



MODULE C: The Order Process

Step 4: Option 1 – Flash Green – Bring Your Own Device (BYOD)

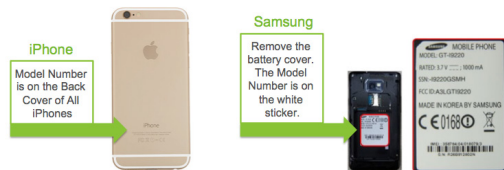
Help your customer prepare the Pre-Order Checklist to ensure a smooth and seamless order process. Open/print the Pre-Order Checklist (*link to document is on the training portal*) and follow along with the video.

1 Check phone's compatibility with the Flash Green network.

Check **BOTH** phone and model compatibility:

MODEL:

1. Locate model number by:



Or Android: Go to Settings, About Phone

Or iPhone: Go to Settings, General, About (*click on "part number"*)

2. Check if model number is listed in the List of Supported Devices – Flash Green.

- Check all pages (*listed by phone manufacturer name*).
Newer models of those listed are generally supported (*unless otherwise specified*).
- If model is not listed, you may want to check the List of Supported Devices for Flash Yellow. If the customer's model number is on the Flash Yellow list, then your customer will need to activate on Flash Yellow and choose a Flash Yellow service plan.
- Otherwise your customer can stay on Flash Green by purchasing a new phone on flashwireless.com.

IMEI:

1. Find IMEI (also called MEID) number.

Dial *#06# and the IMEI number will appear.

Alternative method: See document "Locating the IMEI"

2. Have your customer enter the IMEI number online:

Go to: <https://shop.flashwireless.com/fwire/green/en/Byod/b/byodcomp>

If not compatible, encourage your customer to try again in case of a typo.

2 Confirm no contract or lease with current carrier.

Before moving forward, confirm with your customer that he or she is not currently under a phone or service contract or lease with the current carrier. If unsure, customers can check their online account for information or ask their carrier.

3 Unlock phone.

- An unlocked phone is a phone that is not bound to a particular carrier. This unlock step is critical for a phone to be released from the current carrier and brought over to Flash Wireless.

- If the customer is coming directly from Verizon to Flash Green, the phone does not need to be unlocked.
- To unlock phone:

Some online account profiles allow customers to unlock their phone online.

If not:

- (a) Customer calls current carrier to request phone be unlocked.
- (b) Carrier will ask customer for current PIN number.

This PIN number is the number the customer created at the time the account was set up. It's a personal PIN that helps the carrier confirm the account owner's identity. If the customer does not remember the PIN, the customer can work with the carrier to reset it.

- (c) Carrier will provide customer with a code to enter into the phone to unlock phone.

4 Identify Flash Green SIM card needed.

Have customer obtain a Flash Green SIM card to ensure a smooth transition.

- In majority of cases, a new Flash Green SIM card is needed.
- Best to advise customer to order the Free SIM card while placing the order for Flash Wireless service.
- It's FREE to the customer.
- IBO's can keep a selection of SIM cards on-hand by ordering from the IBO Back Office, so customer does not have to wait to receive the SIM card.

Instruction on how to activate with the new SIM card will be in the email confirmation that the customer receives.

5 Transfer customer's phone number (if desired).

Even though the customer is keeping own phone, if s/he wants to keep the same phone number, the customer needs to transfer the phone # from the old carrier to Flash Green. Flash Wireless will do this for the customer, but Flash Wireless will need this information from the customer:

1. Name of Current Service Provider
 2. First and Last Name of Account Holder
 3. Account Billing Address
 4. Account Number
 5. Phone # to be transferred
- } Can be found on current phone bill
6. Pin number: Created at time of account set up
Not the online password. If unknown, customer can call current carrier to reset it.

The customer is ready to place the order! Now that the Pre-Order checklist is complete, see the next video on Ordering Online or by Phone!

Provide More Amazing Customer Service

Help your customer back up all current content (*contacts, photos, etc.*) to the cloud using the free Flash app.

- Available in Apple App Store or on Google Play
- Or text: FLASH APPLE or FLASH ANDROID to 67076 for a download link
- Follow the instructions for uploading content to the cloud