



# **Sprookimanager™ Administration User Guide**

December 2013

Version 2.4

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# 1. User Account

---



**An Admin User account is required to  
access the *Sprookimanager*<sup>TM</sup>  
Administration System**

# 1.1 Sign In to your Account



## Sign In

Email



Password



[Forgot your password?](#)

Sign In



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

# 1.2 Forgot Password



1. Click **'Forgot Password'**

## Sign In

Email

Password

[Forgot your password?](#)



Sign In

Powered by  sprooki

# 1.2 Forgot Password



## Forgot Password

Email

2

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

Cancel

Submit

3

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

## 2. Navigation (Sidebar Menu)



1. **Promotions** – Add or edit campaigns and offers and view campaign reports
2. **Alerts**
  - **Featured Alert**- Schedule or edit location targeted alerts
  - **General Alert** – Send alert notifications to application users
3. **Events** – Schedule new events
4. **Coupons** – View and search coupons downloaded, purchased, redeemed and refunded
5. **Customers** – View and search customer profiles and activity
6. **Directories**
  - **Merchants** – Add or edit Merchant information
  - **Malls** – Edit Mall information
  - **Categories** – Add or edit Categories
7. **Admin Users** – Add or edit admin users access and permissions
8. **System Logs** – Historical records of admin user activity
9. **Helpdesk** – Submit a helpdesk request to Sprooki
10. **Reports** – Generate or view management reports

# 3. Admin User

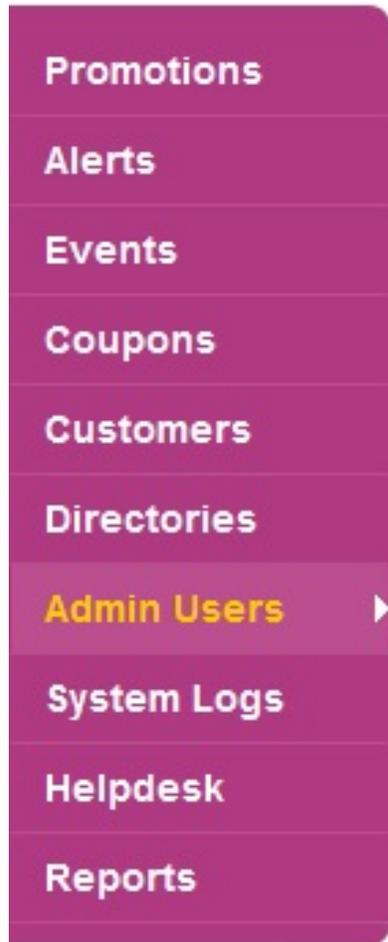
---



**Client Admin Users** are able to schedule campaigns and access information for all locations.

**Application Admin Users** are able to schedule campaigns and access information according to the Applications (Apps) they have been permitted to access.

# 3.1 Add Admin User



1. Click on the **Admin Users** tab on the menu sidebar.

# 3.1 Add Admin User



- Promotions
- Alerts
- Events
- Coupons
- Customers
- Directories
- Admin Users**
- System Logs
- Helpdesk
- Reports

Search Admin Users



Filter Admin Users by

SID	Given Name	Family Name	Email	Role	Merchants	Access	Login Attppts	Last Login
No results...								

2. Click on the **'Add Admin User'** button

# 3.1 Add Admin User



- Promotions
- Alerts
- Events
- Coupons
- Customers
- Directories
- Admin Users**
- System Logs
- Helpdesk
- Reports

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### Add Admin User

**1. Admin User Details**

\*Given Name 3

\*Family Name

\*Email  
  
This Email Address will be used for Password Resets.

\*Role

**2. Applications**

\*Assigned to 5

Shift-Click to multi-select the locations.

6

\*Denotes mandatory field.

3. Enter new Admin User Given Name, Family Name and Email
4. Set access permission. Choose **Client Admin** or **Application Admin** from the **Role** dropdown menu
5. For Application Admin Users, select Application (s) you want to assign user to. Use Shift-Click to assign Multiple outlets to one user.
6. Click **Submit User**

# 4. Promotions

---



Promotions appear in the app as coupons for a certain period of time. They can be scheduled ahead of time to start on a specific date, or immediately. Campaigns can be created, saved, edited, published and ended through **Sprookimanager™**.

# 4.1 Add Campaign



1

Promotions

Alerts

Events

Coupons

Customers

Directories

Admin Users

System Logs

Helpdesk

Reports

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

Note: Campaigns can only be created for Outlets which have been added to **Sprookimanager™**. See Section 7.4 to add new outlets

# 4.1 Add Campaign



2

- Promotions
- Alerts
- Events

Search Campaigns  Search Export Print Add Campaign

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

	CID	Campaign Name	Merchant	Category	Start	End	Status	*T/NT	Target Users	Featured	Sales Volume	Sales Value
--	-----	---------------	----------	----------	-------	-----	--------	-------	--------------	----------	--------------	-------------

2. Click the **Add Campaign** button

Note: Campaigns can only be created for Outlets which have been added to **Sprookimanager™**. See section 7.4 to add new outlets

# 4.1 Add Campaign



Promotions

Alerts

Events

Coupons

Customers

Directories

Admin Users

System Logs

Helpdesk

Reports

### Add New Campaign

Select Merchant

Aéropostale (PH)

3

Cancel Next

4

Powered by sprooki

3. Select the Merchant that will run the promotion
4. Click on **'Next'**

# 4.1 Add Campaign



## Add New Campaign

### 1. Campaign Details

\*Campaign Name

Recommended 75 characters, up to 90 characters.  
Do not end Title with Period. Include Merchant Name.

5

\*Campaign Description

Recommended 500 characters with 5,000 character limit.

6

\*Campaign Image(s)

Choose File no file selected

7

Image size should be atleast 640 x 270 pixels.  
Supported formats PNG, JPEG, GIF. Maximum 5 files.

5. Enter Campaign Name – the headline for the campaign & alerts (90 characters limit).
6. Enter campaign description (500 characters limit).
7. Upload campaign image. Images must be in the correct file format and size to publish the campaign. **Image format required: PNG, JPEG or GIF (at least 640x270 pixels).**

# 4.1 Add Campaign



## 2. Campaign Values

Transactional  Non-Transactional

Retail and Coupon Value will not be displayed for Non-Transactional Campaigns.

\*Retail Value

\$  .

Retail Price of the Product.

\*Coupon Value

\$  .

Coupon (You Pay) Price of the Product.

\*Coupon Limit Per App User

Unlimited

Frequency of Coupon Downloads

\*Product Volume

Campaign will automatically terminate when amount purchased reaches 95% .

8

9

10

11

8. Select either Transactional (Pre-pay via mobile) or Non-Transactional (Pay in-store) coupon.
9. For Transactional only: Enter retail and coupon value.
10. Option to set coupon limit per app user, if required (e.g. 1).
11. Option to set the product limit. If no product limit, set to significantly high volume. (e.g. 1000)

*Note: if a campaign reaches 95% of the product volume available, the system will automatically end the campaign.*

# 4.1 Add Campaign



## 3. Campaign Codes

### Promotion Code

This Code is to be provided by the Merchant and is used for the Merchant to tie in with their POS. Maximum 16 characters.

### \*Merchant Redemption Code

This Code is for the Merchant to key in to the App during redemption process.

### Barcode Image

 No file chosen

Image file should be in PNG format at 200x40 pixels.

12

12. Enter promotion code if you want your POS operator to enter into the system for tracking purpose.

13. Upload barcode image if you want to use this feature to redeem coupons at the point of sale.

*Note: It is not required to enter the Merchant Redemption Code when adding a new Campaign. It is generated automatically from the Merchant name and Outlet Code in the 'Directories/ Outlets' section.*

13

# 4.1 Add Campaign



## 4. Campaign Dates

\*Start Date / Time

dd-mm-yyyy hh:mm 

14

\*End Date / Time

dd-mm-yyyy hh:mm 

The Start and End Date/Time defines the duration of the Campaign.

The Follower Alerts will be based on the Start Date/Time.

\*Coupon Valid Start Date / Time

dd-mm-yyyy hh:mm 

15

The Validity Start Date/Time is defaulted to Campaign Start Date/Time unless otherwise stated.

\*Coupon Valid End Date / Time

dd-mm-yyyy hh:mm 

The Date/Time defines the last day the coupon can be redeemed. The Coupon End Date/Time should be equal or later than the Campaign End Date/Time.

14. Select Start and End dates for the Campaign. The coupon will appear in the App between these dates unless ended.
15. Select Start and End date for the Coupon Validity Period. After the end date, a purchased or downloaded coupon will expire and no longer be redeemable.

# 4.1 Add Campaign



## 5. Targeting Options

16

All Users  Users Registered On / After

dd-mm-yyyy 

Campaign will only be viewed by App Users who are registered on and after this date selected.

16. The system can target a promotion to appear only to users who register after a certain date period. All other users will not be able to see the promotion.

This feature is useful for:

- A low price offer to attract new application downloads & registrations.
- A database privacy policy which requires only the most recent users to be sent offers.

# 4.1 Add Campaign



## 6. Merchant & Outlets

Merchant

Aéropostale (PH)

17

\*Outlets Applicable to Campaign

All Outlets  
Aéropostale New Glorietta  
Aéropostale Robinsons Magnolia  
Aéropostale Shangri-La East Wing

17. Select the participating outlet(s) for the chosen campaign.

**Note:** For Location Admin users, only those users with permission for those outlet locations will be able to schedule campaigns for these outlets.

Ctrl-Click to multi-select the outlets.

# 4.1 Add Campaign



## 7. Categories

18

\*Categories Applicable to Campaign

Footwear  
Accessories  
Women  
Men

18. Select the Categories applicable to the campaign.

Ctrl-Click to multi-select the categories that the Deal belongs to.

# 4.1 Add Campaign



## 8. Disclaimers & Terms

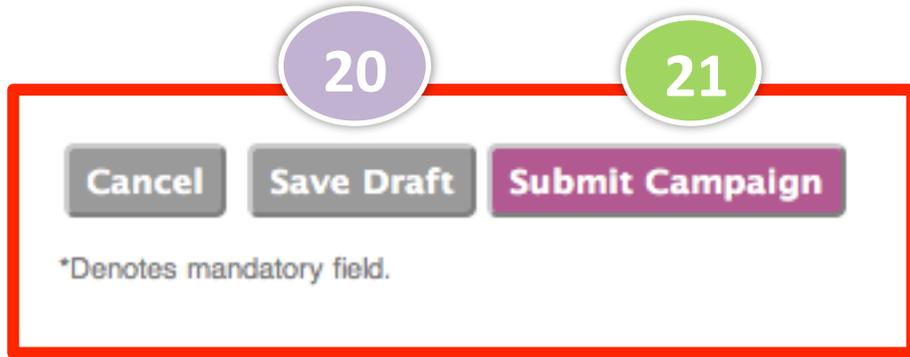
### \*Terms & Policy

**19**

19. Enter the specific Terms & Policy for the campaign.

Recommended 20000 characters with no limit.

# 4.1 Add Campaign



20. Click **Save Draft** if you have not finished entering details and/or wish to save the campaign details.

21. Click **Submit Campaign** to publish the campaign. The campaign will appear in the mobile app as of the Campaign start date.

# 4.2 Edit Campaign



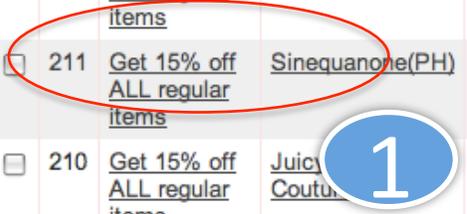
- Promotions
- Alerts
- Events
- Coupons
- Customers
- Directories
- Admin Users
- System Logs
- Helpdesk
- Reports

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Search Campaigns

Filter Campaigns by

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



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

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

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

# 4.3 End Campaign



Search Campaigns  Search Export Print Add Campaign

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

<input type="checkbox"/>	CID	Campaign Name	Merchant	Category	Start	End	Status	*T/NT	Target Users	Featured	Sales Volume	Sales Value	Refnds	*Nett Volume	Nett Value	Redmptn Volume	Failed Purch	Total Viewed	Total Shared	
<input type="checkbox"/>	8	Armani Campaign @20%	Armani Exchange(PH)	Men,Women	05-07-2013 18:20h	29-07-2013 18:20h	Live	NT	All Users	-	1	0	-	1	0	-	-	4	-	End Now Export
<input type="checkbox"/>	7	Zara promotion @10% Off	Zara(PH)	Men,Women	05-07-2013 11:48h	23-07-2013 11:48h	Live	NT	All Users	-	2	0	-	2	0	1	-	-	-	End Now Export
<input type="checkbox"/>	6	Gucci Promotion @ 30% Off	Gucci(PH)	Men,Women	05-07-2013 11:47h	29-07-2013 11:47h	Live	NT	All Users	-	1	0	-	1	0	-	-	-	-	End Now Export

1

1. Click on the **End Now** button to end the campaign.

*Note: Published or live campaigns cannot be edited.*

# 5. Events

---



Event information can appear in the application. They can be scheduled as a one-off or repeat event and added to the user's calendar. Events can be created, saved, edited, published and ended through **Sprookimanager™**.

# 5. 1 Add Event



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

# 5.1 Add Event



Search Events  Search **Add Event**

Filter Events by All Organisers All Status Filter

EID	Event Name	Organiser	Start (Campaign)	End (Campaign)	Status	Alert (F/G)	Response Vol.
47	Yearly Event Test	Organiser #1	Wed, Mar 20 2013 11:07 AM	Fri, Mar 29 2013 11:08 AM	Live	Event Alert	-
46	DailyEvent	-	Tue, Mar 19 2013 6:07 PM	Sat, Mar 23 2013 6:07 PM	Live	Event Alert	-
45	New Event 4	New Organiser 5	Tue, Mar 19 2013 11:46 PM	Wed, Mar 27 2013 11:46 PM	Live	Event Alert	-

2

2. Click the **Add Event** button.

# 5.1 Add Event



## Add New Event

### 1. Event Details

#### \*Event Name



Recommended 75 characters, up to 90 characters. Do not end Title with Period.

#### \*Event Description



Recommended 500 characters with 5,000 character limit.

#### \*Event Images

no file selected



Image size should be atleast 640 x 270 pixels. Supported formats PNG, JPEG, GIF. Maximum 5 files.

#### \*Event Dates

##### \*Start Date / Time



##### End Date / Time

Event Start and End Dates defines the duration of the Event and Add to Calendar dates.

Repeat

#### \*Campaign Dates

##### \*Start Date / Time



##### \*End Date / Time

Campaign Start and End Dates defines the period over which the Event details will be live.

### 2. Organiser & Venue

#### \*Assigned to Application(s)

Selected location(s) will be the default organiser and venue.

Choose Organiser

Choose Venue

3. Enter the Event Name: the headline for the event & alerts (limit: 90 characters).
4. Enter the Event Description (limit: 500 characters).
5. Upload an Event Image. Images must be in the correct file format and size to publish the campaign.
  - Landscape image formats of **PNG, JPEG and GIF, at least 640x270 pixels.**
6. Select the Event Start/End Date and time. For events which repeat, check the box Repeat. Choose the frequency with which the event repeats.
7. Enter the Start/End Date and Time during which the Event will be live in the application.

# 5.1 Add Event Organiser & Venue



## 2. Organiser & Venue

### \*Assigned to Application(s)

Selected location(s) will be the default organiser and venue.

### Choose Organiser

8

Select Organiser Applicable to Event OR [Add New](#).

### Choose Venue

9

Select Venue Applicable to Event OR [Add New](#).

10

There is an option to add an Event Venue and/or an Organiser.

8. To add Organiser, tick the box 'Choose Organiser'. Select from a list of existing Organisers/outlets or [Add New Organiser](#).

9. To add Add Venue, tick the 'Choose Venue' box. Select from a list of existing Venues/outlets or [Add New Venue](#).

10. Click the **Submit Event** button to confirm.

*Note: If Organiser is not added, the organiser will be the application brand by default. If Venue is not added, the venue information will be blank in the application.*

## 6. Featured Alerts

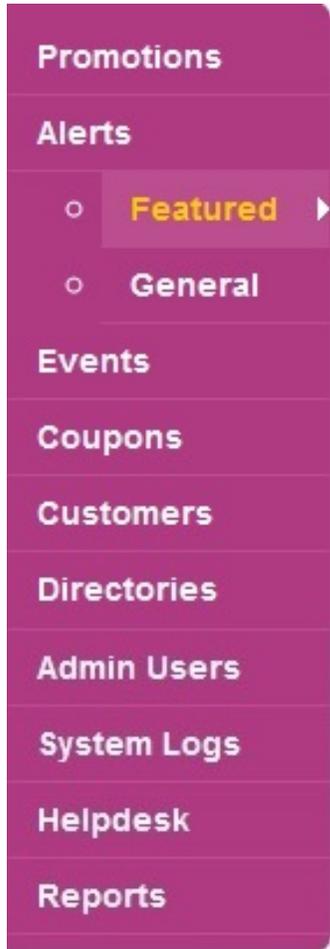
---



**Featured Alerts** are location-targeted alerts. They notify app users of a specific campaign when they are within a certain proximity of the relevant mall(s) or outlet(s). These are scheduled over a specified time period.

Featured Alerts are frequency capped, meaning if a user has received an Alert for Campaign “offer A” once, it is unlikely they will receive the same alert again within a 24-hour period.

# 6.1 Scheduling Featured Alerts



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

# 6.1 Scheduling Featured Alerts



Promotions Alerts

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

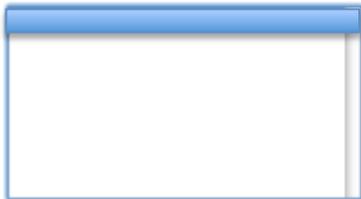
Filter Featured Campaigns by All Applications All Merchants Filter



2. Click **Add Featured Alert**

## Add New Featured Campaign

1. Select Application



3. Select your Application and click on 'Next'



# 6.1 Scheduling Featured Alerts



## Add New Featured Campaign

### 1. Selected Application

### 2. Select Merchant

4. Select Merchant and click on 'Next'

# 6.1 Scheduling Featured Alerts



## Add New Featured Campaign

### 1. Selected Application

SSI Life ( PH )



### 2. Selected Merchant

Banana Republic (PH)



### 3. Select Campaign

25% off on a 2nd Top



Campaign to be featured.

Note that this list will only show Live and/or Published Campaigns.

### \*Outlets Applicable to Featured Campaign

All Outlets  
Banana Republic Greenbelt 5  
Banana Republic Shangri-La Plaza  
Banana Republic Bonifacio High Street



Ctrl-Click to multi-select the outlets.

### 4. Feature Dates

Feature Start Date / Time

dd-mm-yyyy hh:mm



Feature End Date / Time

dd-mm-yyyy hh:mm

The Start and End Date/Time defines the duration of the Feature.

Cancel

Submit Featured



5. Select Application.
6. Select Merchant for Featured Alert.
7. Select Campaign.
8. Select outlet (s) locations.
9. Select the Featured Start/End Date.
10. Click on the **Submit Featured** button to confirm.

# 6.2 Edit Featured Alerts



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

## 6.2 Edit Featured Alerts



Search Featured Campaigns

Filter Featured Campaigns by

FID	Feature Start	Feature End	CID	Campaign Name	Merchant	Outlets	Cmpgn Start	Cmpgn End	Status		
125	24-12-2013 12:32h	24-12-2013 22:32h	209	<a href="#">Get 15% off ALL regular items</a>	<a href="#">Anne Klein(PH)</a>	Anne Klein Greenbelt 5, Anne Klein Rockwell, Anne Klein Shangri-la Plaza, Anne Klein Rustan's Makati, Anne	Sun, Dec 15 2013 8:00 AM	Tue, Dec 31 2013 11:00 PM	Live	<input type="button" value="Unfeature"/>	<input type="button" value="Feature Again"/>

2

3

2. Browse Featured Campaigns and click **Remove** or **Unfeature** if campaign is no longer required.

**Note:** the **Remove** option will terminate scheduled Featured Campaigns that are not yet active. **Unfeature** will end Featured campaigns which are live.

3. Click **Feature Again** to reschedule a Featured Alert in the future for the selected Campaign.

## 6.3 Scheduling General Alerts

---



General Alerts are used to send alert notifications to the entire user opt-in customer base of an application. General Alerts will only be received by users who have given their permission.

# 6.3 Scheduling General Alerts



1. Click on the **General** tab, under **Alerts**, on the menu sidebar.

# 6.3 Scheduling General Alerts



- Promotions
- Alerts
  - Featured
  - General
- Events
- Coupons
- Customers
- Directories
- Admin Users
- System Logs

Search General Alerts

Search

Export

Add General Alert

2

Filter Events by

All Types

All Statuses

All Applications

Filter

EID	Send Time	Application	Campaign OR General Alert Name	Type	Scheduler	Status		
123	Fri, Dec 20 2013 2:19 PM	SSI Life	<a href="#">Get a free gift voucher</a>	Existing Event	Sheelah Pajarillo	Delivered	Remove	Edit
122	Fri, Nov 29 2013 1:28 PM	SSI Life	<a href="#">Black Friday Sale!</a>	Existing Event	Thea Lizardo	Delivered	Remove	Edit
120	Wed, Nov 20 2013 1:49 PM	SSI Life	<a href="#">Nine West Gift with Purchase Promo</a>	Existing Event	Test Sprooki 001	Delivered	Remove	Edit
119	Fri, Nov 15 2013 6:22 PM	SSI Life	50% off on Fashion Scarves	New Event	Sheelah Pajarillo	Scheduled	Remove	Edit
118	Fri, Nov 15 2013 6:19 PM	SSI Life	Aeropostale Polo now at Php 795.00	New Event	Sheelah Pajarillo	Delivered	Remove	Edit
117	Fri, Nov 15 2013 6:17 PM	SSI Life	Aeropostale Midnight Weekend Sale at New Glorietta	New Event	Sheelah Pajarillo	Delivered	Remove	Edit

2. Click on the **Add General Event** button.

# There are 2 Types of General Alerts

---



1. Existing Campaign or Event
2. New Event



# Adding General Alerts for an Existing Campaign or Existing Event

# 6.3 Scheduling General Alerts



- Promotions
- Alerts
  - Featured
  - General
- Events
- Coupons
- Customers
- Directories
- Admin Users
- System Logs
- Helpdesk
- Reports

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### Add New General Alert

**1. Send General Alert** 1 **ation**

Select General Alert Type  
Existing Campaign

Select Merchant 2  
--- Merchant List ---

Select Campaign 3  
--- Campaign List ---

Select Target Application 4

**2. Targeting Options**

All Users

**3. Delivery Date/Time** 5

Send Now  
 Schedule Start Date/Time

Note: Push Notification will be sent to users within 5 minutes after schedule time.

**Alert Message Preview:**

6

1. Select Existing Campaign or Existing Event from the list of Alert Type.
2. Select Merchant to appear in alert notification.
3. Select Campaign to appear in alert notification.
4. Select targeting options such as the application or segment of users you would like to send the alert to.
5. Select when you want to send out the event alert. You can either send immediately or schedule it according to your preferred date and time.
6. Click the **Submit General Alert** button to confirm and send out the event alert.



# Adding General Alerts for a New Event

# 6.3 Scheduling General Alerts



Alerts

- Featured
- General

Events

Coupons

Customers

Directories

Admin Users

System Logs

Helpdesk

Reports

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### 1. Send General Alert Notification

Select General Alert Type

New Event

### 2. Add Event Name

Gift Vouchers

For internal use only. Name will not appear on alert.

### 3. Add Event Text

SSI Gift Vouchers Now Available for Christmas

Max size 100 characters. No HTML tags please.  
Text will appear on alert.

### 4. Select Target Application

Store Specialists Inc. ()

Department Store ()

### 2. Targeting Options

All Users

### 3. Delivery Date/Time

Send Now

Schedule Start Date/Time

01-10-2013 15:49

Note: Push Notification will be sent to users within 5 minutes after schedule time.

### Alert Message Preview:

SSI Gift Vouchers Now Available for Christmas

Cancel

Submit General Alert

1. Select “**New Event**” under Select General Alert Type.
2. Add your “**Event Name**” for internal reference only.
3. Enter details on “**Add Event Text**”. Please restrict text to no more than 100 characters.
4. Select the **Target Application**
5. Select **Targeting Options**.
6. Select when you want to send out the event alert:  
immediately or schedule at a future date and time.
7. Click on ‘**Submit General Alert**’ to confirm and send out the alert.

# 6.4 Edit General Alerts



1. Click on the **Alerts** tab, under **General**, on the menu sidebar.

# 6.4 Edit General Alerts



Promotions

Alerts

- Featured
- General**

Events

Coupons

Search General Alerts  Search Export Add General Alert

Filter Events by All Types All Statuses All Applications Filter

EID	Send Time	Application	Campaign OR General Alert Name	Type	Scheduler	Status		
123	Fri, Dec 20 2013 2:19 PM	SSI Life	<u>Get a free gift voucher</u>	Existing Event	Sheelah Pajarillo	Delivered	Remove	Edit
122	Fri, Nov 29 2013 1:28 PM	SSI Life	<u>Black Friday Sale!</u>	Existing Event	Thea Lizardo	Delivered	Remove	Edit

2

3

2. Browse Event Alerts, and for desired Event click **Remove**.

***Note:** the **Remove** option will terminate scheduled Featured Events that are not yet active*

3. Click **Edit** to modify Event Alert

# 7. Merchants

---



Merchants are retail brands which run campaigns at their respective redemption outlets. Merchants can be created and edited in the client system.

# 7.1 Add Merchants



1. Click on the **Merchants** tab, under **Directories**, on the menu sidebar.

# 7.1 Add Merchants



- Promotions
- Alerts
- Events
- Coupons
- Customers
- Directories
  - Merchants
  - Malls
  - Categories
- Admin Users
- System Logs
- Helpdesk
- Reports

Search Merchants



Filter Merchants by

MID	Merchant Name	Code	Status	Merchant Email	Unit	Street	City
97	<a href="#">DKNY JEANS</a>	dkj	Suspended	info@ssigroup.com.ph	Midland Buendia Building	403 Senator Gil Puyat Avenue	Makati
96	<a href="#">DKNY JEANS</a>	dkj	Suspended	info@ssigroup.com.ph	Midland Buendia Building	403 Senator Gil Puyat Avenue	Makati
95	<a href="#">DKNY</a>	dkn	Suspended	info@ssigroup.com.ph	Midland Buendia Building	403 Senator Gil Puyat Avenue	Makati
94	<a href="#">WOMEN'SSECRET</a>	wom	Active		Midland Buendia Building	403 Senator Gil Puyat Avenue	Makati
93	<a href="#">Swarovski</a>	swa	Active		4F	Midland Buendia Building, 403 Senator Gil Puyat Avenue	Makati

2. Click **Add Merchant**.

# 7.1 Add Merchants



## Add New Merchant

### 1. Merchant Details

\*Merchant Name

This name will appear on the Sprooki application. Recommended up to 48 characters.

\*Merchant Code

Merchant Email

\*Merchant Logo

no file selected

Image size should be atleast 320 x 320 pixels. Supported formats PNG, JPEG, GIF.

Merchant Image

no file selected

Image size should be atleast 640 x 400 pixels. Supported formats PNG, JPEG, GIF.

### 2. Merchant Description

\*Description

3

### 3. Merchant Address

Country

Unit

Street

City

State

Postal Code

### 4. Contact Person

Given Name

Family Name

Email

Phone

Phone Number should include Country Code. eg. +65 91234567.

### 5. Notes

\*Denotes mandatory field.

4

- Input new Merchant's details (name and logo are required).

Image format requirement:

- Merchant LOGO:  
**PNG, JPEG and GIF, at least 320x320 pixels**
- Merchant Image:  
**PNG, JPEG and GIF, at least 640x400 pixels**

- Click "**Submit Merchant**" to add new merchant.

# 7.2 Edit Merchants



1

1. Go to **Directories**, then click on the **Merchants** tab on the menu sidebar.

# 7.2 Edit Merchants



Search Merchants

Filter Merchants by

MID	Merchant Name	Status	Merchant Email	Unit	Street
96	<a href="#">Cold Rock Ice Creamery</a>	Active		02-50	313 Orchard Road
95	<a href="#">Dockers</a>	Active		-	-
94	<a href="#">CITIGEMS</a>	Suspended		-	-
93	<a href="#">Sakae Sushi</a>	Active		-	-
92	<a href="#">Spa Symphony</a>	Active	manager@spasymphony.com.sg	#B2-50/51	313 Orchard Road
91	<a href="#">YouTeck Family</a>	Active	youteck@sprooki.com	09	Anson Road
90	<a href="#">Abercrombie Fitch</a>	Active	af@af.com	87	Fitch Road
89	<a href="#">McDonald</a>	Active	mc@mcdonald.com	-	-
88	<a href="#">Famous Amos</a>	Active		06-03A	18 Tannery Lane Lian Tong Building
87	<a href="#">Starbucks</a>	Active	test@test.com	33	test st

1 - 10 of 10

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2. Click on the **Merchant's Name** to edit the respective merchant's details.

# 7.2 Edit Merchants



**Promotions**  
**Alerts**  
**Events**  
**Coupons**  
**Customers**  
**Directories**  
    o **Merchants** ▶  
    o Malls  
    o Categories  
**Admin Users**  
**System Logs**  
**Helpdesk**  
**Reports**

Powered by  sprooki

### Edit Merchant

**3**

**1. Merchant Details**

Merchant ID  
92

\*Merchant Name  
Spa Symphony  
This name will appear on the Sprooki application. Recommended up to 60 characters.

Merchant Email  
manager@spasymphony.com.sg

\*Merchant Logo  
Spa Symphony  
**Choose File** No file chosen  
Image file should be in PNG format (60x60 pixels).

**2. Notes**

**3. Merchant Address**

Country  
Singapore

Unit  
#B2-50/51

Street  
313 Orchard Road

City  
Singapore

State  
Singapore

Postal Code  
238895

**4. Contact Person**

Given Name  
Germaine

Family Name  
Shum

Email  
manager@spasymphony.com.sg

Phone  
+65 67335964  
Please Number's not include CountryCode, eg. +65 91234567.

**5. Assigned Sprooki Employees**

**4**

Cancel Update Merchant Suspend  
\*Details mandatory field.

3. Edit desired fields.

4. Click **Update Merchant**.

*Note: If the selected Merchant is to be removed, click **Suspend**. This will not delete the merchant entirely, but simply remove it from all activity.*

## 7.3 Merchant Admin user

---



Merchant Admin Users are the staff of merchants/retailers who can login to the client's **Sprookimanager™** system to access campaign reports and submit campaign content, for publication by the Admin Users within the application.

# 7.3 How to Add Merchant Admin user



1. Click on the **Merchants** tab, under **Directories**, on the menu sidebar.

# 7.3 How to Add Merchant Admin user



Search Merchants

Filter Merchants by

MID	Merchant Name	Status	Merchant Email	Unit	Street
96	<a href="#">Cold Rock Ice Creamery</a>	Active		02-50	313 Orchard Road
95	<a href="#">Dockers</a>	Active		-	-
94	<a href="#">CITIGEMS</a>	Suspended		-	-
93	<a href="#">Sakae Sushi</a>	Active		-	-
92	<a href="#">Spa Symphony</a>	Active	manager@spasymphony.com.sg	#B2-50/51	313 Orchard Road
91	<a href="#">YouTeck Family</a>	Active	youteck@sprooki.com	09	Anson Road
90	<a href="#">Abercrombie Fitch</a>	Active	af@af.com	87	Fitch Road
89	<a href="#">McDonald</a>	Active	mc@mcdonald.com	-	-
88	<a href="#">Famous Amos</a>	Active		06-03A	18 Tannery Lane Lian Tong Building
87	<a href="#">Starbucks</a>	Active	test@test.com	33	test st

1 - 10 of 10

Download All Data

Powered by  sprooki

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2. Click on the **merchant's** name.

# 7.3 How to Add Merchant Admin user



## Merchant Users

MUser ID	Email	Given Name	Family Name	Login Attempts	Last Login
No results...					

Download All Data

Add Merchant User

3

3. Scroll down the page, and under section '**Merchant Users**' click on **Add Merchant User**.

# 7.3 How to Add Merchant Admin user



## Add New Merchant User

### Merchant User Details

\*Email

This Email Address will be used for Password Resets.

\*Staff of Merchant

test merchant (SG)

4

\*Given Name

\*Family Name

Cancel

Submit Merchant User

5

\*Denotes mandatory field.

4. Input Merchant Admin user details.
5. Click on **Submit Merchant User**.

# 7.4 Add Outlet



Search Merchants

Filter Merchants by

MID	Merchant Name	Status	Merchant Email	Unit	Street
96	<a href="#">Cold Rock Ice Creamery</a>	Active		02-50	313 Orchard Road
95	<a href="#">Dockers</a>	Active		-	-
94	<a href="#">CITIGEMS</a>	Suspended		-	-
93	<a href="#">Sakae Sushi</a>	Active		-	-
92	<a href="#">Spa Symphony</a>	Active	manager@spasymphony.com.sg	#B2-50/51	313 Orchard Road
91	<a href="#">YouTeck Family</a>	Active	youteck@sprooki.com	09	Anson Road
90	<a href="#">Abercrombie Fitch</a>	Active	af@af.com	87	Fitch Road
89	<a href="#">McDonald</a>	Active	mc@mcdonald.com	-	-
88	<a href="#">Famous Amos</a>	Active		06-03A	18 Tannery Lane Lian Tong Building
87	<a href="#">Starbucks</a>	Active	test@test.com	33	test st

1 - 10 of 10

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1. Click on the **Merchants** tab, under **Directories**, on the menu sidebar.

# 7.4 Add Outlet



## Merchant Users

MUser ID	Email	Given Name	Family Name	Login Attempts	Last Login
No results...					

Download All Data

Add Merchant User

## Outlets belonging to this Merchant

OID	Outlet Name	Code	Mall	Unit	Street	City	State	Postal Code	Country	Phone	Operating Hours
No results...											

Download All Data

Add Outlet



2. Scroll down to bottom of the page and click on **Add outlet**.

# 7.4 Add Outlet



## Add New Outlet

### 1. Outlet Details

\*Merchant  
Boss Green (PH)

\*Outlet Name 3

Recommended 30 characters. Outlet Name should be unique.

\*Mail  
Abreeza

\*Categories 4

- Bags
- Food
- Beauty
- Home & Lifestyle
- Footwear
- Accessories
- Kids
- Women
- Men

Operating Hours

Recommended 80 characters max for visibility on App.  
Recommended Format:  
Mon - Fri 9.00 AM - 5.00 PM; Sat & Sun, 9.00 AM - 8.00 PM;  
Public Hols CLOSED

### 2. Phone & Address

\*Country 5  
Philippines

Outlet Phone 6

+

Phone Number should include Country Code. eg. +65 91234567.

Unit

\*Street 7

\*City

State

Postal Code 7

### 3. Contact Person

Given Name 8

Family Name

Email

Phone

+

Phone Number should include Country Code. eg. +65 91234567.

9

\*Denotes mandatory field.

3. Enter the new Outlet Name. *Note: An Outlet code will be automatically generated by the system for redemption.*
4. Select the Categories for the outlet.
5. Select the Country.
6. Enter the Street address, City & Province of the outlet. This will be mapped.
7. Enter the Postal Code of the outlet.
8. Enter the outlet's primary contact person's details (for internal use only).
9. Click on the **Submit Outlet** button to confirm

# 7.5 Edit Outlet Details



Search Merchants  Search

Filter Merchants by All Status All Malls Filter

MID	Merchant Name	Status	Merchant Email	Unit	Street
96	<a href="#">Cold Rock Ice Creamery</a>	Active		02-50	313 Orchard Road
95	<a href="#">Dockers</a>	Suspended		-	-
94	<a href="#">CITIGEMS</a>	Suspended		-	-
93	<a href="#">Sakae Sushi</a>	Active		-	-
92	<a href="#">Spa Symphony</a>	Active	manager@spasymphony.com.sg	#B2-50/51	313 Orchard Road
91	<a href="#">YouTeck Family</a>	Active	youteck@sprooki.com	09	Anson Road
90	<a href="#">Abercrombie Fitch</a>	Active	af@af.com	87	Fitch Road
89	<a href="#">McDonald</a>	Active	mc@mcdonald.com	-	-
88	<a href="#">Famous Amos</a>	Active		06-03A	18 Tannery Lane Lian Tong Building
87	<a href="#">Starbucks</a>	Active	test@test.com	33	test st

1 - 10 of 10

1. Click on the **merchant's** name for the outlet to be edited.



Download All Data Add Merchant

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# 7.5 Edit Outlet Details



## Outlets belonging to this Merchant

OID	Outlet Name	Code	Mall	Unit	Street	City	State
22	<u>Pedro@ 313</u>	<u>13@somerset(SG)</u>	Tring313	-	313 Orchard road	Singapore	-

2

1 - 1 of 1

Download All Data

Add Outlet

2. Scroll down the page, and select the outlet that needs to be modified.

# 7.5 Edit Outlet Details



## Edit Outlet

### 1. Outlet Details

\*Merchant  
pedro (SG)

\*Outlet Name  
Pedro@ 313

Recommended 30 characters.  
Outlet Name should be unique and not include Merchant Name, but it may possibly include the Mall Name. eg. B1-01, Plaza Singapura.

\*Outlet Code  
Tring313

\*Mall  
313@somerset

\*Categories  
Books, Music, Stationery  
Lifestyle - Electronics  
Fashion - Shoes  
Fashion - Apparel

Operating Hours  
Mon - Fri 9.00 AM - 5.00 PM; Sat & Sun

Recommended 80 characters max for visibility on App.  
Recommended Format:  
Mon - Fri 9.00 AM - 5.00 PM; Sat & Sun, 9.00 AM - 8.00 PM; Public Hols CLOSED

### 2. Phone & Address

Country  
Singapore

Outlet Phone  
-

Phone Number should include Country Code. eg. +65 91234567.

Unit  
-

Street  
313 Orchard road

City  
Singapore

State  
-

Postal Code  
123456

### 3. Contact Person

Given Name  
-

Family Name  
-

Email  
-

Phone  
-

Phone Number should include Country Code. eg. +65 91234567.

Cancel Delete Update Outlet

\*Denotes mandatory field.



3. Edit the required fields and click the **Update Outlet** button to confirm.

## 8. Malls

---



The **Mall** tab is used to edit Mall details. These Malls house the individual merchant outlets that run the campaigns.

# 8.1 Edit Mall



**Promotions**

**Alerts**

**Events**

**Coupons**

**Customers**

**Directories**

- Merchants
- **Malls**
- Categories

**Admin Users**

**System Logs**

**Helpdesk**

**Reports**

Search Malls  **Search**

Filter Malls by **All Countries** **Filter**

Mall ID	Mall Name	Unit	Street	City	State
61	<a href="#">SM City Sta. Rosa</a>	-	-	-	-
60	<a href="#">SM City Bacoor</a>	-	-	-	-
59	<a href="#">Robinsons Pangasinan</a>	-	-	-	-
58	<a href="#">Robinsons Iloilo</a>	-	-	-	-
55	<a href="#">Trinoma</a>	-	-	-	-
54	<a href="#">The Podium</a>	-	-	-	-
53	<a href="#">The District North Point</a>	-	-	-	-
52	<a href="#">The District</a>	-	-	-	-
51	<a href="#">SM Southmall</a>	-	-	-	-
50	<a href="#">SM North Edsa</a>	-	-	-	-
49	<a href="#">SM Megamall</a>	-	-	-	-
48	<a href="#">SM Mall of Asia</a>	-	-	-	-
47	<a href="#">SM City Sta. Mesa</a>	-	-	-	-
46	<a href="#">SM City San Lazaro</a>	-	-	-	-
44	<a href="#">SM City Masinag</a>	-	-	-	-

1. Click on the **Malls** tab, under **Directories**, on the menu sidebar.
2. Choose the Mall that requires changes.

# 8.1 Edit Mall



## Edit Mall

### 1. Mall Details

3

\*Mall Name

SM City Bacoor

\*Mall Logo



Choose File no file selected

Image size should be atleast 160 x 160 pixels.  
Supported formats PNG, JPEG, GIF.

### 2. Location Details

\*Maximum Radius from Mall to trigger Alert

400

Distance is a straight line measurement in meters from Mall.  
This value is used to trigger Feature Alerts.  
Distance should be less than or equal to 1,000 meters.

\*Latitude

14.4448300

\*Longitude

120.9508810

You may use [TouchMap](#) to find a location's coordinates.  
[View Location](#) of the coordinates entered above.

### 3. Mall Phone & Address

\*Country

Philippines

Phone

-

Phone Number should include Country Code. eg. +65 91234567.

Unit

-

Street

-

City

-

State

-

Postal Code

-

### 4. Contact Person

Given Name

-

Family Name

-

Email

-

Phone

-

Phone Number should include Country Code. eg. +65 91234567.

Cancel Delete Update Mall

\*Denotes mandatory field.

4

3. Edit desired fields.

**Note:**  
Image format required for Mall Logo: PNG, JPEG and GIF (at least 160x160 pixels)

4. Click **Update Mall**.

# 9. Categories

---



Categories are labels to group Campaign Offers together in the app. Categories can be created, edited and deleted through the Client system. An offer can appear in one or more Categories. Each Mall location can have its own list of Categories.

# 9.1 Add Categories



Search Categories  Search **2**

Filter Categories by All Applications Filter

**1**

Category Name	Application
<a href="#">Accessories</a>	SSI Life
<a href="#">Bags</a>	SSI Life
<a href="#">Beauty</a>	SSI Life
<a href="#">Food</a>	SSI Life
<a href="#">Footwear</a>	SSI Life
<a href="#">Home &amp; Lifestyle</a>	SSI Life
	SSI Life
	SSI Life
	SSI Life

1 - 9 of 9

**3** Add Category

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1. Click on the **Categories** tab, under **Directories**, on the menu sidebar.
2. Filter or search for categories by mall.
3. Click on **Add Category** to create a new category.

# 9.1 Add Categories



- Promotions
- Alerts
- Events
- Coupons
- Customers
- Directories
  - Merchants
  - Malls
  - Categories**
- Admin Users
- System Logs
- Helpdesk
- Reports

Powered by  sprooki

### Add New Category

**\*Category Name** 4

Recommended 75 characters, up to 90 characters.  
Do not end Title with Period. This is the main identifier in the App.

**\*Add Category to:**

All Applications

SSI Life-(PH)

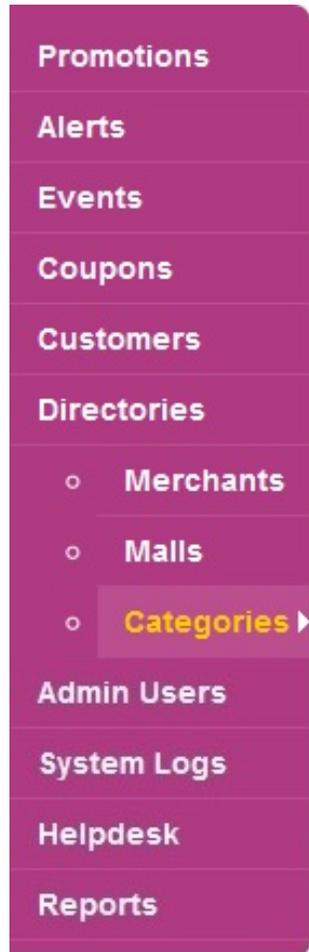
2 5

6

\*Denotes mandatory field.

4. Enter your desired category name.  
*Note: Categories can be edited or deleted and will only appear if associated with a campaign.*
5. Select the App or Mall location to apply the category.
6. Click on **Submit Category**.

## 9.2. Edit Categories



1. Click on the **Categories** tab, under **Directories**, on the menu sidebar.

# 9.2. Edit Categories



Promotions

Alerts

Events

Coupons

Customers

Directories

- Merchants
- Malls
- Categories**

Admin Users

System Logs

Helpdesk

Reports

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Search Categories

Filter Categories by

Category Name	Application
<u>Accessories</u> <span>1</span>	SSI Life
<u>Bags</u>	SSI Life
<u>Beauty</u>	SSI Life
<u>Food</u>	SSI Life
<u>Footwear</u>	SSI Life
<u>Home &amp; Lifestyle</u>	SSI Life
<u>Kids</u>	SSI Life
<u>Men</u>	SSI Life
<u>Women</u>	SSI Life

1 - 9 of 9

1. Click on the **category name** to be edited.

# 9.2. Edit Categories



- Promotions
- Alerts
- Events
- Coupons
- Customers
- Directories
  - Merchants
  - Malls
  - Categories**
- Admin Users
- System Logs
- Helpdesk
- Reports

## Edit Category

\*Category Name - 313@somerset (SG)

2

Recommended 75 characters, up to 90 characters.  
Do not end Title with Period. This is the main identifier in the App.

Cancel

Delete

Update Category

3

2. Enter new category name.
3. Click **Update Category**.

If intending to remove category, click **Delete**.

# 10. Customers

---



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 **Sprookimanager™** and can be viewed, edited and downloaded along with the complete customer database.

# 10.1 How to Search for Customers



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

# 10.1 How to Search for Customers



2

Search Customer  Search

Export

3

Filter Customers by: Any Gender All Ages Viewed Any Merchant

UID	Email	Given Name	Family Name	User Type	Total Viewed	Viewed Alert	Viewed Browse	Total Shared	Share SM
1	<a href="mailto:geogy@sprooki.com">geogy@sprooki.com</a>	Geogy	Zachariah	email	580	3	577	9	1
2	<a href="mailto:bilal@apostrophedigital.com">bilal@apostrophedigital.com</a>	Bilal	Javed	fb	211	0	211	7	0
3	<a href="mailto:clairemula@gmail.com">clairemula@gmail.com</a>	Claire	Mula	fb	231	3	228	9	0

2. Browse Customer database by using the **Search Customer** field for specific customer name or email address.
3. Click **Export** to download database of customer profile data including Date of Birth, Sign up date, Gender, and Coupon purchases.

# 10.2 How to Reset Customer Password



**1**

**2**

UID	Email	Given Name
239	Tara	Tara
238	abc@abc.abc	A
237	testsprooki@gmail.com	Test
236	qz@qz.qz	G
235	michael@sprooki.com	M
234	desivaki1@yahoo.com	D
233	desivaki1@yahoo.com	D
231	Senso	Se
230	qtesting	G
229	meetmuddsar@yahoo.com	Mu
228	claire@sprooki.com	Cl
227	testsprooki03@gmail.com	Br
226	qzach@q.com	G
225	testsprooki3@gmail.com	Br
224	varshaquness@gmail.com	Var

**3**

1. Click on the **Customers** tab on the menu sidebar.
2. Browse Customer Database through the **Search Customer** field to find desired customer.
3. Click on **Customer Email** field to enter customer detail page.

*Note: Customers may reset their passwords from the App by clicking on "Forgot Password" found on the Sign Up page.*

# 10.2 How to Reset Customer Password



Date of Birth  
-  
Following

Mobile Number  
-

Sign Up Date/Time  
2013-02-26 14:55:16

Notes

Cancel Up

Coupons History for Claire Mula

Date of Purchase	Campaign Name	Promotion Code	Status	Date of Status	Trans ID	Cpn ID	PayPal Trans ID
No results...							

Download All Data Reset Password

4

4. Scroll down the page and click **Reset Password**
5. Click **“Ok”** to confirm reset password

Customer will be sent an email to their registered email containing instructions to reset password.

Do you want to email the customer with a new password?

OK Cancel

5

# 10.3 Customer Refund



Distance	Merchant	Mall	Outlet	Refund Notes	
11545.36km	Dockers(SG)	313@Somerset(SG)	Dockers@313 Somerset(SG)	<input type="text"/>	<input type="button" value="Refund"/>
-	Cold Rock Ice Creamery(SG)	-	-	<input type="text"/>	<input type="button" value="Refund"/>
-	Dockers(SG)	-	-	<input type="text"/>	<input type="button" value="Refund"/>
-	Dockers(SG)	-	-	<input type="text"/>	<input type="button" value="Refund"/>

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

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

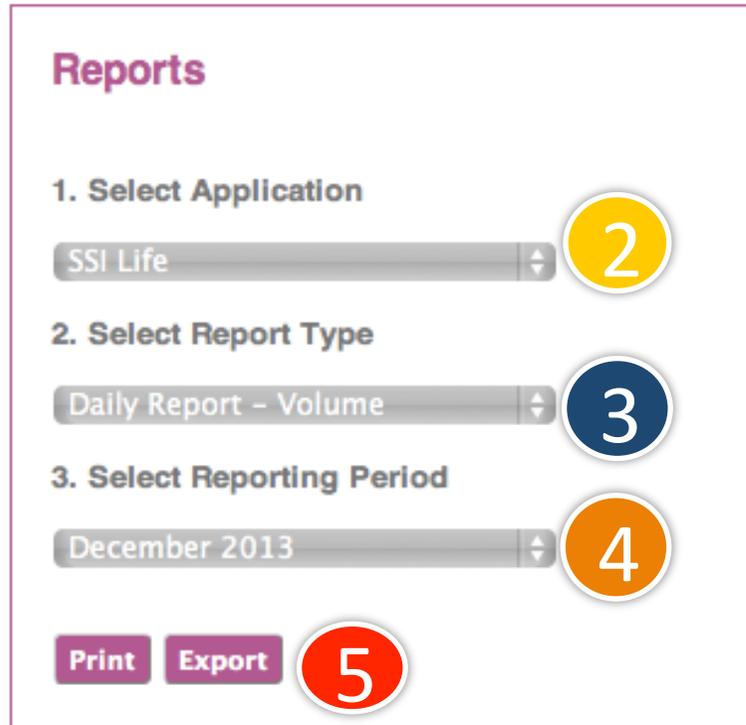
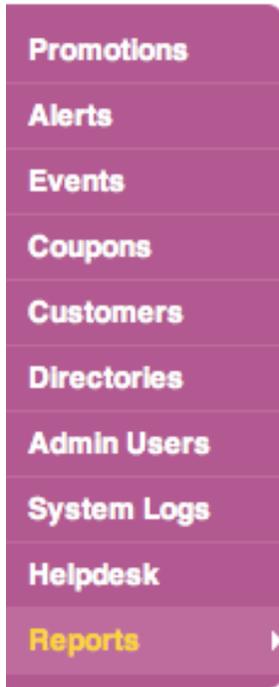
*Note: this is for system reporting only. Payment must be handled separately through the payment processing system or cheque refund.*

# 11. Generating Reports



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

# 11.1 How to download data into Excel Sheet



2. Reports are available for each application. Select the relevant application.

3. Select report type:

→ **Volume report:** includes transactional and non transactional data (either in daily or monthly format).

→ **Sales Value report:** include transactional data (either in Daily or Monthly format).

4. Select reporting period.

5. Click on the **Export** button to download to .csv file, or **Print** button to view on screen and save in PDF format.

# 11.1 How to download data into Excel sheet



When downloaded, the reports are available in .csv format and can be saved as Excel files.

The **Volume Report** tracks daily or monthly users, views, transactional & non transactional data

The **Value Report** tracks transactional data.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Date	Day	Users	Total Users	Total Viewed	Viewed by AI	Viewed by Bi	Total Shared	Shared by So	Shared by SN	Shared by En	Total Volume	Refund Volu	Nett Volume Red
2	Tuesday	1-Jan-13	0	37	0	0	0	0	0	0	0	0	0	0
3	Wednesday	2-Jan-13	0	37	0	0	0	0	0	0	0	0	0	0
4	Thursday	3-Jan-13	0	37	9	0	9	0	0	0	0	0	0	0
5	Friday	4-Jan-13	0	37	0	0	0	0	0	0	0	0	0	0
6	Saturday	5-Jan-13	0	37	0	0	0	0	0	0	0	0	0	0
7	Sunday	6-Jan-13	0	37	0	0	0	0	0	0	0	0	0	0
8	Monday	7-Jan-13	0	37	0	0	0	0	0	0	0	0	0	0
9	Tuesday	8-Jan-13	0	37	0	0	0	0	0	0	0	0	0	0

# 12. Helpdesk

---



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

All Sprooki training documents are available online at the bottom of the Helpdesk section.

# 12. Helpdesk



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

# 12. Helpdesk



## Contact us

### \*Issue Type

- ✓ Technical / Bugs
- Product / Enhancements
- Customer / Refunds
- Merchant / Redemption



2. Select the category which the issue falls under.

# 12. Helpdesk



**\*Summary of issue**

3

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

4

**Reporter contact number**

**Reporter contact email**

**App Username** Email used when registering

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

5

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

6

3. Enter the title of the issue.

4. Enter your name.

5. Enter the following details (optional):

- your contact number
- Enter your contact email

**If you are trying to resolve the customer's issue:**

- Enter the app username
- Enter the coupon code (if applicable)

6. Enter a description of the issue.

# 12. Helpdesk



\*Denotes mandatory field.

Note: For urgent issues, please call +65 96130003.

6. Type the Captcha code provided on screen.
7. Click on **Submit**.

# 12. Helpdesk



**Contact us**

**Thank you!**

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

**Regards,  
Sprooki Helpdesk**

Business Hours: 8.00am – 6.00pm, Monday to Friday Singapore time (excludes Public Holidays)

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

For urgent issues, please contact +65 96130003

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



**Thank You**