



## How Zipster Rewards Works

## TABLE OF CONTENTS

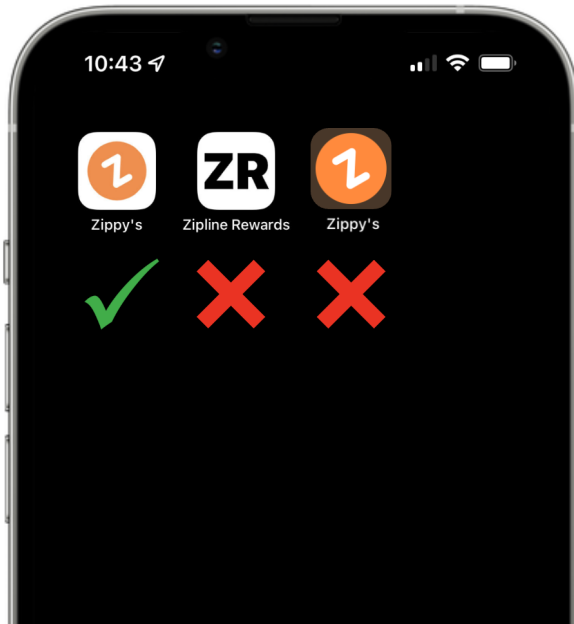
Downloading the new Zippy's App.....	3
Signing up for Zipster Rewards.....	5
Locating your \$100 Food Credit ( <i>if eligible</i> ).....	7
Using your \$100 Food Credit ( <i>if eligible</i> ).....	8
<i>Using your food credit at the restaurant.....</i>	<i>8</i>
<i>Using your food credit when ordering in the app.....</i>	<i>10</i>
Earning Zipcoins.....	11
<i>Ordering at the restaurant.....</i>	<i>11</i>
<i>Ordering in the Zippy's app and at Zippys.com.....</i>	<i>12</i>
<i>Ordering over the phone.....</i>	<i>13</i>
<i>Scanning your receipt if you forgot to let us know you're a Zipster.....</i>	<i>13</i>
Redeeming Rewards.....	14
<i>Viewing your available rewards.....</i>	<i>14</i>
<i>Redeeming at the restaurant, in the app, and at Zippys.com.....</i>	<i>15</i>
Account Management.....	18
<i>Logging out of your account.....</i>	<i>18</i>
<i>Updating your information.....</i>	<i>18</i>
<i>Resetting your password to login to your account.....</i>	<i>19</i>
<i>Resetting your passcode to use your food credit or gift cards.....</i>	<i>20</i>
Additional Resources.....	21

## Downloading the new Zippy's App

---

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". 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.

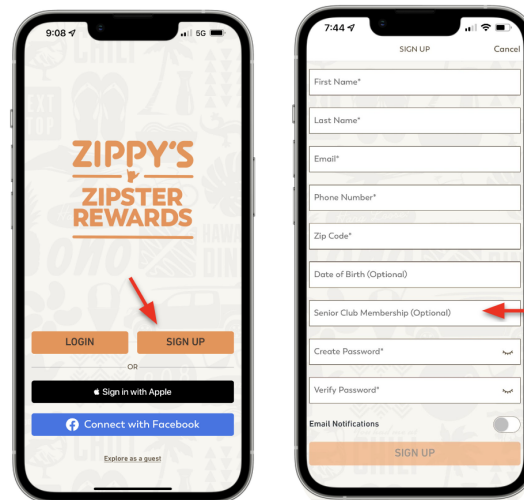


**Continued on the following page...**

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.



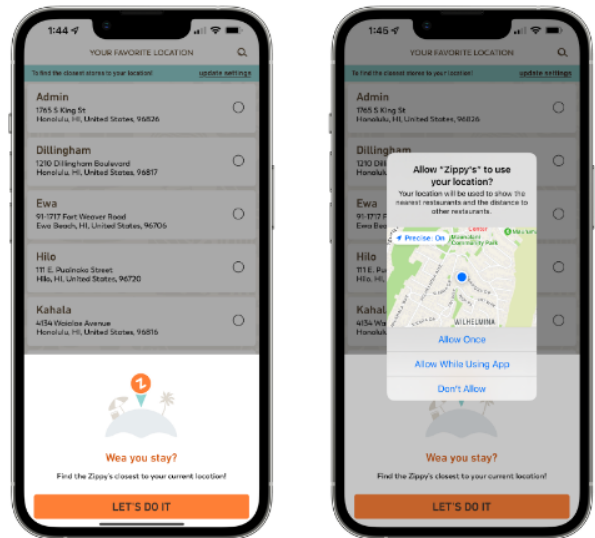
You will now arrive at the "LOGIN / SIGN UP" screen:

1. Tap the "SIGN UP" button.
2. Fill out the sign up form – **if applicable, 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 (checkbox)
4. Check the second box to agree to Zippy's Terms of Use and Privacy Policy
5. Tap the orange "SIGN UP" button at the bottom.

**Continued on the following page...**

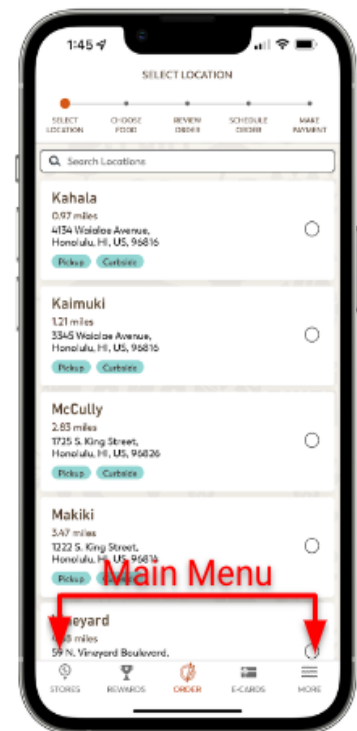
Once you've clicked the "SIGN UP" button:

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, a scan button to scan a receipt QR code, current offers, and available rewards.
- "ORDER" – Where you order food from within the app.
- "E-CARDS" – Where gift cards, as well as the \$100 food credit, are stored.
- "MORE" – Remaining features of the app including your profile and the sign out button.

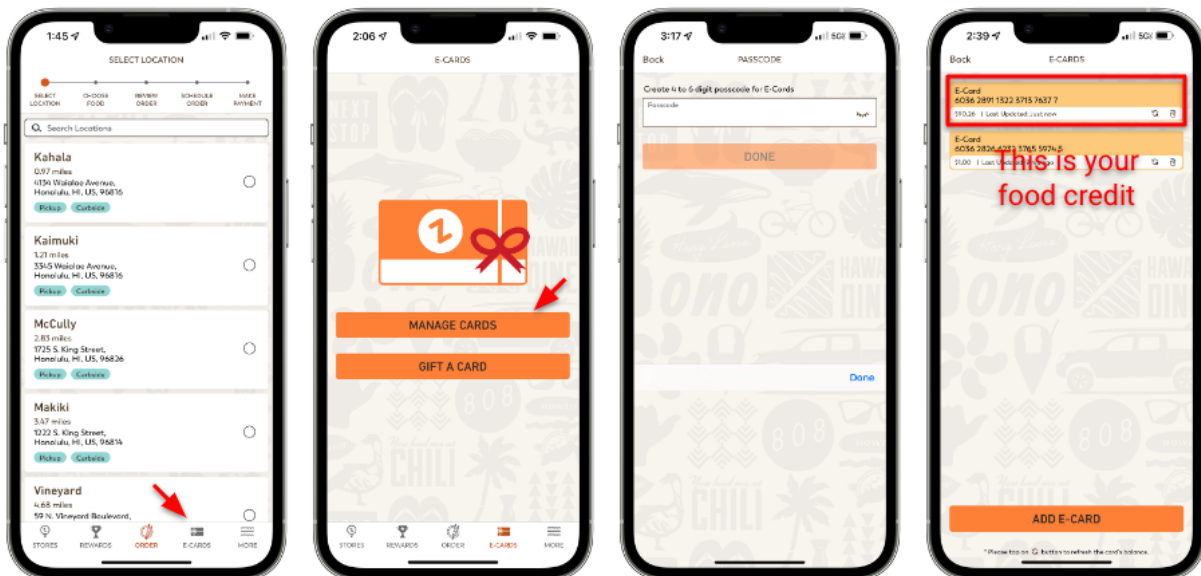


## Locating your \$100 food credit

If you are a former Senior Club member and are eligible for our \$100 food credit sign up offer, 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 from the Zipster Rewards password you created when you signed up.

Locating your \$100 food credit:

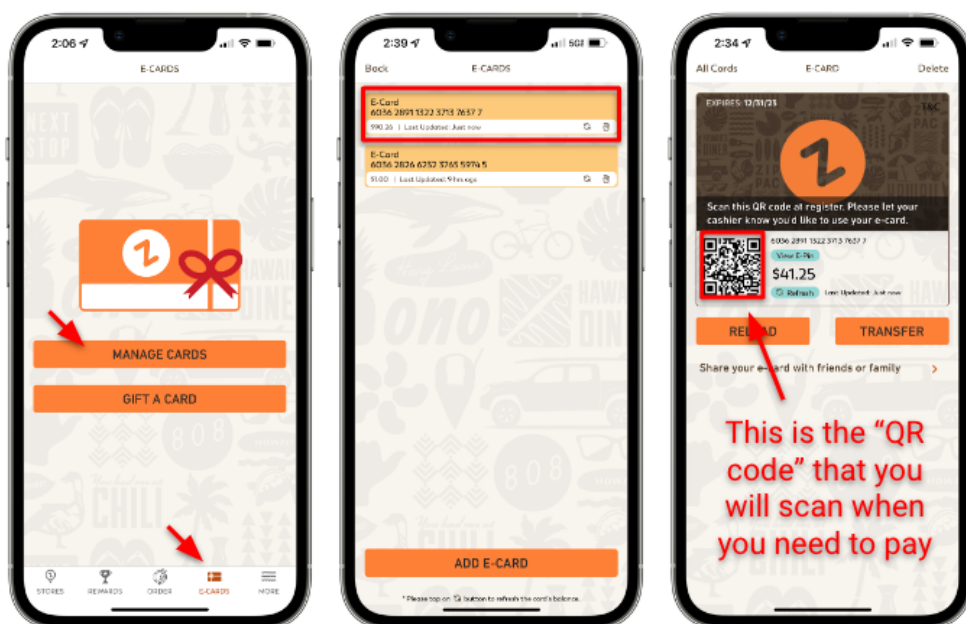
1. Find and press the “E-CARDS” icon on the main menu.
2. On this screen you should see an orange “MANAGE CARDS” button (NOTE: If this button says “ADD A CARD” please let us know).
3. The first time you access this part of the app, you will be asked to create a 4-6 digit passcode. Type in the passcode 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:*

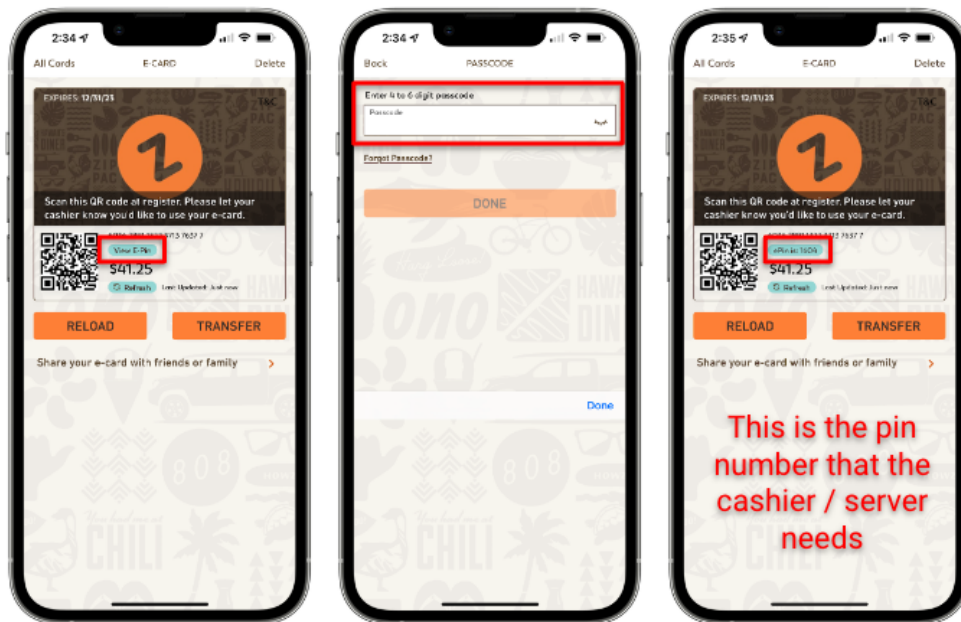
1. Open the Zippy's app on your phone.
2. Tap "E-CARDS" from the main menu.
3. Tap "MANAGE CARDS".
4. Select your "E-Card" food credit.
5. Work with your cashier or server to scan your QR Code (the black and white box).



**Continued on the following page...**



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.

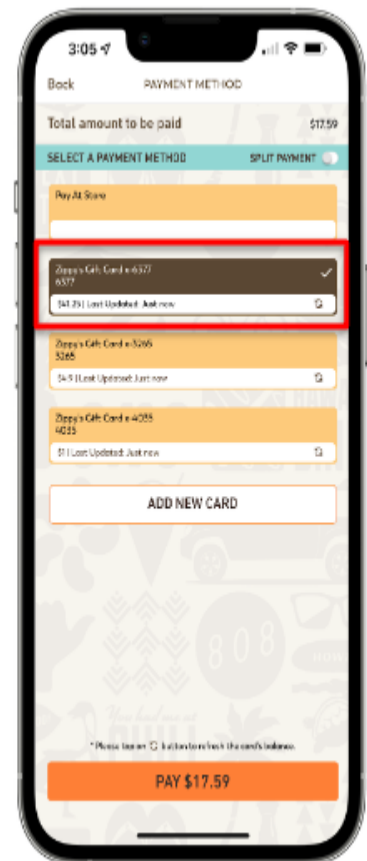


If you'd like, you can write down your pin number now and save it so you don't have to go through steps 6 - 8 every time you use your card in store.

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. If a balance remains on your food credit, you will see it 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.



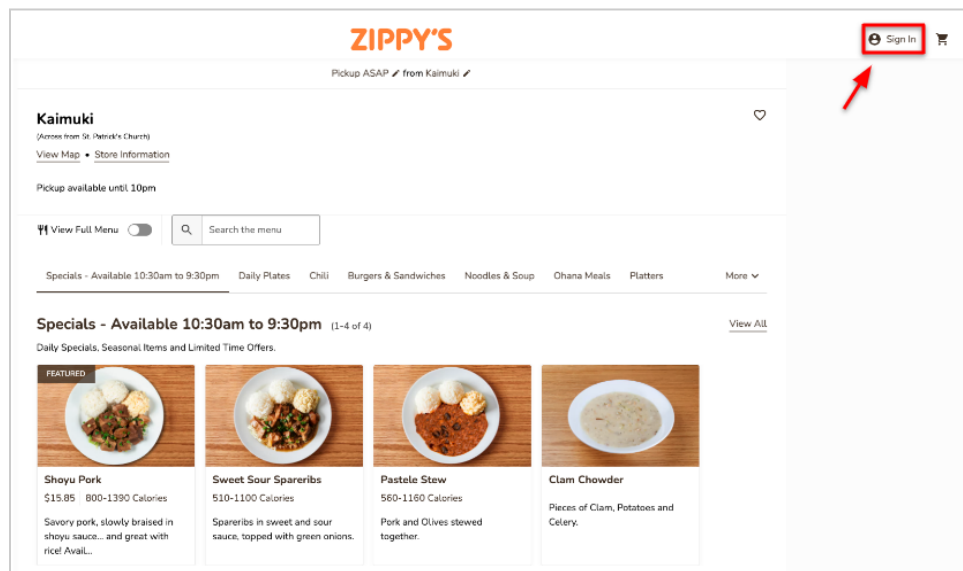
## Earning Zipcoins

---

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** simply provide your phone number to the cashier or server.
- **If you're placing a call in order** make sure to provide your phone number to the cashier when picking up and paying for your order in store.
- **If you're placing an order in the Zippy's app** for pickup just make sure you're logged in.
- **If you're placing an order on Zippy's website** make sure to sign in prior to your order by clicking on the "Sign In" button and entering your Zipster Rewards account email and password.

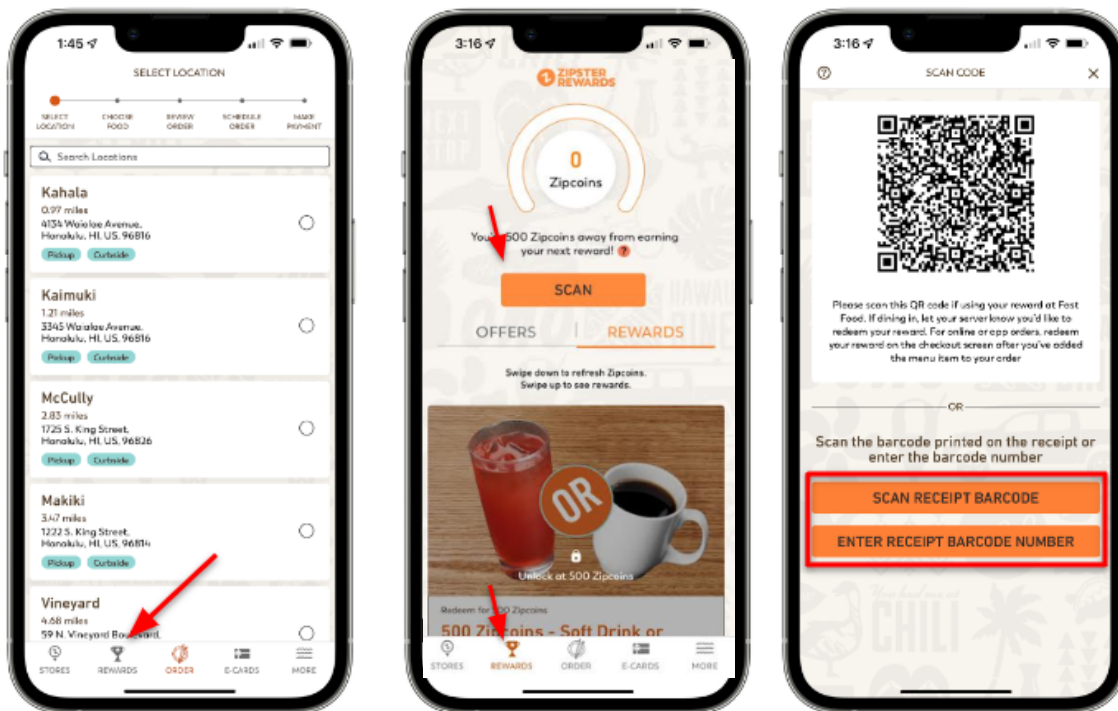


**Continued on the following page...**

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 "SCAN" button.
3. Press the "SCAN RECEIPT BARCODE" button. This will activate your phones 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.

NOTE: If the Zipcoins are 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 Chili with Rice after you 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 "REWARDS" 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.

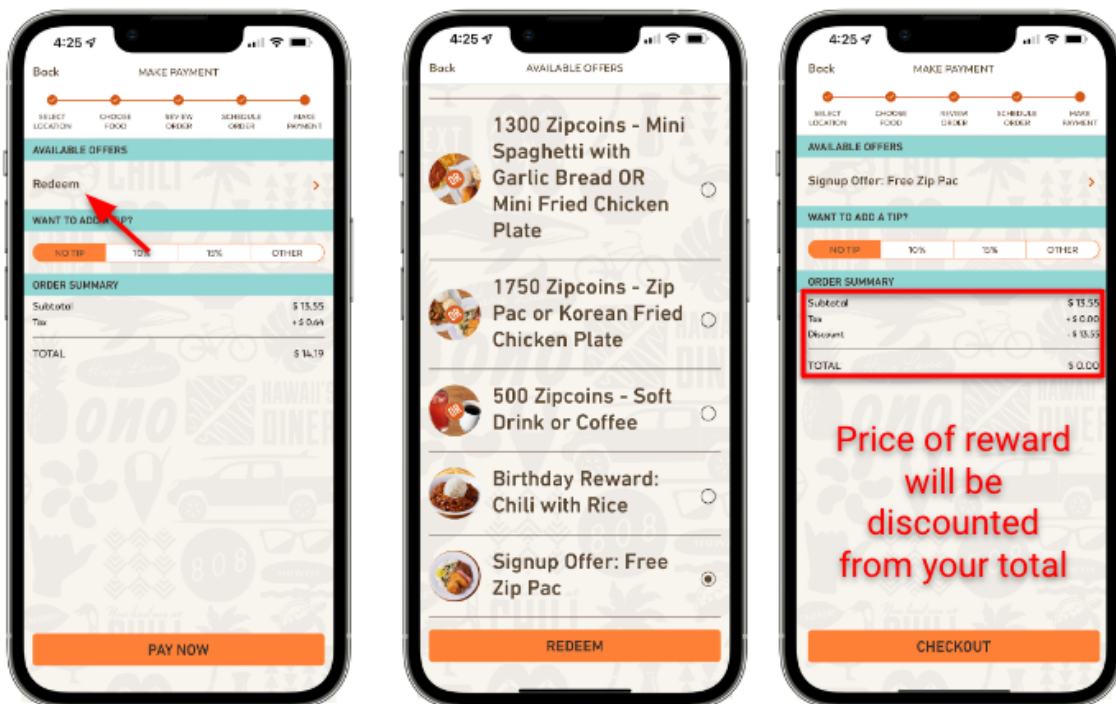
To use your available rewards in store:

Ask your cashier or server after they've taken your phone number..

**Continued on the following page...**

*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.






**Continued on the following page...**

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.

**ZIPPY'S**

**Checkout**

<b>Ordering From</b> <a href="#">Edit</a> Kaimuki 3345 Waiālae Avenue Across from St. Patrick's Church Honolulu, HI 96816	<b>Payment</b> <div>Zippy's Gift Card </div> <div>Credit Card </div> <div><b>Zippy's Restaurants Rewards</b></div> <div><b>Available Rewards</b> </div> <div>750 Zipcoins - Apple or Coconut Napple <a href="#">Apply</a></div> <div>1000 Zipcoins - Chili with Rice <a href="#">Apply</a></div> <div>1300 Zipcoins - Mini Spaghetti with Garlic Bread OR Mini Fried Chicken Plate <a href="#">Apply</a></div>
<b>Order Type</b> <a href="#">Edit</a> Type: Pickup When: ASAP (15 mins est.)	
<b>Contact Info</b> <a href="#">Edit</a> Michael Jenkins mjenkins@zippys.com (650) 404-7686	
<b>Order Summary</b> <a href="#">Edit</a> 1 Zip Pac® \$13.55 Regular White Rice No Substitution +4 more choices	

Continued on the following page...

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

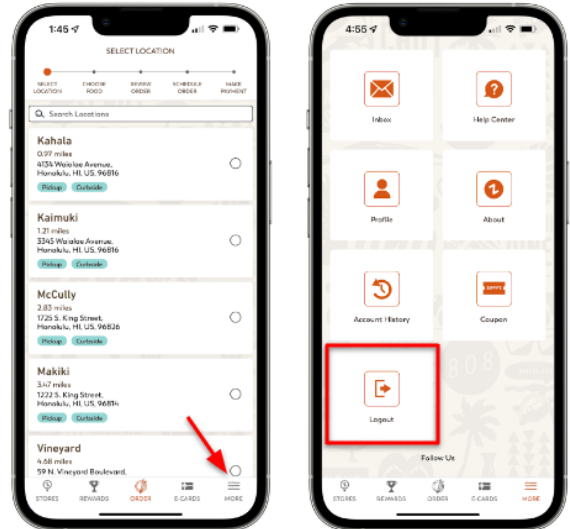
You cannot redeem a reward over the phone. If you'd like to use a reward on a call-in order, please let the cashier know when you're making payment at pickup.



# Account Management

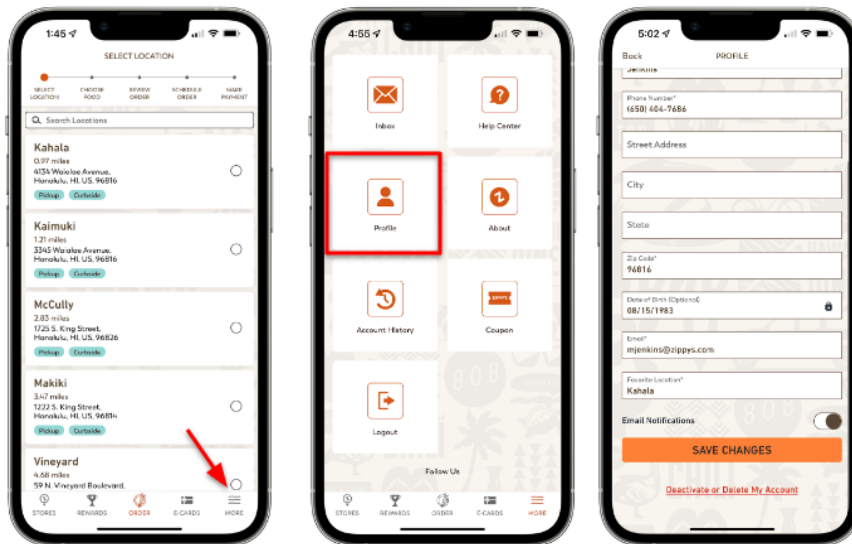
*If you need to log out of your account:*

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:*

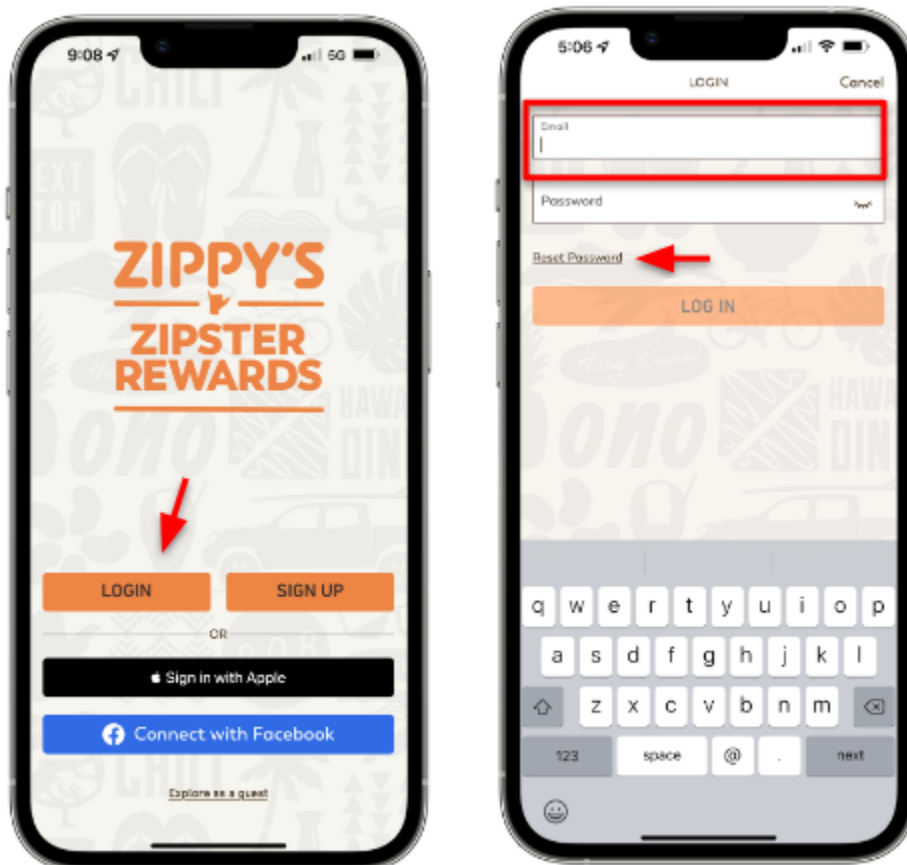
1. Press the “MORE” button on the main menu.
2. Press the “Profile” button.
3. Make any necessary changes and press “SAVE CHANGES”



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

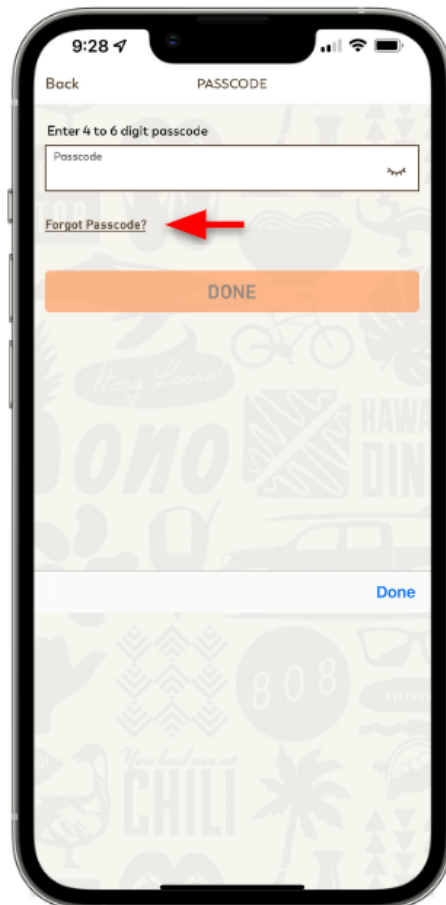
*If you forgot or need to reset your password for your Zipster Rewards account:*

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

---

- ☐ 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