

bsmart Birthday Grocery Boost INFORMATION GUIDE

Powered by **COUPSTER**

WELCOME TO COUPSTER

As a valued bsmart Member, you get coupon discounts on selected groceries via the Coupster Mobi-site for **your birthday month + one month** after your birthday month.

Coupon codes can be used at **Checkers, Checkers Hyper and Shoprite.**

WHAT DO YOU GET?

- Up to **50** unique product coupons per month.
- Coupons valued at **R3, R5, R10 and R20.**
- Coupons can be redeemed up to **5x per Member per month.**
- Total savings of up to **R1 000 per month.**

Please Note:

- When a you check out on the Coupster Mobi site, a unique barcode is issued to your phone via SMS for your selected coupons. This barcode is **valid for 48-hours from issuance.**
- If not redeemed within this period, the barcode will expire, and the coupons will be cleared from the cart but not forfeited. The Member may re-checkout at any time to generate a new barcode, **valid for another 48-hours.**
- This Value-Added Service is not underwritten by the Insurer and does not have a surrender value.

PRODUCT CATEGORIES



Grains



Baby Products



Frozen Foods



Household Products



Personal Care



Dairy and Desserts



Tinned Goods



Dog Food



Condiments and Sauces



Snacks and Cereals



Bread



Pantry and Spreads

HOW DO I GET MY DISCOUNT COUPONS?



Step 1

Click on the SMS link, login with your mobile number and access the Coupster Mobi-site.



Step 2

Browse coupons across different product categories.



Step 3

Select your coupons, add them to your basket and go to checkout. You'll get an SMS with your discount codes and instructions.



Step 4

Shop in-store and make sure you have selected the correct brand and size.



Step 5

When your groceries have been scanned by the cashier, give your unique coupon discount barcodes to the cashier before checkout.



Step 6

Your discount will go through and appear on your till-slip.

**ENJOY YOUR GREAT SAVINGS
WITH COUPSTER!**

ONLINE PLATFORM

To browse the available coupons for the month, simply log onto the Coupster Mobi-site: bit.ly/coupstercheckers

Gifted to you by **b**smart.

HAVING TROUBLE WITH YOUR COUPSTER DISCOUNT VOUCHERS?

Use the troubleshooting guide below or SMS Help Coupster' to 30172 for a response within 2 hours.

ISSUE	DESCRIPTION	WHAT TO DO
Login issues	<p>You cannot access the Coupster Mobi-site?</p> <ul style="list-style-type: none"> You typed the wrong information. Your details are not on our latest list. 	<p>Retype your cellular number to ensure it is correct.</p> <p>If it is still not working, email: coupster@pinnaclemarketing.co.za</p>
Barcode expired	<p>Your discount barcode has expired because it is only valid for 48-hours.</p>	<p>Request another barcode on the Coupster Mobi-Site at bit.ly/coupstercheckers</p>
Didn't get a barcode	<p>Your barcode has not come through via SMS.</p>	<p>Contact us via SMS 'Help Coupster' to 30172 and you will get a response within 2-hours.</p>
Barcode Not Working	<p>Your barcode does not work in store:</p> <ul style="list-style-type: none"> It may have expired. Cashier may have inserted it incorrectly. Store pay-point timeout. 	<ul style="list-style-type: none"> Request a new barcode on the Coupster Mobi-site at bit.ly/coupstercheckers Ask the cashier to try the barcode again. Try again or request a new barcode. If it is still not working, SMS 'Help Coupster' to 30172.
Discount not going through	<p>The cashier inserted your accepted/correct barcode but it's not applying your discount:</p> <ul style="list-style-type: none"> The store doesn't have the discount set-up. Or the product size or version does not match your coupon. 	<p>Exchange the product for the correct product size or version.</p> <p>If it is still not working, SMS 'Help Coupster' to 30172 and you will get a response within 2-hours.</p>

Experiencing a different issue to any of the above?

SMS 'Help Coupster' to 30172.

Expect a response within 2-hours.

1. SERVICE DESCRIPTION

- 1.1 This monthly benefit will provide the Main Member with Rand value discount coupons on specific Fast-Moving Consumer Goods (FMCG) which will be accessible via a mobile site. Coupons can be redeemed at selected retailers nationwide Checkers, Checker Hyper, Shoprite.

2. SERVICE BENEFITS

- 2.1 Enjoy up to 50 unique product discounts per month with Coupon values of R3.00, R5.00, R10.00 and R20.00.
- 2.2 Each Coupon can be redeemed up to 5 times per Member per month.
- 2.3 The monthly savings can equate to a collective amount of around R1 000.00 per month.

3. REDEMPTION PROCESS

- 3.1 Digital redemption is based on a 16-digit 'Barcode' which is sent to the Main Member via SMS upon request and is generated from the Coupster Mobile Coupon site.
- 3.2 The Barcode must be inserted by the cashier at point of sale, prior to making payment. One code applies to the selected products only.
- 3.3 The Barcode displayed on the Coupster Mobile Coupon site when the Member selects: 'Get Coupons' will automatically be sent to the Member via SMS and can then be redeemed via the cashier at point of sale.

4. GENERAL TERMS

- 4.1 Mobile phone network reception is required to access the mobile site.
- 4.2 Main Member benefits are activated once the first premium has been successfully received and processed. Activations are completed within the first week of the month following the initial payment, after which Members receive an SMS with a link to access the Coupon platform.
- 4.3 Login to the platform using the cellular number.
- 4.4 Browse the different product categories to view the different offers available and select your preferred Coupons.
- 4.5 Checkout your basket and obtain your Coupon Code via your mobile device.
- 4.6 Purchase your items in store.
- 4.7 Present the Coupon Code to the cashier and immediately receive your discounts which are deducted from the total basket value.

5. BENEFIT TERMS AND CONDITIONS

- 5.1 Coupons are redeemable only at selected Checkers, Checkers Hyper, Shoprite stores nationwide.
- 5.2 Coupons are subject to stock availability.
- 5.3 The Service Provider will endeavour to provide a suitable variety of Coupons and brands monthly; there may be instances where a certain brand will feature multiple times.
- 5.4 The Service Provider will endeavour to provide Coupons of which the Rand discount amount is acceptable in relation to the value of the product.
- 5.5 Popular Coupons will carry over on a month-to-month basis.
- 5.6 Coupon prices can change without prior notification at the brand's discretion. Once the Service Provider is made aware of this, communication will be sent to the Main Member.
- 5.7 Discount per product varies between R3.00, R5.00, R10.00 and R20.00 per product.

For support, please contact Coupster on the below details:

 SMS 'Help Coupster' to 30172  coupster@pinnaclemarketing.co.za

T: 021 879 1109 **E:** coupster@pinnaclemarketing.co.za **W:** www.pinnaclemarketing.co.za