MITECH PARTNERS, LLC

HOW TO SUBMIT AN ORDER VIA BACK OFFICE

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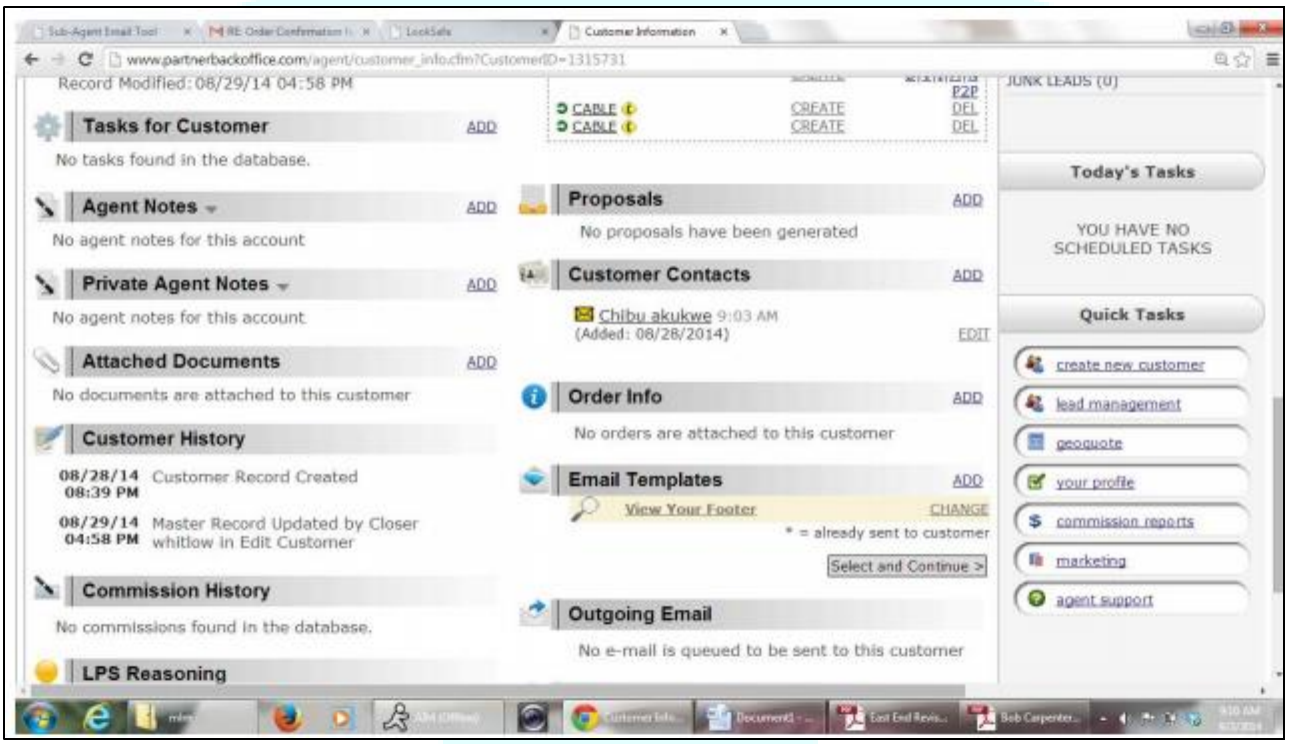
HOW TO SUBMIT AN ORDER VIA BACK OFFICE

Submitting an order through the back office is a simple and easy process to complete. In just three (3) easy steps as shown below, you can get an order pushed through and on its way to getting it completed. Note that a SIGNED CONTRACT must be in place in the back office to proceed.

Step 1 – Uploading the Signed Agreement

Once the contract has been signed, you must upload the contract in your back office on the ‘Customer Info’ page. There is a heading on the left labeled ‘Attached Documents.’ Click the ‘ADD’ link and upload the signed agreement in that location.

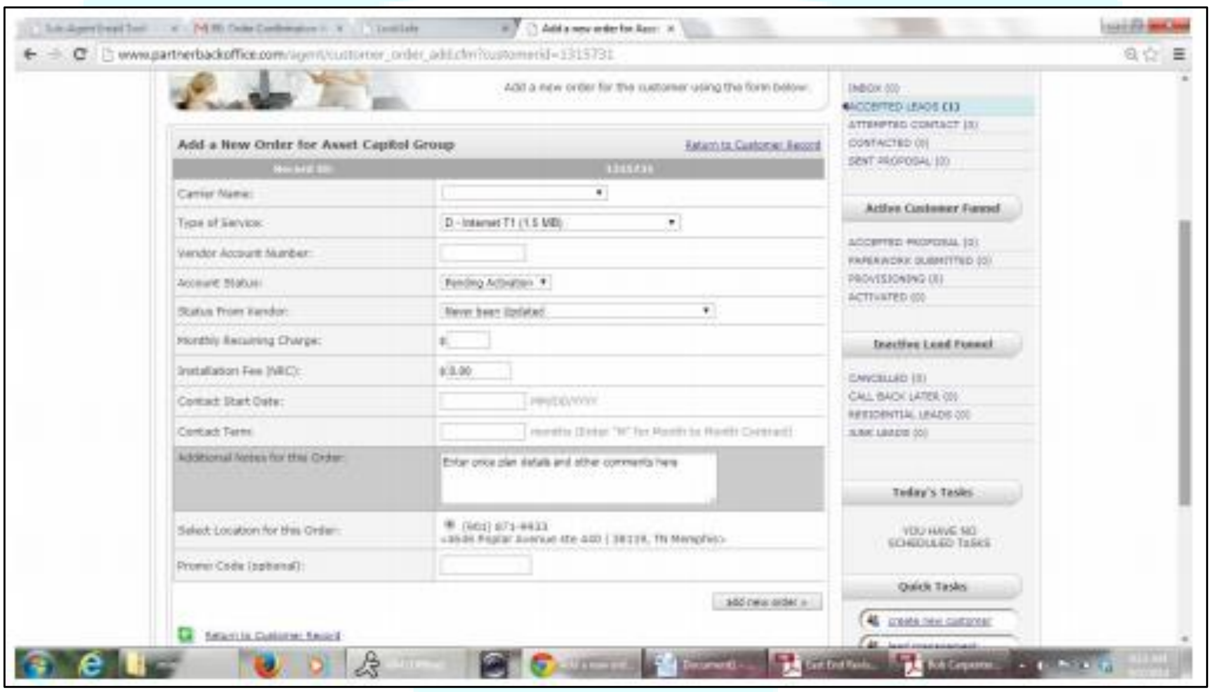


Important: Never submit the Mitech SOA to a carrier. Only the documents that are specific to the carrier.

Step 2 – Uploading the Signed Agreement

On the ‘ Customer Info’ page, there is a heading on the right labeled ‘ Order Info.’ Click the ‘ ADD’ link to add the order. Note that you will need to fill the drop-down boxes accordingly with the carrier info, type of service, and other details as shown. To do this, follow the following steps:

1. Skip ‘ Vendor Account Number,’ ‘ Account Status,’ and ‘ Status From Vendor’ as these can be left blank.
2. Add the appropriate Monthly Recurring Charges (MRCs) into the system. This MUST MATCH the Mitech SOA for compliance and accuracy.
3. Add the installation fee (if applicable).
4. Estimate a requested start date for service. This should be at a minimum 30 days out.
5. Enter the contract terms in months (e.g. three (3) years = 36 months)
6. Please any notes that may be helpful to review if necessary.
7. Click ‘ ADD NEW ORDER.’



Step 3 – Email Signed Contracts

Once the order has been completed in the back office, ALWAYS email the signed contracts to asullivan@telarus.com. Note that the following items should be included in the email:

- Email Address To: asullivan@telarus.com
- Carbon Copy (CC) To: Ann Ying (ann@mitechopportunity.com) & Bill McCleskey (bill@mitechopportunity.com)
- Subject Line: New Order – (Client) – Signed
- Body of Email: See SOA attached

Telarus will review the order and check for errors and inconsistencies. Once it has been approved, it will be passed on to be scheduled with the appropriate carrier(s).
