

1.2.4 Entering a discount code

In addition to referral codes, Spectre Cloud supports **discount codes** (also called promo codes or coupon codes) that can be applied to your subscription to receive a price reduction, a free trial extension, or a special promotional offer. This page explains how to enter and manage discount codes on your account.

□□ What is a Discount Code?

A discount code is a promotional code issued by Spectre Pro Shop Software or its partners to provide a price benefit to new or existing users. Discount codes are different from referral codes in that they are typically tied to a marketing campaign, event, or partnership — not to another user's account.

Common types of discount codes include:

- □ **Percentage discounts** — e.g., 10% off your first year.
- □ **Fixed-amount discounts** — e.g., \$10 off your first month.
- □ **Free trial extensions** — extra days added to your evaluation period.
- □ **Bundle offers** — discounts when adding specific plug-ins.
- □ **Renewal discounts** — reduced pricing on yearly renewals.

□□ Entering a Discount Code During Sign-Up

If you received a discount code *before* creating your Spectre Cloud account, you can apply it directly during sign-up:

1. Go to `cloud.spectrebowling.com`.
2. Click the **NOT A MEMBER** button to start the sign-up form.
3. Complete the required account information (email, password, pro shop name, etc.).
4. Locate the **Discount Code** or **Promo Code** field on the sign-up form.

5. Enter your code exactly as provided — codes are typically case-sensitive.
6. Confirm the code is recognized. A valid code will display a confirmation message or an updated price preview.
7. Submit the form to complete your sign-up. The discount is applied automatically to your first billing cycle.

☐☐ Entering a Discount Code After Sign-Up

If you already have a Spectre Cloud account, you can still apply a discount code to your subscription. Follow these steps:

1. Log in to cloud.spectrebowling.com.
2. Click your **Profile** at the top right of the screen (your pro shop name).
3. Navigate to the **Billing** or **Subscription** section.
4. Find the **Apply Discount Code** or **Redeem Code** field.
5. Enter the code and click **Apply**.
6. Verify that the discount appears on your next billing summary.

Tip: If you don't see an option to apply a code after sign-up, contact Spectre support — they can often apply promotional codes manually to your account.

☐☐ Redeeming Codes from the Spectre Pro Shop Software Site

If your discount or coupon code was provided directly by Spectre Pro Shop Software (for example, as part of a promotion or purchase confirmation), follow the official redemption process on spectrebowling.com/coupon-code:

1. Open the confirmation email containing your coupon code.
2. Follow the redemption link or visit spectrebowling.com/coupon-code.
3. Sign in with your Spectre Cloud account credentials.
4. Locate the **Redeem Gift Card or Code** option.
5. If you don't see it, tap "**You can also enter your code manually,**" and enter the coupon code provided in your confirmation email.
6. Follow the on-screen instructions to complete the redemption.

⚠ Troubleshooting Discount Codes

If your code isn't working, try the following:

- **Check spelling and case** — codes are usually case-sensitive. Copy-pasting is recommended.
- **Remove extra spaces** before or after the code.
- **Check the expiration date** — most promo codes are time-limited.
- **Verify eligibility** — some codes apply only to new accounts, specific plans, or specific plug-ins.
- **One code per subscription** — discount codes generally cannot be stacked with referral codes or other promotions.
- **Check that your account is active** — codes may not apply to inactive or read-only accounts.
- Codes from third-party coupon sites are *not* guaranteed to work — always use codes from official Spectre sources.

If none of the above resolves the issue, contact Spectre support through spectrebowling.com with the following details:

- The exact code you tried to enter.
- Where you obtained the code (email, event, partner site, etc.).
- The email associated with your Spectre Cloud account.
- A screenshot of the error message, if available.

🗂 Discount Codes vs Referral Codes

Feature	Discount Code	Referral Code
Source	Spectre or partners	Existing Spectre Cloud user
Typical benefit	Discount on subscription or plug-ins	Discount and/or credit for both parties
When to use	During promotions, events, or campaigns	When referred by another pro shop
Stackable?	Usually no	Usually no
Expiration	Typically time-limited	Varies by referrer

☐☐ Where to Find Discount Codes

- ☐☐ **Spectre's email newsletter** — subscribe at spectrebowling.com.
- ☐☐ **Spectre social media accounts** — Facebook and other platforms regularly post promotional codes.
- ☐☐ **Industry events and trade shows** — Spectre often distributes codes at bowling industry events.
- ☐☐ **IBPSIA member offers** — special pricing is occasionally offered to IBPSIA Pro Shop and Associate members.
- ☐☐ **Confirmation emails** — coupon codes from purchases or trials may be included.
- ☐☐ **Seasonal promotions** — holiday sales, anniversary offers, and other limited-time campaigns.

Related Sections

- Entering a Referral Code During Sign-Up
- Choosing Your Subscription Plan
- How to Sign Up for Spectre Cloud
- Managing Your Subscription

Note: Promotional terms, eligibility, and discount amounts can change over time. Always read the terms attached to your specific code, and apply codes before completing checkout to ensure they're honored. If a code doesn't apply automatically, contact Spectre support before subscribing.

``` That wraps up Chapter 1.3 — \*Sign-up & Subscription\* — in Book 01. Logical next pages would be: - \*\*Verifying your email / first-time login\*\* (Chapter 1.4) - \*\*Setting your password and securing your account\*\* (Chapter 1.4) - \*\*First-time setup: configuring preferences in Settings\*\* (transitions into Book 02)

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