

How preference weightage works in loyalty points?



To know how preference weightage works in loyalty points, you need to know following things:

Suppose you have a customer which belongs to Customer Group and also belongs to Collection. And we want to know that which loyalty point definition is applied to that customer. For this we have to set preference weightage for different loyalty point definitions. More the weightage of the loyalty point settings more is the preference for that loyalty point definition. Therefore, that loyalty point definition is applied to customer who has more preference weightage.

For example, if you have defined loyalty program with preference weightage 1 for Golden Member Customer Group. You gave loyalty points to this definition as 1 if invoice amount exceeds 100. As shown below

View Loyalty Settings

Loyalty Setting Name : Loyalty Point for Golden Member

Preference Weightage : 1

Start Date : 05/06/2016 00:00:00

End Date : 07/07/2016 23:59:59

Is Default Setting : Is Active :

Use for a Customer Group :

Customer Group : Golden Member

Use for a Collection :

Collection :

Referral Points : 10 (These are the points awarded to a customer who refers other customers.)

Loyalty Points Invoice Range

Rs. 1.00 in Invoice Amount = <Conversion Factor> Loyalty Points
example :
For Conversion Factor = 1
Rs. 100.00 in Invoice Amount = 100 Loyalty Points
For Conversion Factor = 2
Rs. 100.00 in Invoice Amount = 200 Loyalty Points

Invoice Amount Exceeding	Conversion Factor
Rs. 100.00	0.01

Loyalty Points Flat Range

Additional Flat Points are awarded to customers on the invoices exceeding the specified amount.

Invoice Amount Exceeding	Flat Points
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Save Close

And another loyalty program with preference weightage as 2 for **Bangalore City Customer Collection**. You gave loyalty points to this definition as 10 if invoice amount exceeds 100.





View Loyalty Settings

Loyalty Setting Name : Loyalty Points for Bangalore Customer

Preference Weightage : 2

Start Date : 07/06/2016 00:00:00

End Date : 07/06/2016 23:59:59

Is Default Setting : Is Active :

Use for a Customer Group :

Customer Group : [Empty]

Use for a Collection :

Collection : Bangalore City Customer Collection

Referral Points : 20 (These are the points awarded to a customer who refers other customers.)

Loyalty Points Invoice Range

Rs. 1.00 in Invoice Amount = <Conversion Factor> Loyalty Points
example :
For Conversion Factor = 1
Rs. 100.00 in Invoice Amount = 100 Loyalty Points
For Conversion Factor = 2
Rs. 100.00 in Invoice Amount = 200 Loyalty Points

Invoice Amount Exceeding	Conversion Factor
Rs.100.00	0.1

Loyalty Points Flat Range

Additional Flat Points are awarded to customers on the invoices exceeding the specified amount.

Invoice Amount Exceeding	Flat Points
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Save Close

While making invoice, the customer who belongs to **Golden Member Customer Group** and also belongs to **Bangalore City Customer Collection** will take that loyalty points whose preference weightage is more. In this case preference weightage 2 is highest, so Loyalty for Bangalore Customer is applied.

You can see the credit point by clicking Customers on 1st Page. And then select on customer of which you want to see credit points. Then click on View Loyalty Transactions.



Customer Code	Name	Search Code	Customer Group Name	Is Enrolled For Loyalty Points	Loyalty Number	Cur Sto
C00002	Aarav		Golden Member	Yes	LN00001	
C00007	Abhinav S		Platinum Member	No		
C00001	Anshi	01	Silver Member	No		
C00003	Ayush		Golden Member	No		
C00004	Shriya	145	Golden Member	No		
C00006	Uday Sheety		Platinum Member	No		
C00005	Vidhya Sharma		Silver Member	No		

Since the total invoice amount is Rs. 1,149, customer gets a credit point 114.9. As highest preference weightage loyalty point definition is applied to the customer.

Location Name	Customer Name	Transaction Date	Credit Points	Debit Points	Narration Text
Hyper Drive Salon	Aarav	07/06/2016 03:51 PM	114.90	0.00	For the Numt : HDS-10001