



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.

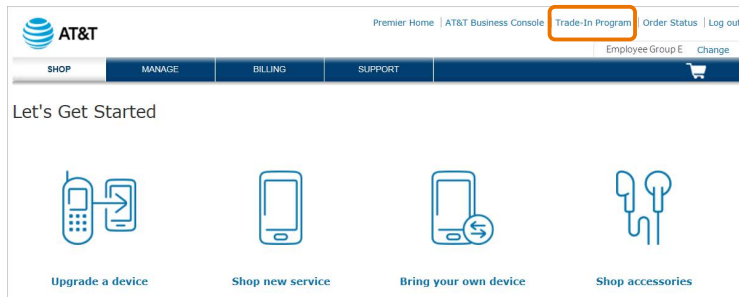


[Learn more about AT&T Business Trade-In](#)

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

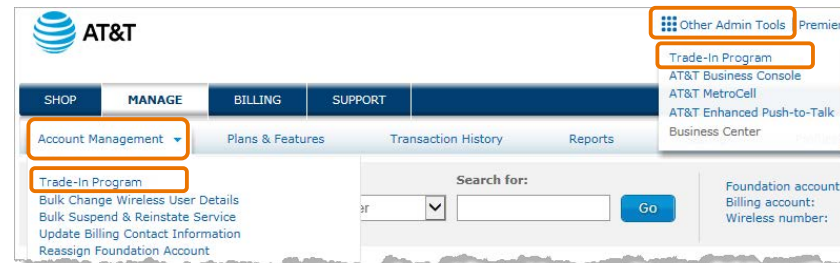
AT&T Business Trade-In can be conveniently accessed from the Premier Online Store (POS), Premier Online Care (POC), and Order Confirmation pages.

Premier Online Store



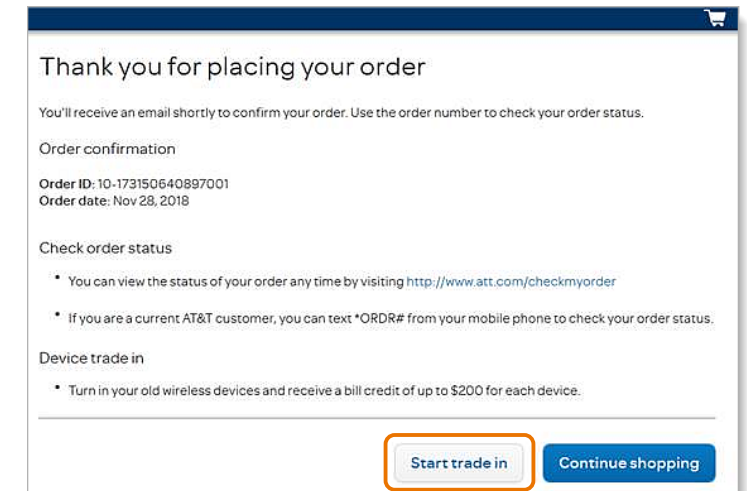
In the global navigation at the top the page, click **Trade-In Program**. This link is available on all shopping pages.

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 Installment Plans
What are Equipment Installment 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.

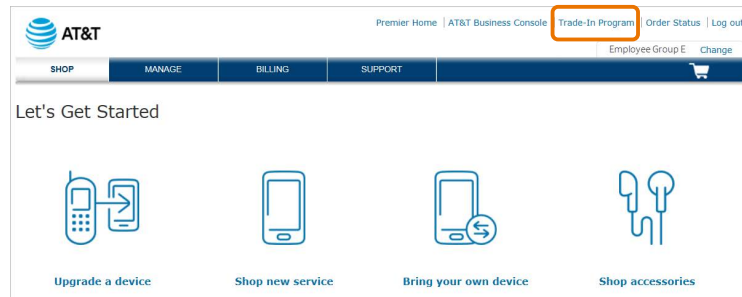
☐ Yes, I have read and accept the terms & conditions. Please send free shipping materials.

Use the AT&T Business Trade-In Quote Tool

Administrators use Trade-In program tool to create quotes

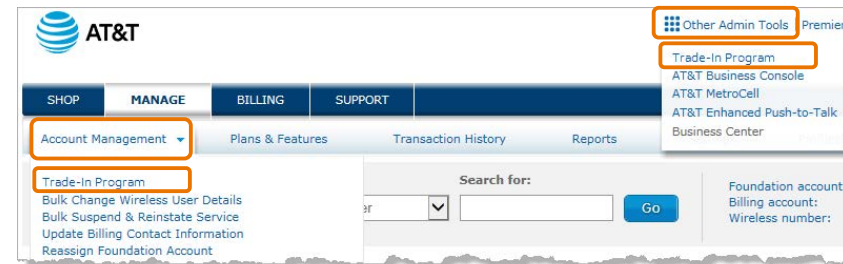
The AT&T Business Trade-In homepage can be conveniently accessed from the Premier Online Store (POS), Premier Online Care (POC), and Order Confirmation pages.

Premier Online Store



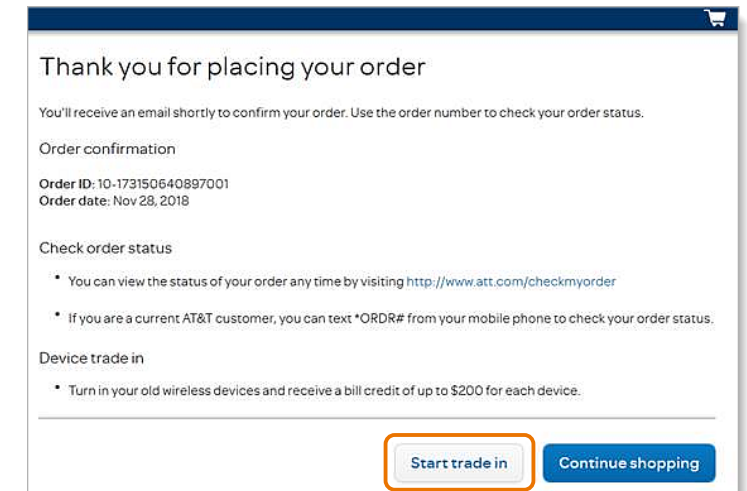
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Premier Online Care



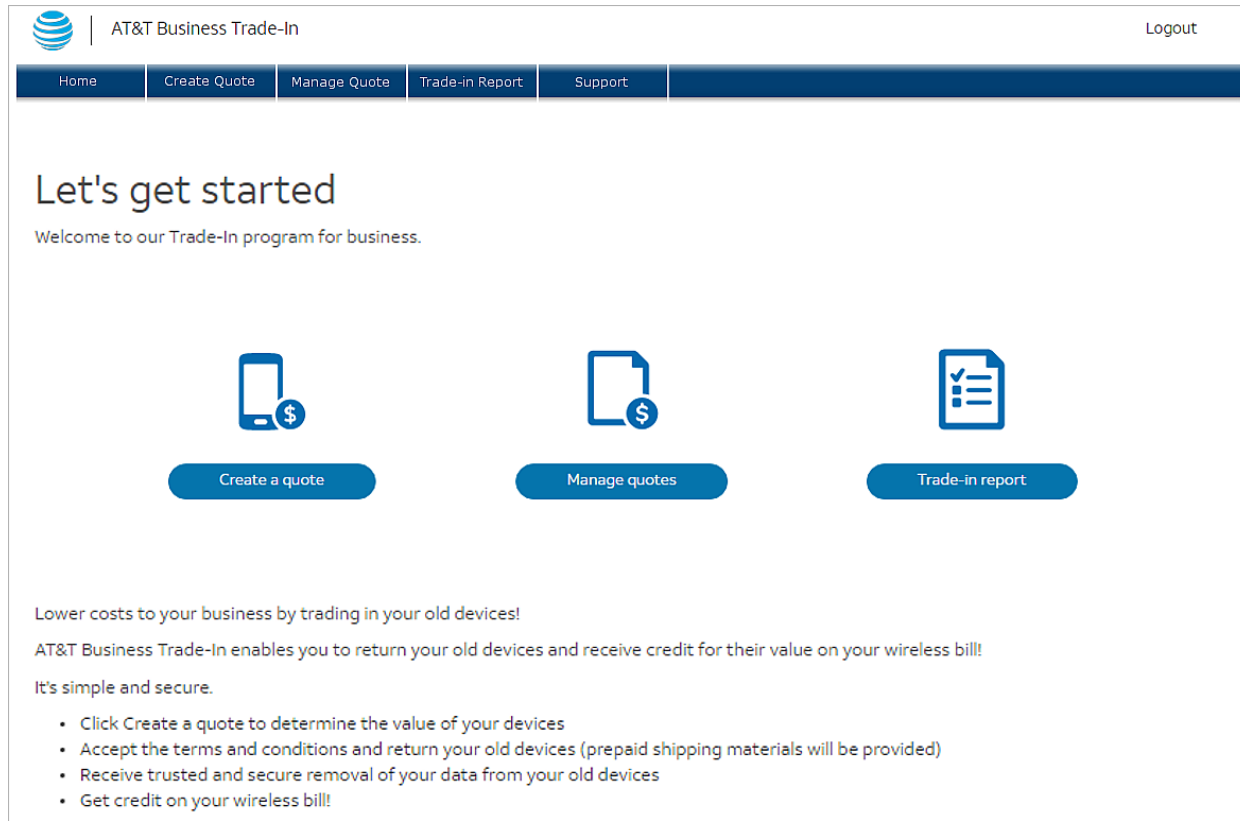
On the Premier homepage **MANAGE** tab, under **Account Management**, click **Trade-In Program**. Alternatively, in the global navigation at the top of the page, click **Other Admin Tools**. Then select **Trade-In Program**.

Order Confirmation page



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

AT&T Business Trade-In homepage



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 type="radio"/>	FANsample1
<input type="radio"/>	FANsample2

Billing Account

Select	Billing account number
<input type="radio"/>	22222220
<input type="radio"/>	22222221
<input 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.

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

Search for devices

To find devices by type, enter the make and model of the device in the Search field and click Search. Or to find devices by billing account, click Show.

Search

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.

Show

NOTE Show all devices associated with your account

Selected devices

No devices have been added yet.

Showing 1-2 of 2 Results

Samsung Galaxy S7 32GB - AT&T (SM-G930A)

Quantity 1

Add device

Samsung Galaxy S7 Edge 32GB - AT&T (SM-G935A)

Quantity 1

Add device

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' (active), 'Generate', 'View/Print quote', 'Primary contact info', 'Shipping request', and 'Confirmation'.

Search for devices
To find devices by type, enter the make and model of the device in the Search field and click Search.

Search field: [Search](#)

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.

Showing 1-7 of 7 Results

Device	Quantity	Add device
Device selected Samsung Galaxy S8+ 64GB - AT&T (SM-G955U)	Quantity: 5	Add device
Samsung Galaxy S8 64GB - AT&T (SM-G950A)	Quantity: 1	Add device
Samsung Galaxy S8+ 64GB - AT&T (SM-G955A)	Quantity: 1	Add device
Samsung Galaxy S8 64GB - AT&T (SM-G950U)	Quantity: 1	Add device
Samsung Galaxy S8 64GB - AT&T (SM-G950U)	Quantity: 1	Add device
Image Not Available Samsung Galaxy S8+ 128GB - AT&T (SM-G955N)	Quantity: 1	Add device

Selected devices


Device	QTY	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
Total trade in value:		\$1622.88

[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**.

 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

Review your devices

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

Devices	Max value	Qty	Max total
 Samsung Galaxy J3 16GB - AT&T (SM-J327A) remove	\$XXX.XX	<div>1</div> <div>Update</div>	\$XXX.XX
 Samsung SCH-I800 Galaxy Tab 7.0 - Verizon - DA remove	\$XXX.XX	<div>2</div> <div>Update</div>	\$XXX.XX
 Samsung Galaxy S8+ 64GB - AT&T (SM-G955U) remove	\$XXX.XX	<div>1</div> <div>Update</div>	\$XXX.XX

Add More Devices

Add Promotion Code

Apply

Generate quote

Review your information below and then click Generate.

Company name

Company name

Email address

Email address

Foundation account number

FANsample1

Billing account number

222222222

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: 222222222

[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.

Select	Shipping method options
<input type="radio"/>	Option 1: Provide link for location(s) to print labels and use their own shipping materials (link available immediately).
<input type="radio"/>	Option 2: 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 at least one location

Back Complete my quote

View locations View

Add locations Start here. View

Confirmation

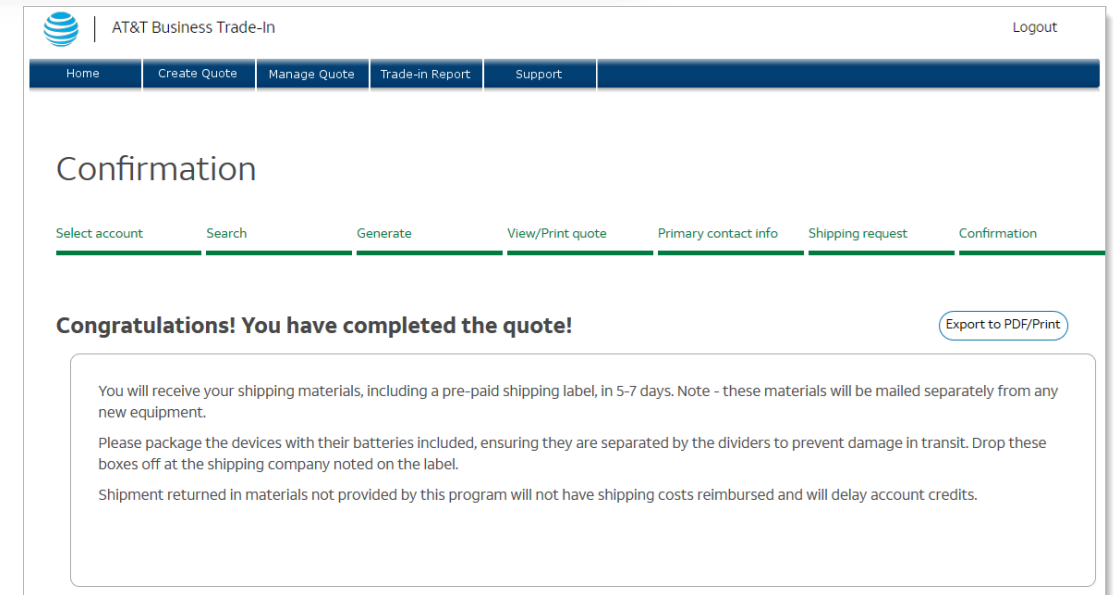
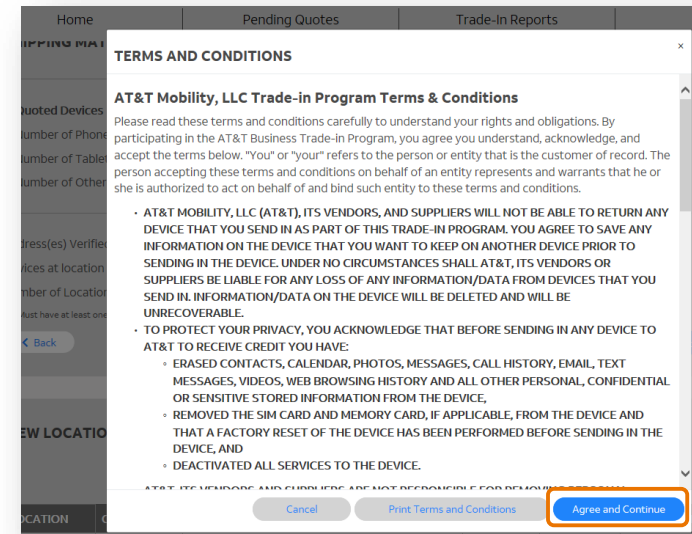
Review and accept Terms and Conditions

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.

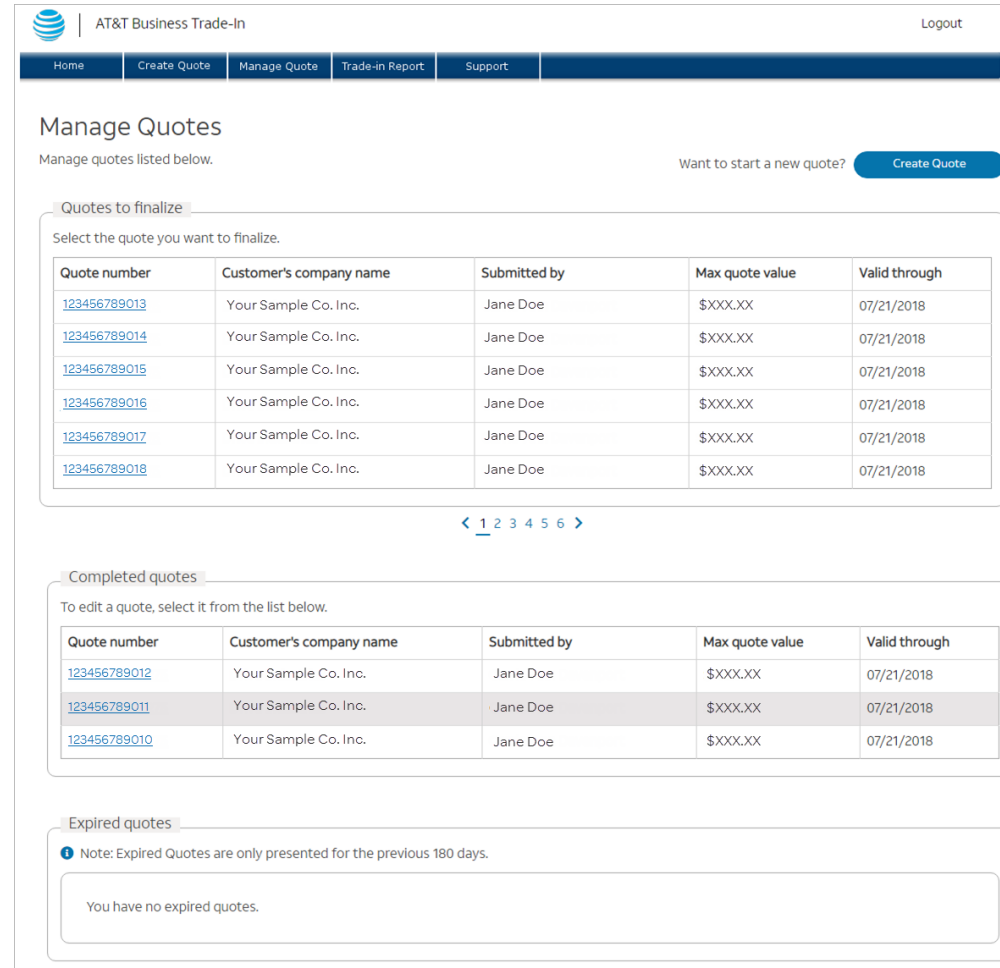
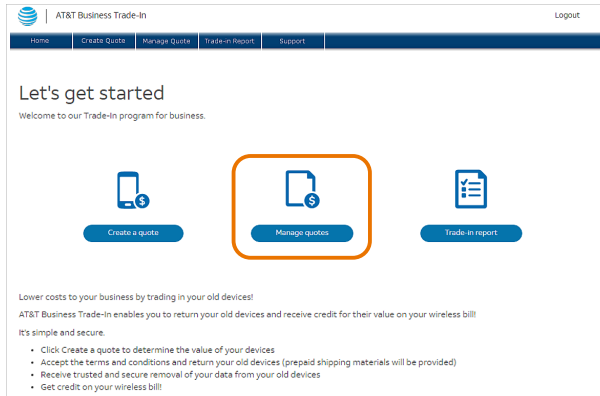
Congratulations! You have completed the quote!

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



Additional Features

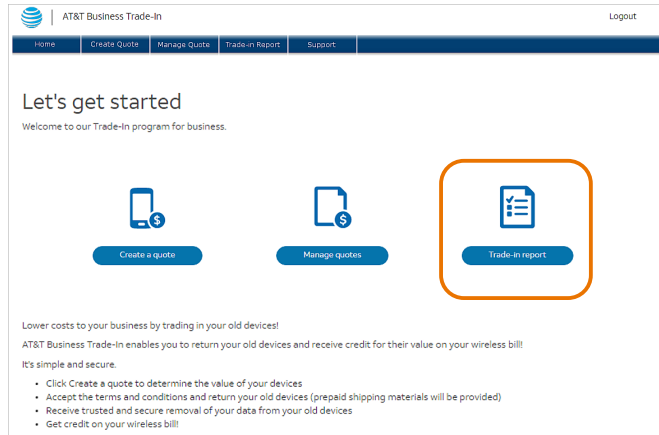
Manage quotes

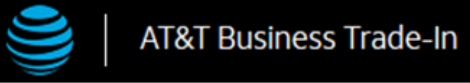


Company administrators can easily manage their quotes.

- 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						
2						
3						
4	August 2018 Payment Detail					
5	Company					
6	Quote No.					
7	BAN					
8	Devices					
9	Total Credit					
10						
11	Item #	IMEI	Model	Final Credit	Processed Date	Adjustment Reason
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
- [Learn more](#) about AT&T Business Trade-In.

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AT&T Business