MBC REWARDS PORTAL

Sales Consultant Quick Reference & Operations Manual

1 POINT = R1.00
CASH COMMISSION

1. ACCESS & SAVE TO PHONE

Web App URL:
https://mbc-rewards.pages.dev

Save to Home Screen for 1-tap native access:
• iPhone (Safari): Tap Share button -> "Add to Home Screen" -> Add.
• Android (Chrome): Tap menu (3 dots) -> "Install App" or "Add to Home".

2. FIRST-TIME LOGIN & PIN

1. Select your store: Chatz Ferndale or Chatz Horizon.
2. Select your Till username from the dropdown (e.g. fetss001).
3. Enter default first-time PIN: 1234

! Choose a private 4-digit PIN on first login so only you access your rewards.

3. HOW TO SUBMIT A SALE CLAIM (EARN POINTS)

1 Tap "Claim"
Tap red Claim icon on bottom navigation bar.

2 Snap Slip
Take a sharp, clear photo of the customer till slip.

3 Select Item
Choose sold accessory and adjust quantity (+ / -).

4 Submit
Tap Submit. Claim goes straight to supervisor review.

4. TILL SLIP REQUIREMENTS (AVOIDING DECLINES)

Every claim is audited. Ensure these 4 checks are 100% visible on your slip photo:

CHECK ITEM	REQUIREMENT	SUPERVISOR RULE
Date & Time	Must be from current incentive period	Backdated or expired slips will be declined.
Store Branch	Shows Chatz Ferndale or Chatz Horizon	Must match your assigned branch.
Cashier Code	Must match your logged-in Till username	Slips billed under other staff will be rejected.
Accessory Line	Item description and quantity sold legible	Qualifying charger or cable must be clearly listed.

WARNING: STRICT ANTI-FRAUD VALIDATION
The system scans till slip identifiers. Submitting duplicate slips, sharing customer receipts with coworkers, or uploading false claims is strictly prohibited and flagged immediately in supervisor audit logs.

ELIGIBLE ACCESSORIES & CLAIM TRACKING

Commission Values and Review Workflow

VERIFIED CASH
DIRECT PAYOUT

5. ELIGIBLE PRODUCTS & COMMISSION VALUES

ACCESSORY DESCRIPTION	CATEGORY	BARCODE / SKU	POINTS	COMMISSION
240W WALL CHARGR	Charging	0006920260417063	50 PTS	R50.00
45W CAR CHARGER	Car Accessories	0006972020205786	10 PTS	R10.00
45W WALL CHARGR	Charging	0008806090134654	10 PTS	R10.00
25W WALL CHARGR	Charging	0008806090973369	10 PTS	R10.00
C TO C BLACK CABLE	Cables	00000000CTCBLACK	10 PTS	R10.00
C TO C WHITE CABLE	Cables	00000000CTCWHITE	10 PTS	R10.00

6. TRACKING YOUR CLAIMS

Tap "View Claim History" on your Home screen to check live status:

PENDING — In supervisor review queue.

APPROVED — Verified! Points credited to balance.

DECLINED — Tap card to view supervisor reason note.

7. SECURITY & SHIFT-END

Protect Your Rewards Account:

• Change PIN: Go to Account tab -> Tap "Change Personal PIN" -> Enter new 4-digit code.

• Shift End: Go to Account -> Tap "Sign Out & Lock Screen".

• Shared Tills: Never leave your till logged in when stepping away. PIN changes sync instantly to Cloudflare across all devices.

SUPERVISOR AUDIT & SUPPORT

Need help or have questions about a claim? Contact Antonio (Head Admin). If a slip was declined by mistake, resubmit with a sharper, clearer photograph showing the till slip number and item line.