



Benefits Pro

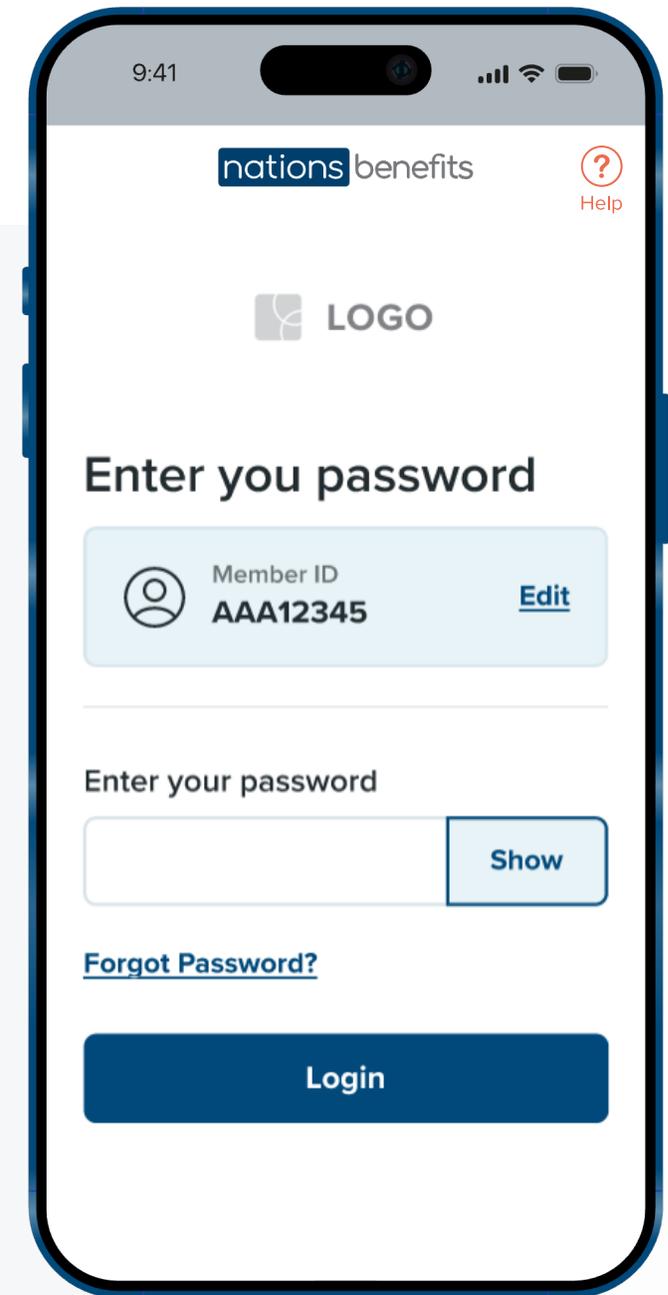
APP USER GUIDE

nations benefits

Login

Member ID and Password Login

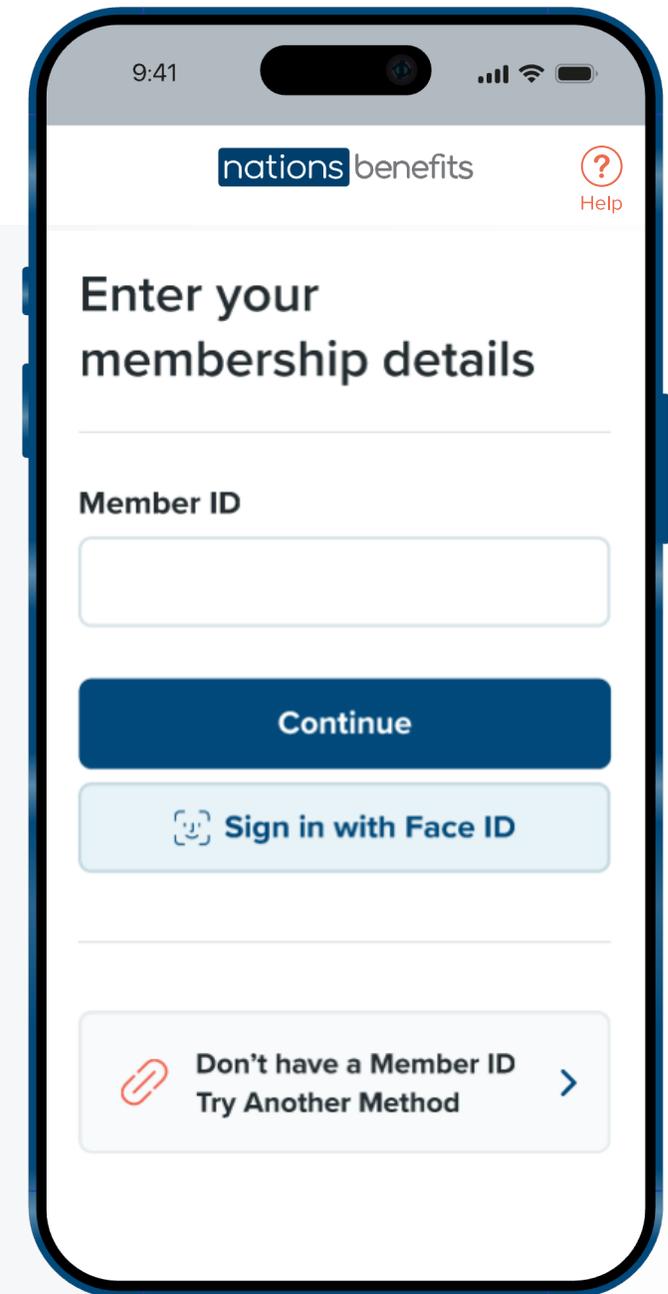
1. The user will open the application and be shown the Login screen.
2. The user will enter their **Member ID**.
3. Once **Continue** is selected, the system will determine if there is a profile registered for this Member ID.
 1. If the Member ID entered already has a profile registered, the user will be shown the **Password** field.
 2. Once the password is entered, then the user will enter the **Login** button.
 3. If the Member ID and Password **match** a profile, then the member will be redirected to the home page.
 4. If the Member ID and Password **do not match** a profile, then the appropriate error message will be shown.



Biometric Login

Enabling Biometric Login

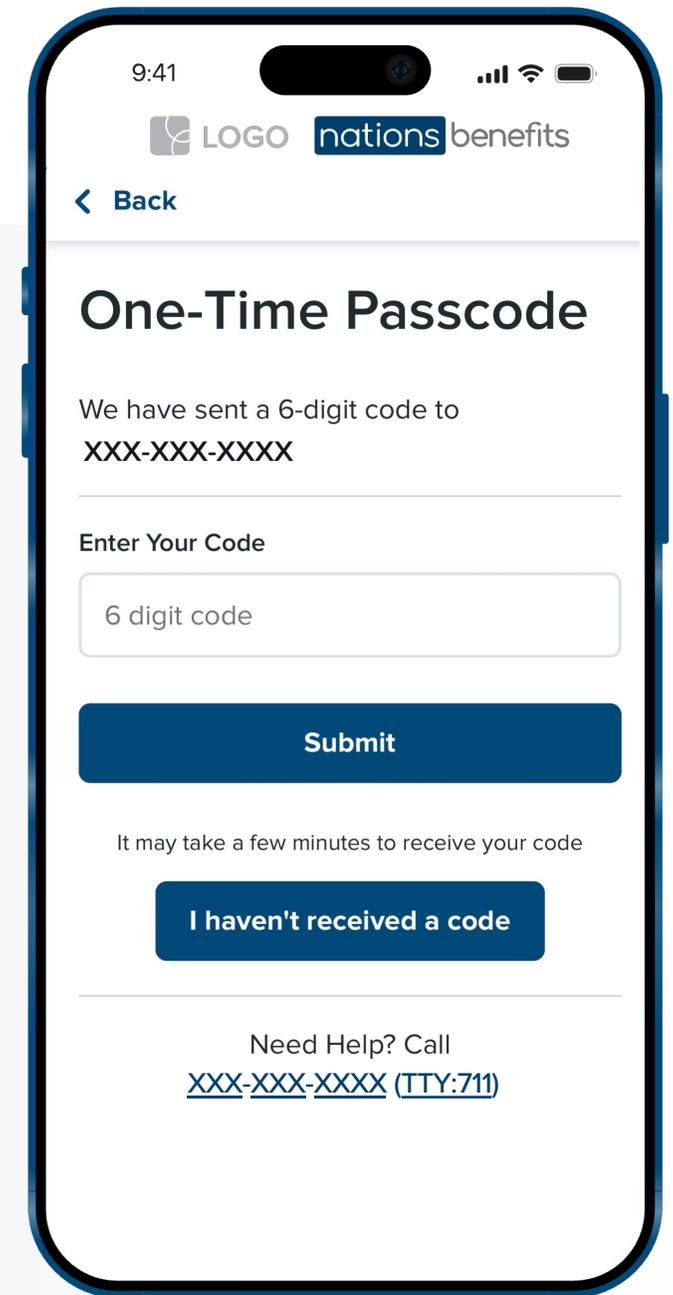
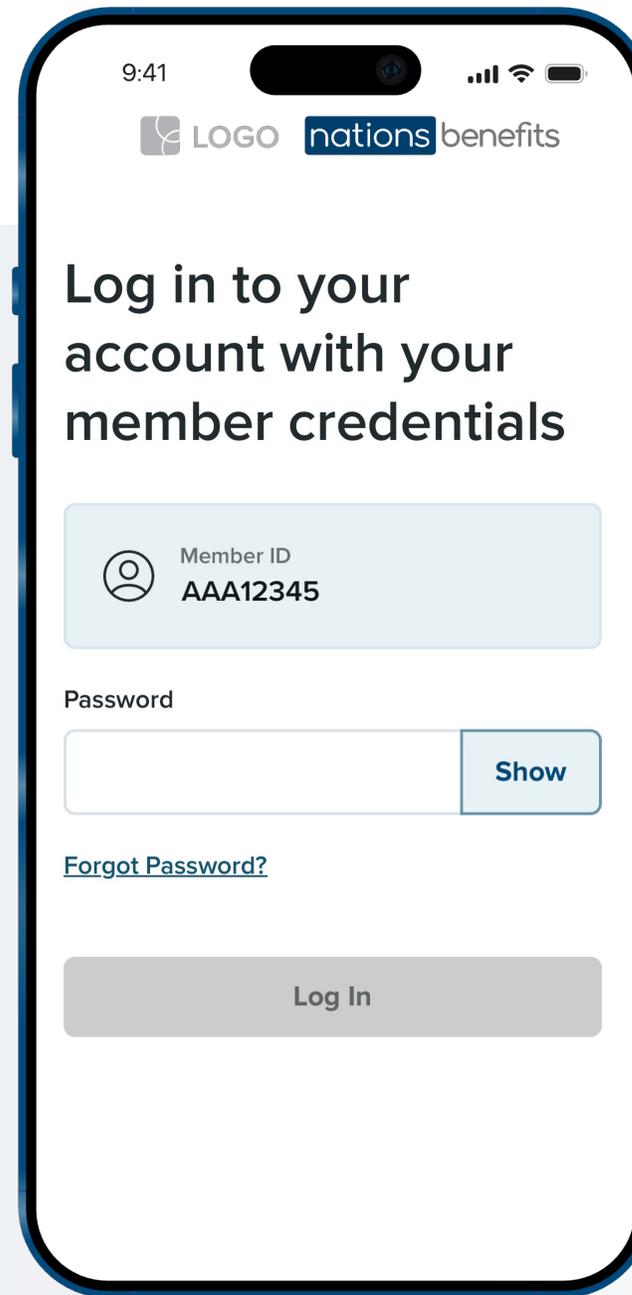
- The user will open the application and be shown the **Login** screen.
- If the member has previously enabled biometric login (Face ID for iOS, and face ID/fingerprint scanner for Android.)
 - Then, the app will immediately engage Face ID or fingerprint scanner.
 - If successful, the member will be redirected to the home page.
- If the member has not enabled biometric login or if their device does not support biometric login, they will be redirected to the home page.



Forgot Password

Forgot Password

1. The user will select the “**Forgot Password?**” link.
2. The user will receive a 6-digit code to the phone number associated with the account.
3. The user will then verify their account by inputting the 6-digit code.



Forgot Password

Forgot Password - continued

4. The user will then be directed to create a new password.
5. The user will see that their password has been updated successfully and directed back to the login screen.

9:41

LOGO nations benefits

< Back

Create New Password

Your password must contain:

- At least 8 characters max up to 64
- At least one Upper case letter
- At least one special character (eg. @, #, \$ etc)
- At least one Number
- At least one Lower case letter

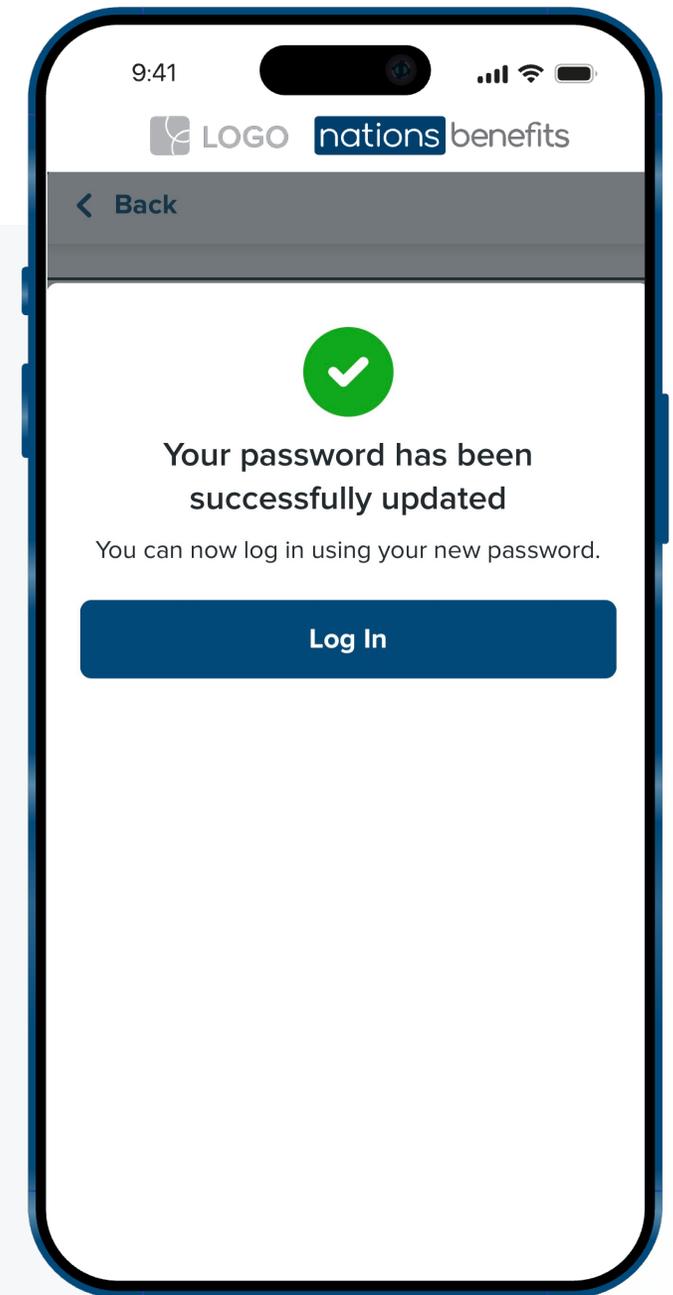
New Password

Show

Confirm New Password

Show

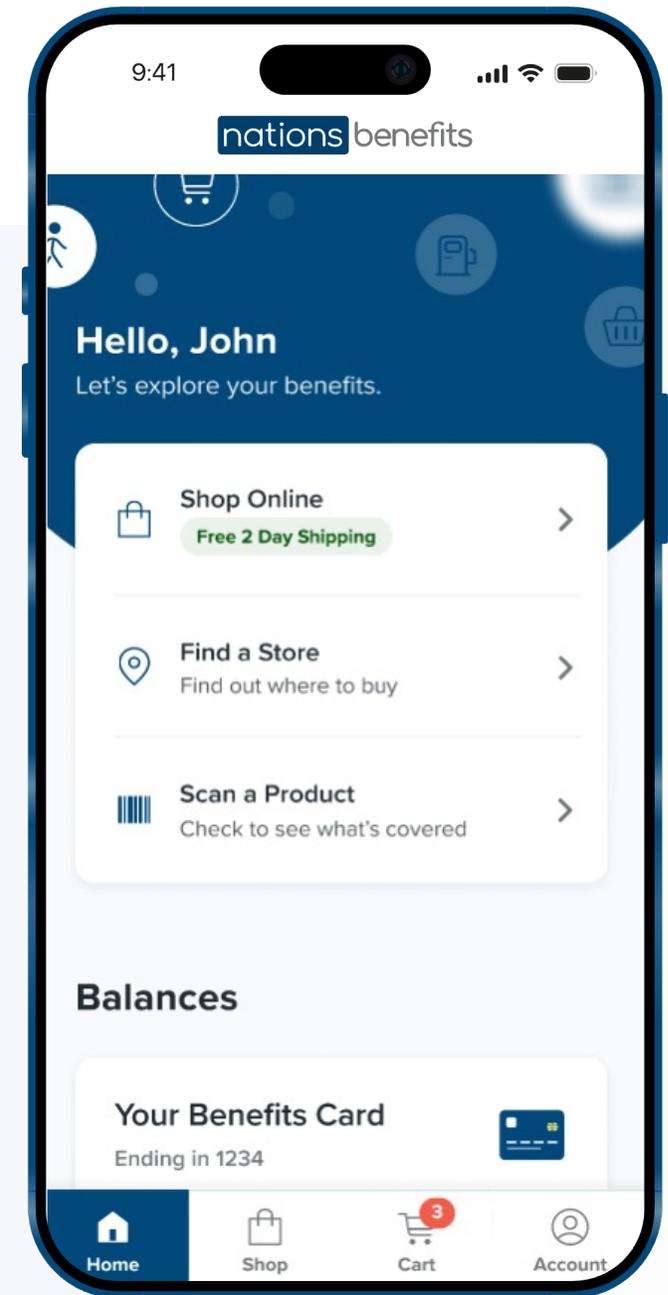
Continue



Home Page

Navigation Options

- Selecting the **Shop Online** option or the Shop tab on the bottom navigation will redirect the user to the Shop page.
- Selecting the **Find a Store** option will redirect the user to the Store Locator page.
- Selecting the **Scan a Product** option will redirect the user to the Product Scanner.
- Selecting the **Cart** tab on the bottom navigation will redirect the user to the Cart page.
- Selecting the **Account** tab on the bottom navigation will redirect the user to the Account page.



Home Page

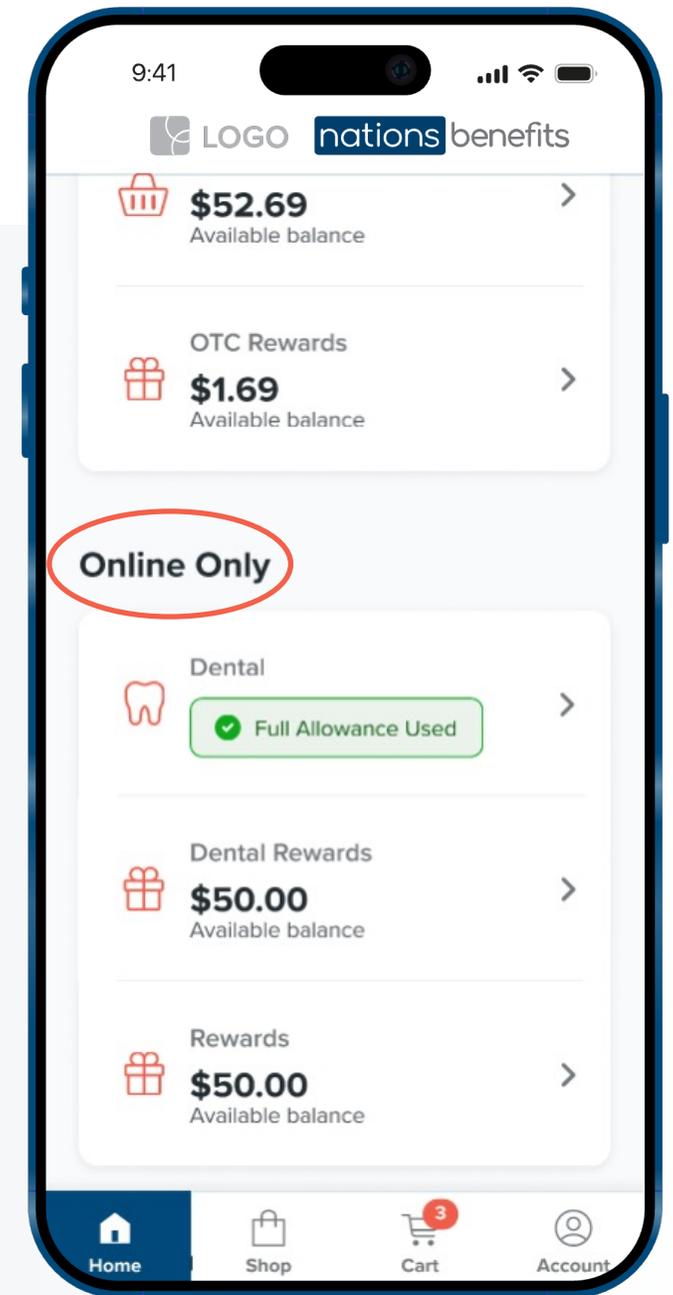
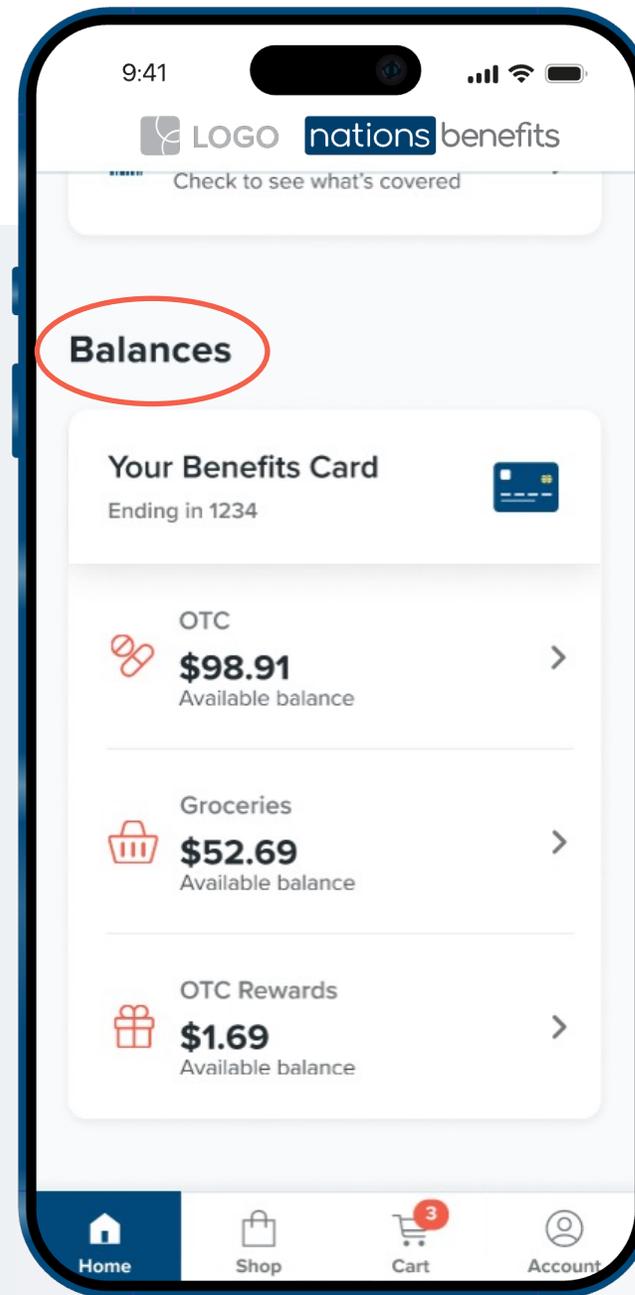
Wallet Balances

- The home page will display the last 4 digits of the user's **Benefits Card**.
- This section will contain the balances held on the card that are available for use online or in retail locations.

Online Only

- This section will display benefits that are only available for use online using the **Benefits Pro** app or the **Benefits Pro** Portal.

For both sections, the balances displayed will be current at the time of login.



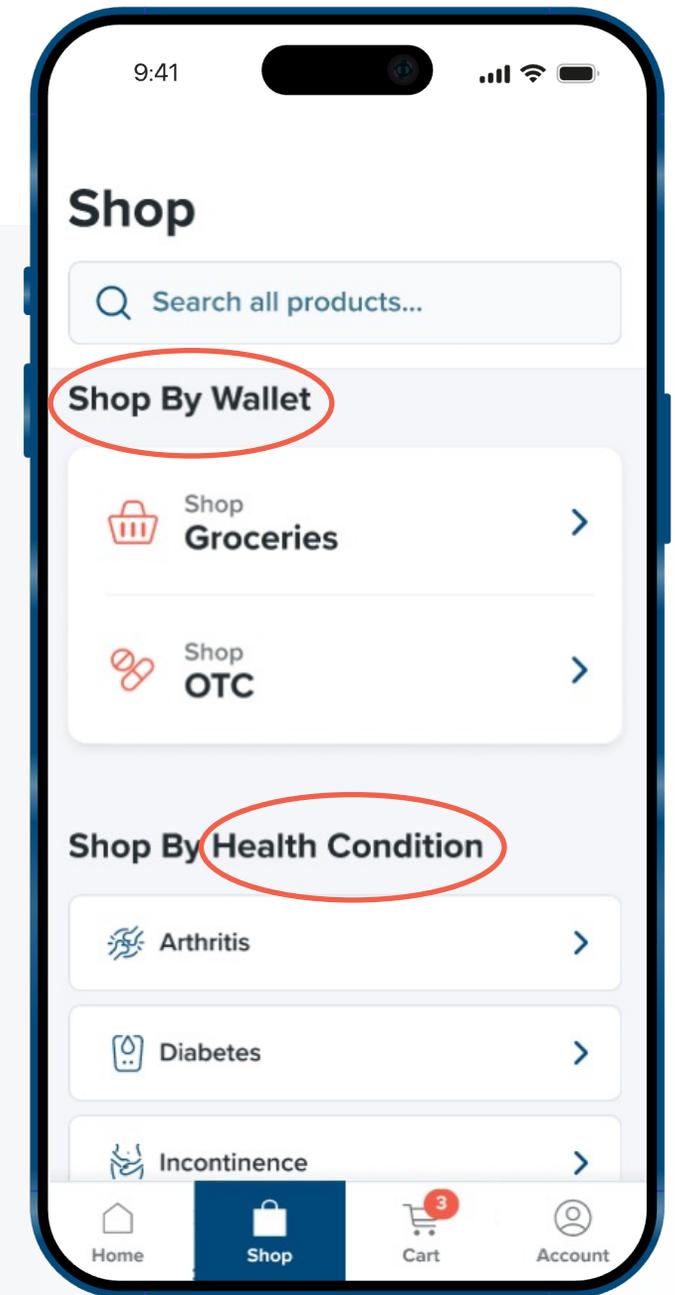
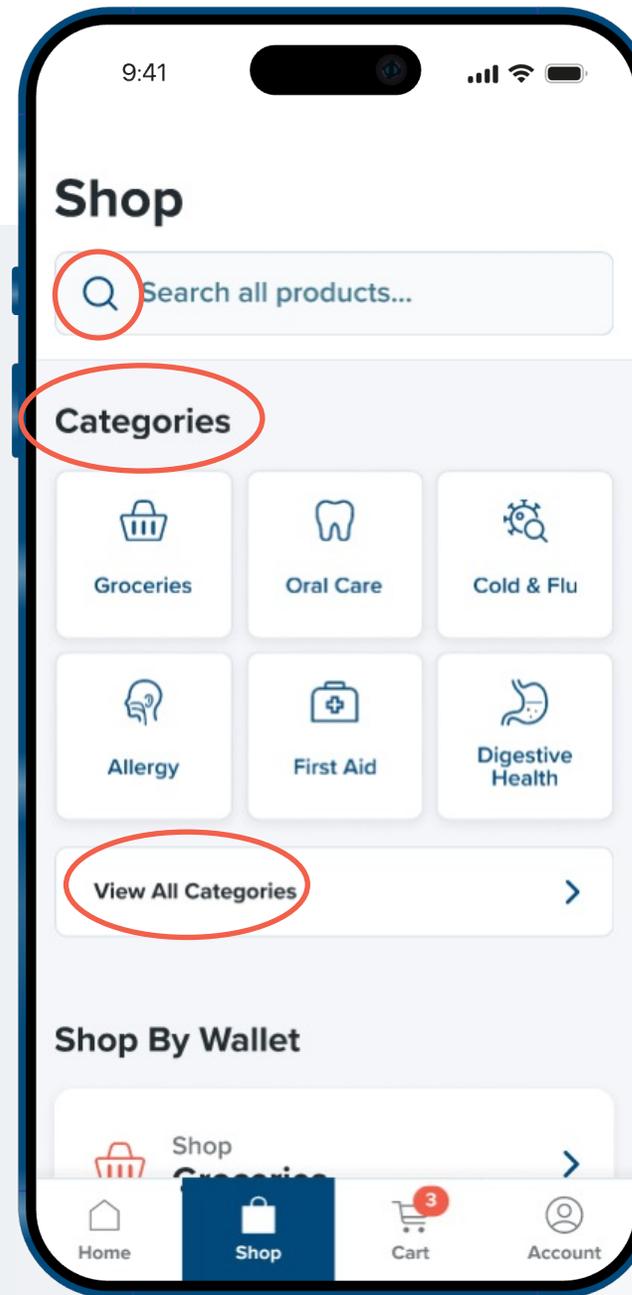
Shopping Experience

Shop Page

After selecting the **Shop tab** or **Shop Online** option from the Home page the user will be navigated to the Shop page.

The user can find products using a number of options:

- **Search** – using entry on the top navigation
- **Recommended Categories**
- **All Categories**
- **Wallet**
- **Health Condition** – entered by the member on the Personal Health Profile page



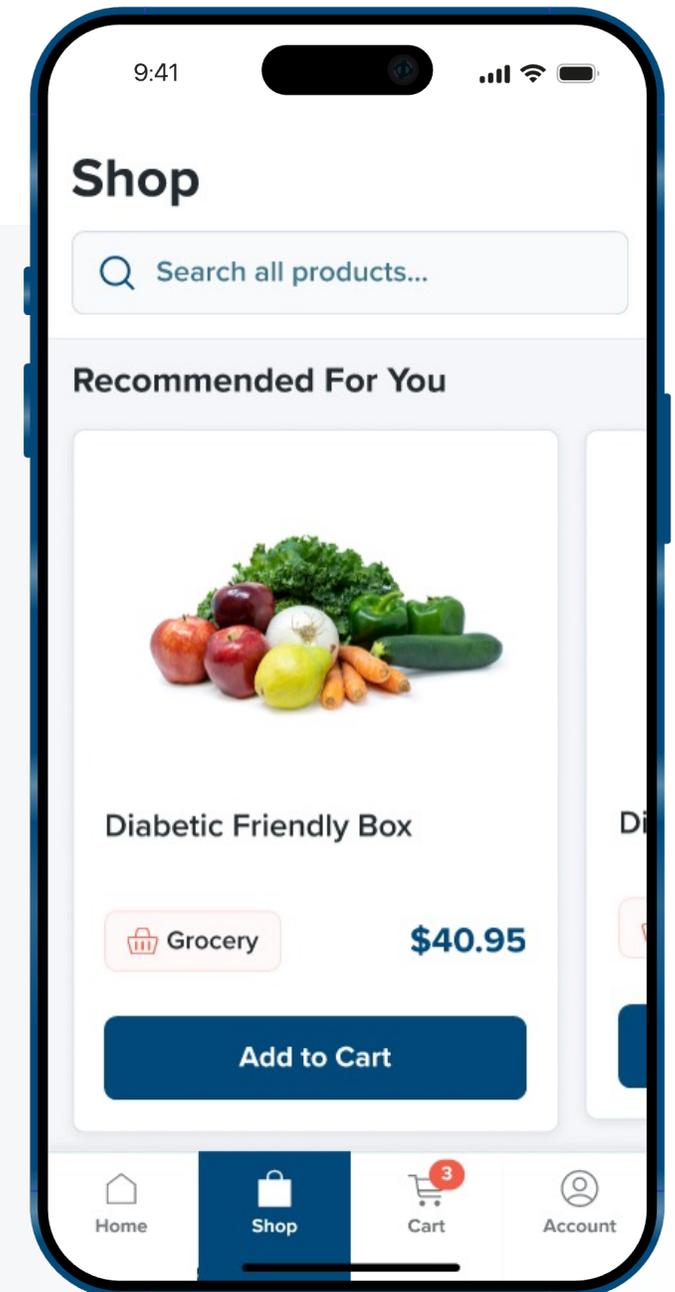
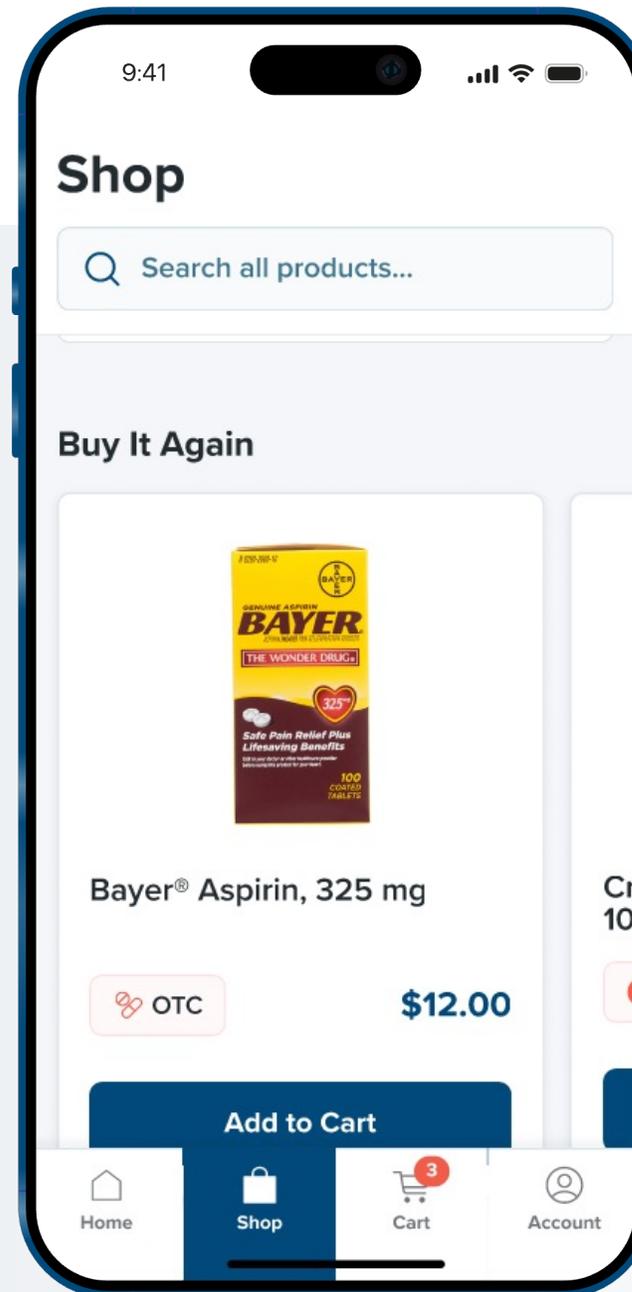
Shopping Experience

Shop Page – Continued

The user will also be shown products directly in the sections at the bottom of the Shop page.

These sections are:

- **Buy It Again** – products previously ordered by the user.
 - **Recommended For You** – recommended based on the user's health conditions.
 - **Most Popular** – recommendations from our system based on popularity.
1. The user can select the **Add to Cart** button to add the product directly.
 2. The user can also select the product tile to navigate to the **Product Details** page.

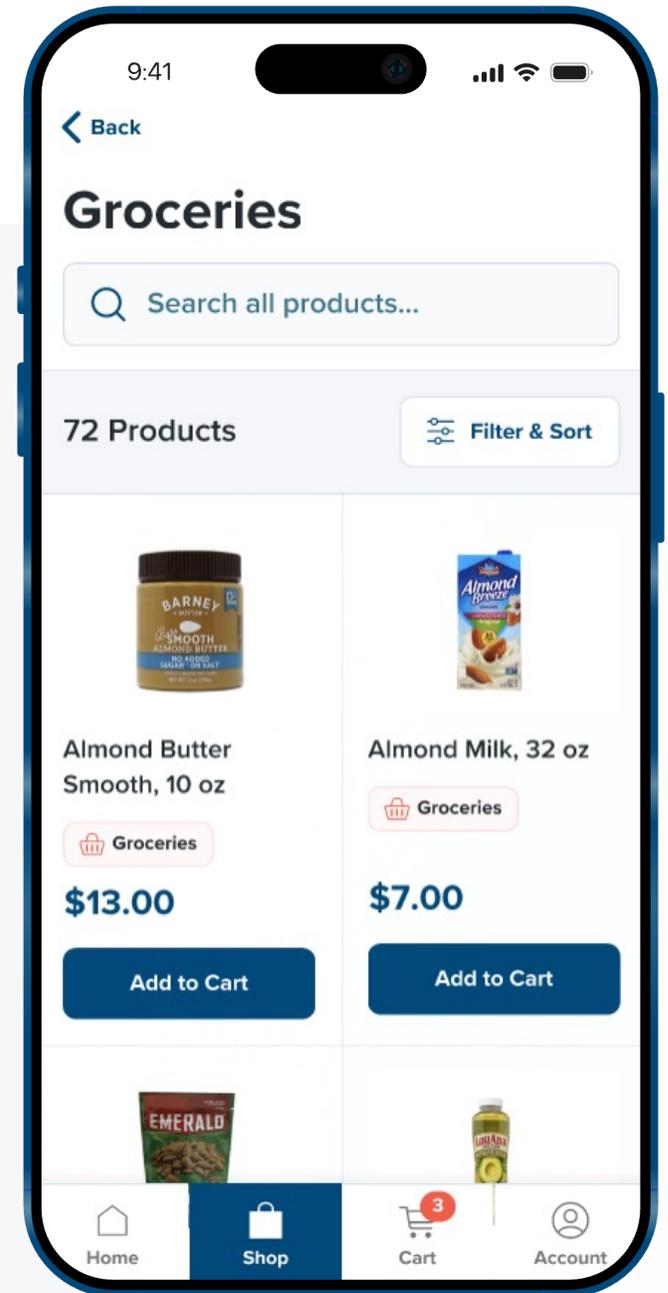


Shopping Experience

Shop Wallet

Once the user selects a **Shop by Wallet** option, then they are redirected to a products page with only those products shown.

- The user can select to add any of these products to their cart directly.
- Or the user can navigate to the **Product Details** page for more information.

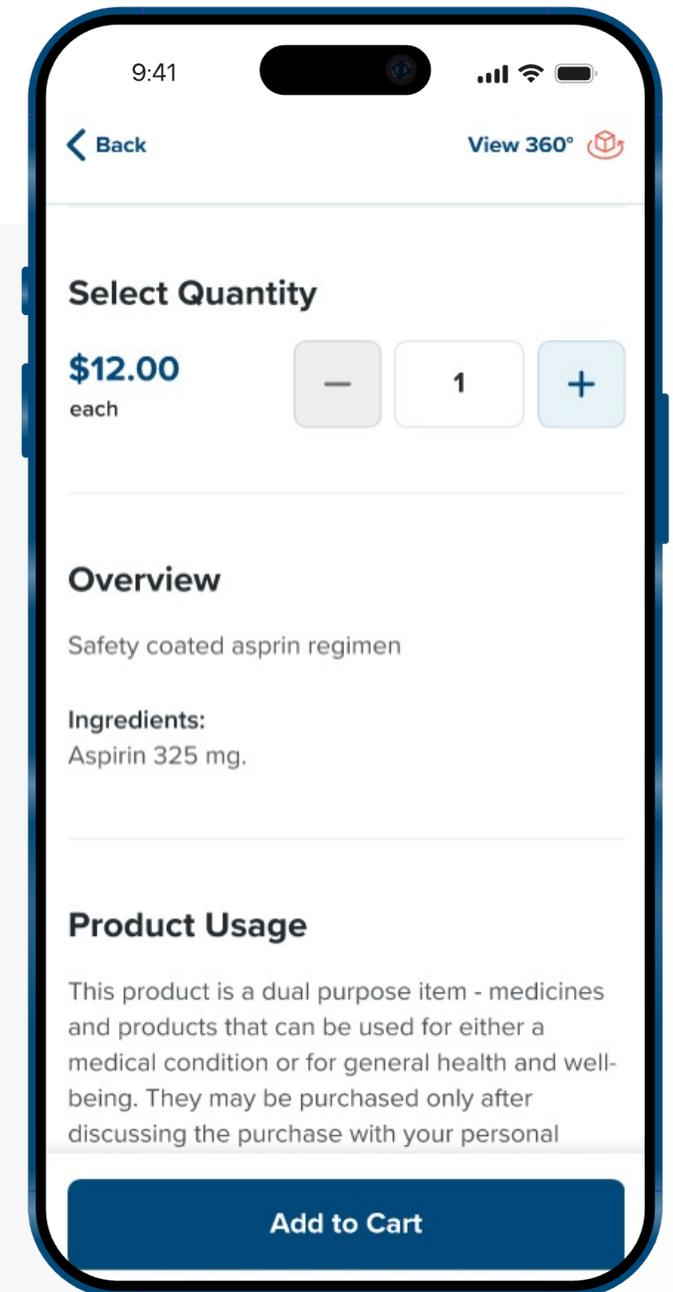
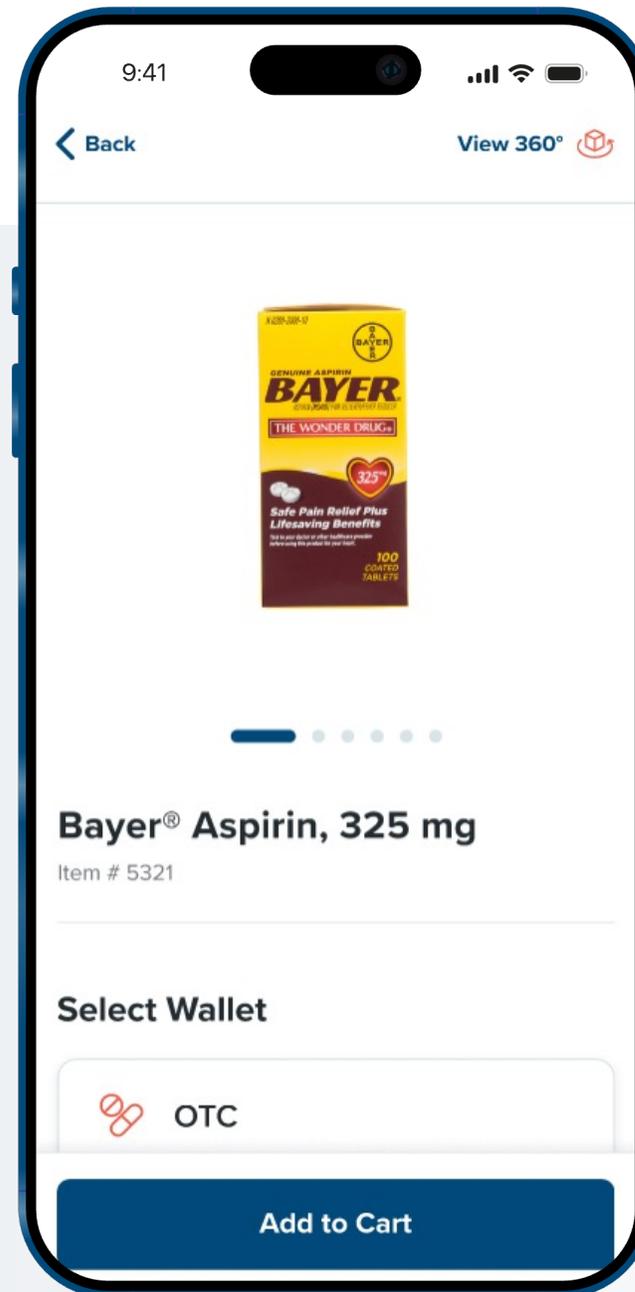


Shopping Experience

Product Details Page

On the **Product Details** page, the user will see the images available for the product including a 360 degree image.

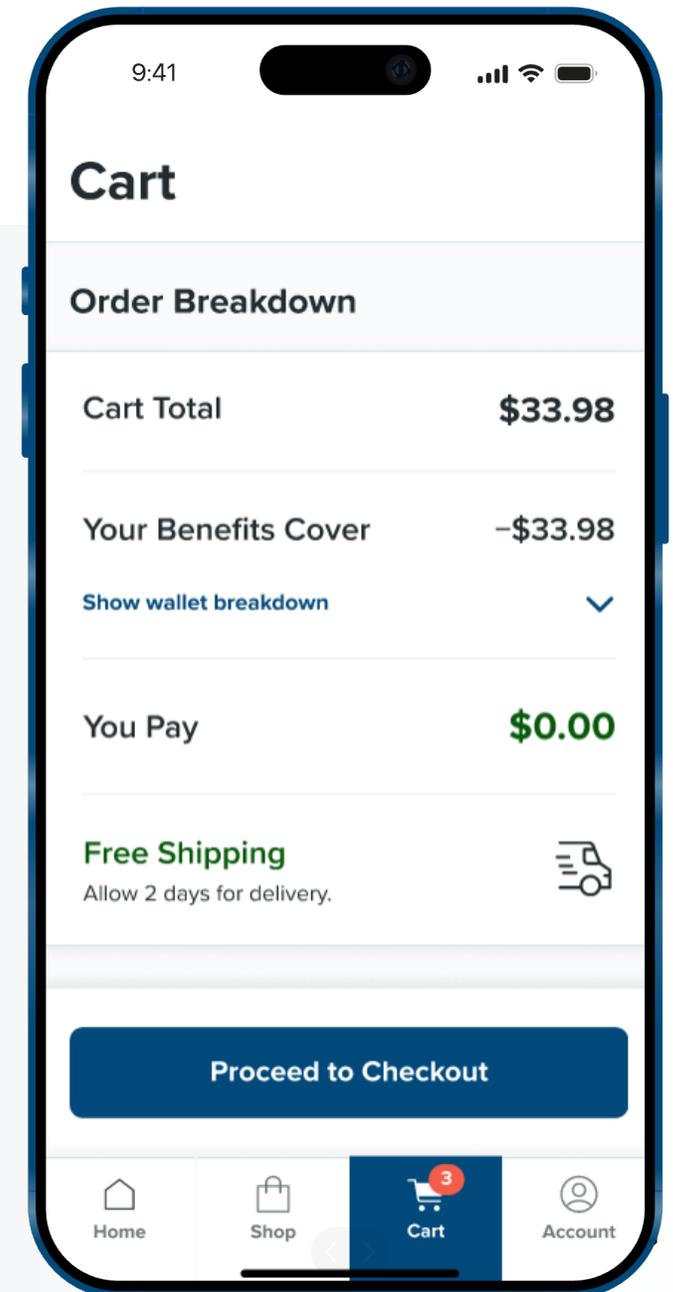
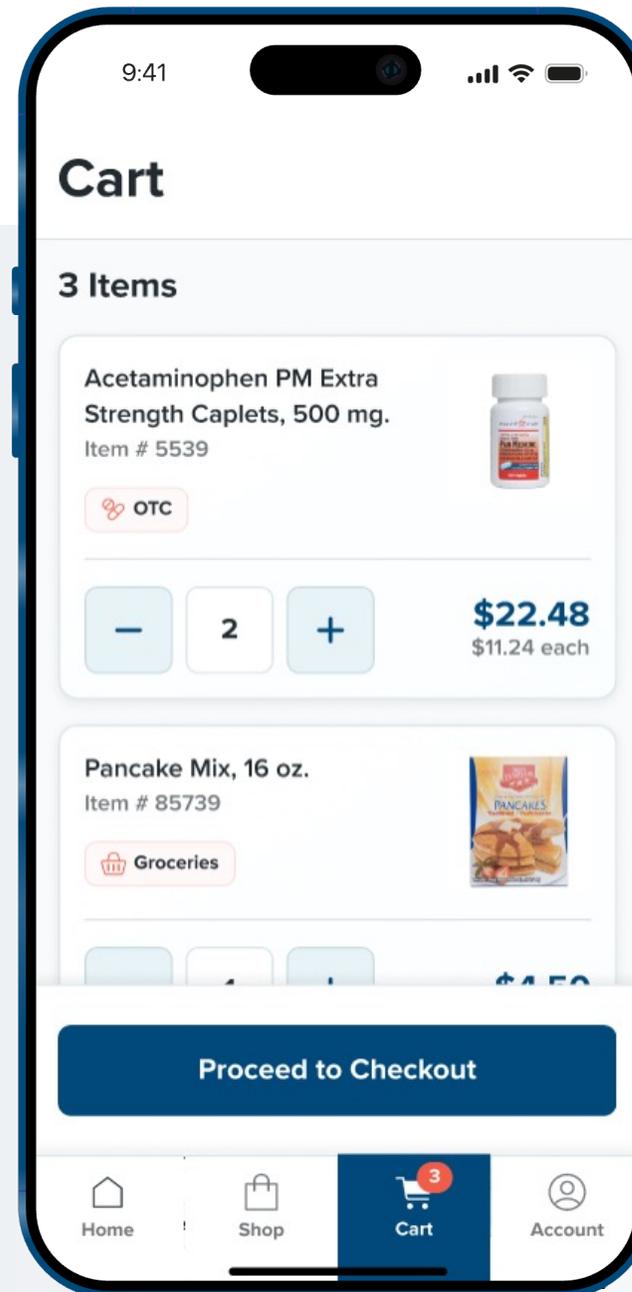
- The user will have the ability to add the product to their cart and select quantity on this page.
- They will also be able to see additional information in the **Overview** and **Product Usage** sections.



Cart

Cart Page

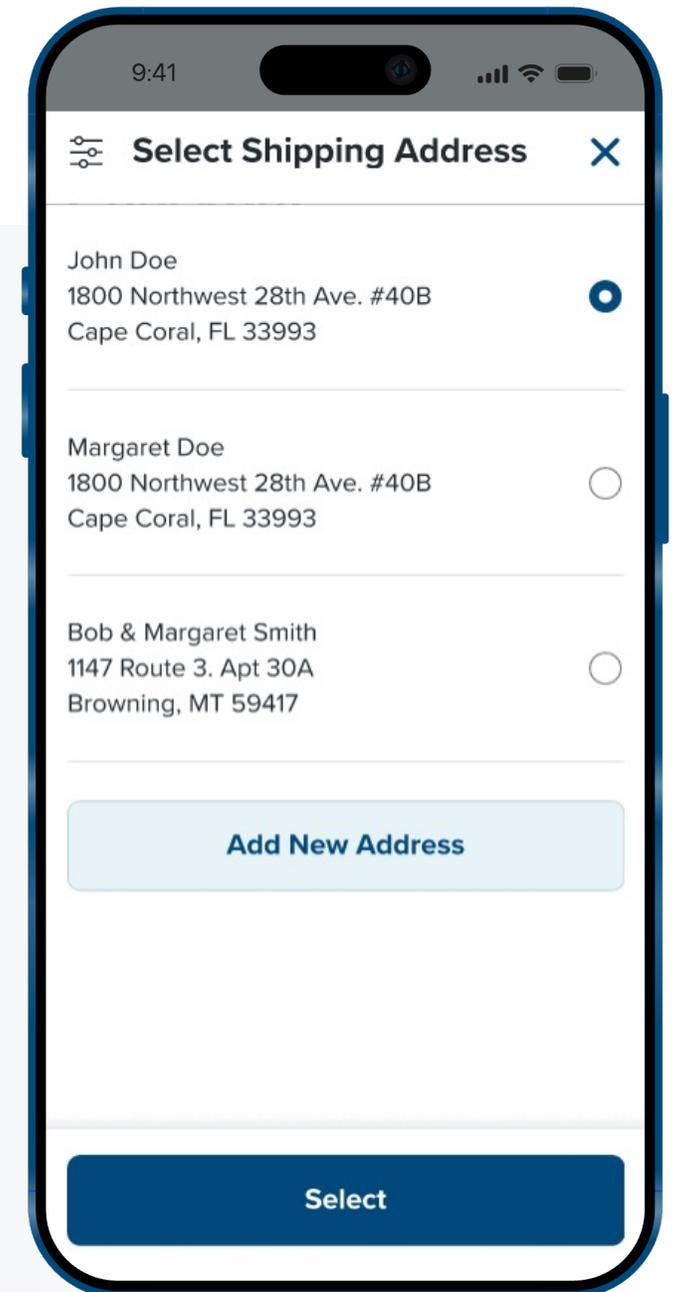
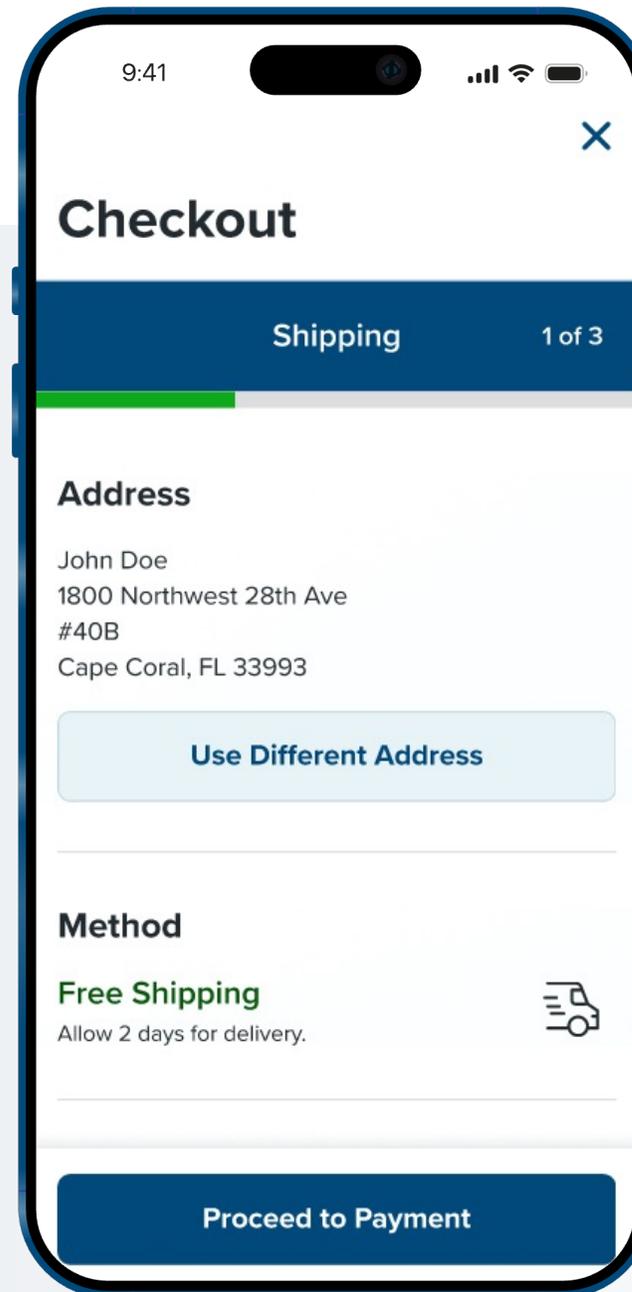
- Once the user has added products, they will select the **Cart** tab on the bottom of the screen to navigate to the **Cart** page.
- On the **Cart** page, they will see all products added and can adjust quantities or remove products.
- The **Order Breakdown** section will show all details of the cost of the items and what items are covered by benefits.
- Selecting the **Proceed to Checkout** button will start the checkout process.



Checkout

Step 1: Shipping

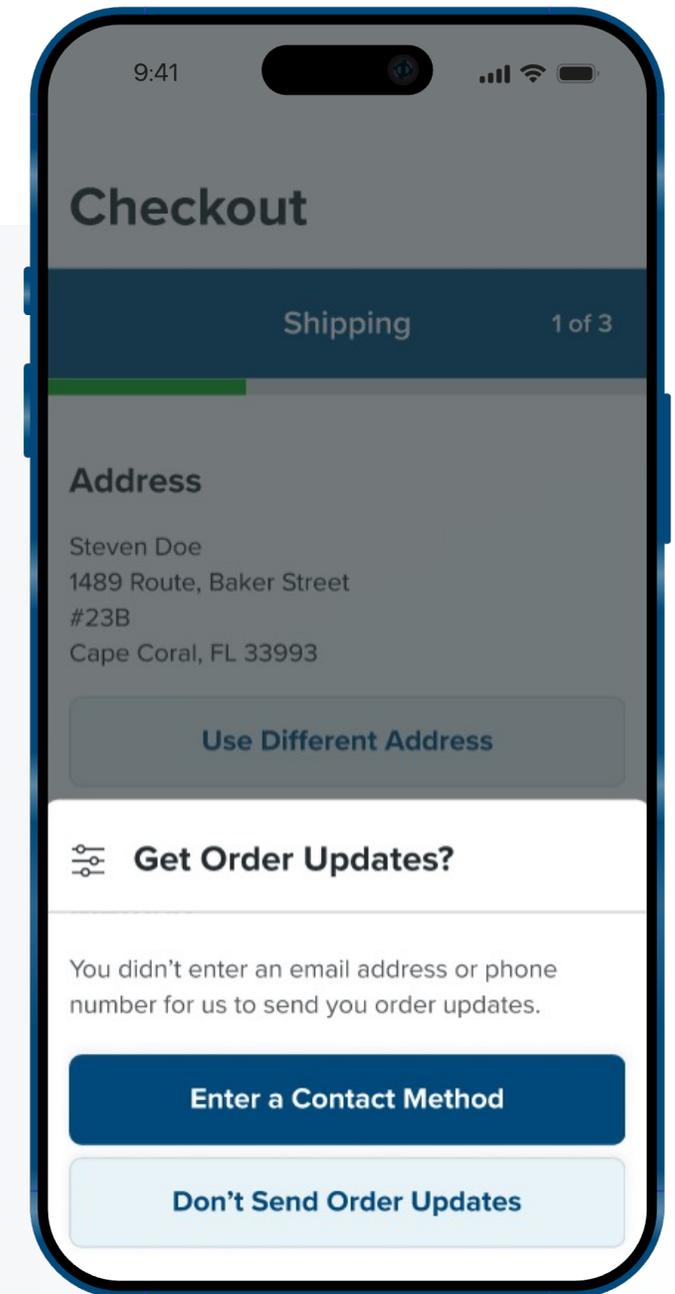
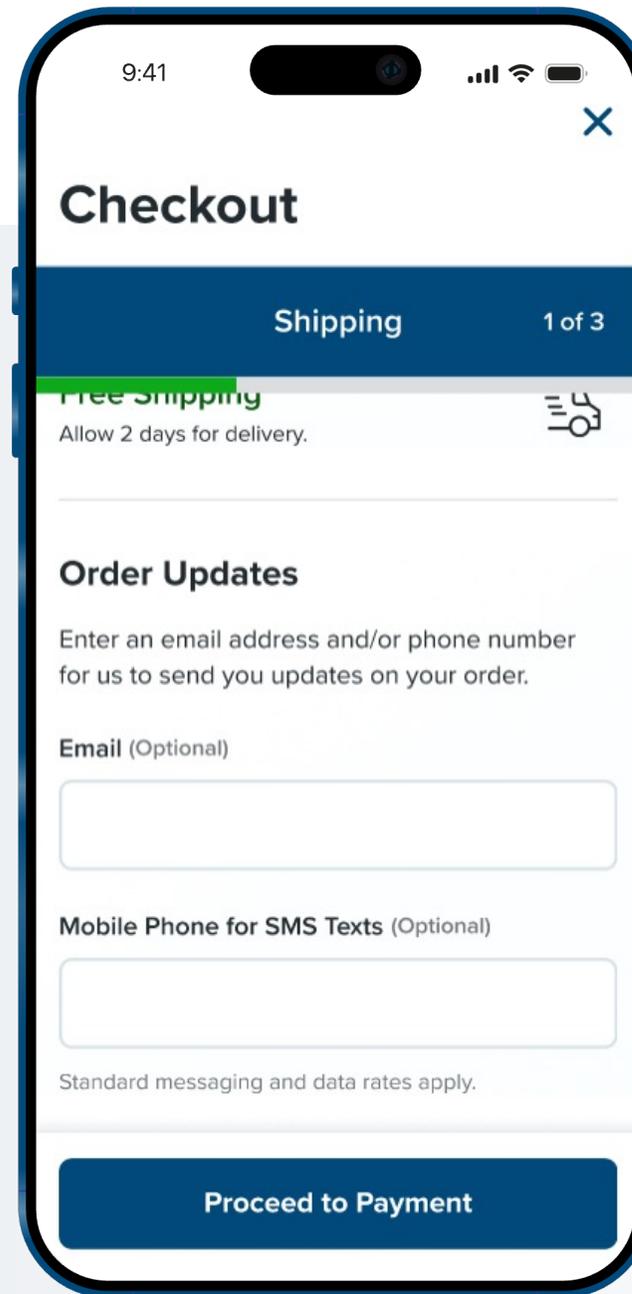
1. On the **Checkout** page, the user will see the default address for the profile.
2. The user can select **Use Different Address** to change the address used.
3. The user can select from the addresses saved to their profile.
4. Or, the user can select **Add New Address** to enter a new address.



Checkout

Step 1: Shipping

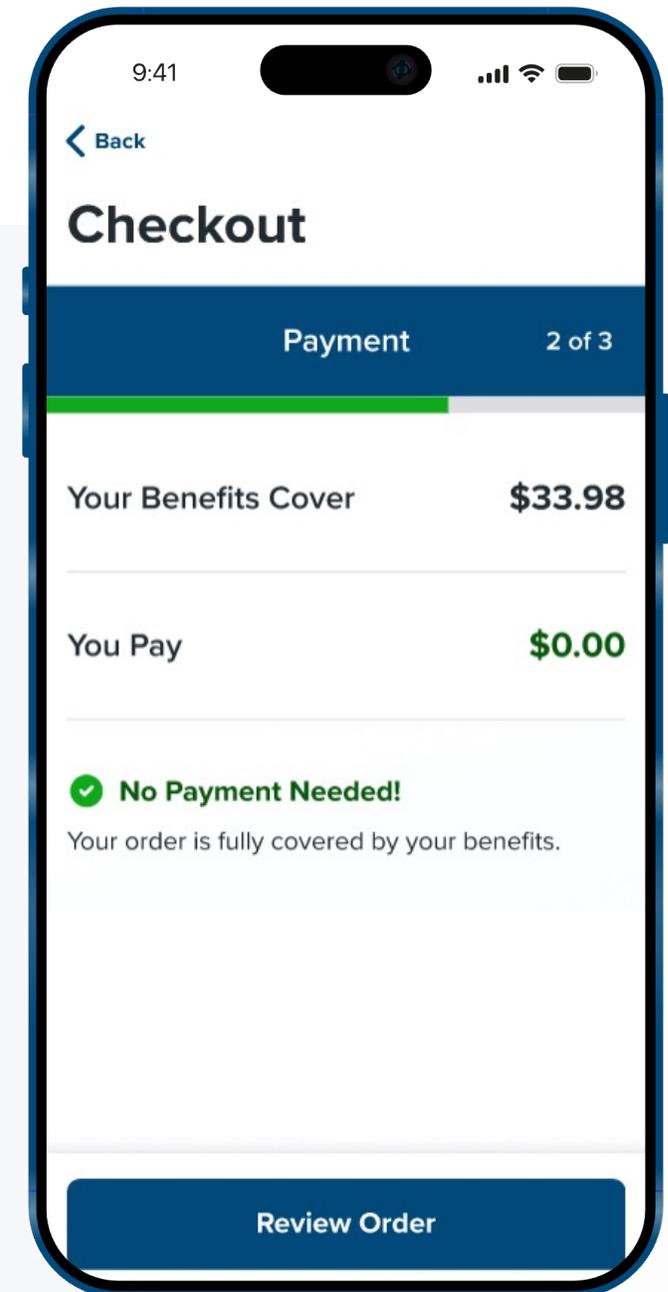
1. At the bottom of the shipping page, the user can select to enter information for **Order Updates**.
 - The user will enter an Email address if they want to receive Email updates.
 - The user will enter a Mobile Phone number if they want to receive SMS texts.
 - If neither are entered, the system will provide a confirmation screen.
2. Selecting **Don't Send Order Updates** will navigate to the next step of checkout.



Checkout

Step 2: Payment

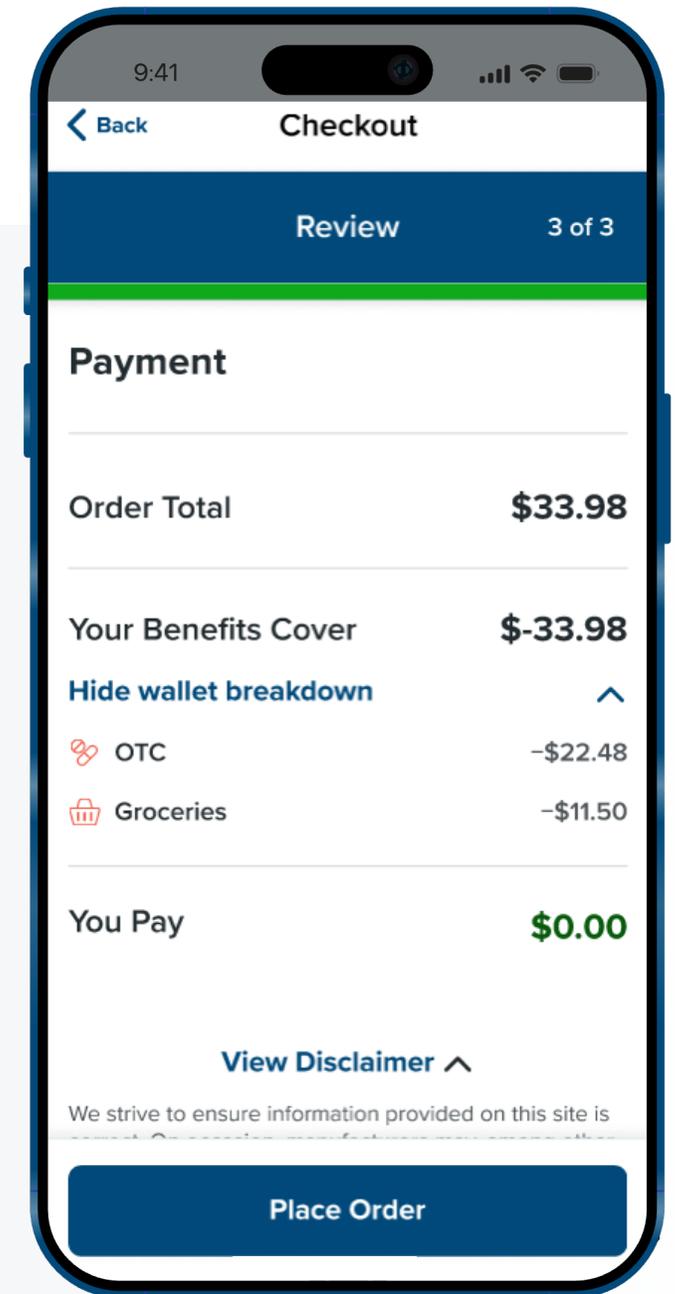
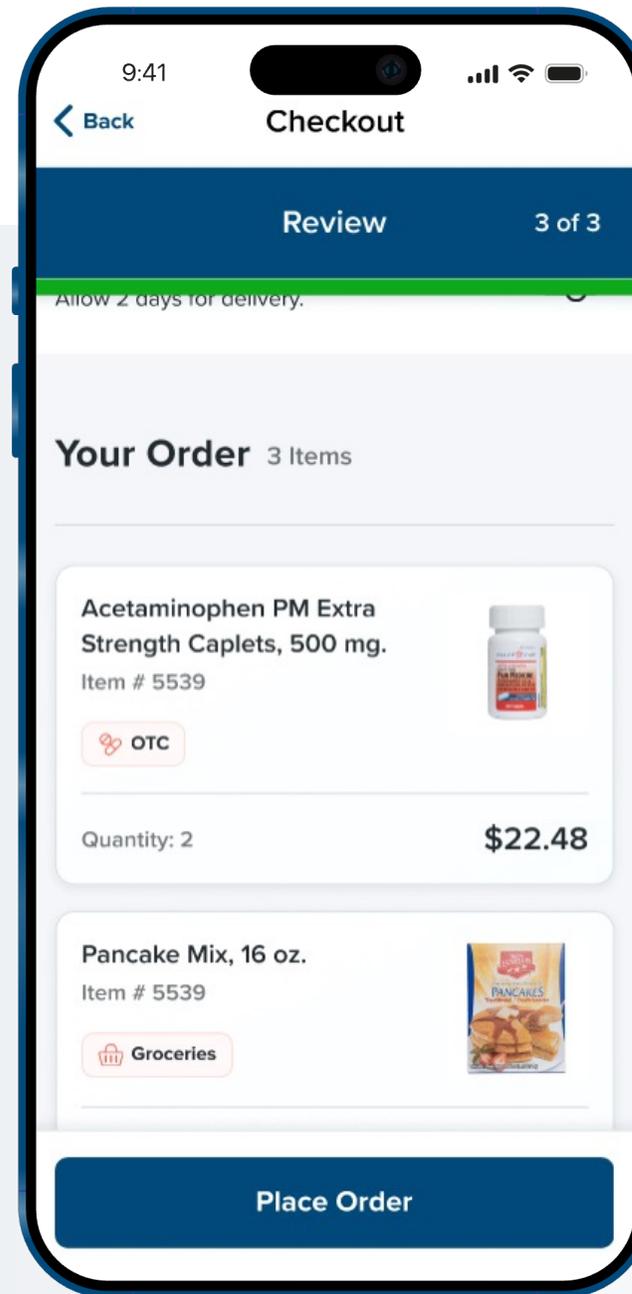
1. If the user chose products that are fully covered by their benefits, then they will see the **No Payment Needed** version of this page.
2. If the user does have a **You Pay** value that was not covered by their benefits, then they will see a version of this Payment screen to enter their credit card information.
3. Once the payment is covered by benefits or personal payment, then the user can select the **Review Order** button to proceed.



Checkout

Step 3: Review Order

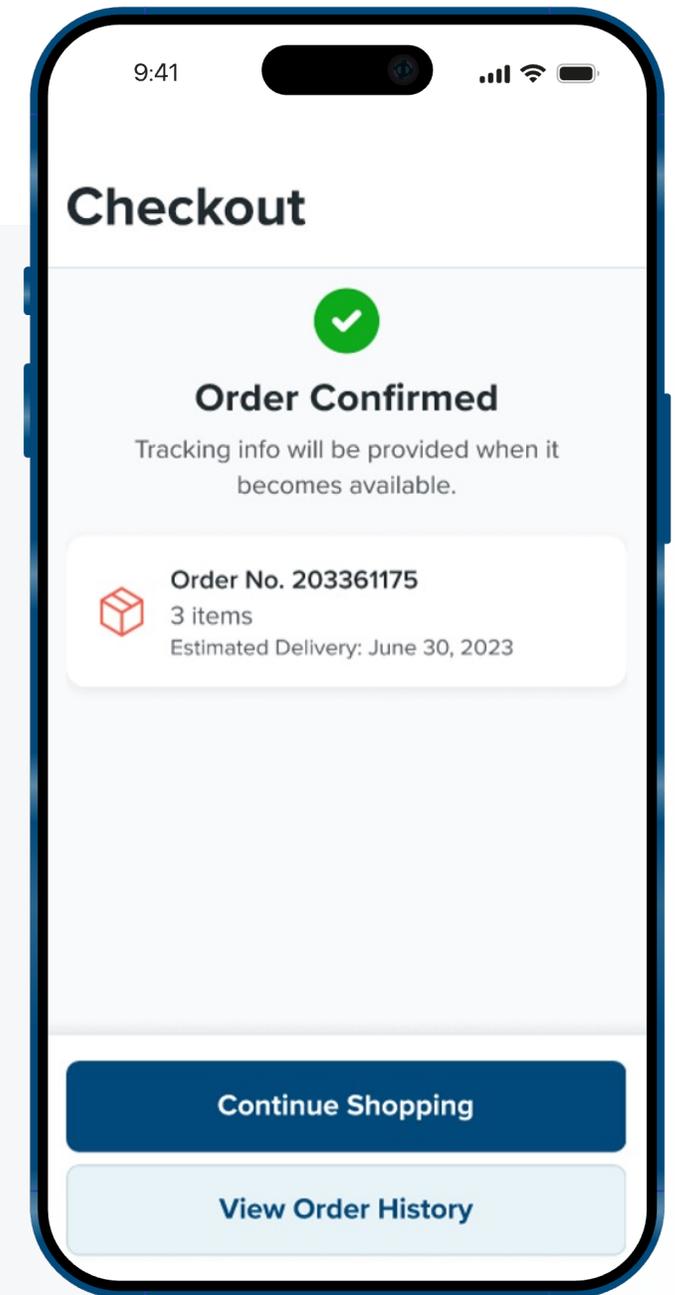
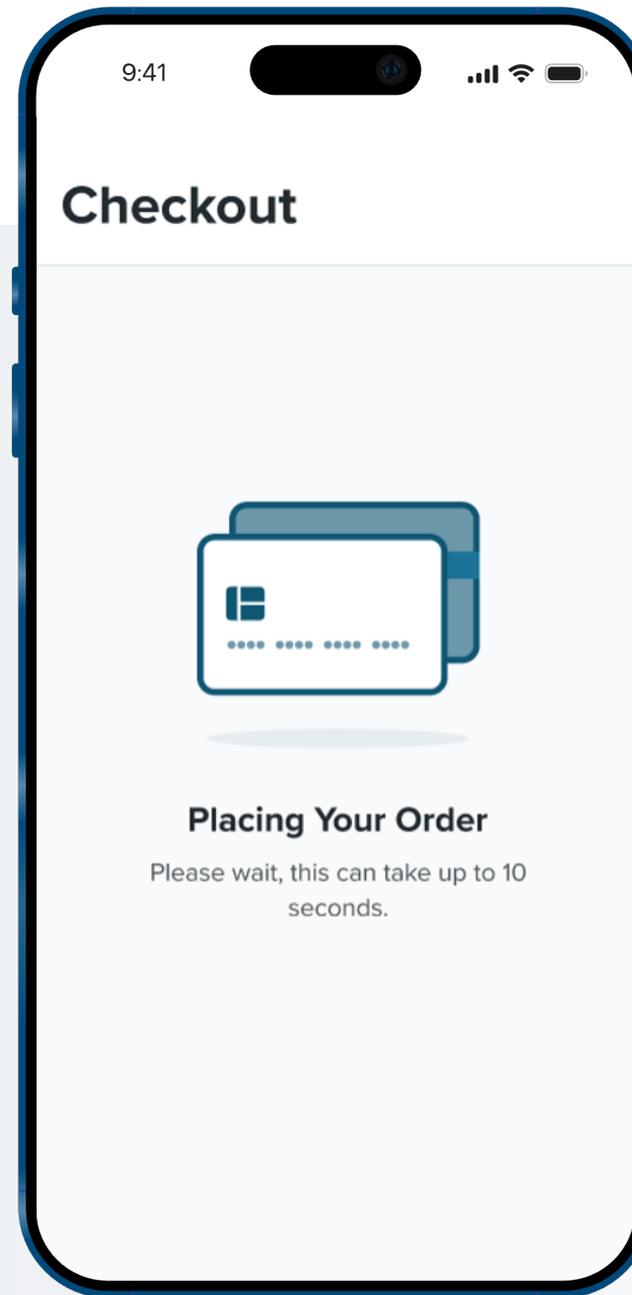
1. On the review order page, the Shipping information selected in Step 1 (page 12) will be shown.
2. The user will also see the products that were added to the cart.
3. Finally, the user will see the payment details.



Checkout

Place Order

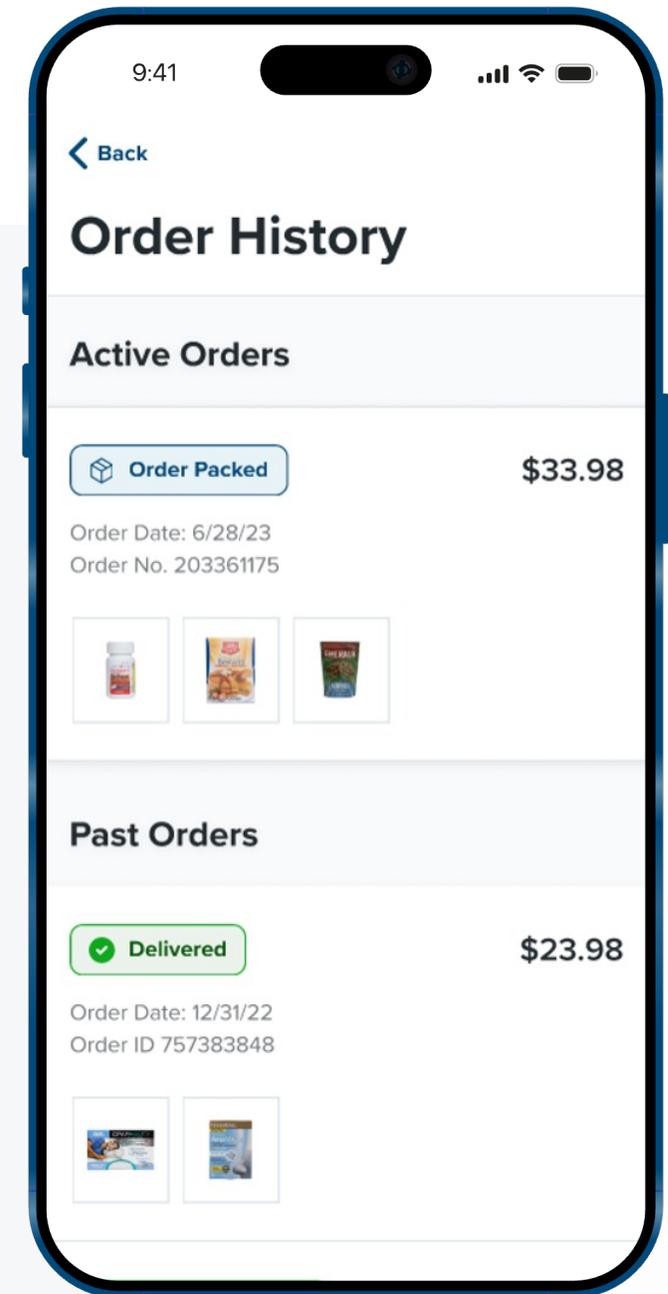
1. On the Review Order page, the user will select the **Place Order** button to place the order.
2. The app will show a loading animation as the order is confirmed.
3. The **Order Confirmation** screen will be shown with the Estimated Delivery date for the products.
4. The user can select **Continue Shopping** to be returned to the products page.
5. The user can also select **View Order History** to see all of the orders placed on that profile.



Order History

Order History

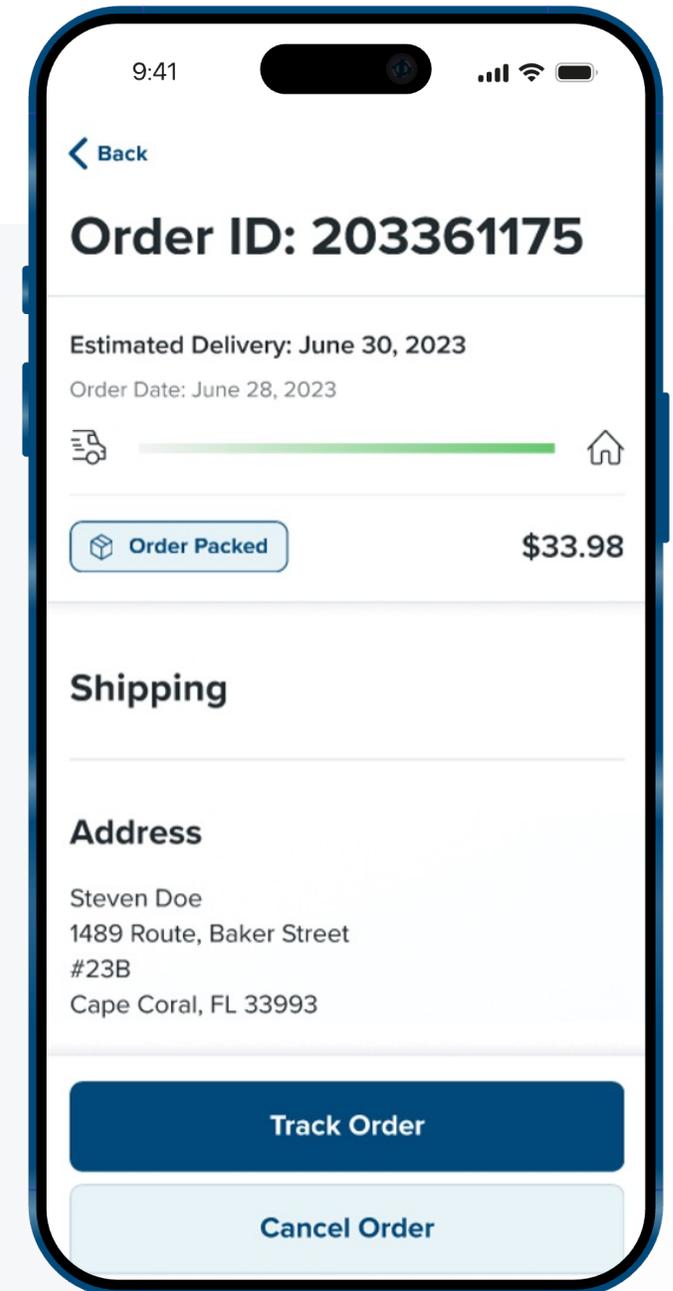
1. On the **Order History** page, the user will see their placed orders divided into **Active Orders**, and **Past Orders**.
 - The **Active Orders** reflect those that have not been delivered to the member yet, or are in a refund or reshipment review process.
 - The **Past Orders** section will include all orders that have previously been delivered or cancelled.
2. The user can select on each order to navigate to the **Order Details** page for that order.



Order Details

Order Details

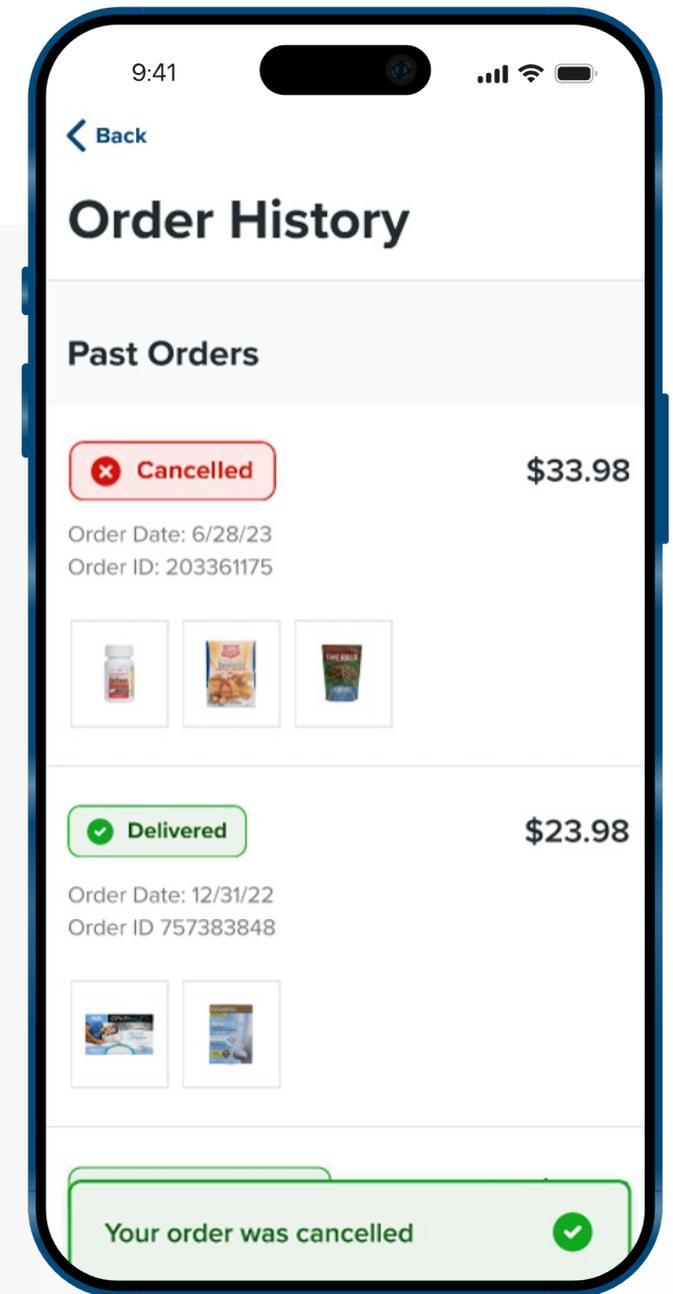
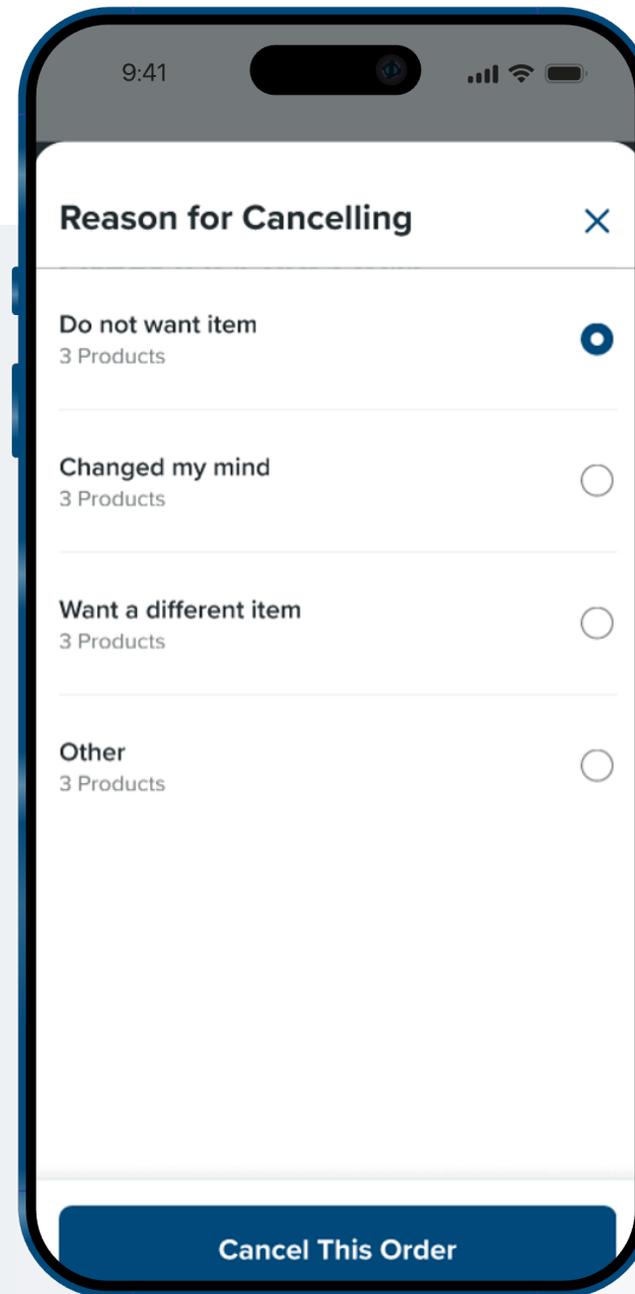
1. The **Order Details** page for active orders will include the **Estimated Delivery** information.
2. The **Order Details** page will also contain all information about this order, previously entered during checkout and shown on the **Review Order** page.
3. The user can select the option to **Track Order**.
4. Or, the user can select to **Cancel Order** and have the order cancelled and their funds returned.



Cancel Order

Cancel Order

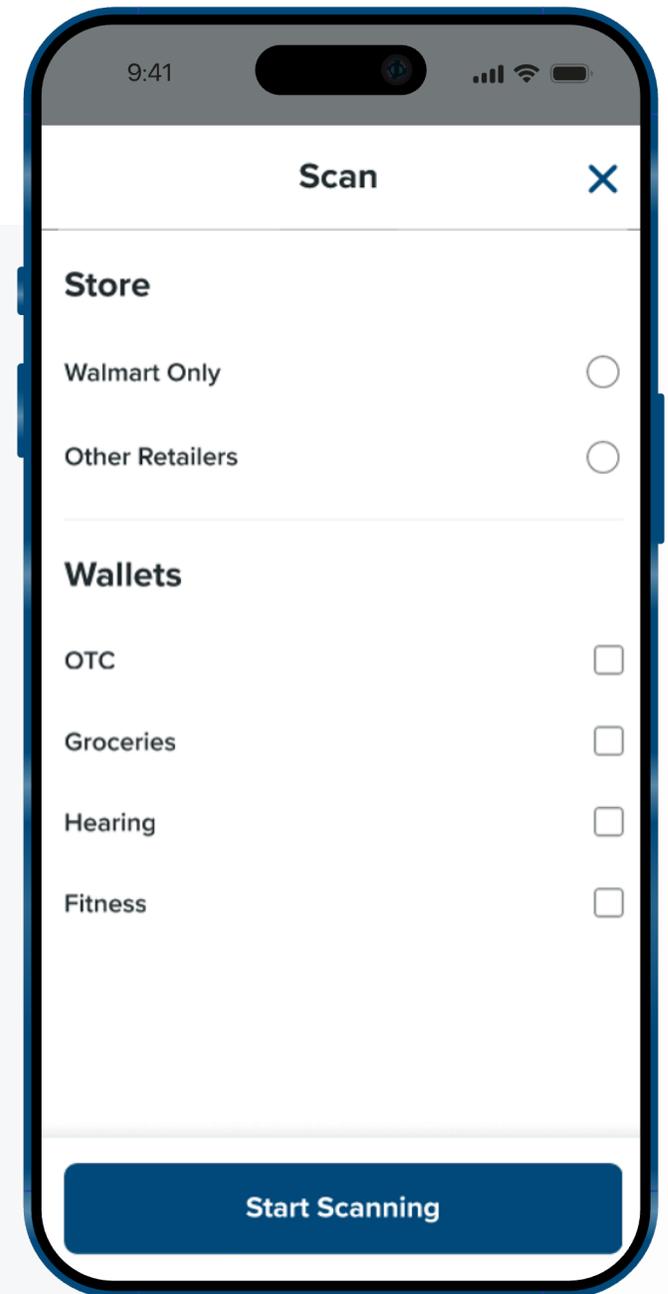
1. After selecting the **Cancelled** option, the user will be requested to give a **Reason for Cancelling**.
2. They must select one of the options presented, then can select the **Cancel This Order** button to proceed.
3. The order will be cancelled and this can be seen on the **Order History** page.



Product Eligibility Scanner

Store and Wallet Selection

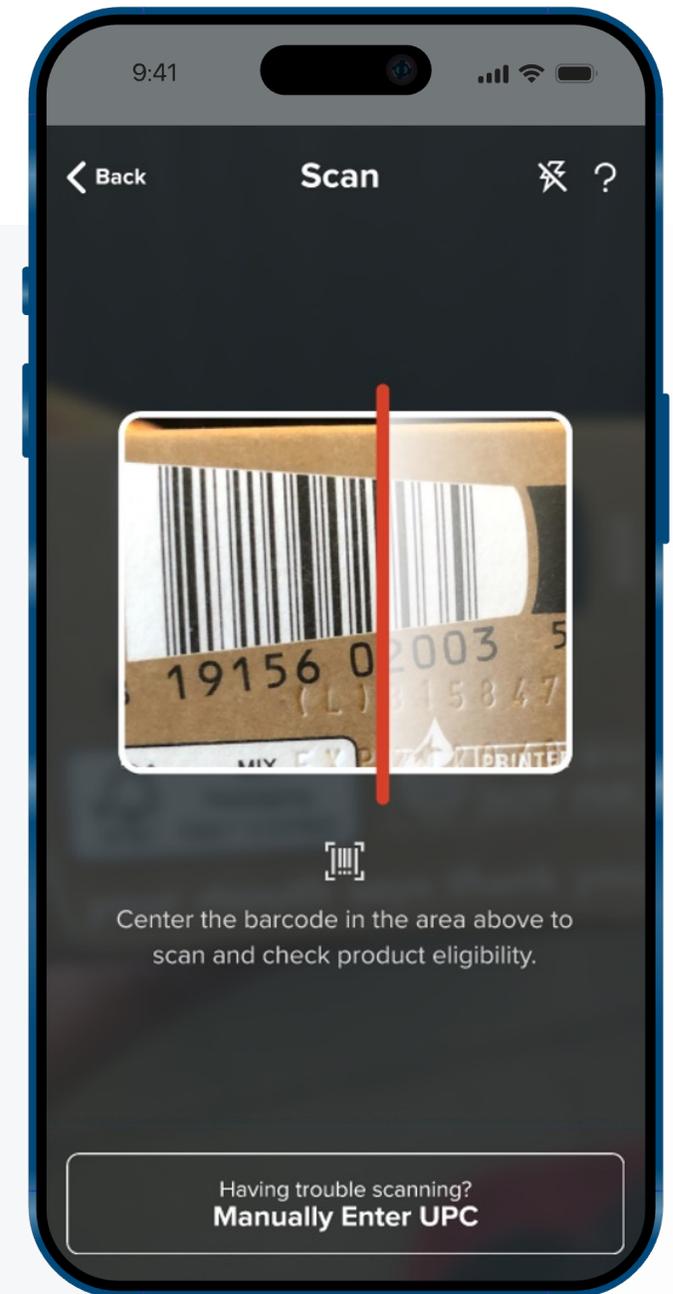
1. The Scan screen will open after the user selects the **Scan a Product** navigation on the Home page.
2. The user will then select the **Store** and **Wallet** options that reflects their current benefit offerings.
3. After the selections are made, the user will select **Start Scanning** to proceed.



Product Eligibility Scanner

Scan Products

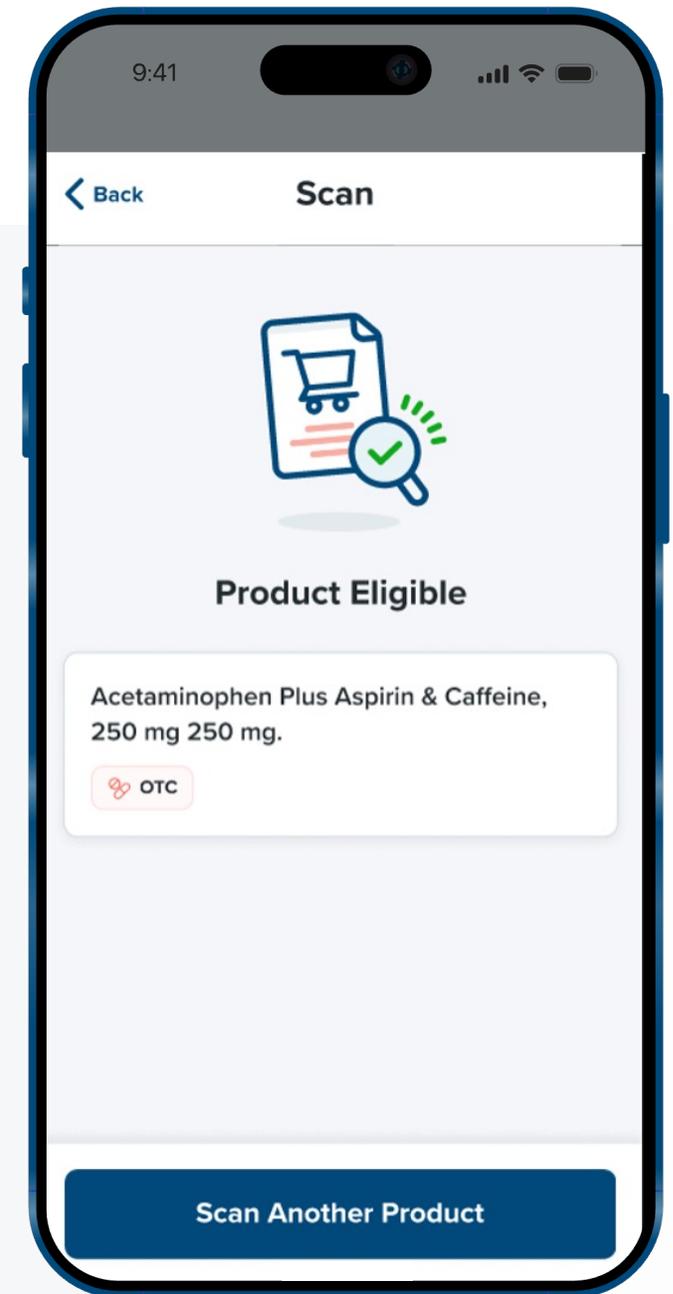
1. After selecting **Start Scanning** the user's phone will open the camera and be placed on the Scan page.
Note: camera permissions must be granted by the user.
2. The user will place the barcode into the scan window shown on the screen.
3. The app will use the UPC (Universal Product Code) information from the barcode and compare with the store and wallet selections made by the user to determine eligibility.
4. If the user has any trouble scanning the barcode, they can manually enter the UPC information to confirm product eligibility.



Product Eligibility Scanner

Scanner Success

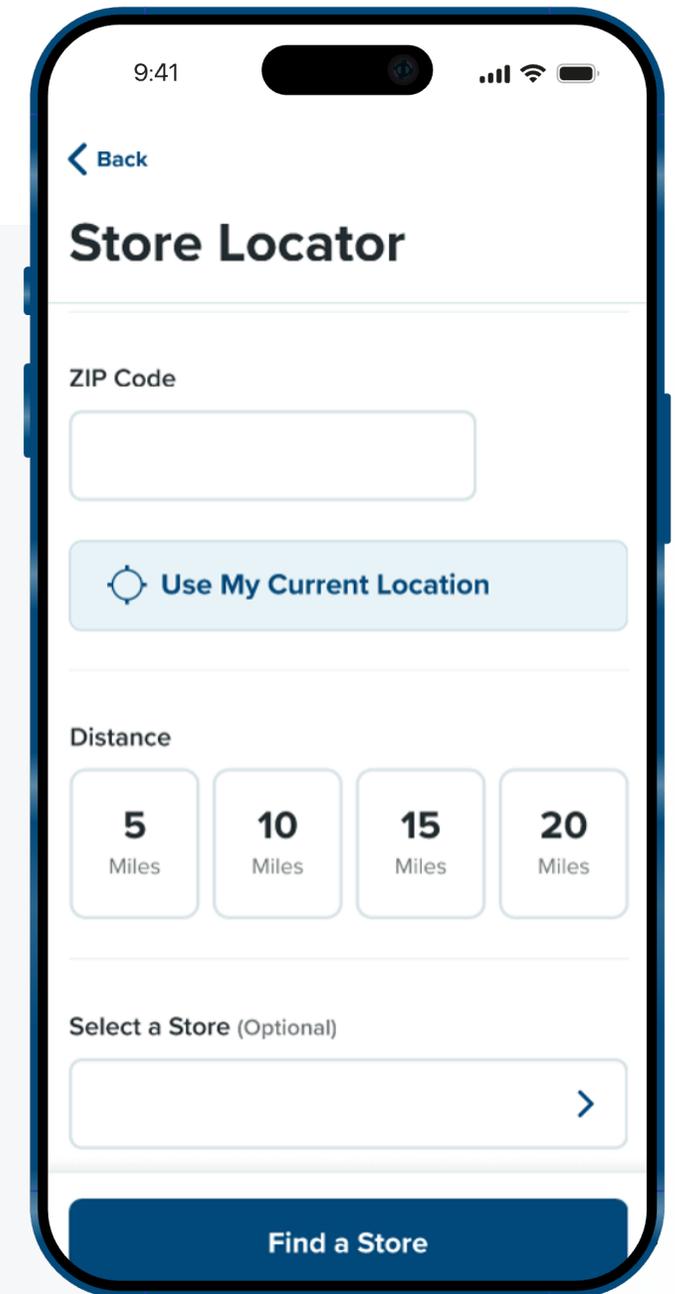
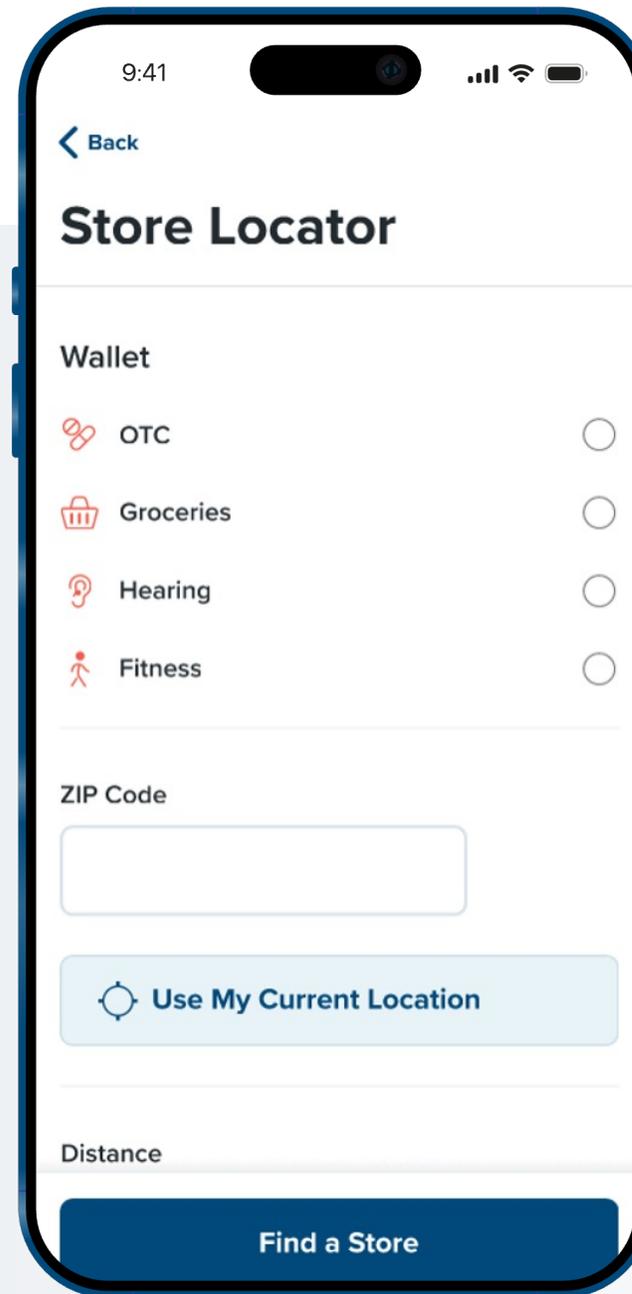
1. If the scanned product is eligible based on the store and wallet selections, then the success screen to the right will be shown.
2. The user can then choose the **Scan Another Product** button to return to the scanner screen.



Store Locator

Store Locator Entry

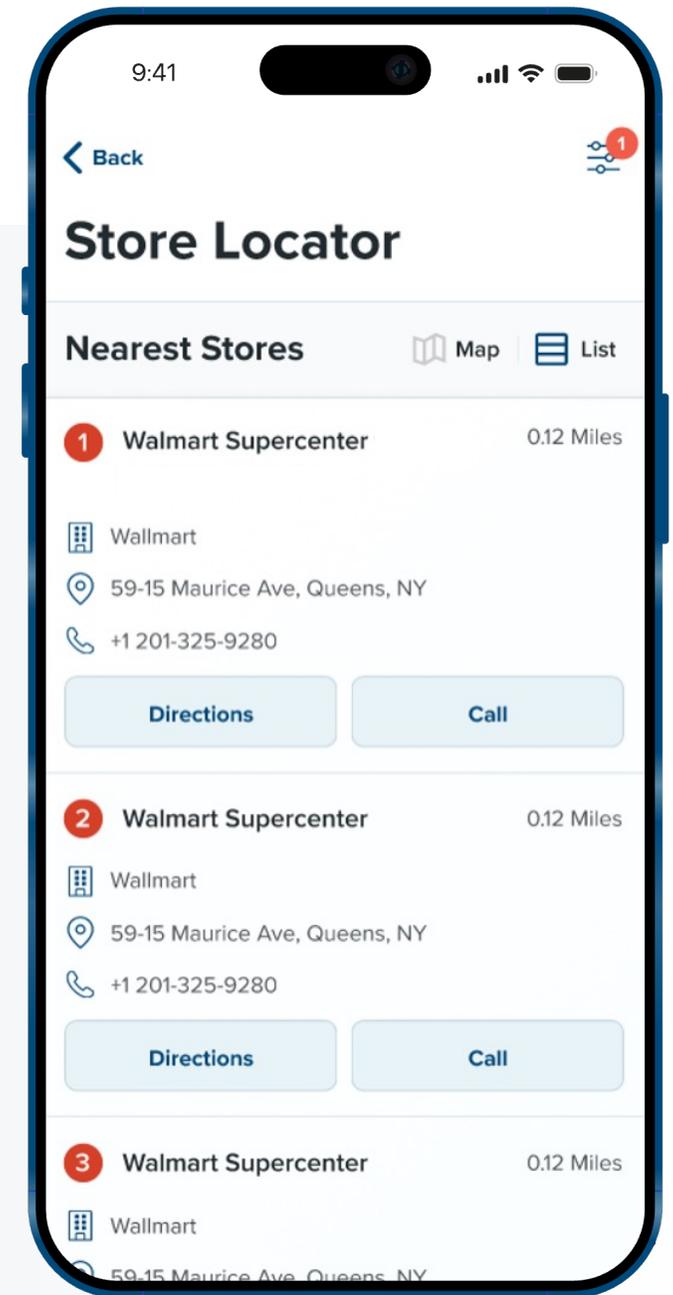
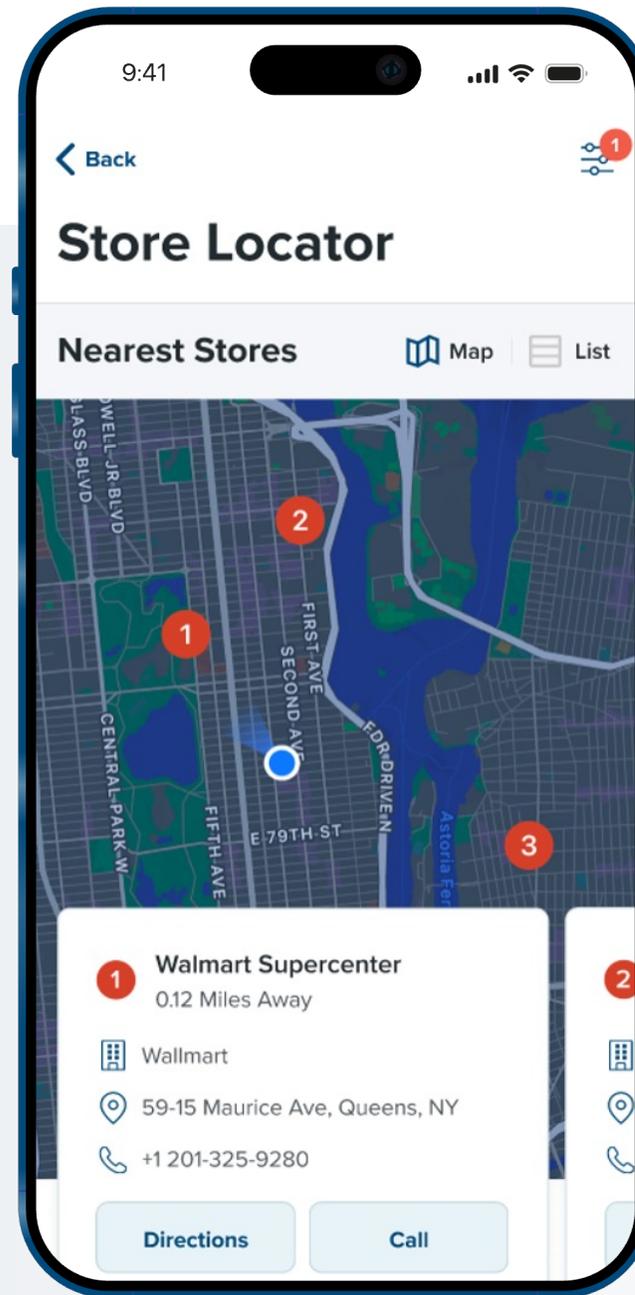
1. After selecting **Find a Store**, the user will be navigated to the **Store Locator** page.
2. The user will then select the **Wallet** for the appropriate benefit.
3. The user will then select to enter a ZIP Code, or the **Use My Current Location** button.
Note: location services permissions must be granted to use this feature.
4. The user will then enter the distance for the search.
5. The user has the option to choose to select a specific store.
6. Once all required fields are entered, the user will select **Find a Store** to generate results.



Store Locator

Store Locator Results

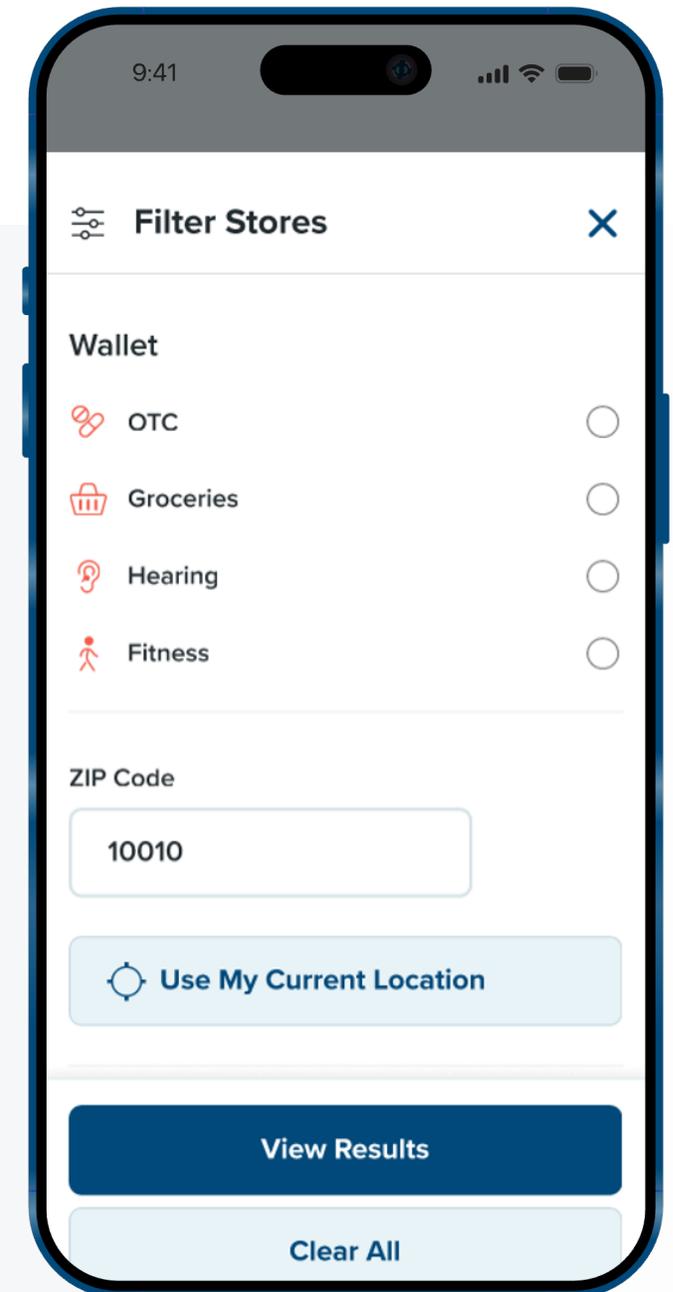
1. After selecting **Find a Store** the system will generate the results shown on the **Map** view.
2. The user can select **List** to change the view to a list of the stores meeting the search criteria.
3. For each store, the user can select **Directions**, which will open their default navigation application.
4. For each store, the user can select **Call** which will open their default Phone application.



Store Locator

Filter Results

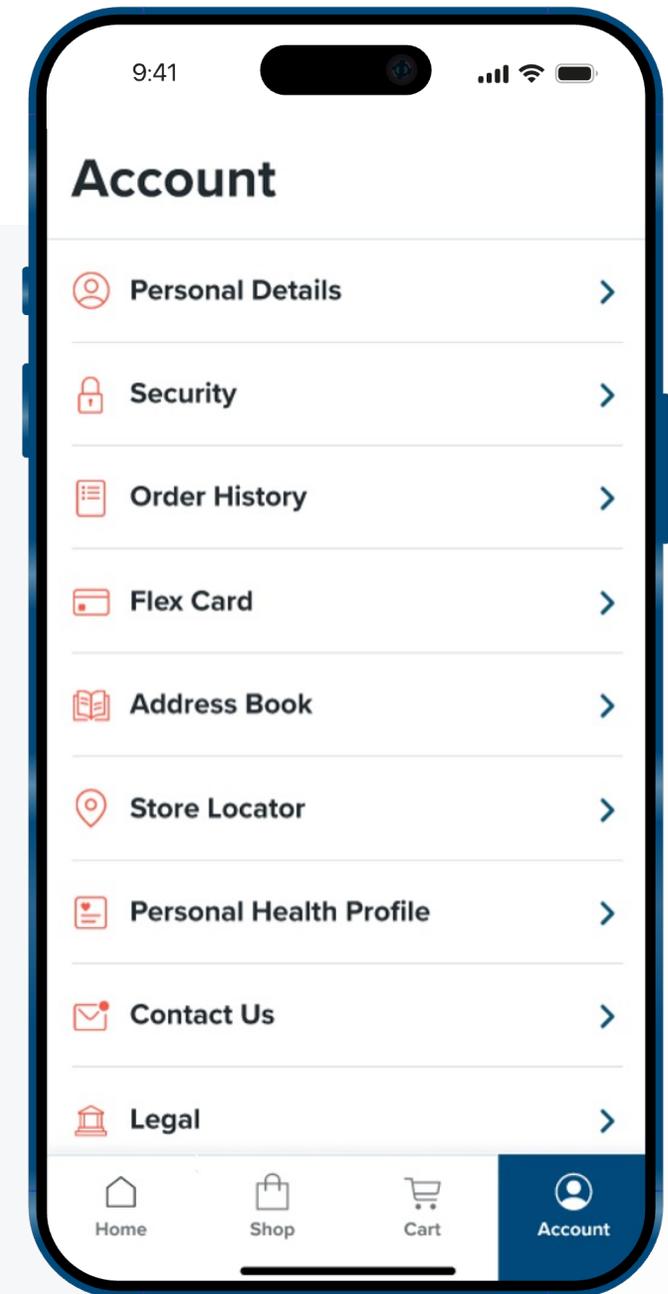
1. The user can select the filter icon in the top right to refine the search based on new inputs.
2. The inputs shown are the same as the initial screen.



Account Page

Account Page

1. The user can navigate to this section using the **Account** tab on the bottom navigation.
2. Here they will have access to the following features:
 - **Personal Details**
 - **Security**
 - **Order History**
 - **Flex Card**
 - **Address Book**
 - **Store Locator**
 - **Personal Health Profile**
 - **Contact Us**
 - **Legal**
3. The user can also select a **Logout** link at the bottom of the page.

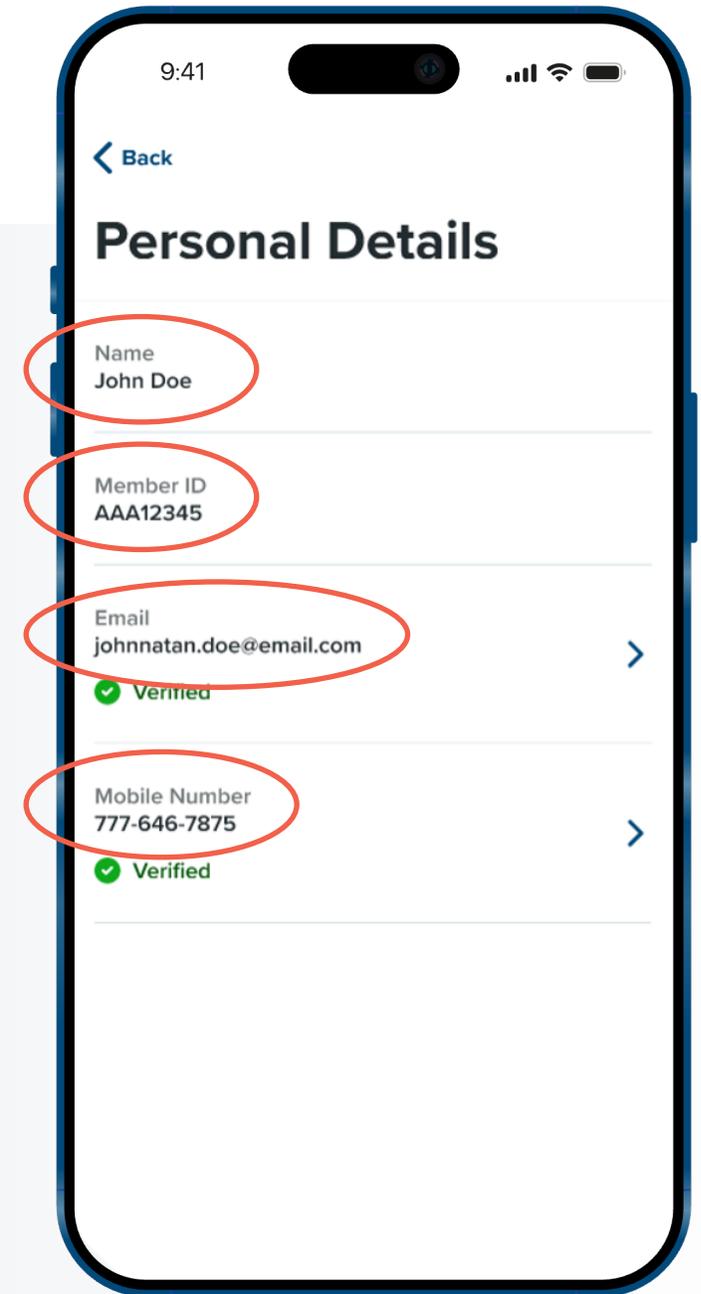


Personal Details

Personal Details

The following information associated to the member profile will be shown:

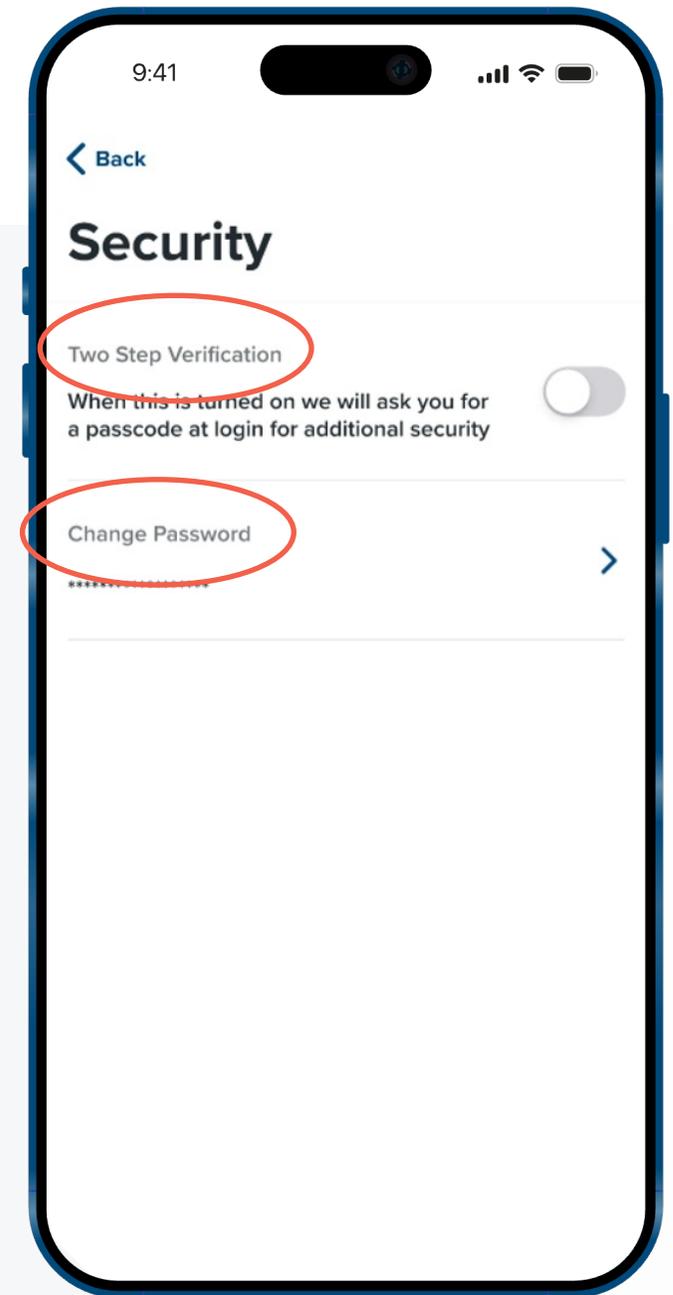
- **Name**
- **Member ID**
- **Email**
- **Mobile Number**



Security

Security

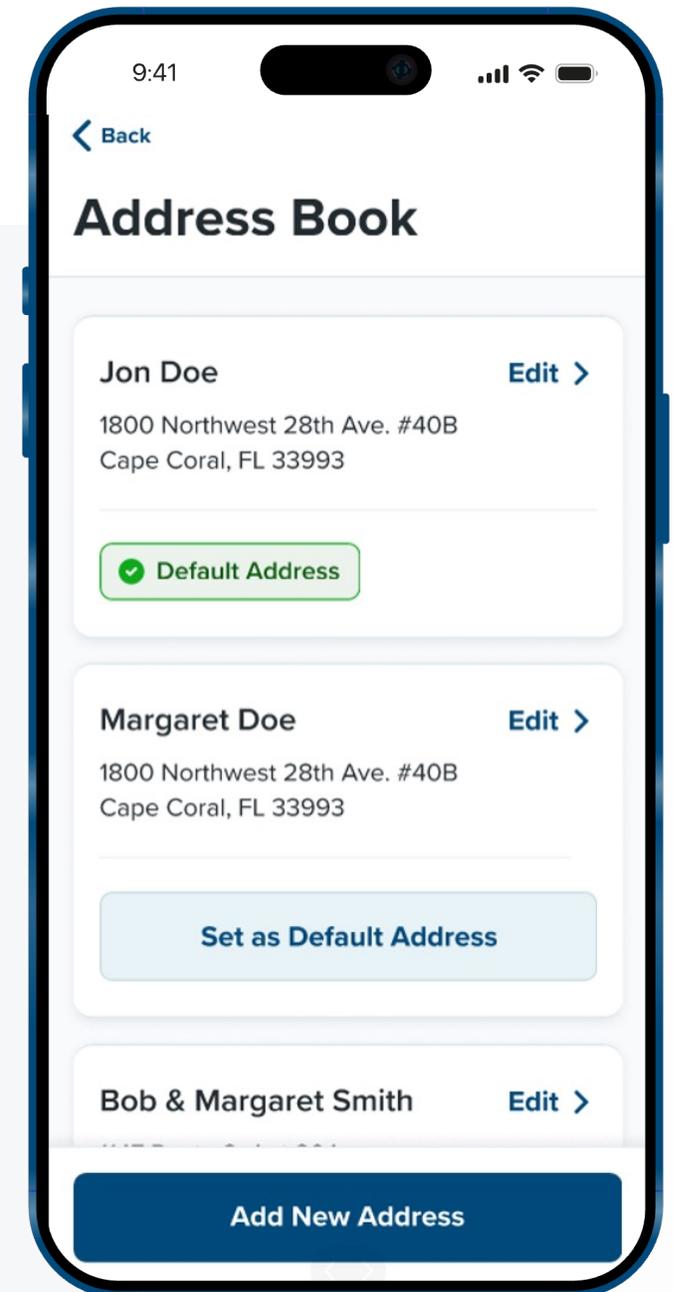
1. The user will have the option to implement **Two Step Verification** by using the toggle.
2. The user will also have the option to **Change Password** on this page.



Address Book

Address Book

1. This page will show all the saved addresses associated to the user profile.
2. For each saved address, the member will be able to **Edit**.
3. The user will also have the **Default Address** shown, and can edit the Default Address associated with the profile.
4. The user can also select the **Add New Address** option to enter another address to their profile.

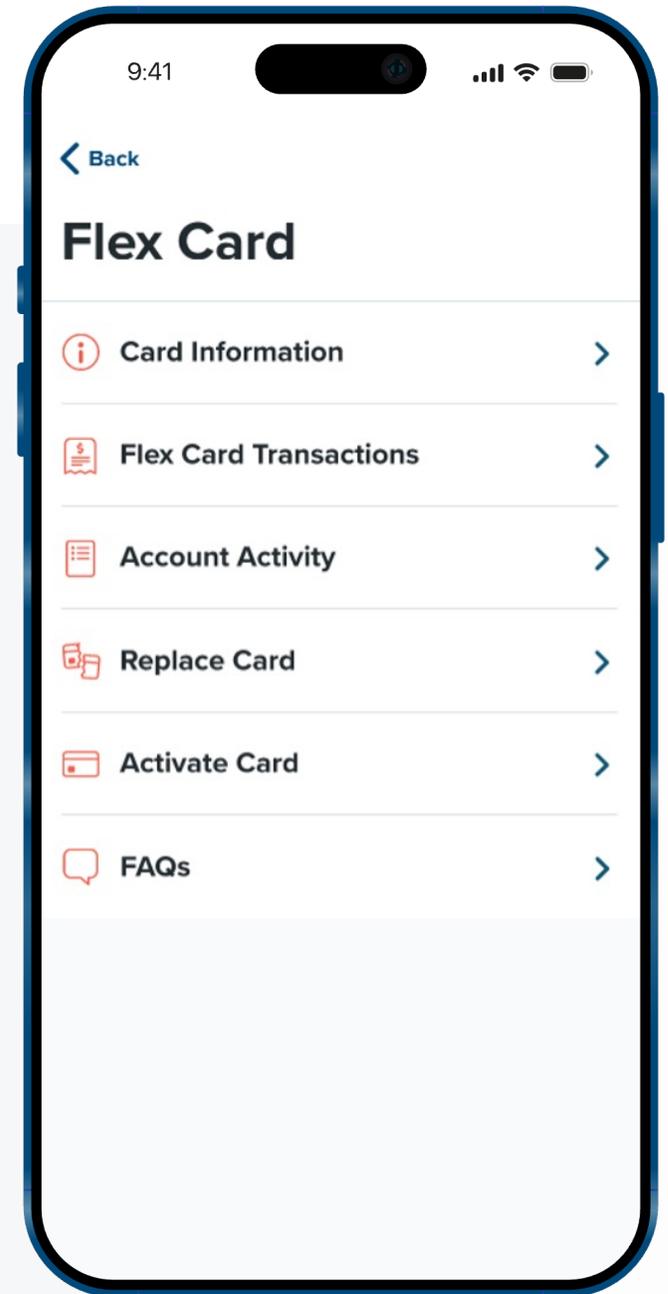


Flex Card

Flex Card

The **Flex Card** page will show the following navigation options:

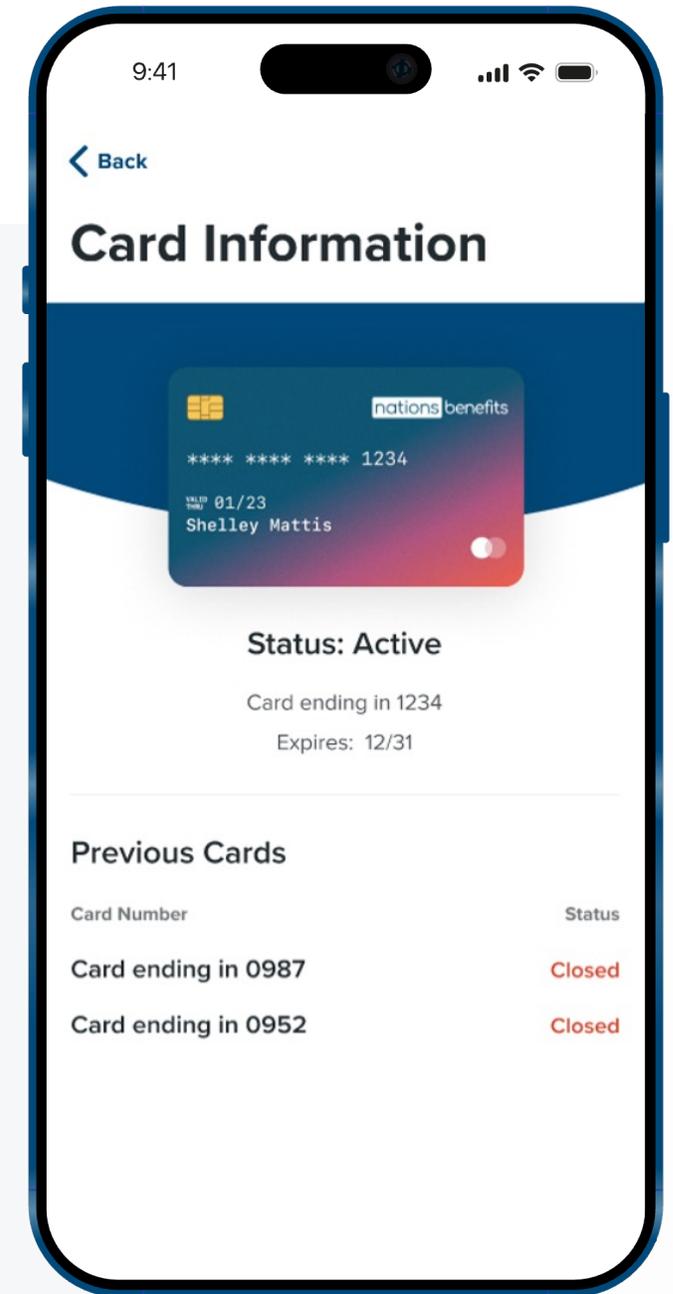
- **Card Information**
- **Flex Card Transactions**
- **Account Activity**
- **Replace Card**
- **Activate Card**
- **FAQs**



Card Information

Card Information

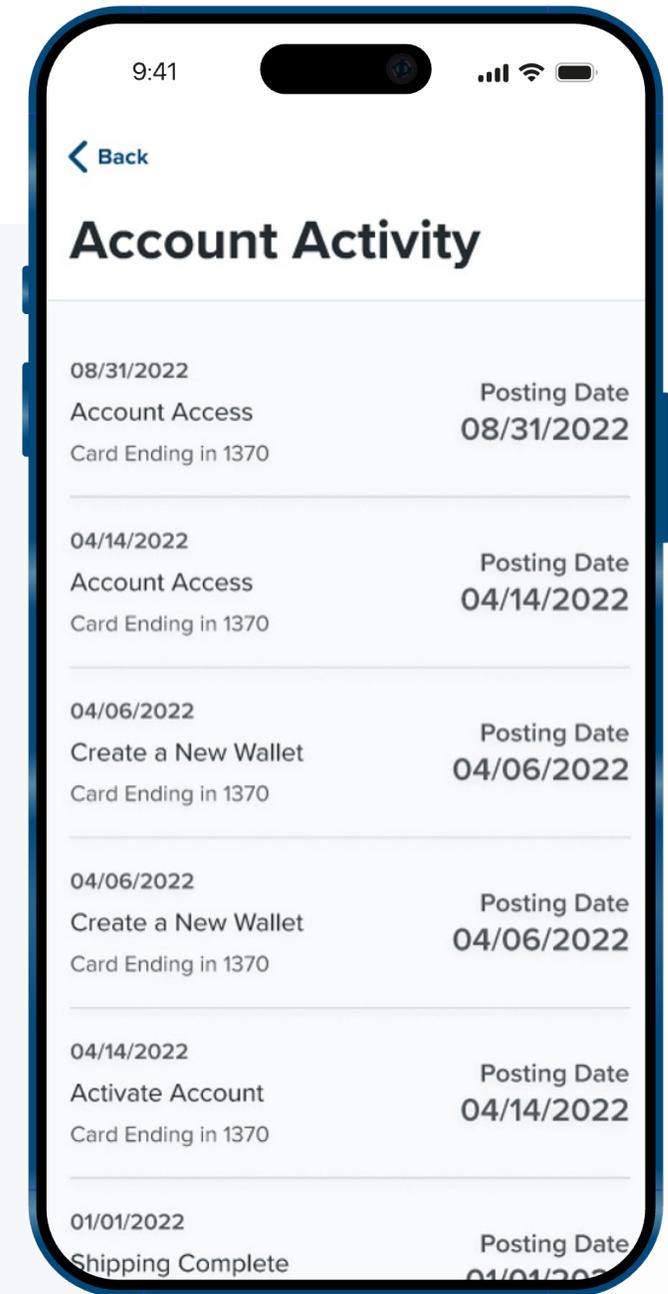
1. The Card Information page will show the status, last 4 digits and expiration date of the card currently associated to the user profile.
2. The page will also display the last 4 digits of any previous card associated to the user profile.



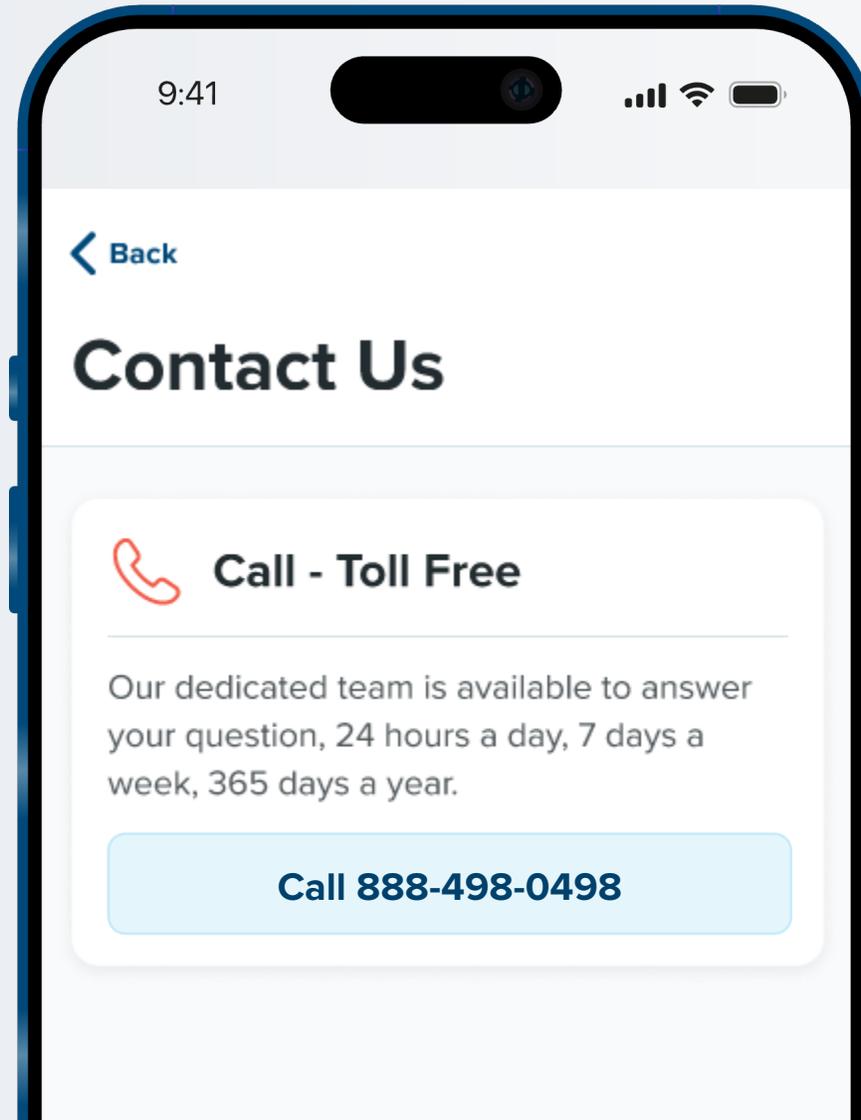
Account Activity

Account Activity

1. For each transaction on the card, the details of this transaction will be shown in a list.
2. These transactions will include retail, online transactions, and any account accesses or updates made to the members benefits.



Contact Us



The user will have the option to contact the dedicated support number by using the Call option.



Thank You