

08

How to Guide

How to create mobile tickets, vouchers and loyalty cards



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Welcome to a better way to engage your customers

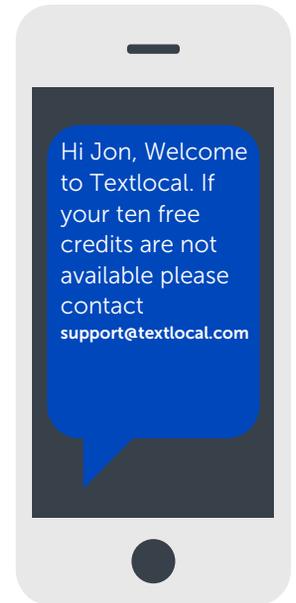
Once a mobile number has been verified, your Messenger account will be credited with ten free credits so you can get started straight away.

One standard text message can contain up to 160 characters. If you use more than 160 characters in your text, two or more text credits will be used, just like on your phone.

Before you send your messages, make sure you have enough text credits. If you need additional credits, these can be purchased online using a credit card, debit card or PayPal.

Looking for 1,000 credits or more? We can raise an invoice and payment can be made by bank transfer.

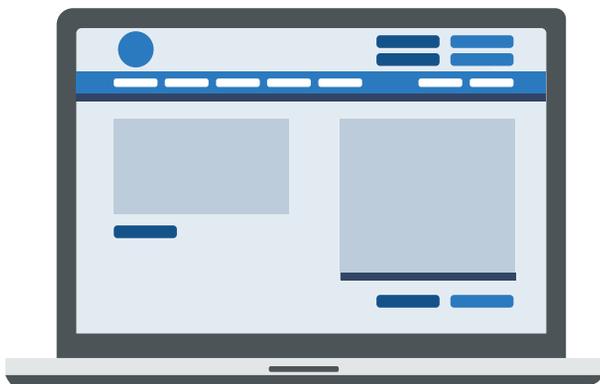
If you need more than 50,000 credits please contact us directly to discuss your campaign plans.



Price promise

Textlocal continually review the SMS prices on offer to customers, to make sure you benefit from a competitive rate. We only partner with the leading global networks to send texts to UK mobiles, unlike some providers that use cheaper foreign networks. This way, we can guarantee you the best levels of service.

If you find a more competitive quote on a like-for-like service, please call us on 01244 752299 and we promise to at least match it or in most cases beat it.



We'll credit your account with ten free credits once you have verified your mobile number for testing

Are you compliant?

Your customers are important to you – and to us. However you choose to compile your contact lists, it's essential that you stay compliant with current recommendations. Here's a summary of the key facts.

Textlocal Tip
Make sure your mobile communications are compliant with best practices

The ICO (Information Commissioners Office) states that organisations may not send a text message if the recipient has not agreed to it (i.e. opted-in), unless the following apply:

- The sender has obtained your details through a sale or negotiations for a sale
- The messages are about similar products or services offered by the sender
- Your customers were given an opportunity to opt-in to receive text messages or a simple way to opt-out from all text messages.

For more information on staying compliant, to make the most of your text message communications, visit: www.ico.gov.uk

Textlocal helps you stay compliant

Your customers are important to you – and to us. However you choose to compile your contact lists, it's essential that you stay compliant with current recommendations.

Opt-outs

We recommend you include an opt-out path on every message sent. This gives the recipient a chance to easily remove themselves from your database, and from any future messages.

Include opt-out message

Optout:

It's simple to manage opt-outs with Textlocal

By ticking one box, the Textlocal system will add an 'opt-out' path to every message free of charge, giving you peace of mind. This gives a simple way for the recipient to remove themselves from your database.

By texting your free opt-out keyword to the Short Code, e.g. 'text **KEYWORDSTOP** to **60777**', that particular mobile number is automatically removed from all of your contact groups and updated in your opt-out list. The number will stay on the opt-out list until the recipient chooses to opt back in.

We will not send a text to any number on your opt-out list

When you add new contacts into your account, Textlocal will automatically strip out any numbers which have previously opted-out of your messages. You can also manually opt-out mobile numbers – perfect if your customers contact you directly with an opt-out request.

Tickets, vouchers and loyalty cards

Mobile tickets, vouchers and loyalty cards

Your Textlocal service gives you the ability to create your own fully branded tickets, vouchers and loyalty cards, and send them out via SMS. They can be sent within outbound text messages or as automatic responses to inbound SMS. Each ticket, voucher or loyalty card contains a unique alphanumeric code, barcode and/or QR code and can be safely stored on the recipient's mobile device and scanned for redemption. You can also create a Wallet version of your ticket, voucher or loyalty card, which recipients can download to their phone and access offline.

What is a ticket?

A mobile ticket gives your customer one-time access to an event, item, reward or activity intended for them only. This could be a ID verification, a click and collect code, an event ticket or an offer linked to a specific customer account.

What is a voucher?

A mobile voucher gives your customer access to a generic event, offer or discount. While the activity is tracked at an individual level, the offer is available to many. Examples might be a money-off voucher, free delivery on an order, or a free gift with a qualifying purchase.

What is a loyalty card?

Whereas tickets and vouchers are to be used once only, loyalty cards can be scanned multiple times as your customer builds up their rewards. You can set redemption rules and rewards in the loyalty card, such as – buy 4 coffees get the 5th free.

Why mobile?

More and more consumers are turning to digital tickets, vouchers and loyalty cards. Paper can be lost or misplaced but people always have their phones with them so you can be sure their mobile coupons are available and easy to use.

Keeping it simple

To keep things simple, we refer to this feature in the Textlocal platform as **Ticketing**. This name encompasses tickets, vouchers and loyalty cards. Also, rather than writing out "tickets, vouchers and loyalty cards" every time, sometimes we simply refer to **TVL**.

In a nutshell, how do they work?

1. Create your mobile tickets, vouchers and loyalty cards in your Textlocal account, and add in your own images, branding and content
2. Use our merge fields feature to personalise your messages
3. Include a unique code for each recipient, with an optional barcode or QR Code
4. You can also create a Wallet version so that the recipient can download their TVL to their mobile wallet
5. Select your recipients - you can send your TVL as part of an outbound SMS campaign, or in automated response to inbound text messages.
6. When your customer wants to use their TVL you can redeem it in the Textlocal platform, scan the barcode or QR code using the Textlocal mobile app, or redeem the code your own systems

Example Uses

Vouchers



Restaurants

'Hi #firstname#, click this link and get 20% off the next time you dine with us! '



Motor

'Text MOTOR to 60777 to receive a voucher for a free luxury valet with your next service'

Tickets



Entertainment and Leisure

'Purchase complete! Here are your theme park tickets for 2 entrants. Enjoy! '



VIP Invitation

Text VIP to 60777 to receive your VIP pass. Show this pass when you arrive and we'll show you to the members' lounge.

Loyalty cards



Retail

Buy 3 qualifying purchases this month and claim your free gift.



Food & drink

Text COFFEE to 60777 to join our coffee club, and get your 5th coffee free.

Creating your ticket, voucher or loyalty card

In the menu at the top of your screen, select **Ticketing**, then **New Ticket**.

There are 4 steps to creating your TVL; you can track your progress in the ribbon at the top of the screen.

Step 1 Configure your ticket

Give your ticket, voucher or loyalty card a name, then select either a single use or multi-use.

Single use

Select single-use if you want to create a ticket or voucher that can only be redeemed once.

Multi-use

Select multi-use if you want to create a loyalty card that can be redeemed multiple times.

Textlocal Tip

If you've created a single-use ticket or voucher you can only redeem it once. The platform will notify you straight away if another attempt is made.

Ticket type

You can select a ticket for single, or multiple use.

Single use tickets

If you only want your customer to use their ticket once, select this option. Single use tickets can be used when an activity is only available to a specific person, such as event entry or offers linked to a customer's account. They can also be used for general promotions and incentives, which are available to many people.

You will only be able to redeem single-use tickets once per user. You can configure the system to alert you if a second redemption is attempted.

Multiple use tickets

Select multi-use tickets if you want a loyalty card to track repeated use. You can decide how many times the loyalty card can be redeemed, and also configure alerts into the process.

Use the help button to see some examples of how you might use the different types of ticket.

[Select your ticket type here](#)

1
Single Use

or

∞
Multi Use

The next step is to select the recipients for your TVL. You can either send it to an exist contact group in your account, or send it in response to inbound text messages.

About delivery methods

If you are sending your ticket in response to an inbound message, you need an inbox on your account. This inbox will take the name of the keyword you are using, e.g. COFFEE.

When you receive inbound messages, they will be stored in this inbox. This way, you know which people responded to your coffee advert and you can easily contact them as a group in the future.



Select a Group

Or



Respond to Inbound Messages

To send to existing contacts

Select the group you wish to send to.

To respond to inbound messages

Select the inbox you wish to use to receive inbound messages.

Unique codes

When you create a ticket, voucher or loyalty card the system stores a unique code for each recipient. These unique codes are used to track TVL usage and redemption.

You now need to confirm where you want to store these codes.

By default, these codes are assigned to **Custom field 1** in your contact list; you can store them in a different custom field if needed. Just select where you wish to store them and structure your message accordingly.

Store Codes in:

Custom 1

Custom 2

Custom 3

Overwrite existing data with code?

Yes

No

Warning: If you are resending a ticket or voucher and want to retain the same codes, choose 'No' here, otherwise your existing codes will be overwritten with new ones.

What are custom fields?

Custom fields store information about each contact, which helps you personalise your texts. You can use different information in custom fields for each contact group or inbox.

In addition to first and second names, you have 3 custom fields available, e.g.

First name	Second name	Custom field 1	Custom field 2	Custom field 3
Miles	Jones	Chester	A free cupcake	January
Amrit	Singh	Malvern	50% off a panini	February

Hi **Miles**, visit our **Chester** branch to get **a free cupcake** with your coffee in **January**

Hi **Amrit**, visit our **Malvern** branch to get **50% off a panini** with your coffee in **February**

Custom fields in TVL

When you create a ticket, voucher or loyalty card, we need to store the codes in one of the custom fields. By default, codes are stored in custom field 1.

For example:

First name	Second name	Custom field 1	Custom field 2	Custom field 3
Miles	Jones	JAN123	A free cupcake	January

Hi **Miles**, use code **JAN123** in any branch to get **a free cupcake** with your coffee in **January**

Overwriting existing data

If you have existing data in your specified custom field, you can overwrite it with your TVL codes. This is useful if you want to send more than one offer to the same contact group.

For example, if you want to resend the January offer, then select **Do you want to overwrite existing data? No**. This will resend the existing codes, so (using the example above) Miles will be re-sent his JAN123 code.

If you want to send out a February offer, and replace the existing JAN codes with new FEB codes, select **Do you want to overwrite existing data? Yes**, and Miles will receive a new code, e.g. FEB456.

That's basics configured!

These steps will create up to over 6 million tickets, vouchers or loyalty cards, with unique alphanumeric codes in the format of AB12C.

If you want to change these default settings, select **Advanced Options** where you can:

- Generate more unique TVL codes
- Change the length and format of your codes
- Upload your own unique codes, required.

Advanced options

Format your codes

You can format your codes to be a mix of letters and numbers, up to 12 characters long. You can add your own prefix and suffix, and see how many codes are available in the format you have chosen.

Copy & paste / Upload your own unique code

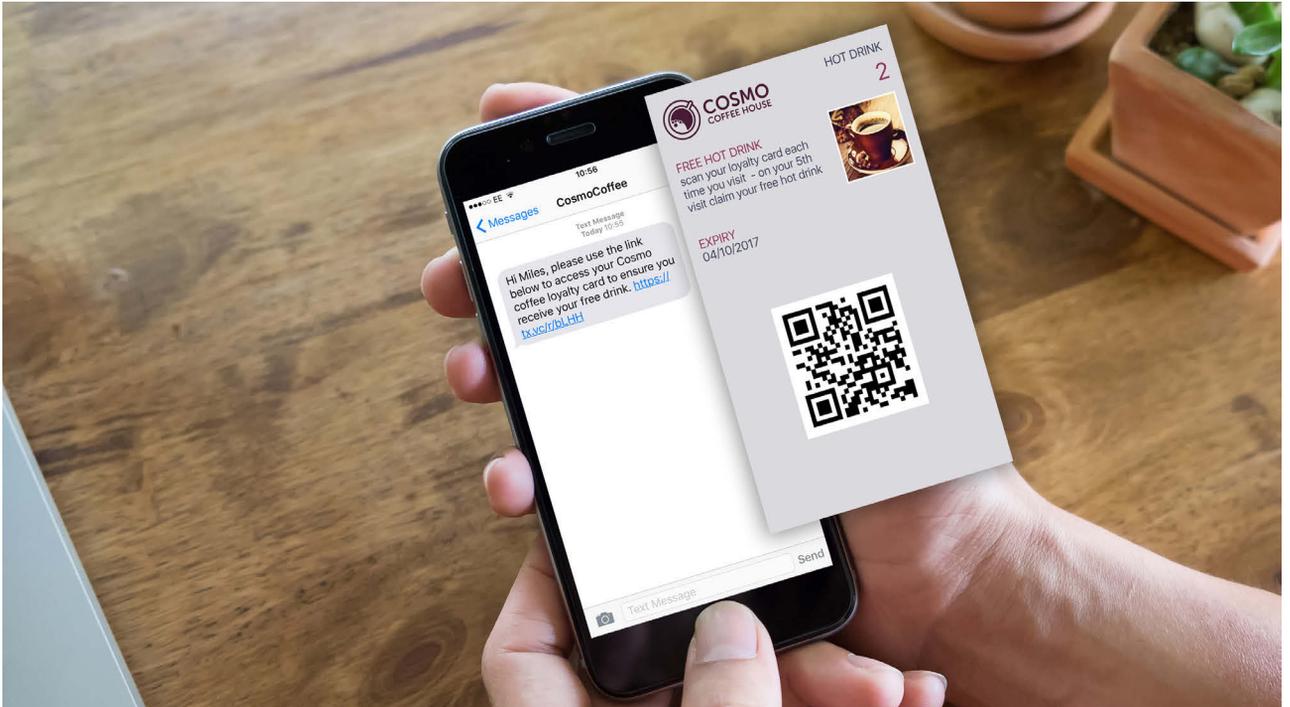
If you have your own series of codes, you can paste or upload them here.

Check that you are uploading enough codes for your campaign.

If you upload 5,000 codes, and send tickets, vouchers or loyalty cards out to 5,500 users, the system will automatically apply codes in the default format for the extra 500 users.

Step 2 – Design your mobile web page

You can send your ticket code out in a plain text message, or you can create a mobile web page to bring your SMS to life with colour and images – and generate much more interest in your message.



Your TVL mobile web page can include:

- Unlimited text
- Colour, images and logos
- QR code or barcode

The barcode tool automatically generates Code39 barcodes – if you need a different format, call us and we can help you with this.

- Wallet download link - you can design your Wallet coupon in Step 3

You can also add in

- Short links
- Merge fields
- Attachments
- Surveys

The left-hand side of your screen will show you a preview of your ticket, voucher or loyalty card. When you are happy with your design, click **Continue**.

Customise your ticket mobile page



25% DISCOUNT OFF
Tall & Medium Cosmo coffees
Your unique code is:
IA23Q
Tap and hold or right click to save the
QR / barcode to your device

Please provide this voucher at the till

Powered by Textlocal

Show these download methods

Passbook ✓ QR Code ✓ Barcode ✓

ADMIN ONLY: Choose the barcode format (If required).
Default is 'code39'.

Choose format
code128

Page Title
Cosmo Coffee House

Choose a logo



Choose...

Additional Text

25% DISCOUNT OFF
Tall & Medium Cosmo coffees

Insert Merge Fields

Step 3 – Design your Wallet template

If you have chosen to use Wallet you will now be prompted to create a Wallet version of your ticket, voucher or loyalty card. You can either design a new one or use an existing template.

What is Wallet?

Wallet, also sometimes referred to as Passbook, is a way of storing tickets, vouchers and other coupons on a mobile phone. Users can download the Wallet app to their phone (in some cases, it's already installed by the manufacturer) so that all their coupons are in one place.

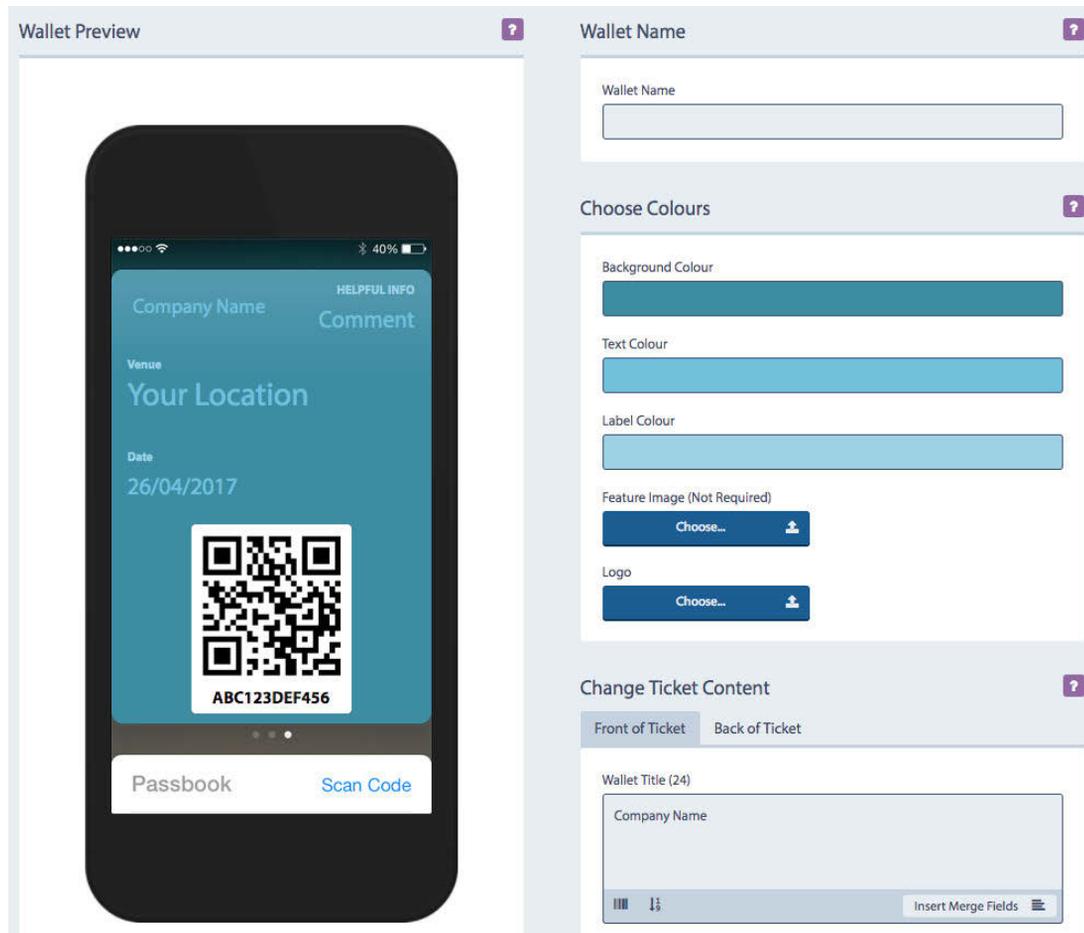
Why include a Wallet version?

- Customers can save the ticket or voucher to their phone for a later date and don't have to search through their text messages to find their ticket, voucher and loyalty card.
- Tickets, vouchers and loyalty cards stored in Wallet apps can be accessed offline.
- More and more consumers are starting to use, and interact more with Wallets.

Please note: Wallet designs must follow guidelines created by Apple and other phone manufactures. This means your Wallet ticket, voucher or loyalty card may not look exactly like the original one you have created.

In your Wallet design you can:

- Choose your background and font colours
- Add your logo
- Choose your TVL content
- Insert merge fields
- Save Wallet templates for future use



You can use the **Wallet Preview** feature to see your Wallet design; when you are happy, click **Continue**.

Step 4 – Notifications, rules and rewards

You can set up notifications, rules and rewards that are triggered when the ticket, voucher or loyalty card is redeemed. This is an optional feature; to move past this section simply click Continue.

The set-up is slightly different for single-use tickets and vouchers, and multi-use loyalty cards.

Set an expiry date and message (for tickets, vouchers and loyalty cards)

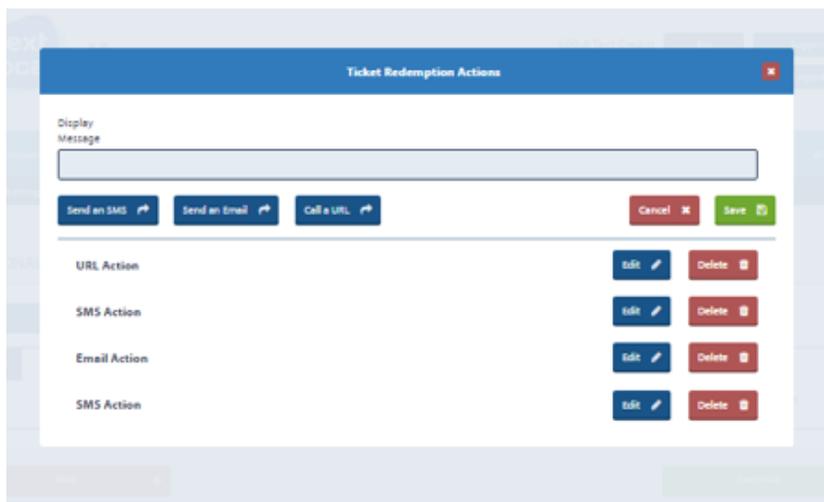
If your ticket, voucher or loyalty card is time-bound you can set an expiry date and message. This works well if you plan to send your TVL as part of an auto-response, in case customers text in after the offer has expired.

We're sorry, but this offer expired on September 30th. Please keep your eye out for our upcoming special offers!

<p>Expiry Date</p> <input type="text" value="2017/09/30 00:15"/> <p>(Leave blank if you do not have an Expiry Date)</p>	<p>Expiry Message</p> <div style="border: 1px solid #ccc; padding: 5px;"><p>We're sorry, but this offer expired on September 30th. Please keep your eye out for our upcoming special offers!</p></div>
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Add notifications (for single-use tickets and vouchers)

Click on **Add Additional Notification**, and select whether to configure a **Display Message**, **Send an SMS**, **Send an Email** or **Call a URL**.



The message you put in the **Display Message** field will show in the Textlocal platform when you redeem the TVL; the customer will not see this.

Use the **Edit** buttons to configure the details of your SMS, Email and Url actions. You can set up multiple actions, which will be triggered when the customer redeems their TVL.

SMS actions

You can configure your redemption SMS in several ways:

- Send an SMS to the TVL holder, or other specified recipients
- Send an SMS to a contact group in your account
- Select your sender name
- Add attachments, mobile web pages, links or surveys in your SMS
- Use merge fields to add personalisation to your redemption SMS
- Send the message immediately or schedule it for the future
- Send information about the redemption to a different system, via a url call

Email actions

Your redemption emails can include:

- To / From / cc / bcc fields
- Email subject
- Email body text
- Attachment
- Information about the redemption

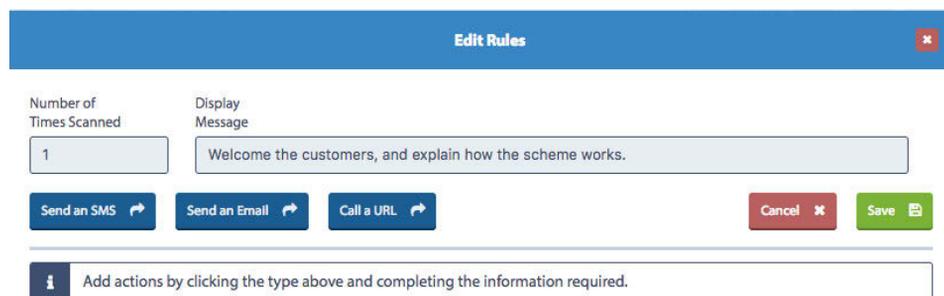
URL Actions

You can send information about the redemption to a different system, via a url call. When you have added in all your actions, click **Save**.

Rules and rewards for multi-use loyalty cards

When you send a multi-use loyalty card you can add different notifications each time the card is scanned. These are the rules and rewards for your loyalty scheme.

Click on **Add Rules/Rewards**.



The message you put in the **Display message** field will show in the Textlocal platform; the customer will not see this. You can configure a different display message each time the loyalty card is scanned.

For example, if you are offering the 5th coffee free, your display messages could be:

On scan 1: Welcome the customer to the loyalty scheme & explain how it works.

On Scan 4: Remind the customer they can claim their free drink on their next visit.

SMS, Email and Url actions

These customer-facing messages are the same as the SMS, Email and Url actions for single-use tickets and vouchers, but with the ability to send a different message each time the loyalty card is scanned. This can help you keep track of redemptions, and encourage the customer to earn their reward. You could send SMS:

On scan 1: Thanks, you've had your first coffee, keep coming back and you'll soon have earned your free one.

On scan 3: You're well on your way to your free coffee! Just one more purchase to go.

On scan 4: Congratulations, your next coffee's on us! Show your loyalty card on your next visit to claim your drink.

Repeat Actions

If you want to reset and repeat your actions, choose this option. With repeat actions, when the customer has reached their target (e.g. claimed their free coffee), their scan count will reset to zero and they can start collecting points again.

When you have configured your notifications, rules and rewards for your ticket, voucher or loyalty card, click on **Continue** to schedule your send.

Step 5 - Sending your ticket or voucher

In this step, you can configure your send, or save your TVL.

Send later

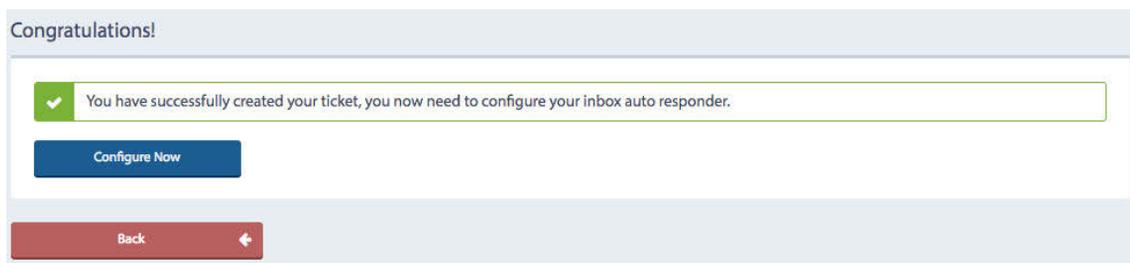
If you click **Send Later**, your ticket, voucher or loyalty card will be saved to send later. You can access the TVL by clicking **Ticketing** on the top ribbon, then going to **Your Vouchers & Tickets**.

Send to a group

If, in Step 1, you opted to **Send to existing contacts**, click on **Send to a Group**. You will be taken to the Send a Text Message page, where the Message box is pre-populated with the link to your TVL. Write your message around this link, using Merge Fields, attachments and other tools as required. You can send your message immediately, or schedule it for a later date.

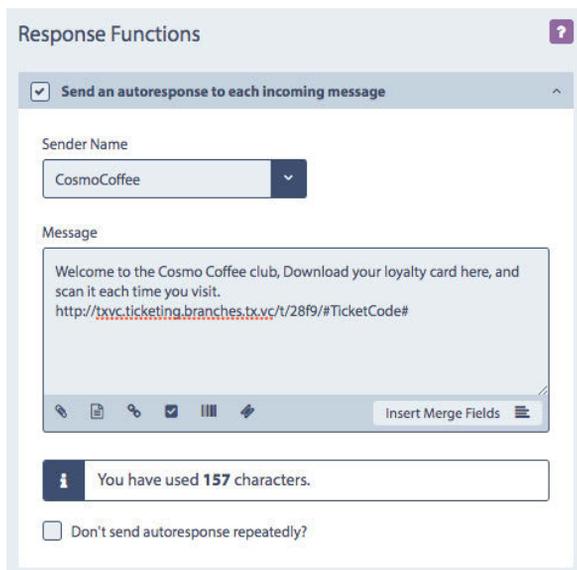
Respond to inbound messages

If, in Step 1, you opted to **respond to inbound messages** you now need to configure the automated response in which the ticket or voucher will be sent. Click on **Configure Now**.



The Message box will be pre-populated with the link to your TVL.

You can then write your message around this link, and configure the auto-responses to the inbound texts you receive.



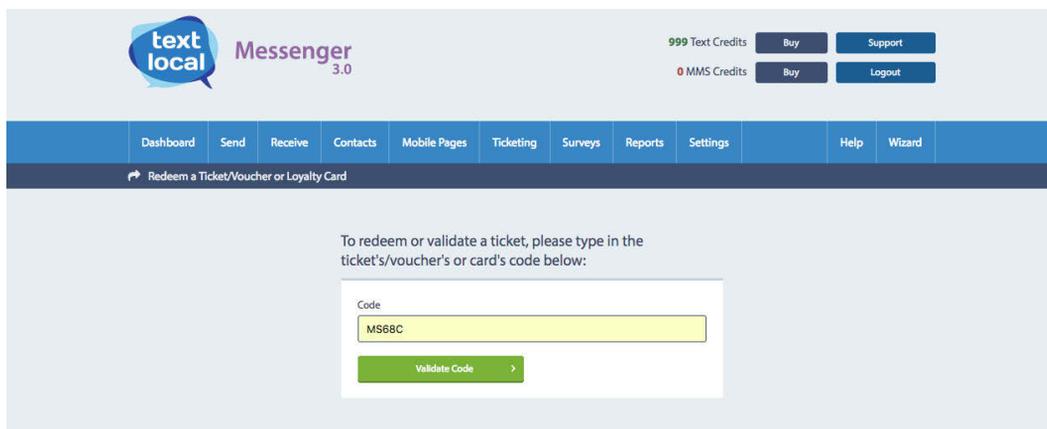
Redeeming your ticket, voucher and loyalty cards

You can redeem tickets, vouchers and loyalty cards by:

- Manually entering the code in the Textlocal platform
- Using the Textlocal mobile app
- Scanning or entering the code in your EPOS or other system

Redeeming in the Textlocal platform

In the **Tickets** menu option, select **Redeem** and then enter the unique ticket code. The screen will display any messages you've included to be shown at this point, as well as details about the scan and the customer.



The screenshot shows the Textlocal Messenger 3.0 interface. At the top, there's a navigation bar with the Textlocal logo and 'Messenger 3.0'. On the right, there are buttons for 'Buy' and 'Support' for '999 Text Credits', and 'Buy' and 'Logout' for 'MMS Credits'. Below this is a main navigation menu with options: Dashboard, Send, Receive, Contacts, Mobile Pages, Ticketing, Surveys, Reports, Settings, Help, and Wizard. The current page is 'Redeem a Ticket/Voucher or Loyalty Card'. The main content area has a heading: 'To redeem or validate a ticket, please type in the ticket's/voucher's or card's code below:'. Below this is a form with a 'Code' label, a text input field containing 'MS68C', and a green 'Validate Code' button with a right-pointing arrow.

Redeeming in the Textlocal mobile app

If you use the mobile app to redeem, you can either scan the QR code and/or barcode on the ticket or voucher, or enter the code manually. If you've set up a display message for this scan, this will pop up on your phone now. As well as this, the app will confirm that the ticket or voucher was scanned successfully.

Redeeming in your own system

If you'd like to redeem tickets and vouchers through your own platforms, please get in touch and we can help you set this up.

Textlocal Tip

If the TVL code is invalid, an error message will occur, so you can be sure you're only giving rewards to valid customers

Reporting

In Messenger, you can see reports on your ticket and voucher scans. The codes will be grouped together showing the most recent scan first. You can also search for codes that have been scanned and specify a date range in which to search.

You can export the data for further analysis if required. This data will include the time & date of the most recent validation. You can also export nonredeemers, so you can target these people individually. For example: ***'#FirstName# you haven't claimed your free delivery yet. Click here to get your unique code.'***

Managing your opt-outs

We strongly advise including an opt-out message on all outbound texts, e.g. **'text TLSTOP to 60777'**. Messenger has inbuilt functionality which automatically removes any mobile numbers which have opted-out from your contact list, so you don't have to do anything. This gives peace of mind, knowing that you can't send a message to someone who has opted-out.

By ticking one box, Messenger will add an **'opt-out'** path to your messages. This gives a simple instruction to the recipient on what to do if they would like to remove themselves from your contact list, so they no longer receive any messages from you. The number will stay on the opt-out list until the owner chooses to opt back in.

Include opt-out message

 Optout: 

Messenger will cleanse the contacts you upload, stripping out any numbers which have previously opted-out of your messages. You can also manually add opt-out contact numbers to the list – perfect if a customer contacts you directly with an opt-out request.

Your data is safe with Textlocal

We understand how important your contact data is to you and to your business. At Textlocal, we comply in the way we handle all consumer data. We will not pass on any of your data to any third parties, keeping it confidentially, secure and in compliance with the Data Protection Act 1998.

For further information, please view our [SLA](#) and [Privacy Policy](#)



Need more help?

If you need any further help or guidance using Messenger please call our dedicated support team on **01244 752299** or visit our website www.textlocal.com for more help and support.



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Text **GO** to **62277**



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