Pre-Order Checklist

Instructions: ACN Independent Business Owners should visit ACN Compass to view detailed training instructions on helping customers prepare for new Flash Wireless orders. Then provide this checklist to the customer and help the customer complete this list prior to the customer placing the order online or by phone. Once all items are complete, have your customer proceed with placing the order. **Remember:** IBOs should *never* enter an order, or any part of an order, on behalf of a customer.

ACN Independent Business Owner's #:_____

Which Network: Flash Yellow or Flash Green? _____

Which service plan?_____

For Bring Your Own Device (BYOD):

1	**Is the phone compatible?** **Model Check** Phone type: _____ (e.g. iPhone 8) Model #: _____ (e.g. A1863) List of Supported Devices?	❑ YES	Must be on list
	IMEI Check IMEI/MEID #: _____ **Dial *#06#** Cleared with online checker?	❑ YES	Must be cleared
2	Did the customer confirm that customer is not under any financial obligation through a contract or lease? If unsure, customer should contact their current carrier. **Did customer confirm?**	❑ YES	Must confirm
3	Is the phone already unlocked? If not, has the customer called the carrier with their personal PIN number and requested the phone be unlocked?	❑ YES	Phone must be unlocked.
4	Does the customer have their own SIM card that is compatible with Flash Wireless or do they need to order one? ❑ Have own ❑ Need to order **Flash Yellow:** Check SIM Chart for compatibility **Flash Green:** Will need to order free Flash Green SIM card	❑ YES	If "have own" SIM, it must be compatible with Flash Wireless.
5	If the customer wants to transfer their existing phone number, make sure the customer fills out the following info from their current carrier's bill statement so they're prepared to enter their order *(remember, IBOs should not take this information from the customer)*: Current Carrier Name: _____ Primary Account Holder First/Last Name as it appears on the bill statement: _____ Account Billing Address: _____ Account Number: _____ Phone # to Transfer: _____ PIN # w/ Current Carrier: _____		This info will be required during the order process. All info can be found on current bill (except PIN#).
6	Does the customer have credit card information handy in order to process the order?	❑ YES	

For New Phones/Devices:

1	Go to Flashwireless.com and choose a phone. All devices sold by Flash Wireless are guaranteed to activate on the Flash Network.	❑ COMPLETED
2	If customer is transferring current phone number to Flash Wireless, have the customer enter the information from Step (5) above.	❑ COMPLETED
3	Have the customer download the Free Flash App and upload the content of current phone to the cloud.	❑ COMPLETED
4	Have the customer ready with credit card information handy (Step (6) in the above list).	❑ COMPLETED

Reminder: The customer must enter their own order, including all of the above information, and you 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.