LITE Account Onboarding Guide



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O2 Performance Dashboard Tab (Slide 10-14)



04 Discussions Manager Tab (Slide 28-31)

05 Banners Manager Tab (Slide 32-35)



Seedly Business

Administration Tab

- To access Administration Tab (Slide 4)
- Edit Profile (Slide 5)

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- Team Management (Slide 6)
- Plan & Billing (Slide 7)
- Support (Slide 8-9)

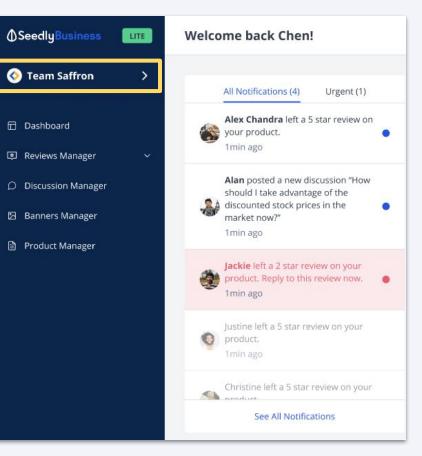


Administration Tab

To access

01

Step 1: Click on your Verified Business Profile Name You will be redirected to the Administration Tab Click on to your Verified Business Profile





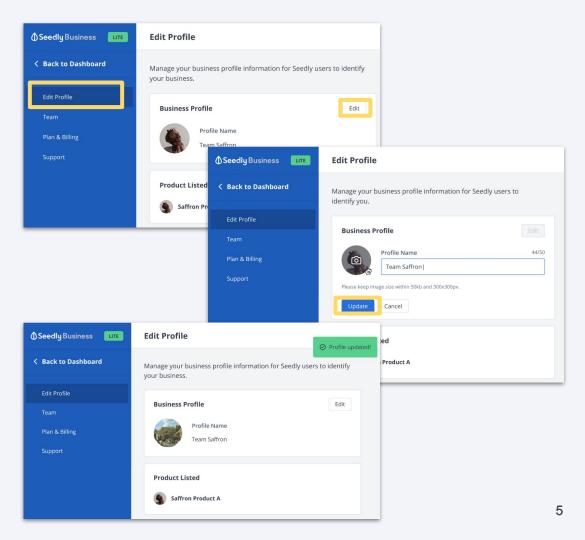
Edit Profile Information

 \mathbf{O}

Step 1: Click Edit Update Profile Name & Photo instantly

Step 2: Edit your profile photo and name Edit the text box to change your Profile Name and click on the camera icon to change your Profile Photo

Step 3: Click update This will be updated in real-time, on demand



Administration Tab

Team Management

To replace Admin User:

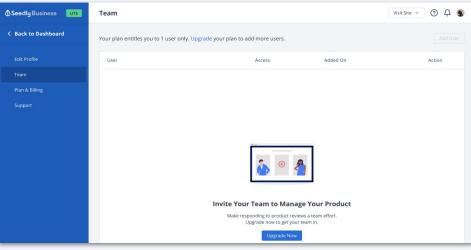
Please provide your Account Manager the new Seedly User Profile URL/email address of the New Admin User. LITE Account is entitled to **1 Admin access** only.

If you require more Admin/Users access:

Affiliate Account*: Up to 3 PRO Account: Unlimited To upgrade, contact your Account Manager.

*BASIC and Affiliate Account Plan Types will be phased out effective 1 September 2021

LITE Account



PRO Account

| Seedly Business PRO | Team | | G | SOMO - Visit Site 🖄 🧿 📮 🎯 |
|---------------------|--|-----------------------------|------------------|---------------------------|
| < Back to Dashboard | Your plan entitles you to unlimited users. Contac users | t your account manager to a | add more | Add User |
| Edit Profile | | | | |
| Team | User | Access | Added On | Action |
| Plan & Billing | 🞯 RemusLJX | Admin | 06 January 2021 | ∠ ⊗ |
| Support | 🔥 Aden | Admin | 30 November 2020 | ∠ ⊗ |
| | 👦 Randy Chai | Admin | 11 November 2020 | ∠ ⊗ |
| | ADEN8 | Admin | 10 November 2020 | ∠ ⊗ |
| | ADEN10 | Admin | 10 November 2020 | ∠ ⊙ |
| | | | | |



Administration Tab

Account Information

Account ID: Your Business Account ID

Plan Type: LITE Account

Current Subscription: Kindly refer to the Order Form for your Subscription Period.

| Seedly Business | Plan & Billing |
|---------------------|--|
| く Back to Dashboard | Check on your current subscription plan and information. |
| Edit Profile | Account Information |
| Team | Account ID 0031 |
| Plan & Billing | Plan Type LITE View other plans type |
| Support | Current Subscription — |
| | |



Administration Tab

SeedlyBusiness Support

Click on the support tab:

You will be redirected to a new page, SeedlyBusiness Support.

| Seedly Business | Plan & Billing |
|---------------------|--|
| < Back to Dashboard | Check on your current subscription plan and information. |
| Edit Profile | Account Information |
| Team | Account ID 0031 |
| Plan & Billing | Plan Type |
| Support | Current Subscription — |
| | |

Administration Tab

SeedlyBusiness Support

1) Guide to Performance-based Benefits: Download the guide to find out how you can qualify/utilise the Performance-based Benefits

2) Terms of Service Agreement:

This agreement is updated quarterly or when we introduce new features, whichever that comes first

3) Other information

Step by step guide on how to setup and utilise the Business Account features

| Seedly | | Submit a request Sign in |
|---------------------------------|---|---|
| Seedly > SeedlyBusiness Support | | Q Search |
| | SeedlyBusiness Support SeedlyBusiness Helpdesk, Terms of Service Agreement and Guide to Per Terms of Service Agreement Version 1.2 August 2021 | erformance-based Benefits. Introduction to SeedlyBusiness Setting up your SeedlyBusiness Account Introduction to your SeedlyBusiness Account |
| | Guide to Performance-based Benefits Version 1.2 August 2021 | Introduction to Seedly Introduction to your Seedly Product Page Guidelines for your Seedly Product Page Managing your Seedly Product Page Introduction to the Seedly Category Comparison Page |
| | SeedlyBusiness LITE Account Onboarding Guide Version 1.0 August 2021 | Managing your SeedlyBusiness Account Your SeedlyBusiness Account Admin Settings Performance Dashboard Reviews Manager Collecting Reviews with the Automated Reviews Collector Tool SeedlyReviews and Badges |
| | | Discussions Manager |

Performance Dashboard Tab

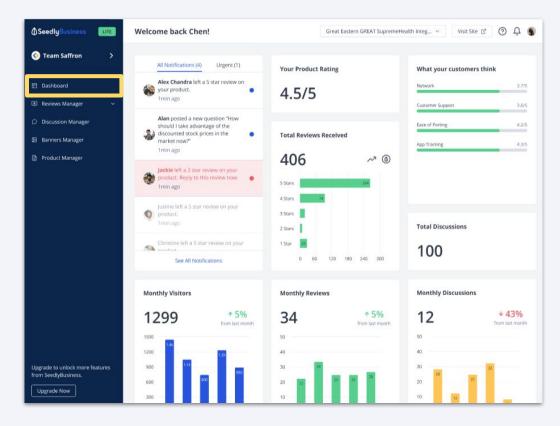
- Real time data & information (Slide 11)
- Notifications (Slide 12)
- What your customer think 'Users rating' (Slide 13)
- Monthly Visitors, Reviews, Discussions (Slide 14)

Performance Dashboard Tab

Real time data & information

- Notifications
- Product Rating (Avg. Rating)
- Total Reviews Received
- What your customers think (Users rating)
- Total Discussions Tagged
- Monthly Visitors, Reviews, Discussions

Performance Dashboard



Performance Dashboard Tab

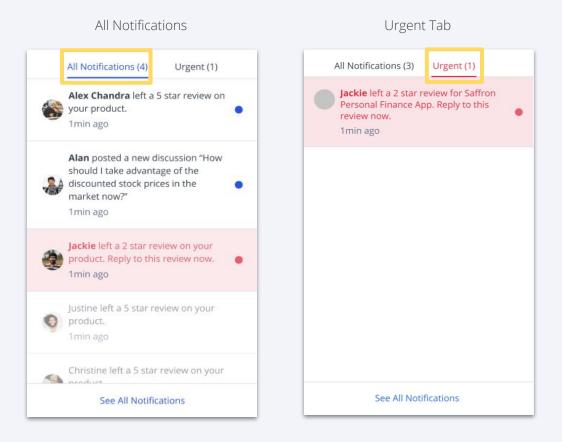
Notifications

Notifications

New Reviews, Comments and Discussions tagged to your Product Page will be displayed in real time.

Urgent Tab

Filters out new Reviews that are rated 2 stars or below.



Performance Dashboard Tab

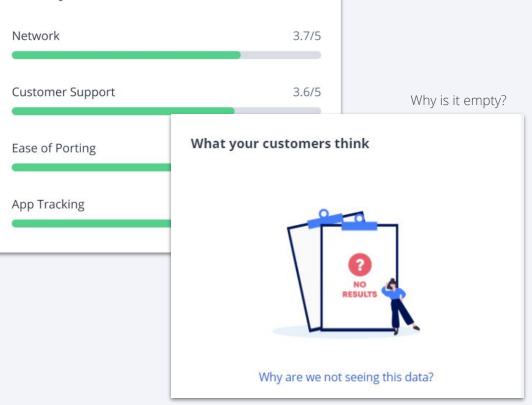
Users Rating

What your customers think (Users Rating): Reviewers can provide qualitative ratings for your products/services. The qualitative rating categories varies across Product Categories.

For the Users Rating to be displayed, each qualitative rating category must receive at least 10 submissions.

Users Rating

What your customers think



Performance Dashboard Tab

Charts

Visitors:

Displays the Unique Page Views for the current and past 4 months

Reviews:

Displays the count of new Reviews received for the current and past 4 months

Discussions:

Displays the count of new Discussions received for the current and past 4 months







Reviews Manager Tab

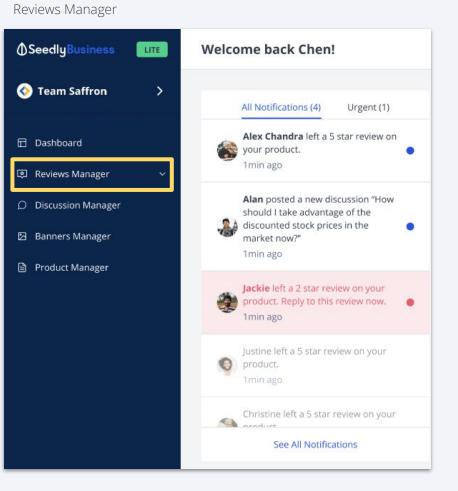
- To access Reviews Manager Tab (Slide 16)
- All Reviews (Slide 17-18)
- How to engage Reviewers (Slide 19)
- Automated Reviews Collector Tool 'ARCT' (Slide 20-24)
- SeedlyReviews Badges (Slide 25-27)

Reviews Manager Tab

Reviews

03

- All Reviews
- Automated Reviews Collector Tool
- SeedlyReviews Badges



All Reviews Tab

Not Available for LITE Account

03

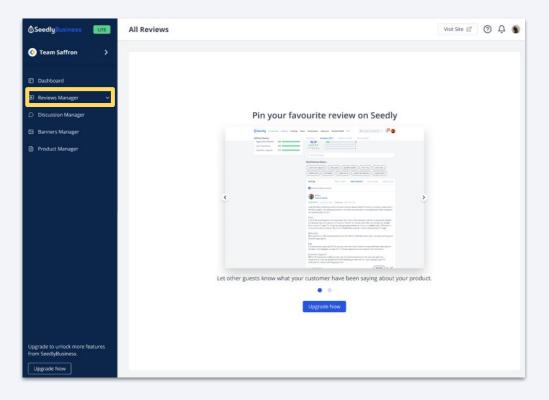
For Affiliate* & PRO Accounts only:

- Pin Customer Review
- Service Accountability
- Direct Engagement with Reviewers

To upgrade, contact your Account Manager.

*BASIC and Affiliate Account Plan Types will be phased out effective 1 September 2021

LITE Account



All Reviews Tab

E.g. PRO Account

03

1) Pin Customer Review: Pin your Favourite Review to create a strong and lasting first impression

2) Replied By: Provides service accountability for multiple users

3) Engage Reviewers Directly: Comment on User Reviews from your Business Account

PRO Account

SeedlyBusines
 Team Saffron

Dashboard
 Dashboard
 Reviews Manager
 O Discussion Manage

Banners Manager
 Product Manager

| | ews | | | | | | Visit Site | 9 Ų |
|--------------------|---|--|------------------------|-------------------------------|-------|--------------------|-----------------|-------------|
| Search for | Reviews | Ratings | Star | rt Date | | End Date | | |
| | | All Ratings × | ✓ dd | /mm/yyyy | | dd/mm/yyyy | | Not Respond |
| Review | s _e | | | Ratings |) | Review Date 👘 | Replied By | Action |
| | | en a customer of theirs fo most advanced by far | r the longest, | 5 | 1 | 22/07/2021 | Tony Huang | ് |
| | | erface & ease of online ba on between mobile app & | | | | 13/07/2021 | 1770 | ് |
| | | using myinfo. Used this a ing. But interest rates has | s been tod | ¢ s | 2 | 05/07/2021 | Mataji Rajavade | ď |
| Decide and th | d with Saffron as I've be | en a customer of theirs fo | | 5 | | 02/07/2021 | Tony Huang | ් |
| (Fuss f quite t | Reply to Rev Review By Andrew Tan | Purchased Saffron Finar | aco Trackor | Reviewed On 19 February 20 | 20 | Rating | × | ď |
| Decide I starte | [Summary of cash | | | | | iction on minimum | coanding no | ď |
| [Fuss F great F | | categories that can be | | | | | spending, no | ď |
| Saffro multip | 1.5% cashback on [Cashback Mechar | all purchases made wit | th this SC car | d, no minimum or | max | imum expenditure | amount. | ് |
| [Fuss F [Intere | [Bill payment] | hoops to jump through aid at many channels, | | ır usual AXS and ii | hanki | ing methods | | ď |
| [Online [Applie | [My recommendat A "plain jane" card | ion] you will love to go out | with if you d | on't want to think | muc | h on your spending | , However if | ല് |
| Showing r | you like a more "so 3) | ophisticated or sexy" ca | ashback card | , I would recomme | end U | JOB one card etc | | 4 5 10 |

'his comment will be posted directly to Seedly web as Team Saffron.

Hey Andrew! Thank you for your purchase. We really appreciate this review. We hope you've been fully vilising the cashback bonus since the sign up.



Product Page

How to Engage Reviewers

Step 1: Identify the review.

Step 2:

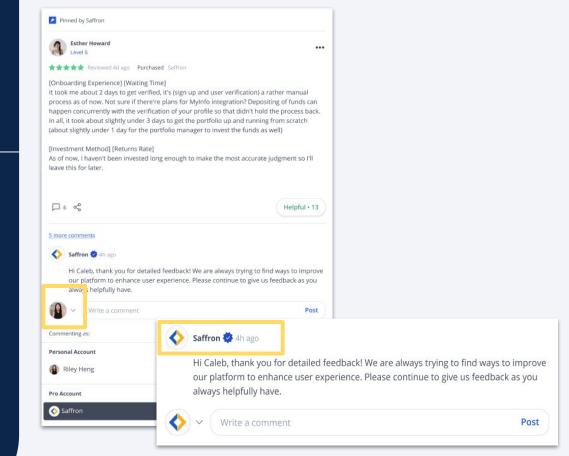
Click on the drop down arrow, select your Verified Business Profile.

Step 3:

Type your comment and click Post.

Comments posted from your Verified Business Profile will be accompanied by a Blue Tick.

Engage Reviewers from Product Page



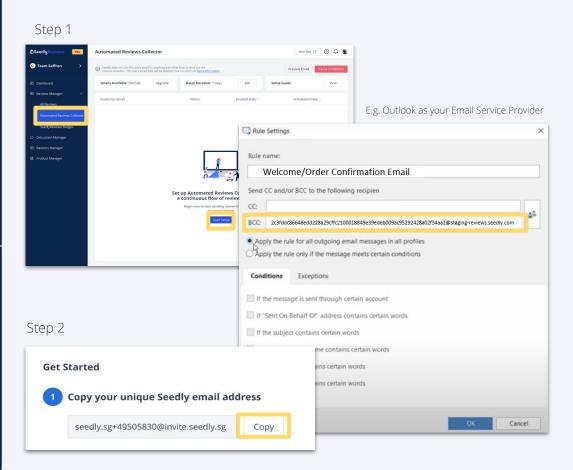
Automated Reviews Collector Tool (ARCT)

One-time setup

First, Identify the customer group to receive the Reviews Invitation Email. E.g. The customer group that receives your Welcome Email/Order Confirmation Email.

Step 1: Click the Start Setup button to begin.

Step 2: Copy the Unique Seedly Email Address & paste it as a BCC recipient in your Email Service Provider you use to send the Automated Welcome emails you send to your customers.



Seedly Business

Automated Reviews Collector Tool (ARCT)

One-time setup

Step 3: Set the delay duration you want your customers to receive the Reviews Invitation Email from Seedly upon receiving the Automated Welcome/Order Confirmation Email from you.

Step 4: Preview the reviews invitation email your customers will receive.

Step 5: Complete your setup!

Step 3 Set Delay Duration Setting delay allow your customers to take the time to try out the product and write a meaningful review. We recommend you delay your invitations for a period that suits your business needs. Step 4 7 Davs after your customer's purchase **Preview Email** × 0 Days Your customer will be receiving this email to invite them to share their 1 Dav experiences on SeedlyReviews. 2 Days 3 Davs **SaffronBank** 4 Days 5 Days Hey, share your 6 Davs feedback for Saffron Savings Account. Bad Good Perfect Average Step 5 We hope you're enjoying your recent purchase. If you have experiences that you wish to share, do leave us a review on our partner's platform-Seedly. **Preview Email** Your review will help us improve the product and let other users make an informed decision. See what your customer will be receiving on their end to wr Seedly Seedly Seedly artners with Saffron Bank to send out this email. Preview Please note that this is a static image. Customer name and Thats it! product image may not be reflective of your product Check your invitation history after your next customer purchase to confirm that your automatic invite has been sent and the feature is set-up correctly. Bring me there



Automated Reviews Collector Tab

How the technology works —

Data Required: Seedly only requires your customers' email IDs and first name to send out the Reviews Invitation Email.

How Seedly obtains the data: Your customers' email will be hosted on Seedly's Amazon Web Services (AWS) to retrieve the email IDs and first name. Your customers' email will be deleted from Seedly's AWS within 5 minutes.

Automated Reviews Collector Tool

| SeedlyBusiness PRO | Automated Reviews Collector | | | Visit Site 🖄 🧿 🗘 🌒 |
|---------------------------------------|--|---|----------------|---------------------------------|
| Team Saffron > | Seedly does not use the user's small for anything else other reviews invitation. The user's small data will be deleted ono | r than to send out the e it is sent out. <u>More information</u> | | Preview Email Pause Invitations |
| Dashboard | Emails Available: 500/500 Upgrade | Delay Duration: 7 Days | Edit | Setup Guide View |
| Reviews Manager ^ | Customer Email | Status | Created Date = | Scheduled Date = |
| Automated Reviews Collector | dgatwood@msn.com | Quota maxed out | 01 April 2020 | 09 April 2020 |
| SeedlyRevies Badges | hwestili@mac.com | Upgrade your plan to get more emails | 01 April 2020 | 09 April 2020 |
| Discussion Manager Banners Manager | ateniese@mac.com | In Progress | 01 April 2020 | 09 April 2020 |
| Product Manager | grolschie@mac.com | In Progress | 01 April 2020 | 09 April 2020 |
| | chinthaka@hotmail.com | In Progress | 01 April 2020 | 09 April 2020 |
| | chronos@aol.com | • Sent | 01 April 2020 | 09 April 2020 |
| | miami@aol.com | • Sent | 01 April 2020 | 09 April 2020 |
| | sabren@comcast.net | • Sent | 01 April 2020 | 09 April 2020 |
| | mobileip@mac.com | * Sent | 01 April 2020 | 09 April 2020 |
| | giafly@hotmail.com | • Sent | 01 April 2020 | 09 April 2020 |
| | erossman@email.com | Cent | 01 April 2020 | 09 April 2020 |

Disclaimer: No other information within your customers' email will be utilised/stored by Seedly.



Automated Reviews Collector Tool Tab

Created & Scheduled Date

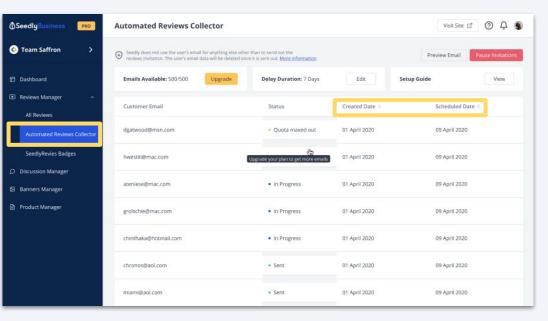
Created Date:

The date you sent your customer group email. E.g. Welcome/Order Confirmation Email.

Scheduled Date:

The date your customer group is scheduled to receive the Reviews Invitation Email from Seedly. (Created Date + Delay Duration).

Automated Reviews Collector Tool





Automated Reviews Collector Tab Reviews Invitation Email (RIE) Statuses

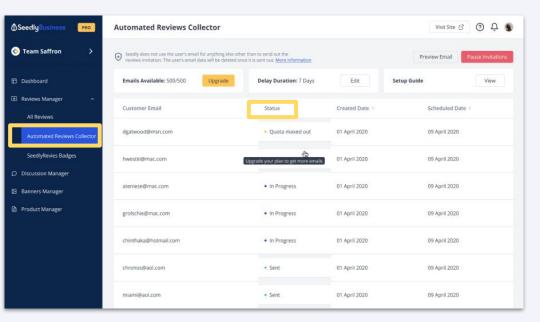
Scheduled: The RIE has been scheduled to be sent according to the delay duration.

Sent: The RIE has been sent to your customer.

Quota Maxed Out: The number of RIE you can send or schedule will refresh at the start of every calendar month.

Paused: Your RIE have been paused and will not be sent unless you resume invitations.

Automated Reviews Collector Tool





SeedlyReviews Badges Tab

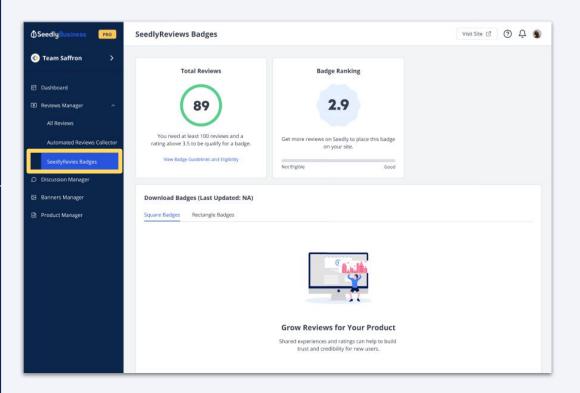
Performance-based Benefits

Performance-based Benefits:

- ≥100 ratings volume
- ≥3.6 average ratings
- ≥ 10 reviews growth monthly

SeedlyReviews Badges will only be displayed if you have qualified for the Performance-based Benefits.

Download the Guide to Performance-based Benefits <u>HERE</u>.





SeedlyReviews Badges Tab

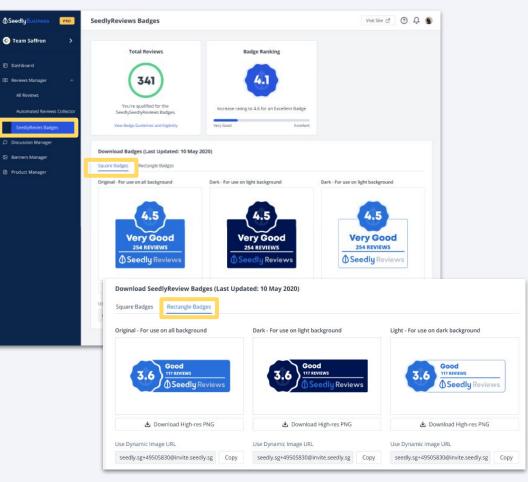
Formats & Types of Badges

Formats:

Square & Rectangle Badges

Types:

Original Badges - For all backgrounds Dark Badges - For light backgrounds Light Badges - For dark backgrounds





SeedlyReviews Badges Tab

Implementation

Dynamic Image URL:

For landing pages (website, mobile site, mobile app), copy the Dynamic Image URL and paste the Dynamic Image URL on the back-end of your landing pages.

High Res-PNG:

For any other use cases, download the badge in PNG.

| Square Badges Rectangle Badges | | |
|--------------------------------------|------------------------------------|------------------------------------|
| Original - For use on all background | Dark - For use on light background | Light - For use on dark background |
| Good | Good | Good |
| | | |
| | | |
| 3.6 117 REVIEWS | 3.6 117 REVIEWS | 3.6 117 REVIEWS |
| 3.6 Seedly Reviews | 3.6 Seedly Reviews | 3.6 117 REVIEWS Seedly Reviews |

Discussions Manager Tab

- To access Discussions Manager Tab (Slide 29)
- Features (Slide 30)
- Navigations & How to reply to discussions (Slide 31)



Discussions Manager Tab

Not Available for LITE Account

For Affiliate* & PRO Accounts only:

- Pin Prospects Discussions
- Service Accountability
- Direct Navigation To The Discussion Page

To upgrade, contact your Account Manager.

*BASIC and Affiliate Account Plan Types will be phased out effective 1 September 2021

LITE Account

| | Discussions Manager | Visit Site 🖻 | 0 L | و ز |
|-------------------------|--|--------------|-----|----------------|
| 📀 Team Saffron 💦 🔷 🕹 | | | | |
| 🗇 Dashboard | | | | |
| 🕄 Reviews Manager 🛛 🗸 🗸 | | | | |
| D Discussion Manager | Get notified of the latest discussion | | | |
| Banners Manager | Constants and Constants Manager Constants Constants Constants Constants Constants Constants Constants Constants | | | |
| Product Manager | | | | |
| | Reply to discussion that are tag to your product. | | | |



Discussions Manager Tab

E.g PRO Account

1) Pin Prospects Discussion:

Pin your Favourite Discussion to create a strong and lasting first impression.

2) Replied By:

to the Discussion.

Provides service accountability for multiple users.

3) Direct Navigation to Discussion Page: Click on 'Reply Now' button, you'll be redirected to the Discussion Page to reply

PRO Account

SeedlyBusines
 Team Saffron

Dashboard
 Reviews Manage

Discussion Mana
 Banners Manage
 Product Manage

| 2601611 | for Discussion | Start Date | | End Date | | | 2) | |
|-----------------|---|---|-------------|-------------------------|-----------|-----------------|-------------------|-------------|
| | with keywords | dd/mm/yyyy | ۲ | dd/mm/yyyy | 8 | | Z) All | Not Respond |
| Post | s (Hide Pinned Discussion | an) | | | 1) | Date Posted | Replied By | Act |
| | meone deposited USD t verted to SGD? | to my Saffron CashPlus accou | ant, will i | t be shown as USD or au | • | 18/02/2021 | - | e |
| Tran | sfer USD from Broker A | to Bank to Broker B while tr | ying to a | void FX losses? | | 05/03/2021 | - | C |
| r. | View Discus | sion | | | | | × | e |
| F | Poster Anonymous | Date Poste 19 Februa | | 0 | | | | e |
| v | Hi, recently I called | nderstanding how the I DBS to ask why my wh | nole me | onth of Feb don't ha | ave any i | | | e |
| | interest earned da | erest & interest is calc. ily is \$0.000, thus mont I saving acc, e.g. eEvery | th-end | is \$0.00. Can some | one help | o me understand | how Multiplier is | e |
| s | | | | | | | - / | |
| S I | | | | | | Cancel | Reply Now 🗗 | e |
| s b VCas! | Plus(multi-currency cor | tains SGD & USD) account a | nd recen | tly opened a Saxo accou | nt | Cancel | Reply Now 🖻 | e |
| | | itains SGD & USD) account a | | tly opened a Saxo accou | nt | | Reply Now 🖉 | |

Product Page

Navigate to Discussion Section

Step 1: Click 'Discussions' Tab from the top Nav Bar

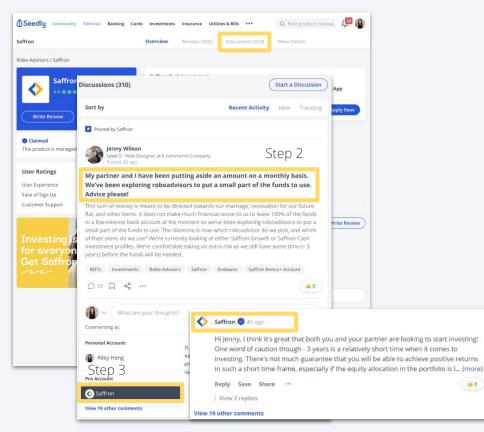
Step 2: Identify the Discussion you want to reply to

Step 3: Click on the drop down arrow, select your Verified Business Profile.

Step 4: Type your answer and click the Post.

Comments posted from your Verified Business Profile will be accompanied by a Blue Tick.

Step 1



Banners Manager Tab

- To access Banners Manager Tab (Slide 33)
- Features (Slide 34-35)





Banners Manager Tab

Not Available for LITE Account

For PRO Accounts only:

- Advertising Banner
- Branded Video
- Remove distractions and replace with own content

To upgrade, contact your Account Manager.

LITE Account **Banners Manager** Visit Site 🖻 🗿 🚨 🕥 LITE Team Saffron > Upload a latest promotion banner for your product or ongoing campaigns to inform users who land on your product page. Dashboard Reviews Manager All Reviews Automated **Reviews** Collector SeedlyReviews Badge O Ouestions Manager Create your custom banner Banners Manager Want to remove Similar Products and upload your custom banner? Upgrade to pro now! Product Manager **Remove Google AdSense** Want to remove Google AdSense on your page? Upgrade to an Affiliate SeedlyBusiness Account now! Upgrade to unlock more features from SeedlyBusiness. Upgrade Now



Banners Manager Tab E.g PRO Account

Advertising Banner: Step 1: Click on 'Edit'

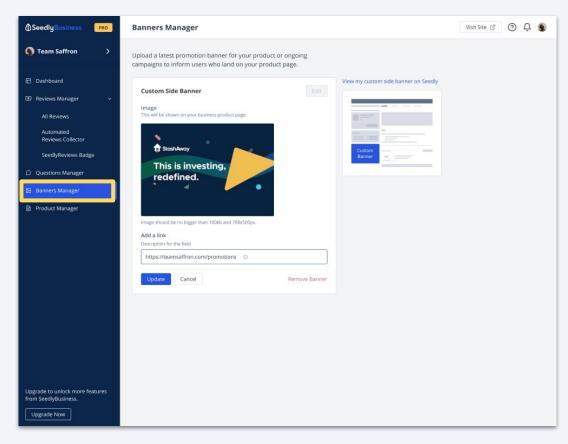
Step 2: Insert your Advertising Banner and enter the Clickout link*.

Branded Video:

Send a working link either from YouTube or Vimeo to your Account Manager to get your Video embedded.

*Clickout Link are only available as an Add-On for all Seedly Product Pages effective 1 September 2021

PRO Account





Product Page Comparison

PRO Account Features

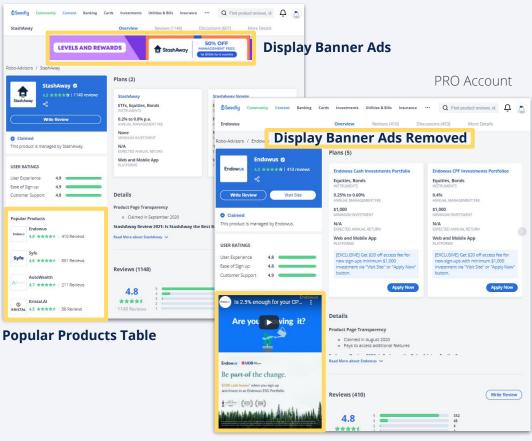
Removal of Popular Products Table: Products ranked by ratings, number of reviews and recency.

Removal of Display Banner Ads: Display Banner Ads are solely based on direct buy from Partners.

Replaced with Customised Content:

- Advertising Banner
- Branded Video

LITE Account



Popular Products Table Replaced with Customised Content

Product Manager Tab

• Features (Slide 37)





Product Manager Tab

Clickout Buttons & Exclusive Promotional Texts

Clickout ("Apply Now" & "Visit Site") Buttons*:

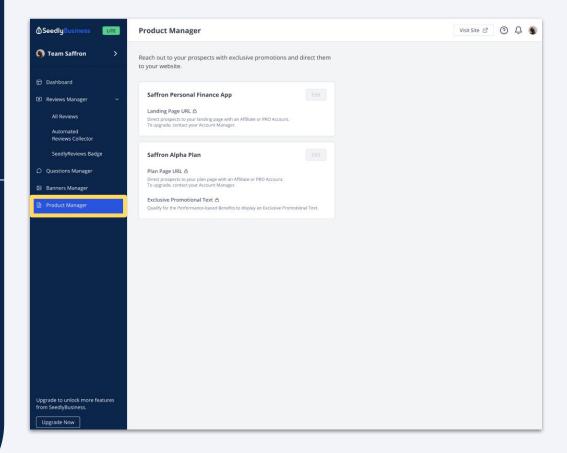
Enter the Clickout links you wish to redirect your users or prospects to.

Exclusive Promotional Text*:

Provide the best value exclusive promotions to the Seedly Community.

*Clickout Buttons and Promotional Texts are only available as an Add-On for all Seedly Product Pages effective 1 September 2021.

Clickout Buttons and Promotional Text



Contact us:

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