

Black011.com 

Retail site

User Manual

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Retailer Login

a) Go to www.black011.com;

Partner Login | Retailer Login **LOGIN** **SIGNUP**

English

Home Features Get Started Rates FAQ Contact Us

Why Black011?

- 1 Pinless Dialing
- 2 No Fees or Contracts
- 3 Register up to 10 Numbers
- 4 Check Your Call Details
- 5 Track Your Transactions
- 6 Recharge Your Account

Signup Register Access# Destination# Recharge

Black wireless
Freedom from Limits!

► For Only
\$40

UNLIMITED
TALK / TEXT / 100MB
FREE INT'L MINUTES

FOR ALL NEW CUSTOMER!
With a Purchase of \$25 or More!
\$2 FREE

SET UP AUTO RECHARGE
GET 10% FREE

JOIN US
“WANT TO BECOME A RESELLER?”

Home | Terms & Conditions | Privacy Policy
©2010 Black011.com. All Rights Reserved. Have any questions? Contact our Customer Hotline: 1-877-497-1745

b) Click on Retailer login

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

Black011.com
RETAILER ONLY

USER ID

PASSWORD

LOGIN

→ [Forgot your password](#)

Black011 Dealer Support: 914-530-2289

✚ *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.

Black011.com English Español LOGOUT

Guillermo - Retail001 [ID: 1000010] Available Credits: **\$996.80**

Home Info Admin Report Customer Care Auto Recharge News

EARN 20% MORE WITH THE PURCHASE OF \$25 OR MORE

Black011 NO PIN™

20% MORE

* The promotion applies to subscriber(s) of Black011 No PIN product only

NEWS & PROMOTIONS

[H2O System Upgrade](#)

[Click here for more details](#)

Claro Guatemala **Triple promotion** Wednesday ...

[Click here for more details](#)

Black011 NO PIN™ **Black Wireless** **Black011 Unlimited NO PIN™** **Phone card PINs**

Somalia011 **INTL Top Up** **US Wireless** **Coming Soon!**

Home | * Terms & Conditions | Privacy Policy

Questions? Comments? Please Contact Customer Service **1-877-497-1743** | Black011 Dealer Support **914-530-2289**

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Top up services;

- Black011 NO PIN
- Black Wireless
- Black011 Unlimited NO PIN
- Phone Cards
- Somalia011
- International Top Up (PIN & RTR)
- US Wireless (PIN & RTR)

Black011 NO PIN™ **Black Wireless** **Black011 Unlimited NO PIN™** **Phone card PINs**

Somalia011 **INTL Top Up** **US Wireless** **Coming Soon!**

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”.

A screenshot of a web form titled "Please select the preferred product:". It contains two numbered steps: 1. A dropdown menu with "phone" selected, followed by three input fields for phone number digits and a "Check Eligibility" button. 2. An "Amount(\$)" input field. Below these is a "Promotion Code:" input field with "(Optional)" text. At the bottom is a "Recharge" button. Red boxes with letters 'b', 'c', and 'd' and arrows point to the phone number input, the amount input, and the Recharge button respectively.

- e) Verify top up and once confirmed click on “Recharge”.

A confirmation dialog box with a red title bar: "Please confirm your order before clicking on 'Recharge'". It displays the order details: Product: Black011, Telephone#: 2013124567, Amount: \$2.0, and Promotion Code: (empty). At the bottom are "Cancel" and "Recharge" buttons. A red box with the letter 'e' and an arrow points to the "Recharge" button.


- 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

 \$ 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 our 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.

Click to Print This Confirmation Page:

Phone #:
Language:

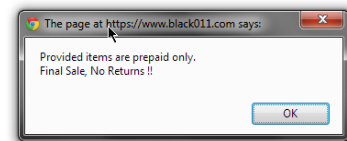
Email:

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

Black Wireless PIN Top-up



- Place cursor over **“Black Wireless”** tab
- Select **“PIN”**.



- You'll always be reminded that all sales are final. Click **“ok”**.
- Enter **“Phone Number”** and click on **“Check”** (system will give you number's rate plan automatically).
- Select top up **“Amount”** (click on product or select from drop down).

- f) Select **“Quantity”** (only for PIN top ups)
- g) Click on **“Submit”**.

Black Wireless PIN

Please select the preferred wireless recharge product:

d → 1 Phone # :

2 Product : Black Wireless \$40 (Month Plan)
 Black Add On ONLY*

e → 3 Amount :

f → 4 Qty :

Total Amount:

Promotion Code: (Optional)

g →

- h) Verify top up and once confirmed click on **“Recharge”**.

Please confirm your order before clicking on "Recharge"

Phone#:

Product:

Amount:

Quantity:

Total Amount:

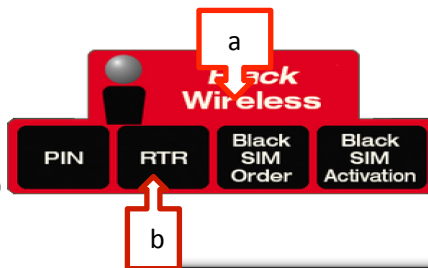
Promo Code:

h

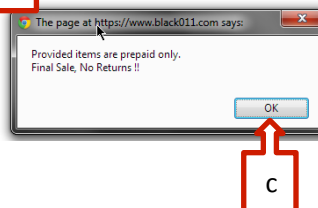
Note: After recharge has been completed, a receipt will be displayed on the next page.

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”.

A screenshot of the "Black Wireless RTR" form. The form has a red header with the text "Black Wireless RTR". Below the header, it says "Please select the preferred wireless recharge product:". There are three numbered steps: 1. "Phone # : 2012182438" with a "Check" button. 2. "Product : Black Wireless \$40 (Month Plan)" (selected) and "Black Add On ONLY*" (unselected). 3. "Amount : \$40.00" with a dropdown arrow. Below these is a "Promotion Code" field with "(Optional)" text. At the bottom is a "Submit" button. Red boxes with callouts 'd', 'e', and 'f' point to the "Phone #", "Amount", and "Submit" fields respectively.

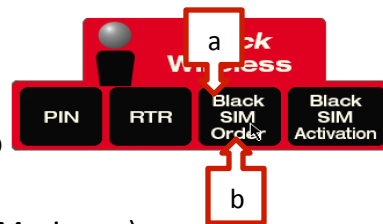
- g) Verify top up and once confirmed click on **“Recharge”**.

A screenshot of a web dialog box with a grey border and a close button in the top right corner. The text inside reads "Please confirm your order before clicking on 'Recharge'" in red. Below this are four input fields: "Phone#: 2012908906", "Product: Black Wireless \$40", "Amount: \$40.00", and "Promo Code:". At the bottom, there are two buttons: a grey "Cancel" button and a red "Recharge" button. A red box with the letter "g" and an arrow points to the "Recharge" button.

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

Black Wireless SIM Order.

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



Black Wireless SIM Order

Unit Price: \$2.00

1 Qty * SIM order to 10 minimum

2 Subtotal Amount(\$)

3 Shipping Address 123 st
englewood, CA 07632

4 Shipping Method (Period)

g Total

h

- i) After clicking “**Order Now**”, verify order;
- j) Once verified, please click “**Submit**”

Please confirm your order before clicking on "Order Now"

Unit Price:

Qty:

Sub Total:

Address:

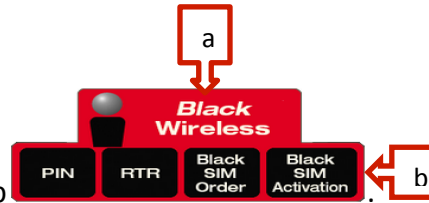
Shipping Method:

Total Amount:

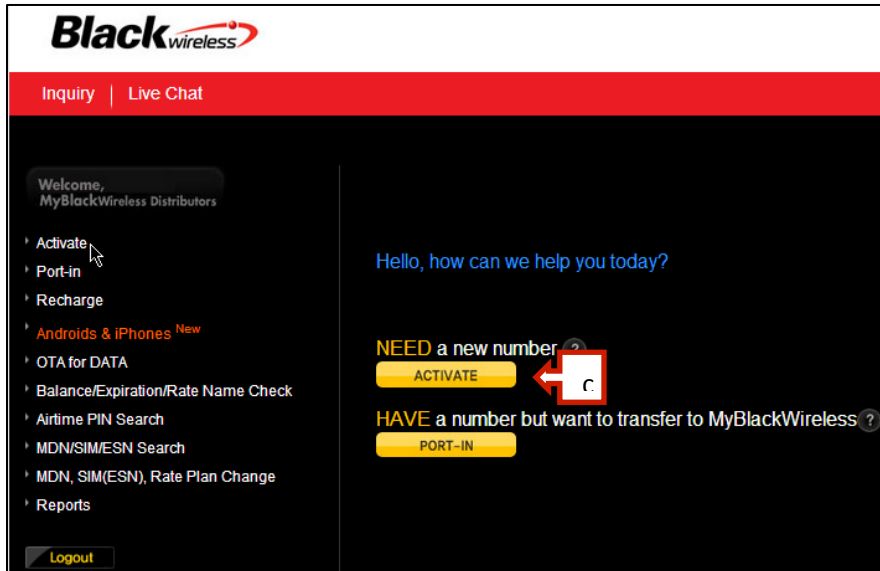
h

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

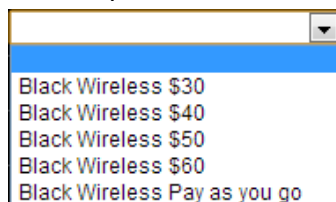
Black SIM Activation



- 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”

Activate


Dealer Code	<input type="text" value="22609"/>
Dealer Password	<input type="password" value="****"/>
Product Type	<input type="text" value=""/>
ActFast Code	<input type="text" value=""/> GSM ONLY (Instead of SIM & MEI)
ESN/IMEI/MEID	<input type="text" value=""/>
SIM Number	<input type="text" value=""/> GSM ONLY
Area Code	<input type="text" value=""/> Area code where service will be used most
Choose City	<input type="text" value=""/>
<input type="button" value="SUBMIT"/>	

Nearest local area code and number will be provided in case the selected area code is not available.

Our normal hours of operation are from 9:00 AM to 12:00 AM ET. At any other time, the transaction may not be completed because of carrier restrictions.

For assistance on MyBlack Wireless activation, please call us at MyBlack Wireless
DEALER HOTLINE ☎ 914-530-2289

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



[Inquiry](#) | [Live Chat](#)

Welcome,
MyBlackWireless Distributors

- [Activate](#)
- [Port-in](#)
- [Recharge](#)
- [Androids & iPhones New](#)
- [OTA for DATA](#)
- [Balance/Expiration/Rate Name Check](#)
- [Airtime PIN Search](#)
- [MDN/SIM/ESN Search](#)
- [MDN, SIM\(ESN\), Rate Plan Change](#)
- [Reports](#)

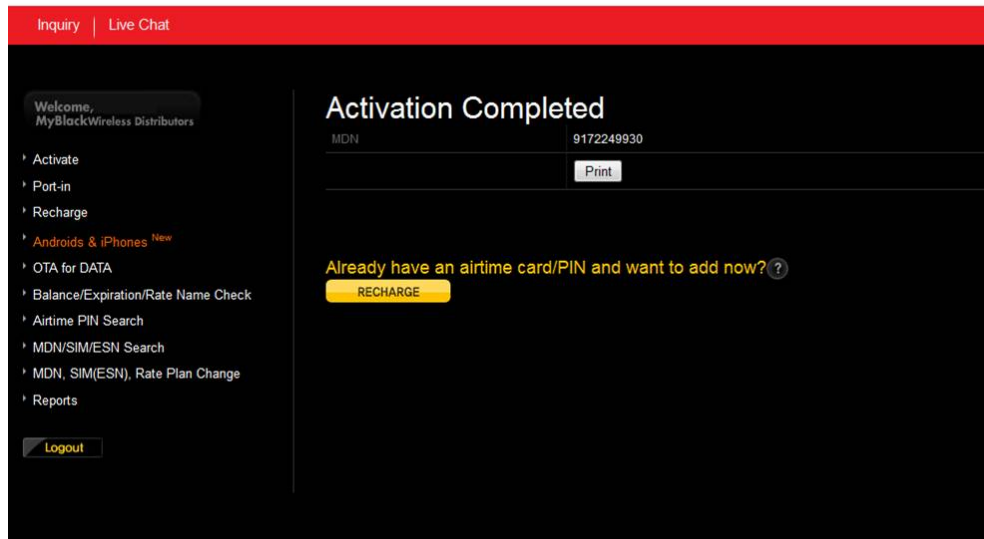
Activation in progress

Your activation is in progress, please do NOT click Back or Exit out from this page. It will FAIL your activation.

Activation may take up to 3 minutes depending on your connection and carrier's network.

Copyright © 2011 MyBlackWireless

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

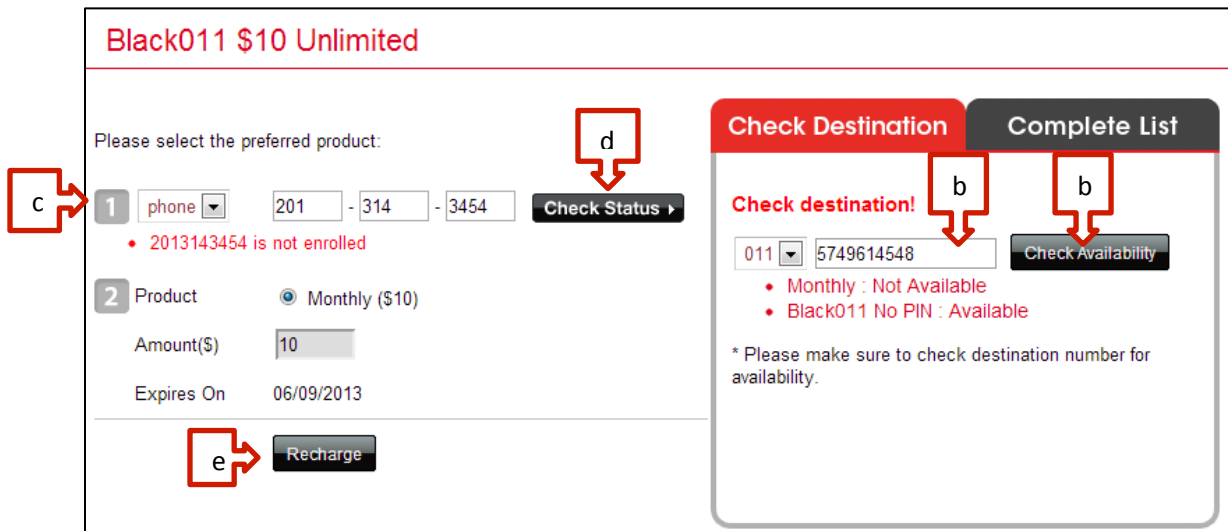


Copyright © 2011 MyBlackWireless

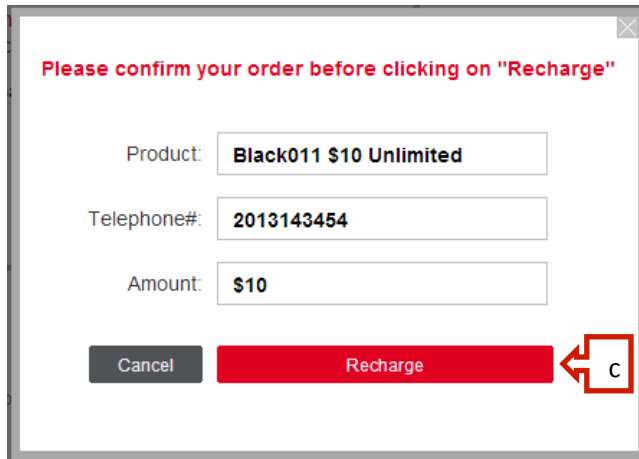
Black011 Unlimited No PIN



- 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”**.

Phone Card PIN

Please select the preferred phone card product:

1 select : ← b

2 amount : ← c

3 qty : ← d

Total Amount:

← e

*Note: Cannot void a transaction after it has been submitted.

Click on logo to select item.

BLACK Connecticut	BLACK Texas-Dallas	BLACK Texas-Houston	BLACK Massachusetts
BLACK Midwest	BLACK New Jersey	BLACK New York	BLACK Pennsylvania
Gallica	Classic Africa	Hi Trinidad	Wet Dog Texas-Dallas
Wet Dog Texas-Houston	Wet Dog Massachusetts	Wet Dog NJ / PA / DC	Wet Dog NY / CT
JUNIOR Connecticut	JUNIOR Massachusetts	JUNIOR New Jersey	JUNIOR New York
maxx Connecticut	maxx Texas-Dallas	maxx Texas-Houston	maxx Massachusetts
maxx New Jersey	maxx New York	mango Connecticut	mango Texas-Dallas
mango Texas-Houston	mango Massachusetts	mango New Jersey	mango New York
Friend Texas-Dallas	Friend Florida	Friend Texas-Houston	Friend Massachusetts
Friend New Jersey	Friend New York	Friend Pennsylvania	MY PAKISTAN
Connecticut	Massachusetts	New Jersey	New York

f) Confirm transaction; click on “Recharge”

Please confirm your order before clicking on "Recharge"

Product:

Amount:

Quantity:

Total Amount:

← f

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”.

This is a screenshot of the Somalia011 recharge interface. At the top, the text 'Somalia011' is displayed in red. Below this, the instruction 'Please enter phone number and recharge amount:' is shown. There are two numbered input fields: '1 Phone #' with three separate boxes for digits, and '2 Amount(\$)' with a single box. A red arrow labeled 'b' points to the first digit box, and another red arrow labeled 'c' points to the amount box. Below the amount box, a red note states '* Enter \$1 to \$100 (whole amount only)'. At the bottom of the form is a black button labeled 'Recharge' with a red arrow labeled 'd' pointing to it. A grey box at the very bottom contains a note: '* Note: All non Black011 products will not take part in the 10% promotion nor in any on-going retail promotions.'

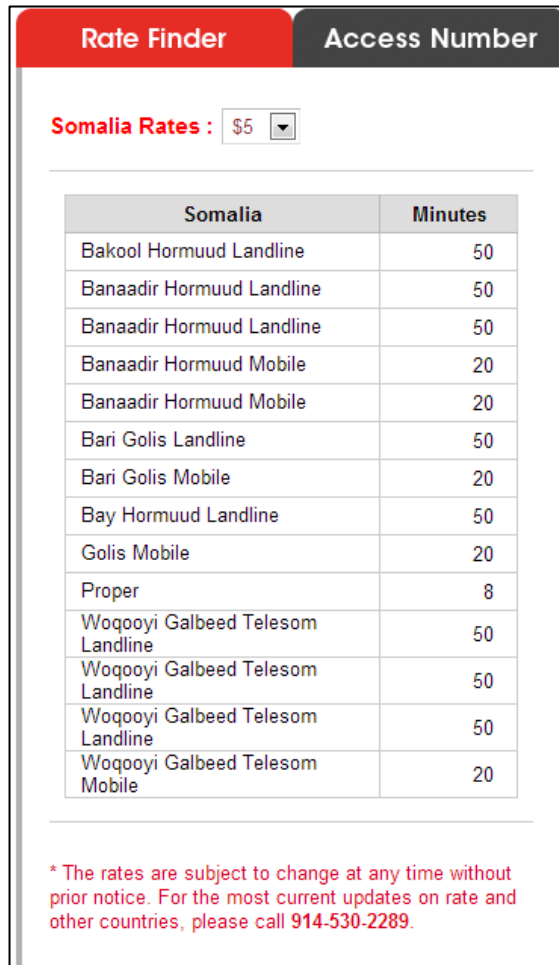
- e) Confirm transaction; click on “Recharge”

This is a screenshot of a confirmation dialog box. The title bar at the top right has a close button (X). The main heading in red says 'Please confirm your order before clicking on "Recharge"'. Below this, there are three input fields with their values displayed: 'Product: Somalia011', 'Telephone#: 2013143454', and 'Amount: 5'. At the bottom, there are two buttons: a grey 'Cancel' button and a red 'Recharge' button. A red arrow labeled 'e' points to the 'Recharge' button.

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:

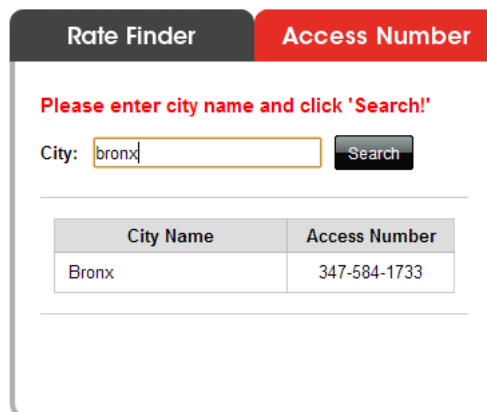
- a) For rates, just enter recharge amount (\$5 or \$10)



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"



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"

International Top Up PIN

Please follow the 4-Step procedure below to activate your customer's International Topup :

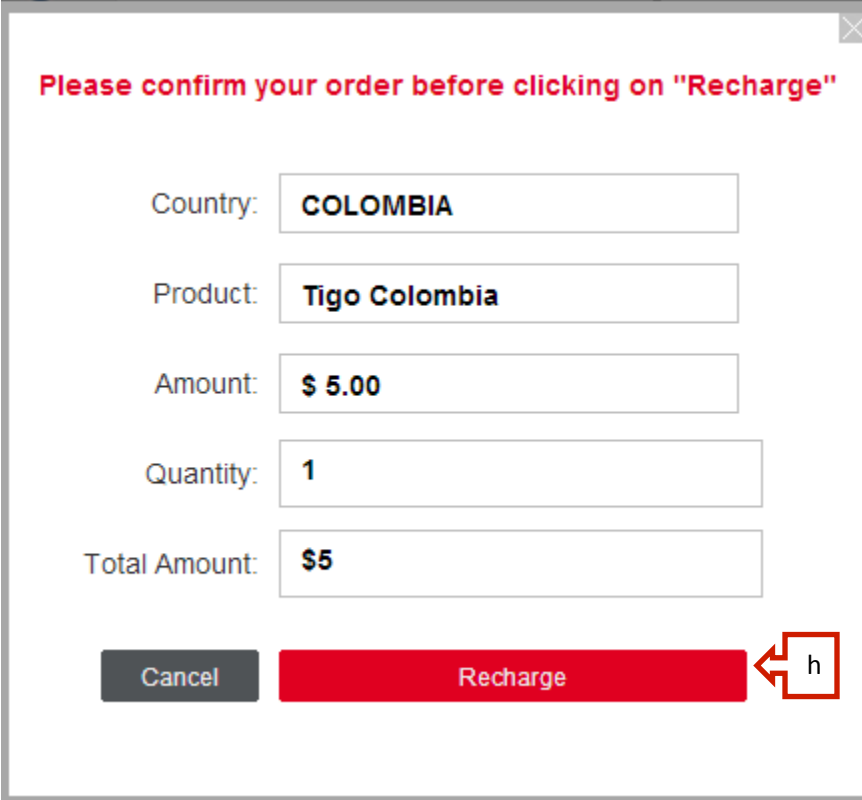
1	Country :	COLOMBIA	c
2	Product :	Tigo Colombia	d
3	Amount :	\$ 10.00	e
4	Qty :	1	f

Total Amount : 10

SUBMIT g

Click on logo to select item.

h) Confirm transaction; click on “Recharge”



Please confirm your order before clicking on "Recharge"

Country: COLOMBIA

Product: Tigo Colombia

Amount: \$ 5.00

Quantity: 1

Total Amount: \$5



Cancel Recharge

h

The image shows a confirmation dialog box with a close button in the top right corner. It contains five input fields: Country (COLOMBIA), Product (Tigo Colombia), Amount (\$ 5.00), Quantity (1), and Total Amount (\$5). At the bottom, there are two buttons: a grey 'Cancel' button and a red 'Recharge' button. A red box with the letter 'h' and an arrow points to the 'Recharge' button.

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”
- The image shows two screenshots of a mobile application interface. The first screenshot shows a dark grey tab labeled 'INTL Top Up' with a red circle icon to its left. A red box with the letter 'g' and an arrow points to the 'INTL Top Up' text. The second screenshot shows a red tab labeled 'INTL Top Up' with a grey circle icon to its left. Below the tab are two buttons: 'PIN' and 'RTR'. A red box with the letter 'b' and an arrow points to the 'RTR' button.

International Top Up RTR

Please follow the 4-Step procedure below to activate your customer's International Topup :

- Country : c
- Product :
 ** NF: No Fee for the end user d
- Amount : d
- Phone Number :
 57-xxx-xxx-xxxx. 12 Digits Only. e

Click on logo to select item.

f

*Note: Cannot void a transaction after it has been submitted.

g) Confirm transaction; click on “Recharge”

Please confirm your order before clicking on "Recharge"

Country:

Product:

Amount:

Telephone#:

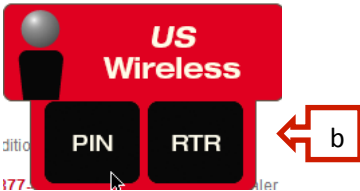
g

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

U.S Wireless

A. PIN Top ups



- 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"
- 

US Wireless PIN

Please select the preferred wireless recharge product:

1 select : c

2 amount : d

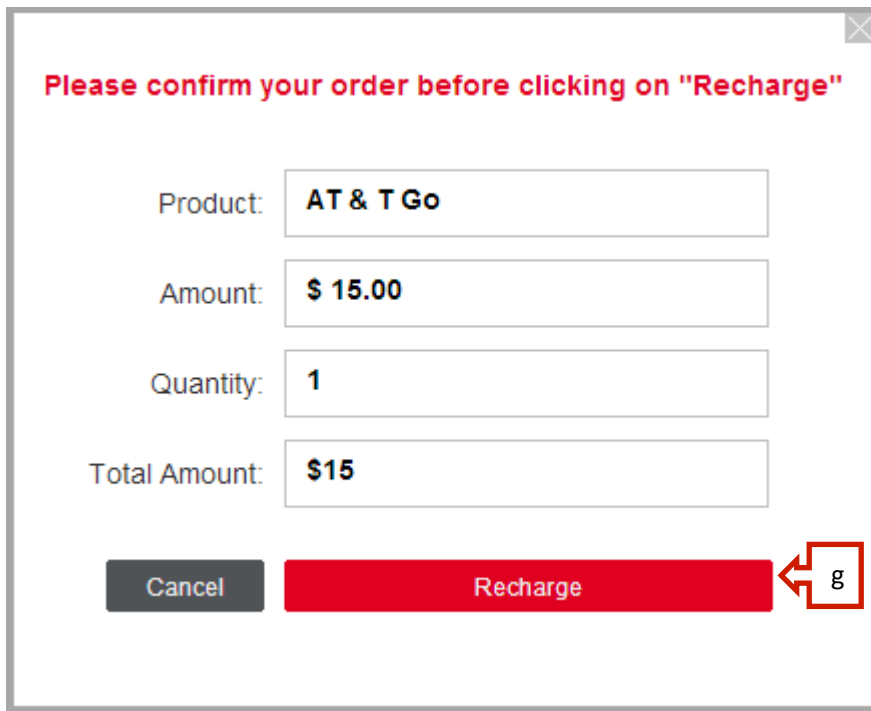
3 qty : e

Total Amount: f

**Note: Cannot void a transaction after it has been submitted.*

Click on logo to select item.

g) Confirm transaction; click on “Recharge”




A confirmation dialog box with a red title bar and a close button in the top right corner. The title reads "Please confirm your order before clicking on 'Recharge'". Below the title are four input fields: "Product" with the value "AT & T Go", "Amount" with the value "\$ 15.00", "Quantity" with the value "1", and "Total Amount" with the value "\$15". At the bottom, there are two buttons: a grey "Cancel" button and a red "Recharge" button. A red box with a white arrow and the letter "g" points to the "Recharge" button.

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 

The image shows a dark grey tab with a red circle icon on the left and the text "US Wireless" in white. A red box with a white arrow and the letter "a" points to the tab.

b) Click on “RTR” 

The image shows a red button with a white circle icon on the left and the text "RTR" in white. A red box with a white arrow and the letter "b" points to the button.

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

d) Enter “Phone Number”.

e) Select “Amount”.

f) Click on “Submit”

The screenshot shows the 'US Wireless RTR' recharge interface. On the left, three red boxes labeled 'c', 'd', and 'e' point to the 'select', 'Phone', and 'amount' fields respectively. A fourth red box labeled 'f' points to the 'Submit' button. The form contains the following fields: 'select' (dropdown menu with 'AT & T Go' selected), 'Phone' (text input field), and 'amount' (dropdown menu with '\$15.00' selected). Below the form is a 'Submit' button. To the right of the form is a grid of logos for various wireless providers, including AT&T, Cricket, h2o, Lycamobile, YPREPAYD, SIMPLI Mobile, T-Mobile, ultra mobile, and Verizon. A note at the bottom of the form reads: '*Note: Cannot void a transaction after it has been submitted.'

g) Confirm transaction; click on “Recharge”

The confirmation dialog box has a title bar with a close button. The main text reads: 'Please confirm your order before clicking on "Recharge"'. Below this, there are three input fields: 'Product:' with 'AT & T Go', 'Telephone#:' with '2013155494', and 'Amount:' with '15.0'. At the bottom, there are two buttons: a grey 'Cancel' button and a red 'Recharge' button. A red box labeled 'g' points to the 'Recharge' button.

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”

Rates Finder

Country :

Amount :

Annotations:
 - 'c' points to the Country dropdown arrow.
 - 'd' points to the Amount dropdown arrow.
 - 'e' points to the Search button.

You will see;

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

Rates Finder

Country :

Amount :

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

Annotations:
 - 'a' points to the Country column header.
 - 'b' points to the \$5 MINS column header.
 - 'c' points to the PROMO MINS column header.
 - 'd' points to the TOTAL MINS column header.

Access Numbers

a) On Home Page, click on “Info” Tab.

Home Info Admin Report Customer Care Auto Recharge News

NOW AVAILABLE

\$10 MONTHLY UNLIMITED

Brazil China
Colombia Mexico
U.K. and More...

BlackOn

NEWS & PROMOTIONS

DIGICEL Guyana Double and Triple promotion!
[Click here for more details](#)

Digicel Haiti Double and Triple promotion!!
[Click here for more details](#)

Black011 NO PIN™ **Black Wireless** **Black011 Unlimited NO PIN™** **Phone card PINs**

Somalia011 **INTL Top Up** **US Wireless** **Coming Soon!**

b) Select “AccessNumber” sub tab

Home Info Admin Report Customer Care Auto Recharge News

Rates AccessNumber FAQs Create Ticket Ticket Log

c) Select “State” from drop down.

d) Select “Language”.

e) Click on “Search”

Access Number Finder

NEW JERSEY All Languages Search

You will see;

- a) Region
- b) Access Number
- c) Language

Access Number Finder

NEW JERSEY a All Languages Search b c

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.

FAQs

- [How can I log in to my account?](#)
- [Can I change my password?](#)
- [I forgot my password, how can I retrieve it?](#)
- [How do I apply a prepay deposit to my account?](#)
- [Where do I have to go to look up clerk management?](#)
- [How do I void transaction?](#)
- [How do I look up subscriber's information?](#)
- [Where do I go to look up invoice?](#)
- [What is an IMEI?](#)
- [How do I find the IMEI?](#)
- [Can my phone be unlocked?](#)
- [What if I have a model/ carrier that is not in your carrier list?](#)
- [Can all SIM card based phones work on the North American GSM Network?](#)
- [What happens if my code is not found?](#)
- [If my code is Not Found, Is there another Method?](#)
- [The code I received doesn't work. What do I do?](#)
- [What happens when wrong code is entered into phone too many times?](#)
- [It is taking longer than the suggested time frame for my code to be processed. What do I do?](#)
- [What is SIM?](#)

Creating a Ticket

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

Home Info Admin Report Customer Care Auto Recharge News

NOW AVAILABLE

\$10 MONTHLY UNLIMITED

Brazil China
Colombia Mexico
U.K. and More...

BlackOn™

NEWS & PROMOTIONS

DIGICEL Guyana Double and Triple promotion!
[Click here for more details](#)

Digicel Haiti Double and Triple promotion!!
[Click here for more details](#)

Black011 NO PIN™ **Black Wireless** **Black011 Unlimited NO PIN™** **Phone card PINs**

Somalia011 **INTL Top Up** **US Wireless** **Coming Soon!**

- b) Select “Create Ticket” sub tab;

Home Info Admin Report Customer Care Auto Recharge News

Rates AccessNumber FAQs **Create Ticket** Ticket Log

- 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:

Phone: **d**

Email: **e**

Category: **f**

Order #/PIN #: **g**

Subject: **h**

Comment: **i**

j

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.

The screenshot shows the Home Page navigation menu with the following tabs: Home, Info (highlighted with callout 'a'), Admin, Report, Customer Care, Auto Recharge, and News. Below the menu is a promotional banner for "\$10 MONTHLY UNLIMITED" with flags for Brazil, China, Colombia, Mexico, and U.K. To the right is a "NEWS & PROMOTIONS" section with two news items: "DIGICEL Guyana Double and Triple promotion!" and "Digicel Haiti Double and Triple promotion!!". Below these are several service tiles: Black011 NO PIN™, Black Wireless, Black011 Unlimited NO PIN™, Phone card PINs, Somalia011, INTL Top Up, US Wireless, and Coming Soon!

b) Select “Ticket Log” sub tab;

The screenshot shows the Info sub-menu with the following sub-tabs: Rates, AccessNumber, FAQs, Create Ticket, Ticket Log (highlighted with callout 'b'), Customer Care, Auto Recharge, and News.

c) Set **date range** (from – to)

d) Select Ticket “Status”

e) Click “Search”

The screenshot shows the Ticket Log search form with the following fields: From: 05/22/2013, To: 05/29/2013, Status: All, and a Search button. Callouts 'c', 'd', and 'e' point to the date range, status dropdown, and search button respectively.

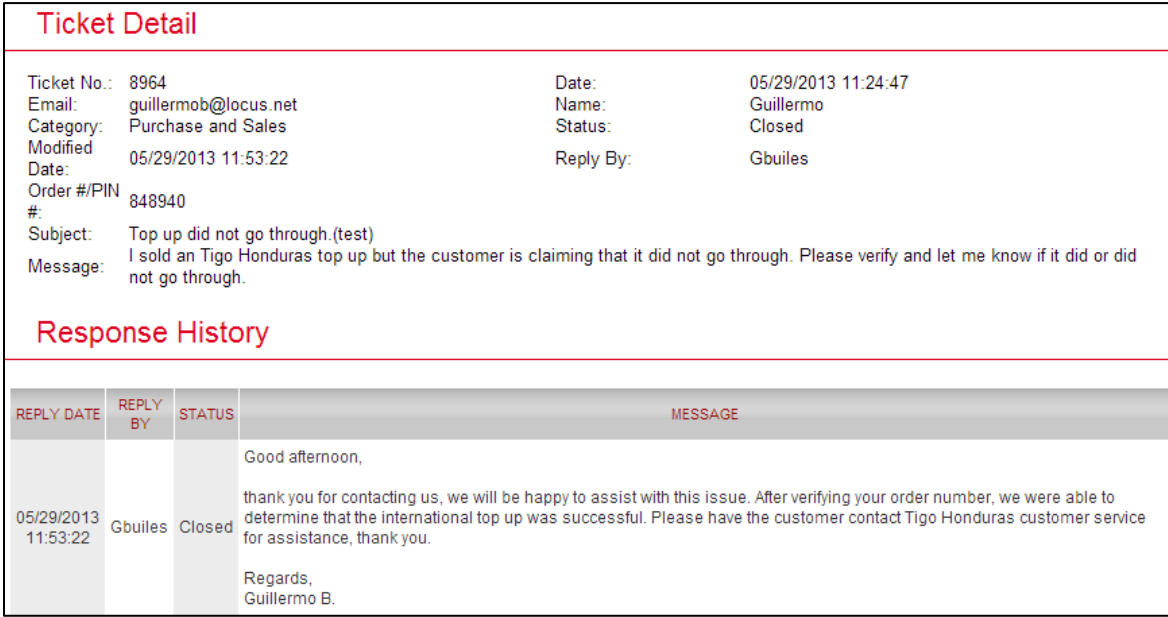
f) Click on “Ticket No.” or “Subject” to enter view full ticket;

The screenshot shows the Ticket Log table with the following columns: Ticket No., Date, Status, User.ID, Email, Name, Category, Subject, Modified Date, and Reply By. The first row contains the following data: Ticket No. 8964, Date 05/29/2013 11:24:47, Status New, User.ID Gbuilesach, Email guillermob@locus.net, Name Guillermo, Category Purchase and Sales, Subject ...

Ticket No.	Date	Status	User.ID	Email	Name	Category	Subject	Modified Date	Reply By
8964	05/29/2013 11:24:47	New	Gbuilesach	guillermob@locus.net	Guillermo	Purchase and Sales	...		

This is how you will see your full ticket details;

- g) Ticket sent by you
- h) Ticket response



The screenshot displays a ticket detail page. A red bracket labeled 'g' points to the 'Ticket Detail' section, which includes the following information:

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.		

A second red bracket labeled 'h' points to the 'Response History' section, which is a table with the following data:

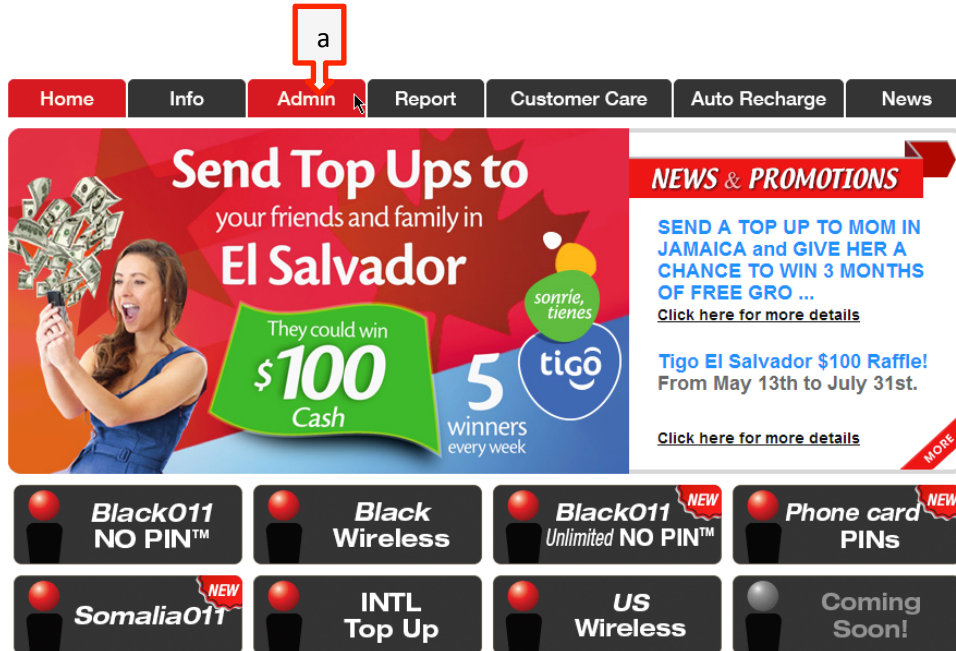
REPLY DATE	REPLY BY	STATUS	MESSAGE
05/29/2013 11:53:22	Gbuiles	Closed	Good afternoon, thank you for contacting us, we will be happy to assist with this issue. After verifying your order number, we were able to determine that the international top up was successful. Please have the customer contact Tigo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

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

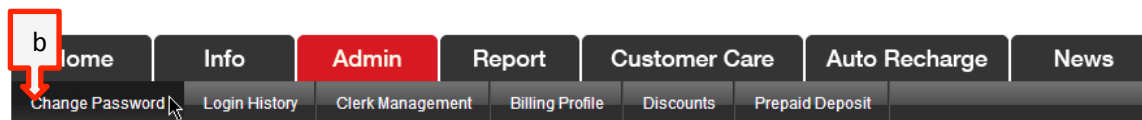
Admin Tab

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”

A screenshot of the 'Change Password' form. The form has a title 'Change Password' in red. It contains several fields: Login (Gbuilesach), User Name (Guillermo), E-Mail Address (guillermob@locus.net), Current Password (masked with dots), New Password (masked with dots), and Confirm New Password (masked with dots). A red box with the letter 'c' points to the Current Password field. A red box with the letter 'd' points to the New Password field. A red box with the letter 'e' points to the Confirm New Password field. A red box with the letter 'f' points to the 'Change Password' button at the bottom.

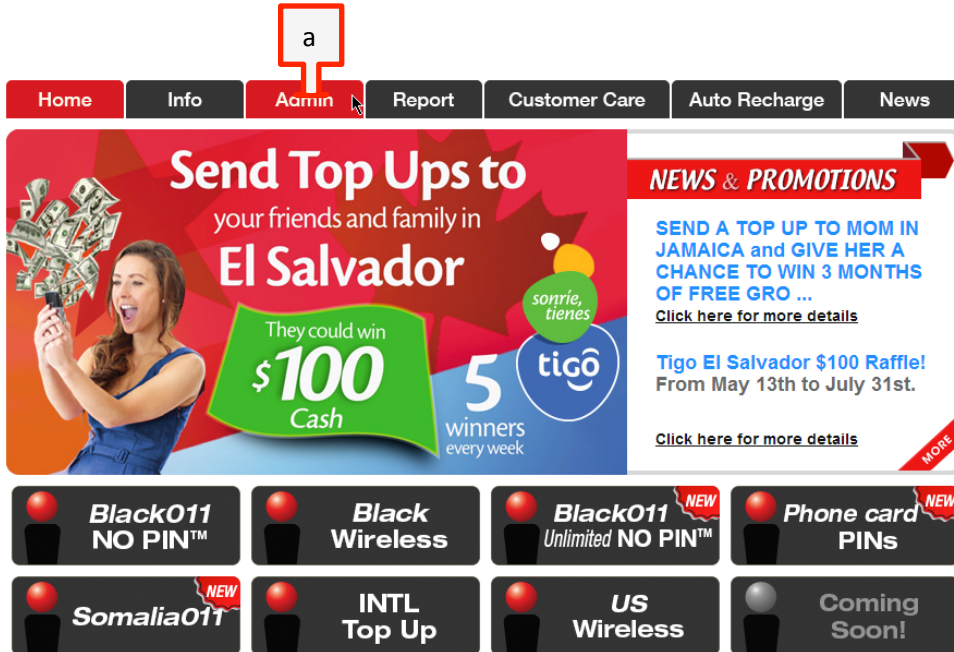
Response message for successful password change;

Change Password Result

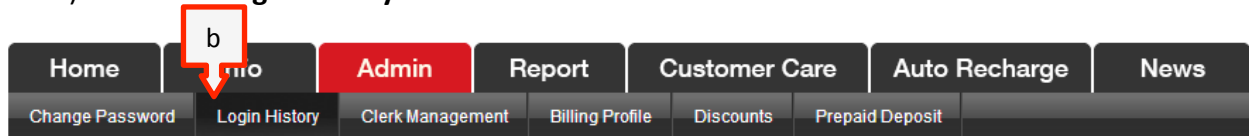
Old passwords should not be re-used for a period of 3 months.

Login History

a) Click on “Admin” tab

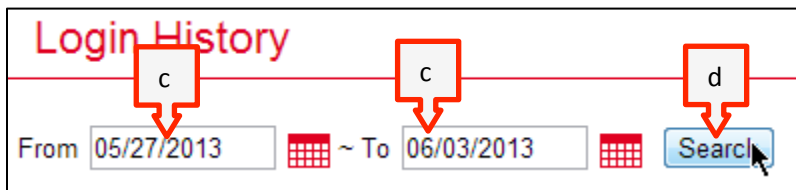


b) Click on “Login History” sub tab.



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 **d** ~ To **e** **f** **g**

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

Clerk Management

- a) Click on "Admin" tab

a

Home | Info | **Admin** | Report | Customer Care | Auto Recharge | News

Send Top Ups to your friends and family in El Salvador

They could win **\$100 Cash** 5 winners every week

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NEWS & PROMOTIONS

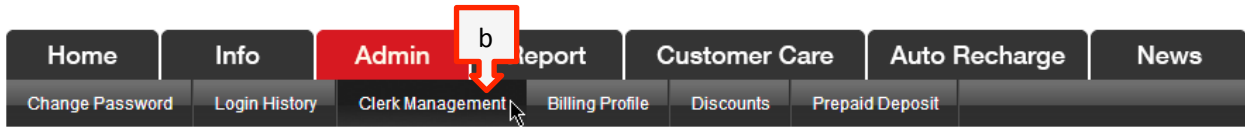
SEND A TOP UP TO MOM IN JAMAICA and GIVE HER A CHANCE TO WIN 3 MONTHS OF FREE GRO ...
[Click here for more details](#)

Tigo El Salvador \$100 Raffle!
From May 13th to July 31st.
[Click here for more details](#)

Black011 NO PIN™ | **Black Wireless** | **Black011 NEW Unlimited NO PIN™** | **Phone card NEW PINs**

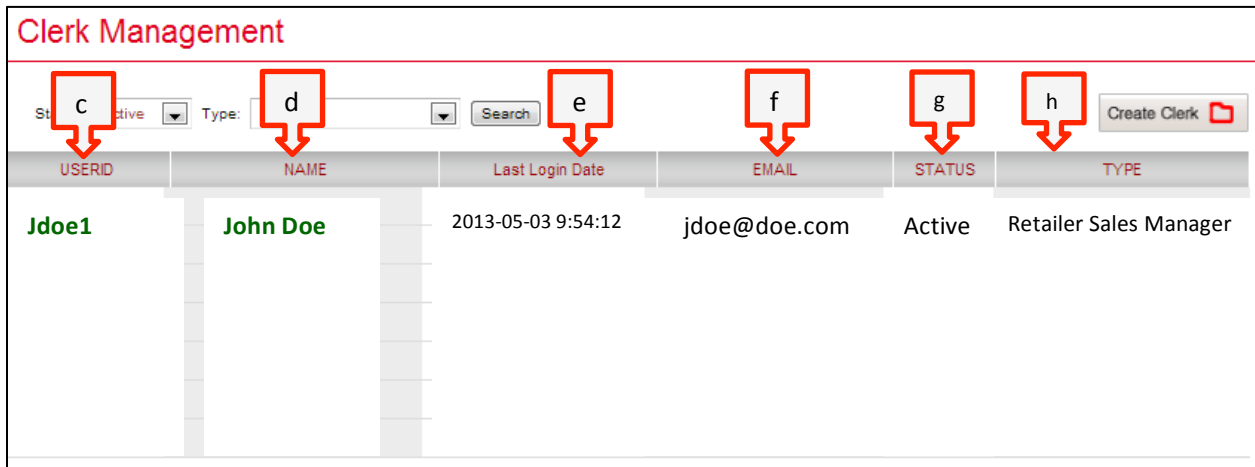
Somalia011 NEW | **INTL Top Up** | **US Wireless** | **Coming Soon!**

b) Click on "Clerk Management" sub tab



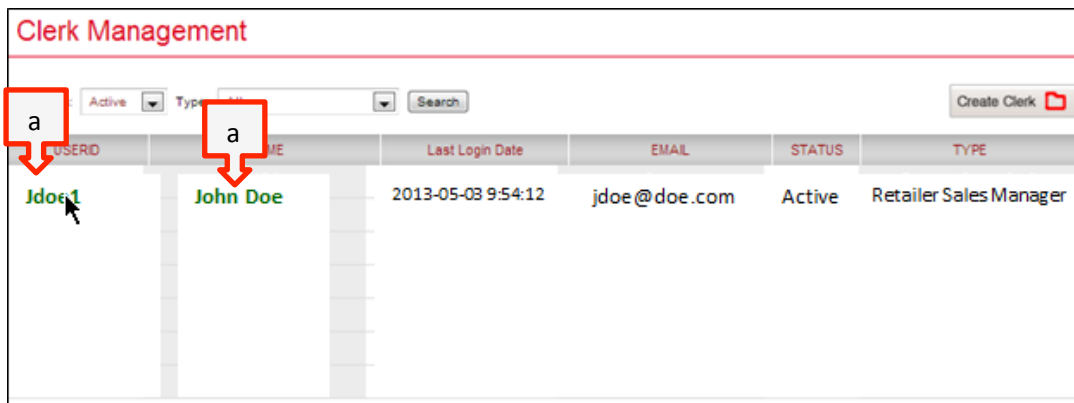
You will be shown;

- 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

The screenshot shows a form titled "Clerk Info" with the following fields and annotations:

- Login User ID:** Input field containing "Jdoe1", annotated with a red box labeled "b" and an arrow pointing to the text.
- User Name:** Input field containing "John Doe", annotated with a red box labeled "c" and an arrow pointing to the text.
- Password:** Input field containing ".....", annotated with a red box labeled "d" and an arrow pointing to the field.
- Confirm Password:** Input field containing ".....".
- Email:** Input field containing "jdoe@doe.com", annotated with a red box labeled "e" and an arrow pointing to the text.
- Type:** Dropdown menu with "Manager" selected, annotated with a red box labeled "f" and an arrow pointing to the dropdown.
- Status:** Dropdown menu with "Active" selected, annotated with a red box labeled "g" and an arrow pointing to the dropdown.
- Submit:** A black button with white text "Submit".

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

To create a new Clerk;

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

The screenshot shows the "Clerk Management" page with the following elements:

- Status:** Dropdown menu with "Active" selected.
- Type:** Input field with "All" and a dropdown arrow.
- Search:** A button with the text "Search".
- Create Clerk:** A button with a red box labeled "a" and an arrow pointing to it.

Enter the following information;

- b) Login User ID
- c) User Name
- d) Password
- e) Confirm Password
- f) Email
- g) Select account type
- h) Click **“Submit”**

Create Clerk

Login User ID b

User Name c

Password d

Confirm Password e

Email f

Type g

h

To Deactivate a Clerk;

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

Clerk Management

Active Type Search

USER ID	NAME	Last Login Date	EMAIL	STATUS	TYPE
Jdoe1	John Doe	2013-05-03 9:54:12	jdoe@doe.com	Active	Retailer Sales Manager

b) Click on Status drop down

Clerk Info

Login User ID:

User Name:

Password:

Confirm Password:

Email:

Type:

Status: (highlighted with a red box and arrow labeled 'b')

c) Select "Closed"

Dropdown menu showing options: Closed, Select Status, Active, Closed. The second 'Closed' option is highlighted with a blue background and a mouse cursor. A red box and arrow labeled 'c' point to this option.

d) Click on "Submit"

Clerk Info

Login User ID:

User Name:

Password:

Confirm Password:

Email:

Type:

Status:

(highlighted with a red box and arrow labeled 'c')

Billing Profile

a) Click on "Admin" tab

The screenshot shows a navigation menu with tabs: Home, Info, Admin, Report, Customer Care, Auto Recharge, and News. The 'Admin' tab is highlighted with a red box labeled 'a'. Below the menu are promotional banners for Tigo El Salvador, including a '\$100 Cash' raffle and various service offers like 'Black011 NO PIN', 'Black Wireless', 'Black011 Unlimited NO PIN', 'Phone card PINs', 'Somalia011', 'INTL Top Up', and 'US Wireless'.

b) Click on "Billing Profile" sub tab

The screenshot shows the 'Admin' sub-menu with options: Change Password, Login History, Clerk Management, Billing Profile, Reports, and Prepaid Deposit. The 'Billing Profile' option is highlighted with a red box labeled 'b'.

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)

The screenshot shows the 'Billing Profile' page with a table of settings and a section for ACH Information. Red boxes and arrows label specific fields: 'c' points to 'Billing Plan', 'd' to 'Sales Limit', 'e' to 'ACH Hour', and 'f' to the 'ACH Information' section. A link for 'Download ACH Authorization Form.' is visible in the top right.

Billing Profile	
Billing Plan	ACH
Sales Limit	\$ 1,000.00
ACH Hour	09 AM

ACH Information	
Bank Name	abc bank
Routing No	123456789
Account No	*****321
Bank Holder Name	Locus

Prepay accounts will display;

- a) Billing Plan
- b) Post Limit

Billing Profile

[Download ACH Authorization Form.](#)

a	Billing Plan	Prepay
b	Post Limit	\$ 10.00

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.

[Download ACH Authorization Form.](#)

Discounts

- a) Click on **“Admin”** tab

a

Home | Info | **Admin** | Report | Customer Care | Auto Recharge | News

Send Top Ups to
your friends and family in
El Salvador

They could win
\$100
Cash

5 winners every week

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NEWS & PROMOTIONS

SEND A TOP UP TO MOM IN JAMAICA and GIVE HER A CHANCE TO WIN 3 MONTHS OF FREE GRO ...
[Click here for more details](#)

Tigo El Salvador \$100 Raffle!
From May 13th to July 31st.
[Click here for more details](#)

Black011 NO PIN™ | **Black Wireless** | **Black011 Unlimited NO PIN™** **NEW** | **Phone card PINs** **NEW**

Somalia011 **NEW** | **INTL Top Up** | **US Wireless** | **Coming Soon!**

- b) Click on **“Discounts”** sub tab

b

Home | Info | **Admin** | Report | **Customer Care** | Auto Recharge | News

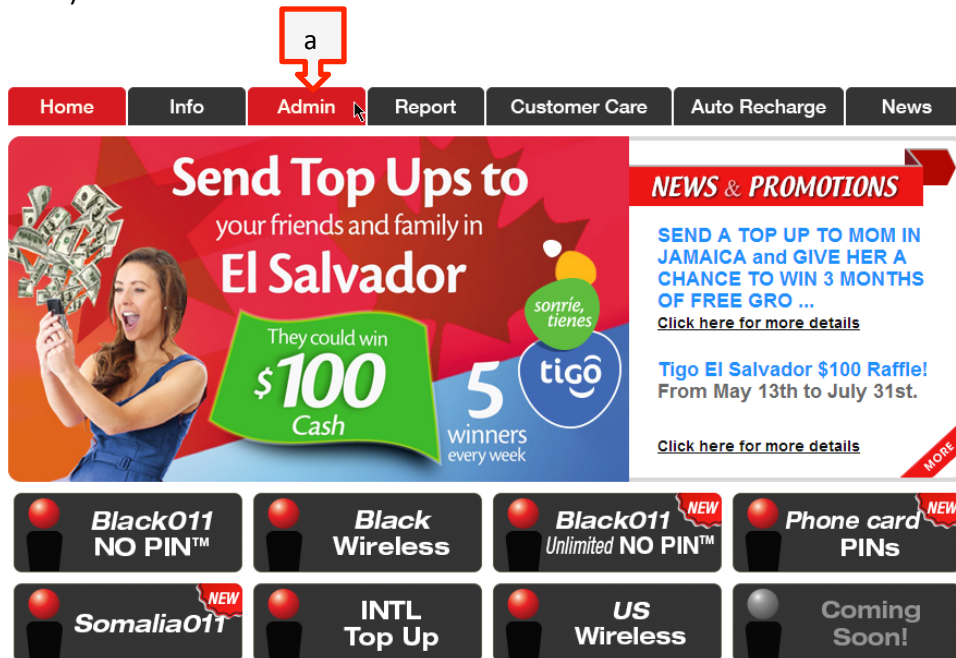
Change Password | Login History | Clerk Management | Billing Profile | **Discounts** | Prepaid Deposit

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%

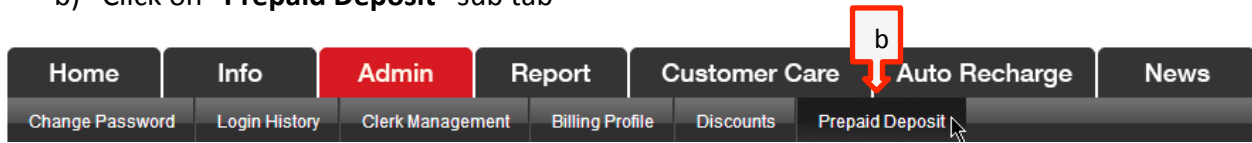
Prepaid Deposit

a) Click on "Admin" tab

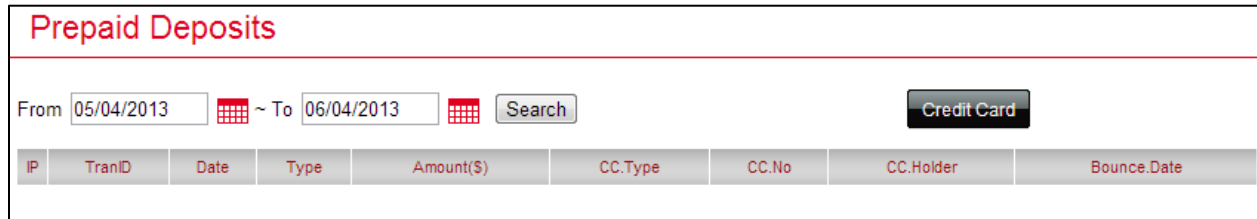


The screenshot shows the Tigo website's navigation bar with the 'Admin' tab highlighted. Below it is a large promotional banner for El Salvador, featuring a woman holding money and a '\$100 Cash' prize. To the right of the banner is a 'NEWS & PROMOTIONS' section with a raffle announcement. At the bottom, there are several product tiles, some marked as 'NEW'.

b) Click on “Prepaid Deposit” sub tab



This is what will be displayed as default;



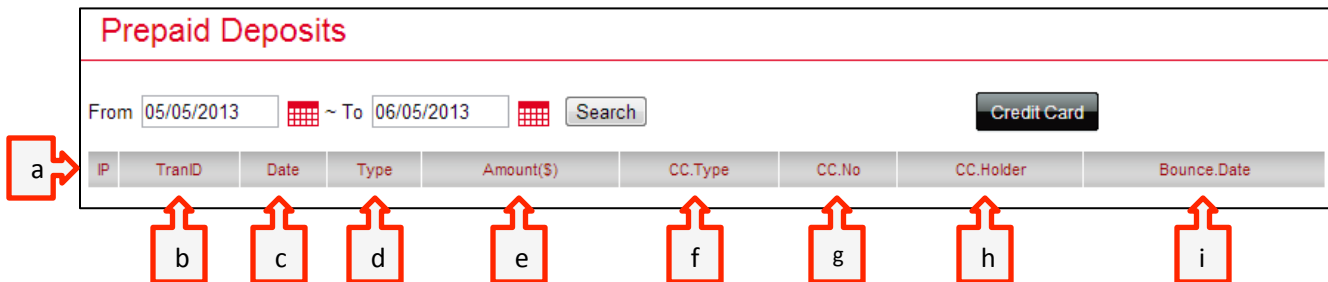
To find a deposit;

- 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](tel:914-530-2289).

Making a prepaid deposit;

a) Click on “Admin” tab

The screenshot shows the top navigation bar of a website. The 'Admin' tab is highlighted in red and has a red box with the letter 'a' and an arrow pointing to it. Other tabs include Home, Info, Report, Customer Care, Auto Recharge, and News. Below the navigation bar is a large promotional banner for 'Send Top Ups to your friends and family in El Salvador' featuring a woman holding money and a '\$100 Cash' prize. To the right is a 'NEWS & PROMOTIONS' section with details about a raffle. Below these are several service tiles for 'Black011 NO PIN™', 'Black Wireless', 'Black011 Unlimited NO PIN™', 'Phone card PINs', 'Somalia011', 'INTL Top Up', 'US Wireless', and 'Coming Soon!'.

b) Click on “Prepaid Deposit” sub tab

The screenshot shows the 'Admin' sub-menu. The 'Prepaid Deposit' sub-tab is highlighted in red and has a red box with the letter 'b' and an arrow pointing to it. Other sub-tabs include Change Password, Login History, Clerk Management, Billing Profile, Discounts, and Auto Recharge. The main navigation bar above is also visible.

c) Click on “Credit Card” button

The screenshot shows the 'Prepaid Deposits' page. At the top, there is a search filter with 'From' and 'To' date pickers (05/05/2013 and 06/05/2013) and a 'Search' button. Below the filter is a table with columns: IP, TranID, Date, Type, Amount(\$), CC.Type, CC.No, CC.Holder, and Bounce.Date. A 'Credit Card' button is highlighted in red and has a red box with the letter 'c' and an arrow pointing to it.

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

Prepaid Deposit with your Credit Card

d	Deposit Amount(\$)	200.0
	Credit Card Type	← e Visa Card
f	Credit Card Holder Name	John Doe
	Phone	← g 2013217654
h	Credit Card Number	1234 - 5678 - 9101 - 1123
	Expire Date	← i January / 2027
j	CVV2	123
	Billing Address	← k 123 Yellow Brick Road
l	Billing City	Emerald City
	Billing State	← m Kansas
n	Billing Zip Code	78945

* By clicking on the "Pay Now" button, you acknowledge that you have read, understood and agreed to the [Terms and Conditions](#). Please be advised that this transaction will appear as "SHOPLOCUS" on your bank statement.

Pay Now

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

Report Tab

Transaction Reports

a) Click on "Report" tab

The screenshot shows the main website navigation menu with the following tabs: Home, Info, Admin, Report, Customer Care, Auto Recharge, and News. The 'Report' tab is highlighted in red and has a red box around it with the letter 'a' inside. Below the navigation menu, there is a large banner for 'HAITI' with a 3D figure and two large numbers '32' and '22' representing 'Landline Min. \$5' and 'Cellular Min. \$5' respectively. To the right, there is a 'NEWS & PROMOTIONS' section with two promotional items: 'Tigo El Salvador \$100 Raffle!' and 'Tigo HONDURAS Special DOUBLE - TRIPLE Balance Promotion'. Below this, there is a 'Black off' promotion banner for 'PROMOTION UNTIL JUNE 15, 2013'. At the bottom, there are several product tiles: 'Black011 NO PIN™', 'Black Wireless', 'Black011 Unlimited NO PIN™', 'Phone card PINs', 'Somalia011', 'INTL Top Up', 'US Wireless', and 'Coming Soon!'.

b) "Transaction Report" sub tab will be default

The screenshot shows the sub-navigation menu under the 'Report' tab. The 'Report' tab is highlighted in red. Below it, there are several sub-tabs: Transaction Reports, Invoices, Activities, and Promotions. The 'Transaction Reports' sub-tab is highlighted in red and has a red box around it with the letter 'b' inside.

c) Set the date range (from – to)

d) Click on "Search"

The screenshot shows the 'Transaction' report search interface. The title 'Transaction' is at the top. Below it, there is a search form with the following fields: 'From' (02/01/2013), '~ To' (06/05/2013), and a 'Search' button. The 'Search' button is highlighted in red and has a red box around it with the letter 'c' inside. The 'From' and 'To' date fields are also highlighted in red and have red boxes around them with the letter 'c' inside. To the right of the search form, there is a 'Grouping By' dropdown menu set to 'Product'. Below the search form, there is a table with the following columns: Producto, Type, Amount (\$), Net Payable(\$), and Margin(\$). The table has one row with the text 'Total : \$ 0.00 \$ 0.00 \$ 0.00'.

Producto	Type	Amount (\$)	Net Payable(\$)	Margin(\$)
Total :		\$ 0.00	\$ 0.00	\$ 0.00

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

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

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

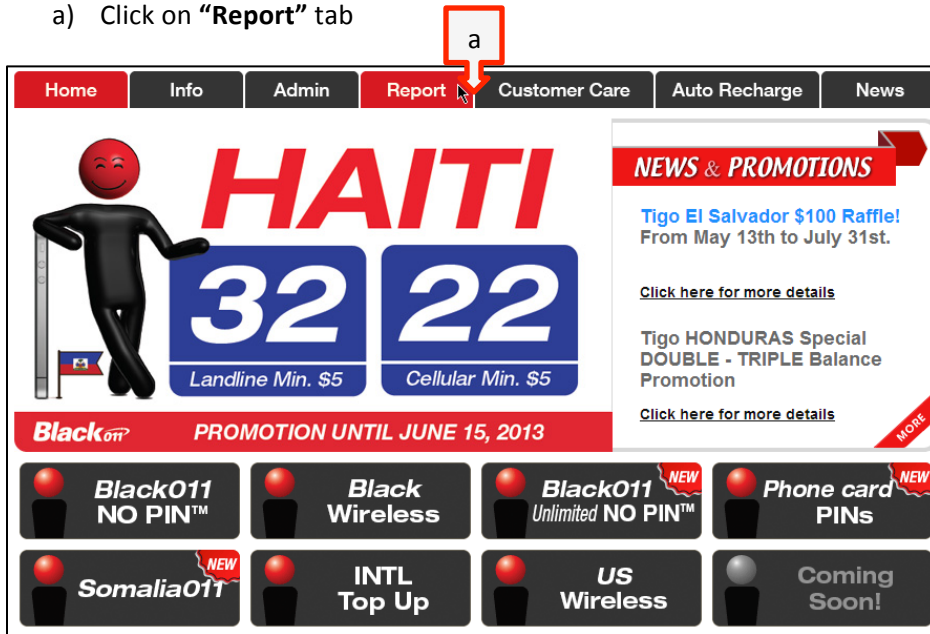
c) **User ID:** if you group by “User ID”, you will see the total value of transactions done by each user.

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

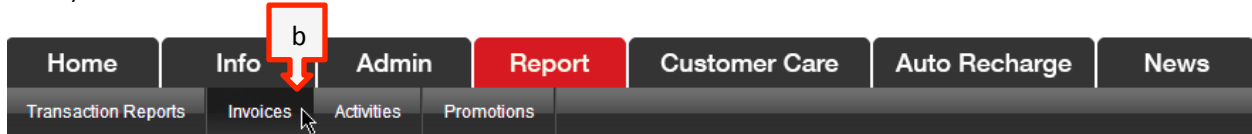
Usuario	Type	Amount (\$)	Net Payable(\$)	Margin(\$)
Jdoe	All	\$ 42.00	\$ 33.60	\$ 8.40
Jdoe2	All	\$ -2.00	\$ -1.80	\$ -0.20
DoeJ1	All	\$ 167.00	\$ 143.44	\$ 23.56
Who1	All	\$ 86.00	\$ 68.80	\$ 17.20
Total :		\$ 293.00	\$ 244.04	\$ 48.96

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

Invoices

From: To: 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

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 : ~ 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

Invoice Detail							
a	Invoice Date	05/27/2013(Mon.)	Invoice Amount		\$ 1.60		i
	Sales Period	05/20/2013 ~ 05/26/2013	Paid with ACH	j	\$ 1.60		
	Pay Option	ACH		c			
	Carry-Over Invoice Balance	\$ 0.00	Earning From Promotion Amount	k	\$ 0.00		
e	Total Sales Amount	\$ 2.00	A.R Residual Amount	l	\$ 0.00		
	Net Payable Amount	\$ 1.60	Total Margin	m	\$ 0.40		
g	Total Void Amount	\$ 0.00					
	Total Refund by Void	\$ 0.00					h
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

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			Expected Invoice Amount	\$ 1.60		
Pay Option	ACH			Expected Margin	\$ 0.40		
Carry-Over Invoice Balance	\$ 0.00			Expected ACH Amount	\$ 1.60		
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						
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



The screenshot shows the main website navigation menu. The 'Report' tab is highlighted in red and has a red box with the letter 'a' and an arrow pointing to it. Below the navigation menu, there is a large banner for 'HAITI' with a 3D character and two boxes containing the numbers '32' and '22'. To the right, there is a 'NEWS & PROMOTIONS' section with two promotional items. Below the banner, there is a 'Black011' promotion banner and a grid of service tiles including 'Black011 NO PIN', 'Black Wireless', 'Black011 Unlimited NO PIN', 'Phone card PINs', 'Somalia011', 'INTL Top Up', 'US Wireless', and 'Coming Soon!'.

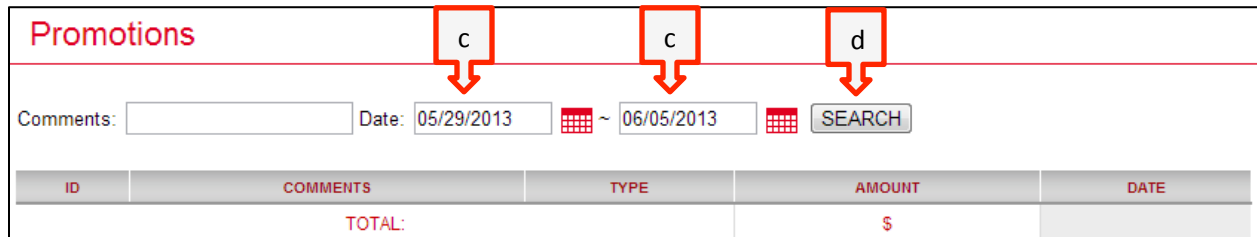
b) Click on "Promotions" sub tab



The screenshot shows the 'Report' sub-menu. The 'Promotions' sub-tab is highlighted in red and has a red box with the letter 'b' and an arrow pointing to it. Other sub-tabs include 'Transaction Reports', 'Invoices', 'Activities', 'Customer Care', 'Auto Recharge', and 'News'.

c) Select the Date Range

d) Click on "Search"



The screenshot shows the 'Promotions' search interface. The 'Date' field is set to '05/29/2013' and the search button is labeled 'SEARCH'. There are two red boxes with the letter 'c' and arrows pointing to the date range selection area, and one red box with the letter 'd' and an arrow pointing to the search button.

ID	COMMENTS	TYPE	AMOUNT	DATE
TOTAL:			\$	

Once you click search you will see;

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

Promotions

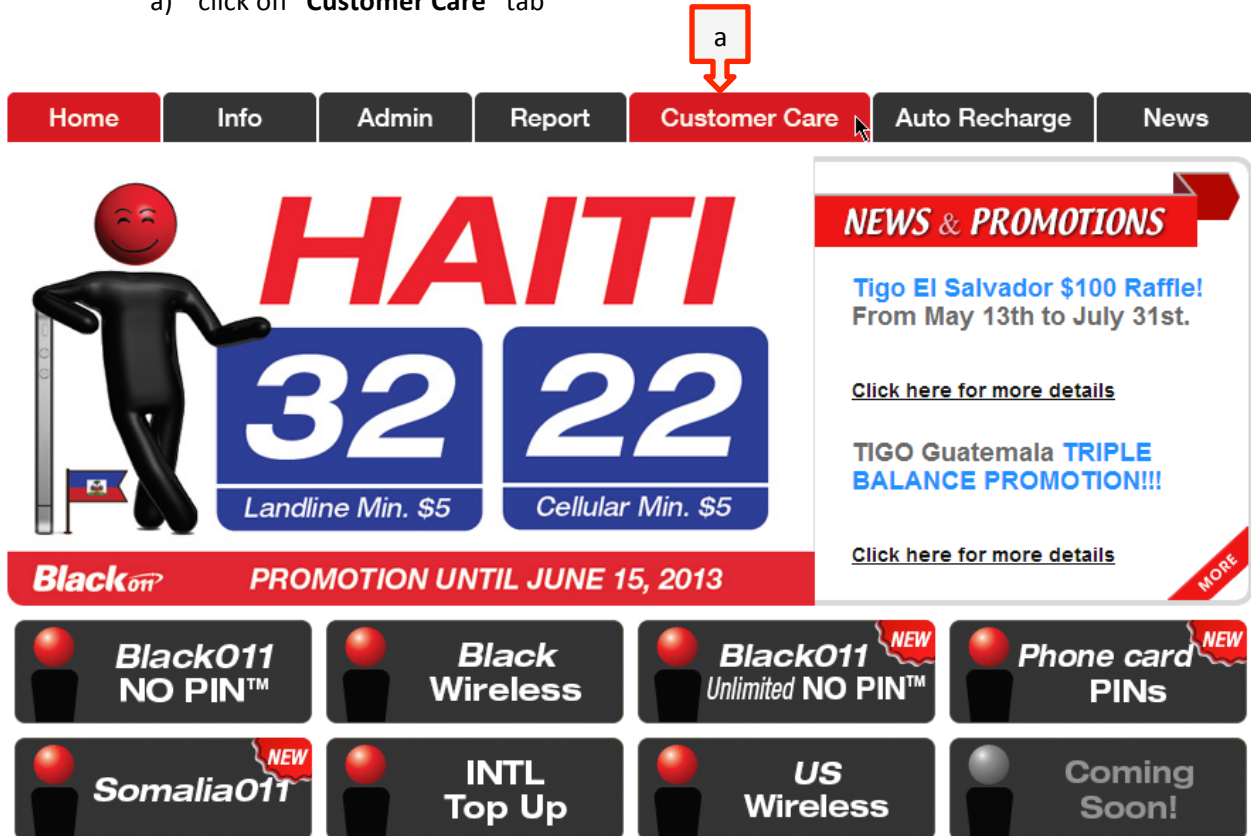
Comments: Date: ~

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	

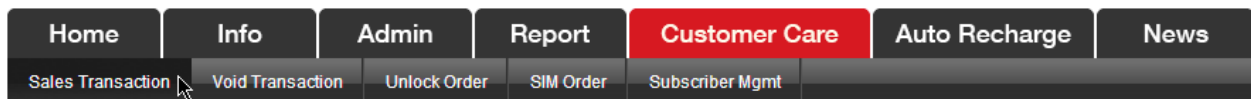
Customer Care Tab

Sales Transaction

a) click on "Customer Care" tab



Sales Transaction will be default selection;



b) Select Date Range

Sales Transaction History

From ~ To

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


The screenshot shows a 'Sales Transaction History' interface. At the top, there is a search form with 'From' and 'To' date pickers, a 'Search' button, and a table of transaction data. Red callout boxes labeled 'a' through 'k' point to specific elements: 'a' points to the table header, 'b' to the search button, 'c' to the 'From' date field, 'd' to the 'Order No' column, 'e' to the 'Type' column, 'f' to the 'Name' column, 'g' to the 'Phone/PIN' column, 'h' to the 'Amt(\$)' column, 'i' to the 'User ID' column, 'j' to the 'Void Date' column, and 'k' to the 'Void' button in the first row.

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		<input type="button" value="Void"/>
05/22/2013 13:34:24	8847238	LD Recharge - Locus	Black011 ILD	*****3001	2.00	DoeJ		<input type="button" value="Void"/>
05/14/2013 16:04:23	8717054	LD Recharge - Locus	Black011 ILD	*****8419	10.00	Who2		<input type="button" value="Void"/>
04/30/2013 16:49:35	8461118	LD Recharge - Locus	Black011 ILD	*****8906	2.00	No1		<input type="button" value="Void"/>
04/25/2013 11:52:19	8370290	LD Activation - Locus	Black011 ILD	*****9367	40.00	Cibia		<input type="button" value="Void"/>
04/24/2013 10:53:22	8355061	LD Recharge - Locus	Black011 ILD	*****3001	1.00	Jodw	04/24/2013	<input type="button" value="Void"/>


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

Void Transaction History

a) click on “Customer Care” tab

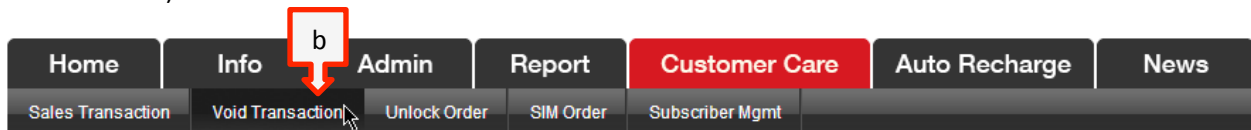


The screenshot shows the top navigation bar of the Black011 website. The 'Customer Care' tab is highlighted in red and has a red box labeled 'a' with an arrow pointing to it. Other tabs include Home, Info, Admin, Report, Auto Recharge, and News.



The main content area features a large graphic for 'HAITI' with a 3D character and rates for Landline (32 Min. \$5) and Cellular (22 Min. \$5). A red banner below reads 'Black011 PROMOTION UNTIL JUNE 15, 2013'. To the right is a 'NEWS & PROMOTIONS' section with details for a Tigo El Salvador raffle and a Tigo Guatemala triple balance promotion. Below these are several service tiles: Black011 NO PIN™, Black Wireless, Black011 Unlimited NO PIN™ (NEW), Phone card PINs (NEW), Somalia011 (NEW), INTL Top Up, US Wireless, and Coming Soon!

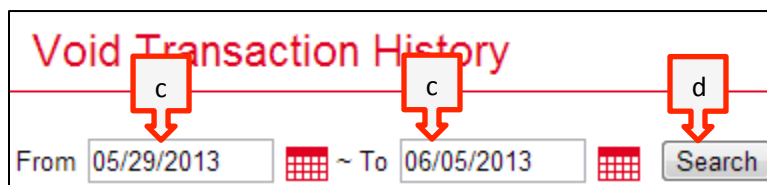
b) Click on “Void Transaction” sub tab



The screenshot shows the sub-navigation bar under the 'Customer Care' tab. The 'Void Transaction' sub-tab is highlighted in red and has a red box labeled 'b' with an arrow pointing to it. Other sub-tabs include Sales Transaction, Unlock Order, SIM Order, and Subscriber Mgmt.

c) Set date Range

d) Click on “Search”



The screenshot shows the 'Void Transaction History' search form. It includes a date range selector with 'From' and 'To' fields, each with a calendar icon. The 'From' field contains '05/29/2013' and the 'To' field contains '06/05/2013'. A 'Search' button is located to the right of the date fields. Red boxes labeled 'c' and 'd' with arrows point to the date fields and the Search button, respectively.

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

From To

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

The screenshot shows a website navigation bar with the following tabs: Home, Info, Admin, Report, **Customer Care**, Auto Recharge, and News. A red box labeled 'a' points to the 'Customer Care' tab.

Below the navigation bar, there is a promotional banner for 'HAITI' with a 3D stick figure character. The banner includes two large blue boxes with the numbers '32' and '22', and text indicating 'Landline Min. \$5' and 'Cellular Min. \$5'. A red banner below this says 'Black011 PROMOTION UNTIL JUNE 15, 2013'.

To the right of the banner is a 'NEWS & PROMOTIONS' section with two items:

- Tigo El Salvador \$100 Raffle!** From May 13th to July 31st. [Click here for more details](#)
- TIGO Guatemala TRIPLE BALANCE PROMOTION!!!** [Click here for more details](#)

At the bottom of the page, there are several service tiles:

- Black011 NO PIN™**
- Black Wireless**
- Black011 Unlimited NO PIN™** (NEW)
- Phone card PINs** (NEW)
- Somalia011** (NEW)
- INTL Top Up**
- US Wireless**
- Coming Soon!**

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.

A screenshot of the 'SIM Order History' search form. The form has a title 'SIM Order History' in red. Below the title are several input fields: 'Order.No:' with a text box, 'SalesType:' with a dropdown menu set to 'Sales', 'Ship.Method:' with a dropdown menu set to 'ALL', 'Order Date:' with a date range from '05/29/2012' to '06/05/2013' and calendar icons, and 'Status:' with a dropdown menu set to 'ALL'. A 'SEARCH' button is located to the right of the status dropdown. Red boxes and arrows labeled 'c', 'd', and 'e' point to the 'Order.No.' field, the 'Order Date' range, and the 'SEARCH' button respectively.

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

A screenshot of the 'SIM Order History' report table. The table has 13 columns: OrderNo, Type, UserID, Qty, Amount, ShipMethod, ShipFee, Total Amount, Address, Date, Status, VoidDate, and TrackNo. Red boxes and arrows labeled 'f' through 'r' point to each column header. A red box labeled 'i' points to the 'Qty' column header.

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 on top.
 - 2. Numbers registered under the main ANI will be below
- g) Speed dial numbers

Subscriber Mgmt

Phone Number : 2019876543 Black011 No PIN

a

b

c

c

d

Account Information

Phone: 2019876543 Balance: \$ 6.55 Status: Active

e

Call Details from 05/30/2013 to 06/06/2013

Date/Time(EST) <input type="button" value="1"/>	Origination <input type="button" value="2"/>	Destination <input type="button" value="3"/>	Usage(Min.) <input type="button" value="4"/>	Cost(\$ <input type="button" value="5"/>	Balance(\$ <input type="button" value="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

- -

1

2

g

Speed Dial Numbers

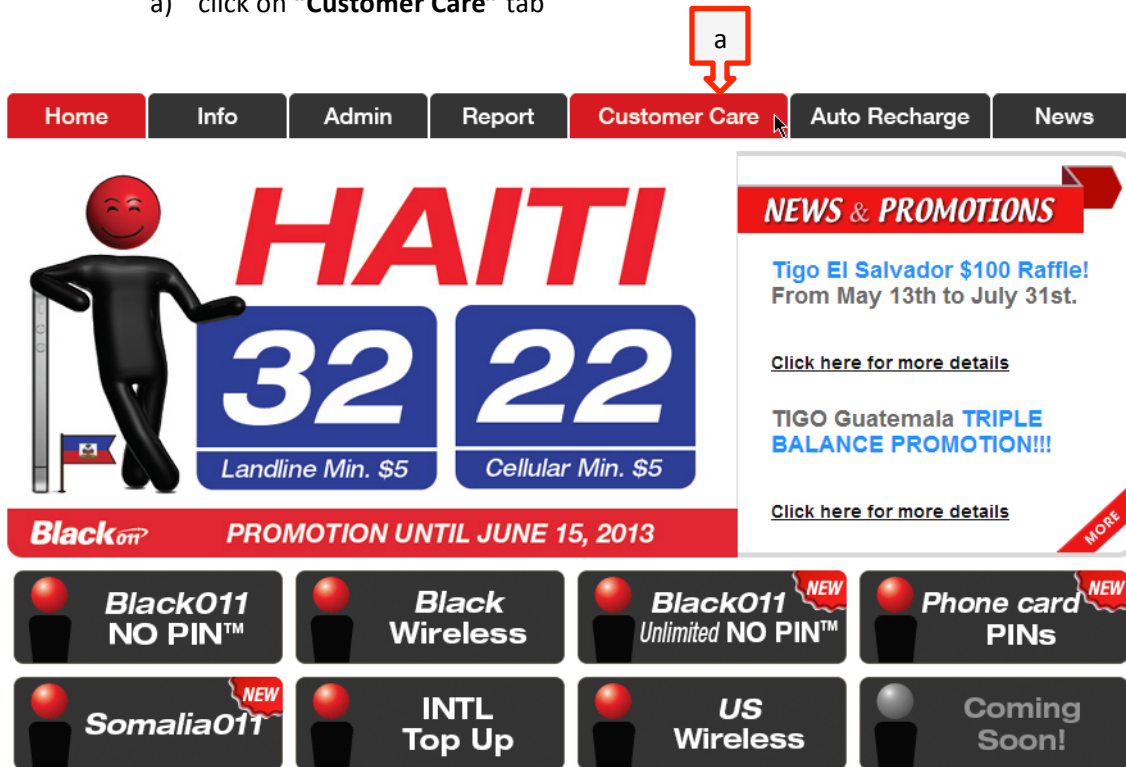
* Please add 011 in the case of international phone number.
* Please type 01#, 02#, 03#, instead of destination phone.

01.	<input type="text" value="01157689123456"/>	<input type="text"/>	<input type="button" value="DELETE"/>	<input type="button" value="UPDATE"/>
02.	<input type="text" value="011573012134567"/>	<input type="text"/>	<input type="button" value="DELETE"/>	<input type="button" value="UPDATE"/>
03.	<input type="text" value="Phone Number"/>	<input type="text" value="Description"/>	<input type="button" value="DELETE"/>	<input type="button" value="UPDATE"/>
04.	<input type="text" value="Phone Number"/>	<input type="text" value="Description"/>	<input type="button" value="DELETE"/>	<input type="button" value="UPDATE"/>
05.	<input type="text" value="Phone Number"/>	<input type="text" value="Description"/>	<input type="button" value="DELETE"/>	<input type="button" value="UPDATE"/>
06.	<input type="text" value="Phone Number"/>	<input type="text" value="Description"/>	<input type="button" value="DELETE"/>	<input type="button" value="UPDATE"/>
07.	<input type="text" value="Phone Number"/>	<input type="text" value="Description"/>	<input type="button" value="DELETE"/>	<input type="button" value="UPDATE"/>
08.	<input type="text" value="Phone Number"/>	<input type="text" value="Description"/>	<input type="button" value="DELETE"/>	<input type="button" value="UPDATE"/>
09.	<input type="text" value="Phone Number"/>	<input type="text" value="Description"/>	<input type="button" value="DELETE"/>	<input type="button" value="UPDATE"/>

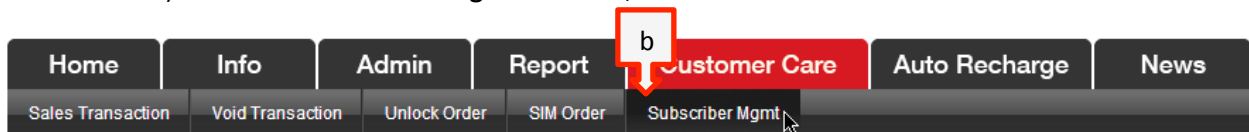
Phone Number Verification

To send access number via SMS;

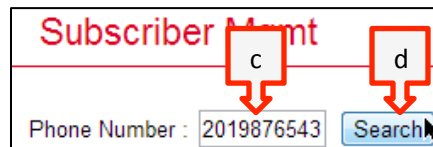
- a) click on “Customer Care” tab



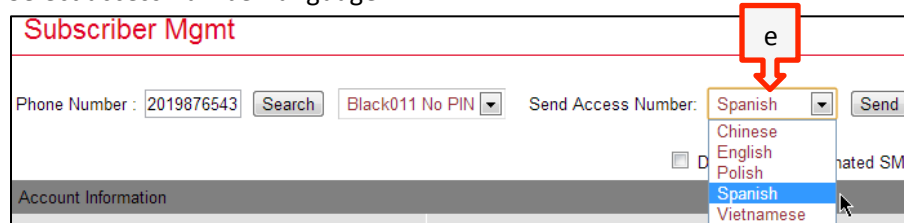
- b) Click on “Subscriber Mgmt” sub tab;



- c) Enter “Main Registered Phone Number” (ANI)
d) Click on “Search”



- e) Select access number language

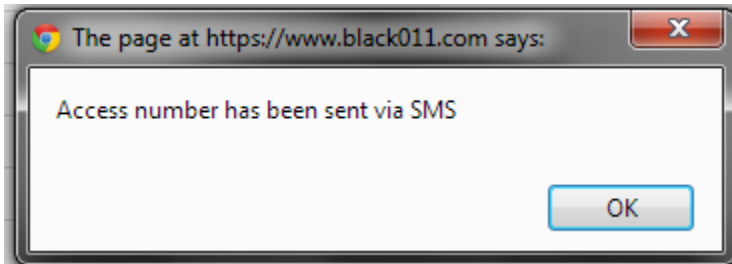


f) Click "Send"

Subscriber Mgmt

Phone Number : 2019876543 Search Black011 No PIN Send Access Number: Spanish Send

Confirmation that SMS was sent



If customer does not want to receive any SMS from us;

a) click on "Customer Care" tab

Home Info Admin Report **Customer Care** Auto Recharge News

HAITI

32 Landline Min. \$5 22 Cellular Min. \$5

NEWS & PROMOTIONS

Tigo El Salvador \$100 Raffle!
From May 13th to July 31st.

[Click here for more details](#)

TIGO Guatemala TRIPLE BALANCE PROMOTION!!!

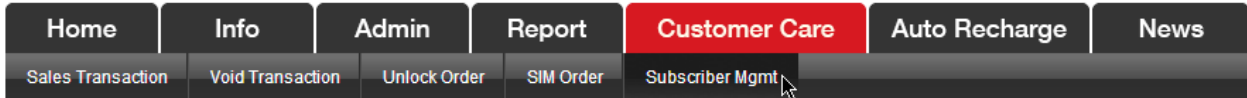
[Click here for more details](#)

Black011 PROMOTION UNTIL JUNE 15, 2013

Black011 NO PIN™ **Black Wireless** **Black011 Unlimited NO PIN™** **Phone card PINS**

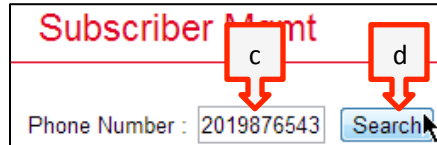
Somalia011 **INTL Top Up** **US Wireless** **Coming Soon!**

b) Click on “Subscriber Mgmt” sub tab;



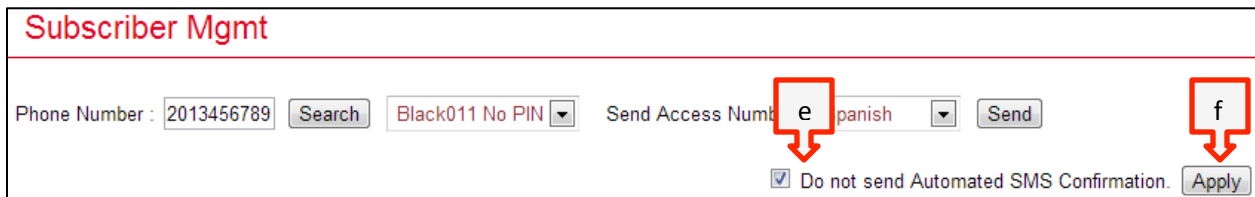
c) Enter “Main Registered Phone Number” (ANI)

d) Click on Search



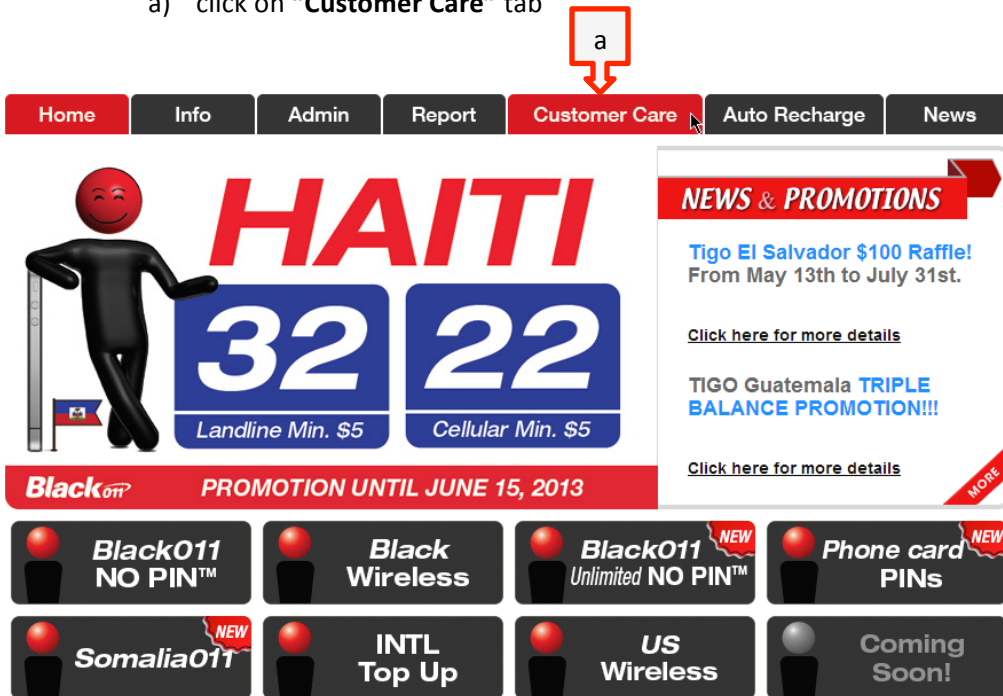
e) Check “Do not send Automated SMS Confirmation”

f) Click “Apply”

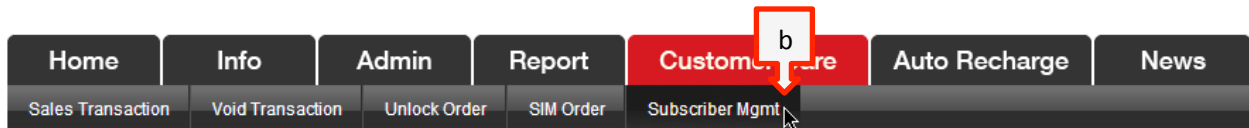


To view Call Details;

a) click on “Customer Care” tab

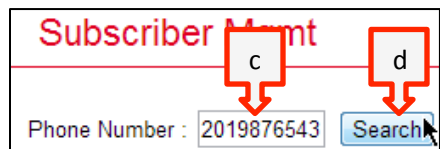


b) Click on “Subscriber Mgmt” sub tab;



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

d) Click on “Search”



e) Set Date range

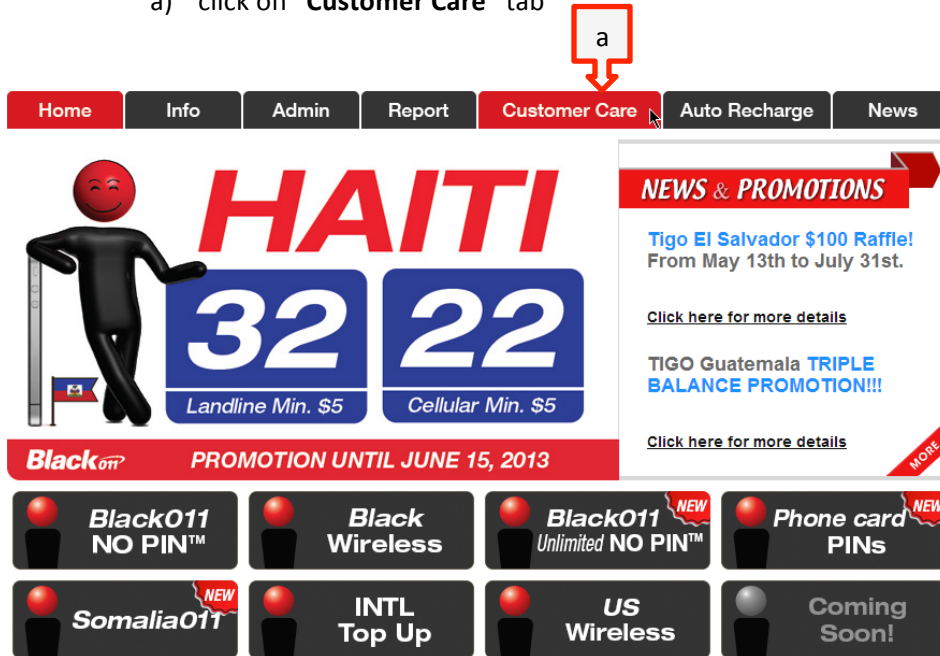
f) Click on “Search”

The screenshot shows the subscriber details page. At the top, there is a search bar with 'Phone Number : 2019876543' and a 'Search' button. Below the search bar, there are options for 'Black011 No PIN' and 'Send Access Number: Spanish'. A checkbox for 'Do not send Automated SMS Confirmation' is also present. The 'Account Information' section shows 'Phone: 2013143454', 'Balance: \$ 6.55', and 'Status: Active'. The 'Call Details' section shows a date range from '05/30/2013' to '06/06/2013' and a 'Search' button. A table of call details is displayed below.

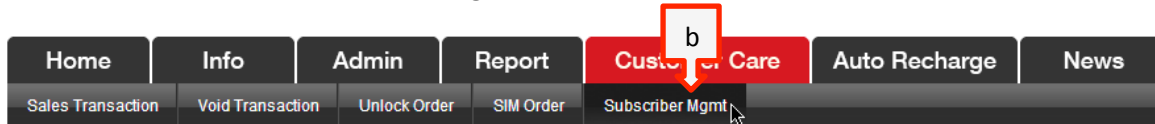
Date/Time(EST)	Origination	Destination	Usage(Min.)	Cost(\$)	Balance(\$)
06/03/2013 12:09:25	2019876543	0574265****	13.00	0.39	6.55
06/02/2013 22:42:03	2012345678	0574352****	20.00	0.60	6.94
06/01/2013 18:39:35	2019876543	0574265****	16.00	0.48	7.54
05/30/2013 17:22:28	ivr	NO PIN Tran In	0.00	2.00	8.02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

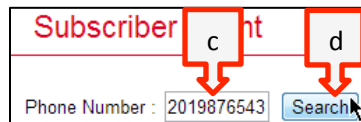


b) Click on “Subscriber Mgmt” sub tab;



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

d) Click on “Search”

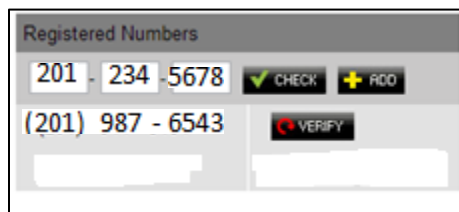


e) Enter the number you wish to register

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;

Registered Numbers	
<input type="text"/>	<input type="button" value="CHECK"/> <input type="button" value="ADD"/>
(201) 987 - 6543	<input type="button" value="VERIFY"/>
(201) 234 - 5678	<input type="button" value="VERIFY"/> <input type="button" value="DELETE"/>

To remove a number registered under the Main Origination number;

a) click on “Customer Care” tab

Home Info Admin Report **Customer Care** Auto Recharge News

HAITI
32 Landline Min. \$5 22 Cellular Min. \$5

NEWS & PROMOTIONS

Tigo El Salvador \$100 Raffle!
From May 13th to July 31st.
[Click here for more details](#)

TIGO Guatemala TRIPLE BALANCE PROMOTION!!!
[Click here for more details](#)

Black011 NO PIN™ **Black Wireless** **Black011 Unlimited NO PIN™** **Phone card PINs**

Somalia011 **INTL Top Up** **US Wireless** **Coming Soon!**

b) Click on “Subscriber Mgmt” sub tab;

Home Info Admin Report **Customer Care** Auto Recharge News

Sales Transaction Void Transaction Unlock Order SIM Order **Subscriber Mgmt**

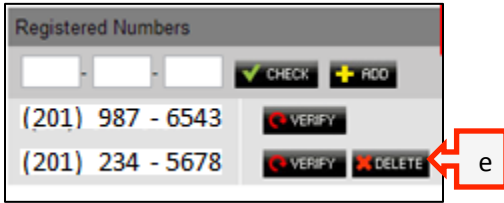
c) Enter “Main Registered Phone number” (ANI)

d) Click on “Search”

Subscriber Mgmt

Phone Number : 2019876543

e) click on "Delete" to remove number.



Auto Recharge Tab

Black011 Auto Recharge

a) Click on "Auto Recharge" tab

Home Info Admin Report Customer Care **Auto Recharge** News

HAITI

32 Landline Min. \$5 22 Cellular Min. \$5

Black011 PROMOTION UNTIL JUNE 15, 2013

NEWS & PROMOTIONS

Cubacel **FATHERS DAY DOUBLE PROMOTION!!** June ...
[Click here for more details](#)

Tigo El Salvador **QUINTUPLE BALANCE PROMOTION**
[Click here for more details](#)

Black011 NO PIN™ Black Wireless Black011 **NEW** Unlimited NO PIN™ Phone card **NEW** PINs

Somalia011 **NEW** INTL Top Up US Wireless Coming Soon!

"Black011" sub tab will be the default.

Home Info Admin Report Customer Care **Auto Recharge** News

Black011 Black Wireless Autorecharge Residual Autorecharge Signup

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

The image shows a web form titled "Black011 Auto Recharge" with the following fields and corresponding labels:

- b** Phone Number
- c** Auto Recharge Amount : \$10
- d** Credit Card Type: Select one
- e** Credit Card Number
- f** Name On Credit Card
- g** Card Validation Code ?
- h** Expiration Date: MONTH / YEAR
- i** Street Address
- j** Apt. # or Floor (i.e. #H5 or 2nd Fl.)
- k** City
- l** State: STATE
- m** Zip
- n** Submit

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”**

Black Wireless Auto Recharge

Wireless Number: 2012908906

Amount: 40.0

Recharge Interval Period: 29 Days

Credit Card Type: Select one **a**

Credit Card Number: - - - **b**

Name On Credit Card: **c**

Card Validation Code ? **d**

Expiration Date: MONTH / YEAR **e**

Street Address: **f**

Apt. # or Floor: (i.e. #H5 or 2nd Fl.) **g**

City: **h**

State: STATE **i**

Zip: **j**

k

Auto Recharge Residual

a) Click on "Auto Recharge" tab




The screenshot shows a website navigation menu with the following tabs: Home, Info, Admin, Report, Customer Care, Auto Recharge, and News. The 'Auto Recharge' tab is highlighted in red and has a red box labeled 'a' with an arrow pointing to it.



The main content area features a large banner for 'HAITI' with a 3D stick figure character. The banner includes two blue boxes with the numbers '32' and '22', labeled 'Landline Min. \$5' and 'Cellular Min. \$5' respectively. To the right, there is a 'NEWS & PROMOTIONS' section with two promotional items: 'Cubace! FATHERS DAY DOUBLE PROMOTION!! June ...' and 'Tigo El Salvador QUINTUPLE BALANCE PROMOTION'. Below the banner is a red bar that says 'Blackom PROMOTION UNTIL JUNE 15, 2013'. At the bottom, there are several service tiles: 'Black011 NO PIN™', 'Black Wireless', 'Black011 Unlimited NO PIN™', 'Phone card PINs', 'Somalia011', 'INTL Top Up', 'US Wireless', and 'Coming Soon!'.

b) Click on "Auto Recharge Residual" sub tab

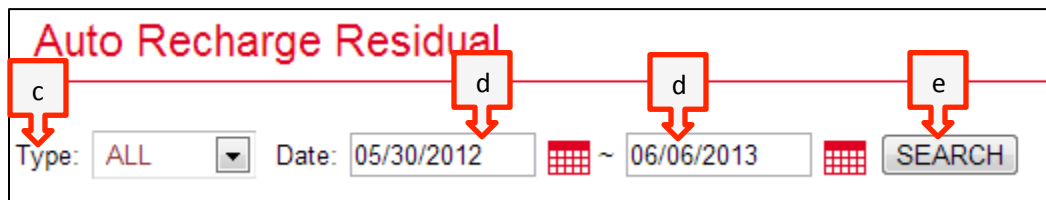


The screenshot shows the website navigation menu with 'Auto Recharge' highlighted in red. Below it, a sub-menu is visible with the following options: Black011, Black Wireless, Autorecharge Residual, and Autorecharge Signup. The 'Autorecharge Residual' option is highlighted in red and has a red box labeled 'b' with an arrow pointing to it.

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

d) Set date range

e) Click on "Search"



The screenshot shows the 'Auto Recharge Residual' search form. It includes a dropdown menu for 'Type' with 'ALL' selected, a date range input field with '05/30/2012' and '06/06/2013' entered, and a 'SEARCH' button. Red boxes labeled 'c', 'd', 'd', and 'e' with arrows point to the 'Type' dropdown, the start date, the end date, and the 'SEARCH' button respectively.

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

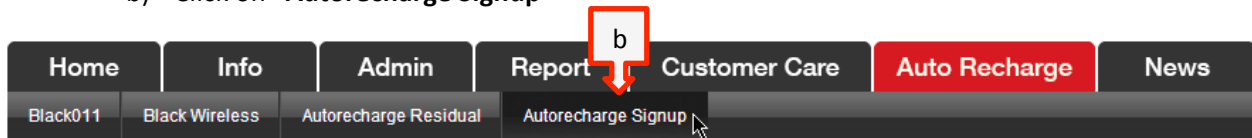
a	b	c	d	e	f
ID	Type	Phone	Recharge Amount	Residual Amount	Recharge Date
6205		5512003001	\$ 10.0	\$ 1.0	2012-10-01 17:48:32
6206		5512003001	\$ 10.0	\$ -1.0	2012-10-01 17:49:52
7283		9173993585	\$ 1.0	\$ 0.1	2012-10-19 14:49:31
12999		2013143454	\$ 10.0	\$ 1.0	2013-01-24 16:58:40
15968		2013143454	\$ 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

The screenshot shows a website navigation bar with the following tabs: Home, Info, Admin, Report, Customer Care, **Auto Recharge**, and News. A red box labeled 'a' points to the 'Auto Recharge' tab. Below the navigation bar is a promotional banner for 'HAITI' with a 3D character and two boxes containing '32' (Landline Min. \$5) and '22' (Cellular Min. \$5). To the right is a 'NEWS & PROMOTIONS' section with two items: 'Cubace! FATHERS DAY DOUBLE PROMOTION!! June ...' and 'Tigo El Salvador QUINTUPLE BALANCE PROMOTION'. Below these are several service cards: 'Black011 NO PIN™', 'Black Wireless', 'Black011 Unlimited NO PIN™', 'Phone card PINs', 'Somalia011', 'INTL Top Up', 'US Wireless', and 'Coming Soon!'. A red banner at the bottom of the promotional area says 'Blackom PROMOTION UNTIL JUNE 15, 2013'.

b) Click on "Autorecharge Signup"



c) Select "Type"

d) Set date range

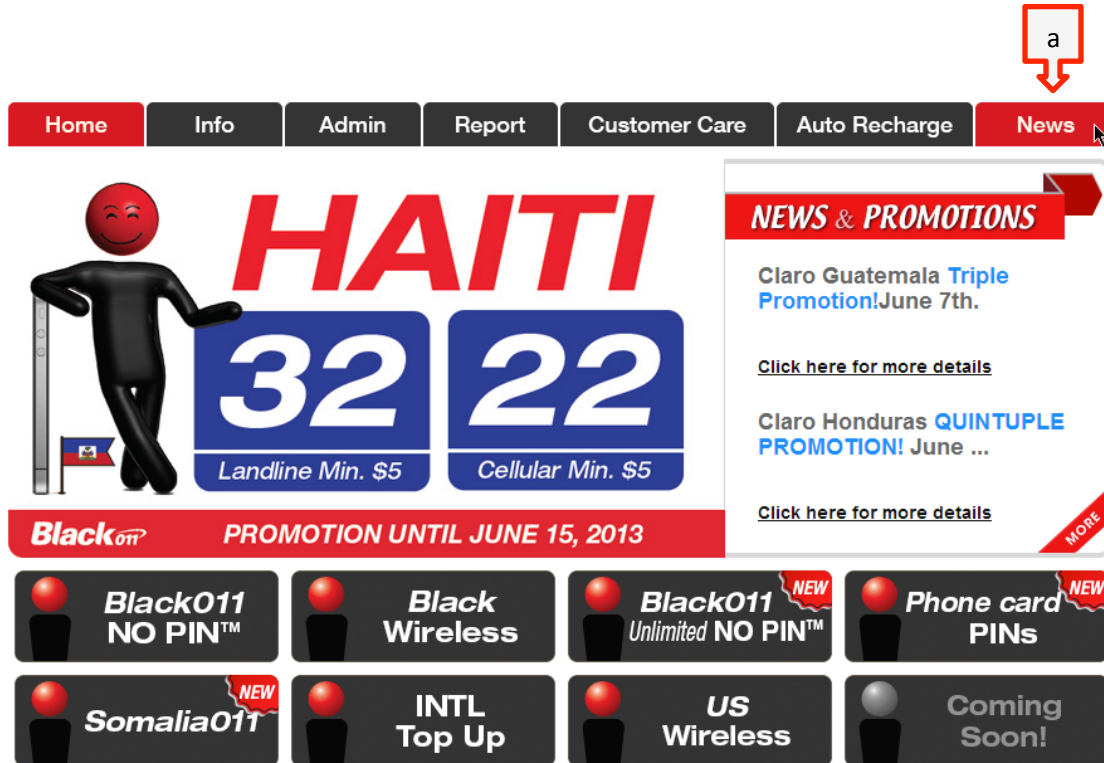
e) Enter phone number (only if available)

f) Click on "Search"

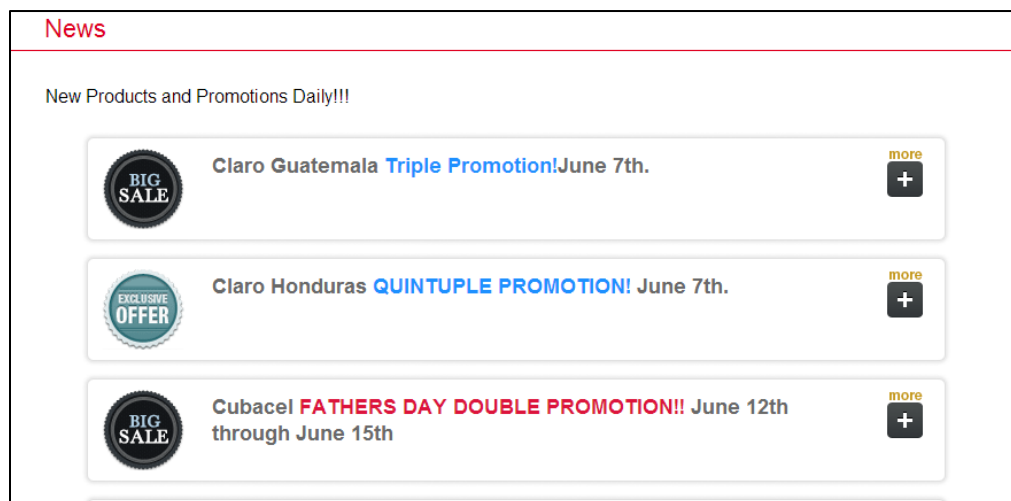
A screenshot of a web form titled "Auto Recharge Signup Report". The form contains several input fields and a search button. A red box labeled 'c' points to a dropdown menu for "Type" which is currently set to "ALL". A red box labeled 'd' points to a date range field showing "05/30/2013" followed by a calendar icon and a tilde "~" and then "06/06/2013" followed by another calendar icon. A red box labeled 'e' points to a text input field for "Phone:". A red box labeled 'f' points to a "SEARCH" button. The form is enclosed in a red border.


News Tab


a) Click on "News" Tab






You will see the ongoing promotions on this page;




To view the promotion details, click on the  ;



Claro Guatemala Triple Promotion! June 7th.



GUATEMALA



Promotion Date: June 7th.

Valid Denominations: \$5 USD top-ups and above!!

Important:

- Promotional balance for \$5 to \$6.99 top-ups expires in 5 days.
- Promotional balance for \$7 to \$12.99 top-ups expires in 15 days
- Promotional balance for \$13 and above expire in 30 days.
- Promotional balance cannot be used for SMS or web browsing.
- Promotion does not apply for users on "10x1" and "por centavo" plans