



# AT&T Business Trade-In program in Premier

Company Administrator Quick Guide

July 2019

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# AT&T Business Trade-In overview

# AT&T Business Trade-In benefits

## Capitalize on the mobile lifecycle

The **AT&T Business Trade-In** program helps company administrators get the newest devices faster - and with less out-of-pocket costs. The program enables you to trade in your old wireless devices from any carrier and receive credit for their value. The credit is applied directly to your AT&T wireless account, usually within 2 billing cycles, helping to offset the costs of future investments.



### Value

Device value is applied as credits to your wireless bill, offsetting future device investments.



### Security

Industry-leading data protection with certified sanitization process.



### Environmental Stewardship

Devices are responsibly recycled, in compliance with environmental certifications of R2, ISO 14001 & OHSAS 1800.

Images provided in this presentation are for illustrative purposes only.

# AT&T Business Trade-In features

Trade in your wireless devices and earn credit on your AT&T account.

Company administrators can choose from one of the following two options to participate in AT&T Business Trade-In within Premier.

## **Option 1: Administrators use Trade-In program tool to create quotes.**

Company administrators can configure a trade-in quote, accept the terms and conditions, and request prepaid shipping materials to return their old devices. They have two shipping choices.

1. Provide locations with a link to print prepaid labels for use with their own shipping materials. The link is available immediately.
2. Receive prepaid labels and free shipping materials. Arrives in 5 – 7 days.

## **Option 2: Administrators opt-in during shopping experience.**

Company administrators can easily opt-in during their Premier shopping experience. This makes day-to-day management of trade-ins a simple process when purchasing new devices.

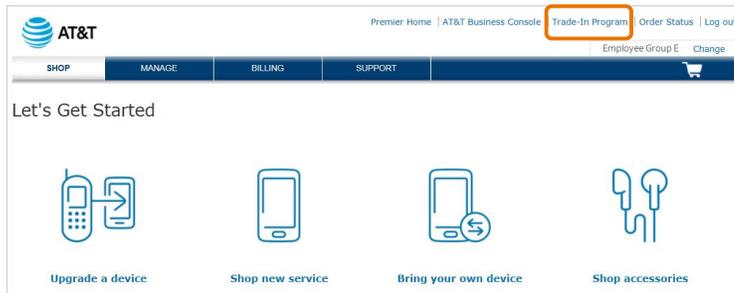


[Learn more about AT&T Business Trade-In](#)

# Option 1: Administrators use Trade-In program tool to create quotes

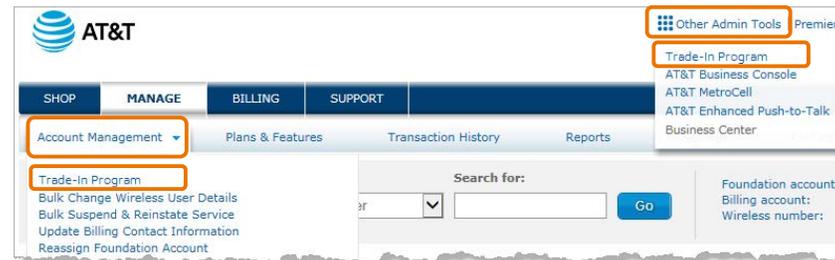
AT&T Business Trade-In can be conveniently accessed from the Premier Online Store (POS), Premier Online Care (POC), and Order Confirmation pages.

## Premier Online Store



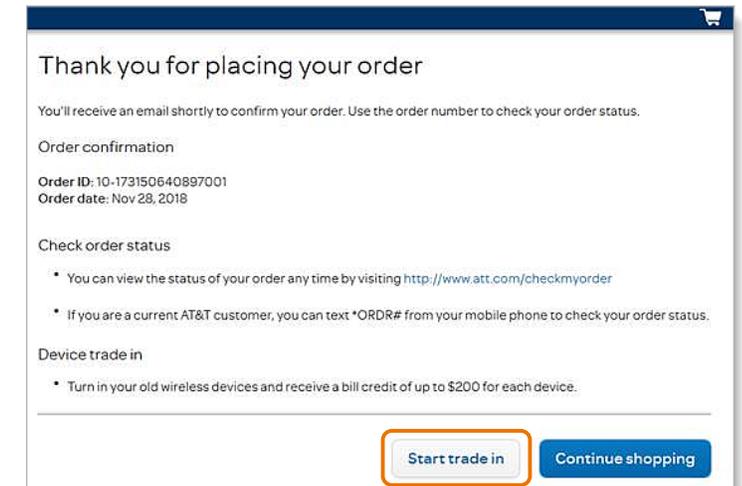
In the global navigation at the top of the page, click **Trade-In Program**. This link is available on all shopping pages.

## Premier Online Care



On the Premier homepage **MANAGE** tab, under **Account Management**, click **Trade-In Program**. Alternatively, in the global navigation at the top of the page, click **Other Admin Tools**. Then select **Trade-In Program**.

## Order Confirmation page



On the **Order Confirmation** page, next to **Continue shopping**, click **Start trade in**.

# Option 2: Administrators opt-in during a shopping experience

AT&T Premier Home | AT&T Business Console | Trade-In Program | Change Employee Group | Order Status | Log out  
Employee Group B

SHOP | MANAGE | BILLING | SUPPORT

Phones & Devices | Accessories | Packages | Online Offers

Back

### Samsung Galaxy S9+

Select Color: [Color Selection]

Select Capacity: 64GB

Select Pricing:

2-Year Contract Upgrade after 2 years.	\$299.99 Due now	\$0.00 Monthly
Equipment Installation Plans What are Equipment Installation Plans?	From \$20.84	
Retail Price Upgrade anytime.	\$749.99 Due now	\$0.00 Monthly

\$299.99 \$0.00  
Due now Monthly

Get up to a \$200 bill credit when you trade in an eligible device.

Yes, I have read and accept the terms & conditions. Please send free shipping materials.

Add to cart

Ship by: Nov 08 - Nov 12  
Dates are subject to change.

Offers for this device | See all online offers

Customers with permission to shop in Premier Online Store can easily opt-in to trade in their devices on the Device Details page and accept terms & conditions.

- Customers will automatically receive free shipping materials to send back a device for its trade-in value.
- When available, customers can take advantage of special trade-in offers with the purchase of a qualifying device.
- AT&T Business Trade-In tool is always available for large volume trade-ins.

Get up to a \$200 bill credit when you trade in an eligible device.

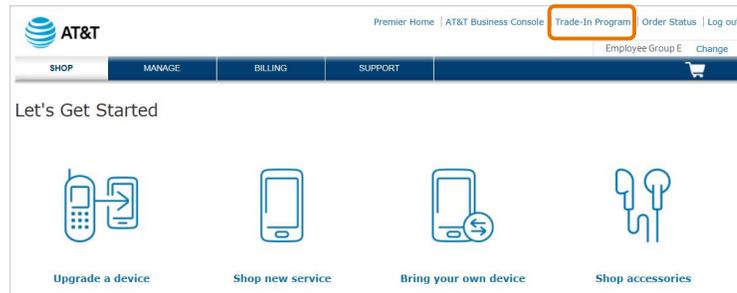
Yes, I have read and accept the terms & conditions. Please send free shipping materials.

# Use the AT&T Business Trade-In Quote Tool

# Administrators use Trade-In program tool to create quotes

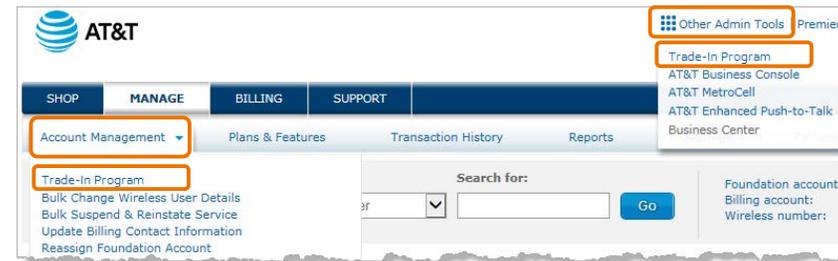
The AT&T Business Trade-In homepage can be conveniently accessed from the Premier Online Store (POS), Premier Online Care (POC), and Order Confirmation pages.

## Premier Online Store



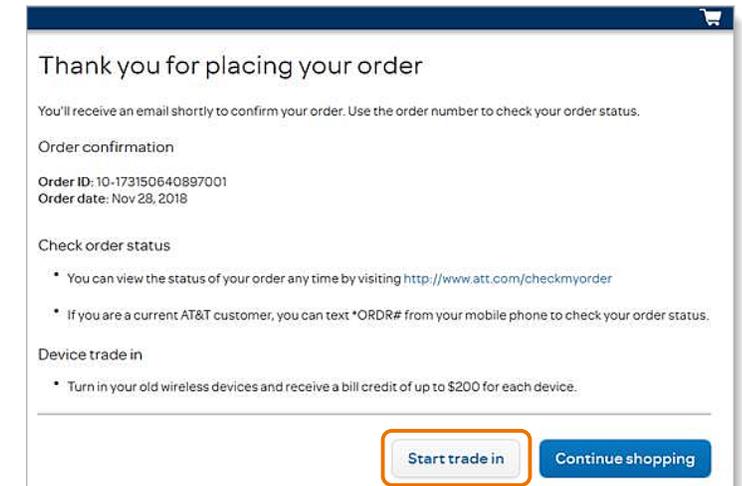
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## Premier Online Care



On the Premier homepage **MANAGE** tab, under **Account Management**, click **Trade-In Program**. Alternatively, in the global navigation at the top of the page, click **Other Admin Tools**. Then select **Trade-In Program**.

## Order Confirmation page



On the **Order Confirmation** page, next to **Continue shopping**, click **Start trade in**.

# AT&T Business Trade-In homepage

AT&T Business Trade-In

Logout

Home Create Quote Manage Quote Trade-in Report Support

## Let's get started

Welcome to our Trade-In program for business.

Create a quote Manage quotes Trade-in report

Lower costs to your business by trading in your old devices!  
AT&T Business Trade-In enables you to return your old devices and receive credit for their value on your wireless bill!  
It's simple and secure.

- Click Create a quote to determine the value of your devices
- Accept the terms and conditions and return your old devices (prepaid shipping materials will be provided)
- Receive trusted and secure removal of your data from your old devices
- Get credit on your wireless bill!

The Trade-In homepage provides company administrators with 3 options:

- [Create a quote](#)
  - Search and enter the devices you want to return.
- [Manage quotes](#)
  - View, update, and edit previous quotes, shipping addresses, etc.
- [Trade-in report](#)
  - View previous quotes and check the status of devices returned.

# Create a Quote

# Select account

## Select the foundation and billing accounts

1. On the AT&T Business Trade-In homepage, select **Create a quote**. This opens a list of associated billing and foundation accounts.
2. Select a foundation account and a billing account to use with the trade-in quote. The trade-in credit will be applied to the billing account you select.
3. Click **Continue**. This opens the Search for devices page.

AT&T Business Trade-In Logout

Home | Create Quote | Manage Quote | Trade-in Report | Support

### Create Quote

Select account | Search | Generate | View/Print quote | Primary contact info | Shipping request | Confirmation

#### Select account

Select a foundation account and a billing account to use with the trade-in quote. The trade-in credit will be applied to the billing account number selected

**Foundation Account**

Select	Foundation account number
<input checked="" type="radio"/>	FANsample1
<input type="radio"/>	FANsample2

**Billing Account**

Select	Billing account number
<input type="radio"/>	22222220
<input type="radio"/>	22222221
<input checked="" type="radio"/>	22222222
<input type="radio"/>	22222223
<input type="radio"/>	22222224
<input type="radio"/>	22222225
<input type="radio"/>	22222226
<input type="radio"/>	22222227

< 1 2 3 4 5 6 >

**Continue**

# Search for devices (1 of 2)

## Search for and select devices

1. To find devices by type, enter the make and model of the device in the Search field and click **Search**. Or, to find the devices by billing account, click **Show\***.
2. To select a device, click **Add device**.

### \*Notes:

- If the billing account has **less than 600 subscribers**, you can use both the Search and Show features to find and select devices for your quote.
- If the billing account has **more than 600 subscribers**, you can only use the Search feature. The Show feature is not available.

The screenshot displays the AT&T Business Trade-In 'Create Quote' page. The page has a navigation bar with 'Home', 'Create Quote', 'Manage Quote', 'Trade-in Report', and 'Support'. The 'Create Quote' section includes a progress bar with steps: 'Select account', 'Search', 'Generate', 'View/Print quote', 'Primary contact info', 'Shipping request', and 'Confirmation'. The 'Search for devices' section is highlighted with an orange border. It contains two search fields: one for device details (with 'samsung' entered) and one for billing account (with '222222222' entered). Both fields have 'Search' and 'Show' buttons respectively. Below the search fields, there are two device cards: 'Samsung Galaxy S7 32GB - AT&T (SM-G930A)' and 'Samsung Galaxy S7 Edge 32GB - AT&T (SM-G935A)'. Each card shows a quantity of 1 and an 'Add device' button. A 'Selected devices' box on the right indicates 'No devices have been added yet.' The page also includes a 'Logout' link in the top right corner.

# Search for devices (2 of 2)

## Find and select devices

1. A running total of selected devices is displayed on the right. You can remove a device from the **Selected devices** cart by clicking **remove**.
2. After the devices are added, click **Review quote**.

The screenshot shows the AT&T Business Trade-in 'Create Quote' interface. The top navigation bar includes 'Home', 'Create Quote', 'Manage Quotes', 'Trade-In Reports', and 'Support'. The 'Create Quote' section has a progress bar with steps: 'Select account', 'Search', 'Generate', 'View/Print quote', 'Primary contact info', 'Shipping request', and 'Confirmation'. The 'Search for devices' section contains a search input field with 'samsung S8 ATT' and a 'Search' button. A note below the search field reads: 'NOTE: Enter device details to limit the number of returns (e.g. iPhone 7 32GB AT&T). If you are unsure of the device model, check for identification in the device's battery well or if the battery is not removable, in the device's settings menu.' Below the search results, there are seven device cards. The first card, 'Samsung Galaxy S8+ 64GB - AT&T (SM-G955U)', is highlighted with a 'Device selected' banner and has a quantity of 5. The other cards are 'Samsung Galaxy S8 64GB - AT&T (SM-G950A)', 'Samsung Galaxy S8+ 64GB - AT&T (SM-G955A)', 'Samsung Galaxy S8 64GB - AT&T (SM-G950U)', 'Samsung Galaxy S8 64GB - AT&T (SM-G892U)', and 'Samsung Galaxy S8+ 128GB - AT&T (SM-G955N)'. Each card includes a quantity input field and an 'Add device' button. On the right side, the 'Selected devices' cart shows a total trade-in value of \$1622.88 and a 'Review quote' button.

Device Model	Quantity	Value
Samsung Galaxy J3 16GB - AT&T (SM-J327A)	5	\$100
Samsung SCH-I800 Galaxy Tab 7.0 - Verizon - DA	4	\$197.88
Samsung Galaxy S8+ 64GB - AT&T (SM-G955U)	5	\$1325
<b>Total trade in value:</b>		<b>\$1622.88</b>

# Generate quote

## Review and generate the quote

1. In the **Review your devices** section, you can:
  - Update the quantity of devices selected.
  - Add more devices.
  - Enter promotion codes if applicable.
2. In the **Generate quote** section, review and verify your information, and then click **Generate**.

AT&T Business Trade-In

Home Create Quote Manage Quote Trade-in Report Support Logout

### Create Quote

Select account Search **Generate** View/Print quote Primary contact info Shipping request Confirmation

#### Review your devices

Review the devices selected and information below to generate the quote.

Devices	Max value	Qty	Max total
 Samsung Galaxy J3 1608 - AT&T (SM-J327A) <a href="#">remove</a>	\$XXX.XX	1 <a href="#">Update</a>	\$XXX.XX
 Samsung SCH-I800 Galaxy Tab 7.0 - Verizon - DA <a href="#">remove</a>	\$XXX.XX	2 <a href="#">Update</a>	\$XXX.XX
 Samsung Galaxy S8+ 64GB - AT&T (SM-G955U) <a href="#">remove</a>	\$XXX.XX	1 <a href="#">Update</a>	\$XXX.XX

[Add More Devices](#)  [Apply](#)

#### Generate quote

Review your information below and then click Generate.

Company name <input type="text" value="Company name"/>	Email address <input type="text" value="Email address"/>
Foundation account number <input type="text" value="FANsample1"/>	Billing account number <input type="text" value="22222222"/>

[Edit billing account number](#) [Generate](#) Total: \$XXX.XX (QTY 4)

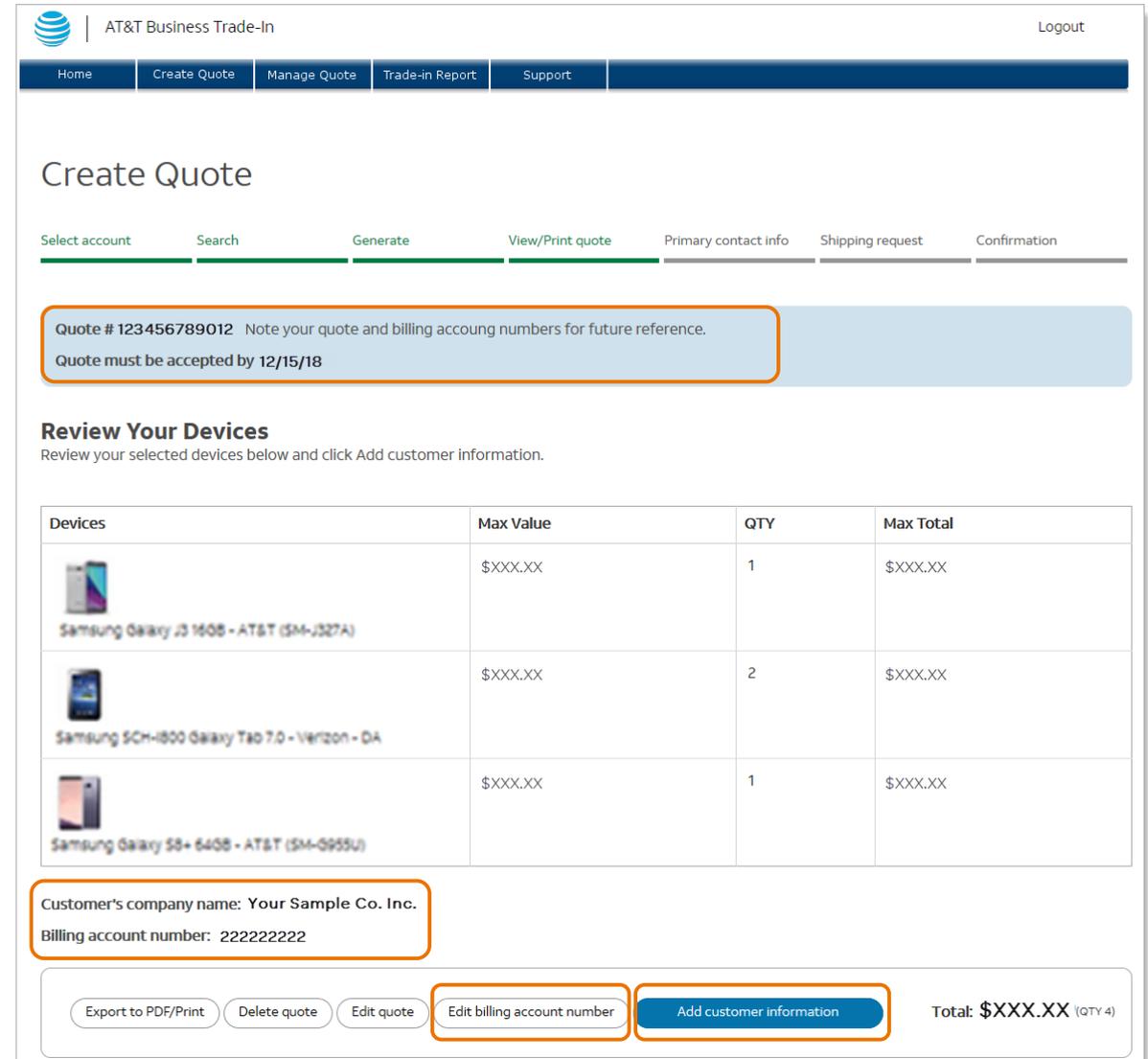
# View/Print Quote

## Confirm the billing account number

1. You will see the quote number and quote expiration date displayed at the top.

To be eligible for the Maximum Value, the quotes must be accepted within 75 days of quote creation. Once the quote is accepted, you will have 30 days to return the devices to be eligible for the Maximum Value. If you fail to send the device(s) within 30 days, it may result in a reduced value.

2. You can print or export your quote to PDF, delete the quote, or edit the quote.
3. To change the account to which you want your trade-in credit applied, click **Edit billing account number**.
4. To continue, click **Add customer information** and enter the primary contact information for the quote (not shown). Then click **Save** and **Continue**.



AT&T Business Trade-In Logout

Home Create Quote Manage Quote Trade-in Report Support

### Create Quote

Select account Search Generate View/Print quote Primary contact info Shipping request Confirmation

Quote # 123456789012 Note your quote and billing account numbers for future reference.  
Quote must be accepted by 12/15/18

#### Review Your Devices

Review your selected devices below and click Add customer information.

Devices	Max Value	QTY	Max Total
 Samsung Galaxy J3 16GB - AT&T (SM-J327A)	\$XXX.XX	1	\$XXX.XX
 Samsung SCH-I800 Galaxy Tab 7.0 - Verizon - DA	\$XXX.XX	2	\$XXX.XX
 Samsung Galaxy S8+ 64GB - AT&T (SM-G955U)	\$XXX.XX	1	\$XXX.XX

Customer's company name: Your Sample Co. Inc.  
Billing account number: 22222222

Export to PDF/Print Delete quote Edit quote Edit billing account number Add customer information Total: \$XXX.XX (QTY 4)

# Select shipping method

Two options are available.

To request prepaid shipping materials to return the old devices, select one of the following options.

- **Option 1:** Provide locations with a link to print prepaid labels and use their own shipping materials (link available immediately).
- **Option 2:** Receive prepaid labels and free shipping materials (materials arrive in 5 – 7 days).

AT&T Business Trade-In Logout

Home Pending Quotes Trade-In Reports Support

## Shipping Request

Update devices Customer info **Shipping** Confirmation

Quote # 40011419000019. Note your quote number and billing account number for future reference.  
Quote must be accepted by 3/30/2019

### Select shipping method

AT&T Business Trade-In provides options to receive prepaid shipping labels and materials for your locations to return devices.

Shipping method

Select	Shipping method options
<input type="radio"/>	<b>Option 1:</b> Provide link for location(s) to print labels and use their own shipping materials (link available immediately).
<input type="radio"/>	<b>Option 2:</b> Send location(s) labels and shipping materials (materials arrive in 5 – 7 days).

Back

# Option 1 selected

Link to print labels is provided.

You will receive a link on the Confirmation page and in the email.

Use the link to print return labels. You can share this link with other administrators at different locations so they can print labels and use their own shipping materials.

AT&T Business Trade-In Logout

Home Pending Quotes Trade-In Reports Support

## Confirmation

Update devices Customer info Shipping Confirmation

**Congratulations! You have completed the quote!** [Export to PDF/print](#)

- You have selected the option for your locations to print prepaid labels and use their own shipping materials to return devices.
- Using this link, each location will be able to print shipping labels to return devices that will be tracked to your trade-in quote for credit on your account.
- You can copy and paste this link and forward to your locations. It is also included in your quote confirmation email:  
[AT&T Business Trade-In Return Labels](#)
- Advise each location to follow the instructions found in the link, including:
  - Remove activations locks (Find My iPhone; Find My Mobile)
  - Package devices with batteries included
  - Drop off package at the shipping company noted on the label

If you need to order shipping materials for locations that are unable to print their own labels or do not have shipping materials, please call: 866-993-5800, 9 am to 5 pm CT and provide your Quote Number as reference.

# Option 2 selected

## Receive prepaid labels and free shipping materials in 5 – 7 days

1. To begin, click **View** under **Add locations** to open the **Add shipping locations** page (not shown).
2. On the **Add shipping locations** page, complete the requested information, including quantity and device types shipping from that location. If prompted, verify the address. Click **Save** to close the page (not shown). Click **View** under **Add locations** to add more locations.
3. Ensure the number of devices under **Shipping materials requested** matches the number of devices under **Quoted devices**.  
In order to complete the quote, the total device quantity located at shipping addresses must match the total quote quantity in the quote.
4. Click **Complete my quote**.

AT&T Business Trade-In

Home Create Quote Manage Quotes Trade-In Reports Support

Select account Search Generate View/Print quote Primary contact info Shipping request Confirmation

Quote # 40110218000008. Note your quote number and billing account number for future reference.  
Quote must be accepted by 1/16/2019

How to request shipping materials  
Step #1: Click "Add locations" to begin.  
Step #2: On the add locations page, complete the requested information.  
Step #3: If prompted, verify addresses.  
Step #4: Ensure number of devices under "Shipping materials requested" match number of devices under "Quoted devices".

Shipping materials request summary

Quoted devices	Shipping materials requested
Number of phones: 1	Number of phones: 0
Number of tablets: 0	Number of tablets: 0
Number of other devices: 0	Number of other devices: 0

Address(es) verified: ✖  
Devices at location match quoted devices: ✖  
Number of locations: 0  
Must have all listed items for

Back Complete my quote

View locations View

Add locations Start here. View

# Confirmation

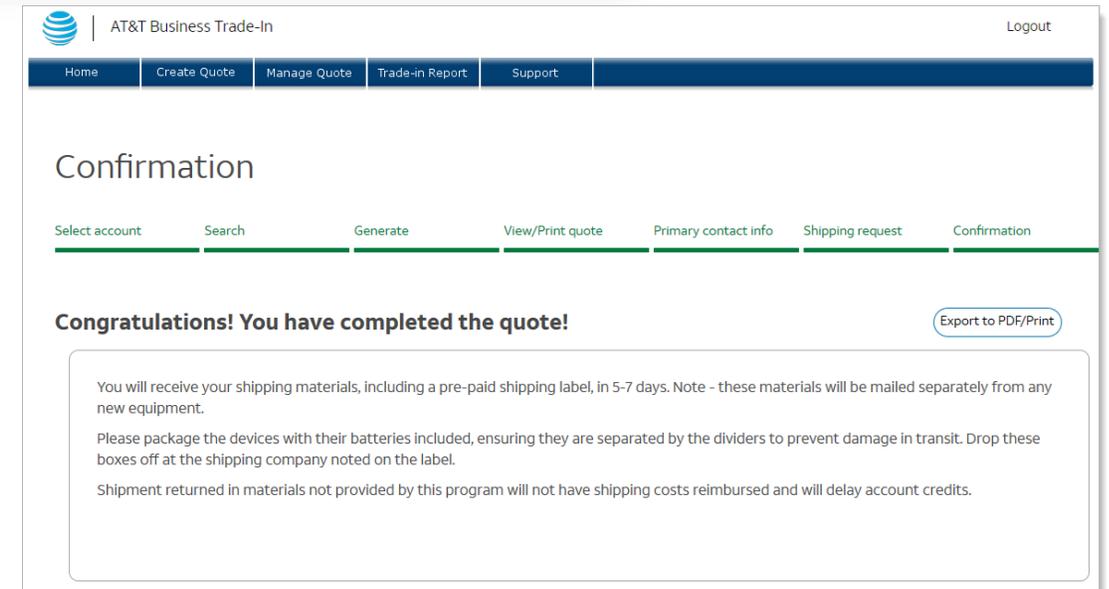
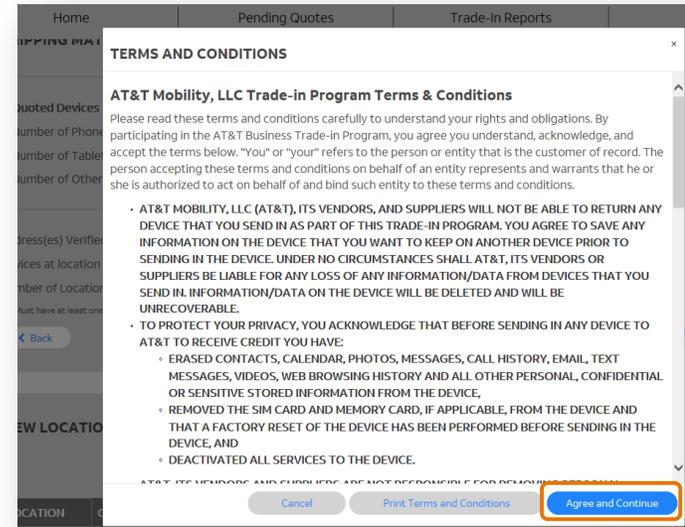
## Review and accept Terms and Conditions

1. Review the Terms and Conditions, and then click **Agree and Continue** to accept them.
2. This finalizes the quote and triggers the shipment of the pre-paid shipping materials to the locations you requested.

You will receive the shipping materials in 5 – 7 days. To ensure accurate tracking, only use the labels provided by AT&T Business Trade-In.

## Congratulations! You have completed the quote!

After accepting the Terms and Conditions, you will receive a confirmation page.



# Additional Features

# Manage quotes

Manage Quotes

Manage quotes listed below. [Want to start a new quote?](#) [Create Quote](#)

**Quotes to finalize**

Select the quote you want to finalize.

Quote number	Customer's company name	Submitted by	Max quote value	Valid through
<a href="#">123456789013</a>	Your Sample Co. Inc.	Jane Doe	\$XXX.XX	07/21/2018
<a href="#">123456789014</a>	Your Sample Co. Inc.	Jane Doe	\$XXX.XX	07/21/2018
<a href="#">123456789015</a>	Your Sample Co. Inc.	Jane Doe	\$XXX.XX	07/21/2018
<a href="#">123456789016</a>	Your Sample Co. Inc.	Jane Doe	\$XXX.XX	07/21/2018
<a href="#">123456789017</a>	Your Sample Co. Inc.	Jane Doe	\$XXX.XX	07/21/2018
<a href="#">123456789018</a>	Your Sample Co. Inc.	Jane Doe	\$XXX.XX	07/21/2018

< 1 2 3 4 5 6 >

**Completed quotes**

To edit a quote, select it from the list below.

Quote number	Customer's company name	Submitted by	Max quote value	Valid through
<a href="#">123456789012</a>	Your Sample Co. Inc.	Jane Doe	\$XXX.XX	07/21/2018
<a href="#">123456789011</a>	Your Sample Co. Inc.	Jane Doe	\$XXX.XX	07/21/2018
<a href="#">123456789010</a>	Your Sample Co. Inc.	Jane Doe	\$XXX.XX	07/21/2018

**Expired quotes**

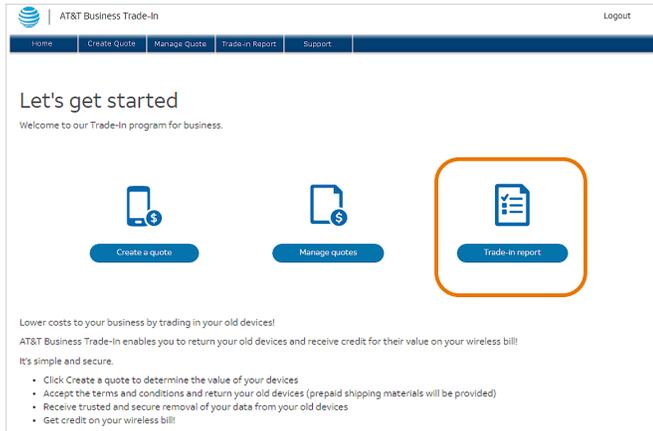
Note: Expired Quotes are only presented for the previous 180 days.

You have no expired quotes.

Company administrators can easily manage their quotes.

- On the AT&T Business Trade-In homepage, click **Manage quotes**.
- On the Manage Quotes page you can view, update, and edit previous quotes, and then accept them.
- To open the actual quote, click the quote number.

# Trade-In reports



	A	B	C	D	E	F
1	AT&T Business Trade-In					
2	AT&T Business Trade-In					
3	AT&T Business Trade-In					
4	<b>August 2018 Payment Detail</b>					
5	Company					
6	Quote No.					
7	BAN					
8	Devices					
9	Total Credit					
10						
11	<b>Item #</b>	<b>IMEI</b>	<b>Model</b>	<b>Final Credit</b>	<b>Processed Date</b>	<b>Adjustment Reason</b>
64						
65						
66						

## View reports for trade-in details.

- You can return to the Trade-In portal from the Premier Online Store and Premier Online Care. On the Trade-In homepage, click **Trade-in report**.
- Company administrators can select from (2) different report types:
  - **Full Detail Report** - contains overall device and quote details, including the location nickname from where the device was shipped.
  - **Processed Devices Report** – contains the final credit, processed date, and adjustment reason by IMEI and Model.



## More information

- All enterprise and small business customers will have the AT&T Business Trade-in program activated on their Premier site. Company administrators who want to deny eligibility to one or more of their FANs can make this request through their AT&T account representative.
- Company administrators can allow other administrators to participate in the AT&T Business Trade-In program by updating the administrator's profile in Premier.
  - **Full access** - Grants permission to request quotes to determine device trade-in value, accept quotes, and trade in devices.
  - **Partial access** - Grants permission to request and edit quotes to determine the trade-in value of devices.
  - **Read Only access**

## AT&T Business Trade-In Support

- For Support, contact the White Glove Team:
  - **Call:** 1- 866-993-5800, Monday – Friday, 9 am to 5 pm Central Time
  - **Email:** [support@attbusinesstradein.com](mailto:support@attbusinesstradein.com)
- [Learn more](#) about AT&T Business Trade-In.

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