

Multiple Loyalty Programs per Card Rule

The ability to have more than one loyalty program on one card is possible through iCare. MICROS has enhanced this feature to allow for multiple loyalty programs to be used simultaneously, allowing account holders the convenience of only needing one card. Both iCards and foreign cards are supported.

For example, organizations may choose to have one card reflect (1) a gift card, (2) a points earning loyalty program which awards a free appetizer when established thresholds are met, and (3) a buy 10 coffees and get one free coffee program.

Using the card programs outlined above, in organizations using 3700 or *Simphony 2.x*, if a customer dines at a restaurant and orders appetizers, entrees, and dessert, then, when the cashier swipes the loyalty card, the POS will automatically assign the appropriate points to both the loyalty program and the free coffee program. Since the customer did not purchase a coffee, the system will recognize this and assign the points only to the loyalty points program. However, if this same customer visits the restaurant the following day and purchases a medium drip coffee to go, when the card is swiped at the POS, the POS will assign the points to the Free Coffee program.

Note	e7 does not support multiple loyalty programs on a single card rule. 9700 and <i>Simphony 1.x</i> support multiple loyalty programs per card rule, but the card must be swiped/entered at the POS multiple times, once per program.
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Configuration & Requirements

There are a number of configuration steps that must take place as well as system requirements that must exist in order for this feature to operate successfully.

Note	The following instructions are meant as a generic guideline for setting up programs. Ultimately, an organization's needs may determine the parameters for a number of these settings. Please contact your Channel Technical Lead should any questions arise.
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SVC Requirements

This feature requires SVC V2.5.0.165 (or higher) or SVC 4.2.x (or higher).

If the feature is enabled but the SVC Interface has not been upgraded, the server will ignore the feature and process one loyalty program as usual. During the processing, the iCare server will write the following error message in the Micros.log file:

The current SVC version is XX, the SVC version needs to be upgraded to XX or later in order for the 'Multiple loyalty programs per card' feature to be usable.

POS Configuration

If, at the POS, multiple discount awards may be issued in the same transaction, the POS must be configured to do so.

To configure the POS:

1. Access the Configuration Panel and navigate to the Discounts | Options Tab
2. For each of the discounts, ensure the following:
 - a. Make sure the reset-itemizers option is *not* checked
 - b. Under Itemizers tab, click 'Select All'

For the iCare system to recognize multiple loyalty programs, the feature must be “turned on” for the organization.

Enable Multiple Loyalty Programs per Card

The ability to use the Allow Multiple Loyalty Programs/Card Rule feature must be set up on an organizational level in the Initial iCare GPL Setup and Configuration section of the iCare application. To enable this feature:

1. Log in as a Sys Admin
2. Navigate to iCare Admin | iCare Configuration | Initial iCare GPL Setup and Configuration | Organization Configuration
3. Select the check box for Allow Multiple Loyalty Programs/Card Rule:
4. Click Save

Link Multiple Loyalty Programs to One Card Rule

Since the fundamental idea of this feature is to have one card acting as a universal card, it is necessary to link every loyalty program that will be on the card to the same

card rule(s). If loyalty programs have not already been established, do so now. The following instructions detail how to link existing programs to the appropriate card rule(s):

1. Log in as a Sys Admin
2. Navigate to iCare Admin | Programs, Cards, Coupons, and Rules | Programs
3. Select a loyalty program and click Edit Card Rules
4. Select the appropriate card rule and click Edit
5. Assign the card rule to all or one of the locations and click Save
6. Repeat steps 3 - 5 for all card rules to be used as part of the multiple loyalty program feature

Link the Loyalty Awards to Loyalty Programs

Each loyalty program should have one or more Point Award Rule(s) that specifies the type of award the account holder is eligible to receive per program. Award Rules should be linked to the Loyalty Program. If the Award is Stored Value, the Card Rules(s) should also be linked to the Award Program.

As with any loyalty program configuration, you will need to ensure that the loyalty programs have the appropriate loyalty rules assigned (typically one for point issuance and another for award issuance). These rules dictate how points will be accrued and how the awards are earned. So, if you have three loyalty programs, you will need to have at least three to six loyalty rules to accommodate earning points and earning awards.

To link the Award Program to the Loyalty Program, indicating this is the Award Program that will earn stored value:

1. Log in as a Sys Admin
2. Navigate to iCare Admin | iCare Config | Programs, Cards, Coupons, and Rules | Programs
3. Select the Loyalty Program and click Edit
4. On the Loyalty Programs Tab, specify a Default Award Program
5. Save

To link the Award Program to the Card Rule:

1. Log in as a Sys Admin
2. Navigate to iCare Admin | Programs, Cards, Coupons, and Rules | Programs

3. Select the Award Program and click Edit Card Rules
4. Select the appropriate card rule and click Edit
5. Assign the card rule to all or one of the Locations and click Save
6. Repeat steps 3-5 for all card rules to be used as part of the multiple loyalty program feature w/stored value awards