

Setting Up Your Loyalty and Rewards Program

offers a Loyalty and Rewards Program which you can make available to your customers. With this program, customers can earn points for every purchase, and can redeem those points on future purchases.

The loyalty program is an add-on feature for your . To inquire about this feature, contact your or email .

This article provides instructions for setting up your Loyalty and Rewards Program and assigning points to your products. For details on how the program will work for your customers, [read this article >](#)

Step-by-step Guide to Set up Loyalty and Rewards:

1. Login to your Workspace
2. Click on the **store** from the left menu.
3. Within **store**, click **Loyalty and Rewards**.

The screenshot shows the Webware.io dashboard. The top navigation bar includes the Webware.io logo, the user name 'HELLO, SHRUTHI G', and a 'VIEW YOUR SITE' button. The left sidebar menu is expanded to show 'LOYALTY AND REWARDS' highlighted. The main content area displays a 'REDEMPTIONS' table with columns for NAME, EMAIL, POINTS, POINTS REDEEMED, and ACTIONS. A single row shows a user named 'Shruthi G' with 100 points and 0 points redeemed. The 'ACTIONS' column for this row contains a link labeled 'Add Points'. Above the table are buttons for 'SETUP REWARDS' and 'EXPORT REWARDS', and a search bar for 'Search Redemptions...'. A chat icon is visible in the bottom right corner of the dashboard.



The Loyalty and Rewards program is an add-on feature. If you see a message saying that this feature is not enabled, please contact your or.

4. Click **Setup Rewards**.

DASHBOARD 

WEBSITE 

STORE 

ORDERS

ABANDONED CHECKOUTS

STORE BOOKINGS

PRODUCTS

COLLECTIONS

COUPONS

LOYALTY AND REWARDS

REGIONS AND TAXES

SHIPPING

CHECKOUT AND PAYMENTS

NOTIFICATIONS

CUSTOMERS 

BLOGS 

NEWSLETTER 

SOCIAL HUB 

REPUTATION 

SERVICES 

SETTINGS 

REPORTS 

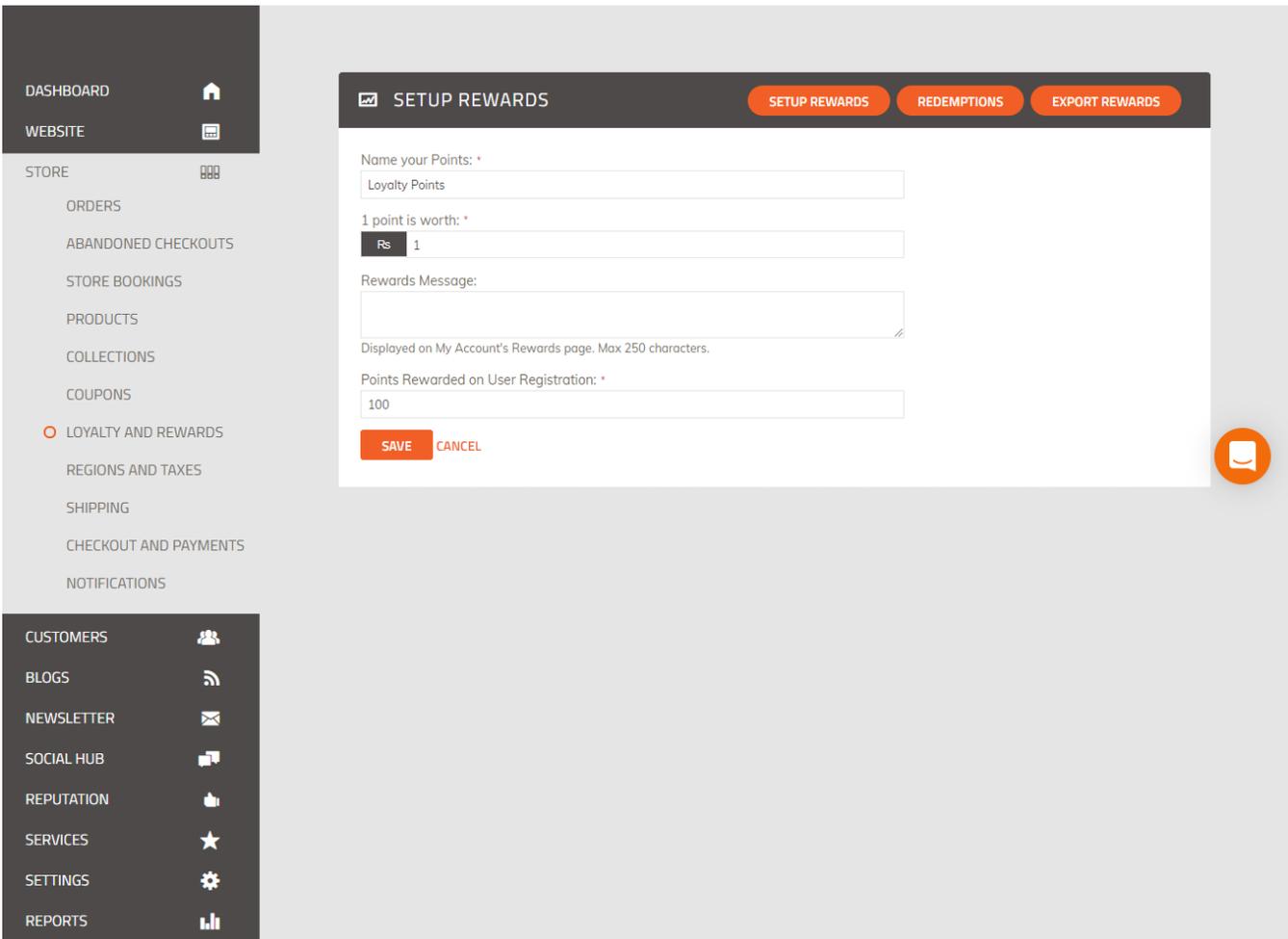
 REDEMPTIONS

SETUP REWARDS
EXPORT REWARDS

NAME	EMAIL	POINTS	POINTS REDEEMED	ACTIONS
Shruthi G	mock@webware.io	100	0	Add Points

5. Fill out the details for your Rewards Setup:

- **Name Your Points:** this is the name that your customers will see for your points. You can call it simply "Points" or use it as a chance to further your brand with a catchy name.
- **1 Point is Worth:** enter the value you want to assign for 1 rewards point
- **Rewards Message:** This message will appear on your customers' "My Account" page, above their points balance.



6. Click **Save**.

Now your Loyalty Program has been created. Next, you will need to assign points to your products.

Adding Products to your Loyalty Program

You will need to individually assign products to your Loyalty Program, and set the attributes for each product.

1. From your Workspace menu, click on **Products**.
2. Click the pencil icon to edit the product you wish to edit.

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✉ REDEMPTIONS

SETUP REWARDS
EXPORT REWARDS

NAME	EMAIL	POINTS	POINTS REDEEMED	ACTIONS
Shruthi G	mock@webware.io	100	0	Add Points

3. Scroll down to the Product Attributes section, and locate the checkbox for **“This product can be purchased using Points.”**

Is this product Returnable?

This product can be purchased using Loyalty Points.

Percentage Discount

Discount a buyer can take on purchase of this product

Points to Earn on purchase of this product

Only if buyer doesn't use points to buy the product

4. Check the checkbox, and complete the fields that appear.

- **Percentage Discount:** Discount a buyer can take on purchase of this product
- **Points to Earn:** Only if buyer doesn't use points to buy the product

5. Click **Save**.

You will need to follow the same steps for all products you wish to include in this program.

Managing Customers and Rewards

As an administrator, you can view your customers' points redemptions, and manually add points to a customer from your Workspace.

1. From your Workspace menu, click on **Store**

2. Within **Store**, click **Loyalty and Rewards**.

3. You will be taken to your **Redemptions** page. Here you can view all your registered members, how many points they have, and how many they have redeemed.

The screenshot shows the Webware.io dashboard. The top navigation bar includes the Webware.io logo, the user name 'HELLO, SHRUTHI G', and a 'VIEW YOUR SITE' button. The left sidebar contains a menu with categories like DASHBOARD, WEBSITE, STORE, and CUSTOMERS. The 'LOYALTY AND REWARDS' option is selected. The main content area is titled 'REDEMPTIONS' and features a search bar and two buttons: 'SETUP REWARDS' and 'EXPORT REWARDS'. Below this is a table with the following data:

NAME	EMAIL	POINTS	POINTS REDEEMED	ACTIONS
Shruthi G	mock@webware.io	100	0	Add Points

4. To add points for a customer, click on **Add Points** for that customer. Enter the points you wish to add and click **Save**.

- DASHBOARD
- WEBSITE
- STORE
- ORDERS
- ABANDONED CHECKOUTS
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- LOYALTY AND REWARDS**
- REGIONS AND TAXES
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- REPORTS

ADD REWARD POINTS

[SETUP REWARDS](#) [REDEMPTIONS](#) [EXPORT REWARDS](#)

Name :
Shruthi G
Email Address :
mock@webware.io
Points Earned :
100
Points Redeemed :
0
Add Points : *

[SAVE](#) [CANCEL](#)



Points once updated manually cannot be edited nor deleted.

Related articles

- [Setting Up Your Loyalty and Rewards Program](#)
- [Loyalty And Rewards – How It Works For Your Customers](#)