Fast Facts for Merchants

Troubleshooting?

Tablet Updates?
- If you power on your tablet and it requests a Smiiiles Software UPDATE, ALWAYS select YES. This keeps your system up to date and working with the newest features and fixes.

Customer tries to Redeem but receives a FAILURE notice?
- Inform the customer they can only REDEEM or make a purchase with Smiiiles after they have registered their Smiiiles Card online.

Can Smiiiles be earned on an unregistered card?
- Yes, a customer can EARN Smiiiles once they receive a card, but cannot REDEEM or make a purchase with Smiiiles until they register their card online.

Customer Purchase/Redeem Problems?
- Check your WIFI internet connection! Your new Smiiiles Tablet is just like an EFTPOS Machine, without proper internet connection, purchases and redemptions cannot be completed.

 Weak WIFI signal strength   Strong WIFI signal strength   X No WIFI connected

Getting Started!

When a **customer makes a purchase** simply add Smiiiles to any card.

Give your customer this card and a brochure and encourage them to Register with Smiiiles by following the simple instructions on the brochure so they can benefit from Smiiiles Program.

Customer Panel

Blue icon allows member to check their Smiiiles balance.
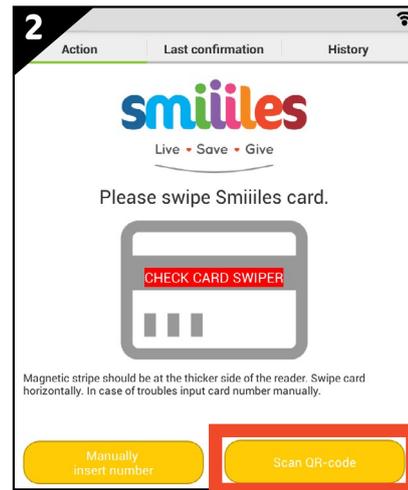**Green icon** allows member to set their new pin number.
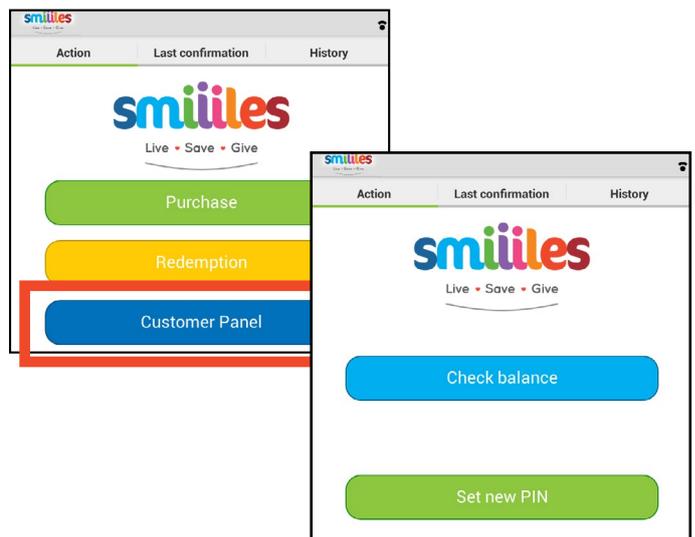
Smiiiles Purchase

1. Tap the **green purchase icon** on the home page

2. Tap the **yellow "scan QR-code"** icon (this will activate the camera)
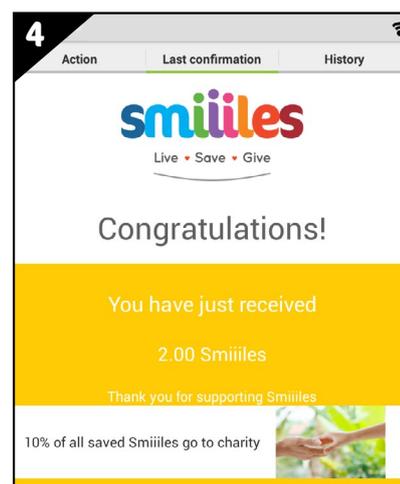(**Customer then scans the QR code** on their card or from their mobile app)

3. Carefully enter in the **total purchase amount including cents** and check before tapping ok.

*If purchase was $19.95, you would enter 1 9 9 5 on the purchase keypad

4. You should see a **screen confirming** the number of smiiiles awarded to the customer
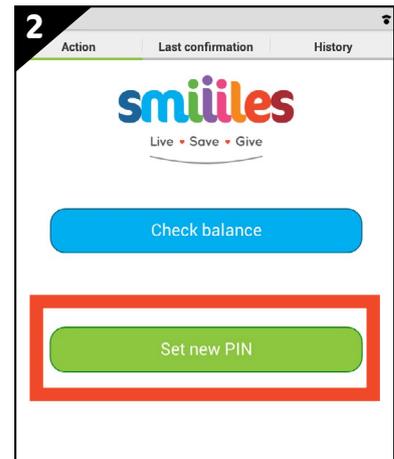
Set new pin number

• A member can **earn Smiiiles at any time** as no pin is required.

• **A member must change the default pin from 888888** when they wish to redeem Smiiiles or access the member login on the website. This can be done at any smiiiles merchant.
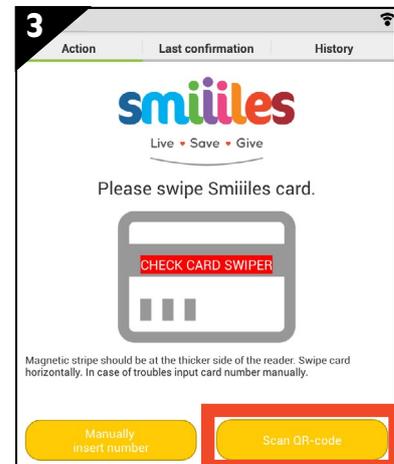
1. Tap the **blue "customer panel"** icon on the home screen

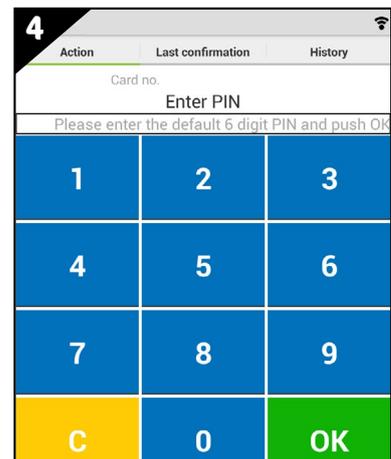**2.** Tap the **green "set new pin"** icon

3. Tap the **yellow scan QR-code** which activates the camera
   (The **member scans their QR** on their card or from their mobile app)

4. The Member types in the default pin **888888**

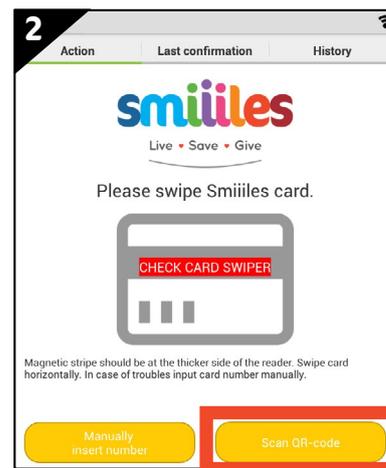**5.** The member then enters their **new 6 digit pin**
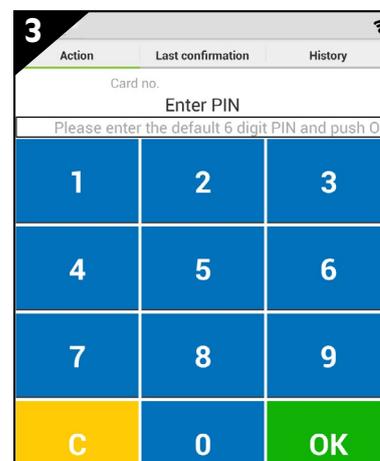
Smiiiles Redemption

1. Tap the **yellow redemption icon** on the home page

2. Tap the **yellow "scan QR-code"** icon (this will activate the Camera (The **customer then scans the QR code** on their card or from their mobile app)

3. Ask the **customer** to enter their 6 digit pin (if they haven't changed their pin see "Set new pin")

4. Enter the amount of Smiiiles being redeemed and check before tapping "OK"
- You should see a **screen confirming** the amount of Smiiiles redeemed by the customer and the Smiiiles earned from the redemption.
- If the member does not have enough Smiiiles the redemption **will fail.**
- The **member may check their Smiiiles balance** in the Customer Panel.