



Back Office

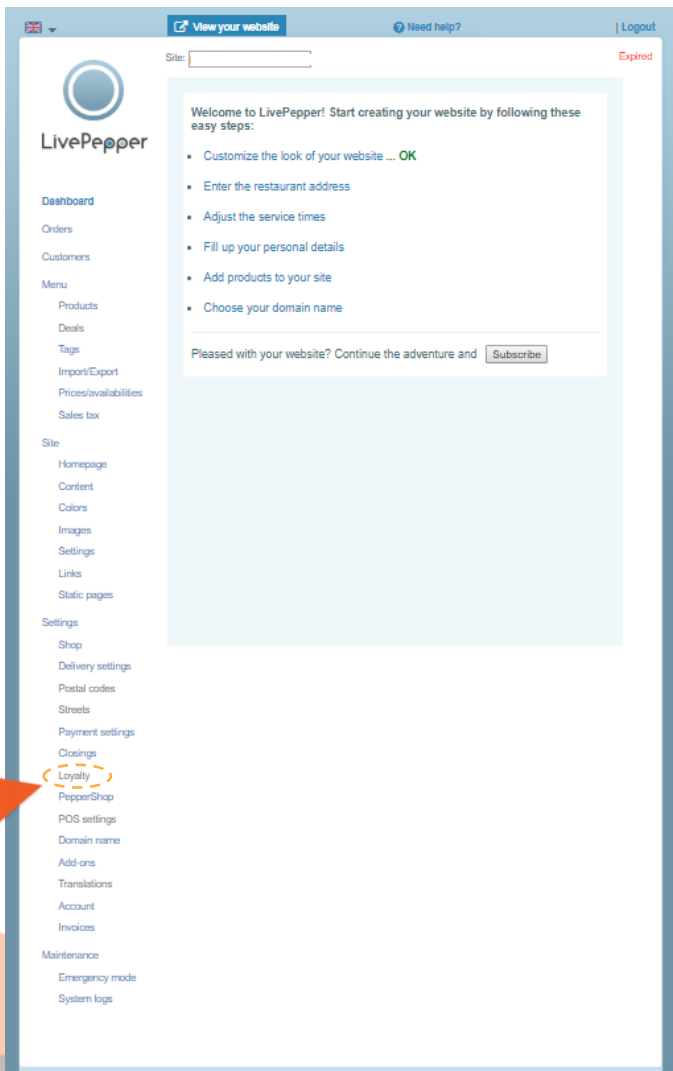
User Guide

▶ **Loyalty program**

Loyalty program

1. Accessing the Loyalty program activation page

- To access this page, click **"Loyalty"** under the **"Settings"** subheading in your Dashboard.



The screenshot displays the LivePepper dashboard interface. At the top, there is a navigation bar with a language selector (US), a 'View your website' button, a 'Need help?' link, and a 'Logout' link. Below the navigation bar is a 'Site:' input field and a 'Subscribe' button. The main content area features a 'Welcome to LivePepper!' message and a list of steps for creating a website: 'Customize the look of your website ... OK', 'Enter the restaurant address', 'Adjust the service times', 'Fill up your personal details', 'Add products to your site', and 'Choose your domain name'. On the left side, there is a vertical navigation menu with categories: 'Dashboard', 'Orders', 'Customers', 'Menu', 'Products', 'Deals', 'Tags', 'Import/Export', 'Prices/availabilities', 'Sales tax', 'Site', 'Homepage', 'Content', 'Colors', 'Images', 'Settings', 'Links', 'Static pages', 'Settings', 'Shop', 'Delivery settings', 'Postal codes', 'Streets', 'Payment settings', 'Closings', 'Loyalty', 'PepperShop', 'POS settings', 'Domain name', 'Add-ons', 'Translations', 'Account', 'Invoices', 'Maintenance', 'Emergency mode', and 'System logs'. The 'Loyalty' option is highlighted with a dashed orange circle, and a large orange arrow points from the text in the first slide to this highlighted option.

Loyalty program

2. Displaying the Loyalty program settings

- Check the **"Let my customers earn and use some points"** checkbox.
- This opens a new area to be completed.

Points acquisition

Customers earn points on specific products
Customers earn point(s) on every order greater or equal than

Customers earn point(s) for every € spent

Points redemption

Customers get specific products for free

Customers get a € discount when redeeming point(s)

Additional settings

Points expire after month(s) (leave blank if they don't expire)
Customers earn no more than point(s) per order.
Customers can have no more than point(s) in their account.

Customers earn points on orders where points are redeemed
 Customers can redeem points in conjunction with deals
 Minimum delivery amount must be reached when a loyalty discount applies

Advanced settings

POS code of the loyalty discount:

Explain your program to your customers

Only applies to websites designed after March 2017.
Program rules:
3-4 lines to explain how customer earn points and what they can get. Will appear in the top menu of your site and in the loyalty page.
Example:
"Earn 1 point for every ordered pizza.
Collect 10 points and get a free pizza.
Points expire after 12 months"

Paragraph **B** **I** **T**

Tabber:
A short sentence to encourage your customers to engage in your program. Appears during the checkout.
Example:
"Collect 10 points to get a free pizza"

[Cancel](#)

View your website | Need help? | Logout | Expired

Site:

Loyalty program

Let my customers earn and use some points

[Cancel](#)

LivePepper

- Dashboard
- Orders
- Customers
- Menu
 - Products
 - Deals
 - Tags
 - Import/Export
 - Prices/availability
 - Sales tax
 - Homepage
 - Content
 - Colors
 - Images
 - Settings
 - Links
 - Static pages
- settings**
 - Shop
 - Delivery settings
 - Postal codes
 - Streets
 - Payment settings
 - Closings
 - Loyalty**
 - PepperShop
 - POS settings
 - Domain name
 - Add-ons
 - Account
 - Invoices
- Maintenance
 - Emergency mode
 - System logs

Loyalty program

3. Setting up the Loyalty program

- In the **"Points acquisition"** section:
 - **select the option** that describes the **working principle** of your program,
 - **complete the empty fields**, if necessary.
- In the **"Points redemption"** section:
 - **select the option** corresponding to the type of gain obtained,
 - **complete the empty fields**, if necessary.
- In the **"Additional settings"** section:
 - **complete the empty fields**, if necessary,
 - **deselect the options** if the settings do not apply to your program.

➤ Remember to **click the "Save"** button at the bottom of the page to save your program's settings before you change pages.

The screenshot shows the 'Loyalty program' configuration page. The left sidebar contains a navigation menu with items like Dashboard, Orders, Customers, Menu, Deals, Tags, Prices/Expire, Prices/availabilities, Sales tax, Site, Homepage, Content, Colors, Images, Settings, Links, Static pages, and a 'Settings' section with sub-items: Shop, Delivery settings, Postal codes, Streets, Payment settings, Closings, Loyalty, PepperShops, Payments, Domain name, Add-ons, Account, Invoices, Maintenance, Emergency mode, and System logs. The main content area is titled 'Loyalty program' and has a 'Site:' field at the top right. Below it, there are three main sections: 'Points acquisition', 'Points redemption', and 'Additional settings', each enclosed in a dashed yellow box. The 'Points acquisition' section has three radio button options for earning points. The 'Points redemption' section has two radio button options for redeeming points. The 'Additional settings' section has several checkboxes and input fields for expiration and redemption rules. Below these is an 'Advanced settings' section with a 'POS code of the loyalty program:' field. At the bottom, there is an 'Explain your program to your customers' section with a text editor and a 'Tabset' section with a text area. A red 'Save' button is at the bottom right, and a 'Cancel' button is at the bottom left. Three large red arrows point from the text in the first three list items to the corresponding sections in the screenshot.

Site:

Logout

Loyalty program

Let my customers earn and use some points

Points acquisition

Customers earn points on specific products

Customers earn point(s) on every order greater or equal than €

Customers earn point(s) for every € spent

Points redemption

Customers get specific products for free

Customers get a € discount when redeeming point(s)

Additional settings

Points expire after month(s) (leave blank if they don't expire)

Customers earn no more than point(s) per order.

Customers can have no more than point(s) in their account.

Customers earn points on orders where points are redeemed

Customers can redeem points in conjunction with deals

Minimum delivery amount must be reached when a loyalty discount applies

Advanced settings

POS code of the loyalty program:

Explain your program to your customers

Only for websites designed after March 2017.
Please explain how customer earn points and what they can get. Will appear in the top part of your site and in the loyalty page.

Example:
"Earn 1 point for every ordered pizza.
Collect 10 points and get a free pizza.
Points expire after 12 months"

Paragraph

Tabset:
A short sentence to encourage your customers to engage in your program. Appears during the checkout.
Example:
"Collect 10 points to get a free pizza"

Cancel

Loyalty program

3. Setting up the Loyalty program

- In the **"Explain your program to your customers"** section:
 - **complete the text fields,**
(using the source code if you are copying & pasting - see the next section in this guide).
 - **enter a Teaser** in the corresponding field.
- Click the **"Save"** button.

View your website Need help? Logout

Site:

LivePepper

Dashboard

Orders

Customers

Menu

Products

Deals

Tags

Import/Export

Prices/availabilities

Sales tax

Site

Homepage

Content

Colors

Images

Settings

Links

Settings

settings

Shop

Delivery settings

Postal codes

Streets

Payment settings

Closings

Loyalty

PepperShop

POG settings

Admin name

Add...

Account

Invoices

Maintenance

Emergency mode

System logs

Loyalty program

Let my customers earn and use some points

Points acquisition

Customers earn points on specific products

Customers earn point(s) on every order greater or equal than €

Customers earn point(s) for every € spent

Points redemption

Customers get specific products for free

Customers get a € discount when redeeming point(s)

Additional settings

Points expire after month(s) (leave blank if they don't expire)

Customers earn no more than point(s) per order.

Customers can have no more than point(s) in their account.

Customers earn points on orders where points are redeemed

Customers can redeem points in conjunction with deals

Minimum delivery amount must be reached when a loyalty discount applies

Advanced settings

Mode of the loyalty discount:

Explain your program to your customers

Only applies to websites designed after March 2017.

Program rules:

3-4 lines to explain how customer earn and what they can get. Will appear in the top menu of your site and in the loyalty page.

Example:

"Earn 1 point for every ordered pizza.
Collect 10 points and get a free pizza.
Points expire after 12 months"

Paragraph **B** *I U **BB** **ZZ***

Text reference to encourage your customers to engage in your program. Appears during the...
Example:
"Collect 10 points to get a free pizza"

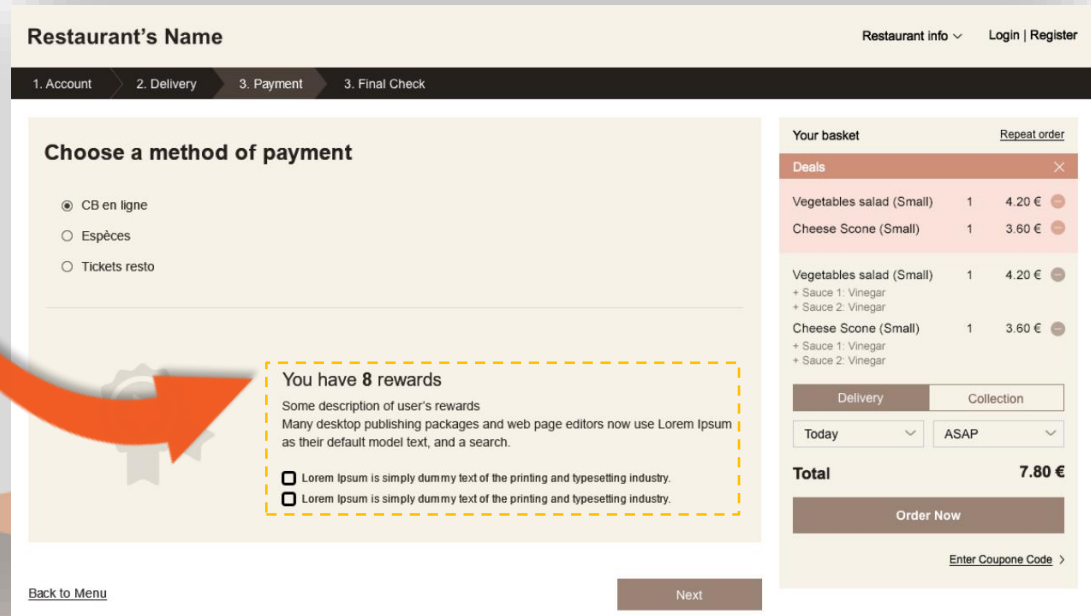
Save

Loyalty program

4. On your website

- After setting up your restaurant's loyalty program in the back office, the information will be visible to your customers on the screen in which they choose a method payment for their order.

➤ *Opposite is a preview of the home page using a customized version of Theme 1*



Restaurant's Name Restaurant info ▾ [Login](#) | [Register](#)

1. Account ▸ 2. Delivery ▸ 3. Payment ▸ 3. Final Check

Choose a method of payment

CB en ligne
 Espèces
 Tickets resto

You have 8 rewards

Some description of user's rewards
Many desktop publishing packages and web page editors now use Lorem Ipsum as their default model text, and a search.

Lorem Ipsum is simply dummy text of the printing and typesetting industry.
 Lorem Ipsum is simply dummy text of the printing and typesetting industry.

Your basket [Repeat order](#)

Deals			×
Vegetables salad (Small)	1	4.20 €	●
Cheese Scone (Small)	1	3.60 €	●
Vegetables salad (Small)	1	4.20 €	●
+ Sauce 1: Vinegar + Sauce 2: Vinegar			
Cheese Scone (Small)	1	3.60 €	●
+ Sauce 1: Vinegar + Sauce 2: Vinegar			

▾ ▾

Total **7.80 €**

[Enter Coupon Code](#) ▸

[Back to Menu](#)

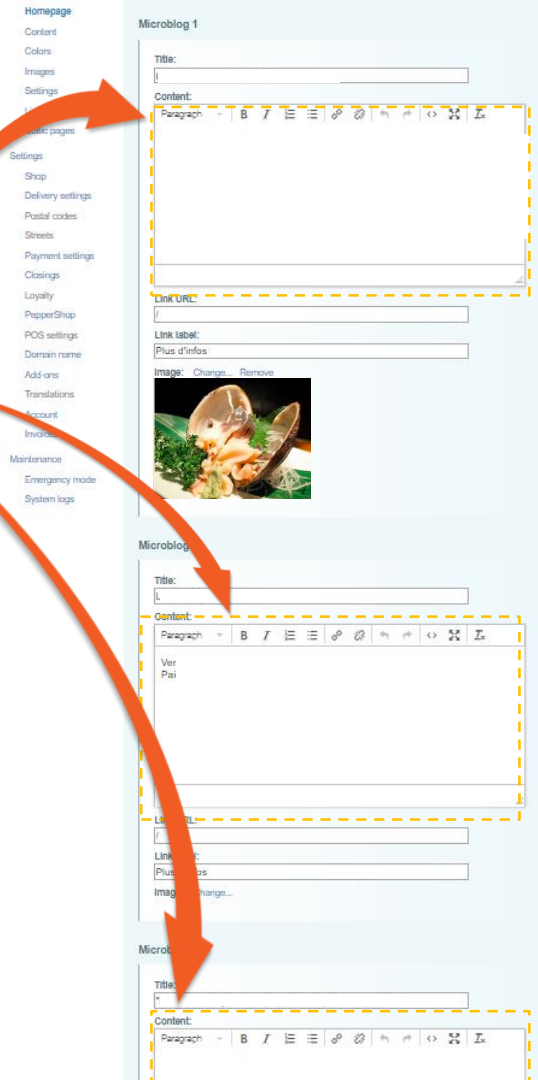
▶ **Copying & Pasting in the text fields**

Copying & Pasting text

1. Specificity of the text fields

- In the LivePepper back office, **certain sections must be completed with text.**
- **You may well have already written this information elsewhere** (old website, Word file, etc.), in which case you will probably want to **copy/paste** it rather than re-entering it in the field.
- This is perfectly normal and saves precious time! However, you must **proceed carefully.**
- To avoid "**breaking**" the **layout** of your online ordering site, you must follow our tip for copying/pasting information in the text fields.

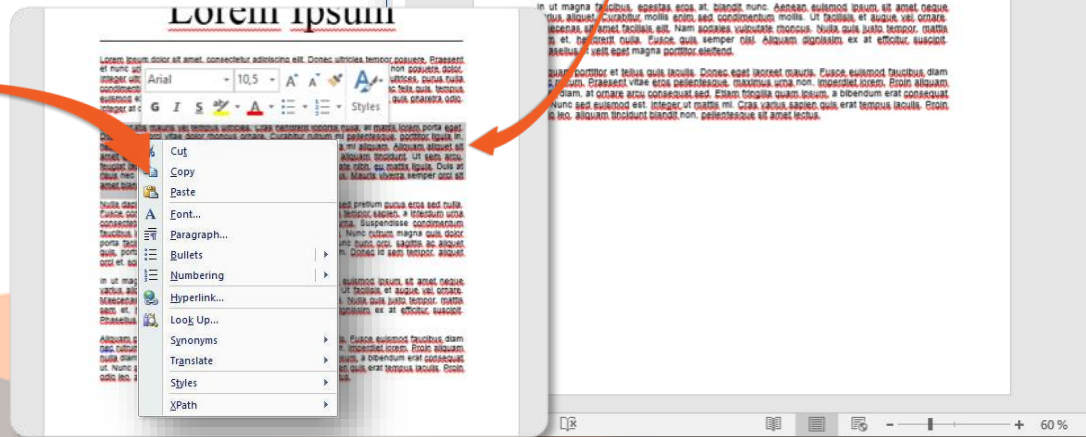
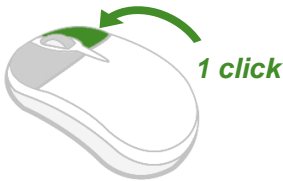
➤ *Excerpts from the homepage customization section of the Back Office*



Copying & Pasting text


2. Copy the existing text

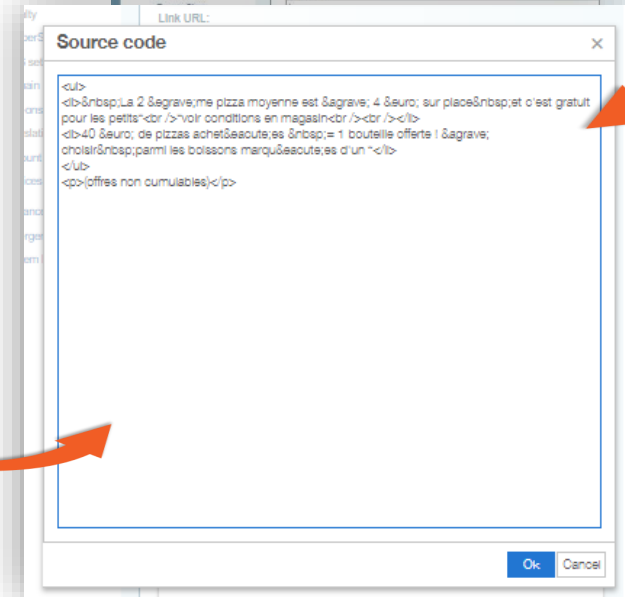
- Open the file containing the text that has already been written.
- Select the text you want to copy.
- Right-click and select "Copy".



Copying & Pasting text

3. Paste the text in the source code

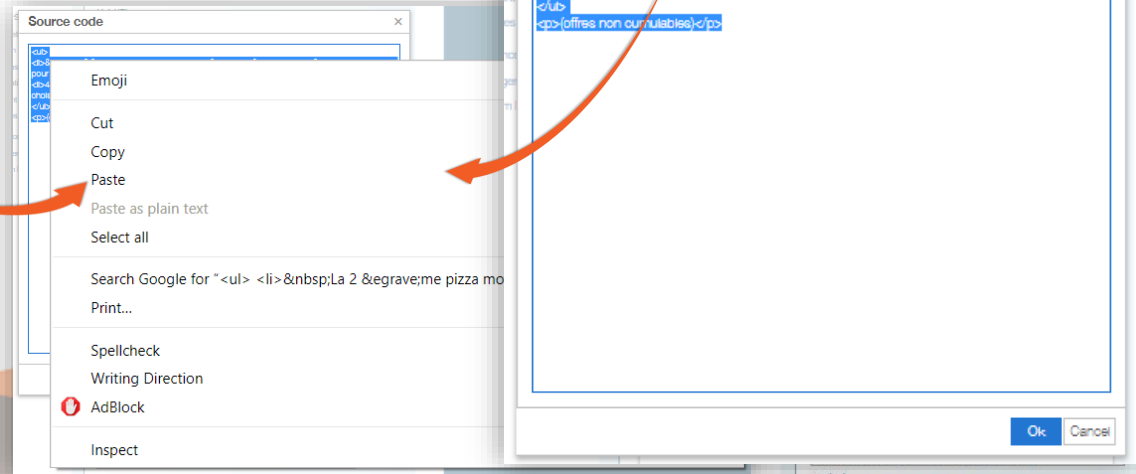
- In each text field, you will be able to access the **source code**.
- This is where you can **paste your text** without any risk of "breaking" your site's layout.
- To access this source code field, click the  **"source code"** button.
- A new **pop-up window** opens.



Copying & Pasting text

3. Paste the text in the source code

- Now **select the default, pre-defined text** in the source code frame; it will be highlighted in blue.
- **Right-click** and **paste the new text** in its place.

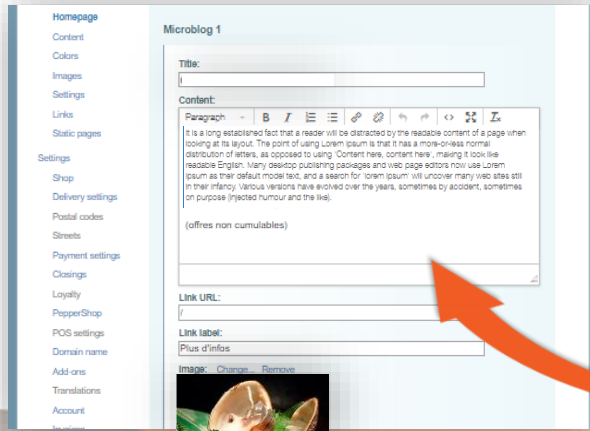


```
<ul>
<li>&nbsp;La 2 &egrave;me pizza moyenne est &agrave; 4 &euro; sur place&nbsp;et c'est pr&acirc;tut
pour les petits</li>
</ul>
<li>40 &euro; de pizzas achet&eacute;es &nbsp;= 1 bouteille offerte 1 &agrave;me;
choisir&nbsp;parmi les boissons marqu&eacute;es d'un "</li>
</ul>
<p>(offres non cumulables)</p>
```

Copying & Pasting text

3. Paste the text in the source code

- Click "OK" to finish.
- The window closes again, leaving the new text displayed in the white frame.



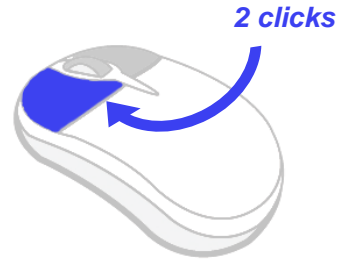
Remember to click the "Save" button at the bottom of the page to save your changes.

▶ **Browsing tools**

► Browsing tools

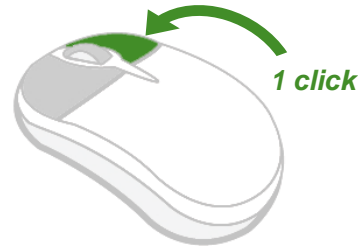
1. Double click

- To double-click, **click the left mouse button twice in quick succession.**



2. Right click

- To right-click, **click the right mouse button once.**



3. Scroll

- To scroll up or down a page, **turn the mouse wheel at the centre of your mouse in the corresponding direction.**

