

# CREATE & MANAGE A CASE

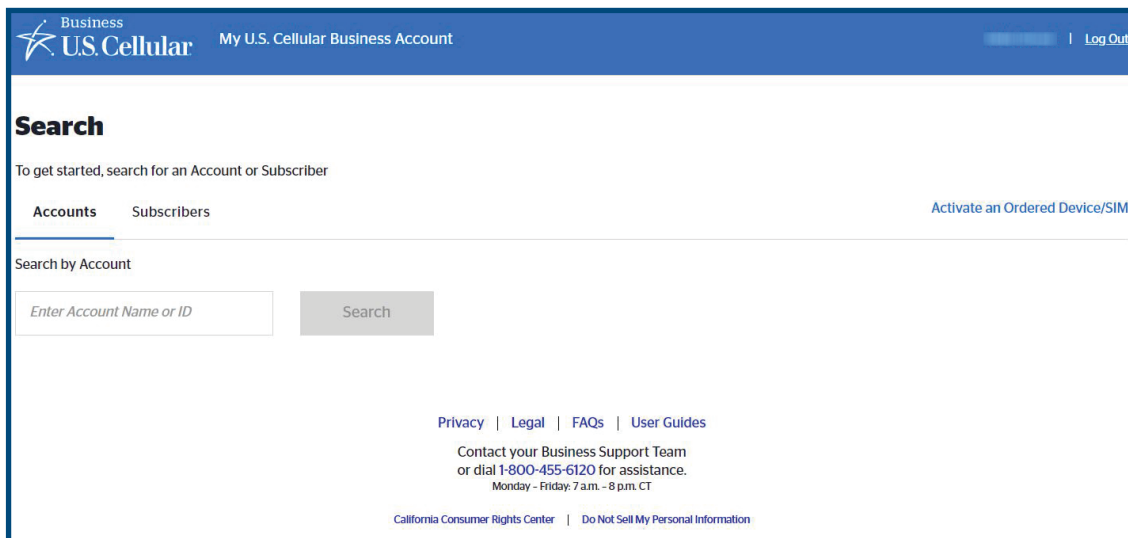
This guide walks through the process of submitting a case and checking on a case's status through **My U.S. Cellular® Business Account** portal.

## What is a Case?

The Case functionality in the portal allows you to submit a request to U.S. Cellular's Business Sales Support team with any questions about your account, bulk changes to your account or help with a change to your account for an action that you don't see in the portal. U.S. Cellular's Business Sales Support team will promptly respond to your request and process any transactions as applicable.

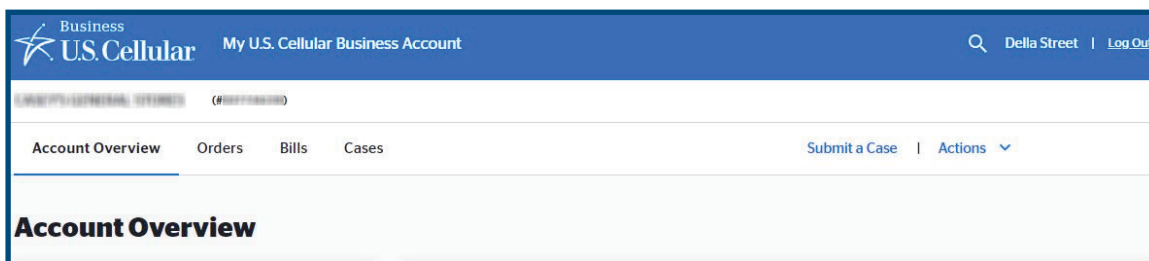
- 1 Log into your **My U.S. Cellular Business Account** with the login credentials provided to you by your Business Sales Support Specialist.
- 2 A case can be opened on the account level (through the Account Dashboard) or for a specific line on the account (through the Subscriber Dashboard).

You can search for a particular Account or a specific Line using the **"Account"** or **"Subscriber"** tabs.

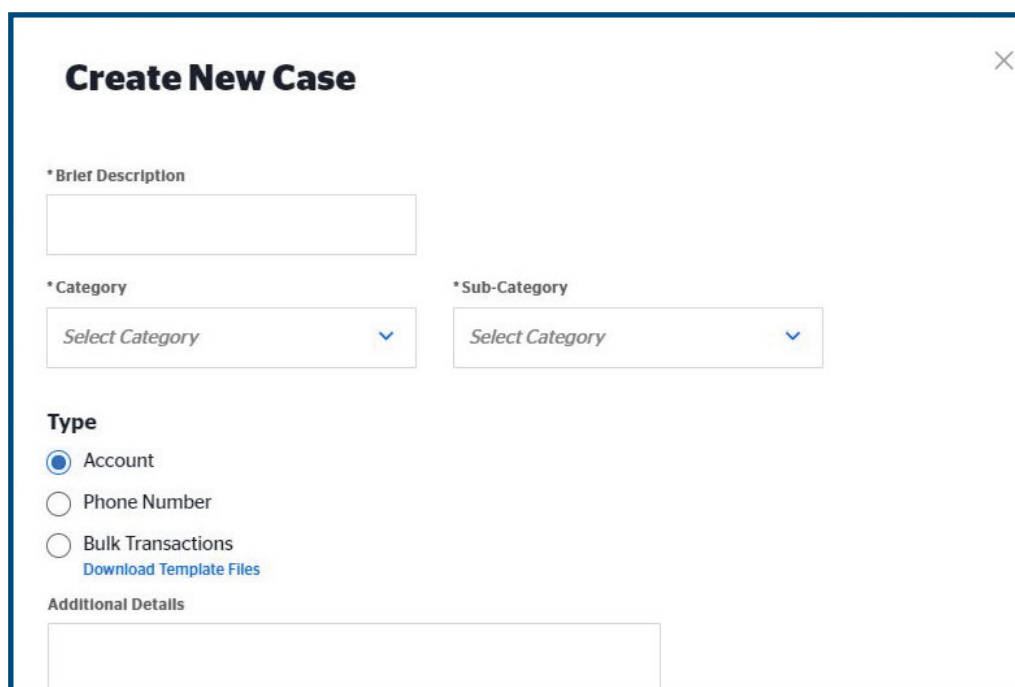


The screenshot shows the 'My U.S. Cellular Business Account' portal. At the top, there's a blue header with the U.S. Cellular logo and 'My U.S. Cellular Business Account' text. Below the header, there's a 'Search' section with the instruction 'To get started, search for an Account or Subscriber'. There are two tabs: 'Accounts' (selected) and 'Subscribers'. A link 'Activate an Ordered Device/SIM' is visible on the right. Below the tabs, there's a 'Search by Account' section with a text input field labeled 'Enter Account Name or ID' and a 'Search' button. At the bottom, there's a footer with links for 'Privacy', 'Legal', 'FAQs', and 'User Guides', followed by contact information for the Business Support Team and a disclaimer about California Consumer Rights.

- 3 In the upper right-hand corner of the Account or Subscriber Dashboard, click on **"Submit a Case."**



- 4 A dialog box opens to request details of your new case.

A screenshot of the 'Create New Case' dialog box. The title is 'Create New Case' with a close button (X) in the top right corner. The form contains the following fields:

- \* Brief Description: A text input field.
- \* Category: A dropdown menu with the placeholder text 'Select Category'.
- \* Sub-Category: A dropdown menu with the placeholder text 'Select Category'.
- Type: A section with three radio buttons: 'Account' (selected), 'Phone Number', and 'Bulk Transactions'. Below the radio buttons is a link 'Download Template Files'.
- Additional Details: A text input field.

- 5 To route your case most efficiently, include your company name in the title along with the subject of your request. *Ex: "Acme Company: Reset Voice Mail Password."*

- 6** Select the "**Category**" that best describes your request to expedite your case.
- |  |                            |
|--|----------------------------|
| a. Add/Remove My Business Account User | g. General Inquiry/Request |
| b. Add/Remove Features                 | h. Move Line               |
| c. Bulk Order Request                  | i. Replace SIM Card        |
| d. Buy Accessories                     | j. Request Reporting       |
| e. Change Phone Number                 | k. Reset VM Password       |
| f. Change Price Plan                   | l. Suspend/Resume Line     |
- 7** If "**Request Reporting**" was chosen in step 11, select a "sub category" from the dropdown list. Otherwise, skip this step.
- 8** Choose a "**Case Level**." Your options are:
- Account: A change or question regarding the account.
  - Mobile Phone Number (MDN): A change or request specific to a line of service.
  - Bulk Transactions: Processing a change that impacts several lines on an account.

Enter any additional details to support the request you are making.

## Create New Case

Select Category

Select Category

**Type**

☒ Account
 ☐ Phone Number
 ☐ Bulk Transactions

[Download Template Files](#)

**Additional Details**

200 remaining

**Attachments**

[Attach File \(.csv\)](#)

Cancel

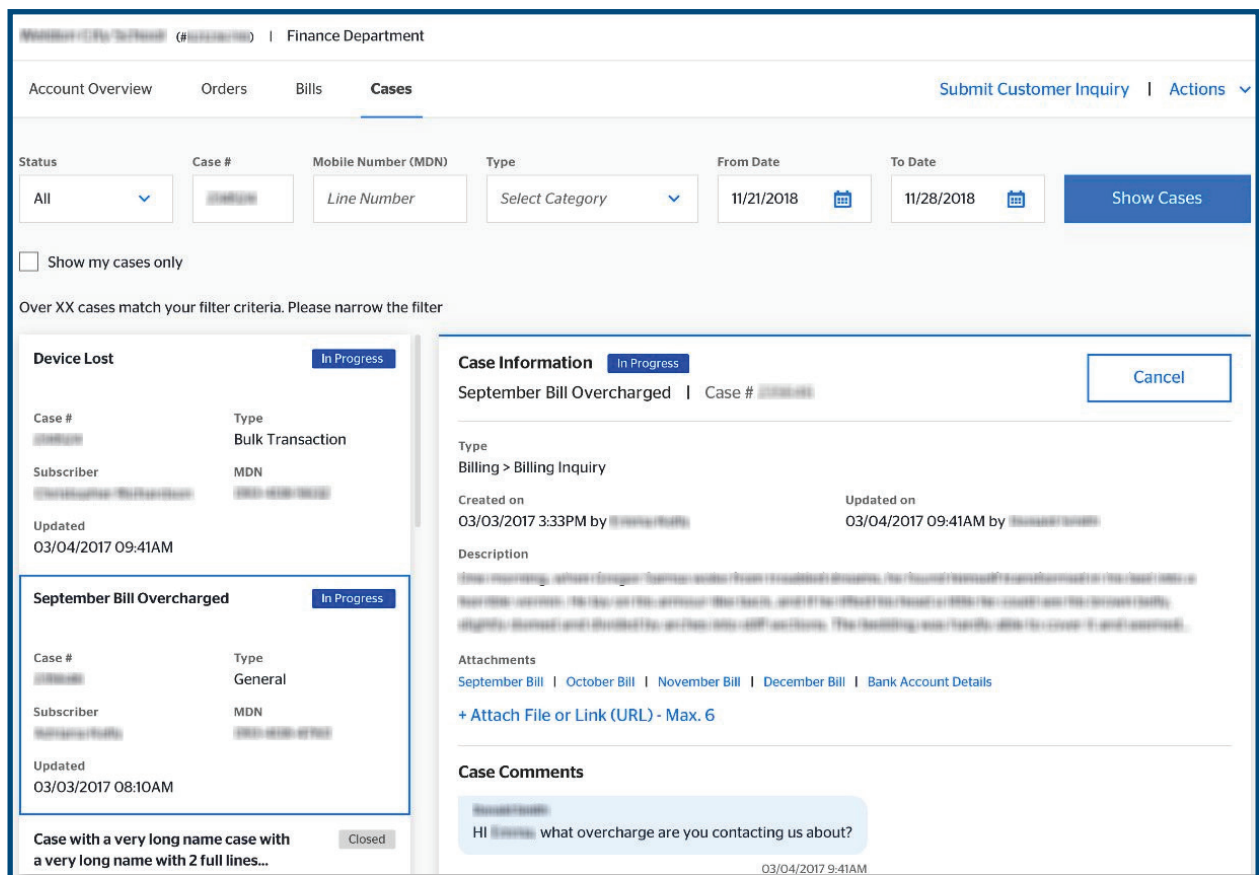
Submit

**9** If you choose a bulk transaction, there are different file templates you can download and attach. A bulk transaction for an account may include processing the same type of change for several lines on an account. The template files will allow us to gather relevant information to the request in order to expedite the change. Upon completing the template, click **"Attach File"** to upload the .csv file.

**10** Click **"Submit."** Our team will work on your request and they'll reach out to you via the Case Management system if they have questions.

*Note: A confirmation email will be sent to you including a case number, a brief description of the case and an estimated date of completion.*

**11** **"Click the "Cases" tab from the Account dashboard and find your case on the left hand side of the screen, or by using the search feature."**



The screenshot displays the 'Cases' tab in the U.S. Cellular Case Management system. At the top, there are navigation tabs for 'Account Overview', 'Orders', 'Bills', and 'Cases'. Below these are search filters for Status (All), Case #, Mobile Number (MDN), Type (Select Category), From Date (11/21/2018), and To Date (11/28/2018). A 'Show Cases' button is present. Below the filters, a checkbox for 'Show my cases only' is shown. A message states 'Over XX cases match your filter criteria. Please narrow the filter'. On the left, a list of cases is shown, including 'Device Lost' and 'September Bill Overcharged'. The 'September Bill Overcharged' case is selected, showing its details on the right. The details include the case type 'Billing > Billing Inquiry', creation and update dates, a description, attachments (September Bill, October Bill, November Bill, December Bill, Bank Account Details), and a case comment: 'HI I am... what overcharge are you contacting us about?'. A 'Cancel' button is visible in the top right of the details panel.