Market Order App

T-Mobile National Regional Manager

User Guide

Table Of Contents

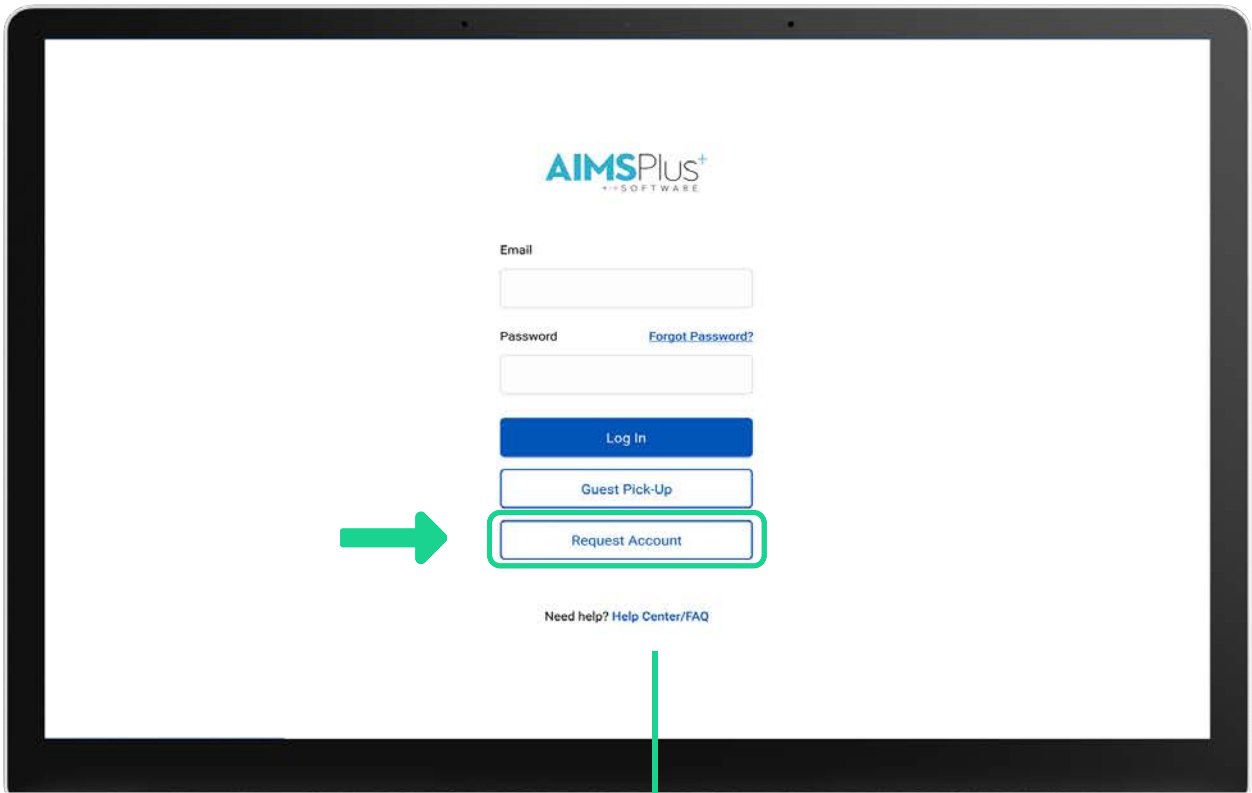
Create an Account

You must create an account and get approval first before you are able to use the app

Create an Account

Request a New Account

Click on "Request an Account" from the log-in menu.



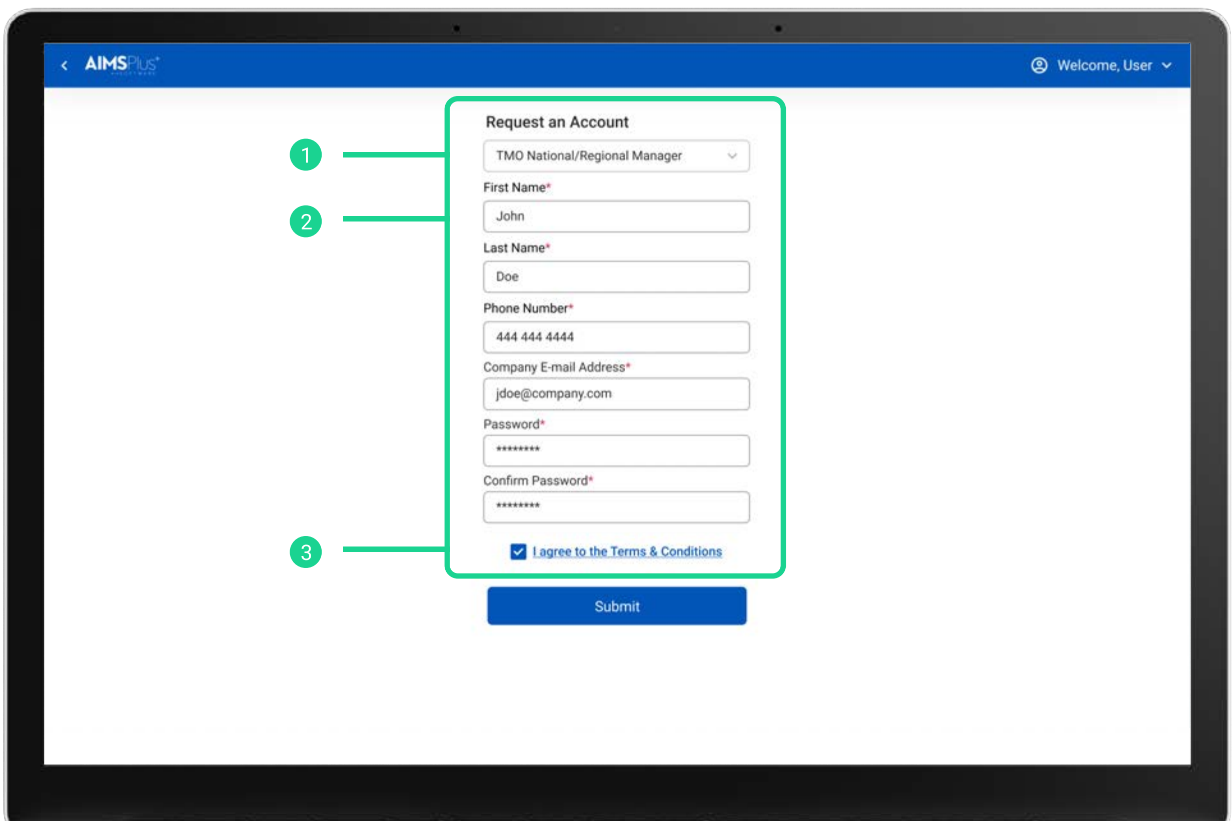
Need help?

Access the Help Center, without logging in, to find published answers, trainings, and training documents, as well as, submit a ticket directly to Tellworks for individual assistance.

Create an Account

User Information

1. Select the role you would like to register an account for
2. Fill out your personal information:
    - First and last name
    - Phone number
    - Email Address
    - Select your role
    - Company
    - Select your market(s)
    - Create a password for your account
3. Accept Terms & Conditions. Tellworks will email you when your account is approved. (Activation typically arrives within 48 hours).



Search

National/Regional Managers have the ability to search database by Site ID, Kit SAP, BAT BOM ID, Company, and Asset Tag.

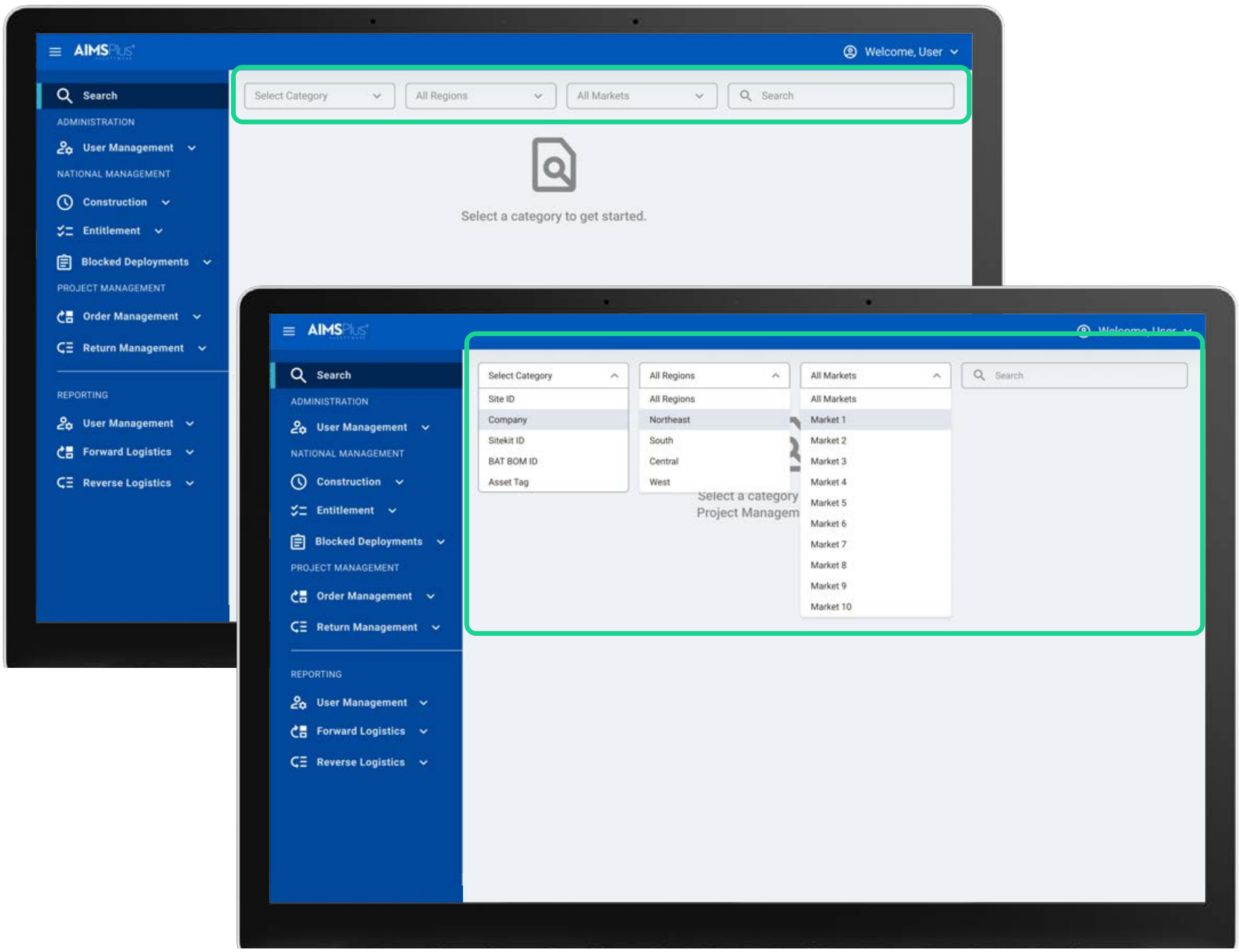
Search

Understanding Search

Search by Site ID, Company, Sitekit ID, BAT BOM ID, RMA #, or Asset Tag.

Filter by region or a specific market.

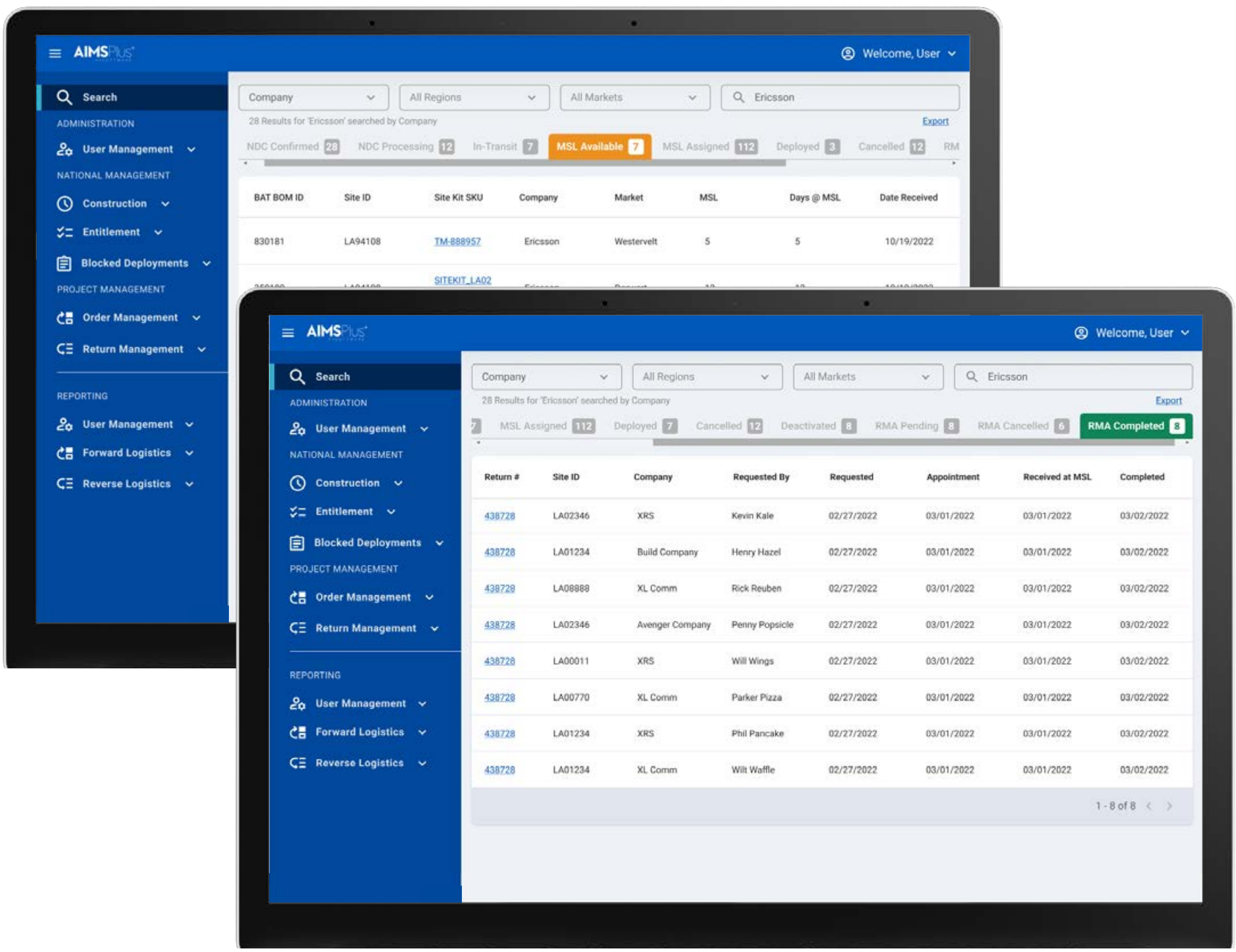
Results will show kit status, whether NDC Confirmed, NDC Processing, In-Transit, MSL Available, MSL Assigned, Deployed, Cancelled, Deactivated, RMA Pending, RMA Cancelled, & RMA Completed.



Understanding Search

The results returned are sorted based on the current status. Status' include NDC Confirmed, NDC Processing, In-Transit, MSL Available, MSL Assigned, Deployed, Cancelled, Deactivated, RMA Pending, RMA Cancelled, & RMA Completed.

Select SAP Code to view pick-up receipt which includes packing slip details.

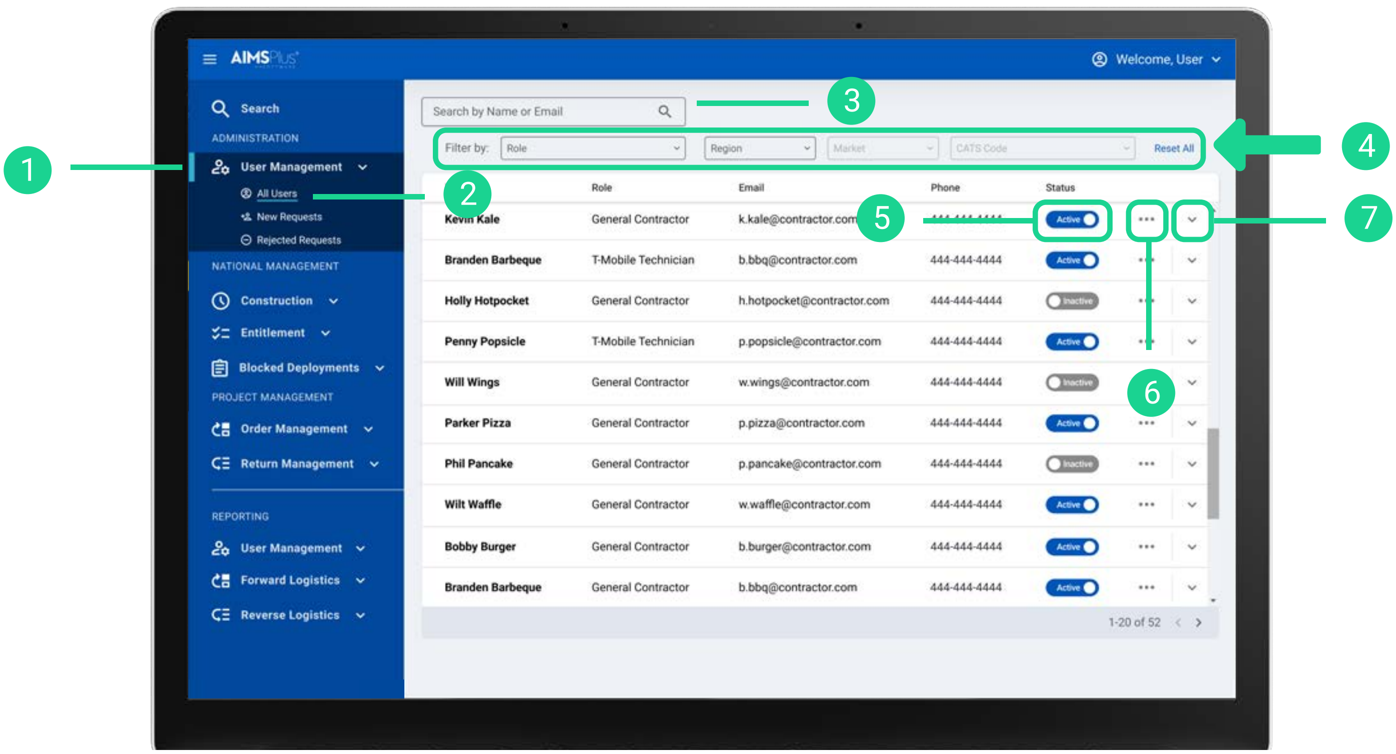


All Users
Administration

National/Regional Managers have the ability to view all users in the database signed up for an AIMSPlus account.

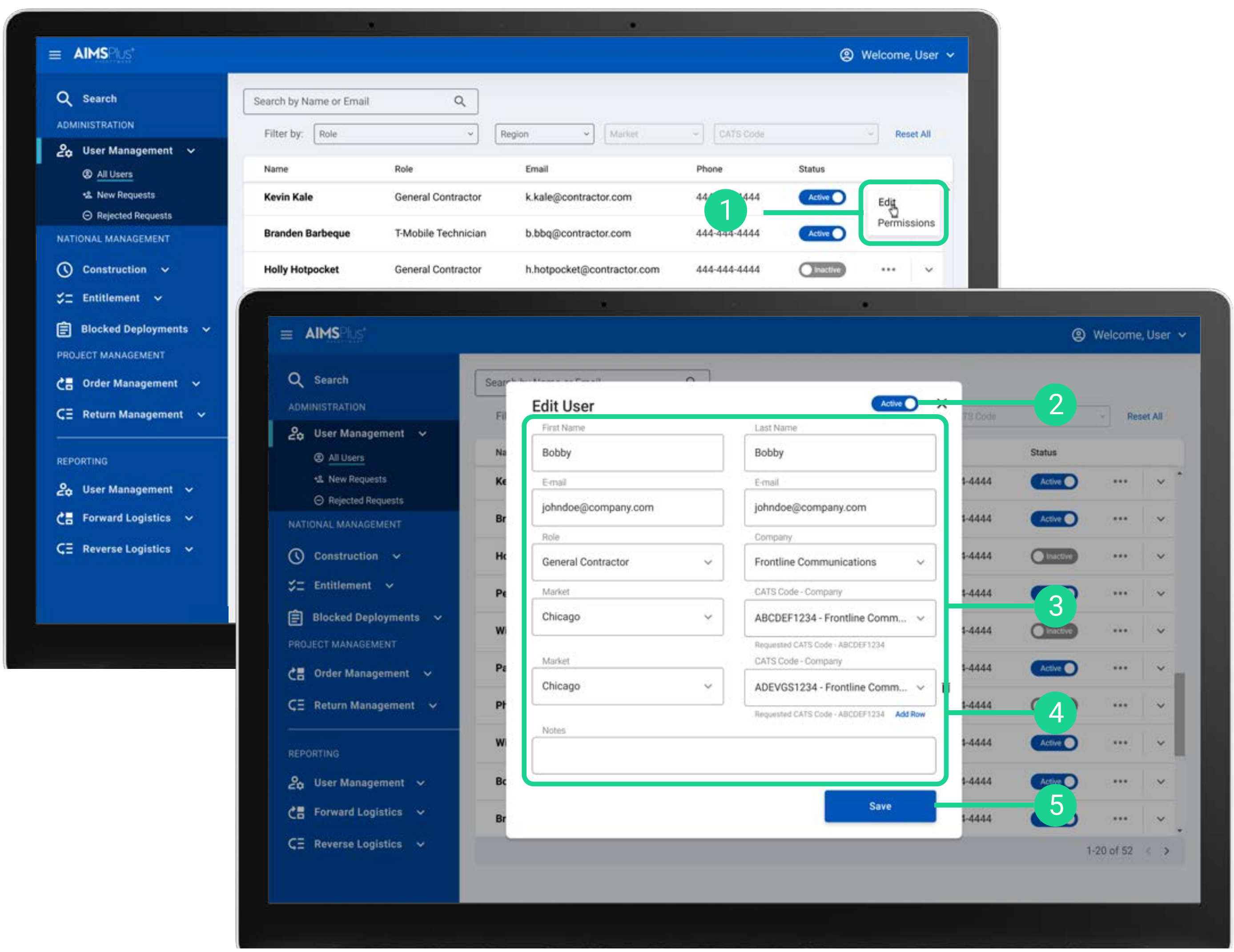
Understanding User Management

1. Expand 'User Management' category.
2. Select 'All Users' from the navigation on the left hand side of the screen.
3. Search is available by Name or Email.
4. Filter by role, region, market, or CATS Code.
5. Set the users access to app by switching between an 'Active' or 'Inactive' status.
6. Select the 'three dots' to edit the user information or set user permissions.
7. Select the dropdown arrow to view more details about the user.



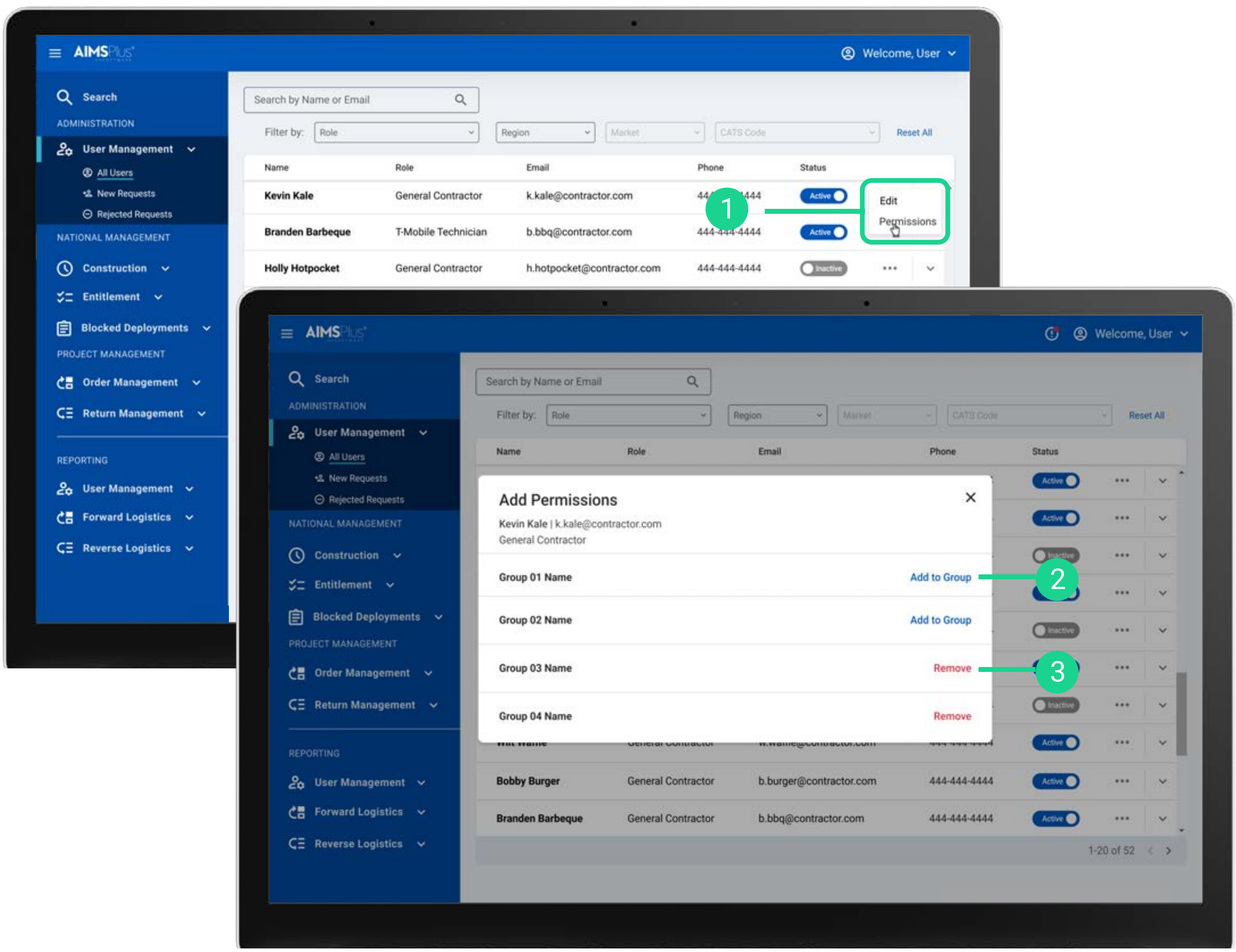
Understanding User Management: Edit User

1. After selecting the ‘three dots’, select ‘Edit’ and a popup will appear to edit the user information.
2. Set the users access to app by switching between an ‘Active’ or ‘Inactive’ status.
3. Edit user information.
4. Select ‘Add Row’ to add an additional row for selecting the market and CATS Code.
5. Select the ‘Save’ button to save any updates made to the user information.



Understanding User Management: Permissions

1. After selecting the ‘three dots’, select ‘Permissions’ and a popup will appear to add permissions to a user.
2. Select ‘Add to Group’ to add the user to the preferred group with permissions.
3. Select ‘Remove’ to remove the user from the preferred group with permissions.



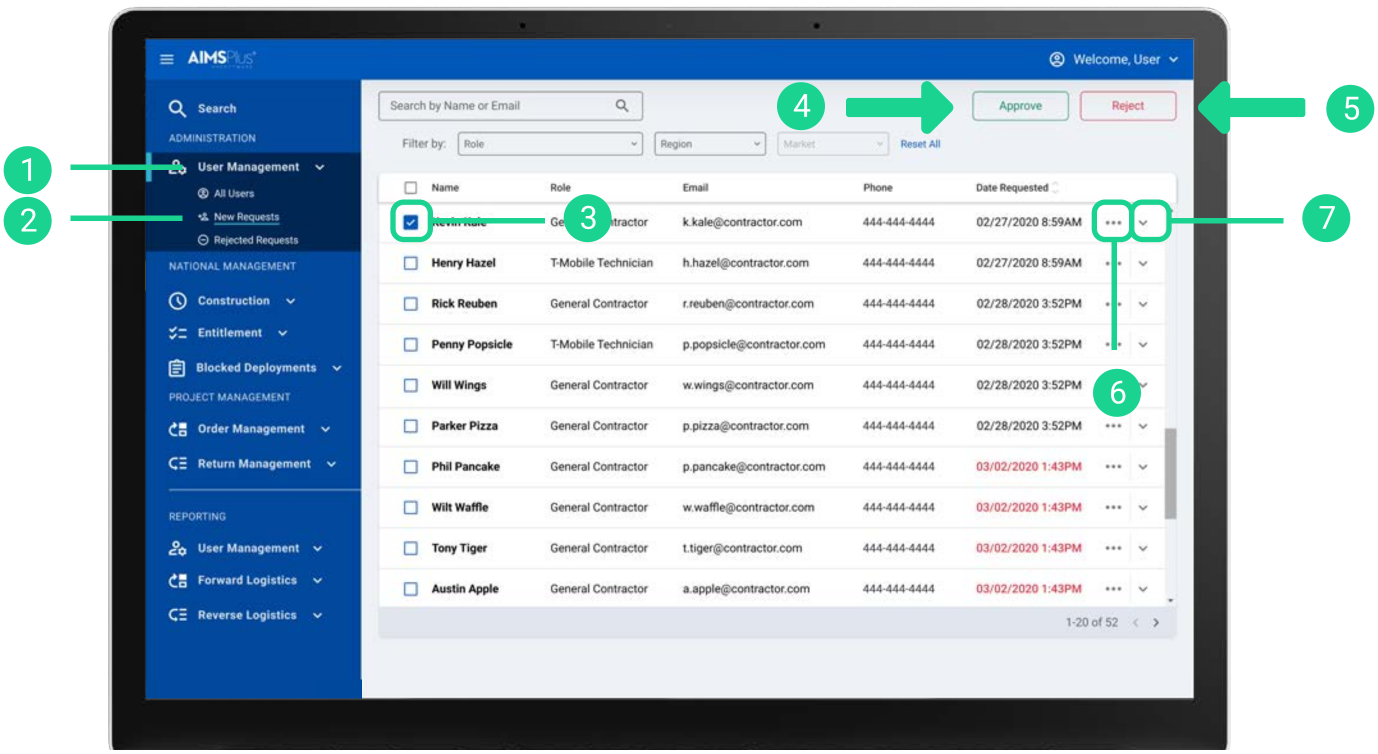
New Requests
Administration

National/Regional Managers have the ability to approve or reject newly submitted account requests.

New Requests

Understanding User Management

1. Expand ‘User Management’ category.
2. Click on ‘New Requests’ from the navigation on the left hand side of the screen.
3. Select the checkbox to activate the ‘Approve’ or ‘Reject’ button.
4. Select the ‘Approve’ button to approve user access to the app. Approving the user will set the user app status to ‘Active’.
5. Select the ‘Reject’ button to reject user access to the app. Rejecting the user will set the user app status to ‘Inactive’.
6. Select the ‘three dots’ to edit the user information or set user permissions.
7. Select the dropdown arrow to view more details about the user.



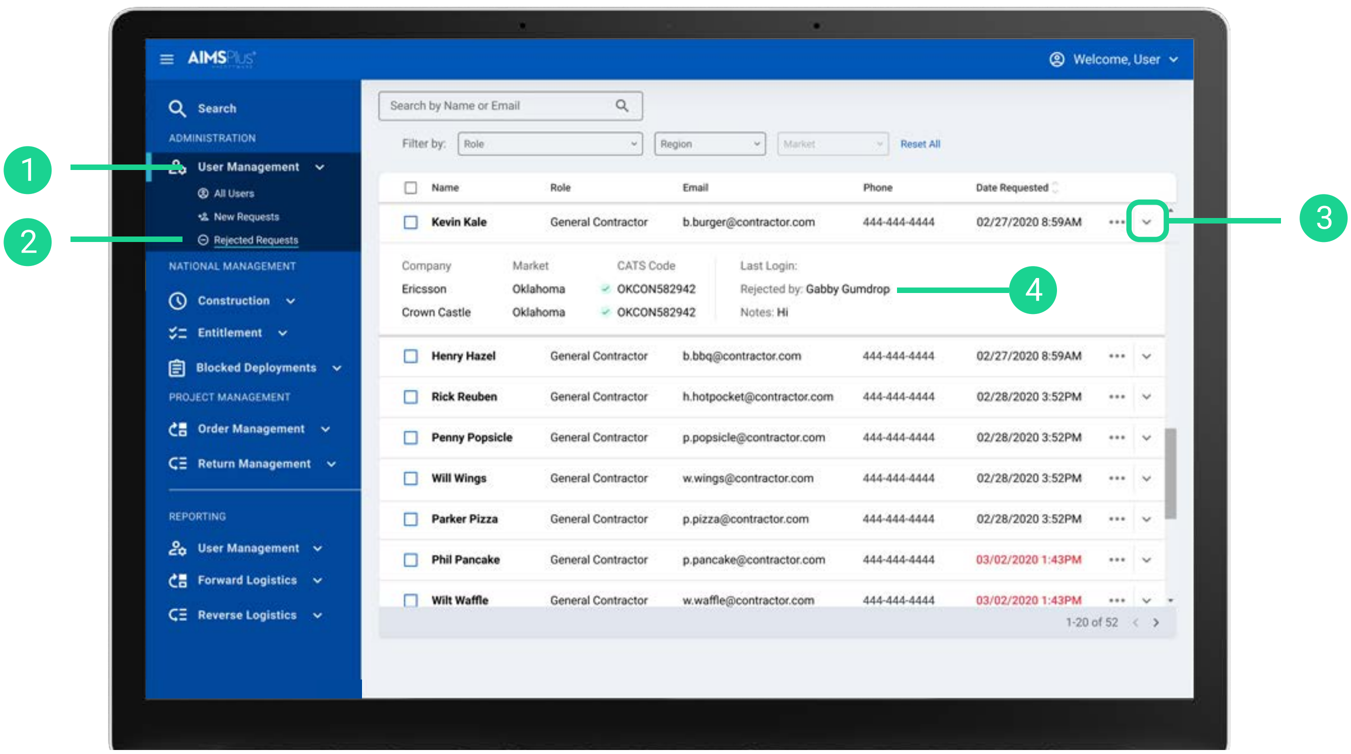
Rejected Requests
Administration

National/Regional Managers have the ability to view all rejected account requests.

Rejected Requests

Understanding User Management

1. Expand ‘User Management’ category.
2. Click on ‘Rejected Requests’ from the navigation on the left hand side of the screen.
3. Select the dropdown arrow to view more details about the user.
4. Information on who rejected the request is listed in the user detail dropdown.

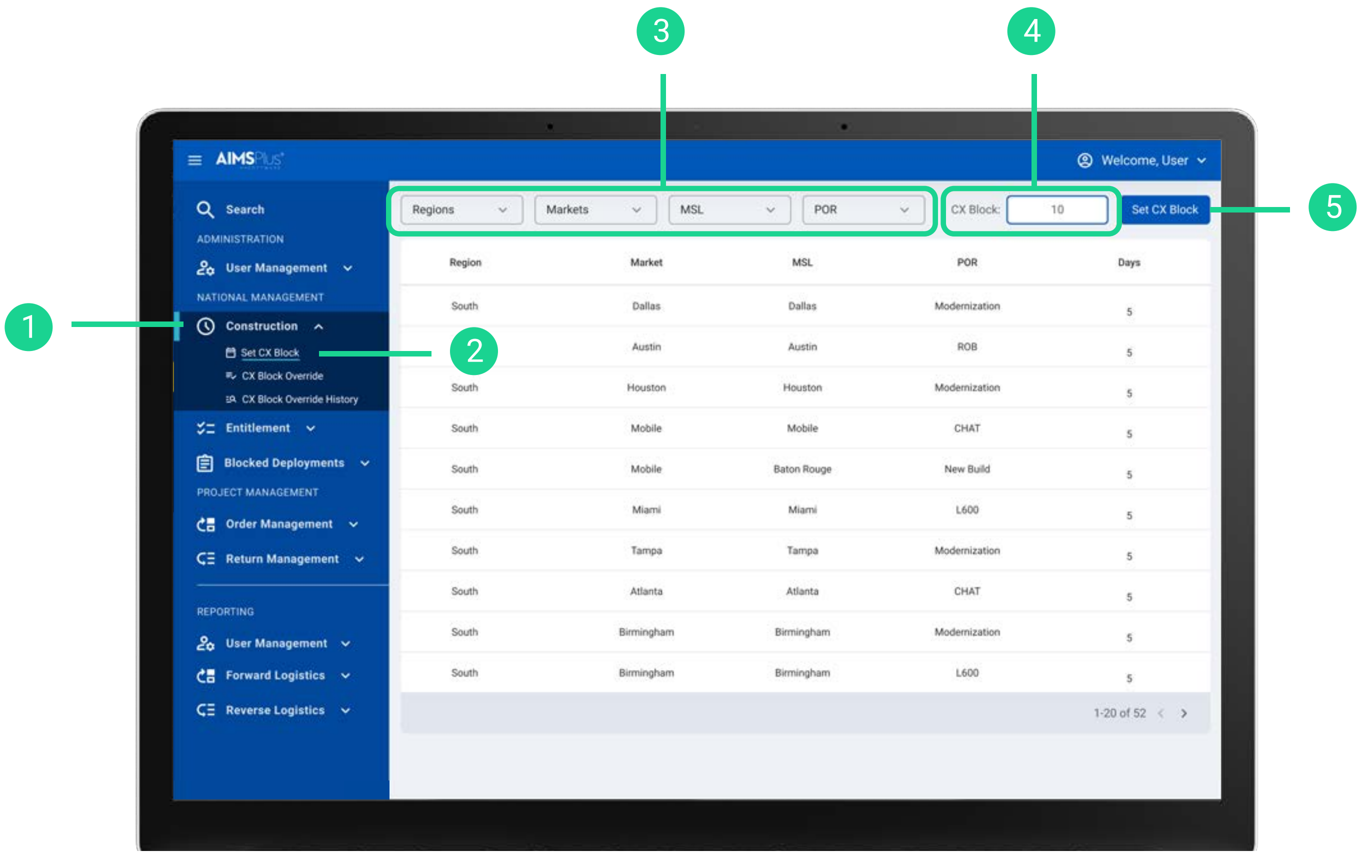


Set CX Block
National Management

National/Regional Managers have the ability to set a construction block for the preferred number of days.

Understanding Set CX Block

1. Expand ‘Construction’ category.
2. Click on ‘Set CX Block’ from the navigation on the left hand side of the screen.
3. Select the dropdown to filter between region, market, MSL, or project.
4. Enter the number of days for the CX Block duration.
5. Select the ‘Set CX Block’ button to update the duration of the CX Block.



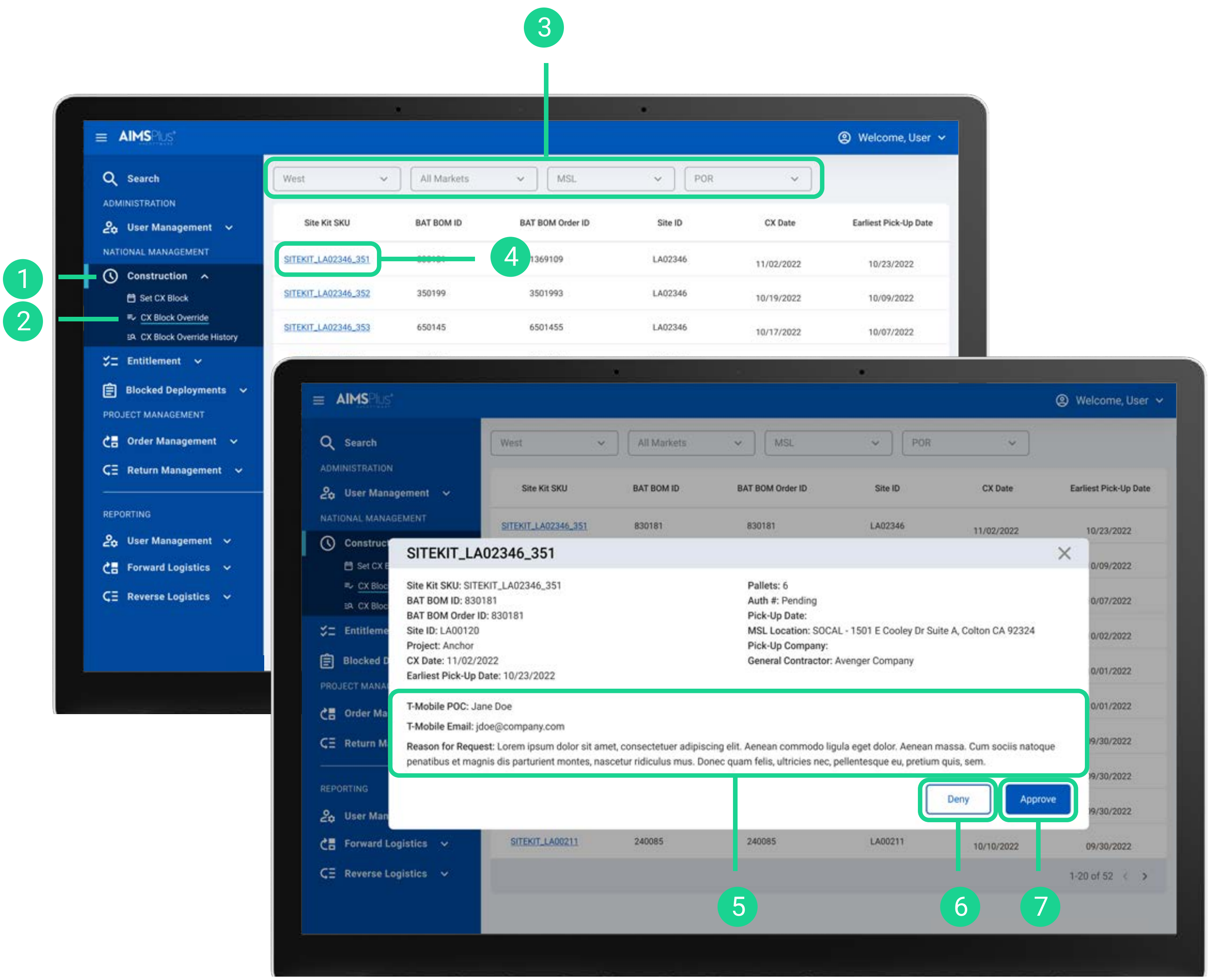
CX Block Override
National Management

National/Regional Managers have the ability to approve or deny CX Block requests submitted by General Contractors.

CX Block Override

Understanding CX Block Override

1. Expand ‘Construction’ category.
2. Click on ‘CX Block Override’ from the navigation on the left hand side of the screen.
3. Select the dropdown to filter between region, market, MSL, or project.
4. Select SAP Code to view packing slip details page.
5. CX Block Override Request information.
6. Select the ‘Deny’ button to deny the CX Block request.
7. Select the ‘Approve’ button to approve the CX Block request.



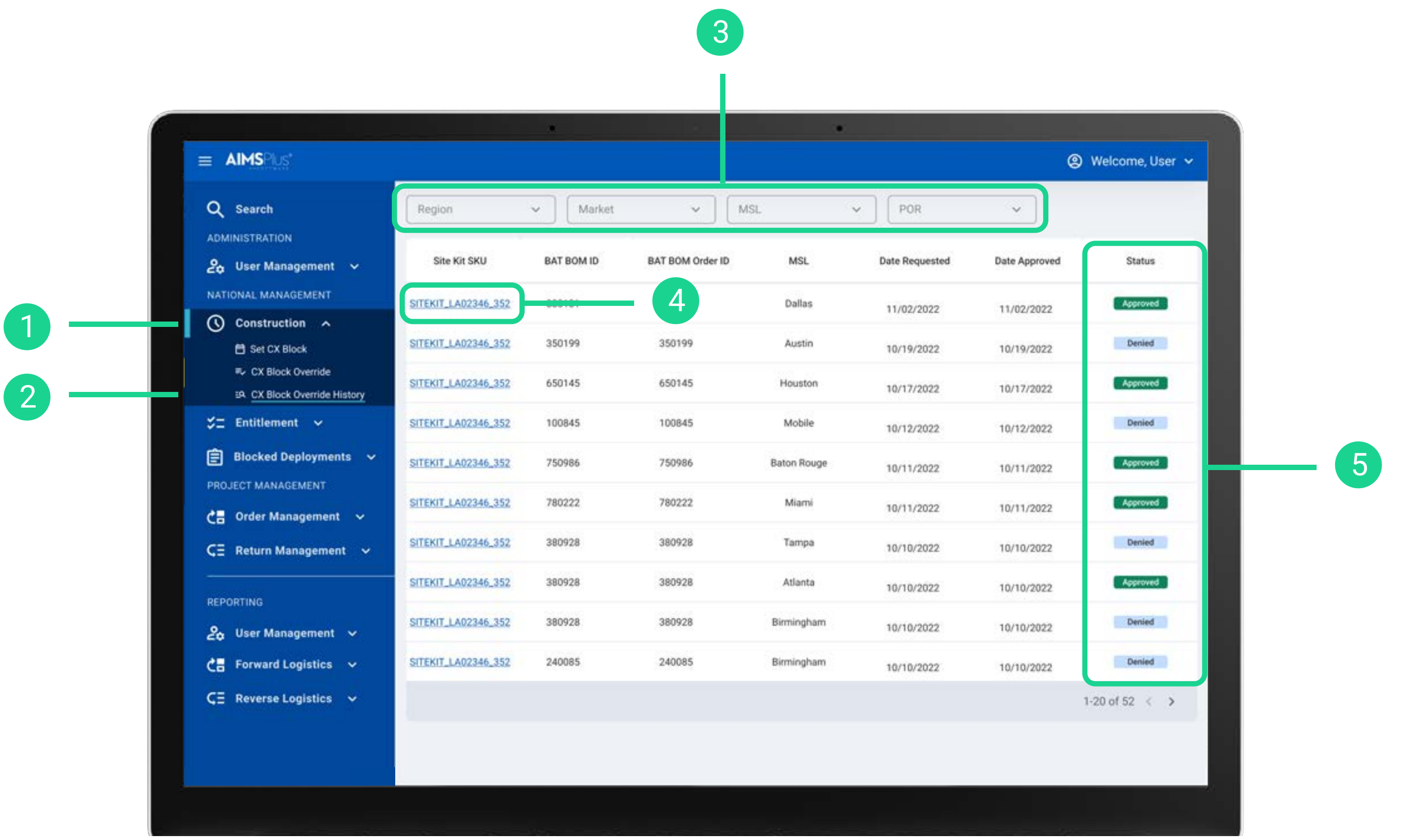
CX Block Override History

National Management

National/Regional Managers have the ability to view all approved or denied CX Block requests submitted by General Contractors.

Understanding CX Block Override History

1. Expand ‘Construction’ category.
2. Click on ‘CX Block Override History’ from the navigation on the left hand side of the screen.
3. Select the dropdown to filter between region, market, MSL, or project.
4. Select SAP Code to view packing slip details page.
5. Once a request has been ‘approved’ or ‘denied’ it will move to ‘CX Block Override History’.



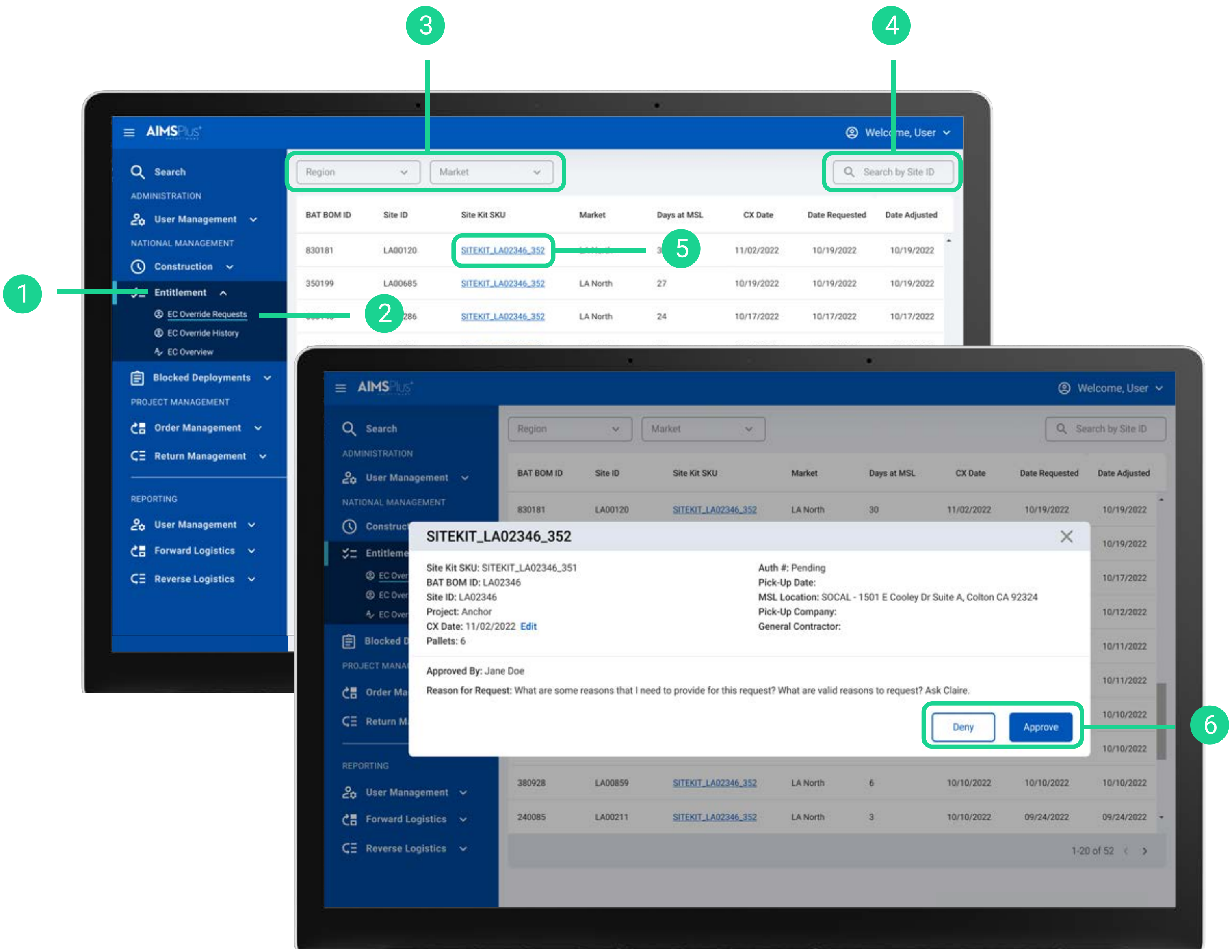
EC Override Requests
National Management

National/Regional Managers have the ability to approve or deny entitlement requests submitted by Project Managers.

EC Override Requests

Understanding EC Override Requests

1. Expand ‘Entitlement’ category.
2. Click on ‘EC Override Requests’ from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Search is available by Site ID.
5. Select SAP Code to view packing slip details page.
6. Select the ‘Approve’ or ‘Deny’ button to complete an override request.



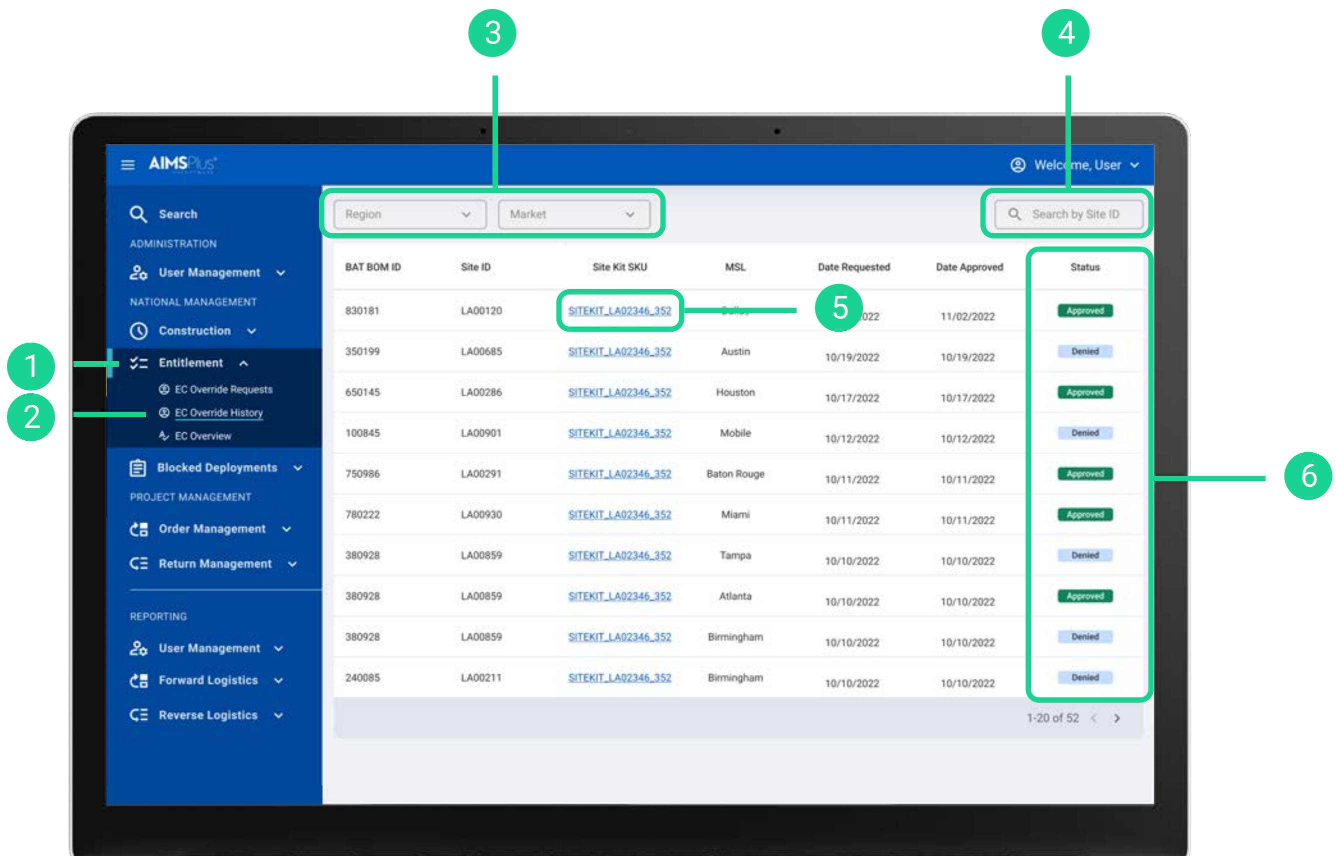
EC Override History
National Management

National/Regional Managers have the ability to view all approved or denied EC Override requests submitted by Project Managers.

EC Override History

Understanding EC Override History

1. Expand ‘Entitlement’ category.
2. Click on ‘EC Override History’ from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Search is available by Site ID.
5. Select SAP Code to view packing slip details page.
6. Once a request has been ‘approved’ or ‘denied’ it will move to ‘EC Override History’.



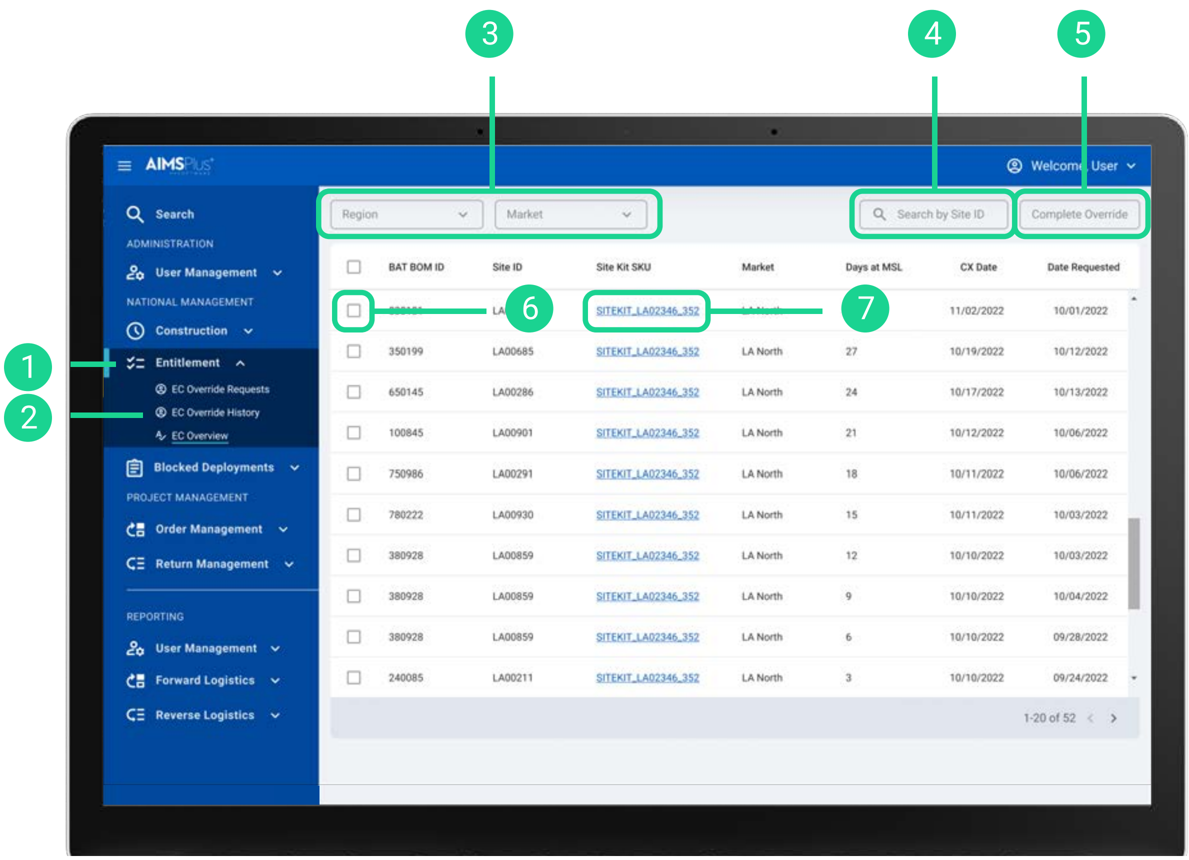
EC Overview
National Management

National/Regional Managers have the ability to monitor and override Sitekits with entitlement status.

Tellworks LOGISTICS

Understanding EC Overview

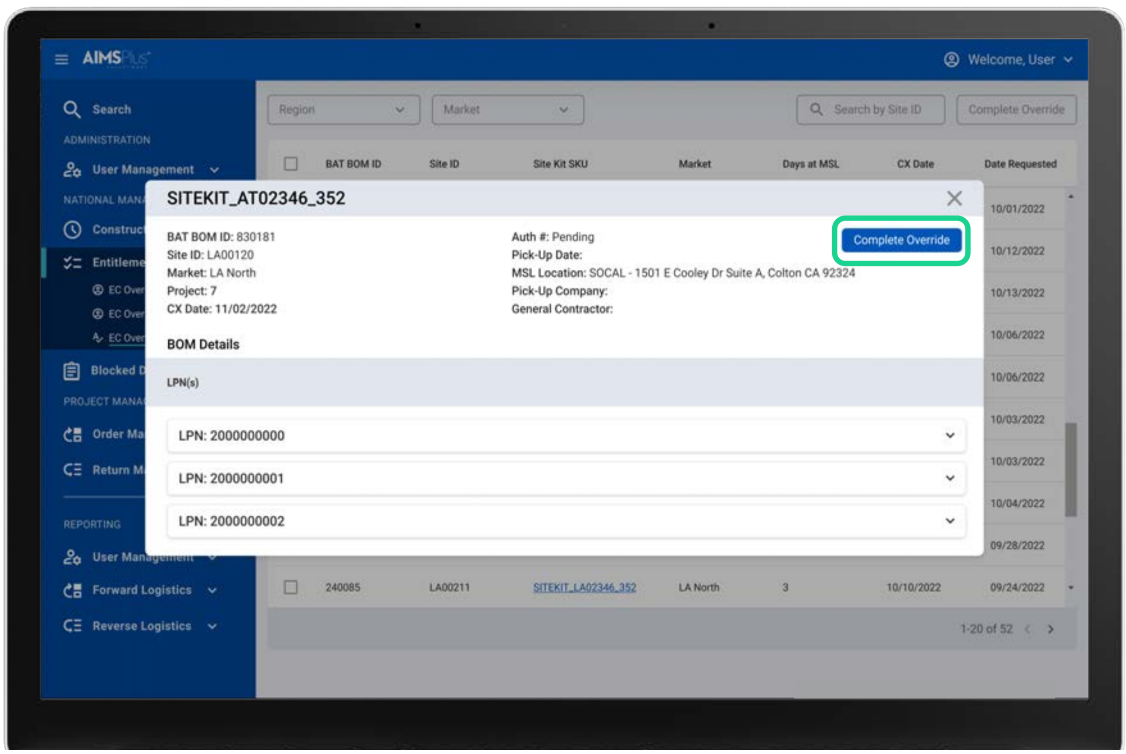
1. Expand 'Entitlement' category.
2. Click on 'EC Overview' from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Search is available by Site ID.
5. Selecting the 'Complete Override' button will approve the EC Override request.
6. Select the checkbox to activate the 'Complete Override' button.
7. Select SAP Code to view packing slip details page.



Understanding EC Overview

All pallets are identified by LPN with the material that is physically on that pallet listed under the LPN code in the app. The material line includes a description of the material, SAP code, and the quantity.

Select the 'Complete Override' button to override material for Entitlement status.

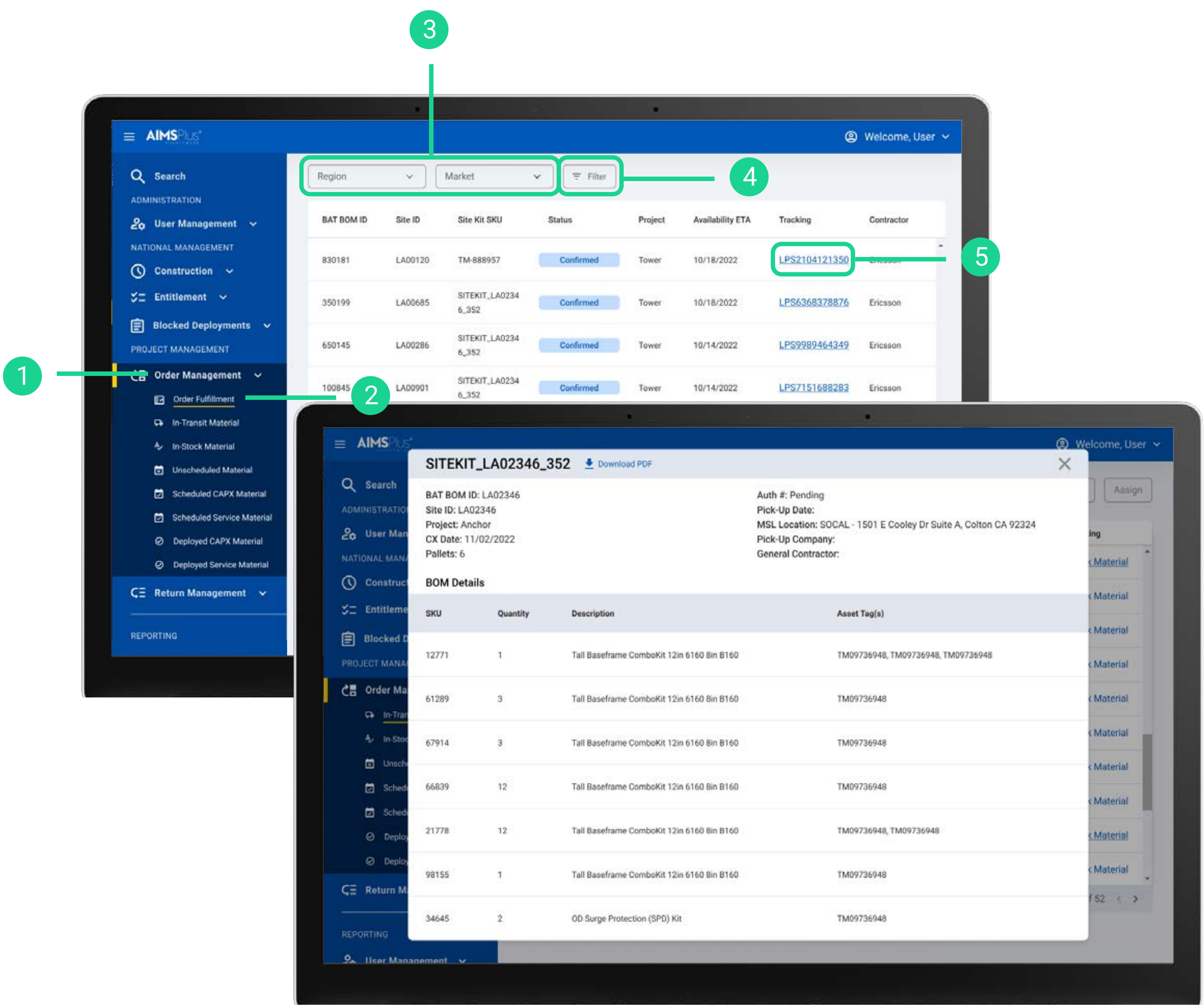


Order Fulfillment
Project Management

National/Regional Managers have the ability to view all orders that have been confirmed and processed.

Navigate to Order Fulfillment

1. Expand ‘Order Management’ category.
2. Click on “Order Fulfillment” from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Select the filter button to add filters views to the table.
5. Track material link provides real time tracking and will open a new window in your browser.



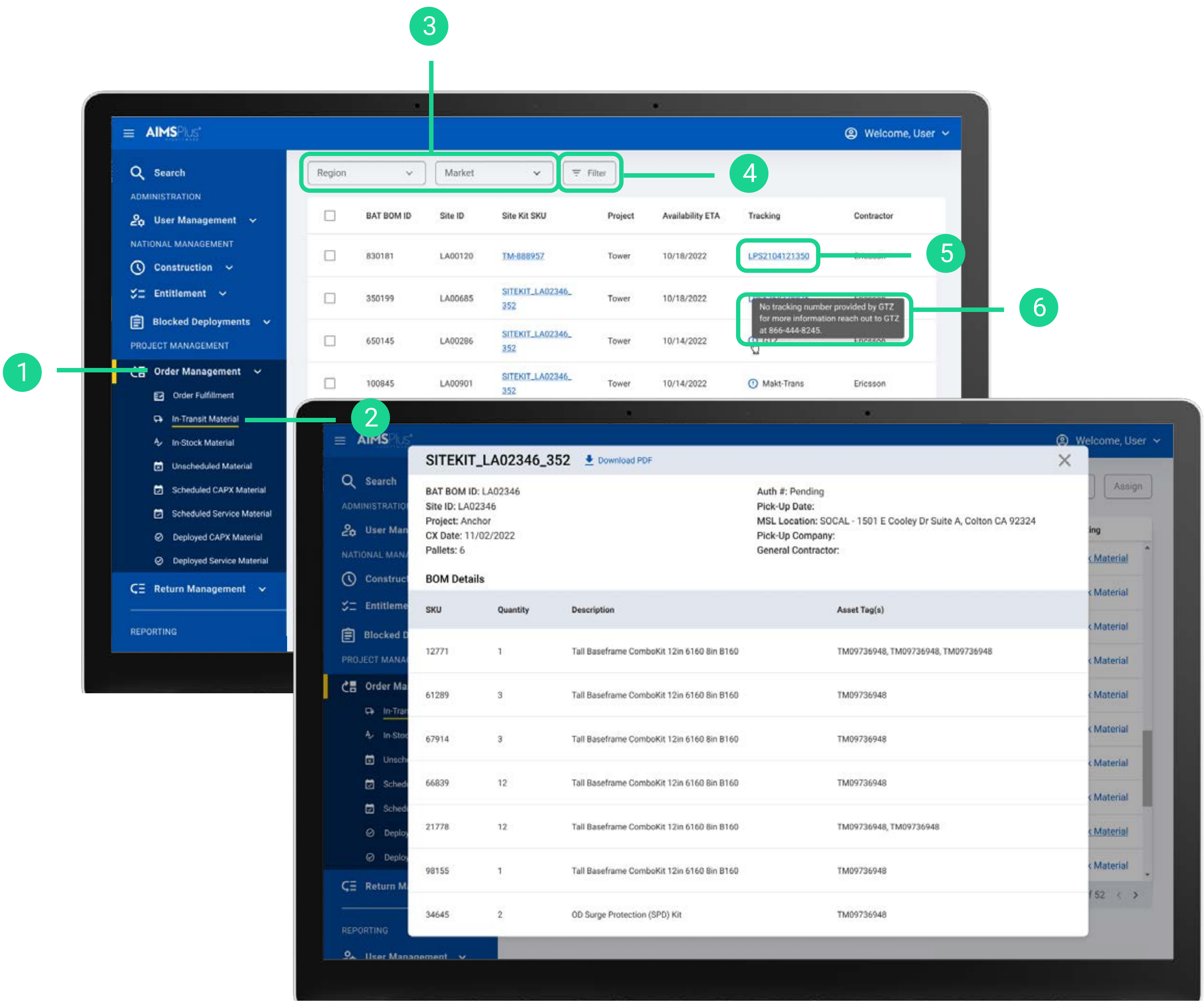
In-Transit Material
Project Management

National/Regional Managers have the ability to track MSL inbound material in real time with a predicted time of availability.

In-Transit Material

Navigate to In-Transit Material

1. Expand ‘Order Management’ category.
2. Click on “In-Transit Material” from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Select the filter button to add filters views to the table.
5. Tracking number link provides real time tracking and will open a new window in your browser.
6. If the tracking number is not available, select the info icon to view the carrier contact information.



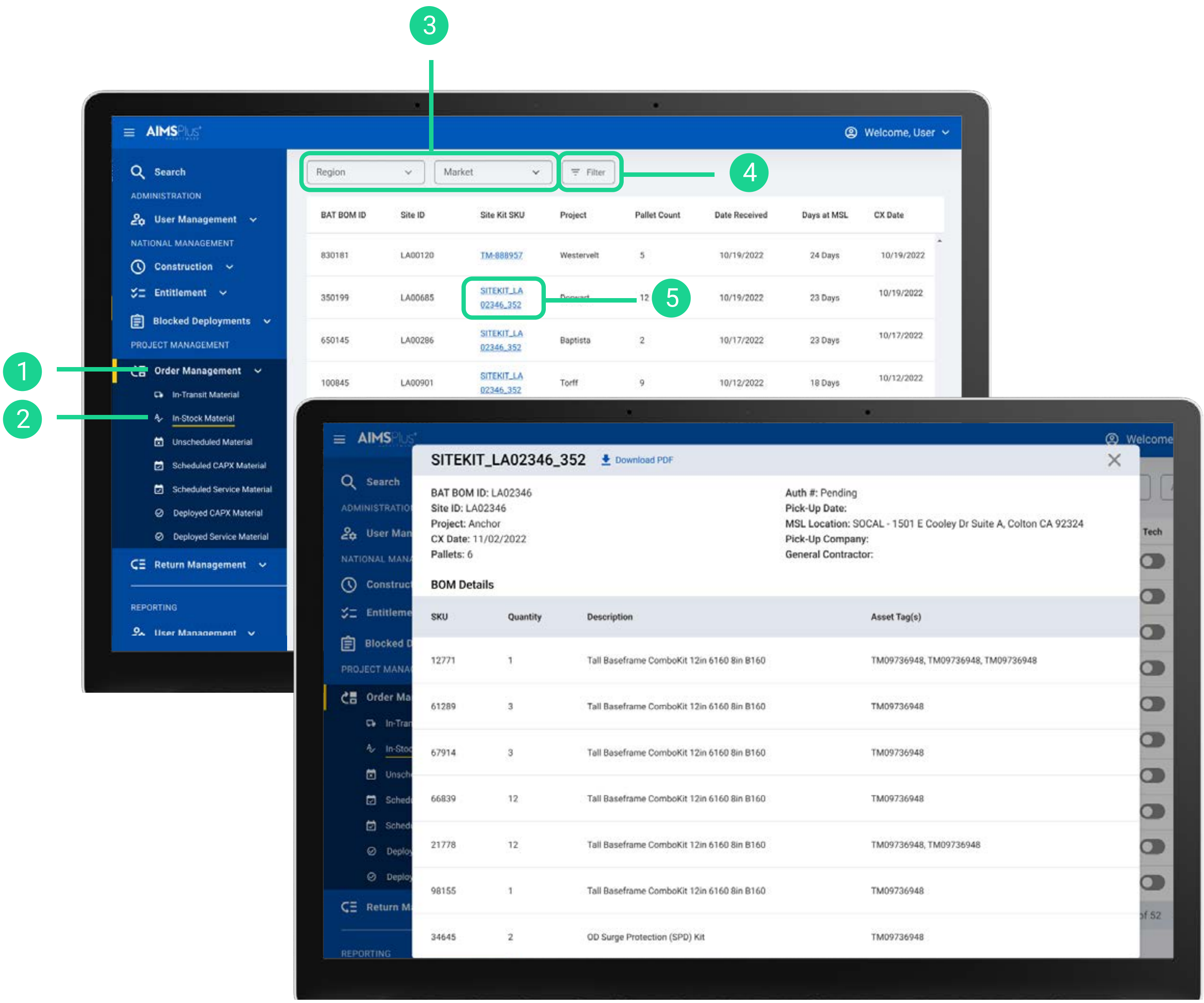
In-Stock Material
Project Management

National/Regional Managers have the ability to view assigned material to CMs or GCs for scheduling and pick-up.

In-Stock Material

Navigate to In-Stock Material

1. Expand ‘Order Management’ category.
2. Click on ‘In-Stock Material’ from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Search is available by Site ID
5. Select SAP Code to view packing slip details page.



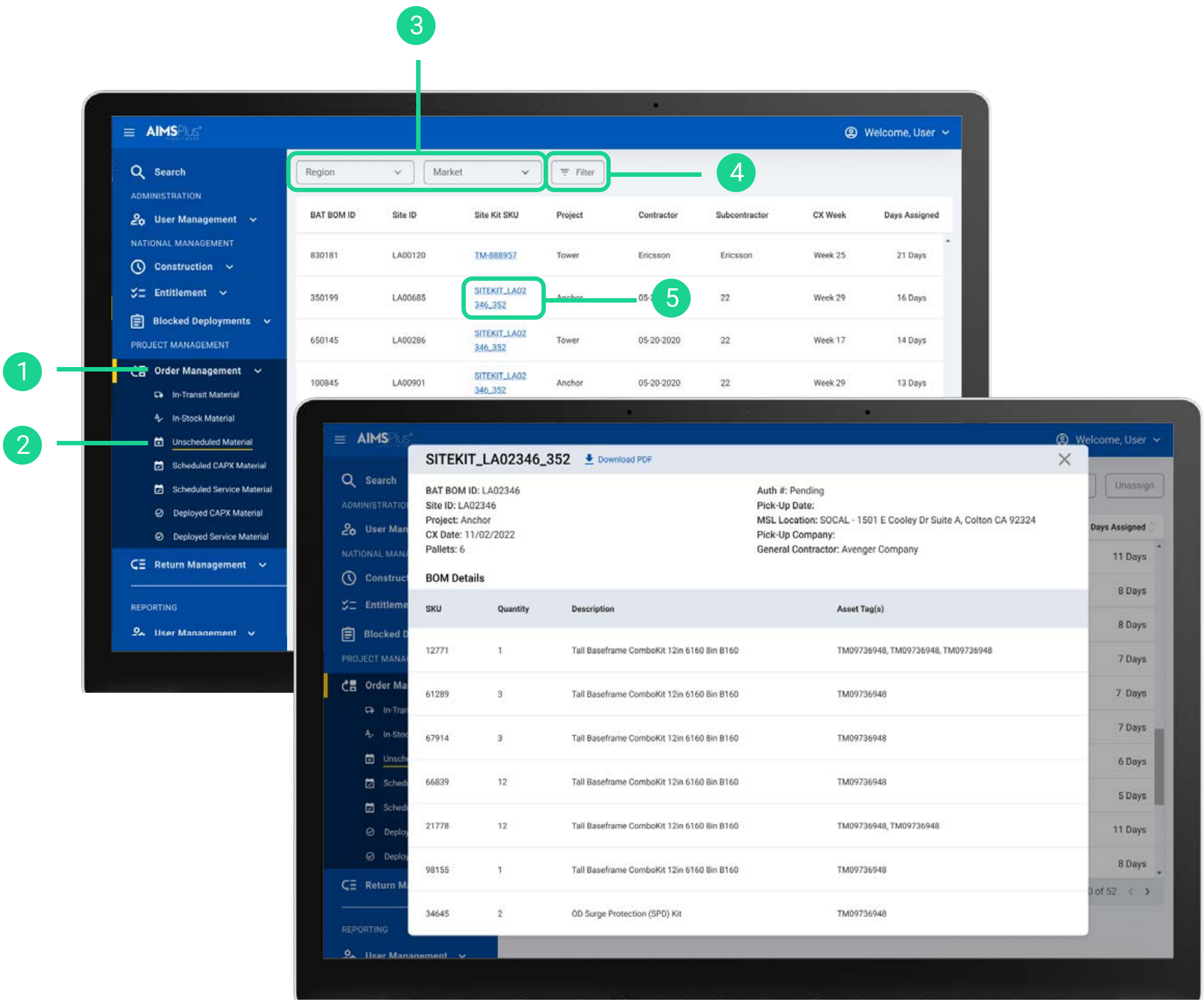
Unscheduled Material
Project Management

National/Regional Managers have the ability to monitor the status of site kits and have the ability to unassign pick-ups for re-assignment.

Unscheduled Material

Navigate to Unscheduled Material

1. Expand 'Order Management' category.
2. Click on 'Unscheduled Material' from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Select the filter button to add filters views to the table.
5. Select SAP Code to view packing slip details page.



Scheduled CAPX Material
Project Management

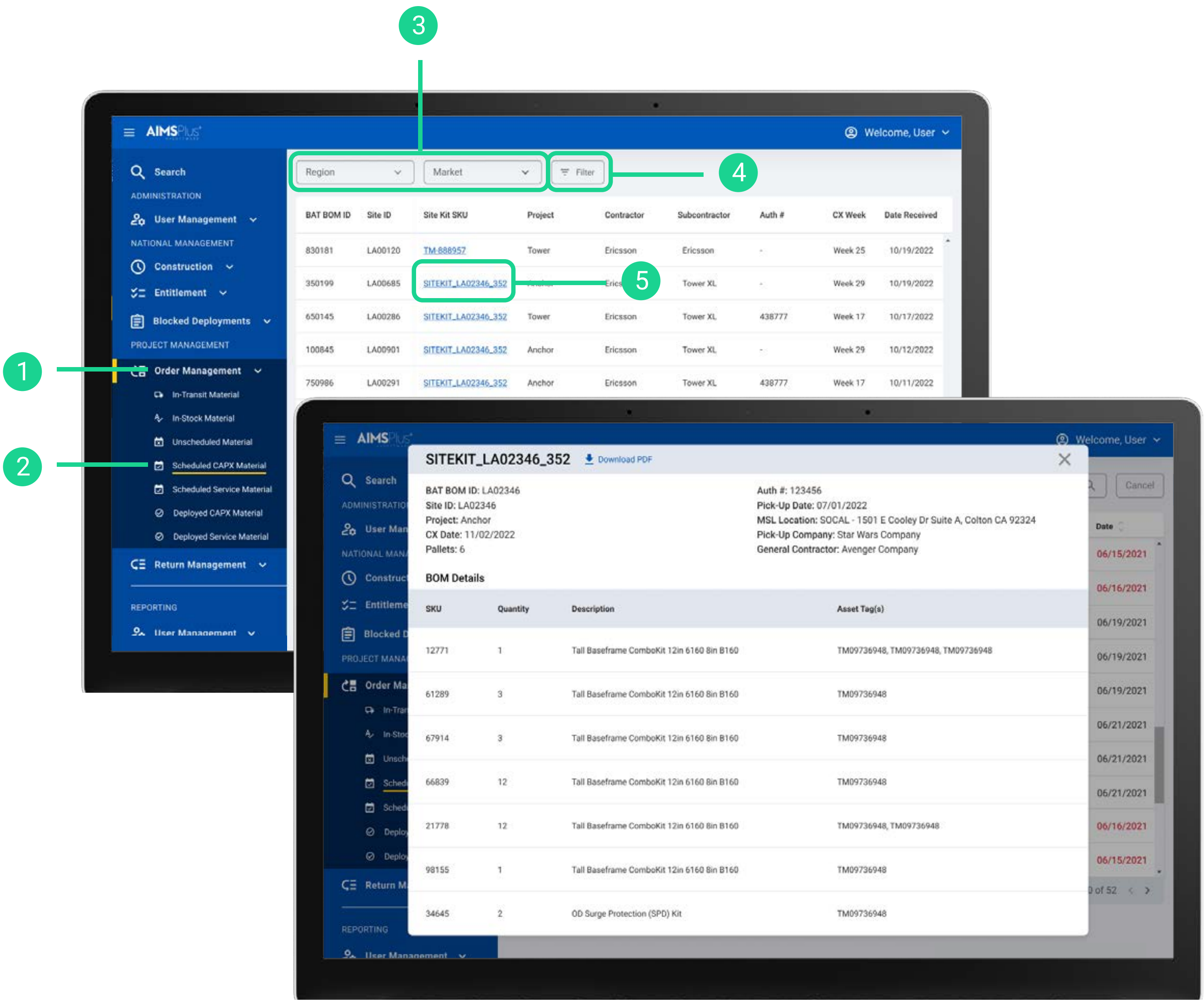
National/Regional Managers have the ability to monitor the status of site kits and view CAPX materials that are scheduled for pick-up.

Scheduled CAPX Material

Tellworks
LOGISTICS

Navigate to Scheduled CAPX Material

1. Expand ‘Order Management’ category.
2. Click on ‘Scheduled CAPX Material’ from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Select the filter button to add filters views to the table.
5. Select SAP Code to view packing slip details page.



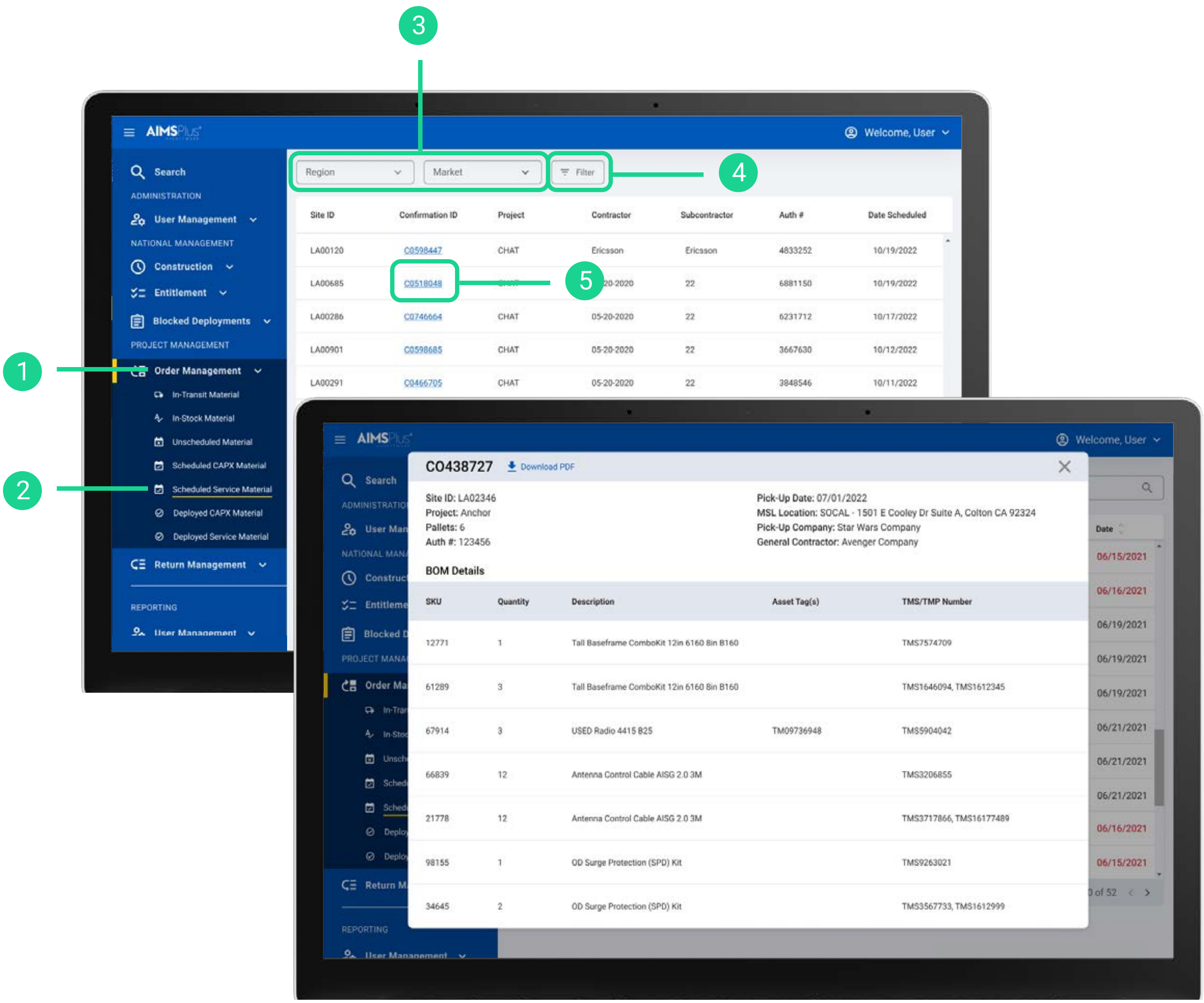
Scheduled Service Material
Project Management

National/Regional Managers have the ability to monitor the status of site kits and view Service materials that are scheduled for pick-up.

Scheduled Service Material

Navigate to Scheduled Service Material

1. Expand 'Order Management' category.
2. Click on 'Scheduled Service Material' from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Select the filter button to add filters views to the table.
5. Select SAP Code to view packing slip details page.

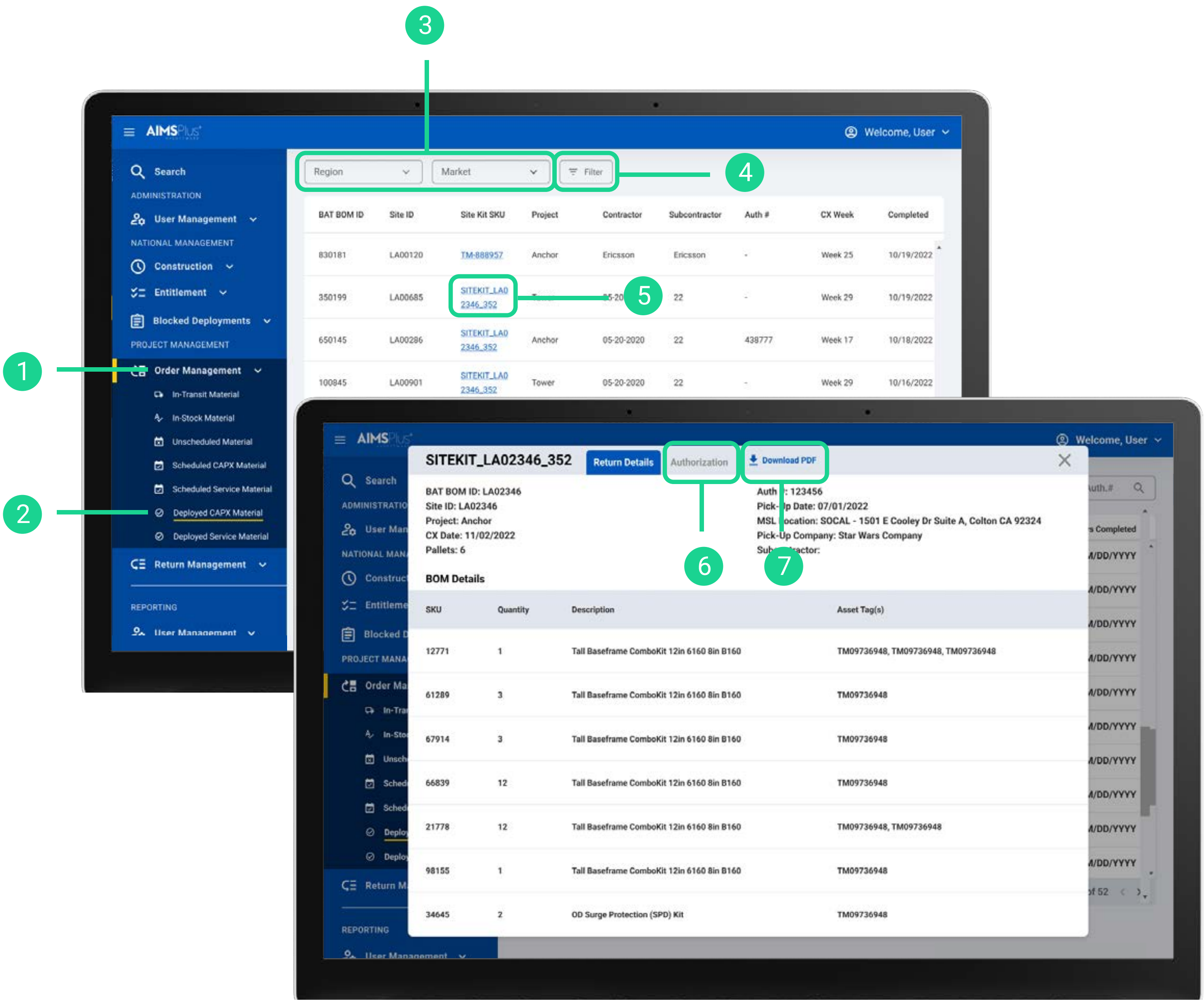


Deployed CAPX Material
Project Management

National/Regional Managers have the ability to review CAPX material that has been deployed based on date and time.

Navigate to Deployed CAPX Material

1. Expand ‘Order Management’ category.
2. Click on ‘Deployed CAPX Material’ from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Select the filter button to add filters views to the table.
5. Select SAP Code to view pick-up receipt which includes packing slip details.
6. Select ‘View Authorization’ to see the digital signature of the individual who picked up the material.
7. The digital receipt is exportable. Receipt includes Packing Slip and Digital Signatures.



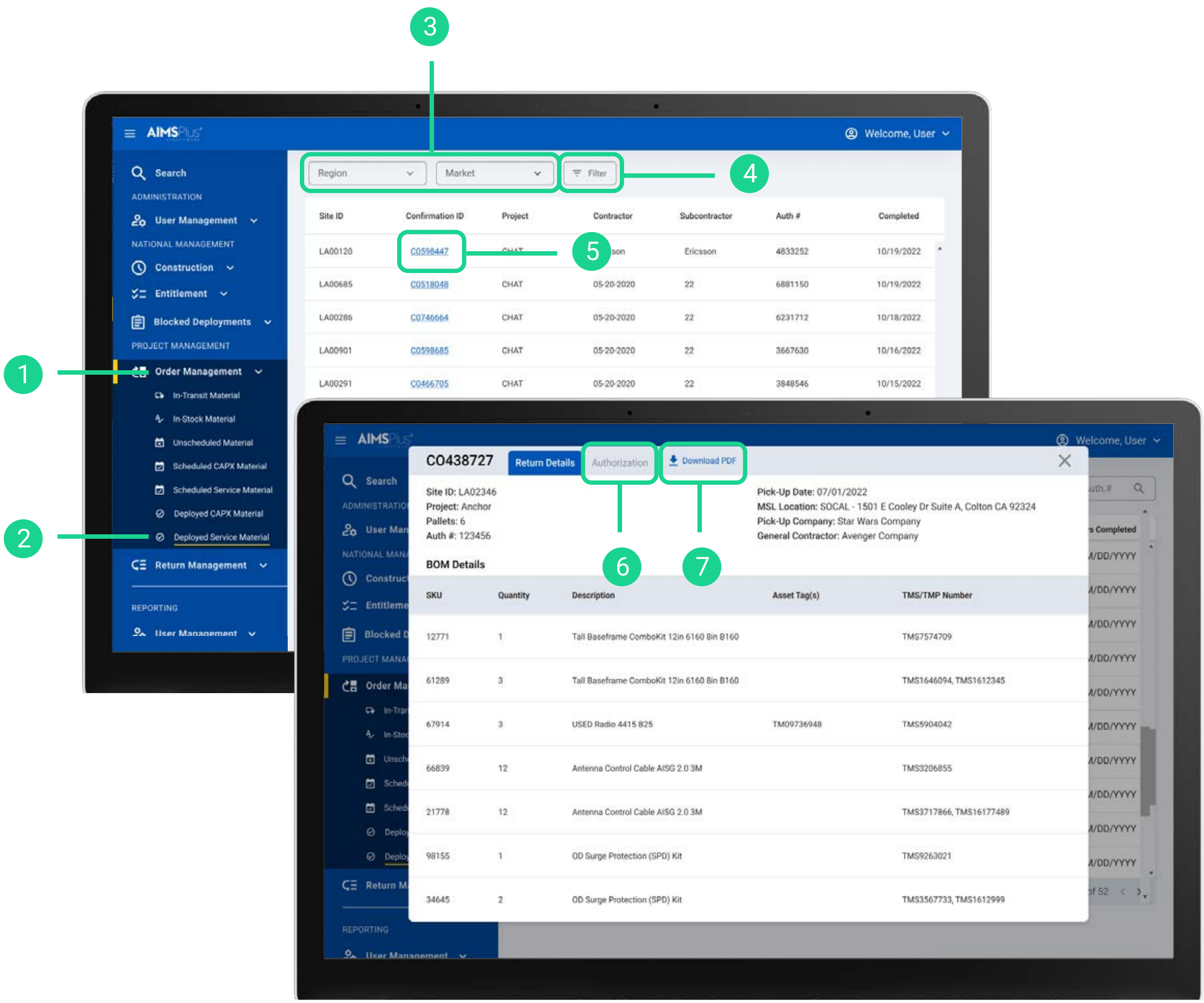
Deployed Service Material

Project Management

National/Regional Managers have the ability to review Service material that has been deployed based on date and time.

Navigate to Deployed Service Material

1. Expand ‘Order Management’ category.
2. Click on ‘Deployed Service Material’ from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Select the filter button to add filters views to the table.
5. Select SAP Code to view pick-up receipt which includes packing slip details.
6. Select ‘View Authorization’ to see the digital signature of the individual who picked up the material.
7. The digital receipt is exportable. Receipt includes Packing Slip and Digital Signatures.



Return Requests
Project Management

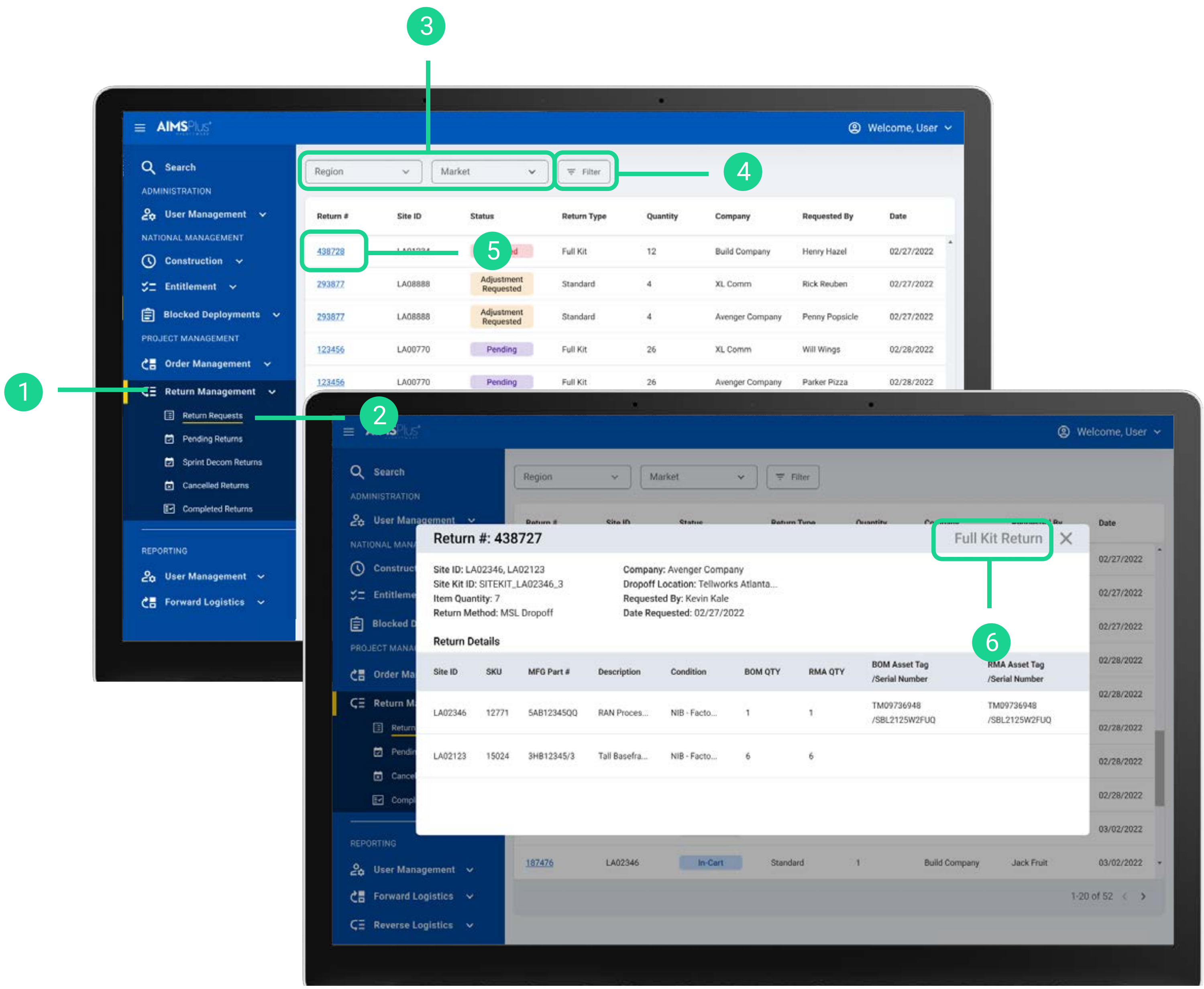
National/Regional Managers have the ability to approve, reject, or adjust Return Requests submitted by a project manager, construction manager, general contractor, or technician.

Return Requests

Tellworks LOGISTICS

Navigate to Return Requests

1. Expand ‘Return Management’ category.
2. Click on ‘Return Requests’ from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Select the filter button to add filters views to the table.
5. Select a ‘Return #’ to view return receipt which includes packing slip details.
6. Type of return that is being requested.



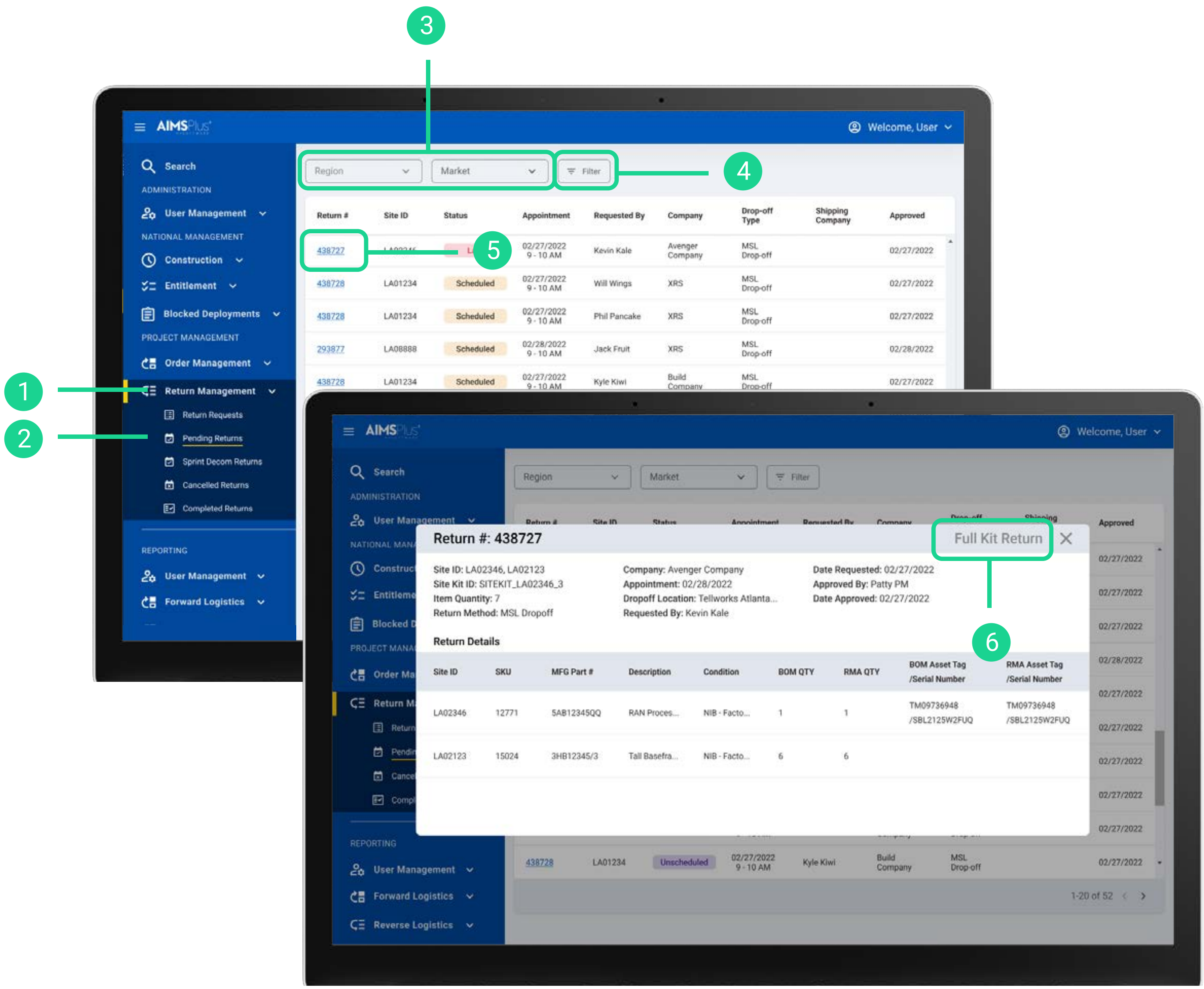
Pending Returns
Project Management

National/Regional Managers have the ability to view returns that have been approved.

Pending Returns

Navigate to Pending Returns

1. Expand ‘Return Management’ category.
2. Click on ‘Pending Returns’ from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Select the filter button to add filters views to the table.
5. Select a ‘Return #’ to view return receipt which includes packing slip details.
6. Type of return that is pending.

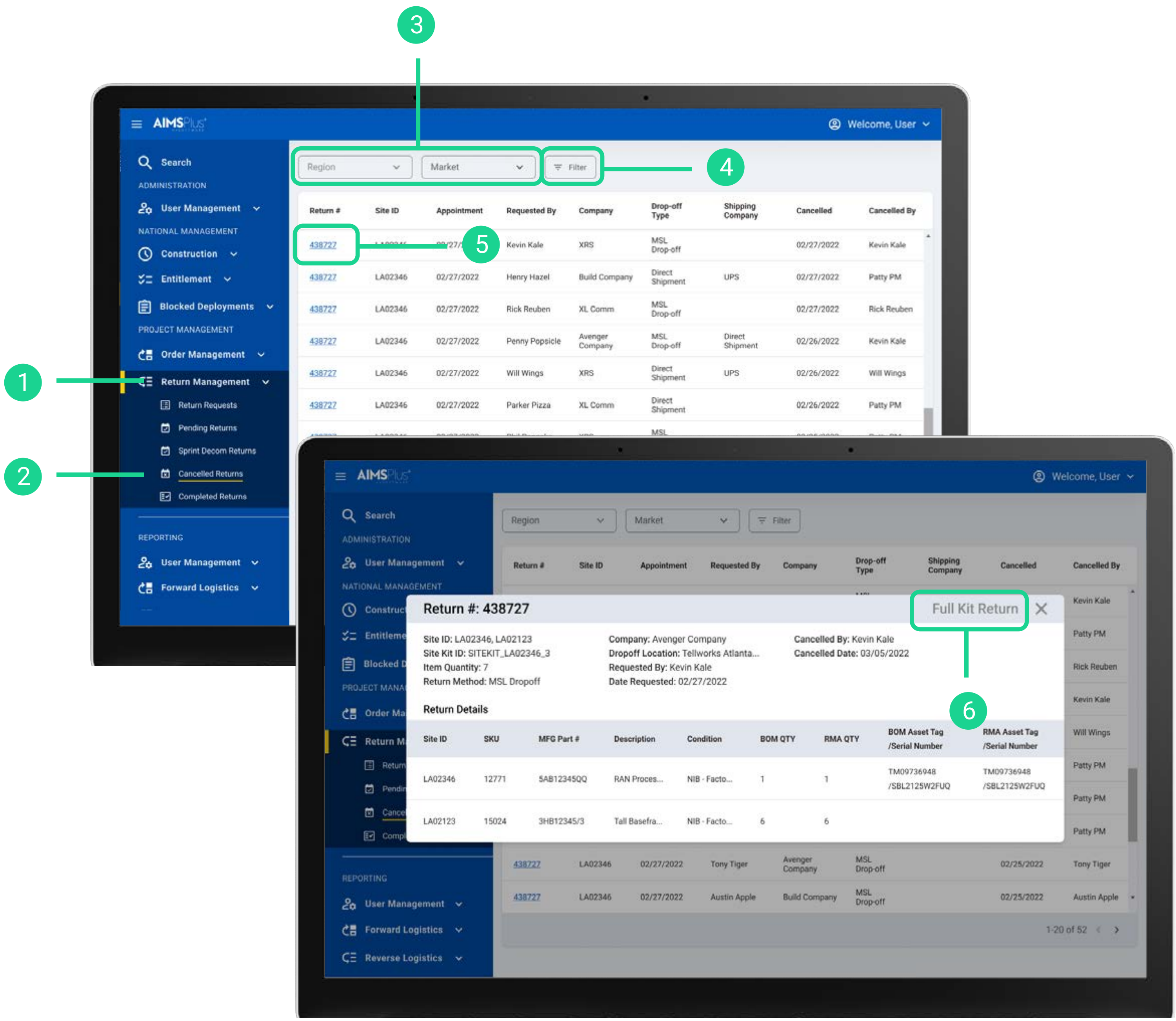


Cancelled Returns
Project Management

National/Regional Managers have the ability to view returns that have been cancelled.

Navigate to Cancelled Returns

1. Expand 'Return Management' category.
2. Click on 'Cancelled Returns' from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Select the filter button to add filters views to the table.
5. Select a 'Return #' to view return receipt which includes packing slip details.
6. Type of return that was cancelled.

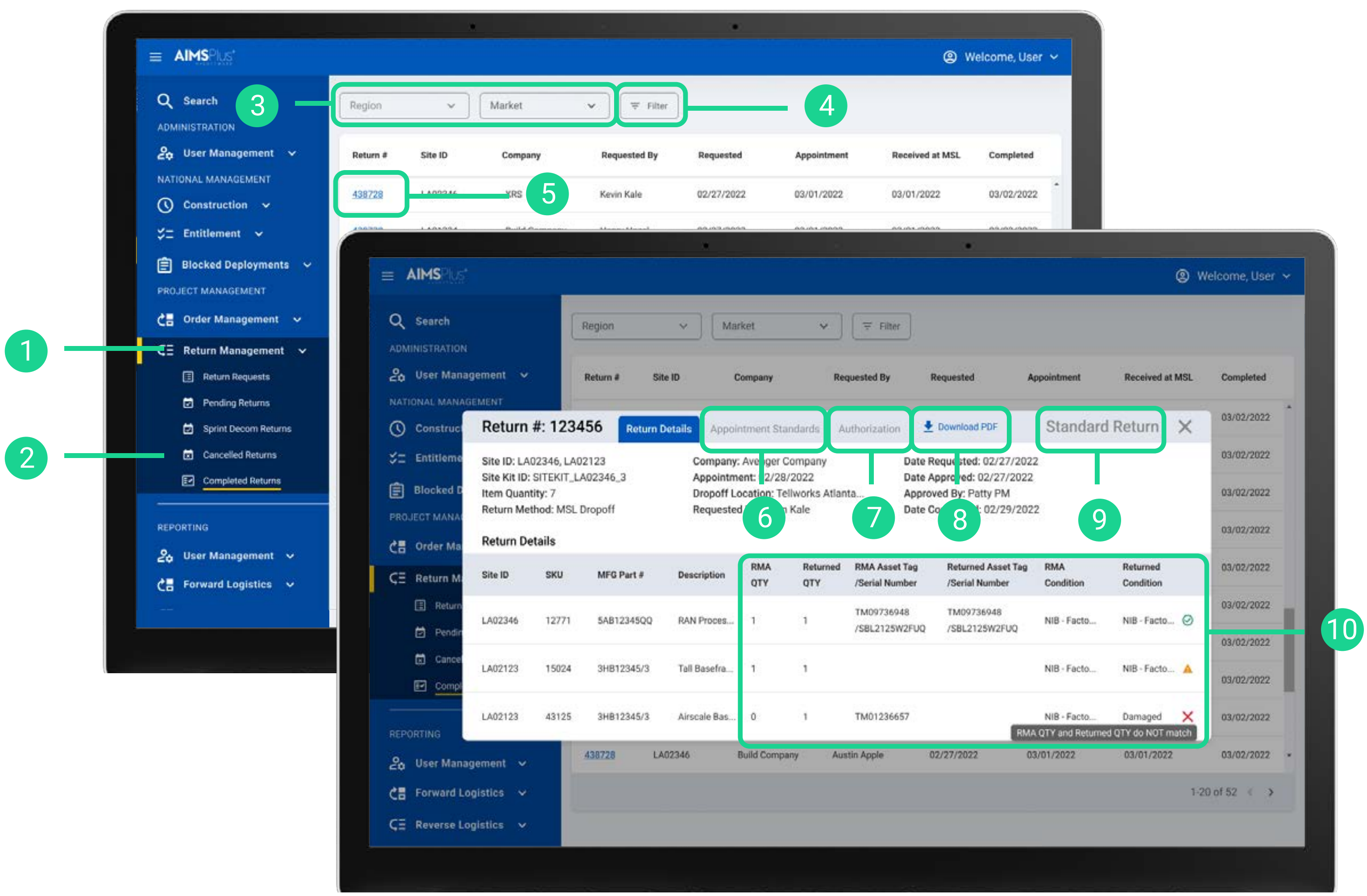


Completed Returns
Project Management

National/Regional Managers have the ability to review returns that have been completed based on date and time.

Navigate to Completed Returns

1. Expand ‘Return Management’ category.
2. Click on ‘Completed Returns’ from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between region and market.
4. Select the filter button to add filters views to the table.
5. Select a ‘Return #’ to view return receipt which includes packing slip details.
6. Select ‘Appointment Standards’ to see the appointment standards and the number of standards that were met during the return, as well as, any additional information.
7. Select ‘View Authorization’ to see the digital signature of the individual who picked up the material.
8. The digital receipt is exportable. Receipt includes Packing Slip and Digital Signatures.
9. Type of return that was completed.
10. If the following do not match, you will see a red ‘X’ to indicate a discrepancy in what was on the return order vs what was physically returned:
    a. RMA Quantity vs Return Quantity
    b. RMA Asset Tag/Serial # vs Return Asset Tag/Serial #
    c. RMA Condition vs Return Condition

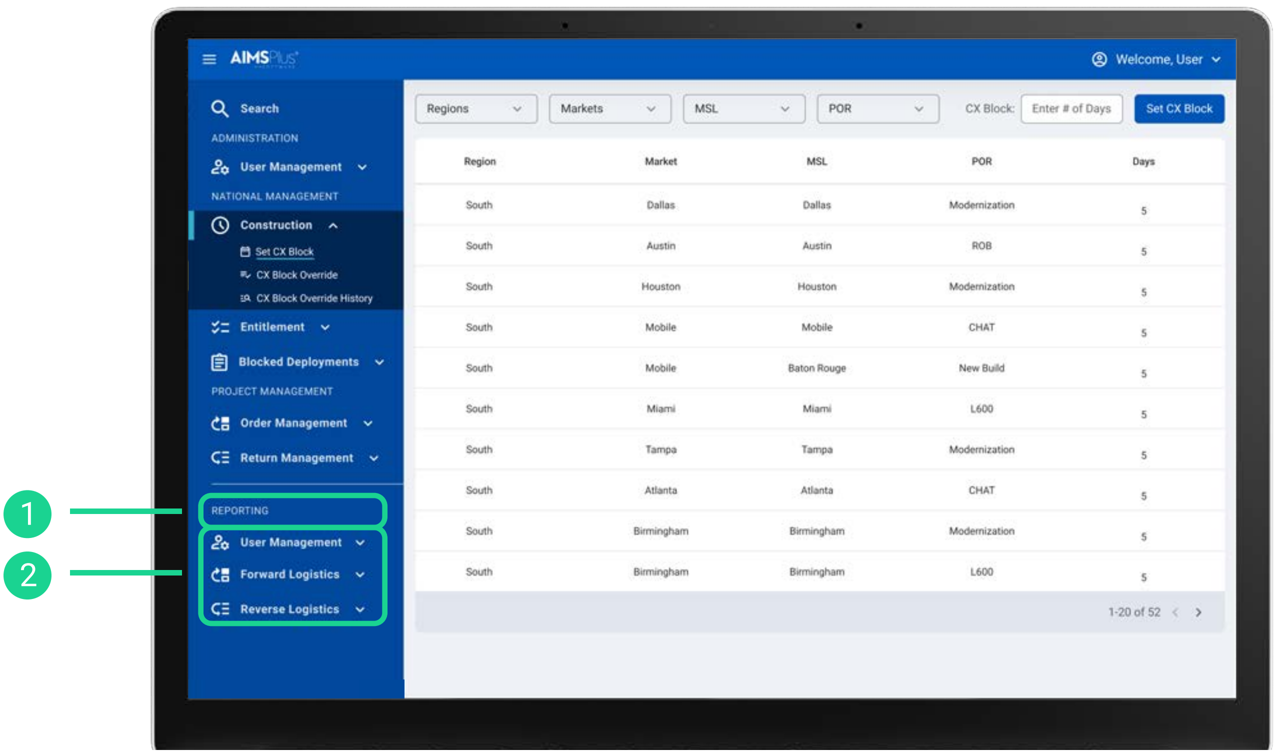


Reporting

National/Regional Managers have the ability to interact with reports for greater workload visibility. Reports will feature filters, views, and downloadable data.

Navigate to Reporting

1. Navigate to the ‘Reporting’ category.
2. Select type of report you would like to view (User Management, Forward Logistics, and Reverse Logistics). Each type of report has a variety of reports to choose from.

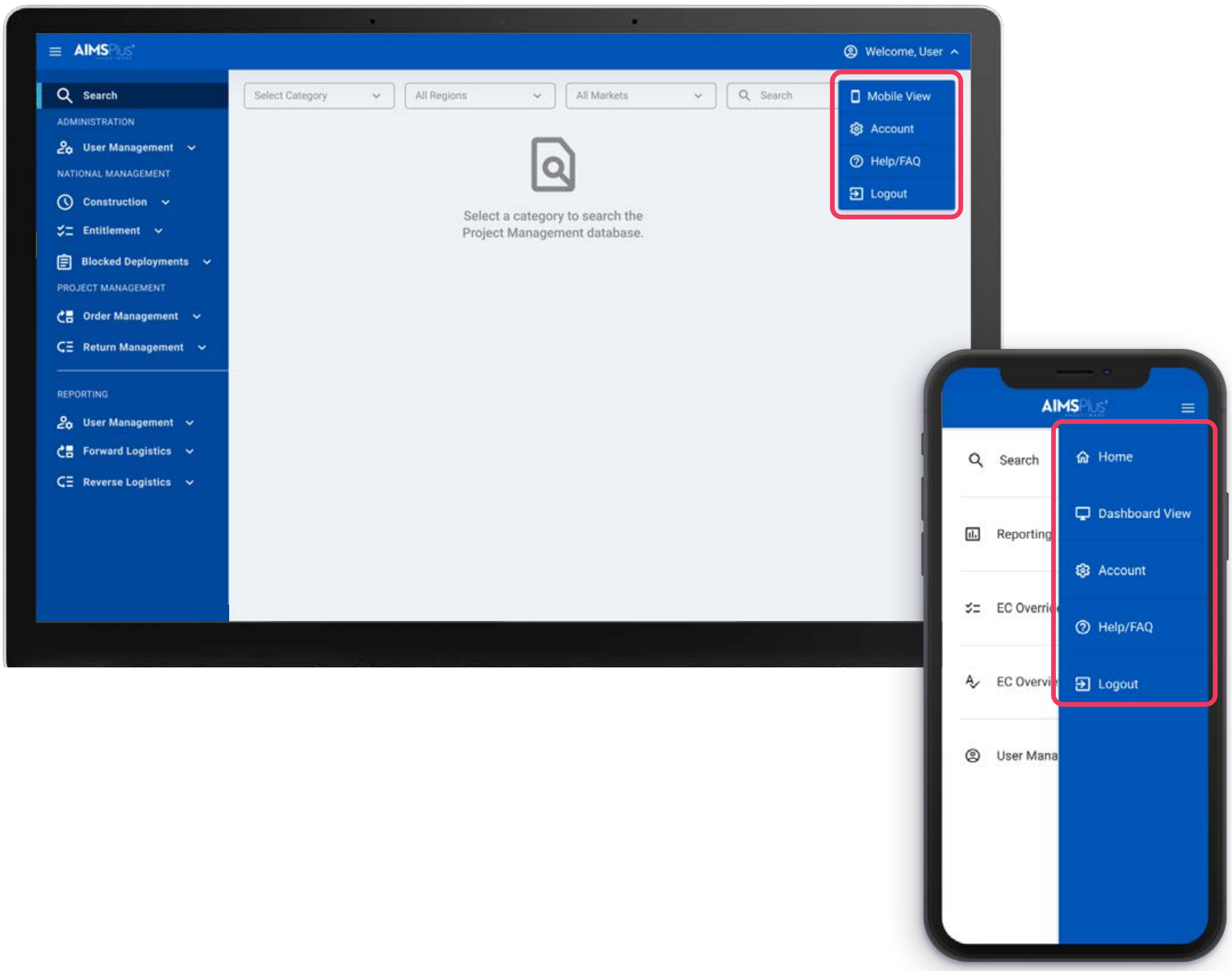


Switch to Mobile View

National/Regional Managers have the ability to view all rejected account requests.

Switching to Mobile

1. Expand ‘User Management’ category.
2. Click on ‘All Users’ from the navigation on the left hand side of the screen.
3. Select the dropdown to switch between markets.
4. Select the filter button to add filters views to the table.
5. Each return represents an RMA that has been approved. Select a ‘Return #’ to view return receipt which includes packing slip details.



Account Information

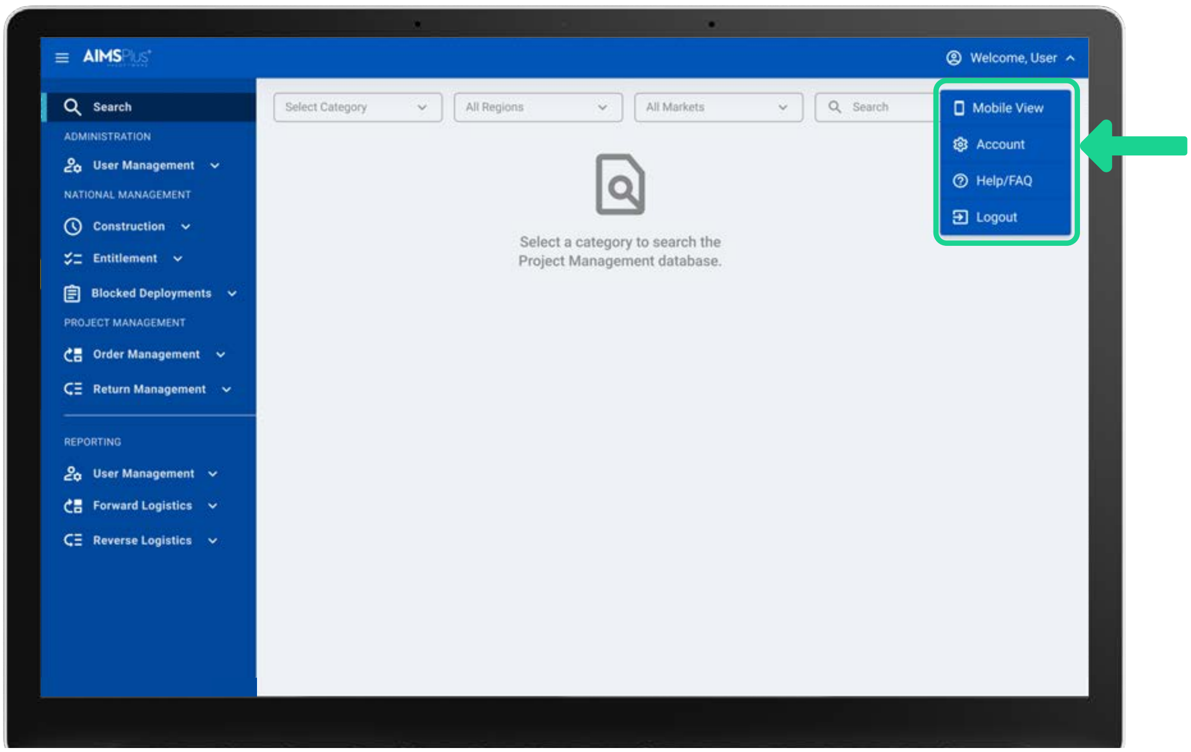
All users have access to their account where users can review profile information, markets, and change the current password.

Tellworks LOGISTICS

Navigate to Account

Click the hamburger menu from any page to pull out quick access to Account and other features. Menu will appear from the side giving direct access to the Mobile View, Account, Help Center, and Logging out.

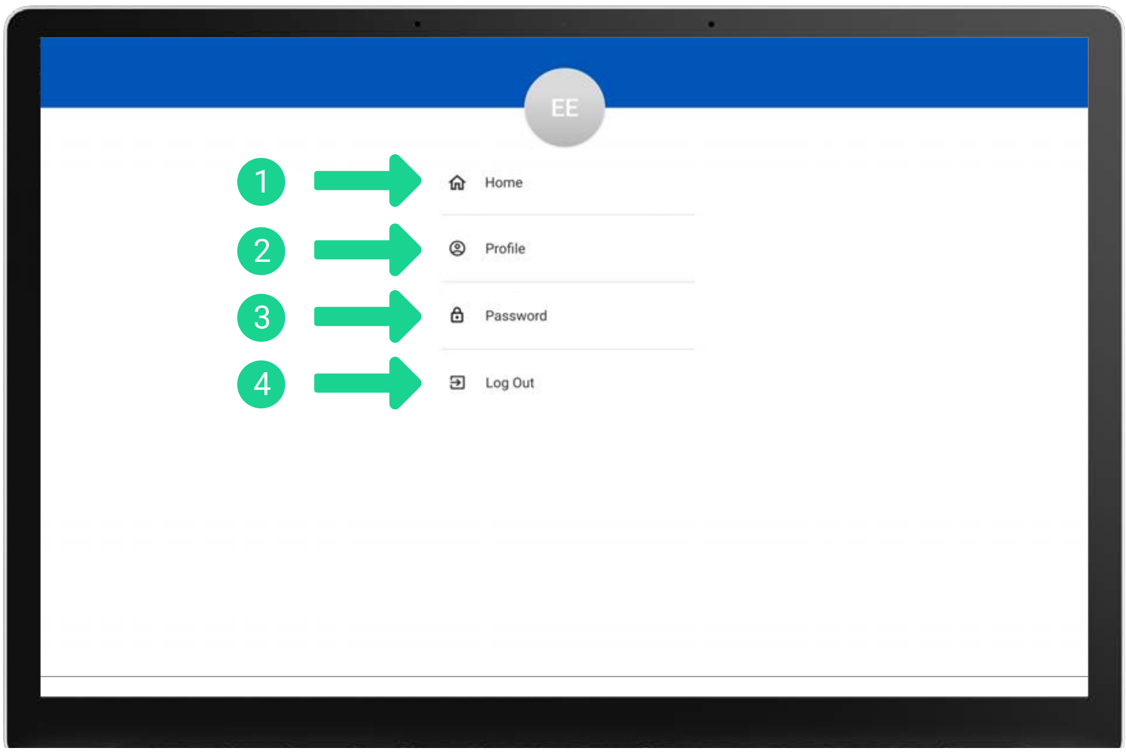
Click on 'Account' to access the Account homepage.



Understanding the Account Homepage

Our Account hompage includes access
to the following:

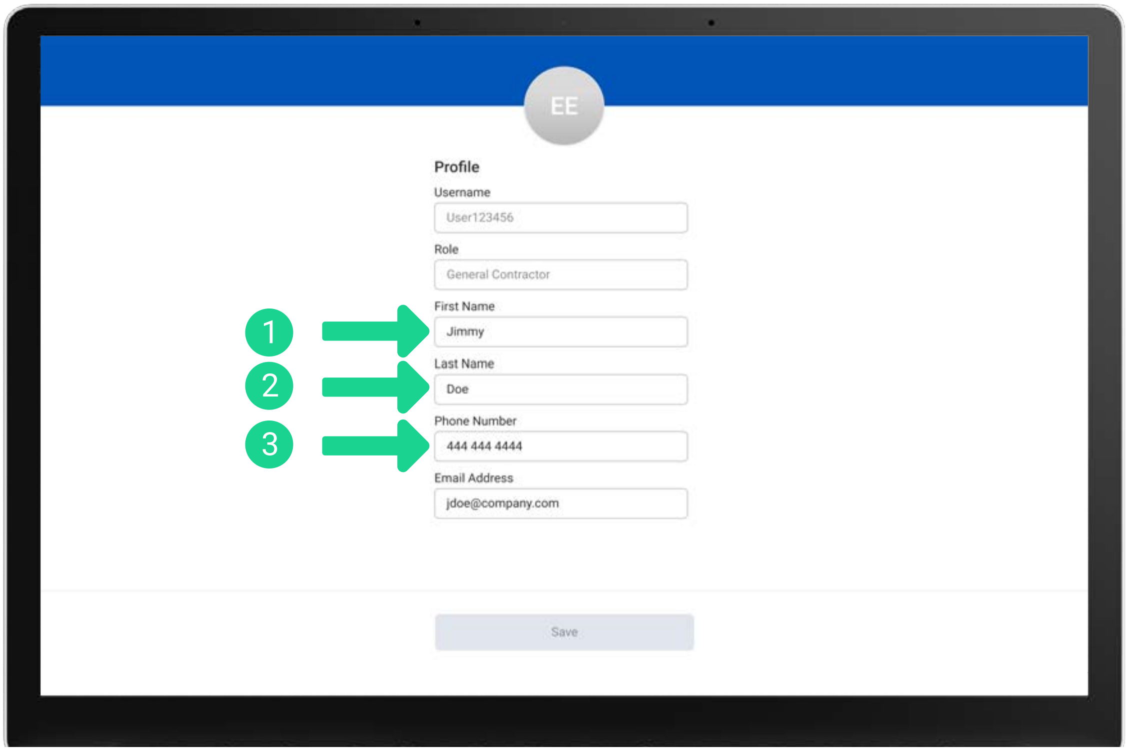
1. Home menu
2. Profile
3. Password
4. Log Out



Understanding Your Profile

The profile page displays information regarding your username, role, name, phone number, email address, and markets. You have the ability to edit the following fields:

1. First Name
2. Last Name
3. Phone Number

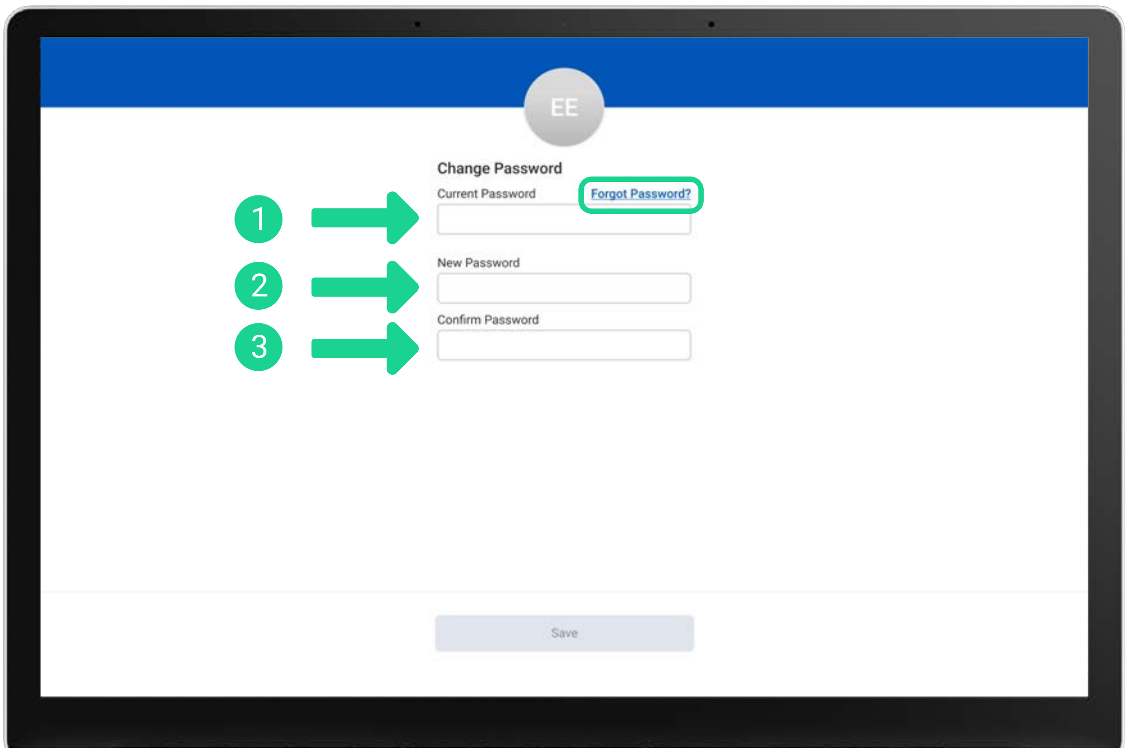


Changing Your Password

To change your current password edit the following fields:

1. Enter your current password
2. Enter your new password
3. Re-enter your new password for confirmation

*If you have forgotten your password, select the link to reset your password and create a new one.



Help Center

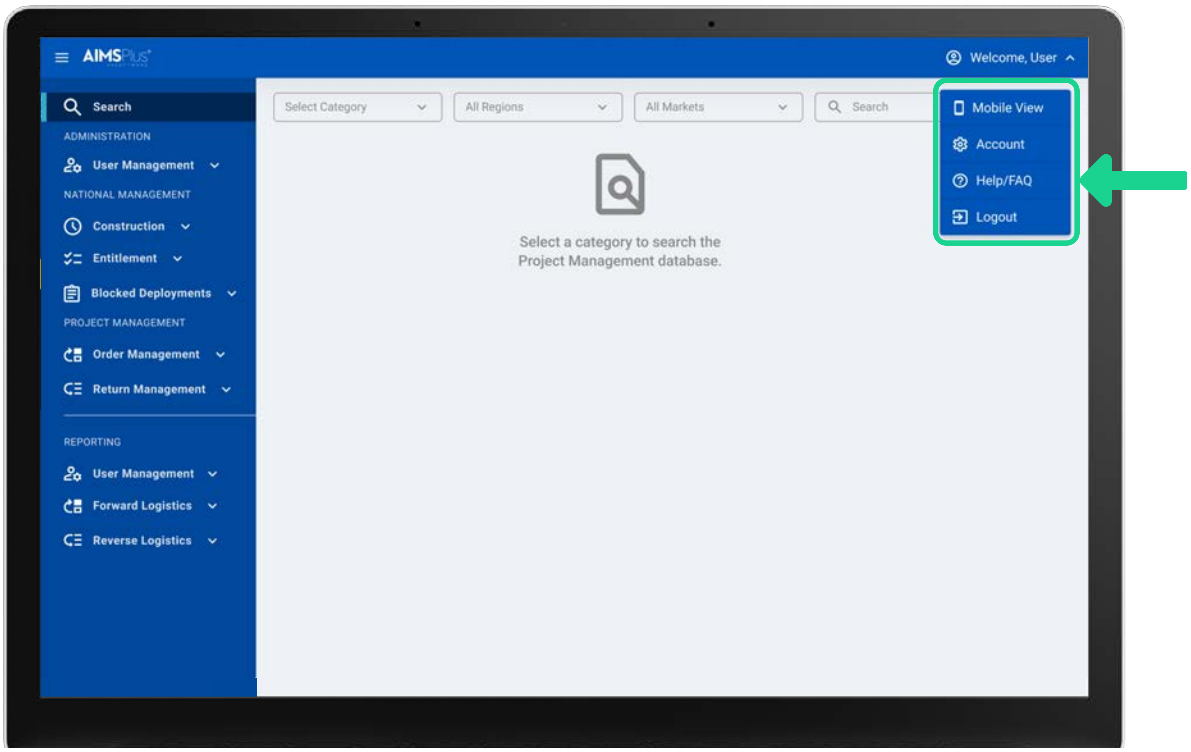
All accounts have access to the Help Center where users can find published answers, trainings, and training documents, as well as, submit a ticket directly to Tellworks for individual assistance.

Navigate to the Help Center

Click the menu from any page to drop down quick access to the Help Center and other features. Menu will appear from the side giving direct acces to the Help Center and Logging out.

Click on 'Help & FAQ' to begin the process.

*Users can access the Help Center from any page in the app.

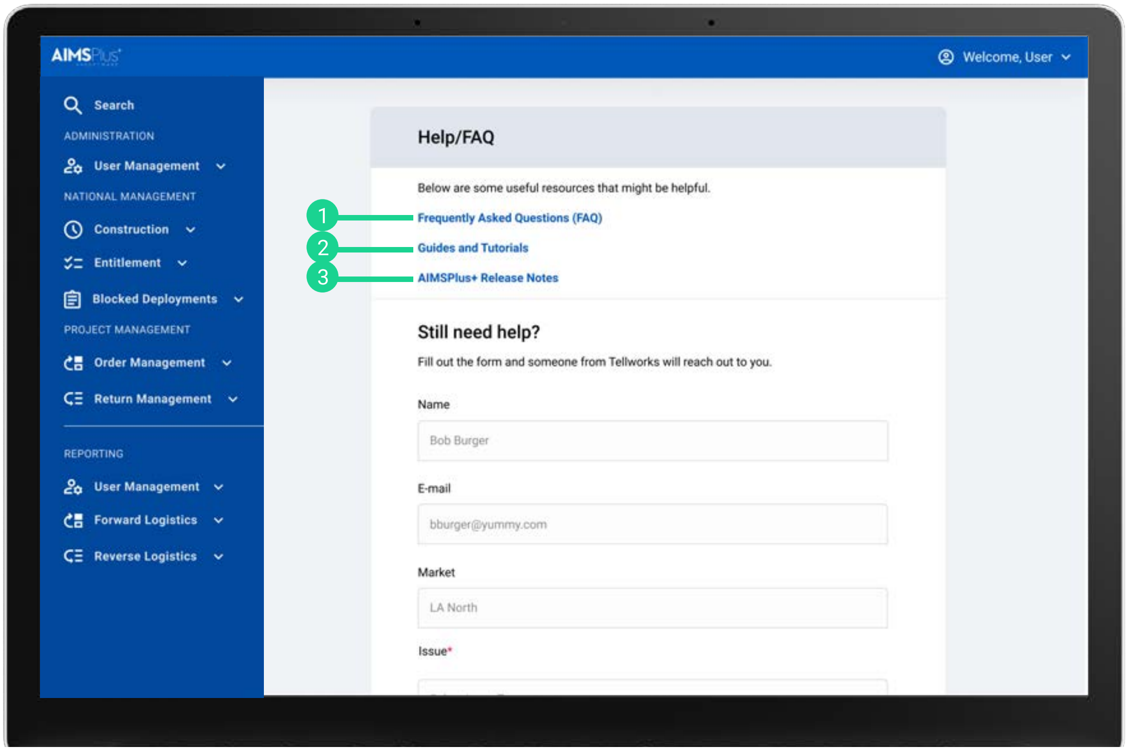


Help Center

Our Help Center includes links to:

1. Frequently Asked Questions (FAQ)
2. Guides & Tutorials
3. App release notes

*Additional help can be requested. See next page for details.



Submit a Help Ticket

Submitting an issue automatically generates a ticket in our ticketing system and is the fastest way to get in touch with Tellworks.

1. Account information (Name, Email, & Market) is pre-populated for convenience.
2. Choose an Issue Category
3. Enter issue, feedback, or questions here.