

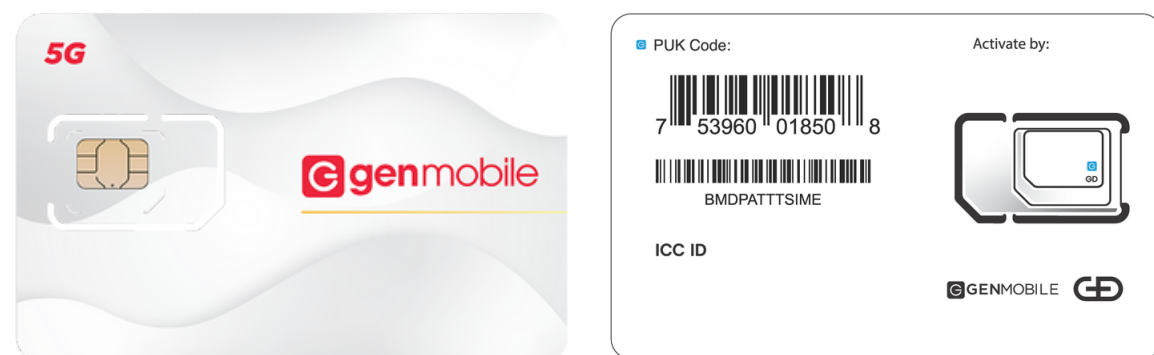


STEP-BY-STEP GUIDE:

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

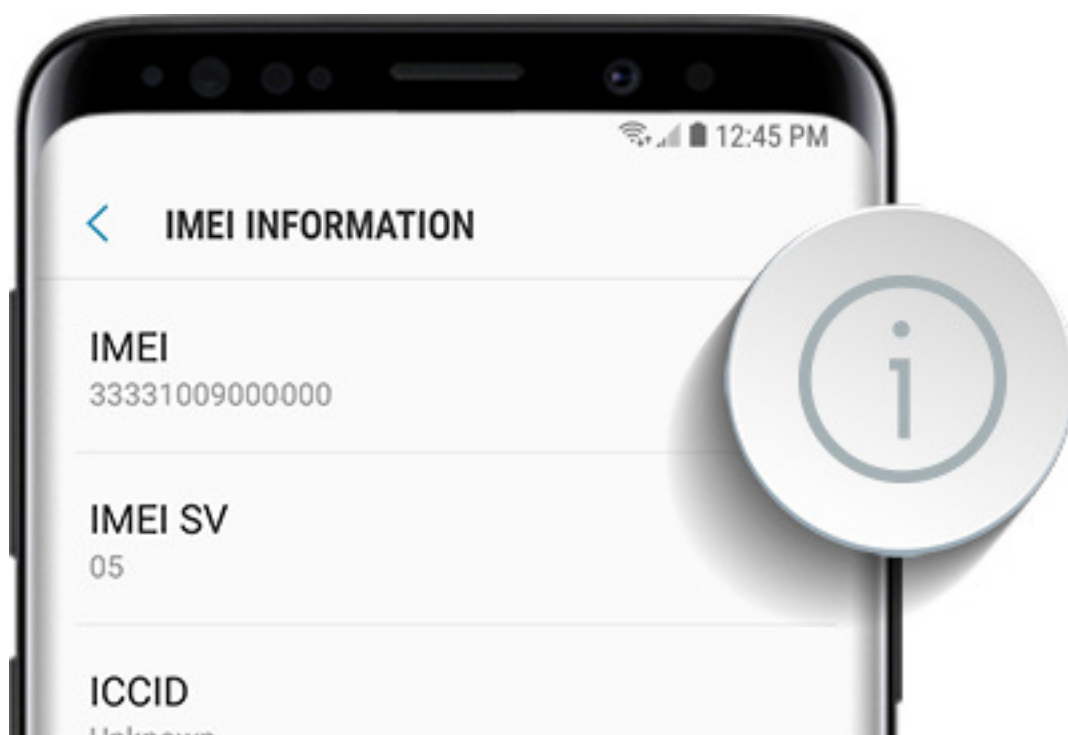


WHAT YOU'LL NEED:

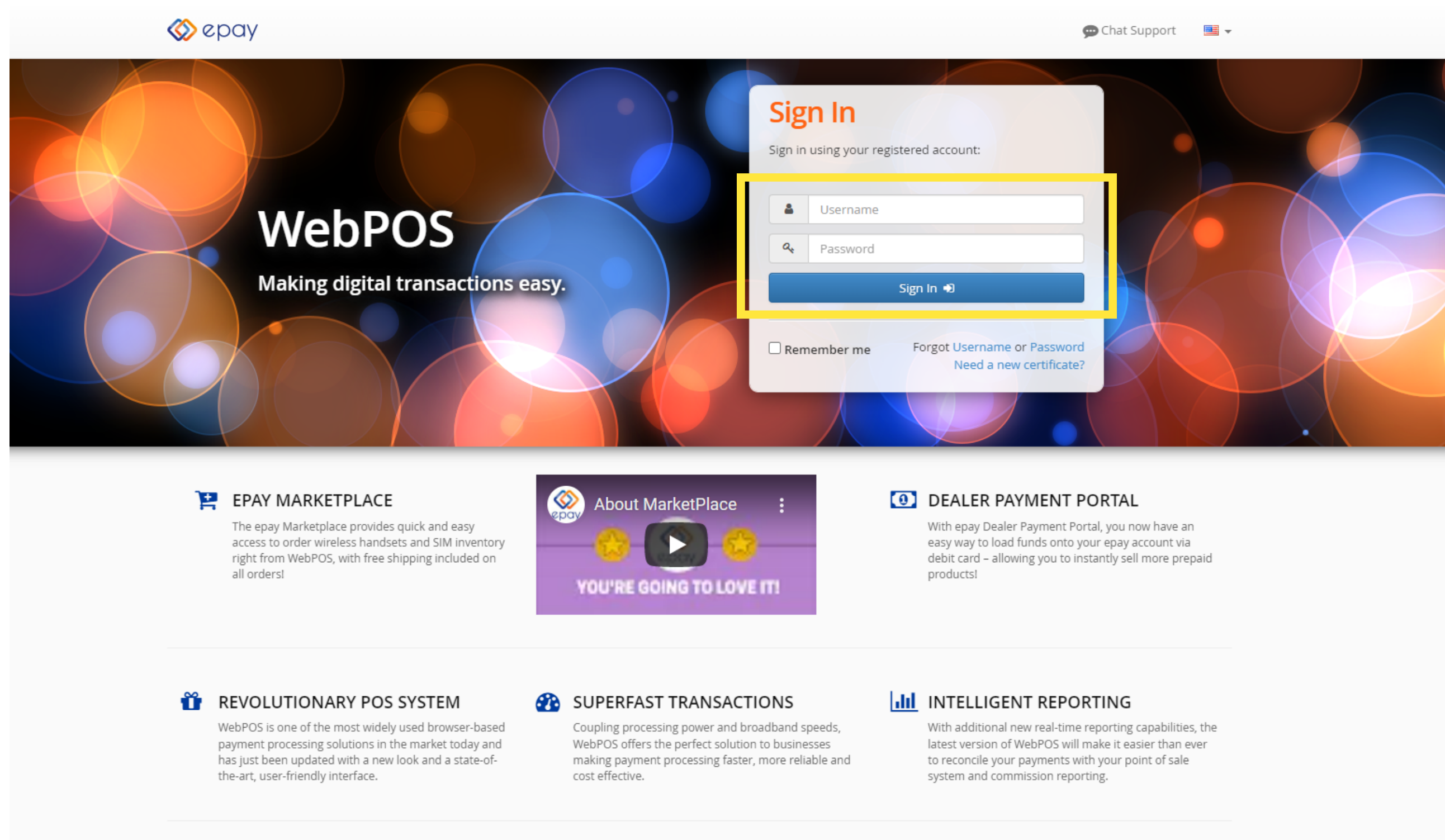


Blue Network SIM card

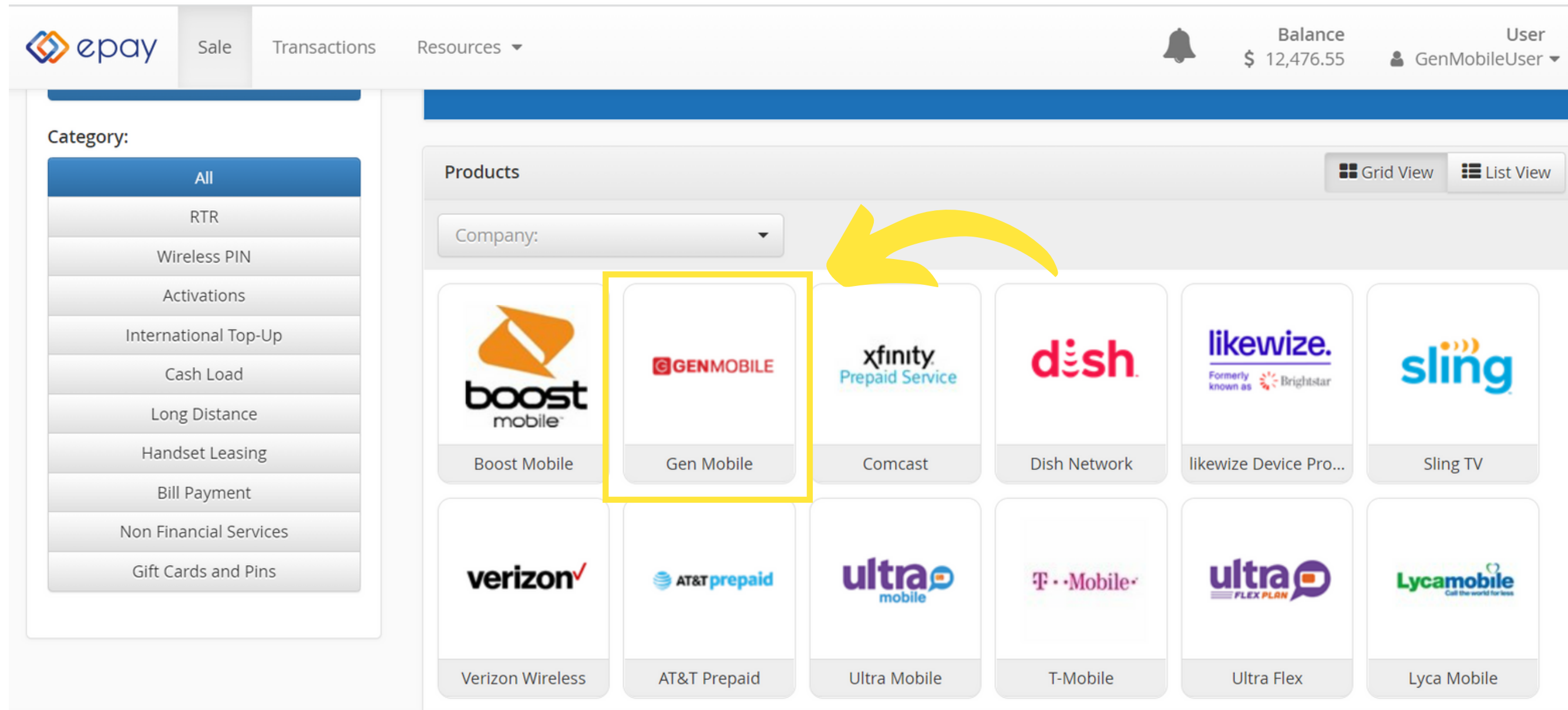
(Make sure you are using the white Gen Mobile SIM card with a Blue dot on the back)



IMEI number of the phone
you will be activating



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



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

Product Variation:


Gen Mobile Activation

Gen Mobile Port-In

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





SaleTransactionsResources

Balance\$User

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 *




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

The screenshot displays the ePay 'Transaction - Sale' interface. The top navigation bar includes the ePay logo, 'Sale', 'Transactions', and 'Resources' menus, along with a balance display and a user profile link. The main heading is 'Transaction - Sale'. On the left, a 'Marketing & Resource Corner' contains a 'Chat with customer service' button. Below this, a 'Selected Product' card shows the 'GENMOBILE' logo and 'Gen Mobile Activations' for '\$20.00'. A yellow arrow points from this card to the 'Complete transaction' button. The main area, titled 'Process Transaction', shows three steps: 'Step 1. Select a product', 'Step 2. Fill in required information', and 'Step 3. Complete transaction' (highlighted in blue). Below the steps, a confirmation box asks to 'Please confirm the information is correct before completing:'. A yellow box highlights the 'Sale Details' section, which lists: Value: \$20.00, Product specific data: Zipcode: 90278, City: Redondo Beach, State: California, SIM Number: 8901240177136667224, IMEI: 357425077701017, and Price Plan: Gen Mobile \$20 Unl Talk-Text 2GB. At the bottom are 'Complete transaction' and 'Cancel' buttons.

Transaction - Sale

Marketing & Resource Corner

Chat with customer service

Selected Product

GENMOBILE

Gen Mobile Activations

Gen Mobile Activation

\$20.00

Process Transaction

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**

SaleTransactionsResources


Balance\$User

Transaction - Sale

Marketing & Resource Corner

Chat with customer service

Selected Product



Gen Mobile
Activations
Gen Mobile Activation
\$20.00

Process Transaction

HomePrevious StepNext Step

Step 1. Select a product


Step 2. Fill in required information

Step 3. Complete transaction

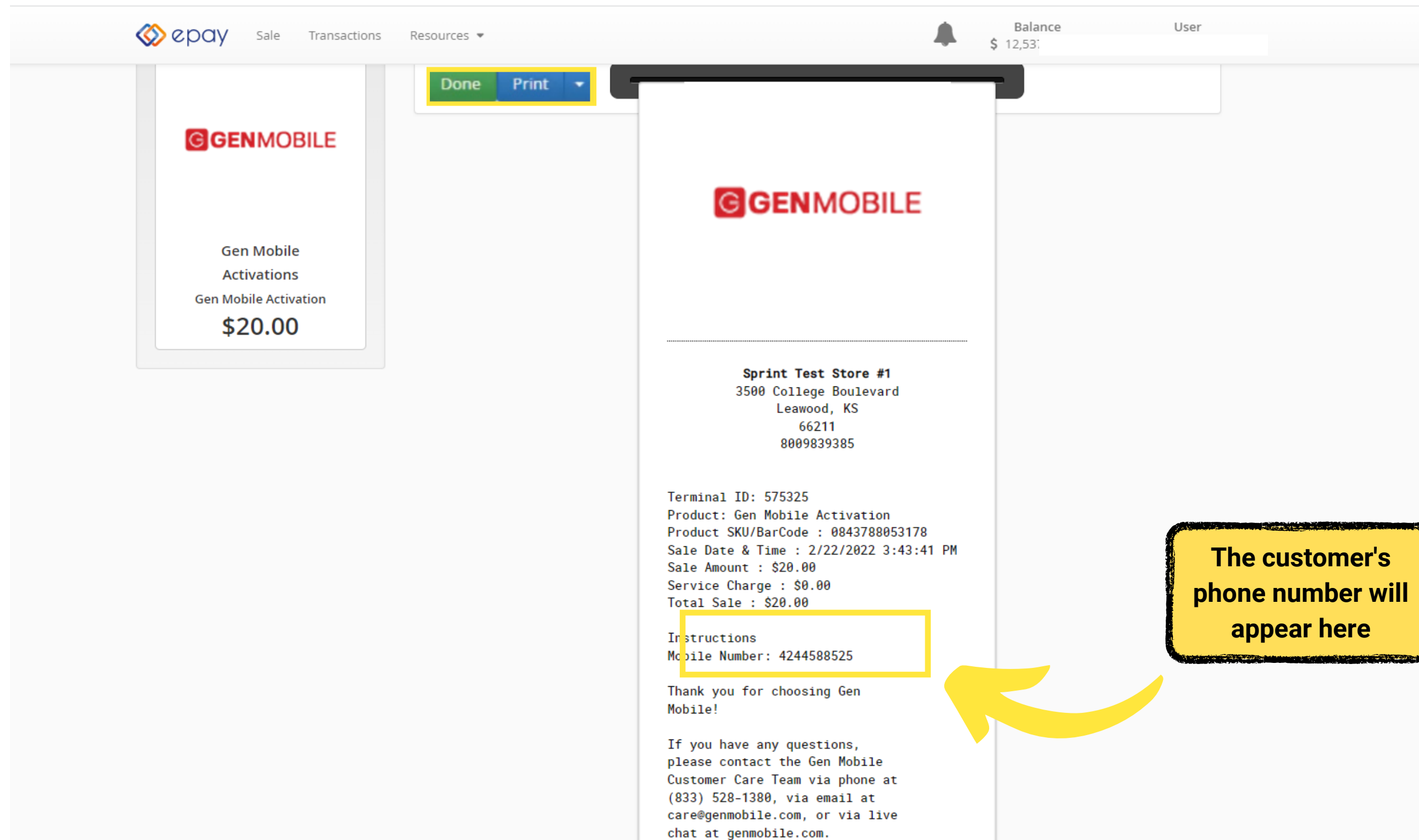
Transaction Success

Host Time: 2022-02-22 17:43:41

DoneView Receipt



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



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 ▾

Balance User

Transaction History

Date Range:

Start Date:

Transactions

Export

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

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

GENMOBILE

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

