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News In Brief

This Week

Orbit Know-How Guides - Slide updated to show the warning pop-out messages if a customer has an existing EE ID and instructions on what to do for different scenarios

Insurance Policy – policy reviewed and refreshed – subsidy sales can only have insurance added if it is within the total MRC allowance. This rule does not apply to Flex Pay sales. Old terminology removed

Credits Policy – credit amounts authorisation route clarified

Customer Credits Form – form refreshed, and credit amounts clarified – removed leads and older terminology

Sign in and Search Policy – updated to match new directions for internal and external visitors where Greetme booking is not showing. Policy linked to the Appointments and Queue Management Policy

Last Week

Existing Customer Policy

Updated new manual process section added to policy drawers and Spend Cap
Content updated

Logins Policy

Updated new manual process section added to policy drawers, and Spend Cap content updated

Discounts, Prices Amendments, and Promotions Policy

Perk process updated for Flex Pay and Subsidy eligibility rules and processes

Add To Plan Policy

Updated process section with manual process guidance

EE Home Broadband & TV Policy

New acquisition no longer available on legacy EE HBB, removed references – refer new acquisition to new EE HBB options or BT where appropriate

Contact storeprocess.policy@ee.co.uk for any policy or process queries
Contact store.supply@ee.co.uk for any supply issues

DATE	POLICY/DOCUMENT	WHAT'S CHANGED
02/11/23	Insurance Policy	• Policy reviewed and refreshed with Chubb. Minor refresh regarding subsidy sales required insurance to be within the total MRC.
02/11/23	Sign in and Search Policy	• New instructions added on how to deal with internal and external visitors when they do not show in GreetMe
02/11/23	Credits Policy	• Full policy refresh, updated credit limit allowance and process. Customer Credit Form updated to reflect correct credit allowances and refreshed terminology
26/10/23	Orbit Know-How Guides updated	• EE ID pop-out warning screenshots added to all Know-How guides
26/10/23	Existing Customer Policy	• Policy cleanup changes, updated PQ / added 'Referral Decision Disputes' process / updated 1GB Data Boost
26/10/23	Logins Policy	• Policy reviewed, links updated, Franchise logins processes updated, Lightico and EE Guide email added to content
24/10/23	Discounts, Prices Amendments, and Promotions Policy	• Updated Perk section – Perk on Flex Pay and Subsidy changes to eligibility
24/10/23	EE Home Broadband & TV Policy	• New acquisition no longer available on EE HBB, removed references – refer new acquisition to new EE HBB options or BT where appropriate
19/10/23	Add To Plan Policy	• Updated process section with manual process guidance
19/10/23	Manual Trading Policy	• Updated Compass Plus section with Add To Plan guidance
19/10/23	Returns & Exchanges Policy	• Old code removed from policy, updated with corrections and new links
17/10/23	Customer Account Activities Policy	• Policy reviewed - clean-up / Added and updated Price Plan changes / Added Unsuspending a PAYM Account
17/10/23	Pay As You Go Policy	• Policy reviewed, refreshed drawers, added updated process: - for customers with an unregistered PAYG accounts with a faulty, damaged, or missing SIM card, the SIM Replacement will need to be processed via Customer Care who will send the SIM to the customer. If the customer wishes to register the account whilst in store, this must be done via Customer Care. A SIM Replacement can then be processed following the 'No Upgrade' process.
17/10/23	Appointments & Queue Management Policy	• Updated for policy review programme – unannounced internal visitors may have access once verified and approved by Regional Leader/Regional Commercial Leader. Kronos updated to UKG naming.
17/10/23	Existing Customer Policy	• Manual process section added, and My EE replaced with the EE App
17/10/23	New Customer Policy	• Manual process section added, and My EE replaced with the EE App
16/10/23	Business Connections Policy	• Updated upgrade eligibility to now reflect SME 30-month handset tariffs – updated 'Months served' and SIMO eligibility

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