



# Welcome to Boost

**Your step-by-step guide**

## Contents

1. Overview	3
1.1 Key terms	3
1.2 Roll Out Check List	4
1.3 What to expect	4
1.4 Tips for Success	4
1.5 Collateral	5
2. How to Customise Boost	5
2.1 Adding your logo	5
2.2 Updating your logo	5
3. Offer Management	5
3.1 Adding your offers	5
3.2 Offer Selection	6
4. User Management	6
4.1 Adding Users	6
4.2 Managing Users	6
4.3 Licensing	7
4.4 What a User should expect	7
4.5 Retiring Users	7
5. Upgrading	7
6. FAQ's	8
7. Key contacts	9

## Appendices

Appendix 1: Boost App Invite example	10
Appendix 2: Marketing	11
Appendix 3: Collateral	12

## 1. Overview

Boost is an out of the box employee benefits programme that lets employers reward their team with discounts and special offers at New Zealand retailers and service providers.

Boost is powered by n3, a business buying group. Visit [www.n3.co.nz](http://www.n3.co.nz) for more information

### 1.1 Key terms

Boost Terms	Description
<b>App</b>	The Boost mobile application, downloadable from the Google Playstore. The Boost App is available to users with a Boost Ultra or Boost Ultra+ <a href="#">membership plans</a> .
<b>Card</b>	The Boost Card is an option for Boost Ultra+ <a href="#">membership plans</a> .
<b>Boost User</b>	The Boost Users are your employees, the people who have been given individual access to Boost App or Card by your company.
<b>Boost Prime</b>	The Boost Prime is the 'Account Holder' for your companies Boost subscription. The Boost Prime oversees issuing new cards or Apps to new users, uploading custom offers and offer management.
<b>Limited Time Offer</b>	Boost Limited Time Offers (LTO) are only available for a 'limited time', this can vary from 24 hours to a few weeks, or until stocks last. The Boost team send out regular emails letting all Boost Users know what current LTO's are running. The offers also show up on the homepage of the Boost App.
<b>Everyday Offer</b>	Boost Everyday Offers are our 'always on' offers. These are live indefinitely but are subject to change depending on our Boost retailers' requirements.
<b>Licenses</b>	When your company comes onto Boost, you are allocated a certain amount of Boost 'Licenses', each of these is for one employee, so each new user that is added will take up one of your licenses.
<b>Customisation</b>	With the Boost Ultra and the Boost Ultra+ plans you can customise Boost with your logo and also add custom offers that are visible only to your staff.
<b>Offers</b>	A Boost Offer is the special deal / discount available to Boost users at a given retailer.
<b>Custom Offers</b>	Custom Offers can be added to your account for only your staff to see.
<b>Subscription</b>	The membership term for Boost is 1 year. Your subscription will be automatically renewed on an annual basis. Contact your Account Manager with any queries about your fees.
<b>Membership Tier</b>	Boost offers 3 membership tiers that either include a card, an app or both a card and app.

## 1.2 Roll Out Check List

We've put together a [Boost Roll Out Checklist](#), so you can ensure you are all ready to implement Boost.

Check these items off the list as you complete the roll-out of Boost with your team:

- ☐ Customise your logo
- ☐ myboost.co.nz domain whitelisted by your IT team (if required)
- ☐ Offer Management
  - ☐ Custom Offers added (if applicable)
  - ☐ Boost Offers selected
- ☐ Add Users to Card and / App
- ☐ Announce Boost to your team
- ☐ Order Collateral
- ☐ Publish Intranet text
- ☐ Publish FAQs
- ☐ User Management
  - ☐ Add or remove users as required throughout the year
  - ☐ Leverage internal communications to promote Boost to your staff
- ☐ Review new offers when loaded

## 1.3 What to expect

Once you have registered for Boost, you will then receive a few emails at separate times / dates that help you get Boost set up for your team. Your release date will need to be set, which is when your users will be sent their App invites.

Following this, you can expect to see periodic email updates, including:

- The Boost Prime newsletter;
- Boost reporting, telling you what offers your employees are accessing the most, how many of your users are registered and authenticating the Boost app.
- How to guides, to help you get the most out of Boost;
- New offer notifications (if you have subscribed, see point 3.2).

Your Boost subscription will automatically renew annually, if you have any questions about this, please contact your Account Manager.

## 1.4 Tips for Success

Here are a few quick tips to help you get the most out of Boost:

1. Check offers regularly by signing into Boost. Don't forget to add yourself as a Boost User so you can access the offers.

2. Get the domain [myboost.co.nz](https://myboost.co.nz) whitelisted by your IT team to ensure your team receive the invite and it doesn't end up in Spam.
3. Check uptake
4. Utilise internal communications to staff to encourage uptake, such as:
  - a. Staffroom posters
  - b. Announcements at team meetings
  - c. Newsletters
  - d. Over your Intranet

## 1.5 Collateral

To help you rollout Boost to your users, we have created some collateral to help spread the word. This includes:

- Intranet copy
- A Boost Hype poster
- Boost user guide

You can find the collateral [here](#).

## 2. How to Customise Boost

---

With the Boost Ultra and the Boost Ultra+ plans you can customise Boost with your logo and also add custom offers that are visible only to your staff, meaning that you can have all of your employee benefits in one place. If you are currently not on one of those plans, please contact your Account Manager to upgrade.

### 2.1 Adding or updating your logo

On the Boost Ultra and Boost Ultra+ plans, you can customise your Boost App / Card so your users will see your company logo each time they use Boost. Note that the image file must be a JPEG, PNG, BMP, TIFF or GIF image up to 10MB file size.

If you need someone to approve the logo, you can do this within the Boost dashboard. Just make sure you have their email address handy.

To add a custom logo, follow the [How To Customise Guide](#).

## 3. Offer Management

---

### 3.1 Adding your own custom offers

With the Boost Ultra and the Boost Ultra+ plans you can add custom offers to your Boost, meaning that only your staff will be able to view them.

The ability to add custom offers means you can keep everything such as any existing insurance perks, gym memberships, local coffee discounts etc to Boost. This allows

you to consolidate all your employee benefits into one place, making it clear and easy for your staff to access them.

**You will need:**

- Email [marketing@n3.co.nz](mailto:marketing@n3.co.nz) with the name of the retailer so they can load it into the system. You will get a confirmation email once this is complete
- An offer image (555 x 555 pixels in size, and no larger than 500KB, you can email [marketing@n3.co.nz](mailto:marketing@n3.co.nz) if you need help with this)
- An offer description telling your staff what the offer is
- Redemption instructions – for how your staff can redeem the offer
- Any Terms & Conditions that apply to the offer.

You can set up custom offers to either be on for a limited time or indefinitely, you will need to select the dates when your offer is uploaded.

For instructions of how to add custom offers, follow the [user guides](#).

### **3.2 Offer Selection**

As the Boost Prime, you can switch offers on or off. Any offers you deselect will not be visible to your team, you can reselect them to show at any time.

You can opt in to receive offer notifications when a new offer is uploaded to Boost. You will need to manually deselect this offer if you don't want it to be available to your team.

For instructions on offer management, check out the guides [here](#).

## **4. User Management**

---

### **4.1 Adding Users**

Each of your employees will need to be assigned to Boost as a 'user'. This can either be done one-by-one, or through bulk upload via a CSV file (for less than 100 users).

For instructions to Add Users to Boost, check out our guides [here](#).

### **4.2 Managing Users**

Each user will require one license. So, if someone leaves and they are replaced, you must give the new person a new license as they are non-transferrable.

To manage your users, you can use the User Management and Ordering tab on your [Boost Dashboard](#).

Only Boost Prime users (account holders) will be able to manage users or customise Boost.

### 4.3 Licensing

If you run out of Boost licenses, you can add more which will be charged at a per user rate.

Simply click **Add a licenses** at the top of the [User Management & Ordering](#) page, which can be accessed from your Boost Dashboard.

### 4.4 What a User should expect

Once your release date is reached, your users will receive:

- Their App invite / Boost card
- Onboarding to the App emails
- Marketing emails throughout the year showcasing new offers, approximately 1-2 emails a month.

To help your users get onto Boost you can encourage uptake via [collateral](#), your intranet, team meetings etc. You could also give your staff a demo of how to redeem offers on the App or online.

### 4.5 Disable Users

If one of your Boost users leaves your company, you can 'disable' a user by disabling their access within the Boost Dashboard.

Go to [User Management and Ordering](#) on your Boost Dashboard, select the user you would like to disable, then from the Actions menu select 'Disable'.

## 5. Upgrading

---

If you wish to upgrade your Boost subscription, you will need to contact your Account Manager.

You can see what Boost Membership Tier you are currently on by going to the '[Billing and Delivery](#)' tab on your Boost Prime dashboard when logged in at [myboost.co.nz](#).

If you would like to know how much it will cost to upgrade your subscription, you can look at our Pricing table [here](#).

## 6. Maintenance and Renewal

---

### 6.1 Maintenance

It is the Boost Prime's responsibility to manage their users, offers and customisation.

We recommend that the Boost Prime does a quarterly check to ensure the data is accurate. It is important to make sure the data is accurate 5 weeks before renewal.

## 6.2 Renewal

Your Boost subscription will automatically renew after 12 months. 7 weeks prior to the current subscription end date, an email will be sent to the Boost Prime with renewal information including costs. If you do not wish to renew, you can cancel. Please contact your account manager if you have any question. For more information visit our [renewal FAQ](#) section on the website.

## 7. FAQ's 12

---

### **How do I claim my Boost discounts?**

Some Boost offers can be redeemed instore or online, or both. You can check the redemption instructions of each offer to find out. If you have a Boost card but not the App, you may be required to print off or show a copy of a digital voucher from our website. Redemption via the App just requires you to show the cashier the offer redemption instructions on the App.

### **I lost my card, how do I get another?**

If you've lost your card, talk to your employer who can order you a replacement.

### **What if I have a new phone, how do I re-download the app?**

The Boost App is available in the app store for Android and IOS. Ask your employer if you have lost the app ID and pin details.

### **Will my employer know what I buy?**

No, we will never share voucher redemption information that identifies you with your employer. There will be no credit link to your organisation.

### **How do I pay for the items I buy?**

Check the redemption details of each offer, you must pay for all goods at the time of purchase.

### **How long is a limited time offer valid for?**

Each Limited Time Offer is different, please check the terms and conditions.

### **How many times can I use a limited time offer?**

Limited Time Offers are varied and unique. Check the terms and conditions of the offer at the bottom of the offer page.

### **How do I redeem a voucher?**

Some Boost offers come with a voucher for redemption. To redeem a voucher in store, simply login into the website, print out the voucher or show it on your mobile device to the salesperson at the till.

### **How do I sign up to receive special offers?**

When you register for Boost, you can choose to subscribe to our Boost offers, you will then receive our email notifications with special offers.

**How do I log in to the myboost.co.nz website?**

For first time sign in's, you will need to register [here](#), you'll need your App ID or Card ID, Pin and email address. Make sure there is not a 'space' at the end of your email address, for example, "name@example.co.nz " should be "name@example.co.nz". If there is a space at the end of your email, an error will show, and you will not be able to register.

To log in, use your registered email address and password. Forgotten your password? [Click here](#).

**Will I be asked for ID at purchase?**

Yes, retailers will ask you for your Boost ID via your card or App at the point of sale. They may also require you provide proof of Identification.

**How can I search for a particular offer?**

On the Boost website, type the keyword you are looking for in the search bar. If you are using the app you can search by retailer on the 'retailers' page.

**What happens if I leave my company?**

Your Boost membership is linked to your employer. If you leave your company, they may deactivate your Boost membership.

**Can I use my discount for business purchases?**

No, Boost is only for personal purchase. If you have a business and would like to receive discounts for business purchases, check out [n3.co.nz](#).

## 8. Key contacts

---

**General Enquiries**

If you have a general enquiry, you can contact our customer service team by emailing [hello@myboost.co.nz](mailto:hello@myboost.co.nz) or calling 0508 222 6678.

**Account Enquiries**

With any specific account related issues / queries, please contact your Boost Account Manager, whose details will be on your original quote invite.

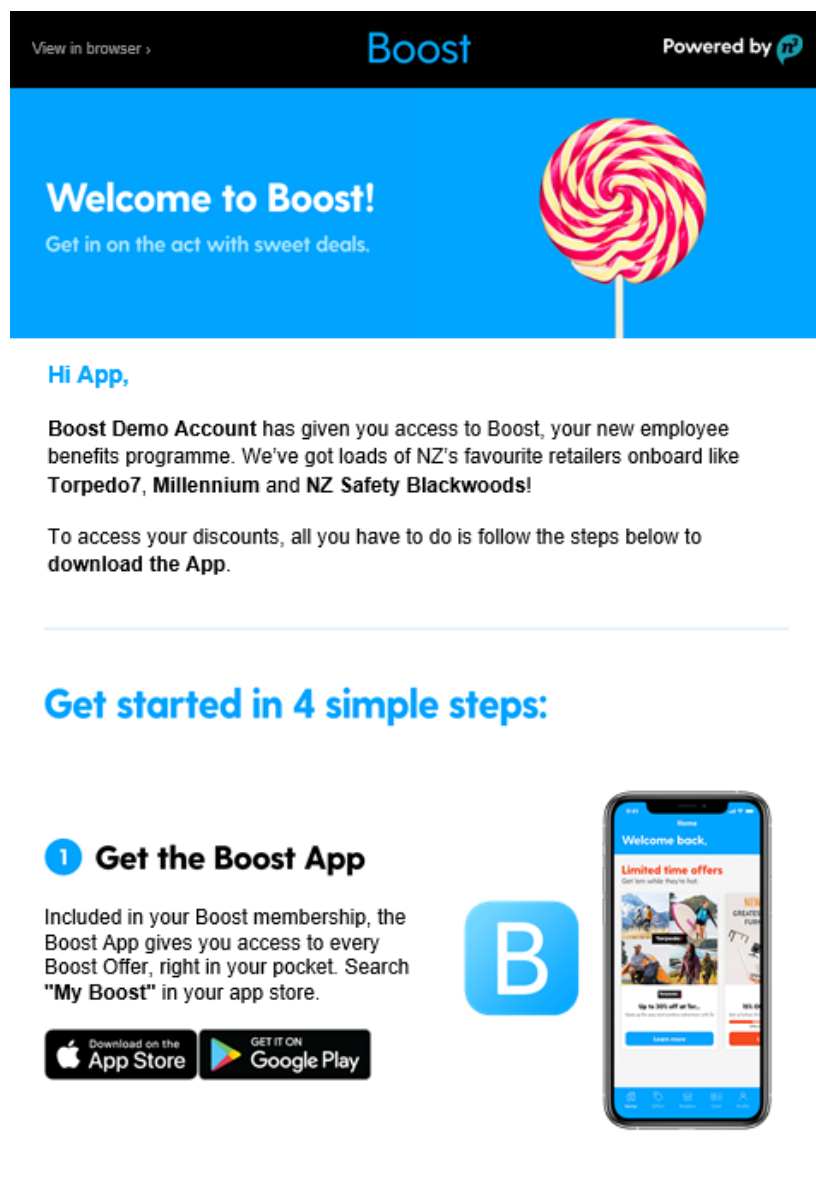
**Marketing Enquiries**

For any marketing related queries or to have a custom offer image uploaded, please contact [marketing@myboost.co.nz](mailto:marketing@myboost.co.nz).

**Don't forget to get your IT team to whitelist myboost.co.nz on your company's server.**

## Appendix 1 – Onboarding emails

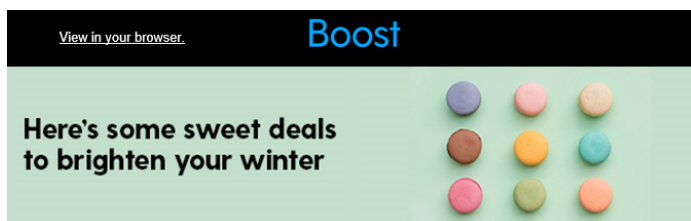
The Boost app invite will be sent to each of your team once your rollout date arrives. The app invite will come from [hello@myboost.co.nz](mailto:hello@myboost.co.nz) and will look similar this:



## Appendix 2 – Marketing

Users will receive occasional marketing material from [sweetdeals@myboost.co.nz](mailto:sweetdeals@myboost.co.nz), these will include new supplier launches, additional benefits / upgrades and limited time offers.

Marketing emails will look like this example:



Hi Maddison,

Have you been thinking about a [mid-winter getaway](#)? How about a [home office refresh](#)? Or maybe it's time to consider [life insurance](#)? With Boost, you can get all these offers, and more!  
Get in quick as they won't last forever.



Get an extra 10% off with Away to Go

Offer valid while stocks last

LIMITED TIME OFFER

Book now



Check in with QT hotel Auckland - new to Boost

Book until 30 August 2020

LIMITED TIME OFFER

Book now

## Appendix 3 – Collateral

---

We have created some collateral to help you educate your Boost users about their new employee benefits programme.

Boost Posters can be downloaded [here](#).