

Use our technology platform
to captivate your customers



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1. Manage Devices

Every time a user **logs in a different device using the same phone number**, our system registers this activity.

This is meant to be a **security method**, that avoids a subscriber to use their subscription in too many different devices.

Because of this, we have **limited** the number of different devices by phone number to **two, by default**. If needed, this number can be customized.

There could be some situation when you will need to delete a user's device. For example, if a user purchases a new phone, and they want to use this account in this new device, they might want to delete the previous one.

****Note:** deleting a device will never delete the user's information. If you delete all the devices, the user will still be able to log in again and see all their previous data.

This is how you can delete devices for a user:

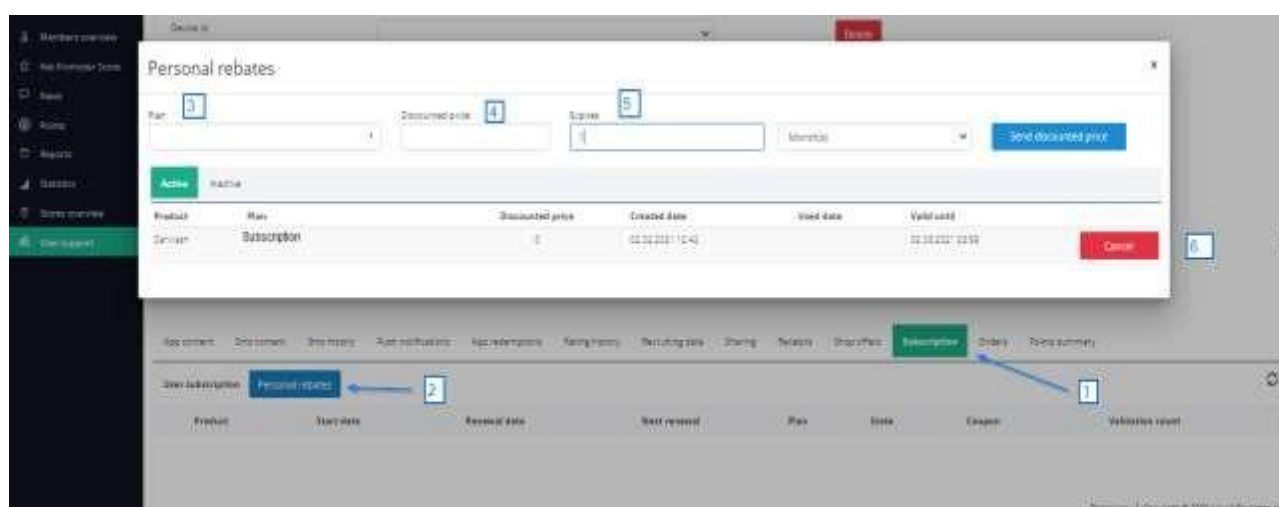


1. **Find** the required user in **User support**
2. Expand the information in the field **Device id**
3. **Select** one of the devices, and click on **Delete**
4. You might need to repeat the process, if the user requires to delete more than one device.

2. Give personal rebates

Personal rebate offers the possibility to give the user a **special price** in their subscription purchase or their renewal.

This is how you can give a personal rebate:



1. Find the required user in **User support** and open the tab **Subscription**.
2. Then click on the blue button **"Personal rebates"** and the popup will open.
3. In the field **Plan** (3) you should select the subscription that you want to give a special price on. Here you can select as many plans as you want, including the option "All Subscription Plans".
4. Discounted **price** (4) is the final price that the user will pay for the subscription. If it is set to 0, the user will buy the subscription for free.
5. You should also select the **time** that this rebate will be available for the user (5).
6. You can select it in hours, days, months, or until the end of the campaign.
7. All the active rebates for the user will be shown in (6). In case the user uses the rebate, it will be shown here as well.

The app user does not need to take any action in order to use this rebate.

This is **automatically** set by the app. If this is an auto-renewal of an active subscription, the user will not notice it.

If this is the purchase of a new subscription, the user will just see the adjusted price in their app while buying it.

3. Manage multi-user subscriptions

Multi users subscriptions allow your customers to **share a subscription between different members**.

This is how you can manage them in User support:



0. Open **subscription advanced** info by clicking on the tab Subscription in User support. A popup will open with all the information.
1. **Subscription owner** is the user that has purchased the subscription. It is the only one with admin rights.
This user controls the **authorized users and the allowed plate numbers**. This is also who pays for the subscription.
2. **Child subscriptions** are the users that are authorized by the owner to use this subscription. They receive the renewal monthly in their app content, but do not pay for the subscription.
3. It is possible to delete these users by clicking on **(3)** button. If there are empty seats in the subscription, it is possible to add the child user from User support.
The subscription owner can do it in their app as well. There is a **30-days quarantine** period that avoids the user to make changes too often. They will be able to edit the child users only once every 30 days.
4. **Plate numbers** are also managed by the subscription owner in the app.
The 30-days quarantine is applied for this as well. In case it is necessary, it is also possible to delete or edit any of these plate numbers. **Delete** the plate number by clicking on **(4)** icon.
5. **Edit** the plate number by clicking on **(5)** icon. Remember to **save the changes**.
6. Now it also possible to see **payment status in Dashboard**.
If the renewal of a subscription fails due to problems in the payment method, this will be shown in **(6)**.

4. Make a refund.

Steps to refund a subscription user

1. Go to user support.
2. Search for the user by msn or email.
3. Go to shop offers.
4. Click on refund.
5. A confirmation text will appear after the refund is made.

The screenshot shows the Liquid Barcodes B dashboard. On the left is a dark sidebar with a menu. The 'User support' option is highlighted with a red arrow. The main content area has a top bar with the user's email 'albahjimenez@liquidbarcodes.com'. Below this is a 'Consents' section with a table of consent records. A row of action buttons includes 'Member update log', 'Send push notification', 'Send SMS', and 'Send to app'. Below the buttons is a horizontal menu with various tabs, including 'Shop offers', which is highlighted with a red arrow. The 'Shop offers' section displays a table of offers. The first three rows show offers with ID 188, status 'OfferPaid', and name 'Subscription Standard'. Each row has a red 'Refund' button, which is highlighted with a red arrow.

Shop offer ID	Status	Shop offer name	Processing date	User reference	Member ID	Retail price	Currency	Payment provider name	Refund
188	OfferPaid	Subscription Standard	12.09.2022			19	USD	Braintree	Refund
188	OfferPaid	Subscription Standard	09.09.2022			19	USD	Braintree	Refund
188	OfferPaid	Subscription Standard	06.09.2022			19	USD	Braintree	Refund