Chamber Perk$

MOBILE APP

ADMIN PORTAL

MEMBER USER GUIDE

Why the Chamber Perks App was created?

The Chamber Perks App was created in 2021 to help chambers of commerce members market perks and discounts to other members, their employees, and to the general public. The app allows members to grow their networks by connecting them to all participating chambers of commerce members, and their employees, not only within their local community, but in other cities across Canada.

Why use the Chamber Perks App?

As part of your chamber membership, the Chamber Perks App is a free mobile marketing tool to help your company increase sales, grow your network, and build your company's brand awareness. With one tap on the app, users can instantly email, call, or connect to your website and social media accounts.

As a chamber member, your company can create and offer as many perks as it likes not only for local chamber member companies and their employees, but for all chamber member companies and their employees in other cities who download and use the app. Your employees can also take advantage of perks offered locally from chamber member companies and in other cities.

Admin Portal

The Admin Portal is where you, as a member, go to log in, set up, and manage your company account on the Chamber Perks App.

As part of your onboarding package, you will have received an email from your local chamber of commerce containing the credentials you require to set up your account. *If you no longer have these credentials, please contact your local chamber.*

The credentials consists of an admin portal login email username, and a temporary password, which must be changed immediately when your first sign in.

If you are not the person in your company who will be responsible for managing your company profile or setting up perks on the app, please share the email username and password with the appropriate person. If you forget your password, a request for a new one will be sent to the email username for verification.

This Member User Guide will walk you through how to set up and manage your company profile and how to set up perks, to grow your company sales

Table of Contents

Admin Portal Login

To set up your company's account and to start offering perks on the app, go to the Admin Portal Website link https://cpaadmin.chamberperks.ca/

Save this link on your desktop for future reference or access it on your chamber's website homepage.

Enter the **Admin Portal Login Email Username** and temporary password that was supplied in the onboarding email sent to you by your chamber.

Make sure to change the password immediately.

If you are not the person in your company who will be responsible for managing your company profile or setting up perks on the app, please share the email username and password with the appropriate person. If you forget your password, a request for a new one will be sent to the email username for verification.
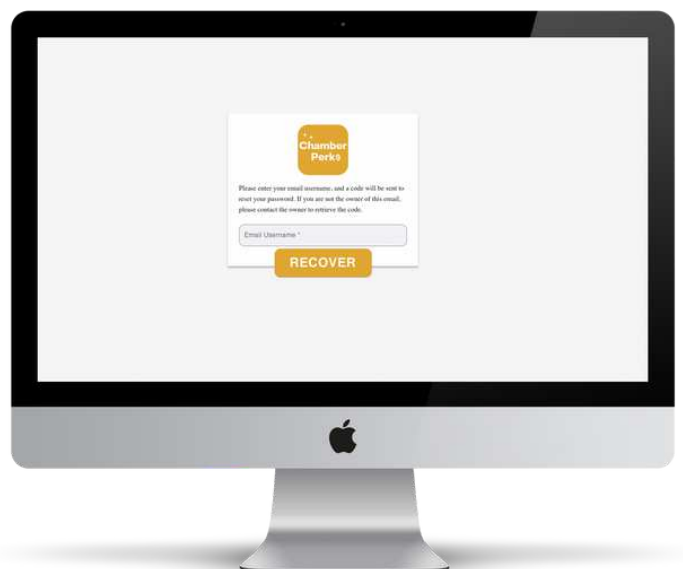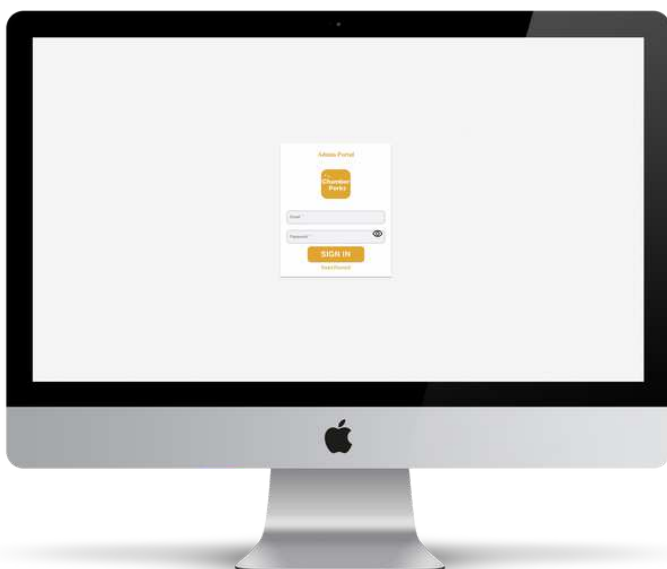
Congratulations, your company can now use the Chamber Perks App to offer perks and grow your company's network.

Section 2

Manage Your Company Profile

Your chamber has set up your company profile on the Chamber Perks App as part of their mobile company directory. Please verify that the information on your profile is accurate. You are able to update all the information as often as required by logging in to the Admin Portal.
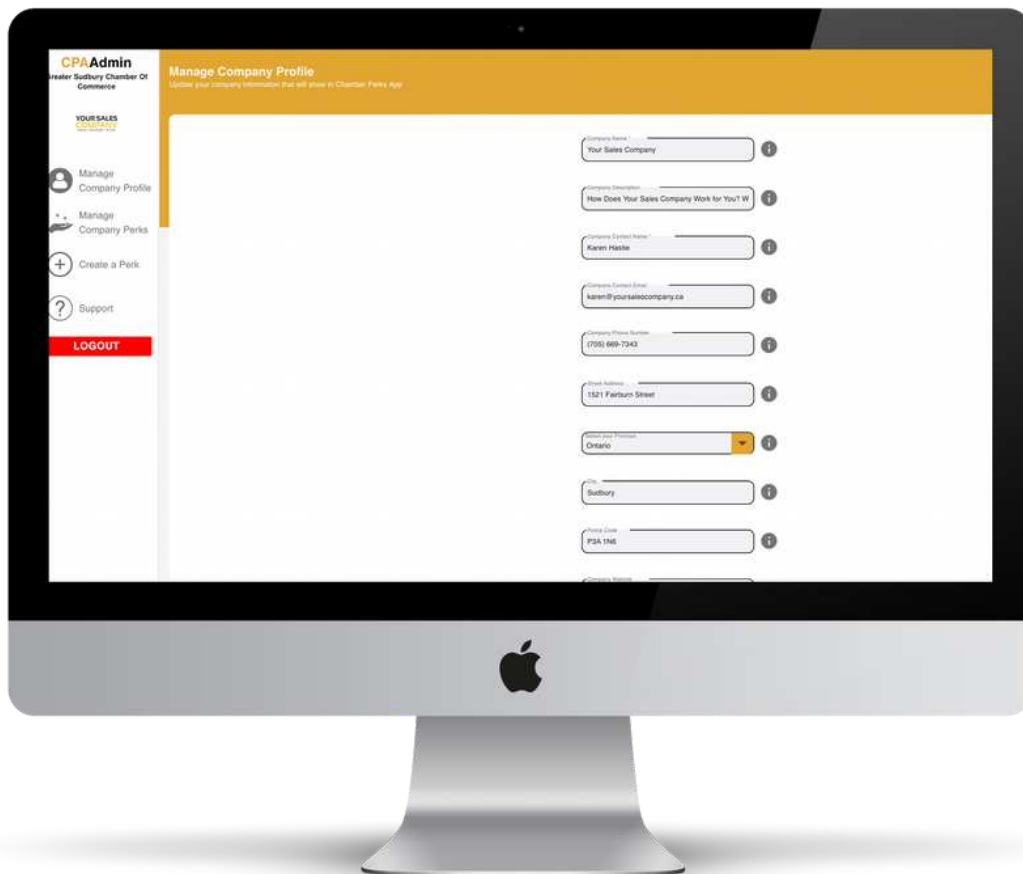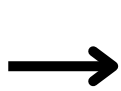
Section 2

Manage Your Company Profile

Your company's profile should look like the example below. Beside each field is a ⓘ icon to explain what information should be provided.

Manage Company Profile
Update your company information that will show in Chamber Perks App

YOUR SALES COMPANY

→ Manage Company Profile

Manage Company Perks

⊕ Create a Perk

❓ Support

LOGOUT

Company Name *
Your Sales Company ⓘ

Company Description
How Does Your Sales Company Work for You? We all kı ⓘ

Company Contact Name *
Karen Hastie ⓘ

Company Contact Email
karen@yoursalescompany.ca ⓘ

Company Phone Number
(705) 669-7343 ⓘ

Street Address
1521 Fairburn Street ⓘ

Select your Province
Ontario ▼ ⓘ

ⓘ

Hold your cursor over the icon to receive more information about each field.

Manage Your Company Profile

Manage Company Profile
Update your company information that will show in Chamber Perks App

YOUR SALES COMPANY

→ Manage Company Profile

Manage Company Perks

(+) Create a Perk

(?) Support

LOGOUT

City
Sudbury

Postal Code
P3A 1N6

Company Website
https://yoursalescompany.ca

Company Facebook Business Page URL

Company Instagram Account URL
instagram.com/yoursalescompany

Company LinkedIn Page URL
https://www.linkedin.com/company/your-sales-company/
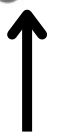
Company Twitter Account URL

Company TikTok Account URL

Hold your cursor over the icon to receive more information about each field.

Manage Your Company Profile

Manage Company Profile

Update your company information that will show in Chamber Perks App

YOUR SALES COMPANY

→ Manage Company Profile

Manage Company Perks

(+) Create a Perk

(?) Support

LOGOUT

Chamber Perks App Categories *

Communication/Technology ⊗

Marketing/Advertising ⊗

YOUR SALES COMPANY

📁 Change Logo

🗑 Delete Logo

*This is how the logo will appear in app

UPDATE

Click update button to save changes

Fields that do not contain information will not appear on your company profile on the app.

Manage Your Company Profile

By setting up your company's profile on the Chamber Perks App, users can search and find your company and connect directly to your company website and contact information. Users can tap, follow, and engage with your company's social media accounts.
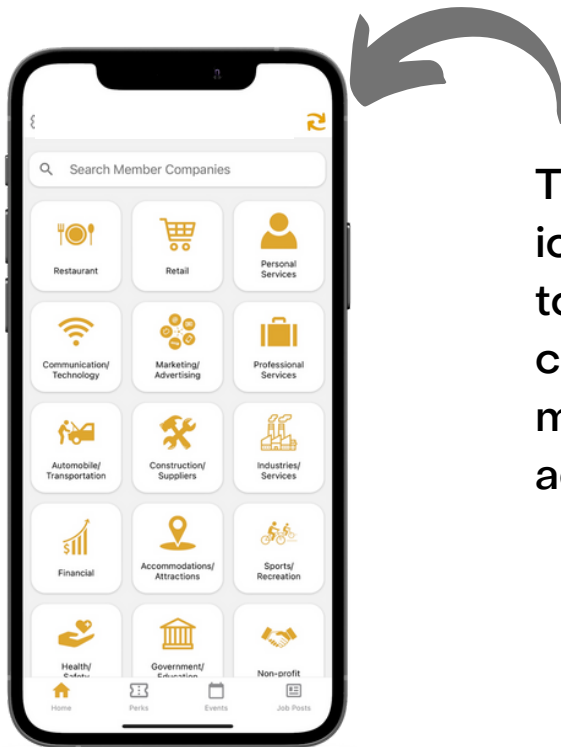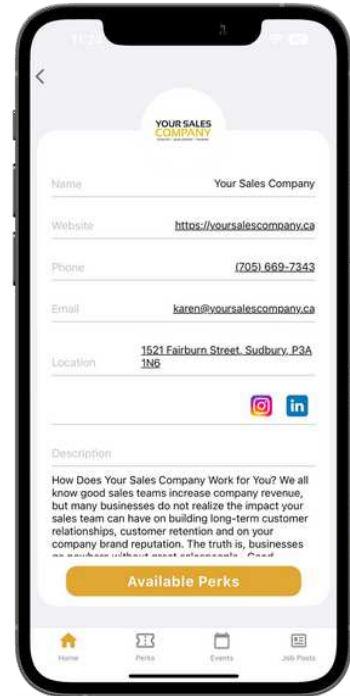
The Chamber Perks App ⇄ switch icon allows users to tap and switch to other participating chambers to connect with their chamber members companies in cities across Canada.

By including your company's address, the Chamber Perks App allows user to to locate your company on the app's map feature. This map will also show which companies are offering perks.

Section 3 ▶ Why Your Company Should Offer Perks?

The Chamber Perks App is a great tool for your company to **showcase your products and services** to a growing network of other chamber member companies and their employees.

With the **Chamber Perks App also being offered in other cities,** this is a free way to extend your marketing reach to other chamber member companies and their employees in other communities.

The app allows your company to market both **business to business sales** and **business to consume**r **sales**.

The Chamber Perks App provides your company with an opportunity to **create a perk that can attract first-time customers** by offering a one-time perk incentive to try your company's products or services.

Create a perk to build a customer loyalty program and generate repeat sales. Your company can set up reoccurring perks that will encourage consumers to continue to buy your company's products or services.

If your company perks can be redeemed **"In Person"** at time of purchase, the app will allow you to set up that option.

If your company requires potential customers to talk to your company staff prior to redeeming your company's perk, the app provides you with the opportunity to **"Contact Company"** as part of the redemption process.

If your company offers products and services strictly **"Online",** you can still offer a perk by providing consumers with a special code to redeem your perk.

Section 3

To Whom Your Company Should Offer Perks?

The Chamber Perks App has provided **4 separate options for your company to offer perks**. You can set up a unique perk for each option.

To extend your perk to the largest potential consumer base, consider setting your perk offer to **"All Members".** By selecting this option, your perk will be able to be viewed and redeemed by any chamber member company, and their employees, who are listed on the app. (Users can "Switch" from chamber to chamber to see offers from other chamber member companies in other cities).

Your company can also set up a separate perk that is offered to their **"Local Members"** and employees only. This perk will only be able to be viewed and redeemed by users who have selected your local chamber and have been identified as an employee of a chamber member company.

If your company is looking for a way to showcase your company's products and services to as many potential customers as possible, your company can offer a perk to the **"General Public"**. By doing so, your perk can be viewed and redeemed by any user who has downloaded the app regardless of being a chamber member.

Did you know that offering company perks is a great way to attract and retain employees? The Chamber Perks App allows your company to set up and offer private employees' perks for your company(ies) that can only be viewed and redeemed by "**Your Company Employees"** who you have allowed, and who have downloaded the Chamber Perks App.

How to Create a Perk

Create a Perk
Create a perk that will show in Chamber Perks App

YOUR SALES COMPANY

Perk Title

0/50 characters remaining

Manage Company Profile

Perk Description

0/250 characters remaining

Manage Company Perks

Perk Offered To ⓘ

All Members ◯ ⓘ   Local Members Only ◯ ⓘ

General Public ◯ ⓘ   Your Company Employees Only ◯ ⓘ

Choose to offer your perk to All Members,

⊕ Create a Perk

? Support

Perk Redemption Option ⓘ

One Time Perk ◯ ⓘ   Reoccurring Perk ◯ ⓘ

Only Show Perk on Certain Days ◖ ⓘ

Only Show Perk During Certain Months ◖ ⓘ

LOGOUT

How to Redeem Perk ⓘ

In Person ◯ ⓘ   Online ◯ ⓘ   Contact Company ◯ ⓘ

Send Perk Notification ◗ ⓘ

Make sure Notification is turned on

Click CREATE to push your perk.

CREATE

How to Create a Perk

Make sure your perk title is attractive enough to make users want to view it. Keep the description to under 50 characters.

Perk Title

Create a short, catchy phrase to attract users to view and redeem this perk. More details can be specified below in description.

0/50 characters remaining

Make sure your perk description details exactly what the user is to receive. You have up to 250 characters to provide a description

Perk Description

Add specific details about this perk. Additional detail options are provided below.

(If left blank, this will not show on Chamber Perks App)

0/250 characters remaining

To maximize your company exposure, you can set up different perks for your local chamber members, or include all chambers' members as a way to extend your marketing network to other cities. You can also provide the general public with unique perks as a way of attracting new customers. Don't forget you can offer B2B perks or B2C perks.

Perk Offered To

Select from the 4 options below who can view and redeem this perk on the Chamber Perks App. For more details click the "information icon" beside each option. Remember you can always set up more than one perk.

All Members   Local Members Only

General Public   Your Company Employees Only

Section 4 — How Perks Can Be Redeemed

Select how often your perk can be redeemed by users. To acquire new customers, make your offer attractive and use the one-time redemption as a call to action. To build customer loyalty, make your offer appealing and select the recurring option to encourage users to use this perk over and over again.

Perk Redemption Option ⓘ

Select how often this perk can be redeemed. Use the information icons below for more detail about each option. Remember, you can set up a unique perk for each option!

One Time Perk ◯ ⓘ   Reoccurring Perk ◯ ⓘ

How to Redeem Perk ⓘ

Select from the 3 options below how users can view and redeem this perk. For more details click the "information icon" beside each option.

In Person ◯ ⓘ   Online ◯ ⓘ   Contact Company ◯ ⓘ

If you want to limit when your perk can be viewed and redeemed, select only certain days to avoid giving discounts on your busy days. If you are running a sale or promotion, you can have your perk only available on certain months.

Only Show Perk on Certain Days ⬤ ⓘ

Enabling this option allows you to restrict this perk to only show on certain days on the Chamber Perks App. This is a good option for controlling when the perk can be viewed and redeemed.

Only Show Perk During Certain Months ⬤ ⓘ

Enabling this option allows you to restrict this perk to only show during certain months on the Chamber Perks App. This is a good option for controlling when the perk can be viewed and redeemed.

How Notifications Appear on a Phone

Make sure you leave your push notification turned on when setting up your perks so that when you are finished creating your perk, a users will be sent a notification of your new perk.

NOTE, if you want to view your perk before pushing notification, TURN notifications off, before you select create, and view your perk on the app on your phone, then go back on the admin portal and turn notifications on and reselect create.
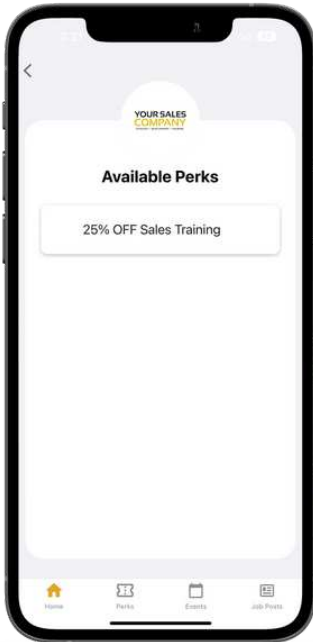
Send Perk Notification

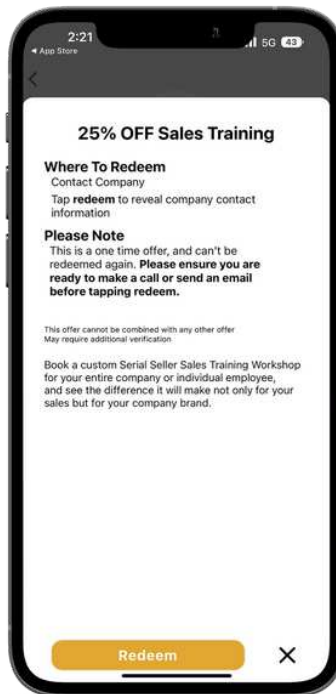This is how a perk notification will show up on a phone.

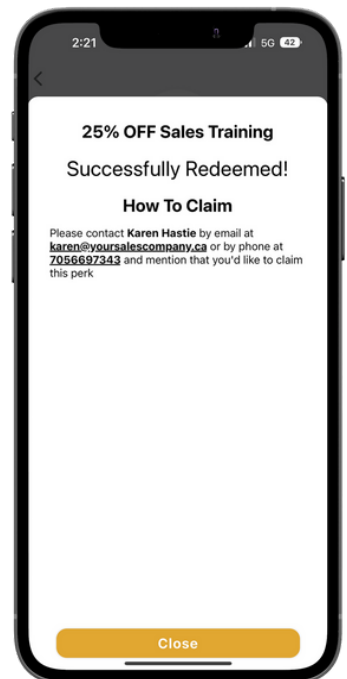This is a sample of how a company perk will show on a phone.

Once a user taps on the perk, this is a sample of how the details of the perk will appear on a phone.

This is a sample of how a perk will show when it has been redeem on a phone.

View Your Perks' Performance

Manage Company Perks

Edit, delete, and see the number of views and redemptions of your company's perks

YOUR SALES COMPANY

Manage Company Profile

→ Manage Company Perks

(+) Create a Perk

(?) Support

LOGOUT

Your Sales Company

Views: 35
Redemptions: 1

25% OFF Sales Tra

See how many users have viewed your perk and how many have redeemed. Please note redemptions are only captured if users press redeem button. Some companies track redemptions in their own POS system.

Section 6

Create a Private Employees' Perk

Create a Perk

Create a perk that will show in Chamber Perks App

YOUR SALES COMPANY

Perk Title
ⓘ
0/50 characters remaining

Perk Description
ⓘ
0/250 characters remaining

Manage Company Profile

Manage Company Perks

→ ⊕ Create a Perk

⦵ Support

LOGOUT

Perk Offered To ⓘ

All Members ○ ⓘ   Local Members Only ○ ⓘ

General Public ○ ⓘ   Your Company Employees Only ○ ⓘ

↑

Choose to offer perks for **Your Company Employees Only.** Once you select, a pop up will appear asking that you input your employees' emails. Please follow the instructions.

Create a Private Employees' Perk

Create a Perk
Create a perk that will show in Chamber Perks App

YOUR SALES COMPANY

Manage Company Profile

Manage Company Perks

→ (+) Create a Perk

(?) Support

LOGOUT

How to Set Up
Enter the email addresses your employees used to set up an account on the Chamber Perks App in the text box below labelled "Employee Email List".

- After typing an employee account email address, press enter to add it to the list.
- To add multiple employee account email addresses at once, import a CSV file containing a list of emails using the Import CSV button below.
  - Note: To see a sample of how to format your CSV file click the link below the Import CSV button.
- To remove an email address from the list, you can hit the "x" beside an email address.

Import CSV

Download Import CSV Sample

0 emails listed

Employee Email List

Important: When adding one-by-one, press enter after each email to add to list

Perk Redemption Option ⓘ
Please select an option

One Time Perk ◯ ⓘ   Reoccurring Perk ◯ ⓘ

Only Show Perk on Certain Days ⬭ ⓘ

Only Show Perk During Certain Months ⬭ ⓘ

How to Redeem Perk ⓘ
Please select an option

In Person ◯ ⓘ   Online ◯ ⓘ   Contact Company ◯ ⓘ

Follow the instructions when creating your perk. You can upload all employees' emails at once or add eligible employee emails one at a time. You can also remove employees' emails who are no longer eligible to receive your employees' perk. **NOTE, employees must download the app and provide you with the email they used to download the app in order for them to see your company's private employees' perk.**