

Sales Affiliate (Sales URL) SOP and Troubleshooting Document

For Sales Representatives to receive credit for their sales, they will need to acquire (provided by the Manager upon hiring) an Affiliate/Sales URL. This URL opens a specifically linked Ripple Fiber Order site for the Rep. On occasion, technical difficulties can be had when trying to utilize this URL. A few examples that are addressed in this document are Browser Caching (for iPads); pulling up the Incognito or InPrivate browser, and how to use the Affiliate within the Sales Rabbit Application.

NOTE: The QR code **should not be used by Sales Representatives and is to be used by the customers.**

The Sales Rabbit Connector can be used for referral and non-assigned leads by accessing it through the App's Tools option.

Please use this document as a training resource for reference.

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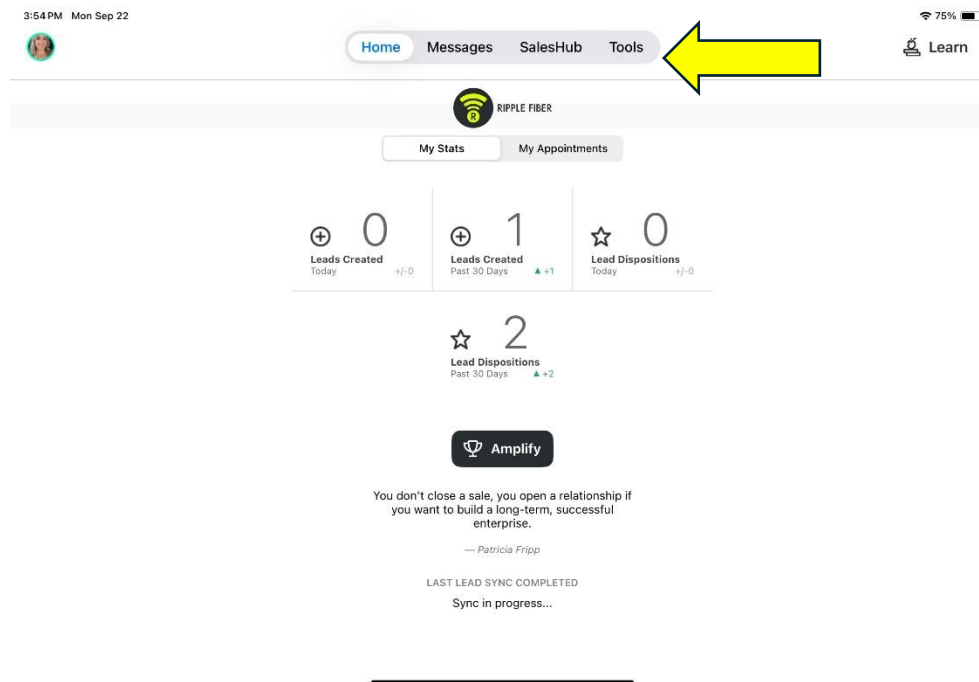
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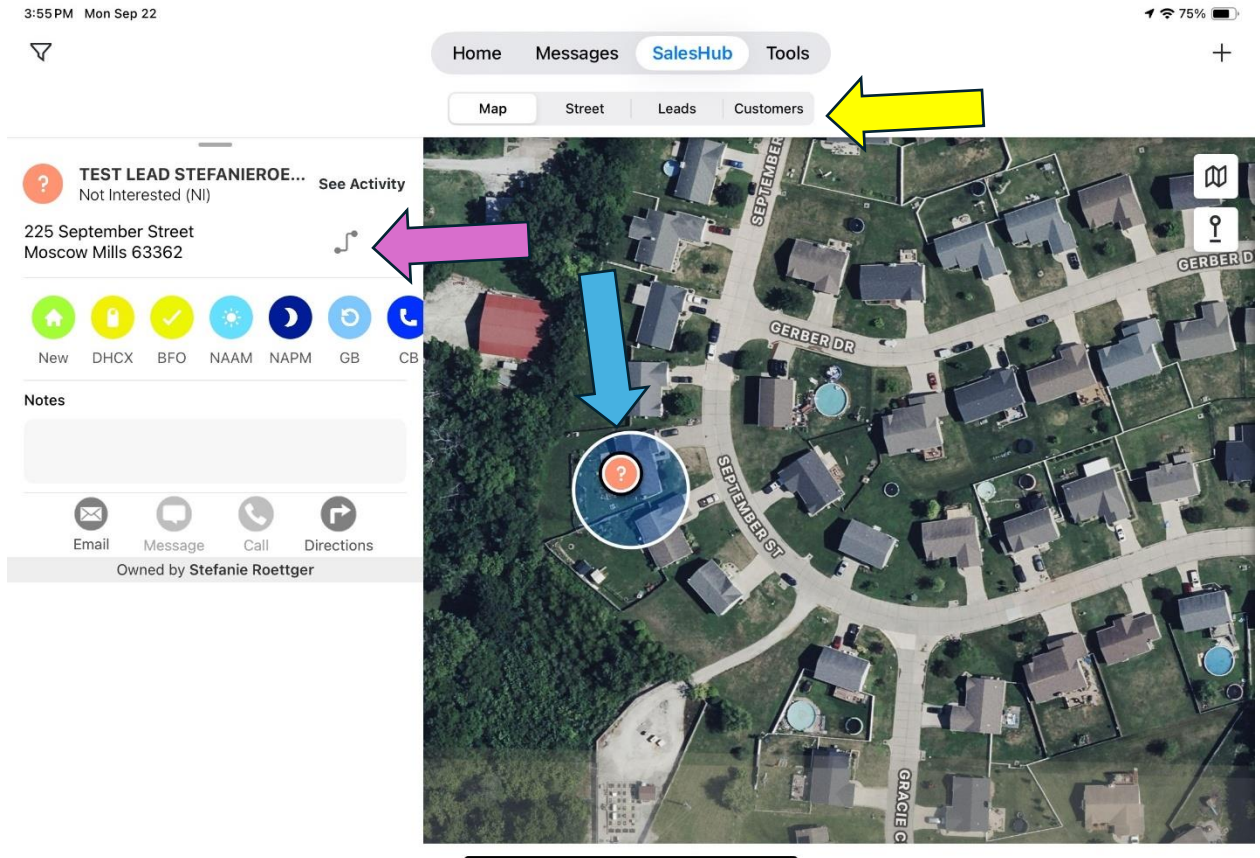
Using the Affiliate Connector in the Sales Rabbit Application

- Start by logging in to the Sales Rabbit application via iPad.
- Once logged in, the home screen will appear (shown below).

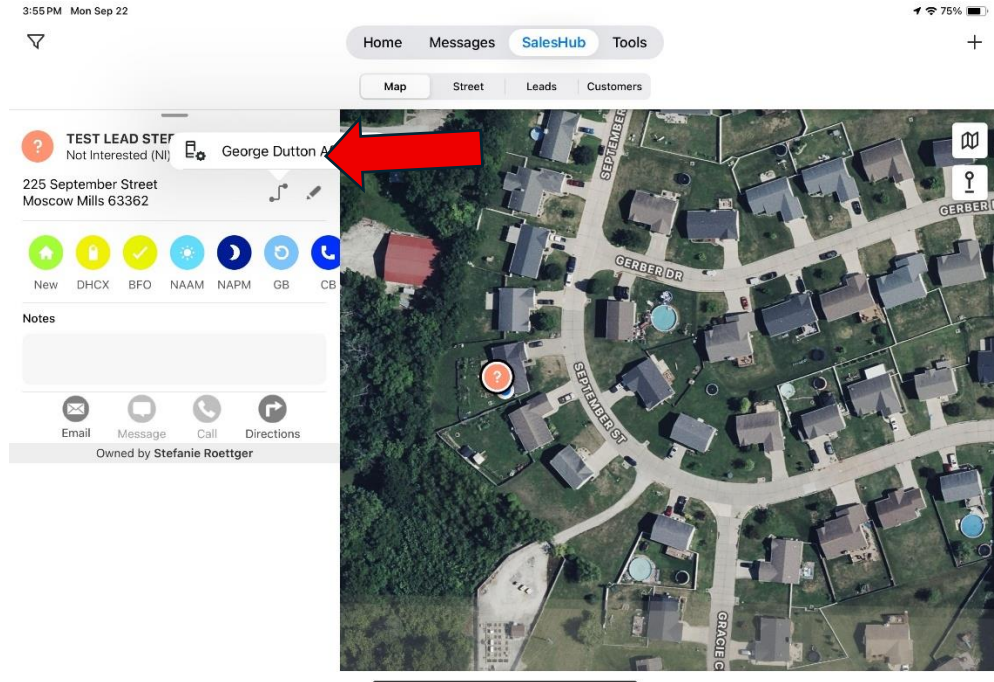


- In the top menu exists the **Home; Messages; SalesHub; and the Tools**. (Yellow Arrow)
- **Home**- Takes the user back to the home page.
- **Messages**- Takes the user to any existing messages or allows for new messages to be created.
- **SalesHub**- Location where the lead information can be found along with Maps; Street; Leads; and Customers data.
- **Tools**- Sales Rabbit app tools location including Sales Materials (for uploaded documents); Sketch Board; and the URL Connector.
- **There are two ways to access the URL per app.**
- Through an assigned lead
 - Select the **SalesHub** menu option, then using any of the Hub tools (*Map/Street/Leads/Customers*), the user can find the lead they need.

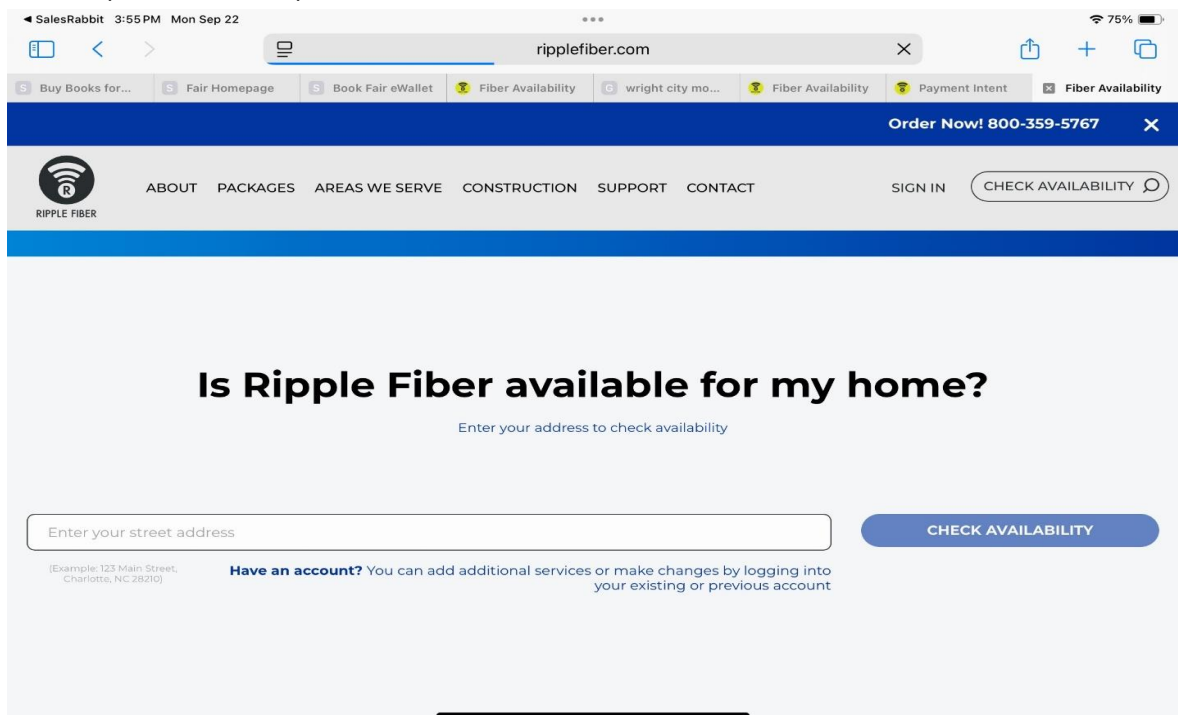
- By clicking on the lead (example below showing the lead within the Map option), a side menu will appear. (Blue Arrow)
- **The Connector** (Sales Affiliate URL Connector) can be accessed by clicking on the connector symbol. (Purple Arrow).



- A pop-up bubble will appear, click on the bubble. (shown below; Red Arrow).

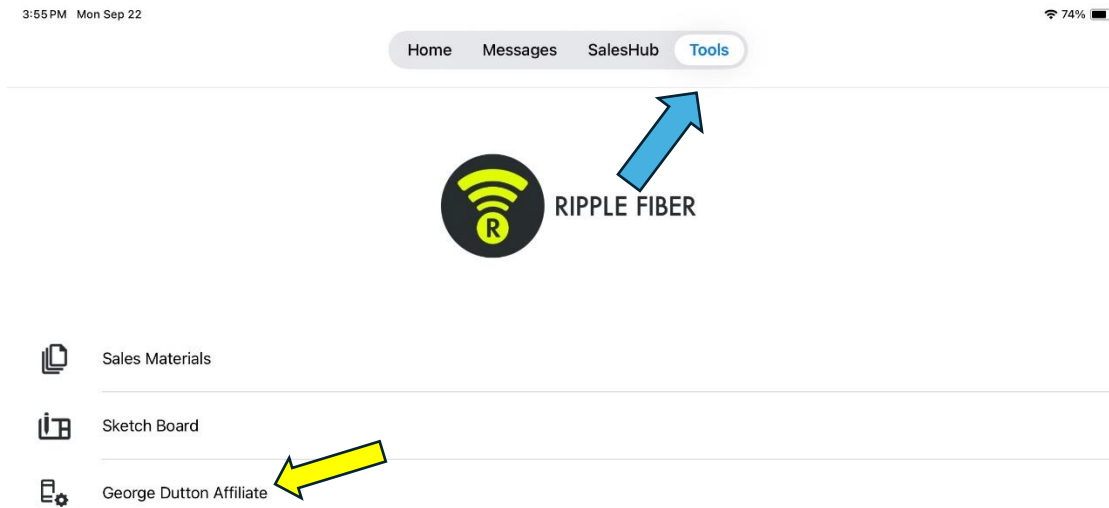


- This will open a new browser window, with the Order Form linked to the Rep. (Shown below)

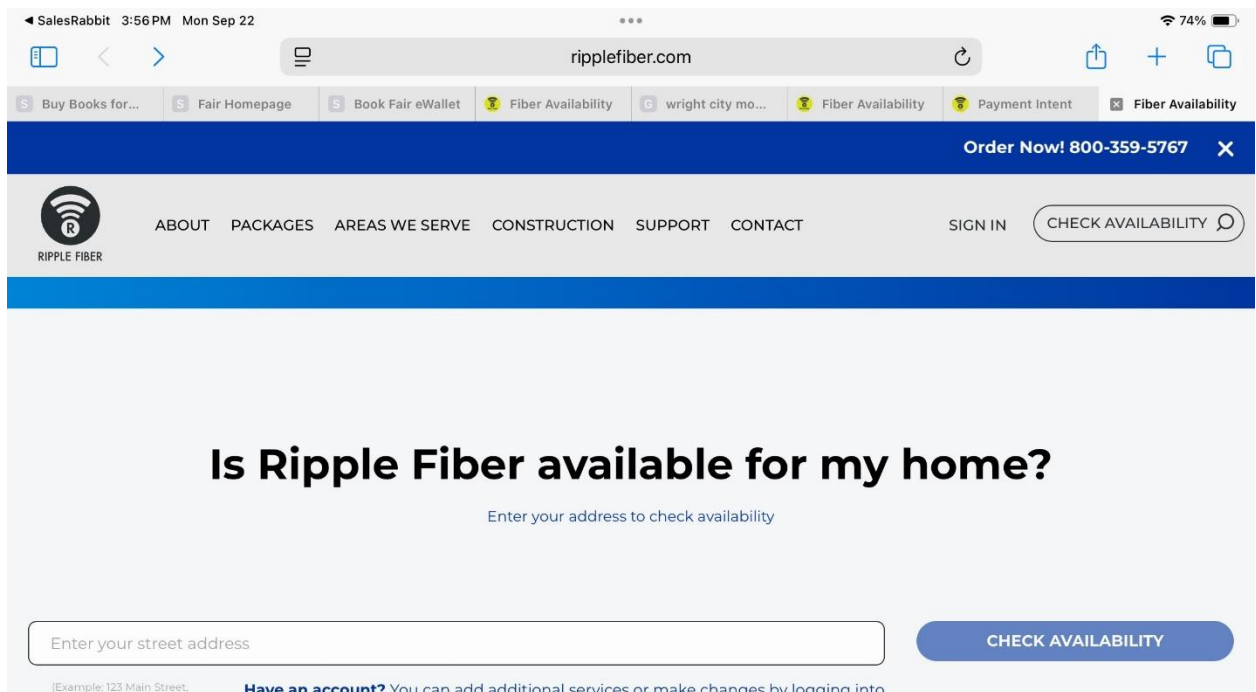


- The second option is the **Tools** option.
 - Click on the **Tools** option in the main menu of the app. (Blue Arrow)

- The page will be refreshed on the Tools page.

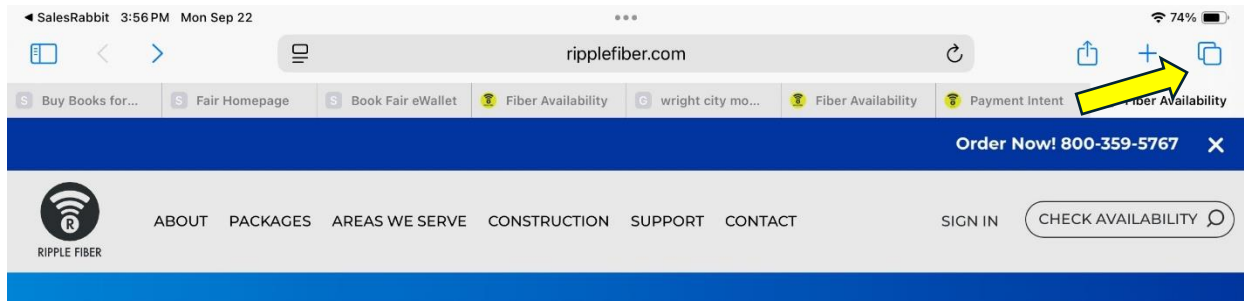



- The Connector will live within the options on this page as shown in the screenshot above. (Yellow Arrow)
- Click on the Connector option (naming examples for most Affiliate Connectors will follow **FirstName LastName Affiliate**).
- The Order Form will appear on the new browser window ready for use.

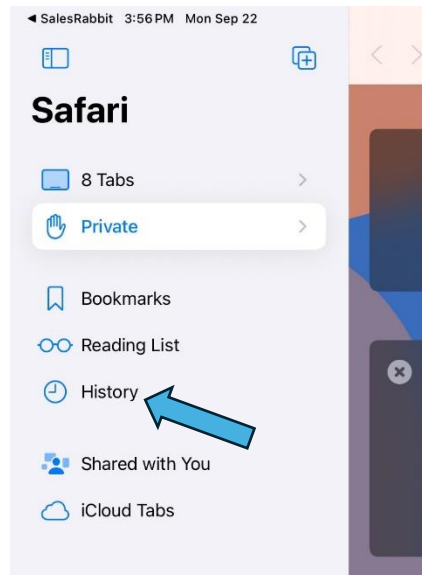


Clearing the Browser's Cache/History (iPad)

- The first step is to go to Safari (web browser page) on the iPad. (Shown below)

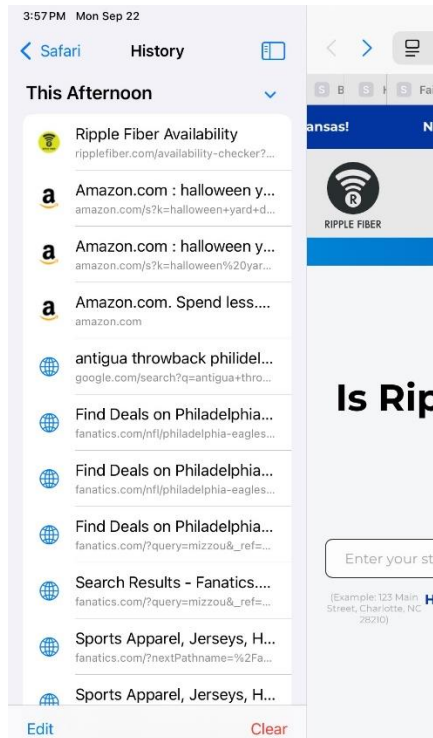


- Then, click on the  symbol at the top right of the page. (Yellow Arrow in screenshot above).
- From there, the Safari menu will open. Go to the **History** option on the left menu.

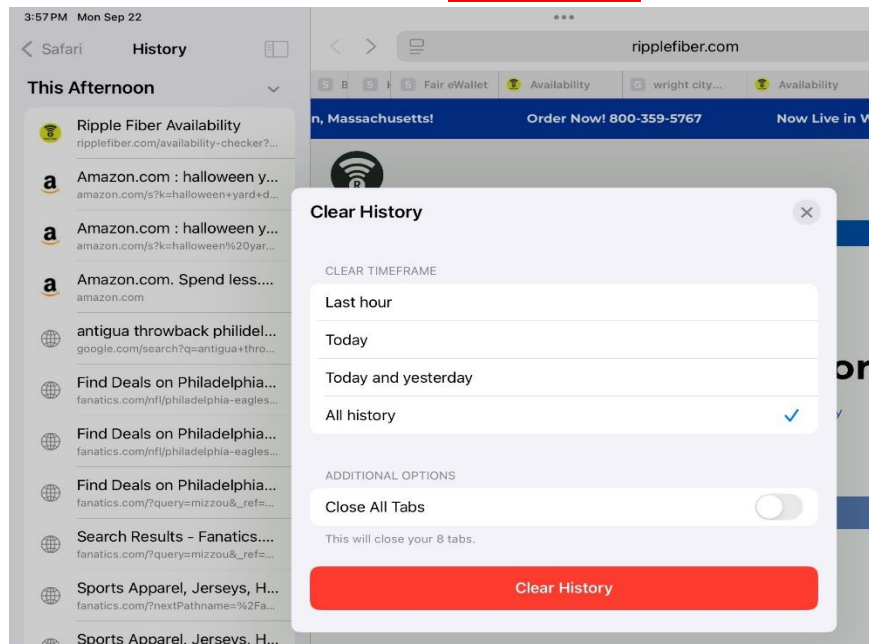


- This will open a new left slide bar showing all history.

- Select **Clear** at the bottom right of the slide bar.



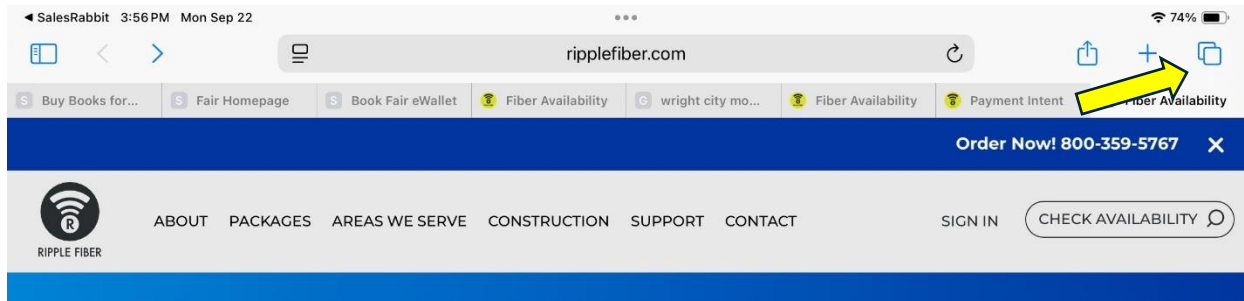
- A new pop-up window will appear. Select **All history** so that a blue checkmark appears to the right of it. Then click on the **Clear History** button.




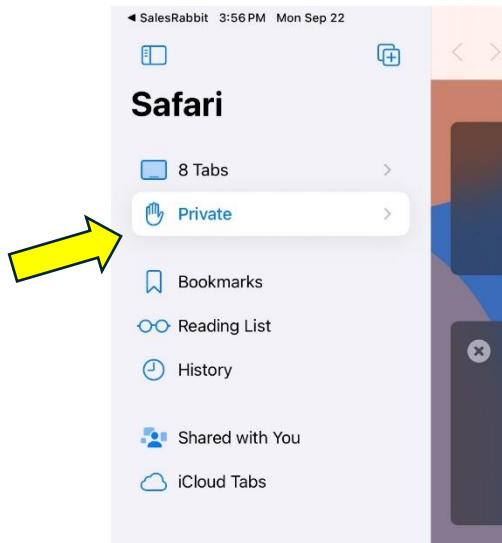
- This will clear out the cache (aka overload of stored and unneeded search information) that is kept from sites and pages from loading correctly.


Using an Incognito/InPrivate Browser (iPad)

- The first step is to go to Safari (web browser page) on the iPad. (Shown below)



- Then, click on the  symbol at the top right of the page. (Yellow Arrow in screenshot above).
- From there, the Safari menu will open. Go to the **Private** option on the left menu.



- Then, click the  at the top right of the page. This will take the user to a new Private Browsing page.

