



MetroMessenger Daily Digest



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January 15, 2020

New and Updated Stories

All articles are linked to the MetroNOW Communities. Need MetroNOW access? Submit a [ServiceNow ticket](#).

Don't have MetroNOW? [Click to view the PDF version](#).

Today's edition includes a Dealer Digest to forward to your dealers.



Company-Wide Headlines



GISMO Update - Selection of Coupons

On **January 9**, EDGE was enhanced to remove the auto-select coupon function. This update was made to ensure that customers, specifically PET-qualified customers, no longer need a price override to receive the correct qualified price. This will help decrease price overrides in retail and dealer POS systems.

Read more on MetroNOW ([COR Frontline](#) | [COR Leadership/Internal Indirect](#)).

EOL Devices Removed from Handset Merchandising Matrix

An updated Handset Merchandising Matrix was posted to the Reference section of MetroPLAN this week (**with the LG Aristo 4+ launch campaign**). As part of this update, the following devices were removed from the Handset Merchandising Matrix lineup (**EOL at the DC and very low inventory levels remaining in the field**):

- FOXX MIRO
- LG Stylo 4
- Coolpad Legacy

Price cards for these devices will no longer be supported going forward. If your store still has any of these devices on display, be sure to remove and update displays.

Indirect Headlines



Note: The following "First Reminder" messages will be sent directly to impacted dealers via standalone email later today.

First Reminder - Financial Statement Collection Request (12/31/18)

2018 year-end financial statements were due to Dealer Financial Services (DFS)

by **September 30, 2019**. You are receiving this message because DFS does not have record of receiving this statement from you. Financial statements have been requested, based on requirements set forth in the Indirect Dealer Agreement.

Read the full message on [MetroNOW](#).

First Reminder - 2019 Mid-Year Financial Statements

2019 mid-year financial statements were due to Dealer Financial Services (DFS)

by **September 30, 2019**. You are receiving this message because DFS does not have record of receiving this statement from you. Financial statements have been requested, based on requirements set forth in the Indirect Dealer Agreement.

Read the full message on [MetroNOW](#).

First Reminder - Tax Return Collection

2018 year-end financial statements were due to Dealer Financial Services (DFS)

by **September 30, 2019**. You are receiving this message because DFS does not have record of receiving this statement from you. Financial statements have been requested, based on requirements set forth in the Indirect Dealer Agreement.

Read the full message on [MetroNOW](#).

Customer Fees Phase II - Delayed

Uh-oh! On January 13, we communicated enhancements where POS receipts would include more details for taxes and fees. However, this update has been delayed and **will not** launch on January 20. We want to make sure everyone has accurate system expectations and training. Stay tuned for updates on a new launch date and updated training posting to MetroGO.

For now, receipts will continue to look the same as they have been and no action is required on your part at this time.

MetroNOW Reminders

- "In Progress" store/promo blitz visits are being deleted on a monthly basis. To avoid your records from being expunged, please ensure all visits are in "Complete" status.
- **Related Contacts**
 - There are over 130 "Active" contacts at "Terminated" doors. **ASRs** - Please audit the [report](#) and transfer "Active" records to an "Active" door immediately, otherwise convert them to an "Inactive" status. [Refer to the Grab & Go for "How to Transfer" dealer employees.](#)
 - **DO NOT** make edits to the door's EDGE ID contact (e.g. 12345678@metropcs.com), such as changing their profile status to "Inactive" or deleting the contact, doing so inhibits a door from accessing MetroNOW from EDGE.
- **No need to wait for reporting because it is readily available!**
 - **Dashboard:** "My Assignments (Indirect)" is your personalized dashboard containing data pertaining to your assigned doors

- only. [Check out the Grab & Go for how to access the dashboard.](#)
- o **Reporting:** [Check out the Grab & Go for how to access up to 20 personalized reports with data pertaining to your assigned doors only.](#)
 - **Certificates**
 - o **ASRs-** Inspect what's expected and verify that certificates have been properly installed at all your locations. Simply clicking the "Download" button doesn't install the certificate at the dealer door. Please [refer to the Grab & Go for how to Install Certificates](#)".

COR Headlines



You're all caught up!

Quick Links

[Resource Centers](#)
[Inventory Snapshot](#)
[QIP Reporting](#)
[CSAT/NPS Questions](#) (Internal Only)

[Dress Code Guidelines](#) (External)
[Dealer Pricing Matrix](#)
[Dealer Comp Calendar](#)

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