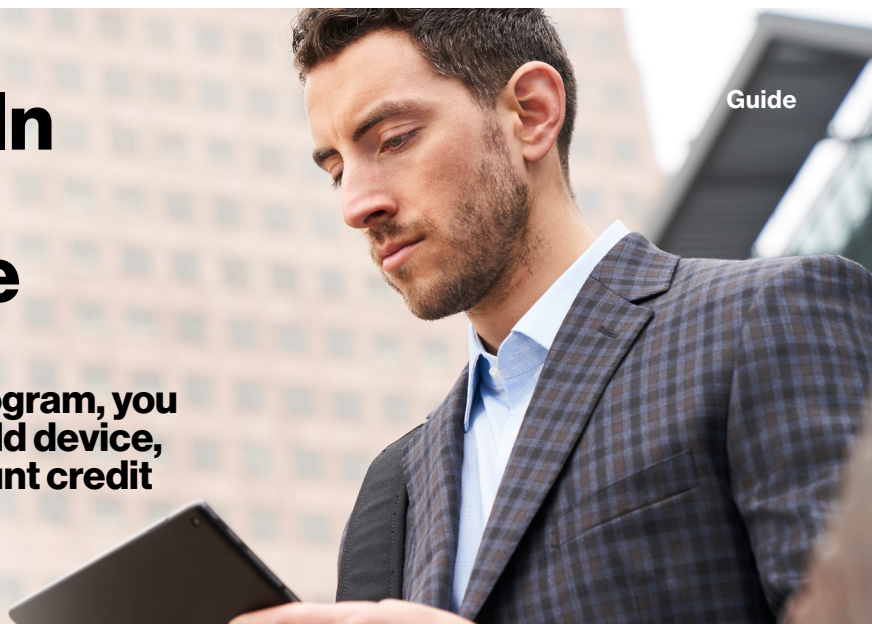


# Device Trade-In for Business Program guide

**With our Device Trade-In Program, you can trade in or donate your old device, sometimes earning an account credit or discount off your order.**



**This guide includes steps on how to trade-in a device and managing your trade-in submission. Refer to our [Device Trade-in for Business Program FAQs](#) or watch our [Device Trade-in for Business video](#) for more information.**



## Steps to trade in your old device if you're an existing business customer

- You need to be signed in to [My Business](#) to trade in your device
- Tap **Sign in**, then follow the on-screen prompts to sign in to My Business
- Start an upgrade or new service equipment transaction
- In the upgrade or new service and equipment transaction, select your new device, plan and accessories. Once landing on the shopping cart, click on the **Trade-in** pod on the right side of the screen
- Review trade-in landing page and answer all device condition questions
  - To add another device, click on **Trade-in other device**
- Review and acknowledge terms and conditions and then click **Continue**
- You will land back on the cart and will see your trade-in pod updated with your trade-in estimated value
- You've successfully traded in your device



## Check the status of your trade-in submission.

- Go to the [Trade-In Resource Center](#)
- Enter the submission ID for your device trade-in request in the Submission ID field
  - Note: You can find the submission ID for your request in the confirmation email
- Tap **Check Status**
- You've successfully checked the status of your trade-in request



## Reorder the prepaid shipping materials for trading in your device.

- Go to the [Trade-In Resource Center](#) page
- Enter the submission ID for your device trade-in request in the Submission ID field
  - Note: The submission ID can be found in the email you received after submitting the request
- Tap **Check Status**
- Click on the link to order a shipping kit
- The address where we'll send the envelope will be displayed. Tap **Continue**
- You'll see a confirmation that we received your request to reorder the shipping materials