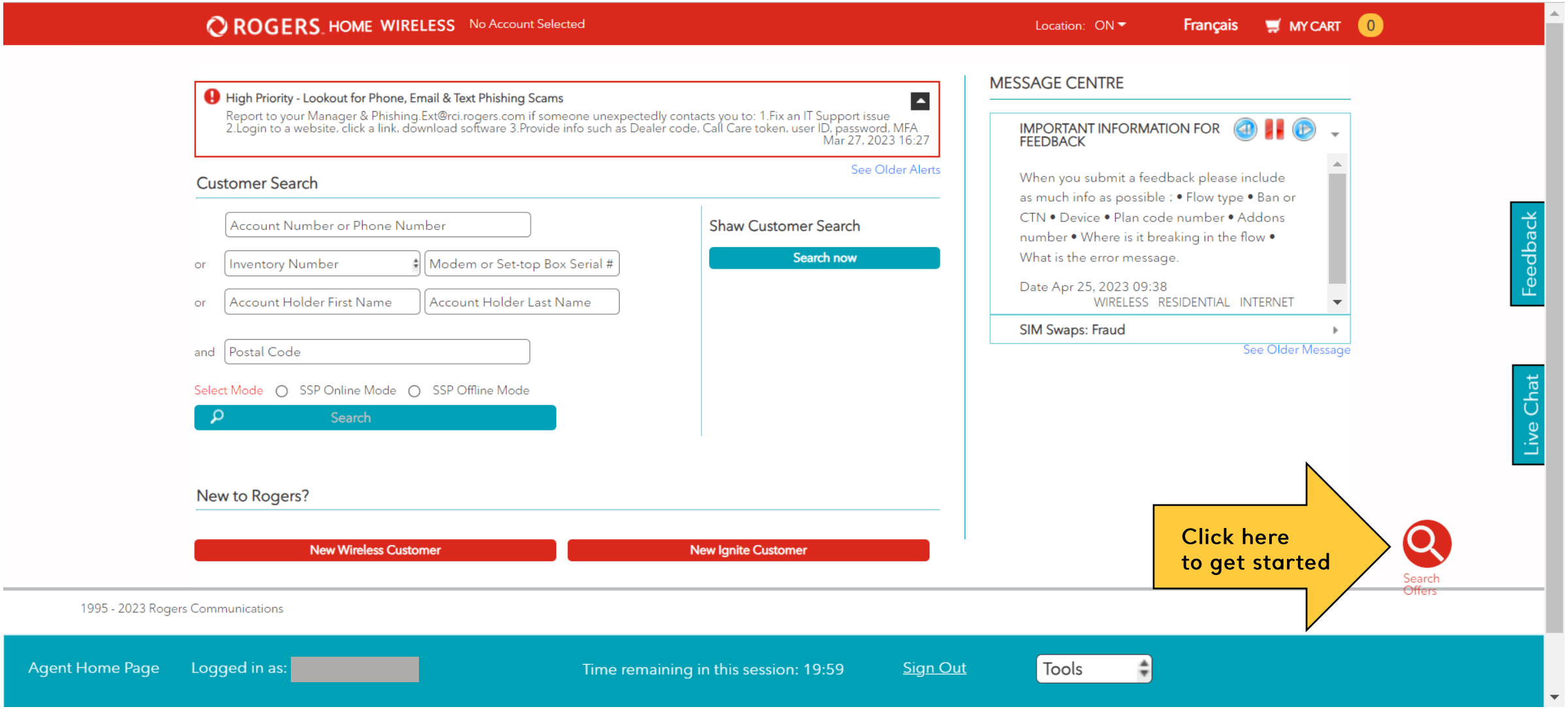
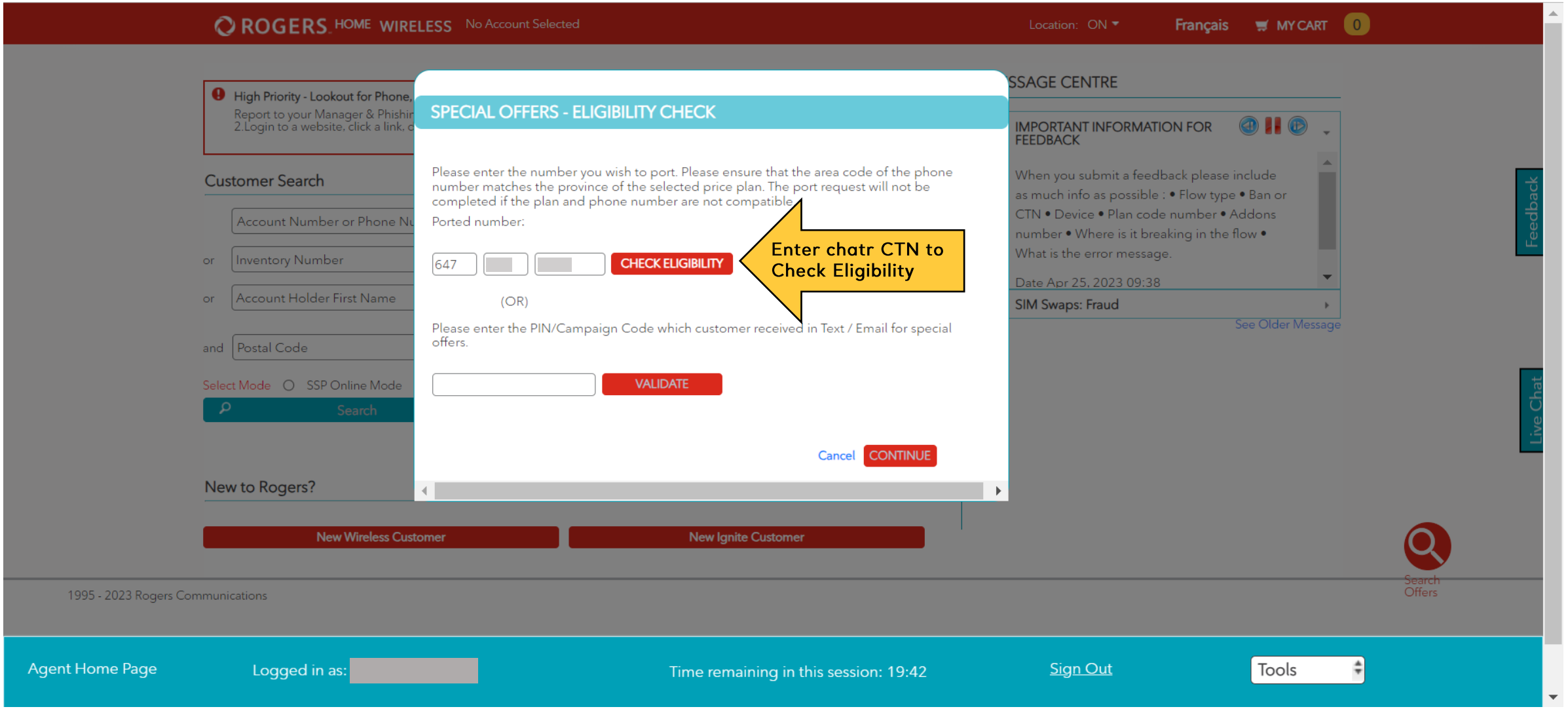
How to find Prepaid to Postpaid plans in SSP

Log into CHAMP, enter your Rogers or Fido dealer code and launch SSP.

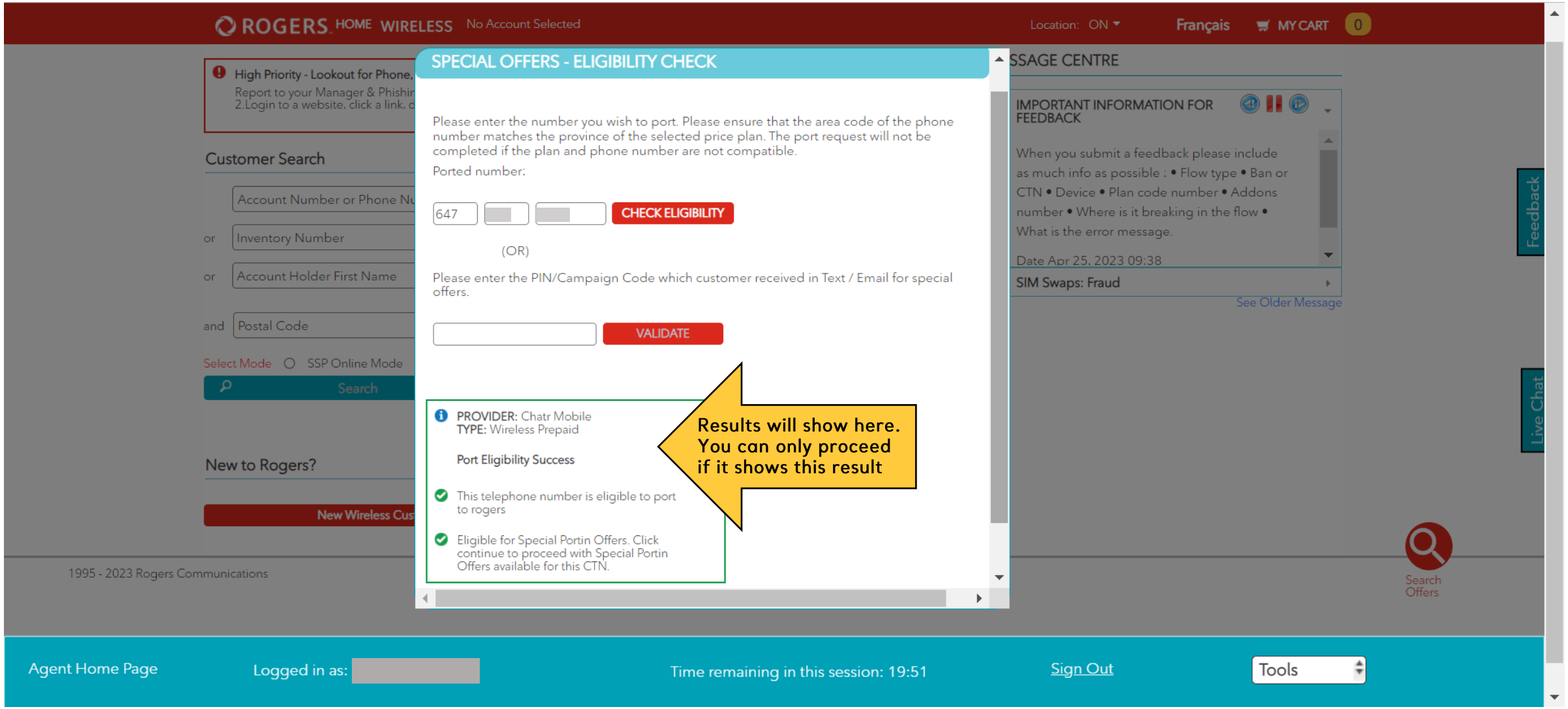
From the home page, click the link at the bottom right of the screen "Search Offers"



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

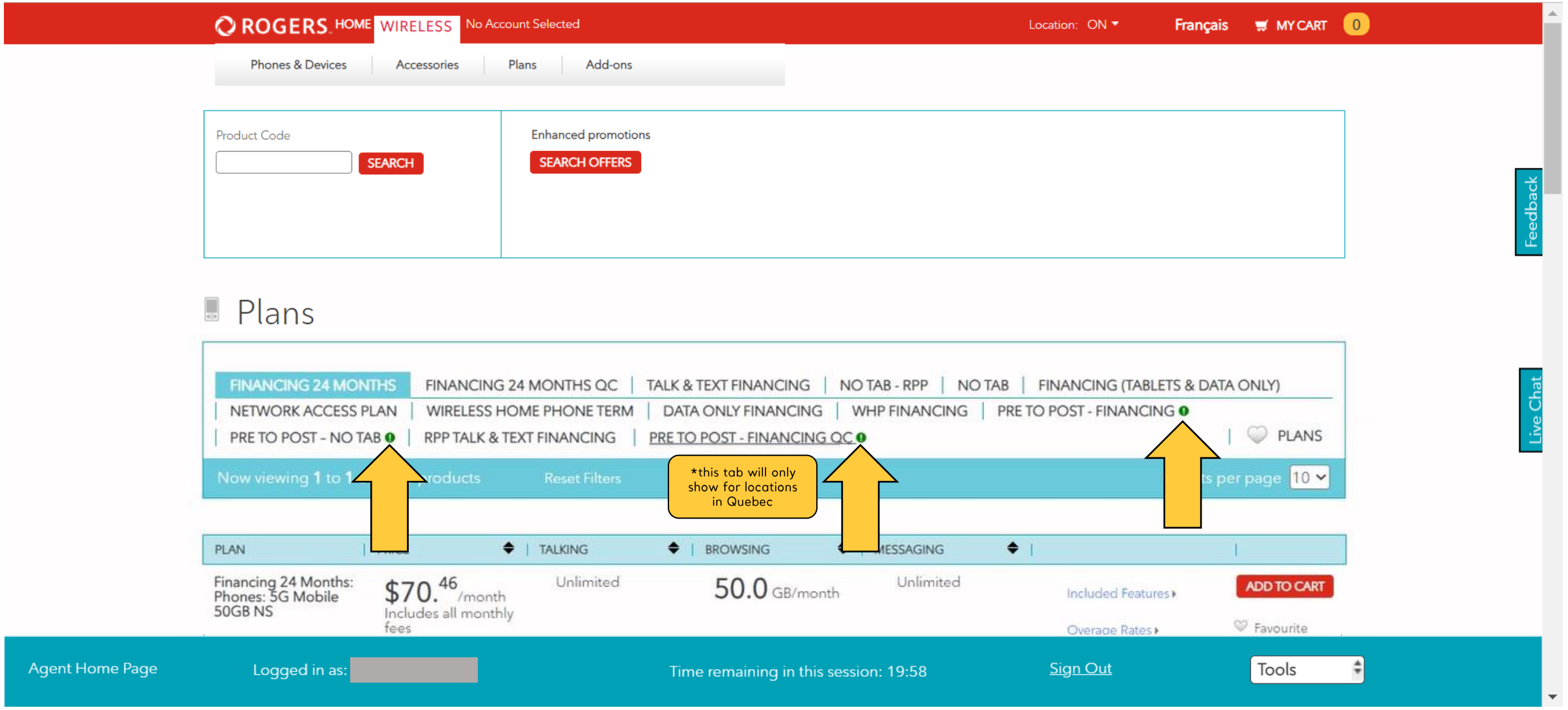


Verify that Eligibility says the results below. If it does not, do not proceed with the Postpaid activation



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

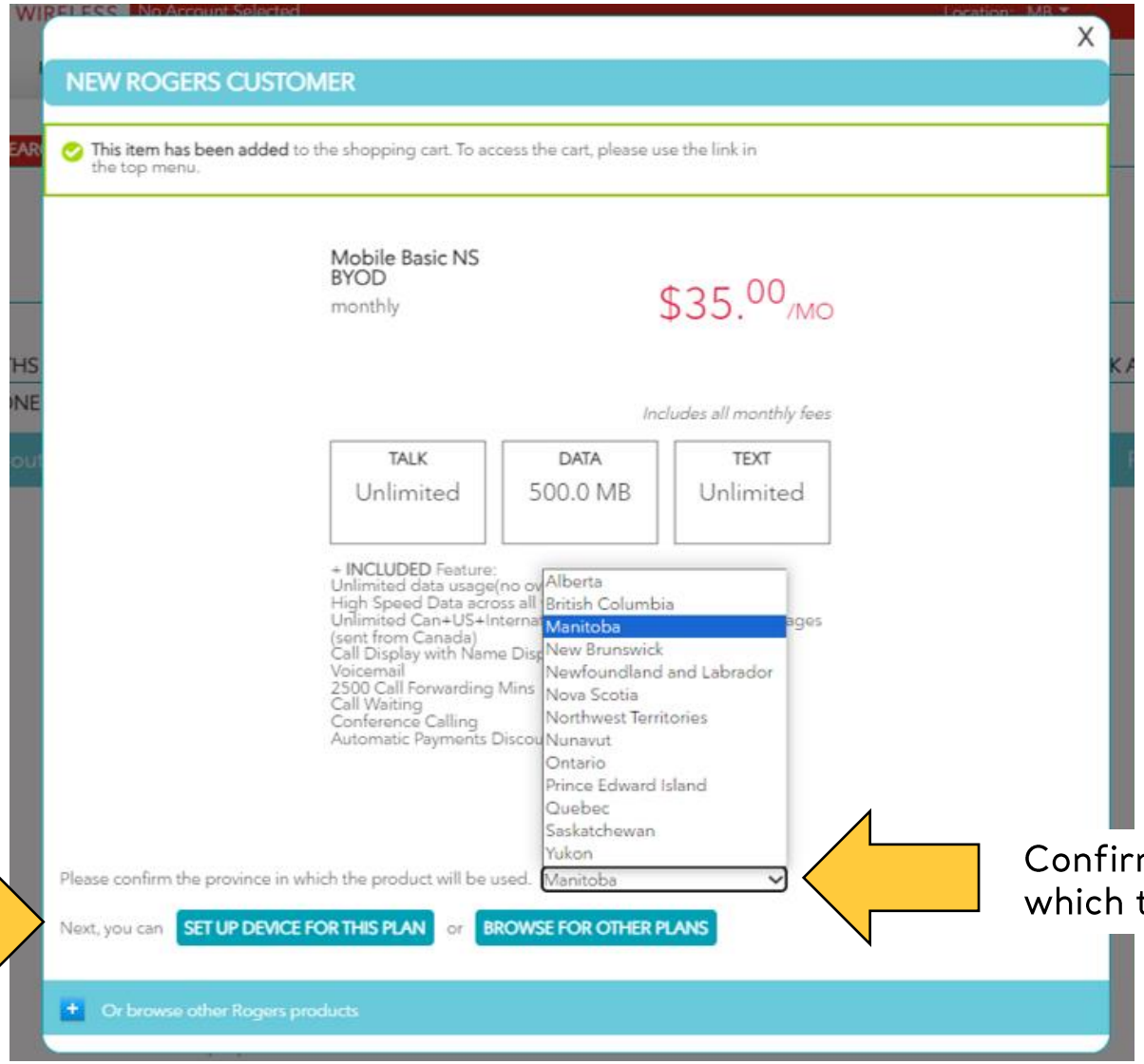


Scroll down to find the plan you are looking for and "ADD TO CART"

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

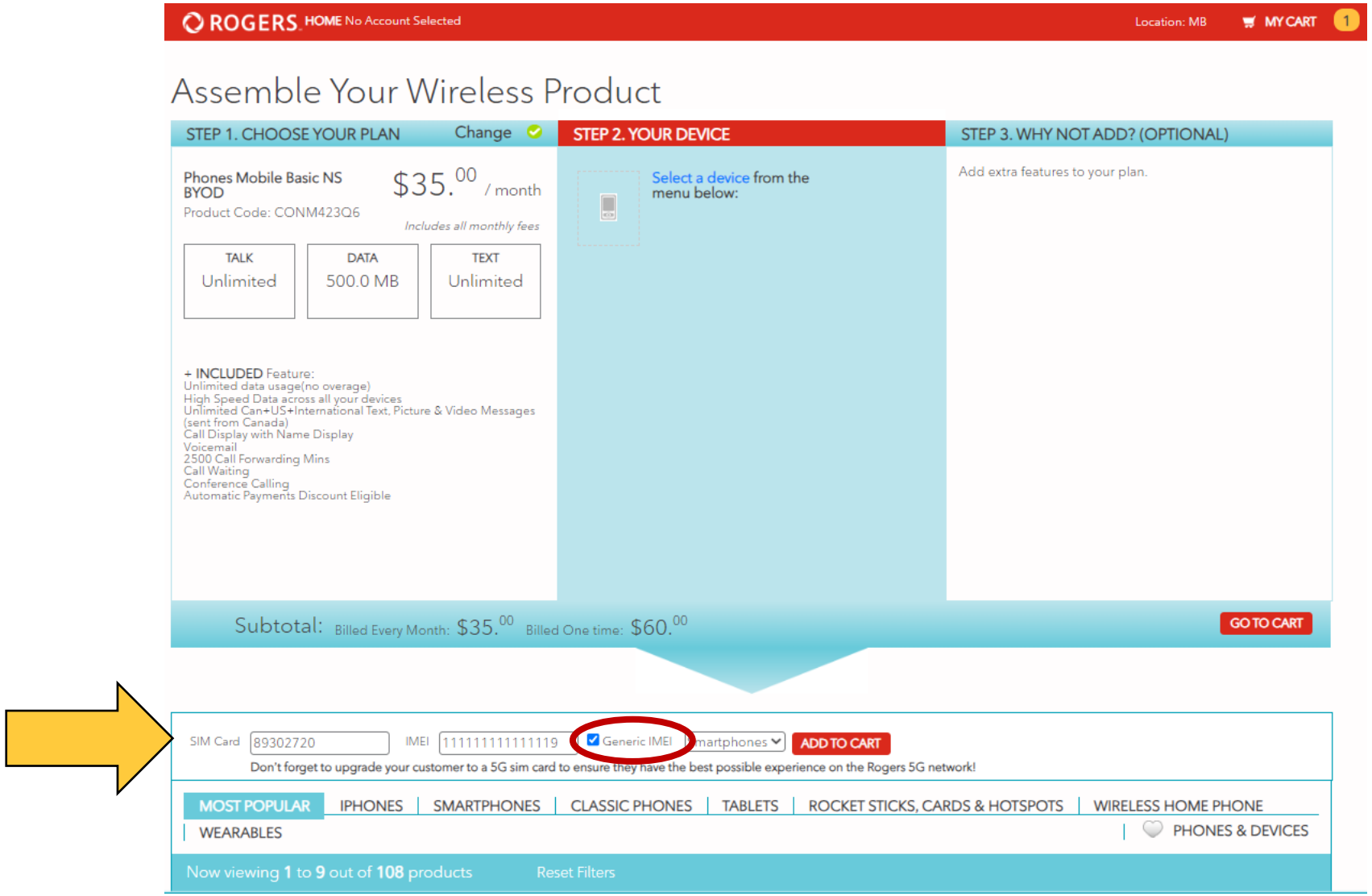
The plan will be added to the cart and you will be able to review the details here



Click here to add a device to the account

Confirm the province in which the plan will be used

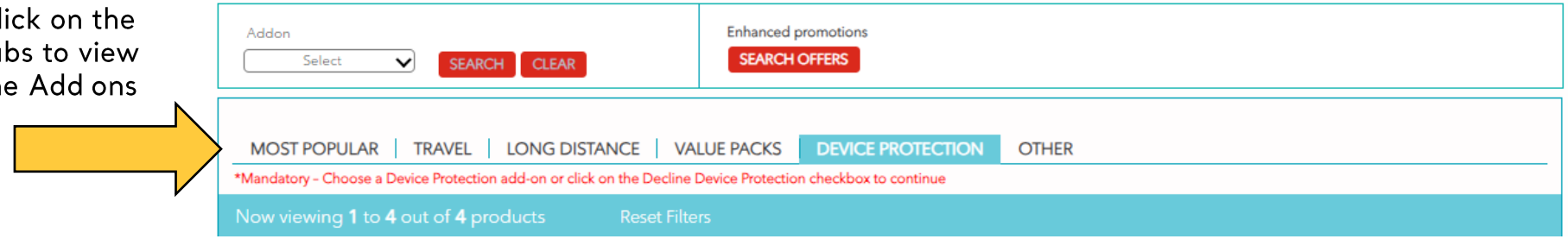
For BYOD, enter the SIM card number and click on Generic IMEI which will automatically fill in the IMEI details then select ADD TO CART



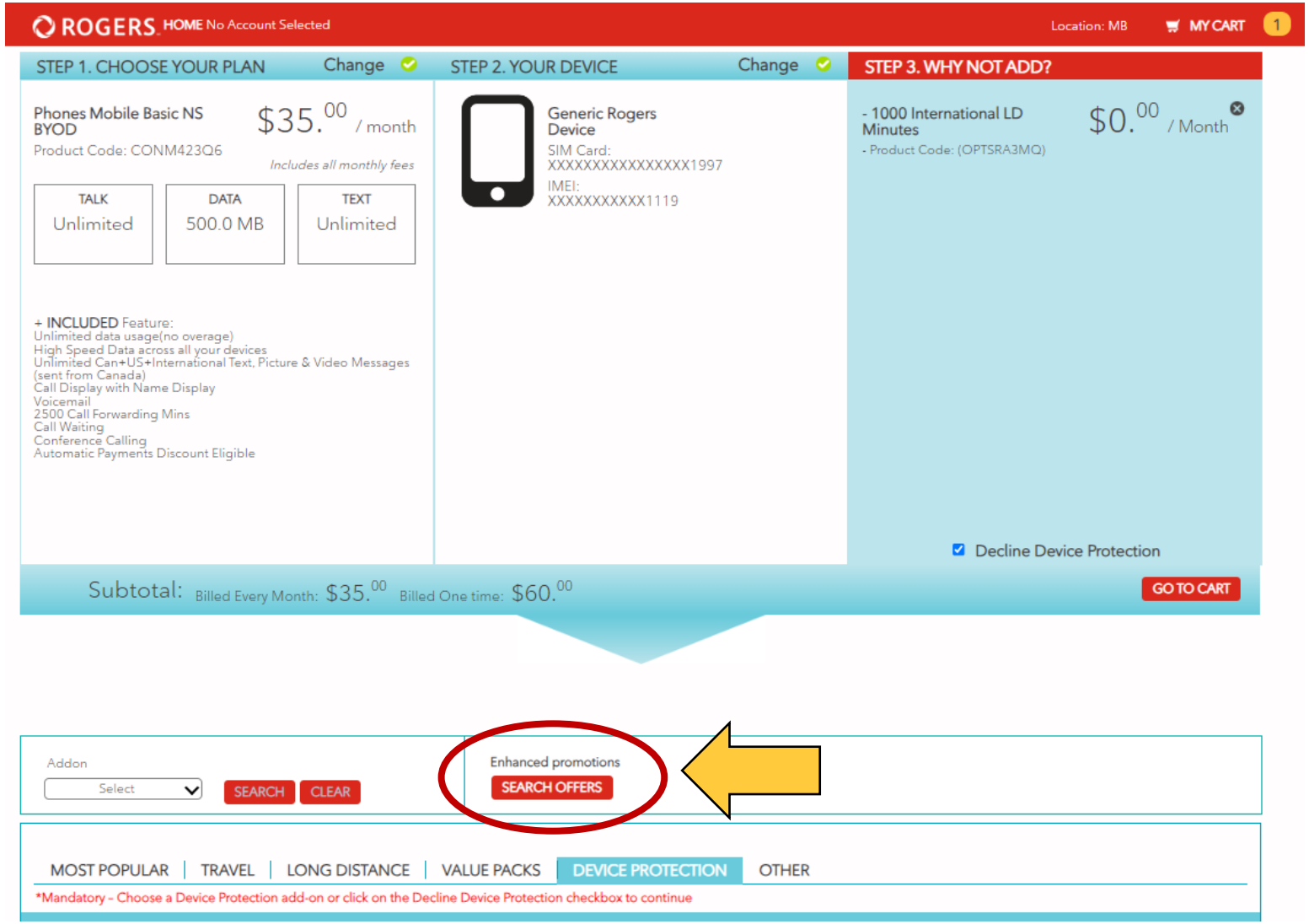
Pick any Add ons the customer wants (you will need to scroll down to see all your options)

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

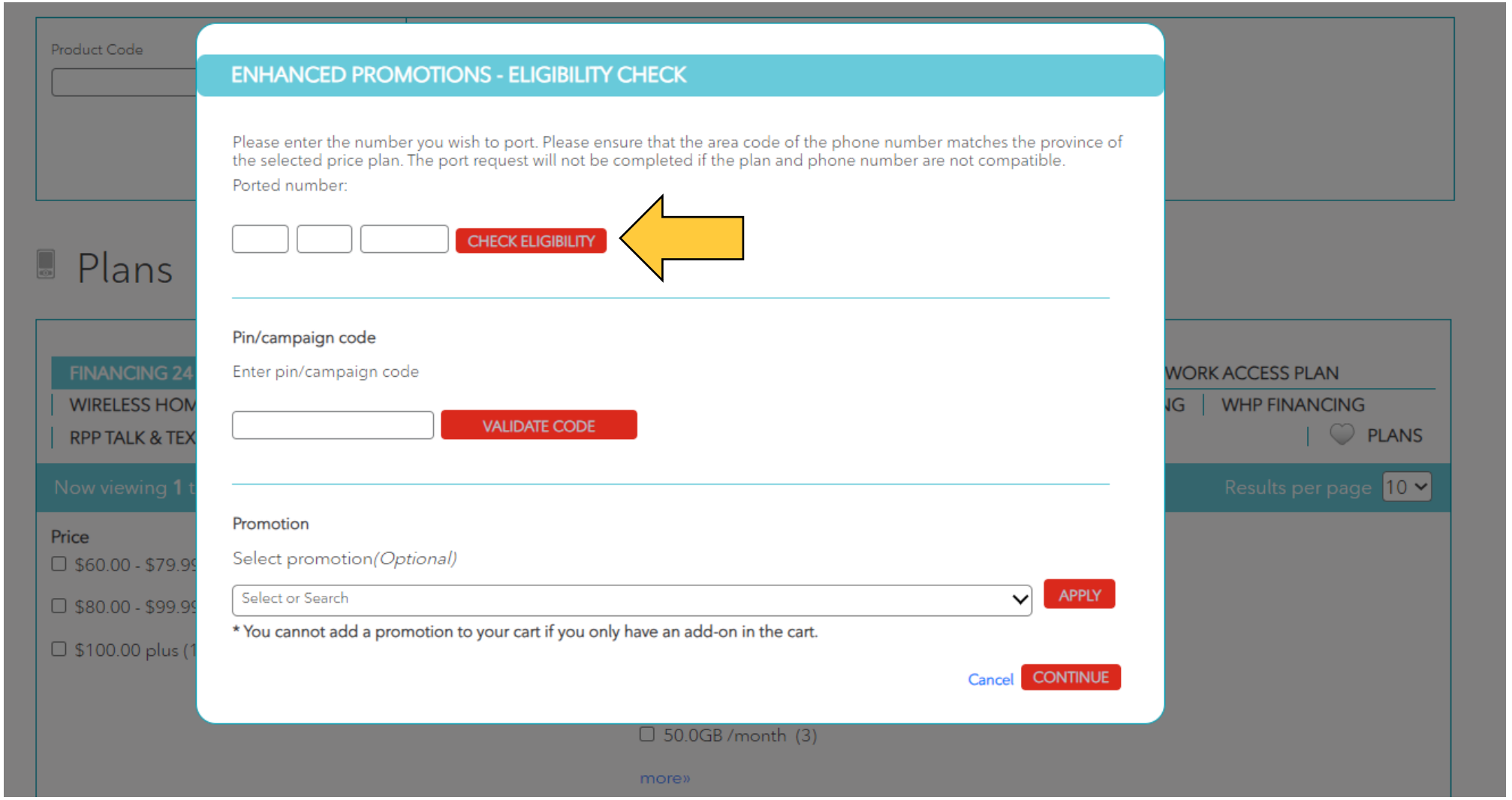


Note: In the event you did not validate that the customer is eligible to port in their chatr CTN, you can also access it by clicking the link below. This will also open up the tabs to select a P2P plan.

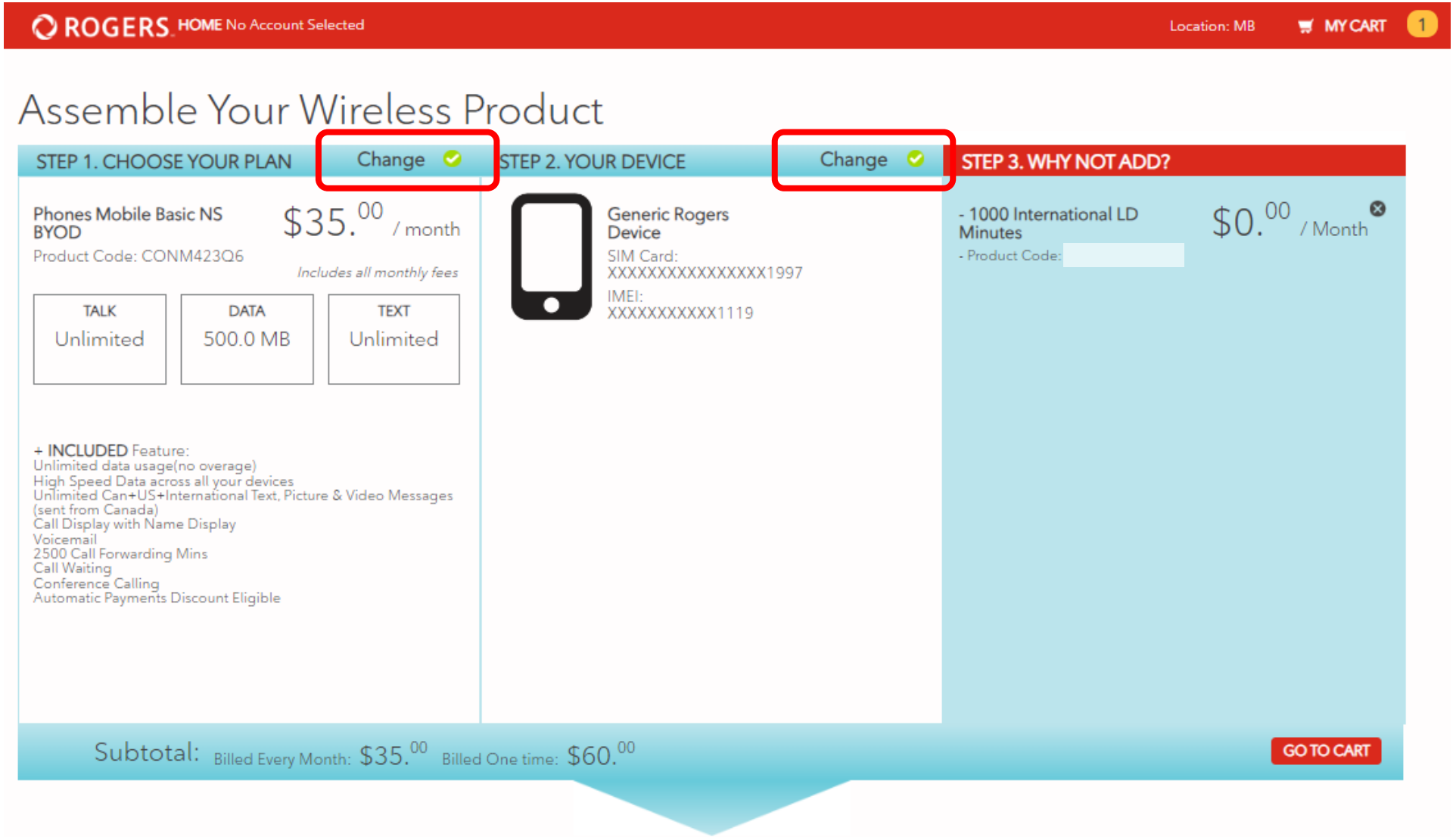


You will be prompted to fill in the CTN here and Check Eligibility

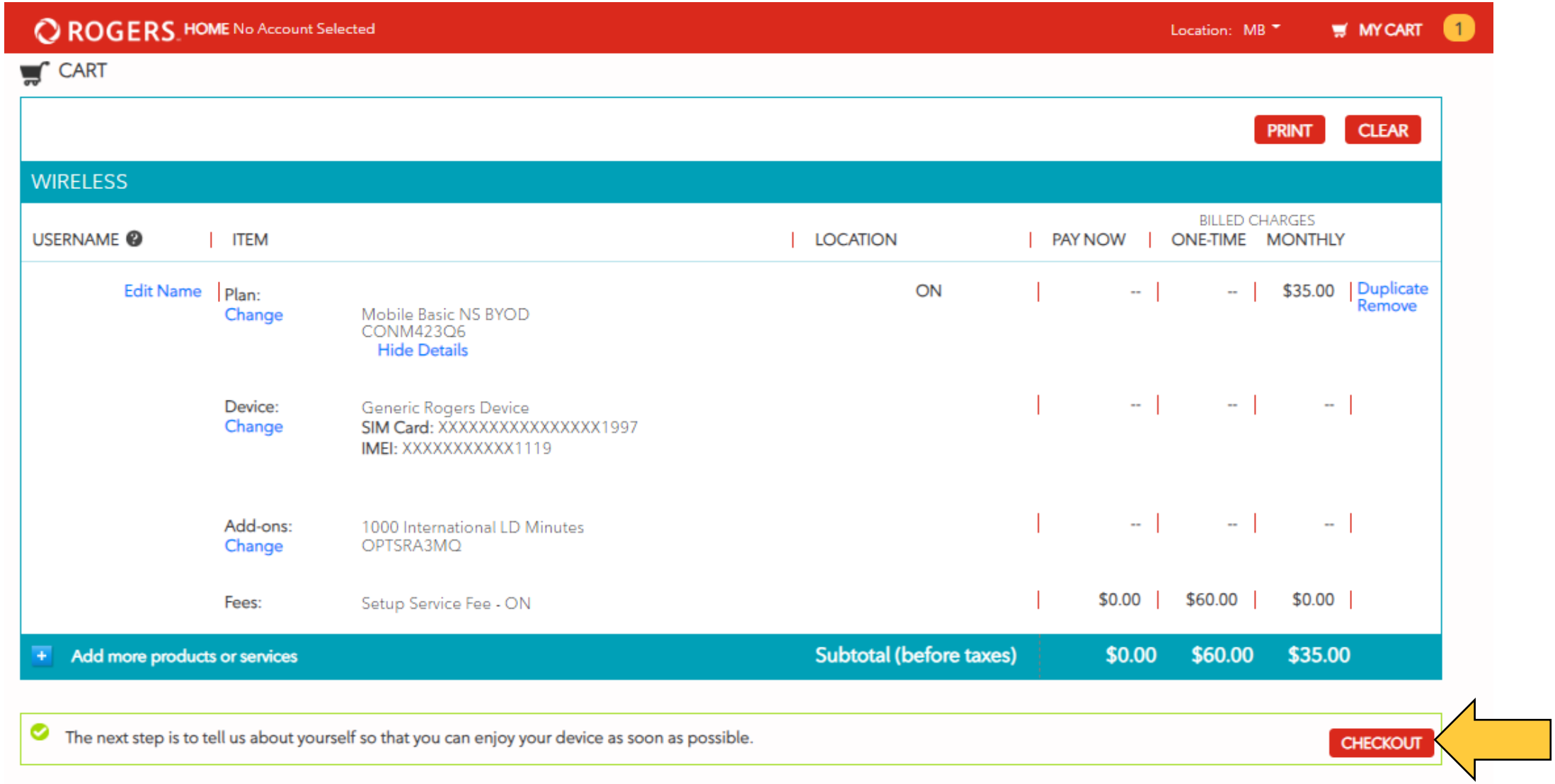
Reminder that you can only proceed if this is a port from a chatr customer that has been active for more than 30 days



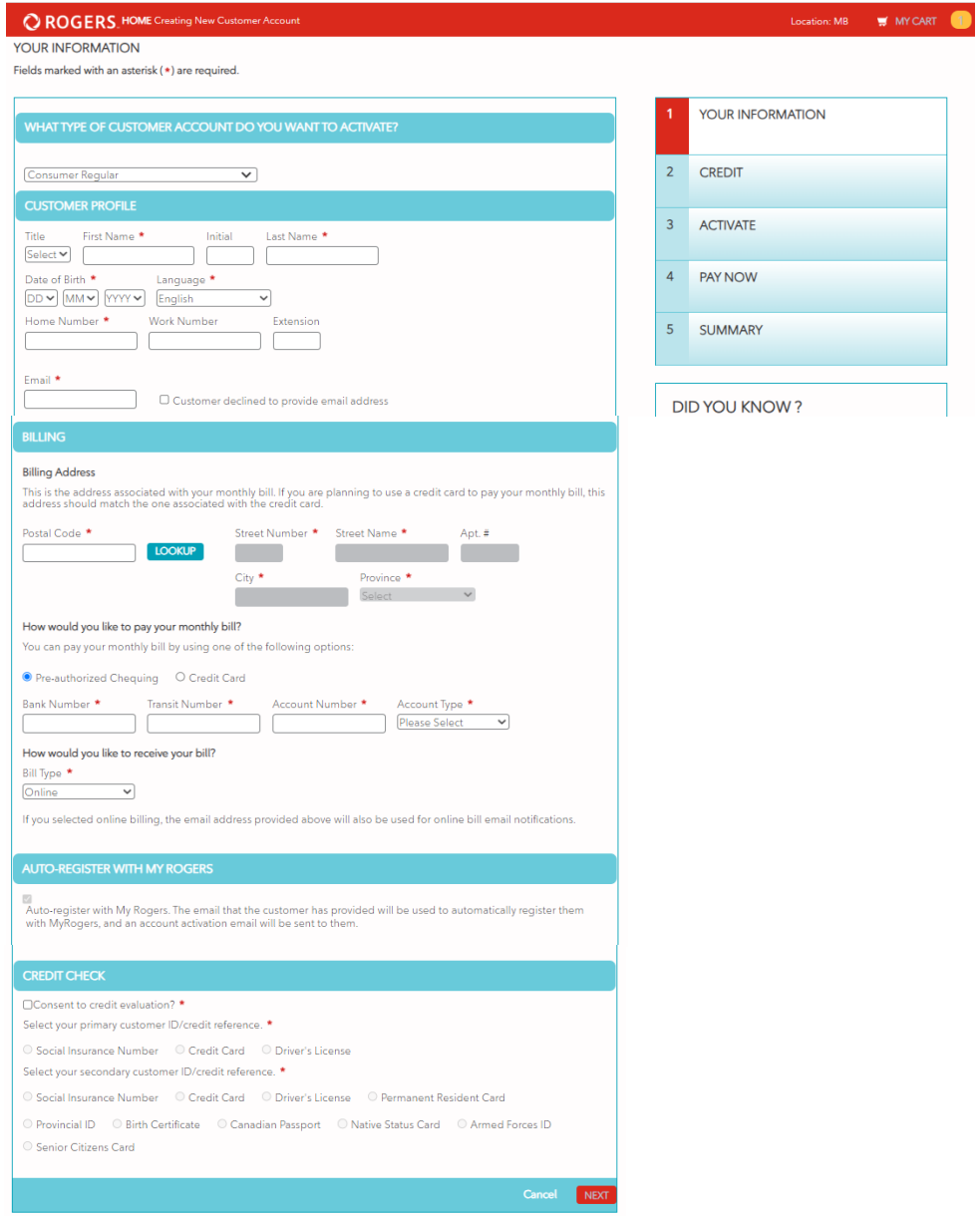
Once you have added any Add ons, review what's in your cart before proceeding. You can use the Change button to make any changes at this point. If everything looks correct, Go to Cart



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



Fill out the information to complete the credit check

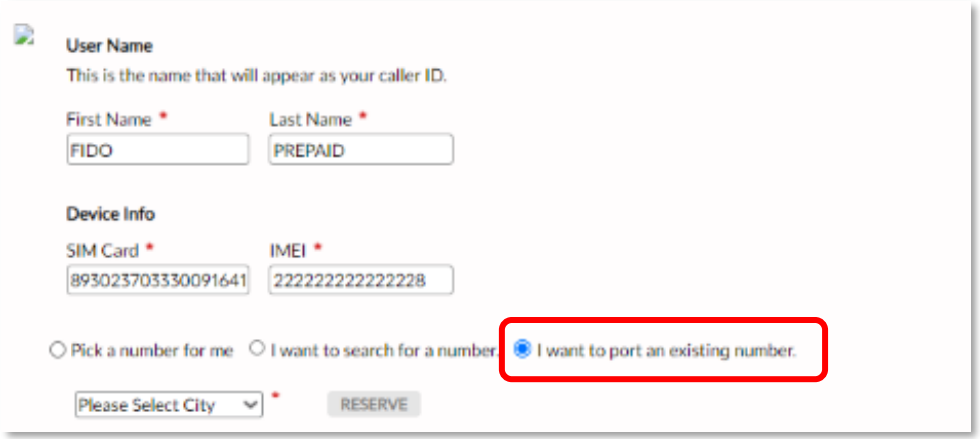


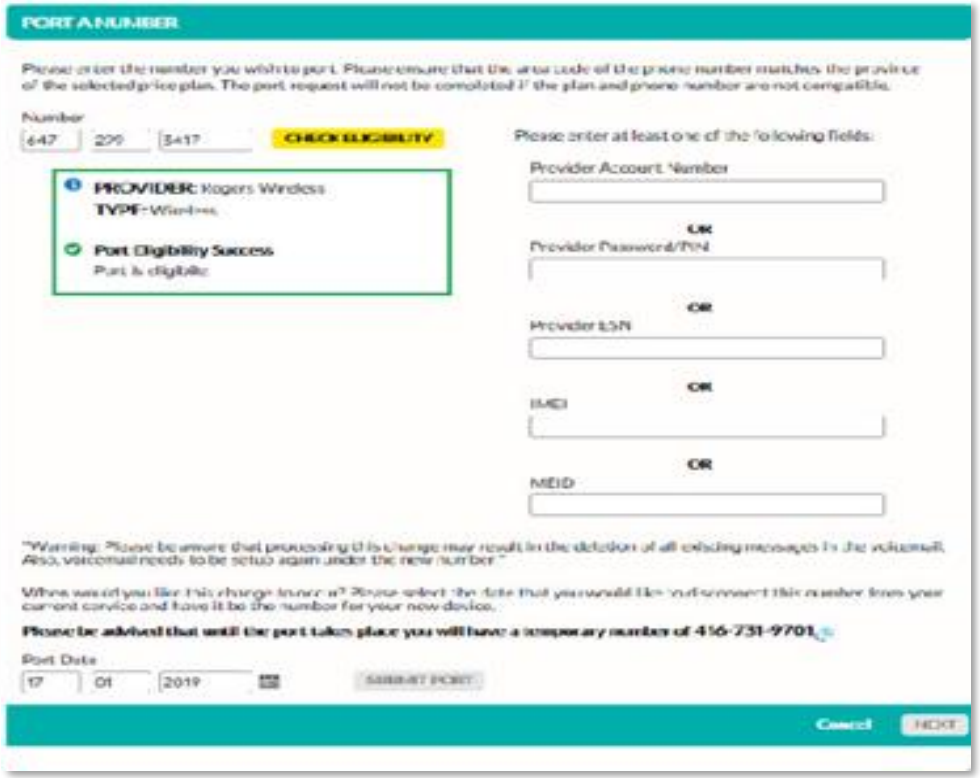
Complete the port from chatr:

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**"



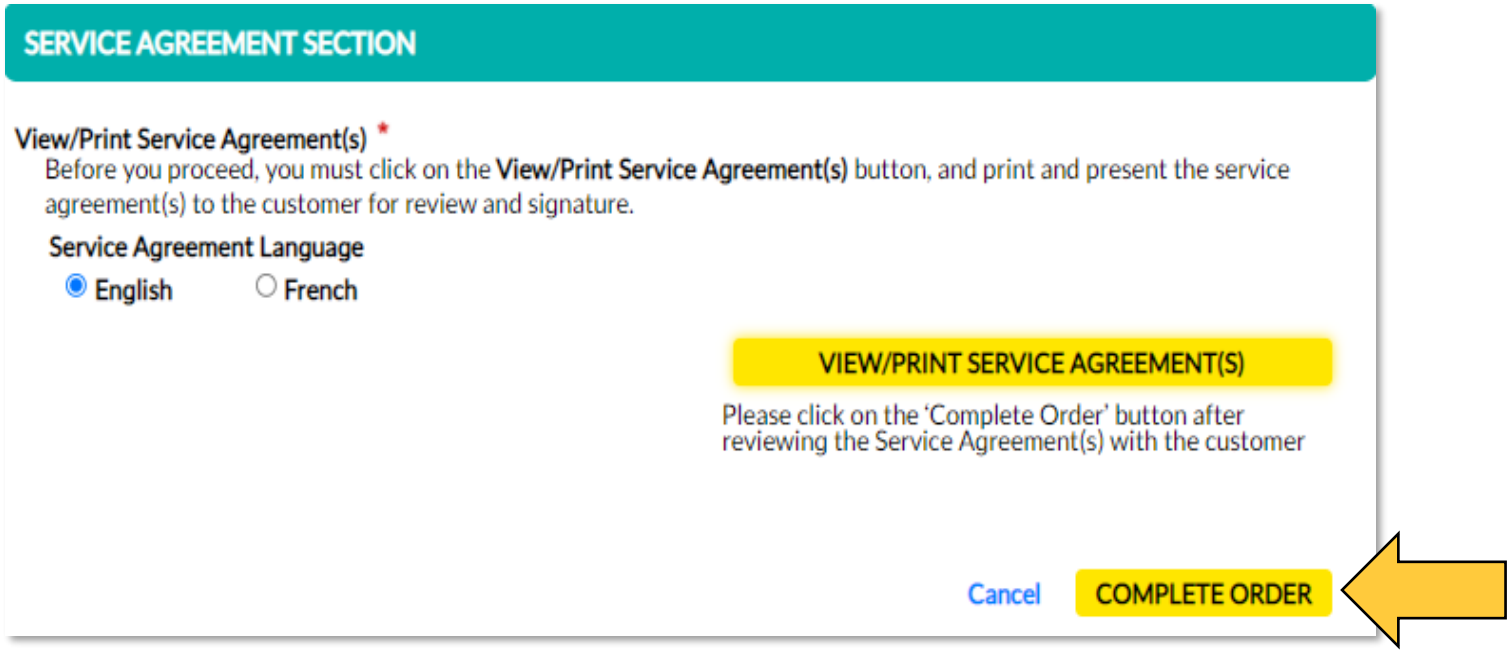


Porting Tips

- 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!**



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

1. Create a new account, or search for a customer account per our standard practice, and select SHOP FOR DEVICE.
2. Before you add an item to the cart, you can select Check device inventory. You'll see:
   a. In stock with a delivery timeline
   b. Backorder with 4+ weeks
   c. Backorder with 3-4 weeks
   d. Backorder with 1-2 weeks
   e. Out of Stock
   f. 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.
3. 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.

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