



# NEW! Offline Agreements in SSP



## What is Offline Agreements?

Offline Agreements is a functionality available in SSP that allows you to print wireless service agreements for transactions completed by RSG (in V21). This tool is to be used when you can still access SSP (Tools menu) but are unable to complete a transaction.



## What does this mean?

This means when you call in to RSG because you're unable to complete a New Activation, Hardware Upgrade, or other account impacting change in SSP, you won't need to fill out a manual contract. A PDF version of the wireless service agreement will be available via the Offline Agreements portal located in the SSP Tools menu.

## FAQs

**Will these PDF documents support digital signatures?**  
Digital Agreements currently aren't supported when using Offline Agreements to generate a customer contract in Rogers corporate retail stores. Alternate digital signature software has not been tested at this time.

**Can I throw out my manual contracts?**  
Manual contracts should be kept on hand in case systems are inaccessible, or in the case when a wireless service agreement cannot be found via Offline Agreements. If you are unable to produce a wireless service agreement using Offline Agreements, proceed with completing an agreement manually as you would today.

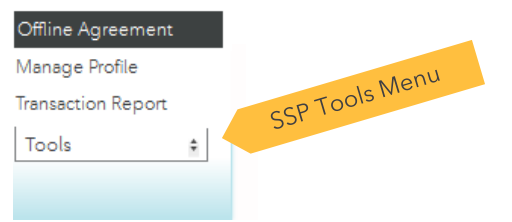
**Will I be able to generate an XML file so I can easily pull this into my POS system?**  
Not at this time, but this functionality is coming soon!

**I have access to V21. Does this mean I can now print wireless service agreements from SSP for transactions I process in V21?**  
Yes. The Offline Agreements portal will show agreements that are tied to your individual (or store) dealer code.

## How to use the Offline Agreements portal:

1

Select **Offline Agreements** from the SSP Tools Menu



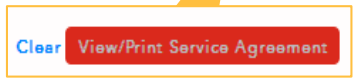
2

Ask the RSG representative to provide you with the following account details:  
**Mandatory information:**  
BAN, CTN, Postal Code, Activity Type, and Billing Language



3

Enter the required customer information  
Enter the account details into the fields directly. Do **not** write customer information on scrap paper (for security reasons)



4

Click **View/Print Service Agreement**  
This will generate the customer's service agreement in PDF format and allow you to print it to review and sign

