



Version 1

Mobile App – 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.

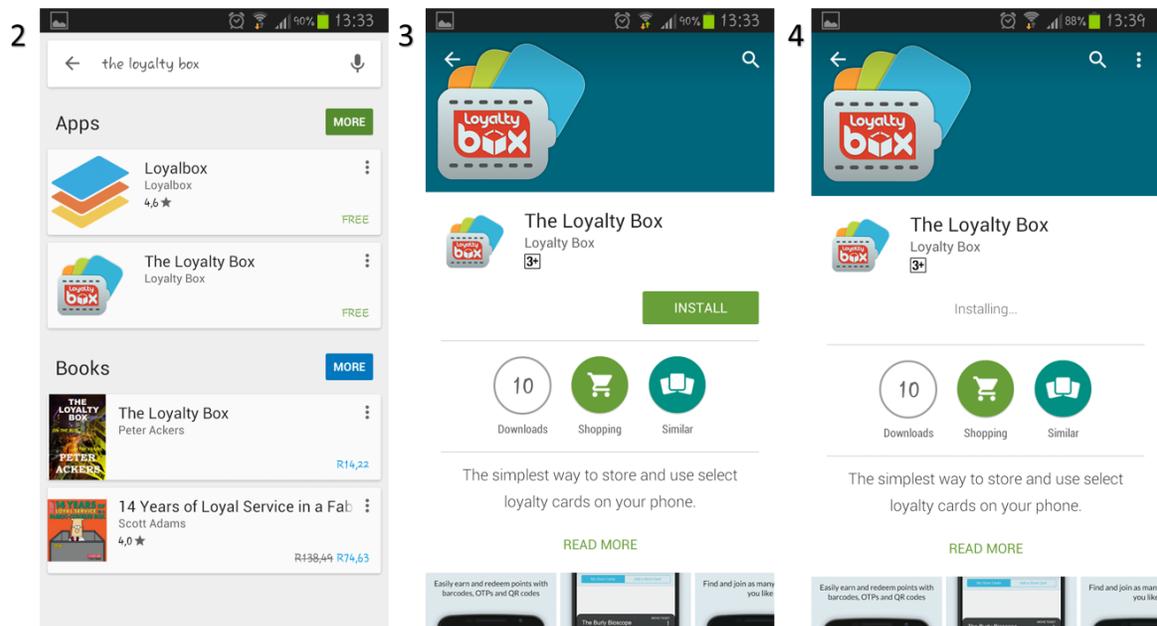
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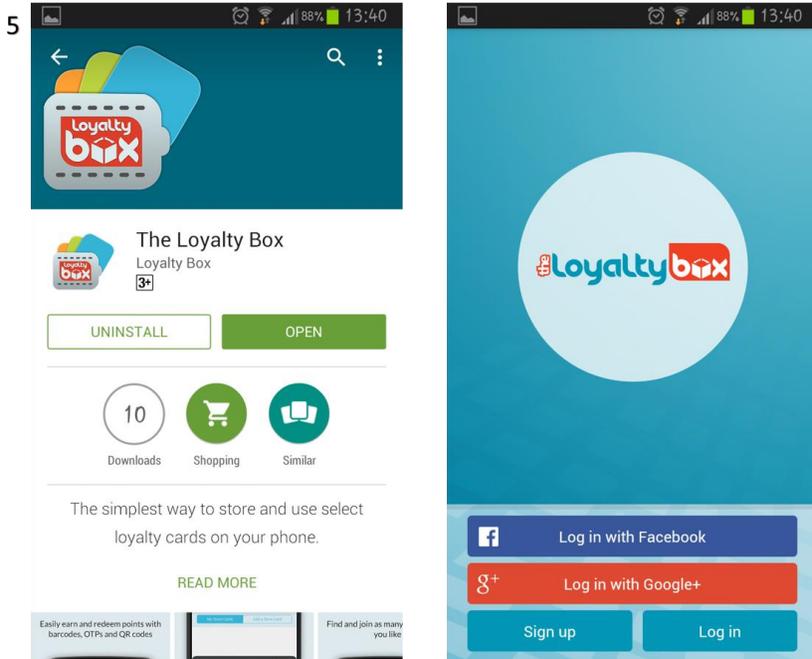
How To Download The Mobile App

The below images and instructions are for Android devices, instructions and appearances may vary for IOS devices.

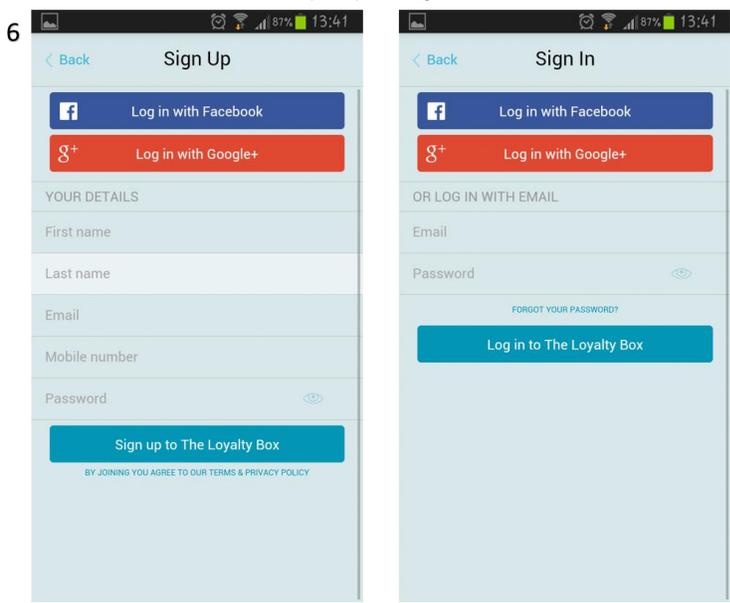
1. Open your device's App Store (Google Play, iStore, etc)
2. In the store's search bar, type in "The Loyalty Box". Click on "The Loyalty Box" icon.
3. Click the "Install Button".
4. Allow the device to finish installing the app.



- Once the application has been installed, click “Open” in order to access the app for the first time.

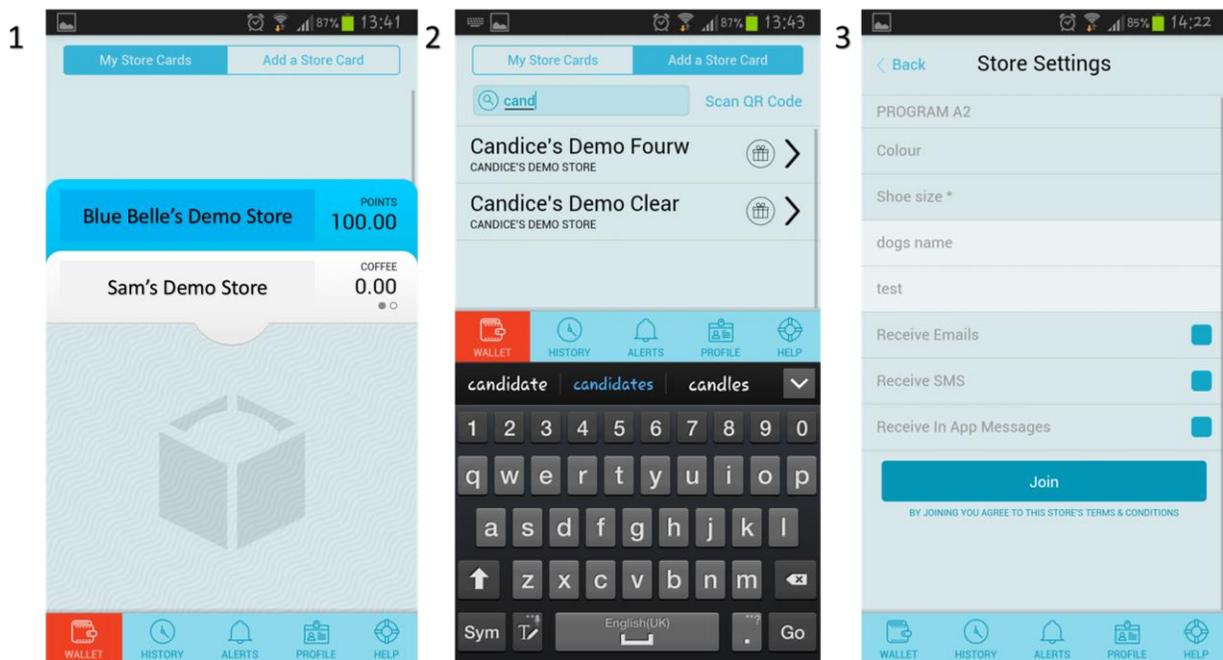


- You can now Sign Up if you have not used the app before or Sign In if you are an existing user. (You are also able to log in via Facebook or Google+). *Remember to use the same cell phone number when entering your details on the app that you have used to enroll for the loyalty programs at the various stores

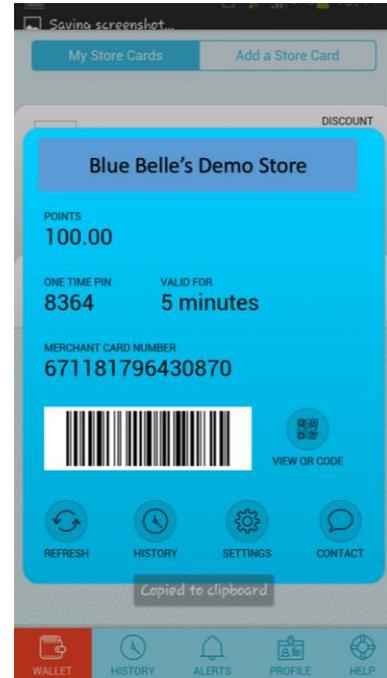


How The App Works

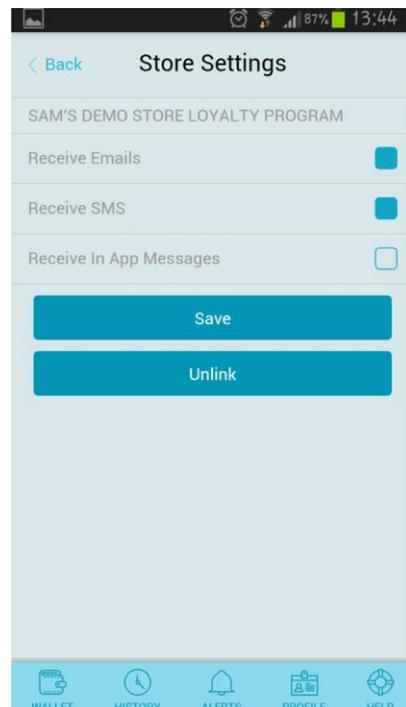
1. Once signed up or logged in, if you belong to an existing loyalty program who has chosen to enable the app for their store, your existing store cards will link to the app and appear in your “Wallet” under the “My Store Cards” tab. Next to each of the store’s cards, you are able to see your current balance for that loyalty program.
2. Should you not belong to any existing loyalty programs, you can search for a store by searching for the store name, or scanning the store’s QR code under the “Add a Store Card” tab.
3. Once you have found the store, you may join their loyalty program by clicking on the store’s name, entering your details, and then clicking “Join”.



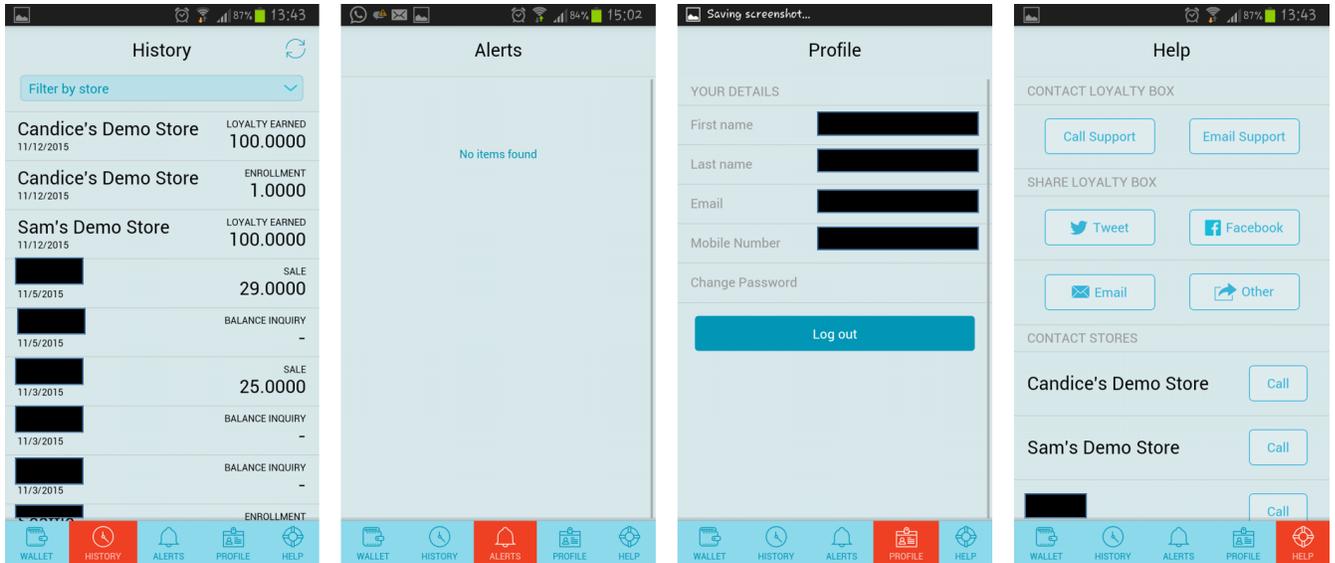
4. When in your “Wallet”, you are able to click on a store card of your choice to see:
 - a. Your balances for that loyalty program.
 - b. The one time pin code and its validity time frame (to process transactions at the store if they are only making use of the app, and not card/cell numbers).
 - c. The card number linked to your details for that loyalty program.
 - d. The barcode linked to your card number.
 - e. The QR code for your card number.



5. Here you will also be able to refresh your balance and one time pin for the program, check your history, change the marketing settings for the program, or contact the store directly.



6. From the home screen of the app, you are also able to view your transaction history at all stores in your “Wallet” under the “History” tab, view any alerts that may have come through under the “Alerts” tab, view and edit your profile under the “Profile” tab, or contact The Loyalty Box support team or the stores directly under the “Help” tab.



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