

# Frequently Asked Questions

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## What are the benefits to the Smoke Rewards app?

Our new Smoke Rewards program is designed to thank our guests with exclusive menu offerings, deals and discounts. Members control point earnings and redemptions using the app; balances automatically appear when the app is launched.

In addition, the mobile app allows our loyal patrons to:

- Access menus
- Order online from your smartphone. Conveniently place orders via their iOS and Android mobile devices. The app even allows you to save previous online/mobile orders!
- Find the nearest Smoke location.
- Receive special gifts, offers, invitations, inside news and more.

## How does it work?

For each dollar you spend on food and beverage purchases, one point is rewarded. Every time you reach 100 points, you receive a \$10 credit which can be used on food and beverage purchases during your next visit.

## How do I sign up?

There are a couple of simple ways to join:

### Using the Mobile App:

- 1) Download the Smoke the Burger Joint free mobile app for your Android or IOS device from [Google Play](#) or the [iTunes Store](#).
- 2) Once installed, launch the app and choose "Create Account."
- 3) You may sign up with an email address, or sign up via your Facebook account to earn 15 bonus points.

### Using the Desktop Site:

- 1) Visit us online: [smoketheburgerjoint.com](http://smoketheburgerjoint.com)
- 2) Click on the "Smoke Rewards" box
- 3) A pop-up window will appear. Click on the pink "Sign Up" button.
- 4) Enter your registration information and click "Submit." You're all set!

## Is there a fee?

There is no fee to join Smoke Rewards and the mobile app is free!

## How do I earn point and redeem credits?

After creating your account you may access and manage it by using the smartphone app or the Smoke the Burger Joint website.

- 1) Tap the button at the bottom of the screen that reads, "Tap to Earn."
- 2) Aim your phone's camera at the barcode located at the bottom of your receipt. The entire barcode should be positioned within the four black corners on your screen. Hold this position until the app successfully scans the barcode.
- 3) If scanning the barcode does not work, you can tap the button at the bottom of the screen that reads "Enter Barcode Manually." This will allow you to enter the numbers at the bottom of the barcode to earn your points.

### **To redeem credits:**

- 1) Tap the button at the bottom of the screen that reads, "Tap to Redeem."
- 2) On the next screen, tap the button on the screen that reads, "Redeem."
- 3) On the next screen, the app will auto-fill the full amount of your reward balance. If you prefer to redeem a smaller amount, scroll through the dollar amount options until you locate your preferred amount.
- 4) Tap the "Redeem" button.
- 5) A numeric code will appear on the next screen. Use that code when placing an order in the restaurant or over the phone.

**PLEASE NOTE: Redemption codes do not currently work toward online orders.**

**Redemption codes will expire in 2 hours. A new code will be generated if the code is not used within 2 hours.**

### **Using the Website:**

Accessing your account online is easy! All you need to do is log into your account at [smoketheburgerjoint.com](http://smoketheburgerjoint.com)

### **To earn points:**

- 1) Click on the "Earn Points" link.
- 2) From that screen, enter the 12-digit barcode number at the bottom of your receipt into the "Bar Code" field and click "Submit." The points from your order will be added to your account!

### **To redeem credits:**

- 1) You will need to create a redemption code before you place your order.
- 2) To create a redemption code, log in to your account and click on "Redeem Rewards."
- 3) From that screen, enter the amount that you would like to redeem for your next visit. This will create a code that you can give to your cashier on your next visit, which will be used toward your next order.

**PLEASE NOTE: Any unused portion of your redemption code will not be deducted from your account balance. For example, if you create a code for \$10, but only use \$7, the unused \$3 will remain in your balance. Redemption codes will expire in 2 hours.**

**A new code will be generated if the code is not used within 2 hours.**

### **How many points can I earn a day?**

You earn 1 point for every dollar you spend. There is a limit of 500 points per transaction with a maximum reward of \$50.

### **Can I redeem the \$10 reward at any location?**

Yes! You can earn points at any of our locations, therefore you can redeem your reward any location.

### **I have multiple \$10 rewards saved in my app, can I redeem them all at once?**

Yes, you sure can!

### **If I have a \$10 reward and another offer that was sent to me via the app, can I use both at the same time?**

Yes, earned rewards and one offer may be used together. Not more than one offer may be used, however.

### **If I don't spend the entire \$10 reward do I get to keep the credit?**

Yes. If, for example, you redeem a \$10 reward, but your bill is only \$7, your remaining balance will be \$3.

### **Am I able to earn points on gift card purchases?**

No. Points may only be earned one time. Therefore, earning points on the purchase of a gift card and then earning points on a purchase using the gift card as payment, is not permitted.

## **TROUBLE-SHOOTING TIPS**

### **Experiencing problems with the new app?**

A fix may be as simple as updating your app to make sure that you are using the latest version. Please check to see if you have the latest update and try using the app again.

### **I get a "cannot connect to server error" when I try to scan a barcode or redeem a credit with my smart phone.**

Sometimes when a phone has difficulty connecting to the internet in the restaurant, this error message appears when scanning a barcode or attempting to redeem credits. Try the following:

- 1) Turn off the wifi on your phone when scanning your barcode or generating a redemption code in the restaurant. This will force your phone to use your cellular network to connect with the internet.
- 2) Scan your barcode after you've left the restaurant and/or generate your redemption credit prior to entering the restaurant for your next visit.

**Why is the app telling me that "the receipt is too old?"**

- Barcodes expire after fourteen (14) days.
- If you have an expired barcode, please email [info@smoketheburgerjoint.com](mailto:info@smoketheburgerjoint.com).
- Be sure to include a copy of your receipt.

**What happens if I don't use a redemption code before it expires? What happens to the unused reward amount from a redemption code?**

- No worries! The redemption code expires to protect you from someone using your earned rewards.
- Any unused portion of the redemption code remains in your account and is available for future use.
- When you redeem your code, only the amount redeemed is actually deducted from your reward balance.

**The app is telling me that "multiple scans are not allowed."**

- The Smoke app will not allow more than 2 barcodes from any 24 hour period to be scanned.
- If you have more than 2 receipts for meals that you paid for within a 24 hour period, please email copies of the receipts to [info@smoketheburgerjoint.com](mailto:info@smoketheburgerjoint.com)
- Please also note that policy requires that members accrue points only on food and beverage purchases paid for by said members. If receipts show that purchases were made by different forms of payment and not by a single individual, the bar code may be rejected by the app.

**If you are still experiencing problems:**

- Use the "Need Help?" option in the app's "Settings" menu. This will send technical information to our programmers.
- Email us at [info@smoketheburgerjoint.com](mailto:info@smoketheburgerjoint.com). In your email, include the type of phone and version of Android or iOS you are using along with a description of the problem you are experiencing.