



Market Order App

T-Mobile National Regional Manager

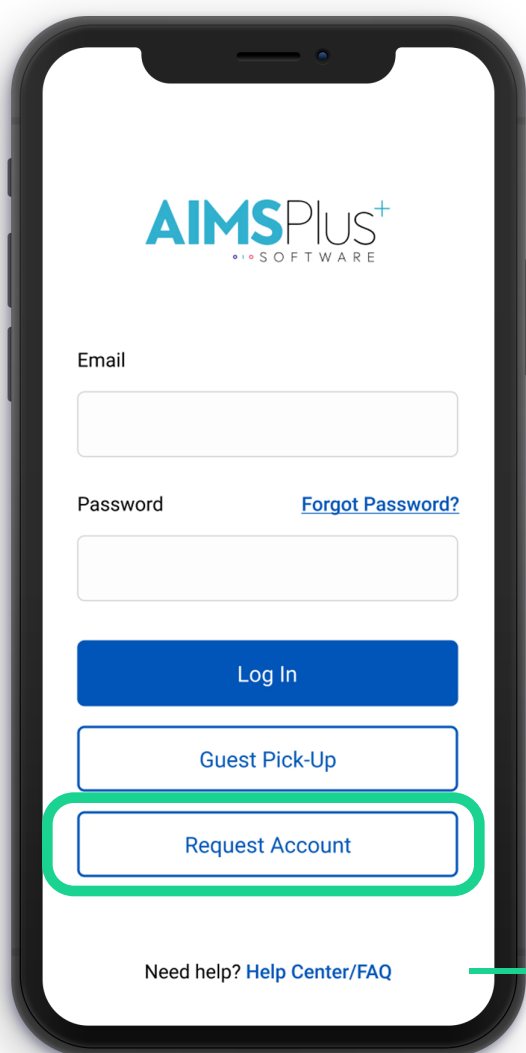
User Guide

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Create an Account

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



Request a New Account

Click on the Request an Account link below the log in button.

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.

Request an Account

1. TMO National/Regional Manager

2. First Name*

John

Last Name*

Doe

Phone Number*

444-444-4444

Company E-mail Address*


jdoe@company.com

Password*

Confirm Password*

Fill in 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
 - Create a password for your account



TMO National/Regional Manager

First Name*

John

Last Name*

Doe

Phone Number*

444-444-4444

Company E-mail Address*

jdoe@company.com

Password*

Confirm Password*

☒ [I agree to the Terms & Conditions](#)

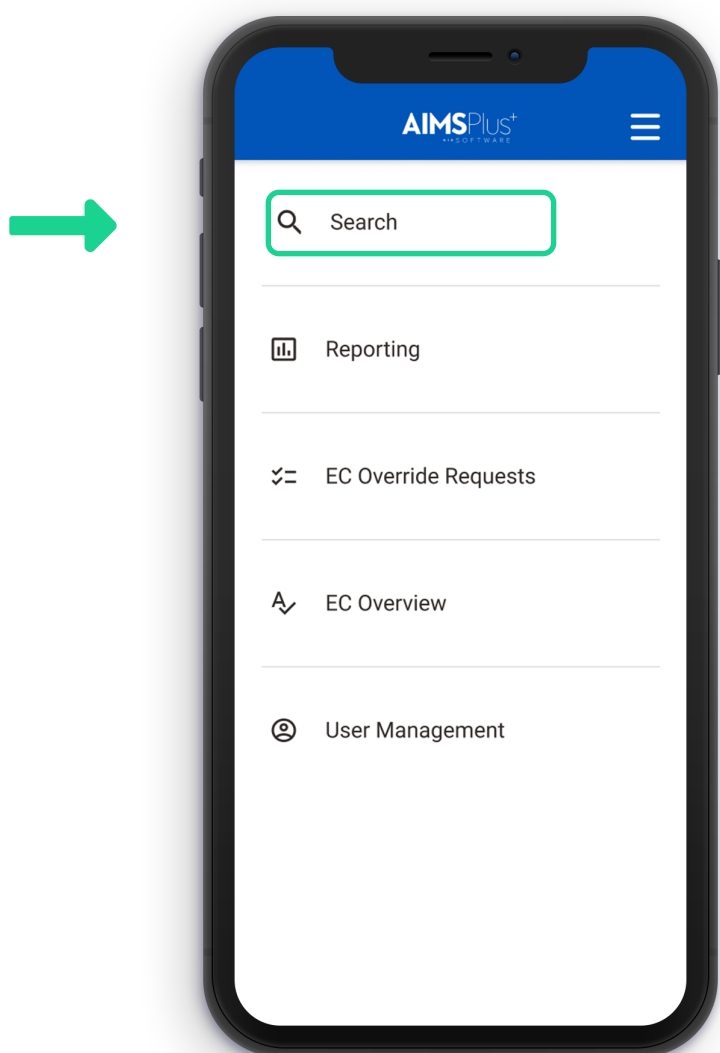
Submit

Accept Terms and Conditions then Submit!

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, & Asset Tag.



Navigate to Search

Click on “Search” from the home menu.



Understanding Search

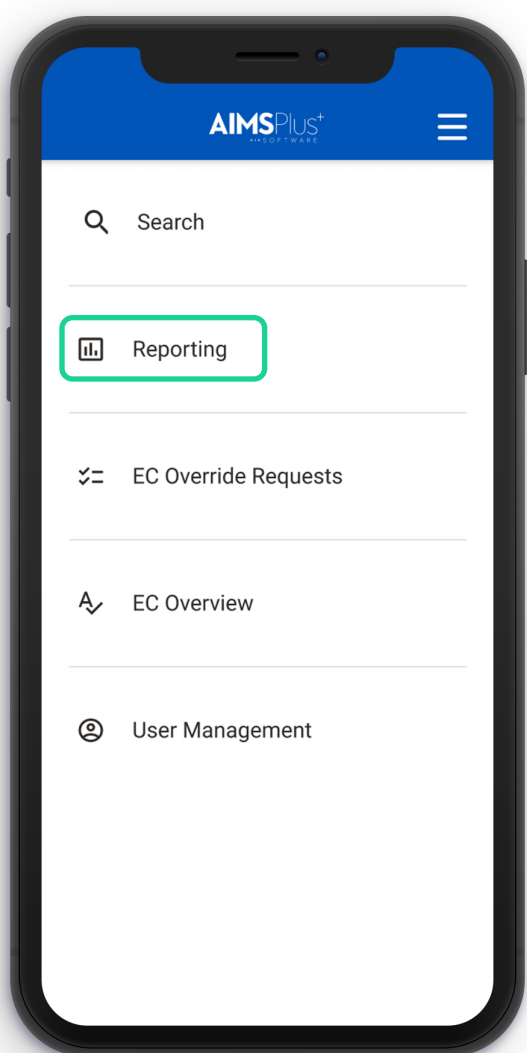
Search by Site ID, Company, Sitekit ID, BAT BOM ID, or Asset Tag.

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, or Deactivated.

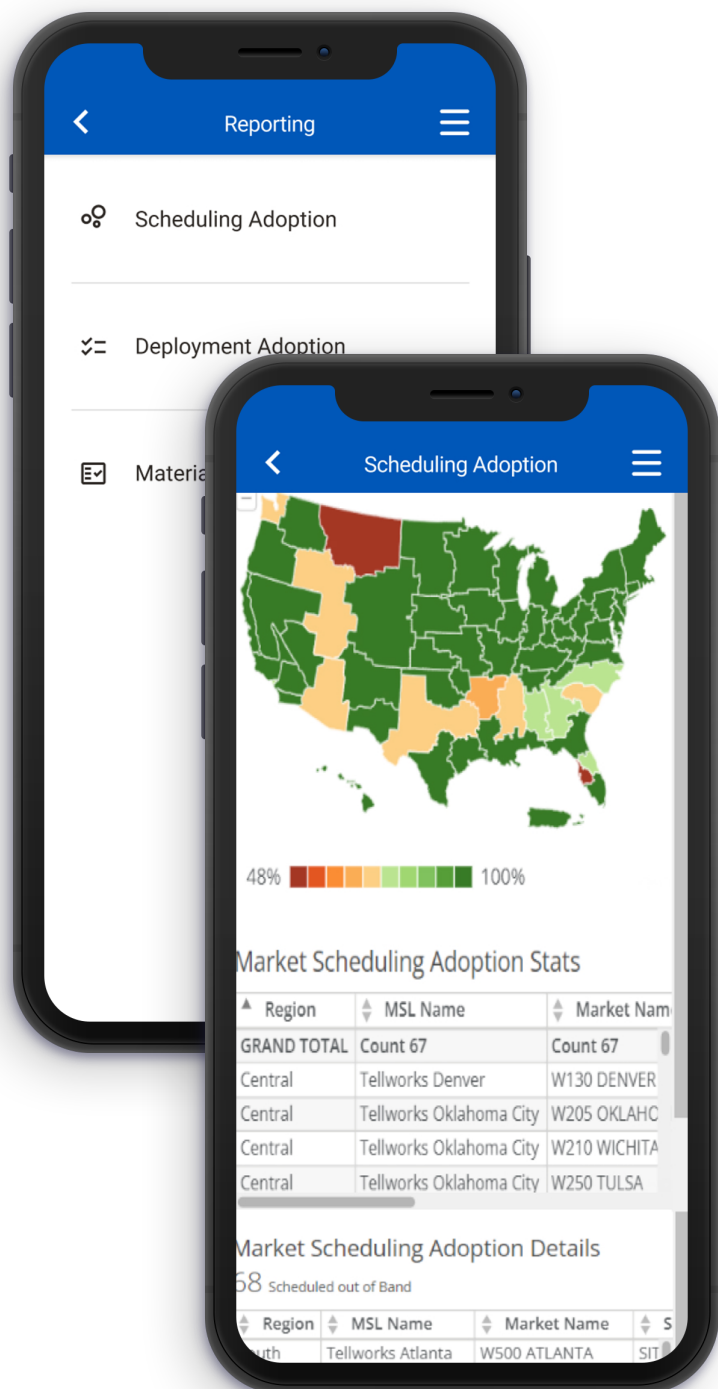
Reporting

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

Click on “Reporting” from the home menu.



Understanding Reporting

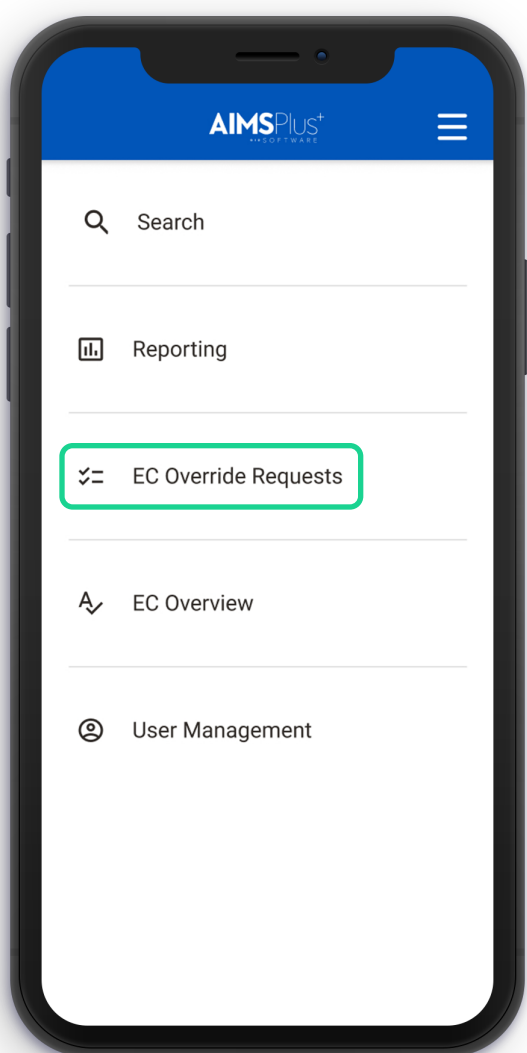
Reports are focused on App Adoption (Scheduling & Deploying).

You have the ability to navigate between these types of reports:

- Scheduling Adoption
- Deployment Adoption
- Material Status

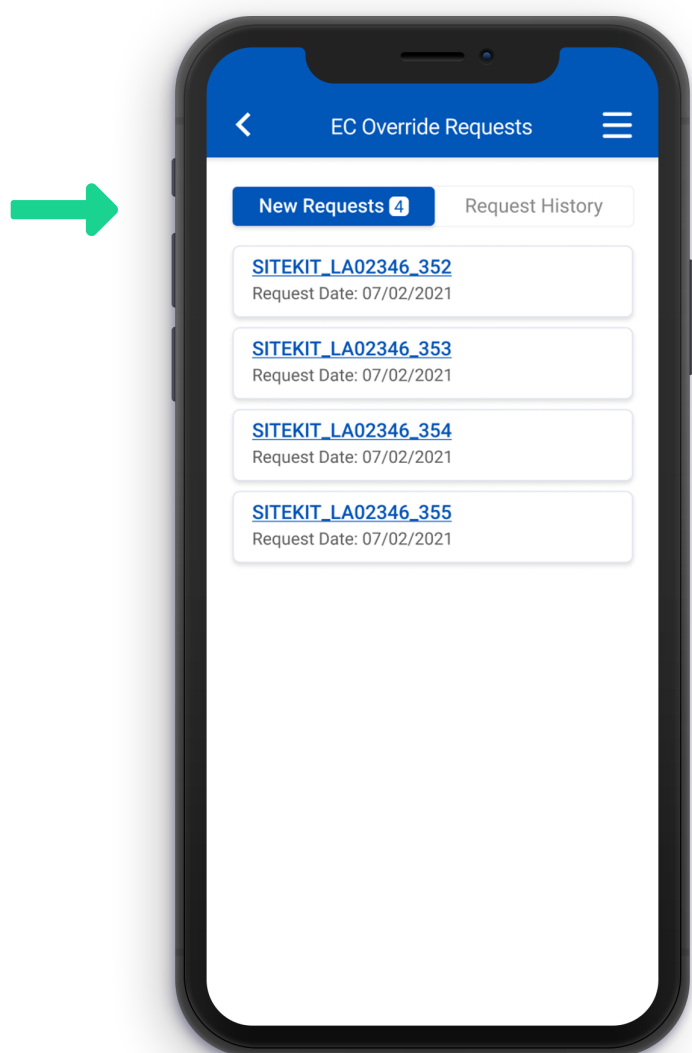
EC Override Requests

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



Navigate to EC Override Requests

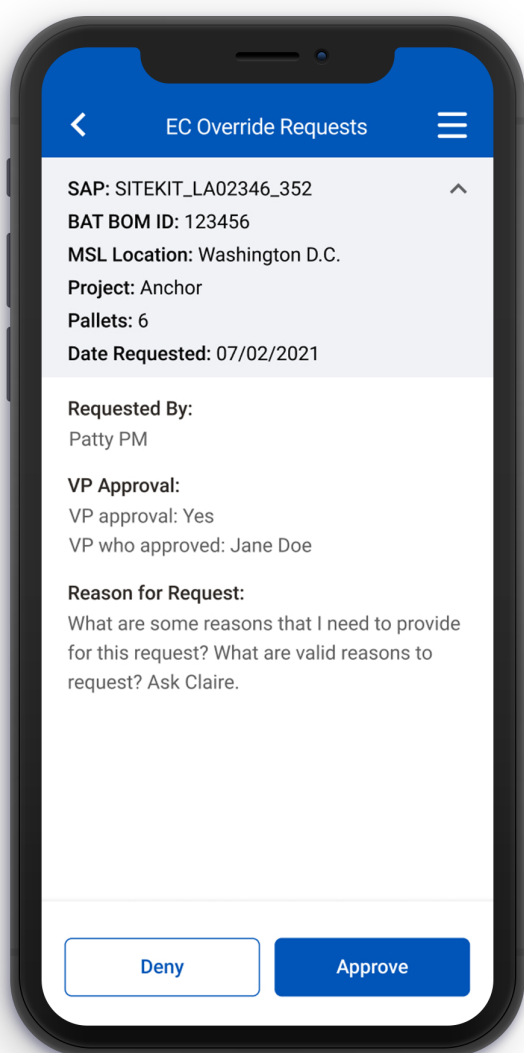
Click on “EC Override Requests” from the home menu.



Understanding EC Override Requests

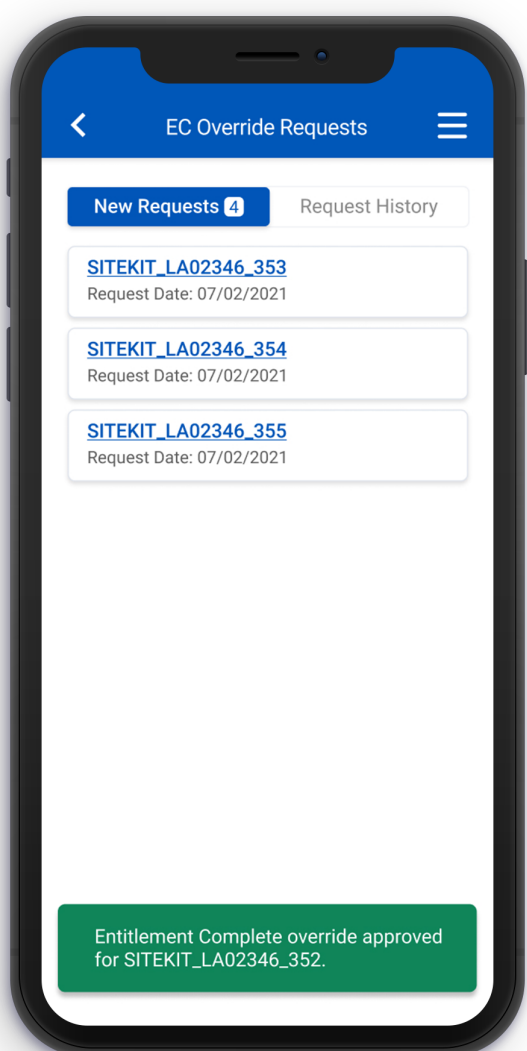
You have the ability to navigate between New Entitlement Requests or Request History.

Each card represents a Sitekit and the Entitlement Request Date.



Understanding EC Override Requests

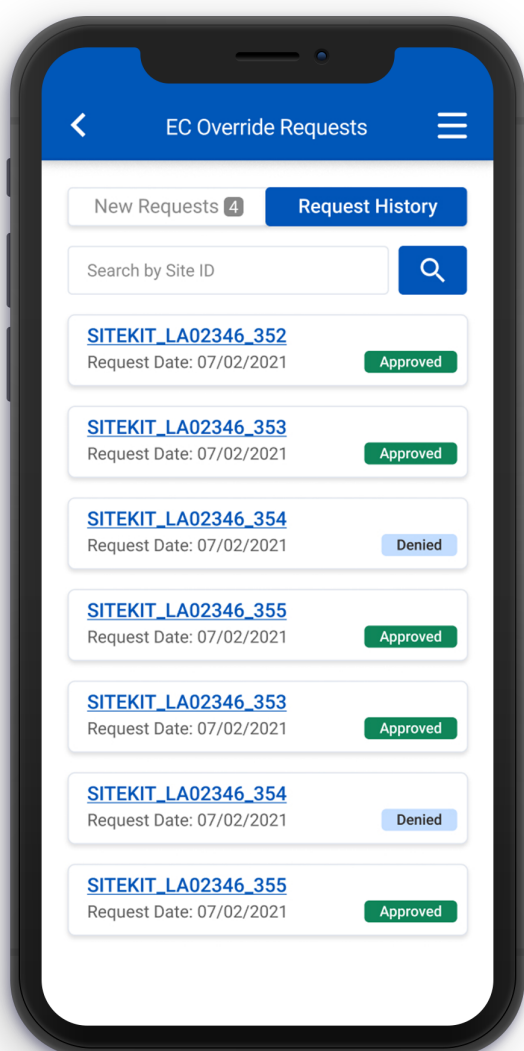
Select the 'Approve' or 'Deny' button to complete an override request.



Understanding EC Override Requests

After confirming the request, you will be taken back to the 'EC Override Requests' screen. Once a request has been 'approved' or 'denied' it will move to 'Request History'.

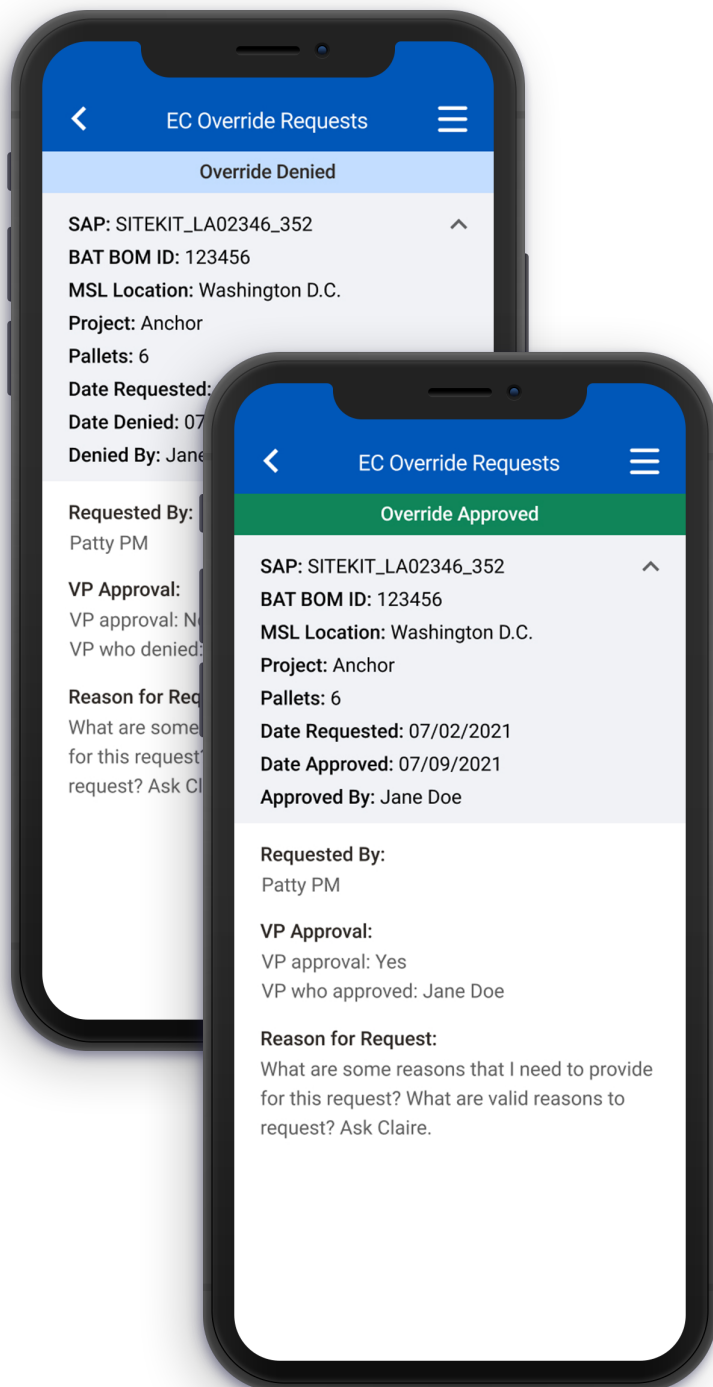
A message will appear on the home screen to show that a request has either been 'approved' or 'denied'.



Understanding EC Override Requests

After selecting the 'Request History' tab, users have the ability to search the history by Site ID.

When a request has either been 'approved' or 'denied' it will receive the requisite status pill to match the request decision.

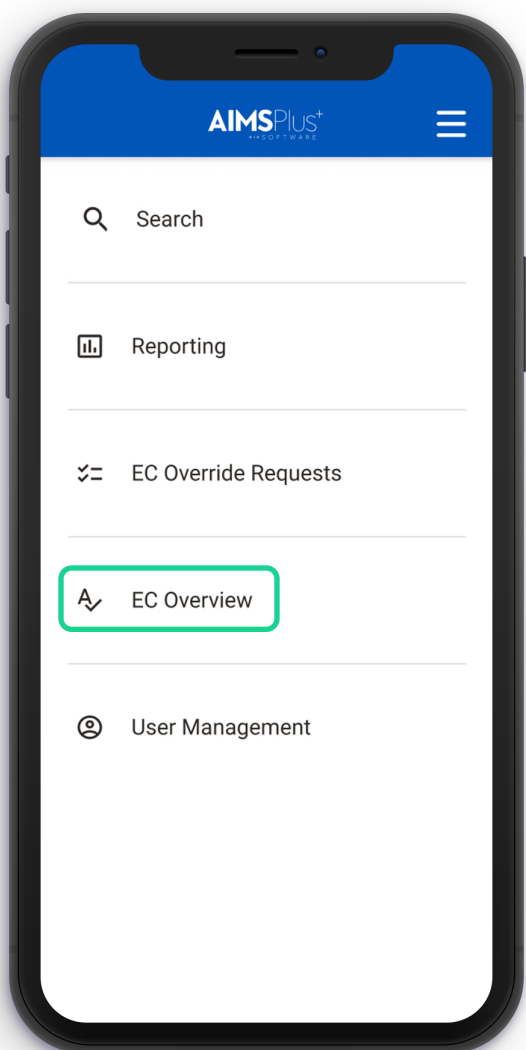


Understanding EC Override Requests

After selecting a request from the 'Request History', users will have the ability to see Sitekit details, as well as, the request details submitted by the Project Manager.

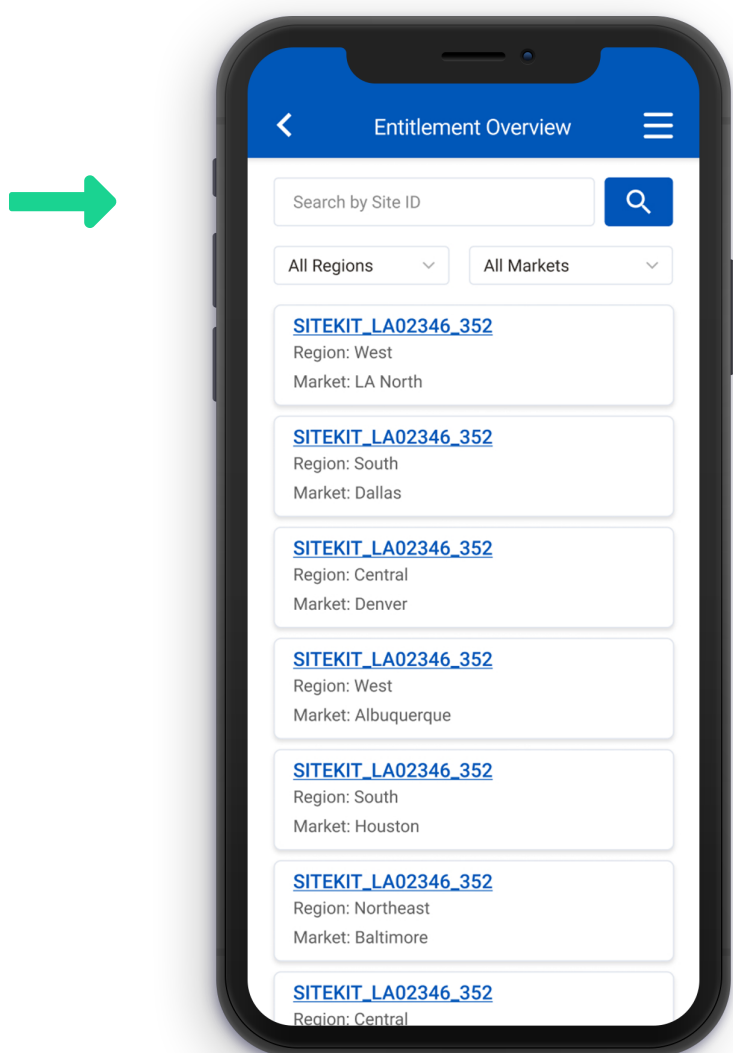
EC Overview

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



Navigate to EC Overview

Click on “EC Overview” from the home menu.

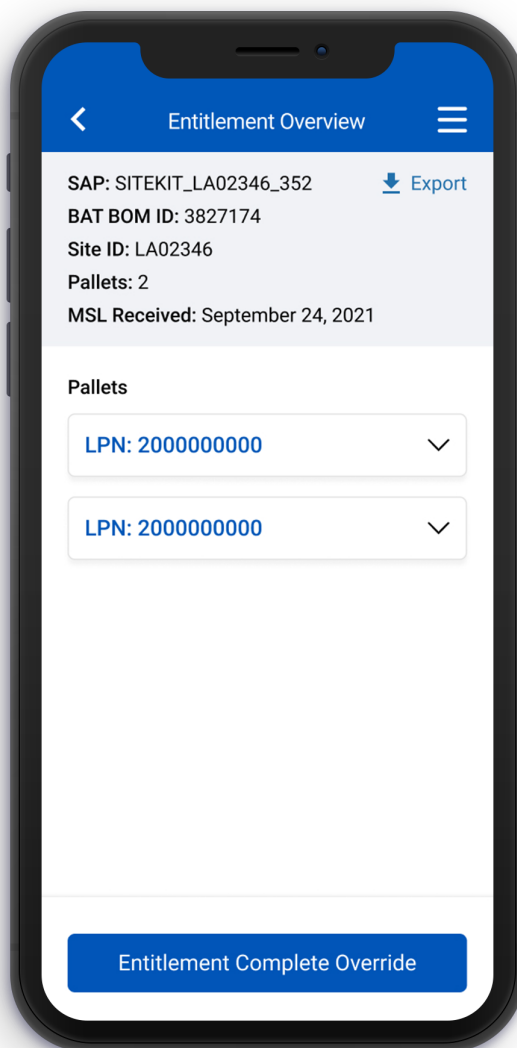


Understanding EC Overview

You have the ability to search all Sitekits with Entitlement status by the kits Site ID.

Filter by region or a specific market.

Each card represents a Sitekit showing its region and market.

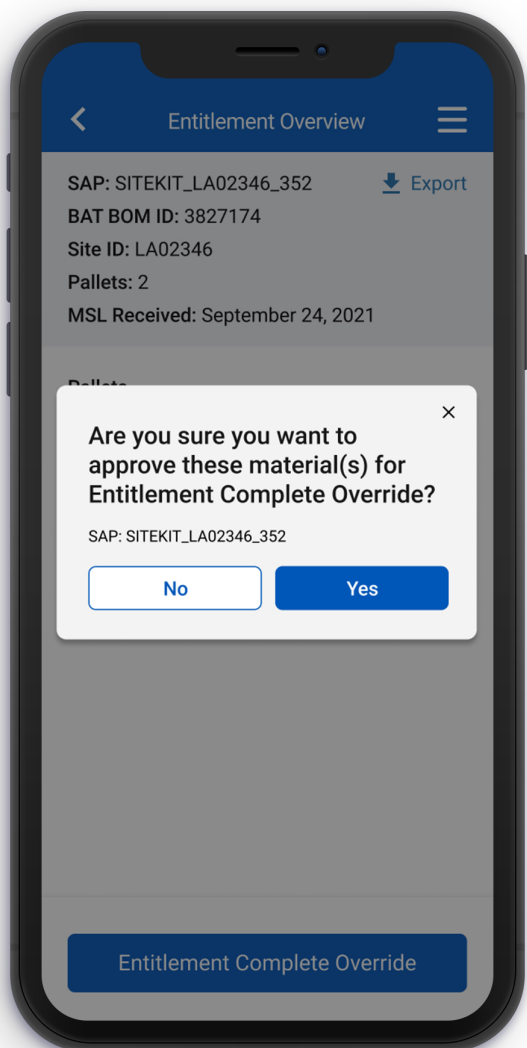


Understanding EC Overview

Pick-up details are included at the top of the page and include SAP, BAT BOM ID, Site ID, Pallets, and Date Received.

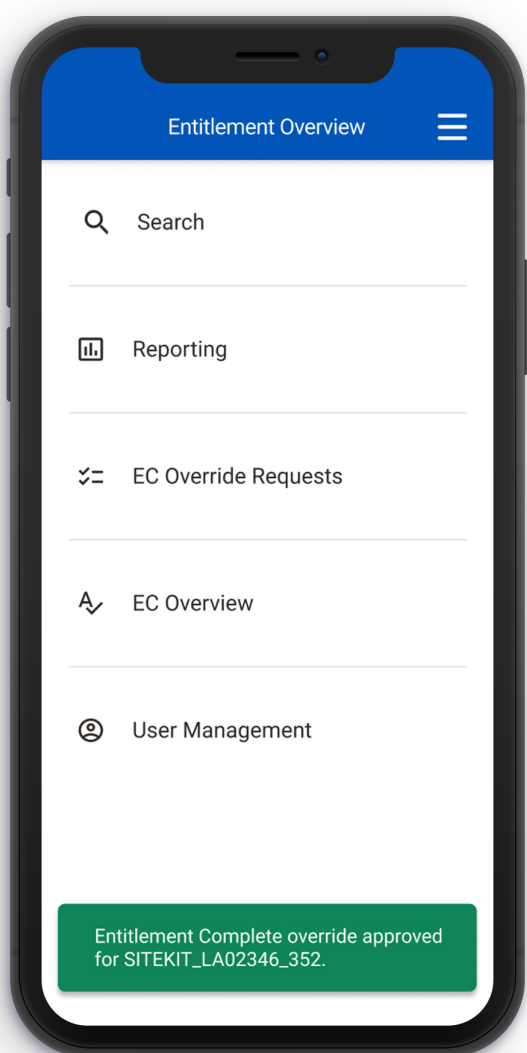
All pallets are identified by LPN with the material that is physically on that pallet listed under the LPN code in the app. The material line includes a description of the material, SAP code, and the quantity.

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



Understanding EC Overview

After selecting the 'Entitlement Complete Override' button, on the previous screen the user is asked to confirm the decision of approving 'Entitlement Complete Override'.



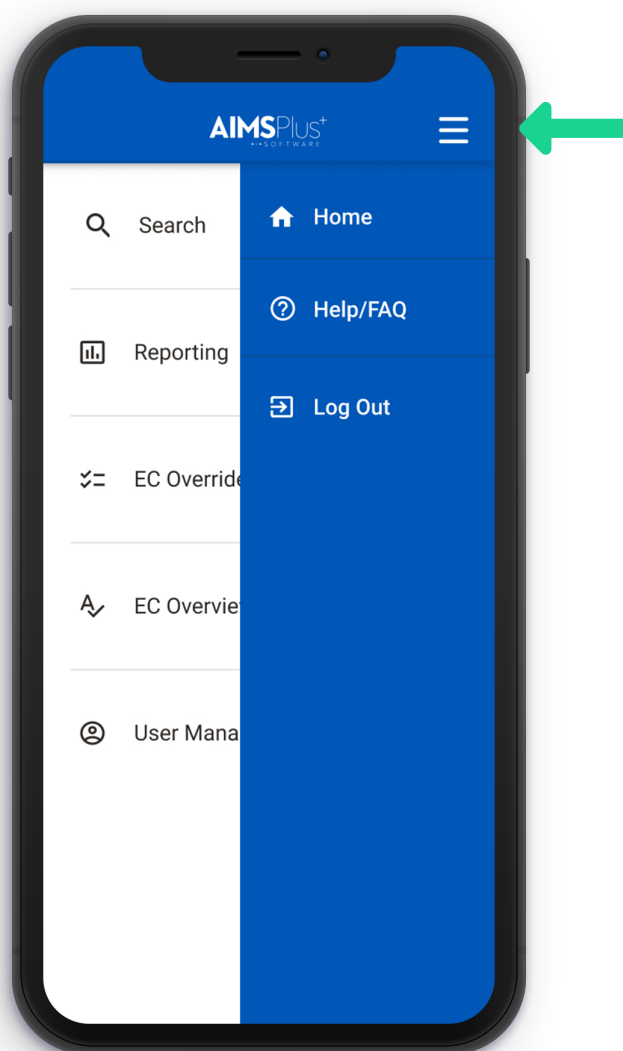
Understanding EC Overview

After confirming 'Entitlement Override', you will be taken back to the 'Home' screen. Once a request has been submitted it will be moved to 'Request History' under 'EC Override Requests'.

A message will appear on the home screen to show that an Entitlement Override has been completed.

Help Center

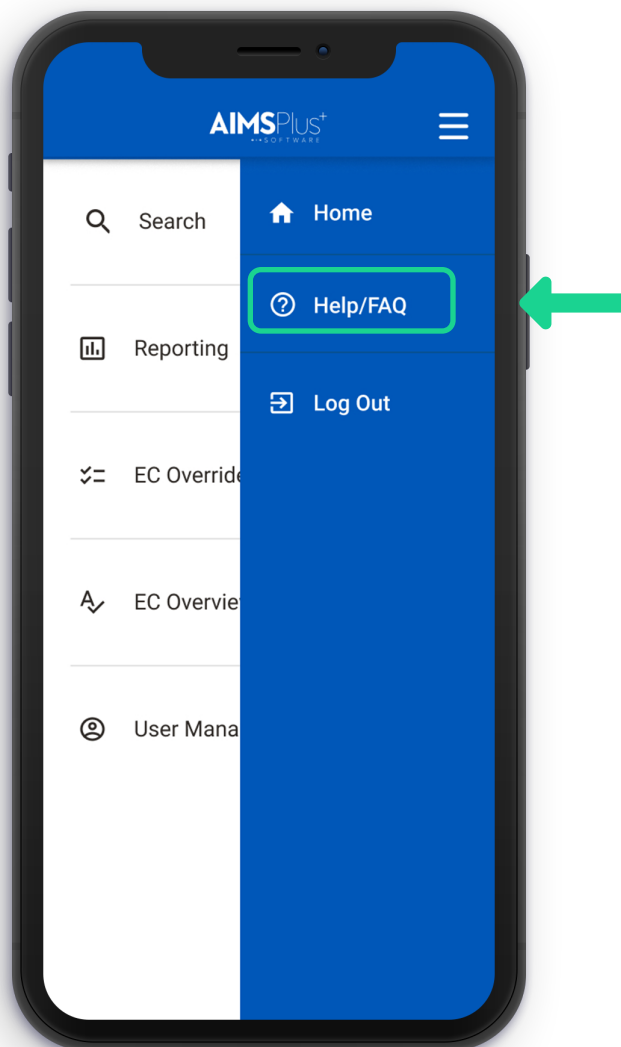
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Navigate to the Help Center

Click the menu from any page to pull out quick access to the Help Center and other features.

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

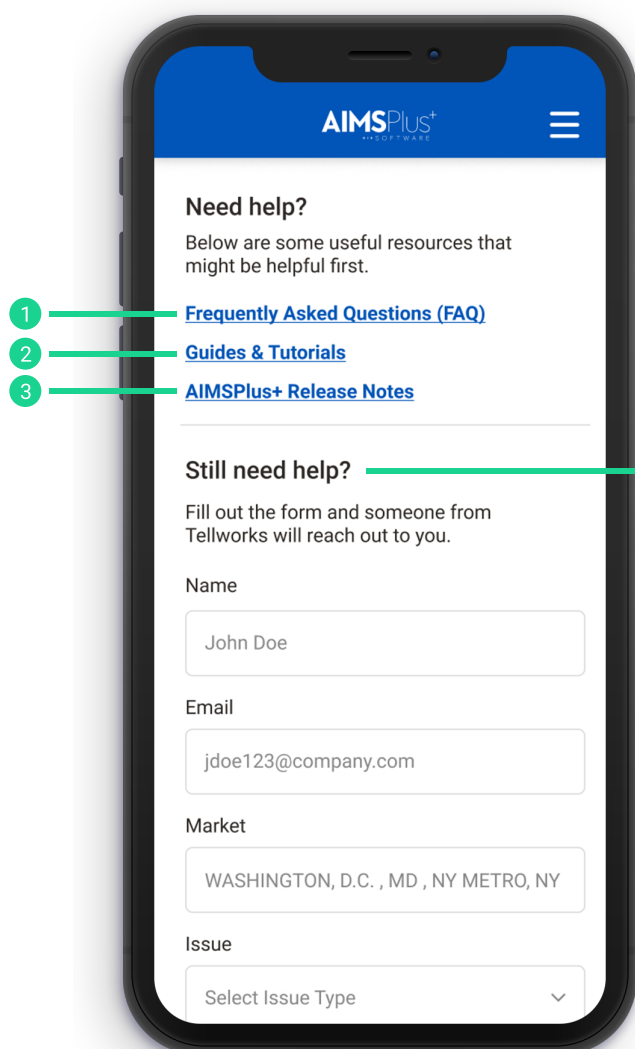


Navigate to the Help Center

Menu will appear from the side giving direct access to the Home page, 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.

1

Name

John Doe

Email

jdoe123@company.com

Market

WASHINGTON, D.C. , MD , NY METRO, NY

Issue

Select Issue Type

Scheduling

Goods Issue

Account Administration

App Feedback

Describe issue

Type issue here.

Submit

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 Type
3. Enter issue, feedback, or questions here.