INTRODUCTION

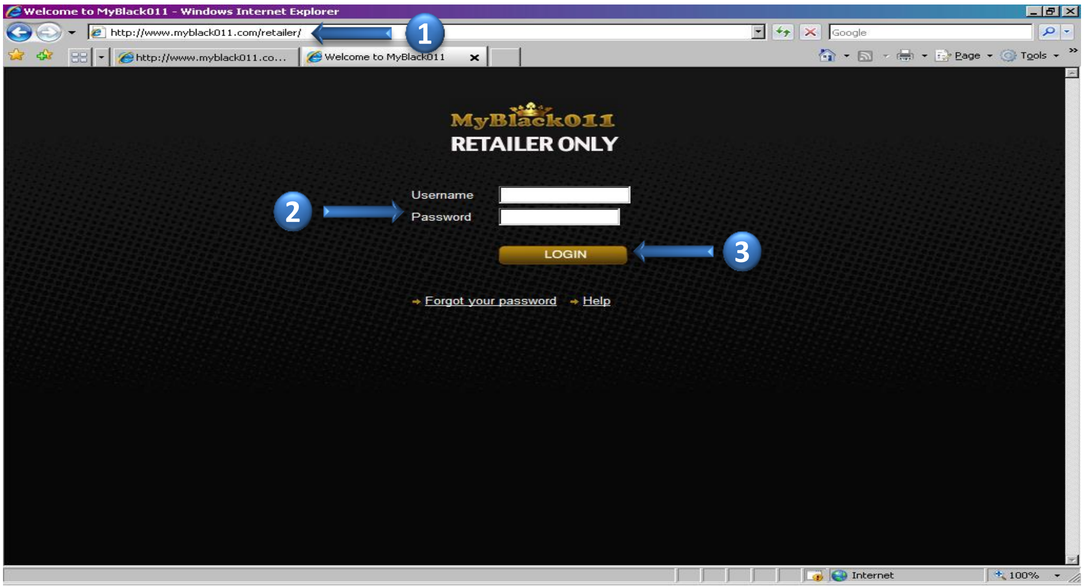
These instructions are provided for the assigned personnel who will maintain and manage the MyBlack011 website.

TABLE OF CONTENTS

Getting Started

a. Login

1. Open a web browser, type in **www.myblack011.com/retailer**



2. Type in your **USERNAME** and **PASSWORD**
3. Click **LOGIN** or press **ENTER** key on your keyboard

On the next page, you will be given access to the administration main page

b. Logout

1. Click **LOGOUT** on the upper right side of the page. This will automatically redirect you to the **LOGIN** page

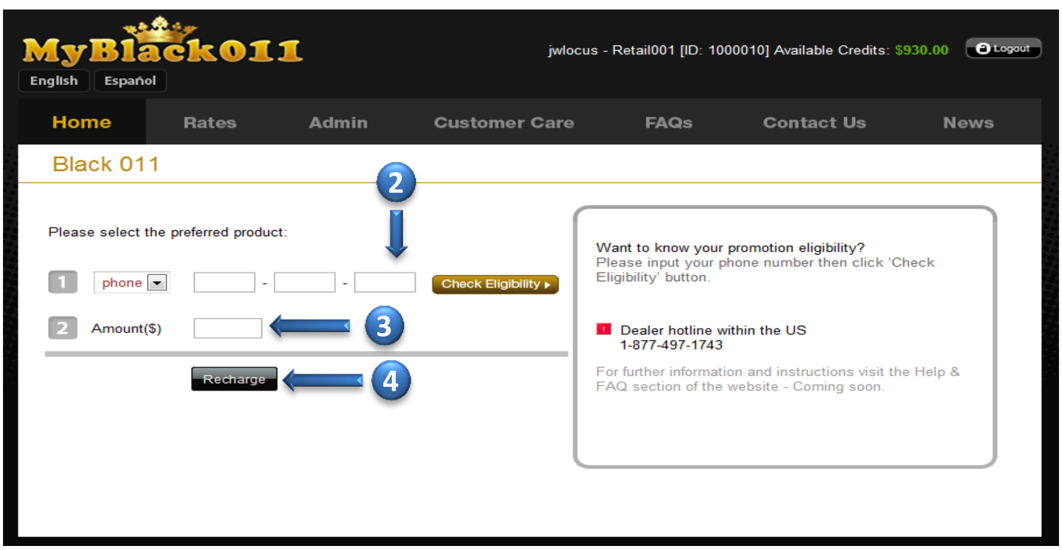
Browsing the Site

Nine Contents of MyBlack011:

Once you have logged in successfully, you can navigate through the page. There are nine contents which you can create a **NEW CUSTOMER** and **RECHARGE** the account. On the bottom of the **MAIN PAGE**, you should see **NINE BUTTONS** and those are **BLACK011**, **BLACK WIRELESS PIN**, **BLACK WIRELESS RTR**, **BLACK SIM ORDER**, **BLACK SIM ACTIVATION**, **UNLOCK PHONE**, **INT'L TOP- UP**, **WIRELESS PIN** and **WIRELESS RTR**

a. Black011

1. To create a new account for **BLACK011**, click on the **BLACK011** button on the lower left side of the main page (Gold button)



·

2. Type in **PHONE NUMBER** or **PIN NUMBER**
3. Type in an **AMOUNT**
4. Click **RECHARGE** or press **ENTER** on your keyboard
   You can also recharge the active account customer by doing the same steps as above

After click recharge, make sure to review **CONFIRMATION POP UP** window before submit.
On the next page, you will receive **CONFIRMATION NOTICE**.
You can send this to your customer by **SMS** (text message), **EMAIL** or **PRINT OUT** the page.

b. Black Wireless PIN

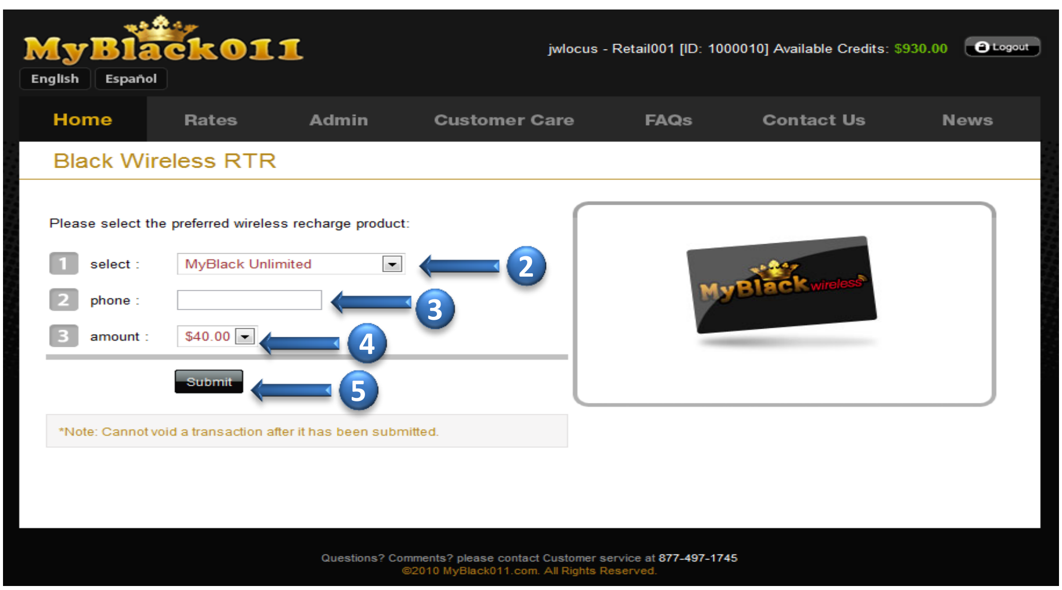
1. To recharge **BLACK WIRELESS PIN**, click on the **BLACK WIRELESS PIN** button on the lower left side of the main page (Gold button)

2. **SELECT** product (MyBlack Unlimited, MyBlack Unlimited+250MB, MyBlack Unlimited Data)
3. Choose an **AMOUNT**
4. Type in **QTY**
5. Click **SUBMIT** or press **ENTER** on your keyboard

After click submit , make sure to review **CONFIRMATION POP UP** window before submit.
On the next page, you will receive **CONFIRMATION NOTICE**.
You can send this to your customer by **SMS** (text message), **EMAIL** or **PRINT OUT** the page.

c. **Black Wireless RTR**

1. To recharge **BLACK WIRELESS RTR**, click on the **BLACK WIRELESS RTR** button on the lower left side of the page (Gold button)



2. **SELECT** product (MyBlack Unlimited, MyBlack Unlimited+250MB, MyBlack Unlimited Data)
3. Type in a **PHONE NUMBER**
4. Choose an **AMOUNT**
5. Click **SUBMIT** or press **ENTER** on your keyboard

After click submit, make sure to review **CONFIRMATION POP UP** window before submit
On the next page, you will receive **CONFIRMATION NOTICE**.
You can send this to your customer by **SMS** (text message), **EMAIL** or **PRINT OUT** the page.

d. Black SIM Order

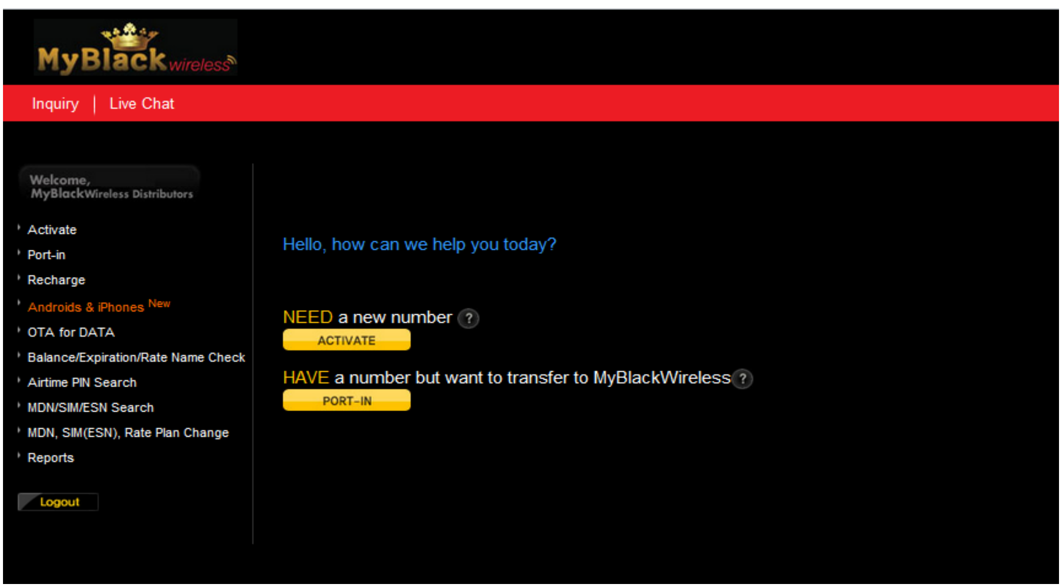
1. To buy **SIM CARD**, click on the **BLACK SIM ORDER** button on the bottom of the main page (Black button)

2. Select **QTY.**
3. Select **SHIPPING METHOD**
4. Click **ORDER NOW**

After click order now, make sure to review **CONFIRMATION POP UP** window before submit
On the next page, you will receive **CONFIRMATION NOTICE**.

e. Black SIM Activation

1. To activate **SIM CARD**, click on the **BLACK SIM ACTIVATION** button on the bottom of the main page (Black button)



After click on **BLACK SIM ACTIVATION** button, it will redirect you to **MyBlack Wireless** activation page.
If you have any question, please contact customer service at **888-383-1471** or click on **INQUIRY** for trouble ticket.

f. Unlock Phone

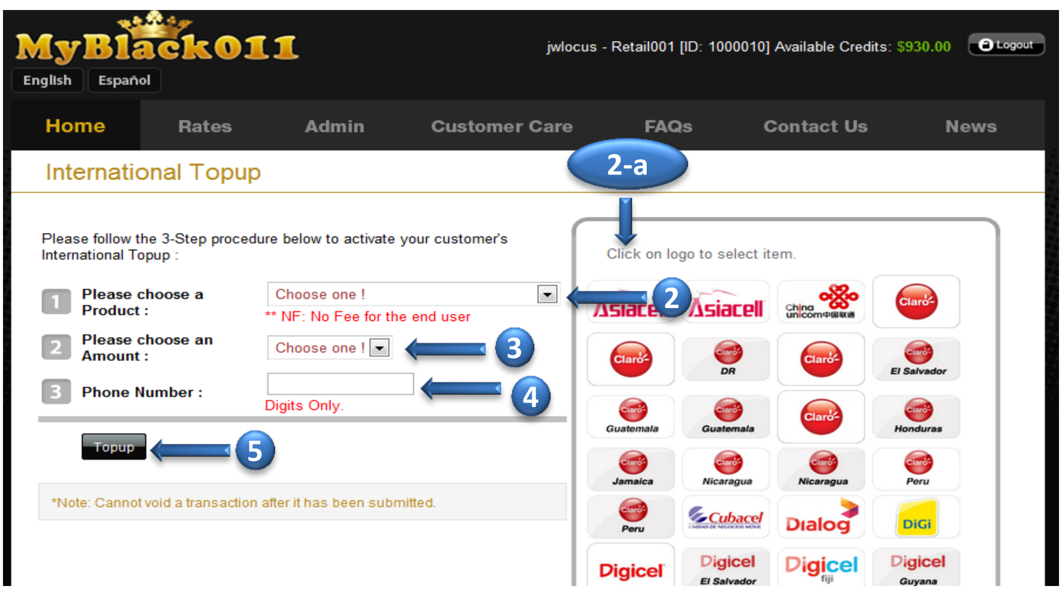
1. To **UNLOCK PHONE**, click on the **UNLOCK PHONE** button on the bottom of the main page (Black button)

2. Select **CURRENT CARRIER**
3. Select **PHONE MODEL**
4. Type in **IMEI**
5. Type in **MODEL NO.**
6. Type in **CUSTOMER'S EMAIL** address
7. Write a **COMMENTS**
8. Click **SUBMIT** button
9. **LIVE CHAT** is available if you have a question about **UNLOCK PHONE**

Make sure to review **CONFIRMATION POP UP** window before submit
For more information about **UNLOCK PHONE**, please go to **FAQ**

g. International Top-Up

1. On the **MAIN PAGE**, click on the **INT'L TOP-UP** button which is on the lower right side of the page (Blue button)



2. Click on the **CHOOSE A PRODUCT** or just click on the **LOGO(2-a)** of the product
3. Click an **AMOUNT** to choose denomination
4. Type in **PHONE NUMBER**
5. Click **TOPUP** or press **ENTER** on your keyboard

After click Topup, make sure to review **CONFIRMATION POP UP** window before submit.
On the next page, you will receive a **CONFIRMATION NOTICE**

h. US Wireless PIN

1. On the main page, click on the **WIRELESS PIN** button which is on the lower right side of the page (Blue button)

2. Select **WIRELESS PIN** product by click on the **SELECT** or click on the **LOGO(2-a)** of the product
3. Click an **AMOUNT** and choose denomination
4. Put a **QTY** of the product (enter number between 1 to 10)
5. Click **SUBMIT** or press **ENTER** key on your keyboard

After click submit, make sure to review **CONFIRMATION POP UP** window before submit.
On the next page, you will receive a **CONFIRMATION NOTICE**

i. US Wireless RTR

1. On the main page, click on the **WIRELESS RTR** button which is on the lower right side of the page (Blue button)

2. Select **WIRELESS RTR** product by click on the **SELECT** or click **LOGO(2-a)** to select the item
3. Type in a **PHONE NUMBER**
4. Choose an **AMOUNT**
5. Click **SUBMIT** or press **ENTER** key on your keyboard

After click submit, make sure to review **CONFIRMATION POP UP** window before submit.
On the next page, you will receive a **CONFIRMATION NOTICE**

Find Out Rates

a. Rates

1. On the main page, click on the **RATES**

2. Click on the **COUNTRY**
3. Click on the **BALANCE** to change an **AMOUNT**
4. Click **SEARCH**

You will be able to see the rates from different cities of the county that you chose

b. Promotional Countries

On the right side of the **RATES PAGE**, there are **PROMOTIONAL COUNTRIES** listed

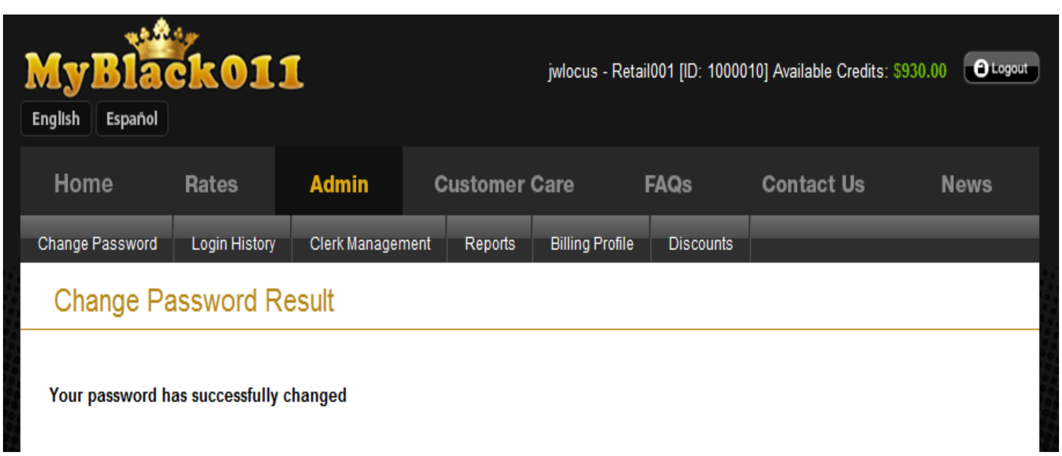
Managing Administration

a. Change Password

1. On the main page, go to **ADMIN** and click on the **CHANGE PASSWORD(1-a)**

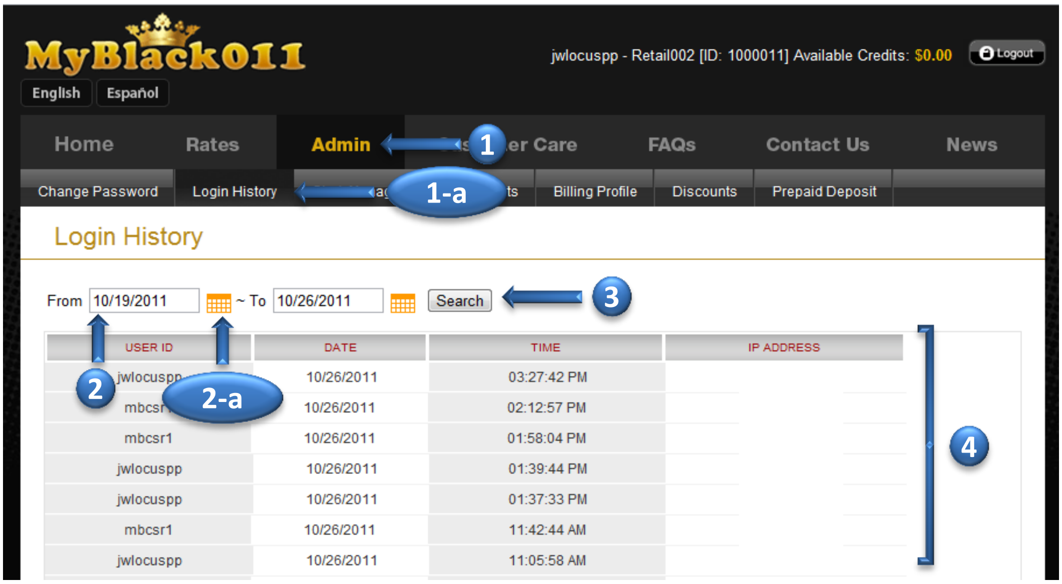
On this page, you will see your **LOGIN NAME, USER NAME** and **EMAIL ADDRESS**.

2. Type in your **CURRENT PASSWORD**, **NEW PASSWORD** and **CONFIRM NEW PASSWORD**
3. Click **CHANGE PASSWORD**
4. On the next page you will receive **CHANGE PASSWORD RESULT**



b. Login History

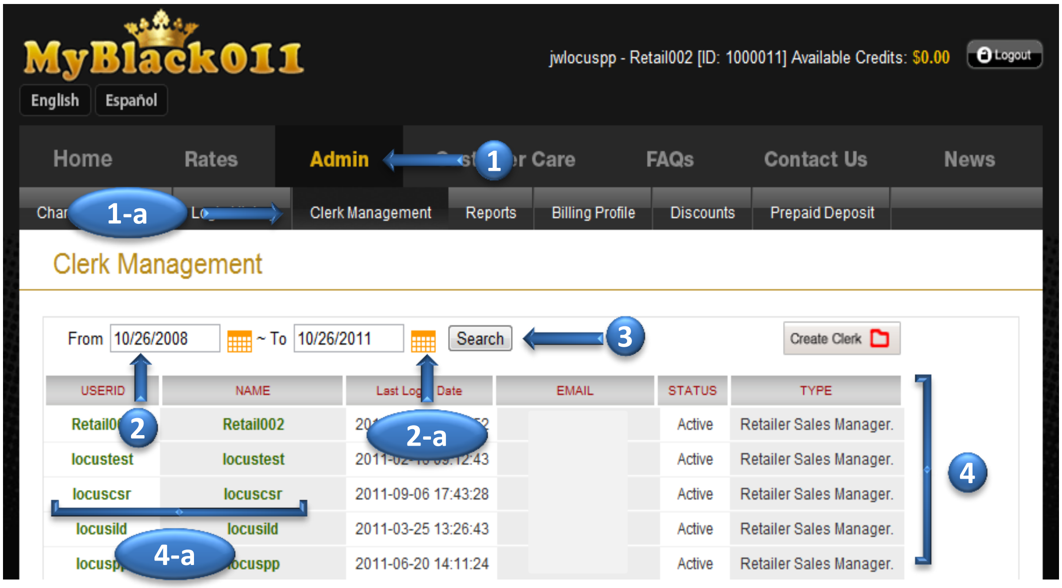
1. On the main page, go to **ADMIN** and click on the **LOGIN HISTORY(1-a)**



2. Choose a date, **FROM** and **TO** by type in or click on a **CALENDAR(2-a)**
3. Click **SEARCH**
4. you can view the **LOGIN HISTORY** by **USER ID, DATE, TIME** and **IP ADDRESS**

c. Clerk Management

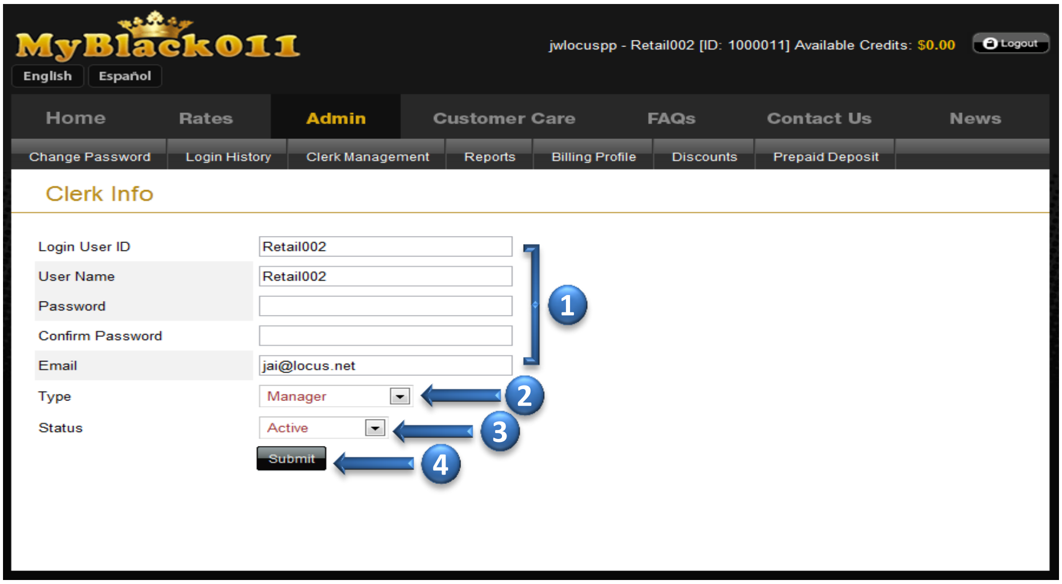
1. On the main page, go to **ADMIN** and click on the **CLERK MANAGEMENT(1-a)**



2. Choose a date, **FROM** and **TO** by type in or click on a **CALENDAR(2-a)**
3. click **SEARCH**
4. **USER ID** and **NAME**, which has been indicated in **Green**, you can click on either one to go to **CLERK INFO(4-a)** for more details

i. Clerk Info

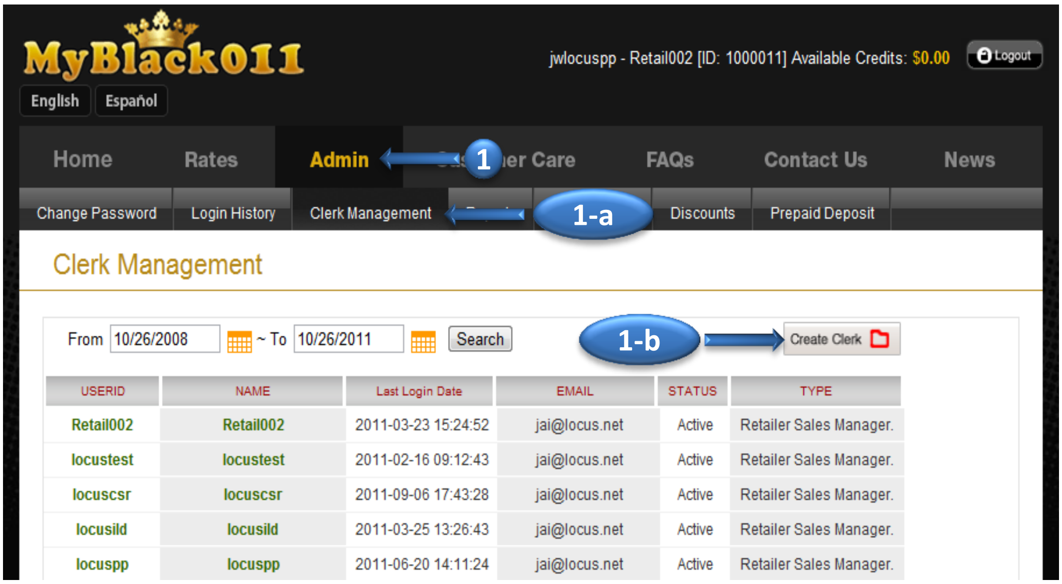
On this page, you can edit **LOGIN USER ID, USER NAME, EMAIL, TYPE** and **STATUS**



1. After edit **CLERK INFO** (such as User ID, User Name and Email), type in the **PASSWORD** and **CONFIRM PASSWORD**
2. Select **TYPE** (Manager or Clerk)
3. Select **STATUS** (Active or Closed)
4. Click **SUBMIT**

ii. Create Clerk

1. On the **ADMIN**, go to **CLERK MANAGEMENT(1-a)** and click on **CREATE CLERK(1-b)**



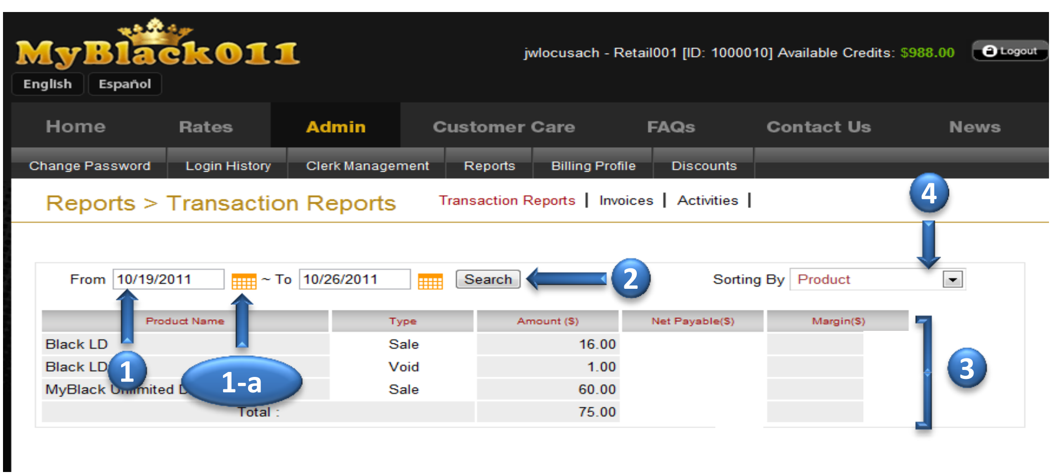
2. On this page you can **CREATE CLERK** by adding **LOGIN USER ID, USER NAME, PASSWORD, CONFIRM PASSWORD, EMAIL** and **TYPE**(Manager or Clerk) of the person you wish to register
3. When you are finish, Click **SUBMIT**

d. Reports

1. On the main page, go to **ADMIN** and click on the **REPORTS(1-a)**

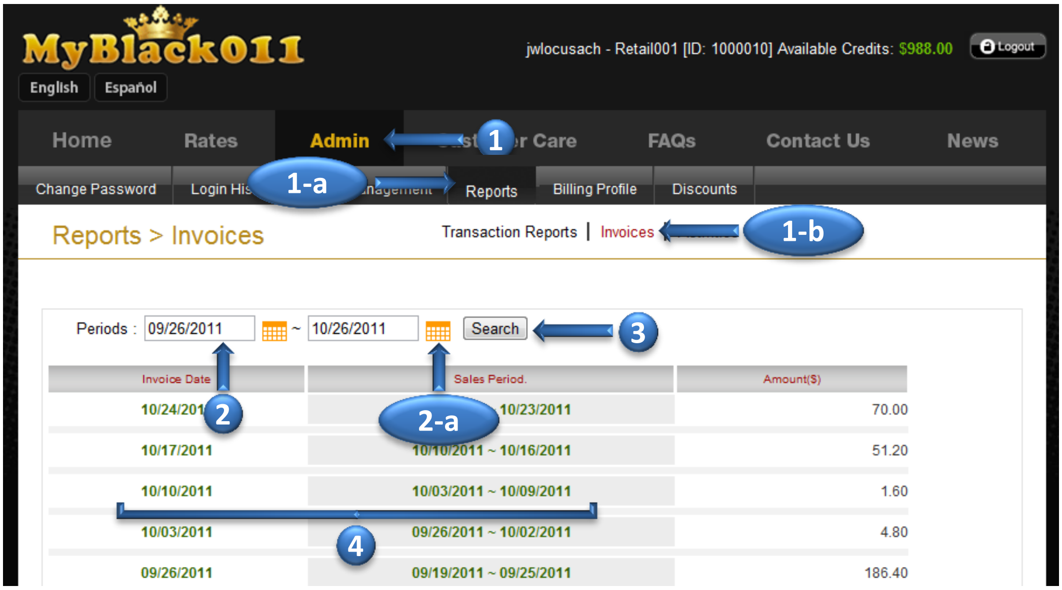
2. On this page there are three categories of reports, **TRANSACTION REPORTS, INVOICES** and **ACTIVITIES**

i. Transaction Reports



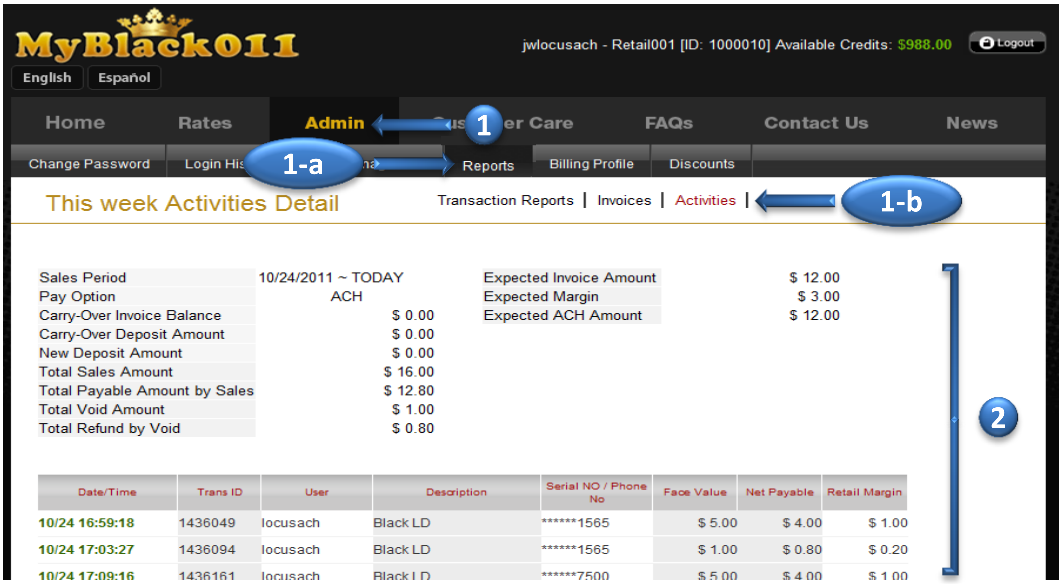
1. Choose a date, **FROM** and **TO** by type in or click on a **CALENDAR(1-a)**
2. Click **SEARCH**
3. You will see the overview of your **SALE** and **VOID TRANSACTION**
4. You can also sort by **PRODUCT, DATE**, or **USER ID** number

ii. Invoices



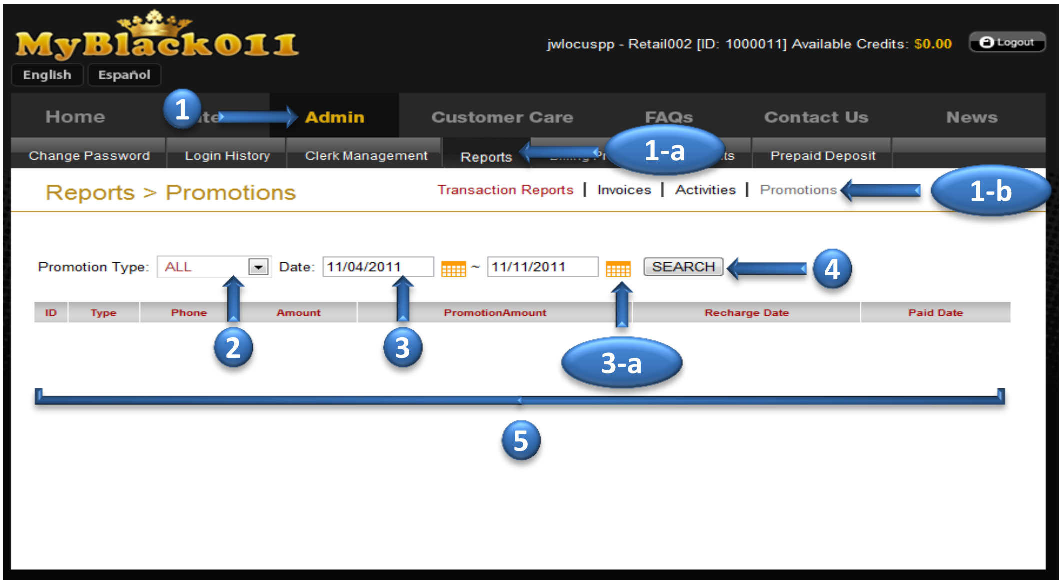
1. Go to **ADMIN**, click on **REPORT(1-a)** and **INVOICES(1-b)**
2. Choose **PERIOD** by type in a date or click on a **CALENDAR(2-a)**
3. Click **SEARCH**
4. Click on either **INVOICE DATE** or **SALES PERIOD** to view **INVOICE DETAIL(4-a)**

iii. Activities



1. Go to **ADMIN**, click on **REPORT(1-a)** and **ACTIVITIES(1-b)**
2. On this page, it gives you over view of **WEEKLY ACTIVITIES**.
   You are able to find out **INVOICE BALANCE**, **DEPOSIT AMOUNT**, **SALES AMOUNT**, **VOID AMOUNT** and
   TOTAL REFUND by **VOID** etc.

iv. Promotions



1. Go to **ADMIN**, click on **REPORT(1-a)** and **PROMOTIONS(1-b)**
2. Select **PROMOTION TYPE** (All, Recharge, SIM Refund)
3. Choose a date, **FROM** and **TO** by type in or click on a **CALENDAR(3-a)**
4. Click **SEARCH**
5. On this page, it gives you overview of **PROMOTIONS**
   You are able to find out **ID, TYPE, PHONE, AMOUNT, PROMOTION AMOUNT, RECHARGE DATE** and **PAID DATE**

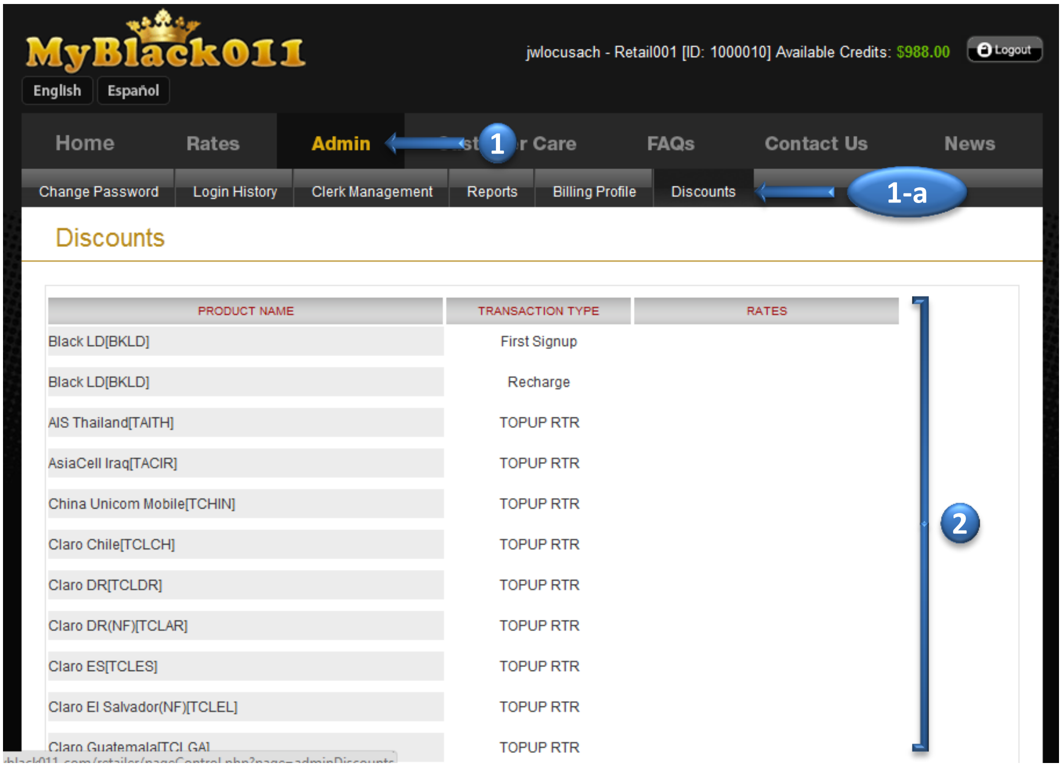
e. Billing Profile

1. On the main page, go to **ADMIN** and click on the **BILLING PROFILE(1-a)**

2. On the **BILLING PROFILE**, you are able to view **BILLING PLAN, SALES LIMIT**, and **ACH INFORMATION**. You can also **DOWNLOAD ACH AUTHORIZATION FORM(2-a)**

f. Discounts

1. On the main page, go to **ADMIN** and click on the **DISCOUNTS(1-a)**



2. You are able to view **DISCOUNTS** by **PRODUCT NAME**, **ACH ID**, **VALUES** and **RATES**

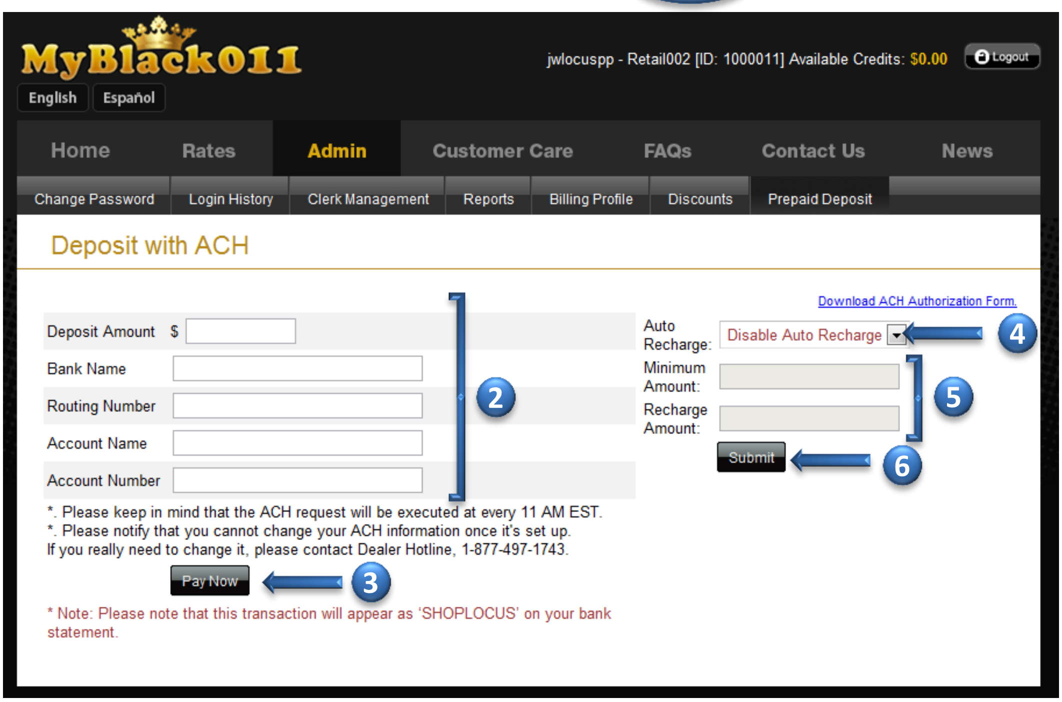
g. Prepaid Deposit

1. On the main page, go to **ADMIN**, click on **PREPAID DEPOSIT(1-a)**

2. On this page, you are able to view your **PREPAID DEPOSIT** transactions by **TRAN ID**, **DATE**, **TYPE**, **AMOUNT**, **CREDIT CARD TYPE, CREDIT CARD NUMBER** and **CREDIT CARD HOLDER**

i. ACH

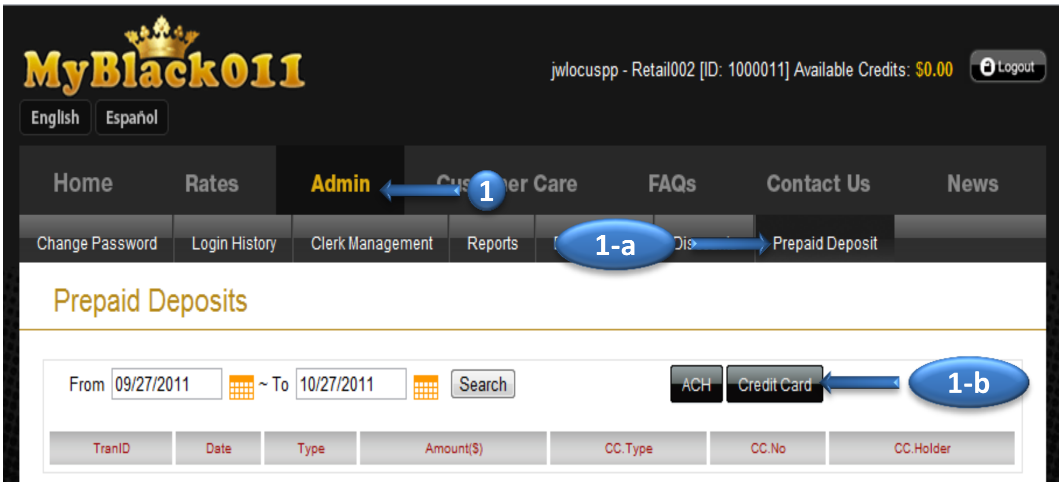
1. Go to **ADMIN**, click on **PREPAID DEPOSIT(1-a)**, and click on **ACH** button**(1-b)**

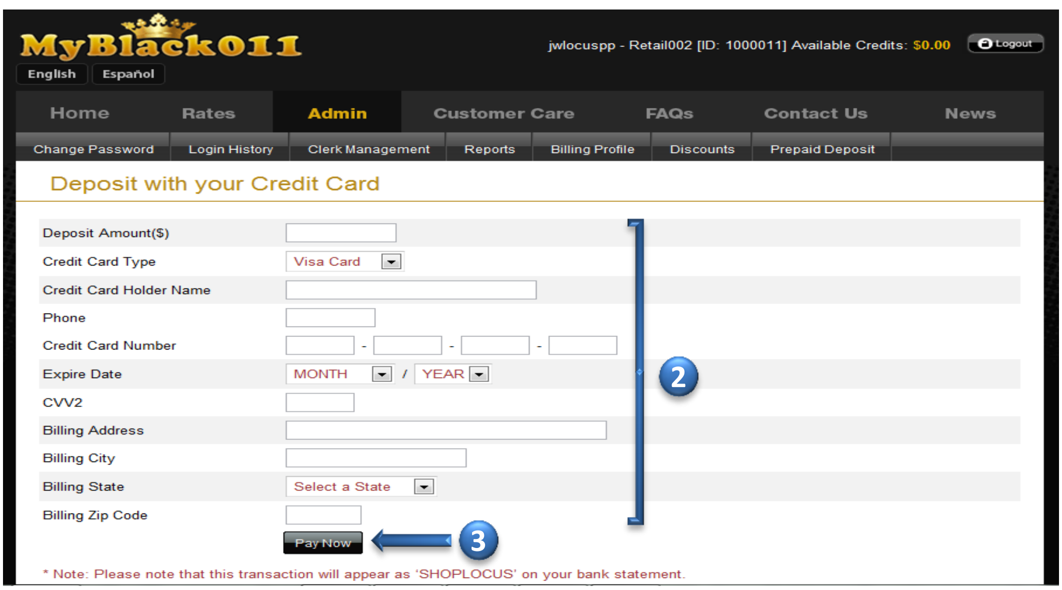


2. Enter **DEPOSIT AMOUNT, BANK NAME, ROUTING NUMBER, ACCOUNT HOLDER'S NAME, ACCOUNT NUMBER**
3. Click **PAY NOW** when you are finish
4. You can set up **AUTO RECHARGE** by selecting **ENABLE AUTO RECHARGE** or **DISABLE AUTO RECHARGE** if you decide to cancel
5. You have to set up **MINIMUM AMOUNT** (Auto-Recharge feature will be automatically enabled when your remaining balance reaches under minimum amount) and set up **RECHARGE AMOUNT**
6. Click **SUBMIT** when you are finish.

ii. Credit Card

1. Go to **ADMIN**, click on **PREPAID DEPOSIT(1-a)** and click on **CREDIT CARD(1-b)** button





2. Enter **DEPOSIT AMOUNT, CREDIT CARD TYPE** (Visa or Master), type in **CREDIT CARD HOLDER NAME, PHONE NUMBER, CREDIT CARD #, EXPIRE DATE, CVV#** (last 3 digit number located on the back of your card on or above your signature line)**, BILLING ADDRESS, CITY, STATE** and **ZIP CODE**
3. Click **PAY NOW**

Customer Care

a. Sales Transaction

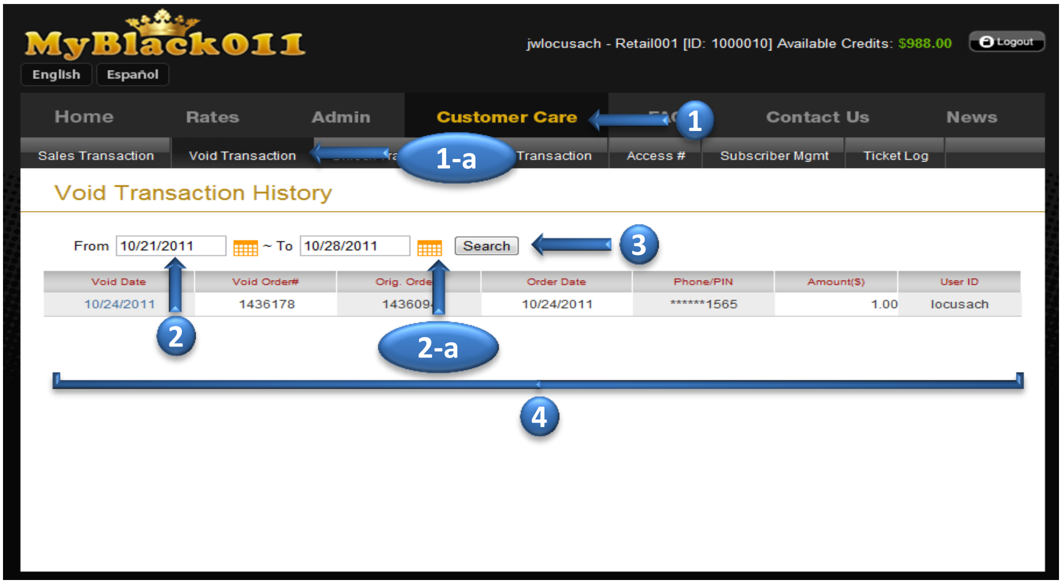
1. On the main page, go to **CUSTOMER CARE** and click on the **SALES TRANSACTION(1-a)**

On this page, you are able to view your **SALES TRANSACTION HISTORY** details by date

2. Choose a date **FROM** and **TO** by type in or click on a **CALENDAR(2-a)**
3. Click **SEARCH**
4. On the **SALES TRANSACTION HISTORY** detail screen, you can view the **DATE, ORDER NO., TYPE, NAME, PHONE/PIN, AMOUNT, USER ID** and **VOID DATE**
5. You can also **VOID TRANSACTION** by click on the **VOID** button to cancel the transaction. Just remember that you can only void **ILD** product

b. Void Transaction

1. On the main page, go to **CUSTOMER CARE** and click on the **VOID TRANSACTION(1-a)**

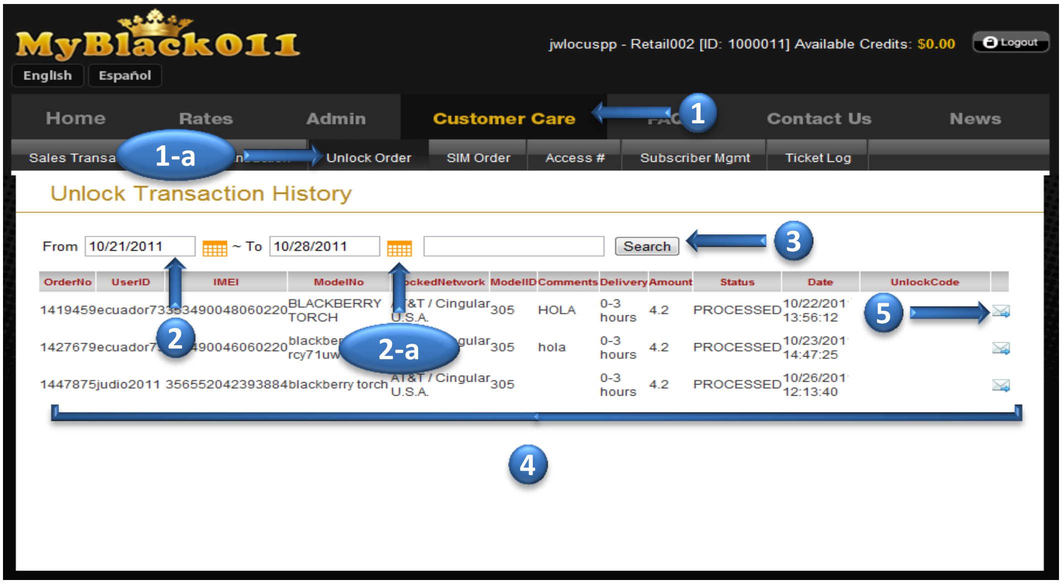


On this page, you are able to view your **VOID TRANSACTION HISTORY** details by date

2. Choose a date **FROM** and **TO** by type in or click on a **CALENDAR(2-a)**
3. Click **SEARCH**
4. On the **VOID TRANSACTION HISTORY** detail, you can view **VOID DATE, VOID ORDER#, ORIGIANL ORDER#, ORDER DATE, PHONE/PIN #, AMOUNT** and **USER ID**

c. Unlock Order

1. On the main page, go to **CUSTOMER CARE** and click on the **UNLOCK ORDER(1-a)**



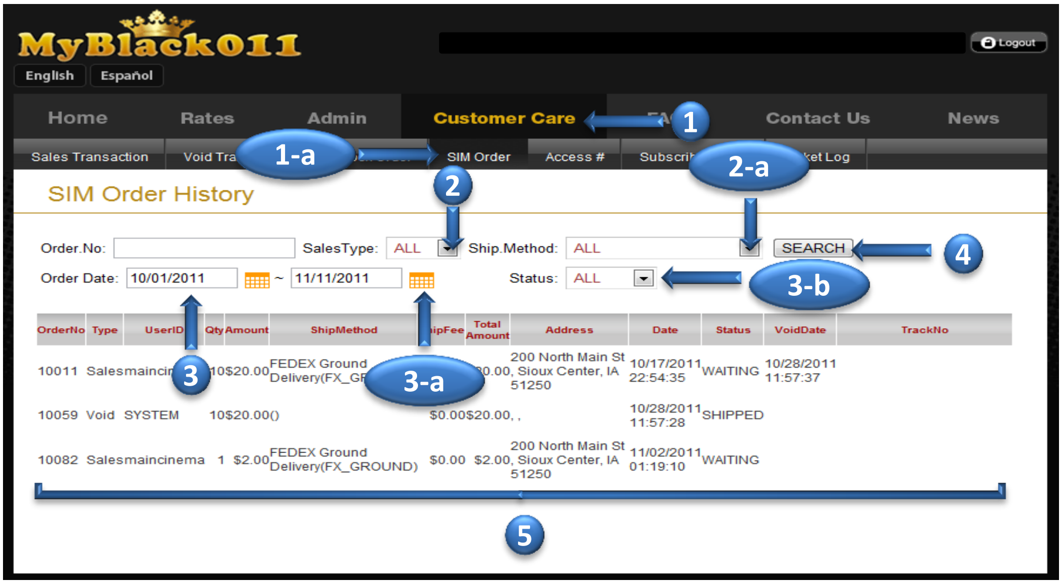
On this page, you are able to view your **UNLOCK TRANSACTION HISTORY** details by date

2. Choose a date **FROM** and **TO** by type in or click on a **CALENDAR(2-a)**
3. Click **SEARCH**
4. On the **UNLOCK TRANSACTION HISTORY** detail, you can view **ORDER #, USER ID, IMEI, MODEL NO., LOCKED NETWORK, MODEL ID, COMMENT, DELIVERY, AMOUNT, STATUS, DATE** and **UNLOCK CODE**
5. If you want to send **UNLOCK CODE** to your customer, click envelope icon on the last column

For more details about **UNLOCK PHONE**, please go to our **FAQ** page

d. SIM Order

1. On the main page, go to **CUSTOMER CARE** and click on the **SIM ORDER(1-a)**

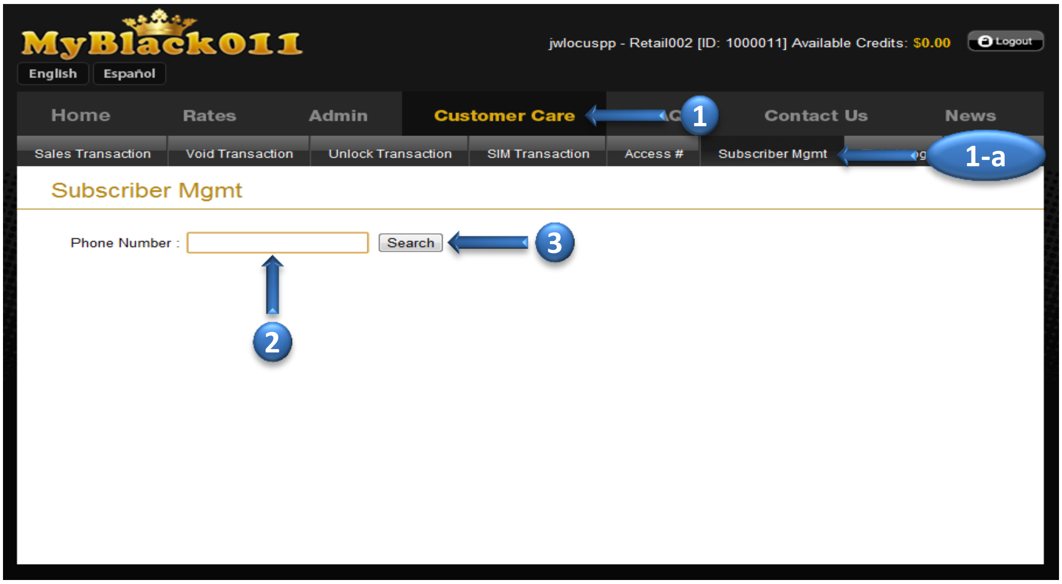


On this page, you are able to view your **SIM ORDER HISTORY** details

2. Select **SALES TYPE** (All, Sales, Void), select **SHIP METHOD(2-a)**
3. Choose a **ORDER DATE** by type in or click on a **CALENDAR(3-a)** and select **STATUS(3-b)**
4. Click **SEARCH**
5. On the **SIM ORDER HISTORY** detail, you can view **ORDER #, TYPE, USER ID, QTY , AMOUNT, SHIP METHOD, SHIP FEE, TOTAL AMOUNT, ADDRESS, DATE, STATUS, VOID DATE** and **TRACK NO.**

e. Subscriber Management

1. On the main page, go to **CUSTOMER CARE** and click on the **SUBSCRIBER MGMT(1-a)**



2. Type in **PHONE NUMBER**
3. Click **SEARCH**

On the next page, you are able to view **SUBSCRIBER MGMT DETAILS**

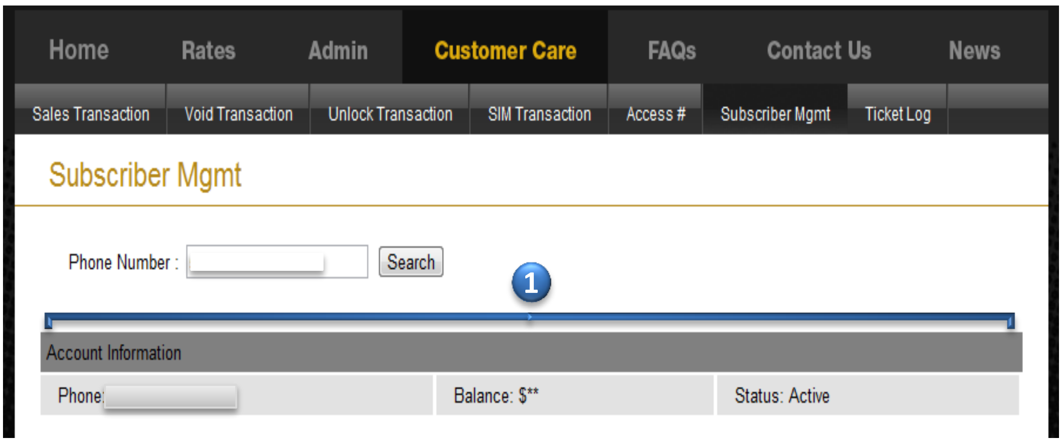
MyBlack011 Retailer Website Manual v.2.1

i. Subscriber Management Detail

On the **SUBSCRIBER MGMT DETAIL** screen, you are able to view **ACCOUNT INFORMATION**, **CALL DETAILS**, **REGISTERED NUMBERS**, and **SPEED DIAL NUMBERS** of the subscriber

ii. Account Information

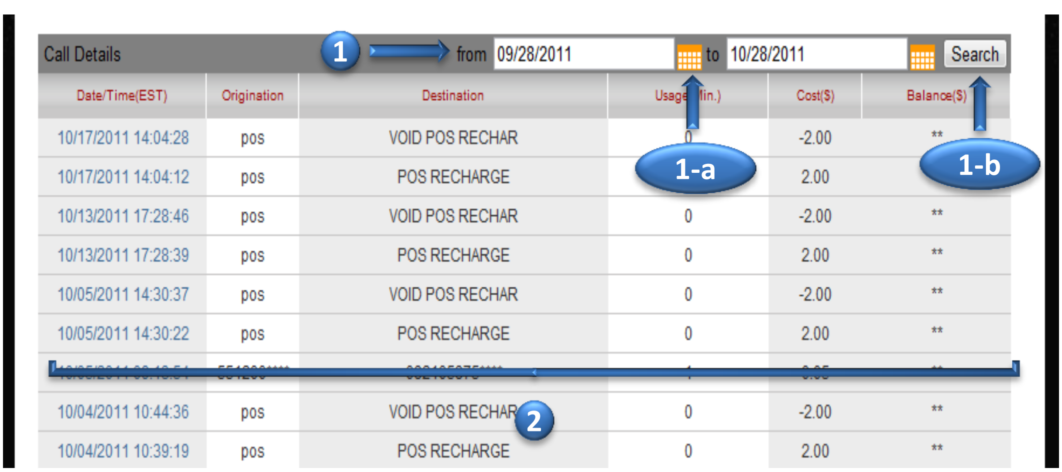
1. **ACCOUNT INFORMATION** allows you to view your customer's registered **PHONE NUMBER** and **STATUS** of the account



iii. Call Details

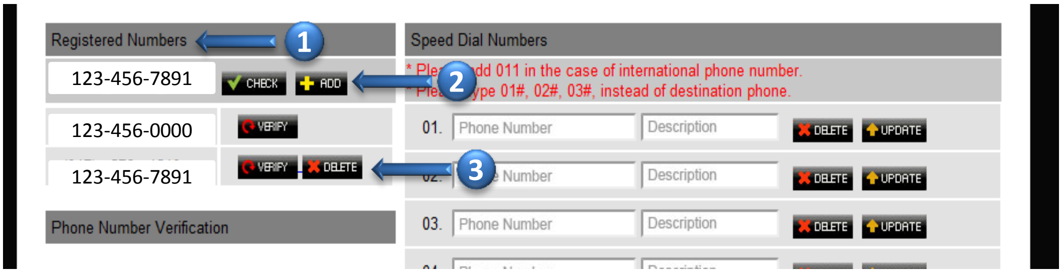
1. You can search call details by date. Just click on **FROM** and **TO** or click on the **CALENDAR(1-a)** and click **SEARCH(1-b)**

2. On the **CALL DETAILS** you will see**, DATE/TIME**, **ORIGINATION**, **DESTINATION**, **USAGE** per Min. and **COST** per call



iv. Registered Numbers

1. **REGISTERED NUMBERS** allows you to view all of your customer's **REGISTERED PHONE NUMBER** on the account
2. To add a phone number, type in phone number and click **ADD** button
3. To delete the number, click **DELETE** button



v. Speed Dial Numbers

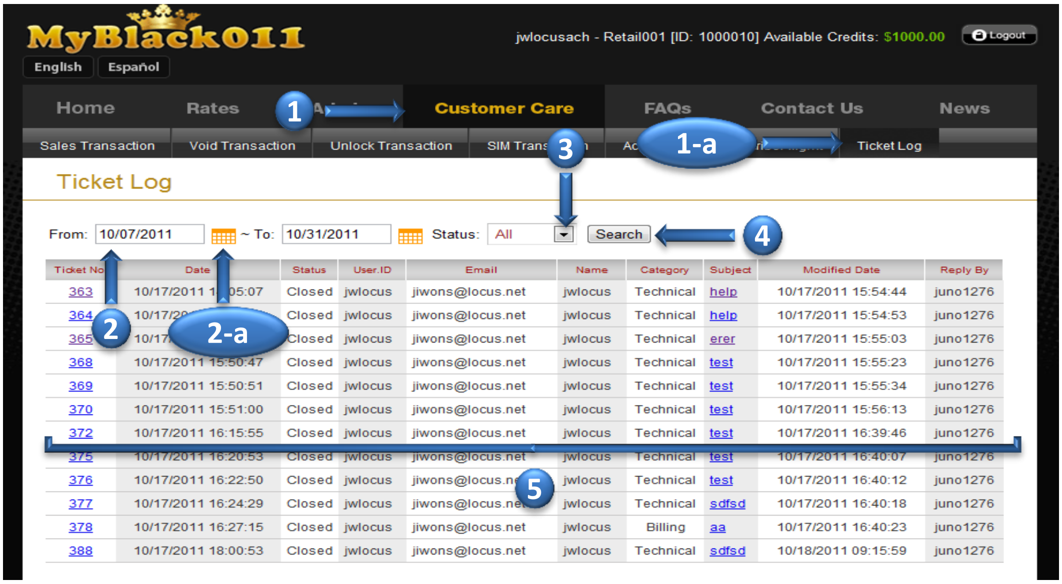
1. **SPEED DIAL NUMBERS** allows you to view your customer's **REGISTERED SPEED DIAL NUMBERS** which was set up by your customer

You can **UPDATE** or **DELETE** a phone number per your customer's request

2. To set up speed dial number, type in a phone number and click **UPDATE**
3. To delete speed dial number, click **DELETE**

f. Ticket Log

1. On the main page, go to **CUSTOMER CARE** and click on the **TICKET LOG(1-a)**

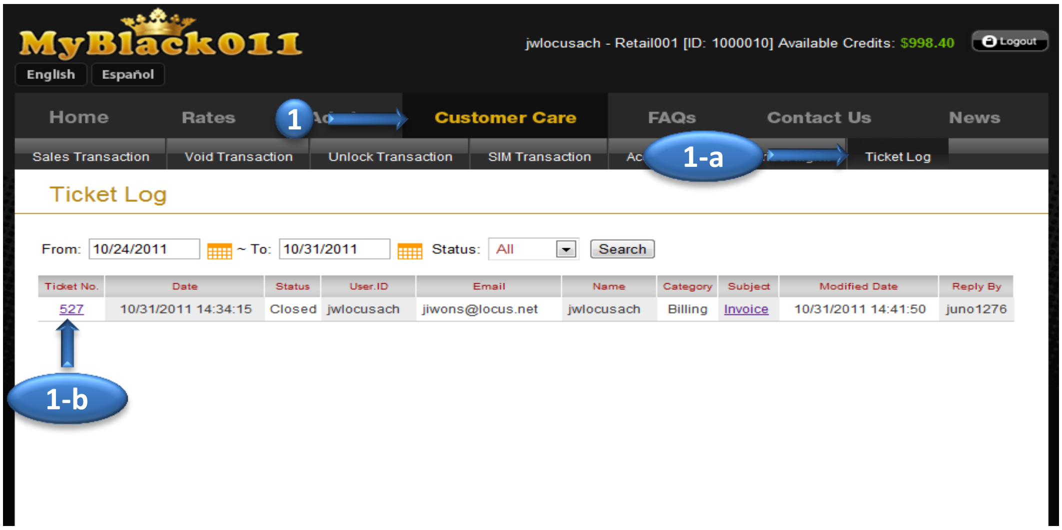


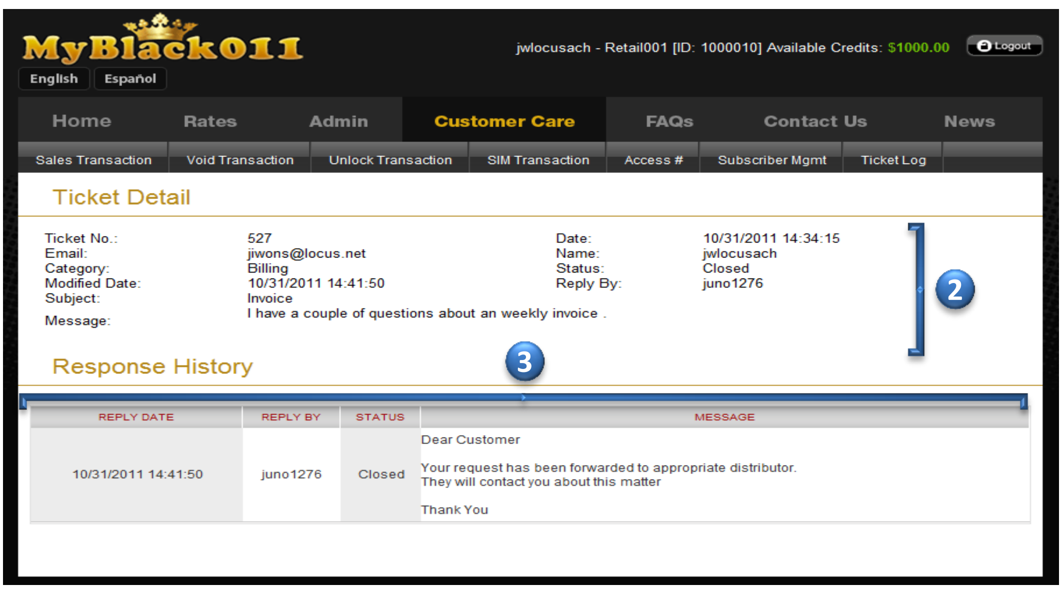
On this page, you are able to find your **TICKET INQUIRY**
In order to create **TICKET**, you must go to **CONTACT US** to submit your trouble ticket

2. Choose a date **FROM** and **TO** by type in or click on a **CALENDAR(2-a)**
3. You can also search by **STATUS** (All, New, On Hold, Pending, Closed)
4. Click **SEARCH**
5. On the **TICKET LOG** you are able to view **TICKET NO., DATE, STATUS, USER ID, EMAIL, NAME, CATEGORY, SUBJECT, MODIFIED DATE** and **REPLY BY**

i. Ticket Detail

1. On the main page, go to **CUSTOMER CARE,** and click on the **TICKET LOG(1-a)** and then click on the **TICKET NUMBER(1-b)**





2. On the **TICKET DETAIL** page, you will see **TICKET NUMBER, CATEGORY, SUBJECT, STATUS** of the ticket **AND MESSAGE** which you have requested
3. On the **RESPONSE HISTORY**, you are able to view **REPLY DATE**, **REPLY BY, STATUS** of the ticket and response **MESSAGE** from customer care

FAQs

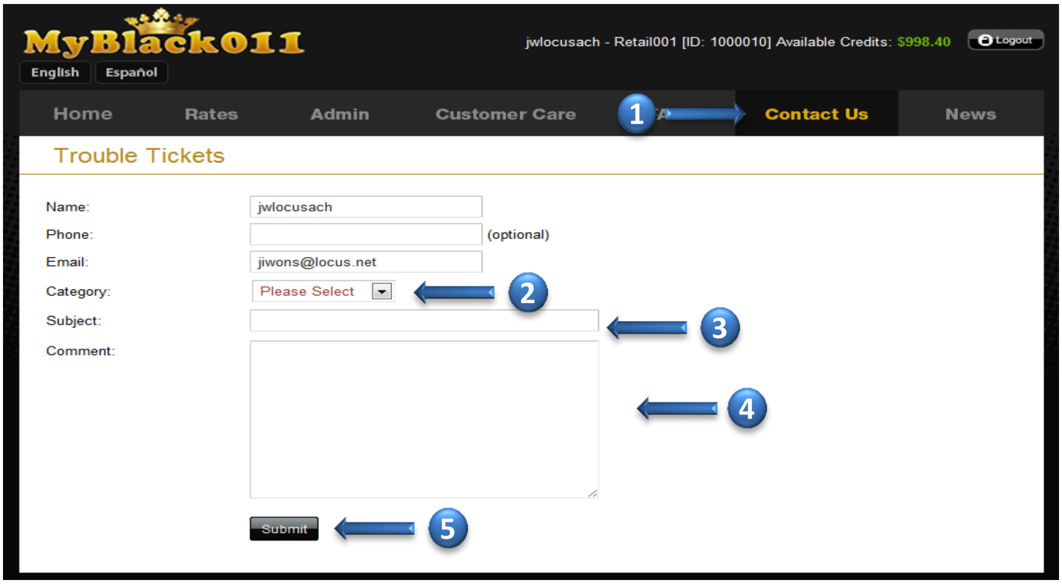
On the **FREQUENTLY ASKED QUESTIONS** page, you are able to view listed questions and answers about using MyBlack011 retailer site

1. On the main page, click on the **FAQs** page

2. Click on the blue highlighted **QUESTION** and it will lead you to an appropriate **ANSWER**

Contact Us

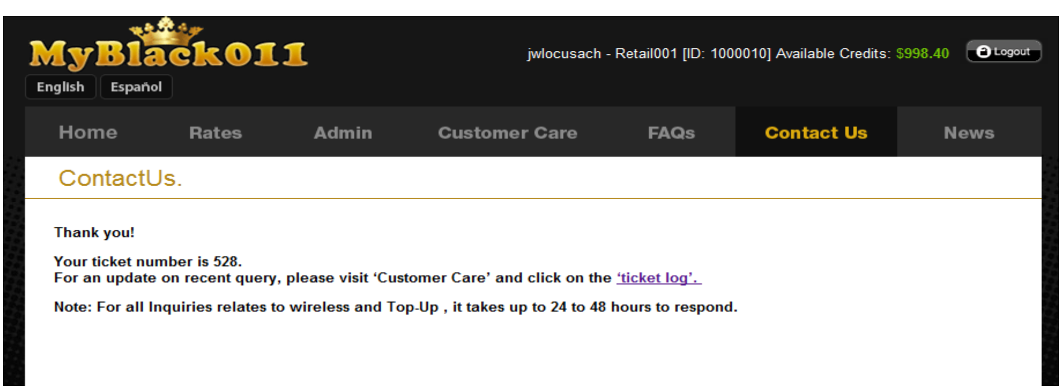
1. On the main page, click on the **CONTACT US**



On this page, you are able to create trouble tickets about any inquiry you have using the site.
Please include your phone number and describe as clearly as possible what your problem is about. Also include any error message which you have seen. Our support staff will respond as quickly as possible

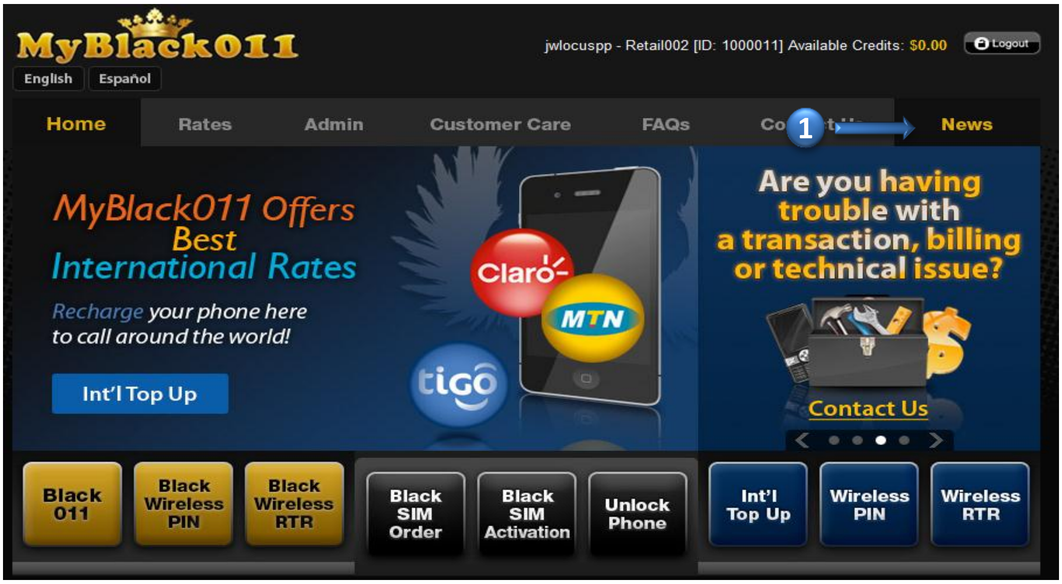
2. Choose **CATEGORY** (Technical, Billing, Error Messages and Others)
3. Write **SUBJECT**
4. Write **COMMENT** about your inquiry
5. Click **SUBMIT** when you are done

On the next page, you will receive a **CONFIRMATION NOTICE**

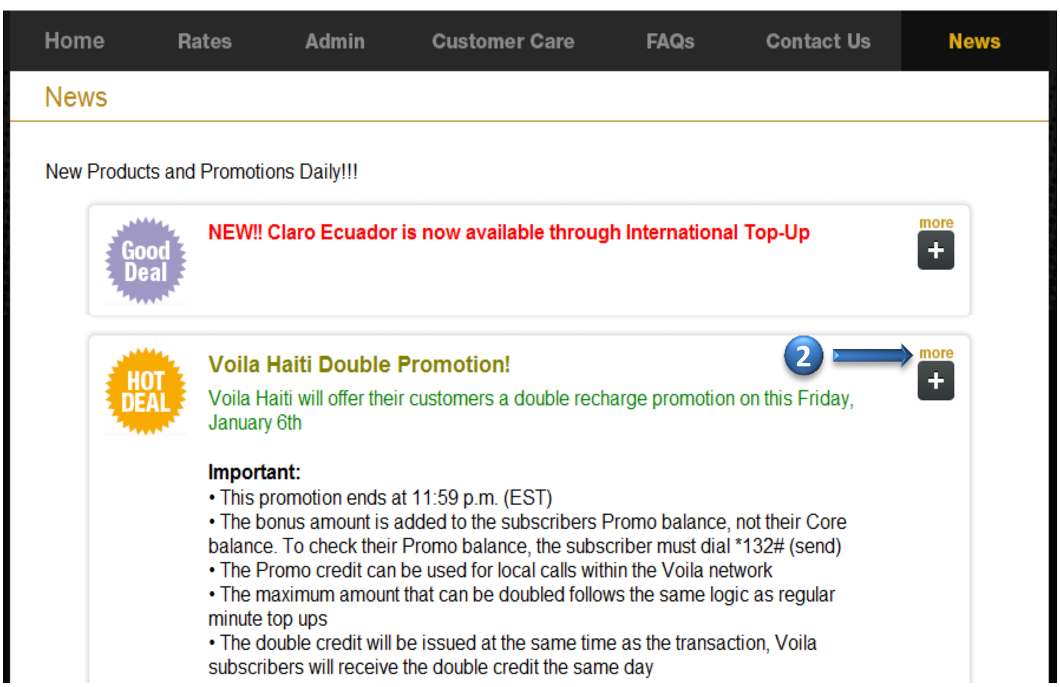


News

1. On the main page, click on the **NEWS**



On this page, you are able to view most recent news and promotion offers through MyBlack011



2. Click **MORE** button to view more detail information