



User Manual: MyRewards

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1 Introduction

1.1 Purpose of the Manual

The purpose of this user manual is to provide comprehensive guidance and instructions to users of MyRewards software. This manual aims to help users understand the features, functionalities, and workflows of the software, enabling them to effectively utilize its capabilities. By providing step-by-step instructions, tips, and best practices, this manual assists users in performing various tasks, customizing settings, and managing data within the software. Additionally, this manual serves as a reference guide for troubleshooting common issues and addressing frequently asked questions. Ultimately, the user manual empowers users to maximize their productivity and achieve their goals with MyRewards software.

1.2 Intended Audience

This user manual is designed to cater to two primary audiences: businesses aiming to expand their customer base and consumers seeking a convenient way to track their expenses and earn rewards for their purchases.

For Businesses: This manual provides valuable guidance for businesses of all sizes and industries that wish to leverage the MyRewards software to reach and engage with a larger customer base. Whether you are a retail store, a restaurant, an e-commerce platform, or a service provider, the MyRewards software offers a range of features to enhance customer loyalty, streamline marketing campaigns, and optimize customer acquisition strategies. By following the instructions and best practices outlined in this manual, businesses can effectively utilize the software's tools and functionalities to grow their customer relationships and drive revenue.

For Consumers: This user manual also serves as a comprehensive resource for individual consumers who want to manage their expenses efficiently and make the most of their purchasing power. The MyRewards software enables consumers to track their spending, categorize transactions, set budget goals, and access exclusive rewards and discounts. By following the user manual, consumers can learn how to navigate the software's intuitive interface, take advantage of its features, and maximize their benefits. Whether you are a frequent shopper, a travel enthusiast, or simply seeking to better manage your personal finances, this manual provides step-by-step instructions and tips for harnessing the full potential of the MyRewards software.

Regardless of your background or level of familiarity with similar software, this user manual is designed to accommodate both novice users and experienced professionals, ensuring a smooth onboarding experience and empowering users to unlock the full potential of the MyRewards software for their specific needs.

1.3 Scope and Overview of the MyRewards Software

The MyRewards software is a comprehensive platform designed to help businesses expand their customer reach and provide consumers with a seamless experience for tracking expenses and earning rewards.

For Businesses: The MyRewards software offers a wide range of features to businesses, including customer loyalty programs, targeted marketing campaigns, and analytics for data-driven decision-making. With MyRewards, businesses can create customizable rewards programs to incentivize customer engagement, track customer behavior and preferences, and gain insights into their buying patterns. By leveraging the software's powerful tools, businesses can drive customer retention, increase sales, and cultivate a loyal customer base.

For Consumers: MyRewards provides consumers with a convenient and user-friendly platform to manage their expenses and enjoy exclusive benefits. With the ability to track transactions, set spending limits, and receive personalized recommendations, consumers can easily stay on top of their finances. Additionally, MyRewards offers rewards and discounts tailored to individual preferences, making every purchase more rewarding. By using the MyRewards software, consumers can take control of their spending, save money, and enjoy a more personalized shopping experience.

Throughout this user manual, we will explore the various features and functionalities of the MyRewards software, providing detailed instructions and best practices for both businesses and consumers. By following this manual, you will gain a comprehensive understanding of how to effectively utilize MyRewards to meet your specific needs and achieve your goals.

1.4 Software Requirements

The MyRewards software consists of two parts: a web application developed using Angular for business owners and a mobile application developed using Flutter for Android users. Please ensure that your system meets the following software requirements for each part:

1.4.1 Web Application (Angular)

To access the MyRewards web application, ensure that your system meets the following requirements:

- Operating System: Windows 10, macOS 10.13 or later, Linux (Ubuntu 18.04 or equivalent)
- Web Browser:
 - Google Chrome (latest version)
 - Mozilla Firefox (latest version)
 - Safari (latest version)
 - Microsoft Edge (latest version)

1.4.2 Mobile Application (Flutter)

To use the MyRewards mobile application on your Android smartphone, ensure that your device meets the following requirements:

- Operating System: Android 6.0 (Marshmallow) or later
- RAM: 2GB or higher
- Storage: 100MB of free space
- Internet Connection: Wi-Fi or mobile data

For admins and developers working on the MyRewards web application, it is required to have Node.js installed. However, for regular users accessing the web application as business owners, Node.js is not required. Please ensure that your web browser and operating system are up to date with the latest versions to ensure compatibility and optimal performance. Additionally, make sure you have a stable internet connection to access all the features of the MyRewards software.

Note: The above specifications are general recommendations and may vary depending on the specific version and edition of the MyRewards software. Please refer to the official documentation or contact technical support for any specific software requirements or compatibility questions.

2 Getting Started

2.1 Installation and Setup

Before you can start using the MyRewards software, you need to complete the installation and setup process. This section provides step-by-step instructions to help you get started.

2.1.1 Web Application (Angular)

To access the MyRewards web application, all you need is a compatible web browser. Follow these steps to get started:

1. Open your preferred web browser (Google Chrome, Mozilla Firefox, Safari, or Microsoft Edge).
2. Enter the URL provided or navigate to the web address where the MyRewards web application is hosted.
3. You will be directed to the login page. If you have not registered yet, click on the "Register" button to create a new account.
4. Fill in the required information and follow the prompts to complete the registration process.
5. After registration, enter your login credentials (username and password) and click on the "Login" button.
6. You will now have access to the MyRewards web application dashboard, where you can start managing your business and configuring settings.

2.1.2 Mobile Application (Flutter)

To install and set up the MyRewards mobile application on your Android smartphone, follow these steps:

1. Open the Google Play Store on your Android device.
2. Search for "MyRewards" in the search bar.
3. Locate the MyRewards app in the search results and tap on it.
4. Tap the "Install" button to download and install the MyRewards app on your device.
5. Once the installation is complete, tap the "Open" button to launch the MyRewards app.
6. On the login screen, enter your registered username and password.
7. Tap the "Login" button to log into your account.
8. You will now have access to the MyRewards mobile application, where you can start tracking your expenses, earning rewards, and enjoying personalized benefits.

Congratulations! You can now access the MyRewards web application using your compatible web browser. In the next sections, we will explore the various features and functionalities in detail, helping you make the most out of your MyRewards experience.

2.2 User Registration and Login

2.2.1 Creating an Account

2.2.2 Logging In

2.2.3 Password Recovery

3 Using the Software

The MyRewards software offers a range of powerful features designed to meet the needs of both business owners and consumers. Let's explore the key features for each user role:

3.1 Business Owner Features

3.1.1 Main Dashboard

The main dashboard in the MyRewards software provides a comprehensive overview of your business's performance and key statistical analysis. It serves as a centralized hub for monitoring important metrics and navigating through various sections. Here's an overview of the main components:

- **Statistical Analysis:** The main view of the dashboard presents statistical analysis in a visually appealing and informative manner. You can see key metrics such as customer engagement, sales performance, redemption rates, and overall revenue. Charts, graphs, and tables provide an at-a-glance view of your business's performance, allowing you to track progress and make data-driven decisions.
- **Side Menu Tabs:** The side menu of the MyRewards dashboard consists of four tabs that provide quick navigation to different sections:
 - **Dashboard Tab:** This tab allows you to access the main dashboard view, providing a summary of your business's performance and statistical analysis.
 - **Offers Tab:** By clicking on this tab, you will be directed to the Offers page. Here, you can create, modify, and delete offers available to your customers. This feature enables you to customize discounts, loyalty rewards, or special promotions to attract and engage your customers effectively.
 - **Redeem Tab:** The Redeem tab in the side menu provides access to the Redeem page. This page allows you to enter a code provided by a customer to redeem a specific offer. It simplifies the process of applying discounts, free items, or loyalty rewards during the checkout process, providing a seamless experience for your customers.
 - **Logout Tab:** Clicking on this tab will log you out of the MyRewards software, ensuring the security of your account and preventing unauthorized access.

These tabs in the side menu offer convenient navigation and quick access to the main dashboard, offers management, offer redemption, and the logout functionality.

The main dashboard in the MyRewards software provides a powerful tool for monitoring your business's performance, analyzing data, and managing offers. By utilizing the statistical analysis and efficiently navigating through the side menu tabs, you can make informed decisions and optimize your business's customer engagement and revenue generation.

Please refer to Figure 1 for an example image of the MyRewards main dashboard.

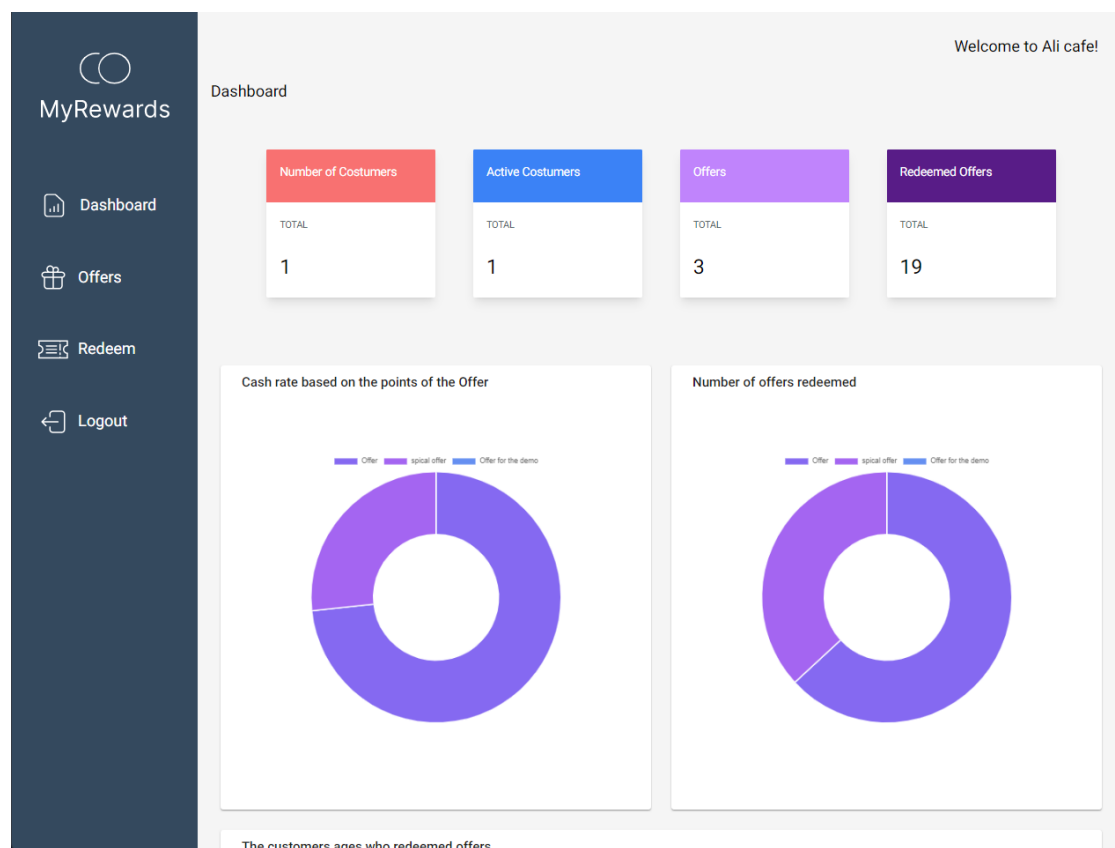


Figure 1: Example image of the MyRewards main dashboard

3.1.2 Create Offers

As a business owner, you have the ability to create offers within the MyRewards software. Offers can include discounts, loyalty rewards, or special promotions. You can customize the offer details, such as duration, terms, and applicable products or services. This feature empowers you to attract and engage customers by offering enticing deals.

To create a new offer, follow these steps:

1. Navigate to the Offers tab in the side menu of the MyRewards software.
2. Click on the 'Add Offer' button to start creating a new offer (refer to Figure 2).
3. Fill out the form with the necessary details for the offer (refer to Figure 3).
 - (a) Enter a title for the offer.
 - (b) Provide a description of the offer, such as "Free cup of coffee".
 - (c) Specify the targeted points that consumers need to accumulate in order to claim this offer. Please note that 1 SAR is worth 1.25 points
 - (d) Set the duration of the offer, including the start and end dates.

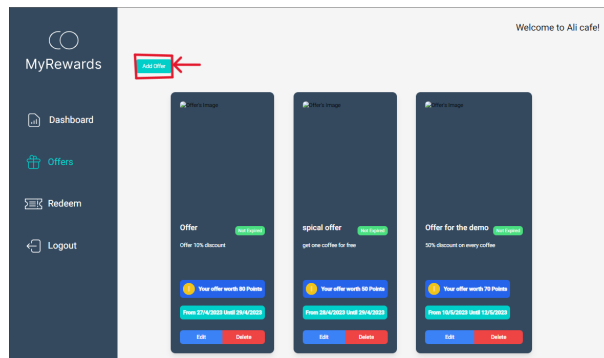


Figure 2: Navigating to create a new offer

- (e) Optionally, insert an image that represents the offer to make it more visually appealing.

 A screenshot of the 'Create New Offer' form. The form is white with a gray border. It contains the following fields and elements:

- Title ***: A text input field with a red border and a red '1' next to it. Below it is the text 'Title is required'.
- Description ***: A text input field with a red '2' next to it.
- Worth Points ***: A text input field containing the number '0' with a red '3' next to it. Below it is the text 'Note: 1 rial = 1.25 point' and '0.00 SR'.
- Enter a date range ***: A date range selector with a calendar icon and a red '4' next to it. Below it is the text 'MM/DD/YYYY - MM/DD/YYYY'.
- SELECT A PICTURE**: A teal button with a cloud icon and a red '5' next to it. Below it is the text 'File Selected'.
- Submit**: A gray button with a red '6' next to it.

Figure 3: New Offer form

4. Once you have entered all the required information and customized the offer as desired, click on the 'Create' button to save the offer.

By following these steps, you can easily create enticing offers to attract and reward your customers. The MyRewards software provides a user-friendly interface for managing and customizing offers, allowing you to enhance customer engagement and drive sales.

3.1.3 Redeem Offer

With the MyRewards software, you can easily redeem offers on behalf of customers. Whether it's a discount, free item, or loyalty reward, you can apply the offer during the checkout process. The software will automatically calculate and apply the offer to the customer's total, providing a seamless redemption experience.

To redeem an offer, follow these steps:

1. Navigate to the Redeem tab in the MyRewards software (refer to Figure 4).

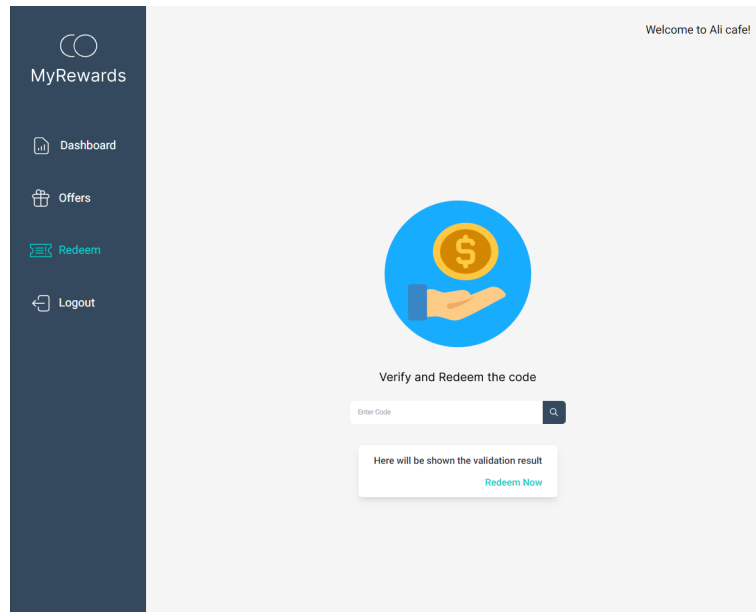


Figure 4: Redeem Page

2. In the text box, enter the Claim Code given by the customer and click the blue button.
3. If the code is valid, the offer details will be shown below the text box (refer to Figure 5).
4. Review the offer information, ensuring it matches the customer's intent, and then click "Redeem Offer".
5. A pop-up window will appear, displaying a confirmation message (refer to Figure 6).
6. If confirmed, the claim code will be immediately deactivated, indicating successful redemption.

By following these steps, you can efficiently redeem offers on behalf of customers using the MyRewards software. The redemption process ensures a seamless and hassle-free experience for both you and your customers, allowing you to enhance customer satisfaction and loyalty.

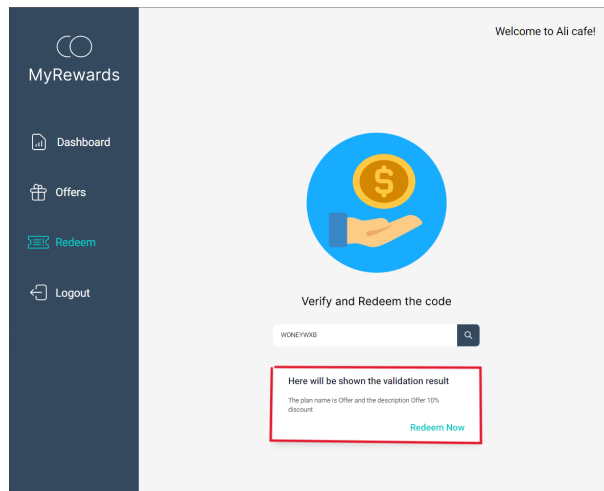


Figure 5: Offer Information

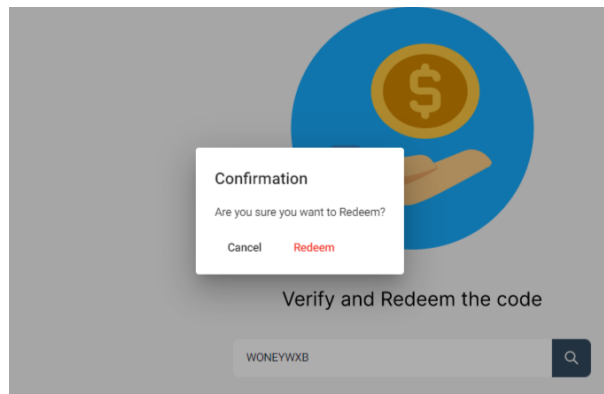


Figure 6: Redeem Confirmation Prompt

3.1.4 View Statistical Info about Offers

Gain valuable insights into the performance of your offers with the statistical information feature. The software provides detailed analytics, including offer usage, customer engagement, and revenue generated from each offer. This data helps you make informed decisions about optimizing your marketing strategies and improving customer satisfaction.

3.2 Consumer Features

3.2.1 Navigation

The navigation menu is located at the bottom of the screen. From here, you can access the following features:

- Home: This is the main screen of the app, where you can view offers and promotions from various stores. As shown in 7

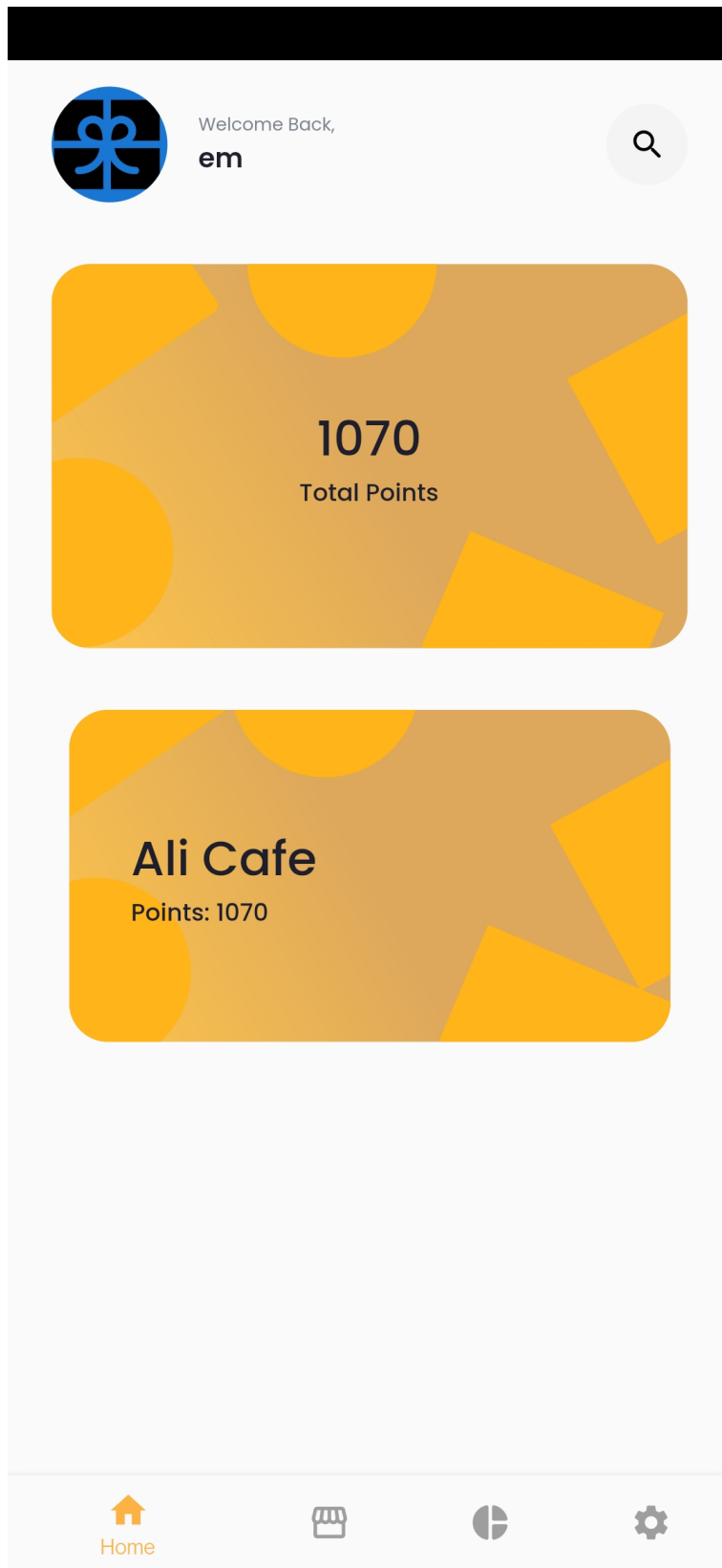


Figure 7: Mobile application main page

- Stores: This screen lists all available stores, and allows you to search for a specific store or filter by category.
- Offers: This screen displays all available offers, sorted by category. You can filter by store or search for a specific offer.
- Transactions: This screen displays your transaction history, including details on purchases, redemptions, and points earned.
- Profile: This screen displays your account information, including your name, email, and points balance. The profile page can be accessed through the setting screen

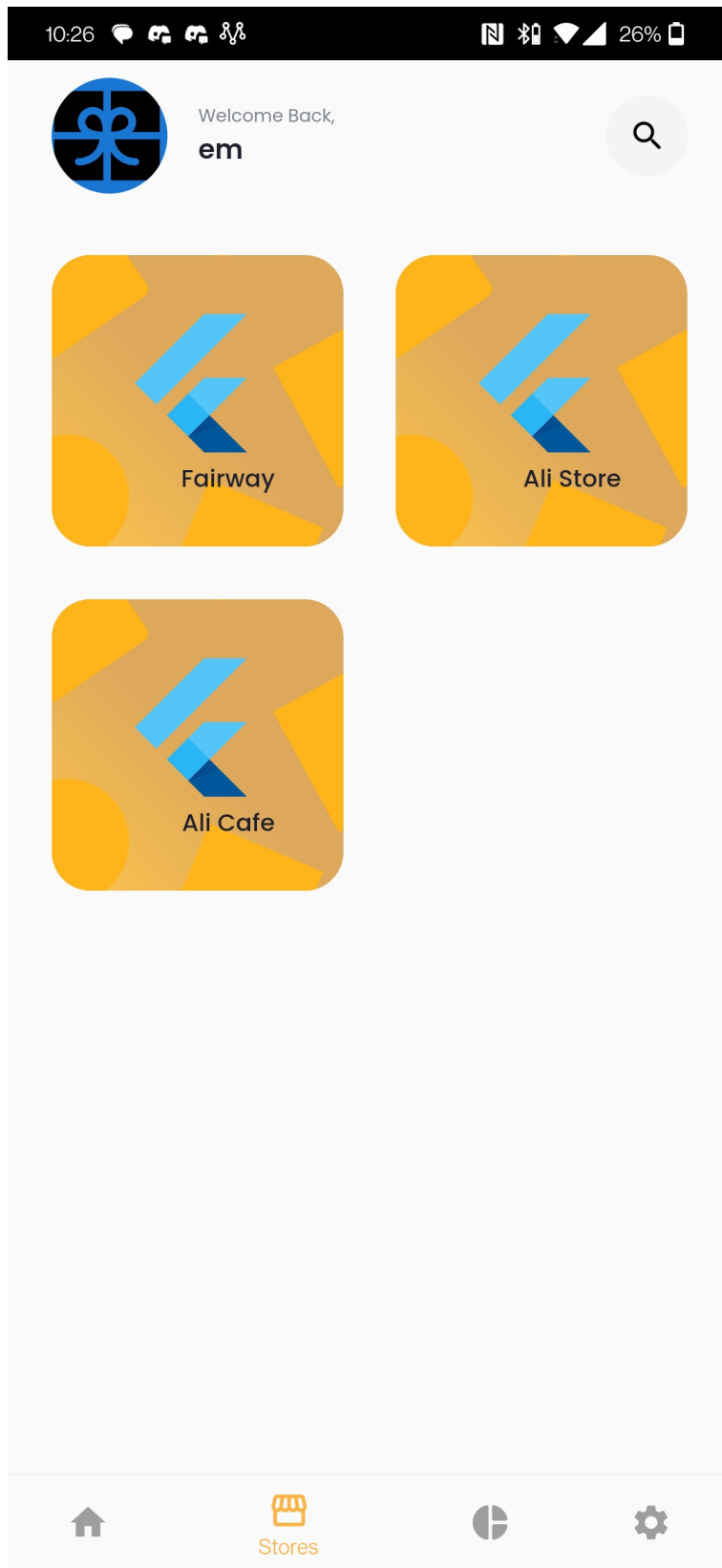


Figure 8: Mobile application stores page

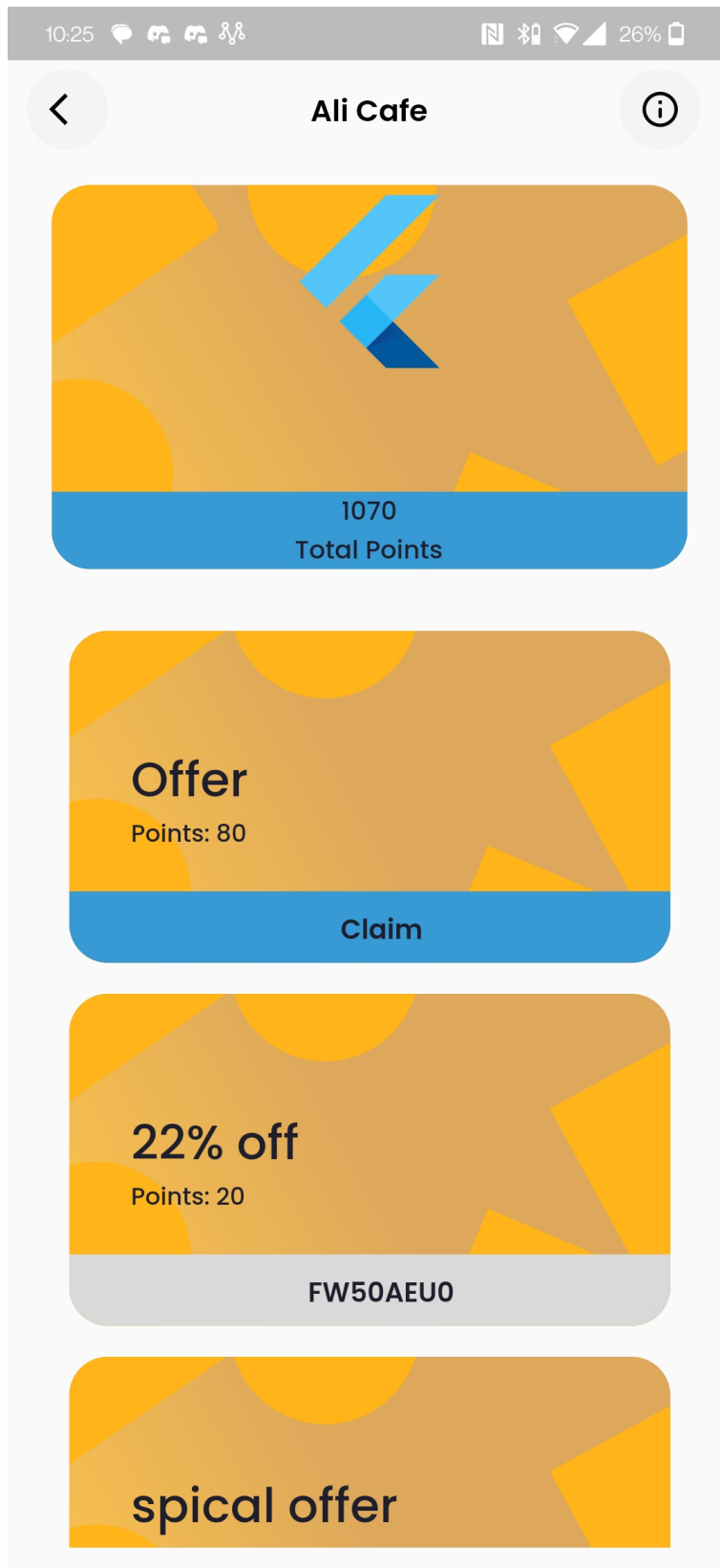


Figure 9: Mobile application - Accessing offers of a store

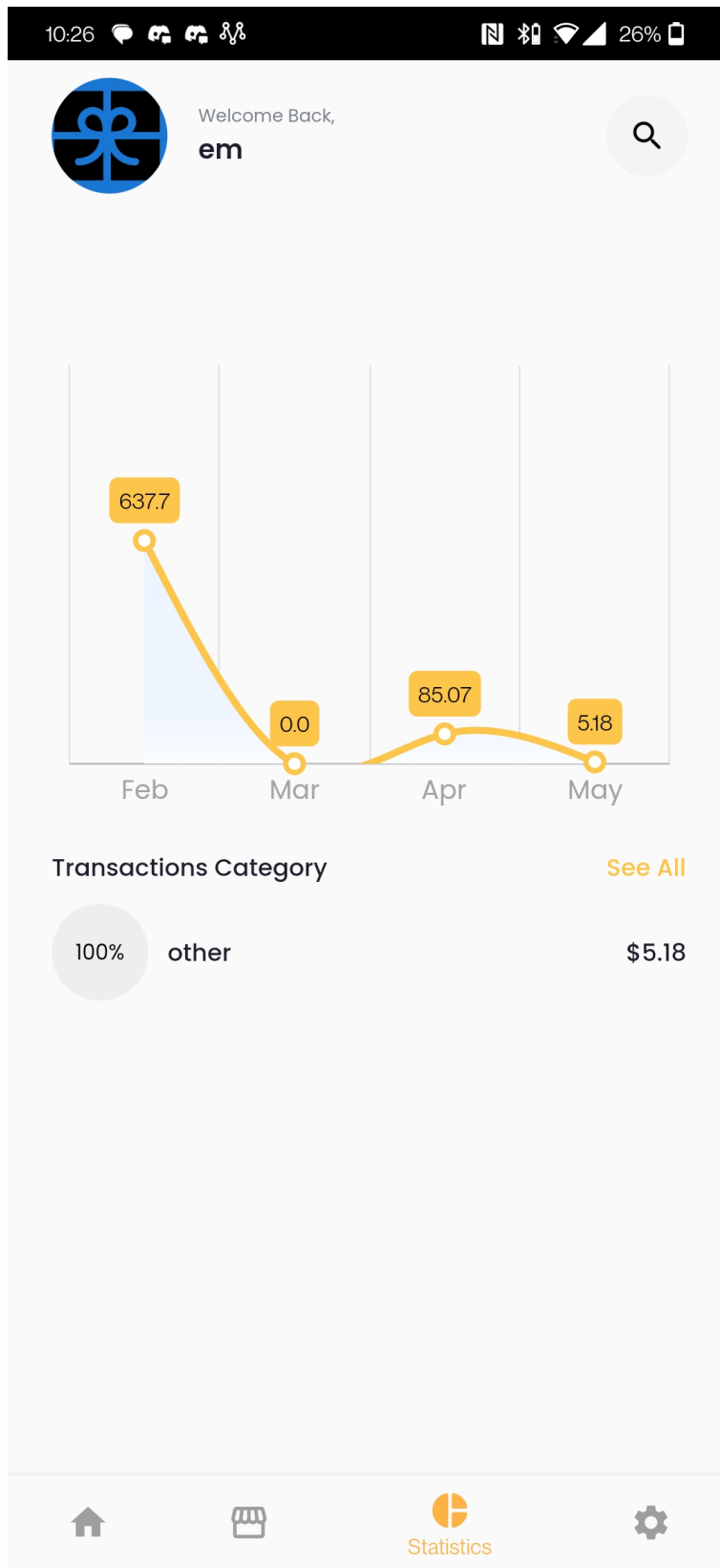


Figure 10: Mobile application - Transactions Statistics page

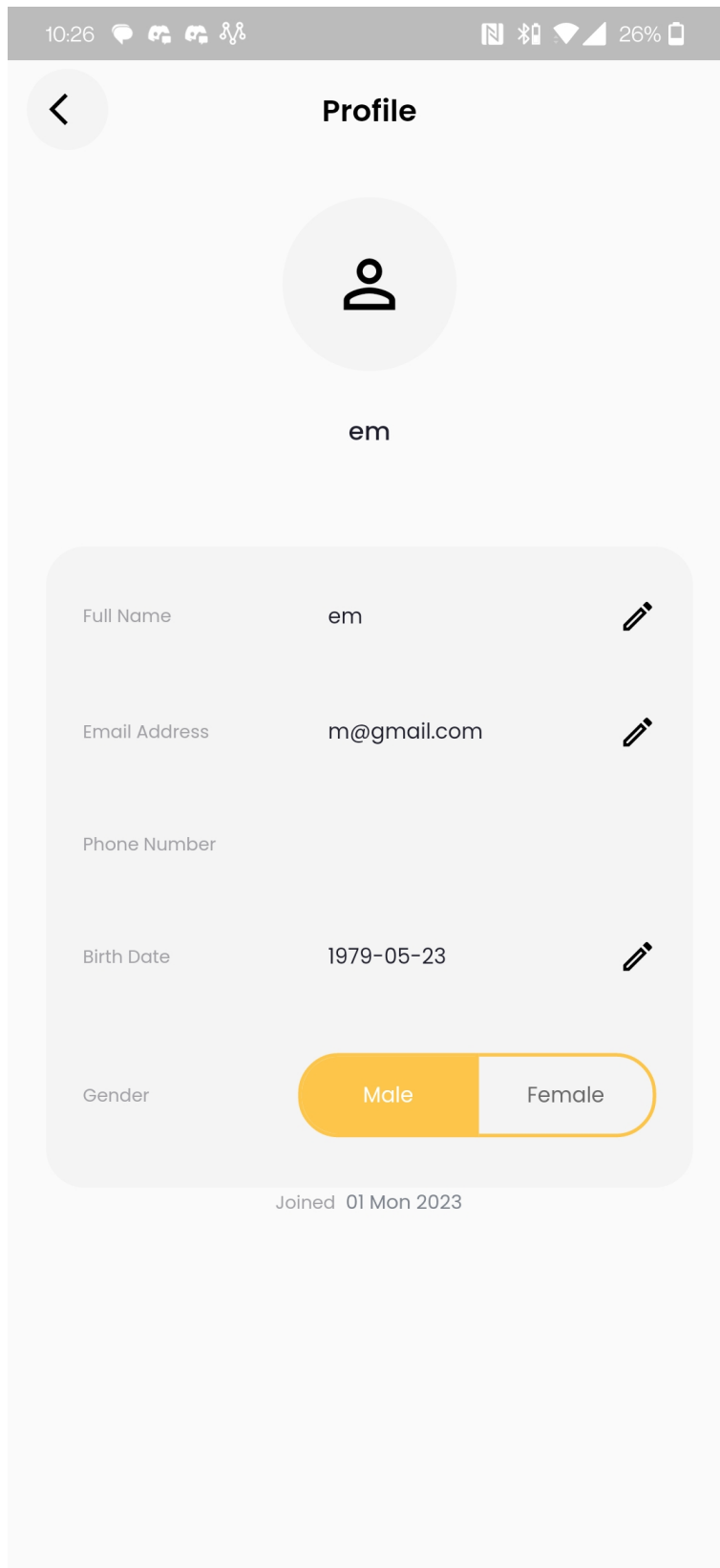


Figure 11: Mobile application - Profile setting

4 On-boarding

4.1 Business Owner

4.1.1 Adding new offer

To add a new offer, follow these steps:

1. Log in to your account using your email and password.
2. From the home screen, tap on the "Offers" tab at the left screen.
3. Tap the "Add New Offer" button.
4. Fill out the form with the necessary details for the offer (refer to Figure 3).
 - (a) Enter a title for the offer.
 - (b) Provide a description of the offer, such as "Free cup of coffee".
 - (c) Specify the targeted points that consumers need to accumulate in order to claim this offer. Please note that 1 SAR is worth 1.25 points
 - (d) Set the duration of the offer, including the start and end dates.
 - (e) Optionally, insert an image that represents the offer to make it more visually appealing.
5. Once you have entered all the required information and customized the offer as desired, click on the 'Create' button to save the offer.
6. The newly created offer is now visible in the offers page.

4.1.2 Redeeming an offer for a customer

To redeem an offer for a customer, follow these steps:

1. Log in to your account using your email and password.
2. From the home screen, tap on the "Redeem" tab at the bottom of the screen.
3. Enter the code that the customer provides you with.
4. Review the offer details as seen in Figure 5
5. Tap on the "Redeem Offer" button
6. Tap on the "Redeem" button.
7. A confirmation message will be shown, click confirm.
8. After the confirmation the offer will be redeemed and the points will be deducted from the customer's account.

4.2 Consumer

4.2.1 Gaining Points

To start gaining points, you first need to:

1. Open the mobile application.
2. Click on "Get Started" button.
3. Enter you phone number and click enter
4. You will receive an OTP message on you phone
5. Enter the received OTP
6. You will be prompted for a permission to access your SMS messages
7. After you enable the permission, now the application will wait for your upcoming purchase message, and gives you points accordingly

4.2.2 Getting an Offer

To get an offer, follow these steps:

1. Open the mobile application.
2. In the main screen, scroll down until you find the required store
3. Click on the desired store
4. Browse through the list of available offers.
5. Click 'Claim' on the desired offer, note that claimable offer are have blue a color for the button as shown in Figure 9
6. Once the offer is claimed, a unique claim code will be generated that can be redeemed at the business owner's store.
7. You will have 30 minutes to give the code to the business owner to be redeemed, otherwise it will be disabled and you will lose you points.

5 Contact

If you have any questions or concerns about our system, please don't hesitate to contact us at team15.kfupm@gmail.com. We value your feedback and are committed to providing the best possible service to our clients. Thank you for choosing MyRewards for our loyalty system.