Prepaid Plan and Subscription Frequently Asked Questions

This information will help you spend more time selling and less time with customer care.

Q: Does Prepaid Plans or Subscription require an enrollment fee?
A: There is no enrollment fee for Prepaid Plans or Subscription

Q: Is a Social Security Number required?
A: SSN is not required, but if ScanBay requests it, delete it from the customer's Chrome record

Q: Does Prepaid Plan and Subscription use a special ScanBay Consignment?
A: No, just one regular ScanBay Consignment per sale of either option

Q: What should I do when a new customers (from another route) with an EXISTING Prepaid Plan or Subscription comes to my route?
A: To make sure that their customer record appears in your system correctly, ScanBay REQUIRES you to perform a Change of Ownership

Q: How do I renew a Prepaid Plan for another Prepaid Plan?
A: By doing one of these two:
- Sell a renewal 90 days prior to the current plan's expiration
- Once expired, sell a NEW Prepaid Plan

Q: When a Prepaid Plan is expiring, how can I enroll it in Subscription?
A: To enroll a unit in Subscription before it expires, just do it 14 days prior to the current plan's expiration. Also, make sure to use the same Chrome customer account as the Prepaid Plan

Q: Why am I not seeing my customer's new Prepaid Plan or Subscription enrollment in my Opportunity List?
A: It could be one or both of these:
- If it is a new customer to your route then you need to perform a ScanBay Change of Ownership
- Chrome and ScanBay Sync must be performed after each sale

Q: Why isn't Subscription being offered by ScanBay?
A: It could be one of these two answers:
- You are on Credit Hold or *Back Order Review Hold*
- If not on hold:
    - Verify PC Time Zone, Date and Time are set correct
    - Chrome and ScanBay Sync must be performed after adjusting