

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.

Table of Contents

International Top-up.....	3
Wireless Top-up	4
Prepaid Cards (Long Distance Cards).....	5
Pinless Cards.....	6
Other Products	7
Bill Payment.....	8
Tolls - Replenish Transponder.....	9
Tolls - Document Payment.....	10
Administration - Reports.....	11



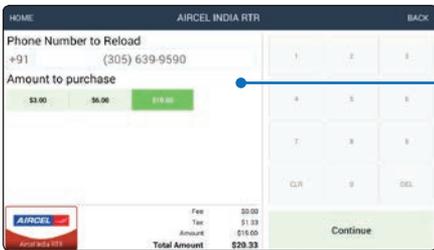
Home screen shown with prepaid categories only.



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.



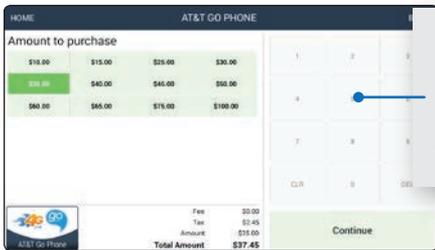
Wireless Top-up



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.

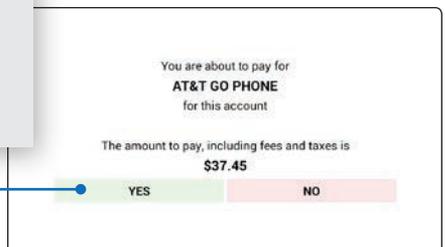
**If the “Providers” are not displayed touch the “Show Provider” button located above. To view all products touch the “Show Products” button.*



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.

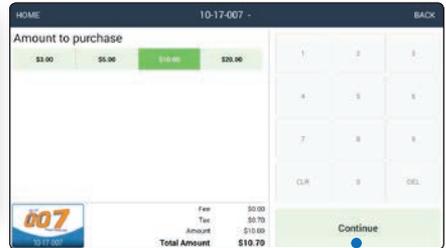


Step 2. Select the desired **“Product Image”**.

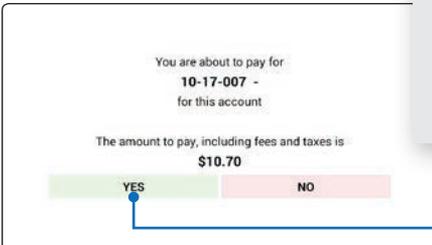


Step 3. Touch the desired **“Amount to purchase”** button and touch the **“Continue”** button.

** 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.

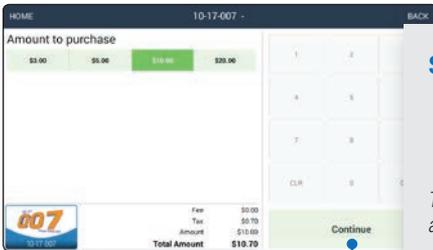


Pinless Cards



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.

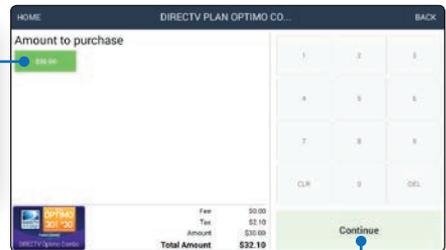


Step 2. Select the desired **"Product Image"**.

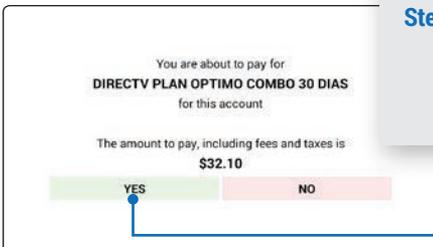


Step 3. Select the **"Amount to purchase"** and press **"Continue"**.

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.

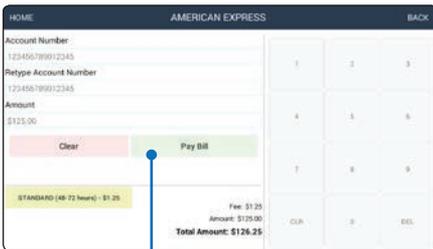
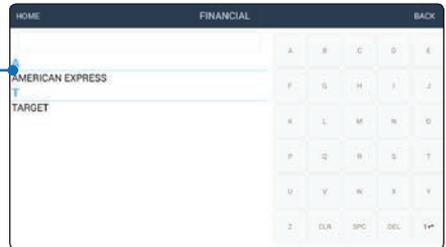


Bill Payment



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

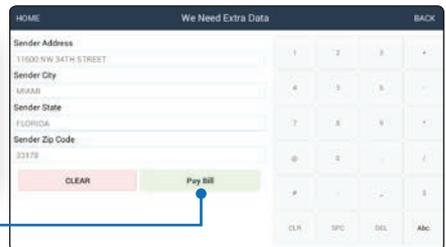
Step 2. Search or select an available biller from the list.



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.

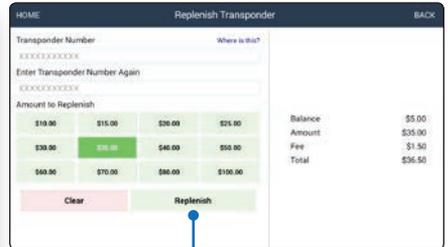


Step 2. Touch the **“Replenish Transponder”** category icon.

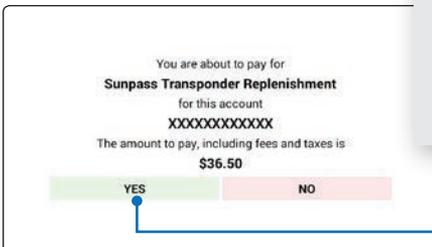


Step 3. Enter and confirm the **“Account Number”**. Next select the **“Amount to Replenish”** and touch **“Replenish”**.

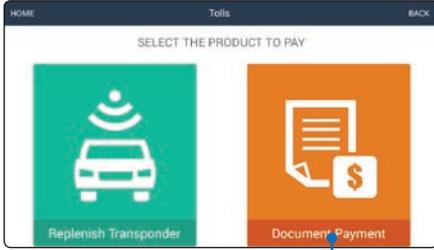
*The **“Total Amount”** including the customers existing Balance and service fee are displayed in the right column.*



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

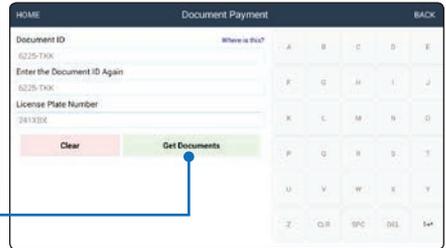


Tolls - Document Payment



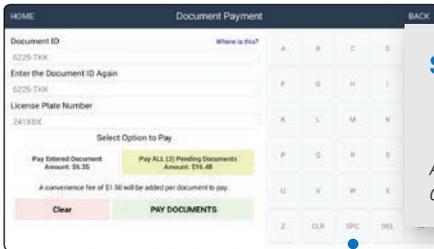
Step 1. From the home screen touch the **“Toll Replenishment”** button, next touch the **“Document Payment”** category icon.

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.



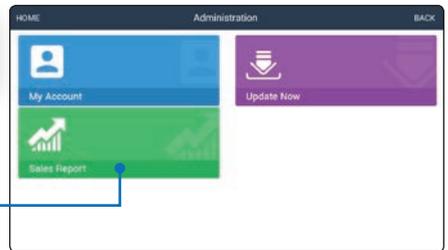
Step 1. From the home screen touch the  icon located in the upper left corner.



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

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Email: support@blackstoneprepaid.com

Address

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

Support Site:

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. Subscribe to our YouTube channel to receive training video updates at youtube.com/blackstoneprepaid.

Getting Technical Help

Search our Frequently Asked Questions Knowledgebase or contact our expert technical support staff at blackstoneprepaid.com/support.

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