AT&T Business Trade-In program in Premier

Company Administrator Quick Guide
July 2019
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.

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<th>Value</th>
<th>Security</th>
<th>Environmental Stewardship</th>
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<td>Device value is applied as credits to your wireless bill, offsetting future device investments.</td>
<td>Industry-leading data protection with certified sanitization process.</td>
<td>Devices are responsibly recycled, in compliance with environmental certifications of R2, ISO 14001 &amp; OHSAS 1800.</td>
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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 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

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

In the global navigation at the top 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

Thank you for placing your order

You’ll receive an email shortly to confirm your order. Use the order number to check your order status.

Order confirmation:
Order ID: 11737701401700701
Order date: Nov 08, 2019

Check order status:
* You can view the status of your order any time by visiting http://www.att.com/checkmyorder
* If you are an AT&T customer, you can use *ORDER#* from your mobile phone to check your order status.

Device trade in:
* Turn in your old wireless devices and receive a bill credit of up to $200 for each device.

On the Order Confirmation page, next to Continue shopping, click Start trade in.
AT&T Business Trade-In homepage

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.
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.
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.
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**.
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.
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).
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.
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.

When addresses are validated and total devices at locations match quoted devices, the red “Xs” change to green check marks.

Start here.
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

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

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:
  o Full Detail Report - contains overall device and quote details, including the location nickname from where the device was shipped.
  o 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 or 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
• Learn more about AT&T Business Trade-In.
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