



**Reserve
Your
Reward**

Never out of stock

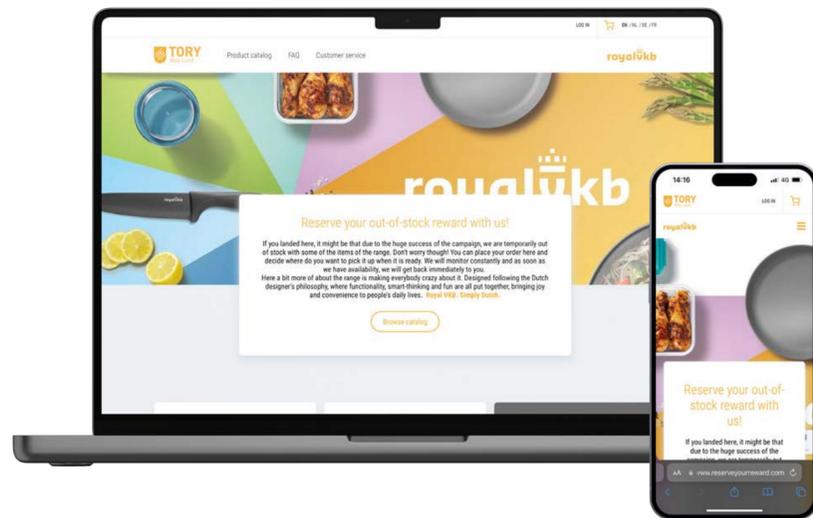
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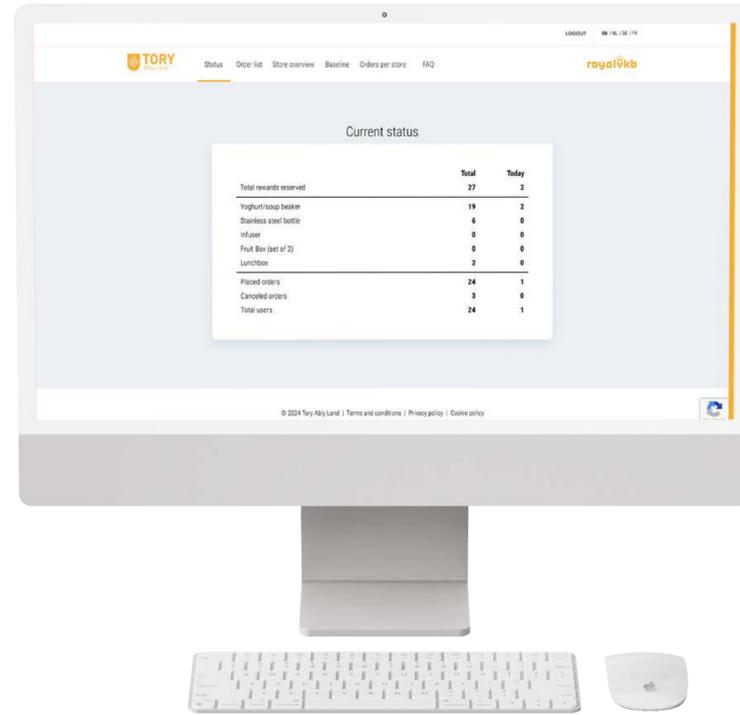


Introduction to Reserve Your Reward

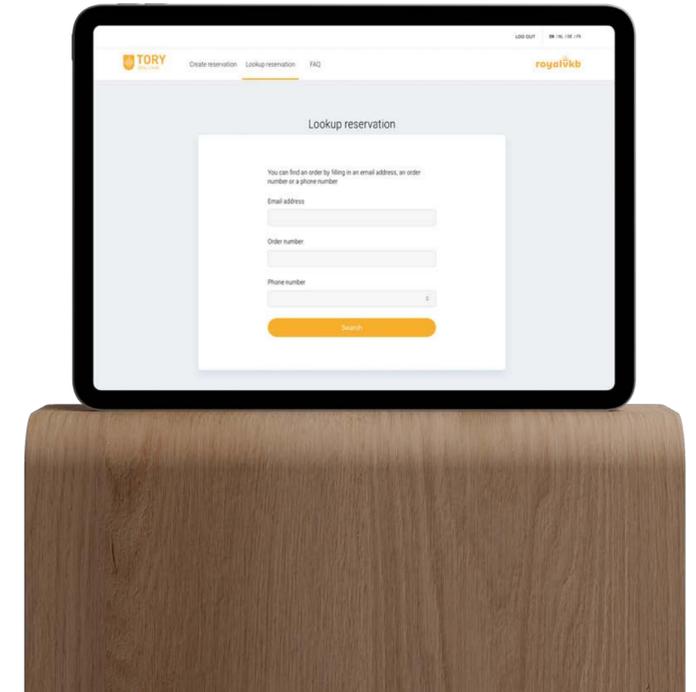
Reserve Your Reward is a platform where consumers can reserve their reward when they aren't physical in stock at the retailer.



Consumer



Programme manager



Store



Introduction to Reserve Your Reward

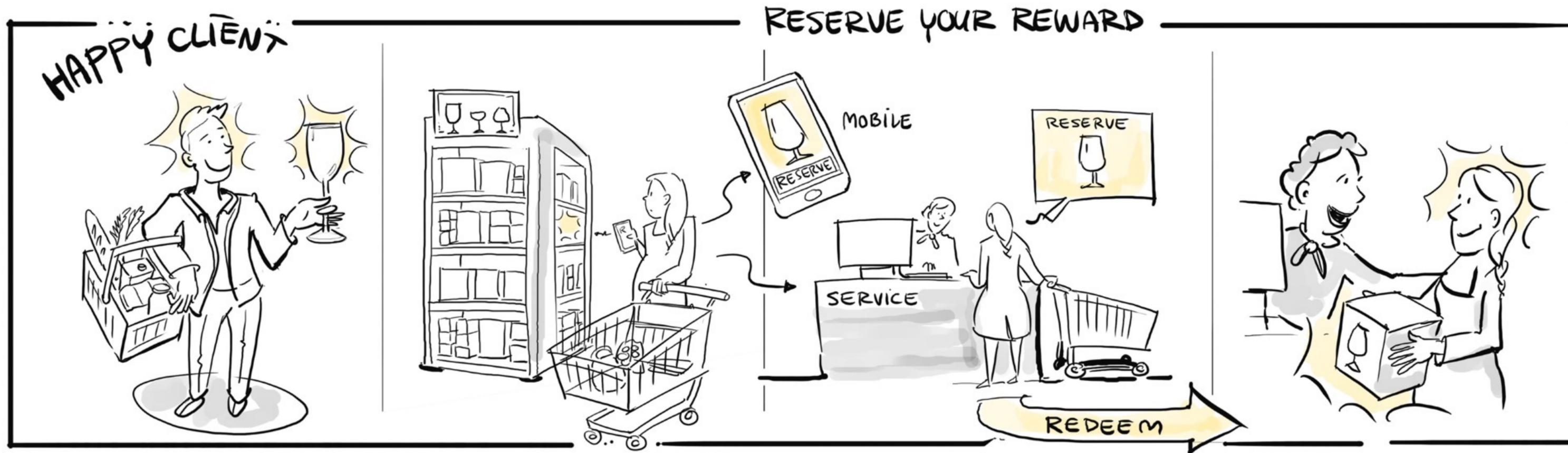
Reserve Your Reward is a consumer facing web application that can act as an extension of your loyalty programme.

This solution benefits not just consumers, but also L – founders of loyalty. Here's what sets Reserve Your Reward apart:

- Get ahead of your projections and never sell 'No' for an answer;
- Only have the stock in place that's actually reserved by your consumers;
- Sustainable, because you never overproduce.

And the best part?

We're launching online in just one week. Get ready to increasing consumer loyalty and drive business growth like never before with Reserve Your Reward.

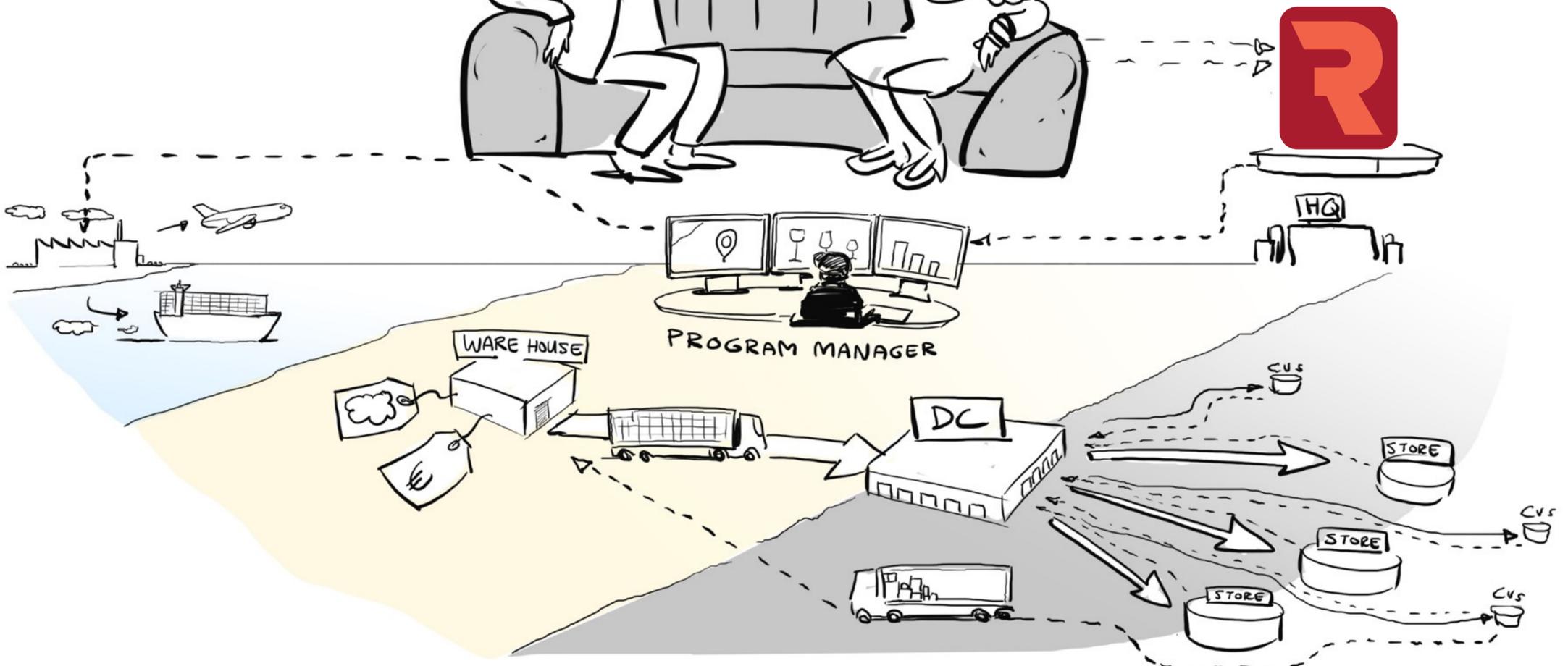


Of course, **Reserve Your Reward** is much more than a simple website. It acts as a **turnkey solution platform**, ensuring that your consumers can participate in your loyalty programmes.

From **Out of Stock** to **Reserve Your Reward** – it's that easy.

Key features

- Website where consumers can reserve their desired reward for your loyalty programme.
- Website for in-store service employees to make a reservation for a consumer.
- Website for third party customer service to make a reservation for a consumer.
- Various user roles within the service portal, each with their own functionalities.
- Direct contact with consumers regarding the reservation via mail.
- Real-time insights in reservation (and stock projection).
- Information regarding the loyalty programme, FAQ and legal (suggested).
- The CMS offers a selection of predefined options, designed to unique requirements of each loyalty programme. The platforms offers a framework that allows the programme manager to effortlessly configure and manage the Reserve Your Reward programme with ease.



Programme requirements

Setting up a programme for Reserve Your Reward is easy.
All you need is to establish certain requirements.



Variables	Comments
Retailer Name	[example: Albert Heijn]
Brand Name	[example: Royal VKB]
Programme Code	[example: NL1090]
Programme Range	[example: Storage units]
Programme Manager	[example: John Doe]
Programme Manager email	[example: johndoe@l-founders.com]
Subdomain Name	[example: ahroyalvkb].reserveyourreward.com
Country	[example: Netherlands]

* Custom domain can be chosen in Diamond (see p. 29)

Introduction to Reserve Your Reward

This dynamic loyalty programme comprises two essential portals:

Order Portal

This website streamlines the reservation process for consumers, allowing them to secure their rewards effortlessly.

Service Portal

This website encompasses robust functionalities such as reporting, service management and store insights, ensuring seamless operations for store employees.

Order Portal

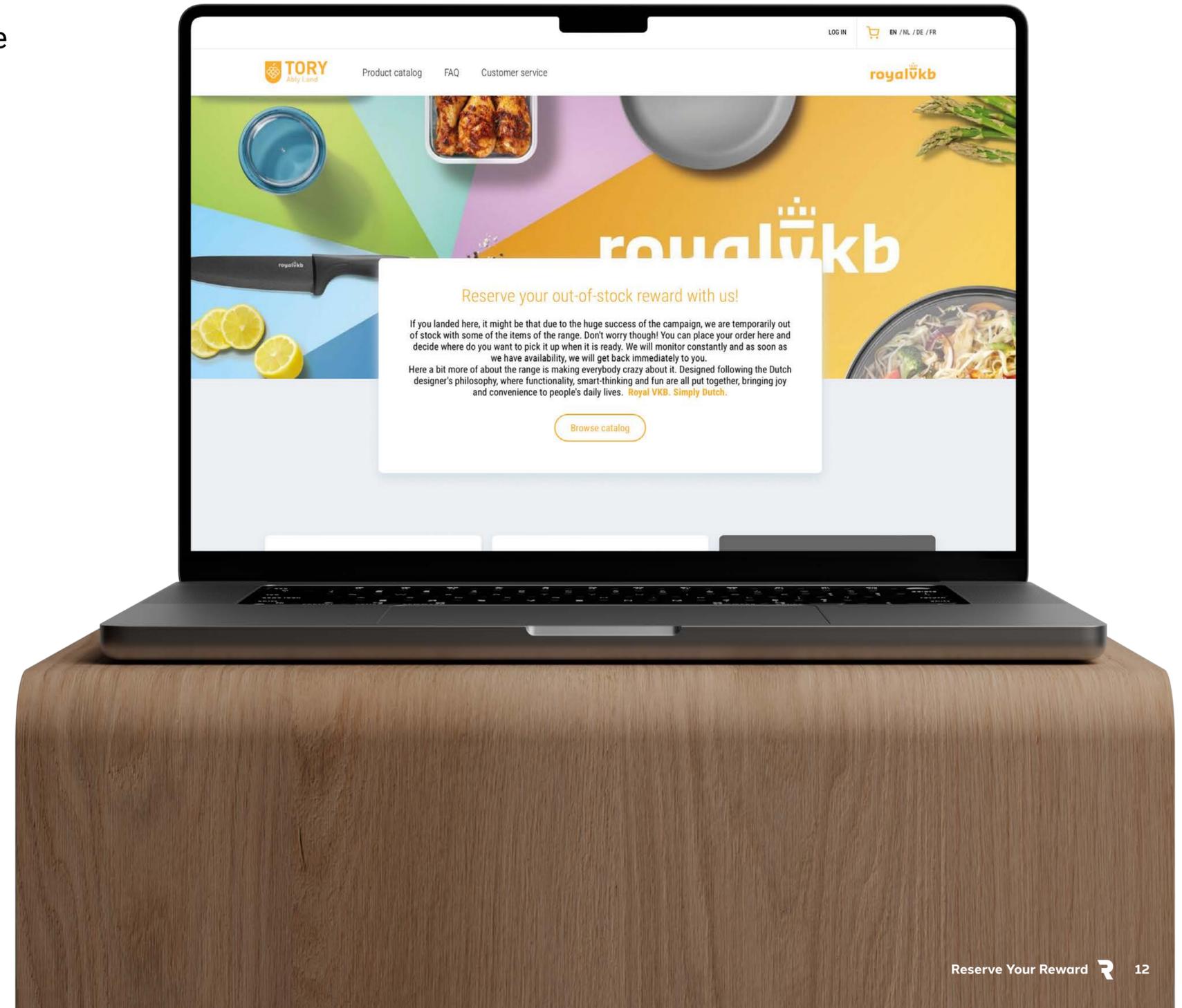
Order Portal

The Order Portal is the public web application for consumers. This website provides the possibility for consumers to order their desired products, that are temporarily not in stock in their store nearby.

Consumers can receive a personal notification when their desired products are back in store/stock.

- Responsive website
- Consumer friendly
- Privacy proof & secure
- Customizable per client*
- Mail updates on (reward) status
- Multilingual
- Programme and legal information

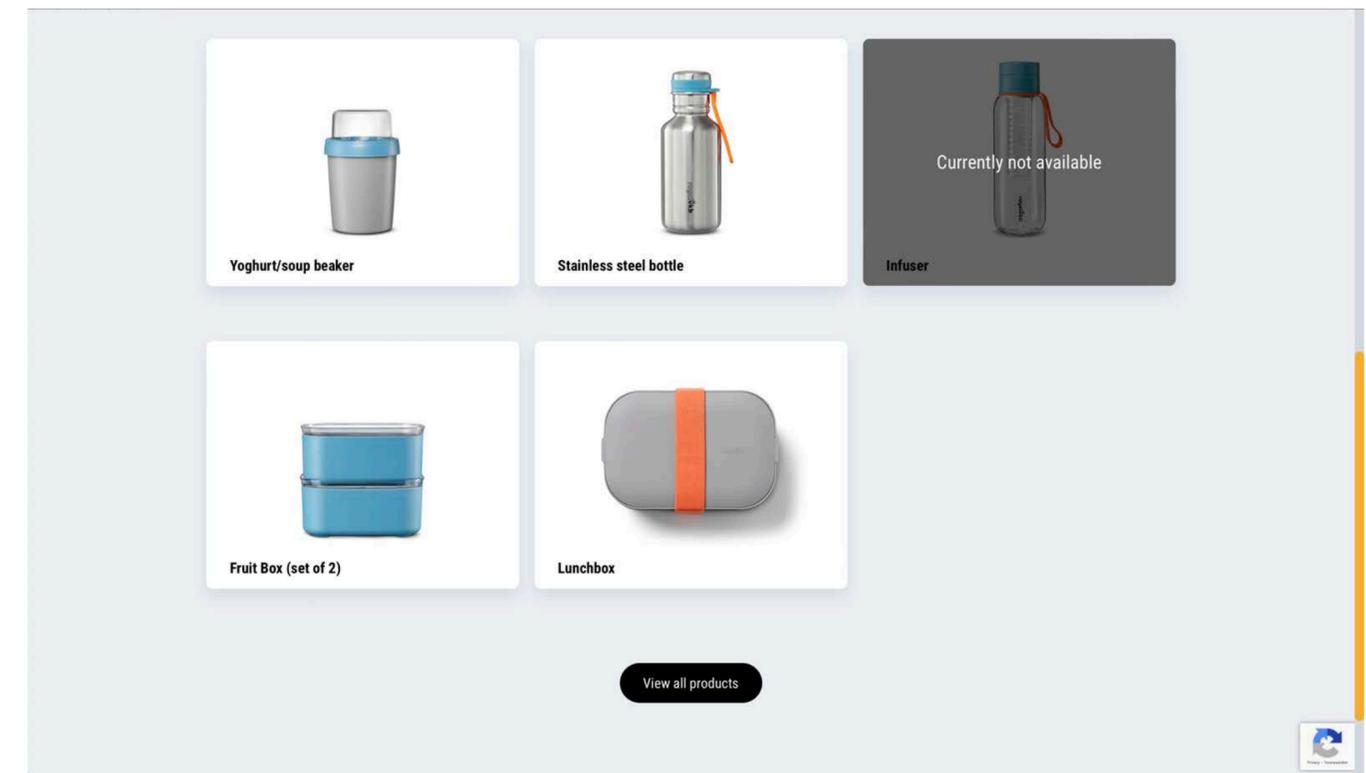
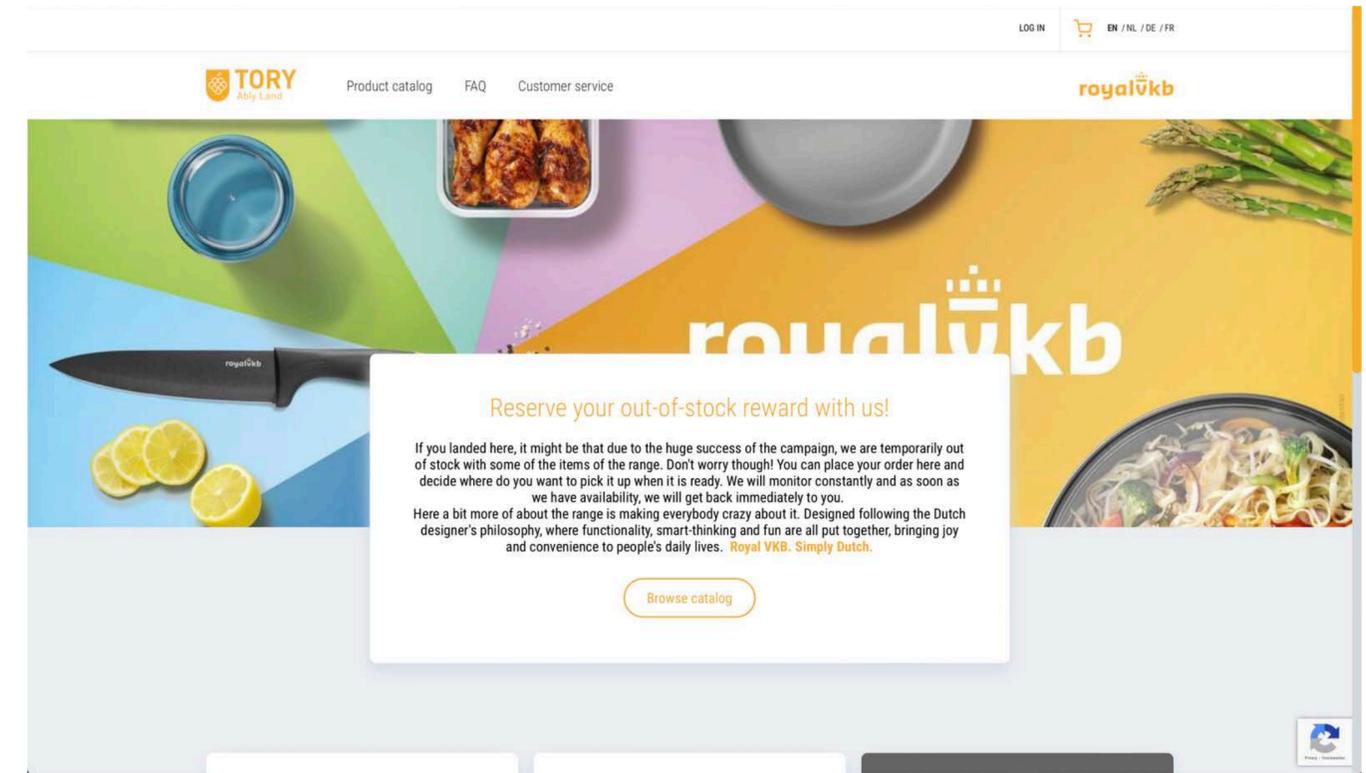
*See 'Customizing Reserve Your Reward'



Homepage

Consumers start their journey for the Reserve Your Reward programme on the homepage.

1. 'Browse catalog', 'Product catalog' and 'View all products' will guide consumers to the available rewards for this programme, or which are ready to reserve online.
2. 'FAQ' leads to the most frequently asked questions.
3. 'Customer service' will lead consumers to a contact form.
4. Clicking on one of the rewards shows consumers the product details and the possibility to order that specific reward. It also shows the number of required stamps.
5. Consumers can choose between different languages at the top of the page.
6. The site offers a possibility to download the store's programme leaflet.



Product catalog

The product catalog page for the Reserve Your Reward programme shows consumers all the available rewards within the programme.

1. There is a description for each reward.
2. The required number of stamps per reward is indicated including the corresponding price of the reward.
3. It gives the opportunity to select the desired number of rewards.
4. The product frame turns gray when it is temporarily not available.
5. Pressing 'Notify me' will show a pop-up, enabling the consumer to leave an email address if they like to receive a message when the reward is back in stock.

The screenshot shows the 'Product catalog' page for a 'Yoghurt/soup beaker'. The product is displayed in a white frame. The product name is 'Yoghurt/soup beaker'. The material is 'PP body + AS top containers'. The product dimensions are '95 x 95 x 110mm'. The volume is '470ml main PP container + 90ml top transparent container small + 135ml transparent container big'. The USP's are: 'Innovative product design and construction that is one of a kind in the market', '2 containers allow separate storage; bring fresh fruit and muesli separately and mix with yoghurt at the last moment for maximum texture and taste', 'Can hold hot or cold substances', 'Transparent lid', 'Microwave safe for the main PP container', 'Fridge and freezer safe', and 'Dishwasher safe'. The amount is set to '0'. There are three buttons: 'Free', '€ 5', and '€ 10'. An 'Order product' button is also present. The page header includes 'TORY My Land', 'Product catalog', 'FAQ', 'Customer service', and 'royalvkb'. The top right corner has 'DOWNLOAD LEAFLET', 'LOGIN', and language options 'EN / NL / DE / FR'.

The screenshot shows two product cards. The first card is for an 'Infuser'. The product is displayed in a gray frame, indicating it is temporarily out of stock. The product name is 'Infuser'. The material is 'Tritan'. The product size is '70 x 224mm'. The volume is '600ml'. The USP's are: 'Infusion tube for fresh fruit or herbs to flavour the water.', 'Suitable for both cold and hot items.', 'Leak proof - perfect for on the go travel.', 'High end Tritan look.', 'Scratch resistant.', 'Stain resistant and odor free.', 'BPA free and food contact safe.', and 'Dishwasher safe'. The amount is '0 Stamps' and the price is '€ 10'. A 'Notify me' button is present. The second card is for a 'Fruit Box (set of 2)'. The product is displayed in a white frame. The product name is 'Fruit Box (set of 2)'. The material is 'PP body + AS lid'. The product dimensions are '120 x 80 x 55mm'. The volume is '2 x 280ml'. The USP's are: 'Perfect for dry nuts, fruit, yoghurt etc.', 'Can hold hot or cold substances', 'Transparent lid', 'Microwave safe without lid', 'Fridge and freezer safe', and 'Dishwasher safe'. The amount is '0 Stamps' and the price is '€ 10'. A 'Notify me' button is present. The page header includes 'TORY My Land', 'Product catalog', 'FAQ', 'Customer service', and 'royalvkb'. The top right corner has 'DOWNLOAD LEAFLET', 'LOGIN', and language options 'EN / NL / DE / FR'.

Selected products

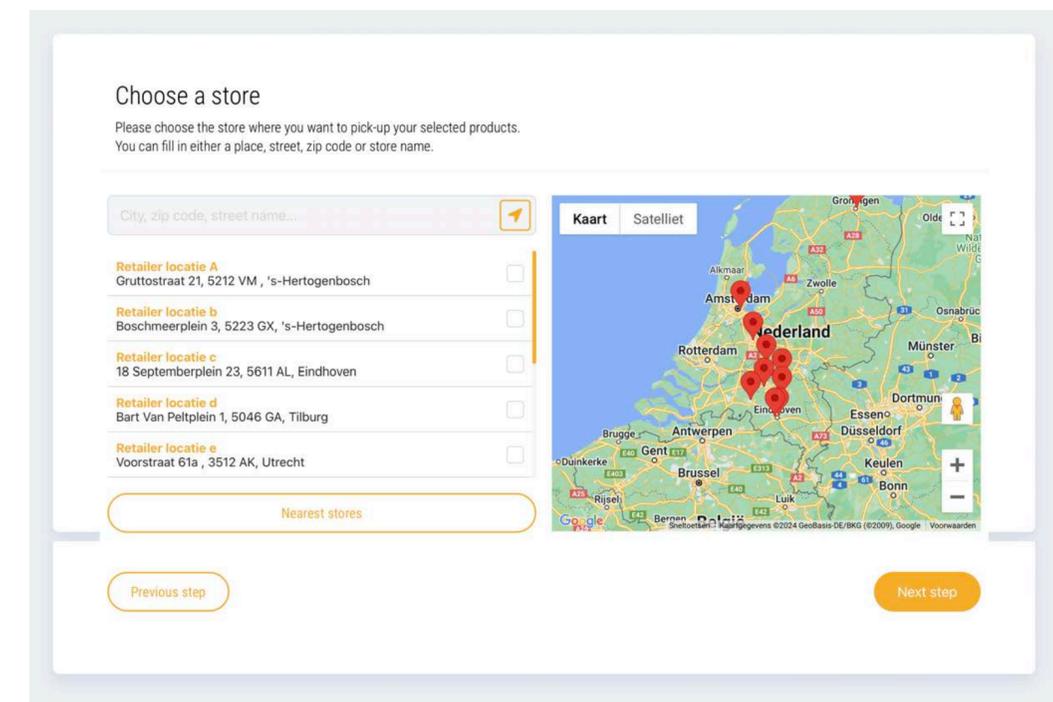
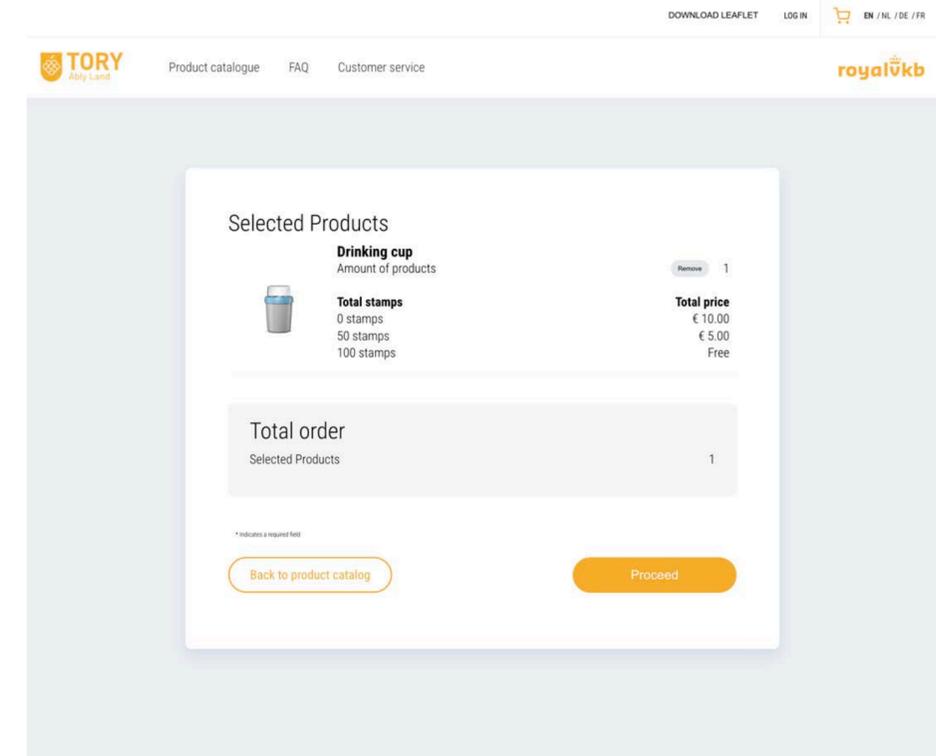
The 'Selected products' page shows an overview of the chosen rewards.

1. If the consumer wishes to add another reward, they click on 'Back to product catalog'.
2. If the consumer wishes to finish their order, they click on 'Proceed'.

Choose a store

The 'Choose a store' page gives the possibility to select a store, directly after the consumer agrees on their selected products. This will be the store where the selected reward(s) will be collected.

1. By filling in either a place, street, zip code or store name, the results show the stores that match at least one of the variables.
2. If the consumer agrees to share their location, they can select the nearest store.
3. 'Next step' will guide the consumer to an overview of the order and the possibility to either log in or create an account.



Create your account

Before finishing an order, a consumer has to create an account. In the CMS, the programme manager decides whether fields are required and/or visible. An email address in the order portal is always required.

1. Consumers must fill in a first and last name.
2. Consumers must fill in an email address, phone number and confirm those.
3. Consumers have to create a password: this password must contain at least one upper case, one lower case, one number and one special character.

The screenshot shows a 'Selected Products' section at the top with a yogurt cup icon and the text 'Yoghurt/soup beaker Amount 1'. Below this is the 'Create your account' form. The form includes a heading 'Create your account' and a sub-heading 'Please fill in your name, in a couple of steps we will create your account.' There are two input fields for 'First name *' and 'Last name *'. Below these is a checkbox labeled 'I'm a digital collector'. At the bottom, there are two buttons: 'I already have an account' and 'Next step (1/3)'. A small asterisk indicates that the name fields are required.

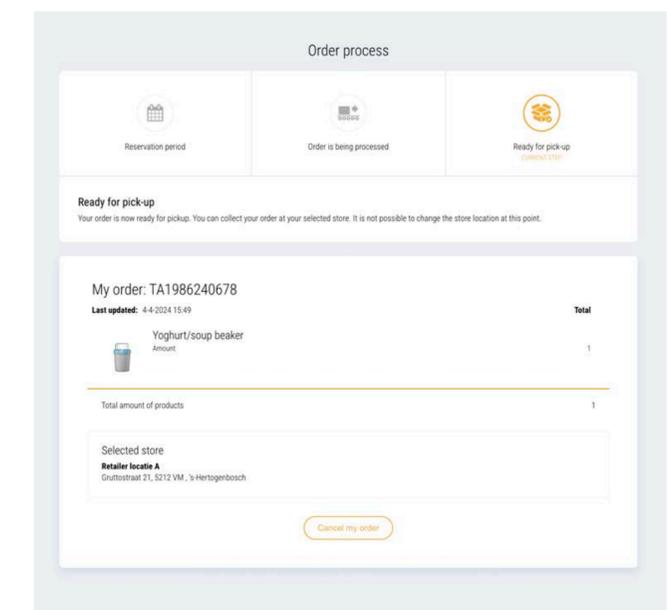
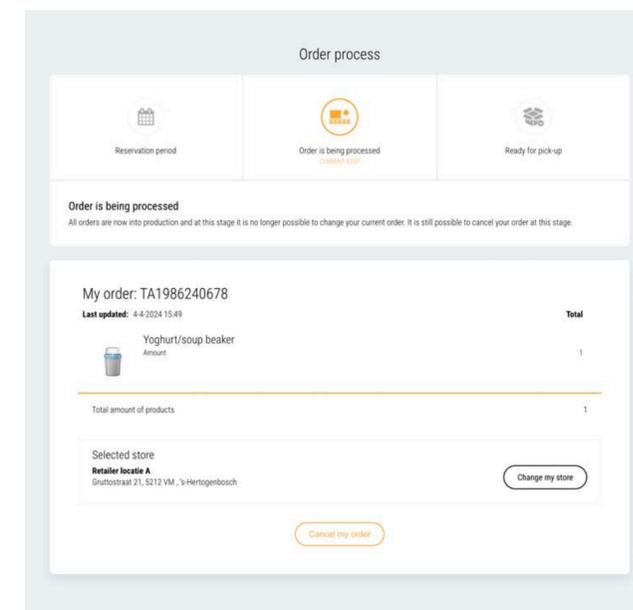
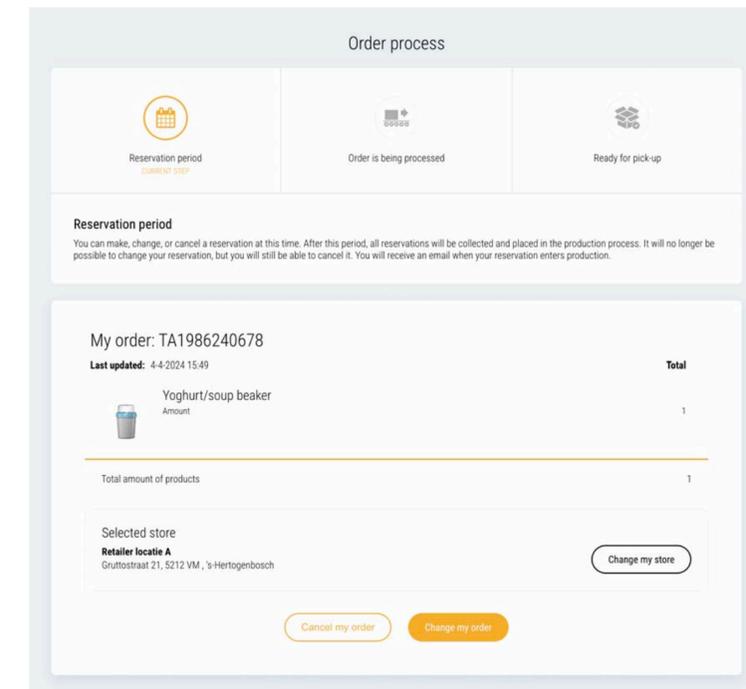
The screenshot shows the 'Selected Products' section at the top. Below it is the 'Create your password' form. The form includes a heading 'Create your password' and a sub-heading 'To finish creating your account you need to create a password.' There are two input fields for 'Password *' and 'Confirm password *'. Below these are two checkboxes: 'I accept the terms and conditions *' and 'I accept the privacy policy *'. At the bottom, there are two buttons: 'Previous step' and 'Next step (3/3)'. A small asterisk indicates that the password fields are required.

The screenshot shows the 'Selected Products' section at the top. Below it is the 'Hi Test Test' form. The form includes a heading 'Hi Test Test' and a sub-heading 'We need your email address to safely create an account, send your order confirmation and to keep you updated on the order process.' There are four input fields: 'Email address *', 'Confirm your email address *', 'Phone number *', and 'Mobile phone number *'. At the bottom, there are two buttons: 'Previous step' and 'Next step (2/3)'. A small asterisk indicates that the email and phone number fields are required.

My Order

If the consumer has successfully ordered a reward, there are three different phases in the order process.*

1. Reservation period: consumer can still make, change or cancel a reservation at this time, as well as change the preferred store.
2. Order is being processed: consumer can still change their store, cancel the order, but not change the reward.
3. Ready for Pick-Up: Customer can still cancel the order, but not change their store.



*See Use Case 1.

My Account

Change Order shows an overview of the current consumer's order, with the possibility to remove that order, or to add more products.

My order: TA1968438003
Last updated: 10-4-2024 15:13 Total

Drinking cup
Amount: - 2 + Remove

Total amount of products: 2

Add more products

Stainless steel bottle
Amount: - 0 + Order product

Lunchbox
Amount: - 0 + Order product

[Discard changes and go back](#) [Save changes and update order](#)

Selected store
Retailer locatie A

Change Order

On page My Account, the consumer can either update their account details, their password or delete their account.

Personal information

First name * Last name *

Email address *

Confirm your email address *

Phone number *

Mobile phone number *

I'm a digital collector

I would like to receive email notifications

* Indicates a required field

[Update account details](#)

Current password *

New password * Confirm new password *

* Indicates a required field

[Update password](#)

Your order is confirmed!

Dear mr/mrs Test Test,
We have **confirmed** your placed order.

Reservation: TA1968438003

Created at: 10/04/2024 15:12
Updated at: 10/04/2024 15:13
My pick-up location: Retailer locatie A
Gruttostraat 21
5212 VM 's-Hertogenbosch

	Quantity: 1	Drinking cup
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The consumer receives an email that confirms the completion of the reservation.

Service portal

Service portal

The service portal is meant for employees within retail, service or store. It differentiates three accounts, each with its own purpose.

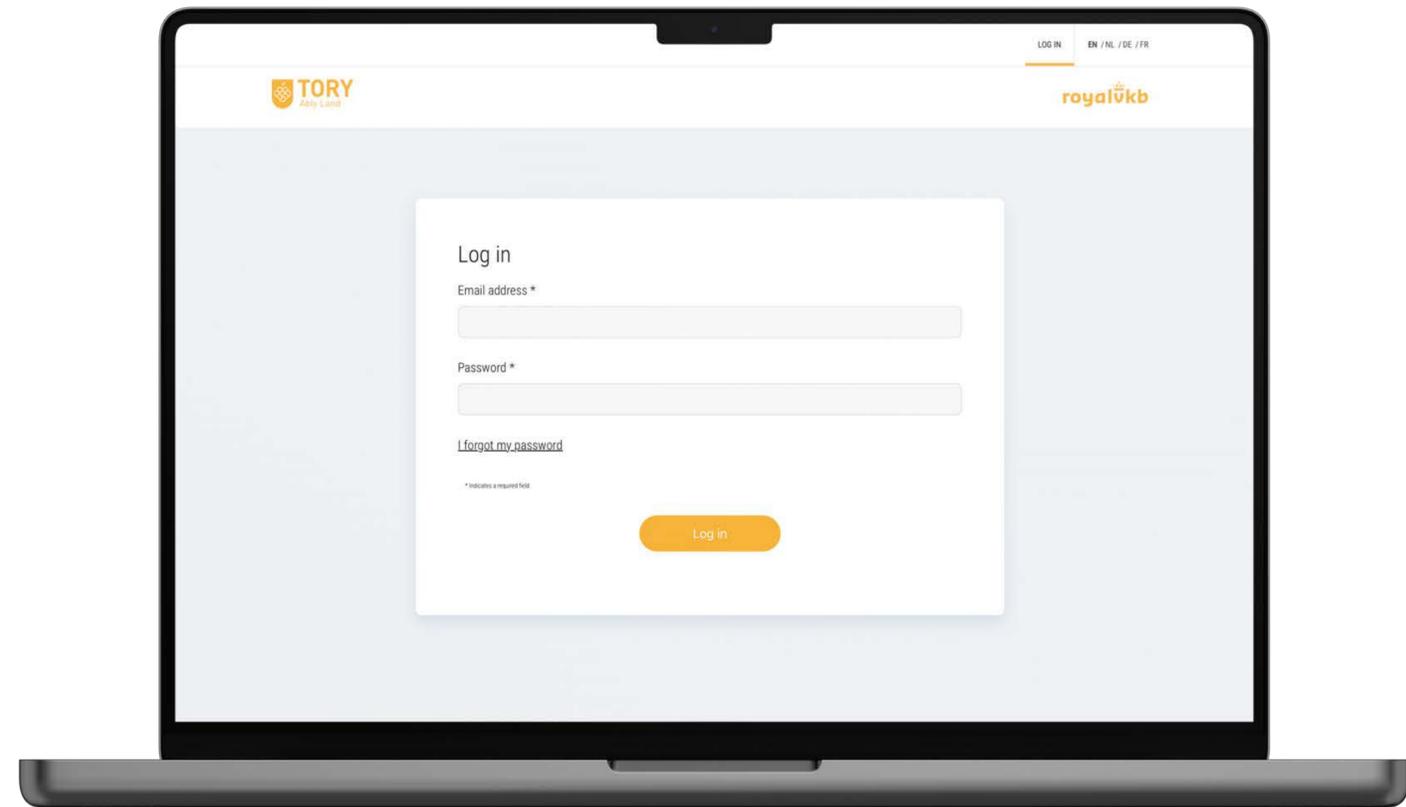
- **Report:** this user role reports the number of orders and cancellations. It is dedicated to generating comprehensive insights in the loyalty programme based on various data inputs for programme managers.
- **Service:** this user role allows to look up orders, help consumers with questions about the programme, rewards or their order, or make reservations for them. It is designed to facilitate seamless interaction between service employees and consumers, focusing on delivering exceptional service experiences.
- **Store:** this user role has the same functionalities as the service user role. In addition, it allows the store employee to print an order list and an order dump in PDF of their store. It tailors specifically to the needs of retail and physical store operations within the service portal.

Service portal

Reporting

The reporting account offers an overview of the data for the programme manager.

- Total reservations
- Orders per store
- Orders per reward
- Download reservations per store
- Download total reservations



Programme managers land on this page, after logging in.

1. Status: overview of the total reserved rewards, specified in type of products, placed orders, canceled orders and total users.
2. Order list: download in XLSX the reserved rewards specified per store and type of products.
3. Store overview: download in XLSX the reserved rewards specified per store, and active or canceled orders.
4. Baseline: download in XLSX the reserved rewards, specified per day and type of products
5. Orders per store: download in zip.file an overview of the reserved rewards per store in PDF's
6. FAQ

Current status

	Total	Today
Total rewards reserved	27	2
Yoghurt/soup beaker	19	2
Stainless steel bottle	6	0
Infuser	0	0
Fruit Box (set of 2)	0	0
Lunchbox	2	0
Placed orders	24	1
Canceled orders	3	0
Total users	24	1

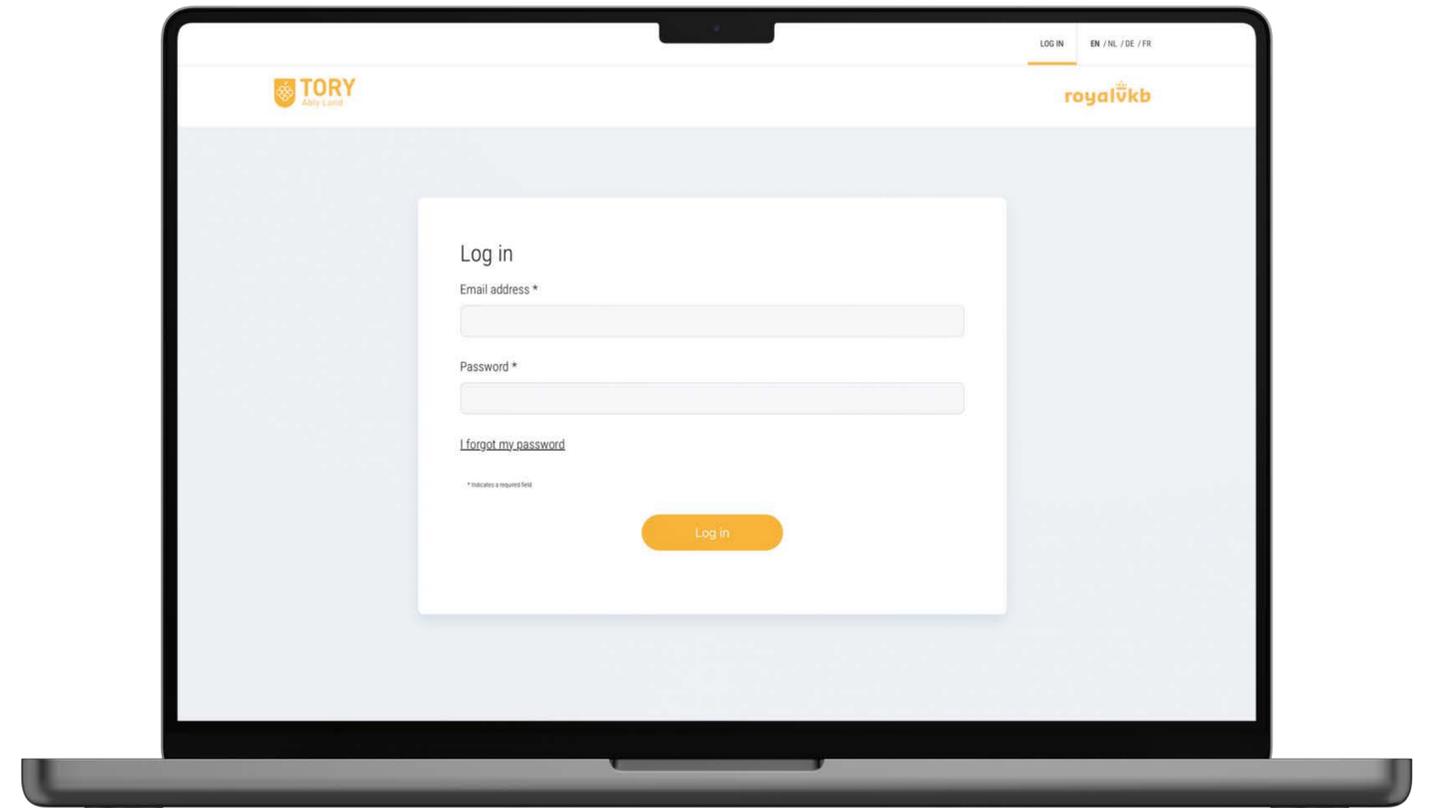
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Service portal

Service

The service account offers a seamless experience for the service employee considering all the reservation needs.

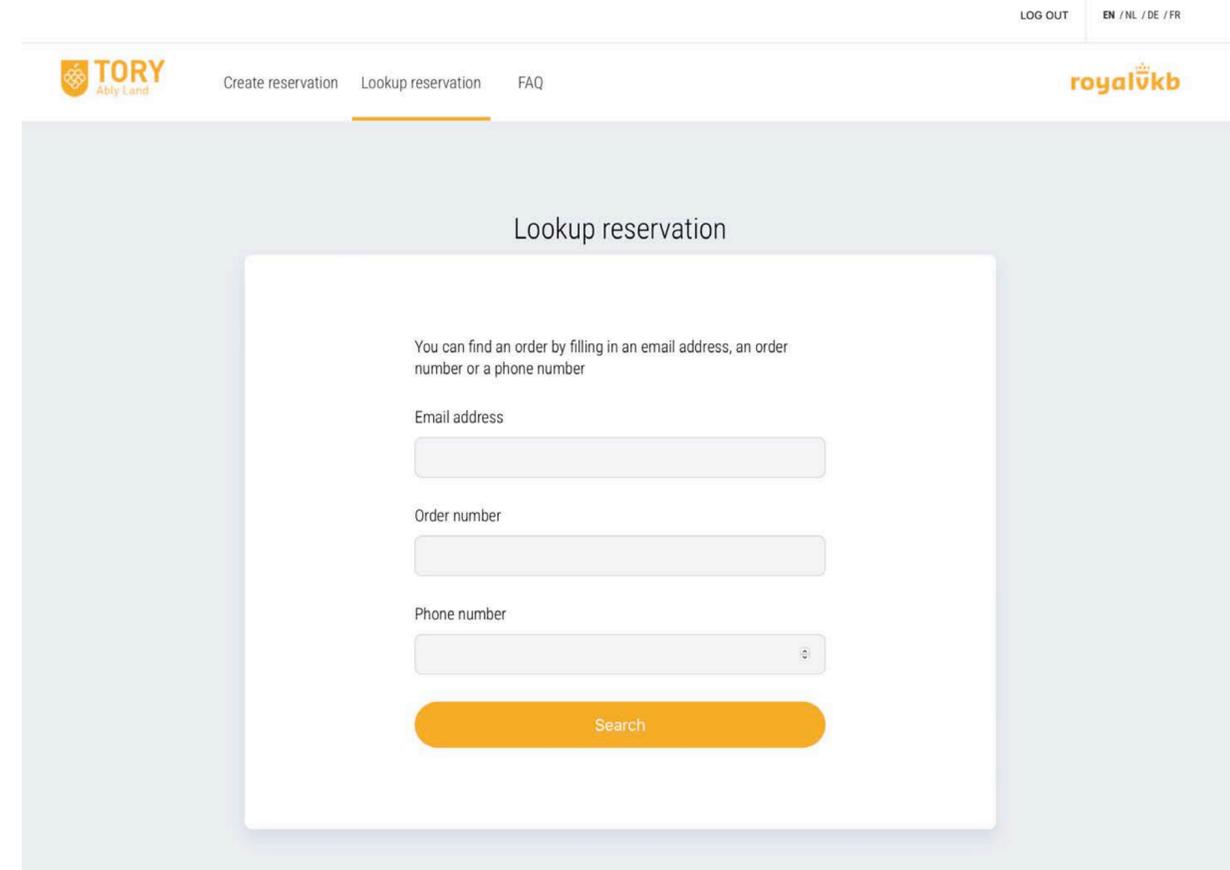
- Make reservations for consumers
- Reservations without an email address
- Lookup reservations
- Change or cancel reservations
- FAQ



Lookup reservations

Service employees start on this page, after logging in. It allows employees to look up reservations for consumers by entering an email address, order number or phone number.

- The reservation shows the corresponding personal information of the consumer, the reserved products, and the pick-up location.
- The service employee has the possibility to mark the reserved products as picked up.
- The service employee can cancel, edit or print the order.
- The service employee can resend a confirmation mail.



The screenshot shows a web interface for 'Lookup reservation'. At the top right, there are links for 'LOG OUT' and language options 'EN / NL / DE / FR'. The main header includes the 'TORY' logo (with 'Abby Land' below it), navigation links for 'Create reservation', 'Lookup reservation' (which is highlighted with an orange underline), and 'FAQ'. The 'royalvkb' logo is also present in the top right. The central content area is titled 'Lookup reservation' and contains a white box with the following text and form elements:

You can find an order by filling in an email address, an order number or a phone number

Email address

Order number

Phone number

Product Catalog

Service employees can create a reservation for consumers. By making a reservation, it gives the same flow as the consumer has in the order portal.*

1. Choose the reward(s).
2. Choose a store.
3. Create an account*

The screenshot shows a web interface for a product catalog. At the top right, there are links for 'LOG OUT' and language options 'EN / NL / DE / FR'. Below this is a navigation bar with the 'TORY' logo (Ably Land) and links for 'Create reservation', 'Lookup reservation', and 'FAQ'. The 'royalvkb' logo is on the right. The main content area is titled 'Product catalog' and features a product card for a 'Yoghurt/soup beaker'. The card includes an image of the beaker, its name, and detailed specifications: Material (PP body + AS top containers), Product dimensions (95 x 95 x 110mm), Volume (470ml main PP container + 90ml top transparent container small + 135ml transparent container big), and USP's (Innovative product design and construction, 2 containers allow separate storage, etc.). Below the specifications, there are three price options based on the number of stamps: 100 Stamps (Free), 50 Stamps (€ 5), and 0 Stamps (€ 10). To the right of the product card, there is an 'Amount' selector set to 0 and an 'Order product' button.

*The order portal always requires an email address. In the service portal, it is not possible to require an email address.

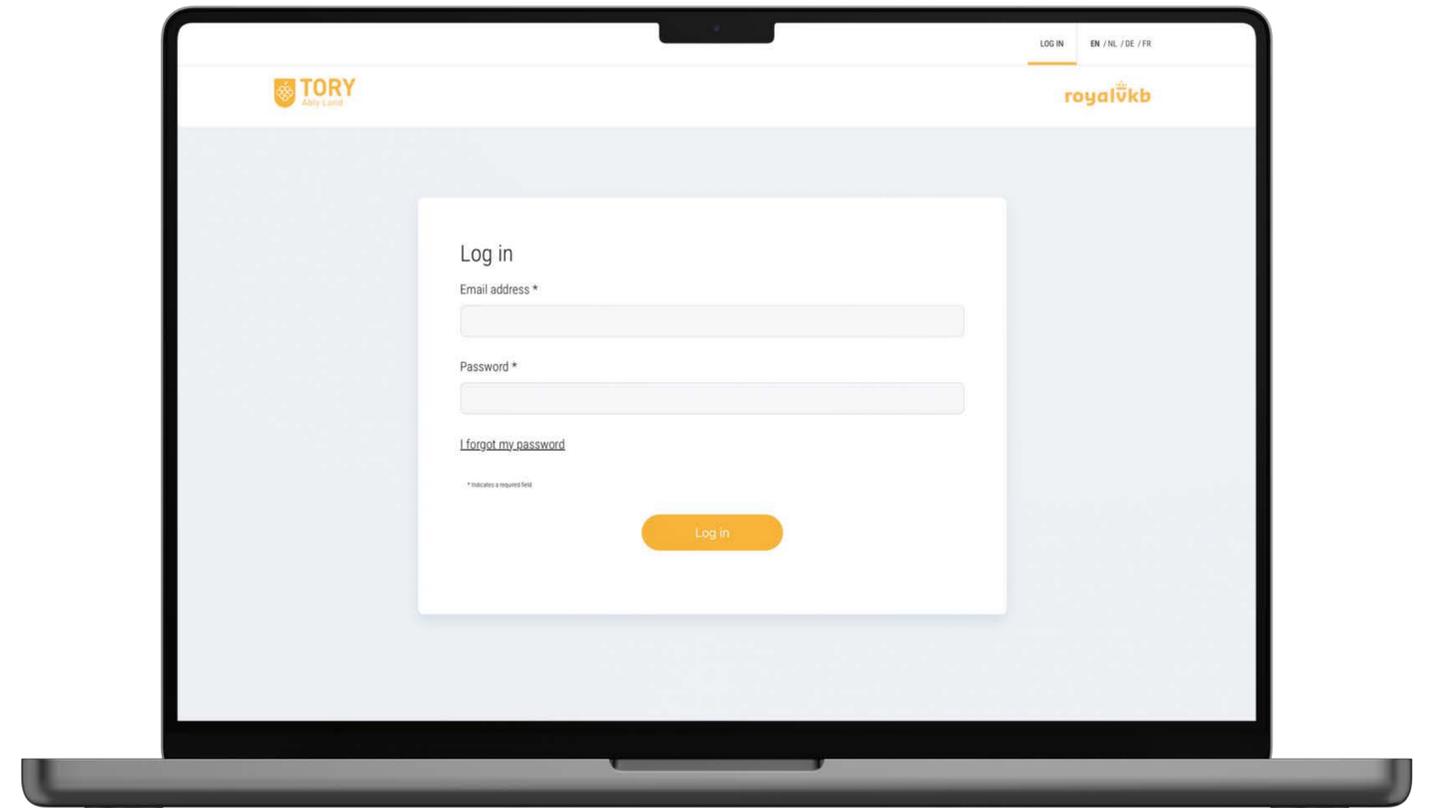
*In order portal it is possible to add and/or require the Loyalty card number.

Service portal

Store

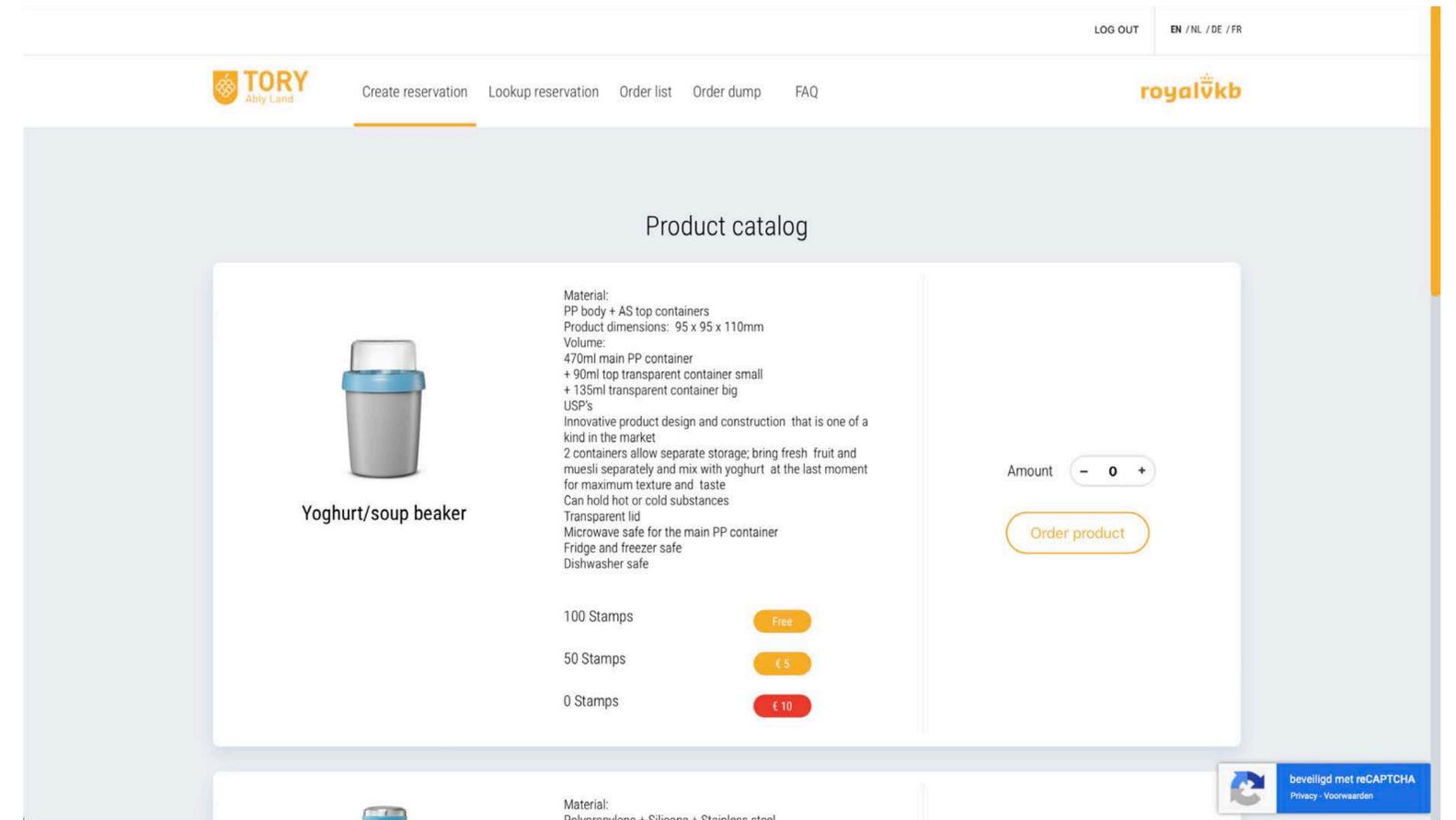
The store account offers all the benefits of the service account plus extra store related data.

- Make reservations for consumers
- Reservations without email address
- Lookup reservations
- Change or cancel reservations
- Download order list in PD
- **Download order dump in PDF**



Store employees land on this page, after logging in.

1. Create reservation: same flow as in order portal.*
2. Lookup reservation: same flow as in service portal.
3. Order list: download list of orders in PDF.
4. Order dump: download list of dumps in PDF.



*The order portal always requires an email address. In the service portal, it is not possible to require an email address.

*In order portal it is possible to add and/or require the Loyalty card number

Customizing Reserve Your Reward

Customizing Reserve Your Reward

Reserve Your Reward distinguishes three types of concepts.

1. Gold: the concept of 'one size fits all' – a streamlined approach to service delivery that prioritizes speed and efficiency. It is limited to the features in the CMS. Unlike customized services which can be time-consuming and costly to implement, the one-size-fits-all model offers turnkey solutions, resulting in faster go-live times and reduced operational expenses. By embracing this standardized approach, businesses ensure quicker service launches, ultimately leading to enhanced consumer satisfaction and increased operational agility.
2. Platinum: the second concept consists of all the exceptional elements of the first concept and integrates an extra feature that allows to customize the color in the front-end.
3. Diamond: the third concept consists of all the elements of the first and second concept and offers an own chosen domain name. If a custom domain is needed, this will extend the time to market with a minimum of two extra weeks.

CMS

Introducing our CMS (admin.reserveyourreward.com), a solution tailored specifically for Reserve Your Reward programmes, where convenience meets customization. Our CMS offers a selection of predefined options, designed to suit the unique requirements of your loyalty programme used by the programme manager. Our platform offers a framework that allows you to effortlessly configure and manage your Reserve Your Reward programme with ease. Say goodbye to complex customization and hello to simplicity with our CMS, empowering you to create a loyalty programme that perfectly aligns with your goals.

The programme manager is allowed to adjust the following options:

- Settings
- Site content
- Products
- Stores
- Notifications: shows consumers who would like to receive a message when the product is back in stock.
- E-mails
- Media: collect the media uploaded anywhere in the CMS

All options allow to add multiple languages.

Settings

The settings tab in the CMS serves as a hub for managing the settings of the programme:

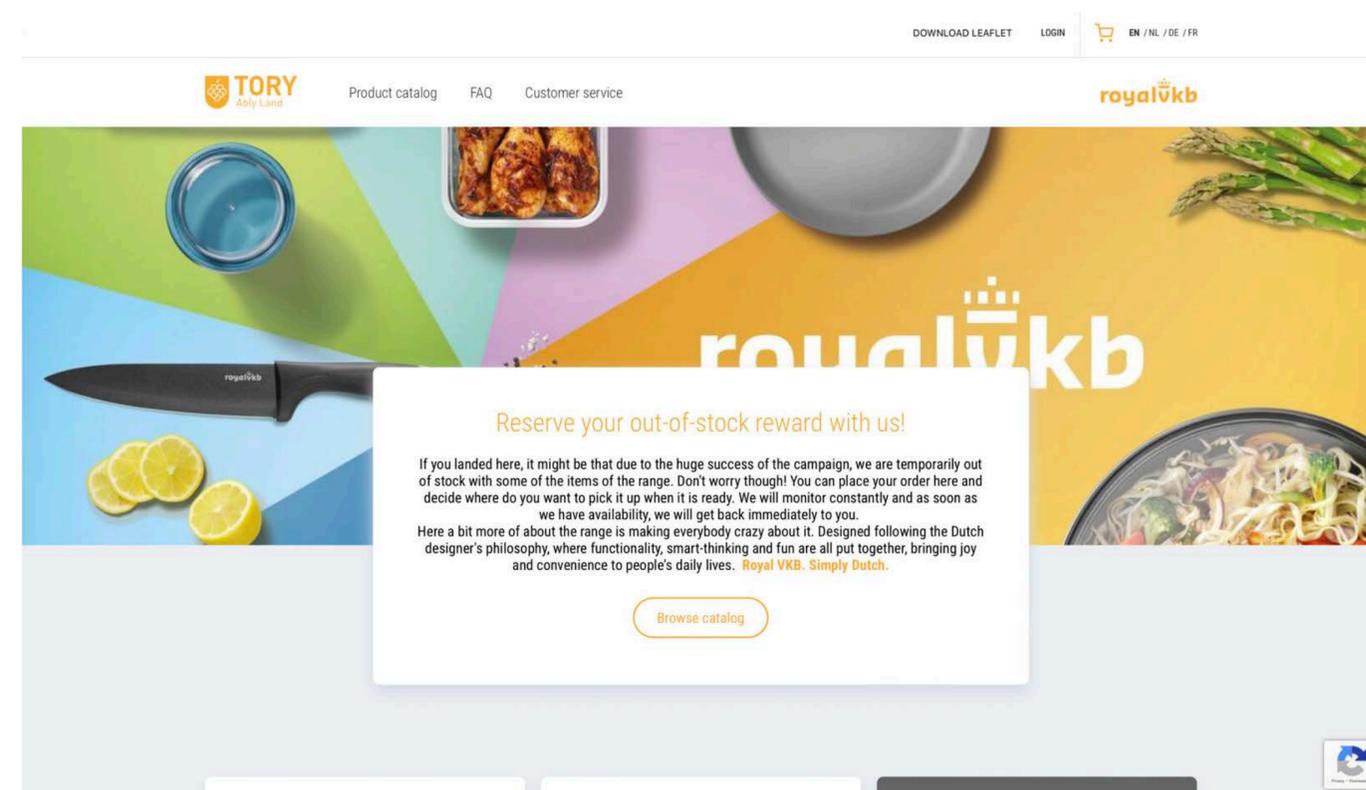
General

- General: add or edit general information about the programme, that is shown on key spots on the website or in emails. It is also possible to edit the status of the website:
 - Preview: Websites are only accessible with the use of a unique parameter (e.g. `reserveyourreward.com?previewCode=test*`)
 - Active: Websites are open for public.
 - Inactive: Program is no longer active.
- Order/Service portal: indicate which variables are required and/or visible.
- Features: indicate which features/ fields are required.
- Languages: add languages or edit the preferred language. Add up to five different languages to choose from, where English is mandatory.
- Translations: add or edit copy on the website in multiple languages.
- Users: add or edit accounts for each of the following service portals for programme employees.

* Preview code is editable in the CMS

The screenshot shows the CMS settings interface for the programme. It includes the following fields and options:

- Program number:** TA123
- Brand logo (PNG - 500x500px):** royalvkb
- Retailer logo (PNG - 500x500px):** TORY Ably Land
- Key visual (JPG - 1920x1080px) without text:** royalvkb
- Email header (JPG - 560x160px):** TORY
- Leaflet (PDF):** Empty field with a PDF icon and a plus button.
- From email:** no-reply@reserveyourreward.com
- Support email:** support@reserveyourreward.com
- Program step:** Reservation period
- Accessibility:** Active
- Preview code:** test
- Color code:** #ebb338



Settings

The settings tab in the CMS serves as a hub for managing the settings of the programme:

- General
- **Languages:** add languages or edit the preferred language. Add up to five different languages to choose from, where English is mandatory.
- Translations: add or edit copy on the website in multiple languages.
- Users: add or edit accounts for each of the following service portals for programme employees.

NAME	NUMBER	ABBREVIATION	ACTIVE	USER	DATE	ID	ACTION
English	1	en	Yes		08-10-2021 14:11	1	⊞
Dutch	2	nl	Yes		08-10-2021 14:11	2	⊞
German	3	de	Yes		08-10-2021 14:08	3	⊞
French	4	fr	Yes		08-10-2021 14:08	4	⊞
?	5	?	No		08-10-2021 14:11	5	⊞

Reserve your out-of-stock reward with us!

If you landed here, it might be that due to the huge success of the campaign, we are temporarily out of stock with some of the items of the range. Don't worry though! You can place your order here and decide where do you want to pick it up when it is ready. We will monitor constantly and as soon as we have availability, we will get back immediately to you.

Here a bit more of about the range is making everybody crazy about it. Designed following the Dutch designer's philosophy, where functionality, smart-thinking and fun are all put together, bringing joy and convenience to people's daily lives. **Royal VKB. Simply Dutch.**

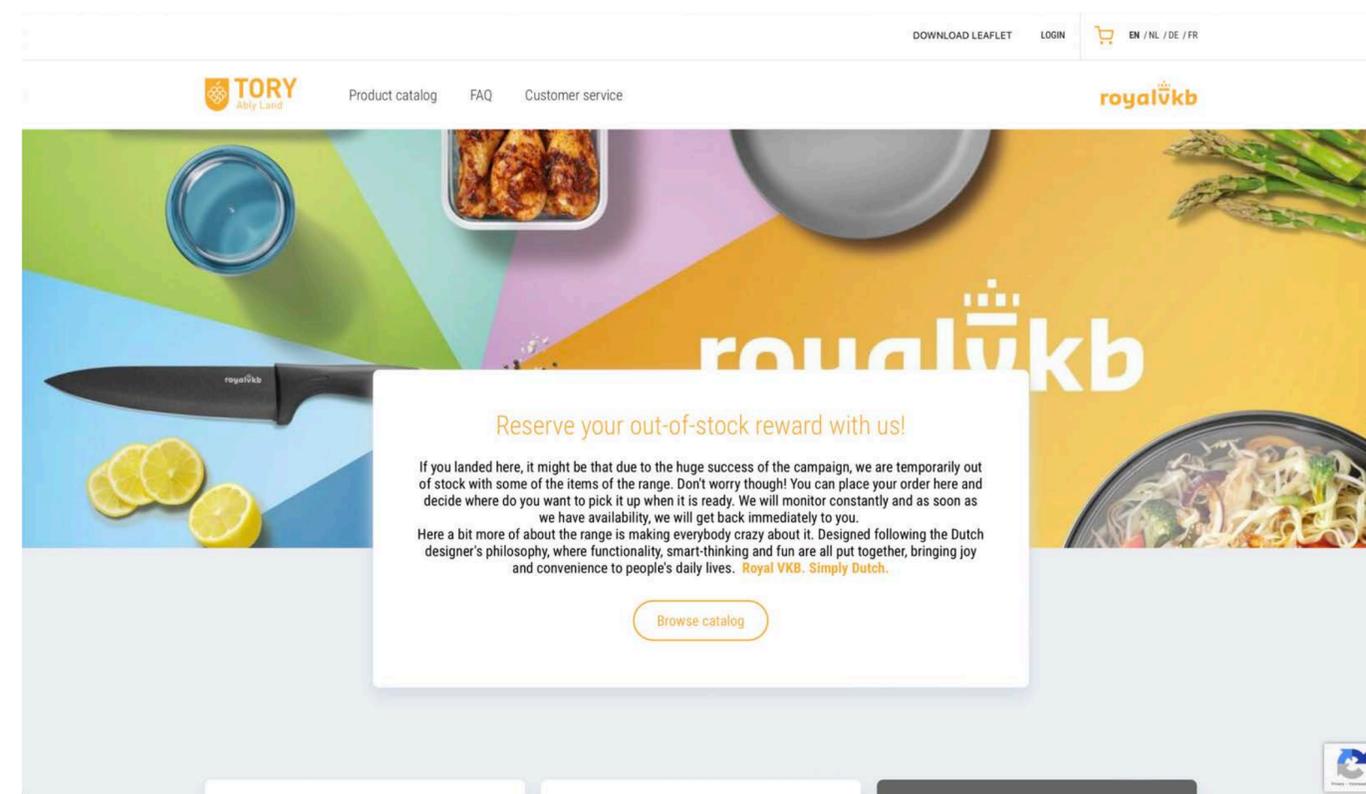
[Browse catalog](#)

Settings

The settings tab in the CMS serves as a hub for managing the settings of the programme:

- General
- Languages: add languages or edit the preferred language. Add up to five different languages to choose from, where English is mandatory.
- **Translations:** add or edit copy on the website in multiple languages.
- Users: add or edit accounts for each of the following service portals for programme employees.

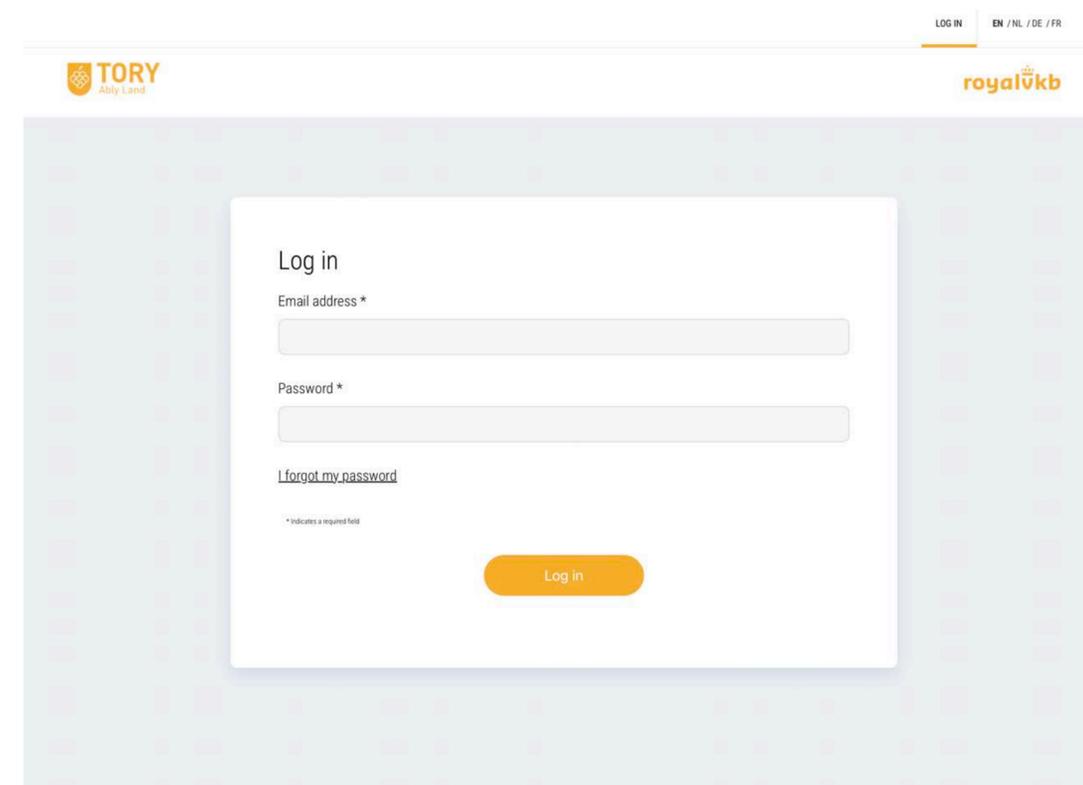
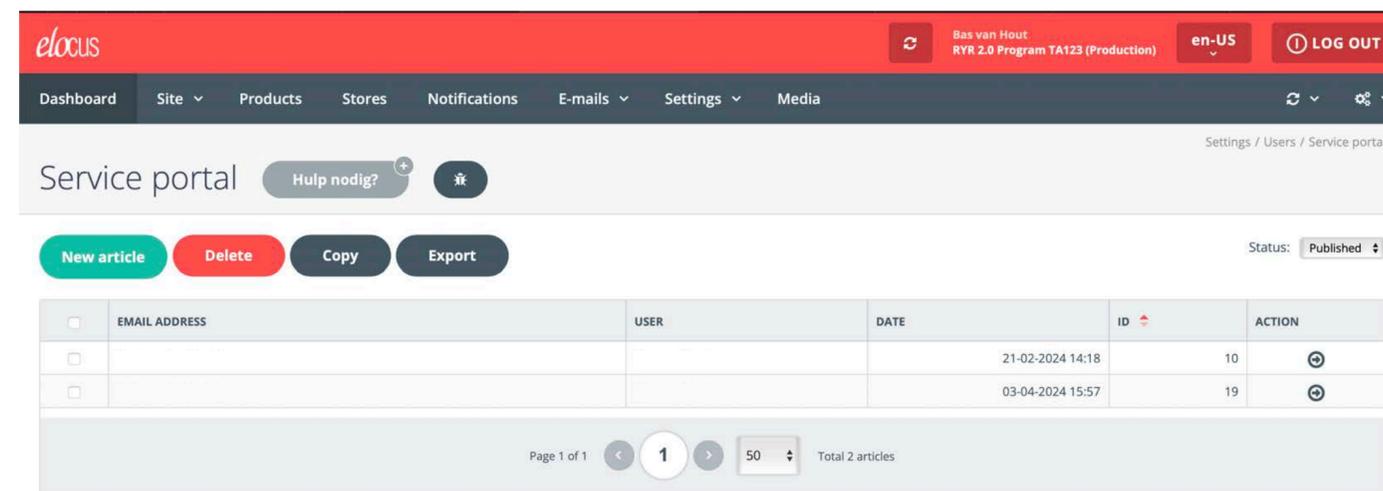
	contact customer service.	keer or neem contact op met de klantenservice.	wenden Sie sich an den Kundendienst.	reessayer ou contacter le service clientèle.		17:35			
<input type="checkbox"/>	Product catalog	Product catalog	Productcatalogus	Produktkatalog	Catalogue des produits	16-10-2021 17:19	10	⊕	
<input type="checkbox"/>	Frequently asked questions	Frequently asked questions	Veelgestelde vragen	Häufig gestellte Fragen	Questions fréquemment posées	15-10-2021 18:18	13	⊕	
<input type="checkbox"/>	Faq search text	How can we be of assistance?	Hoe kunnen wij je helpen?	Wie können wir behilflich sein?	Comment pouvons-nous être utiles?	16-10-2021 18:33	14	⊕	
<input type="checkbox"/>	Search input placeholder	Type your question	Typ uw vraag	Geben Sie Ihre Frage ein	Tapez votre question	15-10-2021 18:27	15	⊕	
<input type="checkbox"/>	Search button	Search	Zoeken	Suche	Chercher	15-10-2021 18:40	16	⊕	
<input type="checkbox"/>	Order product button	Order product	Bestel produkt	Produkt bestellen	Commander un produit	15-10-2021 18:58	19	⊕	
<input type="checkbox"/>	Home title	Reserve your out-of-stock reward with us!	Hier kunt u een algemene inleiding toevoegen	Hier können Sie eine allgemeine Einführung hinzufügen	Ici vous pouvez ajouter une introduction générale	Priyanshi Kaur	14-06-2023 22:18	20	⊕
<input type="checkbox"/>	Browse catalog	Browse catalog	Bekijk catalogus	Katalog durchsuchen	Parcourir le catalogue		16-10-2021 17:13	22	⊕
<input type="checkbox"/>	View all products	View all products	Bekijk alle producten	Alle Produkte anzeigen	Voir tous les produits	Bas van Hout	03-04-2024 13:19	25	⊕
<input type="checkbox"/>	Customer service	Customer service	Klantenservice	Kundendienst	Service Clients		16-10-2021 17:26	26	⊕
<input type="checkbox"/>	My order	My order	Mijn bestelling	Meine Bestellung	Ma commande		16-10-2021 17:34	27	⊕
<input type="checkbox"/>	My account	My account	Mijn account	Mein Konto	Mon compte		16-10-2021 17:35	29	⊕
<input type="checkbox"/>	Amount	Amount	Aantal	Betrag	Quantité		16-10-2021 17:46	30	⊕
<input type="checkbox"/>	Stamps	Stamps	Spaarzegels	Sparstempel	Timbres d'épargne		16-10-2021 17:48	32	⊕
<input type="checkbox"/>	Selected products	Selected Products	Geselecteerde producten	Ausgewählte Produkte	Produits sélectionnés		18-10-2021 11:45	34	⊕



Settings

The settings tab in the CMS serves as a hub for managing the settings of the programme:

- General
- Languages: add languages or edit the preferred language. Add up to five different languages to choose from, where English is mandatory.
- Translations: add or edit copy on the website in multiple languages.
- **Users:** add or edit accounts for each of the following service portals for programme employees.
 - Store Users: Store employee
 - **Service Users:** Customer service employee
 - Report Users: Programme manager



Site content

- Home text: edit text that is shown on the home page.
- FAQ: Add, delete, copy or export the frequently ask question and their answers.
- Terms and Conditions: add the corresponding text for the programme's terms and conditions.
- Privacy Policy
- Cookie Policy: only functional cookies

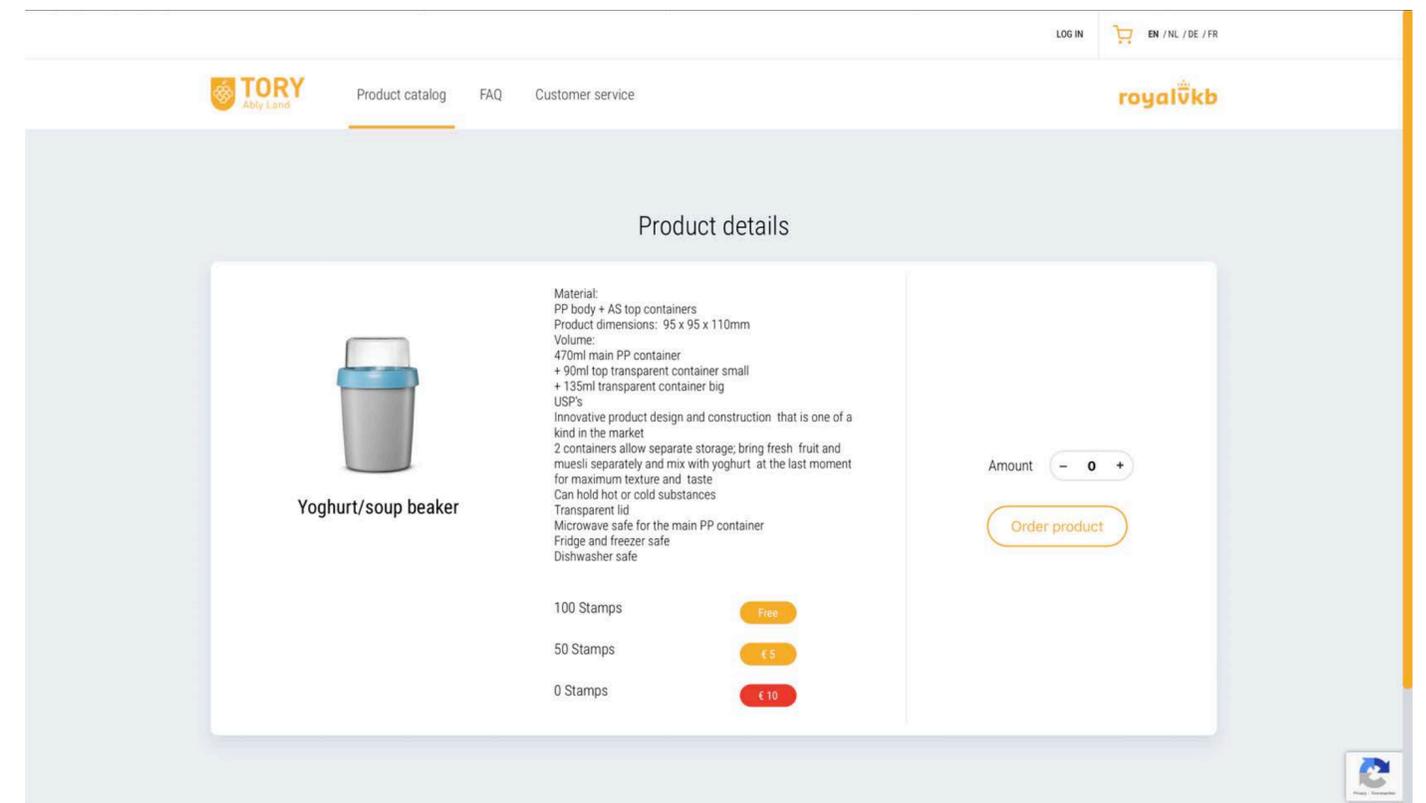
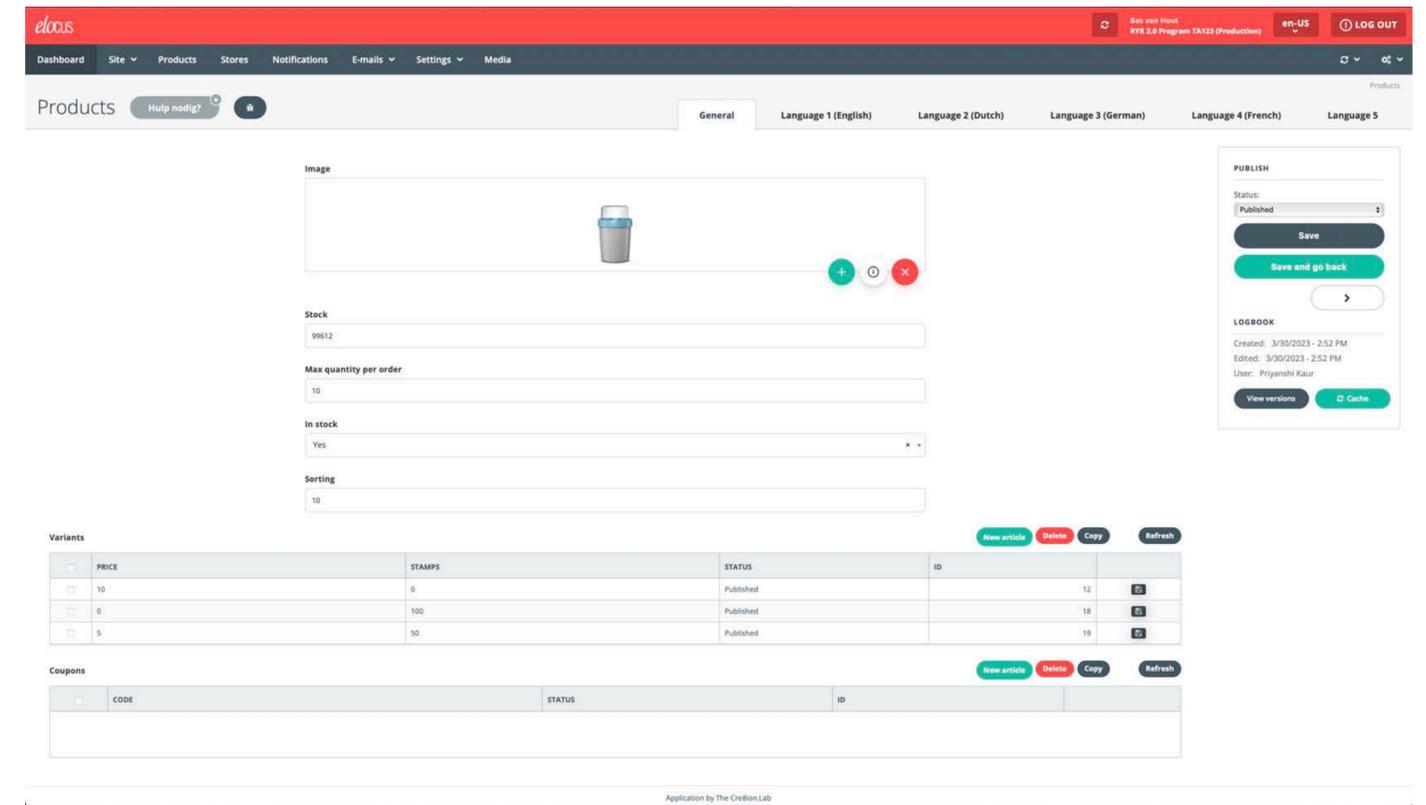
Products

The products tab in the CMS serves as a hub for managing various product-related activities. It facilitates adding, updating, deleting, copying and exporting products, along with the ability to add and manage product details.

Per reward, it is possible to edit:

- Image: Upload image of the reward.
- Stock: Indicate how many rewards are still in stock.
- Max Quantity per Order: Indicate how many rewards the customer can order.
- In stock: Indicate if the reward is in, out or temporary out of stock.
- Sorting: The lower the number, the higher the ranking in the service and order portal.
- Variants: add, delete or copy options.
 - Price
 - Number of stamps
- Coupons: add, delete or copy a coupon code.*

*In settings the programme manager can require a coupon code. If required, consumers can only order rewards with the corresponding code.



Stores

The stores tab in the CMS serves as a hub for managing the stores that joined the programme. The store import is done via a predefined Excel sheet. It also facilitates adding, updating, deleting and copying stores, along with the ability to add and manage store details.

The screenshot shows the 'Stores' management interface in the CMS. The top navigation bar includes 'elocus', user information 'Bas van Hout RYR 2.0 Program TA123 (Production)', language 'en-US', and 'LOG OUT'. The main menu has 'Dashboard', 'Site', 'Products', 'Stores', 'Notifications', 'E-mails', 'Settings', and 'Media'. The 'Stores' page title is visible with a 'Hulp nodig?' button and a search icon. The main content area contains a form for editing a store with the following fields:

- Number:** 1
- Full name:** 1, Retailer locatie A, Gruttostraat 21, 5212 VM, 's-Hertogenbosch
- Name:** Retailer locatie A
- Address:** Gruttostraat 21
- ZIP Code:** 5212 VM
- City:** 's-Hertogenbosch
- Region:** Default
- Type:** Default
- Longitude:** 5.300954
- Latitude:** 51.89421
- Active:** Yes

On the right side, there is a 'PUBLISH' sidebar with a 'Status' dropdown set to 'Published', 'Save' and 'Save and go back' buttons, and a 'LOGBOOK' section showing 'Created: 12/28/2021 - 4:09 PM', 'Edited: 12/28/2021 - 4:09 PM', and 'User: Sven Vermeulen', along with 'View versions' and 'Cache' buttons.

The screenshot shows the 'Choose a store' selection screen. It includes the following elements:

- Title:** Choose a store
- Instructions:** Please choose the store where you want to pick-up your selected products. You can fill in either a place, street, zip code or store name.
- Search Input:** A text field with the placeholder 'City, zip code, street name...' and a search icon.
- Store List:** A list of five retailer locations, each with a checkbox:
 - Retailer locatie A:** Gruttostraat 21, 5212 VM, 's-Hertogenbosch
 - Retailer locatie b:** Boschmeerplein 3, 5223 GX, 's-Hertogenbosch
 - Retailer locatie c:** 18 Septemberplein 23, 5611 AL, Eindhoven
 - Retailer locatie d:** Bart Van Peltplein 1, 5046 GA, Tilburg
 - Retailer locatie e:** Voorstraat 61a, 3512 AK, Utrecht
- Map:** A map of the Netherlands with several red location pins. The map has 'Kaart' and 'Satelliet' tabs.
- Buttons:** 'Nearest stores', 'Previous step', and 'Next step' buttons.

E-mails

The e-mails tab in the CMS serves as a central hub for managing the mail traffic during the programme:

- **Content:** Add or edit subject and text in the emails, the consumers receive

- Application
- **Service**
- Texts

- Send test mail

- Send order mail: Toevoegen na pop-up.: Currently it is only possible to send a mail once per person. So if an Order Shipped mail is send, then you cannot send another Order Ready mail.

- Send notification mail: notify consumers when the reward is back in stock.

elocus Bas van Hout RYR 2.0 Program TA123 (Production) en-US LOG OUT

Dashboard Site Products Stores Notifications E-mails Settings Media

E-mails / Content / Service / Order ready

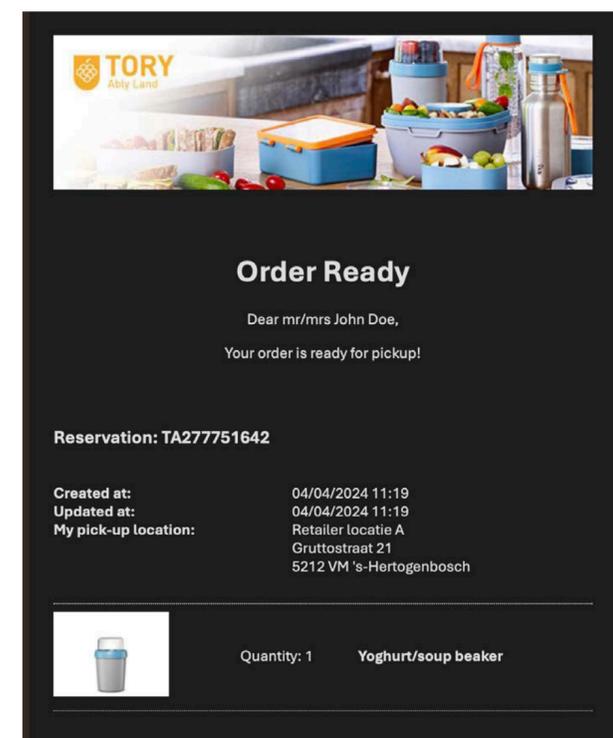
Order ready Hulp nodig? * Language 1 (English) Language 2 (Dutch) Language 3 (German) Language 4 (French) Language 5 (?)

Subject
Order Ready

Text
B
Your order is ready for pickup!

PUBLISH
Status: Published
Save

LOGBOOK
Created: 10/26/2021 - 9:18 AM
Edited: 10/26/2021 - 9:18 AM
View versions Cache



E-mails

The e-mails tab in the CMS serves as a central hub for managing the mail traffic during the programme:

- Content: Add or edit subject and text in the emails, the consumers receive
 - Application
 - Service
 - Texts
- Send test mail
- **Send order mail:** Toevoegen na pop-up.: Currently it is only possible to send a mail once per person. So if an Order Shipped mail is send, then you cannot send another Order Ready mail.
- Send notification mail: notify consumers when the reward is back in stock.

**The programme manager must manually send order/notification updates via the CMS to the consumers who have ordered a reward or signed up for notifications. See Use Case 2*

Order mail verzenden

Email type: Order ready

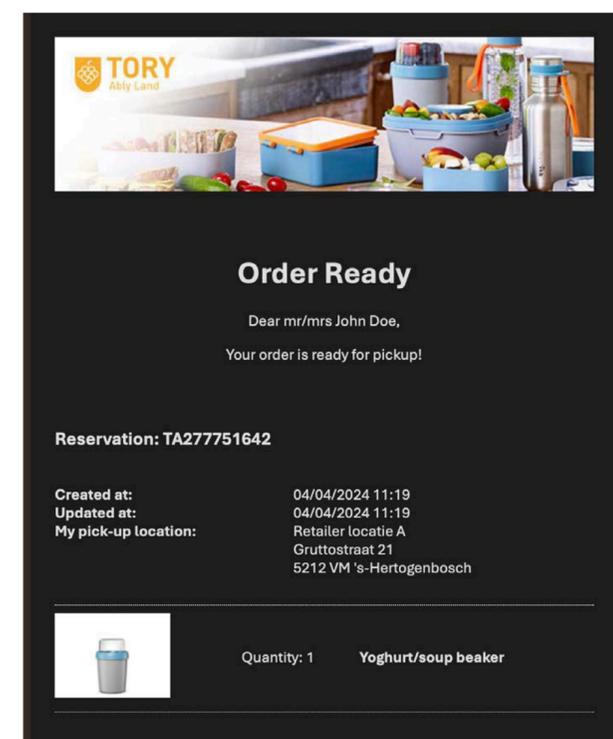
Product(en): Yoghurt/soup beaker

Winkel(s): 1, Retailer locatie A, Gruttostraat 21, 5212 VM, 's-Hertogenbosch of Winkel regio

Winkel type

Batch size: 100

Verzenden



Requirements

Requirements

The Reserve your Reward website for the new programme needs to be filled with content. To effectively deliver content for the "Reserve Your Reward" programme, the following content needs to be delivered and several key requirements should be addressed.

Variables	Comments
Logo retailer	png
Logo brand	png
Store list	defined format
Email name	noreply@reserveyourreward.com*
Support email name	noreply@reserveyourreward.com*
Key visual	without text - 1920x1080 pixels - 72dpi - JPG
Email header	mandatory variables in CMS
Leaflet	pdf
Images	white or transparent background- 650x475 pixels - 72 dpi - PNG
Number of stamps	[number]
Additional payment per product	valuta

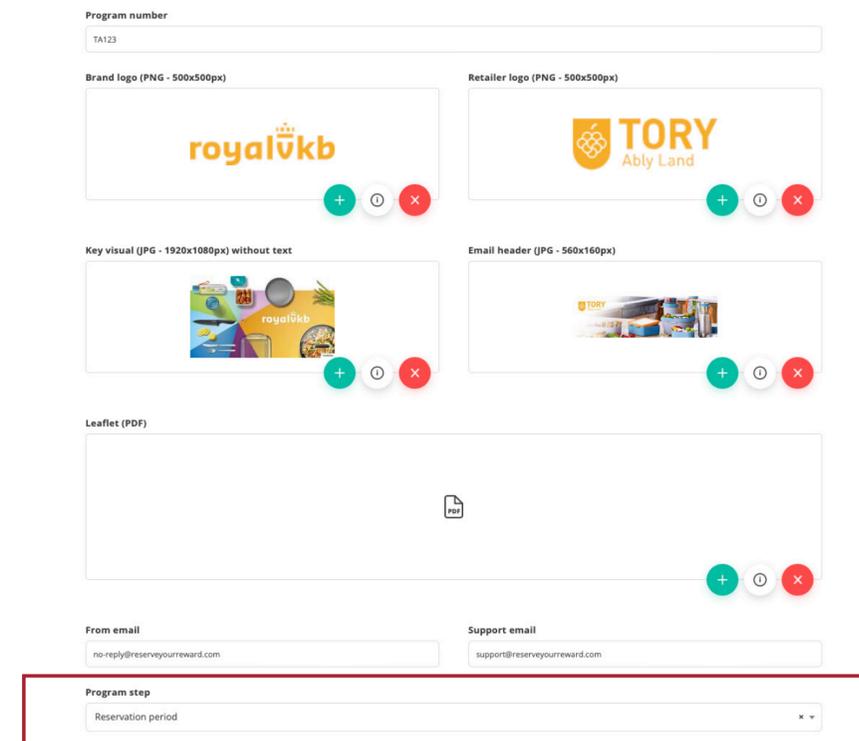
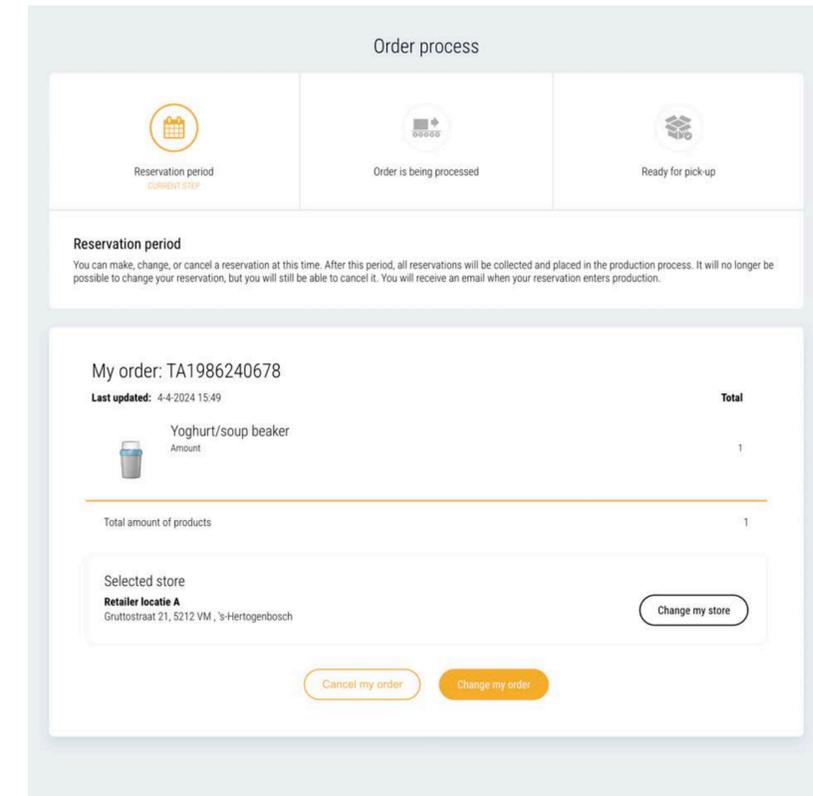
* This variable is only editable in Diamond.

Use Case

Use Case 1

Consumers have the possibility to check the order status themselves via their account in the order portal or can check them in store together with a service employee. The programme manager can change the order process via changing the steps in the CMS General Settings.

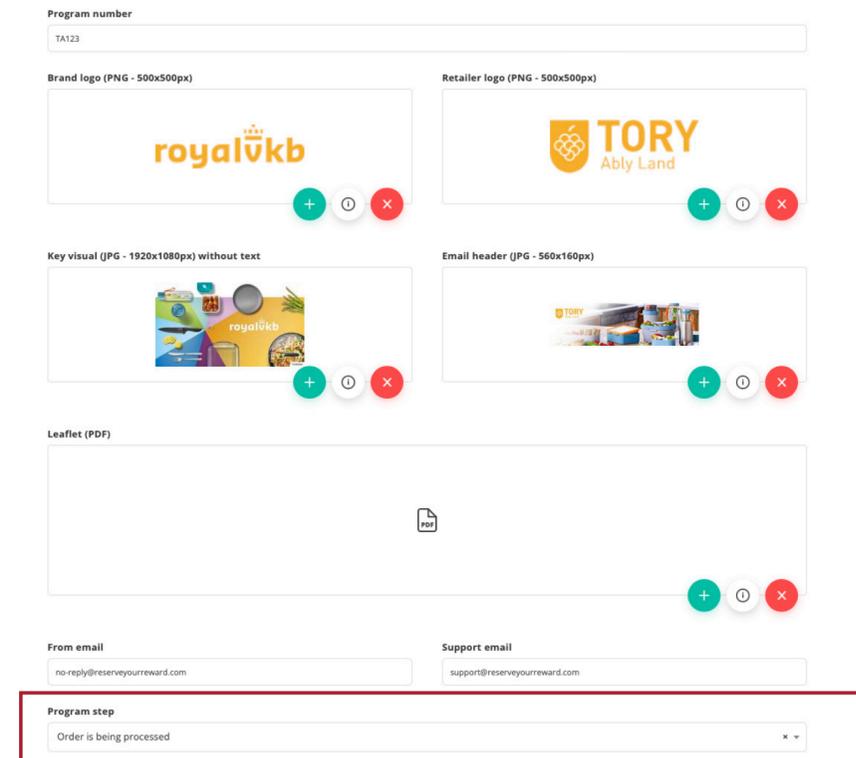
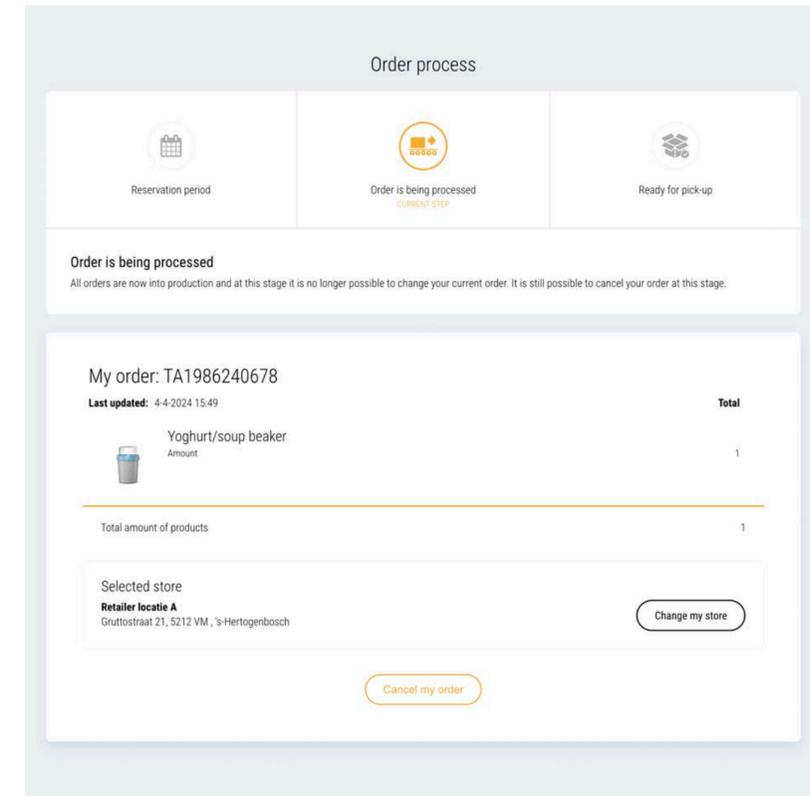
- **Reservation period / step 1:** consumers can still make, change or cancel a reservation at this time, as well as change their store.
- **Order is being processed / step 2:** consumers can still change their store, cancel the order, but not change the reward.
- **Ready for pick-up / step 3:** consumers can still cancel the order, but not change their store.



Use Case 1

Consumers have the possibility to check the order status themselves via their account in the order portal or can check them in store together with a service employee. The programme manager can change the order process via changing the steps in the CMS General Settings.

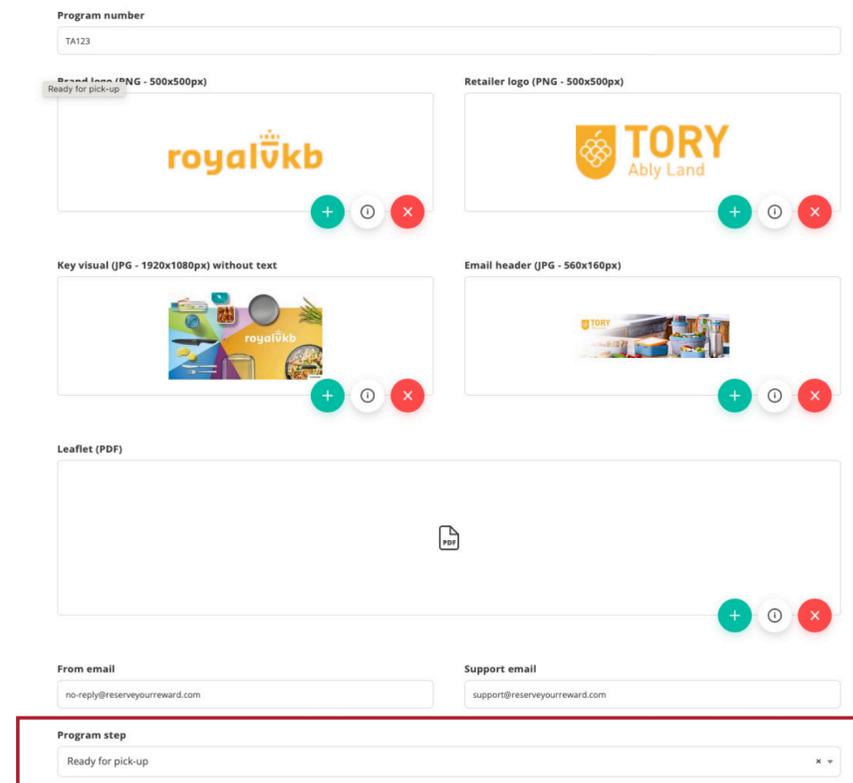
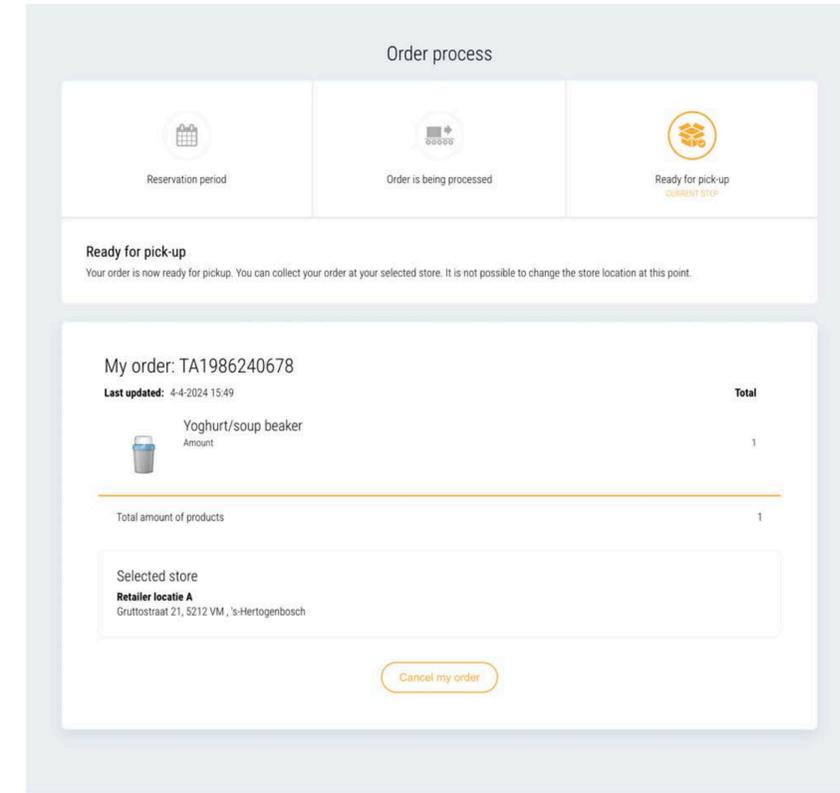
- Reservation period / step 1: consumers can still make, change or cancel a reservation at this time, as well as change their store.
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- Ready for pick-up / step 3: consumers can still cancel the order, but not change their store.



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- Reservation period / step 1: consumers can still make, change or cancel a reservation at this time, as well as change their store.
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- **Ready for pick-up / step 3:** consumers can still cancel the order, but not change their store.



Use Case 2

When consumers have ordered a reward or have signed up for receiving a message when the product is back in stock, they will be informed about the status via email. The programme manager is responsible for sending those emails to the consumers.

1. Send order mail: The programme manager must manually send emails to consumers via the CMS, when the reward's order status has changed. Currently it is only possible to send a mail once per person. So if an Order Shipped mail is send, then you cannot send another Order Ready mail.
2. Send notification email: The programme manager must manually send emails to consumers via the CMS, when the reward is back in stock.



Order Ready

Dear mr/mrs John Doe,
Your order is ready for pickup!

Reservation: TA277751642

Created at: 04/04/2024 11:19
Updated at: 04/04/2024 11:19
My pick-up location: Retailer locatie A
Gruttostraat 21
5212 VM 's-Hertogenbosch

	Quantity: 1	Yoghurt/soup beaker
---	-------------	----------------------------

Use Case 2

When consumers ordered a reward or signed up for receiving a message when the product is back in stock, they will get informed about the status via email. The programme manager is responsible for sending those emails to the consumers.

1. Send order email: The programme manager must manually send mails to consumers via the CMS, when the reward's order status has changed. Currently it is only possible to send a mail once per person. So if an Order Shipped mail is send, then you cannot send another Order Ready mail.

1. Email type: the programme manager can choose if the order is shipped, ready or remind the customer that the order is ready.
2. Product(en): the programme manager can choose which product is concerned.
3. Winkel(s) of Winkel Regio: the programme manager can choose which store is concerned, or even which region.
4. Winkel type: the programme manager can make a distinction between the type of store (like AH to Go, AH XL, etc.).
5. Batch size: In this field the programme manager has to fill in a quantity that relates to the number of available products. The first batch of consumers, those who ordered a reward and are within this range, receive an email. In this case, the programme manager sends an email to the first 100 consumers who chose 1, Retailer locatie A, Gruttostraat 21, 5212 VM, 's-Hertogenbosch, and ordered a Yoghurt/soup beaker. The consumers will receive this email.

2. Send notification email: the programme manager must manually send mails to consumers via the CMS, when the reward is back in stock.

elous

Dashboard Site Products Stores Notifications E-mails Settings Media

Order mail verzenden

Email type: Order ready

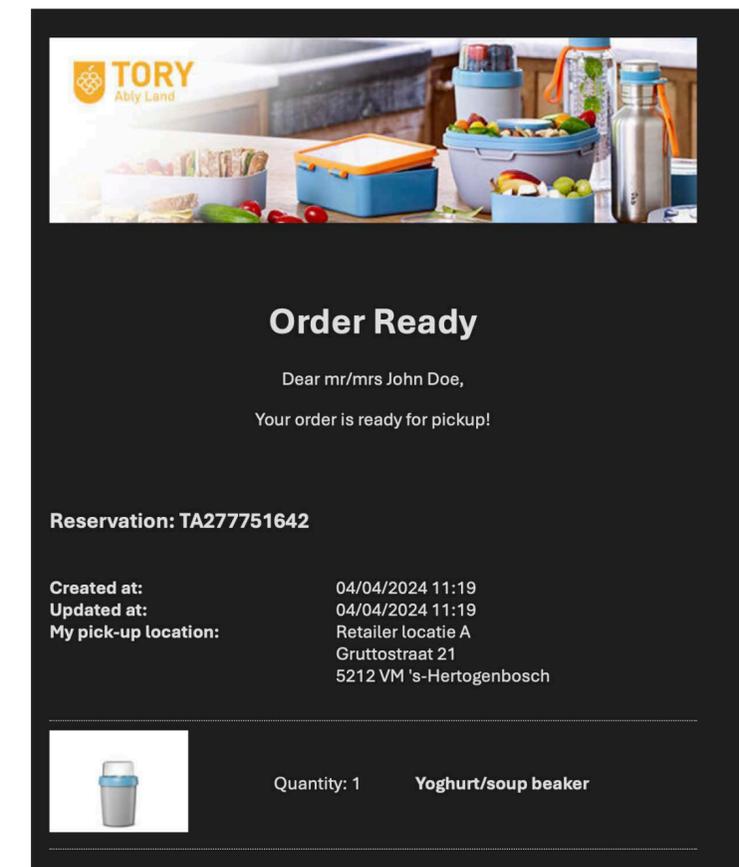
Product(en): Yoghurt/soup beaker

Winkel(s): 1, Retailer locatie A, Gruttostraat 21, 5212 VM, 's-Hertogenbosch of Winkel regio

Winkel type

Batch size: 100

Verzenden

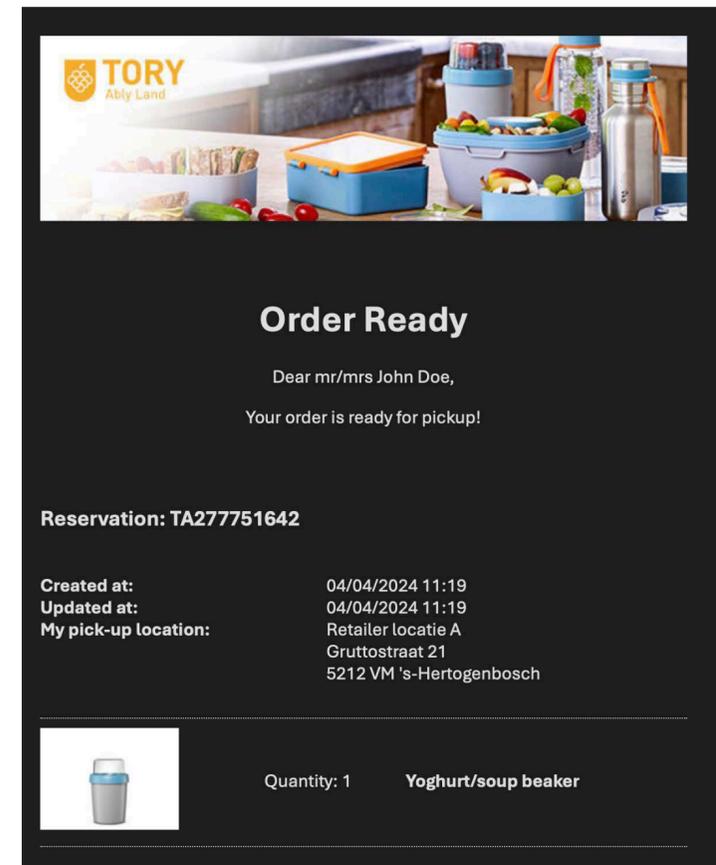
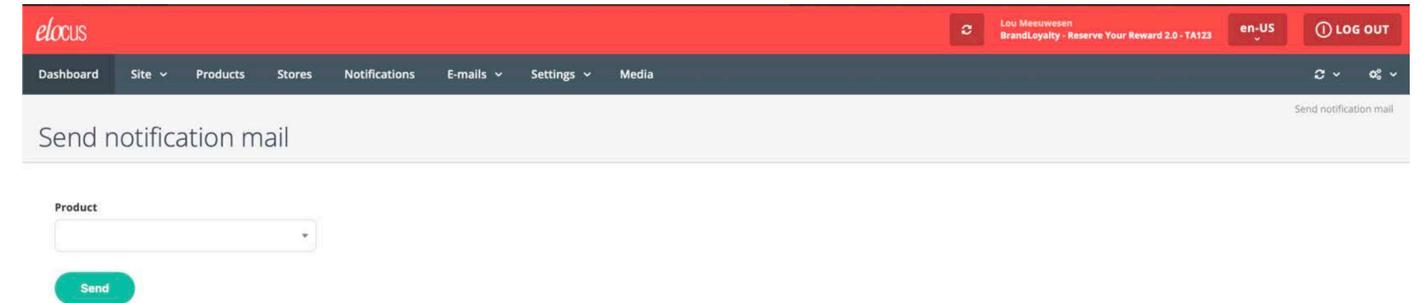


Use Case 2

If consumers have ordered a reward or when they have signed up for receiving a message as soon as the product is back in stock, they will get informed about the status via email. The programme manager is responsible for sending those emails to the consumers.

1. Send order email: The programme manager must manually send emails to consumers via the CMS, when the reward's order status has changed. Currently it is only possible to send a mail once per person. So if an Order Shipped mail is send, then you cannot send another Order Ready mail.
2. **Send notification email:** The programme manager must manually send emails to consumers via the CMS, when the reward is back in stock.
 1. The programme manager can select the product that is back in stock.

In this case, the programme manager sends an email to all the people who signed up for receiving a message when the Yoghurt/soup beaker is back in stock.



A large, stylized letter 'R' graphic in a dark red color, positioned on the left side of the page. The 'R' is composed of solid geometric shapes, with a rounded top and a vertical stem that tapers slightly at the bottom.

Reserve Your Reward

Never out of stock

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