

Oracle Loyalty Cloud

Implementing Loyalty

21D

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Preface

This preface introduces information sources that can help you use the application.

Using Oracle Applications

Help

Use help icons  to access help in the application. If you don't see any help icons on your page, click your user image or name in the global header and select **Show Help Icons**. Not all pages have help icons.

If you don't see **Show Help Icons** in the Settings and Actions menu, you can access the [Oracle Help Center](#) to find guides and videos.

 **Watch:** This video tutorial shows you how to find and use help.

You can also [read about it](#) instead.

Additional Resources

- **Community:** Use [Oracle Cloud Customer Connect](#) to get information from experts at Oracle, the partner community, and other users.
- **Training:** Take courses on Oracle Cloud from [Oracle University](#).

Conventions

The following table explains the text conventions used in this guide.

Convention	Meaning
boldface	Boldface type indicates user interface elements, navigation paths, or values you enter or select.
monospace	Monospace type indicates file, folder, and directory names, code examples, commands, and URLs.
>	Greater than symbol separates elements in a navigation path.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the [Oracle Accessibility Program website](#).

Videos included in this guide are provided as a media alternative for text-based help topics also available in this guide.

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Contacting Oracle

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1 About This Guide

Audience and Scope

If you administer or manage the implementation of Oracle Loyalty, such as members and transactions, or Computer Telephony Integration (CTI), then this is the guide for you.

Let's look at the permissions you need to implement Oracle Loyalty. You must be able to perform these tasks:

- Create, review, and define specific elements of your loyalty program for your enrolled members and their respective transactions.
- You must use this guide with the Oracle CX Sales Getting Started with Your Sales Implementation and Oracle B2B Service Implementing B2B Service guides.

Before you start implementing Oracle Loyalty, you must be familiar with all the functionality provided with Oracle CX Sales and B2B Service. If you want to know more about best practices to help you improve performance in Oracle Loyalty, familiarize yourself with the Understanding Import and Export Management for CX Sales and B2B Service guide, and also Oracle Sales Cloud Optimizing Performance (Document 2420396.2) available on My Oracle Support.

Related Topics

- [Implementing Sales](#)
- [Getting Started with Your Sales Implementation](#)
- [Understanding Import and Export Management for CX Sales and B2B Service](#)
- [Implementing B2B Service](#)
- [Oracle Sales Cloud Optimizing Performance \(Document 2420396.2\)](#)

Related Guides

Let's look at some of the other guides that can help you implement, maintain, and use Oracle Loyalty.

You can find Oracle Loyalty and Oracle CX Sales guides on the Help Center (docs.oracle.com/en/cloud/saas/).

Oracle CX Sales Implementation Guides

Use these guides to complement your Oracle Loyalty implementation.

Title	Description
Oracle CX Sales Getting Started with Your Sales Implementation	This guide describes initial Oracle CX Sales and B2B Service implementation procedures. It's based on a simple sales-force-automation use case.
Oracle CX Sales Implementing Sales	This guide contains conceptual information and procedures you need to implement components and features of Oracle CX Sales and B2B Service.

Oracle Loyalty Guides

Use this guide to complement your Oracle Loyalty administration.

Title	Description
Administering Loyalty	This guide describes your initial Oracle Loyalty service implementation procedures. It's based on a simple sales-force-automation use case.

Use these guides to help you import and export data when implementing Oracle Loyalty.

Title	Description
Import and Export Management for Loyalty	This guide describes how to import and export business data in Oracle Loyalty.
Understanding Import and Export Management for CX Sales and B2B Service	This guide describes how to import and export business data in CX Sales and B2B Service.

Common Application Implementation Guides

Use these guides to understand roles, and to set up offerings.

Title	Description
Oracle CX Security Reference for Common Features	This guide contains reference information for implementing security for an offering in Oracle CX.
Oracle CX Using Functional Setup Manager	This guide contains information for configuring feature opt-in and managing setup data for the primary users of Functional Setup Manager.

Related Topics

- [Getting Started with Your Sales Implementation](#)
- [Implementing Sales](#)
- [Administering Loyalty](#)
- [Understanding Import and Export Management for CX Sales and B2B Service](#)
- [Oracle CX Using Functional Setup Manager](#)

2 Implement Oracle Loyalty

Overview of Oracle Loyalty Implementation

Let's look at what you need to start an implementation of Oracle Loyalty.

First, you need a user with the Application Implementation Consultant role (ORA_ASM_APPLICATION_IMPLEMENTATION_CONSULTANT_JOB). Here's why it's important. In Oracle Loyalty, the Application Implementation Consultant is responsible for opting into the offerings applicable to your business requirements. This person manages enterprise-wide implementations. Also, this role collaborates with specific application administrators to implement consistent enterprise application setup. This includes architecture, information, rules, and access to all setup tasks across all products.

For more information on this role, see [Securing Applications](#).

Next, before you implement Oracle Loyalty members and transactions, you must set up and configure loyalty programs, partners, and promotions.

For more information on setting up Oracle Loyalty, specifically managing the opt-in and setting up your offerings, see [Oracle CX Using Functional Setup Manager](#).

Oracle Loyalty Offering

You use the Oracle Loyalty offering to create dynamic, cross-industry loyalty programs that drive customer initiatives with promotions and rewards. Examples of these are:

- Airlines' frequent-flyer programs
- Retailers' frequent shopper programs
- Hotels' frequent guest programs

It's a good idea to determine who your best customers are and how you want to affect their behavior. To do this, you must research and analyze your business requirements. For example, in Oracle Loyalty you design a loyalty program that encourages members to use a specific communication channel instead of more traditional channels. This could be persuading more customers to use social media, instead of them contacting your company call center.

Here are the main functional areas of the loyalty offering. For the full list of functional areas and features in this offering, use the [Associated Features](#) report.

For more information on the [Associated Features](#) report, the information in it, and how to access it, see [Oracle CX Using Functional Setup Manager](#).

Functional Area	Description
Loyalty Members	Here you can create, review, and define specific elements of your loyalty program in relation to your enrolled members. Let's say you want to change your program to limit the number of loyalty member groups, or maybe you want to increase the number of membership levels that are available.

Functional Area	Description
Loyalty Transactions	Here you can create, review, and define specific elements of your loyalty program in relation to your enrolled members' transactions. You might want to use these actions to change your program to encourage members to use specific airports, or to buy specific air fares.

Related Topics

- [Securing Applications](#)
- [Using Functional Setup Manager](#)

Oracle Loyalty Public Unique IDs

What is a public unique ID (PUID)? When an application uses document sequencing, it generates a unique number (or ID) for each business object record when it's created in the database. Oracle Loyalty users can't easily read or use unique IDs because of their length and complexity. As an administrator, you can configure the format of the unique ID that's generated, to make it more user-friendly and readable. This user-friendly value is called the public unique ID (PUID). The default format of a PUID is the default object name, followed by a 10-digit number.

A specific number of Oracle Loyalty objects support PUIDs for generating unique sequencing, using an advanced setup with PUID attributes. What does this advanced setup involve? The refers to generating the unique sequence of PUIDs for each business object, or more specifically, generating a specific prefix and radix configuration for each business object. PUID specification mandates that an object, let's say the Members object, must be searched by its PUID, MemberNumber. This table lists the business objects where the PUID attribute is exposed, as well as pickers by PUID attribute:

Top-Level Object Name	Model Support (PUID Attribute Name)	Object PUID Generation	Global Search By PUID	PUID Exposed by Default in List Management
Member	MemberNumber	Supported	Unsupported	Supported
Program	ProgramNumber	Supported	Unsupported	Unsupported
Transaction	TransactionNumber	Supported	Unsupported	Supported
Promotion	PromotionNumber	Supported	Unsupported	Unsupported

This table shows the child objects where the PUID attribute is exposed, as well as pickers by PUID attribute:

Top-Level Object Name	Model Support (PUID Attribute Name)	Object PUID Generation	Global Search By PUID	PUID Exposed by Default in List Management
MembershipCard	CardNumber	Supported	Unsupported	Supported
Voucher	VoucherNumber	Supported	Unsupported	Supported
Bucket	BucketUid	Supported	Unsupported	Unsupported
RedemptionItem	ItemNum	Supported	Unsupported	Unsupported
MemberTier	MemTierNum	Supported	Unsupported	Unsupported
AccrualItem	AccrualItemNumber	Supported	Unsupported	Unsupported
CompanyMembership	MemberCorpNumber	Supported	Unsupported	Unsupported
MemberPromotionsEnrolle	PromoMemNumber	Supported	Unsupported	Unsupported

Use one these options for setup:

- Default setup, where you require no implementation steps.
- Basic setup, which you can configure to a certain degree. If you use this setup, the default setup isn't used.
- Advanced setup, which is more complex and configurable. This setup is on a per-object basis, whereas the default and basic setups apply to all objects.

Here is more information on the default, basic, and advanced setups, and where to find more information.

Setup Option	Description	Where to Find More Information
Default Setup	You need no implementation steps for this setup. Oracle Loyalty automatically generates a unique 10-digit numeric ID with a default object prefix for each record. The document sequencing begins with a 1.	No additional documentation, other than this introduction.
Basic Setup	In this setup, you set two profile options where you configure the radix (or base numbers and characters) and prefix to use. The application generates an alphanumeric public unique ID instead of the default numeric public unique ID for each record.	See the Public Unique ID Basic Setup section in Oracle CX Sales Implementing Sales.

Setup Option	Description	Where to Find More Information
Advanced Setup	In this setup, you define a radix and prefix for each object. It isn't required for the radix and prefix to be different for each object. You can perform an advanced setup for the following extensible Oracle Loyalty objects: Member, Program, Transaction, Member Tier, Card, and Voucher.	See the Public Unique ID Advanced Setup section in Oracle CX Sales Implementing Sales.

Public Unique ID Advanced Setup

When you do an advanced setup, you can define a different prefix and numbering radix for each business object. For Oracle Loyalty, the objects are Member and Transaction. If you decide to migrate from an external application using an import, then you can specify PUIDs for Oracle Loyalty objects. If you decide not to specify PUIDs during import, then the Oracle Loyalty application generates PUIDs automatically.

Consider these points:

- If you enter a prefix value, you must set a radix value. You can't use the prefix setting by itself. The length of a prefix value is 5.
- If you require a delimiter, then include it as part of the prefix.
- The concatenated public unique ID and prefix can't exceed the defined field length, which is usually 30 characters.

Here's how you configure the radix and optionally, the prefix, in an advanced setup.

1. Open Setup and Maintenance and then select **Sales** from the **Setup** menu.
2. In the Functional Areas list, click **Sales Foundation**.
3. In the Sales Foundation pane, select **All Tasks** from the **Show** menu, and then click the **Manage Public Unique Identifier Sequence Generation**.

This opens the Manage Public Unique Identifier Sequence Generation page.

4. If you're configuring these values for the first time, select **Add Row** from the Actions menu to add a row to the table.
5. In the Object Name menu, select the object for which you're configuring the public unique ID.
6. In the Prefix box, enter the prefix you want to use for the object and unique ID.
 - Enter a maximum of five characters.
 - The allowed characters are: 0-9, A-Z, a-z, and these special characters: period, hyphen, comma, and underscore.
7. In the Radix menu, select the base numbering to use.
8. Repeat for other objects.
9. Click **Save and Close**.

This table lists options for RADIX in the Manage Public Unique Identifier Sequence Generation task. For example, this is what the sequence looks like if a Member Number is in the format of "MemberNumber":

- "MEM0000000001" if the Advance Setup for Member object isn't setup.
- If the Advance Setup for Member object is setup, then the MemberNumber is created in the form of "MemberNumber" = "MEMBER_106065",

- PREFIX is MEMBER_ and RADIX is "106065" which is in the format of "No Alphanumeric Conversion".
- RADIX is in the format of "Letters A-Z, Upper Case". "MemberNumber": "MEMBER_GAXM",

Prefix	Radix
NULL	NULL
NULL	Numbers 0-9, letters A-F
NULL	Numbers 0-9, letters A-F
A-	Numbers 0-9, letters A-F
A-	Numbers 0-9, letters A-F
Null	No alphanumeric conversion
A-	Numbers 0-9, letters A-Z, letters a-z
A-	Numbers 0-9, letters A-Z upper case
A-	Numbers 0-9, letters ABCDEFGHJKLMNPQRTUWXY
A-	Numbers 2-9, letters BCFGHJKLMNPQRSTVWXYZ
A-	Letters A-Z, Upper Case
A-	Numbers 0-9, letters A-F

Related Topics

- [Implementing Sales](#)
- [Getting Started with Your Sales Implementation](#)
- [Implementing B2B Service](#)

3 Implement Loyalty Members

Loyalty Member Tasks

Let's say the Loyalty Manager has already set up loyalty program and promotions. Next, you can get started on creating, reviewing, and defining specific elements of your loyalty program in relation to your enrolled members. For example, you may want to change your program to limit the number of loyalty member groups or you may want to increase the number of available membership levels.

1. Open Setup and Maintenance and select **Customer Loyalty** from the **Setup** menu.
2. In the Functional Areas list, click **Loyalty Members**.

You see the available tasks in the Loyalty Members pane.

- o To see all tasks, select **All Tasks** from the **Show** menu.
- o To see all required tasks, select **Required Tasks** from the **Show** menu.
- o To review a task, click the task name.

Here are the tasks that the Loyalty Program Administrator can do in relation to enrolled Oracle Loyalty members.

- **Manage Loyalty Member Relationship Type**

Use this task to define loyalty member relationship types. Typical values are Spouse, Child, and Referral.

- **Manage Loyalty Member Group**

Members can change membership group, either by earning a specified number of qualifying points, or by meeting certain criteria within a specified time. Use this task to define loyalty member groups. Typical values can be Domestic Leisure Traveler, International Leisure Traveler, Frequent Business Traveler, and Infrequent Business Traveler.

- **Manage Loyalty Member Class**

Use this task to define member classifications. Typical values can be Agency, Salesperson, or Primary Distributor.

- **Manage Loyalty Member Phase**

Members can change membership phase, by earning a specified number of qualifying points, or by meeting certain criteria within a specified time. Use this task to define loyalty member phases within the loyalty program. Typical phases are Gold - Phase 1, Gold - Phase 2, Platinum - Phase 1, and Platinum - Phase 2.

- **Manage Loyalty Member Status**

Use this task to define member statuses within the loyalty program. Typical values are Active, Inactive, Canceled, and Merged.

- **Manage Loyalty Member Voucher Status**

You can design your loyalty program to assign vouchers to loyalty members that members can then redeem within the loyalty program. Use this task to define voucher statuses within the loyalty program. Typical values are Expired, Used, Closed, or Available.

- **Manage Loyalty Member Voucher Basis**

You can design your loyalty program to assign vouchers to loyalty members that they redeem within the loyalty program. Use this task to define how loyalty vouchers can be assigned within the loyalty program. Typical values are Redemption, Accrual, or Tier Reward.

- **Manage Loyalty Membership Card Type**

Use this task to define the specific membership card types available to your loyalty program members. Typical values are Gold, Silver and Platinum.

- **Manage Loyalty Membership Card Status**

Membership cards can change status, depending on members' activity or inactivity. Use this task to define the available statuses of membership cards. Typical values are Active, Stolen, Expired, or Closed.

- **Manage Tier Change Reason Code**

Members can change tier statuses, either by earning a specified number of qualifying points, or by meeting certain criteria within a specified time. Use this task to define the codes used to update member tier levels within your loyalty program. For example, you can assign the reason for changing the Tier such as Retention, or Strategic Customer.

- **Manage Status Change Reason Code**

Members can change membership status, depending on membership activity or inactivity. Use this task to define the reason codes used for updating membership statuses within your loyalty program. For example, you can assign a specific reason code such as Canceled, Expired, or Payment Pending.

For more information about importing loyalty members, see the [Import and Export Management for Loyalty](#) and [Understanding Import and Export Management for CX Sales and B2B Service](#) guides.

Related Topics

- [Import and Export Management for Loyalty](#)
- [Understanding Import and Export Management for CX Sales and B2B Service](#)

Manage Loyalty Member Tasks

After the Loyalty Manager has set up loyalty program and promotions, you're ready to create, review, and define specific elements of your loyalty program in relation to your enrolled members. For example, you may want to change your program to limit the number of loyalty member groups or you may want to increase the number of membership levels that are available.

Here's how you define your loyalty program in relation to your enrolled members:

1. Open Setup and Maintenance and select **Customer Loyalty** from the **Setup** menu.
2. In the Functional Areas list, click **Loyalty Members**.
3. In the Loyalty Members pane, select **All Tasks**.

A list of all available tasks relating to loyalty members appears.

4. Click the loyalty member task you want to update.
5. (Optional) Edit the **Meaning**, **Description**, or **Tag** fields for your Lookup Type.

Note: All Oracle Loyalty lookups start with: ORA_LOY

6. (Optional) In the Lookup Codes table, from the **Action** menu, select **New** to add an item to the list of valid values.
7. (Optional) In the Lookup Codes panel, edit the **Display Sequence, Enabled, Start Date, End Date, Meaning, or Description** fields.

4 Implement Loyalty Transactions

Loyalty Transaction Tasks

Let's say the Loyalty Manager has already set up loyalty program and promotions. Next, you can get started on creating, reviewing, and defining specific elements of your loyalty program in relation to your enrolled members' transactions. For example, you may want to change your program to encourage members to use specific airports, or to buy specific air fares.

1. Open Setup and Maintenance and select **Customer Loyalty** from the **Setup** menu.
2. In the Functional Areas list, click **Loyalty Transactions**.

You see the available tasks in the Loyalty Transactions pane.

- To show all tasks, select **All Tasks** from the **Show** menu.
- To show all required tasks, select **Required Tasks** from the **Show** menu.
- To review a task, click the task name.

Here are the tasks that the Loyalty Program Administrator can do in relation to enrolled loyalty transactions.

- **Manage Loyalty Transaction Zone**
Use this task to define airline zone. For example, an economy class ticket with an American airline from New York to Chicago is worth 100 points, however, an economy class ticket with a European airline from London to Paris is worth 50 points.
- **Manage Loyalty Transaction Airport**
Use this task to define airports. For example, originating flights from a specific airport in New York are eligible to earn the member 100 points; however, originating flights from another specific airport in Paris is worth 50 points.
- **Manage Loyalty Transaction Travel Class**
Use this task to define travel class. Typical values are Economy, Business, or First Class.
- **Manage Loyalty Transaction Fare Type**
Use this task to define the type of fare purchased. Typical values are Economy, Business, or First Class.
- **Manage Loyalty Transaction Channel**
Use this task to define transaction channels. For example, transactions completed on a company Web site are eligible to earn 100 points, however transactions completed with a sales representative are eligible to earn 250 points.
- **Manage Loyalty Transaction Travel Booking Class**
Use this task to define travel booking class. For example, typical values are Economy, Business, or First Class.
- **Manage Loyalty Transaction Payment Type**
Use this task to define the transaction payment types. For example, debit card transactions earn a member 100 loyalty points, however credit card transactions earn a member 250 loyalty points.

- **Manage Loyalty Transaction Source**
Use this task to define the transaction sources. For example, transactions originating from a Point-Of-Sale earn a member 100 loyalty points, however transactions originating from the company Web site earn a member 250 loyalty points.
- **Manage Loyalty Transaction Social Action Type**
Use this task to define members' social media actions. For example, members who comment on the company Facebook page are eligible to earn 100 points, however members who purchase the product on company Facebook page are eligible to earn 250 points.
- **Manage Loyalty Transaction Fare Basis**
Use this task to define travel booking class. Typical values are Economy, Business, or First Class. This task is specific to airline loyalty programs.
- **Manage Loyalty External Product Type**
Use this task to manage the product associated with your transaction.
- **Manage Loyalty External Product Line**
Use this task to manage the product line of the product associated with your transaction.

For more information about importing loyalty transactions, see the [Import and Export Management for Loyalty](#) and [Understanding Import and Export Management for CX Sales and B2B Service](#) guides.

Related Topics

- [Import and Export Management for Loyalty](#)
- [Understanding Import and Export Management for CX Sales and B2B Service](#)

Manage Loyalty Transaction Tasks

After the Loyalty Manager has set up loyalty program and promotions, you're ready to create, review, and define specific elements of your loyalty program in relation to your enrolled members' transactions. For example, you may want to change your program to encourage members to use specific airports, or to buy specific air fares.

Here's how you define your loyalty program in relation to your member's transactions:

1. Open Setup and Maintenance and select **Customer Loyalty** from the **Setup** menu.
2. In the Functional Areas list, click **Loyalty Transactions**.
3. In the Loyalty Transactions pane, select **All Tasks**.
A list of all available tasks relating to loyalty transactions appears.
4. Click the loyalty transaction task you want to update.
5. (Optional) Edit the **Meaning**, **Description**, or **Tag** fields for your Lookup Type.

Note: All Oracle Loyalty lookups start with: ORA_LOY

6. (Optional) In the Lookup Codes table, from the **Action** menu, select **New** to add an item to the list of valid values.
7. (Optional) In the Lookup Codes panel, edit the **Display Sequence**, **Enabled**, **Start Date**, **End Date**, **Meaning**, or **Description** fields.

5 Implement Oracle Loyalty Service Requests

Set Up Oracle Loyalty to Support Computer Telephony Integration (CTI)

What is Computer Telephony Integration (CTI)? CTI enables the integration of third party media toolbars with Oracle CX applications. Here are a few things to keep in mind: the media toolbar is only displayed if the company has enabled the partner CTI service. Also, the signed-in user must have the privilege 'Access Partner Media Toolbar' to access the toolbar.

Note: This guide complements the Oracle B2B Service Implementing B2B Service guide, and this topic complements specifically the chapter Configuring Computer Telephony Integration (CTI). This guide assumes that you're familiar with Oracle CX Sales and B2B Service functionality.

Here's how you set up CTI in Oracle Loyalty:

1. Open Setup and Maintenance and select **Sales** from the **Setup** menu.
2. In the Functional Areas list, click **Sales Foundation** and go to the **Manage Administrator Profile Values** task.
3. First, in the **Manage Administrator Profile Values** task, enable the following **Profile Option Code**:
SVC_PARTNER_MEDIA_TOOLBAR_ENABLED
4. Next in the **Manage Screen Pop Configuration** task, you must define a set of rules for your screen pops. Create the rules that must be applied, in order of priority, when Oracle Loyalty invokes a screen pop. Here is the rule you need for your Oracle Loyalty CTI integration.

Note: You can search for tasks using the Search Tasks field or the Task icon.

Channels	Tokens	Page to Pop
All	Loyalty Member Number	Loyalty Member Edit

Related Topics

- [Implementing B2B Service](#)
- [Implementing Sales](#)

6 Implement Audit Trail

Set Up Oracle Loyalty to Support Audit Trail

What is audit trail? You use audit trail to identify changes to attributes of the Loyalty Member object made using the application pages, web services, or other processes. The audit history shows you how a business object obtained its current value, and lists old and new values. You can view the history, or create an audit report from the Audit History work area, using appropriate duty roles and privileges. When you want to extract a specific audit trail report, you can download the required report using the Oracle BI Cloud Connector Console. For more information, see the section Extract the Data Store for the Loyalty Offering in the Creating and Administering Analytics and Reports for Loyalty guide.

Note: This guide complements the Oracle Applications Cloud Using Common Features guide, and this topic complements specifically the chapter Audit. This guide assumes that you're familiar with Oracle CX Sales and B2B Service functionality.

Before you set up audit trail in Oracle Loyalty, it's a good idea to start with creating Loyalty Member custom attributes in Application Composer. By doing this first, these custom attributes are already available for you during your audit trail setup. For more information, see the chapter Set Up Oracle Loyalty Attributes and Custom Fields in the Oracle Loyalty Extending guide.

Here's how you set up audit trail in Oracle Loyalty:

1. Open Setup and Maintenance and select **Customer Loyalty** from the **Setup** menu.
2. In the Functional Areas list, click **Loyalty Foundation** and select **All Tasks** from the Show menu.
3. Select the **Manage Audit Policies** task.
4. First, in the **Oracle Fusion Applications** pane, do the following:
 - o From the Audit Level menu, select Auditing.
 - o Click **Configure Business Object Attributes**.

The Configure Business Objects Attributes page opens.

5. Next in the **Product** menu, select Loyalty.
6. In the Loyalty Member: Audited Attributes section, click the plus sign (+) to add the attributes you want to audit for the Loyalty Member object.

Here are the attributes you can audit for a loyalty member.

Attribute Display Label	Attribute Name	Type
Corporate Currency Code	CorpCurrencyCode	Text
Currency	CurrencyCode	Menu - RatedCurrenciesVO
Currency Conversion Rate Type	CurcyConvRateType	Text

Attribute Display Label	Attribute Name	Type
Date of Member's Last Tier Change	LstTierChangeDt	DateTime
Member Class	MemberClassCode	Menu - Member Class
Member Group	MemberGrpCode	Menu - Member Group
Member Phase	MemberPhaseCode	Menu - Member phase
Status	StatusCode	Menu - Member status

7. When you have selected all the attributes you want to audit, click **OK**, and then click **Save and Close**.

Related Topics

- [Creating and Administering Analytics and Reports for Loyalty](#)
- [Using Common Features](#)
- [Extending Loyalty](#)