

If a guest wants to see their loyalty account balance **BEFORE** placing an order.

1. On the POS Dashboard, press the "Rewards Cards" button:

- Revel Kendra M. Updated: 2025-03-18 13:18:45 👌 ••• Sales Summary (Time Clock Not Sales Payments New Orde \$ 0.00 \$ 0.00 0% Reports Order Voided \$ 0.00 \$ 0.00 0% 0%
 - 9 2 8 ift Car Time Management 0 Clocked In S Training Support OPERATIONS Lipari O Site Lunchbox Tills Drawer 1 Declined Payments Offline Payments Declared Tips Add
- 2. Enter the guests phone number or email address, or scan the QR code on their phone.
 - a. If your POS station has a Customer Display, the guest can enter their information themselves.
 - b. To scan a guest's QR code, they will need to open their app and choose "Scan" at the bottom of the app. You can then scan the QR code with the iPad's camera.



Loyalty Lookup (Without Order)



- 3. Once you enter the method of look up, you will see the guest's account and it will show you all the details around their account, including all rewards that they might have on there account.
 - a. Note: Total Points will show the current points balance showing the progress until the next earned reward. This is not their lifetime points balance.

		3 New Online Orders		×
Revel	< Back	Loyalty User Details	Close	endra M. 👄
Sales S	ACCOUNT DETAILS			
	Loyalty Customer		Kendra Melamed	
	Loyalty ID		787	
	Total Points		0	
	Birthday		No information	
	CONDITIONAL REWARDS			
	Sign Up Bonus			
	Birthday Bonus			ift Cards
Time No.				
OPERATIO				
Tills				
Dec				
O Offi				
Dec				
Da	ashboard Mar	lage Customers Invent	ory Setting	