



## MODULE D: After the Order & Follow Up

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### Activation

1. Customer will receive an email with instructions on how to Activate. Customer needs to save it!
2. Assist customer with Flash Wireless App, if needed.
3. Assist customer with the instructions in the email.
4. Place a few test call and texts to and from customer.

### Follow Up

#### 1. Provide resources: Help ensure residuals and referrals by providing resources to your customer.

- Flash Wireless YouTube channel: <https://www.youtube.com/channel/UCq2czQOT2m0PPLBcAOfjemA/videos>  
Info on databoost, international roaming, HD Voice, managing your account online, and much more!
- FAQs:  
Flash Green FAQs: <https://shop.flashwireless.com/fwire/green/en/support/faq>  
Flash Yellow FAQs: <https://shop.flashwireless.com/fwire/yellow/en/support/faq>  
Info on online account management, billing, adding/removing features, and more.
- Interactive Device Support: <https://flashwireless.sds.modeaondemand.com/portal/>  
Select a phone type/model - shows how to use and troubleshoot that specific device.

#### 2. Thank Your Customer

Thank your customer for the opportunity to help him/her switch to a great service, avoid long lines, and help feed children right here in the U.S. through our Feeding America Partnership, etc.

#### 3. Check In!

In a week or two, check in with your customer. e.g.

- a. How's it going? How is the new service and/or phone?
- b. Is there anything I can help you with?
- c. Would you like to get free service? Remind him/her about our Refer-A-Friend program. Refer 5 friends who join Flash Wireless and your customer's service is free as long as the 5 friends stay connected. It's that simple! Get 5, Get Free\*!  
*(\*Excludes taxes and surcharges. Terms and Conditions apply.)*

### Continue!

**Congratulations!** These 3 steps can help secure and propel your business! Now, that you know Flash, go talk to your other friends and family members about switching to Flash Wireless. Oh and also leap over to other modules to learn about selling other great products and services.