



LoyaltyPad User Guide



Merchant Mobile Loyalty Rewarder

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The main IQ Gecko logo, consisting of an orange arrow icon pointing right, followed by the text 'IQ Gecko' in a bold, black, sans-serif font.

Established in 2001, IQ Gecko (a division of IQ Information Technology) was born as an IT Solutions company.

Taking our EFTPOS-to-POS technical expertise and enthusiasm, IQ Gecko worked with the Jotti group in both designing and selling a bespoke loyalty platform specifically for Gloria Jean's Coffees.

Driven by the company goal for continual improvements, IQ Gecko acquired the Australasian rights for the an international customer engagement platform known locally as StickyFeet.

Just some of the local Australian and New Zealand StickyFeet platform successes include:

- ✓ Initiating loyalty for Suncorp Bank on their EFTPOS terminal.
- ✓ Building the Toys'R'Us Australia VIP Club up from zero to hero.
- ✓ A Harley-Davidson Motorcycles loyalty refresh solution including POS interfacing and a custom iPhone App.
- ✓ An interfaced POS solution for the University of Wollongong.
- ✓ We designed, built and support both the loyalty and automated digital signage solution for all 165 Best Western Hotels Australasia locations.
- ✓ There are heaps and heaps more - but we are running out of space...

IQ Gecko continues to refresh its products with a re-imagining of both the custom Web Portal in 2015 and the new IQ Genius module which is launching mid-2016.

The same StickyFeet platform is promoted by our world-wide Platform Partners and loved by Merchants in over 65 Countries and in Dozen of Languages making the StickyFeet platform the worlds largest Loyalty Platform.

The incredible take-up of StickyFeet is because of both the ease of use and the extended marketing features such as our SaleGrabber, Digital Signage, WebPortal and IQ Genius modules.

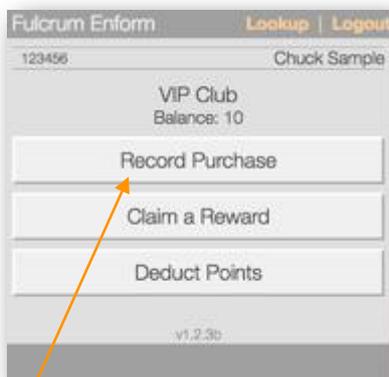
Whether they be 1 location or 1,000 - StickyFeet can grow with merchants, franchise groups and businesses of all shapes and sizes

One-Page QuickGuide

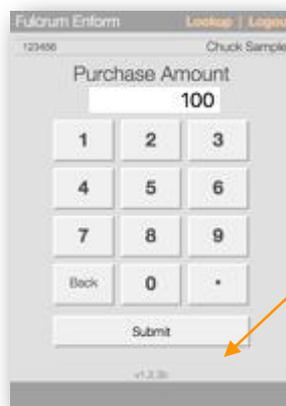
Although the capability for multi/mass sales updates is available via the ClientToolBox, LoyaltyPad is a way to upload a loyalty sales transaction on an individual basis.



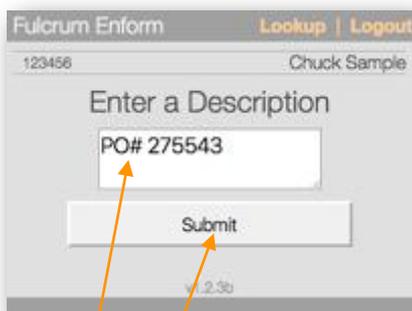
1. Go to: <https://iqgecko.loyaltypad.com>
2. Log in using your login and password
3. Click onto Lookup Customer
4. Put in Customer # **123456** (or name) and press Submit



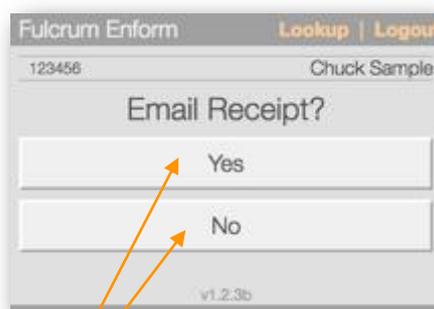
5. Click onto Record Purchase.



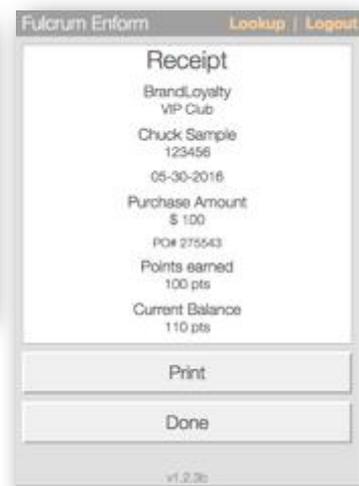
6. Enter in amount
7. Press Submit



8. Put in a description (not mandatory - but a good idea for historically being able to see why points were changed)
9. Press Submit



10. If you wish to send a receipt then press **Yes** if not then press **No**.



11. If you send a receipt you will see this message that can be printed. Press **Done**.

Getting Started

Logging In

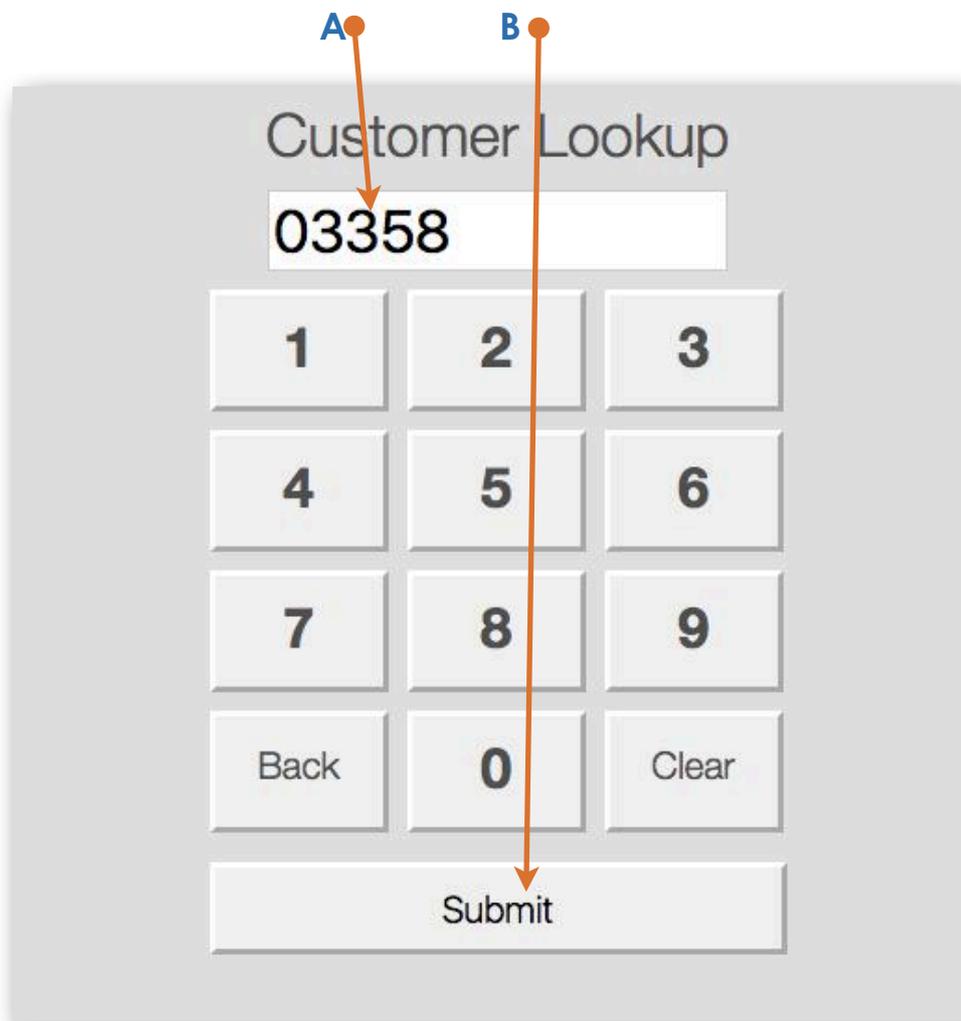
- 1 go to url: <https://iqgecko.loyaltypad.com/>
- 2 enter your User ID
- 3 enter your Password
- 4 click on "Submit"

The image shows a screenshot of the 'iqgecko User Login' form. The form is set against a light gray background. At the top left of the form area is the 'iqgecko' logo, which consists of an orange square with 'iq' in white and 'gecko' in blue. Below the logo, the text 'User Login' is displayed in a large, dark font. There are two input fields: the first is labeled 'User ID:' and the second is labeled 'Password:'. Below these fields is a large, light gray button labeled 'Submit'. Three numbered arrows point to the form elements: arrow '2' points to the 'User ID' input field, arrow '3' points to the 'Password' input field, and arrow '4' points to the 'Submit' button.

Customer Purchase

Finding a Customer

- A** enter in customer number (or name)
- B** click on "Submit"

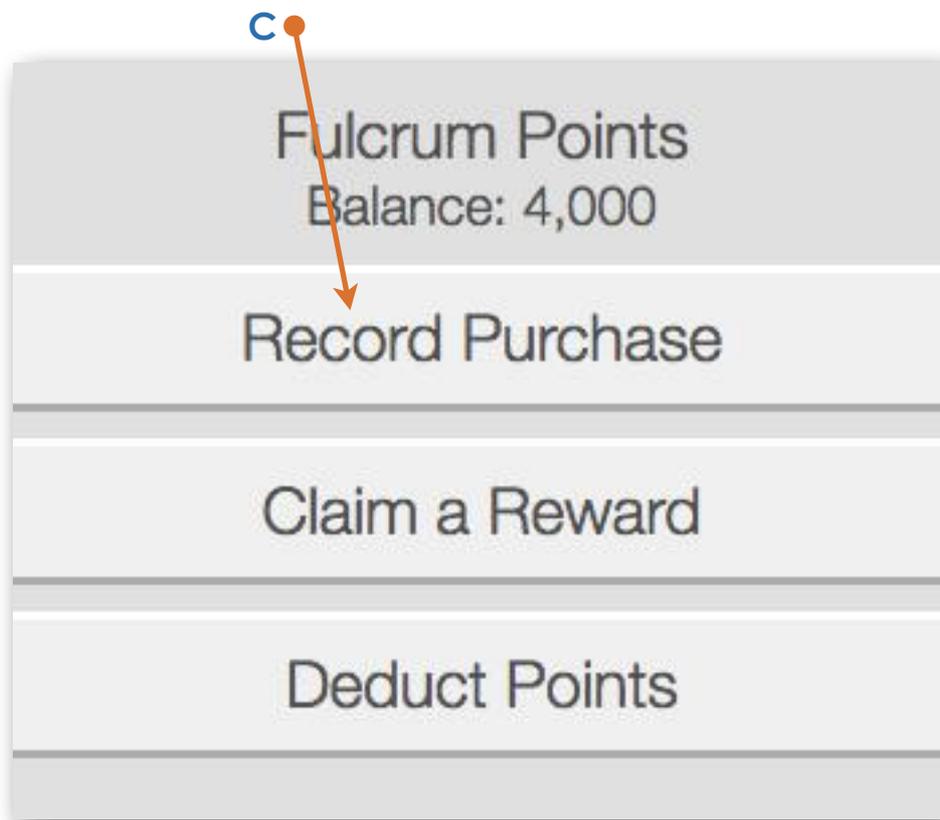


The image shows a 'Customer Lookup' form. At the top, the text 'Customer Lookup' is displayed. Below it is a text input field containing the number '03358'. An orange arrow labeled 'A' points to this input field. Below the input field is a numeric keypad with buttons for digits 1 through 9, 0, 'Back', and 'Clear'. An orange arrow labeled 'B' points to a 'Submit' button located at the bottom of the form.

Customer Purchase

Recording a Purchase

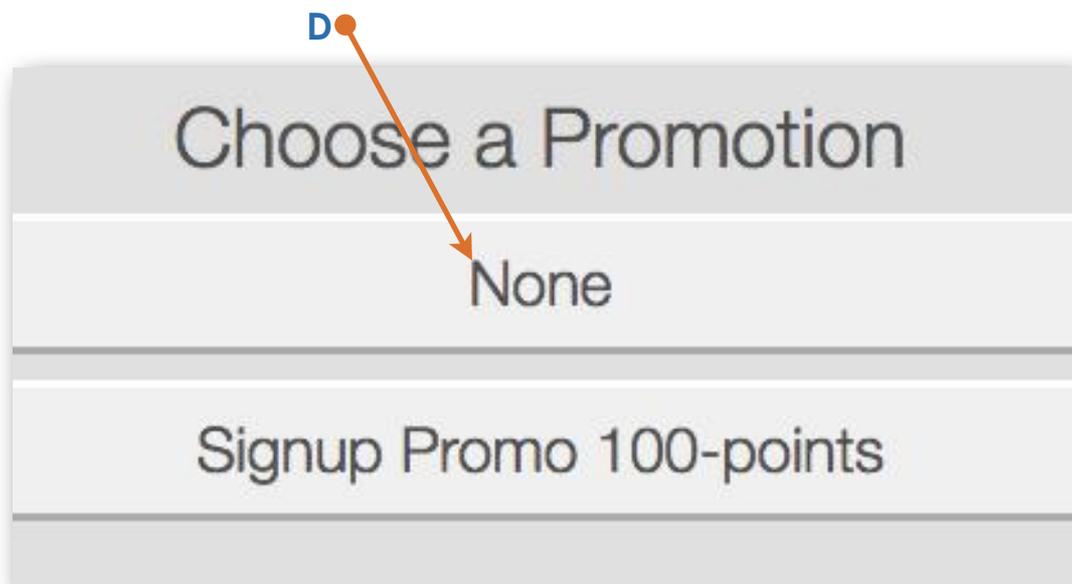
- c click on "Record A Purchase"



Customer Purchase

Recording a Purchase - No Promo

- D On the Choose a Promotion option -> click on "None"



Customer Purchase

Recording a Purchase - Sales Value

- E** Enter in Sales Value
- F** click on "Submit"

The image shows a digital interface for recording a purchase. At the top, the text "Purchase Amount" is displayed above a white input field containing the number "1000". Below the input field is a numeric keypad with buttons for digits 1 through 9, 0, and a decimal point, along with a "Back" button. At the bottom of the keypad is a "Submit" button. Two orange arrows point from labels "E" and "F" to the input field and the "Submit" button, respectively.

Customer Purchase

Recording a Purchase - Description

- G** Enter in Sales Description
- H** click on "Submit"

Enter a Description

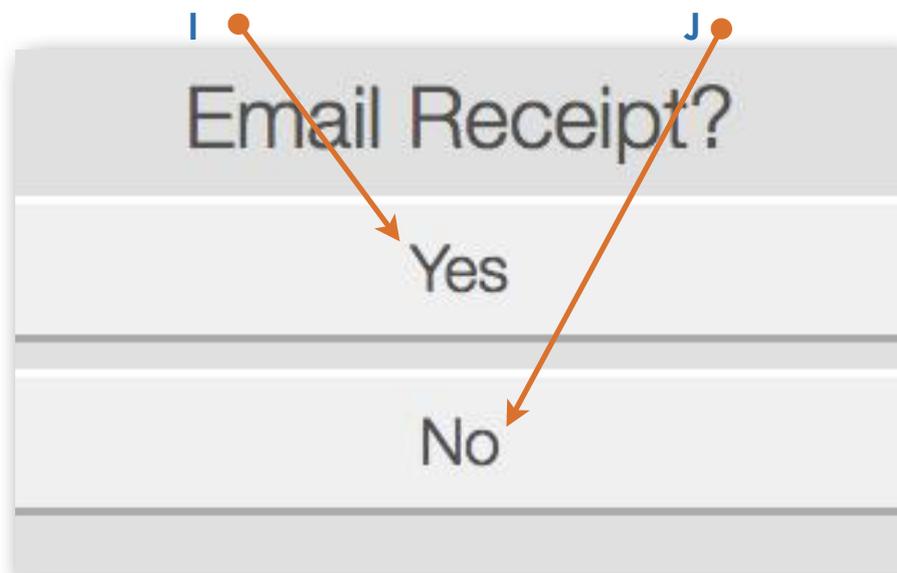
Special J2 Suspension
Promo Price

Submit

Customer Purchase

Recording a Purchase - Email Receipt

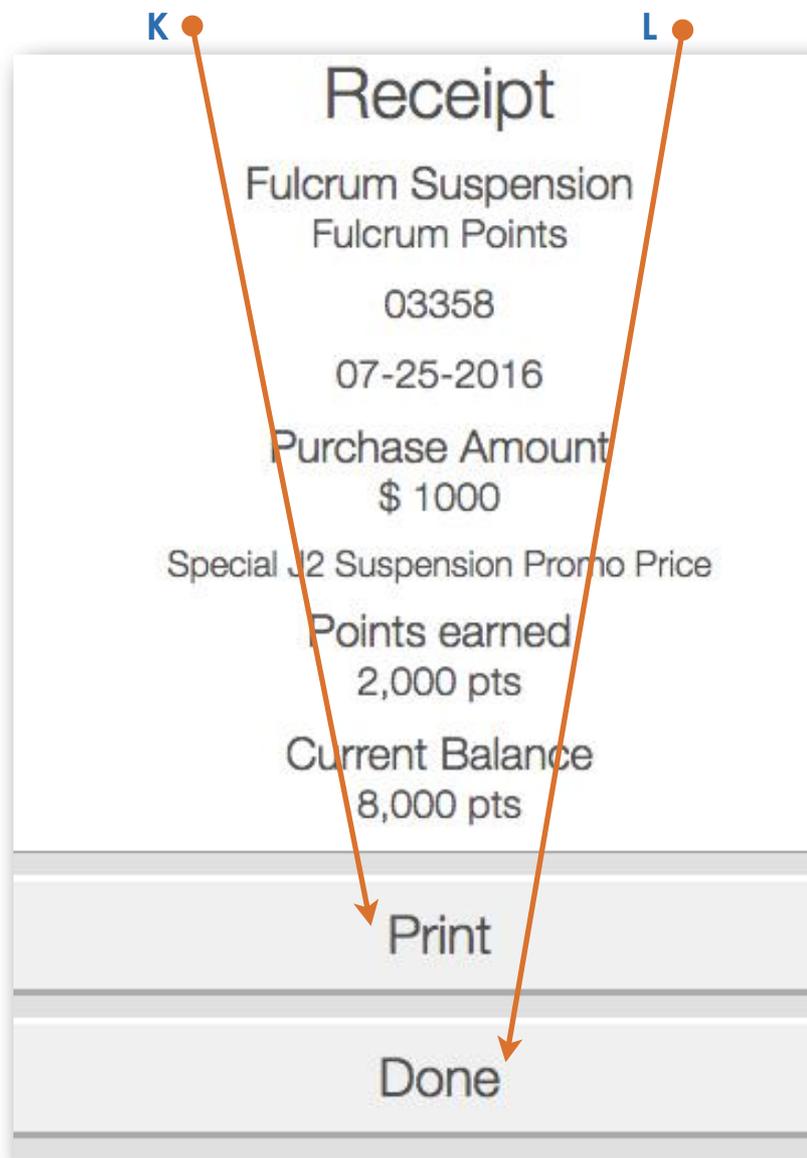
- I click on "Yes" if you wish to send a receipt
- J click on "No" if you do not wish to send a receipt



Customer Purchase

Recording a Purchase - Receipt

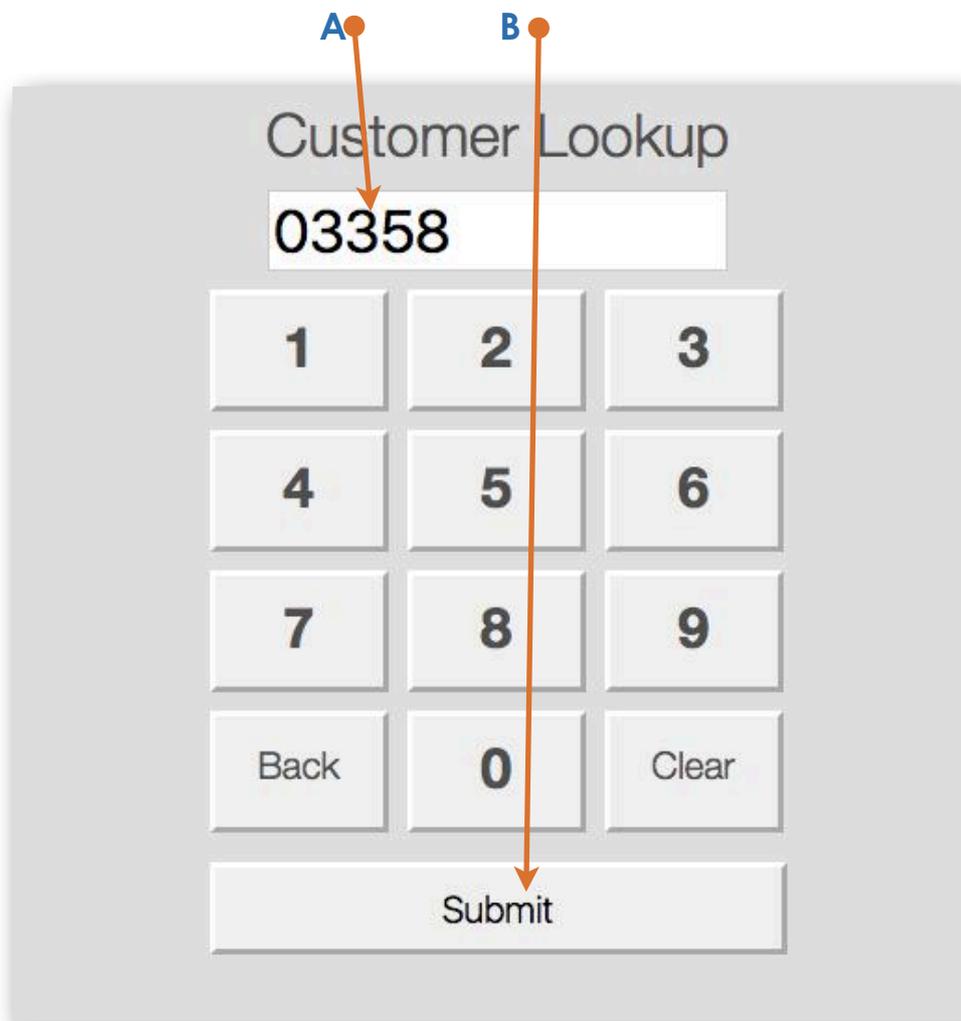
- K** click on "Print" if you wish to print a receipt
- L** click on "Done" if you do not wish to print a receipt



Customer Promotion

Finding a Customer

- A** enter in customer number (or name)
- B** click on "Submit"

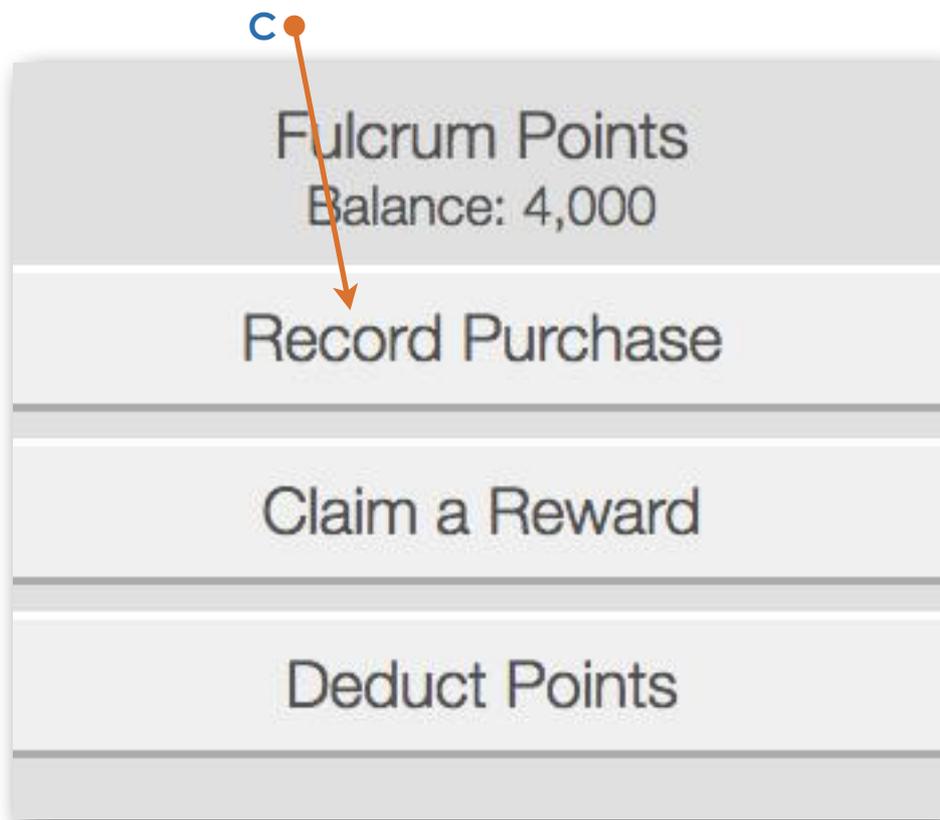


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Customer Promotion

Recording a Purchase

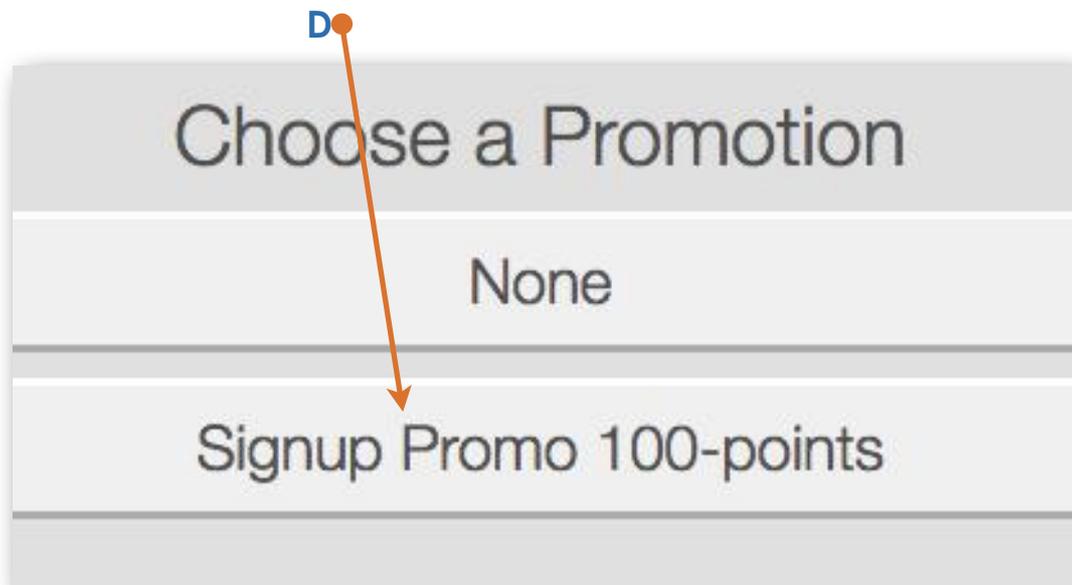
- c click on "Record A Purchase"



Customer Promotion

Recording a Promotion

- D click on your chosen Promotion option
(noting that there can be multiple Promotion offers)



Customer Promotion

Recording a Promotion

- E** if an additional Purchase value has been made at the same time then enter in the Purchase amount - if no Purchase made then leave blank
- F** click on "Submit"

Purchase Amount

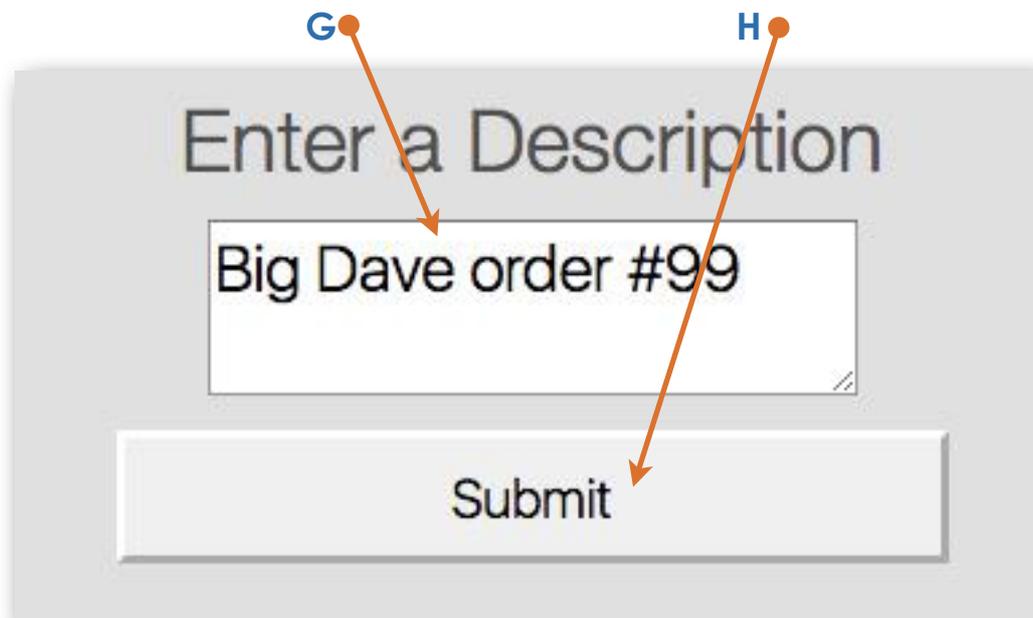
1	2	3
4	5	6
7	8	9
Back	0	.

Submit

Customer Promotion

Recording a Promotion - Description

- G** Enter in Sales Description
- H** click on "Submit"



Enter a Description

Big Dave order #99

Submit

Customer Promotion

Recording a Promotion - Description

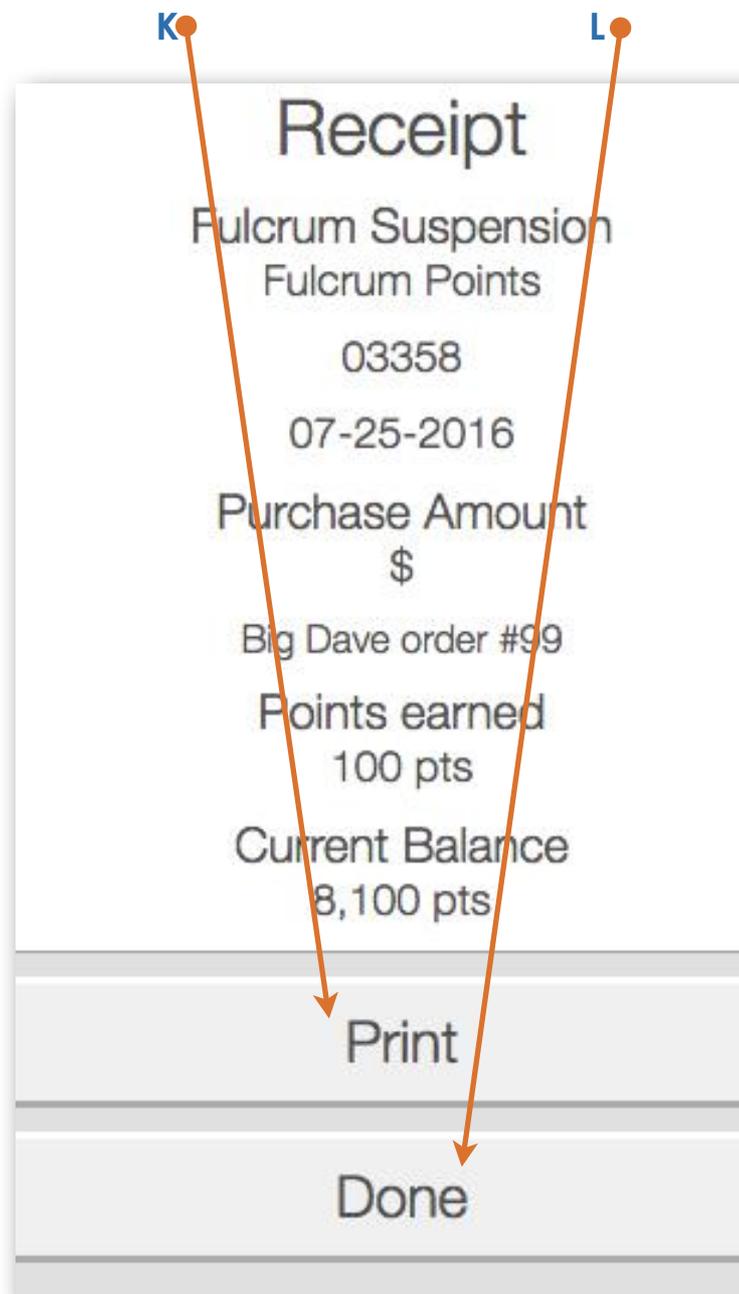
- I click on "Yes" if you wish to send a receipt
- J click on "No" if you do not wish to send a receipt



Customer Promotion

Recording a Promotion - Receipt

- K** click on "Print" if you wish to print a receipt
- L** click on "Done" if you do not wish to print a receipt



Customer Reward

Finding a Customer

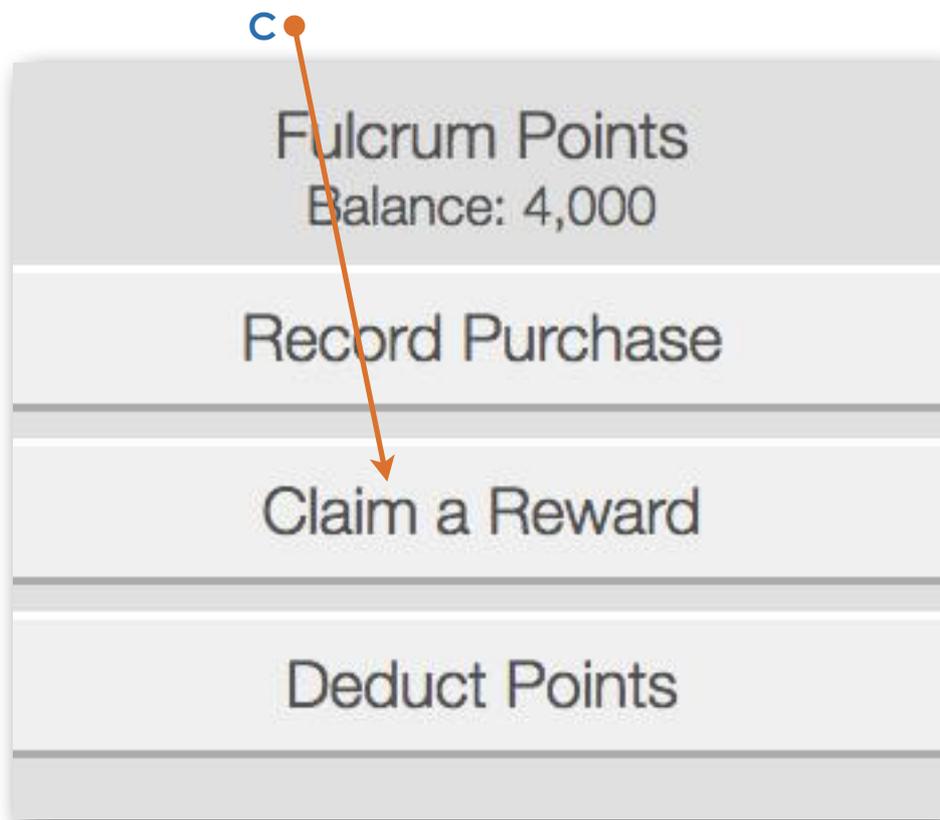
- A** enter in customer number (or name)
- B** click on "Submit"

The image shows a 'Customer Lookup' form. At the top, the text 'Customer Lookup' is displayed. Below it is a text input field containing the number '03358'. An orange arrow labeled 'A' points to this input field. Below the input field is a numeric keypad with buttons for digits 1 through 9, 0, 'Back', and 'Clear'. An orange arrow labeled 'B' points to a 'Submit' button located at the bottom of the form.

Customer Reward

Recording a Reward

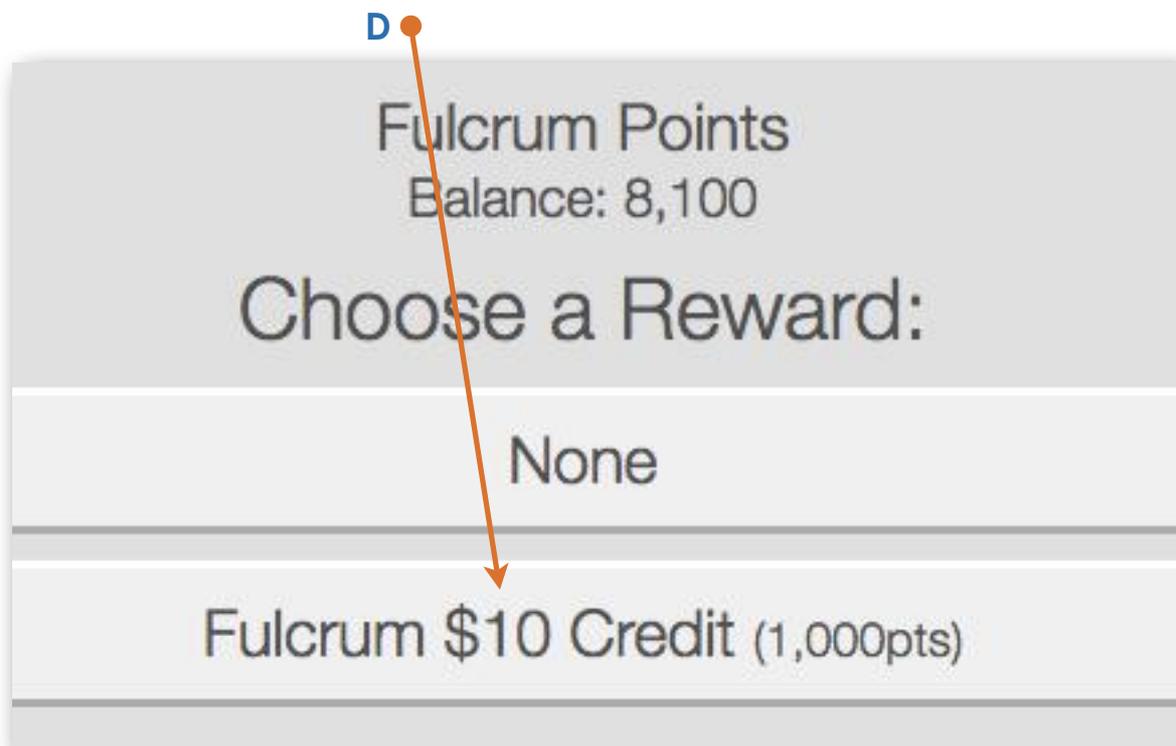
- c click on "Claim a Reward"



Customer Reward

Recording a Reward

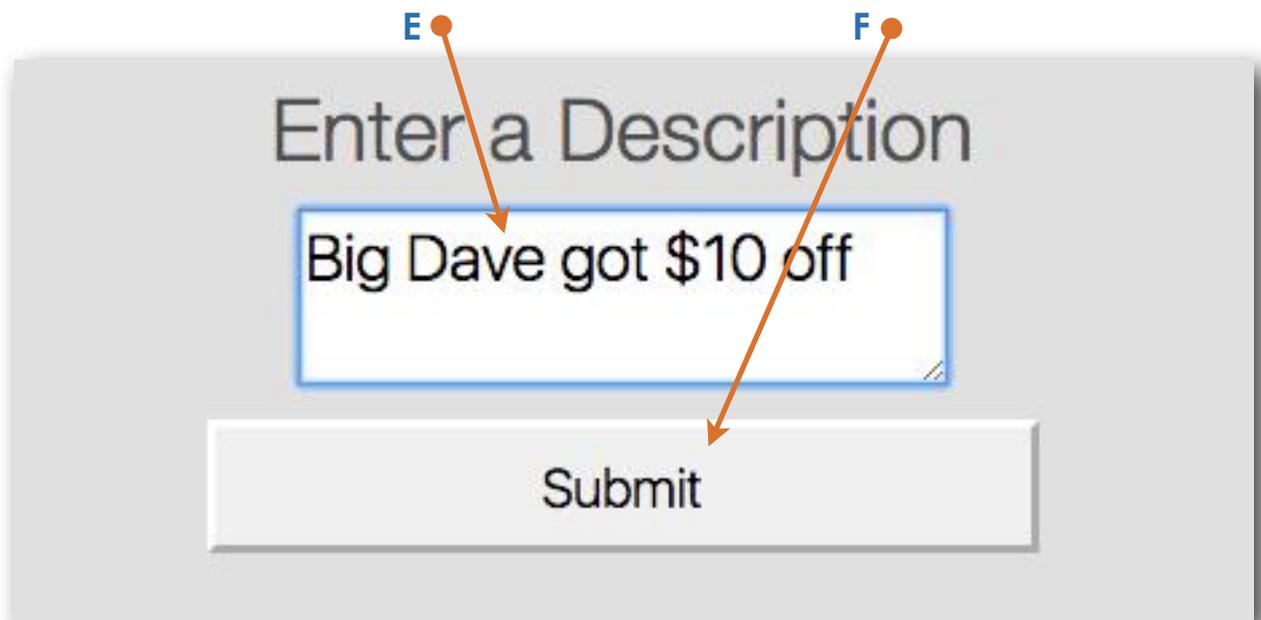
- D click on your chosen Reward option
(noting that there can be multiple Reward offers and value levels)



Customer Reward

Recording a Reward

- E** Enter in Sales Description
- F** click on "Submit"

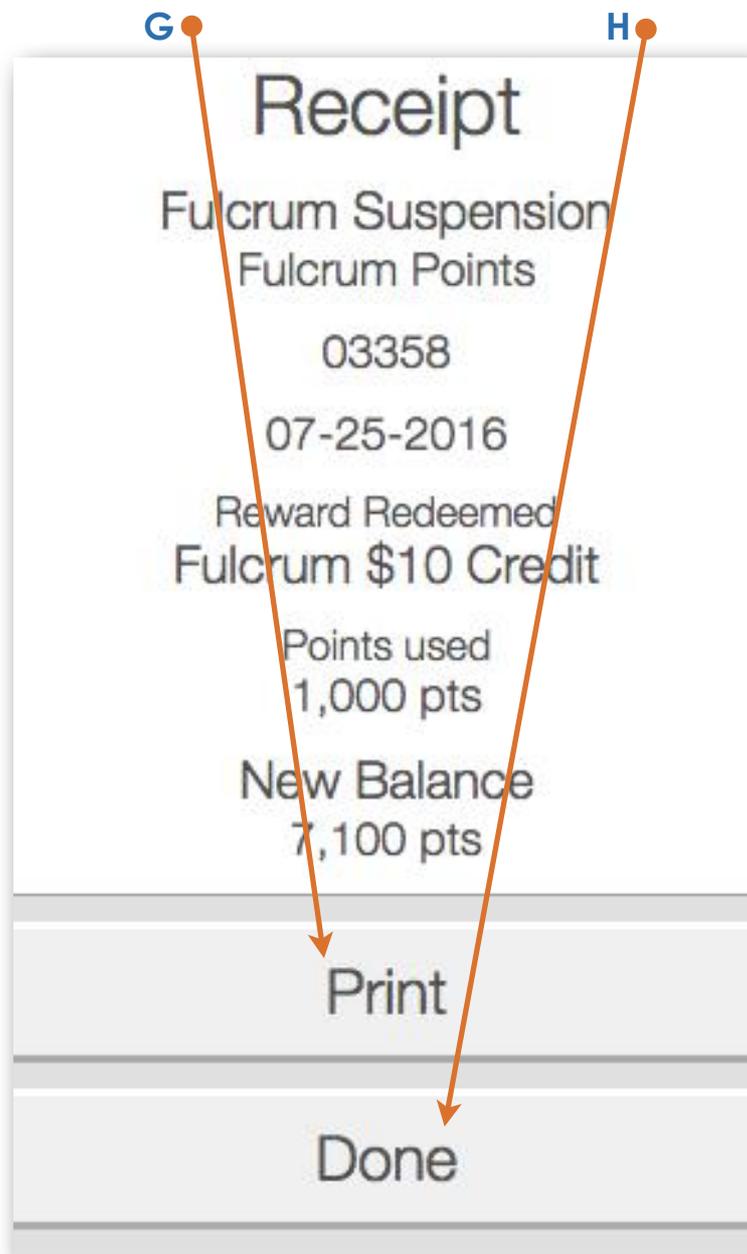


The image shows a screenshot of a web form titled "Enter a Description". The form contains a text input field with the text "Big Dave got \$10 off" and a "Submit" button below it. Two orange arrows with blue circular markers at their starting points point to the input field and the button. The arrow starting at marker 'E' points to the text input field, and the arrow starting at marker 'F' points to the "Submit" button.

Customer Reward

Recording a Reward - Receipt

- G** click on "Print" if you wish to print a receipt
- H** click on "Done" if you do not wish to print a receipt



Want to get in touch?

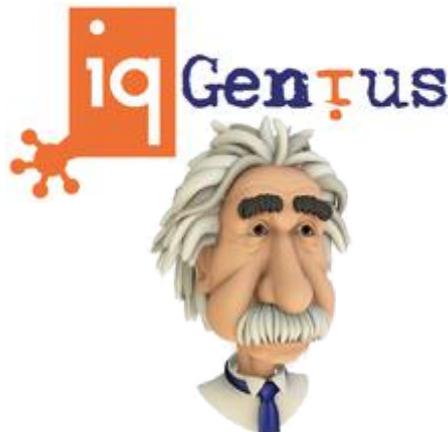
Contact us now.

Questions? Queries? Or looking for additional module features such as the ones listed below?

Contact us and we will be happy to assist.



We connect to almost any Point of Sale..... including yours



Your pro-active and automated marketing team. "Automagically"



Cutting edge features complete with easily editable images and text for you.



With the iOS App your company can be with your consumer everywhere.



When an App isn't an App. Built to work great on a PC, terrific on a Tablet and absolutely fantastic on any Smartphone.



A Tablet Management System (TMS) gives pro-active cloud-based marketing, advertising and much more.

Speak

Phone: (+61 2) 8007.6440
After Hours: 0414.915.456

Drop in for a Cuppa

Visit: Unit 16, 276 New Line Road in sunny Dural, NSW, Australia (northwest of Sydney and maybe 15-minutes from North Ryde)

Write

StickyFeet@IQGecko.com.au
Facsimile: (+61 2) 8588.1237
Post: 2 Denison Place, Windsor Downs, NSW, 2756