**RETAIL PRODUCTS – US/UK/SG**

**STEP 1:** Customers enquire about a retail product online. Details to be received from the customer are email ID (if it’s a call). Retail products can be

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Product** | **Country** | **Pricing (in local currency)** | **Validity** | **Site ID** | **Section (for STU, TCHR for Teacher)** | **Services** |
| Grades 3 to 5 | US | USD 9.99 | 1 month | 358  357 | 03H0  TCHR | Dashboard, Lesson, Reports |
| Grades 6 to 8 | US | USD 9.99 | 1 month | 358  357 | 06H0  TCHR | Dashboard, Lesson, Reports |
| Grades 9 to 12 | US | USD 9.99 | 1 month | 358  357 | 12H0  TCHR | Dashboard, Lesson, Reports |
| Grades 3 to 5 | US | USD 99.99 | 1 year | 358  357 | 03H0  TCHR | Dashboard, Lesson, Reports |
| Grades 6 to 8 | US | USD 99.99 | 1 year | 358  357 | 06H0  TCHR | Dashboard, Lesson, Reports |
| Grades 9 to 12 | US | USD 99.99 | 1 year | 358  357 | 12H0  TCHR | Dashboard, Lesson, Reports |
| Algebra 1 | US | USD 7.99 | 1 month | 33756  35888 | TCHR  08H0 | Dashboard, Lesson, Reports |
| Algebra 2 | US | USD 7.99 | 1 month | 33756  35888 | TCHR  09H0 | Dashboard, Lesson, Reports |
| Algebra 1 | US | USD 49.99 | 1 year | 33756  35888 | TCHR  08H0 | Dashboard, Lesson, Reports |
| Algebra 2 | US | USD 49.99 | 1 year | 33756  35888 | TCHR  09H0 | Dashboard, Lesson, Reports |
| P1 & P2 | SG | SGD 4.99 | 1 month | 13494  13075 | 21A0  TCHR | Dashboard, Lesson, Reports |
| P3 TO P6 + SEC 1 | SG | SGD 9.99 | 1 month | 13494  13075 | 25H0  TCHR | Dashboard, Lesson, Reports |
| P6 + SEC 1 TO SEC 4 | SG | SGD 9.99 | 1 month | 353  339 | 01H0  TCHR | Dashboard, Lesson, Reports |
| P1 & P2 | SG | SGD 49.99 | 1 year | 13494  13075 | 21A0  TCHR | Dashboard, Lesson, Reports |
| P3 TO P6 + SEC 1 | SG | SGD 99.99 | 1 year | 13494  13075 | 25H0  TCHR | Dashboard, Lesson, Reports |
| P6 + SEC 1 TO SEC 4 | SG | SGD 99.99 | 1 year | 353  339 | 01H0  TCHR | Dashboard, Lesson, Reports |
| RIPMWC Prep Course | SG | SGD 60 | 6 months | 940  940 | 01R0  TCHR | Dashboard, RIPMWC PREP, Reports |
| Key Stage 3 | UK | USD 11.99 | 1 month | 11248  915 | TCHR  07H0 |  |
| Key Stage 4 | UK | USD 11.99 | 1 month | 11248  915 | TCHR  10H0 |  |
| Key Stage 3 | UK | USD 119.99 | 1 year | 11248  915 | TCHR  07H0 |  |
| Key Stage 4 | UK | USD 119.99 | 1 year | 11248  915 | TCHR  10H0 |  |

**STEP 2:** CEU forwards an e-mail to Finance (Ranjan) to generate an invoice to be sent to the customer via PayPal. Sample e-mail to Ranjan below,

Hi Ranjan,

We have received an enquiry for the <Name of the Product> from <Name of Customer> (email ID of the customer).

Request you to generate and send him/her the invoice via PayPal.

**Product Description:** <Name of Retail Product with Description>

**Price:** <Price of Retail Product in local currency>

**Validity:** <Validity of Retail Product Subscription>

Regards,

Bhargav

**STEP 3:** Ranjan generates an invoice and sends to customer keeping [support@heymath.com](mailto:support@heymath.com) in loop.

CEU writes back to customer mentioning generation of invoice (soft copy of the invoice to be attached) and that the user account would be created upon receipt of payment mentioning the program validity also. Sample e-mail is given below,

Hi <Name of Customer>,

Thank you for your interest in a HeyMath! program subscription.

We have sent you an invoice via PayPal to your email address (e-mail address of customer) with regard to your interest in the HeyMath! Subscription (Name of Product). Please find the PDF version of the invoice attached along with this e-mail.

The user account would be created and emailed to you upon receipt of payment and the subscription would be <validity period>.

Regards,

Team HeyMath!

**STEP 4:** Upon receipt of payment, CEU creates user account in the relevant Lumos site for the product. Refer table on page 1

Email sent to the customer with the user details.

Dear Sir/Ma’am,

Thanks for ordering a HeyMath! program subscription.

We confirm the receipt of payment and please find the user account credentials below,

User ID: uspr304730

Password: uspr304730

Passwords are case-sensitive

Validity: One year from date of payment

Expiry Date: Jan 20,2018

**Important Information**

1) Log in to [www.heymath.com](http://www.heymath.com/) with your HeyMath! User ID & Password

2) Click on "Lessons" to access the instructional resources

2) Click on the Profile link under the symbol to change your password and confirm your email address

**Helpful Hints:**

1) You will need to have the latest version of [Flash Player](http://www.adobe.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash) to view the lesson resources

2) Please accept pop-ups from HeyMath! - all our lessons pop-open in full screen windows

3) If you have any questions about this order or any of our other products/ services, please feel free to reply to Customer service at [support@heymath.com](mailto:support@heymath.com)

Regards,

Team HeyMath!