



WELCOME PACK

h2odirectnow.com



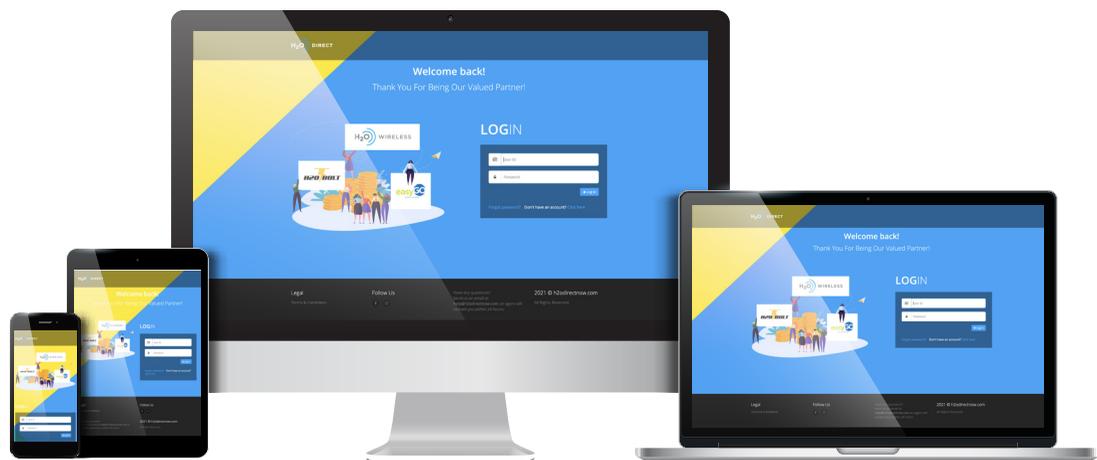
h2odirectnow.com

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



Multi-Line Spiff



Multi-Line Spiff + RTR Discount

Plan	1st Spiff	2nd Spiff	3rd Spiff	4th Spiff	Total
2-Line	\$25	\$25	\$25	\$25	\$100
4-Line	\$45	\$45	\$45	\$45	\$180

ADD-A-LINE Spiff + RTR Discount

Lines	1st Spiff	2nd Spiff	3rd Spiff	4th Spiff	Total
Add 1	\$10	\$10	\$10	\$10	\$40
Add 3	\$30	\$30	\$30	\$30	\$120

PLEASE NOTE:

- Existing airtime will be reset when an Add-a-Line transaction is processed
- Existing lines will continue to receive any remaining single line commission amounts when a line is added
- All lines must be activated and successfully ported-in to be ready for use
- 1 or 3 lines only may be added to create a new 2 or 4 line Multi-Line plan

New Spiff guidelines effective as of May 24, 2021. 1st, 2nd, 3rd & 4th spiff amounts shown will only be paid if valid H2O Wireless Multi-Line activations are made on or after May 24, 2021, up to the maximum Total Spiff + RTR amount shown. Spiff/Residual terms applicable for all activations. Plans/rates/fees/promotions/spiff/residual terms subject to change at any time, without notice. By selling H2O Wireless products, you agree to abide by all terms and conditions, which are available at www.h2o.directnow.com

Instant Spiff & Residual



Instant Spiff

What is Instant Spiff?

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

Where can I see my Instant Spiff amount?

- You can view your Instant Spiff information by selecting **Reports > Spiff Report > Enter Date > Select Search**.
- You can also see your Instant Spiff amount on your Weekly Invoice

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.

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 AutoPay (starting from the recharge after signup ONLY). AutoPay 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 my Residual calculated?

- 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.

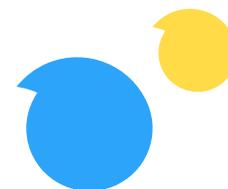
How are Spiff & Residual paid?

- Spiff & Residual are accumulated and reduced from your invoice amount.
(+Sales Amount - Discount Margin - Spiff Amount = Invoice Amount)

How are Spiff & Residual paid out if I am a Prepay account?

Spiff: Instant Spiff is reduced from your total Prepayment amount.

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



H2O Monthly Earning Totals

Non-AutoPay



Monthly Totals

		\$20	\$30	\$40	\$50	\$60	\$70
MONTH 1	RTR DISCOUNT	\$1.20	\$1.80	\$2.40	\$3.00	\$3.60	\$4.20
	INSTANT SPIFF	\$13.80	\$20.70	\$27.60	\$9.50	\$11.40	\$13.30
	TOTAL	\$15.00	\$22.50	\$30.00	\$12.50	\$15.00	\$17.50
MONTH 2	RTR DISCOUNT	\$1.20	\$1.80	\$2.40	\$3.00	\$3.60	\$4.20
	RESIDUAL	\$0.60	\$0.90	\$1.20	\$1.50	\$1.80	\$2.10
	SPIFF	\$8.80	\$13.20	\$17.60	\$9.50	\$11.40	\$13.30
	TOTAL	\$10.60	\$15.90	\$21.20	\$14.00	\$16.80	\$19.60
MONTH 3	RTR DISCOUNT	\$1.20	\$1.80	\$2.40	\$3.00	\$3.60	\$4.20
	RESIDUAL	\$0.60	\$0.90	\$1.20	\$1.50	\$1.80	\$2.10
	SPIFF	\$8.80	\$13.20	\$17.60	\$9.50	\$11.40	\$13.30
	TOTAL	\$10.60	\$15.90	\$21.20	\$14.00	\$16.80	\$19.60
MONTH 4	RTR DISCOUNT	\$1.20	\$1.80	\$2.40	\$3.00	\$3.60	\$4.20
	RESIDUAL	\$0.60	\$0.90	\$1.20	\$1.50	\$1.80	\$2.10
	SPIFF	\$8.80	\$13.20	\$17.60	\$9.50	\$11.40	\$13.30
	TOTAL	\$10.60	\$15.90	\$21.20	\$14.00	\$16.80	\$19.60
4 Mo. TOTAL		\$46.80	\$70.20	\$93.60	\$54.50	\$65.40	\$76.30

- 6% Fixed Airtime Discount for the purchase of an H2O Plan
- Instant Spiff for the Month 1 purchase, see your Spiff in your invoice
- 3% Residuals each H2O plan RTR

H2O Monthly Earning Totals

with AutoPay



Monthly Totals

		\$18	\$27	\$36	\$45	\$54	\$63
MONTH 1	RTR DISCOUNT	\$1.20	\$1.80	\$2.40	\$3.00	\$3.60	\$4.20
	INSTANT SPIFF	\$13.80	\$20.70	\$27.60	\$9.50	\$11.40	\$13.30
	TOTAL	\$15.00	\$22.50	\$30.00	\$12.50	\$15.00	\$17.50
MONTH 2	AP BONUS	\$2.00	\$3.00	\$4.00	\$5.00	\$6.00	\$7.00
	AP RESIDUALS	\$0.90	\$1.35	\$1.80	\$2.25	\$2.70	\$3.15
	SPIFF	\$8.80	\$13.20	\$17.60	\$9.50	\$11.40	\$13.30
TOTAL	\$11.70	\$17.55	\$23.40	\$16.75	\$20.10	\$23.45	
MONTH 3	AP RESIDUALS	\$0.90	\$1.35	\$1.80	\$2.25	\$2.70	\$3.15
	SPIFF	\$8.80	\$13.20	\$17.60	\$9.50	\$11.40	\$13.30
	TOTAL	\$9.70	\$14.55	\$19.40	\$11.75	\$14.10	\$16.45
MONTH 4	AP RESIDUALS	\$0.90	\$1.35	\$1.80	\$2.25	\$2.70	\$3.15
	SPIFF	\$8.80	\$13.20	\$17.60	\$9.50	\$11.40	\$13.30
	TOTAL	\$9.70	\$14.55	\$19.40	\$11.75	\$63.30	\$16.45
4 Mo. TOTAL		\$46.10	\$69.15	\$92.20	\$52.75	\$62.40	\$73.85

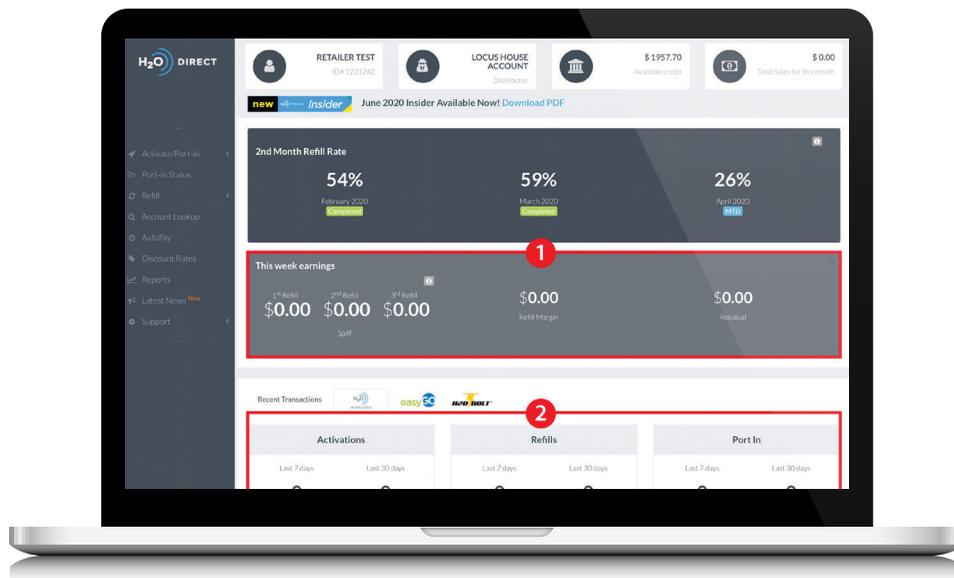
- 6% fixed RTR Discount for the first month with the purchase of an H2O plan
- Instant Spiff for the Month 1 purchase, see your Spiff in your invoice
- 5% Residuals for Life with AutoPay (based on discounted value)
- 10% AutoPay bonus payment on 2nd month
- To receive 5% AutoPay residual, activation and AutoPay sign up must be completed by the same dealer through H2O Direct

H2O Direct

Quick Start Guide



Once Signed in,
Start Managing Your Transactions Immediately



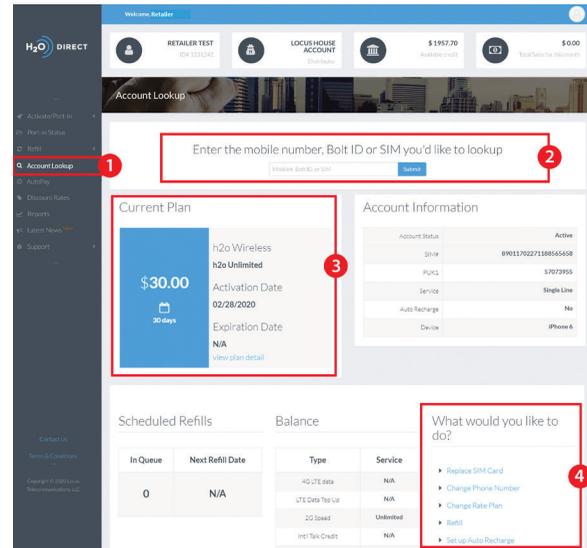
When you log in you will see:

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

Account Lookup, AutoPay, Discount Rates and Reports

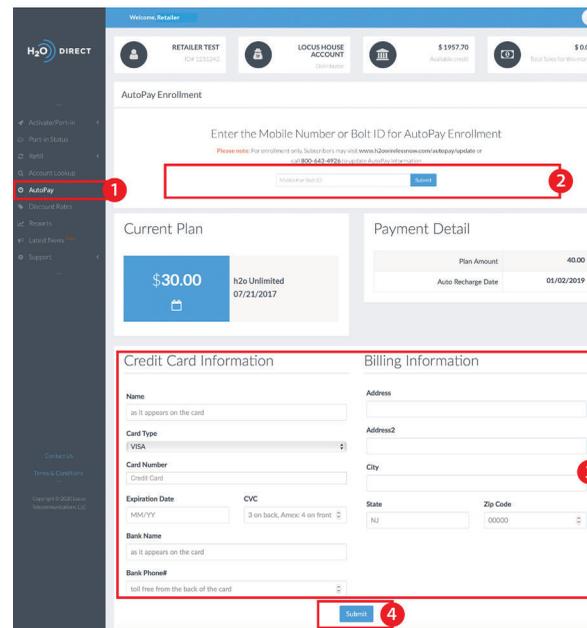
Account Lookup

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, activation date, International Talk Top Up and account information.
4. You can also set up AutoPay, refill, change rate plans or phone number, and replace the SIM card.



AutoPay

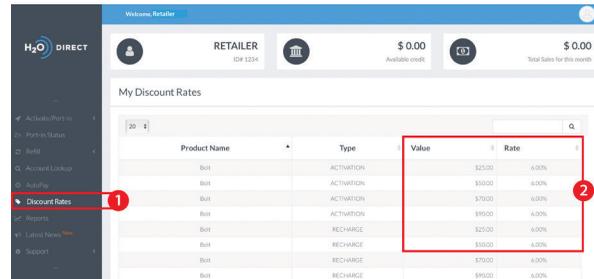
1. For new activations, **AutoPay** may be selected during activation and a 10% discount for your customer will be applied for all subsequent recharges.
2. Enter the mobile number or Bolt ID and click **Submit**.
3. Enter the Credit Card and Billing Information.
4. Click **Submit**. AutoPay is now updated.
5. You can **Print** or **Email** a receipt for yourself or your customer for confirmation.



Account Lookup, AutoPay, Discount Rates and Reports

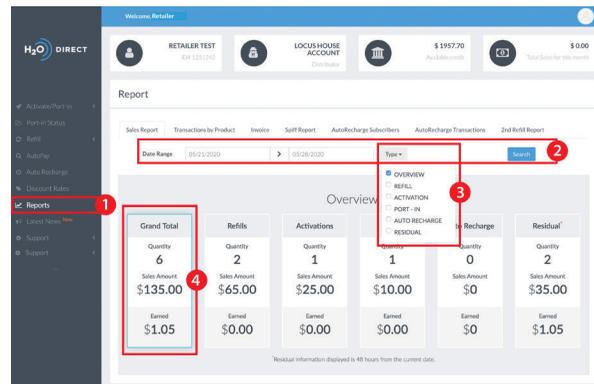
Discount Rates

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.



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.



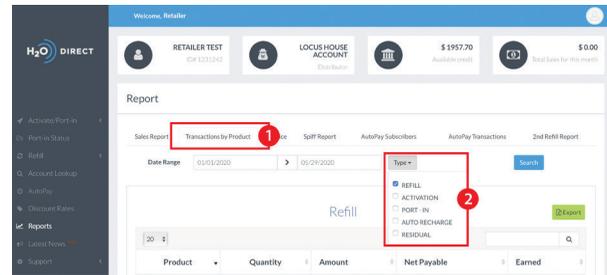
How To's

Reports, Support and FAQs

Reports

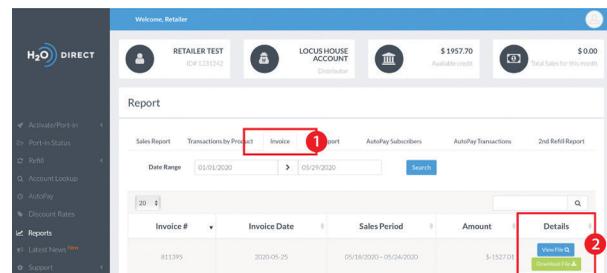
Report/Transactions by Product

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.



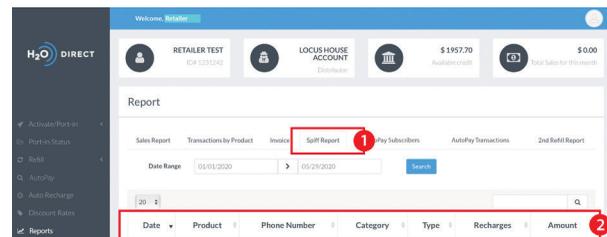
Report/Invoices

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.



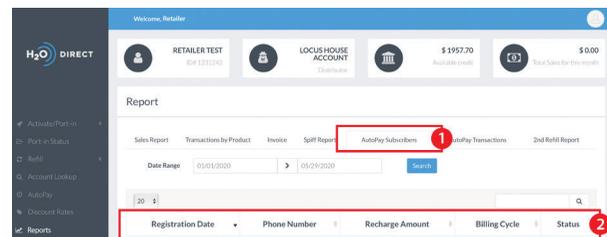
Report/Spiff Report

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.



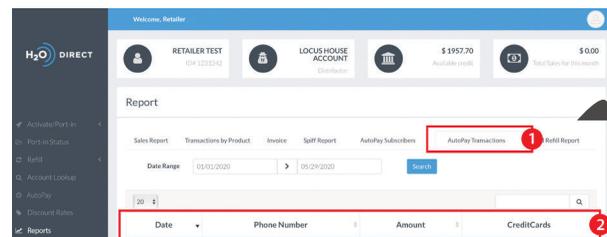
Report/AutoPay Subscribers

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



Report/AutoPay Transactions

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

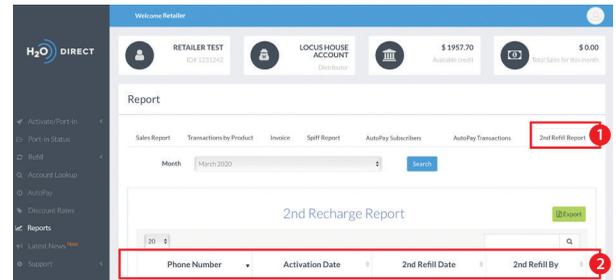


How To's

Reports, Support and FAQs

Report/2nd Refill

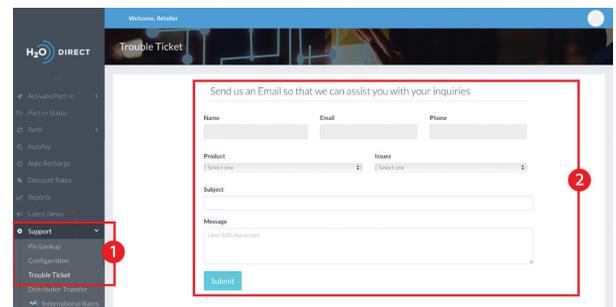
1. Select **2nd Refill** and enter the month you want to track then select **Search**.
2. Monitor your 2nd month recharges.



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 AutoPay (AP) residual work?

- Dealers will qualify for lifetime residual starting from the subscriber's first automatic payment.
- To qualify, retailers must activate and sign-up (AP) 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.

How To's

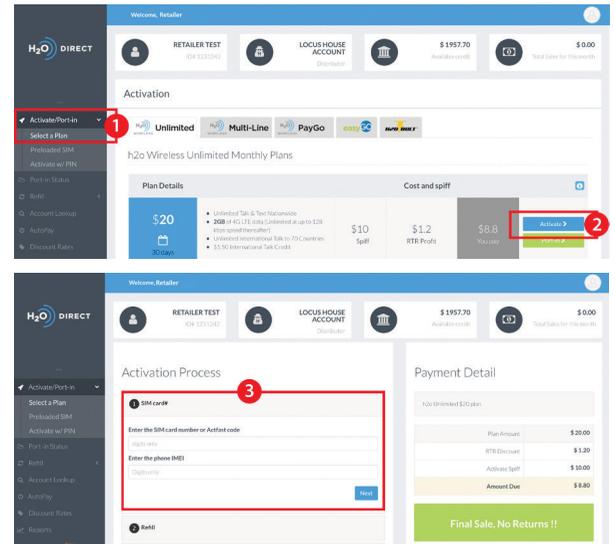
Activation, Port-In,

Port-In Status, Refill and Top Up

Standard Single Line Activation

Activation

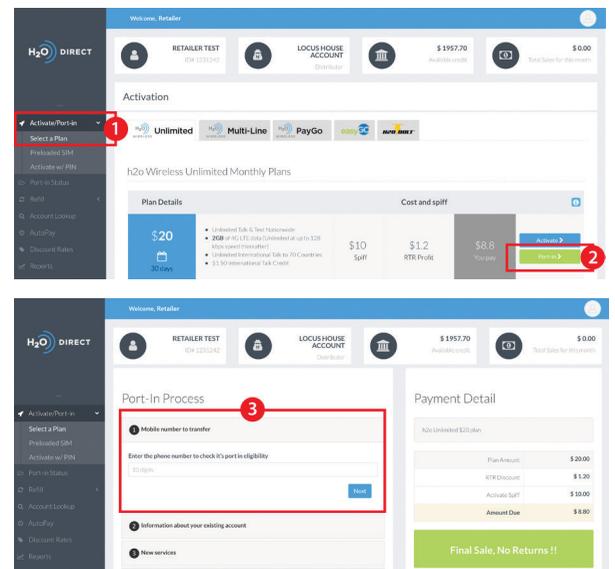
1. On the left menu, click on **Activate/Port-in** and click on the **Select a Plan** option.
2. Select plan and click on the blue **Activate** button to the right of the page
3. Enter the new (unused) H2O SIM card number or ActFastSM code.
4. Under **Refill**, select the amount of months of recharges to apply.
5. Click **Submit** to process the activation.
6. You can **Print** or **Email** a receipt for yourself or your customer for confirmation.



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.

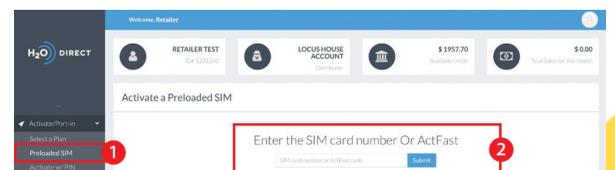
1. On the left menu, click on **Activate/Port-in** and click on the **Select a Plan** option.
2. Select plan and click on the green **Port-In** button to the right of the page
3. Enter the 10 digit phone number and click **Next**.
4. Fill out the information about the previous service account. The account 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**SM code.
6. Under **Refill**, select the amount of months of recharges to apply.
7. Click **Submit**. Before clicking **Submit**, please make sure all information is correct. Clicking the **Submit** button will complete the port-in request.
8. You can **Print** or **Email** a receipt for yourself or your customer or 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**SM code to configure the mobile device for the network account and **Submit**.



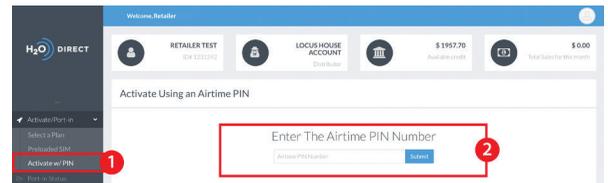
How To's

Activation, Port-In,

Port-In Status, Refill and Top Up

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.

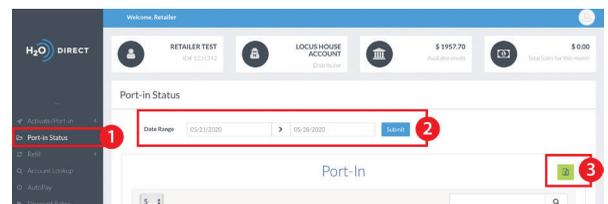


Port-In Status

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.

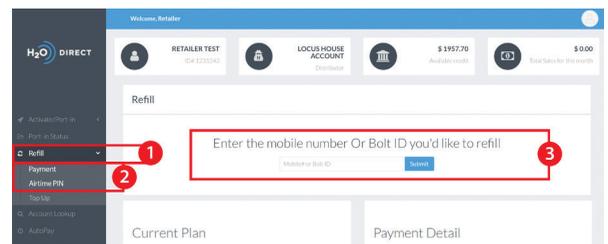
There are 4 statuses available.

- **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

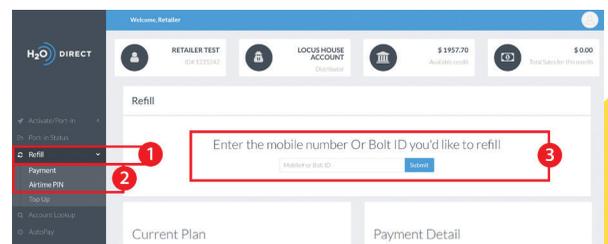
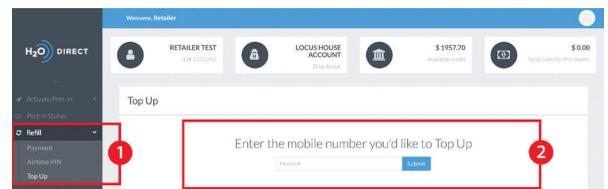
1. Select the third option on the left side gray bar titled **Refill**.
2. From the menu select **Payment** or **Airtime PIN**.
3. Enter the mobile number or Bolt ID and **Submit**.
4. Select the amount of months to Refill: 1, 2, 3, 6, or 12 months.
5. You may also update the customer's current plan 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.



Top-Up

Add High Speed Data, International Roaming, or International Talk

1. Under **Refill**, select **Top Up**.
2. Enter the customer's mobile number.
3. Choose the amount of top-up.
4. **Process Payment** to apply the data to a customer's plan.



Activation, Port-In,

Port-In Status, Refill and Top Up

Add-A-Line

New Multi-Line Feature

Add 1 or 3 lines to an existing H2O account with Add-a-Line.

6GB Multi-Line - 2 or 4 Lines

How to Add-a-Line

- 1** Select the Add-a-Line tab on H2O Direct
- 2** Choose whether to add
 - 1 New Line \$50 (6GB), or
 - 3 New Lines \$100 (6GB)
- 3** Enter the phone number of the existing account you would like to add lines to
- 4** Provide account/port-in information
- 5** Process a transaction

