



Version 1

## **IQ Retail – How To Guide**

THE LOYALTY BOX is a combination of world-class technology, backed by a professional support team ensuring that your program is a success.

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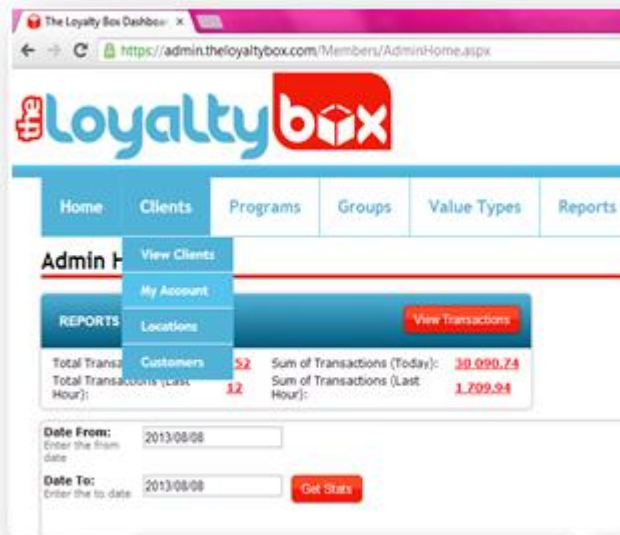
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## Loading Marketing Credits

Log onto <https://admin.loyaltybox.com> and enter in your login details.

1. Roll your mouse over Clients → Click My Account



2. Click “buy credits”



## 3. Purchase

- a. Currency depends on your country
- b. Select Loyalty Box SMS/Email Credits in subscription type
- c. Type in the number of sms'/email you want
- d. Click Continue

## Purchase

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<b>Currency:</b> Select a client	ZAR ▾
<b>Subscription Type:</b> Select a type	Loyalty Box SMS/Email Credits ▾
<b>Credits Qty:</b> Enter a Quantity	1000
<b>Credits Total (Excl VAT):</b> Credits total	R 0,30

Continue

## 4. Always click "pay using new details"

**You are about to buy SMS and Email credits**

Please check the details below and click continue to move to the next step.

<b>Credits:</b>	1000
<b>Amount:</b>	R 300,00


[Pay Using New Details](#) [Pay Using Existing Details](#) [Cancel](#)

## 5. Enter your card details as below and click pay

Terminal-Id:1370, Token Unlimited Retail Group, Address:Ruimsig, Roodepoort, GP, South Africa, 1733 Tel:0861186536

Purchase Details:		
Reference	Merchandise	Amount
44_2	Loyalty Box SMS/Email Credits	R 342.00

Payment Details: This merchant's transactions are processed by Standard Bank of South Africa

Card Type:  


Card Number:

Card Expiry Date:  /

Card Verification Code(CVC):  Last 3 digits on the back of your card





Cardholder Name:  As embossed on card

Cardholder Email (optional):  Receipt sent here


Other Payment Methods: 

Recurring transaction details: Further debits of varying amounts may be requested by this merchant using the card details you submit here.

**MasterCard SecureCode** Note: When you click Submit, you may be re-directed to the "MasterCard SecureCode" or "Verified by Visa" website provided by your bank for 3D Secure Authentication. You will be returned to this process when your authentication is complete. **Verified by VISA**

    2013-08-08  
ABOUT SSL CERTIFICATES

## 6. You will be sent a OTP via sms, enter it in below to verify the transaction

**Verified by VISA** 

**Authenticate using One Time PIN (OTP)**

Your One Time PIN (OTP) has been sent to your registered cellphone number.  
Please enter the OTP below.

Merchant: TOKEN MEDIA  
Amount: ZAR 342.00  
Date: 20130808 15:18:02 GMT  
Card Number: XXXX XXXX XXXX 7021  
Assurance Message: ROB2H  
One Time PIN (OTP):

[Help](#) [Request new OTP](#) [Cancel](#)

If you experience any problems, please contact the number on the back of your credit card.

7. Once your payment has been processed the below page will come up

## **Payment Successful**

The transaction was successful.

Here are some suggested actions for you to continue with:

- Click [here](#) to view your payment history
- Click [here](#) to go to the Home page

## Support

If you have any questions, please contact The Loyalty Box.

South African Contact Number: 010 020 0601

International Contact Number: (+27)10 020 0601

Email Address: [support@theloyaltybox.com](mailto:support@theloyaltybox.com)