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TAPPING YOU INTO THE LATEST POLICIES

the WireTap

JULY 19 / 06

All Special Recognition

The following note of congratulations was received from a customer who appreciated the important service offered by John Kringley:

This is a note of thanks for John Kringley, who works in customer service. I would like to thank and congratulate Evan - he listened to my problems, my frustrations, and answered every question asked of him. He solved every problem I had and even convinced me to continue my service. Because of Evan and the cooperation he gave me, I see Cingular in a new light. It is amazing how one understanding individual can make such a big difference towards changing one's opinion of a company. I would like to give infinite thanks to Evan for his help - and more than that for giving me hope when I had none!

Thank you for proving to customers that they are the first priority and congratulations on this recognition.



All All Aces Club

Now the All Aces Club is providing even more recognition to the greatest KPI superstars in Victoria! At each announcement of the latest All Aces achievers, every new or ongoing member of the All Aces Club will receive on the spot recognition, a certificate of appreciation, and a gift recognizing their efforts!

And of course, members of the club also have bragging rights for their achievement of some of the best statistics in the centre!

The All Aces Club is a program recognizing the agents from all linegroups who have achieved 100%-to-Target in all Key Performance Indicators (KPIs) for 8 consecutive weeks. Members of the All Aces Club are reviewed based on these KPIs and the targets of their own linegroups to determine their level of achievement towards these goals (Percent-To-Target). The Key Performance Indicators (KPIs) reviewed are AHT, ACW, QA, SA, and Productivity. **Note:** SA is based on the past 2 weeks worth of data, not 8-weeks as the previous KPIs/ Agents earn membership in the All Aces Club through their extraordinary commitment to excellence. Congratulations to the following agents, who achieved membership in the All Aces Club in the period ending July 9:

- John Doe (3rd All Aces Achievement in 2006)
- Jack Jones (1st All Aces Achievement in 2006)
- Laura Scagliati (1st All Aces Achievement)



Credit & Adjustment Coding Policy

BMG has implemented the Credit and Adjustment guidelines and procedures in the Credit and Adjustment Coding Policy (BMG). The coding policy will standardize the appropriate use of adjustment codes across BMG. Proper usage of these codes will be monitored allowing Cingular to standardize adjustment procedures. This policy will provide rules for handling certain business customers and the methods to apply credits and/or adjustments in Telegence and CARE.

Please review the [Important Scenarios](#) sections.

This section will help you identify if the customer is on OneSource Billing and/or is a Recurring Credit Card Customer. These types of customers have special handling methods.

Some important things to remember when applying a credit to an account:

- Always credit using the same credit/adjustment type that was charged on the bill/invoice.
- Each transaction code is associated with a specific financial line item. This is important in order to get accurate financial data. (i.e. Monthly Airtime Fee is associated with the Airtime budget. If this is credited back under Data Service Charge, Cingular will not have a true financial reflection of proper credits/adjustments.
- Please do not combine different adjustment types into one lump sum amount.

Determining when to apply an Adjustment or Credit:

- When determining if and when an adjustment or credit should be issued, it is important to understand the cause of the request or complaint. It is our goal to correct any errors that are affecting an account.
- Review the Protocol for Bill Adjustments to determine if an adjustment is appropriate.
- The reversal of all or part of a charge of an existing charge in the billing system is an adjustment.
- A reduction that is not linked to a billed charge is a credit. Alternative adjustment or crediting procedures should only be utilized if specifically instructed to through other procedural documentation.

In an effort to standardize adjustment and credit procedures, only the following procedures are approved to be utilized when processing adjustments and credits:

- **Telegence:**
 - Billed Charges (for adjustments)
 - Pending Charges & Credits (for credits)
 - **Note:** Bulk credits should not be issued to an account. If a charge was billed in error, it should be highlighted and adjusted for the appropriate amount through Billed Charges. By doing this, the funds tie to revenue, and taxes should return properly.
- **CARE:**
 - Real Time Adjustment (RTA)
 - Other Charges and Credits (OCC) - [Review Important Scenarios] Use for Consolidated Billing Customer OneSource/CBS and RCCB (Recurring Credit Card Bill)

For more information, please see:

CSP > [Credit and Adjustment Coding Policy for BMG](#) (Resolution ID 75569)

Upcoming Events

July 19

PAS position closes. Please see the job posting in the break room for additional details.

July 21

Podium and HR Employment Specialist (Interviewer) positions close. Please see the job posting in the break room for additional details.

July 27

The second "Stars n' Cars" Giveaway draw for one of three 2006 Hyundai Accent Hatchback vehicles between now and August 31. The lucky winners will also have up to \$5,000.00 contributed directly to their taxes.



July 30

Crown the best golf team at West! Individuals and teams will compete across 9 holes of golf in a Texas Scramble tournament format at the Prospect Lake Golf Course. Cost of entry is \$30.00 per player or \$112.00 for a team of four. The tournament will be followed by dinner and an awards presentation at Montana's Cookhouse - every participant is guaranteed to win a prize!



Did You Know?

Did you know that West Employees may now have their paycheques placed directly into their bank accounts via direct deposit? West Employees may now enroll with Direct Deposit, which is now compatible with any bank. Funds will be deposited into employee accounts near midnight on the payday. Please visit Human Resources for more information regarding Direct Deposit and an application form.