



Merchant Handbook

Updated: January 2024

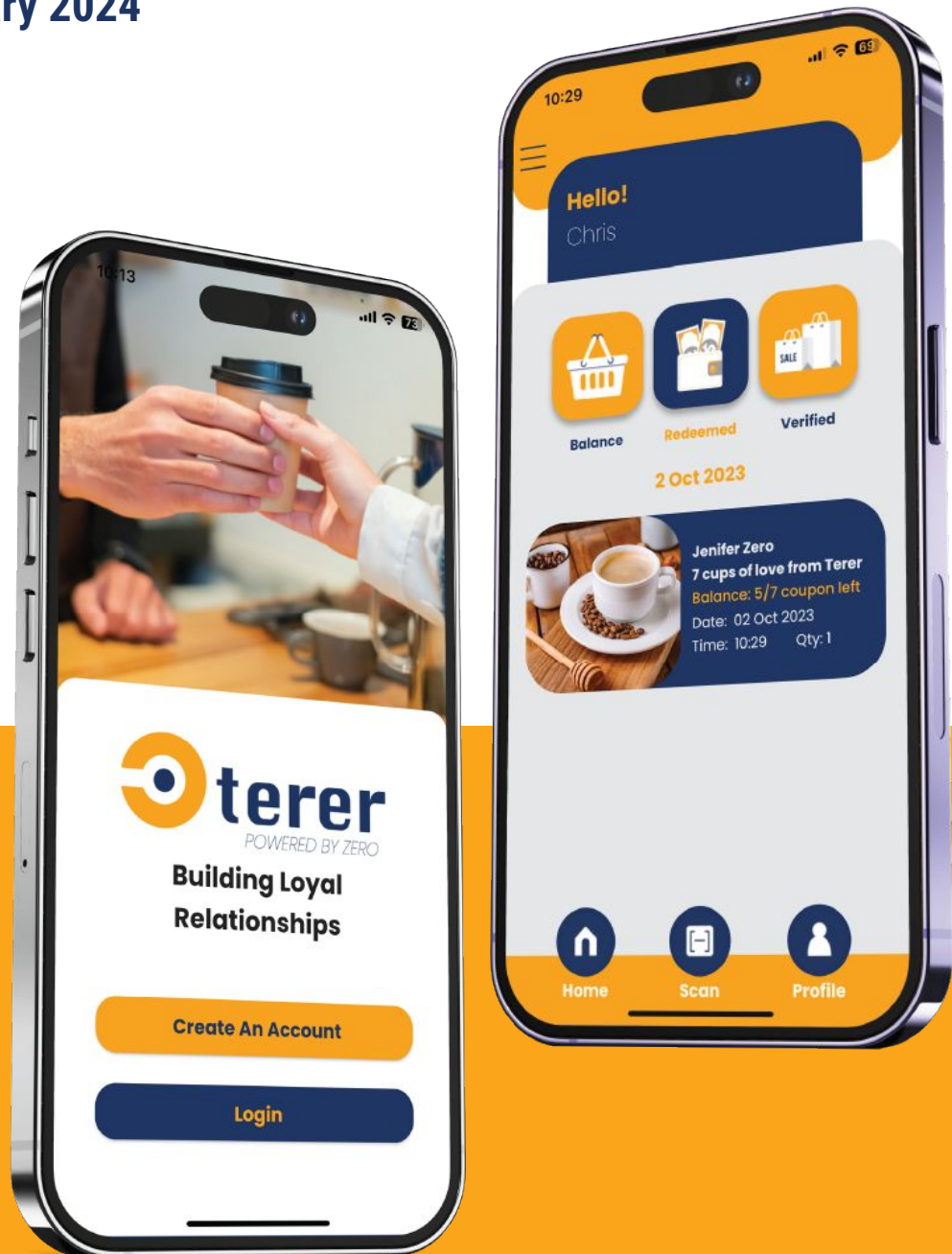
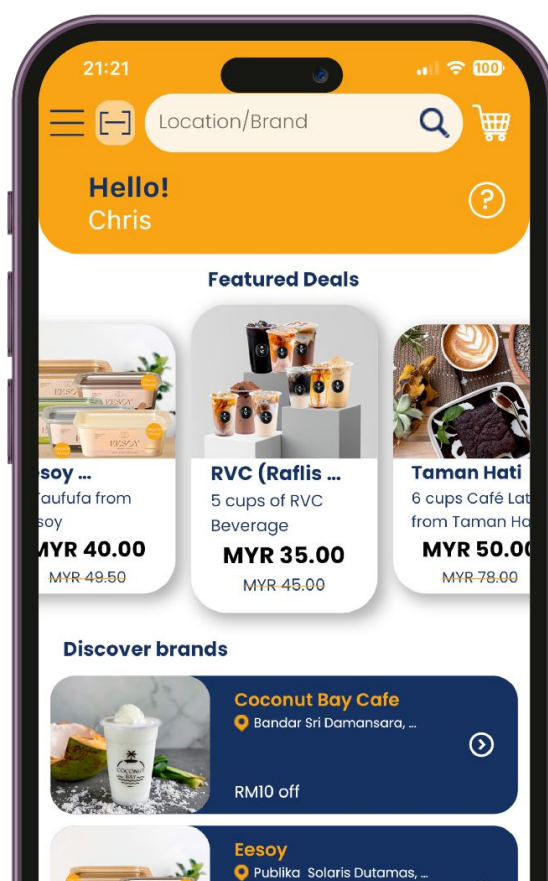


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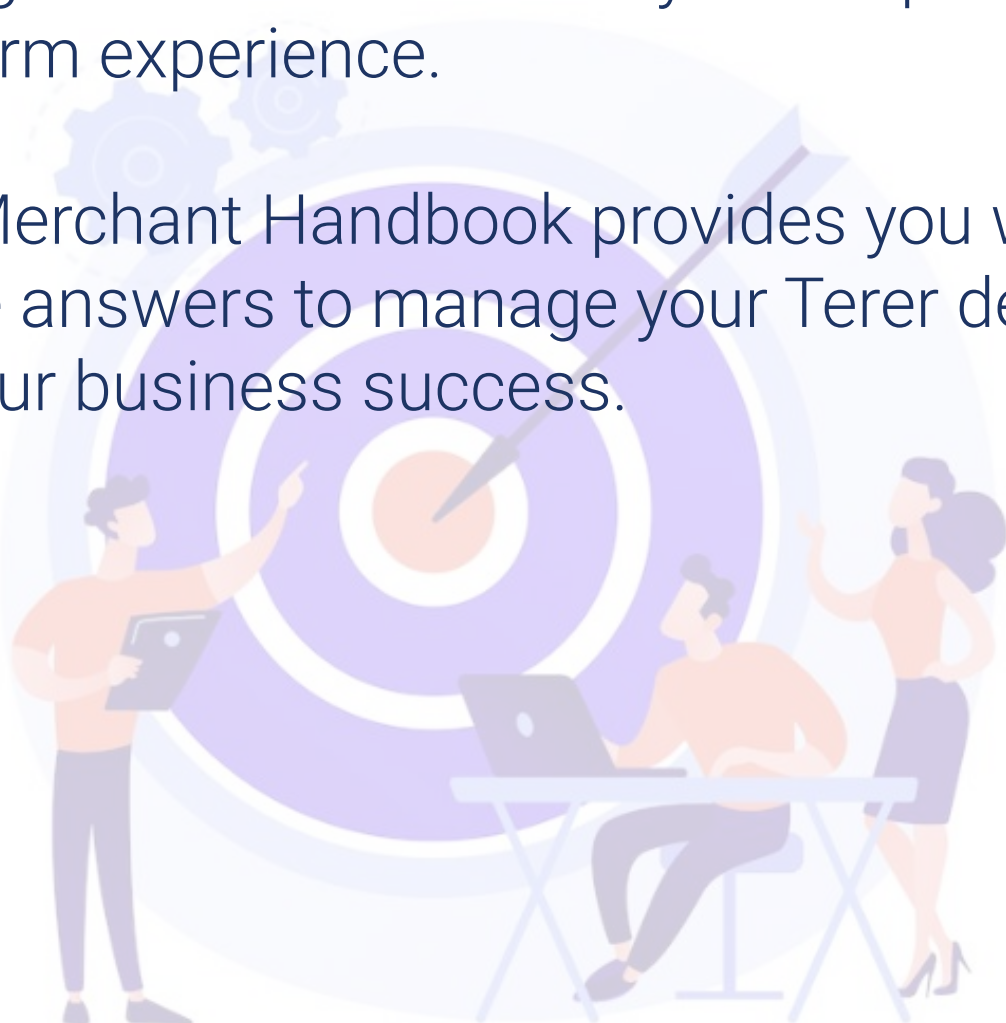
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Introducing Terer

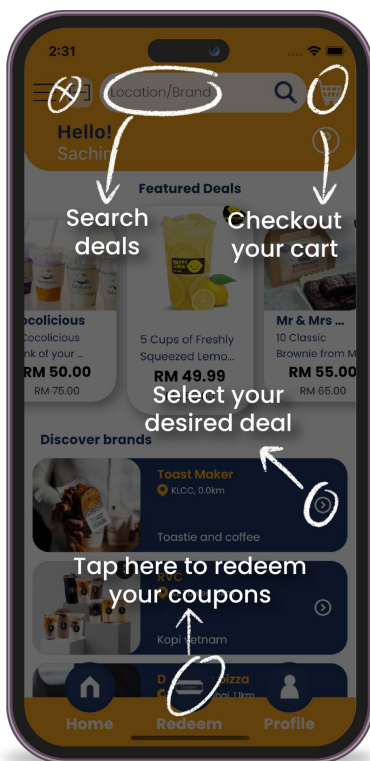
Terer is on a mission to help merchants increase customer loyalty and cash flow through a seamless bulk buy redemption platform experience.

The Merchant Handbook provides you with all the answers to manage your Terer deals for your business success.

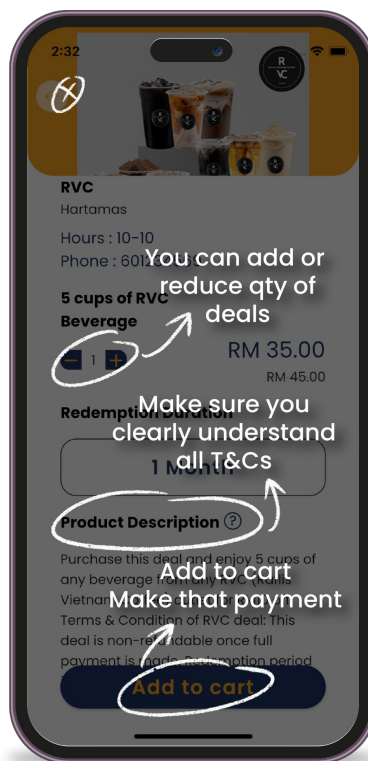


Terer Consumer App

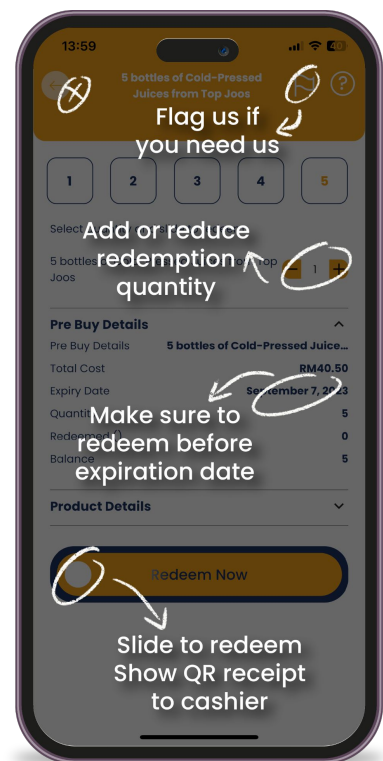
The Terer Brand by Digital Zero Sdn Bhd aims to revolutionise the beverage industry by bringing together Malaysia's Finest F&B outlets into one App.



Select desired deal on Terer home page



Merchants may customize their own terms for that particular deal



User walk in to redeem their terer deals

Why join Terer

Customer



Merchant



Always consider joining marketplace mobile application to gain higher exposure to new customers.

Terer Deals

Deciding what works

Think of it as a volume game. The more attractive the deal is, the higher the purchasing power which leads to a higher number of loyal returning customer and increase cash upfront.

Redemption Quantity

Know your target audience and their spending power. We would encourage you to give us the best prices for 3, 5 and 10 redemptions. Offer more discounts as the number of redemption increases to gain more traction.

Pricing

The more discount you offer the more attractive it is to the consumer. Whilst we understand your margins and brand name is important, we would encourage merchants to provide an exclusive deal to put up on Terer.



Variables for an Attractive Terer Deal

Redemption Duration

It is important that you choose a duration that is suited to you and realistic for the customer. If you are giving a lower discount, you may want to consider increasing redemption period eg. 3 month.

Terer Merchant App

Terer will provide you a username and password for you to access your Terer Merchant App.

An "Owner" Account will be created by default. If you wish to create more accounts do let us know the Name, Email Address and the desired positions as stated below:

Owner Account

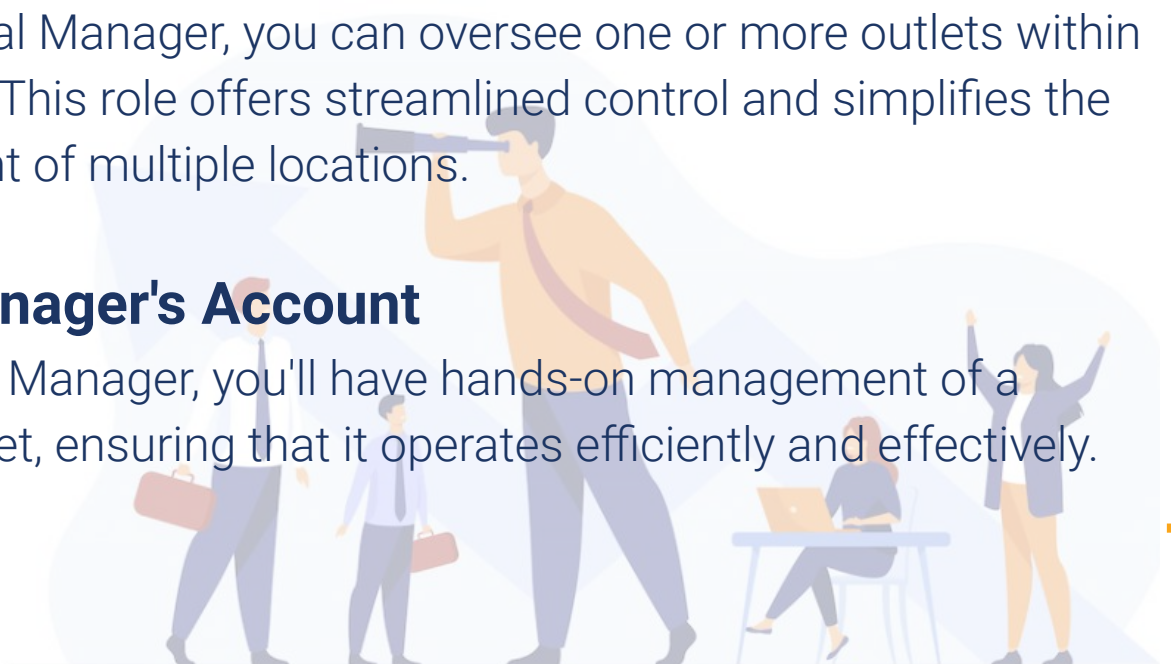
When you sign up, you automatically become the "Owner." This is your command center, giving you full access to all the features of the Terer Merchant App. As an owner, you have control over all outlets, allowing you to manage your entire business effortlessly.

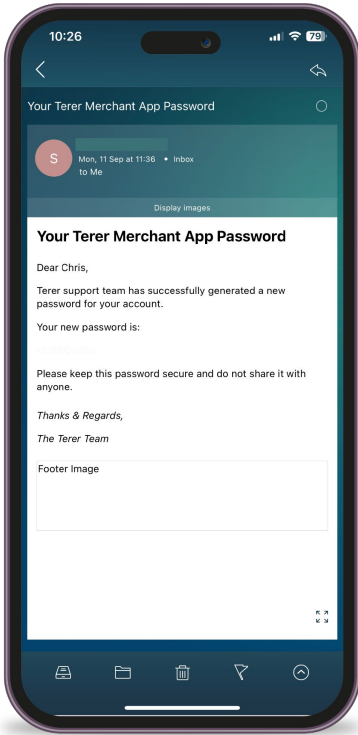
Regional Manager's Account

As a Regional Manager, you can oversee one or more outlets within your region. This role offers streamlined control and simplifies the management of multiple locations.

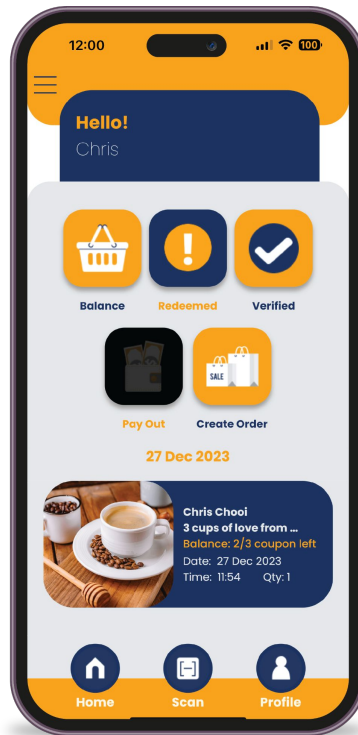
Outlet Manager's Account

As an Outlet Manager, you'll have hands-on management of a specific outlet, ensuring that it operates efficiently and effectively.

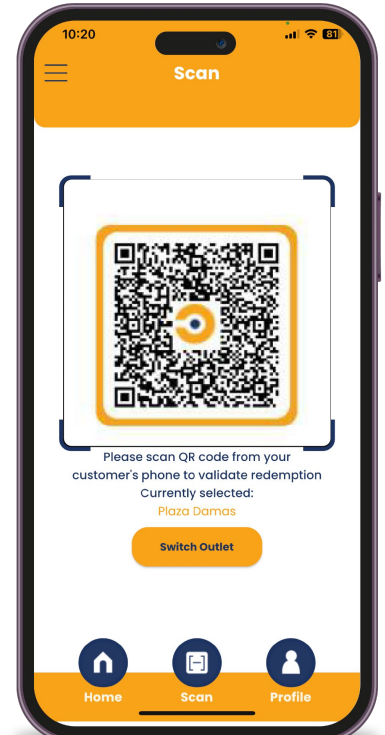




Terer will create an account for every merchant through their respective email address



User redemption will pop up on home page



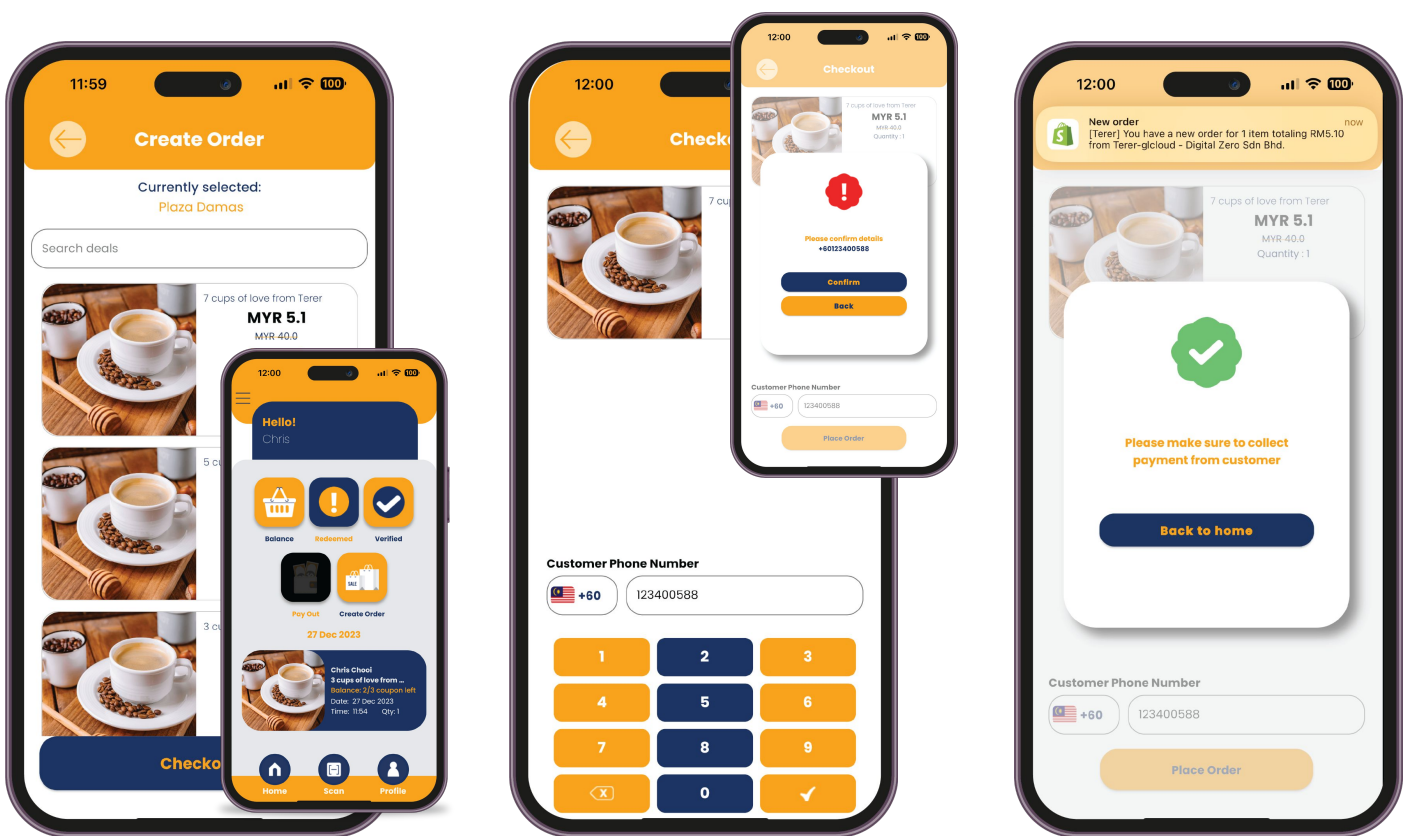
Merchant able to verify redemption by scanning QR code to minimize disputes



Merchant able to track user redemption balance in real time

When customers redeem at your establishment, you have the option to scan the QR code for a quick and accurate verification. This streamlined process enhances efficiency and ensures a smooth experience for both you and your customers. While this feature is incredibly beneficial, it's not mandatory.

Our Create Order feature empowers merchants to assist customers directly by generating orders on their behalf. It's important to note that all payments made remain exclusively between you, the merchant, and the customer, with no funds directed to Terer.



Select 'Create Order' button,
And select a deal

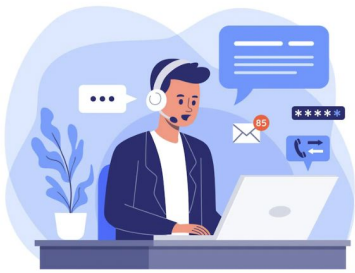
Key in customers phone
number. Make sure the numbers
are correct

Collect payment if necessary

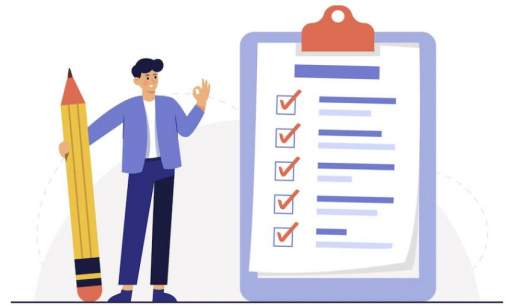
Upon the successful creation of an order, users will need the Terer app to redeem any associated coupons or deals. This is the perfect marketing tool for your business especially if you are doing giveaways.

Responsibilities

As part of the Terer Merchant Family, you must:



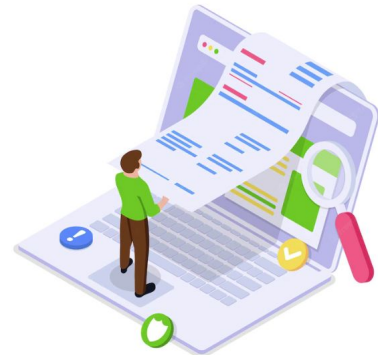
Contact us if there are any changes to your business details.



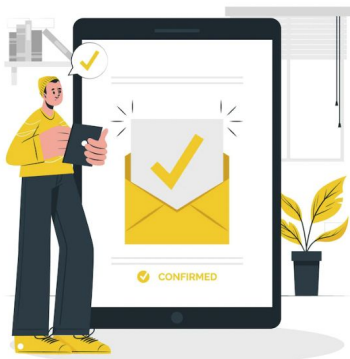
Abide by Terer Merchant Agreement and T&Cs



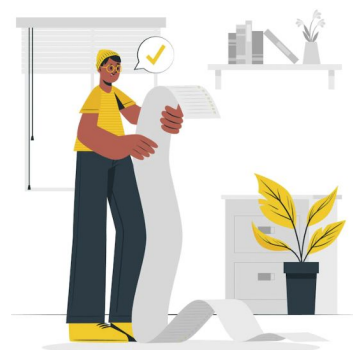
Ensure all Terer marketing collaterals are placed at storefront.



Co-operate with Terer Digital Zero Sdn Bhd in solving claims & disputes in a timely manner if needed.



Check your business email to ensure you received accurate payment value.



Ensure products listed in your Terer deal is available for redemption.

Responsibilities

As part of the Terer Merchant Family, you must:



NOT register a customer's account on your own device as it is considered unethical.



NOT allow unauthorised parties access to your business email to avoid unwanted termination of account and dispute.



NOT collect or store any sensitive information of users like bank card details while providing services.

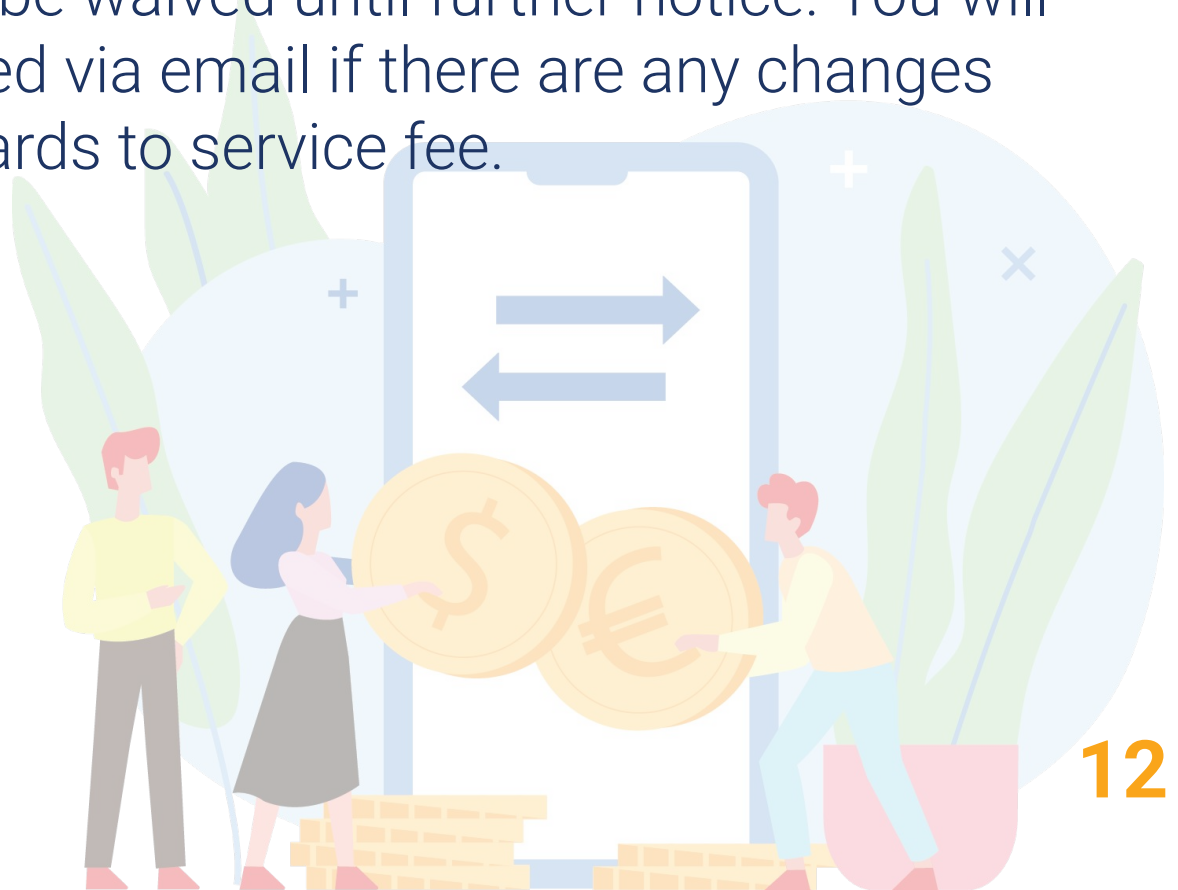


NOT encourage early redemption from customers to avoid unwanted disputes.

Payout from Terer

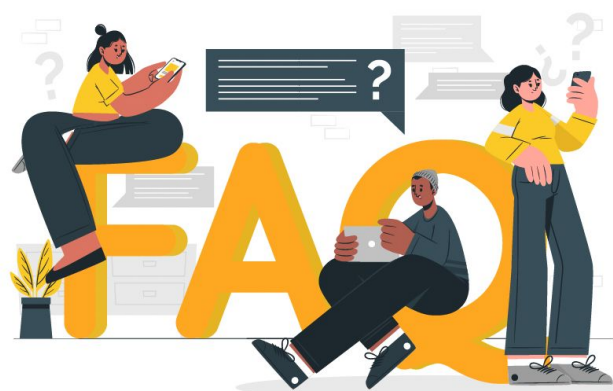
All payouts will be made within two business working day, once a customer redeems the first coupon of the deal. This gives all merchants the advantage of having advance cash upfront. If a redemption is made on a weekend or public holiday, the payment will be processed the next business working day.

As we are still a brand new platform, all service fees will be waived until further notice. You will be notified via email if there are any changes with regards to service fee.



FAQ

- 1. Are deal purchase refundable to the consumer?** We practise a strict non-fundable deal policy.
- 2. How much commission do i have to pay?** Merchants will enjoy a 0% service fee until Terer amends and notifies of any changes on the service fee which is charged on the final retail price of each order.
- 3. When will i receive the payout?** All merchant payouts will be made after the customer's first redemption within 2 business working days. This gives all merchants the advantage of having advance cash upfront.
- 4. What happens when customer's coupons are expired?** All expired coupons are deemed invalid and cannot be redeemed on the Terer App. Merchant then enjoys the extra cash.
- 5. How long will my deal be live for?** We would encourage you to provide a deal for a minimum of 3 months.
- 6. My deal has limited inventory and may not last for 3 months. What should i do?** Let us know how much inventory your deal can take. We will make sure the number of purchase does not exceed inventory limits.
- 7. My deal is not selling, can i put up another deal?** Yes we encourage you to put up 3, 5 and 10 redemption deals on Terer.
- 8. Why is my deal not selling?** You may want to consider your variables as stated in page 6. If you need any assistance, please contact us. Our sales support team would be happy to help you.





Merchant Handbook

www.terer.co

Thank You

**For any inquiries, please contact us at
+60123400204 or email us at support@terer.co**

DIGITAL ZERO SDN BHD 202101029017 (1429317-K)

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Business Add: L-1-8 BLOCK L, PLAZA DAMAS, NO.60 JALAN SRI HARTAMAS 1, SRI HARTAMAS, 50480 KUALA LUMPUR W.P, MALAYSIA