

Open Loyalty Platform

Open Loyalty is a platform that allows third party loyalty providers to integrate directly with Revel. If you are using a loyalty program that does not currently have an integration with the Revel POS, your loyalty provider can integrate to Revel through Revel's Open Loyalty API. The following loyalty programs are currently available through Revel's Open Loyalty Platform:

- Incentivio
- Spendgo
- AppFront
- Hang
- Sparkfly (coming soon)

All loyalty program setup and configuration must take place through the loyalty provider first before the integration can be configured in Revel. Please reach out to the provider to get started.

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Configuring and Enabling a Loyalty Provider through Open Loyalty

To use a loyalty program through Open Loyalty with Revel, you must first activate Open Loyalty in your management console ([yoursubdomain].revelup.com):

1. Open the **Settings** tab in your management console
2. Click **Clear Selections** and search for **Open Loyalty**
3. Check the box on the left for the available settings to appear on the right
4. Click the **Configure Now** button:



A new menu will appear:



The screenshot shows a configuration window titled "Open Loyalty Configuration" with a close button (X) on the left and a "SAVE" button on the right. Inside the window, there is a section labeled "Provider". Below this label, there is a dropdown menu with the text "Provider" and "Choose provider" below it. To the right of the dropdown menu is a toggle switch labeled "Disabled".

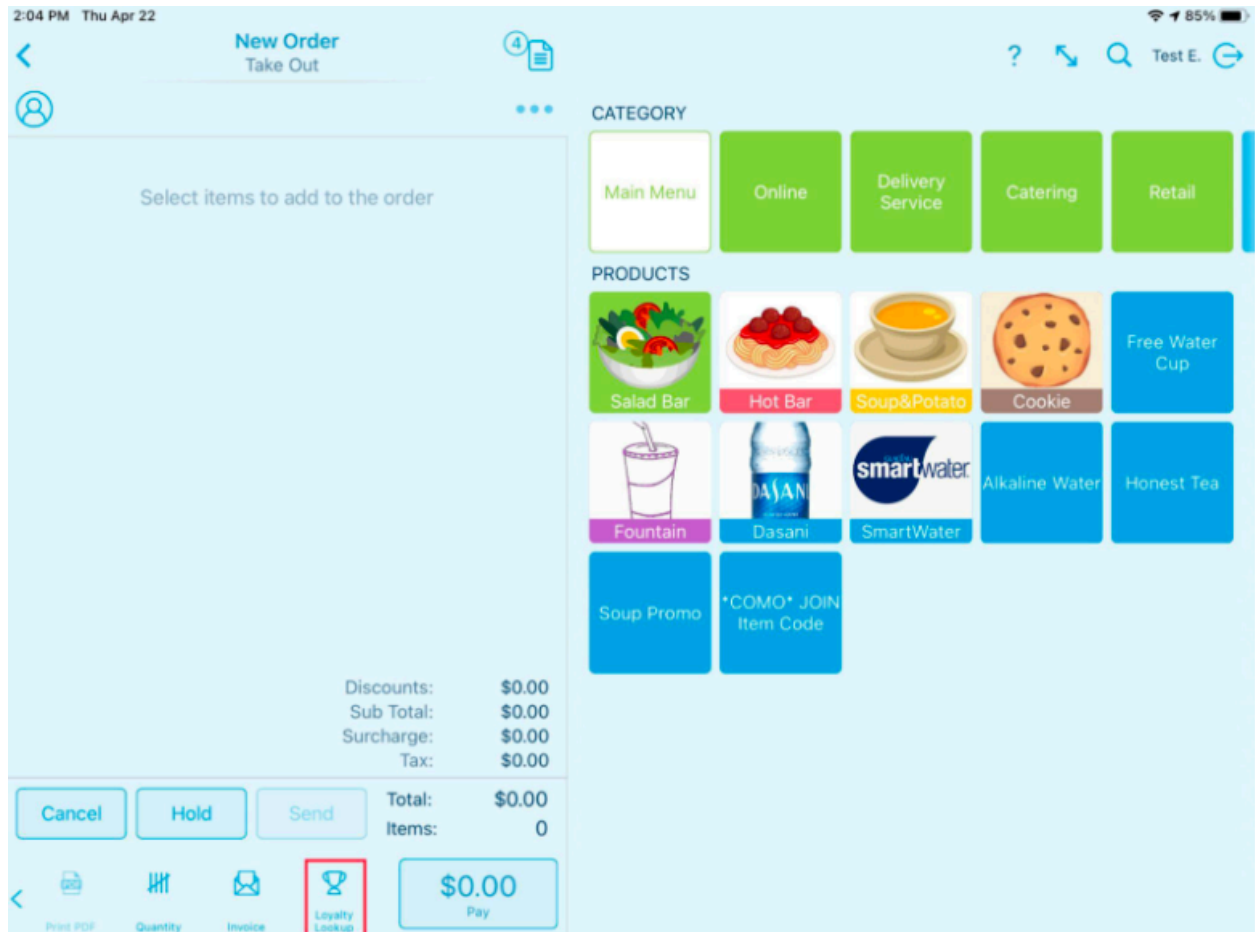
5. Select a provider, input the base URL, and any other credentials that you received from your loyalty provider
6. Click **Save**
7. Refresh your point of sale for changes to take effect

Open Loyalty on the Point of Sale

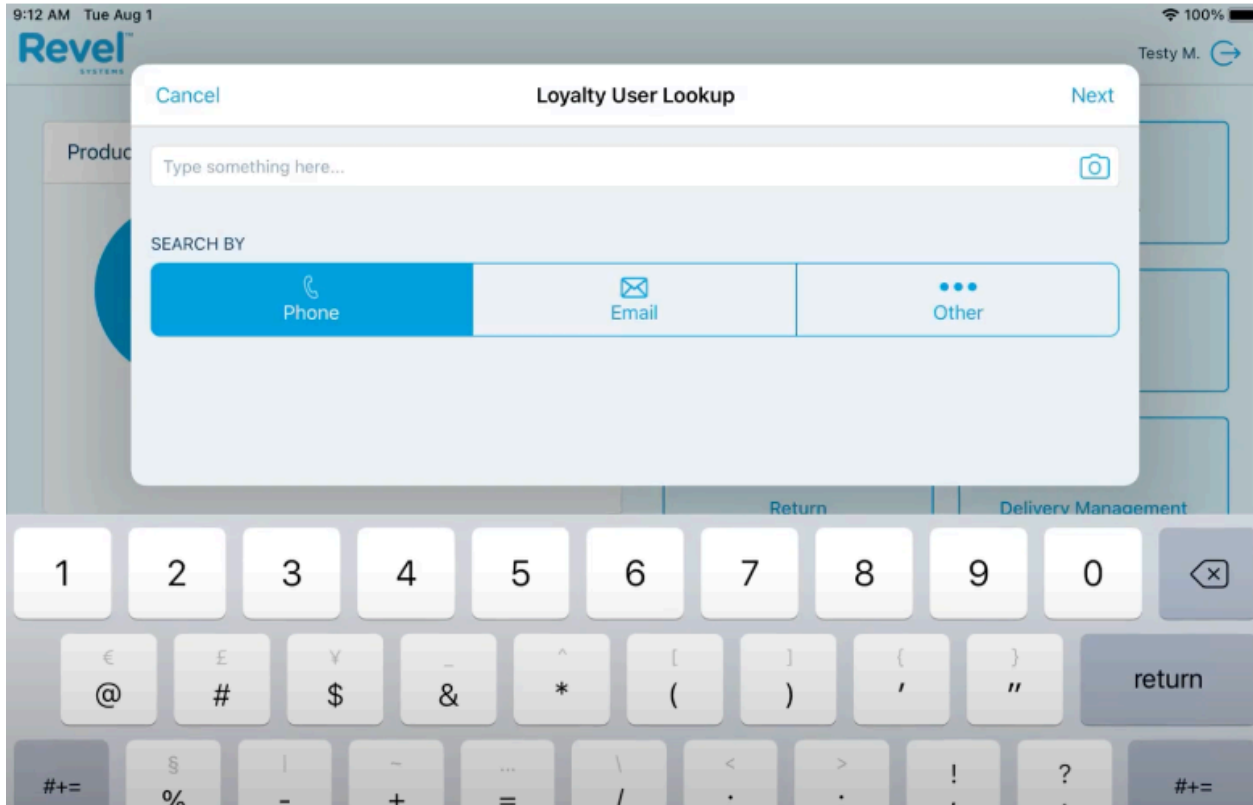
Once a loyalty provider is activated in the management console and you refresh each point of sale, you will be able to access the new UI/UX that has been built for Open Loyalty.

Looking Up a User

After you enable Open Loyalty from the management console, the **Loyalty Lookup** button will appear at the bottom of the order screen:



Tapping the button will bring up a pop-up window where a store associate can enter a customer phone number, email, or another lookup method (by tapping the **Other** button), or scan a QR code (by tapping the camera icon) to find a user's loyalty account:



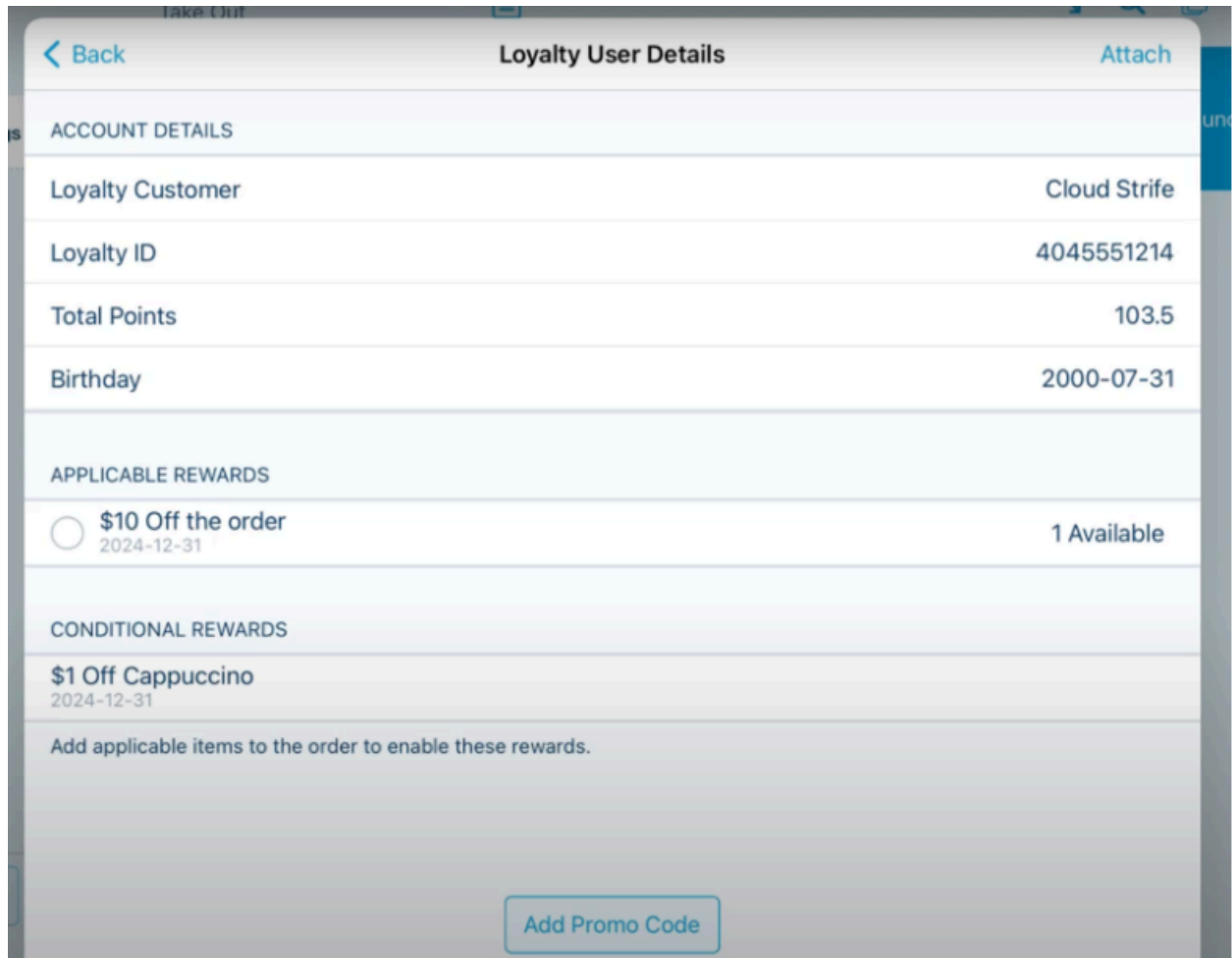
Viewing & Redeeming Rewards

Once a customer has successfully been found on the loyalty screen, the cashier will be presented with a pop-up showing the customer's applicable and conditional rewards.

Applicable Rewards and Conditional Rewards

Applicable rewards can be applied immediately (based on what the customer has available in their account, and what the customer has in their cart). To apply an applicable reward, a store associate may select one or more of the applicable rewards, then tap **Attach** (located on the top right side of the pop-up). These rewards can be applied at any point of the POS flow, either on the order screen or on the checkout/pay screen.

Conditional rewards are rewards that the customer has earned, but that cannot be applied because they have not met certain criteria. For example, a customer eligible for a reward for \$2 off a bottled water cannot apply it until a bottled water has been added to their cart.

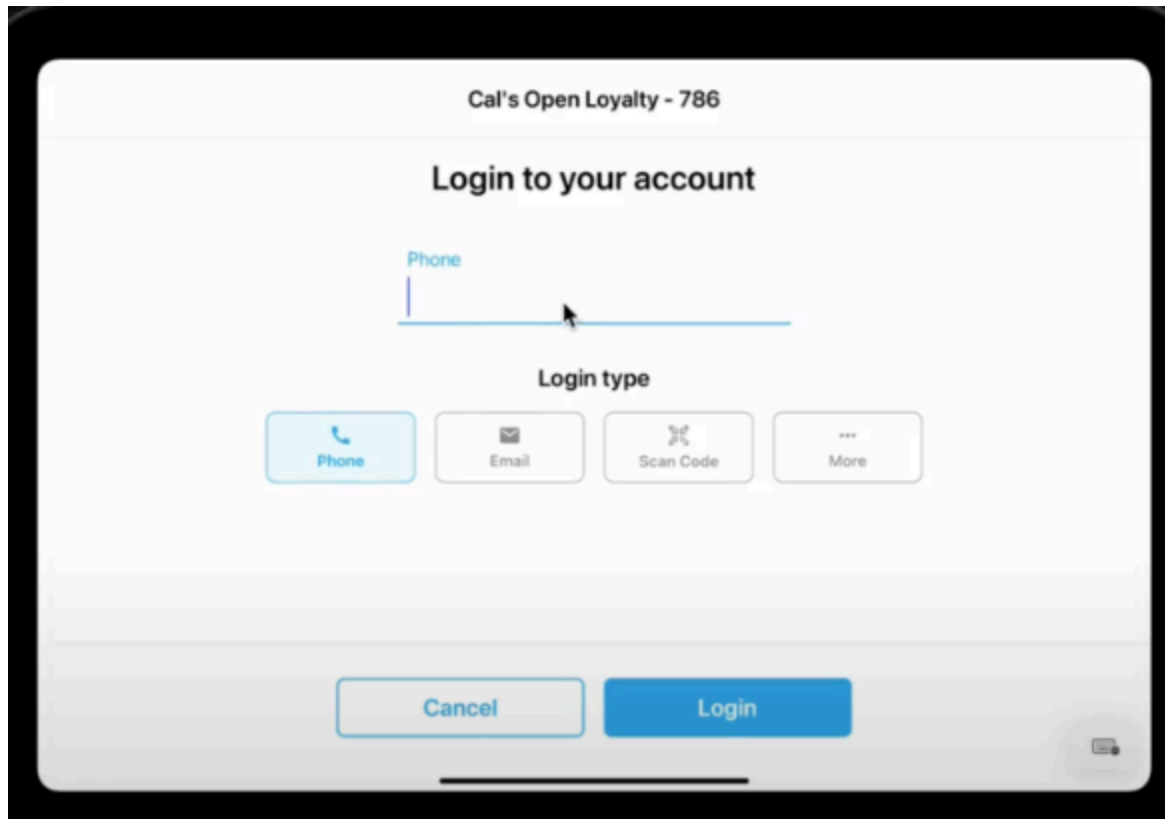


Revel does not currently support the adding of the product automatically when the reward is selected.

Open Loyalty on CDS XT

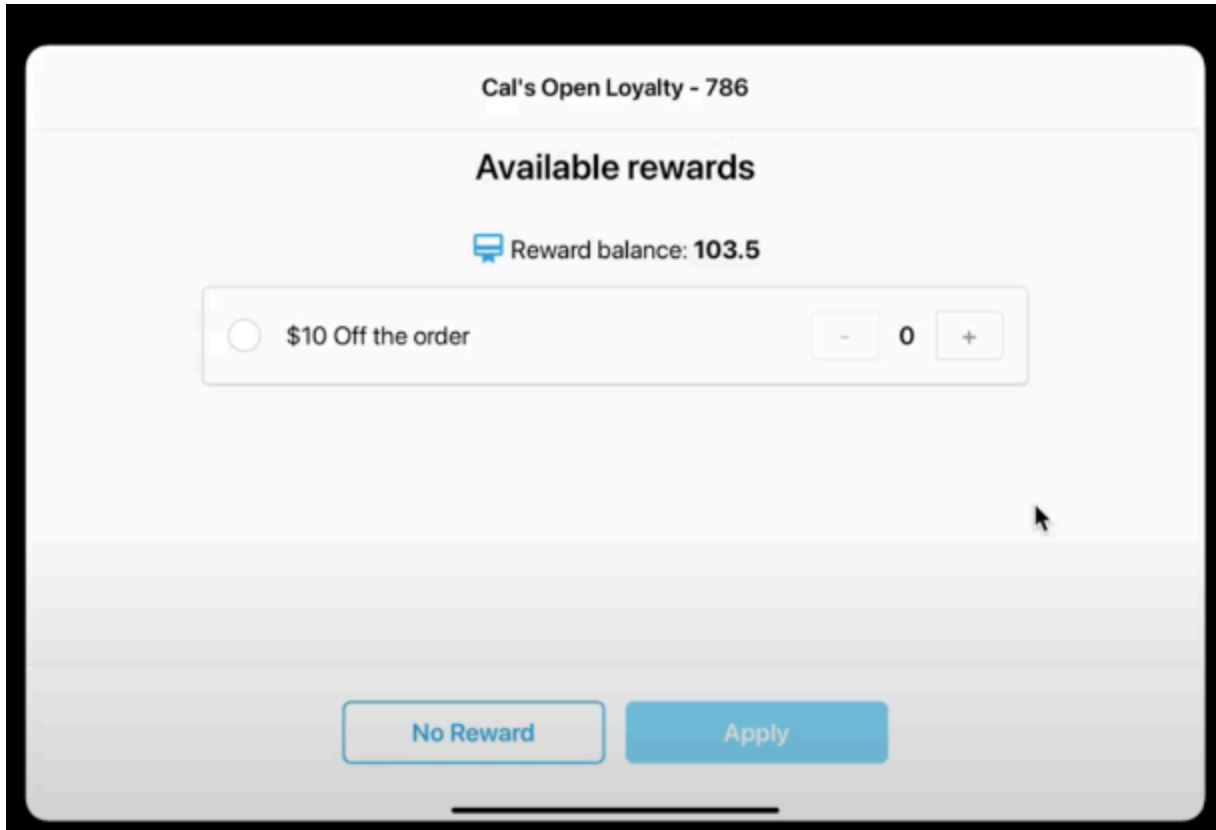
Looking Up a Loyalty Account

To look up a loyalty account, tap **Earn Rewards** and enter the loyalty lookup information on the customer display. Then tap **Login**. You can see this screen below:



Viewing & Redeeming Rewards

Once the user logs in to loyalty on the customer display, the guest will have the option to view rewards. Once the order is finalized on the POS, the rewards will be selectable on the customer display as seen in the screenshot below. The guest will have the option to apply rewards to the order.



Current Limitations

The following items are not currently supported (as of April 2024):

- POS app versions older than v2.78 (POS version must be 2.78 or higher)
- QR Scanning to look up a loyalty account with an external barcode scanner (coming soon)
- Coupons, promos, and deal codes
- Paying with points, loyalty pay, and points as payment
- Full loyalty account registration directly at the point of sale
- Open Loyalty on CDS 1.0, Online Ordering XT, or Kiosk XT (if you are using CDS 1.0, you can upgrade to CDS XT to use Open Loyalty)