

Building Supply Controller Series Ver 7.1 Bulletin 0005
November 13, 2003
Loyalty Program
Contributed by Mainframe Associates

The loyalty program allows you to award points to customers based on sales, and to produce redemption certificates. This has been enhanced in Version 7.1 to allow you to assign loyalty accounts to customers, and to keep track of the value of certificates issued and redeemed.

To set up a customer for the loyalty program, the F3 key on page 4 of the Customer Setup / Maintenance screen allows the user to specify the member number:

BIBB		Customer Setup / Maintenance		7.1.57.005	
Customer Number: [ATKBER] Bernard Atkinson					
[Loyalty Program Status for ATKBER]					
Customer S		NEW MEMBER			
Last Sale Da	Member Number	[0000000003]			0.00]
Last Sale Am	Total Purchases	[]			
MTD Purchase	Total Credit Issued	[0.00]			0.00]
COG	Total Credit Redeemed	[0.00]			0.00]
YTD Purchase	Total Credit Remaining	[0.00]			
COG					
Customer D		Current Loyalty Points [0]			
1. Discount Typ	Certificate Trigger	[5000]			[15]
Discount Rat					t of Measure
Miscellane		Program Expiry Date []			
3. Sales Rep					[] %
Modify field []					
Enter the Loyalty Program Membership Expiry Date,...					
F1	F2	F3	F4	F5	F6
Cancel					
					F7
					F8
					F9
					F10
					Save

‘Member Number’ can be automatically assigned, keyed in, or scanned from your own bar-coded cards.

‘Total Purchases’ is the total purchases made by the member while enrolled in the program.

‘Total Credit Issued’ is the total value of the certificates issued to the member.

‘Total Credit Redeemed’ is the total value of the certificates redeemed by the member.

‘Total Credit Remaining’ is the value of the outstanding certificates issued to the member but not yet redeemed.

‘Current Loyalty Points’ is the member’s point balance.

‘Certificate Trigger’ is the current setting of the program’s automatic certificate trigger.

‘Program Expiry Date’ is currently inactive.

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At the point of sale, either the customer account number or the loyalty program membership number can be used to identify the customer. If you have your own bar-coded cards, you can scan the card at the customer number prompt.

Cust Number [0000000003]		QOH:	TAX:	LIN:		
		COM:	LST:	DEP:	PAT	
		QOO:	ARR:	LOC:	REG:	1(A)
ITEM #	DESCRIPTION	Quantity	Disc	Price	Total	
<p>Enter customer, press a function key, or <ENTER> for CASH,...</p> <p> Create Load No Sale F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 Exit Reprint ROA Pay I/O New Cus Tax # Lookup </p>						

Once a loyalty program membership number is entered, the sale immediately recalls the customer account that it is linked to. This can be an effective way to identify cash-only customers.

Cash Sale [ATKBER]				ELECT		
Bernard Atkinson		QOH:	TAX:	LIN:		
Box 1278 233 Bagshaw St.		COM:	LST:	DEP:	PAT	
Qualicum Beach		QOO:	ARR:	LOC:	REG:	
QU/OR PL 1		1(A)				
1	ITEM #	DESCRIPTION	Quantity	Disc	Price	Total
<p>Enter item number, barcode, supplier xref code, or <F2> Label,...</p> <p> Clr Inv Quo/Ord Ld Inv Ld Kit NewItem Act Inq F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 Top Row Label TOTAL Memo Search Fast </p>						

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When the user redeems a customer's certificate by use of a designated tender code, the user can input the certificate number or select from a pick list.

Charge Sale [ALLHER 1] Hereward Allix 896 Sherwood Point Qualicum Beach		QOH: COM:		TAX: LST:		LIN: DEP:		INVOICE PRT 1 CONT	
Payment Typ GIF Gift Cer		Certificates for ALLHER 1		PAT REG: 1(A)					
Certificate #		Amount		Issue Date		Expiry Date			
00000000402GC		10.00		11/12/2003					
00000000403GC		10.00		11/12/2003					
								90	
								10	
								46	
								\$1.57	
								\$23.93	
								\$0.00	
								\$23.93	
Tendered Amount Due									
Press <ENTER> to select or <F1> to Exit,...									
F1	F2	F3	F4	F5	F6	F7	F8	F9	F10
ExitWin									
1									

After the certificates have been redeemed, the loyalty screen in the customer file is updated.

An EOD report will list all certificates that have been redeemed along with the customer number.

These features currently work with the print program for thermal cut cash receipt printers only.