Black011.com

Retail site

User Manual

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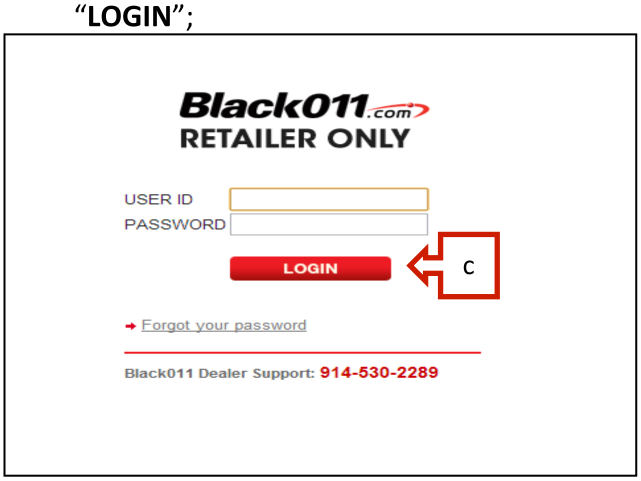
Retailer Login

a) Go to www.black011.com;

b) Click on Retailer login

c) Enter login information (user ID and Password) and press enter or click on "**LOGIN**";



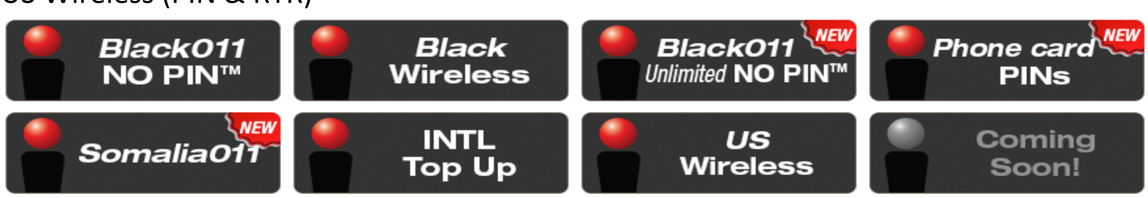
Forgot password?

- Contact your Distributor or Agent to retrieve your password, or call the dealer support number 914-530-2289.

This is the Main Page of the retail site, it will be the first page whenever you login.

Top up services;

a) Black011 NO PIN
b) Black Wireless
c) Black011 Unlimited NO PIN
d) Phone Cards
e) Somalia011
f) International Top Up (PIN & RTR)
g) US Wireless (PIN & RTR)



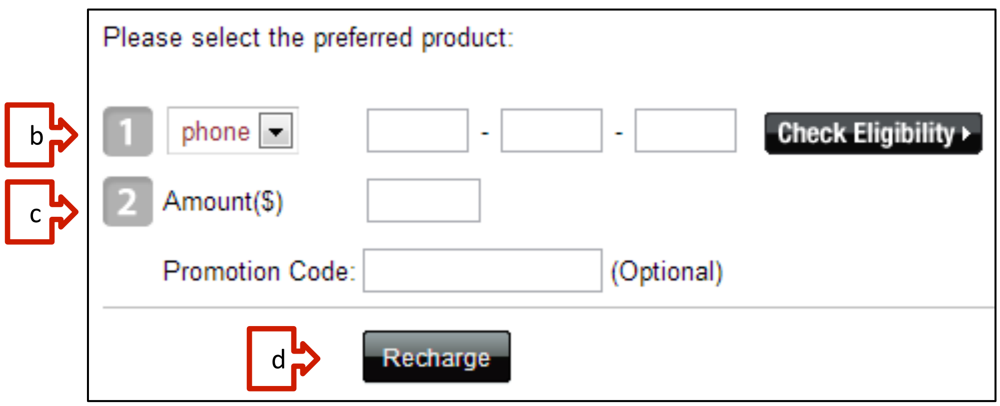
How to register a New customer for Black011 ILD service or Recharge an existing customer.

a) Click on "**Black011 No PIN**" 

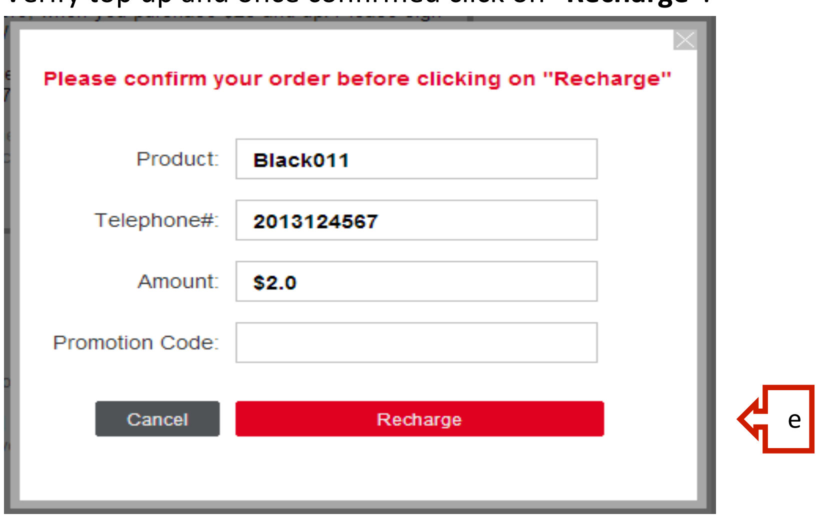
b) Enter **"Phone Number"** to be registered

c) select "**Amount"** (from $1 to $100)

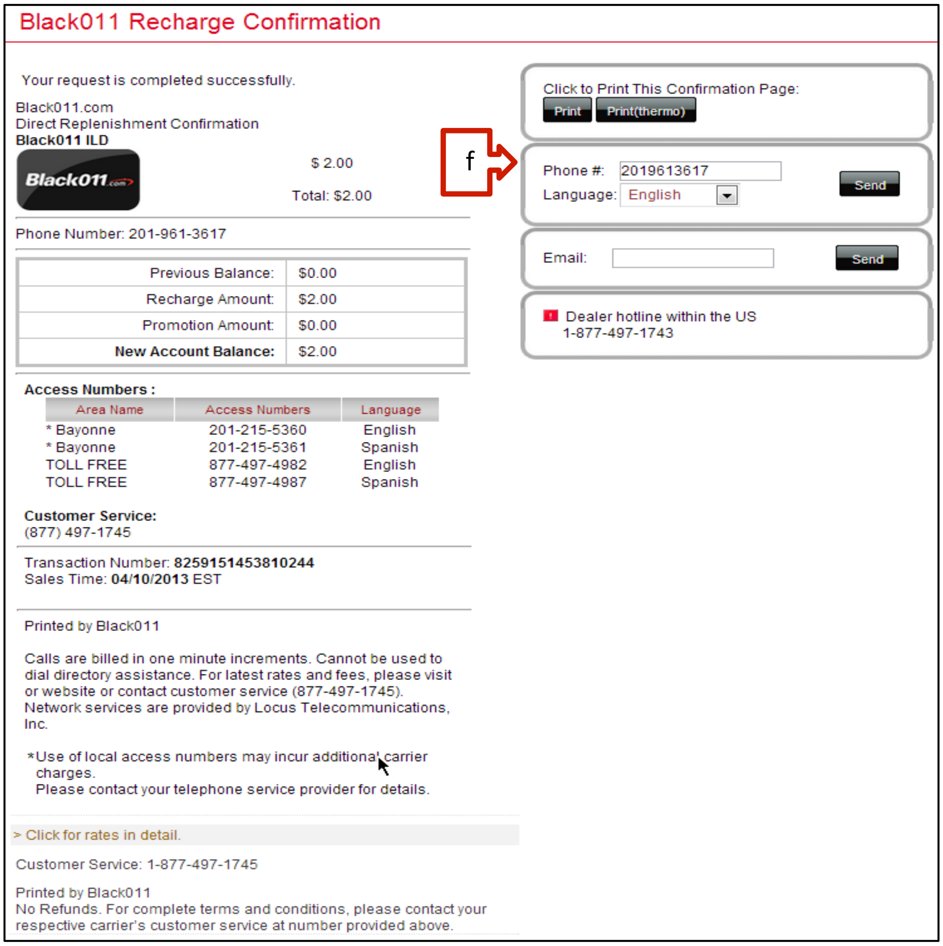
d) click on "**Recharge**".



e) Verify top up and once confirmed click on "**Recharge**".



f) Once the registration has been completed, a receipt will be displayed. You can print, send Text Message confirmation to customer and also to send email receipt to customer (right side of receipt);


Black011 Recharge Confirmation

Your request is completed successfully.

Black011.com
Direct Replenishment Confirmation
Black011 ILD

Black011.com

$ 2.00

Total: $2.00

Phone Number: 201-961-3617

Previous Balance:	$0.00
Recharge Amount:	$2.00
Promotion Amount:	$0.00
New Account Balance:	$2.00

Access Numbers :

Area Name	Access Numbers	Language
* Bayonne	201-215-5360	English
* Bayonne	201-215-5361	Spanish
TOLL FREE	877-497-4982	English
TOLL FREE	877-497-4987	Spanish

Customer Service:
(877) 497-1745

Transaction Number: **8259151453810244**
Sales Time: **04/10/2013** EST

Printed by Black011

Calls are billed in one minute increments. Cannot be used to dial directory assistance. For latest rates and fees, please visit or website or contact customer service (877-497-1745). Network services are provided by Locus Telecommunications, Inc.

*Use of local access numbers may incur additional carrier charges.
Please contact your telephone service provider for details.

> Click for rates in detail.

Customer Service: 1-877-497-1745

Printed by Black011
No Refunds. For complete terms and conditions, please contact your respective carrier's customer service at number provided above.

f

Click to Print This Confirmation Page:
Print
Print(thermo)

Phone #: 2019613617
Language: English
Send

Email:
Send

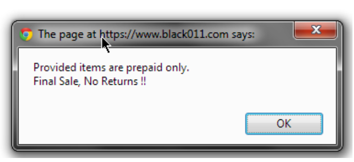
Dealer hotline within the US
1-877-497-1743

Black Wireless PIN Top-up

a) Place cursor over "**Black Wireless**" tab 

.

b) Select "**PIN**".



c) You'll always be reminded that all sales are final. Click "**ok**".

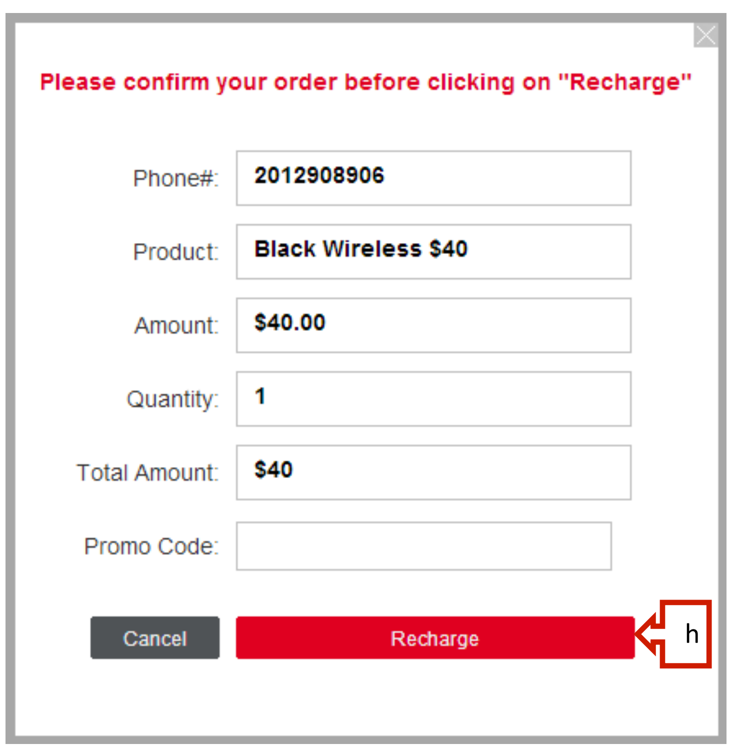
d) Enter **"Phone Number"** and click on "**Check**" (system will give you number's rate plan automatically).

e) Select top up **"Amount"** (click on product or select from drop down).

f) Select **"Quantity"** (only for PIN top ups)

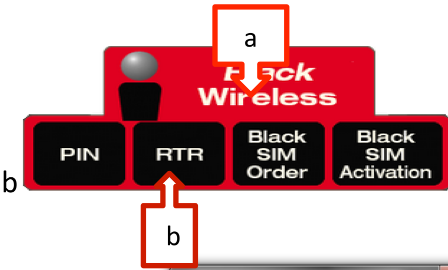
g) Click on "**Submit**".

h) Verify top up and once confirmed click on "**Recharge**".

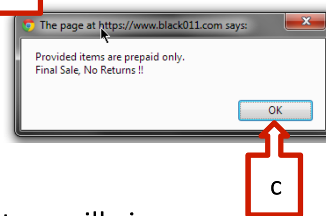


Note: After recharge has been completed, a receipt will be displayed on the next page.

Black Wireless RTR Top-up

a) Place cursor over "**Black Wireless**" tab .

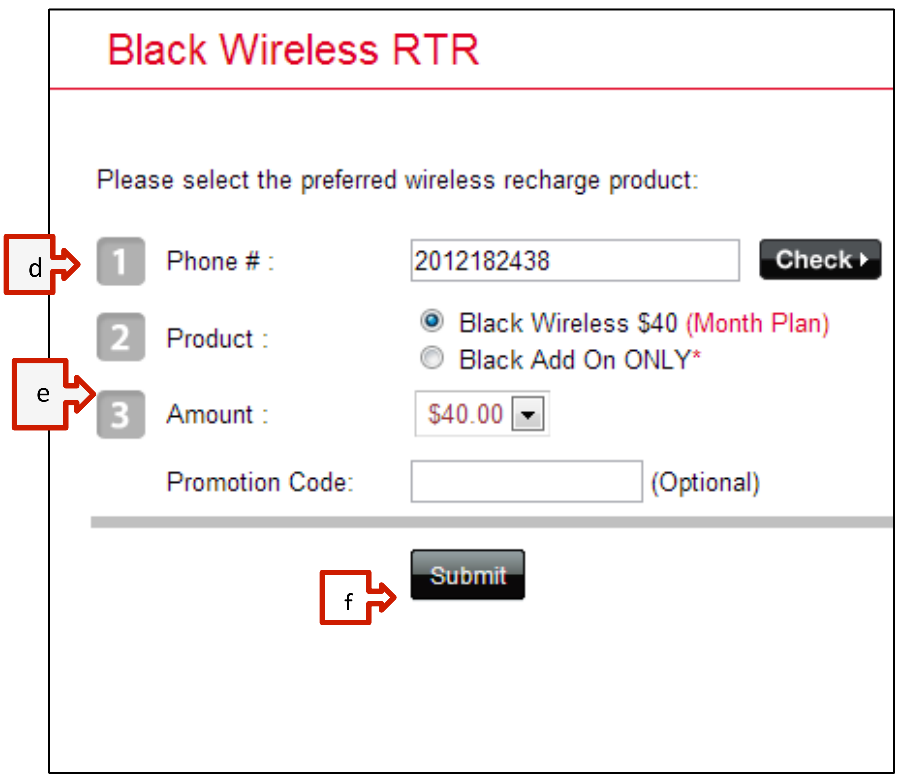
b) Select "**RTR**".

c) You'll always be reminded that all sales are final.  Click "**ok**".

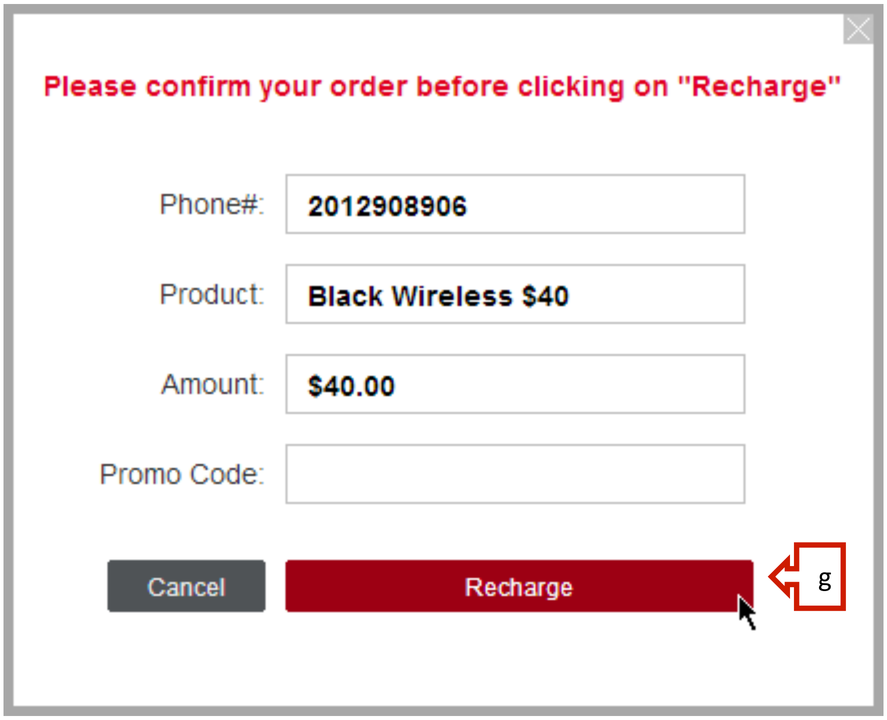
d) Enter **"Phone Number"** and click on **"Check"** (system will give you number's rate plan automatically).

e) Select top up **"Amount"** (click on **"Product"** or select from drop down).

f) Click on "**Submit**".

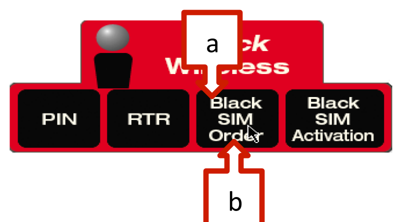


g) Verify top up and once confirmed click on "**Recharge**".



Note: After recharge has been completed, a receipt will be displayed on the next page.

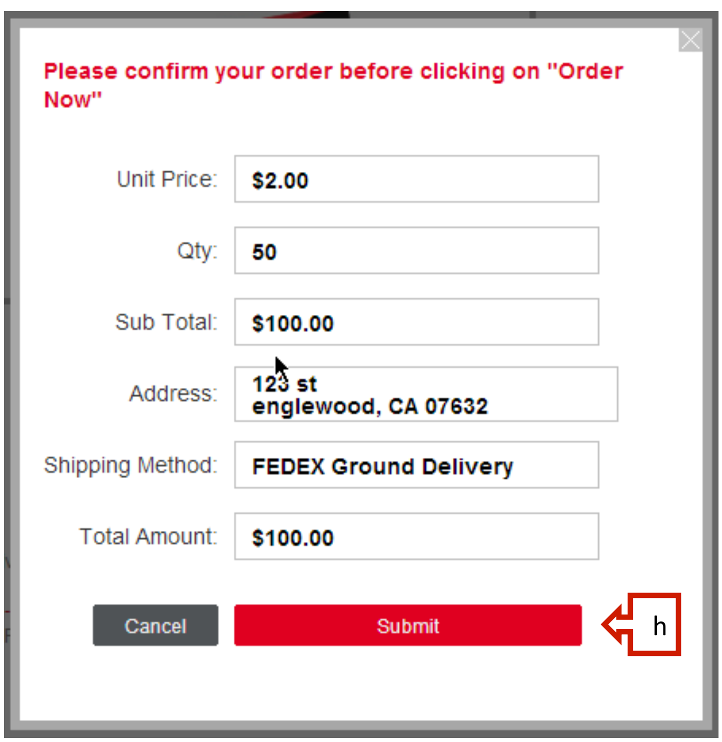
Black Wireless SIM Order.



a) Place cursor over "**Black Wireless**" tab
b) Select "**Black SIM Order**".
c) Enter "**Quantity**" (10 Minimum, 1000 Maximum)
d) "**Subtotal Amount**" will display automatically once "**Qty**" has been entered.
e) "**Shipping Address**" is where they will ship to.
f) "**Shipping Method**" is to select delivery method.
g) "**Total**" shows how much you have to pay.
h) Click on "**Order Now**"

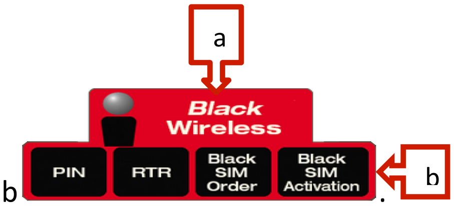
i) After clicking "**Order Now**", verify order;

j) Once verified, please click "**Submit**"



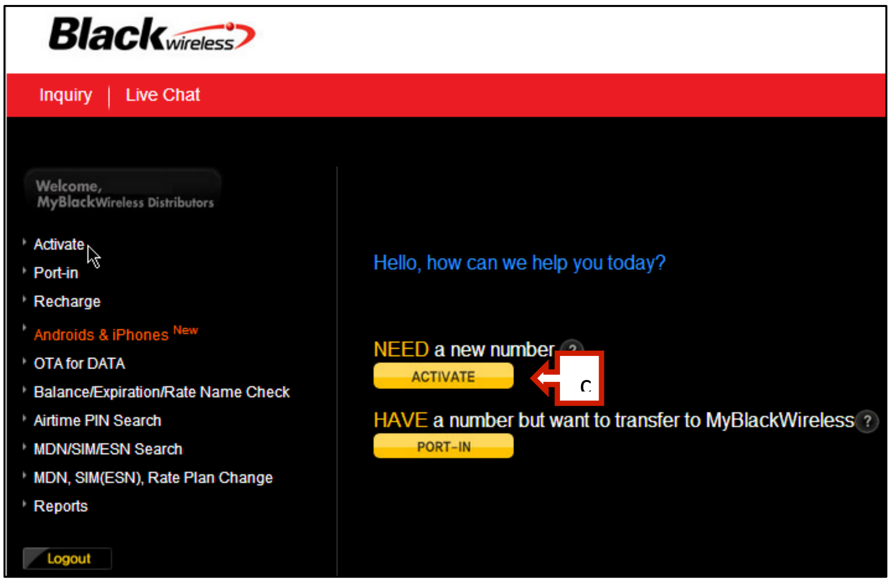
Note: After recharge has been completed, a receipt will be displayed on the next page.

Black SIM Activation

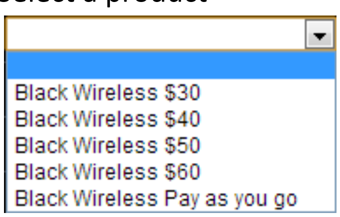
a) Place cursor over "**Black Wireless**" tab  .

b) Select "**Black SIM Activation**".

c) Click on "**Activate**" (either on the top left or where it says "**Need a new number**?)



d) Select a product



e) Enter ActFast Code.

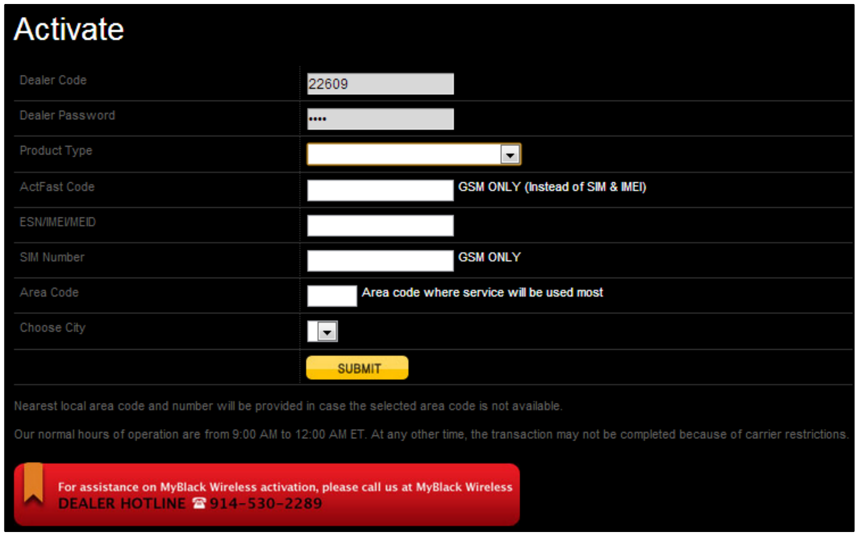
f) Enter IMEI (not necessary).

g) Enter SIM card number (if you entered actfast code, this is not necessary).

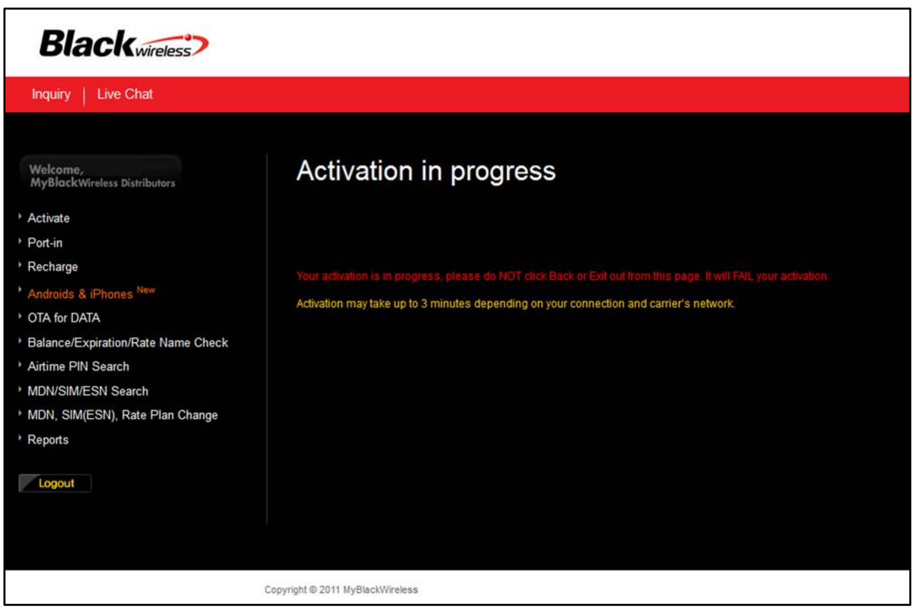
h) Enter Area code that the customer wants.

i) Select City from drop down.

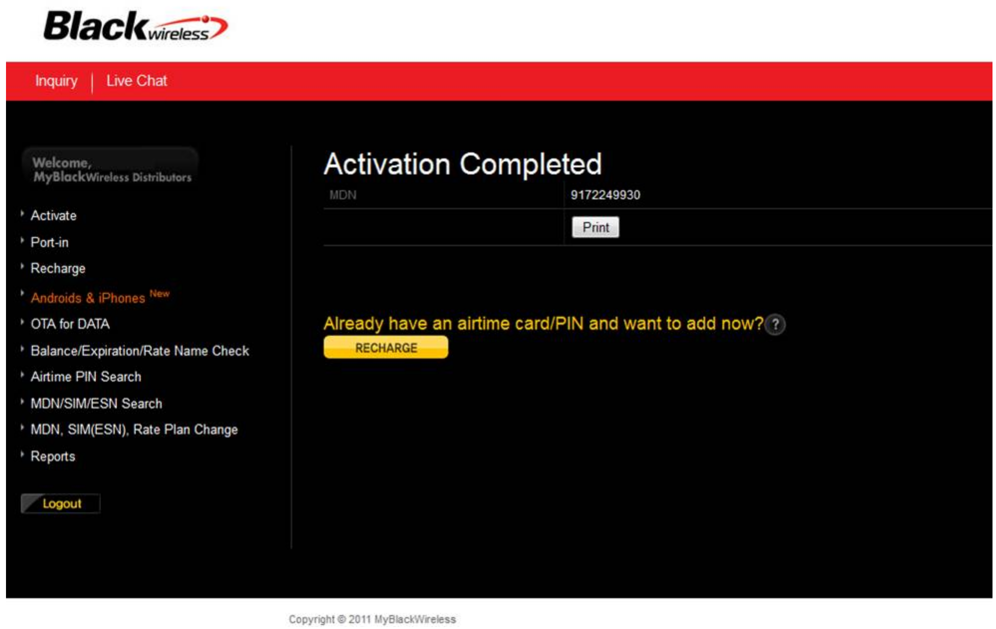
j) Click on "**Submit**"



k) After you click on submit, you will be asked to wait;

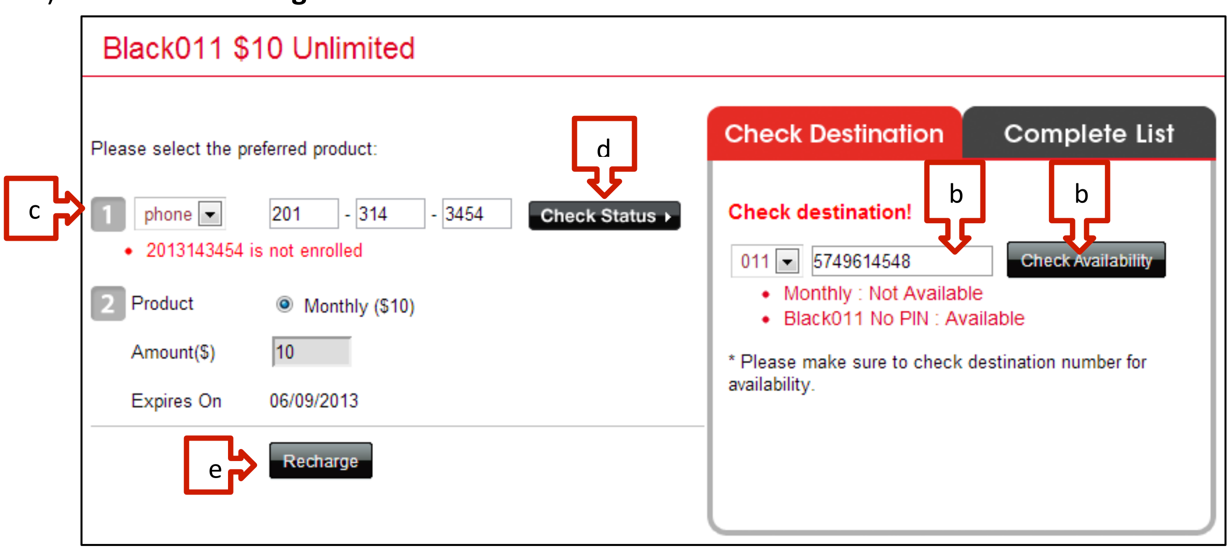


l) Once completed you will be given the option to print the MDN and recharge it;



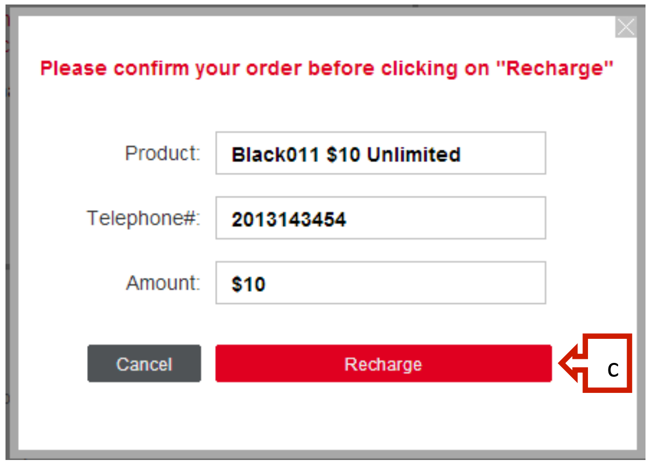
Black011 Unlimited No PIN

a) Click on **"Black011 Unlimited NO PIN" tab"**.
b) Check if destination is available
   - Enter number
   - Click on **"Check Availability"**
c) Enter "**Phone Number**"
d) Click on **"Check Status".**
e) Click on "**Recharge**".



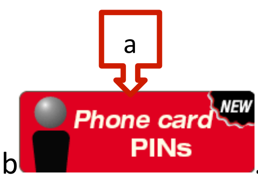
f) Verify transaction before continuing

g) Click on “**Recharge**”



Note: After recharge has been completed, a receipt will be displayed on the next page.

Phone Card PINs

a) Click on “**Phone Card PINs**” tab 

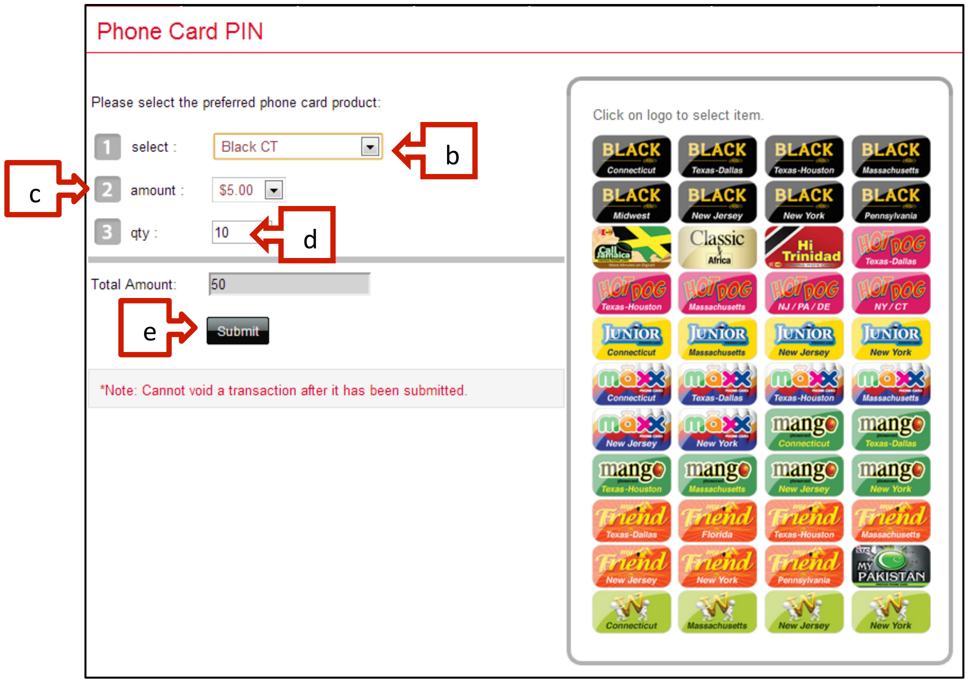
.

b) Select “**Product**” (from drop down or from logos to the right)

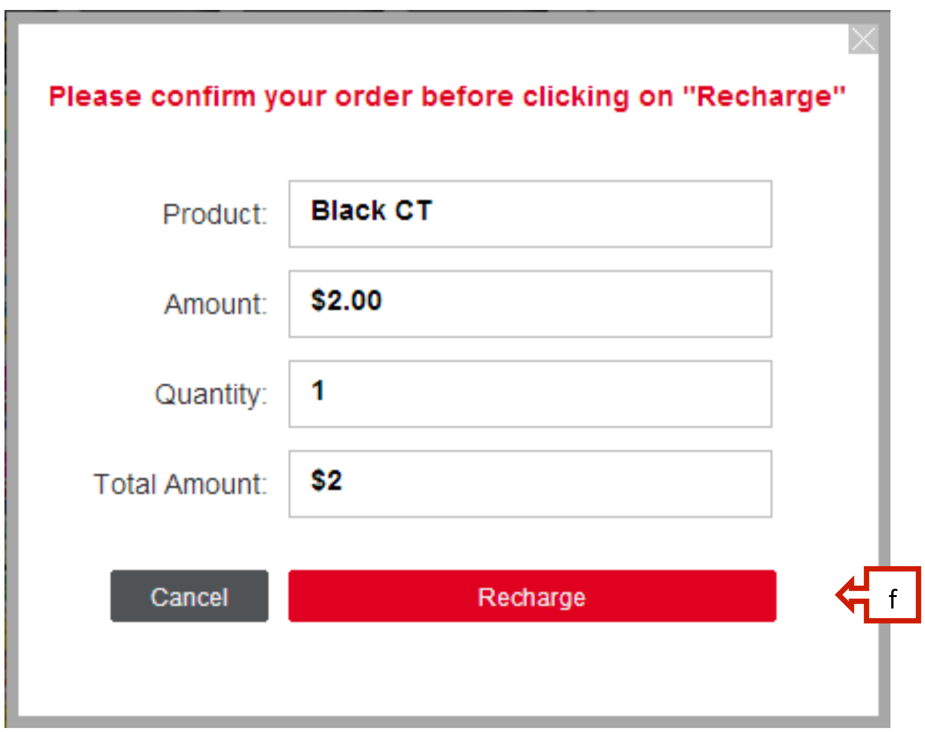
c) Select “**Amount**”.

d) Select “**Quantity**”.

e) Click “**Submit**”.



f) Confirm transaction; click on "**Recharge**"



Note: After recharge has been completed, a receipt will be displayed on the next page.

Somalia011

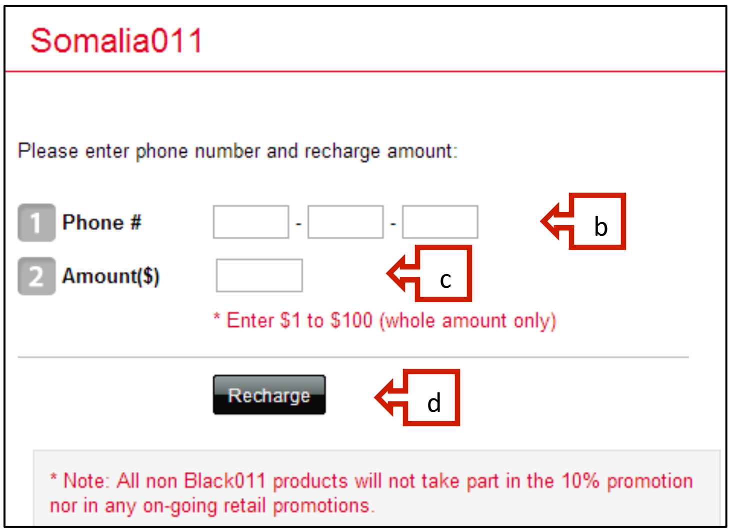
a) Click on "**Somalia011**" tab 

.

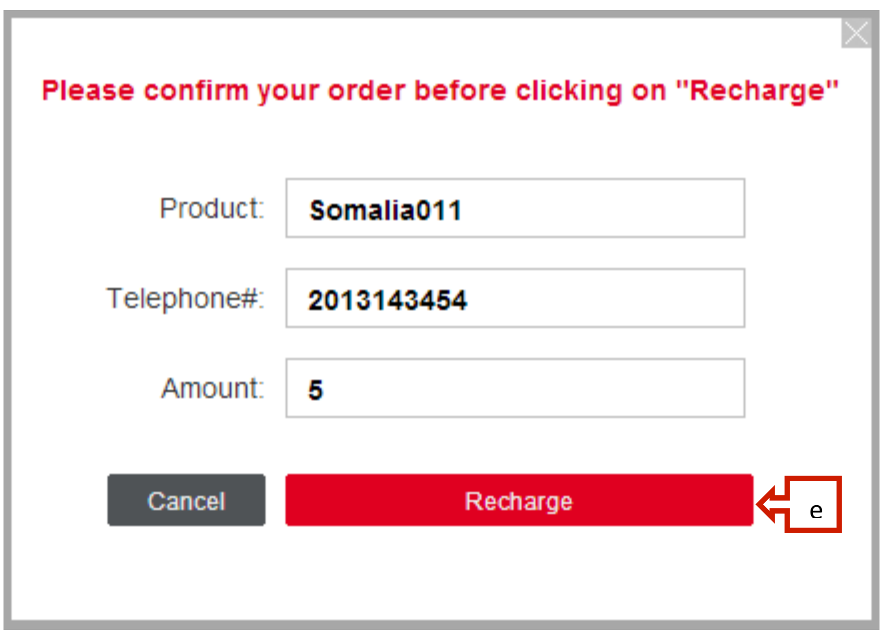
b) Enter **"Phone Number".**

c) Enter top up **"Amount".**

d) Click on "**Recharge**".



e) Confirm transaction; click on "**Recharge**"



Note: After recharge has been completed, a receipt will be displayed on the next page.

You can check the rates for Somalia011 on the same page and also get the access number:

a) For rates, just enter recharge amount ($5 or $10)

Rate Finder | **Access Number**

Somalia Rates : $5

Somalia	Minutes
Bakool Hormuud Landline	50
Banaadir Hormuud Landline	50
Banaadir Hormuud Landline	50
Banaadir Hormuud Mobile	20
Banaadir Hormuud Mobile	20
Bari Golis Landline	50
Bari Golis Mobile	20
Bay Hormuud Landline	50
Golis Mobile	20
Proper	8
Woqooyi Galbeed Telesom Landline	50
Woqooyi Galbeed Telesom Landline	50
Woqooyi Galbeed Telesom Landline	50
Woqooyi Galbeed Telesom Mobile	20

* The rates are subject to change at any time without prior notice. For the most current updates on rate and other countries, please call **914-530-2289**.

b) For access number;

- enter city you're located in
- Click "**Search**"

Rate Finder | **Access Number**

Please enter city name and click 'Search!'

City: bronx Search

City Name	Access Number
Bronx	347-584-1733

International Top ups

A. PIN Top ups

a) Click on “**INTL**” tab

b) Select “**PIN**”

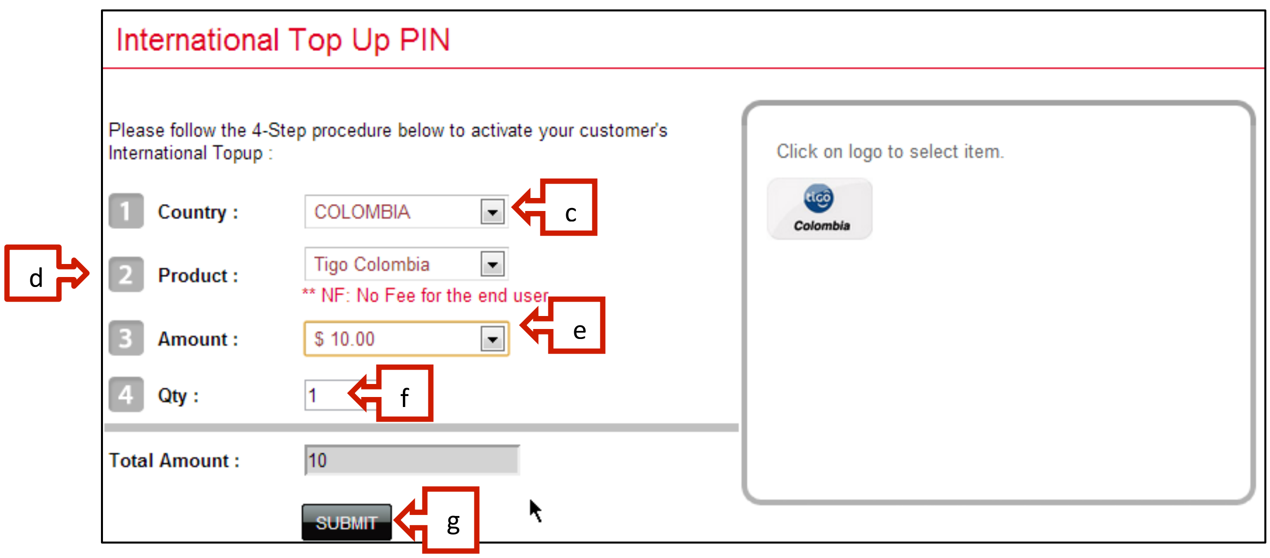
c) Select **“Country”**

d) Select **“Product”**(from drop down or logo to the right)

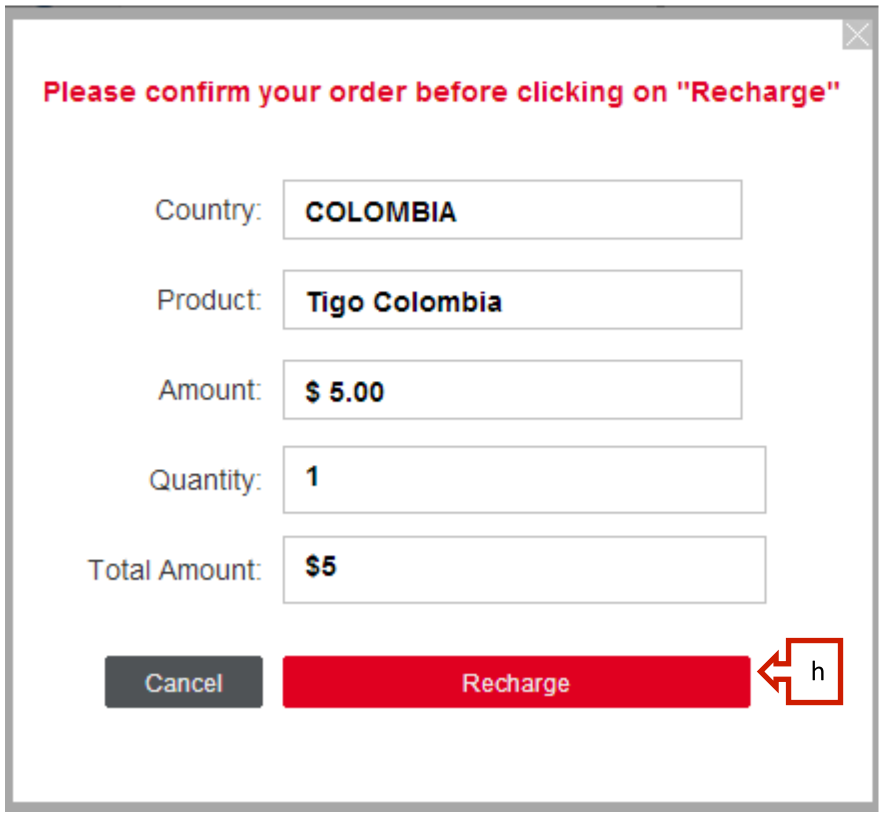
e) Select **“Amount”**

f) Select **“Quantity”**

g) Click on “**Submit**”



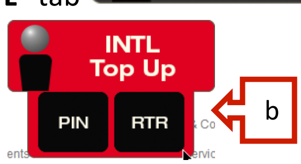
h) Confirm transaction; click on “**Recharge**”



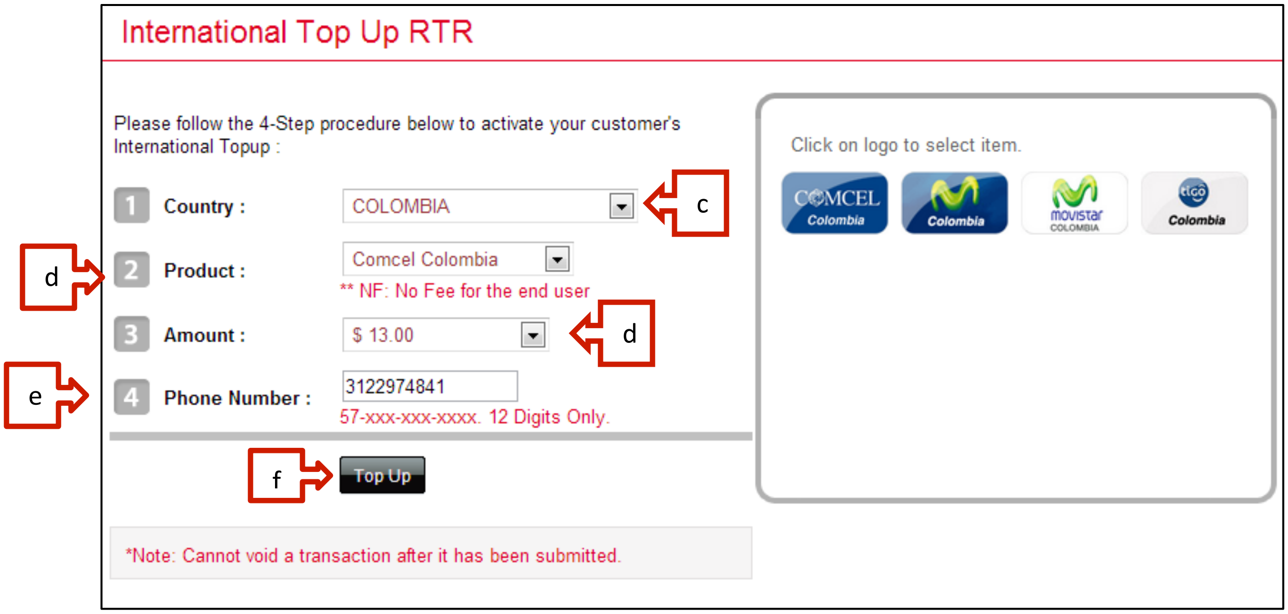
Note: After recharge has been completed, a receipt will be displayed on the next page.

B. RTR Top ups

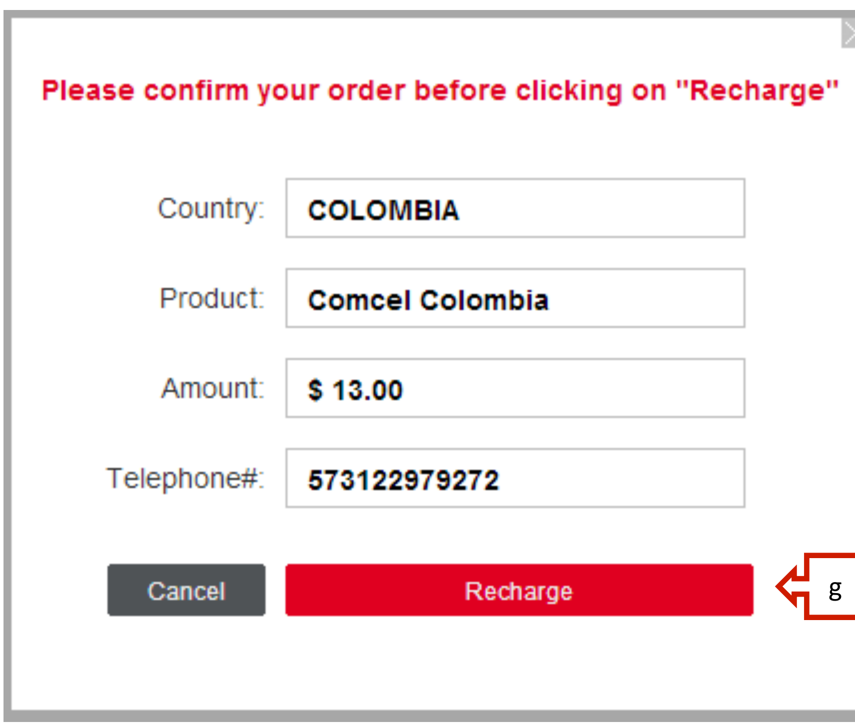
a) Click on “**INTL**” tab



b) Select “**RTR**”
c) Select **“Country”**
d) Select **“Product”**(from drop down or logo to the right)
e) Select **“Amount”**
f) Click on “**Top Up**”



g) Confirm transaction; click on "**Recharge**"



Note: After recharge has been completed, a receipt will be displayed on the next page.

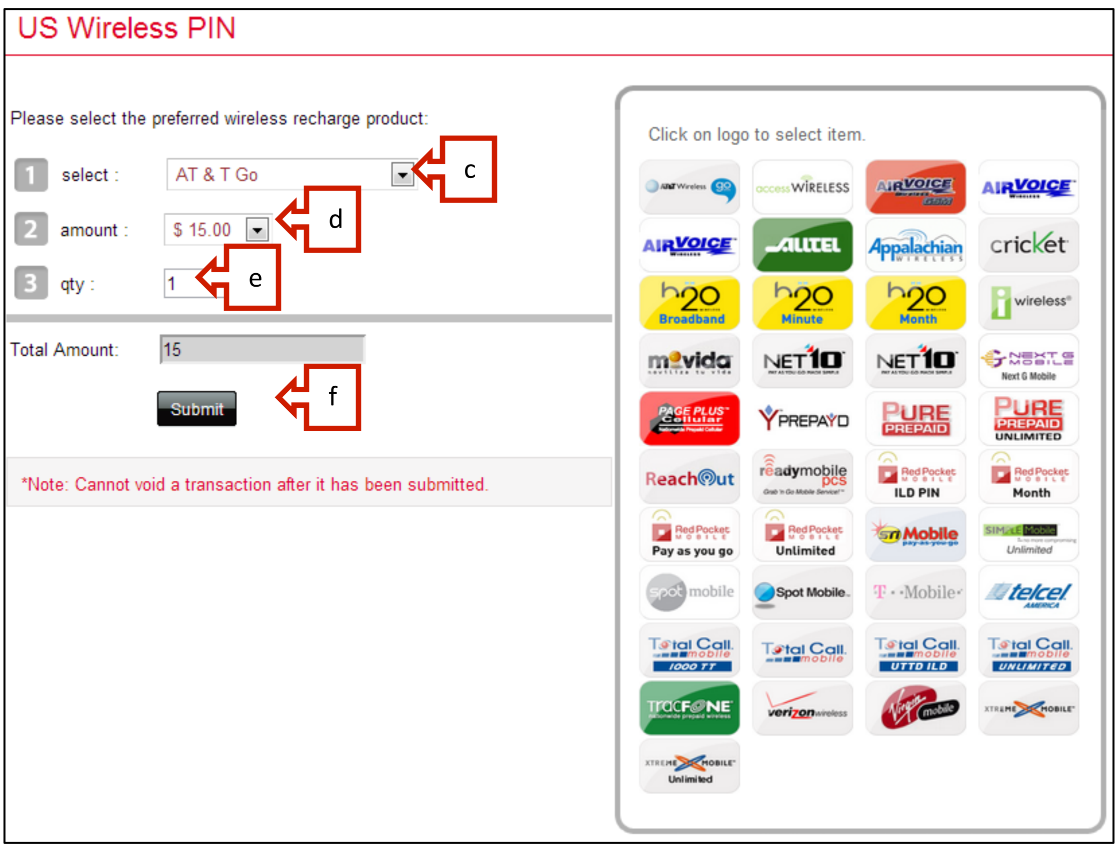
U.S Wireless

A. PIN Top ups

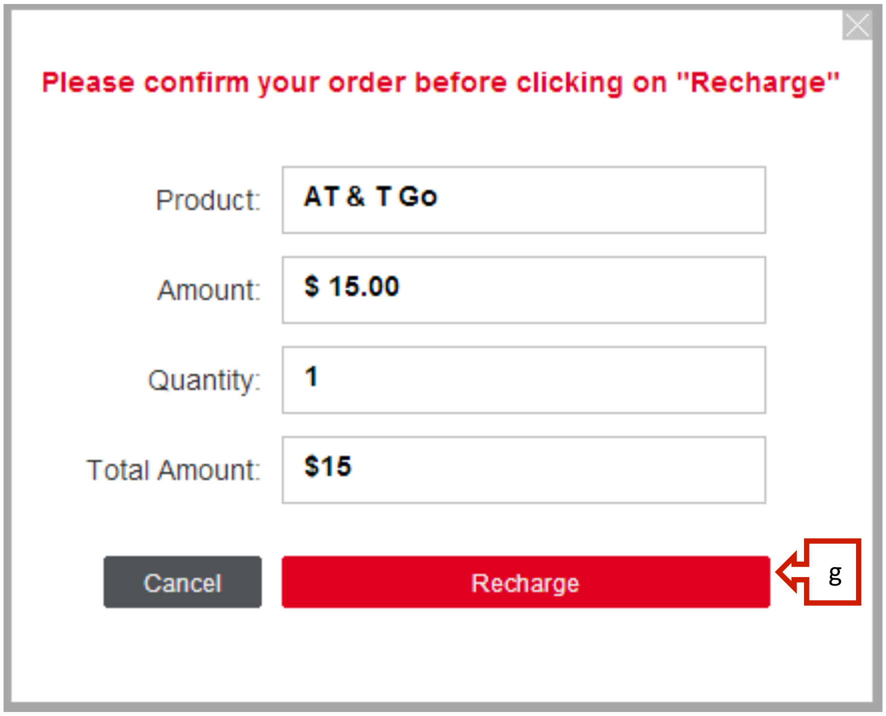
a) Click on **"US Wireless"** tab 

.

b) Click on **"PIN"**
c) Select carrier/product (from drop down or logo to the right).
d) Select **"Amount"**
e) Select **"Quantity"**
f) Click on **"Submit"**



g) Confirm transaction; click on “**Recharge**”



Note: After recharge has been completed, a receipt will be displayed on the next page.

B. RTR Top ups

a) Click on **“US Wireless”** tab .

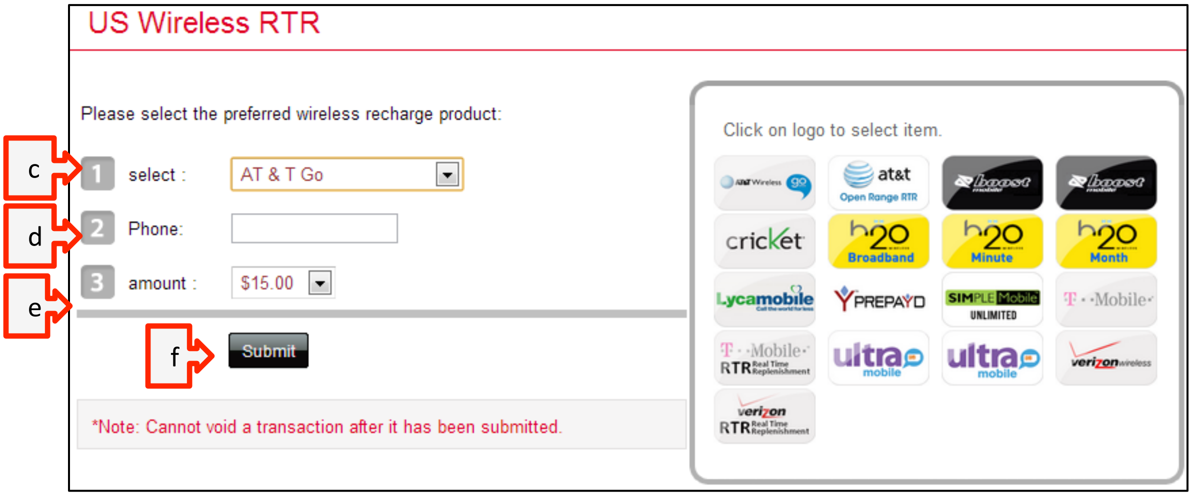
b) Click on **“RTR”** 

c) Select **“Carrier/Product”** (from drop down or logo to the right).

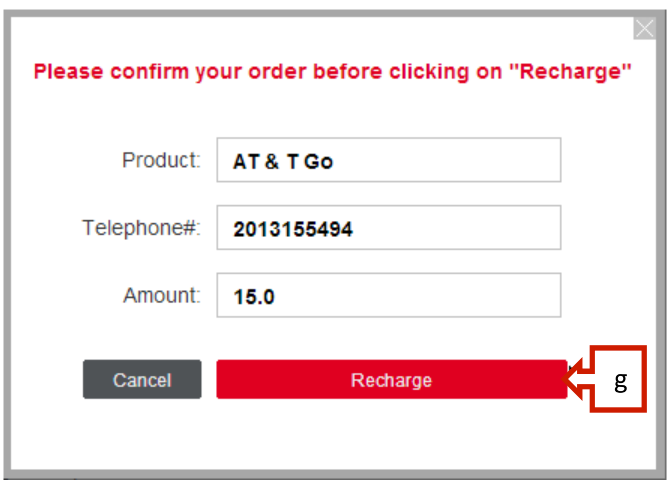
d) Enter **“Phone Number”.**

e) Select **“Amount”.**

f) Click on **"Submit"**



g) Confirm transaction; click on "**Recharge**"



Note: After recharge has been completed, a receipt will be displayed on the next page.

Note 2: Please remember that all RTR sales are final and non-refundable. PIN sales will only be voided if it is proven that the PIN has been used before time of purchase or if it is *invalid*.

If you have been sold a PIN that was used or is invalid, please send a ticket with the *order number* and explain what is wrong with the PIN.

If a customer claims that an RTR top up was not received, please send ticket with order number in order for us to verify.

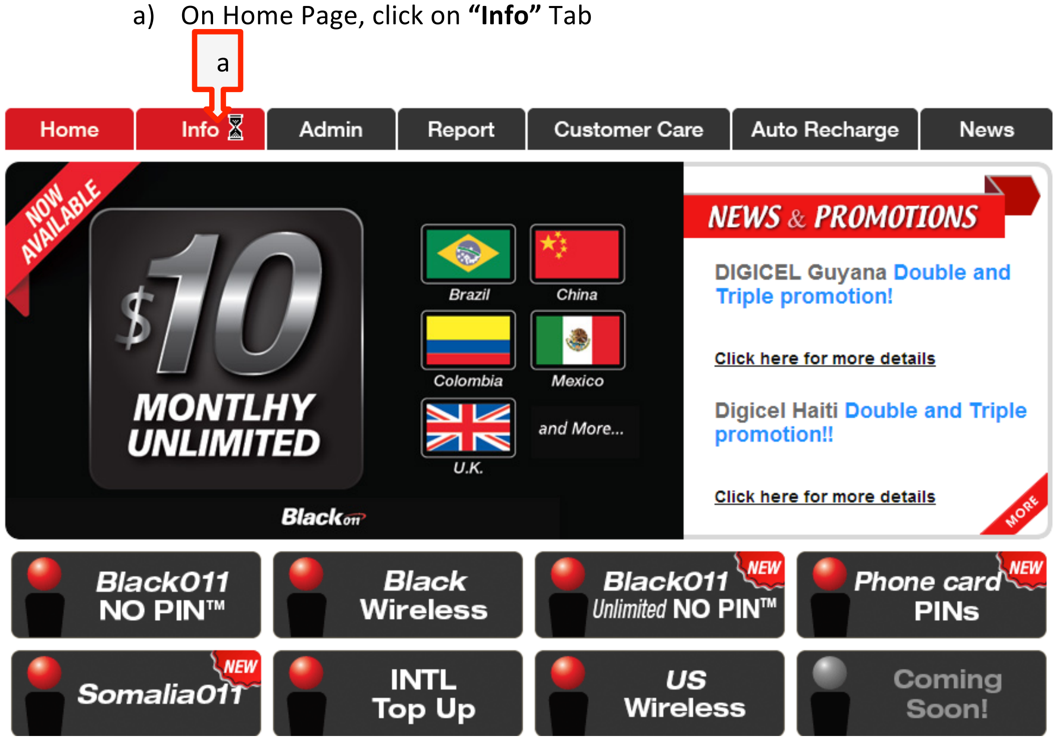
If customer claims that an International top up was not received, please send ticket with order number so that we can verify top up was successful.

MAIN TABS

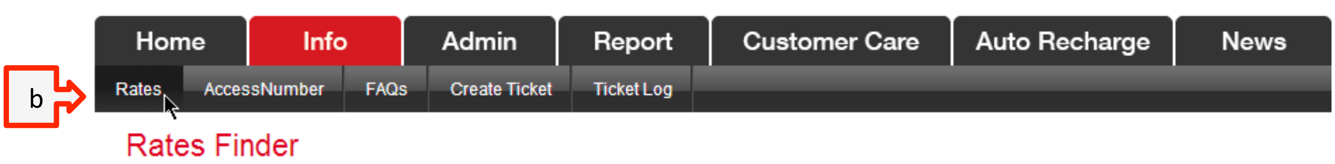
Info Tab

Black011 NO PIN Rates

a) On Home Page, click on **"Info"** Tab



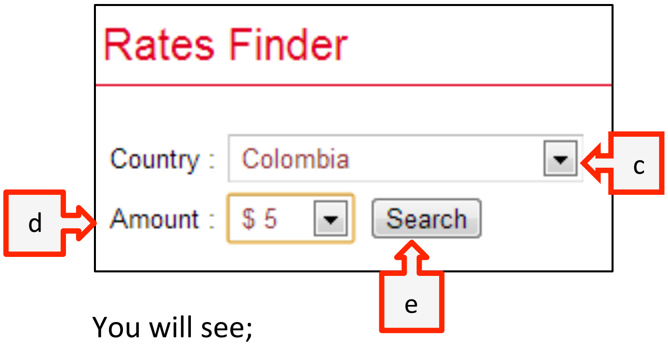
b) **"Rate"** tab will be first to come up;



c) Select **"Country"** from drop down

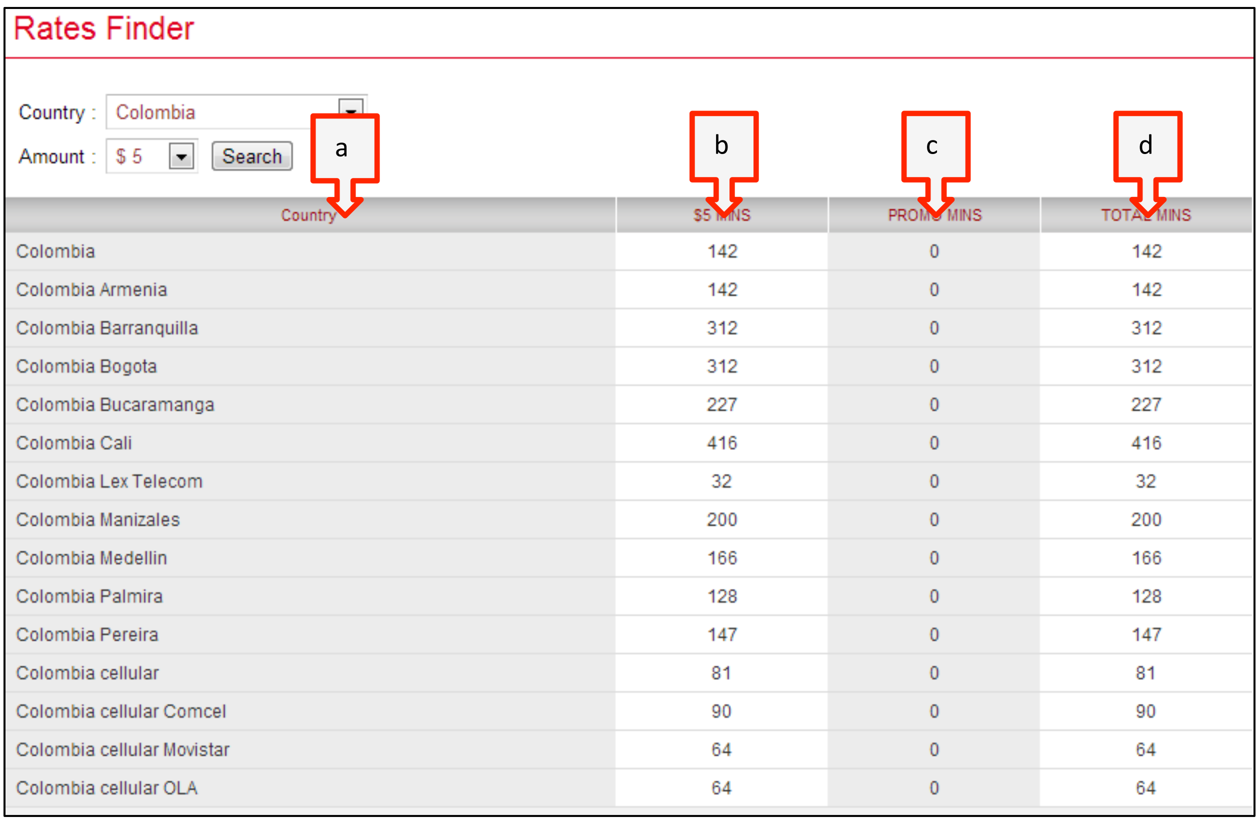
d) Select **"Amount"**

e) Click on **"Search"**



You will see;

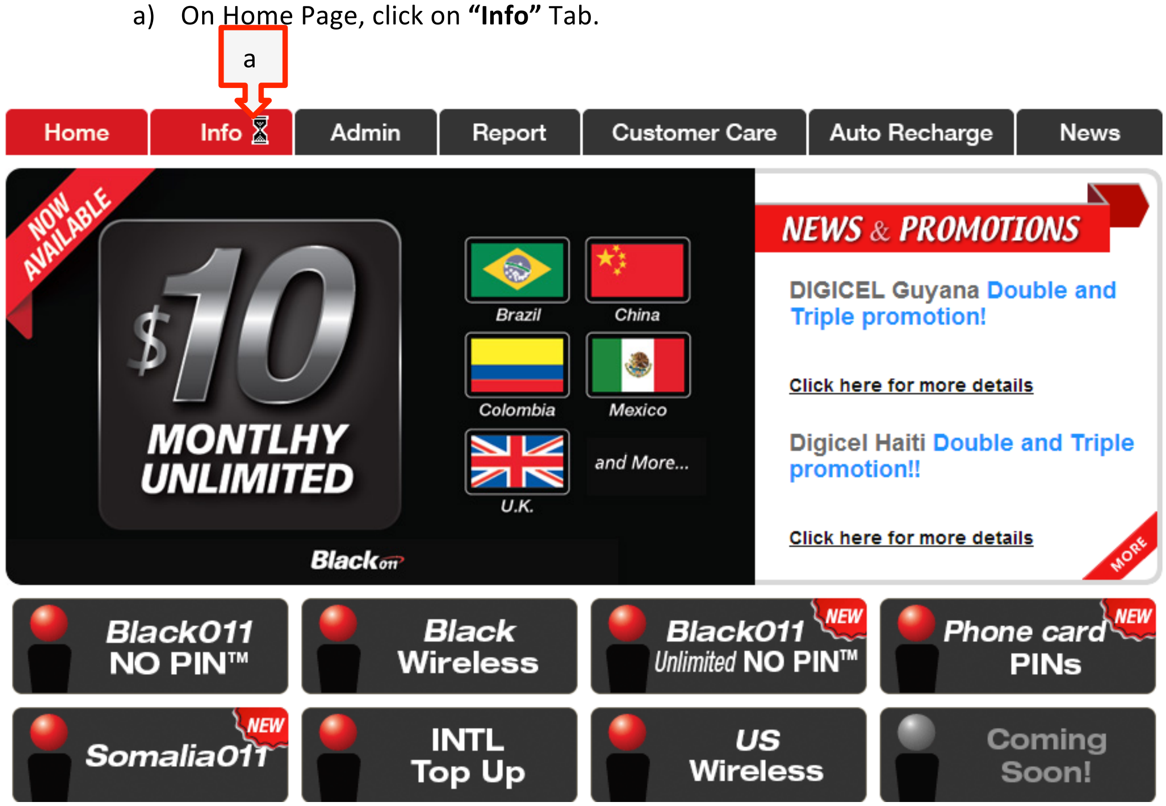
a) Country Regions
b) Minutes
c) Promo Minutes (if promotion is available)
d) Total Minutes



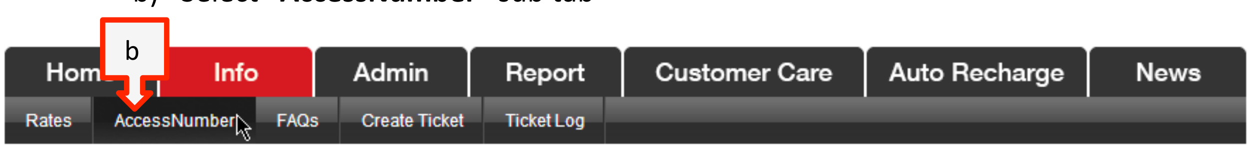
Country	$5 MINS	PROMO MINS	TOTAL MINS
Colombia	142	0	142
Colombia Armenia	142	0	142
Colombia Barranquilla	312	0	312
Colombia Bogota	312	0	312
Colombia Bucaramanga	227	0	227
Colombia Cali	416	0	416
Colombia Lex Telecom	32	0	32
Colombia Manizales	200	0	200
Colombia Medellin	166	0	166
Colombia Palmira	128	0	128
Colombia Pereira	147	0	147
Colombia cellular	81	0	81
Colombia cellular Comcel	90	0	90
Colombia cellular Movistar	64	0	64
Colombia cellular OLA	64	0	64

Access Numbers

a) On Home Page, click on **“Info”** Tab.



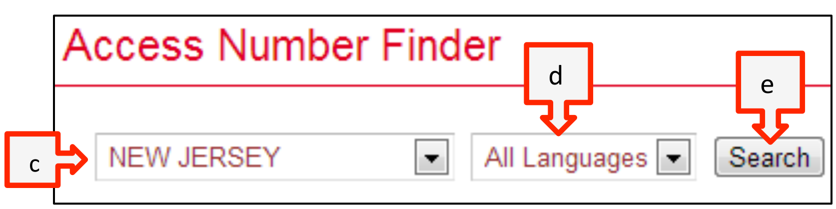
b) Select **“AccessNumber”** sub tab



c) Select **“State”** from drop down.

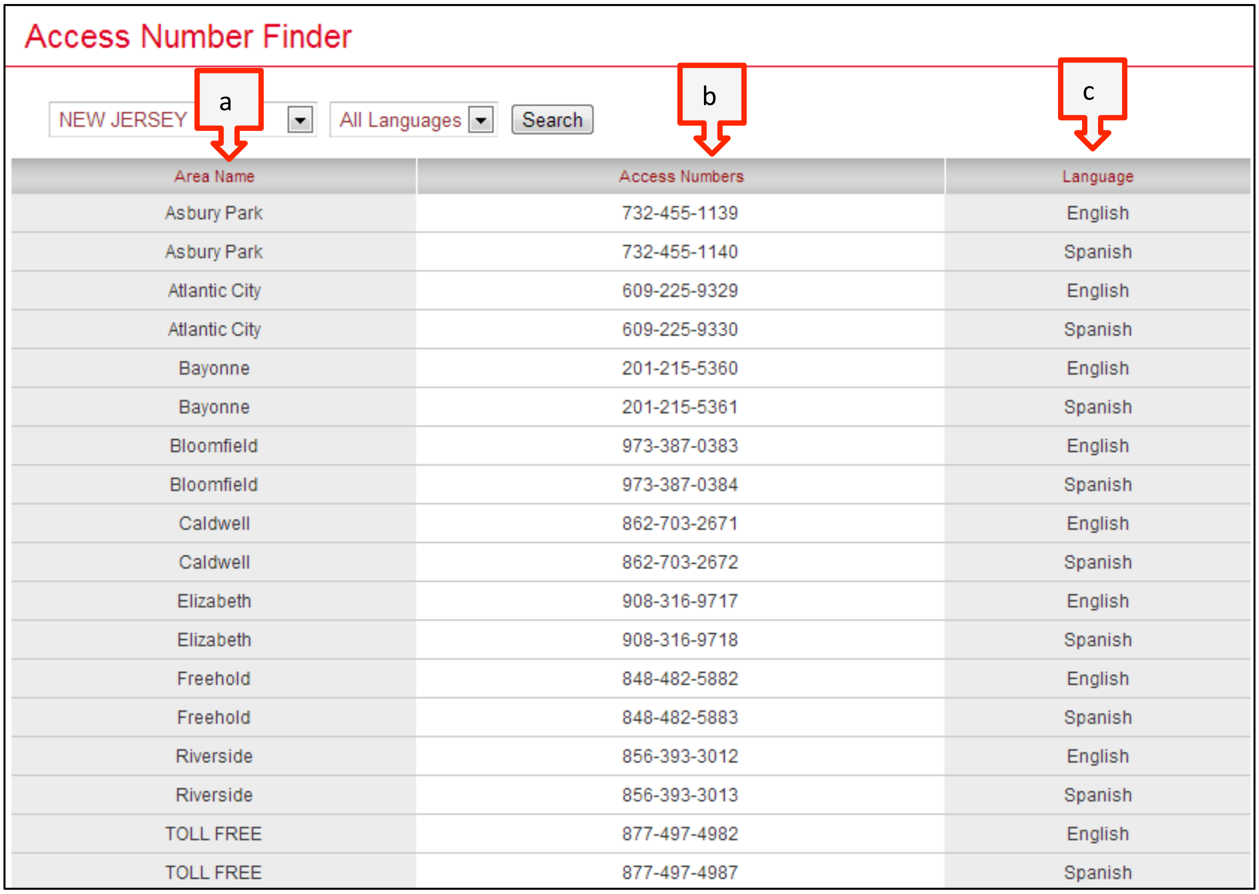
d) Select **“Language”.**

e) Click on **“Search”**



You will see;

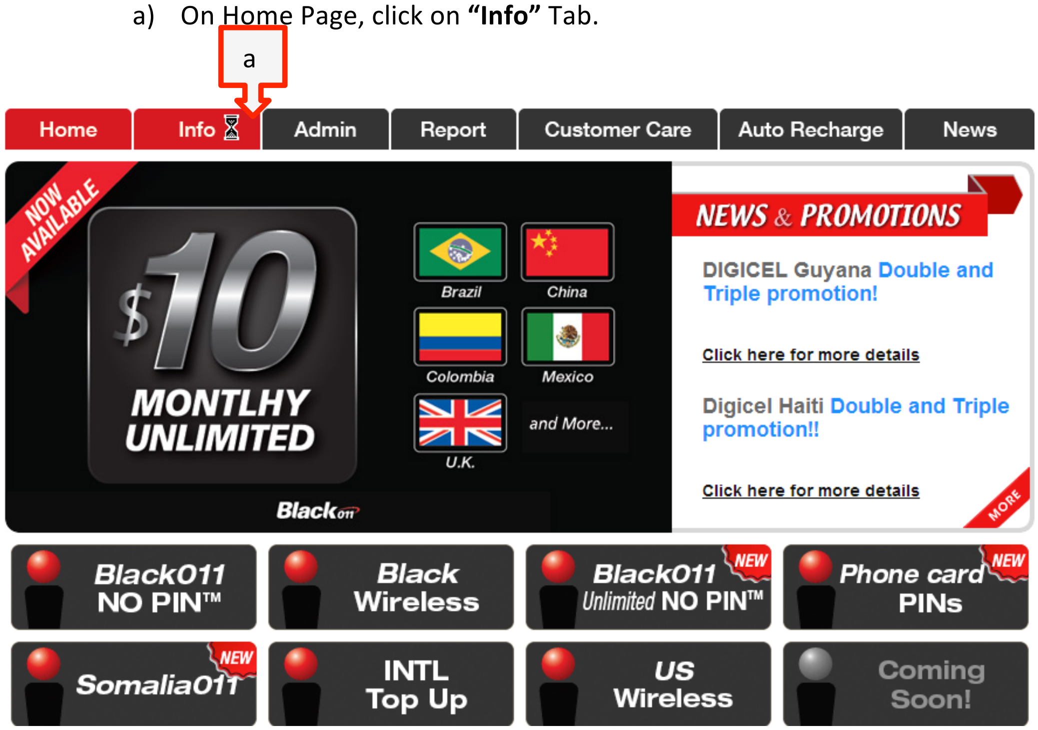
a) Region
b) Access Number
c) Language



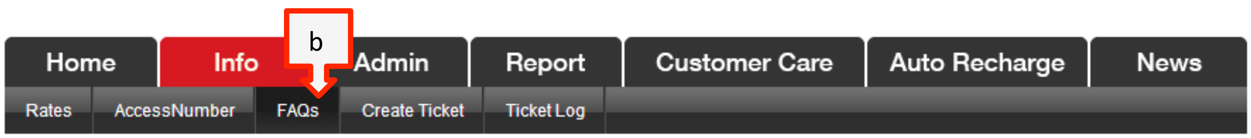
Area Name	Access Numbers	Language
Asbury Park	732-455-1139	English
Asbury Park	732-455-1140	Spanish
Atlantic City	609-225-9329	English
Atlantic City	609-225-9330	Spanish
Bayonne	201-215-5360	English
Bayonne	201-215-5361	Spanish
Bloomfield	973-387-0383	English
Bloomfield	973-387-0384	Spanish
Caldwell	862-703-2671	English
Caldwell	862-703-2672	Spanish
Elizabeth	908-316-9717	English
Elizabeth	908-316-9718	Spanish
Freehold	848-482-5882	English
Freehold	848-482-5883	Spanish
Riverside	856-393-3012	English
Riverside	856-393-3013	Spanish
TOLL FREE	877-497-4982	English
TOLL FREE	877-497-4987	Spanish

Frequently Asked Questions (FAQs)

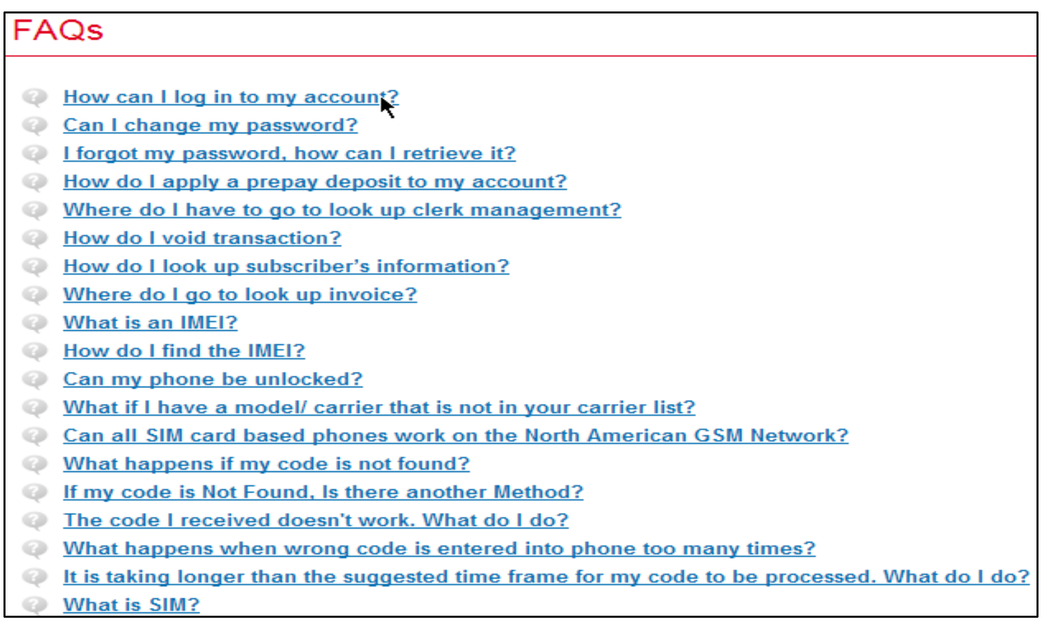
a) On Home Page, click on **“Info”** Tab.



b) Select **“FAQs”** sub tab

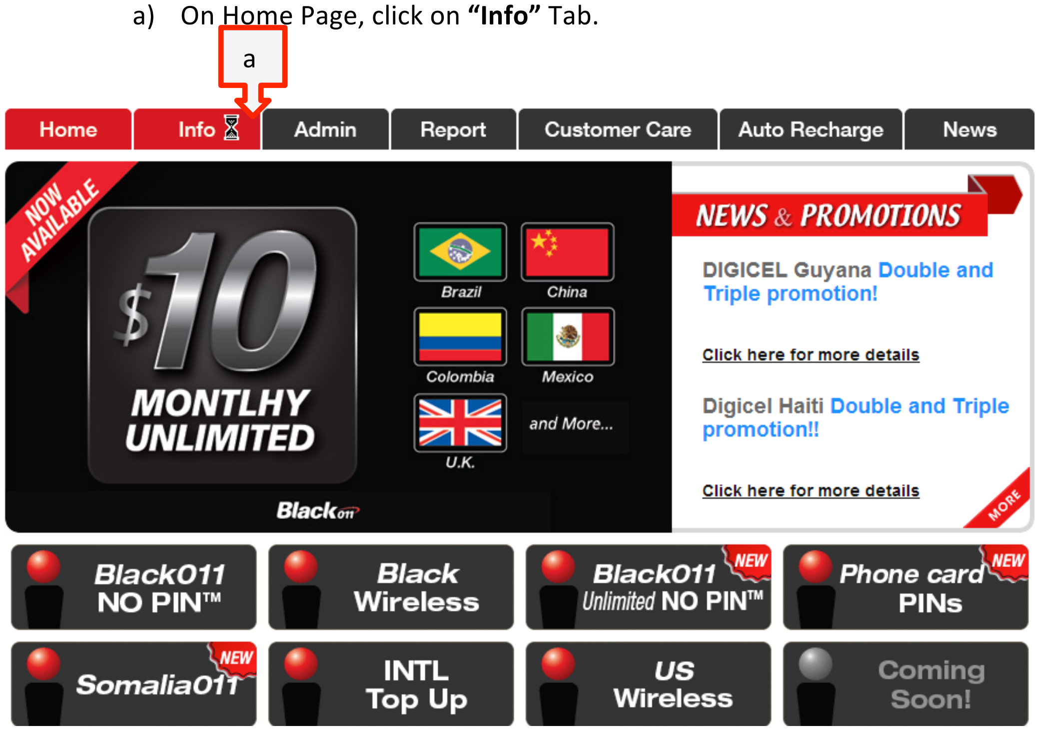


c) Click on the Frequently Asked Question (FAQ) to be taken to the answer.

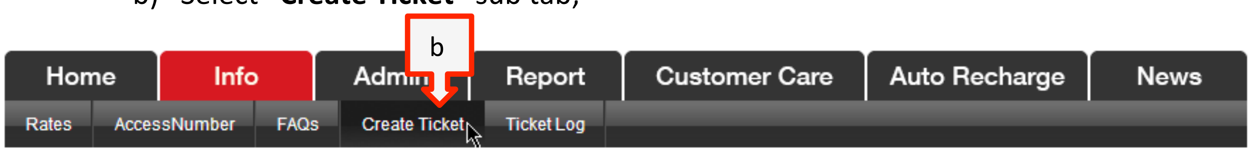


Creating a Ticket

a) On Home Page, click on **"Info"** Tab.



b) Select **"Create Ticket"** sub tab;



c) Name will be entered automatically (name on account)

d) Enter call back number

e) Enter email address where we can contact you.

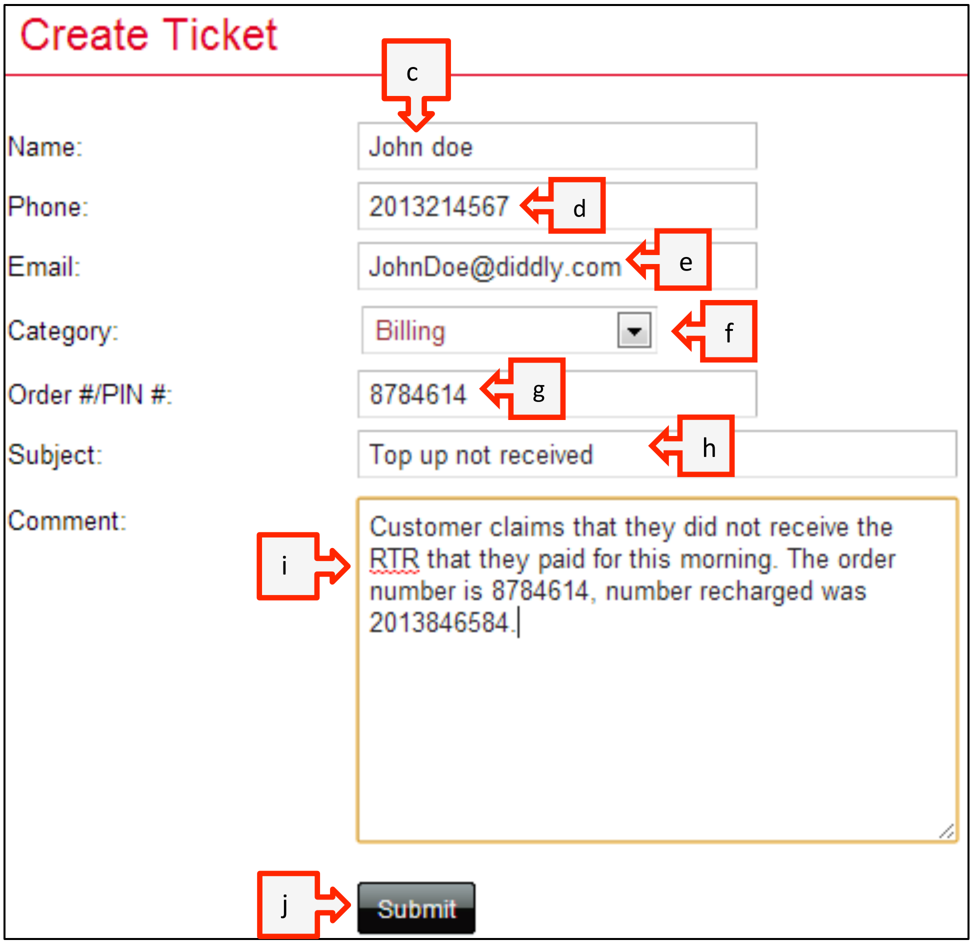
f) Select Ticket Category

g) Enter Order number you are sending ticket in regards to (if available).

h) Enter Ticket subject

i) Provide explanation of why you are sending ticket.

j) Click on "Submit"



Create Ticket

c

Name: John doe

Phone: 2013214567 d

Email: JohnDoe@diddly.com e

Category: Billing f

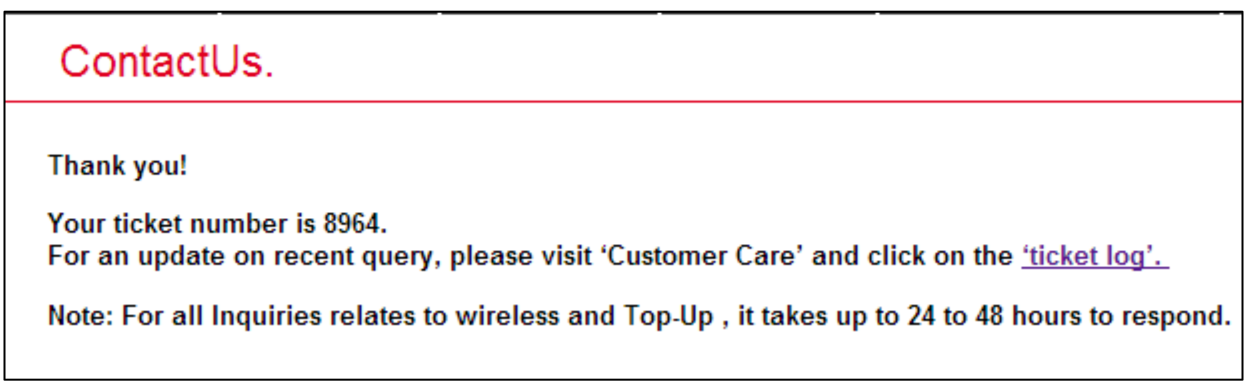
Order #/PIN #: 8784614 g

Subject: Top up not received h

Comment: i Customer claims that they did not receive the RTR that they paid for this morning. The order number is 8784614, number recharged was 2013846584.

j Submit

Once you click **"Submit",** you will see this message;



ContactUs.

Thank you!

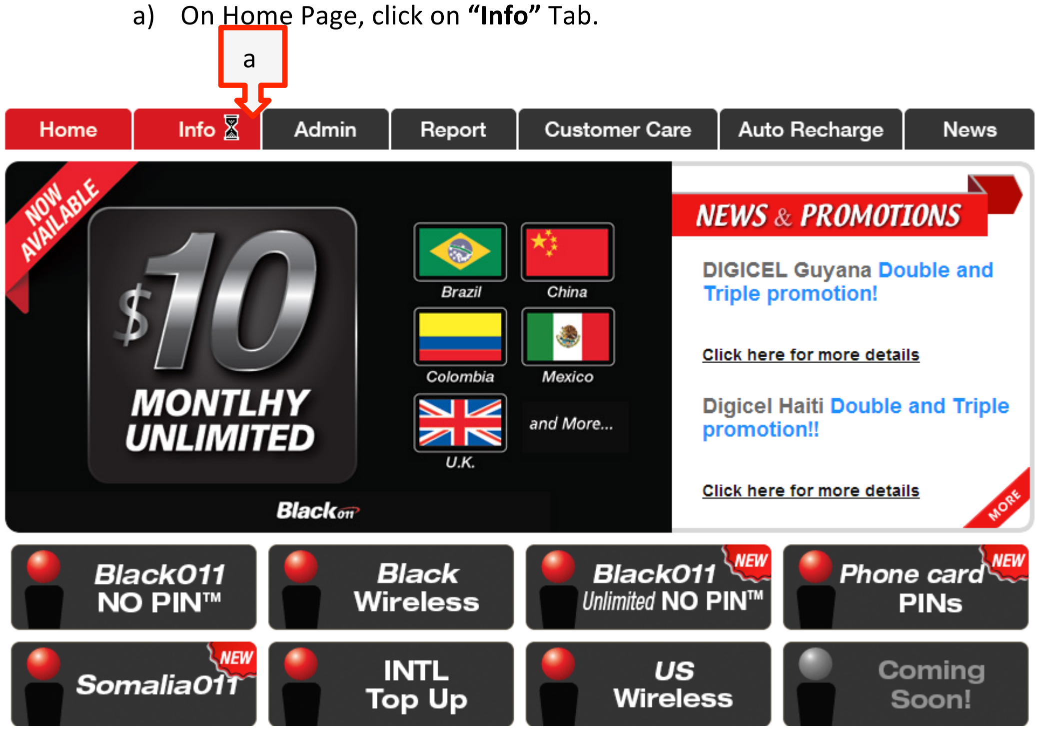
Your ticket number is 8964.
For an update on recent query, please visit 'Customer Care' and click on the 'ticket log'.

Note: For all Inquiries relates to wireless and Top-Up , it takes up to 24 to 48 hours to respond.

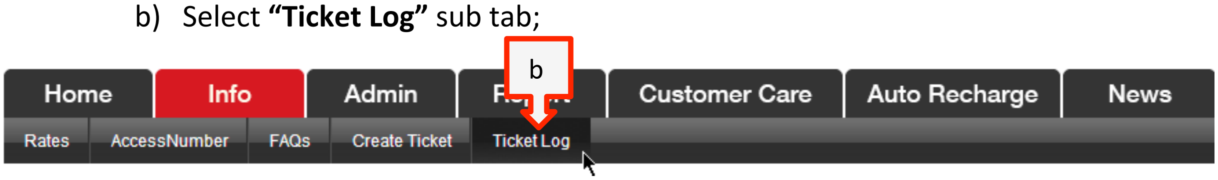
Note: Please provide detailed explanations when sending tickets so that we can resolve your issues quicker.

Checking Ticket Log

a) On Home Page, click on **"Info"** Tab.



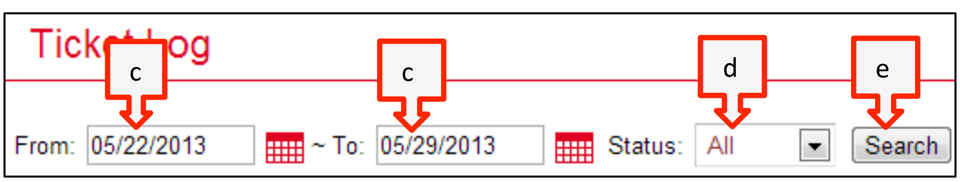
b) Select **"Ticket Log"** sub tab;



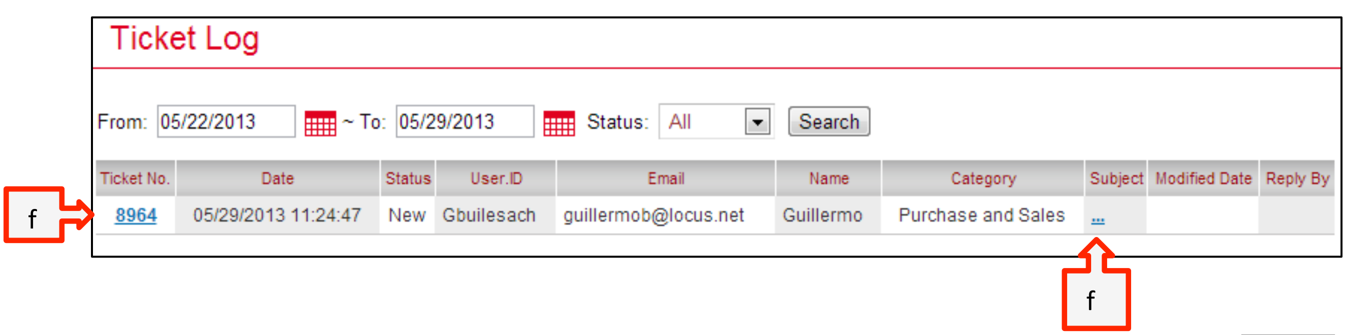
c) Set **date range** (from – to)

d) Select Ticket **"Status"**

e) Click **"Search"**



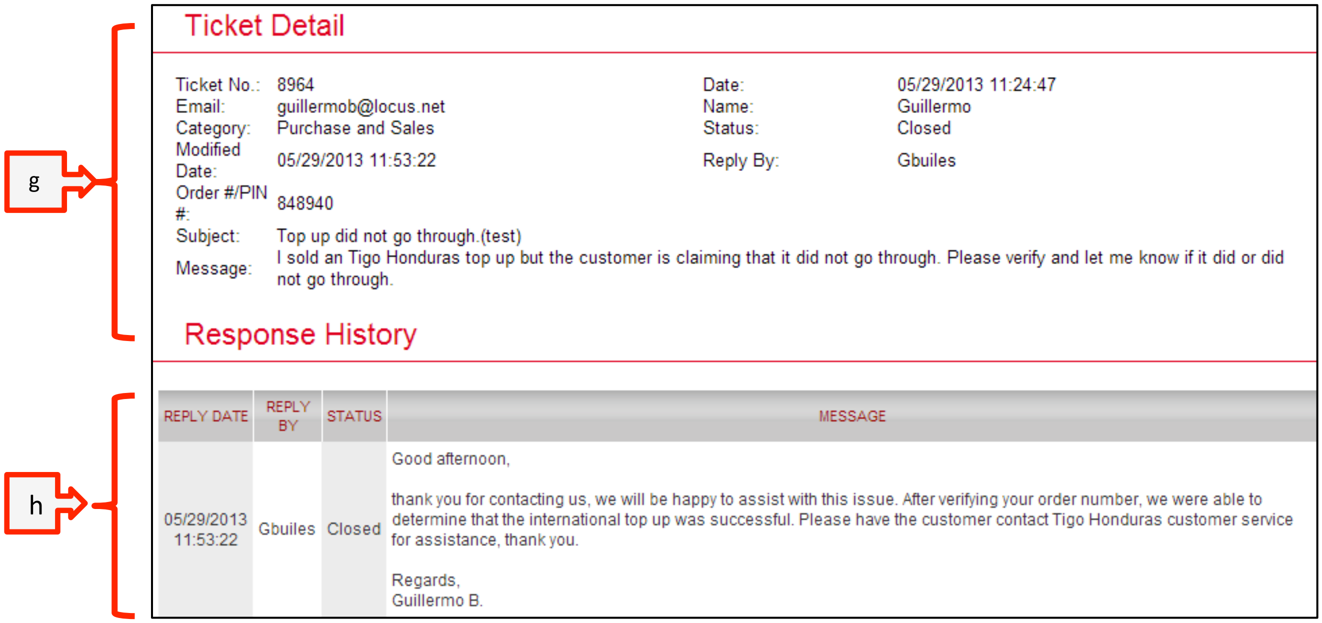
f) Click on **"Ticket No."** or **"Subject"** to enter view full ticket;



This is how you will see your full ticket details;

g) Ticket sent by you

h) Ticket response



Ticket Detail

Ticket No.:	8964	Date:	05/29/2013 11:24:47
Email:	guillermob@locus.net	Name:	Guillermo
Category:	Purchase and Sales	Status:	Closed
Modified Date:	05/29/2013 11:53:22	Reply By:	Gbuiles
Order #/PIN #:	848940		
Subject:	Top up did not go through.(test)		
Message:	I sold an Tigo Honduras top up but the customer is claiming that it did not go through. Please verify and let me know if it did or did not go through.		

Response History

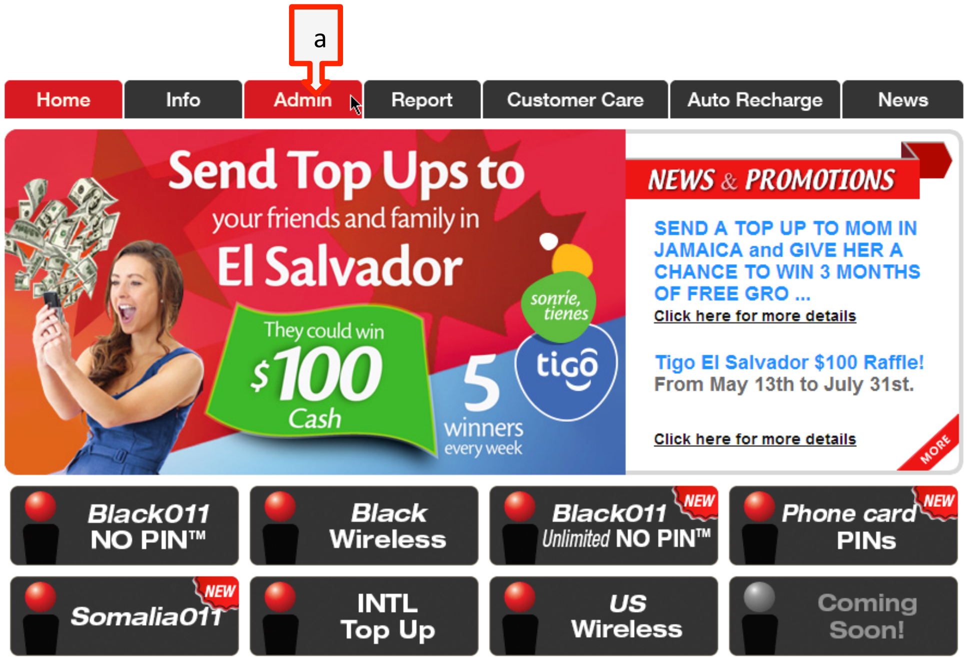
REPLY DATE	REPLY BY	STATUS	MESSAGE
05/29/2013 11:53:22	Gbuiles	Closed	Good afternoon, thank you for contacting us, we will be happy to assist with this issue. After verifying your order number, we were able to determine that the international top up was successful. Please have the customer contact Tigo Honduras customer service for assistance, thank you. Regards, Guillermo B.

If you require further assistance, please contact 914-530-2289.

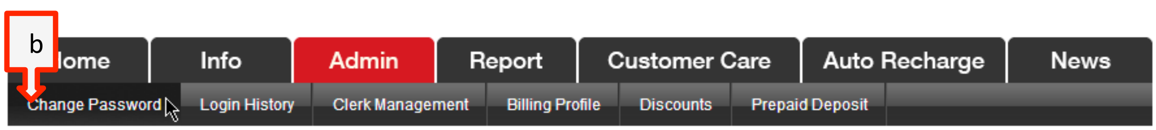
Admin Tab

Change Password

a) Click on **"Admin"** tab



b) **"Change Password"** sub tab will be first sub tab (default)

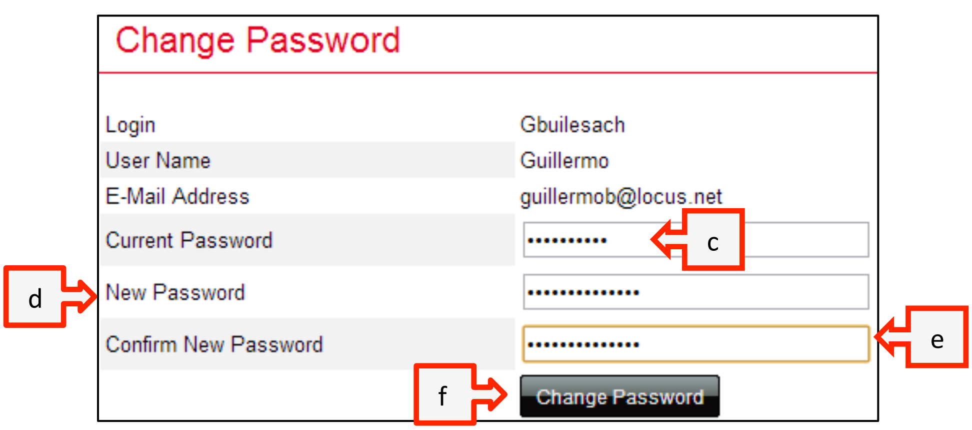


c) Enter current password

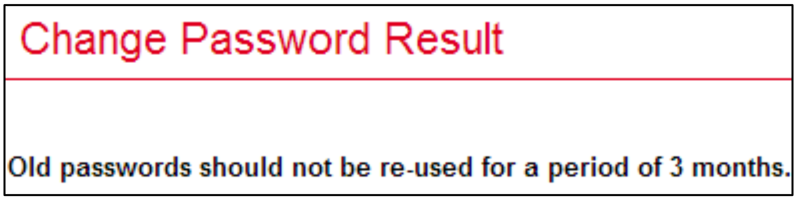
d) Enter new password

e) Confirm new password

f) Click on **"Change Password"**

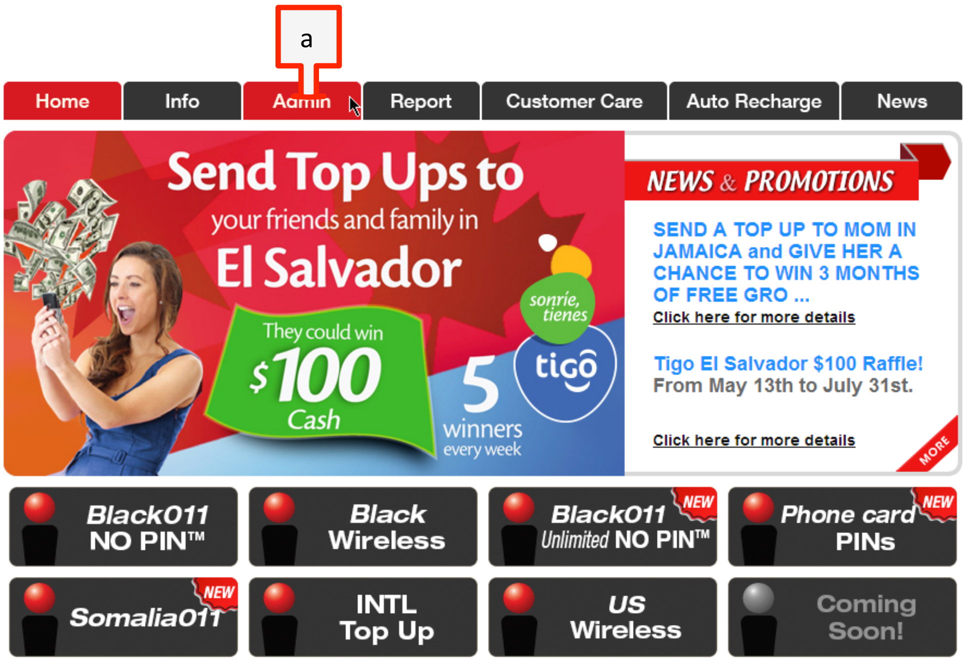


Response message for successful password change;

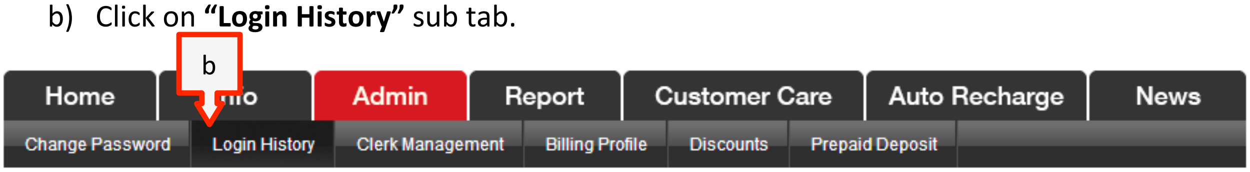


Login History

a) Click on **"Admin"** tab

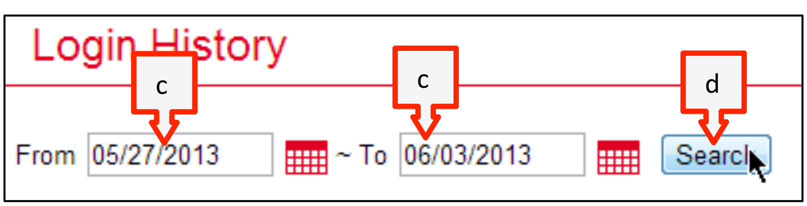


b) Click on **"Login History"** sub tab.



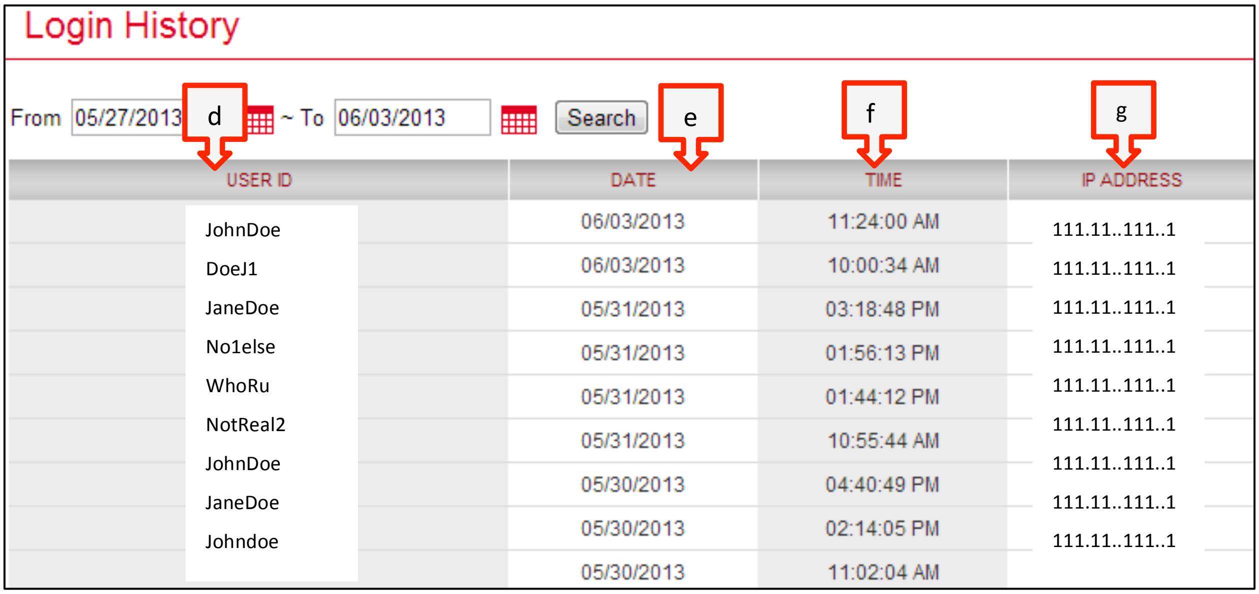
c) Select Date Range (from – to)

d) Click on **"Search"**



You will be shown;

e) User ID
f) Date
g) Time
h) IP Address



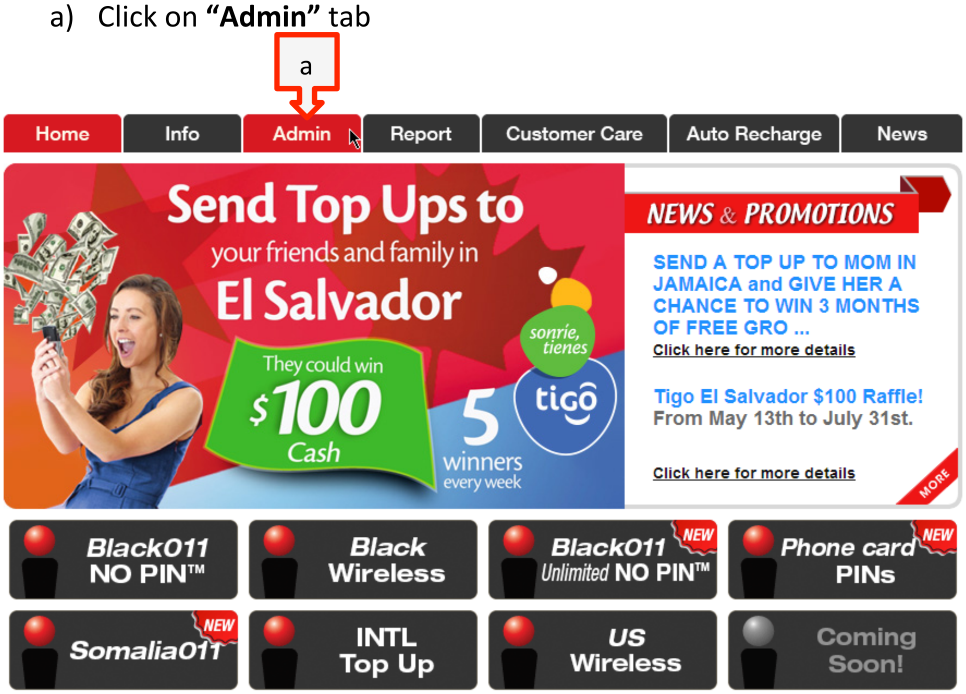
Login History

From 05/27/2013 ~ To 06/03/2013 Search

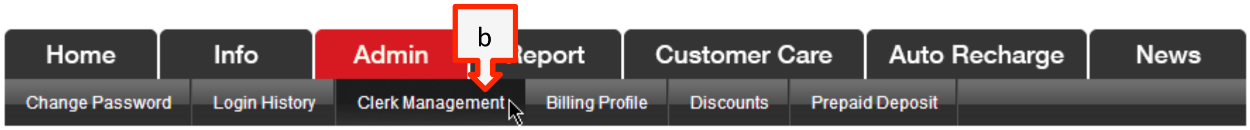
USER ID	DATE	TIME	IP ADDRESS
JohnDoe	06/03/2013	11:24:00 AM	111.11..111..1
DoeJ1	06/03/2013	10:00:34 AM	111.11..111..1
JaneDoe	05/31/2013	03:18:48 PM	111.11..111..1
No1else	05/31/2013	01:56:13 PM	111.11..111..1
WhoRu	05/31/2013	01:44:12 PM	111.11..111..1
NotReal2	05/31/2013	10:55:44 AM	111.11..111..1
JohnDoe	05/30/2013	04:40:49 PM	111.11..111..1
JaneDoe	05/30/2013	02:14:05 PM	111.11..111..1
Johndoe	05/30/2013	11:02:04 AM	111.11..111..1
	05/30/2013	11:02:04 AM	

Clerk Management

a) Click on **"Admin"** tab

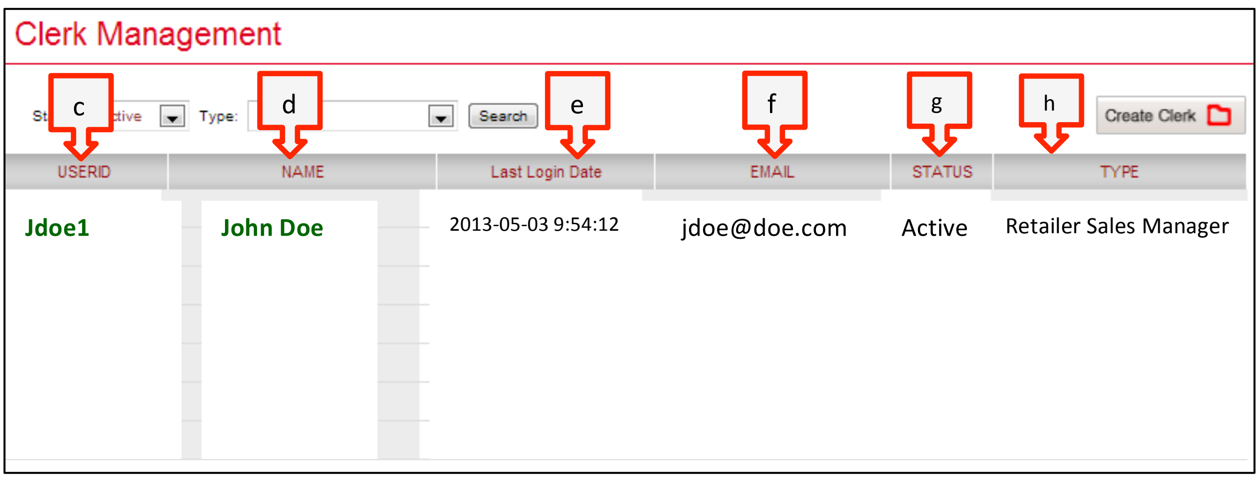


b) Click on **“Clerk Management”** sub tab



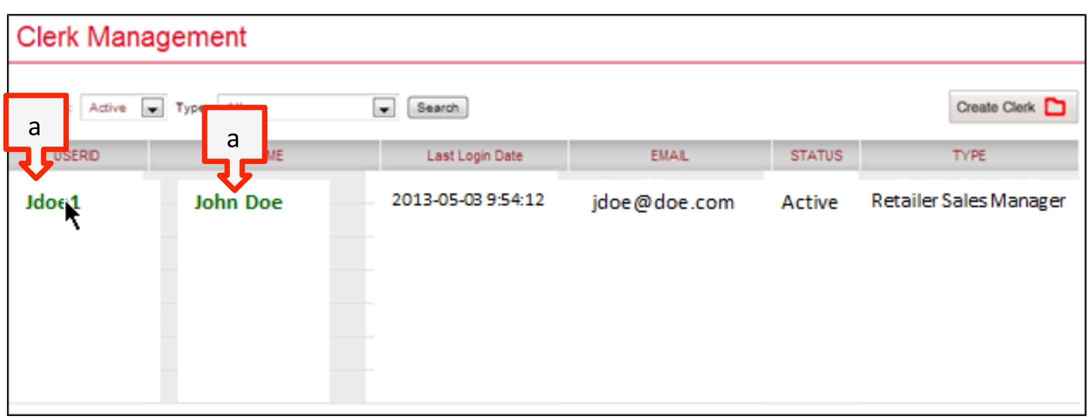
You will be shown;

c) USER ID
d) Name
e) Last Login Date
f) Email
g) Status
h) Type



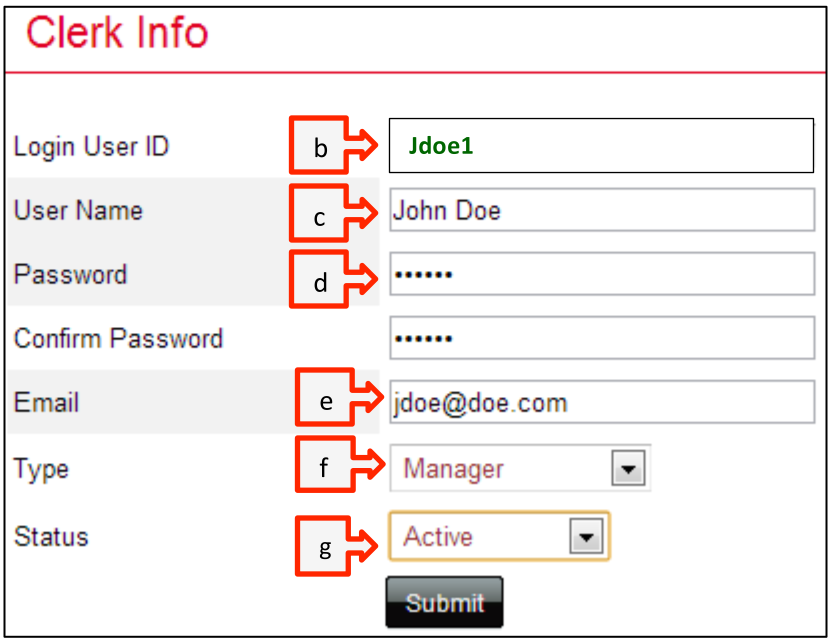
To view Clerk information;

a) Click on **“User ID”** or **“Name”**



You will see;

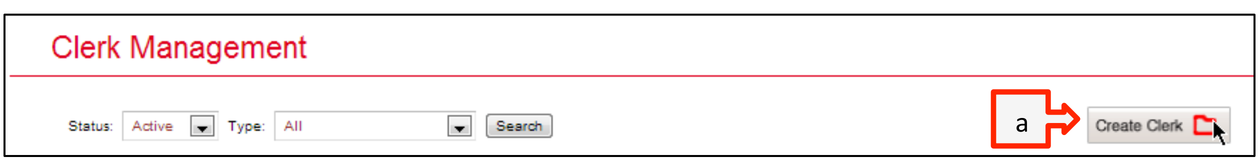
b) User ID
c) User Name
d) Password (cannot be seen)
e) Email
f) Clerk Type
g) Status



To modify/update Clerk Info, just select field, enter new info and click on **"Submit"**.

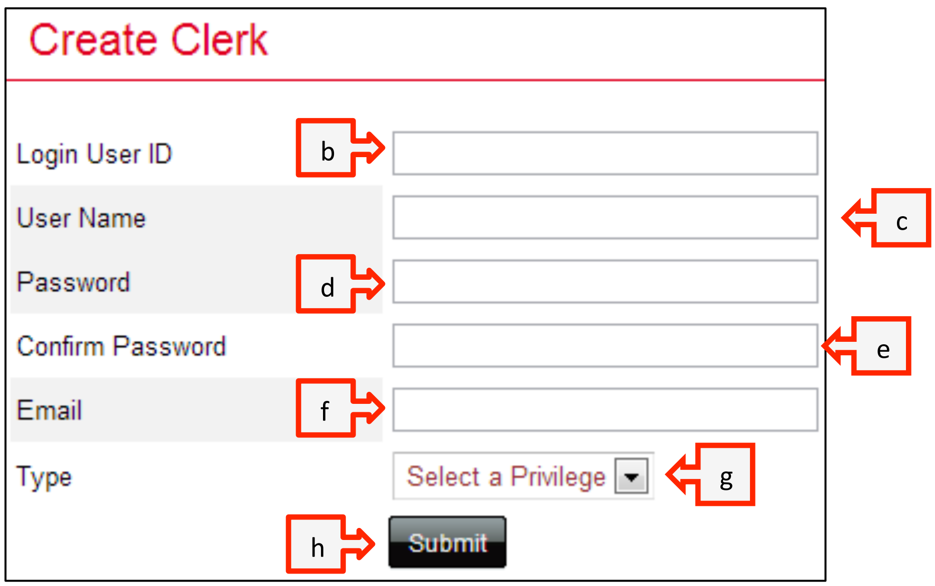
<u>To create a new Clerk</u>;

a) Click on **"Create Clerk"**



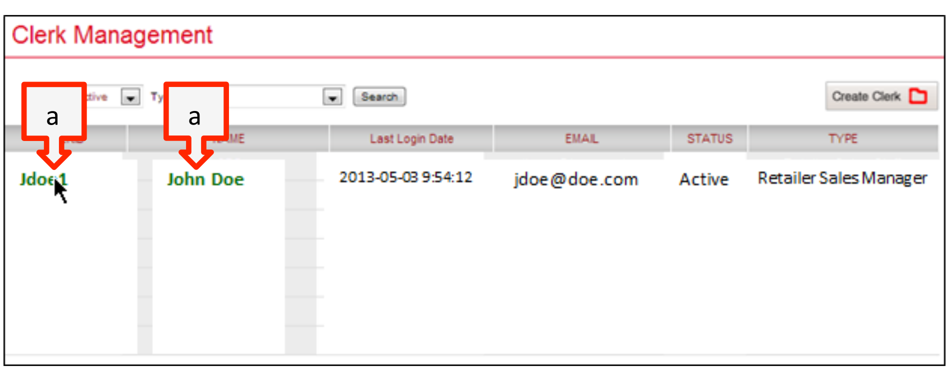
Enter the following information;

b) Logind User ID
c) User Name
d) Password
e) Confirm Password
f) Email
g) Select account type
h) Click **"Submit"**

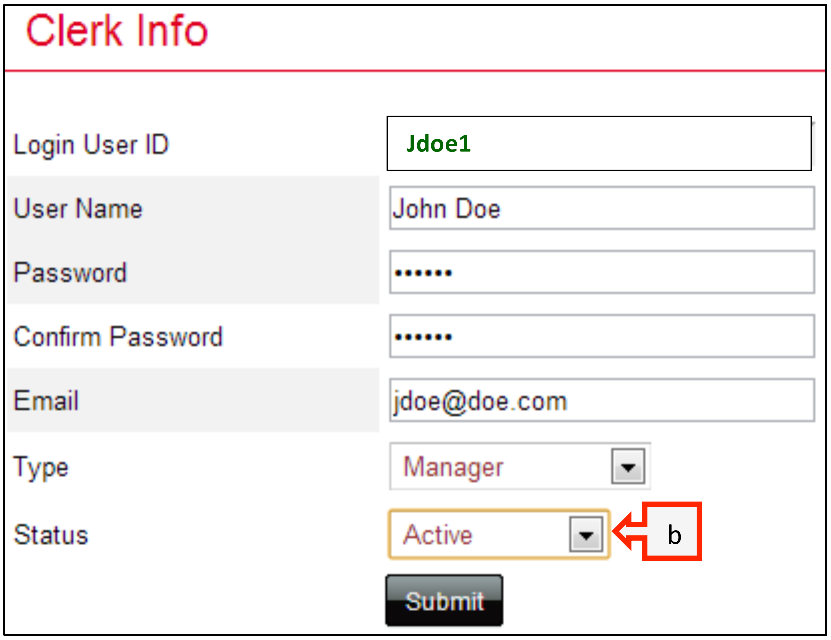


To Deactivate a Clerk;

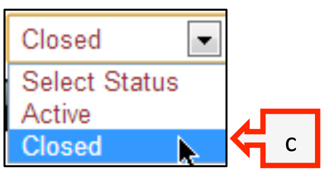
a) Click on **"User ID"** or **"Name"**



b) Click on Status drop down



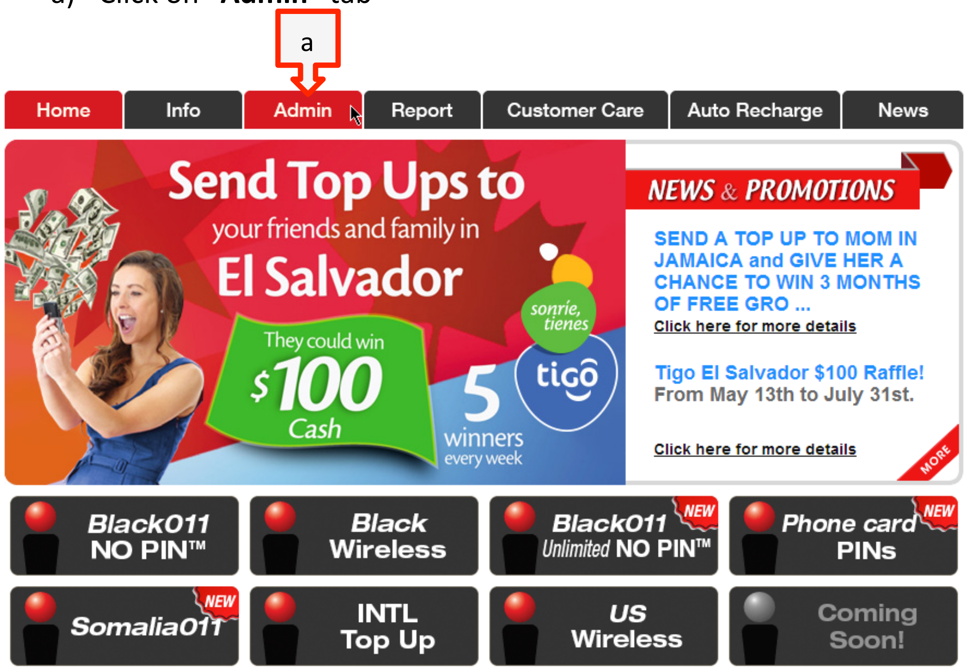
c) Select **"Closed"**



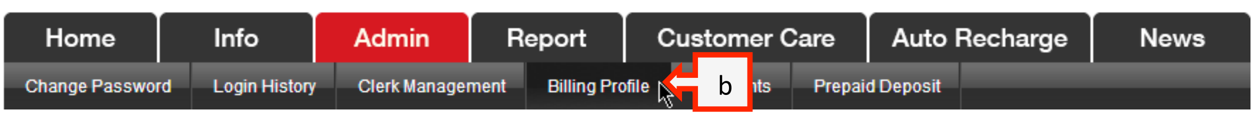
d) Click on **"Submit"**

Billing Profile

a) Click on **“Admin”** tab

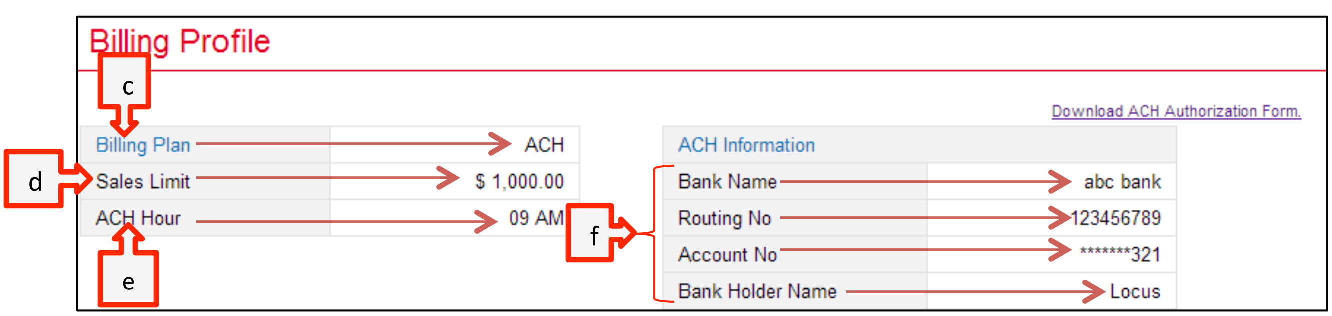


b) Click on **“Billing Profile”** sub tab



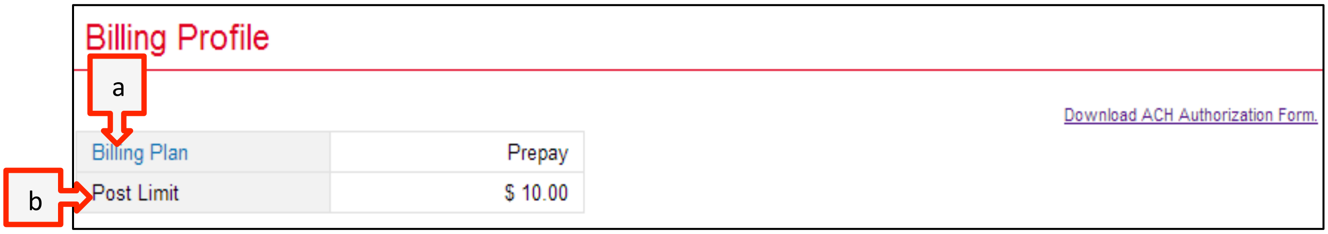
Here you will see (for ACH accounts);

c) Billing Plan (ACH)
d) Sales Limit
e) ACH hour (time at which ACH is done every Monday)
f) ACH Information (bank, routing and account number and account holder)



Prepay accounts will display;

a) Billing Plan
b) Post Limit

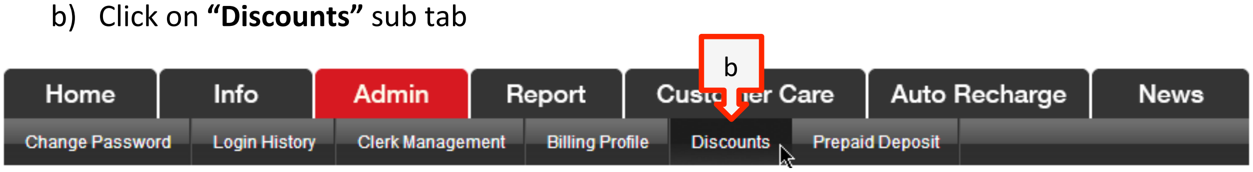


If you need to update your account info at any moment, click **on “Download ACH Authorization Form”**. Fill out ACH form completely and submit to Agent and/or Distributor.

Discounts

a) Click on **“Admin”** tab

b) Click on **“Discounts”** sub tab



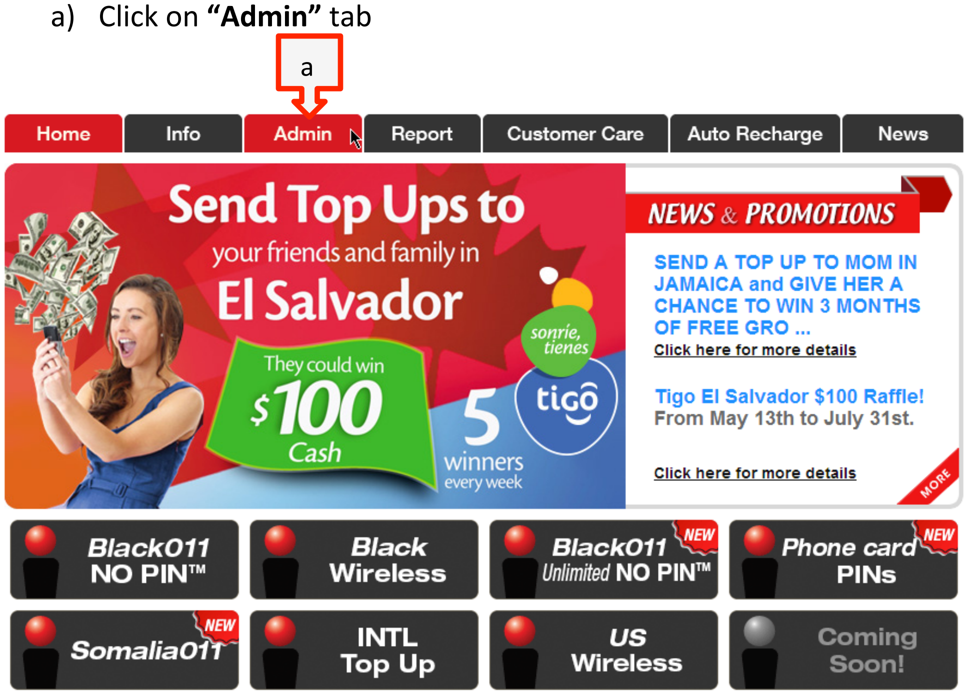
Here you will see the discounts that you get for each product we offer on our site;

Discounts

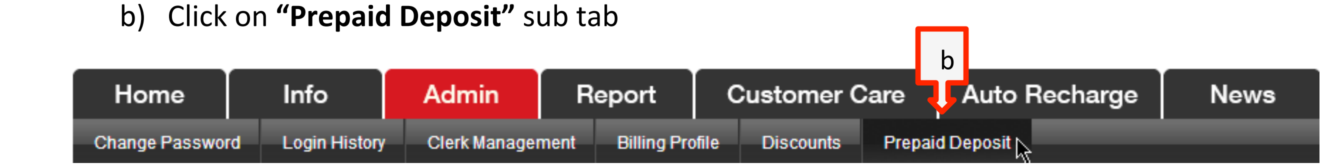
PRODUCT NAME	TRANSACTION TYPE	RATES
Black011 ILD[BKLD]	First Signup	5%
Black011 ILD[BKLD]	Recharge	5%
Black CT[CROCT]	Phone Card	5%
Black Dallas TX[CROTD]	Phone Card	5%
Black Houston TX[CROTH]	Phone Card	5%
Black MA[CROMA]	Phone Card	5%
Black Middle West[CROMW]	Phone Card	5%
Black NJ[CRONJ]	Phone Card	5%
Black NY[CRONY]	Phone Card	5%
Black PA[CROPA]	Phone Card	5%
Call Jamaica[CCLJA]	Phone Card	5%
Classic Africa[CCAMA]	Phone Card	5%
Hi Trinidad[CHITR]	Phone Card	5%
Hot Dog Dallas TX[CHDTD]	Phone Card	5%
Hot Dog Houston TX[CHDTH]	Phone Card	5%
Hot Dog MA[CHDMA]	Phone Card	5%

Prepaid Deposit

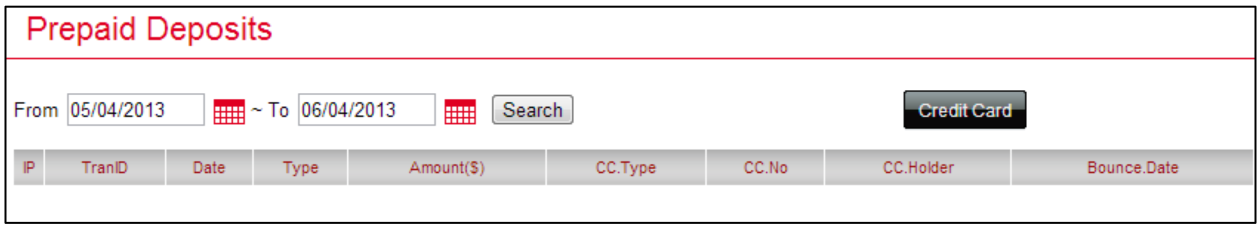
a) Click on **"Admin"** tab



b) Click on **"Prepaid Deposit"** sub tab



This is what will be displayed as default;

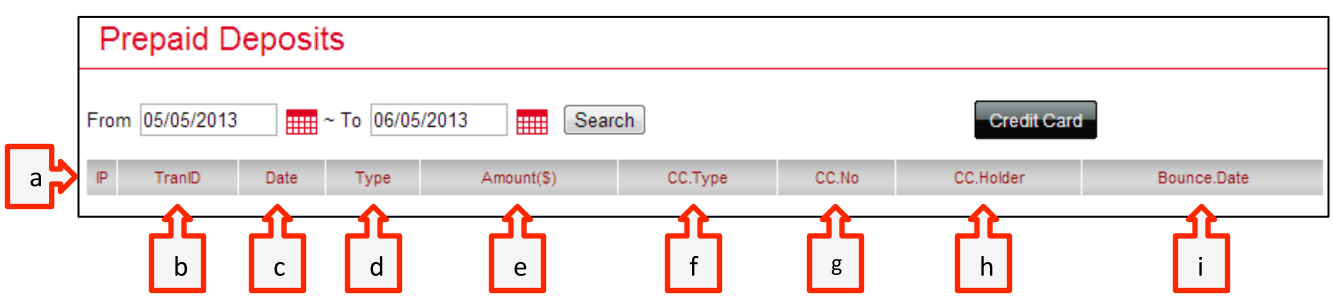


To find a deposit;

a) Set date range (from – to)
b) Click on **"Search"**

The search will display;

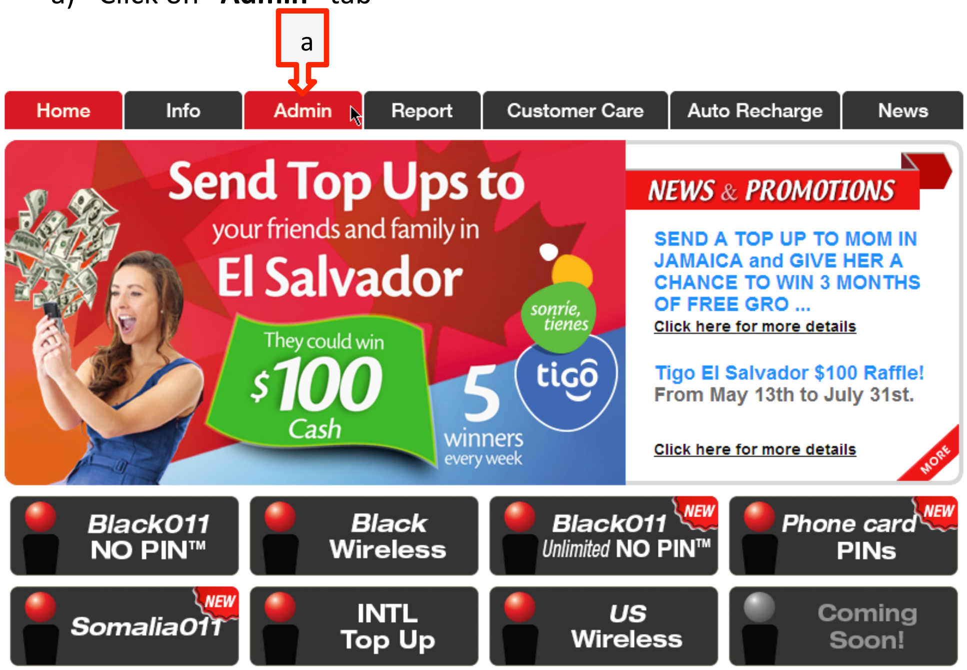
a) IP address
b) Transaction ID
c) Date of deposit
d) Type
e) Amount Deposited
f) Card Type (Visa or Mastercard)
g) Card number
h) Card Holder
i) Bounce Date (if deposit bounced)



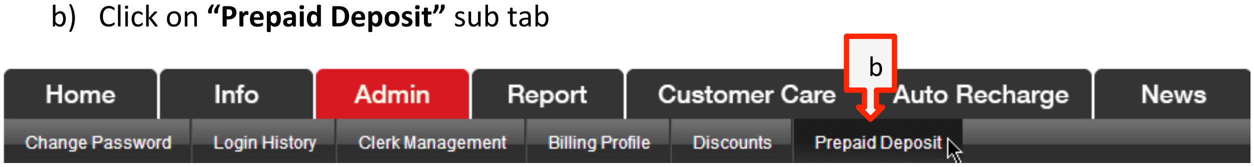
If you have any questions in regards to your deposits, please contact us at 914-530-2289.

Making a prepaid deposit;

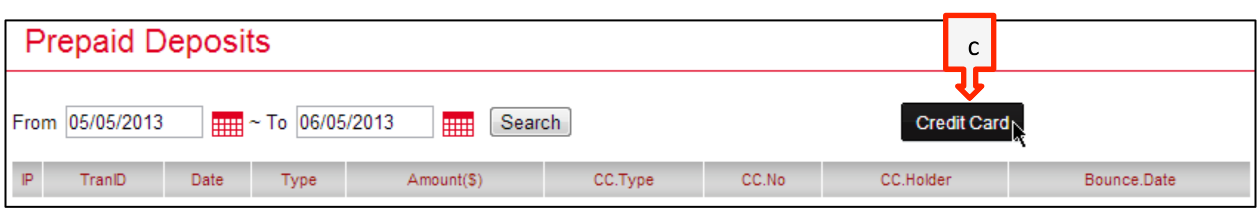
a) Click on **"Admin"** tab



b) Click on **"Prepaid Deposit"** sub tab

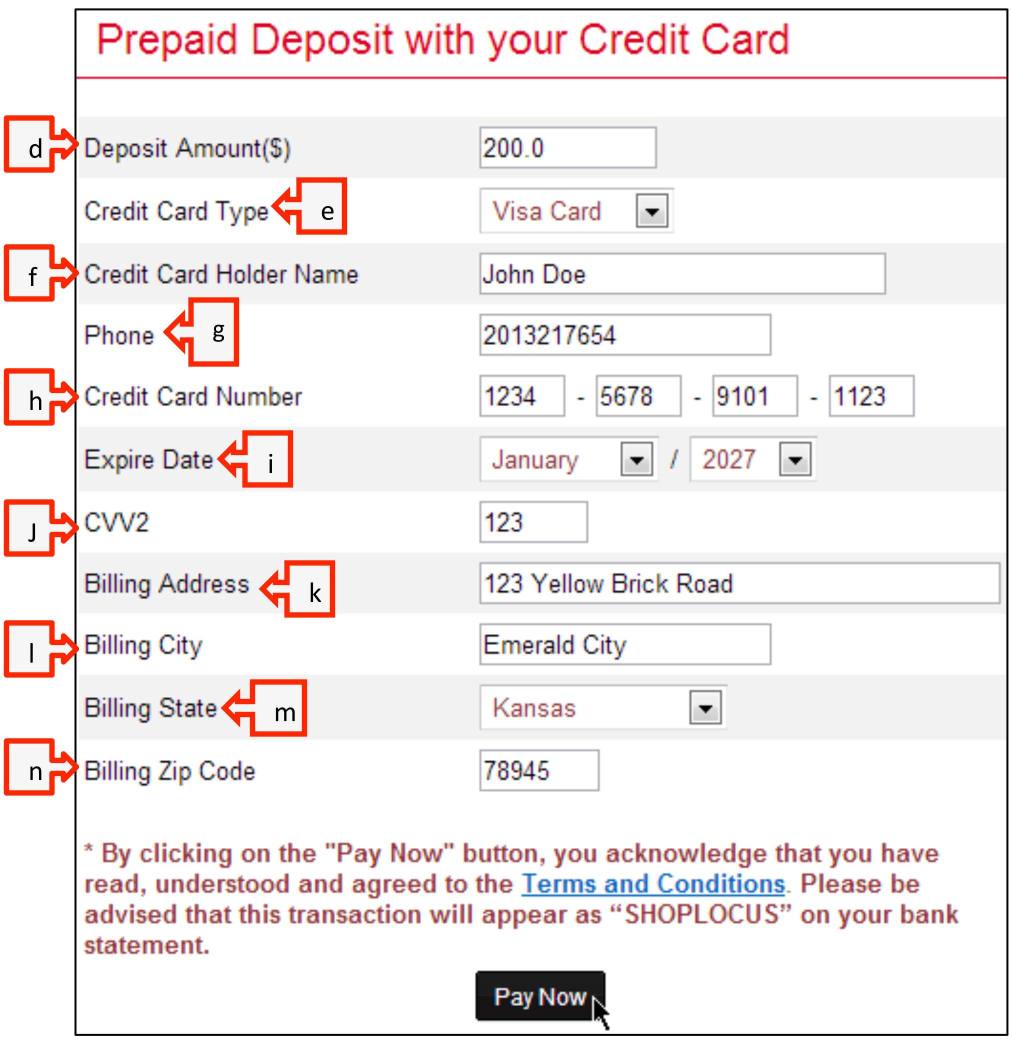


c) Click on **"Credit Card"** button



Provide the following information;

d) Deposit Amount
e) Credit Card Type
f) Card Holder Name (name on card)
g) Phone number
h) Credit Card Number
i) Card Expiration date
j) CVV2 (3 digit security code on the back of the card)
k) Billing Address
l) Billing City
m) Billing State
n) Billing Zip code



Once you are done, click on **"Pay Now".**

Report Tab

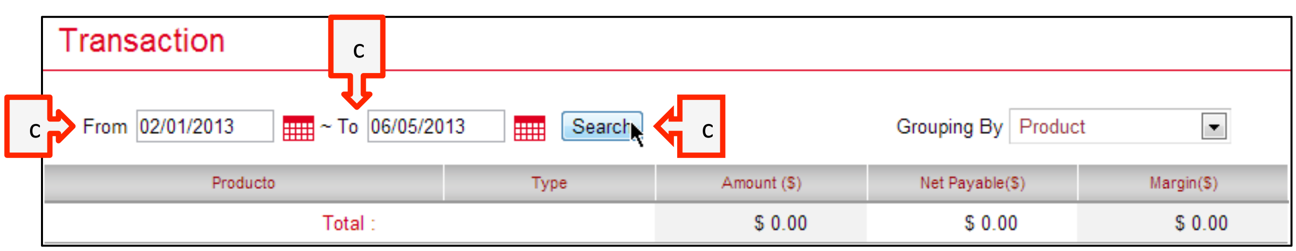
Transaction Reports

a) Click on **"Report"** tab

b) **"Transaction Report"** sub tab will be default

c) Set the date range (from – to)

d) Click on **"Search"**



The report can be viewed differently by **"Grouping By"**;

a) **Product:** if you group by **"product"**, you will see the transactions done within the date range.

Transaction

From 02/01/2013 ~ To 06/05/2013 Search Grouping By Product a

Producto	Type	Amount ($)	Net Payable($)	Margin($)
Black CT	PC_PIN	$ 0.00	$ 0.00	$ 0.00
Black011 ILD	CC_PIN	$ 102.00	$ 81.60	$ 20.40
Black011 ILD	CC_REC	$ 99.00	$ 79.20	$ 19.80
Black011 Unlimited $10	UN_REC	$ 10.00	$ 9.20	$ 0.80
Black011 Unlimited $20	UN_REC	$ 20.00	$ 19.00	$ 1.00
Somalia011	VI_REC	$ 2.00	$ 1.64	$ 0.36
Tigo El Salvador	TC_RTR	$ 60.00	$ 53.40	$ 6.60
Total :		$ 293.00	$ 244.04	$ 48.96

b) **Date:** if you group by **"date"**, you will see all the transactions per date within the date range.

From 02/01/2013 ~ To 06/05/2013 Search Grouping By Date b

Fecha	Type	Amount ($)	Net Payable($)	Margin($)
12/14/2011	All	$ 201.00	$ 160.80	$ 40.20
06/11/2012	All	$ 60.00	$ 53.40	$ 6.60
09/17/2012	All	$ 0.00	$ 0.00	$ 0.00
09/28/2012	All	$ 20.00	$ 19.00	$ 1.00
03/05/2013	All	$ 2.00	$ 1.64	$ 0.36
03/08/2013	All	$ 10.00	$ 9.20	$ 0.80
Total :		$ 293.00	$ 244.04	$ 48.96

c) **User ID:** if you group by **"User ID",** you will see the total value of transactions done by each user.

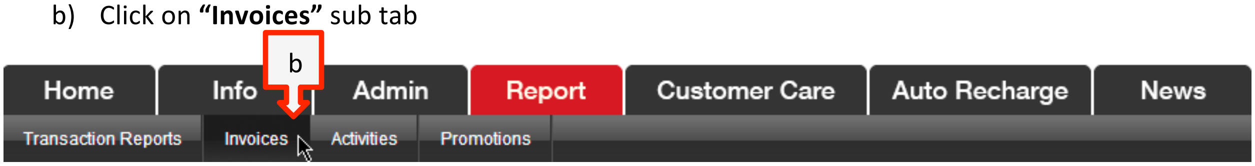
From 02/01/2013 ~ To 06/05/2013 Search Grouping By User ID c

Usuario	Type	Amount ($)	Net Payable($)	Margin($)
Jdoe	All	$ 42.00	$ 33.60	$ 8.40
Jdoe2	All	$ -2.00	$ -1.80	$ -0.20
DoeJ1	All	$ 167.00	$ 143.44	$ 23.56
Who1	All	$ 86.00	$ 68.80	$ 17.20
Total :		$ 293.00	$ 244.04	$ 48.96

Invoices

a) Click on **"Report"** tab

b) Click on **"Invoices"** sub tab



All the invoices for the last month will be automatically provided and you will see;

c) Invoice Date
d) Sales Period
e) Invoice Amount for that Sales period
f) Margin Amount for that Sales period
g) Promo Amount for that Sales period
h) Auto Recharge (A.R) Commission for that Sales period

Invoice Date	Sales Period.	Amount($)	Margin($)	Promo($)	AR.Comm($)
06/03/2013	05/27/2013 ~ 06/02/2013	0.00	0.00	0.00	0.00
05/27/2013	05/20/2013 ~ 05/26/2013	1.60	0.40	0.00	0.00
05/20/2013	05/13/2013 ~ 05/19/2013	8.00	2.00	0.00	0.00
05/13/2013	05/06/2013 ~ 05/12/2013	0.00	0.00	0.00	0.00
05/06/2013	04/29/2013 ~ 05/05/2013	1.60	0.40	0.00	0.00

To view invoice details;

a) Click on **"Report"** tab

b) Click on **"Invoices"** sub tab

c) Click on the **"Invoice Date"** or **"Sales Period"**

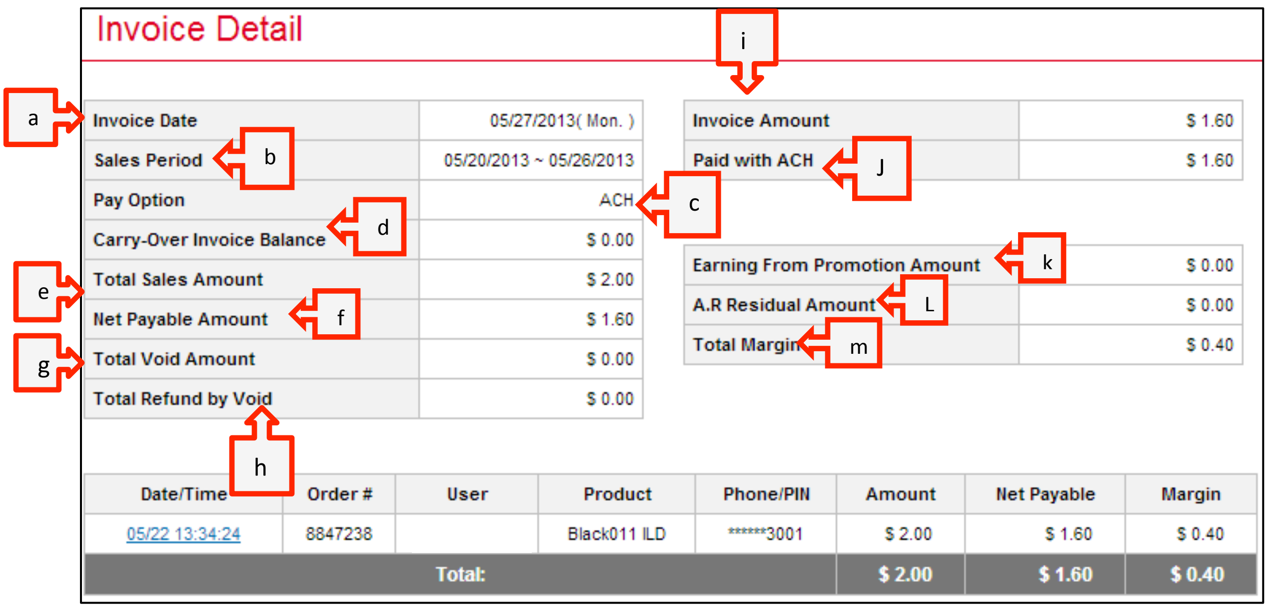

Invoices

Periods : 05/05/2013 ~ 06/05/2013 Search

Invoice Date	Sales Period.	Amount($)	Margin($)	Promo($)	AR.Comm($)
06/03/2013	05/27/2013 ~ 06/02/2013	0.00	0.00	0.00	0.00
05/27/2013	05/20/2013 ~ 05/26/2013	1.60	0.40	0.00	0.00
05/20/2013	05/13/2013 ~ 05/19/2013	8.00	2.00	0.00	0.00
05/13/2013	05/06/2013 ~ 05/12/2013	0.00	0.00	0.00	0.00
05/06/2013	04/29/2013 ~ 05/05/2013	1.60	0.40	0.00	0.00

Here you will see all of the details for the invoice you selected.

a) Invoice Date
b) Sales Period (Monday to Sunday)
c) Pay Option
d) Carry Over Invoice Balance
e) Total Sales Amount
f) Net Payable Amount
g) Total Void Amount
h) Total Refund by void
i) Invoice Amount
j) Paid with ACH
k) Earnings from Promotion Amount
l) A.R Residual Amount
m) Total Margin

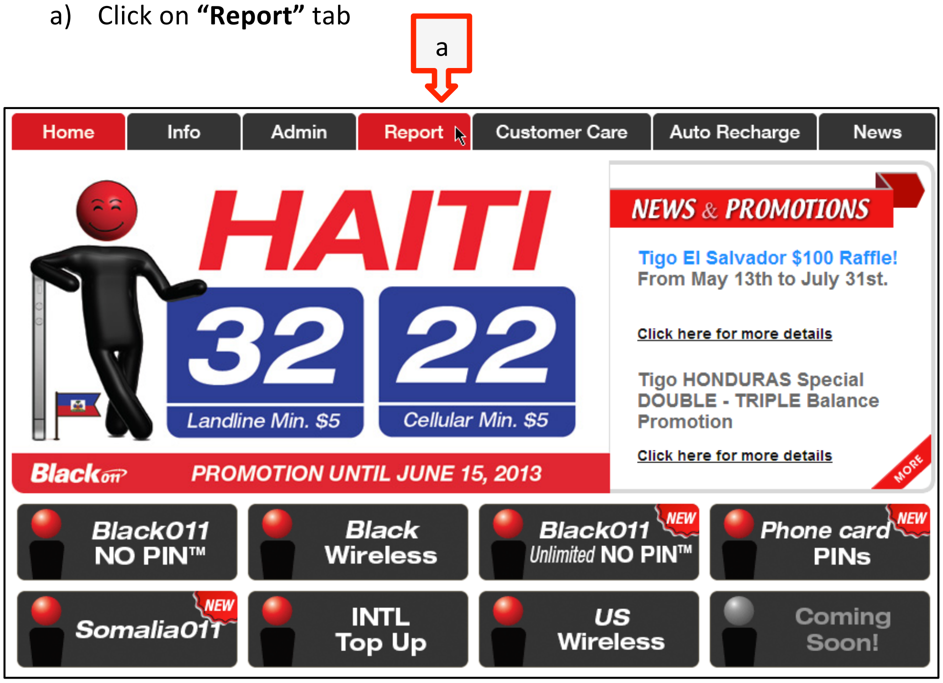


On the bottom of the invoice you can see the sales done throughout that sales period.

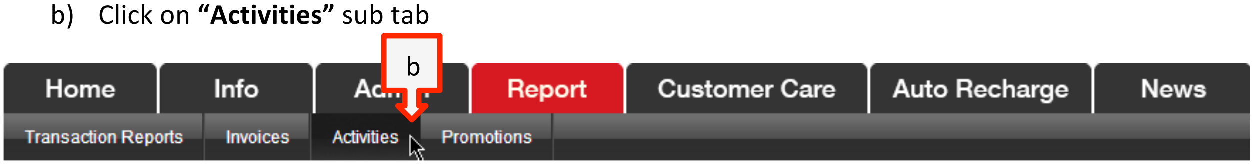
Date/Time	Order #	User	Product	Phone/PIN	Amount	Net Payable	Margin
05/22 13:34:24	8847238		Black011 ILD	******3001	$ 2.00	$ 1.60	$ 0.40
Total:					$ 2.00	$ 1.60	$ 0.40

Activities

a) Click on **“Report”** tab



b) Click on **“Activities”** sub tab



The report shows the sales activity from the beginning of the sales period to the current date;

This week Activities Detail

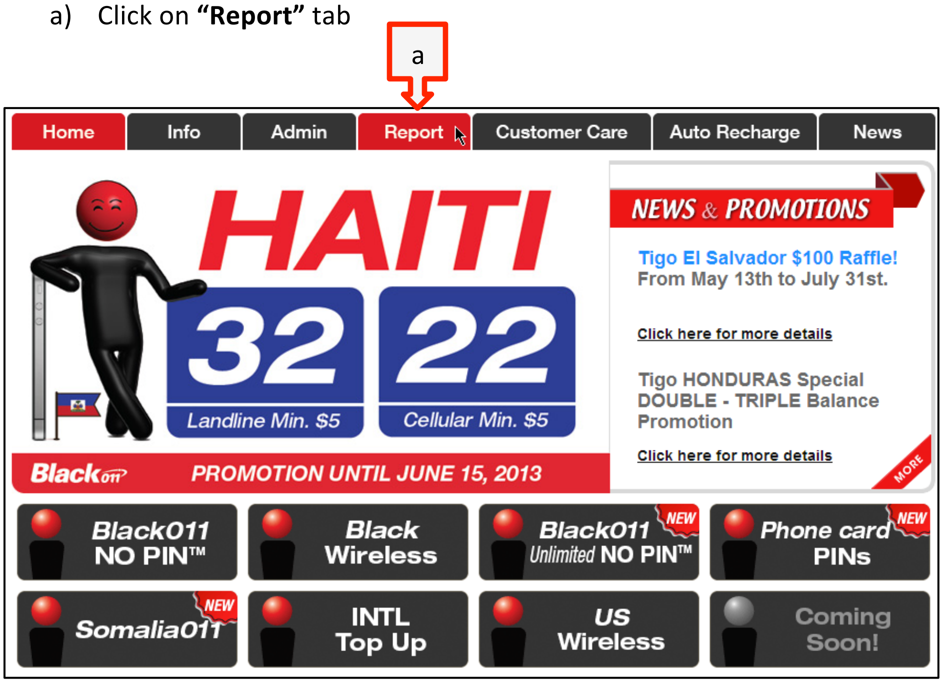
Sales Period	06/03/2013 ~ TODAY
Pay Option	ACH
Carry-Over Invoice Balance	$ 0.00
Carry-Over Deposit Amount	$ 0.00
New Deposit Amount	$ 0.00
Total Sales Amount	$ 2.00
Total Payable Amount by Sales	$ 1.60
Total Void Amount	$ 0.00
Total Refund by Void	$ 0.00

Expected Invoice Amount	$ 1.60
Expected Margin	$ 0.40
Expected ACH Amount	$ 1.60

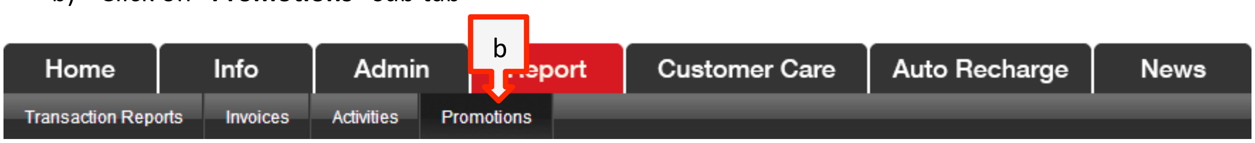
Date/Time	Trans ID	User	Description	Phone/PIN	Face Value	Net Payable	Retail Margin
06/03 14:29:38	9048116	jwlocusach	Black011 ILD	******3001	$ 2.00	$ 1.60	$ 0.40
			Total:		$ 2.00	$ 1.60	$ 0.40

Promotions

a) Click on **"Report"** tab

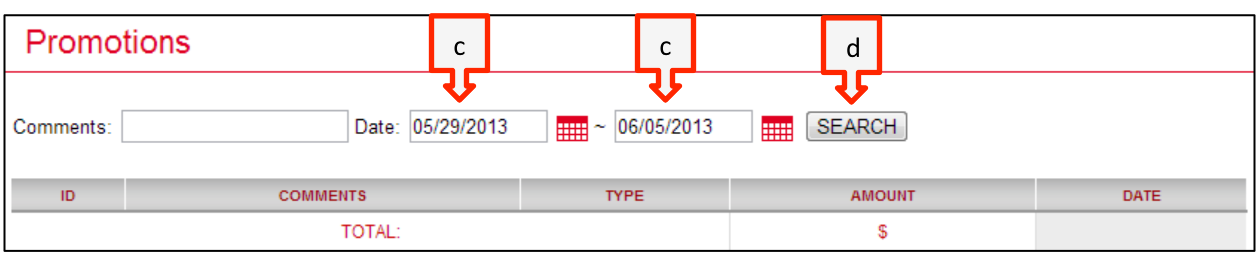


b) Click on **"Promotions"** sub tab



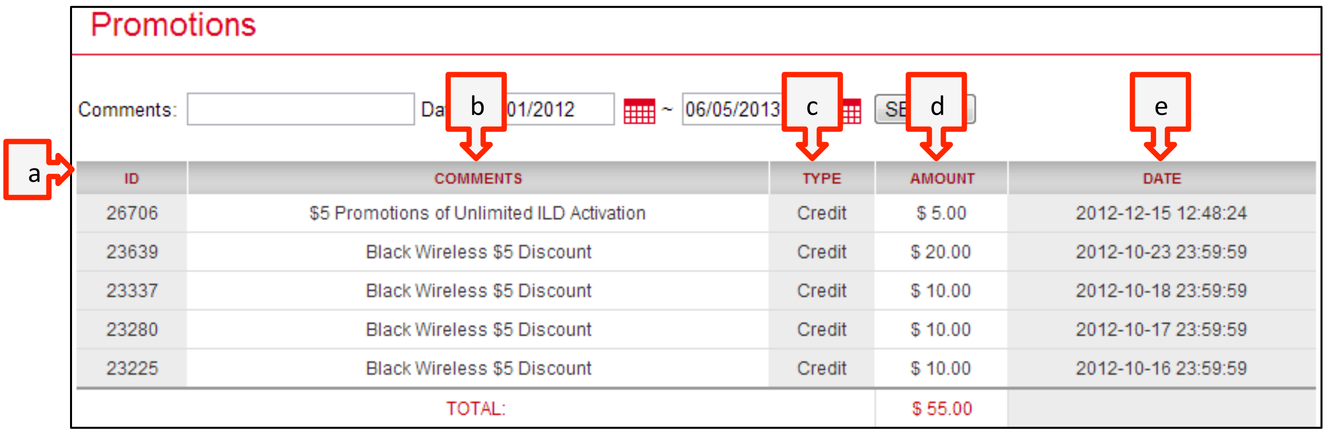
c) Select the Date Range

d) Click on **"Search"**



Once you click search you will see;

a) ID
b) Comments (promotion that gave credit)
c) Type
d) Amount
e) Date

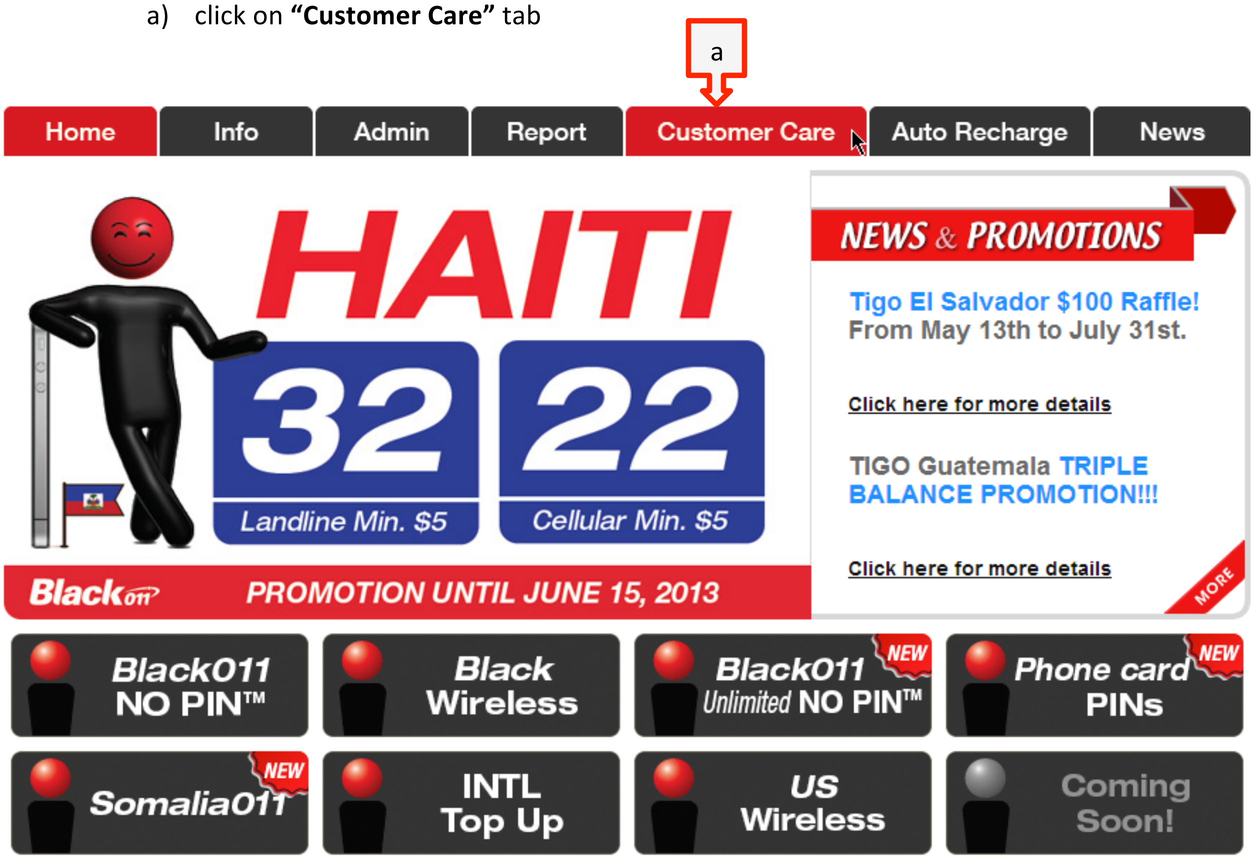


ID	COMMENTS	TYPE	AMOUNT	DATE
26706	$5 Promotions of Unlimited ILD Activation	Credit	$ 5.00	2012-12-15 12:48:24
23639	Black Wireless $5 Discount	Credit	$ 20.00	2012-10-23 23:59:59
23337	Black Wireless $5 Discount	Credit	$ 10.00	2012-10-18 23:59:59
23280	Black Wireless $5 Discount	Credit	$ 10.00	2012-10-17 23:59:59
23225	Black Wireless $5 Discount	Credit	$ 10.00	2012-10-16 23:59:59
TOTAL:			$ 55.00	

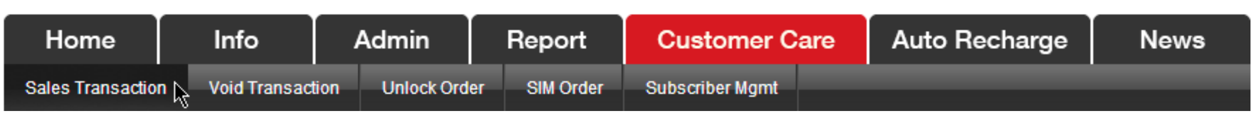
Customer Care Tab

Sales Transaction

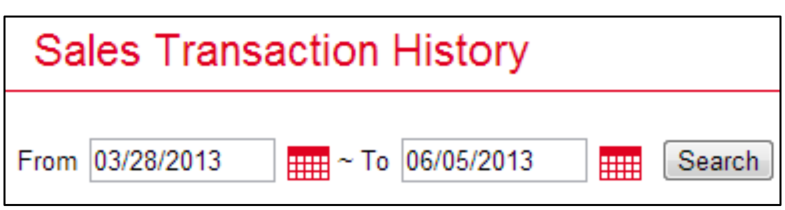
a) click on **"Customer Care"** tab



Sales Transaction will be default selection;

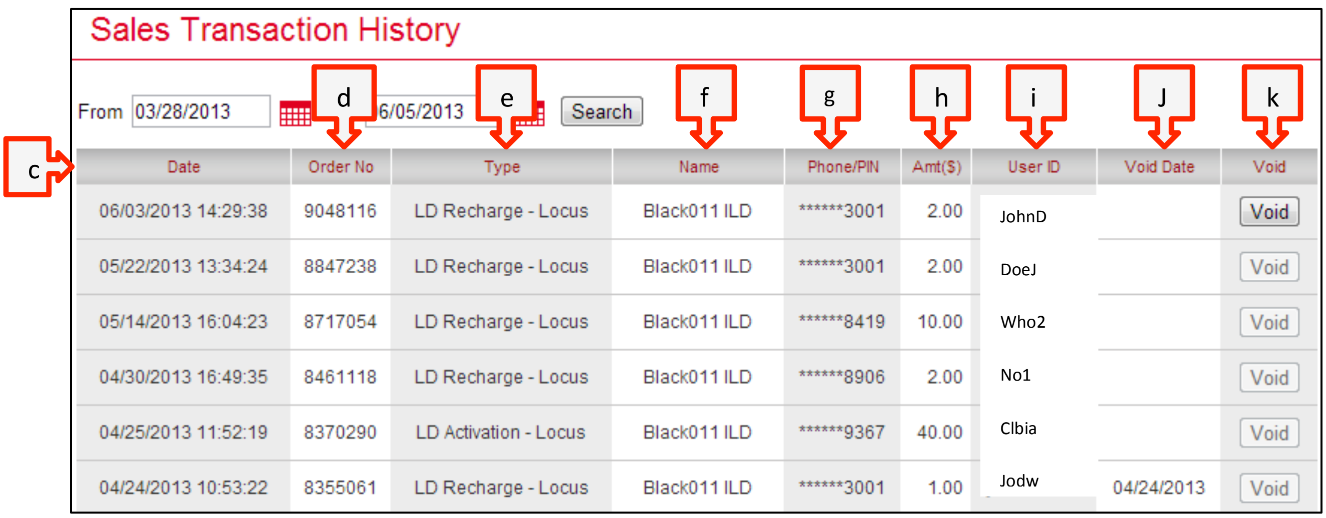


b) Select Date Range



Once you click **"Search"** you will see;

c) Date
d) Order Number
e) Type
f) Name
g) Phone/PIN
h) Amount
i) User ID
j) Void Date (will have date if transaction was voided)
k) Void option



Sales Transaction History

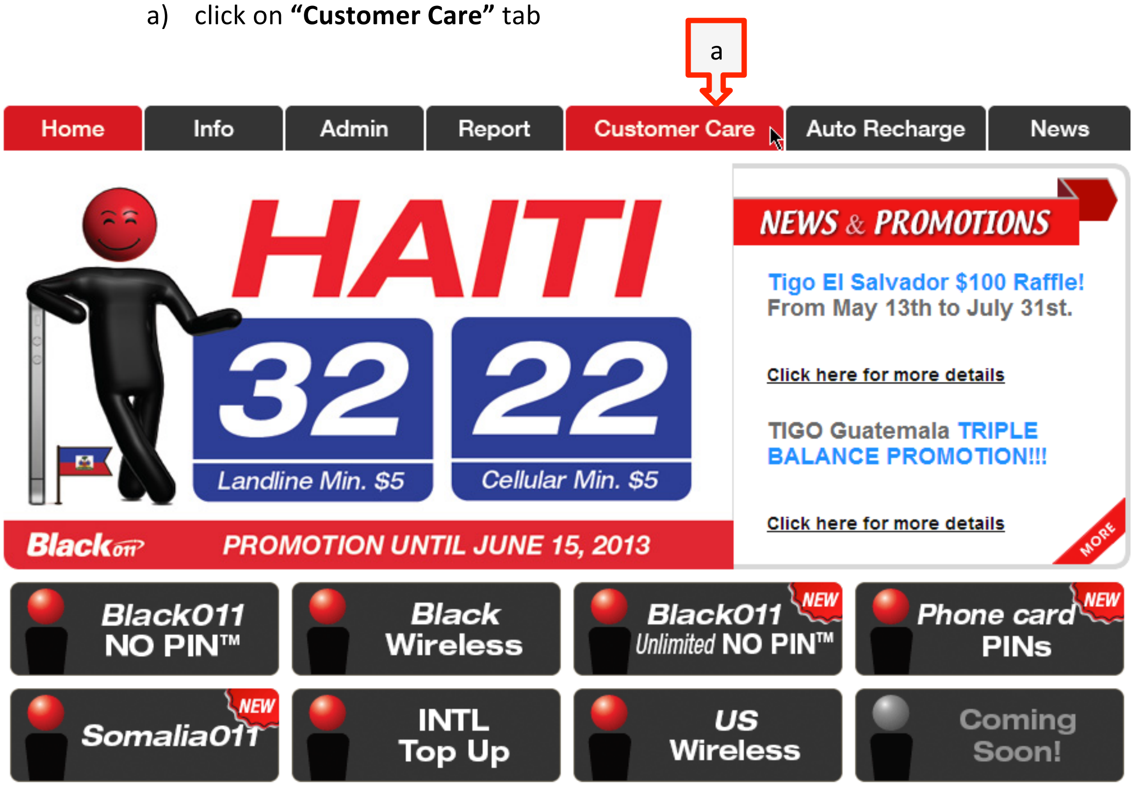
From 03/28/2013 6/05/2013 Search

Date	Order No	Type	Name	Phone/PIN	Amt($)	User ID	Void Date	Void
06/03/2013 14:29:38	9048116	LD Recharge - Locus	Black011 ILD	******3001	2.00	JohnD		Void
05/22/2013 13:34:24	8847238	LD Recharge - Locus	Black011 ILD	******3001	2.00	DoeJ		Void
05/14/2013 16:04:23	8717054	LD Recharge - Locus	Black011 ILD	******8419	10.00	Who2		Void
04/30/2013 16:49:35	8461118	LD Recharge - Locus	Black011 ILD	******8906	2.00	No1		Void
04/25/2013 11:52:19	8370290	LD Activation - Locus	Black011 ILD	******9367	40.00	Clbia		Void
04/24/2013 10:53:22	8355061	LD Recharge - Locus	Black011 ILD	******3001	1.00	Jodw	04/24/2013	Void

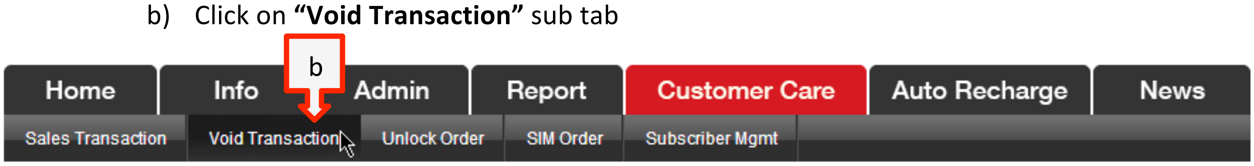
If the "Void" button is clickable, this means you can void the transaction.

Void Transaction History

a) click on **"Customer Care"** tab

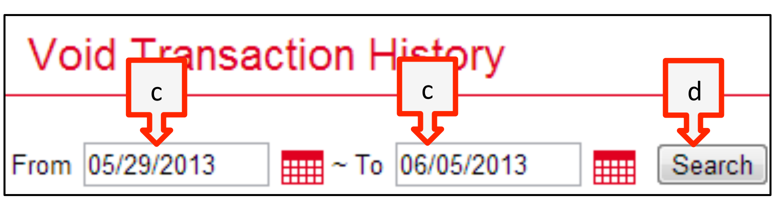


b) Click on **"Void Transaction"** sub tab



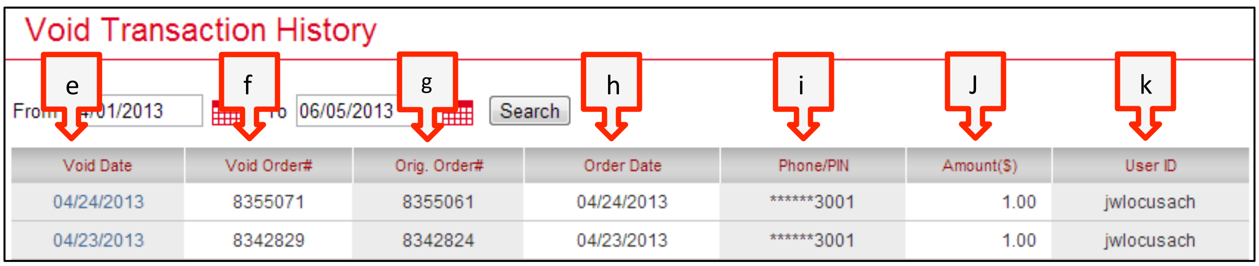
c) Set date Range

d) Click on **"Search"**



When you click on **“Search”** you will see the following;

e) Void Date (when it was voided)
f) Void Order
g) Original Order Number
h) Order Date
i) Phone/PIN
j) Amount Voided
k) User ID (who voided the transaction)

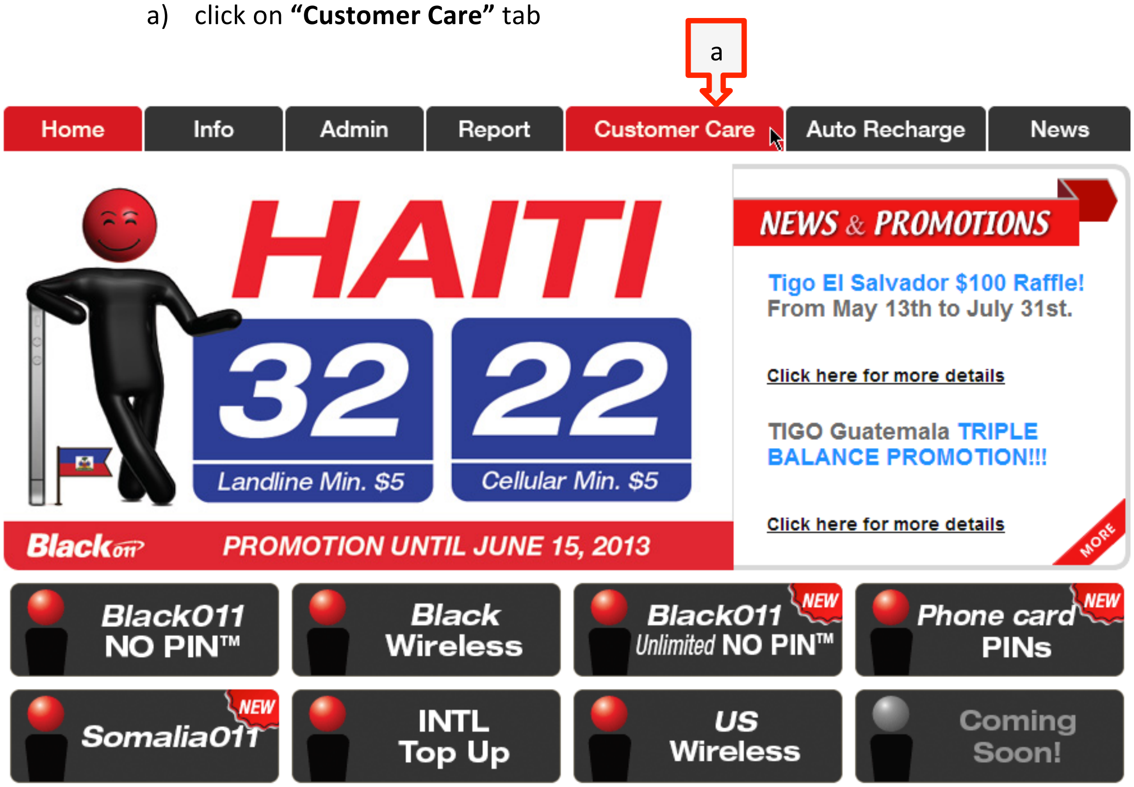


Void Transaction History

Void Date	Void Order#	Orig. Order#	Order Date	Phone/PIN	Amount($)	User ID
04/24/2013	8355071	8355061	04/24/2013	******3001	1.00	jwlocusach
04/23/2013	8342829	8342824	04/23/2013	******3001	1.00	jwlocusach

SIM Order

a) click on **“Customer Care”** tab



b) Click on **"SIM Order"** sub tab

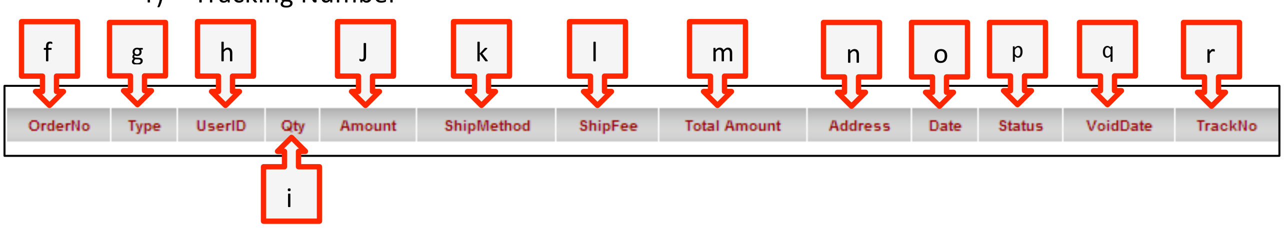
Search by one of the following

c) Order Number
d) Order date (set date range manually)
e) Click on Search

Note: always leave **"Sales Type", "Shipping Method**" and **"Status"** on all for an easier search.

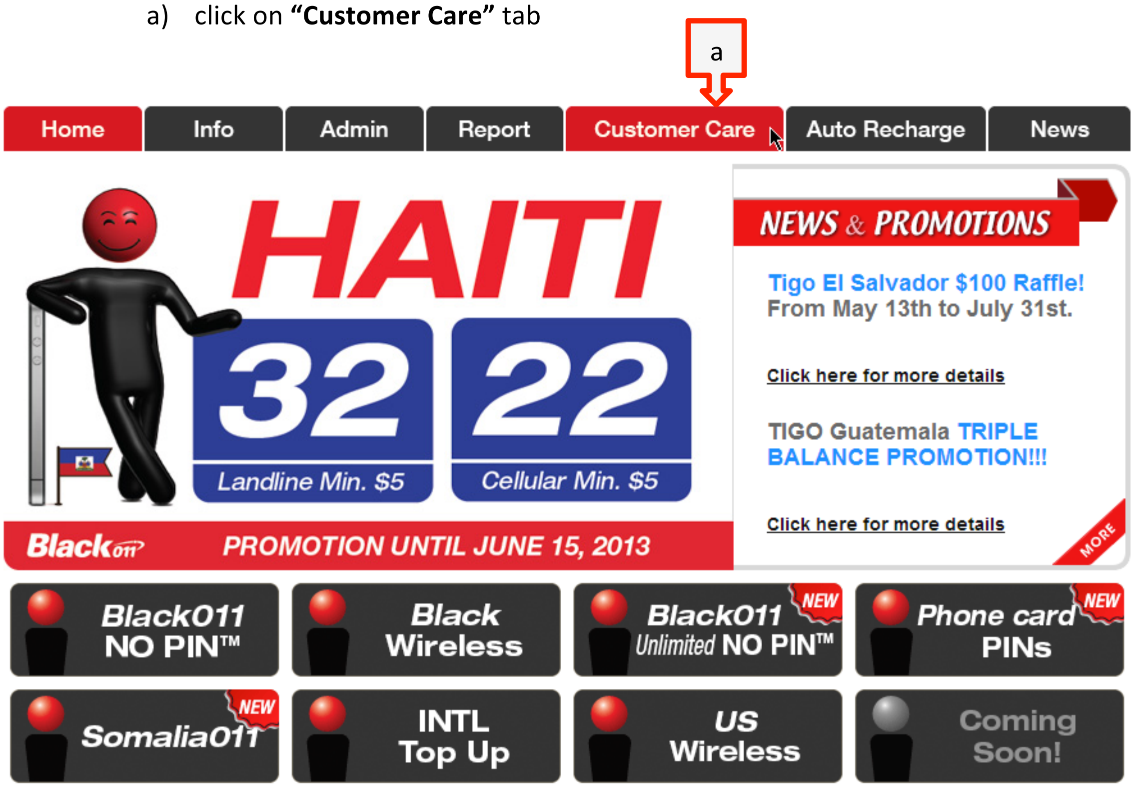
Once you click on search, the report will show the following;

f) Order Number
g) Type
h) User ID
i) Quantity
j) Amount
k) Shipping Method
l) Shipping Fee
m) Total Amount
n) Address
o) Date
p) Status
q) Void Date (only available if voided)
r) Tracking Number



Subscriber Management

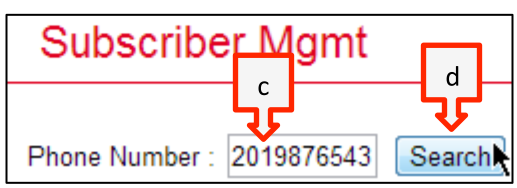
a) click on **"Customer Care"** tab



b) Click on **"Subscriber Mgmt"** sub tab;

c) Enter **"Main Registered Phone Number"** (ANI)

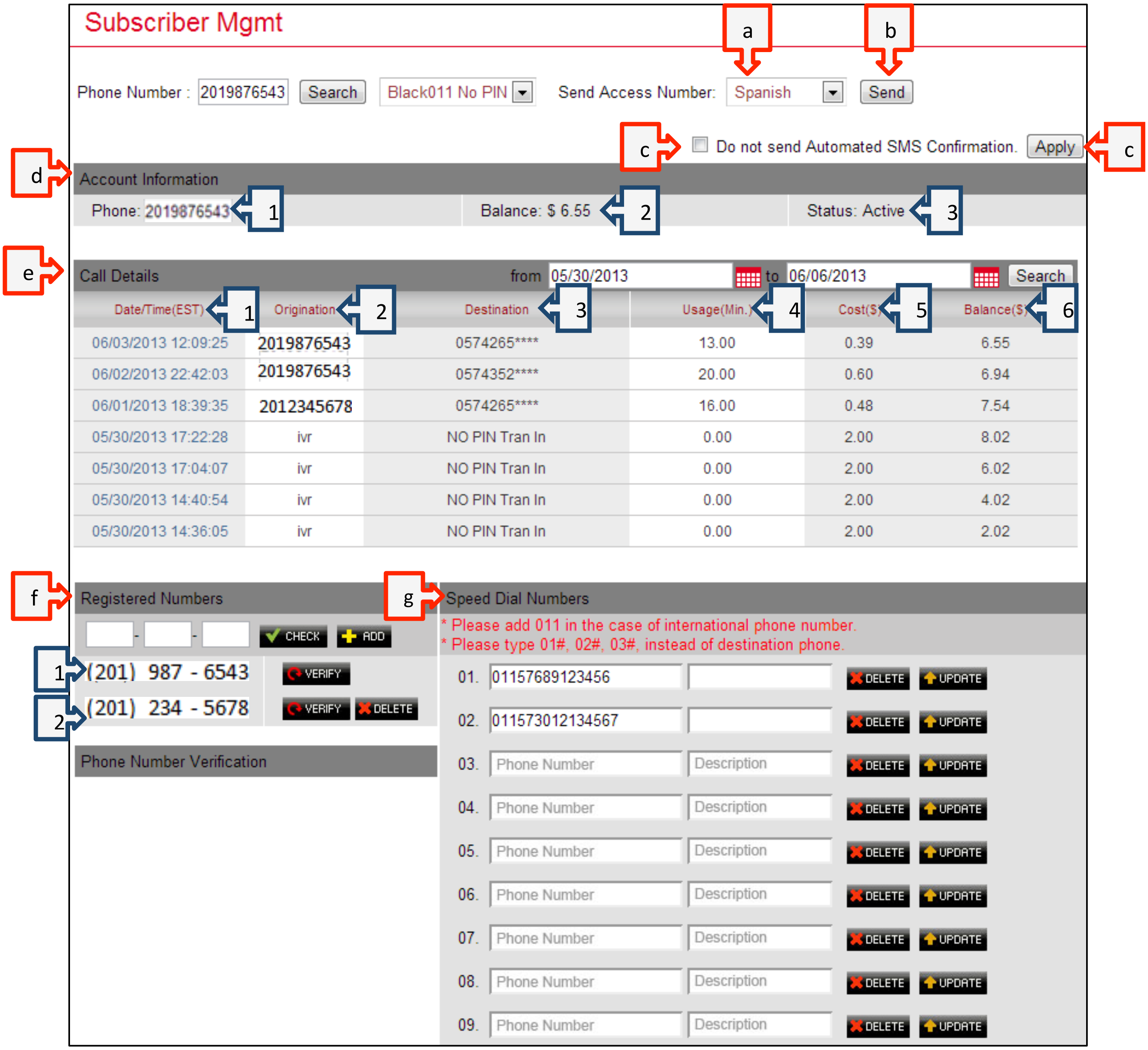
d) Click on **"Search"**



Here you will see;

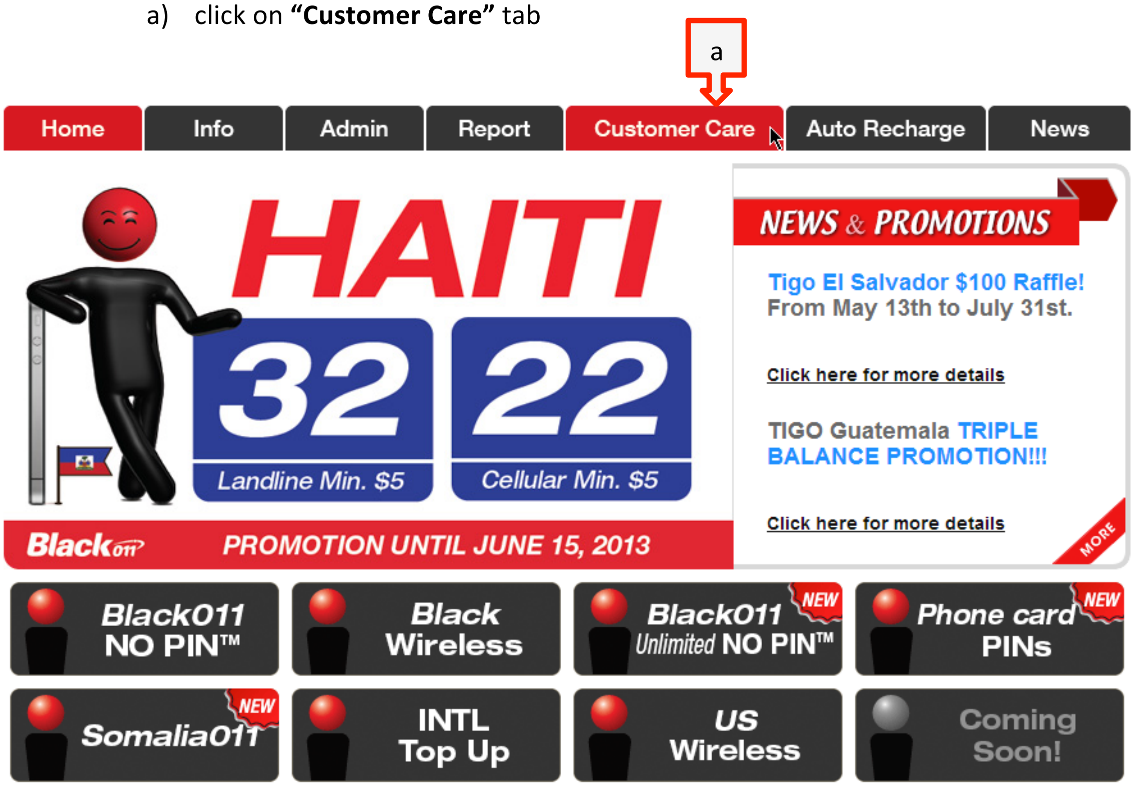
a) Access number language
b) Send Access Number button
c) Opt out of receiving Text Message option (check box then click **"Apply")**
d) Account information
    1. Main Origination Number.
    2. Balance
    3. Status
e) Call details
    1. Time and Date
    2. Origination Number
    3. Destination
    4. Usage (call duration)
    5. Cost
    6. Remaining balance after call
f) Registered Numbers
    1. Main Registered Number is always the one ontop.
    2. Numbers registered under the main ANI will be below

g) Speed dial numbers

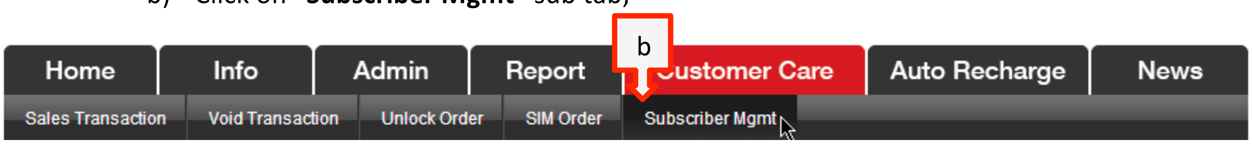

Subscriber Mgmt
a
b
Phone Number : 2019876543
Search
Black011 No PIN
Send Access Number:
Spanish
Send
c
Do not send Automated SMS Confirmation.
Apply
c
d
Account Information
Phone: 2019876543
1
Balance: $ 6.55
2
Status: Active
3
e
Call Details
from 05/30/2013
to 06/06/2013
Search
Date/Time(EST)
1
Origination
2
Destination
3
Usage(Min.)
4
Cost($)
5
Balance($)
6
06/03/2013 12:09:25 2019876543 0574265**** 13.00 0.39 6.55
06/02/2013 22:42:03 2019876543 0574352**** 20.00 0.60 6.94
06/01/2013 18:39:35 2012345678 0574265**** 16.00 0.48 7.54
05/30/2013 17:22:28 ivr NO PIN Tran In 0.00 2.00 8.02
05/30/2013 17:04:07 ivr NO PIN Tran In 0.00 2.00 6.02
05/30/2013 14:40:54 ivr NO PIN Tran In 0.00 2.00 4.02
05/30/2013 14:36:05 ivr NO PIN Tran In 0.00 2.00 2.02
f
Registered Numbers
CHECK
ADD
1
(201) 987 - 6543
VERIFY
2
(201) 234 - 5678
VERIFY
DELETE
Phone Number Verification
g
Speed Dial Numbers
* Please add 011 in the case of international phone number.
* Please type 01#, 02#, 03#, instead of destination phone.
01. 01157689123456 DELETE UPDATE
02. 011573012134567 DELETE UPDATE
03. Phone Number Description DELETE UPDATE
04. Phone Number Description DELETE UPDATE
05. Phone Number Description DELETE UPDATE
06. Phone Number Description DELETE UPDATE
07. Phone Number Description DELETE UPDATE
08. Phone Number Description DELETE UPDATE
09. Phone Number Description DELETE UPDATE

To send access number via SMS;

a) click on **"Customer Care"** tab

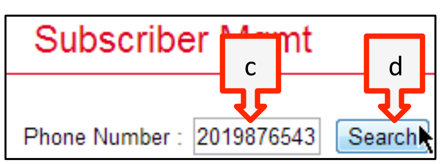


b) Click on **"Subscriber Mgmt"** sub tab;

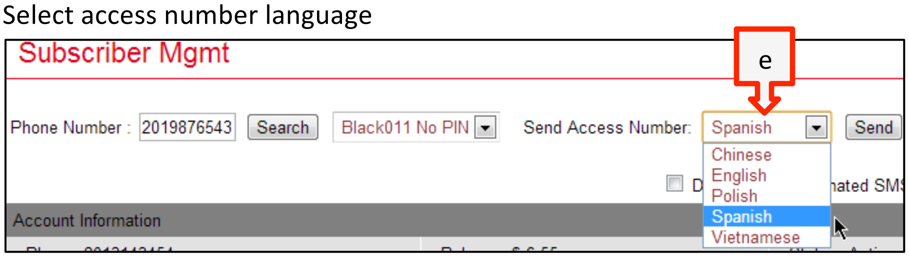


c) Enter **"Main Registered Phone Number"** (ANI)

d) Click on **"Search"**

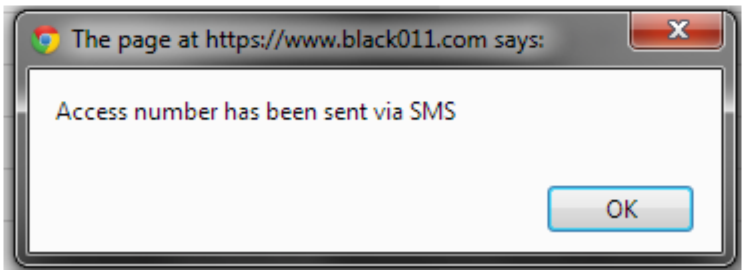


e) Select access number language



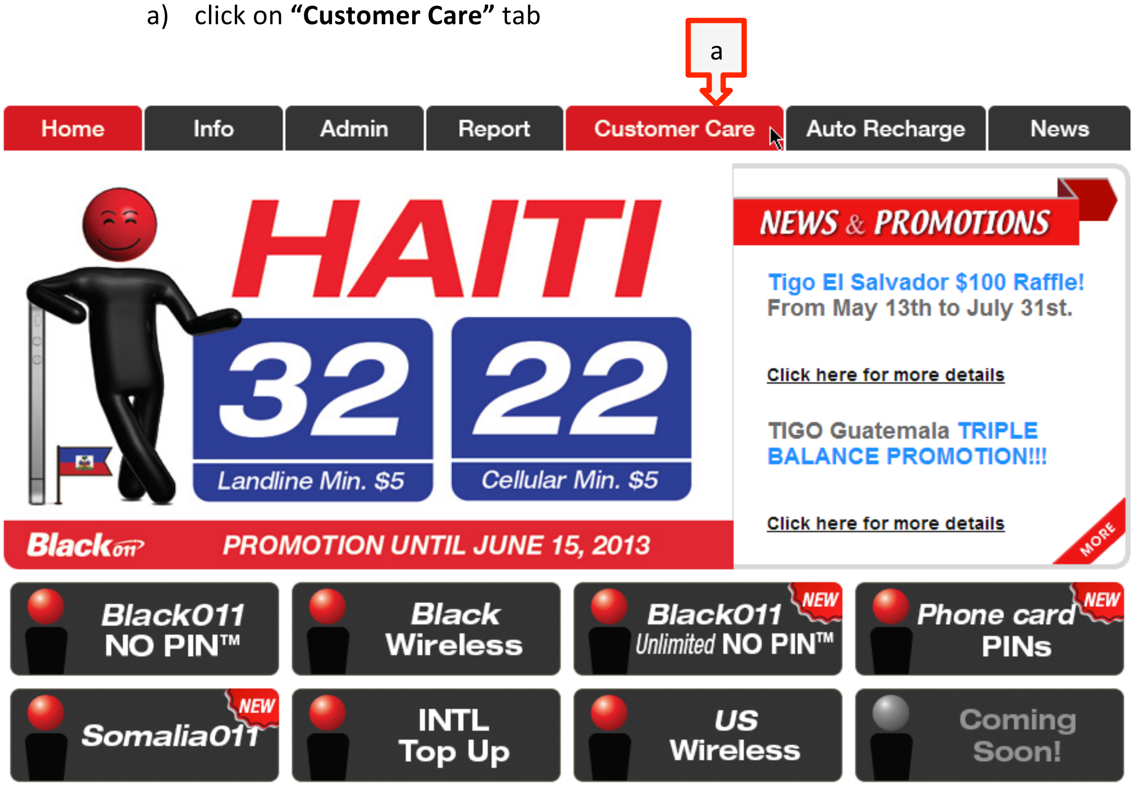
f) Click **"Send"**

Confirmation that SMS was sent

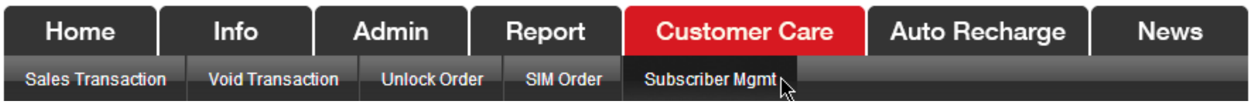


<u>If customer does not want to receive any SMS from us;</u>

a) click on **"Customer Care"** tab

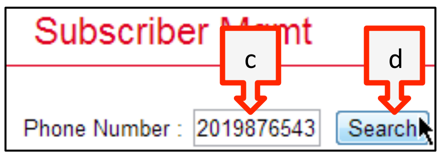


b) Click on **"Subscriber Mgmt"** sub tab;



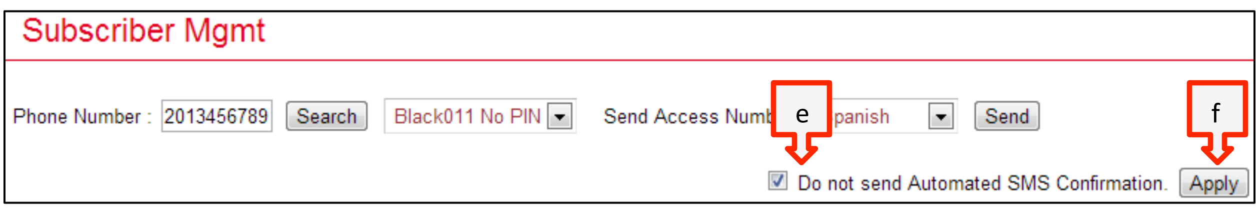
c) Enter **"Main Registered Phone Number"** (ANI)

d) Click on Search



e) Check **"Do not send Automated SMS Confirmation"**

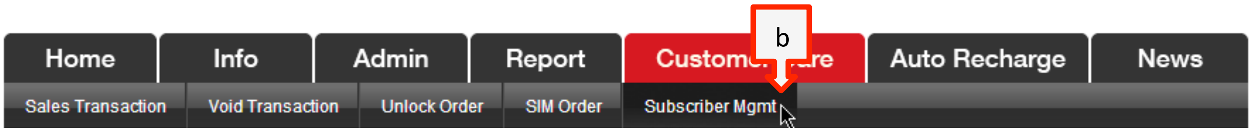
f) Click **"Apply"**



<u>To view Call Details;</u>

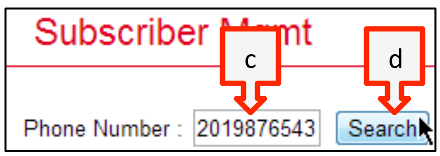
a) click on **"Customer Care"** tab

b) Click on **"Subscriber Mgmt"** sub tab;



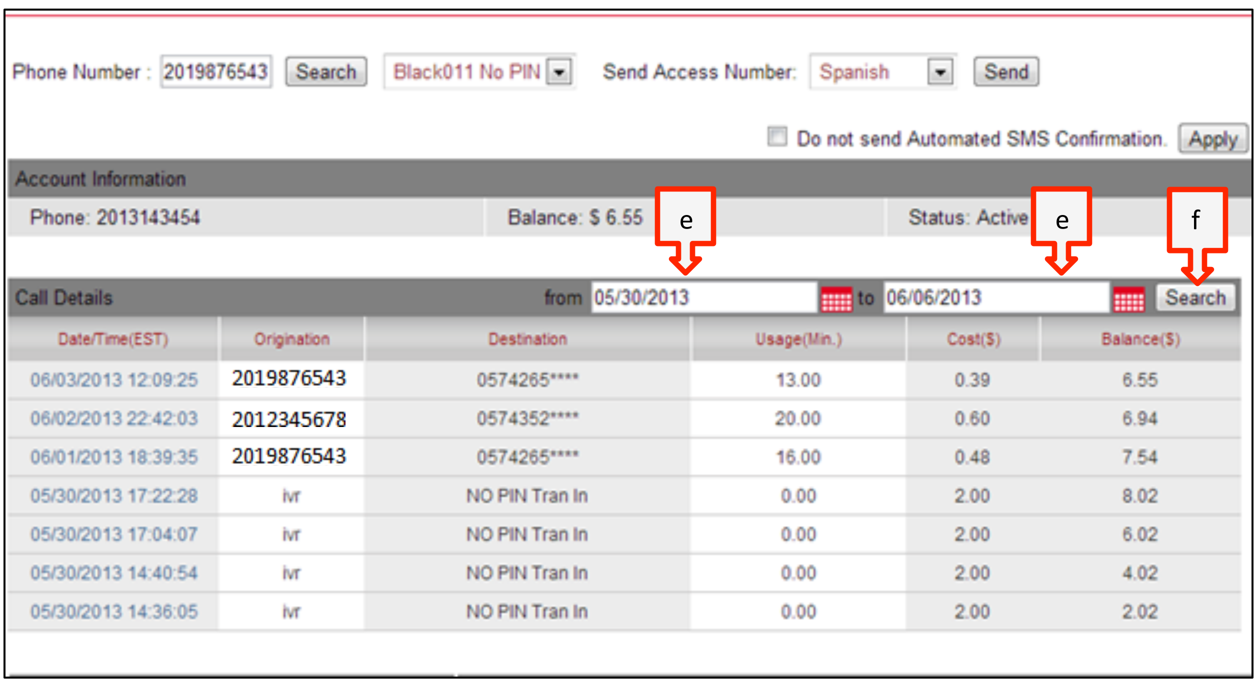
c) Enter **"Main Registered Phone Number"** (ANI)

d) Click on **"Search"**



e) Set Date range

f) Click on **"Search"**



Date/Time(EST)	Origination	Destination	Usage(Min.)	Cost($)	Balance($)
06/03/2013 12:09:25	2019876543	0574265****	13.00	0.39	6.55
06/02/2013 22:42:03	2012345678	0574352****	20.00	0.60	6.94
06/01/2013 18:39:35	2019876543	0574265****	16.00	0.48	7.54
05/30/2013 17:22:28	ivr	NO PIN Tran In	0.00	2.00	8.02
05/30/2013 17:04:07	ivr	NO PIN Tran In	0.00	2.00	6.02
05/30/2013 14:40:54	ivr	NO PIN Tran In	0.00	2.00	4.02
05/30/2013 14:36:05	ivr	NO PIN Tran In	0.00	2.00	2.02

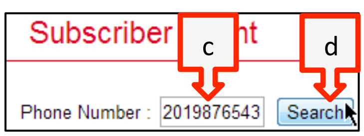
To register other numbers under an account;

a) click on **“Customer Care”** tab

b) Click on **“Subscriber Mgmt”** sub tab;

c) Enter **“Main Registered Phone Number”** (ANI)

d) Click on **“Search”**



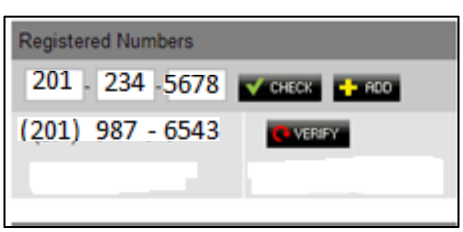
e) Enter the number you wish to register

f) Click on **“Check”**

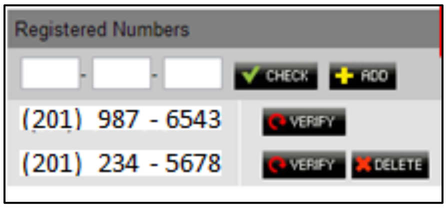
I. If number is available, it can be registered

II. If number is not available, it cannot be registered, contact customer service for assistance.

g) after checking number, click on **“ADD”**



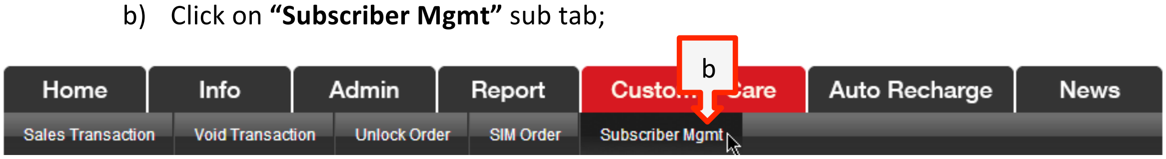
Number will now be displayed under Main Phone Number;



To remove a number registered under the Main Origination number;

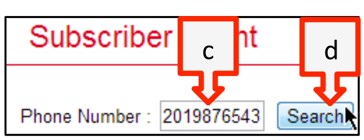
a) click on **"Customer Care"** tab

b) Click on **"Subscriber Mgmt"** sub tab;

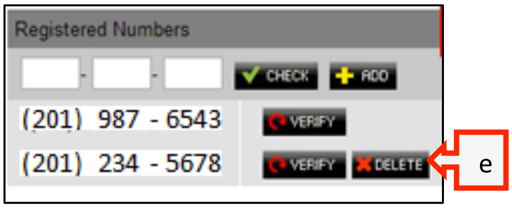


c) Enter **"Main Registered Phone number"** (ANI)

d) Click on **"Search"**



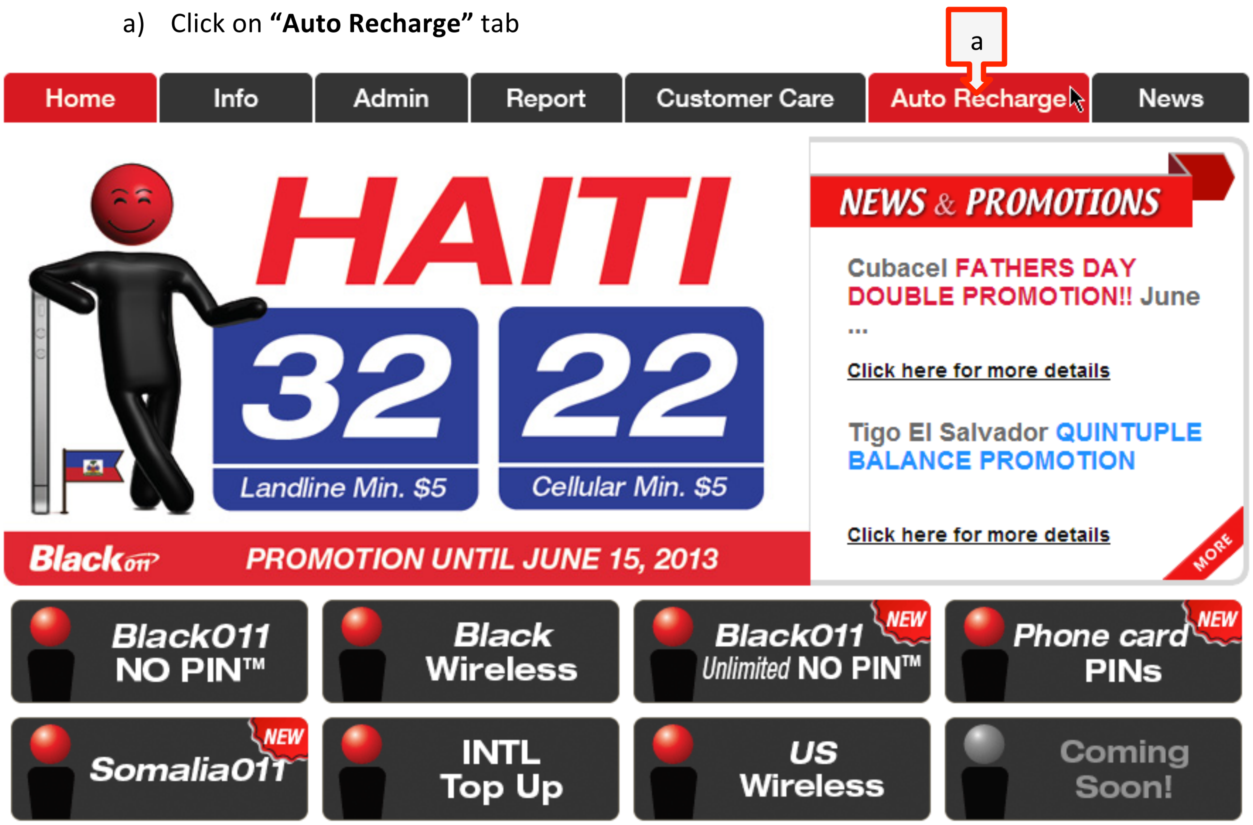
e) click on **"Delete"** to remove number.



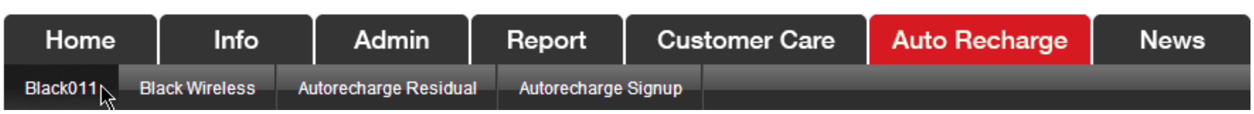
Auto Recharge Tab

Black011 Auto Recharge

a) Click on **"Auto Recharge"** tab

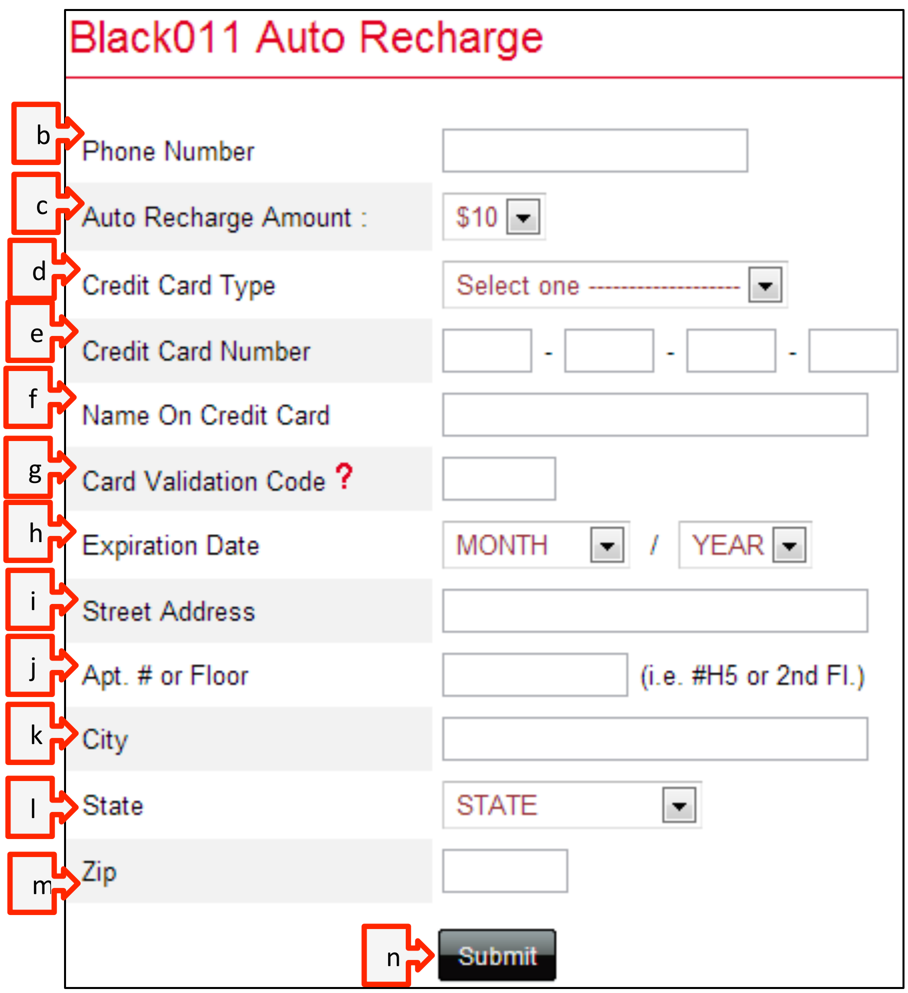


"Black011" sub tab will be the default.



To sign a customer up for Black011 Auto Recharge, fill out the information;

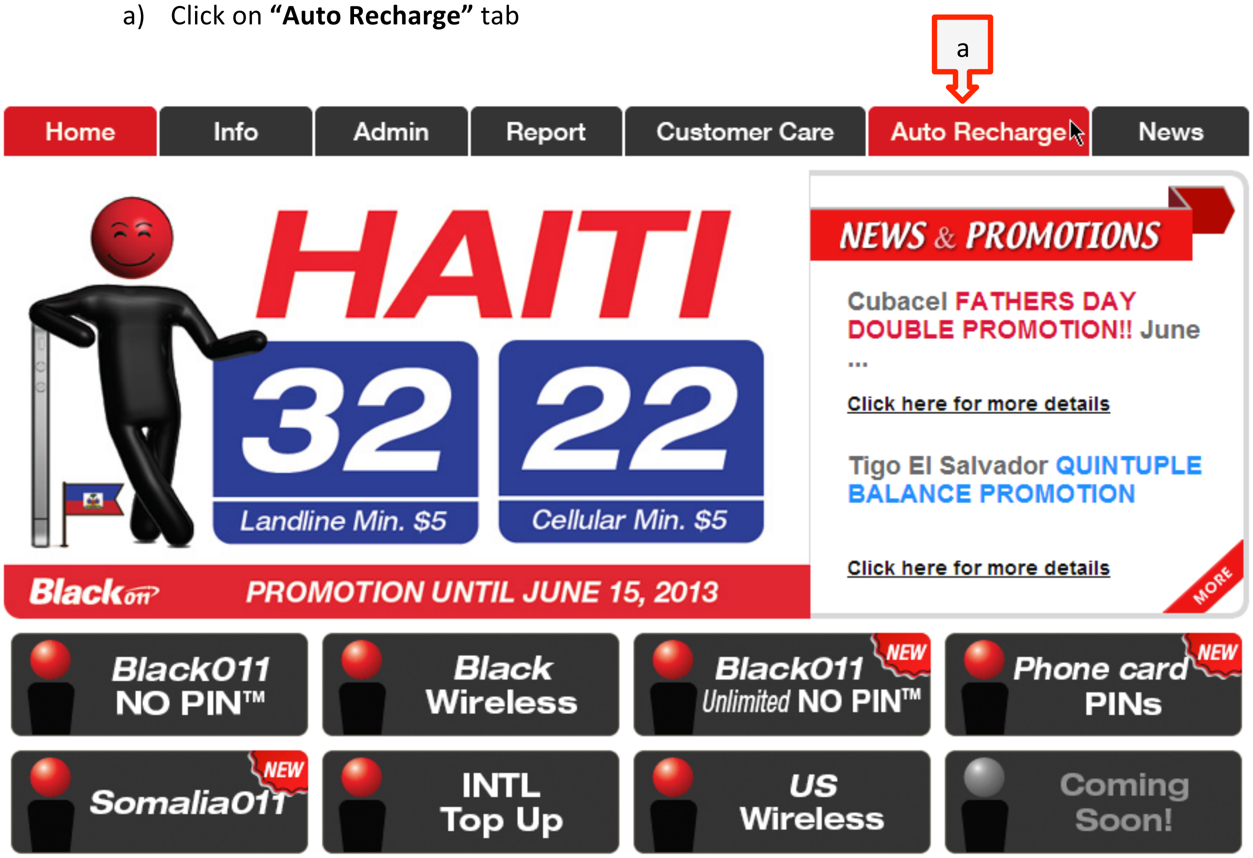
b) Phone number
c) Select Auto recharge amount
d) Credit card type
e) Credit Card Number
f) Name on Credit Card
g) Card Validation Code (three digit security code on back of card)
h) Expiration Date
i) Street Address (Credit Card billing Address)
j) Apt number or floor (leave empty if necessary)
k) City
l) Select State
m) Zip code



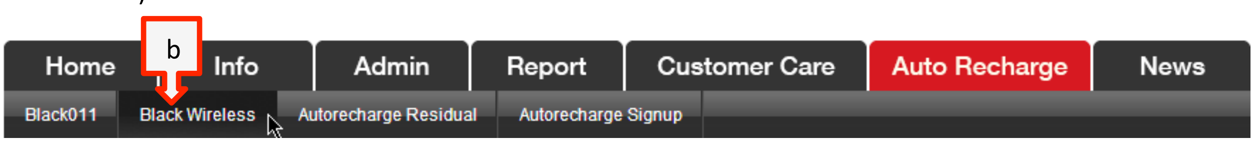
n) Once you have entered and verified information, click on “**Submit**”.

Black Wireless Auto Recharge

a) Click on **"Auto Recharge"** tab

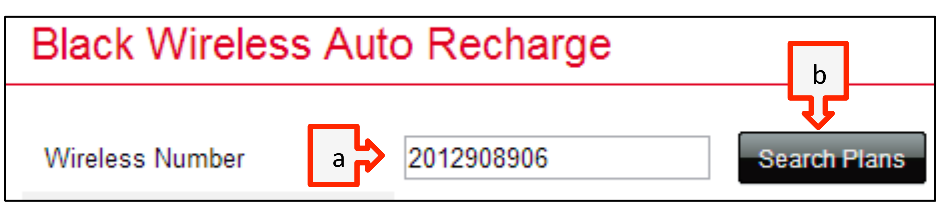


b) Click on **"Black Wireless"** sub tab



c) Enter **"Black Wireless Phone Number"**

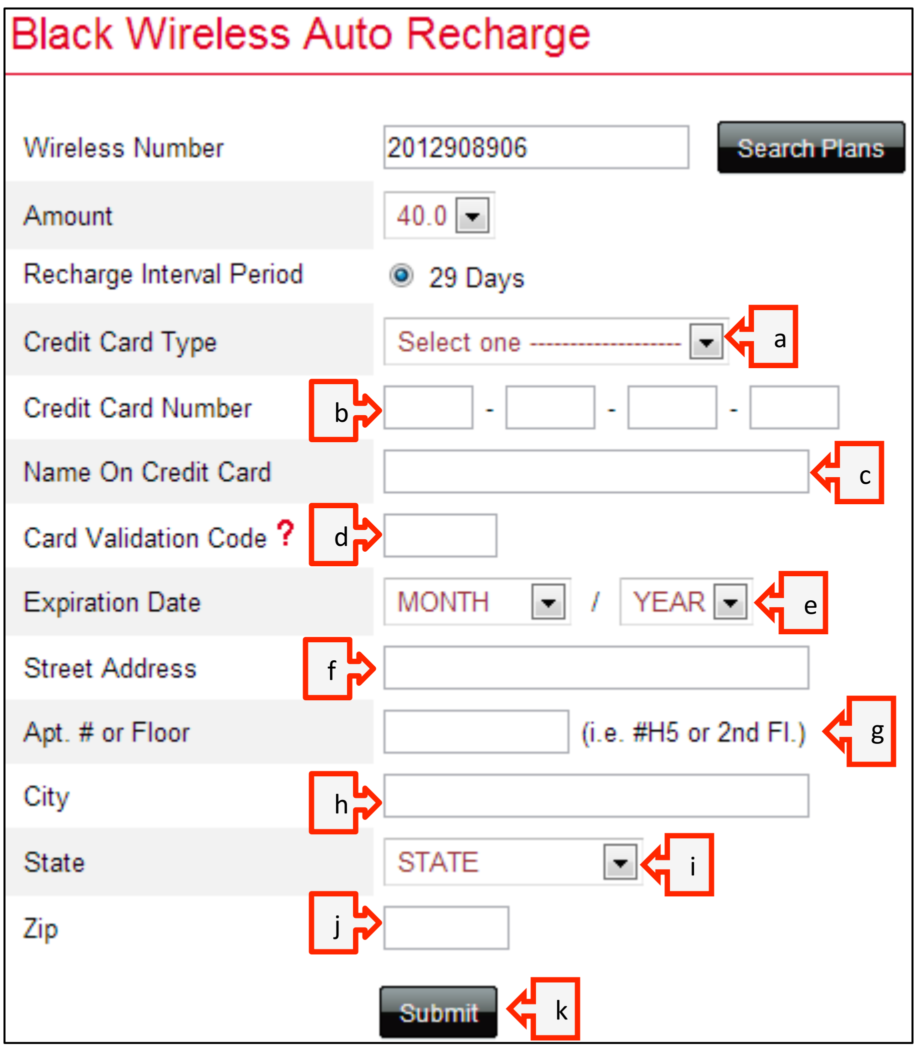
d) Click **"Search Plans"**



When you click **"Search Plans"** the top up amount is provided automatically

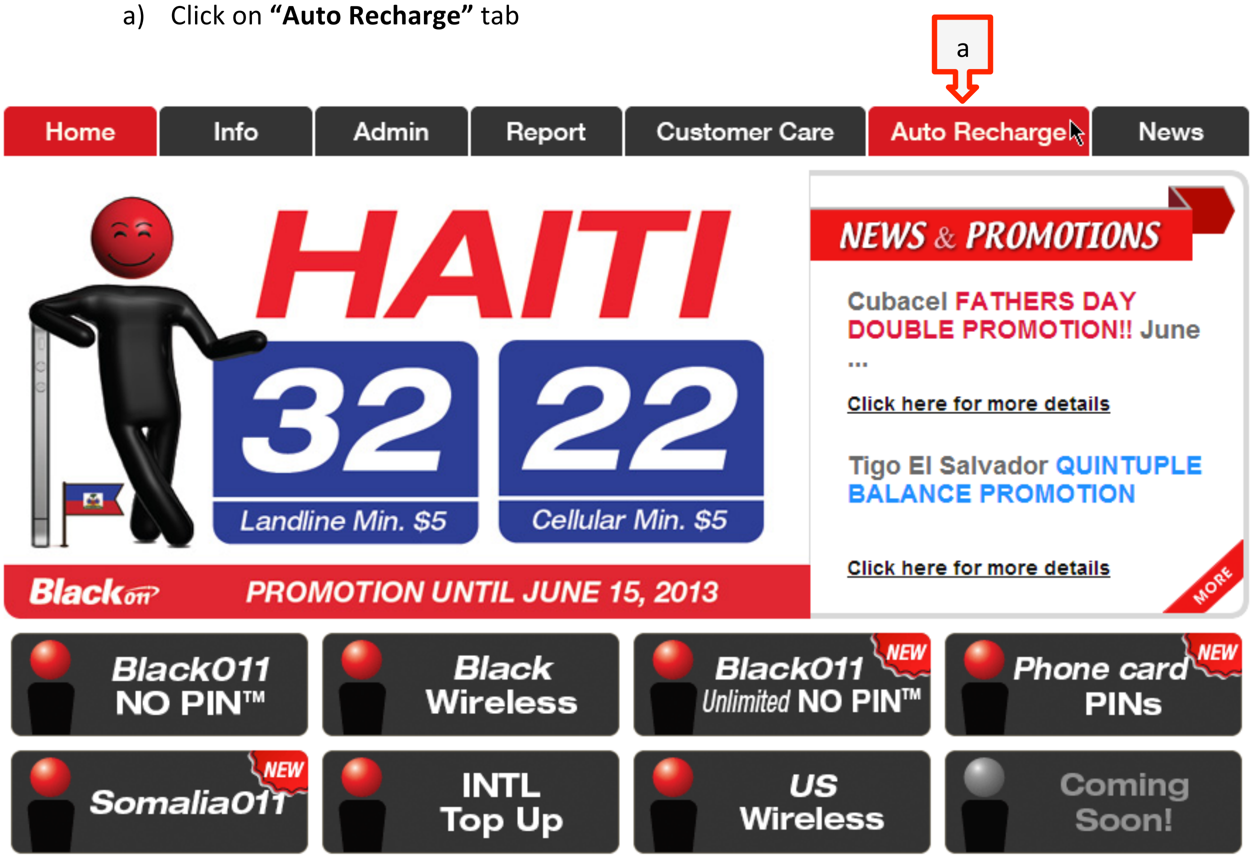
After top up amount is provided, fill out form;

a) Credit card type
b) Credit Card Number
c) Name on Credit Card
d) Card Validation Code (three digit security code on back of card)
e) Expiration Date
f) Street Address (Credit Card billing Address)
g) Apt number or floor (leave empty if necessary)
h) City
i) Select State
j) Zip code
k) After entering and verifying information, click **“Submit”**

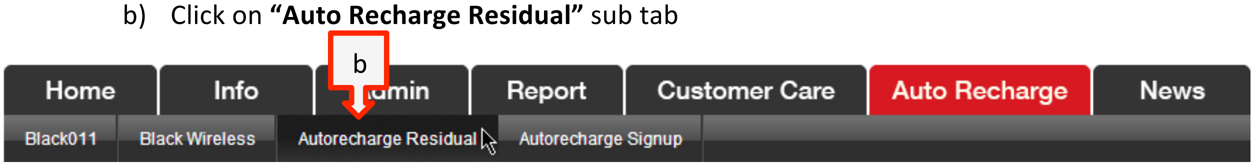


Auto Recharge Residual

a) Click on **"Auto Recharge"** tab



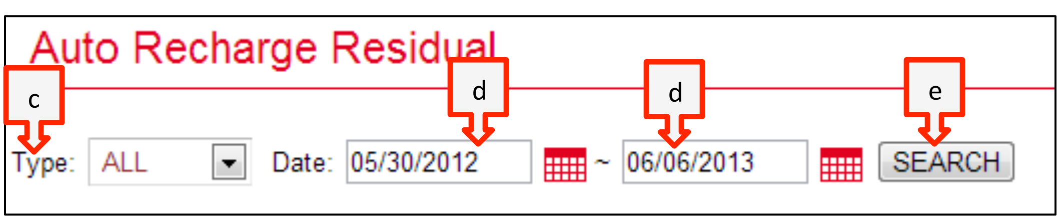
b) Click on **"Auto Recharge Residual"** sub tab



c) Select **"Type"**(All, ILD or Wireless)

d) Set date range

e) Click on **"Search"**



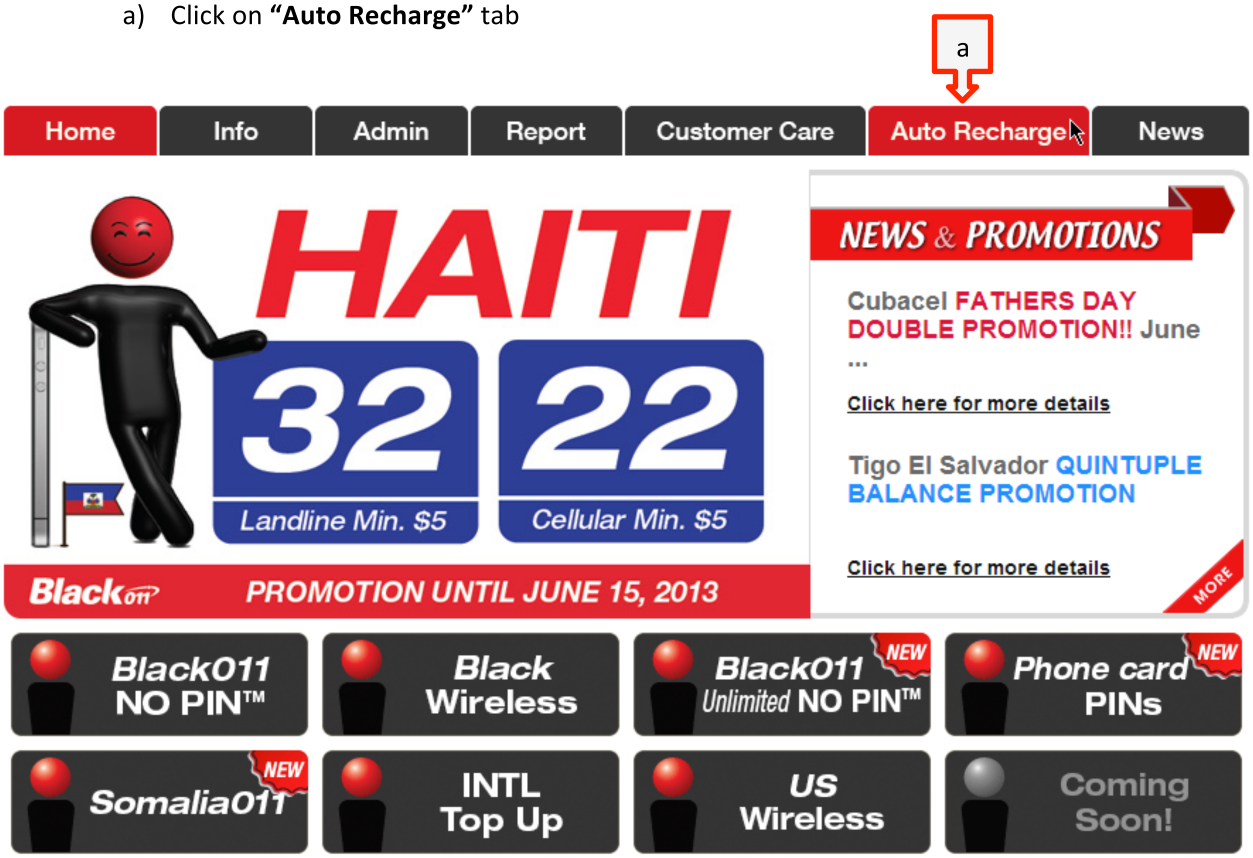
You will be provided with the following information;

a) ID
b) Type
c) Phone number registered to Auto Recharge
d) Auto Recharge Amount
e) Residual Amount
f) Auto Recharge Date

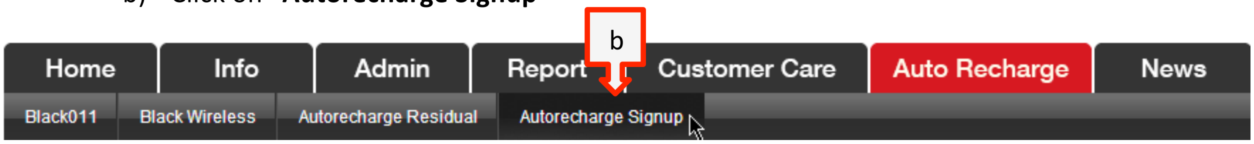
ID	Type	Phone	Recharge Amount	Residual Amount	Recharge Date
6205		5512003001	$ 10.0	$ 1.0	2012-10-01 17:48:32
6206		5512003001	$ 10.0	$ -1.0	2012-10-01 17:49:52
7283		9173993585	$ 1.0	$ 0.1	2012-10-19 14:49:31
12999		2013143454	$ 10.0	$ 1.0	2013-01-24 16:58:40
15968		2013143454	$ 10.0	$ 1.0	2013-03-11 22:01:00
19311		2013143454	$ 10.0	$ 1.0	2013-04-28 14:35:44

Auto Recharge Sign up

a) Click on **"Auto Recharge"** tab



b) Click on **"Autorecharge Signup"**



c) Select **"Type"**

d) Set date range

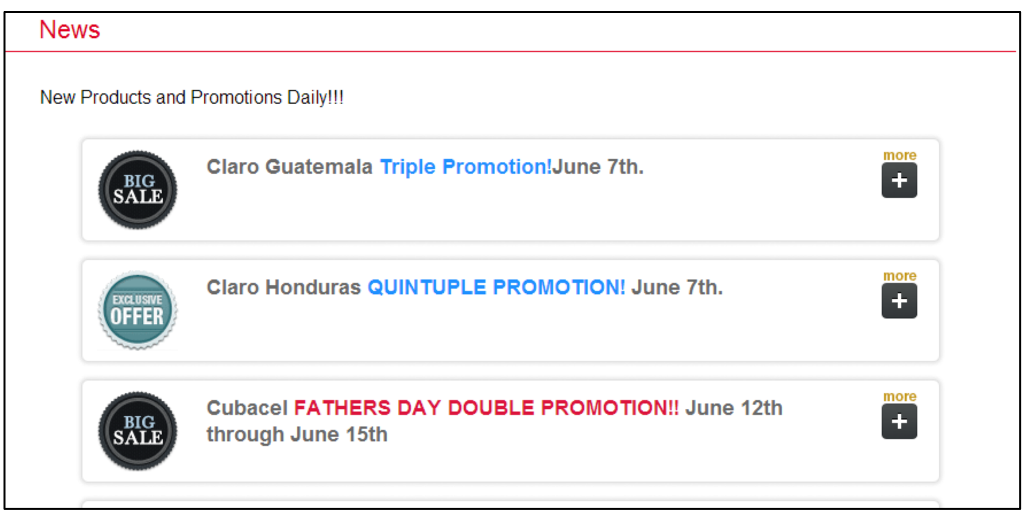
e) Enter phone number (only if available)

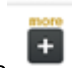
f) Click on **"Search"**

News Tab

a) Click on **"News"** Tab

You will see the ongoing promotions on this page;



To view the promotion details, click on the  ;