

ZAPNA

User Guide for Agent Portal

Understanding the Agent Portal and key functionalities

**Updated
6/27/2012**

This guide facilitates the users of agent portal to use the all available functionalities.

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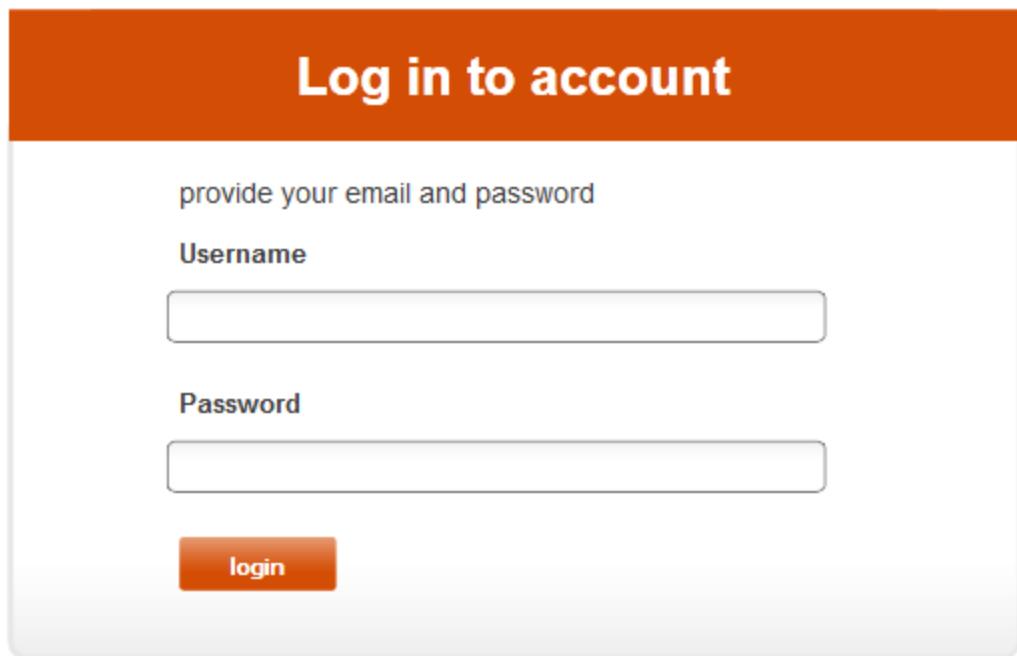
Agent Portal:

Key features of Agent portal are following:

- Register a customer.
- Refill a customer.
- Change a customer mobile number.
- View revenue earned and commission gained.
- In case Agent Company's Account is prepaid, recharge the account and view its payment history.

Login:

Enter Username and password and then click on ***login*** button to access Agent Portal.

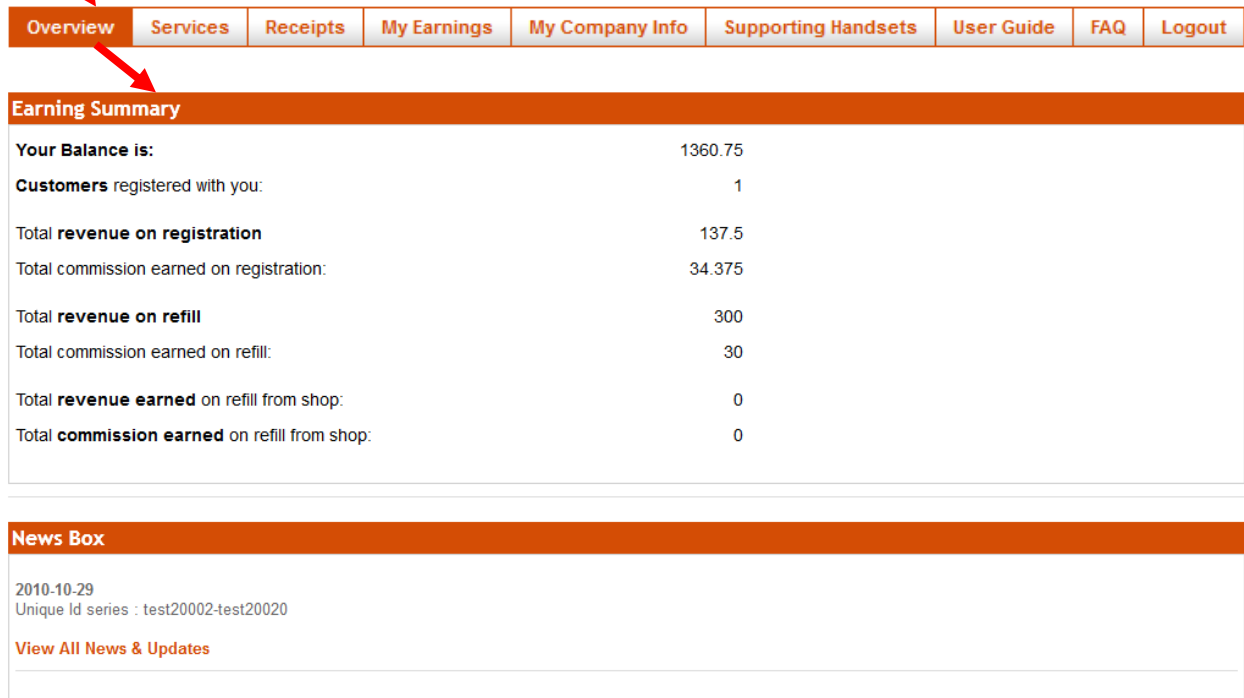


The login form features a prominent orange header with the text "Log in to account". Below this, a light gray box contains the instructions "provide your email and password". There are two input fields: "Username" and "Password", each with a corresponding text box. At the bottom of the form is an orange "login" button.

Powered by Zapna

Overview:

As the agent login, an overview of earning summary is available along with the revenue box.



The screenshot displays the agent login dashboard. At the top, there is a navigation bar with several tabs: Overview, Services, Receipts, My Earnings, My Company Info, Supporting Handsets, User Guide, FAQ, and Logout. The 'Overview' tab is selected and highlighted in orange. Below the navigation bar, the 'Earning Summary' section is visible, featuring a table with financial data. The table has two columns: the left column lists various revenue and commission items, and the right column shows the corresponding numerical values. Below the table, there is a 'News Box' section containing a date (2010-10-29), a unique ID series (test20002-test20020), and a link to 'View All News & Updates'. Two red arrows are overlaid on the image: one points to the 'Overview' tab in the navigation bar, and the other points to the 'Earning Summary' section header.

Earning Summary	
Your Balance is:	1360.75
Customers registered with you:	1
Total revenue on registration	137.5
Total commission earned on registration:	34.375
Total revenue on refill	300
Total commission earned on refill:	30
Total revenue earned on refill from shop:	0
Total commission earned on refill from shop:	0

News Box

2010-10-29
Unique Id series : test20002-test20020

[View All News & Updates](#)

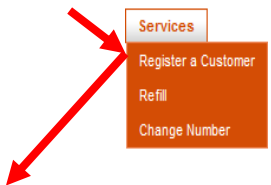
Services:

Overview	Services	Receipts	My Earnings	My Company Info	Supporting Handsets	User Guide	FAQ	Logout
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Register a Customer:

To register a customer clicks on ***Register a Customer***. Fill mandatory fields and click on ***Next*** button.

Mobile Number: Enter valid 8 to 14 digits mobile number without country code.



The diagram shows a red arrow pointing from the 'Services' menu item to the 'Register a Customer' option in the dropdown menu. Another red arrow points from the 'Register a Customer' option to the 'Register a Customer - Step 1: Register' form.

Register a Customer - Step 1: Register

Mobile number *	<input type="text"/>	Birth date (dd-mm-yyyy)	<input type="text"/> <input type="text"/> <input type="text"/>
Product *	<input type="text" value="Smarter Sim 100"/>	Password *	<input type="text"/>
First name *	<input type="text"/>	Retype password *	<input type="text"/>
Last name *	<input type="text"/>	Email *	<input type="text"/>
Address *	<input type="text"/>	Telecom operator	<input type="text" value="Telenor"/>
Post code *	<input type="text"/>	<input checked="" type="checkbox"/>	Yes, subscribe me to newsletter
City *	<input type="text"/>		
Country *	<input type="text" value="Norway"/>		

A new page will be opened, enter unique id, which is provided to you and click on ***Pay*** button. New customer will be registered.

Create a customer - Step 2

Smarter Sim 100 details:

Unique Id:

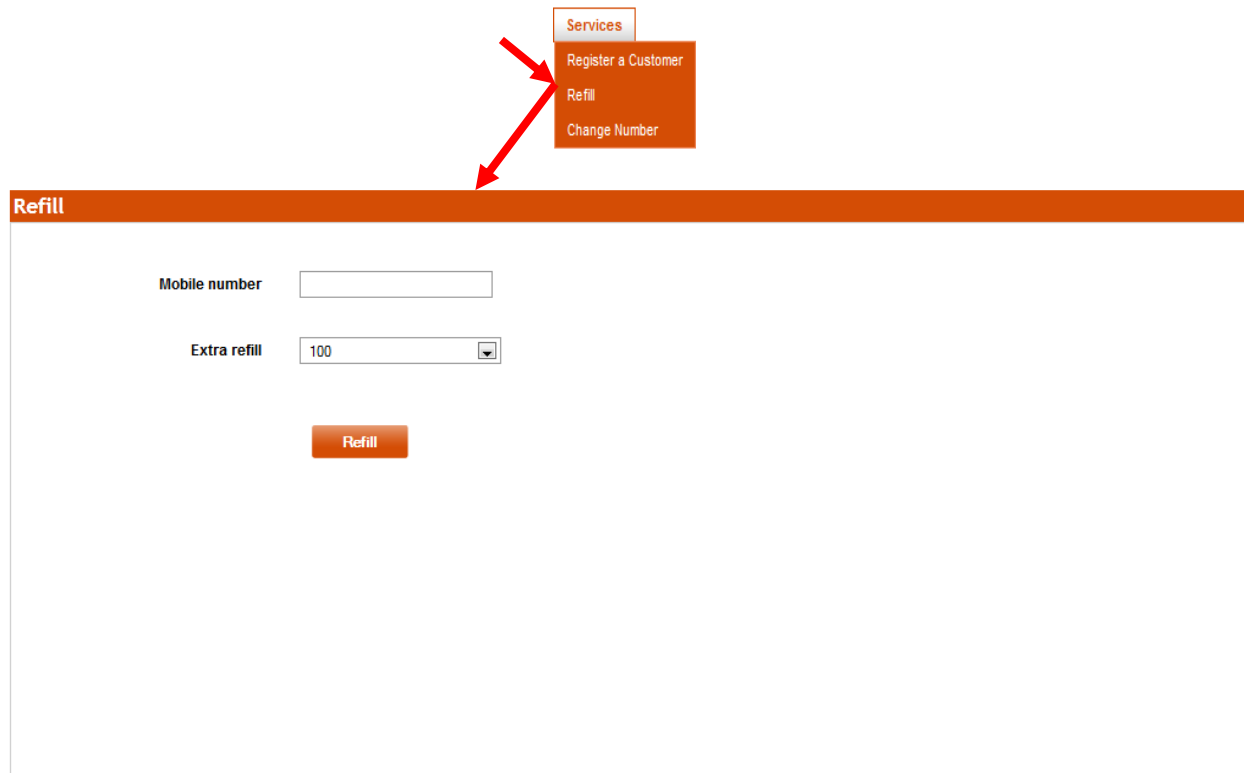
Registration Fee	50 NOK
Product Price	75 NOK
VAT (25%)	12.5 NOK
Total amount	137.5 NOK

Pay

Refill:

To refill customer account click on ***refill*** menu, enter mobile no and select Extra Refill amount from drop down menu and click on ***refill*** button.

Mobile Number: Enter exact mobile number with the customer is register without country code.



The image shows a web interface for a 'Refill' service. At the top, there is a navigation menu with the following items: 'Services', 'Register a Customer', 'Refill', and 'Change Number'. A red arrow points from the 'Refill' menu item to the 'Refill' section of the page. The 'Refill' section has an orange header bar with the word 'Refill' in white. Below the header, there is a form with two input fields: 'Mobile number' and 'Extra refill'. The 'Mobile number' field is a text input box. The 'Extra refill' field is a dropdown menu with '100' selected. Below these fields is an orange button labeled 'Refill'.

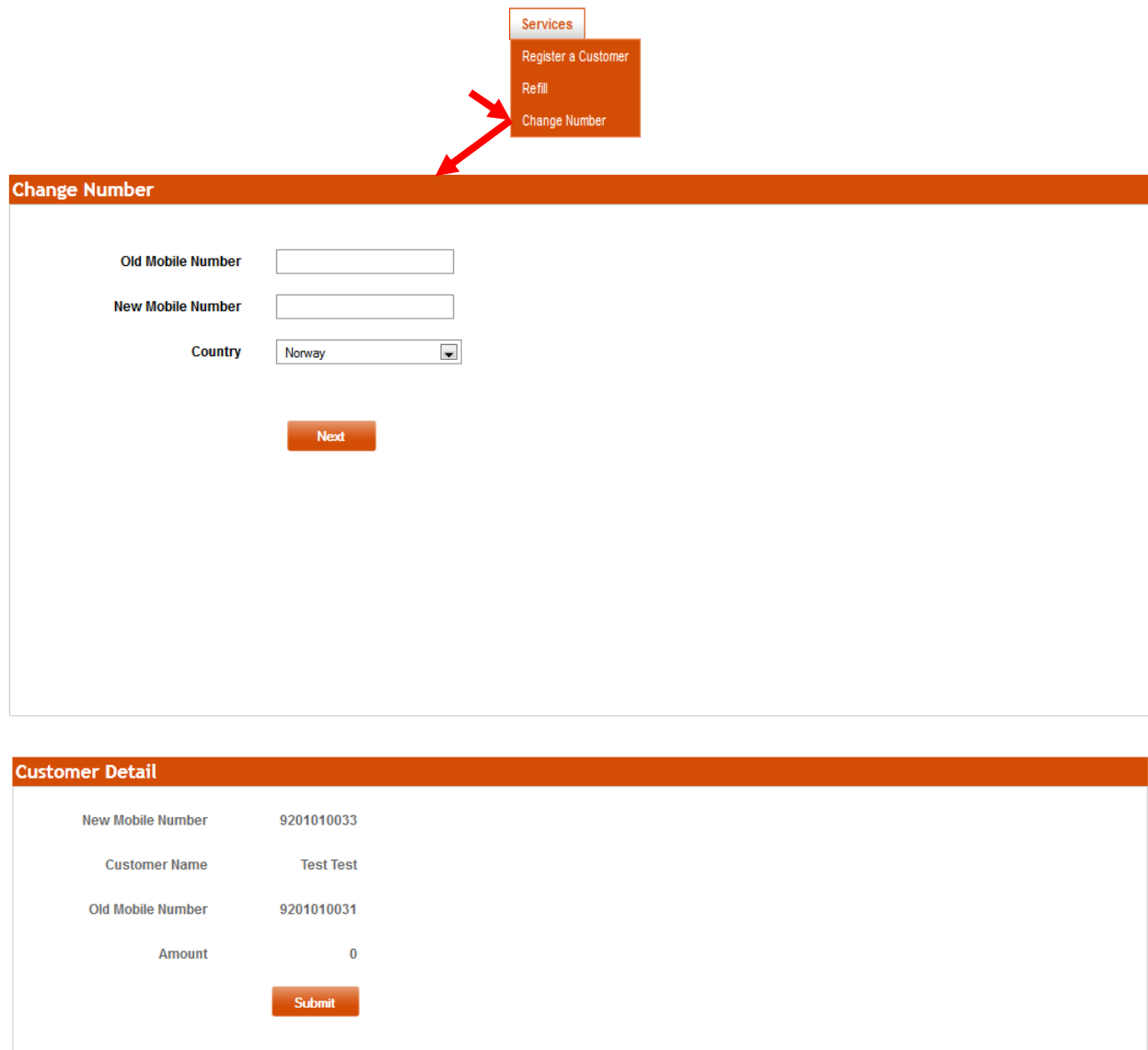
Change Number:

Old Mobile Number: Enter exact mobile number with the customer is register without country code.

New Mobile Number: Enter valid 8 to 14 digits mobile number without country code.

Click on *Next* Button.

On the next page click on **Submit**.



The image shows a web interface with two main sections. The top section is titled 'Change Number' and contains three input fields: 'Old Mobile Number', 'New Mobile Number', and 'Country' (a dropdown menu currently showing 'Norway'). Below these fields is a 'Next' button. The bottom section is titled 'Customer Detail' and displays a summary of the customer's information: 'New Mobile Number' (9201010033), 'Customer Name' (Test Test), 'Old Mobile Number' (9201010031), and 'Amount' (0). A 'Submit' button is located at the bottom of this section. A red arrow points from the 'Change Number' link in the 'Services' dropdown menu to the 'Change Number' form header.

Change Number

Old Mobile Number

New Mobile Number

Country

Next

Customer Detail

New Mobile Number	9201010033
Customer Name	Test Test
Old Mobile Number	9201010031
Amount	0

Submit

Receipts:

Receipts are categorized as registration receipts, refill receipts and mobile number change receipts. Click on **receipts** menu to view receipts.

Overview	Services	Receipts	My Earnings	My Company Info	Supporting Handsets	User Guide	FAQ	Logout
----------	----------	----------	-------------	-----------------	---------------------	------------	-----	--------

Registration Receipts (1 receipts)

Date	Customer name	Mobile Number	Amount Refilled	Description	Show Receipt
1. 2012-06-14 12:50:51	agent user 14 jun user	92834555852348	137,50	Registration	Receipt

Refill Receipts (3 receipts)

Date	Customer name	Mobile Number	Amount Refilled	Description	Show Receipt
1. 2012-06-15 14:43:08	agent user 14 jun user	92834555852348	100,00	Refill	Receipt
2. 2012-06-15 14:21:24	agent user 14 jun user	92834555852348	100,00	Refill	Receipt
3. 2012-06-15 13:38:46	agent user 14 jun user	92834555852348	100,00	Refill	Receipt

Mobile Number Change Receipts (1 receipts)

Date	Customer name	Mobile Number	Change Number Amount	Description	Show Receipt
1. 2012-06-14 13:06:34	agent user 14 jun user	92834555852348	0,00	Fee for change number (agent company 14 june)	Receipt

Total Receipts for transactions: 5

Show Receipts:

To view receipt details, click on **Receipt** Link.

Registration Receipts (1 receipts)					
Date	Customer name	Mobile Number	Amount Refilled	Description	Show Receipt
1. 2012-06-14 12:50:51	agent user 14 jun user	92834555852348	137,50	Registration	Receipt



ORDER RECEIPT (SMARTER SIM 100)			ORDER NO. 127
Customer Number test20016 agent user 14 jun user lahore lahore, 54000 Norway Mobile Number: 92834555852348 Agent Name: agent company 14 june			
DATE	DESCRIPTION	QUANTITY	AMOUNT(NOK)
06-14-2012	Registration Fee	1	50
	Product Price	1	75
Subtotal			125
VAT (25%)			12.5
Total			137.5 NOK
Zapna - Postboks 5093 Majorstua - 0301 Oslo			

My Earnings:

This module provides the facility to view my earnings categorically.

Overview

Services

Receipts

My Earnings

My Company Info

Supporting Handsets

User Guide

FAQ

Logout

Registration Earnings

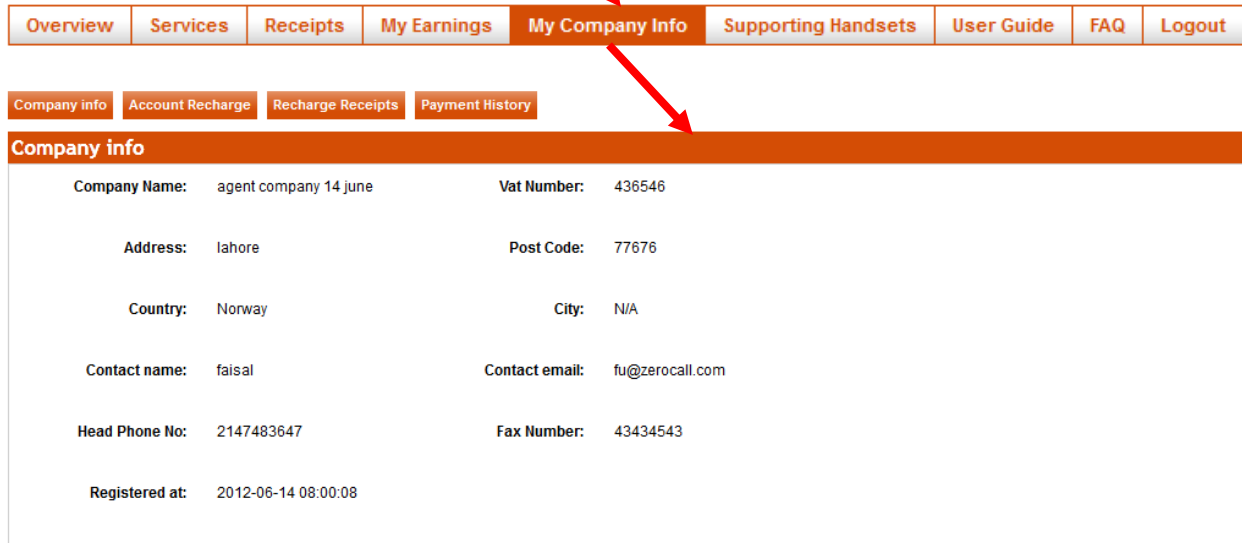
Date	Customer name	Refill Amount	Commission Earned
1. 2012-06-14 12:50:51	agent user 14 jun user	137,50	34,38
Total Registration Earnings:			1
Total Earnings:			137.5
Total Commission Earned:			34.375

Refills Earnings

Date	Customer name	Refill Amount	Commission Earned
1. 2012-06-15 14:43:08	agent user 14 jun user	100,00	10,00
2. 2012-06-15 14:21:24	agent user 14 jun user	100,00	10,00
3. 2012-06-15 13:38:46	agent user 14 jun user	100,00	10,00
Total Refills:			3
Total Earnings:			300
Total Commission Earned:			30

My Company Info:

Agent can also view his/her company detail. To view Agent Company detail, click on **My Company Info**. All info will be displayed of Agent Company.



The screenshot shows a web interface with a top navigation bar and a sub-navigation bar. The top bar contains links: Overview, Services, Receipts, My Earnings, My Company Info, Supporting Handsets, User Guide, FAQ, and Logout. The 'My Company Info' link is highlighted in orange. A red arrow points from the text 'My Company Info' in the instructions to this link. Below the top bar is a sub-navigation bar with links: Company info, Account Recharge, Recharge Receipts, and Payment History. The 'Company info' link is highlighted in orange. A second red arrow points from the 'My Company Info' link in the top bar to this sub-tab. Below the sub-navigation bar is a section titled 'Company info' in an orange header. The content area below this header displays company details in a two-column layout.

Company Name:	agent company 14 june	Vat Number:	436546
Address:	lahore	Post Code:	77676
Country:	Norway	City:	N/A
Contact name:	faisal	Contact email:	fu@zerocall.com
Head Phone No:	2147483647	Fax Number:	43434543
Registered at:	2012-06-14 08:00:08		

Account Recharge:

If Agent Company's account is prepaid then agent can also refill account. Click on **Account Recharge** button. To refill account, select refill amount and click on **Recharge** button.



Company info Account Recharge Recharge Receipts Payment History

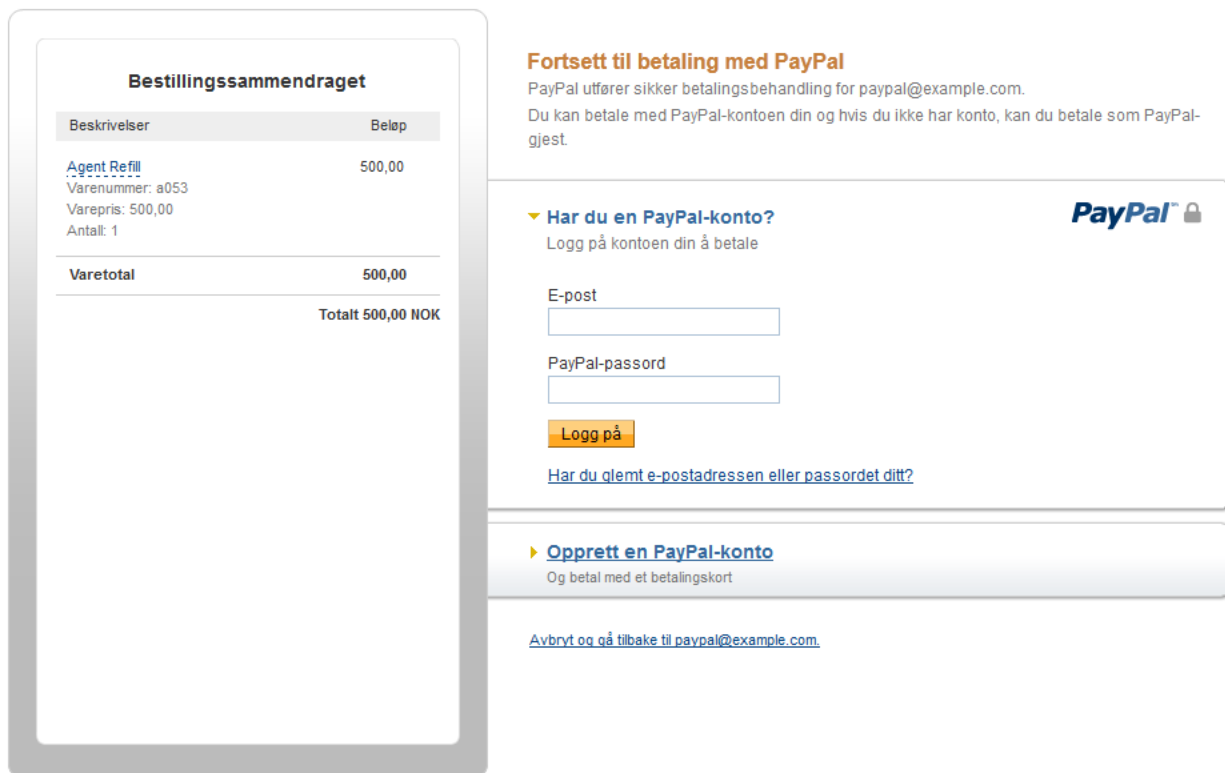
Account Refill

Select refill amount

Recharge

Page will be redirect to PayPal payment gateway. If you have already an account on PayPal, enter email address and password and click on login button.

paypal@example.com



Bestillingssammendraget

Beskrivelser	Beløp
Agent Refill	500,00
Varenummer: a053	
Varepris: 500,00	
Antall: 1	
Varetotal	500,00
Totalt 500,00 NOK	

Fortsett til betaling med PayPal

PayPal utfører sikker betalingsbehandling for paypal@example.com.
Du kan betale med PayPal-kontoen din og hvis du ikke har konto, kan du betale som PayPal-gjest.

▼ **Har du en PayPal-konto?**

Logg på kontoen din å betale

E-post

PayPal-passord

Logg på

[Har du glemt e-postadressen eller passordet ditt?](#)

► **Opprett en PayPal-konto**

Og betal med et betalingskort

[Avbryt og gå tilbake til paypal@example.com.](#)

If you don't have any account on PayPal, signup on PayPal.

Bestillingssammendraget

Beskrivelser	Beløp
Agent Refill Varenummer: a053 Varepris: 500,00 Antall: 1	500,00
Varetotal	500,00
Totalt 500,00 NOK	

Fortsett til betaling med PayPal

PayPal behandler betalinger sikkert for paypal@example.com.
Du kan betale med PayPal-kontoen din og hvis du ikke har konto, kan du betale som PayPal-gjest.

Har du en PayPal-konto?

Logg på kontoen din & betal

PayPal

Opprett en PayPal-konto

Og betal med et betalingskort

[Finn ut mer om PayPal](#) - den raske, trygge betalingsmetoden.

Land

Norge

Kortnummer

4225161679645342

Betalingsstyper

VISA

MasterCard

Discover

Amex

Utløpsdato

mm

dd

01

/

33

CSC

111

Hvis er dette?

Fødselsdato

dd

mm

åååå

Hvorfor?

/

/

Formavn

Mellomnavn

(valgfritt)

Etternavn

Adresselinje 1

Adresselinje 2

(valgfritt)

Poststed

Stat / provins / region

Postnummer

Telefon

E-post

Velg et PayPal-passord

Minst 8 tegn

Angi passordet på nytt

Ved å klikke på knappen nedenfor godtar jeg PayPals [brukeravtale](#) og [retningslinjene for personvern](#).

Godta og opprett konto

After successfully signup or login, a new page will be opened, select the checkbox and click on **Agree and Continue** button. Page will be redirect to another page. Click on **Pay Now** button. Your account will be recharged successfully.
paypal@example.com

Your order summary

Descriptions	Amount
Agent Refill Item number: a053 Item price: 500.00 Quantity: 1	500.00
Item total	500.00
Total 500.00 NOK	

PayPal Electronic Communications Delivery Policy Consent

PayPal™

This will just take a minute and then you can complete your transaction.

We've updated our Electronic Communications Delivery Policy. Please read it and consent so we can send your account information electronically, including your payment confirmation.

Please confirm that:

☐ Yes, I've read and agree to the [Electronic Communications Delivery Policy](#). I understand that PayPal will provide me with information about my account electronically. I confirm that I can access emails, web pages, and PDF files.

Agree and Continue

[Can I decline?](#)

[Cancel and return to paypal@example.com.](#)

Your order summary

Descriptions	Amount
Agent Refill Item number: a053 Item price: 500.00 Quantity: 1	500.00
Item total	500.00
Total 500.00 NOK	

Review your information

[Pay Now](#)



Shipping address [Change](#)

khan muhammad
1 Main St
San Jose, CA 95131
United States

Payment methods [Change](#)

PayPal Balance \$86.06 USD

PayPal Conversion Rate as of Jun 26, 2012: 1 U.S. Dollar = 5.81046 Norwegian Kroner

■ [PayPal gift card, certificate, reward, or other discount Redeem](#)
View [PayPal policies](#) and your payment method rights.

Contact information

khanmu_1338970228_per@gmail.com

[Pay Now](#)

[Cancel and return to paypal@example.com.](#)

Recharge Receipts:

To view receipts of Agent Company, click on *Recharge Receipts*.

[Company info](#) [Account Recharge](#) [Recharge Receipts](#) [Payment History](#)

Reciepts For Agent Account Refills

	Date	Amount (NOK)	Show Reciept
1.	2012-06-14 08:04:21	500	Receipt
2.	2012-06-14 08:04:36	-50	Receipt
3.	2012-06-14 08:38:53	500	Receipt
4.	2012-06-14 08:39:11	-50	Receipt
5.	2012-06-14 12:56:04	51	Receipt
6.	2012-06-14 12:58:45	-22	Receipt
7.	2012-06-14 13:32:44	500	Receipt
8.	2012-06-15 13:44:13	500	Receipt
9.	2012-06-15 14:00:00	-22	Receipt
10.	2012-06-18 12:58:45	20	Receipt

Agent Account Recharge Receipt Detail:

To view agent account refill receipt, click on ***Receipt*** link. All info will be displayed.

ZAPNA APS		
Zapna ApS Postboks 5093 Majorstua 0301 Oslo		
ORDER RECEIPT		ORDER NO. 38
agent company 14 june lahore , 77676 Norway Phone Number: 2147483647		
DATE	QUANTITY	AMOUNT(NOK)
06-14-2012	1	500
Subtotal		500
VAT (0%)		0
Total		500 NOK

If you have any questions please feel free to contact our customer support center at support@zapna.no

Cheers

Support


Zapna

Payment History:

If Agent Company's account is prepaid than agent can also view the payment history. To view payment history, click on ***Payment History*** button.

Amount: Amount field show the transaction value.

Remaining Balance: This field shows the amount which is remaining after the transaction.



The image shows a set of four navigation tabs: "Company info", "Account Recharge", "Recharge Receipts", and "Payment History". The "Payment History" tab is highlighted in orange. Two red arrows originate from the text above: one points to the "Payment History" tab, and the other points to the "Payment History" header of the table below.

Payment History			
Transaction Type	Amount (NOK)	Remaining Balance (NOK)	Date
By Credit Card	500	500	2012-06-14 08:04:21
Admin Refill Account	-50	450	2012-06-14 08:04:36
Refill the Customer by Admin	500	950	2012-06-14 08:38:53
Balance Deduct	-50	900	2012-06-14 08:39:11
Customer Registration	-103	796	2012-06-14 08:49:50
Customer Refill	-90	706	2012-06-14 09:09:51
Customer Registration	-103	603	2012-06-14 12:51:08
Admin Refill Account	51	654	2012-06-14 12:56:04
Admin Refill Account	-22	632	2012-06-14 12:58:45
Agent Account Refill	500	1132	2012-06-14 13:33:52
Customer Refill	-90	1042	2012-06-15 13:38:46
Agent Account Refill	500	1542	2012-06-15 13:45:15
Admin Refill Account	-22	1520	2012-06-15 14:00:00
Customer Refill	-90	1430	2012-06-15 14:21:24
Customer Refill	-90	1340	2012-06-15 14:43:08
Admin Refill Account	20	1360	2012-06-18 12:58:45

Supporting Handsets:

To view the Supporting Handsets, click on **Supporting Handsets** module.



Overview	Services	Receipts	My Earnings	My Company Info	Supporting Handsets	User Guide	FAQ	Logout
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Supporting Handset

Brand name	Model	Auto reboot	Dialer Mode	Tested by	Comments
Apple	Iphone	Auto Reboot	Mode 2	OKH	
HTC	Desire	Auto Reboot	Mode 2	OKH	
HTC	Touch diamond 2	Auto Reboot	Mode 2	OKH	
HTC	Touch	Auto Reboot	Mode 2	OKH	
Nokia	E65	Manual	Mode 1	OKH	Deactivation take around 4-5 min before its activated
Nokia	6233	Manual	Mode 1	OKH	Deactivation take around 4-5 min before its activated
Nokia	E71	Not Supported	Not Supported	OKH	The phone is not supported
Nokia	E51	Manual	Mode 1	OKH	Deactivation take around 4-5 min before its activated
Nokia	E65	Manual	Mode 1	OKH	Deactivation take around 4-5 min before its activated
Nokia	N73	Manual	Mode 1	OKH	Deactivation take around 4-5 min before its activated
Nokia	N93	Manual	Mode 1	OKH	Deactivation take around 4-5 min before its activated
Nokia	6021	Manual	Mode 2	OKH	Deactivation take around 4-5 min before its activated
Nokia	6500	Manual	Mode 1	OKH	Deactivation take around 4-5 min before its activated
Nokia	5300 Express	Manual	Mode 1	OKH	Deactivation take around 4-5 min before its activated
Nokia	1680	Manual	Mode 1	OKH	Deactivation take around 4-5 min before its activated
SE	C902	Auto Reboot	Mode 1	OKH	Deactivation take around 4-5 min before its activated
SE	M600i	Auto Reboot	Mode 1	OKH	
SE	W580i	Not Supported	Not Supported	OKH	Not Supported
SE	W750i	Auto Reboot	Mode 1	OKH	Deactivation take around 4-5 min before its activated

User Guide:

To view the user guide, click on **User Guide** module. This user guide is added, update and delete from admin portal.

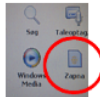
Overview	Services	Receipts	My Earnings	My Company Info	Supporting Handsets	User Guide	FAQ	Logout
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User Guide

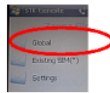
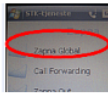
Bruksanvisning på hvordan Zapna globale arbeid på Windows Mobile

Ved å følge disse få trinn kan du bytte mellom din nåværende operatør og Zapna global.

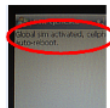
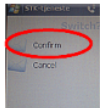
1. Velg "Start" og velg "Programmer" og Zapna



2. Velg "Zapna Global" og velg "global"



3. Velg "Bekreft" og velg "ok" for å starte telefonen



Nå bytter til Zapna global og du kan ringe hjem billig. Når du ringer telefonen er på og noen sekunder etter motta samtaler som du trenger svar, og du er tilkoblet. (Ignorer noen. Meldinger som kommer på skjermen)



FAQ:

To view the FAQ, click on **FAQ** module. This FAQ is added, update and delete from admin portal.

Overview	Services	Receipts	My Earnings	My Company Info	Supporting Handsets	User Guide	FAQ	Logout
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Zapna - FAQ

Question: Zapna Question
Answer: Zapna Answer

Question: What is Zapna
Answer: It's White Lable Solution

News and Updates:

To view the News and updates detail of Zapna No, click on View All News & Updates. This News and updates is added, update and delete from admin portal.

News Box

2010-10-29
Unique Id series : test20002-test20020

[View All News & Updates](#)

News & Updates Listing

2010-10-29
Unique Id series : test20002-test20020

Logout:

Click on logout button to logout from agent portal.

Overview	Services	Receipts	My Earnings	My Company Info	Supporting Handsets	User Guide	FAQ	Logout
----------	----------	----------	-------------	-----------------	---------------------	------------	-----	---------------