

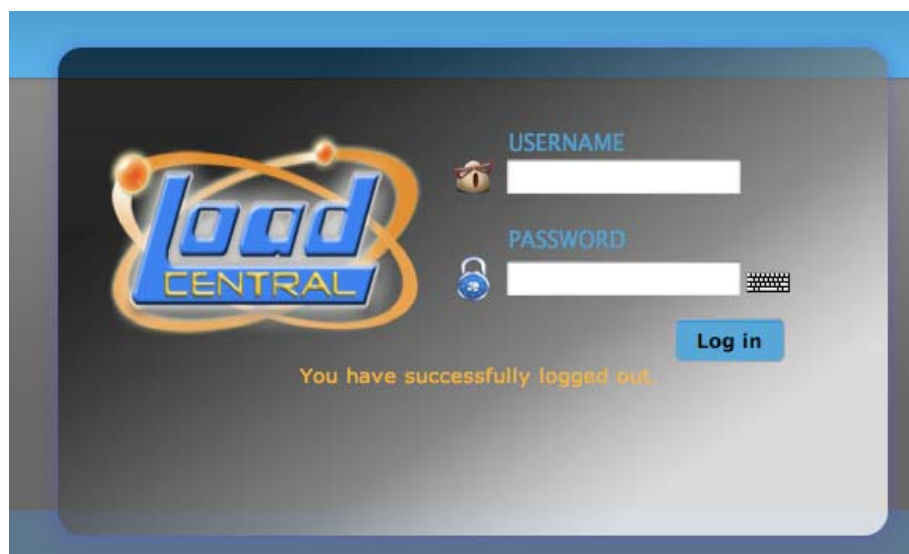
Retailer Manual - Webtool

The LoadCentral retailer's role is to sell to customers any of over 90 products in the LoadCentral platform. These products are classified as follows:

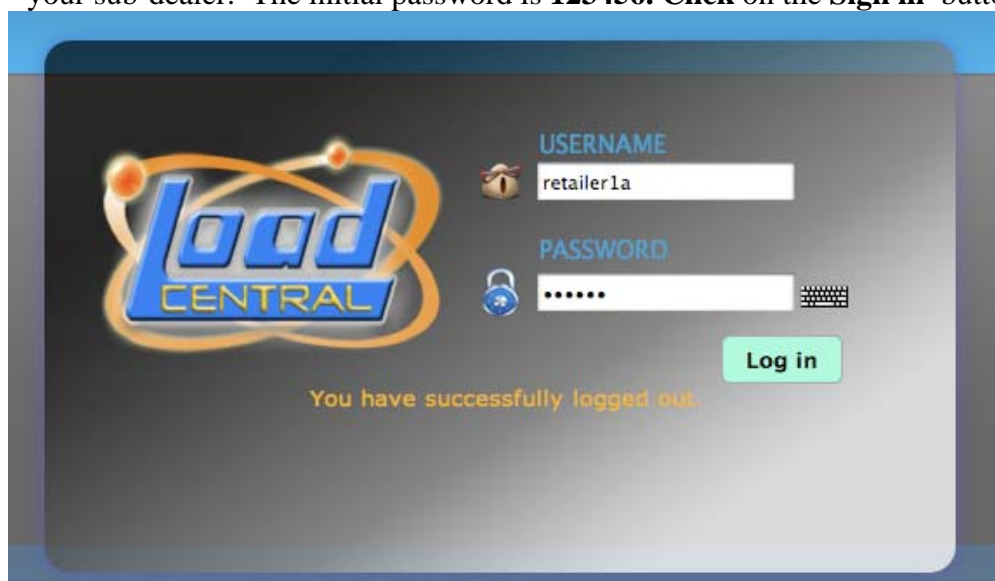
1. Mobile phone e-Loads or e-PINs
2. Online game e-PINs
3. Satellite cards, prepaid landline cards, and other prepaid products

I. Starting out as a retailer

1. Open your web browser (MS Internet Explorer recommended) and go to the LoadCentral Webtool website, <http://loadcentral.net>



2. Log in to your retailer account by keying in your assigned **username** and **password**. The username will be given to you by LoadCentral head office or your sub-dealer. The initial password is **123456**. Click on the **Sign in** button.



3. Once signed in, click on the "Change Password" link.

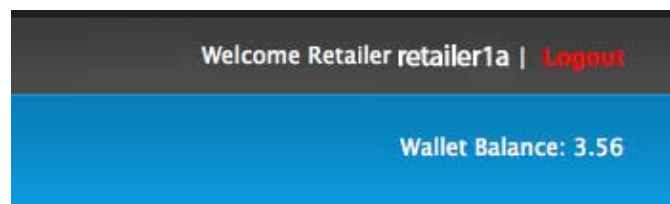


4. To change the password, populate all the fields. Key in the ff:
 - i. your username,
 - ii. your FL or SMS password (123456)
 - iii. your current SL or Webtool password (123456)

- iv. your new 6-digit SL or Webtool password.
- v. again, your new 6-digit SL or Webtool password for verification.

Once all fields are populated, click on the “Change SL Password” button. A verification message will appear, e.g. : “**SL Password for retailer1a changed.**” near the top of the screen.

5. Click on the “Log out” link and then log in again using your new SL or Webtool password. If you already have credits in your load wallet, then you may start selling prepaid products to customers.



II. Selling Prepaid products

1. When a customer wishes to purchase any prepaid product, we select first the “ELOAD PRODUCTS” category then the specific product from the drop-down menu of “Product”. For example, the customer wants to buy a Smart Eload 15, and his/her mobile number is 09191234567; you may now select the said product from the drop-down menu and type in the mobile number in the appropriate fields. Once all details are accurate, click on “Sell Product”. A confirmation message will appear on top regarding the successful sale transaction. The customer now waits for his e-load to get to his mobile phone, and will, in turn, pay for his purchase.

2. If the product requires and optional parameter (usually, this is **Globe Autoloadmax PHP15-150 variable denomination** or Dream Smartcard). To illustrate for Globe Autoloadmax, select the specific product, key in the

customer's mobile number, and in the "Optional parameter field", key in the denomination (e.g. for P40 worth, key in 40) that the customer desires to purchase. Click on "Sell Product". A confirmation message will appear regarding the transaction.

3. If the product sold to a customer is an e-PIN, we just select the "CALL CARDS" product category then the specific product from the drop-down menu of "Product" (e.g. Smart Buddy 300) and key in the customer's mobile phone number. For multiple purchases of the **same** product to the same customer, we can set how many products (maximum of 10) we want to sell in the "Quantity" field. For example, we want to sell four (4) Smart Buddy 300 e-PINs, totaling P1200 in value. We type in "4" in the Quantity field and click on "Sell Product". A confirmation message will appear, and we can once again collect the payment from the customer.

4. There are times when a customer's mobile phone has poor or no signal at the time of his purchase. **If and only if the customer purchased an e-PIN**, we can "push" the system to resend the customer's last e-PIN purchase. This action does NOT deduct anything from your load wallet as we are only resending the exact same e-PIN that we sold to that customer. Note also that this works **only for the last e-PIN that a customer purchased**.

To resend the customer's e-PIN, simply key in the customer's mobile phone number and click on the "Submit" button.

III. Monitoring Sales Transactions and Earnings

You may use the Webtool to generate a detailed report of all the transactions within a chosen start date and a chosen end date. The retailer may choose these dates by clicking on the small calendar icons below the "Start Date" and "End Date" fields then generate the report by clicking on the "Submit" button. LoadCentral **recommends a**

daily generation of reports so that the retailer does not have to wait very long to generate a monthly report or a weekly report.

Retailer Sales Report										
StartDate: 2012-01-01 00:00:00					EndDate: 2012-01-30 23:59:59					
Trans ID	Trace No.	Recipient	Reloads	Date & Time	Product	Face Value	Wallet Cost	Earnings	Balance	
	71853618	retailer1a	50.00	2012-01-05 11:38:59						58.48
WB8674246756	08777643	09161234567	-	2012-01-05 11:45:32	Globe Amax Other (P15 - P150)	15.00	13.80	1.20	44.68	
WB8530520744	04783064	09161234567	-	2012-01-06 12:44:36	Globe Amax Other (P15 - P150)	20.00	18.40	1.60	26.28	
WB4173312006	60672862	09161234567	-	2012-01-07 12:01:41	Globe Amax Other (P15 - P150)	15.00	13.80	1.20	12.48	
WB5183420800	58022801	09161234567	-	2012-01-09 11:41:22	Globe Amax 10	10.00	9.75	0.25	2.73	
	77742167	retailer1a	50.00	2012-01-09 12:25:45						52.73
WB7622846765	63256652	09161234567	-	2012-01-09 12:27:17	Globe Amax 10	10.00	9.75	0.25	42.98	
WB1588088050	82538036	09161234567	-	2012-01-10 11:53:04	Globe Amax 10	10.00	9.75	0.25	33.23	
WB3624128066	83165603	09161234567	-	2012-01-11 12:51:06	Globe Amax Other (P15 - P150)	15.00	13.80	1.20	19.43	
WB8277703228	40130357	09161234567	-	2012-01-14 11:37:52	Sun Xpressload 15	15.00	13.65	1.35	5.78	
	12245446	retailer1a	50.00	2012-01-18 10:09:54						55.78
WB3116578532	42701480	09321234567	-	2012-01-18 10:29:19	Sun Xpressload Call & Text Combo 10	10.00	9.85	0.15	45.93	
WB3302852174	67241305	09161234567	-	2012-01-18 16:47:45	LoadCentral Test ePIN	1.00	0.53	0.48	45.41	
07734025	58171048	09191234567	-	2012-01-20 23:45:39	Smart Eload Economy (P30)	30.00	27.53	2.47	17.88	
45284272	72127642	09161234567	-	2012-01-21 21:07:49	Globe Amax Other (P15 - P150)	15.00	13.80	1.20	4.08	
WB3658034676	17557464	09161234567	-	2012-01-27 12:00:45	LoadCentral Test ePIN	1.00	0.53	0.48	3.56	
TOTAL						150.00	167.00	154.94	12.08	

The retailer **earns an average of 10.3%** across all LoadCentral products. When This can be seen in the “Earnings” column of the sales transaction report. For a complete list of products and their corresponding earnings, please refer to the LoadCentral discount structure for retailers.

IV. Customer Support

For Customer Service support, you may contact LoadCentral’s Customer Service Representatives through:

- Text Hotline** : **0928-5067310**
- Landline** : **(02) 441-2407, 441-2414, 441-5356 to 57**
- Email** : help@loadcentral.com.ph
- Google Talk** : new.acct.lc@gmail.com

LoadCentral highly encourages the retailer to set up their own Google Talk accounts. Instant messaging is one of the most efficient ways for the Customer Service team to assist the retailer with their LoadCentral concerns.

Customer Service Support schedules are as follows:

- Monday to Saturday : 9:00am to 10:00pm
- Sunday : 10:00am to 6:00pm

V. Reloading the Retailer Load Wallet

A. For retailers under a LoadCentral-Registered Dealer or Sub-dealer Account – contact your sub-dealer and request for a reload of your load wallet. Payment terms are to be set between the retailer and the sub-dealer themselves.

B. For retailers registered directly under the LoadCentral Head Office - For the initial load wallet, retailer has to prepare a minimum of PhP 1,000 (one thousand pesos only). Note that registration is free and the entire amount will be converted into their load wallet, and that this load wallet has no expiration date.

For the fastest and most efficient wallet reloading, The retailer can send this amount to LoadCentral through any of the following payment methods:

1. Bank Deposits (Metrobank, BDO and BPI)

Account Name : **Uniwiz Trade Sales, Inc.**
Bank/Branch : **Metrobank– Legaspi Village, Makati Branch**
Account. # : **Savings Account # 055-3-0555-17640**

Account Name : **Uniwiz Trade Sales, Inc.**
Bank/Branch : **Banco De Oro - Salcedo Branch Makati City**
Account. # : **Savings Account # 002530013337**

Acct Name : **Uniwiz Trade Sales, Inc.**
Bank/Branch : **BPI – Pasay Road**
Account # : **Current Account # 9661 014633**

2. Smart Money Transfer > Smart Money # 5577 5113 2164 6117

A notice of the fund transfer or deposit must be made by the retailer by sending a text message, instant message, or calling the LoadCentral office so verification can be made prior to loading of the credit. Loading time is between fifteen (15) minutes to two (2) hours.

Prepare the following information:

For bank deposits

- * Amount Deposited
- * Bank name and Branch
- * Branch Code (BDO and BPI only)
- * Date and Time of Deposit
- * LoadCentral Username
- * Retailer's Name

For Smart Money

- * Reference Number
- * Date and time
- * Amount
- * LoadCentral Username
- * Retailer's name

Send this information to the LoadCentral Deposit Verification team:

SMS-based verification : **0928-5083355**

Landline-based verification : **(02) 441-2407, 441-2414, 441-5356**

Google Talk (Instant messaging) : **lc.verUniwiz@gmail.com**

Upon receipt of the correct deposit details or fund transfer details, deposit verification and loading will take a minimum of 30 minutes and a maximum of 2 hours.

Alternatively (only for bank deposit verification), you may write your **full name** and your LoadCentral-registered username on the BPI, BDO or Metrobank deposit slip, and send it to:

Fax : **(02) 921-3886 (attn: Deposit Verification Team)**

Scanned copy through Email : **janice@loadcentral.com.ph**

Deposit verification schedules are as follows:

Monday to Friday : **9:00 am to 5:00 pm**

Saturdays : **9:00 am to 12:00 noon**