



# FLETCHER BUILDING STAFF CARD APP

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## Introduction

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**The Fletcher Building Staff Card App provides a digital identity when purchasing in-store, removing the need for physical cards to be issued and re-issued each year. It's available in IOS and Android.**



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## Overview: How to use

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This document provides instructions for using the App, functionality, Q&A and support available.



# Step 1: Login (wired staff)

Spark NZ 12:31 PM 95%

staffcard.fbu.com

**Fletcher Building** STAFF CARD

LOG IN

WORK EMAIL ADDRESS

I accept the [terms and conditions](#)

SUBMIT

If you do not have an email address, search for your name and surname on the Matrix home page or use the format  
name.surname@businessunit.co.nz

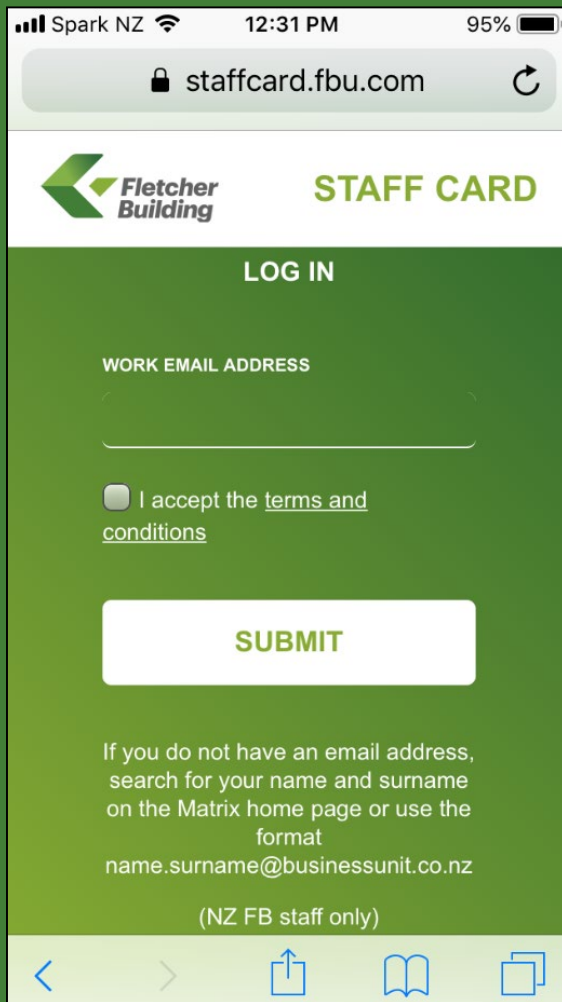
(NZ FB staff only)

If you have a work email address as part of your job, you are regarded as a 'wired' staff member.

- Type in: [staffcard.fbu.com](http://staffcard.fbu.com) via your web browser to access the App
- Enter your work email address and accept the Terms & Conditions
- Click SUBMIT - your email address will automatically be verified (i.e. you will not receive a verification email)



# Step 1: Login (non-wired staff)



The screenshot shows a mobile browser interface for the Fletcher Building Staff Card login page. At the top, the status bar shows 'Spark NZ', '12:31 PM', and '95%' battery. The address bar contains 'staffcard.fbu.com'. Below the address bar is the Fletcher Building logo and the text 'STAFF CARD'. The main heading is 'LOG IN'. There is a text input field for 'WORK EMAIL ADDRESS'. Below the field is a checkbox labeled 'I accept the terms and conditions'. A large white button with the text 'SUBMIT' is positioned below the checkbox. At the bottom of the form area, there is a note: 'If you do not have an email address, search for your name and surname on the Matrix home page or use the format name.surname@businessunit.co.nz (NZ FB staff only)'. The bottom of the screen shows a mobile navigation bar with back, forward, home, and app drawer icons.

If you do not have a work email address as part of your job, you are regarded as a 'non-wired' staff member.

However, non-wired staff should have 'dormant' email addresses, which may look like (e.g.):

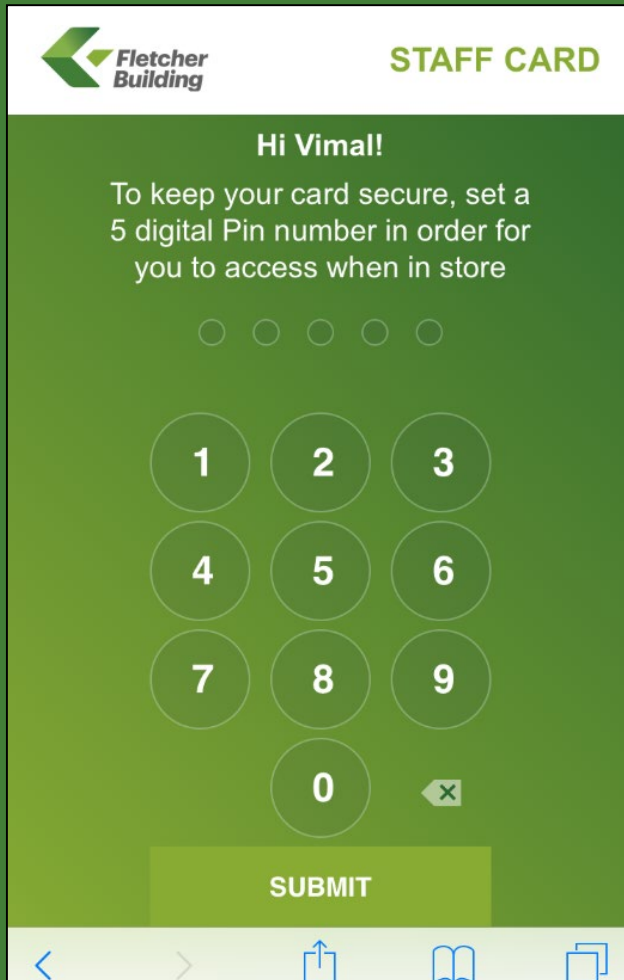
[Name.surname@businessunit.co.nz](#) (or.com)  
[Employeenumber@businessunit.co.nz](#) (or.com)

Search for your name and surname via the Matrix home page and enter the email address that comes up matching either of these formats

Follow the same steps (as wired staff, on previous page) to access the App



## Step 2: Create Pin

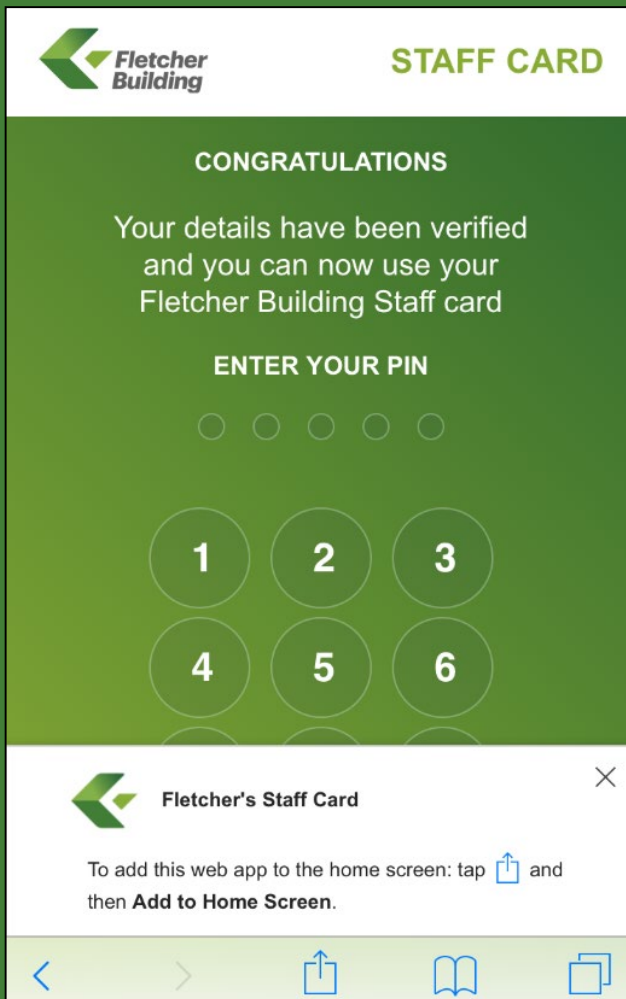


The screenshot shows the Fletcher Building Staff Card app interface. At the top left is the Fletcher Building logo, and at the top right is the text "STAFF CARD". Below the header, it says "Hi Vimal!" followed by the instruction: "To keep your card secure, set a 5 digital Pin number in order for you to access when in store". There are five empty circles for the pin digits. Below this is a numeric keypad with buttons for 1, 2, 3, 4, 5, 6, 7, 8, 9, 0, and a backspace button (X). At the bottom of the keypad area is a green "SUBMIT" button. The bottom of the screen shows a mobile OS navigation bar with icons for back, forward, home, and recent apps.

- Create a 5-digit pin
- Click SUBMIT at the footer



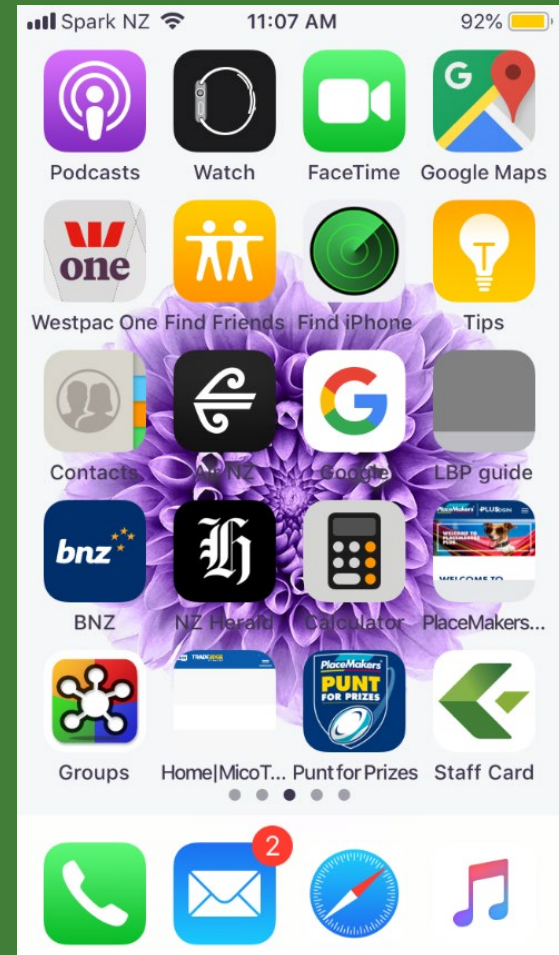
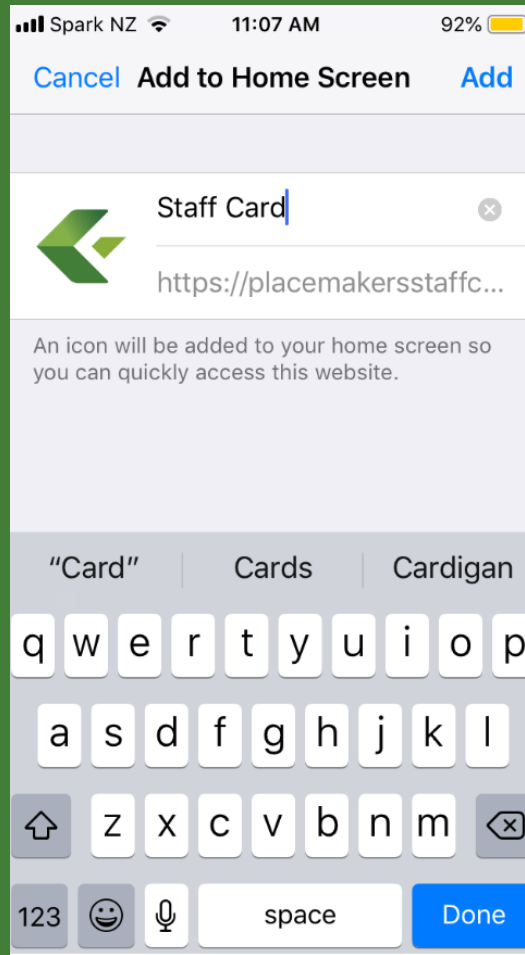
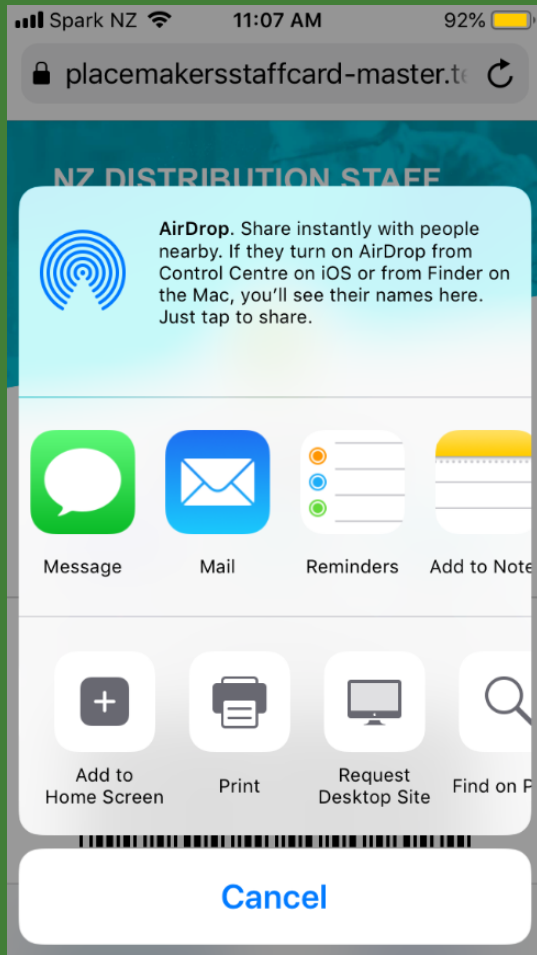
## Step 3: Confirm Pin and Save to home screen



- Re-enter your pin. You will automatically be taken to the next screen
- You will also see an automatic pop-up with instructions for adding this to your home screen when logging in for the first time (iPhone example shown)
- Please follow the steps as shown (click X to remove)

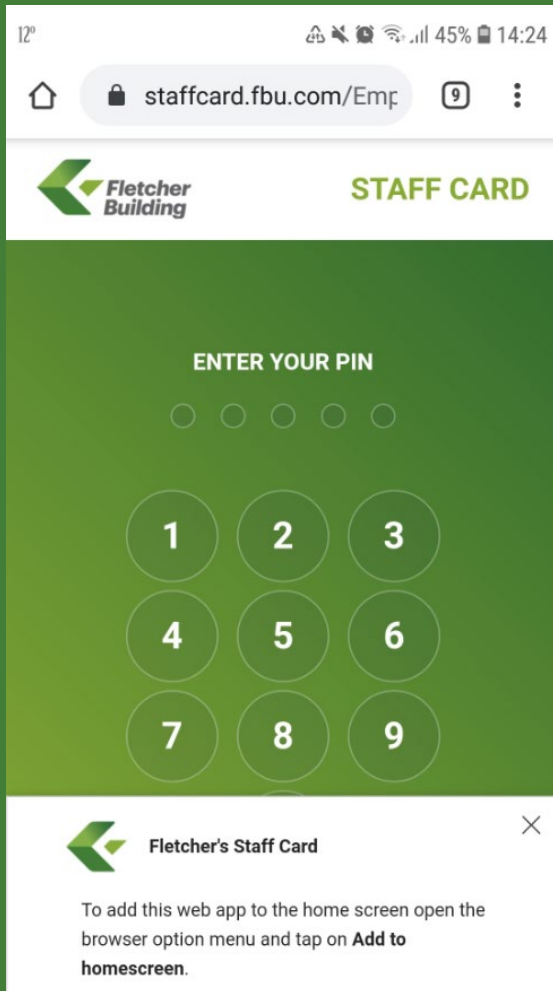


# Save to home screen (iPhone) - continued





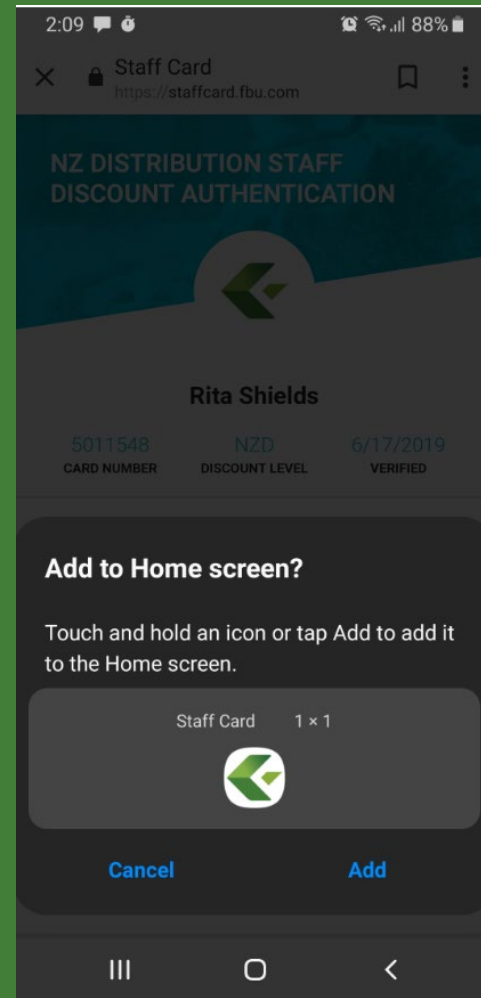
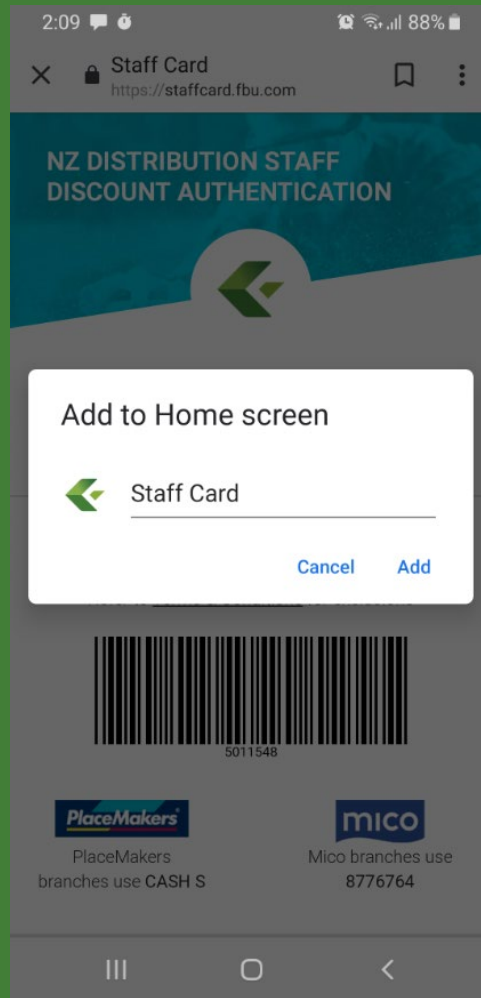
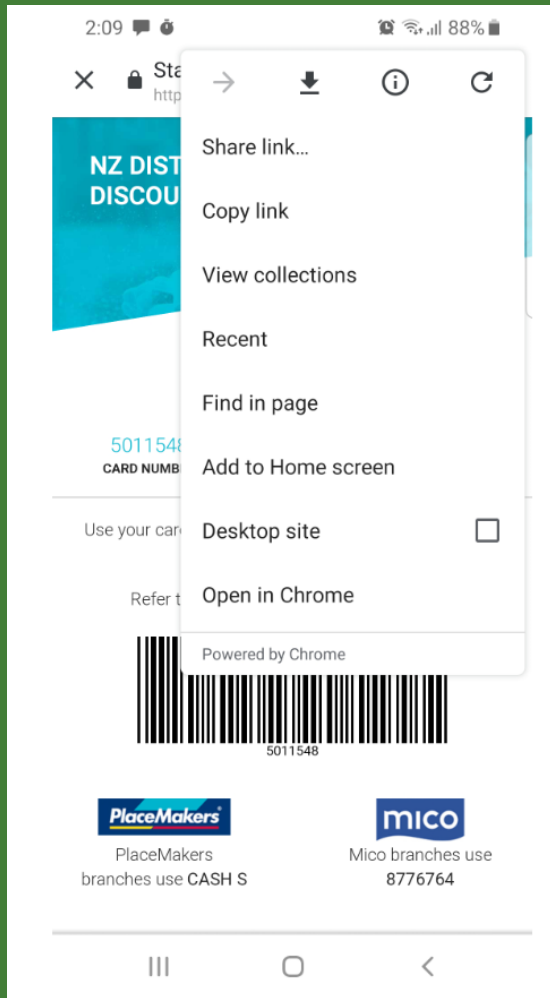
# Save to home screen (Android)



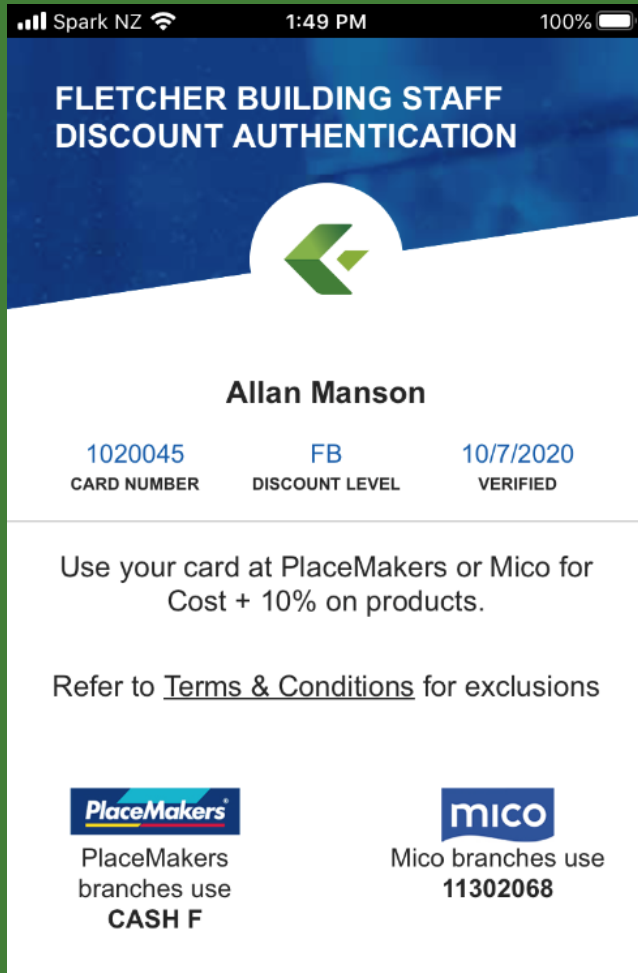
- If you have an Android phone, this is the automatic pop-up with instructions for adding this to your home screen when you login for the first time
- Please follow the steps as shown (click X to remove)



# Save to home screen (Android) - continued



# Step 4: Digital home screen



- This is your digital home screen and must be displayed at the branch along with photo ID when purchasing (mandatory)
- Fletcher Building example shown




# Step 4: Digital home screen - continued

- NZ Distribution example shown

The screenshot shows a mobile app interface. At the top, the status bar displays 'Spark NZ', signal strength, Wi-Fi, time '5:23 PM', and battery '73%'. Below this is a blue header with the text 'NZ DISTRIBUTION STAFF DISCOUNT AUTHENTICATION' and a green logo. The main content area is white and features the name 'Andrea Albertyn'. Below the name, there are three columns of information: '1011224' (CARD NUMBER), 'NZD' (DISCOUNT LEVEL), and '7/5/2019' (VERIFIED). A paragraph of text reads: 'Use your card at PlaceMakers or Mico for Cost + 5% on products. Refer to [Terms & Conditions](#) for exclusions'. At the bottom, there are two logos: 'PlaceMakers' with the text 'PlaceMakers branches use CASH S' and 'mico' with the text 'Mico branches use 8776764'.

Spark NZ 5:23 PM 73%

**NZ DISTRIBUTION STAFF DISCOUNT AUTHENTICATION**





**Andrea Albertyn**

1011224 NZD 7/5/2019  
CARD NUMBER DISCOUNT LEVEL VERIFIED

Use your card at PlaceMakers or Mico for Cost + 5% on products.

Refer to [Terms & Conditions](#) for exclusions

  
PlaceMakers branches use **CASH S**

  
Mico branches use **8776764**



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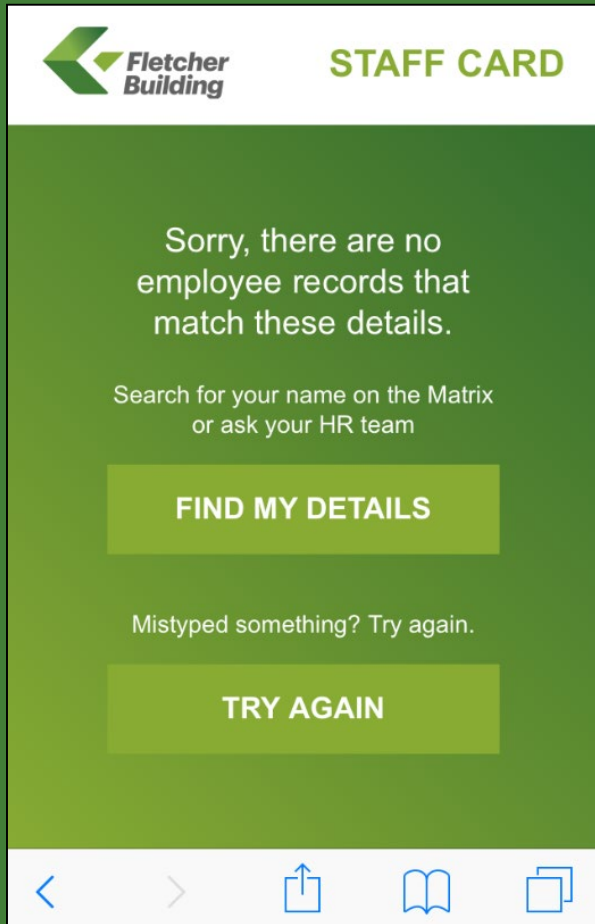
## Overview: Various scenarios

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This section explains the different messages you may see and what they mean



# No records found

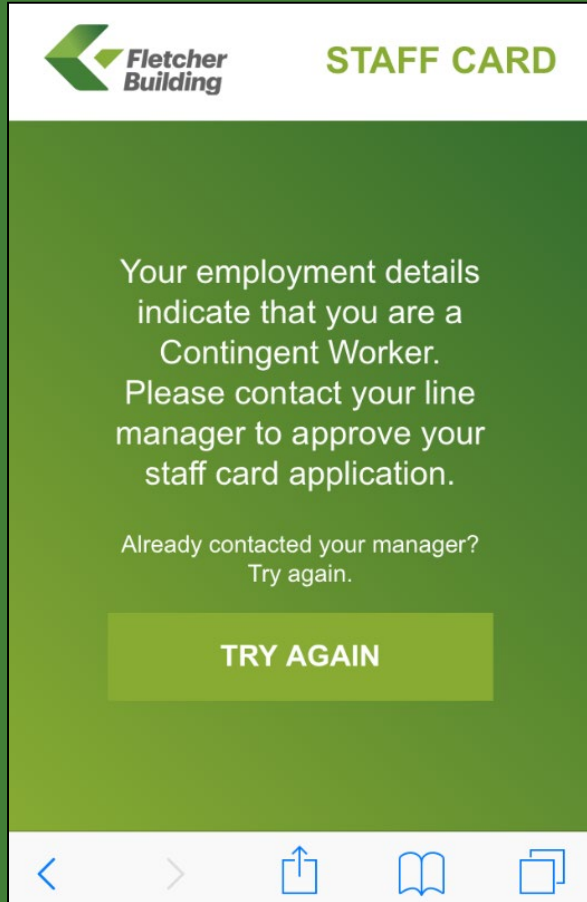


This message will appear if:

- You enter an incorrect/invalid email address (e.g. if you have moved business units and your details have not been updated in the staff database)
- Your details are not located in the FB staff master database (in this case check with your HR team)



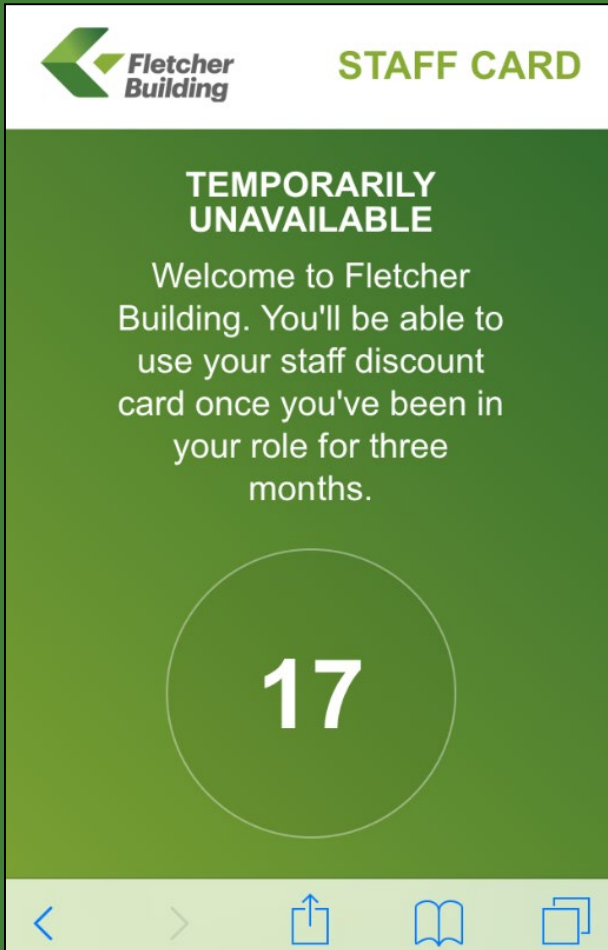
# Contractors



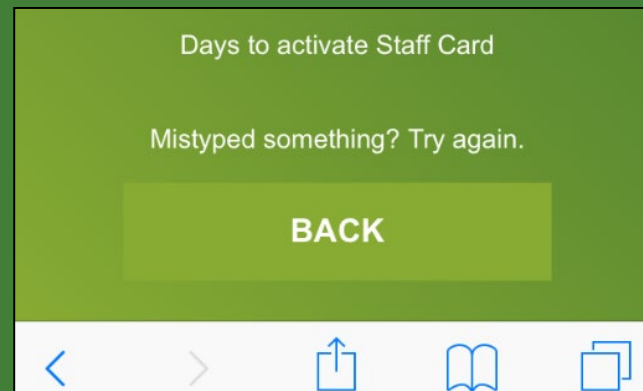
- If you are a contractor (contingent employee), your line manager needs to approve your staff card before you can access the App.
- This approval needs to be emailed to [staffcard@placemakers.co.nz](mailto:staffcard@placemakers.co.nz)
- Once received, we will activate your access



# 90-day employees

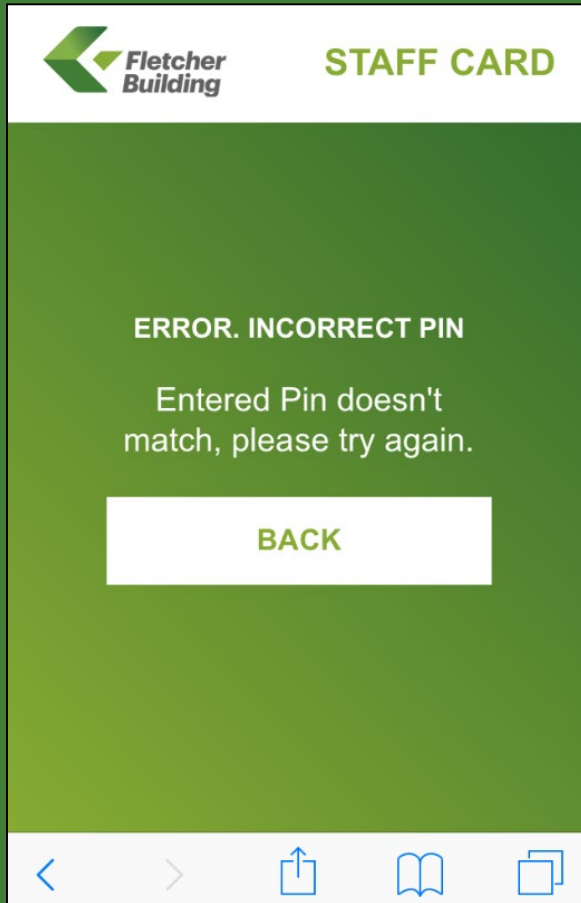


- The Staff card is available after 3 months service to full-time and permanent part-time employees (working 20hrs or more p/week)
- If you try to sign up outside of these parameters, you will receive this message
- Footer display as shown

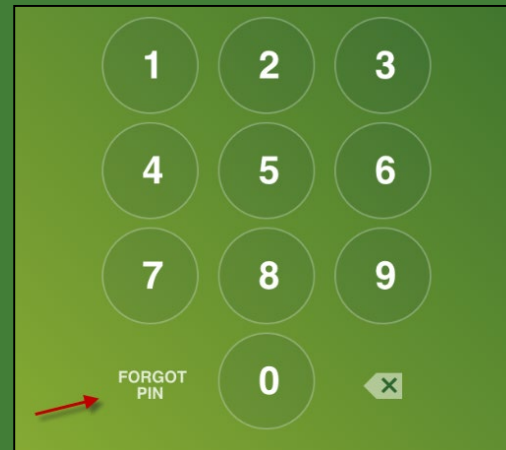




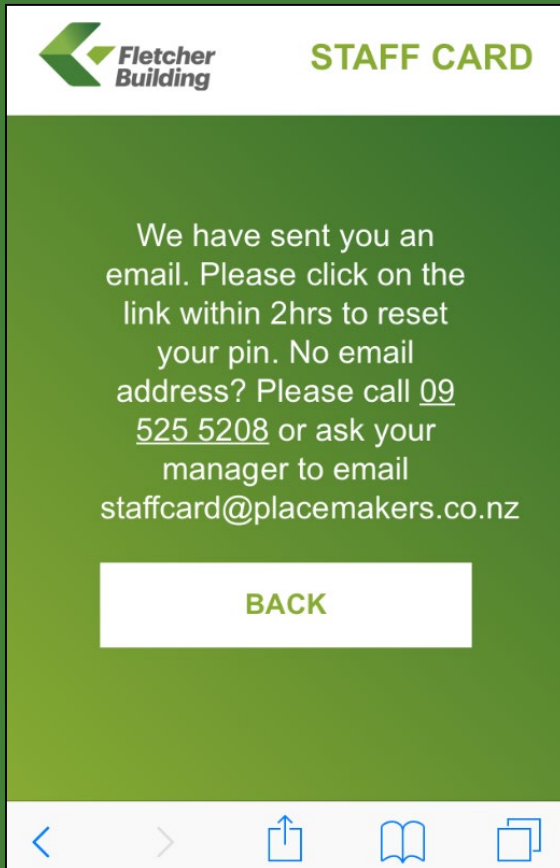
# Incorrect pin



- Message displayed when logging back in and pin does not match what you previously entered
- Click 'Forgot Pin' on the login screen



# Pin reset



- “Forgot pin” message
- Please click on the email link within 2hrs or it will become invalid
- Non-wired employees: please call 09 525 5208 weekdays or ask a colleague to email [staffcard@placemakers.co.nz](mailto:staffcard@placemakers.co.nz) – our team can reset your pin



# Q&A

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## Does the App work offline?

No, you will need mobile data to access the App, however it only takes a few seconds to log back in and does not require much data. You only need to login at the time of making your purchase in-store

## What if I don't have a smart phone?

We will need to issue you with a physical card which will expire after 1 year. Please either email [staffcard@placemakers.co.nz](mailto:staffcard@placemakers.co.nz) or call us weekdays on 09 525 5208.

## Must I enter my email address & pin each time I open the App?

For Android phones - you will be directed to the PIN screen to enter your pin

For IOS phones - you will be directed to the home screen to re-enter your email address and pin (this is a requirement from Apple)

## I've just recently received a new staff card. What should I do?

Please sign up to the App and cut up the physical card



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# Q&A

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## What happens when I leave Fletcher Building?

There is no expiry on the Staff Card App. When you leave and your details are removed from the master staff database, the App will recognise this and you won't be able to access it.

## The App says 'no records' found but I am currently employed

The App matches your details to the master staff database. If you receive this message, it means that there is a mismatch (e.g. the email on record does not match what you have typed in).

This can happen if you have recently moved to a new business unit or if you have just been re-employed and your records have not been updated. In this case it's best to chat with your HR team.

## What happens when I want to purchase in-store?

Please login to the App and show the digital home screen on your phone, along with a photo ID (mandatory). The branch will still process the sale in the same way as before.

## Can Fletcher Building staff outside of NZ use the App?

No, the App is only available to NZ employees (as was the case with the physical staff cards)



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# Q&A

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## I'm a non-wired staff member but can't find my email address on the Matrix

These 'dormant' email addresses will work on the App: e.g.

Name.surname@businessunit.co.nz (or.com)

Emploeeenumber@businessunit.co.nz (or.com)

If you come across an email address that contains '@fbu.Microsoft.com' (or similar), this means a dormant email address has not been set up for you. In this case, please contact the Staff card team for assistance

## Our company staff are not on Workday. What happens in this case?

You can still access the App however we may need to activate your digital staff card first. Contact the Staff card team and we can do this for you quickly, then you login successfully to the App.



# SUPPORT

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# Support available

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## The Staff Card Team can:

- Reset a password
- Activate a staff card
- Check your discount level
- Help with general inquiries about the App
- Issue a physical card if you don't have a smart phone

**Email:** [staffcard@placemakers.co.nz](mailto:staffcard@placemakers.co.nz)

**Phone:** 09 525 5208 Mon-Fri (8:30am – 5pm)

