



Subsidy system

Version 22/11



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Instant Systems Subsidy system

Introduction

Many companies are looking to provide subsidized meals, drinks, and snacks to their employees. With this system you will be able to setup automatic subsidy that will give the employee a reduced price if applicable. It is possible to restrict the subsidy to certain users using Lova accounts, RFID-badges/cards, or barcodes as well as certain products, at certain times of the day and much more.

Reduction from Subsidy can only be set as a %-reduction. If you're looking for a credit or fixed amount, please contact your KAM for information on our Closed Loop system and Lova digital cards (credit, corporate...).

User restriction based on RFID-badges/cards or barcodes (physical cards) will require either a RFID reader or a barcode reader that is not part of the standard hardware package and needs to be ordered separately. Speak to your KAM for more information.

Subsidy user flows:

User flow with unrestricted user access:

1. Customer presents payment method
2. Customer is logged in
3. If an active subsidy exists on kiosk, automatically add subsidy to the cart
4. Open door so customer can grab items
5. Purchase is finalized by customer

User flow with restricted user access based on Lova accounts:

1. Customer scans QR code using Lova
2. Customer is logged in
3. If an active subsidy exists on kiosk and the Lova user is part of a membership with an active subsidy, automatically add that subsidy to the cart
4. Open door so customer can grab items
5. Purchase is finalized by customer

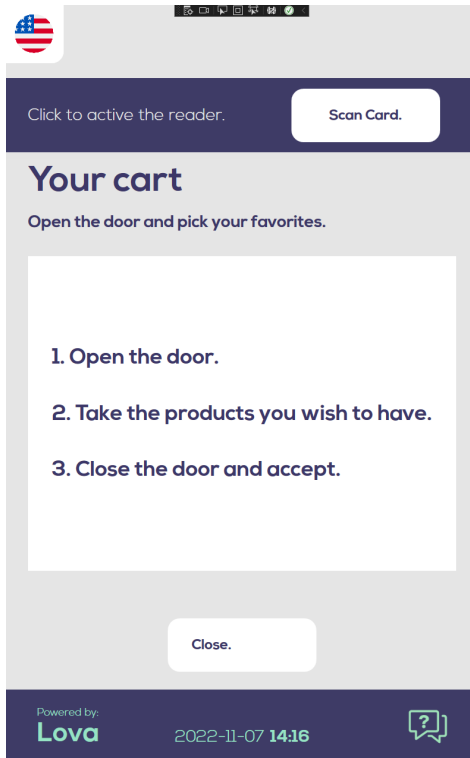
User flow with restricted user access based on physical cards:

1. Customer presents payment method
2. Customer is logged in
3. If an active subsidy exists on kiosk customer is prompted to scan her physical card. If that card is eligible for the subsidy, automatically add subsidy to the cart.
4. Open door so customer can grab items
5. Purchase is finalized by customer

Look from a customer perspective:

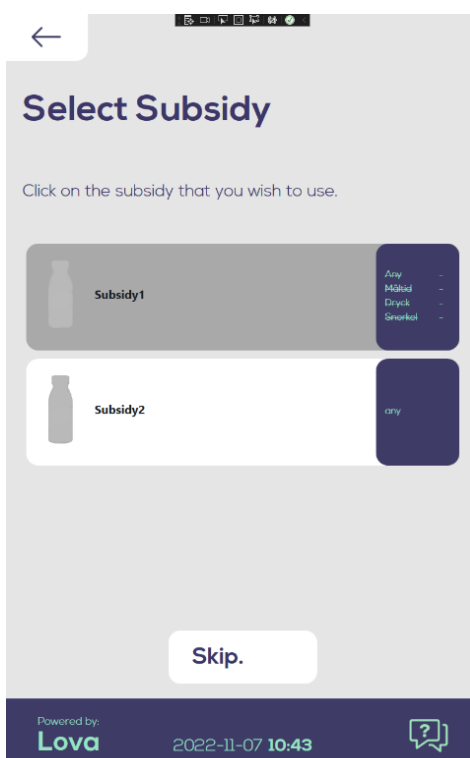
The subsidy will be stated clearly to the customer in the cart and on the receipts.

Scan to get subsidy

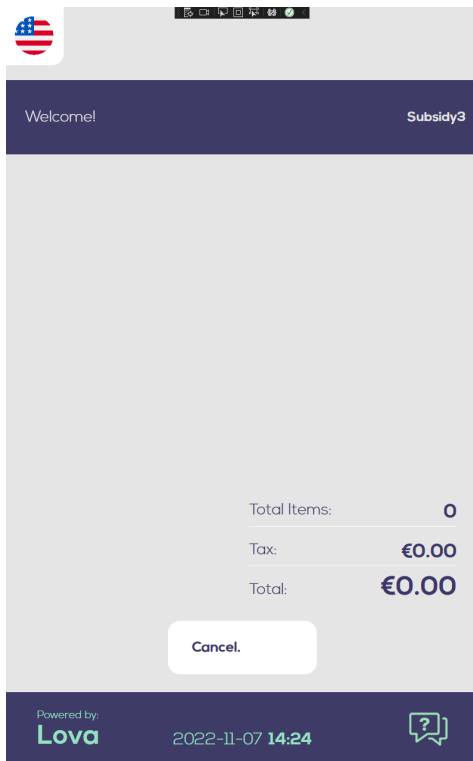


Subsidy selection if there are more than one applicable

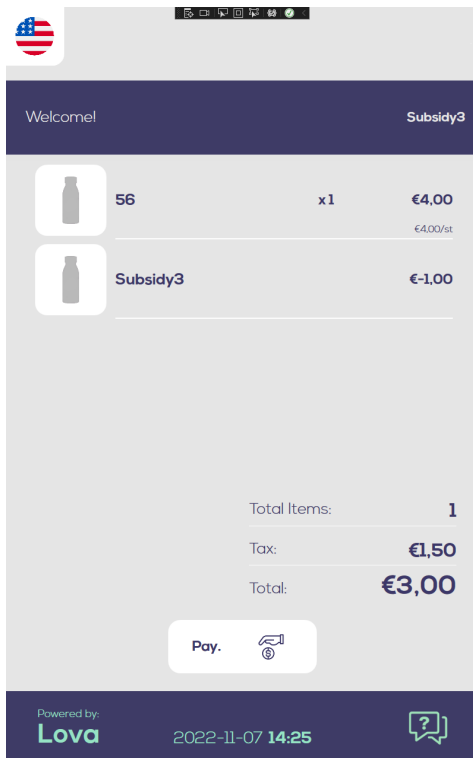
All subsidies available for the customer is displayed in the list. If they are grey, it means that the subsidy has already been used up.



Only a subsidy in cart

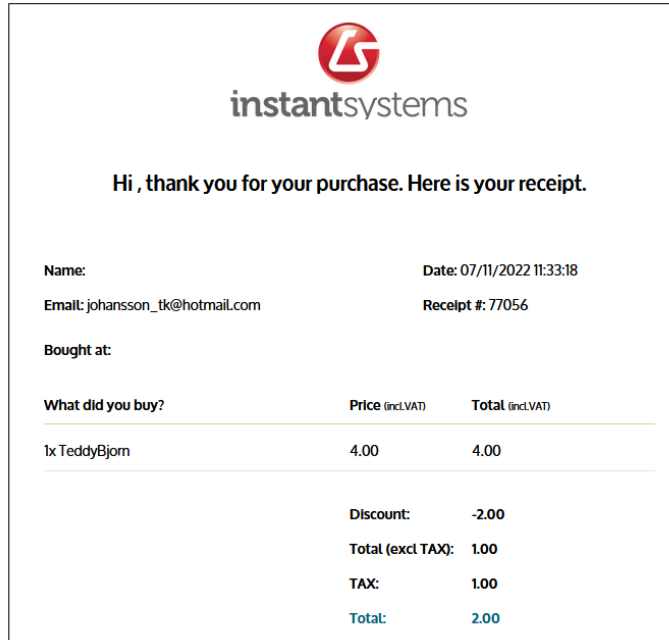


Subsidy with products in cart

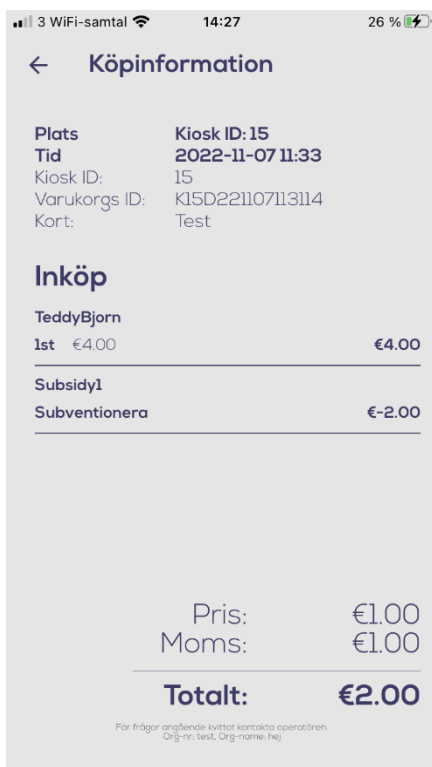


Subsidy in email receipt

The look of the email receipt depends on the HTML code used for the purchase receipt. In this example the subsidy falls into the discount field. It is also possible to change the HTML so that a row is created for displaying the subsidy.



Subsidy in Lova receipt



How to setup a membership

Membership

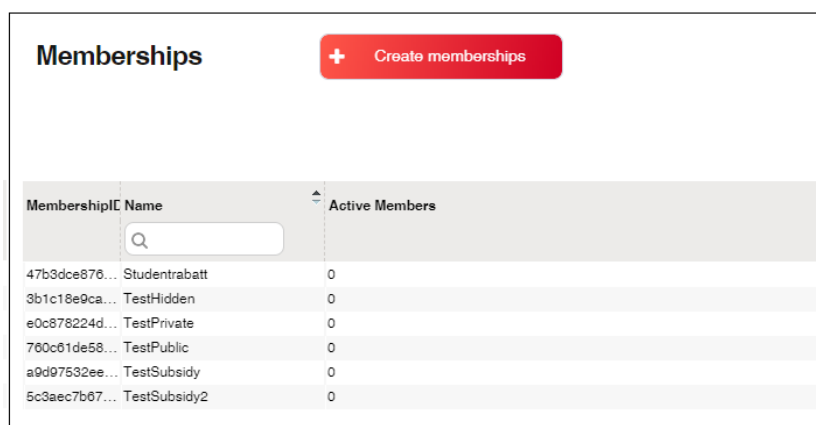
A membership is not required for the subsidy system. Without a membership, a subsidy will be active for all customers that use a kiosk upon where the subsidy is applied. Hence, with a membership, the subsidy will only be applied to those customers included in it. Customers can be included in a subsidy in three ways:

- RFID: The customer has a rfid badge that has been added to the membership.
- Barcode: The customer has access to a barcode that has been added to the membership.
- Lova Account: The customer is using Lova and their account has been added to the membership.

To manage this, navigate to: *Administration -> PayaP -> Membership -> Details*

Browse Memberships

The list will display all the available memberships and info about them if selected.

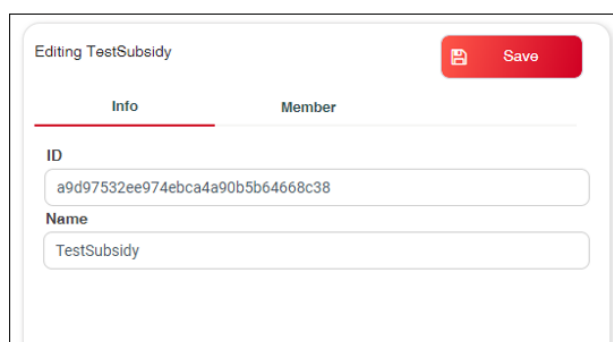


Membership ID	Name	Active Members
47b3dce876...	Studentrabatt	0
3b1c18e9ca...	TestHidden	0
e0c876224d...	TestPrivate	0
760c61de58...	TestPublic	0
a9d97532ee...	TestSubsidy	0
5c3aec7b67...	TestSubsidy2	0

Create/Edit Membership

You can create a new or edit an existing one by either using the “Create membership” button or selecting a membership from the list.

All memberships created are given a unique ID, this ID field is read-only and can therefore not be edited. You can also provide a name for the membership to easier keep them apart.



Editing TestSubsidy

Save

Info Member

ID
a9d97532ee974ebca4a90b5b64668c38

Name
TestSubsidy

Note: There will be some more options available on the info tab in the short future and an updated guide will then be provided.

The below screenshot displays the different options for adding new Lova accounts or tokens to the membership. This can as previously said be done either through rfid/barcode or by Lova account. You will enter information into one of the following depending on what you wish to do:

- Token
- Public ID
- Username and AppID.

So, if you want to add an RFID tag you simply type that content into the Token field and click add. Same goes for if you want to add a barcode, you type it in the Token field and click add. When you have entered information into 1 of the 3 options you can click the Add button and the information will be added to the list below and that account/token will become active for the membership and all those subsidies that are linked to that membership.

Creating new Membership Save

Info Member

Token (Rfid/Barcode) Add

or

Public ID

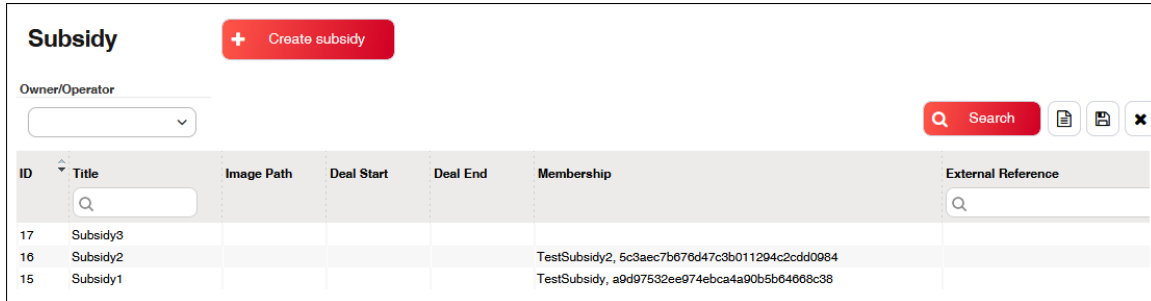
or

Username App

Username	Added	Frozen	App
Q Type here to filter the grid			

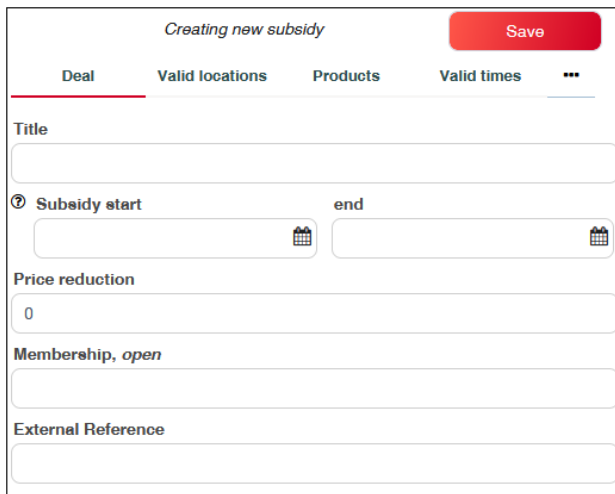
How to set up a subsidy:

A subsidy is a powerful discount system that can be made to either automatically or manually, apply a discount to the customers' cart during different conditions. You can find the subsidy system under *Customer Service -> Promotion -> Subsidy*



ID	Title	Image Path	Deal Start	Deal End	Membership	External Reference
17	Subsidy3					
16	Subsidy2				TestSubsidy2_5c3aec7b676d47c3b011294c2cdd0984	
15	Subsidy1				TestSubsidy1_a9d97532ee974ebca4a90b5b64668c38	

Above is a screenshot of the page one sees when going to the subsidy page. Press Search to see existing subsidies and / or press the Create new subsidy button to instead create a new one. Please note that no subsidy is created until the save button is pressed. That means one can click around and create a subsidy, add products to it and nothing applies until the save button is pressed. Having pressed the Create new package deal button, a new area pops up to the right of the screen, see below.



Creating new subsidy

Deal Valid locations Products Valid times ...

Title

Subsidy start end

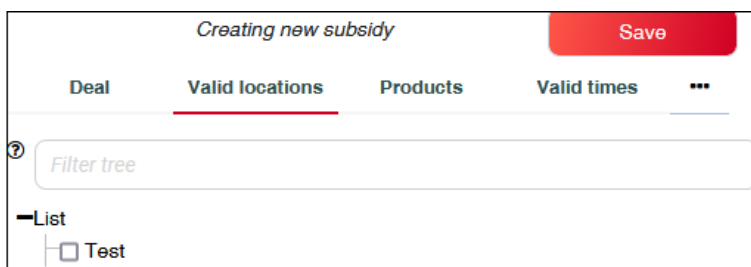
Price reduction

Membership, open

External Reference

Save

Here we have 4 visible tabs (Deal, Valid Locations, Products & Valid times) and a save button in the top right corner. On the deal tab we give the deal a name in the title field. We also set start and stop dates for when the deal is valid on the kiosk network (optional). The price reduction field decides how much discount the subsidy should give. A value of 20 means 20%. In the Valid locations tab, we can select a predefined list with locations that we want the package deal to be active on.



Creating new subsidy

Deal Valid locations Products Valid times ...

Filter tree

List

Test

Save



The Valid times tab determines when the subsidy should be active (Different from the subsidy start and subsidy end that gives the start and end dates of the subsidy, this gives specific times of the week when it's active). Press Add row at least once to have the valid times filter there, see below. If no rows are added the deal will be active all day(s) at any times.

Valid	Start	End
Any	00:00:00	23:59:59

Pressing the Any text gives this dropdown:

- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday
- Weekdays
- Weekends
- Any**

Choose an individual weekday, all weekdays, or all weekend days (or any days). If one wants to have it active on Tuesdays and Thursday one would create 2 lines here. Press the times under Start and End to set a start time and an end time (local kiosk time) for when this deal should be active. The bias field above allows one to put in a bias in minutes that permits the use of the deal to work before and after the times for that many minutes without the system displaying that. So, for example you have a lunch offer between 11 and 14 and the system might show this on the kiosk somewhere. At the same time, you want the people that shops at 14:02 to still get it, but it looks better if the lunch deal, when displayed on the kiosk, just say 11-14.

Finally, the Products tab. This tab determines what products the Subsidy should be active for. Start by clicking on add group and a new row is added.

Creating new subsidy Save

Deal Valid locations **Products** Valid times ...

Name	Items
any	

Filter tree

+Lists
+Types

The name can be changed to something other than the auto generated name to help identify this group of products (i.e., sandwiches and then the other one can be named sodas by clicking the row named new group (followed by a large number) field. *(These names will be visible on the kiosk if the customer has more than 1 available subsidy).* If you leave the Items field empty it means that the subsidy will be active an infinite number of times during the day. So, if you only want the subsidy to be active 1 time for each person in a membership during a day, then write in 1.

Now it's time to select what products should be included in the group(s). There are two different filter options and they can both be combined and used on the same subsidy. By Product list (separate page to handle those, <https://admin.instantystems.se/#promotionproductlist>) or by Product Types (if types have been entered for your products, if so, they could be along the lines of food, snack, drink and so on).

Promotion Lists New List

Search

iPromotionList	sListName	Type
1	Bjorn Test1	PROD
4	Extra	PROD
5	New temp	PROD
6	New 2	PROD
7	New temp 4	PROD
8	Testing New...	PROD
9	Test 54	PROD
10	Testing New...	PROD
11	df	PROD
1012	OB028	PROD
1013	TestTestTEST	PROD
1014	Julia Test	PROD
1015	ijij	PROD

List Name: Create

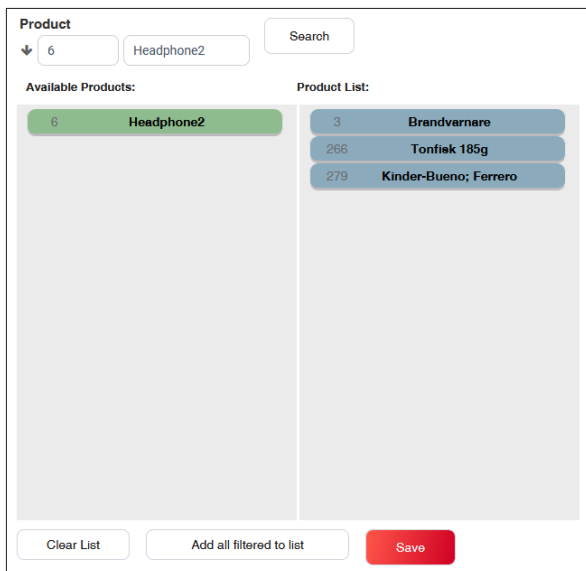
Product

↓ Identifier Free text search Search

Available Products: Product List:

Clear List Add all filtered to list Save

Above is the separate page to handle product lists. To the left is a search for existing product lists and to the right one edits lists. To create a new list, press the New List button located at the top. A Product list is a group of different products that the subsidy can be applied to. Below we see one product to the left, that one can be dragged to the right side into the blue list. The blue field are the products included in the list and the green ones are our search results that we can drag into the list and then press save.



Back to the subsidy page. Mark the product group one wants to select products for (on the products tab), click the plus next to the type to expand the list. Check one or more depending on which you want included. Press the save button and it gets synced out to your kiosks quite quickly. The image tab can be found in the three dots in the tab's menu, it allows us to upload a cart icon picture for this subsidy that is displayed in the cart for the row showing the subsidy discount. The image should be like the product images, so keep them to 640 * 777 pixels in size.

Reports over your subsidies

If you want to look at statistics on usage, per user or required the basis for financial invoicing against clients it can be found in Instant Systems Admin under *Reports -> Financial -> Subsidy Report*.

You can choose what you want your report to group on and outcome will populate this:

Subsidy Report

From: 2022-11-03 To: 2022-11-17 Kiosk ID: Identifier Product: Month, Kiosk, S... Show Paid:

Group Date	Membership	Group/Items	Product Total	Subsidized	Subsidy	Subsidy Reference	Kiosk ID	Machine ID	Location ID	Owner/Operator	Customer Number	Operator Name	User ID	Email	Paid	Payment Method	Live Transaction	Product ID	Product Name
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Kiosk Setting

There are two parts to the subsidy system to think of. There is the manual method and the Lova method.

- **Manual method:** This refers to scanning a rfid tag or a barcode number in order to add the subsidy to the customers' cart. In order to activate that system you need to set the following kiosk setting:
 - Setting: CardMembershipType: SUBSIDY
- **Lova method:** If you do not plan on having a manual method then you do not need to set the setting. However, it can still be used as it will display the header when a customer logs in with the Lova app and the account had an active subsidy. But it is not required as there would also be a row in the kiosk cart and in the Lova app that displays that a subsidy is active. The Lova method will always be active and look for a created subsidy regardless of the value of the setting.

Kiosk Localizations

If you would like to edit the text showing on the kiosk user interface these are the keywords to update in admin.

Keyword	Default Text	Information
card_membership_subsidize_popup_instructions	Scan your card using the rfid reader to take part of the subsidy.	Shown when you click on the Scan button. The same message is used if you use a barcode reader.
card_subsidize_activate_info	Click to active the reader.	Shown in the header before you have a subsidy applied.
card_subsidize_scan_btn	Scan Card.	The text on the scan button shown in the header before you have a subsidy applied.
card_subsidize_welcome_text	Welcome	Shown in the header when a subsidy has been applied.
msg_box_no_subsidize_available_info	Unfortunately we could not find any active subsidy for you.	Shown if what you scan does not relate to a subsidy for you.
subsidy_page_title	Select Subsidy	The title text for the subsidy selection page.
subsidy_page_text	Click on the subsidy that you wish to use.	The sub-title text on the subsidy selection page.
subsidy_page_skip	Skip.	The button at the bottom of the subsidy selection page.
card_subsidize_msg_box_NoData		A possible response from the API lookup when scanning for a subsidy. A general response could be: "Failed to retrieve a subsidy."
card_subsidize_msg_box_InternalServerError		A possible response from the API lookup when scanning for a subsidy. A general response could be: "Failed to retrieve a subsidy."
card_subsidize_msg_box_NotFound		A possible response from the API lookup when scanning for a subsidy. A general response could be: "Failed to retrieve a subsidy."



Information about and Restrictions to the system

- To restrict Subsidy to certain number of products, membership is required.
- Number of products means number of products per **DAY**.
- Membership can be based on physical cards, Lova accounts or both
- If subsidy is supposed to be restricted for users, membership is required.
- Cannot be combined with other Card Membership functionality. Ask your KAM for details
- If multiple reductions are combined in a cart/basket the order of price calculation will be *package deal*-> *subsidy* -> *promotion*



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