SPINMARSHAL

The SpinMarshal client guide

A practical guide to creating your account, setting up a campaign, preparing participant-facing rules and privacy information, and managing entries.

Use this guide with your actual campaign

This guide explains the tools, not legal approval or independent certification. The organiser remains responsible for the campaign and prizes. Obtain appropriate South African advice and required independent oversight. Agree each party's work and check all campaign details before Go Live.

SECTION 01

Create your account and company workspace

Your account is for signing in. A company workspace holds that business’s private competition setups, live competitions and entry administration.

1. Create your account

Choose Get Started and follow signup. Enter accurate business details, read and accept the client/platform agreement, and complete sign-in verification. The registration number is optional where marked. The agreement is separate from participant rules.

2. Sign in to your workspace

Use the same account to sign in and open your dashboard. If you return to the homepage, choose Sign in, not Create account, and finish any authentication prompt.

3. Add a company

Choose Add a company. Name and country are required; website is optional. You will open its first campaign setup. Each company keeps separate campaigns and entries.

Adding teammates

There is no self-service team invitation control in the client workspace. Do not share passwords. Arrange individual access with SpinMarshal before sharing entry data.

Account creation and campaign options can have different terms. Check the Pricing page and your accepted client/platform agreement for the current scope and fees; do not assume that managed services, launch or third-party costs are included in a free option.

SECTION 02

Set up one competition

The setup form is the actual competition you are preparing. It saves as you work and stays private until an owner explicitly chooses Go Live.

1. Enter the competition basics

Enter the title, opening and closing dates in South African time, audience and eligibility. State exclusions clearly. These fields describe the rules; they do not automatically verify age, client status, location or other claims.

2. Add outcomes and prize quantities

Add two to ten outcomes. Each row is a wedge. Enter prize quantities and any applicable value or genuine cap; percentage discounts can have a blank rand value. Internal cost estimates are not participant maximums. Disclose restrictions, expiry, purchase conditions and later charges. Repeated names share stock.

3. Choose how the wheel is weighted

Choose equal chances or enter custom percentages in wedge order, totalling 100%. A chance does not promise an exact number of wins. Quantities limit stock; percentages do not.

4. Import or type prize rows

Type rows or import the supplied spreadsheet template. Import replaces current prize rows. Check names, quantities, values and order before saving; imported rows remain editable.

5. Review the entry and appearance settings

The current participant flow is online spin followed by an entry form asking for name, email address and telephone number. The campaign uses one submitted entry per email address and does not collect receipts or other proof. You can change the public page’s available colours and font. Logo upload is limited by the account’s current entitlement.

6. Let the setup save and preview it

Setup saves to this same competition. Save setup and continue opens its status page; it stays private until an owner selects Go Live. Private test submissions are discarded and do not consume stock or send entry emails.

Check eligibility wording carefully

Eligibility text is not an automated check. Arrange the verification your campaign needs. Statutory connected-person exclusions must be assessed against the organiser, suppliers and campaign team; do not assume a blanket family exclusion.

SECTION 03

Prepare rules, privacy and client agreements

These documents have different audiences and purposes. Keep the participant rules, participant privacy notice and business-to-business client agreement separate.

• Open Competition rules to write or paste your terms, or deliberately generate a starting template. Insert facts adds saved wheel/prize details. Review the result. Participants can open rules before spinning and after the result and must tick the rules box before spinning. A legacy page with no saved rules can show a responsibility acknowledgement instead; that is not a complete campaign rule set.

• Complete every bracketed field. Check organiser details, dates, eligibility, prizes, quantities, conditions, selection, contact and delivery against the actual campaign. Setup guidance is separate from participant terms. Automated checks are not legal review.

• Saved rules are kept as written when you update dates or prizes. Choosing Generate a rules starting template replaces the existing text, so copy anything you want to keep first. Unfinished template markers block Go Live, but the system does not review legal quality or approve the rules.

• Enter a separate campaign privacy notice or public notice URL. Complete the organiser/contact details, actual purposes, recipients, retention and relevant international transfers. Participants see it before privacy acceptance. A generic fallback or a passed checklist does not prove the notice is complete.

• The client/platform agreement accepted during account setup is separate again. After signing in, choose Legal Matters in the workspace to review its record. It is not a participant document and cannot be edited in campaign setup.

Entry acceptance is not marketing consent

Participants must accept the competition rules before spinning and the privacy notice before submitting. The current entry form has no separate optional marketing-consent checkbox. Neither required checkbox should be treated as permission for future marketing.

Finalise documents before entry. Live setup protects rules and privacy wording once entries exist, but the app is not a complete immutable document archive. Retain the versions used and all prescribed records securely for at least three years where regulation 11 applies. SpinMarshal does not enforce the complete retention duty or provide legal certification.

SECTION 04

Review, test and Go Live

Only a company owner can choose Go Live. Saving or previewing a setup does not open it to real participants.

1. Resolve the review checklist

Check the title, dates, wheel outcomes and available quantities. Review organiser details, participant support contact, eligibility wording, privacy notice and rules. The checklist blocks incomplete rule-template markers but does not assess legal quality, compliance or approval.

2. Test the complete participant journey

Use private preview for wheel labels, form, rules access and mobile layout. It does not reserve stock, exercise real claim availability, send entry mail or prove concurrency safety. The actual public reservation lasts 24 hours from the spin. Technical stock, expiry and email checks need isolated fixtures, not real entrants.

3. Choose Go Live deliberately

When the competition is ready, the owner chooses Go Live and confirms the action. This makes the participant page public. Real spins, entries and prize reservations can begin only when the dates and platform-wide public access also allow them. Copy the competition link from its status page and share it through your own channels.

Email does not replace entry review

The published service queues an entrant confirmation and organiser notification through its configured Resend connection. Delivery can fail; Entries remains the source of record. In setup, edit and review the entrant message and short rules summary before Go Live. Notifications use the configured notification email, otherwise the founding-owner signup email; replies use the reply email, otherwise that owner email. Share The Joy opens the entrant’s own email app.

SECTION 05

Change, pause or remove a campaign

Owners can edit permitted settings. Existing results and participant rights must remain protected.

1. Open the company workspace, select the campaign and choose Edit setup. Save changes to update future spins and new entries; past entries and results remain as recorded.

2. If a participant is finishing a reserved prize spin, saving may be blocked until that spin is submitted or its reservation expires, within 24 hours.

3. After any entry has been recorded, keep the accepted rules and privacy notice unchanged. Keep every outcome already received on the wheel, do not change its prize/no-prize type or prize value, and do not reduce its quantity below the number already recorded.

4. Review the public page and all campaign materials after any permitted change. Do not use an edit to introduce a new condition for an existing winner or to change the published offer retrospectively.

To stop new public participation, an owner can archive the competition. Archiving hides its public page but preserves campaign records; an owner can restore it. The normal setup workflow keeps saved competitions and does not offer a delete action.

Do not change a prize commitment casually

If a prize becomes unavailable or a result is disputed, preserve the records and get appropriate advice before changing the campaign. A technical edit or archive does not remove an entrant’s existing rights.

SECTION 06

Review entries and handle prizes

SpinMarshal records the entry and result. A person on the client team remains responsible for reviewing claims and coordinating fulfilment.

1. Understand the entrant’s flow

Accept rules, spin, then submit name, email and telephone number with privacy acceptance. A prize is reserved for 24 hours from the spin; an unsubmitted hold then releases stock. Submitted allocations do not release merely because time passes. The campaign permits one submitted entry per email.

2. Review the entry

Open the campaign’s Entries page to review pending submissions. An authorised company owner can approve or reject an entry. Check the published eligibility requirements and any other disclosed steps; the platform does not independently verify entrant identity, eligibility or proof of purchase.

3. Contact the entrant and fulfil the prize

The organiser or agreed service provider contacts the winner using the information submitted and arranges the prize manually. Follow the rules, keep suitable records and do not add a new purchase, payment or publicity condition after the result.

A result is not automatic fulfilment

Entry confirmations are not proof of prize delivery. Fulfilment, voucher redemption, cashback payments and independent certification are not automatic. Assign each task before launch. Expiry of a stock hold does not by itself decide disputed prize rights.

SECTION 07

Current limits and useful links

These points help set accurate expectations for clients and their teams.

• Entrant audience and eligibility text is informational; it is not an automated eligibility screen.

• The participant form currently asks for name, email and telephone number. It does not collect receipts or other proof of purchase.

• The participant form does not include a separate optional future-marketing checkbox. Do not export entry details into a marketing list on the assumption that entry gives marketing permission.

• By default, all new spins pause when any offer is fully reserved or claimed, even if others have stock. An explicit automatic-budget continuation setting instead excludes unavailable offers and recalculates remaining chances; if none remain, spins pause. Existing valid reservations can still be submitted before expiry. No unconfigured substitute is issued.

• An optional prize budget can count budgeted prize costs while tracking ongoing discounts separately. Automatic mode prevents allocations above its budget; manual mode alerts but can exceed it. Use the disclosed stop/continuation policy. Do not treat internal estimates as participant caps or assume they are budget deductions.

• Transactional email is configured through Resend for published operation, not private preview. Delivery is not guaranteed; check Entries. Notifications and replies use their configured addresses or the founding owner's signup email. Sharing does not subscribe anyone to marketing.

• Entry review, winner contact and prize delivery are manual client or service-provider responsibilities.

Pricing

Check the current self-managed and managed options.

https://spinmarshal.com/pricing

Legal FAQ

Read general South African competition, privacy and oversight information.

https://spinmarshal.com/legal-faq

Resources

Open the South African campaign planning templates and guides.

https://spinmarshal.com/resources