SUNCORP BANK
Business

StickyFeet User Guide

- **MERCHANT PIN Log-On**

- **EASY CONNECT Log-On**

- **GIFT CARD / STORED VALUE PROGRAM**:
  Gift Card **$** Loading.

- **GIFT CARD / STORED VALUE PROGRAM**:
  Gift Card **$** Unloading.

- **POINTS-for-DOLLARS LOYALTY PROGRAM**:
  New Member: **EARN**

- **POINTS-for-DOLLARS LOYALTY PROGRAM**:
  Current Member: **EARN**

- **POINTS-for-DOLLARS LOYALTY PROGRAM**:
  Current Member: **BURN**

- **BUY X, GET 1 FREE PROGRAM**:
  New Member: **EARN**

- **BUY X, GET 1 FREE PROGRAM**:
  Current Member: **EARN**

- **BUY X, GET 1 FREE PROGRAM**:
  Current Member: **BURN**

- **StickyFeet Gift Card & Customer Engagement**:
  features.

- **Contact Us**:
  Want to get in touch?.

Function button and Number **8** button:
- Log-on StickyFeet
- Return to StickyFeet

Enter/Yes

Keypad Buttons

Function button and
Number **8** button:
- Log-on StickyFeet
- Return to StickyFeet

Enter/Yes

Cancel   Clear/No

Merchant PIN Log-On

- Press the **Function** button
- Press the **8** button
- Press the **Enter/Yes** button
- Press the **1** button (Effision Apps)
- Press the **1** button (StickyFeet)
- Enter **User ID** and press **Enter/Yes**
- Enter **User PIN** and press **Enter/Yes**

Easy Connect Log-On

- Press the **Function** button
- Press the **8** button
- Press the **Enter/Yes** button
- Press the **1** button (Effision Apps)
- Press the **1** button (StickyFeet)
- Swipe **Access Card** (Easy Connect Card)

Easy Connect

Easy Connect

Staff

Manager

GIFT CARD / STORED VALUE PROGRAM

This program allows you to add and deduct money from a customer's virtual account.

Although it can be used as a straightforward as a gift card program, you can also use it to keep track of pre-payments for a service series, monies owed, expense accounts or allowances.

Function button and Number **8** button:

- Log-on StickyFeet
- Return to StickyFeet

Enter/Yes

Cancel   Clear/No

Gift Card $ Loading

- While in StickyFeet mode * swipe new **Gift Card**
- When asked to Add customer * press **Enter/Yes**
- When asked to Reward customer * press **Enter/Yes**
- When listing Found Customer: Card # * press **Enter/Yes**
- Press applicable of the Gift Card campaign # * press **Enter/Yes**
- Press the **1** button (Add)
- Enter value to be added (note: 5000 = $50.00) * press **Enter/Yes**
- When asked to Email Receipt * press **Clear/No**
- When asked to Print Receipt * press **Enter/Yes**

Gift Card $ Unloading

- While in StickyFeet mode * swipe active **Gift Card**
- When correct Card # displayed * press **Enter/Yes**
- Press applicable of the Gift Card campaign # * press **Enter/Yes**
- Press the **2** button (Deduct)
- Enter value to be deducted (note: 5000 = $50.00) * press **Enter/Yes**
- When asked to Print Receipt * press **Enter/Yes**

POINTS-for-DOLLARS LOYALTY PROGRAM

Point-based campaigns are the workhorses of customer loyalty.

They have the most flexibility, allowing you to define how many points your customers get based on how much they spend, how many points are needed for each reward, and even let you specify promotions that can add a certain number of points, or increase or reduce points earned by a certain percentage.

Function button and Number **8** button:

- Log-on StickyFeet
- Return to StickyFeet

Enter/Yes

Cancel   Clear/No

New Member: EARN

- While in StickyFeet mode * swipe **Loyalty Card**
- You will be asked to Add customer * press **Enter/Yes**
- When asked to Reward customer * press **Enter/Yes**
- When listing Found Customer: Card # * press **Enter/Yes**
- Press applicable of the Loyalty campaign # * press **Enter**
- Press the **1** button (Add)
- Enter value to be added (note: 5000 = $50.00) * press **Enter**
- When asked to Email Receipt * press **Enter/Yes**
- When asked to Print Receipt * press **Enter/Yes**

Current Member: EARN

- While in StickyFeet mode * swipe active **Loyalty Card**
- When correct customer name is displayed * press **Enter/Yes**
- Press applicable of the Loyalty campaign # * press **Enter**
- Press the **1** button (Add)
- Enter value to be added (note: 5000 = $50.00) * press **Enter**
- When asked to Email Receipt * press **Enter/Yes**
- When asked to Print Receipt * press **Enter/Yes**

POINTS-for-DOLLARS LOYALTY PROGRAM

Point-based campaigns are the workhorses of customer loyalty.

They have the most flexibility, allowing you to define how many points your customers get based on how much they spend, how many points are needed for each reward, and even let you specify promotions that can add a certain number of points, or increase or reduce points earned by a certain percentage.

Current Member: BURN

- While in StickyFeet mode * swipe active **Loyalty Card**
- When correct customer name is displayed * press **Enter/Yes**
- Press applicable of the Loyalty campaign # * press **Enter**
- Press the **2** button (Redeem)
- Enter POINTS to be redeemed * press **Enter**
- When asked to Print Receipt * press **Enter/Yes**

Function button and Number **8** button:
- Log-on StickyFeet
- Return to StickyFeet

Enter/Yes

Cancel   Clear/No

Your Company Name

iq8gecko

Testy Gecko
TRANSACTION RECEIPT

DATE   : 06/11/2011
TIME   : 21:41
TRANSACTION ID : 1254
CARD ID   : 50500

Mr. Card Test

CAMPAIGN: CPGN_POINTS_1_1s

REWARD DEDUCTED
Custom Points : 25

BALANCE REMAINING
Points   : 0
Monetary (AUD) :

EFTPOS Development by EFFISION.

BUY X, GET 1 FREE PROGRAM

A classic. This program lets you reward your customers based on the number of times they purchase or earn individual products, product lines, or services, with the same product.

Just like those familiar coffee house, "Buy 10 cups of coffee, get the 11th free" programs. Except without the hassle of paper cards, hole punchers, etc.

- Set any number of products, services, or categories.
- Set a different quantity for each until a free one is earned.

Function button and Number **8** button:

- Log-on StickyFeet
- Return to StickyFeet

Enter/Yes

Cancel   **Clear/No**

New Member: EARN

- While in StickyFeet mode * swipe **Loyalty Card**
- You will be asked to Add customer * press **Enter/Yes**
- When asked to Reward customer * press **Enter/Yes**
- When listing Found Customer: Card # * press **Enter/Yes**
- Press applicable of the Loyalty campaign # * press **Enter**
- Press the **1** button (Add)
- If more than one item, press the # of the applicable item * press **Enter/Yes**
- Enter thew Quantity # of selected items purchased * press **Enter/Yes**
- When asked to Email Receipt * press **Enter/Yes**
- When asked to Print Receipt * press **Enter/Yes**

Current Member: EARN

- While in StickyFeet mode * swipe active **Loyalty Card**
- When correct customer name is displayed * press **Enter/Yes**
- Press applicable of the Loyalty campaign # * press **Enter**
- If more than one item, press the # of the applicable item * press **Enter/Yes**
- Enter thew Quantity # of selected items purchased * press **Enter/Yes**
- When asked to Email Receipt * press **Enter/Yes**
- When asked to Print Receipt * press **Enter/Yes**

BUY X, GET 1 FREE PROGRAM

A classic. This program lets you reward your customers based on the number of times they purchase or earn individual products, product lines, or services, with the same product.

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- Set any number of products, services, or categories.
- Set a different quantity for each until a free one is earned.

Function button and Number **8** button:
- Log-on StickyFeet
- Return to StickyFeet

Enter/Yes

Cancel   Clear/No

Current Member: BURN

- While in StickyFeet mode * swipe active **Loyalty Card**
- When correct customer name is displayed * press **Enter/Yes**
- Press applicable of the Loyalty campaign # * press **Enter**
- Press the **2** button (Redeem)
- Choose a Reward to be redeemed * press **Enter**
- When asked to Print Receipt * press **Enter/Yes**

Your Company Name

iq8gecko

Testy Gecko
TRANSACTION RECEIPT

DATE   : 22/11/2011
TIME   : 23:03
TRANSACTION ID : 1273
CARD ID   : 50028

CARD # 50028

CAMPAIGN: Coffeelovrrs

REWARD DEDUCTED
Reward Item : Coffee
Quantity   : 7

BALANCE REMAINING
NAME   : QUANTITY
Coffee   : 26
Large Coffee   : 0

EFTPOS Development by EFFISTON

iQgecko

Want to get in touch?

Speak
Phone: (+61 2) 8007.6440
After Hours: 0414 915 456

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

Write
Email: StickyFeet@IQGecko.com.au
Post: PO Box 6637 Rouse Hill, NSW 2155

The Small Print:

The StickyFeet loyalty and gift card platform is a value add application provided by IQ Gecko which is a third party service provider not related to the Suncorp Group. Merchants enter into an agreement with IQ Gecko - the third party service provider to obtain these services Banking products are issued by Suncorp-Metway Ltd ABN 66 010 831 722. To approved business applicants only. Bank fees, government taxes and other charges apply and are available on request.

StickyFeet Gift Card & Customer Engagement

- **Web Based**: access your information anywhere.

- **Gift and Loyalty Cards**: special ongoing discounts by having the IQ Gecko logo on the back of the cards.

- **Customer Engagement**: choose from one of our powerful programs - or customise your own.

- **Customer Registration**: bonus FaceBook registration option allows your customers to add themselves to your database even faster.

- **Status Lookup**: your customers can check their Points or gift card value anytime and anywhere.

- **Registration and Status Webpage**: direct your customers to your StickyFeet engaged web-site or to one of our web pages that is dedicated to your company and is even customised with your logo.

- **Auto Email**: continuing past being "In-Shop" to now also being invited "In-Home".

- **LoyaltyPad**: use StickyFeet LoyaltyPad with any PC, Tablet or even any SmartPhone.

- **RewardScan**: Available in the Apple App Store for merchants who want to run loyalty programs the mobile way. It allows a merchant to register transactions on the StickyFeet platform "on-the-go" by scanning the barcode on the customer's card with an iPhone, iPad or iPod touch camera..

- **Reporting**: Who buys the most? Who has not been back in a while? Run a report to better gauge your demographic so as to increase the overall spend average - and frequency.

iqgecko

MILLIONS* OF LOYAL CUSTOMERS
(OK! MAYBE NOT MILLIONS, BUT LOTS AND LOTS)

2 5 9 9 9 9 9 9

+61 2 8007 6440

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www.iqgecko.com.au

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