Choo Chiang Mobile App

USER GUIDE (QUICK START)

This document is meant to be a quick start guide for users of the CCM Mobile App.

1. USER REGISTRATION

Important:

- When you first open the app, you will be asked to register. It is important that you register in order to receive **Loyalty Reward Points** upon making purchases at our retail outlets.

- Make sure you have a valid email address & a valid mobile phone number for verification.

- Input your FULL NAME

- Input your Mobile Phone number
  (the last 4 digits will be used at sales counter as verification code)

- Input your email address (an email will be sent to this email address for verification & to complete the registration)

- Input a password & repeat to confirm

- If you are a Shareholder / Director / Owner of a Choo Chiang's existing Corporate customer, Select **Yes** if not select **No**.

- If above is **Yes**, please fill in the company / business name.

- Tick the boxes for PDPA acknowledgement & agree to our T&C.

  Tap "Submit" to complete the registration

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- Upon receiving the registration request, system will send a verification email to your registered email address.

- Remember to click / tap "**Verify Email**"
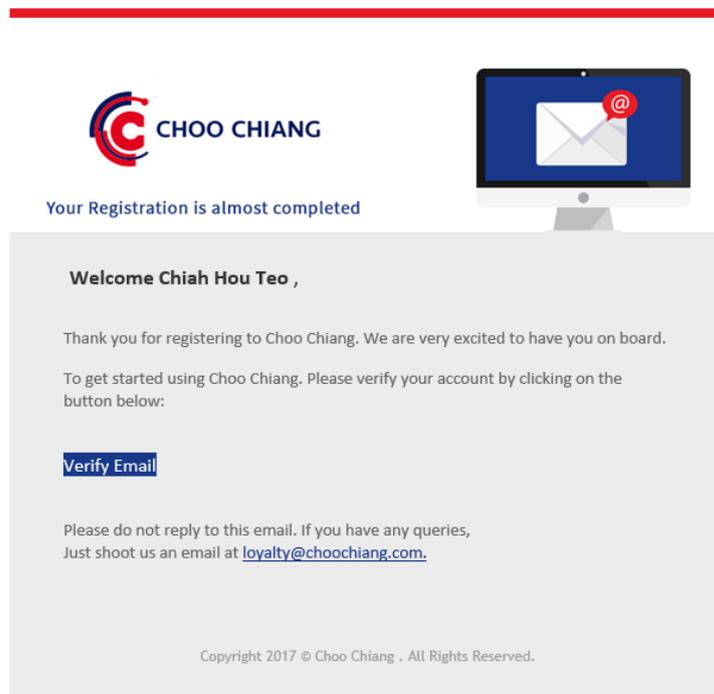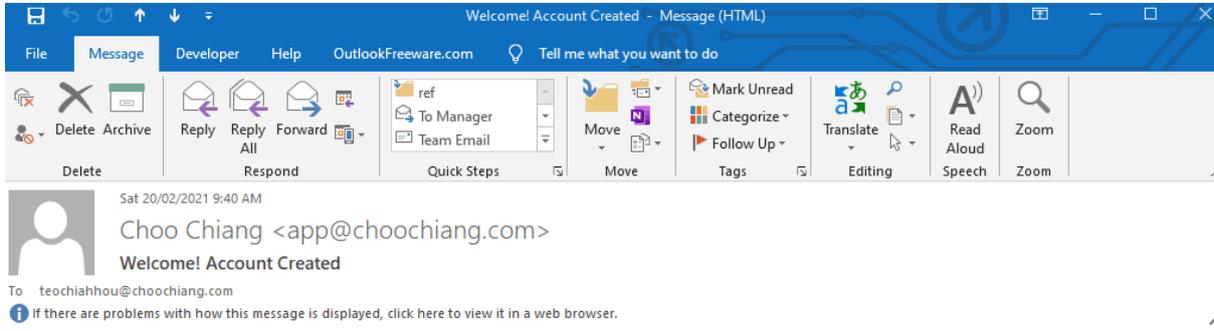
- Upon successfully verified, the following pop-up will be shown. This means you are ready to use the app as a registered user.
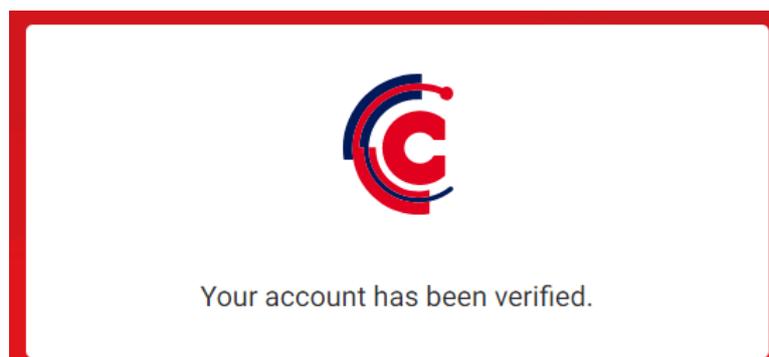
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Simply tap on the App icon to open the app.
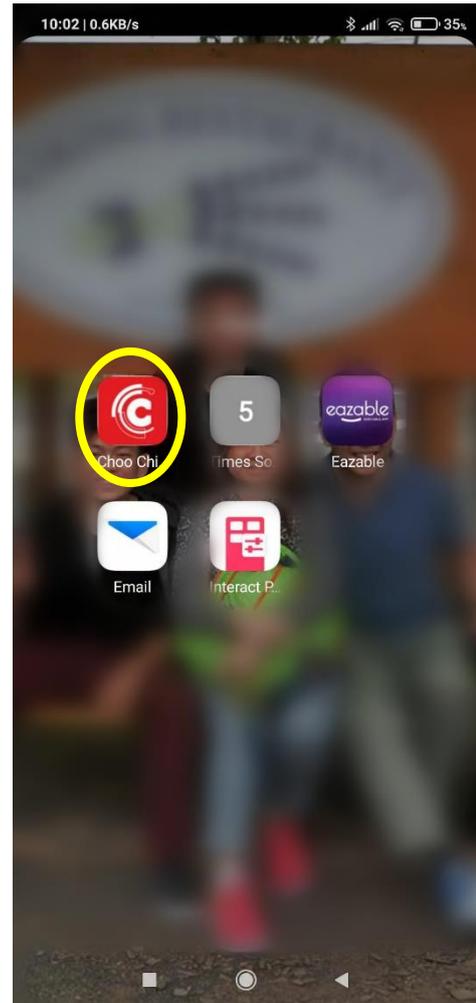
Important notices, Banners such as Major Promotions for the month & premium advertisements will randomly pop-up on the landing page.

Tap on the ⊗ button on the top right corner of the screen to close the banner.

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2.1 THE LANDING PAGE
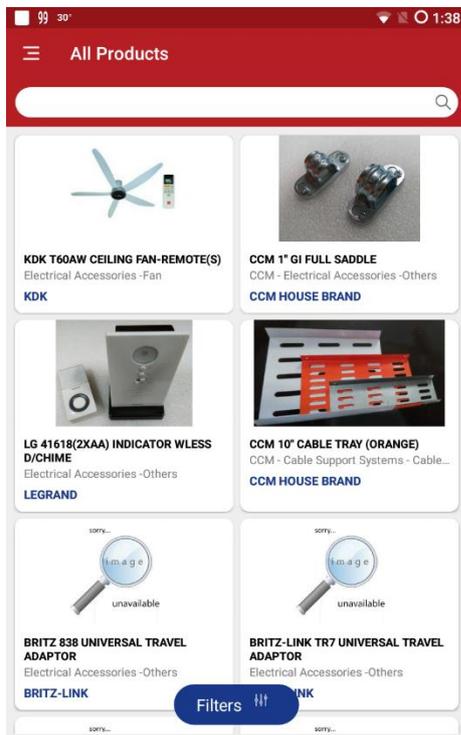
- The Landing Page will show All Products available in stores. (Please note that we have more than 12000 SKUs, & NOT all items are available at ALL outlets)

- You may swipe the screen up or down to browse through the items

- To narrow down the list, you may tap on the "Filters" button

2.2 FILTERS

- to specify the desired "Category" or "Brand" tick the desired boxes & tap "Apply"

- To clear the search filters, simply tap on "Clear All"
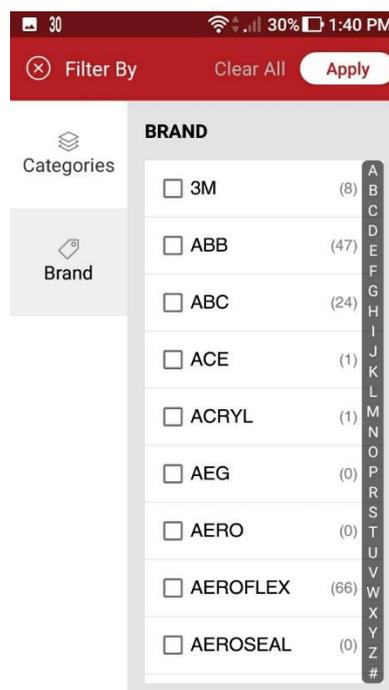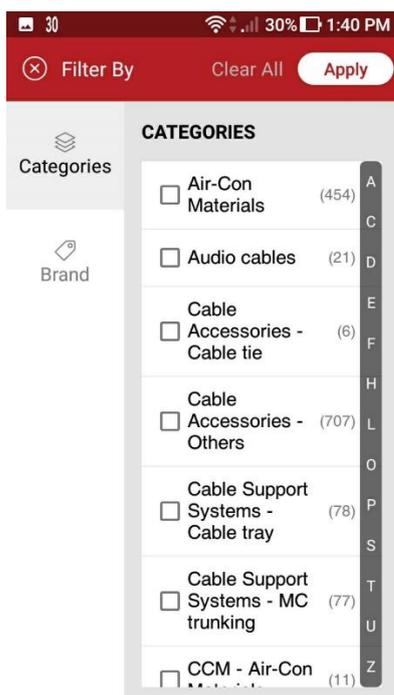
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- There are basically two types of Reward Points, namely Loyalty Points & Gift Points.
  Please refer to our Terms & Conditions for details.
  (url: https://choochiang.sg/docs/ChooChiangApp_TC.pdf)

- Each Loyalty point is equivalent to SG$1.00 & can be accumulated to use as a mode of payment when making purchases at any of our retail outlets (other modes of payment: Cash, NETs, Credit Cards).

- Each Gift point can be accumulated to redeem assorted gift items from Choo Chiang HQ (Purchasing Dept) located at No. 10 Woodlands Loop S(738388).

- All Rewards Points will expire 6 months from the month they were rewarded if unused.
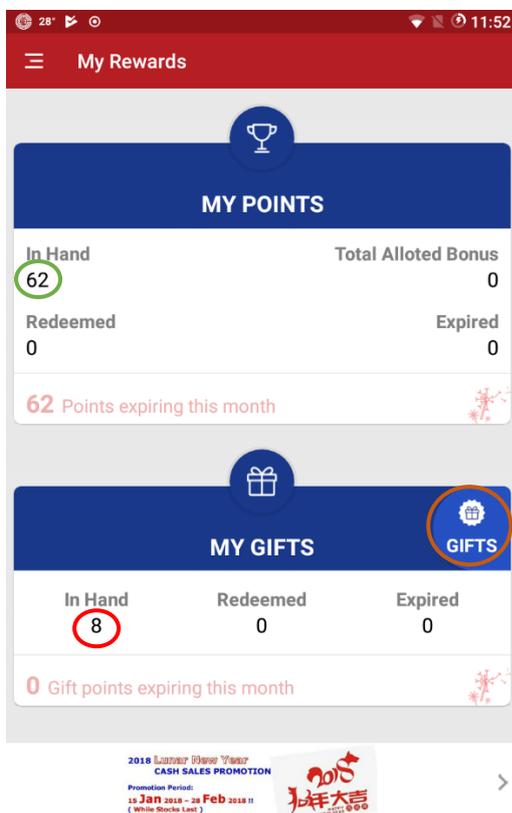
- A sample screen-shot of a mobile phone showing Reward Points.

- In the example, if you are the phone owner, you have accumulated **62** Loyalty Points & **8** Gift Points.

- You may tap on the 62 (points in hand) to view the details of the transactions that earned you these Loyalty points.

- You may also tap on the 8 (Gift points in hand) to view the details of the transactions that earned you these Gift points.

- You may also tap on the icon to view the assorted Gift items currently available at our HQ for redemption.
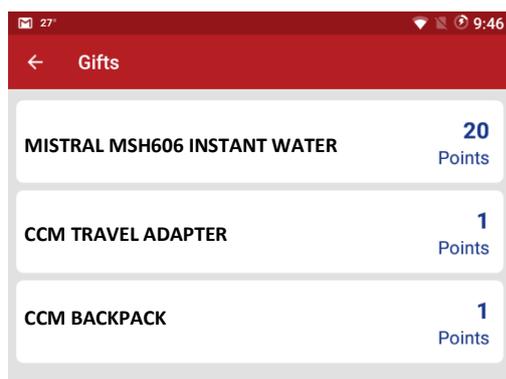
- A sample screen-shot showing Gift items currently available at our HQ for redemption. (Currently means at the point of time you checked your mobile App)

All the Gift items in the example are fictitious - for illustration purposes only.

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- A sample screen-shot of a mobile phone showing the various transactions from which your Loyalty Points were earned.

- In the example, if you are the phone owner, you have accumulated **62** Loyalty Points from Cash Sales Invoice 18100000044 dated 10 Feb 2018.

- Refer to the same example, you have **22** Loyalty points deducted due to a Credit Note R18100000004 issued on the same day as above for Goods returned.

- Refer to the same example, you have another **12** Loyalty Points earned from Cash Sales Invoice 18100000045.

All the expiry dates in the example are fictitious - for illustration purposes only.

- A sample screen-shot of a mobile phone showing the various transactions from which your Gift Points were earned.

- In the example, if you are the phone owner, you have accumulated **8** Gift Points from Cash Sales Invoice 18100000044 dated 10 Feb 2018.

- Refer to the same example, you have **2** Gift points deducted due to a Credit Note R18100000004 issued on the same day as above for Goods returned.

- Refer to the same example, you have another **2** Gift Points earned from Cash Sales Invoice 18100000045.

All the expiry dates in the example are fictitious - for illustration purposes only.

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CHOO CHIANG

Main Contact   6368 5922
Main Fax   6363 5922
Email (enquiry)   info@choochiang.com

Additional Contact Information

Purchasing Dept   6756 3455
Sales Dept   6366 5959
Projects Dept   6586 8633
  6586 8108
  6586 8109
Loyalty Programme   6586 8105
  6586 8618

Email(Loyalty Prog)   loyalty@choochiang.com

Our Retail Branches

- Woodlands Branch (WB) - 10 Woodlands Loop Singapore 738388
- Ang Mo Kio Branch (AMK) - Blk 5070 Ang Mo Kio Ind Pk 2 #01-1511 Singapore 569573
- Hamilton Branch (HM) - No. 17 Hamilton Road Singapore 209187
- Pioneer Branch (PN) - Blk 3 Soon Lee Street #01-09 Pioneer Junction Singapore 627606
- Rowell Branch (RW) - Blk 640 Rowell Rd #01-70 Singapore 200640
- Sim Avenue Branch (SA) - 488A Sims Ave Singapore 387605
- Toh Guan Branch (TG) - 48 Toh Guan Rd East #01-107 Singapore 608586
- Toa Payoh Branch (TP) - Blk 3 Toa Payoh Ind Pk #01-1381 Singapore 319055
- Ubi Branch (UBI) - Blk 61 Ubi Road 1 #01-11 Oxley BizHub Singapore 408727
- Tampines Branch (TA) – Blk 9005 Tampines Street 93 #01-248 Singapore 528839

Operating Hours

Mon - Fri :	08:00 hrs - 17:00 hrs
Sat :	08:00 hrs - 13:00 hrs

-- Happy Shopping! --