

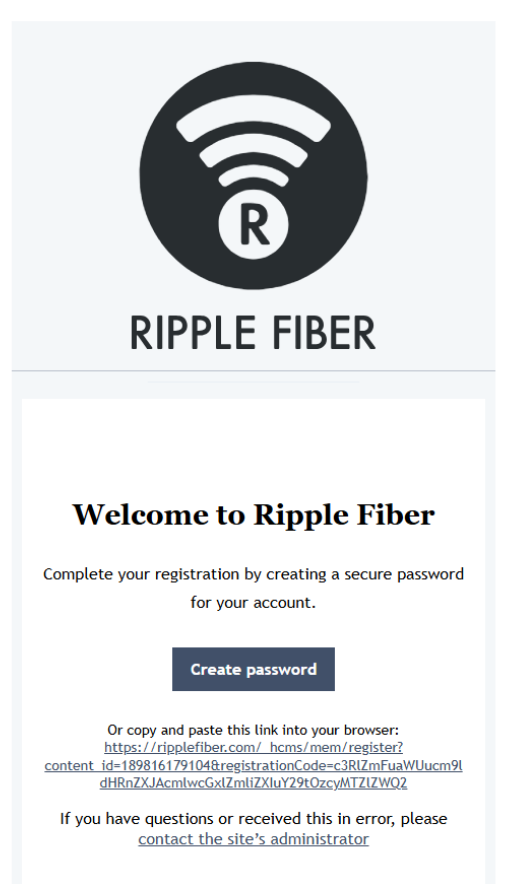
## Sales Agent Portal User SOP

There are a few steps that need to happen before a Sales Agent/Representative can utilize the Sales Agent Portal Form.

**NOTE: It is important that the default browser for the Computer or Device being used by any Sales user to be set to Google Chrome.**

- During user onboarding, after the creation of their Sales Rabbit access and Affiliate; they will receive an invite in their Outlook Inbox as seen in **Figure 1**.
- The **Create Password** button will need to be clicked to gain access to the form.

Figure 1




- Once the new browser opens, (**see Figure 2**), the user then can populate the required fields and finish registering by clicking the **Sign in** button.
- Use the Ripple Fiber provided email address when populating the **Email\*** field.

Updated April 30<sup>th</sup>, 2026 SR

RL CLAUSE: We are happy to assist those in need and create awesome things; but if you cannot use common sense, follow established processes, and decide to go rogue then our assistance no longer applies. Self-created headaches are not our responsibility.

Figure 2



The page you are trying to view is only available to registered users.

**Sign in**

Email\*

Password\*

Remember me [Forgot password?](#)

**Sign in**

or

Try going password-less. Get a link sent to your email that'll sign you in.

Email\*

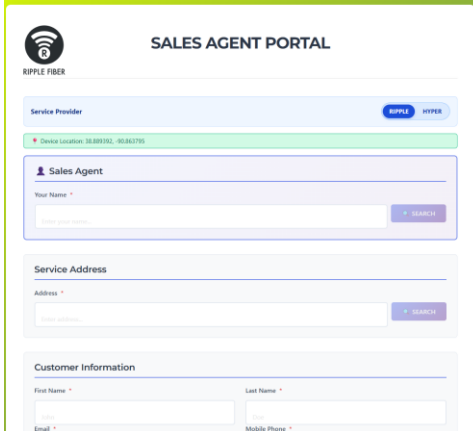
I agree to allow Ripple Fiber to store and process my personal data.

**Email link**

Having trouble? [Contact the site's administrator](#)

- Once signed in, navigate to the following URL: <https://ripplefiber.com/sales-agent-order-form>
- Again, be sure your browser is set to Google Chrome.
- This will open the order form created specifically for Sales Agents. See Figure 3.

Figure 3



**SALES AGENT PORTAL**

Service Provider **RIFFLE HYPER**

Device Location: 38.889102, 96.862795

**Sales Agent**

Your Name \*

SEARCH

**Service Address**

Address \*

SEARCH

**Customer Information**

First Name \* Last Name \*

Email \* Mobile Phone \*

Updated April 30<sup>th</sup>, 2026 SR

RL CLAUSE: We are happy to assist those in need and create awesome things; but if you cannot use common sense, follow established processes, and decide to go rogue then our assistance no longer applies. Self-created headaches are not our responsibility.

## Using the Sales Agent Portal form

- For ease of use and quicker turnaround time; it is suggested to have the following information ready or with quick access to populate the form.
  - Is the order a **RIPPLE or HYPER** order.
    - The **HYPER** toggle should only be selected if selling in Florida; Colorado or Arkansas. All other states are under **Ripple**.
  - Your name as it was set up with Ripple Fiber.
  - The *Service Address* (Premise of lead).
  - *Customer Information*:
    - *First Name*
    - *Last Name*
    - *Email address*
    - *Mobile Phone Number*
  - *Plan Selection*
  - *Service Details (start date)*.
  - *Promo Code (if applicable)*

## Populate the Form

- Toggle to the correct Fiber service name (**RIPPLE/HYPER**) See **Figure 4; blue arrow**.
- Enter your name into the **Sales Agent** search box, click the **SEARCH** button and select the correct option. **Figure 4; green arrow**.
- Use the search box under **Service Address** to type in the customer's address. Select the **SEARCH** button, and select the correct option in the dropdown. **Figure 4; red arrow**.
  - **Due to inconsistencies with Address naming conventions, if a Service Address is entered with abbreviated naming (example SW instead of Southwest) and it does not match what is in AEX, it can lead to a 500 error. If this happens, use the full Service Address.**

**NOTE:** Please ensure you have the correct Service address by confirming with the customer before searching and selecting. If you have chosen an address and then go back to update the service address, you will receive an error message once submitting. If that is the case, then the page will need to be refreshed and the order restarted.

- Populate the **Customer Information** section with the required information. **Figure 4; yellow arrow**.

Updated April 30<sup>th</sup>, 2026 SR

RL CLAUSE: We are happy to assist those in need and create awesome things; but if you cannot use common sense, follow established processes, and decide to go rogue then our assistance no longer applies. Self-created headaches are not our responsibility.

- Use the dropdown for the **Plan Selection** to choose the customer's plan. **Figure 5; black arrow.**
  - Depending on the selected plan, **Addons** may be available and appear for selection. Choose Addons the customer wants. **Figure 5; green arrow.**
- **Install Scheduling** is an important step to get the customers going on with the full process. **See Figure 6**
  - In this section, the **Select date** field will need to be populated with the customer's preferred install date (**Figure 6, green arrow**) It should be noted that there will be a provided *Earliest available date: (YYYY-MM-DD)* for reference. (**Figure 6, yellow arrow**)
  - Next would be to **Select time slot**. The options shown are broken down to either a morning window (8:00AM-12:00PM) and afternoon window (1:00PM-5:00PM). **Figure 6, blue arrow**
  - The **Notes** section is to be filled out if needed, with any details per the customer for the Installation Agent (**Figure 6, red arrow**)
  - Once the fields are filled out, select the **SCHEDULE APPOINTMENT** button (**Figure 6, black arrow**)
- In the provided date box for **Service Details**, choose the approved **Service Start Date** provided by the customer. **Figure 5; orange arrow.**
  - **NOTE: The Service Start Date shows the date the Service Area was live. If the Area is not live, it will reflect that day's date.**
- **Read to or have the customer review the information and the agreement text before checking the associated box. Figure 5; purple arrow.**
- If there is a **Promo Code**, enter the code in the **Order Actions** section and click **APPLY PROMO**. **Figure 5 and Figure 7; blue arrow.**
- Under **Order Actions**; the **Pricing Summary** will appear with detailed breakdown. Click on the **CREATE SERVICE & CUSTOMER** button. **Bottom of Figure 7.**

Updated April 30<sup>th</sup>, 2026 SR

RL CLAUSE: We are happy to assist those in need and create awesome things; but if you cannot use common sense, follow established processes, and decide to go rogue then our assistance no longer applies. Self-created headaches are not our responsibility.

Figure 4

**SALES AGENT PORTAL**

**RIPPLE FIBER**

**Service Provider** RIPPLE HYPHER

Device Location: 38.889392, -90.863795

✓ Fiber is available! Area: North Carolina Cramerton OLT 01 FDA 08 FDH 06 (Status: Connected)

**Sales Agent**

Your Name \*

✓ Stefanie Roettger Testing  
ID: 997 CHANGE AGENT

**Service Address**

Address \*

532, Brooklyn Street, Cramerton, US, 28032, NC SEARCH

✓ Selected: 532, Brooklyn Street, Cramerton, US, 28032, NC CHANGE ADDRESS

**Area Information**

Status: Connected

Area Name: North Carolina Cramerton OLT 01 FDA 08 FDH 06

**Customer Information**

First Name \*

Last Name \*

Email \*

Mobile Phone \*

Updated April 30<sup>th</sup>, 2026 SR

RL CLAUSE: We are happy to assist those in need and create awesome things; but if you cannot use common sense, follow established processes, and decide to go rogue then our assistance no longer applies. Self-created headaches are not our responsibility.

Figure 5

### Plan Selection

Select Plan \*

650 Mbps - 650 Mbps - \$40/month

**Plan Details:**  
**Name:** 650 Mbps  
**Speed:** 650 Mbps  
**Description:** 650 Mbps

### Addons

Optional add-ons for this service

No add-ons available for this plan/area.

### Service Details

Service Start Date \*

04/30/2026

I agree to receive promotional text messages from Ripple Fiber, including special offers and new product updates. Message frequency varies. Message & data rates may apply. Reply HELP for help. Reply STOP to opt out. Consent is not a condition of purchase. See our Privacy Policy for more information.

By providing your mobile number, you agree to receive text messages related to your order, account, or service (such as installation scheduling, outage alerts, or appointment confirmations).

By clicking submit below, you consent to allow Ripple Fiber to store and process the personal information submitted above to provide you the content requested. \*

### Order Actions

Promo Code (Optional)

Enter promo code

APPLY PROMO

Updated April 30<sup>th</sup>, 2026 SR

RL CLAUSE: We are happy to assist those in need and create awesome things; but if you cannot use common sense, follow established processes, and decide to go rogue then our assistance no longer applies. Self-created headaches are not our responsibility.

Figure 6

The screenshot shows a form titled "Install Scheduling". It contains the following elements:

- Select date:** A date picker showing "05/15/2026". A green arrow points to this field.
- Earliest available date:** A text label showing "2026-05-15". A yellow arrow points to this label.
- Select time slot:** Two radio button options: "8:00 AM - 12:00 PM" (selected) and "1:00 PM - 5:00 PM". A blue arrow points to the "8:00 AM - 12:00 PM" option.
- Notes:** A text area with the placeholder "Add optional scheduling notes". A red arrow points to this area.
- SCHEDULE APPOINTMENT:** A dark grey button at the bottom. A black arrow points to this button.

Figure 7

The screenshot shows the "Order Actions" section of a form. It includes:

- Promo Code (Optional):** A text input field with the placeholder "Enter promo code" and an "APPLY PROMO" button. A blue arrow points to the input field.
- Pricing Summary:** A table with the following data:

Due at Install	
Monthly Subscription (650 Mbps) - First Month	\$40.00
<b>Total Due at Install</b>	<b>\$40.00</b>
Due Each Month	
Monthly Subscription (650 Mbps)	\$40.00
<b>Total Due Each Month</b>	<b>\$40.00</b>

At the bottom of the section is a purple button labeled "CREATE SERVICE & CUSTOMER".

Updated April 30<sup>th</sup>, 2026 SR

RL CLAUSE: We are happy to assist those in need and create awesome things; but if you cannot use common sense, follow established processes, and decide to go rogue then our assistance no longer applies. Self-created headaches are not our responsibility.

- After selecting the **CREATE SERVICE & CUSTOMER** button, the form will be at the bottom with confirmation of **SERVICE CREATED** (including Customer ID and Service ID information). **Figure 8**

**Figure 8**

Total Due at Install		\$70.00
<b>Due Each Month</b>		
Monthly Subscription (650 Mbps)		\$40.00
<b>Total Due Each Month</b>		<b>\$40.00</b>

✓ **SERVICE CREATED**

✓ Customer ID: B3498928-B92A-45BA-8AAE-35E52EF1FDF1 | Service ID: EAC68A22-8F45-42D0-B4CC-EA4868DB845D


**PROCEED TO PAYMENT**

- Click on the **PROCEED TO PAYMENT** button. **Figure 8**
- The Payment Details page will populate. **Figure 9**
- Populate the fields noted with the customer's payment information and click the **Save Payment Method** button. **Figure 9; blue arrow.**



Figure 9





**Payment Details**


You will not be charged until after installation


 **Ripple Fiber**

Card  US bank account

 Secure, fast checkout with Link 


Card number  
1234 1234 1234 1234    

Expiration date Security code  
MM / YY CVC 

Country  
United States 

ZIP code  
12345

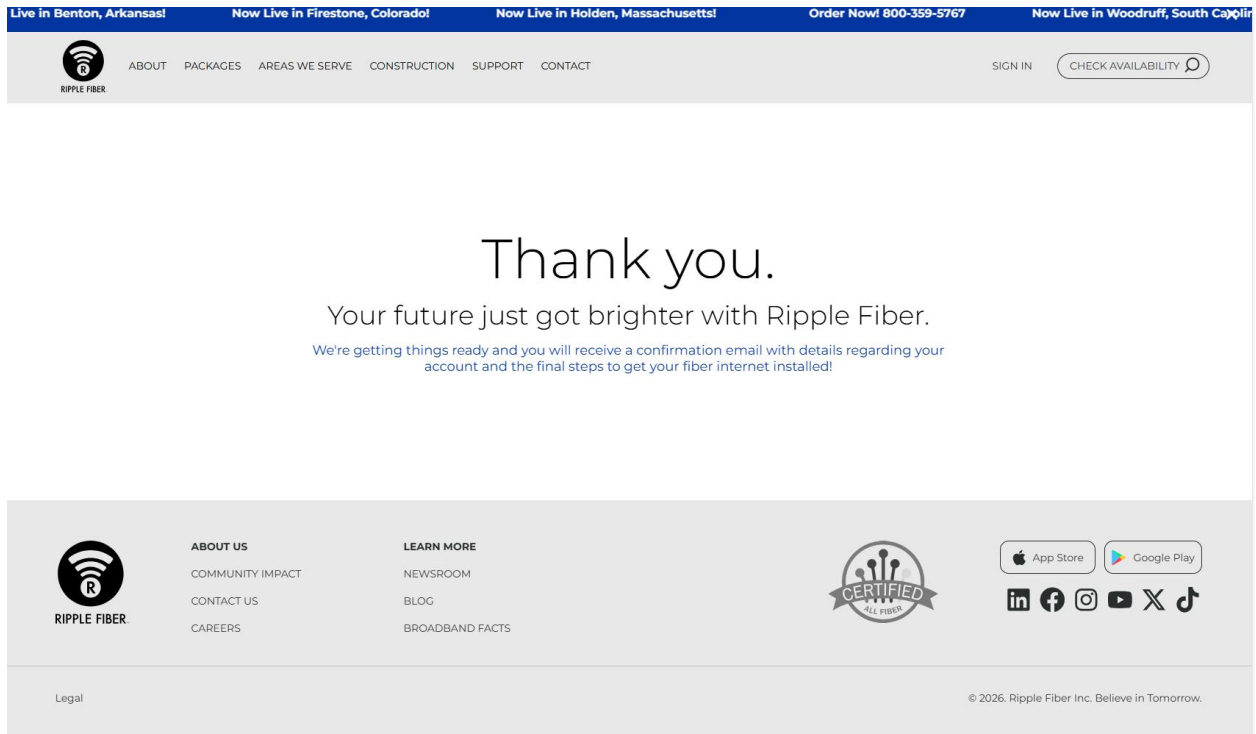
By providing your card information, you allow Ripple Fiber to charge your card for future payments in accordance with their terms.

 **Save Payment Method**

- Once the payment is submitted, the following page will appear.

Updated April 30<sup>th</sup>, 2026 SR

RL CLAUSE: We are happy to assist those in need and create awesome things; but if you cannot use common sense, follow established processes, and decide to go rogue then our assistance no longer applies. Self-created headaches are not our responsibility.



## Missing Premise Journey

If the Service Address does not appear after populating in the text box and selecting Search, please follow the next steps.

- Click on the **CAN'T FIND THE ADDRESS? ENTER IT MANUALLY** button below the Address text box.
- From there, populate the full address information in the Manual Address Entry box that appears. **See Figure 10**
- Select the SAVE FOR REVIEW button.
- Once submitted, the order form will update as shown below. The order can be continued as normal. **See Figure 11.**

Updated April 30<sup>th</sup>, 2026 SR

RL CLAUSE: We are happy to assist those in need and create awesome things; but if you cannot use common sense, follow established processes, and decide to go rogue then our assistance no longer applies. Self-created headaches are not our responsibility.

Figure10

The screenshot shows a web form for address entry. At the top, there is a text input field containing "140 Cordoba Center Dr" and a purple "SEARCH" button. Below this is a black button with white text that reads "CAN'T FIND THE ADDRESS? ENTER IT MANUALLY". Underneath is a yellow-bordered box titled "Manual Address Entry" with the instruction "Enter the address details below to query Google and use the returned latitude and longitude for plan lookup." Inside this box are five input fields: "140 Cordoba Center Dr", "Unit", "City", "State", and "ZIP". A "SAVE FOR REVIEW" button is located at the bottom of the yellow box. Below the yellow box is a grey section header "Customer Information".

Figure 11

The screenshot shows a web form with several sections. At the top is a green notification box with the text: "Address saved for manual review. Google coordinates were captured and used for area and plan lookup. A verified address is still required before plans and service can be created." Below this is the "Sales Agent" section, which includes a "Your Name" input field containing "✓ website testing" and "ID: 246", and a red "CHANGE AGENT" button. The "Service Address" section features an "Address" input field with "140 Cordoba Center Dr, Hot Springs, AR 71909, USA" and a purple "SEARCH" button. Below the input field is a dashed orange button "CAN'T FIND THE ADDRESS? ENTER IT MANUALLY". A green notification box below that says "✓ Selected: 140 Cordoba Center Dr, Hot Springs, AR 71909, USA" with a "CHANGE ADDRESS" button. The "Area Information" section shows "Status: Connected" and "Area Name: CAHV-A1-14". At the bottom is the "Customer Information" section with "First Name" and "Last Name" input fields.

Updated April 30<sup>th</sup>, 2026 SR

RL CLAUSE: We are happy to assist those in need and create awesome things; but if you cannot use common sense, follow established processes, and decide to go rogue then our assistance no longer applies. Self-created headaches are not our responsibility.

**Updated April 30<sup>th</sup>, 2026 SR**

RL CLAUSE: We are happy to assist those in need and create awesome things; but if you cannot use common sense, follow established processes, and decide to go rogue then our assistance no longer applies. Self-created headaches are not our responsibility.