

FAQs for Rogers Reservation System (RRS) for Business

Frequently Asked Questions

Q. Can I reserve more than one device?

A. To accommodate the needs of our Business customers, we have made exceptions to allow a single requestor to reserve multiple devices, providing you are the Authorized Person on the Business account and the wireless numbers associated.

Q. By reserving the device(s) using the Rogers Reservation System for Business, will I get them before everyone else?

A. By using the reservation system, you will secure your place for inventory allocated for online reservation only - this does not guarantee you'll get the device before anyone else.

Q. How will I be informed of the status of the reservation of my device(s)?

A. Weekly email updates will be sent to advise you of your status in the reservation line. When inventory becomes available to fulfill your order, you will be notified by email, with a UPS waybill number, 7 days prior to shipping.

If you choose to cancel your order before your device(s) are shipped, simply access your online reservation and select cancel.

Q. Can I reserve a device by calling Rogers or visiting a store?

A. Reserving devices can only be made online through the Rogers Reservation System for Business; this tool has been designed to provide you with updates and self-serve capabilities.

Q: What happens if I find the device in a store before my order has shipped?

A. This is possible since devices will also be available at stores not participating in the reservation program.

If you decide to acquire your devices from the store instead, simply sign into your account online at <http://reservebusinessdevice.ca/> and cancel your reservation.

An email will be sent to you as confirmation of your cancelled reservation. However, it will not be possible to cancel your order after the device(s) has shipped from warehouse.

Q. What if I change my mind and want to reserve a different device?

A. Our on-line reservation system allows the flexibility for you to change your request.

To change the device type you want to reserve, simply log into your reservation at <http://reservebusinessdevice.ca/> to modify the existing order. By doing so, your place in line will be moved to the end of the waiting list.

Q. Can the device be shipped to an alternative address other than the account billing address?

A. Unfortunately we can only ship devices to the address of the authorized business account which is associated with the wireless number(s) on which the orders were placed.

Q. How long does it take to ship the devices?

A. Once the devices are at the warehouse and ready to ship, it could take up to 7 business days for you to receive your order. You will receive an email with the UPS waybill number to track the progress of your device(s).

Q. What do the various “statuses” mean on my reservation?

A. If your status is:

- **Open** - Device reservation has been placed, but is being validated by Rogers to ensure you are the authorized person to make this transaction.
- **In Progress (Pre-Fulfillment)** – Your device reservation has been validated and accepted. You will still be able to modify your reservation and you will receive weekly place-in-line update emails.
- **In Progress (Activation)** - Order is now ready to be processed.
- **Shipped - Closed** – Your device has been shipped to the shipping address.
- **Cancelled - Closed** – Your reservation has been cancelled.
- **Cancelled (Not Charged)** – An order that has been cancelled during Open status prior to validation (In Progress (Pre-fulfillment)).
- **Close - Inactive** – An order for which we have requested further information from you without being updated are closed after one week without response / updates to the order.
- **Returned** - Reservation that has been returned.
- **Pending Activations** - Reservation in which we have requested further information from you in order to update incorrect or missing information.

Q. Why am I getting multiple emails confirming the same information?

A. The reservation system has been designed to keep you informed of the status of your device(s). Notification emails are sent to both the account holder and the wireless number subscriber.

Should you wish to reduce the amount of multiple emails, please access your online reservation account at: <http://reservebusinessdevice.ca/> and edit your email contact preference.

Q. I've received an email telling me my order was rejected – why?

A. To ensure you are the Authorized Person on the Business account requires additional validation. Should you have any questions, please contact Business Care for further assistance.