

# CREATE & MANAGE A CASE

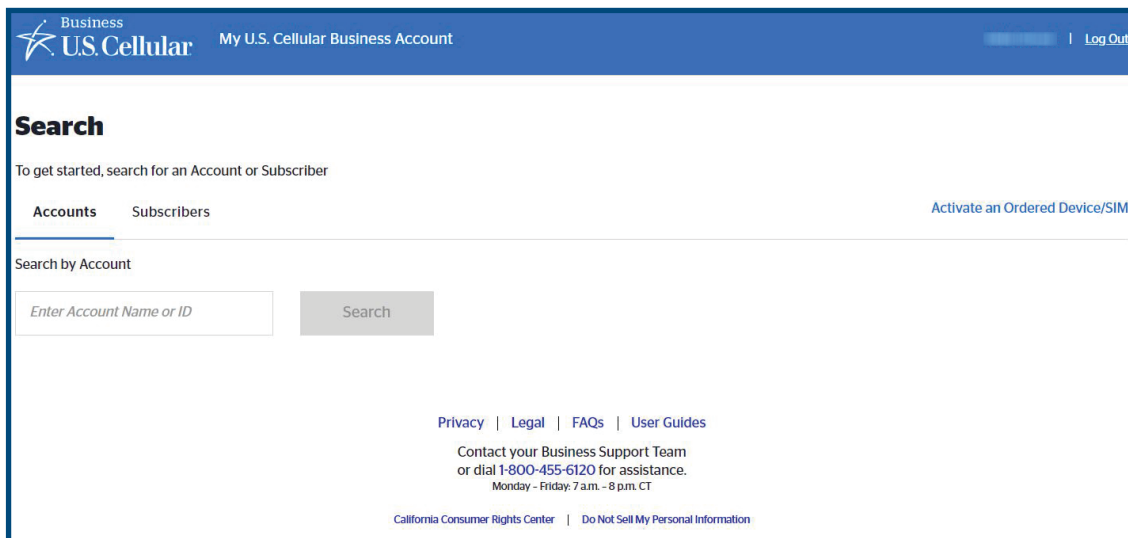
This guide walks through the process of submitting a case and checking on a case's status through *My U.S. Cellular® Business Account* portal.

## 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.

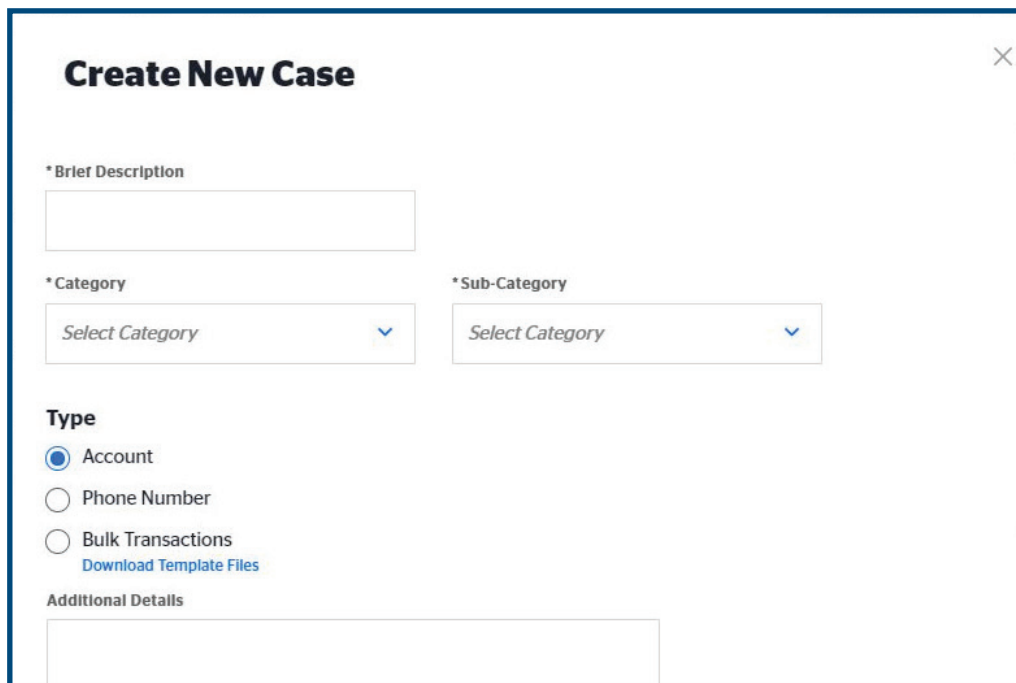


The screenshot shows the 'My U.S. Cellular Business Account' portal. At the top, there is a blue header with the U.S. Cellular logo and 'My U.S. Cellular Business Account' text, along with a 'Log Out' link. Below the header is a 'Search' section with the instruction 'To get started, search for an Account or Subscriber'. There are two tabs: 'Accounts' (selected) and 'Subscribers'. A link 'Activate an Ordered Device/SIM' is visible on the right. Under 'Search by Account', there is a text input field with the placeholder 'Enter Account Name or ID' and a 'Search' button. At the bottom, there are links for 'Privacy | Legal | FAQs | User Guides', contact information for the Business Support Team (1-800-455-6120, Monday-Friday 7 a.m. - 8 p.m. CT), and links for 'California Consumer Rights Center' and 'Do Not Sell My Personal Information'.

- 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.



The screenshot shows a "Create New Case" dialog box with a close button (X) in the top right corner. The form contains the following fields and options:

- \* 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**: Radio button options for "Account" (selected), "Phone Number", and "Bulk Transactions". A link "Download Template Files" is located below the "Bulk Transactions" option.
- Additional Details**: A text input field.

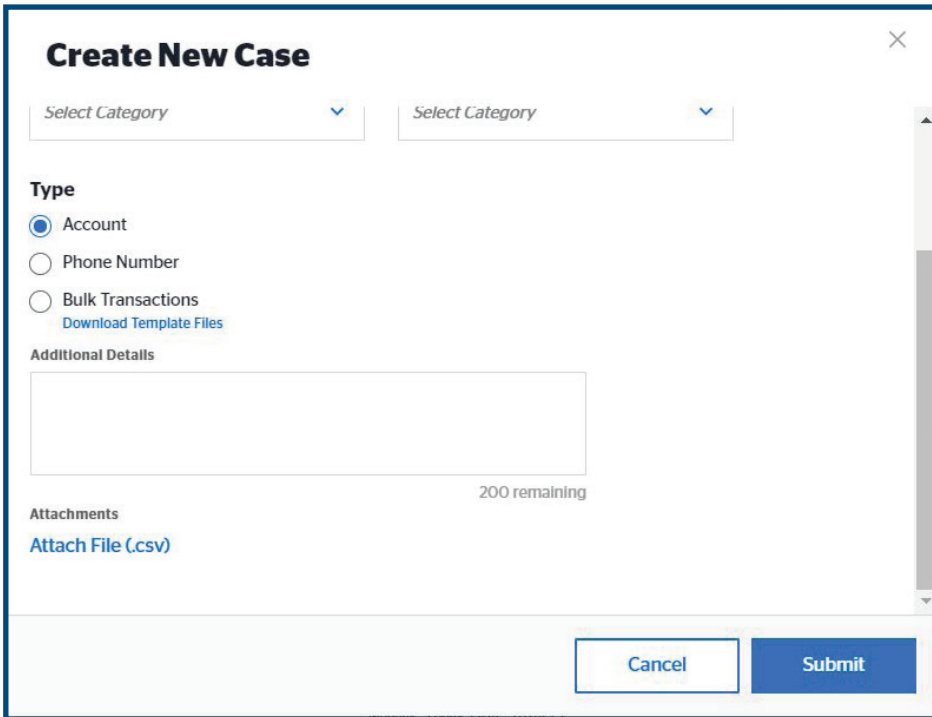
- 5 To route your case most efficiently, include your company name in the title along with the subject of your request. *Ex: "Acme Company: Reset Voice Mail Password."*

- 6** Select the "**Category**" that best describes your request to expedite your case.
- a. Add/Remove My Business Account User
  - b. Add/Remove Features
  - c. Bulk Order Request
  - d. Buy Accessories
  - e. Change Phone Number
  - f. Change Price Plan
  - g. General Inquiry/Request
  - h. Move Line
  - i. Replace SIM Card
  - j. Request Reporting
  - k. Reset VM Password
  - 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:
- a. Account: A change or question regarding the account.
  - b. Mobile Phone Number (MDN): A change or request specific to a line of service.
  - c. Bulk Transactions: Processing a change that impacts several lines on an account.

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



The screenshot shows a web form titled "Create New Case" with a close button (X) in the top right corner. At the top, there are two dropdown menus, both labeled "Select Category". Below these is a "Type" section with three radio button options: "Account" (which is selected), "Phone Number", and "Bulk Transactions". A link "Download Template Files" is positioned below the "Bulk Transactions" option. Underneath is an "Additional Details" section with a large text input area and a "200 remaining" character count. Below the text area is an "Attachments" section with a link "Attach File (.csv)". At the bottom right of the form are two buttons: "Cancel" and "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."**

Member ID: [redacted] | Finance Department

Account Overview | Orders | Bills | **Cases** | Submit Customer Inquiry | Actions

Status: All | Case #: [redacted] | Mobile Number (MDN): Line Number | Type: Select Category | From Date: 11/21/2018 | To Date: 11/28/2018 | Show Cases

Show my cases only

Over XX cases match your filter criteria. Please narrow the filter

**Device Lost** In Progress

Case #: [redacted] | Type: Bulk Transaction

Subscriber: [redacted] | MDN: [redacted]

Updated: 03/04/2017 09:41AM

**September Bill Overcharged** In Progress

Case #: [redacted] | Type: General

Subscriber: [redacted] | MDN: [redacted]

Updated: 03/03/2017 08:10AM

**Case Information** In Progress Cancel

September Bill Overcharged | Case #: [redacted]

Type: Billing > Billing Inquiry

Created on: 03/03/2017 3:33PM by [redacted] | Updated on: 03/04/2017 09:41AM by [redacted]

Description: [redacted]

Attachments: [September Bill](#) | [October Bill](#) | [November Bill](#) | [December Bill](#) | [Bank Account Details](#)

[+ Attach File or Link \(URL\) - Max. 6](#)

**Case Comments**

[redacted]: HI [redacted] what overcharge are you contacting us about?

03/04/2017 9:41AM