

Swag Shop Ship-to-Store Guide

 merchant.loyalnsave.com

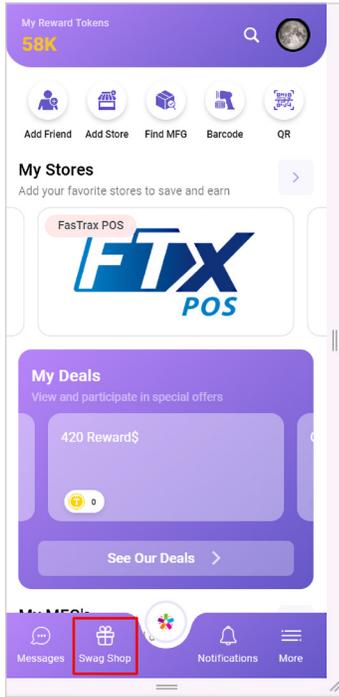


Redeeming Merchandise

Customers can exchange their earned tokens for merchandise in the swag shop. The process is straightforward—from redemption to in-store pickup, ensuring a seamless experience for both you and your customers.

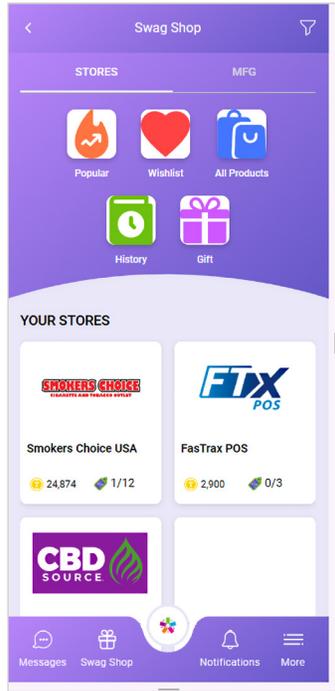
Step 1

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



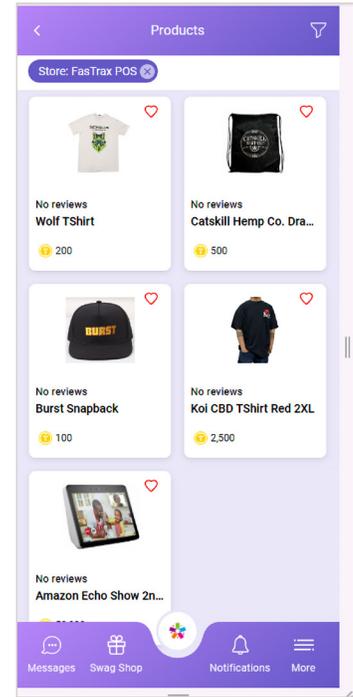
Step 2

Select the preferred store.



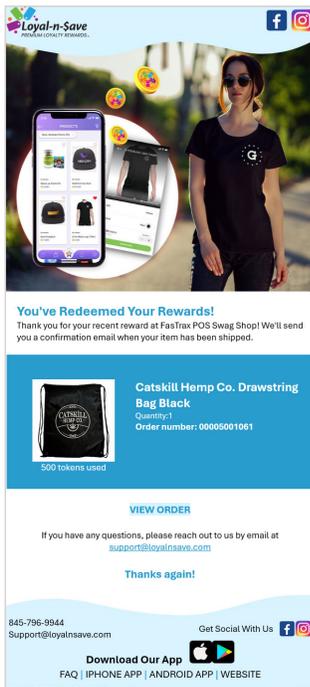
Step 3

Customer redeems merchandise and selects store location to pick up the item.



Step 4

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



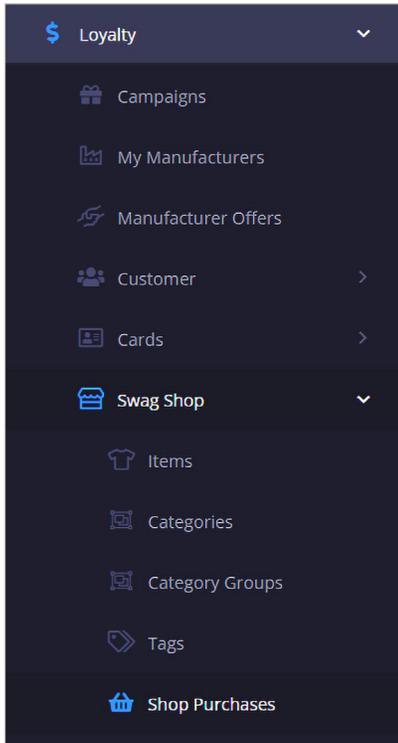
Step 5

Fulfillment and/or marketing team receives new order emails.



Step 6

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



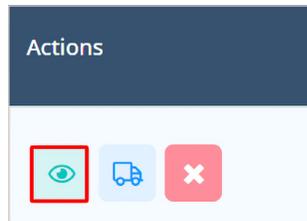
Step 7

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 information.

Shop Purchases > Swag Item Purchase Print QR Codes

View Deleted Items Toggle Clares ID 30

Order Number	Product	First Name	Last Name	Qty Sold	Total Amount	Shipping Type	Order Status	Timestamp	Actions
00005001053	Catskill Hemp Co. Drawstring Bag Black	Elizabeth	Lara	1	500	In-Store Pickup	Shipping to Store	10/29/2024	
00005001052	Catskill Hemp Co. Drawstring Bag Black	Elizabeth	Lara	1	500	Standard Shipping	Yet not Accepted	10/24/2024	
00005001051	Koi CBD T-Shirt Red 2XL	Kim	Civelli	1	2,500	Standard Shipping	Yet not Accepted	10/24/2024	
00005001050	Burst Snapback	Kim	Civelli	1	100	Standard Shipping	Purchased	10/24/2024	
00005001049	Burst Snapback	Kim	Civelli	1	100	Standard Shipping	Yet not Accepted	10/24/2024	
00005001048	Catskill Hemp Co. Drawstring Bag Black	Elizabeth	Lara	1	500	Standard Shipping	Yet not Accepted	09/25/2024	
00005001047	Catskill Hemp Co. Drawstring Bag Black	Kim	Civelli	1	500	Standard Shipping	Yet not Accepted	09/25/2024	
00005001046	Catskill Hemp Co. Drawstring Bag Black	Kim	Civelli	1	500	Standard Shipping	Yet not Accepted	09/24/2024	
00005001045	Catskill Hemp Co. Drawstring Bag Black	Kim	Civelli	1	500	In-Store Pickup	Store Pickup Complete	09/24/2024	
00005001044	Catskill Hemp Co. Drawstring Bag Black	Kim	Civelli	1	500	In-Store Pickup	Arrived at Store	09/24/2024	
00005001043	Burst Snapback	Kim	Civelli	1	100	Standard Shipping	Yet not Accepted	09/24/2024	
00005001042	Catskill Hemp Co. Drawstring Bag Black	Kim	Civelli	1	500	Standard Shipping	Yet not Accepted	09/24/2024	
00005001041	Catskill Hemp Co. Drawstring Bag Black	Kim	Civelli	1	500	Standard Shipping	Yet not Accepted	09/23/2024	
00005001040	Catskill Hemp Co.	Kim	Civelli	1	100	Standard Shipping	Purchased	08/12/2024	



Shop Purchases > View Swag Item Purchase Cancel

Purchase Item: Catskill Hemp Co. Drawstring Bag Black		Shipping Information	
	Item Price: 500 pts Qty Sold: 1 Total Price: 500 pts Item UPC: 550212	Shipment Type: In-Store Pickup Status: Purchased Shipping Account: FedEx POS Shipping Location: 75 - TEST POS Location Address: 195 Lake Louise Marie Road Rock Hill, NY, 12775	Customer Information Customer Email: [redacted] Customer Name: Elizabeth Lara Current Balance: 57.474
Balance Details			
Balance Type	Amount Used	Remaining Balance	
Default	500	3,100	

Fulfilling A Customer's Redeemed Order:

- Fulfillment team clicks on **purchased**
- The status changes in the Control center to “shipping to store”
- A QR code is generated
- The fulfillment team prints out the QR code and places the product in the box with the QR code

Order Number	Product	First Name	Last Name	Qty Sold	Total Amount	Shipping Type	Order Status	Timestamp	Actions
00005001053	Catskill Hemp Co. Drawstring Bag Black	Elizabeth	Lara	1	500	In-Store Pickup	Purchased	10/29/2024	



Alert

Are you sure you want to change status to Shipping To Store?

Close
Yes



Status Updated

Successfully updated status from Purchased to Shipping to Store

OK

QR Code ✕



Close
Print QR Code

Shop Purchases > Swag Item Purchase Print QR Codes

Order Number	Product	First Name	Last Name	Qty Sold	Total Amount	Shipping Type	Order Status	Timestamp	Actions
00005001053	Catskill Hemp Co. Drawstring Bag Black	Elizabeth	Lara	1	500	In-Store Pickup	Shipping to Store	10/29/2024	👁 ✕

Step 8 -Emails

- Once the status in the Control Center changes to "shipping to store" two emails are triggered.
 - The customer will receive a "Get ready for some SWAG!" email.
 - The fulfillment or marketing team will receive an "Order Shipped" email.

CUSTOMER

Your Item Has Shipped

View Your Order ➤



Hey Elizabeth,

Thanks for your purchase at FasTrax POS SWAG Shop! Your order is on the way and we'll let you know when it's ready to be picked up.



Catskill Hemp Co. Drawstring Bag Black

Quantity: 1

Ordered from FasTrax POS

Order number: 00005001053

Shipped to: FasTrax POS 75

195 Lake Louise Marie Road Rock Hill, NY_12775

500 Tokens used

Your satisfaction is our priority. If you have any questions or concerns, please reach out to us by email at support@loyalnsave.com

Thanks again!

FULFILLMENT OR MARKETING TEAM

Your Item Has Shipped

View Your Order ➤



Elizabeth Lara's order has shipped to FasTrax POS 75.

Order Number: 00005001053



Catskill Hemp Co. Drawstring Bag Black

Quantity: 1

Ordered from **FasTrax POS 75**

500 tokens used

Thanks again!

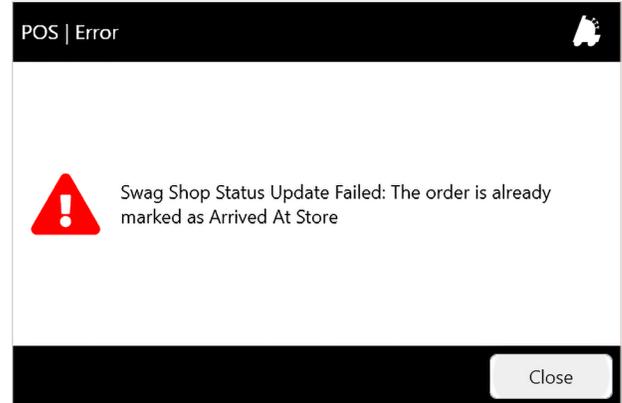
Step 9 -Merchandise arrives at the store

- The manager or cashier scans the QR code at the POS system.
- The message “Successfully updated the Swag Shop item status” will appear after the QR code is scanned.
- If the QR code has already been scanned, the message “Swag Shop Status Update Failed: The order is already marked as Arrived At Store.” will populate on the POS screen.

SUCCESS MESSAGE

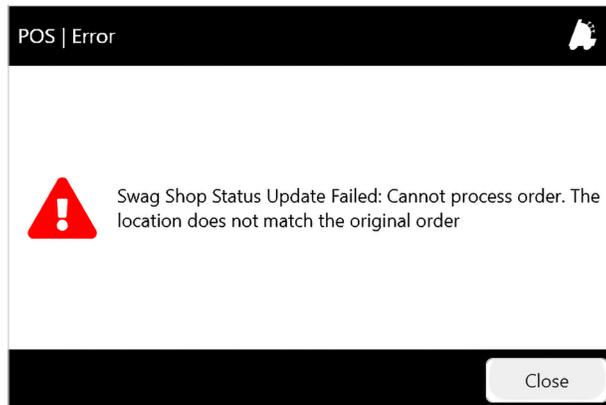


UPDATE FAILURE



Merchandise arrived at the wrong store

- When the QR is scanned the error “Swag Shop Status Update Failed: Cannot process order. The location does not match the original order” will populate on the POS screen.
 - Status in the Control Center will not change.



Once the Merchandise has been accepted by the store, and the QR is scanned successfully, the status in the Control Center changes to "Arrived at Store" and two emails are triggered.

Shop Purchases > Swag Item Purchase Print QR Codes

View Deleted Items
Toggle Dates
ID
30

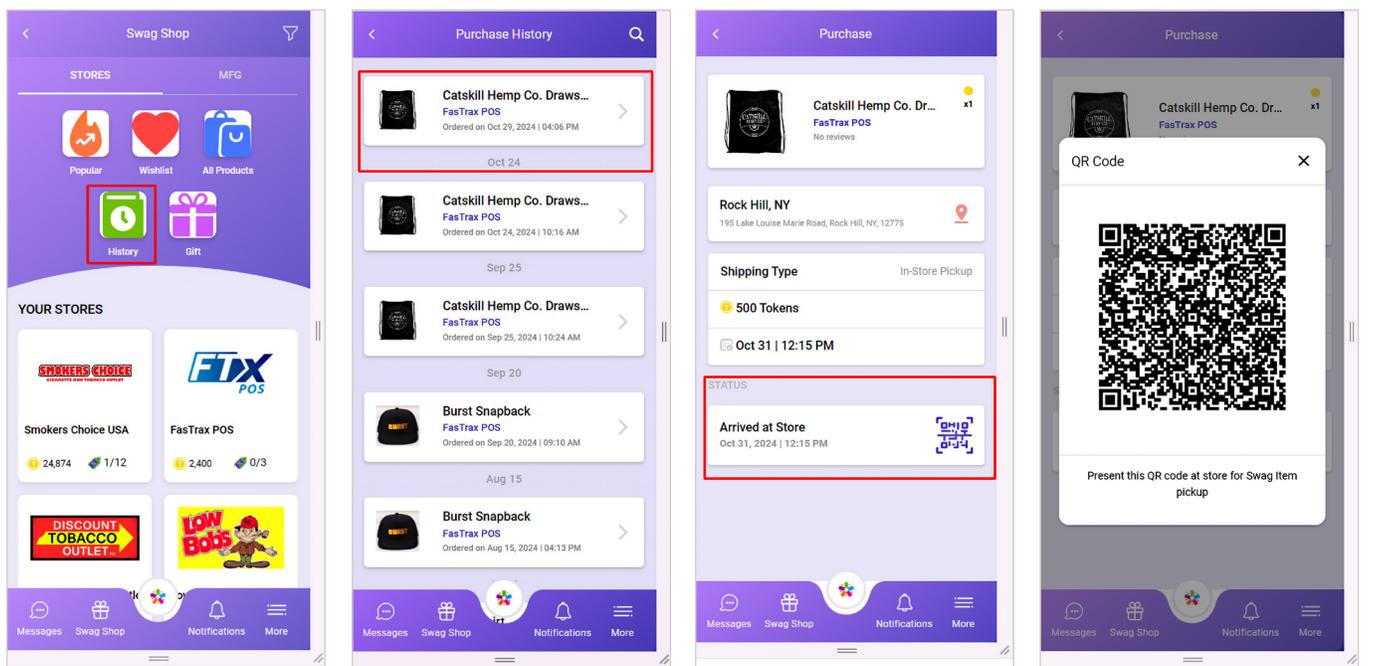
Order Number	Product	First Name	Last Name	Qty Sold	Total Amount	Shipping Type	Order Status	Timestamp	Actions
00005001053	Catskill Hemp Co. Drawstring Bag Black	Elizabeth	Lara	1	500	In-Store Pickup	Arrived at Store	10/29/2024	
00005001052	Catskill Hemp Co. Drawstring Bag Black	Elizabeth	Lara	1	500	Standard Shipping	Yet not Accepted	10/24/2024	
00005001051	Koi CBD TShirt Red 2XL	Kim	Cinelli	1	2,500	Standard Shipping	Yet not Accepted	10/24/2024	
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00005001042	Catskill Hemp Co. Drawstring Bag Black	Kim	Cinelli	1	500	Standard Shipping	Yet not Accepted	09/24/2024	
00005001041	Catskill Hemp Co. Drawstring Bag Black	Kim	Cinelli	1	500	Standard Shipping	Yet not Accepted	09/23/2024	
00005001040	Catskill Hemp Co.	Kim	Cinelli	1	500	Standard Shipping	Purchased	09/23/2024	

Emails

- The customer will receive a "Your Order has arrived in your store!" email.
- The fulfillment or marketing team will receive an "Order Shipped" email.

CUSTOMER	FULFILLMENT OR MARKETING TEAM
 <p>SWAG SHOP Your order has arrived! Scan below code at pickup.</p> <p>Your Swag has arrived at FasTrax POS 75!</p> <p>Please make sure to show this email with your unique QR code and valid I.D. so we can verify your identification. You can also find your QR code under your Swag order through the Loyal-n-Save App. Thank you again for your order. Order number: 00005001053</p> <p>VIEW ORDER</p> <p>Loyal n Save Catskill Hemp Co. Drawstring Bag Black Quantity: 1 Order number: 00005001053 FasTrax POS 75 195 Lake Louise Marie Road Rock Hill, NY, 12775</p> <p>500 tokens used</p>	 <p>Loyal-n-Save You have a new order!</p> <p>Order for Elizabeth Lara has been delivered to FasTrax POS 75 and is ready for pickup. Order Number: 00005001053</p> <p>Catskill Hemp Co. Drawstring Bag Black Quantity: 1 Ordered from FasTrax POS 75 195 Lake Louise Marie Road Rock Hill, NY, 12775</p> <p>500 tokens used</p>

QR codes can also be found under the Swag order through the Loyal-n-Save App.



▶ **Step 10 - Customer picks up their Swag Shop order in-store**

- The manager or cashier scans the customer's QR code at the POS System.
- The status changes in the Control center to "Store Pickup Complete".

MESSAGE DISPLAYED FOR ORDER PICK UP

POS | Success 

 Successfully updated Swag Shop item status

Close

MESSAGE DISPLAYED IF THE QR CODE IS SCANNED ON A PICKED UP ORDER

POS | Error 

 Swag Shop Status Update Failed: Order is already closed

Close

Swag Item Purchase Print QR Codes

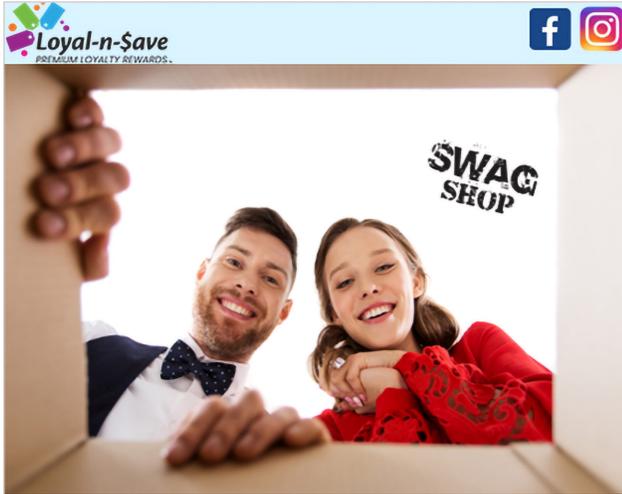
Account: FasTrax POS

Order Number	Choose Product	elizabeth	lara	Qty Sold	Total Amount	Choose Shipping ...	Choose Order Sta...	Timestamp	Actions
00005001053	Catskill Herry Co. Drawstring Bag Black	Elizabeth	Lara	1	500	In-Store Pickup	Store Pickup Complete	10/29/2024	 

Emails

- The customer will receive a "Your order is now completed" email.
- The fulfillment or marketing team will receive an "Order Completed" email.

CUSTOMER



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



500 tokens used

Loyal n Save Catskill Hemp Co. Drawstring Bag Black

Quantity: 1
Picked Up From: FasTrax POS 75
[195 Lake Louise Marie Road Rock Hill, NY, 12775](https://www.catskillhempco.com)

We are always looking for ways to improve. Please tell us about your experience below, so that we can continue to bring you the best possible service. In the meantime, if you have any questions or concerns, please reach out to us by email at support@loyalnsave.com.

TELL US YOUR THOUGHTS

FULFILLMENT OR MARKETING TEAM



COMPLETE:

Order for Elizabeth Lara has been picked up from FasTrax POS 75.

Order Number: **00005001053**



500 tokens used

**Catskill Hemp Co.
Drawstring Bag Black**

Quantity: 1
Ordered from **FasTrax POS 75**
195 Lake Louise Marie Road Rock Hill, NY, 12775

Thanks again!

THE SWAG ORDER THROUGH THE LOYAL-N-SAVE APP IS NOW COMPLETED.

