Introduction what is Tradler.

Tradler is an online platform that allows you to get recognized for the work you are doing when you are doing it, and also share recognitions between colleagues. You are able to earn points based on your daily activity and exchange those points for gifts. The aim of Tradler is to improve recognition of daily contributions and enhance connections within a team.

Some of the things that you can do in Tradler are:

- Check your daily performance: see your evolution over the main metrics that are most important for your team.
- Give recognitions to your colleagues, no matter where they are in the organization, you can recognize anyone for his/her help, effort, or contributions.
- When you give is also nice to receive, so you will also be receiving recognitions from colleagues and managers, who will acknowledge your effort and hard work showing their appreciation.
- Receive points for your daily work activities. When you care for what you do, and you want to do it right, that definitely deserves some points.
- Exchange your well-earned points for gift cards and rewards.

You can be rewarded for your work in different ways:

On one side you will be receiving recognitions from your managers and colleagues for your effort, and daily contributions.

You will also be rewarded for your achievements over the metrics defined by your company and recorded on your daily activity data.

Every day, week, or month, your activity data from the previous day is automatically uploaded to Tradler, and then converted into points that will be included in your points balance. The data frequency depends on your company, if you would like to learn more about it you can ask your manager.

This way, you will be receiving points over those recognitions received and the achievements of your daily work. These points can then be exchanged by rewards and gifts of your choice.

Invitation and Sign up

To start receiving points and recognitions for your daily work, you must first be invited to join the Tradler platform.

This usually happens when you join the company, but in case you haven't received your invitation yet, don't hesitate to ask your manager to generate an invitation for you.

You will receive your invitation to join Tradler in your email. if you don't see it the best way to find it is just to look for "Tradler" on the search box. We also suggest you look at the Spam folder, as our emails can sometimes end there.

This invitation email will include a personal invitation link where you can click to access the registration form, just include a few personal details, and you will be ready to go.

In case you are not interested in trying Tradler, we will be very sad about it, but you will find the option to unsubscribe from any Tradler communication at the bottom of the invitation email.

Remember that we can't grant points retroactively if you are not registered on the platform, so just don't wait to sign up, every day you are not in Tradler you are missing points!!!

Once you have done the registration, don't forget to go to your app store to download the Tradler app. This is the best way to track the points you have received, and also get notified whenever your manager or colleagues send a recognition.

The App

You can download the Tradler App from the Playstore for Android devices or from the AppleStore for IOs devices.

Remember that you should have filled in the registration form before you try to log in for the first time using the app.

The App will indicate that your credentials do not match. If this happens, go to your email and look for your invitation email.

When asked about what company you work at, please write down your company name correctly spelled so our system can recognize it.

This invitation email will include a personal invitation link where you can click to access the registration form on your web browser, just follow the steps and fill in the form, and you will be ready to go.

Recognitions

Recognitions are a key part of Tradler, as everybody likes to be acknowledged for their hard work and contributions.

Recognitions are messages (and gifs) users and managers can send to each other (in all directions) to say thank you, recognize their amazing work, encourage them in difficult moments... or any other thing they would like to appreciate their colleagues for!

Users can also give a reaction to the recognition they receive to show their appreciation.

As a user, you will have a fixed amount of recognitions to give to your colleagues every month (e.g. 20 recognitions of 10 points per month). You will be able to

recognize up to 5 people at the same time.

The recognition you didn't give this month will not be accumulated for the next one, so don't be greedy, and let's spread some appreciation to your colleagues.

Giving recognition is really easy, just follow these steps:

- Access the recognition page: At the top right of the screen, click on the button saying Recognition. If you are using the app, you can find this page on the top-bottom menu.
- Select the users you want to recognize: If you are using the web version click the "+ Add" link to include the colleagues or colleagues that you want to send the recognition to. You can select up to five people to send a recognition at the same time.
- If you are using the app, use the search bar to search individual users, and select each one of them by clicking on the checkbox next to his/her name, and clicking Save.
- Add the text you want to include on the Recognition: Use the text editor to write the text you want to include on the recognition and show your appreciation for their work. You can include links, emojis… anything you like.
- You can also include a GIF on your recognition. Click over the text Select GIF and search GIFs using the search bar, select the one you want to add. This is an optional step. You can send recognition without GIFs if you prefer, but you must admit it looks really cool!
- Finally, click on the Give Recognition button, and the recognition will be sent.

Every now and then you will receive recognitions from your Manager.
The manager has full freedom on how many points he wants to award on each recognition, that's why you may receive recognitions with different amounts of points.

Metrics

Another way to earn points is with your daily work and activities, and the level of performance you achieve on the different metrics that have been defined for

your team.

If you want to know what are the metrics that are being considered to grant you points, just scroll all the way to the bottom on the home page and there you will find a section with the detail on what is your main metric to achieve, together with some secondary metrics that will also grant you with points when you achieve them. If you are using the app, you will see your metrics on the homepage. Use the top menu to check your secondary metrics and milestones.

This section will also show you what has been your performance on these metrics lately and detail if this is a metric to be achieved daily, weekly or monthly.

But if you ever want to know whether certain achievements over metrics have been considered to grant you points, the best way to find out is to go to your performance graph.

To access the performance graph, access Tradler web platform, look at the top right corner of the screen and hover over where it says "Hi, *your name*" and from the dropdown, select the option My Progress.

Once in the My Progress page, scroll down all the way to the bottom and you will see a graph, where you will be able to indicate the metric that you want to look into, and the dates you want to check your performance from. This will show you your evolution over that metric in that particular period of time.

 The performance graph is only available on the web version.

Milestones

Milestones are specific goals set for your team, all related to a single key metric. These goals are broken down into target scores that need to be achieved over time. Each time you reach a new target score, you'll earn points.

If you want to know your currently active milestones, what is your next target score, or also the ones that you have already achieved., you must go to the My Progress page, you can do so by looking into the top right corner of the screen and hovering over it says "Hi, *your name*" and from the dropdown, select the

option My Progress. If you are using the app you can find the milestones on the top menu of the home screen.

The first section you will find in the my progress page will be the Milestones section. There you will see the different milestones series and your current level of progress, you can click on view details to see the target scores that you have already achieved, and the points awarded for each target.

Points

In Tradler you can earn points in many different ways: Receiving recognitions from your managers or colleagues, over your daily work and activities by achieving certain targets over Metrics and Milestones.

To check your current point balance you just have to look below your profile image on the home page. There you will find your current point balance, and also the Total amount of points that you have earned over your entire time using Tradler. If you are using the app, you will see your current point balance on the top-right corner of your screen.

If you want to check what are the latest achievements and recognitions that you have received points from, you can look into the Points summary graph and also the latest achievements section. These two sections are only available on the web version.

The Points Summary graph will show you what your point distribution looks like over the last week, in a nice column graph.

Also, you can look into the Latest Achievements sections where you will find a short list of the last events that have granted you points. If you want to expand that list so it covers a longer period you can do so by clicking on the "+ show more" at the bottom of the section. This feature is only available on the web version.

If you ever feel that you are missing points on your achievements, or that there are metrics that are not being considered, you can access the performance graph. To access the performance graph, look at the top right corner of the screen and hover over it says "Hi, *your name*" and from the dropdown, select the option My Progress. This graph is only available on the web version.

Once on the My Progress page, scroll down all the way to the bottom and you

will see a graph, where you will be able to indicate the metric that you want to look into and the dates you want to check your performance from. This will show you the metrics that have been considered over that period of time.

Rewards & Incentives

While doing your daily work you will be awarded points, and the moment you have accumulated enough points you will be able to spend these point in different types of gifts or incentives.

You can see all the different possibilities on the gifts page.

In Tradler you will find different types of incentives, and they are managed differently considering each type.

Coupons:

Exchanging your Tradler points you can get yourself some coupons or discounts for some of the best stores near you, this discount coupons can also be in games, food delivery apps, and many more.

The coupons management and delivery is fully managed by Tradler, so the moment you place an order to exchange your points for one of this coupons, we will take care of getting the discount code and delivering it to you.
Please consider that the process of delivering the coupon with the discount code can take up to three days.

Once we have the discount code ready, you will be able to find it on the orders page. You will also receive an email indicating your code is ready on the platform.

To access the orders page and find your coupon with the discount code, you just have to hover the gift option on the top of the screen and select the orders option from the drop-down menu. If you using the app, you can go to the gift page using the top-bottom menu. Once there, you can see the Orders page on

the top menu.

On this page, you will find the different orders that you have placed during your time in Tradler, together with the status and an option to see the discount code.

Company Incentives:

The company incentives can be anything from some time off, breakfast with the manager, some merchandising goodies, or any other kind of gift.

Is a type of reward that is fully managed by your company.

So the moment you place an order for a Company incentive, the person responsible for managing these incentives will be notified and will handle the process for approving your request and delivering your gift.

You will also be able to see the status of your company incentive order from your orders page.

If you feel that it's taking too long to deliver your company incentive, you can ask your manager about it.

Donations:

In Tradler we currently work with different NGO´s to give you the option to donate some of your points and help to make the world a better place.

If your company has decided to include donations as an option, they would have chosen the NGO´s that best fits their culture and values.

If you know of an NGO that you would like to see in Tradler, you can write an email to support@tradler.co and tell us about it.

Lotteries:

You can also enter a lottery on Tradler.

The way the lotteries work is as follows:
1. When ordering the lottery incentive you are ordering one lottery ticket.

2. There are 2 modalities, depending on the set-up your company has decided. :
   a. Regular lottery: the more tickets you buy the more chances you have to win.
   b. One-ticket lottery: you only need to buy one ticket to enter the lottery, so it doesn't matter how many tickets everyone orders, everyone will be counted 1 time.
2. When the lottery is completed, a drawing is held.
3. The user with the winning number wins the prize.

The winning number will be announced on the platform.

Notifications

Tradler can also be used as a communication tool.
Your company or your manager, can create notifications to inform your team, or the entire company about important news, events, or any kind of information that it wants to be notified to the employees These notifications created by your company or manager, will only show on the app or in the web platform, but you will not be notified by email.

There are also some automatic notifications: when you receive a new recognition, or when you reach a new milestone.

If you wish to stop receiving notifications on your email you can opt-out very easily going to the notification settings, on the configuration page.

Just hover over the "hi your name" on the top right corner, and select the configuration option from the dropdown menu, once in the configuration page, you will find the notifications section where you can define your preferred notification options. If you are using the app, you can adjust your notifications by clicking on Profile at the top-bottom menu. There, click on Notification settings.

So what are you waiting for? Let's get your organization tradlin'!

FAQ

Account

How can I change my password?

1. Sign in
2. Go to the **Settings** page (recognizable by the avatar with the gear)
3. Click on **Change password**
4. Fill out the fields
5. Confirm by clicking **Change password**

There, you will also be able to change your personal information such as your email.

What happens with my data when my account is deleted?

When your account is deleted all your data is soft deleted. After 30 days, the data gets hard deleted.