Loyalty Cards

Contact Management · https://spos.pk/docs/loyalty-cards/

Loyalty cards help you keep regular customers coming back. In Smart POS, a loyalty card is linked to a customer, so their purchases are recorded against it and they can earn rewards or discounts for shopping with you again.

Loyalty cards

1. Go to **Contacts** from the Smart POS main menu and open the customer who should receive a loyalty card.
2. Make sure the customer's name and phone number are recorded correctly, so the card can be matched to them at the till.
3. Record the customer's loyalty card number in their contact details, or create the card through your loyalty or reward points settings.
4. At the POS screen, select the customer before completing the sale, so the purchase is added to their loyalty record.
5. When the customer earns a reward, apply it at the next sale and check their contact record to confirm the updated loyalty balance.

Tip: Always select the customer at the POS screen before finalising the sale, or the purchase will not count towards their loyalty card.

Related guides: Reward points · Customer groups · See it for: Boutique