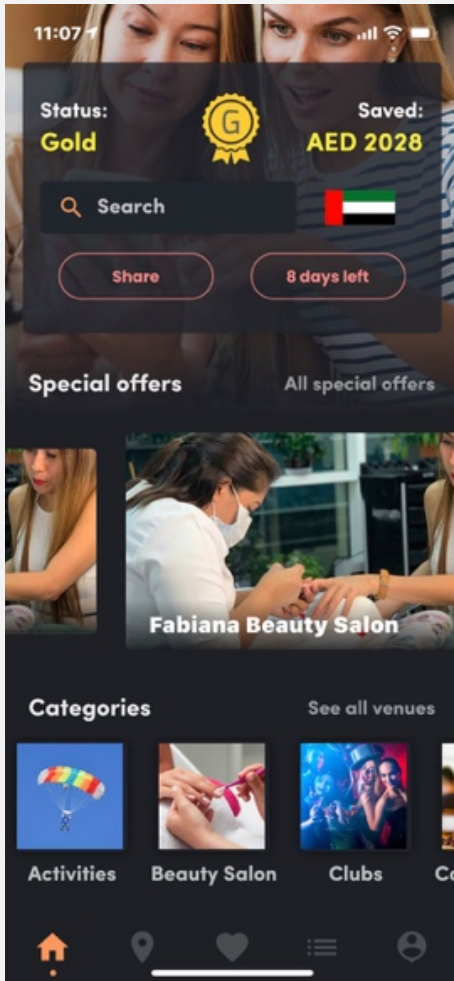


Merchant Redeem Guide v1.0
March, 2021

The Encore Rewards app redeem discount process

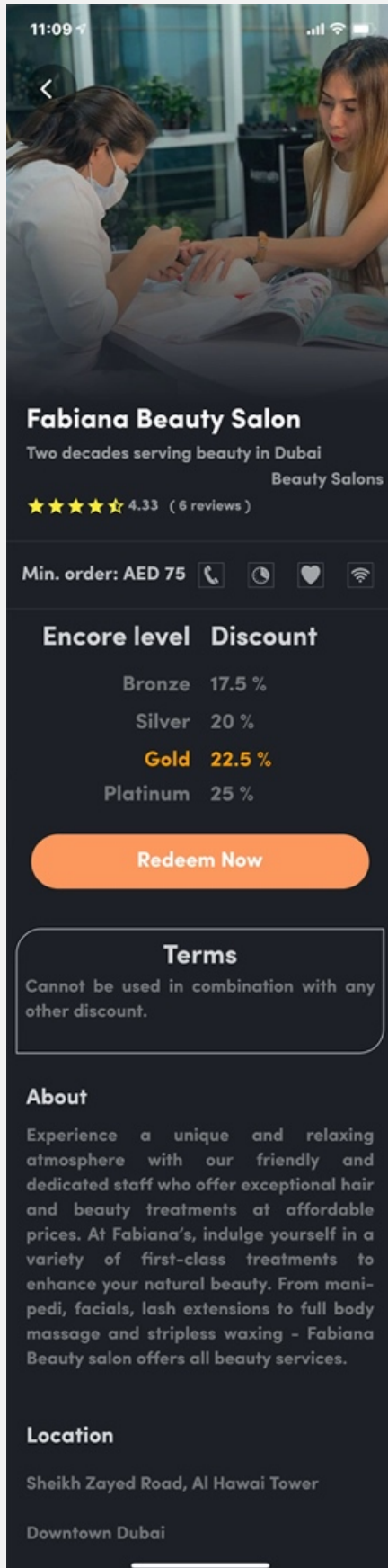
What to do when a customer/guest/client would like to redeem their discount.



This is the front page of the app. The top shows the members tier level and how much they have saved in local currency. It also shows the countdown to when they have to redeem to keep or increase their member tier level.

The big image slider is the PROMO carousel, the category carousel, the Featured venues/businesses and so on.

In the bottom we have the menu with front page link, map over venues, favorites list, venues/partner list and search and member profile pages.



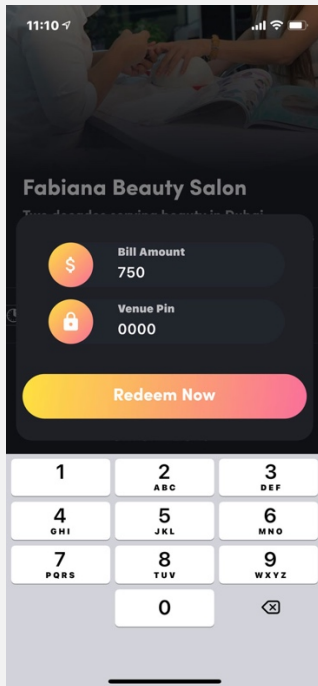
This is the venue/partner (your business) profile page in the Encore app. First, we see the square main image, then name and teaser line, the category and any reviews you might have.

Then the minimum order and the terms as well as all the other details, amenities, facilities etc. for the business.

Below that, we have the 4 different discount levels. The current tier level for the member will be highlighted in yellow and the others will be grey.

Once a customer wants to redeem a discount, we use the REDEEM NOW button. More on this in the next steps.

The profile page also shows the business description, location, gallery and more.

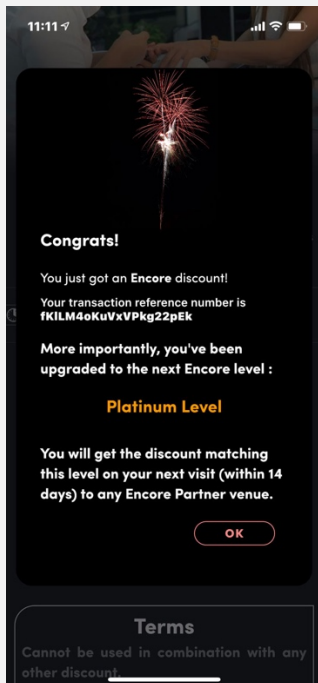


HOW TO REDEEM

When the customer wants to pay and redeem the Encore member discount, you as business owner or your staff will click the REDEEM NOW button and type in the bill amount and the UNIQUE pin code you've selected for your business.

This pin code is unique for your business, which means no other Encore partner can have the same pin code. Should you choose a pin code used by another Encore partner, the system will tell you that the code is occupied and you will have to choose another code.

After filling out the two fields, you click REDEEM NOW and you will be sent to the confirmation screen.

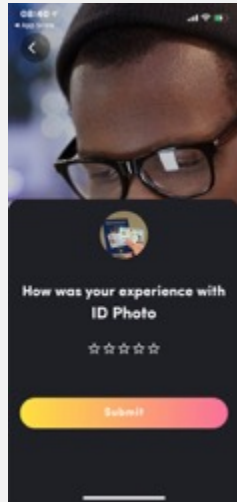


REDEEM CONFIRMATION

This confirmation screen tells the member which tier level they upgraded to, and that they have to redeem again within a certain number of days to remain or upgrade their level.

A member of Encore will not keep the same discount level forever, they are required to keep redeeming within a certain time period, in order upgrade their tier level or they will be downgraded to the previous tier level.

If they have reached the highest level, Platinum, they have to redeem within the same time period to stay at the highest level.



ADDING REVIEW

If the member has not yet reviewed the business they are redeeming at, they will be asked to give a review of it.

They simply choose the number of stars they think the business deserves and click SUBMIT.

This was the quick guide for the Encore admin panel and the REDEEM process. Please let us know if you have any questions or comments.