A Guide for VeriCon users

VERICON
verify & connect

UserManual

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Table of Contents

SALES

Sales Form

This page will be used for submitting all Sales Forms and retrieving the Sale ID which will be given to the TPV department.

You are firstly prompted to enter the "Customer's Lead ID". The lead ID is the number that you have dialled. You must enter the correct number as this will be transmitted to QA and if the number entered is incorrect it will result in an **In-House Rejection.** The customer lead ID will lock once the sale has been submitted. Please make sure you enter the correct details as you will not be able to edit these details, however, TPV is able to edit everything excluding the Lead ID but they will be subjected to the same validation that is done during the Sales Form.

Once this has been done, you will be prompted to select a campaign and sale type. You must select both of these. The campaign drop down will only contain the campaigns assigned to your centre. Make sure you select the correct sale type, be that residential or business.

Once the form is completed, click on "Submit" and if there are no errors with your input a pop up will show up giving you the Sale ID.

Sale Details

This section contains the details of the sale including your details and the details you have selected previously. Make sure these details are correct, if not, please click on the "Cancel" button, as if the sale is submitted using another agent's ID **they will get paid for the sale and not you.**

Customer Details

Here you are required to enter the customer's details. All fields except "Middle Name" are required;

- Title – Select the customer's title (Mr, Mrs, Miss, Ms, Dr)
- First Name – Enter the customer's first name
- Middle Name – Enter the customer's middle name
- Last Name – Enter the customer's last name
- D.O.B – You must select the customer's date of birth from the date picker, it cannot be typed in manually. There is a restriction on the date picker to not allow you to choose a date before 18 years of today's date.
- Billing – Select either "E-Bill" or "Post". If E-Bill is selected you must enter the customer's email address, otherwise once you select Post, the field will automatically change to N/A and become disabled.
- E-Mail – Enter the customer's email address. This will validate the existence of a mail server on the domain and check if the email has a valid input.
- Mobile – Enter the customer's mobile, otherwise if they do not have one you must check 'N/A'. The field is validated to check if the mobile number entered is real, make sure you do not put any white spaces before or after the number.

Customer Address

In this section you will have to enter the customer's physical and postal address.

VeriCon contains a list of 97% of addresses in Australia. Once you click on Physical or Postal Address a pop up will appear with a form to fill up to attain the customer's correct address. Manual searching of addresses is only permitted if the address is not found in GNAF. PO Boxes and addresses with a property name need to be entered into Manual.

GNAF

1. Enter the customer's Postcode and click on another section of the pop up so the Suburb dropdown can be populated
2. Select the suburb
3. Enter the customer's Unit, Flat or Shop number in the "Unit" field if any. Level and Lot numbers are not accepted in this field
4. Enter the customer's street number in the "No" field. If the number is a range (96-100) only enter one of them (96 or 100)
5. Begin typing the customer's street name and an auto fill will begin populating. Select the correct one using your keyboard and press enter, **do not select it with your mouse!**
6. Select the street type
7. Click on "Search" to match your results to the database
8. Select the correct address and the click on "Select" at the bottom of the pop up

Manual

1. Enter the customer's Postcode and click on another section of the pop up so the Suburb dropdown can be populated
2. Select the suburb
3. Type in the street address or mail box
4. Click on "Select" at the bottom of the pop up

Note: The address will be checked again during the verification. If the address is entered manually, the verifier will double check it against GNAF, if it is found using the same input you have entered, your centre manager will be notified and centre penalised.

Business Identification

This section will validate the business information of the customer.

- ABN – Enter the customer's ABN which is then checked against the ABR. If the fields below remain blank, the ABN entered is invalid, otherwise it will be populated with the business information
- Position – Enter the customer's position in the business
- ABN status – this must show "Active" for the sale to be submitted

Customer Identification

This section will validate the identification of the customer.

- ID Type – Select the type of ID the customer has provided
- ID Number – Enter the customer's ID number. Make sure that you enter a valid ID number as the ID is validated and if found invalid, you will not be able to submit the sale

Selected Packages

Here you will see all the packages (lines – plans) related to the sale.

You can delete the package by clicking the delete button on the right. To add a package you must click on "Add Package" and fill up the relevant details.

- CLI – Enter the customer's phone number without any white spaces at the beginning or end of the number. Firstly the number will be checked against the existing customer table, if the number is existing you will get an error or if the number has already been submitted within the data period
- Plan – Select the plan that the customer wishes to sign that number up on

Availability

Here you will be able to check if the customer has ADSL or ADSL 2+ availability and which plan they can be signed up on (Metro or Regional).