



BIRTHDAYPAK APP / YOUR BIRTHDAY EXPERIENCE

User Manual

A practical guide to your gifts, wallet and celebration



FIND YOUR GIFTS. PLAN YOUR VISIT. CELEBRATE LOCALLY.

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Prepared for Joel review

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YOUR REFERENCE AT A GLANCE

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Select a chapter title to open that section.

Your BirthdayPak, at a glance

Draft for Joel review • October 16, 2026

BirthdayPak brings your assigned birthday gift cards together in one personal wallet. This guide shows you how to join, sign in, review your gifts and use a gift card at a participating business.

Start here

1. Already have a BirthdayPak account? Select Sign in and use the email address connected to that account.
2. New to BirthdayPak? Select Join BirthdayPak, review your details and verify your email. Your registration will be reviewed before wallet access is approved.
3. Once approved, open your wallet and choose Active to see available gifts.
4. Before visiting, open View offer details and check the terms and eligible locations.
5. At the business, wait until staff are ready before completing the final single-use redemption step.

What you will need

Have access to your account email and a phone or device with an internet connection. Keep your device charged for your visit. No password is needed for email-code sign-in.

Screenshots show blank forms from the local app preview, without User information. Layouts may vary by device. Use the BirthdayPak app address provided by the regional operator.

01 / Join BirthdayPak

If you already have an account, go to Sign in instead of submitting another registration.

1. Select Join BirthdayPak on the home screen.
2. Enter your name, birth date, eligibility selection, mailing address, email address and mobile phone number. Apartment, suite or unit is optional.
3. Select Review my details. Check the information carefully; use Edit details to correct it.
4. Select Send my email code, then enter the most recent six-digit code from your email and select Verify email.
5. Read the registration result. A pending registration requires review; it does not immediately open a wallet or assign gift cards. **Please allow 24-48 hours for review.**

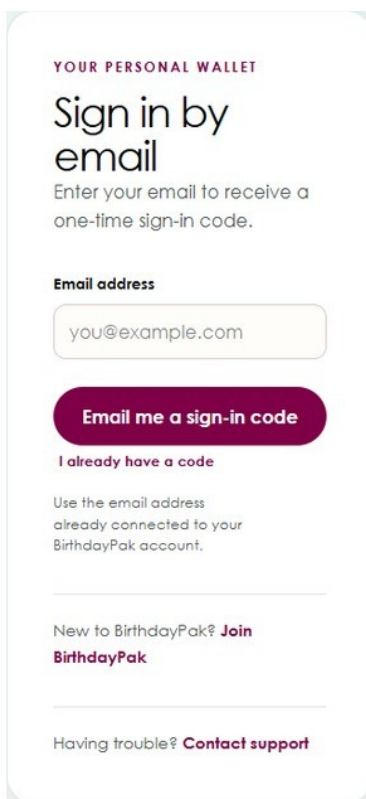
The screenshot shows the 'REGISTRATION' screen of the BirthdayPak app. On the left, there is a dark sidebar with the text 'Request a BirthdayPak.' and a note: 'BirthdayPak registration is currently available to women age 25 or older. Submit your information for review; registering does not immediately open a wallet or assign gift cards.' Below this, it says 'Service-area availability is checked during review. Read our privacy notice before registering.' The main part of the screen is a white form titled 'About you'. It contains fields for 'First name', 'Last name', 'Birth date' (with a date picker icon), and 'BirthdayPak eligibility' (a dropdown menu). Below these is a section 'Where you live' with fields for 'Street address', 'Apartment, suite, or unit' (marked as 'Optional'), 'City', 'State or territory' (a dropdown menu), and 'Postal code'. The next section is 'How to reach you' with fields for 'Email address' and 'Mobile phone number'. At the bottom of the form is a purple button labeled 'Review my details'.

Registration example. Scroll to complete the form and select Review my details.

Registration is currently available to women age 25 or older within the service area. If the app says it is not mailing to your area, your interest has been recorded; no wallet or gift cards have been opened.

02 / Sign in to your account

1. Select Sign in or I already have an account on the home screen.
2. Enter the email address already connected to your BirthdayPak account.
3. Select Email me a sign-in code. Open your email and find the most recent six-digit code.
4. Return to the app, enter the code and select Verify email. If you already received a code, select I already have a code.
5. After your account is verified and approved, scroll to Your profile and your birthday wallet. If the app shows Awaiting approval, your registration is still under review.



Sign-in example. Use your existing account email; never share your verification code.

If a code does not arrive

Check the email spelling and your spam or junk folder. Wait for the resend countdown, then select Send a new code and use the newest code. If you still cannot sign in, select Get help or Contact support.

03 / Explore your birthday wallet

Your wallet contains the gift cards assigned to your account. Scroll below your profile after signing in to find Your offers, at a glance.

Choose a view

Active shows gifts currently available to use. Redeemed shows gifts already presented. Expired shows gifts that are no longer available. All brings these views together. The number beside each filter is the count in that view.

Check a gift before you visit

1. Choose Active and find the participating business or gift you want to use.
2. Select View offer details.
3. Read Eligibility and Terms, then check Eligible locations. A business may have several locations; use a location listed for that gift.
4. Check any Time remaining countdown and plan to use the gift before it expires.
5. **Keep the gift unredeemed until you are at the business and staff are ready.**

When birthday gifts become available

For approved, eligible accounts, new gift cards open on the first of the birthday month in Eastern Time. They remain available through 90 days after the birthday, unless used or the offer ends sooner. Existing cards keep their dates. Follow each card's availability and terms.

If your wallet is empty

Check All in case a gift is already redeemed or expired. An approved account does not guarantee that gifts are currently assigned: your birthday timing, service area and participating offers affect availability. If you think a gift is missing, contact support rather than registering again.

If the wallet will not load

Check your internet connection and use Try again when offered. If the problem continues, note the message and contact support. An error screen does not confirm that a gift has been used.

04 / Use a gift card

Only redeem when you are at an eligible location and staff are ready to accept the gift. Each gift is single-use.

Prepare and review

1. Open Active, choose your gift and select View offer details. Review the terms with staff before proceeding.
2. Select Prepare redemption.
3. Confirm the Redemption location matches the business you are visiting. If only one location is available, it may already be selected.
4. Enter your Party size and Gross check before the gift in dollars. Use the check amount before the birthday gift is applied; ask staff if you are unsure of the amount.
5. Select Review redemption. Check the offer, location, party size and gross check. Use Edit details to make corrections.

Redeem your gift

1. With staff ready, select Redeem single-use gift once and wait for the result.
2. When Redemption confirmed appears, show the code on your device to staff at the selected location.
3. Keep the confirmation visible until staff have finished checking it. The code is displayed only for that session.
4. Your wallet moves to Redeemed after confirmation. The gift cannot be used a second time.

If something goes wrong

If the response is unclear, check the gift's current status before trying again. Do not repeatedly submit the final action. If the gift shows Redeemed but staff did not receive it, or the code disappears before staff finish, contact support. Only an authorized support review can determine whether a correction is appropriate.

If no eligible locations are shown or Prepare redemption is unavailable, stop and contact support. A saved screenshot does not create a new gift or extend its expiry.

05 / Your profile & help

Keep your contact details current

1. After signing in, go to Your profile and select Edit profile.
2. Update your name, mailing address or mobile phone number as needed.
3. Select Save profile and check that your changes appear. Select Cancel to leave without saving.

Your sign-in email is read-only in the profile editor. Contact support if it or your birth date needs correction. Moving does not guarantee that the same gifts or service-area availability will continue.

Contact BirthdayPak support

Select Help, Get help, Contact support or Support in the app. Use the contact destination shown on the BirthdayPak support page. If the page says the approved contact is not configured, check back rather than sending account information to an unverified destination.

Include your account email, a short description, the message you saw and approximately when it happened. For gift issues, identify the business and location. Send only the information needed through the app's approved support destination.

Protect your account

Keep verification codes private. Never send a one-time code, password or complete gift card details in a support message. Use your own device and protect access to your email and screen.

Quick answers

Awaiting approval: your account is still being reviewed. Check back through sign-in; do not create a second registration. Please allow 24-48 hours for review.

Wrong email or birth date: contact support to request a correction.

Redeemed or expired gift: review the current status. Gifts cannot be reused or extended from your wallet.

Different terms at the business: show the offer details to staff and ask for clarification before presenting the single-use gift.

Before this draft is distributed

For Joel review: confirm the support destination and notification process. Eligibility remains unchanged. Future issuances follow the approved birthday-month opening rule.