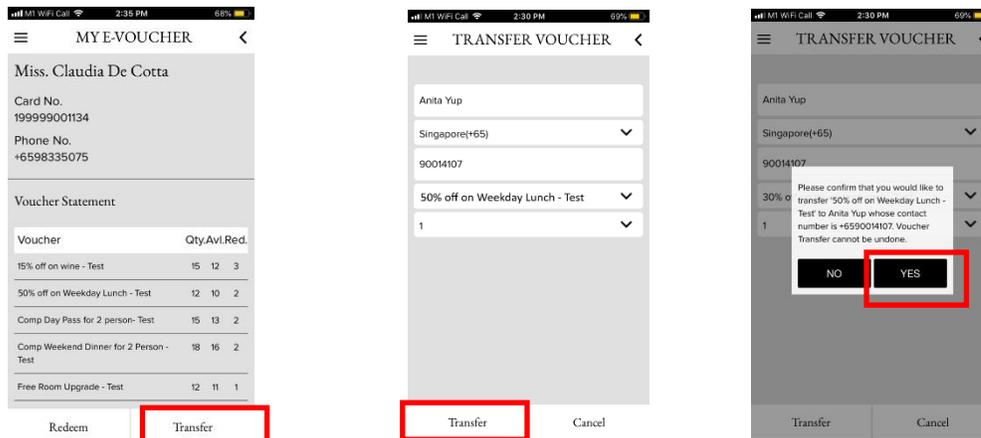


MEMBER JOURNEY:

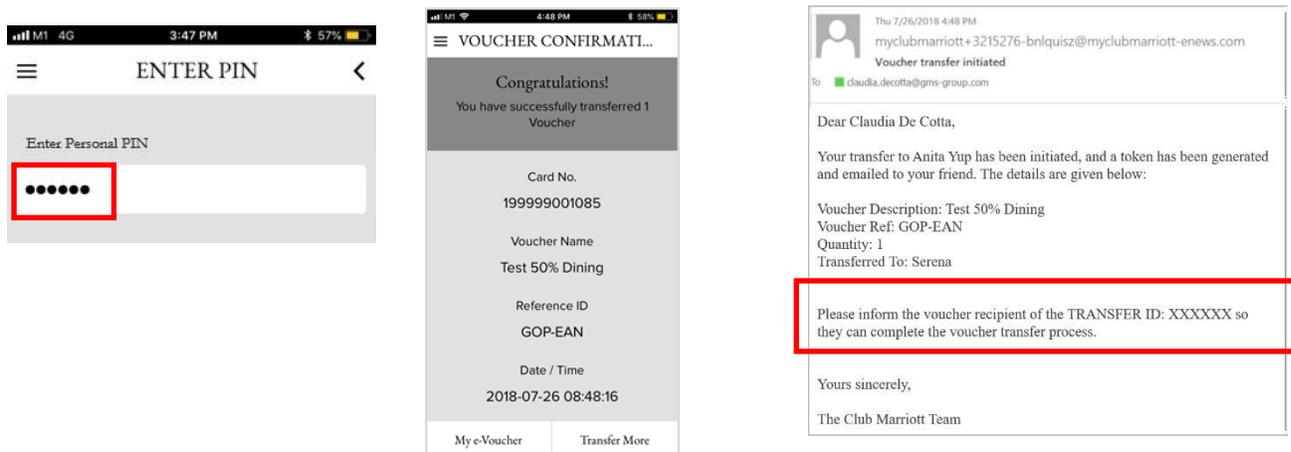
How to transfer e-vouchers

Club Marriott e-vouchers are encouraged to be shared with friends or family members of the member. This process can easily be completed via the mobile app. If a friend or family member is transferred a voucher and is not a member of Club Marriott they are prompted to create an account as part of the process.

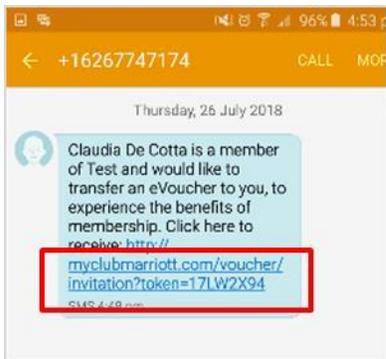
1. A member should navigate from the main menu of their app to **MY E-VOUCHERS** and select **TRANSFER**.
2. All available e-vouchers will appear. Select the **E-VOUCHER** to be transferred and key in the **NAME** and **CONTACT NUMBER** of the Recipient. Select the **VOUCHER** and **QUANTITY**, click **TRANSFER**.



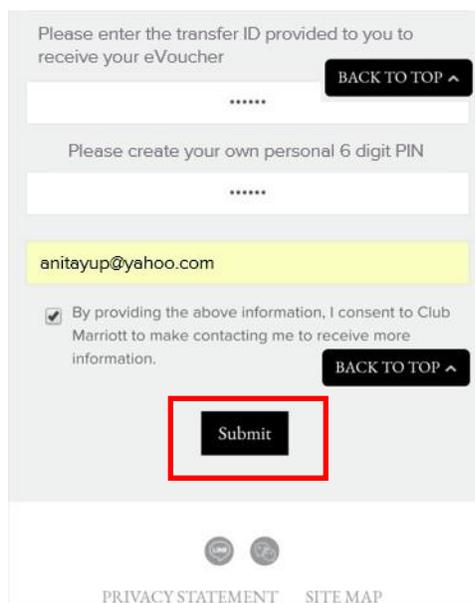
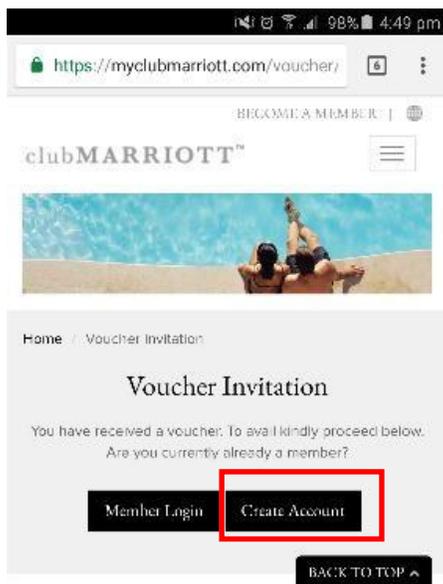
3. A **CONFIRMATION** will pop-up and the member will be asked if the details are correct by clicking **YES** or **NO**.
4. The member must enter their **PERSONAL PIN** into the field and press **SUBMIT**
5. The Member will then receive a **VOUCHER CONFIRMATION** on the app and receive a **VOUCHER TRANSFER** email to confirm that the e-voucher has been successfully initiated to the Recipient
6. The Member is informed of a **TRANSFER ID** written on the email. They are instructed to let the Recipient know the **TRANSFER ID**, this is not automated.



- Once a Recipient is sent an e-voucher they are notified via an **SMS**. They are instructed to click on the **link** within the SMS which leads them to the **CLUB MARRIOTT WEBSITE**.

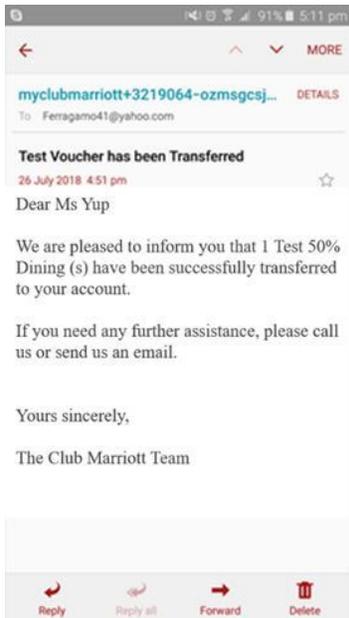


- If the Recipient is not an existing Club Marriott Member**, they are invited to click **CREATE ACCOUNT**.
- They are requested to enter in the **TRANSFER ID** given to them from the Member. The Recipient is then asked to create their own **PERSONAL 6-DIGIT PIN** and **EMAIL ADDRESS**. Click **SUBMIT**.



- Once within the Member Log in screen the Recipient should input their **MOBILE NUMBER** and **PERSONAL 6 DIGIT PIN** to enter the account. Once submitted they will be automatically taken to the **MY VOUCHER** page.
- The e-Voucher has now been deducted from the Member's account.

- The Recipient also receives a **CONFIRMATION EMAIL** that there has been a successful voucher transfer to them. They are instructed to download the mobile application within the body of the email so that they can begin to use the voucher.



13. **If the Recipient is an existing Club Marriott Member** they should **LOG IN** to the app and navigate to the **MY VOUCHERS** tab. They can see the e-voucher which has successfully been transferred to them.
14. The Recipient also receives a **CONFIRMATION EMAIL** that there has been a successful voucher transfer.
15. The e-voucher has now been deducted from the Member's account.

