# **EMPLOYEE INCENTIVE PROGRAM (EIP)**





# INTRODUCTION

Employee retention is critical to the success of any bu can negatively impact your business by:

- Slowing down success and growth
- Increasing costs for recruiting and training
- Decreasing employee morale

Our Employee Incentive Program (EIP) is a new Loyal-N-Save module to help retailers retain their employees. When turnover is low, businesses profit. With EIP, employers can offer incentives to their employees and provide opportunities for them to earn commissions or bonuses. This enhancement will motivate your employees to upsell to customers, become more knowledgeable with store products and procedures, and become more engaged with your customers.









With EIP, you can customize and automate your incentive structure and create opportunities for employees to earn rewards in the form of tokens that can be redeemed in store or online in the Swag Shop. In this module, you will learn how to set your team structure, incentive amounts, and frequency of increases depending on how often and how much you want to reward your employees for their extra efforts to upsell to customers and attention to customer service.

The EIP module can help your business not just survive the competition but surpass it. Studies have proven that customers have higher confidence in businesses where employee satisfaction and morale are high. An employee that is engaged with the customer and their shopping experience increases the return rate of repeat customers as well as potential referrals!

FasTrax POS is dedicated to providing businesses with the level of service they expect and deserve. Founded over 15 years ago, we understand the obstacles businesses face and we are proud to offer solutions to help keep your business moving toward the future. We look forward to being a part of your business's success story!







# **TEAM SETTINGS**

Loyalty settings are customizable and adjusted by your account administrator. Here you will enter in the value of tokens customers will receive for referrals, the team breakdown, and your organizational structure. In this area, you will enter your **Basic and Advanced Team and EIP settings.** 

Location: Point of Sales > Maintenance > Settings & Panels > Loyalty > Team Tab

### 1 Basic Team Settings

Under the Basic Team Settings, you determine the value of tokens customers will receive for customer and employee referrals. You also have the option to set a time frame that will trigger the account to go inactive if there is no customer activity for a set period of time. In the example below, if a team member has not been to your store in two months 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 their account will be reactivated.







Basic Team Settings		Advanced	Team and EIP Settings	
Customer Referral Bonus (tokens): *	2500	Organization (Employee Level	<b>n Structure</b> Is to earn incentives)	+ Add New
Employee Referral Bonus (tokens) *	1500	Level	Title	Actions
Inactivity Months:	2 Months	1	Store Employee	
		2	Store Manager	×
<b>Team Breakdown</b> Here you can manage customer token trickle, where each level is awarded a certain percentage after the		3	District Manager	×
purchaser accumulates reward tokens		4	General Manager	×
Team Level 1:	50%	5	CEO	×
Level 2: 25 Level 3: 15% Level 4: 10%	5%	Sliding Ince (Rules to increas Incentive Rule: *	ntive Rule se % of earning incentives based on employment duration) Flat Increment	
Level 5: 5%		Increase the inc	centive percentage by $5.00$ % Per Month $\sim$ of employ	vment, up to 15.00 %
Choose how tokens reverse when a team member is involved in a return:		<b>Probation P</b> (Days before em	eriod (In Days) nployee can start redeeming points from new or existing accounts	transferred to them)
Return Only Level 1 Reward Tokens		_		







Under the Basic Team Setting section, you will see an area for the Team Breakdown. Here you can manage the token trickle where each level is awarded a certain percentage after the customer accumulates reward tokens. Each level is customized and can range from 0% to 100%.

In the example above, the Level 1 employee will earn a percentage of the customer's sales in the form of tokens. Level 2 receives 25%, Level 3 receives 10% and Level 5 earns 5%.

Underneath the Team Breakdown section, you will set how tokens are handled when a team member is involved in a return. If someone on the team makes a return, there are three options how to handle the tokens:

- No Team Return Reward Tokens no action taken on tokens
- **Return Only Level 1 Reward Tokens** tokens are returned only to the first-level employee
- **Return All Level Reward Tokens** tokens are returned to all employee levels







#### 2 **Advanced Team and EIP Settings**

Employees set in your Organization Structure levels are your store staff members. You will be able to set these under the Advanced Team and EIP Settings section. You determine how many levels of employees receive incentives and enter the employee's title in the field.

#### You can add or remove levels.

- To create a new Level, click on the **+Add New Level** button
- To delete a level, click on the X under actions. as employees are still attached to this level."



**NOTE:** If a level is attached to an employee the following error message will appear: "Level cannot be deleted





#### Enter the level and the employee's title:

- Level 1 = Store Employee (typically it is the cashier)
- Level 2 = Store Manager
- Level 3 = District Manager
- Level 4 = General Manager
- Level 5 = CEO

Sliding Incentive Rules (Rules to increase % of earning incentives based on employment duration)

Retailers can increase an employee's incentive and set the frequency of the increase. There are two ways to do this – by utilizing the **Flat Increment** or **Tiered Multiplier** sliding mode. Each can be used with minimal configuration. By setting up the sliding incentive, you will further enhance the flow in which tokens can be earned based on the criteria of days/weeks/months/years of employment.







#### Flat Increment

increase is applied, and how long an employee is entitled to receive increases.

For example, a customer made a purchase and earned 100 tokens. By default (before modification) the Level 1 employee (store cashier) would earn 50% of the 100 tokens which is 50 tokens. The retailer wants their employees to receive a one percent increase every year until they reach the maximum level of 55%. The breakdown below shows that the employees will get a 1% increase after each year of employment until they reach 55%.

Year 0: 50% Year 1: 51% Year 2: 52% Year 3: 53% Year 4: 54% Year 5: 55%









To accomplish this, you will see in the screenshot below the Incentive Rule is set to Flat Increment, with a 1% increase after each year until they reach the maximum of a 5% increase. Note, that the percentage amounts are customizable, and the frequency can be set to increase in days, weeks, months, or years.

Level	Title Actions
1	Cashier
2	Assistant Manager
3	Store Manager
4	District Manager
4 ding Ince les to increa entive Rule:	District Manager  entive Rule ase % of earning incentives based on employment duration)  *  • Flat Increment  • Tiered Multiplier







### **Tiered Multiplier**

With the Tiered Multiplier option, you set how much the employee is to receive and enter the frequency of increases under the Tiered Period section. In the example below you will see that the employee is to receive 1.05% of tokens from month zero to the end of month one. In months two through the end of month six, the employees will receive an increase of .05 for a total multiplier of 1.10%. When the employee reaches month seven, they will receive a 1.25% multiplier increase. Note that this is the maximum the employee will receive since the retailer entered 'Max' in the To field. You can add in more tiers by clicking on Add New Tier.

The incentive breakdown is as follows:

**Month Tiered Multiplier** 

<b>Probation 90 Days</b>	0 Multiplier	Month 7 - 9	1.10 x Multiplier	Month 1 - 3	1.05 x Multiplier
Month 4 - 6	1.05 x Multiplier	Month 10+	1.25 x Multiplier	Month 4 - 6	1.10 x Multiplier
				Month 7+	1.25 x Multiplier







#### **Probation Period**

completed the Probation Period.

In our example, the employee will earn tokens and sales starting on their first day of employment. After their 90th day of employment (on day 91), they can redeem their tokens which can then be redeemed in the store as tender or in the Swag Shop on qualifying items.

<b>Probation Period (In</b> (Days before employee can	Days) start redeeming points from n	ew or existing accou
Probation Days	90	



ints transferred to them)







l evel	Title			Actions
	Otors Englished			
1	Store Employee			
2	Store Manager			×
3	District Manager			×
Л	General Manager			×
-				
5 Sliding Inc (Rules to incre Incentive Rules Tiered Per (Customize Ea	CEO entive Rule ease % of earning incentives ba *	ased on employme ment	ent duration) 1ultiplier	× + Add
5 Sliding Inc (Rules to incre Incentive Rules Tiered Per (Customize Ea Define Incenti	CEO entive Rule base % of earning incentives base *	ased on employme ment () Tiered N	ent duration) Aultiplier Multiplier	× + Add
5 Sliding Inc (Rules to incre) Incentive Rules Tiered Per (Customize Ea Define Incenti From 0	CEO entive Rule base % of earning incentives ba *	ased on employme ment () Tiered N	ent duration) Aultiplier Multiplier Multiplier	× (

Calculation: Any purchase over 6 months will earn a constant additional 1.25% of tokens since MAX is used.







# **INCENTIVE CALCULATIONS**

In this section, we will demonstrate and simulate a few scenarios of the Employee Incentive Program so you can see how tokens are earned and distributed to the team. Employers can set this up in a few steps in Control Center:

- 1. Team Breakdown
- 2. Choose how tokens are reversed
- 3. Set Organization Structure
- 4. Set Sliding Incentive Rule
- 5. Set Probation Period

#### Team Breakdown

Here you manage customer token trickle. You set the percentage breakdown each level will receive. In our examples, we will be using four levels: Cashier, Assistant Manager, Store Manager, and District Manager. Some employers will have more and some will have less. We set the probation period to 90 days, therefore the employee will be able to redeem their earned tokens on the 91st day of employment.







how tokens will be distributed based on the following information for each level:

Level 1 (Cashier) – 50% Level 2 (Assistant Manager) – 25% Level 3 (Store Manager) – 15% Level 4 (District Manager) – 10%

Using the Team Break down as follows:

Level 1 – 50% Level 2 – 25% Level 3 – 15% Level 4 – 10%

# A customer made a purchase and earned 150 tokens. Using the Organization Structure chart below, you will see









### **Organization Structure**

Keyholder or Manager. In our example, the Organization Structure is broken down as follows:

Level 1 – Cashier Level 2 – Assistant Manager Level 3 – Store Manager Level 4 – District Manager

**Organization Structur** 

(Employee Levels to earn inc

Level	Title
1	Cashie
2	Assist
3	Store
4	Distric



re centives)	+ Add New Level
	Actions
r	
ant Manager	×
/lanager	×
t Manager	×







### **Sliding Incentive Rule**

Here the employer sets rules to increase the incentive and also sets the frequency of the increases. There are two options when setting incentive rules – Flat Increment or Tiered Multiplier. You also determine how much, how often, and what the maximum incentive will be.

Flat Increment:

Sliding Incentive Rule (Rules to increase % of earning incentives based on employment duration)



#### Tiered Multiplier:

ncentive Rule: *	🔘 Flat Increment 🧿 T	ered Multiplier	
<b>Tiered Periods</b> (Customize Earnings Define Incentive Perc	Per Date Periods) centage by Months ~		+ Add New 1
From	То	Multiplier	Action
<b>From</b>	<b>To</b>	Multiplier 0	Action
From           0           3	To 2 5	Multiplier           0           1.05	Action







### All of the above-listed steps can be seen below:

Basic Team Settings		Advanced <sup>-</sup>	Team and EIP Settings	
Customer Referral Bonus (tokens): *	2500	Organizatior (Employee Level	s to earn incentives)	+ Add New L
Employee Referral Bonus (tokens) *	1500	Level	Title	Actions
Inactivity Months:	2 Months	· 1	Store Employee	
		2	Store Manager	×
Team Breakdown Here you can manage customer toker	n trickle, where each level is awarded a certain percentage after the	3	District Manager	×
purchaser accumulates reward tokens	5	4	General Manager	×
Team Level 1:	50%	5	CEO	×
Level 2:	5%	Sliding Incer	ntive Rule	
Level 3: 15%		(Rules to increas	se % of earning incentives based on employment duration)	
Level 4: 10%		Incentive Rule: *	Flat Increment () Tiered Multiplier	
Level 5: 5%		Increase the inc	entive percentage by 5.00 % Per Month $\sim$ of emp	ployment, up to 15.00 %
Choose how tokens reverse when a team mo V No Team Return Reward Tokens Remove	ember is involved in a return:	<b>Probation Pe</b> (Days before em	eriod (In Days) ployee can start redeeming points from new or existing accou	nts transferred to them)
Poturn Only Lovel 1 Poward Tokons				







			I	Based on the informa
				The co
				Calculation: 15
Гokens Earned Гoday 's Date	150 5/29/2024			
				The assiste
evels	Team Breakdown Percnt	Team Rewards		Calculation: 15
Level 1 (Cashier)	50	75		
vel 2 (Assistant Manager)	25	37.5		
evel 3 (Store Manager)	15	22.5		
vel 4 (District Manager)	10	15		
			)	
				The stor

#### ation above:

ashier will receive 75 tokens for this sale.

50 (the number of tokens the customer received) <u>x 50% (the team breakdown percentage)</u> = 75 tokens earned

ant manager will receive 37.5 tokens for this sale.

60 (the number of tokens the customer received)

<u>x 25% (the team breakdown percentage)</u>

= 37.5 tokens earned

re manager will receive 22.5 tokens for this sale.

Calculation: 150 (the number of tokens the customer received) x 15% (the team breakdown percentage)

= 22.5 tokens earned







The district manager will receive 15 tokens for this sale. **Calculation:** 150 (the number of tokens the customer received) <u>x 10% (the team breakdown percentage)</u> = 15 tokens earned

With the Employee Incentive Program module, business owners can increase the incentives for employees based on their length of employment by setting Incentive rules. By utilizing the Tiered multiplier in the Employee Incentive Program, employers can reward their employees for their continued loyalty and their efforts to upsell customers and earn a higher percentage in rewards (tokens). The longer an employee stays, the higher the percentage of rewards they will receive until they reach the maximum amount set by the company. Once these settings are in place, the system will automatically calculate and track token balances, redeemed and earned. With the sliding incentive, employers set the amount and frequency of incentive increases during the probation period and their subsequent length of employment.









To demonstrate the multiplier, we will use the same scenario as above but add the enhancement module of EIP that will show how the incentive increase is calculated after the employee hits the milestones set forth by the employer. In our example, the retailer set a probation period of 90 days. During probation, the employee earns tokens at the team breakdown percent rate (they can redeem them after their probation is completed). Once the employee hits their milestone (the first milestone in this example is the start of month four) the incentive rate multipliers are calculated. Note, that the tiered multiplier can be done in increments of days, weeks, months, or years). Our example is shown in months.

Below are the entries in the Control Center that show how and when the multiplier will activate. Although the chart below shows the period of time in Months, you can do this by days, weeks, or years as well.







ered Multiplier		
<b>Sliding Incentive F</b> (Rules to increase % of e	<b>Rule</b> earning incentives based on emp	oloyment duration)
Incentive Rule: *	🔿 Flat Increment 🧿 Ti	ered Multiplier
(Customize Earnings Pe Define Incentive Percent	r Date Periods) tage by Months 🗸	
From	То	Multiplier
0	2	0
3	5	1.05
6	Q	1 10

Max

1.25

9









Continuing with our Tiered Multiplier incentive example, let's look at how the tokens will now be distributed to employees after they complete their probation. The below chart uses the same example as we described above but shows the added incentive breakdown:

By using the settings above, the calculations would lo

MONTHS									
Levels	Team Breakdown Percnt	Team Rewards	Hired Date	Length of Employment	Multiplier	Increase	EIP Reward		
Level 1 (Cashier)	50	75	4/1/2024	1	0.00	0.00	0.00		
Level 2 (Assistant Manager)	25	37.5	12/1/2023	5	1.05	39.38	1.88		
Level 3 (Store Manager)	15	22.5	6/1/2023	11	1.25	28.13	5.63		
Level 4 (District Manager)	10	15	11/1/2023	6	1.10	16.50	1.50		

ook	like	this:







In the table above, for the first three months, the employee will earn the Team Breakdown percent with no multiplier. After 90 days, the employee continues to receive tokens but at a higher percentage and they can start redeeming their rewards through the store or online Swag Shop. Once an employee begins their fourth month of employment, they receive an added multiplier which increases the number of tokens they receive and in this case, it goes from no Multiplier to 1.05. Months 7 – 9 have an incentive multiplier of 1.10 and from month 10 the multiplier is 1.25. After 10 months, the employee is capped and will continue to receive a multiplier of 1.25. Below are two examples showing the incentive multiplier with and without a probation period. Note, the probation period and multipliers are all set by the employer and are optional.

#### **Month Tiered Multiplier**

<b>Probation 90 Days</b>	0 Multiplier	Month 1 - 3	1.05 x Multiplier
Month 4 - 6	1.05 x Multiplier	Month 4 - 6	1.10 x Multiplier
Month 7 - 9	1.10 x Multiplier	Month 7+	1.25 x Multiplier
Month 10+	1.25 x Multiplier		







### **Probation Period**

Probation Period is the length of time a new employee can earn tokens but not redeem them. Once the employee has completed their probation period, they can redeem their tokens. Note, that this is optional and can only be set in days.

From	То
<b>Probation Period</b> (Days before employee	<b>(In Days)</b> e can start redeeming points fr









# **PROBATION PERIOD**

#### **Display Employee Balance**

During the probation period any new members (customers) that the employee signs up, the employee will earn tokens, but the tokens cannot be redeemed. Once the probation period has been lifted, the employee can then start spending their tokens in-store as tenders or in the Swag Shop.

#### **Location:** Loyalty > Customer > Customer

Employees will have two balances on their profile, a Spendable Balance, and Pending Probationary Balance. Once the probationary period has been lifted the Pending Probationary Employee Balance will be merged to the employee's Spendable Balance.

Total Balance	Spendable Balance	Pending Probationary Balance
6,949.00	150.00	6,799.00







Details Contact Settin	igs Balances C	Coupons		Cus
Store Balances				6
Store	# Types	Balance	Action	
SC Choice Management	1	150.00	View	Ma
		ances		
Employee Incentives		lances	SC Choice Mar	nagement
Employee Incentives Store	# Types	Action	SC Choice Mar Total Balance	nagement Spendable Balance









# HOW TO CREATE, EDIT, AND CONVERT LOYAL-N-SAVE EMPLOYEES

Loyal-N-Save (LNS) employees essentially are the store staff members themselves - they function as a regular employee who earns commission-based rewards. The employee can also use the mobile app or website just like a customer does and manage their own team and profiles.

#### **Creating an LNS employee**

Employee Details for Loyal-N-Save employees are displayed differently than for a normal customer. For instance, in addition to the default fields, you will also see the fields below for a Loyal-N-Save employee:

- **Employee Type**
- **Employee Level For EIP**
- Select Employee Manager
- Employee Date Hired
- Probation Ending Date



Can Register Employees (select from the drop-down menu (Yes/No). Note: This field is reserved for District Managers, General Managers, and Store Managers. This allows them to register employees underneath them.













#### Location: Loyalty > Customer > LNS Employees Create LNS Employee Contact Settings Details First Name: \* First Name Last Name: \* Last Name Username: \* Username Email: \* Email Gender: Employee Type: Date Of Birth: \* Date Of Birth Employee Number: \* Employee Number No Can Register Employees Employee Level For EIP: \* Select Employee Select Employee Manager: \* Select Employee Employee Date Hired: \* mm/dd/yyyy Probation Ending Date: -

		•
		•
evel	•	
lanager	•	







### **Editing an LNS employee**

#### **Edit Customer Details**

- Employee Type Dropdown Menu
  - Normal
  - Loyal-N-Save Employee
  - Non-Profit

\*If an LNS Employee is selected, the Employee must have a profile under the LNS Employee Tab as well.

路 Edit Cus	stomer
Details Contact	Settings Balances Coupons
First Name: *	
Last Name: *	
Username:	Username
Email:	
Customer Description:	Customer Description
Gender:	
License Number:	······
Source Campaign:	
Source Signup:	Normal Customer
JWT Token:	LNS Employee Non Profit
Customer Type:	<u>ــــــــــــــــــــــــــــــــــــ</u>
Signup Referral Code:	egLJZt
Core Customer ID:	45c33f43-8f64-4b22-bbeb-25a1b2b501e5
Core Login ID:	N/A









#### **Employee Number**

• Enter the employee's number







#### **Can Register Employee**

- Yes
- No

#### **Employee Level For EIP**

- Level 1 Store Employee
- Level 2 Store Manager
- Level 3 District Manager
- Level 4 General Manager
- Level 5 CEO

#### **Employee Hire Date**

• Enter the employee's hire date

Click <u>Convert to LNS Employee</u> to save.

Convert C
Select Emplo
Part Time
Enter Employ
Select Emplo
Select Emp
Employee Hir
mm/dd/yyy









# **REASSIGNING AN EMPLOYEE ACCOUNT**

There are up to 5 levels in the hierarchy.

#### **Hierarchy Examples**

- Regional Manager -> DM -> Manager -> Employee(s)
- Regional Manager -> DM -> Manager -> Assistant Manager -> Employee(s)
- DM -> Manager -> Assistant Manager -> Employee(s)
- DM -> Manager -> Employee(s)

#### **Replacing a member on the hierarchy**

- Each level of the hierarchy can be swapped with a newly hired employee. manager in place of the old manager.
- Adjustments can occur at any level of the hierarchy. Note: This is only available to employees and will not be allowed for standard customers.

For example: If a store has a manager who is no longer with the Retailer, then we can replace the new















Since employees are linked with individual Employee IDs, the newly placed employee will begin at zero earned tokens. This means that the previous balance of the former employee does NOT transfer to the new employee.











Navigate to the LNS Employee module

**Location:** Loyalty > Customer > LNS Employees

**Alternate Location:** Users > LNS Employees

- Search for the employee using the filters
- Click on the Employee transfer icon to re-assign the employee



- Search for the employee
- Select employees from the list.



• Employees must be on the same Employee Level For EIP (ex. Cashier to Cashier or Manager to Manager.)







Name				Search	
Avah Cortes	Username     Avah.Cortes	Employee # 6659	Email Address Avah.Cortes126@yopmail.com	♦ Phone ♦ ♦ 979-867-8765	Interactive
Showing 1 to 1 of 1 entrie	25				
				Cancel Save	









# **AVERAGE INCENTIVES IN EMPLOYEE'S PROFILE**

This section will review how to display earned employee incentives throughout the probation period.

**Location:** Loyalty > Customer > LNS Employees

**Alternate Location:** Users > LNS Employees

• Locate the employee using the search filters.

LNS Employees	S							
▼ × mail Toggle Dates ID	30	Fmplovee #	÷	John	÷	smith	÷	Mana
JS@gmail.com	J	5678		John		Smith		Ric

















LNS Employees										+
🔻 🗯 Toggle Dates ID 🔒 3	30 🗸									
Email	Employee #	Melvin	🗢 🛛 Last Name	Manager	Average Incentive \$	Choose Can 🔻 🖨	Choose Con 🔻 🖨	Created ≑	Choose Em 🔻 🜩	Actions
Melvin.Malone126@yopmail.com	6522	Melvin	Malone	Kylan Spears	1,993	Yes	Yes	05/23/2024	Part Time	🗡 🗙 🕹 🛙
To see the Emplo	yee's ba	ances c	lick on tl	he Custome	ers tab to c	open their	r profile.			
To see the Emplo B Customers INS Employees	yee's ba	ONCES C	lick on tl	he Custome Balance Types	ers tab to a	open their	r profile.	I Dol		
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The Average	Incentive	column	will	display	y the	em

• Click on the Balances Tab

Details Contact	Settings Bala	nces Coupons	5
Store Balances			
Store	# Types	Balance	Action
SC Choice Management	1	27,899.00	View
i Note: Customer Employee Incentives	currently has no m	anufacturer balanc	es
	# Types	Action	
Store			

ployee's average earnings during the probation period.







• Then click View under Action from the Store Balances section.

- Then click View Balance History
- From here you can see the employee's incentive breakdown.

#### Balance History for Melvin Malone (Default)

Bonus Type	Balance Before	Changed Value	Balance After	Notes	Date	
Referral Tokens	27594.00	+305.00	27899.00	Earn Reference Tokens	05/24/2024 06:45 AM	Î
Referral Tokens	27294.00	+300.00	27594.00	Earn Reference Tokens	05/24/2024 06:34 AM	
Referral Tokens	26694.00	+600.00	27294.00	Earn Reference Tokens	05/24/2024 06:17 AM	
Referral Tokens	26094.00	+600.00	26694.00	Earn Reference Tokens	05/24/2024 06:13 AM	
Referral Tokens	25794.00	+300.00	26094.00	Earn Reference Tokens	05/24/2024 06:11 AM	
Referral Tokens	22794.00	+3000.00	25794.00	Earn Reference Tokens	05/24/2024 05:10 AM	
Referral Tokens	16194.00	+6600.00	22794.00	Earn Reference Tokens	05/24/2024 04:33 AM	
Showing 1 to 14 of	14 entries			<pre>     First </pre>	< Previous 1 Next >	∙ Last ≫
						Cancel

X





# **QUESTIONS OR COMMENTS?**

## Please contact our loyalty specialists at 256-319-3470 or email support@loyalnsave.com.





