

REWARD POINTS PLUG-IN

STANDARD EDITION

USER GUIDE

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1. INTRODUCTION

There is no doubt about the benefits of customer loyalty to your business. The question is how you can utilize this to gain more values and generate more sales? It seems you need a reward program. Not only on website should you use reward points but also in your mobile shopping app. We offer you a wonderful solution- SimiCart's **Reward Points** plugin. It is designed to maximize customers' engagement in your mobile shopping app through many useful features.

With the **Reward Points** Plugin-in Standard edition (equivalent to Magestore Reward Points Plus extension –Standard Edition), your customers especially loyal ones will enjoy shopping experience in your shopping app than ever.

Outstanding Features

For Customers:

- Earn reward points for placing orders at the rate configured in backend
- View information about reward points in many places including product detail pages, shopping cart and checkout
- Can spend points for orders at the rate configured in backend
- Can view information on point spending in shopping cart and checkout pages
- Follow and manage their reward points in My Rewards page.
- Save reward cards to their Passbook account.

For Admin:

- Configure it as Magestore Reward Points extension in your website.
- Configure earning rates for customers to earn points corresponding to the value of the orders they place

- Configure spending rates for customers to exchange points into money to check out
- Manage earning/spending rates: add/edit/delete rates, etc.
- Manage transactions related to points
- Manage how mobile reward cards looks with logos, images, texts...
- Allow customers to add reward cards to their Passbook.

Others:

- Only works if the site installed with Magestore Reward Points Plus Extension (all editions)
- Supports multiple stores
- Easy to install and configure
- User-friendly interface
- Compatible with Magento Community version 1.4 - 1.9

2. HOW TO INSTALL

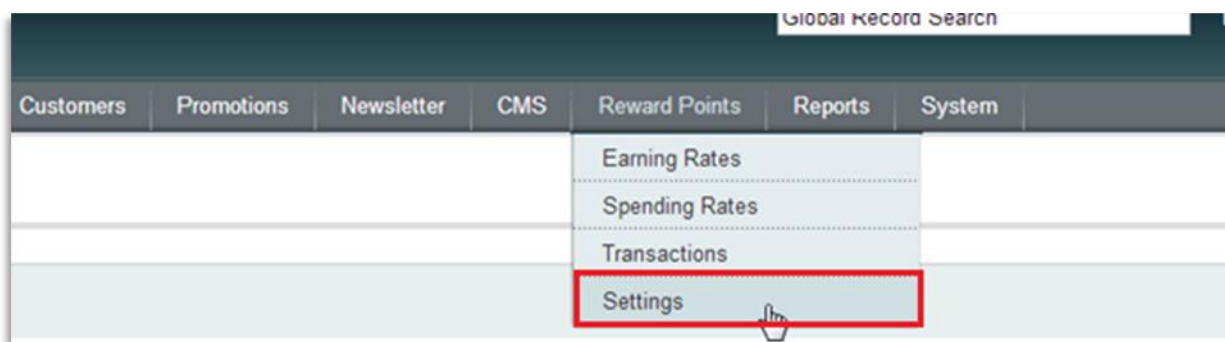
1. After purchasing plug-in, you will be directed to App Management page. Go to **Install Connector** tab; download **Reward Points** connector, which is a zip file.
2. It is required to enable cache in the administration panel of your site. Go to System/Cache Management. Choose all caches and take action “Enable” then submit.
3. Use FTP client (such as Filezilla, WinSCP, cuteFtp) to upload or copy all folders in the zip package to your Magento site root folder. This will not overwrite any existing files, just add new files to the folder structure.
4. After uploading is done, log in to your Magento administration panel to refresh cache. Go to System/Cache Management. Select all caches and take action “Refresh” then submit.
5. Navigate to System/Configuration; if you can see the extension tab, it is installed properly.
6. Now if you get Access denied error when clicking on the extension tab, you need to log out admin panel and log in again.
7. Open the Magento backend and start configuring.

3. HOW TO CONFIGURE

You can configure **Reward Points** plugin right in the menu of **Reward Points** Extension in your website. The configuration is the same as that of Reward Point Extension- Standard edition. **Reward Points** plugin has standard features but not premium or advanced ones of Reward Points all editions.

3.1 Settings

Go to **Backend > Reward Points> Settings**



Then you will see 6 tabs to configure: **General Configuration**, **Mobile App Display Configuration**, **Earning Configuration**, **Spending Configuration**, **Mobile Rewards Card** and **Email Configuration**.

Please pay attention to **Mobile App Display Configuration** and **Mobile Rewards card** that is related to mobile app and SimiCart. If you have already set up all the configurations for Reward Points before, you don't need to make any changes in other sections.

a. Mobile Rewards Card

Mobile Rewards Card

Enable Rewards Card

Yes

[STORE VIEW]

Logo Text

SimiCart

[STORE VIEW]

Description

Magento in a mobile app

[STORE VIEW]

Organization Name

SimiCart

[STORE VIEW]

Foreground Color

FFFFFF

[STORE VIEW]

Background Color

FF6600

[STORE VIEW]

Images

Icon

Choose File No file chosen

[STORE VIEW]

▲ Recommended size: 70x70.

Logo

Choose File No file chosen

[STORE VIEW]

▲ Recommended size: 90x90.

Strip Image

Choose File No file chosen

[STORE VIEW]

▲ Recommended size: 640x245.

Location

Latitude

21.001732

[STORE VIEW]

Longitude

105.824010

[STORE VIEW]

Preview in map

No.	Field	If you choose...	Result will be...
1	Enable Rewards Card	Yes	Reward card is enabled on your app
2	Logo Text	Enter your logo text	Text is shown beside logo on Reward Card
3	Description	Enter your reward card description	Description is shown on reward card
4	Organization Name	Enter your organization	Organization name is

		name	shown on rewards card
5	Foreground Color	Enter your desired foreground color use our color pick	Reward card will have a foreground color as you want
6	Background Color	Enter your desired background color or use our color pick	Reward card will have a background color as you want
7	Icon	Choose file for your icon	Shown on your reward card
8	Logo	Choose file for your logo	Shown on the top left corner of reward card
9	Strip Image	Choose file for your strip image	Shown on center of reward card
10	Location - Latitude	Latitude of your physical store	Pinpoints exact location of your store
11	Location - Longitude	Longitude of your physical store	Pinpoints exact location of your store
12	Relevant Text	Enter your message you want to send to customers	It's the message sent to customers' device when they come near to your store (it doesn't include your store name)
13	Terms and Conditions	Enter your terms and conditions text	Shows when customers tap for more information
14	App Launch URL	Enter your app URL	Your app URL

15	App Associated Store Identifier	Enter your app store identifier	Get from iTunes connect. Please contact with us to get this number
16	Passbook Type ID	Enter your Passbook Type ID that you registered with Apple	It is used to connect the app with Passbook
17	Team ID	88X6EP4WFV	Developer team ID from apple developer website
18	P12 Certificate	Enter your P12 Certificate	Certificate you used to encrypt your passbook. This certificate is used to register passbook type ID, too.
19	P12 Password	Enter the password of your P12 file	
20	WWDR Certificate	Enter your WWDR Certificate	Apple worldwide developer relations certificate

b. Mobile App Display Configuration

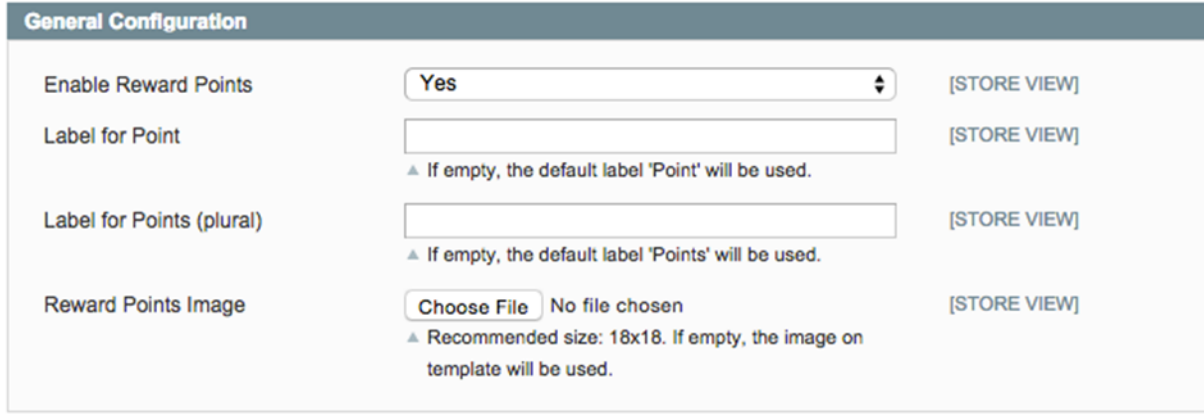
This setting will help display reward points in your mobile app.

Mobile App Display Configuration		
Display Collectible Points on Product Detail Page	<input type="text" value="Yes"/>	[STORE VIEW]
Display Collectible Points on Shopping Cart Page	<input type="text" value="Yes"/>	[STORE VIEW]

- **Display Collectible points on Product Detail Page:** Choose **yes** to enable customers to see collectable points on product detail pages in your mobile app.
- **Display Collectible Points on Shopping Cart Page:** Choose **yes** to enable customers to see collectable points on their shopping cart page in your mobile app

For other sections, if you have not configured yet, please do as follow:

c. General Configuration:



The screenshot shows a 'General Configuration' panel with four settings:

- Enable Reward Points:** A dropdown menu set to 'Yes'. To the right is a '[STORE VIEW]' link.
- Label for Point:** An empty text input field. Below it is a note: '▲ If empty, the default label 'Point' will be used.' To the right is a '[STORE VIEW]' link.
- Label for Points (plural):** An empty text input field. Below it is a note: '▲ If empty, the default label 'Points' will be used.' To the right is a '[STORE VIEW]' link.
- Reward Points Image:** A file selection area with a 'Choose File' button and the text 'No file chosen'. Below it is a note: '▲ Recommended size: 18x18. If empty, the image on template will be used.' To the right is a '[STORE VIEW]' link.

- **Enable Reward Points:** Choose “Yes” if you want to enable Reward Points – Standard Edition.
- **Label for Point:** You can give “point” another name to fit with your store such as Gold, Star, etc. If empty, the default label “Point” will be used.
- **Label for Points (plural):** You can give “points” another name to fit with your store such as Gold, Stars, etc. If empty, the default label “Points” will be used.
- **Reward Points Image:** You can upload any image file you like to represent Points. If empty, the image on the template will be used.

d. Earning Configuration

Reward Points

General Configuration

Mobile App Display Configuration

Earning Configuration

Rounding Method	<div>Normal</div>	[STORE VIEW]
	<div>▲ E.g, 10.2 points generated from an order can be rounded up to 11 points or down to 10 points.</div>	
Points Expire After	<div>200</div>	[STORE VIEW]
	<div>▲ Day(s) since the transaction date. The maximum number of points allowed in a customer's balance. If empty or zero, there is no limitation.</div>	
Maximum Point Balance Allowed	<div>100000</div>	[WEBSITE]
	<div>▲ The maximum number of points allowed in a customer's balance. If empty or zero, there is no limitation.</div>	
Earn Points from Tax	<div>No</div>	[STORE VIEW]
Earn Points from Shipping Fee	<div>No</div>	[STORE VIEW]
Sales Earning Process		
Receive Points when Invoice is Created	<div>Yes</div>	[STORE VIEW]
	<div>▲ If no, customers only receive points when the order is complete.</div>	
Hold Point Transactions For	<div>2</div>	[STORE VIEW]
	<div>▲ day(s). If empty or zero, transaction is not held.</div>	
Deduct Points from Customer's Balance when Order Status is	<div><div>-- Please Select --</div><div>Pending</div><div>Klarna Reserved</div><div>Processing</div><div>Complete</div><div>Closed</div><div>Canceled</div><div>On Hold</div></div>	[STORE VIEW]

No.	Field	If you choose...	Result will be...
1	Rounding Method	Rounding down	Earned points will be rounded down. For example, 10.2 points generated from an order will be rounded down to 10 points.
2	Points Expire After	100	Earned points will expire 100 days after the created day.
3	Maximum Point Balance Allowed	1000	A Customer can have a maximum of 1,000 points in his balance at any one time.
4	Earn Points from Tax	Yes	Customer can earn points from the tax they pay on products
5	Earn Points from Shipping Fee	Yes	Customer can earn points from the shipping fee they pay
6	Receive points when invoice is created	Yes	Points are recorded in customer's balance when his invoice is created.
7	Hold Point Transactions For	2	Transactions from which customers can earn points are held for 2 days before points are actually rewarded to customers.
8	Deduct Points from Customer's Balance when Order Status is	Closed Canceled	Only when order status is Closed or Cancelled are points deducted from customers' balance.

e. Spending configuration

Spending Configuration

Minimum Redeemable Points

10

[STORE VIEW]

Maximum Spending Points Per Order

100

[STORE VIEW]

▲ The maximum number of points allowed in a customer's balance. If empty or zero, there is no limitation.

Free Shipping When Using Points to Spend

No

[STORE VIEW]

Allow Using Points for Shipping Fee

Yes

[STORE VIEW]

Sales Spending Process

Return Points to Customer's Balance when Order Status is

-- Please Select --

Pending

Klarna Reserved

Processing

Complete

Closed

Canceled

On Hold

[STORE VIEW]

No.	Field	If you choose ...	Result will be ...
1	Minimum Redeemable Points	10	Customers have to redeem at least 10 points.
2	Maximum Spending Points Per Order	100	Customers can spend a maximum of 100 points on an order.

3	Free Shipping when Using Points to Spend	No	You don't allow free shipping when using points.
4	Allow Using Points for Shipping Fee	Yes	You allow using points for shipping fees.
5	Return Points to Customer's Balance when Order Status is	Closed & Canceled	Only when order status is Closed or Canceled are points returned to customers' balance.

f. Email Configuration

Email Configuration

Enable Email Notification

Yes

[STORE VIEW]

Sender

General Contact

[STORE VIEW]

Email Template Sent to Customer when Updating Point Balance

Email template sent to customer when updating

[STORE VIEW]

Email Template Sent to Customer Before a Transaction Expires

Email template sent to customer before a transi

[STORE VIEW]

Send Reminder Email Before a Transaction Expires

[STORE VIEW]

▲ Day(s). If empty or zero, no reminder email is sent.

No.	Field	If you choose...	Result will be...
1	Enable Email Notification	Yes	System will send notification emails automatically to customers.
2	Sender	Sales Representative	This will be the name of the sender in notification

			emails.
3	Email Template Sent to Customer When Updating Point Balance	Email Template Sent to Customer When Updating Point Balance	
4	Email Template Sent to Customer Before a Transaction Expires	Email Template Sent to Customer Before a Transaction Expires	
5	Send Reminder Email Before a Transaction Expires	7	A notification email will automatically be sent to remind customers 7 days before their transaction expires.

NOTE: *Your mobile app will use the same configuration of reward points as in your website, thus, you can keep the current settings.*

If you want to change it, please do as follow:

3.2 Manage Earning Rates

Go to **Backend > Reward Points > Earning Rates**



Then the **Earning Rates** page will be shown, allowing you to do many configurations:

g. Add a New Rate

To add a new earning rate, click on the **Add Rate** button and fill out all the required data such as **Money Spent on Order**, **Point(s) Earned**, **Websites**, **Customer Groups**, **Priority**.

A screenshot of the 'Add Earning Rate' form. The form has a title 'Add Earning Rate' in orange. Below the title is a section 'Rate information' with a dark blue header. The form contains several fields: 'Money Spent on Order *' with a text input and '[USD]' label; 'Point(s) Earned *' with a text input and a note 'E.g. If "Money spent on order" is 10 and "Earning Point(s)" is 1, when customers spend \$30 they will receive 3 points'; 'Websites *' with a list box containing 'Main Website' and 'test'; 'Customer Groups *' with a list box containing 'General', 'Wholesale', 'Retailer', and 'QAAAA'; and 'Priority' with a text input and a note 'Higher priority rates will be applied first'.

Please note that with **Priority**, the rate with the highest level of priority will be applied first. In case there are two rates with the same priority, the rate created more recently will be applied.

After you finish filling out all the required data, remember to click on the **Save** or **Save and Continue Edit** button to save your work. If you click on the **Save** button, you'll be navigated to the **Earning Rates** page and your rate will be shown as below:

Earning rate was successfully saved

Earning Rates

Add Rate

Page 1 of 1 pages | View 20 per page | Total 2 records found

Reset Filter Search

ID	Website	Customer Groups	Earn Point(s)	Type	Money	Priority	Action
From: <input type="text"/> To: <input type="text"/>	<input type="text"/>	<input type="text"/>	From: <input type="text"/> To: <input type="text"/>	<input type="text"/>	From: <input type="text"/> To: <input type="text"/>	<input type="text"/>	
3	Main Website	General, Wholesale, Retailer, QAAAA	1	Earn points for purchasing order	\$30.00	1	Edit
4	Main Website	General, Wholesale, Retailer, QAAAA	1	Earn points for purchasing order	\$20.00	0	Edit

h. Edit/ Delete an existing rate

- To edit a rate, please click on the **Edit** link in the **Action** column

			Reset Filter	Search
Money spent	Priority	Action		
From: <input type="text"/>	<input type="text"/>			
To: <input type="text"/>				
\$10.00	0	Edit		

Then you will be redirected to the **Edit Earning Rate** page. Below is Earning Rate #1:

Edit Earning Rate #1

Rate Information

Money Spent on Order *

[USD]

Point(s) Earned*

▲ E.g. If "Money Spent on Order" is 10 and "Point(s) Earned" is 1, when customers spend \$30 they will receive 3 points

Websites *

Main Website

test

Customer Groups *

General

Wholesale

Retailer

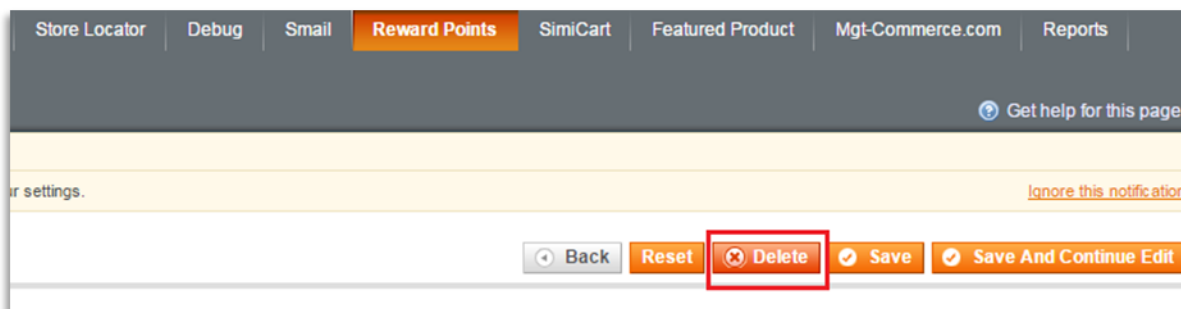
QAAAA

Priority

▲ Higher priority rates will be applied first

After editing the rate as above, remember to click on the **Save** or the **Save and Continue Edit** button to save your work.

- To delete a rate, you can go to the **Edit Rate** page and then click on the **Delete** button on top of the page.



3.3 Manage spending rates

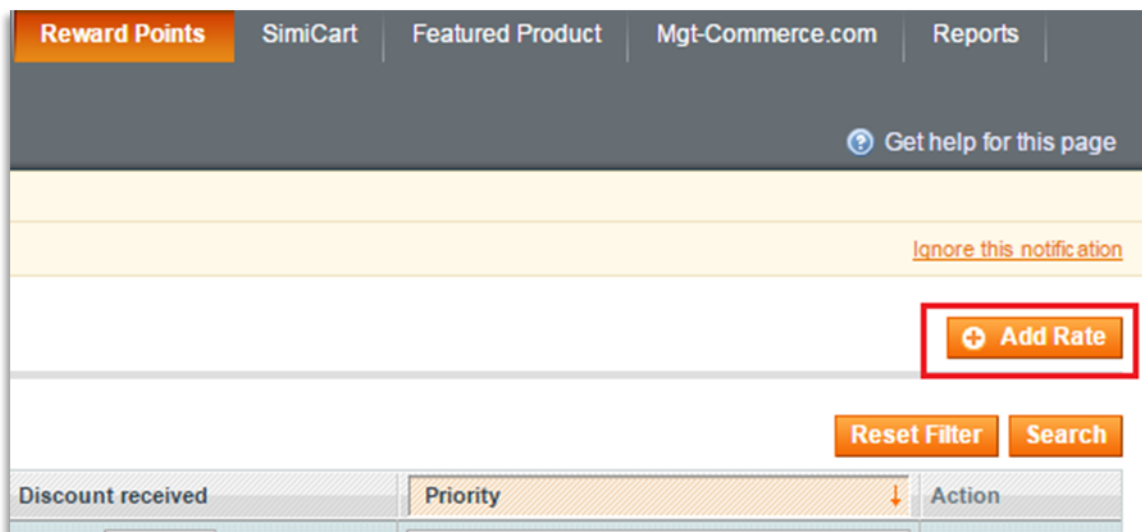
Go to **Backend > Reward Points > Spending Rates**



Then the **Spending Rates** page will be shown, allowing you to do many tasks:

a. Add a new rate

To add a new spending rate, click on the **Add Rate** button:



Then, fill out all the required data such as **Points Spent, Discount Received, Websites, Customer Groups** and **Priority**.

For example, if you want to allow your customers to exchange 2 points for \$1 to spend on their orders, you can enter data as in the image below:

Add Spending Rate

Rate Information

Spending Point(s) *

2

Discount Received *

1

[USD]

the equivalent value of points

Limit Spending Points Based On

None

Select the option to limit spending points

Websites *

Main Website

test

Customer Groups *

General

Wholesale

Retailer

QAAAA

Priority

Higher priority rates will be applied first

Here you can also configure **Priority** for rates. The rate with the highest priority will be applied first. In case there are two rates with the same priority, the one created more recently will be applied.

After you finish filling out all the required data, remember to click on the **Save** or the **Save and Continue Edit** button to save your work. If you click on the **Save** button, you'll be navigated to the **Spending Rates** page and your rate will be shown as below:

Spending Rates Add Rate

Page 1 of 1 pages | View 20 per page | Total 1 records found Reset Filter Search

ID	Website	Customer Groups	Spending Point(s)	Type	Discount Received	Priority	Action
From: <input type="text"/> To: <input type="text"/>			From: <input type="text"/> To: <input type="text"/>		From: <input type="text"/> To: <input type="text"/>		
3	Main Website, test	General, Wholesale, Retailer, QAAAA	1	Get discount for spending points	\$1.00	0	Edit

b. Edit an existing rate

To edit a rate, please click on its **Edit** link in the **Action** column

Type	Discount received	Priority	Action
<div> <input type="text"/> </div>	<div>From: <input type="text"/></div> <div>To: <input type="text"/></div>	<input type="text"/>	<div> Edit </div>
Get discount for spending points	\$1.00		Edit

Then you will be redirected to the **Edit Spending Rate** page. Please fill out all the required data such as **Points Spent**, **Discount Received**, **Websites**, **Customer Groups**, **Priority**.

Edit Spending Rate #3

Rate Information

Spending Point(s) *

1

Discount Received *

1.0000

[USD]

the equivalent value of points

Limit Spending Points Based On

None

Select the option to limit spending points

Websites *

Main Website

test

Customer Groups *

General

Wholesale

Retailer

QAAAA

Priority

0

Higher priority rates will be applied first

After you have finished editing, remember to click on the **Save** or the **Save and Continue Edit** button to save your work.

c. Delete an existing rate:

To delete a rate, you can go to the **Edit Rate** page and then click on the **Delete** button at the top right of that page



Edit Spending Rate #3

Back Reset **Delete** Save

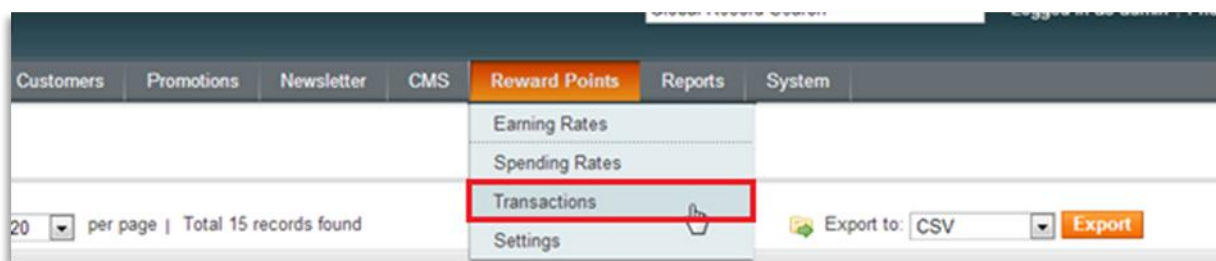
Rate information

Spending Point(s) * 1

Discount received * 1.0000
[USD]

3.4 Manage Transactions

Go to **Backend > Reward Points > Transactions**



All the transactions related to reward points will be shown as below:

A screenshot of the 'Transaction Manager' page. It displays a table of transactions with columns: ID, Title, Customer, Action, Points, Point Used, Created On, Expires On, Status, Store View, and View. The table contains 7 rows of data. Above the table, there are filters for 'From:' and 'To:' for ID, Title, Customer, Action, Points, and Point Used. There are also buttons for 'Select All', 'Unselect All', 'Select Visible', 'Unselect Visible', and '0 items selected'. On the right, there are buttons for 'Add Transaction', 'Export to: CSV', 'Export', 'Reset Filter', and 'Search'. The table data is as follows:

ID	Title	Customer	Action	Points	Point Used	Created On	Expires On	Status	Store View	View
23	Spend points to purchase order #100001742	dauidnouen@gmail.com	Spend points to purchase order	-10	0	Feb 26, 2015 11:30:05 PM		Complete	English	View
22	Earn points for purchasing order #100001739	dauidnouen@gmail.com	Earn points for purchasing order	35	0	Feb 25, 2015 9:04:18 PM	Sep 13, 2015 10:04:18 PM	On Hold	English	View
21	Spend points to purchase order #100001739	dauidnouen@gmail.com	Spend points to purchase order	-1	0	Feb 25, 2015 9:03:24 PM		Complete	English	View
20		dauidnouen@gmail.com	Changed by Admin	2	0	Feb 12, 2015 9:09:24 PM		Complete	Admin	View
19		dauidnouen@gmail.com	Changed by Admin	2	0	Feb 12, 2015 9:00:58 PM		Complete	Admin	View
18		dauidnouen@gmail.com	Changed by Admin	2	0	Feb 12, 2015 9:00:08 PM		Complete	Admin	View
17		dauidnouen@gmail.com	Changed by Admin	2	0	Feb 12, 2015 8:49:48 PM		Complete	Admin	View
16		dauidnouen@gmail.com	Changed by Admin	2	0	Feb 12, 2015 8:24:27 PM		Complete	Admin	View

On this **Transaction Manager** page, you can view a list of all point transactions together with general information including **Customer**, **Transaction Type**, **Points Used**, etc.

Moreover, you can filter and search for the information you want as well as export this table to CSV/XML/Excel files.

Export to: CSV (selected), CSV, XML

Buttons: Export, Reset Filter, Search, Submit

Point Used	Created On	Expires On	Status	Store View	View
From: <input type="text"/> To: <input type="text"/>	From: <input type="text"/> To: <input type="text"/>	From: <input type="text"/> To: <input type="text"/>	<input type="text"/>	<input type="text"/>	
0	Feb 26, 2015 11:30:05 PM		Complete	English	View

You can **Complete**, **Cancel** or make transactions **Expire** by choosing the status in the **Actions** dropdown list and checking the boxes of those transactions you like before clicking on the **Submit** button.

Buttons: Add Transaction, Export, Reset Filter, Search, Submit

Created On	Expires On	Status	View	View
From: <input type="text"/> To: <input type="text"/>	From: <input type="text"/> To: <input type="text"/>		<input type="text"/>	
0	Feb 26, 2015 11:30:05 PM	Complete	English	View

To view details of each transaction, you can click on the corresponding row. Below is Transaction #15:

Transaction #15	
Transaction Information	
Transaction Title	Changed by Admin
Customer Email	davidnguyen@gmail.com
Action	Changed by Admin
Status	Complete
Points	2 Points
Point Used	2 Points
Time Created	Feb 12, 2015 7:58:32 PM
Updated At	Feb 12, 2015 7:58:32 PM
Store View	Admin

To add a new transaction, you can click on the **Add Transaction** button, fill out all the required data and then click on the **Save Transaction** button.

Add Transaction
Back
Reset
Save Transaction
Save And Continue View

Transaction Information

Customer *
Select

Points *

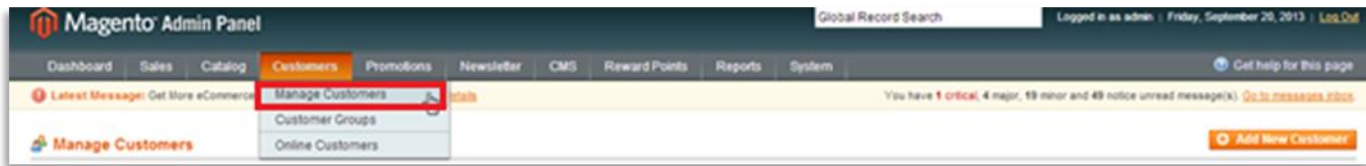
Transaction Title

Points Expire After

^ day(s) since the transaction date. If empty or zero, there is no limitation.

3.5 Manage Points of Customers

Go to **Customers > Manage Customers**



On the **Manage Customers** page, you can choose the customer whose balance you want to change by clicking on the **Edit** link in the **Action** column.

Customer Since		Website	Action
From:	<input type="text"/>	<input type="text"/>	
To:	<input type="text"/>		
Feb 10, 2015 12:00:00 AM		Main Website	Edit
Feb 9, 2015 10:54:46 PM		Main Website	Edit
Feb 9, 2015 5:59:51 PM		Main Website	Edit

After clicking on the **Reward Points** tab, all of that customer's information will appear as below:

Customer Information

- Customer View
- Reward Points**
- Account Information
- Addresses
- Orders
- Billing Agreements
- Recurring Profiles (beta)
- Shopping Cart
- Wishlist
- Newsletter
- Product Reviews
- Product Tags

Hannah Nguyen

Back

Reward Points Information

Available Points Balance0 Point

On Hold Points Balance0 Point

Spent Points0 Point

Change Balance

▲ Add or subtract customer's balance. Eg: To add 99 points, enter "99". To subtract 99 points, enter "-99".

Change Title

Points Expire After

▲ Day(s) since the transaction date. If empty or zero, there is no limitation.

Update Points Subscription☐

Expire Transaction Subscription☐

- **Reward Points Information:**

In this section, you can change the customer's balance by filling an integer in the **Change Balance** field. For example, if you enter 5, then 5 points will be added to that customer's balance and vice versa, "-5" means that customer's balance will be deducted 5 points.

You can also configure other information like **Update Points Subscription** or **Expire Transaction Subscription**.

- **Transactions History:**

This section lists all of that customer's transactions, as shown below:

Transactions History									
Page 1 of 1 pages		View 20 per page		Total 7 records found		Export to: CSV		Export	Reset Filter Search
ID	Title	Action	Point Amount	Point Used	Created At	Expiration At	Status	Store View	
From:			From:	From:	From:	From:			
To:			To:	To:	To:	To:			
15	Earn points for purchasing order #100000005	Earn points for purchasing order	3	0	Aug 23, 2013 11:30:10 AM		Completed	English	
14	Spend points to purchase order #100000005	Spend points to purchase order	-10	0	Aug 23, 2013 11:28:01 AM		Completed	English	
13	Earn points for purchasing order #100000004	Earn points for purchasing order	18	5	Aug 23, 2013 11:25:28 AM		Completed	English	
12	Spend points to purchase order #100000004	Spend points to purchase order	-5	0	Aug 23, 2013 11:25:04 AM		Completed	English	
11	Earn points for purchasing order #100000003	Earn points for purchasing order	5	5	Aug 23, 2013 11:22:53 AM		Completed	English	
10	Spend points to purchase order #100000003	Spend points to purchase order	-2	0	Aug 23, 2013 11:21:38 AM		Completed	English	

3.6 Create and refund orders

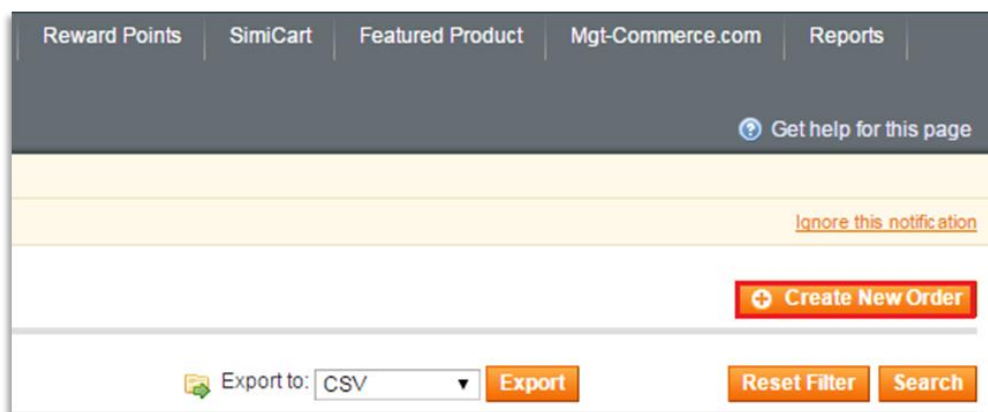
Go to **Sales > Orders**



Then the system will display all customers' orders.

- **Create Orders**

First, please click on the **Create New Order** button to see the order form.



After selecting a customer, a store and adding products, you will see the **Use Customer Reward Points** box in which you can set up the number of points the Customer will spend for his order.

Create New Order for Hannah Nguyen in English Cancel Submit Order

Order Currency: US Dollar

Customer's Current Activities

Update Changes

Shopping Cart (2)

Item	Qty	Price
Nokia 2610 Phone	1	\$149.99
BlackBerry 8100 Pearl	1	\$349.99

Wishlist (0)

No Items

Last Ordered Items (0)

Items Ordered

Product	Price	Qty	Subtotal	Discount	Row Subtotal	Action
HTC Touch Diamond	\$750.00	1	\$750.00	\$0.00	\$750.00	
<div> <div>SKU: HTC Touch Diamond</div> <div> <input type="checkbox"/> Custom Price* </div> <div> <input checked="" type="checkbox"/> Apply </div> </div>						
Total 1 product(s)			Subtotal: \$750.00	\$0.00	\$750.00	

* - Enter custom price excluding tax

Update Items and Qty's

Apply Coupon Code

Apply

Use Customer Reward Points (16 Points)

Choose how many points to spend:
Each 1 Point get \$1.00 discount

Points

☐ Maximize discount with points

Account Information

Customer Group * General

The **Order Totals** box will also display the number of points that customer will spend:

Order Totals

Customer will spend:	1 Point
Subtotal	\$750.00
Use point (1 Point)	-\$1.00
Grand Total	\$749.00

Append Comments ☐

Email Order Confirmation ☒

Submit Order

After filling out all the required fields, click on the **Submit Order** button to finish creating the new order. Then the **Order Totals** box shows the total spent points as below:

Items Ordered									
Product	Item Status	Original Price	Price	Qty	Subtotal	Tax Amount	Tax Percent	Discount Amount	Row Total
HTC Touch Diamond SKU: HTC Touch Diamond	Ordered	\$750.00	\$750.00	Ordered 1	\$750.00	\$0.00	0%	\$0.00	\$750.00

Comments History

Add Order Comments

Status
Pending

Comment

☐ Notify Customer by Email

☐ Visible on Frontend

☐ Sep 20, 2013 6:06:58 PM | Pending
Customer Not Notified

Submit Comment

Order Totals

Subtotal	\$750.00
Customer Spend Points	1
Use points on spend	-\$1.00
Shipping & Handling	\$5.00
Grand Total	\$754.00
Total Paid	\$0.00
Total Refunded	\$0.00
Total Due	\$754.00

d. Refund Orders

When customers refund orders, you can decide how many points to refund them as well as how many points to get back from them. By default, the system will set those values as the number of points that customer *spent* and the number of points that customer *earned*, respectively.

First, choose the order your customer wants to refund by clicking on the **View** link in the **Action** column.

New Order RSS
Export to: CSV Export Reset Filter Search

Purchased On	Bill to Name	Ship to Name	G.T. (Base)	G.T. (Purchased)	Status	Action
From: <input type="text"/> To: <input type="text"/>			From: <input type="text"/> To: <input type="text"/>	From: <input type="text"/> To: <input type="text"/>		
Feb 26, 2015 11:30:03 PM	Davidnguyen Davidnguyen	Davidnguyen Davidnguyen	\$373.99	\$373.99	Pending	View
Feb 25, 2015 10:06:01 PM	Davidnguyen Davidnguyen	Davidnguyen Davidnguyen	\$384.99	\$384.99	Pending	View

Then the order will appear as below:

Order View Order # 100000005 | Aug 23, 2013 11:27:59 AM Back Send Email Credit Memo

Information

- Invoices
- Credit Memos
- Shipments
- Comments History
- Transactions

Order # 100000005 (the order confirmation email was sent)

Order Date: Aug 23, 2013 11:27:59 AM
Order Status: Complete
Purchased From: Main Website
Main Store: English
Placed from IP: ::1

Account Information

Customer Name: Hannah Nguyen
Email: hannahnguyen@gmail.com
Customer Group: General

Billing Address

Hannah Nguyen
TruePlus
TruePlus company, 311 Truong Chinh, Ha Noi, Viet Nam
Ha Noi, Ha Noi, 1000
Vietnam
T: 0944389065

Shipping Address

Hannah Nguyen
TruePlus
TruePlus company, 311 Truong Chinh, Ha Noi, Viet Nam
Ha Noi, Ha Noi, 1000
Vietnam
T: 0944389065

Payment Information

Check / Money order
Order was placed using USD

Shipping & Handling Information

Flat Rate - Fixed \$5.00

Items Ordered

Product	Item Status	Original Price	Price	Qty	Subtotal	Tax Amount	Tax Percent	Discount Amount	Row Total

Now, please click on the **Credit Memo** button to process the refund. In the **Refund Totals** box, you can choose to refund any number of points you like among those that the customer spent and get back a number of points among those that the customer earned.

Refund Totals

Subtotal	\$89.99
Use points on spend	-\$10.00
Refund Shipping	<input type="text" value="5"/>
Adjustment Refund	<input type="text" value="0"/>
Adjustment Fee	<input type="text" value="0"/>
Grand Total	\$84.99

☐ Append Comments
☐ Email Copy of Credit Memo

Refund points that customer spend (10 Points)

Get point that customer earned (3 Points)

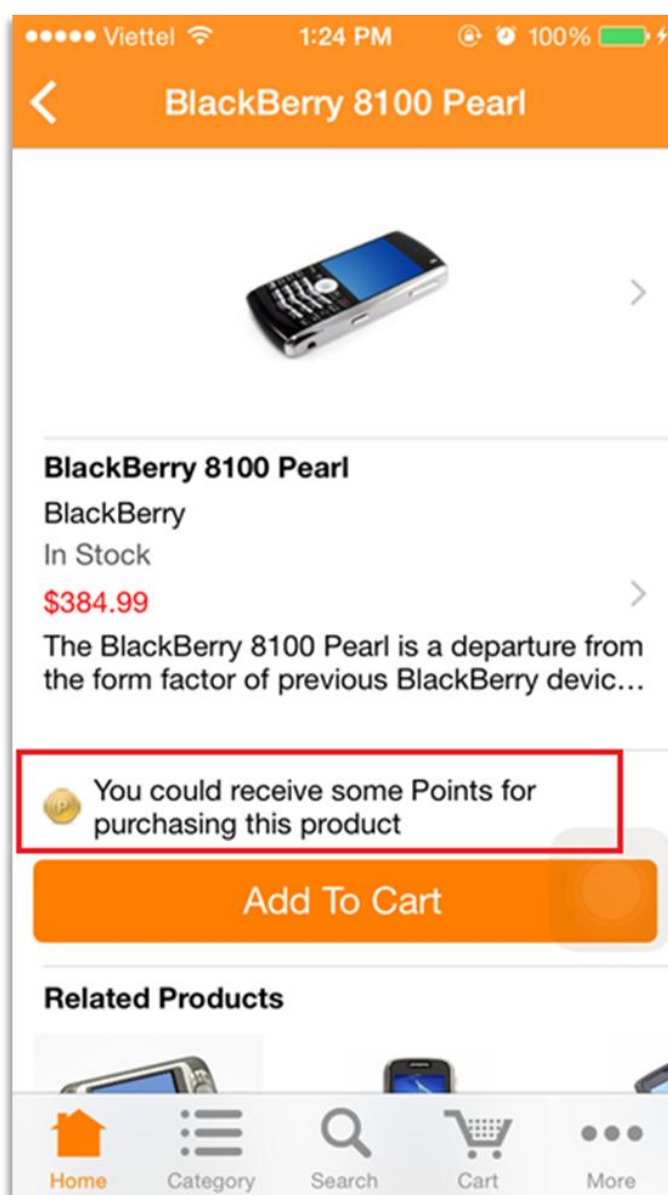
After that, please click on the **Refund Offline** button to finish your refunding.

4. HOW TO USE

4.1 How to earn points

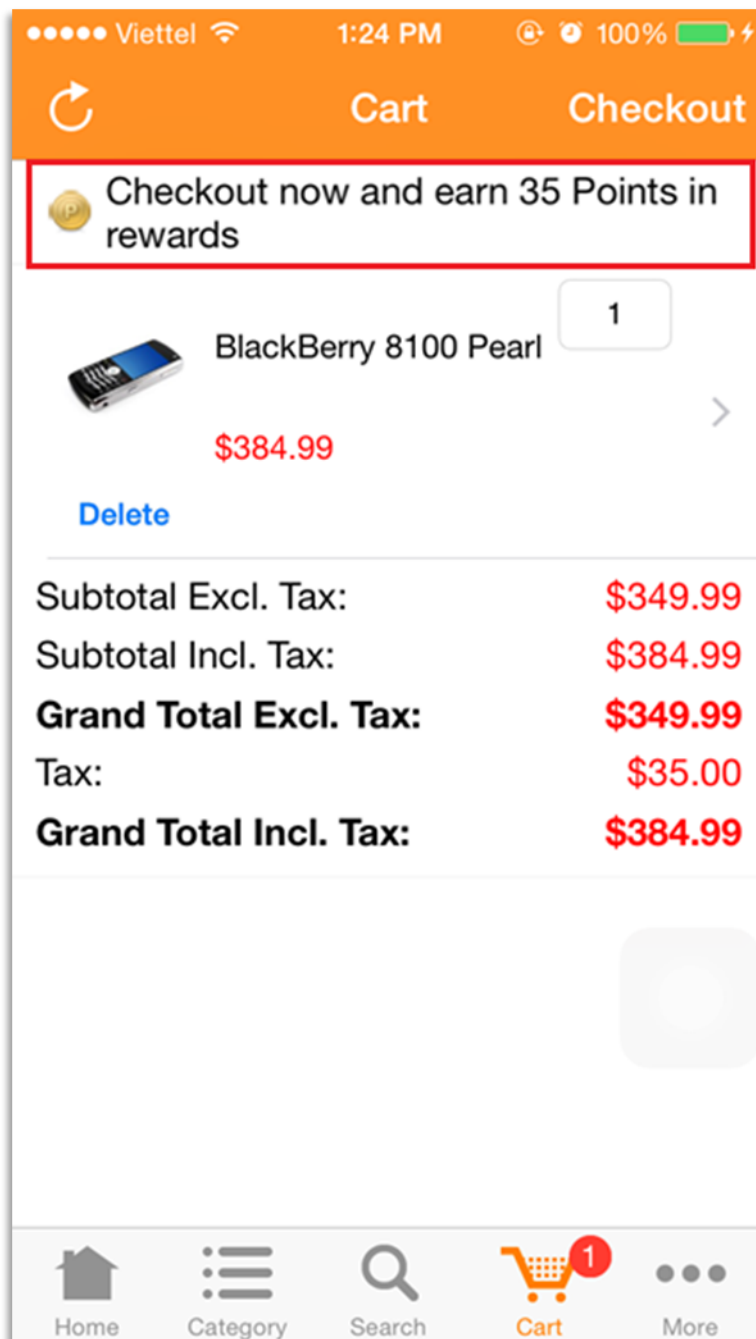
When placing an order, customers can earn points based on the rate set by admin.

Our standard edition makes sure that customers are well aware of your reward point policy by showing messages on many pages. For example, on **Product Detail** pages, there will be a notification for customers that says “You could receive some points for purchasing this product”.

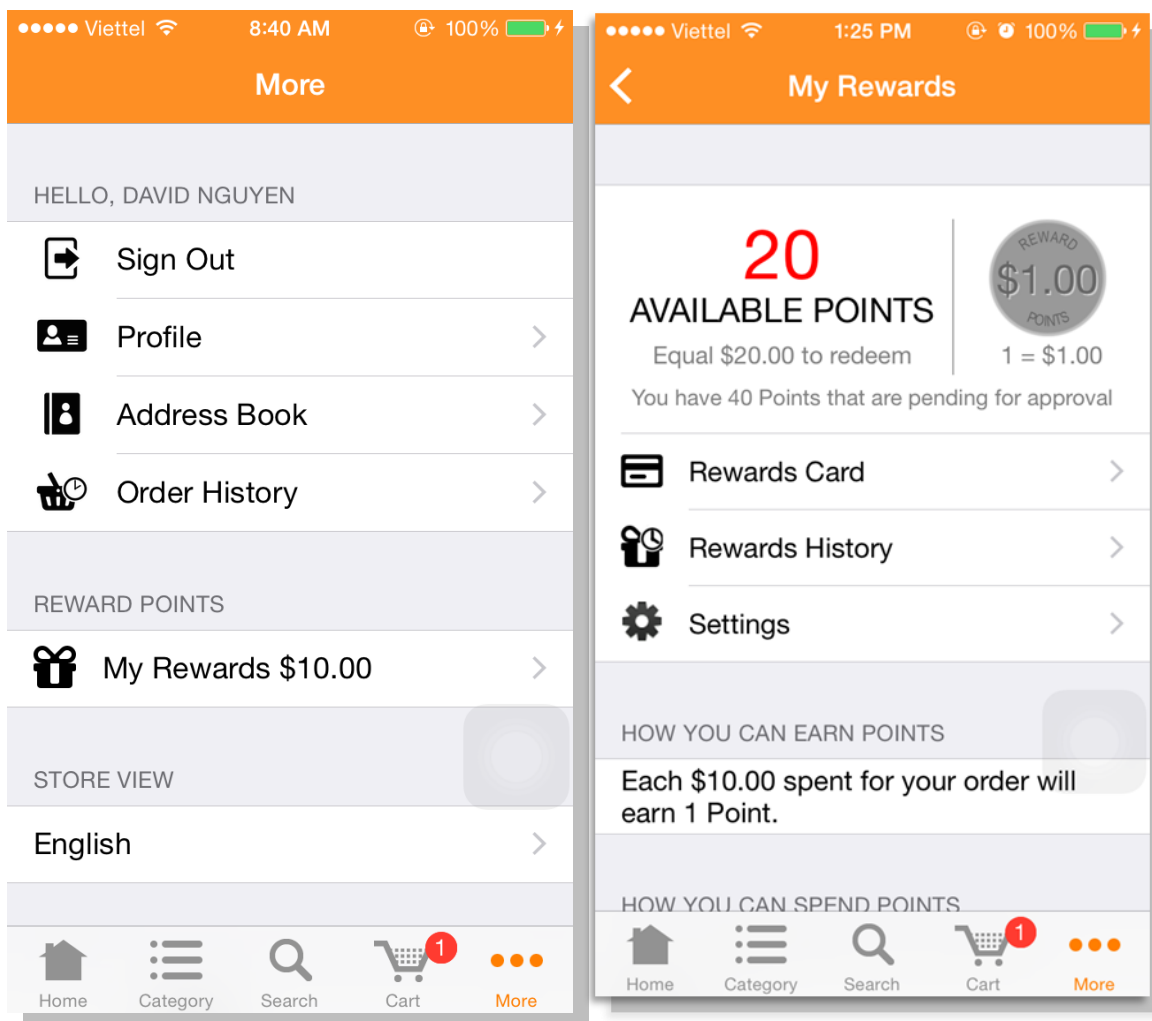


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After tapping on the **Add to Cart** button, on the **Checkout** page, customers can see exactly the number of points they will have earned from buying that product:

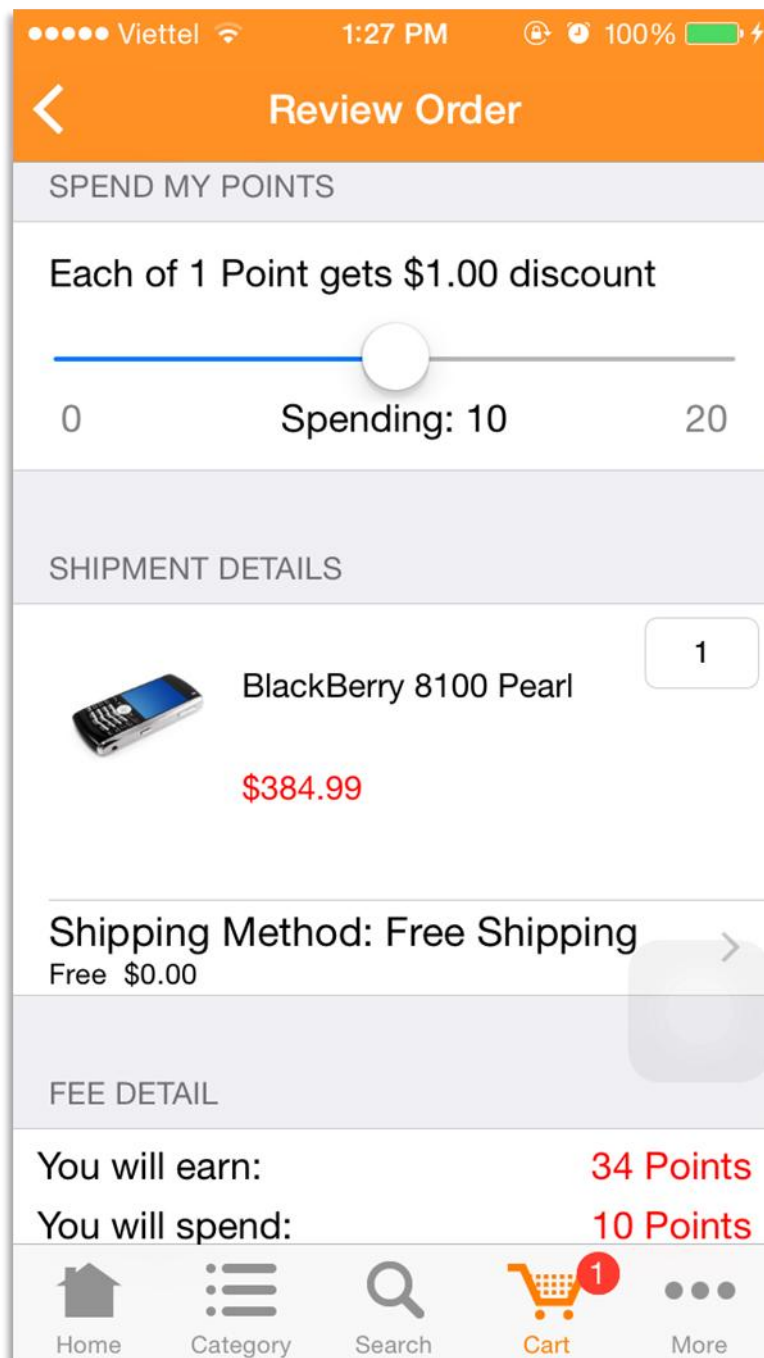


After placing an order successfully, customers can check their point balance on the **Reward Points** menu and **My Rewards** page:



4.2 How to spend points

On the **Checkout** page, customers can move the slider forwards and backwards to select the number of points they would like to spend.



Customers can then review before placing their order:

The screenshot shows the 'Review Order' screen in the Simicart mobile app. The status bar at the top indicates the carrier is Viettel, the time is 1:27 PM, and the battery is at 100%. The screen has an orange header with a back arrow and the title 'Review Order'. Below the header is a section titled 'FEE DETAIL'. Inside this section, a red box highlights the reward points information: 'You will earn: 34 Points' and 'You will spend: 10 Points'. Below this, the order summary lists: 'Subtotal Excl. Tax: \$349.99', 'Subtotal Incl. Tax: \$384.99', '10 Points Discount: \$10.00', 'Grand Total Excl. Tax: \$339.99', 'Tax: \$34.00', and 'Grand Total Incl. Tax: \$373.99'. Below the summary is a 'COUPON CODE' section with a text input field labeled 'Enter a coupon code' and a 'Place Now' button. At the bottom is a navigation bar with icons for Home, Category, Search, Cart (with a red notification bubble showing '1'), and More.

FEE DETAIL	
You will earn:	34 Points
You will spend:	10 Points
Subtotal Excl. Tax:	\$349.99
Subtotal Incl. Tax:	\$384.99
10 Points Discount:	\$10.00
Grand Total Excl. Tax:	\$339.99
Tax:	\$34.00
Grand Total Incl. Tax:	\$373.99

COUPON CODE

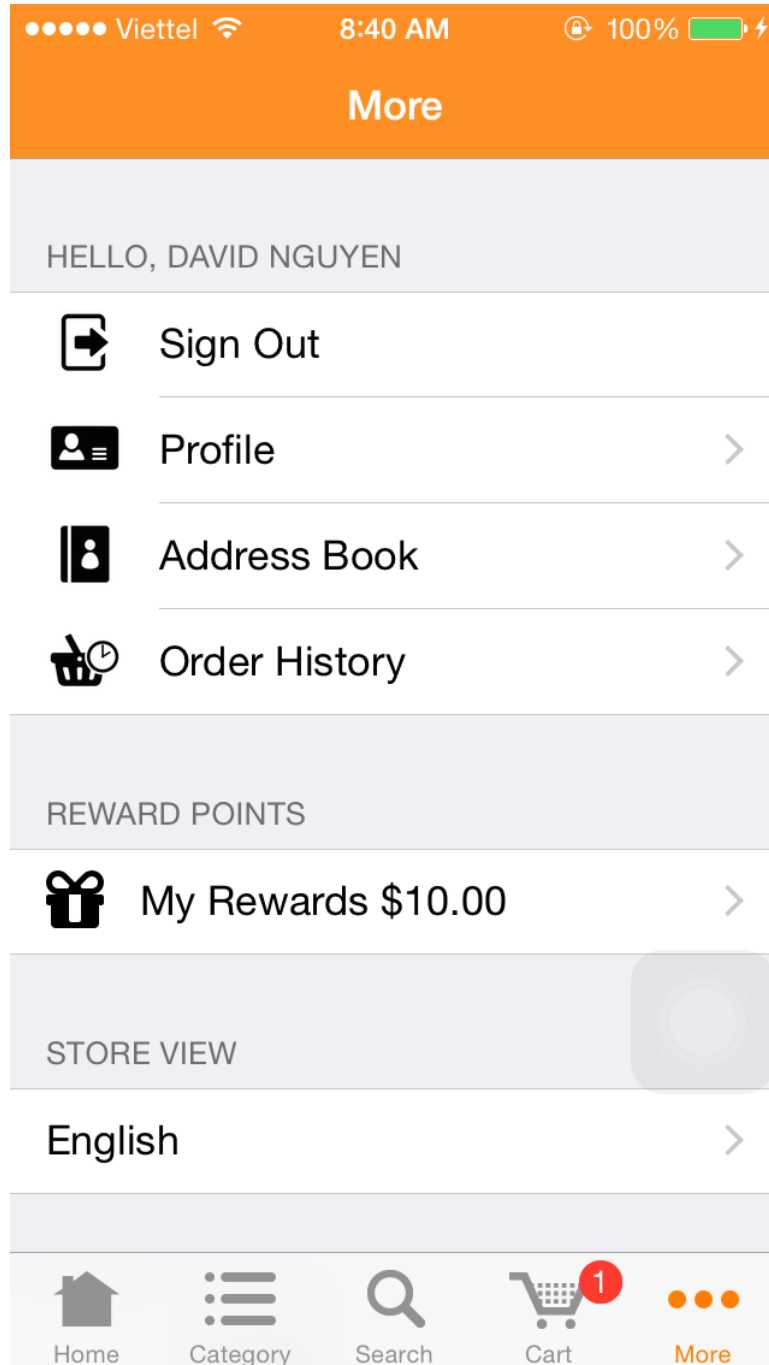
Enter a coupon code

Place Now

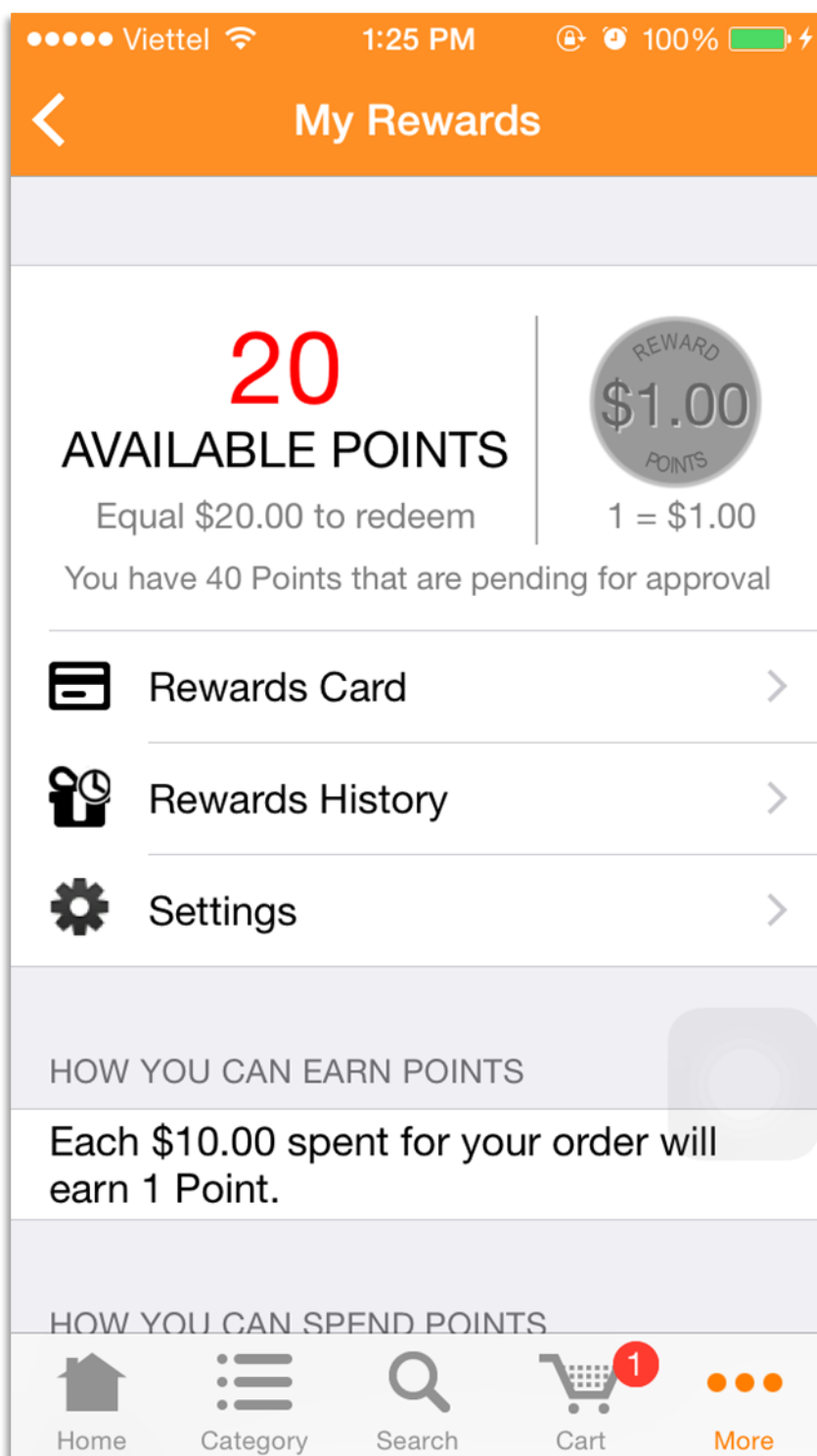
Home Category Search Cart 1 More

4.3 Manage reward points

Customers can manage their current points by tapping **My Rewards** in the left side menu.

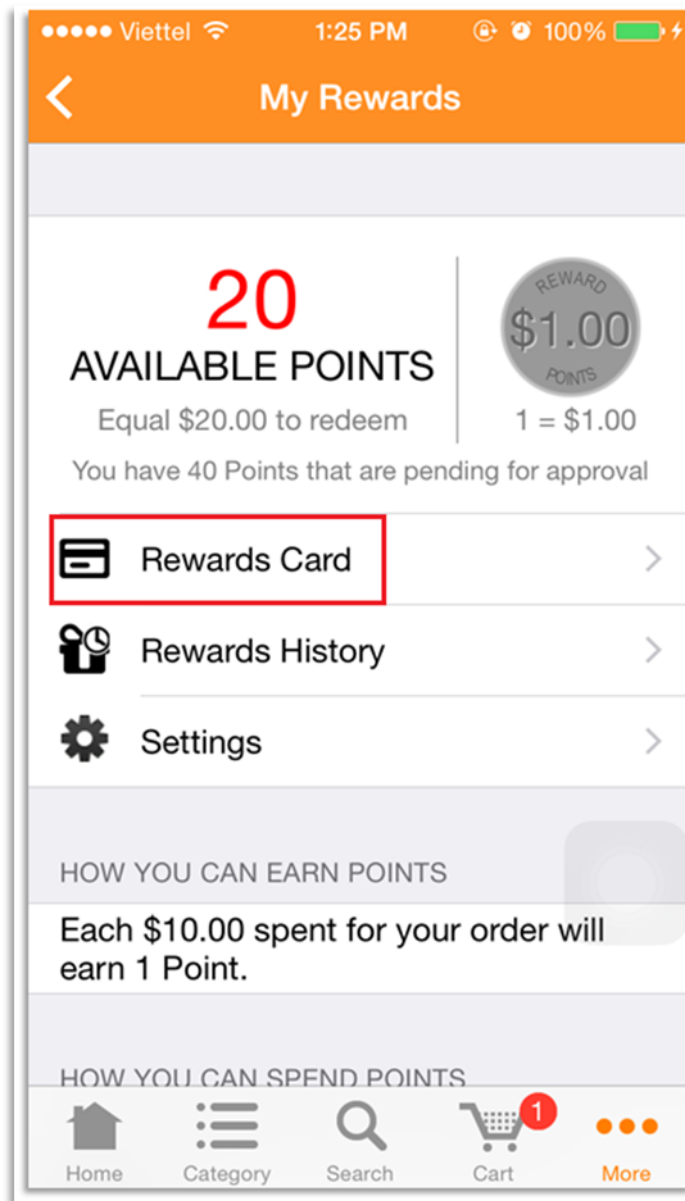


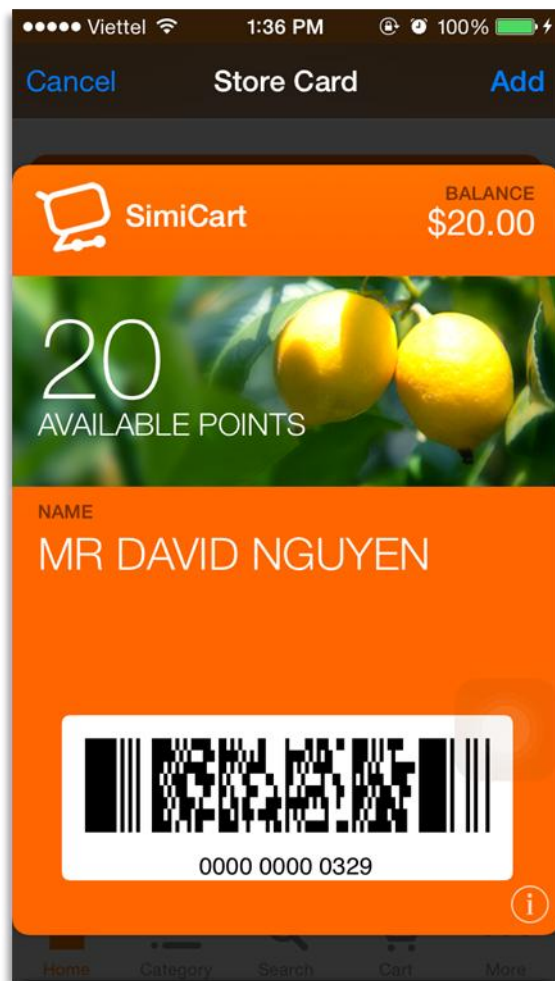
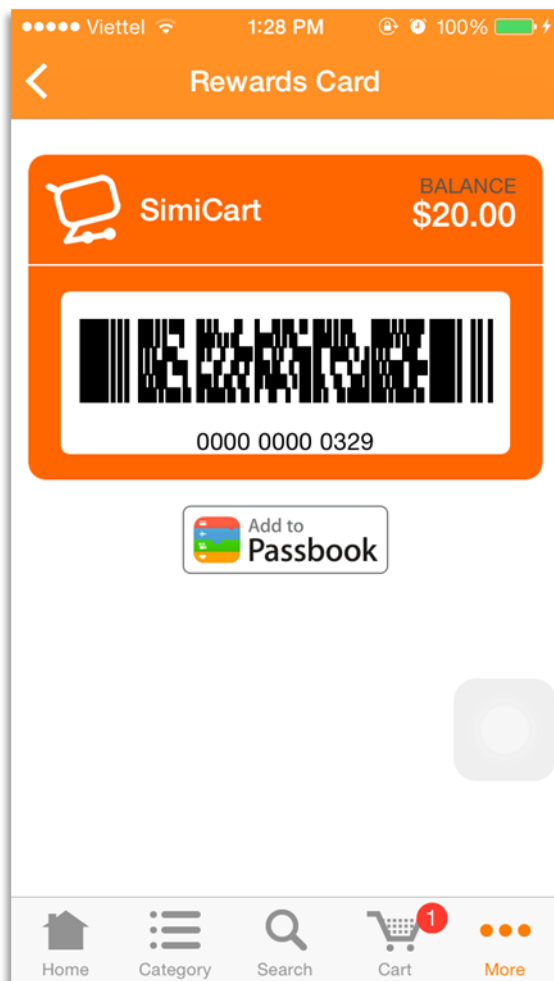
This will bring up the **My Rewards** page:



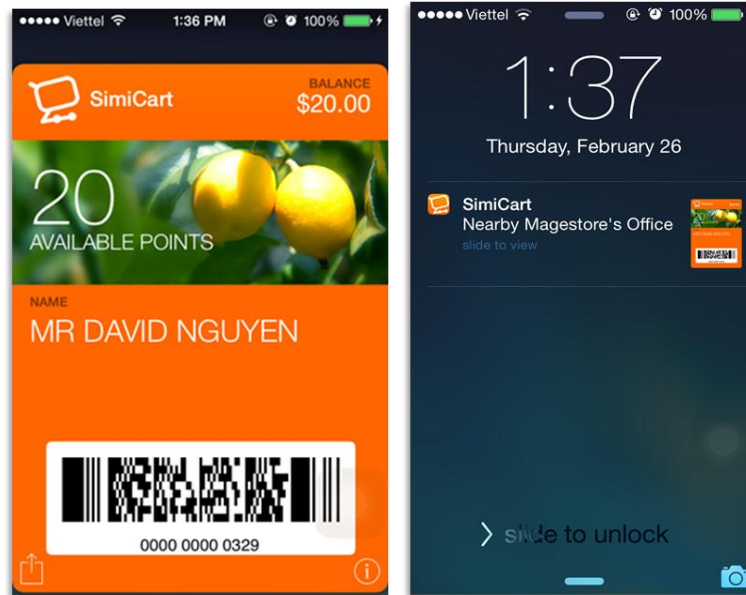
As you can see, this page contains a lot of reward information:

- **Rewards Card:** Shows customers their current points balance and lets them manage their reward card via Passbook.

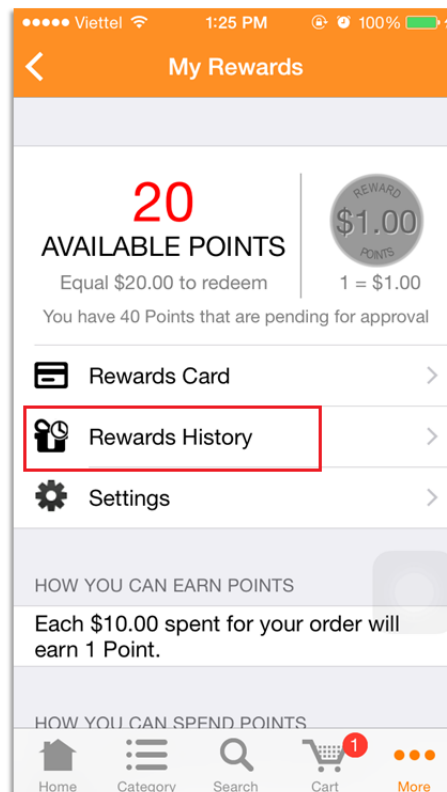


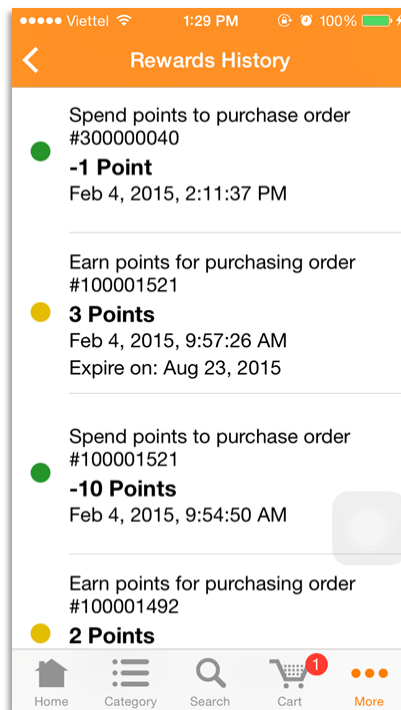


Once customers add their reward card to Passbook, they will see their card on Passbook and receive notifications when they visit your store:

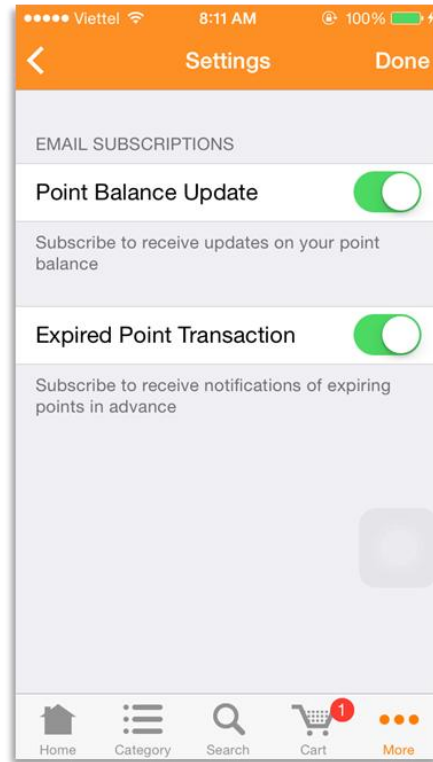
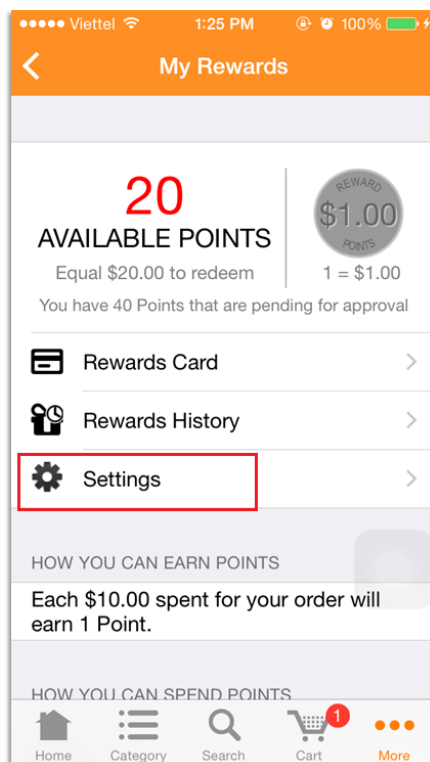


- **Rewards History:** Allows customers to view information on their reward point transactions including status, number of points, date earned/spent.

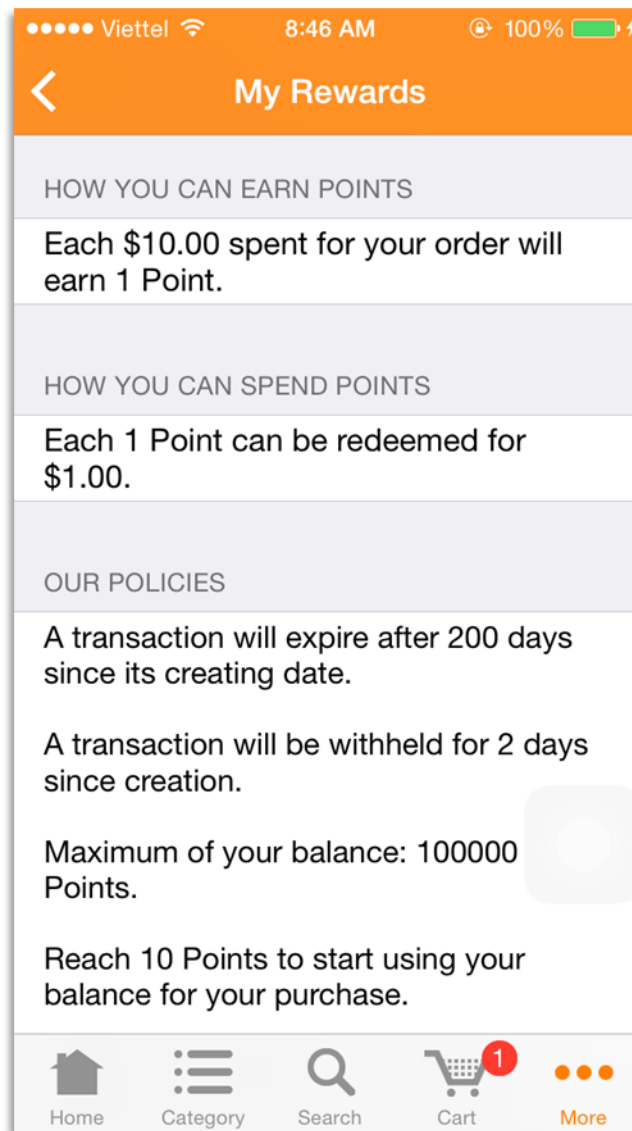




- **Settings:** Allows customers to setup their subscriptions



- **How you can earn points:** Tells customers how many points they can earn for dollars spent
- **How you can spend points:** Tells customers how many dollars their points can be redeemed for
- **Our Policies:** Allows customers to see the store's policy including how to earn points, how to spend points...



-----**The End**-----

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