

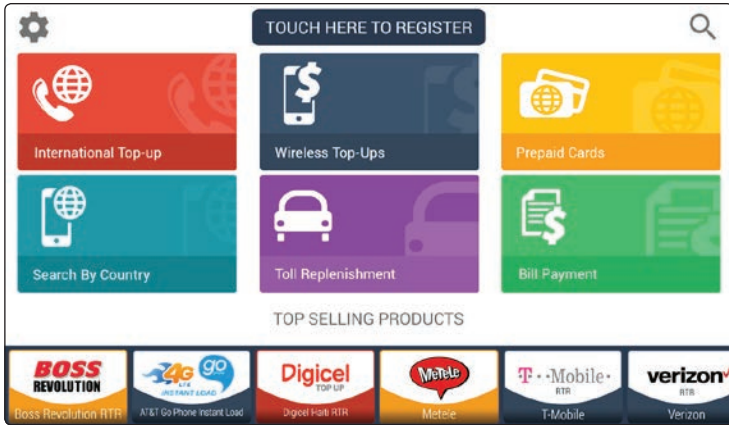
# Blackstone Prepaid App

Quick Reference Guide for Clover



**BLACKSTONE**  
PREPAID

# Home Screen\*



\*The Home screen use throughout this guide shows optional categories, Bill Payment and Toll Replenishment these require a separate agreement.

## Important Note:

If you have your device set to update manually please note that updates for this app are released on a weekly basis. It is highly recommended to check for new updates periodically.

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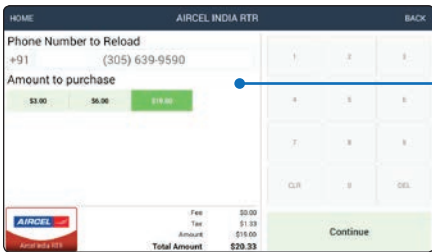
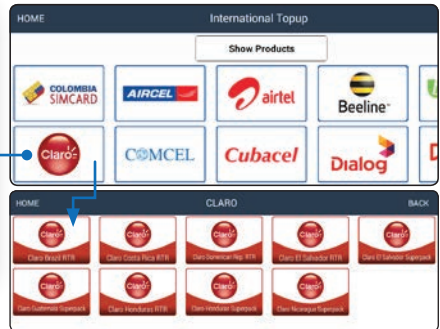
Home screen shown with prepaid categories only.



**Step 1.** Touch the **“International Top-Up”** button on from the home screen.

**Step 2.** Next touch the **“Provider’s Logo”** to view the available **“Products”** associated with that brand. Next touch the desired product image.

*Touch the **“Show Products”** button to view all available Topup products.*



**Step 3.** Enter the phone number to reload and select or enter the desired top-up amount and press **“Continue”**.

*The **“Total Amount”** including all fees and taxes are listed below.*

**Step 4.** Finally review the account and payment option. Touch **“Yes”** to process the order. Touch **“No”** to cancel the order.



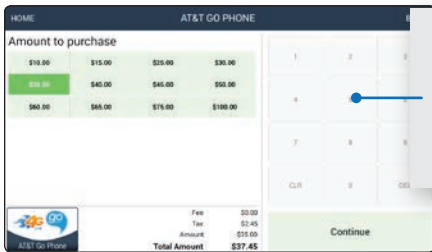
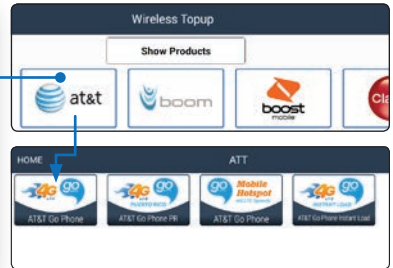
# Wireless Top-up



**Step 1.** From the Home Screen touch the **“Wireless Top-Up”** button.

**Step 2.** Next touch the **“Provider’s Logo”** to view the available **“Products”** associated with that brand. Next touch the desired product image.

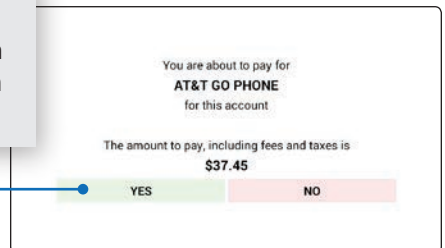
*\*If the “Providers” are not displayed touch the “Show Provider” button located above. To view all products touch the “Show Products” button.*



**Step 3.** Select or enter the desired top-up amount and press **“Continue”**.

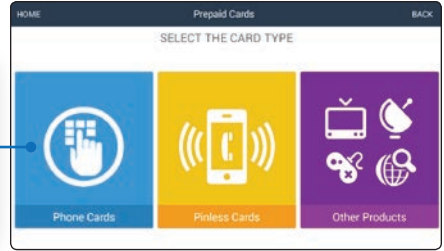
*\*Enter the phone number if promoted. The **“Total Amount”** including all fees and taxes are listed below.*

**Step 4.** Finally review the account, payment option and taxes. Touch **“Yes”** to process the order. Touch **“No”** to cancel the order.



# Prepaid Cards (Long Distance Cards)

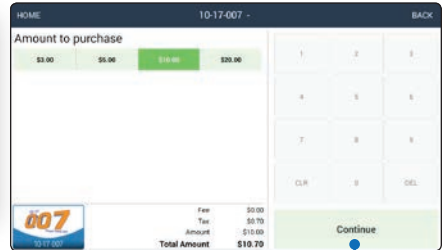
**Step 1.** From the home screen touch the **“Prepaid Cards”** buttons next touch the **“Phone Cards”** category icon.



**Step 2.** Select the desired **“Product Image”**.

**Step 3.** Touch the desired **“Amount to purchase”** button and touch the **“Continue”** button.

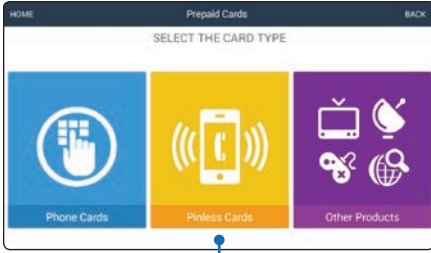
*\* Enter the phone number if promoted. The **“Total Amount”** including all fees and taxes are listed below*



**Step 4.** Finally review the payment amount and taxes. Touch **“Yes”** to process the order. Touch **“No”** to cancel the order.

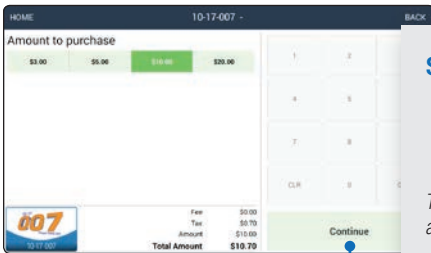


# Pinless Cards



**Step 1.** From the home screen touch the **"Prepaid Cards"** buttons next touch the **"Pinless Cards"** category icon.

**Step 2.** Select the desired **"Product Image"**.



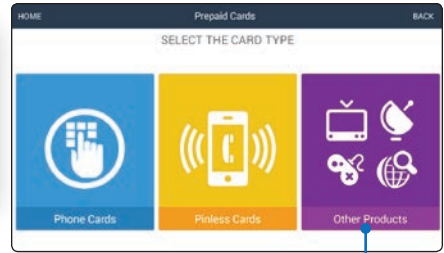
**Step 3.** Enter the phone number to reload and select the desired top-up amount and press **"Continue"**.

*The "Total Amount" including all fees and taxes are listed below.*

**Step 4.** Finally review the payment amount and taxes. Touch **"Yes"** to process the order. Touch **"No"** to cancel the order.



**Step 1.** From the home screen touch the **"Prepaid Cards"** buttons next touch the **"Other Products"** category icon.

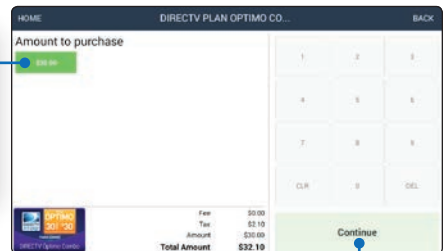


**Step 2.** Select the desired **"Product Image"**.

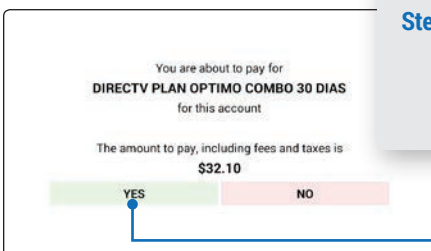


**Step 3.** Select the **"Amount to purchase"** and press **"Continue"**.

The **"Total Amount"** including all fees and taxes are listed below.



**Step 4.** Finally review the payment amount and taxes. Touch **"Yes"** to process the order. Touch **"No"** to cancel the order.

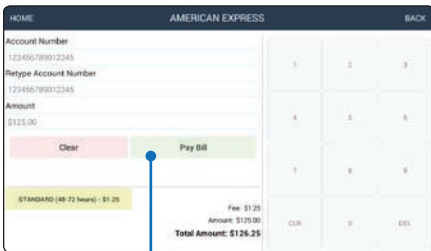
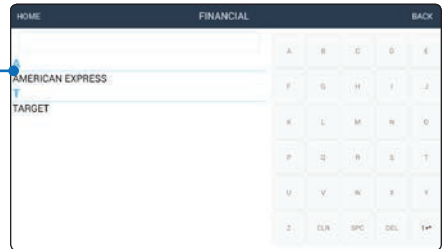


# Bill Payment



**Step 1.** From the home screen touch the **“Bill Payment”** button and touch one of the **“Bill Category”** buttons.

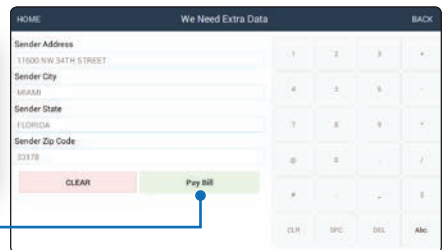
**Step 2.** Search or select an available biller from the list.



**Step 3.** Enter and confirm the **“Account Number”**. Next enter the **“Amount”** and touch **“Pay Bill”**.

*\*If available select a delivery option. The **“Total Amount”** including all service fees are listed below.*

**Step 4.** Use the keypad to enter the customer’s billing address. Press the **“Pay Bill”** button to continue.



You are about to pay for  
**AMERICAN EXPRESS BILL PAYMENT**  
for this account  
**123456789012345**  
The amount to pay, including fees and taxes is  
**\$126.25**

YES

NO

**Step 5.** Finally review the payment amount and taxes. Touch **“Yes”** to process the order. Touch **“No”** to cancel the order.

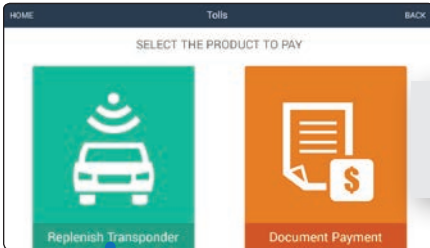


# Tolls - Replenish Transponder

**Step 1.** From the home screen touch the **“Toll Replenishment”** button.

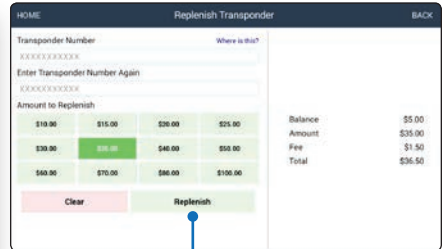


**Step 2.** Touch the **“Replenish Transponder”** category icon.

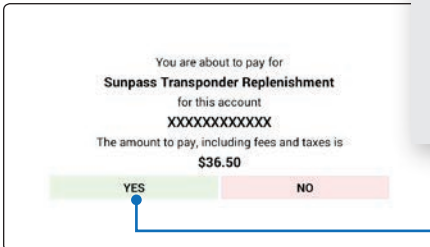


**Step 3.** Enter and confirm the **“Account Number”**. Next select the **“Amount to Replenish”** and touch **“Replenish”**.

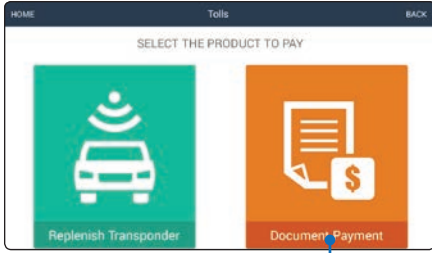
*The **“Total Amount”** including the customers existing Balance and service fee are displayed in the right column.*



**Step 4.** Finally review the account number and payment amount. Touch **“Yes”** to process the order. Touch **“No”** to cancel the order.

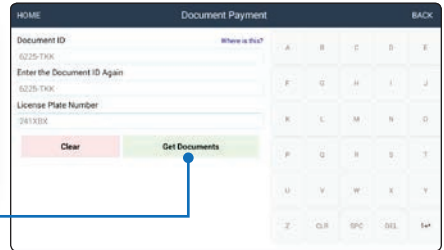


# Tolls - Document Payment



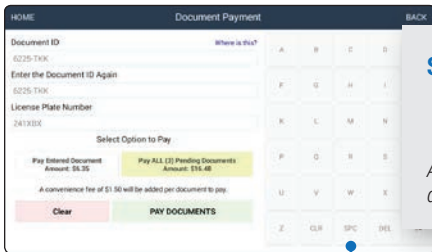
**Step 1.** From the home screen touch the **“Toll Replenishment”** button, next touch the **“Document Payment”** category icon.

**Step 2.** Enter and confirm the **“Document ID”**. Next enter the **“License Plate Number”** and touch **“Get Documents”**.



**Step 3.** Touch the **“Select Option to Pay”** button. Next touch the **“PAY DOCUMENTS”** button.

*A **“Convenience Fee”** of \$1.50 will be added per document to pay.*



**Step 4.** Finally review the document number(s) and payment amount. Touch **“Yes”** to process the order. Touch **“No”** to cancel the order.



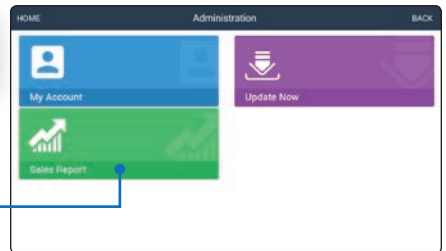
**Step 1.** From the home screen touch the  icon located in the upper left corner.



**Step 2.** Use the **“Keypad”** to enter your Admin password and touch **“CONTINUE”**.

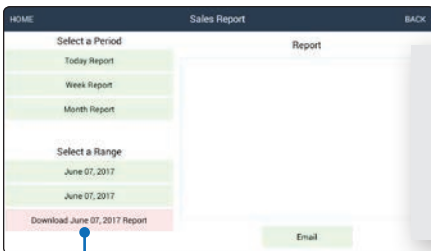


**Step 3.** Touch the **“Sales Report”** button.



**Step 4.** Use the reporting options to view your desired sales report.

*To download a report select a specified date range. Use the **“Email”** button to send a copy of the report to an e-mail recipient.*



## Support Helpline

Phone: (305) 718-2570

Email: [support@blackstoneprepaid.com](mailto:support@blackstoneprepaid.com)

## Address

11600 N.W. 34th Street,  
Miami, FL 33178

## Support Site:

[www.blackstoneprepaid.com](http://www.blackstoneprepaid.com)

## Additional training resources

Whether you want to get the basics or fine-tune your skills, our staff can help with a variety of training resources and downloadable materials at [blackstoneprepaid.com/marketing-materials](http://blackstoneprepaid.com/marketing-materials). Subscribe to our YouTube channel to receive training video updates at [youtube.com/blackstoneprepaid](http://youtube.com/blackstoneprepaid).

## Getting Technical Help

Search our Frequently Asked Questions Knowledgebase or contact our expert technical support staff at [blackstoneprepaid.com/support](http://blackstoneprepaid.com/support).

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