

Vodafone Processing with Chess Partner



Contents

4 Introduction to Vodafone

4 Vodafone Processing with Chess Partner

- 5 What do I Need?
- 5 Purchase order requirements

6 Vodafone Knowledge

- 7 Platforms
- 8 VSM Spend Cap

10 How to Process With Chess and Vodafone

- 11 Existing Account Connections
- 11 New Connections- New Account
- 11 Existing Account Connections
- 12 Upgrades / Resigns
- 12 New + Existing Account Ports
- 12 ROE – Rules of Engagement
- 13 Transfer of Ownership / Change of Ownership
- 13 Billing
- 14 Tariff Change
- 15 Add/Remove Bolt On
- 15 Sim Swap
- 15 Add/Remove Bars
- 16 Add/Change/Remove Divert

- 16 Add/Change/Remove Usernames
- 16 Account Amendment
- 17 Disconnection
- 17 Bereavement
- 17 Unlatch Request

18 Additional Info

- 19 Vodafone Spend Manager
- 20 Glossary
- 21 Summary

Introduction to Vodafone



Introduction to Vodafone

This guide is designed to help submit your Vodafone work to the Chess Partner Support teams. It covers commissionable and ad-hoc service requests.

Should you have queries that are not covered by this guide, please contact your dedicated support team or your Partner Relationship Manager.

All contact details can be found at the end of the guide.



Vodafone Processing with Chess Partner

Chess Partner Workbook

This is a Chess document designed to ensure all partners use the same terminology and latest versions of network forms for their requests. It also ensures you give all information required for the desired task first time, preventing delay. This enables the team to work with accuracy and speed, two of our blueprint promises to partners.

If, after selecting your network (i.e Vodafone) and task you see a hyperlink* to the latest form, you just need to save the workbook as it is. Ensure you send the workbook along with any completed network forms indicated.

Please note: *If you have already saved the network forms to your computer, there is no need to save again.*

When the workbook is sent along with the accompanying network forms, it pulls information on you, your requests and the network resulting in swifter processing times for all.

Vodafone Processing with Chess Partner

What do I Need?

All requests should have the relevant completed network request form, purchase order and/or the Chess Partner Workbook. Proofs may also be required from your customer for certain requests.

Proof Requirements

- All proofs must be dated within 3 months
- Contain the full company name
- Address as listed on the network account

10+ connections require two proofs from the below:

- Customer purchase order
- Bank Statement
- Landline Bill

50+ connections require two proofs from the below, and Partner confirmation that a site visit has taken place.

- Customer purchase order
- Bank Statement
- Landline Bill

Purchase Order Requirements

When obtaining a purchase order from your customer you will need to ensure it contains the following information:

- Be on an official company Purchase Order
- The full company name and where applicable registration number
- The full trading address, including registered office if it is different from the trading address
- The contact information
- Signed and dated within the last 7 days Vodafone
- Full breakdown of all hardware required i.e. iPhone X, Hardware credit of £XXX , No Kit Required
- Full breakdown of tariff and bolt on requirements and the costs associated
- Contract term stated
- The name of the signee must be clearly printed along with their company role

Platforms

Zygo is the older Vodafone platform. This is only used for retention/renewal of existing accounts and any new connections to existing Zygo accounts. Account numbers on Zygo are characterised by account numbers of 7 digits typically starting with '2'. **i.e. 2123456**

Gemini is the new platform and any new account set up requests are performed on this platform. Gemini account numbers are characterised by a 9 digit typically start with a '6' **i.e. 612345678**. On occasion, some Gemini accounts may be a 9-digit reference starting with '2'.

In [Partner Wise](#), when clicking the Vodafone tab, you will notice that it is split into Zygo and Gemini tariff pages. Please ensure you select the right tariff for the right account type. If you are unsure, please speak to support, you PRM or your BDM.

Please note: *The tariffs are non-transferable between the platforms.*

VSM Spend Cap

Vodafone Spend Manager (VSM) is a Vodafone product that ensures we are compliant with the Ofcom bill capping regulation that came in to force on 01 October 2018. You must ask any new or renewing customer whether they would like to apply a cap to their monthly bill for each individual CTN on their account.

Billing platform compatibility – VSM is only available on the Gemini billing system.

All customers that require VSM must be migrated on to the Gemini billing platform where compatible products are available. VSM is not available to customers on the Zygo platform.

The spend cap is applied on your Vodafone connection forms as a SOC. The SOC codes can all be found in [Partner Wise](#) under the respective Tariff types and then the SOC's sub category.

Please note: *Red Entertainment plans on Gemini are currently unable to have the spend cap applied due to the inclusive roaming, Vodafone are working to resolve this and we will communicate in due course should this change.*

Once applied, the customer will receive notifications at:

- 80% of the Bill Cap the customer will receive a warning via SMS with a request for action.
- 100% a further warning will be sent and the cap will be applied.

Should the customer reach their data limit they will have four choices:

1. Increase the limit from the next billing cycle.
2. "Opt-out" of the billing cap for that month.
3. Continue to use chargeable services from the start of the next billing cycle.
4. Add an additional bundle if applicable.

Please note: *There is not an option for customer to change their limit within the month. For more on what is covered and what isn't, please see the 'Additional Info' box at the end of this guide.*

VSM Spend Cap

Tariff Building Tips

All tariffs will be available in the generator. This includes promotional tariffs and legacy products.

Please ensure you are using the latest version of automation Hub to be able to see the latest tariff offers.

1. If you only require a one-off bolt on for your customer (1GB data top up, 120 International minutes etc.) please call the Partner support team or email the request in a ticket stating that you require a one-off bolt on.
2. If you are adding new features and recurring bolt ons to an existing tariff, but not changing the tariff itself, select your tariff from the tariff drop down to match what it currently sits at.
3. Then add your new reoccurring bolt ons/features in the bolt on box. This is known as rebuilding the tariff. You cannot sign a new MPN or resign an MPN onto a legacy tariff. You can keep an existing legacy tariff if resigning only.
4. When resigning any MPN where the customer wishes to keep the same tariff, you do not need to fill out the tariff generator.
5. You select 'Upgrade' on the PCS Work Request form, fill out all highlighted dark blue fields, the contract term (12,24,36 as applicable to your customer) and that is all that's required for like for like.

How to Process With Chess and Vodafone

How Do I? – Processes and Forms

| REQUEST TYPE | PROCESS |
|--|---|
| Credit Check (Zygo and Gemini) Required: PO + Proofs+ Credit Check Form+ Partner Workbook | Partner Workbook select: Vodafone >> Credit Check >> Network Form Hyperlink >> Fill out GREEN text boxes. Save and send all documents to your support team. Please place the customer name in the subject line of your email. |
| New Connections- New Account (Zygo and Gemini) Required: PO + Network Form + Partner Workbook | Partner Workbook select: Vodafone >> Connections New Account Gemini >> Gemini New Connections (New Account) OR Vodafone >> Connections New Account Zygo>> Zygo New Connections (New Account) Save and send all documents to your support team. Please place the customer name in the subject line of your email. |
| Existing Account Connections (Zygo and Gemini) Required: PO + Network Form + Partner Workbook | Partner Workbook select: Vodafone >> Connections Existing Account Gemini >> Gemini New Connections (Existing Account) OR Vodafone >> Connections Existing Account Zygo>> Zygo New Connections (Existing Account) Save and send all documents to your support team. Please place the customer name in the subject line of your email. |

How Do I? – Processes and Forms

| REQUEST TYPE | PROCESS |
|--|--|
| Upgrades / Resigns (Zygo and Gemini) Required: PO + Network Form + Partner Workbook | Partner Workbook select: Vodafone >> Connections Resign Gemini >> Resign Gemini OR Vodafone >> Connections Resign Zygo>> Resign Zygo Save and send all documents to your support team. Please place the customer name in the subject line of your email. |
| New + Existing Account Ports (Zygo and Gemini) Required: PO + Proofs (new account only) Network Form + Partner Workbook | Ensure a credit check has already been performed to set up a new account or add ports to an existing account. See 'Credit Check' for more information. Scroll down column 2 of the workbook to select 'Connections Port Existing Account Gemini/Zygo' for existing account requests. Partner Workbook select: Vodafone >> Connections Port New Account Gemini >> Port Gemini OR Vodafone >> Connections Port New Account Zygo>> Port Zygo Save and send all documents to your support team. Please place the customer name in the subject line of your email. |
| ROE – Rules of Engagement (Migration - Zygo to Gemini*) <i>Contact your PRM for this process as it is currently under revision</i> | ROE: To action migration Vodafone advise that the process is instigated by the incumbent account manager for ROE requests. A letter is require from the incumbent, the gaining partner and the customer on letterhead. Contact your PRM or support team for more information and send process. |

How Do I? – Processes and Forms

| REQUEST TYPE | PROCESS |
|---|---|
| Transfer of Ownership / Change of Ownership (Zygo and Gemini) | Partner Workbook select: Vodafone >> Connections Transfer Zygo>> Transfer of Ownership - Zygo |
| Required: PO (if resigning at the same time) and/or a customer letter of Instruction, COO process form and Partner Workbook. | OR Vodafone >> Connections Transfer Gemini>> Transfer of Ownership – Gemini |
| | Save and send all documents to your support team. Please place the customer name in the subject line of your email. |
| Billing (Zygo and Gemini) | General Queries |
| Required: Partner Workbook and any additional documents to support query i.e. bills, customer letter of Instruction | Partner Workbook only is required for both platforms. Select: Vodafone >> Billing Query (Freotype) >> Fill out all GREEN text boxes. |
| | Bill Date Change |
| | Letterheaded, signed instruction letter indicating the new requested date |
| | (This must include customer name and account number) |
| | Partner Workbook is required for both platforms. Select: Vodafone >> Billing Date Change>> Fill out all GREEN text boxes. |
| | Amount In Query |
| | Partner Workbook is required for both platforms. Select: Vodafone >> Amount in Query >> Fill out all GREEN text boxes. |

How Do I? – Processes and Forms

| REQUEST TYPE | PROCESS |
|--|--|
| Billing (Zygo and Gemini) Required: Partner Workbook and any additional documents to support query i.e. bills, customer letter of Instruction | DD Amendment Letterheaded, signed instruction letter indicating the new requested details This must include customer name and Vodafone account number. Partner Workbook is required for both platforms. Select: Vodafone >> DD Amendment) >> Fill out all GREEN text boxes. Online Billing/Bills Online billing for Vodafone is set up by the end user or partner. Chess support do not have the ability to set this up or reset password for the billing platform. This will be required should you or the customer wish to access monthly billing. |
| Tariff Change (Zygo and Gemini) Required: Network Form + Partner Workbook | To establish the correct code please refer to Partner Wise for up to date tariffs and pricing. Partner Workbook select: Vodafone >> Tariff Change Zygo>> Zygo Tariff Change Form OR Partner Workbook select: Vodafone >> Tariff Change Gemini>> Gemini Tariff Change Form Save and send all documents to your support team. |

How Do I? – Processes and Forms

| REQUEST TYPE | PROCESS |
|--|---|
| <p>Add/Remove Bolt On (Zygo and Gemini)</p> <p>Required: Network Form + Partner Workbook</p> <p>One off 30 day/ non-chargeable requests can be called through. Re-occurring chargeable bolt-ons must be submitted on the form.</p> | <p>Vodafone >> Add Bolt On >> Bolt On (Add or Remove) and all GREEN text boxes.</p> <p>Partner Workbook selecting: Vodafone >> REMOVE Bolt On Zygo OR Remove bolt on Gemini >> Bolt On (Add or Remove) >> and all GREEN text boxes.</p> <p>Save and send all documents to your support team.</p> |
| <p>Sim Swap (Zygo and Gemini)</p> <p>Required: Network Form + Partner Workbook</p> <p><i>These can also be called through to the team (max. 5)</i></p> | <p>Partner Workbook select: Vodafone >> Sim Swap Gemini>> Sim Swap Gemini OR Vodafone >> Sim Swap Zygo>> Sim Swap Zygo</p> <p>Save and send all documents to your support team. Please place the customer name in the subject line of your email.</p> |
| <p>Add/Remove Bars (Zygo and Gemini)</p> <p>Required: Partner Workbook</p> <p><i>These can also be called through to the team (max. 5)</i></p> | <p>Partner Workbook only is required for both platforms. Select: Vodafone >> Bar type (Full, Roaming etc) >> Fill out all GREEN text boxes.</p> <p>Save and send to your support team. Please place the customer name in the subject line of your email.</p> |

How Do I? – Processes and Forms

| REQUEST TYPE | PROCESS |
|---|---|
| <p>Add/Change/Remove Divert (Zygo and Gemini)</p> <p>Required: Partner Workbook</p> <p><i>These can also be called through to the team (max. 5)</i></p> | <p>Partner Workbook only is required for both platforms. Select: Vodafone >> Diverts >> Fill out all GREEN text boxes.</p> <p>Save and send to your support team. Please place the customer name in the subject line of your email.</p> |
| <p>Add/Change/Remove Usernames (Zygo and Gemini)</p> <p>Required: Network Form + Partner Workbook</p> <p><i>These can also be called through to the team (max. 5)</i></p> | <p>Partner Workbook only is required for both platforms. Select: Vodafone >> Bar type (Full, Roaming etc) >> Fill out all GREEN text boxes.</p> <p>Save and send to your support team. Please place the customer name in the subject line of your email.</p> |
| <p>Account Amendment (Zygo and Gemini)</p> <p>Required: Partner Workbook + Customer letter of Instruction</p> | <p>Letter of instruction must include: Old account info, the new details, account name and account number. It must be signed by the account authority/main contact unless this is the information that is being amended.</p> <p>Partner Workbook Select: Vodafone >> Address Change >> Fill out all GREEN text boxes.</p> <p>Save and send to your support team. Please place the customer name in the subject line of your email.</p> |

How Do I? – Processes and Forms

| REQUEST TYPE | PROCESS |
|--|---|
| Disconnection (Zygo and Gemini) Required: Partner Workbook + Customer letter of Instruction | <p>Instruction must include customer name and account number and each number requesting 30-day disconnection. If over 5 numbers, please attach the numbers on a separate excel document to ensure no errors or duplication from the letter of instruction.</p> <p>Partner Workbook should be filed out as follows: Select: Vodafone >> Disconnections >> Fill out all GREEN text boxes.</p> <p>Save and send to your support team.</p> |
| Bereavement Required: Death Certificate + Customer letter of Instruction | <p>This is due to be added to the next release of the partner workbook. Please contact support via phone for processing in the interim.</p> <p>Please note: <i>if the number is on a LTD account and is in a contract term, the LTD company is liable to continue the contract until it expires.</i></p> |
| Unlatch Request (Phone Unlock) Required: Partner Workbook + Customer letter of Instruction | <p>Cost of unlatch is £19.99. Written confirmation (on letterhead) from the customer acknowledging the cost and acceptance of the charge which will appear on their Vodafone bill.</p> <p>Partner Workbook Select: Vodafone >> Unlatch Request>> Fill out all GREEN text boxes.</p> <p>Save and send all documentation to relevant partner email.</p> |

Additional Info- Vodafone Spend Manager

What charges are included in the VSM (Vodafone Spend Manager)

Inclusive charges:

- Data • Voice • SMS • MMS • Video
- Premium rate calling • Premium SMS one-off charges
- Voice Short Codes • Out of Bundle Charges
- One time Data bundle
- Roaming charges and fees

Please Note: There are some restrictions on current bars.

- Premium bar doesn't include 118, 084/087 numbers (Networks are looking at solution for this)
- There is no split roaming bar for Voice/SMS, no current zone specific/country bar
- No split domestic/international bar
- VSM is not available yet on Red Entertainment plans.

If you require further support on applicable tariffs and how to apply the VSM, contact your support team, PRM or BDM.

What charges are NOT included in the VSM (Vodafone Spend Manager)

Charges not included:

- Any account level charges • Flexible Upgrade Fees
- Insurance fees • Any recurring extra Add-Ons
- Recurring Charge to Bill • Charge to Bill Subscriptions
- Access to emergency numbers fixed line
- Charity donations (e.g. Just Text Giving)

Additional Info - Glossary

QUERY

| | |
|-----------------------------------|--|
| Voicemail Enable / Disable | 1210 on handset to disable // 1211 on handset to reactivate. |
| Vodafone Coverage Checker | Check HERE . |
| BAN | Main account number on Gemini. |
| BEN / Cost Centre | Sub account within the main BAN. |
| SOC | Vodafone term for Bolt-On. Found on network forms. |
| Feature | Bar/Wi-fi calling/Cap. Term found on network forms. |
| ADR | Account Detail Report. Overview of entire account content requested by support and sent in excel form. |

Summary and Contacts

Should you find a Vodafone query that is not covered by this guide or on the partner workbook, please notify your support team by phone. They will assist and instruct so you can continue with your query in the first instance and we will update our information to all partners accordingly.

If you have any issue completing the network forms or you require a training session for you or your teams please contact your partner relationship manager.

Have a question for us?

Business Partner Support

Telephone: 03301 598 025

Email: businessPartner@chessPartner.co.uk

Premium Partner Support

Telephone: 03301 598 026

Email: premiumPartner@chessPartner.co.uk

Elite Partner Support

Telephone: 03301 598 027

Email: elitePartner@chessPartner.co.uk

Contacts

Hollie Jervis

Customer Experience Leader

Telephone: 0777 590 8228

Email: HollieJervis@chesspartner.co.uk