

of your bank deposit slip or internet banking platform.

19. What is my payment code ?

Your payment code is the alpha numeric info displayed on MOBItOOt when you select pay into bank account option. It is in the form - VCNXXX, where XXX is any combination of numbers that is unique to your registered account with MOBItOOt. It only belongs to your account. Do not make any mistake using your payment code. A mistake in your payment code will cause your payment to fund another person's account.

20. Who else knows my payment code ?

Nobody else except voucher Net's employees who has access to the Voucher Net's server, can see your payment code. You may however share it with anyone making any payment on your behalf to fund your wallet. It does not compromise the security of your account or wallet with MOBItOOt or Vouchernet.

21. When do I use the payment code ?

You must always use the payment code at any time you wish to make a payment into any vouchernet bank account for funding your wallet only. It must not be used for payments of devices or any other fees that you owe vouchernet.

22. Which bank do I pay for funding wallet?

You can pay into any of our bank accounts with the Account Name, VOUCHER NET LTD

- First Bank 3086348215,
- GT Bank 0160438854,
- Diamond Bank 0059017292,
- Zenith Bank 1013887417.

23. Can I pay with my credit card and is it safe?

Yes, you can pay with your credit card, and it is completely secured. Our payment gateway is integrated with Paystack, one of Nigeria's foremost payment solutions provider with the latest and world-class encryption technologies.

24. How much do I fund my wallet with?

There is no minimum requirement for funding your wallet. It depends on your funds availability and your convenience.

25. What is the minimum deposit for wallet funding?

It is advisable to fund your wallet with the minimum of N5000 for business starters, but if you are an end user, you can try the MOBItOOt app with at least N1000. But ensure to keep funding your wallet to keep up with the profit.

26. When will the monthly N2000 for Bundle 3 be paid and how?

The monthly N2000 will be deducted from your wallet at the end of each month when due.

27. What do I do if my wallet is not credited after making a payment in the bank?

If after 15minutes of effecting a correct payment into a vouchernet account your wallet is not funded, please contact any of our customer care lines so that we can credit your wallet manually from our system, immediately.

GENERAL INFORMATION

28. Where is Voucher Net Limited office Located? :

We are located at the Lekki Gardens Horizon 2 Estate, Meadowhall way (between the 3rd and 4th roundabout), off Lekki Epe Express-Way

29. What is your customers service number?

We have multiple communication channels. You can reach us on 07018588978 or 08185076948. You can also chat with us directly on Telegram when you install the telegram app on your phone. You will be invited to join our Chatgroup upon installation and notifying us. You can also send us an email to info@vouchernet.com.ng or send us a message directly from our comments section in our website, www.vouchernet.com.ng.

30. Can I chat with WhatsApp or telegram?

Yes, using the customers service numbers. But we prefer the use of Telegram since it can accommodate up to 10,000 users in a chatgroup unlike 256 on whatsapp. Voucher Net Limited migrated to using Telegram only for group chats.

31. How do I get on your telegram forum?

You will have to ensure that the Telegram app is installed on mobile phone, then inform any of our customer service representative. You will be added to the Vouchernet' Partner Forum on Telegram.

32. Who is Vouchernet?

We are an innovative firm that provides solutions to vouchers retailing and bill payment services. Please visit our web page on www.vouchernet.com.ng to read more about our products and services.

**MOBi
tooT**

USER MANUAL



Using MOBiOOt Application

Powered by



www.vouchernet.com.ng

1. How to request for a device ?

Go to www.vouchernet.com.ng to select 'Request a Device', complete the form presented, select the device type (Bundle 2 or 3) and submit.

2. Which device do I request for?

Depending on your personal situation i.e., you own a smart phone that you can conveniently use to install the MOBItOOt App, you should request for Bundle 2, which is only the Bluetooth Printer. But if you need a smart phone for the business get Bundle 3. Bundle 1 is a POS terminal and only reserved for existing POS vendors of Vouchernet.

3. How to register with MOBItOOt ?

Download MOBItOOt app from your Google Play Store or Apple Store, install the app and after opening, select the 'Sign up' Button, fill out the form correctly and completely, ensure you provide a functional alternate number and email address and submit. Do not enter false addresses. You will receive an activation code either by SMS or email to your registered details. Return to app, and enter the activation code received. After activation you can then log in with the email address and password you provided during registration.

4. What is my company name during registration?

Your company name is either your registered business name or any name of business you hope to register in future.

5. How do I log in to MOBItOOt?

To log into MOBItOOt simply enter the email address and password during registration. The password may be similar to actual email address and password, but MOBItOOt does not access or log in to your mail box.

6. How do I print an e-pin?

An e-pin is only sold when you have a thermal Bluetooth printer connected to the MOBItOOt app on your phone. To print an e-pin or e-voucher, select 'Print e-pin' from the MOBItOOt menu, select the mobile network operator you wish to vend or sell. Select the denomination of e-voucher, the hit 'SUBMIT'. If the denomination is available in the vouchernet MOBItOOt warehouse, you will be presented with a vend button. Hit 'VEND' and the voucher will be printed immediately from the thermal printer.

7. How do I connect the printer?

Please refer to the online help section in the MOBItOOt app, under FAQs.

8. How do I sell Virtual Top-up?

select the VTU button from the MOBItOOt main menu, choose the operator, enter correctly the mobile phone number you wish to receive the credit. Be sure it is correct, as incorrectly sold VTU cannot be reversed. Enter the amount in naira without commas, dots or alphabets. Hit submit, then Vend.

9. How do I make bill payments?

select the bill payment type i.e., Toll, electricity, TV, funds transfer or internet, complete the details in the form provided correctly. Select submit, you will see the actual transaction cost that must be received in cash from client. Confirm the details are correct, select vend, and you may then print the receipt of the transaction. Printing the receipt is optional but we recommend that you print one for your client. Be sure the Bluetooth printer is connected before starting a bill payment operation.

10. How do I resolve a failed transaction?

Please contact Voucher net's care number or send an email to info@vouchernet.com.ng with the details. Date, time and transaction ID are very important.

11. Will I lose money with MOBItOOt ?

You can't lose money if you don't make any mistakes with any of your transactions from your VTU to other bill payments. However, Vouchernet will not be responsible for mistakes, so you must ensure that your transactions are correct before submitting. People can lose money if they fail to report any issue that they have with failed transactions or wrongful debits. Voucher Net has 100% record of resolution of issues in the last 4 years (since 2013) and

12. Where do I find my list of transactions done?

It is on the option icon on the home page of the MOBItOOt app. The last option, you will find transaction history, there you can trace your sales and profits.

13. Where do I find my payments record?

You will Payment History on the option icon on the home page of the MOBItOOt app, right before the Transaction History. There you can monitor all your payments into our bank account from your bank account.

14. I dont have a printer; can I print e-pins?

No. You will need our Bluetooth Thermal Printer to be able to print E-pins and bill payment receipts.

15. How do I make offline sales?

This function helps you print epins when you do not have data for direct epin download from our online warehouse. It means you need to have bought or downloaded the epins on your phone so that they are available to you to sell or use even when you do not have data to connect to make sales. Go to Print e-pins, select download e-pins for Offline Sales. Select the MNO and choose the denomination you wish to download and the quantity. Hit submit and the pins will be downloaded and stored on your phone. To sell from what you have downloaded. Your wallet will be debited and you will see the products in your offline section of print epins. You can download multiple times as long as you have funds in your wallet.

16. Why should I upload documents with MOBItOOt?

You should upload document concerning your ID and Address confirmation i.e., A utility bill containing your address, as soon as you register to create your account on MOBItOOt. These documents are required for Know Your Customer (KYC) compliance purposes. Accepted means of identification are; International Passport, Driver's License, Voters Registration or National ID Card.

17. How much can I make with MOBItOOt in a day ?

If you sell up to N1000 worth of airtime in a day with MOBItOOt, you can save or earn up to N60. But if you sell more than N5000 worth of airtime, you can earn up to N500. But the calculation goes that, if you combine all your sales from airtime purchase to other bill payments, you're like to earn above N5000 in a day, which is a great amount of income.

WALLET FUNDING & PAYMENTS

18. How do I fund my wallet?

After logging into your MOBItOOt account, you should see your wallet value as N 0.00. To fund your wallet, you must pay into a Vouchernet bank account or use directly your credit card from MOBItOOt. To do any of these, you must use your MOBItOOt payment code. Select the 'Add fund to wallet' link, then select either of the two payment options, i.e. 'Pay into bank' or payment with credit card. Your payment code is displayed when you select pay into bank account. You will find the list of Vouchernet LTD authorised bank account, copy the numbers for the bank you wish to use, go to your bank or mobile/internet banking platform and credit the account with any amount you desire to fund your wallet with. Remember you must always mention your payment code in the remarks or comment section