



MYTIME

SERVICES



Mobile
Wallet



Debit
Cards



Market
Place



Wireless
Service



Tele
Health



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Manuals Updates

There are no documents that are written in stone and as the company evolves, so will the manual. We will do our best to continue to update the manuals as often as needed, and if you feel you do not have the updated manual, please contact management for the latest copy.

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Introduction:

We have finished the implementation of your new Distributor Merchant / Distributor production portal. Below is the URL, username, password, and helpful information you will need to access your portal. Please consult the Merchant / Distributor Manual provided with this letter for instructions regarding every page of the portal. If you would like additional training, we can schedule individual and group training calls and/or visits.

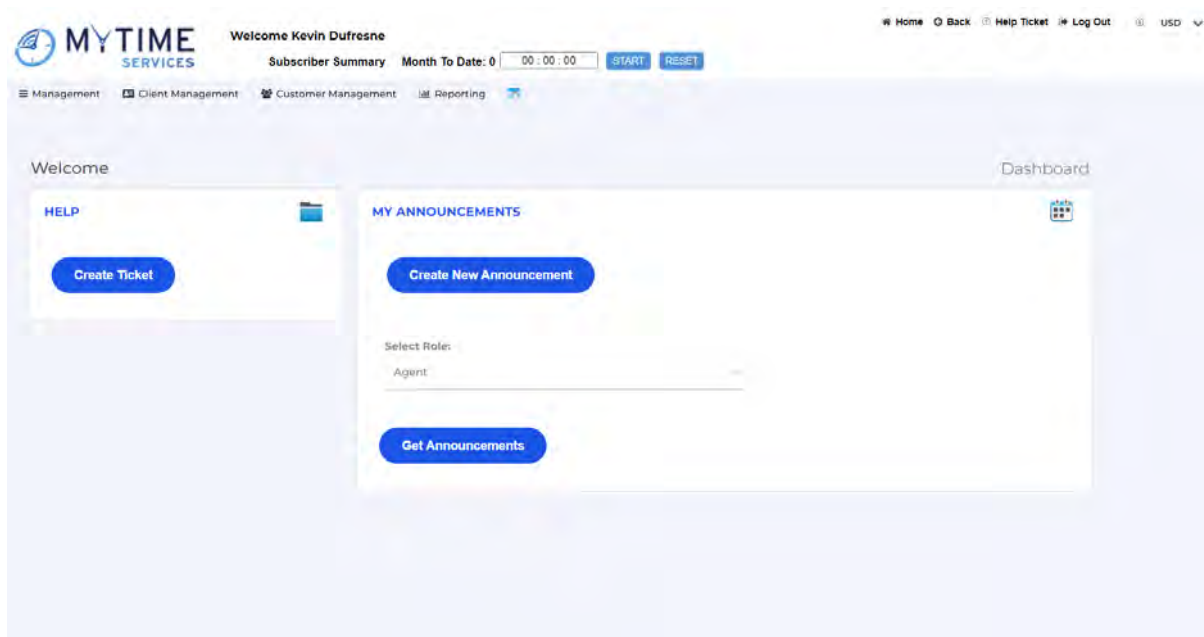
Please go through your portal to make sure that everything is set up and working as requested. Please see section 7 for testing scenarios that you should use prior to launch.

NOTE: If you see any issues, please call your MyTime Services representative. There are literally thousands of scenarios to test and we will need your help to make sure that all systems check out and are configured to your specifications. A live production launch should NOT be completed until your internal testing team has done a complete run-through of the system. Count on this process taking a week to complete.

Agent Portal:

MyTime Agent Portal> Welcome

The Dashboard provides a Welcome screen with quick access to created trouble tickets, creating new announcements, and receiving new announcements from the MyTime Services team.



Management Tab:

MyTime Agent Portal> Management> Merchant Onboarding

The Agent will manage the Merchant Onboarding queue for managing new Merchant / Distributor onboarding. In this queue, if you check and submit the denied button you will have the ability to deny a distributor from signing up which will remove the user from the new onboarding queue and the distributor sign up and mobile wallet number used to sign up will be deactivated. To complete the Merchant / Distributors, signup you will click the edit button and continue to finalize the onboarding and setup for the Merchant / Distributor.

MYTIME WALLET Welcome Kevin Dufresne

Subscriber Summary Month To Date: 00:00:00 [START](#) [RESET](#)

[Management](#) [Client Management](#) [Customer Management](#) [Reporting](#)

Merchant Onboarding

New Onboarding

	Created Date	Referral Code	Channel Name	Company Name	Last Name	First Name	Address	Contact Number	Email Address	Mobile Wallet Number	Type	Agent Id	
☐ Denied	6/12/2023 11:26:36 AM		MyTime	Proven Wireless	Watson	Melissa	16910 Farley Pass Drive	5557779874	Watson.Melissa12@Gmail.Com	****9874	Merchant	4043	Edit
☐ Denied	6/12/2023 10:43:22 AM		MyTime	3PSoft Pvt Ltd	Ameria	Rahul	CT	1234567898	Erik@Unifedsignal.Com	****5884	Merchant	0	Edit
☐ Denied	6/12/2023 10:10:03 AM		MyTime	3P Soft Pvt Ltd	Ameria	Rahul	CT	1234567898	Erik@Unifedsignal.Com	****2562	Merchant	0	Edit
☐ Denied	5/16/2023 5:38:41 AM		MyTime	3P Soft Pvt. Ltd.	Ameria	Rahul	CT	1234567898	Erik@Unifedsignal.Com	****0963	Merchant	0	Edit

1

[Process Requests](#)

After clicking the edit button, you will be required to complete the following fields to process the signup. You may also fill in to edit any additional optional fields to help you better manage your Merchant / Distributors.

Distributor ID to Clone*

MyTime Agent Portal>Management>Merchant Onboarding>Edit

Please enter your personal distributor ID. If you have multiple Merchant / Distributor accounts to target different market segments (example, retail, social media, etc.) please enter your Distributor ID that best represents the marketing / commissioning structure that best represents the setup for the new Merchant / Distributor you are creating.

Distributor Username* Please Create a Username for the new Merchant / Distributor.

Distributor Password* Please Create a password for the new Merchant / Distributor.

Once you have entered and completed the Onboarding Account click the Update Information & Create Distributor button to complete the signup. You can then input the username, password, Distributor ID to Clone into the MyTime Merchant / Distributor Training Manual and Marketing Welcome Letter to provide to your new Merchant / Distributor.

The screenshot shows the 'Onboarding Account' form in the MyTime Agent Portal. The form is titled 'Onboarding Account' and includes a sidebar with navigation links: Management, Client Management, Customer Management, and Reporting. The main form area contains the following fields:

- Company Name: Proven Wireless
- Federal Tax ID: (empty)
- Referral Code: (empty)
- Promotional Program: Customer Ownership (dropdown)
- First Name: mullisa
- Last Name: watson
- Address 1: 16910 Farley Pass Drive
- Address 2: (empty)
- City: Houston
- State: TEXAS (dropdown)
- Zip: 77095
- Mobile Wallet Number: 5557775874
- Email Address: watson.mullisa12@gmail.com
- Contact Number: 5557775874
- Agent Id: 4643
- Distributor ID to Clone: 0
- New Promocode Name: MY99
- Distributor Code 2: MY98
- Distributor Username: (empty)
- Distributor Password: (empty)

At the bottom of the form is a button labeled 'Update Information & Create Distributor'.

Client Management /Genealogy

MyTime Agent Portal> Client Management> Genealogy

In this area, the Agent can search or create a new tier structure for Merchant / Distributor levels.

Search for Merchant / Distributors

When you search for a Merchant / Distributor, you will then use this menu as shown below. You can do a broad search of all Merchant / Distributors or narrow it down to a specific one using the variables below “Search Level”.

When you do your search, to the right, will bring up the list of Merchant / Distributors.

Management Client Management Customer Management Reporting

Genealogy

Genealogy

SEARCH CRITERIA

Search Level:
Merchant / Distributor

ID:

Company Name:

Name:

Phone:

Search

SEARCH RESULTS

Search Level: Distributor

To drill down, click on the ID link below.

Create Merchant / Distributor Search All Distributor

ID	Company Name	Name	Phone
993875	Kevin Dufresne Merchant	Kevin Dufresne	Edit

Create Merchant / Distributors

Merchant / Distributor Information

MyTime Agent Portal>Client Management>Create Merchant / Distributor

To create Merchant / Distributors under your Agent ID you will log in to your Agent portal and select the Client Management Tab / Genealogy / and click the link to create Merchant / Distributors. You will see a group of tabs we will outline below instructing you how to complete the Merchant / Distributors sign-up process.

The screenshot shows the 'Create Merchant / Distributor' form in the MyTime Agent Portal. The interface includes a top navigation bar with tabs for Management, Client Management (selected), Reporting, and Customer Management. Below this is a 'Genealogy' section header. The main form is divided into two columns. The left column, titled 'SEARCH CRITERIA', contains input fields for 'Search Level' (set to 'Merchant / Distributor'), 'ID:', 'Company Name:', 'Name:', and 'Phone:', along with a 'Search' button. The right column, titled 'MERCHANT / DISTRIBUTOR', contains a list of tabs: 'Merchant / Distributor Information' (selected), 'Account Information', 'Navigation Information', 'Point Of Sale Pages', 'Security Restrictions', 'Billing Information', 'Shipping Information', and 'Method Of Payment'. At the bottom right, there is a 'Submit' button and a note: 'Click to update or save.'

MyTime Agent Portal>Client Management>Create Merchant / Distributor> Merchant / Distributor Information

Under the Merchant / Distributor Information section, you will need to create a username for your new Merchant / Distributor. The password is randomly generated when you complete the sign-up form. When you log into your Merchant / Distributor account you will then be able to change the generated password. If at any time you forget the password by clicking the reset password button a new password will be generated.

The screenshot displays the 'Create Merchant / Distributor' form in the MyTime Agent Portal. The interface includes a top navigation bar with the MyTime Wallet logo, a welcome message for Kevin Dufresne, and a timer. The sidebar on the left contains navigation links: Management, Client Management (active), Customer Management, and Reporting. The main content area is titled 'Genealogy' and contains two primary sections: 'SEARCH CRITERIA' and 'MERCHANT / DISTRIBUTOR'.

SEARCH CRITERIA

Search Level:
Merchant / Distributor

ID:

Company Name:

Name:

Phone:

Search

MERCHANT / DISTRIBUTOR

Merchant / Distributor Information

Merchant / Distributor Username:

Password:

Reset Password

Account Information

Navigation Information

Point Of Sale Pages

Security Restrictions

Billing Information

Shipping Information

Method Of Payment

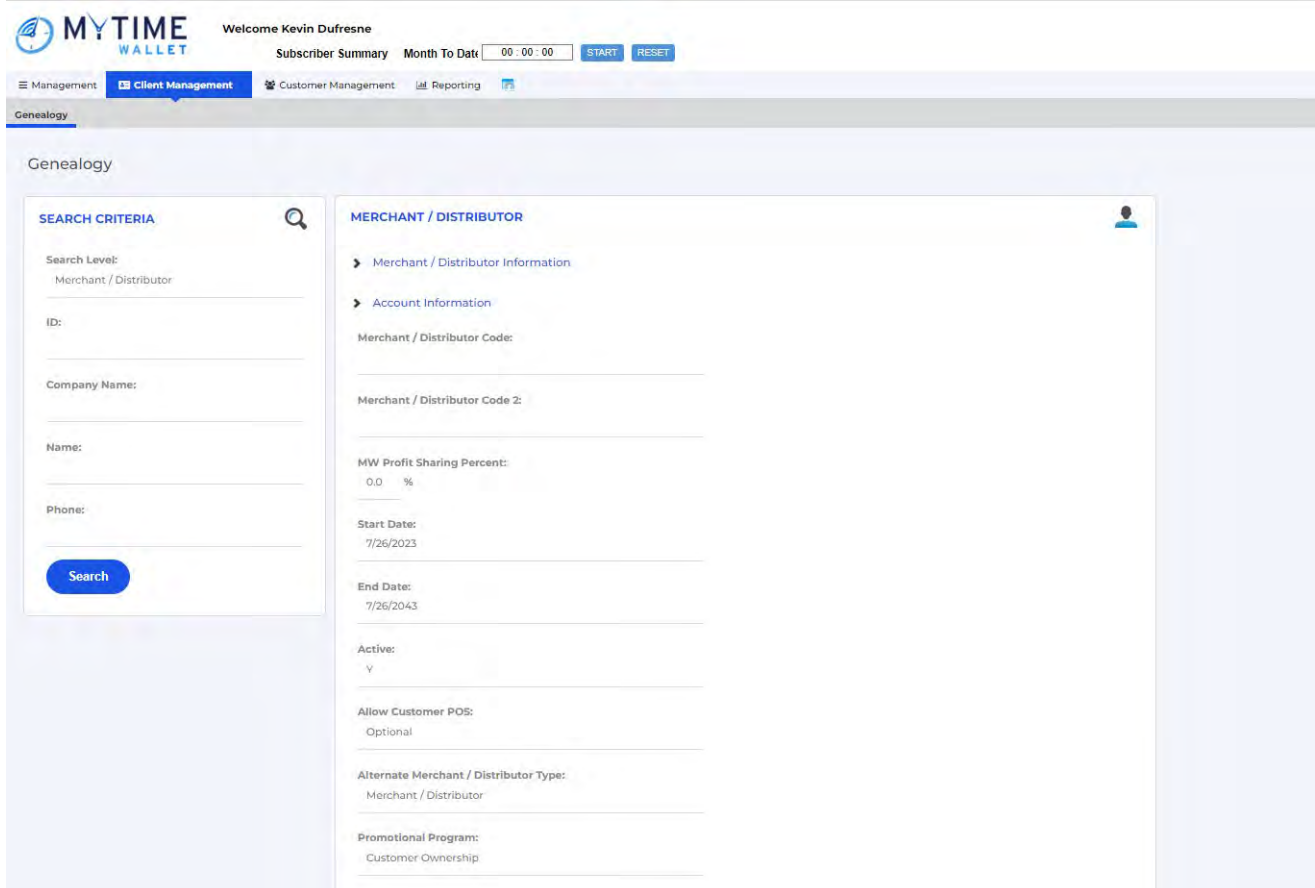
Click to update or save.

Submit

Account Information

MyTime Agent Portal>Client Management>Create Merchant / Distributor>Account Information

Under the account information section, you are required to enter a 4-digit merchant distributor code. Merchant Distributor codes are 4 characters that can be all numbers, all letters, or a combination of numbers and letters. Enter Merchant Distributor code 1 and Merchant Distributor code 2. The system will use the Merchant Distributor code 2 if the merchant distributor code 1 is already in use by another merchant distributor. Then enter the MW Profit Sharing percentage you will be providing to your new merchant distributor.



MYTIME WALLET

Welcome Kevin Dufresne

Subscriber Summary Month To Date 00:00:00 START RESET

Management Client Management Customer Management Reporting

Genealogy

Genealogy

SEARCH CRITERIA

Search Level:
Merchant / Distributor

ID:

Company Name:

Name:

Phone:

Search

MERCHANT / DISTRIBUTOR

Merchant / Distributor Information

Account Information

Merchant / Distributor Code:

Merchant / Distributor Code 2:

MW Profit Sharing Percent:
0.0 %

Start Date:
7/26/2023

End Date:
7/26/2043

Active:
Y

Allow Customer POS:
Optional

Alternate Merchant / Distributor Type:
Merchant / Distributor

Promotional Program:
Customer Ownership

All other fields in the Account Information section are already prepopulated to the correct settings. **DO NOT EDIT OR CHANGE THE FOLLOWING FIELDS:** Start Date, End Date, Active, Allow Customer POS, Alternate Merchant Distributor Type, and promotional program. Below are the correct preset settings. If for some reason you accidentally changed these settings here is a screenshot of the correct settings:

Navigational Information

MyTime Agent Portal>Client Management>Create Merchant / Distributor>Navigation Information

Under Navigational Information, you will use the checkboxes to determine what the Merchant / Distributor will and won't see in their portal. These can be adjusted at any time. For convenience purposes, we have checked all functionality that should be enabled for your new Merchant / Distributor. Unchecking any of these boxes will remove the functionality they need to run their program.

MYTIME WALLET Welcome Kevin Dufresne

Subscriber Su 00:00:00 **START** **RESET**

Management **Client Management** Customer Management Reporting

Genealogy

Genealogy

SEARCH CRITERIA

Search Level:
Merchant / Distributor

ID:

Company Name:

Name:

Phone:

Search

MERCHANT / DISTRIBUTOR

- Merchant / Distributor Information
- Account Information
- Navigation Information

CUSTOMER STATUS

☒ Program Profit Share	☒ Dashboard	☒ Merchant Processing
☒ Wireless Commissions	☒ Distributor Usage Report	☒ Customer Payment Processing
☒ Mobile Wallet Customer Activation	☒ Wireless Activation	☒ Wireless Replenish
☒ Payroll - Micro Pmt Processing		

LOOKUP

☒ Customer Lookup

MANAGEMENT

☒ Manage Logins ☒ Merchant Info

REPORTING

☒ Enrollment Reports

Point Of Sale Pages

Point of Sale Pages

MyTime Agent Portal>Client Management>Create Merchant / Distributor>Point of Sale Pages

Just like above you can limit what a Merchant / Distributor can and can't sell. For example, if a Merchant / Distributor does not want to sell accessories, or you do not want them to sell accessories, remove the check from Accessory Page.

The screenshot displays the 'MyTime WALLET' interface. At the top, it says 'Welcome Kevin Dufresne'. Below this, there's a navigation bar with 'Management', 'Client Management' (selected), 'Customer Management', and 'Reporting'. The 'Client Management' section is active, showing 'Month To Date: 0' and 'Total Active Subscribers: 00:00:00'. There are 'START' and 'RESET' buttons. The main content area is titled 'Genealogy' and contains a 'SEARCH CRITERIA' section with fields for 'Search Level: Merchant / Distributor', 'ID:', 'Company Name:', 'Name:', and 'Phone:', along with a 'Search' button. To the right, the 'MERCHANT / DISTRIBUTOR' section is expanded, showing 'Merchant / Distributor Information', 'Account Information', 'Navigation information', and 'Point Of Sale Pages'. Under 'PUBLISH / UNPUBLISH POINT OF SALE FUNCTIONALITY', there are checkboxes for 'Accessory Page', 'Shopping Cart Page', 'Order Payment Options', 'Member Services Signup', 'Customer information', 'Customer Credit Card', and 'International Long Distance'. The 'Accessory Page' checkbox is currently checked. At the bottom, there's a 'Security Restrictions' section.

Security Restrictions

MyTime Agent Portal>Client Management>Create Merchant / Distributor>Security Restrictions

If a Merchant / Distributor can sell services in all 50 states and Puerto Rico, you can leave all of the checkboxes unchecked. If you want to block a Merchant / Distributor from selling to a certain state.

MYTIME WALLET Welcome Kevin Dufresne

00.00.00 SAVE RESET

Management Client Management Customer Management Reporting

Genealogy

SEARCH CRITERIA

Search Level:
Merchant / Distributor

ID:

Company Name:

Name:

Phone:

Search

MERCHANT / DISTRIBUTOR

- Merchant / Distributor Information
- Account Information
- Navigation Information
- Point Of Sale Pages
- Security Restrictions

BLOCKED STATES FOR ACTIVATIONS

☐ Alabama	☐ Alaska	☐ American Samoa
☐ Arizona	☐ Arkansas	☐ California
☐ Colorado	☐ Connecticut	☐ Delaware
☐ District of Columbia	☐ Florida	☐ Georgia
☐ Guam	☐ Hawaii	☐ Idaho
☐ Illinois	☐ Indiana	☐ Iowa
☐ Kansas	☐ Kentucky	☐ Louisiana
☐ Maine	☐ Maryland	☐ Massachusetts
☐ Michigan	☐ Minnesota	☐ Mississippi
☐ Missouri	☐ Montana	☐ Nebraska
☐ Nevada	☐ New Hampshire	☐ New Jersey
☐ New Mexico	☐ New York	☐ North Carolina
☐ North Dakota	☐ Ohio	☐ Oklahoma
☐ Oregon	☐ Palau	☐ Pennsylvania
☐ Puerto Rico	☐ Rhode Island	☐ South Carolina
☐ South Dakota	☐ Tennessee	☐ Texas
☐ Utah	☐ Vermont	☐ Virgin Islands
☐ Virginia	☐ Washington	☐ West Virginia
☐ Wisconsin	☐ Wyoming	

- Billing Information
- Shipping Information
- Method Of Payment

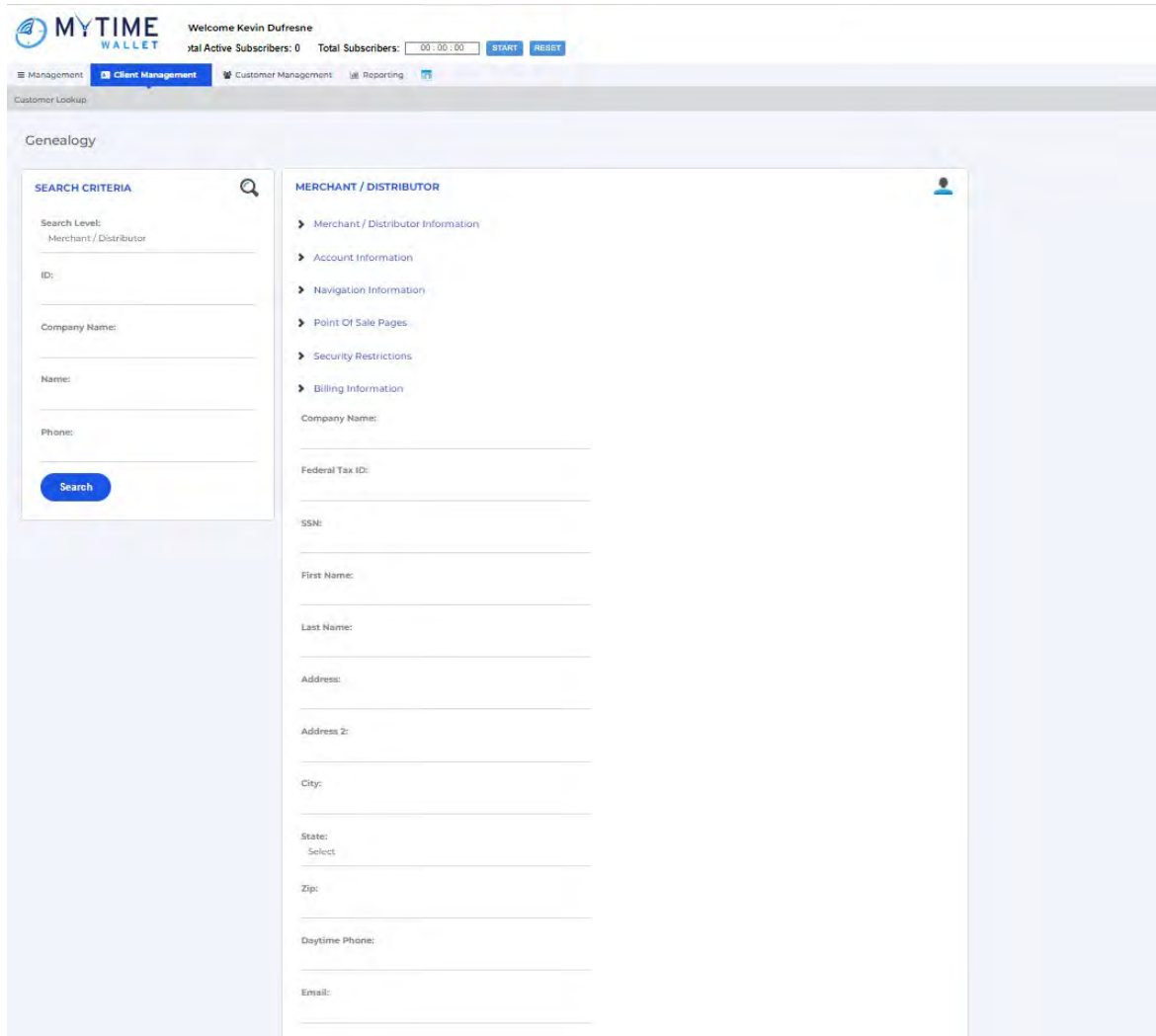
Click to update or save.

Submit

Billing Information

MyTime Agent Portal>Client Management>Create Merchant / Distributor>Billing Information

The billing information contains all of the sensitive personal information for the Merchant / Distributor for billing purposes.



The screenshot displays the 'MyTime WALLET' interface. At the top, it says 'Welcome Kevin Dufresne' and shows 'Total Active Subscribers: 0' and 'Total Subscribers: 00:00:00' with 'START' and 'RESET' buttons. The navigation bar includes 'Management', 'Client Management' (selected), 'Customer Management', and 'Reporting'. Below this is a 'Customer Lookup' section titled 'Genealogy'. On the left, a 'SEARCH CRITERIA' sidebar contains fields for 'Search Level: Merchant / Distributor', 'ID:', 'Company Name:', 'Name:', and 'Phone:', with a 'Search' button. The main area is titled 'MERCHANT / DISTRIBUTOR' and contains a list of expandable sections: 'Merchant / Distributor Information', 'Account Information', 'Navigation Information', 'Point Of Sale Pages', 'Security Restrictions', and 'Billing Information'. The 'Billing Information' section is expanded, showing fields for 'Company Name:', 'Federal Tax ID:', 'SSN:', 'First Name:', 'Last Name:', 'Address:', 'Address 2:', 'City:', 'State:' (with a 'Select' dropdown), 'Zip:', 'Daytime Phone:', and 'Email:'.

Shipping Information

MyTime Agent Portal>Client Management>Create Merchant / Distributor>Shipping Information

If a Merchant / Distributor's shipping information is different from the billing information, you can enter that here. If it is the same, you can use the Shipping same as the billing check box.

The screenshot shows the 'MyTime WALLET' interface. At the top, it says 'Welcome Kevin Dufresne' and 'Subscriber Summary' with a 'Month To' dropdown set to '00 : 00 : 00' and 'START' and 'RESET' buttons. The navigation bar includes 'Management', 'Client Management' (selected), 'Customer Management', and 'Reporting'. The 'Genealogy' section is active, showing a search criteria panel on the left and a 'MERCHANT / DISTRIBUTOR' form on the right.

SEARCH CRITERIA

- Search Level: Merchant / Distributor
- ID:
- Company Name:
- Name:
- Phone:
- Search**

MERCHANT / DISTRIBUTOR

- Merchant / Distributor Information
- Account Information
- Navigation Information
- Point Of Sale Pages
- Security Restrictions
- Billing Information
- Shipping Information

Shipping same as billing: ☐

First Name:

Last Name:

Address:

Address 2:

City:

State: Select

Zip:

Method Of Payment

Method of Payment

MyTime Agent Portal>Client Management>Create Merchant / Distributor>Method of Payment

Merchants / Distributors will be using the Mobile Wallet for payment. As an Agent, you may have to create a new Mobile Wallet for them, however, this is where you will connect the Mobile Wallet to the Merchant / Distributor so they can start processing new services and replenishments.

The screenshot shows the 'Method of Payment' page in the MyTime Agent Portal. The page is titled 'Genealogy' and includes a search criteria section on the left and a merchant/distributor information section on the right.

SEARCH CRITERIA

Search Level:
Merchant / Distributor

ID:

Company Name:

Name:

Phone:

Search

MERCHANT / DISTRIBUTOR

- Merchant / Distributor Information
- Account Information
- Navigation Information
- Point Of Sale Pages
- Security Restrictions
- Billing Information
- Shipping Information
- Method Of Payment

Method Of Payment:
Select One

Click to update or save.

Submit

Customer Management/ Customer Lookup:

MyTime Agent Portal>Customer Management>Customer Lookup

Customer Management provides Agents with the ability to use Customer Lookup and Send SMS fun.

Customer Lookup helps Agents find a customer's account using the lookup tool, you will only find customers created by your Merchant / Distributors.

Welcome Kevin Dufresne

Summary Month To Date: 0 Total Active: 00:00:00 START RESET

Management Client Management Customer Management Reporting

Customer Lookup

ACCOUNT LOOKUP

☐ Show active only **Search**

Description: At least one search field is required. Partial searches are limited to the top 10 closest matches.

ACCOUNT INFORMATION

Last Name: First Name: Joseph

Account Mobile Number (MDN): Daytime Phone Number:

Customer ID: Account Number:

Email: Username:

PRODUCT INFORMATION

MSID: ESN:

IMEI: SIM:

IMSI: MAC ID:

TRANSACTION INFORMATION

Order ID: Transaction ID:

PIN: Referral ID:

Debit Card Number: Merchant Number:

Marketing Info: IP Address:

SEARCH RESULTS

☐ Show inactive Accounts

Mobile #	Name	State	MVNO
(225) 938-6555	Joseph Dufresne	LA	MyTime
(202) 569-7273	JOSEPHINE OKPERIN	MD	MyTime
(202) 492-1765	Joseph Ataku	DC	MyTime
(999) 111-6555	Joseph Dufresne	LA	MyTime

In the above image, there are several different ways you can look up a customer's account. You can search using the first or last name in the account information section or by using the MDN which is the customer's Mobile Wallet Number.

If the customer is not found it could be that the account is not active; to see Inactive accounts, you need to click the box: **Show Inactive Accounts**

The screenshot displays the 'MyTime WALLET' Customer Management interface. The top navigation bar includes 'Management', 'Client Management', 'Customer Management' (selected), and 'Reporting'. A welcome message for 'Kevin Dufresne' is shown, along with statistics: '0 Total Active Subscribers: 0' and 'Total Subs: 00:00:00'. A 'START' button and a 'RESET' button are also present.

The 'Customer Lookup' section is active, showing a search form with the following fields:

- ACCOUNT LOOKUP:** A checkbox for 'Show active only' and a 'Search' button. A description states: 'Description: At least one search field is required. Partial searches are limited to the top 10 closest matches.'
- ACCOUNT INFORMATION:** Fields for Last Name (Dufresne), First Name (Joseph), Account Mobile Number (MDN), Daytime Phone Number, Customer ID, Account Number, Email, and Username.
- PRODUCT INFORMATION:** Fields for MSID, ESN, IMEI, SIM, IMSI, and MAC ID.
- TRANSACTION INFORMATION:** Fields for Order ID, Transaction ID, PIN, Referral ID, Debit Card Number, Merchant Number, Marketing Info, and IP Address.

The 'SEARCH RESULTS' panel on the right shows a checkbox for 'Show Inactive Accounts' which is checked. Below it, a table displays the search results:

Mobile #	Name	State	MYNO
(100) 001-0481	Joseph Dufresne	LA	MyTime

Reporting

Merchant / Distributor Overview Report

MyTime Agent Portal>Reporting>Activation Reports

In this report, you will be able to see a list of Activations (Port-Ins included), Replenishments, Orders, and Activations and Replenishments together. You have the option to see this in a list form and in a graph form. You can also separate by individual networks, or all networks together. You can set the Duration either daily or monthly. You will also be able to set the year.

The screenshot displays the 'MYTIME WALLET' portal interface. At the top, a welcome message for 'Kevin Dufresne' is shown, along with 'Total Subscribers: 0' and a timer set to '00:00:00' with 'START' and 'RESET' buttons. The navigation menu includes 'Management', 'Client Management', 'Customer Management', and 'Reporting'. The 'Reporting' section is active, showing 'Activation Reports' and 'Commission Reports'. The main heading is 'Merchant / Distributor Overview Report'. On the left, the 'REPORTING OPTIONS' panel allows users to select report parameters: 'Main Search Options' (expanded), 'Report Type' (Enrollment), 'Report Style' (List), 'Network' (ALL), 'Duration' (By Year), and 'Year' (2023). There are also 'Additional Options' and a 'GET REPORT' button at the bottom. The right side, labeled 'GENERATED REPORT', shows a table with one row containing the number '4'.

Commissions Report

MyTime Agent Portal>Reporting>Commission Reports

In this report, you will be able to use the same filters as above. This report gives you an additional filter for the Wireless and Mobile Wallet commissions together, or individually so you can see the commissions you are earning.

The screenshot shows the MyTime Agent Portal interface. At the top, there is a header with the MyTime Wallet logo, a welcome message "Welcome Kevin Dufresne", and a timer showing "00:00:00" with "START" and "RESET" buttons. Below the header is a navigation bar with links for Management, Client Management, Customer Management, and Reporting (which is highlighted). Under Reporting, there is a link for Commission Reports. The main content area is titled "Commission Reports" and is divided into two sections: "REPORTING OPTIONS" and "GENERATED REPORT". The "REPORTING OPTIONS" section contains a text input field for "Select options that best describe the report you are searching for.", a "Main Search Options" button, and several filter sections: "Filter:" with a dropdown for "Distributor Commissions", "Network:" with a dropdown for "ALL", "Duration:" with a dropdown for "By Year", "Year:" with a dropdown for "2023", and "Distributor Search:" with a text input field. At the bottom of the "REPORTING OPTIONS" section is a "Search By Genealogy" button. The "GENERATED REPORT" section is currently empty.



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