

U Mobile QUICK Guide for Stockist & Dealer 2009/2010

STOCKIST Roles & Responsibilities:

RATE PLAN REGISTRATION

1. **CHECK RF:** Upon receiving Umobile Registration Form (RF), stockist should ensure all details in the form are fill-in accordingly and sufficient supporting documents are attached to the RF before accepting it from any dealer/applicant for processing.

Check list:

Rate Plan	New Registration 018 (2-3 working days for activation)	*Switchover from other operators (3-5 working days for activation)
CRP1	1NRIC+1RF	1NRIC+2RF (12mth + 6mth)
CRP2	1NRIC+1RF	1NRIC+2RF (12mth + 12mth)
CRP3	1NRIC+1RF	1NRIC+2RF (12mth + 24mth)
U38	1NRIC+1RF	1NRIC+1RF

*Must specify the contract start and end date on each RF

2. **USIM RELEASE & POS SYSTEM:** Stockist will release USIM card to the dealer/applicant and key-in the required information into POS system.
3. **REGISTRATION WITH UMOBILE:** Scan & e-mail or fax all the registration forms with relevant documents to Umobile Centralize Activation Team (CAT). Perform a follow-up call to CAT to ensure they receive your documentation through email or fax for speedy activation.
CAT contact details (operation hours 10am to 6pm, Mon to Fri):

SCAN & EMAIL	cat@u.com.my	Submit RF & supporting documents
FAX NUMBER	03-2142 0568 / 03-2144 8188	Submit RF & supporting documents
TELEPHONE NUMBER	018-388 1388	To check document sent

4. **SEND RF & DOCUMENT TO COSWAY:** Send all original RF with supporting documents to Cosway HQ within 7 working days.

DEALER CODE APPLICATION

1. **CHECK DF:** Upon receiving Umobile Dealer Code Application Form (DF), stockist should ensure all details in the form are fill-in accordingly with a copy of NRIC as supporting documents before accepting it from any applicant for processing.
2. **REGISTRATION WITH UMOBILE:** Stockist to fax DF to 03-2145 0445
3. **SEND DF & DOCUMENT TO COSWAY:** Send all original DF with supporting documents to Cosway HQ within 7 working days.

STOCKIST HELPLINE: 018 2000 CRP or 018 2000 277

(Operation hours 10am to 6pm, Mon to Fri)

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DEALER Roles & Responsibilities:

1. **DEALERSHIP:** Fill-in Dealer Code Application Form and attach a clear copy of your NRIC copy to stockist for processing
2. **PRODUCT:** Highlight the rate plan unique features with terms and conditions to potential applicant.
3. **FILLING-UP RF:** Ensure the registration form (RF) is fill-in accordingly with supporting documents before submission to stockist for processing

Check list:


Rate Plan	New Registration 018 (2-3 working days for activation)	*Switchover from other operators (3-5 working days for activation)
CRP1	1NRIC+1RF	1NRIC+2RF (12mth + 6mth)
CRP2	1NRIC+1RF	1NRIC+2RF (12mth + 12mth)
CRP3	1NRIC+1RF	1NRIC+2RF (12mth + 24mth)
U38	1NRIC+1RF	1NRIC+1RF

*Must specify the contract start and end date on each RF

4. **SEND RF & DOCUMENT TO STOCKIST:** Send all original RF with supporting documents to stockist.
5. **STATUS CHECK:** Log on to Cosway-Umobile partner merchant website to check dealer code application and line activation status

<http://partnermerchants.com/umobile/>

SAMPLE OF DEALER CODE APPLICATION FORM (DF)



Dealer Code Application Form (Cosway)

New Creation
 Deactivation
 Suspension
 Unsuspension

A Dealer Information & Declaration

MR UMOBILE HOTLINE
 Full Name (as per NRIC): * Cosway Membership ID:

X	1	2	3	4	5	6
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NRIC (New):

5	7	0	8	3	1
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 -

3	1
---	---

 -

1	9	5	7
---	---	---	---

(Kindly attach a clear copy of NRIC: front & back is required in A4 size format)

Address: **Lot 11.01 Level 11 East Wing, Berjaya Time Square,**
1 Jalan Imbi
 City: **Kuala Lumpur**
 State: **Federal Territory** Postcode:

5	5	1	0	0
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Email (optional):
 * Umobile postpaid h/p no:

0	1	8
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2	0	0	0	2	7	7
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Terms & Conditions as a dealer:
 1) Dealer has to verify Umobile postpaid subscription applicant's original NRIC and ensure the registration form is filled-in as per dealer guidebook before submitting registration form and supporting document to stockist for
 2) Dealer is responsible to follow up the status of Umobile application if asked by the applicant and act accordingly.
 U Mobile line activation check and dealer guidebook is available in this website- <http://partnermerchants.com/umobile/>

I agree on the terms and conditions,

Signa

Dealer's signature

Date:

1	5
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 -

1	0
---	---

 -

2	0	0	9
---	---	---	---

Distributor details:
 eCosway.com Sdn Bhd
 Lot12A.07, 12Ath Floor
 Wisma Cosway, Jalan Raja Chulan
 50200 Kuala Lumpur
 Tel 603 - 2145 6335 Fax 603 - 2145 0599

B For Office Use Only (please tick ✓)

Clear copy of NRIC
 Umobile postpaid : CRP 1 / 2 / 3 (please circle)
 Age above 18 years old
 Others:
 Umobile postpaid user since (date):

d	d
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 -

m	m
---	---

 -

y	y	y	y
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 Date submitted to Biz Ops:

d	d
---	---

 -

m	m
---	---

 -

y	y	y	y
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Remarks (if any) By Umobile Cosway Team:

Verify by Umobile Cosway Team: Name : Position: Date:	1st Level Approval By Project Manager: Name : Position: Date:	2nd Level Approval By Senior Manager and above: Name : Position: Date:
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C For Biz Ops Use Only

Processed by: Process date:

d	d
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 -

m	m
---	---

 -

y	y	y	y
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DEALER'S CODE:

B	U	S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
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 ECOSWAY.COMS/B:

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SAMPLE OF REGISTRATION FORM (RF)

Important: Dealer **MUST** verify the NRIC of applicant by signing on each applicant's NRIC photocopy and include Dealer details as below. Also, for fraud prevention purpose, kindly cross-stamp (or by hand written) with 'For U Mobile Use Only'

For U Mobile Use Only

Photocopy I/C - Front

For U Mobile Use Only

Photocopy I/C - Back

Sighted by : (Dealer's name) _____

Dealer code : (Dealer code) _____

Date : (dd/mm/yyyy) _____

Signature : (Dealer's signature) _____