# Using Eagle Loyalty

Eagle Loyalty allows you to reward repeat customers and keep them shopping in your store.

In this course we will take a look at locating Loyalty Customers within Point of Sale and view their Loyalty summary information.

We will also examine the process for redeeming loyalty Gift Card dollars and the use of Dynamic Coupons.

After setting up Eagle Loyalty, your clerk will be prompted to enter the Loyalty ID in Point of Sale.

Here you can scan the customer's Loyalty Card or manually enter their number.

If the prompt is skipped, you can recall it via the Menu button on the Ribbon Bar.

Select Enter Loyalty #/View Loyalty Summary.

If the Loyalty Card is unavailable, locate the customer using the customer search box.

You can enter the customer's Loyalty Number, phone number, or email address.

On software release 26.1 and higher you can set Option ID 1723 to Yes.

This will give your loyalty customers the ability to link the transaction to their loyalty account by entering their phone number on the PIN Pad.

To view the Loyalty Summary on Eagle Software Release 26 and higher, enter the customer Loyalty number.

Press the Summary button.

The left side of the screen displays the customers address, phone number, and email.

It also shows current Loyalty points and the future dollar value.

Reward and Redemption History is located on the right.

Click OK to close the window.

After loyalty points are converted into a dollar value they can be applied to a reusable gift card.

To redeem a loyalty gift card, finalize the transaction.

If the customer has a balance on their Card, a pop-up screen displays the current balance.

Select 'Yes' to apply the balance.

Accept additional tender if needed and then complete the sale.

Sometimes a customer may receive a coupon as a reward for their purchases.

Begin the transaction by entering the loyalty number.

Now scan or enter he customer's purchases.

When complete, scan or enter the Dynamic Coupon barcode.

Press Total.

The Total Screen will reflect the reduced price of the merchandise.

Finalize the transaction just as you normally would.

In this course you have learned how to look up Loyalty customers within Point of Sale and view their Loyalty history summary

We have reviewed the steps needed to redeem Eagle Loyalty Gift Card dollars and Loyalty Dynamic Coupons.

You should now be ready to offer valuable rewards to your loyal customers and keep them coming back your store.

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| Corporate Office | Latin America and Caribbean | Europe, Middle East and Africa | Asia | Australia and New Zealand |
|---|---|---|---|---|
| 804 Las Cimas Parkway | Blvd. Antonio L. Rodriguez #1882 Int. 104 | No. 1 The Arena | 238A Thomson Road #23-06 | Suite 2 Level 8, |
| Austin, TX 78746 | Plaza Central, Col. Santa Maria | Downshire Way | Novena Square Tower A | 100 Pacific Highway |
| USA | Monterrey, Nuevo Leon, CP 64650 | Bracknell, Berkshire RG12 1PU | Singapore 307684 | North Sydney, NSW 2060 |
| Toll Free:     +1.888.448.2636 | Mexico | United Kingdom | Singapore | Australia |
| Direct:        +1.512.328.2300 | Phone:        +52.81.1551.7100 | Phone:        +44.1344.468468 | Phone:    +65.6333.8121 | Phone:        +61.2.9927.6200 |
| Fax:           +1.512.278.5590 | Fax:           +52.81.1551.7117 | Fax:           +44.1344.468010 | Fax:        +65.6333.8131 | Fax:           +61.2.9927.6298 |