RELEASE GUIDE

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# Option for Members to Allow or Unsubscribe from SMS

Checkbox

Members can choose not to receive text messages (SMS) from the business in two ways:

- Tap the unsubscribe link that appears in the text message they receive, OR
- Uncheck the **Allow SMS** checkbox that can be added to the registration form
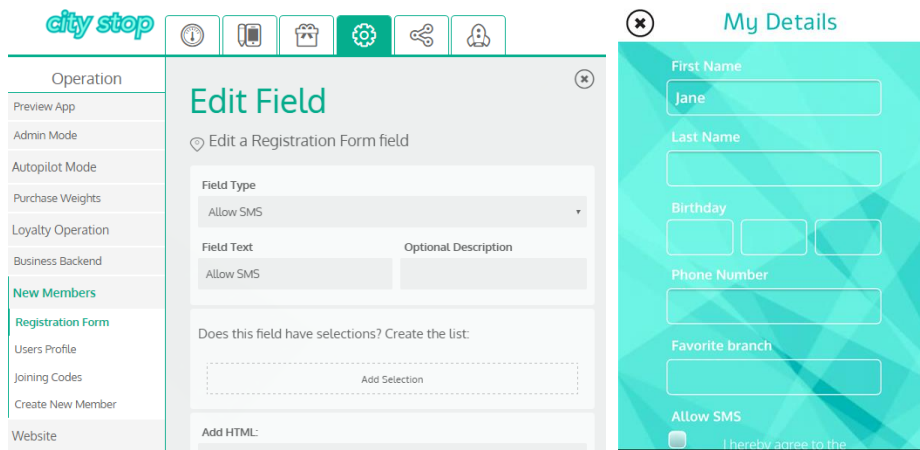

Search Field

From **Filter Members** > **Find Customers**, search for members according to whether or not they allow SMS text messages. <u>Note</u>: If you search for members that don't allow SMS, members who tapped the unsubscribe link are included even if the **Allow SMS** field wasn't added to the registration form.
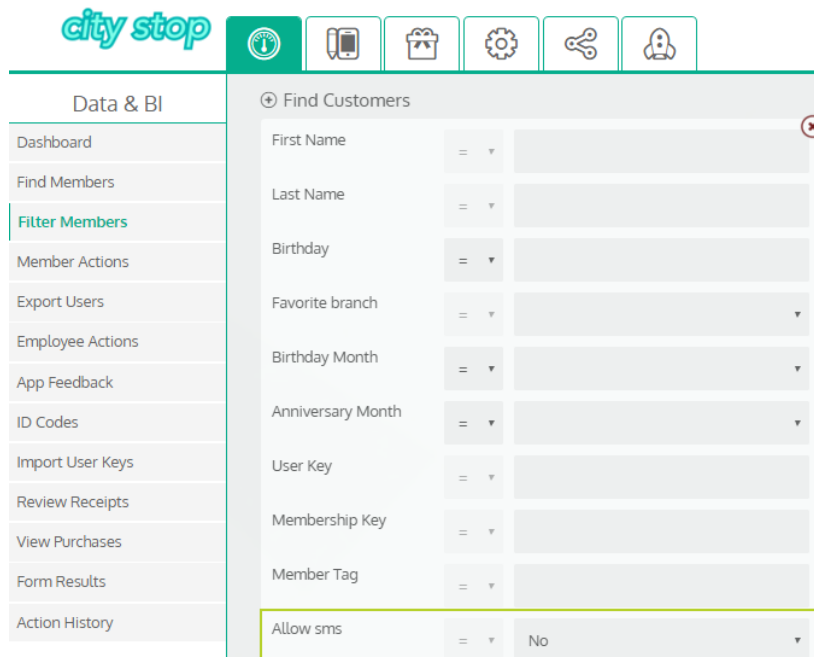
Automation Trigger

An automation can also be triggered when a member unsubscribes from receiving text messages.
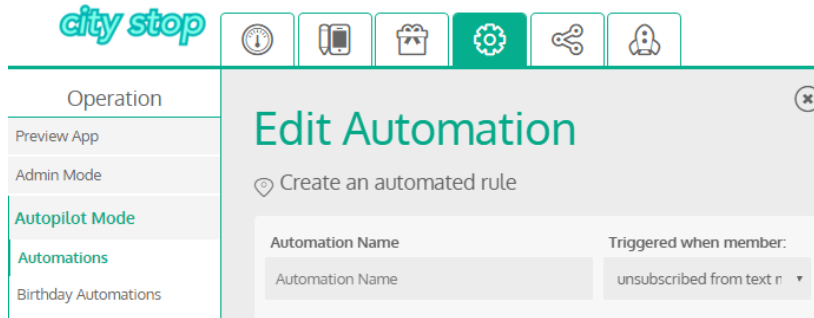
Enhanced Como Premium App

The new **Como Premium** app can be used to preview your apps on both Android or iOS devices. To preview an app, enter your email address and the app's secret code as the password. Clear the email address you entered by tapping the X that appears, and reveal/hide the password by tapping the eye.
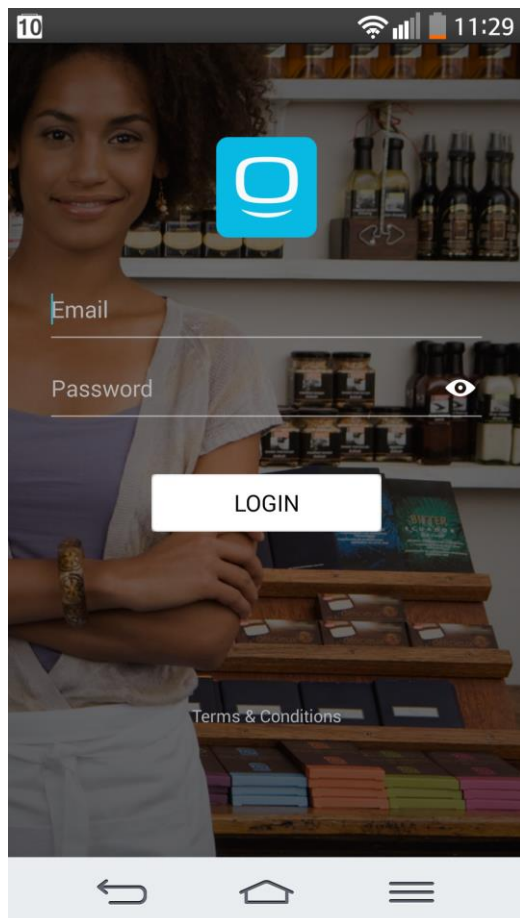
Improved Stock Management

From the **Benefits** tab, manage the stock of gifts and punch cards by tapping **Stock** under the asset. The breakdown of the asset stock is presented using the following:

Field	Description
Redeemed Gifts	Gifts already redeemed by the member in the business
In Stock Gifts	Gifts in stock that haven't yet been assigned to a member
Removed Gifts	Gifts that were assigned to members but removed from them (via the Como Hub)
Assigned Gifts	Gifts that are assigned to members that haven't yet been redeemed

The stock flow is as follows:

In Stock ➡ Assigned ➡ Redeemed or Removed

<u>Note</u>: Adding any number of gifts (such as 10,000 gifts) to the stock is fully supported.
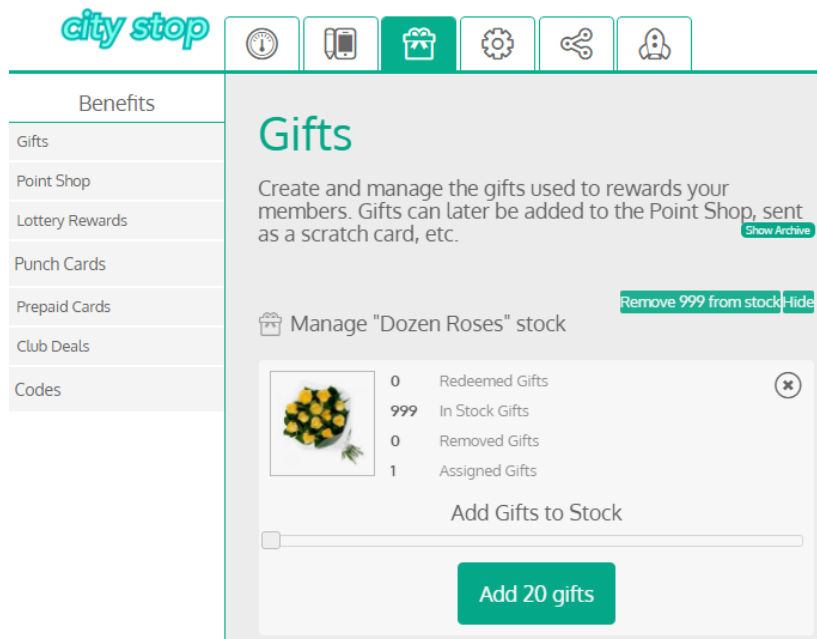
Send Assets – Low Stock

When you send assets in bulk from **Filter Members**, assets are sent in batches. If there aren't enough assets in stock to send a batch, an SMS notification is sent to the business to notify them. Once more assets are added to the stock, the system continues to send the remaining assets that weren't sent.

Send Assets with a Push Notification

When sending assets to members, you can also send them a push notification. If you send them the asset and push notification as two separate actions from **Filter Members**, <u>a member who didn't yet receive the asset (because the stock ran out) will receive the push notification</u>. To avoid this situation, you can send push notifications in the following ways:

- Send the asset's push notification message in the same action used to send the asset.

- Create an automation to send the push notification after they received the asset.

Purchase Weights – New Fields

New fields were added to the **Purchase Weights** page of the **Operation** tab—mostly related to the settings for purchase refunds in the business.

Field	Description
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 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.
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.
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).
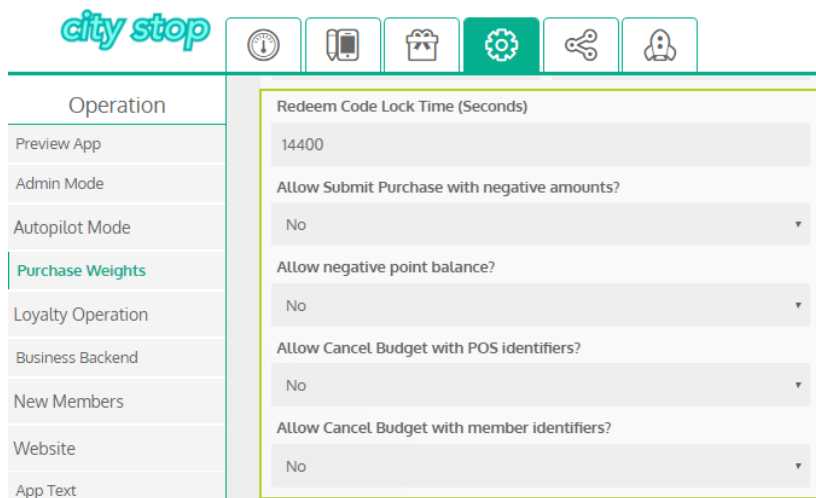
Automations – PayPal Payments & Registration

You can allow members to pay for items in the app using PayPal. For example, they can buy catalog items or pay for their club memberships directly from the registration form. You can then create an automation based on whether or not the PayPal payment was successful.

Note: To create an automation based on the status of PayPal payments, the business must first change the following in the settings of their PayPal account:

1. From **Seller Preferences**, click **Update** in **Website Preferences**.
2. Change **Auto Return** to **True** and enter the return URL as http://www.como.com

Rejected PayPal Payments

A PayPal payment can be rejected because the payment failed or because it was refunded. For example, a member could decide to cancel their membership and receive a refund for their PayPal payment. If the payment was rejected, you can create an automation to unregister the member.
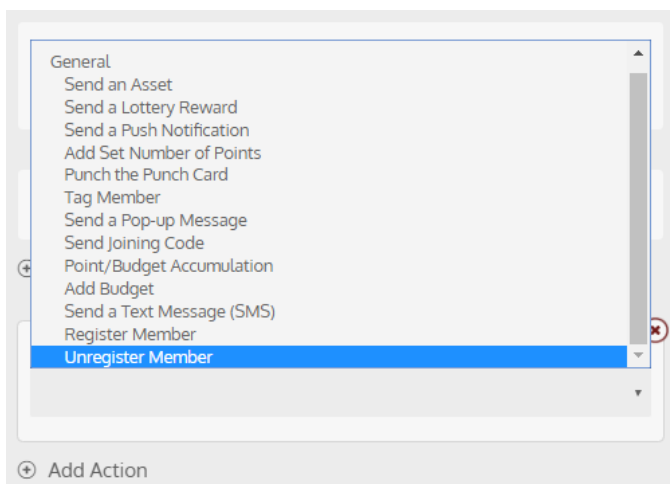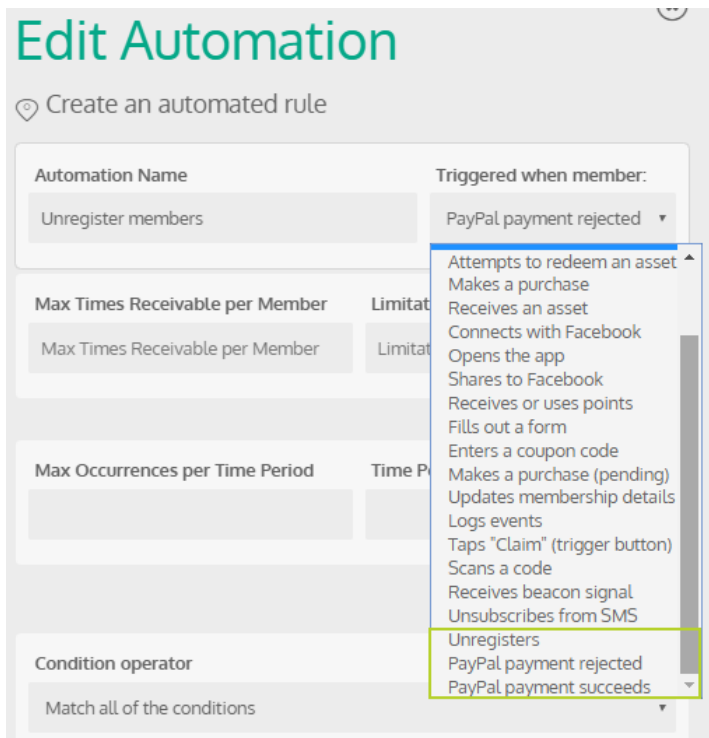
To unregister members who cancel their membership, select **PayPal payment rejected** for the trigger and **Unregister Member** for the action.

Successful PayPal Payments

Once the system receives confirmation from PayPal, the PayPal payment is successful. If PayPal payments are added to the registration process, you can create an automation based on a successful PayPal payment to register the member to the club. Note: Until item codes are added to the conditions for this trigger, this automation only works if the app only uses PayPal payments for club memberships. Meanwhile, you can continue to register members using the **Makes a purchase** trigger.

Unregistered Members

You can also trigger an automation based on when a member is unregistered from the club. For example, if you unregister a member who cancels their membership, you could send them a pop-up message that their refund was completed. Note: They can only be unregistered through an automation.

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