NetScore Loyalty Rewards for NetSuite
Frequently Asked Questions

What is NetScore Loyalty Rewards for netsuite?

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

Is NetScore Loyalty Rewards BFN Certified?

Yes, it is certified Hybrid SuiteApp.

Does your SuiteApp support the latest SCA (SuiteCommerce Advanced) version?

Yes, it supports all of the versions of SCA (SuiteCommerce Advanced).

Does your SuiteApp support SCS (SuiteCommerce Standard)?

Yes, it supports SCS also.

How much flexibility does your SuiteApp have over the functionalities?

We've developed our SuiteApp in such a way that you can easily enable/disable the functionalities by using SuiteApp setup.

How will new features be upgraded in our account?

Whenever a new feature is released, we will add that feature in your account.

We don't have a SCA website, can we still able to use your SuiteApp?

Yes, you can use our solution in NetSuite backend as well.

Is your SuiteApp compatible with the NetSuite upgrades?

Yes, it is compatible with NetSuite upgrades.

How do I enable customers to start earning points?

Once you've done the initial configuration then all your customers are auto eligible for the program and they will earn points on all activities performed.

Is there any configuration required to start the using SuiteApp?

Yes, we provide a simple, flexible screen where you need to setup initial configurations such as, how many points your customer will earn for $1 spent in the store, selection of items that are part of loyalty program and selection of transaction types such as cash sale, invoice, returns.

When will our customers receive points?

When you complete a general activity including purchases, you will earn points at that time of event and these points will be reflected in your total points balance on your account.

When you refer a friend, you will receive points when the recipient completes sign up in the website.

When you write a review, you will receive points if the review is published to the site.
When you purchase items, you will get points once the cash sale or customer payment created in the NetSuite.

How does your SuiteApp refer a friend functionality work?

Once you sign up in the program, you will have one unique referral code and you can share that code to anyone by logging into your account in the website. Once the recipient uses your referral code at the time of sign up then both you and your friend will get points.

Can you transfer points to another customer?

No, we don't have such functionality yet.

How does your SuiteApp work when customers return items?

Whenever a customer returns items from a purchase, those points will be deducted from the customer account balance.

How can customers check their point balances and history?

Customers can check their balances and history by logging into their account in the website.

How can our customers redeem their points?

Customers can redeem points by generating gift certificates by logging into their account in the website and customer can redeem their points at the time of checkout as well.