



MyBlack011

INTRODUCTION

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

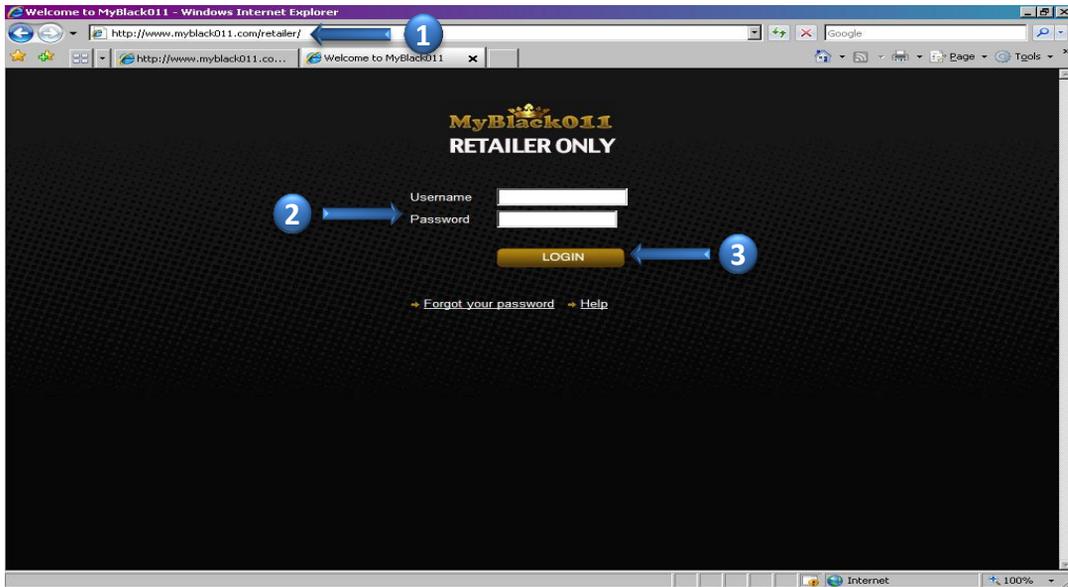
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Getting Started

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



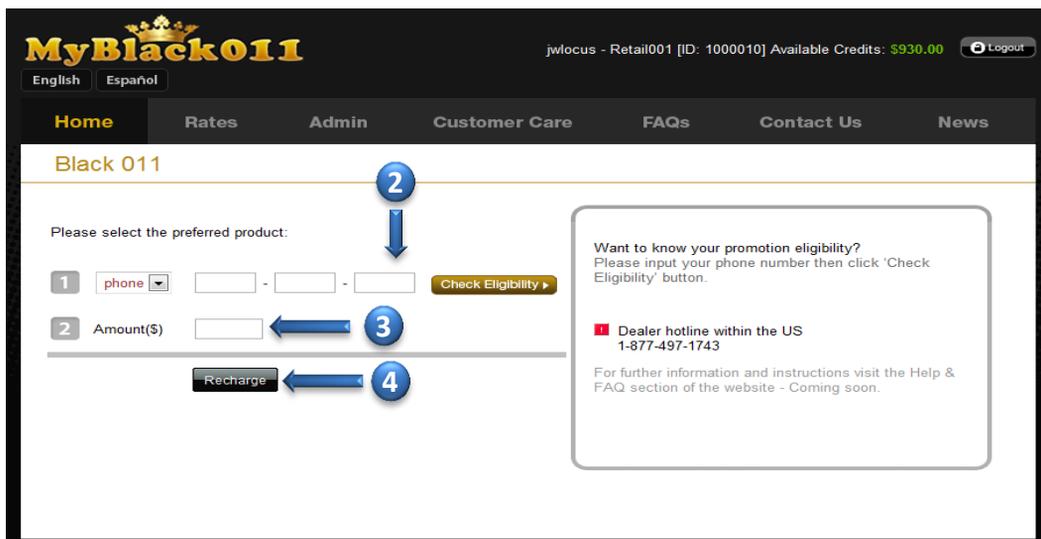
Browsing the Site

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

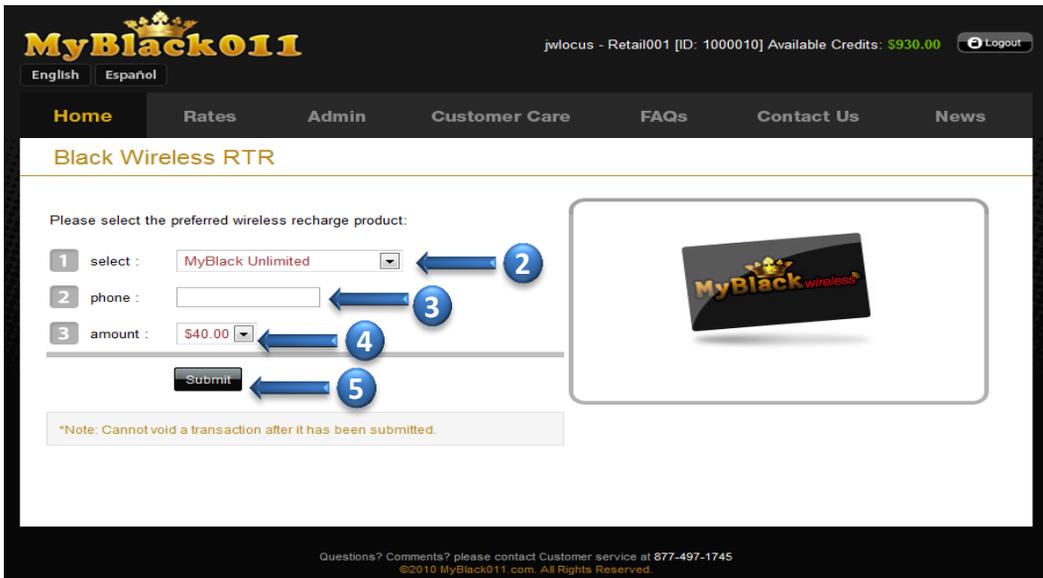
After click submit , make sure to review **CONFIRMATION POP UP** window before submit.

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

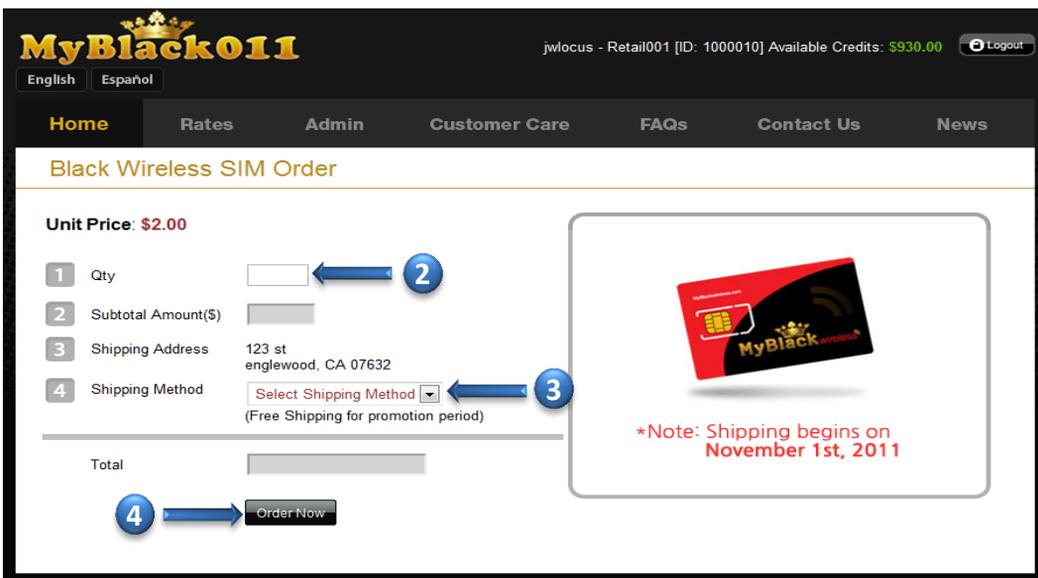
After click submit, make sure to review **CONFIRMATION POP UP** window before submit

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)



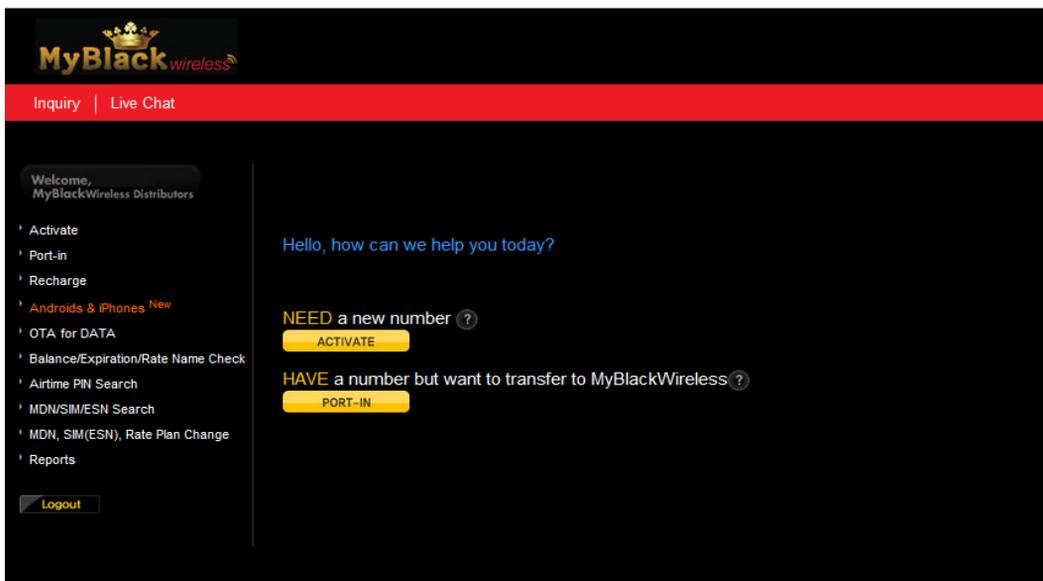
2. Select **QTY**.
3. Select **SHIPPING METHOD**
4. Click **ORDER NOW**

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)

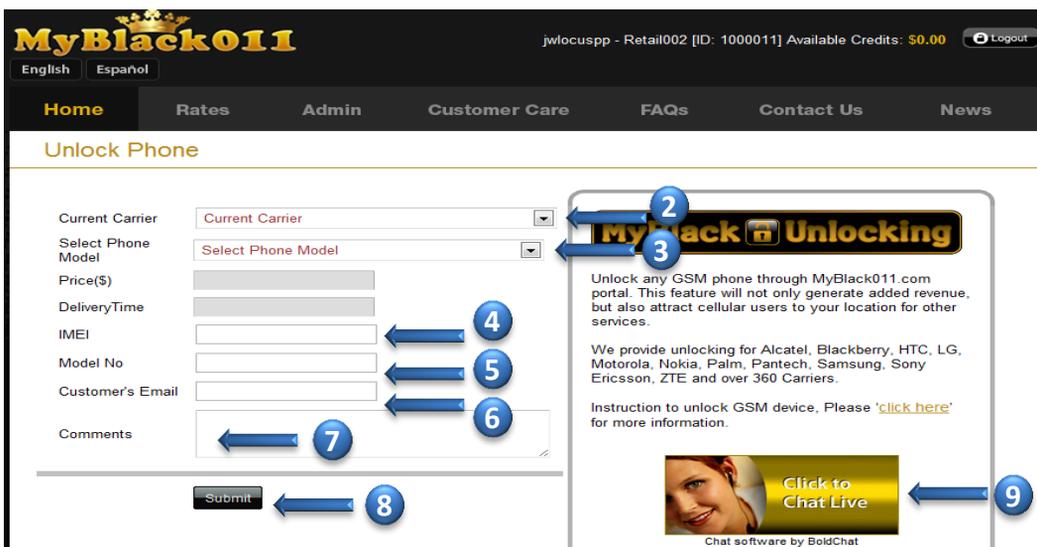


After click on **BLACK SIM ACTIVATION** button, it will redirect you to **MyBlack Wireless** activation page.

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)

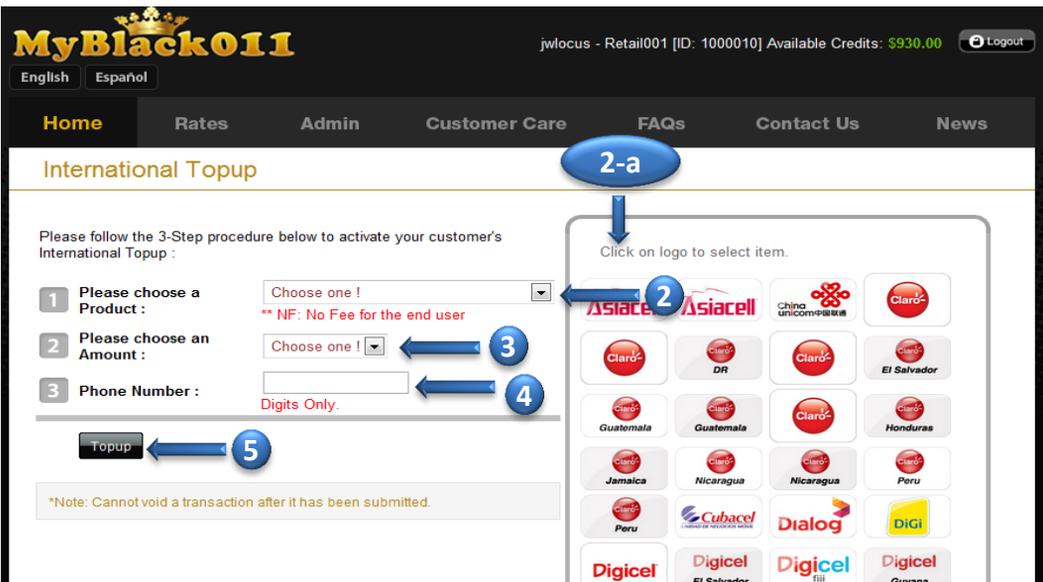


2. Select **CURRENT CARRIER**
3. Select **PHONE MODEL**
4. Type in **IMEI**
5. Type in **MODEL NO.**
6. Type in **CUSTOMER'S EMAIL** address
7. Write a **COMMENTS**
8. Click **SUBMIT** button
9. **LIVE CHAT** is available if you have a question about **UNLOCK PHONE**

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**

The screenshot shows the MyBlack011 website interface. At the top, there's a navigation bar with 'Home', 'Rates', 'Customer Care', 'FAQs', 'Contact Us', and 'News'. The 'Rates' tab is selected. Below the navigation bar, there's a 'Rates Finder' section. It includes a 'Country' dropdown menu set to 'Mexico', a 'Balance' dropdown menu set to '\$5', and a 'Search' button. A table of rates is displayed below the search fields, with columns for 'Destination', 'Price / Min', and 'Minutes'. To the right of the table, there's a 'Promotional Countries' section with a table listing countries and their rates.

Country	Price/min	\$5
Mexico	from 1.3¢	384 min
Dominican Republic	from 2.5¢	200 min
El Salvador	from 16.1¢	31 min
Guatemala	from 7.6¢	65 min
Honduras	from 12.5¢	40 min

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)**

The screenshot shows the MyBlack011 Admin interface. At the top, the user is logged in as 'jwlocuspp - Retail002 [ID: 1000011]' with 'Available Credits: \$0.00'. The 'Admin' menu is selected, and the 'Change Password' link is highlighted. The form displays the following information:

Login	jwlocuspp
User Name	jwlocuspp
E-Mail Address	jwons@locus.net
Current Password	<input type="password"/>
New Password	<input type="password"/>
Confirm New Password	<input type="password"/>

A 'Change Password' button is located at the bottom of the form.

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**

The screenshot shows the MyBlack011 Admin interface after a successful password change. The user is logged in as 'jwlocus - Retail001 [ID: 1000010]' with 'Available Credits: \$930.00'. The 'Admin' menu is selected, and the 'Change Password Result' link is highlighted. The page displays the following information:

Change Password Result

Your password has successfully changed

b. Login History

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

The screenshot shows the MyBlack011 Admin interface. At the top, the user is logged in as 'jwlocuspp - Retail002 [ID: 1000011]' with 'Available Credits: \$0.00'. The navigation menu includes 'Home', 'Rates', 'Admin', 'Customer Care', 'FAQs', 'Contact Us', and 'News'. The 'Admin' menu is expanded, showing 'Login History' (annotated with 1-a), 'Change Password', 'Billing Profile', 'Discounts', and 'Prepaid Deposit'. The 'Login History' page has a search bar with 'From' and 'To' date fields (annotated with 2 and 2-a) and a 'Search' button (annotated with 3). Below the search bar is a table with columns for 'USER ID', 'DATE', 'TIME', and 'IP ADDRESS' (annotated with 4). The table contains several rows of login data for users 'jwlocuspp' and 'mbcsr1' on 10/26/2011.

USER ID	DATE	TIME	IP ADDRESS
jwlocuspp	10/26/2011	03:27:42 PM	
mbcsr1	10/26/2011	02:12:57 PM	
mbcsr1	10/26/2011	01:58:04 PM	
jwlocuspp	10/26/2011	01:39:44 PM	
jwlocuspp	10/26/2011	01:37:33 PM	
mbcsr1	10/26/2011	11:42:44 AM	
jwlocuspp	10/26/2011	11:05:58 AM	

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)**

The screenshot shows the MyBlack011 website interface. At the top, the logo 'MyBlack011' is on the left, and user information 'jwlocuspp - Retail002 [ID: 1000011] Available Credits: \$0.00' and a 'Logout' button are on the right. Below the logo are language options 'English' and 'Español'. A navigation bar contains 'Home', 'Rates', 'Admin', 'Customer Care', 'FAQs', 'Contact Us', and 'News'. The 'Admin' tab is selected, and a sub-menu below it includes 'Clerk Management', 'Reports', 'Billing Profile', 'Discounts', and 'Prepaid Deposit'. The 'Clerk Management' sub-menu item is highlighted with a blue circle and arrow labeled '1-a'. The main content area is titled 'Clerk Management' and features a search form with 'From' and 'To' date pickers (both set to 10/26/2008 and 10/26/2011 respectively), a 'Search' button, and a 'Create Clerk' button. A table below the search form lists clerk records with columns: USERID, NAME, Last Log Date, EMAIL, STATUS, and TYPE. The first two rows of the table are highlighted in green. Blue callouts with arrows point to: '2' on the 'Retail002' row, '2-a' on the 'Last Log Date' column, '3' on the 'Search' button, and '4' on the right side of the table. A blue callout '4-a' points to the 'locuspp' row.

USERID	NAME	Last Log Date	EMAIL	STATUS	TYPE
Retail00	Retail002	2011-02-10 08:12:43		Active	Retailer Sales Manager.
locustest	locustest	2011-02-10 08:12:43		Active	Retailer Sales Manager.
locuscscr	locuscscr	2011-09-06 17:43:28		Active	Retailer Sales Manager.
locusild	locusild	2011-03-25 13:26:43		Active	Retailer Sales Manager.
locuspp	locuspp	2011-06-20 14:11:24		Active	Retailer Sales Manager.

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**

The screenshot shows the MyBlack011 Admin interface. The top navigation bar includes Home, Rates, Admin (selected), Customer Care, FAQs, Contact Us, and News. Below this is a sub-navigation bar with links for Change Password, Login History, Clerk Management (selected), Reports, Billing Profile, Discounts, and Prepaid Deposit. The main content area is titled "Clerk Info" and contains a form with the following fields:

- Login User ID: Retail002
- User Name: Retail002
- Password: [Empty]
- Confirm Password: [Empty]
- Email: jai@locus.net
- Type: Manager (dropdown menu)
- Status: Active (dropdown menu)
- Submit: [Submit Button]

Numbered callouts indicate the following steps:

1. A bracket on the right side of the Password and Confirm Password fields.
2. An arrow pointing to the Type dropdown menu.
3. An arrow pointing to the Status dropdown menu.
4. An arrow pointing to the Submit button.

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)**

MyBlack011
English Español
Home Rates **Admin** Customer Care FAQs Contact Us News
Change Password Login History Clerk Management **1-a** Discounts Prepaid Deposit
Clerk Management
From 10/26/2008 ~ To 10/26/2011 Search **1-b** Create Clerk

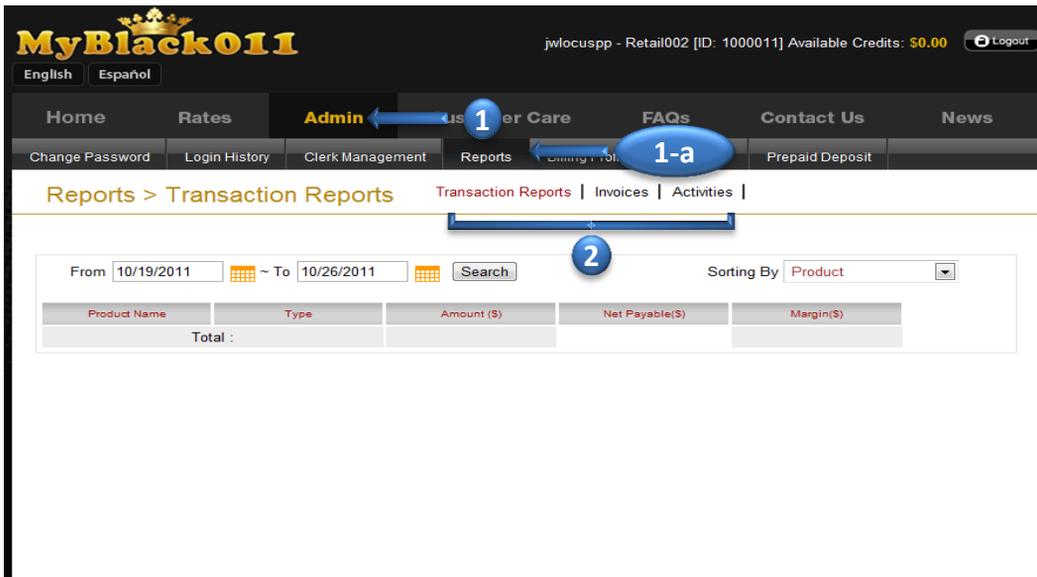
USERID	NAME	Last Login Date	EMAIL	STATUS	TYPE
Retail002	Retail002	2011-03-23 15:24:52	jai@locus.net	Active	Retailer Sales Manager.
locustest	locustest	2011-02-16 09:12:43	jai@locus.net	Active	Retailer Sales Manager.
locuscsr	locuscsr	2011-09-06 17:43:28	jai@locus.net	Active	Retailer Sales Manager.
locusild	locusild	2011-03-25 13:26:43	jai@locus.net	Active	Retailer Sales Manager.
locuspp	locuspp	2011-06-20 14:11:24	jai@locus.net	Active	Retailer Sales Manager.

MyBlack011
English Español
Home Rates **Admin** Customer Care FAQs Contact Us News
Change Password Login History Clerk Management Reports Billing Profile Discounts Prepaid Deposit
Create Clerk
Login User ID
User Name
Password
Confirm Password
Email
Type Select a Privilege
Submit **2**
3

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**

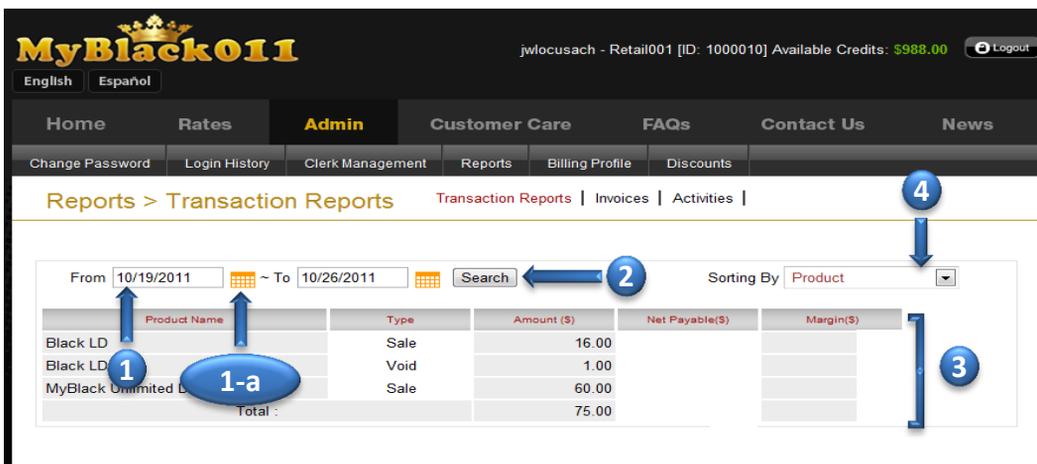
d. Reports

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

The screenshot shows the MyBlack011 Admin interface. The top navigation bar includes Home, Rates, Admin, Customer Care, FAQs, Contact Us, and News. The Admin menu is expanded, showing options like Change Password, Login History, Clerk Management, Reports, Billing Profile, and Discounts. The Reports menu is further expanded to show Transaction Reports and Invoices. The Invoices page displays a search filter for periods from 09/26/2011 to 10/26/2011. A table lists invoices with columns for Invoice Date, Sales Period, and Amount(\$).

Invoice Date	Sales Period	Amount(\$)
10/24/2011	10/23/2011	70.00
10/17/2011	10/10/2011 ~ 10/16/2011	51.20
10/10/2011	10/03/2011 ~ 10/09/2011	1.60
10/03/2011	09/26/2011 ~ 10/02/2011	4.80
09/26/2011	09/19/2011 ~ 09/25/2011	186.40

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)**

The screenshot shows the MyBlack011 Admin interface displaying the Invoice Detail page for the invoice dated 09/26/2011. The page shows a summary of the invoice, including the invoice amount, margin, and paid amount. Below the summary is a table of invoice items.

Date/Time	Order #	User	Product	Phone/PIN	Amount	Net Payable	Margin
09/19 11:14:50	1173484	locusach	Black LD	*****7500	\$ 2.00	\$ 1.60	\$ 0.40
09/19 11:52:10	1173775	jwtocus	Black LD	*****3001	\$ 2.00	\$ 1.60	\$ 0.40
09/19 11:52:23	1173777	jwtocus	Black LD	*****3001	\$ -2.00	\$ -1.60	\$ -0.40
09/21 15:05:48	1189290	locusach	Black LD	*****7500	\$ 2.00	\$ 1.60	\$ 0.40
09/21 15:33:16	1189495	jwtocus	Black LD	*****3883	\$ 2.00	\$ 1.60	\$ 0.40

iii. Activities

The screenshot shows the MyBlack011 website interface. At the top, the logo 'MyBlack011' is displayed along with user information: 'jwlocusach - Retail001 [ID: 1000010] Available Credits: \$988.00' and a 'Logout' button. The navigation menu includes 'Home', 'Rates', 'Admin', 'Customer Care', 'FAQs', 'Contact Us', and 'News'. The 'Admin' menu is expanded, showing 'Change Password', 'Login History', 'Reports', 'Billing Profile', and 'Discounts'. The 'Reports' menu is further expanded to show 'Transaction Reports', 'Invoices', and 'Activities'. The 'Activities' link is highlighted with a blue circle labeled '1-b'. A blue circle labeled '1-a' points to the 'Reports' link. A blue circle labeled '2' points to the 'This week Activities Detail' section. This section contains a summary table with the following data:

Sales Period	10/24/2011 ~ TODAY	Expected Invoice Amount	\$ 12.00
Pay Option	ACH	Expected Margin	\$ 3.00
Carry-Over Invoice Balance	\$ 0.00	Expected ACH Amount	\$ 12.00
Carry-Over Deposit Amount	\$ 0.00		
New Deposit Amount	\$ 0.00		
Total Sales Amount	\$ 16.00		
Total Payable Amount by Sales	\$ 12.80		
Total Void Amount	\$ 1.00		
Total Refund by Void	\$ 0.80		

Below the summary table is a transaction table with the following data:

Date/Time	Trans ID	User	Description	Serial NO / Phone No	Face Value	Net Payable	Retail Margin
10/24 16:59:18	1436049	locusach	Black LD	*****1565	\$ 5.00	\$ 4.00	\$ 1.00
10/24 17:03:27	1436094	locusach	Black LD	*****1565	\$ 1.00	\$ 0.80	\$ 0.20
10/24 17:09:16	1436161	locusach	Black LD	*****7500	\$ 5.00	\$ 4.00	\$ 1.00

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

The screenshot shows the MyBlack011 website interface. At the top, the logo 'MyBlack011' is visible along with user information: 'jwlocuspp - Retail002 [ID: 1000011] Available Credits: \$0.00' and a 'Logout' button. The navigation menu includes 'Home', 'Admin', 'Customer Care', 'FAQs', 'Contact Us', and 'News'. Below this, there are links for 'Change Password', 'Login History', 'Clerk Management', 'Reports', 'Invoices', 'Activities', and 'Prepaid Deposit'. The main content area is titled 'Reports > Promotions' and includes sub-links for 'Transaction Reports', 'Invoices', 'Activities', and 'Promotions'. A search form is present with 'Promotion Type' set to 'ALL', a date range from '11/04/2011' to '11/11/2011', and a 'SEARCH' button. Below the search form is a table with columns: ID, Type, Phone, Amount, PromotionAmount, Recharge Date, and Paid Date. A blue horizontal bar is positioned below the table. Numbered callouts (1-5) indicate the steps for navigating to the Promotions report and performing a search.

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)**

The screenshot shows the MyBlack011 website interface. At the top, the logo 'MyBlack011' is displayed along with user information: 'jwlocusach - Retail001 [ID: 1000010] Available Credits: \$988.00' and a 'Logout' button. Below the logo are language options for 'English' and 'Español'. A navigation bar contains links for 'Home', 'Rates', 'Admin', 'Customer Care', 'FAQs', 'Contact Us', and 'News'. A secondary navigation bar includes 'Change Password', 'Login History', 'Clerk Management', 'Reports', 'Billing Profile', and 'Discounts'. The 'Billing Profile' link is highlighted with a blue callout '1-a'. The main content area is titled 'Billing Profile' and contains two tables. The first table, 'Billing Plan', shows 'ACH' for the plan, '\$ 1,000.00' for the sales limit, and '09 AM' for the ACH hour. The second table, 'ACH Information', lists 'abc bank' as the bank name, '123456789' as the routing number, '*****321' as the account number, and 'Locus' as the bank holder name. A link for 'Download ACH Authorization Form' is located above the second table. A blue callout '2-a' points to this link. A blue callout '2' points to a horizontal line below the tables. A blue callout '1' points to the 'Admin' link in the navigation bar.

Billing Plan	
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

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)**

The screenshot shows the MyBlack011 Admin interface. The top navigation bar includes 'Home', 'Rates', 'Admin', 'Customer Care', 'FAQs', 'Contact Us', and 'News'. The 'Admin' menu is highlighted, and the 'Discounts' sub-menu is selected, indicated by a blue circle with '1-a'. The main content area displays a table of discounts with columns for Product Name, Transaction Type, and Rates. A blue circle with '2' is placed over the table.

PRODUCT NAME	TRANSACTION TYPE	RATES
Black LD[BKLD]	First Signup	
Black LD[BKLD]	Recharge	
AIS Thailand[TAITH]	TOPUP RTR	
AsiaCell Iraq[TACIR]	TOPUP RTR	
China Unicom Mobile[TCHIN]	TOPUP RTR	
Claro Chile[TCLCH]	TOPUP RTR	
Claro DR[TCLDR]	TOPUP RTR	
Claro DR(NF)[TCLAR]	TOPUP RTR	
Claro ES[TCLES]	TOPUP RTR	
Claro El Salvador(NF)[TCLEL]	TOPUP RTR	
Claro Guatemala(TCLGAI)	TOPUP RTR	

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

g. Prepaid Deposit

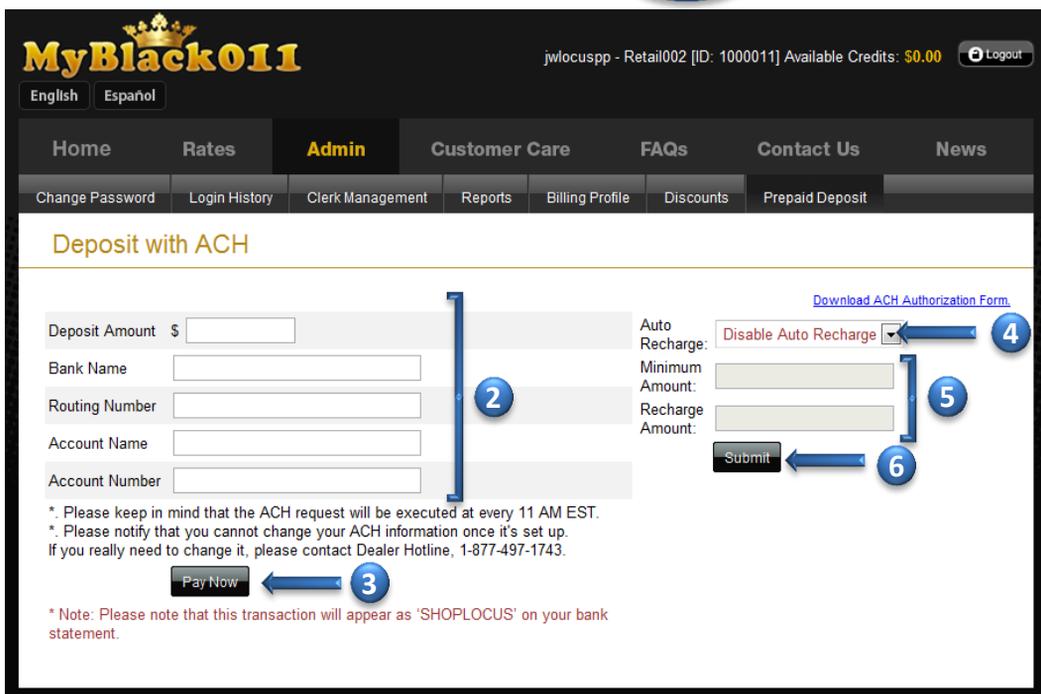
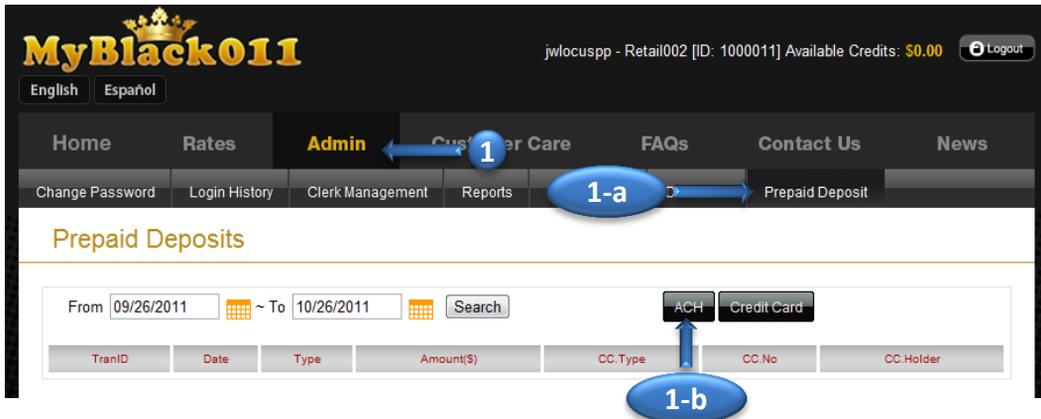
1. On the main page, go to **ADMIN**, click on **PREPAID DEPOSIT(1-a)**

The screenshot shows the MyBlack011 website interface. At the top, the logo 'MyBlack011' is displayed alongside user information: 'jwlocuspp - Retail002 [ID: 1000011] Available Credits: \$0.00' and a 'Logout' button. Below the logo are language options for 'English' and 'Español'. A main navigation bar contains links for 'Home', 'Rates', 'Admin', 'Customer Care', 'FAQs', 'Contact Us', and 'News'. A secondary navigation bar includes 'Change Password', 'Login History', 'Clerk Management', 'Reports', 'Prepaid Deposits', and 'Prepaid Deposit'. The 'Prepaid Deposits' section is active, showing a search form with 'From' and 'To' date pickers (09/26/2011 and 10/26/2011), a 'Search' button, and radio buttons for 'ACH' and 'Credit Card'. Below the search form is a table header with columns: 'TranID', 'Date', 'Type', 'Amount(\$)', 'CC.Type', 'CC.No', and 'CC.Holder'. A blue circle with the number '1' points to the 'Admin' link, and a blue circle with '1-a' points to the 'Prepaid Deposits' link. A blue circle with the number '2' points to the empty table area.

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

The screenshot shows the MyBlack011 website's Admin interface. At the top, the logo "MyBlack011" is on the left, and the user ID "jwlocuspp - Retail002 [ID: 1000011]" and available credits "\$0.00" are on the right. Below the logo are language options for "English" and "Español". A navigation menu includes "Home", "Rates", "Admin" (highlighted with a blue arrow and a "1" in a circle), "Customer Care", "FAQs", "Contact Us", and "News". Under the "Admin" menu, there are sub-menus: "Change Password", "Login History", "Clerk Management", "Reports", "1-a" (highlighted with a blue oval and a blue arrow), and "Prepaid Deposit". Below this, the "Prepaid Deposits" section has a search filter with "From" and "To" date pickers (set to 09/27/2011 and 10/27/2011) and a "Search" button. To the right of the search filter are two buttons: "ACH" and "Credit Card" (highlighted with a blue oval and a "1-b" in a circle). Below the buttons is a table header with columns: "TransID", "Date", "Type", "Amount(\$)", "CC.Type", "CC.No", and "CC.Holder".

The screenshot shows the "Deposit with your Credit Card" form in the MyBlack011 Admin interface. The form fields are: "Deposit Amount(\$)" (text input), "Credit Card Type" (dropdown menu with "Visa Card" selected), "Credit Card Holder Name" (text input), "Phone" (text input), "Credit Card Number" (text input with dashes), "Expire Date" (dropdown for "MONTH" and "YEAR"), "CVV2" (text input), "Billing Address" (text input), "Billing City" (text input), "Billing State" (dropdown menu with "Select a State" selected), and "Billing Zip Code" (text input). A blue arrow labeled "2" points to the "Credit Card Number" field. A blue arrow labeled "3" points to the "Pay Now" button at the bottom of the form. A note at the bottom of the form reads: "* Note: Please note that this transaction will appear as 'SHOPLOCUS' on your bank statement." The navigation menu at the top is similar to the previous screenshot, with "Admin" highlighted and "Prepaid Deposit" selected.

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)**

The screenshot shows the MyBlack011 website interface. At the top, there's a header with the logo and user information. Below that is a navigation menu with 'Customer Care' selected. Under 'Customer Care', 'Sales Transaction' is highlighted with a blue circle and arrow labeled '1-a'. The main content area is titled 'Sales Transaction History'. It features a search bar with 'From' and 'To' date fields, a calendar icon, and a 'Search' button. Below the search bar is a table with columns: Date, Order No., Type, Name, Phone/PIN, Amt(\$), User ID, Void Date, and Void. The table contains five rows of transaction data. A blue circle and arrow labeled '2' points to the 'From' date field, and another labeled '2-a' points to the 'To' date field. A blue circle and arrow labeled '3' points to the 'Search' button. A blue circle and arrow labeled '4' points to the bottom of the table, indicating scrolling. A blue circle and arrow labeled '5' points to the 'Void' button in the last row of the table.

Date	Order No.	Type	Name	Phone/PIN	Amt(\$)	User ID	Void Date	Void
10/19/2011 15:10:09	1442706	CC	Black LD	*****7500	5.00	locusach		Void
10/21/2011 17:09:16	1436161	CC	Black LD	*****7500	5.00	locusach		Void
10/24/2011 17:03:27	1436094	CC	Black LD	*****1565	1.00	locusach	10/24/2011	Void
10/24/2011 16:59:18	1436049	CC	Black LD	*****1565	5.00	locusach		Void

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)**

The screenshot shows the MyBlack011 website interface. At the top, the logo 'MyBlack011' is displayed along with user information: 'jwlocusach - Retail001 [ID: 1000010] Available Credits: \$988.00' and a 'Logout' button. Below the logo are language options for 'English' and 'Español'. A navigation menu includes 'Home', 'Rates', 'Admin', 'Customer Care', 'Contact Us', and 'News'. The 'Customer Care' menu is expanded, showing 'Sales Transaction', 'Void Transaction', 'Transaction', 'Access #', 'Subscriber Mgmt', and 'Ticket Log'. The 'Void Transaction' option is highlighted with callout '1-a'. Below the menu is the 'Void Transaction History' section. It features a search bar with 'From' and 'To' date pickers (10/21/2011 and 10/28/2011) and a 'Search' button. A table below the search bar displays transaction details. Callouts 2 and 2-a point to the date and order number fields in the table. Callout 3 points to the search button, and callout 4 points to the table header.

Void Date	Void Order#	Orig. Order#	Order Date	Phone/PIN	Amount(\$)	User ID
10/24/2011	1436178	143609	10/24/2011	*****1565	1.00	locusach

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#, ORIGINAL 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)**

The screenshot shows the MyBlack011 website interface. At the top, there is a navigation menu with 'Customer Care' highlighted. Below the menu, there is a 'Unlock Transaction History' section. This section includes a search bar with 'From' and 'To' date fields (set to 10/21/2011 and 10/28/2011) and a 'Search' button. Below the search bar is a table with the following columns: OrderNo, UserID, IMEI, ModelNo, LockedNetwork, ModelID, Comments, Delivery Amount, Status, Date, and UnlockCode. The table contains three rows of transaction data. Callouts 1, 1-a, 2, 2-a, 3, 4, and 5 are placed on the screenshot to indicate the steps for navigating to the page, filtering by date, searching, and viewing details.

OrderNo	UserID	IMEI	ModelNo	LockedNetwork	ModelID	Comments	Delivery Amount	Status	Date	UnlockCode
1419459	ecuador73383490048060220	BLACKBERRY TORCH	U.S.A.	AT&T / Cingular	305	HOLA	0-3 hours 4.2	PROCESSED	10/22/2011 13:56:12	[Envelope Icon]
1427679	ecuador73383490046060220	blackberry torch	regular	U.S.A.	305	hola	0-3 hours 4.2	PROCESSED	10/23/2011 14:47:25	[Envelope Icon]
1447875	judio2011 356552042393884	blackberry torch	regular	U.S.A.	305		0-3 hours 4.2	PROCESSED	10/26/2011 12:13:40	[Envelope Icon]

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)**

The screenshot shows the MyBlack011 Customer Care interface. The navigation menu includes Home, Rates, Admin, Customer Care (highlighted with callout 1), Contact Us, and News. Below the menu, there are tabs for Sales Transaction, Void Tra, SIM Order (highlighted with callout 1-a), Access #, Subscri, and Net Log. The main content area is titled SIM Order History and contains search filters for Order No., Sales Type (ALL), Ship Method (ALL), Order Date (10/01/2011 to 11/11/2011), and Status (ALL). A SEARCH button is highlighted with callout 4. Below the filters is a table with columns: OrderNo, Type, UserID, Qty, Amount, ShipMethod, ShipFee, Total Amount, Address, Date, Status, VoidDate, and TrackNo. The table contains three rows of order data. Callout 2 points to the SIM Order tab, callout 2-a points to the Ship Method filter, callout 3 points to the Order Date field, callout 3-a points to the calendar icon, callout 3-b points to the Status filter, and callout 5 points to the table header.

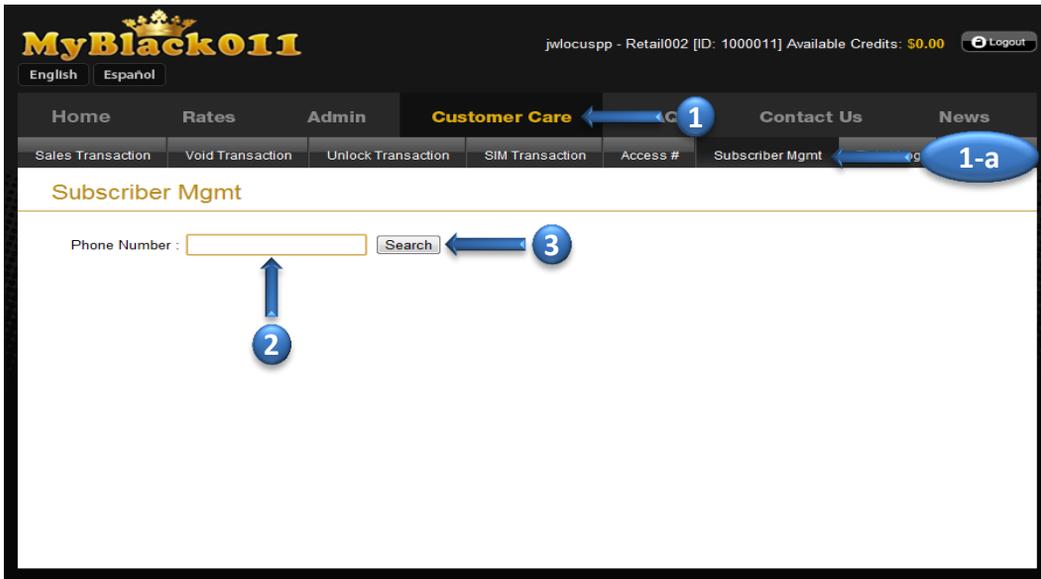
OrderNo	Type	UserID	Qty	Amount	ShipMethod	ShipFee	Total Amount	Address	Date	Status	VoidDate	TrackNo
10011	Salesmaindr		10	\$20.00	FEDEX Ground Delivery(FX_GF	\$0.00	\$20.00	200 North Main St Sioux Center, IA 51250	10/17/2011 22:54:35	WAITING	10/28/2011 11:57:37	
10059	Void	SYSTEM	10	\$20.00		\$0.00	\$20.00		10/28/2011 11:57:28	SHIPPED		
10082	Salesmaincinema	1	1	\$2.00	FEDEX Ground Delivery(FX_GROUND)	\$0.00	\$2.00	200 North Main St Sioux Center, IA 51250	11/02/2011 01:19:10	WAITING		

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**

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

The screenshot shows the 'Subscriber Mgmt' page. At the top, there is a navigation bar with tabs: Home, Rates, Admin, Customer Care (highlighted), FAQs, Contact Us, and News. Below this is a sub-navigation bar with links: Sales Transaction, Void Transaction, Unlock Transaction, SIM Transaction, Access #, Subscriber Mgmt (highlighted), and Ticket Log. The main content area has a heading 'Subscriber Mgmt' and a search form with 'Phone Number:' and a 'Search' button. A blue circle with the number '1' is placed over the search button. Below the search form is a section titled 'Account Information' with a table containing 'Phone:', 'Balance: \$**', and 'Status: Active'.

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, ORIENTATION, DESTINATION, USAGE** per Min. and **COST** per call

The screenshot shows the 'Call Details' page. At the top, there is a search bar with 'from 09/28/2011' and 'to 10/28/2011' and a 'Search' button. A blue circle with the number '1' is placed over the search bar. Below the search bar is a table with columns: Date/Time(EST), Origination, Destination, Usage (min.), Cost(\$), and Balance(\$). The table contains several rows of call records. A blue circle with the number '1-a' is placed over the 'Usage (min.)' column, and a blue circle with the number '1-b' is placed over the 'Balance(\$)' column. A blue circle with the number '2' is placed over the 'Date/Time(EST)' column of the last row.

Date/Time(EST)	Origination	Destination	Usage (min.)	Cost(\$)	Balance(\$)
10/17/2011 14:04:28	pos	VOID POS RECHAR	0	-2.00	**
10/17/2011 14:04:12	pos	POS RECHARGE	0	2.00	**
10/13/2011 17:28:46	pos	VOID POS RECHAR	0	-2.00	**
10/13/2011 17:28:39	pos	POS RECHARGE	0	2.00	**
10/05/2011 14:30:37	pos	VOID POS RECHAR	0	-2.00	**
10/05/2011 14:30:22	pos	POS RECHARGE	0	2.00	**
10/04/2011 10:44:36	pos	VOID POS RECHAR	0	-2.00	**
10/04/2011 10:39:19	pos	POS RECHARGE	0	2.00	**

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

Registered Numbers ← 1

123-456-7891	✓ CHECK	+ ADD
123-456-0000	⊗ VERIFY	
123-456-7891	⊗ VERIFY	⊗ DELETE

Speed Dial Numbers

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

01.	Phone Number	Description	⊗ DELETE	+ UPDATE
02.	Phone Number	Description	⊗ DELETE	+ UPDATE
03.	Phone Number	Description	⊗ DELETE	+ UPDATE

Phone Number Verification

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**

Speed Dial Numbers ← 1

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

01.	123-456-0000	Home	⊗ DELETE	+ UPDATE
02.	Phone Number	Description	⊗ DELETE	+ UPDATE
03.	Phone Number	Description	⊗ DELETE	+ UPDATE
04.	Phone Number	Description	⊗ DELETE	+ UPDATE
05.	Phone Number	Description	⊗ DELETE	+ UPDATE

f. Ticket Log

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

The screenshot shows the MyBlack011 website interface. At the top, there is a navigation menu with 'Home', 'Rates', 'Customer Care', 'FAQs', 'Contact Us', and 'News'. Below this is a secondary menu with 'Sales Transaction', 'Void Transaction', 'Unlock Transaction', 'SIM Trans', 'Ac', and 'Ticket Log'. The 'Ticket Log' section is active, showing a search interface with 'From' and 'To' date fields, a 'Status' dropdown menu, and a 'Search' button. Below the search interface is a table of ticket entries with columns for Ticket No., Date, Status, User ID, Email, Name, Category, Subject, Modified Date, and Reply By. Blue callouts are placed over the interface: '1' points to 'Customer Care', '1-a' points to 'Ticket Log', '2' points to the 'From' date field, '2-a' points to the calendar icon, '3' points to the 'Status' dropdown, '4' points to the 'Search' button, and '5' points to the 'Email' column in the table.

Ticket No.	Date	Status	User ID	Email	Name	Category	Subject	Modified Date	Reply By
363	10/17/2011 15:05:07	Closed	jwlocus	jwlocus@locus.net	jwlocus	Technical	help	10/17/2011 15:54:44	juno1276
364	10/17/2011 15:54:53	Closed	jwlocus	jwlocus@locus.net	jwlocus	Technical	help	10/17/2011 15:54:53	juno1276
365	10/17/2011 15:55:03	Closed	jwlocus	jwlocus@locus.net	jwlocus	Technical	er	10/17/2011 15:55:03	juno1276
368	10/17/2011 15:50:47	Closed	jwlocus	jwlocus@locus.net	jwlocus	Technical	test	10/17/2011 15:55:23	juno1276
369	10/17/2011 15:50:51	Closed	jwlocus	jwlocus@locus.net	jwlocus	Technical	test	10/17/2011 15:55:34	juno1276
370	10/17/2011 15:51:00	Closed	jwlocus	jwlocus@locus.net	jwlocus	Technical	test	10/17/2011 15:56:13	juno1276
372	10/17/2011 16:15:55	Closed	jwlocus	jwlocus@locus.net	jwlocus	Technical	test	10/17/2011 16:39:46	juno1276
375	10/17/2011 16:20:53	Closed	jwlocus	jwlocus@locus.net	jwlocus	Technical	test	10/17/2011 16:40:07	juno1276
376	10/17/2011 16:22:50	Closed	jwlocus	jwlocus@locus.net	jwlocus	Technical	test	10/17/2011 16:40:12	juno1276
377	10/17/2011 16:24:29	Closed	jwlocus	jwlocus@locus.net	jwlocus	Technical	sdfs	10/17/2011 16:40:18	juno1276
378	10/17/2011 16:27:15	Closed	jwlocus	jwlocus@locus.net	jwlocus	Billing	aa	10/17/2011 16:40:23	juno1276
388	10/17/2011 18:00:53	Closed	jwlocus	jwlocus@locus.net	jwlocus	Technical	sdfs	10/18/2011 09:15:59	juno1276

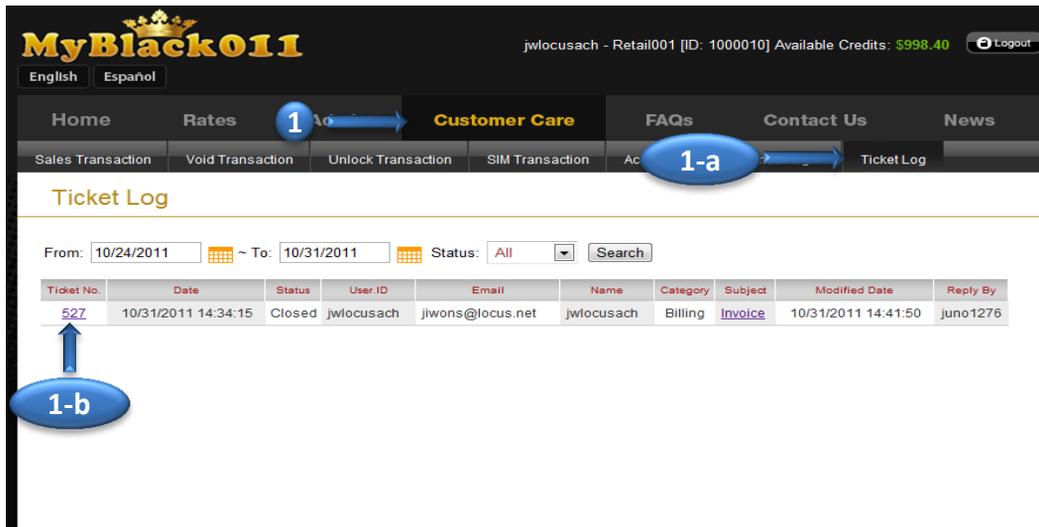
On this page, you are able to find your **TICKET INQUIRY**

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**

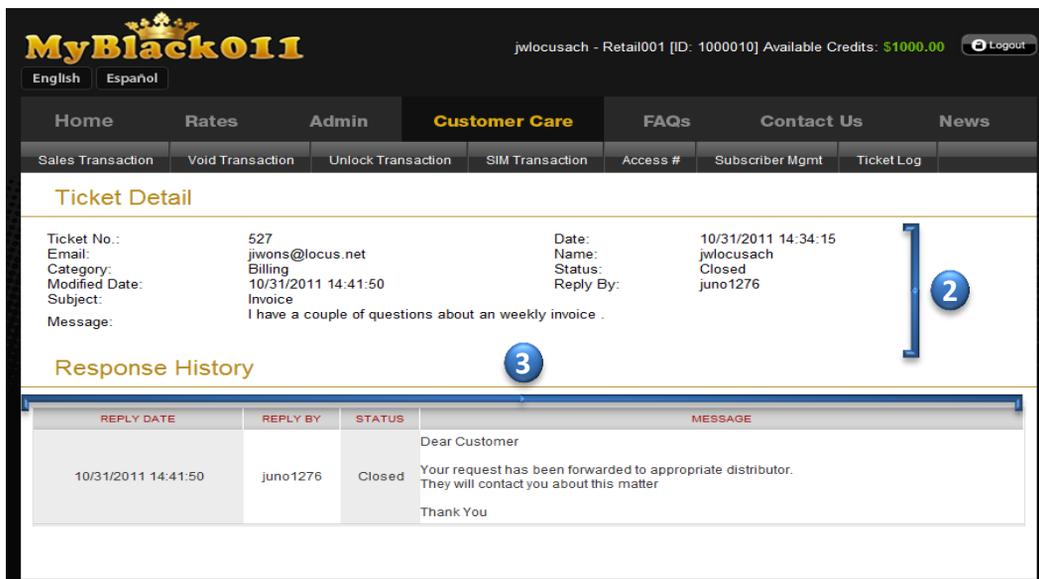
i. Ticket Detail

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)**



The screenshot shows the MyBlack011 website interface. At the top, there is a header with the logo and user information: "jwlocusach - Retail001 [ID: 1000010] Available Credits: \$998.40" and a "Logout" button. Below the header is a navigation menu with "Home", "Rates", "Customer Care", "FAQs", "Contact Us", and "News". The "Customer Care" menu is expanded, showing "Sales Transaction", "Void Transaction", "Unlock Transaction", "SIM Transaction", "Access #", and "Ticket Log". A blue circle labeled "1-a" highlights the "Ticket Log" link. Below the navigation is the "Ticket Log" section, which includes a search filter with "From: 10/24/2011", "To: 10/31/2011", and "Status: All". A table lists tickets, with the first row highlighted. A blue circle labeled "1-b" points to the ticket number "527" in the first column of the table.

Ticket No.	Date	Status	User ID	Email	Name	Category	Subject	Modified Date	Reply By
527	10/31/2011 14:34:15	Closed	jwlocusach	jwons@locus.net	jwlocusach	Billing	Invoice	10/31/2011 14:41:50	juno1276



The screenshot shows the MyBlack011 website interface for the "Ticket Detail" page. The header and navigation menu are the same as in the previous screenshot. The "Customer Care" menu is expanded, showing "Sales Transaction", "Void Transaction", "Unlock Transaction", "SIM Transaction", "Access #", "Subscriber Mgmt", and "Ticket Log". The "Ticket Detail" section displays the following information:

Ticket No.:	527	Date:	10/31/2011 14:34:15
Email:	jwons@locus.net	Name:	jwlocusach
Category:	Billing	Status:	Closed
Modified Date:	10/31/2011 14:41:50	Reply By:	juno1276
Subject:	Invoice		
Message:	I have a couple of questions about an weekly invoice .		

Below the ticket details is the "Response History" section, which contains a table with the following data:

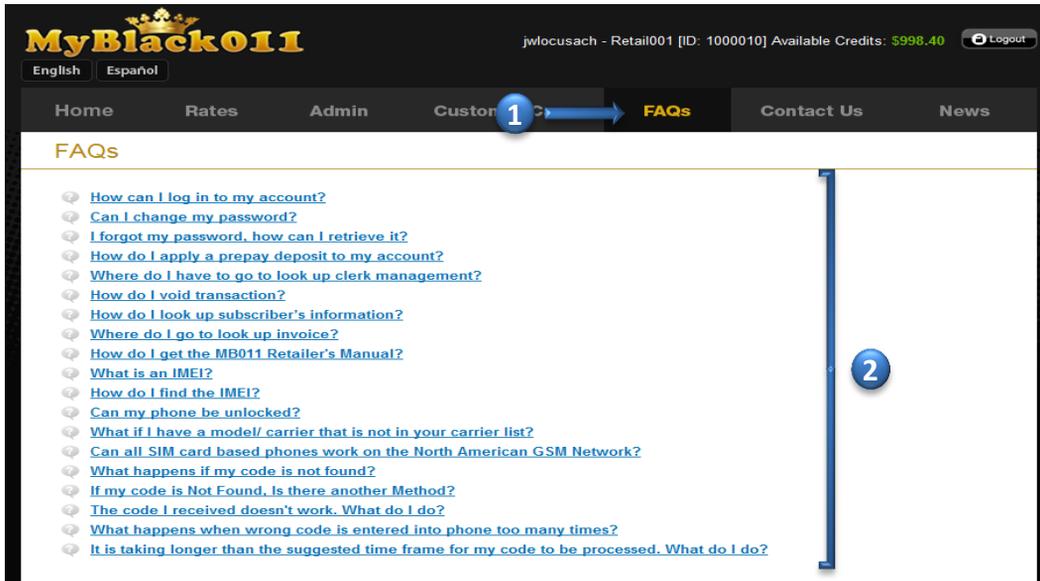
REPLY DATE	REPLY BY	STATUS	MESSAGE
10/31/2011 14:41:50	juno1276	Closed	Dear Customer Your request has been forwarded to appropriate distributor. They will contact you about this matter Thank You

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**

The screenshot shows the 'MyBlack011' website interface. At the top, there is a navigation bar with 'Home', 'Rates', 'Admin', 'Customer Care', 'Contact Us', and 'News'. A blue circle with the number '1' and an arrow points to the 'Contact Us' link. Below the navigation bar is the 'Trouble Tickets' form. The form fields are: 'Name' (text input with 'jwlocusach'), 'Phone' (text input with '(optional)'), 'Email' (text input with 'jwons@locus.net'), 'Category' (dropdown menu with 'Please Select' and a blue circle with '2' pointing to it), 'Subject' (text input with a blue circle with '3' pointing to it), and 'Comment' (text area with a blue circle with '4' pointing to it). At the bottom of the form is a 'Submit' button with a blue circle with '5' pointing to it.

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**

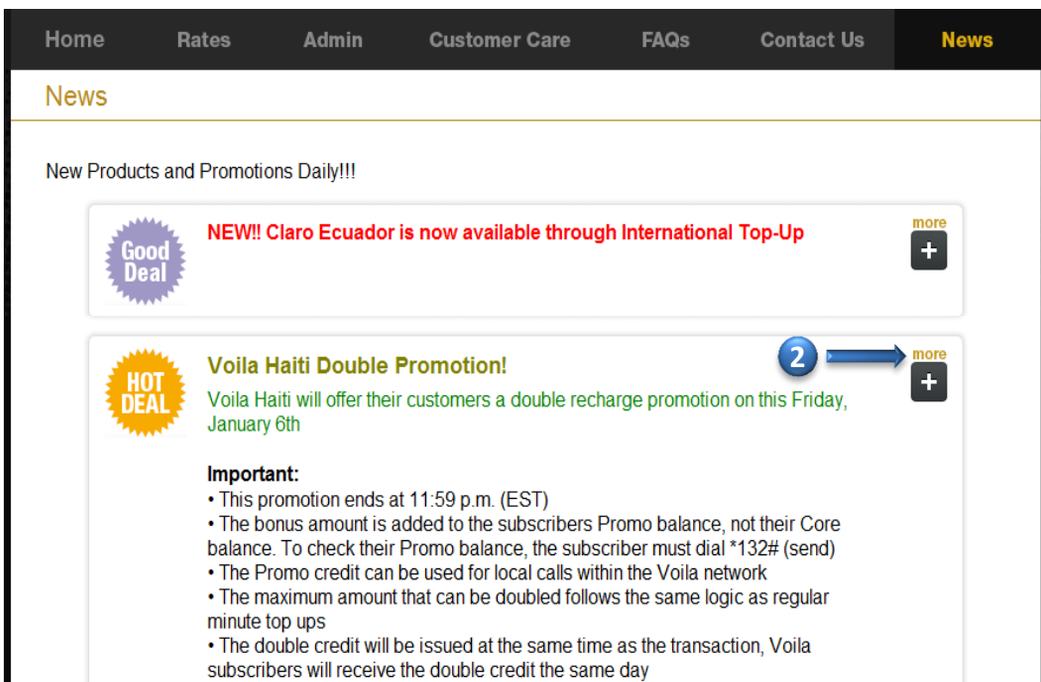
The screenshot shows the 'MyBlack011' website interface. At the top, there is a navigation bar with 'Home', 'Rates', 'Admin', 'Customer Care', 'FAQs', 'Contact Us', and 'News'. A blue circle with the number '1' and an arrow points to the 'Contact Us' link. Below the navigation bar is the 'ContactUs.' page. The page content is: 'Thank you!', 'Your ticket number is 528.', 'For an update on recent query, please visit 'Customer Care' and click on the ["ticket log"](#).', and 'Note: For all Inquiries relates to wireless and Top-Up , it takes up to 24 to 48 hours to respond.'

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