

# NetScore Loyalty Rewards Suite App for NetSuite

## Frequently Asked Questions

### What is NetScore Loyalty Rewards suite app?

NetScore Loyalty Rewards for NetSuite helps you better engage customers by offering them loyalty points and create a loyal customer base. This application rewards your customers on the website and in SuiteCommerce Instore so that you can build better relationships and increase the customer's lifetime value to your business. It also drives brand awareness, reducing your cost of advertising, while helping you to increase sales.

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### Will a PDF step by step guide be provided for using suite app?

Yes, we will provide a User Manual document which will guide you that how to use suite app.

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### How can a customer earn points?

Once a customer will sign up in webstore and if the customer is loyalty eligible, then on every purchase of that customer he will get rewards points.

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### How can a customer redeem Loyalty Rewards points?

A customer can redeem Loyalty rewards points either by generating gift certificate or by redeeming during check out on buying a new product.

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### Can a customer give, or transfer Points to someone else?

No, Customer cannot transfer or give points to someone else, but can generate a gift certificate for someone else which he can use on his next purchase on the website.

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### Can we exclude specific customers from loyalty program scheme?

Yes, you can exclude specific customer from loyalty program scheme.

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### Can we exclude item from loyalty program scheme?

Yes, you can exclude specific item from loyalty program scheme.

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### Will points be expiring after a period for a customer?

No, currently NetScore Loyalty Rewards does not have this feature, It will be available in next release of the product.

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### On refund of item will points also get deducted from customer's account?

Yes, if customer will return any product then on refund of that item, points will get deducted from customer's account.

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### Will guest shopper get loyalty rewards points?

No, guest shopper will not get any loyalty rewards points.

### While generating gift certificate can we use invoice instead of cash sale?

Yes, as per customer's requirement we can use invoice instead of cash sale.

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### Can we do manual points adjustment of a customer?

Yes, there will be a screen provided where you can do point adjustment for a customer manually.

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### What happens to inactive Loyalty Rewards accounts?

If you inactive a loyalty rewards account, then customer will not get any loyalty points in future.

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### Can points be redeemed for cash?No,

points cannot be redeemed for cash.

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### How gift certificates can be used?

Customer can use gift certificate on next purchase on the website.

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### Does NetScore Loyalty Rewards supports tiers?

Yes, customer will be rewarded according to tiers once he will reach threshold point of tier.

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### Can we import our old customers points?Yes,

you can import points of your old customer.

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### Will customer get an email notification on every event?

Yes, on every event of the customer like first signup, purchase, refer a friend...etc customer will get email notification.

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### Can we change email template design and content?

Yes, email template content and design can be changed according to customer's business need.

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### Can we change sender email address?

Yes, we can change sender email address according to customer's need.

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### Can we limit refer a friend functionality up to 10 emails in a day?

Not in the current product, but if customer requires we can do this as a suite customization.

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### Can I use one loyalty bundle for multiple websites?

Yes, you can use single bundle for multiple website.

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### Can we print gift certificate voucher in PDF format?

Yes, you can print gift voucher in PDF format and design of PDF can be changed according to customer's requirement.

### Can I send out marketing communications to my loyalty customers?

Yes, once customer will subscribe for Newsletter of the website, he/she will get all marketing emails.

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### How soon can I start using NetScore Loyalty Rewards suite app?

You can start using NetScore Loyalty Rewards suite app according to below time line.

Milestones	Week(s)
Projected Start Date	Week 1
App Installation	Week 1
Integration & Regression Testing	Week 2
UAT	Week 3
Milestone 1: Go-Live	Week 3
SCIS	Week 4
Milestone 2: SCIS Go-Live	Week 5

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### Can NetScore Loyalty Rewards suite app be customised according suite specific requirement?

Yes, we can customize our suite app according to customer's specific suite customizations.