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Online Payment Center T-Mobile User's Guide



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Introduction

The Qpay Online Payment Center web application is accessed via your internet browser. You can be connected using DSL, cable modem, or any other fast speed internet connection that allows you to access web sites.

The payment center is designed to be used with Microsoft Internet Explorer version 7.0 or later. You can check which version you are running by clicking the 'Help' menu item then 'About Internet Explorer'. You can download the latest version of Internet Explorer for free from the Microsoft web site at <http://www.microsoft.com/windows/ie/downloads>.

Features

Qpay offers a simple and easy application to process T-Mobile customer payments online. The Qpay Online Payment Center includes the following features:

- ✓ Service Payments
- ✓ Post Paid Deposit Activations
- ✓ Rate Plan Upgrades and Feature Changes Payments
- ✓ View Customer's Payment History
- ✓ Online Cancellation Request
- ✓ Manage Passwords and Security

Getting Started

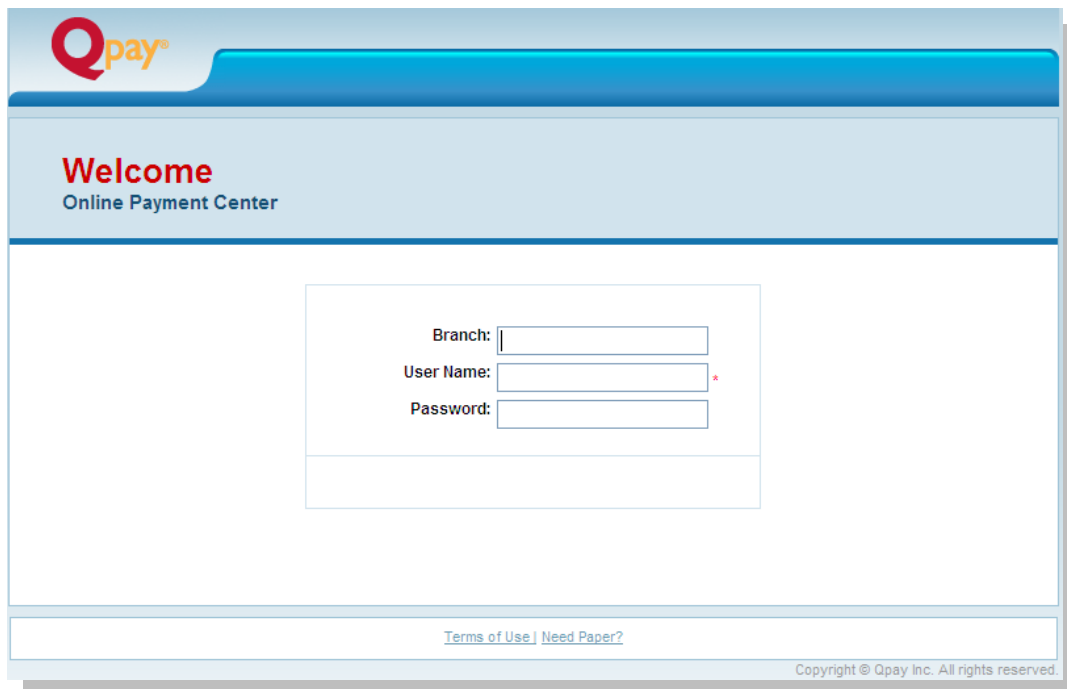
Starting Qpay Online Payment Center

The Qpay Online Payment Center is accessed using your internet browser.

1. Launch your internet browser application from the **Start** menu or from a desktop icon.
2. Type the URL for the web application. Your Qpay Account Service Representative (ASR) will provide you with the URL or a link to the Qpay web application.

Login

The login function identifies you as an authorized Qpay Online Payment Center user. Your user name and password are supplied by your Qpay ASR or by contacting the Qpay Helpdesk.



The screenshot shows the Qpay Online Payment Center login interface. At the top left is the Qpay logo. Below it, the text "Welcome Online Payment Center" is displayed. The main area contains a login form with three input fields: "Branch:", "User Name:", and "Password:". The "User Name" field has a red asterisk to its right. Below the form are two links: "Terms of Use" and "Need Paper?". At the bottom right, there is a copyright notice: "Copyright © Qpay Inc. All rights reserved."

Figure 1.1 Qpay Login Screen

1. Type your branch number in the **Branch** text box. The branch number is a unique number that identifies your store. Note: This field might not appear after initial login.
2. Type your user name in the **User Name** text box.
3. Type your password in the **Password** text box. For security, your password is encrypted as you type.
4. Click **Login**. The Main Menu appears. (See Fig. 1.3)

Changing Your Password

The password your ASR assigned you may be changed at any time during a Qpay web application session. Simply click on Manage Password in the Preference Tab.

Navigating

At the top of each page is a navigation bar which you use to move around in the application.

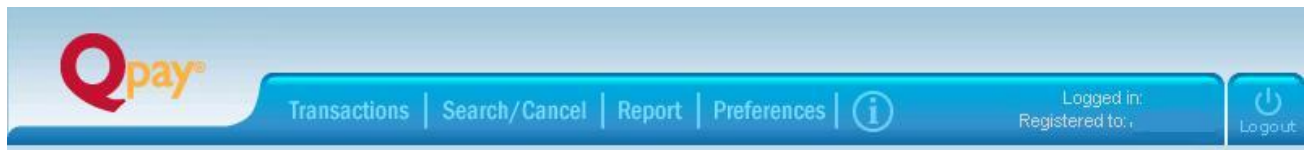


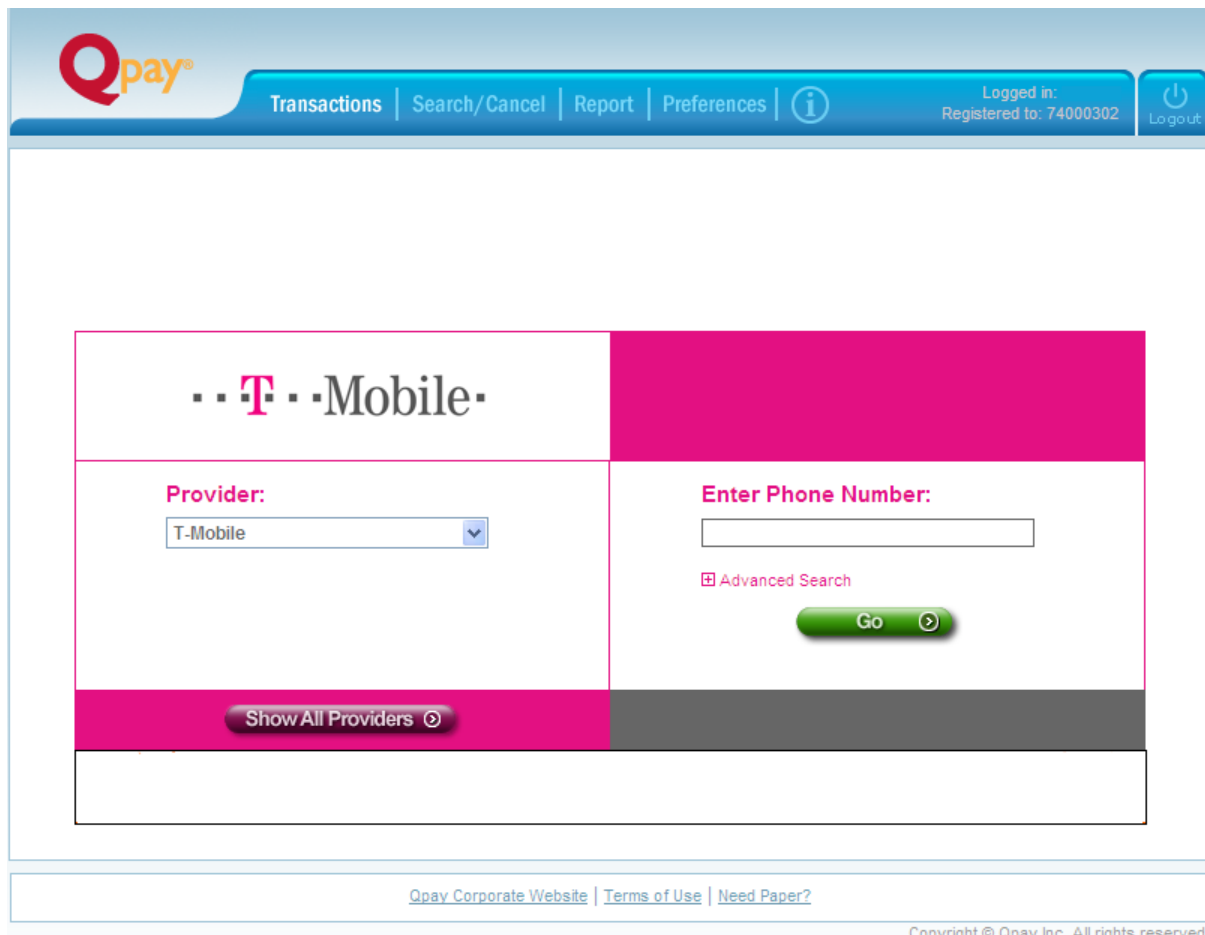
Figure 1.2 Navigation Bar

The navigation bar contains links to other pages within the Qpay web application. At the bottom of each page are links to additional information about our company and useful documents.

Processing Payments



How to Process A Service Payment

1. Click the Transactions tab on the navigation bar. (This is the default screen after Login.)



The screenshot shows the Qpay main menu. At the top, there is a navigation bar with the Qpay logo on the left and several tabs: Transactions, Search/Cancel, Report, and Preferences. On the right side of the navigation bar, it says "Logged in: Registered to: 74000302" and a "Logout" button. Below the navigation bar, the main content area is divided into two columns. The left column features the T-Mobile logo at the top, followed by a "Provider:" dropdown menu currently set to "T-Mobile". Below this is a "Show All Providers" button. The right column has an "Enter Phone Number:" text input field, a link for "Advanced Search", and a green "Go" button with a right-pointing arrow. At the bottom of the page, there are links for "Qpay Corporate Website", "Terms of Use", and "Need Paper?". A copyright notice "Copyright © Qpay Inc. All rights reserved." is located at the bottom right.

Figure 1.3 Main Menu

2. Enter the customer's phone number into the **Enter Phone Number** box.
 -  Do not include any dashes - enter the 10 digit phone number only.
3. Click **Go** to continue to the customer account information page. A spinner indicating your request is being processed will appear.
 -  If more than one account is located, a list of customer names associated to the account will appear. Confirm the customer's name and select. (Figure 1.4).

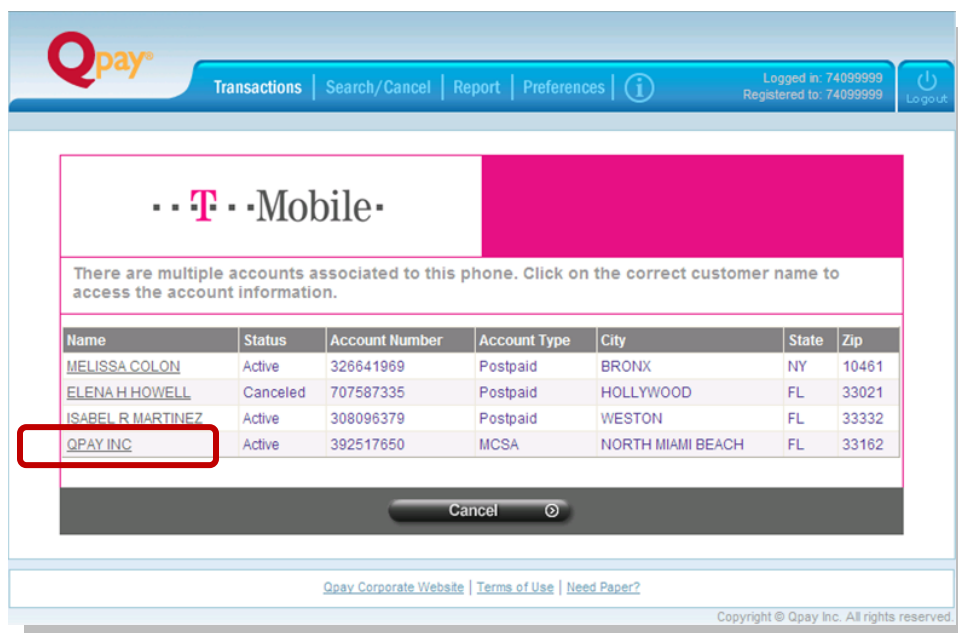


Figure 1.4 Multiple Account

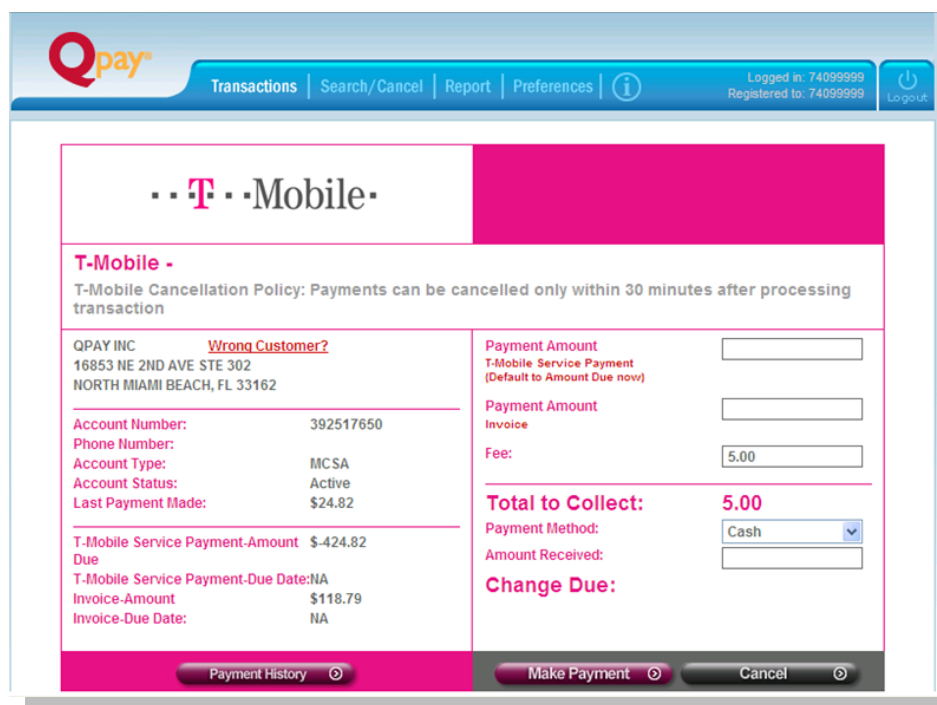





Figure 1.5 Customer Account Information

- The left section of the transaction page contains the customer's account information:
 - Customer Name** -name on the T-Mobile account.
 - Account Number, Phone Number, Address, City, State, and Zip Code** – Customer account details.
 - Previous Balance** – Customer's previous balance.

5. The right section of the transaction page contains the payment options:
 - **Payment Amount** - amount will default from **Previous Balance amount**. Amount may be edited; amount must be between \$1 to \$400.
 - **Fee** – transaction fee.
 - **Total to Collect** - will be automatically calculated for you – this amount includes the transaction fee.
 - **Payment Method** -will default to Cash. Select other methods from pull down list.
6. Enter the amount of money received from the customer in **Amount Received**.
 Change Due will be automatically calculated for you.
7. Click the **Make Payment** button once, or click **Cancel**.
 Pressing the enter key will process the payment.
Simply click on Cancel if you choose not to process the payment.
 Payments can be cancelled only within 15 minutes after processing transaction.
8. You will receive confirmation that the transaction was processed.
9. Choose receipt language (English or Spanish). Click **Print Receipt** and provide receipt to customer.
10. **Payment History** – View list of payments made customer to this account.
11. You are done! Click **New Transaction** to take another payment.

How to Process a Deposit Activation or Feature Change Payment

To print receipts you must have a Point of Sale (POS) printer connected to the computer. If you have any technical problems or questions, please contact the Qpay Helpdesk.

For a Deposit Activation payment, you must first use the T-Mobile Watson application. For a feature change, you must first use the T-Mobile Icam application. Once you've completed the deposit activation or feature change process within the T-Mobile applications, **you must select Qpay as your payment vendor.**

1. A new Qpay session will appear, you must re-enter your Username and Password, click **Login**

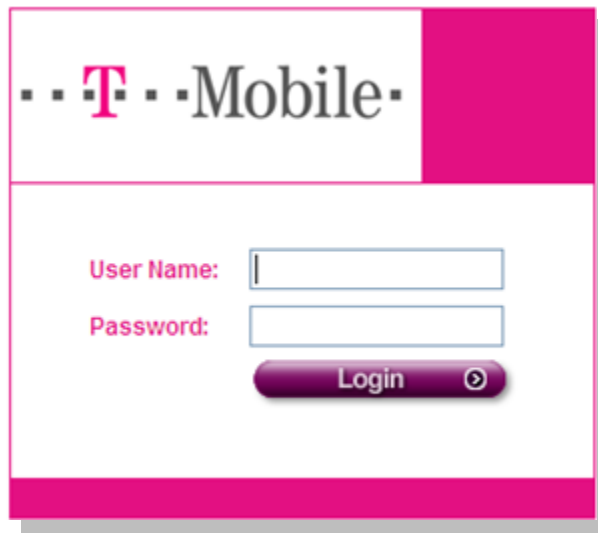


Figure 1.6 Login for Deposit Activation/Feature Change

2. The left section of the transaction page contains the customer's account information:
 - **Product Name** – T-Mobile Deposit Activation or Feature Change
 - **Name, Phone Number, and Account Number** – Customer account details
3. The right section of the transaction page contains the payment options:

For T-Mobile Deposit Activation

- **Payment Amount** – amount customer must pay for the deposit activation. Amount cannot be edited.

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- **Total to Collect** – displays the sum of deposit activation amount due

For Feature Change Payment

- **Payment Amount** -amount customer must pay for feature change. Amount cannot be edited.
 - **Fee** -transaction fee.
 - **Total to Collect** - displays the sum of feature change amount due.
4. Choose payment method and enter the amount of money received from the customer in **Amount Received**.



Change Due will be automatically calculated for you.


			
T-Mobile - 3057882554			
Product Name: T-Mobile Deposit Activation Name: QPay TestNumber Phone Number: 305-788-2554 Account Number: 109170110	Payment Amount: \$40.00 Total to Collect: \$40.00 Payment Method: <input type="text" value="Cash Back"/>		
	Amount Received: <input type="text" value="\$40.00"/> Change Due: \$0.00		
<input type="button" value="Payment History"/>		<input type="button" value="Confirm"/> <input type="button" value="Cancel"/>	

Figure 1.7 Deposit Activation/Feature Change Confirmation

5. Click **Confirm** button once, or click **Cancel**.



Deposit Activation and Feature Change payments can be cancelled within 1 hour of transaction time and BEFORE release payment is processed.

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- Validate all information; click **Edit Payment** or **Cancel** if needed. Otherwise click on **Make Payment** to process.

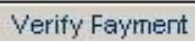
Figure 1.8 Deposit Activation/Feature Change Confirmation

- You will receive confirmation that the transaction was processed.

Figure 1.9 Deposit Activation/Feature Change Confirmation

- Choose receipt language (English or Spanish). Click **Print Receipt** and provide receipt to customer.

9. This session of the Qpay payment center will now close. **You must return to the T-Mobile application and click on the Verify Payment button to ensure that the payment is confirmed.**

A rectangular button with a thin black border and a light gray background. The text 'Verify Payment' is centered on the button in a dark gray, sans-serif font.

10. You are done! You may now process additional deposit activation or feature change transactions.




Search

The search tab allows you to search for transactions made at your location. To use it you must select a date range – this can be for today only or as far back in time as you would like. You may also narrow the search results by entering a specific phone number, confirmation ID, or the total amount of the transaction.

Cancellations

Per T-Mobile policy you may request a cancellation for a T-Mobile service payment transaction within less than 15 minutes of processing the transaction. Cancellations for T-Mobile Deposit Activation or Feature Change payments can be completed within 1 hour of the transaction time and before the release payment process is completed.

How to Cancel A Payment

1. Click on the **Search Tab** on the navigation bar.
2. Select a date range. (Current day is defaulted)
 - (Optional) You may narrow the search by entering a specific **Phone Number, Transaction ID or Amount.**
3. Click on **SEARCH. View Search Results.**
 -  The cancel (red “x”) button will be available only if the transaction can be cancelled.
 -  Cancellation timeframes are determined by T-Mobile
 - **Service Payments - Only transactions within 15 minutes will be allowed.**
 - **Deposit Activations and Feature Change – Within 1 hour or before Release Payment**
4. Click on the **Cancel Button** (red “x”) next to the transaction you must cancel.
5. Carefully review the transaction information again. Then select the reason for the cancellation from the drop down list, or choose free form to type in your reason.
6. Click **Yes, Cancel Transaction** to process the cancellation, or **Return to Search Results.**
7. Cancellation Confirmation
 - You will receive clear confirmation that your cancellation was received and processed by Qpay.
8. Please print this page for your records
 -  Cancelled transactions are easily identified in **Search Results** – they will be in red font and will be displayed as negative numbers.

End of Day Reports

You may view all transactions made at your location by accessing the End of Day Report. This can assist you with reconciling money in your cash register(s) and auditing activity.

Go to the Preferences tab and select the **End of Day Report** for today or up to 6 days ago. Each End of Day report shows all transactions for exactly one calendar day.

The End of Day report for the current day is real time and will show all transactions made up to the current time of day including any cancellations.

General Preferences

The Qpay Online Payment Center is a very flexible application that can be easily customized to suit your preferences. Whether you prefer to default an area code automatically when process payments, adding promotions or Holiday Greetings to your receipts, or limiting your user's privileges within the application – it can all be done!

Edit Receipt Details

At any time, you may edit the text on your receipts.

Go to the Preferences tab and select **Edit Receipt Details**. Enter up to 3 lines of customized text that will appear at the top and the bottom of the receipts. Please be sure your location name address and phone number are correct and as you would like them printed on the receipts.

Manage Passwords

You can create additional users and assign permissions. To edit this section you must enter the master username and password.

Go to the Preferences tab and select **Manage Passwords**. To edit a user's password, simply click on **Chg Pwd** for that user. To assign permissions to a user, click on **Chg Type**. There are two permission options – Regular and Advance.

- User Type 'Regular' is set as default. With this permission type the user is only allowed to process payments.
- User Type 'Advance' will allow the user to process all transactions – make payments and cancel payments.

Advanced Security

This security option is used to prevent unauthorized users to process transactions and/or cancellations. To edit this section you must enter the master username and password.

Go to the Preferences tab and select **Advanced Security**. Set securities for each process – Transactions and Cancellations.

- The 'Standard' option is set as default. Once logged into the application, this option will not prompt users to confirm or enter a password prior to processing a transaction.
- The 'Confirmation' option will provide a pop-up message to the user to confirm action. For example, when the user clicks the **Make Payment** button, they will receive a pop-up message requesting confirmation of action. User will click on **OK** to proceed, or **Cancel**. In addition you may enter special text to remind users of special promotions or instructions.
- The 'Password' option will require users to re-enter their password to proceed with a transaction.

Set Up Default Fees

This allows you to modify your portion of the convenience fee.

Go to Preferences tab and select **Setup Default Fees**. Enter the fee amount that you wish to charge the customer. The full convenience fee charged to the customer will include \$1.50 in addition to what you enter. The range for this field is: \$0-1 for ERP Dealers or \$0-1.50 for Regular Dealers. You can also lock this field by checking the "**Flex Fee Locked**" box.

Printer Options

This allows you to modify the printer selection and options as required.

Go to Preferences tab and select **Printer Options**. Choose option for printing receipts.

Configure Auto Logoff

The auto logoff features allows you to set the time your login is active before requiring you to log in again.

Go to Preferences tab and select **Configure Auto Logoff**. Enter the amount of minutes you choose to have your login access before requiring you to log in again. The current system limit is 20 minutes.

Service Providers

This option allows you to set your preferred carrier on the main page of the Transaction Screen.

Go to Preferences tab and select **Service Providers**. Choose from the pull down list.

Set Up A Default Area Code

If most of your customers have the same area code, you can have it pre-filled and defaulted on the Transaction Screen.

Go to Preference tab and select **Set Up a Default Area Code**. Enter area code in field box and click on **Apply**.

Reports

The Reports tab will prompt you to open Qpay Online Reports in a new window. This site has billing reports, a separate username and password is required to log in. If you do not have or know your username and password for Qpay Online Reports please contact your ASR or Qpay Helpdesk.

Qpay Customer Service Hours of Operation

Please contact the Qpay Helpdesk for any further questions or assistance on the Qpay Online Payment Center at **(866) 236-7733** or send an email to helpdesk@Qpaynet.com.

Our Customer Service Hours (option 3, 3)

Monday through Saturday	9 AM to 11 PM EST
Sunday	11 AM to 9 PM EST

After hours you may leave a voice message and a Customer Service Representative will contact you the following day.

Our Technical Support Hours (option 3, 2)

Monday through Friday	9 AM to 10 PM EST
Saturday	10:30 AM to 8:00 PM EST
Sunday	11:00 AM to 7:00 PM EST

Thank you for your continued support and once again, we apologize for any inconvenience this may cause you.