Loyal-n-$ave
PREMIUM LOYALTY REWARDS ™

Teams

Teams

Teams are the friends and family that you refer to each individual store. The people you refer will directly be put in your first tier. When your first-tier recruits friends of their own, those recruited members will become your second tier. When your second tier refers to their friends, those recruitments will become your third tier, and so on and so forth. All the way down to five tiers, you'll earn a percentage* of everyone's reward tokens made at that particular store.

Percentages are determined by each individual store.

Team levels can be either set globally, or they can be customized on a per-campaign level.

Teams

Loyalty Settings

| General Information | Options | Team | Terms | Notifications | Global Blacklist | Altria Settings |

Customer Referral Bonus (tokens): * `0`

Employee Referral Bonus (tokens) * `0`

Inactivity Months: `4 Months`

Team Breakdown
Here you can manage customer token trickle, where each level is awarded a certain percentage after the purchaser accumulates reward tokens

Team Breakdown

Level 1: **50%**

Level 2: **25%**

Level 3: **15%**

Level 4: **10%**

Level 5: **5%**

Choose how tokens reverse when a team member is involved in a return:

`No Team Return Reward Tokens Re ▾`

From The Loyalty Global Settings.

In the Control Center the path is Point of Sale -> Maintenance -> Settings & Panels -> **Loyalty**

Loyal-n-$ave
PREMIUM LOYALTY REWARDS

Teams

Customer Referral Bonus (tokens)

This can be used to reward your customer with bonus referral tokens for referring Loyal–n–Save to friends and family.

Employee Referral Bonus (tokens)

This can be used to reward your employees with bonus referral tokens for referring Loyal–n–Save to your store customers.

Inactivity Months

If a team member has not been to your store in a while and you want to stop them from accruing team rewards. You can set an inactivity period, this does not delete their tokens or their account and once they make a purchase at your store again theiraccount will be reactivated. Settings: Disable, 1 month through 11 months, 1 year.

Team Breakdown

Here you can manage the token trickle where each level is awarded a certain percentage after the customer accumulates reward tokens. There is a total of five tiers for tokens that can be customizable, a percentage 0 to 100. A total of up to six people can be rewarded at the time of sale but you can set any level to a percentage of zero or turn them off.

Teams

Team member who signed up another or customer

Level Name	Default Percentage	Example Point Reward
Purchaser	100%	100 Tokens
Tier 1	50%	50 Tokens
Tier 2	25%	25 Tokens
Tier 3	15%	15 Tokens
Tier 4	10%	10 Tokens
Tier 5	5%	5 Tokens

Tier 1	Tier 2	Tier 3	Tier 4	Tier 5
Cashier, signed up the customer	Assistant manager	Store manager	District manager	Up to the company how this tier is to be used

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PREMIUM LOYALTY REWARDS

Reverse token options when a team member is involved in a return:

Choose to retrieve tokens from every level or just the level responsible for the return.

Dropdown:

No team return reward tokens removed, return only level 1 reward tokens, return all level reward tokens.

Teams

Example 1:

Parent members: Let's say you have a **district manager,** a manager, an **assistant manager,** and a **cashier.**

- The **district manager** would sign up the manager
- The **manager** would sign up the assistant manager
- The **assistant manager** would sign up the cashier
- The **cashier** would sign up the **customer**

In this scenario:

- The **district manager** is 3 levels above the **cashier**, and **4** levels above the **customer**.
- The **manager** is 2 levels above the **cashier** and 3 levels above the customer.
- The **assistant manager** is 1 level above the **cashier** and 2 above the **customer**.
- The **cashier** is 1 level above the **customer**

This team would mean when the customer purchases:

- **Cashier** would get Level 1 tokens
- **Assistant Manager** would get Level 2 tokens
- **Manager** would get Level 3 tokens
- **District Manager** would get Level 4 tokens

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PREMIUM LOYALTY REWARDS

Example 1:

This is the common practice we use, but customers can also make their own team. We could have a team like:

John < Tom < Sarah < Jimmy < Clerk

- John was signed up by Tom
- Tom was signed by up Sarah
- Sarah was signed up by Jimmy
- Jimmy was signed up by a clerk

So, this team can be used for regular customers, or employees specifically, or both combined. Meaning a team can consist of a mix of employees and customers and whomever the customers have signed up.

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PREMIUM LOYALTY REWARDS

Example 2:

Let's say we have determined the default setting is used, from the global in the example below. This setup can be customized according to how you wish to have it run, even completely disabling as an example.

Sample Settings

• Level 1: 50%

• Level 2: 25%

• Level 3: 13%

• Level 4: 0%

• Level 5: 0%

Levels In Relation to Customer:

• Level 1 is the distance from Purchaser -> Parent Team Member

• Level 2 is the distance from Purchaser -> 2nd Parent Team Member

• And so forth..

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PREMIUM LOYALTY REWARDS

Teams

Example 2:

The most a team structure which earns points would be:

- **Purchaser** (100%) < **Parent 1** (50%) < **Parent 2** (25%) < **Parent 3** (13%) < **Parent 4** (0%) < **Parent 5** (0%)

- Which means if the purchaser has 5 levels above, parent 5 would be the last to earn tokens.

Scenario Breakdown:

In the above scenario, the cashier, who is level 1, will get 50 tokens, and the customer who purchased the product will get the full amount of 100 tokens.

Points would be given like:

- **Purchaser**= Earns 100 tokens
- **Level 1**= Earns 50 tokens (100 * 0.5)
- **Level 2**= Earns 25 tokens (100 * 0.25)
- **Level 3**= Earns 13 tokens (100 * 0.13)
- **Level 4**= Earns 0 tokens (100 * 0.0)
- **Level 5**= Earns 0 tokens (100 * 0.0)

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PREMIUM LOYALTY REWARDS

Example 2:

However, this has some caveats to be aware of. We have one feature which is "Inactivity Months" which means that if someone is idle without purchases for X months, we can technically skip the person if they are inactive.

Let's say hypothetically that **Level 1** was inactive for **4 months**. Now the person at **Level 2** would earn the points for **Level 1**

This changes the system to do the following:

Purchaser (100%) < **Parent 2** (50%) < **Parent 3** (25%) < **Parent 4** (13%) < **Parent 5** (0%) < **Parent 6** (0%) (if exists)

Note how **Parent 1** is not in the rotation.

Note: 100 tokens are customizable in USD but usually the default breakdown is 1$ = 1000 tokens.

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PREMIUM LOYALTY REWARDS