

How to find Prepaid to Postpaid plans in SSP

Log into CHAMP, enter your Rogers or Fido dealer code and launch SSP.
From the home page, click the link at the bottom right of the screen "Search Offers"

ROGERS HOME WIRELESS No Account Selected Location: ON Français MY CART 0

High Priority - Lookout for Phone, Email & Text Phishing Scams
Report to your Manager & Phishing.Ext@rci.rogers.com if someone unexpectedly contacts you to:
1. Fix an IT Support issue
2. Login to a website, click a link, download software
3. Provide info such as Dealer code, Call Care token, user ID, password, MFA
Mar 27, 2023 16:27 [See Older Alerts](#)

Customer Search

Account Number or Phone Number

or Inventory Number Modem or Set-top Box Serial #

or Account Holder First Name Account Holder Last Name

and Postal Code

Select Mode SSP Online Mode SSP Offline Mode

[Search](#)

Shaw Customer Search
[Search now](#)

Message Centre

IMPORTANT INFORMATION FOR FEEDBACK

When you submit a feedback please include as much info as possible : • Flow type • Ban or CTN • Device • Plan code number • Addons number • Where is it breaking in the flow • What is the error message.

Date Apr 25, 2023 09:38
WIRELESS RESIDENTIAL INTERNET

SIM Swaps: Fraud [See Older Message](#)

New to Rogers?
[New Wireless Customer](#) [New Ignite Customer](#)

1995 - 2023 Rogers Communications

Agent Home Page Logged in as: [redacted] Time remaining in this session: 19:59 [Sign Out](#) Tools

[Feedback](#) [Live Chat](#)

[Search Offers](#)

Enter the customer's chatr CTN and Click "Check Eligibility"

The screenshot displays the Rogers Home Wireless website interface. At the top, the header includes the Rogers logo, 'HOME WIRELESS', 'No Account Selected', 'Location: ON', 'Français', and 'MY CART' with a '0' item count. A modal window titled 'SPECIAL OFFERS - ELIGIBILITY CHECK' is centered on the screen. The modal contains the following text: 'Please enter the number you wish to port. Please ensure that the area code of the phone number matches the province of the selected price plan. The port request will not be completed if the plan and phone number are not compatible.' Below this, it asks for the 'Ported number:' and shows three input fields, the first containing '647'. A red 'CHECK ELIGIBILITY' button is positioned to the right of the input fields. A yellow arrow points from the text 'Enter chatr CTN to Check Eligibility' to this button. Below the input fields, it says '(OR)' and asks to 'Please enter the PIN/Campaign Code which customer received in Text / Email for special offers.' with a 'VALIDATE' button. At the bottom of the modal are 'Cancel' and 'CONTINUE' buttons. The background shows a 'Customer Search' section with fields for 'Account Number or Phone Number', 'Inventory Number', 'Account Holder First Name', and 'Postal Code'. There are also buttons for 'New Wireless Customer' and 'New Ignite Customer'. The footer contains 'Agent Home Page', 'Logged in as: [redacted]', 'Time remaining in this session: 19:42', 'Sign Out', and a 'Tools' dropdown menu.

Verify that Eligibility says the results below. If it does not, do not proceed with the Postpaid activation

ROGERS HOME WIRELESS No Account Selected Location: ON Français MY CART 0

SPECIAL OFFERS - ELIGIBILITY CHECK

Please enter the number you wish to port. Please ensure that the area code of the phone number matches the province of the selected price plan. The port request will not be completed if the plan and phone number are not compatible.

Ported number:

647 **CHECK ELIGIBILITY**

(OR)

Please enter the PIN/Campaign Code which customer received in Text / Email for special offers.

VALIDATE

PROVIDER: Chatr Mobile
TYPE: Wireless Prepaid

Port Eligibility Success

- ✓ This telephone number is eligible to port to rogers
- ✓ Eligible for Special Portin Offers. Click continue to proceed with Special Portin Offers available for this CTN.

Message Centre

IMPORTANT INFORMATION FOR FEEDBACK

When you submit a feedback please include as much info as possible : • Flow type • Ban or CTN • Device • Plan code number • Addons number • Where is it breaking in the flow • What is the error message.

Date Apr 25, 2023 09:38

SIM Swaps: Fraud

See Older Message

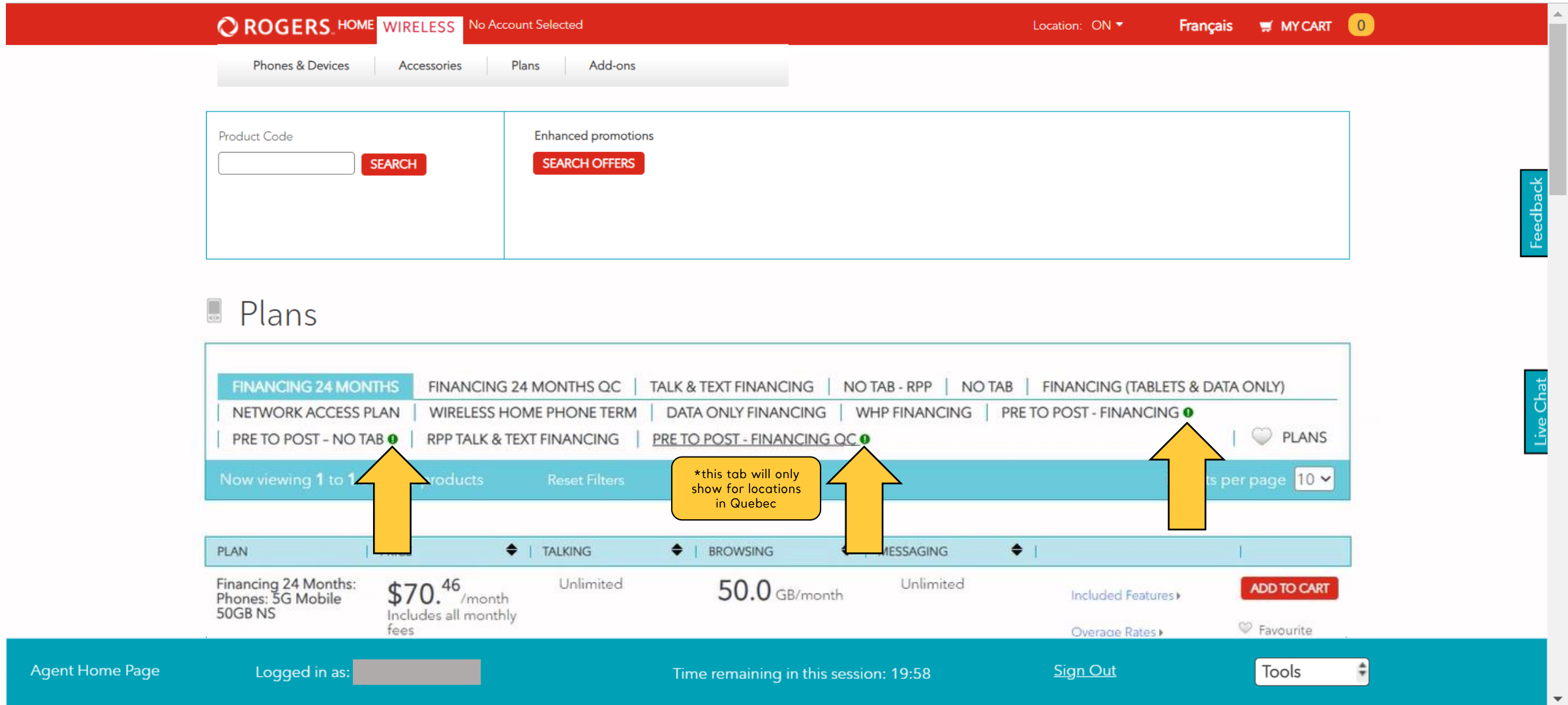
Feedback Live Chat Search Offers

1995 - 2023 Rogers Communications

Agent Home Page Logged in as: Time remaining in this session: 19:51 Sign Out Tools

Eligible customers will have the following tabs populate for Pre to Post plans highlighted with 

- Choose No Tab for BYOD activations
- Choose Financing if the customer is also adding a device. Stores in QC will also have a tab for Financing - QC

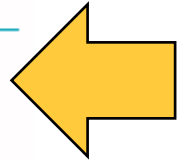


The screenshot displays the Rogers Home Wireless website interface. At the top, the navigation bar includes the Rogers logo, 'HOME WIRELESS', 'No Account Selected', 'Location: ON', 'Français', 'MY CART', and a cart icon with '0' items. Below the navigation bar are tabs for 'Phones & Devices', 'Accessories', 'Plans', and 'Add-ons'. The main content area features a search bar for 'Product Code' and 'Enhanced promotions'. The 'Plans' section is active, showing a grid of plan categories. Three tabs are highlighted with green exclamation marks: 'PRE TO POST - NO TAB', 'PRE TO POST - FINANCING QC', and 'PRE TO POST - FINANCING'. A yellow callout box points to the 'PRE TO POST - FINANCING QC' tab with the text: '*this tab will only show for locations in Quebec'. Below the tabs, a filter bar shows 'Now viewing 1 to 1 products' and 'Reset Filters'. The main plan card displays 'Financing 24 Months: Phones: 5G Mobile 50GB NS' for '\$70.46 /month' (including all monthly fees), with 'Unlimited' talking and browsing, and '50.0 GB/month' messaging. An 'ADD TO CART' button is visible. The footer contains 'Agent Home Page', 'Logged in as: [redacted]', 'Time remaining in this session: 19:58', 'Sign Out', and 'Tools'.

Scroll down to find the plan you are looking for and "ADD TO CART"

Note: the screenshot below is for illustration purposes only – please refer to Sales Assist for the list of current plans

PLAN	PRICE	TALKING	BROWSING	MESSAGING		
No Tab: Phones: Mobile Basic NS BYOD CONM423Q7 No term	\$40. ⁰⁰ /month Includes all monthly fees	Unlimited	2.0 GB/month	Unlimited	Included Features	ADD TO CART Favourite Compare
No Tab: Phones: Mobile Basic NS BYOD CONM423Q6 No term	\$35. ⁰⁰ /month Includes all monthly fees	Unlimited	500.0 MB/month	Unlimited	Included Features	ADD TO CART Favourite Compare
No Tab: Phones: 5G Mobile 55GB NS BYOD SMBM422AX No term	\$75. ⁰⁰ /month Includes all monthly fees	Unlimited	55.0 GB/month	Unlimited	Included Features Overage Rates	ADD TO CART Favourite Compare



The plan will be added to the cart and you will be able to review the details here

WIRELESS No Account Selected Location: MB

NEW ROGERS CUSTOMER

✓ This item has been added to the shopping cart. To access the cart, please use the link in the top menu.

Mobile Basic NS
BYOD
monthly **\$35.00**/MO

Includes all monthly fees

TALK Unlimited	DATA 500.0 MB	TEXT Unlimited
-------------------	------------------	-------------------

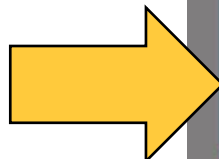
+ INCLUDED Feature:
Unlimited data usage (no overage)
High Speed Data across all networks
Unlimited Can+US+International
(sent from Canada)
Call Display with Name Display
Voicemail
2500 Call Forwarding Mins
Call Waiting
Conference Calling
Automatic Payments Discount

Please confirm the province in which the product will be used.

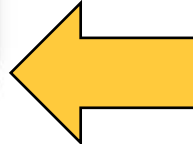
Next, you can [SET UP DEVICE FOR THIS PLAN](#) or [BROWSE FOR OTHER PLANS](#)

+ Or browse other Rogers products

Click here to add a device to the account



Confirm the province in which the plan will be used



For BYOD, enter the SIM card number and click on Generic IMEI which will automatically fill in the IMEI details then select ADD TO CART

ROGERS HOME No Account Selected Location: MB **MY CART** 1

Assemble Your Wireless Product

STEP 1. CHOOSE YOUR PLAN Change

Phones Mobile Basic NS BYOD **\$35.⁰⁰ / month**
Product Code: CONM423Q6 *Includes all monthly fees*

TALK Unlimited	DATA 500.0 MB	TEXT Unlimited
-------------------	------------------	-------------------

+ INCLUDED Feature:
Unlimited data usage(no overage)
High Speed Data across all your devices
Unlimited Can+US+International Text, Picture & Video Messages (sent from Canada)
Call Display with Name Display
Voicemail
2500 Call Forwarding Mins
Call Waiting
Conference Calling
Automatic Payments Discount Eligible

STEP 2. YOUR DEVICE

Select a device from the menu below:

STEP 3. WHY NOT ADD? (OPTIONAL)

Add extra features to your plan.

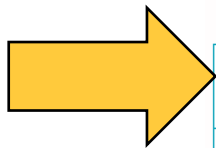
Subtotal: Billed Every Month: **\$35.⁰⁰** Billed One time: **\$60.⁰⁰** **GO TO CART**

SIM Card IMEI Generic IMEI **ADD TO CART**

Don't forget to upgrade your customer to a 5G sim card to ensure they have the best possible experience on the Rogers 5G network!

MOST POPULAR | IPHONES | SMARTPHONES | CLASSIC PHONES | TABLETS | ROCKET STICKS, CARDS & HOTSPOTS | WIRELESS HOME PHONE
WEARABLES | PHONES & DEVICES

Now viewing 1 to 9 out of 108 products Reset Filters



Pick any Add ons the customer wants (you will need to scroll down to see all your options)

ROGERS HOME No Account Selected Location: MB **MY CART** 1

STEP 1. CHOOSE YOUR PLAN Change **STEP 2. YOUR DEVICE** Change **STEP 3. WHY NOT ADD?**

Phones Mobile Basic NS BYOD \$35.⁰⁰ / month
Product Code: CONM423Q6
Includes all monthly fees

TALK Unlimited	DATA 500.0 MB	TEXT Unlimited
-------------------	------------------	-------------------

+ INCLUDED Feature:
Unlimited data usage(no overage)
High Speed Data across all your devices
Unlimited Can+US+International Text, Picture & Video Messages (sent from Canada)
Call Display with Name Display
Voicemail
2500 Call Forwarding Mins
Call Waiting
Conference Calling
Automatic Payments Discount Eligible

Generic Rogers Device
SIM Card: XXXXXXXXXXXXXXXX1997
IMEI: XXXXXXXXXXXX1119

- 1000 International LD Minutes \$0.⁰⁰ / Month
- Product Code: (OPTSRA3MQ)

Decline Device Protection **Important**

Subtotal: Billed Every Month: \$35.⁰⁰ Billed One time: \$60.⁰⁰ **GO TO CART**

In order to proceed, you need to either add a Device Protection Add on or click on the Decline button

Click on the tabs to view the Add ons



Addon **SEARCH** **CLEAR** **Enhanced promotions** **SEARCH OFFERS**

MOST POPULAR | **TRAVEL** | **LONG DISTANCE** | **VALUE PACKS** | **DEVICE PROTECTION** | **OTHER**

*Mandatory - Choose a Device Protection add-on or click on the Decline Device Protection checkbox to continue

Now viewing 1 to 4 out of 4 products [Reset Filters](#)

Note: In the event you did not validate that the customer is eligible to port in their chatr CTN, you can also access it by clicking the link below. This will also open up the tabs to select a P2P plan.


ROGERS HOME No Account Selected Location: MB **MY CART** 1

STEP 1. CHOOSE YOUR PLAN Change **STEP 2. YOUR DEVICE** Change **STEP 3. WHY NOT ADD?**

Phones Mobile Basic NS BYOD **\$35.⁰⁰ / month**
Product Code: CONM423Q6 *Includes all monthly fees*

TALK Unlimited	DATA 500.0 MB	TEXT Unlimited
-------------------	------------------	-------------------

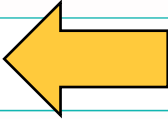
+ INCLUDED Feature:
Unlimited data usage(no overage)
High Speed Data across all your devices
Unlimited Can+US+International Text, Picture & Video Messages (sent from Canada)
Call Display with Name Display
Voicemail
2500 Call Forwarding Mins
Call Waiting
Conference Calling
Automatic Payments Discount Eligible

 **Generic Rogers Device**
SIM Card: XXXXXXXXXXXXXXXX1997
IMEI: XXXXXXXXXXXX1119

- 1000 International LD Minutes **\$0.⁰⁰ / Month**
- Product Code: (OPTSRA3MQ)

Decline Device Protection

Subtotal: Billed Every Month: **\$35.⁰⁰** Billed One time: **\$60.⁰⁰** **GO TO CART**

Addon SEARCH CLEAR Enhanced promotions
SEARCH OFFERS 

MOST POPULAR | TRAVEL | LONG DISTANCE | VALUE PACKS | **DEVICE PROTECTION** | OTHER

*Mandatory - Choose a Device Protection add-on or click on the Decline Device Protection checkbox to continue

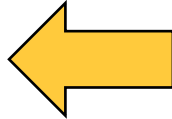
You will be prompted to fill in the CTN here and Check Eligibility

Reminder that you can only proceed if this is a port from a chatr customer that has been active for more than 30 days

ENHANCED PROMOTIONS - ELIGIBILITY CHECK

Please enter the number you wish to port. Please ensure that the area code of the phone number matches the province of the selected price plan. The port request will not be completed if the plan and phone number are not compatible.

Ported number:

CHECK ELIGIBILITY 

Pin/campaign code
Enter pin/campaign code

VALIDATE CODE

Promotion
Select promotion(*Optional*)

APPLY

* You cannot add a promotion to your cart if you only have an add-on in the cart.

[Cancel](#) **CONTINUE**

50.0GB /month (3)
[more»](#)

Once you have added any Add ons, review what's in your cart before proceeding. You can use the Change button to make any changes at this point. If everything looks correct, Go to Cart

ROGERS HOME No Account Selected Location: MB **MY CART** 1


Assemble Your Wireless Product

STEP 1. CHOOSE YOUR PLAN Change ✓ **STEP 2. YOUR DEVICE** Change ✓ **STEP 3. WHY NOT ADD?**

Phones Mobile Basic NS BYOD **\$35.⁰⁰ / month**
Product Code: CONM423Q6
Includes all monthly fees

TALK Unlimited	DATA 500.0 MB	TEXT Unlimited
-------------------	------------------	-------------------

+ INCLUDED Feature:
Unlimited data usage(no overage)
High Speed Data across all your devices
Unlimited Can+US+International Text, Picture & Video Messages (sent from Canada)
Call Display with Name Display
Voicemail
2500 Call Forwarding Mins
Call Waiting
Conference Calling
Automatic Payments Discount Eligible

 **Generic Rogers Device**
SIM Card: XXXXXXXXXXXXXXX1997
IMEI: XXXXXXXXXXX1119

- 1000 International LD Minutes **\$0.⁰⁰ / Month** ✕
- Product Code:

Subtotal: Billed Every Month: **\$35.⁰⁰** Billed One time: **\$60.⁰⁰** **GO TO CART**

Your summary will show here and next step is to start the credit check process by clicking on CHECKOUT

ROGERS HOME No Account Selected Location: MB MY CART **1**

CART

[PRINT](#) [CLEAR](#)

WIRELESS

USERNAME	ITEM	LOCATION	PAY NOW	BILLED CHARGES		
				ONE-TIME	MONTHLY	
Edit Name	Plan: Change Mobile Basic NS BYOD CONM423Q6 Hide Details	ON	--	--	\$35.00	Duplicate Remove
	Device: Change Generic Rogers Device SIM Card: XXXXXXXXXXXXXXXX1997 IMEI: XXXXXXXXXXXX1119		--	--	--	
	Add-ons: Change 1000 International LD Minutes OPTSRA3MQ		--	--	--	
	Fees: Setup Service Fee - ON		\$0.00	\$60.00	\$0.00	
+ Add more products or services			Subtotal (before taxes)	\$0.00	\$60.00	\$35.00

The next step is to tell us about yourself so that you can enjoy your device as soon as possible.

[CHECKOUT](#)

Fill out the information to complete the credit check

ROGERS HOME Creating New Customer Account Location: MB [MY CART](#)

YOUR INFORMATION

Fields marked with an asterisk (*) are required.

WHAT TYPE OF CUSTOMER ACCOUNT DO YOU WANT TO ACTIVATE?

Consumer Regular

CUSTOMER PROFILE

Title First Name * Initial Last Name *

Date of Birth * Language *

Home Number * Work Number Extension

Email * Customer declined to provide email address

BILLING

Billing Address

This is the address associated with your monthly bill. If you are planning to use a credit card to pay your monthly bill, this address should match the one associated with the credit card.

Postal Code * Street Number * Street Name * Apt. #

City * Province *

How would you like to pay your monthly bill?

You can pay your monthly bill by using one of the following options:

Pre-authorized Chequing Credit Card

Bank Number * Transit Number * Account Number * Account Type *

How would you like to receive your bill?

Bill Type *

If you selected online billing, the email address provided above will also be used for online bill email notifications.

AUTO-REGISTER WITH MY ROGERS

Auto-register with My Rogers. The email that the customer has provided will be used to automatically register them with MyRogers, and an account activation email will be sent to them.

CREDIT CHECK

Consent to credit evaluation? *

Select your primary customer ID/credit reference. *

Social Insurance Number Credit Card Driver's License

Select your secondary customer ID/credit reference. *

Social Insurance Number Credit Card Driver's License Permanent Resident Card

Provincial ID Birth Certificate Canadian Passport Native Status Card Armed Forces ID

Senior Citizens Card

1 YOUR INFORMATION

2 CREDIT

3 ACTIVATE

4 PAY NOW

5 SUMMARY

DID YOU KNOW ?

Complete the port from chatr:

1. Enter the Caller ID Name then select "I want to port an existing number"
2. Enter their current chatr number and click "Check Eligibility"
3. To complete the port, enter the information from the CTN's active account, choose the port-in date then "Submit Port" and click "Next"

User Name
This is the name that will appear as your caller ID.

First Name * Last Name *

Device Info

SIM Card * IMEI *

Pick a number for me I want to search for a number I want to port an existing number.

Please Select City * RESERVE

PORT A NUMBER

Please enter the number you wish to port. Please ensure that the area code of the phone number matches the province of the selected price plan. The port request will not be completed if the plan and phone number are not compatible.

Number:

Please enter at least one of the following fields:

Provider Account Number

OR

Provider Password/PIN

OR

Provider ESN

OR

IMEI

OR

MEID

*Warning: Please be aware that processing of this change may result in the deletion of all existing messages in the voicemail. Also, voicemail needs to be setup again under the new number.

When was your last bill for this change in service? Please select the date that you would like to disconnect this number from your current service and have it be the number for your new device.

Please be advised that until the port takes place you will have a temporary number of 416-731-9701.

Port Date:

Porting Tips

- Ensure the area code matches the province of the plan selected.
- You will need to enter at least one of the following: existing provider's account number, password/PIN, ESN, IMEI or MEID.

Once you have reviewed the activation details on the Summary Page, select the service agreement language, then "View/Print Service Agreement".

Lastly click on "Complete Order" to finalize the new activation – this is the most important step!

SERVICE AGREEMENT SECTION

View/Print Service Agreement(s) *
Before you proceed, you must click on the **View/Print Service Agreement(s)** button, and print and present the service agreement(s) to the customer for review and signature.

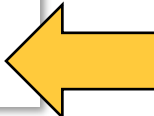
Service Agreement Language

English French

VIEW/PRINT SERVICE AGREEMENT(S)

Please click on the 'Complete Order' button after reviewing the Service Agreement(s) with the customer

[Cancel](#) **COMPLETE ORDER**






Processing Retail Direct

What's Retail Direct

Retail Direct (Standard Delivery) is an option that provides courier delivery of a device straight from our warehouse at no additional cost. If the device isn't in stock, the customer can be put into the backorder queue to receive it when it is available. That way, they can still take advantage of today's pricing!

 Retail Direct is only used for devices not in stock at your store.

Why choose Retail Direct?

-  Customers can get today's promotions, even if the device isn't available in-store (Gift with purchase are subject to availability).
- Having their device delivered as soon as it is available.
-  Opportunity to close the wireless sale even if the device isn't in stock at the store.
- First contact resolution - no need to send your customer home to contact Care.
-  Increased customer satisfaction, which leads to more revenue.
- Customers are less likely to seek out the competition when we can seamlessly resolve their inventory concerns in-store.

How to process Retail Direct

- Create a new account, or search for a customer account per our standard practice, and select SHOP FOR DEVICE.
- Before you add an item to the cart, you can select Check device inventory. You'll see:

- In stock with a delivery timeline
- Backorder with 4+ weeks
- Backorder with 3-4 weeks
- Backorder with 1-2 weeks
- Out of Stock
- Error retrieving stock information
 - If the device is out of stock or there is an error, no delivery timeline will be displayed.

- Devices may be unavailable because they are end of life or a hot SKU (new device/limited inventory).
- If you receive a message indicating that stock information cannot be retrieved, please select cancel and attempt to recheck inventory.

- When you add a device to the cart. You'll be presented with two options:
 - In stock in my store:** you'll follow your usual flow.
 - Out of stock in my store:** you'll be presented with delivery options at the checkout.

Once you've added the item to the cart, you'll see a message that it was successfully added. Next, choose the province where the customer resides. You may now browse for other devices or set up a plan. The flow from this point remains the same as before until checkout.



What's Retail Direct

Retail Direct (Standard Delivery) is an option that provides courier delivery of a device straight from our warehouse at no additional cost. If the device isn't in stock, the customer can be put into the backorder queue to receive it when it is available. That way, they can still take advantage of today's pricing!

 Retail Direct is only used for devices not in stock at your store.

Why choose Retail Direct?

-  Customers can get today's promotions, even if the device isn't available in-store (Gift with purchase are subject to availability).
- Having their device delivered as soon as it is available.
-  Opportunity to close the wireless sale even if the device isn't in stock at the store.
- First contact resolution - no need to send your customer home to contact Care.
-  Increased customer satisfaction, which leads to more revenue.
- Customers are less likely to seek out the competition when we can seamlessly resolve their inventory concerns in-store.

How to process Retail Direct

- Create a new account, or search for a customer account per our standard practice, and select SHOP FOR DEVICE.
- Before you add an item to the cart, you can select Check device inventory. You'll see:

- In stock with a delivery timeline
 - Backorder with 4+ weeks
 - Backorder with 3-4 weeks
 - Backorder with 1-2 weeks
 - Out of Stock
 - Error retrieving stock information
 - If the device is out of stock or there is an error, no delivery timeline will be displayed.
- Devices may be unavailable because they are end of life or a hot SKU (new device/limited inventory).
 - If you receive a message indicating that stock information cannot be retrieved, please select cancel and attempt to recheck inventory.

- When you add a device to the cart. You'll be presented with two options:
 - In stock in my store:** you'll follow your usual flow.
 - Out of stock in my store:** you'll be presented with delivery options at the checkout.

Once you've added the item to the cart, you'll see a message that it was successfully added. Next, choose the province where the customer resides. You may now browse for other devices or set up a plan. The flow from this point remains the same as before until checkout.

