



MODULE C: Step 5: Order Online

Now that your customer has completed the Pre-Order Checklist, ordering online is simple.

Have your customer follow these steps:

1. Go to your IBO personal website, choose Services, Wireless, Shop Now!
2. Go to PLANS to choose Flash Green or Flash Yellow.
3. Choose the plan.
4. Choose Bring Your Own Device or New Phone.

Instructions for New Phone	Instructions for Bring Your Own Device
Click on Shop Devices	Click on Bring Your Own Device
Select desired device Select color (if applicable) Add to cart <i>Reminder: New phones purchased on flashwireless.com are Flash "ready." See the convenient "Interactive Device Support" tab.</i>	Type in IMEI number (from Pre-Order checklist) Click on Check Compatibility Read message carefully. If device passed, click on continued Click on SIM card need (yes or no) (Enter SIM ID# if applicable)

From this point, the process is the same for BYOD or New Phone:

5. Additional Services: IBO's should pre-read these to help advise customer. Further information:

- Device Protection: https://www.youtube.com/watch?v=cb_aTld2HOA
Data boost: <https://www.youtube.com/watch?v=7ydY-hL5g-I>

6. New Phone Number or Transfer (Port Your) Your Number to Flash Wireless

- If new phone number, click on new, then continue.
- If click on transfer, customer fills in data, read/accept Terms and Conditions, click continue.

7. Go through the checkout process. Have your customer:

- a. Create account – customer should write down all info!
- b. Capture IBO Team# or referring phone number (for Refer-A-Friend)
- c. Choose Shipping Method
- d. Payment Info:
 - "Name on Card" will be the name on the account.
 - Billing address must match credit card statement address and is location where SIM card and/or new phone will be mailed.
- e. Review and submit: Read/accept Terms and Conditions and Place Order.

Reminder: The customer must enter their own order, including all of the above information. IBO should not take that information from the customer, retain or store any of that information, or enter any of the information on behalf of the customer.

8. Customer should look for and save the email from Flash Wireless which contains the confirmation and activation instructions.

9. Backup or Transfer Data with the Flash APP:

- Help your customer back up all current content (contacts, photos, etc.) to the cloud or perform a "live" transfer of data using the free Flash app. See video for instructions.
- Available in Apple App Store or on Google Play
 - Or text: FLASH APPLE or FLASH ANDROID to 67076 for a download link

Go to the Module D.