



Quick-Start User's Manual

Your Easy Getting-Started Instructions

**How To Use Loyal Team™ Rewards To Recognize Your Team
For Their Critical Contributions To Your Practice's Success**

Introduction

Congratulations on your wise decision to enroll your practice in the Loyal Team™ Rewards program!

While the dentist is traditionally the heart of the dental practice, in virtually all offices the enthusiastic cooperation of a well-managed, enthusiastic, and committed Team is often the critical element required to achieve high levels of patient satisfaction and a lucrative bottom line.

We've created Loyal Team™ Rewards to provide caring, committed, thoughtful dentists an important new tool to clarify your expectations to your team members, to convey your appreciation for a job well done, to maintain morale, and to enable you to express your appreciation to your team members for the important jobs they perform – jobs critical to your practice's success.

Loyal Team™ Rewards enables you to deliver thousands of dollars in genuine savings value to your deserving team members for literally pennies on the dollar. Every month, you can reward your team for their successful performance, affordably encouraging positive behaviors critical to your practice's success.

Getting Started

Rewarding your team is an easy process that should require just a few minutes, once per month or more often if you prefer.

Here's all you need to do (NOTE: detailed directions also appear on each page of our website at www.LoyalTeamRewards.com once you log in)...

1st: Visit the website and **LOGIN** by clicking on the “LOGIN” tab on the Navigation Bar at the top of the Home Page.

2nd: **Enter your email address and the password** you provided when you first enrolled your practice. Then click LOGIN. (If you have forgotten your Password, don't panic – you can click on “Forgot Password,” answer a security question, and we'll email you your correct Password in minutes.)



The screenshot shows a login form with the following elements:

- Title: **Already Enrolled? Login!**
- Label: **Email Address:** followed by a text input field.
- Label: **Password:** followed by a text input field and a **Login** button.
- Checkbox: **Remember Me**
- Link: [▶ Forget your Password?](#)
- Link: [▶ Not Enrolled? Click Here.](#)

3rd: Next, **Register Your Team** for rewards. You'll find yourself on the **Register Your Team** page of the website. **To register your team members, simply:**

(1) Click on this icon  (Add New Team Member) at the top center of the Register Your Team grid. This will display a simple form to complete on each team member (see the sample form below):



(2) Each time you finish entering the information for each team member, click “Add” and they will be registered in the rewards system.

(3) On this **Register Your Team** page, you will also find simple instructions for adding or deleting team members, or editing the record of any members of your team.

4th: Click on the Reward Your Team tab on the Navigation Bar.

(1) To reward each team member, click the **Choose Team Member** “drop-down” menu to select the team member you wish to reward.

Choose Team Member:

Blass, Bill 

(2) Then click each box under the column labeled “Select” to reward that team member for behaviors relevant to his or her personal job description. Simply clicking on the appropriate boxes will deposit the correct reward amounts into the employee’s account.

Choose Team Member:

Blass, Bill 

All team members receive automatic monthly rewards. If you do not wish the team member you are currently rewarding to receive an automatic reward at this time, UNCHECK this box: and click SUBMIT at the bottom of the grid below. To reactivate automatic rewarding for this team member, you will need to restore the check mark for this team member under Auto Rewards on the Register Team Members page of this website.

Select	Approved Team Member Behavior(s)	Rewards Amount	Select	Approved Team Member Behavior(s)	Rewards Amount
<input checked="" type="checkbox"/>	Perfect Attendance	\$10.00	<input type="checkbox"/>	Consistent Positive Attitude	\$10.00
<input type="checkbox"/>	Won Patient's Praise or Commendation	\$10.00	<input checked="" type="checkbox"/>	Performance Beyond Job Description	\$15.00
<input type="checkbox"/>	Worked Evenings to Fill Appointment Schedule	\$15.00	<input type="checkbox"/>	Helped Organize Charitable or Other Events	\$10.00
<input checked="" type="checkbox"/>	Achieved Individual Goal (Collections/Reactivations, etc.)	\$15.00	<input type="checkbox"/>	Up-Sold Appropriate Dental Services	\$10.00
<input type="checkbox"/>	Closed Major Cases at Targeted Rate	\$15.00	<input type="checkbox"/>	Attended CE and Shared Learnings With Team	\$10.00
<input type="checkbox"/>	Passed Licensing Test	\$15.00	<input type="checkbox"/>	Consistently Requested Full or Partial Payment	\$10.00
<input type="checkbox"/>	Requested Email Address & Cell # from all patients	\$10.00	<input type="checkbox"/>	Recruited New Team Member to Fill Vacancy	\$15.00
<input checked="" type="checkbox"/>	Achieved Production Goal (Reward All Team Members!)	\$15.00	<input checked="" type="checkbox"/>	Just Because/Extra Bonus	\$25.00 
For Orthodontics Practices:					
<input type="checkbox"/>	Lowest number of bond failures on staff this month	\$15.00	<input type="checkbox"/>	Willingly reconditioned brackets	\$15.00
For practices enrolled in the Loyal Patient™ Rewards program:					
<input checked="" type="checkbox"/>	Consistently rewarded patients	\$15.00			
Total Monthly Rewards Amount:					\$95.00

For this team member...

- (3) NOTE: If you wish to add a new behavior to this list of rewardable behaviors, you can! Simply click on [Customize Rewards List](#) below the list of behaviors, click on [Add New Reward Type](#), type in the title of the new behavior you would like to add, and select the amount of rewards you wish to assign to this new behavior. Then just click Add to finalize the new behavior and click on [Return to Reward Your Team](#). That's it!
- (4) Then click “Submit” – Note: you can choose to print a Rewards Certificate for each employee if you wish (just click “Submit and Print Certificate” if that is your preference).



5th: Earn free participation in the Loyal Team™ Rewards program!

We'd be delighted to waive your fees for Loyal Team™ Rewards! Simply recommend us to your colleagues by logging in and clicking on the **Refer A Colleague** tab on the Navigation Bar and completing the simple referral form.

For each colleague you recommend who enrolls his/her practice in Loyal Team™ Rewards, we'll waive your fee for an entire month! Recommend six colleagues who enroll and receive six months free (a minimum savings to you of \$474)! Recommend a dozen colleagues who enroll, and you'll save at least \$948!

To qualify for free participation, make sure to log in first so we can track your referrals and make sure to credit you for colleagues you refer who enroll.

Other Available Information

Your account information, your accounting history (history of payments), reports on usage by your practice and the complete history of rewards you've granted each individual team member are available to you in other tabs on the Navigation Bar.

If you have additional questions please check the FAQs accessible by clicking on that tab on the Navigation Bar.

Tips on Rewarding

Every practice is unique and the amount you reward or the behaviors you select will vary from practice to practice.

Some practices will consider certain behaviors to be an inherent expectation in a job description – if that applies to your practice, there is no requirement to reward your team

for those behaviors. In some cases you might feel the total of all rewards granted does not adequately reflect the contribution a particular Team Member made to your success this month, or you may not see listed a certain behavior you wish to reward – if so, we’ve provided the “Just Because/Extra Bonus” option to add \$25, \$50, or \$100 to that Team Member’s total.

A screenshot of a web interface for selecting a reward. It features a text input field containing "Just Because/Extra Bonus" with a green checkmark icon to its left. To the right of the text field is a dropdown menu currently displaying "\$25.00" with a downward-pointing arrow.

All team members receive an initial \$200 rewards deposit and \$50 in rewards each month, automatically, to thank them for their ongoing contributions to your success (you can also turn off automatic rewards for any or all team members if desired). Simply reward each Team Member in a sensible way for your practice using your best judgment.

That’s all there is to it!

We hope you’ll reward your team consistently every single month, demonstrating that you recognize their contributions to your success. Keeping your team happy, motivated and committed to your success is smart business ... and the right thing to do!

Thank you again for participating in Loyal Team™ Rewards! We’re looking forward to helping you reward your team and drive your success.

Gary Serota and Scott Johnston, Founders
Loyal Patients, Inc.™

Reward Your Patients – Increase Your Profits!™
Reward Your Team – Drive Your Success!™