

If a customer has a loyalty account but forgot to give their information during their visit, we can add points to their account after the fact.

There are 2 ways of doing this:

1. The store submits a FranConnect Ticket
 - a. Create a FranConnect ticket under the “Loyalty/Rewards Program” department
 - b. Be sure to include the Revel order number and/or picture of a receipt, as well as the customer’s phone number and/or email address
2. The customer emails our support team directly
 - a. The customer can email their receipt to our brand-specific customer service email address. These are:
 - i. info@friendlyrestaurants.com
 - ii. info@orangeleafyogurt.com
 - iii. info@redmangousa.com
 - iv. info@smoothiefactory.com
 - v. info@cleanjuice.com