USER GUIDE · VERSION 1

SuperApp (mobile)

The customer app on the phone: one sign-in for the membership card and points, the wallet and its top-ups, vouchers, deals, the online shop's catalogue and videos. Still being built: these pages cover what works today and say plainly what does not.

1. What it is for
2. Join and sign in
3. Find your way around
4. Your membership and points
5. Top up your wallet
6. Lock your wallet
7. Use your vouchers
8. The Scan button
9. Deals and the shop
10. Watch streams
11. Your account
12. Withdraw to a bank
13. What does not work yet

What it is for

For: Everyone

The SuperApp is your company's app for customers. A customer signs up once with their mobile number and then has, in one place, their member card and points, a wallet they can top up, the vouchers they hold, the current deals, the products in the online shop and your company's videos. Staff who are also signed in see an extra **Staff page** for their incentives.

Who uses it

- **Customers**: anyone who downloads the app and creates an account. The rest of this guide is written for them.
- **Staff**: the same app, plus a **Staff page** on the **Account** tab. That page belongs to the Staff incentive module and is explained in that guide.

What it needs from other modules

The app shows what other modules hold. It does not keep the figures itself.

- Sign-in, the **Help** links and the app's own settings come from the App API server.
- Points, tier and member number come from Membership and Loyalty.
- The wallet balance, top-ups and vouchers come from the Closed-loop e-wallet. Top-ups are paid through your company's payment provider.
- Deals and products come from E-commerce.
- Verification codes are sent by WhatsApp or SMS through your company's messaging service.

What a customer can do today

Job	**Page**
Create an account, sign in, reset a password	Join and sign in
See points and tier on **Home**	Find your way around
Join the membership, show the member QR, copy the referral code	Your membership and points
Add money to the wallet	Top up your wallet

Job	Page
Pause the wallet	Lock your wallet
Use or browse vouchers	Use your vouchers
Approve a sign-in on a computer	The Scan button
Read deals and browse products	Deals and the shop
Watch videos	Watch streams
Change name, password, PIN, photo; delete the account	Your account

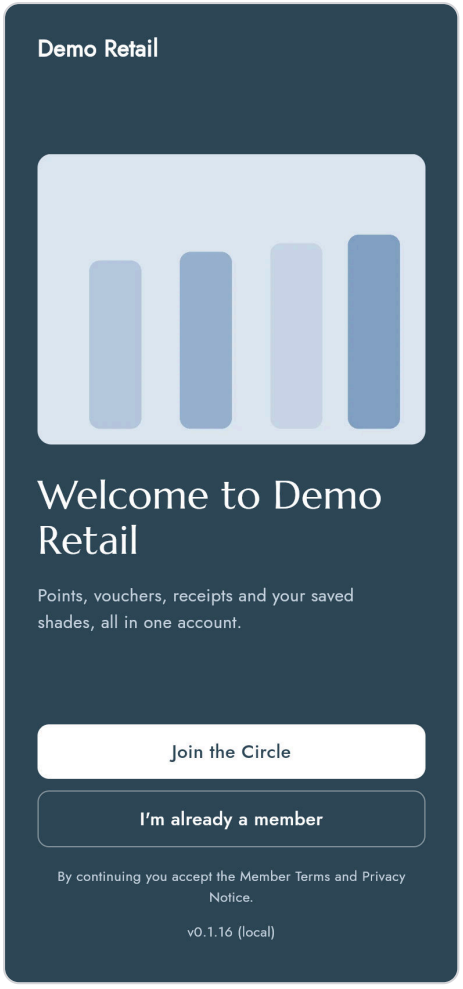
The last page, **What does not work yet**, lists everything a customer may see in the app that is not working for real yet. Read it before you tell customers about the app.

Join and sign in

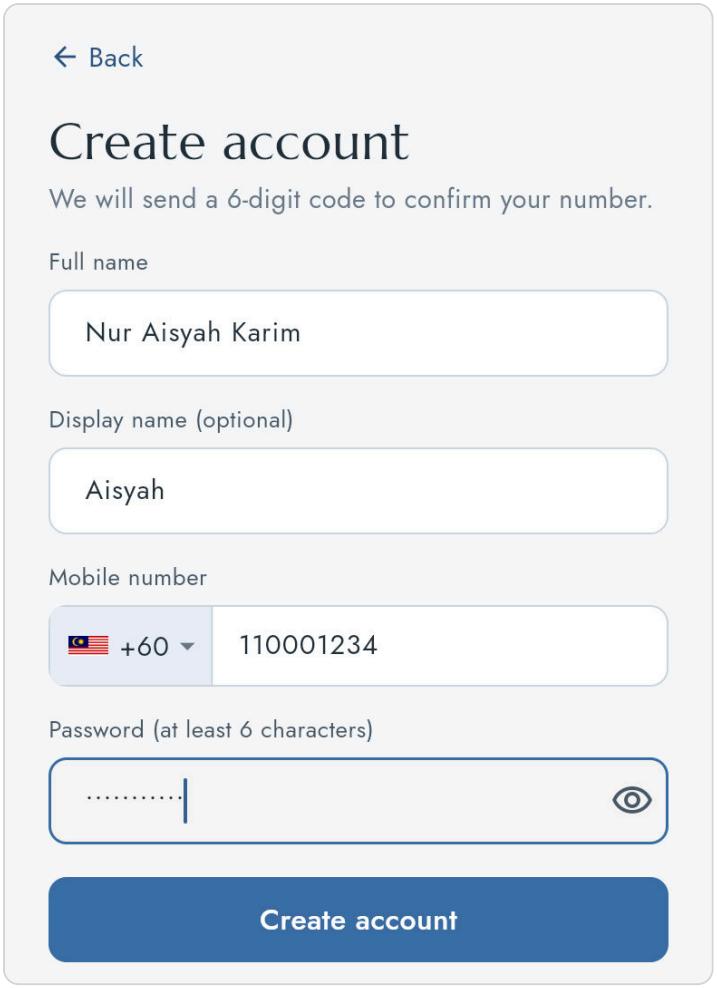
For: Customers

Create an account

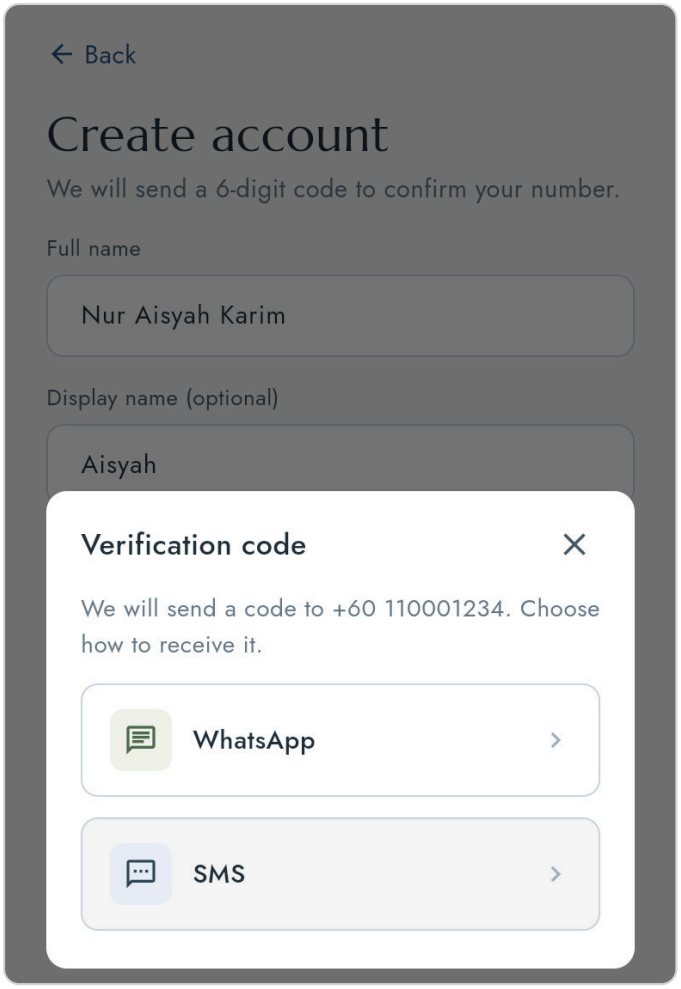
1. Open the app. The first screen has two buttons.



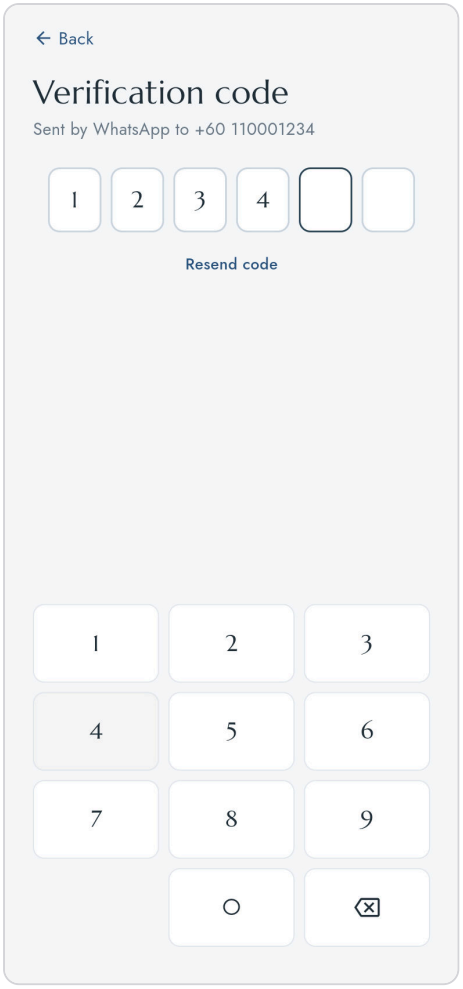
2. Press **Join the Circle**.
3. Fill in **Full name**, **Display name (optional)**, **Mobile number** and **Password (at least 6 characters)**. The display name is the name the app greets you with. Leave the country as **+60** for a Malaysian number and type the number without the first 0.
4. Press **Create account**.



5. Choose how to receive your code: **WhatsApp** or **SMS**.



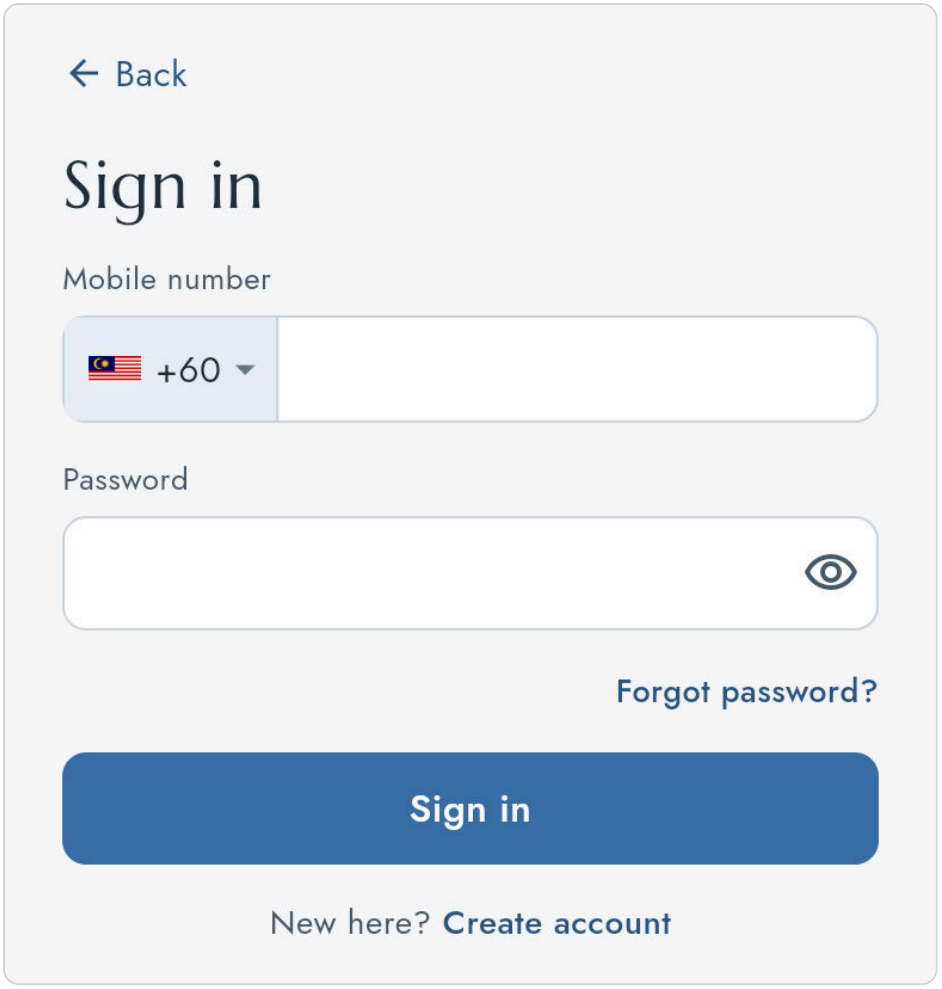
6. Type the 6-digit code on the number pad. The app checks it when the sixth digit is in. If no code arrives, press **Resend code**.



You are now signed in and land on **Home**.

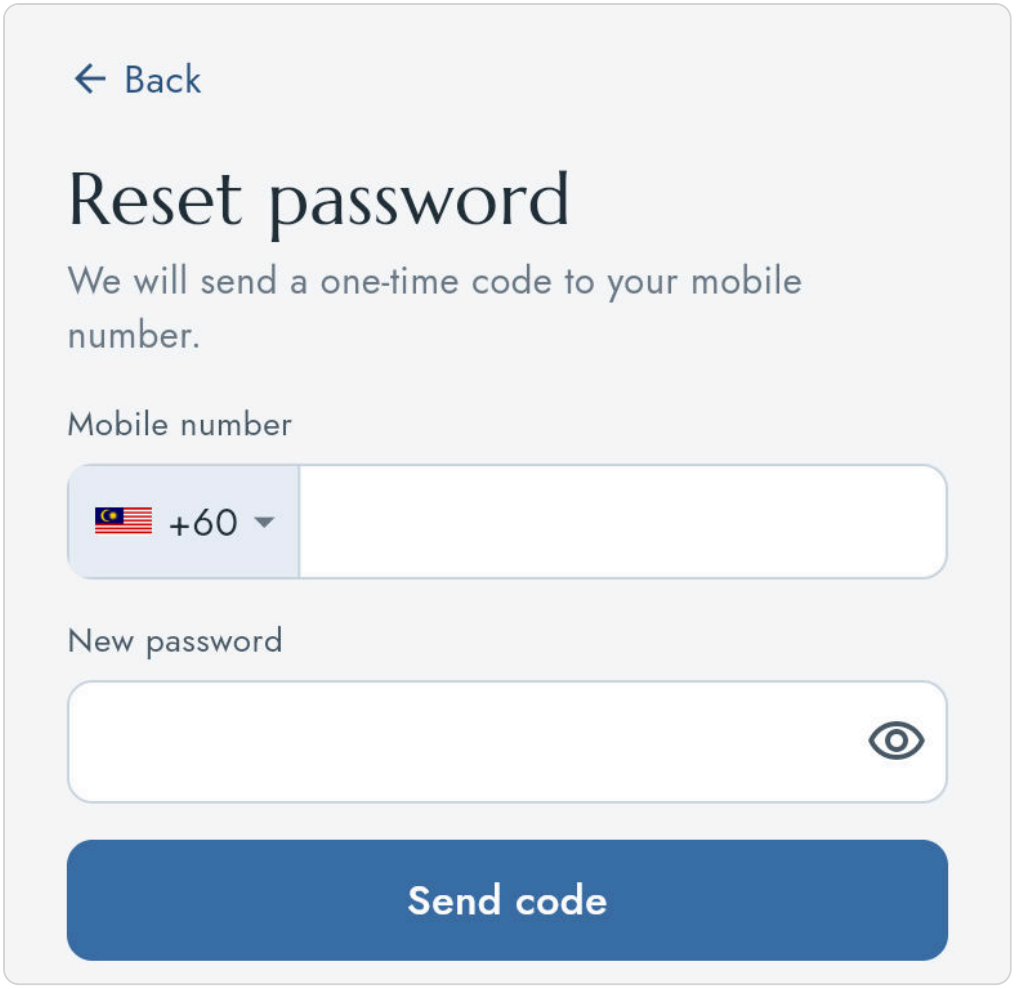
Sign in on a new phone

1. On the welcome screen press **I'm already a member**.
2. Type your **Mobile number** and **Password**, then press **Sign in**.



Forgot your password

1. On the **Sign in** screen press **Forgot password?**.
2. Type your **Mobile number** and the **New password** you want, then press **Send code**.
3. Choose WhatsApp or SMS and type the code you receive. Your new password works from then on.



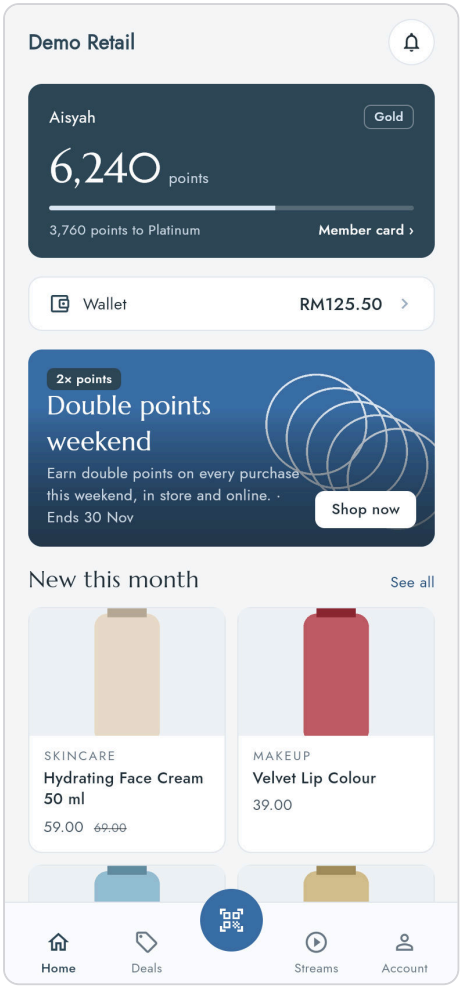
Sign out

Open the **Account** tab and press **Sign out** at the bottom.

Find your way around

For: Customers

Home is the first screen after you sign in.



From the top:

- **The bell** at the top right opens your **Inbox** (see the last page: it does not show your own messages yet).
- **The points card** shows your display name, your points, your tier (for example **Gold**) and how many points you need for the next tier. Press **Member card ›** to open your member QR.
- **Wallet** shows your wallet balance. Press it to open the wallet.
- **The deal banner** shows one current deal. **Shop now** opens the shop.
- **New this month** shows new products. **See all** opens the shop.

Pull the screen down to reload it.

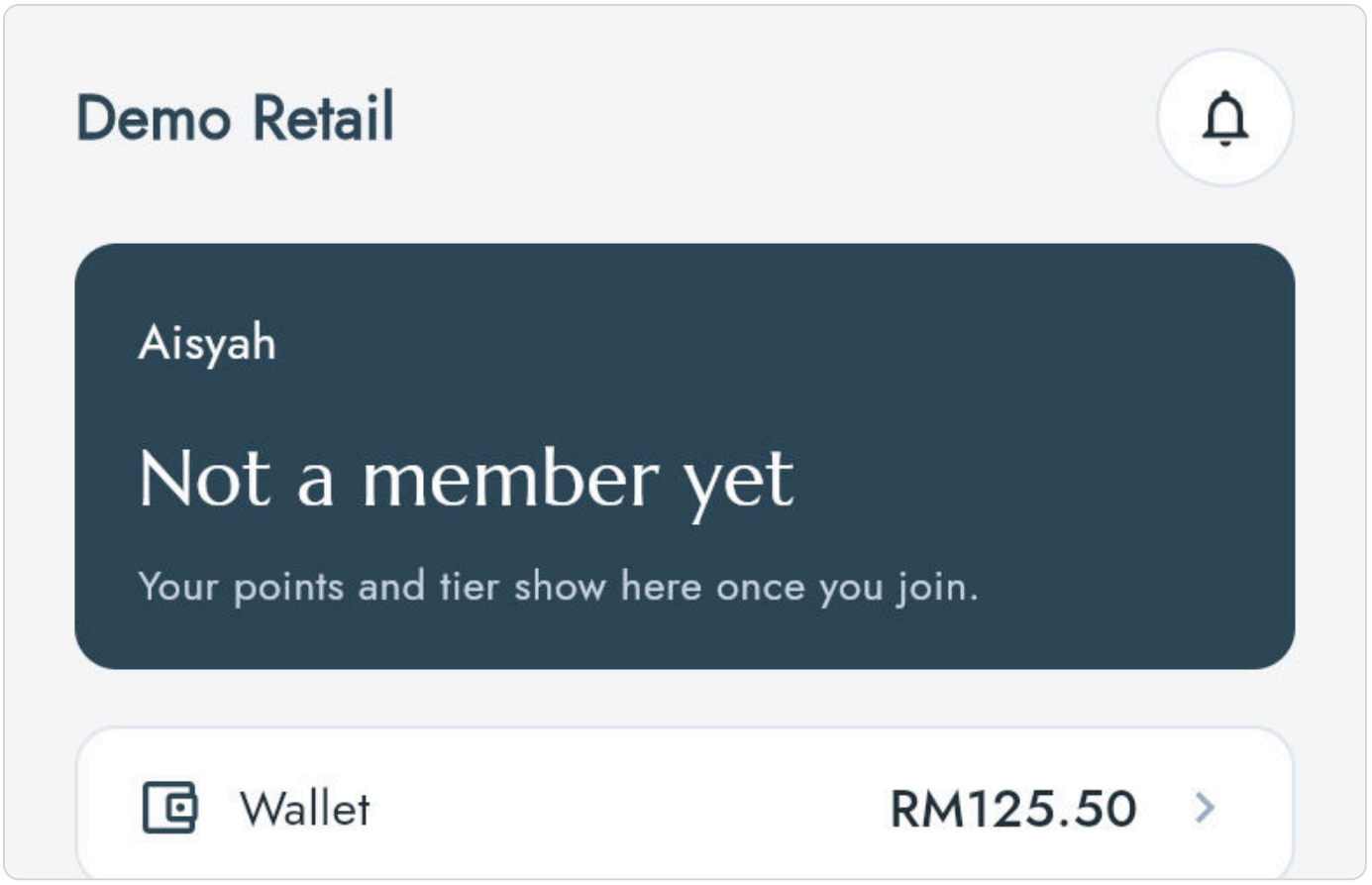
The bar at the bottom

Button	What it opens
Home	This screen
Deals	All current deals
The round button in the middle	**Scan**, the camera
Streams	Your company's videos
Account	Your details, member card, vouchers, help and sign-out

Your membership and points

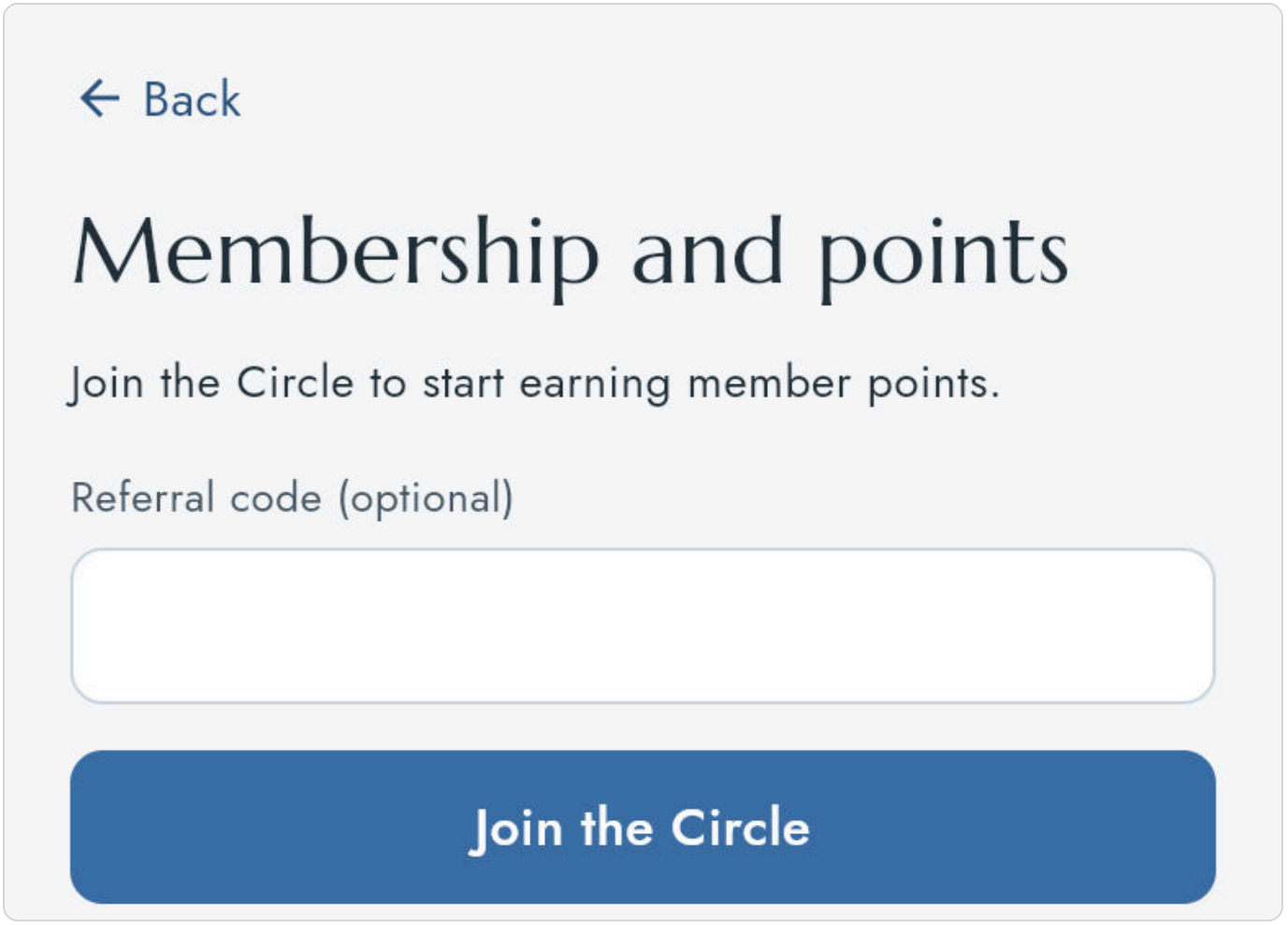
For: Customers

Creating an account does not make you a member. Until you join, the points card on **Home** says **Not a member yet**.



Join

1. Open the **Account** tab and press **Member card**.
2. If a friend gave you a referral code, type it in **Referral code (optional)**.
3. Press **Join the Circle**.

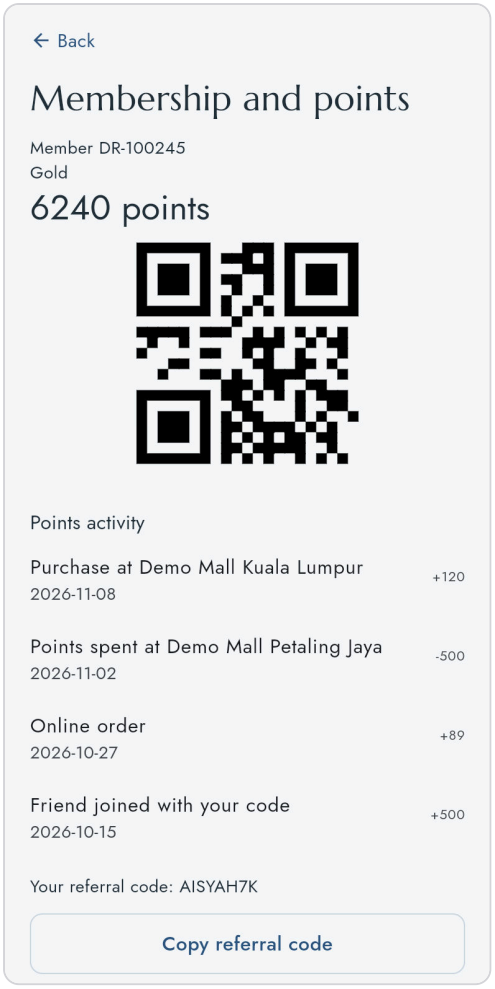


The screen reloads with your member number, tier and points.

Show your member QR and check your points

Press **Member card ›** on Home, or **Member card** on the **Account** tab. The **Membership and points** screen shows:

- your **Member** number and tier;
- your points balance;
- a QR code to show at the counter when you pay;
- **Points activity**: each time points were added or spent, with the date;
- **Your referral code**. Press **Copy referral code** and send it to a friend.



How many points a purchase earns, and what a referral is worth, is set in Membership and Loyalty. The app only shows the result.

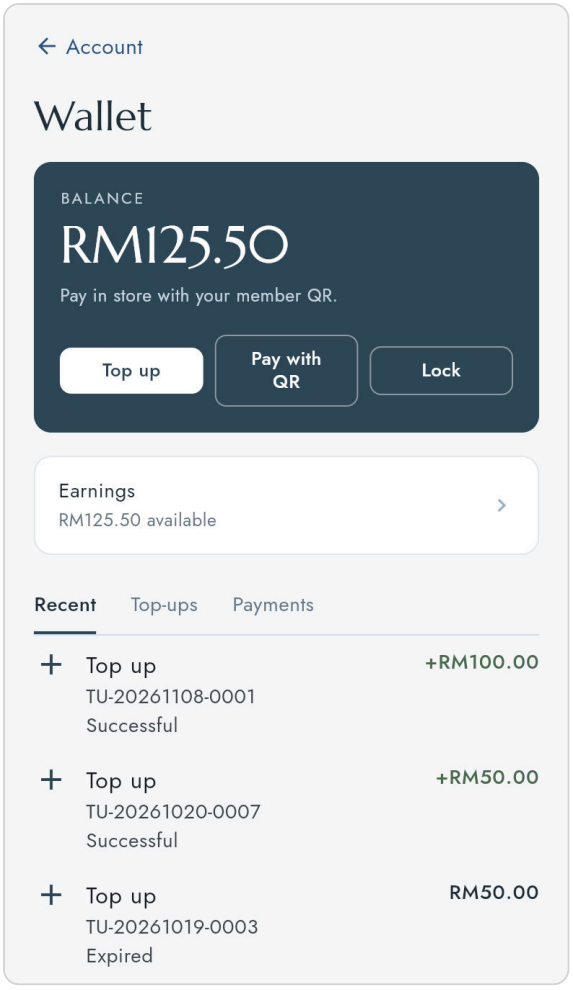
SUPERAPP (MOBILE)

Top up your wallet

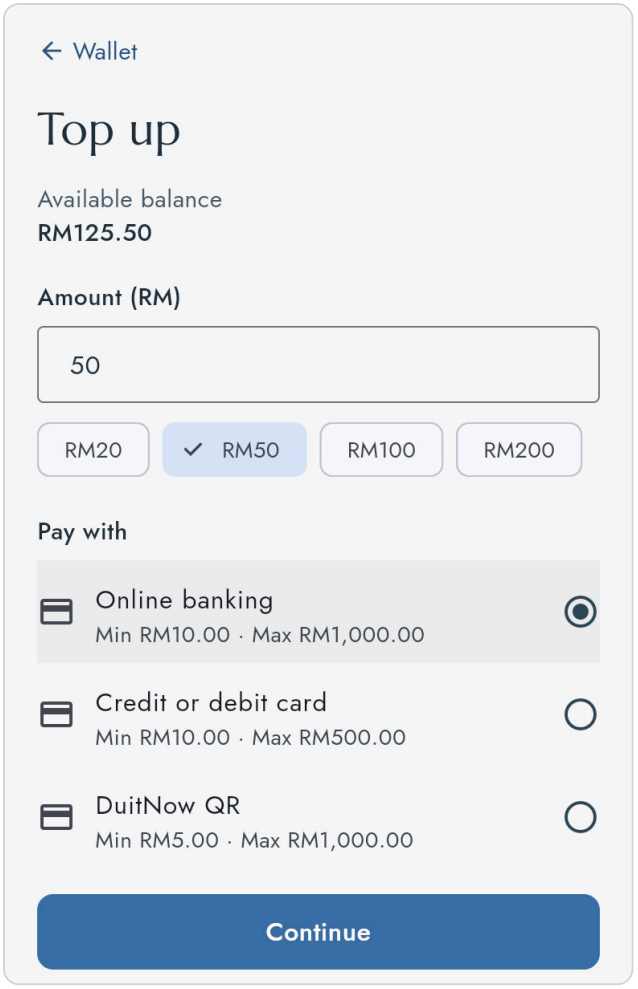
For: Customers

The wallet holds money you have paid in. It can only be used with your company.

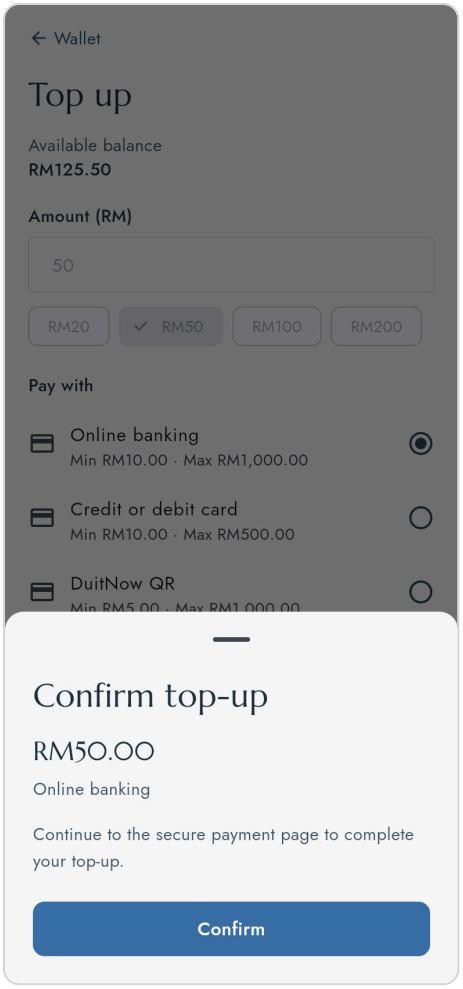
1. On **Home** press **Wallet**, or on the **Account** tab press **Manage**.



2. Press **Top up**.
3. Type the **Amount (RM)**, or press one of the amounts under it (for example **RM50**).
4. Under **Pay with**, choose how to pay. Each way shows its lowest and highest amount.
5. Press **Continue**.



6. Check the amount and press **Confirm**. The payment page of your company's payment provider opens. Pay there.



7. Come back to the app. When the payment has gone through, the app returns to the wallet with the new balance.

Check a top-up

The list under the balance shows each top-up with its reference and status: **Successful**, **Pending**, **Failed** or **Expired**. Press **Top-ups** above the list to see top-ups only.

A top-up that stays **Pending** has not been paid yet, or the payment provider has not confirmed it. An **Expired** top-up was never paid and took no money. If money left your bank but the top-up is not **Successful**, contact your company with the reference (it starts with **TU-**).

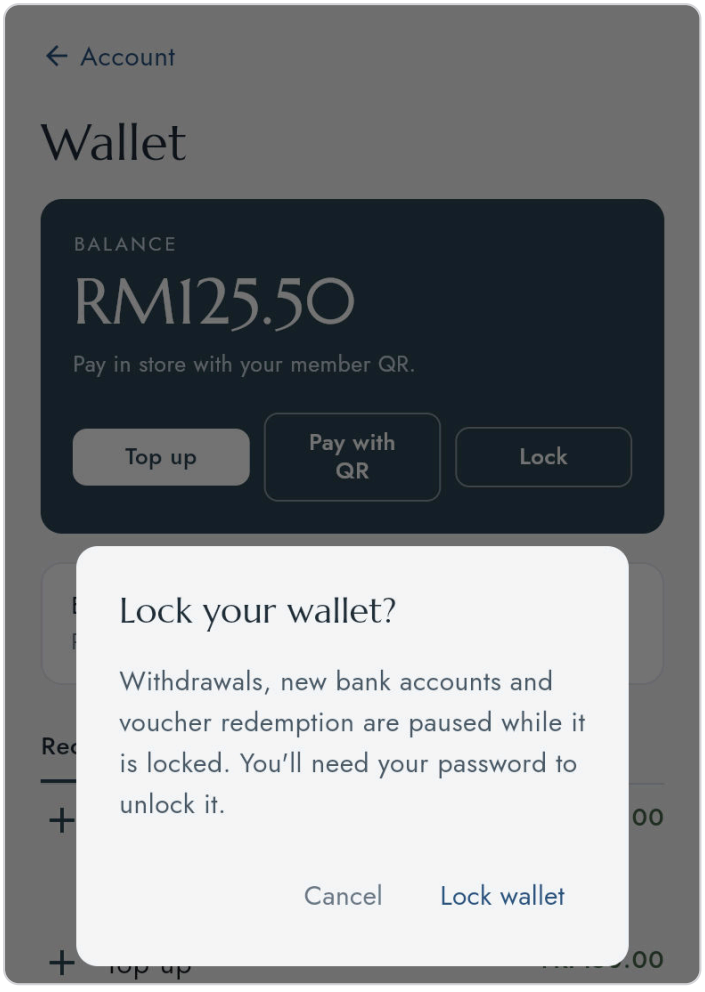
Lock your wallet

For: Customers

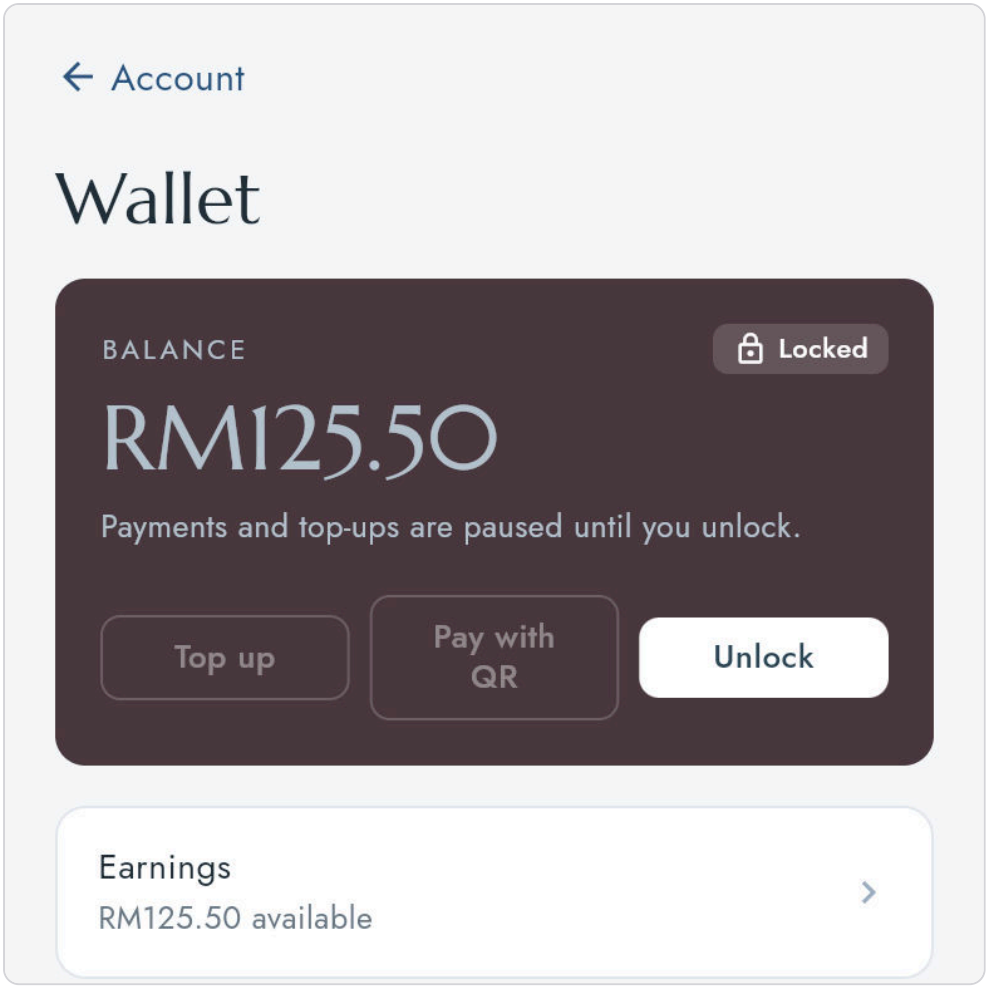
Lock the wallet if your phone is lost or you think someone else is using your account. While it is locked, withdrawals, new bank accounts and voucher redemption are paused, and **Top up** and **Pay with QR** cannot be pressed.

Lock it

1. Open the wallet (**Wallet** on Home).
2. Press **Lock**, then **Lock wallet**.

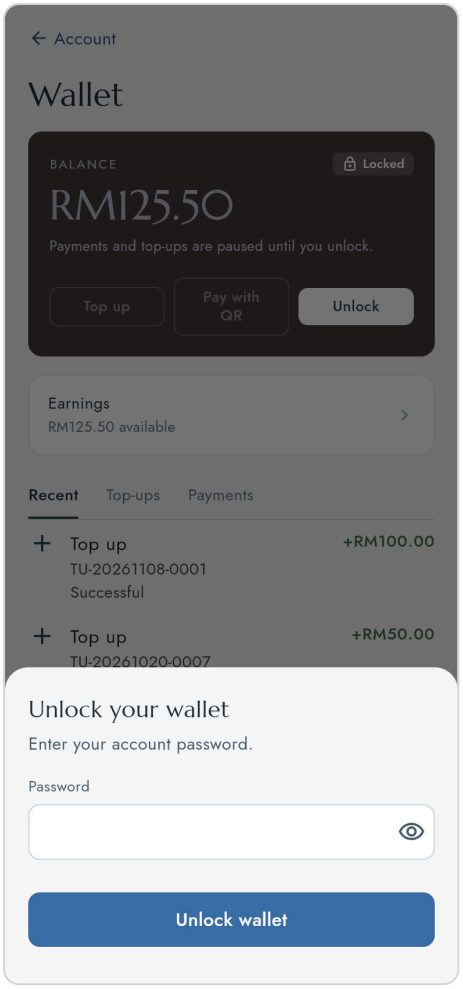


The balance card turns dark and shows **Locked**.



Unlock it

1. Press **Unlock**.
2. Type the password you sign in with and press **Unlock wallet**.

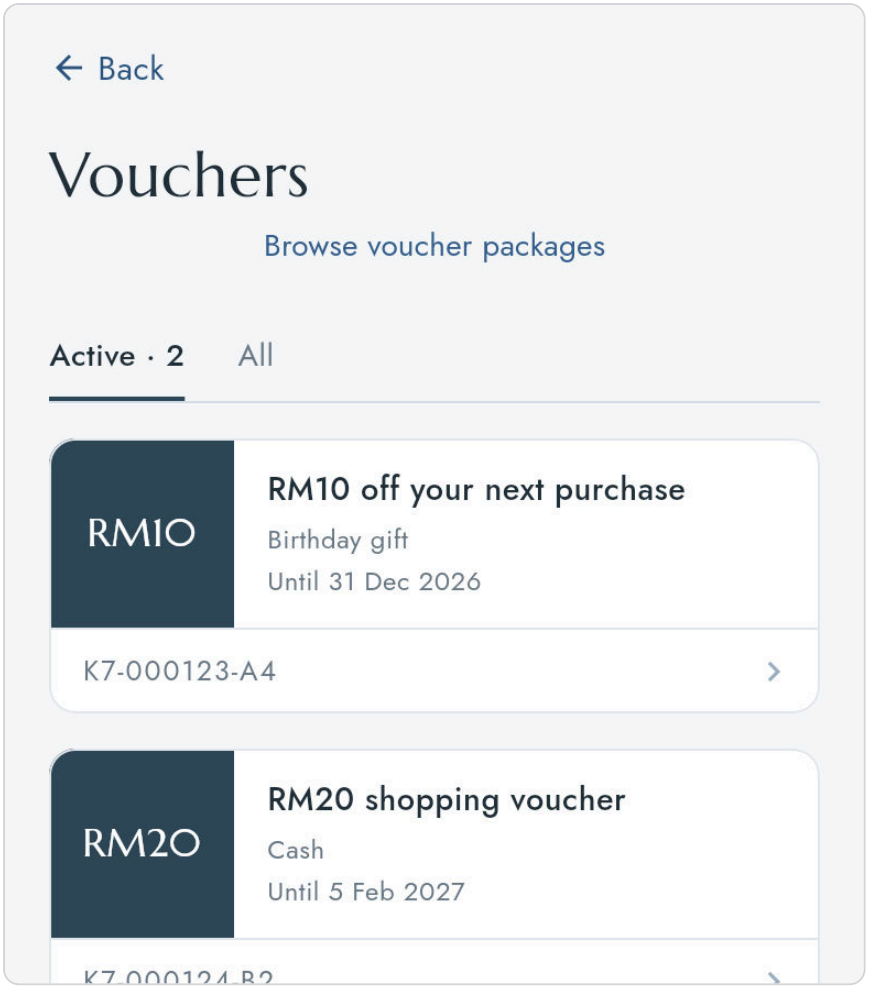


If the app says your wallet was suspended, your company has stopped it. Only your company can lift that. Press **Get help** or contact them.

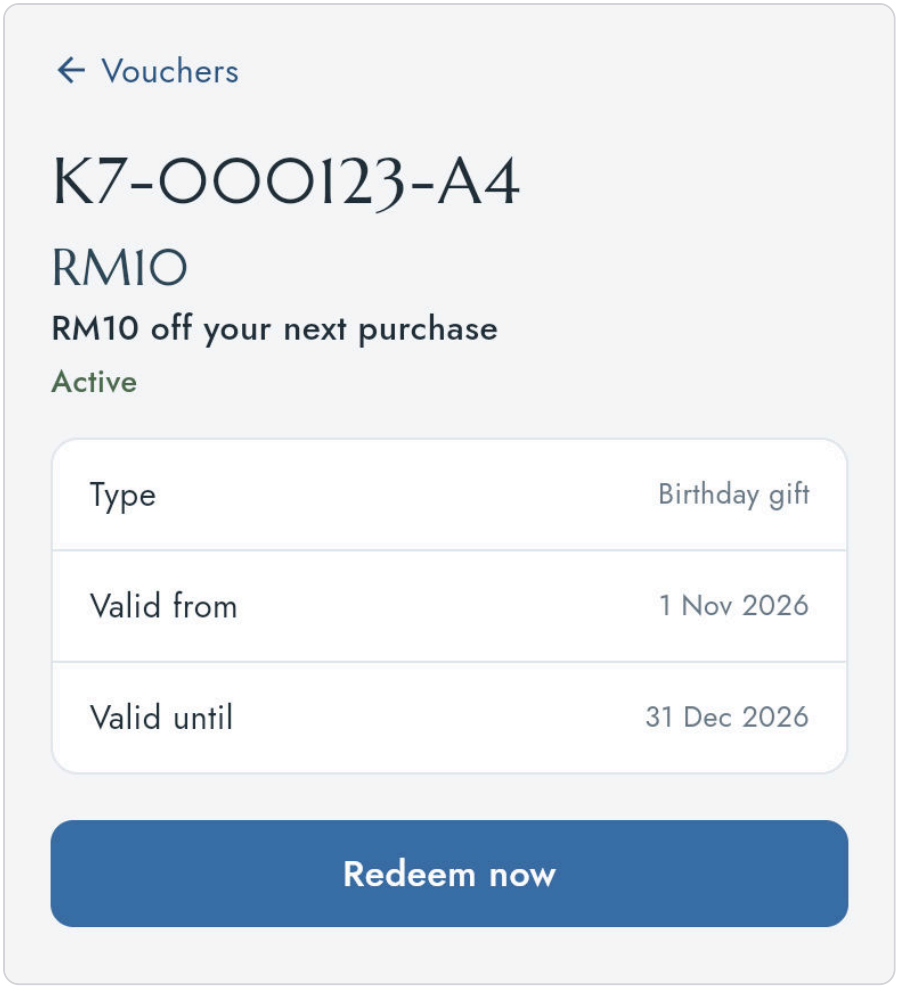
Use your vouchers

For: Customers

1. Open the **Account** tab and press **Vouchers**. The number next to it is how many you can use now.
2. **Active** lists vouchers you can use now. **All** also shows used, expired and future ones.

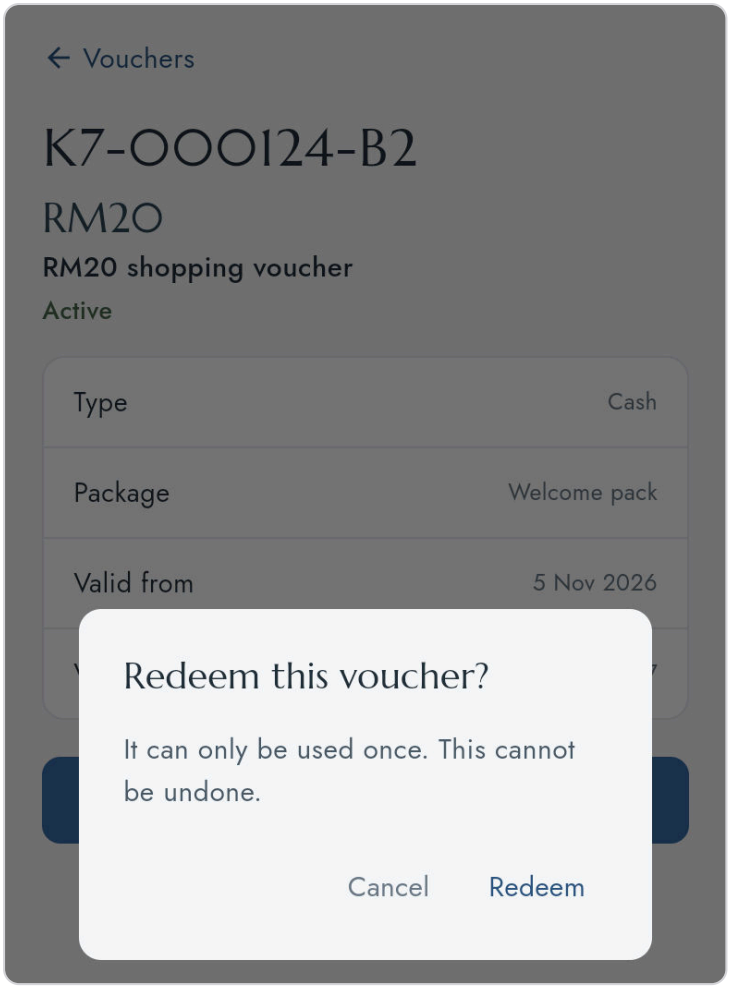


3. Press a voucher to see its code, type, package and the days it is valid.

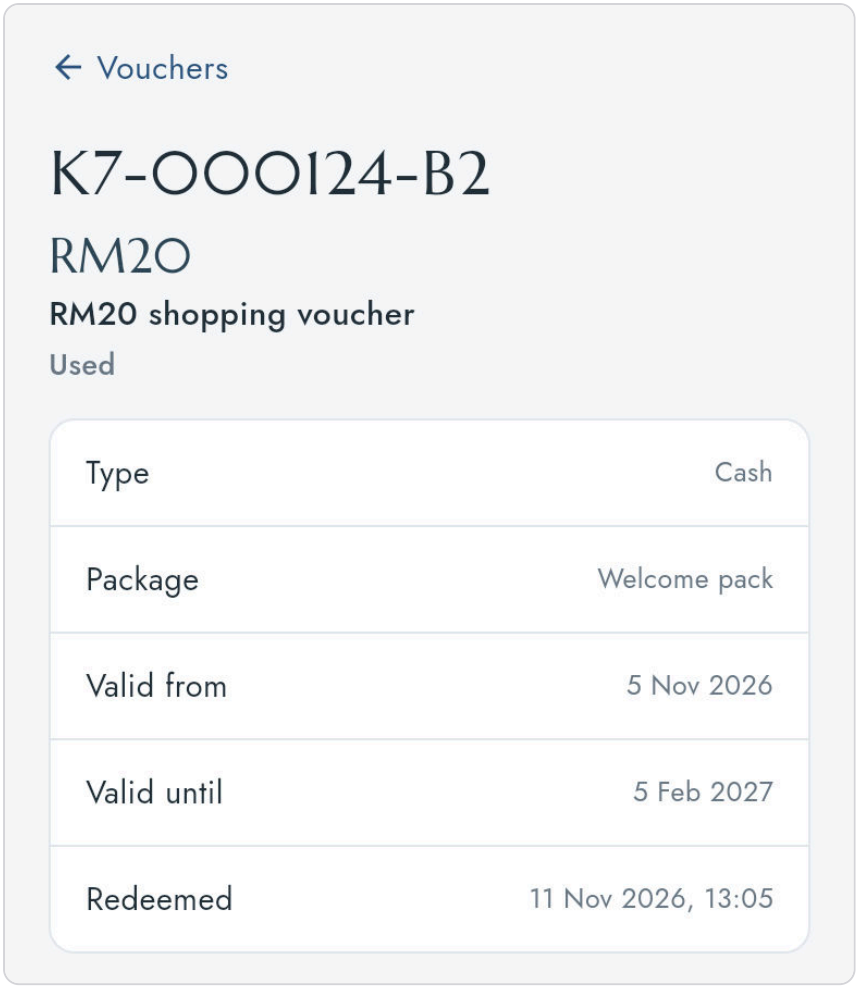


Redeem a voucher

Press **Redeem now**, then **Redeem**. A voucher can be used only once and this cannot be undone, so press it only when you are using the voucher.



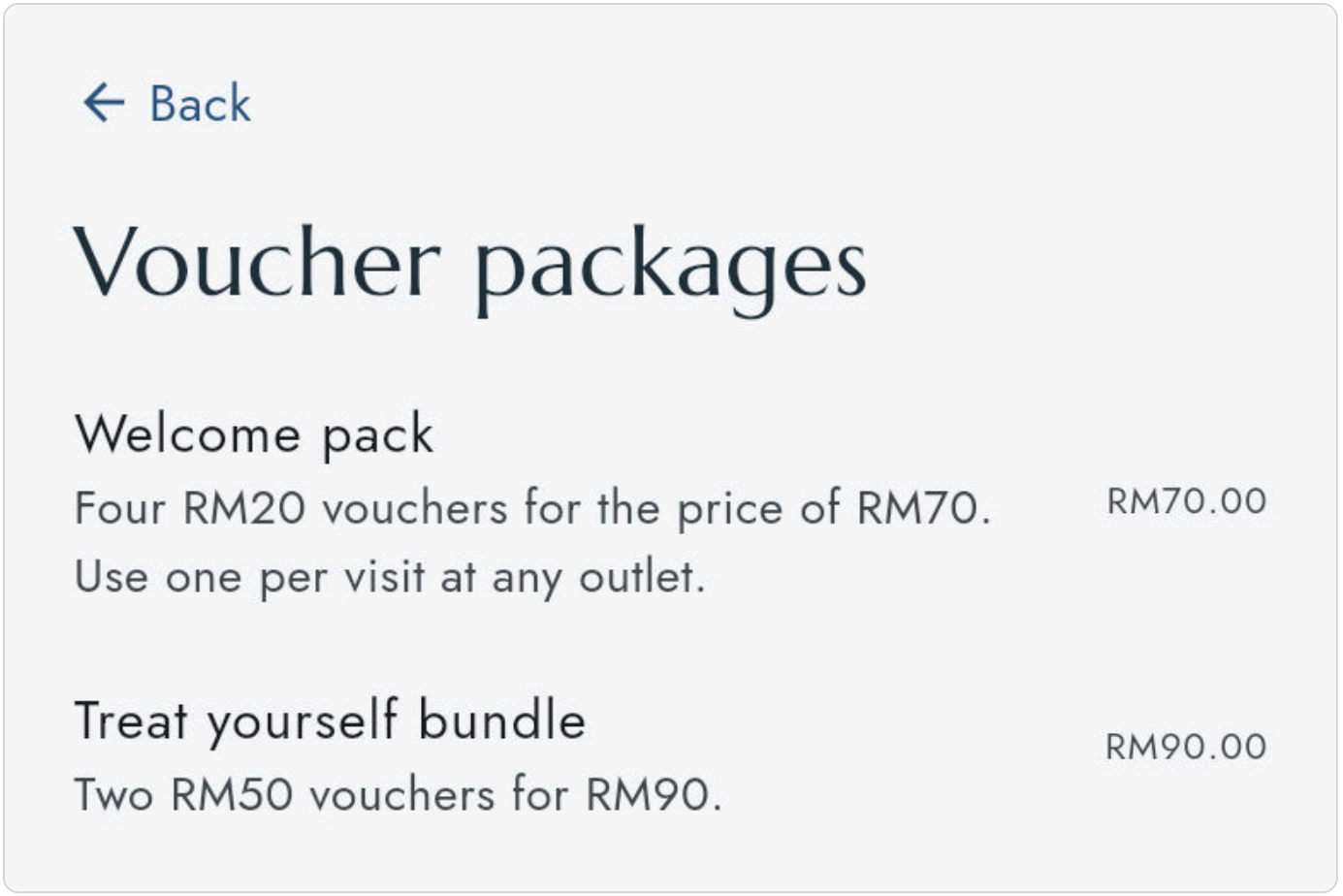
The voucher then shows **Used** and the date and time it was redeemed.

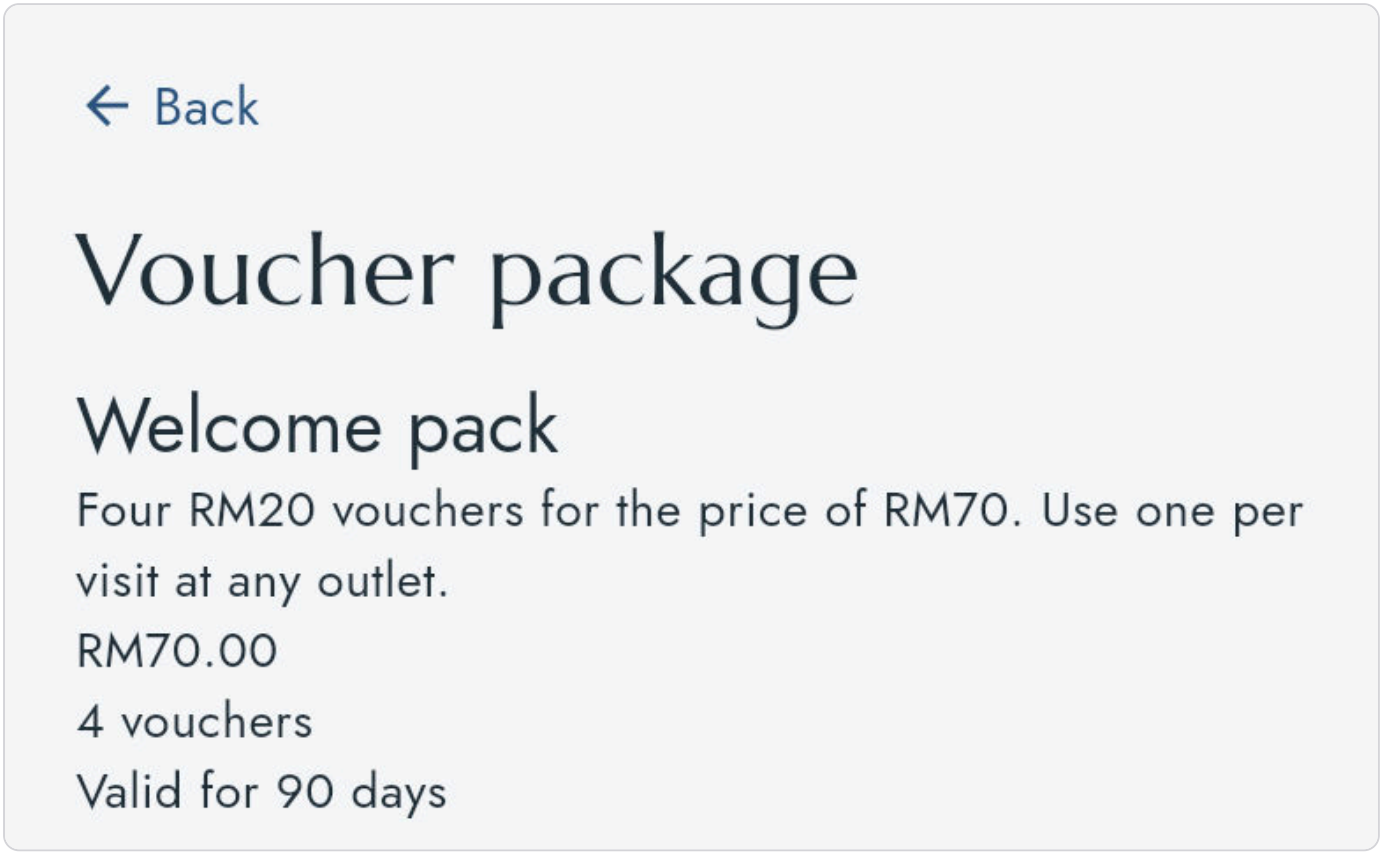


A voucher that starts later cannot be redeemed until its **Valid from** day. A locked wallet cannot redeem vouchers.

Voucher packages

Browse voucher packages at the top of **Vouchers** lists the packages your company sells, with their price. Press one to see how many vouchers it holds and how long they last.



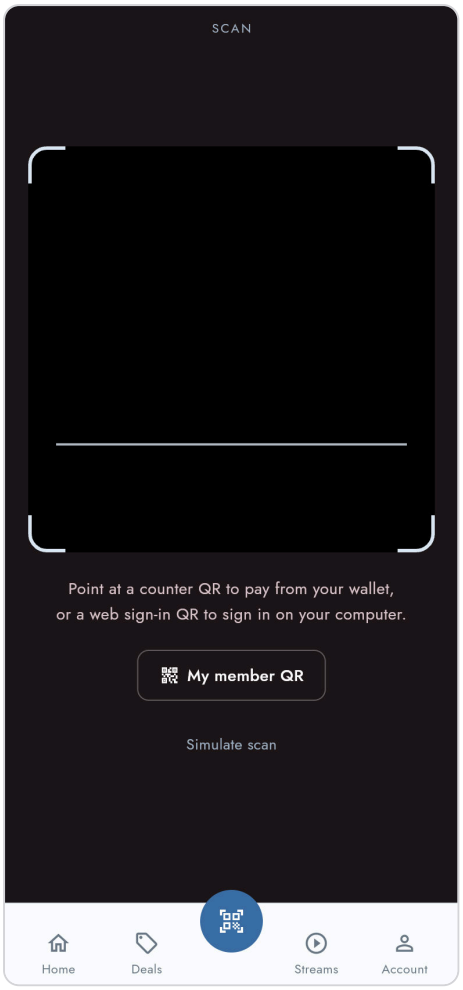


There is no button to buy a package in the app yet. The list is for reading only.

The Scan button

For: Customers

The round button in the middle of the bottom bar opens **Scan**, the camera. The first time, the phone asks to allow the camera. If you said no, the screen says **Camera access is off**; press **Open Settings** and allow it.



Sign in on a computer

When a website of your company shows a QR code for signing in:

1. Open **Scan** and point the camera at the code on the computer screen.
2. The app asks **Sign in on the web?**. Approve only a code you scanned from your own screen.
3. Press **Sign in**. The computer is now signed in to your account.

Show your member QR

Press **My member QR** to open your member card and its QR code.

Paying at the counter does not work yet

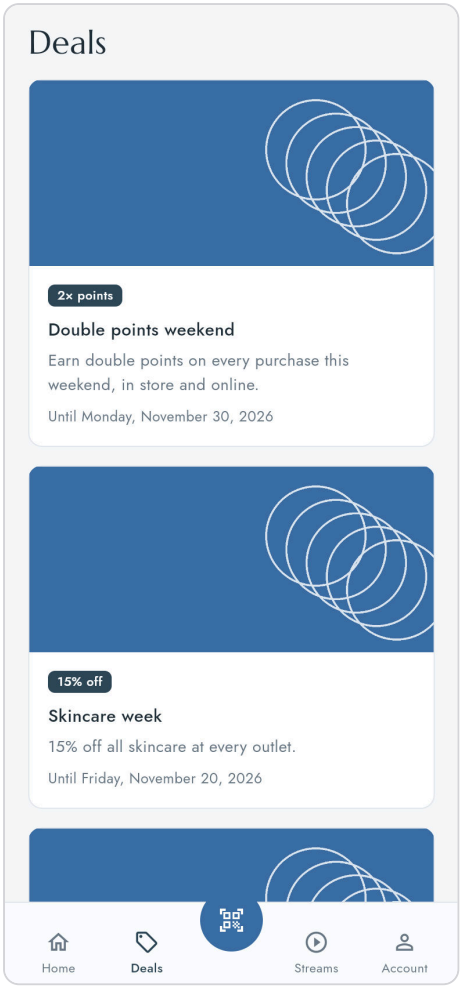
The screen says you can point it at a counter QR to pay from your wallet. In this version that does not take any money: the app shows a sample payment with a fixed amount that is never sent to your company, and your real wallet balance does not change. The **Simulate scan** link under the buttons does the same. Pay at the counter the usual way until your company says wallet payments are open.

Deals and the shop

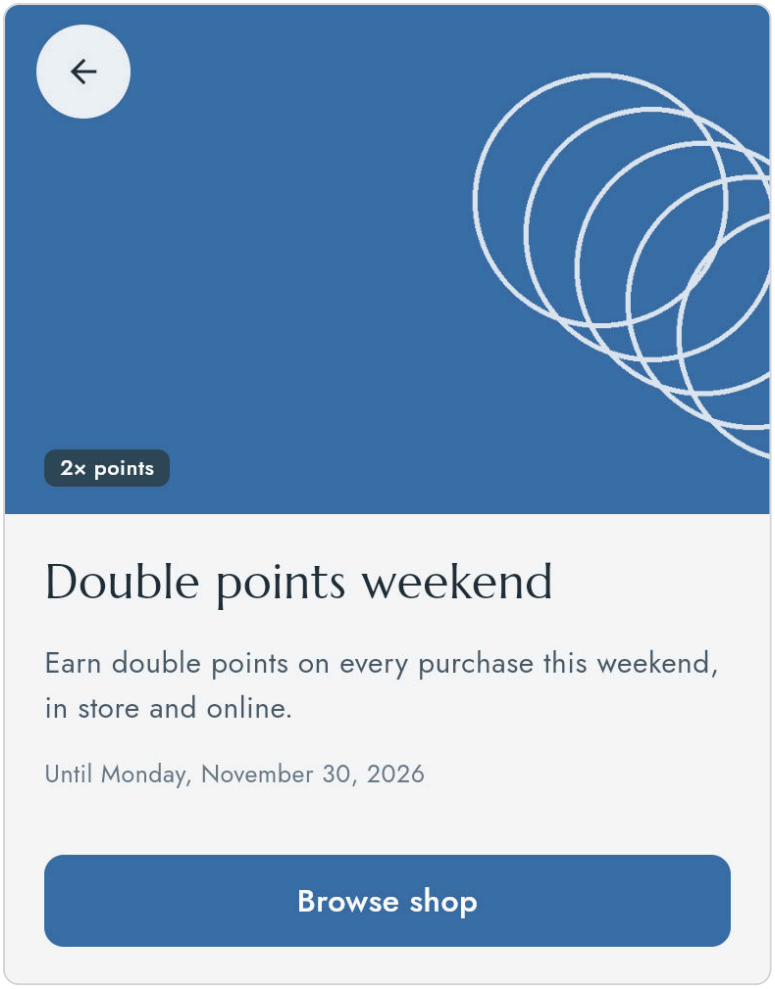
For: Customers

Deals

Press **Deals** in the bottom bar. Each card shows the deal's name, what it gives and its last day.

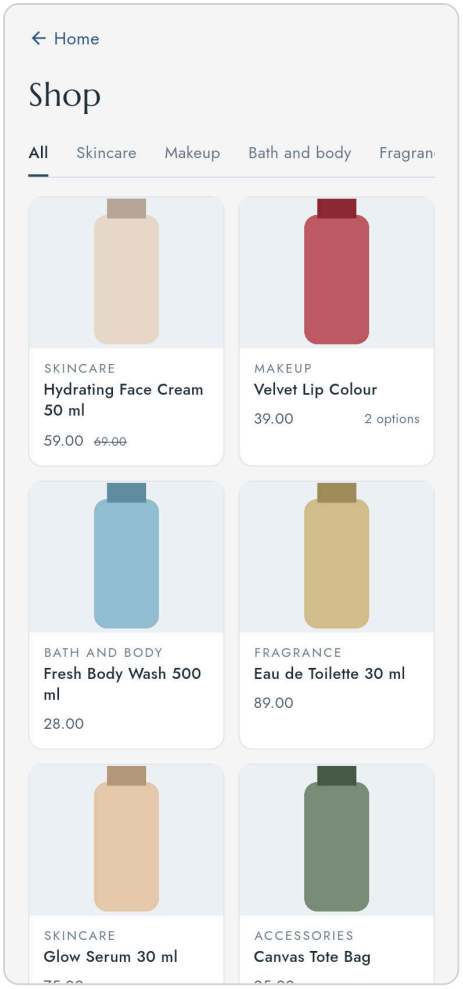


Press a deal to read it in full. **Browse shop** opens the shop.

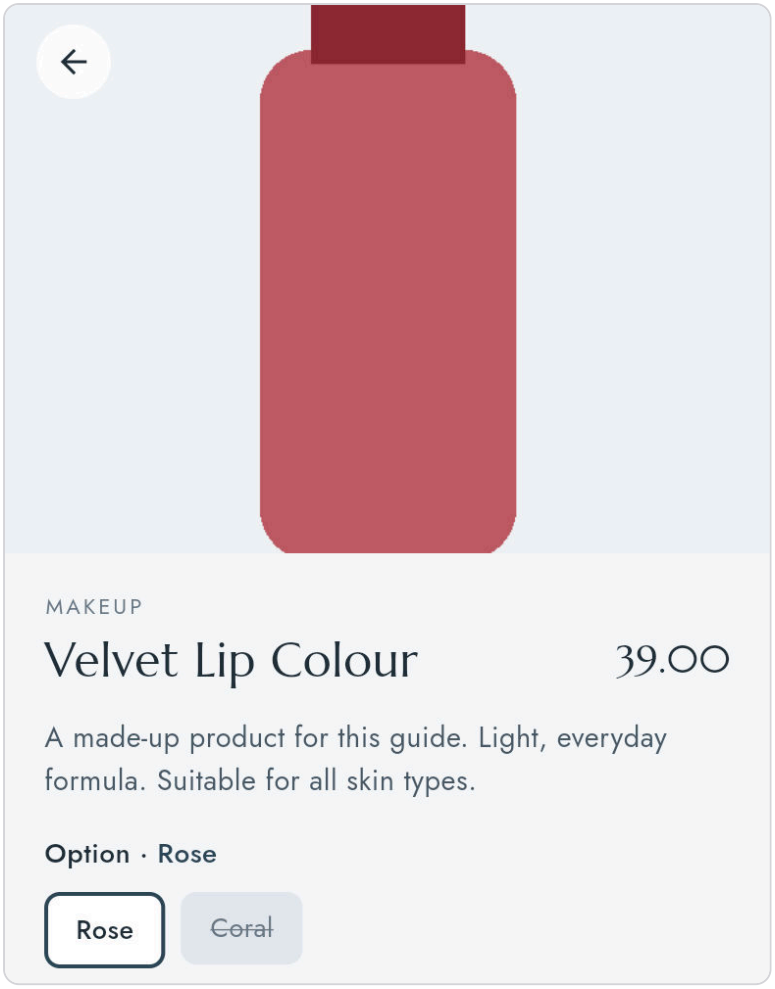


The shop

Open the shop from **Shop now** or **See all** on Home, or **Browse shop** on a deal. Press a category at the top (for example **Skincare**) to see only those products. A crossed-out price is the price before the discount.



Press a product to read about it. If it comes in more than one option (for example shades or sizes), press an option to see its price. A greyed option is out of stock.

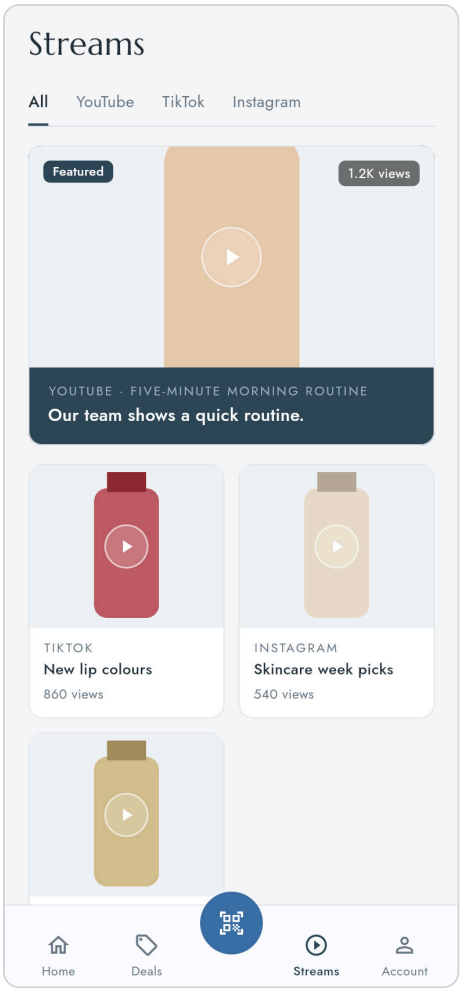


You cannot buy in the app yet: there is no bag and no checkout. The shop is for looking. Buy at an outlet or on your company's online shop.

Watch streams

For: Customers

Streams in the bottom bar shows your company's videos from sites such as YouTube, TikTok and Instagram.



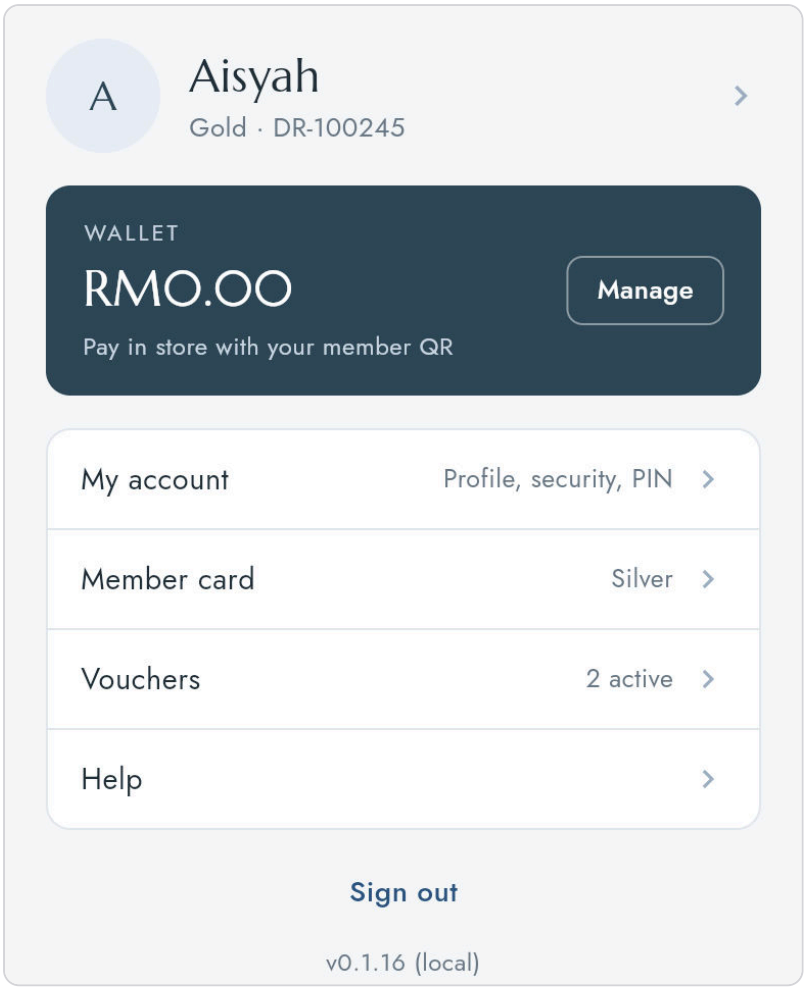
1. Press a tab at the top to see videos from one place only, or **All**.
2. Press a video to play it. It plays inside the app.
3. Scroll down for more videos. If they do not appear, press **Load more videos**.

Your account

For: Customers

The **Account** tab shows your name, tier and member number at the top, a wallet card with **Manage**, and these rows:

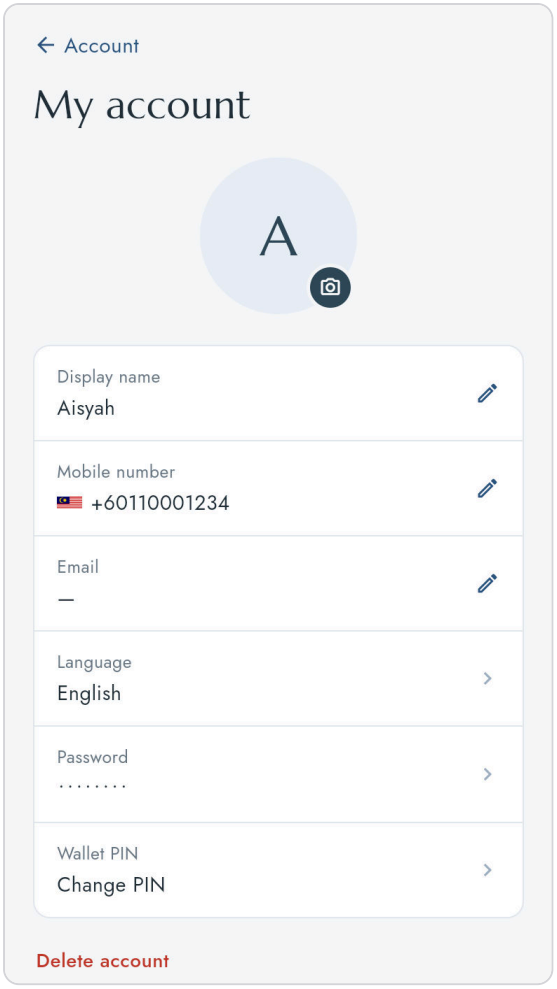
- **My account**: your details and security.
- **Member card**: your member QR and points (see "Your membership and points").
- **Vouchers**: see "Use your vouchers".
- **Help**: your company's help pages.



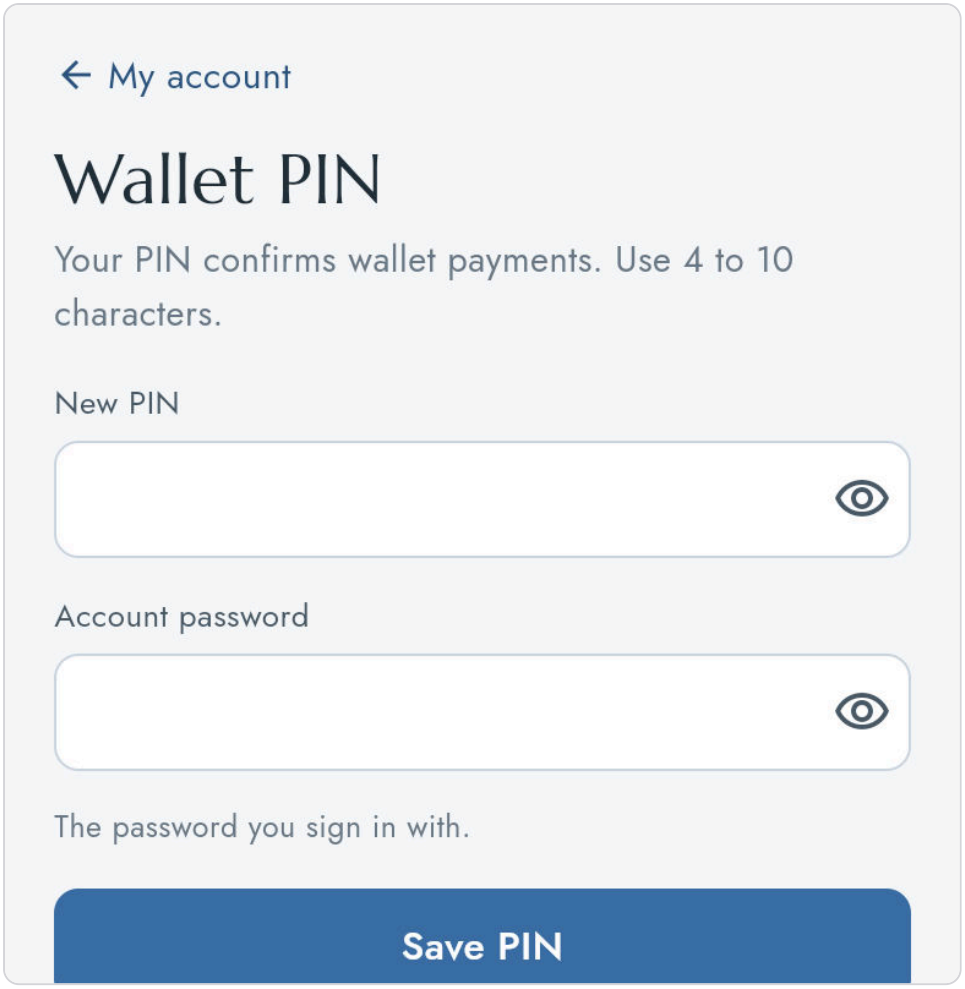
The wallet amount and the tier shown on this tab are not read from your company yet (see the last page). Open the wallet and the member card for the right figures.

Change your details

Press **My account**. Press a row to change it.

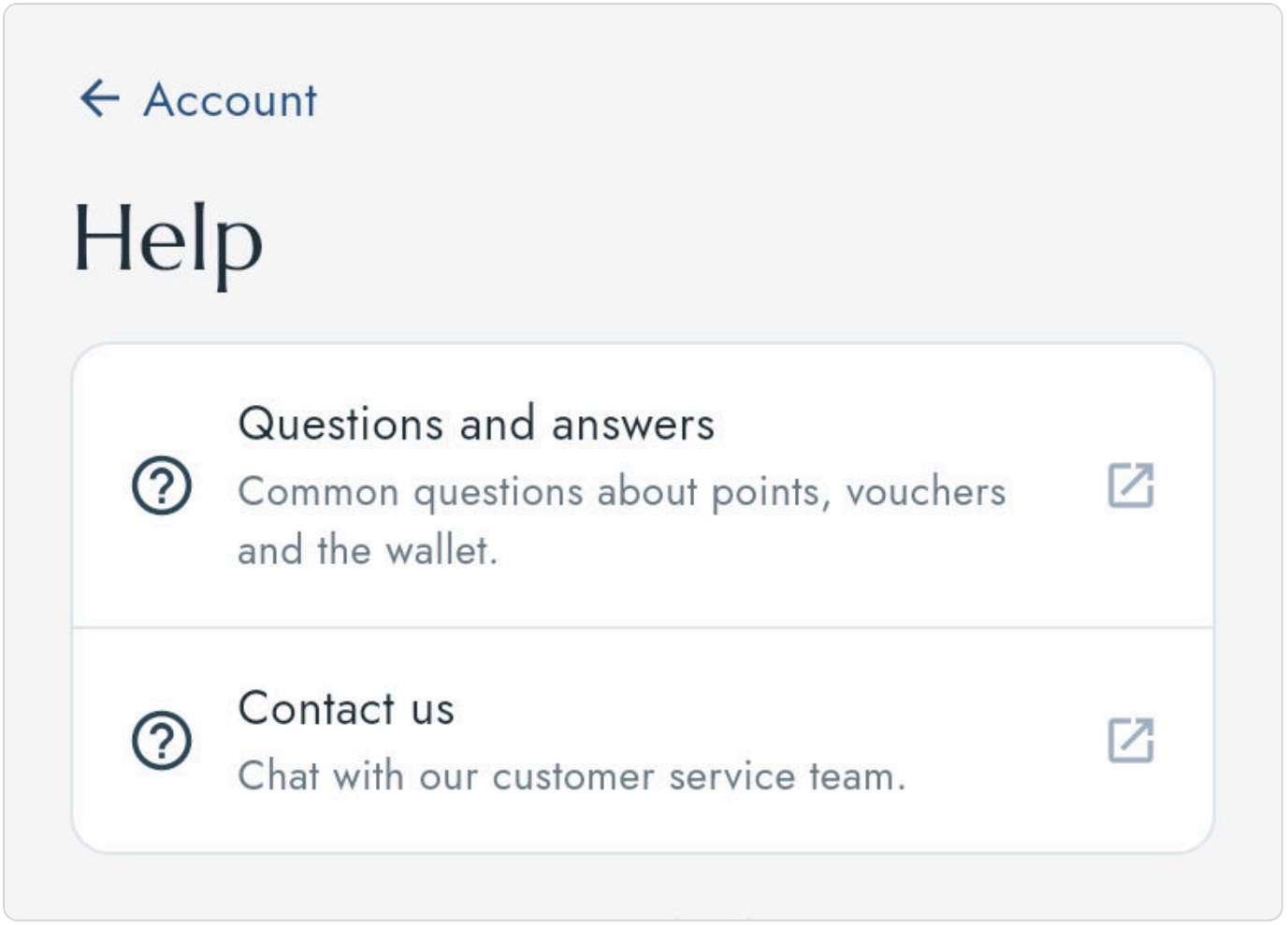


Row	What happens
The photo	**Profile photos**: add photos from the **Gallery** or **Camera**. The first one is your profile picture; hold and drag a photo to change the order. Photos over 2 MB are shrunk to fit.
Display name	Type the new name and press **Save**.
Mobile number	Type the **New mobile number** and your **Current password**, press **Send code**, then type the code sent to the new number.
Email	Type the **New email** and your **Current password**, press **Send code**, then type the code sent to the new address.
Language	Choose English, 中文, Bahasa Melayu or Tagalog. This is saved to your account, but the app's own screens stay in English.
Password	Type the **Current password**, the **New password** twice, and press **Save**.
Wallet PIN	Type a **New PIN** of 4 to 10 characters and your **Account password**, then press **Save PIN**.



Get help

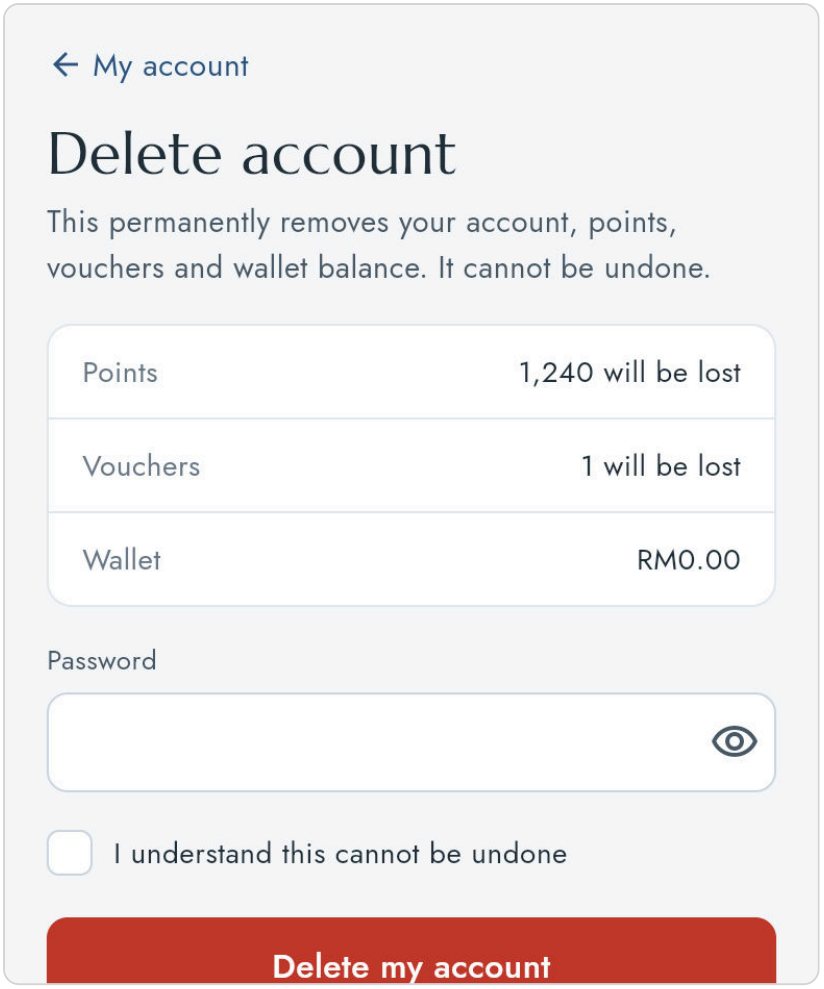
Press **Help** on the **Account** tab. Each row opens one of your company's help pages in the browser.



Delete your account

1. In **My account** press **Delete account**.
2. Type your password, tick **I understand this cannot be undone** and press **Delete my account**.

Your account, points, vouchers and wallet balance are removed for good. Spend the wallet balance and vouchers first.

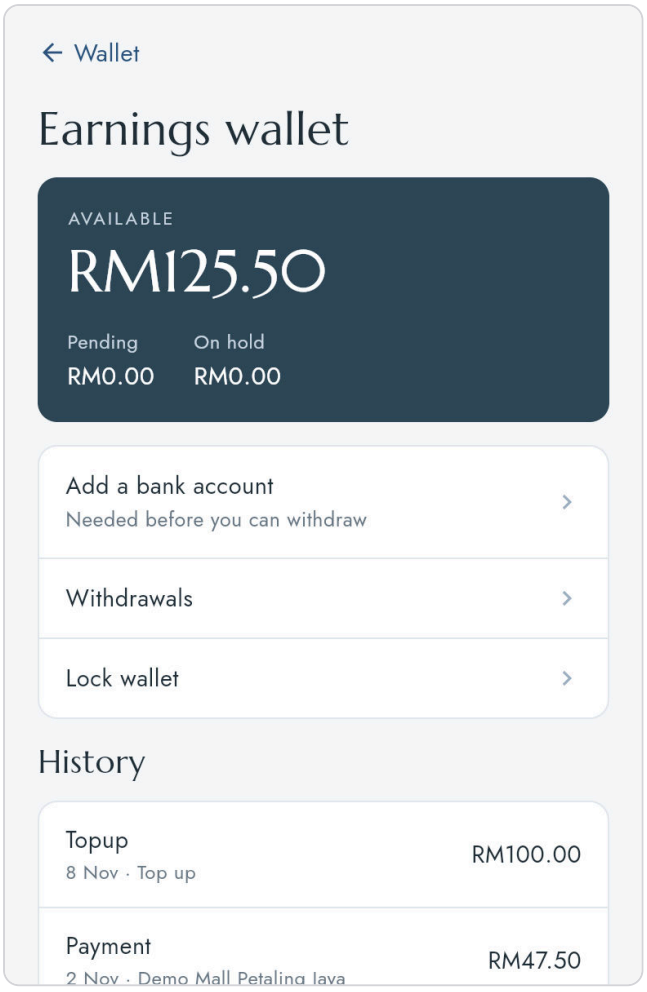


The amounts listed under **Points** and **Wallet** on this screen are not your real ones yet (see the last page).

Withdraw to a bank

For: Customers

Under the wallet balance there is an **Earnings** row. It opens the **Earnings wallet**, where money can be sent from the wallet to a bank account. Your company decides who may withdraw, and checks each withdrawal before it is paid. If you are not sure you may withdraw, ask your company first.

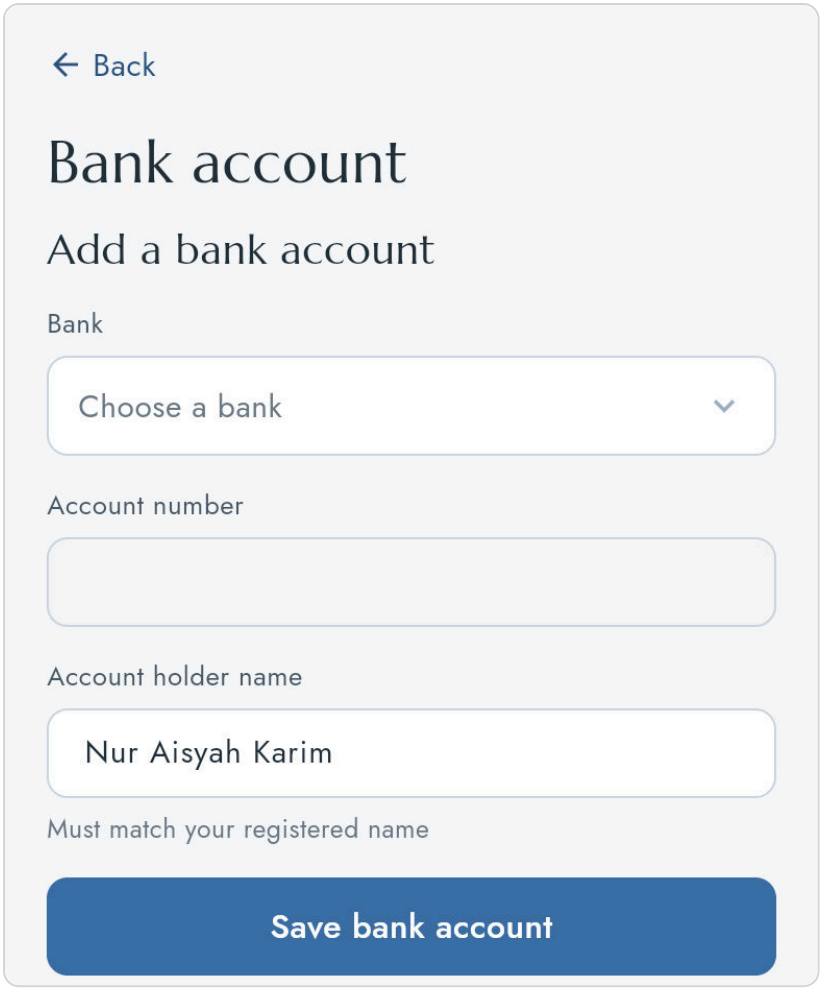


- **AVAILABLE** is what you can withdraw now. **Pending** and **On hold** cannot be withdrawn yet.
- **History** lists each money movement in and out of the wallet.

Add your bank account

1. Press **Add a bank account**.
2. Choose the **Bank** and type the **Account number**. The **Account holder name** must match the name on your account.

3. Press **Save bank account**, then **Done**. The account shows as **Unverified** until it has been checked, usually within 2 working days. You can withdraw once it is verified.



Withdraw

1. Once your bank account is added, the **Earnings wallet** shows **Withdraw to bank**. Press it.
2. Type the **Amount (RM)** and press **Request withdrawal**. The money goes to your bank account on file.
3. **Withdrawals** lists each request and its status until it is paid.

What does not work yet

For: Everyone

The app is still being built. A customer can see these things today, but they do not work for real yet. Tell your customers before they rely on them.

What the customer sees	What actually happens
Pay with QR on the wallet, and scanning a counter QR on **Scan**	No money is taken. The app shows a sample payment of a fixed amount at an outlet that is not yours, and the real wallet balance does not change.
Simulate scan on the **Scan** screen	A test button left in the app. It starts the same sample payment.
The bell on **Home** (**Inbox**)	Shows two built-in sample messages (an e-invoice and a referral) that are the same for every customer.
The wallet card on the **Account** tab	Shows RM0.00 (an amount kept on the phone), not the real balance. The **Wallet** screen shows the real one.
Member card on the **Account** tab	Always says **Silver**, whatever the customer's real tier. The **Member card** screen itself is right.
Delete account	The points and wallet amounts listed as "will be lost" are not the customer's real ones.
The shop	No bag and no checkout. Products can only be looked at.
Voucher packages	Can be read, not bought.
Language	Saved to the account, but the app's screens stay in English.
Wallet PIN	Can be set, but nothing in the app asks for it yet.
Rating a visit or giving feedback	The screen exists in the app, but no button leads to it.
A list of outlets	The screen exists in the app, but no button leads to it.

Points on the **Membership and points** screen are written without a comma (6240), while Home writes 6,240. Both are the same number.

Ask your technical team when each of these is planned.