

A Guide to Processing Auto Mate Tariffs

To process an Auto Mate tariff please follow the below process

- Please credit check the customer as a small business account. The tariff that we will need to know to process the credit check is called Auto Mate. You will need to supply the business proofs as usual. Send the credit check details and proofs to your relevant support team.
- Once we have received the ticket, you will receive a ticket reference, and any email correspondence will be emailed via the ticket reference. There is a 24-hour SLA for the Support Team to action the ticket.
- Partner Support will credit check the account and advise if it is declined or approved.
- If this is declined the customer can write to EE to enquire further information.
- If the account is approved, we will advise the small business account number which you will need to add to the connection spreadsheet when you are ready to connect.
- Once you are ready to connect, please submit the connection spreadsheet and relevant proofs to your support team. The tariff code that will need to be added to the spreadsheet is **XCCNEW24M**.
- You will receive a new ticket reference and there is a 24-hour SLA for Partner Support to action the ticket.
- Once this has been completed Partner Support will send confirmation from the ticket reference to your email address confirming the number is now live.

For More Information Please Get in Touch

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