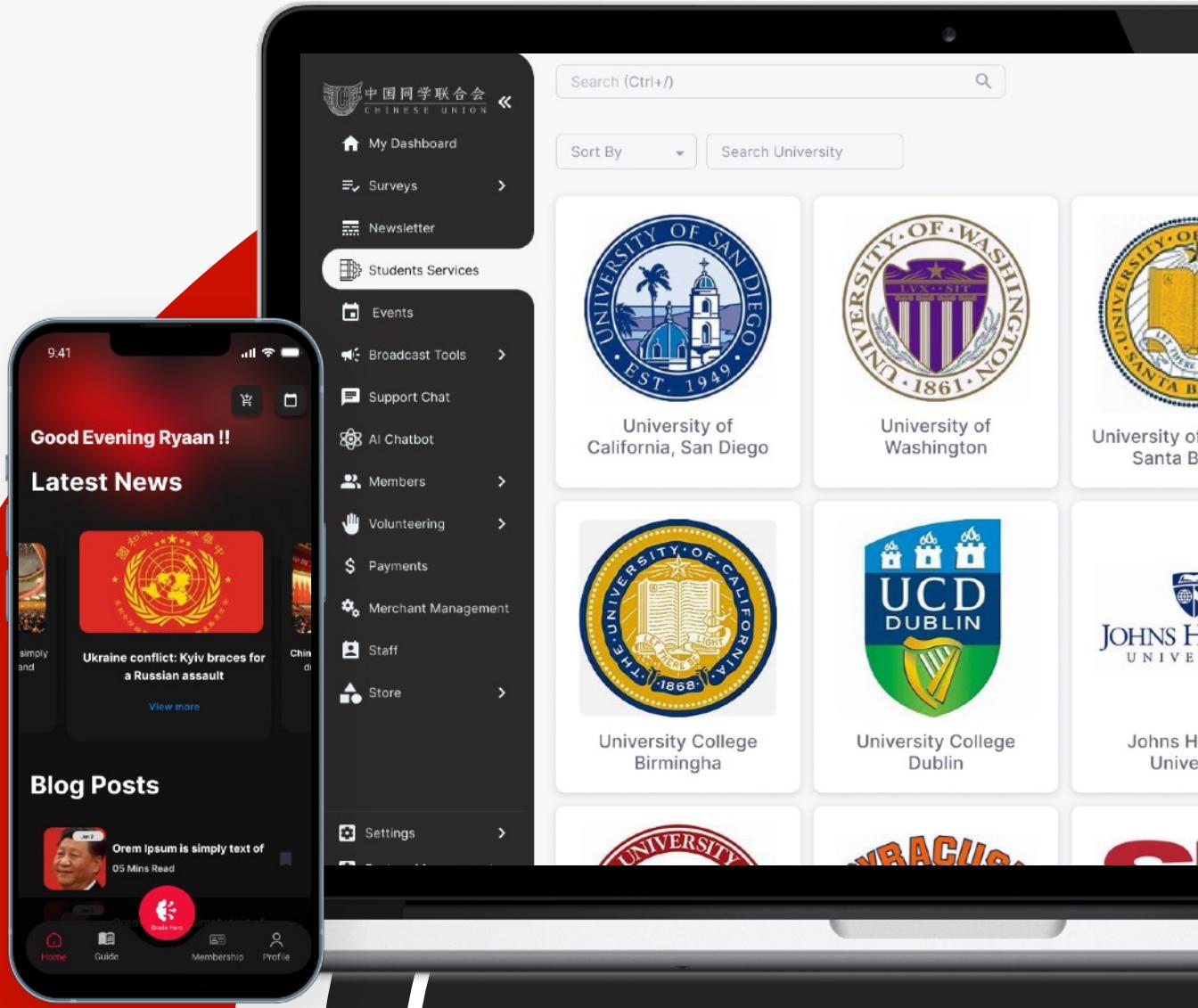




X

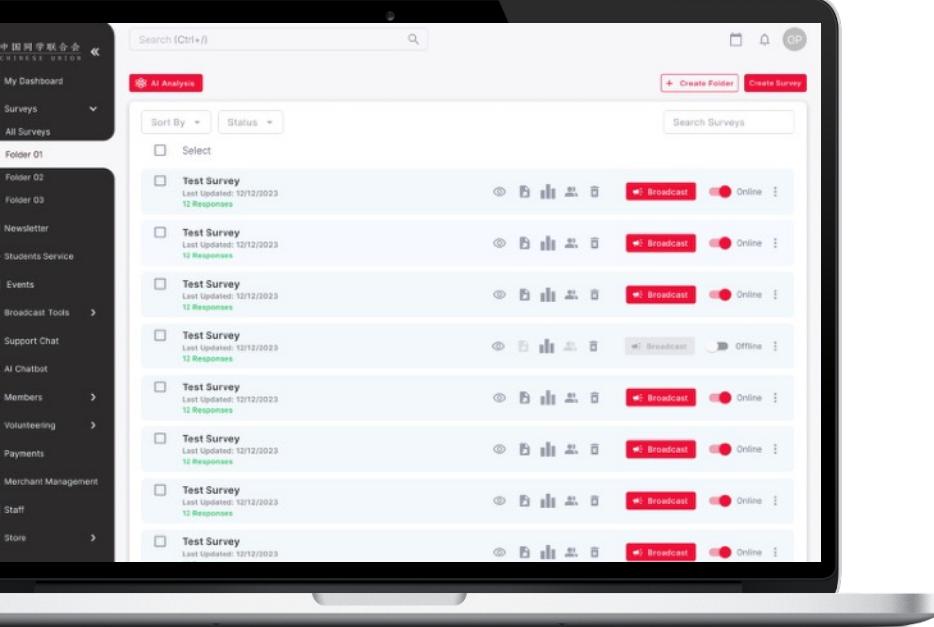
GRADE HERO



Admin Panel

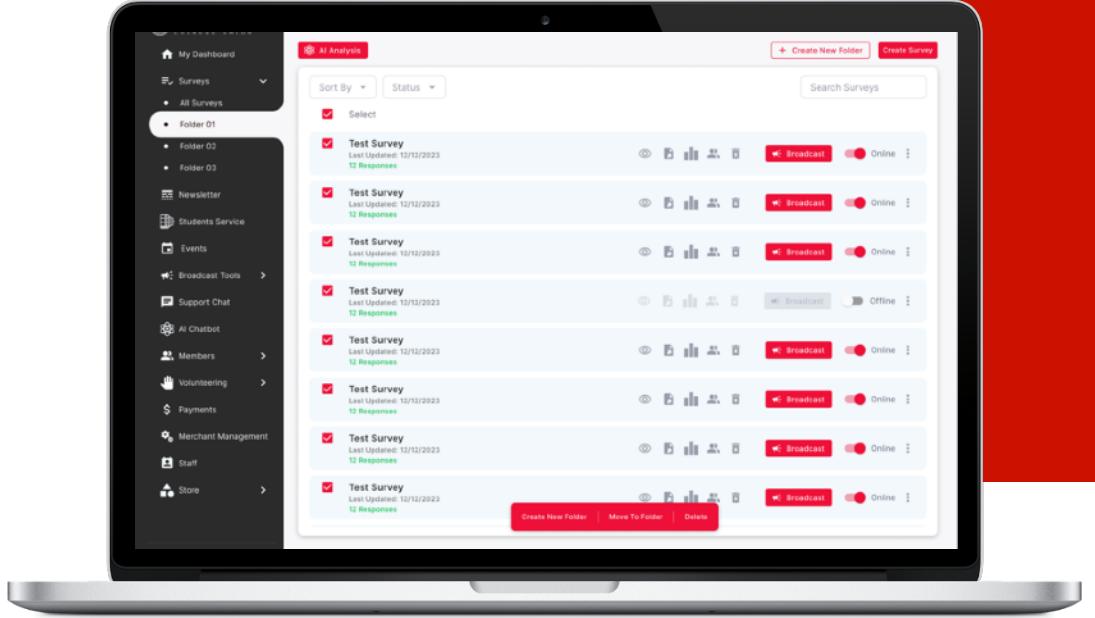
Surveys Management

Create targeted surveys tailored to your member's needs, allowing students to express opinions on various topics.



Customized Survey Creation

With user-friendly customization options, you can design engaging surveys, incorporating multimedia elements for a richer experience.



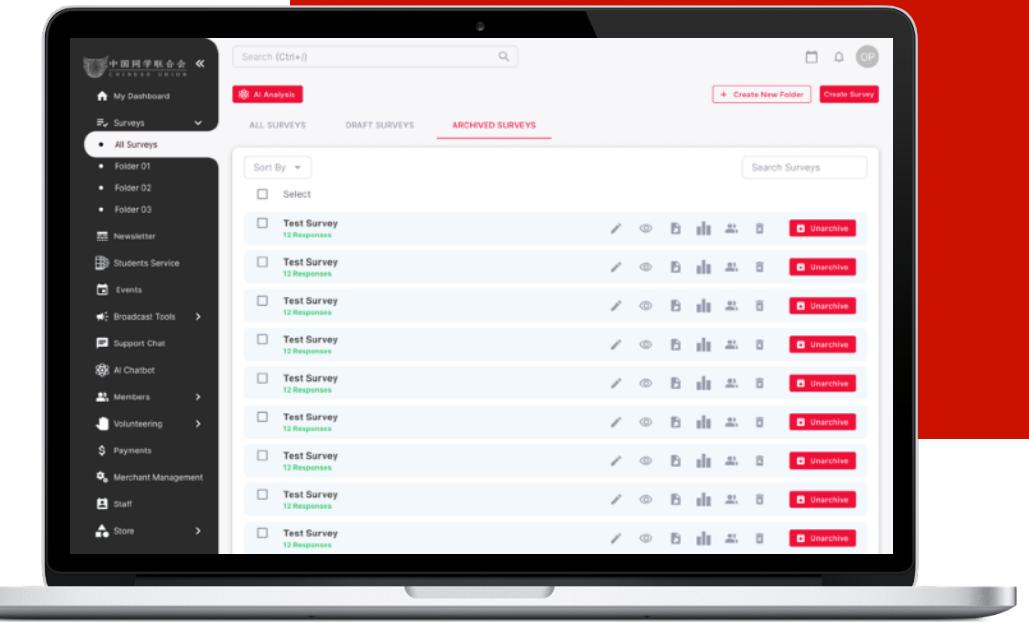
Targeted Audience Engagement

Tailor your surveys to demographic segments, university groups, geographic segments, or particular interests, ensuring relevant and meaningful feedback. This targeted approach enhances community participation, making interactions more personalized and impactful.

Admin Panel

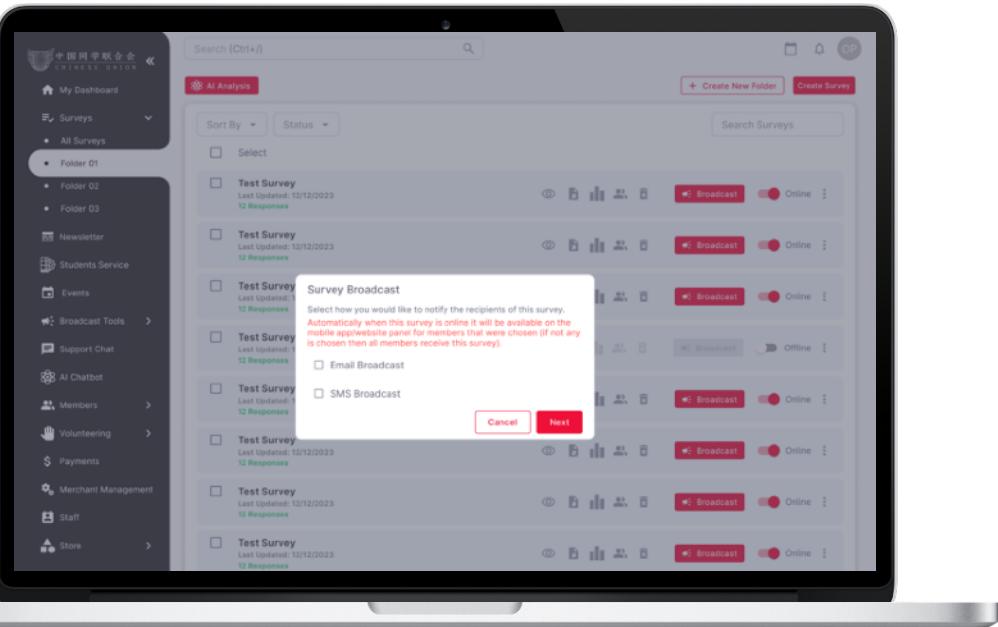
Broadcasting Surveys

With the Survey Tool's Broadcasting Option, administrators can effortlessly reach every corner of the community. Send out surveys to all residents simultaneously, ensuring maximum participation and comprehensive feedback.



Automated Reminders

The platform offers automated reminders to participants who haven't completed the survey, increasing response rates.

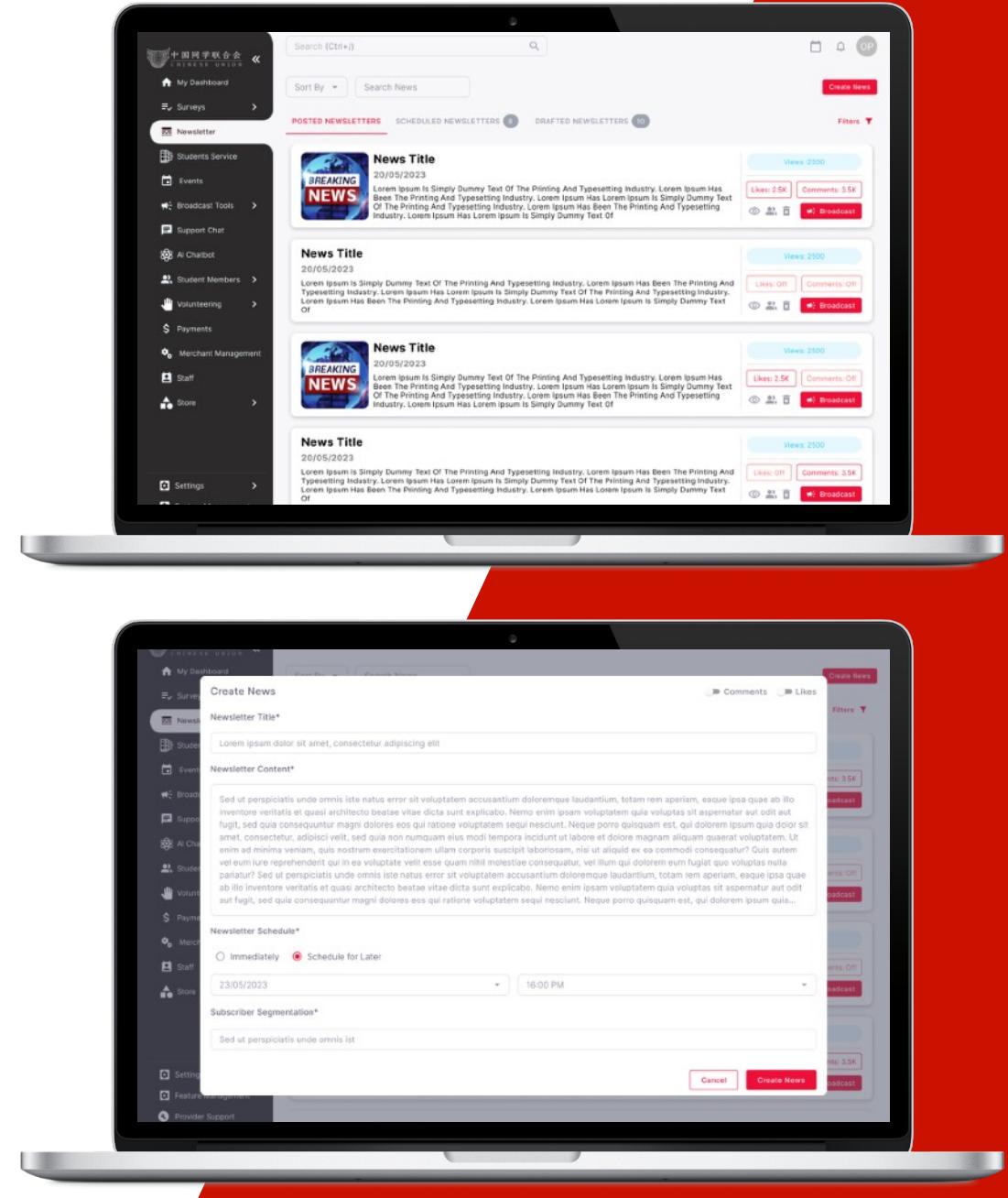


Admin Panel

Newsletter Publishing

The newsletter feature allows admins and authorized staff to create visually appealing news articles with titles, content, and images. Additionally, these staff can target specific member groups or the entire union as a whole.

The created news articles can be sent via SMS, email, or both, with customizable templates. The Union can view readership statistics and manage comments and likes. The feature ensures targeted communication, detailed analytics, and interactive engagement with members.



Admin Panel

Student Services Management

The Admin Panel interface features a sidebar with various management tools: My Dashboard, Surveys, Newsletter, Students Services (selected), Events, Broadcast Tools, Support Chat, AI Chatbot, Members, Volunteering, Payments, Merchant Management, Staff, Store, and Settings. The main area displays a grid of university logos and names, including:

- University of San Diego
- University of Washington
- University of California, Santa Barbara
- University of California, Irvine
- University College Birmingham
- University College Dublin
- Johns Hopkins University
- UCLA

The right tablet screen shows a detailed view for the University of California, San Diego. It includes sections for Activated services (e.g., 877 ASK-LAPD - Non-emergency Police Service, 877 LAPD247), Deactivated services (e.g., A Bridge Home), and a general information section about the service.

The Student Service Management feature allows admins to add, edit, and manage services for specific universities, including service names, descriptions, types, schedules, contact information, and fees.

Admins can oversee and update content related to new student orientation, airport pickup, and various student services, ensuring efficient management of campus services and enhancing the student experience.

Admin Panel

Event Announcements

The Events feature allows the union to create, manage, and promote various events seamlessly.

This screenshot shows the 'UPCOMING EVENTS' section of the Admin Panel. It lists four events:

- Event Title**: Spring Festival, Date: 24-05-2023, Time: 10:00 AM, Location: [redacted]. Description: [redacted]
- Event Title**: Spring Festival, Date: 24-05-2023, Time: 10:00 AM, Location: [redacted]. Description: [redacted]
- Event Title**: COMMUNITY MEETING, Date: 26-05-2023, Time: 10:00 AM, Location: [redacted]. Description: [redacted]
- Event Title**: Spring Festival, Date: 24-05-2023, Time: 10:00 AM, Location: [redacted]. Description: [redacted]

This screenshot shows an event detail page for 'Spring Festival'. Key information displayed includes:

- RSVP**: 400
- Tickets Sold**: 50
- Date**: 20-05-2023
- Time**: 10:00 AM
- Location**: [redacted]
- Event Organizer**: John Doe

MEMBER	DATE	RSPV STATUS
John.doe@gmail.com	23.02.2023 13:00	Accept
John.doe@gmail.com	23.02.2023 13:00	Decline
John.doe@gmail.com	-	Pending
John.doe@gmail.com	23.02.2023 13:00	Accept
John.doe@gmail.com	23.02.2023 13:00	Accept
John.doe@gmail.com	23.02.2023 13:00	Accept
John.doe@gmail.com	23.02.2023 13:00	Decline
John.doe@gmail.com	-	Pending
John.doe@gmail.com	23.02.2023 13:00	Accept
John.doe@gmail.com	23.02.2023 13:00	Accept
John.doe@gmail.com	23.02.2023 13:00	Accept

Admins can publish event details, including date, time, venue, and descriptions.

Members can RSVP, receive event notifications, and access event-specific information.

The feature offers ticketing integration for paid events, ensuring secure online payments. Admins can track attendance, gather feedback, and analyze event success metrics.

This screenshot shows the 'Create New Event' form. Fields include:

- Event Title**: [redacted]
- Event Location**: [redacted]
- Event Organizer**: [redacted]
- Event Recipients**: [redacted]
- Event Description**: [redacted]

A preview on the right shows the event details: Spring Festival, 24-05-2023, 10:00 AM, [redacted], [redacted].

After events, the Union can share photos with students. Opt-in members receive their own pictures aided by our face recognition technologies, enhancing their post-event experience.

Admin Panel

Member Management

The Member Management feature enables admins to oversee member profiles, track engagement, and manage exclusive benefits.

This feature's comprehensive member profiles offer detailed information, including volunteer hours, social media links, and engagement history.

The screenshot shows the 'All Members' section of the Admin Panel. On the left, a sidebar menu includes 'My Dashboard', 'Surveys', 'Newsletter', 'Students Service', 'Events', 'Broadcast Tools', 'Support Chat', 'AI Chatbot', and 'Members'. Under 'Members', there are sub-options for 'All Members', 'Group 02', 'Group 02', 'Group 03', 'Volunteering', 'Payments', 'Merchant Management', 'Staff', and 'Store'. The main area displays a table with columns: FIRST NAME, LAST NAME, EMAIL, UNIVERSITY, MEMBERSHIP TYPE, and MEMBER SINCE. Each row contains a checkbox, the member's name and email, their university (LAU), membership type (Benefits), and joining date (23.02.2023). To the right of each row is a red 'View Profile' button. At the top of the main area are buttons for 'Import' and 'Export', and filters for 'Search (Ctrl+F)', 'Sort By', 'Filters', and 'Columns'.

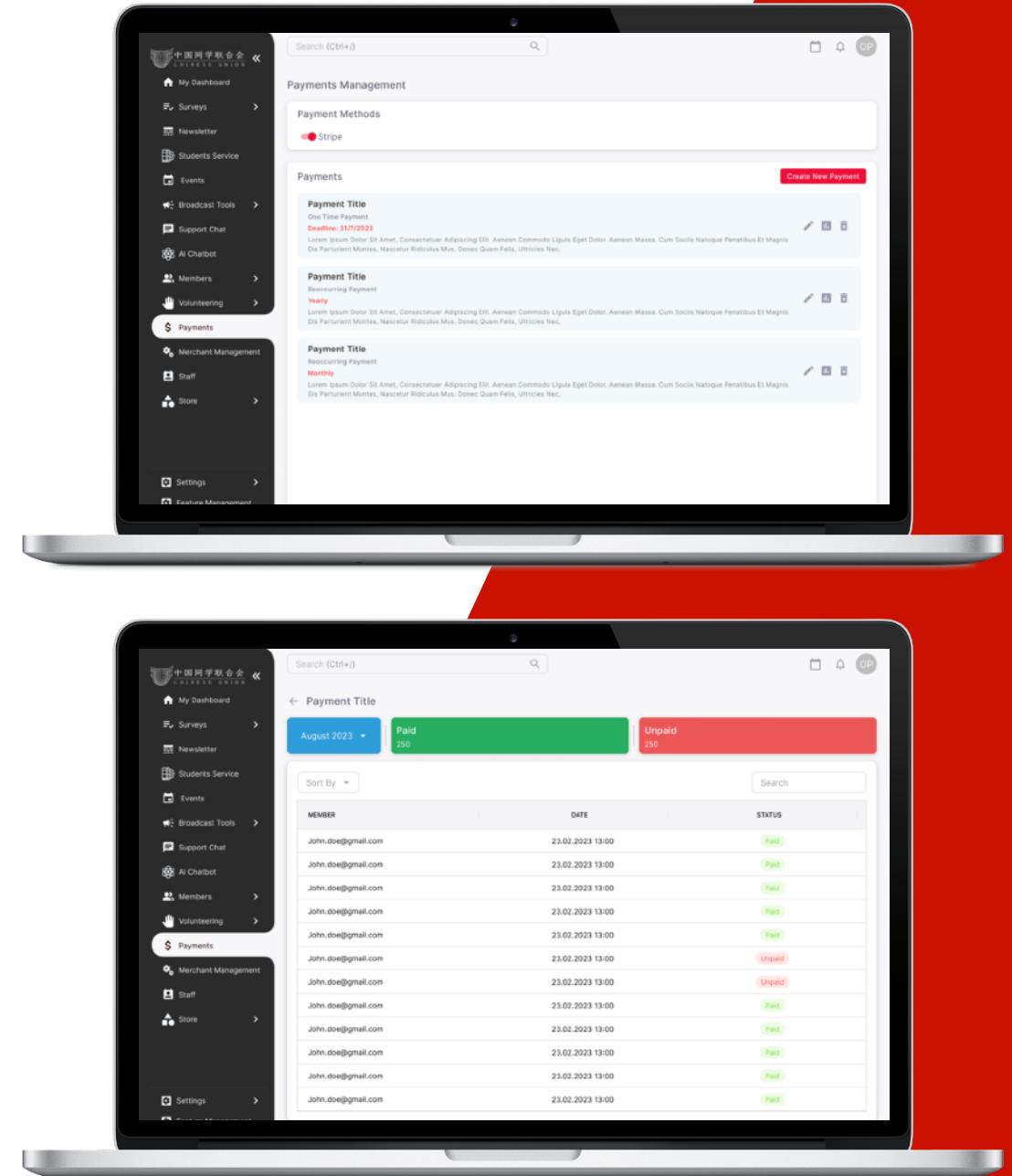
The screenshot shows a member profile page. The top navigation bar includes 'My Dashboard', 'Surveys', 'Newsletter', 'Events', 'Broadcast Tools', 'Support Chat', 'AI Chatbot', and 'Members'. Under 'Members', there are sub-options for 'All Members', 'Group 02', 'Group 02', 'Group 03', 'Volunteering', 'Payments', 'Merchant Management', 'Staff', and 'Store'. The main area has tabs for 'General Information' and 'Payments History'. The 'General Information' tab shows fields for First Name (Value), Last Name (Value), Email (Value), University (Value), Major (Value), Date of Birth (Value), University Level (Value), Address (Value), and Joined on (Value). The 'Payments History' tab shows a table with columns: PAYMENT TYPE, DATE, PAYMENT AMOUNT, and PAYMENT STATUS. It lists two entries: 'Monthly' payments made on '01.01.2023' for '40\$' with a green 'Paid' status. Below these tabs are sections for 'Events Attend' and 'Volunteering Hours'.

Admin Panel

Payments Management

The Payment Management feature enables admins to oversee members' membership payments. Admins can toggle payment methods, create new payments with details like recipients, title, description, and payment type (recurring or one-time). For recurring payments, admins can set frequency and amount; for one-time, a deadline date is chosen.

Created payments are editable and deletable. The system provides clear analytics, including a list of payees, pending payments, and total payment statistics. Admins can also filter payments by date range, ensuring precise financial oversight.



Admin Panel

Staff Management

The Staff Management feature allows admins only to view, control, and add staff members.

This screenshot shows the 'Staff' section of the Admin Panel. On the left, there's a sidebar with various admin tools like Surveys, Newsletter, Students Service, Events, Broadcast Tools, Support Chat, AI Chatbot, Members, Volunteering, Payments, Merchant Management, and Staff. The 'Staff' section is highlighted. The main area shows a table of staff members with columns for First Name, Last Name, Email, Phone Number, and Zip Code. Each row has a checkbox and a 'View Profile' button.

This screenshot shows the 'Add new Staff' dialog box. It has tabs for 'General Information', 'Permissions', and 'Inquiries'. Under 'General Information', you can enter First Name (John), Last Name (Doe), Email (john.doe@gmail.com), Zip Code (90210), and a birthdate (20/02/1998). Under 'Permissions', you can select Survey View or Manage Survey. Under 'Inquiries', you can select Survey View. At the bottom is a 'Save Changes' button.

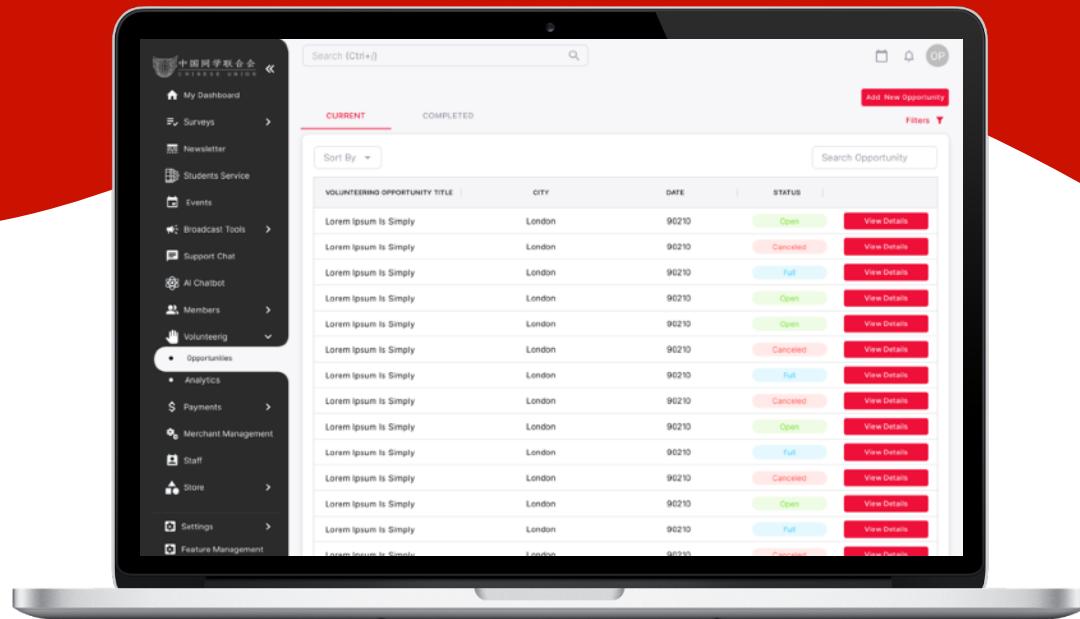
This screenshot shows the 'Staff' section with a 'Filters' sidebar on the right. The filters include Age Range (with sliders for 20 and 70), Zip Code (with input fields for 'From' and 'To'), and Permissions (Survey View, Manage Survey, None). The main area shows a table of staff members with columns for First Name, Last Name, Email, and Zip Code. Each row has a checkbox and a 'View Profile' button. The sidebar also lists other admin sections like Surveys, Newsletter, Students Service, Events, Broadcast Tools, Support Chat, AI Chatbot, Members, Volunteering, Payments, Merchant Management, and Staff.

Staff members are organized efficiently with detailed profiles and categorized properly.

Admins can access individual profiles with details like name, contact info, university, and role, adjusting permissions (View, Manage, None) for various features.

The system offers robust filtering options, allowing admins to sort stuff alphabetically, by zip code, or permissions, amongst other fields ensuring streamlined staff management.

Volunteering Management



The Volunteering Management feature enables effortless organization of volunteering opportunities. Admins can create, edit, and categorize events, track attendees, and set participant limits. It offers intuitive tools for real-time status updates, including open, full, or canceled opportunities.

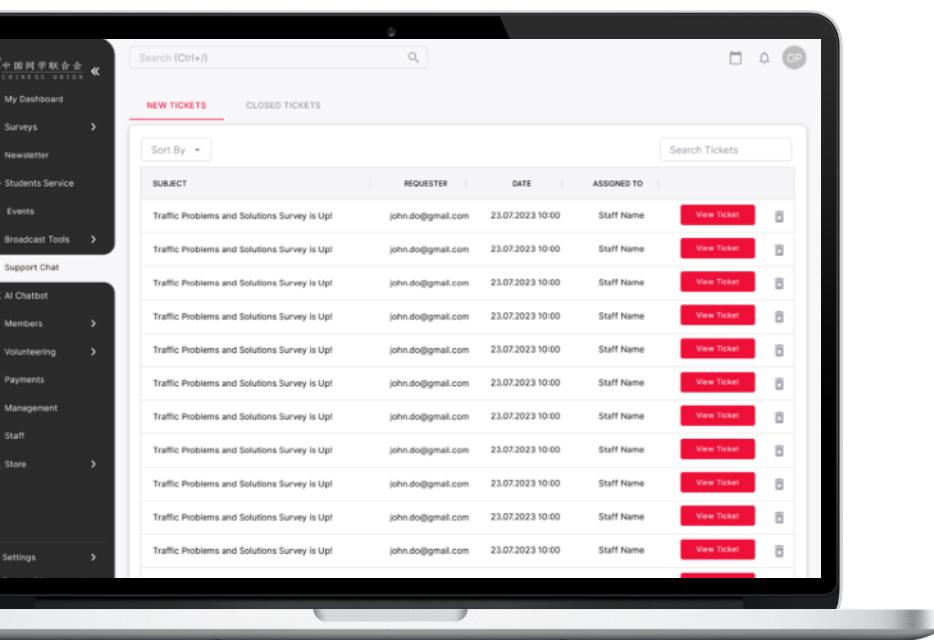
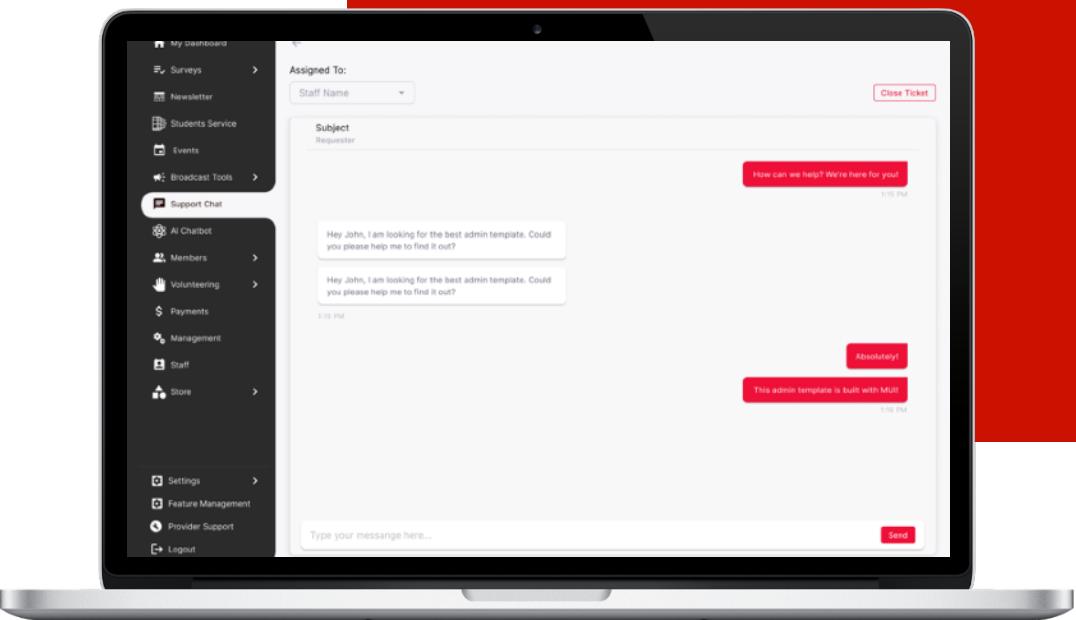


Detailed analytics showcase attendance rates, hours served, and volunteer demographics, enhancing event planning and community engagement.

Admin Panel

Support Chat

The Support Chat feature facilitates seamless communication between the Chinese Union and student members.



Clear Interface

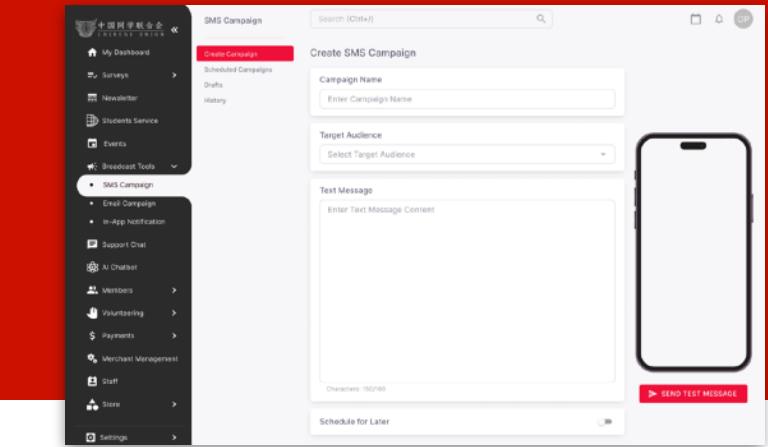
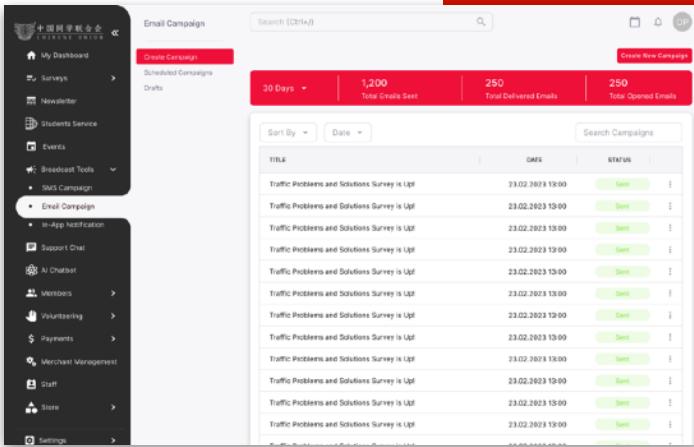
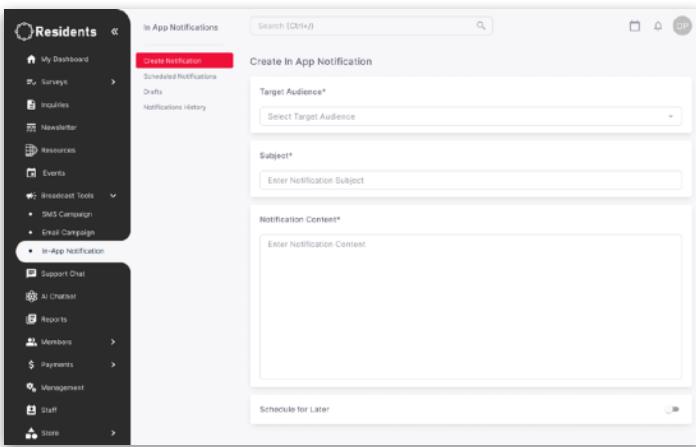
Resolved tickets are neatly archived. The system ensures secure ticket management and efficient staff-client dialogue, enhancing overall support services.

Organized Assistance

Each ticket displays essential details and opens a chat interface for immediate assistance.

Broadcast Tools

The Broadcasting Tool simplifies communication through In-App, Email, and SMS campaigns. This comes with detailed member activity reports that aid in strategic decision-making, enhancing Chinese Union's efficiency.



In-App notifications enable targeted messages with scheduling options.

Email Campaigns offer analytics, detailed recipient engagement data, and scheduled email management.

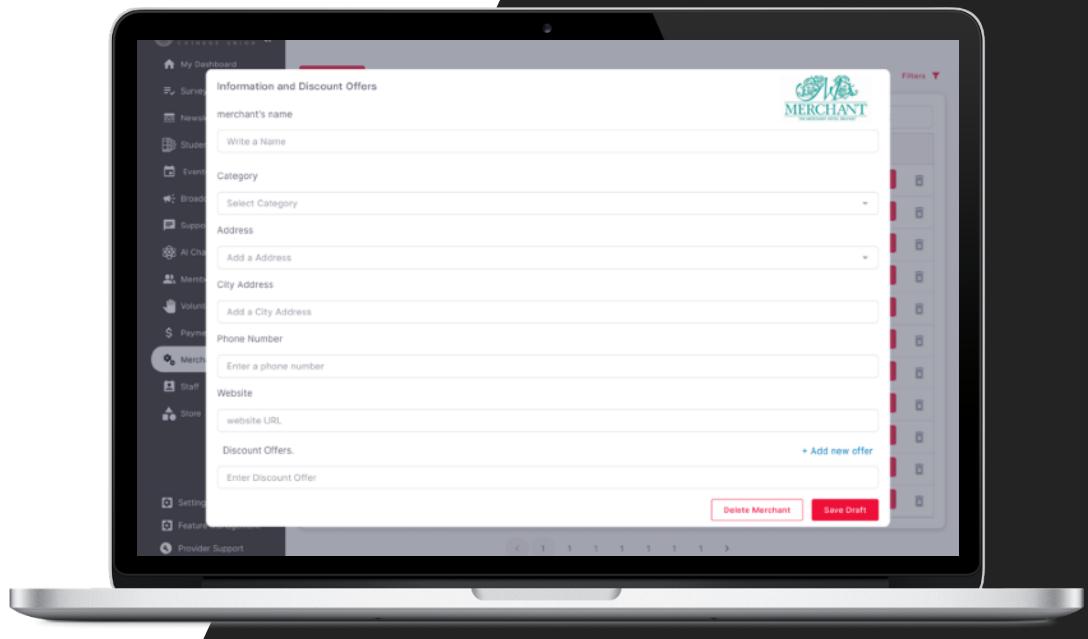
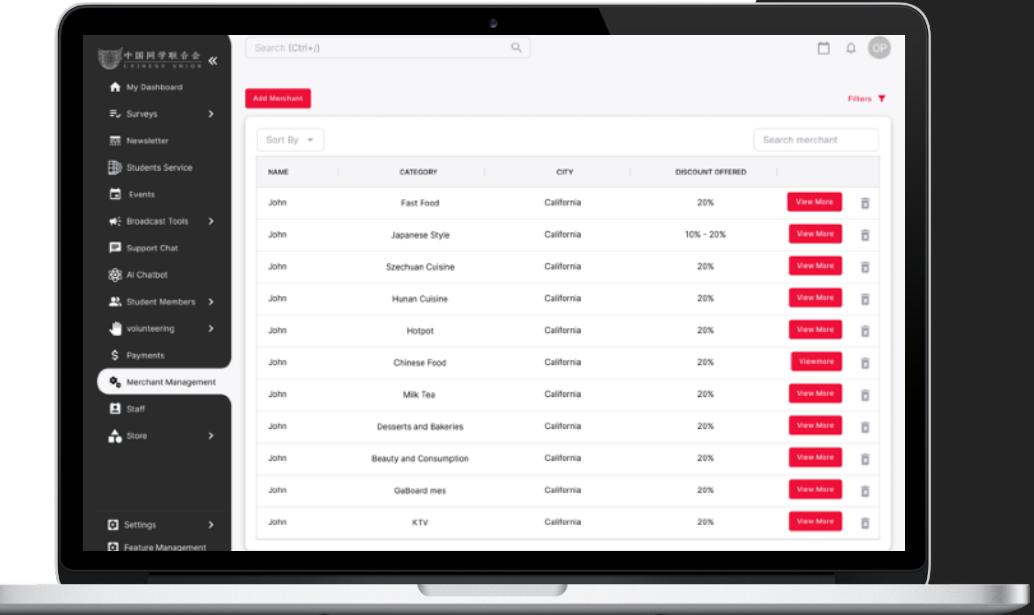
SMS Campaigns provide quick message creation, scheduling, and real-time tracking.

Admin Panel

Merchant Management

The Merchant Management feature enables admins to oversee merchants efficiently. It offers a detailed table format, showcasing key information such as logos, business names, and discount types.

Admins and assigned staff can delve into merchant profiles, manage active discounts, and facilitate seamless interactions through acceptance or rejection options. Robust search, filter, and sorting tools enhance precise merchant categorization and streamlined administration.



Provider Support

Designed for Chinese Union admin users and providers, this support system streamlines issue reporting and resolution.

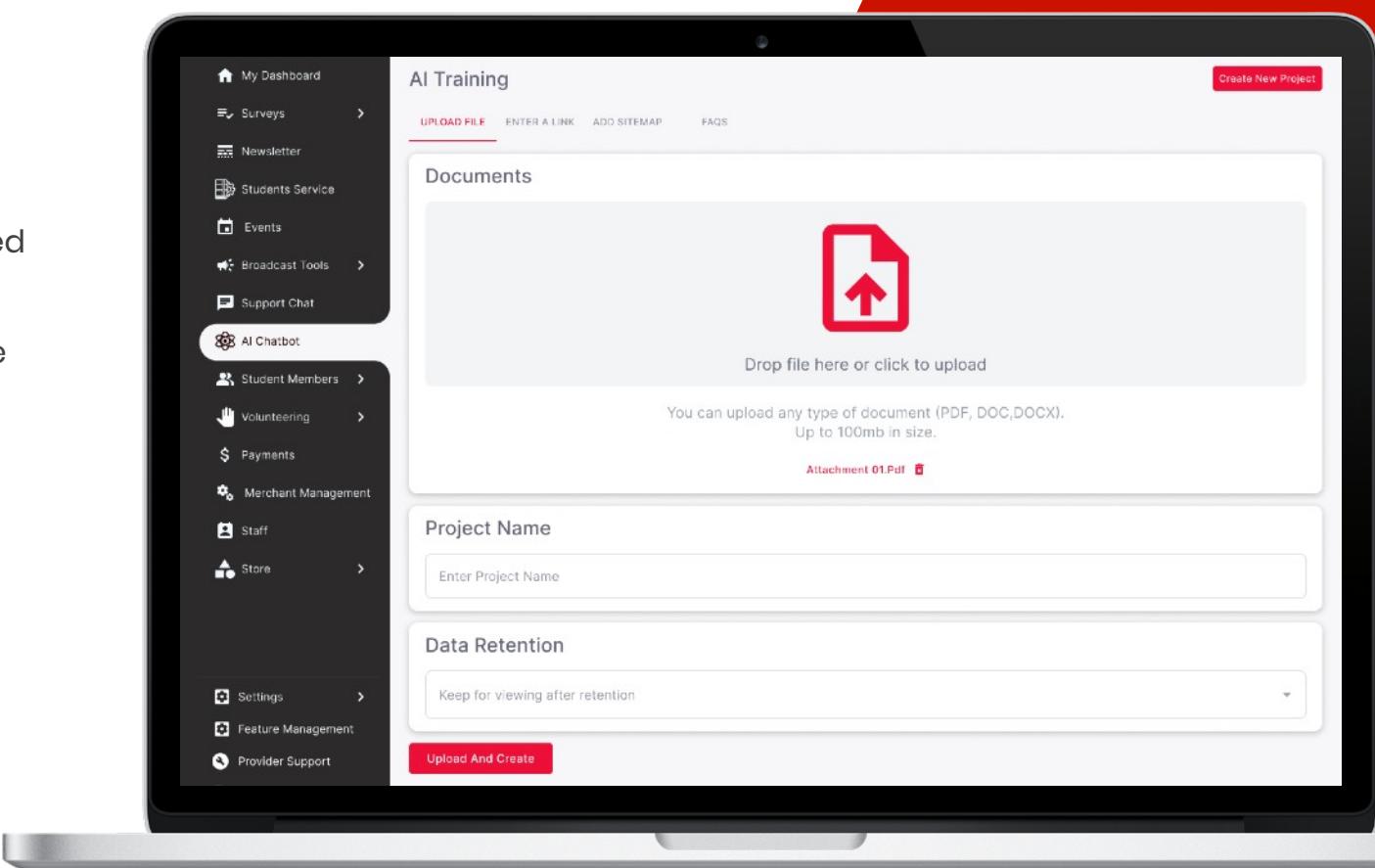
Admins can create, manage, and categorize tickets, ensuring clear communication with providers. Attachments can be added, enhancing problem description. The system ensures prompt responses and organized issue resolution.

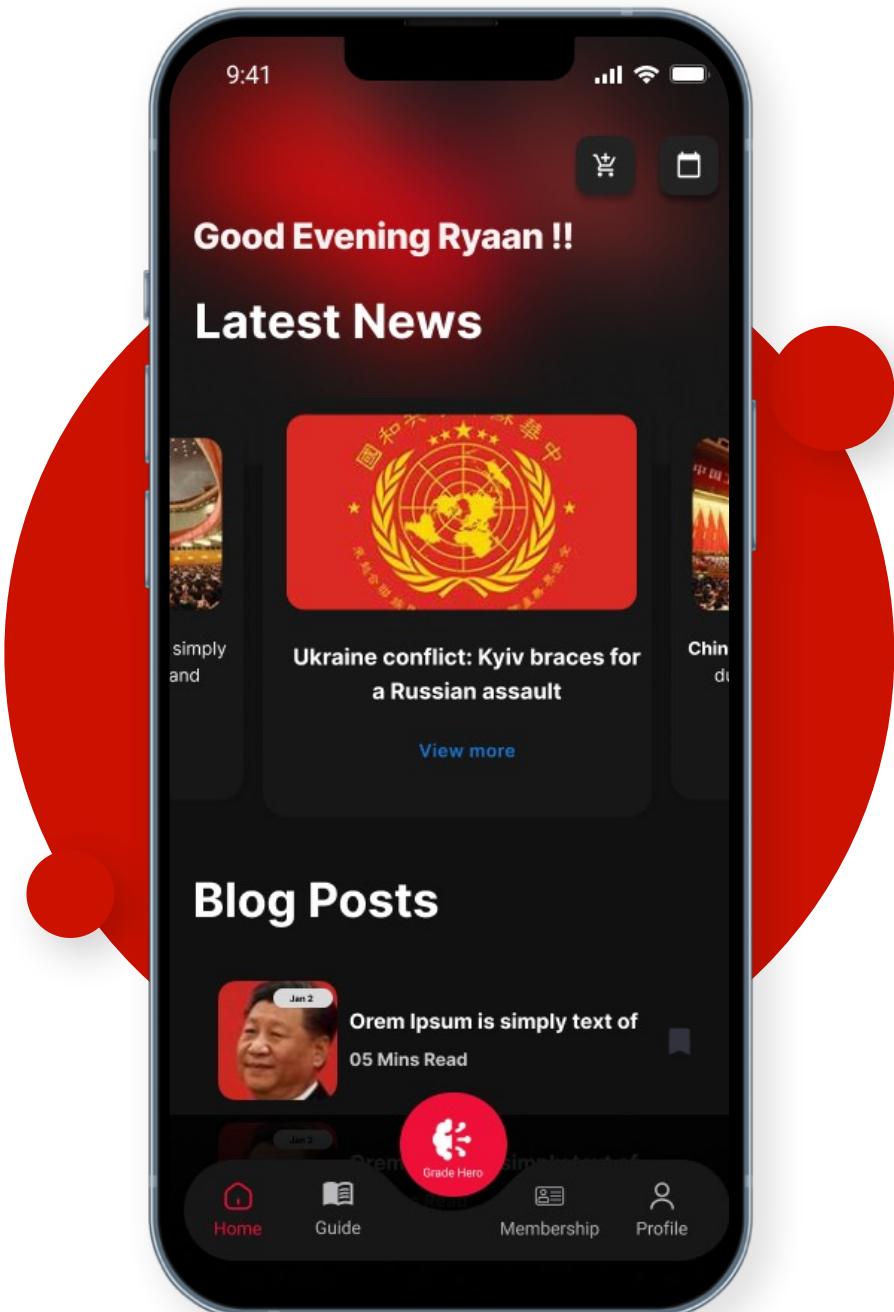
The screenshot shows the ticket management section of the Admin Panel. At the top, there are three summary statistics: 'Total Tickets Sent' (1,200), 'Total Delivered Tickets' (250), and 'Total Opened Tickets' (250). Below this is a search bar labeled 'Search (Ctrl+F)' and a 'Create Ticket' button. The main area displays a table of tickets with columns for 'SUBJECT', 'CATEGORY', 'DATE ISSUED', 'PRIORITY', and 'STATUS'. Each ticket row includes a 'Priority' dropdown, a 'Sort By' dropdown, and a 'Search Tickets' input field. The table lists several tickets from a user named John, categorized by subject like 'Account & profile', 'Technical support', and 'Feature request', with various priority levels and status indicators.

The screenshot shows the provider support chat interface. On the left is a sidebar with navigation links: Surveys, inquiries, Newsletter, Events, Broadcast Tools, AI Chatbot, Reports, Members, Payments, Management, Staff, and Store. The main area is a chat window titled 'Category Name' with a message from 'Assignee': 'Hey John, I am looking for the best admin template. Could you please help me to find it out?'. Below this is another message from 'Assignee': 'Hey John, I am looking for the best admin template. Could you please help me to find it out?'. A response from 'Provider Support' follows: 'Absolutely!'. At the bottom, there is a text input field with placeholder text 'Type your message here...' and a red 'Send' button.

AI Chat

The AI chatbot in the admin panel allows Chinese Union admins to train the app's chatbot through text inputs, uploaded files (DOC, TXT, PDF, Excel, CSV, etc.), and links. This versatile functionality enables seamless integration of varied data sources, enhancing the chatbot's accuracy and responsiveness. Admins can refine the chatbot's knowledge base through diverse inputs and setting edits, ensuring it comprehensively understands user queries and provides precise assistance.





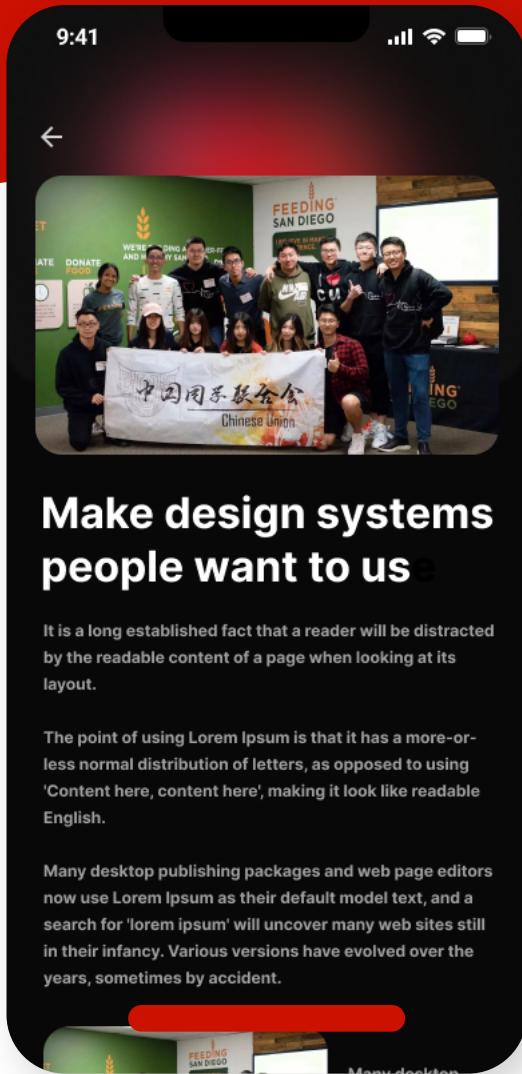
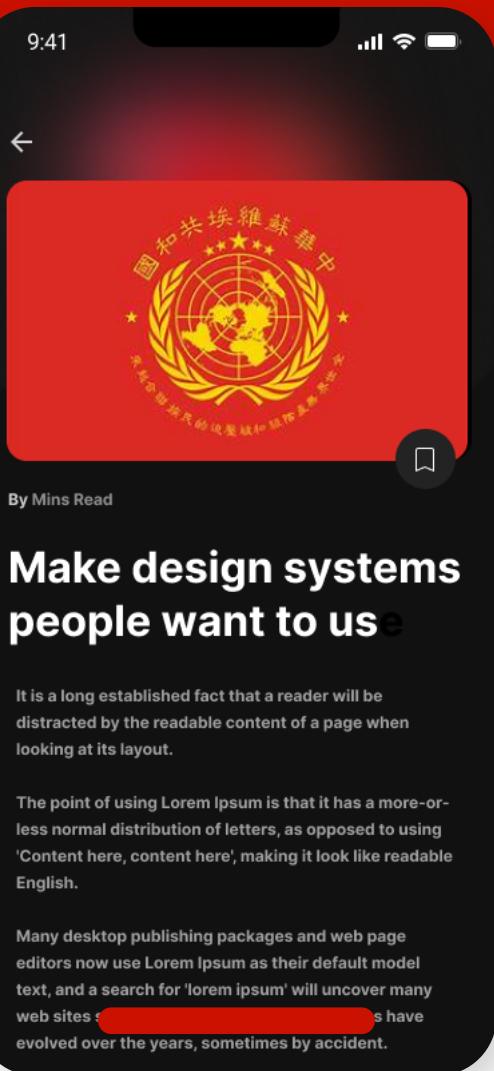
Mobile App

Home Page

- ✓ Pushing Latest News
- ✓ Suggested Blog Posts
- ✓ Rundown of current surveys and discounts

The Home Page offers a streamlined, personalized hub for users, showcasing vital updates, alerting users to pending surveys and enabling active engagement with app features.

9:41



Mobile App

Newsletter Feature

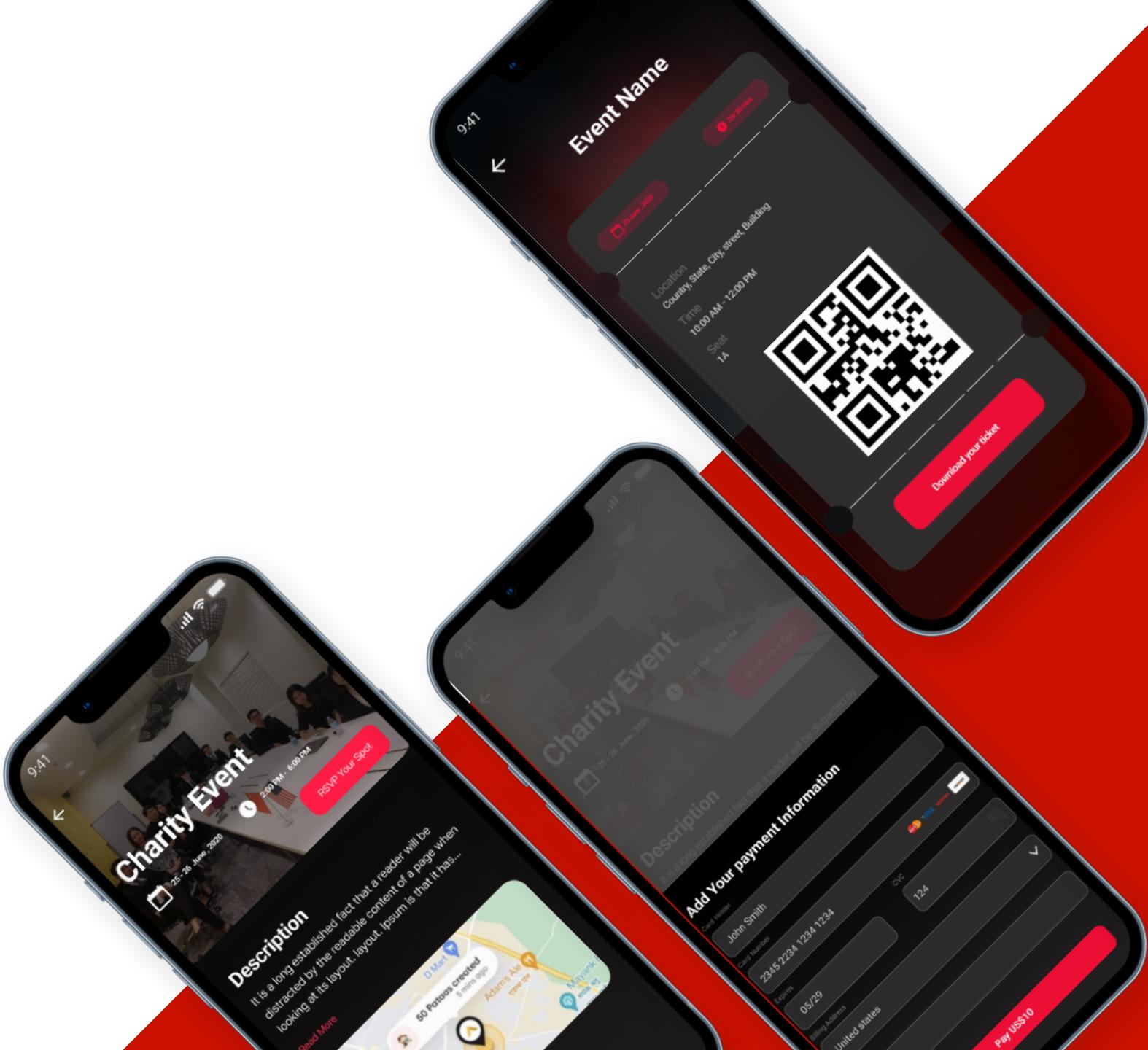
A Curated Updates Hub

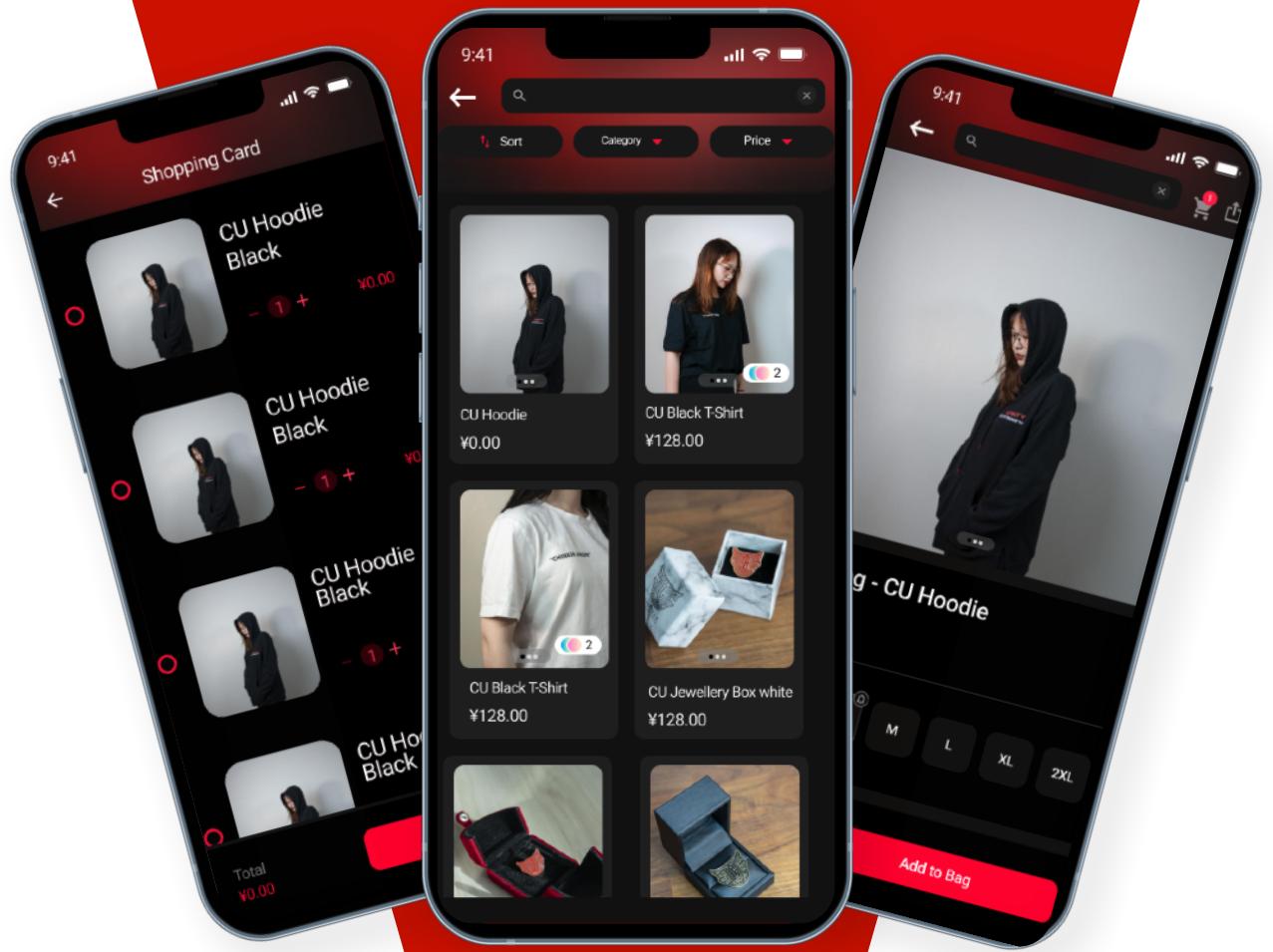
Tailored to individual preferences, the Newsletter feature delivers updates on the latest news, blog posts and more. This interactive platform (which includes allowing the students to like and comment) ensures users stay engaged, fostering a sense of community and enhancing their overall app experience.

Mobile App

Events Feature

The Events feature provides members with a streamlined way to discover and engage with upcoming activities. Users can easily browse event details, RSVP, and receive timely reminders. It ensures seamless event participation, enhancing user experience and community engagement.





Mobile App

Shop Feature

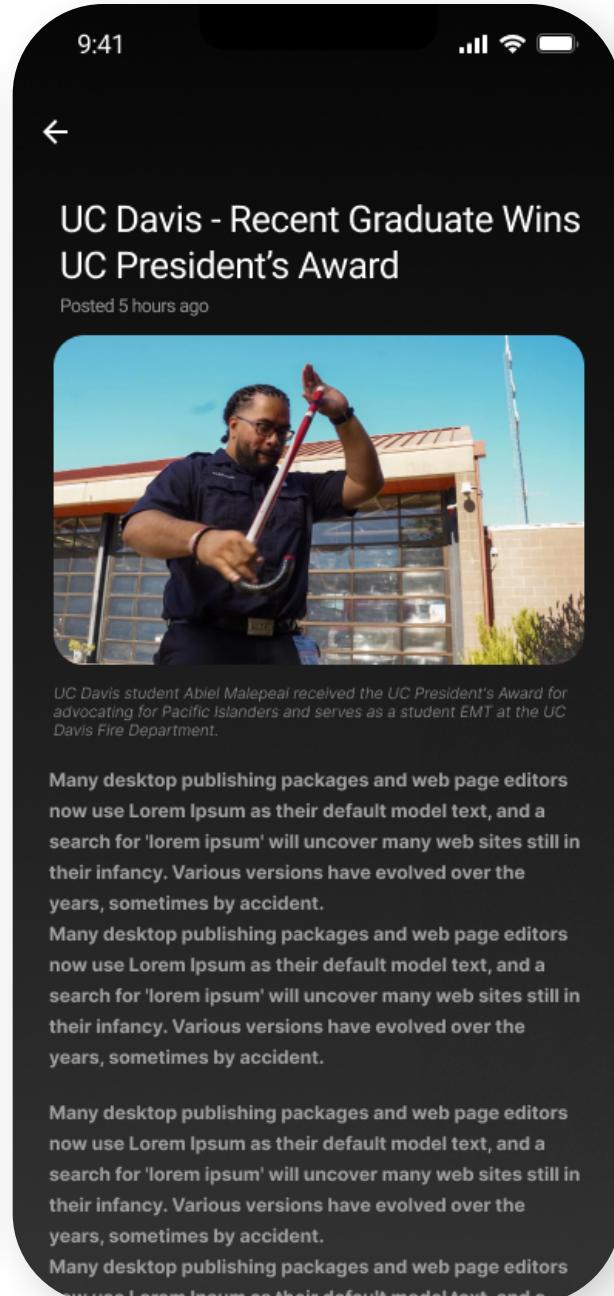
In the app's Shop section, users can explore and purchase a variety of products directly from the Chinese Union.

Organized Products

Members can browse product listings with detailed descriptions and images, add items to their cart, and securely make purchases.

Seamless Tracking and Updates

The feature allows users to track their orders, view delivery status, and receive notifications, ensuring a seamless and convenient shopping experience.



Mobile App

Guide

The Guide feature acts as a comprehensive student services hub on the app. Users can access vital campus information, academic resources, counseling services, and event updates effortlessly.

It ensures students stay informed and connected with essential services, fostering a seamless campus experience.

Mobile App

Chat Bot

AI Chat Bot

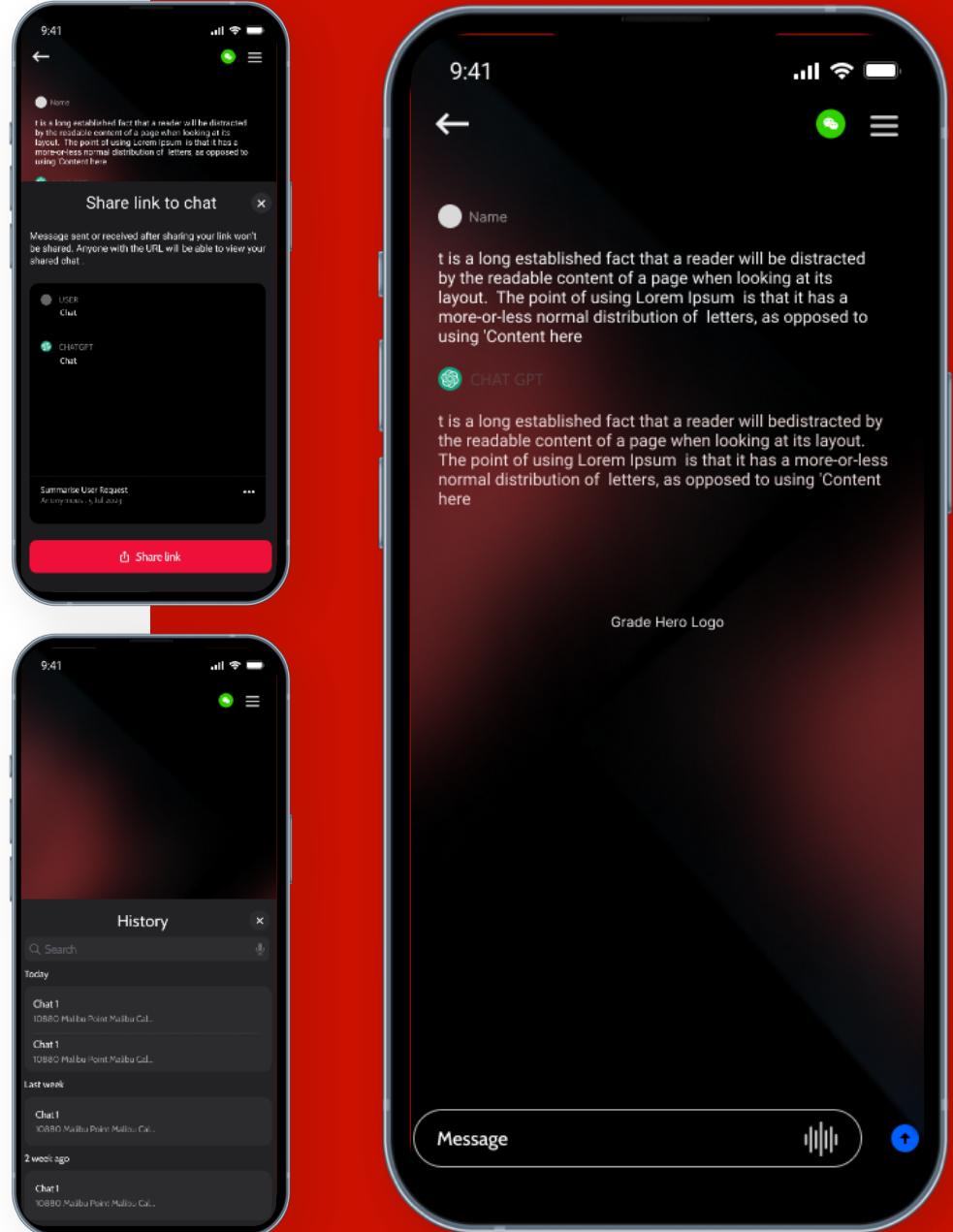
Grade Hero AI chatbot swiftly assists users with comprehensive guidance, ensuring timely and accurate solutions to all inquiries.

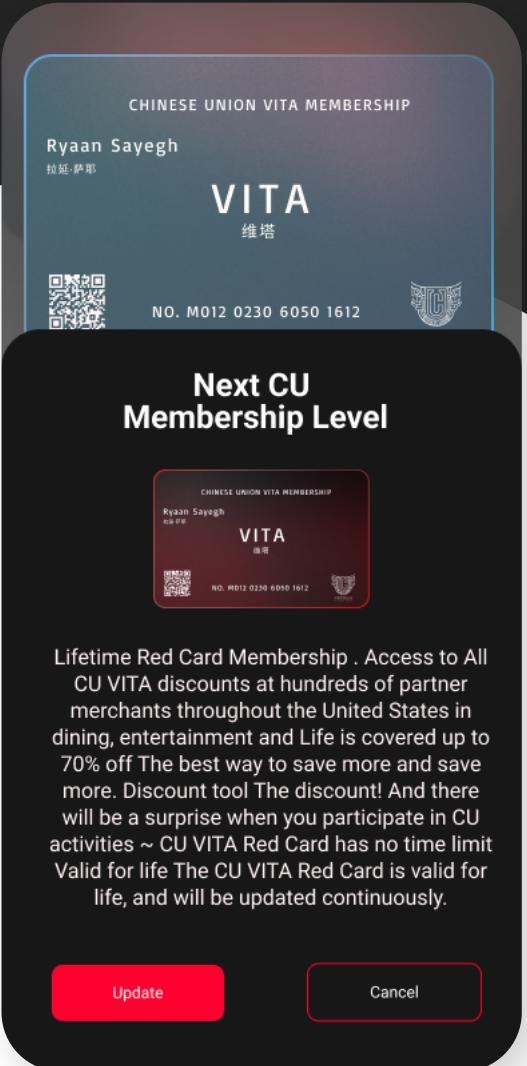
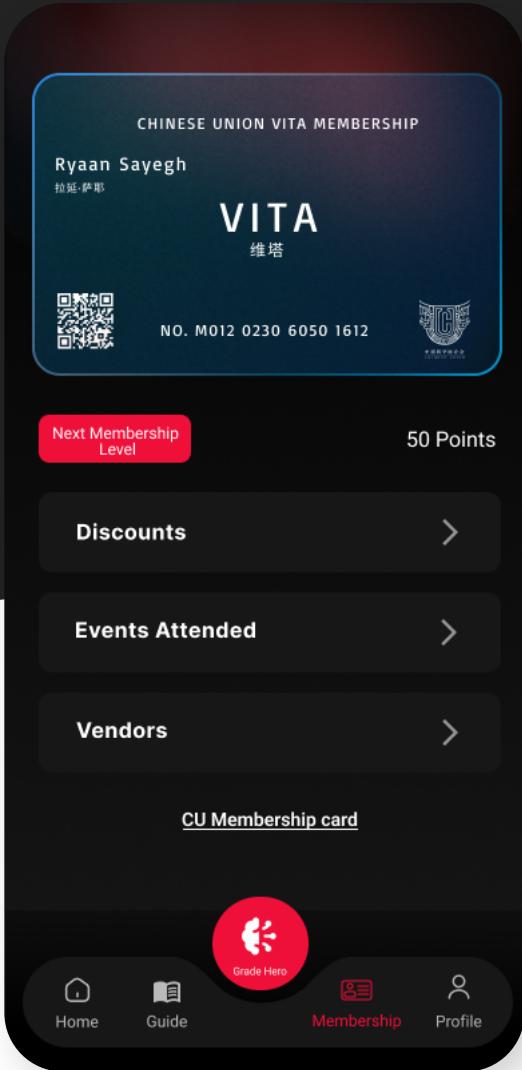
01

Instant Assistance

02

Smart Guidance





Mobile App

Membership Feature

Users can easily subscribe, renew, or upgrade memberships directly through the app. Membership cards are accessible digitally, providing quick entry to events or services. Renewal reminders and seamless payment options ensure a hassle-free experience.

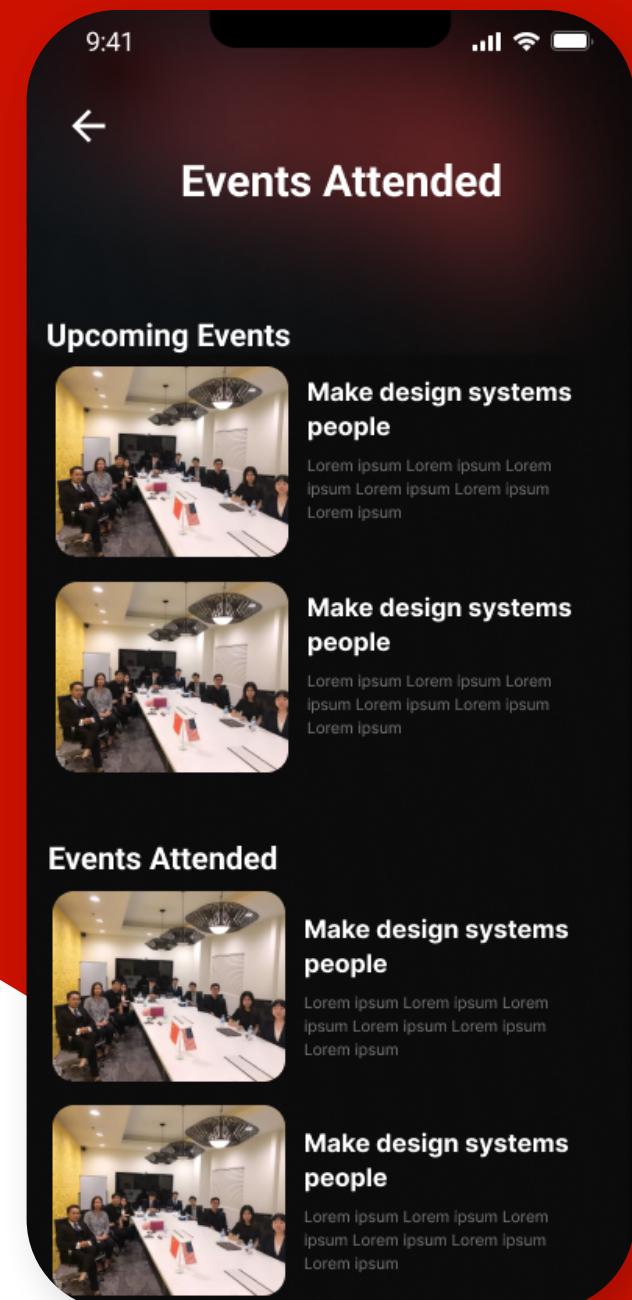
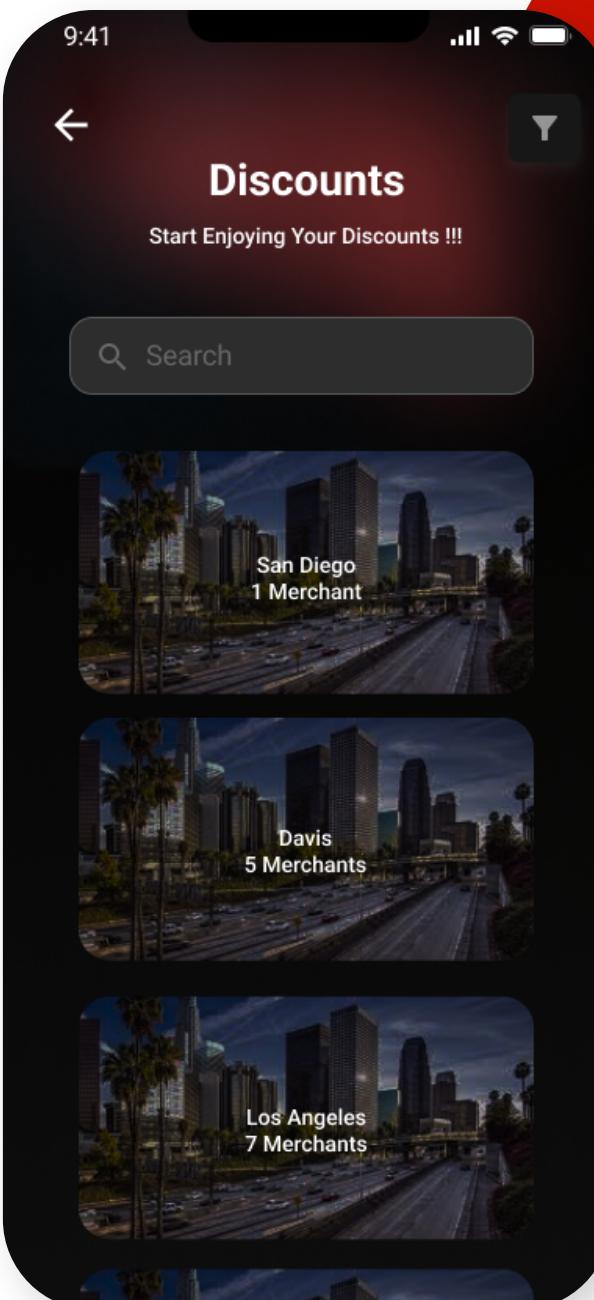
Mobile App

Discounts

Discover a variety of exclusive deals and discounts from partnered merchants and vendors, conveniently showcased in one dedicated page for member's savings.

Events Attended

Keep members updated with the events page that shows both past events attended and upcoming events, all neatly organized in one central space for seamless event management.



Mobile App

Profile

Members can manage their accounts, access personalized support, and stay updated on your favorite newsletters and events, all in one place.

Account Management

Access and adjust your account settings swiftly.

Personalized Support

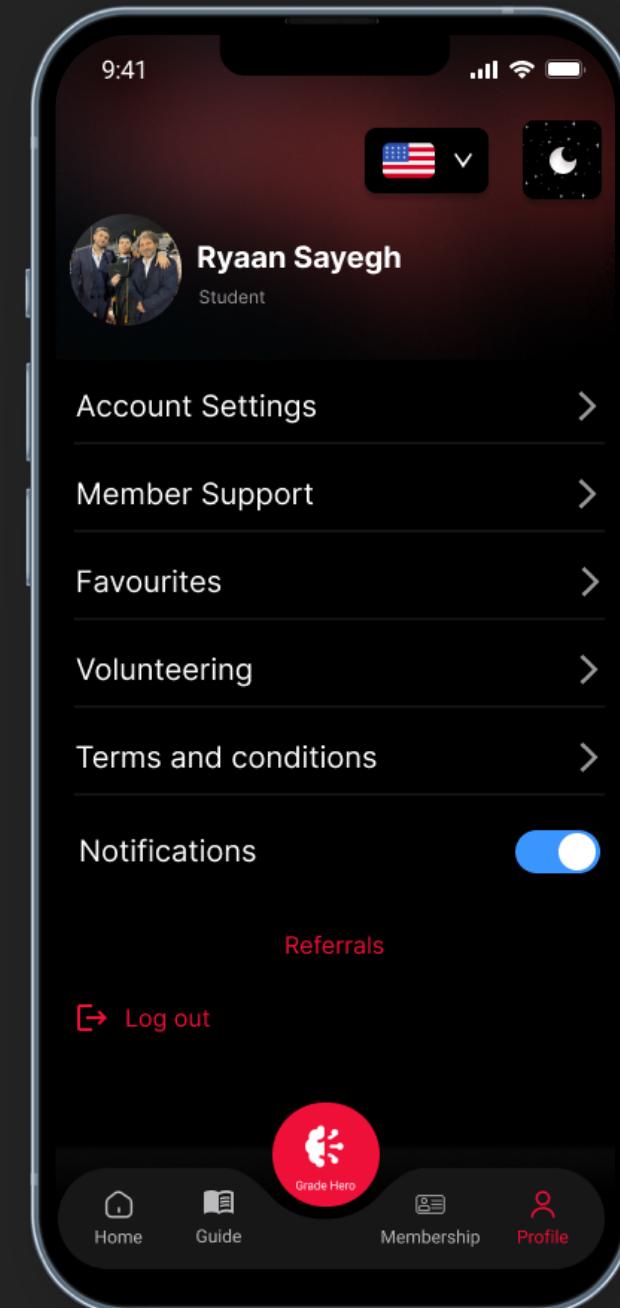
Connect with support through member assistance and real-time chat.

Favorites Hub

Easily track and manage your favorite newsletters and events

Notifications Control

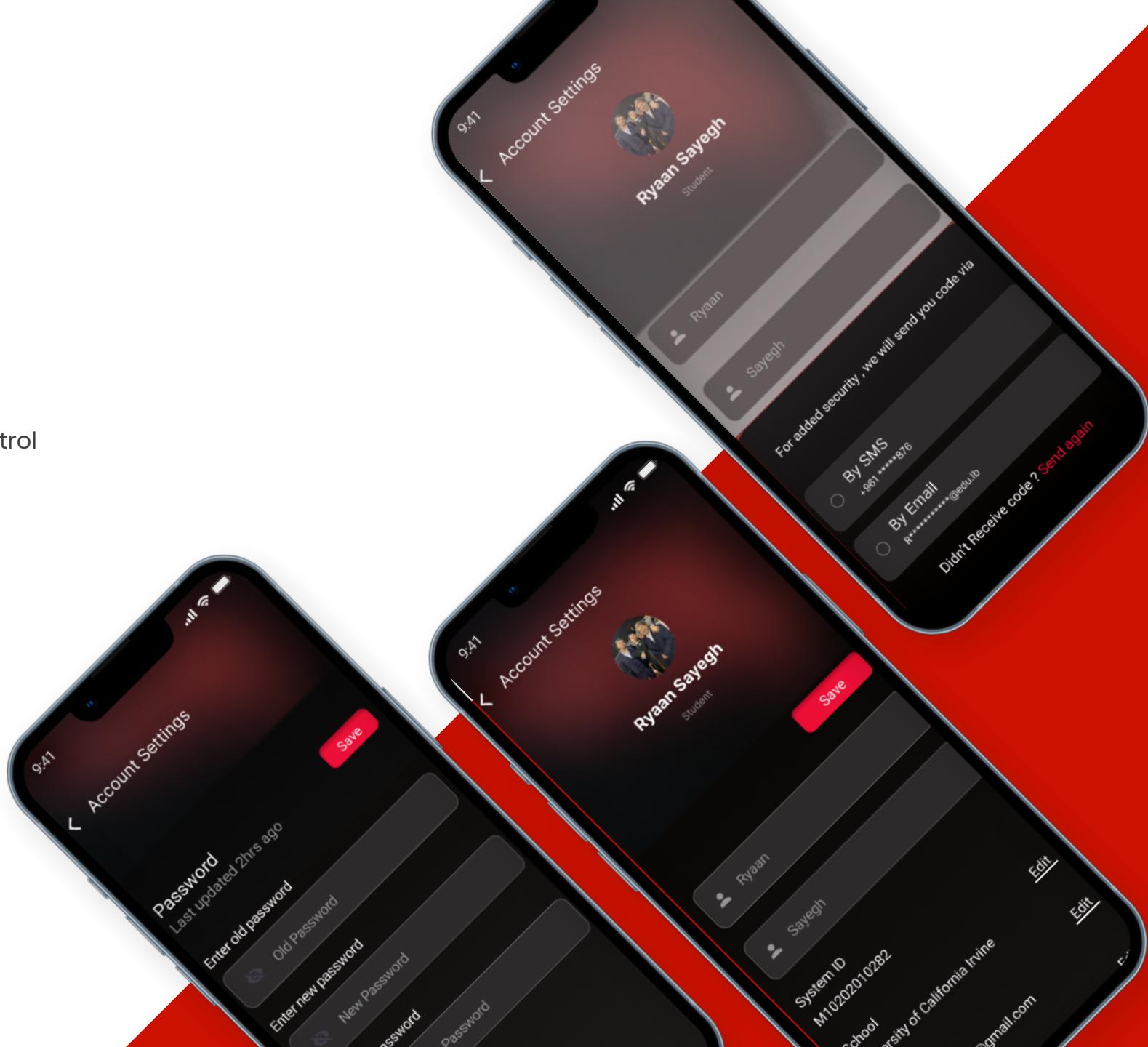
Tailor your app experience with granular notification settings.

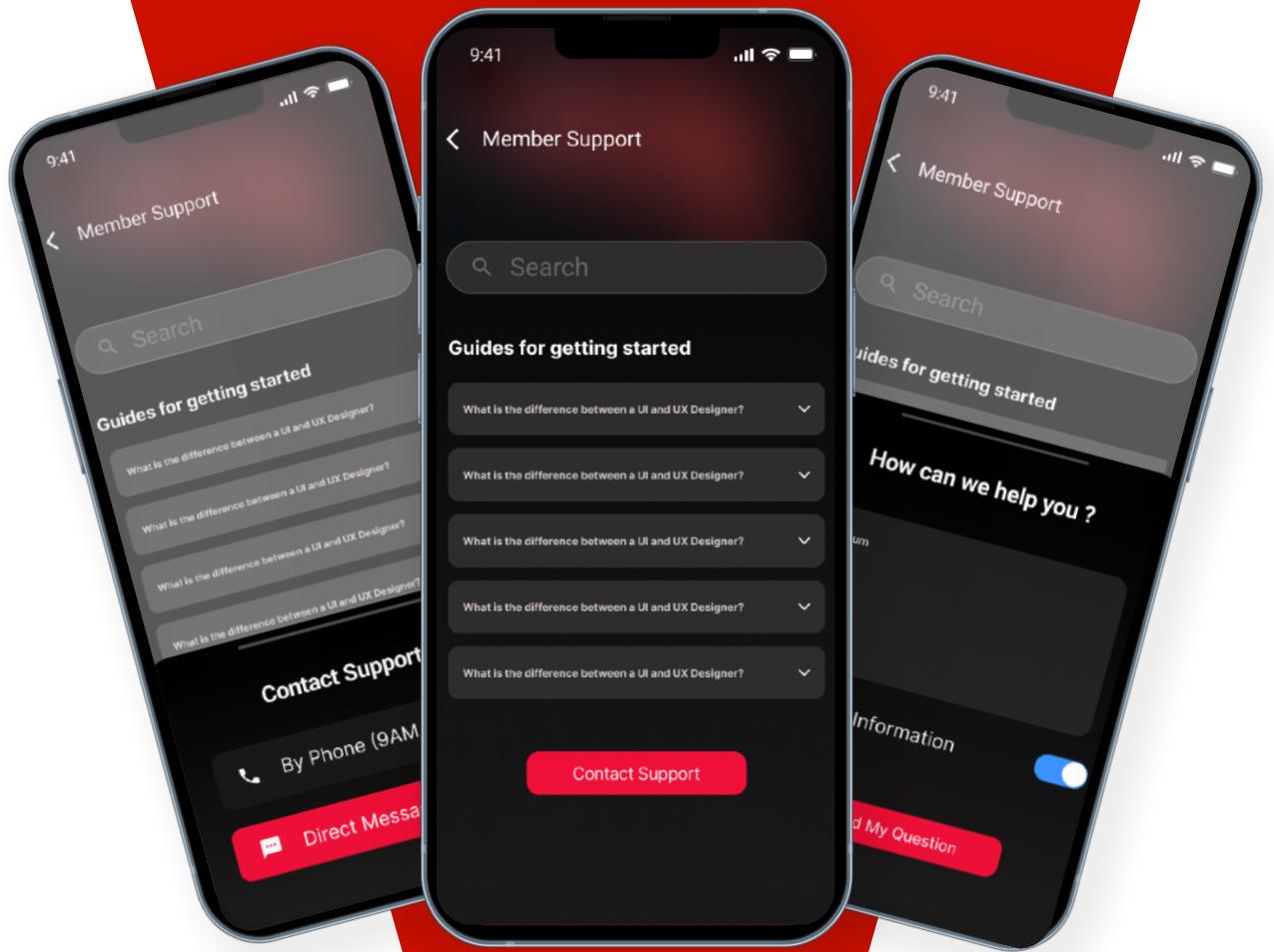


Mobile App

Account Settings

The Account Settings page serves as your control center, allowing you to modify personal information, change passwords, and manage app preferences effortlessly. It encompasses fields for updating profile details, email addresses, and passwords.





Mobile App

Member Support

This feature serves as a direct line to the Chinese Union, enabling members to access real-time support through an integrated chat feature.

Standard Guide

A standard guide that helps members get accustomed with recurring inquiries.

Real-Time Assistance

Instant access to live support from the Chinese Union for quick issue resolution.

Seamless Communication

Enables direct communication, ensuring clear and immediate understanding of member concerns.

Mobile App

Volunteering

The Volunteering tab compiles diverse volunteer opportunities. Members can effortlessly track hours, view past contributions, and check their engagement in community efforts, promoting seamless and impactful social involvement.





Merchant Mobile App —

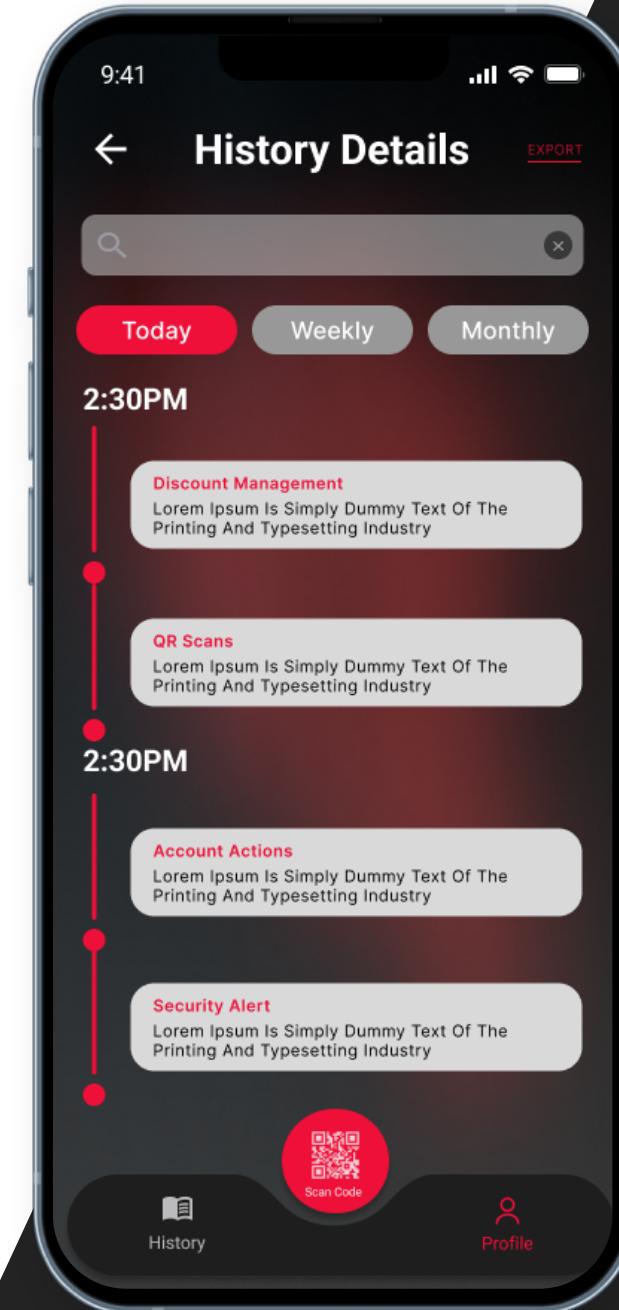
Scan QR Code

The Scanner feature enables merchants to verify memberships and apply discounts by scanning customer QR codes for memberships or cards using their device's camera. It simplifies the process, ensuring seamless verification and reward application for customers' memberships and loyalty benefits.

Merchant Mobile App

History Feature

The History feature displays a chronological timeline of merchant activities, including QR scans, discount management, account actions, and security alerts. It offers detailed summaries, distinct icons, and export options for efficient activity tracking and management.



Profile

Account Management

MERCHANTS CAN CHANGE OWNER NAME, PASSWORD, AND CONTACT DETAILS. TWO-FACTOR AUTHENTICATION ENHANCES SECURITY.

Business Profile

MERCHANTS CAN EDIT LOGO, BUSINESS NAME, CATEGORY, LOCATION, CONTACT INFORMATION, SOCIAL MEDIA LINKS, WEBSITE, MENU, SERVICES, OPERATING HOURS, AND PAYMENT METHODS.

Discount Management

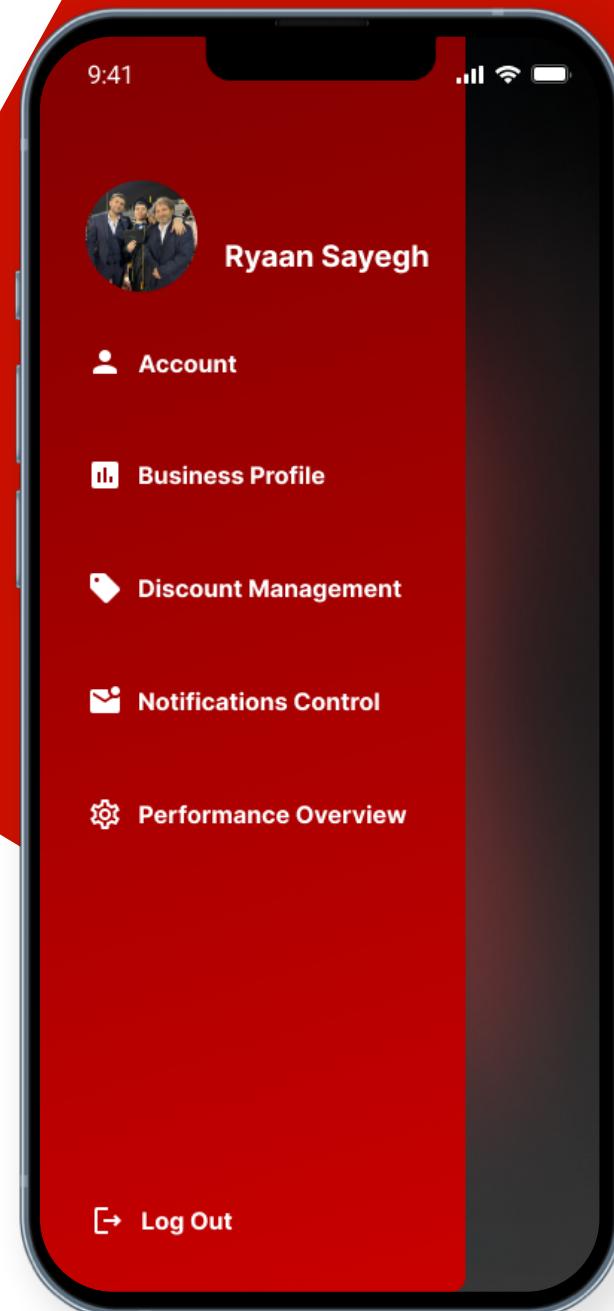
MERCHANTS VIEW, CREATE, EDIT, AND DELETE DISCOUNTS. THEY CAN SPECIFY DISCOUNT TYPES, APPLICABLE ITEMS, RESTRICTIONS, VALIDITY, AND USAGE LIMITS. BANNERS CAN BE ADDED FOR VISUAL APPEAL.

Notifications Control

MERCHANTS MANAGE NOTIFICATION PREFERENCES FOR TIMELY UPDATES.

Performance Overview

MERCHANTS ACCESS PERFORMANCE METRICS INCLUDING CUSTOMER COUNT, AVERAGE RATING, AND UNIVERSITY RANKINGS GRAPH WITHIN SELECTED DATE RANGES.





Thank You