



Customer Loyalty Points?

The next time a customer queries their Loyalty Points you will be able to provide them with detail on when and where they last redeemed them.

These enhancements are available in Counter Intelligence POS Version 609 and above. Please note that a new transaction type has been created meaning that these will only be visible post going to Version 609 or higher.

At POS you can now see the lines where Loyalty Points have been redeemed at POS (see below) and also any loyalty points redeemed online in your e-retailer store will show as "Loyalty points redeemed at e-retailer ". Use the Loyalty – History buttons to view this.

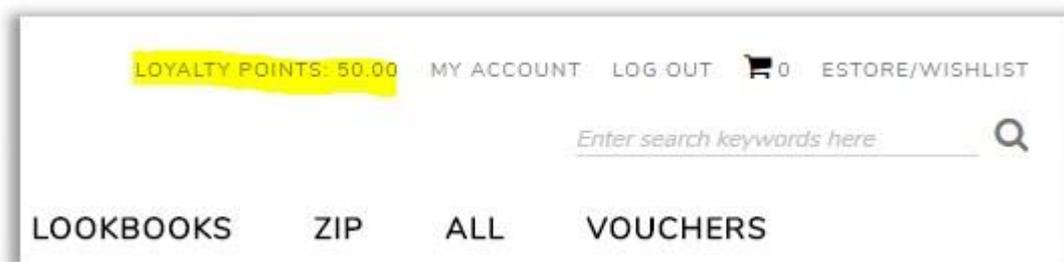
| | Description | |
|-------------------|--|------------|
| | Loyalty points redeemed at POS | -\$100.00 |
| 2/257 | Old Blue | \$595.00 |
| yyDISCOUNT | Loyalty points redeemed at POS | -\$50.00 |
| WFDDevon Black 14 | Devon Dress Black 14 | \$1,895.00 |
| R2479 Blue 12 | Tallulah Dress Blue 12 | \$199.00 |
| GWSpeakBlu | Speaker - Blue | \$119.80 |
| ON1791 Black 10 | Chuck Taylor All Star MA-1 Zip Hi Blac | \$195.00 |
| OC Blue 10 | Vella Victoria - Dress Blue 10 | \$2,065.50 |
| | Speaker - Blue | |

View the points redeemed on your mobile phone in [Kudos KPI](#)



New Feature in E-retailer:

When a Loyalty Customer logs in their Loyalty Points can now be displayed at the top of the screen.



Or in HTML boxes or popups:



Fields available to show on website popup:

| | |
|---|--|
| %%Customer.MarketingDiscount%% | Customer marketing discount |
| %%Customer.MarketingAmount%% | Customer marketing amount |
| %%Customer.AmountToNextMarketingBreak%% next break | Customer marketing amount to next break |
| %%Switch.MarketingDiscountBreak%% amount | Switch marketing discount break amount |
| %%Switch.MarketingDiscountAmount%% | Switch marketing discount amount |
| %%Switch.MarketingDiscountMultiple%% | Switch marketing discount multiple |

If you are interested in this feature then please call through to the Help Desk and we can have our Developer look at your specific requirements and implementation.

Remember that some of these fields are also available at POS for printing in the customers receipt:



Customer Loyalty Message: Key in the message you want to print at the foot of the receipt when a sale is attached to a customer marketing code. The following special embedded words will automatically fill values from the customers marketing details:

| | |
|-------------|---|
| %NextBreak% | The customers amount to purchase to reach the next break. |
| %Amount% | The amount of the marketing break. |
| %Discount% | The discount that will accrue when the break is reached. |

%MARKETING1% thru 10% The 10 marketing fields.

Reference: CI POS manual Page 16 or press Help / Help Topics and chose Setup - System Settings.

Loyalty points to MailChimp



Remember that Kudos Cloud Services can push customers and loyalty points to MailChimp on a scheduled basis. Then everything is in synch – your Counter Intelligence, website and MailChimp – perfect!

For any assistance please call the Kudos Help Desk.

The Kudos Team
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