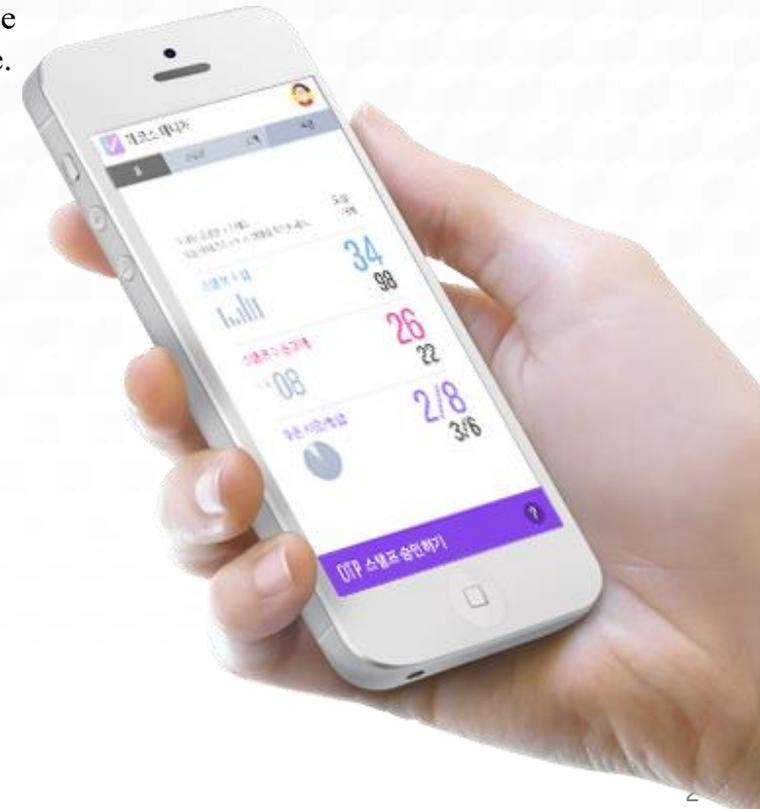


echoss Manager Emergency Handling Guide OTP(One-Time Password)

1

echoss Manager One Time Password Introduction

- ❖ The echoss manager is a mobile service provided to handle emergency situations such as stamping failure and view data.
- ❖ When you encounters the situation that the mobile phone of some customers cannot be stamped normally, you can use "echoss manager" to provide stamp collection and redemption.
- ❖ Please register a store manager email and ID on your web service account first so that you can access echoss manager mobile page.
- ❖ Your registered manager can access echoss manager mobile page through the stamping or ID password to handle emergency situation.
- ❖ Your store manager can provide stamp collection and redemption using OTP(One Time Password) generated by echoss manager mobile page.
- ❖ Please check later pages for more details.



The screenshot displays the Echoss Manager interface. At the top, the navigation bar includes the Echoss Stamp logo, 'My Page', 'Create Stamp card', 'Company Home', 'Social Media', and 'LOGOUT'. Below this, a green banner shows 'Brand: Kathy Global' and 'Company: Kathy Global', along with a link for 'What if I can't seal the stamp? Emergency Measures'.

The main content area is divided into three columns. The left column contains a sidebar with icons for 'My information', 'Stamp card Event', 'Coupon Marketing', 'Roulette Event', and a notification icon. The middle column, titled 'Login data' with an 'Edit' button, lists the following information:

- ID: KathyGlobal
- Contact: 15010527310
- E-mail: 85621302@qq.com
- Brand name: Kathy Global
- Stamp card Event: 0
- Coupon Marketing: 1
- Roulette Event: 1
- Number of Store(s): 1

Below the list, there is a 'Service Instruction' section with links to 'Echoss platform guide', 'Stamping guide', and 'Emergency handling guide'. A QR code is displayed at the bottom of this section.

The right column, titled 'Valid store 1' with an 'Apply new' button, shows 'KathyGlobal Store1' with the following details:

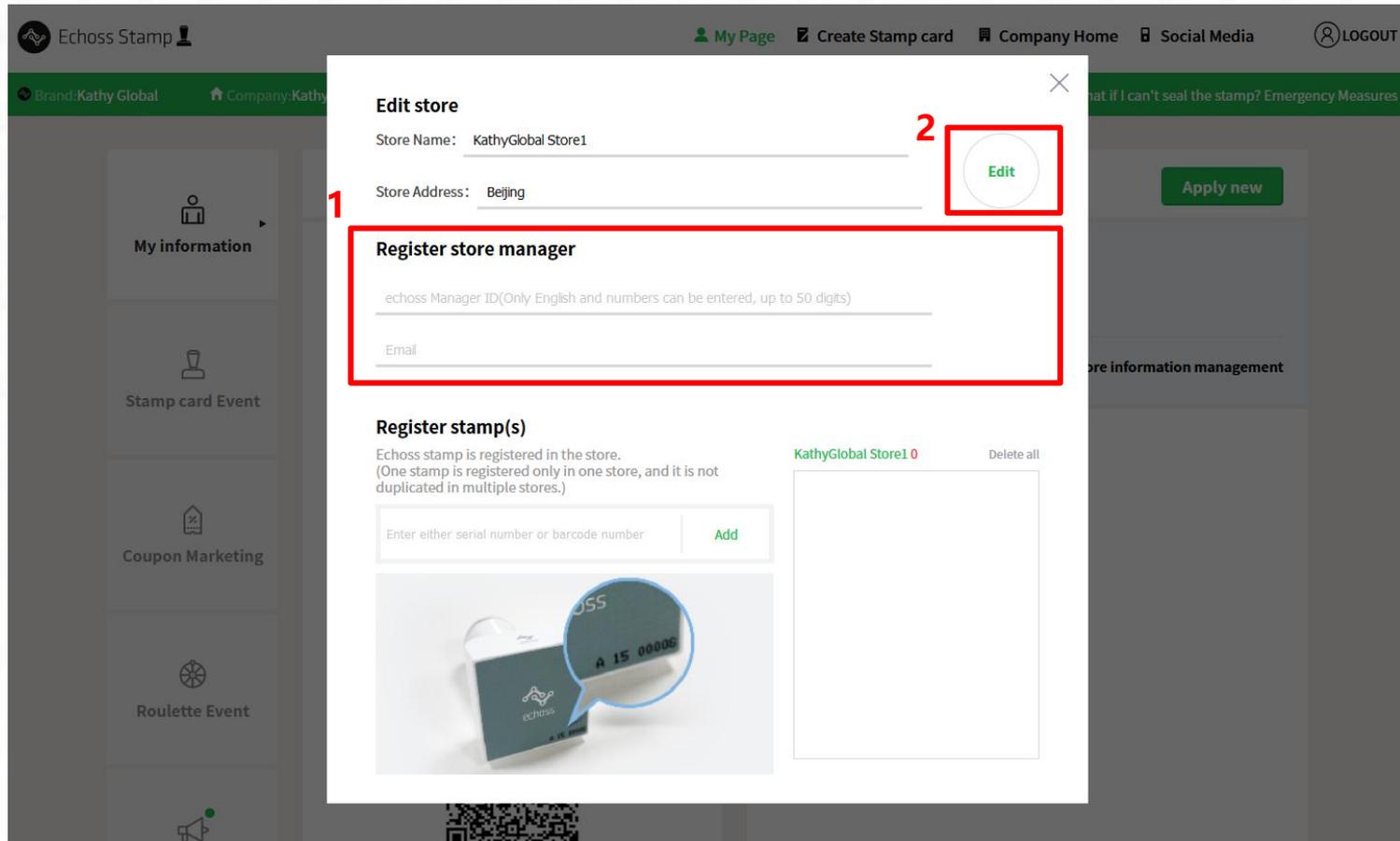
- Store address: Beijing
- Expiration date: 2022Y11M23D to 2024Y11M22D

A red box highlights the '+Add stamp(s)' and 'Store information management' options in the right column.

1. You can click “+Add stamp” or “Store information” management to modify whole information related to your store such as store name, store address, add stamp, delete stamp and etc.

3

Register echoss Manager account



1. Please set your manager ID and email here (1), and click edit button to confirm (2).
2. Your echoss manager mobile web page will be generated on left-bottom of your main page (next page)

4

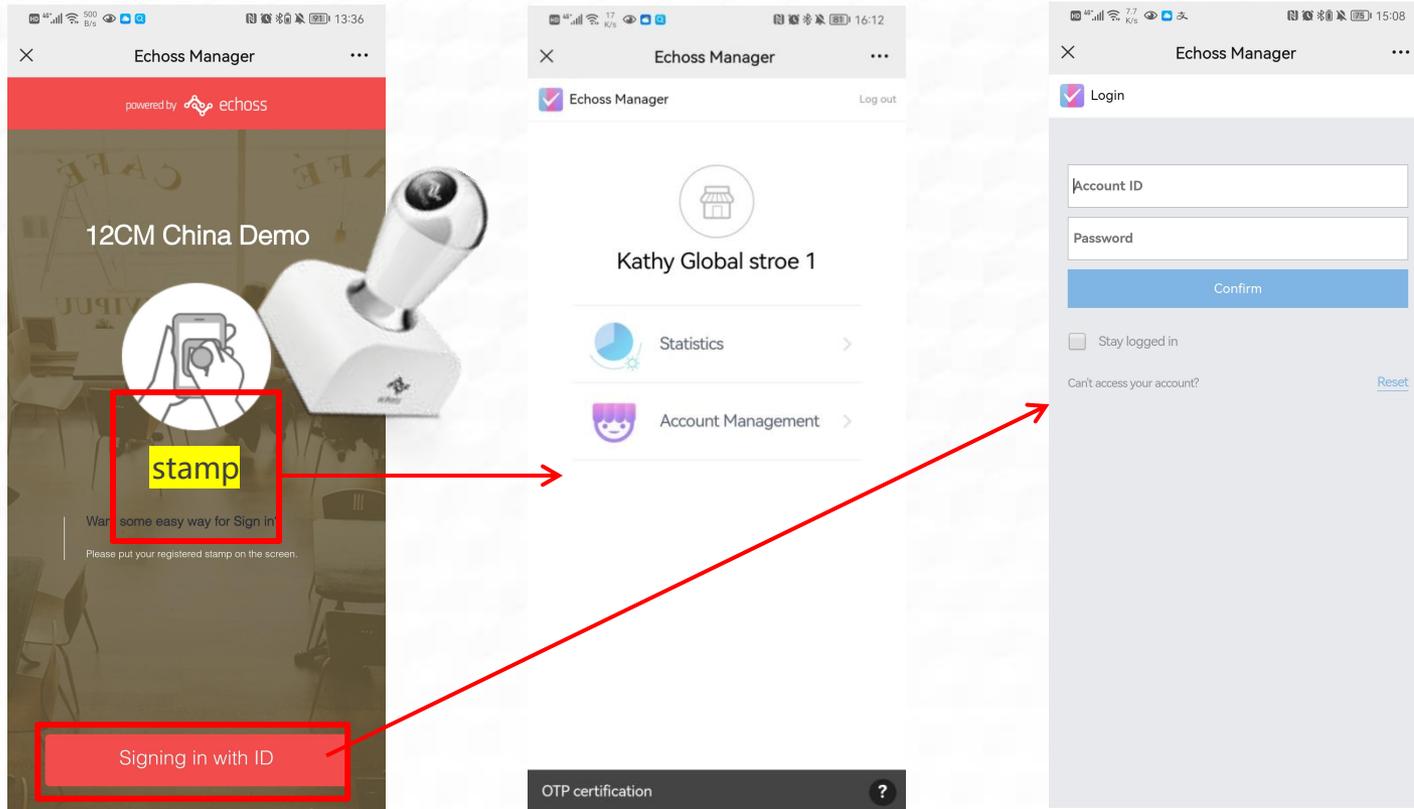
Log-in echoss Manager Account

The screenshot displays the 'My Page' section of the Echoss Stamp Manager web interface. The top navigation bar includes 'Echoss Stamp', 'My Page', 'Create Stamp card', 'Company Home', 'Social Media', and 'LOGOUT'. The left sidebar contains menu items: 'My information', 'Stamp card Event', 'Coupon Marketing', 'Roulette Event', and 'Notification'. The main content area is titled 'Login data' and includes an 'Edit' button. It lists user details: ID: KathyGlobal, Contact: 15010527310, E-mail: 85621302@qq.com, Brand name: Kathy Global, Stamp card Event: 0, Coupon Marketing: 1, Roulette Event: 1, and Number of Store(s): 1. Below this is a 'Service Instruction' section with links to 'Echoss platform guide', 'Stamping guide', and 'Emergency handling guide'. A QR code labeled 'echoss Manager' is highlighted with a red box. To the right, the 'Valid store' section shows 'KathyGlobal Store1' with address 'Beijing' and expiration date '2022Y11M23D to 2024Y11M22D'. A red box highlights a blue QR code frame on the right side of the interface, with red lines connecting it to the 'echoss Manager' QR code.

1. Scan echoss Manager QR to access echoss manager mobile page.

4

Log-in echoss Manager Account: Log-in by Stamping

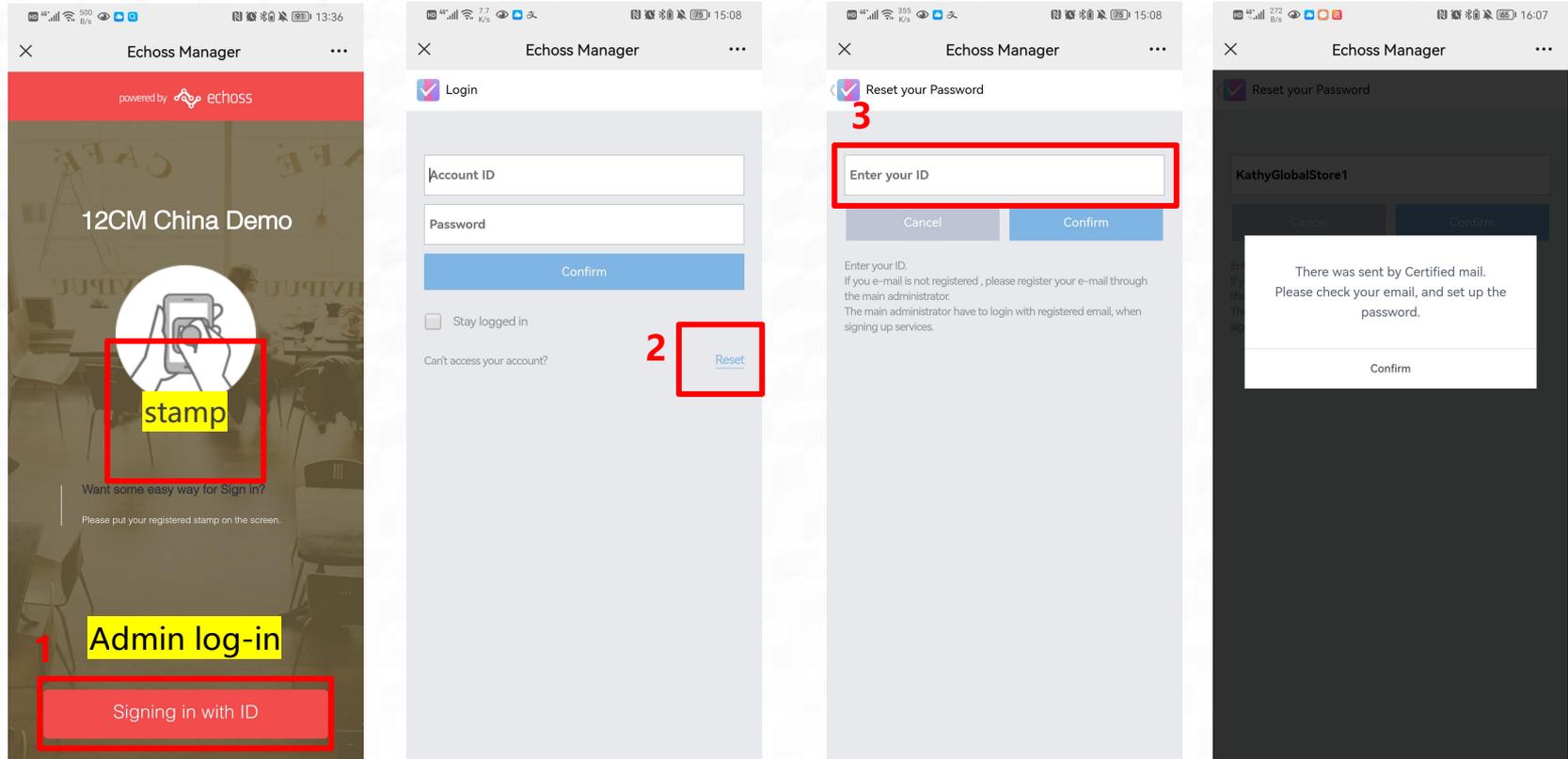


2. After you scan and access the echoss Manager, you can log in by stamping on the screen simply (red box)

3. If you have no stamp around you and want to log in with the account password, you need to activate the account password for the first time.

4

Set-up echoss Manager Account – Log in by ID/PW

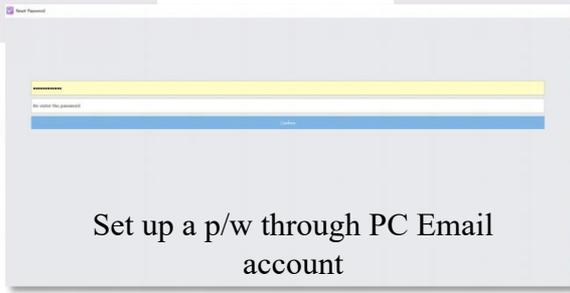
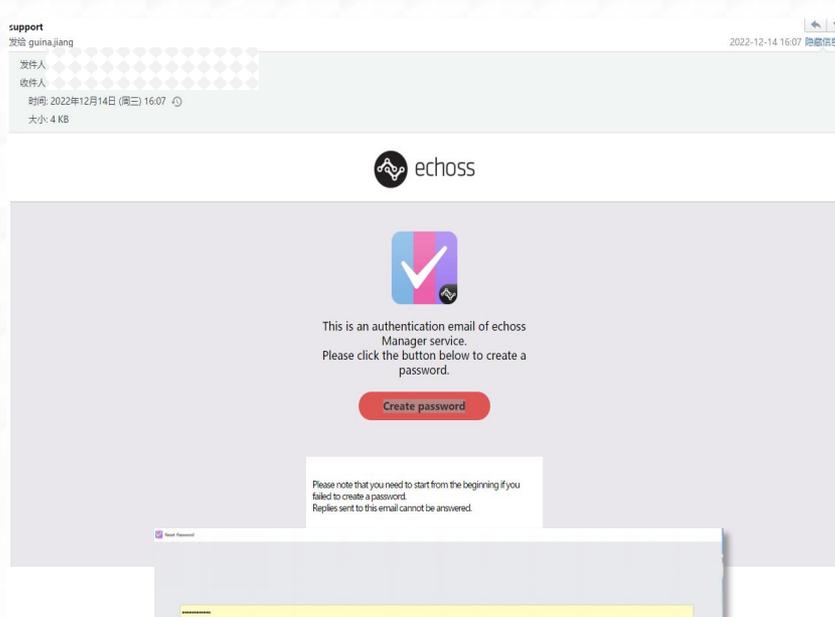


4. After creating an account, you can scan the QR code of echoss manager to enter the administrator login page. You can log in by stamping on the screen simply (red box) or account password. If you want to log in with the account password for the first time, you need to activate the account password as below.

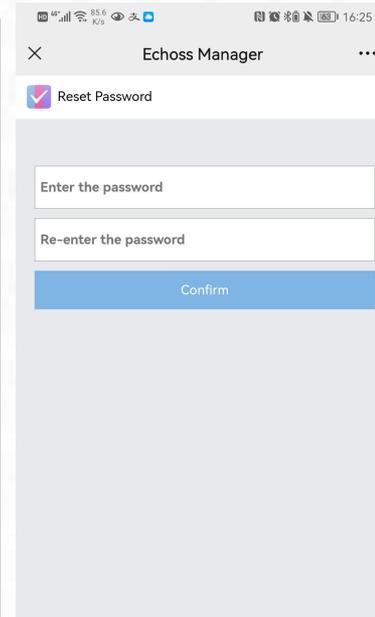
- 1) Click the account password login button (red box 1) to enter the login home page
- 2) Click Reset (red box 2) to enter the password setting page
- 3) Enter the email address entered when setting up the store account (when operating on the PC side), and click the button Confirm, and a prompt page will pop up.

4

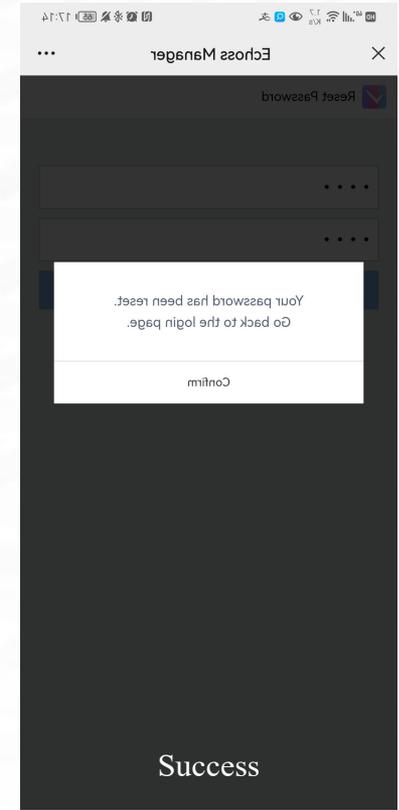
Set-up echoss Manager Account – Log in by ID/PW



Set up a p/w through PC Email account



Set-up P/W on Mobile page

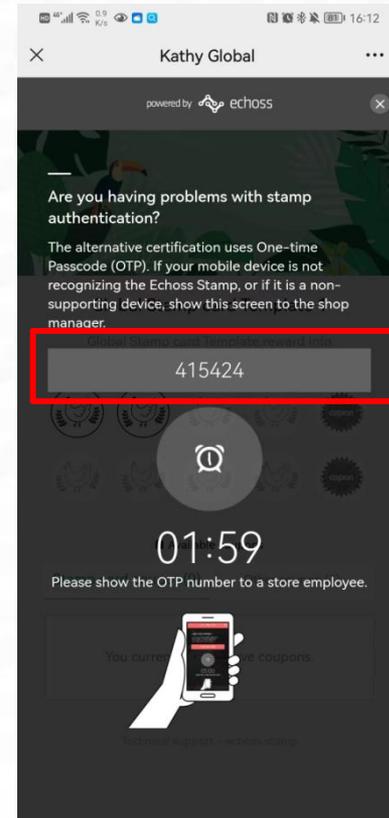
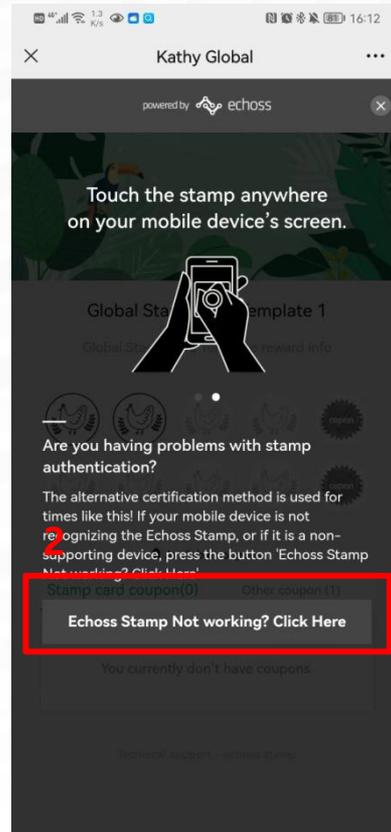
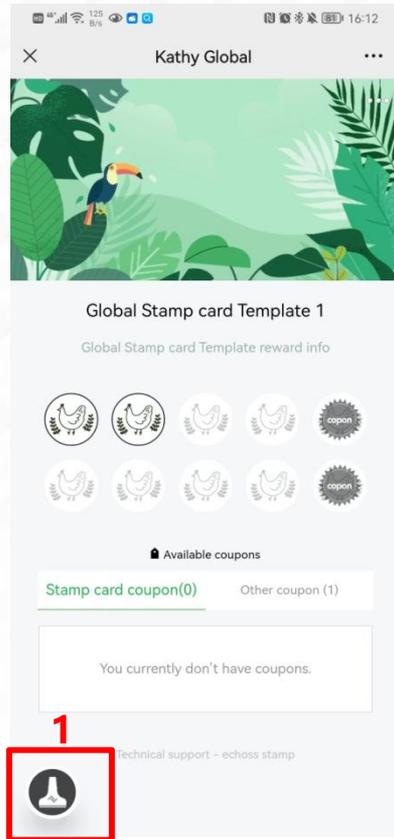


Success

5. Log in to the email and click the button to create a password setting, and the password can be set. You can log-in your echoss Manager mobile page by ID/PW too.

5

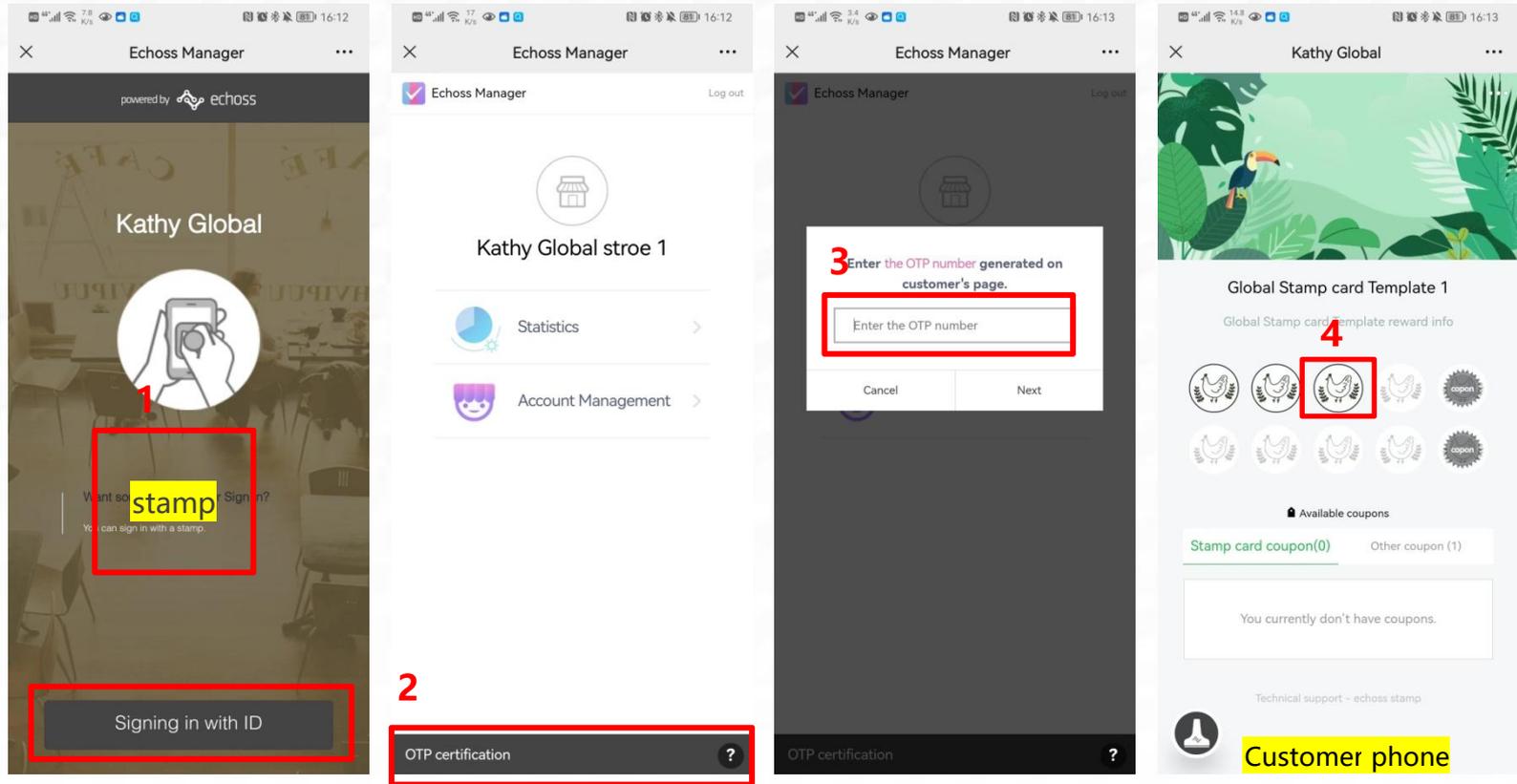
"Collect Stamp" method on Stamping Failure - Customer phone



1. When the customer stamp card page cannot be stamped, click the small stamp button (red box 1) in the lower left corner.
2. A 6-digit OTP verification code (red box 3) appears on the customer's mobile phone.
3. Provide the obtained 6-digit number to the store manager, and the store manager enters the verification code on echoss manager mobile page to collect stamps.

5

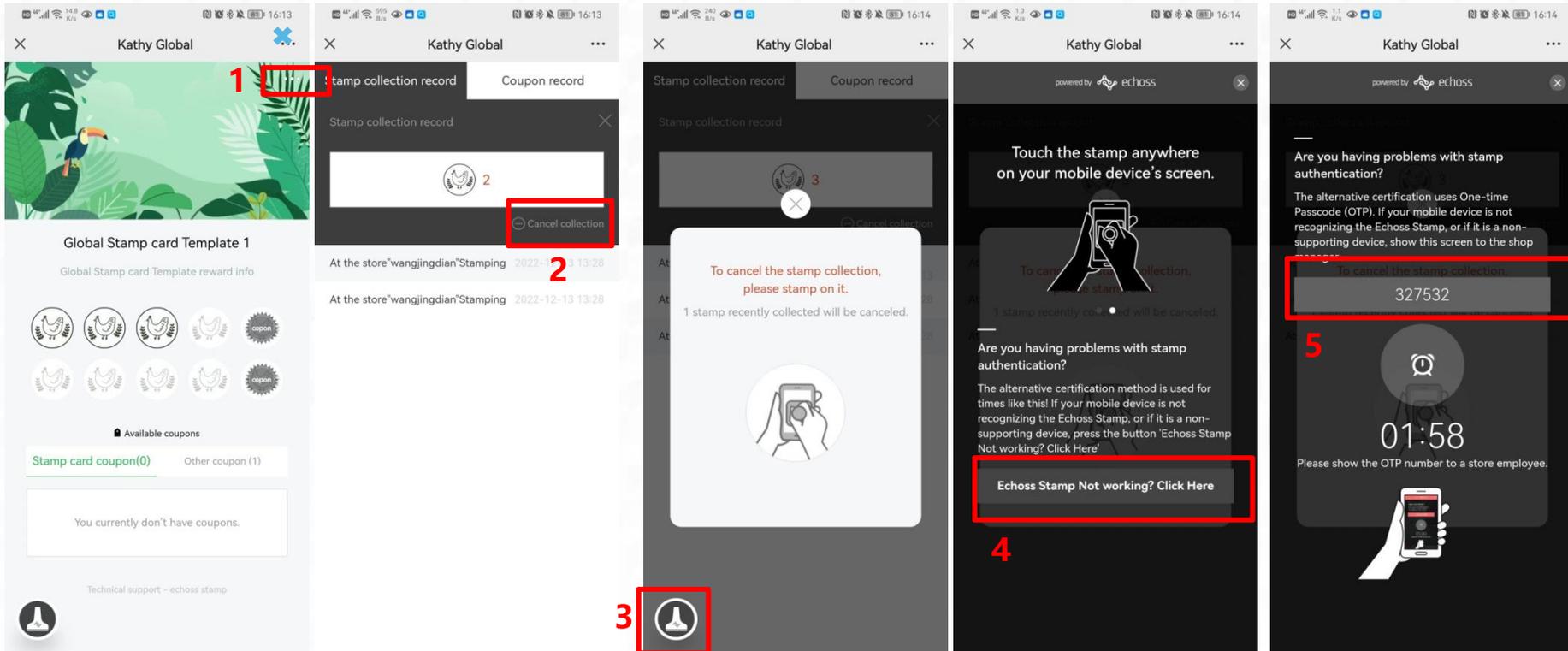
"Collect Stamp" method on Stamping Failure – Store Manager phone



1. After logging in echoss Manager mobile by stamping (red box 1), or click the button below to log in with the account password.
2. Click the OPT certification for emergency handling (red box 2)
3. After entering the 6-digit verification code (red box 3) that comes out by clicking the small stamp button in the lower left corner of the customer's mobile phone, click Next and enter the number of stamps to be collected.
4. Successfully collect stamps

6

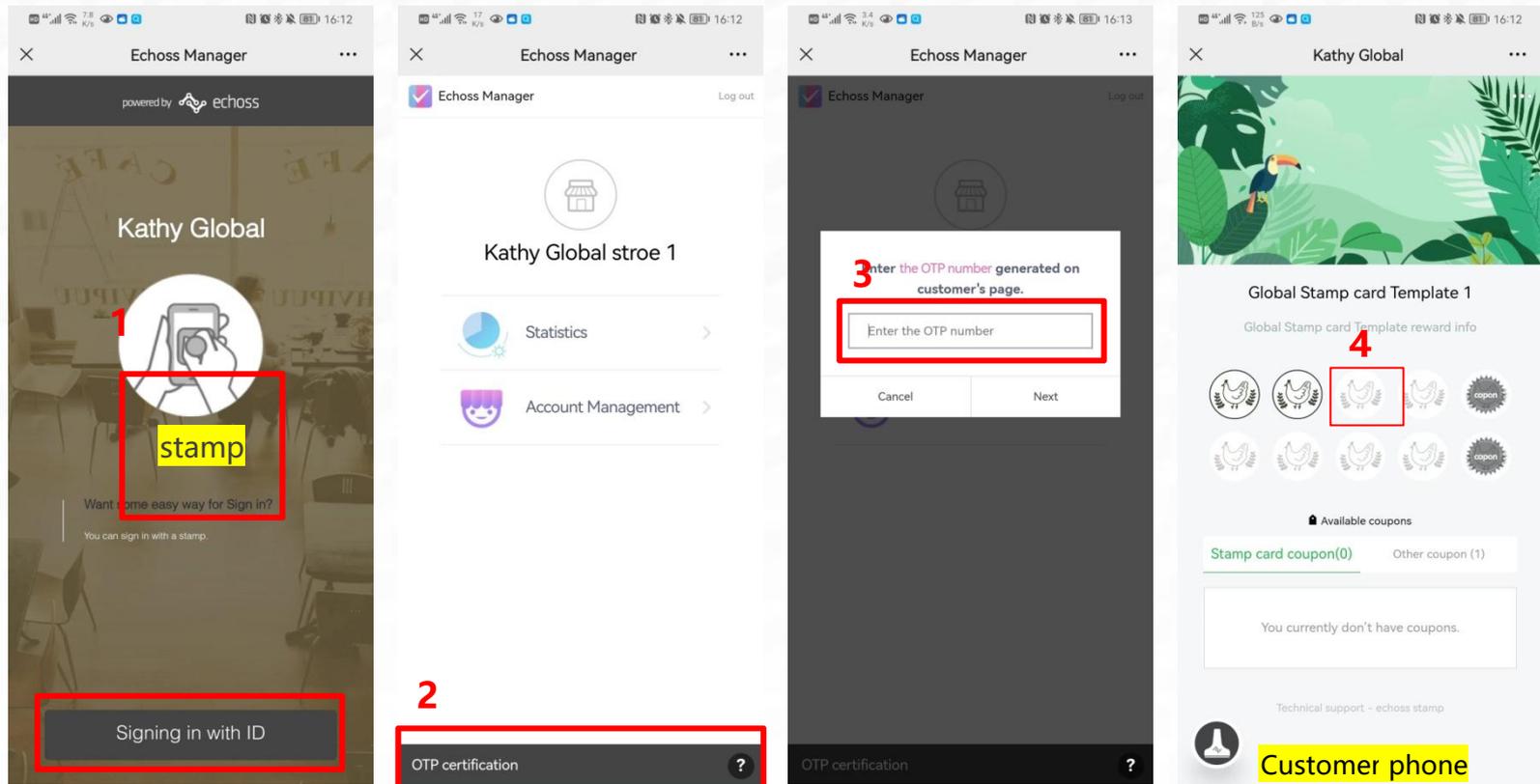
"Cancel Stamp" method on Stamping Failure – Store Manager phone



1. Click on the three dots (red box 1) in the upper right corner of the stamp card page.
2. On the newly opened page, find the “cancel collection” (red box 2) and click it.
3. After opening the pop-up layer, you can cancel the stamp by stamping on the screen directly. If the stamp cannot be stamped, click the icon in the lower left corner (red box 3)
4. Click the button (red box 4) to get a 6-digit OTP verification code.
5. Provide the obtained 6-digit number to the store manager, and the store manager can enter the verification code on his/her echoss Manager mobile page to cancel stamp.

6

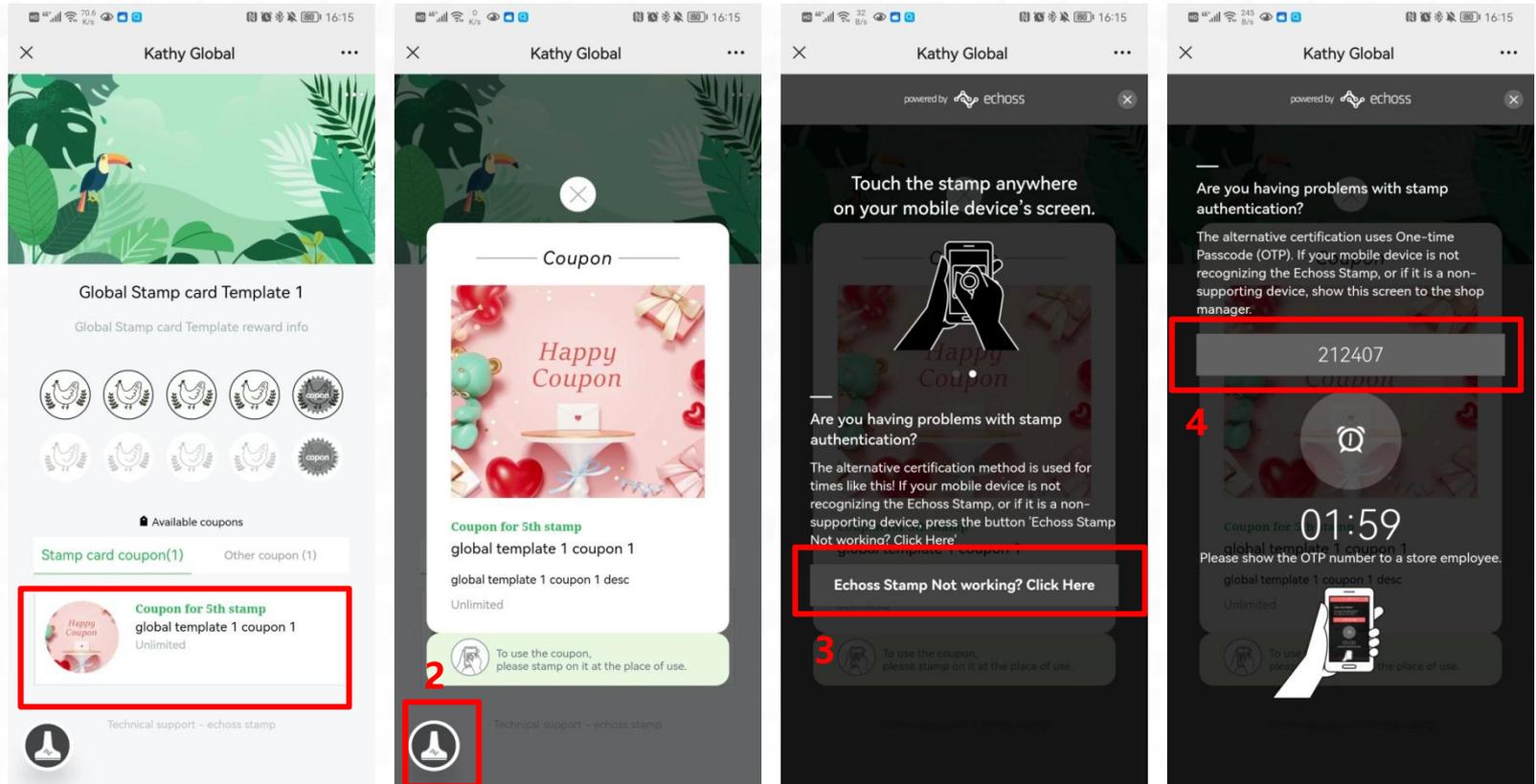
"Cancel Stamp" method on Stamping Failure – Store Manager phone



1. After logging in echoss Manager mobile by stamping (red box 1), or click the button below to log in with the account password.
2. Click the OPT certification for emergency handling (red box 2)
3. After entering the 6-digit verification code (red box 3) that comes out by clicking the small stamp button in the lower left corner of the customer's mobile phone, click Next and enter the number of stamps to be canceled.
4. Successfully stamp disappeared.

7

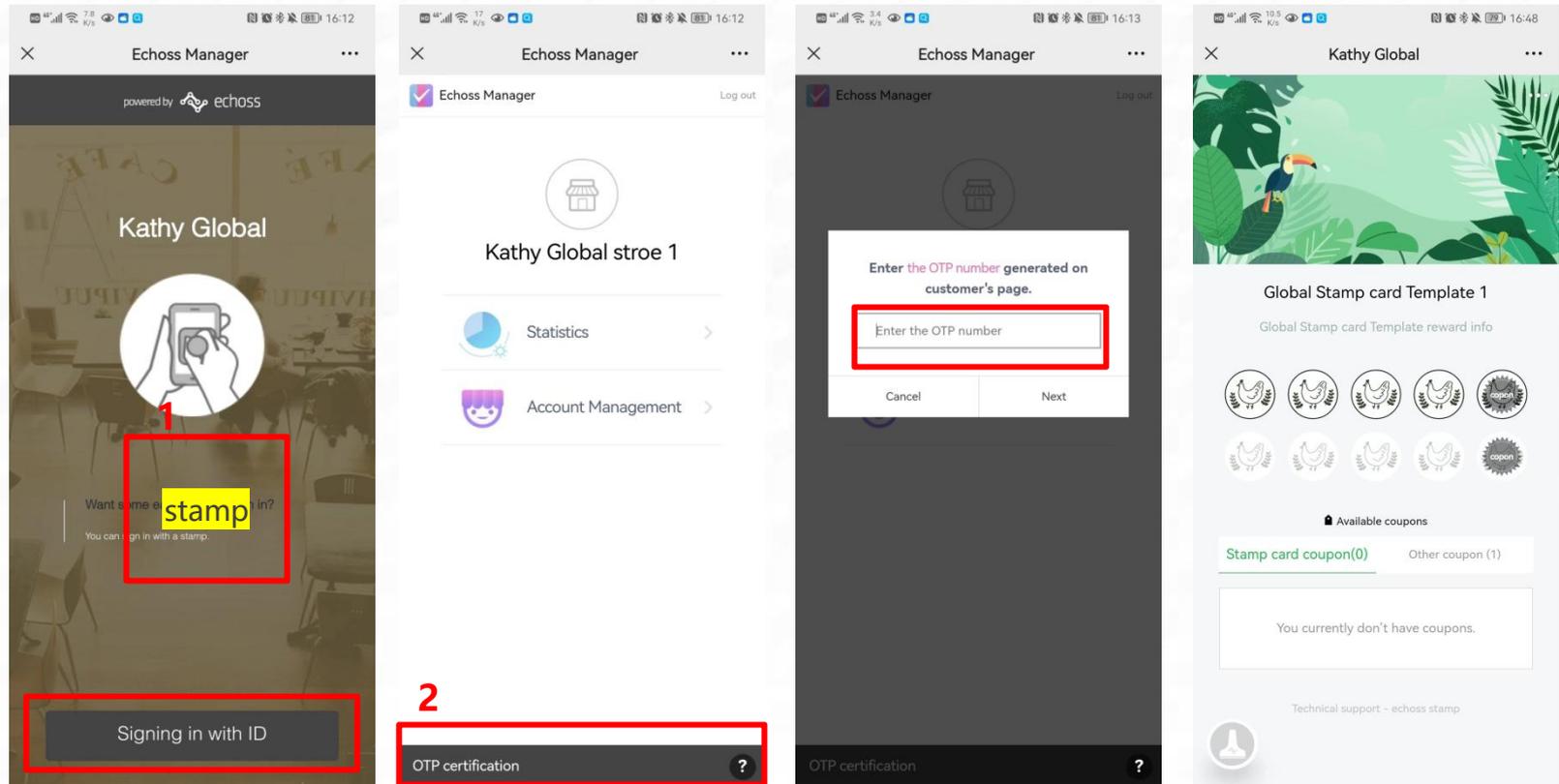
"Coupon redemption" method on Stamping Failure – Customer phone



1. Click the coupon (red box 1) on the stamp card page.
2. On the pop-up page, click the icon of the small seal in the lower left corner (red box 2).
3. Click the button to get a 6-digit OTP verification code.
4. Provide the obtained 6-digit number to the store manager, and the store manager enters the verification code on his echoss manager page to complete the coupon redemption.

7

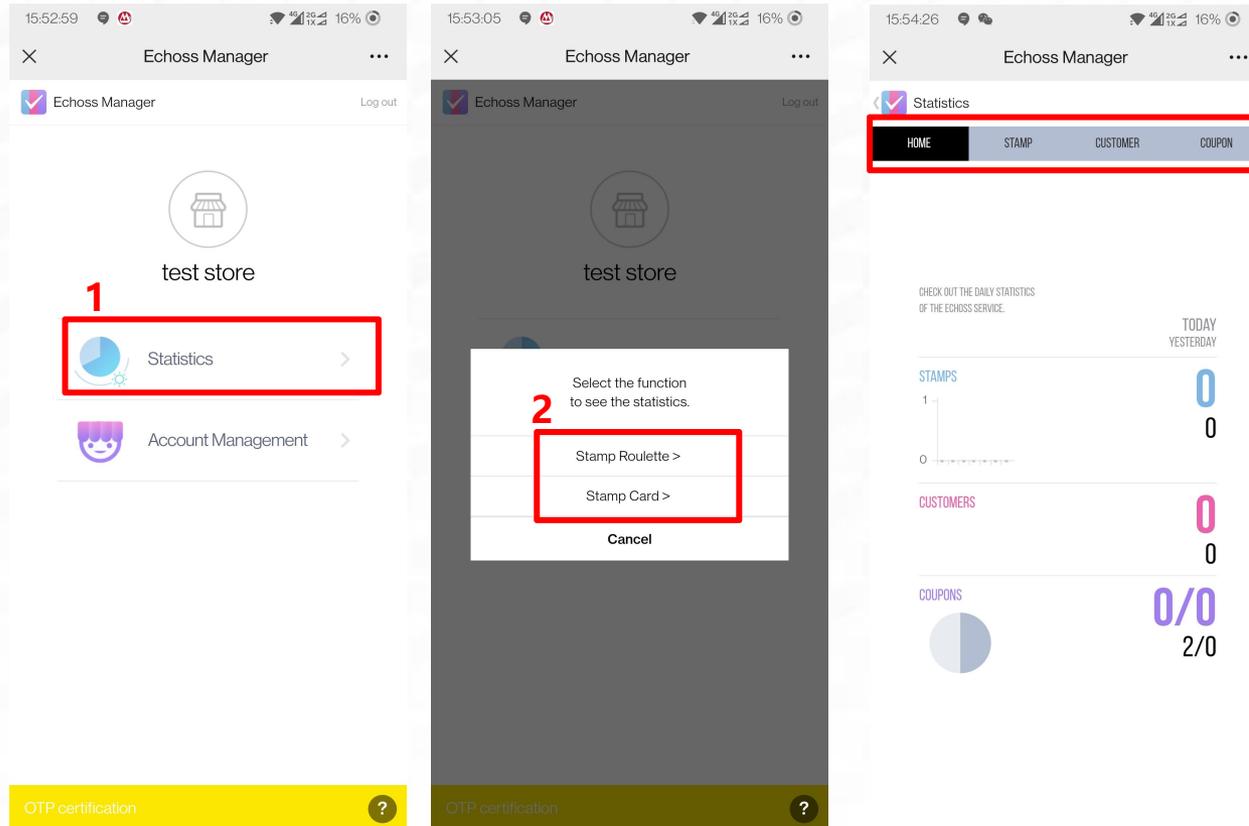
"Coupon redemption" method on Stamping Failure – Store Manager phone



1. After logging in echoss Manager mobile by stamping (red box 1), or click the button below to log in with the account password.
2. Click the OPT certification for emergency handling (red box 2)
3. After entering the 6-digit verification code (red box 3) that comes out by clicking the small stamp button in the lower left corner of the customer's mobile phone, click Next to redeem the coupon.
4. The Coupon successfully redeemed and disappeared.

8

Checking Store Stamping Data



1. You can click Statistics (red box 1) and check event data statistics of your store.