



STAFF CHEAT SHEET

EVERYTHING YOUR TEAM NEEDS AT THE COUNTER

THE COUNTER SCREEN

- 1 Owner:** ROARi → Business → **Counter**. Leave the live QR facing customers.
- 2 Staff:** open the **QR terminal** on your own phone, enter your **4-digit staff PIN**. No shared logins.
- 3** The QR and PIN **change every 20 seconds** — normal, keeps stamps secure. Always read the PIN off the screen.
- 4 Always point customers to the QR first.** If they truly can't scan, they tap **Use PIN** in their app and type the 4 digits shown on the counter **right now**.
- 5 Keep it ready:** leave the terminal running between customers. If you switch apps, **don't swipe ROARi away** — it reopens instantly.

STAMPS & REWARDS

- 1** Customer opens ROARi → **Stamp** → scans the QR. **No need to find their card** — the scan picks up your business and the right stamp card automatically.
- 2 Confirmation is on the customer's phone** — it buzzes and shows the paw land, **+1 on their card**. The counter shows nothing, and that's normal. **Nothing for you to do.**
- 3 One paw every 3 hours.** A morning coffee and an afternoon visit both earn. "Already stamped" in their app = the cooldown doing its job.
- 4 Card full? They claim the same way** — just scan as normal. No special steps.
- 5 Claiming a reward? Their phone erupts** — golden lion rain, the reward name, full screen. **Ask to see it, hand the reward over** — the app has already marked it used.
- 6 Offers:** the customer shows the offer screen with the **live countdown** — no scan, no code, just honour it.

IF SOMETHING LOOKS WRONG

GOLD BAR ON THE COUNTER? ALL IS FINE:

 **Busy network** — stamps still working
Keep stamping as normal

- 1** Gold bar = wobbly internet. **The QR keeps working**; stamps sync automatically — **do not restart anything**.
- 2 Customer has no signal?** Scan anyway — the stamp is saved and **lands automatically the moment their signal returns**. Nothing is lost.
- 3 Screen stuck?** Close the app fully, reopen the terminal. Back in seconds.
- 4 Anything else odd?** Note the time and report it to ROARi — **support@roari.co.uk**. Never promise refunds or free stamps at the counter.

COLLECT. REWARD. REPEAT.

Owner support: support@roari.co.uk · roari.co.uk