

RELEASE GUIDE

July 2016

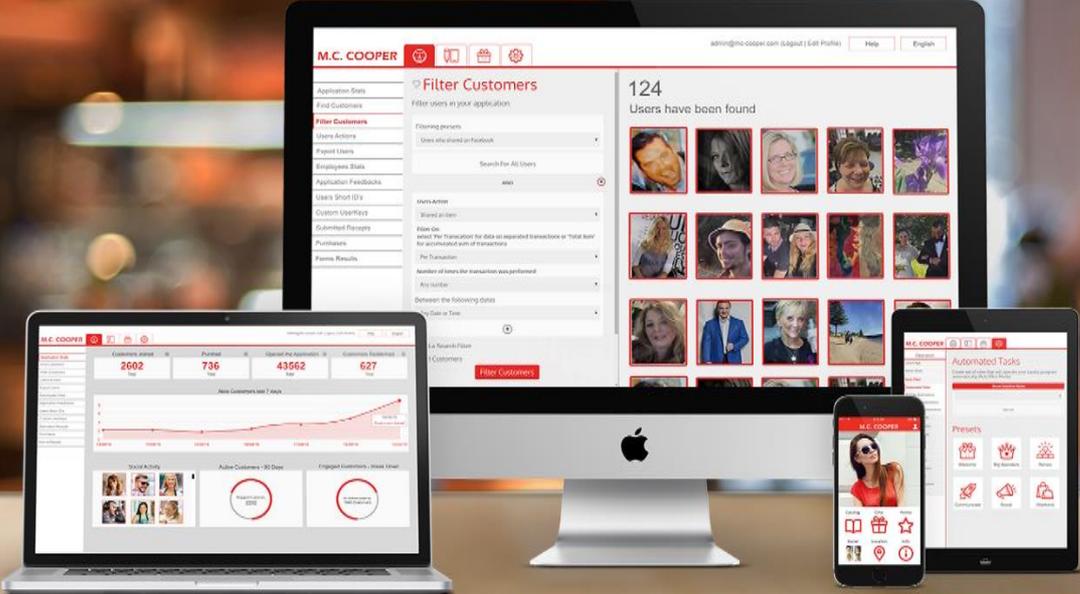


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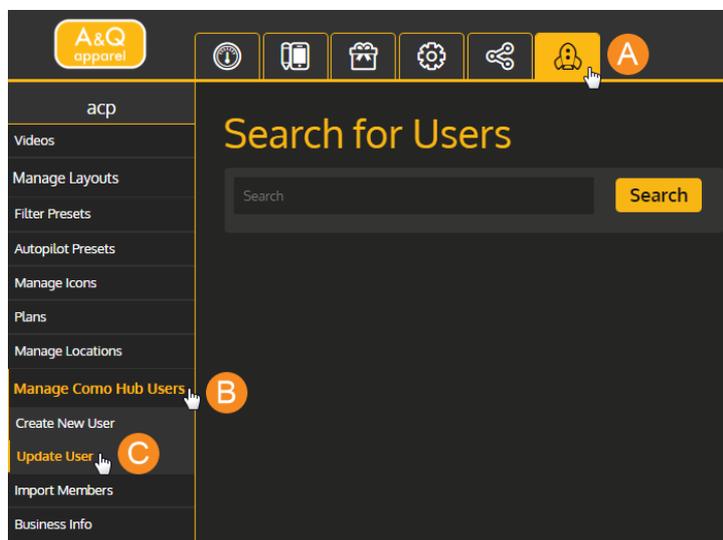
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Manage Como Hub Users

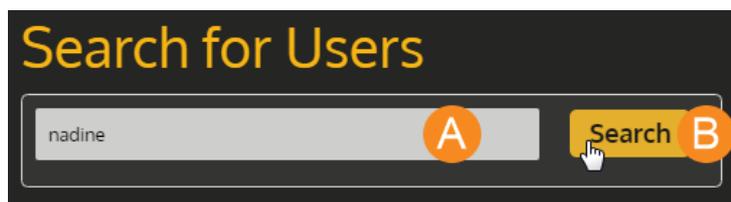
Manage existing Como Hub users directly from the Como Hub—including updating their user details (such as name, email and access level), and adding or removing apps from their account. To add apps, you can either search for specific apps, or search for all apps on the account of a specific Como Hub user. For example, when creating a user for a partner’s new employee, you can search for the partner’s apps by their user email and then add all of the apps to their employee’s account.

To manage Como Hub users:

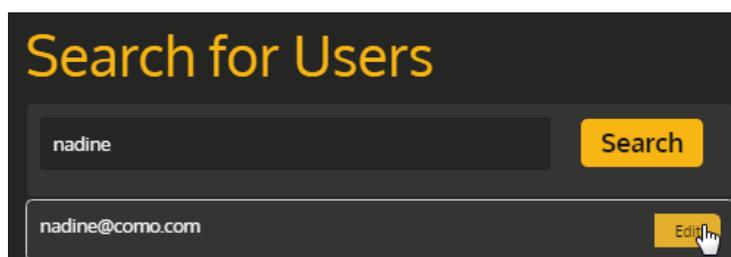
1. From the **acp** tab, click **Manage Como Hub Users** and then **Update User**.



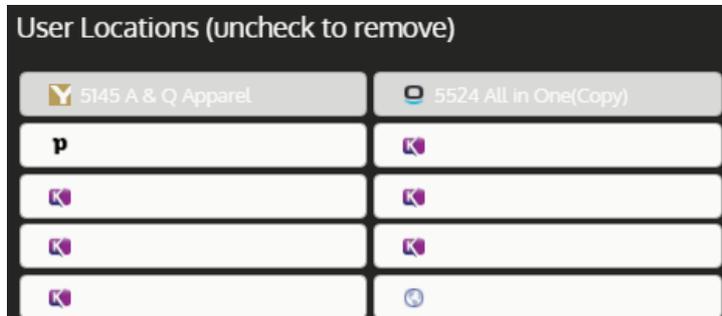
2. Enter the user’s email or name, and then click **Search**.



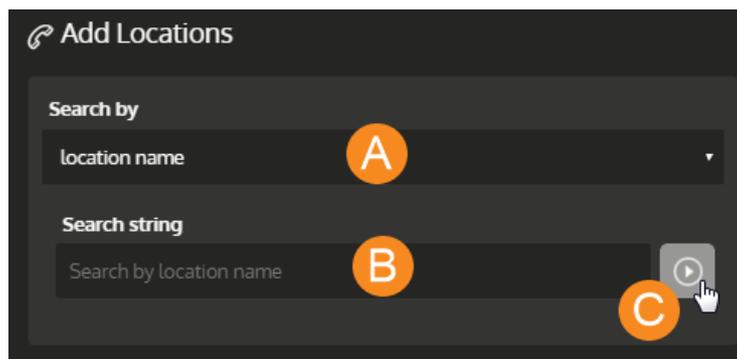
3. Find the user you want to update and click **Edit**.



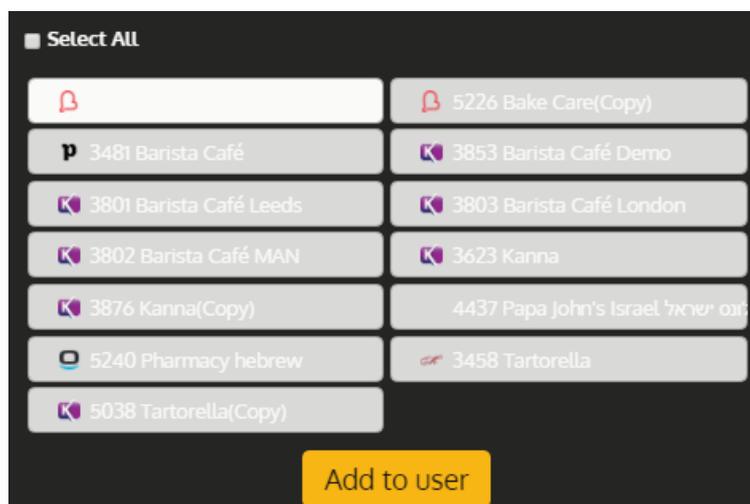
4. To update their user details, enter the new details.
5. To remove apps, under **User Locations**, uncheck the apps you want to remove from the user.



6. To add apps:
 - a. Select whether to search by location name or user email, enter the search string and click 



- b. Check which locations you want to add or check **Select All** to add all the locations to the user. Then click **Add to user**.



- c. Locations are added to the user's list under **User Locations**. You can repeat the process to add more apps.

7. Click **Save**.

Updated Email Address for App Feedback & Forms

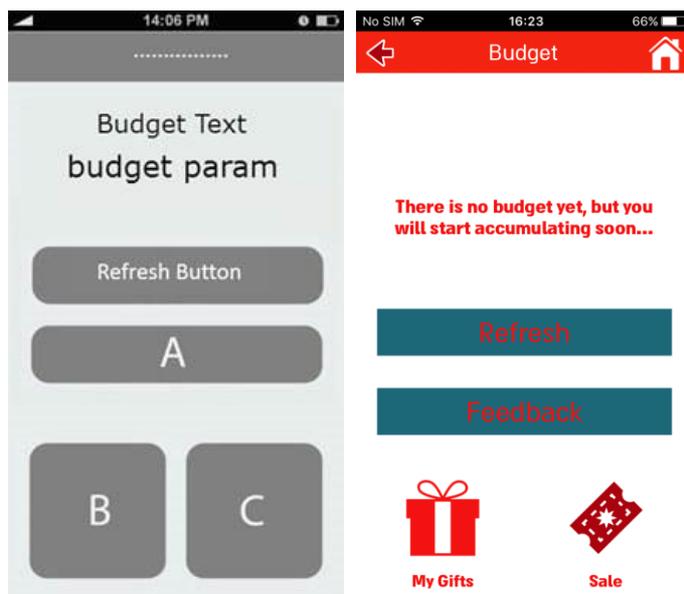
To reflect the Como brand, the domain of our customer contact email address was changed from **@zipory.com** to **@como.com**. This customer contact email is used in the following cases:

- When members tap to send feedback through the app, a new email message is created on their device to send to this email address.
- When members submit a form, the form results are sent to the business from this email address.
- When new Como Hub users are created, an email is sent to them with their new password from this email address.

Improved Wallet Screen UI

The **Wallet** screen displays a member's budget balance, along with a **Refresh** button (to update the balance) and another three custom tiles. The first custom tile appears as another button (with your custom text), while the other two tiles each display an icon and tile header.

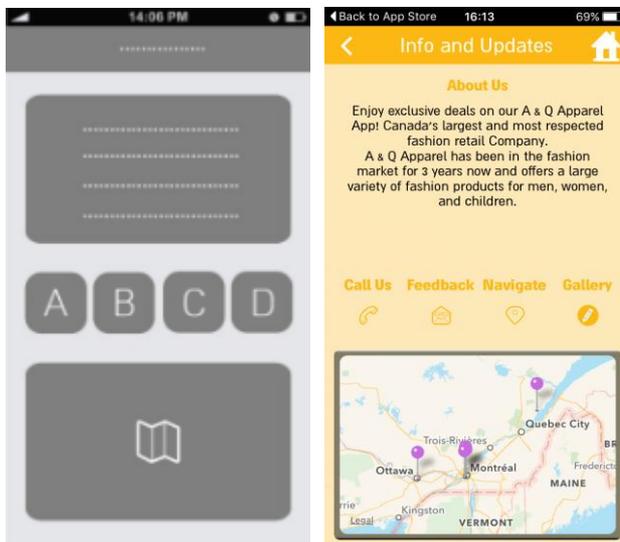
Note: For the text to be visible on the buttons, the **Strokes and Buttons** and **Tile Header Text** colors must be different (from **Content > Branding > Color Scheme**).



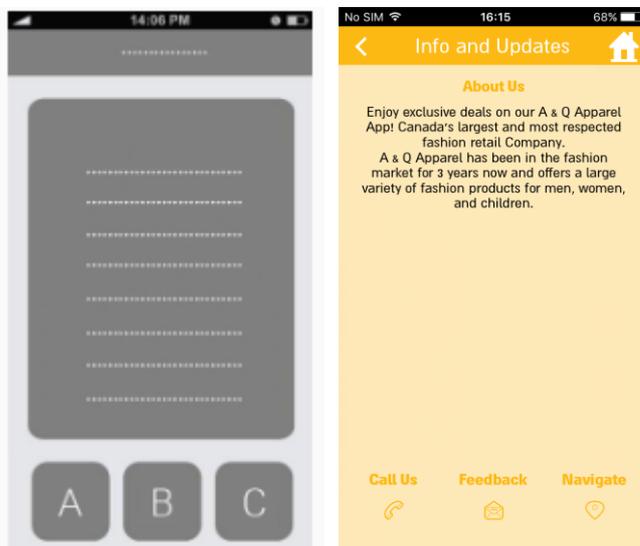
New Layouts for the Info Screen

Use one of the two new Info Screen layouts:

- **Basic with 4 Tiles** – features About Us, 4 custom tiles and a map

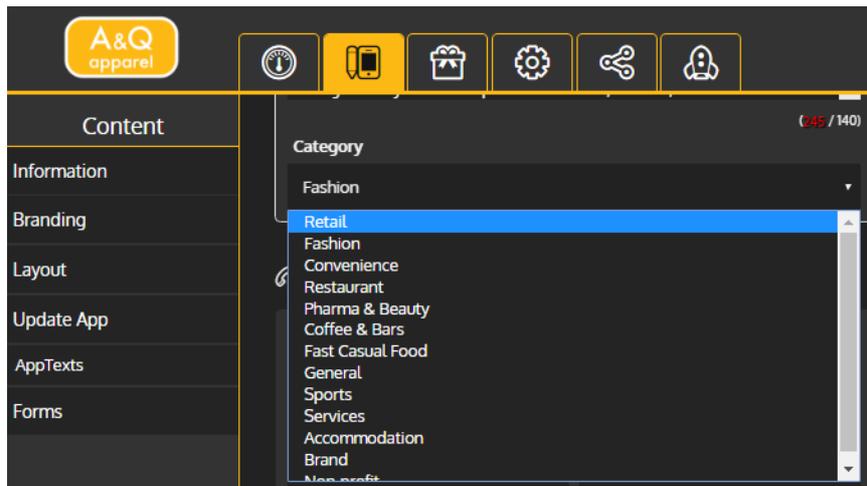


- **About & 3 Tiles** – features a long About Us description and 3 custom tiles



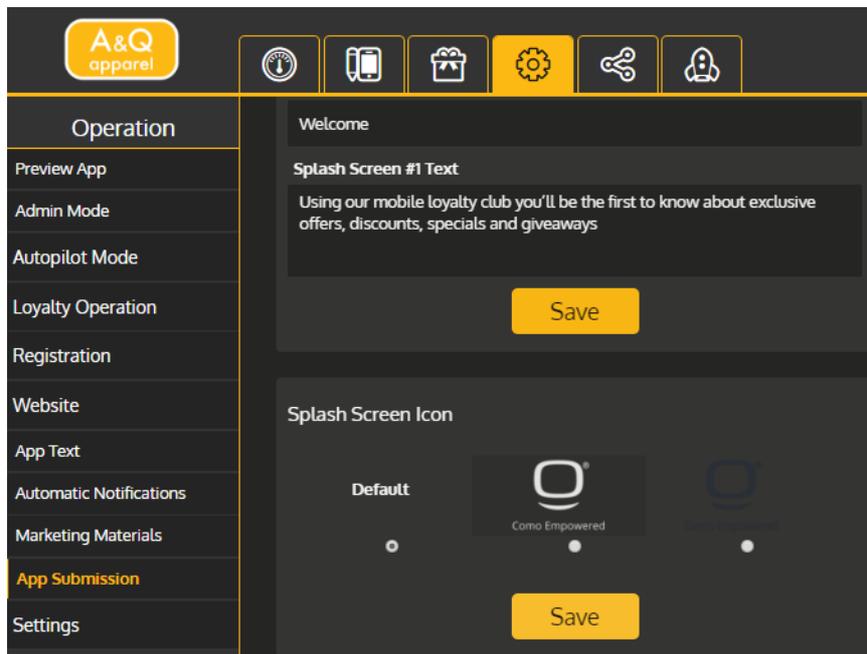
General Info – New Business Categories

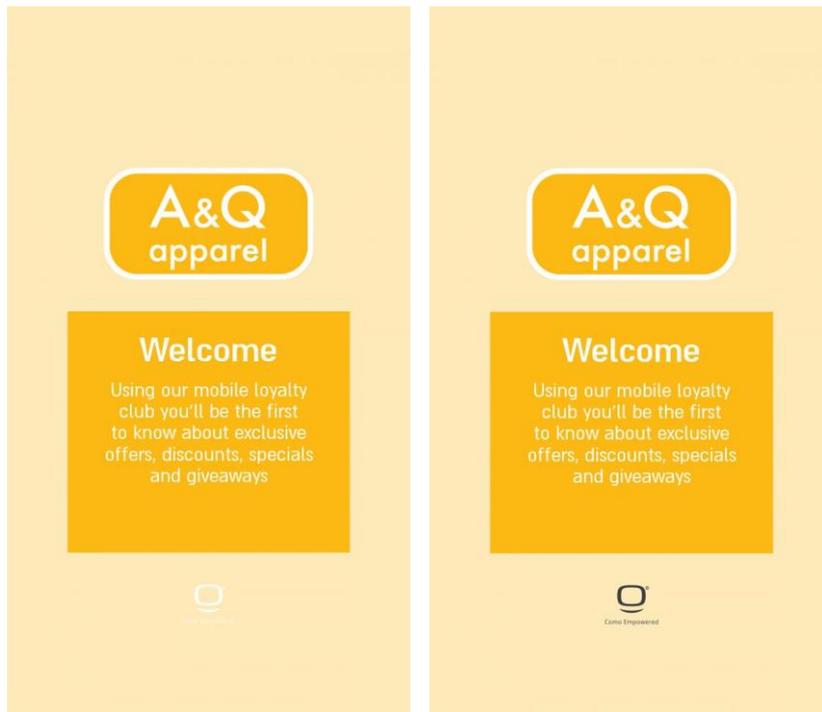
From **Content > General Info**, select the most suitable category for your business from the new list of categories. These categories are used in the reports generated by the data team.



Choose the Como Icon on Your Splash Screen

The Como icon displayed on the splash screens is either white or dark grey. By default, the system selects which color icon to use according to the color scheme of the app. If you'd like to choose a different color than the default, select the icon from **Operation > App Submission**.





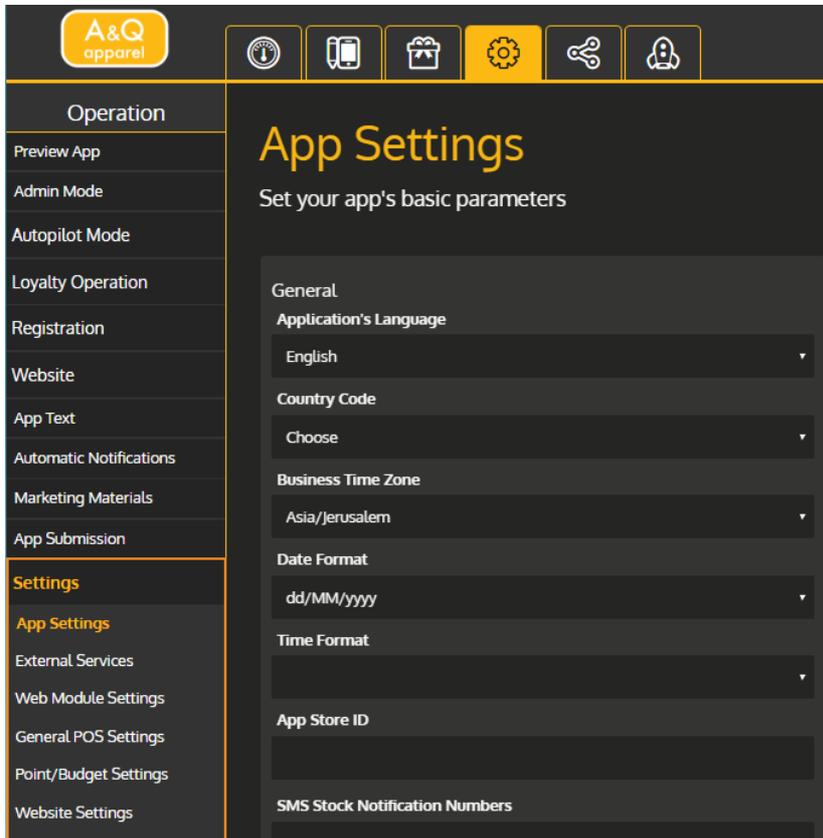
General Forms – Add Actions to the Submit Button

In addition to submitting the form, select which action is performed when a member taps **Submit**. For example, if members use the form to place an order for pick up in a restaurant, the Submit button can open a screen that allows them to pay for their order (Pay with Online Service). You can also choose to display the thank-you message by selecting the action as **Open Thank-You Message**.

The screenshot shows the configuration screen for a 'General Form' in the A&Q apparel app. The interface includes a sidebar with menu items: Content, Information, Branding, Layout, Update App, AppTexts (highlighted), and Forms. The main content area is titled 'General Form' and contains several input fields: Title, Description, and Recipients of Completed Forms (enter emails separated by ","). Below these is a Publish Status dropdown menu currently set to Publish. At the bottom, the Button Action dropdown menu is highlighted with a red box and set to Open Thank-You Message.

New Settings Page

All settings from the **Operation** tab (previously in **App Settings**, **Business Backend** and **Purchase Weights**) were combined into the new settings page and organized into clear categories, described below. Click on any of the setting categories to see a description of their fields.



Settings	Description
App Settings	General app settings (language, time zone, date format, etc.) and settings related to member identification & registration (unique fields, login validation, ID code display, etc.)
External Services	Related to SMS providers, payment services (PayPal), Google Analytics, etc.
Web Module Settings	My Activity screen display options and web locations
General POS Settings	POS settings related to purchases, registration (incl. sending codes by SMS), redeeming benefits (incl. redeem codes and discount rounding type), etc.
Point/Budget Settings	Related to points and budget such as actions, accumulation and budget payments (incl. verification codes)
Website Settings	Not currently available

App Settings

Field	Description
Application's Language	Select the language for your app, used to display all the default app text.
Country Code	This country code will be associated with the member's phone number.
Business Time Zone	All member related actions in the app are presented according to this time zone.
Date Format	Select the date format (dd/MM/yyyy or MM/dd/yyyy) for date displays in the Como Hub and in the app.
Time Format	Select whether AM/PM or 24-hour format is used in the app itself. The Como Hub displays time in the 24-hour format.
App Store ID	Used for the Rate the App button to allow members to rate the app on the Apple App Store
SMS Stock Notification Numbers	Enter the phone numbers to receive the SMS notification when the stock for assets are low.
Membership Fields	<p>Provides a list of all possible fields that can be chosen as unique fields.</p> <ul style="list-style-type: none"> To add unique fields, select the field from Membership Fields and click  To remove unique fields, select the field from Unique Fields and click 
Unique Fields	Unique fields are used to uniquely identify members in the system. In other words, no two members can register with the same value for a unique field.
Fields for POS Identification	<p>Members can only identify at the POS with these fields. Note: The API only allows identification using phone number, gov ID, club member ID or ID code.</p> <ul style="list-style-type: none"> To add identifier fields, select the field from Unique Fields and click  To remove identifier fields, select the field from Fields for POS Identification and click 
Login Validation Type (Existing Members)	Select which method is used to validate the identity of a member that wants to login to the app as an existing member. <u>Note:</u> Members need to

	login to the app if they were logged out or if they want to login from another device.
ID Code Display	Select to display ID codes as QR codes or barcodes.
ID Code Expiration Time	How long after the member generates an ID code from their app that they can use the code to identify at the POS
Registration required to view app?	If you select Yes , when members open the app, they'll be required to register (or login) to continue.

External Service Settings

Section	Field	Description
SMS Services	SMS Service Provider	Select the SMS provider you'd like to use
	SMS Sender	Enter the sender name used for the SMS messages
	Use default credentials	If you'd like to use Como's account (with Twilio, Nexmo, or Plivo), check to use default credentials.
	Username/Password	If you'd like to use your account with the SMS provider, enter the username and password.
Payment Services	PayPal Username	Username for the business' PayPal account
	Payment Currency	Currency for the PayPal payments
	Do you have a Sandbox test account?	Whether or not the business has a Sandbox test account. <u>Note</u> : If you're unsure about whether or not they have a Sandbox account, you can leave it blank and it can be updated later if necessary.
Google Analytics	Report Code	Configured by the submission team during the app submission process. <u>Note</u> : If Google Analytics isn't displayed properly, check to make sure this field was filled out.
	Web Property ID	Configured by the submission team during the app submission process. <u>Note</u> : If Google Analytics isn't displayed properly, check to make sure this field was filled out.
Integrations	Integrations	Not currently available.

	Set External Registration URL	Used to present an external registration form in the app
Beacons	Default Beacon Report Pulse	Coming soon...

Web Module Settings

Section	Field	Description
My Activity – Display Settings	Display point transactions?	Select whether or not to allow members to view point transactions from their My Activity screen in their app.
	Display budget transactions?	Select whether or not to allow members to view budget transactions from their My Activity screen in their app.
	Display purchases?	Select whether or not to allow members to view purchase transactions from their My Activity screen in their app.
Web Locations	Display location list in web format?	Select whether or not to display the location list as a web module. The default (No) displays the location list in the native format.
	Web Location Screen Layout	Select whether to display the location screen using the Detailed Location or Premium Location layout.

General POS Settings

Field	Description
Api Key (given by Como)	This is the API key that the POS needs in order to send the calls to us.
Save Anonymous Purchase	Save data of purchases by non-members
Allow General Membership Submission	Whether or not we can get the Submit Purchase call for non-members
Allow Multiple Purchases for POS Identifiers	To allow multiple purchases with the same transaction ID, select Yes .

Automation Delay Time (Milliseconds)	Number of milliseconds that an automation is delayed after the Submit Purchase call. Note: The delay shouldn't be too long (we recommend no more than 5 mins.), however a delay is useful in cases of immediate refunds or changes in the purchase.
Should items be validated?	To compare the total sum of the purchase to the sum of the item prices to make sure they're the same, select Yes .
Allow Submit Purchase with negative amounts?	Purchases can be refunded by using the Submit Purchase API call with a negative amount. The corresponding points and punches are taken away as well.
Allow POS Registration	To be able to send joining/coupon codes by SMS to customers who purchase a membership, select Yes .
Registration Purchase Automation Delay (Milliseconds)	How long after sending a joining/coupon code used for registering that a member is allowed to accumulate for the purchase that included the membership item
Code Type (to send by SMS)	Select whether to send members who purchased a membership at the POS a joining code or coupon in an SMS.
Membership Item Code	Membership item code from the POS
Code Bulk Tag	Code bulk tag you added when creating your bulk of joining or coupon codes. Codes from this bulk are sent by SMS to members who purchase the associated membership item
Text Message (SMS) Content	Content of the text message (SMS) you wish to send customers when sending them the codes (you can also include a generic link to download the app)
Automark Redeem Codes as Used	To use the Redeem log to mark redeem codes as used (instead of Submit Purchase), select Yes .
Redeem Code Lock Time (Seconds)	After a redeem code is entered into the POS, it's locked for a certain period of time so that it cannot be used by another POS (to prevent members from redeeming a gift multiple times).
Discount Rounding Type	Select how to round discounts that members receive on their purchases at the POS—through gift vouchers or club deals. <ul style="list-style-type: none"> • None: not rounded (\$5.40 remains \$5.40) • Round Up: to the nearest whole unit of currency (\$5.40 rounded to \$6) • Round Down: to the nearest whole unit of currency (\$5.80 rounded to \$5)

	<ul style="list-style-type: none"> Round: to the nearest whole unit of currency - up if discount's decimal ≥ 0.5, down if it's < 0.5 (\$5.50 rounded to \$6 and \$5.40 rounded to \$5)
Cancel Member Benefits Item Code	If the item code appears in the purchase, club deals won't be activated.
Allow Membership Operations	Only used when POS has its own identifier
Membership Views (ex: receipt notes) - JSON Format	For example, you can add a note in JSON format to be printed on the receipt.
Encryption Key	Some POS protocols require encryption keys.

Point/Budget Settings

Section	Field	Description
Actions – Points or Budget?	Pay with Budget	Whether budget or points are used to pay for a purchase in the business
	Submit Purchase	Whether budget or points are accumulated based on purchases
	Purchase Item from Point Shop	Whether budget or points are used to buy items from the Point Shop
General	Allow Negative Point Balance	When a purchase is refunded, the points accumulated for this purchase are taken back. If the member doesn't have enough points to return, you can allow their point balance to be negative. For example, suppose a member has 10 points and they need to return 20. If you select Yes , their balance will be -10 points. If you select No , their balance will be 0.
Point Accumulation	Accumulation Version	To define accumulation using Point/Budget Settings, select Old . To define it using accumulation automations, select New .
	Multiplier of the Sum	Purchase total sum x multiplier = number of points accumulated
	Constant Amount	Fixed number of points that's added, regardless of the purchase total
	Show Currency with Decimal	Select whether to display currency using no decimals (e.g. cents) or using decimals (e.g. dollars). For example, \$10.50 can be

		<p>displayed as 1050 (no decimals) or as 10.50 (decimals).</p> <p><u>Note:</u> This setting is relevant for interpreting logs that show purchase amounts and for the settings related to point accumulation. For example, suppose the multiplier is 0.1 and the purchase amount is \$10.</p> <ul style="list-style-type: none"> • If the purchase is displayed with no decimals, 100 (1000 x 0.1) points are accumulated. • If the purchase is display with decimals, 1 (10 x 0.1) point is accumulated.
	Point Display Options	If you select to display currency using decimals, select whether or not to display the decimal part of the currency. For example, \$10.50 can be displayed as 10.50 (2 decimal places) or 10 (0 decimal places).
	Add Tag	You can provide exceptions to the default accumulation rates for purchases with specific tags. To do this, click Enter a tag and add the tag and multiplier or constant.
	Add Item Code	You can provide exceptions to the default accumulation rates for items with specific item codes. To do this, click Add an Item Code and add the item code and multiplier or constant.
	Add Member Tag	You can provide exceptions to the default accumulation rates for purchases by members with specific member tags. To do this, click Add Member Tag and add the tag and multiplier or constant.
Budget	Pay with Budget Ratio	How much budget is used to pay for each unit of currency. Pay with Budget ratio = (cost in budget)/(cost in currency)
	Pay with Budget - Min. Amount	Smallest amount a member can use from their budget for each purchase
	Pay with Budget - Max. Amount	Largest amount a member can use from their budget for each purchase
	Payment Requires Verification Code	To require members to provide a verification code at the POS to pay with budget, select Yes.
	Allow Verification Code Identification	To allow members to identify at the POS with a verification code to pay with budget, select Yes.

Payment Verification Code Expiration	How long after the member generates or receives a verification code that the code can be entered into the POS to authorize their budget payment
Allow Auto-SMS Verification	To automatically send a verification code by SMS to a member that asks to pay with budget at the POS, select Yes .
Allow Unverified Payment for ID Code Identification	If payment requires a verification code: select Yes to allow members to identify with an id code they generate from the app instead of using a verification code.
Member Verification Requires PIN?	Select whether or not members are required to enter their PIN code in order to generate a verification code for budget payments.
Allow Cancel Budget with POS Identifiers	Purchases made using budget can be refunded using the Cancel Budget API call and POS identifiers (transaction ID, branch ID and POS ID).
Allow Cancel Budget with Member Identifiers	Purchases made using budget can be refunded using the Cancel Budget API call and member identifiers (phone, QR code, etc.). <u>Note</u> : This can only refund the last purchase the member made.

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