

Swag Shop Ship-to- Customer Guide

 merchant.loyalnsave.com

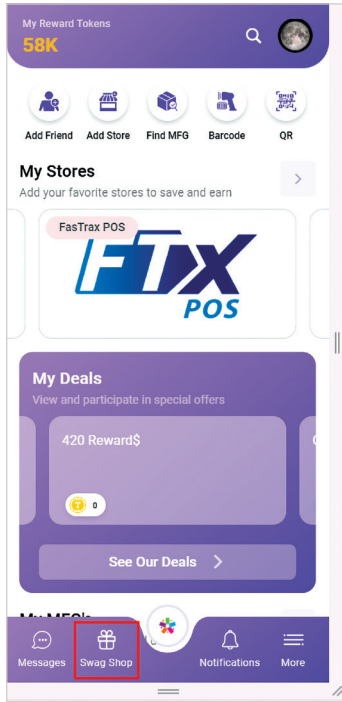


Redeeming Merchandise

Customers can redeem merchandise from the swag shop using the tokens they've earned through your store. Easily track every step of the process—ensuring a smooth experience from redemption to shipping and delivery.

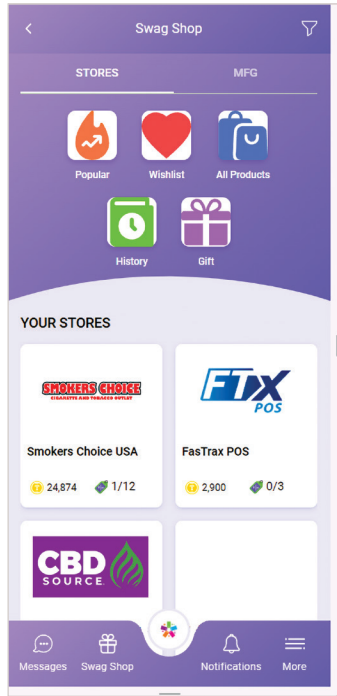
Step 1

From the Loyal-n-Save app or desktop navigate to the **swag shop**



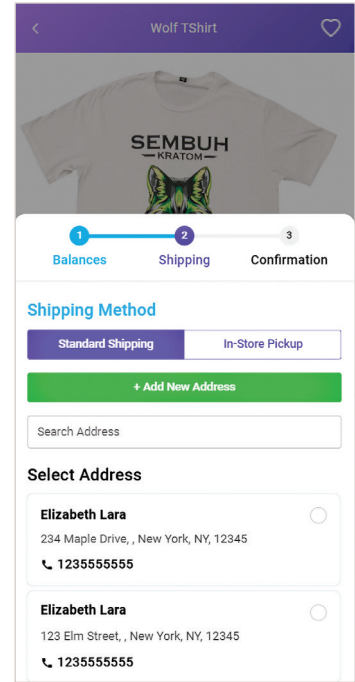
Step 2

Select the preferred store.



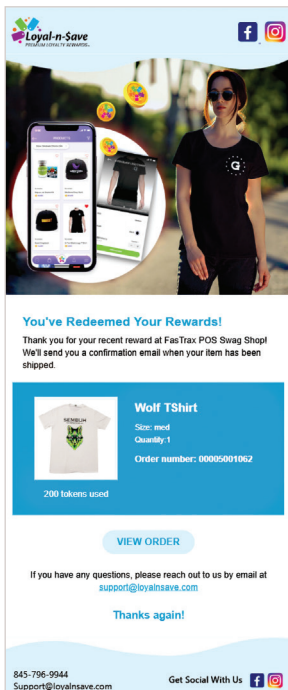
Step 3

The customer redeems the merchandise and picks the address where the item will be delivered.



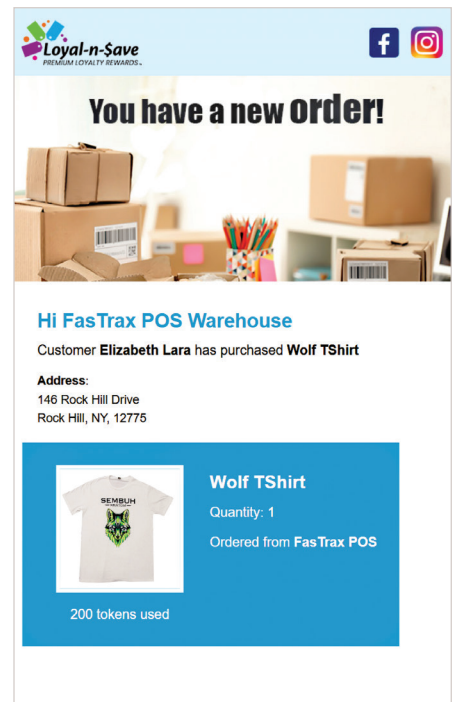
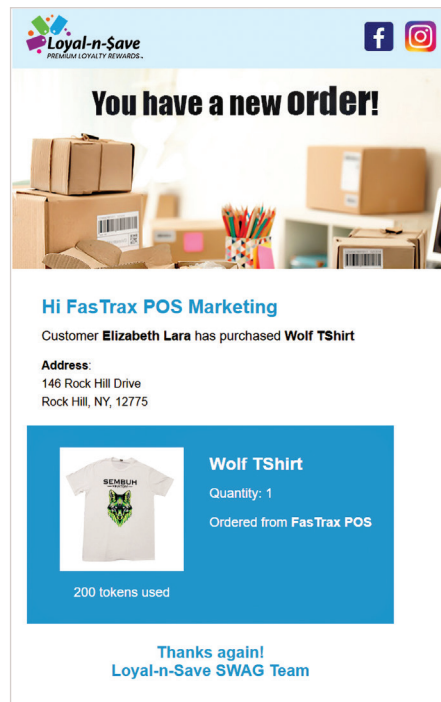
Step 4

Customer receives an email - "You've Redeemed Your Rewards"



Step 5

Fulfillment and/or marketing team receives new order emails.



Step 6

In the control center navigate to **Loyalty > Swag Shop > Shop Purchases**

- Loyalty
- Campaigns
- My Manufacturers
- Manufacturer Offers
- Customer
- Cards
- Swag Shop**
 - Items
 - Categories
 - Category Groups
 - Tags
 - Shop Purchases**

Step 7

To access the redemption details: Click the "View" icon, this will open a detailed view that shows the specifics of the redeemed merchandise, including details such as product name, quantity, tokens used, date of redemption, and customer and shipping information.

Shop Purchases > Swag Item Purchase Print QR Codes

View Deleted Items Toggle Dates ID 30

Order Number	Product	First Name	Last Name	Qty Sold	Total Amount	Shipping Type	Order Status	Timestamp	Actions
0000501054	Wolf TShirt	Elizabeth	Lara	1	200	Standard Shipping	Purchased	11/01/2024	
0000501052	Caskill Hemp Co. Drawstring Bag Black	Elizabeth	Lara	1	500	Standard Shipping	Yet not Accepted	10/24/2024	
0000501013	Burst Snapback	Elizabeth	Lara	1	100	Standard Shipping	Purchased	04/01/2024	
0000501014	Burst Snapback	Elizabeth	Lara	1	100	Standard Shipping	Yet not Accepted	04/24/2024	
0000501015	Caskill Hemp Co. Drawstring Bag Black	Elizabeth	Lara	1	500	Standard Shipping	Yet not Accepted	04/25/2024	
0000501048	Caskill Hemp Co. Drawstring Bag Black	Elizabeth	Lara	1	500	Standard Shipping	Yet not Accepted	09/25/2024	
0000501017	Burst Snapback	Elizabeth	Lara	1	100	Standard Shipping	Yet not Accepted	04/25/2024	
0000501038	Burst Snapback	Elizabeth	Lara	1	100	Standard Shipping	Yet not Accepted	09/20/2024	
0000501031	Wolf TShirt	Elizabeth	Lara	2	400	Standard Shipping	Purchased	08/06/2024	
0000501025	Burst Snapback	Elizabeth	Lara	1	100	Standard Shipping	Shipping / In-Progress	05/09/2024	
0000501016	Caskill Hemp Co. Drawstring Bag Black	Elizabeth	Lara	1	500	Standard Shipping	Shipping / In-Progress	04/25/2024	
0000501018	Burst Snapback	Elizabeth	Lara	1	100	Standard Shipping	Completed	04/24/2024	

Actions

Shop Purchases > View Swag Item Purchase Cancel

Purchase Item: Wolf TShirt

Item Price: 200 Tokens
Qty Sold: 1
Total Price: **200 Tokens**
Item UPC: 00002

Selected Options

Size:

Shipping Information

Shipment Type: **Standard Shipping (UPS/USPS/FedEx)**
Status: **Purchased**
Tracking Number: N/A
Shipping Provider: N/A
Shipping Address: Elizabeth Lara
234 Maple Drive
New York, NY, 12345

Customer Information

Customer Email: [\[Redacted\]](#)
Customer Name: Elizabeth Lara
Current Balance: 32,900

Balance Details

Balance Type	Amount Used	Remaining Balance
Default	200	35,000

Fulfilling a customer's redeemed order.

- Fulfillment team clicks on **purchased**
- Enter the tracking # in the mark order as shipped prompt.
The provider will change based on the tracking number entered.

Mark Order as Shipped ✕

Enter Tracking #

Provider

Mark Order as Shipped ✕

Enter Tracking #

Provider **UPS**

Mark Order as Shipped ✕

Enter Tracking #

Provider **FedEx**

- The status in the Control center changes to **"Shipping / In-Progress"**.

Order Number	Product	First Name	Last Name	Qty Sold	Total Amount	Shipping Type	Order Status	Timestamp	Actions
00005001054	Wolf TShirt	Elizabeth	Lara	1	200	Standard Shipping	Shipping / In-Progress	11/01/2024	

- Tracking details can be accessible under the actions section

Actions

Tracking Detail ✕

Shipping / In-Progress

Shipment information sent to FedEx

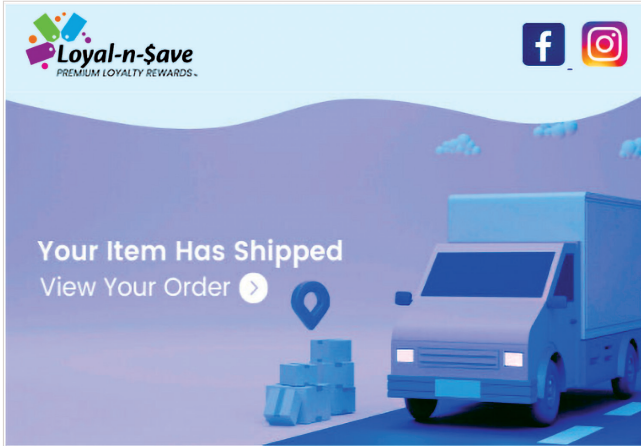
View Details

Provider Name: FedEx	Tracking No: 111111111111	Status: Shipping / In-Progress
<div style="display: flex; justify-content: space-between;"> 1 year ago 09/21/2023 06:13 AM Shipment information sent to FedEx </div>		

▶ **Step 8 -Emails**

- Once the status in the Control Center changes to **"Shipping / In-Progress"** two emails are triggered.
 - The customer will receive a "Get ready, your order is on the way!" email.
 - The fulfillment or marketing team will receive an "Order Shipped" email.

CUSTOMER



Hello Elizabeth,

Your order, Wolf TShirt, has shipped!
Here's the tracking number so you can track it's every move:

Tracking Number: 11111111111
Provider: FedEx

[TRACK YOUR ORDER](#)

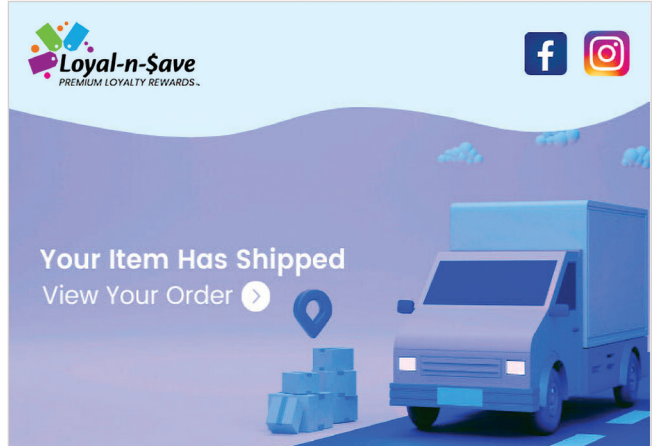


Wolf TShirt

Size: med
Quantity: 1
200 tokens used
Ordered from **FasTrax POS**

Thank you for your order, we appreciate your loyalty.

FULFILLMENT OR MARKETING TEAM



To FasTrax POS Warehouse

Elizabeth's order has shipped! Here's the tracking information.

Tracking Number: 11111111111
Provider: FedEx



Wolf TShirt


Size: med
Quantity: 1
Ordered from **FasTrax POS**

200 tokens used

Step 9 - Merchandise delivered to the customer.

- Fulfillment team tracks the merchandise.
- Once the merchandise has been delivered to the customer, the fulfillment team clicks on **Shipping / In-Progress**
- This changes the order status to **Completed / Delivered**

Tracking Detail ✕




Completed / Delivered

Shipment information sent to FedEx

[View Details](#)

Provider Name: FedEx	Tracking No: 111111111111	Status: Completed / Delivered
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1 year ago 09/21/2023 06:13 AM	Shipment information sent to FedEx
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Are you sure?

Mark Order as Complete

[Close](#) [Yes](#)




Success

Order successfully marked as completed

[OK](#)

Order Number	Product	First Name	Last Name	Qty Sold	Total Amount	Shipping Type	Order Status	Timestamp	Actions
00005001054	Wolf TShirt	Elizabeth	Lara	1	200	Standard Shipping	Completed / Delivered	11/01/2024	  

Tracking Detail ✕



Completed / Delivered

Provider Name: FedEx	Tracking No: 111111111111	Status: Completed / Delivered
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[Close](#)

Emails

- The customer will receive a “Your Order Has Been Delivered!” email.
- The fulfillment or marketing team will receive an “Order delivered” email.

CUSTOMER

Loyal-n-Save
PREMIUM LOYALTY REWARDS™

SWAG SHOP

Your order has been delivered and is now completed. Thank you for shopping with us!

Wolf TShirt
Size: med
Quantity: 1
200 tokens used

FULFILLMENT OR MARKETING TEAM

Loyal-n-Save
PREMIUM LOYALTY REWARDS™

SWAG SHOP

To FasTrax POS Warehouse
Order for Elizabeth has delivered.

Wolf TShirt
Quantity: 1
Ordered from FasTrax POS
200 tokens used

The Swag order through the Loyal-n-Save App is now completed.

Purchase

Wolf TShirt
FasTrax POS
No reviews
x1

SHIPPING INFORMATION

Status: **Completed / Delivered**

Shipping Type: **Standard Shipping**

Tracking Number: 11111111111

Shipping Provider: **FedEx**

Shipping Address: **234 Maple Drive, New York, NY, 12345**

BALANCE

Balance Type: Amount Used

Default
Remaining Balance: \$85000.00 \$200.00

CUSTOMER INFORMATION

Name: **Elizabeth Lara**

Email: [Redacted]

Current Balance: **99974**

Messages Swag Shop Notifications (2) More

