

# **Loyalty Points**

Loyalty Points with Customers is enabled on the setting highlighted below.

Sales Value Only – Issues loyalty points on the sale value for each transaction
 Product Points Only – Issues loyalty points when purchasing products set to issue loyalty points
 Sales & Products - Issues loyalty points for Sales value and products set to issue loyalty points

ettings				
Settings				
oottingo				
Settinas				
	Local (modified settings shown in blue)			
All			Catting	
	Option	NEC.	Setting	
System	Retailers Copy of Loyalty Points adjustment receipts	YES		
	Section : Accounts Settings	NO		
Sales Viewer	Loyalty points with Accounts	NO		1
	Allow Lovalty points to be Dealined	NO		
Sales	Allow Loyalty points to be Declined	NO		
Jaies	Exclude loyalty redeem from sales value loyalty points	NO		
Dessint Drinter	Loyalty points with customers	Never		
Receipt Printer	Loyalty redeem - Include current transaction points	NO		
	Loyalty redeem - points required per redeem unit	1		
Remote Printer	Loyalty redeem - value of redeem points unit	0.01		
	Loyalty redeem on tender	0		
Accounts	Loyalty reward - points issued per sales unit	1		
	Loyalty reward - sales value required per unit	1.00		
< >	Print loyalty points on receipt	YES		
	Print loyalty points per plu on receipt	YES	Never	
ocate	Suppress Lovalty Point pop at SubTotal time?	YES	Sales Value Only	
	Enable loyalty points system within the customer database.		Product Points Only	
			Sales & Products	
Search	Edit	ty points with customers	Never	~
		(		
			Save	Exit

### Loyalty Rewards Setting:

The 2 settings below control the number of loyalty points issued for the value spent.

The example below will issue 1 point for every £1.00 spent. So, if a customer spent £5.99, they would earn 5 points. In this example, no points would be issued for the 99p as you need to spend a full £1 to earn a point.

Loyalty reward - points issued per sales unit	1
Loyalty reward - sales value required per unit	1.00

The example below will issue 1 point for every £0.01 spent. So, if a customer spent £5.99, they would earn 599 points. In this example, points would be issued for the full sale value.

Loyalty redeem - points required per redeem unit	1
Loyalty redeem - value of redeem points unit	0.01



### Loyalty Redeem Setting:

The 2 settings below control the redeem value of the loyalty points.

In the example below, 1 point is worth 5p, so if 1 point is issued for every £1.00 spent, the reward is 5p for every £1 spent.

Loyalty redeem - points required per redeem unit	1
Loyalty redeem - value of redeem points unit	0.05

In the example below, 100 points are worth 5p, so if 1 point is issued for every £0.01 spent, the reward is also 5p for every £1 spent.

Loyalty redeem - points required per redeem unit	100
Loyalty redeem - value of redeem points unit	0.05

### **Product Points:**

Product points are set against individual products as shown below. The Loyalty points per stock unit setting will only become active if the **Loyalty points with customers** setting is set **Product points only** or **Sales & Products**.

Produ	ict Iter	ns								
	<b>PLU</b> 01	01001		Search	Create	Next		Сору		
	TE	NNANTS			Se	arch				
Pricing	Stock	Profile	Comments	Suppliers	Recipe	Alt. PLU's	Newsround	Sales Enquiry	,	
Setting	js Opti	ons Mer	nus/Condimer	ts Remot	es/Labels	/Ghost Items	Picture	Dept. Details		
		Sup	p Code Weight	0.0000						
ſ	Loyalty po	ints per sto	ck unit	1	Cus	tomer Allowan	ce points	0	Bonus	0
		Follow-	On Key							



6

### Loyalty Redeem Tender:

Set up a tender for redeeming loyalty points. The example below is using Tender 6.

Define Tenders				83
Tenders				
Tender Title Loyalty F	Points	v		
Control Values	Options	X/Z Reports	Cash in Drawer	Colours
<ul> <li>Active</li> <li>Compulsory Entry</li> <li>Use Cash Drawer</li> <li>Allowed for Refunds</li> <li>Issuing of Credit Not</li> <li>Use with Split Bill Pa</li> </ul>	□ Con □ Cus tes yments (3 others no	npulsory Customer tomer Account on-Cash)		
Allowed Termin	als		Save	Abort

Set the tender number used for Loyalty redeem on the setting below.

# Loyalty redeem on tender

The loyalty points and value available for the customer for the current transaction will be displayed on the Loyalty redeem tender button in the payment screen

	Items:	4		Michael Morris	Remote 1: OFFLINE
Total Due	<b>£6.</b> :	10	Balan	ice	£6.10
				Loyalty Points	Account
			0.00	(2000/£1.00)	
	7	8	9		
	4	5	6		
	1	2	3	Card	
	0	00	Clear		
				Cash	Rewards
Total Tendered £0.00					



### Example receipt for loyalty sale:

The example receipt below is doing a sale with a customer when earning loyalty points.

c	ES TS SOFTWAR	E
39	Lindsey Stre	et
	Epping	
	Essex CM16 6R	В
Pho	ne: 01992 564	645
Ve	rsion: 11.0.0	20
OPEN FOOD		œ10.00
WAT Amount.	m1 67	
WAI Amount.	m10 00	
TOUAL:	0010.00	
Paid By:	Ca	sh œ10.00
No Change	Due	
Customer Info	rmation	
Customer: 1		
Name: Mi	chael Morris	
Address: 39	Lindsev Stre	et
Ep	ping	
Es	sex	
CM	16 6RB	
Previous	points total	: 1000
Plus	Sales Points	: 1000
New	points total	: 2000
mbonk you for	uning our lo	
Forn 1 point	for overy per	yaity nu cront
100 points is	worth En	ny spenc
100 points is	worth Sp	
Join our	Rewards Schem	e and earn
m5 reward	s for every m	100 spent
See our M	abista for mo	re detaile
566 Our w		
20/11/2024 10	:52	001-01-00208
MICHAEL		Items 1
C	ES TS Softwar	e
De	monstration C	ору
Email:	sales@cessoft	ware.com
WWW	.cessoftware.	com

## **Customer details for loyalty:**

The loyalty points activity can be found in the transaction history tab on the customer screen

Custome	r Account	s					
Code 1	L						
Name N	lichael Morris						
Details	Profile	Further Details	Transaction	History	Cards	Comments	Custom
<b>Transactio</b> Sale Sale	ns Date Last Sale is count to date is value to date Adjustments	20/11/2024 10:52 2 2 2 £ 20.0	) )	<b>alty Points</b> Valu	Curre Received Redeemed Je Redeemed	Current nt Value To Date To Date To Date	2000 1.00 2000 0 0.00
Total Bala	ance Curren 0.00 £	t 30 Days	60 Days	90+ Da	ays 0.00	<b>Older</b> £ 0.00	
	2 3 W E		6 7 7	8 T	9 0		View
	s D X (		H J N M		L # 4 SPACE	ENTER	Accept



#### **Loyalty Points Adjustment:**

The screen below is accessed using the **LOYALTYPOINTSEDIT** button command. In this screen, you can add or subtract loyalty points.



## **Customer Loyalty Points Report:**

The Customer Loyalty Points report can be found in the customer section on the back-office reports.

Customers					
	: 1 TO 5				Page 1 of 1
Code	Name	Redeemee To Date	d Redeemed e Value	Points Earned	Current
1	Michael Morris	2000	1.00	2610	610
1 3	Michael Morris Card 3	2000 0	1.00	2610 0	610 0
1 3 4	Michael Morris Card 3 Card 4	2000 0 0	1.00 0.00 0.00	2610 0 0	610 0 0