

Changing Customer Information
Changing Modem



Affiliate Management

Go to
<https://am.america.net/>

Welcome to Affiliate Management System

To access the Affiliate Management System, please [click here](#).



Login to Affiliate Management

Login to your Affiliate management account

Enter Your Login and Password to Access Affiliate Management

Login

Password



Affiliate Management

Select Customer Query Screen

Main Menu

Administrative Tools

- ▶ [Account Query](#)
- ▶ [Broadcast E-mail](#)
- ▶ [Affiliate Management User](#)
- ▶ [Packages](#)
- ▶ [Marketing Plan Management](#)
- ▶ [Suggestions and Enhancements](#)
- ▶ [Merge Screen](#)
- ▶ [Customer Screen](#)
- ▶ [Customer Query Screen](#)
- ▶ [Change Account Type](#)
- ▶ [Products](#)

Reports

- ▶ [On Hold Account Report](#)
- ▶ [Personal Web Usage Report](#)
- ▶ [Commercial Web Usage Report](#)
- ▶ [User Usage Report](#)
- ▶ [Subscriber Base Report](#)
- ▶ [Transaction Report](#)



Customer Query

You can search by Company name, First name, Last name, address, or phone number. Remember the search is case sensitive so Cook, cook, COOK will all return different results

[Main Menu](#)

Query Customer

Customer Id

Customer Ass. Nbr.

Customer Login

Company Name

First Name

Last Name

Street Address

Daytime Phone Nighttime Phone Fax Number



Customer Query

The results of your search will appear at the bottom of the screen. You will then need to select the customer you wish to view

[Main Menu](#)

Query Customer

Customer Id

Customer Ass. Nbr.

Customer Login

Company Name

First Name

Last Name

Street Address

Daytime Phone Nighttime Phone Fax Number

Assoc. No.	First Name	Last Name
-	John	Doe



Customer

Query Customer [Main Menu](#) | [Help](#)

Login Phone Number

Customer Entry

Identification

Associated Number

Company Name

First Name *

Middle Name

Last Name *

Referral Source ▾

Daytime Phone * Nighttime Phone Fax Number

Special Note

Billing Address

Address Line 1 *

Address Line 2

City *

State ▾

Zip Code

Country ▾

The billing address is different from the shipping address

Once you have verified that this is the customer you want, you can make changes to the name, address, phone. To save these changes click on modify

Customer Order

Customer Order	Date	Placed by
3221048	08/26/2015	d.barlow

To change the Modem click on the order



Customer Order

The order information screen will tell you what package they have and what CMTS(marketing plan) they are on

Customer Order Information [Customer](#) | [Main Menu](#) | [Help](#)

Order Id: 3221048 Customer: John Doe Date: 08/26/2015 *

Affiliate: Central Utah Telephone AM User Login: d.barlow@cut.net

Placed By: d.barlow *

Payment Method: Prepaid *

Account ID	Marketing Plan	Package
4161532	Mt. Pleasant	20M/3M Data - 8 Devices/Monthly



Customer Order

If it is a business customer it is possible for them to have multiple modems and packages. To change the modem you will need to check each package to find the desired modem. Click on the package to open it

Customer Order Information [Customer](#) | [Main Menu](#) | [Help](#)

Order Id: 3200117 Customer: SMC Testing Date: 08/06/2015 *

Affiliate: Central Utah Telephone AM User Login: d.barlow@cut.net

Placed By: d.barlow *

Payment Method: Prepaid *

Account ID	Marketing Plan	Package
4131616	Mt. Pleasant	Upgrade SMC GN2/Monthly
4131543	Mt. Pleasant	Upgrade SMC GN2/Monthly
4131596	Mt. Pleasant	Upgrade SMC GN2/Monthly
4131607	Mt. Pleasant	Upgrade SMC GN2/Monthly



Account Information

[Customer](#) | [Cust. Order](#) | [Main Menu](#) | [Help](#)

Account Number : 4161532

First Name	<input type="text" value="John"/> *	Creation Date	<input type="text" value="08/26/2015"/> *
Middle Name	<input type="text"/>	Secret Phrase	<input type="text"/>
Last Name	<input type="text" value="Doe"/> *	Hint	<input type="text"/>
Last Renewal Date	<input type="text"/>		
On Hold	<input type="checkbox"/>		
On Hold Date	<input type="text"/>		
On Hold Reason	<input type="text"/>		

Marketing Plan:	Mt. Pleasant
Package	20M/3M Data - 8 Devices/Monthly
Access Location	<input type="text" value="ALL/435-427-3331"/>
Domain	<input type="text" value="cut.net"/>
Payment Method	<input type="text" value="Prepaid"/>
<small>(This is the list of payment methods allowed for this marketing plan)</small>	

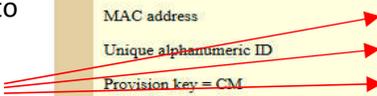
PRODUCT: CableTruV 20M/3M

CMapp Broadband - 20M/3M

Cable Modem Broadband with speed 20M/3Mbs

MAC address	<input type="text" value="3060237062F4"/>	@cut.net
Unique alphanumeric ID	<input type="text" value="Doe_62F4"/>	®
Provision key = CM	<input type="text"/>	

After selecting the package you can enter the new modem MAC ID into the Mac Address and Provision Key boxes, enter the Unique ID (Last name and last 4 of the MAC ID) into the box.



Click Modify to complete the Modem change

