

T-Mobile Boot Camp



“You have to learn the rules of the game. And then you have to play better than anyone else.” –Albert Einstein

Trainer Guide

Table of Contents

Day 1	3
Product Knowledge: Why T-Mobile?!	3
System: LOA and SAW	3
Pitch: Step 1- Establish Rapport and Step 2- Ask Questions to Qualify	3
Objections: Gatekeeper and Early	4
Compliance: Code of Conduct.....	4
Day 2	6
Pitch: Step 3- Ask Questions to Establish a Need	6
Product Knowledge/Compliance Basics	7
Day 3	8
Product Knowledge: Plan Pricing/Credit Checks	8
Filling out the Top of the Now and New	9
Pitch: Step 4- Link the Need with the Best Solution.....	11
Pitch: Credit Check Objections	11
Day 4	12
Product Knowledge: JUMP/Upfront Costs/International Plans	12
Pitch: Step 4- (Presenting Bottom of the Now and New)- Step 5- Close	14
Pitch: Closing Objections.....	15
Day 5	16
Product Knowledge: Early Termination Fee/Device Payment Credits.....	16
Filling Out Paperwork	17
Pitch: Step 5- Preserve the Sale/Follow-up	19
System: Working Territory Correctly	19

Day 1

Product Knowledge: Why T-Mobile?!

List a few things that separate T-Mobile from other providers

<i>North America Plan</i>	<i>JUMP (upgrade faster)</i>
<i>Fastest 4G LTE (study by C Net)</i>	<i>No overage charges (unlimited internet)</i>
<i>No contract</i>	<i>Get customers OUT of contracts</i>
<i>Binge On (unlimited video streaming)</i>	<i>Music Freedom (unlimited music streaming)</i>
<i>Competitive rate plans</i>	<i>Great coverage</i>

System: LOA and SAW

1. What does LOA stand for? Law of Averages
2. Write out a real life example of LOA:
 - Gumball Machine: So you're at a gumball machine and you want a red gumball. There are 5 colors of gumballs in the machine. What's the likelihood that you'll get a red gumball on the first try? 1/5, right? So if you keep putting quarters in and get a bunch of gumballs, would you bet you end up with a red one? **Totally!**
 - OR**
 - Free throws: If you're handed a basketball and are told that you have to make 10 free throws, but you only get 10 chances, how confident would you be? Not very, right? What if you had 50 chances and you still only had to make 10 baskets? Feel good now? **Of course!**
3. What does SAW stand for? System Attitude Work ethic
4. What do these three things have in common? They are controllable. You decide to use them each day.
5. What things are uncontrollable in the field? Everything else: weather, car trouble, other people's attitudes, packs of wild dogs, etc.
6. What are the staple goals? 40 Doors, 8-10 Now and News, 6 Credit Checks, 1-2 Applications
7. Why are they important? They lay out what you need to do in order to achieve your desired results.

Pitch: Step 1- Establish Rapport & Step 2- Ask Questions to Qualify

1. What is it called when you create a relationship with someone where each other's feelings and/or ideas can be communicated well? Rapport
2. What are SEE factors? Smile Eye Contact Enthusiasm
3. What are five reasons we want to talk to the business owner?
 1. They have money
 2. They have time to talk to you (can't get "in trouble")
 3. They have better credit
 4. They often have multiple lines (higher MRC)
 5. They have bank accounts

Be sure to tie the importance of finding business owners and quality sales with the rep's compensation. Explain that they will make more money when they sign up the right people.



4. If the owner is not available, what information do we need to collect from the gatekeeper?
 - His/her name
 - When he/she is normally available
 - If they have a business cell phone account

5. Number these things (1-3) in order of importance:
 - Body language 1
 - Words 3
 - Tonality 2
 - Explain: It's not what you say, it's how you say it. Having open, welcoming body language and a confident tone is far more important than what you're saying.



Demonstrate the difference that SEE factors, body language, and tonality make by saying the pitch once without using any of those things and again using all of them.

Objections: Gatekeeper and Early

1. What is an objection? Objections are questions that the customer has that may sound like a "no."
2. What is the three step process to overcoming an objection? Relate, Reassure, Resume
3. Why is it important to resume back to the pitch? To allow you to continue to direct the conversation
4. What are some examples of doubt words? If, maybe, would, could, possibly, um, uh
5. Why shouldn't we use them? They take away your confidence and power in your conversation

Practice Steps 1-2 with objections

Compliance: Code of Conduct

1. Why do we have a code of conduct?
 - To protect you and your company
 - To protect T-Mobile
 - To protect the customer

2. What is the consequence for breaking the code of conduct? Termination

Remind reps that the code of conduct is not something to be scared of; it is a tool used to make good decisions for our customers and client.



3. Circle the businesses that you should NOT pitch inside of: (Answers in *italics*)

Wal-Mart

Metro PCS

Shelly's Hair Salon

Dina's Diner

Hideaway Pizza

Staples Office Supplies

McDonalds

Bob's Bakery

4. Can I ship someone's devices to their home instead of business? (circle) YES or NO

5. Can I sign someone up who is in another location other than where I am? (circle) YES or NO

6. Can I sign up home based businesses? (circle) YES or NO

Day 2

Pitch: Step 3- Ask Questions to Establish a Need

1. Why is it important to establish a need? Without a need, there is no sale
2. What purpose does the “likes and dislikes” question serve? It acts as a transition into the question tree and gives you a place to start (in the question tree).
3. When do we stop asking questions from the question tree? Either when you find a pain or have exhausted all questions.
4. What is the formula for pressing the pain? What? How long? Why?
5. Why is it important to press the pain? To create immediate need (increase impulse)
6. Write out examples of pressing the pain questions for someone with a coverage hot button:
 - What do you mean you have dropped calls?! Where?
 - How long has this been going on?!
 - Why hasn't (carrier) done anything to help you with that?!
7. Write out examples of pressing the pain questions for someone with a price hot button:
 - What's your monthly bill running?
 - How long has it been that high?!
 - Why hasn't (carrier) done anything to help you?!
8. What does the value statement do? It is an acid test to gauge whether the customer finds value in your offer or not.
9. What do you always end with when asking the value statement? The hot button. (last thing the customer thinks about).
10. Write out an example of a value statement for someone who wants a new phone:
If I could get you out of your contract, keep you with a good plan, but most importantly upgrade your phone; would that be of value to you?
11. Write out an example of a value statement for someone who is paying too much:
If I could get you out of your contract, upgrade your phone, and lower your monthly bill; would that be of value to you?

Demonstrate the importance of tonality when pressing the pain. Explain that the customer's emotions will be a direct reflection of theirs. "If you sound shocked and hurt, the customer will feel shocked and hurt." The pain is like a small cut you don't know you had, until you get lemon juice in it. Pressing the pain is providing that "lemon juice" onto the pain the customer didn't know they had.



Point out that the Value Statement uses “doubt words” and ask them why they think it does. Explain that this point in the pitch is the one time that we relinquish control to the customer to find out if they would actually find value in the product.



12. Why is it important to disengage when you get a “yes” from the value statement? The customer saying “yes” to the value statement is a buying sign. It gives you “permission” to put together a now and new.
13. What do you do if you get a “no” to the value statement? Go back to the question tree to see if the customer has another hot button. If all question tree questions are asked, disengage politely.

Practice Step 3 from likes/dislikes through the Value Statement/Disengage

Product Knowledge/Compliance Basics

1. What does EIP stand for? Equipment Installment Plan
2. What does MRC stand for and what does it include? Monthly Recurring Charge; Service plan (talk, text, data) plus extras (international calling, JUMP, etc.)
3. What makes up the customer’s total monthly bill? EIP payments + MRC =Monthly Bill
4. How long is the EIP agreement? 24 months
5. When can you leave your phone number and/or email address with a customer? Never
6. If you need to call a customer, what should you do? Explain that you may be calling and use *67 to block your number
7. What does BRP stand for? Buyer’s Remorse Period
8. How long is the BRP? 14 days
9. When does the BRP begin? At time of activation (when phones are shipped)
10. Can you close a customer by telling them that they have a “trial period?” No
11. If a customer chooses to cancel service within BRP, what do they pay for? The service they used
12. If a customer asks if you work for T-Mobile, what should you say? No; I am an authorized business dealer
13. When should you sell to a current T-Mobile customer? If and only if, you signed the customer up originally and you are adding lines
14. When should you sell to a Metro PCS customer? Never
15. Who is authorized to use a Tax ID to start an account? Only the business owner
16. Can you pitch next door to a T-Mobile store? (circle) YES or NO
17. Can you pitch a large outlet mall? (circle) YES or NO

Day 3

Product Knowledge: Plan Pricing/Credit Check

Reference Plan Pricing in Orientation Packet

1. What happens when a customer reaches their data allotment? The speed will throttle down (up to 2GB)
2. Why is it important to right-fit the customer with their data plan? Right-fitting plans creates customers who are loyal and satisfied
3. Is the Additional Promotions Form a credit check? (circle) YES or NO
4. If a customer puts a name like “Bobby” or “Katie,” on the credit check form, what should you ask?
Is that your legal name?
5. What are the two types of accounts we can set up? Tax ID (Corporate liable) and SSN (social security number- consumer)
6. What is a personal guarantee? A business owner personally guaranteeing that his/her account will be paid. (If a business closes down, the business owner will still be responsible for the bill)
7. What is important to know about adding a personal guarantee to a Tax ID credit check? Once it is added, it cannot be removed
8. What is a manual review and how do you address it? Some information entered into the credit check system does not match the credit bureau. Call Venicom where the customer will be put on the phone to verify their identity.

Emphasize the importance of properly inputting information into the tablet and double-checking your work. If you can't read a customer's handwriting... ask the customer!



Filling out the Top of the Now and New

Use Plan Pricing sheet to decide what plans to quote for these three customers and fill out Now and New:

- Customer #1: Customer’s name is Frank. He has 1 line. Currently has 3GB data- goes over every other month. Pays \$90-\$110. Hot button- data. Has Galaxy S6.

T-Mobile
authorized dealer

BUSINESS NAME: _____

CURRENT PROVIDER: _____

PLAN

Phones:	_____
Minutes:	_____
Text:	_____
Internet:	_____
TOTAL:	_____

SWITCH TO T-MOBILE TODAY!

WITH T-MOBILE:

This price is only guaranteed the day of the visit from the representative
Date: _____

MONTHLY SAVINGS: _____

YEARLY SAVINGS: _____

- Customer #2: Customer’s name is Carol. She has 4 lines. Her family currently shares 15 GB. Sometimes go over. Pays \$270. Have iPhone 5s. Hot buttons- Phones/Data speed

T-Mobile
authorized dealer

BUSINESS NAME: _____

CURRENT PROVIDER: _____

PLAN

Phones:	_____
Minutes:	_____
Text:	_____
Internet:	_____
TOTAL:	_____

SWITCH TO T-MOBILE TODAY!

WITH T-MOBILE:

This price is only guaranteed the day of the visit from the representative
Date: _____

MONTHLY SAVINGS: _____

YEARLY SAVINGS: _____

- Customer #3: Customer's name is Peggy. Peggy owns a business and has 15 lines. She has AT&T and pays \$1,050/month. She wants to upgrade devices for all of her employees, but doesn't want to spend more money. They currently share 20GB of data and occasionally go over. She is the only one using a significant amount of data. Hot button- price.

T-Mobile
authorized dealer

BUSINESS NAME:

CURRENT PROVIDER:

Phones: _____

Minutes: _____

Text: _____

Internet: _____

TOTAL: _____

PLAN

SWITCH TO T-MOBILE TODAY!

WITH T-MOBILE:

This price is only guaranteed the day of the visit from the representative
Date: _____

MONTHLY SAVINGS: _____

YEARLY SAVINGS: _____

Discuss the value of tonality when presenting the Now and New. Use a flat, monotone voice when discussing the current provider, and powerful, strong words full of excitement when presenting T-Mobile. Example: "What I'm *going* to do today" vs "So if you were to maybe switch to T-Mobile."



Pitch: Step 4- Link the Need with the Best Solution (Present Top of Now and New and Pull Credit)

1. How long should you build rapport with your customer while you prepare a now and new? Minimum 5 minutes
2. Write out the transition statement to move from Now and New to Credit Check:

The best thing about this is that you won't be in a contract. And as your business dealer, I've been able to give people huge discounts on phones, discounts on the monthly bill and even help get you out of your contract; but it's on a case-by-case basis. So fill this out for me so I can find out what promotions you qualify for."

3. Why is it important to disengage when telling the customer to fill out the credit check? They've already answered yes to the value statement, so you don't want to bring up any unnecessary objections

Pitch: Credit Check Objections

4. What do you do if a customer doesn't feel comfortable putting down their ssn? Have the customer put it into the tablet
5. Why do we need a credit check before we can present the customer with an accurate monthly bill quote and/or upfront costs? We don't know what the customer qualifies for
6. What is the most crucial thing you do after overcoming a credit check objection? Resume back to the credit check. "So go ahead and fill this out for me."



Discuss the importance of becoming T-Mobile "clueless" at the credit check. If a customer starts to ask specific questions like "How much is an iPhone 6?" or "How much data do I get?" we have to go back to "I don't know- fill this out for me and we'll see" otherwise you could end up in a lengthy conversation with somebody who is either not actually interested or who didn't pass credit.

Use the Now and News above to practice presenting to the Credit Check. Practice putting a credit check into the tablet.

Day 4

Product Knowledge: JUMP/Upfront Costs/International Plans

JUMP

1. What does JUMP stand for? Just Upgrade My Phone
2. How much of your current device must be paid off in order to use JUMP? Half
3. Do you get trade-in credit when you turn in your old phone to JUMP to a new one? (circle) YES or NO
4. Does having JUMP change your credit class after you sign up? (circle) YES or NO
5. What do you have to pay when you JUMP to a new device? Any taxes and/or down payments on the new device based on your credit class

Important note: Having JUMP does not change your credit class. Even if you have JUMP, when you go to upgrade your phone you have to pay upfront costs again on the new device!!



6. What else does JUMP do? Acts as insurance- covers lost, stolen, damaged, etc. (Must pay deductible)
7. How many times per year are you eligible to jump? Unlimited

Upfront Costs

8. What is a deposit? An amount of money paid on each line as security
9. How and when will a customer get their deposit back? Refunded as credits to the bill after 12 months of on time payments
10. What is a down payment? An amount of money paid down towards the total value of a device
11. What happens to the monthly device payments when a customer pays a down payment? It goes down
12. Does the customer get the down payment back? Why or why not? No, because it's going towards the purchase of a physical device



Explaining the difference between deposit and down payment:
When you rent an apartment you put down a security deposit that is refunded to you assuming you didn't destroy the place.
When you buy a car you put down a down payment (amount determined by your credit score) that goes towards purchasing the vehicle itself. The amount put down will determine the monthly car payments.

13. If a consumer customer has a down payment, when will they pay it? At the point of sale
14. When do consumer customers pay taxes on the devices? At the point of sale
15. If a *well-qualified* business customer has a down payment, when will they pay it? On the first bill
16. When do *well-qualified* business customers pay the taxes on the devices? On the first bill
17. When can we tell a customer that they will receive military, police, or any other discount? Never
18. Can a customer use a prepaid card to pay upfront costs? No; must be tied to a bank or credit card company
19. Can a customer use a spouse's or parent's card? No; must be in customer's name

International Reference *International Plans page*

20. If a customer is overseas and calls back to the US, how much does it cost? \$0.20/minute
21. If a customer is overseas and connected to WiFi and calls the US, how much does it cost? Free
22. If a customer is in the US and connected to WiFi and calls overseas, how much does it cost? Depends on the customer's international plan and what country they are calling
23. If a customer is in the US and calls overseas, how much does it cost? Depends on the customer's international plan and what country they are calling
24. If a customer is in Mexico and calls Canada, how much does it cost? Free



Reiterate to the reps that international roaming and calling is all about the number you are dialing. When dialing an international number, you are always making an international call whether you're in the US, on WiFi, or roaming.

Visit <http://www.t-mobile.com/optional-services/international-calling.html> to explore pricing for a couple of different countries.

Pitch: Step 4 (Present Bottom of the Now and New) – Step 5 (Close)

Use tablet to put together upfront pricing.

- Customer #1- Frank: 1 line. Presenting 6GB and the Samsung Galaxy S7.

CONTRACT PRICE		PROMOTIONAL PRICE	
Phone Price:	<input type="text"/>	Upfront for Device:	<input type="text"/>
Deposit*: <small>*Deposit is refundable after 12 mo if account in good standing</small>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Activation:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Shipping:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Taxes:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total Today:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Early Termination Fees/ Phone Payment Plans:	<input type="text"/>	<input type="text"/>	<input type="text"/>
		NEW MONTHLY BILL: ★ ★ ★ ★ <input type="text"/> <p><small>This price is only guaranteed the day of the visit from the representative</small></p>	

- Customer #3- Peggy: Tax ID plan w/ 1 line upgraded to 6GB and 15 iPhone 6s's. JUMP on 1 device.

CONTRACT PRICE		PROMOTIONAL PRICE	
Phone Price:	<input type="text"/>	Upfront for Device:	<input type="text"/>
Deposit*: <small>*Deposit is refundable after 12 mo if account in good standing</small>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Activation:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Shipping:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Taxes:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Total Today:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Early Termination Fees/ Phone Payment Plans:	<input type="text"/>	<input type="text"/>	<input type="text"/>
		NEW MONTHLY BILL: ★ ★ ★ ★ <input type="text"/> <p><small>This price is only guaranteed the day of the visit from the representative</small></p>	

Pitch: Closing Objections

1. What are the only three closing objections?
 1. I don't have the money today
 2. I need to think about it
 3. I need to talk to my partner/spouse
2. What can we do if a customer doesn't have the money? Nothing; find out when they get paid
3. What are the four steps to overcoming closing objections?
 1. Overcome the objection
 2. Yes train
 3. Fear of loss
 4. Fear of loss with love



Talk about the importance of closing with confidence and not leaving things open-ended when presenting the upfront costs. Your excitement to present to the customer conveys your desire to help them get a good deal.

Practice presenting the bottom of the now and new and overcoming closing objections.

Day 5

Product Knowledge: Early Termination Fee/Device Payment Credits

1. What does a customer need to do in order to qualify for ETF or Device Payment Credits?

- Purchase a new EIP device with T-Mobile
- Trade in their old device
- Port their number to T-Mobile
- Submit a final copy of their bill showing all ETFs or amount owed on any devices

2. What is the three-point inspection for cell phones returned to T-Mobile?

- Powers on
- No cracks or blemishes
- Location services turned off

3. How do customers get trade-in value for the phone? They are issued a check

4. How do customers get reimbursed for their ETFs? As credits to their bill

5. Who is responsible for paying current provider's final bill? The customer

- Example 1: Is in a contract with AT&T. He has \$250 in Early Termination Fees. When he sent in his phone to T-Mobile, it was valued at \$150. How does this customer get reimbursed?

This customer will receive \$250 in credits to his T-Mobile account. He will receive a check for \$150 for the value of his device.

- Example 2: Is in a device payment plan with Verizon. He owes \$500 on his phone. When he sent in his phone to T-Mobile, it was valued at \$200. How does this customer get reimbursed?

This customer will receive a check for \$200 (the value of his device). He will receive the \$300 to make up for what he owes Verizon as credits to his bill.

Easiest way to explain this is that customers in a contract will receive ETF reimbursement PLUS a check for their trade-in value. Customers with device payment plan will receive only the amount they owe on the device broken up between credits and a check.



Approval Code: _____

T-MOBILE ORDER SUMMARY

Device Worksheet

	Device Name	Down Payment	Monthly Device Cost
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
TOTAL			

Rate Plan & Features Worksheet

	Unlimited T&T MRC	4GLTE Data Plan / MRC	JUMP	Int'l Plan	Other	Total Service MRC
<i>Ex.</i>	<i>\$50.00</i>	<i>3GB / \$10.00</i>	<i>\$10.00</i>	<i>\$15.00</i>	<i>\$0.00</i>	<i>\$85.00</i>
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
					TOTAL	

TOTAL MONTHLY COST (DEVICE COST + SERVICE MRC)*

TOTAL DEVICE DOWN PAYMENT**

TOTAL DEPOSIT AMOUNT DUE (IF APPLICABLE)

*Total Monthly Cost quoted does not take into account rate plan ~~usage~~, existing lines of service with T-Mobile, or rate plan changes made after completion of this worksheet.

**Total Device Down Payment quoted does not take into account the sales tax on the full retail cost of the device(s).

_____ I understand that T-Mobile will be charging my _____ for my device down payments(s) and sales tax on the full retail cost of my device(s). This method of payment will also be used to collect any applicable deposit(s).

_____ I understand that T-Mobile practices paperless billing and that my monthly billing account statement will arrive via text or e-mail. **55# Customers-** The first bill from T-Mobile will arrive within 7 days of activation.

_____ I acknowledge that my sales rep has explained data throttling, the benefits of JUMP, and the available International plans and that I have made an informed decision related to these features.

Organization: _____ Sales Rep Signature: _____

Title: _____ Customer Signature: _____

Name: _____ Date: _____

T-MOBILE ORDER SUMMARY

***** 1-844-327-9649 *****

T-Mobile e-Signature E-Mail Acceptance (DocuSign)

_____ I understand that I will receive an e-mail from T-Mobile outlining the terms of my equipment purchase and that I am required to respond to that e-mail with an electronic acceptance within 48 hours. Failure to complete this action can result in order delays and/or cancellation.

Transfer Your Number to T-Mobile

_____ My sales representative has explained the number transfer process and I understand the steps below.

- ✓ Complete the T-Mobile Porting Worksheet (See Back Page)
- ✓ Contact the T-Mobile Number Transfer Center at 1-877-789-3106
- ✓ Be sure to keep your old phone and old account until your number is fully activated on your new T-Mobile account. This can take up to 24 hours.

Reminder: Do not cancel with your previous carrier directly, you will lose your current phone number and become ineligible for ETF credits

Current Carrier Early Termination Fee Credits, Outstanding Device Payment Plan Credits, & Device Trade-In Credits

_____ My sales representative has explained the Current Carrier Early Termination Fee, Outstanding Device Payment Plan, & Device Trade-In Credit process and I understand the eligibility requirements below. NOTE: Offers are only applicable up to 10 lines.

- ✓ Be an Individual, Family, or Business currently under a postpaid contract or a device payment plan and have an account in good standing at any domestic carrier
- ✓ Purchase a new device with T-Mobile on a qualifying postpaid Simple Choice Plan
- ✓ Port your current number(s) to T-Mobile (Current T-Mobile phone numbers cannot be transferred to new devices)
- ✓ Trade-in a mobile phone or tablet via <http://www.t-mobiletradein.com>.
 - Devices must be shipped in with 14 days of your new phone purchase and within 30 days of the original trade-in quote.
 - Trade-in credits are applied to your T-Mobile bill within 2-3 billing cycles of submission
 - Trade-in value cannot be determined by sales reps and is dependent on device age & condition.
- ✓ Submit a copy of the final bill from your previous carrier showing Early Termination Fees and/or Device Payment Plan balance to breakfree@t-mobilesupport.com.
 - Current Carrier Early Termination Fee Credits (up to \$350/line) & Outstanding Device Payment Plan Credits (equal to your remaining device payment plan balance minus your phone's trade-in value).
 - Proof of Early Termination Fees and/or Device Payment Plan balance must be submitted to T-Mobile within 60 days of your new phone purchase.
 - Early Termination Fees and/or Device Payment Plan credits are applied to your T-Mobile bill within 2-3 billing cycles of submission

Reminder: You are required to pay your final bill from your previous carrier. Offer not applicable to ~~HotSpot~~ or Data Stick purchases.

Contact Transfer

_____ I understand that I should contact 1-844-327-9649 for assistance with contact transfer.

Support

_____ I understand that I should contact 1-844-327-9649 for any status, support, or post-sale questions. T-Mobile retail stores and 1-800-TMobile do not have access to view pending orders prior to activation and shipment.

Pitch: Step 5- Preserve the Sale/Follow-up

1. What number should customers call if they have any questions after you leave? Wireless Fulfillment Center
2. When does a customer's credit card get charged? As soon as the phones ship (just after point of sale)
3. When should the phones ship? Next day
4. Are the phones activated when they ship? (circle) YES or NO
5. What two pieces of information does the customer need in order to port their numbers?
Current provider's account number, current provider's PIN number, temporary T-Mobile phone number
6. What should you leave behind with the customer? Copy of all paperwork and an ETF flyer
7. When should you follow up with your customer? On the third day after signing

System: Working Territory Correctly

1. How do you work a territory? Tight and to the right
2. What does it mean to prejudge a door? To think that you won't find someone to sign up because of the way a door looks- maybe it doesn't have a sign on the door or looks run-down
3. Why shouldn't you do it? You never know who is going to sign up
4. When you're setting up your day, in what order should you see your doors?
 1. Customers to ensure ported
 2. Customers you've run credit on (Follow-ups)
 3. Lap doors
 4. New doors
5. When should you check back with a customer to make sure their numbers are ported? Third day
6. When should your customer go to a retail store? Never
7. What doors should you lap? Any door where you didn't see a decision maker
8. Why are tracking sheets important? Organize names of customers and all pertinent information to appear more organized and professional
9. What doors on this tracking sheet will you revisit? 1, 2, 3, 5. Not seeing 4 because we pitched to and got a "no" from the only employee

Name: Brett Zipcode: 12345 Page: _____

	Business Name	Street	Owner/Manager	P	NI	GK	NN	CC	PC	App	Notes	Lap 2	Lap 3
1	Purple Haze Vape Shop	123 Main	Robert	/	/	Kelly	//	/	/		Kelly needs to talk to husband- 10am Tues		
2	Fuzzy's Tacos	125	Ed			Tina					Ed 8-11am W-F		
3	Larry's Law Firm	127	Larry	/		Freida	/	/	/	/	Gets phones Tues		
4	CPA Peggy Park	129	Peggy	/	/	N/A					No other employees		
5	Quick Stop	131	Suzi			Herbert	/	/			Herbert- NI Suzi- Tues 9-5		