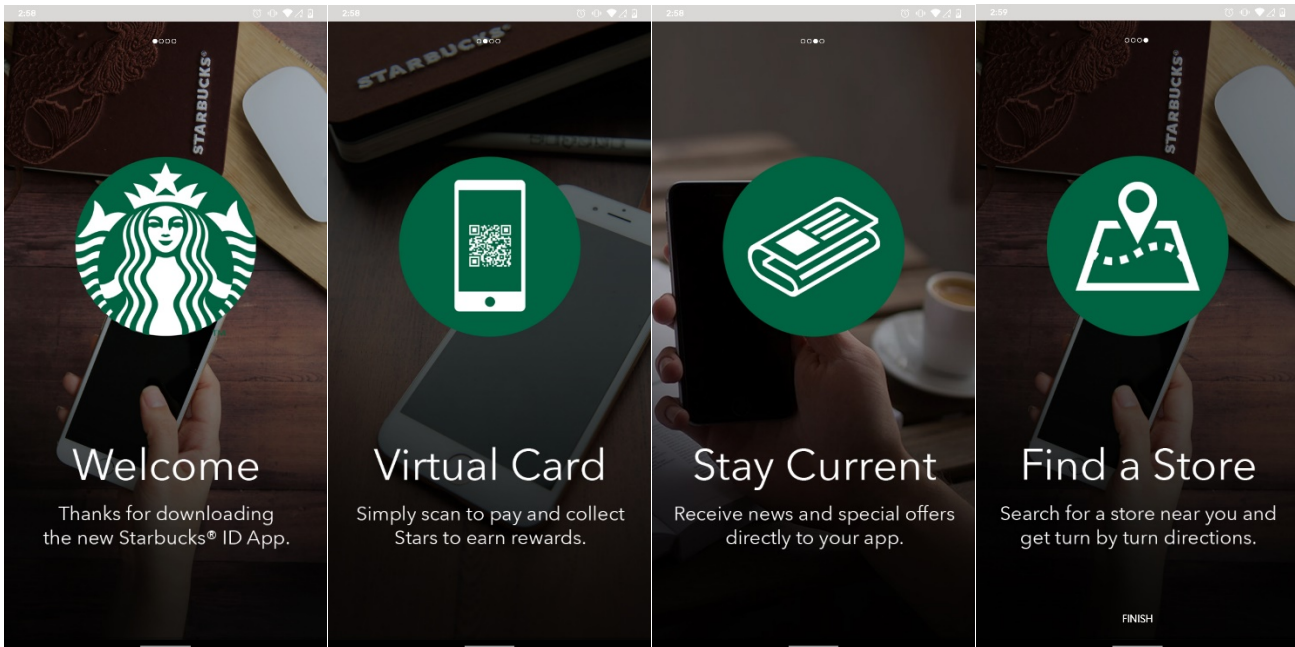


Starbucks Apps

First Open

Welcome Screen



Login & Signup Menu



Pilihan Untuk Daftar atau Login.

Starbucks Rewards™ Terms of Use

Updated: September 17, 2018

PLEASE READ THESE TERMS OF USE CAREFULLY BY ACCESSING OR PARTICIPATING IN THE STARBUCKS REWARDS PROGRAM. YOU AGREE TO THESE TERMS OF USE BY PARTICIPATING IN THE PROGRAM. TERMS INCORPORATED BY REFERENCE: YOU DO NOT AGREE TO THESE TERMS OF USE BY PARTICIPATING IN THE STARBUCKS REWARDS PROGRAM IF YOU DO NOT AGREE TO THESE TERMS OF USE.

These Terms of Use apply to your access to, and participation in, the Starbucks Rewards program ("Starbucks Rewards") which is operated by PT. San Coffee Indonesia ("Starbucks"). These Terms of Use do not apply to any terms or conditions that may apply to any other programs you may have with Starbucks for other products and services, such as Starbucks Card. Starbucks reserves the right to change, modify and/or eliminate Starbucks Rewards in whole or any portion of these Terms of Use or any policy, FAQ, or guideline pertaining to Starbucks Rewards and/or any other Starbucks Card, and any changes or modifications will be effective immediately upon posting the revisions to [Terms of Use](#), and you waive any right you may have to receive specific notice of such changes or modifications. Your participation in Starbucks Rewards confirms your acceptance of these Terms of Use. Starbucks reserves the right to modify these Terms of Use, therefore, you should review these Terms of Use and applicable policies and FAQs frequently to understand the terms and conditions that apply to Starbucks Rewards. If you do not agree to the Terms of Use, you must stop participating in Starbucks Rewards.

The Starbucks Rewards program is intended for personal use only. Starbucks does not prohibit this Starbucks Rewards from being targeted towards, nor intended for use by, anyone under the age of 18.

Please read the [Privacy Statement](#), carefully to understand how Starbucks collects, uses and discloses information about contacts and how to update or change your personal information and how we communicate with you.

Starbucks Rewards is one way in which Starbucks endeavors to reward its customers for their loyalty and patronage. Starbucks Rewards Members of Starbucks Rewards are able to earn and accumulate Starbucks Rewards and use them to receive Starbucks Rewards, also known as "Rewards," at participating Starbucks stores in Indonesia.

JOINING STARBUCKS REWARDS

There are two (2) ways to enroll in Starbucks Rewards and begin accumulating Stars:

- If you have a physical Starbucks Card, visit www.starbucks.com/indonesia or visit your nearest Starbucks location to join Starbucks Rewards.
- Download Starbuddy. You are eligible for one (1) Double-Star Day once each calendar month beginning no later than five (5) weeks after you reach the Gold Level. Starbucks will notify you of your designated Double-Star Day each month which may vary from month to month and will be personalized and selected by Starbucks for you. On your designated Double-Star Day, the number of Stars you earn using your registered Starbucks Card at participating Starbucks stores will be multiplied by two (2). Starbucks reserves the right to change the number of products and merchandise from Double-Star Day eligibility.

These Starbucks Rewards Terms of Use complement and incorporate by reference the Starbucks Card Terms and Conditions. In the event of any conflict between the Starbucks Card Terms and Conditions and these Starbucks Rewards Terms of Use, the Starbucks Card Terms and Conditions control.

There are no membership fees associated with Starbucks Rewards. Stars accumulated under the program are promotional and have no cash value. Stars (<100) are valid for 12 months. Rewards are valid for 6 months.

You, Stars, Rewards, registered Starbucks Cards, and any changes under Starbucks Rewards are personal to you and may not be sold, transferred or assigned, in whole or in part, to any other person or used by you for any commercial purpose. You may have only one (1) Starbucks Rewards account that is personal to you.

Without notice to you, Starbucks reserves the right to suspend any Starbucks Card and/or terminate your account and/or your participation in Starbucks Rewards if Starbucks determines it is in its sole discretion that you have violated these Terms of Use, and you have more than one (1) account, or that you have used Starbucks Rewards in a deceptive, fraudulent or otherwise unlawful. Starbucks may, in its sole discretion, suspend the use of Starbucks Rewards if it determines to be duplicative. In the event that your participation in Starbucks Rewards is terminated, then all accumulated Stars in your account are void.

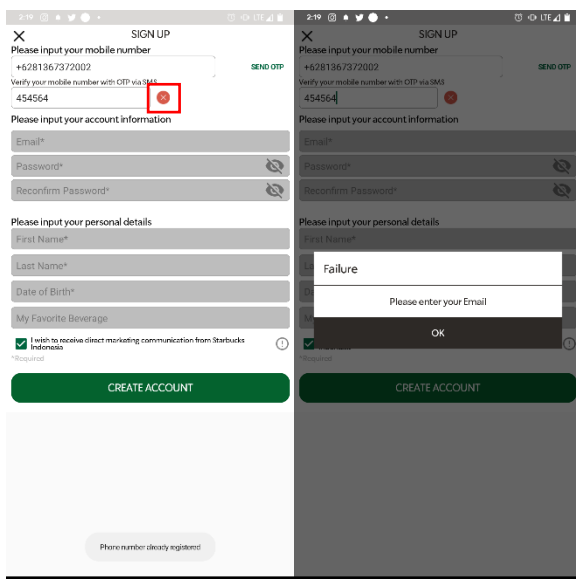
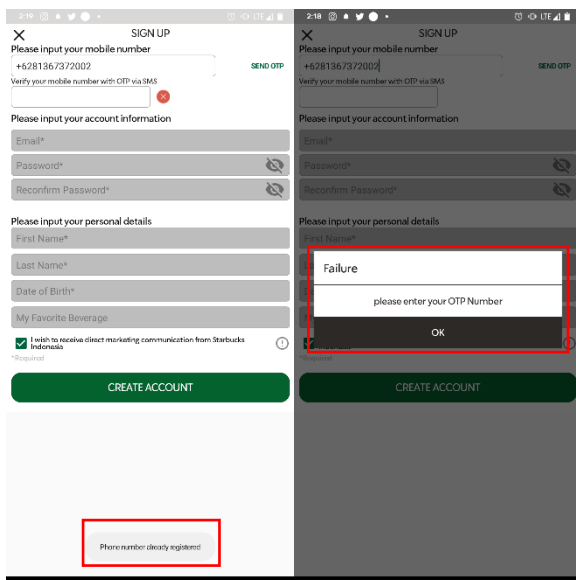
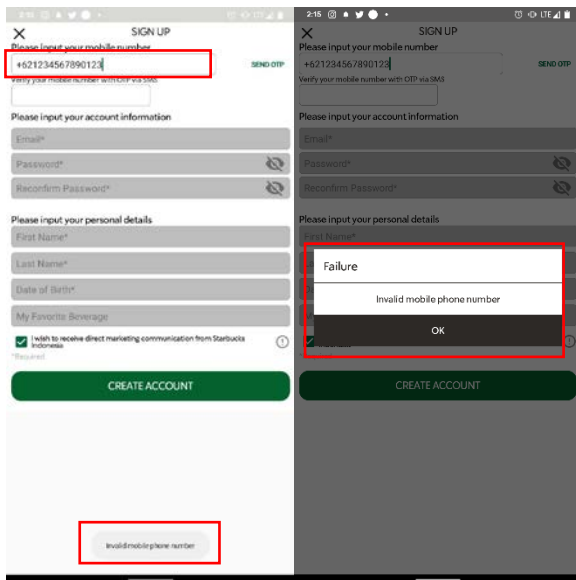
Without notice to you, Starbucks also reserves the right to "unregister" or deactivate any Starbucks Rewards account if you have any Starbucks Card or account that has been inactive for two (2) consecutive months, inactivity in the Starbucks Rewards account that you or your Starbucks Card or account is unregistered or rendered inactive, then all accumulated Stars in your account are void.

Starbucks reserves the right to terminate, and discontinue or cancel the Starbucks Rewards program at any time and in its sole discretion without notice to you.

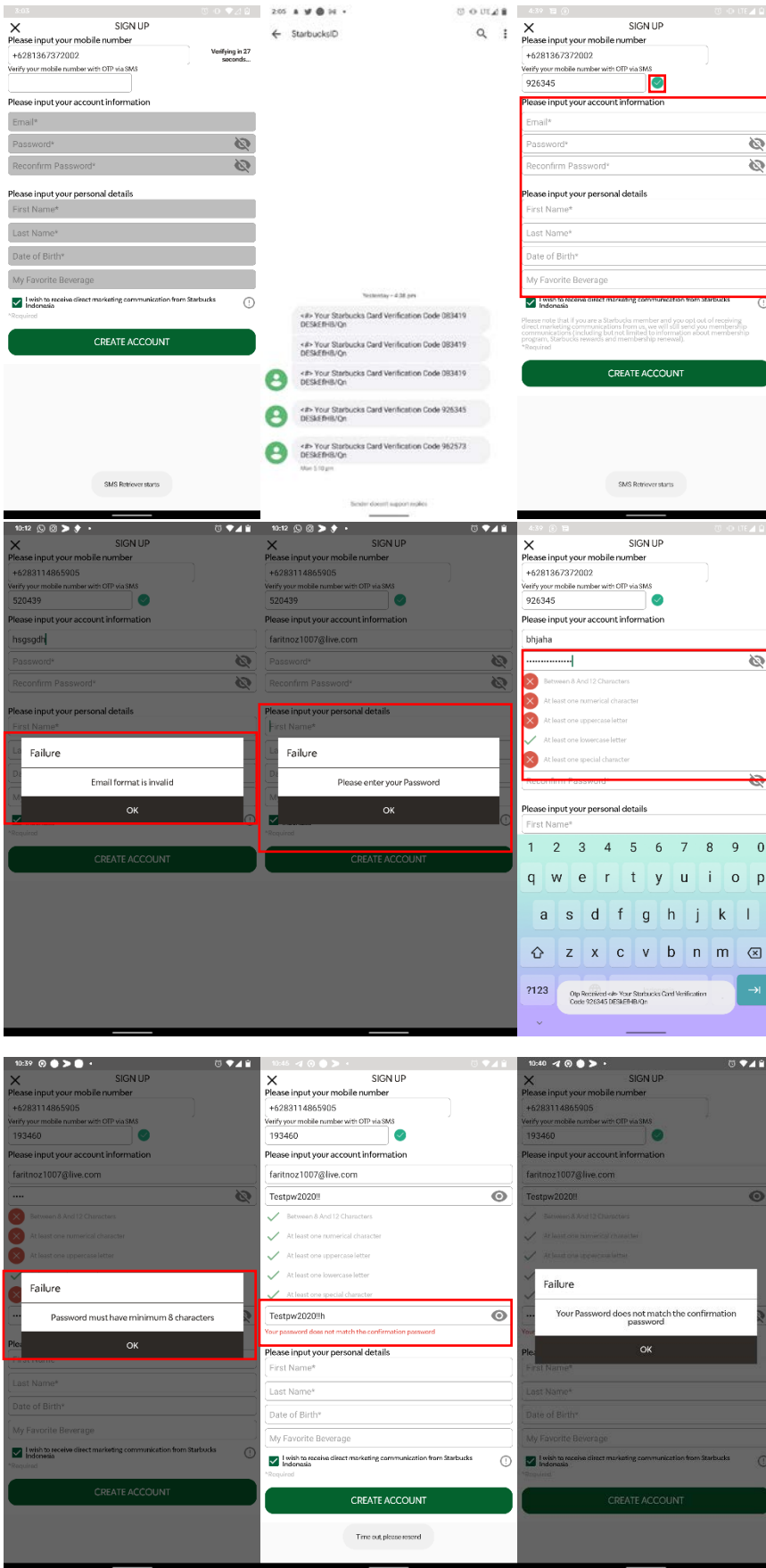
Agree

1. Kode negara (+62) otomatis mendeteksi lokasi dan dihapus.
2. *Account Information* tidak bisa diinput (*read only phone number*).

1. Kode negara (+62) otomatis mendeteksi lokasi pengguna. Dan tidak bisa dihapus.
2. *Account Information* tidak bisa diinput (*read only*) sebelum *Verifikasi mobile phone number*.



1. *Mobile phone number* maksimal 13 digit.
2. Saat klik sent OTP, jika *mobile phone number invalid*, akan muncul *popup* di bawah "*invalid mobile phone number*"
3. Saat klik *create account* akan muncul *popup failure* "*Invalid mobile phone number*"
4. Jika *mobile phone number* sudah pernah *register*, akan muncul *popup* "*phone Number Already registered*"
5. Jika kita klik *create account* OTP tidak terisi maka akan muncul *popup failure* "*please enter your OTP number*"
6. Jika kita masukan no OTP salah, maka akan keluar info X warna merah
7. Jika OTP salah, dan kita klik *create account*, maka akan muncul *popup failure* "*Please Enter your email.*"



1. Setelah mengisi *mobile phone number*, setelah itu klik *sent OTP*. aplikasi akan mem-*Verifying* selama 30 detik.
2. Dalam beberapa detik sms kode *OTP* akan terkirim.
3. Jika kode *OTP* tervalidasi, maka akan muncul *checklist* hijau, dan *view account information* berubah dari *read only* menjadi *editable*
4. Jika *Email* diisi tidak sesuai (format yang diwajibkan: xxx@xxx.xx) maka akan muncul *popup failure* “*Email format is invalid*”
5. Jika *password* tidak diisi dan kita klik *create account*, maka akan muncul *popup failure* “*please enter your password*”
6. Jika *password* tidak sesuai kriteria maka akan muncul tanda x merah disetiap format *password* yang harus diikuti.
7. Jika masih ada tanda merah dikriteria *password* dan kita klik *Crete Account* akan muncul *popup* sesuai dengan kriteria *password* yang tidak sesuai.
8. Jika *password* dan *reconfirm password* tidak sesuai, akan ada informasi berwarna merah di bawah *reconfirm password*.
9. Dan jika kita klik tombol *create account* maka akan muncul *popup failure* “*your password does not match the confirmation password*”

SIGN UP

Please input your mobile number
+6283114865905
Verify your mobile number with OTP via SMS
193460

Please input your account information
faritmoz1007@live.com

Between 8 And 12 Characters
At least one numerical character
At least one uppercase letter
At least one lowercase letter
At least one special character

Please input your personal details
First Name*
Last Name*
Date of Birth*
My Favorite Beverage

I wish to receive direct marketing communication from Starbuckz Indonesia
*Required

CREATE ACCOUNT

Failure
Please enter your First Name
OK

SIGN UP

Please input your mobile number
+6283114865905
Verify your mobile number with OTP via SMS
193460

Please input your account information
faritmoz1007@live.com

Between 8 And 12 Characters
At least one numerical character
At least one uppercase letter
At least one lowercase letter
At least one special character

Please input your personal details
First Name*
Last Name*
Date of Birth*
My Favorite Beverage

I wish to receive direct marketing communication from Starbuckz Indonesia
*Required

CREATE ACCOUNT

Failure
Please enter your Last Name
OK

Failure
Please enter your Date of Birth
OK

Please input your personal details
First Name*
Last Name*
Date of Birth*
My Favorite Beverage

I wish to receive direct marketing communication from Starbuckz Indonesia
*Required

CREATE ACCOUNT

SIGN UP

Please input your mobile number
+6283114865905
Verify your mobile number with OTP via SMS
520439

Please input your account information
faritmoz1007@live.com

Between 8 And 12 Characters
At least one numerical character
At least one uppercase letter
At least one lowercase letter
At least one special character

Please input your personal details
First Name*
Last Name*
Date of Birth*
My Favorite Beverage

I wish to receive direct marketing communication from Starbuckz Indonesia
*Required

CREATE ACCOUNT

Failure
Currently you are not connected to internet.
Please connect to internet.
RETRY EXIT

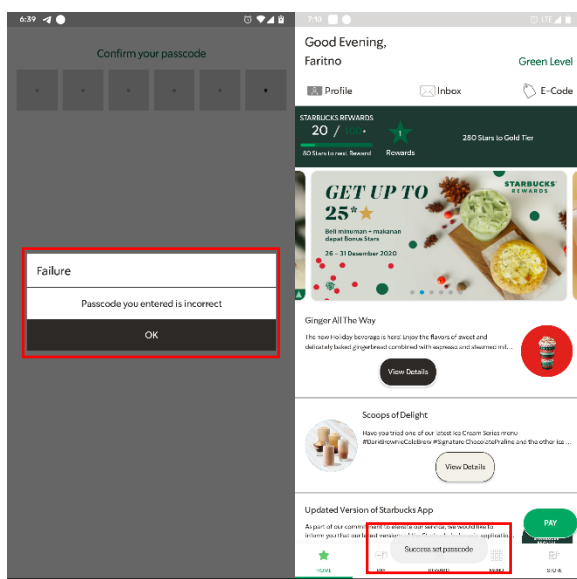
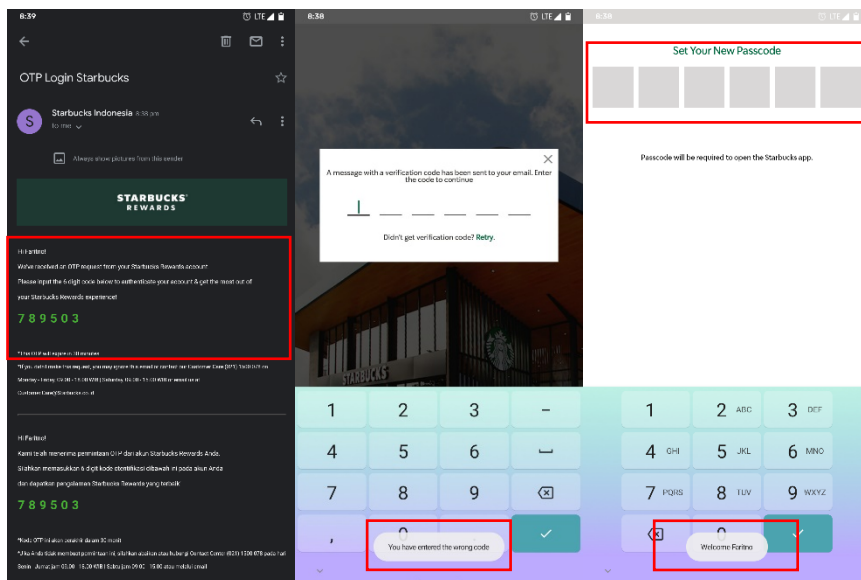
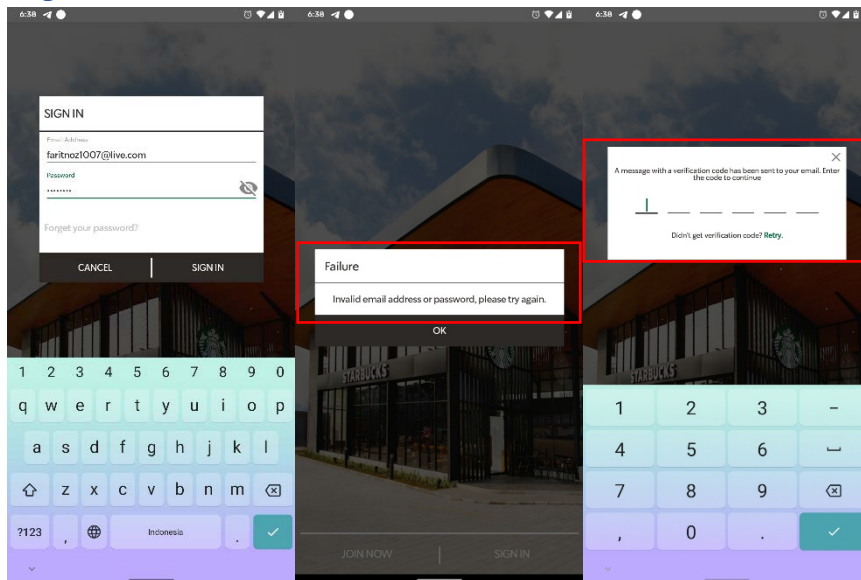
Failure
Unfortunately the server is currently unavailable or busy, please try again.
RETRY EXIT

Failure
Customer already registered, please login with your account. Contact our customer service for further information.

personal your information untuk bagian yang * wajib diisi.

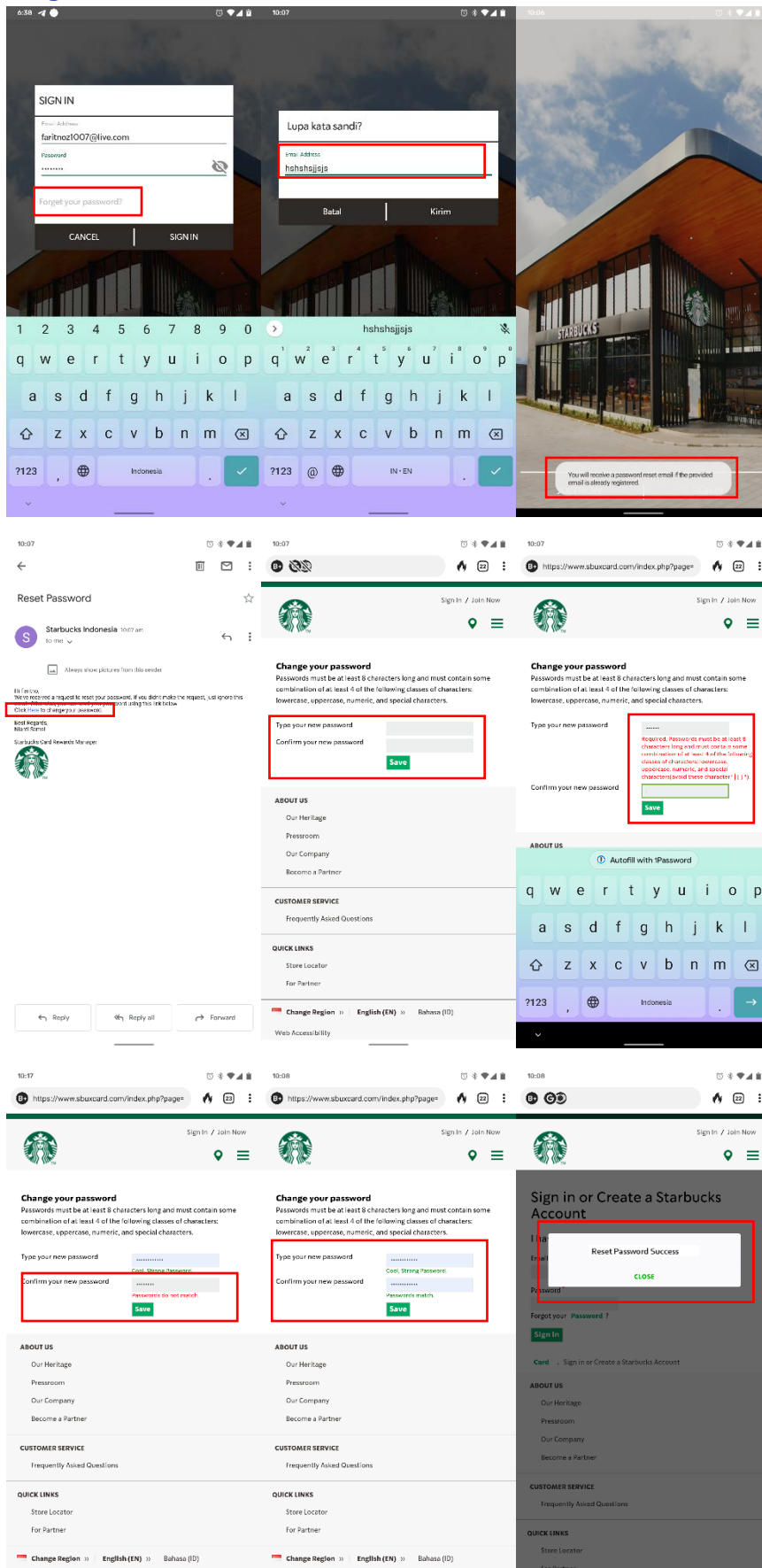
1. Jika *First name* tidak diisi dan kita klik *create account*, maka akan muncul *popup failure* “*please enter your first name*”
2. Jika *last name* tidak diisi dan kita klik *create account*, maka akan muncul *popup failure* “*please enter your last name*”
3. Jika *date of birth* tidak diisi dan kita klik *create account*, maka akan muncul *popup failure* “*please enter your date of birth*”
4. Jika semua sudah terisi, dan kita klik *create account*, maka aplikasi akan mem-*validasi* Kembali.
5. Jika email sudah pernah di *registrasi*, maka akan muncul *popup* “*customer already registered, please login with your account. Contact our customer service for further information*”
6. Jika saat mem-*validasi* terjadi kesalahan (misalkan: internet putus), maka akan muncul *popup* “*currently you are not connected to internet. Please connect to internet*”
7. Jika terjadi kesalahan pada saat registrasi (misalkan: server down, time out) maka akan muncul *popup* “*Unfortunately the server is currently unavailable or busy. Please try again.*”
8. Jika *registrasi* berhasil, maka akan Kembali ke menu Pilihan untuk daftar atau Login.

Login



1. Saat login jika *Email* atau *Password* salah, maka akan muncul popup Failure "*invalid email address or password, please try again.*"
2. Setelah *email* dan *password* sudah benar. Aplikasi akan meminta untuk memasukkan kode *OTP* yang dikirim ke *email*.
3. Jika kode *OTP* yang dimasukan salah, maka akan ada *popup* "*you have entered the wrong code*"
4. Jika kode *OTP* yang dimasukan benar, aplikasi akan meminta pengguna untuk membuat *Passcode* dan terdapat *popup* "*welcome (nama pengguna)*"
5. *Passcode* terdiri dari 6 digit angka. *Passcode* ini yang akan digunakan untuk otorisasi saat masuk ke aplikasi.
6. Jika *confirm passcode* tidak sesuai akan muncul *popup failure* "*Passcode you entered is incorrect*".
7. Setelah selesai membuat *passcode*, aplikasi akan menuju menu halaman utama. Dan ada *popup* "*Success set passcode*"

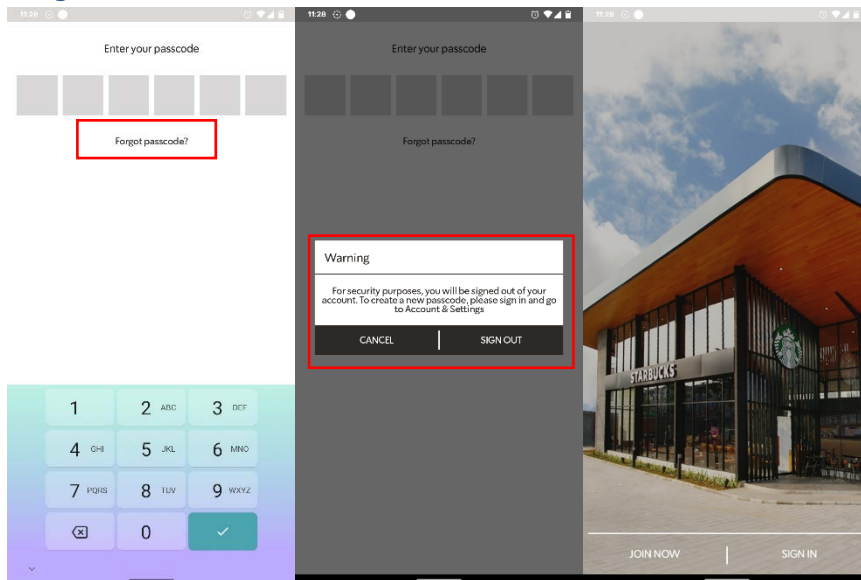
Forgot Password



password” maka akan muncul *popup form* untuk memasukkan alamat *email*.

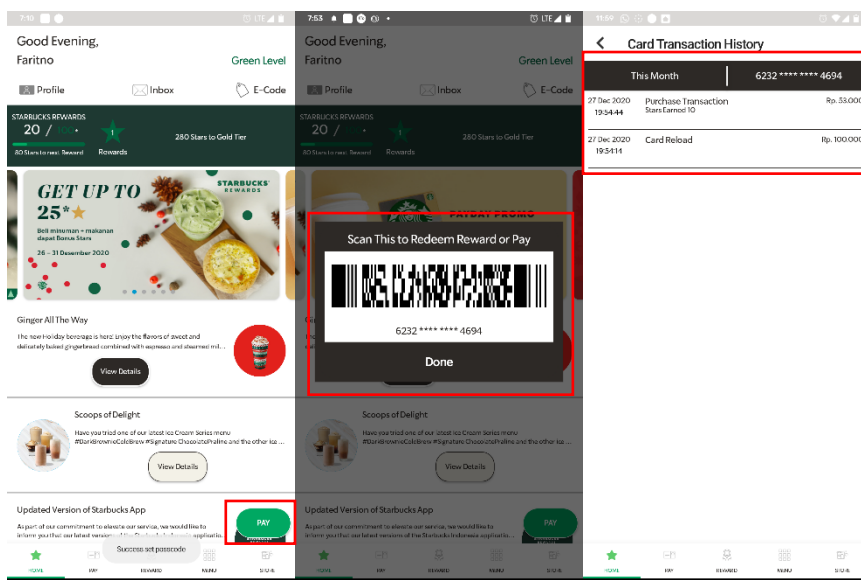
2. Tidak ada validasi format *email*.
3. Jika alamat *email* yang dimasukan ter-*register*, maka aplikasi akan mengirimkan *email* yang berisi *url* untuk merubah *password*.
4. Setelah klik *click here to change your password*, akan menuju ke *website sbuxcard.com*, untuk memasukkan *password* baru.
5. Jika *password* yang dimasukan tidak sesuai dengan kriteria yang ditentukan, aka nada keterangan berwarna merah di bawah kotak *password*.
6. Jika *confirm password* tidak sesuai dengan *password*, aka nada keterangan berwarna merah di bawah *confirm password* “*password do not match*”. Dan tombol *save* menjadi ter-*disable*
7. Jika *password* sudah sesuai kriteria dan *confirm password* sudah sama, akan ada keterangan berwarna hijau “*cool, strong password*”. Dan “*passwords match.*”
8. Setelah klik *save*, akan muncul *popup* “*Reset Password Success*”

Forgot Passcode



1. Saat klik *forgot passcode?*, akan muncul *popup warning* "For security purposes, you will be signed out of your account. To create a new passcode, please sign in and go to Account & Settings"
2. Setelah itu login seperti biasa (Secara flow, aplikasi akan me-reset data pengguna di local/handphone)

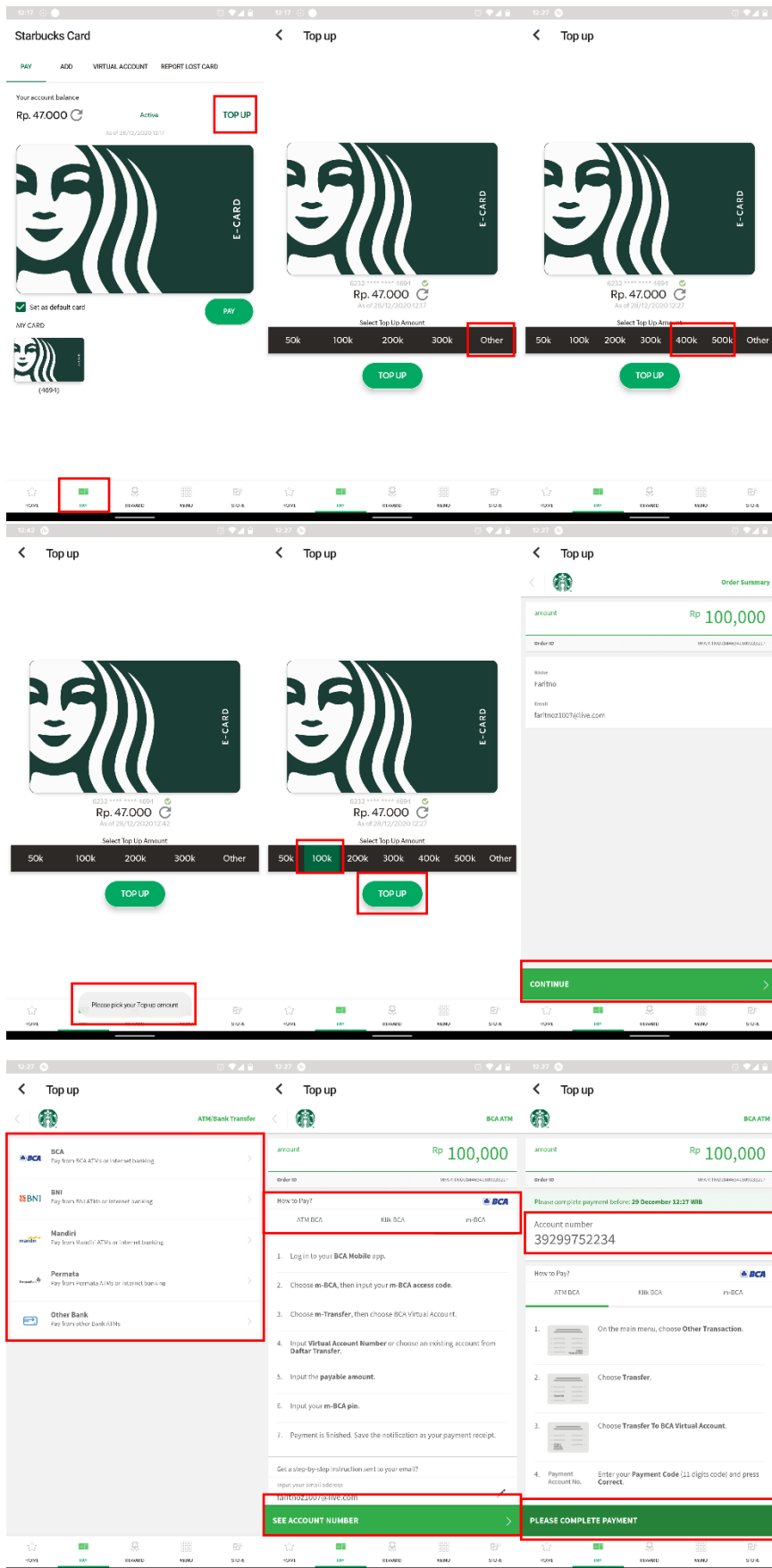
Transaction



1. Untuk transaksi, setelah pesan di kasir dan akan membayar, klik tombol *PAY* yang berwarna hijau.
2. Setelah itu akan muncul *popup* yang berisi *barcode* nomor kartu virtual.
3. *Scan barcode* tersebut di *scanner* yang ada di kasir.
4. Jika saldo di kartu tidak cukup saat bertransaksi, tidak ada notifikasi di aplikasi. Pemberitahuan tersebut hanya ada di POS kasir.
5. Jika transaksi berhasil, dari POS akan print struk bill.
6. Didalam struk bill terdapat informasi pembayaran menggunakan kartu starbuck, dan sisa saldo di kartu.

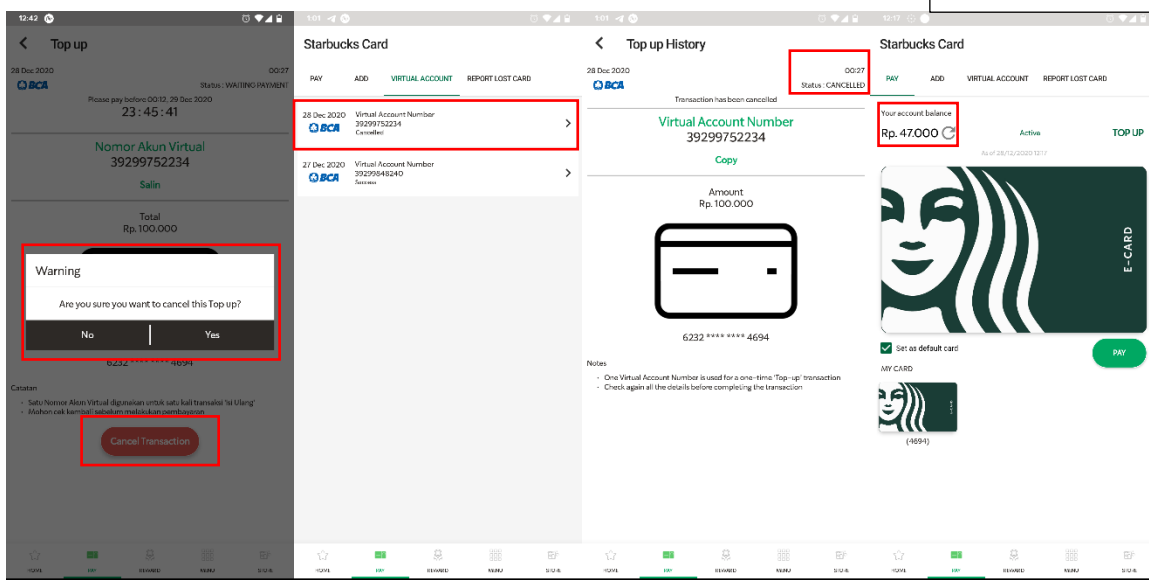
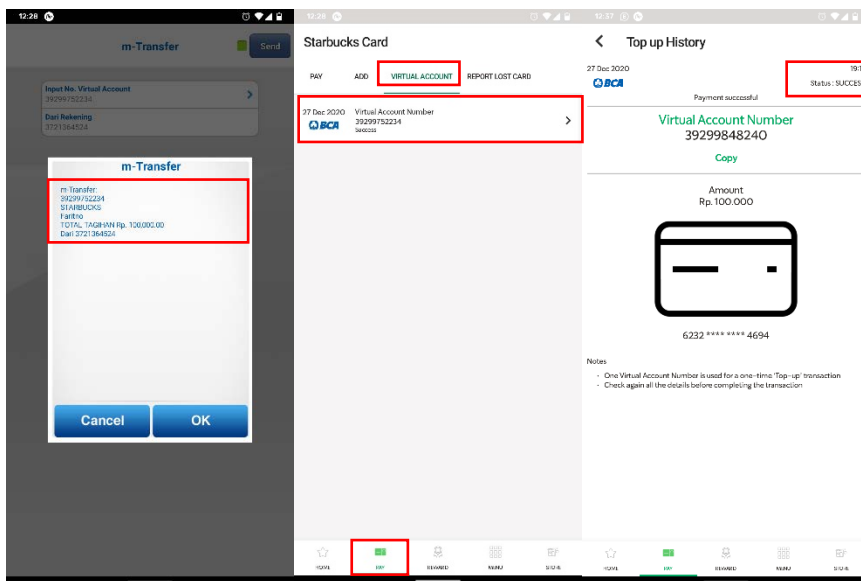
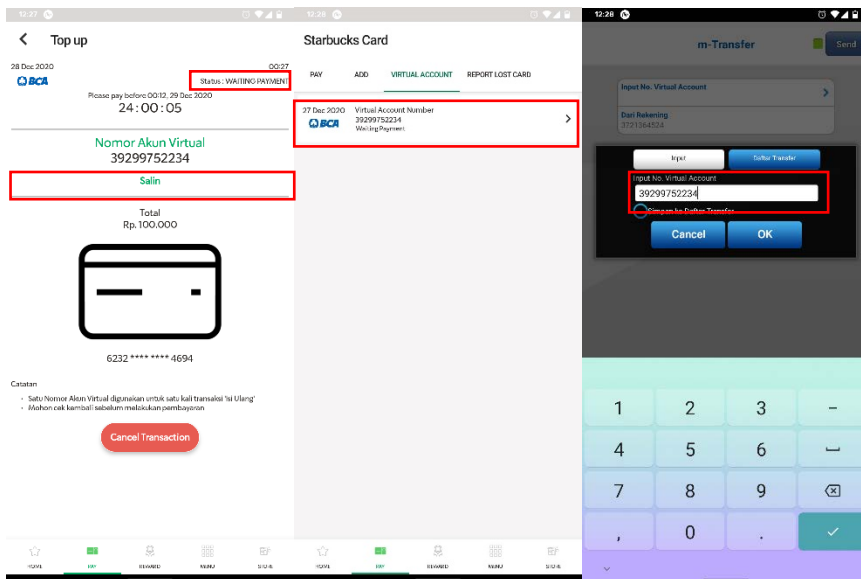


TOPUP



Untuk *topup* saldo, terdapat di tab PAY

1. Jika banyak kartu, pilih dahulu kartu yang akan diisi, setelah itu klik TOP UP.
2. Terdapat beberapa pilihan nominal, jika di klik *Other* akan muncul nominal lainnya (untuk saat ini maksimal 500k)
3. Jika kita klik tombol *top up* tanpa memilih nominal, maka akan muncul *popup* "Please pick your top up amount"
4. Setelah memilih nominal, selanjutnya akan ke *form* informasi detail transaksi.
5. Setelah klik tombol *continue*, akan ke *form* pilihan bank.
6. Setelah memilih bank, terdapat 3 tab cara pengisian via bank dengan cara ATM, Klik Bank, dan m-bank.
7. Setelah klik tombol *see account number*, aplikasi akan menuju *form* yang menampilkan account number (*account number* ini bersifat dinamis, setiap transaksi *top up* akan *generate* account number yang berbeda), setelah itu klik *please complete payment*



8. Selanjutnya aplikasi akan menampilkan informasi detail transaksi, terdapat fungsi untuk salin nomor akun virtual, yang akan digunakan di m-banking.
9. Status transaksi "waiting payment"
10. Selanjutnya, di aplikasi m-banking. Pilih menu m-transfer -> virtual account. Masukkan nomor akun yang disalin tadi.
11. Lalu akan muncul total tagihan yang akan kita bayarkan (UI dan experience akan berbeda di tiap aplikasi bank yang dipakai.)
12. Jika telah selesai, kita bisa cek status transaksi di tab PAY, virtual account.
13. Jika kita klik tombol cancel transaction. Akan muncul popup warning "are you sure to cancel this top up?"
14. Transaksi yang di cancel, akan merubah status dari waiting payment ke cancel. Dan tercatat di history virtual account.
15. Dan saldo kartu kita akan bertambah (tidak ada pemberitahuan transaksi ini sukses atau gagal)