



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.