



My Account Redesign Phase 1

Resource Guide

November 2013




Manage Devices

1. Add a Device

- Look/feel of all screens and flow in this process has been updated.
- Order Flow has been consolidated to 3 screens.
- Step 1 – Screen 1** - select messaging type/device model

ADD DEVICES TO YOUR ACCOUNT

Choose a Device

SERVICE TYPE	MODEL	
<input type="radio"/> Text Messaging	Advisor Elite Flex	
<input type="radio"/> Text Messaging	Bravo 802 Flex	
<input type="radio"/> Numeric Messaging	Bravo 502 Flex	
<input type="radio"/> 2-Way Messaging	Sun Telecom ST902 2way RF	




- Step 2 – Screen 2** - select ownership type if selection permitted (lease/purchase)

ADD DEVICES TO YOUR ACCOUNT



Choose a Device

<u>SERVICE TYPE</u>	<u>MODEL</u>		
Text Messaging	Advisor Elite Flex		<div style="border: 1px solid gray; padding: 5px; display: inline-block;"> <u>OWNERSHIP</u> --Select-- --Select-- Purchase Lease </div>
			Monthly Charges: 50.00

- e. **Step 3** – *Screen 3* - select coverage if selection permitted (coverage selection will guide options displayed in Step 4 based on available packages for selected coverage code)
- f. **Step 4** – select other optional package attributes in this order IF selection is permitted
 - i. Usage Plan
 - ii. Optional Features (such as voicemail)
 - iii. Device Maintenance

Coverage	Upstate / Western NY	No Additional Charge	
Usage Plan	5000 Messages Per Month	No Additional Charge	
Optional Features	Canned Greeting/30sec	No Additional Charge	
Device Maintenance	<input type="radio"/> Device Protection  <input type="radio"/> Without Device Protection	No Additional Charge	
		No Additional Charge	

- g. **Step 5** – *Screen 3* - Phone Number Selection – User may be offered selection between preferred calling area (local), personal toll free number, and/or PIN if selection is permitted.
 - i. Preferred area code (local) – user will enter preferred area code and display will change to drop down menu of area code/prefix combinations available for the selected area code - will display unless there are NO local numbers available for the selected service/coverage/channel as validated by CPT.
 - ii. Personal Toll Free – display will change to drop down menu of available toll free area codes (prefix selection is not permitted) – will display if TFN feature is found in rate table for selected service.
 - iii. PIN – selection of pin numbers reserved to customer account.

Coverage	New York Tri-State	No Additional Charge	
Usage Plan	5000 Messages Per Month	No Additional Charge	
Optional Features	Canned Greeting/30sec	No Additional Charge	
Device Maintenance	Without Device Protection	No Additional Charge	
Pager Number Type	<input type="radio"/> Preferred Calling Area <input type="radio"/> Personal Toll-Free	No Additional Charge	
		No Additional Charge	

- iv. Selection of a Preferred Calling Area will then prompt a preferred area code.

Pager Number Type	Preferred Calling Area, Area Code: <input type="text"/>	No Additional Charge	
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- v. The display will then change to a drop down menu of available area code and prefix combinations available for the entered area code.

Preferred Calling Area, Area & Prefix:

- 215-265
- 215-363
- 215-577
- 215-900

- vi. Selection of a Personal Toll-Free will display a drop down menu of available toll free area codes as shown below. Note: Prefix selection is not available for personal toll-free numbers.

Personal Toll-Free , Area Code:

- 800
- 866
- 877
- 888

- h. **Step 6** - *Screen 3* - Last section of order detail screen may include selection/input fields for the following:
- Contract Type (profile may allow selection of specific contract term)
 - Domain (default is usamobility.net)
 - Device Reference

Contract Type: --Select--

Domain: usamobility.net

[Add/Edit Device Reference](#)

Device Cost: \$25.00

Monthly Charges: \$0.00

QTY: 1 [UPDATE](#)

Total Charges: \$25.00

This amount does not include taxes, surcharges, or shipping fees.

Information Services: News, Weather, Sports, etc. are available for this device at no extra charge. Yes No

[CONTINUE](#)

- iv. Some profile may be set to allow maintenance of one or more of the following fields:
 1. Holder
 2. Device Reference 1
 3. Device Reference 2

The screenshot shows a web form titled "DEVICE REFERENCE". It is divided into two main sections, one for "Device #1" and one for "Device #2". Each section contains three text input fields: "Holder Name", "Device Reference 1", and "Device Reference 2". The form is styled with a light blue header and a vertical scrollbar on the right side.

- v. QTY
- vi. Information Service
- vii. **Step 7** - User must select Continue to display the Shipping/Payment detail section

The screenshot shows a "Choose a Device" page. At the top, it lists "SERVICE TYPE" as Text Messaging, "MODEL" as Advisor Elite Flex, and "OWNERSHIP" as Lease. A small image of the device is shown. Below this, there are sections for "Coverage" (with radio buttons for New York Tri-State, Upstate / Western NY, and New York Statewide), "Contract Type" (Monthly, Domain: usamobility.net), and "Device Cost" (Monthly Charges: \$0.00, Device Cost: \$0.00, Total Charges: \$0.00). A "QTY" field is set to 1. A "CONTINUE" button is located at the bottom right. A note at the bottom states: "This amount does not include taxes, surcharges, or shipping fees."

- i. **Step 8** – *Screen 3* - Select an existing shipping address from drop down menu (if any exist) or add a new shipping address.
- j. **Step 9** – *Screen 3* - Enter Credit Card payment information – (if required)

The screenshot shows two sections of a form. On the left, the 'Shipping Information' section has a dropdown menu with the text '--Select--(Mouse over for detail)'. On the right, the 'Payment Type' section contains several input fields: 'Card Number' (with a CVV field and a help icon), 'Exp:' (with month and year dropdowns), 'Card Type' (dropdown), 'Billing Street Address' (text input), and 'City, State:' (with a state dropdown and a zip code field).

- k. **Step 10** – *Submit Order* –User will be given a Continue? NO/YES prompt. Once YES is selected, order is submitted. Confirmation screen with BOSS OE# will display with order details.

The screenshot shows a modal dialog box titled 'CONTINUE?'. The text inside reads: 'Your order will be submitted. Submit Order?'. At the bottom, there is a 'YES' button with a blue checkmark icon.

Note: There is no “review order” screen once Submit Order is selected.

2. Upgrade Exchange -





- a. Look/feel of screen flow changes once user selects “continue” after selecting exchange reason (no changes to EVEN Exchange screens.)
- b. Order Flow for Upgrade Exchange mirrors that of *Add a Device* except for phone number selection. User is prompted to keep current number or to change pager number. Process to select new pager number mirrors that of *Add a Device* Step 5 above.

3. Spare Exchange (UNLIKE exchange only - no changes to LIKE exchange)

- a. Look/feel of screen flow changes once user selects “continue” after selecting exchange reason.
- b. Process flow is similar to that of *Add a Device* except for phone number selection and that no shipping information is required. Device is activated immediately and sent a test page. User is prompted to keep current number or to change pager number. Process to select new pager number mirrors that of *Add a Device* Step 5 above.

4. Manage Spares - Activate a Spare

- Look/feel of screen flow changes once user selects “continue” after selecting spare device to activate.
- Process flow is similar to that of *Add a Device* except that no shipping information is required. Device is activated immediately and sent a test page.

ACTIVATE YOUR SPARE DEVICE		
<u>SERVICE TYPE</u> Text Messaging	<u>MODEL</u> Advisor Elite Flex	
		Monthly Charges: \$0.00
<u>Coverage</u>	Upstate / Western NY	No Additional Charge 
<u>Usage Plan</u>	5000 Messages Per Month	No Additional Charge
<u>Optional Features</u>	Canned Greeting/30sec	No Additional Charge
<u>Device Maintenance</u>	Device Protection	No Additional Charge 
<u>Pager Number Type</u>	<input type="radio"/> Preferred Calling Area <input type="radio"/> Personal Toll-Free	No Additional Charge No Additional Charge 
<u>Contract Type</u>	Monthly	Monthly Charges: \$0.00
Domain	usamobility.net	Total Charges: \$0.00
Add/Edit Device Reference		This amount does not include taxes, surcharges, or shipping fees.
		<input type="button" value="SUBMIT ORDER"/>

- Once all available selections have been made, click **SUBMIT ORDER** to continue (as shown above). You will be prompted to confirm activation of the device (below):

CONTINUE? ✕

Your order will be submitted.

Submit Order?

NO YES /

- Select **NO** to remain on the activate spare device screen. Select **YES** to activate and send a test page to the device. The following confirmation screen will display the new pager phone number assigned to the device.





Thank-you, your Spare Device is now active - (866) 200-3991		
SERVICE TYPE	MODEL	
Text Messaging	Advisor Elite Flex	
		Monthly Charges: \$0.00
Coverage	Upstate / Western NY	No Additional Charge
Usage Plan	5000 Messages Per Month	No Additional Charge
Optional Features	Canned Greeting/30sec	No Additional Charge
Device Maintenance	Device Protection	No Additional Charge
Pager Number Type	Personal Toll-Free , Area Code: 866	No Additional Charge
Contract Type		
Monthly		Monthly Charges: \$0.00
Domain		
usamobility.net		Total Charges: \$0.00
This amount does not include taxes, surcharges, or shipping fees.		

5. Manage Spares - Order Spares

- a. Look/feel of all screens and flow in this process has been updated.
- b. Order Flow has been consolidated to 2 main screens.
- c. **Step 1 – Screen 1** - select messaging type/device model

ORDER SPARE DEVICE

Choose a Device

SERVICE TYPE	MODEL	
<input checked="" type="radio"/> Text Messaging	Advisor Elite Flex	
<input type="radio"/> Text Messaging	Bravo 802 Flex	
<input type="radio"/> Numeric Messaging	Bravo 502 Flex	
<input type="radio"/> 2-Way Messaging	Sun Telecom ST902 2way RF	

- d. **Step 2** - *Screen 2* - select coverage if selection permitted.
- e. **Step 3** – *Screen 2* – indicate Quantity to be ordered
- f. **Step 4** – *Screen 2* - indicate whether Information Services should be included.

ORDER SPARE DEVICE

Choose a Device

SERVICE TYPE
Text Messaging

MODEL
Advisor Elite Flex

Coverage

New York Tri-State
 Upstate / Western NY
 New York Statewide

Information Services: News, Weather, Sports, etc. are available for this device at no extra charge. Yes No

QTY: 1 UPDATE

CONTINUE

- g. **Step 5** – *Screen 2* - User must select Continue to display the Shipping detail section
- h. **Step 6** – *Screen 2* - Select an existing shipping address from drop down menu (if any exist) or add a new shipping address.

Shipping Information

--Select--(Mouse over for detail)

Shipping Information

Contact:

Phone Number: () - ext:

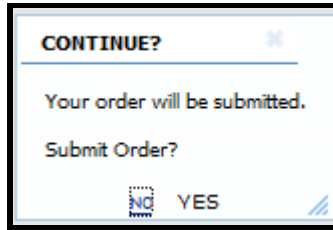
Address 1:

Address 2:

Address 3:

City, State: Zip: -

- i. **Step 7– Submit Order** –User will be given a Continue? NO/YES prompt. Once YES is selected, order is submitted. Confirmation screen with BOSS OE# will display with order details.



Note: There is no “review order” screen once Submit Order is selected.

6. View Devices

- j. Look/feel of all screens and flow in this process has been updated.
- k. Ability to Sort/Search by Device Reference fields has been added.

To View Details, SELECT the Device Number. To Edit Reference Information for a single Device Number, Click Edit & Save. To Edit Reference Information for multiple Device Numbers, Click the Check Box for all records that you want to update then Mass Edit Link.

SEARCH for a specific device.

DEVICE NUMBER	PIN	CAPCODE	SERIAL NUMBER	HOLDER NAME	DEVICE REFERENCE 1	DEVICE REFERENCE 2	SINGLE UPDATE
(201) 495-0570 (888) 200-8642		9999999999	56ABX55NQ5	EMP KENNETH SMITH	003632107	3632107	EDIT
(201) 495-0571 (800) 946-4646	1090401	003348969	M0039516345	EMP PAMELA ROY	NURSING	44556677	EDIT
(215) 265-4980 (866) 200-3985		002126090	M0041400174	EMP KEN SMITH	003632107	3632107	EDIT
(973) 225-6016 (877) 216-9475 (877) 216-0809		002126089	M0041400171	EMP KATIE PIKE	CC 9968	4445489	EDIT
(256) 433-0007 (866) 864-8980 (228) 208-0040		1177332	M0036483129	MYA MIRANDA JACKSON	MARKETING DIRECTOR	12345787	EDIT

MASS EDIT

- l. Single Update and Mass Edit functions have been redesigned on the screen.

To View Details, SELECT the Device Number. To Edit Reference Information for a single Device Number, Click Edit & Save. To Edit Reference Information for multiple Device Numbers, Click the Check Box for all records that you want to update then Mass Edit Link.

SEARCH for a specific device.

DEVICE NUMBER	PIN	CAPCODE	SERIAL NUMBER	HOLDER NAME	DEVICE REFERENCE 1	DEVICE REFERENCE 2	SINGLE UPDATE
(866) 200-3991		002192859	56ABAC3359	EMP ACCOUNT TESTING ONLY!			SAVE CANCEL
(201) 495-0570 (888) 200-8642		9999999999	56ABX55NQ5	EMP KENNETH SMITH	003632107	3632107	EDIT

7. Alias Maintenance

- m. Look/feel of all screens and flow in this process has been updated.
- n. Single Update and Mass Edit functions have been redesigned on the screen.

To Edit Alias Name for a single Device Number, Click Edit & Save. To Edit Alias Name for Multiple Device Numbers, Click the Check Box for all records that you want to update then Mass Edit Link.

SEARCH for a specific device.

DEVICE NUMBER	PIN	CAPCODE	HOLDER NAME	ALIAS DOMAIN	ALIAS	SINGLE UPDATE	<input type="checkbox"/>
(866) 200-3991		002192859	EMP SHEILA TEST	usamobility.net		EDIT	<input type="checkbox"/>
(201) 495-0570		9999999999	EMP KENNETH SMITH	usamobility.net		EDIT	<input type="checkbox"/>
(888) 200-8642		9999999999	EMP KENNETH SMITH	usamobility.net		EDIT	<input type="checkbox"/>
(201) 495-0571		003348969	EMP PAMELA ROY	usamobility.net		EDIT	<input type="checkbox"/>
(800) 946-4646	1090401	003348969	EMP PAMELA ROY	usamobility.net		EDIT	<input type="checkbox"/>
(215) 265-4980		002126090	EMP KEN SMITH	usamobility.net	testing999 ✓	EDIT	<input type="checkbox"/>
(866) 200-3985		002126090	EMP KEN SMITH			EDIT	<input type="checkbox"/>
(973) 225-6016		002126089	EMP KATIE PIKE	usamobility.net	Katie ✓	EDIT	<input type="checkbox"/>
(877) 216-9475		1075823	EMP JANET FISCHER	usamobility.net		EDIT	<input type="checkbox"/>
(877) 216-0809		1075823	EMP JANET FISCHER	usamobility.net		EDIT	<input type="checkbox"/>
(256) 433-0007		1177332	MYA MIRANDA JACKSON			EDIT	<input type="checkbox"/>
(866) 864-8980		1177332	MYA MIRANDA JACKSON			EDIT	<input type="checkbox"/>
(228) 208-0040		1177332	MYA MIRANDA JACKSON			EDIT	<input type="checkbox"/>

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MASS EDIT