

## Before Processing Application

### What is SmartPay?

SmartPay is a separate leasing company that leases phones to customers of Straight Talk and Total Wireless. Each SmartPay lease includes a leased phone(s), monthly service and handset protection

### Application Requirements

Please inform the customer that they must:

- Be at least 18 years old with a valid Social Security Number
- Have a debit card linked to a checking account or a credit card (not a prepaid card)
- Have a valid email account
- Use Straight Talk / Total Wireless service during the lease

## How to Process an Application

### Step 1

- Log into the WARP terminal
- Select Straight Talk or Total Wireless as the carrier, and select "Leasing"
- If the customer is already an existing customer with the carrier, look up their account using their credentials

### Step 2

- Fill out customer application

### Step 3

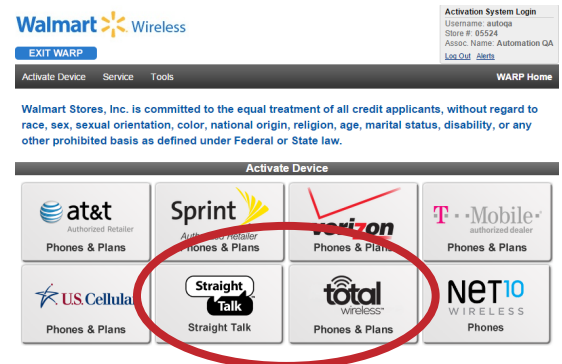
- If the customer is approved, the customer can proceed on selecting their device(s) and service plan. The eligible devices are listed with the monthly lease payment.
- Since Total Wireless is a multi-line product, more than one phone may be added

### Step 4

- Scan or manually enter the UPC code of the selected device(s)
- Select the service plan

### Step 5

- Scan the UPC, IMEI, MEID, or ICCID information of the phone and SIM card



Congratulations Coleman Roberts, you have been approved for SmartPay Everyday Leasing!  
Please choose your device(s) and service plan.

Selected Devices			
Device Model	Device Monthly Price * ⓘ		
Samsung Galaxy S5 16 GB - Black	\$28.00		REMOVE
Samsung Galaxy E5 16 GB - Black	\$14.00		REMOVE

\* Taxes not included

Service Plan			
Lines	Data Bucket	Talk & Text	Plan Monthly Price * ⓘ
3 Lines	9 GB (Shared)	Unlimited	\$85.00

Total Due Monthly: \$127.00

CANCEL

CONTINUE

## Step 6

- Show customer the lease and automatic service plan refill agreements. Have the customer sign both agreements using trackball.
- The in-store payment and monthly payment amounts are displayed in the lease summary.
- Print a copy of the agreements for customer (optional)

Walmart Wireless Signature

total wireless

Lease - Purchase Agreement Automatic Airtime Purchase Agreement

Signature

Click Signature

This signature shall be captured on the Lease-Purchase Agreement and will be made available to you in your SmartPay account. Below is a summary of the Lease-Purchase Agreement.

This is a 22 payment SmartPay lease plan which includes a prepaid Total Wireless service plan.

You only acquire ownership of the lease after all 22 payments are timely paid in full.

You can purchase the lease sooner under an early payoff option.

Total Lease Amount:	\$549.00
Lease Period:	22
(billed every 30 days)	
Today's Monthly Payment:	\$87.00
(includes prepaid service plan included)	
Lease payments remaining after today:	21
Remaining Monthly Payments:	\$87.00
(includes service plan + today payment & taxes)	

Please note, you may and your lease at any time by paying off the lease early to get ownership or by returning the leased item. If you fail to make the monthly SmartPay lease payments, you will no longer be able to add service to your phone, thus deactivating it.

Continue

## Step 7

- Ask customer to swipe their debit card tied to a bank account or credit card on the card reader attached to the kiosk.
- The first month payment is debited in store. The payment includes both the lease and service plan payments.



## Step 8

- Some customers are asked for additional multiple-choice questions.
- Allow customer to answer these questions

# Completing the Sale

## Step 9

- Print the documents:
  - How to Transact a SmartPay Lease at POS
  - Order Confirmation
  - SmartPay Leasing Receipt
  - SmartPay Agreements (optional)
- Provide customer with Order Confirmation page, SmartPay Receipt and SmartPay Agreements

Order Confirmation

Store Number: 5524 (Walmart Store #05524)  
406 S Walton Blvd  
Bentonville, AR 72712  
Order Number: 338661640

Walmart Wireless

SmartPay Lease-To-Own Receipt

Your 22 payment SmartPay lease-to-own plan includes a prepaid Total Wireless service plan which will auto-refill each month.

- SmartPay bills you once every 30 days for both your lease payment and your service plan.
- You acquire ownership of the leased item when the remaining 21 payments are paid in full on time.
- You may purchase the lease sooner with your early payoff option.

Lease Payment Plan	
Total lease payments until ownership	\$533.12
First payment paid today	\$87.00
Leased item(s)	\$49.43
Service plan	\$60.00
Taxes on items & plan	\$4.24
Prepaid wireless 911 fee	\$0.43
Next scheduled payment	\$87.00
Payment amount	\$87.00
Leased item(s)	\$49.43
Service plan	\$60.00
Taxes on items & plan*	\$4.24
Prepaid wireless 911 fee*	\$0.43
* Taxes and fees are subject to change	

Prepaid wireless 911: A fee, charge, or surcharge to fund state wireless plans or released to us to recover the cost of comply Mobile. Remaining Services: 911 Exchange.

Scheduled payments from your card end on: SMARTPAY-CHG-001

Items:

iPhone 6S 4G LTE 16GB - Rose Gold

Unlimited Use and Text 3GB

SmartPay Hardware Protection Plan Included \*

Leased to:

shopper, Walmart Wireless Store 5524

Get help and manage payments in your SmartPay account.

Please note, you can cancel your lease agreement at any time. Your monthly SmartPay lease payment.

\* Hardware Protection Plan will allow you to file for the first (1) replacement within the product's lifespan & 1 year.

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SmartPay Payment Credit Card - Sale

Store Number: 5524 (Walmart Store #05524)  
406 S Walton Blvd Bentonville, AR 72712  
Order Number: 338661640 Felipe Fay  
Associate Name/ID: audiga

Walmart Wireless

SmartPay Payment Credit Card

## Step 10

- Go to the POS
- Scan the POS barcode on the *How to Transact a SmartPay Lease page*
- Scan the Credit Card barcode on the same page for tender

## Step 11

- Activate the phone with the carrier
  - If customer is adding lease to their existing carrier account, the service plan is automatically placed in reserve
  - If customer is new with carrier, then use the service plan PIN on the SmartPay Receipt for activation.

Associate Instructions

**Associate Note:** This document should not be shared with the customer.

Follow the instructions below to use this Credit Card and complete the sale at the register:

- 1) Scan the POS barcode on the Order Confirmation document at the register.
- 2) Scan the Credit Card barcode below to pay for the customer's purchase.
- 3) Destroy the document after successful processing at the register.

Device Information

Line 1

Device Name: iPhone 6S 4G LTE 16GB - Silver

IMEI: 353299070314084

Virtual Card

4567 6060 6543 4032

Expiration Date: 8/2022

Card Security Code: 000

Credit Card Barcode

4567606065434032



SmartPay Support Number: 844-457-8366  
Walmart Support Number (hardware): 700-WAL-MART, option 2  
Walmart Support Number (system): 700-258-0009

