



Local Loyalty

Your new customised loyalty scheme



Till Guide

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Signing Up New Members

It's quick and easy for your customers to join your loyalty scheme. Just scan a fresh loyalty card and enter the name and telephone number of your customer onto the till.

Then hand the customer their new loyalty card and they're ready to go.

The customer will receive a text message confirming their membership with a link to your own loyalty mini-website. The link to the mini-website is also at the bottom of your loyalty cards.

Forgotten and Lost Cards

If a customer forgets to bring their loyalty card into store or has lost it, you can either add points with no card present or issue them a brand new card.

Adding points to an existing card

1. Select **Other Functions** -> **Administration** -> **Loyalty Management** -> **Forgotten Card** on the till.
2. Type in the customer's phone number.
3. Then complete the transaction. This will add the points to the customer's loyalty card.

Issuing a New Card

1. Select **Other Functions** -> **Administration** -> **Loyalty Management** -> **Lost Card**.
2. Add in the customer's mobile number, press **OK**.
3. Scan a fresh loyalty card & issue to the customer.
4. Message will read **successfully linked**. Press **OK**.

Redeeming Points

This is really simple, all you have to do is:

1. Once customer has bought something from your store, scan their **customer loyalty card**.
2. Press the **'total'** button on the till.
3. Then press the **'end sale'** button on the till.
4. Press the **'redeem points'** button on the till, or redeem points using **whole transaction price**.

You can also redeem points by typing the amount in and pressing the **'redeem points'** button.

6. You have now successfully redeemed your customers loyalty points.

Family Groups

Family groups link multiple cards under a single account, allowing a family of shoppers to collect points collectively.

A customer comes in with their card and wants another card for a family member.

1. Scan the existing loyalty card into the system.
2. Scan the new loyalty card and select '**Link.**'
3. Fill in the new card holder's name and telephone number.
4. Select **OK.**
5. You have now created a family group!

The Loyalty Mini-Website

The address for this is on the bottom of the **loyalty card**.

The loyalty mini website allows your customers to look at their points total, your promotions and your messages to them.

To do this your customer needs to:

Visit www.localloyalty.club/your website address as on the cards and follow the log in prompts.

For further help on Local Loyalty

Call our Support Team

9am - 5pm Mon - Fri

Call 01780 480 562 (Option 1)

