Loyalty Points

Menu: Loyalty / Loyalty Points

Feature: Loyalty Points

Editions: Cloud

You can use the Loyalty Points page to search and view loyalty point transactions within POS.

Loyalty point transactions are generated from [purchases](#) that have been made by [members.](#)

> Purchases that are made by customers that are not POS members do not generate loyalty points.

This page uses the standard POS [grid user interface.](#) Users must have View loyalty point transactions permission to view this page.

a) Search Filters

The following search filters are available:

- Type
    - The type of loyalty point transaction; these include:
        - Purchase – points were generated from a purchase
        - Redemption – points were redeemed, e.g. to a gift card
        - Adjustment – points were adjusted manually
- Member
    - The member ID of the person associated with the transaction (exact match only).
- Clerk
    - The ID of the clerk that created the transaction, if applicable.
    - This value is typically only set for adjustments.

- Ref #
    - The reference number of the activity that generated the points.
    - For example, this is the transaction number of the purchase that generated points.

b) Transaction Details

After searching for loyalty point transaction(s), the user can drill-down into a page that contains detailed information about the transaction. This detailed information includes the:

- General transaction information:
    - Internal ID and reference number
    - Type
    - Date & time
    - Member
- Points
    - The number of loyalty points added (+) or removed (-) by the transaction.
- Amount
    - The dollar amount associated with the transaction, if applicable.
    - This is typically set for only purchase and redemption transactions.