



# Application overview & SprookiManager™ Concierge User Guide

June 2015

Version 2.5

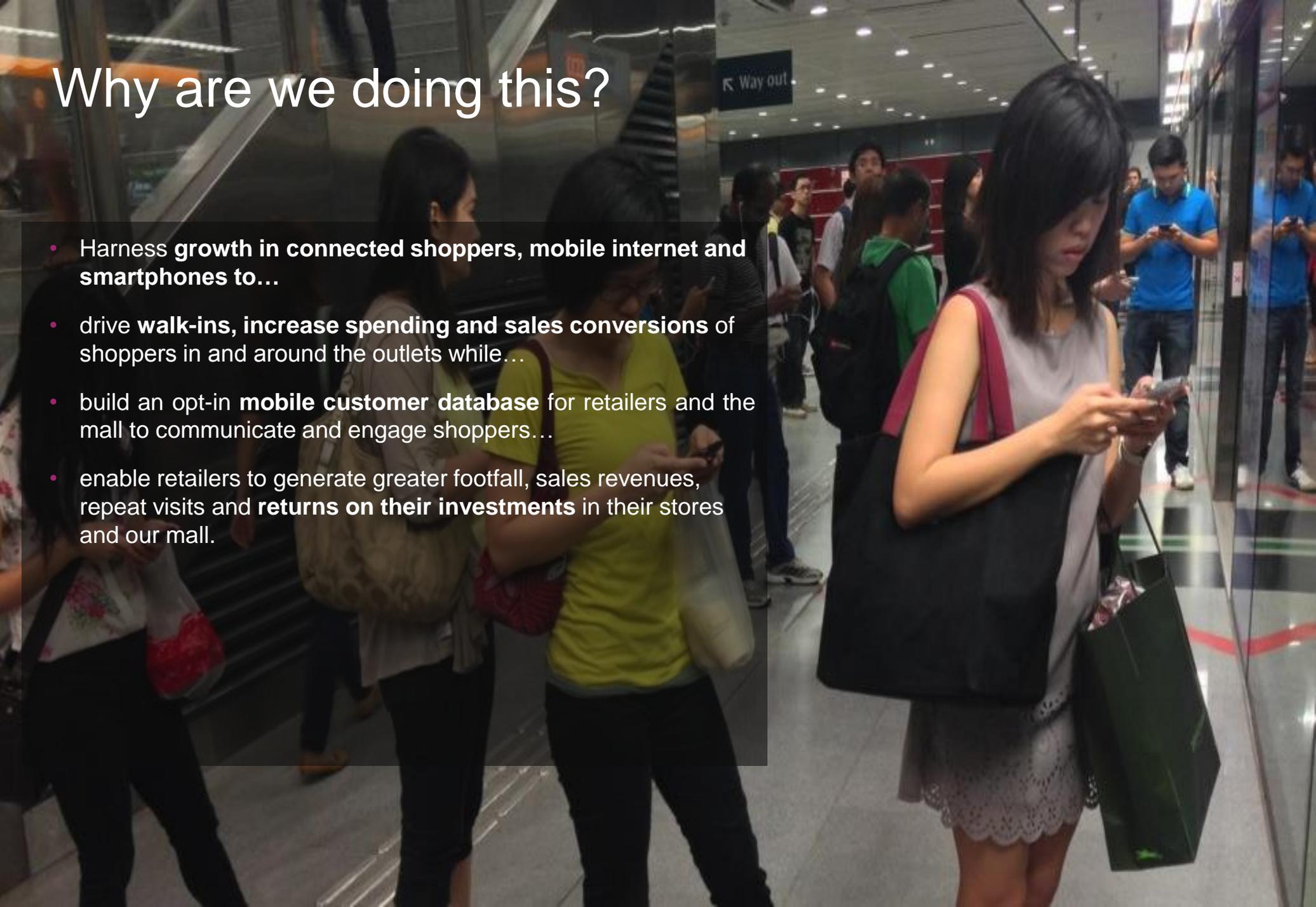


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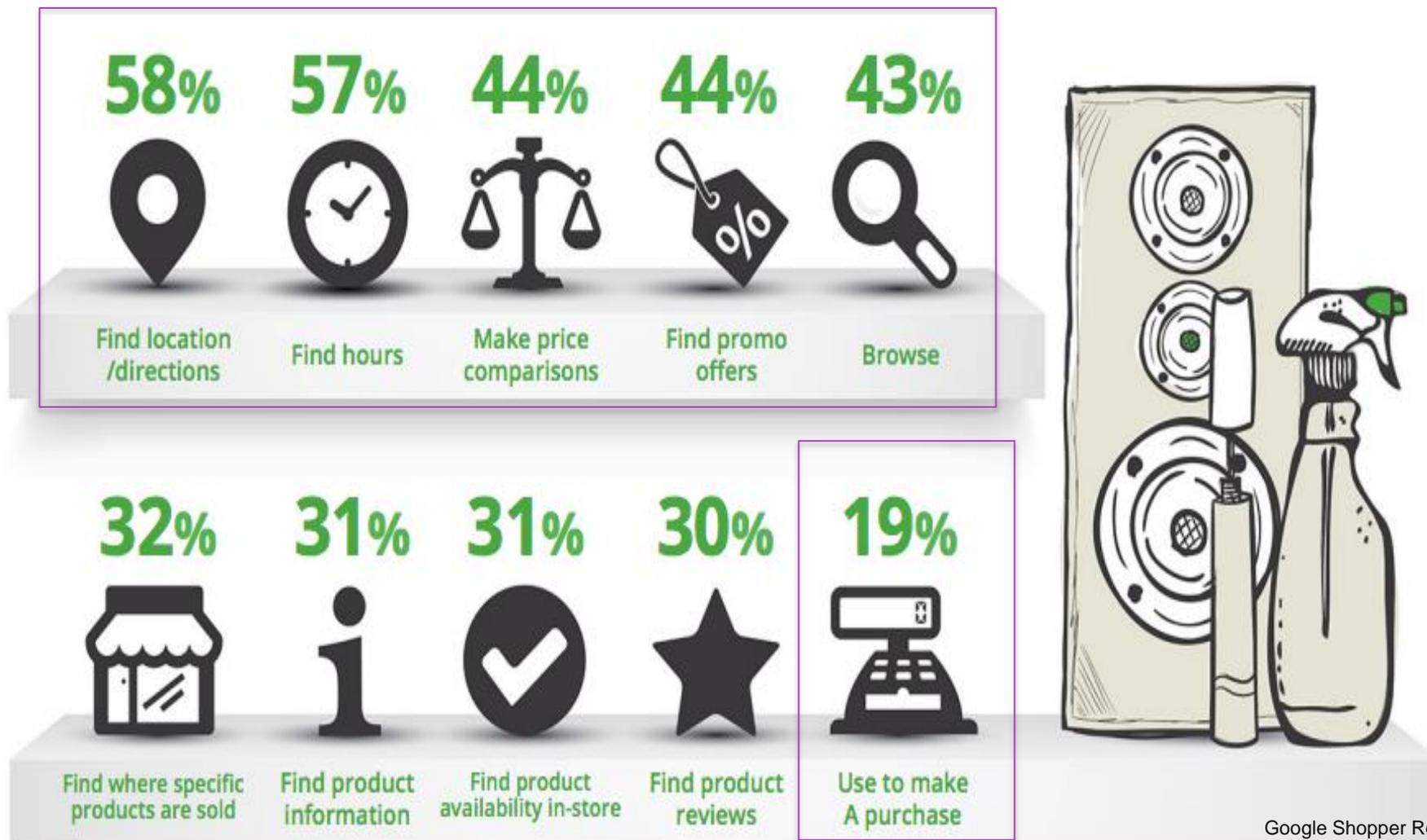
# Introduction

# Why are we doing this?

- Harness **growth in connected shoppers, mobile internet and smartphones** to...
- drive **walk-ins, increase spending and sales conversions** of shoppers in and around the outlets while...
- build an opt-in **mobile customer database** for retailers and the mall to communicate and engage shoppers...
- enable retailers to generate greater footfall, sales revenues, repeat visits and **returns on their investments** in their stores and our mall.



# 90% of shoppers start their journey digitally



# Value for Retailers and Shoppers

## RETAILERS

- Increase awareness of stores, products & promotions.
- Connect with shoppers & heavy users of mobile services
- Drive potential customers within a 400-metre radius from mall to the store to buy and redeem coupons
- Better targeting and measurement of promotions
- Capture results in real-time and insights based on post-campaign reports
- Secure redemption and integrity of data to track response.

## SHOPPERS

- Receive alerts about **promotions and exclusive offers** which are relevant to them based on profile, store preferences and location
- Browse all promotions, exclusive offers and events wherever they are
- Conveniently receive reminders about expiring coupons and coming events.
- Locate stores and navigate to the nearest stores from where they are

# Application Overview



- **'Featured'** – refers to the featured offer/promotion scheduled by Admin/Marketing team. This featured page may appear first once app is launched if there is a scheduled offer for the day/week/etc.
- **'Offers'** – refers to the list of offers given a specific period of time. 'Offers' list may vary from time to time as it will rely on the campaigns scheduled by Admin/Marketing team.
- **'My Coupons'** – refers to the list of coupons transacted by the user. List of coupons within 'My Coupon' are unique with every different app user. List of 'My Coupon varies according to the user's 'sign in/sign out'. Specifically independent set of 'My Coupon' will be reflected on the user's mobile screen for sign in via Facebook vs. a normal sign in with email & password.
- **'New Coupons'** – are the coupons reflected within 'My Coupons' such that this set of coupons are successfully transacted and are open for redemption. All coupons have expiry terms displayed, specifying days remaining before redemption expires.
- **'Used Coupons'** – are the coupons reflected within 'My Coupons' such that this set of coupons are either successfully redeemed or they are expired coupons which were not redeemed by the user. All coupons transacted by each user will remain within 'My Coupons' depending on their status for record purposes.
- **'Category'** – offers/promotions can be viewed according to category (i.e. Dining – Fast Food; Dining – Takeaway, etc.).
- **'Store Directory'** – is a detailed showcase of all the stores within the mall managed by the app owner. Stores may be listed alphabetically by retailer, and/or it is showcased by category. Can be updated at anytime via the back-end content system "SprookiManager".
- **'Store Locator'** – users can Get directions and a route from a start point / store to an end point / store inside the mall.

# Application Overview



- **'What's On'** – refers to the 'event(s)' scheduled by Admin/Marketing team of app owner. Each scheduled event has an option of *'Add to Calendar'* of which it will be added to the app user's calendar accordingly.
- **'Concierge'** – general information about the mall including contact information, services, parking and getting here.
- **'Contact us'** – is the available service for app users to send in enquiries/questions or clarifications directly to the app owner
- **'Account'** – details of app user's account, account name reflected as per sign in / sign out (could be sign in via Facebook and a separate / independent account name and transactions for sign in via email & password)
- **'Settings'** – users have the opportunity to customize alert settings (i.e. event alerts, coupon expiry alerts, brand/retailer following)
- **'FAQs'** – frequently asked questions from app users addressed by app owner and technology partner (detailed discussion after redemption demonstration).

# Geo-targeted, personalised coupons & events

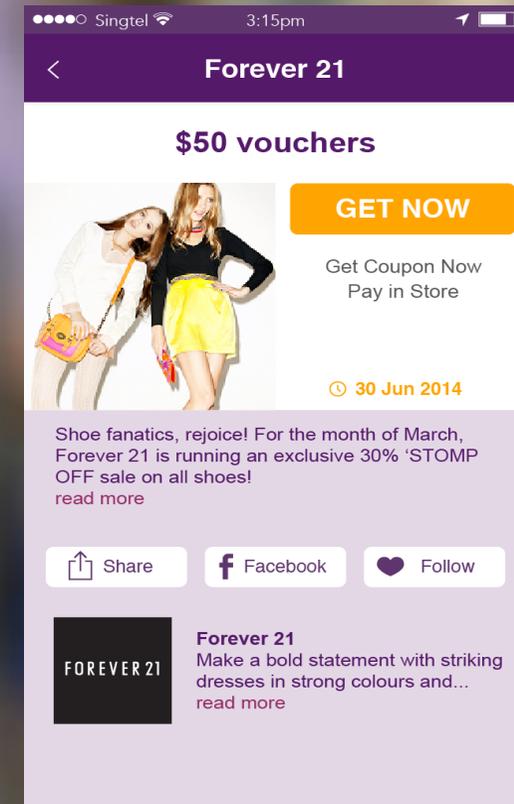
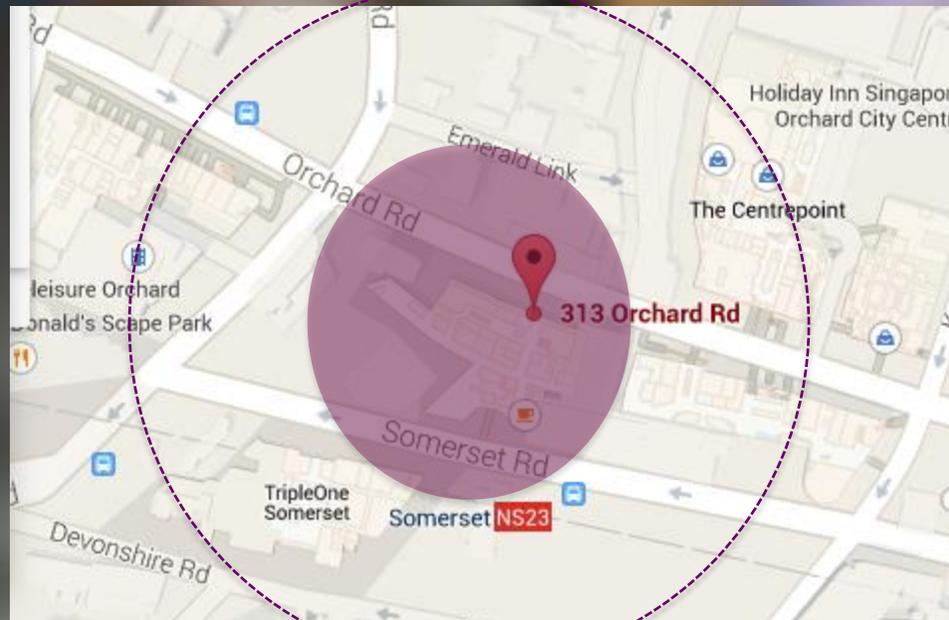
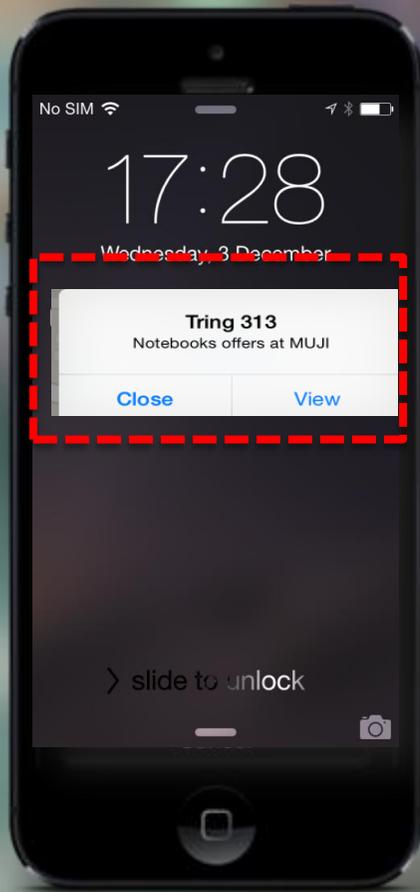
WHERE

WHEN

WHO

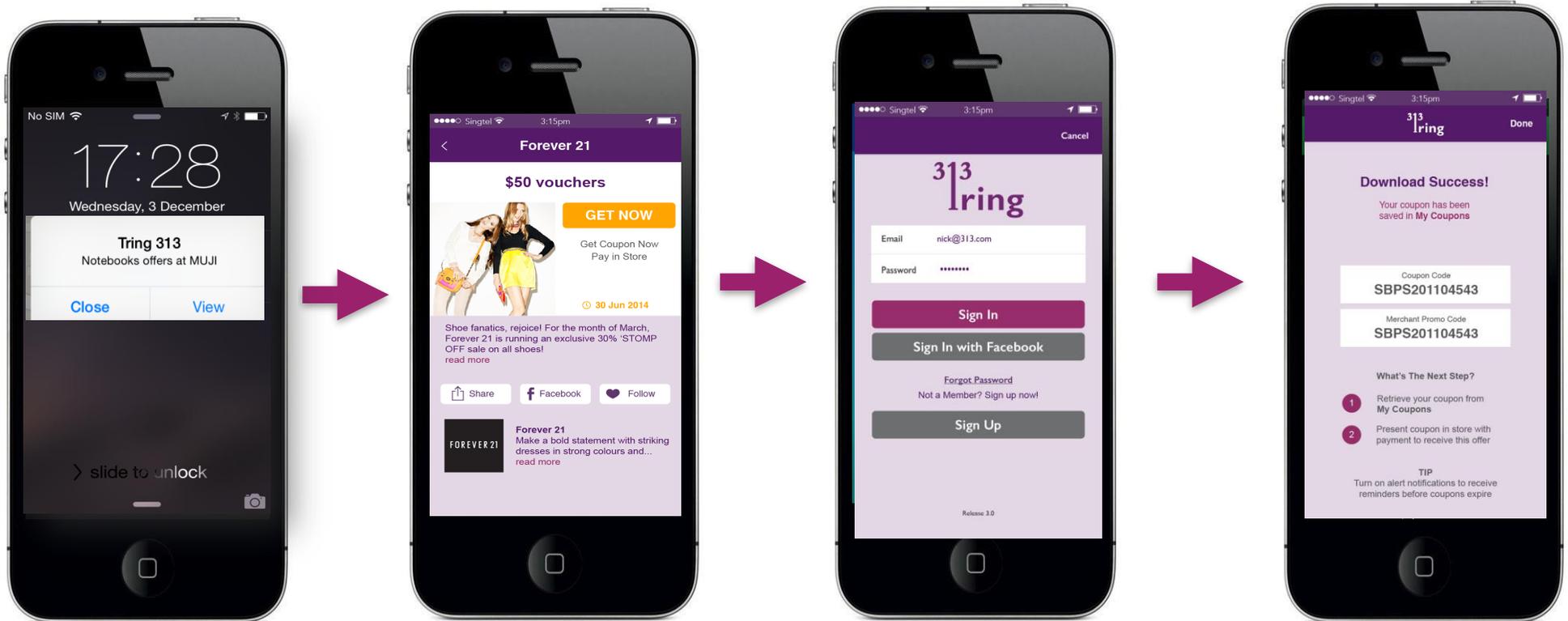
WHAT

Sprooki coupons can be linked to Sprooki General and Featured Alerts targeted to Members



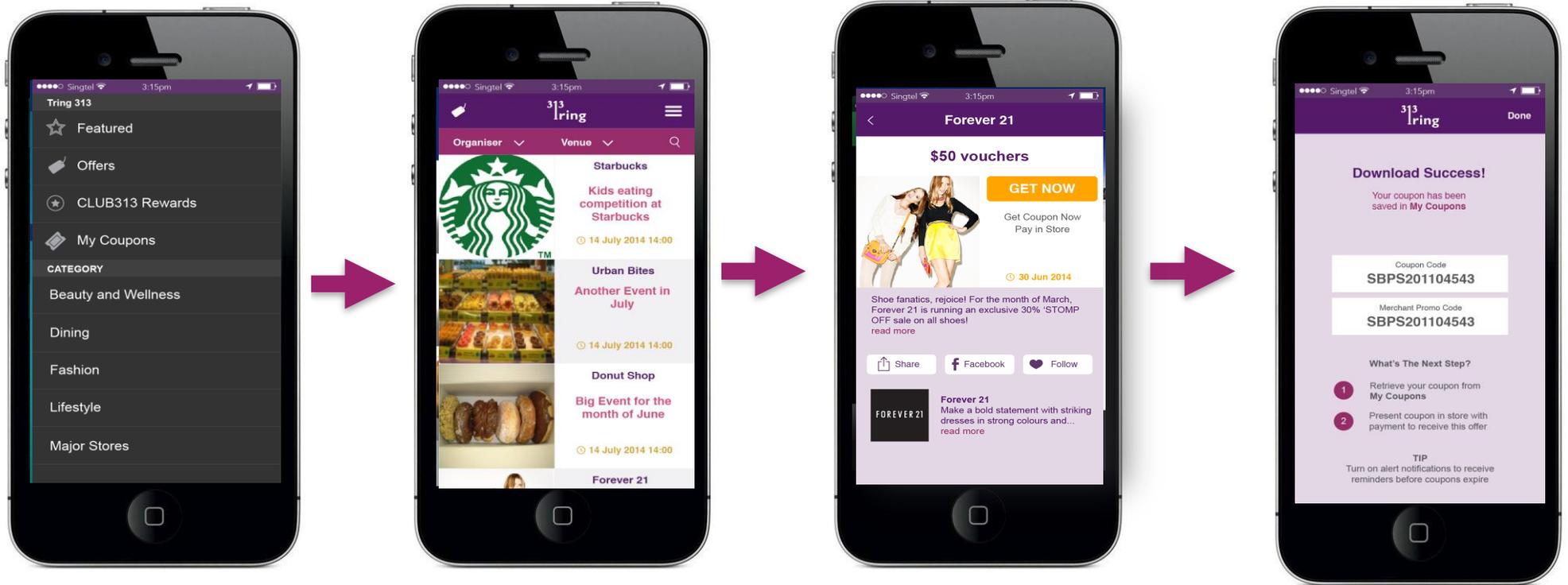


# How does it work – From Alert?

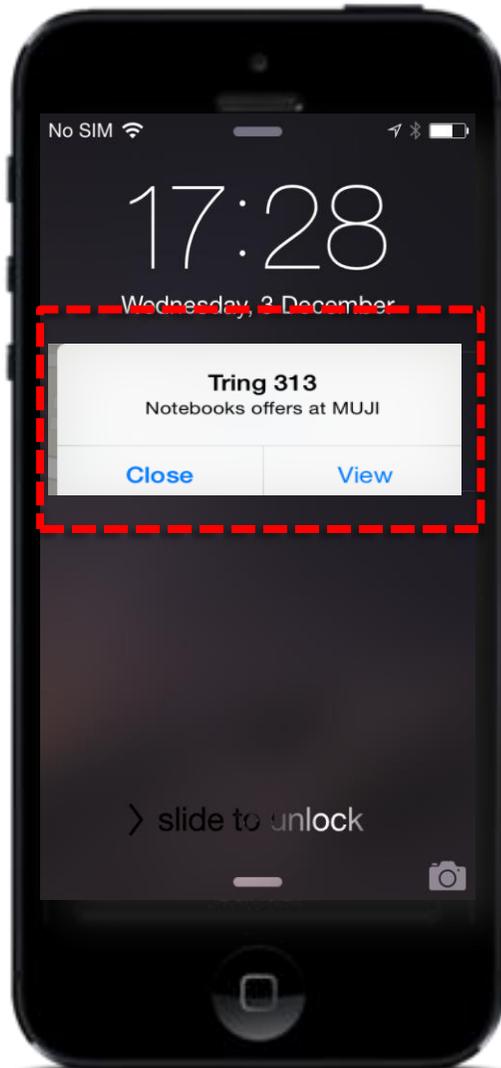




# How does it work – From Browse?



# Alerts



# Types of Alerts



## ▶ **Featured Alert**

- Location-enabled when nearby
- Target 500-600 meters around mall (depends on the client)
- Scheduled by Admin
- User's needs to have Location preference switched on
- Different campaigns by time, date and location
- Only 1 campaign per location at the same moment in time

## ▶ **General Alert**

- Broadcast to target group or entire app user base (i.e. 'blast out')
- Based on permissions, user can turn off or not allow
- Scheduled by Admin
- Can be sent immediately or scheduled for future time
- Based on an existing campaign (event/promotion) or general message

## ▶ **Follow Alert**

- User specified by "Following" a particular Brand or Outlet location.
- Follow from Brand Details, Offer Details and Event Details
- Automatic – not scheduled by Admin
- Notifies user when a new campaign from that Brand or Outlet is published.



# Types of Alerts

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## ▶ **Expiration Alert**

- For Offers / coupons which have been purchased or downloaded
- 48 hours prior to coupon expiration
- Reminder to redeem coupons at the store
- Automatic – not scheduled
- Based on permissions, user can turn off in preferences

## ▶ **Calendar Alerts**

- For Events which have been Added to Calendar by user
- Based on permissions, user can turn off or not allow
- Generated by users calendar
- Automatic – not scheduled

# Introducing the SprookiManager System



## Campaign Details

### 1. Campaign Details

**Campaign Name**  
5D Switzerland Ski fr \$1,888

**Campaign Description**  
\$100 OFF per couple!  
• Return flights by British Airways to Zurich or Geneva via London – (N class)  
• 3N stay with breakfast  
• Swiss Transfers Tickets (2nd class) from airport/border to Ski town  
• Ski lesson with ski equipment rental & ski pass.

**Campaign Image**



### 4. Campaign Dates

**\*Start Date / Time**  
03-12-2014 17:38

**\*End Date / Time**  
31-12-2014 17:38

**Coupon Valid Start Date / Time**  
03-12-2014 17:38

**Coupon Valid End Date / Time**  
31-12-2014 17:38

### 5. Targeting Options

All Users

### 6. Merchant & Outlets

**Merchant**  
PriceBreaker



# SprookiManager™



► Administration system which drives:

- App Content
- Campaign scheduling
- Alert scheduling
- Customer Database
- Admin user access
- Reports
- Helpdesk
- User Guides

► Who can have access?

- Admin Users
- Concierge Users
- Merchant Users (only access own content)



Welcome LocationAdmin 313. You are logged in as a **Location Admin**

[User Guide](#) . [Change Password](#) . [Sign Out](#)

- Campaigns
  - Promotions**
  - Events
- Alerts
- Coupons
- Customers
- Directories
- Helpdesk

Search Campaigns  Search Export Print Add Ca

Filter Campaigns by All Merchants All Types All Status

<input type="checkbox"/>	CID	Campaign Name	Merchant	Category	Start	End	Status	*T/NT	Target Users
<input type="checkbox"/>	594	<a href="#">Bread of Life</a>	<a href="#">Breadtalk®</a>	Dining - Takeaway	17-06-2015 12:42h	30-06-2015 12:42h	Live	NT	All Users
<input type="checkbox"/>	591	<a href="#">Back to Basics</a>	<a href="#">adidas Originals</a>	Fashion - Apparel, Lifestyle - Sports, Shoes and Bags	17-06-2015 11:23h	30-06-2015 11:24h	Live	NT	All Users



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# 1. Concierge Users

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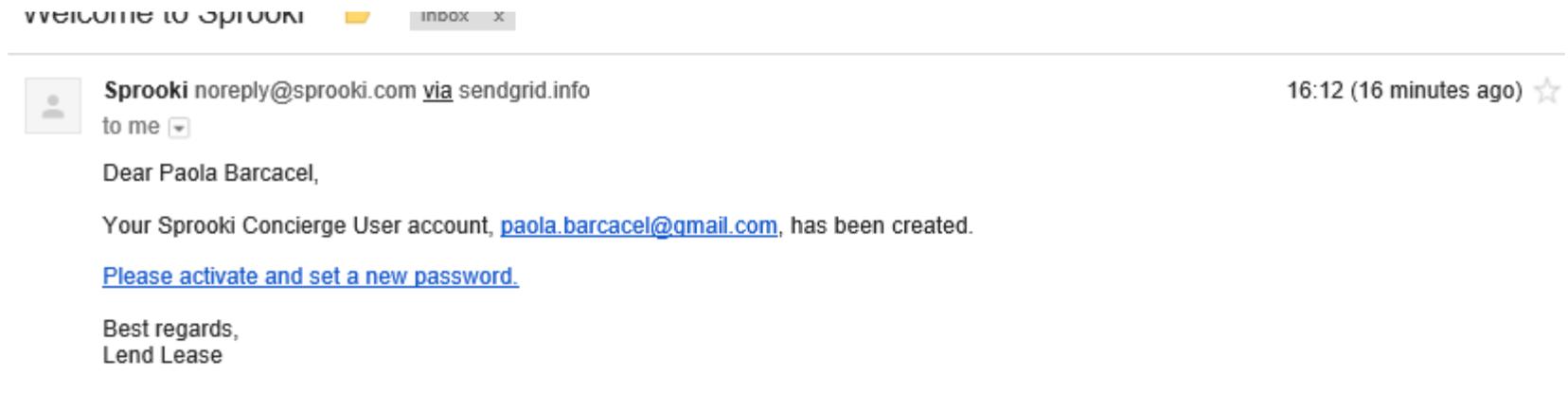


- Concierge users have access to these tabs:
  - Promotions
  - Alerts
  - Events
  - Coupons
  - Customers
  - Directories
  - Helpdesk

# 1.1 New Concierge Account



- A Concierge account is required to access *Sprookimanager*<sup>TM</sup> Administration System.
- Only Admin Users are able to create concierge accounts.
- Once Concierge user is created, Concierge will receive an email to set up their *Sprookimanager*<sup>TM</sup> password.
- See sample email below:



- ***Client user clicks on 'Please activate and set a new password' to set up unique password and access Sprookimanager<sup>TM</sup>***

# 1.2 Sign In to your Account



**Sign In**

Email 2

Password 3

[Forgot your password?](#)

---

**Sign In** 4

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1. Go to your Sprookimanager client website:  
<http://<ACCOUNTNAME>.sprookimanager.com/>
2. Enter your email address
3. Enter your password
4. Click on the **Sign In** button

# 1.3 Forgot Password



1. Click **'Forgot Password'**

## Sign In

Email

Password

[Forgot your password?](#)

1

Sign In

Powered by  sprooki

# 1.3 Forgot Password



**Forgot Password**

**Email**

**2**

Please enter the email you registered with when you became a Sprooki member.

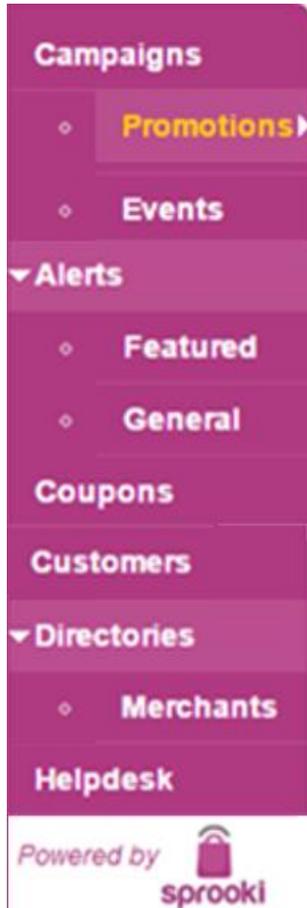
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**Cancel** **Submit** **3**

2. Input your registered email address
3. Click on the **Submit** button
4. A password reset Email will be sent to your inbox. Follow the instructions given to reset your password.

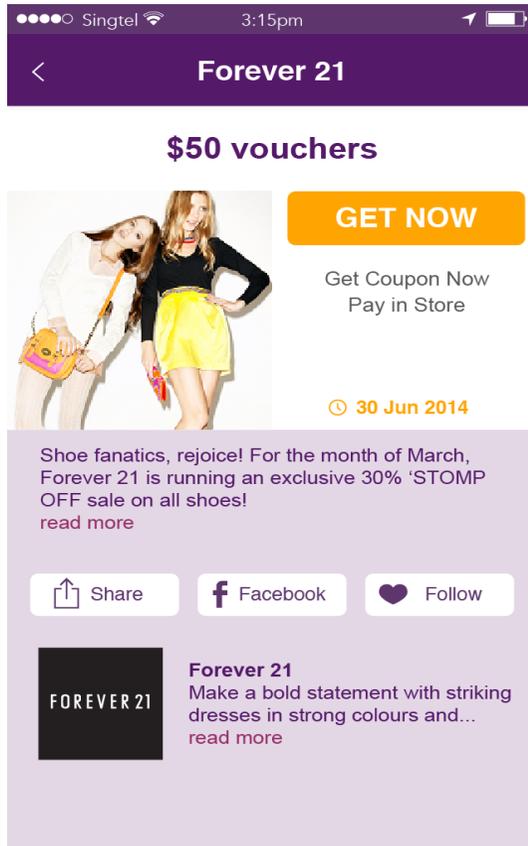
## 2. Navigation (Sidebar Menu)

NEW MENU  
JUNE 2015



1. **Campaigns**
  - **Promotions** – View and edit campaign details
  - **Events** - View event details
2. **Alerts**
  - **Featured Alert** – View and edit featured alerts
  - **General Alert** – View and edit general alerts
3. **Coupons** – View and search coupons downloaded, purchased, redeemed and refunded
4. **Customers** – View and search customer profiles and activity
5. **Directories: Merchants** – View merchant details
6. **Helpdesk** – Submit a helpdesk request to Sprooki

# 3. Promotions



- Promotions appear in the app as coupons for a certain period of time.
- They can be scheduled ahead of time to start on a specific date or immediately.
- Only Admin and Merchant users can submit campaigns through Sprookimanager™.

# 3. Promotions



Welcome concierge 313. You are logged in as a **Concierge User**

[User Guide](#) . [Change Password](#) . [Sign Out](#)

- Campaigns**
- **Promotions**
- Events
- Alerts
- Coupons
- Customers
- Directories
- Helpdesk



Search Campaigns

Filter Campaigns by All Malls All Merchants All Types All Status All Feature Status All Categories

■	CID	Campaign Name	Merchant	Category	Start	End	Status	*T/NT	Target Users	Featured	Sales Volume	Sales Value	Refnds	*Nett Volume	Nett Value	Redemption Volume	Failed Purch
<input type="checkbox"/>	556	<a href="#">Featured Action City - Just missed</a>	<a href="#">Action City</a>	Lifestyle	20-05-2015 16:25h	26-05-2015 17:32h	Ended	NT	All Users	Featured	1	0	-	1	0	-	-
<input type="checkbox"/>	555	<a href="#">Charles &amp; Keith Just Missed</a>	<a href="#">Charles &amp; Keith</a>	Shoes and Bags	20-05-2015 16:10h	26-05-2015 17:36h	Ended	NT	All Users	Featured	2	0	-	2	0	-	-
<input type="checkbox"/>	554	<a href="#">Charles &amp; Keith Just Missed</a>	<a href="#">Charles &amp; Keith</a>	Shoes and Bags	20-05-2015 16:10h	20-05-2015 16:10h	Ended	NT	All Users	Featured	1	0	-	1	0	-	-
<input type="checkbox"/>	553	<a href="#">Redeem Adidas Originals 3.0</a>	<a href="#">adidas Originals</a>	Fashion - Apparel, Lifestyle - Sports, Shoes and Bags	20-05-2015 15:04h	26-05-2015 17:38h	Ended	NT	All Users	Featured	2	0	-	2	0	-	-

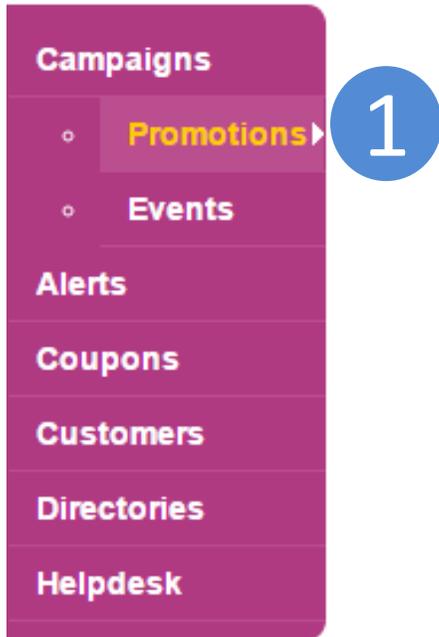
- List of all campaigns on SprookiManager.
- Concierge user can filter these by Malls, Merchants, Types, Status (e.g. Live or Ended), Feature Status and Categories.
- Concierge user is not able to publish any campaigns on SprookiManager.

# 3.1 Promotions: Terms definitions



- CID: campaign ID (unique identifier for that campaign)
- Campaign name: name of the campaign as seen on app.
- Merchant: Merchant which published the campaign
- Category: e.g. Fashion
- Start: campaign start date
- End: campaign end date
- Status: you can filter various types of status (Live, Ended, Draft, etc). Those under 'Live' status are the only campaigns that will be visible on the App.
- T/TN: Transactional (Buy Now) or Non Transactional ( Get Now).
- Target users: can be 'all users' or targeting certain profiles (e.g. Female)
- Featured: Whether the campaign is tied to a 'Featured Alert' ( i.e. a location-based alert)
- Sales volume: number of coupons downloaded by users
- Sales value: applies to Transactional (Buy Now) only. This denotes the \$ value of the coupon.
- Refunds: Number of refunds for that campaign.
- Redemption volume: Number of coupons redeemed by users.
- Failed purchase: those users who have cancelled a Buy Now transaction via the PayPal tool.
- Total viewed: total number of 'views' for that particular campaign.
- Total shared: number of times the campaign has been shared by email, SMS, Facebook, etc

## 3.2 Edit Campaign



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1. Click on the **Promotions** tab on the menu sidebar.

# 3.2 Edit Campaign



- Campaigns
  - Promotions
  - Events
- Alerts
- Coupons
- Customers
- Directories
- Helpdesk

Search Campaigns

Filter Campaigns by

<input type="checkbox"/>	CID	Campaign Name	Merchant	Category	Start	End	Status
<input type="checkbox"/>	213	<a href="#">END OF SEASON SALE</a>	<a href="#">Calvin Klein Jeans(PH)</a>	Men,Women,Accessories	28-12-2013 00:00h	28-02-2014 23:59h	Published
<input type="checkbox"/>	212	<a href="#">Get 15% off ALL regular items</a>	<a href="#">Swarovski(PH)</a>	Men,Women,Accessories	15-12-2013 08:00h	31-12-2013 23:00h	Live
<input type="checkbox"/>	211	<a href="#">Get 15% off ALL regular items</a>	<a href="#">Sinequanone(PH)</a>	Women,Accessories	15-12-2013 08:00h	31-12-2013 23:00h	Live
<input type="checkbox"/>	210	<a href="#">Get 15% off ALL regular items</a>	<a href="#">Juicy Couture</a>	Women,Accessories	15-12-2013 08:00h	31-12-2013 23:00h	Live
<input type="checkbox"/>	209	<a href="#">Get 15% off ALL regular items</a>	<a href="#">Anne Klein(PH)</a>	Women,Accessories	15-12-2013 08:00h	31-12-2013 23:00h	Live

2. To edit a draft campaign, click on the campaign name.

On the next screen, edit Campaign details and save as draft or submit campaign to publish.

**Note:** Only draft campaigns can be edited. "Published" or "Live" campaigns can not be edited.



# 3.3 Merchant Redemption Code



Welcome Paola Barcaci. You are logged in as a Co  
[User Guide](#) - [Change Password](#) - [Sign Out](#)

Promotions  
Alerts  
Events  
Coupons  
Customers

Search Campaigns

Filter Campaigns by

<input type="checkbox"/>	CID	Name	Merchant	Category
<input type="checkbox"/>	448	<a href="#">LNY Special - \$5 for \$20 Ottoman voucher</a>	<a href="#">313@somerset</a>	Fashion -



All Users

## 6. Merchant & Outlets

Merchant

[313@somerset](#)

Outlets Applicable to Campaign

[313@somerset@313@somerset](#)

Merchant Redemption Code

**313ca**



- To view Merchant Redemption codes, follow these steps:
  - Click on relevant campaign.
  - The redemption code will be listed under section 'Merchant & Outlets'

# 4. Events



**Campaigns**

- Promotions
- Events**

**Alerts**

**Coupons**

**Customers**

**Directories**

**Helpdesk**

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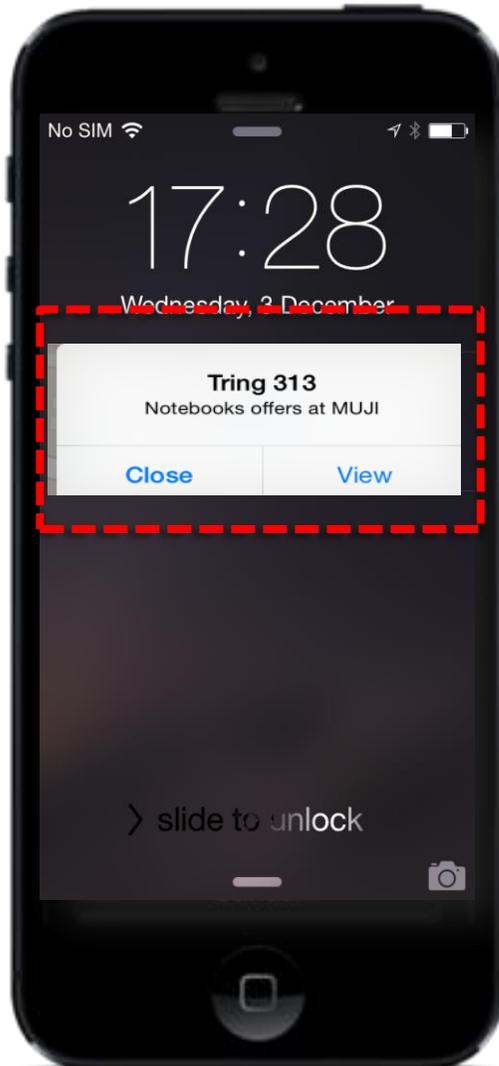
Search Events

Filter Events by

EID	Event Name	Organiser	Campaign Start	Campaign End	Status	Alert (F/G)	Response Vol.	Total Viewed	Total Shared	
319	<a href="#">Dunkin Donut's WOW Value Sets</a>	Merchant: Dunkin' Donuts	Fri, Mar 20 2015 5:29 PM	Thu, Apr 30 2015 10:00 PM	Ended	General	-	14	-	<input type="button" value="End Now"/>
318	<a href="#">Eye Studio Tokyo March Promotion</a>	Merchant: Eye Studio Tokyo	Fri, Mar 20 2015 5:28 PM	Tue, Mar 31 2015 10:00 PM	Ended	General	-	3	-	<input type="button" value="End Now"/>
317	<a href="#">Eye Studio Tokyo Gelish at \$80</a>	Merchant: Eye Studio Tokyo	Fri, Mar 20 2015 5:24 PM	Tue, Jun 30 2015 10:00 PM	Live	General	-	4	-	<input type="button" value="End Now"/>
316	<a href="#">Dulcet &amp; Studio Teatime Treats</a>	Merchant: Dulcet & Studio	Fri, Mar 20 2015 5:22 PM	Thu, Apr 30 2015 10:00 PM	Ended	General	-	7	-	<input type="button" value="End Now"/>
315	<a href="#">Sure win Lucky Dip</a>	Merchant:	Fri, Mar 20 2015 3:49 PM	Thu, Apr 30 2015 11:59 PM	Ended	General	-	26	-	<input type="button" value="End Now"/>
314	<a href="#">UNIQLO's Premium Linen Shirts</a>	Merchant: UNIQLO	Fri, Mar 20 2015 8:00 AM	Thu, Mar 26 2015 10:00 PM	Ended	General	-	4	-	<input type="button" value="End Now"/>
313	<a href="#">UNIQLO China Shirts</a>	Merchant: UNIQLO	Fri, Mar 13 2015	Mon, Mar 16 2015	Ended	General	-	2	-	<input type="button" value="End Now"/>

- Lists all events published by Admin or Merchant users.
- EID: Event Identifier.
- Event name: event title visible on app.
- Organiser: can be a merchant, mall name or none.
- Campaign start: event start date and time.
- Campaign end: event end date and time.
- Status: either live or ended.
- Alert: General alert is sent to the whole base when an event is published.
- Concierge user can filter event status: Live, Ended, Draft (draft saved by Admin to make changes at a later stage) or Scheduled (has been scheduled for a particular time in the future).

# 5. Alerts

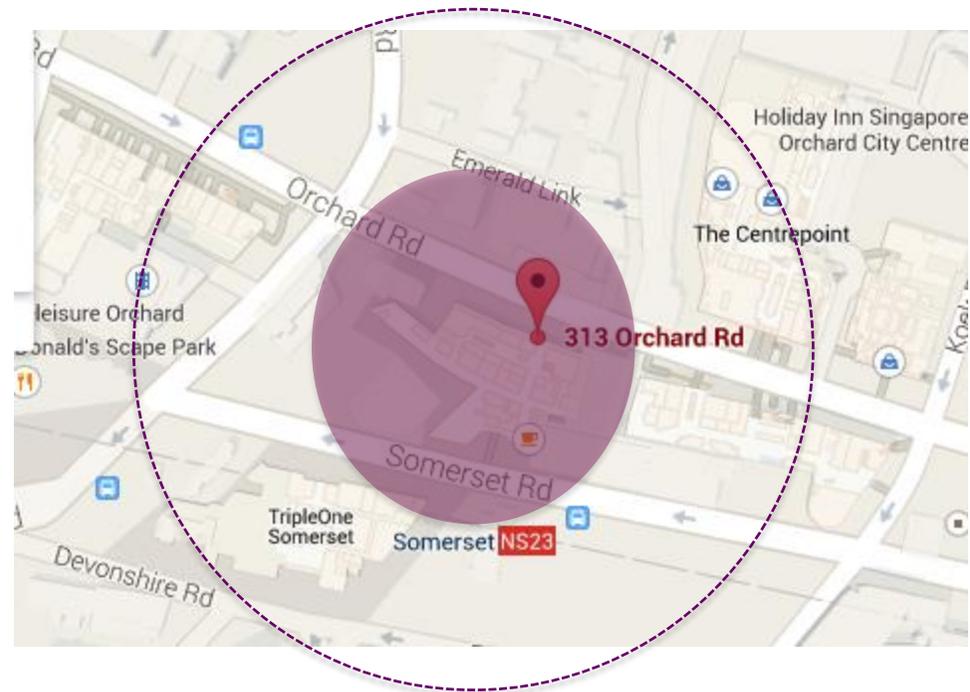
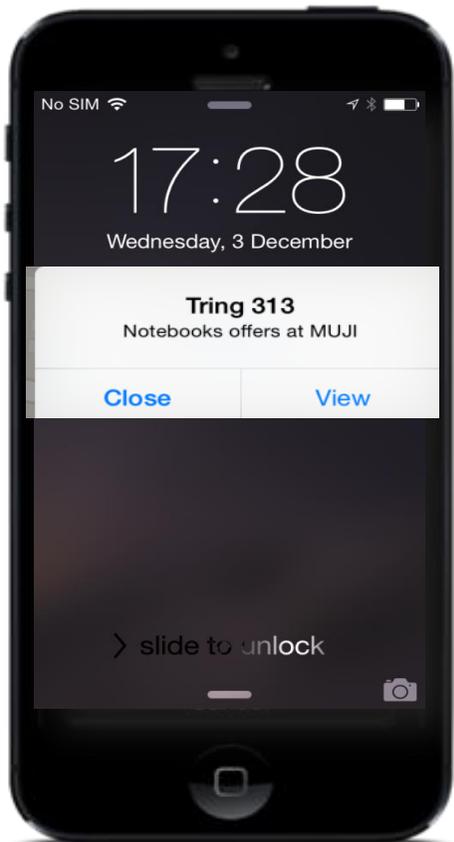


- Featured Alerts
- General Alerts

# 5.1 Featured Alert



Mobile User receives an alert within the alert zone or 500-600 meters from the mall location.



# 5.1 Featured Alerts



Welcome Paola Barcadel. You are logged in as a Concierge User

[User Guide](#) - [Change Password](#) - [Sign Out](#)

- Campaigns
- Alerts
  - Featured
  - General
- Coupons
- Customers
- Directories
- Helpdesk

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Search Featured Campaigns

Filter Featured Campaigns by

FID	Feature Start	Feature End	Feature Status	CID	Campaign Name	Merchant	Outlets	Cmpgn Start	Cmpgn End	Cmpgn Status
402	05-12-2014 00:00h	07-12-2014 23:59h	Ended	442	<a href="#">\$2.50 for \$5 Mochi Sweets voucher</a>	<a href="#">313@somerset (SG)</a>		Mon, Dec 1 2014 9:43 AM	Sun, Dec 7 2014 4:35 PM	Ended
401	03-12-2014 00:00h	04-12-2014 23:59h	Ended	443	<a href="#">\$10 for \$20 Ottoman voucher</a>	<a href="#">313@somerset (SG)</a>		Mon, Dec 1 2014 9:58 AM	Sun, Jan 18 2015 11:59 PM	Ended
400	01-12-2014 10:05h	02-12-2014 23:59h	Ended	441	<a href="#">DEC SUPER DEAL: \$10 for \$20 Lowrys Farm voucher</a>	<a href="#">313@somerset (SG)</a>		Mon, Dec 1 2014 9:23 AM	Fri, Dec 19 2014 6:39 PM	Ended
399	15-10-2014 11:13h	16-10-2014 23:59h	Ended	437	<a href="#">OCT SUPER DEAL: \$3 for \$5 Marche card</a>	<a href="#">313@somerset (SG)</a>		Wed, Oct 15 2014 7:00 AM	Wed, Oct 15 2014 10:27 PM	Ended

- Location-based alerts, which users see (if the alert has been scheduled) when they are located at least 500m from the client's location.
- User's needs to have Location preference switched on their devices.
- They are linked to Campaigns.
- The Concierge user can 'view' all Featured Alerts and filter by Merchant.
- "Featured Start/End" column: denotes the dates and times when the alert began and ended.
- These can only be scheduled by Admin users.

# Auto-Scheduling

NEW FEATURE  
JUNE 2015



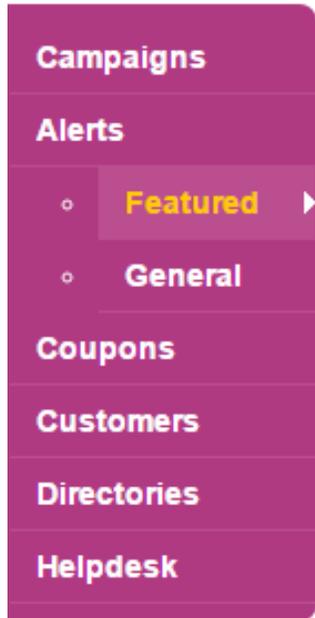
App users will always receive a location Featured Alert when near the mall/location, regardless if the Client Admin has manually created an alert or not.

The objective is for App users to be kept continually engaged with the App, particularly when they are approaching the location.

## How it works:

- ▶ Starting point is all campaigns are weighted equal in terms of share of voice. As a result, if there are 3 campaigns targeting the same user, the Featured Alert will have a 33% chance across all campaigns.
- ▶ Priority (Low, Medium, High) applies to the relevant Promotion campaign (i.e. the prioritisation does not apply to Featured Alerts per se).
- ▶ All "Promotion" campaigns are set to 'Low' by default. A campaign with "High" will be selected over other campaigns with lower priority.
- ▶ This prioritisation will kick in until the campaign's Featured Alert is ended (or it ends automatically).
- ▶ Same capping rules apply (i.e. if a user has received an Alert for Campaign "offer A" once, it is unlikely they will receive the same alert again within a 24-hour period).

# 5.2 Edit Featured Alerts



1

1. Under **Alerts** tab, click on **Featured** on the menu sidebar.

## 5.2 Edit Featured Alerts



**Campaigns**

**Alerts**

- Featured
- General

**Coupons**

Search Featured Campaigns  **Search** **Export** **Add Featured Alert**

Filter Featured Campaigns by **All Applications** **All Merchants** **Filter**

FID	Feature Start	Feature End	Feature Status	ID	Campaign Name	Merchant	Outlets	Cmpgn Start	Cmpgn End	Cmpgn Status	Cmpgn Type		
426	16-06-2015 19:42h	17-06-2015 19:42h	Live	568	<a href="#">Gender test: CSM-526</a>	<a href="#">51 Soya Bean(SG)</a>	51 Soya Bean@313@somerset	Wed, Jun 3 2015 5:14 PM	Tue, Jun 30 2015 5:14 PM	Live	Promotion	<b>Unfeature</b>	<b>Feature Again</b>

2

3

2. Browse Featured Alerts and click **Unfeature** to remove.
3. Click **Feature Again** to reschedule the same Featured Alert in the future.

# 5.3 General Alerts



Welcome Paola Barcadel. You are logged in as a Concierge User

[User Guide](#) - [Change Password](#) - [Sign Out](#)

- Campaigns
- Alerts
  - Featured
  - General
- Coupons
- Customers
- Directories
- Helpdesk

Powered by  sprooki

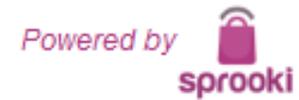
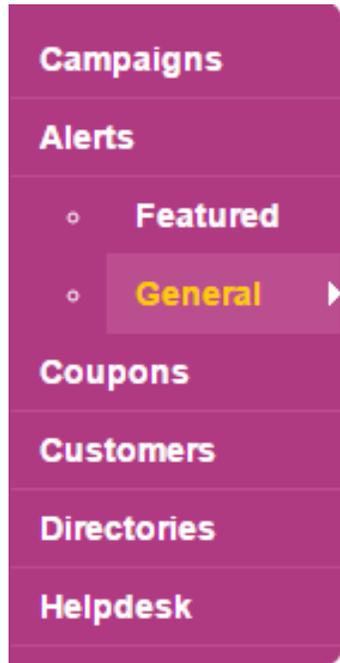
Search General Alerts

Filter Events by

EID	Send Time	Application	Campaign OR General Alert Name	Type	Scheduler	Status
31	Tue, Oct 14 2014 5:52 PM	Tring 313	<a href="#">Discover A Blossoming New Style This Fall</a>	Existing Event	Marc Tonido	Delivered
30	Tue, Sep 30 2014 4:46 PM	Tring 313	<a href="#">Discover A Blossoming New Style This Fall</a>	Existing Event	Esther Poh	Scheduled
29	Sat, Aug 9 2014 9:12 PM	Tring 313	Happy Birthday Singapore	New Event	Esther Poh	Delivered
28	Mon, Aug 4 2014 4:22 PM	Tring 313	<a href="#">Discover Sweet Deals Best Enjoyed With Good Friends</a>	Existing Event	Esther Poh	Delivered
27	Fri, Jun 20 2014 4:56 PM	Tring 313	Great Deals Unlocked!	New Event	Esther Poh	Scheduled
26	Mon, Jun 23 2014 3:17 PM	Tring 313	Hai Di Lao Hot Pot Opening	New Event	Marc Tonido	Delivered
25	Wed, May 28 2014 8:30 AM	Tring 313	<a href="#">FREE Cuppa @ Costa Coffee!</a>	Existing Campaign	Nicholas Kona	Expired

- Alerts that are broadcast to target group or entire app user base (i.e. 'blast out')
- Based on permissions, user can turn off or not allow to receive these.
- Can only be scheduled by Admin Users.
- Can be sent immediately or scheduled for future time.
- They are linked to an existing campaign (event/promotion) or can be sent as a general message.
- Types of General Alerts: Existing Promotion, New Announcement, Existing Event.

# 5.4 Edit General Alerts



1. Under the **Alerts** tab, click on **General** on the menu sidebar.

# 5.4 Edit General Alerts



- Campaigns
- Alerts
  - Featured
  - General**
- Coupons

Search General Alerts  **Search** **Export** **Add General Alert**

Filter Events by All Types All Status All Merchants All Campaigns All Applications **Filter**

EID	Send Time	Application	Campaign OR General Alert Name	Type	Scheduler	Status		
56	Tue, Mar 31 2015 7:55 PM	Tring 313	<u>\$10 voucher</u>		Tests 001 Sprooki	Scheduled	<b>Remove</b>	<b>Edit</b>
55	Tue, Mar 31 2015 4:34 PM	Tring 313	Test Good Friday	New Event	Tests 001 Sprooki	Delivered	<b>Remove</b>	<b>Edit</b>

2

3

2. To remove: browse Alerts, and for desired one click **Remove**.  
*Note: the **Remove** option will terminate scheduled Featured Events that are not yet active.*
3. Click **Edit** to update and re-submit Alert.

# 6. Coupons



Welcome concierge 313. You are logged in as a **Concierge User**

[User Guide](#) . [Change Password](#) . [Sign Out](#)

Campaigns

Alerts

Coupons

Customers

Directories

Search Coupons

Filter Coupons by

Date of Purchase	Campaign Name	Promo Code	Type	Customer	Status	Date of Status	Trans ID	Coupon Code	PayPal Trans ID	Campaign Value	Distance	Merchant	Mall	Outlet	N
23-06-2015 17:17h	<a href="#">\$10 voucher</a>	-	Rewards-Points	<a href="#">Training Concierge</a>	Redeemed	23-06-2015 17:19h	34367	100017	100017	250	5.87km	Limited Edt Vault	313@somerset	-	-

- Lists all coupons downloaded & redeemed by users since the App's launch date.
- Concierge user is able to view and filter coupons by Merchant.
- Date of purchase: date when coupon was downloaded.
- Promo code: only appears if Merchant or Admin user has used a particular Promotion Code for the campaign.
- Customer: name and surname.
- Status: 'New' (customers has downloaded it, but not redeemed yet); or 'Redeemed' (customer has redeemed)
- Date of Status: date & time of the last 'action'. In the first example, the coupon was purchased at 17:06, and redeemed at 17:15.
- Trans ID: transaction ID
- Coupon code: internal coupon code number
- PayPal Trans ID: applies to Transactional (Buy Now) offers only.
- Campaign value: Coupon value in S\$ (in the first example above, coupon value is S\$ 2 )
- Distance: when coupon has been redeemed: the distance between the location where user has redeemed the coupon and the client's location.
- Merchant: list of merchant that has published the campaign

# 6.1 Coupons – Manual redemption



Merchant	Mall	Outlet	Notes	Refund	Redeem
@someset	-	-	<input type="text"/>	Refund	Redeem
@someset	-	-	<input type="text"/>	Refund	Redeem
@someset	-	-	<input type="text"/>	Refund	Redeem
@someset	-	-	<input type="text"/>	Refund	Redeem

## Manual coupon Redemption:

- Concierge Users can manually redeem coupons on SprookiManager.
- Only Admin Users are able to process refunds on SprookiManager.
- We recommend Manual redemptions are done only in the event that you are not able to Redeem coupons on the Customer's device.

## How to manually redeem coupons:

1. Identify coupon to be redeemed.
  2. Add a note on the relevant row, for internal reference.
  3. Click on the 'Redeem' button.
  4. The coupon status will change from 'new' to 'redeemed' automatically on Sprooki Manager.
- Please speak with your Concierge Team Leader to get approval prior to completing this action if necessary.

# 7. Customers



Welcome concierge 313. You are logged in as a **Concierge User**

[User Guide](#) . [Change Password](#) . [Sign Out](#)

## Search Customer

## Filter Customers by

All Malls  All Gender  All Ages

<input type="checkbox"/>	UID	Email	Given Name	Family Name	Login Type	Total Viewed	Viewed Alert	Viewed Browse	Total Shared	Shared SMS	Shared Social	Shared Email	Following Merchants	Following Outlets	Coupons Purchased	Refnds	Fa	Pu
<input type="checkbox"/>	13097	<a href="mailto:concierge@paola.com">concierge@paola.com</a>	Training	Concierge	Local sign in	6	0	6	0	0	0	0	0	0	0	0	0	0
<input type="checkbox"/>	13096	<a href="mailto:jocelyb@test.com">jocelyb@test.com</a>	Jc	Kocelyn	Local sign	1	0	1	0	0	0	0	0	0	0	0	0	0

- **Concierge users have access to all Customer data, so please keep this information confidential.**
- UID: User identifier.
- Email: customer's email address, used to register to the app.
- Given name and Family names: provided during registration.
- Total viewed: TOTAL number of campaigns viewed by that customer since the customer downloaded the app.
- Viewed alert: number of campaigns viewed by that customer from an alert (e.g. Featured or General alert)
- Viewed browse: number of campaigns viewed by customers just by browsing through the app.
- Total shared: shared campaigns, events, or merchant details via SMS, Email, Facebook, etc.
- Shared via SMS, Social, Email: volume of shared campaigns or events or merchant details via different options.

# 7. Customers



Welcome concierge 313. You are logged in as a **Concierge User**

[User Guide](#) . [Change Password](#) . [Sign Out](#)

## Search Customer

Search

## Filter Customers by

All Malls

All Gender

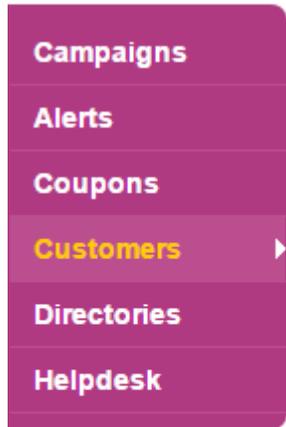
All Ages

Filter

<input type="checkbox"/>	UID	Email	Given Name	Family Name	Login Type	Total Viewed	Viewed Alert	Viewed Browse	Total Shared	Shared SMS	Shared Social	Shared Email	Following Merchants	Following Outlets	Coupons Purchased	Refnds	Failed Purchase
<input type="checkbox"/>	13097	<a href="mailto:concierge@paola.com">concierge@paola.com</a>	Training	Concierge	Local sign in	6	0	6	0	0	0	0	0	0	0	0	0
<input type="checkbox"/>	13096	<a href="mailto:jocelyb@test.com">jocelyb@test.com</a>	Jc	Kocelyn	Local sign	1	0	1	0	0	0	0	0	0	0	0	0

- Following: total number of merchants followed by that customer.
- Following outlets: same as above.
- Coupons purchased: coupons downloaded by customer.
- Refunds: Total # of refunds processed for that customer.
- Failed purchase: if a customer has cancelled a PayPal transaction.
- Gender: gender will be visible if the customer has specified it during app registration.
- DOB: date of birth.
- Mobile number: will be visible if the customer has specified it during app registration.

# 7.1 How to Search for Customers



1. Click on **Customers** on the menu sidebar.

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# 7.1 How to Search for Customers



2

Search Customer

Filter Customers by

All Malls  All Gender  All Ages

<input type="checkbox"/>	UID	Email	Given Name	Family Name	Login Type	Total Viewed	Views Alert
<input type="checkbox"/>	13086	<a href="mailto:kkkk@kk.com">kkkk@kk.com</a>	K	K	Local sign in	50	0
<input type="checkbox"/>	13085	<a href="mailto:juneten@gmail.com">juneten@gmail.com</a>	JuneTen	313	Local sign in	5	0
<input type="checkbox"/>	13084	<a href="mailto:10june@gmail.com">10june@gmail.com</a>	10june	Ok	Local sign in	7	0
<input type="checkbox"/>	13083	<a href="mailto:nguyen.thu.hang282@gmail.com">nguyen.thu.hang282@gmail.com</a>	Android3	Staging	Local sign in	28	0
<input type="checkbox"/>	13082	<a href="mailto:marc@sprooki.com">marc@sprooki.com</a>	Marc	Hello	Local sign in	1	0
<input type="checkbox"/>	13081	<a href="mailto:test1@sprooki.com">test1@sprooki.com</a>	Test1	Ne	Local	1	0

2. Browse Customer database by using the **Search Customer** field for specific customer name or email address.

# 7.2 Customer Refund



Merchant	Mall	Outlet	Notes		
Shunji Matsuo Hair Salon @313	-	-	<input type="text"/>	Refund	Redeem
Forever 21	-	-	<input type="text"/>	Refund	Redeem
Forever 21	-	-	<input type="text"/>	Refund	Redeem
HMV	-	-	<input type="text"/>	Refund	Redeem
Forever 21	-	-	<input type="text"/>	Refund	Redeem

Click on the **Customers** tab on the menu sidebar and scroll to **Customer Coupon History** at the bottom of the customer details page.

1. On the **Notes** column, add free text notes or reference numbers regarding the refund request.
2. Click on the **Refund** button on the right.

*Note: this is for system reporting only. Payment must be handled separately through the payment processing system or cheque refund.*

# 7.3 Manual Coupon Redemption



Merchant	Mall	Outlet	Notes		
Shunji Matsuo Hair Salon @313	-	-	<input type="text"/>	Refund	Redeem
Forever 21	-	-	<input type="text"/>	Refund	Redeem
Forever 21	-	-	<input type="text"/>	Refund	Redeem
HMV	-	-	<input type="text"/>	Refund	Redeem
Forever 21	-	-	<input type="text"/>	Refund	Redeem

Concierge Users can also manually redeem customer coupons on SprookiManager (e.g. in the event that user is having issues with the app, has lost the device, etc.).

Click on the **Customers** tab on the menu sidebar and scroll to **Customer Coupon History** at the bottom of the customer details page.

1. On the **Notes** column, add free text notes or reference numbers regarding the redemption.
2. Click on the **Redeem** button on the right.

# 8. Directories: Merchants



- Campaigns
- Alerts
- Coupons
- Customers
- Directories
  - Merchants
- Helpdesk

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Search Merchants

Filter Merchants by All Status All Malls

MID	Merchant Name	Code	Status	Merchant Email	Unit	Street	City	State	Postal Code	Country	Contact Person
1157	<a href="#">Fish New Merchant</a>	fisz	Active	fishcompanypte@gmail.com	-	-	Singapore	Singapore	0	Singapore	
1156	<a href="#">Dong Dae Mun</a>	dong	Active	-	Coming Soon	1 Pasir Ris Central Street 3	Singapore	Singapore	518457	Singapore	
1155	<a href="#">Nailz Gallery</a>	nail	Active	-	Coming Soon	1 Pasir Ris Central Street 3	Singapore	Singapore	518457	Singapore	
1154	<a href="#">QQ Rice</a>	qqr	Active	-	Coming Soon	1 Pasir Ris Central Street 3	Singapore	Singapore	518457	Singapore	
1153	<a href="#">Pro Bike</a>	prob	Active	-	Coming Soon	1 Pasir Ris Central Street 3	Singapore	Singapore	518457	Singapore	
1152	<a href="#">Cedele</a>	ced	Active	-	Coming Soon	1 Pasir Ris Central Street 3	Singapore	Singapore	518457	Singapore	
1151	<a href="#">Aroma Hub</a>	aro	Active	-	Coming Soon	1 Pasir Ris Central Street 3	Singapore	Singapore	518457	Singapore	
1150	<a href="#">Secret Recipe</a>	secr	Active	-	Coming Soon	1 Pasir Ris Central Street 3	Singapore	Singapore	518457	Singapore	
1149	Music Delight School	mus	Active	-	Coming Soon	1 Pasir Ris	Singapore	Singapore	518457	Singapore	

Merchants are retail brands which run campaigns at their respective redemption outlets.

# 9. Helpdesk

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If you encounter a problem that you cannot resolve by yourself, you can submit a help ticket to our Helpdesk for support.

All Sprooki User Guides are available online at the top of the Sprooki Manager screen.



# Most common customer incidents

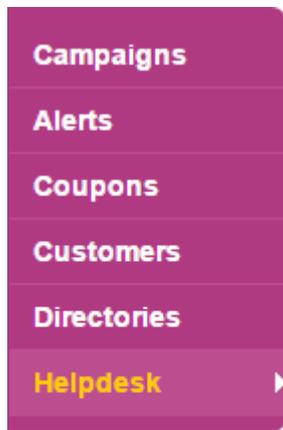
User Support incidents are most likely to relate to:

- Device Connectivity issues (no network coverage)
  - Can't download coupons
  - Can't view coupons
- Customer device issues
  - User on devices pre-dating iOS 6 or Android 2.3 that can't download
  - User device memory low (lots of apps running)
  - User has too many apps open at once (memory)
  - Users on iPads relying on Wifi networks only
- Refunds
  - Post-redemption – store refund terms apply
- User Account
  - User has multiple accounts and can't remember which account they downloaded coupons
  - User forgets password
  - User signs in first time with local email, then tries to sign in second time with Facebook

Merchant support incidents are most likely to relate to:

- Staff
  - Staff unaware of Mobile App or how to handle redemption
  - Staff unaware of Outlet Redemption code
  - Share redemption code with Users

# 9. Helpdesk: Creating a Ticket



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1. Go to **Helpdesk** on the menu sidebar.

# 9. Helpdesk: Creating a Ticket



- Campaigns
- Alerts
- Coupons
- Customers
- Directories
- Helpdesk**

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**2**

Search Helpdesk Tickets  **Search** **Export** **Print** **Create Ticket**

Filter tickets by **Issue Type**  to  **Reporter**  **Filter**

ID	Type	Summary	Reporter	Date Raised	Date
THWL-156	Technical issues	helpdesk test 3 <a href="#">[expand]</a>	merchant	16 Jun 2015	16
THWL-155	Technical issues	helpdesk test 2 <a href="#">[expand]</a>	location admin	16 Jun 2015	16
THWL-154	Technical issues	helpdesk test 2 <a href="#">[expand]</a>	location admin	16 Jun 2015	16

2. Click on 'Create ticket'

# 9. Helpdesk: Creating a Ticket



**\*Issue Type**  
Technical / Bugs

**\*Summary of issue**

**\*Reporter Name** Customer or Merchant or Admin User

**Reporter contact number**

**Reporter contact email**

**App Username** Email used when registering

**Coupon Code** On coupon stored in 'My Coupons' of the App

**\*Description of issue** Please provide steps taken to reproduce technical issues

**Attachments** (.png, .jpg, .jpeg, .gif)  
Choose Files No file chosen

3

4

5

6

7

8

3. Choose Issue Type (e.g. Technical, Customer).
4. Enter a Summary of the issue.
5. Enter your name.
6. Enter the following details:
  - Contact Number
  - Contact Email
  - App username: if the issue affects a particular customer.
  - Coupon code: if the issue is related to an existing coupon)
7. Enter a description of the issue. Please include as much information as possible.
8. Add attachment (e.g. screenshot of SprookiManager, or of App).

# 9. Helpdesk: Creating a Ticket



- Campaigns
- Alerts
- Coupons
- Customers
- Directories
- Helpdesk**

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## Contact us

### Thank you!

Your issue has been successfully created.  
We will respond to your issue in accordance with its prioritization.

Regards,  
Sprooki Helpdesk

Business Hours: 9:00am-6:00pm, Monday to Friday Singapore time (excludes Public Holidays)

Email: [helpdesk@sprooki.com](mailto:helpdesk@sprooki.com)

For urgent issues, please contact +65-9821-6042

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You will be presented with a “Thank you” page after you successfully submit the ticket.



# Priorities & Response Times

Priority	Description	Response Time from receipt of notice by Sprooki
Severity 1	Sprooki software not operational and with no work-around.	Within 4 hours (during Support Hours).
Severity 2	Errors to software functionality or intermittent loss of system across parts of the platform with no work around.	Within 1 Business Day (during Support Hours).
Severity 3	All other Errors and Customer support issues with no work around identified.	Within 3 Business Days.

## Important Note:

Sprooki can only respond to technical issues which can be reproduced by Sprooki. Sprooki will require information regarding the steps taken by the customer to reproduce a technical error.



# Support Obligations

# Customer Support Obligations



## ► Support Obligations

Client is the first contact point for support.

- App users are likely to contact with PP via email or visit outlet.
- Client is responsible for:
  - Collecting accurate data regarding the error or incident.
  - Attempting to self-diagnose & resolve incidents prior to contact Sprooki via
  - Check SprookiManager and FAQs references provided.
  - Lodging a support incident to Sprooki Helpdesk

Support references provided by Sprooki:

- Universal Coupon Terms appearing on each coupon.
- User Terms & Condition and Privacy Policy accepted by user when they register.
- FAQs link in the app.
- Admin Staff can check individual user coupon and usage history via Sprookimanager™ system.  
<https://{client}.sprookimanagerx.com>
- Any customer incidents or technical errors which cannot be resolved by Admin staff and for which there are no relevant FAQs, are to be communicated to Sprooki via the Helpdesk support.

# Customer Support Obligations

---



## ▶ Sprooki Helpdesk Support

- Operates between 9.00 am and 6.00 pm, Monday to Friday Singapore time on Business Days (excludes Public Holidays)
- Accessed via website and email.
  - Website access: <https://{client}sprookimanagerx.com>
  - Suggested browsers to access Sprooki Manager: Chrome, Firefox (also works on Internet Explorer 10 and above)
    - Email access: [helpdesk@sprooki.com](mailto:helpdesk@sprooki.com)

# Customer Support Obligations

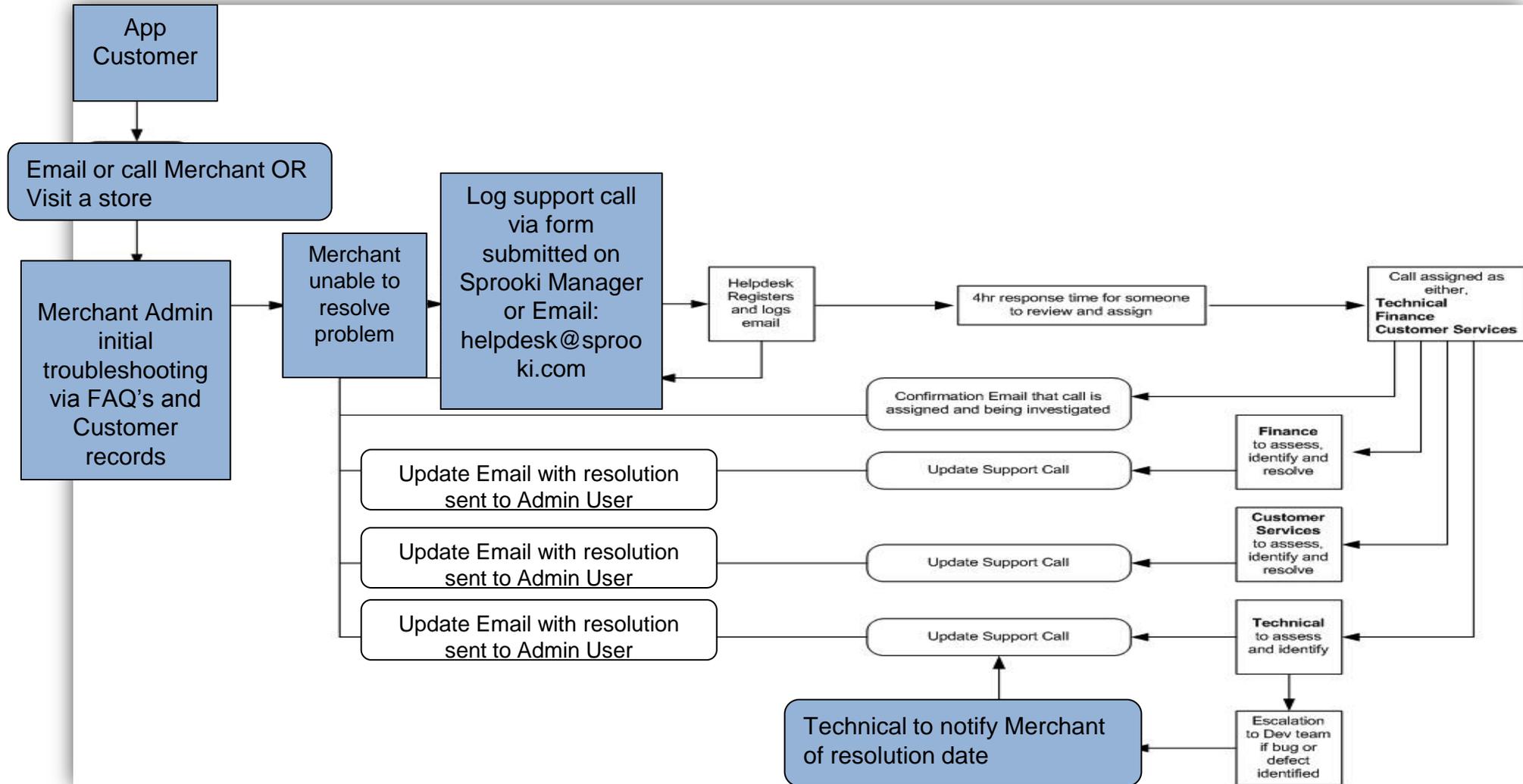
---



- Notify Sprooki immediately of the support incident providing the following details:
  - Issue Type (Technical, Product, Payment, Refund etc...)
  - Summary of issue
  - Customer Name
  - Customer App username
  - Customer contact number & email
  - Coupon code (if applicable)
  - Description of issue and/or steps taken to reproduce issue (for Technical issues)
- Upon receipt of support incident, Sprooki will:
  - Recognise support incident when lodged and provide a support ticket number via reply email.
  - Allocate a priority to the incident based on the severity of the issue.
  - Respond via support website and email with timeframe provided for that severity.



# Customer Support Processes





# Refund Policy

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- Any refund requests prior to the redemption of a coupon are at the discretion of the client's Brands and will be evaluated on a case by case basis.
- Any refund requests received after redemption of a coupon are at the discretion of the outlet and depend on the client and the outlet's refund policy and terms of the coupon or offer provided through the client.



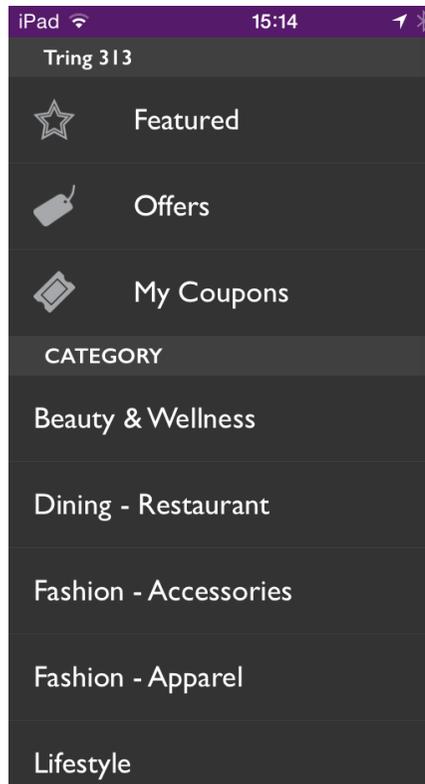
# Redemption Demonstration

# Redemption Demonstration



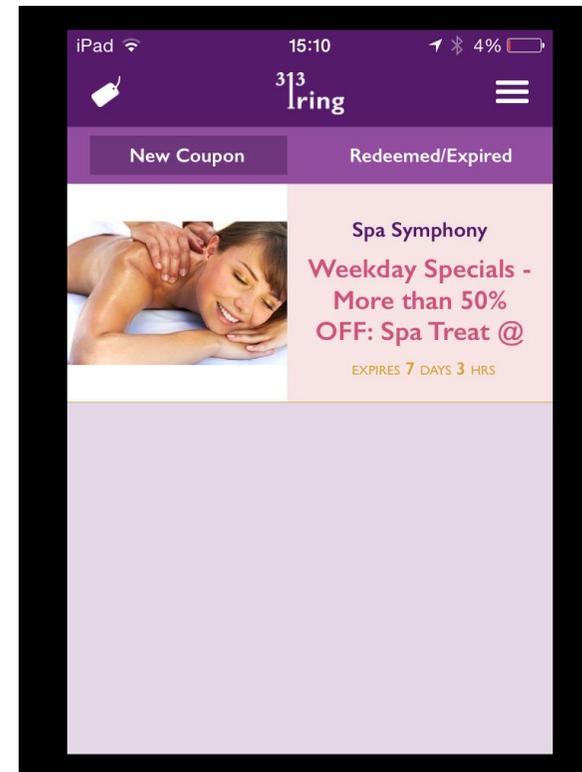
## Step 1:

User finds coupon in  
“My Coupons”



## Step 2:

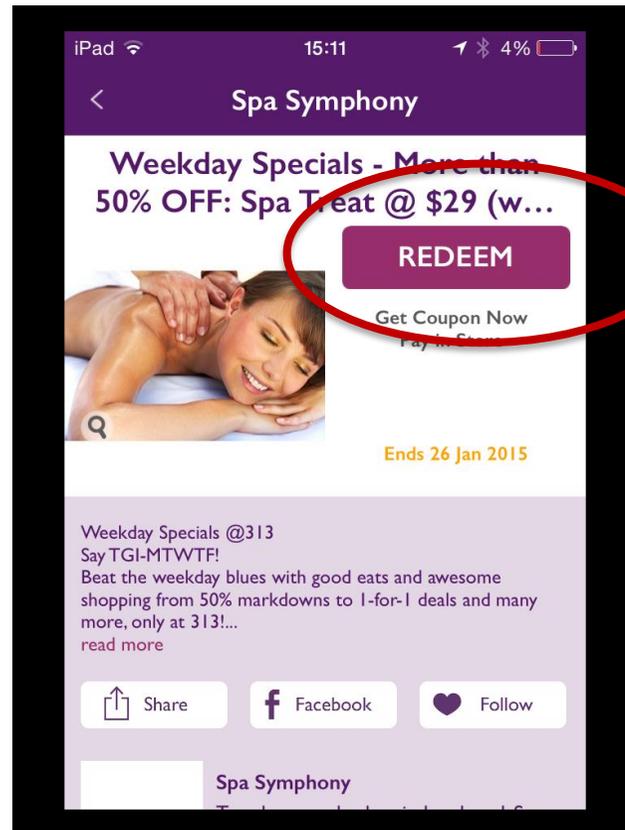
User selects coupon to redeem in  
“New Coupons”



# Redemption Demonstration



**Step 3:**  
User Clicks on “Redeem”

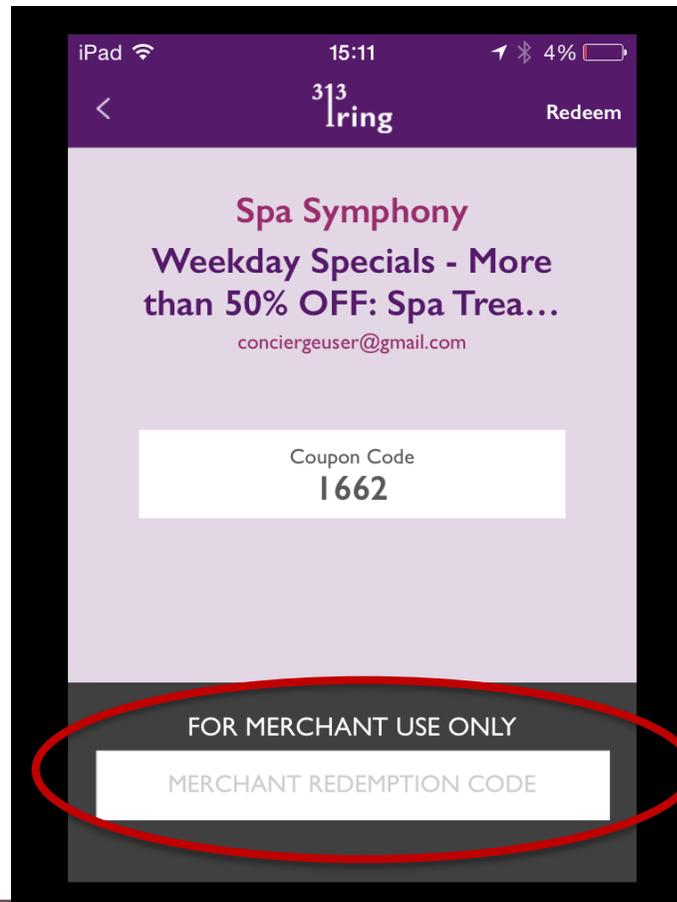


# Redemption Demonstration



## Step 4:

**Merchant / Retailer needs to Privately** enter Merchant code in the box labeled “Store Redemption Code”

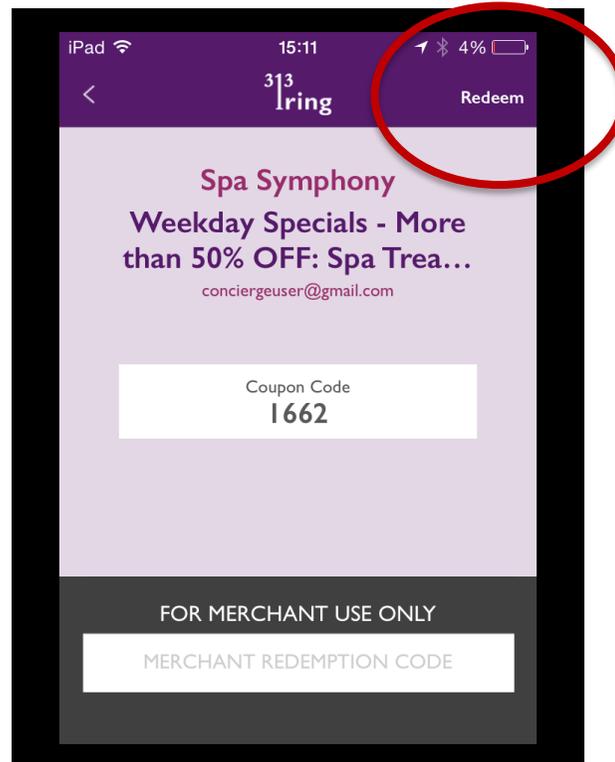


- Enter merchant code before proceeding with payment transaction and before handing goods to customer
- Code is confidential **DO NOT** share it with customers
- Enter code on customer’s mobile screen

# Redemption Demonstration



**Step 5:**  
Merchant / Retailer Touch on “Redeem”  
button **ONCE**  
(upper right)

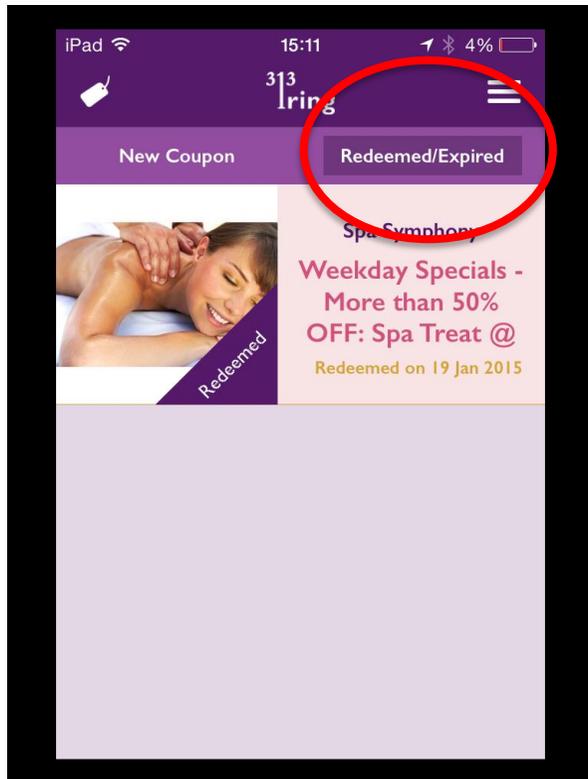


# Redemption Demonstration



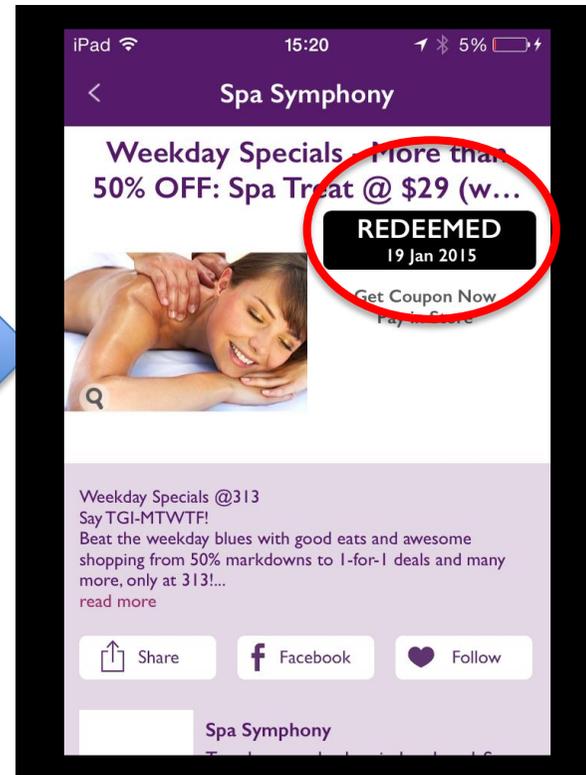
## Step 6:

Merchant / Retailer Checks coupon under “Redeemed/Expired”



## Step 7:

Collect Payment and / or Provide Goods to Customer

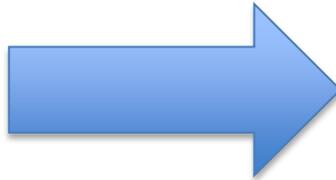
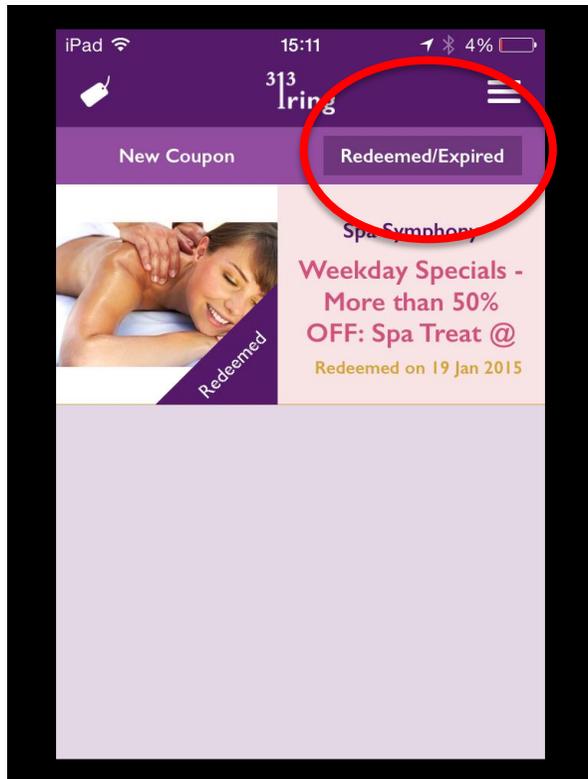


# Redemption Demonstration – Buy Now



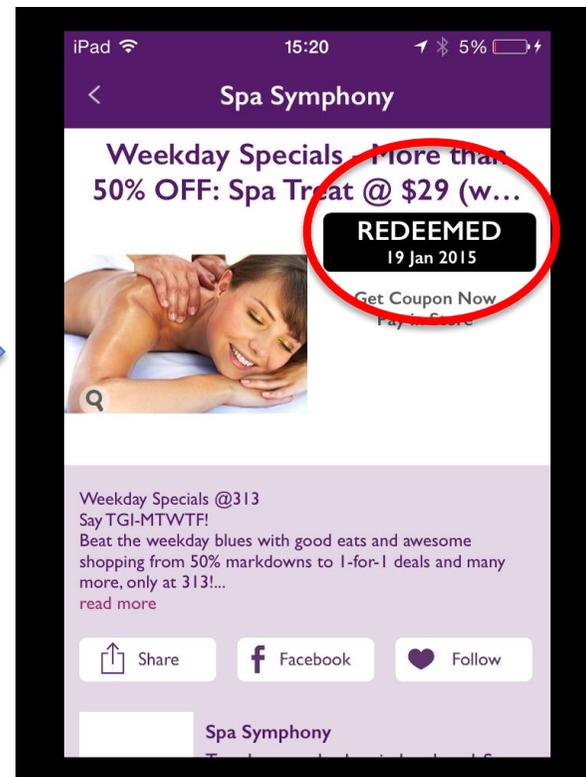
## Step 6:

Merchant / Retailer Checks coupon under “Redeemed/Expired”



## Step 7:

Provide Goods to Customer – **NO NEED TO COLLECT PAYMENT**



# Offers' Terms & Conditions



- The coupon must be shown by the customer on their mobile device (not on a printed copy or any other display)
- Coupons must be used in a single visit (unless merchant agrees otherwise)
- Coupons are not exchangeable for cash or goods/services other than those described in the offer
- coupons are not valid with any other offers, promotions, coupons, discounts, or privilege cards, unless stipulated on the coupon offer terms
- All coupons are subject to availability
- Retailer/Merchant or Concierge Team **SHOULD NOT** lend their own personal mobile device to verify coupons to any app user.
- It is encouraged that Admin/Marketing/Concierge send enquiries, clarifications via **Helpdesk** in SprookiManager system.
- **Offer/coupon terms apply in addition to specific merchant/retailer T&Cs.**



# Customers' frequently asked questions



✓ **What does this application do for me?**

The mobile application brings users a revolutionary service that utilizes location-based targeting technology. It is available on connected Android and iOS devices (iPhones, iPods and iPads) and helps users discover exclusive offers and promotions from selected stores in Stores Specialists, Inc. within walking distance from your current location.

✓ **How do I download it?**

The application is available for download from the Apple App Store and Google Play Store. Visit the Store via your device by tapping on the 'App Store' or 'Play Store' app, or go to the App Store within iTunes for iOS devices and search for {app name}.

Download the app and if via a desktop/laptop, sync your device to ensure that the application is available on your mobile device. You will be required to launch the application at least once to ensure that you receive messages relevant to your location.

✓ **Does the app cost anything?**

The application is FREE to download, browse offers/deals and to receive application alerts. Once the app has been installed on your device, you will be able to search for offers/deals that you would like to download.

✓ **Is there a similar Blackberry or Windows App available for download?**

At the moment, the application is only available for Android v2.3 and upwards or Apple iOS 6 and upwards platforms.

✓ **What is the difference between {App} and other apps which offer similar offers/deals/discounts?**

Unlike other generic deals apps, this application is exclusive to the client's users. It brings together all the best offers and latest news from our brands and consolidates them for easy viewing by users.



## ✓ **How do I view/receive featured offers/deals?**

When you are within walking distance of the mall, you will receive one (1) application alert of a featured offer or promotion. Other offers/are also available for viewing via the 'Offers' section.

## ✓ **How do I download an offer?**

From the application alert, touch 'View' to go to the Offer Details page. On the Offer Details page, touch 'Get Now' or 'Buy Now'. For new users, you will be required to sign up before downloading or purchasing any coupons. For existing users, you are required to sign in. Once the download is successful, you will receive the coupon in question saved in 'My Coupons'.

## ✓ **I have downloaded the app, but I am not receiving alerts. Why is this so?**

The application utilizes location-based technology to send alerts to users and relies on individual users' location settings. In order for alerts to be sent, Location Services should be set to 'ON'. To turn on Location Services for iOS devices, visit 'Settings' > 'Privacy' > 'Location Services' > 'ON'. Scroll down to find this Application and select 'ON'. To turn on Location Service for Android devices, visit 'Settings'>'Location Services' or 'Location and security'> 'ON'

## ✓ **What is meant by "walking distance"?**

This refers to a pre-defined distance around the store or mall and may be anywhere between 50-metres and 500-metres.

## ✓ **When can I redeem my coupon offer?**

Once downloaded, your coupon can be redeemed at any time, including the same day, prior to the expiry date of the coupon and during the retailer's normal operating hours. For a selection of coupons, you may be required to make an advanced booking prior to the coupon expiry date. To avoid disappointment, please refer to specific coupon terms and conditions for more details.



✓ **My app crashed when I tried to download a coupon.**

If this has happens to you, please ensure that all apps running in the background have been closed off first, then try again.

Follow the steps below to close off all apps running in the background\_on iOS devices:

1. Press the Home button to ensure that you are at the Home screen
2. Double-press the Home button. The app tray will appear.
3. Tap and hold the Application icon. After a while, the app icons should be jiggling and minus (-) signs should appear on all top right hand corners.
4. Tap the minus (-) sign that corresponds to the application. This action closes the app completely.
5. Press the Home button once to stabilize apps again, and another time to exit to the Home screen.
6. Wait for 5 – 10 seconds before relaunching the Application (by tapping the app icon).

✓ **I have feedback that I think would be a valuable addition in improving this app. How do I communicate these ideas to you?**

We take feedback very seriously and would love to hear from you if you have suggestions on how our Application can be improved to facilitate a smoother user experience for all. Please send in all feedback and/or suggestions to [{client's email}](#) or via the Contact Us form in the App.

✓ **Can users download a coupon without Wi-Fi or 3G/4G connection?**

No. App users need either Wi-Fi, 3G or 4G connection to download coupons.

✓ **Can merchants redeem coupons without Wi-Fi or 3G/4G connection?**

Yes. Merchants can enter their merchant codes and redeem coupons if the handset does not have Wi-Fi, 3G or 4G connection.



✓ **I am unable to view any offers / promotions on the application and my screen is not showing that it is loading.**

The first time you launch the application, the most recent information is loaded from the server. This may take a few seconds or minutes, depending on your network. The application requires a connection through either mobile data (3G+) or internet network (Wi-Fi) to load recent information and to fully function.

✓ **How do I check if there is an issue with my network or internet connection?**

The application requires either a connection through mobile data (3G+) or internet network (Wi-Fi) to load recent information and to fully function. If the app is not functioning correctly, it is likely that your network signal strength is weak, OR the network is experiencing high traffic volume at the time.

As a guide, please follow the steps below to troubleshoot and rectify the issue:

1. Check the signal strength on your mobile device (at least 3 bars is recommended)
2. If a wireless (Wi-Fi) network is available, connect to it for greater stability.

If your mobile device's signal strength is good, attempt the following steps to resume normal functionality:

3. Press the Home button to ensure that you are at the Home screen
4. Double-press the Home button. The app tray should appear.
5. Tap and hold the App icon. After a while, the app icons should be jiggling and minus (-) signs should appear on all top right hand corners.
6. Tap the minus (-) sign that corresponds to the app. This action closes the app completely.
7. Press the Home button once to stabilize apps again, and another time to exit to the Home screen.
8. Wait for 5 – 10 seconds before relaunching the App (by tapping the app icon).



- ✓ **On Redemption, after typing 'Redemption Code' merchant/retailer touch 'Redeem' button and gets this message: "coupon is already redeemed"**

Chances are merchant/retailer has pressed the 'Redeem' button more than once, thus the message may appear

If the app slows down after this process, it is advisable to close the app, and re-launch once again. Redemption process can proceed.

- ✓ **If I am nowhere near the store location, can I still use the app?**

Yes, you will still be able to use the Application if you are not near a store. You will still be able to launch and browse the application to view, download coupons, but will not receive location-relevant alerts.

- ✓ **Is the app available on tablets?**

The App is available on Apple iPads, but unfortunately it's not available on Android tablets as of yet.

- ✓ **If all suggested actions are taken, and issue/s are still not resolved, please immediately send a report to SprookiManager via the Helpdesk section.**



# Thank You