



Mobile App Manual

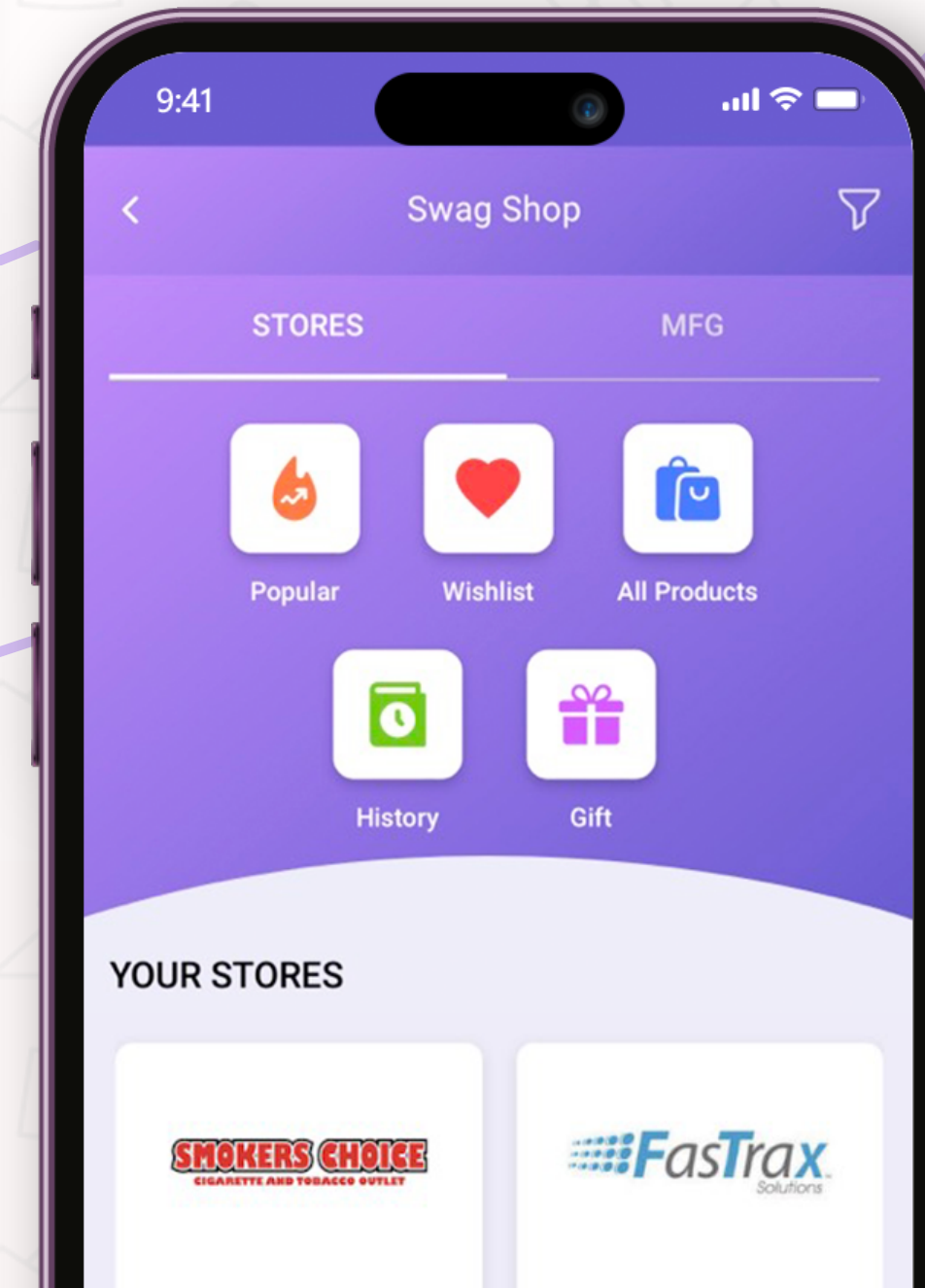
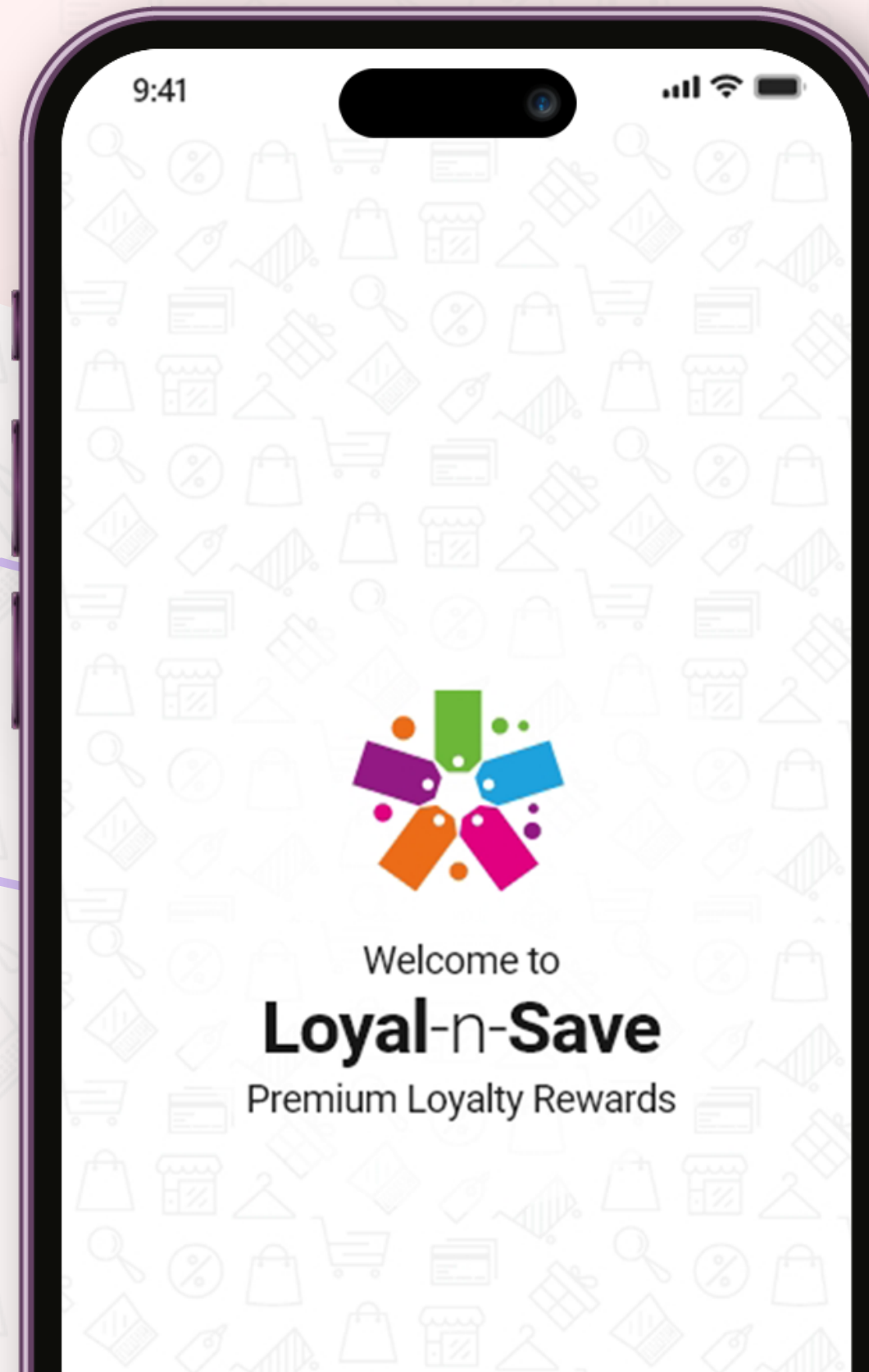


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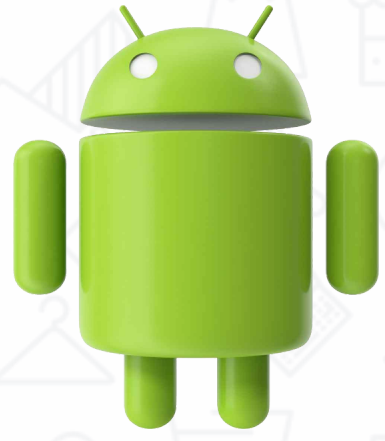
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The purpose of this user guide is to provide step-by-step instructions on how to download and use the Loyal-n-Save mobile app and the digital content within it.



Android Device Support

Currently, it supports the following Android versions:

- **Requires Android: 5.0 and up.**

The mobile app can be used on the Android mobile phones and tablets



iOS Device Support

Currently, it supports the following iOS versions:

- **Compatibility iPhone: Requires iOS 11.0 or later.**
- **iPod Touch: Requires iOS 11.0 or later.**

The mobile app can be used on iOS devices like iPhones and iPads.

Customers can shop for products offered in each store individually if the retailer participates in FTx Commerce. Customers' tokens are kept separate, and each individual merchant's Swag Shop is located within their storefront. When users log in, they find your storefront to browse your Swag Shop. They can only use the tokens earned at your store for products in your Swag Shop.



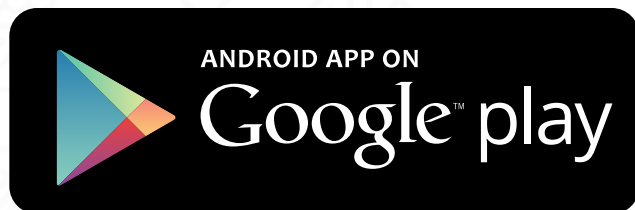
Downloading The App

Loyal-n-Save offers an app that can be downloaded from the Apple and Google Play Store. After customers add the location of the store in the app, they will be able to see promotions for that store. Age verification may be required in some stores; this prohibits underage customers from making purchases.

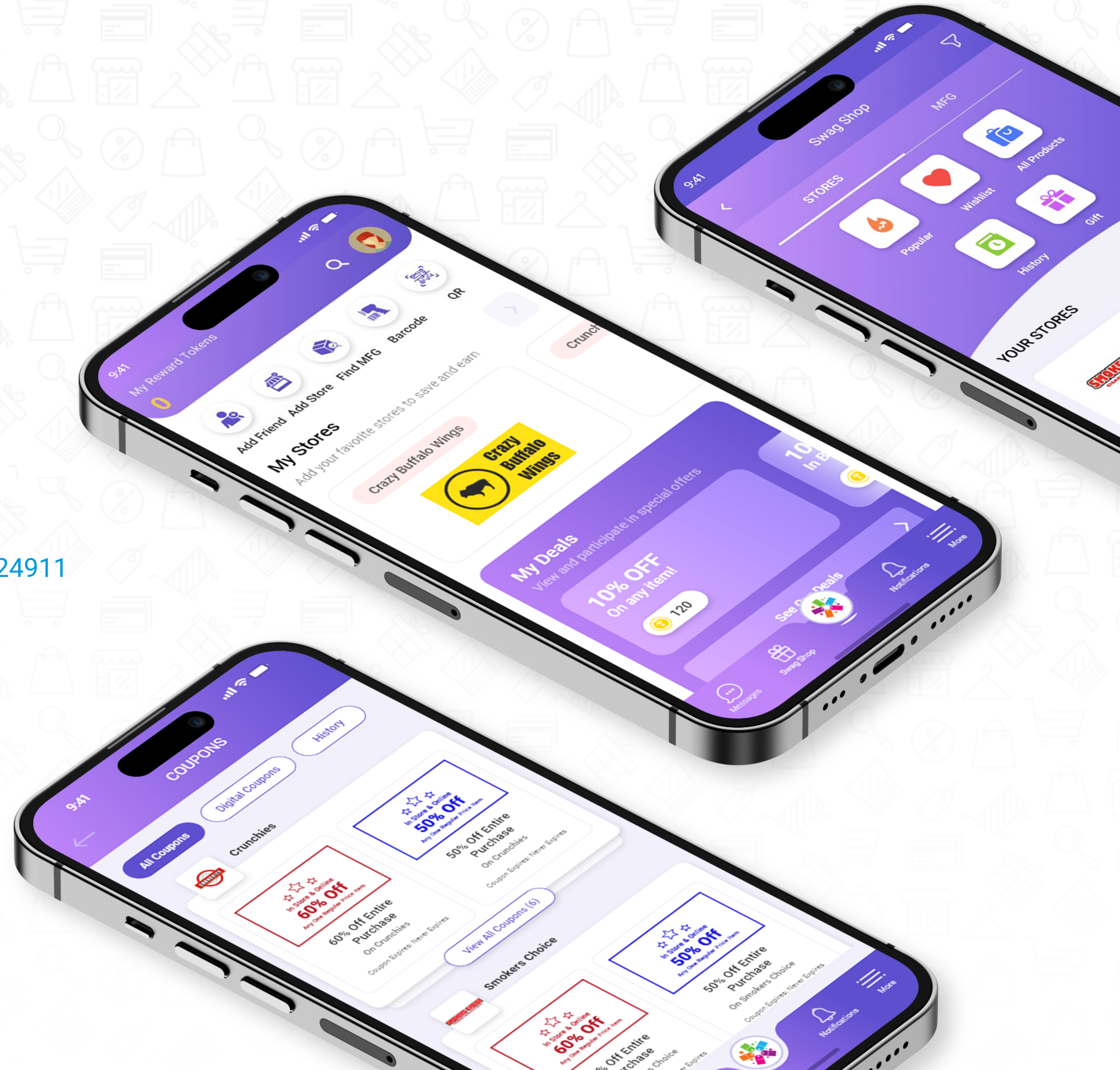
Search: LoyalNSave



<https://apps.apple.com/us/app/loyalnsave/id1402024911>



<https://play.google.com/store/apps/details?id=com.loyalnsave.loyalnsave>

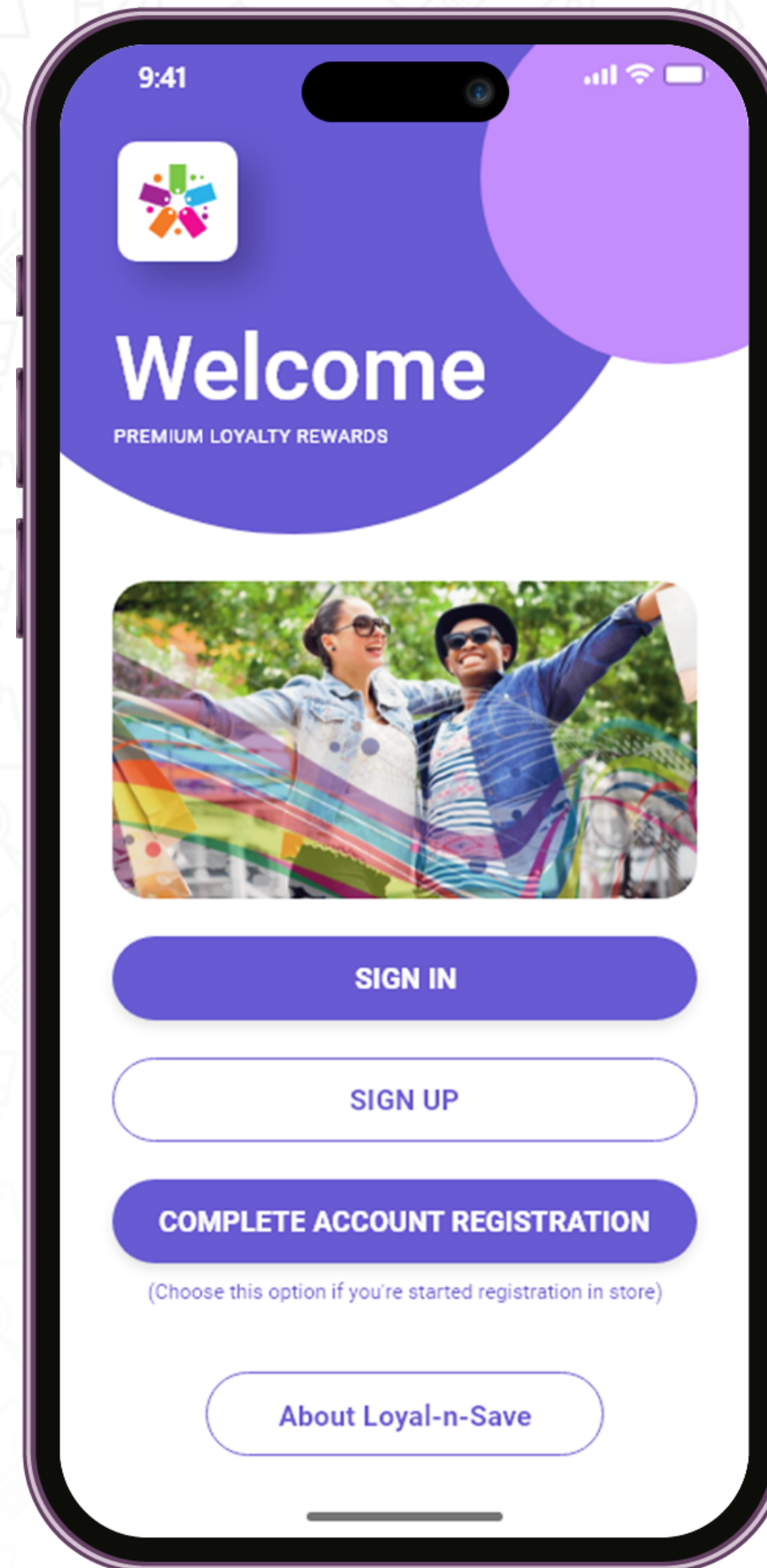




Mobile Application Setup

Welcome Screen

When a user launches the Loyal-n-Save app, a welcome screen appears highlighting three functions: **Sign In**, **Sign Up**, and **Complete Account Registration**. Users can simply select any of the functions to perform them.



- **Sign In**

The app remembers the credentials and keeps the user logged in until they log out. Doing so will mean they will not need to enter their information every time they open the app.

- **Sign Up**

The app provides the user with the option to sign up for Loyal-n-Save.

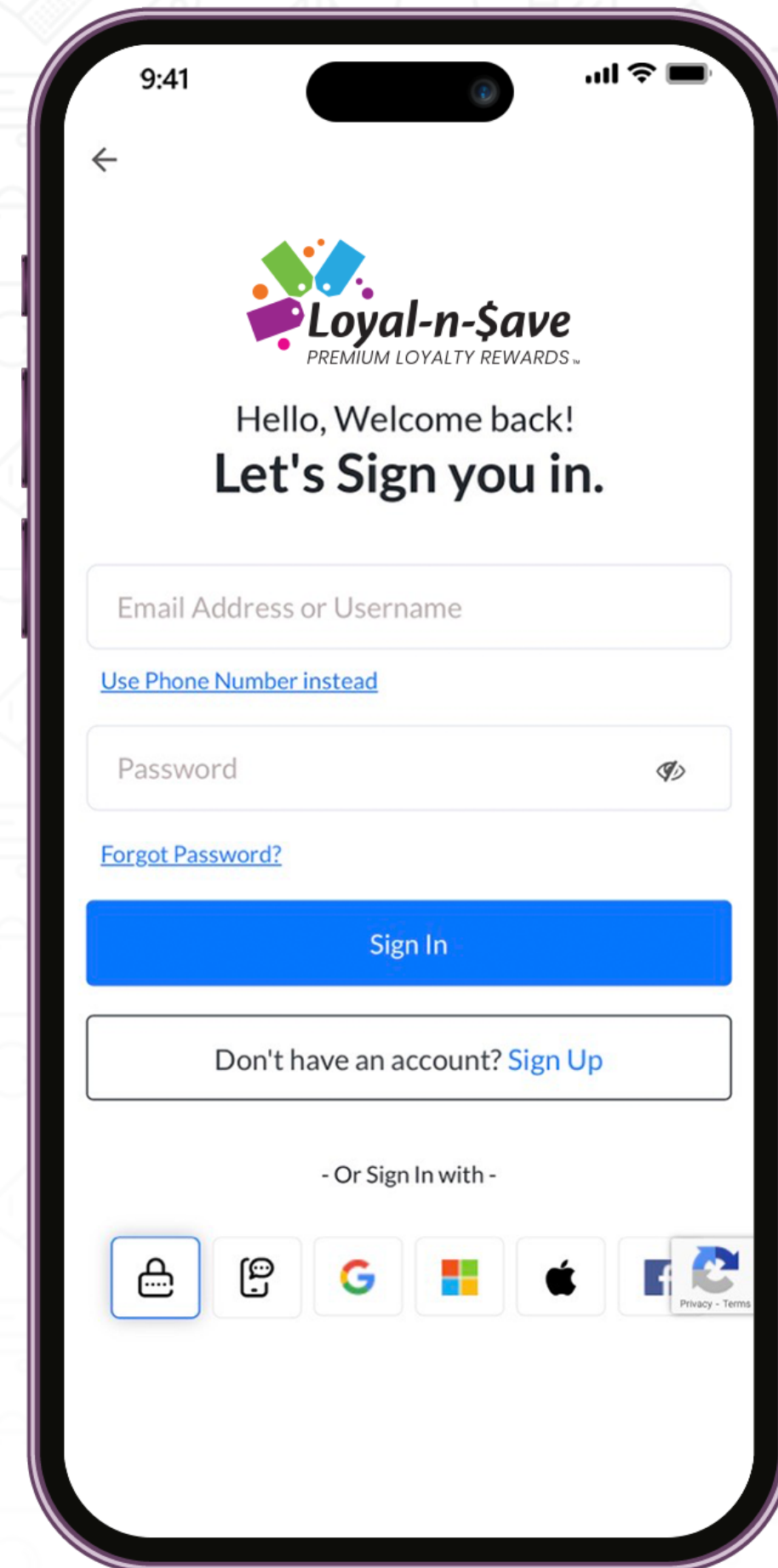
- **Complete Account Registration**

Choose this option if you started the registration in the store or from the web portal.



Mobile Application Setup

Forgot Password



• Sign In

The app remembers the credentials and keeps the user logged in until they log out; doing so will mean they will not need to enter their information every time they open the application.

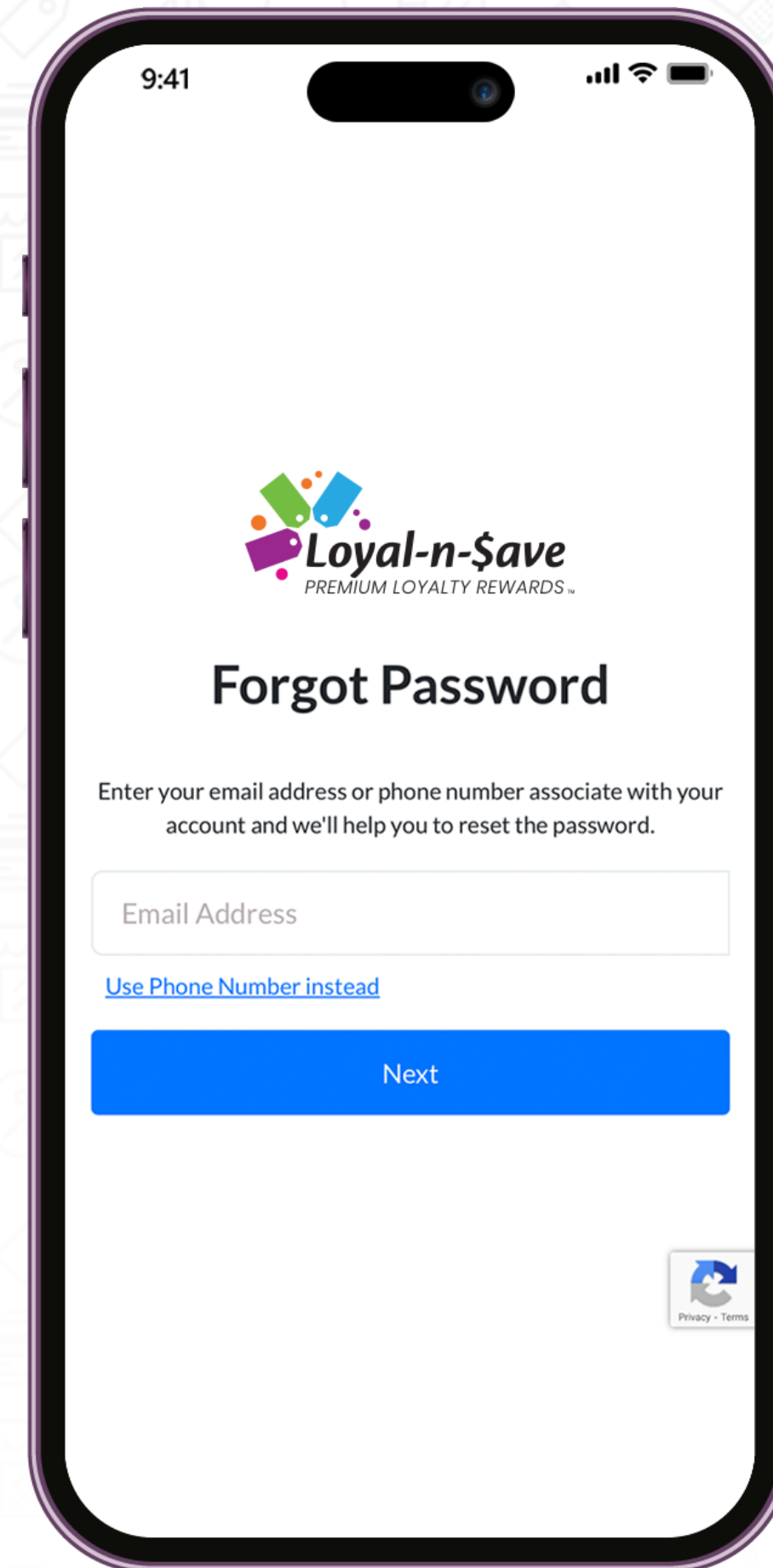
If you forgot your password, then clicking the **“Forgot Password”** link can help you recover your password.

A pop-up window appears when you click on the **“Forgot Password”** link.



Mobile Application Setup

Forgot Password



- On this screen, you will be provided with two options to reset your password:
 - ~ Email Address
 - ~ Phone Number
- You can choose either of these options to reset your password and use the credentials to log into the app.



Mobile Application Setup

Forgot Password

9:41

Loyal-n-Save
PREMIUM LOYALTY REWARDS

Forgot Password

Enter the 6 digit One Time Password sent to your email address/phone number

Resend One Time Password in 21 seconds.

Verify One Time Password

Privacy - Terms

- The one-time password code will be sent to the registered email address associated with the account.
- Enter the code.
- Press **“Verify One Time Password.”**
- The same credentials/password can be used to log in to the app and the web portal.

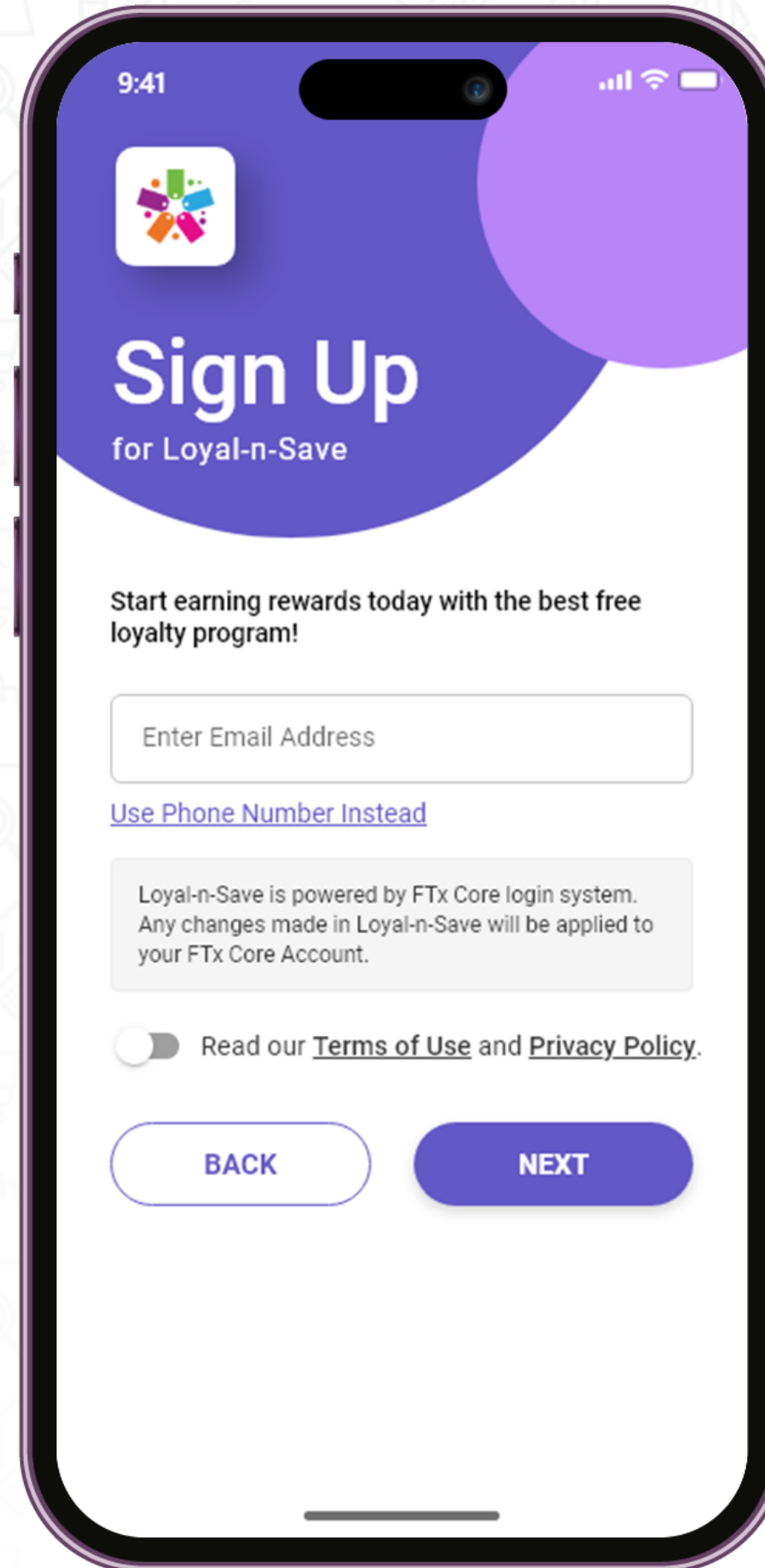


Mobile Application Setup

Sign Up

Section 1: Register Email or Phone Number

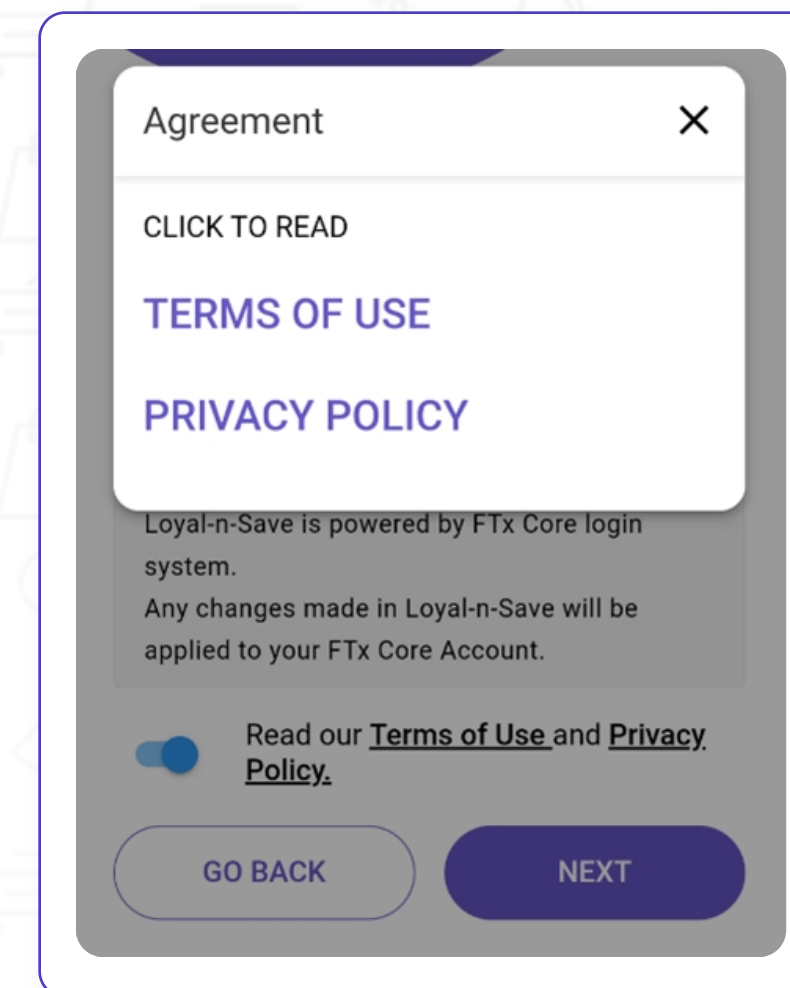
To register an account with Loyal-n-Save, click on the **“Sign Up”** button from the Welcome screen.



Email:

The user will need to provide a registered email address or phone number.

Use the slide bar to proceed to read our [Terms of Use](#) and [Privacy Policy](#).



Press the **X** to exit the Agreement.

Press **“Next”** to continue.



Mobile Application Setup

Sign Up

Section 4: Contact Details

This section will ask you to enter the phone, date of birth, and gender.

You can press the **“Go Back”** button to go back to the previous page.

9:41

Code +1 Phone Number

Date of Birth
Select Date of Birth as it appears on your Government ID

Gender

Referral Code

GO BACK REGISTER

- The phone number should be 10 digits.
- The Date of Birth Option will display a calendar where you can select the date.
- The genders will be shown in the **Gender Option**.
- If you have a referral code, you can enter it here. You can ask your friend for their referral code to be added to their team, or a store employee to get added to the store employee's team. This section can also be left blank.
- Once you have inputted the requested information, click on the **“Register”** button to move forward with the registration process.



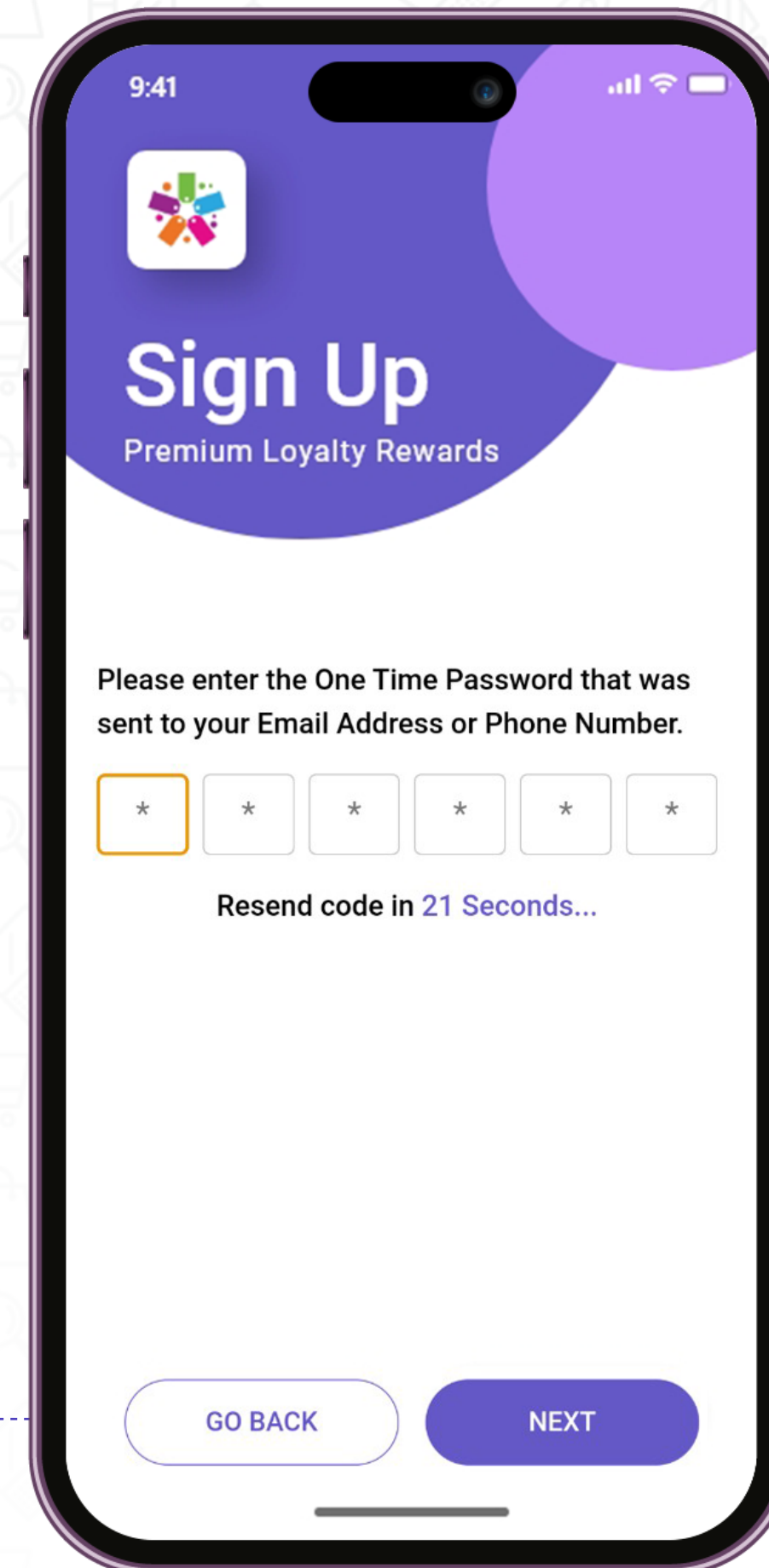
Mobile Application Setup

Sign Up

Section 5: One Time Password

This section will ask you to enter a one-time password in order to verify your account.

You can click on the **“Go Back”** button to go back to the previous page.



- The one-time password code will be sent to the registered email address or phone number associated with the account.
- You will be prompted to enter a one-time password.
- Once you have inputted the requested information, click on **“Next”** to complete the registration process.
- The code will be sent again after 30 seconds.

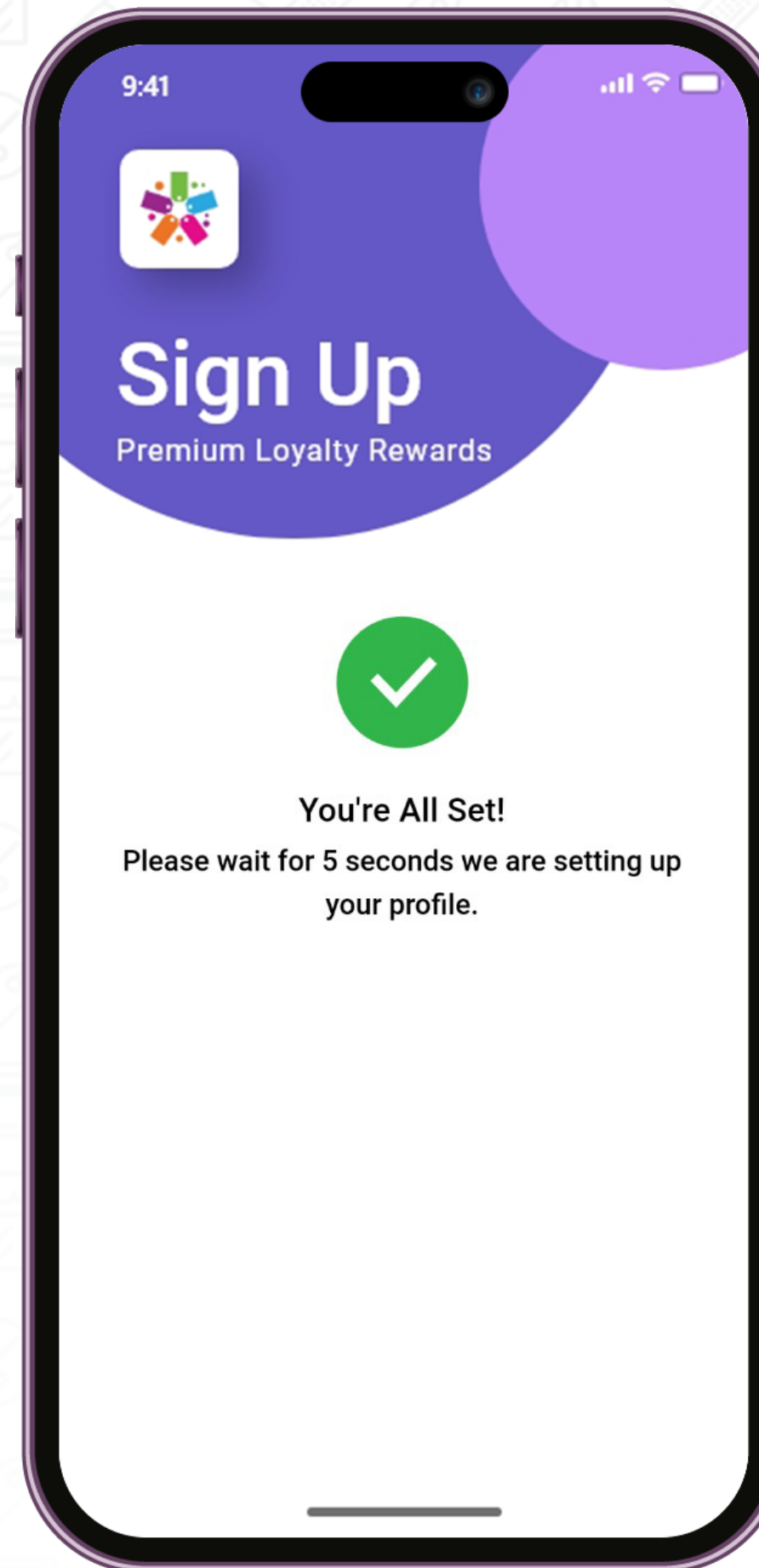


Mobile Application Setup

Sign Up

Section 6: All Set!

You're All Set!



Welcome, You're All Set!

Start earning rewards today with the best free loyalty program!

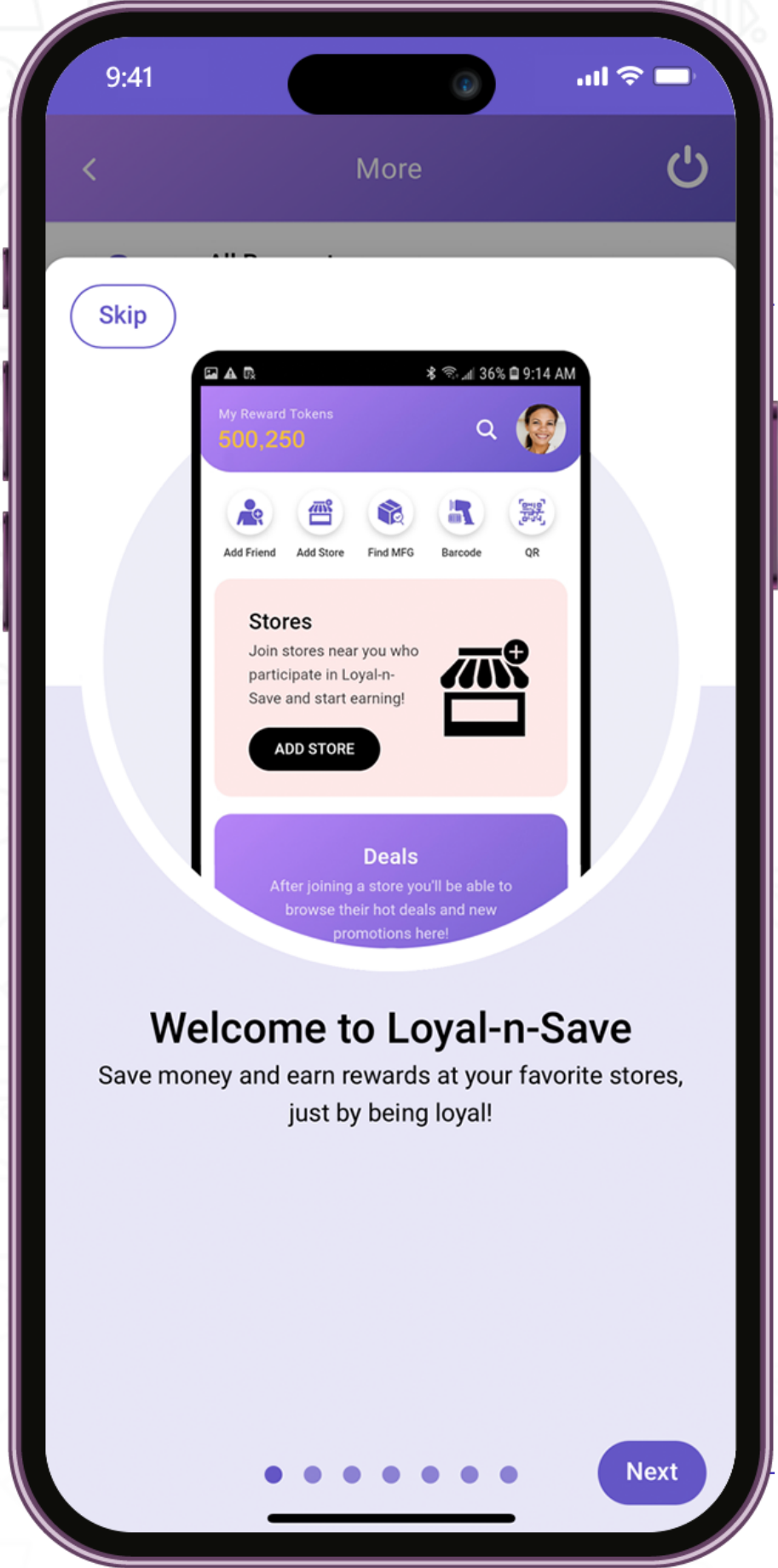


Home Screen

Home Screen

Section 1: Welcome

After you have successfully completed your personal information or logged in, you will be redirected to the Loyal-n-Save welcome screen.



- By clicking on the **“Next”** button, a brief tutorial will be displayed.
- If the **“Skip”** button is selected, you will be redirected to the home screen.



Home Screen

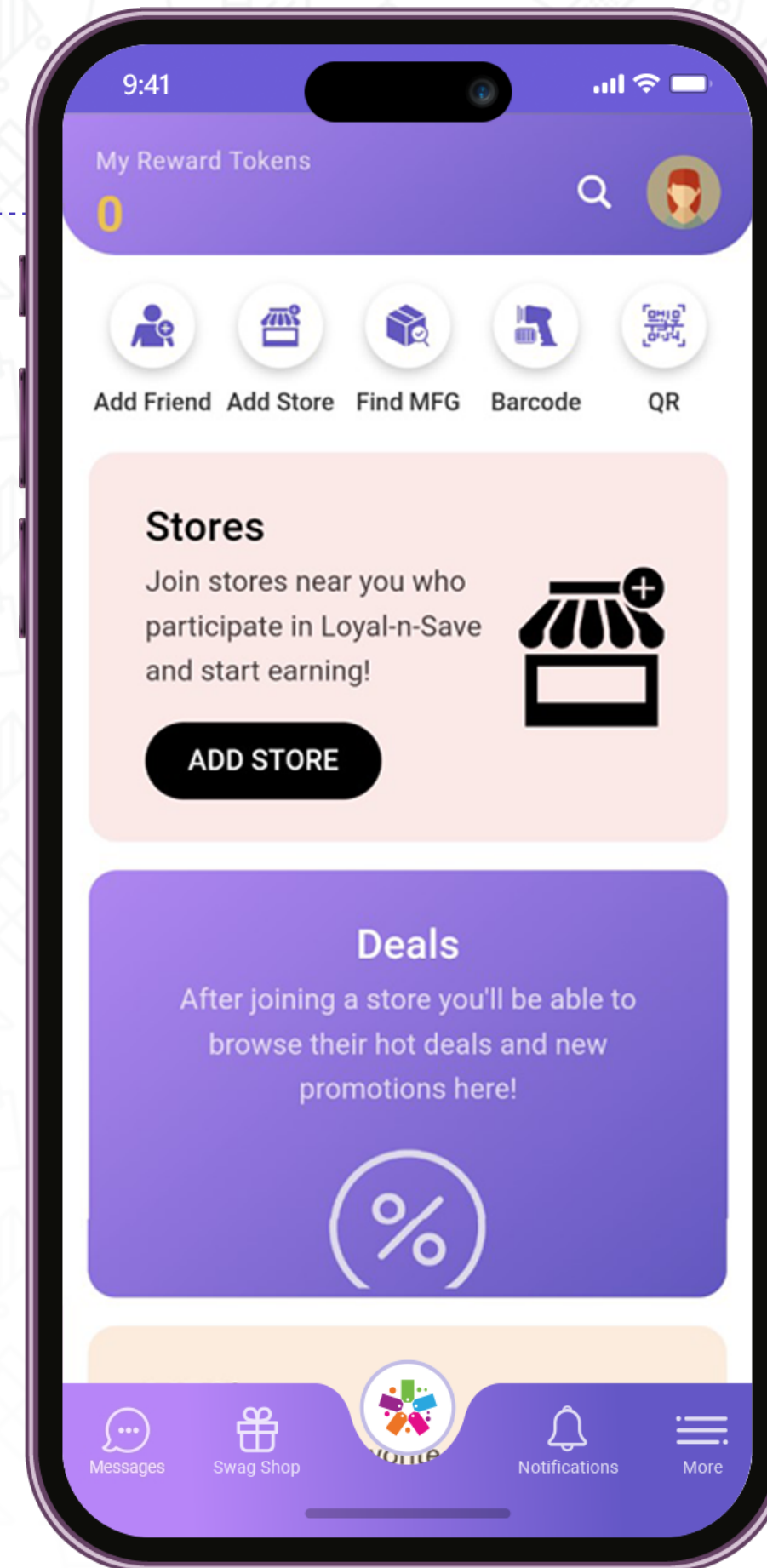
Home Screen

Section 2: Home Screen

After you have successfully completed your personal information or logged in, you will be redirected to the Loyal-n-Save welcome screen.

My Reward Tokens:

Display total tokens you have accumulated.



Search:

Where you can search for a store, deals, and friends.

My Profile:

Manage Your account, choose an avatar, change your password, address, and edit your friends list.

Add Friend: Search and add a friend.

Add Store: View stores you have joined and search for stores.

Find MFG:

To unlock manufacturer deals, please make a purchase with the manufacturer first.

Barcode:

You can scan different codes to join stores and teams or link cards.

Stores:

Displays all the stores that you are associated with and each store's name and logo.

Deals:

View deals and participate in special offers of stores you have joined.

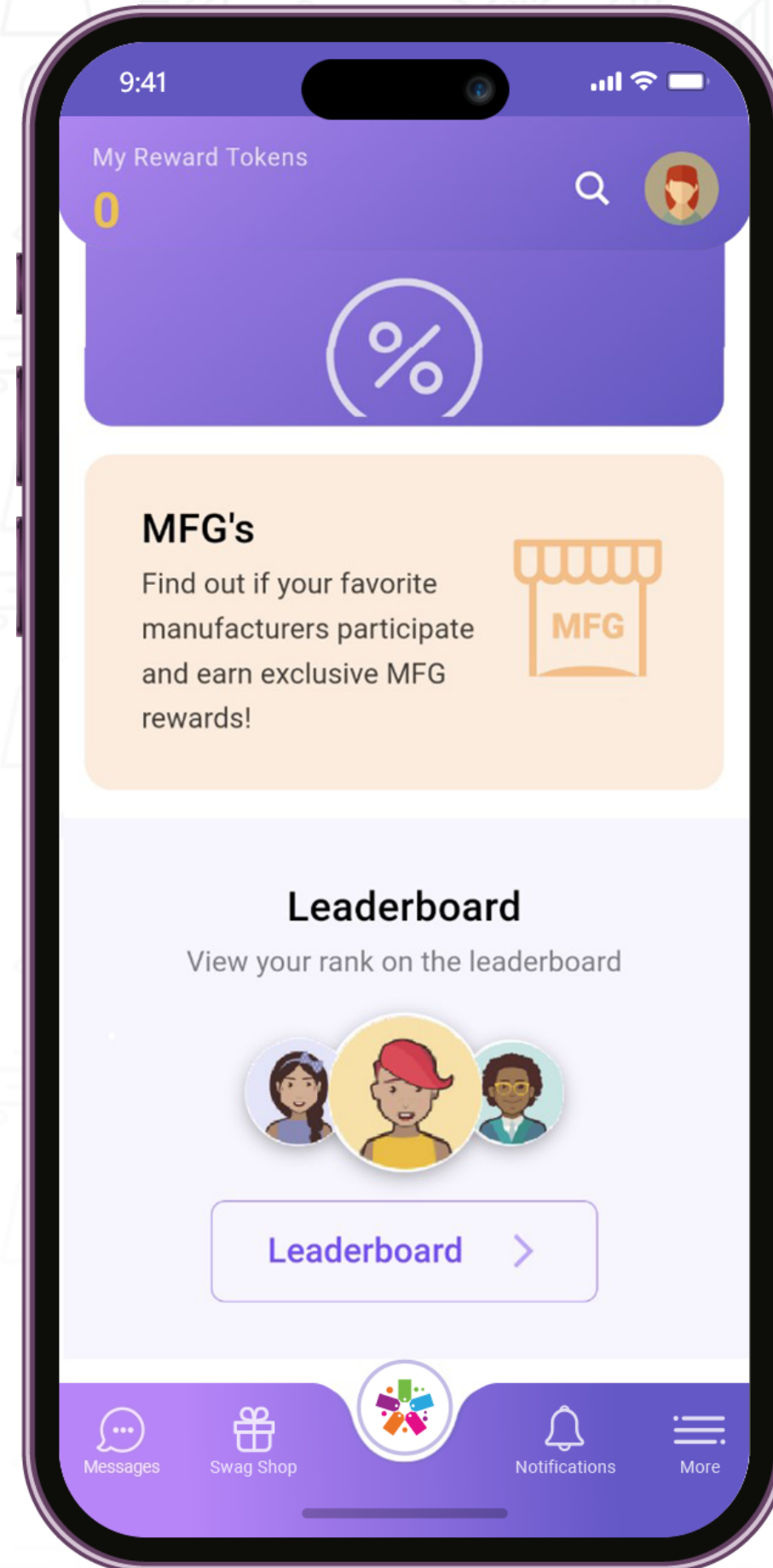


Home Screen

Home Screen

Section 2: Home Screen (Continued)

After you have successfully completed your personal information or logged in, you will be redirected to the Loyal-n-Save welcome screen.



- **MFG's:**

Participate and earn exclusive manufacturer rewards.

- **Leaderboard:**

This is the list of ranked customers based on tokens earned. You and your friends can all view where you rank on the leaderboard.

- **Messages:** Chat section for you and your friends.

- **Swag Shop:** Swag Shop products and the MFG shop.

- **Notifications:**

Provides alerts for recent activities (ex., purchases, campaign alerts, etc.)

- **More:** Additional app features.



Press the Loyal-n-Save logo on any screen on the app to return to the home screen.



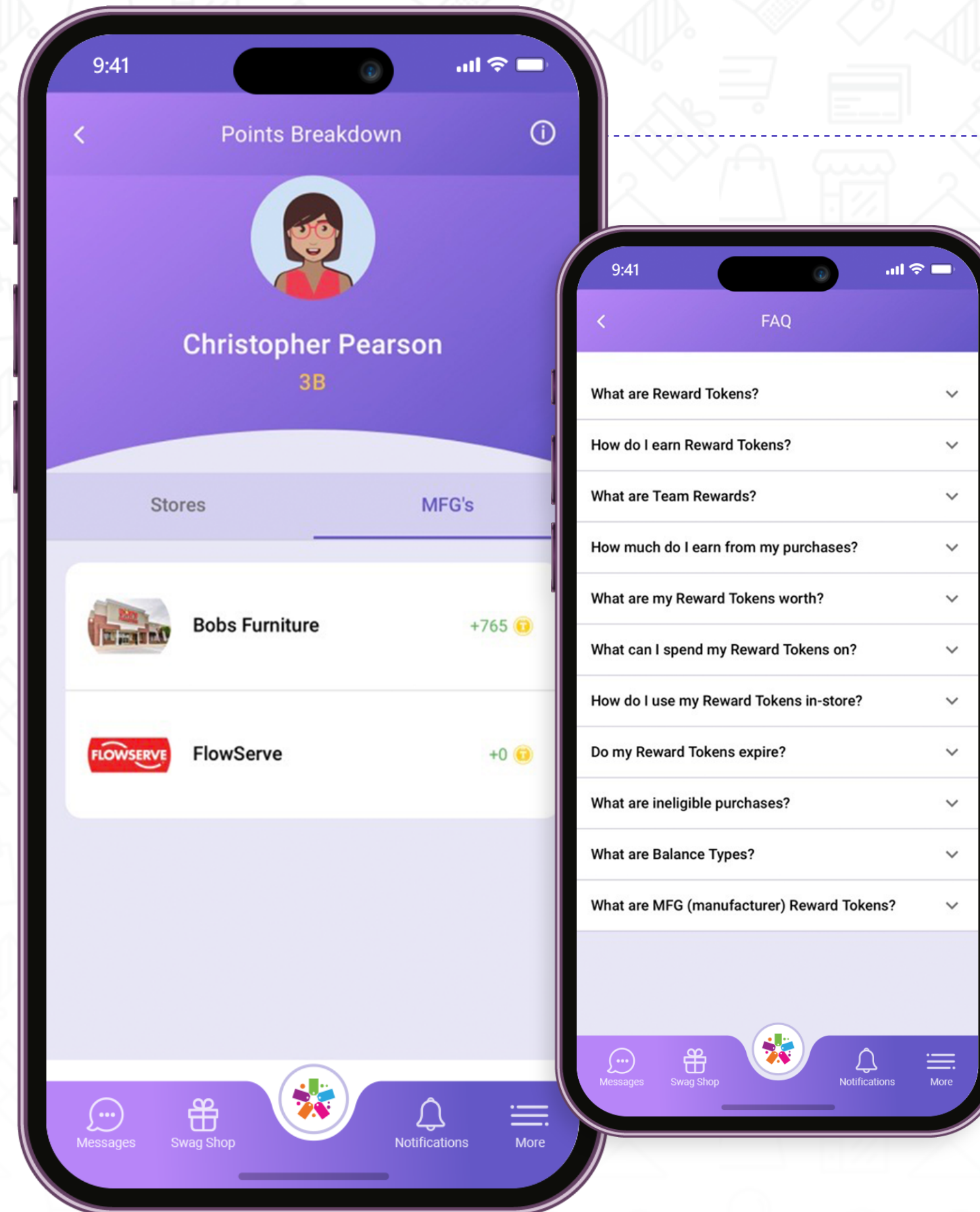
Home Screen

My Reward Tokens

What Are Reward Tokens?

Each time you make a purchase, you are rewarded with reward tokens. Reward tokens can be used as in-store cash value or products can be redeemed with the Swag Shop.

For every 1,000 reward tokens you earn = \$1.



- **Stores:**

Tokens breakdown or tokens you have earned from stores.


- **MFG's:**

Tokens breakdown or tokens you have earned from the MFG's.

- **Tokens Breakdown Detail:**

Click on **“My Reward Tokens”** to see the breakdown of the tokens you have earned.

- **FAQ:**

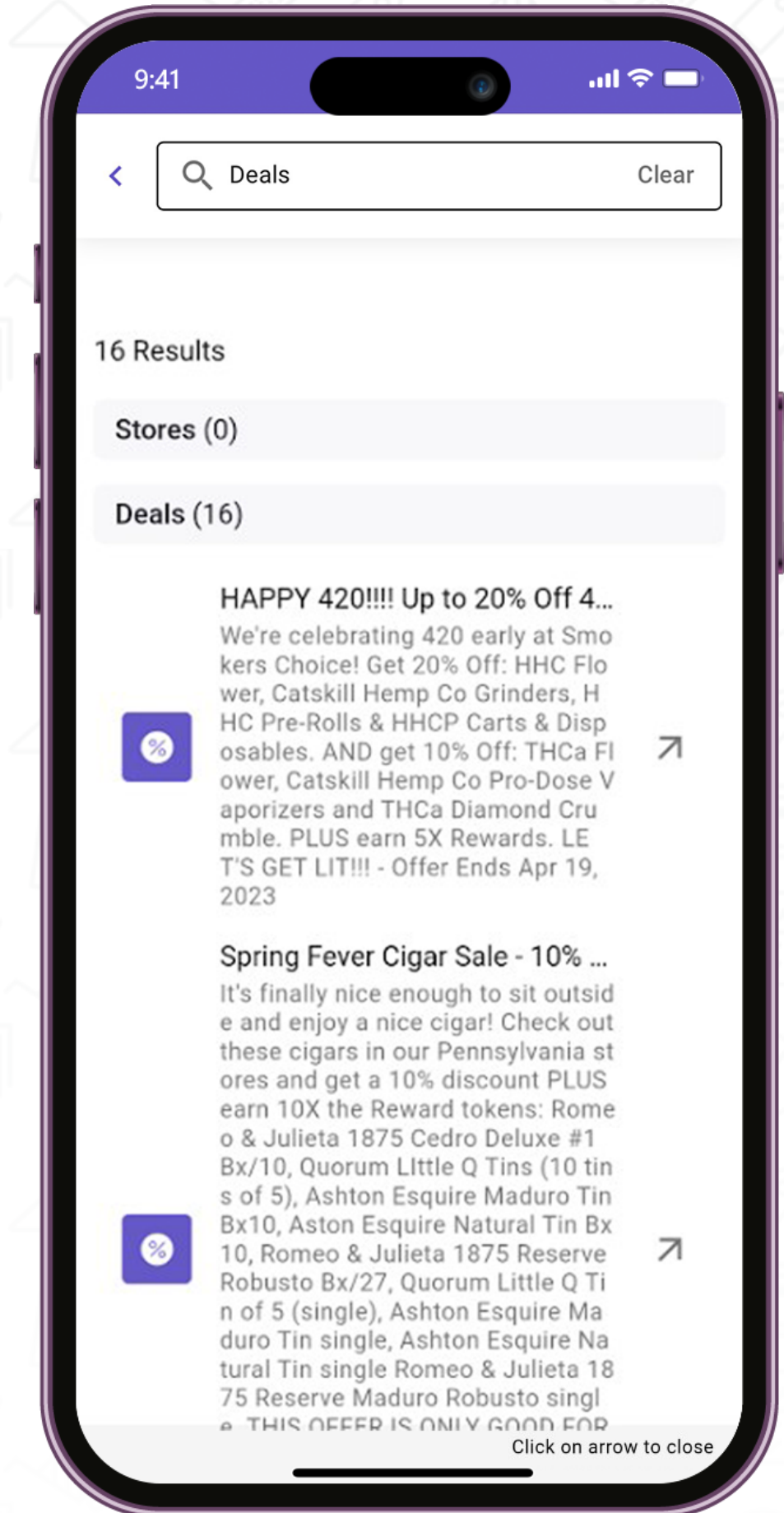
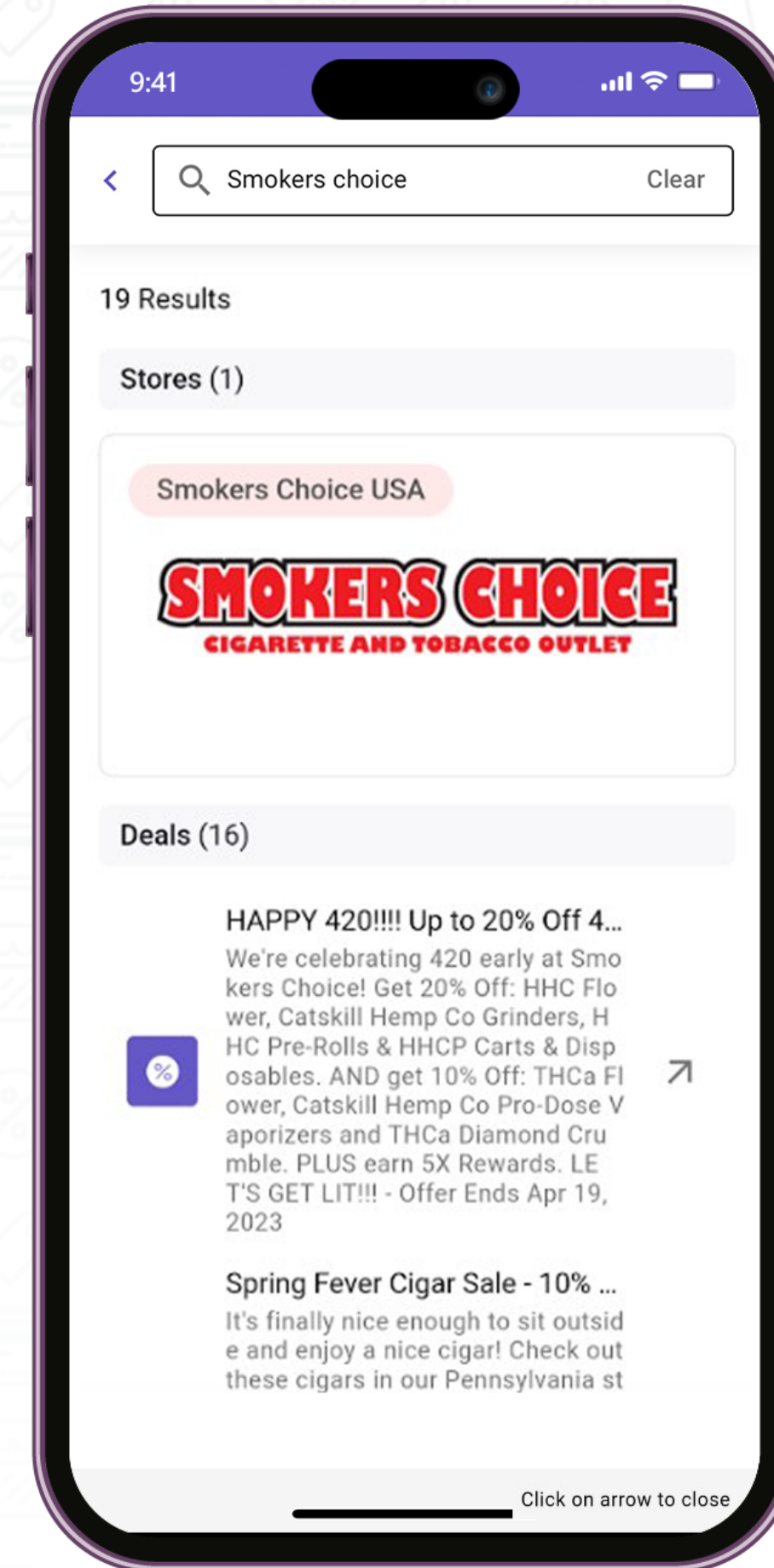
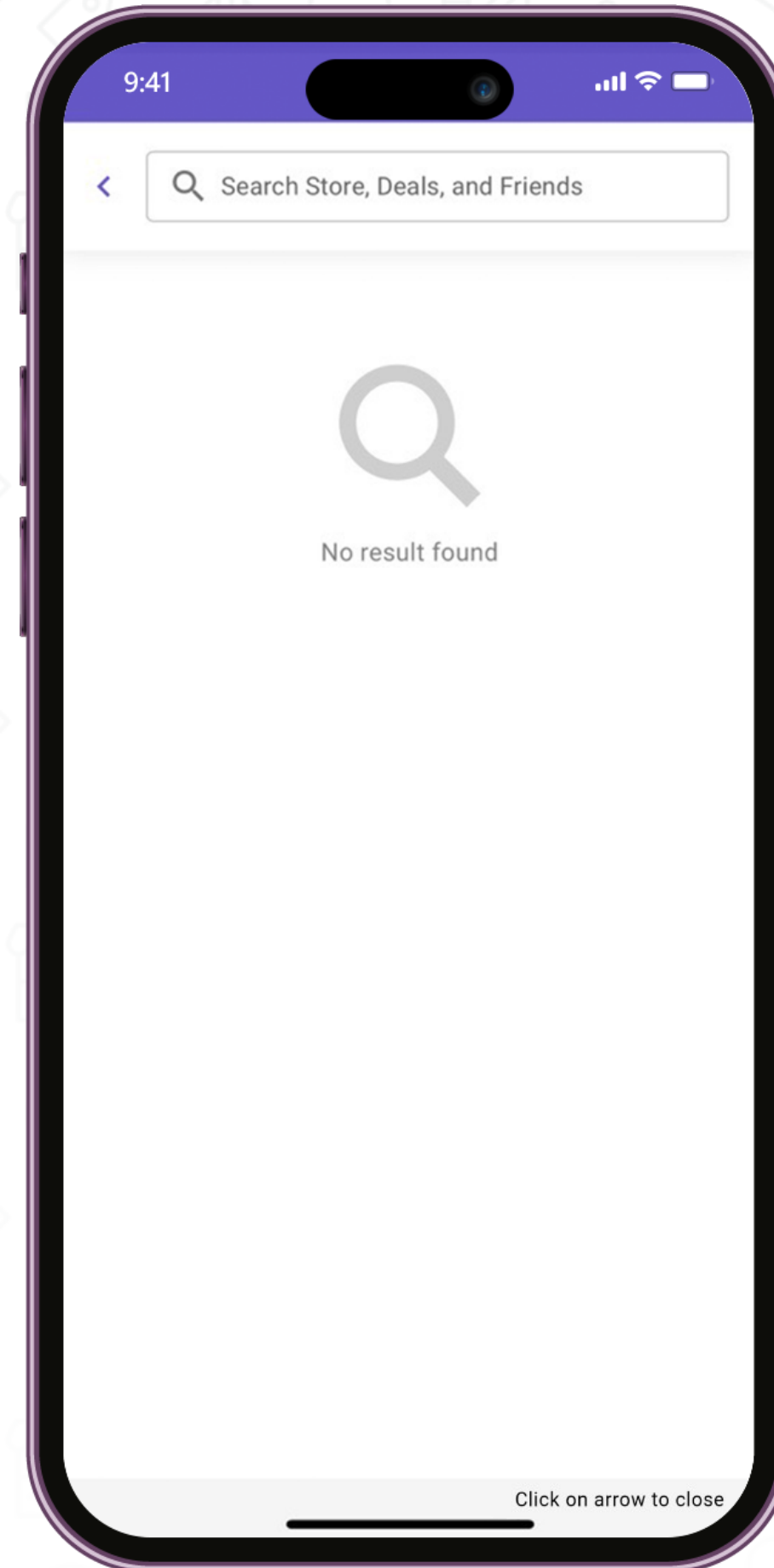
Clicking on the information button  on the top right of the screen will take you to the FAQ section. Here you can find all the questions and answers related to Tokens and how they are broken down. Clicking on any of the questions will take you to that question-and-answer screen.



Home Screen

Search

Here you can search for stores, deals, and friends.

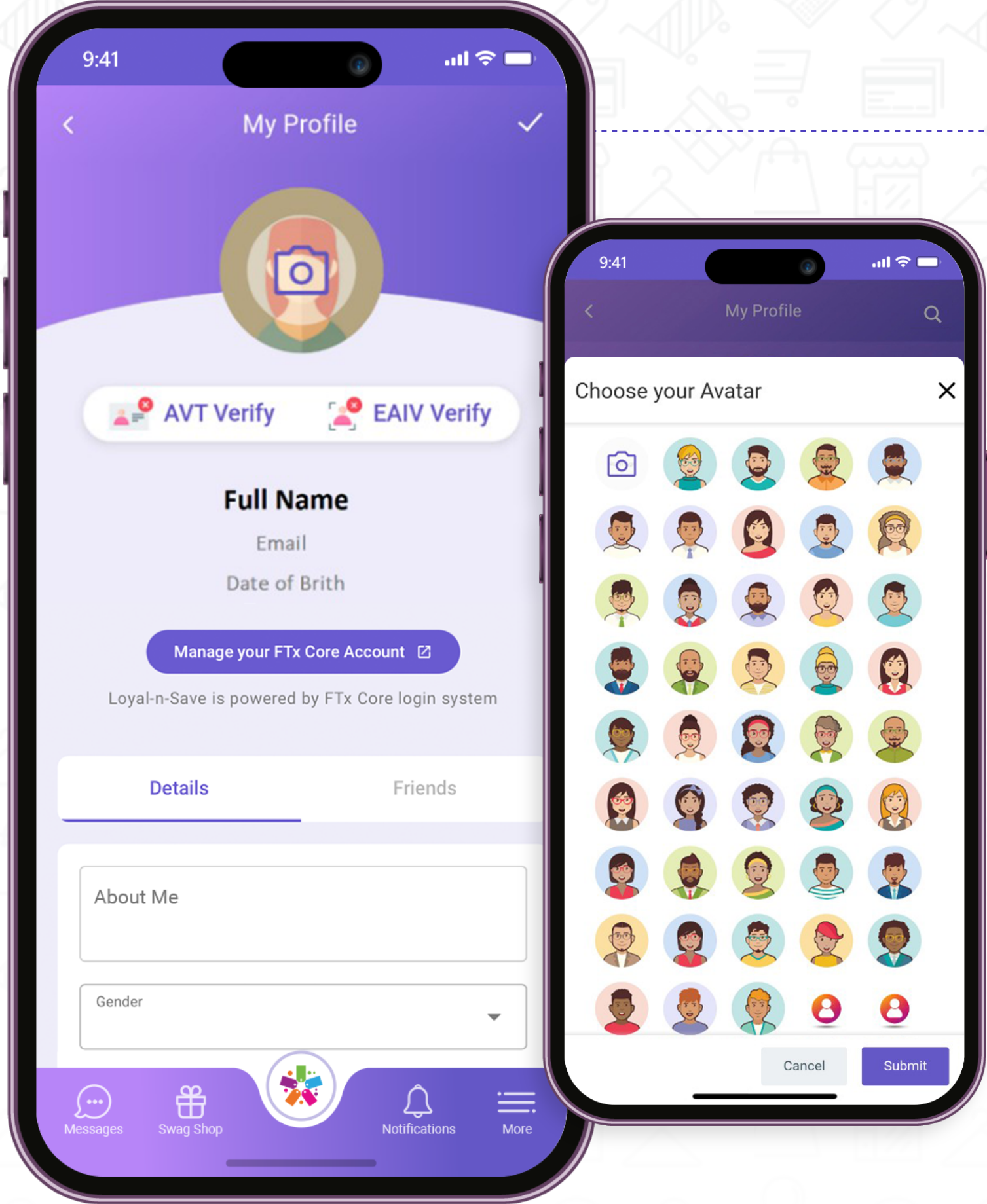




Home Screen

My Profile

Here you can manage your account. Choose an avatar or upload an image from your phone, edit your address, and view/edit your friends list.



- Click on Manage your Core Account to manage your personal information, such as your name, date of birth, and email, and to change your password.

- **AVT Verify (Age Verification Technology):**

Get your age verified by visiting a particular retailer and getting your driver's license scanned in-store. Once you are successfully verified, a green check mark will appear.

- **EAIV (Electronic Age and Identity Verification):**

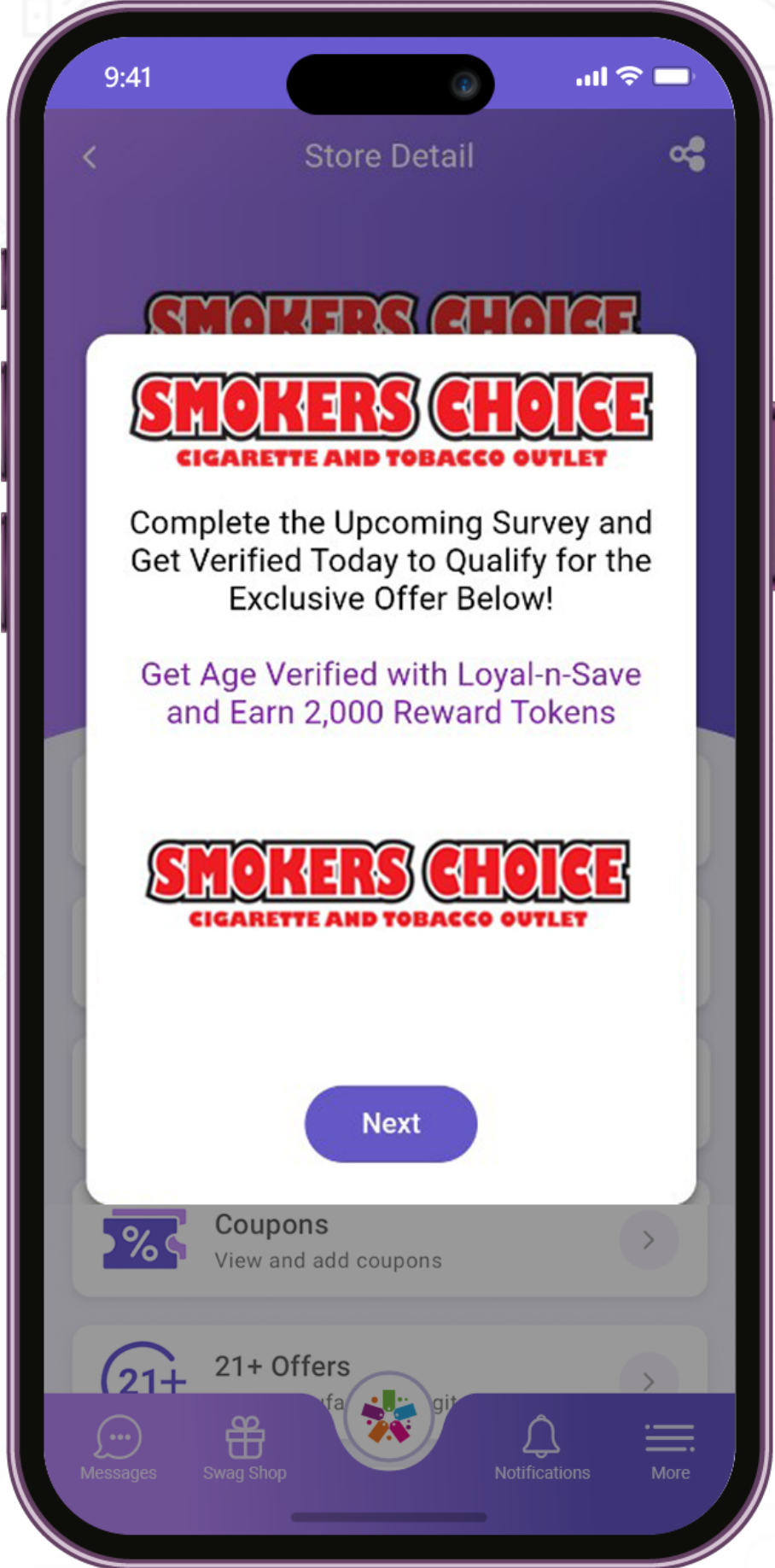
Securely match the identity with a government-issued ID.



Home Screen

FTX Identity / EAIV Verify

EAIV (Electronic Age and Identity Verification) – Securely matches the identity with a government-issued ID.



- After your age is verified in-store, the Interest Survey will appear the next time you access the app.
- After completing the verification process, you will be rewarded with 2,000 reward tokens.

Please continue with Step 1 (see below).



Home Screen

FTX Identity / EAIV Verify

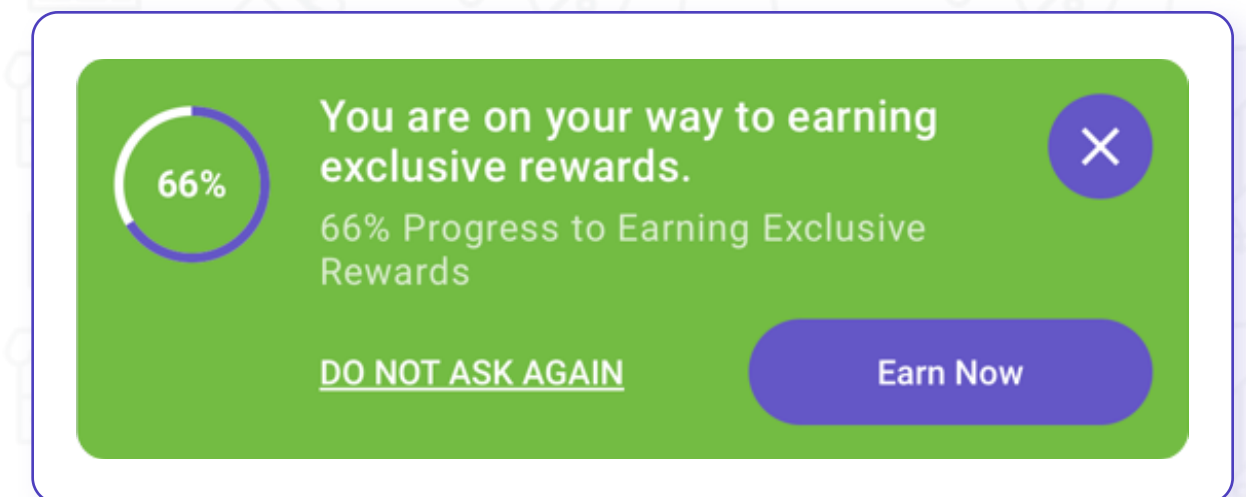
EAIV (Electronic Age and Identity Verification) – Securely matches the identity with a government-issued ID.



• If, for any reason, you do not see the verification or if it was canceled by the customer, the EAIV verification can still be completed.

To Do So:

- ~ Go to the Store Detail screen.
- ~ Select the **“Earn Now”** Button.



~ Zip code consists of 5 digits.

~ From here you will be presented with the opportunity to complete the EAIV Verify.

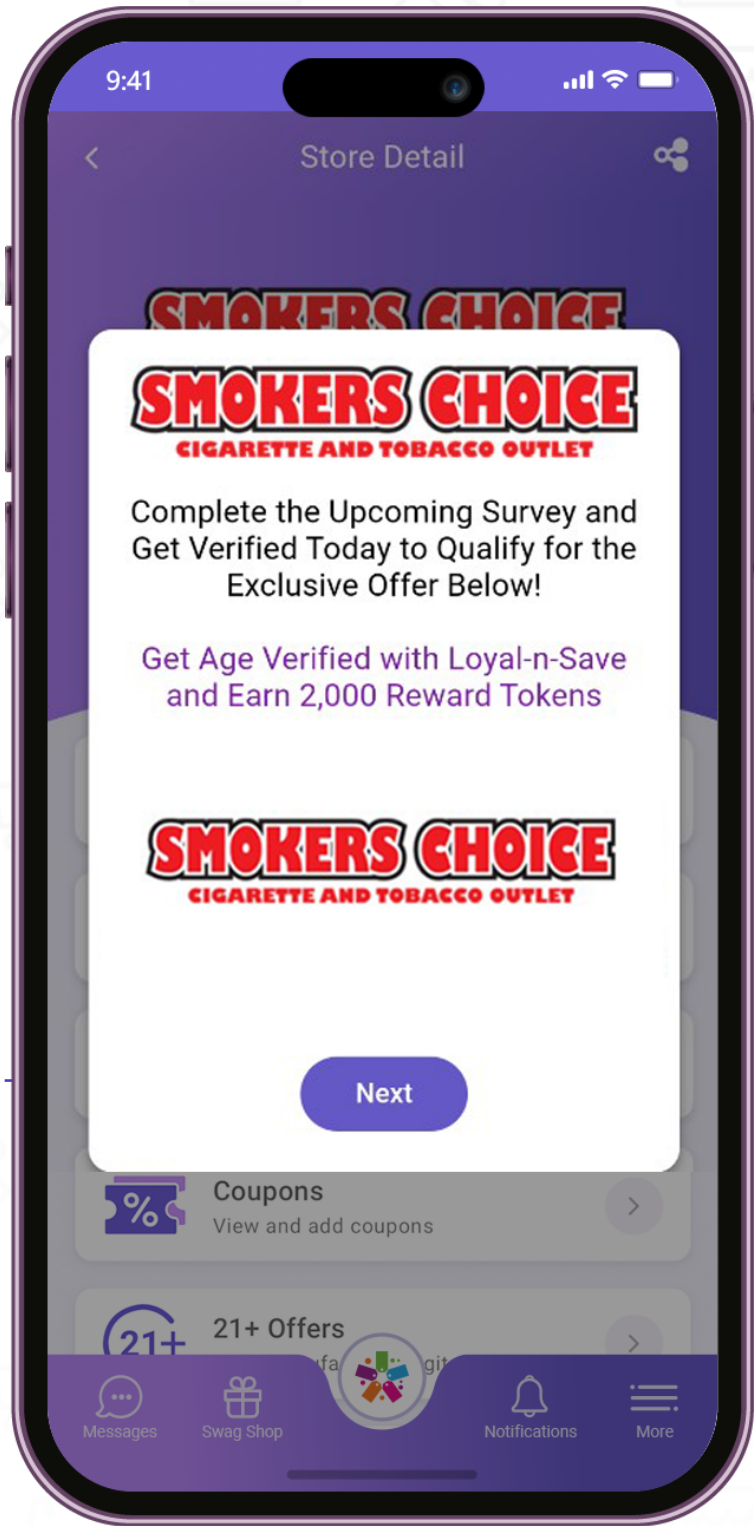
(See below for Step 4).



Home Screen

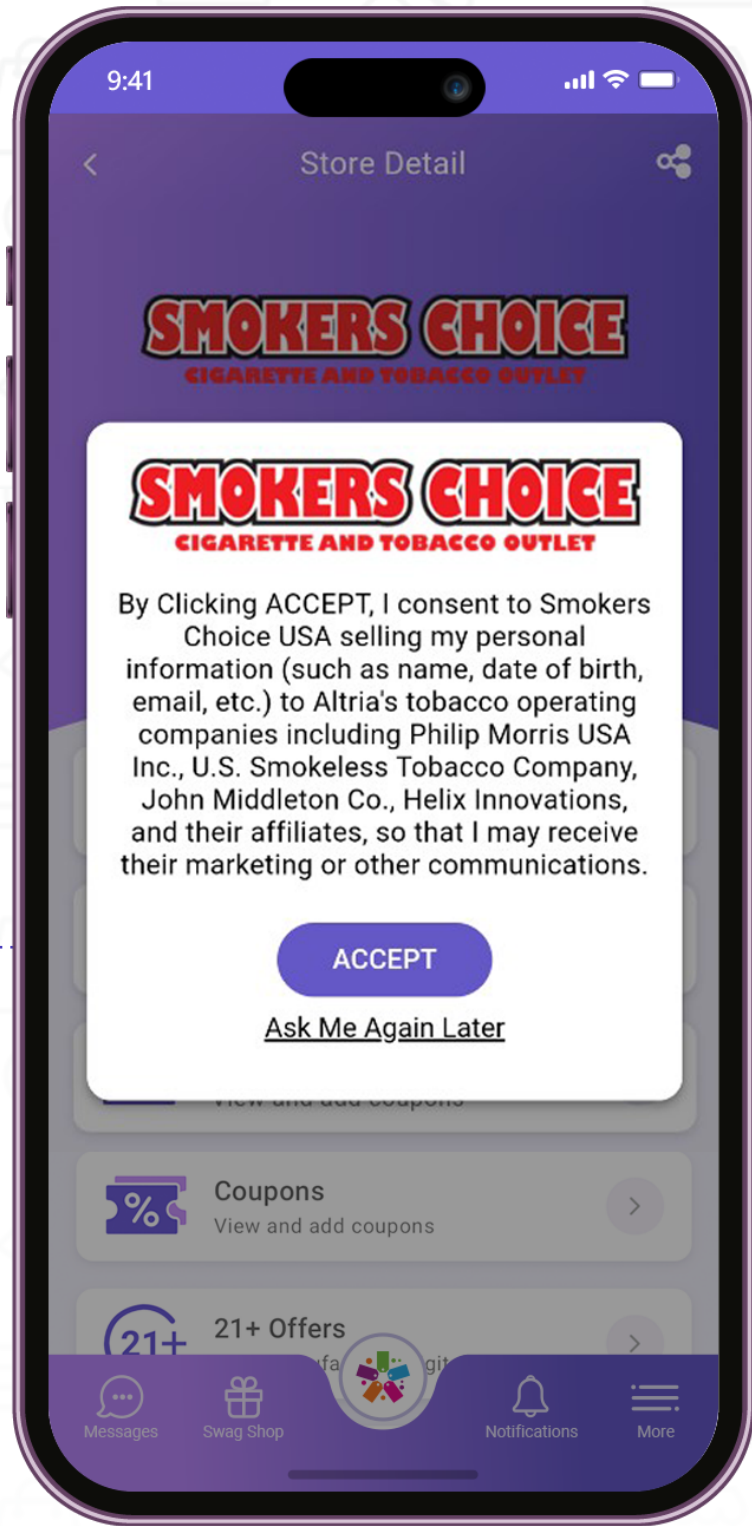
Step-1:

Open the Loyal-n-Save app and click on the appropriate retailer. Press **“Next.”**



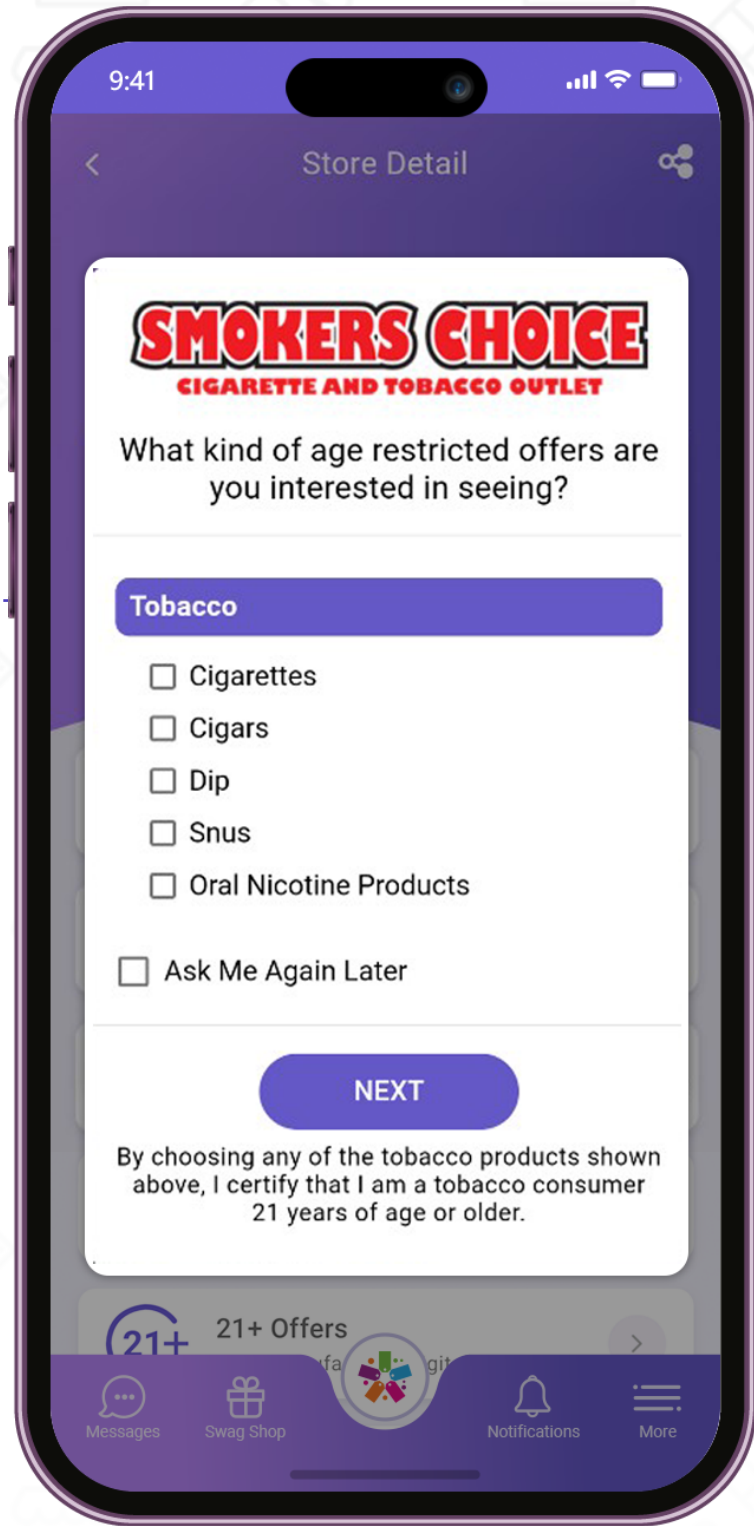
Step-2:

Press **“Accept”** to accept the Policy Terms.



Step-3:

Customers select the type of age-restricted products they're interested in.

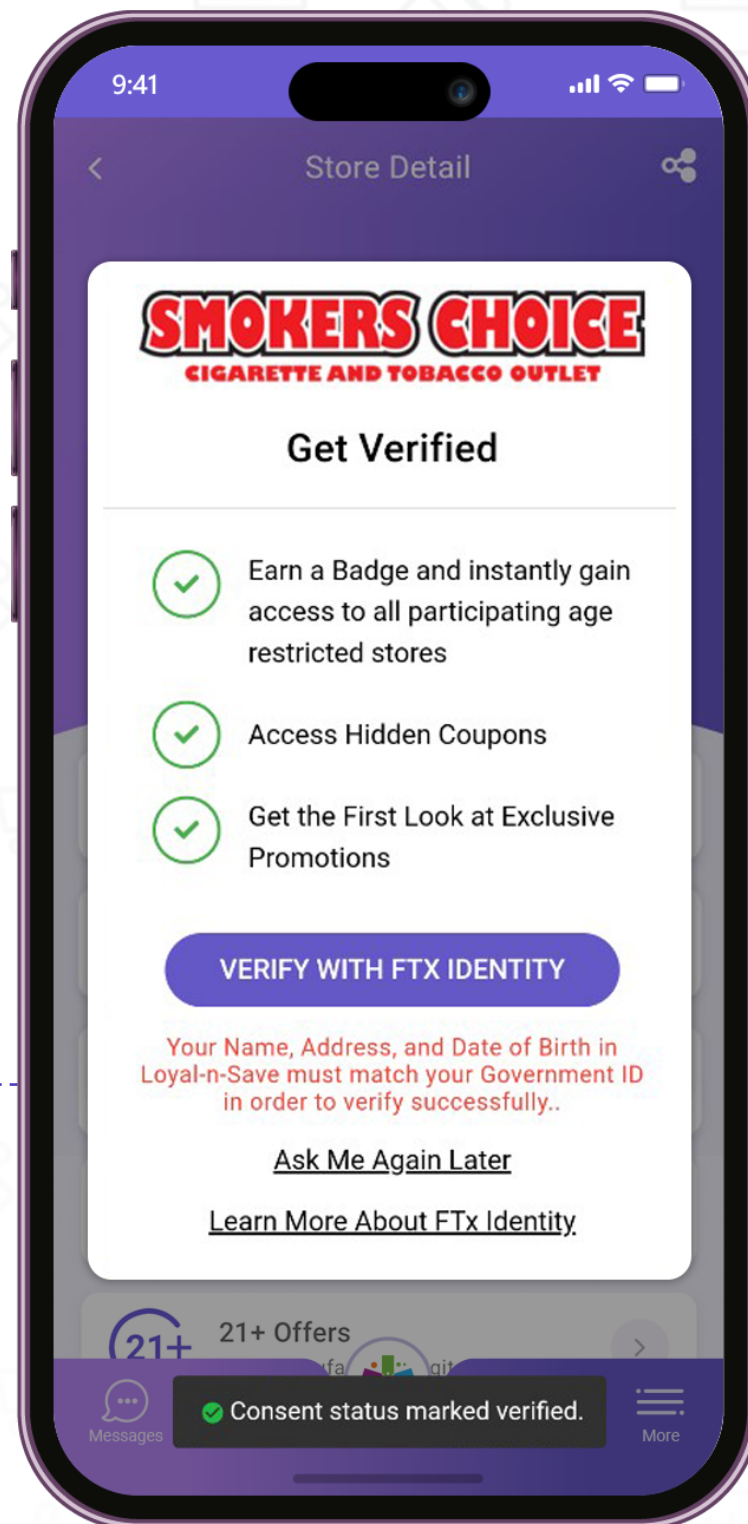




Home Screen

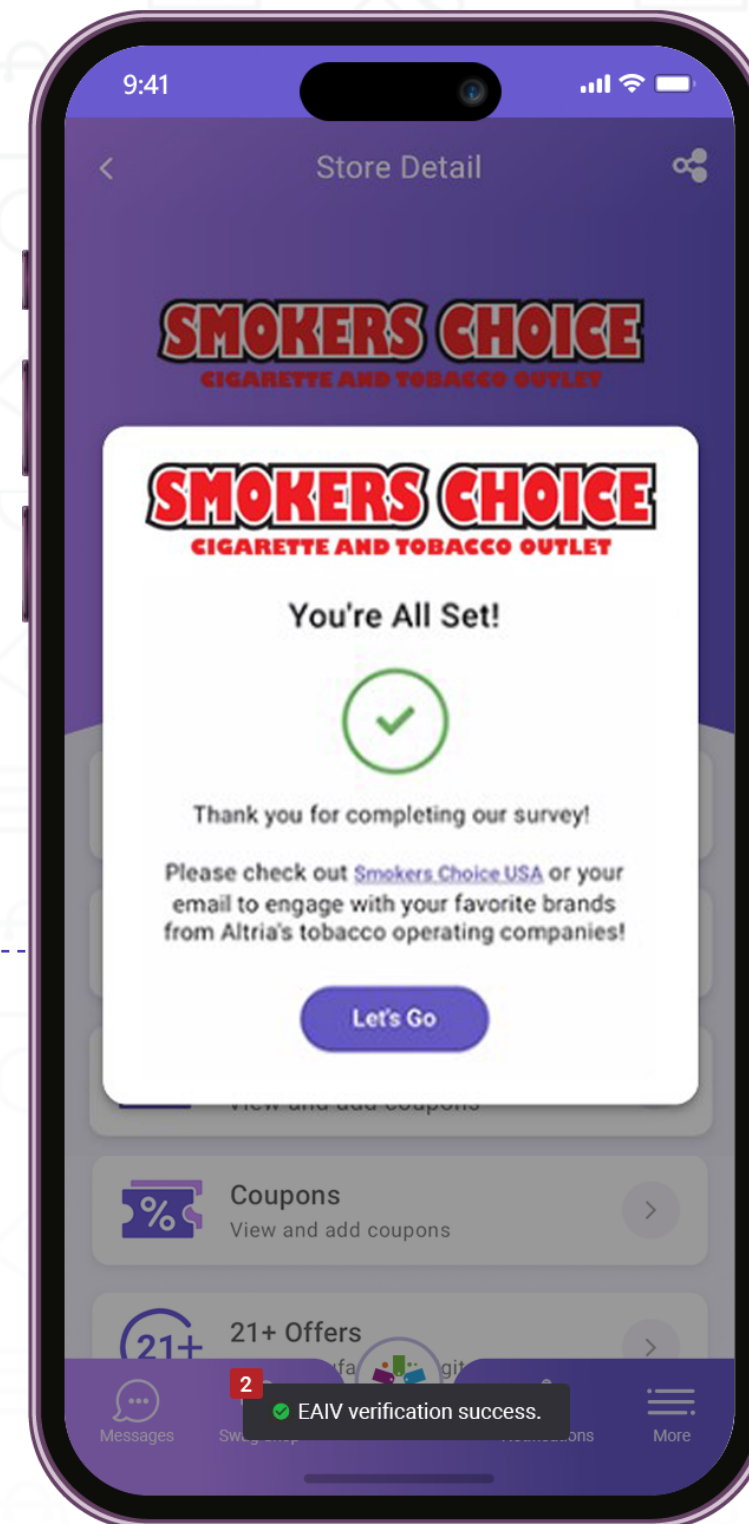
Step-4:

Click **"VERIFY WITH FTX IDENTITY."** Follow the prompts to answer questions to complete the EAIV verification process in FTx Identity.



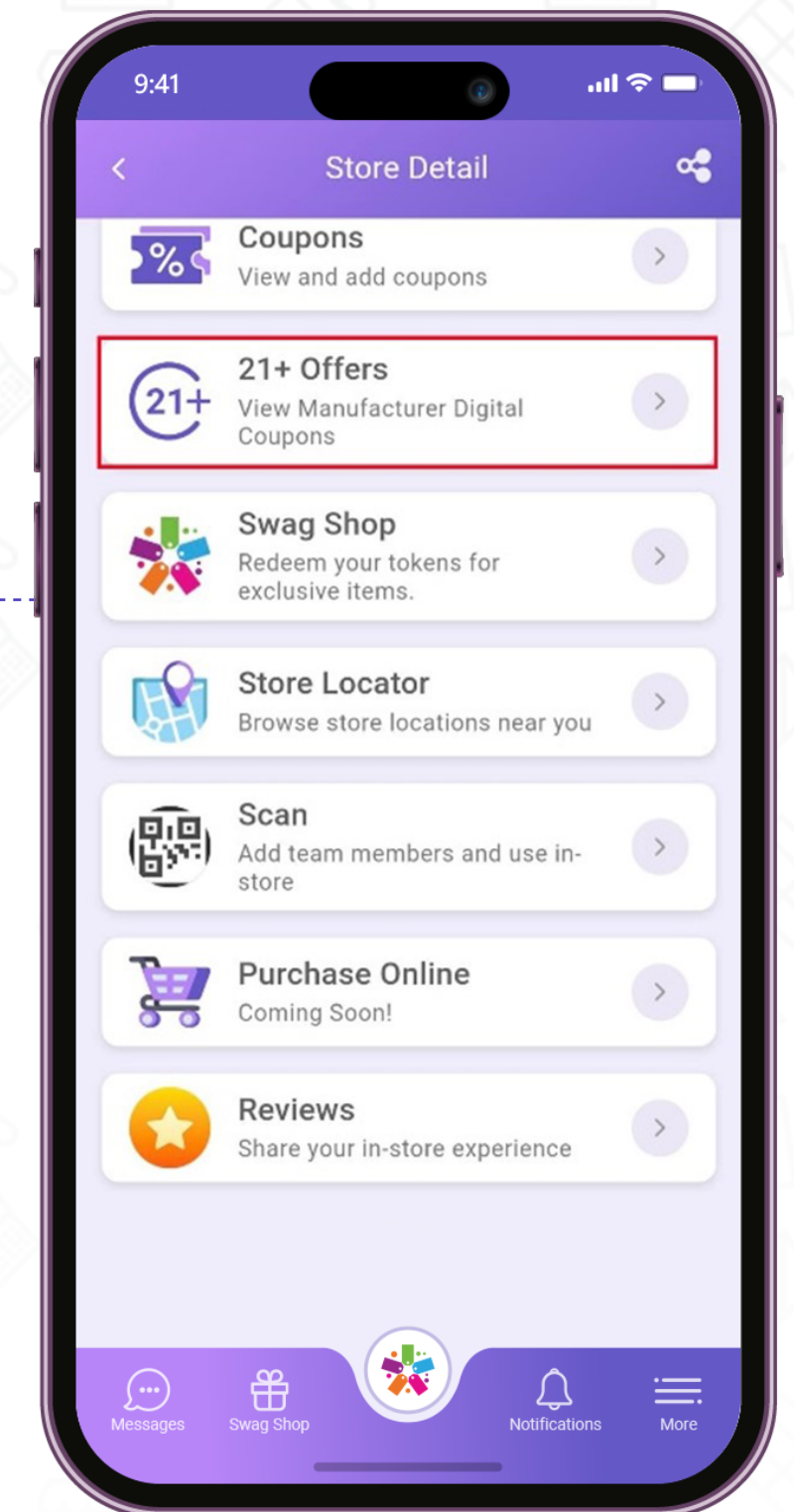
Step-5:

The verified user can now participate in age-restricted brands.



Step-6:

21+ offers are now viewable for EAIV-approved customers.

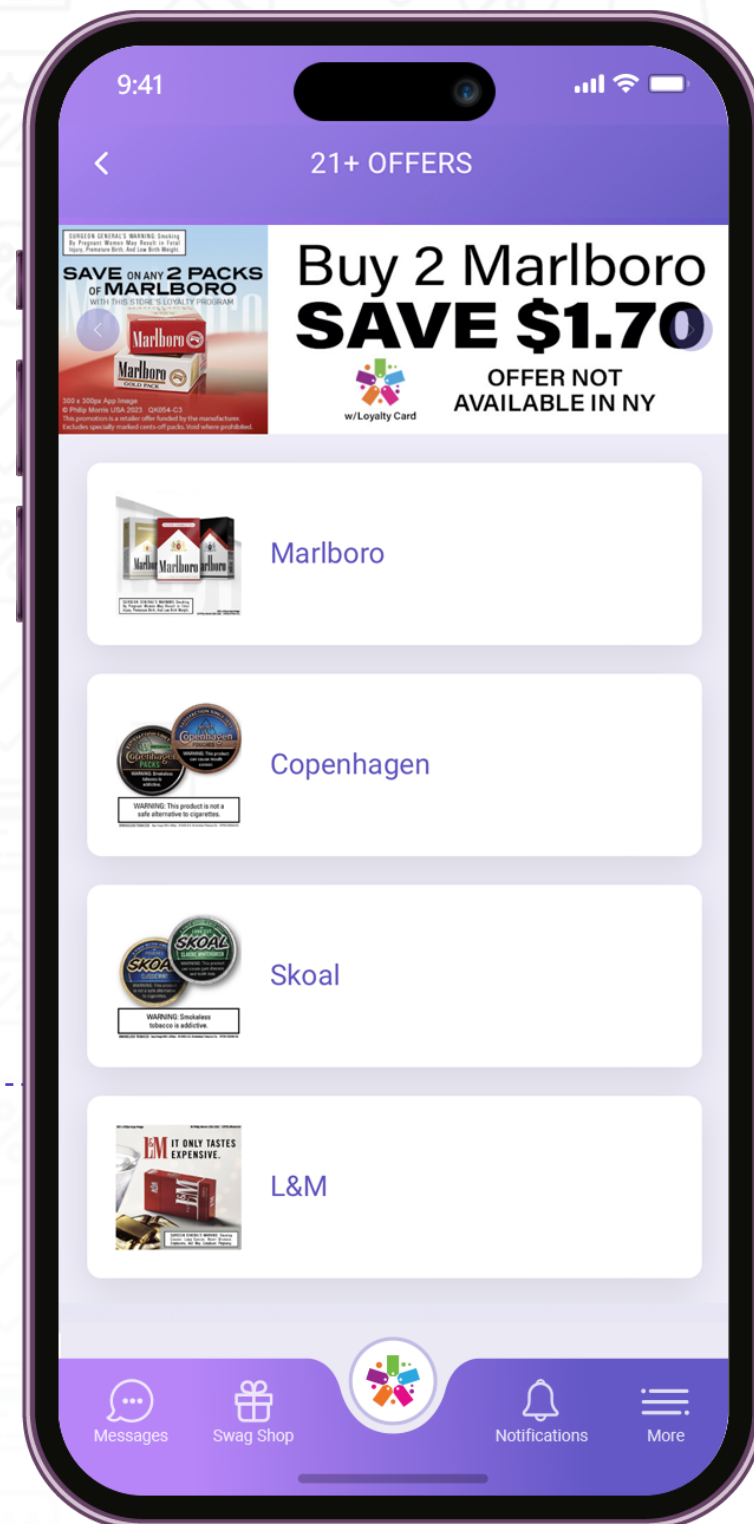




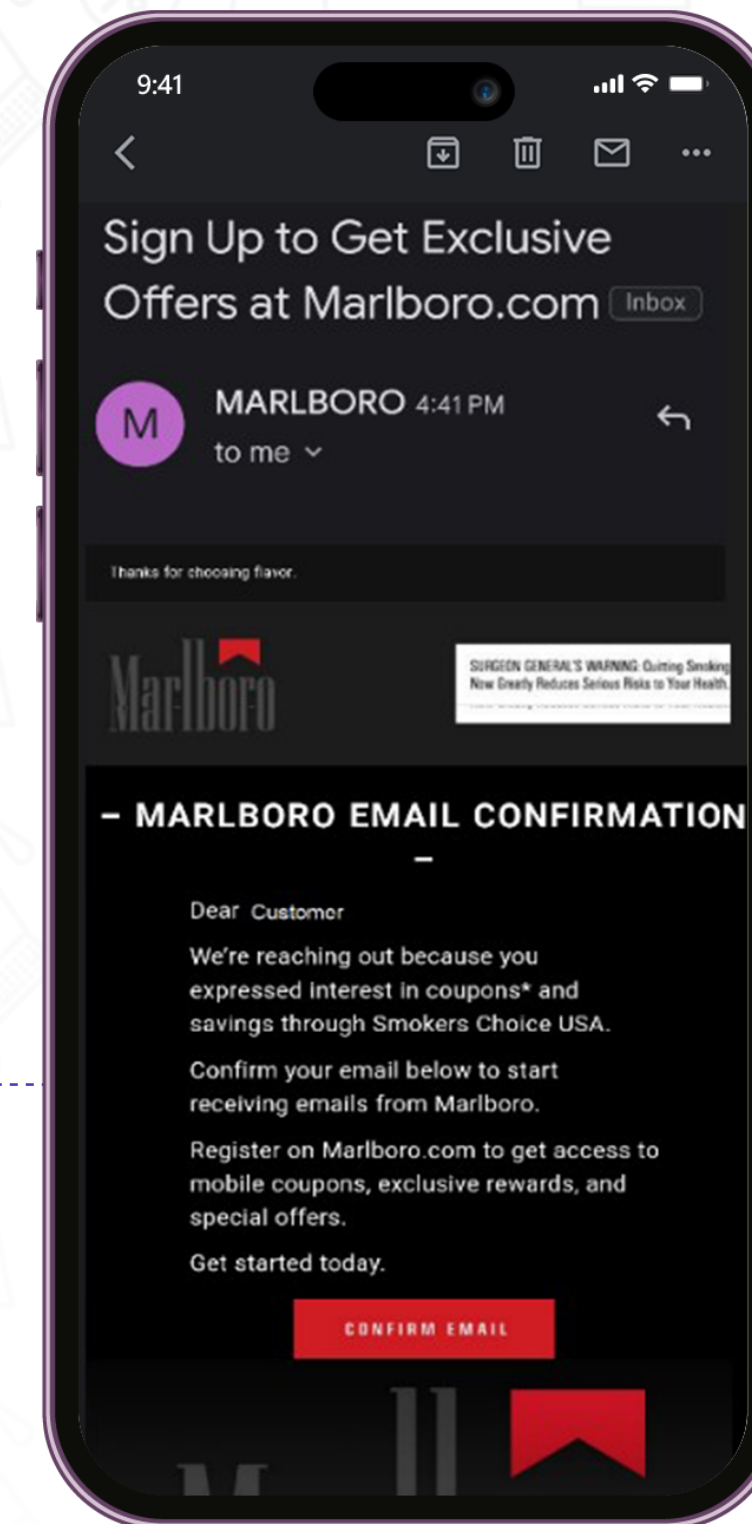
Home Screen

Step-7:

Customers can now participate in manufacturer promo offers.



Customers will receive an email shortly after with exclusive offers based on their interests chosen from the Interest Survey.

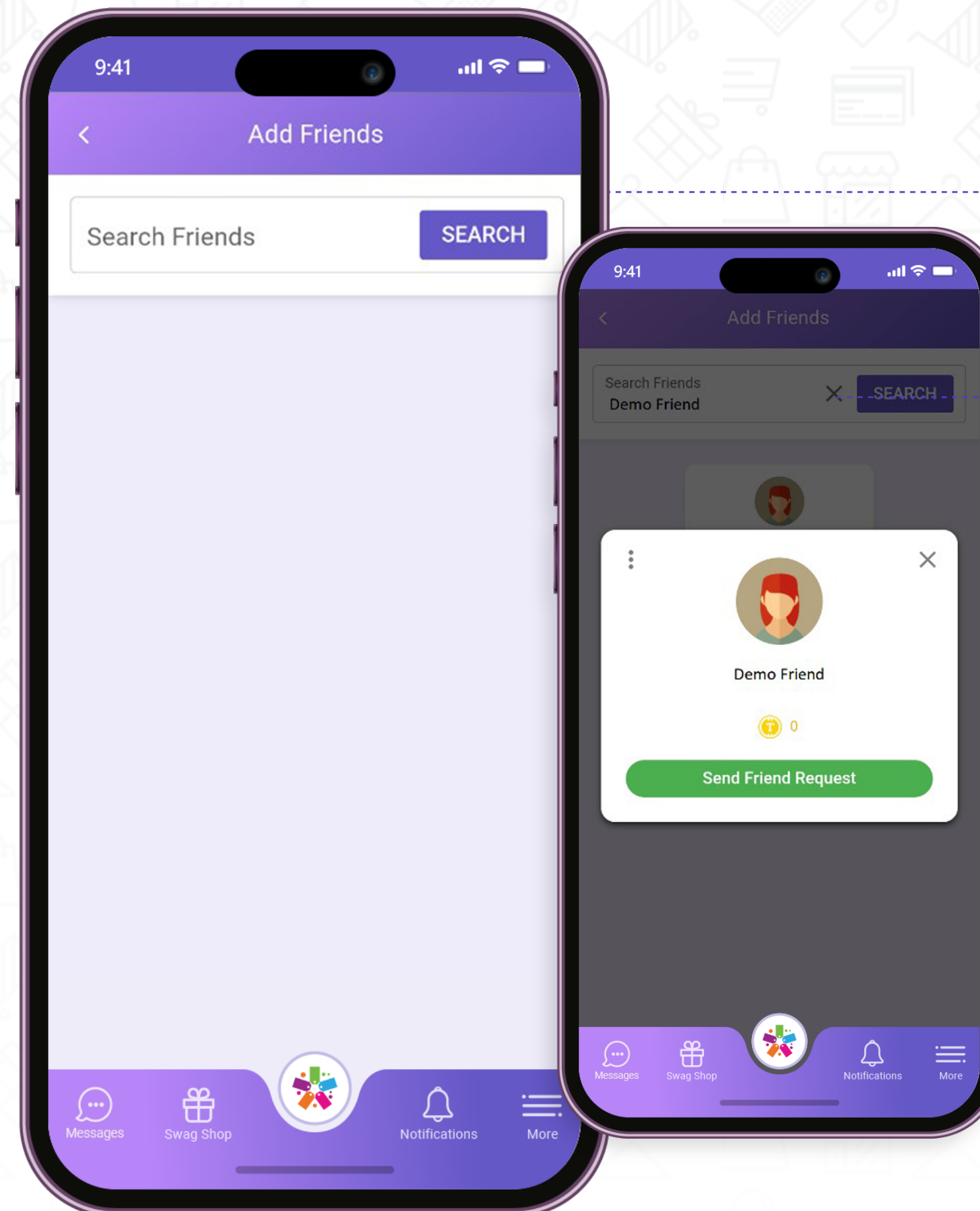




Home Screen

Add Friend

This section will give you the option to add friends.



- Select the **“Add Friend”** button.
- From here you can search and add your friends.
- To view your current friends list, navigate to **“My Profile”** from the home screen and click on the **“Friends”** tab.

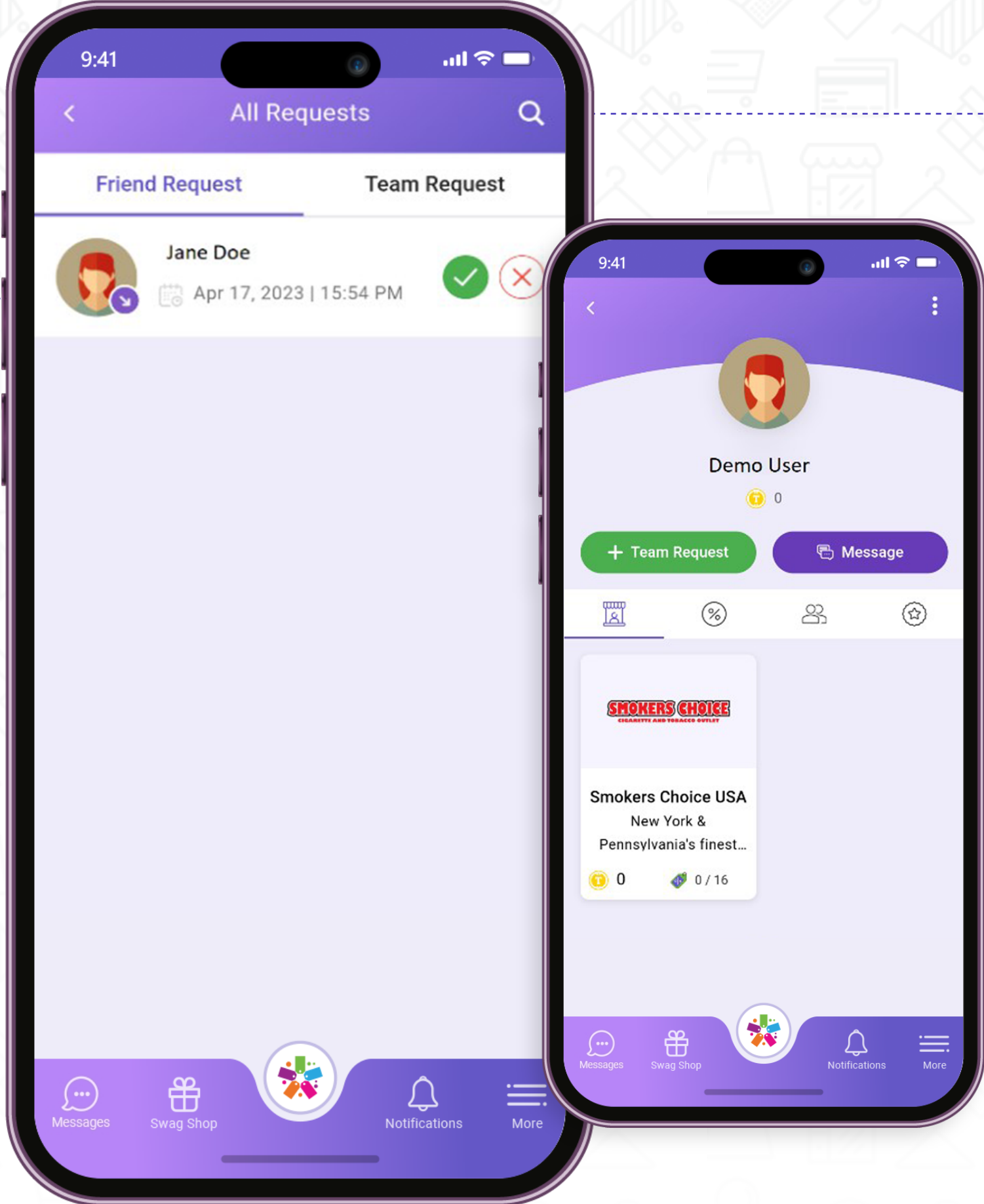


Home Screen

Add Friend

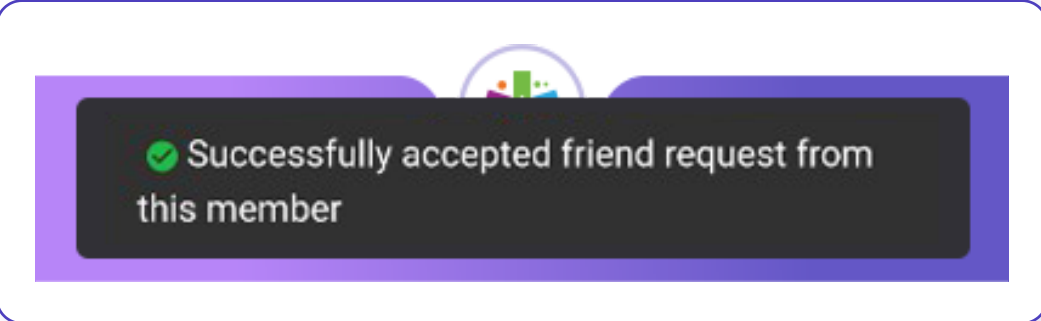
This section will give you the option to add friends.

You can accept or deny friend requests.



Your friends will receive a notification and see a friend request under the **"All Requests"** section located at the **"More"** menu.

You will receive a notification once your friend has accepted your friend request.



You can now see your friends' token values and store they belong to, and send messages and see their friends list, and any reward tokens they have earned for you.

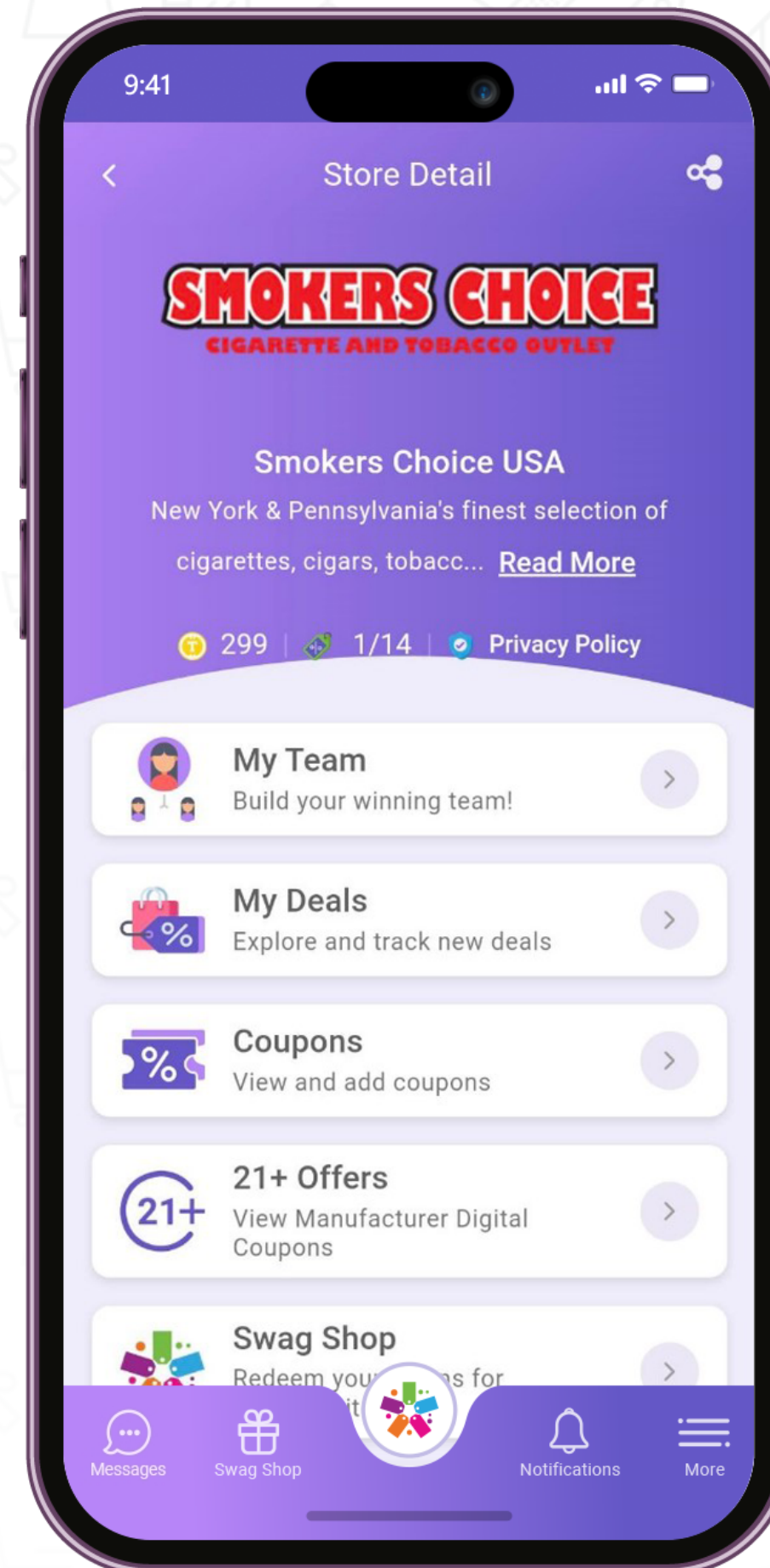


Home Screen

Team

Electronic tiered rewards system, which allows each Loyal-n-Save member (friend) to earn tokens.

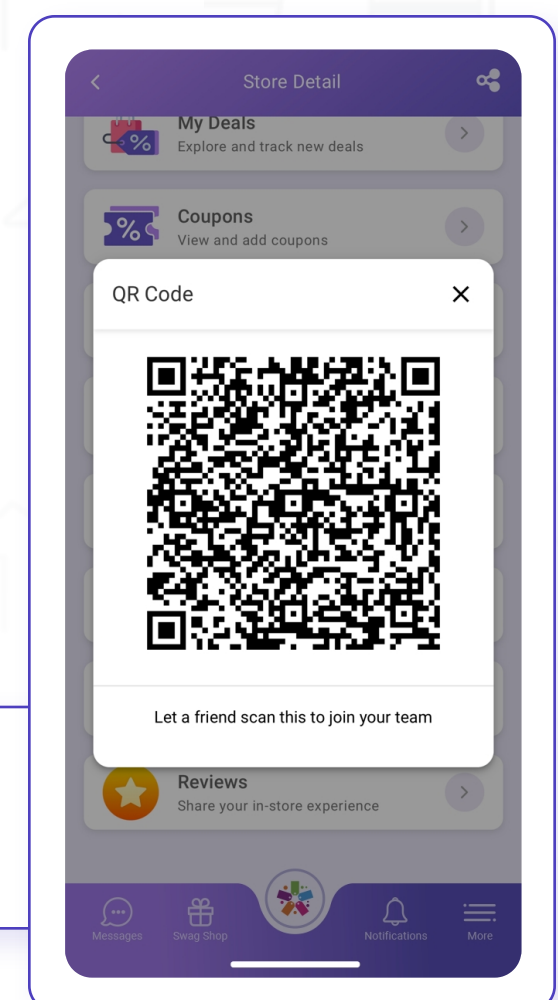
Teams are the friends and family that you refer to each individual store. The people you refer to directly will be put in your first tier. When your first-tier recruit friends of their own, those recruited members will become your second tier. When your second tier refers to their friends, those recruitments will become your third tier, and so on and so forth, all the way down to five tiers. You'll earn a percentage of everyone's reward tokens made at that store (*percentages are determined by each individual store).



- Each store provides you with your own unique referral code.
- Go to the “**Store Detail**” page.
- Press on the “**Share**” icon.
- An automatic Loyal-n-Save invite will appear.
- Simply send the invite to a friend in a text message. (The referral code will be posted at the end of the message invite.)
- If your friend already has the app, have them scan your barcode from the Store Detail screen.
- Each person you refer will be added to your team at that store.
- Now both you and your friend will earn tokens every time a purchase is made. As the leader of the team, you will be rewarded with tokens each time your friend makes a purchase!



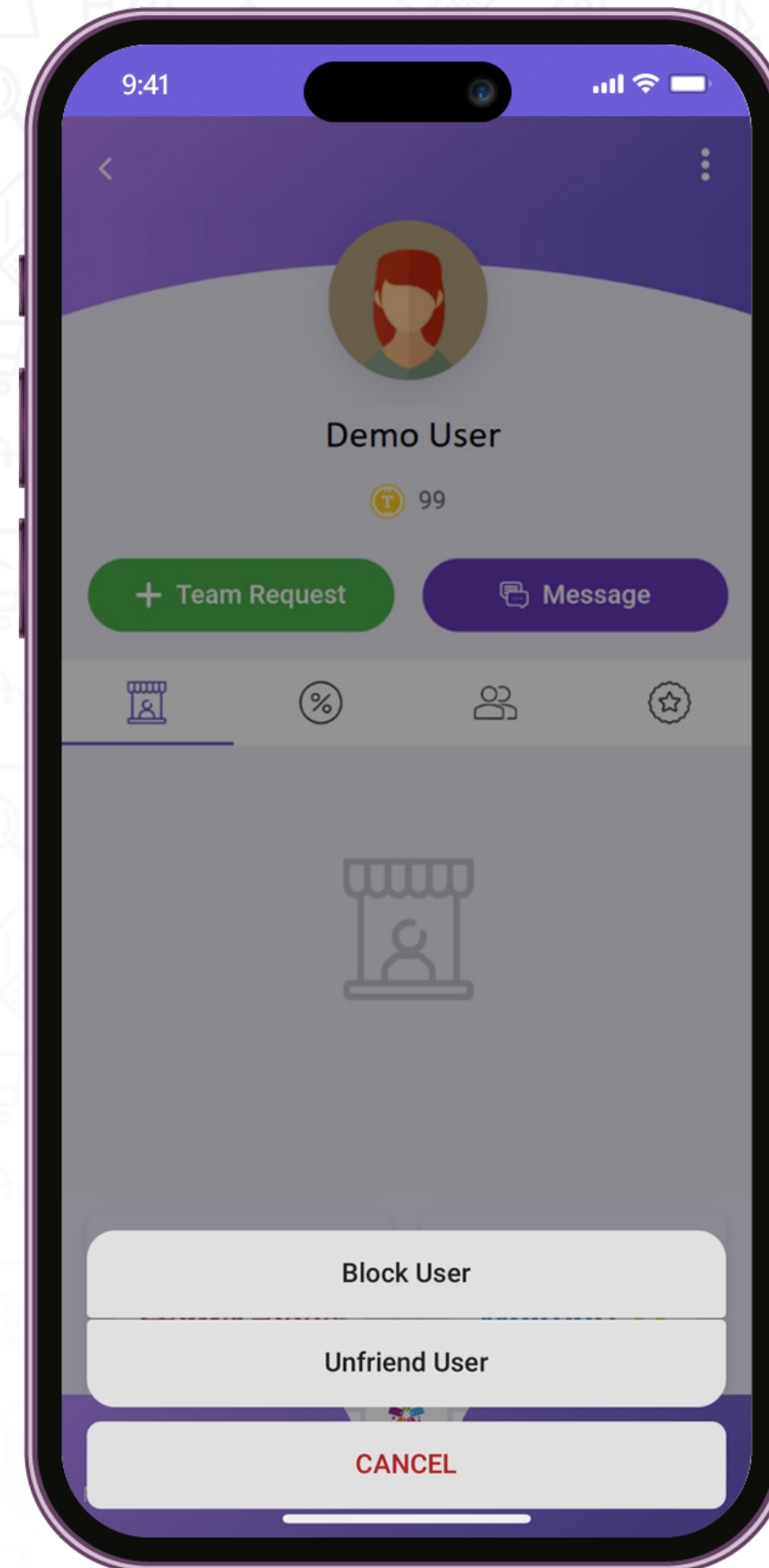
Scan
Add team members and use in-store





Home Screen

Unfriend and Block Users



- **How to Block a User:**

The user will need to provide a registered email address or phone number.

~ Navigate to **“My Profile.”**

~ Select the **“Friends”** tab.

~ Select the user you wish to unfriend or block.

~ From the user’s profile, press the 3 white dots from the top-right corner of the screen.

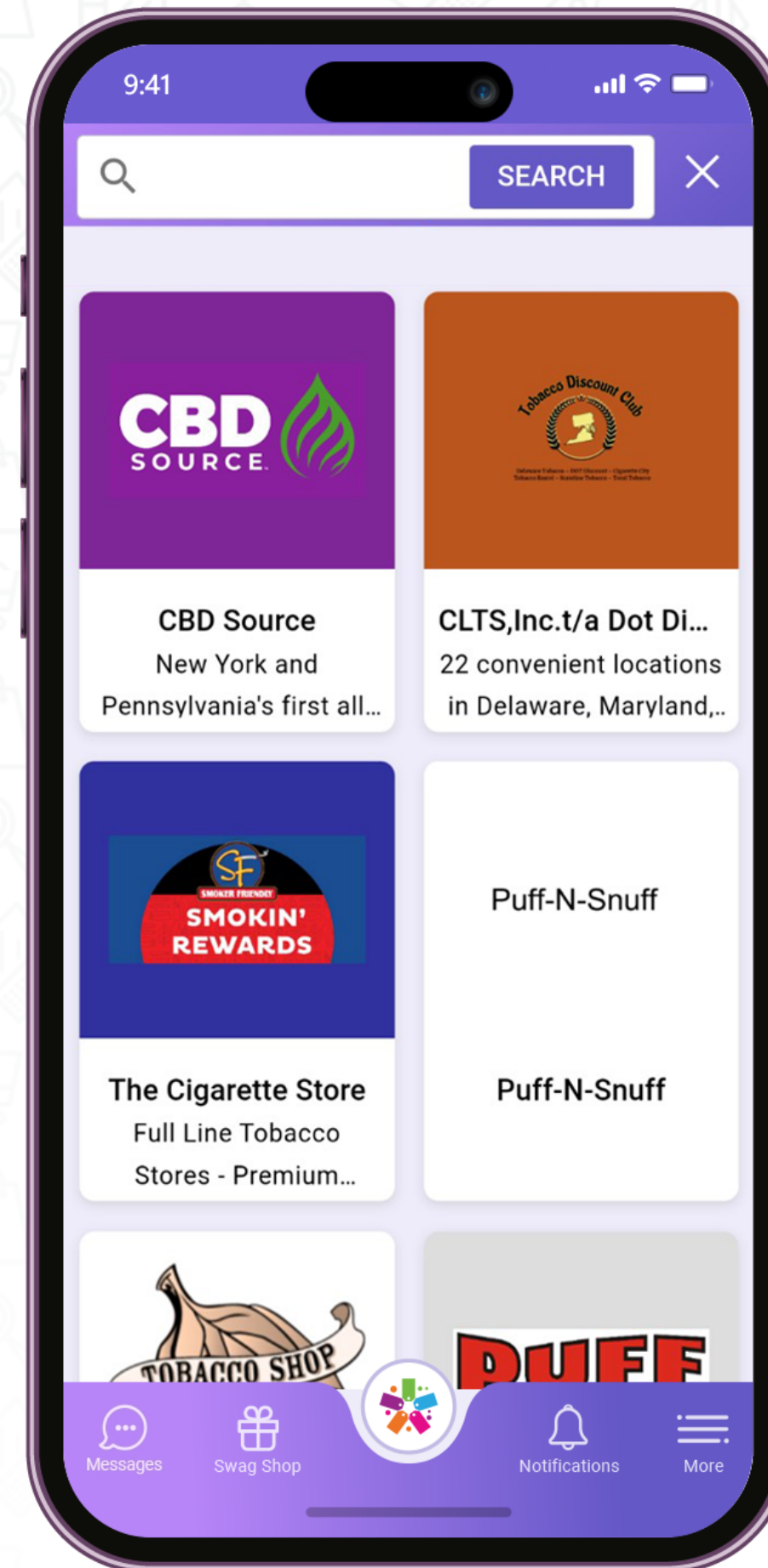
~ Press **“Block User”** or **“Unfriend User.”**



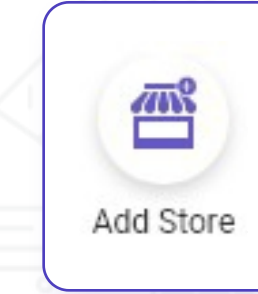
My Stores

My Stores

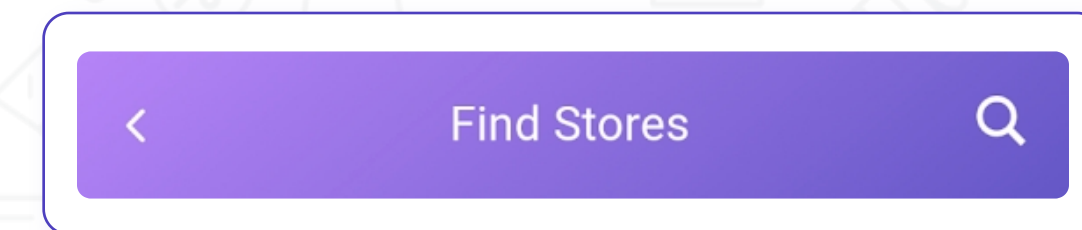
You can access stores that you belong to as well as find new stores to join.



- From the home screen, select the **“Add Store”** button.



- Press the magnifying glass next to **“Find Stores.”**

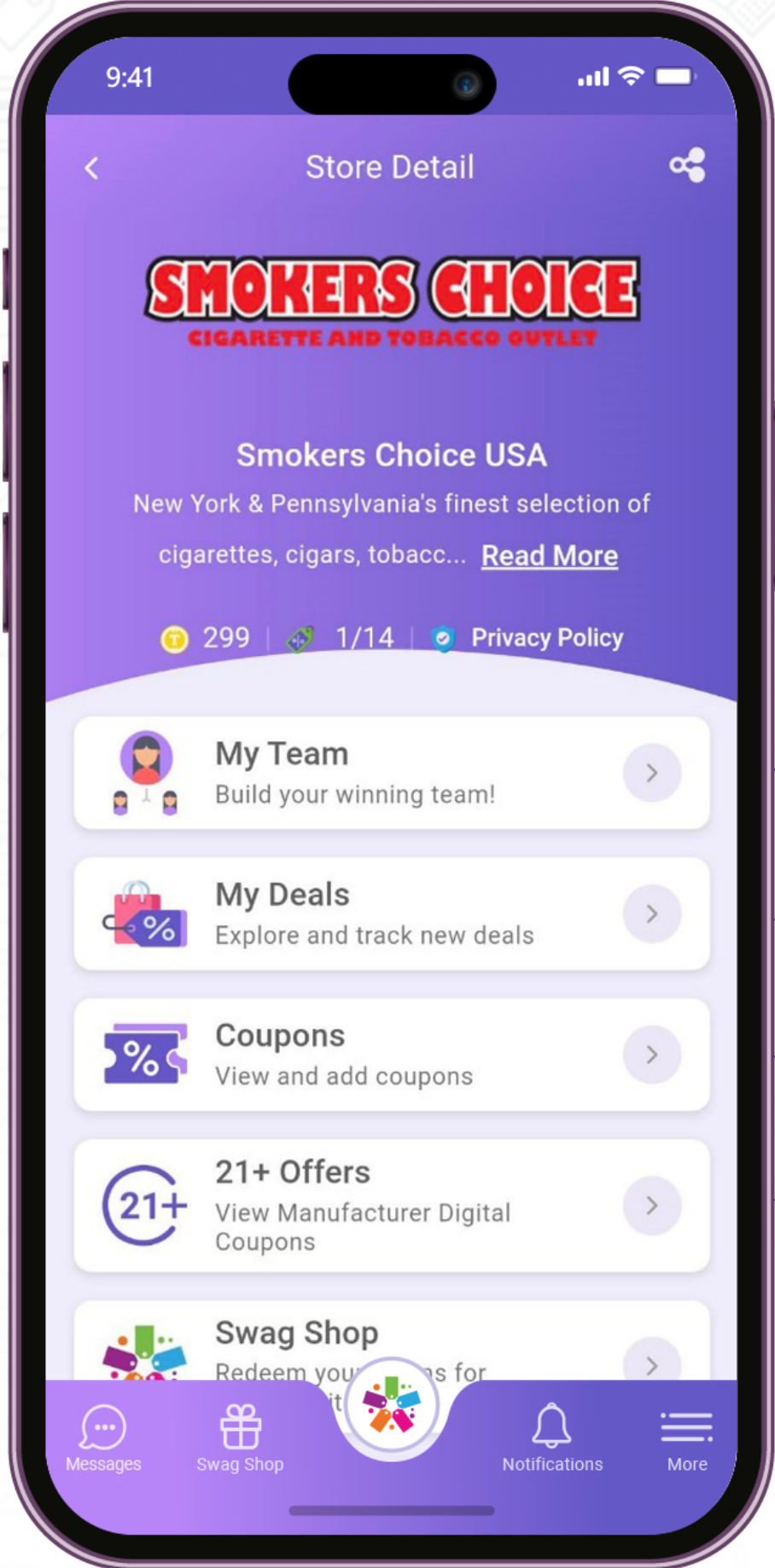


- Search by zip code or keywords.
- Scroll through the list to view all of the stores available. Tapping on any specific store will take you to the store’s **“Manage”** screen, where you can join the store.
- After registering for a store, the store will be added to your store list, which is visible from the home screen.
- Store deals are now visible on your home screen and on the **“Deals”** menu.
- Your store will also now be available in the Swag Shop.



My Stores

Stores Details

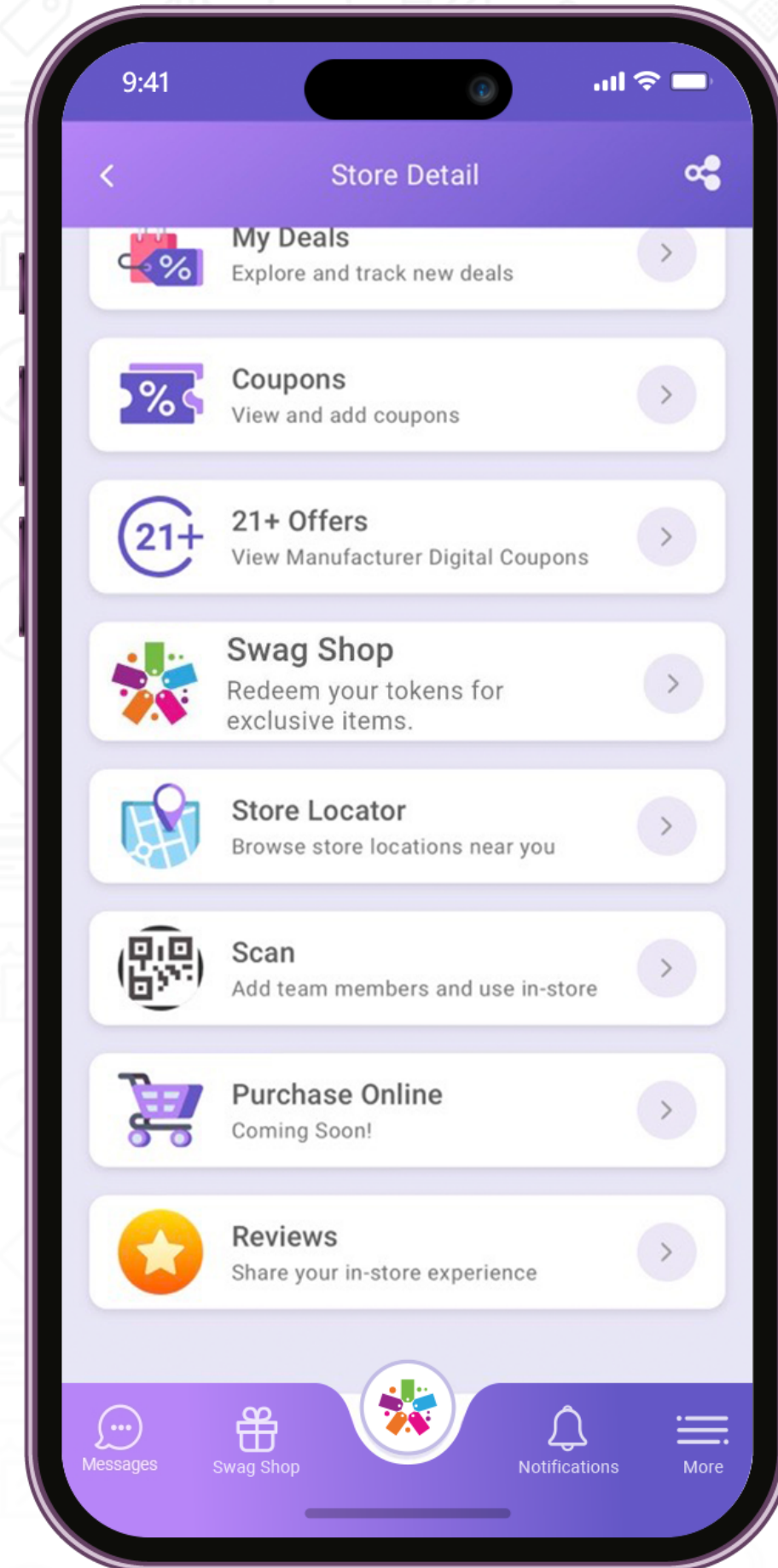


- **My Team:** Build your winning team with your friends!
- **My Deals:** Current deals from your store.
- **Coupons:** Available coupons from your store.
- **21+ Offers:** View manufacturer digital coupons for customers 21 and older.



My Stores

Stores Details



- **Swag Shop:**

View manufacturer digital coupons for customers 21 and older.

- **Store Locator:** Browse store locations near you.

- **Scan:** Have your friend scan your QR code to join your team.

- **Purchase Online:** Coming Soon!

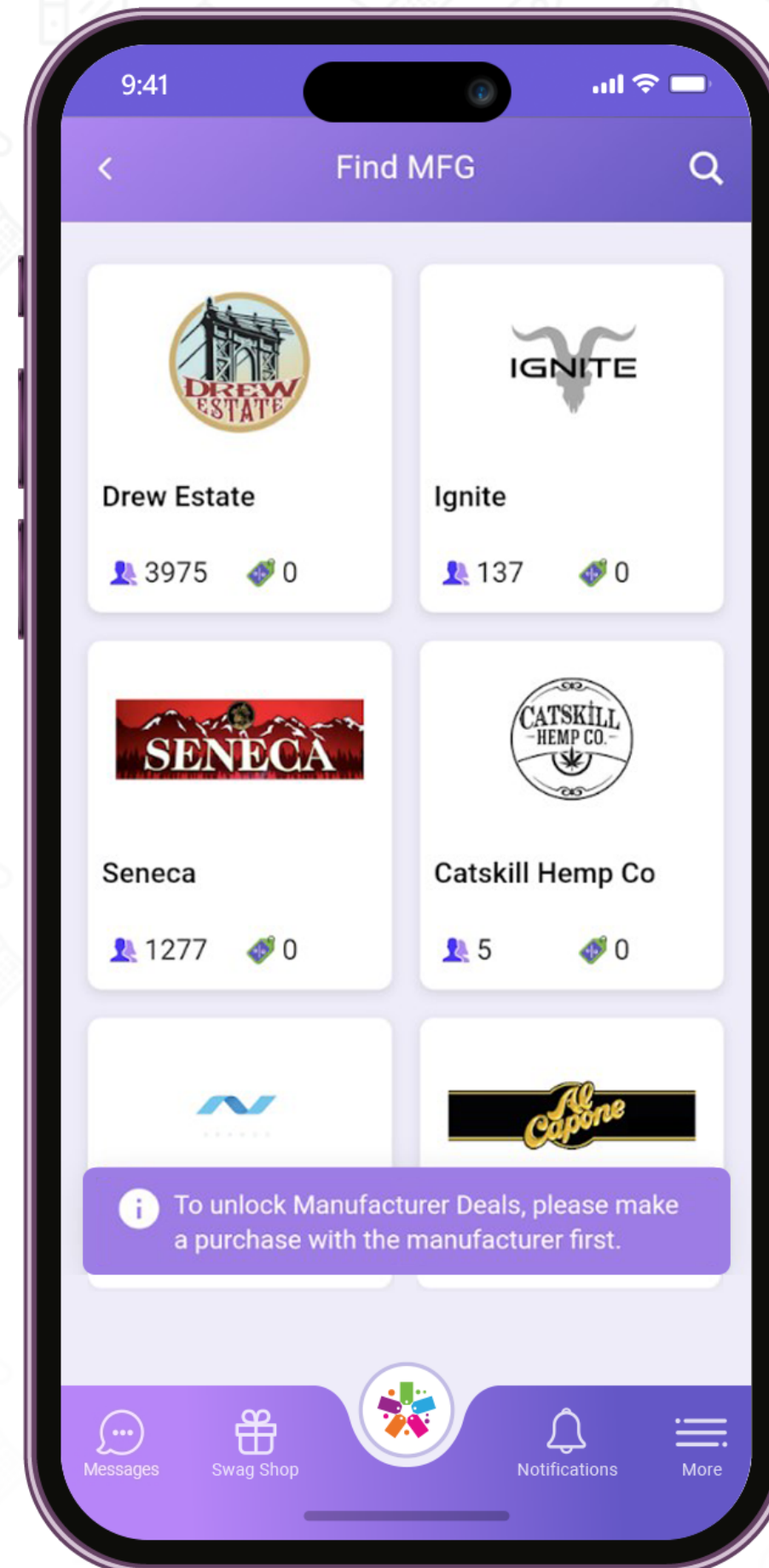
- **Reviews:** Share your in-store experience.



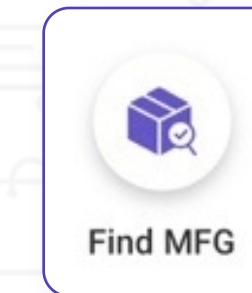
My Stores

Find MFG

The manufacturers screen will display your favorite manufacturers. To unlock manufacturer deals, please make a purchase with the manufacturer first. Tokens you have earned that are associated with the manufacturer will be displayed, as well as any deals you have chosen to participate in that were offered by the manufacturer.



- From the home screen, press the MFG button.



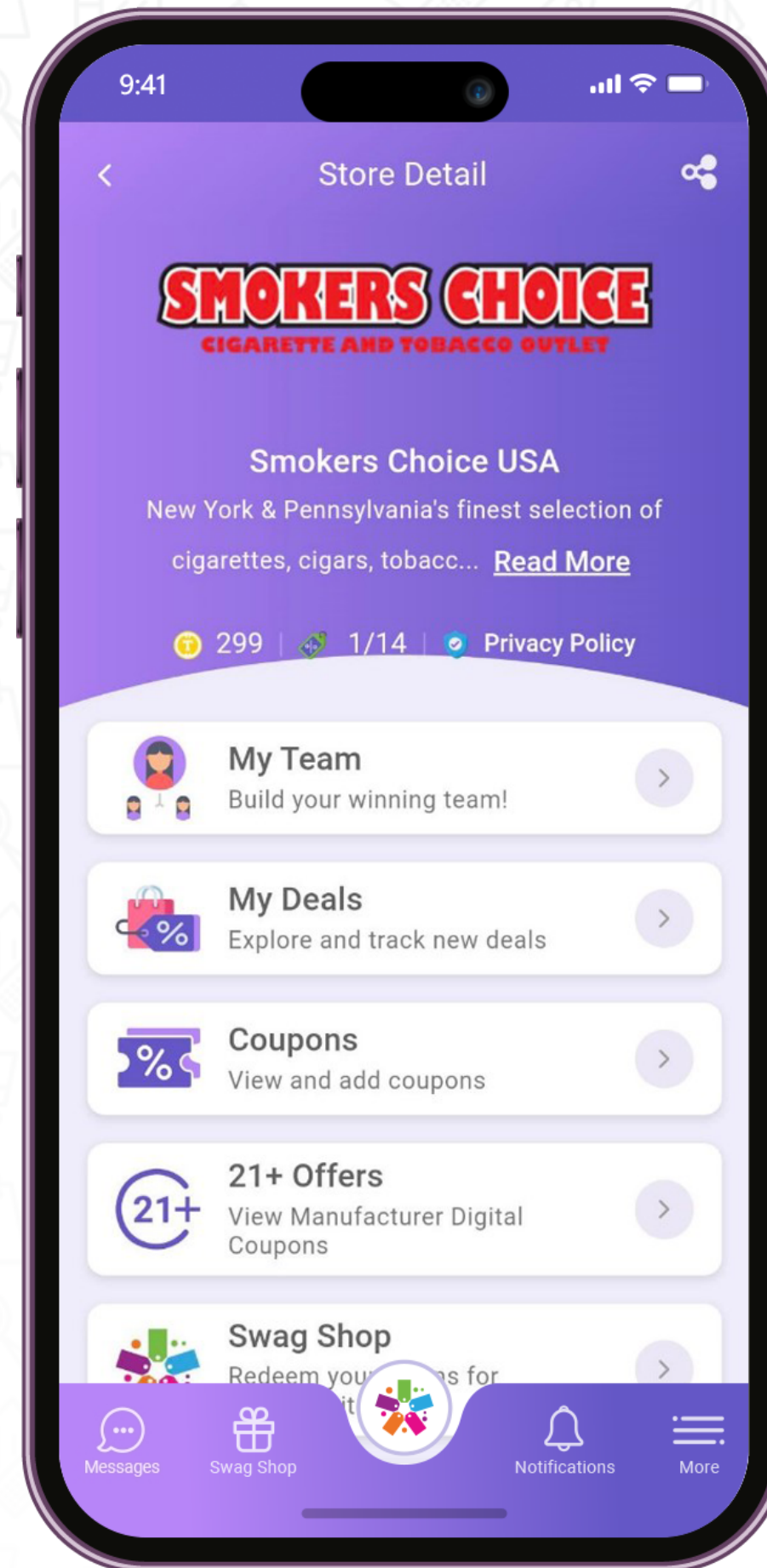
- To search for a manufacturer, press on the magnifying glass.
- Scroll through the list to view all the manufacturers available. Manufacturers will automatically be added to the customer's profile once the user has made at least one purchase with any of our participating manufacturer retailers.
- You will be able to see the tokens earned and the deals you are associated with.
- **Swag Shop:**
Manufacturers offer exclusive merchandise to redeem your earned tokens.



Referral Code

Referral Code

The referral code is a combination of characters (letters and/or numbers) that identifies Loyal-n-Save participants. Every person gets a personal referral code upon joining the program. Referral codes can be found in the stores that you are registered with.



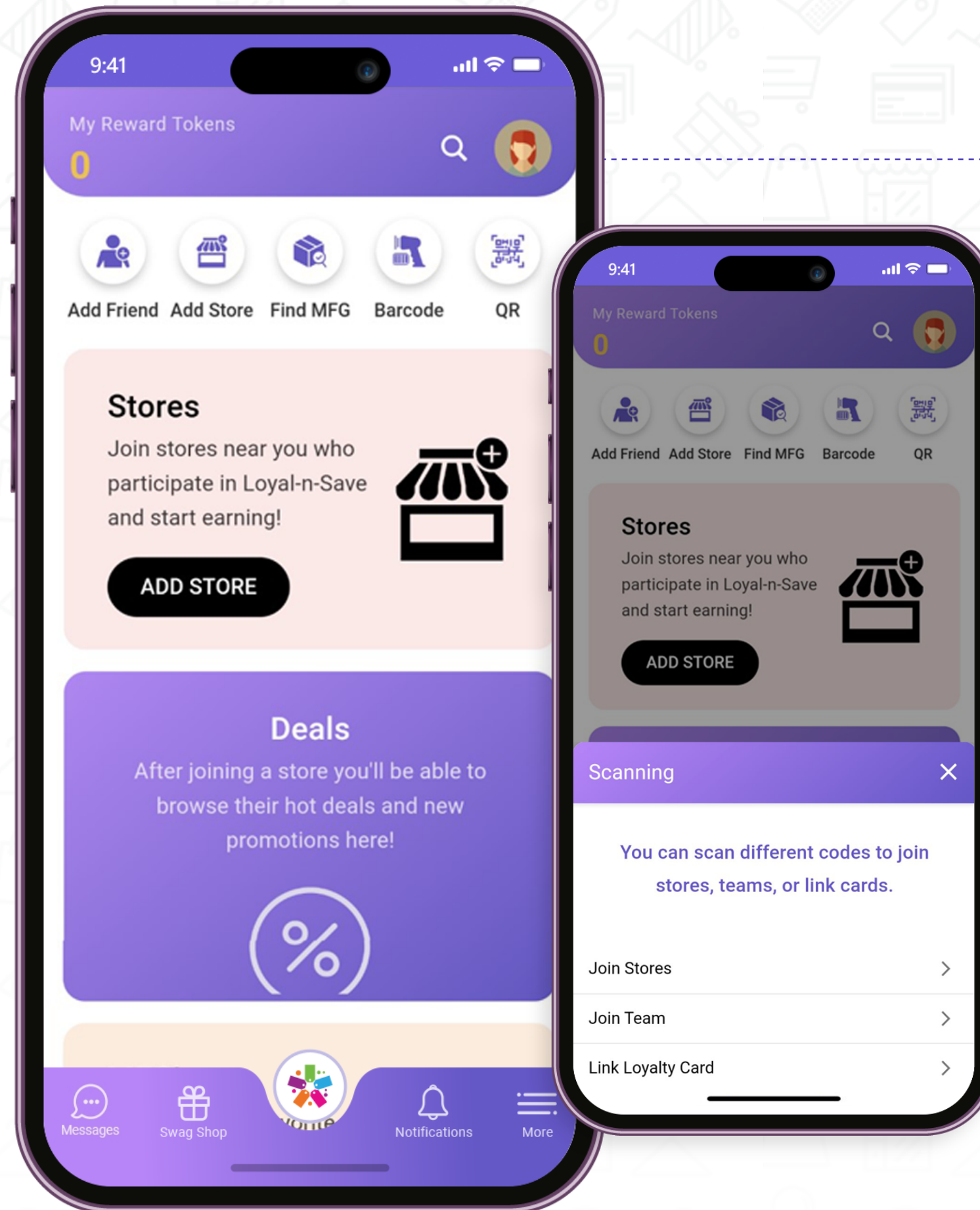
- Press the **“Share”** icon on the Store Detail screen.
- An automatic Loyal-n-Save invite will appear. Simply send the invite to a friend in a text message.
- The referral code will be posted at the end of the message invite.
- Once your friend signs up, your friend will start earning tokens of their own; you will also earn tokens.
- **Sample text message:**
“Hey
Download LoyalNSave App From below url
<https://fastraxpos.page.link/downloadlns> and
use below referral code ****.”



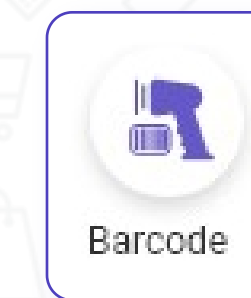
Referral Code

Barcode

Using this feature, you can scan a QR code to scan codes to join stores and teams or to link Loyal-n-Save cards to your account.



Press the **“Barcode”** button from the home screen.



From here you will have 3 options:

~ Join Stores

~ Join Team

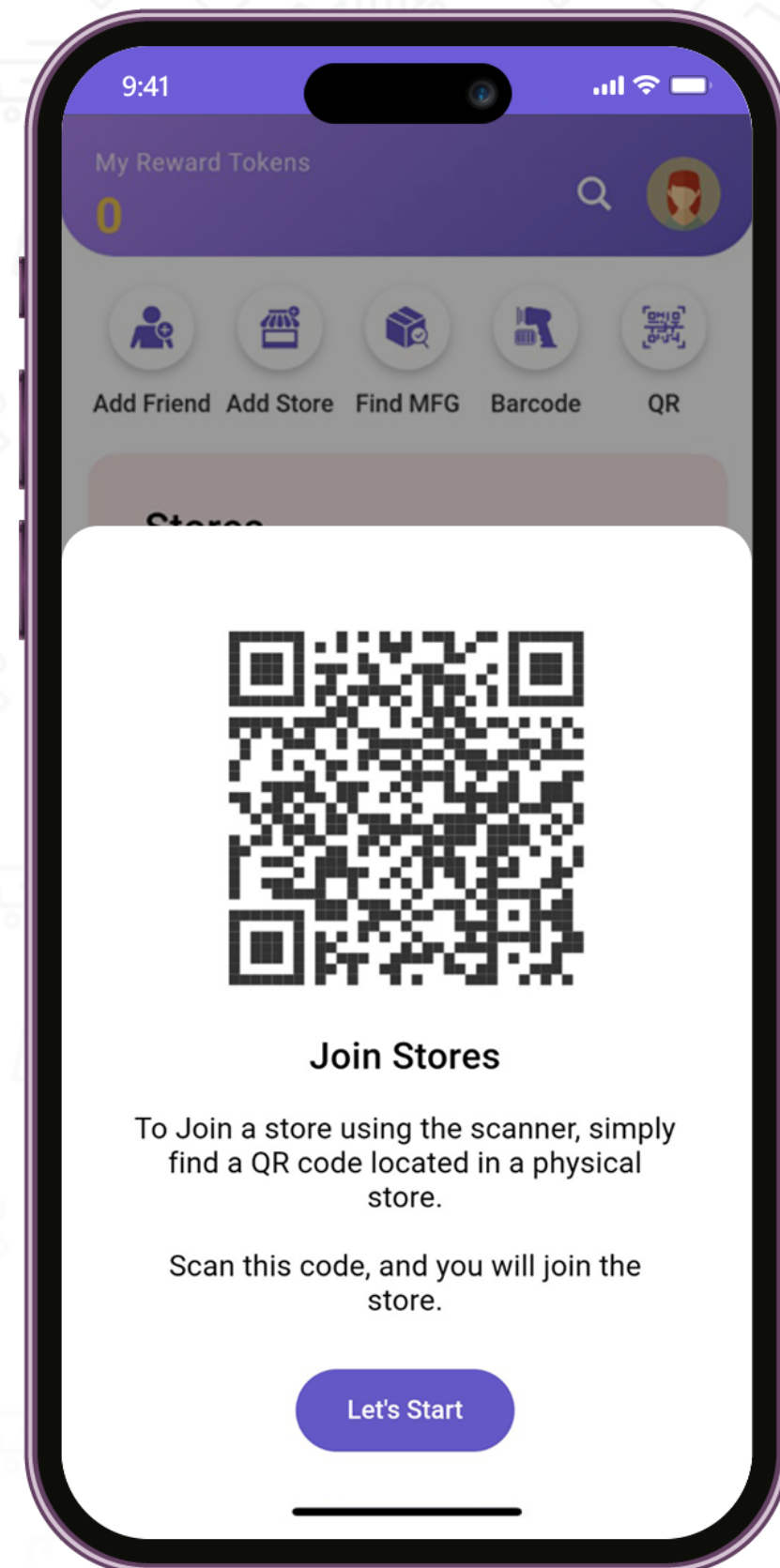
~ Link Loyalty Card



Referral Code

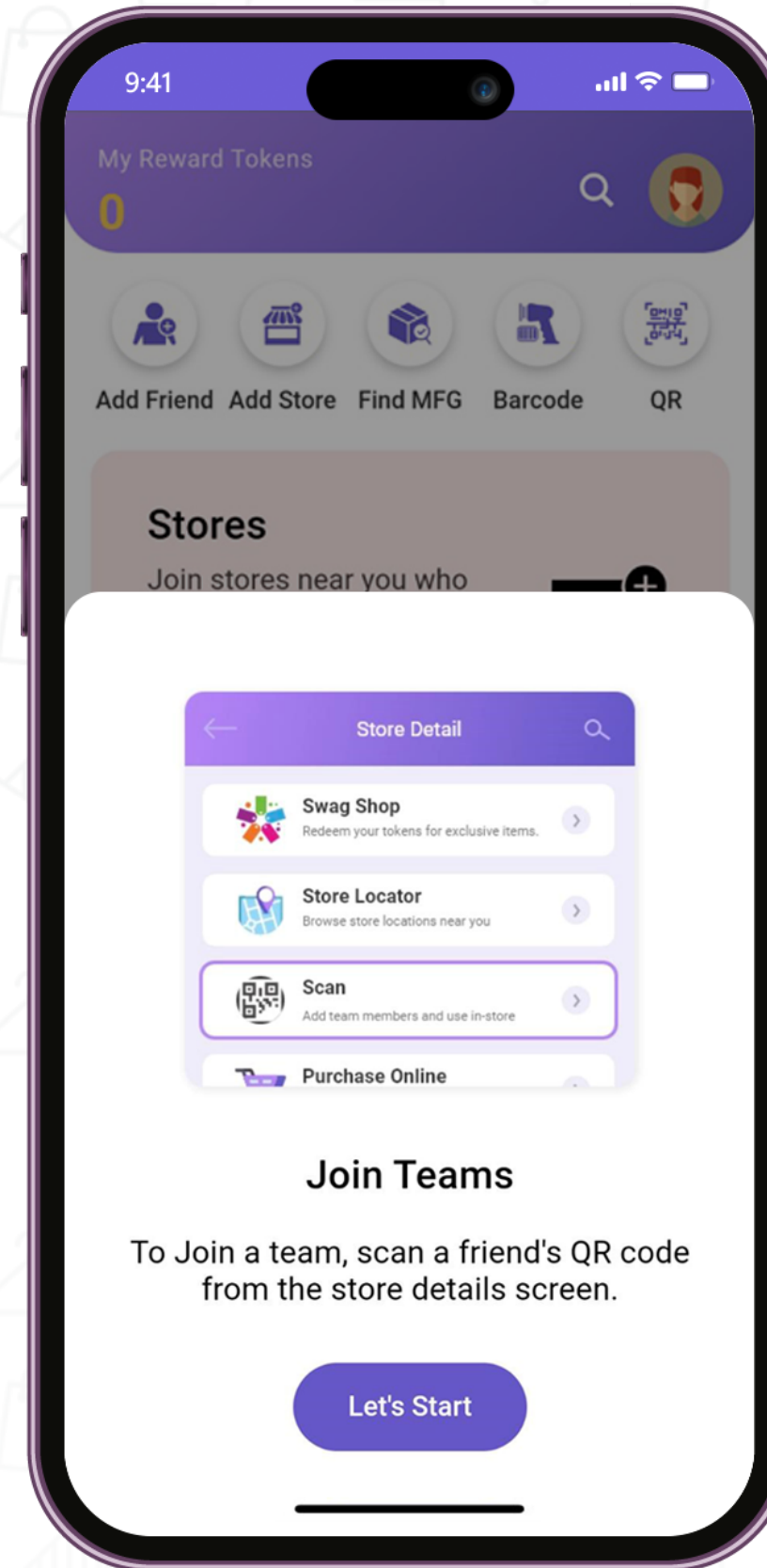
Join Stores

If you are in a physical store, simply find and scan the QR code. The store will now appear on your list of stores, and you will have access to deals and the Swag Shop. Or you can scan your friends' QR code to see/add stores to your list.



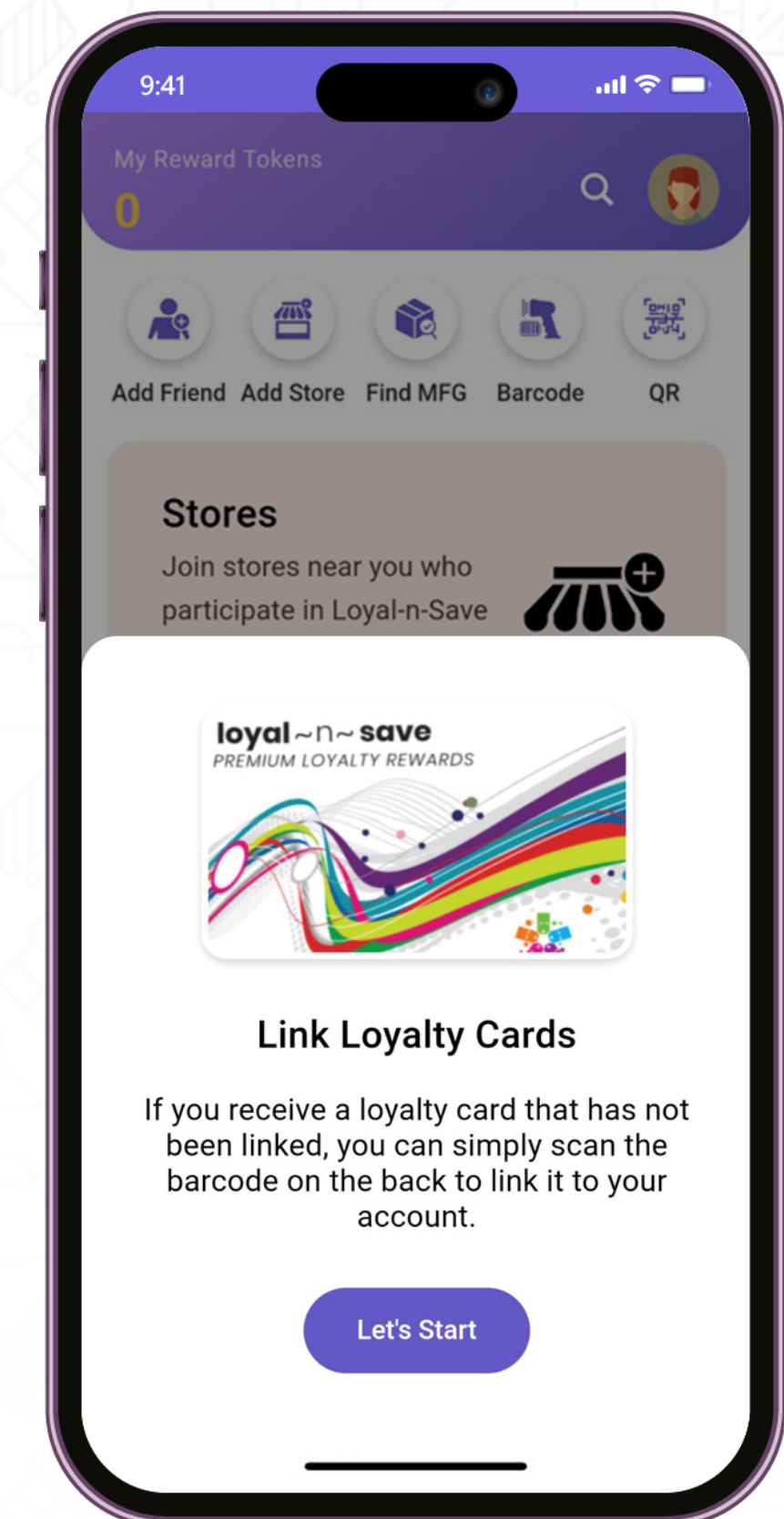
Join Teams

Scan your friend's barcode to join their team! To join a team, scan a friend's QR code from the store detail screen.



Link Loyalty Card

If you received a loyalty card that has not been linked to your account, from here you can add cards to your Loyal-n-Save account. Just scan the barcode on the back of your card to link it to your account. Multiple cards can be added. Loyalty cards are distributed to customers in-store during signup. See a store associate for additional cards.



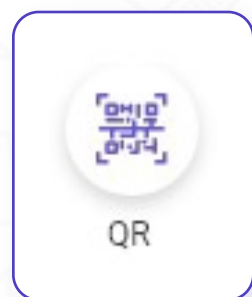


Referral Code

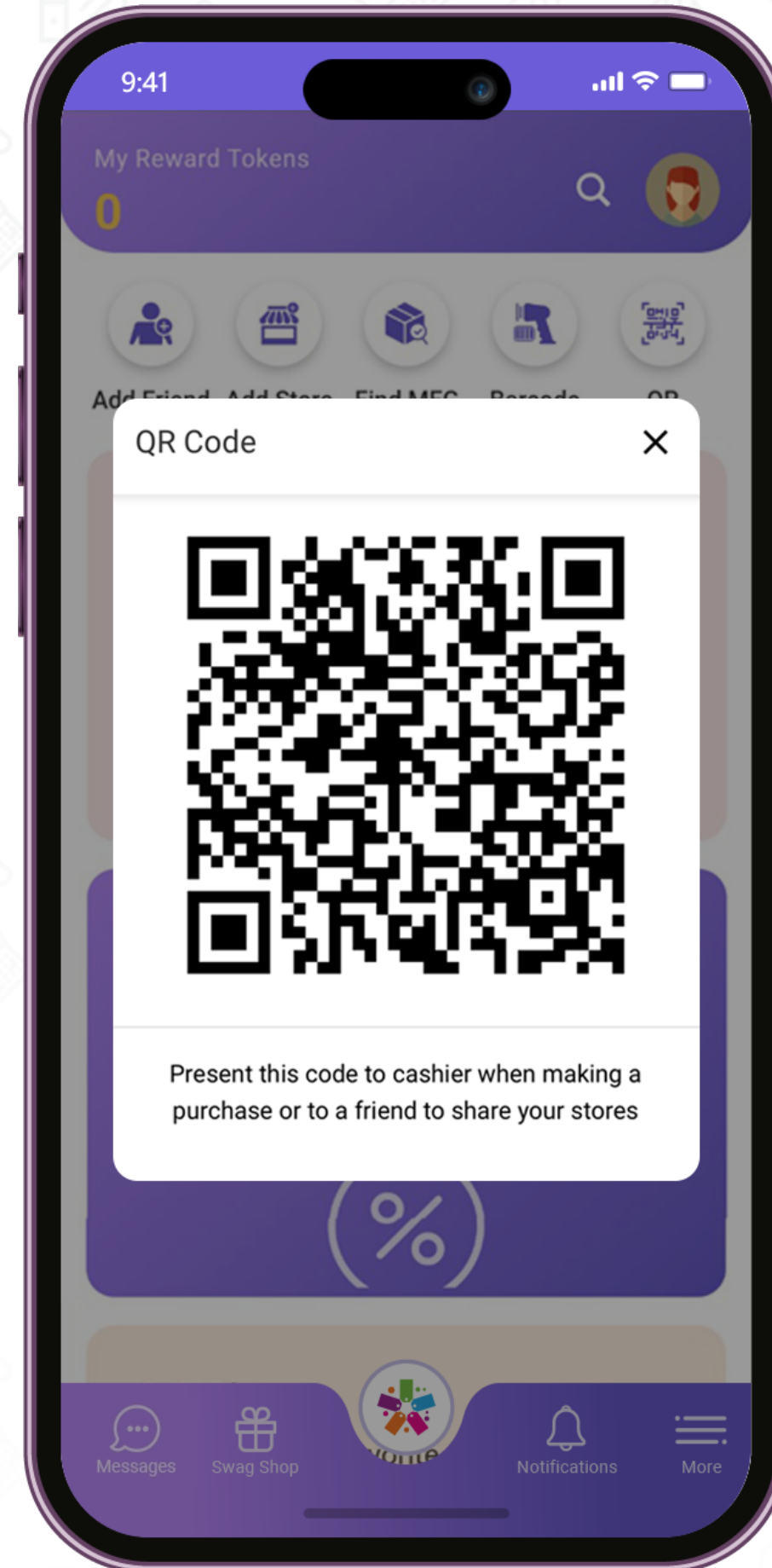
QR Code

QR codes are linked to your Loyal-n-Save account. You can earn tokens and share your stores with your friends.

- Press the QR button from the home screen.



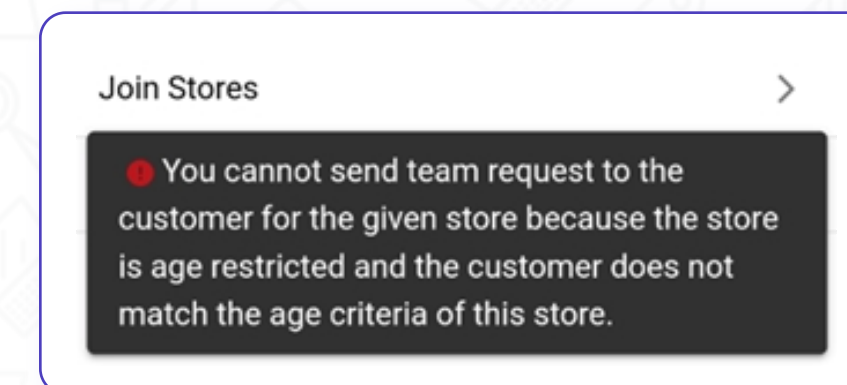
- Present your QR Code to the cashier when making a purchase.



- Have a friend scan your QR code to share stores that you are registered to.
~ Have your friend press the “Barcode” button from the home screen to scan your code.



- ****NOTE**** You cannot share your stores if your friend does not match the age restriction requirements for that store. You will see the following error if you do:



- If your friend does not match the age restriction, please have them get their age verified in-store. Then have them rescan your QR code. Now both of you will earn tokens!

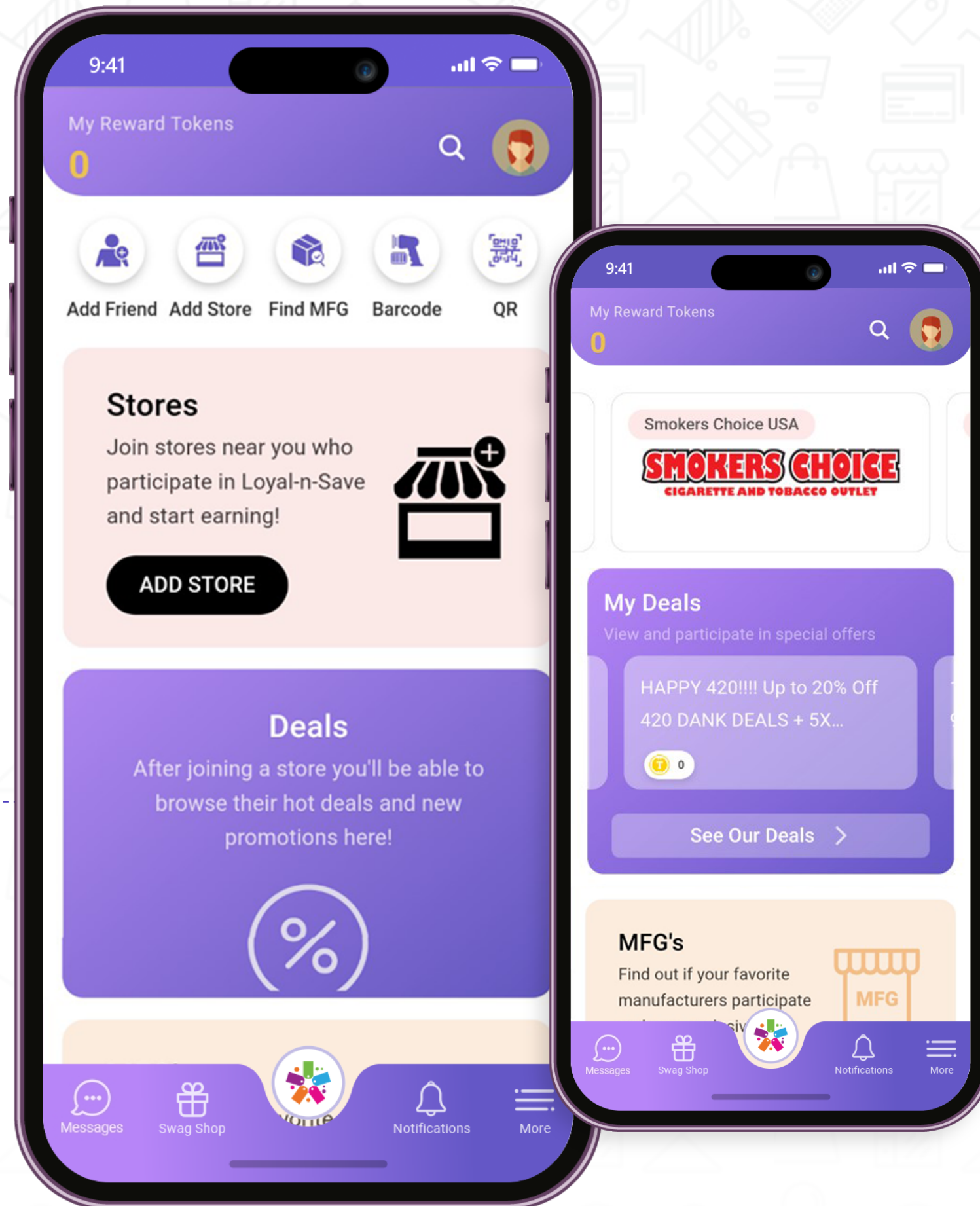


Referral Code

Deals

Current deals from your stores that you are registered with.

On the home screen, you will see the **“Deals”** panel.



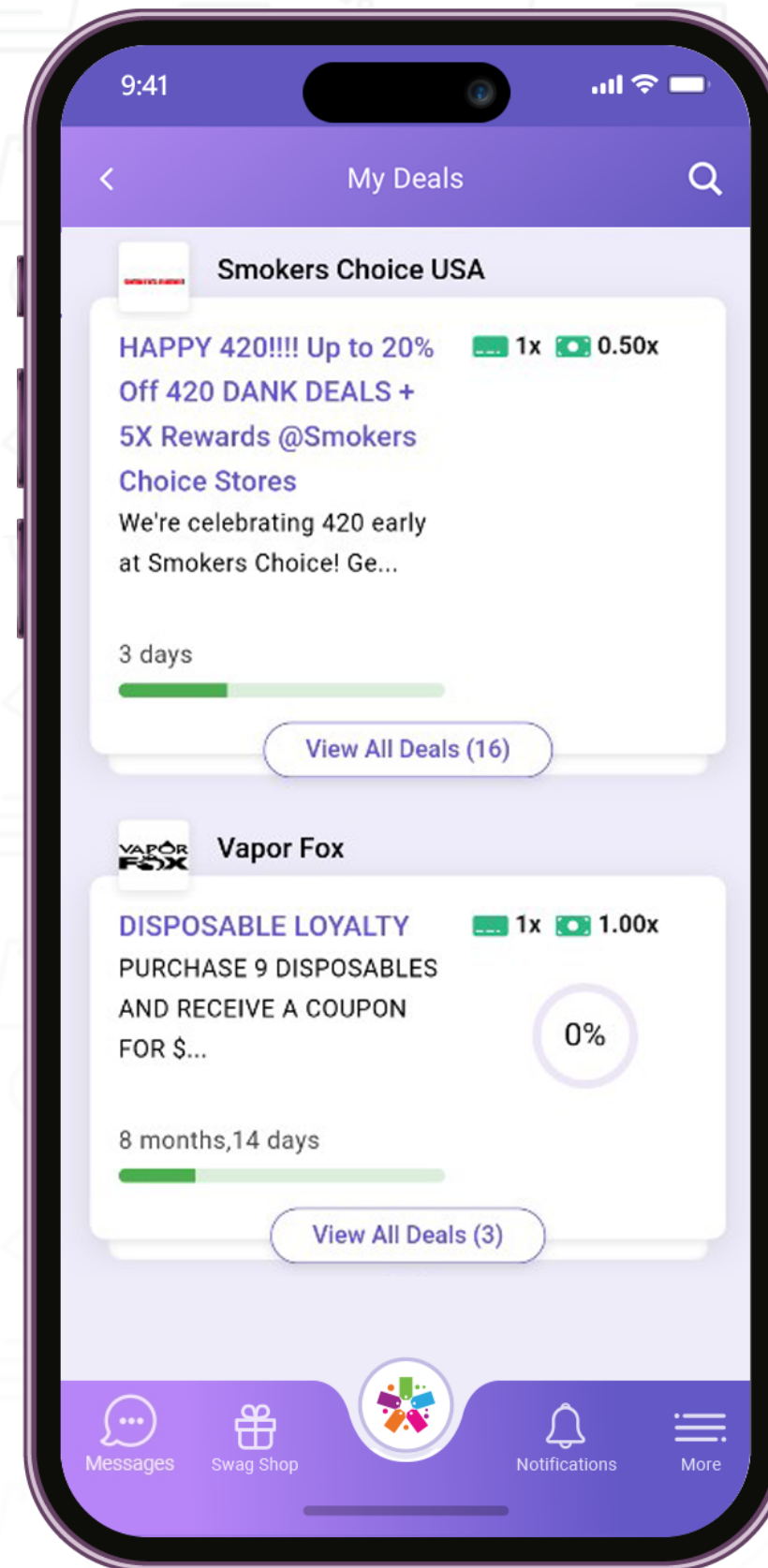
- After joining a store, you will be able to see deals and coupons from your store.
- Swipe to the left or right to scroll through available deals.
- Press **“See Our Deals”** to see a list of stores that you are registered with.



Referral Code

Deals

- Select “View All Deals” to see all the deals available for that store.



- Press on the deal you wish to see additional details for.

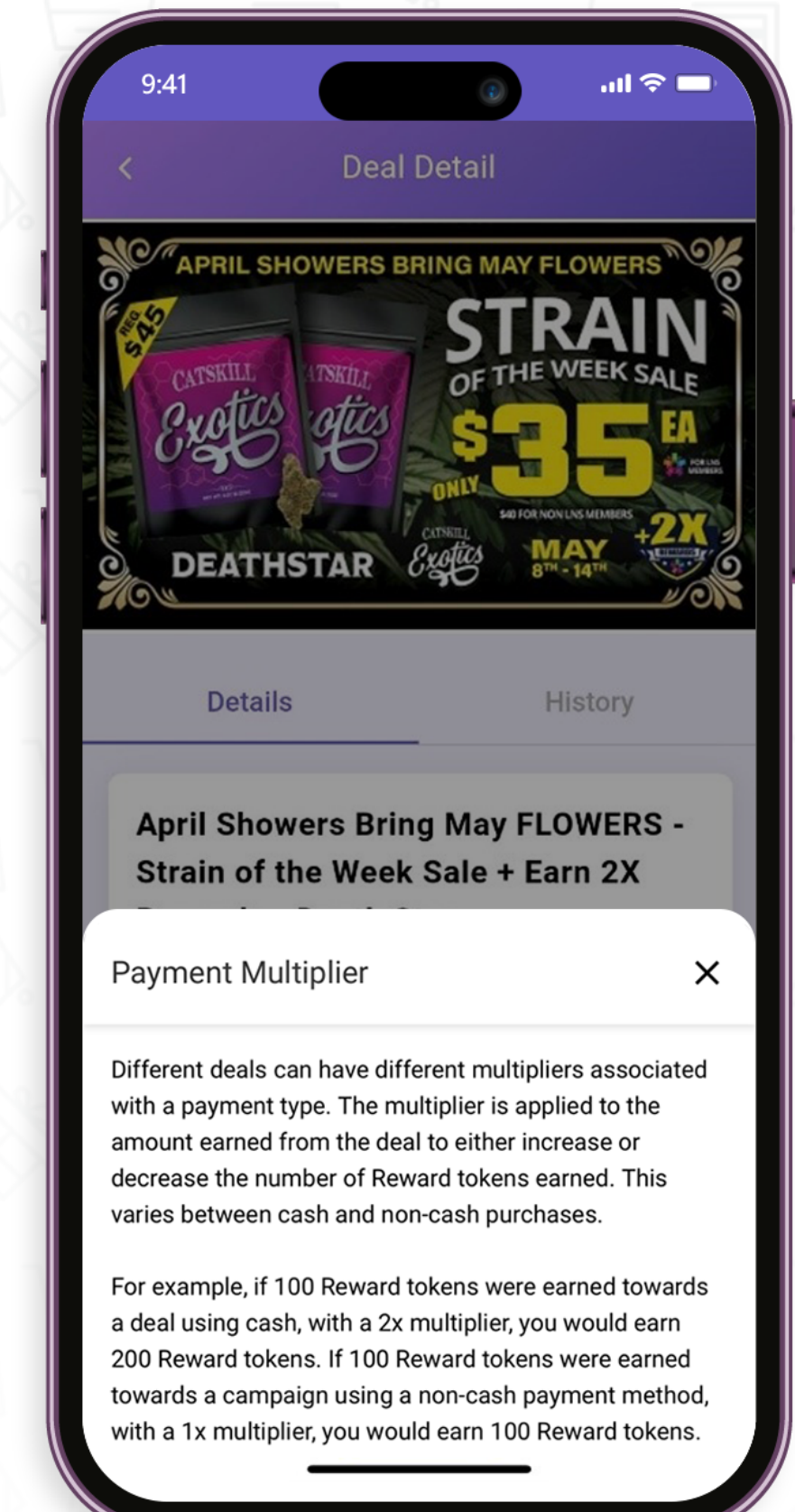
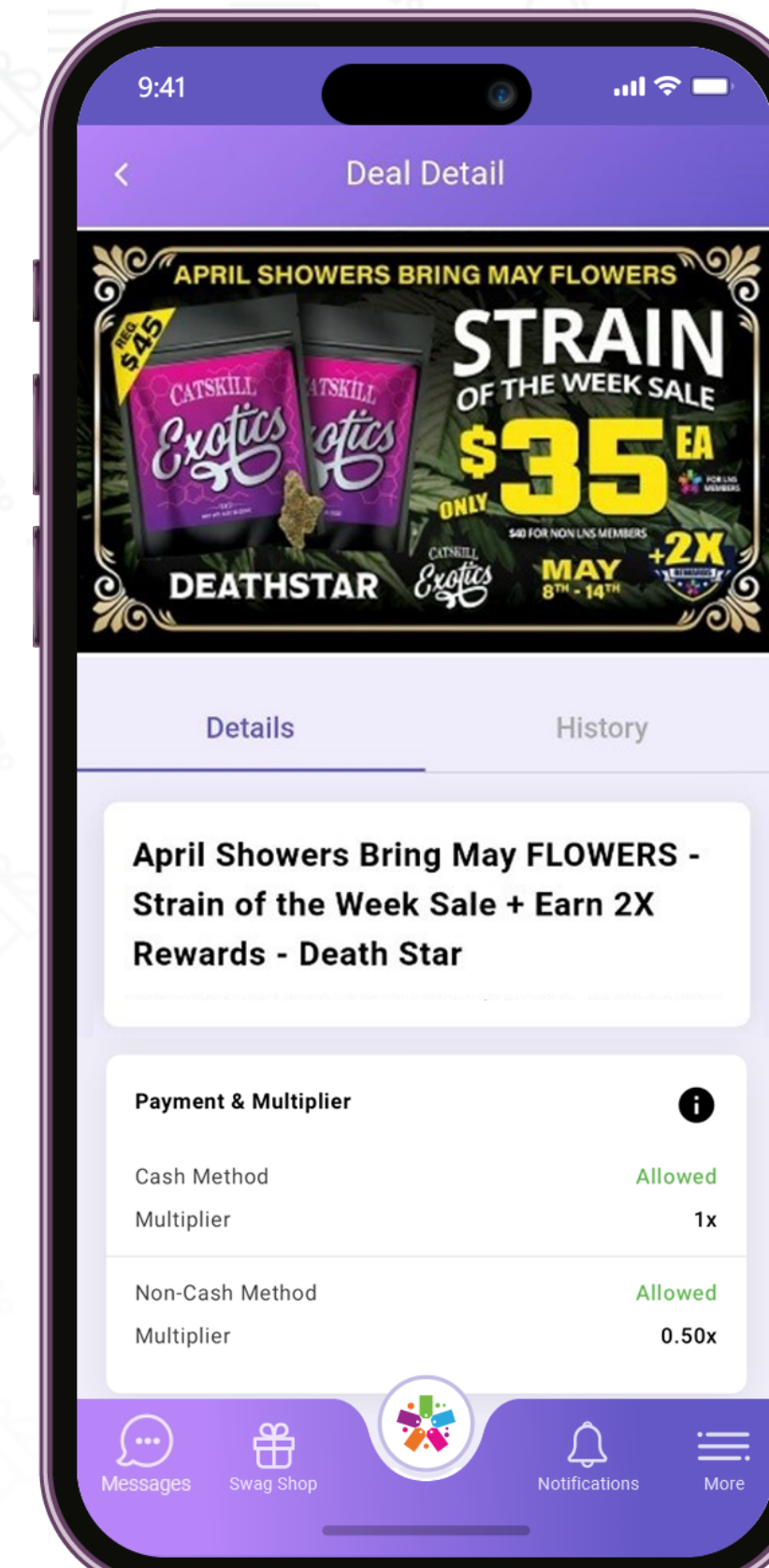
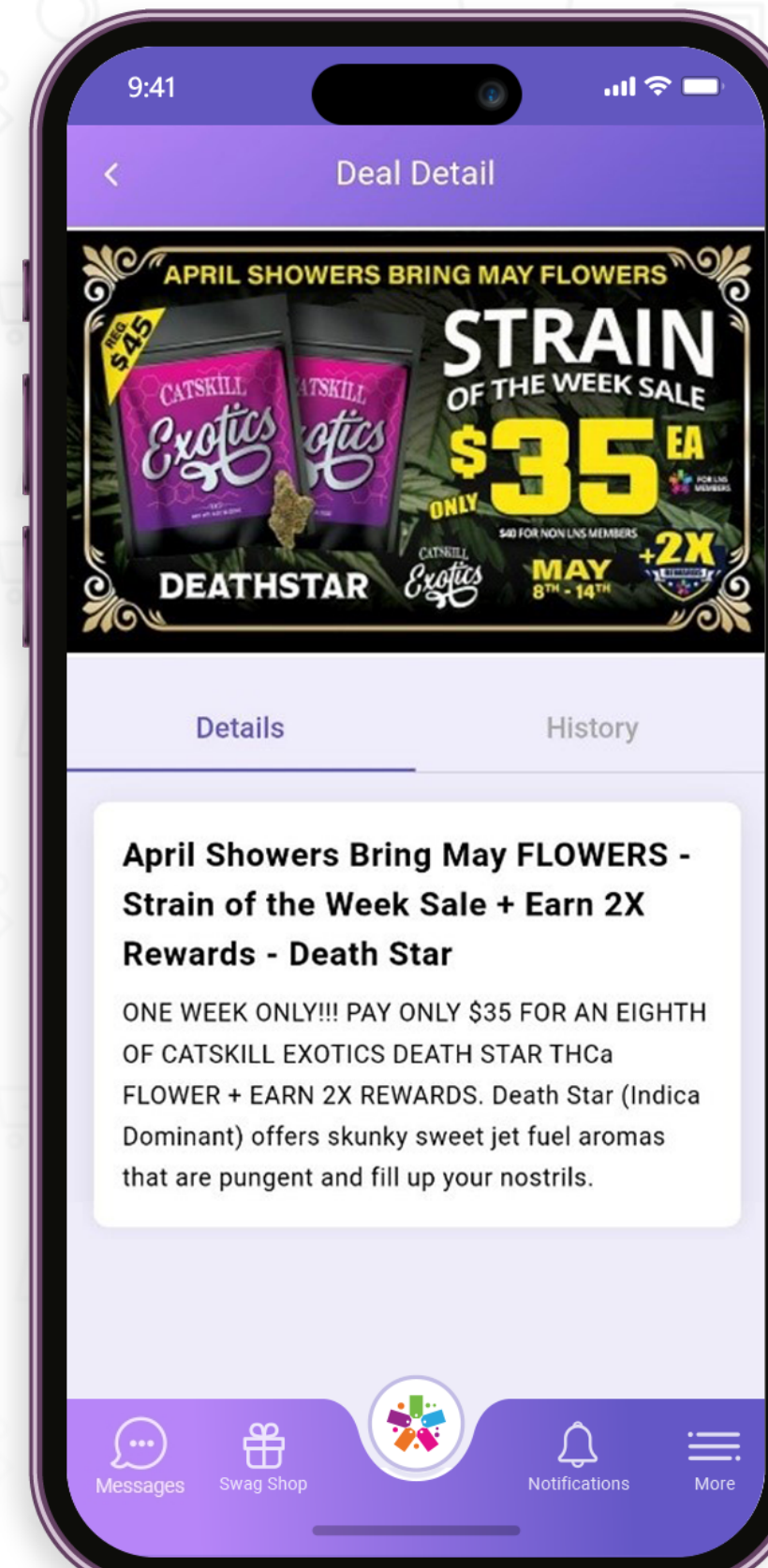
~ On the “Deal Detail” screen, you will see a description of the deal, dates and time remaining, and payment and multiplier (cash and non-cash incentive).



Cash



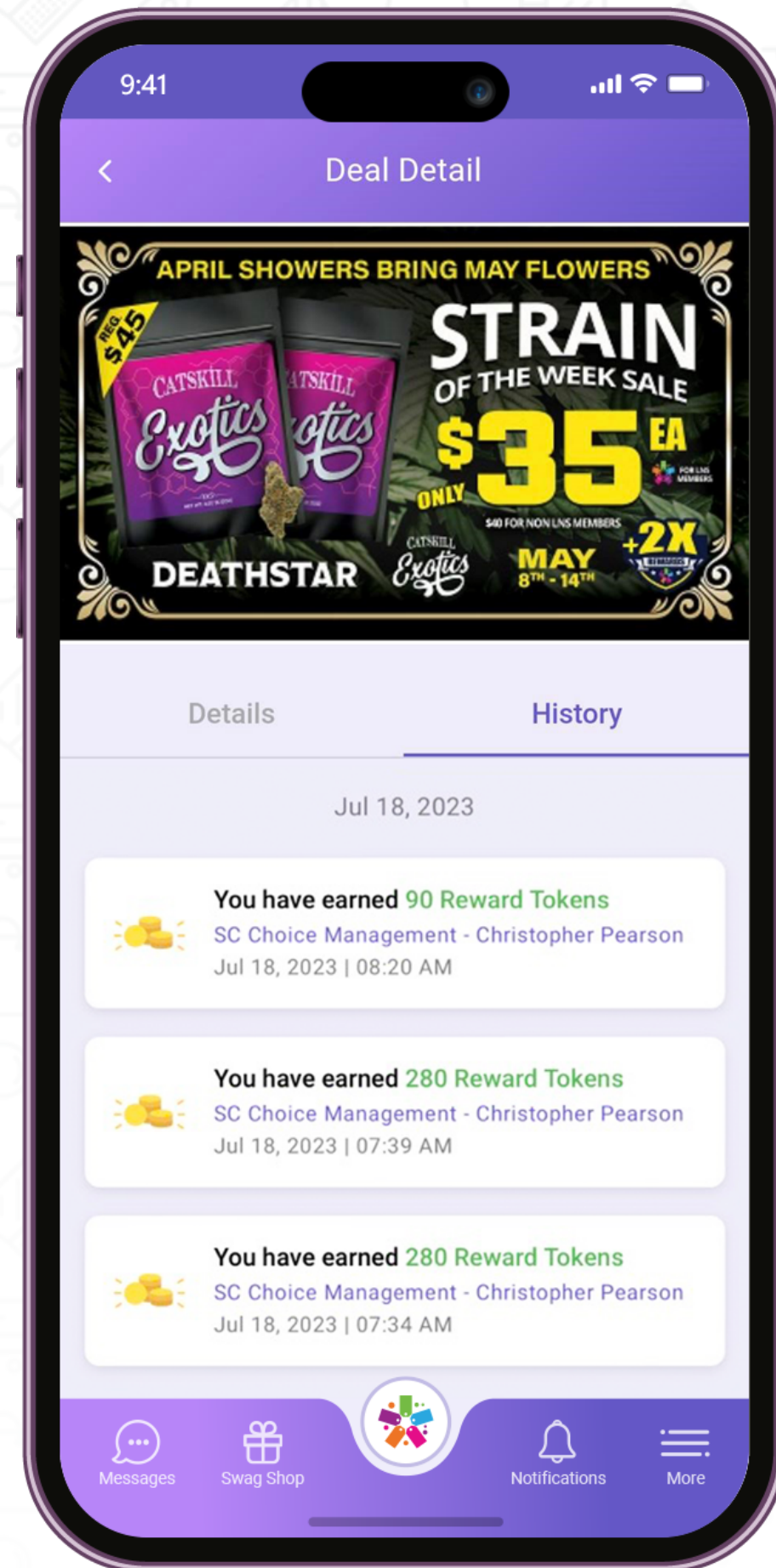
Non-Cash





Referral Code

Deals



The “**History**” tab will display a history of:

- ~ Tokens earned for that campaign (deal) from purchases you have made.
- ~ The retail store where the sale was purchased.
- ~ Date and time of the sale.



Leaderboard

Leaderboard

On the home screen, you will see a leaderboard.

The leaderboard will display the “Top 100” list of customers according to their tokens across all stores.

Press the “**Leaderboard**” button. The top three ranked users will have a crown on their avatar.



You can send friend requests by tapping on any of the users. If they are already a friend, then you will be redirected to their profile.

You will be able to see your profile picture, name, tokens, and rank at the top of the list.



Messages

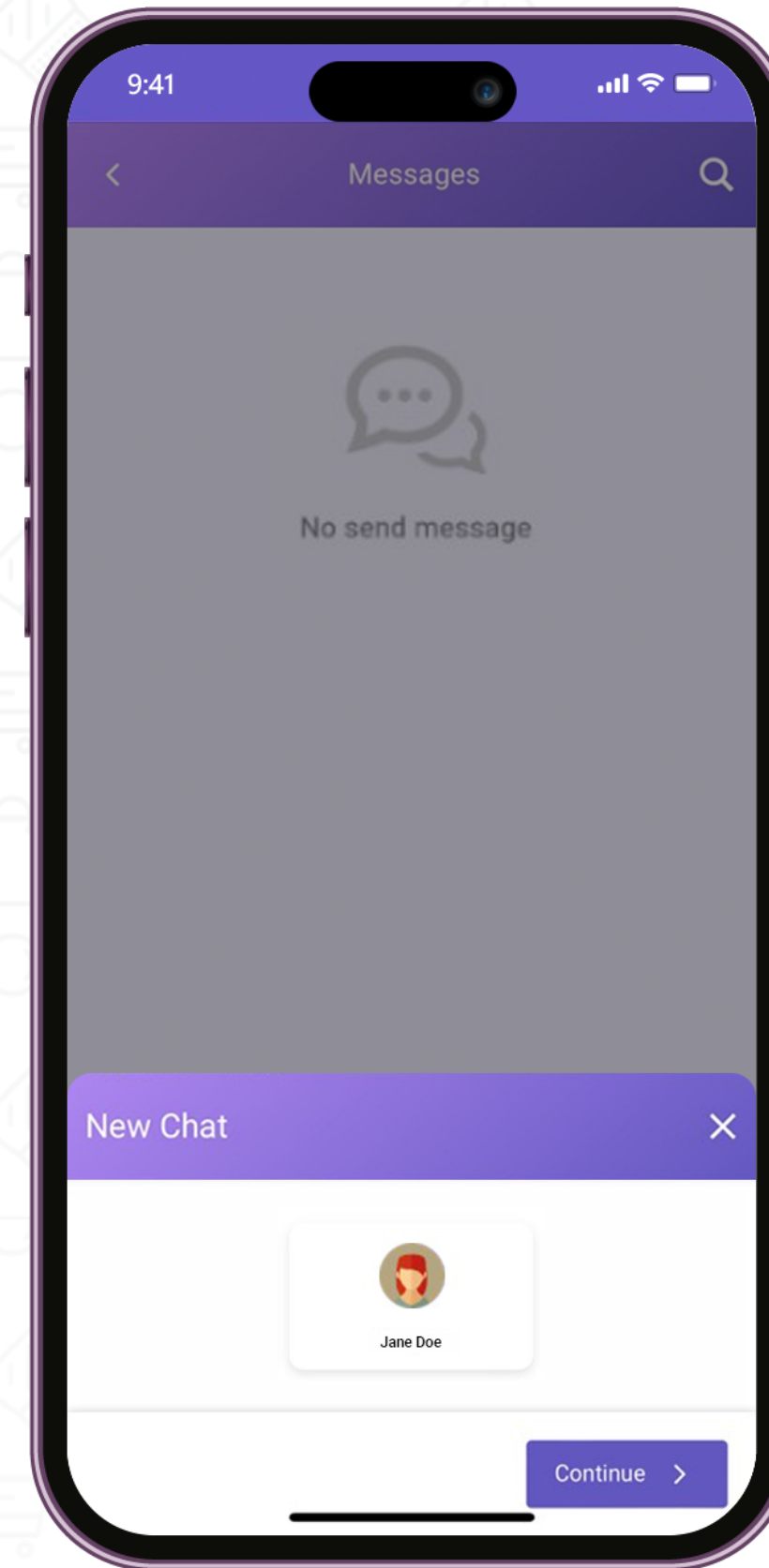
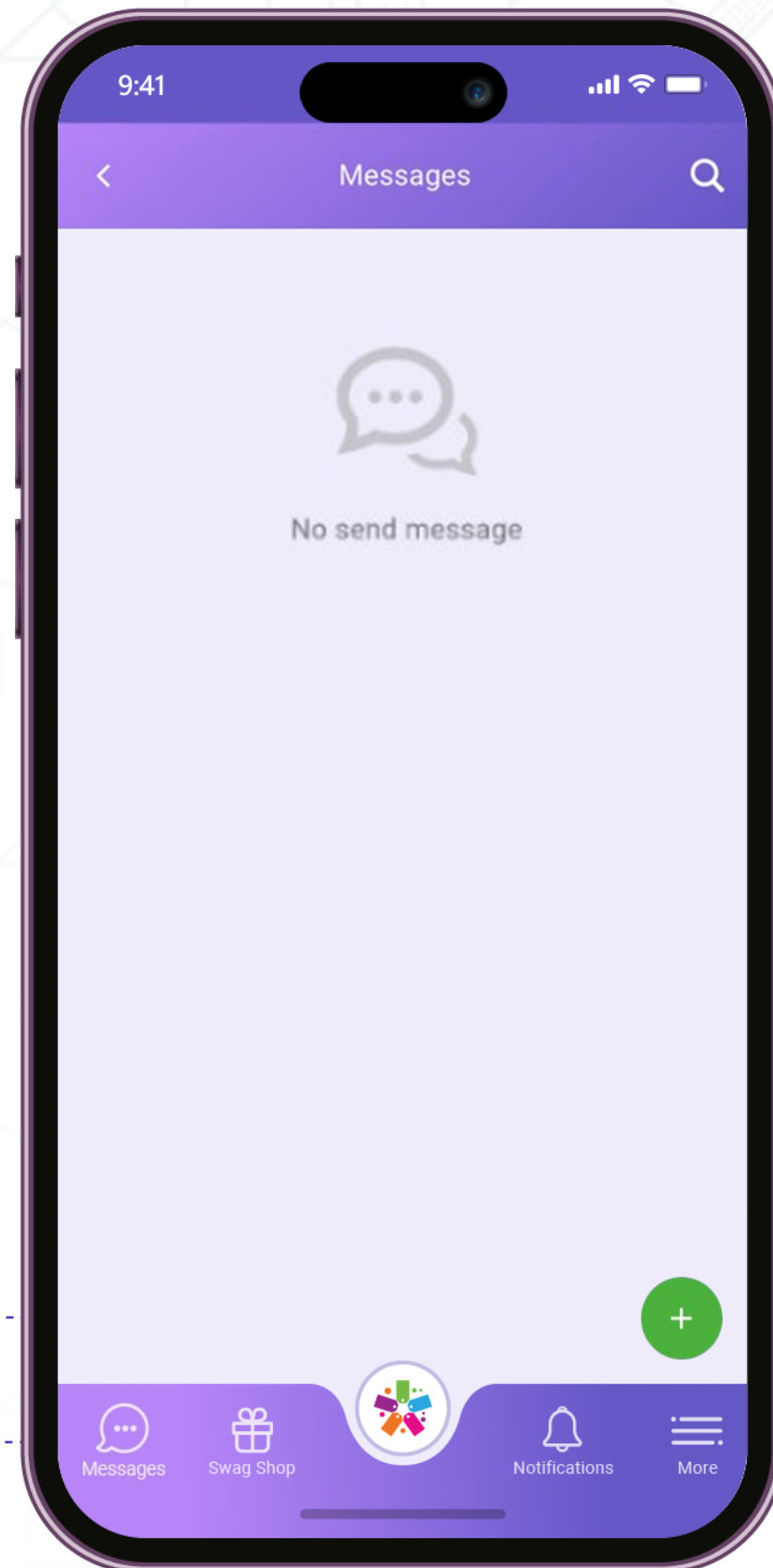
Messages

This feature gives you the ability to chat with a friend from your friends list.

From the lower left side of the home screen, press the message button.

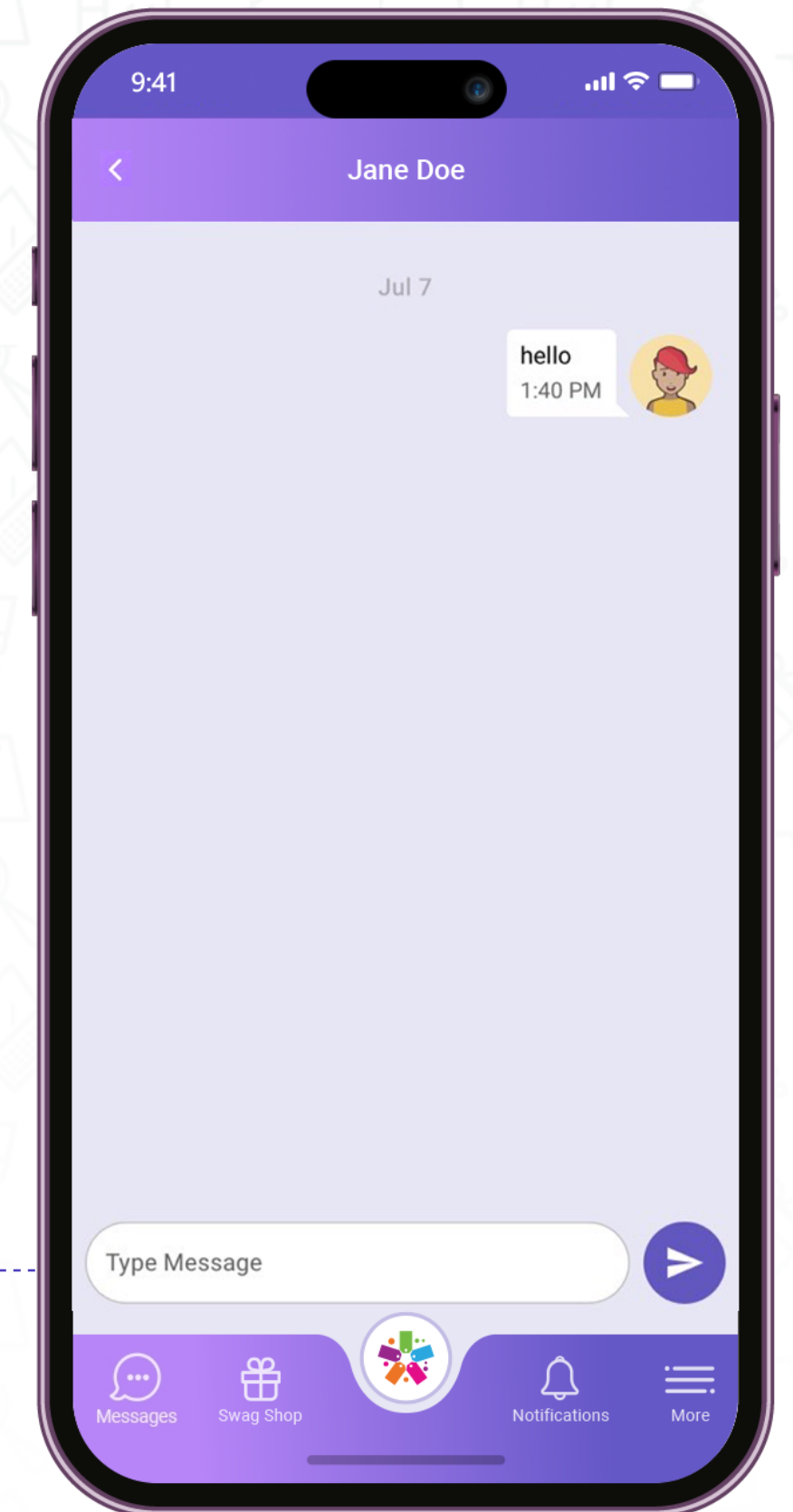


To send a message, tap on the + sign



Select your friend from the list and click **"Continue."**

Type your message and send it to begin chatting.



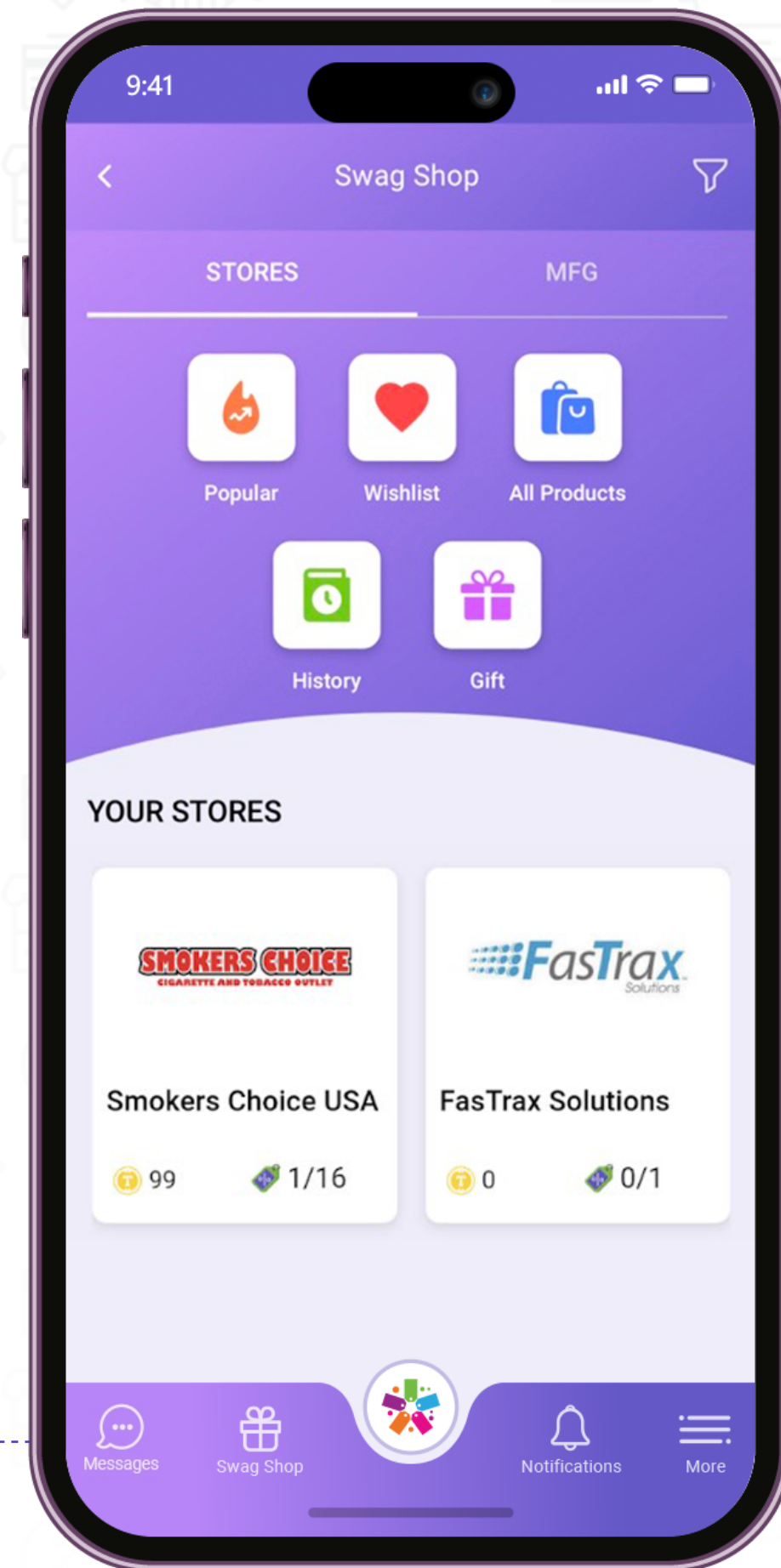
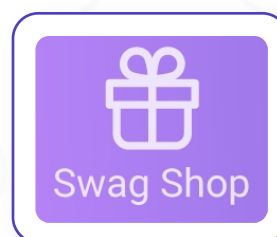


Swag Shop

Swag Shop

Tokens can only be redeemed in the Swag Shop of the Retailer with whom they were earned.

From the home screen, press the "Swag Shop" button.



• Press the "Stores" or "MFG" tab.

• You can click on a registered store or choose from the following options:

~ Popular Products

~ Wish List

~ All Products

~ Purchase

~ History

~ Gift

• Selecting or tapping on any of the above options will take you to that specific screen.

• You will be given the option to sort / filter out the products by:

~ Token – Low to High, High to Low

~ Categories

~ Popularity – Reviews

~ Tags

~ Newest and Oldest Dates

~ **Wish List** – Only show items on your wish list.

~ By Stores

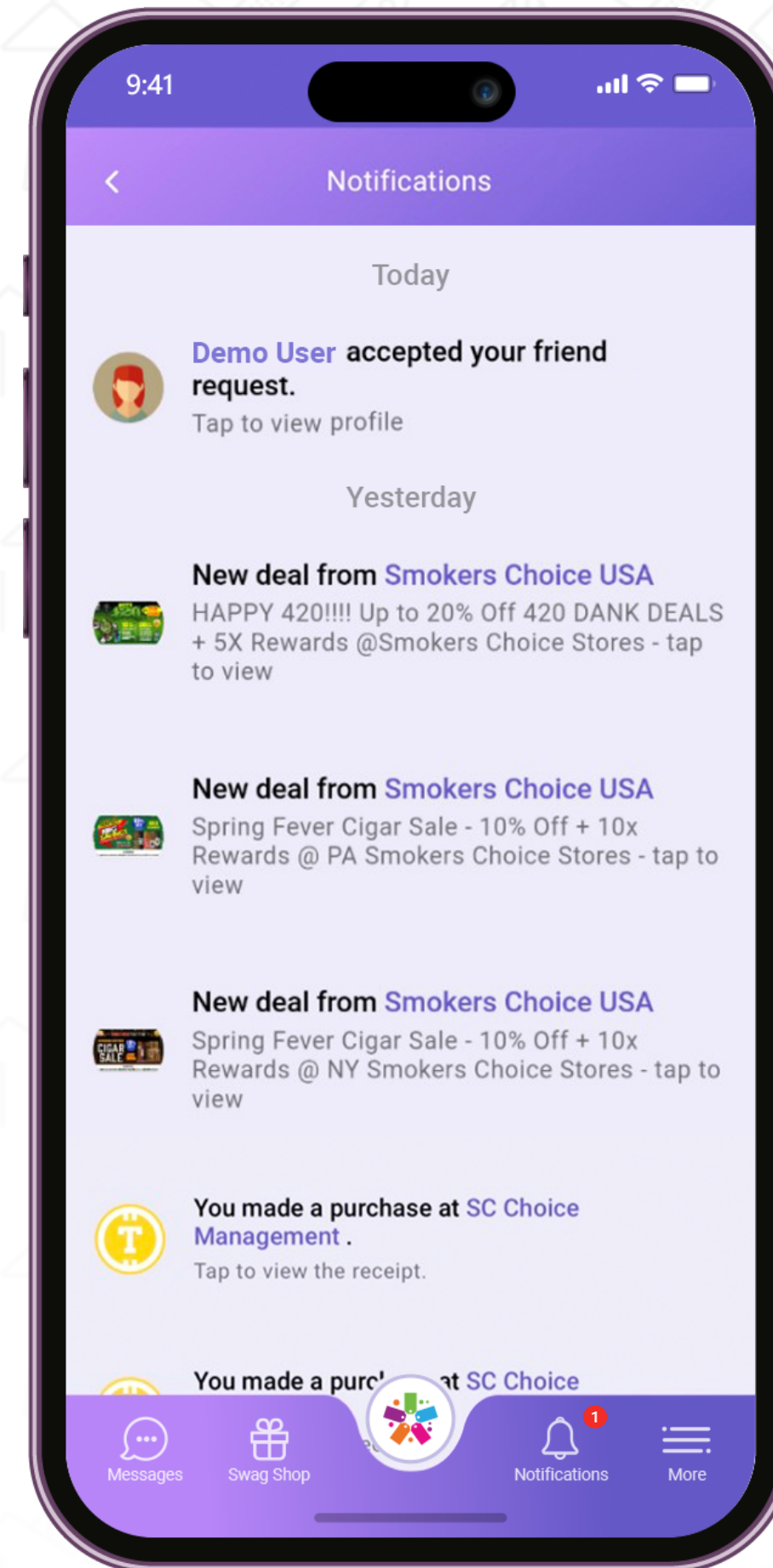
~ Filter by Reward Token Value.



Notifications

Notifications

Notifications are alerts that are sent from the app to inform you of recent purchases, friend messages and requests, deals, etc.





More

More

Additional App features

Feedback:

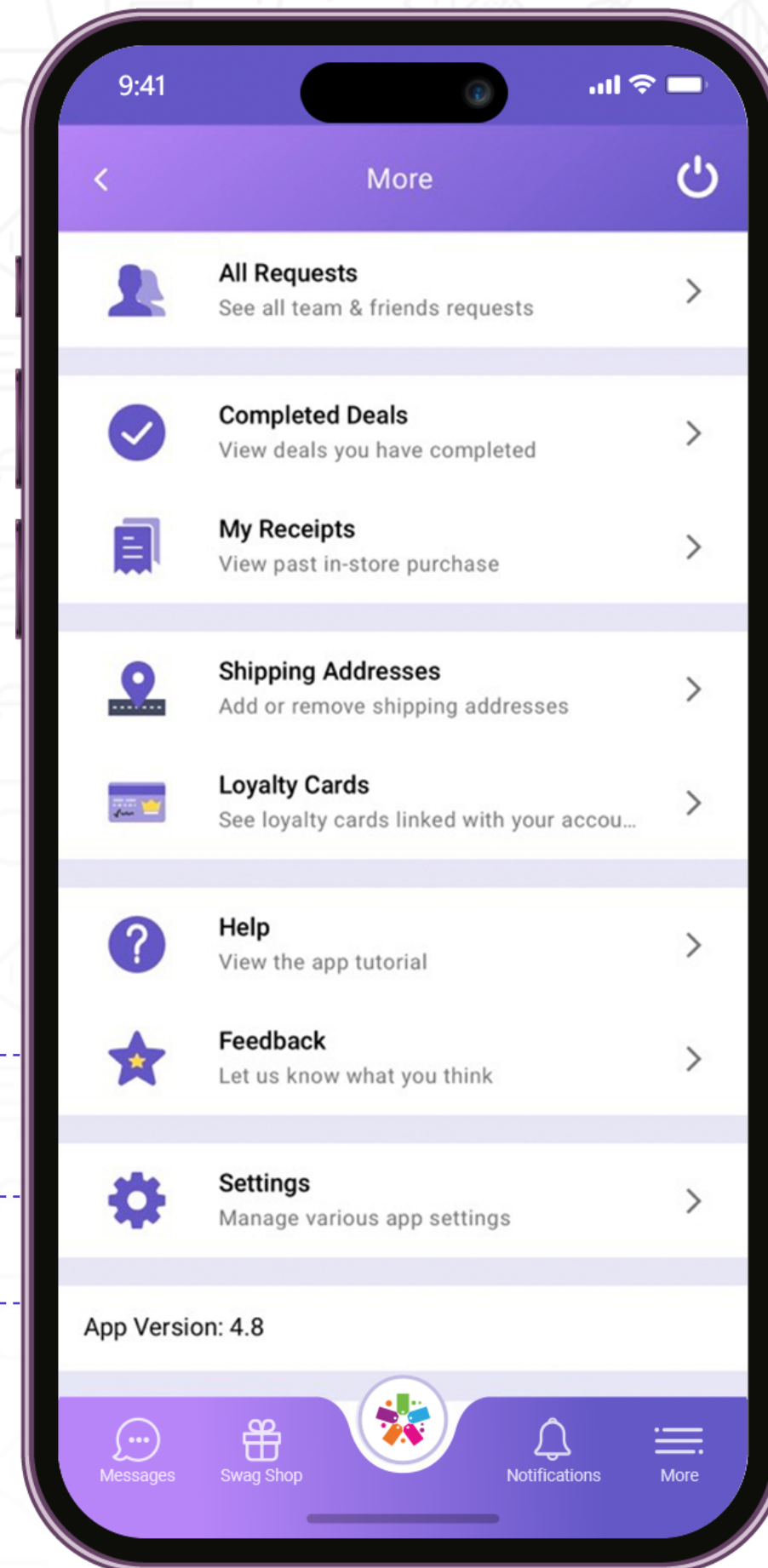
Customer feedback form.

Settings:

Manage various app settings (see below).

App Version:

Displays the version of the app.



Log Off:

Press on the power button to log off the app.

All Requests:

Displays team and friend requests.

Completed Deals:

View deals you have completed.

My Receipts:

View digital receipts from purchases and lottery purchases.

Have a winning ticket? You can flag a receipt as a winner.

Shipping Addresses:

Add or edit shipping addresses. You can add multiple addresses.

Loyalty Cards:

Loyalty cards are distributed to customers in-store during signup. From here, you can see all the loyalty cards linked to your account.

Help:

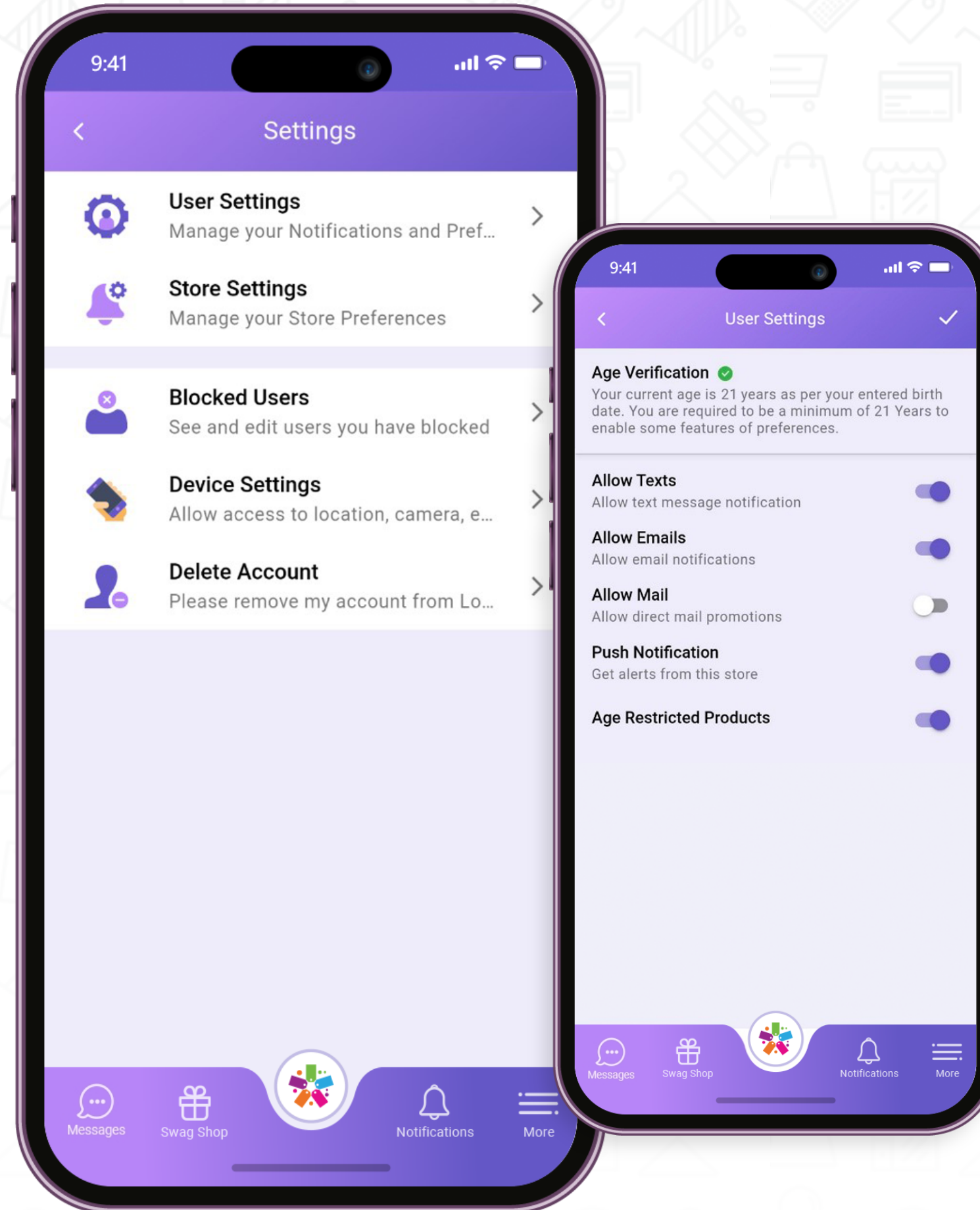
Displays a brief tutorial of the app features.



More

More

Settings



User Settings – Enable Preferences:

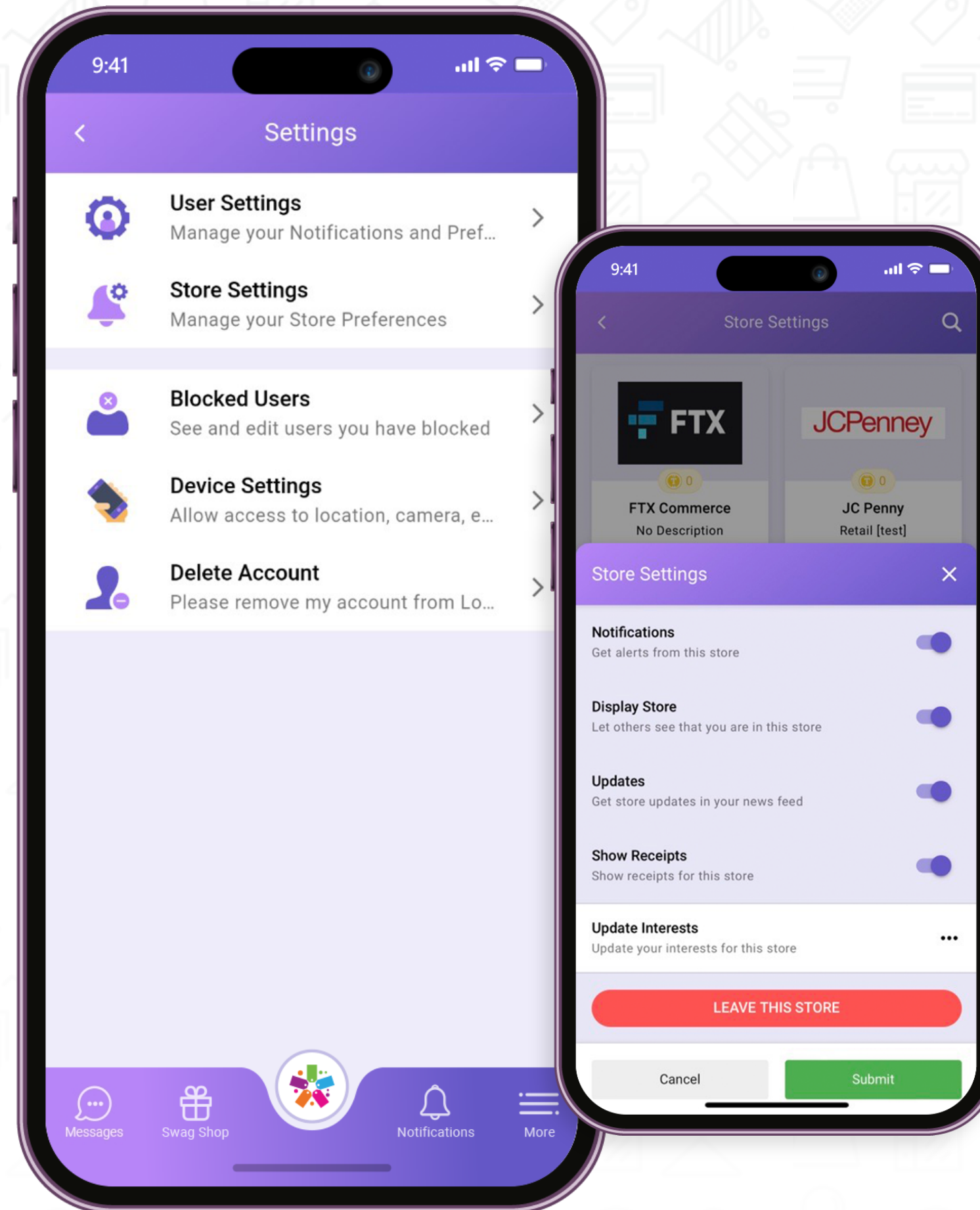
- **Allow Texts:** Allow text message notifications
- **Allow Emails:** Allow email notifications
- **Allow Mail:** Allow direct mail promotions
- **Push Notifications:** Get alerts from stores.
- **Age Restricted Products:** Age-restricted products.



More

More

Settings



Store Settings – Modify Store Settings:

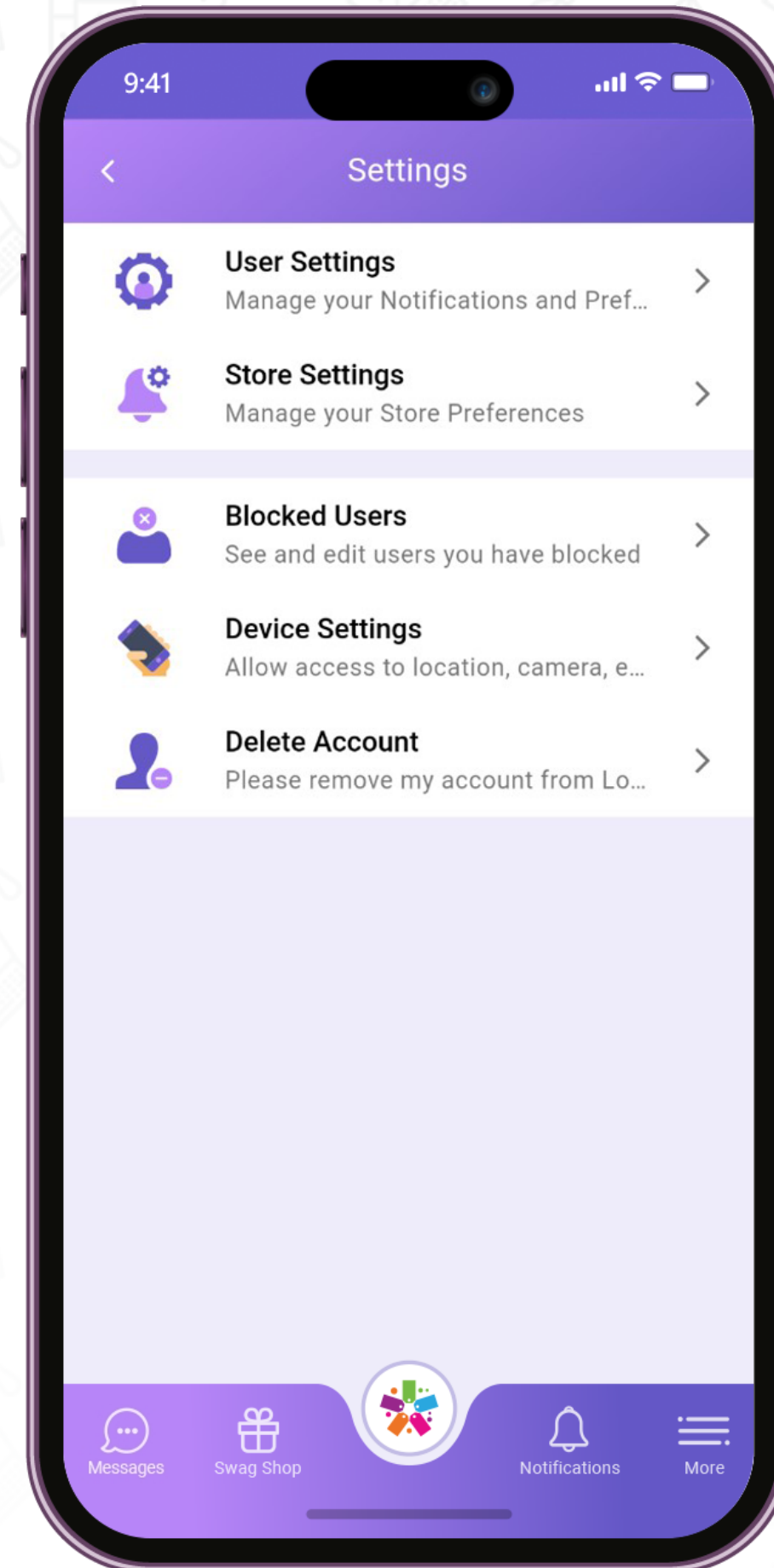
- **Notifications:** Get alerts from this store.
- **Display Store:** Let others see that you are in this store.
- **Updates:** Get store updates in your news feed.
- **Show Receipts:** Show receipts for this store
- **Update Interests:** Update your interests for this store.
- **Leave This Store:** Removes the store from your list.



More

More

Settings



• **Blocked Users:** See users you have blocked.

• **Device Settings:** Adjust device permissions.

• **Delete Account:** Select your Loyal-n-Save account.