**SNIPE - Training module for store staff**

**OUTLINE**

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**1. What is Snipe?**

Snipe is a mobile app that lets you quickly see bargains in the mall you’re in. You need to turn on your internet connection and your GPS to use Snipe.

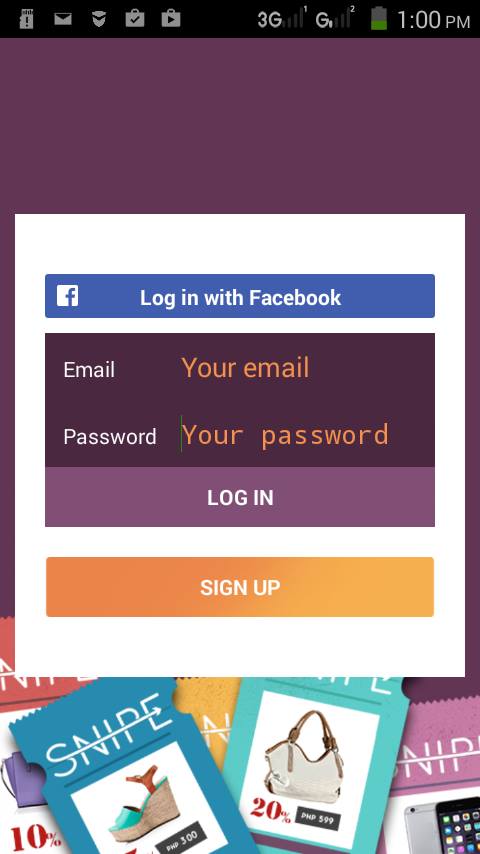
**2. How do I use Snipe?**

**Show them the Snipe screens or demonstrate the app this way:**

1. Download Snipe for Free (IOS and Android).

2. Turn on your internet connection (Wifi or mobile data) and GPS.

3. Turn on the app and register via your Facebook account or email



4. After logging in, the app detects your location automatically and loads bargains in the mall you’re currently into a random roll of e-coupons.



5. If you like a coupon, swipe it to the right (or Snipe it).

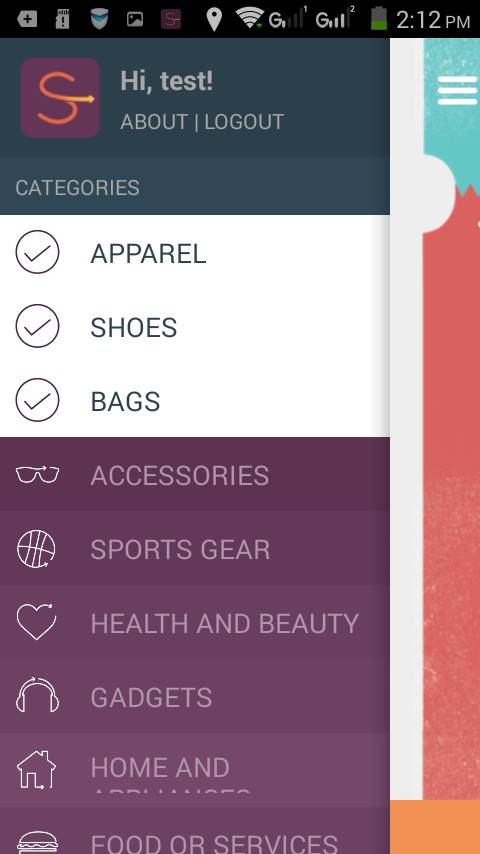


6. Once Sniped, the coupon goes to your wallet.

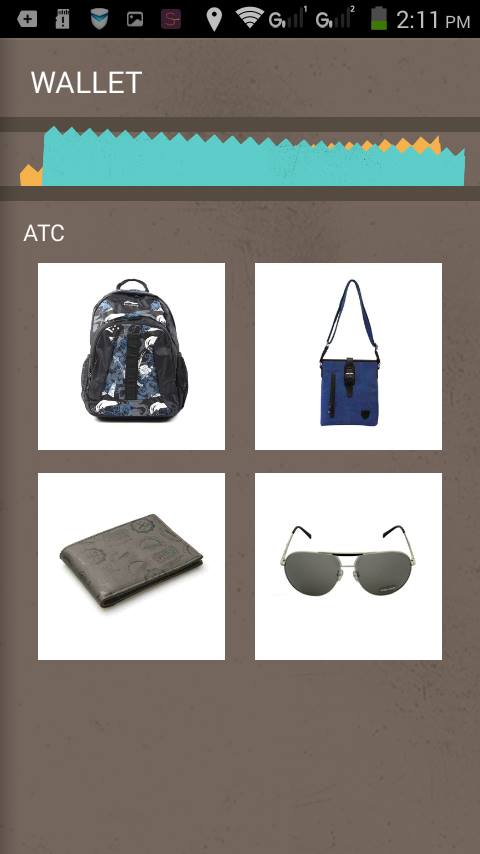
7. If you’re not interested in the deal, swipeit down. The coupon is discarded and will not be displayed again. The next e-coupon will appear.



8. Category filters let users narrow down the coupon selection to only their interests at the moment.

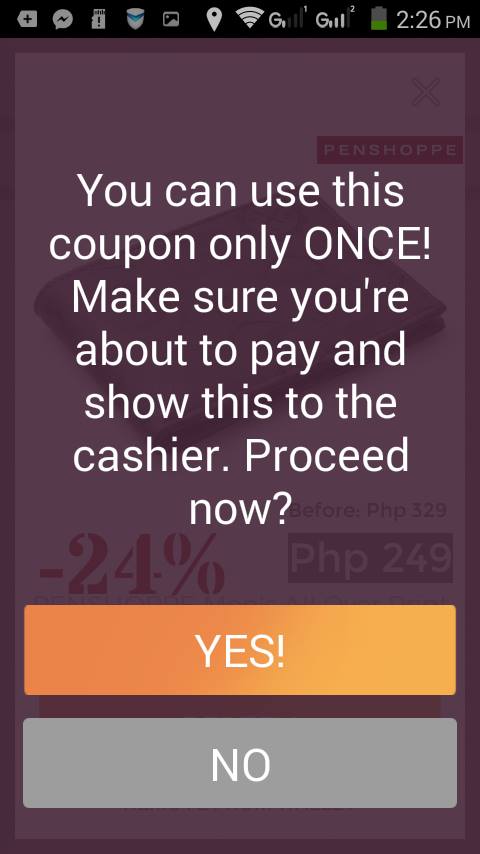
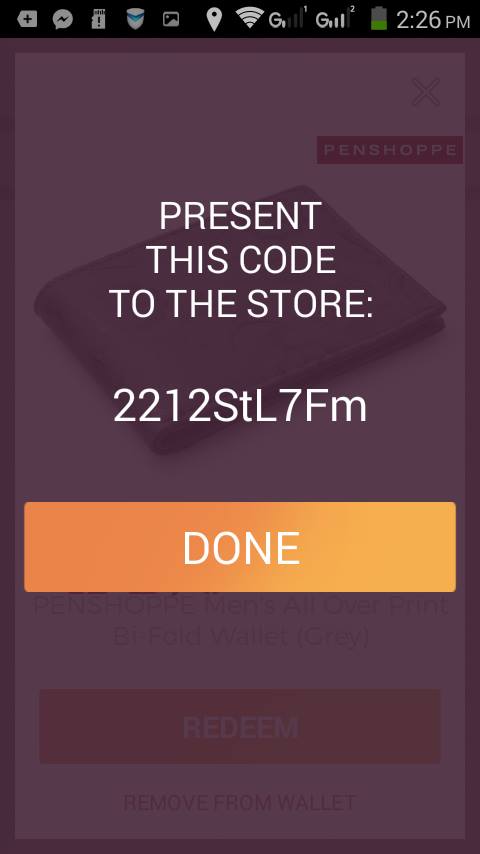


9. To avail a coupon, the user simply drags the screen to the left to reveal the wallet.



10. The user taps the coupon and presents the unique transaction code to the vendor.

The user then proceeds with the purchase.



**\*Other notes:**

When part of a corporate partnership, kindly ask the customer to show the redemption code AND his/her company ID to verify his membership to such organization.

**4. When someone shows the promo code/redeem page**

Take note of the promo code before pressing DONE. Then tell the customer to press DONE button to verify if promo is valid (see screenshot above).

**5. How to handle when customer swipes downs, redeems or deletes coupons by accident**

If the customer accidentally swipes down a coupon on the main screen, this unfortunately cannot be redeemed anymore. Kindly tell the customer that you are sorry to hear about the deletion and that he or she can try his/her luck again.

If the customer accidentally **redeems or deletes a Sniped coupon in the wallet without the cashier seeing it**, you may contact Anthony Sabarillo through the following to confirm if the customer really had the item in her or her wallet:

Mobile: 09178505230

Landline: 736 9915

Email: robertsuyom@gmail.com

**6. What to do when you cannot answer or address customer’s questions/concerns**

*Contact Robert Suyom through the following:*

Mobile: 09178505230

Landline: 736 9915

Email: robertsuyom@gmail.com

*Or with Snipe’s trade representative*

**7. Making weekly reports**

Kindly see the attached excel file and follow the reporting.

Kindly submit the report to your head office every Friday. In turn, your head office will email reports to Robert Suyom (robertsuyom@gmail.com).