h2o® DIRECT

Welcome Pack

h2odirectnow.com

Making Money with h2o® Direct is Easy!

h2o® Dealer Example

Total Number of Activations in May 2019: **52** **(36 on $30, 10 on $20, 6 on $40)**

Your Auto Recharge rate in May 2019: **63%** **(24 on $30, 6 on $20, 3 on $40)**

Without h2o® Direct	With h2o® Direct			
1st + 2nd Month	1st + 2nd Month	In 3 Months	In 6 Months	In 12 Months
$1,410.00	$1,690.80	$1,914.00	$2,043.60	$2,302.80

Earn More with h2o® Direct!

Instant Spiff

What is Instant Spiff?

- A monetary incentive that is instantly reduced from your total invoice amount.
- Instant SPIFFs are ONLY provided for Activations and the qualified 2nd and/or 3rd month recharge.

How is Instant Spiff paid if I am an ACH (Postpay) account?

- Instant Spiff is accumulated throughout the week and reduced from your total invoice amount. (+Sales Amount - Discount Margin - Instant Spiff Amount = Invoice Amount)

How is Instant Spiff paid if I am a Prepay account?

- Instant Spiff is reduced from your total Prepayment amount.

Why do I have a Chargeback?

- Chargebacks can be processed for various reasons. For example, Port Out within 15 days or fraudulent Mobile Number. If you see a chargeback on your account, please check your Transaction Report for more details.
- If you see a chargeback on your account please check your Transaction Report for more details.

Where can I see my Instant Spiff amount?

- You can view your Instant Spiff information by selecting **Reports > Spiff Report > Enter Date > Select Search**. See the quick start guide for more information.
- You can also see your Instant Spiff amount on your Weekly Invoice

Residual

What is Residual?

- Residual is an extra incentive that is paid out for all subsequent recharges after initial activation and recharge is processed through HDN (subsequent recharges do not have to come from HDN portal to receive residual).
- Whenever the mobile number you activated is recharged, you will receive an extra 3% residual or 5% residual if the number is signed up for Auto Recharge (starting from the recharge after signup ONLY). Auto Recharge sign-up dealer needs to be the activating dealer.

When is Residual paid out?

- Residual is generally paid out on the 3rd Monday of the month.

How is Residual paid out if I am an ACH (Postpay) account?

- Just like Instant Spiff, Residual is accumulated and reduced from your invoice amount. (+Sales - Discount Margin - Instant Spiff – Residual = Invoice Amount.)

How is Residual paid out if I am a Prepay account?

- Residual is added to your available balance on HDN portal. It is generally paid out on the 3rd Monday of the month.

How is my Residual calculated?

- Payout is based on transactions for the calendar month (e.g., May 1st – May 31st).

Where can I see my Residual amount?

- You can see your Residual amount by selecting **Reports > Sales Report > Enter Date > Select Residual** under **Type** tab. See the quick start guide for more information. You can also find this information on your Invoice.

h2o® Monthly Earning Totals Non-Auto Recharge

Monthly Totals

		$20	$30	$35	$40	$50	$60
MONTH 1	AIRTIME DISCOUNT	$1.20	$1.80	$2.10	$2.40	$3.00	$3.60
	INSTANT SPIFF	$10.00	$20.00	$20.00	$20.00	$25.00	$30.00
	TOTAL	$11.20	$21.80	$22.10	$22.40	$28.00	$33.60
MONTH 2	AIRTIME DISCOUNT	$1.20	$1.80	$2.10	$2.40	$3.00	$3.60
	SPIFF	$5.00	$10.00	$10.00	$10.00	$10.00	$15.00
	RESIDUAL	$0.60	$0.90	$1.05	$1.20	$1.50	$1.80
	TOTAL	$6.80	$12.70	$13.15	$13.60	$14.50	$20.40
MONTH 3	AIRTIME DISCOUNT	$1.20	$1.80	$2.10	$2.40	$3.00	$3.60
	SPIFF	$5.00	$5.00	$5.00	$10.00	$15.00	$15.00
	RESIDUAL	$0.60	$0.90	$1.05	$1.20	$1.50	$1.80
	TOTAL	$6.80	$7.70	$8.15	$13.60	$19.50	$20.40
3 Mos. TOTAL		$24.80	$42.20	$43.40	$49.60	$62.00	$74.40

- 6% Fixed Airtime Discount for the purchase of an h2o® Plan
- Instant Spiff for the Month 1 purchase, see your Spiff in your invoice
- 3% Residuals each h2o® plan RTR

h2o® Monthly Earning Totals with Auto Recharge

Monthly Totals

		$20	$30	$35	$40	$50	$60
MONTH 1	AIRTIME DISCOUNT	$1.20	$1.80	$2.10	$2.40	$3.00	$3.60
	INSTANT SPIFF	$10.00	$20.00	$20.00	$20.00	$25.00	$30.00
	TOTAL	$11.20	$21.80	$22.10	$22.40	$28.00	$33.60
MONTH 2	SPIFF	$5.00	$10.00	$10.00	$10.00	$10.00	$15.00
	ARC BONUS	$2.00	$3.00	$3.50	$4.00	$5.00	$6.00
	ARC RESIDUAL	$0.90	$1.35	$1.58	$1.80	$2.25	$2.70
	TOTAL	$7.90	$14.35	$15.08	$15.80	$17.25	$23.70
MONTH 3	SPIFF	$5.00	$5.00	$5.00	$10.00	$15.00	$15.00
	ARC RESIDUAL	$0.90	$1.35	$1.58	$1.80	$2.25	$2.70
	TOTAL	$5.90	$6.35	$6.58	$11.80	$17.25	$17.70
3 Mos. TOTAL		$25.00	$42.50	$43.76	$50.00	$62.50	$75.00
6 Mos. TOTAL		$27.70	$46.55	$48.50	$55.40	$69.25	$83.10
12 Mos. TOTAL		$33.10	$54.65	$57.98	$66.20	$82.75	$99.30

- 6% Fixed Airtime Discount for the purchase of an h2o® Plan
- Instant Spiff for the Month 1 purchase, see your Spiff in your invoice
- 5% Residuals for Life with Auto-Recharge (based on discounted value)
- 10% Auto Recharge bonus payment on 2nd month
- To receive 5% Auto Recharge residual, activation and Auto Recharge sign up must be completed by the same dealer through h2o® Direct

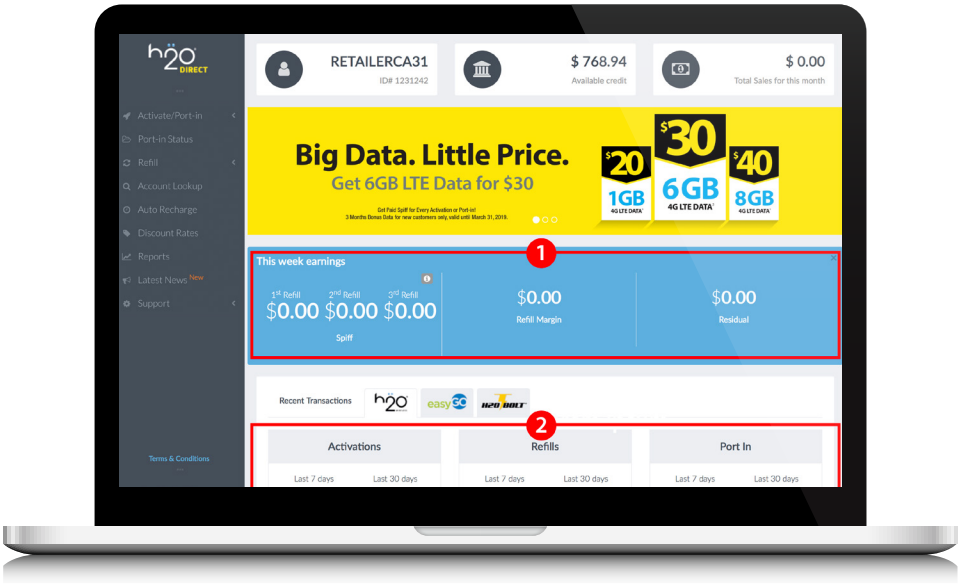
h2o® WIRELESS

h2odirectnow.com Instant Payment & Product Activation Portal

Tracking your profits in real time has never been so easy! You asked and we delivered with the most reliable way to process all h2o® Brand Product transactions.

- ✓ Complete Activations/Port-ins and Recharges
- ✓ Receive instant Spiffs and Residuals
- ✓ See your Spiff Reports and watch your profits grow in real time
- ✓ Track Sales and Manage Employees
- ✓ Track your weekly or monthly transactions from one page
- ✓ Motivate employees to push the biggest money-making products
- ✓ Receive exclusive spiffs, promotional offers, special benefits, and more
- ✓ **Latest News** provides h2o® Wireless updates including the latest h2o® Insider

h2o® Direct Quick Start Guide



Once Signed in, Start Managing Your Transactions Immediately

When you log in you will see:

1. Current week earnings in Spiffs, Refill Margins, and Residuals
2. Recent transactions from the last 7 days and the last 30 days

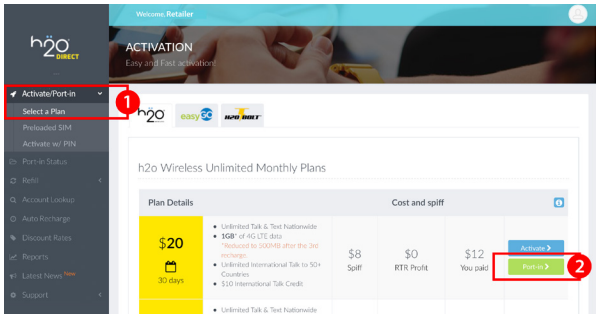
How To's Port-in, Port-in Status and Refill

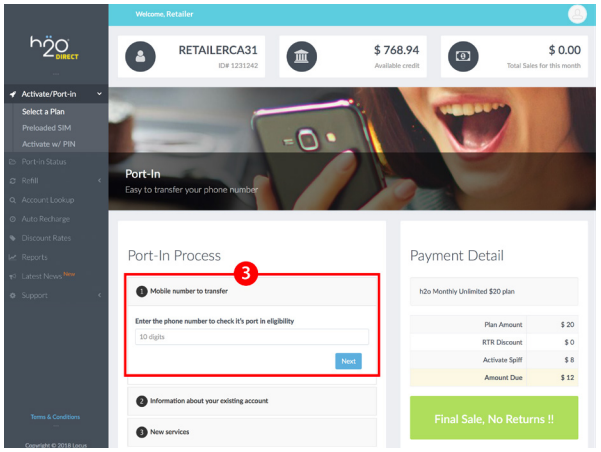
Port-in

A customer's phone number must remain active and free from any other changes during the port-in process. Once the phone number successfully ports to h2o® Wireless, the customer's old account will disconnect automatically.

Standard Single Line Activation

1. On the left menu, click on **Activate/Port-in** and **Select a Plan** option.
2. Select plan and click on the green **Port-in** button to the right of the page
3. Enter the 10 digit phone number and click **Next**.
4. Fill out the information about the previous service account. The account holder is the only one who can authorize changes to the account. Check the information typed and click **Next** when confirmed.
5. Enter the new (unused) h2o SIM card number or ***ActFast***℠ code and click **Submit**. Before clicking **Submit**, please make sure all information is correct. Clicking the **Submit** button will complete the port-in request.
6. You can **Print** or **Email** a receipt for yourself or your customer for confirmation.

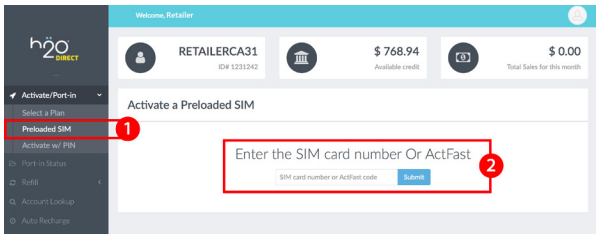




NOTE: Number transfer requests can take between 1 to 10 business days to process. Until the port-in process is complete, your old service will continue to receive calls and message. Voicemail messages will not transfer to the new h2o account.

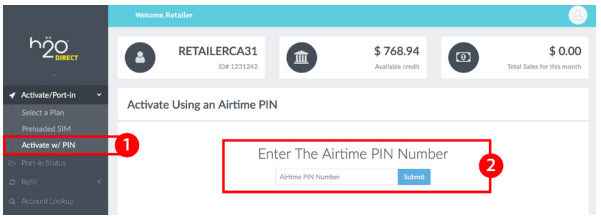
Preloaded SIM/Bundled Handset Activation

1. From the menu select **Activate/Port-in**. In the dropdown menu, select **Preloaded SIM**.
2. Enter the **SIM card number** or ***ActFast***℠ code to configure the mobile device for the network account and **Submit**.



Activate w/PIN - Bundled Handset Activation

1. From the gray-shaded menu, select **Activate w/PIN**.
2. Enter 15-digit **Airtime PIN** (PIN Number) and press **Submit**. Airtime will be sent directly to the device.

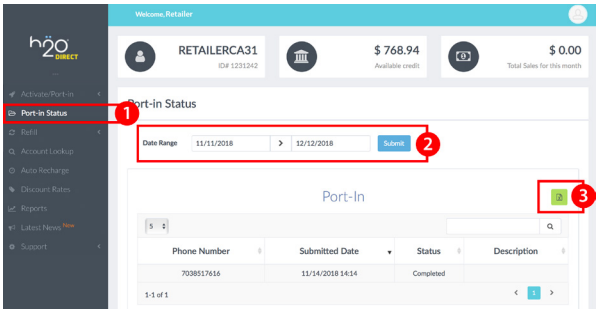


Port-in Status

1. Once the port-in submission is complete, you can monitor and track. From the left menu, select **Port-in Status**.
2. Select date range and click **Submit**.
3. You can also transfer your data into a Microsoft Excel Worksheet.

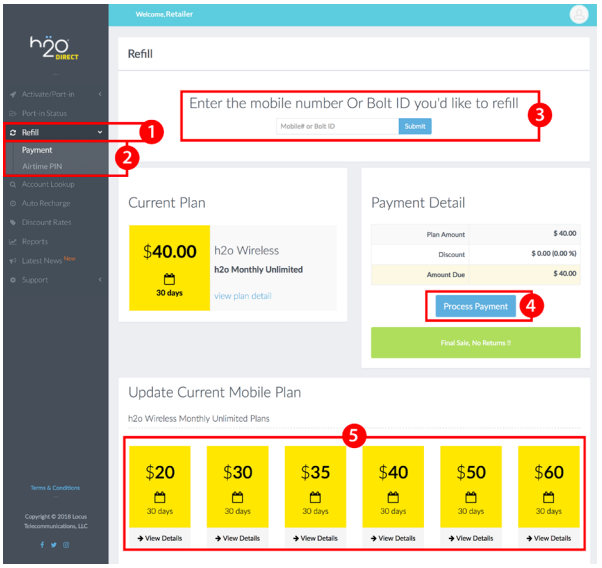
There are 4 statuses available.

- Pending: waiting for the old service provider to release the phone number and it is still processing
- Failed: port-in did not go through and it failed. Need to resubmit the port-in request.
- Incomplete: one or more fields were incorrect. Need to resubmit the port-in request.
- Completed: port-in is now complete; the phone number is now active on h2o/easyGO service.



Refill

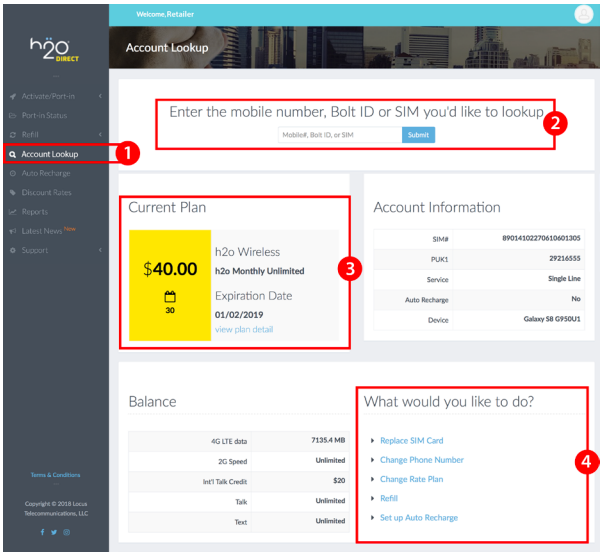
1. Select the third option on the left side gray bar titled **Refill**.
2. From the menu select **Payment** or **Airtime PIN**.
3. Enter the mobile number or Bolt ID and **Submit**.
4. From this page, you are processing the payment to refill the account.
5. You may also update the customer's current plan from this page if they wish to change their plan.
6. You can **Print** or **Email** a receipt for yourself or your customer for confirmation.



How To's Account Lookup, Auto Recharge, Discount Rates and Reports

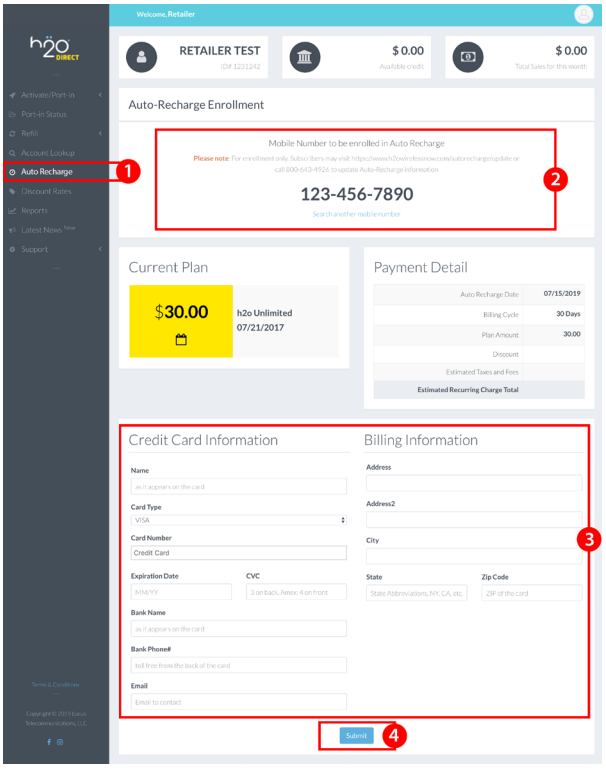
Account Lookup

1. Select the fourth option on the left side gray bar titled **Account Lookup**.
2. Enter the Mobile Number, Bolt ID or SIM card and **Submit**.
3. From this page, you can view a customer's current plan, balance, and account information.
4. You can also set up Auto Recharge, refill, change rate plans or phone number, and replace the SIM card.

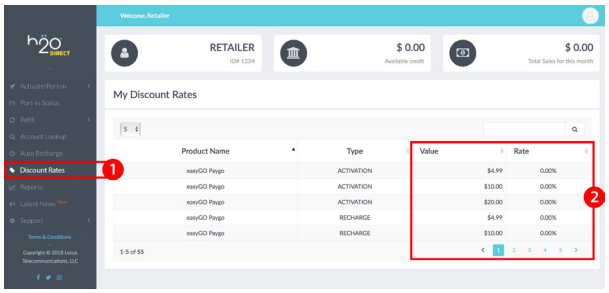


Auto Recharge

1. For new activations, Auto Recharge may be selected during activation and a 10% discount for your customer will be applied immediately. For updating a customer to Auto Recharge, select the fifth option on the left side gray bar titled **Auto Recharge**.
2. Enter the mobile number or Bolt ID and click **Submit**.
3. Enter the Credit Card and Billing Information.
4. Click **Submit**. Auto Recharge is now updated.
5. You can **Print** or **Email** a receipt for yourself or your customer for confirmation.



Discount Rates



1. Select the sixth option on the left side gray bar titled **Discount Rates**.
2. The value and your percentage discount rate of each product and activation/recharge are clearly visible in the two right columns.
3. To search between products use the lookup bar on the top right of the chart.

Reports

You can find various Reports on the Report tab:

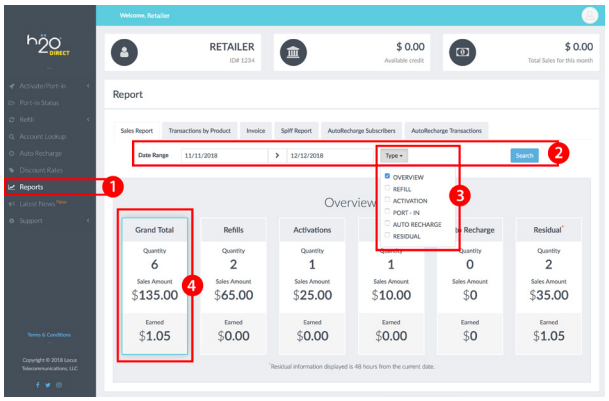
- **Sales Report:** Allows you to view all your Sales Transactions which you can also categorize by Refill, Activation, Port-Ins, Auto Recharges, and Residuals
- **Invoice:** Allows you to view your past and current Invoices
- **Spiff Report:** View all your Spiff information!
- **Port- Status Report**

With the Status Report you can:

- View general information regarding a Port (phone number to be ported, date of request, status of request)
- Update the status of a Port

NOTE: You will receive an email if there is an error of any sort

Report Overview

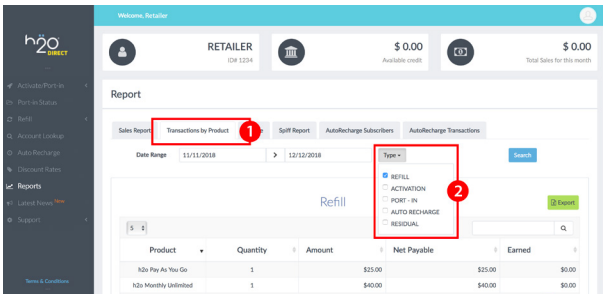


1. Select the seventh option on the left side gray bar titled **Reports**.
2. Track your transactions by Date Range and Type from this screen and select **Search**.
3. Select **OVERVIEW** from the dropdown menu.
4. The overview screen gives you a detailed summary of your transactions to include Grand Total.
5. For specific product details select the product from the Type menu and your Date Range then select **Search**.
6. Your specific product information will then be displayed.

How To's Reports, Support and FAQs

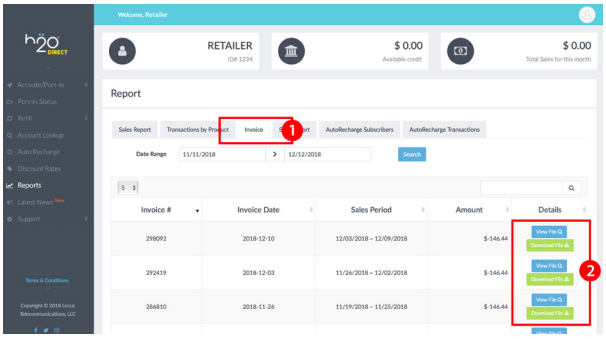
Report/Transactions by Product

1. From the Report screen, select **Transactions by Product**.
2. Check the boxes of the Type or Types you want to track.
3. Select **Search** and your selected products and transaction history will be displayed.



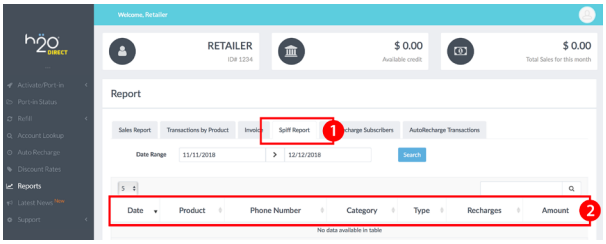
Report/Invoices

1. From the Report screen, select **Invoice** and choose the date range of the invoices you want to view.
2. Select **View File** to see or print your invoice through h2o® Direct or select **Download File** to download a digital copy.
3. Sales, voids, refunds, spiffs, residuals and total Amount shown on the left of the invoice.
4. The detailed invoice shows Carry-Over and New Deposits as well as Open Balances.



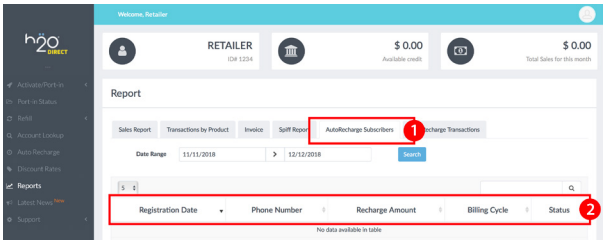
Report/Spiff Report

1. The Spiff Report screen gives you a detailed spiff statement in the Date Range you choose.
2. Select search and you can view your spiff history and sort by clicking on the data categories including date, product, phone number, category, type, recharges, and amount.



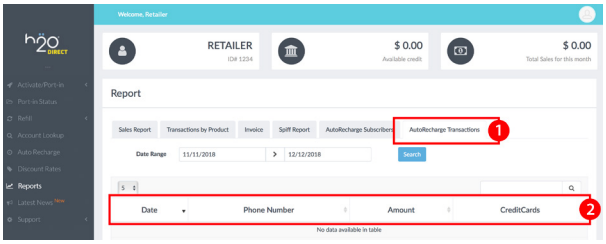
Report/Auto Recharge Subscribers

1. Select **Auto Recharge Subscribers** and enter the date range you want to track then select **Search**.
2. Monitor recharge amounts, billing cycles and the status of your Auto Recharge subscribers and sort by the categories by selecting them.



Report/Auto Recharge Transactions

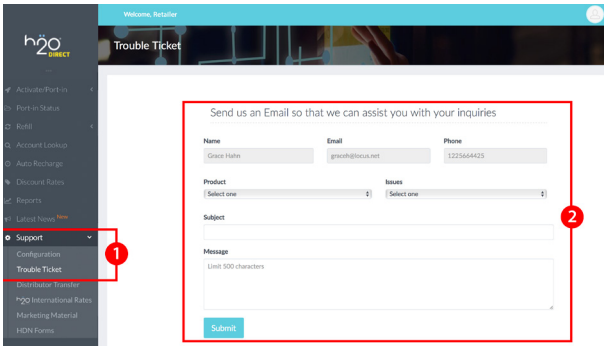
1. Select Auto Recharge Transactions and specify a Date Range then press **Search**.
2. Track your Auto Recharge subscribers payments and amounts from this page
3. Sort by date, phone number, amount, or credit cards by selecting the categories after your search



Support

1. Select the last option on the left side gray bar titled **Support**.
2. Fill out a Trouble Ticket for a quick solution to any problem and click **Submit**.

NOTE: You will be contacted in 24 to 48 hours. Customer support is also available from help@h2odirectnow.com.



FAQs

How do I create a new user?

- Select the **My Account** tab located on the top right hand side of the landing page.
- Select **Clerk Management** on the dropdown
- Select **Create Account**
- Enter the required information: Username, Name, Email

How do I reset my password?

- Select the **Forgot Password** option located on the Log In page.
- You will then be asked to enter your username and email address.
- You will receive an email to the email address entered with a link to reset your password

How does the Auto-Recharge (ARC) residual work?

- Dealers will qualify for lifetime residual starting from the subscriber's first automatic payment.
- To qualify, retailers must activate and sign-up (ARC) the customer on h2o® Direct.

How do I process port-ins?

- Dealer must fill out the required fields and click **Submit**. Dealer will receive confirmation that the port-in is being processed. To check port-in status, please refer to the port in status report, located under the "**Activate Port-In**" menu tab. If port-in recharge is delayed, please refrain from processing a 2nd recharge attempt.

My account bounced. What can I do to reactivate it?

- If your account bounced please contact your Master as they are the ONLY ones that have access to reactive your account if it is deactivated due to a failed payment.

I want to update my bank information.

- Please contact your Master if you need to update your bank information or any of your contact information.

I need to void/cancel a transaction

- Under the Support tab select **Trouble Ticket**
- Fill in the required information
- Our Sales Team will contact you within 2-24 hours.

h2o® WIRELESS