



GEN
MOBILE

STEP-BY-STEP GUIDE:

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

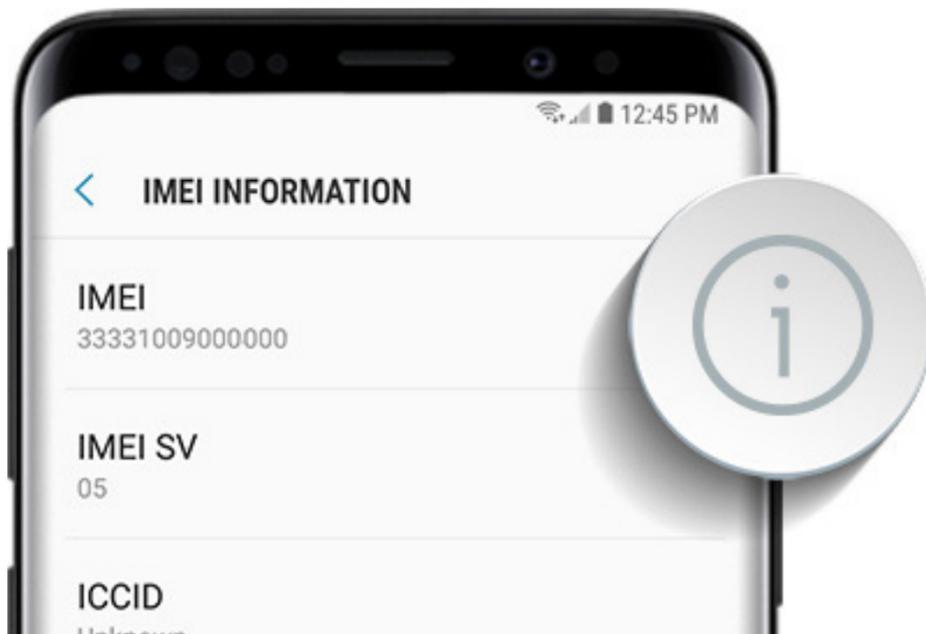


WHAT YOU'LL NEED:



Pink Network SIM card

(Make sure you are using the red Gen Mobile SIM card with a Pink 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:

Username

Password

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

The screenshot shows the ePAY web interface. At the top left is the ePAY logo. The navigation bar includes 'Sale', 'Transactions', and 'Resources'. On the right, there are icons for a notification bell, a balance field with a dollar sign, and a 'User' profile. A left-hand sidebar titled 'Category:' lists various transaction types: All, RTR, Wireless PIN, Activations, International Top-Up, Cash Load, Long Distance, Handset Leasing, Bill Payment, Non Financial Services, and Gift Cards and Pins. The main content area is titled 'Products' and features a 'Company:' dropdown menu. Below this, a grid of product cards is displayed. The 'Gen Mobile' card is highlighted with a yellow border and a yellow arrow points to it from the right. Other cards include Boost Mobile, Comcast (with Xfinity Prepaid Service), Dish Network, likewize (Formerly known as Brightstar), Sling TV, Verizon Wireless, AT&T Prepaid, Ultra Mobile, T-Mobile, Ultra Flex, and 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

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 \$10 300 Talk-Text 1GB PNK
- Gen Mobile \$10 Unl Talk-Text PNK
- Gen Mobile \$15 Unl Talk-Text 1GB PNK
- Gen Mobile \$20 Unl Talk-Text 2GB PNK
- Gen Mobile \$25 Unl Talk-Text 3GB PNK
- Gen Mobile \$30 Unl Talk-Text 5GB PNK



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

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

 **Transaction Success**
Host Time: 2022-02-22 17:43:41

Done View Receipt



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 preview window with 'Done' and 'Print' buttons at the top. The receipt content includes the Gen Mobile logo, store address (Sprint Test Store #1, 3500 College Boulevard, Leawood, KS), terminal ID (575325), product details (Gen Mobile Activation, SKU/Barcode: 0843788053178), sale date and time (2/22/2022 3:43:41 PM), sale amount (\$20.00), and service charge (\$0.00). A yellow box highlights the 'Instructions' section, which contains the mobile number 4244588525. A yellow arrow points from a callout box on the right to this mobile number. The callout box contains the text: 'The customer's phone number will appear here'. The interface also shows navigation links (Sale, Transactions, Resources), a balance field, and a user dropdown.

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: 2/22/22

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:	



Gen Mobile
Gen Mobile Activation

\$20.00

[Refund](#) [View Receipt](#)

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