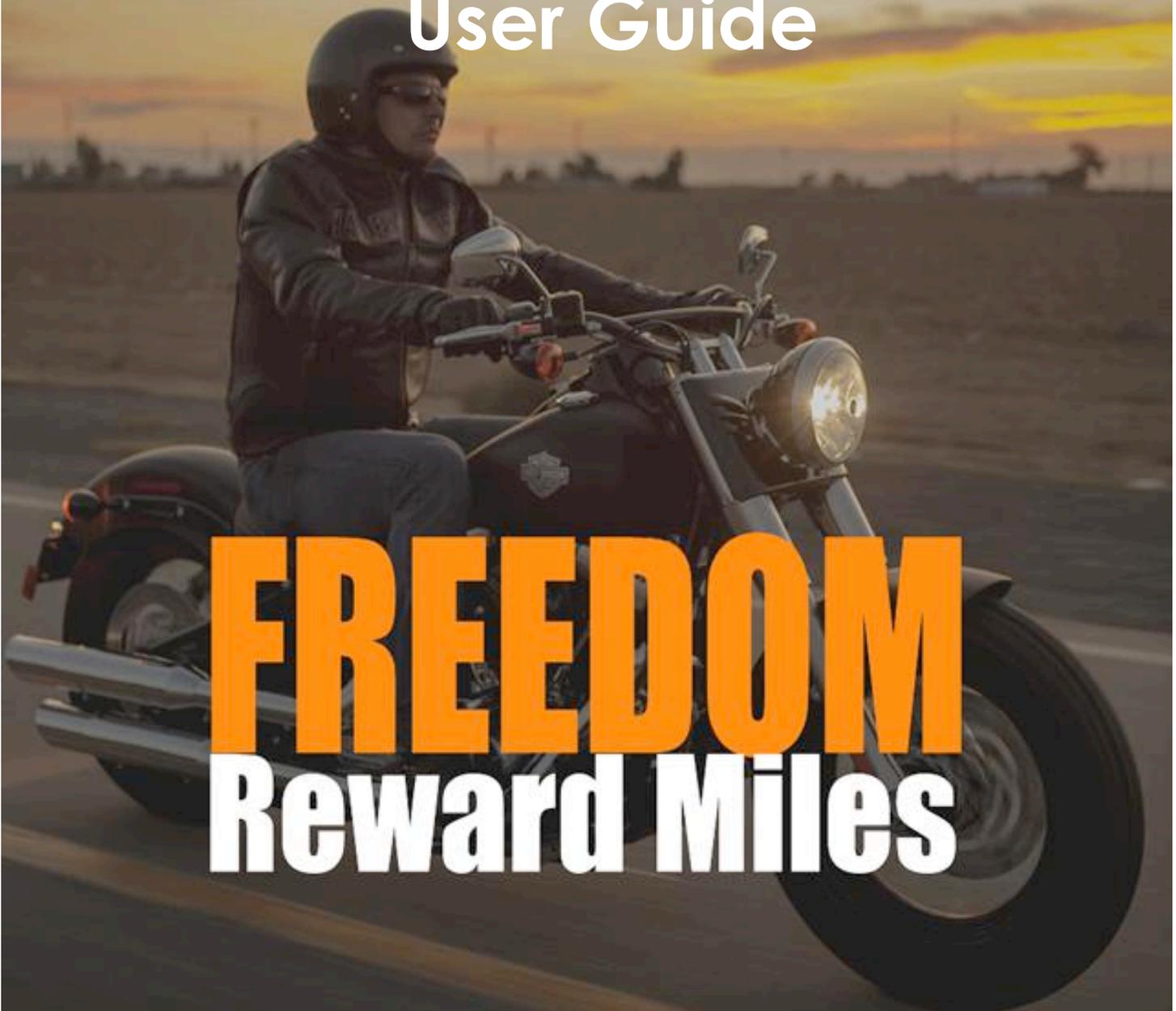




Merchant Portal
User Guide



FREEDOM
Reward Miles

Contents

- 4 StickyFeet Introduction - Worlds Largest
- 5 **Chapter 1: Getting Started**
- 5 Logging In
- 7 Home Page - Welcome
- 8 **Chapter 2: Manage Customer**
- 8 Getting Started
- 9 Deactivate
- 10 Edit Customer Profile
- 11 **Chapter 3: Manage Content**
- 11 Site Settings
- 12 User Merchant Profile
- 13 **Chapter 4: Workflow**
- 13 Card Activation
- 14 **Chapter 5: New Customer**
- 14 Registration Page
- 15 Account Activation
- 17 **Chapter 6: Returning Customer**
- 17 Logging In

Contents

- 18 Logged In
- 19 Customer Details
- 20 Reward Statement
- 21 **Chapter 7: Forgot Password**
- 21 Password Reset
- 22 **Want to get in touch?**
- 22 Optional Modules
- 22 Contact Details

name

interests

insights

data

location

email

transactions

Customer Engagement

place

price

trends

time

SKU

product



Getting Started

Logging In

- A** go to URL: <https://www.vip-card.com.au/HDNZ>
- B** press the “Returning User” button.

The screenshot shows a web browser window with the address bar displaying "freedomrewardmiles.co.nz". The page features the Harley-Davidson logo and the "FREEDOM Reward Miles" header. A large banner image shows a motorcycle on a winding road. Below the banner, there is a section titled "FREEDOM Reward Miles INTRODUCING 'FREEDOM' REWARD MILES" with a brief description of the program. To the right of this section is a smaller image of a motorcycle with the Freedom Reward Miles logo. Below the main text, there are three columns of content: "New Users" with a link to activate a loyalty card, "Your Card" with instructions on how to use the card, and "Special Offers" with information about member-only offers. At the bottom, there is a "Returning Users" button with a link to login. An orange arrow labeled "A" points to the browser's address bar, and another orange arrow labeled "B" points to the "Returning Users" button.

Getting Started

Logging In (continued)

- C** in the Card ID, enter in the Merchant User ID supplied to you.
- D** in the Password box, enter in the Password supplied to you.
- E** press the “Login” button.

The screenshot shows the Harley-Davidson Freedom Reward Miles login interface. At the top, there is a Harley-Davidson logo and the text 'FREEDOM Reward Miles'. Below this is a 'Login' section with the instruction 'Please login with your pin number below:'. There are two input fields: 'Card #' and 'Password:'. Below the 'Password:' field is a checkbox labeled 'Remember Me'. A green 'LOGIN' button is positioned below the checkbox. A link for 'Forgot your password?' is located at the bottom left of the login form. Three orange callout lines with circular endpoints labeled 'C', 'D', and 'E' point to the 'Card #' field, the 'Password:' field, and the 'LOGIN' button respectively. Below the login form is a section titled 'INTRODUCING "FREEDOM" REWARD MILES' with a paragraph of text and a small image of a motorcycle. To the right of this section are two columns of text: 'Your Card' and 'Special Offers'. At the bottom of the page is a large image of a Harley-Davidson motorcycle and the Harley-Davidson logo. The footer contains the text '© 2013 Harley-Davidson Australia'.

Getting Started

Home Page - Welcome

From here you can:

- A > Manage Users
- B > Adjust your page contents
- C > Edit Your Profile

A

B

C



FREEDOM
Reward Miles

Home

Manage Users

Site Settings

Edit Profile

Logout

Hello Grace,

You have successfully logged into the Freedom Rewards Dealer Administrator Portal. From here you will be to:

- Add/Edit your Dealership Users
- Add/Edit text and banners for your dealership
- Update/View your profile



Manage Customer Getting Started

Note:

These actions can also be achieved via the ClientToolBox.

- A** click onto "Active" to deactivate a current loyalty member.
- B** click onto "Edit" to change a current loyalty members details.

Home Manage Users Site Settings Edit Profile Logout

Manage Users

Below is a list of the users.

Card#	First	Last	Email	Groups	Status	Action
66762000	Dave	Test	sales@benzingtech.com	members	Active	Edit
66761000	Bobby- Joe	Testy-Joe	iqit1@mac.com	members	Active	Edit

Manage Customer

Deactivate

Note:

This action can also be achieved via the ClientToolBox.

- A** click onto "Yes" to deactivate and "No" to keep the customer account active.
- B** click onto "Submit" to make the change.



The screenshot shows a web interface for deactivating a user. At the top, there is a navigation bar with links for Home, Manage Users, Site Settings, Edit Profile, and Logout. The main heading is "Deactivate User" followed by the question "Are you sure you want to deactivate the user?". Below this, there are two radio button options: "Yes:" with an unselected radio button, and "No:" with a selected radio button. At the bottom of the form is a "Submit" button. Two orange callout lines originate from the top of the page: one labeled "A" points to the "Yes:" radio button, and another labeled "B" points to the "Submit" button.

Manage Customer

Edit Customer Profile

Note:

This action can also be achieved via the ClientToolBox.

- A** input your changes into your chosen data fields.
- B** click onto "Save Details" to keep the changes.

The screenshot shows the 'User Profile' edit page. At the top, there is a navigation bar with 'Home', 'Manage Users', 'Site Settings', 'Edit Profile', and 'Logout'. Below the navigation bar, the page title is 'User Profile' with the subtitle 'Edit user details below.'. A green banner indicates 'Information Updated Successfully'. The form is divided into three main sections: 'User Details', 'Vehicle Details', and 'Change Password'. The 'User Details' section includes fields for Member Since (03/24/2013), Rewards Card # (66761000), Title (Mr.), First Name (Bobby-Joe), Last Name (Testy-Joe), Address (12345 West North Thirdville 6976676), Home phone (+61 1234 56 7890), Mobile phone (+61 2345 67 8900), Work phone (+61 2345 67 8900), and Email (iqit1@mac.com). The 'Vehicle Details' section includes a dropdown for Select Dealership (Sydney Harley-Davidson), Purchase Date (June 06 1906), Model (Softtail Harley), VIN (IQGecko02800764400414015456), Year (2001), Next Service Date (December 31 1969), Warranty Expiry (May 05 1905), Extended Warranty Info (Hogstyle Warranty), Extended Warranty Expiry (July 10 1907), Roadside Assistance Info (not @ this time), and Roadside Assistance Expiry (August 21 1908). The 'Change Password' section includes Password (type password to change) and Re-Type Password (re-type password to change) fields. At the bottom left, there is a green 'SAVE DETAILS' button. Two orange arrows with blue dots at their ends point to the 'SAVE DETAILS' button (labeled 'B') and the 'Vehicle Details' section header (labeled 'A').

Manage Content

Site Settings

Customise the images and message to your customers.

Put a link that takes the member back to your website

- A** click onto "Choose File" to upload a new "Footer", "Welcome" or "Right Vertical" banner image.
- B** update the "Homepage Text" that your customers see when they log on.
- C** Click onto the "Save Settings" button to save changes.

The screenshot shows the 'Manage Content' interface within the 'Site Settings' section. The page has a navigation bar with 'Home', 'Manage Users', 'Site Settings', 'Edit Profile', and 'Logout'. The main heading is 'Manage Content' with a sub-heading 'Below you can update site content and upload banners.' There are three upload sections: 'Upload Footer Banner', 'Upload Welcome Banner', and 'Upload Right Vertical Banner', each with a 'Choose File' button and a 'no file selected' status. A 'SAVE SETTINGS' button is at the bottom. The 'Update Homepage Text' section features a rich text editor with a toolbar and a text area containing a message about a loyalty program. Three orange arrows point to specific elements: 'A' points to the 'Choose File' buttons of the three banner upload sections; 'B' points to the text area of the 'Update Homepage Text' editor; and 'C' points to the 'SAVE SETTINGS' button.

Manage Content

Edit Merchant Profile

Note:

This action can also be managed via the IQ Gecko ClientToolBox.

- A** make the Dealership changes that you want.
- B** click onto "Save Profile" to save your changes.

The screenshot shows the 'User Profile' edit form. At the top, there is a navigation bar with 'Home', 'Manage Users', 'Site Settings', 'Edit Profile', and 'Logout'. The main heading is 'User Profile' with the subtext 'Edit your details below.' The form contains several sections: 'Your Dealership' with a dropdown menu showing 'Sydney Harley-Davidson'; 'Personal Information' with fields for 'First Name *' (Mick) and 'Last Name *' (Rebel); 'Address' with fields for 'Address' (Unit 16, 276 New Line Road), 'Address 2', 'Town/City' (Dural, Sydney), and 'State' (New South Wales); 'Postal Code' (2158); 'Home Phone' and 'Mobile Phone' fields; and 'Work Phone' (+61 2 8007 6440). Below this is a section for email changes with a 'Username *' field (SYD-HD-2000). At the bottom, there is a section for password changes with 'Password' and 'Confirm Password' fields. Two orange arrows, labeled 'A' and 'B', point to the 'Your Dealership' dropdown and the 'SAVE PROFILE' button, respectively. A yellow sticky note with red pushpins is located at the bottom right of the form area.

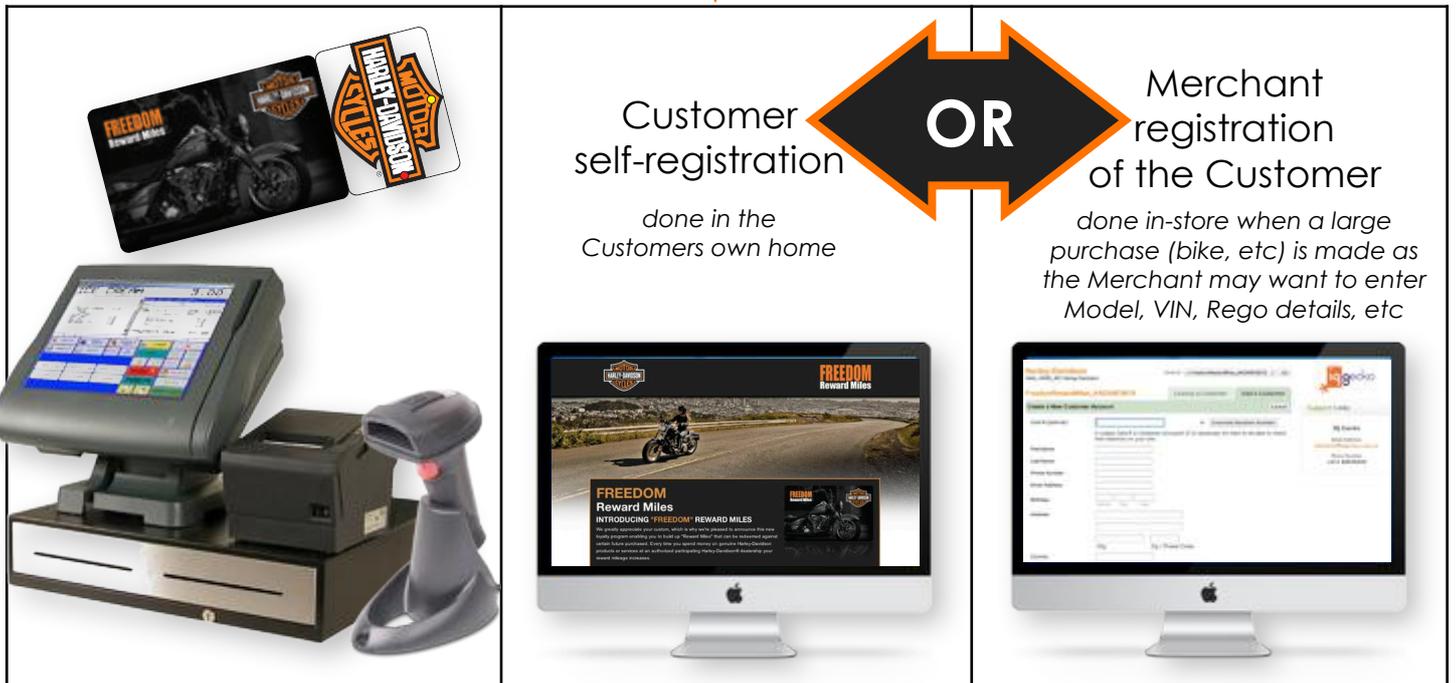
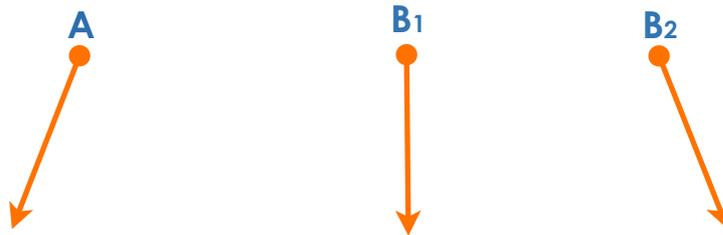
We highly recommend that you do not change the Username supplied to you as this it may alter other links that may be inter-connected to it. You can easily add new Users for your staff members via the ClientToolBox

Workflow

Card Activation



- A** all cards will be allocated to specific Merchant. A card is “Activated” once the Merchant completes the sales transaction and swipes the card. The transaction sale and points are applied to that card number and the card is “Activated” at that time.
- B1** the Merchant hands the card to the Customer and the Customer logs into the Web Portal (<https://www.iqgecko.com.au/web-portal>) and self-registers or;
- B2** the Merchant logs in to the ClientToolBox (<https://iqgecko.clienttoolbox.com>) and registers the Customer while in-store.



New Customer Registration Page



- A** customer fills in the relevant details.
- B** customer agrees to the H-D terms and conditions.
- C** customer presses the “Register” button.

Register

Rewards Card # *

Member First Name * Member Last Name *

Address * Address 2

Town/City * Postal Code *

Birth date

Home Phone Work Phone

Mobile Phone *

Email * Confirm Email *

Password * Confirm Password *

I agree to the [terms and conditions](#) of this website and Harley Davidson.

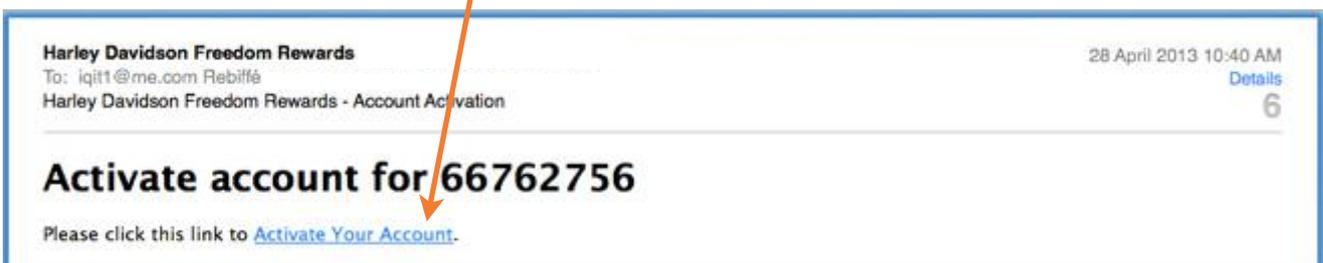
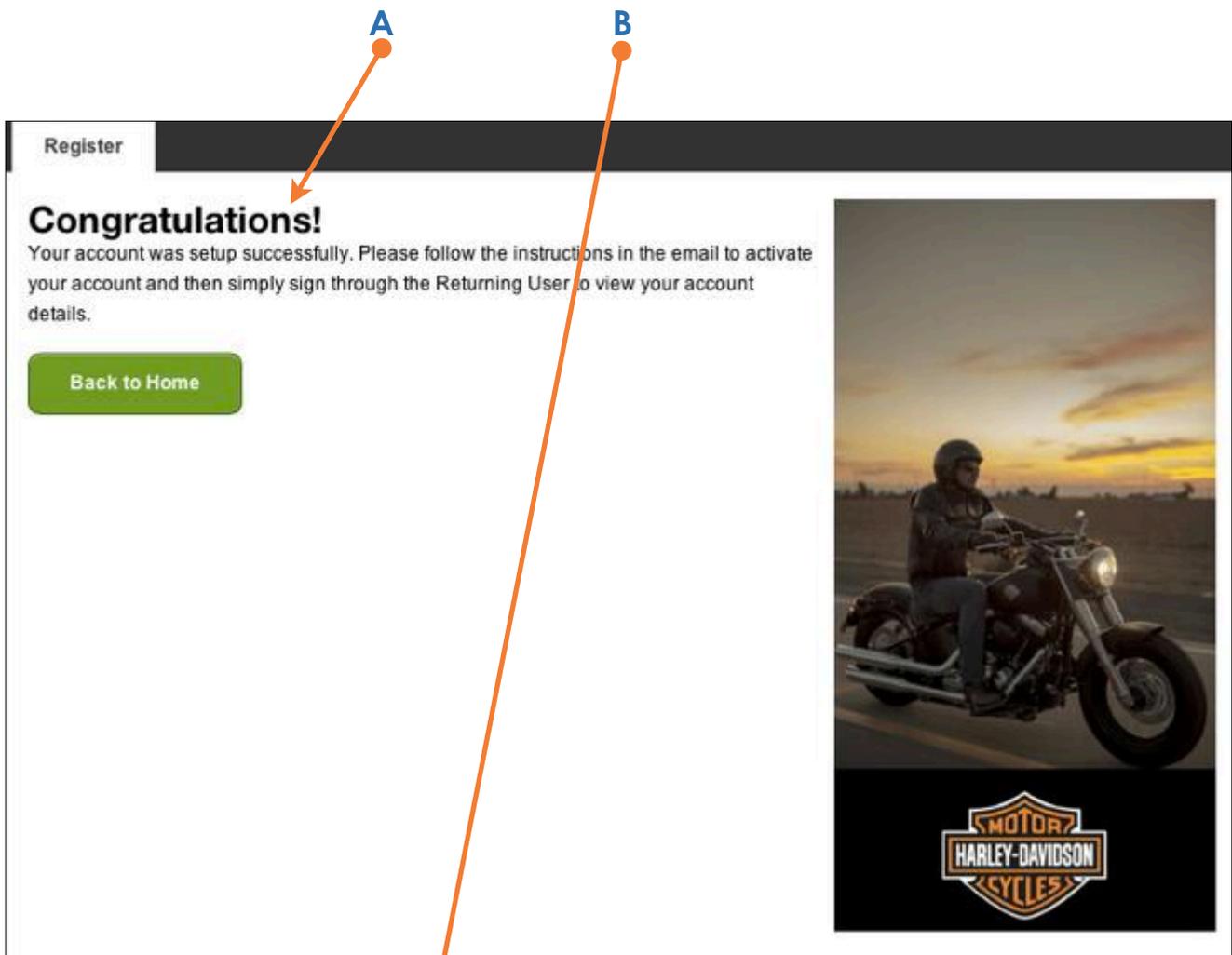
REGISTER **RESET**



New Customer Account Activation

The Customer's "Activation" link is sent to the email address that the Customer registered.

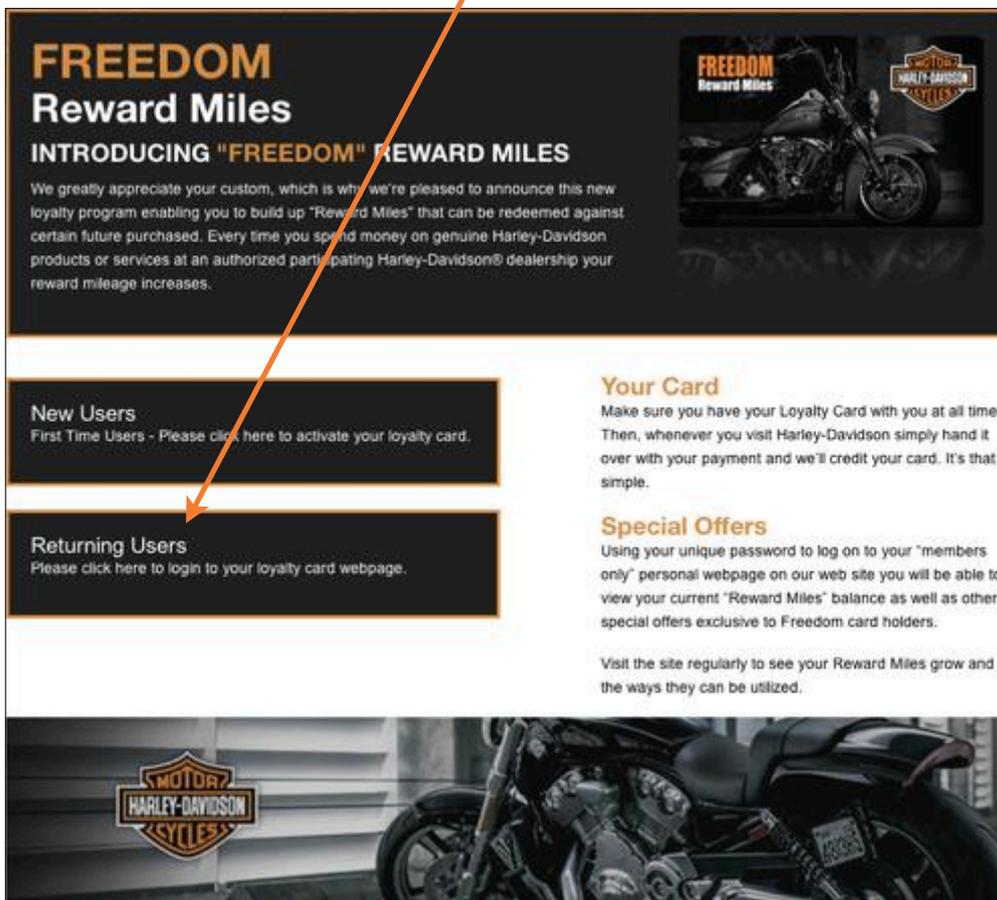
- A after registering the a "Congratulations" page automatically opens on the Customer's web browser.
- B the account is activated when the Customer clicks on the "Activation" link that they were the emailed.



New Customer

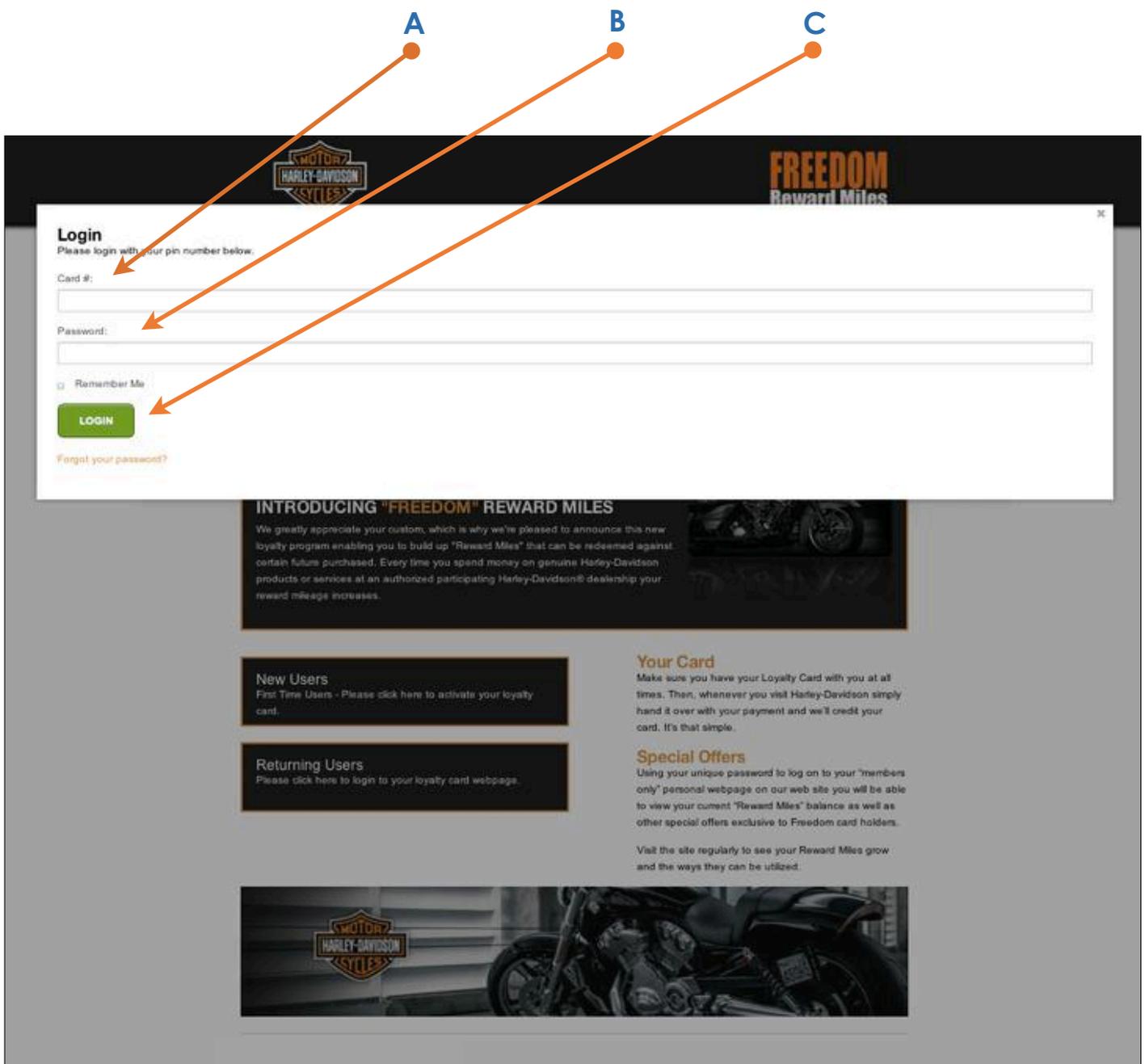
Account Activation (continued)

- C when clicked by the Customer, the “Activation” email link opens the customer registration portal web page.
- D the Customer then logs in as a “Returning User”.



Returning Customer Logging In

- A** in the Card ID, enter in the Customer enters their card number.
- B** in the Password box, the Customer enters their password.
- C** the Customer presses the “Login” button.



Returning Customer Logged In

Note:

The Customer is automatically brought to the Merchants Homepage.

The screenshot shows the merchant portal interface. At the top left is the Harley-Davidson logo. At the top right, the text 'FREEDOM Reward Miles' is displayed. Below this is a navigation bar with 'Home', 'My Details', 'Reward Statement', and 'Logout'. The main content area features a welcome message: 'Welcome Bobby-Joe,' followed by a paragraph explaining the loyalty program. To the right of the text is a promotional image of a motorcycle with the 'FREEDOM Reward Miles' logo and the Harley-Davidson logo. Below the text is a list of features: 'This site will allow you to: - update your details - check your balance and your transaction history - special offers and news updates from your local Harley-Davidson Dealer'. At the bottom of the page is a large image of a Harley-Davidson motorcycle with the logo overlaid on the left side.

Home My Details Reward Statement Logout

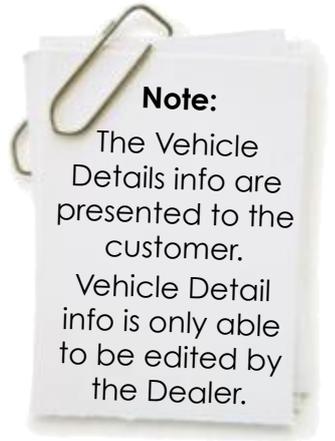
Welcome Bobby-Joe,

Sydney Harley-Davidson greatly appreciate your custom, which is why we're pleased to announce this new loyalty program enabling you to build up "Reward Miles" that can be redeemed against certain future purchased. Every time you spend money on genuine Harley-Davidson products or services at an authorized participating Harley-Davidson® dealership your reward mileage increases.

This site will allow you to:

- update your details
- check your balance and your transaction history
- special offers and news updates from your local Harley-Davidson Dealer

Returning Customer Customer Details



- A** customer can edit details.
- B** customer can view Vehicle Details.
- C** customer can change their password.

The screenshot shows a user interface with a navigation bar at the top containing 'Home', 'My Details', 'Reward Statement', and 'Logout'. Below the navigation bar, there are three main sections: 'My Details', 'Vehicle Details', and 'Change Password'. Three orange arrows with blue circular heads labeled 'A', 'B', and 'C' point to the 'My Details', 'Vehicle Details', and 'Change Password' sections respectively. The 'My Details' section includes fields for Card Number (66761000), Title (Mr.), First Name (Bobby-Joe), Last Name (Testy-Joe), Address (12345 West North Thirdville 6976876), Home phone (611234567890), Mobile phone (612345678900), Work phone (612345678900), and Email (iqit1@mac.com). The 'Vehicle Details' section includes fields for Purchase Date (June 06 1906), Model (Softail Harley), VIN (IQGecko02800764400414015456), Year (2001), Next Service Date (December 31 1969), Warranty Expiry (May 05 1905), Extended Warranty info (Hogstyle Warranty), Extended Warranty Expiry (July 10 1907), Roadside Assistance Info (not @ this time), and Roadside Assistance Expiry (August 21 1908). The 'Change Password' section includes fields for Password (type password to change) and Re-Type Password (re-type password to change). A green 'SAVE DETAILS' button is located at the bottom left of the form.

Returning Customer

Reward Statement

A the Customer can view and print their Rewards Statement.

Date	Description	Type	Amt
2013-04-26	FreedomRewardMiles_ANZAMC6676: Bike Finance -	Earned	500
2013-04-26	FreedomRewardMiles_ANZAMC6676	Earned	10
2013-04-26	FreedomRewardMiles_ANZAMC6676: \$5 Credit/Discount	Redeemed	10
2013-04-26	FreedomRewardMiles_ANZAMC6676: \$5 Credit/Discount	Redeemed	10
2013-04-26	FreedomRewardMiles_ANZAMC6676: \$5 Credit/Discount	Redeemed	10
2013-04-26	FreedomRewardMiles_ANZAMC6676: \$5 Credit/Discount	Redeemed	10
2013-04-26	FreedomRewardMiles_ANZAMC6676: \$5 Credit/Discount	Redeemed	10
2013-04-26	FreedomRewardMiles_ANZAMC6676: \$5 Credit/Discount	Redeemed	10
2013-04-26	FreedomRewardMiles_ANZAMC6676: \$5 Credit/Discount	Redeemed	10
2013-04-11	FreedomRewardMiles_ANZAMC6676: \$5 Credit/Discount	Redeemed	10

Forgot Password Password Reset



- A** should the Customer forget their password they can click onto the “**Forgot Your Password?**” link on the Login page.
- B** the Customer will be presented with a page where they enter in their card number and press “Submit” to have a password emailed to the registered email address.

Login
Please login with your pin number below.

Card #:

Password:

Remember Me

LOGIN

[Forgot your password?](#)

Forgot Password
Please enter your Card Number so we can send you an email to reset your password.

Card Number:

Submit



MILLIONS* OF LOYAL CUSTOMERS

2 5 9 9 9 9 9 9



+61 2 8007 6440



stickyfeet@iqgecko.com.au



www.iqgecko.com.au