

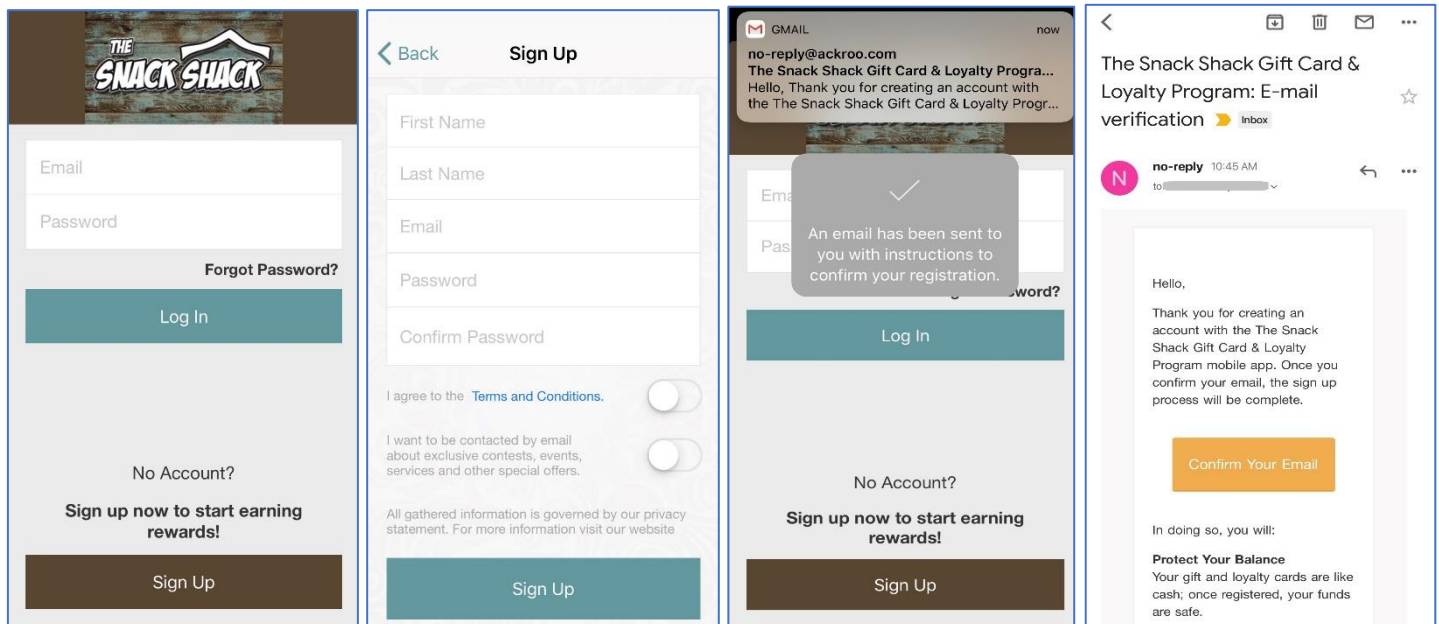
## CUSTOM MOBILE APPLICATION

- Ackroo offers a mobile app solution, *fully customized to your Business and Brand*, which allows customers to present their phone at the point of sale and manage Gift & Loyalty balances, card-free.
- The mobile app is supported on **Apple iOS** and **Android** Devices (Blackberry is not supported).
- Read below on how to navigate the mobile app menus.

### INITIAL SIGN-UP / APP REGISTRATION

Customers first joining the Gift & Loyalty program via the mobile app must first create their account:

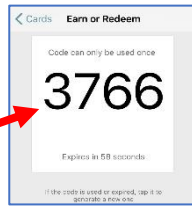
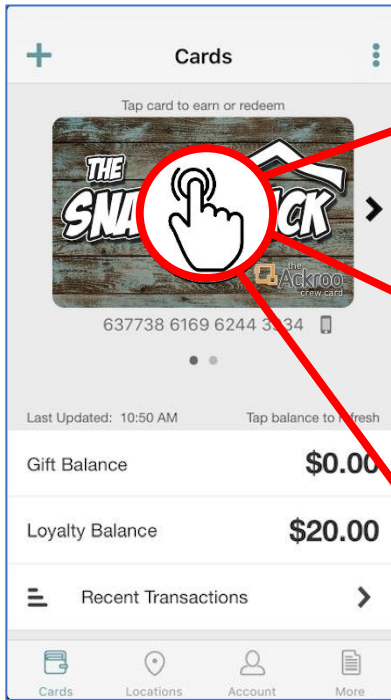
- Register by selecting **Sign Up**.
- Enter **First name**, **Last name**, a valid **Email address** and **Password**  
(*Password must be a minimum of 8 characters, one uppercase letter, one lowercase, and one number*).
- An email will be sent requesting you validate the email address in use. In the email message, select **Confirm Your Email**.
- Proceed to the mobile app and select **Login**. Enter your new sign-in credentials (email and password).



**NOTE:** Customers previously in possession of a **physical card** can also add these additional accounts to their mobile app and **transfer the funds** to their main mobile account. Read on to find out more!

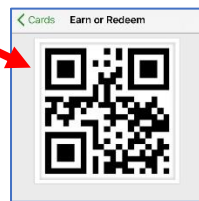
## CARDS TAB

- The “Cards” tab, also the main screen, displays the mobile **account number**, card **balances** (gift and loyalty) and **transaction history**.
- To present the card at the time of sale, **TAP** on the card image. The card number will convert to display one of three readable formats (dependent on software point of access to Ackroo):



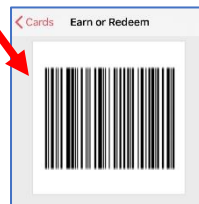
**4-DIGIT PAYCODE** – For **debit/credit terminals** using Ackroo, process the funding or redemption transaction in Ackroo as usual. When prompted to ‘**swipe card**’, **key in the 4-digit code** displayed on-screen. The code expires after 60 seconds, tap to refresh.

(-OR-)



**QR CODE** – For point-of-sale systems **fully-integrated** to Ackroo, using a QR-code compatible scanner.

(-OR-)



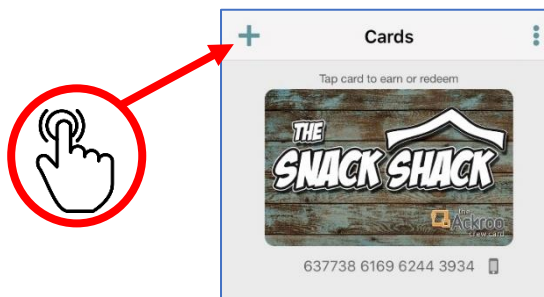
**BARCODE** – For point-of-sale systems **fully-integrated** to Ackroo, using a barcode-compatible scanner.

## MANAGE CARDS

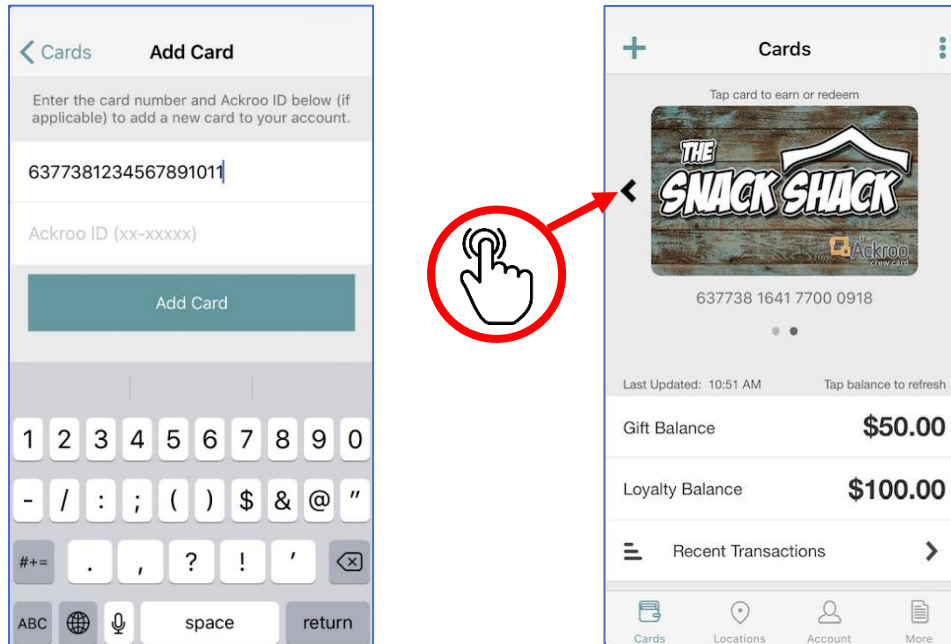
- By default, the mobile app creates a *digital account number* upon signup. The mobile account is represented by a ‘**Phone**’ icon displayed beside the card number:

637738 6169 6244 3934 

- Customers can **add physical cards** to their mobile app in order to track the balance(s) digitally.
- To add a card, select the **+** icon at the top left.

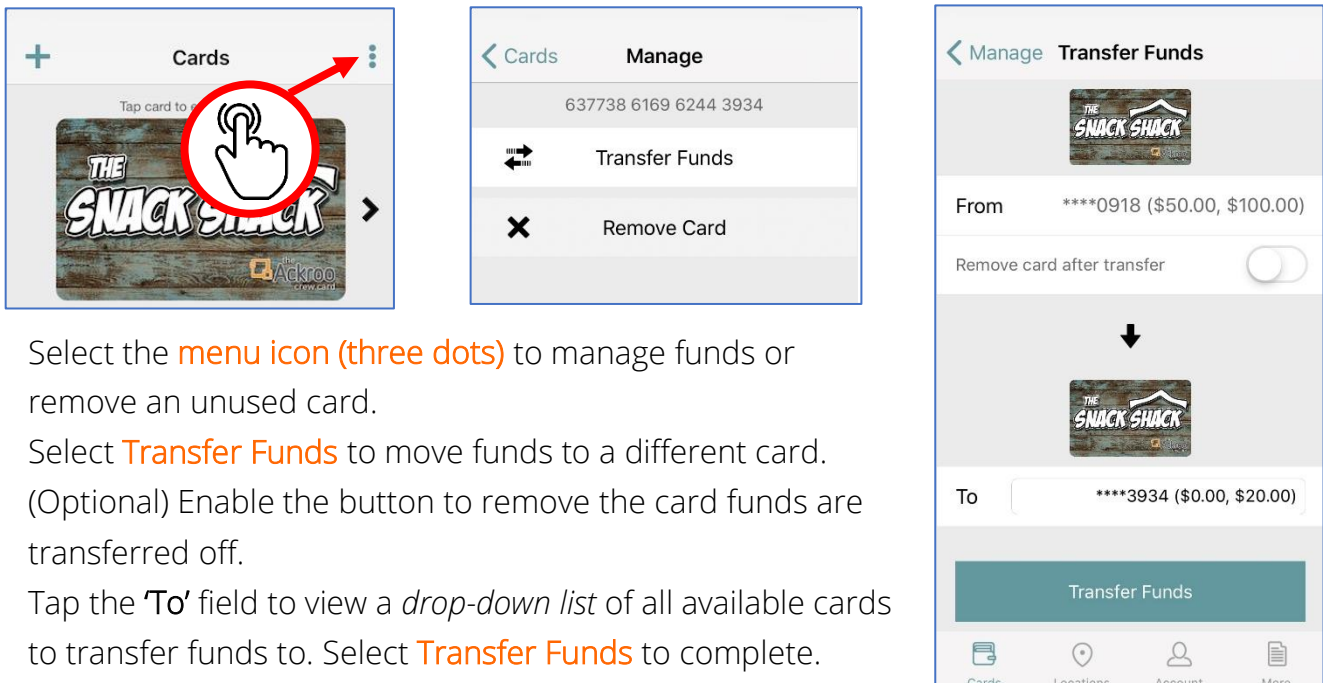


- Enter the full **Card Number** printed on the reverse of the card.
- Enter the **Ackroo ID / Access code** (Ex. '12-12345' or '5454') also printed on the reverse.
- Select **Add Card**.
- Additional cards (and balances) can be viewed by selecting the **left/right arrow**.



## TRANSFER BALANCES

- As cards are added, balances can be transferred to/from any card or the (main) mobile account.
- Use the arrow button to select the card number or balance you want to manage.



- Select the **menu icon (three dots)** to manage funds or remove an unused card.
- Select **Transfer Funds** to move funds to a different card.
- (Optional) Enable the button to remove the card funds are transferred off.
- Tap the 'To' field to view a *drop-down list* of all available cards to transfer funds to. Select **Transfer Funds** to complete.

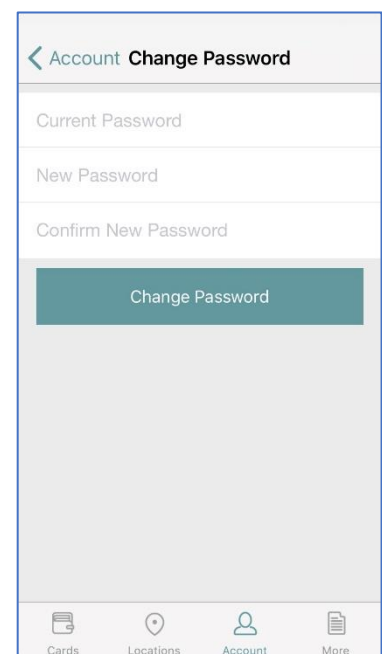
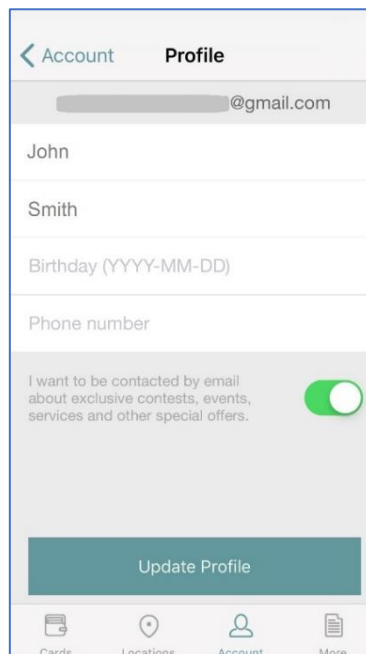
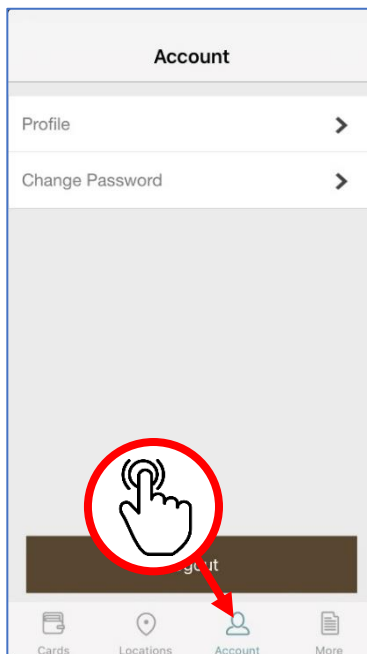
## LOCATIONS TAB

- Select the **Locations** tab will display all locations on a map tool and locate the nearest store to you.
- Touch and **slide** the map image to navigate to a different region. Use two fingers to **pinch** (zoom out) or **stretch** (zoom in) the map view.
- The **Pin(s)** indicate store locations. Tapping a pin will display the store Name, Address and Business Hours.



## ACCOUNT (PROFILE) TAB

- The **Account** tab allows you to manage and update your **profile** information and **password**.
- Under the **Profile** tab, there is option to:
  - Add **Birthdate** and **Phone number**
  - Edit **First** or **Last Name**
  - Edit **Communication consent** (to receive emails about your account)
  - NOTE: The original **email address** used for sign-up can only be changed in the online card portal, from the merchant's website.
- Under the **Change Password** tab, the current password must be validated before changing. (Password must be a minimum of 8 characters, one uppercase letter, one lowercase, and one number).



## MORE TAB

- The **More Information** tab directs the customer to additional details of the program.
- The **How it Works** tab explains the rules of the rewards program.
- The **Support** tab redirects to send an **email inquiry** to the merchant for assistance.
- The **Terms and Conditions** tab reviews the full rules of the program in detail.

