

May 1, 2017 - Rider Rewards Keypad Update

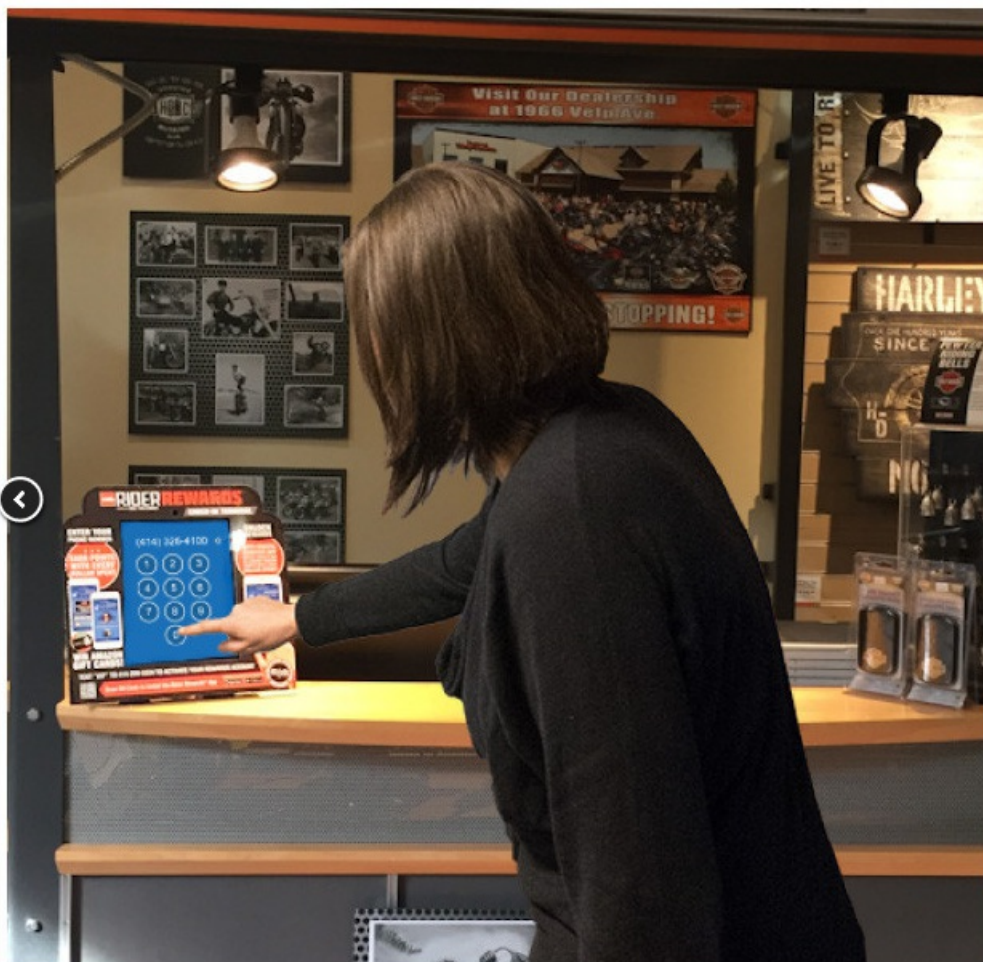
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If you have NOT yet purchased a keypad, please ignore this update – it applies to keypad users ONLY.

As a special THANK YOU to current More Than Rewards customers, we have been providing access to our new Rider Rewards keypad software for NO ADDITIONAL MONTHLY COST! We are happy that many dealers have already taken advantage of this free offer. (This software feature is usually offered to new customers for \$99 per month.)

Who Does This Update Affect?

This update ONLY applies to dealers who have the Rider Rewards keypad, which is typically mounted at your point of sale like this:



What Does This Update Do?

The purpose of this update is to automatically inform your staff that the keypad is currently offline or turned off. For example, if your store loses power or someone turns off the device, an alert will display on your More Than Rewards Intranet toolbar. The alert will disappear once the problem is remedied.

What Triggers The Alert?

The keypad alert will automatically trigger if one or more of these three things are happening:

1. The keypad is not charging.
2. The keypad is turned off.
3. The keypad is not installed in the metal mount.

The alert will only disappear from your Intranet toolbar once all of the above conditions are no longer occurring. Therefore, the keypad must be turned on, charging via its power cable, and mounted in the metal display. If any of those things are not true, the alert will automatically appear.

What If My Keypad Has Not Been Set Up?

Your Rider Rewards keypad is configured to be brought online and mounted within a week of shipping to your dealership. If your keypad has not been set up after that time, the alert will automatically trigger and appear on your Intranet. So, please call our staff if you have any setup questions; we will call you to help with the process and test the keypad's capabilities.

If you are unable to set up keypad within a week of its arrival, we can disable the Intranet alert. Although, doing this will also disable the keypad's functionality. Re-activating your keypad at a later date will take an additional week to ten days instead of being ready to use "out of the box." This is why we strongly recommend setting up your keypad up as soon as it arrives.

Why Is It Important That My keypad Stays Online?

The Rider Rewards keypad is an important part of a customer's experience, and its use creates some essential dealer benefits – it's more than just a simple "check-in" device.

In its out-of-the-box format, the least your keypad will do is help your dealer instantly collect more customer email addresses and phone numbers. Also, it allows reward members – without any additional cashier involvement – to check their point balances.

If you'd like to create even more customer benefits, these two articles will help you understand two powerful features you can use at any time:

- Depending on your needs, we've created two keypad text messaging templates you can enable for fast results – check it out [here at this link](#).
- If you'd like to award customers bonus points for each daily check-in, [read more about this feature here](#).

Do You Need Help Getting Your New Keypad Setup Up?

If you haven't mounted your Rider Rewards keypad and gotten it online yet, More Than Rewards is committed to helping you in any way possible.

For those customers who only have one Rider Rewards keypad, using it costs you no additional fees! It offers many benefits we highly recommend you enable to enhance your loyalty program and create more buzz at your dealership.

If you need any additional help with your keypad setup, or you need to verify that you've set up your keypad correctly, please call us at 414-326-4100 or email support@morethanrewards.com. We're looking forward to working with you!
