



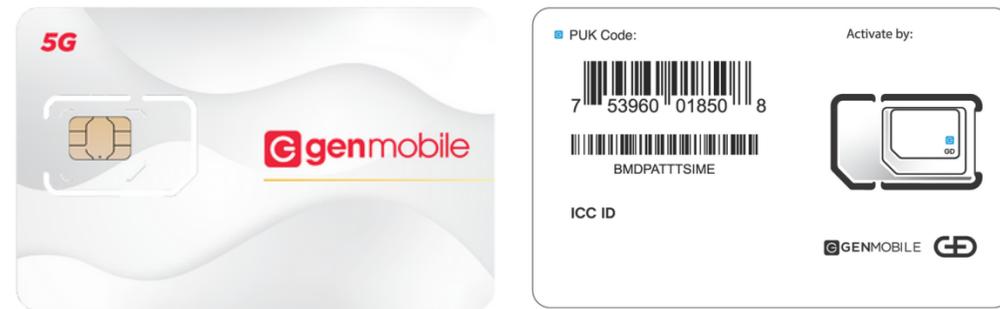
**GEN**  
MOBILE

## STEP-BY-STEP GUIDE:

HOW TO ACTIVATE A GEN MOBILE SIM CARD ON **EPAY**  
- **BLUE NETWORK** -

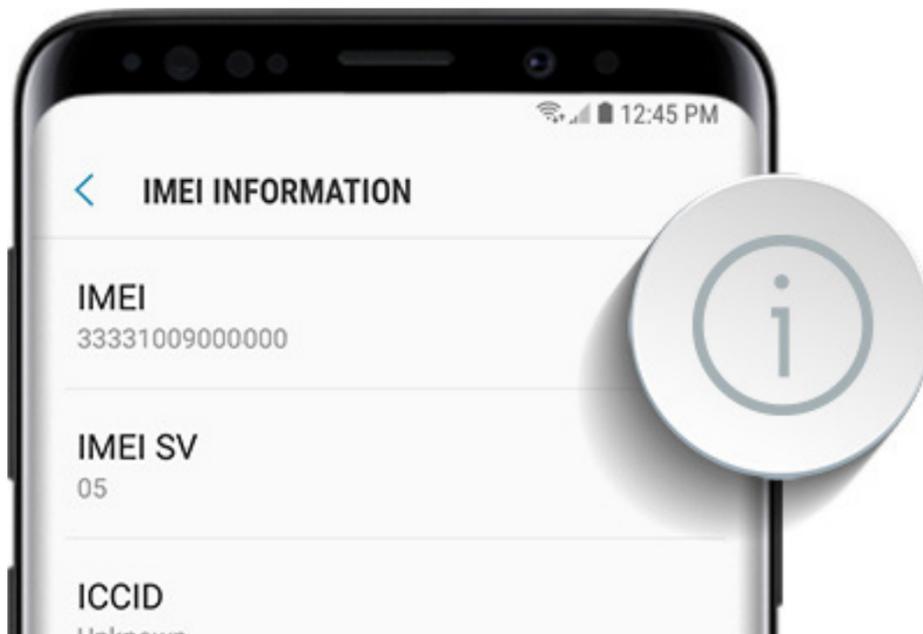


# WHAT YOU'LL NEED:



**Blue Network** SIM card

(Make sure you are using the white Gen Mobile SIM card with a Blue dot on the back)



IMEI number of the phone  
you will be activating

**WebPOS**  
Making digital transactions easy.

**Sign In**

Sign in using your registered account:

Sign In →

Remember me    [Forgot Username or Password](#)  
[Need a new certificate?](#)

**EPAY MARKETPLACE**

The epay Marketplace provides quick and easy access to order wireless handsets and SIM inventory right from WebPOS, with free shipping included on all orders!



**DEALER PAYMENT PORTAL**

With epay Dealer Payment Portal, you now have an easy way to load funds onto your epay account via debit card - allowing you to instantly sell more prepaid products!

**REVOLUTIONARY POS SYSTEM**

WebPOS is one of the most widely used browser-based payment processing solutions in the market today and has just been updated with a new look and a state-of-the-art, user-friendly interface.

**SUPERFAST TRANSACTIONS**

Coupling processing power and broadband speeds, WebPOS offers the perfect solution to businesses making payment processing faster, more reliable and cost effective.

**INTELLIGENT REPORTING**

With additional new real-time reporting capabilities, the latest version of WebPOS will make it easier than ever to reconcile your payments with your point of sale system and commission reporting.

**STEP 1:** Go to <https://epaywebpos.epayworldwide.com> and login using your business credentials

epay Sale Transactions Resources ▾ Balance \$ 12,476.55 User GenMobileUser ▾

Category:

- All
- RTR
- Wireless PIN
- Activations
- International Top-Up
- Cash Load
- Long Distance
- Handset Leasing
- Bill Payment
- Non Financial Services
- Gift Cards and Pins

Products Grid View List View

Company: ▾

 Boost Mobile	 Gen Mobile	 Comcast	 Dish Network	 likewise Device Pro...	 Sling TV
 Verizon Wireless	 AT&T Prepaid	 Ultra Mobile	 T-Mobile	 Ultra Flex	 Lyca Mobile

**STEP 2:** On the Home Page under **Products**, select **Gen Mobile**

Process Transaction Home Previous Step Next Step

**Step 1. Select a product**

Product:



- Activations
- Add Ons
- Dealer Tools
- RTR

**Step 3. Complete transaction**

Process Transaction Home Previous Step Next Step

**Step 1. Select a product**

Product:

Activations x

Product Variation:



- Gen Mobile Activation
- Gen Mobile Port-In

**STEP 3:** Under the **Product** drop down, select **Activations** then **Gen Mobile Activation**

epay Sale Transactions Resources Balance User

Chat with customer service

Step 1. Select a product

Step 2. Fill in required information

Selected Product

GENMOBILE

Gen Mobile Activations  
Gen Mobile Activation  
\$0.00

Zipcode \*

SIM Number \*

IMEI \*

Price Plan \*

Continue

**STEP 4:** Fill in the customer's information and click **Continue**

Chat with customer service

Selected Product



Gen Mobile  
Activations  
Gen Mobile Activation  
\$0.00

Step 1. Select a product

Step 2. Fill in required information

Zipcode \*

SIM Number \*

IMEI \*

Price Plan \*

- Gen Mobile \$10 Unl Talk-Text 1GB BLU
- Gen Mobile \$20 Unl Talk-Text 3GB BLU
- Gen Mobile \$30 Unl Talk-Text 7GB BLU
- Gen Mobile \$40 Unl Talk-Text 16GB BLU
- Gen Mobile \$50 Unl Talk-Text 35GB BLU
- Gen Mobile \$60 Unl Talk-Text 35GB BLU



**STEP 5:** Under the **Price Plan** drop down, select the customer's desired **BLUE** phone plan

epay Sale Transactions Resources Balance User

## Transaction - Sale

Marketing & Resource Corner  
Chat with customer service

Selected Product



Gen Mobile  
Activations  
Gen Mobile Activation  
**\$20.00**

Process Transaction

Home Previous Step Next Step

Step 1. Select a product

Step 2. Fill in required information

Step 3. Complete transaction

Please confirm the information is correct before completing:

Sale Details:

- Value: \$20.00
- Product specific data:
  - Zipcode: 90278
  - City: Redondo Beach
  - State: California
  - SIM Number: 8901240177136667224
  - IMEI: 357425077701017
  - Price Plan: Gen Mobile \$20 Unl Talk-Text 2GB

Complete transaction Cancel



**STEP 6:** Review all of the information for the customer is correct and click **Complete Transaction**

The screenshot displays the ePAY interface for a 'Transaction - Sale'. The top navigation bar includes the ePAY logo, 'Sale', 'Transactions', and 'Resources' menus, along with a notification bell, 'Balance', and 'User' options. The main content area is titled 'Transaction - Sale' and features a 'Marketing & Resource Corner' with a 'Chat with customer service' link. A 'Selected Product' section shows the 'GENMOBILE' logo and 'Gen Mobile Activations' for '\$20.00'. The 'Process Transaction' section shows a three-step progress bar: 'Step 1. Select a product', 'Step 2. Fill in required information', and 'Step 3. Complete transaction'. A green success message reads 'Transaction Success' with a timestamp of '2022-02-22 17:43:41'. Below this, there are 'Done' and 'View Receipt' buttons. A yellow arrow points to the 'View Receipt' button.

**STEP 7:** Once the activation is complete, click **View Receipt**

The screenshot shows the ePAY interface with a receipt for a Gen Mobile activation. The receipt is displayed in a central window, and a yellow box highlights the mobile number field. A yellow arrow points from a callout box to the mobile number. The callout box contains the text: "The customer's phone number will appear here".

Done Print

**GENMOBILE**

Gen Mobile  
Activations  
Gen Mobile Activation  
**\$20.00**

**GENMOBILE**

**Sprint Test Store #1**  
3500 College Boulevard  
Leawood, KS  
66211  
8009839385

Terminal ID: 575325  
Product: Gen Mobile Activation  
Product SKU/BarCode : 0843788053178  
Sale Date & Time : 2/22/2022 3:43:41 PM  
Sale Amount : \$20.00  
Service Charge : \$0.00  
Total Sale : \$20.00

Instructions  
Mobile Number: 4244588525

Thank you for choosing Gen  
Mobile!

If you have any questions,  
please contact the Gen Mobile  
Customer Care Team via phone at  
(833) 528-1380, via email at  
care@genmobile.com, or via live  
chat at genmobile.com.

**The customer's  
phone number will  
appear here**

**STEP 8:** Take a minute to review the receipt and capture the customer's phone number. Click **Print** at the top to print the receipt or **Done** to exit the transaction.

epay Sale **Transactions** Resources

Transaction History

Date Range: Start Date: [input field]

epay TXN I...	Termin...	Date ...	Tim...	Clerk	Product	Amount ...
000000000...	575325	2/22/22	17:43	GenMobi...	» Gen Mobile Activations	\$20.00

Export

### Transaction

- Transaction
- Details**
- Receipt
- Refund

Transaction Details

epay TXN ID:	000000000015
TXID:	901009774
Product:	Gen Mobile Activation - Gen Mobile Activation
EAN:	GENMOACT
Amount:	\$20.00
Date:	Tuesday, February 22, 2022
Time:	5:43 PM
Terminal:	575325
Store:	575325
Location:	

Refund View Receipt

Gen Mobile  
Gen Mobile Activation  
**\$20.00**

**STEP 9:** Click the **Transaction** tab on the Home Page to view your transaction history. Click on the *epay TXN ID number* to view the details, receipt, and refund.



# CONGRATULATIONS!

YOUR CUSTOMER IS NOW ACTIVATED ON **EPAY**



Dealer Support Line: **1 (833) 436-6624**  
(PIN/Password of customer required)

Dealer Support Email: **gmdealer@dish.com**

Web Chat with us at **genmobile.com/pages/dealer-support**

Office Hours: 7:00am - 5:30pm PST