Stamps and rewards.

Customers collect stamps on their phone, and a reward lands on their card when they reach it. Most of the time they do it themselves. Here's your part at the counter.

BEFORE YOUR FIRST SHIFT

Get the Places 360 app, free on the App Store and Google Play.

Sign up with the email address your manager added to the team.

Open the Business tab. Everything below starts there.

GIVING STAMPS: TWO WAYS

1 · They tap the tag.

The customer opens their card, taps **Tap to collect** and holds their phone to the tag on the counter. Their phone says **Stamp added**.

Nothing for you to do. Want to check? Business › **Activity** shows every stamp as it happens.

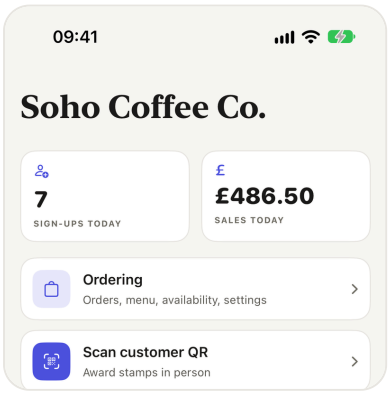


2 · You scan their QR.

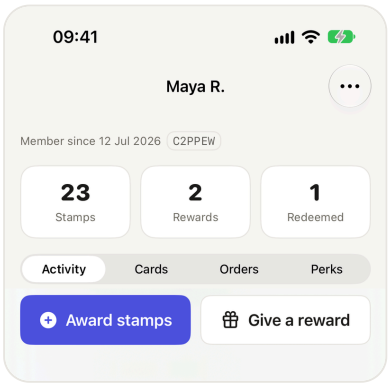
For when the tag won't read, they're buying **more than one**, or your venue collects by QR. They tap **Show my QR** on their card.

Camera won't read it? Tap **Use a reference** and type the six-character code on their card.

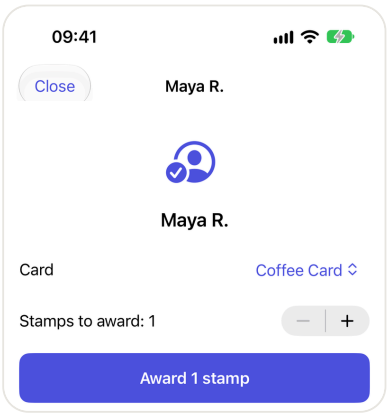
1. Business › **Scan customer QR**, and point it at their code.
2. Their profile opens. Tap **Award stamps**.
3. Set how many with **+**, one for each item the card counts, then **Award**.



Business tab. Scan customer QR.



Their profile. Award stamps, at the bottom.



How many. Then Award.

Giving a reward.

The customer uses the reward on their own phone. Your part is to check their screen and hand it over.

1 They tap Redeem.

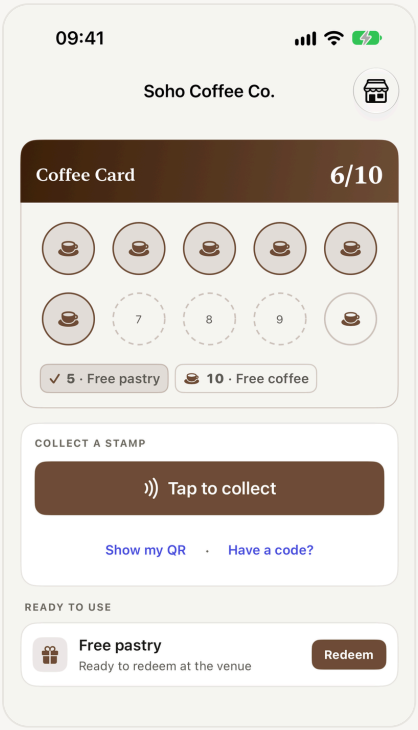
A reward that's ready sits on their card with a **Redeem** button.

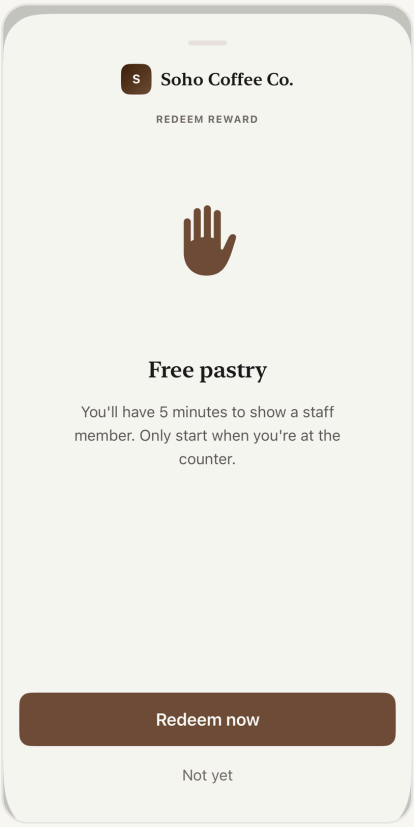
2 Then Redeem now.

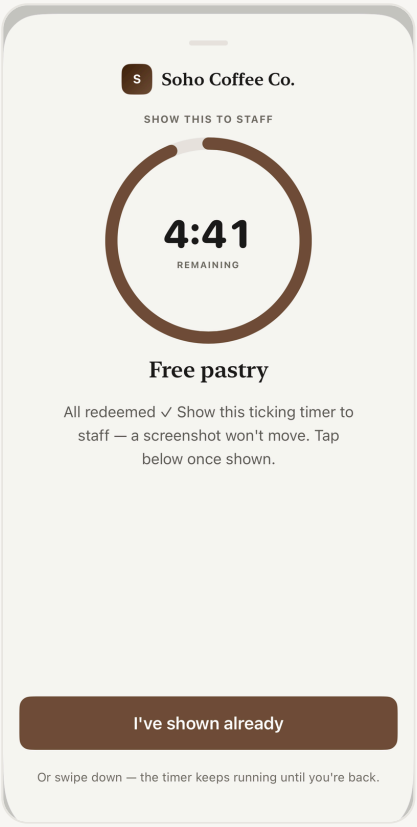
At the counter, they tap **Redeem now**. That starts a 5-minute timer.

3 You hand it over.

Check their screen, give them the reward, and they tap **I've shown already**.







What to check.

- It says **Show this to staff**, with your venue's name.
- **The reward** is the one they're asking for.
- **The timer is moving.** A screenshot can't move, so a frozen timer isn't live.

Good to know.

- **Each reward works once.** If the 5 minutes run out, it goes back to their card.
- **Missed a stamp?** Find them in Business › Customers and award it there.
- **Want to say sorry with a treat?** A manager can give a reward from the customer's profile.
- **Activity** shows every reward used, too.