USER'S MANUAL

(RESELLER)
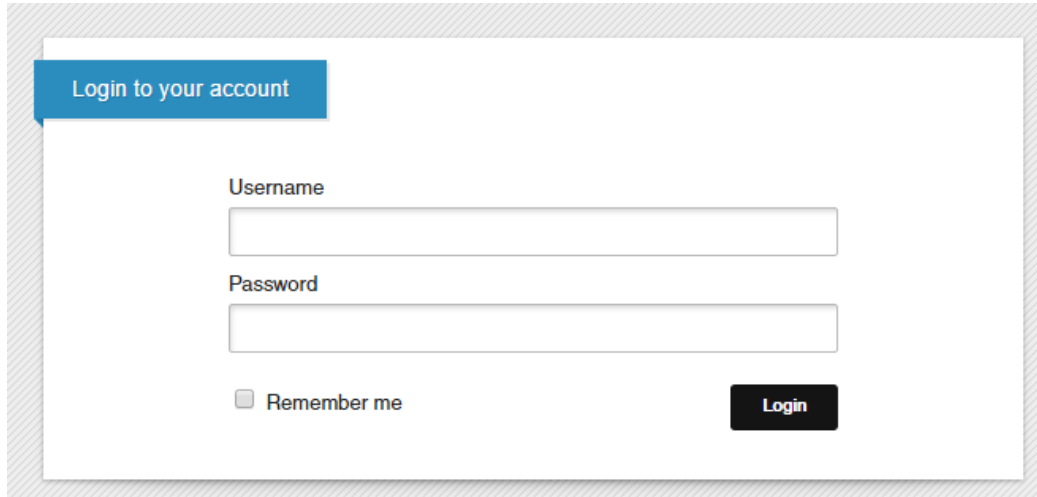
BUSYBEE BrandTxT

Branded SMS at your fingertips

Thank you for choosing Busybee BrandTxT for your SMS needs.

It is our commitment to provide you with the best and reliable 24-hour SMS system all over the country. We guarantee your satisfaction and money's worth on every transaction made with us.

To help you know more about our services and what you can expect from our staff, please refer to our company website www.mybusybee.net
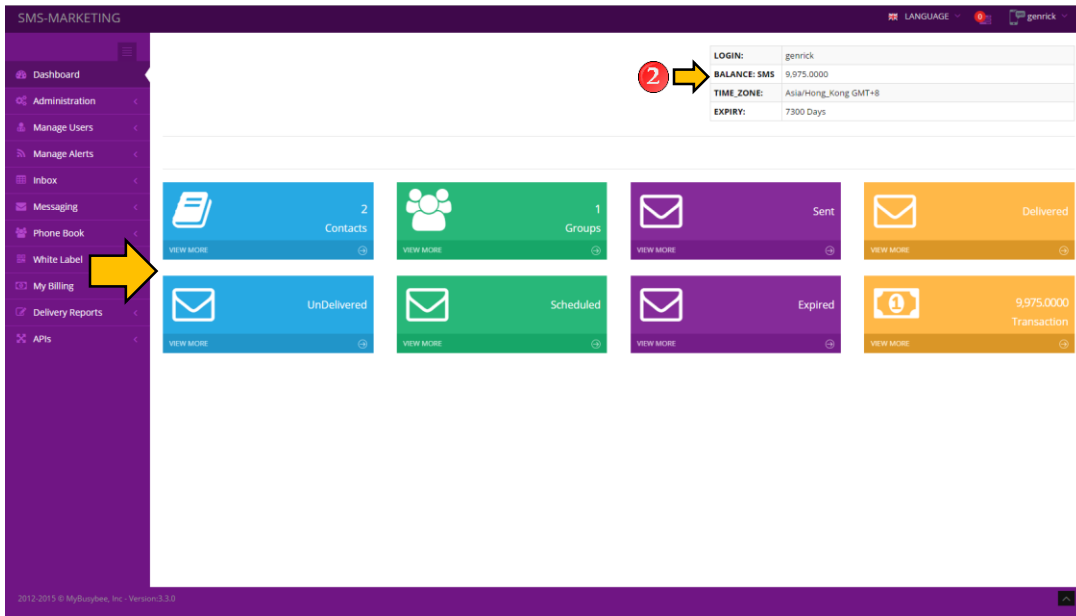
HOW TO USE THE BUSYBEE BRANDTxT

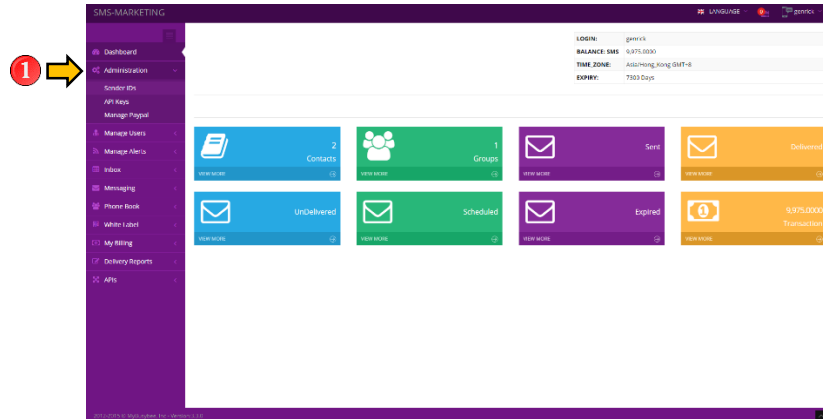1. Go to **sms.mybusybee.net**
   - Log-in

2. In your Dashboard, you will see on the upper right side the Total Number of your Account's Credit and Statistic Box for the counter of the following:
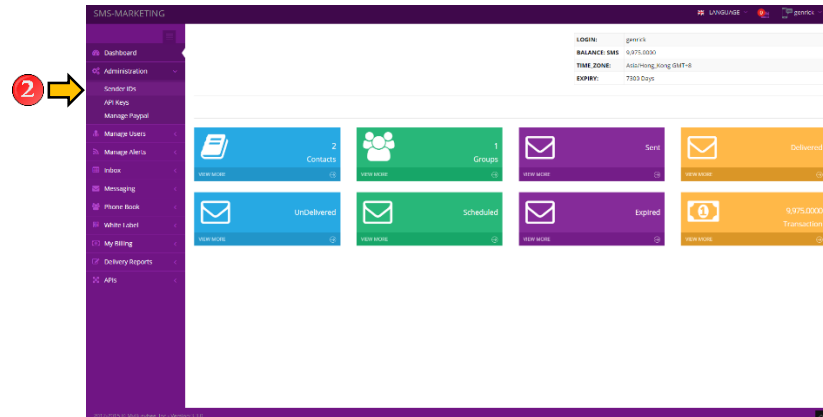Contacts, Groups, Sent, Delivered, Undelivered, Scheduled, Expired and Transaction
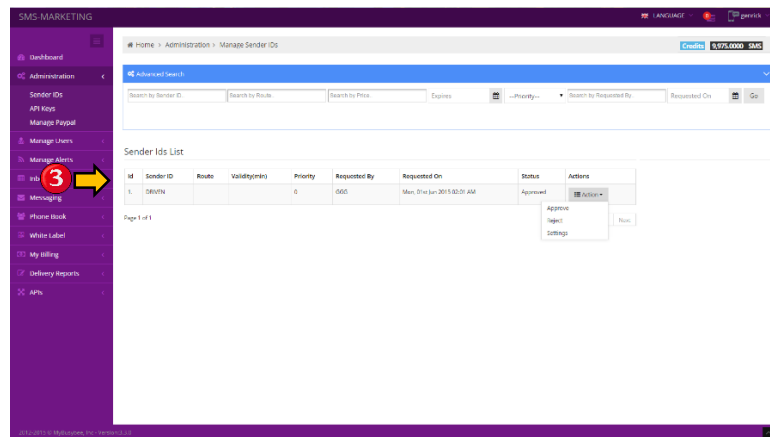
ADMINISTRATION – SENDER IDs

1. Click Administration to view all the options.

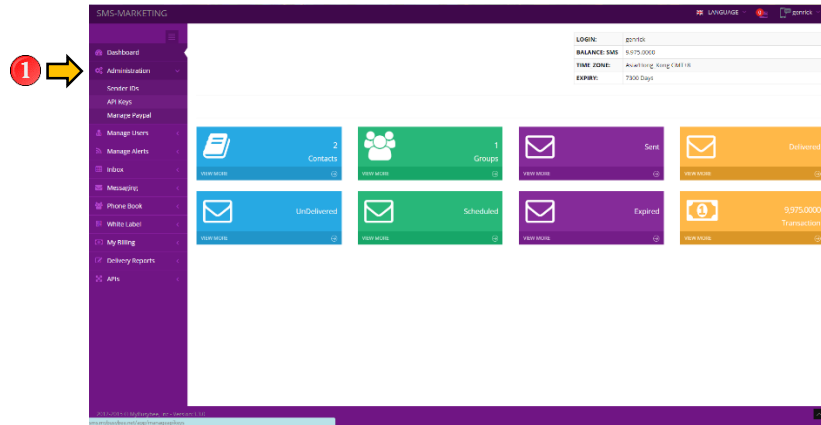2. Click the Sender IDs Sub-Menu under the Administration

3. Sender IDs is where you can view all the Sender ID requested by your sub-accounts. You can "approve" or "reject" it.
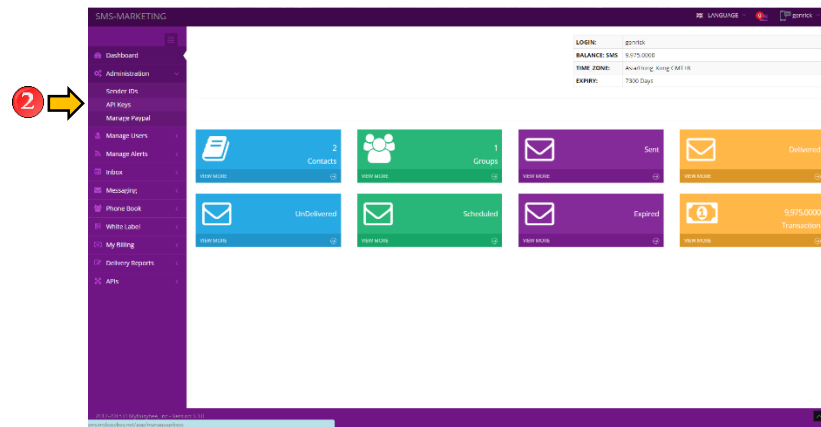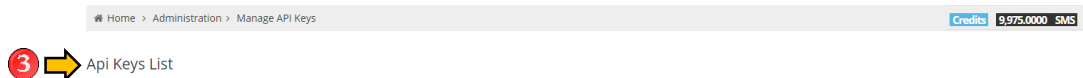
ADMINISTRATION – API KEYS

1. Click Administration to view all the options.

2. Click the API Keys Sub-Menu under the Administration
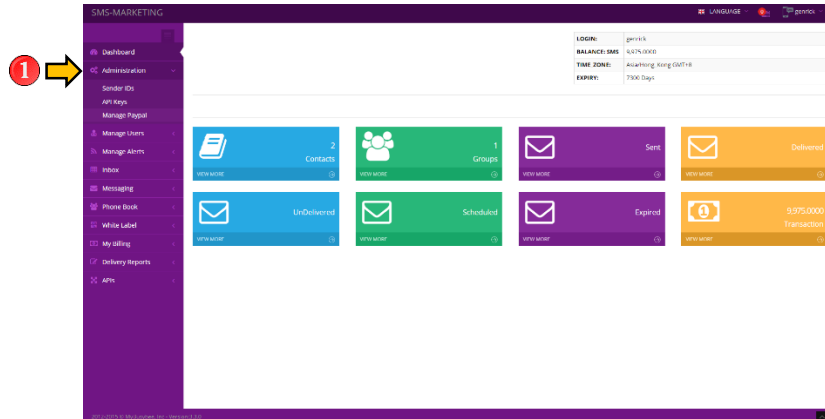

3. This is where you can view all the API Keys requested by your sub-accounts.
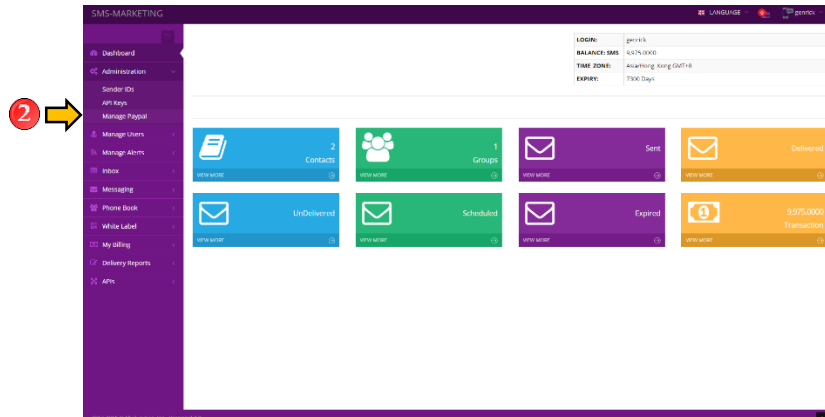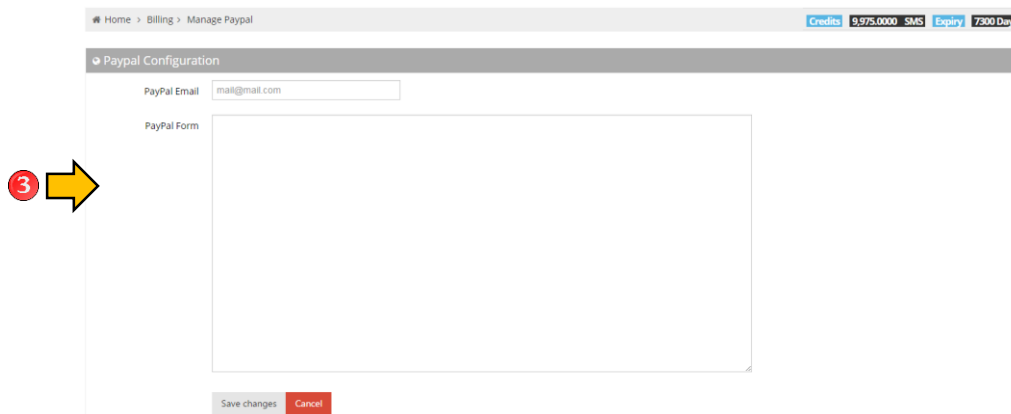
ADMINISTRATION – MANAGE PAYPAL

1. Click Administration to view all the options.

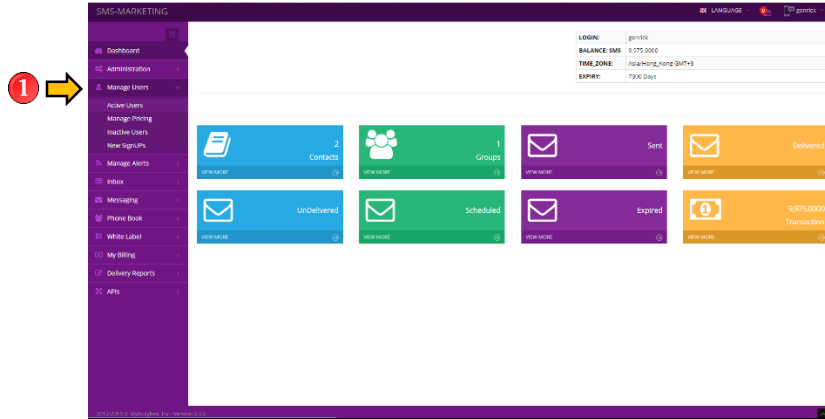2. Click the Manage Paypal Sub-Menu under the Administration

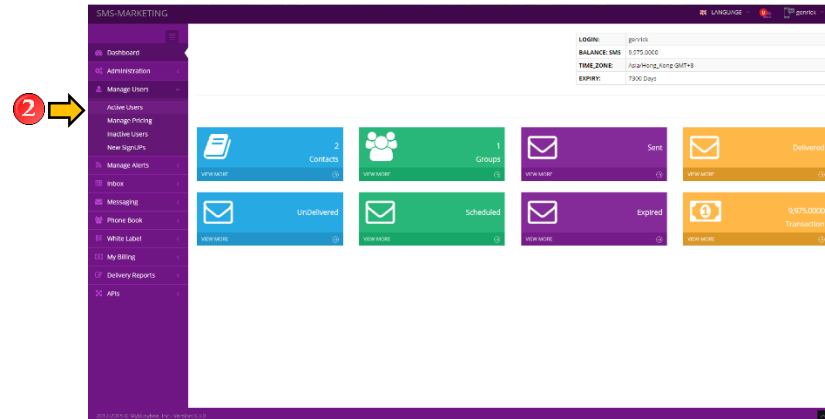3. This is where you can manage your own PayPal account.
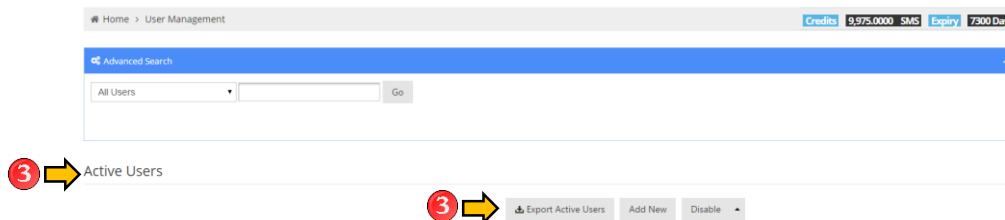
MANAGE USERS– ACTIVE USERS

1. Click Manage Users to view all the options.

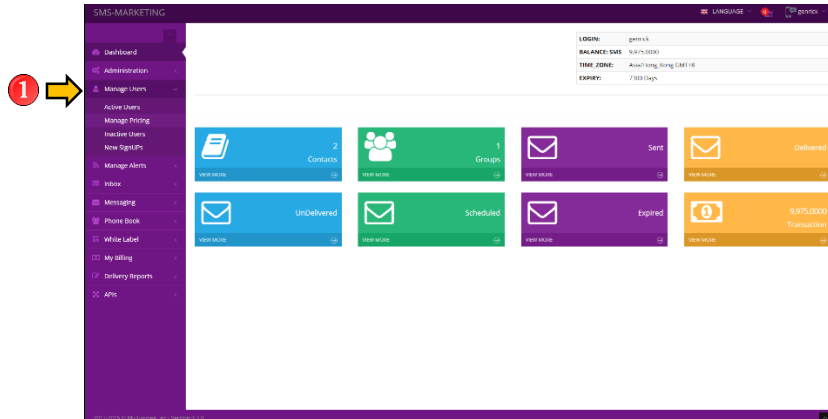2. Click the Active Users Sub-Menu under the Manage Users

3. This is where you can see all the active users under your sub-account. You can export the list by clicking the "Export Active Users". Add new user by clicking "Add New" Button and Disable user by clicking "Disable" button.
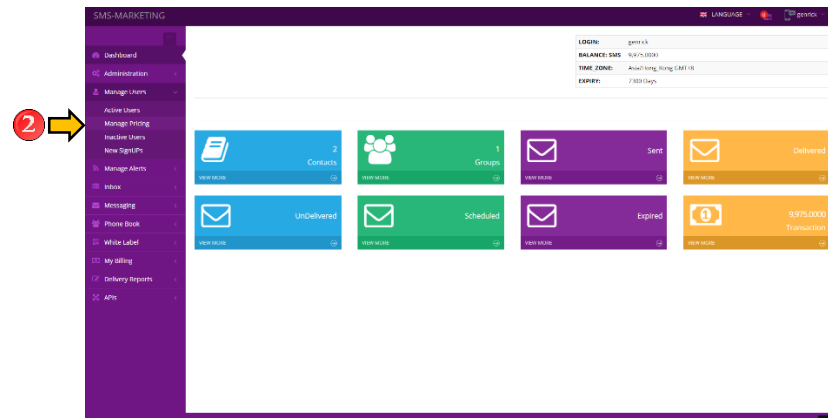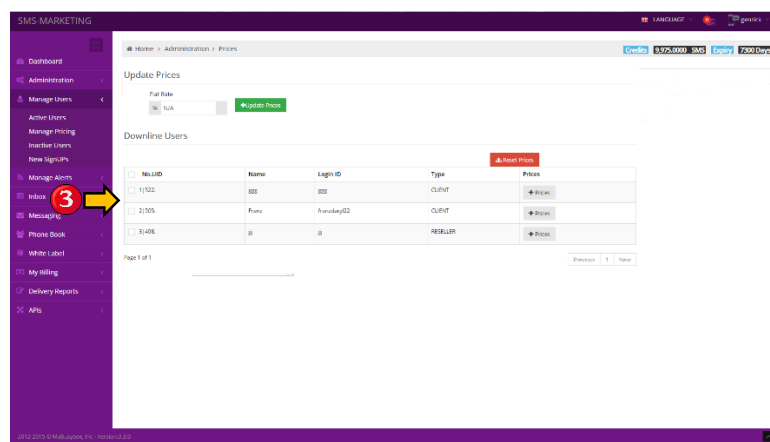
MANAGE USERS– MANAGE PRICING

1. Click Manage Users to view all the options.

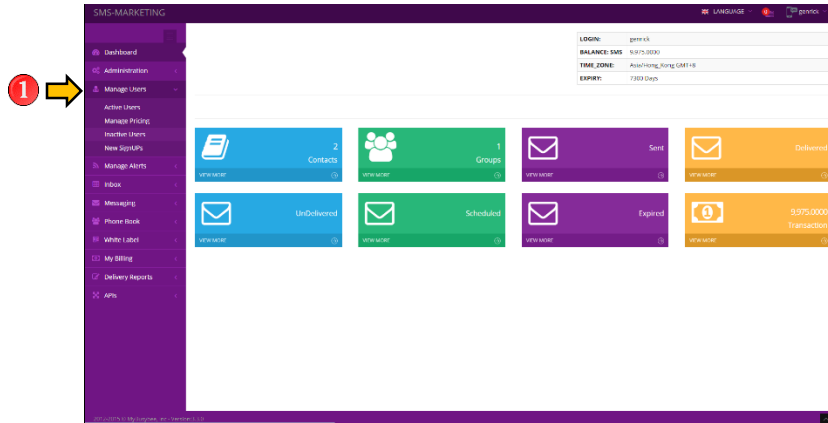2. Click the Manage Pricing Sub-Menu under the Manage Users

3. Manage Pricing is where you can view the entire User's Account and User's Type. Kindly click "+ Prices" to view the prices you set for each account.
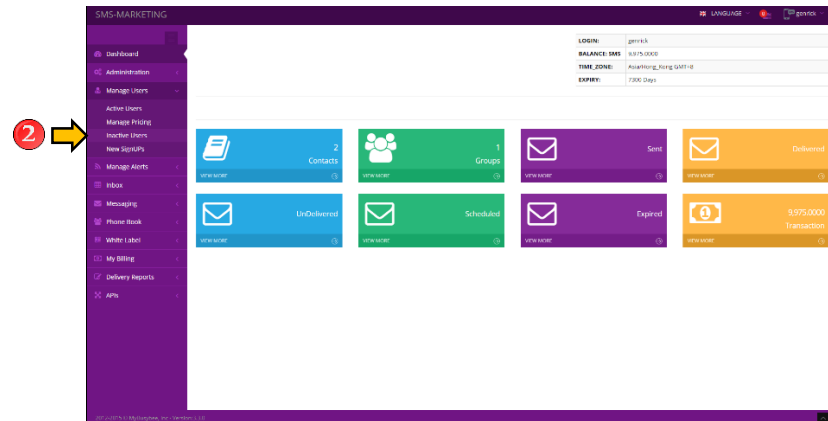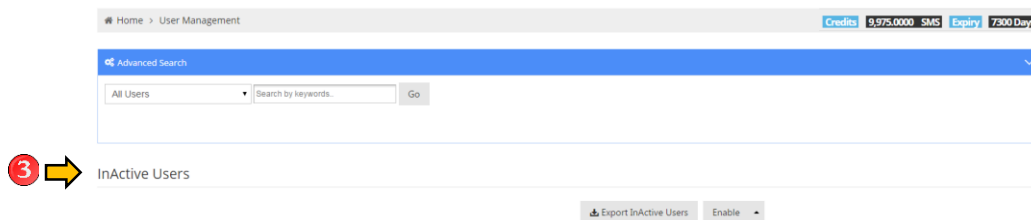

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MANAGE USERS – INACTIVE USERS

1. Click Manage Users to view all the options.

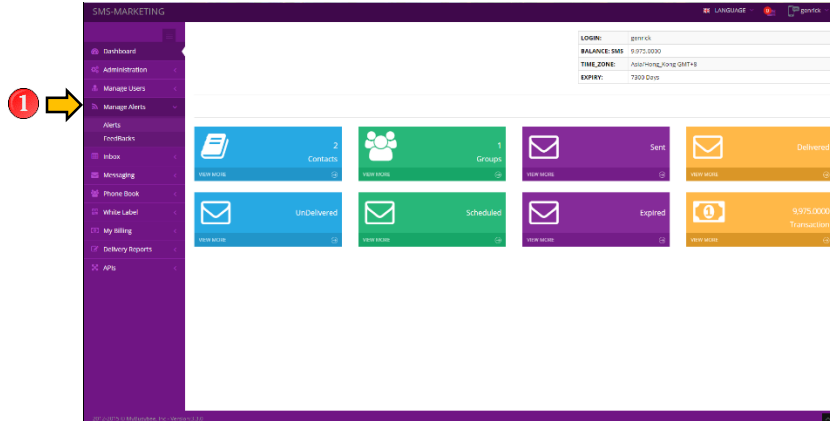2. Click the Inactive Users Sub-Menu under the Manage Users

3. This is where you can see all the inactive users under your sub-account. You can export the list by clicking the "Export Inactive Users" and Enable user by clicking "Enable" button.
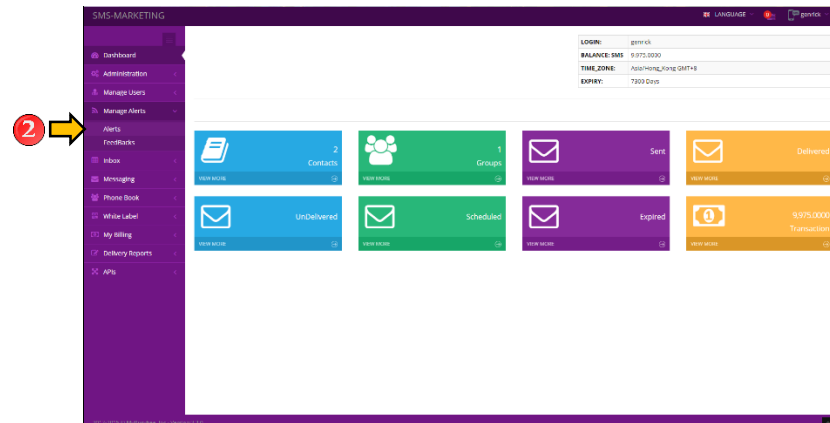
MANAGE ALERTS– ALERTS

1. Click Manage Alerts to view all the options.

2. Click the Alerts Sub-Menu under the Manage Alerts

3. This is where you can create a notification that will appear in all the subaccounts' Dashboard.
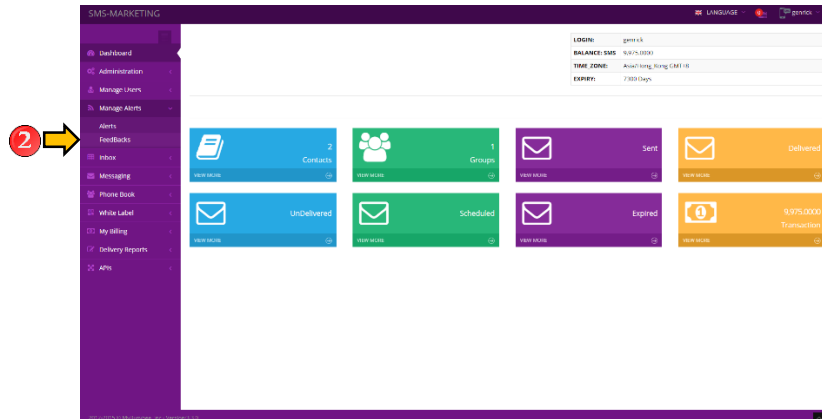
MANAGE ALERTS– FEEDBACKS

1. Click Manage Alerts to view all the options.
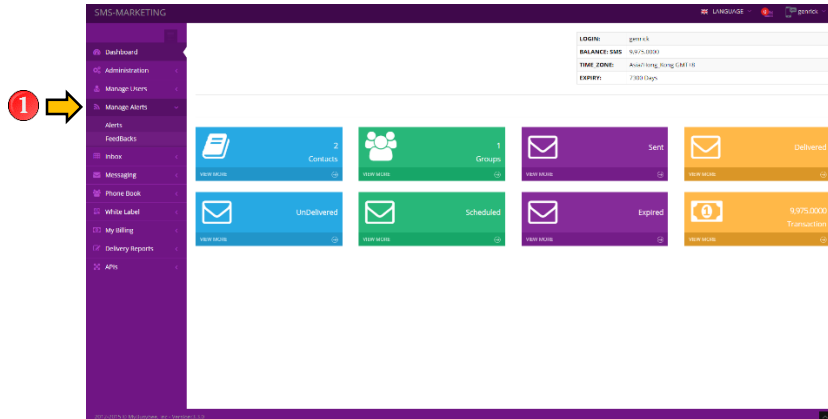
2. Click the Feedbacks Sub-Menu under the Manage Alerts
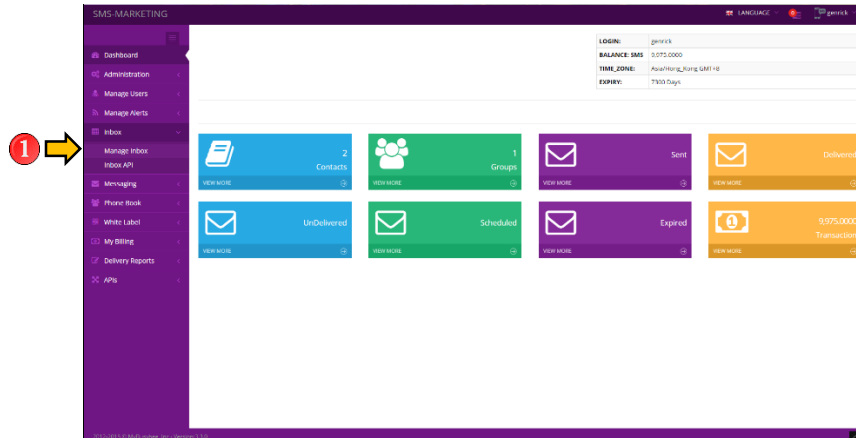

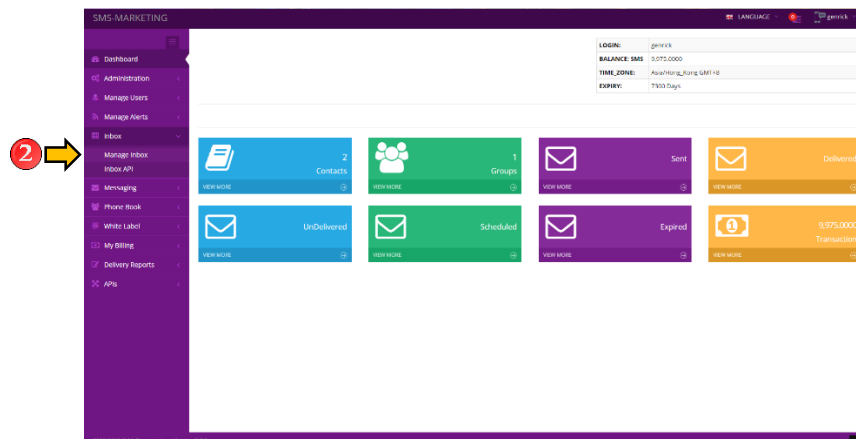3. This is where you can see all the feedbacks under your sub-account.
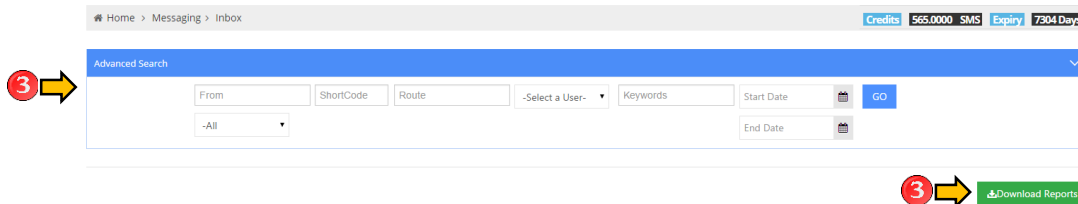
INBOX – MANAGE INBOX

1. Click Inbox to view all the options.

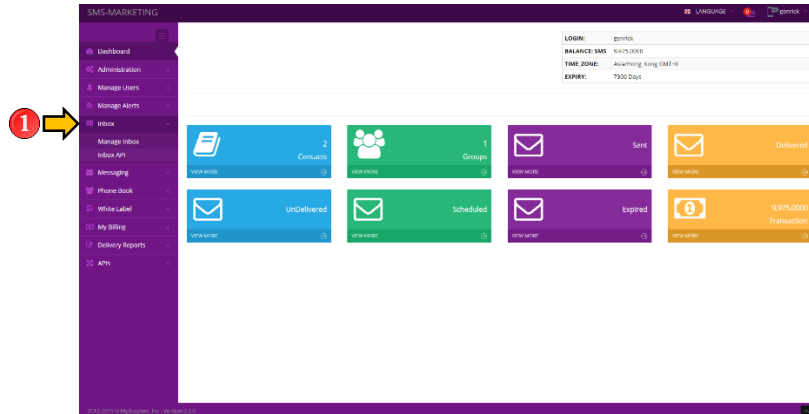2. Click the Manage Inbox Sub-Menu under the Inbox

3. This is where you will see the lists of your inbox. You can download the reports by pressing Download Reports.
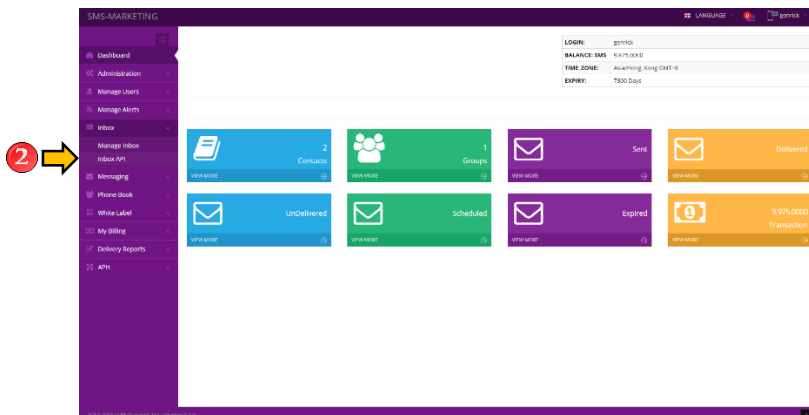
INBOX – INBOX API

1. Click Inbox to view all the options.

2. Click the Inbox API Sub-Menu under the Inbox

3. This API allows you to retrieve incoming messages received on your account. You can request for API Key by pressing Request API Key

MESSAGING – STANDARD

1. Click Messaging to view all the options in sending SMS.
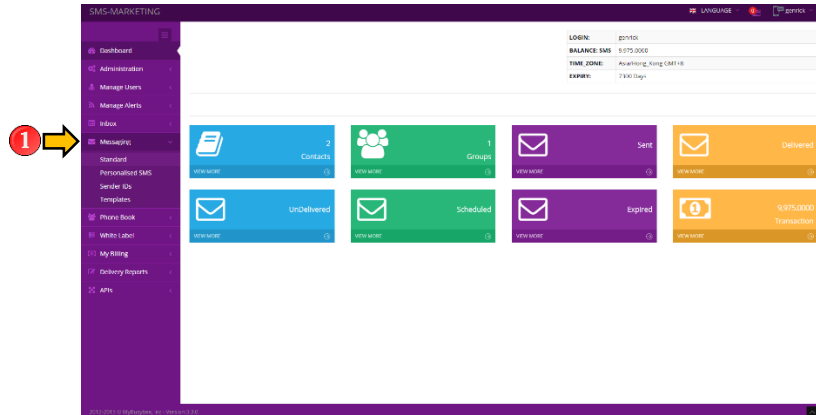
2. Click the Standard Sub-Menu under the Messaging

3. Choose your Sender ID and Outgoing Route. Check Schedule if you want to send it in later time.
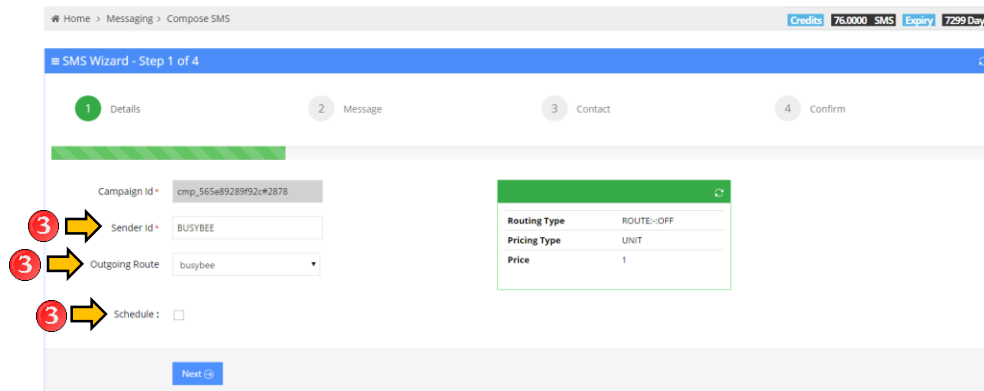

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4. Compose Message to send SMS or Use Template

5. Send message using your account's phonebook or you can also input mobile numbers one by one. (Make sure the mobile number starts at "63" for Philippine country code).

6. Check the details of the message and press Submit to send the message

MESSAGING – PERSONALIZED SMS
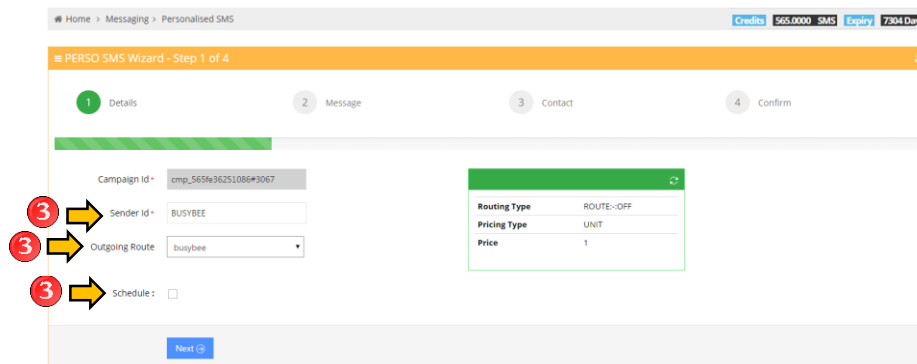
1. Click Messaging to view all the options in sending SMS.
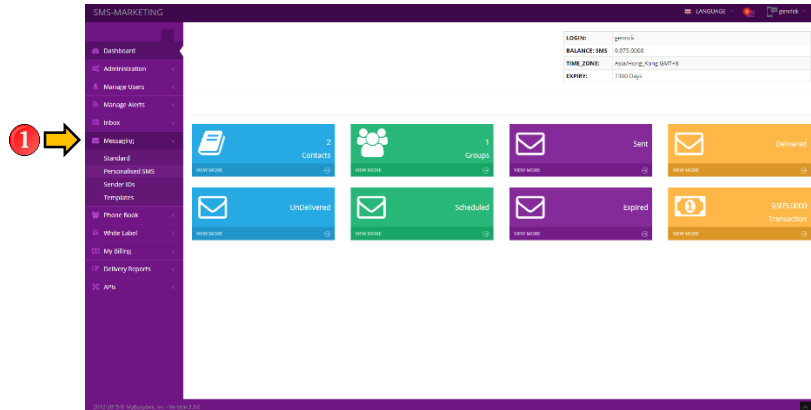
2. Click the Personalized SMS Sub-Menu under the Messaging

3. Choose your Sender ID and Outgoing Route. Check Schedule if you want to send it in later time.
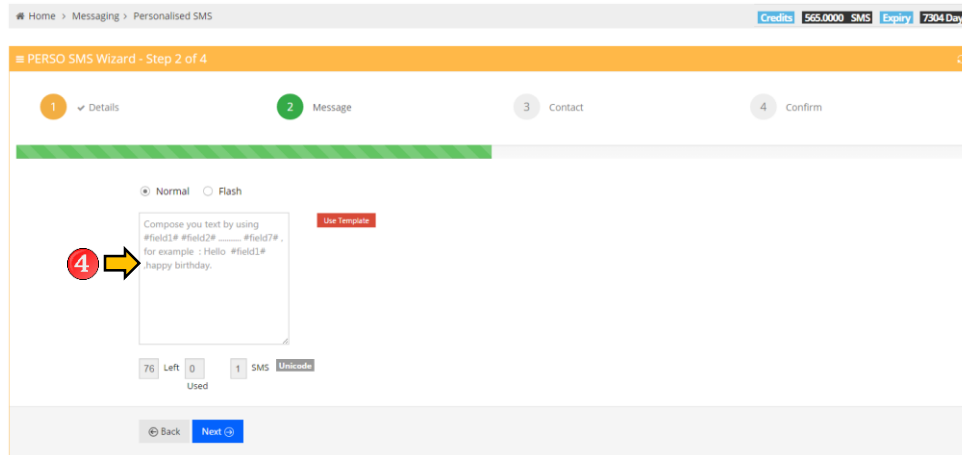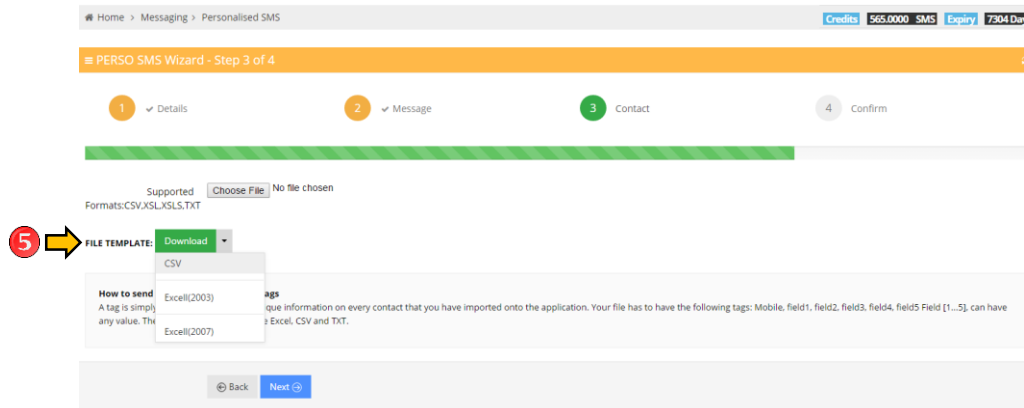
4. Compose Message to send SMS or Use Template
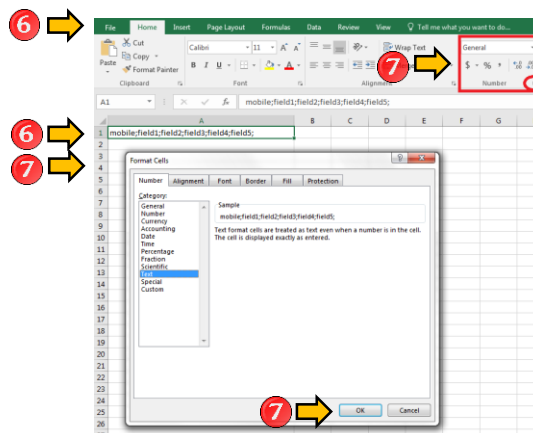
5. Kindly select **CSV.** (It will automatically be downloaded)
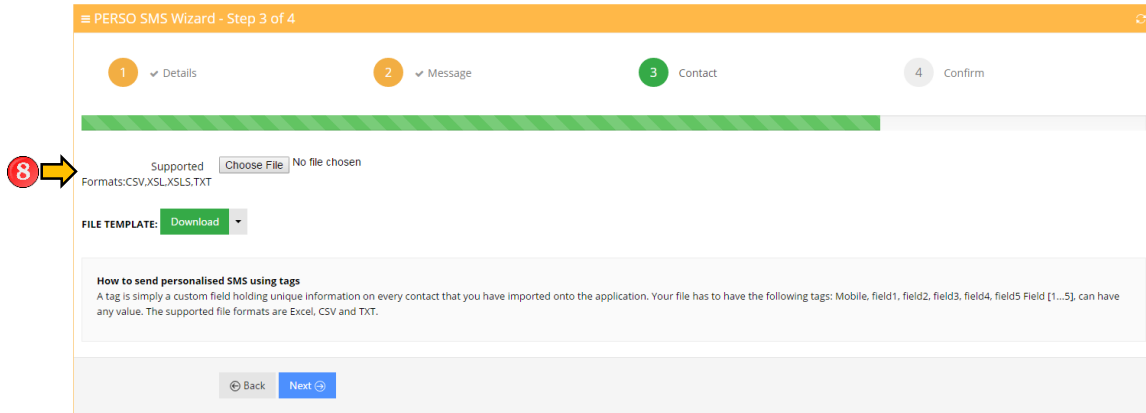
6. Once the CSV File has been downloaded, **DO NOT** edit the file name and header name.
7. Make sure that the Mobile Numbers under mobile starts at 63 (for Philippine country code) and in a Number Format. Kindly decrease the decimal point as well.

8. To import, kindly click Choose File and select the file you want to upload.
   (Note: DO NOT click anything else)

9. Check the details of the message and press Submit to send the message

MESSAGING – SENDER IDs

1. Click Messaging to view all the options in sending SMS.
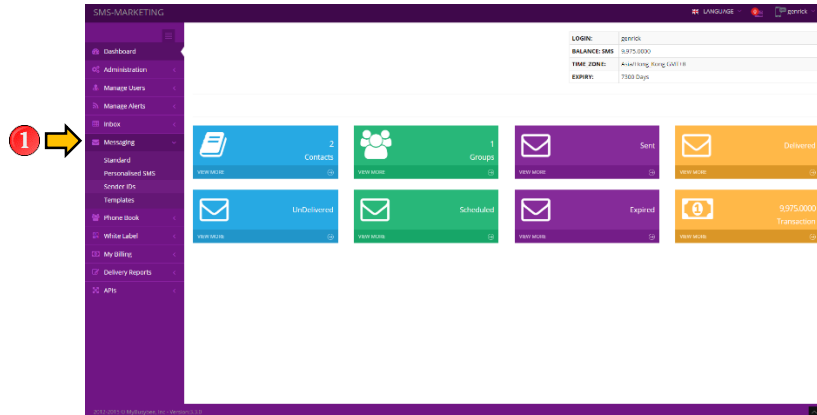
2. Click the Sender IDs Sub-Menu under the Messaging
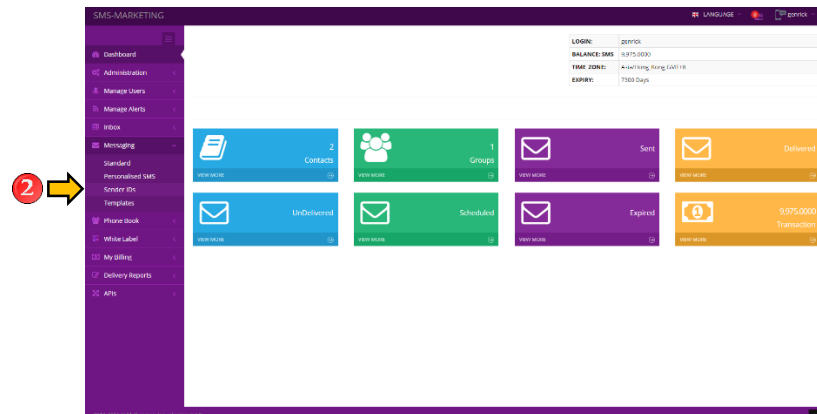
3. This is where you will can see all the approved and pending Sender Id for your account. You can request for another Sender ID by pressing Add New button on the upper right corner. Fill up the Sender ID and save changes.
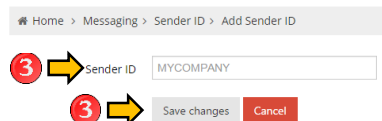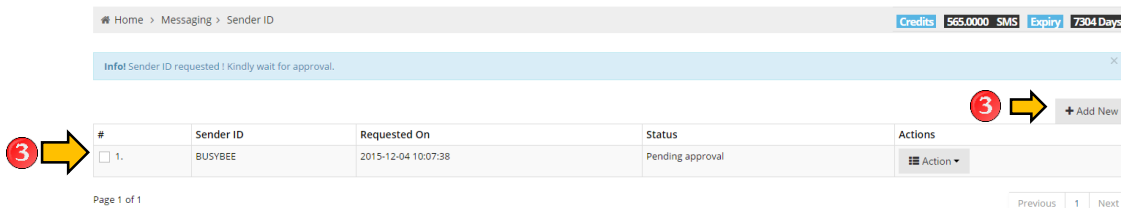
BUSYBEE SENDER ID RESTRICTIONS

- International Numbers sender id is not allowed.

- Spam and Scam sender id are strictly not allowed.

- Numeric Sender ID's are not allowed.

- Sender ID's containing the word "TEST", along with all of its permutations (e.g. TESTING, TEST123, ABCTEST, etc.) are not allowed, unless approved through the Sender ID approval form.

- Alphanumeric sender IDs containing more than 5 numeric characters will need to undergo approval through the sender ID approval form.

- Sender ID's that portrays other networks "SMART", "SUN" along with all of its permutations (e.g. SMARTMONEY, SUNCEL, SMARTLIVE, SMARTLOAD, etc.) are not allowed.

- No sender id masking.

BUSYBEE MESSAGE RESTRICTIONS

1. Do not copy-paste
2. Avoid using special characters or Unicode messages
   Check the following link for the list of
   https://en.wikipedia.org/wiki/List_of_Unicode_characters
3. Maximum of 3 SMS or 480 characters ONLY
4. Mobile numbers "must" start at country's prefix (for Philippines: 63)
5. Avoid spamming messages
6. Do not use auto-generated numbers
7. Avoid including many links on your message.

BUSYBEE SCHEDULE MESSAGE RESTRICTIONS

1. Do not schedule two campaigns at the same time and date.

BUSYBEE PERSONALIZED MESSAGE RESTRICTIONS

1. Do not change the file name when downloading the template.
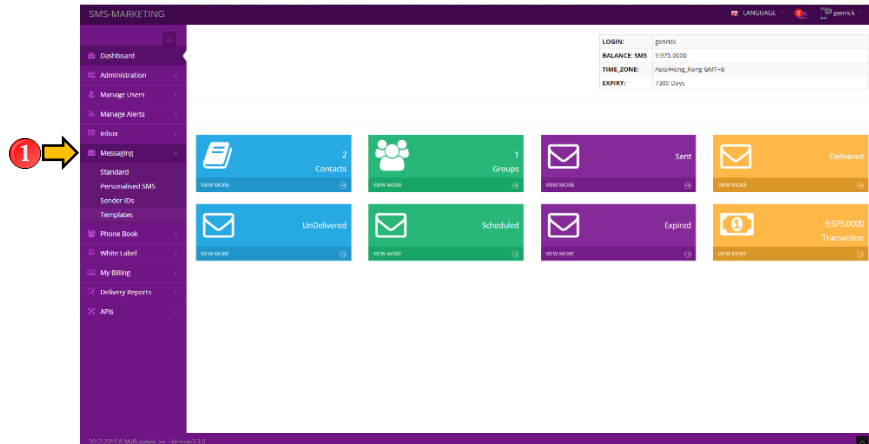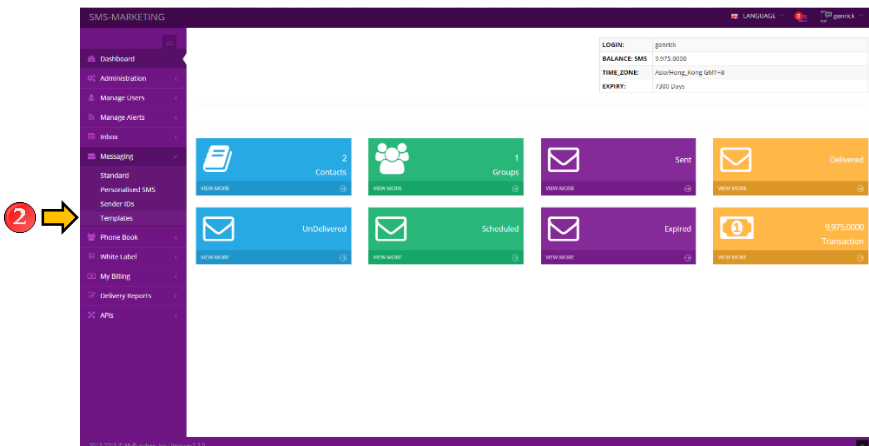2. Always follow the hashtag rule (#field1#) when doing personalize
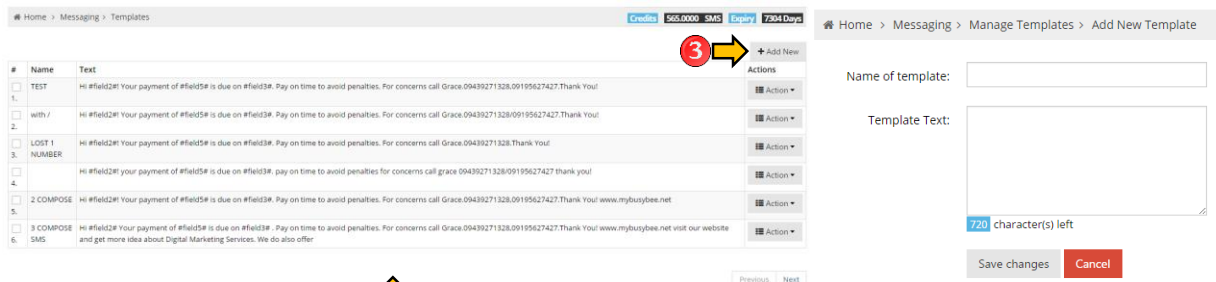
MESSAGING – TEMPLATES

1. Click Messaging to view all the options in sending SMS.

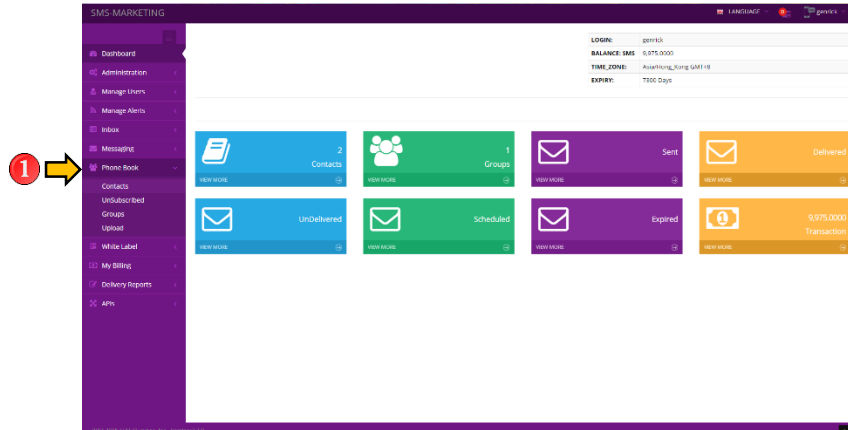2. Click the Templates Sub-Menu under the Messaging

3. This is where you can add ready-made SMS. So, you won't have to type it again if you'll be sending same messages. You can save another template by pressing Add New button on the upper right corner. Fill up the fields and save changes.
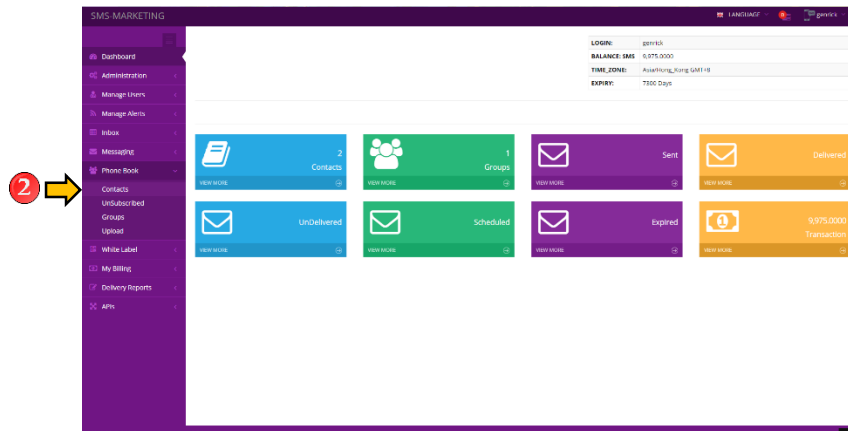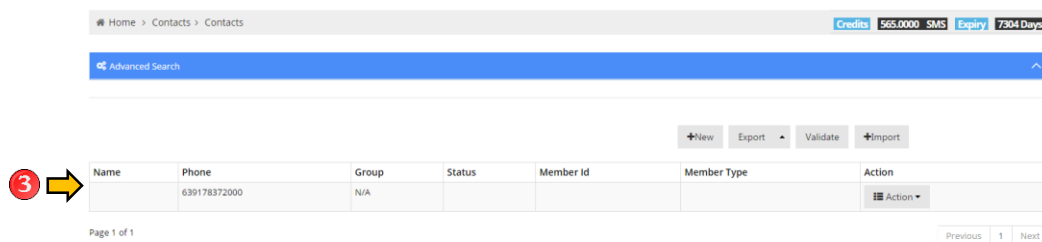
PHONEBOOK – CONTACTS

1. Click Phonebook to view all the options.

2. Click the Contacts Sub-Menu under the Phonebook

3. This allows you to view all your contacts. You can also Add, Export and Validate. Kindly make sure to input a valid number that starts at "63" for Philippine country code.

4. Add contact by pressing New. Fill up all the fields and save changes.

5. You can export all your contacts and save it as excel file (CSV) by pressing Export button.

6. You can import your own contacts by pressing Import. Select file or Import Template.

PHONEBOOK – UNSUBSCRIBED

1. Click Phonebook to view all the options.
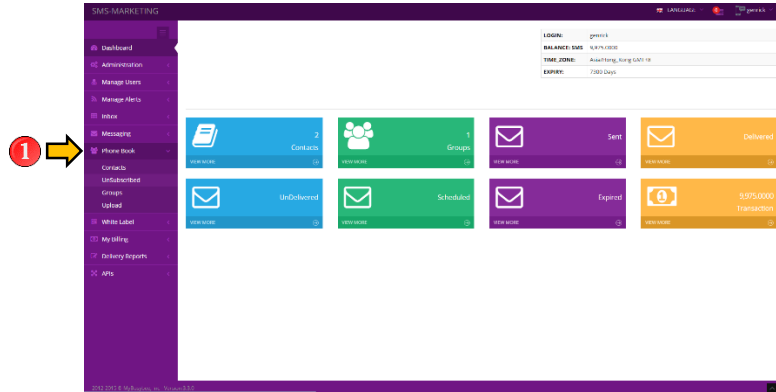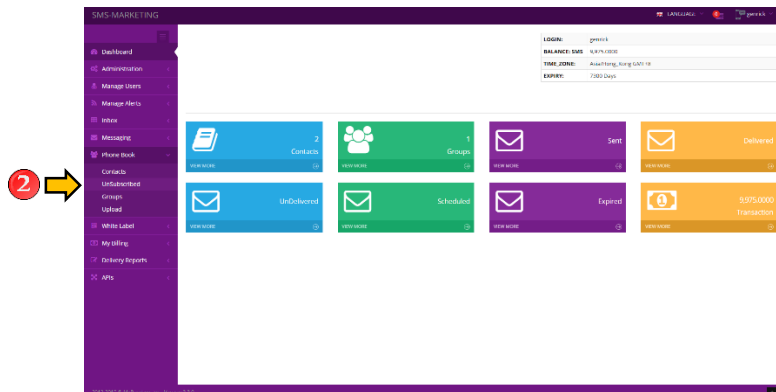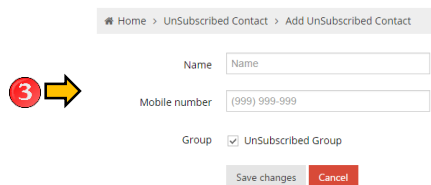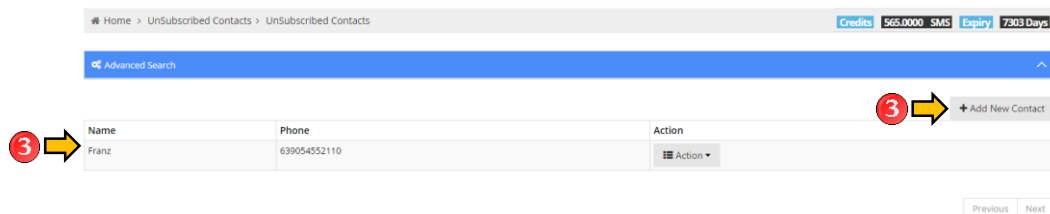

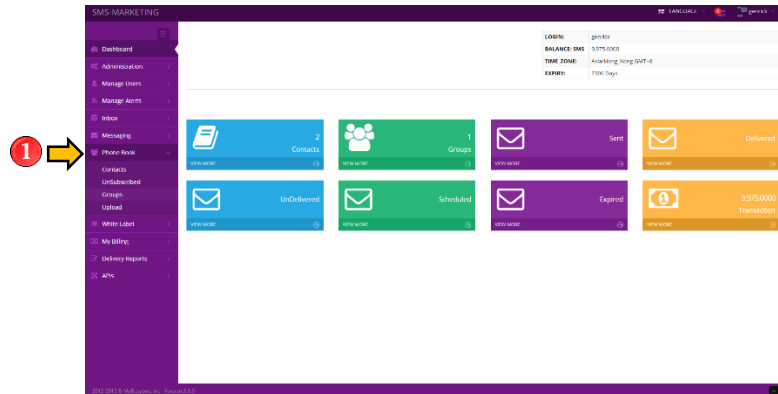2. Click the Unsubscribed Sub-Menu under the Phonebook

3. This is where all your unsubscribed lists will appear. You can save another contact by pressing Add New Contact button on the upper right corner. Fill up the fields and save changes.
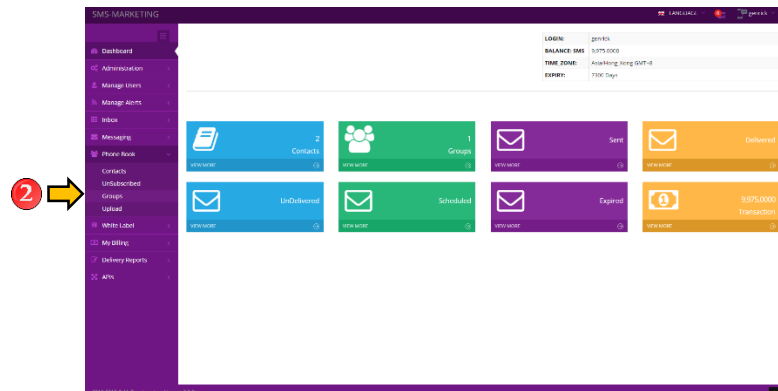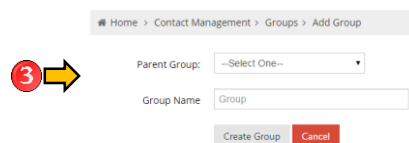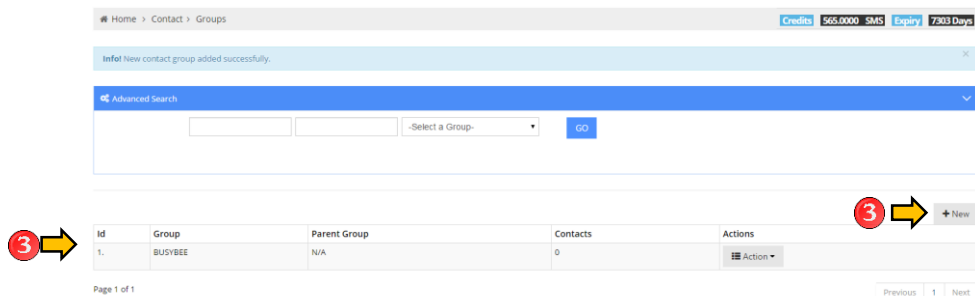

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PHONEBOOK – GROUPS

1. Click Phonebook to view all the options.

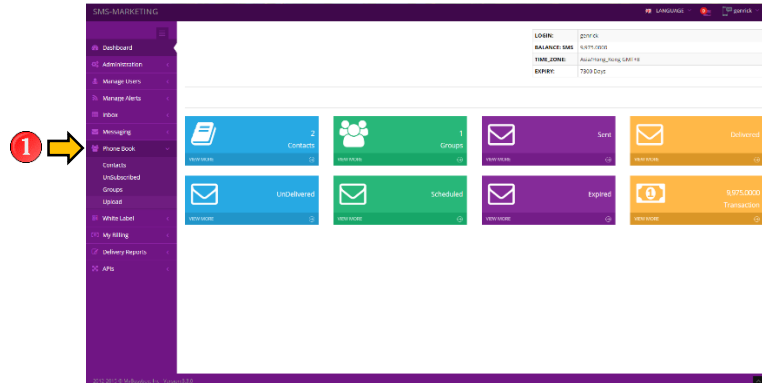2. Click the Groups Sub-Menu under the Phonebook

3. This is where you can see the list of the groups that you've created. You can save another group by pressing New button on the upper right corner. Fill up the fields and save changes.
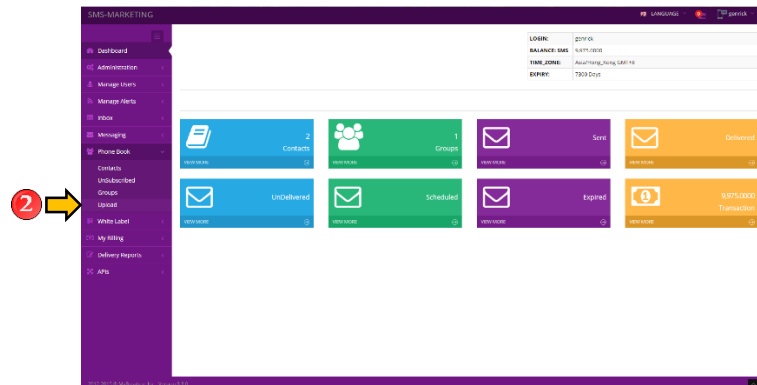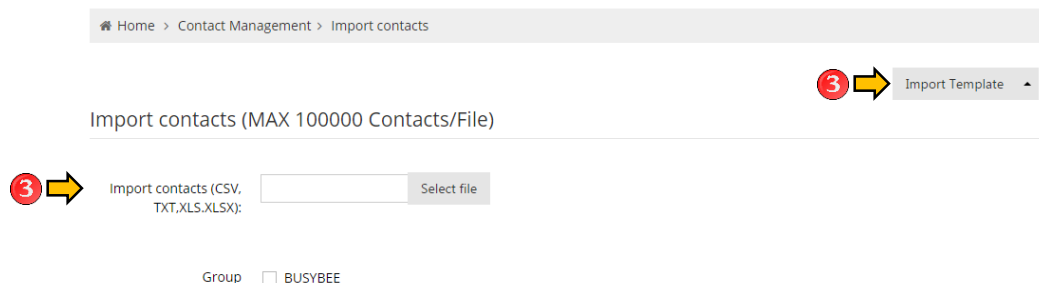
PHONEBOOK – UPLOAD

1. Click Phonebook to view all the options.

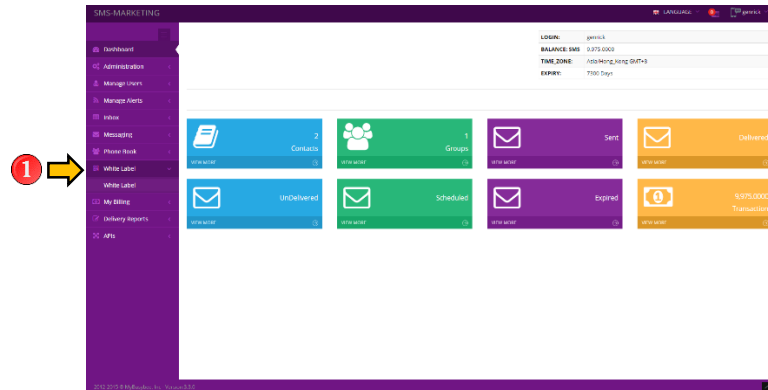2. Click the Upload Sub-Menu under the Phonebook

3. This where you can upload bulk contacts using Microsoft Excel. Kindly click the arrow pointing 'up' beside 'Import Template' then click "CSV" to download the phonebook template. Click 'Select File' to upload.
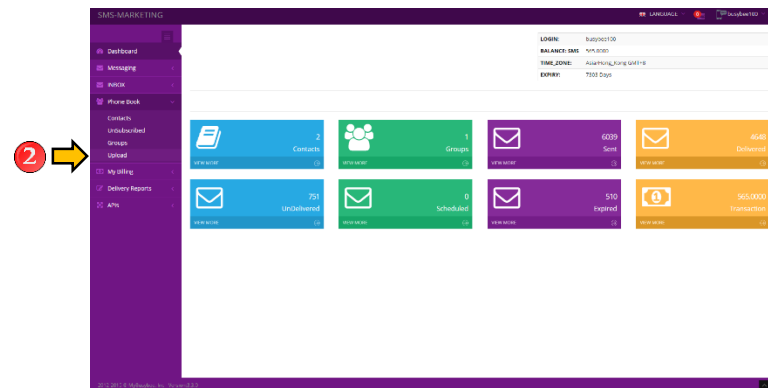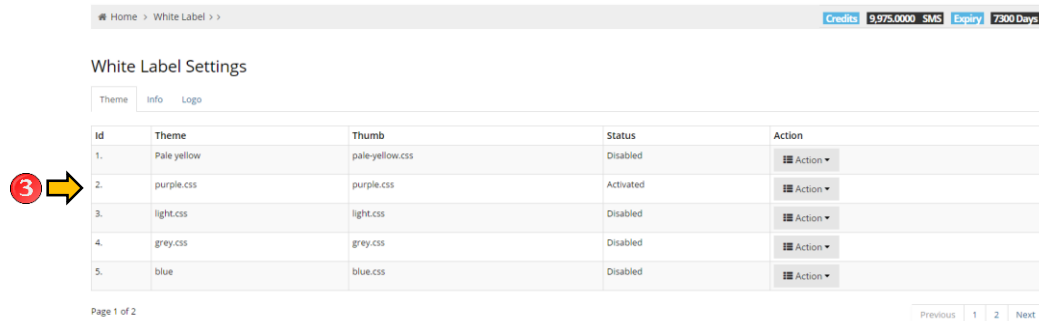
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WHITE LABEL

1. Click White Label to view all the options.

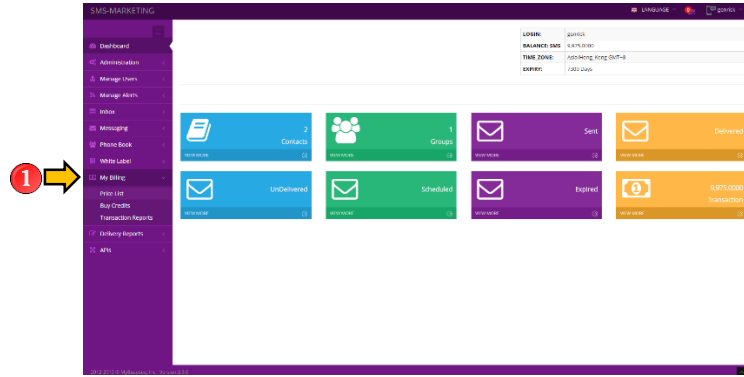2. Click the White Label Sub-Menu under the White Label

3. This where you can set the theme of your account. To enable the theme, just click the "Action "and choose "Set".
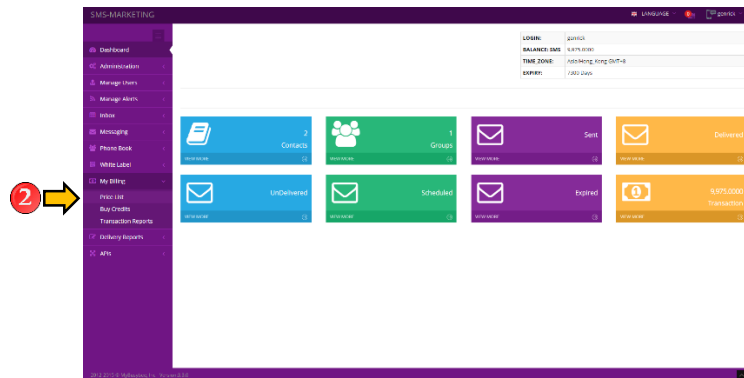
MY BILLING – PRICE LIST

1. Click My Billing to view all the options.

2. Click the Price List Sub-Menu under the My Billing

3. This is where you can see the price per SMS depending on the country you would like to send.
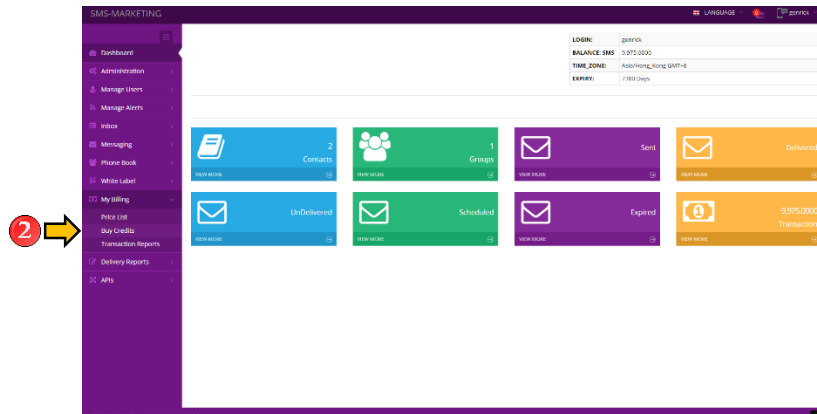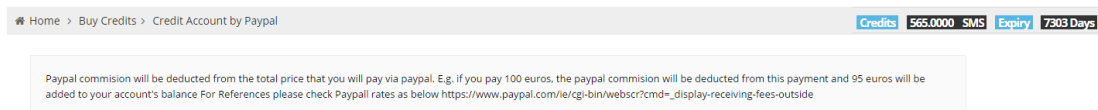
MY BILLING – BUY CREDITS

1. Click My Billing to view all the options.
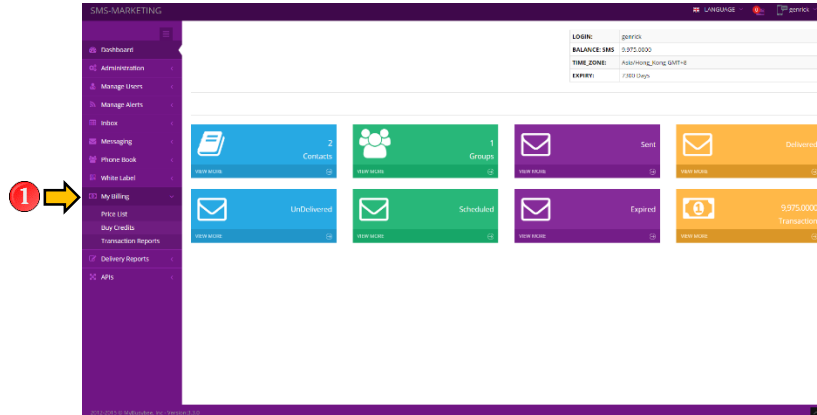
2. Click the Buy Credits Sub-Menu under the My Billing

3. This is where you can buy credits thru PayPal. However, this one will be in Euro and in French.

MY BILLING – TRANSACTION REPORTS

1. Click My Billing to view all the options.

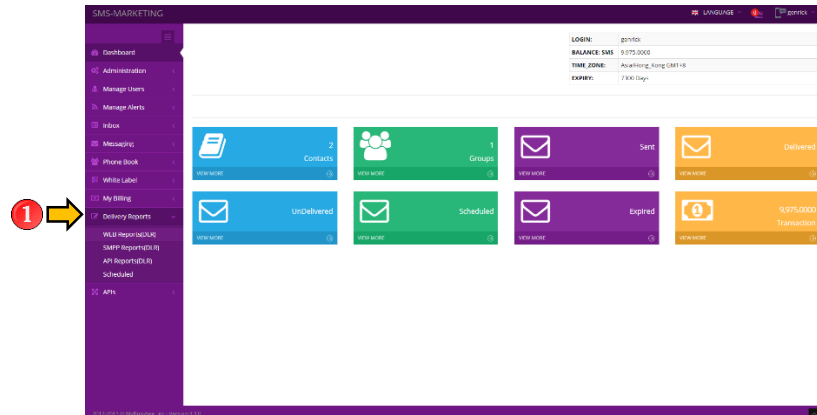2. Click the Transaction Reports Sub-Menu under the My Billing

3. This is where is where you can see all the transaction history of your account. You can download the transaction reports individually or by all.
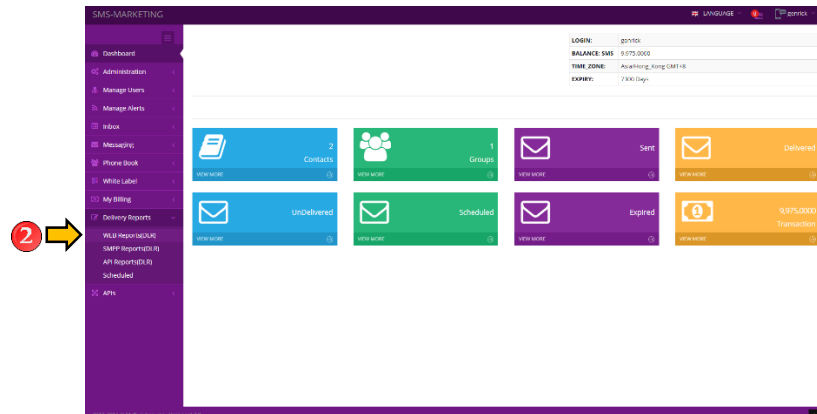
DELIVERY REPORTS – WEB REPORTS (DLR)

1. Click Delivery Reports to view all the options.

2. Click the Web Reports Sub-Menu under the Delivery Reports

3. This is where you can see the delivery reports of you SMS Marketing.

4. To check your status in your delivery SMS campaigns, click DLRs.

Campaign	SenderId	Message	User/IP	Send Date	Cost	Status	Action
cmp_5660e995c5635	BUSYBEE file		busybee100 58.69.149.143	2015-12-04 14:24:08	0	Submitted	☰ Action ▾
cmp_565fd61aaa919	BUSYBEE web	This is a test message	busybee100 58.69.149.143	2015-12-04 14:24:08	1	Submitt	DLRs
cmp_565fbc05c6d9b	METROICE	10 adult and 20 kid skaters needed for shoot today, at	busybee100	2015-12-03 11:52:01	2	Submitt	Re-Send Archive

5. To download your campaigns, click download reports

Delivery Reports

⬇ Download Reports

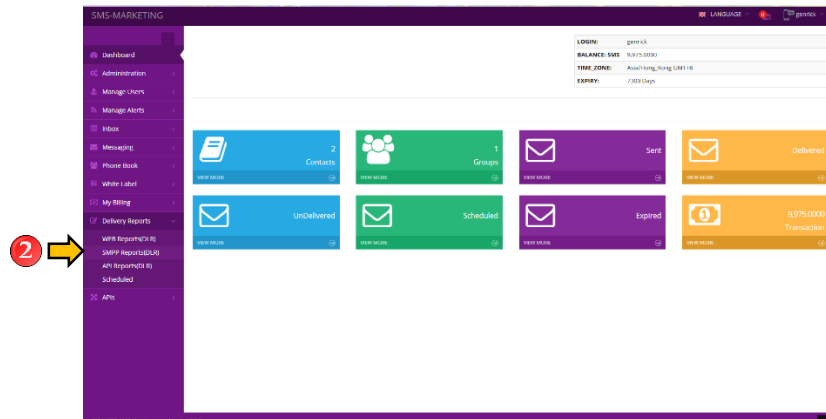| Mobile	Send Date	Msg ID	Status	Delivery Date	DLR
639365684405	2015-12-04 14:24:13	82284	Sent	Sent	NA

Page 1 of 1

Previous 1 Next
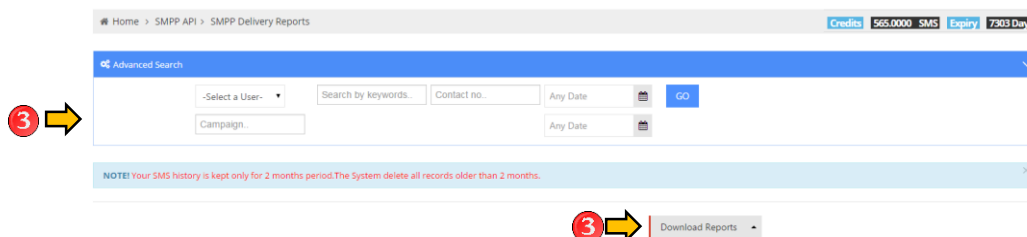
DELIVERY REPORTS – SMPP REPORTS (DLR)

1. Click Delivery Reports to view all the options.
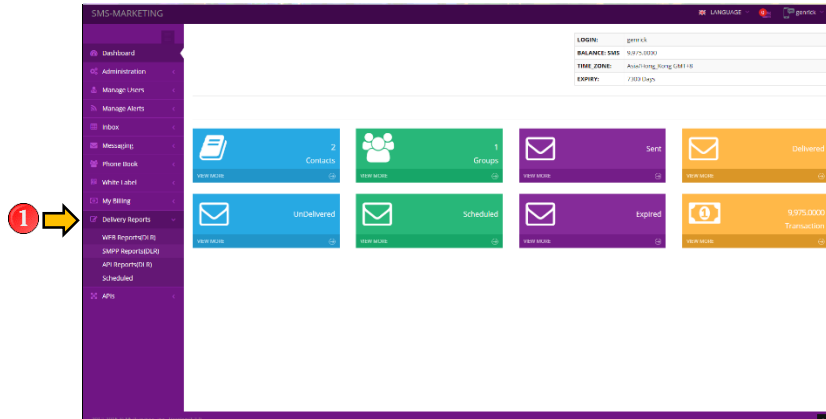
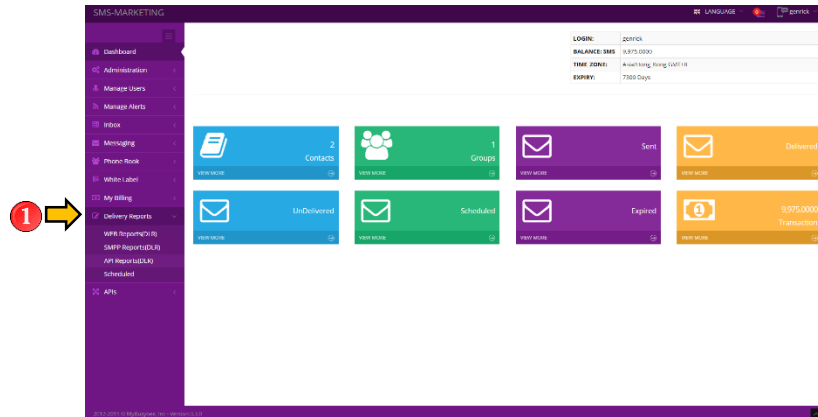2. Click the SMPP Reports Sub-Menu under the Delivery Reports

3. This is where you can view the SMPP API Delivery Reports. You can download the reports by clicking Download Reports and choose CSV as excel file extension.
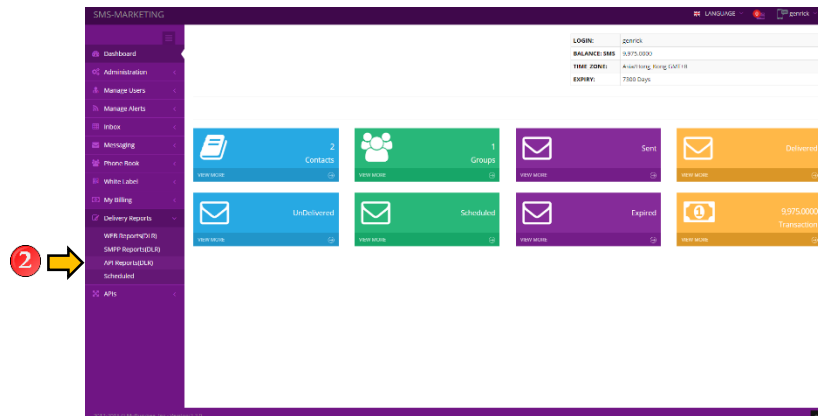
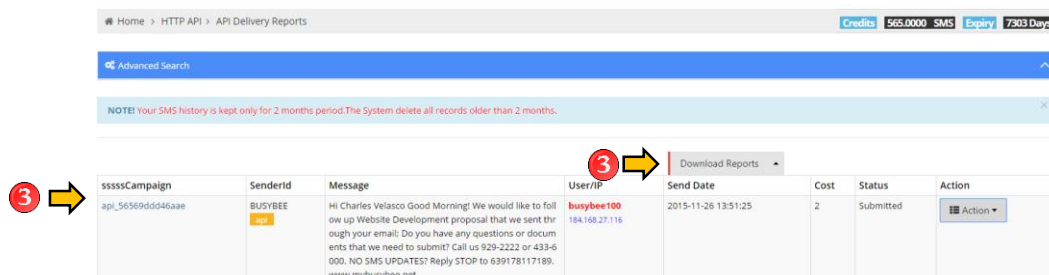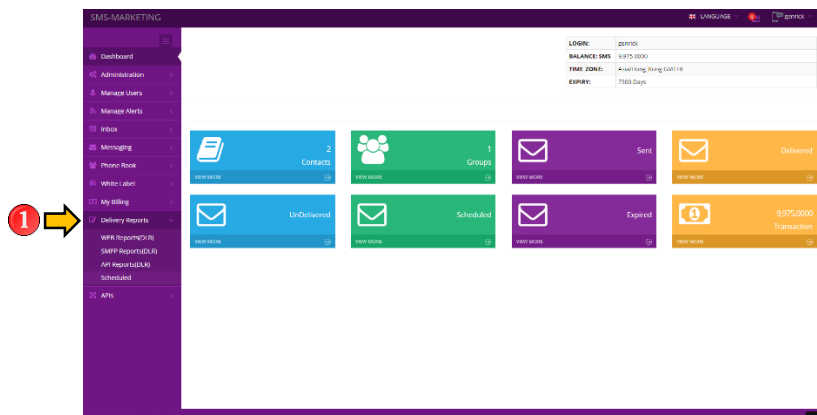## DELIVERY REPORTS – API REPORTS (DLR)

1. Click Delivery Reports to view all the options.

2. Click the API Reports Sub-Menu under the Delivery Reports

3. This is where you can view the API Delivery Reports. You can download the reports by clicking Download Reports and choose CSV as excel file extension.
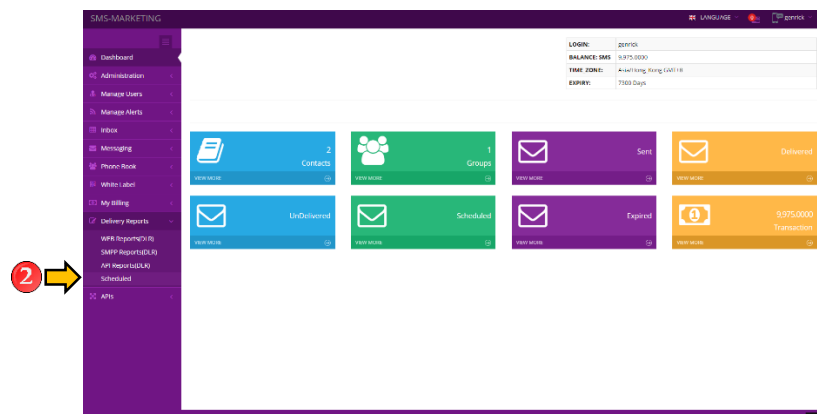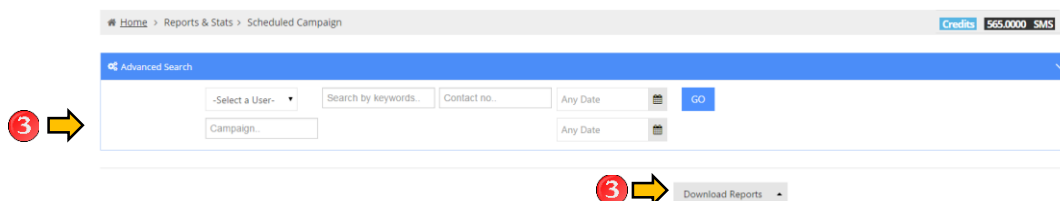
DELIVERY REPORTS – SCHEDULED

1. Click Delivery Reports to view all the options.

2. Click the Scheduled Sub-Menu under the Delivery Reports

3. This is where you can view the Scheduled Campaigns. You can download the reports by clicking Download Reports and choose CSV as excel file extension.

MESSAGE DELIVERY STATUS

DELIVERED	Messages successfully delivered and received by handsets.
UNDELIVERED	Messages are failed to send either the numbers are no longer active or the number is invalid
WAITING DLRS	Messages are in process of getting the status by the operator
EXPIRED	Messages is undelivered either the messages exceed 48 hours for validation or the number is no longer used and or the phone is not active.

You can ask to our technical support anytime, if you encounter issue with delivery status in your account.

APIs – HTTP API

1. Click APIs to view all the options.
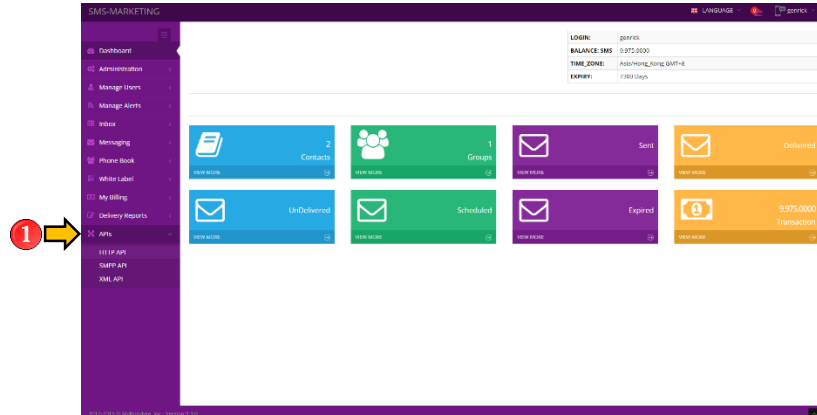
2. Click the HTTP Sub-Menu under the APIs
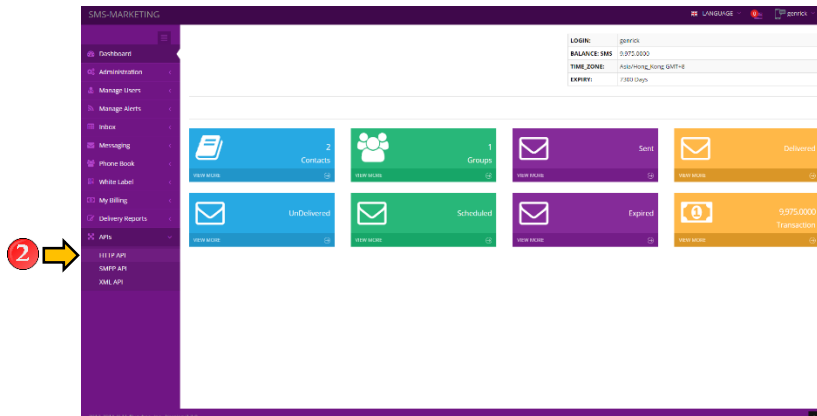
3. This is where you can get the API key
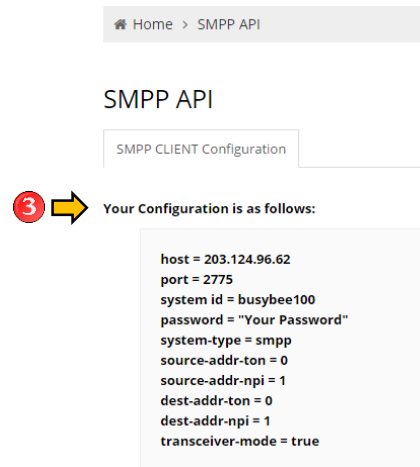
APIs – SMPP API

1. Click APIs to view all the options.
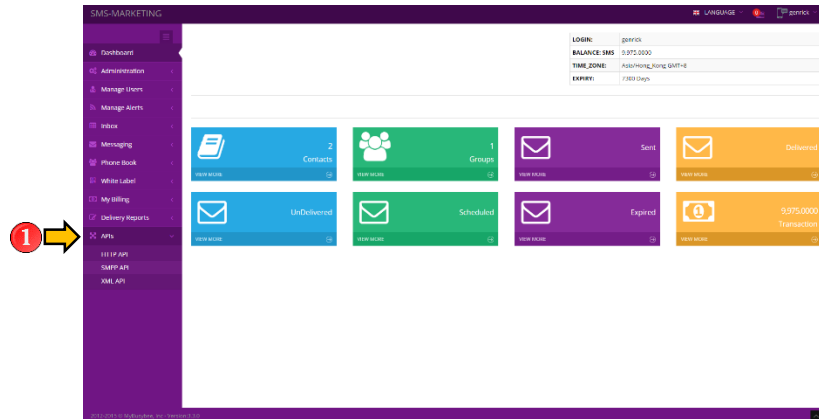
2. Click the SMPP Sub-Menu under the APIs
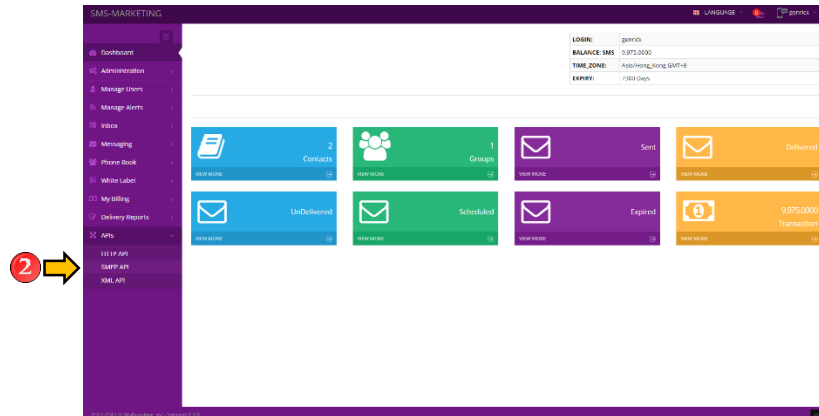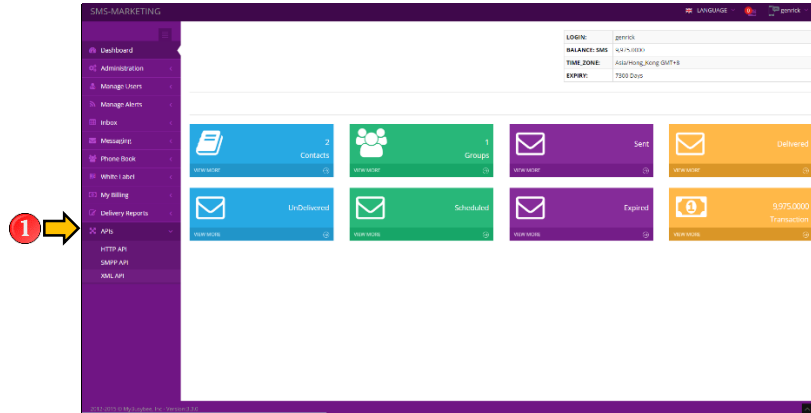

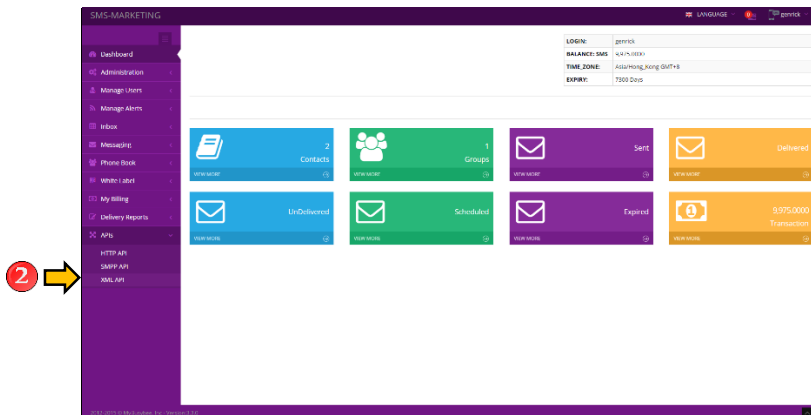3. This is where you can get the SMPP Client configuration
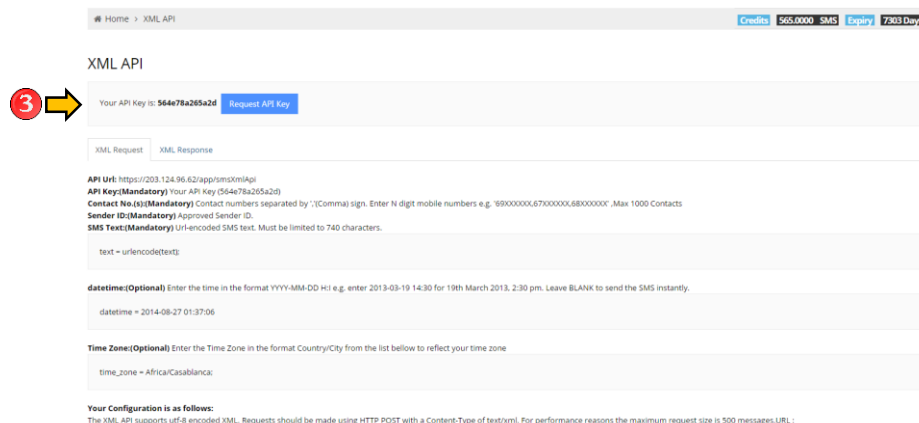

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APIs – XML API

1. Click APIs to view all the options.

2. Click the XML API Sub-Menu under the APIs

3. This is where you can get the configuration for XML API