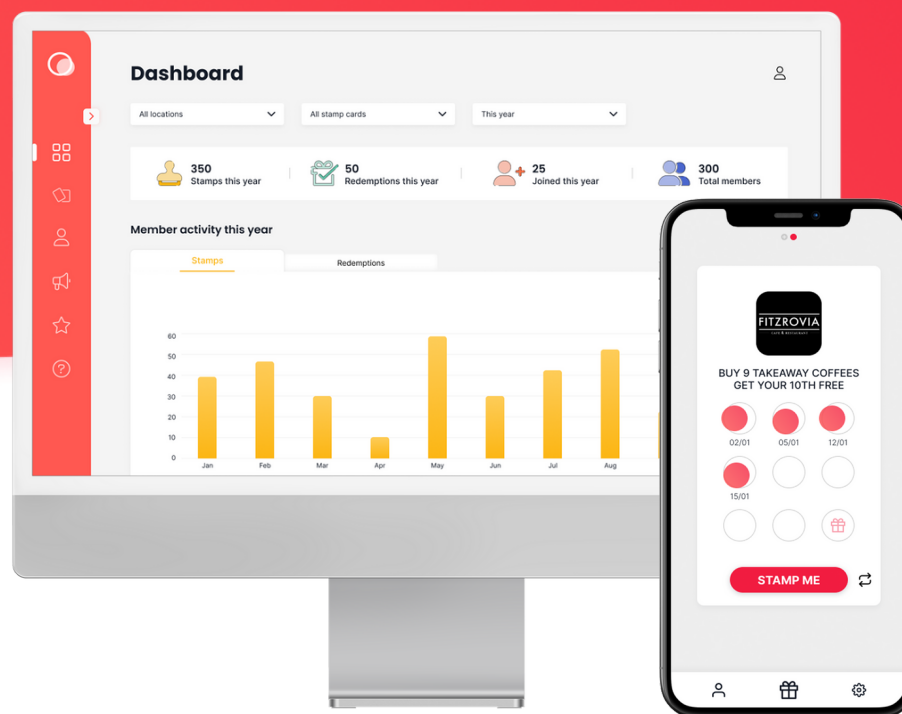


STAMP ME LOYALTY PLATFORM

Getting Started Guide



WELCOME TO STAMP ME!

We're delighted to have you onboard and can't wait to get you started!

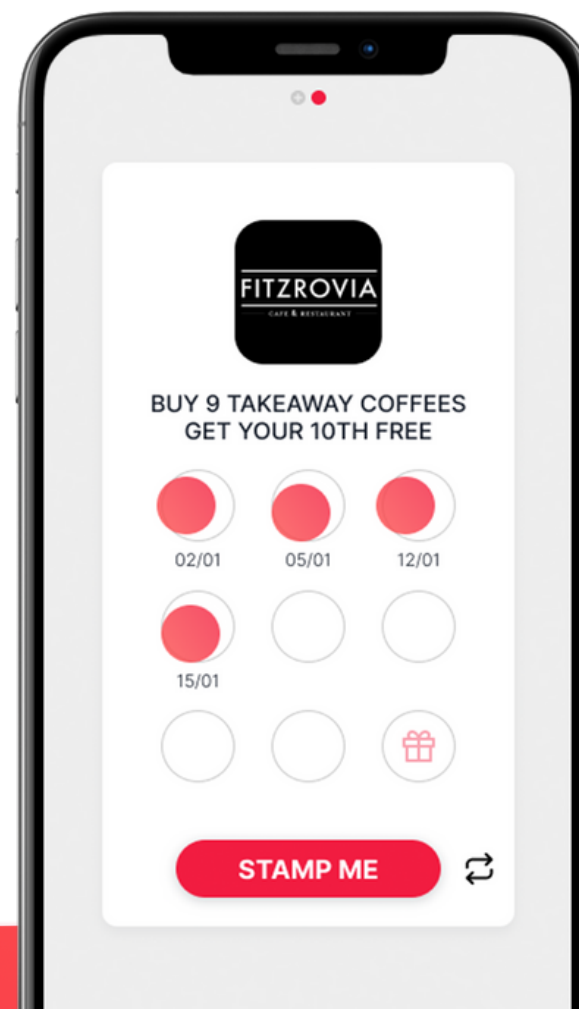
In this guide, you'll find instructions on how to use the program, recommendations on how to promote your program and details about the Stamp Me platform features.

You will also find a wealth of information on our [Merchant Help Center](#).

The Stamp Me Team

*P.s. You will need to **download this document** in order for the hyperlinks to work :)*

IT'S TIME TO DELIGHT YOUR CUSTOMERS!

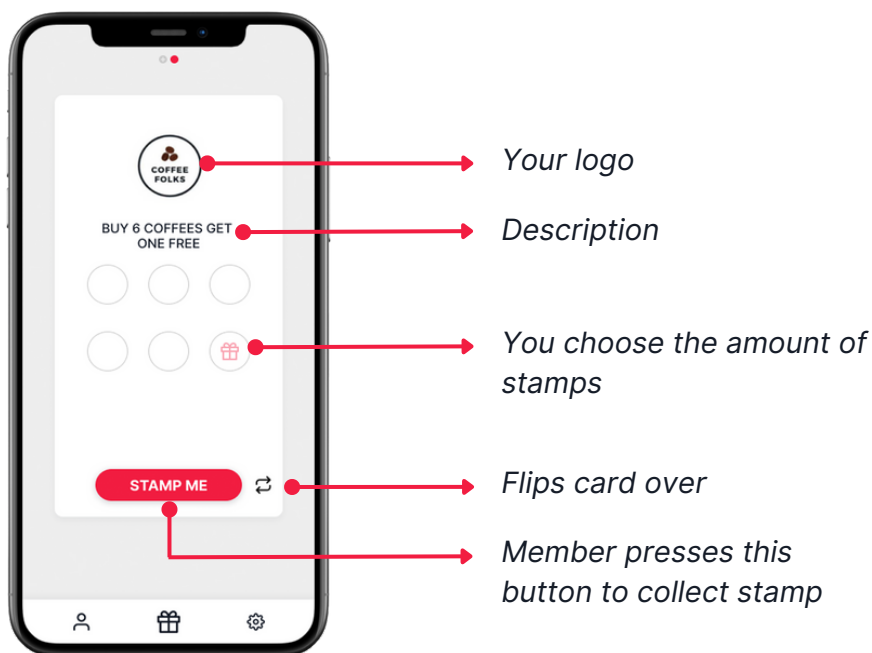


YOUR STAMP CARD

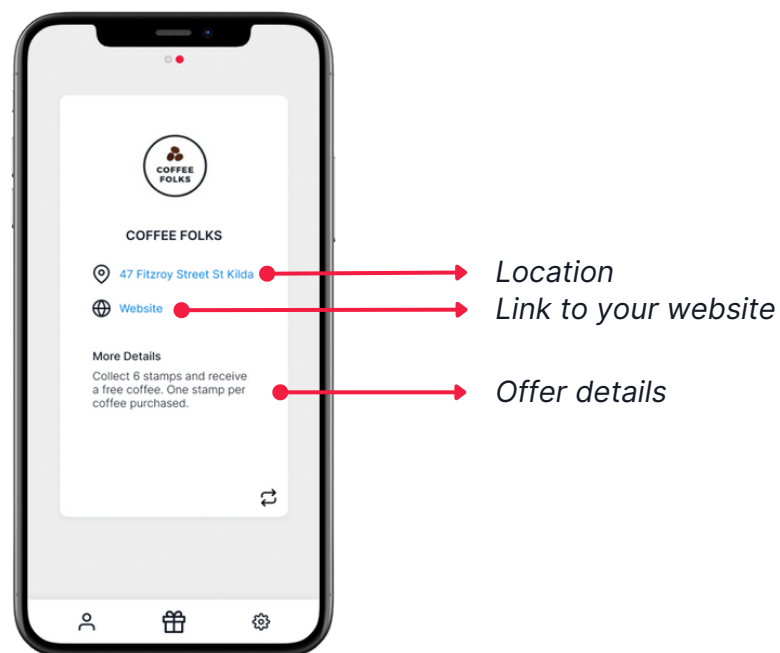
PROGRAM SET UP

Our loyalty app replicates a traditional paper stamp card by displaying the stamps on the front of the card, and additional details about your program and business on the back.

FRONT OF CARD



BACK OF CARD



HOW DO CUSTOMERS COLLECT STAMPS?

There are various ways that loyalty transactions can be validated. **The method you use depends on how your business operates.**

STAMP CODE

Members scan a QR code with their phone to collect stamps – quick and easy!

Simply print out your Stamp Code and keep it at the transaction point(s) for customers to scan.

A Stamp Code can be used multiple times and does not expire. Therefore, it is important not to display the code publicly.

[Learn more about the Stamp Code.](#)

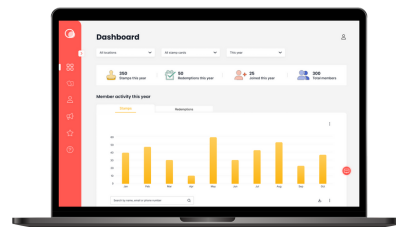


Suitable for: in-person transactions

MERCHANT CONSOLE

Stamps are applied manually to customer accounts through the Member's area.

[Learn more about the Merchant Console.](#)



Suitable for: all transactions

ONESTAMPS

Members scan or enter in a unique code to collect a stamp.

These can either be QR codes (best placed onto product packaging or marketing collateral) or Alphanumeric codes (best added to digital receipts or email confirmations).

OneStamps can only be used once.

[Learn more about OneStamps.](#)



Suitable for: online/remote transactions

SHOPIFY - COMING SOON!

If you sell your products through Shopify, we will soon have the ability to integrate Stamp Me with your online store.

We will also have the ability to integrate with WooCommerce in the near future.

Keep an eye on your emails for an announcement of the Shopify launch!



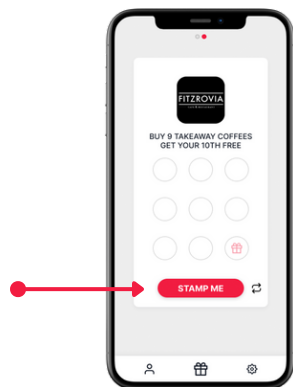
Suitable for: online transactions

MEMBER PERSPECTIVE

COLLECTING STAMPS FROM CODES

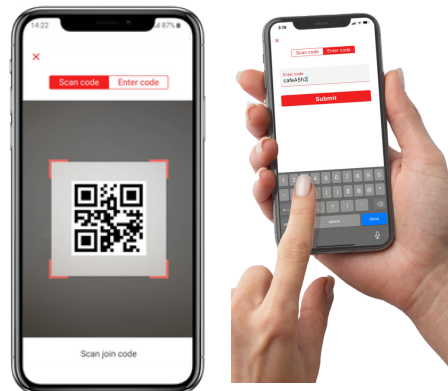
1

Press Stamp Me



2

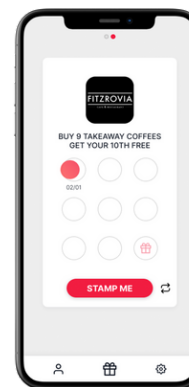
Validate Stamp



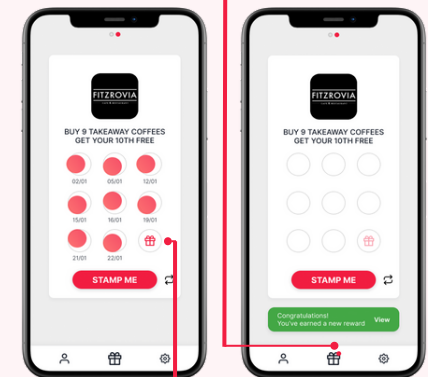
Customer scans **QR code** or
types a code

3

Stamp applied



Rewards are stored here.



Once **all stamps** are collected, the reward will **trigger automatically**.

The stamp card then resets back to zero.

HOW DO MEMBERS JOIN THE PROGRAM?

ONBOARDING MEMBERS

There are many ways members can join your Stamp Card, such as searching in the App or being added by an admin via the Merchant Console. You will also be emailed your program's **Join Code**.

Your Join Code is a QR code for you to use for **marketing purposes**.

You can print your Join Code onto marketing collateral such as flyers and posters, or display it on your website or social media to encourage customers join your program. All they need to do is download the app and scan the code.

[Learn more about promoting your program here.](#)



Customers can scan your **join code** through the app to join.

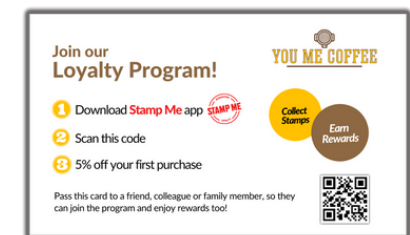
A hand holding a smartphone, scanning a QR code on a coffee cup. The cup has the text "Nutrition B" and "Scan code to a stamp". A red information icon is in the top right corner of the image frame.

Note: if you are using OneStamps as your stamp validation method, your **customers will be joined to your program when they scan or enter in the OneStamp code.**



Website Promotion

Example



Join Card

Example

HOW DO MEMBERS REDEEM REWARDS?

PROGRAM SET UP

Customers can redeem rewards either in-person or remotely depending on your programs settings.

*How members claim rewards **in-person**:*

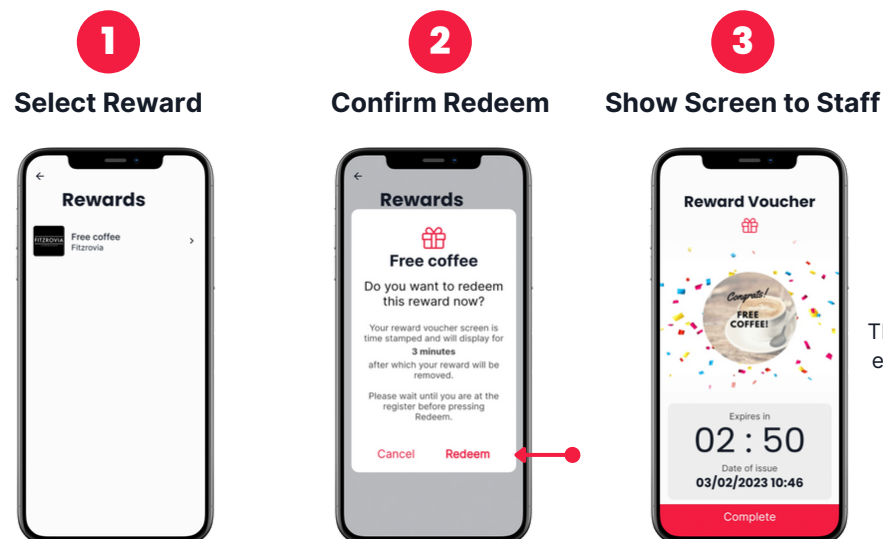
1. Members selects their reward from the gift icon
2. Press 'Redeem' on the pop up safety message to ensure that they are ready to claim their reward
3. Show staff the animated voucher on their screen
4. Once redeemed, the voucher disappears from the member's app and the Stamp Card resets.

[Learn more about how customers redeem rewards in-person.](#)

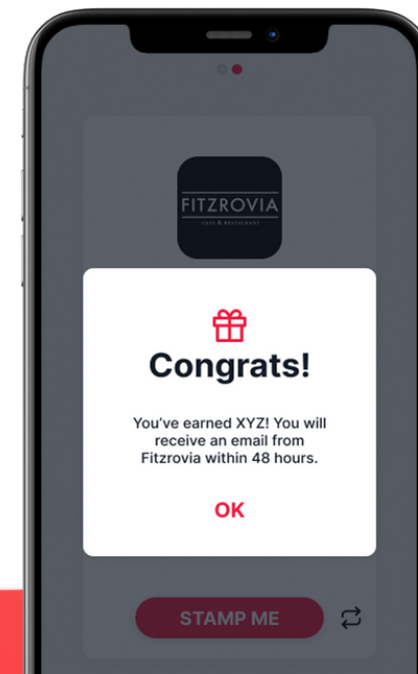
*How members claim rewards **remotely**:*

1. A pop-up message will appear on the app upon achieving the reward. This message will convey instructions, for example, to expect an email. Rewards could be a discount code or a physical item that is mailed out.
2. You'll then contact the customer directly to coordinate and confirm their contact information and arrange for reward redemption.

[Learn more about how members redeem rewards remotely or online.](#)



The reward voucher will expire **after 3 minutes**.

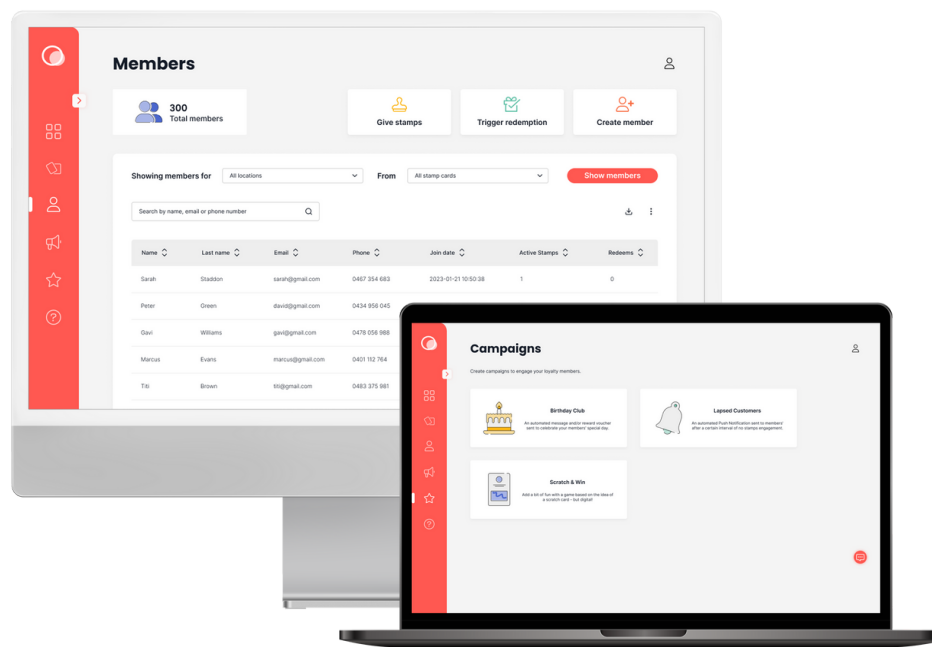


MERCHANT CONSOLE

All your loyalty program data and activity is stored in a secure, web-based dashboard. You'll be able to:

- Access **member data** - we provide you with full access to your members information, including name, phone number and email address
- View stamp and reward redemption **activity in real-time**
- Export program and member **data**
- **Manage the program** (create members, give stamps, edit offers)
- **Communicate** with members via push notifications and SMS messages (Pro & Elite plans only)
- Manage **campaigns** such as Lapsed Customers communication, Birthday Club and Gamification (Pro & Elite plans only)
- Access FAQ's, guides and **customer support**

If you would like to upgrade your plan at anytime, you can do so from the 'My Account' section of the console.



[Learn more about the Merchant Console](#)

STAMP ME FEATURES

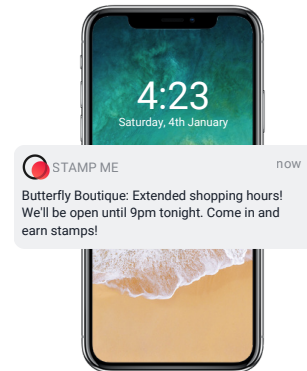
It's much more than just a loyalty app! It's a powerful marketing tool.

DIRECT COMMUNICATION

Through the Merchant Console, push notifications and SMS messages can be sent.

This feature is a powerful marketing tool that helps to deliver the **right messages, to the right members, at the right time.**

[Learn more about communication.](#)



BIRTHDAY CLUB

A Birthday Club is a great opportunity to engage with your customers and make them feel special.

On their birthday, a message (text or push notification) is automatically sent to your customer's with an optional gift voucher. The gift could be a complimentary voucher for a product or service to show your appreciation.

[Learn more about the Birthday Club.](#)



SCRATCH & WIN

Scratch & Win cards add a bit of fun to your loyalty program, and keeps customers excited!

These onscreen cards can be triggered and delivered automatically to your customer's phone based on certain actions.

Prizes and rewards can be randomly generated around pre-programmed outcomes.

For example:

- **25%** of players win **Reward A**
- **25%** could win **Reward B**
- **50%** do not win anything or go into a 2nd prize draw

[Learn more about Scratch & Win.](#)



Example of a KFC scratch card

INTEGRATIONS

The program can be easily integrated with various platforms.

For example, we can link your loyalty customers directly into your preferred campaign email app such as **Mailchimp** or **Active Campaign**. As customers join your loyalty offer they will automatically appear in your email list.

[Learn more about Integrations.](#)



**WE LOOK FORWARD TO GETTING
YOU STARTED!**

Have questions?

Schedule a call

Visit our Help Centre