

# Awarding Bonus Points

Care Friends can also be used for non-referral related rewards. We call them Bonus Points. This functionality can be used ad-hoc or more formally, as your ongoing method for reward and recognition. The organisation can create pre-determined reward categories with fixed or flexible points as well as suggested messaging. Alternatively, this can be left blank and up to the manager to decide.

Make sure that you have the authorization and budget to award bonus points!

Using the Bonus Point functionality increases the uptake of and engagement with the app.

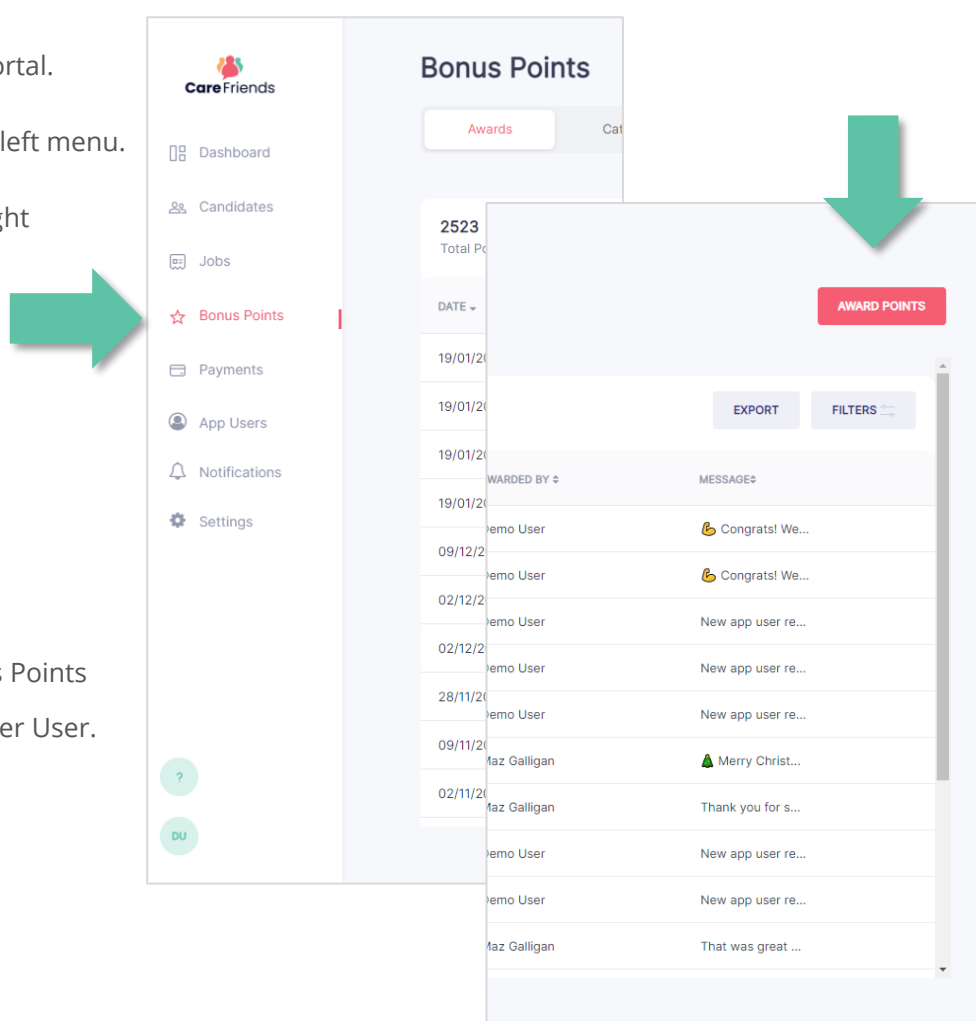
## How to award points

Log in to the Care Friends Portal.

Click on **Bonus Points** in the left menu.

Click on **Award Points** top right

If you can't access the Bonus Points tab, please contact your Super User.



The screenshot shows the Care Friends Bonus Points interface. On the left is a sidebar menu with the following items: Dashboard, Candidates, Jobs, Bonus Points (highlighted with a red star), Payments, App Users, Notifications, and Settings. A green arrow points from the 'Bonus Points' menu item to the main content area. The main content area is titled 'Bonus Points' and has a sub-header 'Awards'. Below this, there is a table with columns for 'DATE', 'AWARDED BY', and 'MESSAGE'. The table contains several rows of data, including dates like 19/01/20, 09/12/20, and 02/12/20, and messages like 'Congrats! We...', 'New app user re...', and 'Merry Christ...'. A green arrow points from the 'AWARD POINTS' button in the top right corner of the table to the table itself. At the bottom of the sidebar, there are two circular buttons: one with a question mark and another with the text 'DU'.

DATE	AWARDED BY	MESSAGE
19/01/20		
19/01/20		
19/01/20		
19/01/20		
19/01/20	emo User	🎉 Congrats! We...
09/12/20	emo User	🎉 Congrats! We...
02/12/20	emo User	New app user re...
02/12/20	emo User	New app user re...
28/11/20	emo User	New app user re...
09/11/20	maz Galligan	🎄 Merry Christ...
02/11/20	maz Galligan	Thank you for s...
	emo User	New app user re...
	emo User	New app user re...
	maz Galligan	That was great ...

Complete the required fields. If pre-determined categories were set up, a default reward amount and suggested text might appear.

You can send bonus points to a single app user, multiple app users, everyone at a certain location/site or the whole organisation.

1

2

AWARD BONUS POINTS

Details

AWARD TO

Select

CATEGORY\*

Select Category

NUMBER OF POINTS\*

Add max

NEXT

✓

2

AWARD BONUS POINTS

Content

TITLE \*



👤 | The Dedicated Expert 👤

WORDING \*

B

This will be pre-populated with text however feel free to edit to make the message personal.

IMAGE

Drag and drop an image or **browse** to choose a file.

Paste image URL

PNG or JPEG. Minimum height and width 300px, 1Mb max. Landscape or it will be cropped by ios and Android

BACK

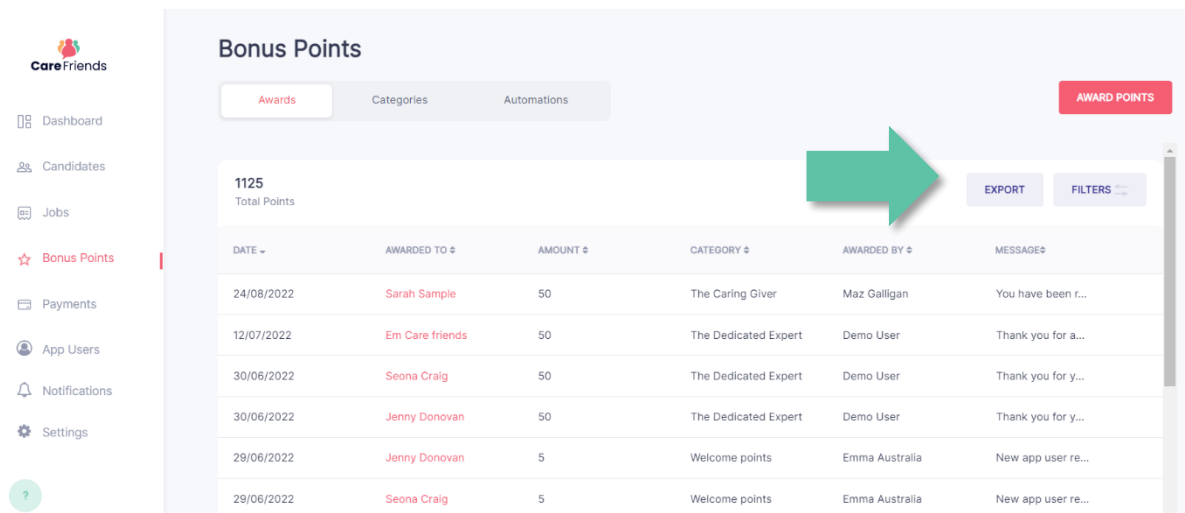
AWARD

Feel free to use fun emojis or include an image.

Press **Award** when finished. This immediately sends the bonus points and message to the employee(s).

# Bonus Point audit trail

You can find an audit trail of past awarded bonus points under the same **Bonus Points** tab, where you can also export this data.



**Bonus Points**

Awards Categories Automations

1125 Total Points

EXPORT FILTERS

DATE	AWARDED TO	AMOUNT	CATEGORY	AWARDED BY	MESSAGE
24/08/2022	Sarah Sample	50	The Caring Giver	Maz Galligan	You have been r...
12/07/2022	Em Care friends	50	The Dedicated Expert	Demo User	Thank you for a...
30/06/2022	Seona Craig	50	The Dedicated Expert	Demo User	Thank you for y...
30/06/2022	Jenny Donovan	50	The Dedicated Expert	Demo User	Thank you for y...
29/06/2022	Jenny Donovan	5	Welcome points	Emma Australia	New app user re...
29/06/2022	Seona Craig	5	Welcome points	Emma Australia	New app user re...

## The recipient's perspective

The app user will receive a notification on their phone that they have points and via the app view the detail and see the extra points in their money bag.



If the employee has not yet downloaded the Care Friends app, they will receive an email (if they were pre-registered with an email address) letting them know that points are waiting for them and how to download the app. This is then followed with monthly reminders.



**Hey,**

Don't forget you have the following number of points waiting for you in the Care Friends app: 205

Remember, each point equals \$1.

To cash-in your points, you first need to download the app for free onto your mobile phone. To do this on an Apple mobile click here:



for Apple phones or



for Android phones.

Why not download the app and check out your points now? Once you've downloaded the app, you can start earning lots more points straight away.

Read more about [Bonus Points here](#) and about [Awarding points to non-app users here](#).