HOW TO MARK A REWARD AS REDEEMED

STEP 1

Log in to www.riiwards.com with your email and password.

		Manage My Program	8
Click on menu item 'View VIP Customers'		View Results	6
in menu section View Results.		View VIP Customers	
TT 111 .1		View Feedback	
You will see the screen		Rewards Redemptions Report	
titled VIP Customers.		View Listings	

STEP 2

Search for the customer by email.

VIP Customers					
	Filter by 🛞	All © Email (SMS/te	xt	
susanmo@gmail.com	Search 9	<u>Clear</u>			
Email	First	Last	Visits	Last Visit	Like/ Dislike
such1@pacbell.net	Susan	Kroneberg er	34	14 Oct 13, 6:28 pm	1/0

STEP 3

In the search results, click on the email of the customer and go to the page titled 'VIP Profile.' Here you can see the customer details including 'Redeemable Rewards' and 'Check-in History.'

See the example on the following page:

				Susan Kroneb	perger	sueh1@pacbell.ne	t	
				Check-ins: 34		Like: 1		
				Last: Oct 14, 20	13 6:28 pm	DisLike: 0		
				Livermore, CA - United States (925) 583-5467	94550	Female 60+, The New 40s Birthday: Feb 12 Anniversary: May 24		
			=					
Redeemabl Cl=Check-in; SU=	e Rev Signup	vards ; BD=Birthda	ay; AD=Anniv	versary; MO=Monthly				
Redeemable Cl=Check-in; SU= Coupon Code	e Rev Signup Rew	vards ; BD=Birthda ard Type	ay; AD=Anniv Date Expi	versary; MO=Monthly ires Date Sent		Reward Te	ext	
Redeemabl Cl=Check-in; SU= Coupon Code 1833-5000	e Rev Signup Rew Cl	vards ; BD=Birthda ard Type	Date Expi 04-Nov-1	versary; MO=Monthly ires Date Sent 13 14-Oct-13	FREE Entre Redeem. C Reward.	Reward Te še with minimim \$25 spei Check-in via tablet at Casa	ext nd! Print & a entrance	Bring in to for your next
Redeemable Cl=Check-in; SU= Coupon Code 1833-5000 Show Check	e Rev Signup Rew Cl	vards ; BD=Birthda ard Type listory	by; AD=Anniv Date Expi 04-Nov-1	versary; MO=Monthly ires Date Sent 13 14-Oct-13	FREE Entre Redeem, C Reward.	Reward Te še with minimim \$25 spe Sheck-in via tablet at Casa	ext nd! Print & a entrance	Bring in to for your next
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STEP 4

In the Check-in History section, locate the reward based on the check-in date and the coupon code. Click on button 'Mark as Redeemed.'

THAT'S IT!