



Business FAQs

(Frequently Asked Questions)

Getting Started

1. **What is Local Thanks?**
Local Thanks is an online all-inclusive marketing platform. We help you engage your existing customers more often and bring you new customers.
2. **How do I get started?**
Simply pick a plan from our [pricing page](#) and click "Buy Now" to get started.
3. **Can someone help me get started?**
Absolutely – Simply call (866) 500-1599 to talk to a specialist, 9 a.m.–5 p.m. (EST) Monday – Friday
4. **How does it work?**
 1. Step 1 – Create your online promotions.
 2. Step 2 – Connect with customers by uploading a list and/or capturing customer information.
 3. Step 3 – Engage your customers with email, text, promotions, and other loyalty features.
5. **Can you set it up for me?**
Absolutely. Please complete the sign up form, a specialist will contact you within two (2) business days to touch base and set up your account.
6. **How long does it take to get started?**
Once you complete signing up online, a specialist will contact you within two (2) business days to set up your marketing plan. The set up process normally takes less than thirty (30) minutes.

Pricing:

7. **How much does it cost?**
Please visit our [pricing page](#) for details.
8. **Is there a contract?**
No. It is a month to month agreement that you can cancel with 30 days' notice.

Privacy:

9. **Does anyone else have access to my customer list?**
No. Our privacy policy guarantees we will not disclose your customer list with anyone.
10. **Are there other companies that do what you do?**
There are companies that have individual parts of our platform but none offer our all-inclusive package at our low price.

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Customers:

11. **How do my customers sign up?**
Customers can go directly to your new Local Thanks page and can sign up there. They will instantly become part of your program.
12. **How much is your App?**
The mobile app is free for both Android and IOS.
13. **Do my customers have to pay to sign up?**
It is absolutely free for your customers to sign up. Plus we will give your customers incentives (at no cost to you) to encourage them to sign up.

Miscellaneous:

14. **Where are you located?**
Our office is located in Deerfield Beach, Florida.
15. **What if I have more than one store?**
We set up one master account that controls all of your locations.
16. **Does your program accommodate online business or brick-n-mortar?**
Our Local Thanks program accommodates both online and brick-n-mortar businesses.
17. **Do I need a computer to use your program?**
Our platform can be run using a desktop, tablet or mobile device.
18. **How long has this program been available?**
Loyalty Superstore, the parent company of Local Thanks has been helping small businesses grow for the last 5 years.
19. **How many businesses use this program?**
Thousands of businesses nationwide use Local Thanks to grow their business.
20. **Is there a referral program?**
Yes. For every merchant that you refer to us, you will receive a one FREE month of service.

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