



## How Zipster Rewards Works

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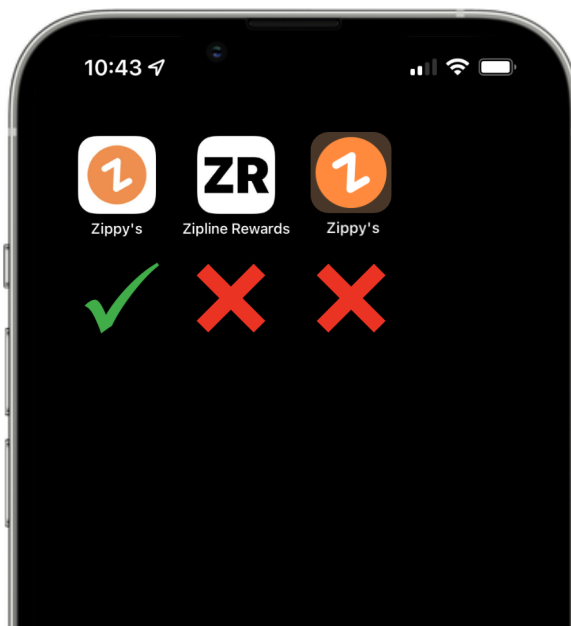
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## Downloading the new Zippy's App

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The first step to joining Zipster rewards is downloading the new Zippy's app to your smartphone.

Please note there is another app called Zippy Rewards that is not affiliated with Zippy's Restaurants or Zipster Rewards. This app is white with black "ZR" letters. If you have downloaded this app, please delete it and install the new Zippy's app.



*If you have an Apple iPhone:*

1. Open the "App Store".
2. Tap the gray bar under "Search".
3. Type "Zippy's" and press the blue "Search" button.
4. The Zippy's app, with a white icon that includes the orange Z logo, will appear at or near the top of the results. Tap "GET".
5. Your phone will ask you to double click the button on the right-hand side of your phone. You will have to click it quickly, otherwise only one click will register and your screen will "go to sleep" and turn black. If this happens, tap anywhere on your screen and swipe up from the bottom.



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6. Your phone may now ask you for your Apple password.
7. The app will now download to your phone. When it has finished there will be a button that says "OPEN". Tap that to open the Zippy's app.

*If you have an Android phone (ex. Samsung):*

1. Open the "Google Play Store" app
2. Tap the search bar at the top of the screen
3. Type "Zippy's" and press the magnifying glass or press "enter" on the bottom right hand corner
4. The Zippy's app, with a white icon that includes the orange Z logo, will appear at or near the top of your screen. Tap "Install".
5. Once it's done installing you should see an "Open" button and the app will be added to your phone home screen. Tap the "Open" button or the app on your home screen to open the Zippy's app.



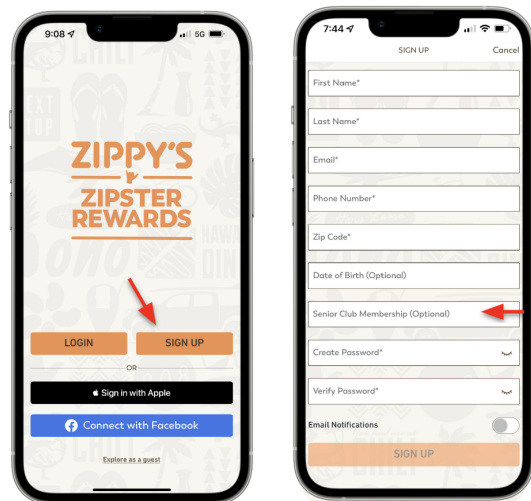
# Signing up for Zipster Rewards

The first time you open the new Zippy's app on your phone you will be welcomed with a brief tutorial on how the program works. Once you've reviewed, you can select "Join Now" or tap the "skip" button at the bottom of the screen.



You will now arrive at the "LOGIN / SIGN UP" screen:

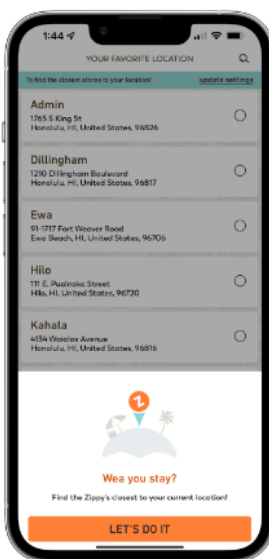
1. Tap the "SIGN UP" button.
2. Fill out the sign up form – **make sure to include your Senior Club membership number in the field titled "Senior Club Members (Optional)".**
3. Select whether or not you would like to receive email notifications (left is no, right is yes).
4. Tap the orange "SIGN UP" button at the bottom.



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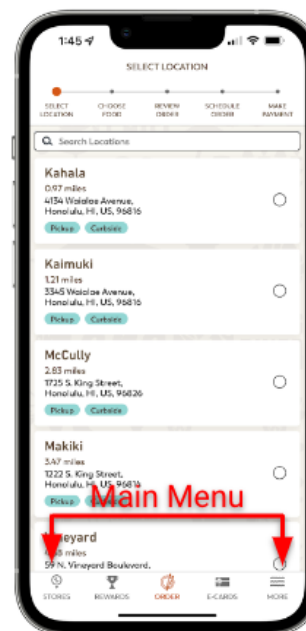
Once you've clicked the "SIGN UP" button:

1. You will be asked to select the Zippy's that's closest to your current location. (Press "LET'S DO IT")
2. You may be asked to allow Zippy's to use your location. You can select to allow or not allow.
3. Choose the Zippy's location that you frequent most from the list.



Once you have signed up and selected your favorite location you will arrive on the main screen of the Zippy's app. You should now see five icons at the bottom of your screen. This is your main menu.

- "STORES" – A list of Zippy's locations with corresponding information.
- "REWARDS" – Your Zipster Rewards account. Includes current Zipcoin balance, current offers, earning, and redeeming.
- "ORDER" – Where you order food from within the app.
- "E-CARDS" – Where gift cards, as well as the \$100 food credit, is stored.
- "MORE" – Remaining features of app including your profile and the sign out button.

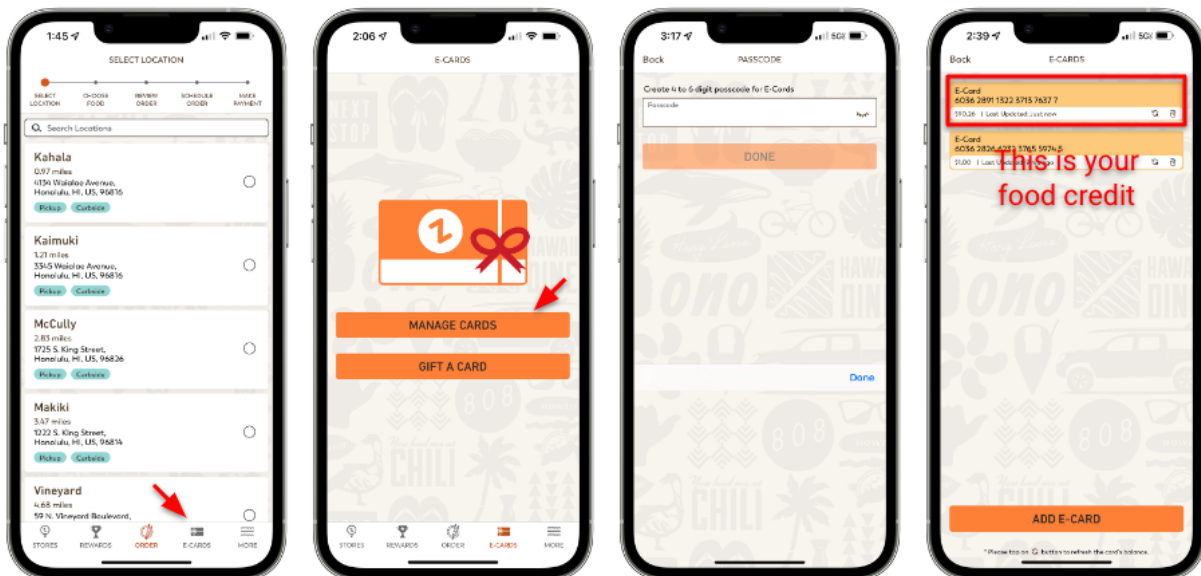


## Locating your \$100 food credit

Your food credit resides in the “E-CARDS” section of the app. This section requires a 4-6 digit “Passcode” similar to what you would use at an ATM and is designed to keep your food credit, and any additional gift cards, safe. This passcode is different than the Zipster Rewards password you created when you signed up.

Locating your \$100 food credit:

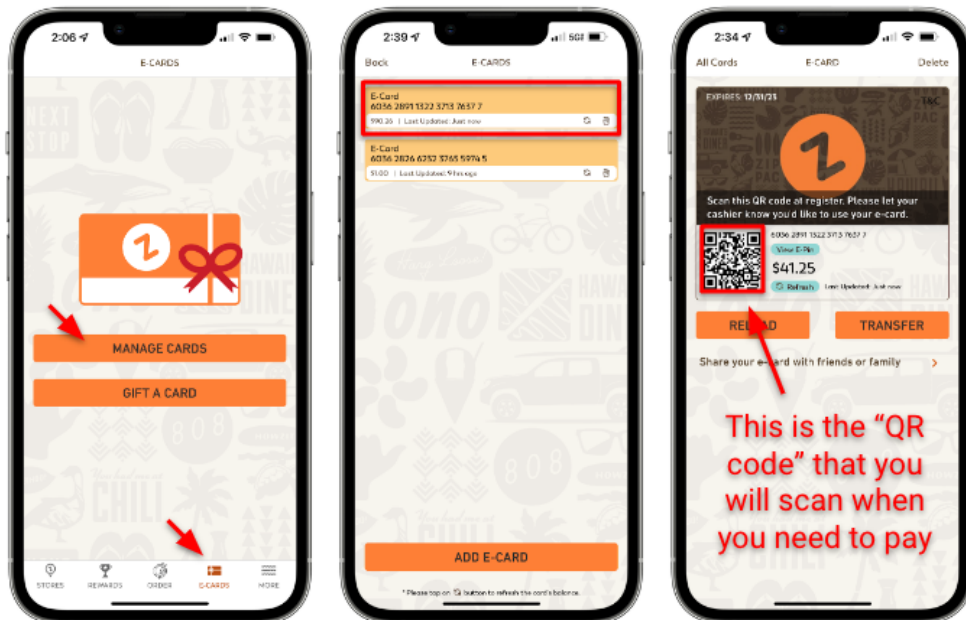
1. Find and press the “E-CARDS” icon on the main menu.
2. On this screen you should see an orange “MANAGE CARDS” button (NOTE: If this button says “ADD A CARD” please raise your hand/let us know).
3. The first time you access this part of the app, you will be asked to create a 4-6 digit passcode. Type in the passcode you would like to use and press “DONE”.
4. You will then see a gold box at the top of your screen titled “E-Card” with a series of numbers below. This is your food credit.



## Using your \$100 food credit

*If you're placing an order in one of our restaurants:*

1. Open the Zippy's app on your phone.
2. Tap "E-CARDS" from the main menu.
3. Tap "MANAGE CARDS".
4. Select your "E-Card" food credit.
5. Work with your cashier or server to scan your QR Code (the black and white box).



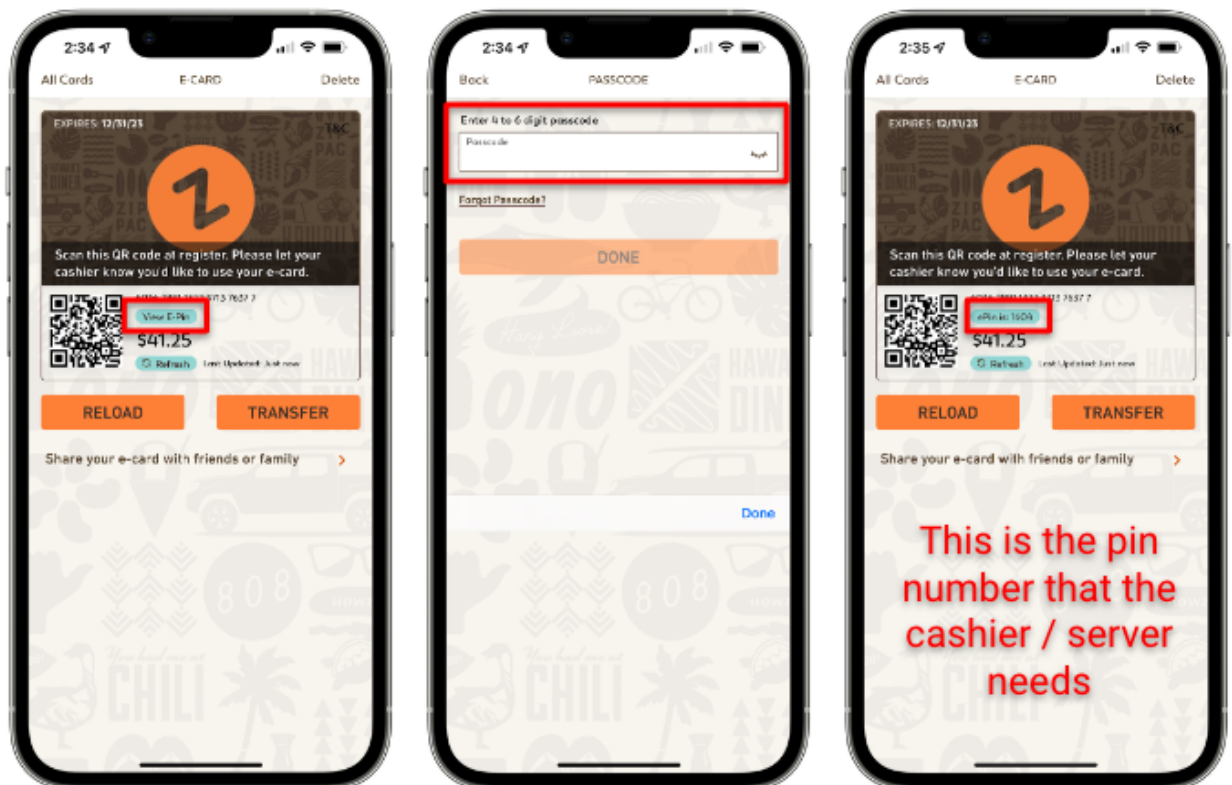
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6. Once that's scanned, the cashier or server will ask you for your pin number. To find this, click on the blue bubble next to the QR code titled "View E-Pin".
7. On the next screen enter your 4-6 digit passcode (like your ATM card)
8. Share the number that now appears in the blue bubble. Note that this number will not change unless you press the refresh button below it.

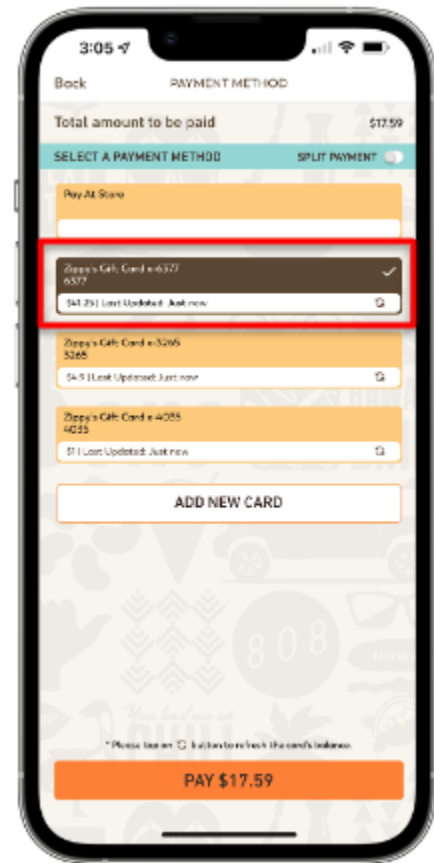
If you'd like, you can write down your pin number now and save it so you don't have to go through steps 6 - 8 every time you use your card in store.

Food Credit Pin Number: \_\_\_\_\_



*If you're placing an order using the Zippy's app on your phone:*

1. Tap the "ORDER" button from the main menu.
2. Select the location where you'd like to pick up your order.
3. Search through the menu to find the menu item you would like. Press "ADD TO CART" when you want to add it to your order.
4. Tap "UP NEXT: REVIEW ORDER" when you've added all of the items you'd like.
5. A screen will pop-up with order additions including utensils and straws. Add if you would like. Tap "NO THANKS" if not needed.
6. Review your order. If everything looks correct press "UP NEXT: SCHEDULE ORDER"
7. Make sure your phone number is correct, select pickup or curbside, and select prepare immediately or set a date/time for pickup. Once everything is correct press "UP NEXT: MAKE PAYMENT"
8. You will now be able to redeem any available offer (NOTE: This will be covered in the Redeeming Rewards section), add a tip, and review your order total. Once correct, press "PAY NOW"
9. You will now see the "PAYMENT METHOD" screen where you will select your form of payment. Along with "Pay At Store" you will see your food credit listed as "Zippy's Gift Card" with its remaining balance. Press "Zippy's Gift Card" and it will change to a brown color. Once it's been selected press the "PAY \$X.XX" button at the bottom of the screen. You will be asked to enter your 4-6 passcode (like your ATM pin) before your order is placed.



# Earning Zipcoins

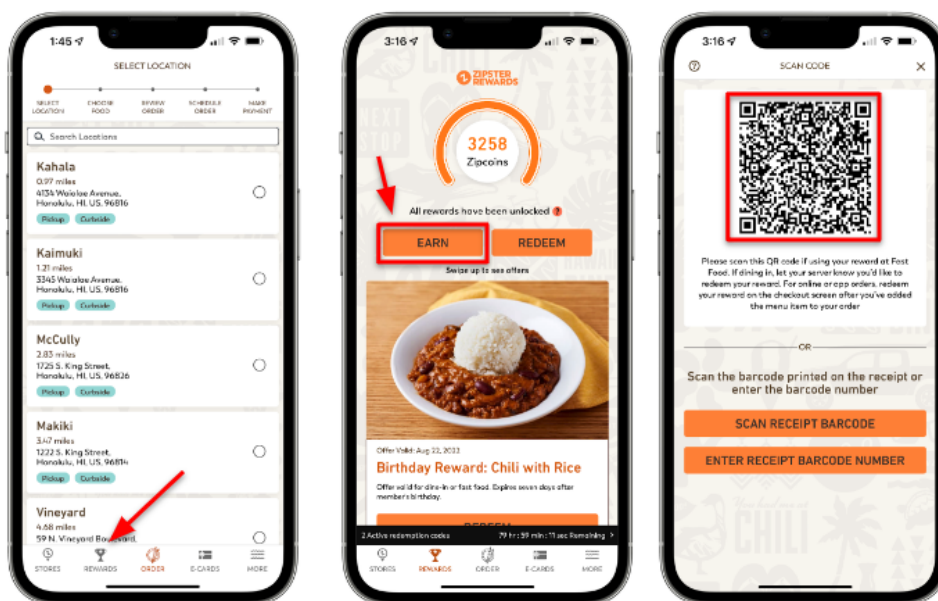
You will earn 10 Zipcoins for every dollar you spend. *(Excludes Alcohol, Gift Cards, Merchandise, Tips, Service Fees, Taxes, and Zippy's Holiday Meal Packages.)* In order to earn those Zipcoins we'll need to know it's you placing the order.

*If you're placing an order in one of our restaurants:*

1. Provide your phone number to the cashier or server

OR

2. Alternatively, you can scan a QR code as follows:
  - a. Press the "REWARDS" button on the main menu of the Zippy's app
  - b. Press the orange "EARN" button
  - c. Have the cashier or server scan the QR code that appears at the top of the screen

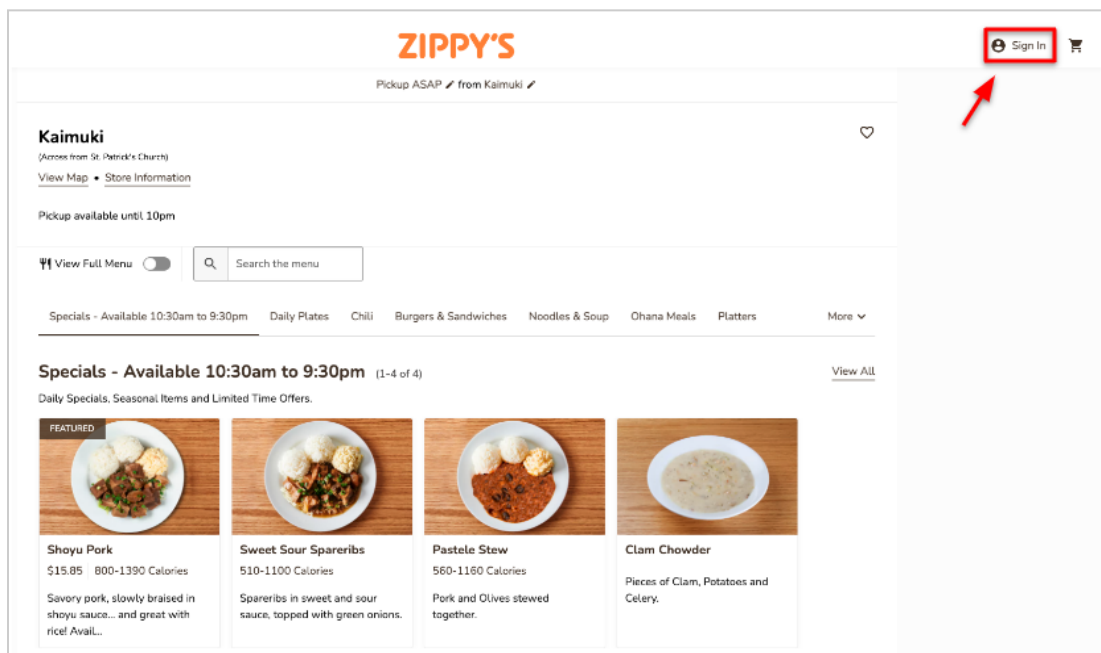


*If you're placing an order in the Zippy's app for pickup:*


1. As long as you're logged in, no additional steps need to be taken to earn your Zipcoins when you order

*If you're placing an order on Zippy's website:*

1. Click the sign in button at any point during the order
2. Enter your Zipster Rewards account email and password on the screen that follows



Sign in to continue to Zippy's



[Forgot Password?](#)

OR

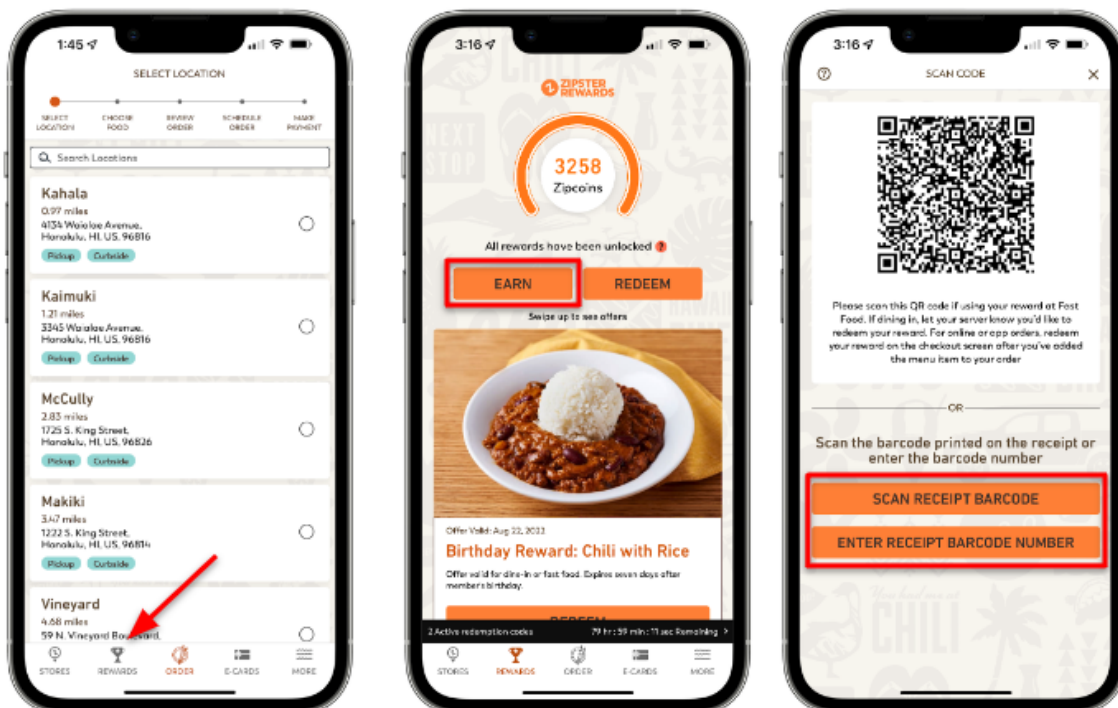
[Create an account](#)

If you're placing a call in order for pickup:

1. When you arrive at the store to pick up and pay for your order, provide your phone number to the cashier.

If you ever forget to log in, provide your phone number, etc. you will be able to claim your Zipcoins by scanning the QR code on the receipt with the Zippy's app:

1. Press the "REWARDS" button on the main menu.
2. Press the "EARN" button.
3. Press the "SCAN RECEIPT BARCODE" button. This will activate your phone's camera, which you can point at the QR code on your receipt. You can also press the "ENTER RECEIPT BARCODE NUMBER" and type in the numbers below the QR code on your receipt.
4. NOTE: If the Zipcoins already being assigned to your account you will receive an error message stating that the receipt has already been scanned.



# Redeeming Zipcoins

Use Zipcoins for free Zippy's favorites, no matter how you order or where you eat.

To view your available rewards:

1. Tap the “REWARDS” button on the main menu
2. If you have any offers available to you, like the free Zip Pac after your first purchase, you will see it here.
3. Depending on your Zipcoin balance (at the top of the Rewards screen), you may have unlocked our base rewards. You can view these rewards by pressing the “REDEEM” button and scrolling through the list.

## ZIPCOIN REDEMPTIONS

500 Coffee or Soft Drink\*

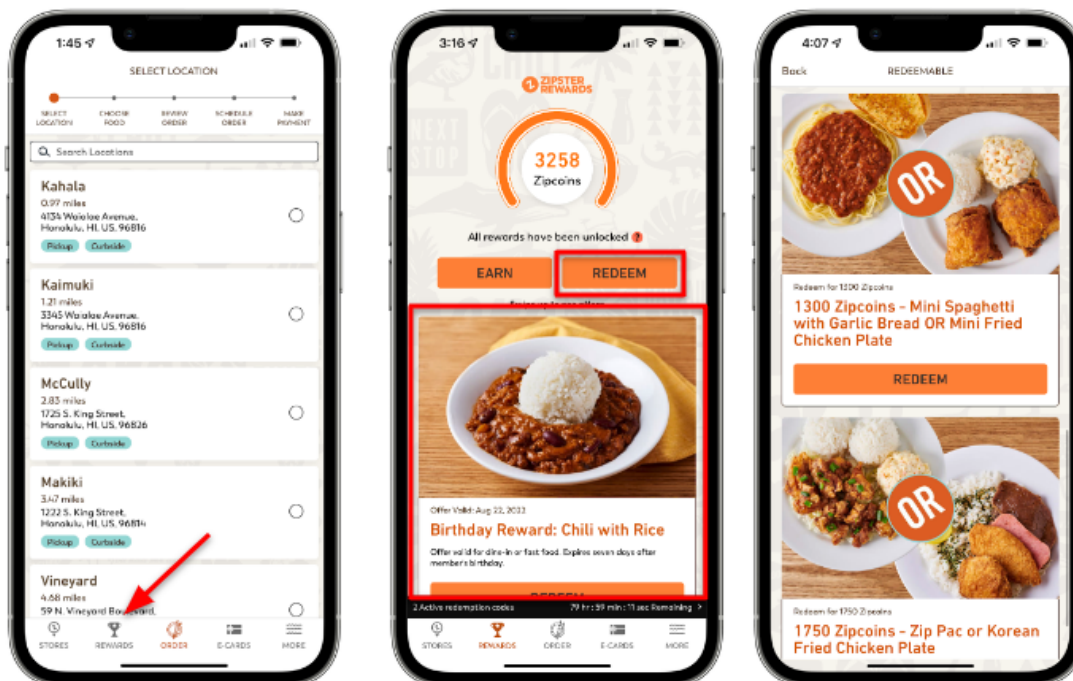
750 Apple Napple® OR Coconut Napple®

1000 Chili with Rice\*

1300 Mini Spaghetti with Garlic Bread  
OR Mini Fried Chicken Plate

1750 Korean Fried Chicken Plate  
OR Zip Pac®

\*Options vary for Dine-in & Fast Food; visit [zippys.com/rewards](http://zippys.com/rewards) for details.





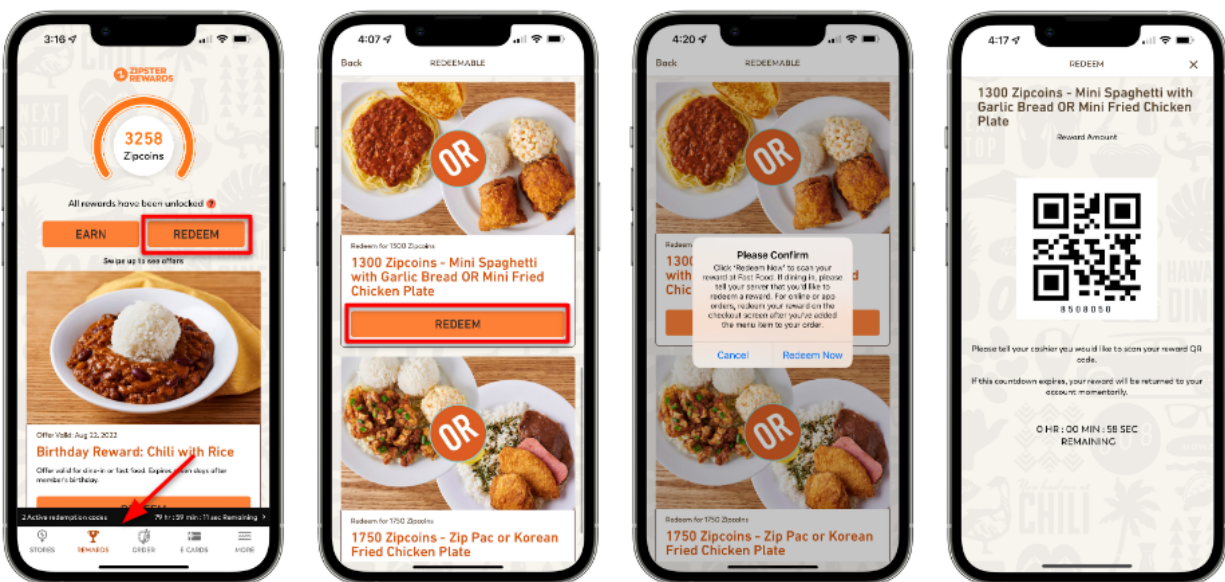
### To use your available rewards in store:

1. Ask your cashier or server after they've taken your phone number to log you in.

OR

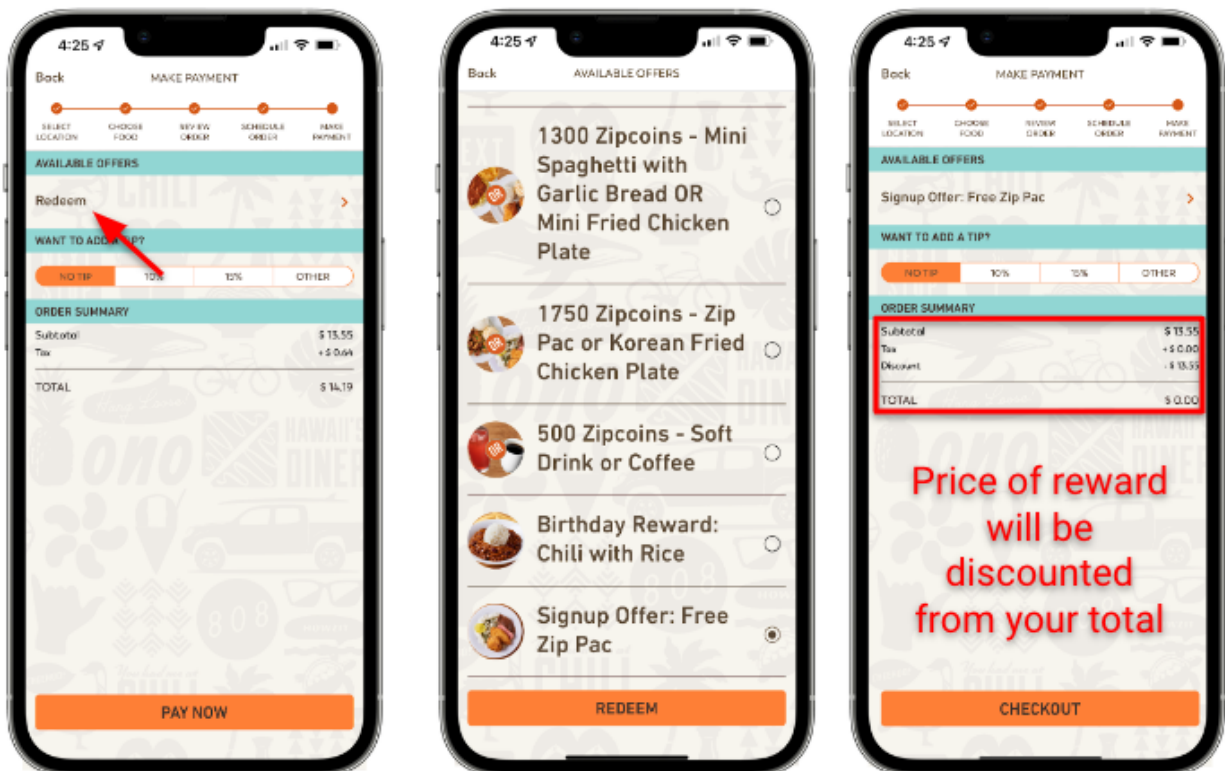
2. Locate a reward you would like to use from within the Zippy's app
3. Press the "REDEEM" button.
4. A pop-up message will appear letting you know that you can scan a QR code to redeem a reward. Press "Redeem Now".
5. A QR code will appear on your screen. Tell the cashier or server you'd like to use a reward and you have a QR code to scan.

NOTE: Reward QR codes have a 60-second countdown timer on them. Once that time expires, the reward will be returned to your account momentarily.



To use your available rewards in the Zippy's App:

1. Place an order as outlined in the "Earning Zipcoins" section of this document.
2. Make sure to add the menu item you'd like to redeem while creating your order.
3. When you arrive at the "MAKE PAYMENT" screen, tap the button titled "Redeem" under the blue "AVAILABLE OFFERS" bar.
4. All of your available offers will appear on this screen. Select the offer you would like to use and tap "REDEEM". (Note: You need to have that menu item in your order already.)
5. A pop-up will appear that asks you to confirm that you want to apply the reward to your order. Press "Apply".
6. You will see the price of the reward menu item discounted from your check total. Press "CHECKOUT" to continue the order.





To use your available rewards when ordering at Zippys.com:

1. Make sure you are signed in as instructed in the “Earning Zipcoins” section of this document.
2. Add the menu item you’d like to redeem while creating your order.
3. When you arrive at the checkout screen there will be an area devoted to rewards. Simply click “Apply” for any reward you would like to use. If you do not see any rewards your account does not currently have any available.

The screenshot shows the ZIPPY'S Checkout page. The ZIPPY'S logo is at the top. The page is divided into two main columns. The left column contains sections for 'Ordering From' (Kaimuki, 3345 Waiālae Avenue, Honolulu, HI 96816), 'Order Type' (Type: Pickup, When: ASAP (15 mins est.)), 'Contact Info' (Michael Jenkins, mjenkins@zippys.com, (650) 404-7686), and 'Order Summary' (1 Zip Pac® \$13.55, Regular, White Rice, No Substitution, +4 more choices). The right column contains the 'Payment' section with options for 'Zippy's Gift Card' and 'Credit Card'. Below this is the 'Zippy's Restaurants Rewards' section, which is highlighted with a red box. It lists three available rewards: '750 Zipcoins - Apple or Coconut Napple', '1000 Zipcoins - Chili with Rice', and '1300 Zipcoins - Mini Spaghetti with Garlic Bread OR Mini Fried Chicken Plate'. Each reward has an 'Apply' button below it.

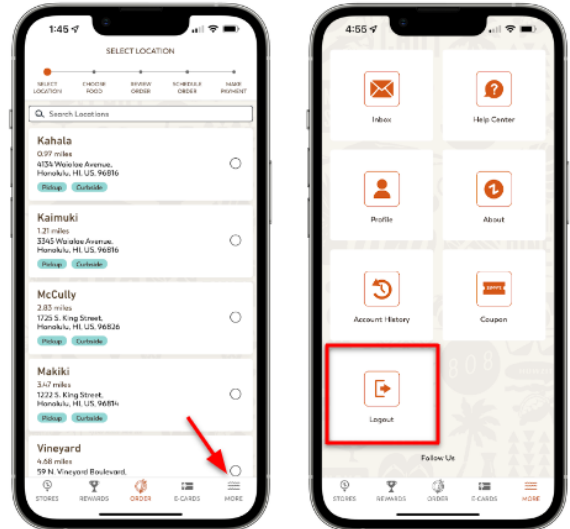
*If you're placing a call in order for pickup:*

You cannot redeem a reward over the phone. If you’d like to use a reward on a call-in order, please let the cashier know when you’re making payment at pickup.

# Account Management

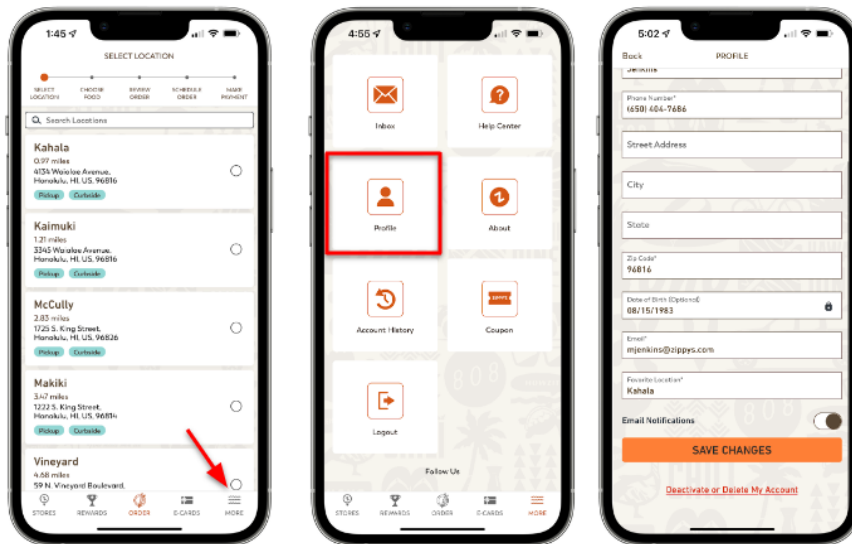
*If you need to log out of your account:*

1. Press the “MORE” button on the main menu.
2. Press the “Logout” button. This will log you out of your account and send you back to the app login screen.



*If you need to update your account information:*

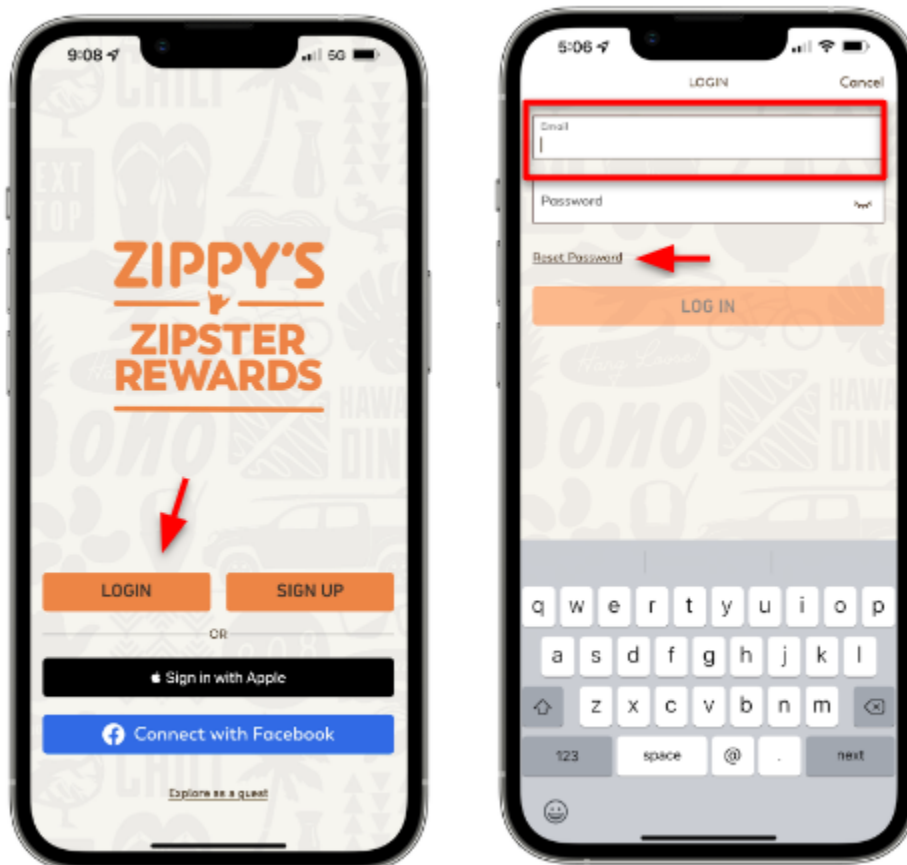
1. Press the “MORE” button on the main menu.
2. Press the “Profile” button.
3. Make any necessary changes and press “SAVE CHANGES”



**NOTE:** All of your Rewards/Zipcoins will be permanently lost if you decide to delete your account.

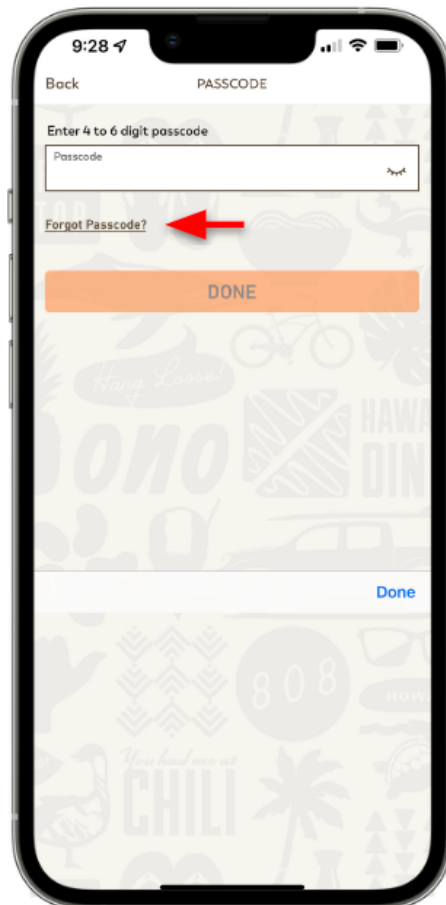
*If you forgot or need to reset your password for your Zipster Rewards account:*

1. Select “LOGIN” from the Login/Sign Up screen.
2. Enter the email address associated with your account. Leave the “Password” field empty.
3. Press the “Reset Password” link
4. An email will be sent to the email address you provided. There will be a link in the email that you will need to click. That will send you to a page where you can create a new password. (You cannot use a password that was previously assigned to your account.)



*If you forgot or need to reset your passcode to access your food credit or gift cards on the “E-Card” tab*

1. Press the “Forgot Passcode?” button on the passcode entry screen
2. An email will be sent to the email address associated with your Zipster Rewards account
3. Follow the instructions in the email to reset your passcode



## Additional Resources

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- ☐ There is an 8-minute instructional video that provides a demonstration of everything included in this doc. You can find this at [www.zippys.com/rewards](http://www.zippys.com/rewards)
- ☐ If you ever have a question you can call any of our restaurants or our administrative office and press #4 from the menu.
- ☐ You can email ZipsterRewards@zippys.com