



KNOW-HOW-GUIDE STANDARD UPGRADE

Compass Plus Outage – Using Store Stock

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RULES

Process

- This process should only be used if you receive an error in Domino and Excalibur Web Lite.
- All proofs must be completed before processing any connection – see Proofs and Identifications policy in Albert.
- This process must not be used for Flex Pay – see Flex Pay policy for guidance.
- All sales must be processed manually in EPOS and Contract Tool must be completed.

Compliance

- Store Leaders must check pricing and device costs are correct as per Pricebook.
- All sales will be subject to validations

Support

- If you need support whilst completing a sale using this process, contact RIO

APPLICATION TYPE GUIDANCE

The screenshot shows a software window titled 'Application Information'. It contains various fields for contract details. A dashed line points from the 'Application Type' dropdown menu to a separate list of options.

Application Information Form Fields:

- Agreement: Agreement No. [], Port Intention ☐
- Contract Date: 31/10/2023, Purchase Order: []
- Contract Status Date: 31/10/2023, Contract Print Request: ☐
- Contract Status: CO, NOT REQUIRED
- Conditions Ver. No: 07, EE SERVICE/UPGRADE COM
- Application Type: R (selected), REGULAR, POBO ☐
- Sales Entity: AJ32, EE RETAIL
- Store: 04332, ALPHA JULET 32
- Account Type: YC, PRIVATE USER
- Handset Optn: Contract, Paper Reg. ☐
- Existing Account ☐ New Account ☒

Application Type Dropdown Menu:

Type	Description
PRE->POST MGT.	
R	Regular
U	Upgrade
P	Pre Pay Reg
C	Change of Owner
BO	Bulk Order
LF	Load DLR File
PM	Pre->Post Mgt.

i APPLICATION TYPE:
New – 'R'
Add Line – 'R'
PRE to Post – 'PM'
Upgrade – U

i When selecting an Add Line (can also be Pre to Post add line) you must ensure you have also selected 'EXISTING ACCOUNT'

i When completing a brand-new line (can also be Pre to Post), ensure that you have also selected 'NEW ACCOUNT'

i When completing an upgrade, ensure that you have also selected 'EXISTING ACCOUNT'

STANDARD UPGRADE

The screenshot shows the 'Application Information' window in the Excalibur Web application. The form is titled 'Application Information' and contains several sections for data entry:

- Agreement Section:** Includes fields for 'Agreement No.', 'Port Intention' (checkbox), 'Application Type' (dropdown menu set to 'REGULAR'), and 'POBO' (checkbox).
- Contract Details Section:** Includes 'Contract Date' (28/11/2023), 'Purchase Order' (text field), 'Contract Status Date' (28/11/2023), 'Contract Print Request' (checkbox), 'Contract Status' (dropdown menu set to 'CO'), 'NOT REQUIRED' (checkbox), 'Conditions Ver. No.' (07), 'EE SERVICE/UPGRADE CO' (checkbox), 'Sales Entity' (AJ32), 'EE RETAIL' (checkbox), 'Store' (0000), 'Default Dealer' (checkbox), 'Sales Rep.' (text field), and 'Sales Tel.' (text field).
- Account Section:** Includes 'Existing Account' (radio button selected), 'Account No.' (text field), 'New Brand' (checkbox), 'New Account' (radio button), 'Name' (text field), 'Handset Optn.' (dropdown menu set to 'Contract'), and 'Paper Reg.' (checkbox).
- Customer Search Section:** Includes a 'Type' dropdown menu set to 'CTN' and a search text field.
- Table:** A table with columns: BAN, Account Type, Brand ID, Ban Status, BAN Status Date, CTN Status, CTN Status Date, Customer Name, and Customer Address. The table is currently empty.
- Buttons:** A 'Get' button is located at the bottom right of the form.

Log into Excalibur Web and click on 'APPLICATION'

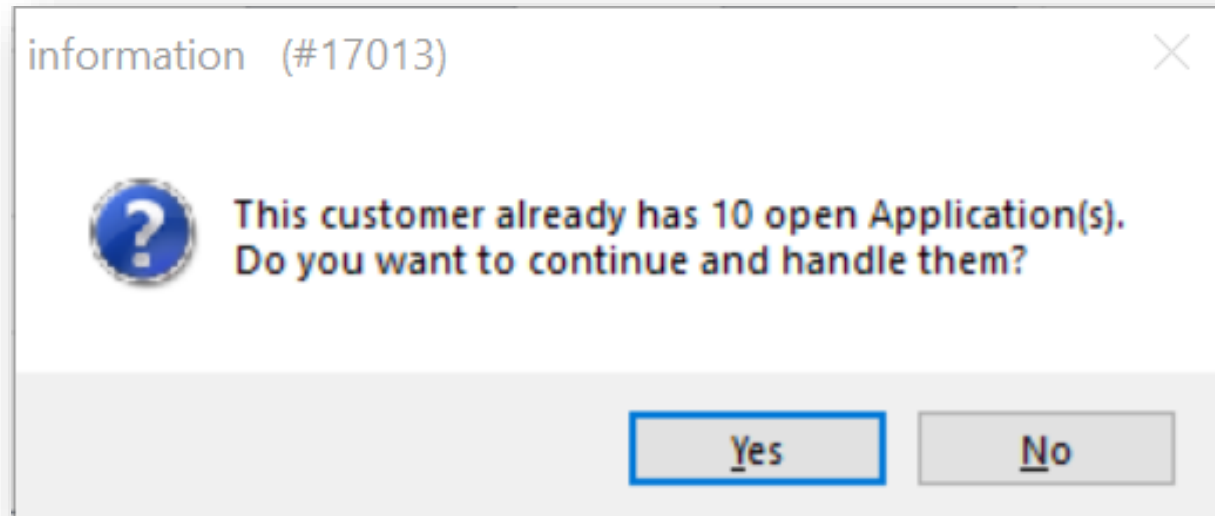
Complete: - Application Type '**R**'
(for New) or '**PM**' (P2P)
- Sales Entity/Store Code
- Conditions Version
- Account Type
-Handset Option
-New Account

Enter the customer's existing CTN and click 'GET'

! Company Owned stores Entity Code: AJ32 / Franchise Stores must use their own store code.

Ensure you enter your store code correctly as the sale will not count

STANDARD UPGRADE



A pop-up will appear – click 'NO'

STANDARD UPGRADE

This screenshot shows the 'Name + Address' tab of the Standard Upgrade process. The left sidebar contains icons and labels for various sections: Name + Address (Address), Payment Method, Registered Cards, Credit Check, Product + PP, SIM + CTN, and Equipment. The main content area is divided into sections: 'Name' with fields for Title (MR), First (RETAIL), Middle Initial, Last (IMPLEMENTATION), and Birth Date (01/01/1980); 'Marketing Preference' with dropdowns for Email (Implied), Text (Implied), Usage Info (Not Allowed), Post (Not Asked), and Phone (Not Asked); and a 'Land Line Check' section with a 'Not Tested' status. At the bottom, a progress bar shows 'Current Address' and 'Previous Address' as complete (green ticks), while 'Personal Details', 'Proofs', and 'Other' are not yet complete. Navigation buttons include 'Upgrade', '< Back', 'Next >', 'Cancel', and 'Show account'.

Complete each tab

A green tick will show once each tab is completed correctly

In the Proofs tab, select 'STAGE 1' and provide the required proof

 Ensure all proof checks are completed as per Proof Check Policy requirements

STANDARD UPGRADE

UPGRADE Application Number 286350772 for EE RETAIL

→

Name + Address

Address

✓

Payment Method

✓

Registered Cards

✓

Credit Check

✓

Product + PP

✓

SIM + CTN

✓

Upgrade Equipment

Name

Title: MR First: RETAIL

Middle Initial: Last: IMPLEMENTATION

Additional Line:

Birth Date: 01/01/1980 Age: 43

Land Line Check

Not Tested

Address

Attention:

Sub premise:

House Name: Sapphire Esg Ltd House #:

Street Line1: Rhydyar Business Park

Street Line2:

City/Posttown: MERTHYR TYDFIL

County: Mid Glamorgan

Post Code: CF48 1DH Resident:

Country: UK UK

Time At Address: Years: 5 Months: 11

Verified: Verified: BT Verify

Skip Validations

Verify

Search

✓

Current Address

✓

Previous Address

✓

Personal Details

✓

Proofs

✓

Other

Upgrade

< Back

Next >

Cancel

Show account

Click 'PRODUCT & PP' on the left

Compass Offer Validation

PP/SOC/Handset offer not found in Compass System.Do you want to build offer again in Compass?

Yes

No

A pop-up will appear due to the deal not being built on Compass Plus – click 'NO'

STANDARD UPGRADE

UPGRADE Application Number

for EE RETAIL

✓ Name + Address

✓ Payment Method

✓ Registered Cards

✓ Credit Check

→ **Product + PP**

SIM + CTN

Equipment

Product

Code: CR24

Commitment

Month: 24 Start: 31/12/2020 End: 31/12/2022

Activation

Date: 18/09/2023 Reason: NR

Price Plan & RC/OC

Code: X20D24S02 Desc: SIM Plan 1GB £12 Postpay

Services

	IVL	SOC	SOC Description	RC/OC	Effective	Expires	RC
1st	S	C +UGCACCE	Moderate Content Lock	Postpay	31/12/2020	00/00/0000	0.
1st	S	C ALERTUSED	Opt-In Out Of Allowance	Postpay	31/12/2020	00/00/0000	0.
2nd	S	C YALERTDUM	EBM for ALERTUSED SOC	Postpay	03/01/2021	00/00/0000	0.

Select HBB available packages

Postpay Information

Deposit: £0.00

OC: £0.00

Usage Payment Option: Postpay

Admin Fee

£0.00

Rec. connection

£0.00

PP

Services

Features

Get Offer

EUF Paid

Discard Offer

Save

Apply

Upgrade

< Back

Next >

Cancel

Show account

Select 'PP' to launch Price Plan finder

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INTERNAL V1.0

STANDARD UPGRADE

Price Plan Finder

Price Plan:

Description:

MRC Range: -

Data Allowance

Units: ☒ Any ☐ MB ☐ GB ☐ TB ☐ Unlimited

Range: -

Filter

Reset

Price Plan	Description	Data Allowance	Product
X18FB0105	4GEE Home 1m Unltd £55	UNLIMITED	CR01
X18WEAR14	Paired watch 12m £7	10GB	CR12
X19V01R01	5GEE Home 1m 500GB £90	500GB	CR01
X19V01R11	5GEE HR 1m Unltd £55	UNLIMITED	CR01
X19V01R14	5GEE HR 1m Unltd £80	UNLIMITED	CR01
X19V01R15	5GEE HR 1m Unltd £70	UNLIMITED	CR01
X19V01R16	5GEE HR 1m Unltd £60	UNLIMITED	CR01
X19V01R17	5GEE HR 1m Unltd £50	UNLIMITED	CR01
X19V01R19	4GEE HR 1m Unltd £50	UNLIMITED	CR01
X19V18R09	5GEE HR 18m 1TB £70	1TB	CR18

2292 matching plans

OK

Skip

Cancel

Enter the tariff code in the Price Plan box (refer to the Upgrade Pricebook) and then click 'OK'

STANDARD UPGRADE

Available SOC's For Sale Of BAN

Available SOC's: Price Plan Regular SOC's Change PP

Soc Description: RC Range: RC** Deposit Sale Eff Date

IM	SOC	SOC Description	RC/OC	RC**	Deposit	Sale Eff Date
+	X23IPL126	All Rounder iP 125GB £83	Postpay	83.00	0.00	16/08/2023

PP Related Services:

IM	SOC	SOC Description	RC/OC	RC**	Deposit	Risk	Sale Eff
+	S	+UGCACCE Moderate Content Lock	Postpay	0.00	0.00	N	30/10/2
+	S	ALERTLOAL Opt-In Low Allowance (PA	Postpay	0.00	0.00	N	30/01/2
+	S	ALERTUSED Opt-In Out Of Allowance (F	Postpay	0.00	0.00	N	30/01/2
+	D	DISC0.50 £0.50	Postpay	0.50	0.00	N	04/01/2
+	D	DISC1.00 £1.00	Postpay	1.00	0.00	N	04/01/2
+	D	DISC10.00 £10.00	Postpay	10.00	0.00	N	04/01/2
+	D	DISC2.50 £2.50	Postpay	2.50	0.00	N	04/01/2
+	D	DISC20.00 £20.00	Postpay	20.00	0.00	N	04/01/2

Product Code: CR24 Activity Reason: NR Categories: All Categories

Reason: NR Date: 18/09/2023

Selected Services:

IM	SOC	SOC Description	RC/OC	Effective	Expires	RC**
✓	P	X23IPL126 All Rounder iP 125GB £83	Postpay	18/09/2023	00/00/0000	83.0
✓	S	+UGCACCE Moderate Content Lock	Postpay	18/09/2023	00/00/0000	0.0
✓	S	ALERTUSED Opt-In Out Of Allowance	Postpay	18/09/2023	00/00/0000	0.0
✓	S	TUBEWIFI WiFi Coverage Boost	Postpay	18/09/2023	00/00/0000	0.0
✓	S	EEWIFIEAP EE EAP WiFi	Postpay	18/09/2023	00/00/0000	0.0
✓	S	Y5EHCT125 125GB Stay Connected	Postpay	18/09/2023	00/00/0000	0.0
✓	S	YCAPZEROE Spend Cap £0.00	Postpay	18/09/2023	00/00/0000	0.0
✓	S	YEU2DAY £2.29 per day for EU roa	Postpay	18/09/2023	00/00/0000	0.0
✓	DP	YFF30DISC Friends & Family 30% of	Postpay	18/09/2023	00/00/0000	0.0
✓	S	YDSCSTKDI Discount Stack Block	Postpay	18/09/2023	00/00/0000	0.0
✓	S	YMUSIC501 Apple Music stream us	Postpay	18/09/2023	00/00/0000	0.0
✓	S	YMUSICA10 Apple Music offer used	Postpay	18/09/2023	00/00/0000	0.0

Postpay Information: Deposit: £0.00 OC**: £0.00 Usage: Postpay

High Risk SOC's: Allowed: 9 Used: 0 Commitment: Sales Entity:

OK Cancel All ETR Zoom ** VAT Inclusive Amount

The chosen tariff will show on the left.
Click the blue '+' to add to the account

This will now show on the right-hand side. On this screen, you may add the Spend Cap, Insurance and Additional Services that the customer wants to opt-in for

Once completed, click 'OK'

! Under no circumstance should any discounts be applied to the account. This will be monitored and is subject to validation and disciplinary

STANDARD UPGRADE

UPGRADE Application Number RETAIL

Product Code: CR24 EE Core 24 Mth

Postpay Information
Deposit: £0.00 ... Discard Offer
OC: £0.00 ... Save Apply

Commitment
Month: 24 Start: 18/09/2023 End: 18/09/2025 ...

Usage Payment Option: Postpay

Activation
Date: 18/09/2023 Reason: NR

Admin Fee
£0.00 ... PP Services

Price Plan & RC/OC
Code: X23IPL126 Desc: All Rounder iP 12 Postpay

Rec. connection
£0.00 Features Get Offer

EUF Paid

	IV	SOC	SOC Description	RC/OC	Effective	Expires	RC
1*	S	C	+UGCACCE!Moderate Content Lock	Postpay	18/09/2023	00/00/0000	0.
1*	S	C	ALERTUSED Opt-In Out of Allowance	Postpay	18/09/2023	00/00/0000	0.
1*	S	C	TUBEWIFI WiFi Coverage Boost	Postpay	18/09/2023	00/00/0000	0.

Select HBB available packages

Upgrade < Back Next > Cancel Show account

The final tariff and requested services will show here. Check all the information is selected correctly

Click 'NEXT'

UPGRADE Application Number RETAIL

SIM Attributes
SIM serial no: Description: Brand: Pin 1: Pin 2: Puk 1: Puk 2: Digital QR Code Details: []

CTN Attributes
CTN / Pattern: Number Location: G01 GENERAL Primary CTN: Secondary

CTN Allocation
☐ Automatic ☒ Primary ☐ Manual Paired Number

CTN Options

Phone Number Charge

EID: Reset CTN Additional Info

Upgrade < Back Next > Cancel Show account

As this is an upgrade, the customer should already have a SIM card and this section is not needed. However, if the customer requires a SIM Replacement, follow the standard replacement process

Click 'NEXT'

STANDARD UPGRADE

UPGRADE Application Number r EE RETAIL (Not Responding)

✓ Name + Address

✓ Payment Method

✓ Registered Cards

✓ Credit Check

✓ Product + PP

✓ SIM + CTN

Complete Equipment

Equipment

IMEI:

Model:

Type:

Manufacturer:

Premium: Manual: Until: 00/00/0000

[Launch Compass](#)

☐ Dev Protect Disc. Accessories taken

Ownership

Old Equipment

IMEI: Ownership:

Enter the new device IMEI

If you are completing an Airtime upgrade, enter '000 000 000 000' in the IMEI field – ignore the error it states

Click 'UPGRADE'

Once successfully connected, you will be presented with a URN. Ensure to make a note of this for Contract Tool

UPGRADE Application Number RETAIL

✓ Name + Address

✓ Payment Method

✓ Registered Cards

✓ Credit Check

✓ Product + PP

→ SIM + CTN

Complete Equipment

SIM Attributes

SIM serial no:

Description:

Brand:

Pin 1: Pin 2:

Puk 1: Puk 2:

Digital QR Code Details:

CTN Allocation

☐ Automatic ☒ Manual

☐ Paired Number

CTN Options

☒ Primary

CTN Attributes

CTN / Pattern:

Number Location: G01 GENERAL

Primary CTN:

Secondary

Phone Number Charge

EID:

VERSION CONTROL

Version	Date	Reason for change	Owner of change
1.0	23/11/23	Document Creation	Nargis Mohamed