



mCARD and COUPON CODE FAQ's

Q: How do I access my mCard Coupon Codes if I lost or did not receive the email with my Promotional mCard Coupon codes?

A: If you lost or did not receive the email with your promotional coupon codes, you can access them in your MMS by going to the Administration Tab in the top control panel and then selecting "Coupon Codes" in the drop down menu. You will then be able to see your coupon codes listed. In addition, you can view the orders that these codes were used for once an order has been placed.

Q: How do I use the mCard coupon codes that were provided as part of my Agency Promo Pak or Platinum Partnership plan for my own personal use?

A: **Personal Use through your Agency MMS:** If you want to utilize one of your mCard Coupon Codes for your own personal or agency use, you must log into your MMS, go to Orders, and then Place New Order. You will then have the opportunity to purchase an annual mCard, along with a variety of other products. Once you have proceeded to check out, you will enter the coupon code **and press ADD**. The value of the coupon will then be deducted from the order total. Click submit to finish, or enter additional credit card information if you have purchased additional products. Once you have purchased the additional mCard, it will be available at the mCard Site: **mc card.izigg.com** in your existing mCard account with the same login information. You will see a drop down menu with your new mCard, labeled **Edit this mCard**. All users will be grouped together in your report tab as this is setup as a single mCard Account. In your Mobile Platform you will be able to manage individual mCard Groups. In order to create a separate mCard account follow the instructions for setting up a new mCard account through your Retail Store.

A: **FOLLOW-UP QUESTION: Can I use this mCard keyword through my Mobile Platform at beta.izigg.com?**

In order to use your mCard as a keyword in your Mobile Platform you will first need to assign a keyword name in your mCard platform. Once that is complete you will see this mCard Keyword in your Mobile Platform and can now edit response and send outgoing messages if you have selected the auto subscribe feature in either platform.

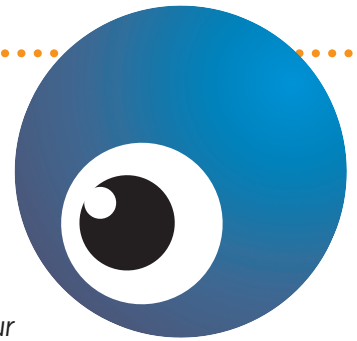
Q: How do I use my mCard coupon codes to give them away to friends, family, and associates so they can see the power of the mCard platform first hand?

A: There are a few ways in which an Agency owner can give away FREE mCards.

1. Simply have the new customer go to the "Buy our Products" tab on your website where he/she will be taken to the retail site. They will choose new customer and select one annual mCard. They will continue to the address page where they will fill out their billing and shipping information. When they reach the checkout page they will need to enter the coupon code. They must click ADD below the code box. You will need to make sure your new customer has received this code from you via text, email or phone so they can fill it in. Once the order is complete, your new customer will receive an email telling them their new account has been setup and their username and password. They will then go to **mc card.izigg.com** just like you do and will have their own account.

GO WHERE THE EYES ARE

www.izigg.com





mCARD and COUPON CODE FAQ's

2. Obtain all the information and follow the above steps on behalf of your desired mCard recipient.
3. If you would like to set up the mCard for your customer within your own account as a demo, you will enter your MMS and click on New Order. Follow the order path for one annual mCard. Once the new mCard is created, it will be in your personal account along with any other mCards you have setup. You will select a new keyword for your friend and fill out their information in your mCard Platform. Management of this card will be your responsibility, not the customers and all subscriber information will be in your personal account.

NOTE: You must use a unique mobile number to create a NEW retail account. This cannot be your mobile number associated with your agency account.

Q: How many messages do I get to send out from my mCard platform per month?

A: mCard Platform does not include any outgoing messaging. The platform includes unlimited auto responses (the text message that is returned when sending your mCard keyword to 90210) to your mCard requests.

Q: Are their different usernames and passwords for all of my mCard accounts?

A: Yes. A customer that purchases a mCard or uses a promotional code for a free mCard will have his or her own account. Agency owners have the option to add additional mCards to their personal account. For these mCards the username and password would remain the same. You can add as many mCards as you'd like to one account but you can only use one mCard coupon code per order.

Q: How do I send messages out from my mCard platform and do I have to upgrade or purchase an additional plan?

A: The mCard platform is solely used as an auto responder. You will have unlimited auto responses to your mCard. You have the option to opt them in to receive future messaging by selecting auto subscribe within your mCard Account. In order to send outgoing message you will need to upgrade to one of our full featured plans which include our Demo Account (included with Agency Promo Pak), Charter Platinum, iConnect, iConnectPro, and iConnect Unlimited Plan. Through your iConnect plan you will be able to login to **beta.izigg.com** and access your mCard subscribers and send outgoing messages.



GO WHERE THE EYES ARE

www.izigg.com

