# New Connect Order

*Summary*

This Desk Reference covers:

**Gathering Information before placing an Order**

**Order > Add Customer Tab**

**Serviceability Page**

**Contacts Page**

**Packages Page**

**Review Page**

**Confirmation Page**

**Additional Steps to Confirm the Order**

This Desk Reference supports the Authorized Reseller audience.

Follow these steps to determine whether the beam is open for sales and confirm that ViaSat-1 is the satellite.

Log into the Support Portal with your Reseller ID and password.

Go to the **Tools** tab.

Using the full, USPS-approved street address for the service location, complete this form. This must include the Zip code, and preferably, Zip+4. Leave the Satellite field as 'unspecified'. Click **Check Availability**.

The results appear. Check the line 'Is Service Available'. The answer must be 'yes'.

It is also helpful to note the satellite, as this will help a reseller understand the plans that will be available.

## Order > Add Customer Tab

Now the Reseller is ready to enter the order for Viasat Internet. Go to the Support Portal, and click the Orders tab. Follow these steps to enter a New Connect order. The process involves completing five (5) forms, using information gathered from Service Availability, The Plan Selector Tool, and the Customer.

**Tip!** It is best to have the Customer available, when entering the order for two reasons:

- **they can confirm the address information**
- **they can provide payment information directly, without the dealer writing it down**.

Writing down payment information, and then disposing of the information incorrectly, may be a PCI/DSS compliance violation.

After logging into the Dealer Support Portal with your Self-Installing Dealer ID and password, click the **Orders tab**, and confirm that the Add Customer tab is highlighted (dark blue)
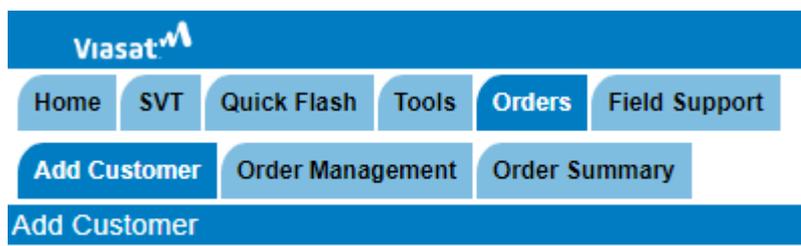


The Progress bar shows the Serviceability page highlighted (light blue). The Progress bar may be used to return to a previous page, but it does not allow the dealer to jump forward in the Order Entry process.



**Serviceability Page**

In the **Transaction Info** box, do the following:

- In the Customer Type box, select **Residential**
- Confirm the Transaction type is **New Connect**.
- Add a **Referral Source**, if necessary

See image below.

In the **Service/Installation Info** box, do the following:

- Type the Customer's **First, Middle Initial, Last Names**, and **Suffix** (if required)
- Type the Customer's USPS-standardized **street address of the location where the service will be installed**.

    - Do not use a P.O. box.

- Do not use an address that is made-up, 'close enough' etc.

- Type the Customer's **City, State, Zip+4, primary** and secondary (if desired) **phone numbers**.
- Type the **email address** the Customer wants as his/her contact email.

  - This must be an existing email address.

- Click **Next** to move the order forward; click **Start Over** to clear the forms.

**Note:** Required fields have a small red asterisk to the right of the field box.

See image below.

The address is verified as a USPS standardized address.

- If minor changes are needed to standardize the address, the system automatically makes these changes. For example: 555 Ravenna Blvd, 98125, might be changed to 555 NE Ravenna Blvd, 98125-6427.
- If the address is not recognized, the system presents a page with alternative addresses. If alternatives are not presented, then verify the address using the **US Postal Service Zip Code Lookup** link. This link opens the USPS Zip Code web site, where the dealer and Customer may work on the address to arrive at the standardized address.

  - If the USPS Zip Code web site is unable to locate the Customer's correct address, it is very unlikely that the Customer's site may receive Viasat service. The order **should not** be entered.

See image below.

**Contacts Page**

The Progress bar shows the Contacts Page highlighted.



In the **Service/Installation Info** box, confirm that all information is correct.

See images below.

In the **Billing Info** box, do the following, if necessary:

- ▪ **Remove the checkmark** from the box **Same as**

**Service/Installation Info** and click the **blue arrow**.

▪ Make **any necessary changes** to the Billing Info fields, for example, if their bank account has a P.O. Box for the monthly statement. These fields are optional.

See images below.



Click **Next** to move the order forward; click Previous to return to the Serviceability Page. Click Reset Current Page to remove any change made to the Contacts Page; click Start Over to clear all forms.

**Packages Page**

The Progress bar now shows the Packages Page highlighted.

Using the information gathered during the sales process, combined with the results of the Plan Selector Tool, select the desired package/plan.

- Click the **radio button next to the package title**.
- Click the **radio button next to the desired promotion**.
- **Review the features, price, and disclaimers** with the Customer.

Note: Resellers will see all packages available in the beams they support; however, they may elect to market/sell specific packages.

See image below.

Click **Next** to move the order forward; click Previous to return to the Contacts Page. Click Start Over to clear all forms.
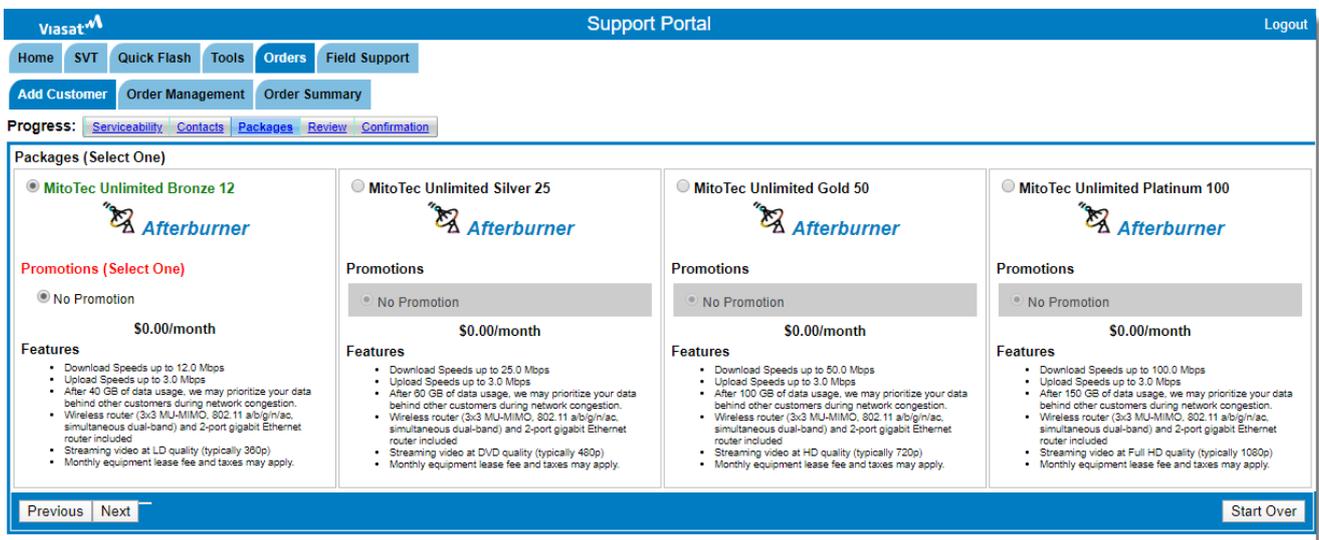


**Review Page**



The Progress bar shows the Review Page highlighted.

For each section of the Review Page, **confirm with the Customer that the collected information is correct**.

- If there are errors, use the Progress bar to return to the appropriate page to make the corrections.

See image below.

When all sections are confirmed as correct, click **Submit Order**. Click Previous to return to the Payment Page; click Start Over to clear all forms.



## Confirmation Page

The Progress bar shows the Confirmation Page highlighted.



If the order is successful, a **green border** appears between the Progress bar and the sections of the order. Look for the phrase **Add Customer: Accepted (Pending Completion)**.

If the order has failed, a **red border** appears around the error message, and the Progress bar returns to the Review Page.



Click the **blue arrow** to expand the details and read the **Problem Details**. Occasionally an error appears, but the order does complete. When an error appears, follow these steps to determine the right course of action:

- Go to section **Additional Steps to Confirm the Order**, below, and confirm that the order did not go through. This step is necessary, as simply reentering the order

would create duplicate orders.
- If the order did not go through, then log out of the Support Portal, and close the browser.
- If possible, reopen the browser and clear the browser's cache and cookies.
- Wait 15-30 minutes and repeat the Order process.
- If the order still fails, contact your distributor, or other escalation contact. 720-493-7300 or [DEN-SA-CTR@viasat.com](mailto:DEN-SA-CTR@viasat.com)

If desired, click **Print** to print a paper copy of the Confirmation Page.

Click **New Order** to return to the Serviceability page and enter the next order.



## Additional Steps to Confirm the Order

As a best practice, Viasat strongly recommends that the reseller confirm that the order has been fully completed in the Support Portal. The Order Management sub-tab (next to the Add Customer sub-tab) may be used for this purpose. These

steps may also be used in when an error appears on the Confirmation page.

After the Confirmation appears with a green border, which states that the order was accepted, return to the **Home page** of the Dealer Portal.

Type the **Customer's phone number** in the **Customer Search** field and click **Search**.

See images below.

From the Search Results list, click the **link in the WildBlue Account #** column. This loads the Customer into the Support Portal context. All tabs in the Support Portal now show information about this specific account.

See images below.

Click the **Orders** tab, and then click **Order Management**. The Order Management sub-tab is now dark blue.



If the Provisioning status reads **Pending Active**, then the order has completed. The order is ready for installation.

# Support Portal

**Viasat**

## Order Management

| Cancel Add Customer | Disconnect | Suspend | Resume | Update Service | Cancel Update Service |
| Add Discount | Add One-Time Charge | Update Contract | Update Contact Info | Refresh | |

### Service / Installation Info

| | |
|---|---|
| Provisioning Status | PENDING_ACTIVE |
| Activation Date | |
| Service Agreement Reference | 403126109 |
| Sales Channel | RESELLER_CHANNEL |
| Address | 198 SOUTHWEST FIELDING WAY FORT WHITE FL 32038-8274 |
| Equipment Plan | NO_EQUIPMENT_PLAN |
| Contract Term | MONTH_TO_MONTH_AGREEMENT |

### Billing Info

### Subscriber Info

| | |
|---|---|
| Name | Frankie Customer |
| Primary Phone | 3861234567 |
| Secondary Phone | 3869876543 |
| Email Address | thecustomerscontactemail@anydomain.com |