M Malls Loyalty Solution Concierge User Guide

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Mobile Application & Invigor Loyalty Manager

> Invigor Group May 2018

What we will cover:



M Malls Mobile App

Invigor Loyalty Manager(ILM) Administration System

Customer Service and Support



Concierge – Product Champions



Concierge Teams are often the first point of contact for App users' queries or support needs.

Concierge teams should understand key App and Invigor Loyalty Manager functionality, features and users' frequently asked questions.







M Malls App and Invigor Loyalty Manager tolls enable Concierge and Mall teams to better engage with shoppers



The Invigor Support Team is only one click away should technical issues arise.

Application Overview



M Malls App



What is M Malls?

It is a location-based mobile loyalty marketing solution which includes:

- Smartphone application for Android and iPhone devices.
- Invigor Loyalty Manager: Website Content Management and Reporting System.

Where can I download it?

The M Malls Application is available on:

- Android (Play Store) Version 4.0.3 and above
- Apple (iTunes Store) 2 major versions below current version (presently iOS 11)

Invigor Loyalty Manager



Yes, Digital Connects Shoppers to Stores



How Consumers Are Using Their Smartphones In Stores

42% of in-store consumers conduct research online while in stores using:



M Malls is a great tool to increase footfall,

build mobile customer database and increase spending

Application Benefits









Application User Guide



Application - Key Features

















Points Balance and Redemption





Receipt scanning feature

Application – Branding



Each Mall has different color scheme. Users can access mall content by clicking under 'Select Mall' on top navigation.



Application – Left Navigation



The Left Navigation includes access to Promotions, Rewards, maps, events and mall information

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Menu	Description
Promotions	list of offers currently 'Live' or available on the Application.
Rewards	List of 'Rewards': promotions only available to Loyalty programme members
Events	list of events scheduled (e.g. CNY Giveaway). App users can add these to their phone calendars.
M Privileges	Includes description and benefits of M Privileges loyalty programme.
Store Directory	detailed list of stores for each mall, listed alphabetically
Store Finder	gives users directions and route from Store A to Store B inside the mall
Connect	provides links to Mall's social media sites
Concierge	general mall information (e.g. contact information, services, etc)
Getting There	View to Google Map for each mall and current list of Live promotions.
Contact Us	Service for app users to send queries or clarification to Mall teams. Users can choose which mall their enquiry relates to.

Application – Right Navigation



The Right Navigation provides access to key account information and settings

an single			
$\mathbf{\Omega}$	ACCOUNT		
Q	I SIGN IN	Menu	Description
	上 MY ACCOUNT	Sign In	Users can sign in with credentials chosen during sign up
	MY VOUCHERS	My Account	Details of users account, including personal information, points balance, status, receipts uploaded and account activity.
YS 1 HR	SCAN RECEIPT	My Vouchers	List of coupons transacted by users
	SETTINGS	Scan Receipt	Tool for users to easily upload receipts. Users can choose relevant mall where purchase was made and upload receipt.
(a)	FAQS	Settings	Users can change their alert and other account settings.
		FAQs	Frequently asked questions from app users (e.g. technical, how to download vouchers, etc)
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Application – New User Sign Up



When a user first opens the application they will be presented with this screen.

1. New Users: Sign Up

Click on 'Sign Up' the bottom of the screen



Application – New User Sign Up



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K SIGN UP	K SIGN UP	2. Mandatory Fields	3. Optional Fields
Please fill in the profile information below to be	Password*		
eligible to receive rewards and personalised offers.	Confirm*		
First Name*	Paseword must be minimum & characters.		
Last Name*	Car IU 10 digit number Experience seamless carpark redemption process = 10 digit number.	First nameLast Name	EmailGender
Email	Car Licence Plate e.g. SKL 5631	Mobile #	Address
Never miss an update or exclusive promotions.		NRIC / FIN	Postal Code
Mobile* e.g. 91234567	INTERESTS	 Birthday 	• Car IU
Please provide your mobile number to be up to date on exciting promotions and events.	Food & Beverage	Password / Confirm Password	Car Licence Plate
NRIC/FIN* e.g. 5XXXXXXXX	Fashion		 Interests
Automatic tier upgrade if you are a Union member.	Electronics		
Birthday*	Household and Groceries		
Enjoy up to 3X points during birthday month!	Health and Beauty	Note: users must provide th	eir NRIC/FIN and/or Car IU
Gender 🛛 🖌	Sports	at a minimum to be disible	o for Dowards and our parts
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Postal Code	Music	promo	tions.
	Travel		

Application – Sign Up





4.	Mandatory Fields	5.	Optional Fields
•	I agree to Terms and Privacy Policy	•	I agree to receive news & information
6. C	Click on Sign Up		
7. L	Jser is presented with Sign Up	Con	firmation screen

New users will automatically become M Privilege Members, and can start uploading receipts, downloading vouchers, etc.

Application – Login



When a user first opens the application they will be presented with a 'Sign In' screen.

How to Login:

1. Login with the Mobile Number and Password registered during initial Sign Up.

ALTERNATIVELY:

 Users can Login with their Facebook account (this will create the customer a new M Malls user account)

New users will automatically become M Privilege Members, and can start uploading receipts, downloading vouchers, etc.



Application – How to Reset Password





If a user forgets password:

- 1. Click on 'Forgot Password' link on Sign In screen
- 2. Enter email address provided during sign up and click on 'Reset'
 - (if no email was provided, users will need to head to the Mall Concierge, who will reset the password via Invigor Loyalty Manager (steps for this are included on this presentation)
- Open email and click on link provided which will direct users to the App
- 4. On App, enter new password, confirm and click on 'Reset'.
- 5. App message will confirm when password has been changed.



Application – Profile Update







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Last Name	Chua	
Email	paola.barcacel@g	ymail
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PROFILE

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Anytime after registration, users can update their profile:

- 1. On Right Menu, click on username (in this case it's Mary Chua)
- 2. On Profile screen, update any details required
- 3. Click on 'Update' when done.

Notes:

- Users will not be able to update NRIC/FIN nor birthday
- Users will need to provide their NRIC/FIN **and/or** Car IU at a minimum to be eligible for Rewards and car parking promotions.

Application – MyAccount

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Users can access their account via:

Right hand Menu > My Account

In this section, users can view:

- 1. Membership # and Points Balance
- Submitted Receipts (click on any receipt, then 'View Receipt')
- Loyalty Program Activity: Points Awarded to account
- 4. Point Redemptions

Applications – My Vouchers







Users can access their vouchers via:

Right hand Menu > My Vouchers

In this section, customers can view **all vouchers** that have been downloaded/accrued, including:

- **1. New** Vouchers: not yet redeemed/expired
- 2. Redeemed/Expired vouchers: can no longer be redeemed

Application – Scan Receipt





Membership No

Activity

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580 Pts

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1. Users can easily capture and submit receipts via

the App via various screens:

- 'Scan Receipt' on Left Menu •
 - Camera icon on these screens:
 - Promotions
 - Rewards
 - My Account

Application – Scan Receipt







- 2. On-screen instructions are also provided.
- Select Mall where purchase was made and click on 'Proceed'
- 4. Take a clear photo of the full receipt. If receipt is too long, you can capture it in different photos.

Note: Users can review approval progress for submitted receipts can be viewed under **'My Account.'**

Application - Scan Receipt









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Membership No.

OK

Z

Activity.

Points Balance

M Malls

working days.

Your receipt has been submitted

for review which may take up to 7

- Enter receipt value and click on Submit 6.
- Message confirms that receipts can take 7. up to 7 days to be processed.

The progress for submitted receipts can be monitored in 'My Account.'

Application – Settings







Users can update their settings and manage their notifications and alerts in the Settings menu.

Click on Settings on Right hand menu 1.

62%

- Users can opt in/out for various alerts and notifications. 2.
- 3. Users can also view outlets or brands they are "following" (in this case, they will be notified of new promotions for that particular outlet/brand)
- 4. To unfollow outlets/brands, simply click on 'Unfollow All'

Application - Alerts



The application provides a wide range of alerts. These can be configured **only by Admin Users**



Feature alerts	General Alerts	Follow Alerts	Voucher Expiry	Calendar Alerts
 These are location-enabled when app users are nearby (around 150 to 500 meters to the mall) Users will only receive these if they have Location preferences switched and Feature Alert notifications enabled Capped at 2 alerts per day and 3 alerts per campaign in total 	 Broadcast to entire app user-base (i.e. 'blast out') Users will only receive these if they have General Alert notifications enabled 	 Users can "Follow" a particular Brand or Outlet In this case, users will receive alerts when a new campaign from that Brand or Outlet is published 	 For offers / vouchers which have been purchased Alerts are triggered 48, 24 and 2 hours prior to voucher expiration Capped at 2 alerts only per voucher Reminder to utilize vouchers at the store 	 For Events which have been Added to Calendar by user Based on permissions, user can turn off or not allow Generated by users default calendar

Note: Users can disable alerts under the App 'Settings' screen anytime



Application - Featured Alerts Overview

- This is a key tool for Mall Admin users to drive footfall into each location.
- The objective is to entice users those close to the mall to check out the relevant promotion while they are nearby.
- Users will only receive these when they are near the mall (e.g. 200m)
- Alert includes:

Promotion Name, Mall Name & Location (e.g. 342 meters)



Application – FAQs







The "M Malls" app is a mobile application that provides users a revolutionary service that utilizes location-based targeting technology. It is available on iOS devices (iPhones and connected iPads on iOS6 and upwards) and Android devices (phones running on version 2.3 and upwards). The M Malls application helps users discover exclusive offers and promotions and stay informed about special events from participating M Malls retailers, especially when you are near to the M Malls.

Does the M Malls application cost anything?

The M Malls application is FREE to download. Once the application has been installed on your mobile device, you will be able to search for offers or deals that you would like to download and redeem.

Is there a similar Blackberry or Windows application available for download?

The application is currently available for Android v2.3 and upwards or Apple iOS 6 and upwards platforms.

What is the difference between the M Malls application and other applications which offer similar offers, deals and discounts?

Unlike other generic deal application, this application is avaluated M Malle. It brinne together all the best offers and Customers can access the **FAQ's** by clicking on the FAQ button.

- 1. Click on FAQs on Right hand Menu
- This will present the customer a list of 'Frequently Asked Questions', which range from technical queries to instructions on downloading vouchers
- 3. The full list of FAQs is included at the end of this document or can be accessed directly on the App

Application – Sign Out



 Customers can log out of their profile by clicking on the 'Sign Out' button on Right hand Menu

Notes:

- After signing out, customers will no longer be able to see their profile, account or vouchers.
- They will be unable to perform any transactions after log out.
- If the customer is NOT logged in, then the **'Sign Out'** button will not be visible.







Application: Promotions Rewards Car Park Rewards

Application – Browse Promotions

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The **Promotions** tab is where all merchants will display their current promotions.

Accessed via: Left hand Menu > Promotions

- Promotions do not need a specific price point.
- Promotions may be a premium/gift, product bundle or discount offer over a range of products/services
- The in-app voucher download will be saved in the app under 'My
 Vouchers.' The voucher will have expiry reminders.
- Vouchers have an expiry date.
- Instore redemption and payment at point of sale
- Ideal for broad offers, new products & promos.

Application — How to download Promotion Vouchers







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Present coupon in store with payment to receive this offer

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Redeemed/Expired

REDEEM BY 31 Jul 2011

MEGA



GNC LIVE WELL

- 1. Accessed via Left hand Menu > Promotions
- 2. Select desired promotion
- 3. Click on 'Get it Now' to save voucher.
- Download Success screen will be presented. When 4. redeeming a voucher in-store, users will present this screen to the Merchant.
 - Merchant will enter a unique redemption code to 1. complete the redemption.
- 5. Vouchers will be stored in Left Hand Menu > My Vouchers, under 'New' tab.
 - Once it's redeemed, it will move to 1.
 - 'Redeemed/Expired tab.

Application – Browse Rewards







The **Rewards listing screen** includes all live Rewards. Users can purchase these with their existing points. If users do not have points available, they won't be able to purchase these.

Accessed via Left hand Menu > Rewards

Benefits:

- Rewards intend to drive or influence frequency and incremental spend behavior
- Targeted based on Member Tier or Frequency of Purchase
- All members can **view** Rewards but only those members who qualify can **download** Reward vouchers.
- Voucher is saved under "**My Vouchers**" and redeemed in store or at customer service (like a Promotion [Get Now] voucher).

Application – How to Download a Reward Voucher









The **Rewards listing screen** includes all live Rewards. Users can purchase these rewards with their existing points. If users do not have points available, they won't be able to purchase these.

- 1. Accessed via left hand menu > Rewards
- 2. Click on desired Reward
- 3. Click on 'Get it Now'

Application – How to Download a Reward Voucher







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- 4. Pop up window will display:
 - Points Available

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Redeemed/Expired

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- Points Required
- New balance
- 5. User clicks on 'Confirm'
- Download success screen will be presented with voucher/coupon code
- Voucher will be moved to 'New' tab under My Vouchers screen

Note: normally no payment is required for Rewards transactions

(there might be exceptions, depending on the Rewards Terms & Condition)

Application – How to Download a Reward Voucher



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User's account will be updated with:

- 8. New Points Balance (in this case, 100 points have been deducted after purchasing the Reward)
- 9. Relevant transaction will be listed under 'Activity'

tab

Application – How to Download a Car Park Reward voucher



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Customers have the ability to obtain **Car Park** vouchers.

- Accessed via left hand menu > Rewards 1.
- Click on desired Reward 2.
- Click on 'Get it Now' 3.

(Note: If user does not register the Car IU & License Plate on their App Profile, they will be unable to collect a car park Reward and will instead be re-directed to 'My Profile')

3. After user clicks on 'Get Now', user drives out of the mall within the designated time period and the voucher will be automatically be listed as Redeemed.

4. If user does not leave within the designated time period, the voucher will expire, the points refunded to their Account, and the voucher returned back to the public for re-allocation.

Application – Car Park Exception Handling



User Scenario	Possible Reasons		Updates to user
User unable to redeem Car park voucher In app	 App Internet connectivity failure Insufficient Points No response from car park gantry No response from car park computer Connection failure to car park gantry or computer 		No points deducted on user's account. No further action needed
Voucher redeemed in app but not deducted at car park gantry	 Gantry hardware failure Car IU failure Missing IU in car Incorrect IU entered in profile data Voucher expiry date expired 		Points deducted. Verification of car exit records required for refund of points at concierge
Points deducted. Verification of car exit records required for refund of points at concierge	 Incorrect IU number registered 	Sent to Andy to validate	GSO/Executive will verify shopper's IU number in the system and update accordingly
Gantry system Connection failure	• Shopper will make an enquiry. Executive will seek verification from relevant department of the car exit records based on the IU number		-
Shopper unable to redeem to JPCC credit via mobile application after uploading the receipts that met the requirement	SHIOK! Member		Inform shopper that all redemption is only available over the counters. Mobile application is for point accumulations and enables shopper to check their points status
Application – How Concierge can Redeem Vouchers



Wanzhant Nedemption Code mili204 m0564



Concierge users will be able to redeem vouchers with a secure redemption code and will politely ask shoppers to hand over their smartphones to complete redemption.

To redeem:

- 1. Click on My Vouchers > New Tab
- Click on the Promotion voucher, Reward voucher or Car Park Reward voucher to be redeemed
- 3. Click on Redeem
- 4. Enter Merchant redemption code. This is a secure code that must not be shared and can be found on Invigor Loyalty Manager (further instructions provided on ILM section)
- 5. Click on Redeem top right of the screen

Top Tip: The merchant Redemption code must be kept secure at all times and Cannot be shared with customers nor non-Invigor Manager users

Application – How Concierge can Redeem Vouchers





Sport Link Jurong Point (11544km)

REDEEMED

6

Outlet



- 6. Voucher status will change to 'Redeemed'
- Voucher will move to 'Redeemed/Expired' tab and cannot be redeemed again.

Application – Events







The **Events** tab is where Merchants will display their current events, which are used to promote specific promotions or 'happenings'

- Accessed via left hand Menu > Events
- Events do not require a specific offer or promotion and can be one-off or repeat events
- Users can 'Add to Calendar' to receive calendar reminders.
- Ideal for "big news" like new store openings, special sales and other instore events for broad public.

Application – M Privileges



M Privileges

The M Privileges is an app-based rewards programme that delights our M Mall shoppers with magnificent promotions, magical campaigns and must-have rewards!

As a M Privilege member, you will receive 100 M points for every \$20 spent, or 20 M points for every \$20 spent at NTUC Fairprice, Fairprice XTRA, Fairprice Finest and Unity stores (capped at 100,000 points per day).

Enjoy double points on your first transaction during your birthday month.

Spend more than \$5000 within 6 months and be upgraded to the Gold Tier to enjoy 200 M points for every \$20 spent, or 40 M points for every \$20 spent at NTUC Fairprice, Fairprice XTRA, Fairprice Finest and Unity stores.

The cap on the M points you can earn in a day will

M Privileges is M Mall's Rewards program that enables shoppers access to promotions, rewards and other campaigns.

- Accessed via left hand menu > M Privileges
- Screen provides an overview of the Loyalty program and its benefits





Application – Store Directory





4 \$ 42% **CITY CHAIN** A City Chain has grown to be one of the key players in the watch retail industry since its establishment in customers a wi s and qua 6 0 City Chain AMK Hub #01-08, 53 Ang Mo Kip Ave 3, AMK Hub, Singapore 569933 Mon - Fri:10:30AM - 9:30PM Sat/Sun/PH: 10:30AM - 9:30PM

Store Directory allow users to view any store within the complex, across any of the 3 M Malls.

Accessed via Left hand Menu > Store Directory

- Filters help assist users narrow down the store they are 1. looking for (filter by Mall, Category or Mall Level)
- 2. Select a store
- 3. Store details are presented: location, opening hours, description, phone number.
- Share store details via Email, SMS or WhatsApp 4.
- Share store details via Facebook 5.
- 'Follow' stores to receive alerts when store launches new 6. promotions

Application – Store Finder







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Store Finder will allows users to navigate to any of the stores within each mall. Accessed via:

Store Details Screen:

- 1. Store details screen. Click on address hyperlink
- 2. Click on 'Locate the Store'
- 3. On map, click on 'Get Directions'



Can also be accessed

via Left menu > Store Directory

Application – Store Finder





- 4. Select destination store
- 5. Current store location in the mall will be pre-filled
- 6. Click on Get Directions
- Route from Store A to Store B will be displayed on indoor map.
 - If shopper needs to move to a different level, the map will display different floor levels and provide directions accordingly.

Map Data Officeto

Application – Connect with Us







Enables users to track social media accounts of their

favorite mall

Accessed via left hand menu > Connect with Us

- Click on Facebook will direct users to Mall's Facebook page
- Clicking on Instagram will direct users to Mall's Instagram page.

AMK Instagram page

AMK

Facebook page

Application – Concierge





Thomson Plaza

Thomson Plaza is a suburban shopping centre under MCST, located in the heart of private & public residential estates at Upper Thomson Road. With 3 shopping levels and a basement carpark, Thomson Plaza has a GFA of a...



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CONCIERGE Free Shuttle Bus Service Free valet services

Weekdays 7am to 5pm First 2 hours at \$1.07 Every subsequent hour or part thereof \$1.07

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5pm to 9pm: First 2 hours at \$2.14 Every subsequent hour or part thereof \$1.07

9pm to 7am First 3 hours at \$1.07 Every subsequent hour or part thereof \$1.07

Weekends & Public Holidays 7am to 9pm First 2 hours at \$2.14 Every subsequent hour or part thereof \$1.07

9pm to 7am First 3 hours at \$1.07 Every subsequent hour or part thereof \$1.07

View on map



Concierge is the one stop shop to find out all of the information about each Mall.

Accessed via Left hand Menu > Concierge

- Mall information listed includes: Address and • Phone number, Opening hours, Services and parking fees
- By clicking on 'View on Map', users are directed to a Google Map with mall location, their current location and current mall promotions.
- When clicking on 'Offers', user will be directed to Promotions screen for that mall.

Application – Getting Here







Enables users to view the mall and their current location on a map.

1. Accessed via left hand menu > Getting Here

Or

On Store detail screens, click on store address, then on
'Locate the Mall' option

Applications – Share Tools







Users can share application content with their friends and family via the 'Share' option on various screens:

Promotions, Events, Rewards, Events, Store details and Mall information screens

- 1. Click on 'Share' button
- 2. Choose desired sharing tool SMS, Email, WhatsApp.
- 3. Or Click on **'F'** icon to share content via user's Facebook account (user will need to have an existing FB account)

Applications – Share Tools



In this example, user is sharing details of a particular Yishion promotion

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I spotted something interesting and thought you'd like this from M Malls. \$10 OFF YISHION apparel with purchase of 2 regular priced items at Yishion. If you've got the M Malls click here	>	1	Thou OFF purcl items See i http: https	ght YISH hase at h nore //bit. ://tin	you'd ION a of 2 via t ly/2IB iyurl.o	f like appa regu on. the N 33oR com/	this: rel wi lar pr lar pr Mal g y7lce	\$10 th iced Is ap sju	e C	0	R		\$10 C purch	FF YIS ase of	SHION 2 reg	appar ular pr	el with	1 8		\otimes	F F T								
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Application – Contact Us



Simply comple Concierge pen	te the form below and our fr sonnel will be in touch with y	iendly ou.
Name	test4 user	
Email	test4@gmail.com	Ŭ
Mobile	111111	
Enquiry	Select one	2
Mall	Jurong Point	~
Details		3

Enables App users to contact the M Malls team should they have any queries.

Accessed via Left hand Menu > Contact Us

- 1. Form will be pre-filled with user's details and Mall.
- 2. Select 'Enquiry Type' (e.g. feedback, general enquiry)
- 3. Type enquiry Details.
- 4. Click on Submit

What we will cover



M Malls Mobile App

Invigor Loyalty Manager(ILM) Administration System

Customer Service and Support



Invigor Manager – What is it?



- Web-based content management solution which drives:
 - App Content
 - Campaign scheduling
 - Alert scheduling
 - Customer Database
 - Admin user access
 - Reports
 - Helpdesk
 - User Guides
- Who has access?
 - Admin Users (at group level)
 - Location Admin Users (for each mall)
 - Concierge Users (for each mall)
 - Merchant Users (can only access own content)





Invigor Manager Features





11-68-157

11-26-1562

13-05-1981

14-10-1978

18-01-2018

Invigor Loyalty Manager (ILM)

User Guide

	er Ca	mpaigns by	All Locations	¢ All M	verchants 🗧 🗧	All Types	÷[All Tags		t] All St	atus			
•	CID	Promotions Name	Merchant	Mall	Outle		Category	Tag	Product Volume	Balance	Start Dat	te		
0)	116	TEST	Challenger	Jurong Point,AMK Hub,Thomson Plaza	Challenger,Challen Mini	ger,Challenger	Electronics & Technology		100	100	22-05-20 14:54	18		
	106	10% Off with a min spend of 200 dollars.	MFC Jewellery	Jurong Point,AMK Hub	MFC Jewellery ,M	FC Jewellery	Jewellery, Watches & Optical		1000	999	17-05-20 13:33	18		
	101	Eree sushi for all	Maki-San	Jurong Point			Food &				16-05-201	18		
	97	[COPY] Concierge Training	MFC Jewellery	Jurong Point	Nercatus	Webcomer JPcco Unit Solar Charge	carge hat Ka	i ane kopped	in sa e Dank	Sarge User				
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Mercatus Welcome JPconcierge test, You are logged in as a Concierge User User Olde Chance Peasword - Sign Out

Event
Coupons
Customer
Receipts
Transaction
Helpdesk

ILM Sign In



An account is required to access the Invigor Loyalty Manager Administration System.

Contact your Location Admin for your ILM Username & Password details

Go to your Invigor Manager client website:

https://mercatus.sprookimanagerx.com/

- 1. Enter your email address
- 2. Enter password
- 3. Click on Sign In

	Mercatus
	Sign In
1	Email jpconcierge@gmail.com
2	Password
	Forgot your password?
3	Sign In
	OPYRIGHT

ILM Forgot Password

- 1. Click on Forgot your Password?
- 2. Enter registered email address
- **Click Submit** 3.
- 4. A password reset Email will be sent to your inbox. Follow the instructions to reset your password.

Mercatus	Mercatus
Sign In	Forgot Password
Email jpconcierge@gmail.com Password Forgot your password?	Email youremail@forgotten.com Please enter the email you registered with when you became a Sprooki member.
Sign In	Cancel Submit 3

COPYRIGHT



ILM Navigation – Concierge View

- Campaigns
 - **Promotions**: offers created by Merchants/Admin users. Can be viewed and redeemed by any M Mall App user.
 - **Rewards**: these are specially curated Loyalty offers. Can be viewed by any M Mall App user, but can only be redeemed by M Privileges members who have accumulated points.
 - Events: view all event and their status.
- Coupons
 - View and search in-app (digital) vouchers that have been redeemed and refunded.
- Customers
 - Customers: View and search customer profiles and activity





ILM Navigation – Concierge View





- View receipts that have uploaded by App users and status.
- Transactions: •
 - View all customer transactions and status.

- Helpdesk •
 - Tool to contact Invigor Manager for any system or technical queries.



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ILM: Promotions Rewards Events

Mercatus	Well User	Come Guide (JPconcierge test Change Password - 1	t, You are logg Sion Out	ned in as a Con	cierge User					
Campaigns	Sea	arch	Campaigns			Search					
• Promotions	FI	er Ca	mpaigns by	All Locations	\$] All A	Merchants ‡ All Types	:[All Tags		* All St	atus
Rewards Events	ł	CID	Promotions Name	Merchant	Mall	Outlet	Category	Tag	Product Volume	Balance	Start Date
Coupons	Ø	116	IESI	Challenger	Jurong Point,AMK Hub,Thomson	Challenger,Challenger,Challenger Mini	Electronics & Technology		100	100	22-05-2018 14:54
Receipts	0	106	10% Off with a min spend of 200 dollars.	MFC Jewellery	Jurong Point,AMK Hub	MFC Jewellery ,MFC Jewellery	Jewellery, Watches & Optical		1000	999	17-05-2018 13:33
Transactions	0	101	Eree sushi for all	Maki-San	Jurong Point	Maki-San	Food & Beverage		10	10	16-05-2018 15:25
2004 (1999) 200	9	97	[COPY] Concierge Training	MFC Jewellery	Jurong Point	MFC Jewallery	Jewellery, Watches & Optical		100	98	16-05-2018 13:53
		96	<u>Test 1</u>	MFC Jewellery	Jurong Point	MFC Jewellery	Jewellery, Watches & Optical		100	100	23-05-2018 15:29
		87	Anna Nucci	Anna Nucci	Jurong Point	Anna Nucci	Fashion	Gift Voucher Offline	12	7	11-05-2018 15:39

ILM – Promotions Overview

- Promotions enable Merchants & Malls to showcase particular offers and for users to download the relevant in-app vouchers.
- Only specific users (e.g. Admin users) can create, save, edit and publish promotions.
- Promotions can be scheduled ahead of time to start on a specific date, or immediately.
- Campaigns can only be created for Outlets which have been added to ILM.





ILM – Promotions Listing



Overview of all promotions (e.g. Live, not published, product volume, etc.)

Tools:

- Search: ability to search using any relevant campaign keyword.
- Filter: content can be filtered by choosing on any of these options followed by clicking on the 'Filter' button.
 - Location: Concierge users can only view content listed for their own Mall.
 - Merchants: filter by Merchant name.
 - All types: filter 'Transactional' or 'Non Transactional'
 - All Tags: Filter by those with GWP tag, car park voucher tag, etc.
 - All Status: see next column.
 - All Feature Status: Feature & Not Featured (not applicable to M Malls)
 - All Categories: filter by beauty, education, etc.

Welcome amkhub pt3. You are logged in as a Conclerge User

ite	r Ca	mpaigns by 🔝	Locations	All Married	chants ‡_All Ty	pes ‡	10.2	ags		All Status	E] All Fi	ature 51	atus :	1 (24)(16)	tagories	
-1	CID	Name	Merchant	Mail	Outlet	Category	Ting	Volume	Balance	Start Date	End Date	Blatue	*T/MT	Users	Featured	Downloa
9	40	Nisi P1 Prospries Smarlphones Filter Kit (\$ \$59,90 usuai \$69,90	M S Color	AMK Hub	M S Color	Electronics & Technology		1800	1000	22-05-2018 11:00	24-05-2018 10:02	Ended	NT	All Users	×	*
8	39	\$10 OFF YISHION apparel with ourchase of 2 resultsr original items	Visition	Jurong Point,AMK Hub	Yishion, YISHION	Fashion		100000	99983	22-05-2018 11:00	31-07-2018 22:00	Live	NT	AJ Users		17

All Status Descriptions:

Draft: still work in progress, being drafted by relevant Admin user. Not visible on App.

Approval Pending: has been setup, but needs Admin approval; not yet visible on App.

Published & Live: list of all 'Published' campaigns (approved, but not yet visible on the App) and 'Live' campaigns, visible on the App.

Published: approved campaigns, but not yet visible on the App.

Live: officially Live and visible on the App.

Ended: event has ended, thus not visible on the App.

Just Missed: campaign that has ended, but Admin has chosen to make it visible on the App to drive interest to future offers..

ILM – Promotions Listing



Columns:

- CID: Unique Campaign Identifier #
- **Promotions name**: promotion title, visible on App.
- Merchant: merchant tied to that promotion.
- Mall: mall (or malls) where promotion is available.
- **Outlet**: outlet (or outlets) tied to particular promotion.
- Category: e.g. Fashion
- **Tag**: e.g.GWP tag, car park voucher tag, etc.
- **Product volume**: maximum inventory level for that that campaign.
- **Balance:** remaining inventory level available for that promotion. This is based on voucher downloaded, not on redemptions volumes.
- Start / End date: promotion start and end dates visible on the App.
- **Status**: campaign status e.g. Live, Published. See categories on previous slide.
- T/NT: Transactional (payment required) or Non Transactional (payment in store).
- Target users: campaigns can 'target' specific users depending on their profile (age, gender, DOB, target only M Privileges Members, etc).
- Featured: whether the promotion has been selected for featured alert or not.
- Downloads: # of vouchers downloaded to date for that particular promotion.

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User Guille Change Passieg	et - Sun Oir

Sea	rch C	ampaigns			Search											
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-	39	\$10 OFF YISHION 300arel with ourchase of 2 resular proed itama	Yishion	Jurong Point,AMK Hub	Yishion, YISHION	Fashion		100000	99983	22-05-2018 11:00	31-07-2018 22:00	Live	NT	AJ Users	*	17



Concierge Users can view full promotion details on ILM as follows:

Click on Promotion name (in this case, an "Anna Nucci" promotion)

Sea Filto	er Ca	Campaigns	All Locations	*)(All M	Search Aerchants 2 All Types	;	All Tags		t] All St	atus
•	CID	Promotions Name	Merchant	Mall	Outlet	Category	Тад	Product Volume	Balance	Start Date
	116	TEST	Challenger	Jurong Point,AMK Hub,Thomson Plaza	Challenger,Challenger,Challenger Mini	Electronics & Technology		100	100	22-05-2018 14:54
0	106	10% Off with a min spend of 200 dollars.	MFC Jewellery	Jurong Point,AMK Hub	MFC Jewellery ,MFC Jewellery	Jewellery, Watches & Optical		1000	999	17-05-2018 13:33
	101	Eree sushi for all	Maki-San	Jurong Point	Maki-San	Food & Beverage		10	10	16-05-2018 15:25
q	97	[COPY] Concierge Training	MFC Jewellery	Jurong Point	MFC Jewellery	Jewellery, Watches & Optical		100	98	16-05-2018 13:53
	96	Test 1	MFC Jewellery	Jurong Point	MFC Jewellery	Jewellery, Watches & Optical		100	100	23-05-2018 15:29
0	87	Anna Nucci	An a Nucci	Jurong Point	Anna Nucci	Fashion	Gift Voucher Offline	12	7	11-05-2018 15:39

Melcome JPconcierge test, You are logged in as a Concierge User User Guide Change Password - Sign Qui

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- 1. Campaign Details: name, description and image
- 2. Campaign values:
 - **Transactional**: users can complete the purchase via the M Malls App. In this case, these will be displayed on the app:
 - Retail Value: the Retail \$S of the product/service
 - **Coupon Value**: the S\$ value of the voucher which users will be purchasing.
 - **Non-Transactional**: most commonly used. Users can download vouchers and make payment in store. Note: '**Retail Value' and 'Coupon Value**' will not be displayed in the App for Non-Transactional campaigns.
 - **Coupon Limit Type**: limit of coupons for that particular Campaign (e.g. unlimited, 100, 2,000, etc).
 - **Coupon limit per App user**: how many times can a customer download this Campaign in a set period.
 - **Product Volume:** : maximum inventory level for that that campaign.
- 3. Campaign Codes:
 - Promotion code: internal code used by Merchant to tie in with their POS for tracking purposes. Maximum 16 characters.
 - Barcode image: a barcode image will appear if merchants wish to more efficiently redeem vouchers at the point of sale
- 4. Campaign Dates:
 - start and end dates and times as set by the Admin user who created the campaign.
 - Note: M Malls users won't be able to view/download campaign coupons after the campaign end date
- 5. Coupon Validity: coupon/voucher valid start date and end date which can be:
 - Fixed: a specific date (e.g. 20 September 2018)
 - Variable: set in hours, days or months, from the date the coupon has been either 1) downloaded, 2) from the user's registered birthday or 3) from user's sign up date.



- 6. Targeting Options: campaigns can 'target' specific users depending on their profile (age, gender, DOB, target only M Privileges Members, etc).
- 7. Merchant & Outlets: :
 - Merchant: example: MFC Jewelry
 - **Outlet**: example: MFC Jewelry AMK
- 8. Merchant Redemption code: codes to be used by Concierge and Merchants to redeem vouchers. See separate section on this step.
 - This code must not be shared with non ILM users.
- 9. Categories: merchant category (e.g. watches & optical).
- 10. Disclaimer & Terms: specific Terms for this particular offer





Invigor

- **11. Tags:** 'tags' attached to promotions for particular offers. Tag types are:
 - Car Park
 - Gift Voucher Mobile (accessible via M Malls App)
 - Gift Voucher Online
 - GWP (Gift With Purchase)
- **12. Views & Shares:** statistics on users sharing Reward details (via M Malls app) via SMS, Social Media, Email, Facebook

1. Campaign Details	4. Campaign Dates	9. Disclaimers & Terms
Campaign Name 50% off on second item 1	*Start Date / Time 09-05-2018 13:42	*Terme & Policy T&C Apply!
Campeign Devolution 50% off an second item II	"End Date / Time 31-05-2016 13-42	1000 M
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. Cempelgn Values	7. Merchant & Outlets	11. Views & Shares
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ontal Volum 0 Journe Valum	MFC Jewellery @ Jurong Point MFC Jewellery @ AMK Hub	Weverd by Alert is the count of Campaign Neves generated by both featured and Folice elects. Weverd by Bicona is the count of Campaign News estimating these bicened the stem.
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roduct Volume 0	Merchant Ridempton Code mtc204,mtc864	1 Shared by Email
ampaign will automativally terminate when amount urchased maches 100% (90)		
	6. Categories	
. Campeign Codes	Caleportes Applicables to Competign Jewellery, Watches & Optical	
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tercoda Imaga		
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		A copy of the sampage will be asked on the campaign summary page, which can be extend and taler published.

ILM – Rewards Overview

- Rewards enable Merchants & Malls to showcase curated loyalty offers and for users to download in-app vouchers.
- Rewards can be <u>viewed</u> by any M Mall App user. However, they can <u>only be redeemed</u> by M Privileges members with available points their Accounts.
- Rewards can be scheduled ahead of time to start on a specific date, or immediately.
- Only specific users (e.g. Admin users) can create, save, edit and publish Events.

•

Rewards can only be created for Outlets which have been added to ILM.





Campaigns Promotions 0 Rewards 0 **Events** 0 Coupons Customer Receipts **Transactions** Helpdesk



ILM – Reward Listing

Overview of all Reward Promotions (e.g. Live, not published, product volume, etc.)

Tools available:

- Same as Promotions.
- Refer to 'Promotion Listing' slide for Filters and Column descriptions.

Welcome JPconcierge test, You are logged in as a Concierge User User Date Onicos Pelannoi - Stat Out

Search Rewards Filter Rewards by All Categories 2 Filter Diant-Status Type Target Featured Downloads Value Refunds Download - 10 Category Teg Food & Beverage, Beauty & Linen Gallery,Ling Aelmess, Books, Gifts & 18-05- 24-05-2018 2018 Ended Points All 12:23 12:23 obbies Community Hub Department Jurone Ling.Long John 1000 Riber's Envise N Store,Education,Electronics & ogy, Entertainment, Fashion, Home & Furnishings 17-05-24-05-2018 2018 Ended Points All 10:23 10:23 Jurong Voucher 104 Aimer Fashion 150 149 1 100 1 100 2 Almer Point \$5 Jurons Point Gift vouchers 16-05- 31-05-2018 2018 Live Points Al 15:44 15:44 A-One Exclusive to Jurong A-One Claypot Food & Beverage Claypot 5000 5000 members House

ILM – View Reward Details



Concierge Users can view full Reward details on ILM as follows:

Click on Reward name (in this example, \$5 Jurong Point Gift Voucher")

Mercatus Welcome JPconcierge test. You are logged in as a Concierge User User Guide Ghange Password . Sign Out

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Sea Filte	er Re	Rewards wards by 🕎	، المحمد الم المحمد المحمد							
•	ID	Reward Name	Morchant	Mail	Outlet	Category	Tag	Product Volume	Balance	Start Date
a	115	(COPY) Lady Luck	Jurong Point	Jurong Point	Long John Silver's,Lovisa,Linen Gallery,Ling Ling,M Hair Tech	Food & Beverage, Beauty & Wellness, Books, Gifts & Hobbies, Community Hub, Department Store, Education, Electronics & Technology, Entertainment, Fashion, Home & Furnishings		1000	999	18-05- 2018 12:23
	104	[COPY] \$10	Aimer	Jurong Point	Aimer	Fashion		150	149	17-05- 2018 10:23
	105	S5 Jurong Point Gift vouchers members only - Boon Lay MRT station	A Dne Claypot House	Jurong Point	A-One Claypot House	Food & Beverage		1000	999	16-05- 2018 15:44
	102	EREE keychain when you redeem \$10 JP voucher	4Fingers Crispy Chicken	Jurong Point	4Fingers Crispy Chicken	Food & Beverage		100	100	16-05- 2018 15:31
-			2	Jurong						15-05-

ILM – View Rewards Details

Rewards details screen is presented with:

1. Reward Details: name, description and image

2. Reward Values:

- **Free**: anyone can download, regardless of points balance.
- **Pay with Points**: Only users with available points can download. Points required to purchase reward will be displayed on this field.
- **Transactional**: users can purchase these Rewards. In this case, these will be displayed:
 - **Retail Value**: the Retail \$S of the product/service
 - **Reward Campaign Value**: S\$ value of the Reward voucher which users will be purchasing.
- **Coupon Limit Type**: limit of coupons for that particular Reward (e.g. unlimited, 100, 2,000, etc).
- **Coupon limit per App user**: how many times can a customer download this Reward in a set period.
- **Product Volume:** maximum inventory level for that that campaign.
- 3. Reward Codes:
 - **Promotion code**: internal code used by Merchant to tie in with their POS for tracking purposes. Maximum 16 characters.
 - **Barcode image**: a barcode image will appear if merchants wish to more efficiently redeem vouchers at the point of sale

Primitions	Reward Details		
Warman the	1. Reward Details	4. Reward Dates	9. Disclaimers & Terms
Events pone	*Compargn: Nerve \$10 Voucher	"Start Cale.) Time 15-05-2018 14:37	Tarris & Policy T&C Apply!
ormetri :	*Campaign Description \$10 Voucher	*End Oaks / Time 36-05-2018 14:37	
eactione		5. Coupon Validity	
dealt		Coupen Validity Period	li
	li .	0 Hourn 30 Days: 0 Monthe	10. Taga
		Tein Coupar Download	Tag Type
		6. Targeting Options	
	2. Reward Values	Al Dains	11. Views & Shares
	Reward - Pay With Paints	7. Merchant & Outlets	Viewed by Nett Tetal Viewed
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	Points Makes 100	Durliefs Applicable to Company Amer & Jurong Point	Wewed by Alert is the sound of Campaign Verve generated a both Pastured and Police area. Newes by Brower is the count of Campaign Verve associative tream higgened by alerts.
	Coupon Limit Type Unamited		Bhaned by BMB Total Bhaned
	Coupon Line For App User Unionited		Bhared by Godal
	Product Volume 150		Sharpd by Email
	Campaign will automatically terminate when amount partituland teaches 100% (190)	AimS	
	3. Reward Codes	8. Categories	
	Prorradian Gtale	Categories Applicable to Revent Certainign	
	Barcoda Image	Pastopa	
			A copy of the company will be seved on the company
			surranely page, which can be added and later published



ILM – View Rewards Details

Events

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- **Reward Dates:** 4.
 - Start and end dates and times as set by the Admin user.
 - Note: M Malls users won't be able to view/download Reward coupons after the end date.
- **Coupon Validity**: coupon/voucher valid start date and end date which can 5. be:
 - Fixed: a specific date (e.g. 30 October 2018)
 - Variable: set in hours, days or months, from the date the coupon has ٠ been either 1) downloaded, 2) from the user's registered birthday or 3) from user's sign up date.
 - Note: M Malls users won't be able to redeem coupons after the ٠ coupon validity end date. It's important to highlight to App users.
- Targeting Options: campaigns can 'target' specific users depending on their 6. profile (age, gender, DOB, targeting only M Privileges users, etc).
- 7. Merchant & Outlets: :
 - Merchant: example: Aimer
 - **Outlet:** example: Aimer Jurong Point
- Merchant Redemption code: secure code to be used by Concierge and 8. Merchants to redeem vouchers. See separate section on this step.
 - This code must not be shared with non ILM users.
- 9. **Categories**: merchant category (e.g. fashion).
- Disclaimer & Terms: specific Terms for this particular offer 10.





ILM – View Rewards Details

- **Tags:** 'tags' attached to promotions for particular offers. Tag types 11. are:
 - Car Park ٠
 - Gift Voucher Mobile (accessible via M Malls App) •
 - **Gift Voucher Online** ٠
 - GWP (Gift With Purchase) •
- Views & Shares: statistics on users sharing Reward details (via M 12. Malls app) via SMS, Social Media, Email, Facebook

Reward Details		
1. Reward Details	4. Reward Dates	9. Disclaimers & Terms
*Campaign Name \$10 Voucher	"Blart Clube / Time 15-05-2018 14:37	Tacros & Palley TAC Apply!
*Campaign Devertation \$10 Voucher	*End Cale / Time 36-05-2018 14:37	62224
	5. Coupon Validity	
	Couper Validity Period	
Resourt Image	0 Monthe	10. Taga
	hen Coupor Download 6	Teg Type Norm
	6. Targeting Options	
2. Reward Values	Ad Users	11. Views & Shares
Reward Total Reward - Pay With Paints 0	7. Merchant & Outlets	- Meward by Akart Tetar View - 1
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Protection Mathemet 100	Dutliefs Applicable to Company Armer & Juring Point	Wewend by Alert is the board of Campanger Vewer both Pratured and Politice werks. Vewerd by Browen is the count of Campanger Ve Troos biggered by alerts.
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Campage will automatically territrate when annual parthaeed mether 100% (100)	Manchant Radiengtion Code	Bhared by Email
3. Reward Codes	e Patasalas	
Promutan Gale	u. unsgerten	
Barcoda Itaaa	Entropy Applicable to Revent Campaign	-
		Cancel
		A copy of this comparish will be covert on the co



ILM – Events Overview

- Events enable Merchants & Malls to showcase special events or 'happenings' in the mall, aimed at increasing footfall, engagement and overall customer satisfaction.
- Examples: Exercise Events, Chinese New Year parties, etc.
- Only specific users (e.g. Admin users) can create, save, edit and publish Events.
- Events can be scheduled ahead of time to start on a specific date, or immediately.



Mercatus
ILM – Events Listing



Overview of all events (e.g. Live, not published) and their status.

- **Search:** ability to search event using any relevant event keyword.
- Filter: Concierge users can filter events by:
 - **Organizer** (e.g. mall, merchant set as the event 'organizer')
 - Status:

•

- **Draft**: still work in progress, being drafted by relevant Admin user.
- **Published**: set up on the system, but not yet Live, thus not visible on the App.
- Live: 'Live' event which can be visible on the App
- **Ended**: event has ended, thus not visible on the App.
- New Year parties, etc.
- Event Name, Start & End Date, Status (Live, Ended).
- **Response volume**: # of App users who have added event to their smartphone calendars.
- Total Viewed: # of App users who have clicked on the Event on the App ('viewed')
- **Total Shared**: # of times the event has been shared via the App (via SMS, Text, etc)

Welcome amkhub pl3. You are logged in as a Conclerge User

User Guide Charton Password - Sion Out

Search Events	Search
Filter Events by (All Constitutions 1) (All Street	s 🗧 Filter

EID	Event Name	Organieen	Start Date	End Date	Status	Response Vol.	Total Viewed	Total Shared	
23	Carrival Fun (B, JP	Application: mercatus	25-05-2018 15:00	17-06-2018 22:00	Live	4.	136	2	
21	Line Dance	Location: AMK Hub	01-01-2018 00:00	31-12-2018 00:00	Live	2	53		dang binne.
20	Pilaxing	Location: AMK Hub	01-01-2018 00:00	31-12-2018 00:00	Live	2	62	2	
19	Piloxing	Location: AMK Hub	01-01-2017 00:00	31-12-2018 00:00	Ended		2		(ind have
15	Sous Vide Truffle Beef Steak	Application: mercatus	09-05-2018 12:00	20-06-2018 12:00	Ended		-		
14	Pamper your mum at O'Coffee Club Xoress	Application: mercatus	07-05-2018 12:00	31-05-2018 12:00	Live	1	117	2	and here
2	A unique Hokksido Style hotpot dining experience awaits at Shabu-ichi	Application: mercatus	19-09-2017 11:00	19-09-2017 11:00	Ended	÷.	2	2	(Birthow)
1	Shape Up While You Shop	Location: Jurong Point	01-01-2018 09:00	31-12-2018 09:00	Ended	2	38	2	2 m l + - + +

1-8 of 8

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ILM – View Event Details

- **Event Details**: event name, short description and image. 1.
- **Event Date**: Start and end dates. Events can also be scheduled 2. to be repeated (e.g. every 2 months) if required.
 - Event Start and End Dates defines the duration of the Event and Add to Calendar dates.
- Campaign Dates: Campaign Start and End Dates defines the 3. period over which the Event details will be live.
 - For example: Event campaign date can be 2 January (at which point it will be displayed on the App), but the actual event date might be 4 January (at which point users can Add to their smartphone calendars). The idea is to allow malls (if needed) to start promoting the event ahead of time.
- **Organiser & Venue:** 4.
 - **Organiser:** can be a merchant (e.g. 7-Eleven), a Mall (e.g. AMK Hub), or none.
 - **Venue**: can be set as a mall (e.g. Jurong Point).
- **Tags**: any tags attached to event (e.g. opening / starting soon). 5.



Cempaigns

Coupons

Customer

Receipts

Transactions

ielpoesk

Invigor





ILM: Coupons Customer

me	ercatus	Well	Come Guide (JPconcierge tesi Change Password - 1	t. You are logg Sign.Qut	ied in as a Con	cierge User					
Cam	paigns	Sea	arch	Campaigns			Search					
8 0	Promotions	Filt	er Ca	mpaigns by	All Locations	\$] All A	vferchants 🗘 All Types	:	All Tags		‡] All St	atus
•	Rewards	•	CID	Promotions Name	Merchant	Mall	Outlet	Category	Tag	Product Volume	Balance	Start Date
Cou	pons	Ċ.	116	TEST	Challenger	Jurong Point,AMK Hub,Thomson	Challenger,Challenger,Challenger Mini	Electronics & Technology		100	100	22-05-2018 14:54
Rece	lomer	c	106	10% Off with a min spend of 200 dollars	MFC Jewellery	Plaza Jurong Point,AMK	MFC Jewellery ,MFC Jewellery	Jewellery, Watches &		1000	999	17-05-2018 13:33
Tran	eactions	0	101	Free sushi for all	Maki-San	Jurong Point	Maki-San	Food & Beverage		10	10	16-05-2018 15:25
10000	addal 2	a	97	[COPY] Concierge Training	MFC Jewellery	Jurong Point	MFC Jewellery	Jewellery, Watches & Optical		100	98	16-05-2018 13:53
		0	96	<u>Test 1</u>	MFC Jewellery	Jurong Point	MFC Jewellery	Jewellery, Watches & Optical		100	100	23-05-2010 15:29
		0	87	Anna Nucci	Anna Nucci	Jurong Point	Arina Nucci	Fashion	Gift Voucher Offline	12	7	11-05-2018 15:39

ILM – Coupons Details



This section allows Concierge users to review all customers' coupon activity.

Note: Concierge Users can <u>Manually Redeem</u> coupons on ILM, but cannot Refund Coupons.

Tools:

- Search: search all coupons on ILM by specific keywords.
- **Filters**: Coupons can be filtered by choosing one of the below options, then clicking on the 'Filter' button:
 - All locations: e.g. Jurong Point
 - Merchants: e.g. 7-Eleven
 - **Types**: e.g. Promotion or Reward coupon
 - Tags: e.g. car park voucher
 - Status: See next column
 - Distances: Coupons that have been redeemed within a specific distance (e.g. choosing 'less than 500m' on filter, displays all coupons that have been redeemed within 500m of the particular location).
 - All times: coupons that have been redeemed within trading hours, weekdays, weekends, etc.

Welcome JPconcierge test. You are logged in as a Concierge User User Guide Charoe Passeort - Sion Out

Search Coupons Filter Coupons by	(All Merchants +)	All Types	Search	All Tags	30	48 Status	8	All Distances + All Times	i) Filte	1
Date of Purchase	Campeign Name	Турн	Teg	Member Name	NRIC	IU Number	License Plate	User Consent	Status	Date of Status
28-05-2018 08:42	The Yeszee Generation vol	Promotion- NT	GWP	Jojuju Jojuju	S5694384F	э	*		Redeemed	28-05-2018 08:42
28-05-2018 08:42	The Yeezee Generation vol 3	Promotion- NT	GWP	Jdjaja Jijiji	S5894384F		×		Redeemed	28-05-2018 08:42
28-05-2018 08:39	The Yeszee Generation vol 3	Promotion- NT	GWP	Jajaja Jijij	S5694384F	14	×		Redeemed	28-05-2018 08:39

Status filters:

coupons that have not yet been redeemed/refunded nor have expired.
coupons that have been redeemed by App users or manually by
Concierge users.
coupons that have been refunded by Admin users.
coupons past their expiry date.

ILM – Coupons Details



Tools:

- **Transaction ID**: unique identifier of all coupon transactions.
- **Coupon code**: unique code for each coupon.
- **PayPal TransID**: only applicable to Transactional offers, when purchased via PayPal.
- **Coupon value**: coupon value in S\$. Can also be set to \$0 depending on the offer.
- **Distance**: distance between where the coupon was downloaded and where the campaign originates.
- Merchant: merchant associated to particular coupon/offer
- Mall: Mall where coupon was downloaded/redeemed.
- **Outlet**: outlet where coupon was downloaded/redeemed.
- Notes: Concierge user can add notes (for internal use) prior to redeeming coupons on ILM.
- **Redeem**: Concierge can manually redeem coupons on ILM. See separate slides with steps.

	Trans ID	Coupon Code	PayPal Trans ID	Coupon Value	Distance	Merchant	Mall	Outlet	Notes	
	404	246	•	0	-1	Adidas	Jurong Point	Adidas		Badaami
5	402	245	121	0	-1	Adidas	Jurong Point	Adidas	10	Hedeam
8	400	244		0	-1	Adidas	Jurong Point	Adidas		Redeem

App & ILM Coupon Redemption Process





ILM



Top Tip: The merchant Redemption code must be kept secure at all times and Cannot be shared with customers nor non-Invigor Manager users Concierge users will be able to redeem vouchers with a secure redemption code and will politely ask shoppers to hand over their smartphones to complete redemption.

To redeem:

- 1. On App: Click on My Vouchers > New Tab
- On App: Click on the Promotion voucher, Reward voucher or Car Park Reward voucher to be redeemed
- 3. On app: Click on Redeem
- 4. On ILM find Merchant Redemption code:
 - Click on 'Promotions' menu
 - Click on relevant promotion
 - Go to section 7: Merchants & Outlets
 - Redemption code will be found under outlets

App & ILM Coupon Redemption Process





ILM

User Consent

All Distances CAll Times

- 5. On App: Enter Merchant redemption code.
- 6. On App: Click on Redeem top right of the screen
- 7. On ILM: Coupon status will change to 'Redeemed'

Top Tip: Merchant Redemption code must be kept secure at all times and Cannot be shared with customers nor non-Invigor Manager users

Filter

Status

Redeemed

7

App & ILM Coupon Redemption Process







- On App: Voucher status will change to 'Redeemed'
- On App: Voucher will move to 'Redeemed/Expired' tab and cannot be redeemed again.

REDEEMED Valid till 24 May 2018 at 2,49:01 PM

ILM – Manual Coupons Redemption



Concierge Users can manually Redeem coupons on ILM. (only Admin Users are able to process refunds on ILM)

Manual redemptions should only be done the event that Concierge users or customers are not able to Redeem coupons on the Customer's device.

Please speak with your Team Leader for approval prior to redeeming coupons.

Steps:

In the first instance, please attempt to redeem coupon on the customer's device (see previous slides for steps)

- 1. If unable to redeem coupon on device: Click on Customer menu on ILM.
- 2. Click on relevant customer's email to access Customer Record.
- 3. Go to Coupon History (bottom of customer record screen).



3															
Table of Partitions	Cerestan Notes	Properties	These is	Bieles.	Date of	Trans	Egen I ID	Prop Pred Transa	Companys Value	Obternal	Annihant	Mal	Oyner	Miles.	-
22-05-2018 18:38h	Buy a Yeare. Get and for Neo	18	Rewards- Differ	Rodearoad	22-05-2518 18.34h	376	291		. 0	[(+)	Adidee	Jarong Point	Abilité		
1154h	The Neare Generator as 3	18	Provolism	Restauroad	22-08-2018 11:54h	904	224	- 85	0	.)÷ (Acces	Jarong Point	A534		

ILM – Manual Coupons Redemption



- Add a note on the relevant coupon row, for internal reference (e.g. customer Redemption for X reason)
- 5. Click on 'Redeem'.
- 6. Coupon status will automatically change to '**Redeemed**' on ILM.

	PayPal Trans ID	Campaign Value	Distance	Merchant	Mali	Outlet	Notes			
·	-	0	-	Yishion	-	-	11	Refun I	Redeem	
							4		5	

Coupons History

Date of Purchase	Campaign Name	Promotion Code	6	Status	Date of Status	Trans ID	Cpn ID
22-05-2018 16:36h	Buy a Yezee, Get one for free		Rewards- Other	Redeemed	22-)5-2018 15:36h	378	231
22-05-2018 11:54h	The Yeezee Generation vol 3	-	Promotion NT	Redeemed	22-05-2018 11:54h	364	224

ILM – Customer Overview



Concierge users have access to all Customer data, so please keep this information confidential.

App users are prompted to enter personal details such as **Date of Birth, Gender and Mobile** contact information upon sign up.

This information is stored in Invigor Loyalty Manager and can be viewed, edited and downloaded along with the complete customer database. Welcome amkhub pt3. You are logged in as a Conclerge User User Guide Change Password - Sign Out



UID	Membership No	Action	Email	Given Name	Family Name	Available Points	Gender	D.O.8	ŧ [Mobile Number	Tier	Login Type	Last Login
166498	166497	Action -	forget_u85@hotmail.com	Sai Choo	Chua	o	15	22-05-19	954	87882635	Union Member	Local sign in	¢1
166497	166496	Action +	jamieprairie@gmail.com	Jamie	L	0	Customer Details	9	Activity		Coupons	Local	~
166496	166495	Action +	ailuan98@gmail.com	Ai Luan	Chong	0	User ID 166498 Membership ID 166497		Viewed by Alert 0 Viewed by Brow 0	t Total Viewed	Promotions Promotions	Downloaded	
							Email forget_u85@hotma Given Name Sai choo Family Name Chua	bil.com	Shared by SMS	Total Shared	Promotions Refunded Failed Purc	s Redeemed	
							Gender MALE FEMALE Date of Birth 22-05-1954 Mobile Number 87882635	а	Shared by Ema Following	10	Rewards D	ownloaded	
							NRIC S00999752 IU Number 1121457550		Opt in - General Alert - Featured Alert	1	Rewards # - Rewards R -	wrchased	
							License Plate SJN8678A Sign Up Date/Time 2018-05-27 22:54		-Coupon Expin	y Alert Is	Devices ID(s) de75044b3	1d59f269430f9838i	
							Login Type Local sign in Last Login Time		Membership D Tier Union Member Tier Expiry Date	Details 1	Notes	on User Date	

ILM – Customer Listing (1)



- Search field: ability to search customer by name/surname. ٠
- Add customer: ability for Concierge to create new customer Welcome amkhub pt3. You are logged in as a Concierge User ٠ on ILM. See next slides for details.
- Filters: See next column
- **UID**: Unique User identifier.
- Membership No. Unique membership number ٠
- Action: Concierge users can:
 - Edit customer details
 - Attached receipt to customer's account
 - Add GWP & Vouchers to customer's account.
- Email: customer's email address registered on M Mall app
- Given name and Family names: provided during registration
- Available points: current point balance ٠
- **Gender**: will be listed if provided during registration.
- **DOB**: provided during registration. ٠
- Mobile number: provided during registration.
- Tier: current membership tier for that customer: Union, ٠ Basic, Gold.
- Login type: ٠
 - Local Sign in: if user registered / login via the App registration process.
 - Via Facebook: if user registered / login via their Facebook account.
- Last login: last time and date customer logged into App.

User Guide Change Paseword - Sign Out

Search Customer

Filter Customers by

: All Notifications : All Gender : All Ters 2 All Ages

Search Add Custome

UID	Membership No	Action	Email	Given Name	Family Name	Available Points	Gander	D.O.B.	Mobile Number	Tier	Login Type	Last Login
166498	166497	Action +	forget_u85@hotmail.com	Sal Choo	Chua	o	12	22-05-1954	87882635	Union Member	Local sign in	¢.
166497	166496	Action +	jamieprairie@gmail.com	Jamie	L	0	18	29-11-1993	98181326	Union Member	Local sign in	*
166496	166495	Action +	aituan98@gmail.com	Ai Luan	Chong	0	Male	06-05-1998	91551627	Basic Member	Local sign in	
											Land	

Filters:

All Locations: user can filter customer by the mall they have performed any actions (e.g. redeemed a coupon at Challenger Jurong Point), followed a merchant at that location. etc.

All notifications: filter our those users who have enabled certain notifications.

- **Gender**: filter user by gender (if provided during sign up)
- **Tier**: filter user by Tier (Basic, Union, Gold)

Age: filter user by age range (this can also be customized by filtering an age range, or a specific age group)

ILM – Customer Listing (2)



- Last login: last time and date customer logged to the App.
- **Total viewed:** # campaigns viewed by that customer since the customer downloaded the app.
- Viewed alert: # of campaigns viewed by that customer from an alert (e.g. Featured or General alert)
- Viewed browse: # of campaigns viewed by customers (when a customer clicks on a campaign, that counts as a 'view')
- **Total shared**: total # of campaigns, events, or merchant details shared via SMS, Email, Facebook by customer.
- Shared SMS, Social, Email: detailed volume of campaigns, events or merchant details shared by customer.
- Following Merchants/Outlets: # of merchants and outlets followed by customer (when clicking on the 'Follow' icon on the App).
- **Coupons Purchased**: total # of redeemed coupons for that customer.
- **Refunds**: # of refunded coupons processed for that customer. Only Admin users can process refunds.

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Failed Purchases: only applies to transactional offers. Refers to number of in-app purchases customer has not been able to complete.

Last Login	Total Viewed	Viewed Alert	Viewed Browse	Total Shared	Shared SMS	Shared Social	Shared Email	Following Merchants	Following Outlets	Coupons Purchased	Refunds	Failed Purchase(s)
28-05-2018 07:42	2	0	2	0	0	0	0	0	o	3	o	o
	0	0	0	0	0	0	0	0	0	o	0	0

ILM – Creating a New Customer

Concierge users can register new customers on ILM

This is a useful tool to assist those users who are not technically savvy or are having issues registering via the App.

- 1. Go to Customer menu on ILM, click on customer omer email to access customer record, and click on 'Add Customer'.
- 2. Fill form on Create Customer screen with customer's details
- 3. Click on 'Submit'
- 4. Customer can login to the M Malls app with mobile # and password registered on ILM

elcome amkhub pt3. You are logged in as a Co e Date Charge Passwort - Iton Out	onclero
earth Customer	
earch Customer Search	Add Customer
ilter Customers by	
A Locations : All Notifications :	All Gender : All Tiens : All Ages : Filter
	Mercatus
	Create New Customer 2
User Information:	
Email	
Email	
Given Name *	Family Name *
Given name	Family name
NRIC / FIN number *	Mobile number *
NRIC / FIN NUMBER	Mobile number
Gender *	Date of Birth
🗇 MALE 🔅 FEMALE	dd mm yyyy
IU Number	License Plate
IU Number	License Plate
Password:	
Password	Confirm Password *
Password	Confirmation Password
Opt-In Details:	
Ceneral Alert	Featured Alert
Courson Expire Alert	Receive Emails





ILM – Customer Details

Notes

Description

User

Concierge users have access to all Customer data, so please keep this information confidential.

Tools:

- Clicking on Customer email (on Customer Listing screen), displays all the information provided during registration.
- Concierge users can edit the following fields on ILM:
 - Email

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- Given Name
- Family Name
- Gender
- DOB
- Mobile #
- NRIC
- Car IU number
- Car License Plate
- Concierge can also add notes (for internal use e.g. complaints, refund notes)
- After details are updated, click **on 'Update user Details'** at the bottom of the screen

User Information	Activity		Coupons
User ID 166498	Viewed by Alert	Total Viewed	Promotions Downloaded
Membership ID 166497	Viewed by Browse 0		Promotions Purchased
Email			Promotions Redeemed
Glunn Name			Refunded
Sai choo	Shared by SMS	Total Shared	Failed Durchases
Family Name Chua	Shared by Social		
Gender MALE FEMALE	Shared by Email		Rewards
Date of Birth 22-05-1954	Following		Rewards Downloaded
Mobile Number			1
NRIC	Opt in		Rewards Purchased
IU Number	General Alert		Rewards Redeemed
1121457550	Featured Alert		
License Plate SJN8678A	Coupon Expiry Ale	n	Devices
Sign Up Date/Time 2018-05-27 22:54			ID(s)
Login Type Local sign in	Membership Detail	s	08700440310381209430583
Last Login Time	Tier Union Member		Notes
33.	Tier Expiry Date		Description User
	Australia Datata		

ILM – Customer Details



Tools:

Coupon History: lists all coupons transactions for that customer, including outlet, date and coupon status.

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- **Password**: Allows Concierge to change customer's password on ILM. **Only change password if they are unable to change it using the App and with the customer's consent.**
- **Transaction History**: lists all receipt transactions for that customer, including receipt values and outlets.
- **Following:** list of merchants and outlets customer is 'Following' (after clicking on 'Follow' option on the App)
- **Update Log history**: history of all fields that have been amended for that customer, alongside the username who has made the changes, date and time.

Coupons History

Oute of Purchase	Compieign Norme	Promotion Code	Type	Diston	Deterof Status	Taris ID	Gym ID	PayPal Trans	Campalign	Distant	e Warshard	HAT	Outlet	Notes	
21-05-2018 09:485	GrWP Test 200	4	Rewards- Points	Redeamed	21-05-2018 00:46h	300	194		500		AMK HUB	AMK Hub	SaSa		
20-05-2018 10:315	Cotton On \$5 Youcher		Rewards- Points	Refunded	20-05-2018 18:30h	295	189		200	22	Anna Nunci		35	TEST	
20-05-2018 16:31h	Buy a Yezan, Get one for free		Rewards- Other	Redeemed	20-05-2016 18-31h	289	190	<u>ت</u>	٥	3	Adidas	Jurong Point	Adides		Refered
20-05-2018 16:30h	Anne Nucci	-	Promotion NT	Redeemed	20-05-2018 18:30h	285	1188	54	0	4	Anna Nuozi	Jurong Point	Anna Nunti	1	

1-4 of 4

Transactions History for NUR FAZREENA MOHAMED AMRON

19.1	Member Name:	COMPANY (Internet Mark Internet In	Outlet	Arrieunt	Peinte	Type .
120	NUR FAZREEINA MOHAMED AMRON	23-05-2018 15:17	Junceg Point	Kiddy Palace	\$25.8	150	Receipt Award
145	NUR FAZREENA MOHAMED AMRON	21-05-2018-09-46	AMK Hub	SaSa		-508	Caupon
143	NUR FAZREENA MOHAMED AMRON	20-06-2018 17:20	Jurong Point	Adidaa	80999.90	5000	Receipt Award
141	NUR FAZREENA MOHAMED AMRON	20-05-2018 18:31	Juring Point	Anna Nuoci	+	-200	Coupon
140	NUR FAZREENA MOHAMED AMRON	20-05-2015 16:02	Jurong Point	#Fingers Criscy Chicken	\$255	1275	Receipt Award

Following



Update Log History

Modified Date Time	Modified By	And	ed Fields traces and	
		Pield Name	Old Value	Anna Malan
		itype	and the second s	
		Malinama	1.0	
		Maeramai		
		Givername	1	
		Familyname	1.4	
		Nirc		100
		Phoneno		
		Gender	10 C	
30.05.0010 14.000	Concerning and the second second	Dob	S	8
20405-2018 14:210	abcouperbed phas ton	Paseword		
		Confirm_passwort		
		Ceneral preferences		
		Featured_preferences		
		Expiry_preferences	14	-
		Receive, email		-
		Undefined		
		Action	1	1
		Userconvent	12	2

- 1.at

ILM - Customers – Reset Password



Concierge User is able to reset customers' passwords, should the customer have issues with the App.

If customer is not able to reset the password via the App by clicking on 'Forgot Password' (on Sign up Page) follow these simple steps:

- 1. Click on **Customers** tab on the menu sidebar.
- 2. Browse Customer Database or **Search Customer** field to find desired customer.
- 3. Click on the **customer's email** field to access customer record.



ILM - Customers – Reset Password



4. Scroll down the page and click on Password.

5. Click on 'Reset Password'.

6. Click on **"OK**" to confirm reset password.

Customer will be sent an email (to email used during initial App registration) with instructions to reset password.

Change Password:

Concierge users can also change customer's password directly on ILM by clicking on 'Change Password', **However, the Reset Password option is preferable and more secure.**

Coupons History



mercatus.sprookimanagerx.com says





ILM – Customer Details- Download Log

Update Log History

Enables Concierge to download historical data of a particular customer.

To Download Log History data:

- 1. Access relevant customer record, scroll down the page and click on "Download History".
- 2. A CSV file will be exported with the following fields:
 - Log ID
 - Date when log was exported
 - User ID of user who has made changes to customer record (e.g. Concierge)
 - Email of user who has made changes to customer record
 - List of all fields that have been amended on customer record.

	amed Date IIme	Modified By	Field N	Modified Fields ame Old Value	New Value
No R	esults			secole / II / The the Delevision	(1999) de spins (De de solverteur) e
1 - 0 0	0 to				
Dow	nload History	1			
	10				
			2		
A	в	с	2	E	Ŧ
A	Β	С	D UpdateLog_1	E 121	Ŧ
A og ID	B Modified DateTime	C Modified User ID	2 D UpdateLog_1 Modified User EmailId	E 121 Modified Fields and Values	F
A og ID 1843	B Modified DateTime 24-05-2018 16:48h	C Modified User ID 8	D UpdateLog_1 Modified User EmailId jpconcierge@gmail.com	E 121 Modified Fields and Values Given Name has been changed from xjhbs	F izk to Xjhbzk
A og ID 1843	B Modified DateTime 24-05-2018 16:48h	C Modified User ID 8	D UpdateLog_1 Modified User EmailId jpconcierge@gmail.com	E 121 Modified Fields and Values Given Name has been changed from xjhbs Family Name has been changed from bnk	F izk to Xjhbzk ijfzxd to Bnkjfzxd

ILM – Customer Refunds



- Only approved Admins can process Customer Refunds on ILM.
- Please contact your Team Leader for support if a customer requires a Refund.

Date of Purchase	Campaign Name	Promotion Code	Туре	Status	Date of Status	Trans ID	Cpn ID	PayPal Trans ID	Campaign Value	Distance	Merchant	Mall	Outlet	H	Notor		-
13-05-2018 15:43h	[COPY] 1-for-1 Coffee	-	Promotion- NT	New	13-05-2018 15:43h	5	5	-	o	-	1A Crispy Puffs	5 -	-			Refund	Redeem
13-05-2018 12:22h	[COPY] 1-for-1 Coffee	-	Promotion- NT	New	13-05-2018 12:22h	4	4	-	0	-	1A Crispy Puffs	5 -	-			Refund	Redeem
13-05-2018 12:21h	1-for-1 Coffee	-	Promotion- NT	Expired	13-05-2018 15:58h	3	3	-	o	-	1A Crispy Puffs	5 -	-		1	Refund	Redeem



ILM: Receipts

Campa	aigns	Sea	arch (Campaigns			Search					
	Promotions	Filt	er Ca	mpaigns by	All Locations	¢ All M	verchants 🗘 All Types	:[All Tags		‡] All St	atus
•	Rewards Events	•	CID	Promotions Name	Marchant	Mall	Outlet	Category	Тад	Product Volume	Balance	Start Date
Coupo	ons mer	D)	116	IEST	Challenger	Jurong Point,AMK Hub,Thomson Plaza	Challenger,Challenger,Challenger Mini	Electronics & Technology		100	100	22-05-201 14:54
Receip	pts	¢	106	10% Off with a min spend of 200 dollars.	MFC Jewellery	Jurong Point,AMK Hub	MFC Jewellery ,MFC Jewellery	Jewellery, Watches & Optical		1000	999	17-05-201 13:33
Helpda	esk	0	101	Free sushi for all	Maki-San	Jurong Point	Maki-San	Food & Beverage		10	10	16-05-201 15:25
1.0Mc.ab	1999-1997 1997	a	97	[COPY] Concierge Training	MFC Jewellery	Jurong Point	MFC Jewellery	Jewellery, Watches & Optical		100	98	16-05-201 13:53
			96	Test 1	MFC Jewellery	Jurong Point	MFC Jewellery	Jewellery, Watches & Optical		100	100	23-05-201 15:29
		0	87	Anna Nucci	Anna Nucci	Jurong Point	Anna Nucci	Fashion	Gift Voucher	12	7	11-05-2018 15:39

ILM – Receipts Overview

Receipt Dashboard enables registered users to view and manage shoppers' receipts submitted via the M Malls App.

This section enables user to:

- Search, filter and view receipts submitted by shoppers.
- View transactions associated with those receipts.
- View basic personal information of those shoppers that have submitted receipts.
- How to award, cancel or reject receipts submitted by shoppers.
- Exception handling cases.









ILM – Receipts Listing

Mercatus	Welcome User Guide	e amkhub pt3. You are Chence Pasaword - Sion C	logged in as a Co M	ncierge User									
Campaigns Coupons	Search Filter R Dates	Receipts by All Loc Start Date/Time	ations 🔹 🕄	Ali Status a/Time	earch Expo Filter Amour	rt nt Range Starti	ng Amount	End Amount		1			
Receipta	ld	Submission Date	Member Name	Merchant	Mall	Category	Amount	Status	Transaction ID	Transaction Date	Image	Comments	Rejected
Transactions Helpdesk	<u>4955</u>	28-05-2018 12:54	Lynn Sim		AMK Hub		\$50	Pending					
linvigor	4923	28-05-2018 12:33	MEE LIAN CHONG	FairPrice Xtra	AMK Hub	Supermarket & Specialty Mart	\$387.17	Approved	11464229293	18 00:00			
	2848	26-05-2018 21:40	EI BING QUEK		AMK Hub		\$143.76	Pending			A TRANSPORT		
	1560	26-05-2018 14:04	jesly <u>n loh</u>		AMK Hub		\$27.5	Pending					

There are two main sections in the dashboard:

- 1. Search and Filter: These are tools that you can use to identify particular receipts, or a group of receipts.
- 2. Transaction List: This is a list of all receipts that have been uploaded into the system. A high level overview/summary is provided.

ILM – Search and Filter Receipts





- **1. Search Receipts:** A text search field, used to search for a specific shopper.
- Filter Receipts By: Drop down menus, used to search for receipts from a specific mall, or receipts with a specific status
 E.g. Find all receipts from 'Jurong Point' that are in a 'Pending' status.
- **3. Dates:** A date search field, used to search for receipts between a specific date period.
 - E.g. Find all receipts between (Start Date/Time) 01/04/2018 12:00 and (End Date/Time) 20/04/2018 17:00
- 4. Amount Range: An amount search field, used to search for receipts between specific values.
 - E.g. Find all receipts with a value between (Starting Amount \$) 10.00 and (End Amount \$) 100.00

ILM – View Receipts Details (1)



User Guide Change Password . Sign Out

• Listing includes an overview of each of the receipts that have been submitted by customers.

To view full receipt details:

1. Click on the 'ID' that is hyperlinked on the left hand side.

Mercatus



ILM – View Receipt Details (2)



 This screen will display all the relevant information for that receipt.

Details explained in the following slides

lease select a camera	+	Shopper Details:			
		Given Name		Family Name	
Joan gran 20		Lynn		Sim	
		Shopper Email		Shopper Tier	
		Lynn_sim91@hotmail.com		Union Member	
Hand Street Barrier Barrier Barrier		Receipt Information:			
The second secon		Amount *		Status	
The second secon		50		Pending	
		Mall *		Outlet *	
		AMK Hub		Please Choose Outlet	2
Take another snap		Transaction ID *		Transaction Date *	
ceint Image Brightness		e.g. 2132143124		dd mm үүүү	1
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turate Receipt Image	1211	Please Choose Payment Mode	Ψ.		
	0	Receipt Notes			
ange image contrast	0	e.g. Receipt Notes			

ILM – View Receipt Details (3)



- Transaction ID: can be identified at the top of the screen (in this example the transaction ID is #4955)
- 2. Drop Down Menu Please select a camera: If you are taking photos of receipts you can select your input device, whether it is a built in camera or a peripheral device, such as an external scanner.
- **3. Receipt Image:** This is the receipt image that needs to be analyzed for the customer. Click on the image to enlarge it for viewing.
- 4. Button Take another Snap: If you are not satisfied with the receipt image, you can re-capture the photo. Follow the on-screen prompts to take an additional photo.



ILM - Receipts - Receipt View (Functions)

5



Enhanced Image

5. Sliders – Image enhancement: The image can be enhanced if necessary. There are three markers that can be moved on the horizontal slider and will change the Brightness, Saturation or Contrast. Adjust as desired.

See example of an a receipt and an enhanced version on the right.

Original I	mage
------------	------

Update receipt transaction #4955		Update receipt transaction #4955	
Please select a camera	٥	Please select a camera	•
The another same		Take another snap	
Receipt Image Brightness		Receipt Image Brightness	0
Saturata Basalat Janan	U	Saturate Receipt Image	
our second secon	0		30
Change Image Contrast	0	Change Image Contrast	40



6. Shopper Details: These are pre-populated fields that contain the customer details. Please check these details to ensure you are modifying the correct customer.

Note: These are non-editable fields

Shopper Details: 6	
Given Name	Family Name
Ben	Frost
Shopper Email	Shopper Tier
ben.frost@invigorgroup.com	Basic Member



- 7. Amount: receipt value that the customer has provided via the App. Please check the receipt image against the value stated and correct if necessary.
- **8. Mall:** mall where the purchase was made. Please check against the receipt image and adjust the entry if required.
- Status: current receipt status (Approved, Pending or Rejected). This is a non-editable field.
- 10. Outlet: outlet where purchase was made. Please check the receipt image and update this field (using the drop down box) if required.





- **11. Transaction ID:** Please check the receipt image, and populate this field with transaction ID on the receipt.
- 12. Transaction Date: Please check the receipt image and populate this field with the transaction date. (e.g. date of purchase)
- 13. Payment Mode: Status: Please check the receipt image, and populate this field (using the drop down box) as to what method of payment was used.
- 14. Receipt Notes: Not a mandatory field. Can be used to make notes detailing your decision process. Mainly used during the rejection process – to document your line of thought and reason behind the rejection.





These are the 3 key actions that can be performed on receipts:

- **15. Cancel:** Click on cancel if no action is needed and you wish to return to the previous menu, without saving any changes (No change in status).
- 16. Reject: If receipt does not meet the minimum requirements for approval, you can reject the claim. Please add a summary of the decision under the 'Receipts Note' section before pressing the 'Reject' button. Receipt status will move to a 'Rejected' state.
- 17. Award: If the receipt meets all of the requirements, the claim should be processed. Clicking on the 'Award' button will complete the transaction, award the relevant points to the customer account, and log receipt as 'Approved'.

Receipt Information:						
Amount *	Status					
44	Pending					
Mall *	Outlet *					
AMK Hub 👻	Please Choose Outlet					
Transaction ID *	Transaction Date *					
e.g. 2132143124	dd mm yyyy					
Payment Mode *						
Please Choose Payment Mode						
Receipt Notes						
e.g. Receipt Notes						
	15 16 17					
Recommended 500 characters with 5,000 character lim	it. 15 10 17					
	CANCEL REJECT AWARD					

Receipts – Receipt Details: Sample #1



You need to collect some information from the receipts. Every receipt will vary and requires some investigation.

- Outlet Name (in blue) The outlet (the majority of the time) will be listed at the top of the receipt. In this example the outlet is Heritage Hub
- 2. Mall (in blue) the mall (the majority of the time) will be listed at the top of the receipt. In this example the mall is AMK.
- Date/Time (in red) The date and time locations will vary from receipt to receipt. In this example, the date is 4 May 2018 11:01 AM
- Transaction ID (in green): The transaction ID is a number that is unique to that particular transaction. This number will vary from outlet to outlet, and will vary in location. Try and look for something that is a unique identifier to that transaction.
 In this example the transaction ID is likely to be R191297
- 5. Amount (in yellow): the amount spent will tend to be towards the bottom of the receipt. The amount should be a total, based on what items the customer has purchased. In this example, the amount is \$49.90.

<u>Receipts – Receipt Details: Sample #2</u>



You need to collect some information from the receipts. Every receipt will vary and requires some investigation.

- Outlet Name (in blue) The outlet (the majority of the time) will be listed at the top of the receipt. In this example the outlet is U@GX.
- Mall (in blue) the mall (the majority of the time) will be listed at the top of the receipt. In this example the mall is AMK Hub.
- Date/Time (in red) The date and time locations will vary from receipt to receipt. In this example, the date is 3/5/2018 8:53 PM
- Transaction ID (in green): The transaction ID is a number that is unique to that particular transaction. This number will vary from outlet to outlet, and will vary in location. Try and look for something that is a unique identifier to that transaction.
 In this example the transaction ID is likely to be: AMK Hub 225258
- 5. Amount (in yellow): the amount spent will tend to be towards the bottom of the receipt. The amount should be a total, based on what items the customer has purchased. In this example, the amount is \$99.80

Receipts – Exception Handling



Below some of the common receipt-related exception cases and how to handle these:

- 1. Unable to process receipts less than \$20.00:
 - If you try to process a receipt for less than \$20, you will be presented with an error message. Any receipt under \$20 can be rejected.
- 2. Unable to process duplicate receipts:
 - Customers may try and enter a receipt more than once. If two receipts are submitted with the same mall, outlet, and same transaction ID, you will be prompted that this is a duplicate receipt. Check that the data is correct. If it is a duplicate of a previous receipt, **reject** the new entry.
- **3.** Receipts submit past the due date:
 - Receipts up to the end of the next calendar day of receipt transaction is accepted. Receipts beyond will be rejected.



ILM: Transactions

Cam	paigns	Sea	arch (Campaigns			Search					
	• Promotions		Filter Campaigns by All Locations CAll Merchants CAll Types CAll Tags All All							*] All St	itatus	
	Rewards	•	CID	Promotions Name	Merchant	Mall	Outlet	Category	Tag	Product Volume	Balance	Start Dat
Cou	pons	0)	116	TEST	Challenger	Jurong Point,AMK Hub,Thomson	Challenger,Challenger,Challenger Mini	Electronics & Technology		100	100	22-05-20 14:54
Cust			106	10% Off with a min spend of 200 dollars.	MFC Jewellery	Jurong Point,AMK Hub	MFC Jewellery ,MFC Jewellery	Jewellery, Watches & Optical		1000	999	17-05-20 13:33
Tran	Isactions	c	101	Free sushi for all	Maki-San	Jurong Point	Maki-San	Food & Beverage		10	10	16-05-20 15:25
		Q	97	[COPY] Concierge Training	MFC Jewellery	Jurong Point	MFC Jewellery	Jewellery, Watches & Optical		100	98	16-05-20 13:53
		0	96	<u>Test 1</u>	MFC Jewellery	Jurong Point	MFC Jewellery	Jewellery, Watches & Optical		100	100	23-05-20 15:29
			87	Anna Nucci	Anna Nucci	Jurong Point	Anna Nucci	Fashion	Gift Voucher Offline	12	7	11-05-20 15:39
ILM – Transactions Overview



- The Transaction section allows users to review the various activities completed by customers through the ILM platform.
- Transaction types range from Awarding Coupons, Awarding Receipts, Adding bonus Awards, Redemption of Coupons.

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lomer		10	Member Name	Tier	Date	Mail	Outlet	Amount	Points	Type	Balance
neepta	ų.	2942	NYI MYO AUNG -	Basic Member	28-05-2018 16:38	Jurong Point	4Fingers Crispy Chicken	\$126.03	600	Receipt Awant	19130
pdesk		2941	LEE LEE LIM	Basic Member	29-05-2018 16:38	Jurong Point	BHG	\$60	300	Receipt Award	26675
ngor	m.	2940	WANG XINXIAN WANG	Basic Member	29-05-2018 16:38	Jurong Point	FairPrice Xtra	\$136.89	136	Receipt Awant	7886
	œ	2939	KWAN WAI LEE	Basic Member	28-05-2018 16:37	Jurong Point	FairPrice Xtra	\$56	56	Receipt Award	11468

Welcome amkhub pt3. You are logged in as a Conc

ILM – Transactions Tools

Inv



- Filter transactions by: Ability to filter transactions by Tiers (e.g. Basic) , Times (e.g. trading hours), Merchant (e.g. 7-Eleven), Location (e.g. AMK), Type (e.g. Bonus Award)
 - Example: find all 'Gold' members from 'Jurong Point' that have had a 'Receipt Reward'.
- 3. Search Amount Range: option to search transactions by entering a start and end amount to find particular coupons of certain value (this is useful when analyzing the performance of certain offers).
 - Example: find transactions with a value between (Starting Amount \$) 10.00 and (End Amount \$) 100.00
- **4. Select Points Range**: option to search transactions by entering a start and end amount to find coupons of certain points value.
 - Example: find receipts with a value between 10 and 500 points

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	Sear	ch Tran	sactions			Search							
	Filte	r Transı	actions by	Al Tima	all Time:	1	(Al Merchants 2) (All Locations	1 All Types	i) Fill			
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	œ	2939	KWAN	WAJ LEE	Basic Member	28-05-2018	16:37 Jurong Point	FairPr	ice Xtra	\$56	56	Receipt	11468





ILM: Helpdesk

Cam	paigns	Sea	arch (Campaigns			Search					
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Cust	tomer					Plaza		reconnergy				
Rect	elpts	0	106	10% Off with a min spend of 200 dollars.	MFC Jewellery	Jurong Point,AMK Hub	MFC Jewellery ,MFC Jewellery	Jewellery, Watches & Optical		1000	999	17-05-201 13:33
Tran	asactions odesk		101	Free sushi for all	Maki-San	Jurong Point	Maki-San	Food & Beverage		10	10	16-05-201 15:25
	SANGIOS		97	[COPY] Concierge Training	MFC Jewellery	Jurong Point	MFC Jewellery	Jewellery, Watches & Optical		100	98	16-05-201 13:53
		0	96	Test 1	MFC Jewellery	Jurong Point	MFC Jewellery	Jewellery, Watches & Optical		100	100	23-05-201 15:29
			87	Anna Nucci	Anna Nucci	Jurong Point	Anna Nucci	Fashion	Gift Voucher	12	7	11-05-2018 15:39

ILM – Create Helpdesk Ticket



Should any issue arise with the M Malls App or ILM, please follow these steps:

- Contact your Team Leader. If Team Leader is not able to resolve/answer query, contact your ILM Location Admin.
- If still unresolved, raise a Helpdesk Ticket to the Invigor Support team. See steps on next slide.
- Please provide as much information as possible for the team to more efficiently assess the ticket. Our team will update the Concierge team directly (Concierge teams will update customers directly)

ILM – Create Helpdesk Ticket



Raising a ticket:

- 1. Login to <u>https://mercatus.sprookimanagerx.com</u> with your credentials
- 2. Go to Helpdesk on the menu sidebar

the A of A

3. Click on 'Create Ticket'

Campaigns Search Helpdesk Tickets Search Export Create Ticket Coupons Filter tickets by Issue Type Issue Status Raised (yyyy-mm-dd) to (yyyy-mm-dd) Reporter Customer ID Type Summary Status Resolution Reporter Date Raised MCTWL-6 Product related issues cannot use [expand] To Do - joey 14 May 2018	
Coupons Issue Type Issue Status Raised (yyyy-mm-dd) to (yyyy-mm-dd) Reporter Customer ID Type Summary Status Resolution Type Reporter Date Raised MCTWL-6 Product related issues cannot use [expand] To Do - joey 14 May 2018	
Customer ID Type Summary Status Resolution Type Reporter Date Raised MCTWL-6 Product related issues cannot use [expand] To Do - joey 14 May 2018	Filter
Receipts ID Type Summary Status Resolution Type Reporter Date Raised MCTWL-6 Product related issues cannot use [expand] To Do - joey 14 May 2018	
MCTWL-6 Product related issues cannot use [expand] To Do - joey 14 May 2018	Date Closed
MCTWL-5 Technical issues Test [expand] To Do - Test 13 May 2018	-
Helpdesk 1 McTWL-4 Technical issues Test [expand] To Do - Test 13 May 2018	4
MCTWL-3 Technical issues can't install [expand] To Do - fdfadasf 7 May 2018	-

ILM – Create Helpdesk Ticket

Invigor

- 3. Complete form with the following details:
 - Issue Type (e.g. Technical, Customer-related).
 - Device used by customer, operating system and OS version (if relevant)
 - Summary of the issue.
 - Your name
 - Your contact number
 - Your contact Email
 - App username: if the issue affects a particular customer.
 - Coupon code: if the issue is related to an existing voucher)
 - Description of the issue. Please include as much information as possible for our Support team to investigate nore effectively.
 - Add attachment (e.g. screenshot of Invigor Manager, or of App displaying the issue, if available).
- 4. Click on **Submit**

A member of the Invigor Team will contact the ticket reporter as soon as possible, depending on issue severity (refer to SLAs for resolution response times)

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		fasue Type
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This guide will cover



Introduction to Mercatus Malls Mobile App

Overview of Invigor Loyalty Manager(ILM) Administration System

Customer Service and support



Customer Support - Overview



A defined process is in place to provide support should App users or M Malls users have system queries or encounter technical issues with the App or Invigor Manager



Invigor Support Team Operation Hours are 9:00 am-6:00 pm Monday to Friday Singapore time (exc Public Holidays)

Most Common Customer Issues



These are the most common user support incidents that you might encounter and possible resolutions:

Issue	Device Connectivity issues	Customer device issues	Refunds	User Account	Merchant support incidents
Description	Can't download vouchers Can't view vouchers	User on devices pre-dating iOS 8+ 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 (not available for iPad download)	Post-redemption: store refund terms apply	User has multiple accounts and can't remember which account they downloaded vouchers. User forgets password User signs in first time with local email, then tries to sign in second time with Facebook	Staff unaware of Mobile App or how to handle redemption Staff unaware of Outlet Redemption code Share redemption code with Users
Possible resolutions	Check that customer's device is connected to a 3G , 4G networking or working WiFi connection.	If device is too old or does not have enough processing power, ask customer to login to the App with another device (e.g. a friend or family member)	Check promotion Terms & Conditions. Speak with Merchant if required.	Delete and re-install app, then help customer access account with the correct username. Reset password via ILM if necessary.	Help Merchant with query directly to resolve customer issue ASAP. Suggest Admin user to conduct refresher training session with Merchants if necessary.

Customer Support - Responsibilities



	M Malls Team Support	Invigor Support
1.	App users will contact M Mall team via email, Contact Us (on M malls App) or by visiting the mall's Concierge desk if they have product or technical queries. If Concierge Team are unable to respond query or solve the issue, they	If Concierge nor M Malls Location Admin are able to resolve the query, please raise a ticket
	should contact their dedicated M Malls Location Admin	via Helpdesk on Invigor Manager.
• •	M Malls Location Admin responsibilities: Collect accurate data regarding the error or incident Attempt to self-diagnose & resolve incidents prior to contact Invigor Review ILM and FAQs references provided Raise a support incident ticket to Invigor Helpdesk if unable to resolve	The Invigor Team will review and provide resolution based on contractual SLAs (see next slides) Support Hours: 9:00 am-6:00 pm, Monday to Friday Singapore time (excl Public Holidays)

Invigor SLAs



Priority	Description	Response Time from receipt of notice by Invigor
Severity 1	Invigor 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 acrosparts of the platform with no work around.	s 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
 Invigor Techni Invigor technic 	r can only respo cal team. r will require in cal error. Sent to Andy to validate	the Invigor QA and er to reproduce a

Support Incident Obligations

Invigor

M Malls Team Obligations

Customer must notify Invigor 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
- Voucher code (if applicable)
- Description of issue and/or steps taken to reproduce issue (for Technical issues)
- Any refund requests prior to the redemption of a voucher are at the discretion of M Malls and will be evaluated on a case by case basis.
- Any refund requests received after redemption of a voucher are at the discretion of the outlet and depend on M Malls and the outlet's refund policy and terms of the voucher or offer provided through M Malls

Invigor Support Obligations

Upon receipt of support incident, Invigor will:

- Recognize 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.

Support Flow



Invigor



App Users' Frequently Asked Questions



Frequently Asked Questions



Top Tip: These are available on the FAQs section of M Malls App

What does this application do for me?

The M Malls 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 'M Malls' 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 M Malls Mobile 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 8 and upwards platforms.

What is the difference between M Malls and other apps which offer similar offers/deals/discounts?

Unlike other generic deals apps, this application is exclusive to M Malls . 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 vouchers. For existing users, you are required to sign in. Once the download is successful, you will receive the voucher in question saved in 'My vouchers'.

I have downloaded M Malls, 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 Service' > 'Location Service' > '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 voucher offer?

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

Frequently Asked Questions



My app crashed when I tried to download a voucher.

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:

- Press the Home button to ensure that you are at the Home screen
- Double-press the Home button. The app tray will appear.
- 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.
- Tap the minus (-) sign that corresponds to the application. This action closes the app completely.
- Press the Home button once to stabilize apps again, and another time to exit to the Home screen.
- 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 M Malls or via the Contact Us form in the M Malls application.

- **Can users download a voucher without Wi-Fi or 3G/4G connection?** No. App users need either Wi-Fi, 3G or 4G connection to download vouchers.
- **Can merchants redeem vouchers without Wi-Fi or 3G/4G connection?** Yes. Merchants can enter their merchant codes and redeem vouchers if the handset does not have Wi-Fi, 3G or 4G connection.

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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:

- Check the signal strength on your mobile device (at least 3 bars is recommended)
- 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:
 - Press the Home button to ensure that you are at the Home screen
 - Double-press the Home button. The app tray should appear.
 - 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.
 - Tap the minus (-) sign that corresponds to the M Malls app. This action closes the app completely.
 - Press the Home button once to stabilize apps again, and another time to exit to the Home screen.
 - Wait for 5 10 seconds before relaunching the M Malls App (by tapping the app icon).

Frequently Asked Questions

- On Redemption, after typing 'Redemption Code' merchant/retailer touch 'Redeem' button and gets this message: "voucher 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 vouchers, but will not receive location-relevant alerts.
- Is the M Malls app available on tablets? The M Malls App is not available on Apple iPads or Android Tablets.



Top Tip: These are available on the FAQs section of M Malls App



FREQUENTLY ASKED QUESTIONS

What does this application do for me?

The "M Malls" app is a mobile application that provides users a revolutionary service that utilizes location-based targeting technology. It is available on iOS devices (iPhones and connected iPads on iOS6 and upwards) and Android devices (phones running on version 2.3 and upwards). The M Malls application helps users discover exclusive offers and promotions and stay informed about special events from participating M Malls retailers, especially when you are near to the M Malls.

Does the M Malls application cost anything?

The M Malls application is FREE to download. Once the application has been installed on your mobile device, you will be able to search for offers or deals that you would like to download and redeem.

Is there a similar Blackberry or Windows application available for download?

The application is currently available for Android v2.3 and upwards or Apple iOS 6 and upwards platforms.

What is the difference between the M Malls application and other applications which offer similar offers, deals and discounts?

Unlike other generic deal application, this application is avaluation to M Malle. It brings together all the best offers and



