

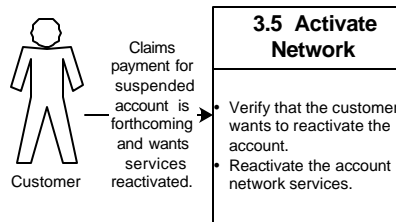
3.5 Customer Service – Activate Network

Overview: This section outlines the business procedures and policies for Customer Service Step 3.5: Suspend or Activate Network. Following the business procedures and policies are related system procedures.

These procedures would be followed when a customer with a **suspended** OneMain.com account **in Collections** informs OneMain.com that payment is forthcoming, and requests that services be reactivated.

Users: Customer Service Representatives (CSR's).

Process:



Inputs to this Step:

- Customer phone call.

Outputs of this Step:

- CSR verifies that the customer wants to reactivate the account network services.
- CSR reactivates the account network services.

Systems Used: BOSS

Business Procedures And Policies

The Activate Network procedure is used when a customer whose **account is in Collections** and suspended informs OneMain.com that a payment is forthcoming. Activate Network then reactivates network functions for the customer's account, but keeps the account's status unchanged in Arbor, and allows the Collections procedure to continue running. If the account is a parent account, Activate Network will reactivate network functions for any child accounts in the hierarchy.

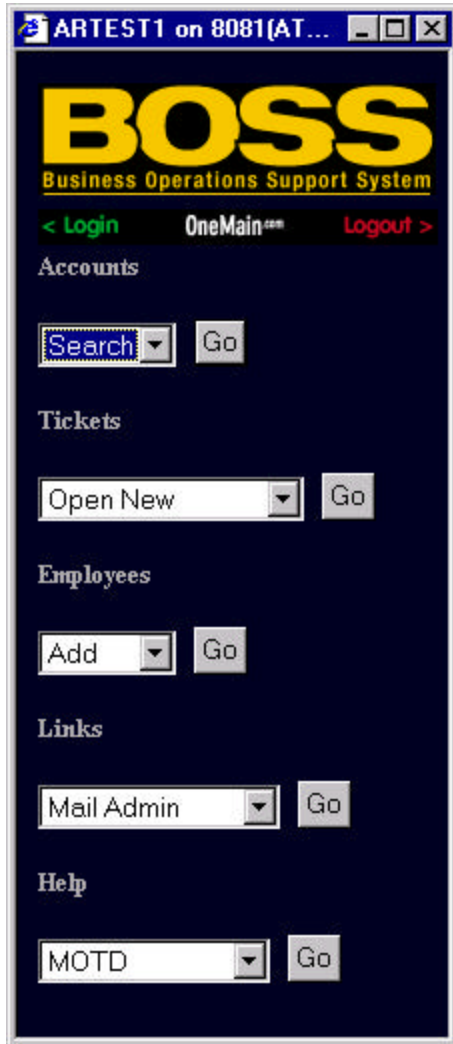
ACTIONS:

- 3.5.1 Log in to BOSS.
- Select <Accounts>→ <Search>.
- 3.5.2 The “Search Accounts” screen is displayed.
- Complete the Search Accounts fields with as much information as possible. When performing a name search, **both the first name and last name** must be entered.
 - Login Name
 - Account Number
 - Email Name
 - Company Name
 - First Name
 - Last Name
 - Phone Number
 - The default search includes:
 - “Active Accounts”. You may also search “All Accounts” by selecting the radio button.
 - “Replace Buffer”. You may remove the buffer by deselecting the check beside “Replace Buffer”.
 - “Limit to 1000 results”. You may remove this limit by deselecting the check mark beside “Limit to 1000 results”.
 - “Legacy”, unselected by default. You may restrict the search to OneMain.com legacy accounts by selecting the checkbox.
 - Select <Search> to execute the search or <Clear> to clear all fields.
- 3.5.3 Search results appear in the lower frame under the heading “New Search Results”.
- Select the link that refers to the desired account. The link appears as the customer’s Account Number, and the account status is listed after the customer’s name.
- 3.5.4 The “Maintain Account” screen is displayed in a new window. The default display is the “Account Information” panel.
- Select <Activate Network>.
- 3.5.5 The “Activate Network Services” panel is displayed.
- The panel verifies that the Network Services for the account have been reactivated, but that the account’s status in Arbor is **not** changed.
 - If the account is a **parent account** in a hierarchy, the “Activate Network Services” panel displays the number of child accounts in the hierarchy. All child accounts will have Network Services reactivated upon reactivation of the parent account’s Network Services.
 - Select <Activate>.
- 3.5.6 The “Account Information” panel reappears.
- Note that the upper frame display still indicates that the account is still Suspended.
 - In order to verify that Network functions have been reactivated, it is necessary to proceed to the “Network Information” screen.
 - Select the <Packages> link from the upper right side of the screen.
- 3.5.7 The “Package Information” panel is displayed.
- Select <Network Information> from the upper right side of the “Package Information” panel.
- 3.5.8 The “Network Information” panel appears, listing the status of the Network functions for the account.
- Review the Status line for each component in the Email, Radius, and Web sections and verify that the status of each component is “Active”.

System Procedures:

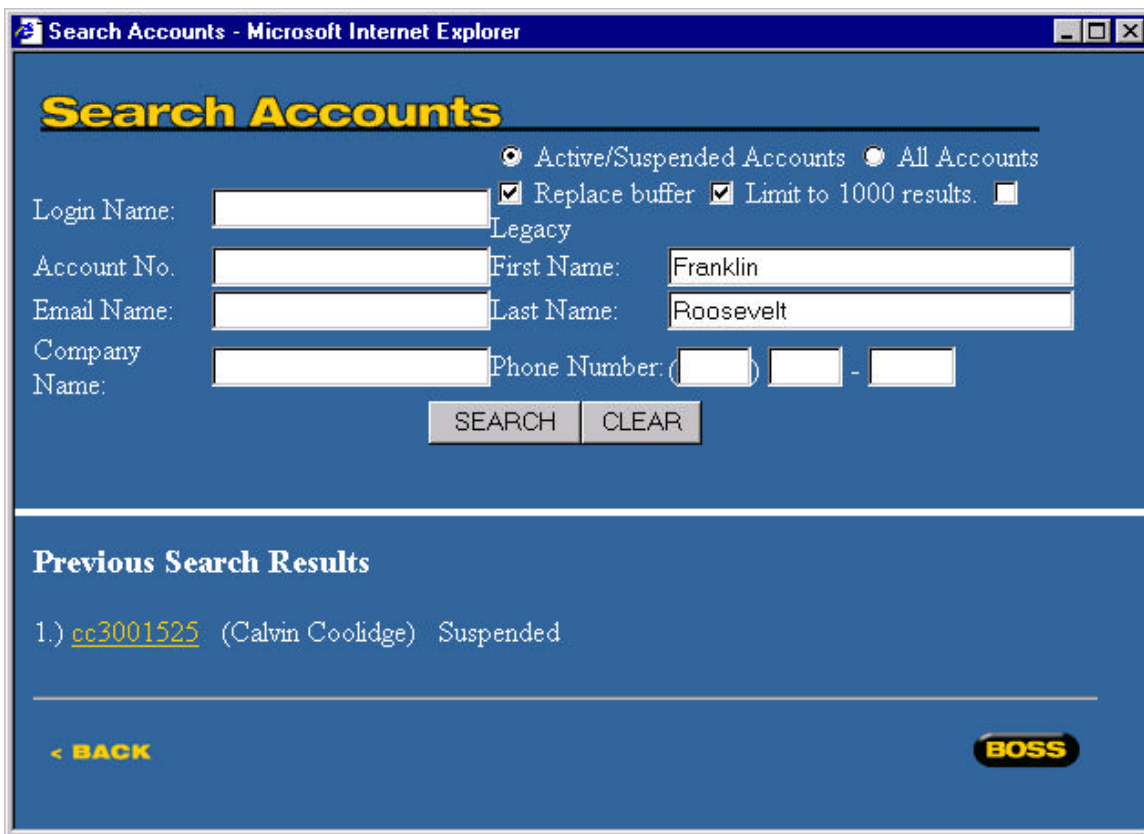
3.5.1 Log in to BOSS.

- Select <Accounts>→ <Search>.



3.5.2 The “Search Accounts” screen is displayed.

- Complete the Search Accounts fields with as much information as possible. When performing a name search, **both the first name and last name** must be entered.
 - Login Name
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 - “Replace Buffer”. You may remove the buffer by deselecting the check beside “Replace Buffer”.
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 - “Legacy”, unselected by default. You may restrict the search to OneMain.com legacy accounts by selecting the checkbox.
- Select <Search> to execute the search or <Clear> to clear all fields.



3.5.3 Search results appear in the lower frame under the heading “New Search Results”.

- Select the link that refers to the desired account. The link appears as the customer’s Account Number, and the account status is listed after the customer’s name.

fr3000160 (Franklin Roosevelt) Active'. The 'Previous Search Results' section shows one result: '1.) [cc3001525](#) (Calvin Coolidge) Suspended'. At the bottom left is a '< BACK' link, and at the bottom right is a 'BOSS' logo."/>

Search Accounts

Active/Suspended Accounts All Accounts

Replace buffer Limit to 1000 results.

Legacy

Login Name:

Account No. First Name:

Email Name: Last Name:


Company Name: Phone Number: () -

New Search Results

1.) [fr3000160](#) (Franklin Roosevelt) Active

Previous Search Results

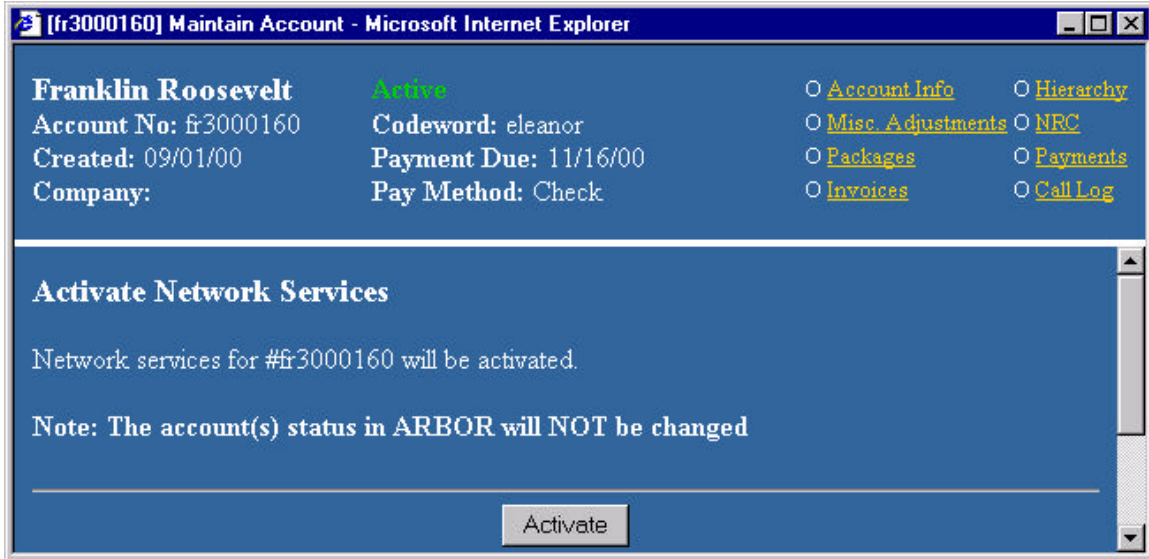
1.) [cc3001525](#) (Calvin Coolidge) Suspended

[< BACK](#) 

3.5.5 The “Activate Network Services” panel is displayed.

- The panel verifies that the Network Services for the account have been reactivated, but that the account’s status in Arbor is **not** changed.
- If the account is a **parent account** in a hierarchy, the “Activate Network Services” panel displays the number of child accounts in the hierarchy. All child accounts will have Network Services reactivated upon reactivation of the parent account’s Network Services.
- Select <Activate>.

(3.5.5 Screenshot: “Activate Network Services” panel, non-hierarchy account)

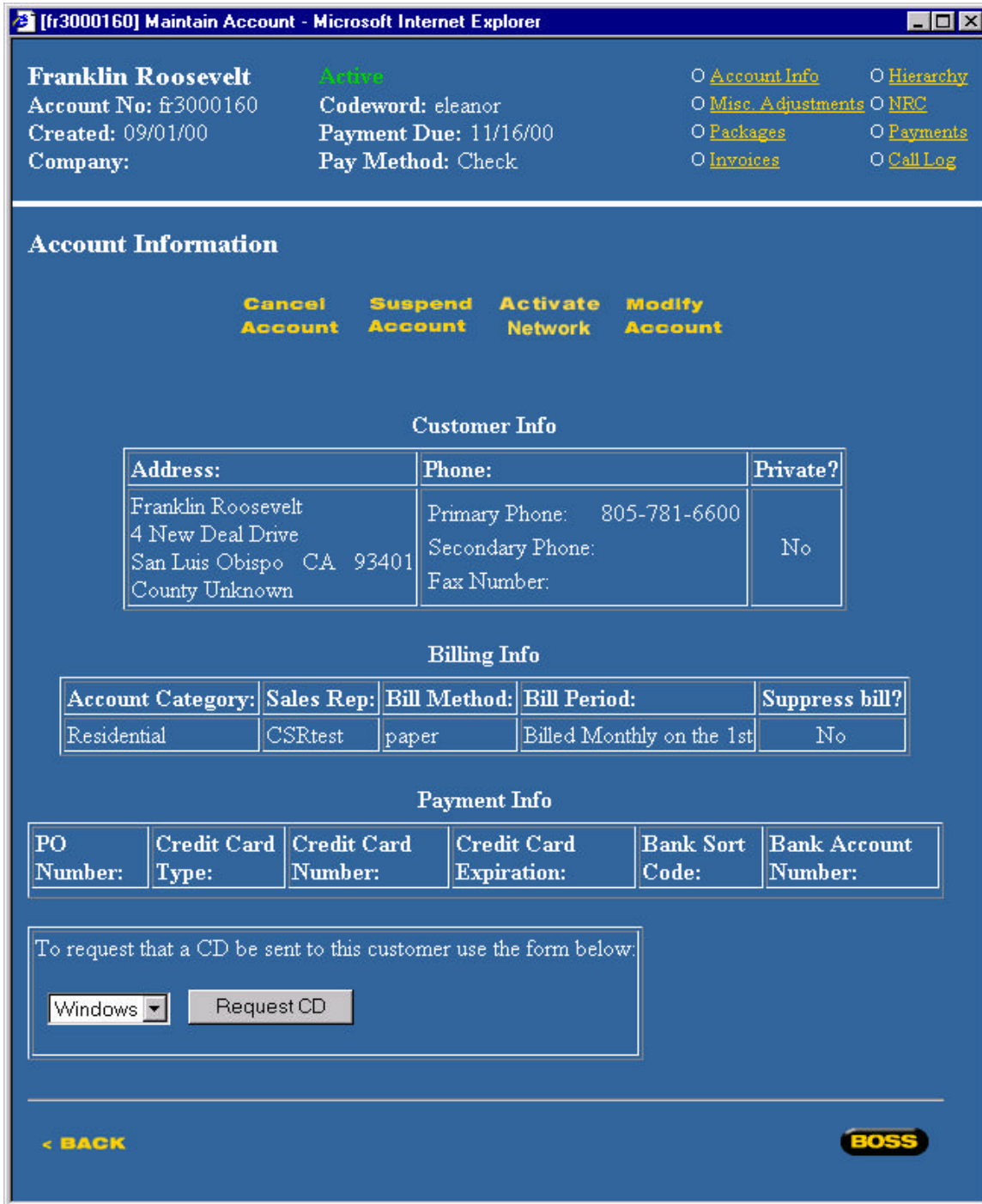


(3.5.5 Screenshot: “Activate Network Services” panel, parent account)



3.5.6 The “Account Information” panel reappears.

- Note that the upper frame display still indicates that the account is still Suspended.
 - In order to verify that Network functions have been reactivated, it is necessary to proceed to the “Network Information” screen.
- Select the <Packages> link from the upper right side of the screen.



3.5.7 The “Package Information” panel is displayed.

- Select <Network Information> from the upper right side of the “Package Information” panel.

The screenshot shows a web browser window titled "[fr3000160] Maintain Account - Microsoft Internet Explorer". The page displays account details for Franklin Roosevelt, including Account No: fr3000160, Created: 09/01/00, and Company: Franklin Roosevelt. The account status is Active. There are navigation links for Account Info, Hierarchy, Misc. Adjustments, NRC, Packages, Payments, Invoices, and Call Log.

The main content area is divided into two sections: Package Information and Network Information. The Package Information section contains a table with columns for Package, Service, Type, Status, Start, and Stop Rate. The Network Information section contains a table with columns for Component, Cancel, and Add.

Package	Service	Type	Status	Start	Stop Rate
Dial Up - Main Street Unlimited Plan - Monthly Plan			Active	09/01/2000	
Main Street Unlimited Plan - Monthly Service Fee	fr3000160	Analog Dial 56K	Active	09/01/2000	ADD
Included Email Address	fr3000160	Analog Dial 56K	Active	09/01/2000	ADD
Activation Fee	fr3000160	Analog Dial 56K	Active	09/01/2000	
Free Email Address	fr3000161	Email Account	Active	09/01/2000	ADD
Free Email Address	fr3000162	Email Account	Active	09/01/2000	ADD
Personal Web Space - Monthly	fr3000163	Web Hosting	Active	09/01/2000	ADD
10MB Web Space - Monthly - Free	fr3000163	Web Hosting	Active	09/01/2000	ADD

The BOSS logo is visible in the bottom right corner of the page.

3.5.8 The “Network Information” panel appears, listing the status of the Network functions for the account.

- Review the Status line for each component in the Email, Radius, and Web sections and verify that the status of each component is “Active”.

