

 OPERATOR GUIDE

# Run raffles. Get paid. Build your audience.

Everything you need to create, manage, and grow your raffles on LekkerRaffle — payments go directly to your PayFast account.

## CONTENTS

1. [What is an Operator?](#)
2. [Getting Access](#)
3. [Logging In](#)
4. [Link Your PayFast Account](#)
5. [Creating a Raffle](#)
6. [Sharing a Raffle](#)
7. [Raffle Performance](#)
8. [Editing a Raffle](#)
9. [Drawing a Winner](#)
10. [Sending the Prize & Reviews](#)
11. [Cancelling a Raffle](#)
12. [Refunds Tab](#)
13. [Analytics](#)
14. [Billing & Invoices](#)
15. [Tips for Success](#)
16. [Support](#)



## What is an Operator?

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An **operator** is someone who creates and manages raffles on LekkerRaffle. Each operator has their own **raffle group name** (e.g. "Cape Town Charity Raffle") that buyers see when they enter your raffles. Ticket payments go **directly to your PayFast merchant account** — LekkerRaffle never holds your funds.



## Getting Access

Operator accounts are **by approval only**. We vet all applications to keep LekkerRaffle trustworthy for buyers.

1. Open the **LekkerRaffle Operator** app.
2. Tap **Need access? Request an account** → on the login screen.
3. Fill in the required information:

FIELD	REQUIRED	DESCRIPTION
First name / Last name	✓	Your full name
Email address	✓	Used for login and notifications
Phone number	✓	Contact number for verification
SA ID or Business Reg. number	✓	Verifies your identity or organisation
Organisation type	✓	Individual, NPO / Charity, Sports Club, Business, or Other
Organisation name	—	Name of your club, charity, or business
Website	—	URL if you have one
Referred by	—	Email of an existing operator who referred you

4. Accept the Terms & Conditions and tap **Submit request**.
5. You'll receive a confirmation email that your application is under review.
6. Once approved (typically 1–2 business days), you'll receive a second email with your **login credentials**.

Log in with the credentials emailed to you. Change your password after first login.



## Logging In

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1. Open the **LekkerRaffle Operator** app.
2. Enter your **email** and **password**, then tap **Sign in**.

### **Forgot your password?**

Tap **Forgot password?** on the login screen. A reset link will be sent to your email — it expires after 1 hour.



## Step 1 — Link Your PayFast Account

Ticket payments go **directly to your PayFast account**. You must link your credentials before buyers can purchase tickets.

⚠️ Until PayFast is linked, buyers will see *"This raffle is not yet accepting payments"* when they try to purchase. Do this before creating your first raffle.

### Get your credentials

1. Register at [payfast.co.za](https://payfast.co.za) (free).
2. Log in → **Integration** → **Merchant details**.
3. Copy your **Merchant ID** and **Merchant Key**.
4. If you set a passphrase in PayFast settings, note that too.

### Link in the app

1. Tap the **Settings** tab (⚙️).
2. Tap **PayFast Setup**.
3. Enter your **Merchant ID**, **Merchant Key**, and optionally your **Passphrase**.
4. Tap **Save & link account**.

Your credentials are encrypted with AES-256-GCM before being stored. No one — including the LekkerRaffle admin — can read the raw values.



## Creating a Raffle

1. Tap the **Raffles** tab (  ) → tap the green **+** button (bottom right).
2. Fill in the raffle details:

FIELD	REQUIRED	DESCRIPTION
Title	<input checked="" type="checkbox"/>	Short name shown to buyers (e.g. "Grand Prize Draw")
Prize	<input checked="" type="checkbox"/>	What the winner receives (e.g. "R5 000 cash")
Prize value (ZAR)	—	Monetary value shown to buyers (e.g. R1 500)
Ticket price	<input checked="" type="checkbox"/>	Price per ticket in Rands
Max tickets	<input checked="" type="checkbox"/>	Total number of tickets available
Draw date	—	When you plan to do the draw (shown to buyers)
Max tickets per person	—	Optional per-buyer purchase limit

3. *(Optional)* **Add a prize photo** — tap **Add prize photo**. Shown prominently to buyers. You can add or change it later.
4. *(Optional)* Set up a **Bundle Deal** (e.g. 2 tickets for R80 instead of R50 each):
  - **Tickets in bundle** — minimum 2
  - **Bundle price** — total price (must be less than buying individually)
  - **Deal expires after** — leave blank for no expiry, or pick 1h / 2h / 4h / 24h
5. Choose **visibility**:
  - **Private (default)** — only accessible via your direct share link.
  - **Public** — appears in the browse feed for all app users, with a push notification sent to all buyers.
6. Tap **Create Raffle**.



## Sharing a Raffle

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1. Open a raffle from your dashboard.
2. Tap **Share raffle link**.
3. Share via WhatsApp, SMS, Instagram Stories, or any channel.

The link opens a web page showing your raffle details with **your raffle group name** as the brand. The app opens automatically if installed; otherwise download buttons are shown.

**Best practice:** Start **Private** and share to your own WhatsApp groups first. Switch to **Public** once 20–30% of tickets are sold — buyers see momentum before you push it to the whole platform.



## Viewing Raffle Performance

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From the dashboard, tap any raffle to see:

- Tickets sold and remaining, revenue
- **Confirmed ticket holders** — name, email, ticket code, amount paid
- **Pending reservations** — buyers who reserved but haven't paid yet (with expiry countdown)
- **Winner** — highlighted after a draw

Pull down to refresh at any time.



## Editing a Raffle

You can edit an active raffle's details before a draw is done.

1. Open the raffle → tap the **pencil**  **icon** (top right).
2. Update the fields and save.

You cannot reduce max tickets below the number already sold.

You can also **add, change, or remove the prize photo** from the edit screen.



## Drawing a Winner

1. Open the raffle → tap **Draw Winner** → confirm. This **cannot be undone**.
2. A **spin wheel** appears with all ticket holders — it spins and lands on the winner.
3. The winner is notified by **push notification** and **email** automatically.
4. All other participants receive a **draw result email** showing who won.

### Saving and sharing the draw result

- **Save & Share Screenshot** — captures the wheel and winner callout, uploads it so buyers can view it, and opens your share sheet.
- **Upload Draw Video** — select a screen recording from your gallery and upload it. Buyers can watch the full draw video on the raffle page.

**Tip:** Start your phone's built-in screen recorder *before* tapping Draw Winner to capture the full spin for uploading.



## Sending the Prize & Getting a Review

After you've delivered or dispatched the prize:

1. Open the raffle detail screen.
2. Tap  **Mark Prize as Sent** → confirm.

The winner receives a push notification and email with a link to confirm receipt and leave a **rating (1–5 stars) and comment**. Reviews appear publicly on the raffle page and build trust for your future raffles.

**Don't skip this step.** A winner's review is your most powerful tool for attracting buyers to your next raffle.



## Cancelling a Raffle

1. Open the raffle → scroll down → tap **X Cancel & Refund Raffle** (active raffles only).
2. Confirm the prompt — this **cannot be undone**.
3. All confirmed buyers are **automatically refunded via PayFast** from your merchant account.
4. Each buyer receives a refund confirmation email.

If a refund fails, the buyer appears in a red **Failed Refunds** banner on the raffle detail page.

## Refunds Tab

Tap **Settings** () → **Refunds** to see all purchases where a PayFast refund has failed or is pending across your raffles.

BUTTON	WHAT IT DOES
<b>Issue Credit</b>	Issues store credit equal to the refund amount. Credit is operator-specific — only valid on your future raffles. A confirmation email is sent to the buyer.
<b>Paid Directly</b>	Marks as manually resolved — use when you've already paid the buyer directly (e.g. EFT or cash).

## Analytics

Tap the  **bar chart icon** at the top right of the Raffles screen:

SECTION	WHAT IT SHOWS
Overview	Total revenue, tickets sold, unique buyers, return buyer rate
Velocity	Tickets sold per day (rolling 7-day average)
Revenue — last 30 days	Daily revenue breakdown
Sell-out forecast	Progress, velocity, estimated days to sell out per active raffle
Share link performance	Clicks and conversion rate per raffle
Top buyers	Top 10 buyers by tickets purchased, with total spend



## Billing & Invoices

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LekkerRaffle charges **R1 per ticket sold**, invoiced every 30 days.

Tap **Settings** (⚙️) → **Invoices**:

- The top card shows your **current billing period** — tickets sold so far, amount accruing, days remaining.
- Each invoice shows the billing period, tickets sold, amount due, and due date.
- Tap **Pay Invoice** to pay via PayFast.
- Invoices are due within 3 days of issue. **Overdue invoices lock your account** until paid.



## Tips for a Successful Raffle

**Write a specific prize** — "R5,000 cash EFT" converts better than "cash prize".

**Upload a prize photo** — raffles with images get significantly more engagement.

**Start private, go public at 20–30% sold** — creates social proof before the platform-wide push.

**Set a draw date** — urgency dramatically increases conversions.

**Use bundle deals in the first 24h** — spikes initial sales and creates momentum.

**WhatsApp groups are king** — they outperform every other channel for SA raffle sales.

**Draw live on video** — record the spin and post it. Tag the winner. Your best marketing asset for the next raffle.

**Upload the draw video** — buyers who missed it can watch in the app. Transparency builds trust.

**Mark the prize as sent** — the review your winner leaves is worth more than any ad.



## Support

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### Getting the app

Download **LekkerRaffle Operator** from **Google Play** (search "LekkerRaffle Operator").

### Sign out

Tap **Settings** (⚙️) → **Sign out**.

### Legal

- [Terms & Conditions](#)
- [Privacy Policy](#)
- [Request account deletion](#)

### Contact

Email [support@devkwagga.co.za](mailto:support@devkwagga.co.za) for platform support.