

Frequently Asked Questions (FAQ)

Prepaid Reload at Pos Online

ABOUT PREPAID RELOAD																
Q1	What is Prepaid Reload and what are the products available under Prepaid Reload?															
A1	<p>Below are the products category under Prepaid Reloads that available at Pos Online:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">No.</th> <th style="width: 35%;">Categories</th> <th style="width: 60%;">Products</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1.</td> <td>Mobile Reload</td> <td>Celcom, Digi, Hotlink, U-Mobile, Altel, Tune Talk, XOX and YES</td> </tr> <tr> <td style="text-align: center;">2.</td> <td>IDD Reload</td> <td>TreatsUP, Digit Chatz, iTalk Mobile, RedTone & UltraTone</td> </tr> <tr> <td style="text-align: center;">3.</td> <td>Online Game Reload</td> <td>MOL Point, Cherry, My Card, Garena Shells, OffGamers, MGC, Gamesberry and Playstation</td> </tr> <tr> <td style="text-align: center;">4.</td> <td>Subscription and Others</td> <td>Astro Njoi, Unifi and GrabPay</td> </tr> </tbody> </table>	No.	Categories	Products	1.	Mobile Reload	Celcom, Digi, Hotlink, U-Mobile, Altel, Tune Talk, XOX and YES	2.	IDD Reload	TreatsUP, Digit Chatz, iTalk Mobile, RedTone & UltraTone	3.	Online Game Reload	MOL Point, Cherry, My Card, Garena Shells, OffGamers, MGC, Gamesberry and Playstation	4.	Subscription and Others	Astro Njoi, Unifi and GrabPay
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Q2	How to purchase the Prepaid Reload through Pos Online?															
A2	<p>STEP 1: Register and login to Pos Online account STEP 2: At Dashboard, click on the “Prepaid Reload” button STEP 3: Choose the preferred products category i.e mobile reload, game reloads, IDD/STD reloads and other STEP 4: Fill up the required information i.e denomination, mobile number and more STEP 5: To purchase, click “Add to Cart” button STEP 6: Click “Proceed to Checkout” and choose the preferred mode of payment STEP 7: Upon successful transaction, user will receive the PIN code or view the code at the transaction history.</p> <p>Note: The validity of the PIN code upon received is valid for 14days.</p>															
Q3	How do I reload the prepaid product?															
A3	User may refer to the reload instructions shown on the “Invoice” or receipt received upon successful transaction.															
Q4	Can I request for a refund if I purchased a wrong prepaid product?															
A4	No. All purchases are strictly non-exchangeable and non-refundable. User are required to select the correct product, amount and check all information before proceeding to the payment.															
Q5	Who do I contact for any issues on my payment?															
A5	You can click on AskPos for further enquiry.															
Q6	What happen if I do not see the PIN after the payment is made?															
A6	Your PIN code will be displayed at the webpage after payment is successfully made or you may refer to the transaction history > Invoice. If there is still no PIN code received, you may contact our customer service by clicking on AskPos for further enquiry.															