SocioStacks-Reward Loyalty is designed for both multiple businesses (partners) and single businesses that need a digital savings card solution.

At its core, **SocioStacks-Reward Loyalty** is a digital loyalty reward system. But think of it also as a modern version of treasure hunting.

Every company offers unique QR codes which lead to their loyalty cards. When you, as a member, scan a QR code, the associated loyalty card is revealed. It's only added to your personal "wallet" – the main page of our system – when you either follow that card or start collecting points on it.

The magic is in the flexibility. You can be a loyal customer of one company or of many companies and collect points from one or from several companies, all stored in the same wallet. And here's the privacy advantage: these companies know nothing about each other on our platform.

Whether you're a stand-alone company looking to offer loyalty cards, or a conglomerate of companies looking to share a universal rewards platform, **SocioStacks-Reward Loyalty** has you covered.

Improve Customer Loyalty with Digital Savings Cards

Make it easy for your customers to earn rewards with app. Publish a QR code, and customers can start earning points for attractive rewards.

Reward With Digital Savings Cards Enhance Your Customer Experience

Effortless usage.
Customers simply show a QR code to a staff member and start saving.

Full transaction history.
Provide members with a comprehensive overview of their earnings and expiration dates.

First in, first out.
When rewards are claimed, older points are used first.

Maximize Engagement Flexible user management.

Host multiple businesses within one installation, thus maintaining only one platform.

Unlimited scope.

There are no limitations on businesses, users, or cards, your server sets the limit.

Suitable for any business.

Fitting for any business that wants to offer reward-based savings cards to their customers.

Gain Insights with Precision

In-depth analytics.

Give partners clear insights with details about card views, reward views, earned points, and claimed rewards.

Rules for earning.

Each card can have unique rules for earning points, tailored to the needs of the issuer.

Notes and images.

Staff can add images and notes to earnings and claims, thus building a detailed history.

Adapt to Your Environment Multi-language support.

The application is fully translatable, catering to a global customer base.

Full localization.

Supports time zones, currency, dates and notes, ensuring a seamless user experience.

Dark mode.

Allow users to switch to a visually comfortable dark mode.

Your All-In-One Solution for Savings Cards

Choose Your SocioStacks-Reward Loyalty License

At the foundation of every successful business is a loyal customer base. SocioStacks-Reward Loyalty simplifies the process of rewarding your customers, increasing repeat customers, and boosting your sales. Whether you're a marketer

looking for an efficient way to manage loyalty card programs or a developer seeking a robust, easy-to-implement solution, SocioStacks-Reward Loyalty is your perfect match

How It Works –Guide

Partner Dashboard

Once a partner is created, they can sign in to their dashboard at `/en-us/partner` ([demo](#)) using the login details you provided. Here, partners can craft their loyalty cards and onboard staff members. For detailed steps on creating a loyalty card,

Partners can then share their loyalty card link or the associated QR code, allowing members to earn points.

Displaying Loyalty Cards on the Homepage

During partner creation or editing, there's an option labeled `Can display cards on homepage`. When activated, this lets the partner display their loyalty cards on the homepage with the `Visible on homepage` setting.

If deactivated, members can only access the loyalty cards through a direct link or QR code.

Access your partner dashboard by appending `en-us/partner` to your domain ([demo](#)). As a partner, you represent a business, a company, or any entity who wants to create loyalty cards.

Clubs

Clubs serve as organizational tools on the partner dashboard. Picture clubs as distinct categories that segregate employees associated with various loyalty cards. For instance, a multi-location business can have a distinct customer card for each location. Using clubs ensures that staff from one location don't interact with customer cards from another.

Loyalty Cards

Loyalty cards are the core of the system. Each loyalty card has general settings and rules, content, and design features. A loyalty card can contain one or more rewards.

Visible on Homepage

Activate the `Visible on homepage` setting to showcase your loyalty card on the main page. If deactivated, the card becomes accessible only via its QR code or direct link.

Rewards

Rewards are the coveted prizes for which members save points.

Staff

Employees are the hub of the points and rewards mechanism. They scan members' QR codes with any device. The QR code leads to the staff dashboard. If they are verified and authorized for that particular card (i.e., they belong to the same club), they can award points or validate a reward claim for the member.

Members

Members, or customers, accumulate points to earn rewards. Partners have access to a list of members who have used their loyalty card, listing those who have accumulated points.

Analytics

For a better understanding of your loyalty card's performance, dive into the detailed analytics section. This section includes statistics from card views to points accumulated and rewards redeemed, providing a holistic perspective of your loyalty program's traction.

Designing Your Loyalty Card

Before You Begin

1. Club Creation

Start your journey by making sure you have at least one club set up. A club is important for organizing cards and delineating staff roles. Clubs are not visible on the website, but it is important to remember that staff can only use cards that belong to their club.

2. Reward Setup

A loyalty card needs rewards. Before you create your card, make sure you have designed rewards that members can earn points for.

Constructing Your Loyalty Card

Date Settings

It is crucial that customers know the life span of their cards. Assign a clear issue and expiration date to each card. This ensures that the card remains active only within this defined time frame.

Display Options

Highlight your card by toggling on the `Visible on homepage` setting, making it easily accessible from the main page. For a more exclusive approach, leave this option off; this way, your card is reachable only through its QR code or dedicated link.

Rule Configuration

Set up your card rules to define the currency and method for calculating points on each purchase. This clarity streamlines the process for staff so they can effortlessly record purchase amounts. In addition, consider a welcome gesture: give members bonus points with their first purchase.

Design

The design of a card should match the essence of your brand. If you use a background image, adjust the `Background color opacity`. An opacity of `100` means a solid background that hides your image from view. Choose a more translucent background to show off your image better.

Managing Members in the Partner Dashboard

Overview

The Partner Dashboard provides an insight into the members that their staff has engaged with over the past year.

To view these interactions, simply head over to **Users > Members**.

Member Interactions

Within the member list, there's a specific column labeled `Loyalty Cards`. This column displays all the loyalty cards associated with the partner that the member has interacted with.

Reverting the Latest Transaction

When selecting a particular card from the `Loyalty Cards` column, a button labeled `Delete last transaction` becomes visible.

Clicking this button will undo the last transaction associated with that loyalty card. It's essential to note:

- This action is irreversible.
- A transaction can either be the issuance of points or the claim of a reward.
- If a claimed reward's transaction is reversed, the points used for that particular reward will also be reverted. This might impact one or several preceding transactions.

Staff Overview

Access the staff dashboard by appending `en-us/staff` ([demo](#)) to your installed script domain.

As central participants in the loyalty card ecosystem, staff members - created by partners - have the ability to scan member QR codes, award points and redeem rewards.

QR Code Scanning

With their favorite QR scanner, employees can quickly scan member QR codes. We recommend using the standard camera app for this purpose. Upon successful scanning, they are redirected to the staff dashboard, where they can continue working with the member's loyalty card.
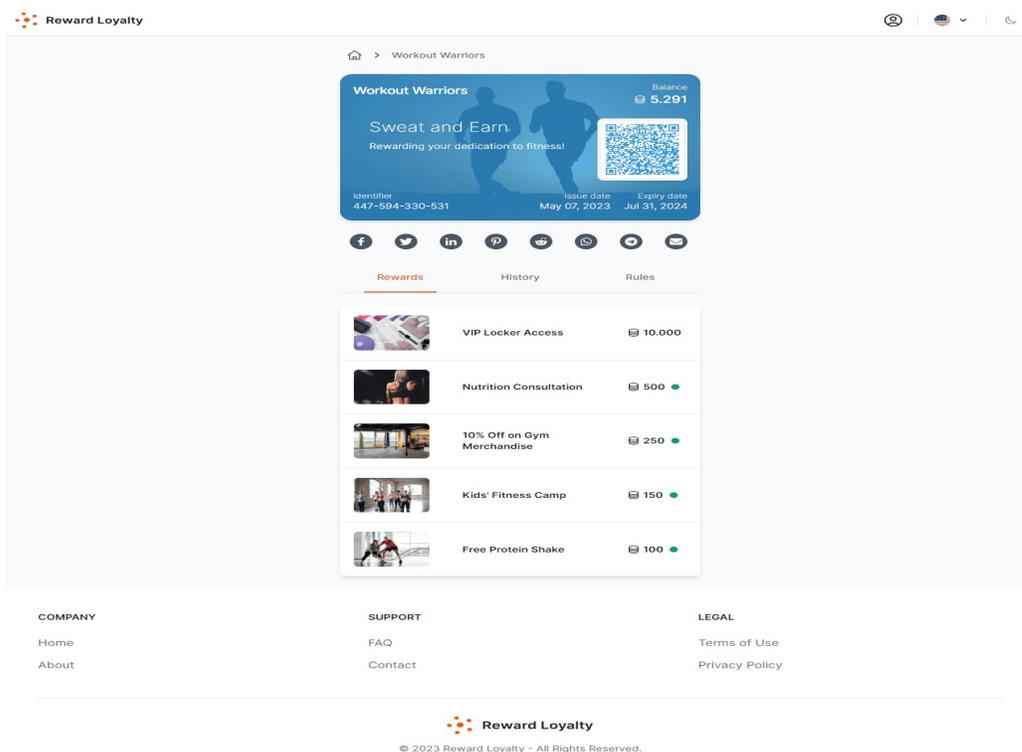
Rewarding Points

Staff members can add points to members' card balances. To do this, the staff member must be affiliated with the same club as the loyalty card. When creating a loyalty card, partners must assign the card to a specific club - the same goes for staff members.

QR Code Scanning

Each loyalty card has a QR code that is visible to logged-in members. When an employee scans the QR code of a member's loyalty card, they are directed to their employee dashboard, where they can enter the member's purchase amount. The system then calculates the corresponding points based on this amount and the specific rules associated with the card.

Points-Only Mode

There is also the option to enable the `Points only` switch. With this setting, a staff member only needs to enter points and not a purchase amount.

Purchase amount *

Points

$ 0.00   USD

0

Enter points only

Add a photo of the receipt

Optional note...

Add points to balance

Member Name
Joined in August 2023   248-815-362-082

Workout Warriors   Balance 5.291

Sweat and Earn

Rewarding your dedication to fitness!

Identifier   Issue date   Expiry date
447-594-330-531   May 07, 2023   Jul 31, 2024

View card on website

Redeeming Rewards

A similar process is used for redeeming rewards. After a member accumulates enough points for a reward, he/she displays the QR code to claim the reward. The staff member scans this code to claim the reward.

ℹ️ Show this QR code to an employee.

You have 5.291 points. After claiming this reward, you have 4.791 points remaining.

Nutrition Consultation
Fuel your fitness journey with ...
🪙 500

COMPANY

Home

About

SUPPORT

FAQ

Contact

LEGAL

Terms of Use

Privacy Policy

Reward Loyalty
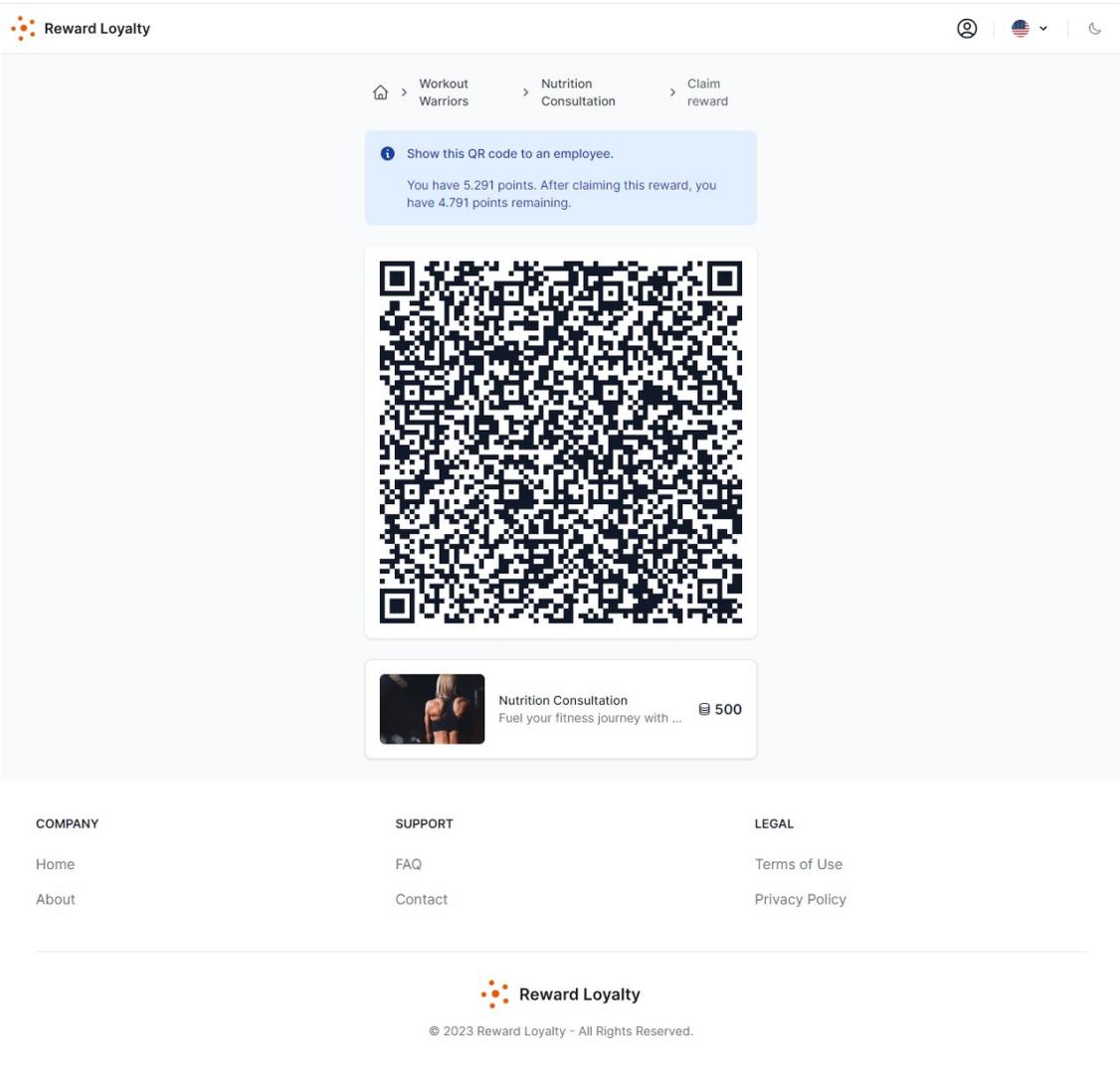
Rectifying Errors

In the event of inadvertent errors while crediting points or redeeming rewards, partners have the option to reverse the most recent transaction. This ensures that corrective action can be taken to maintain the integrity of the loyalty system.

Integrated QR Code Scanner

While all QR codes can be scanned using any standard QR code scanner or your device's camera app, our system also includes a built-in QR code scanner for added convenience.

Staff members can utilize this integrated scanner to read loyalty card codes.

Please note that as this QR scanner relies on client-side JavaScript code, its performance might be slightly less consistent compared to a native app. If the QR code resolution process is delayed, a page refresh followed by re-scanning often helps.

Recent Member Interactions

Staff members have access to a list of members they've recently engaged with. This includes members whose QR codes they've scanned and for whom they've issued points or rewards within the past 7 days.

Each member's record includes one or more cards that the staff member has interacted with.

Member Overview

Members, also known as customers, are the sole user group with the ability to sign up independently. They can easily register and log into the system via the homepage ([demo](#)).

The homepage can be visualized as a wallet. Members can collect loyalty cards and save for rewards.

Start earning rewards by
scanning a QR code!
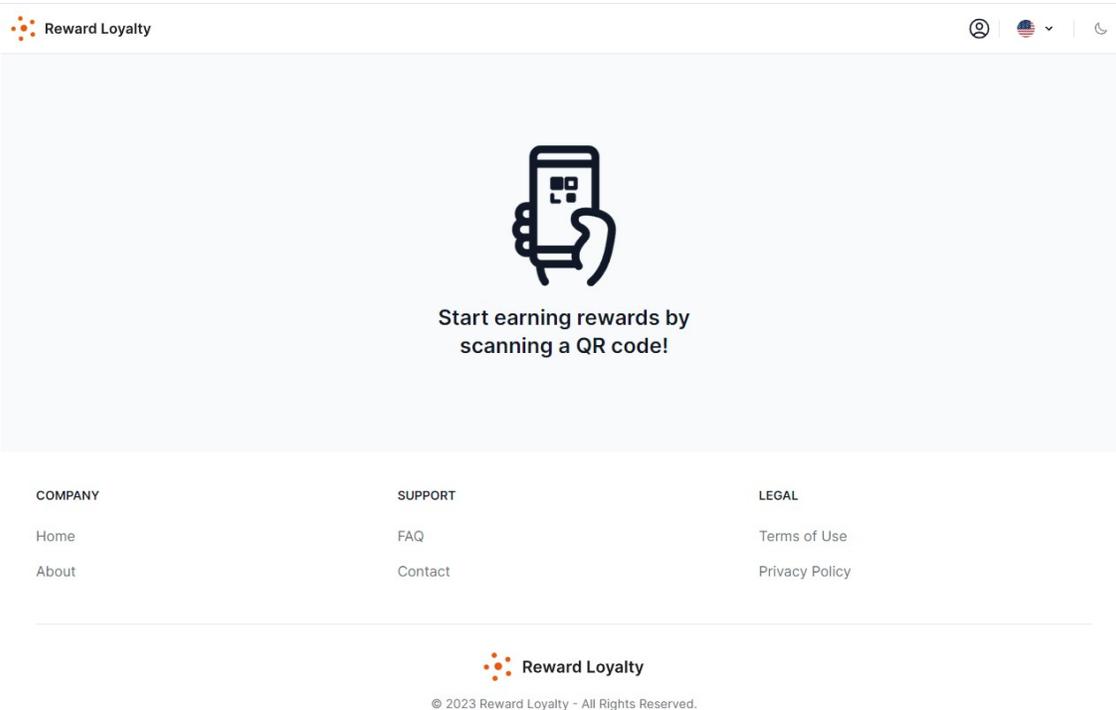
Acquiring Loyalty Cards

The intent of the design is for users to collect loyalty cards by scanning QR codes. Since there is no centralized list of businesses with available loyalty cards, this provides significant flexibility in including different businesses within the system without those businesses knowing about each other. These could be competitors or businesses that otherwise do not want to be associated with each other.

Members will only add loyalty cards for the QR codes they encounter in their daily lives - whether on a menu, window display, advertisement or business card.

Visible on Homepage

However, there's also a feature allowing partners to set their loyalty cards to be visible by default on the homepage. For example, this can be advantageous if one company uses the platform and wants all of its loyalty cards to be immediately visible on the homepage. You can also give only certain partners the privilege of showing their loyalty cards.

If one or more loyalty cards are visible on the homepage by default, a member will see something like below when they visit the website.

Discovering Loyalty Cards: How do Members Find Them?

Members can locate a loyalty card to start saving points in several ways.

Browsing the Website

Partners have the ability to design loyalty cards and make them publicly visible on the homepage. This enables visitors to the website to see a selection of loyalty cards that are readily available.
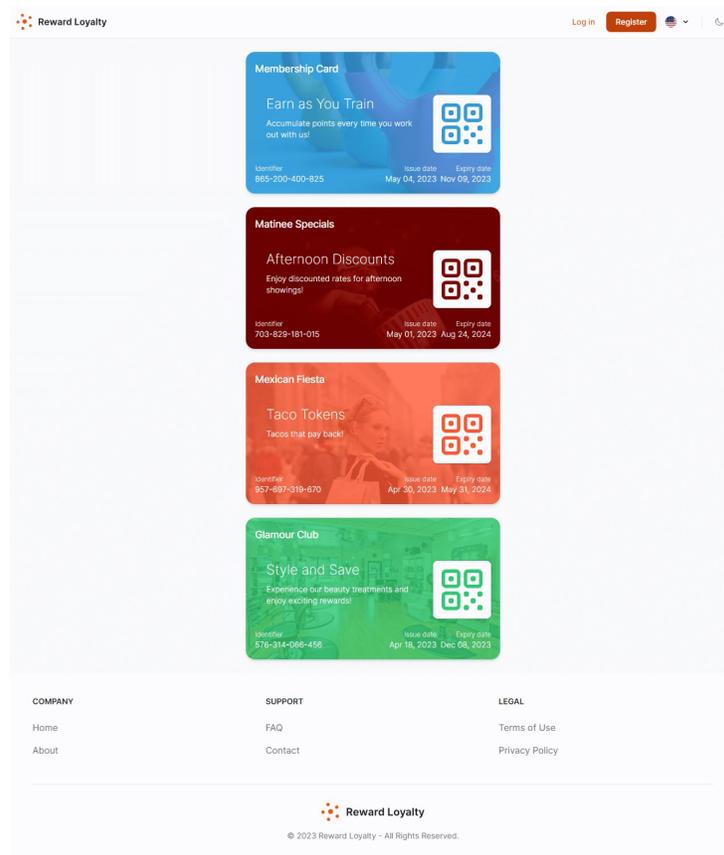
This is optional, you may choose to maintain an empty homepage as depicted below. In this case, members will need to scan a QR code, as outlined in the next paragraph.

This is probably the most direct method of engaging people in specific loyalty campaigns. Each loyalty card has a unique URL. Turn this URL into a QR code and display it wherever it suits you - on business cards, menus, window displays, flyers, promotional materials and more. This provides an easy gateway for potential members.

Utilizing Loyalty Cards: How Do Members Use Loyalty Cards?

Once a member discovers a loyalty card they wish to collect points with, they can select the `Start saving for rewards` button. This action bookmarks the loyalty card and displays it on the homepage for the logged-in member. Note that an account is required to follow a loyalty card.

The `Start saving for rewards` button is only visible for cards that aren't already set to be visible on the homepage by default. If a member earns points for a loyalty card, that card will automatically appear on the homepage.

Accumulating Points

To gather points, members present their loyalty card which contains a QR code that can be scanned by staff. Staff then input the member's purchase amount, and the system calculates the points based on the specific card's rules. Members can view these rules under the `Rules` tab located beneath the card.

Members receive an email with the points they have earned (this feature is disabled on the demo) and can view the transaction in the `history` tab under the card.

Redeeming a Reward

Once members have collected sufficient points to claim a reward - indicated by a green dot appearing next to eligible rewards - they can

select the reward and press the `Claim reward` button. This action generates a QR code for the member to show to staff at the venue.

Staff can process the reward and claim it on their dashboard. The system then deducts the corresponding points from the member's account. Members receive an email outlining the transaction details (this feature is disabled on the demo), and they can review the transaction in the `History` tab beneath the card.

How Does the Redeeming of Points Work?

Points are redeemed on a first-in, first-out basis. This means that points earned from the oldest transactions, which have the shortest expiration date, are used first in a redemption process.

Points from a single transaction may be partially used depending on the number of points needed for a particular reward. This allows members to maximize the use of their points and minimize potential waste.

Each set of earned points has its own expiration date, which is determined by the date (timestamp) of the transaction that earned the points. The countdown to expiration begins from this date, making it imperative for members to keep track of their points and redeem them on time to get the most out of their participation in the loyalty program.