4, Amount Charged and Account Credit Added. Below you will find a brief description for each.

New Fields	Description
Channels	The channel customer used to process the payment whether it was through the WEB, TAS, Fiserv, MoneyCenter, or Banco Popular.
Transaction Type	If the payment method was enough to cover the plan using any method, you will see "Purchase". If the MoneyCenter payment was less than the payment amount, it will show as "Add Credit". If refund was processed it will show "Refund".
Last 4	Display the last 4 of the Credit Card, Debit or ACH used.
Amount Charged	The amount charged to the Credit/Debit/ACH/MoneyCenter or Banco Popular.
Account Credit Applied	Displays MoneyCenter Payments for both over and under payments.

Let's go over how the Account Credit will be displayed when it's been added, applied towards a purchase and refunded back to their customer's account. See examples below.

Account Credit Added: MoneyCenter payment (**$20**).

/2017 Search

Status	Channel	Action	Transaction Type	Payment Method	Last 4	Amount Charged	Account Credit Applied	Account Credit Added
SUCCESSFULL PAYMENT	WEB	Show Details	Purchase	CreditCard	*************5584	27.34	0.00	0.00
SUCCESSFULL REFUND	FISERV	Show Details	Refund	Money Center		0.00		-20.00
SUCCESSFULL PAYMENT	FISERV	Show Details	Add Credit	Money Center		0.00		20.00

Account Credit Applied towards a purchase and Refund: An amount of (**$13.24**) Account Credit was applied to the total purchase amount. Once refunded the amount of account credit (**$13.24**) will go back to the account credit balance.

Status	Channel	Action	Transaction Type	Payment Method	Last 4	Amount Charged	Account Credit Applied	Account Credit Added
SUCCESSFULL PAYMENT	TAS	Show Details	Purchase	CreditCard	*************4793	68.56	2.61	0.00
FAILED PAYMENT	TAS	Show Details	Purchase	CreditCard	*************3371	68.56		0.00
SUCCESSFULL PAYMENT	FISERV	Show Details	Add Credit	Money Center		0.00		20.00
SUCCESSFULL PAYMENT	WEB	Show Details	Purchase	CreditCard	*************1111	46.22	13.24	
SUCCESSFUL REFUND	TAS	Show Details	Refund	Credit Card	*************1111	-46.22		-13.24

MoneyCenter Initiated Refunds:

Refunds processed at the MoneyCenter or Banco Popular will display a record in TAS.

NOTE:

A full cash refund will ONLY be processed if the card is still in reserve and the Account Credit balance covers the amount being refunded. See examples below.

Scenario: customer made a **$100** payment at the MoneyCenter, **$49.19** covered the renewal amount and the remaining balance of **$50.81** was added to their Account Credit.

Purchase History

Start Date 8/3/2017 End Date 10/2/2017 Search

Purchase ID	Date	Status	Channel	Action	Transaction Type	Payment Method	Last 4	Amount Charged	Account Credit Applied	Account Credit Added
118746-27059409-228886	09/27/2017 16:30:28	SUCCESSFULL PAYMENT	FISERV	Show Details	Purchase	Money Center		49.19	0.00	50.81

"**Amount Charged**" and "**Account Credit Added**" will create a line for the amount being refunded.

Start Date 8/3/2017 End Date 10/2/2017 Search

Purchase ID	Date	Status	Channel	Action	Transaction Type	Payment Method	Last 4	Amount Charged	Account Credit Applied	Account Credit Added
118746-27059409-228886	09/27/2017 16:30:28	SUCCESSFULL PAYMENT	BANCO_POP...	Show Details	Purchase	Banco Popular		49.19	0.00	50.81
118745-27059039-879423	09/27/2017 16:24:01	SUCCESSFULL PAYMENT	WEB	Show Details	Purchase	CreditCard	************5865	21.85	0.00	0.00
118741-27058535-362265	09/27/2017 16:15:38	SUCCESSFULL PAYMENT	WEB	Show Details	Purchase	CreditCard	************5865	27.34	0.00	0.00
118751-27059906-980327	09/27/2017 16:38:26	SUCCESSFULL REFUND	BANCO_POP...	Show Details	Refund	Banco Popular		-49.19		0.00
BRM20170927000003725	09/27/2017 16:38:32	SUCCESSFULL REFUND	BANCO_POP	Show Details	Refund	Banco Popular		0.00		-50.81

Refunds Access through Purchase History:

You will find two separate links under "Payment Method" and "Last 4" where you can initiate a refund based on the following scenarios.

Action	Transaction Type	Payment Method	Last 4	Amount Charged	Account Credit Applied
Show Details	Purchase	CreditCard	************4793	68.56	2.61
Show Details	Purchase	CreditCard	************3371	68.56	
Show Details	Purchase	CreditCard	************3371	68.56	
Show Details	Purchase	CreditCard	************3371	68.56	
Show Details	Purchase	Account Credit		0.00	27.39
Show Details	Add Credit	Money Center		0.00	

Last 4 of CC – CC/Debit/ACH

The last 4 of CC link is only available when the:

- Transaction was paid in full with CC/Debit or ACH.
- Transaction was a mixed payment using CC/Debit/ACH and Account Credit.

1. Select transaction payment source "CC" under "Last 4" Column.
2. System will direct you to "CC Maintenance".
3. Select transaction and follow your current refund process.

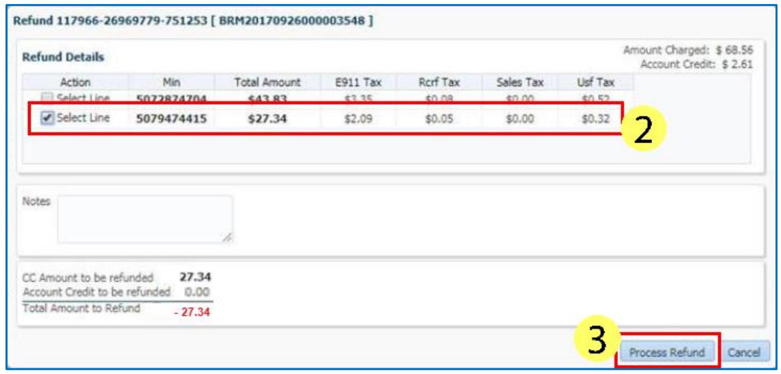
Account Credit - Account Credit Only

- Account credit covered the full payment, follow the steps below.

1 Once you select the "Account Credit" link a pop up screen will open.

2 Select the MIN line(s) you would like to refund.

3 Select "Process Refund".



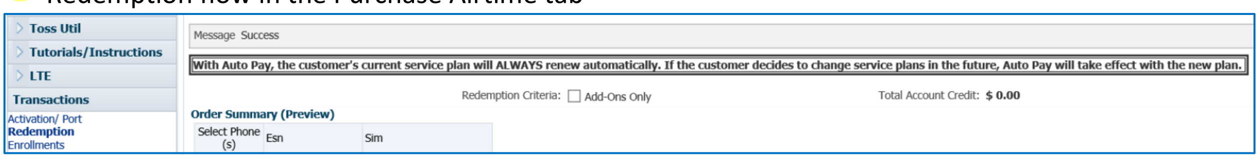
NOTE:

Link is not available for transaction processed from the MoneyCenter or Banco Popular.

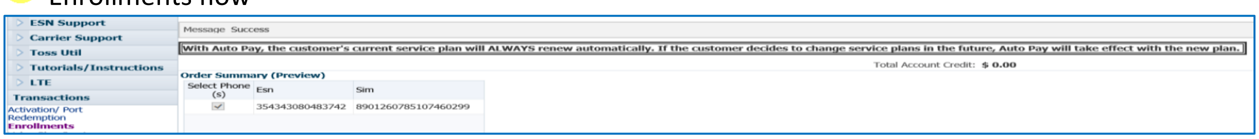
Total Account Credit:

The customer's Total Account Credit balance can be found in:

1 Redemption flow in the Purchase Airtime tab



2 Enrollments flow



Straight Talk Rewards Program Refunds

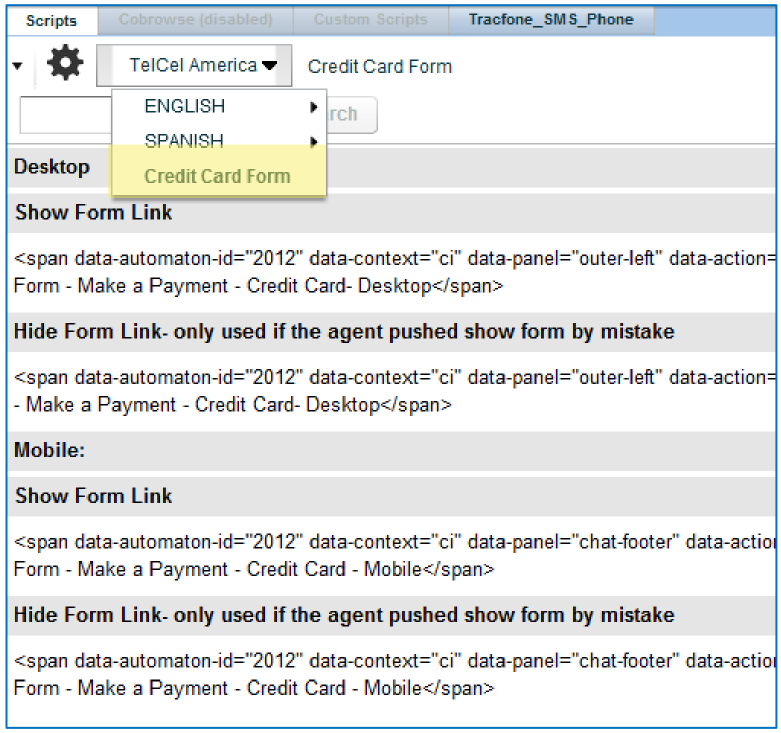
If the customer was double charged for their airtime purchase or calls to request a refund, you must process a refund following the current refund procedure. The system will deduct points for that purchase automatically. If there is ever a need to manually deduct the points, you must follow the steps indicated above.

Credit Card Process for Nuance CARE Chat Agents

You can now assist customers with credit card transactions using the agent console by following the steps below.

1 In the script tree, “Credit Card Form” link will be added to the dropdown. You will select this option when processing credit card transactions.

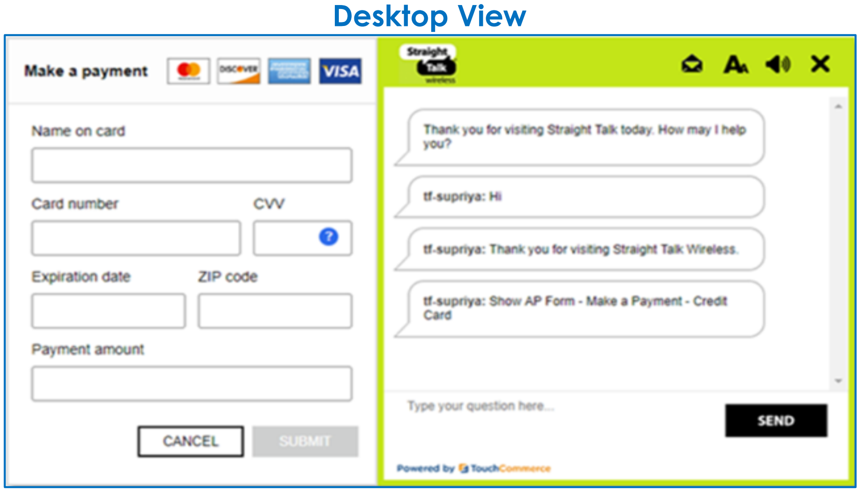
2 After clicking the URL under “Show Form Link” the form will display in the customer’s desktop or mobile device. The customer will then fill out the form.



NOTE:

You must use the correct link based on which device the customer is chatting from (Desktop or Mobile). If you send the ‘Show Form Link” by mistake, you can send the” Hide Form Link”. This will hide the form from customer’s view.

Desktop View



Mobile Web View

3 Once the form is completed, the customer can send it back. At this point, the credit card information is visible.

The customer can also cancel the submission of the form. If this happens, you will see the customer's action in the chat conversation.

4 You will then enter all the credit card information into TAS or Trail for Page Plus. You should follow the registration process for new card. This should be BAU.

5 You will provide the customer with the transaction result from TAS in the chat conversation. Transaction results could be completed & successful or transaction declined.

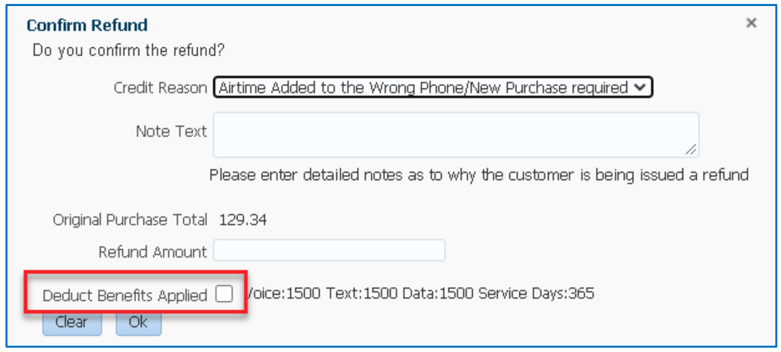
NOTE:

Credit card information is only visible during active chat session. Once the session ends, the credit card information will automatically be removed or masked from the conversation or transcript.

Refund for Verizon Active Customers

When processing a refund for multiple charges issue, make sure to double check the carrier in the account.

For accounts that are under Verizon, DO NOT select the box for "Deduct Benefits Applied" upon processing the refund.

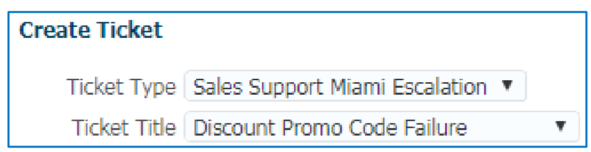


IMPORTANT: This is ONLY applicable to Tracfone and SafeLink brands.

Promotional Code Failure Ticket Creation

If the customer states they are unable to add their promo code that provides discount on a phone purchase because it's not working, or they forgot to enter the code; misplaced or deleted in error, etc., follow the steps below:

- Validate the Promo code for the discount.
- If the Promo code for the discount is valid please provide refund.
- If the promo code cannot be validated, create an SSME Ticket.
  - Ticket type: **Sales Support Miami Escalation**
  - Ticket title: **Discount Promo Code Failure**



IMPORTANT: Before creating the abovementioned ticket, follow the guidelines below:

- Verify the promo code is compatible with the customer's plan and serial number.
- Verify the promo code is valid and not expired by checking the promo details.
- Verify the promo code has not been used against the same serial number.
- This does not apply to Loyalty Rewards Promo Code.

NOTE:

This process only applies to promo codes that provide discount on purchases.