

KONGA EMAIL NOTIFICATION

TEMPLATES



**KONGA REDEMPTIONS NOTIFICATION – FOR UCHE**

This is the first email sent to the Konga staff informing him/her to log in and confirm the availability of the redeemed items for pickup or delivery in the designated Konga store

Email Subject - Redemption Alert on Partner Portal

Header - An Item Has Been Redeemed

Dear **$First name $Last name,**

This is to inform you that the item(s) below have been redeemed from the **$fidelity\_bank** loyalty program.

Kindly login to partner portal using this link **$partner\_portal\_link** to confirm availability of the redeemed item(s) and make them available at **$Pickup\_address** for pickup.

Please find redemption details below:

**Date: $Date**

**Order Number: $Order\_no**

**Pickup address: $Pickup\_address**

**Item(S): $Item(s)\_redeemed**

**Quantity: $Quantity**

**Voucher no: $Voucher\_no**

Kindly treat and provide feedback.

Have a question? We are here to help. Contact us today at +2348090307552 or send an email to service@rewardsboxnigeria.com

Warm Regards.

Footer

**RewardsBox; Your one-stop rewards platform that helps organisations manage Rewards, Incentives and Loyalty Programs**

**CRON-JOB TEMPLATE – FOR KELECHI**

This is a reminder email sent to the Konga staff after the first email has been sent, reminding him/her to log in and confirm that the items redeemed are available for pickup or delivery in the designated Konga store

Email Subject - Pending Redemption Order

Header – You Have Pending Redemptions Awaiting Confirmation

Dear **$First name $Last name,**

We have noticed that you are yet to confirm the availability of the redeemed item(s) sent on **$Date\_sent.**

You are required to login and verify that the redeemed item(s) are available for pickup.

Please find redemption details below:

**Date: $Date**

**Order Number: $Order\_no**

**Pickup address: $Pickup\_address**

**Item(S): $Item(s)\_redeemed**

**Quantity: $Quantity**

**Voucher no: $Voucher\_no**

Kindly treat and provide feedback.

Have a question? We are here to help. Contact us today at +2348090307552 or send an email to service@rewardsboxnigeria.com

Warm Regards.

Footer

**RewardsBox; Your one-stop rewards platform that helps organisations manage Rewards, Incentives and Loyalty Programs**

**CUSTOMER REDEMPTION NOTIFICATION – FOR JOACHIM**

This is sent to a customer once an item has been redeemed and confirmed available by the Konga staff

Email Subject- Redemption Successful

Header: item redemption was successful

Dear **$First name $Last name, ($Membership\_ID)**

Great News!

Your redemption on the **$Fidelity\_Green\_Rewards** Loyalty Program was successful.

Your item will be available for pickup on **$3\_days\_from\_the\_date\_the\_email\_is\_sent** at **$Pickup\_address**.

Kindly login to your loyalty account via your **$Fidelity\_Bank** application or Online banking or by clicking on this**$**[**link**](https://green-reward.perxclm.com/)to view your account statement.

Please find redemption details below:

**Date: $Date**

**Order Number: $Order\_no**

**Pickup address: $Pickup\_address**

**Item(S): $Item(s)\_redeemed**

**Quantity: $Quantity**

**Voucher no: $Voucher\_no**

**Price: $Points\_redeemed**

**Grand Total:** **$Grandtotal\_points**

Hope you enjoy your rewards and redeem more items with your earned points.

Have a question? We are here to help. Contact us today at +2348090307552 or send an email to service@rewardsboxnigeria.com

Happy Shopping

Warm Regards.

Footer

**RewardsBox; Your one-stop rewards platform that helps organisations manage Rewards, Incentives and Loyalty Programs**

**ITEM UNAVAILABLE NOTIFICATION – FOR HALIMAT**

This email is sent to LSL staff after Konga staff has confirmed that the item is not available

Email Subject- Item Unavailable

Header – Item ordered is unavailable

Dear **$First name $Last name,**

**Thank you for your order! Unfortunately, the item(s) listed below is unavailable.**

**Please accept our sincere apology for this inconvenience.**

Kindly find redemption details below:

**Date: $Date**

**Order Number: $Order\_no**

**Pickup address: $Pickup\_address**

**Item(S): $Item(s)\_redeemed**

**Quantity: $Quantity**

**Voucher no: $Voucher\_no**

**Price: $Points\_redeemed**

Warm Regards.

Footer

**RewardsBox; Your one-stop rewards platform that helps organisations manage Rewards, Incentives and Loyalty Programs**