

**amasty**

For more details see how the [Reward Points](#) extension works.

# Guide for Reward Points for Magento 2

Thank customers for shopping at your store and performing advantageous actions by giving them reward points. Encourage users' activity to let them feel that making purchases is beneficial.

- Reward customers for purchases, referral links, sharing on Facebook, registration, etc.
- Add or deduct points from customer's balance
- Notify customers about the points expiration date
- Analyze customers' purchasing behavior with reports
- Let users track the reward points history in accounts
- ADA & WCAG compliant
- Hyva-ready storefront
- Hyvä Checkout ready

The extension follows the **WCAG (Web Content Accessibility Guidelines) standards**, which makes it more accessible to people with disabilities. For the most correct work of this feature, please install the **Screen Reader extension** to your browser.

This extension is compatible with **GraphQL Application Server**. You can find the **amasty/module-graphql-application-server-compatibility** package for installing in composer suggest.

Magento 2 Reward Points extension is compatible with **Hyvä theme**. You can find the **amasty/module-rewards-hyva-compatibility** package for installing in composer suggest (Note: the compatibility is available as part of an active Product Subscription or Support Subscription).

The extension is compatible with **Hyvä Checkout**. You can find the **amasty/module-rewards-hyva-checkout** package for installing in composer suggest (Note: the compatibility is available as a part of an active product subscription or support subscription).

The extension is fully compatible with **GraphQL**. Expose data like reward points balance for registered users; reward points history log with the date, actions and expiry date; information about highlight points available by product or category; etc. You can also modify information about the reward points usage, etc.

Please note, that Reward Points are deducted from customer's account when the *"checkout\_submit\_all\_after"* event is triggered. In other words, if you're using a third-party payment gateway, please make sure that it uses *"checkout\_submit\_all\_after"* event. Otherwise, the Reward Points might not be deducted from the balances. The exception is Paypal - since it is a default Magento payment method, the special event for it was added.

Please note, that the Reward Points module was tested for compatibility with following Magento's default payment methods:

- PayPal Express Checkout
- Braintree Payments (by GENE Commerce)
- Amazon Payment
- Klarna Payment
- Check / money order
- Bank Transfer
- Cash on delivery
- Purchase Order
- Zero Subtotal Checkout

If you use other payment methods and have some problems with the module, please contact our [support center](#)

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In [Reward Points FAQ](#) you can find answers to the most popular questions about the extension functionality.

 *Any concerns about module configuration and implementation?*

*Book an individual training session to explore how the extension works and what practices to implement to achieve the desired result. Save time spent searching for the right settings - discuss configuration cases suitable for your business with the experts and work out the flow that your team needs.*

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## General settings

To configure general settings, please, go to **Stores - Configuration - Amasty Extensions - Reward Points**

### General

Enable 'Rewards Points' [store view]

Award Reward Points on Order Status [store view]

- Pending
- Processing
- Suspected Fraud
- Complete**
- Payment Review
- Pending Payment

Awarding reward points on the 'Complete' status is the default behavior. The possibility of utilizing all other statuses is provided as part of an active product subscription or support subscription. To upgrade and access this functionality, please follow the link.

### Points Earning and Spending Calculation

Points Spending Rate [store view]

Points Rounding Rule [store view]

Rounding will apply when point value exceeds cart subtotal

Birthday Offset [global]  ?

Set the number of days when a Birthday bonus is available.

Points Earning Calculation [global]  ?

It Works Only for "Every \$X Spent" Action.

### Order Limitations

Minimum Points Requirement [store view]

Set the points threshold that a customer must have to start spending Reward Points

Disable Reward Points for Orders That Were Paid with Reward Points [store view]

Apply Redemption Limit [website]

Redemption Limit per Order [website]

Only positive floating point numbers allowed

Set **Enable Reward Points** to 'Yes'

**Award Reward Points on Order Status** - the specified status will be used for accrual of reward points. Only statuses assigned to the following states will be displayed: Complete, Payment Review, Pending, Pending Payment, and Processing. States such as Canceled, Close, and On Hold will not be displayed on the front end.

The possibility of **Awarding Reward Points** based on order status was added to the **Pro version** of the module (Note: this functionality is available as part of an active product subscription or support subscription).

Please, note that if the status for crediting reward points is deleted, the admin must reset it manually. If the status is not selected after deletion, rewards will not be accrued as the system cannot assign the status automatically.

## Points Earning and Spending Calculation

**Point Spending Rate** - set the number of points equal to 1 unit of store's currency. In our case, we set 1 point to be \$1.

**Points Rounding Rule** - specify the rounding, that will be applied when the rewards value exceeds cart subtotal.

Please note that Points Rounding Rule setting will determine rounding for **all reward points**, both for those used to cover the product and for those used to cover shipping. This setting does not aggregate the values because rounding will be applied separately to the reward points used for the product cost and the shipping. The results obtained will be summed up in totals

**Birthday Offset** - Set the number of days when a Birthday bonus is available. Specify:

- a negative number - the bonus will be available before the Birthday. For example, if the birthday is on May 5, and you set -3, a customer will get a bonus on May 2.
- 0 - you will give the bonus right on the birthday.
- a positive number - bonus will be available after the Birthday has passed. For example, if the birthday is on May 5, and you set 3, a customer will get a bonus on May 8.

**Points earning calculation** - Choose the way Reward Points will be calculated: set the option to **Before Tax** if the base for their calculation should be the order amount without taxes. When set to **After Taxes**, the order amount, including taxes, will be the base for the points' calculation.

## How to Apply Reward Points for Taxes

To apply Reward Points for Taxes, you'll need to make a few adjustments in your store's default Magento settings. Please navigate to **Stores → Configurations → Sales → Tax**.

Apply the following configuration to the Calculation Settings:

1.

- **Catalog Prices - Excluding Tax**
- **Apply Customer Tax - Before Discount**
- **Apply Discount On Prices - Including Tax**

## Calculation Settings



|   |                           |  |
|---|---------------------------|--|
| <b>Tax Calculation Method Based On</b><br><small>[website]</small>  | Total                     | <input checked="" type="checkbox"/> Use system value |
| <b>Tax Calculation Based On</b><br><small>[website]</small>   | Shipping Address          | <input checked="" type="checkbox"/> Use system value |
| <b>Catalog Prices</b><br><small>[website]</small>   | Excluding Tax             | <input type="checkbox"/> Use system value            |
| This sets whether catalog prices entered from Magento Admin include tax.  |                           |  |
| <b>Shipping Prices</b><br><small>[website]</small>  | Excluding Tax             | <input checked="" type="checkbox"/> Use system value |
| This sets whether shipping amounts entered from Magento Admin or obtained from gateways include tax.                            |                           |  |
| <b>Apply Customer Tax</b><br><small>[website]</small>   | Before Discount           | <input type="checkbox"/> Use system value            |
| <b>Apply Discount On Prices</b><br><small>[website]</small>   | Including Tax             | <input type="checkbox"/> Use system value            |
| Warning: To apply the discount on prices including tax and apply the tax after discount, set Catalog Prices to "Including Tax". |                           |  |
| <b>Apply Tax On</b><br><small>[website]</small>   | Custom price if available | <input checked="" type="checkbox"/> Use system value |

2.

- **Catalog Prices - Including Tax**
- **Apply Customer Tax - After Discount**
- **Apply Discount On Prices - Including Tax**
- **Enable Cross Border Trade - Yes**

## Calculation Settings



- Tax Calculation Method Based On** [website]  
Total  Use system value
- Tax Calculation Based On** [website]  
Shipping Address  Use system value
- Catalog Prices** [website]  
Including Tax  Use system value  
This sets whether catalog prices entered from Magento Admin include tax.
- Shipping Prices** [website]  
Excluding Tax  Use system value  
This sets whether shipping amounts entered from Magento Admin or obtained from gateways include tax.
- Apply Customer Tax** [website]  
After Discount  Use system value
- Apply Discount On Prices** [website]  
Including Tax  Use system value  
Warning: To apply the discount on prices including tax and apply the tax after discount, set Catalog Prices to "Including Tax".
- Apply Tax On** [website]  
Custom price if available  Use system value
- Enable Cross Border Trade** [website]  
Yes  Use system value  
When catalog price includes tax, enable this setting to fix the price no matter what the customer's tax rate.

## Order Limitations

## Order Limitations

**Minimum Points Requirement** [store view]   
Set the points threshold that a customer must have to start spending Reward Points

**Disable Reward Points for Orders That Were Paid with Reward Points** [store view]

**Apply Redemption Limit** [website]

**Redemption Limit per Order** [website]   
Only positive integer numbers allowed.

**Minimum Points Requirement** - Specify the required min number of points a customer should acquire on the account to start paying with rewards. Here we allow using rewards if a customer collected at least 100 points.

**Disable Reward Points for orders that were paid with Reward Points** - if a customer pays for the order with points you can set not to reward him for this purchase.

**Apply Redemption Limit** - Specify the percent of cart subtotal which can be paid by redeeming points, so that it will be impossible to pay for the order with reward points only

If you select **Yes (percent of checkout sum)** or **Yes (amount in reward points)**, a text field **Redemption limit per order** for inputting redemption limit itself is rendered.

If **Yes (amount in reward points)** is selected, the value of the field **Redemption limit per order** should be a positive floating point number.

If **Yes (percent of checkout sum)** is selected, the value of the field **Redemption limit per order** should be a positive integer number and should not exceed 100.

A customer attempting to redeem too many reward points per order will be warned on the frontend (Checkout page, Cart page) by displaying the message.

# Payment Method:

Check / Money order

My billing and shipping address are the same

Veronica Costello  
6146 Honey Bluff Parkway  
Calder, Michigan 49628-7978  
United States  
(555) 229-3326

**Place Order**

### Order Summary

|                                |                |
|--------------------------------|----------------|
| Cart Subtotal                  | \$126.00       |
| Discount                       | -\$63.00       |
| Shipping Best Way - Table Rate | \$5.00         |
| Tax                            | \$5.20         |
| <b>Order Total</b>             | <b>\$73.20</b> |

2 Items in Cart ▼

Apply Discount Code ▼

Apply Rewards ^

 Number of redeemed reward points cannot exceed 50 % of cart subtotal excluding tax for this order. You used 63 point(s).

You Have **127.00** points left  
1 for every 1 USD

Cancel Reward

Redemption Limit per Order [website]

Only positive integer numbers allowed.

Include Tax in Redemption Limit Based On Subtotal [website]

**Redemption Limit per Order** - Set the maximum number of reward points that a customer can spend for one order. Only positive integer numbers allowed.

**Include Tax in Redemption Limit Based On Subtotal** - if 'Yes' you can apply percent redemption limit on subtotal after tax.

## Expiration Settings and Other Settings

### ⌵ Expiration Settings

Points Expiration Behavior [website]

|              |   |
|--------------|---|
| Never expire | ▼ |
| Never expire |   |
| Expire       |   |

### ⌵ Other Settings

Read-only Fields [website]

|     |   |
|-----|---|
| Yes | ▼ |
|-----|---|

Select 'Yes' to make 'Refund to Reward Points' and 'Deduct Reward Points from Customer' fields non-editable during Credit Memo.

Admin Action Text [global]

|                    |
|--------------------|
| Admin Point Change |
|--------------------|

Specify a comment which will be displayed when an admin user adds or deducts points manually.

**Points Expiration Behavior** - Specify the reward points expiration behavior. You can either set reward points expiration period to encourage customers to spend points faster or make points not expiring.

**Read-only Fields** - Select 'Yes' to make 'Refund to Reward Points' and 'Deduct Reward Points from Customer' fields non-editable during Credit Memo.

**Admin Action Text** - Specify a comment, which will be displayed when an admin user adds or deducts points manually.

Customers will see important information concerning the expiration of their reward points under the Reward Points and Reward Points History tabs of their Account pages. [Learn more about these tabs ->](#)

- Account Dashboard
- My Orders
- My Downloadable Products
- My Wish List

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- Address Book
- Account Information
- Stored Payment Methods
- Billing Agreements

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- My Product Reviews
- Newsletter Subscriptions
- Reward Points
- Reward Points History**

# My Rewards History

| DATE    | CHANGE  | COMMENT                                     | ACTION             | POINTS LEFT |
|---------|---------|---|--------------------|-------------|
| 1/11/19 | +10.00  | expire in 10 day(s)                         | Order Completed    | 137.00      |
| 1/11/19 | -63.00  | Order #000000010                            | Order Paid         | 127.00      |
| 1/9/19  | +10.00  |   | Order Completed    | 190.00      |
| 1/9/19  | -35.00  | Order #000000007                            | Order Paid         | 180.00      |
| 1/9/19  | +10.00  |   | Order Completed    | 215.00      |
| 1/9/19  | -25.00  | Order #000000006                            | Order Paid         | 205.00      |
| 7/25/18 | +10.00  | Purchase is made bonus for order 000000003  | ordercompleted     | 230.00      |
| 2/6/18  | +200.00 | Birthday points                             | Admin Point Change | 220.00      |
| 2/6/18  | +20.00  | Spending every \$X amount bonus for order 7 | Admin Point Change | 20.00       |
| 2/6/18  | +10.00  | Purchase bonus for order 7                  | Admin Point Change | 0.00        |
| 2/6/18  | -30.00  | Order 6 paid                                | Admin Point Change | 0.00        |
| 2/6/18  | +15.00  | Registration bonus                          | Admin Point Change | 20.00       |
| 2/6/18  | +5.00   | Newsletter subscription bonus               | Admin Point Change | 5.00        |

- Account Dashboard
- My Orders
- My Downloadable Products
- My Wish List

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- Address Book
- Account Information
- Stored Payment Methods
- Billing Agreements

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- My Product Reviews
- Newsletter Subscriptions
- Reward Points**
- Reward Points History

# My Rewards

## 137

Current Balance

10.00 points will be deducted from your balance on **Monday, January 21, 2019** because of expiration.

Total Earned: **290**

Total Spent: **153**

### Expiring Points Breakdown

| Amount to Expire | Expiration Date |
|------------------|-----------------|
| 10.00            | 1/21/19         |
| 127.00           | Not Expiring    |

## Spending Configuration

### ⊖ Spending Configuration

**Spend Points on Specific Products** [store view]

Enable this setting if you'd like to restrict spending points on specific products.

**Action** [store view]

**SKU** [store view]  ?

Specify a comma-separated list of SKUs customers can spend the reward points on.

**Category ID** [store view]  ?

Specify a comma-separated list of category IDs customers can spend the reward points on.

**Add Tooltip in Reward Point Block** [store view]

Add a tooltip in the Reward Point block that will notify customers about details of your spending configuration.

**Tooltip Text** [store view]

Specify the message of the tooltip in this block. Limited to 500 symbols.

**Include Shipping** [global]  ?

Enable this setting for the customers to apply the reward points to the shipping price. Please note that the total shipping cost for all products in a cart will be considered.

**Spend Points on Specific Products** - Enable this setting if you'd like to restrict spending points on specific products.

**Action** - Use this setting to include or exclude certain products by SKU or categories to which the reward points will be or won't be applied.

Enter the details in either SKU or Category ID field below to make this feature work. Otherwise, it'll be ignored and reward points will be applied to all products.

**SKU** - Specify a comma-separated list of SKUs customers can spend the reward points on.

**Category ID** - Specify a comma-separated list of category IDs customers can spend the reward points on.

**Add Tooltip in Reward Point Block** - If set to 'Yes', then the extra setting '**Tooltip Text**' becomes visible. Use it to add a tooltip in the Reward Point block that will notify customers about details of your spending configuration.

**Tooltip Text** - Please set the setting 'Add Tooltip in Reward Point Block' to 'Yes' first to see and configure this option. Use this field to specify the message of the tooltip in this block. Limited to 500 symbols.

**Include Shipping** - If set to "Yes", then the Reward Points can be applied to cover Shipping costs.

[See the example of the tooltip on the frontend below:](#)

The screenshot shows the LUMA checkout page. At the top, there is a progress bar with two steps: 'Shipping' (completed) and 'Review & Payments' (active). Below the progress bar, the 'Payment Method' section is visible, showing a checked option 'My billing and shipping address are the same' and the shipping address: Veronica Costello, 6146 Honey Bluff Parkway, Calder, Michigan 49628-7978, United States, (555) 229-3326. A blue 'Place Order' button is present. To the right, the 'Order Summary' section shows: Cart Subtotal \$57.00, Shipping Best Way - Table Rate \$0.00, Tax \$4.70, and Order Total \$61.70. Below the order summary, there is one item in the cart: Augusta Pullover Jacket, Qty: 1, \$57.00. At the bottom, the 'Ship To' section shows the same shipping address. A tooltip is displayed over the 'Apply Reward' button, stating: 'If the system accepted less reward points than you initially applied, there are products in the cart that can't be covered with them.' The tooltip also shows the current reward points balance: 'You Have 131 points left, 1 for every 1 USD' and a text input field containing '0.00'.

## Display Options

Use this section to adjust the reward points display option on the frontend for your shoppers.

## Highlight Point on Storefront

### Display Options

#### ⊖ Highlight Point on Storefront

|   |         |   |   |
|---|---------|---|---|
| Show in Cart<br><small>[store view]</small>               | Yes     | ▼ | ? |
| Show on Checkout Page<br><small>[store view]</small>      | Yes     | ▼ | ? |
| Show on Product Pages<br><small>[store view]</small>      | Yes     | ▼ | ? |
| Show on Categories Pages<br><small>[store view]</small>   | Yes     | ▼ | ? |
| Show Highlight for Guests<br><small>[store view]</small>  | Yes     | ▼ | ? |
| Show Link for Registration<br><small>[store view]</small> | Yes     | ▼ | ? |
| Text Color<br><small>[store view]</small>                 | #18a824 |   |   |

**Show in Cart** - Show rewards that customers can get for completing an order in the shopping cart. Reward Points will be promoted in the cart only if at least one reward rule of the type “for every \$X spent” or “order completed” is active and properly configured.

**Show on Checkout Page** - Show rewards that customers can get for completing an order at the checkout page. Reward Points will be promoted on the checkout page only if at least one reward rule of the type “for every \$X spent” or “order completed” is active and properly configured.

**Show on Product Pages** - Show rewards that customers can get for buying certain products on product pages. Reward Points will be promoted on product pages only if at least one reward rule of the type “for every \$X spent” is active and properly configured.

**Show on Categories Pages** - Show rewards that customers can get for buying certain products on category pages. Reward Points will be promoted on categories pages only if at least one reward rule of the type “for every \$X spent” is active and properly configured.

**Show Highlight for Guests** - Set the option to 'Yes' to give bonuses for registration with reward points. The rule with the action 'Get X Points for Registration' must be active.

**Show Link for Registration** - Set 'Yes' to display registration link for guests.

See the frontend example of the **Show Link for Registration** setting:

> Push It Messenger Bag

# Push It Messenger Bag



3 Reviews

[Add Your Review](#)

\$45.00

IN STOCK

SKU#: 24-WB04



👉 You can earn **15 Reward Points** for registration!

Qty

[Add to Cart](#)

♥ [ADD TO WISH LIST](#)

▮ [ADD TO COMPARE](#)

**Color Text** - Choose the color for the advertising text.

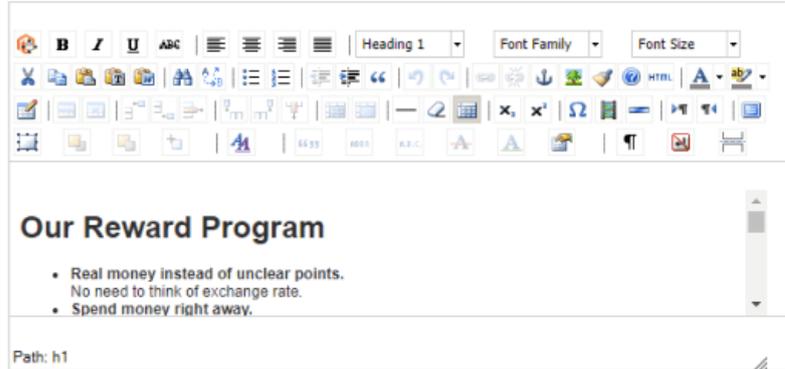
## Customer Account

### Customer Account

Show Reward Points Description In Customer Account  [store view]

### Reward Points Description

Reward Points Description  [store view]



The image shows a WYSIWYG editor interface. The toolbar includes options for bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, image, video, table, and various alignment and indent options. The main content area displays a heading 'Our Reward Program' followed by two bullet points: 'Real money instead of unclear points. No need to think of exchange rate.' and 'Spend money right away.' The path 'Path: h1' is visible at the bottom of the editor.

Show Actual Reward Points Balance on Storefront  [store view] Actual balance will display in the top menu after customer account.

Customer Account Balance Label  [store view]

**Show Reward Points Description In Customer Account** - set the option to 'Yes' to create an additional tab with your Reward Program description.

### Reward Points Description

**Reward Points Description** - create your Reward Points Program description via the WYSIWYG editor.

**Show Actual Reward Points Balance on Storefront** - set the option to 'Yes' to show logged-in customers their actual balance of reward points. The balance label will always be displayed in the top menu before Customer Account.

**Customer Account Balance Label** - set the balance label name.

### Reward Program Restriction

## ⏪ Reward Program Restriction

Enable Restriction Message [website]

Yes ▼

Disable this setting if you don't want to show the note to the customers explaining that they have been excluded from the Reward Program.

Restriction Message Text [website]

Your participation in the Reward Program has been limited by the store administrator. You can spend the reward points on purchasing products, however, you no longer can earn them.

**Enable Restriction Message** - Disable this setting if you don't want to show the note to the customers explaining that they have been excluded from the Reward Program.

[See an example of the restriction message on the frontend:](#)

Welcome, Veronica Costello! | Reward Points **97**

**LUMA** Search entire store here...

What's New Women Men Gear Training Sale

- My Account
- My Orders
- My Downloadable Products
- My Wish List
- Address Book
- Account Information
- Stored Payment Methods
- My Product Reviews
- Newsletter Subscriptions
- Reward Points
- Reward Points History**

### My Rewards History

Your participation in the Reward Program has been limited by the store administrator. You can spend the reward points on purchasing products, however, you no longer can earn them.

| DATE    | CHANGE | COMMENT            | ACTION             | POINTS LEFT |
|---------|--------|--------------------|--------------------|-------------|
| 11/2/21 | -34.00 | Order #000000018   | Order Paid         | 97.00       |
| 11/2/21 | +1.00  |                    | Admin Point Change | 131.00      |
| 11/2/21 | +35.00 | Registration Bonus | Admin Point Change | 130.00      |
| 4/25/19 | -35.00 | Order #000000016   | Order Paid         | 95.00       |
| 1/23/19 | +10.00 |                    | Order Completed    | 130.00      |

**Restriction Message Text** - Specify your custom text for the restriction message here.

## Order

## Order

Show Detailed Info  
[store view]

Enable this setting to show details about earned, refunded, and subtracted points in the Order Information.

**Show Detailed Info** - Enable this setting to show details about earned, refunded, and subtracted points in the Order Information.

[See how this info will be displayed in order info on the admin backend:](#)

### Order Total

#### Notes for this Order

Status

Comment

Notify Customer by Email

Visible on Storefront

Submit Comment

#### Order Totals

|                                  |                 |
|----------------------------------|-----------------|
| Subtotal                         | \$145.40        |
| Discount (Used 34 reward points) | -\$34.00        |
| Tax                              | \$9.19          |
| Shipping & Handling              | \$0.00          |
| <b>Grand Total</b>               | <b>\$120.59</b> |
| <b>Total Paid</b>                | <b>\$0.00</b>   |
| <b>Total Refunded</b>            | <b>\$0.00</b>   |
| <b>Total Due</b>                 | <b>\$120.59</b> |

#### Reward Points

|                          |    |
|--------------------------|----|
| Reward Points Added      | 30 |
| Reward Points Refunded   | 1  |
| Reward Points Subtracted | 2  |

## Email Notification

## Email Notification

|   |                                      |   |
|---|--------------------------------------|---|
| <b>Email Sender</b><br><small>[website]</small>                                 | General Contact                      | ▼ |
| <b>Send Email When Customer Earns Reward Points</b><br><small>[website]</small> | Yes                                  | ▼ |
| <b>Reward Points Earned Template</b><br><small>[website]</small>                | Amasty Rewards: Reward Points Earned | ▼ |
| <b>Subscribe Customers by Default</b><br><small>[website]</small>               | Yes                                  | ▼ |

If set to 'Yes', make sure you notified customers about subscription in the Privacy Policy or GDPR.

**Email Sender** - Choose the email sender in the dropdown.

**Send Email When Customer Earns Reward Points** - Enable if you want to notify customers when they earn reward points.

Please enable the **Send Email When Customer Earns Reward Points** setting first to see the two more configuration options below.

**Reward Points Earned Template** - Choose the email template you want to use to inform customers upon the points they earned.

**Subscribe Customers by Default** - If set to 'Yes', make sure you notified customers about subscription in the Privacy Policy or GDPR.

Please note that if you want to use the **Subscribe Customers by Default** setting, you have to enable the **Send Email When Customer Earns Reward Points** setting first.

|  |   |
|--|---|
| <b>Send Email When Customer's Reward Points Are About to Expire</b><br><small>[website]</small>    | <input type="text" value="Yes"/>  |
| <b>Reward Points Expiring Template</b><br><small>[website]</small>                                 | <div style="border: 1px solid #ccc; padding: 2px;"><input type="text" value="Reward Points expiration"/><br/>Reward Points Earned (Default)<br/>Amasty Rewards: Reward Points Earned Modern<br/>Amasty Rewards: Reward Points Earned<br/>Amasty Rewards: Reward Points Expiring<br/>Amasty Rewards: Reward Points Expiring Modern<br/><b>Reward Points expiration</b><br/>New Pickup Order<br/>New Pickup Order For Guest</div> |
| <b>Email Will Be Sent When Reward Points Expire In, Number of Days</b><br><small>[website]</small> | <input type="text" value="10, 5, 3"/><br><small>Specify the number of N days before point expiration the notifying email will be sent to customers. Enter up to ten N days with a comma if you'd like to send more than one email. For example: 10, 5, 3</small>  |
| <b>Subscribe Customers by Default</b><br><small>[website]</small>                                  | <input type="text" value="Yes"/><br><small>If set to 'Yes', make sure you notified customers about subscription in the Privacy Policy or GDPR.</small>  |

**Send Email When Customer's Reward Points Are About to Expire** - Enable the option if you want to warn customers when their points are about to expire.

Please note that if the option '*Send Email When Customer's Reward Points Are About to Expire*' is set to 'No', the three more settings below won't be available.

**Reward Points Expiring Template** - Choose the email template that will be used to warn customers about the expiration of their reward points.

**Email Will Be Sent When Reward Points Expire In, Number of Days** - Specify the number of N days before point expiration the notifying email will be sent to customers.

Enter up to ten N days with a comma if you'd like to send more than one email. For example: 10, 5, 3.

**Subscribe Customers by Default** - If set to 'Yes', make sure you notified customers about subscription in the Privacy Policy or GDPR.

Please note that if you want to use the **Subscribe Customers by Default** setting, you have to enable the **Send Email When Customer's Reward Points Are About to Expire** setting first.

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## Admin control of reward points

## Reward Points tab

To explore this section, please navigate to **Customers → All customers → Edit a customer → Reward Points**

# Veronica Costello

### Notification Options

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Receive emails when re-ward points are added to the balance

Receive emails when re-ward points are about to expire

## 97

### Current Balance

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Total Earned: **336**

Total Spent: **239**

Expired: **0**

### Status

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Enable Reward Program  Yes

Disable it if you'd like to exclude this customer from earning the reward points. Note! It won't affect manual balance adjustments.

### Notification Options

In this section, you can see what **notification preferences** a customer has chosen for him/herself.

### Current Balance

Explore the stats on reward points of the specific customer with the help of the three counters:

- Total Earned;
- Total Spent;
- Expired.

## Status

**Enable Reward Program** - Disable it if you'd like to exclude this customer from earning the reward points.

Note! It won't affect manual balance adjustments.

Customers can spend a part of their points or all of them per order. They can also see the exchange rate before applying the rewards.

Applied rewards are displayed as a discount in the order summary.

# Shopping Cart

 You used 50 point(s).

| Item   | Price   | Qty | Subtotal |
|--|---------|-----|----------|
| <br>Elisa EverCool™ Tee<br>Size: M<br>Color: Purple<br><a href="#">Move to Wishlist</a> | \$29.00 | 1   | \$29.00  |
| <br>Sahara Leggings<br>Size: 29<br>Color: Gray<br><a href="#">Move to Wishlist</a>     | \$75.00 | 1   | \$75.00  |

### Summary

Estimate Shipping and Tax ▼

|                    |                |
|--------------------|----------------|
| Subtotal           | \$104.00       |
| Discount           | -\$50.00       |
| Tax                | \$4.46         |
| <b>Order Total</b> | <b>\$58.46</b> |

[Proceed to Checkout](#)

[Check Out with Multiple Addresses](#)

[Update Shopping Cart](#)

[Apply Discount Code](#) ▼

[Apply Rewards](#) ^

You Have **87** points left  
1 for every 1USD

 [Cancel Reward](#)

## Status History and Expiring Points Breakdown

Use this tab and the grid to track the customers' current status within your reward program and also the previous status records. The grid is visible for the admin users only.

Here you can also track the expiring reward points on the separate grid.

## Status History

3 records found  per page  of 1

| Date                | Action                       | Admin Name |
|---------------------|------------------------------|------------|
| 2021-11-02 08:40:05 | EXCLUDED FROM REWARD PROGRAM | admin      |
| 2021-11-02 08:39:17 | RESTORED IN REWARD PROGRAM   | admin      |
| 2021-11-02 08:39:04 | EXCLUDED FROM REWARD PROGRAM | admin      |

Add or Deduct Points

## Expiring Points Breakdown

[Reset Filter](#) 1 records found  per page  of 1

| Amount to Expire                  | Expiration Date                   |
|-----------------------------------|-----------------------------------|
| <input type="text" value="From"/> | <input type="text" value="From"/> |
| <input type="text" value="To"/>   | <input type="text" value="To"/>   |
| 97                                | Not Expiring                      |

**Add or Deduct Points** - Here you can add or deduct points manually. Specify the points amount and a reason you apply them in the comment. To deduct points use the symbol '-', e.g. -100. Also, specify the expiration period of these points.

## Add or Deduct Points



Apply

Action \* Add ▼

Amount \* 35

Points expiration behavior \* Never expire ▼

Comment \* Registration Bonus

Visible For Customer

Use the '*Visible For Customer*' setting to make the granted reward points visible or not visible for your customers.

### Reward Points History tab

On the **Reward Points History** tab, you can track the activity of each particular customer. To check this grid, please navigate to **Customers → All Customers → Customer → Reward Points History** tab.

## Reward Points History

Search [Reset Filter](#) 18 records found  per page <  of 1 >

| Date                              | Change                            | Comment              | Action               | Points Left          | Admin Name           |
|-----------------------------------|-----------------------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="text" value="From"/> | <input type="text" value="From"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text" value="To"/>   | <input type="text" value="To"/>   |                      |                      |                      |                      |
| Nov 2, 2021                       | -34.00                            | Order #000000018     | Order Paid           | 97.00                | Jack                 |
| Nov 2, 2021                       | +1.00                             | +                    | Admin Point Change   | 131.00               | Brian                |
| Nov 2, 2021                       | +35.00                            | Registration Bonus   | Admin Point Change   | 130.00               | Mike                 |
| Apr 25, 2019                      | -35.00                            | Order #000000016     | Order Paid           | 95.00                | Jesse                |
| Jan 23, 2019                      | +10.00                            |                      | Order Completed      | 130.00               | Kit                  |

## Reward rules creation

Go to **Marketing** -> **Reward Points Earning Rules** to set up the rules.

# Rewards

Add Rule

Search [Reset Filter](#)

6 records found

20 per page

1 of 1

|                          |   | Name                          | Action                  | Amount | Status |
|--------------------------|---|-------------------------------|-------------------------|--------|--------|
| <input type="checkbox"/> | 1 | Purchase is made              | Order Completed         | 10.00  | Active |
| <input type="checkbox"/> | 2 | Newsletter subscription bonus | Newsletter subscription | 5.00   | Active |
| <input type="checkbox"/> | 3 | Birthday bonus                | Customer birthday       | 30.00  | Active |
| <input type="checkbox"/> | 4 | For every \$X spent           | For every \$X spent     | 15.00  | Active |
| <input type="checkbox"/> | 5 | Registration bonus            | Registration            | 15.00  | Active |
| <input type="checkbox"/> | 6 | For every \$X spent for bags  | For every \$X spent     | 30.00  | Active |

See all the rules you've created on the Rewards grid.

**Actions** - apply mass actions to the rules.

**Add rule** - create as many rules as you need.

## General

## General

**Name \***

**Status**  

**Websites \***  

**Customer Groups \***

**Name** - Indicate a clear rule name.

**Status** - Activate or deactivate the rule.

You can also specify the **websites** and **customer groups** for which the rule will be applied within this section.

## Actions

## Actions

|                       |   |
|-----------------------|---|
| Action                | Select...                                     |
| Amount *              | Get X Points for Order                        |
|                       | Get X Points for Newsletter Subscription      |
|                       | Get X Points as a Birthday Gift               |
| Spent Amount *        | Get X Points for Each \$Y Spent               |
|                       | Get X Points for Registration                 |
| Maximum Qty Applied * | Get X Points after Y Days of Inactivity       |
|                       | Get X Points for Approved Product Review      |
|                       | Get X Points for a Referral                   |
| In Period             | Get X Points for Sharing Purchase on Facebook |

Select 1 of 7 available actions. Specify the points amount that will be added to a customer's account after the action is completed. Also, specify the points expiration behaviour for each rule individually.

**Get X Points for Completing Order** - with this action a customer will get reward points after he or she completes the order. For example, you want to reward customers with 10 points if they spent more than \$50. You select the action 'Order complete', set '10' in the 'Amount' field and in the conditions tab you specify the settings like this:

**Get X Points for Newsletter subscription** - with this action a customer will get reward points if he or she has subscribed to your newsletter.

**Get X Points as a Birthday Gift** - with this action a customer will get reward points if he or she has a birthday. Go to the [General Settings](#) to configure the day when birthday points will be added.

**Get X Points for Registration** - with this action a customer will get reward points if he or she has registered in your store.

**Get X Points for each \$Y spent** action requires indicating how many points you'd like to give for each spent amount in order. In our example, a customer gets 10 points for each \$50 spent.

**NEW** Now you can configure 'Get X Points for Completing Order' and 'Get X Points for Each \$Y Spent' rules for unregistered customers. Please note, that these feature is available for the Luma theme only.

**Get X points after Y days of inactivity** - Give reward points to customers inactive for a long time: those, who didn't enter their accounts and didn't make purchases for a long time. The action is aimed at motivating customers to return to your store and buy from you again.

## Actions

|                                |   |
|--------------------------------|---|
| Action                         | <input type="text" value="Get X Points after Y Days of Inactivity"/>  |
| Amount *                       | <input type="text" value="30.00"/><br>Points Income (X)   |
| Days Since Last Login (Y) *    | <input type="text" value="365"/><br>Will be credited automatically, login not required                                |
| Recurring                      | <input type="text" value="No"/>   |
| Points expiration behavior     | <input type="text" value="Custom"/>  |
| Points expiration period, days | <input type="text" value="125"/>  |

To configure the rule based on this action, additionally, specify the number of days a customer should be inactive to get reward points (the **Days Since Last Login (Y)** option) and choose either this reward should be recurring or not.

**Get X Points for Approved Product Review** - Grant reward points to customers for leaving products reviews to stimulate better customers engagement with your store website.

**NEW** We added the compatibility with Amasty Advanced Product Reviews so now reward points are awarded when reviews are approved via a mass action.

**Get X Points for a Referral** - gives an opportunity for customers to share a referral link and earn reward points for registering and making a purchase by another user. When configuring this action, block with a referral link is displayed in the Customer account, available for copying and sharing.

This action is available only for registered customers.

Please note that the functionality of **Get X Points for a Referral** and **Get X Points for Sharing Purchase on Facebook** is available as a part of an active product subscription or support subscription.

## Comments for Action in a Customer Account

Default Action Comment for All Store Views

## Store View Specific Comments

Main Website

Main Website Store

Default Store View

---

## Referral Link Annotation

Annotation Text for Recipient

This text will come with a referral link, directing the recipient to the website registration. Leave empty to sent link with no text.

**Annotation Text for Recipient** - in this field you can customize the text that will come with a referral link, directing the recipient to the website registration.

In order to earn reward points through the referral program, users need to click on the link provided, sign up, and finalize their order. When the order is in the **Completed** status, the reward points will be credited to the customer's account.

**Get X Points for Sharing Purchase on Facebook** - allows customers to share their orders on Facebook and earn reward points.

Please, note that:

- A product from the order can be shared only once (after which the Share button will be hidden for that product);
- Reward points are granted when the Share button is clicked;
- Sharing is available only for orders created after **Get X Points for Sharing Purchase on Facebook** was activated;
- The rule must be active both at the time of order placement and at the time of sharing to award rewards.

## Conditions

Choose conditions to limit the rule. Use cart and products attributes, products subselection or create complex combined conditions.

### Conditions

If ALL of these conditions are TRUE :

Subtotal equals or greater than 50 ❌

Please choose a condition to add. ▲

Please choose a condition to add. ▲

Product attribute combination

Products subselection

Conditions combination

**Cart Attribute**

Subtotal

Total Items Quantity

Total Weight

Shipping Method

Shipping Postcode

Shipping Region

Shipping State/Province

Shipping Country

**Advanced Conditions**

Weight

Quantity In Stock

Billing Address Country

Payment Method

Shipping Address Line

City ▼

## Earning Configuration

Please note that this section is only available if you choose the **Get X Points for each \$Y spent** action type.

Use the **Earning Configuration** section to exclude or include specific products and product categories to your reward program.

# Edit Reward Rule `For every \$X spent`

## General

---

## Actions

---

## Conditions

---

## Earning Configuration

Skip Discounted Products

 ▼

Select 'Yes' if you'd like to restrict granting the reward points for products that have been discounted.

Grant Points For Specific Products

 ▼

Enable this setting if you'd like the customers to get reward points for purchasing specific products.

Action

 ▼

SKU

 ?

Specify a comma-separated list of SKUs customers can get the reward points for.

Category

 ×  × ▼ ?

Select categories of products customers can get the reward points for.

**Skip Discounted Products** - set this setting to 'Yes' to exclude the discounted products from your reward program, i.e. restrict granting the reward points for products that have been discounted.

**Grant Points For Specific Products** - Enable this setting if you'd like the customers to get reward points for purchasing specific products.

Set the setting '**Grant Points For Specific Products**' to 'Yes' to see three more configuration options below.

**Action** - use this dropdown to choose whether you'll *exclude* or *include* certain products or product categories by configuring two more settings below.

Enter the details in either **SKU** or **category** field to make this feature work. Otherwise, it'll be ignored and reward points will be granted for all products.

**SKU** - Specify a comma-separated list of SKUs customers can get the reward points for.

**Category** - Select categories of products customers can get the reward points for.

To provide the correct displaying of reward points for unregistered customers you should create a new rule in your store with 'Get X Points for Completing Order' or 'Get X Points for Each \$Y Spent' actions and select 'NOT LOGGED IN' in 'Customer Group' setting.

Please note, if you create several rules with 'Get X Points for Completing Order' and 'Get X Points for Each \$Y Spent' actions be sure that 'NOT LOGGED IN' customer group is selected only in one active rule to avoid issues with reward points earning. The extension sums up all reward points for all active rules for unregistered customers on the front. After the registration process, a new customer will be assigned to one of the customer groups and will receive rewards only for this group.

### Example

Create two rules with 'Get X Points for Completing Order' action.

Choose two customers groups, for example, 'NOT LOGGED IN' and 'General' in the first rule settings.

Configure the rule as you want

### Edit Reward Rule `Get X points f...

← Back   Delete   Reset   Save and Continue Edit   **Save**

**Actions** ⌵

**Action**  ▼

Please note that reward points will be added after the order obtains status "Complete".

**Amount \***

Points Income (X)

**Points expiration behavior**  ▼ ?

**Points expiration period, days**

Then define any other customer group in the second rule

### Edit Reward Rule `Get X points fo...

← Back   Delete   Reset   Save and Continue Edit   **Save**

**Customer Groups \***  ?

- General
- Wholesale
- Retailer**

Set all required rule's values

# Edit Reward Rule `Get X points f...

← Back Delete Reset Save and Continue Edit **Save**

Action

Please note that reward points will be added after the order obtains status "Complete".

Amount \*

Points Income (X)

Points expiration behavior  ?

Points expiration period, days

The first rule will be displayed for unregistered customers in the following way:

## Shopping Cart

| Item  | Price   | Qty                            | Subtotal |
|---|---------|--------------------------------|----------|
|  Fusion Backpack | \$59.00 | <input type="text" value="1"/> | \$59.00  |

[Apply Discount Code](#)

### Summary

💰 You can earn **5 Reward Points** for making a purchase! Available for registered customers only.

Estimate Shipping and Tax

Subtotal \$59.00

**Order Total \$59.00**

[Check Out with Multiple Addresses](#)

The second created rule will be displayed only for chosen customer group.

Pay attention, that reward points will display for unregistered customers correctly only if you choose a different customer group for all other rules with that action. If not, all created rules and rewards will be displayed to unregistered customers at once while they make an order.

## Comments for Action in a Customer Account

In the **Comments for Action in a Customer Account** section, specify the default and **specific store view comments**, which are shown in customers' accounts.

### Comments for Action in a Customer Account

Default Action Comment for  
All Store Views

Spending every \$X amount bonus

### Store View Specific Comments

Main Website

Main Website Store

Default Store View

Spending every \$X amount bonus

If you have multilingual websites views, you can also set comments in different languages.

## Refunding with Reward Points

To refund with Reward Points open the order (**Sales → Orders**) you would like to refund and click on the **Credit Memo** link at the top panel. Then, there opens a New Memo page with the **Refund Totals** block at the bottom.

## Refund Totals

|                                  |                                |
|----------------------------------|--------------------------------|
| Subtotal                         | \$60.00                        |
| Discount (Used 15 reward points) | -\$15.00                       |
| Refund Shipping                  | <input type="text" value="5"/> |
| Adjustment Refund                | <input type="text" value="0"/> |
| Adjustment Fee                   | <input type="text" value="0"/> |
| <b>Grand Total</b>               | <b>\$50.00</b>                 |

- Append Comments
- Email Copy of Credit Memo

### Refund to Reward Points

### Deduct Reward Points from Customer

**Refund Offline**

**Refund to Reward Points** - here you can set the number of reward points to refund with the order. By online refunding the customer will receive only points that are less than the order. Through the offline refunding you can add extra reward points or even cover all orders by reward points, without money back.

**Deduct Reward Points from Customer** - here you can manage reward points that were granted for the refunded order placement. By default the customer will lose only points that were credited as a part of this order placement, but you can remove more or less points, up to customer's current balance.

## Reward Points on Customers Grid

With the extension, you can track each customer's reward points balance right in the Customers grid. Go to **Customers** → **All Customers** section and view the balance info in the **Reward Points** column.

Customers demouser ▾

[Add New Customer](#)

Search by keyword

Actions ▾ 3 records found 20 per page 1 of 1

| <input type="checkbox"/> | ID | Name              | Email                 | Country       | State/Province | Customer Since          | Confirmed email           | Reward Points ↑ | Action               |
|--------------------------|----|-------------------|-----------------------|---------------|----------------|-------------------------|---------------------------|-----------------|----------------------|
| <input type="checkbox"/> | 1  | Veronica Costello | roni_cost@example.com | United States | Michigan       | Sep 27, 2017 1:33:39 PM | Confirmation Not Required | 95.00           | <a href="#">Edit</a> |
| <input type="checkbox"/> | 2  | John Doe          | john_doe@example.com  | United States | Alabama        | Jan 9, 2019 6:24:58 AM  | Confirmation Not Required | 60.00           | <a href="#">Edit</a> |
| <input type="checkbox"/> | 3  | Sarah Blackwood   | foxy@example.com      | United States | Florida        | Jan 9, 2019 6:28:53 AM  | Confirmation Not Required | 55.00           | <a href="#">Edit</a> |

It is also possible to sort customers according to the amount of the points collected by them.

## Reward points reports

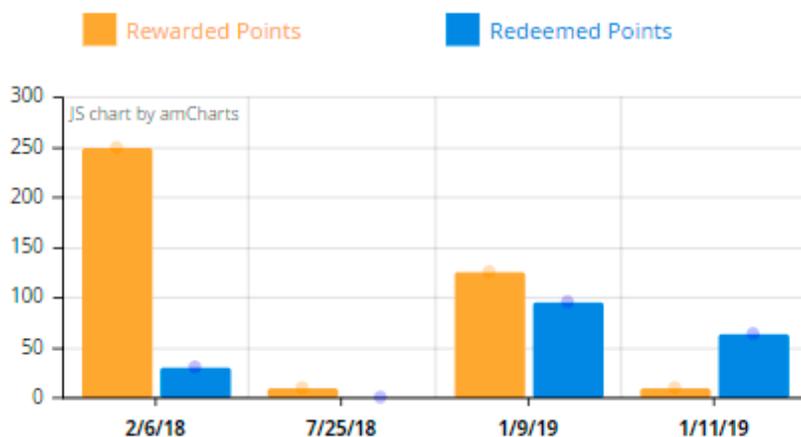
To see reports with the statistics on the reward points, please, go to **Reports** → **Marketing** → **Reward Points Report**.

## Reward Points Reports

Website:  Customer Group:  Date Range:

### Statistics

|                                      |        |
|--------------------------------------|--------|
| Total Rewarded Points                | 395.00 |
| Total Redeemed Points                | 188.00 |
| Average Rewarded Points per Customer | 131.67 |
| Average Redeemed Points per Order    | 31.6   |
| Total Expired Points                 | 0.00   |



The extension allows collecting statistical data on customers' activity connected with reward points and provides you with the next valuable insights:

- The total amount of points awarded to customers associated with the specific customer group(s) within the specified period for the selected store view(s);
- The total amount of points redeemed by customers associated with the specific customer group(s) within the specified period for the selected store view(s);
- The average reward points per customer (filtered by period, customer group and store view);
- The average redeemed points per order (filtered by period, customer group and store view);
- The total amount of expired reward points (based on the selected period, customer group and store view).

Click the **Refresh** button to refresh the displaying data when you change filters values.

## Rewards points tabs in customer account

See how the **Reward Points** and **Reward Points History** tabs display in a customer account.

### Reward Points History

Here, you can see all types of reward actions and balance control options.

To explore this section, please navigate to **Customers** → **All customers** → **Edit a customer** →

## Reward Points History

On the backend:

### Reward Points History

Search [Reset Filter](#) 18 records found 20 per page 1 of 1

| Date         | Change | Comment            | Action             | Points Left | Admin Name |
|--------------|--------|--------------------|--------------------|-------------|------------|
| From         | From   |                    |                    |             |            |
| To           | To     |                    |                    |             |            |
| Nov 2, 2021  | -34.00 | Order #000000018   | Order Paid         | 97.00       | Jack       |
| Nov 2, 2021  | +1.00  | +                  | Admin Point Change | 131.00      | Brian      |
| Nov 2, 2021  | +35.00 | Registration Bonus | Admin Point Change | 130.00      | Mike       |
| Apr 25, 2019 | -35.00 | Order #000000016   | Order Paid         | 95.00       | Jesse      |
| Jan 23, 2019 | +10.00 |                    | Order Completed    | 130.00      | Kit        |

On the frontend:

- Account Dashboard
- My Orders
- My Downloadable Products
- My Wish List

---

- Address Book
- Account Information
- Stored Payment Methods
- Billing Agreements

---

- My Product Reviews
- Newsletter Subscriptions
- Reward Points
- Reward Points History**

## My Rewards History

| DATE    | CHANGE  | COMMENT                                     | ACTION             | POINTS LEFT |
|---------|---------|---|--------------------|-------------|
| 1/11/19 | +10.00  | expire in 10 day(s)                         | Order Completed    | 137.00      |
| 1/11/19 | -63.00  | Order #000000010                            | Order Paid         | 127.00      |
| 1/9/19  | +10.00  |   | Order Completed    | 190.00      |
| 1/9/19  | -35.00  | Order #000000007                            | Order Paid         | 180.00      |
| 1/9/19  | +10.00  |   | Order Completed    | 215.00      |
| 1/9/19  | -25.00  | Order #000000006                            | Order Paid         | 205.00      |
| 7/25/18 | +10.00  | Purchase is made bonus for order 000000003  | ordercompleted     | 230.00      |
| 2/6/18  | +200.00 | Birthday points                             | Admin Point Change | 220.00      |
| 2/6/18  | +20.00  | Spending every \$X amount bonus for order 7 | Admin Point Change | 20.00       |
| 2/6/18  | +10.00  | Purchase bonus for order 7                  | Admin Point Change | 0.00        |
| 2/6/18  | -30.00  | Order 6 paid                                | Admin Point Change | 0.00        |
| 2/6/18  | +15.00  | Registration bonus                          | Admin Point Change | 20.00       |
| 2/6/18  | +5.00   | Newsletter subscription bonus               | Admin Point Change | 5.00        |

## Reward Points Pro

### Reward Points Import

First, to use the import functionality, please navigate to **Stores → Configuration → Amasty Extensions → Import → Multi-Process Import**.

## Multi-Process Import

Enable Multi-Process Import [global]  ?

Number of Parallels Processes [global]  ?

**Enable Multi-Process Import** - Set this setting to 'Yes' for making further configurations.

Please note that the 'Multi-Process Import' feature needs the PHP extension 'pcntl' to be installed on the server. If you enable the feature and no performance boost happens, please ask your hoster/system administrator to check if the 'pcntl' extension installed.

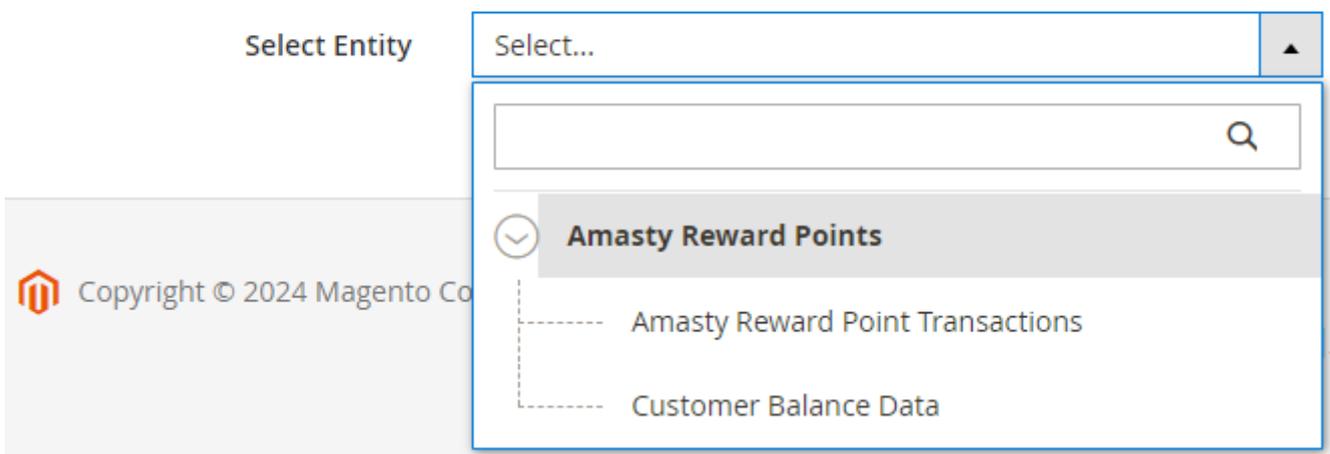
**Number of Parallel Processes** - Specify here the number of parallel import processes. The more parallel processes are set, the faster is the import process, as well as the higher is the server load.

To import reward points, please navigate to **System → Amasty Import → Import**.

### Import Settings

To import data, please navigate to **System → Amasty Import → Import → Select Entity → choose the needed subentity**:

## Import Settings



**Select entity** - Choose the 'Amasty Reward Points' entity and select the subentity 'Amasty Reward

'Point Transactions' or 'Customer Balance Data'.

**Amasty Reward Point Transactions** is necessary to view the history of rewards, but it has no impact on the balance. We also added the possibility to Import "amasty\_rewards\_customer\_balance" table via **Customer Balance Data**. Please note that the balance will only be updated if you import data from this table.

Then adjust other settings for the import according to your needs.

### Import Behavior

Specify import behavior, including the validation strategy: choose whether to stop on errors or skip them and continue the import process.

## Import Behavior

Import Behavior \*  ▼

Validation Strategy \*  ▼

- Stop On Error
- Skip Error Entries

If the **Skip Error Entries** option is chosen, then you can specify the maximum number of errors allowed to skip in the 'Allowed Errors Count' setting.

Validation Strategy \*  ▼

Allowed Errors Count

Please specify number of errors to halt import process.

## Import Source

**Import File Type** - CSV or XML.

## Import File

### Import File

**Import Source** \*  ▼

- Please Select...
- Local Directory
- File Upload

**File Path** \*

Use relative path to Magento installation, e.g. var/import/export.csv.

**Import Source** - Upload an external file or choose file from the local directory.

**File Path** - Use relative path to Magento installation, e.g. var/import/export.csv.

## Fields Configuration

In this tab, you need to choose the required entities and map fields.

Please, attentively check all the fields before importing. Otherwise, the extension won't be able to match the columns and will display an error.



|       | order_item:item_id | order_item:order_id | order_item:sku | order_item:title              | order_item:product_id | order_item:product_type | order_item: |
|-------|--------------------|---------------------|----------------|-------------------------------|-----------------------|-------------------------|-------------|
| 04:35 | 1                  | 1                   | WS03-XS-Red    | Iris Workout Top              | 1434                  | configurable            |             |
| 04:37 | 2                  | 2                   | WS08-XS-Blue   | Minerva LumaTech&trade; V-Tee | 1498                  | configurable            |             |

Click **Map Fields** button and choose the relevant data to add to the export file. Use a search window right in the popup to find the required fields faster. Click **Map Selected Fields**.

The screenshot shows the Amasty Import interface with a 'Map Fields' popup. The popup title is 'Map Amasty Reward Point Transactions Fields'. It features a search bar with a 'Search' button and a list of fields with 'Map' buttons: 'id', 'customer\_id', 'amount', 'visible\_for\_customer', and 'action'. A 'Map Selected Fields' button is located at the top right of the popup. The background interface shows the 'Amasty Reward Point Transactions' table configuration with a 'Custom Entity Key' field and 'Map Fields' and 'Delete Table' buttons.

### Filter

Please note that only those fields that are included into mapping can be used for filtering.

### Amasty Reward Point Transactions

## Filter

Only those fields that are included into mapping can be used for filtering.

Amasty Reward Point Transactions 



Add Filter

| Field For Filtering | Filter Condition | Value  |
|---------------------|------------------|--|
| expiration_date     | is               | 03/15/2022  |

Click **Add filter** to create custom filtering formula from the three components: '*Field For Filtering*', '*Filter Condition*' and '*Value*'. For example, filter data by certain expiration date.

## Reward Points Export

First, to use the export functionality, please navigate to **Stores → Configuration → Amasty Extensions → Export → Multi-Process Export**.

### Multi-Process Export

Enable Multi-Process Export  
[global]

Yes



Number of Parallel Processes  
[global]

3



**Enable Multi-Process Export** - Set this setting to 'Yes' for making further configurations.

Please note that the 'Multi-Process Export' feature needs the PHP extension 'pcntl' to be installed on the server. If you enable the feature and no performance boost happens, please ask your hoster/system administrator to check if the 'pcntl' extension installed.

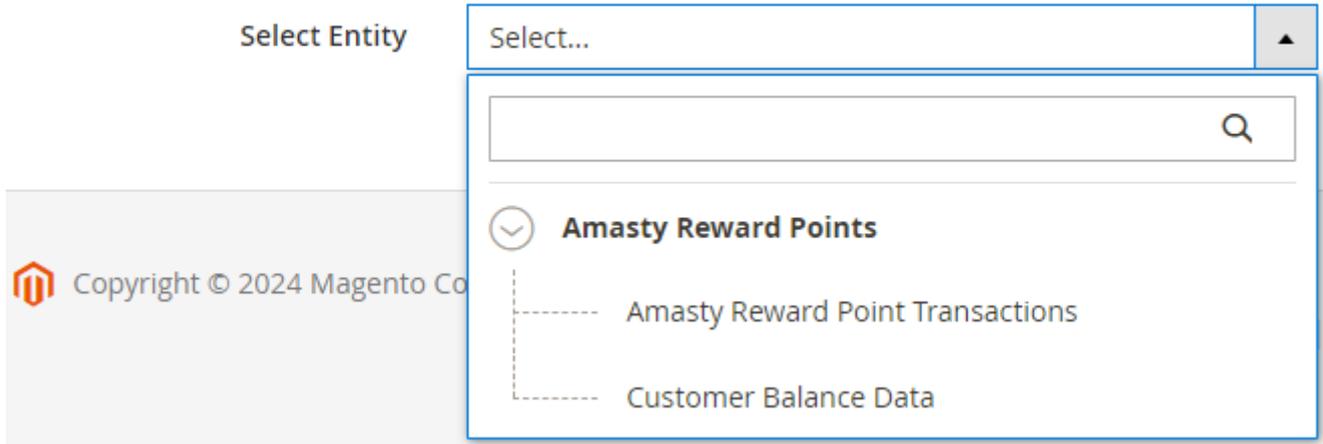
**Number of Parallel Processes** - Specify here the number of parallel export processes. The more parallel processes are set, the faster is the export process goes, but the higher is the server load.

To export reward points, please navigate to **System → Amasty Export → Export**.

## Export Settings

To export data, please navigate to **System → Amasty Export → Export → Select Entity → Choose the needed subentity**:

### Export Settings



**Select entity** - Choose the 'Amasty Reward Points' entity and select the subentity 'Amasty Reward Point Transactions' or 'Customer Balance Data'.

Then adjust other settings for the import according to your needs.

## Export Template

Configure the export template.

**File Type** - Choose the format type - CSV or XML.

**Add Header Row** - Toggle to 'Yes' to add a header row to your export file.

**Merge Rows into One** - Data from multiple rows will be merged into one cell, if enabled.

Back Delete Reset Save and Generate Save and Continue Edit

Save

File Templates

File Type CSV

Add Header Row Yes

Merge Rows Into One No

Data from multiple rows will be merged into one cell, if enabled.

Field Delimiter ,

The character that delimits each field of the rows.

Field Enclosure Character "

The character that encloses each field of the rows.

Entity Name Postfix .

Specify a postfix for entity name in the header row of the file.

**Merged Rows Data Delimiter** - If the setting 'Merge Rows into One' is set to 'Yes', then the 'Merged Rows Data Delimiter' setting becomes available. The character that delimits each field of the child rows.

**Duplicate Parent Entity Data** - Please use the setting while exporting one sequence of subentity, e.g. Order - Order Item - Product - Product Attribute, to avoid duplicating independent data. If enabled, parent entity data will be duplicated in each row when exporting the second and subsequent rows of child entity data.

See how it works

If disabled, child values are empty:

| entity_id | state    | status     | customer_id | sales_order_item.product_id | sales_order_item.product_type |
|-----------|----------|------------|-------------|-----------------------------|-------------------------------|
| 3         | complete | processing | 1           | 2040                        | simple                        |
|           |          |            |             | 2041                        | simple                        |

If enabled, the values are duplicated:

| entity_id | state    | status     | customer_id | sales_order_item.product_id | sales_order_item.product_type |
|-----------|----------|------------|-------------|-----------------------------|-------------------------------|
| 3         | complete | processing | 1           | 2040                        | simple                        |
| 3         | complete | processing | 1           | 2041                        | simple                        |

**Field Delimiter** - The setting determines the character that delimits each field of the rows.

**Field Enclosure Character** - The setting determines the character that encloses each field of the rows.

**Entity Key Delimiter** - The setting determines the character that separates the entity key from the column name.

### File Name

**File Name** - Use this field to specify the pattern how your export files will be named. Example: Filename - { { date|Y\_m\_d\_h\_i\_s } }.

### Export File

**Store Exported File On Server** - Toggle the setting to 'Yes' to keep exported files on the server.

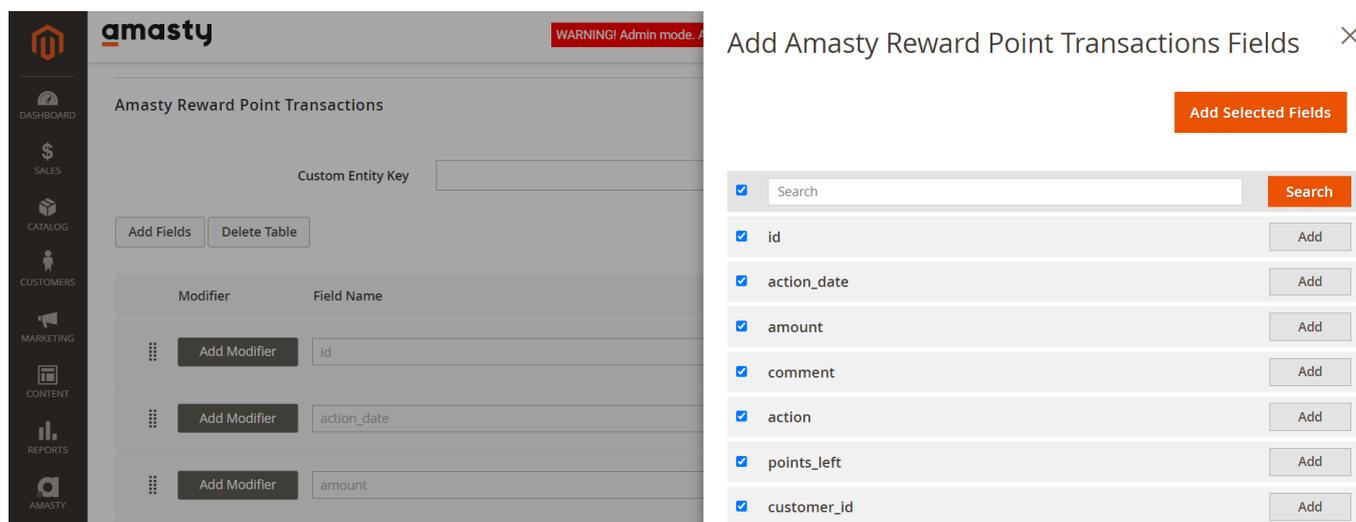
**File Path** - The file will be saved in Magento 'var' directory relative to this path.

**File Name on Server** - With this setting you can specify custom name of the file for the server. Example: Filename- { { date|Y\_m\_d\_h\_i\_s } }.

### Fields Configuration

#### Amasty Reward Point Transactions

Click **Add Fields** button and choose the relevant data to add to the export file. Use a search window right in the popup to find the required fields faster. Click **Add Selected Fields**.



When a field is added, you can customize a column title that will be displayed in the exported file.

Moreover, use the **Add Static Filed** button to create columns that will remain unchanged in the file.

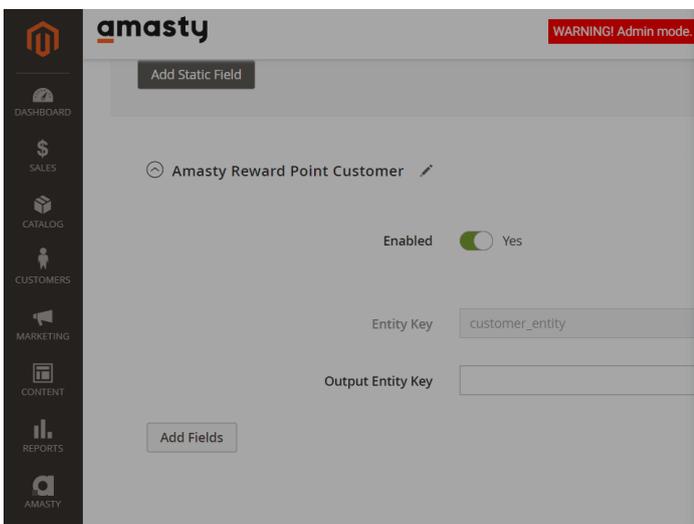
Also, for each file level, you can set a custom entity key, delimiter and a field name. Check how it works:



orders\_2020\_07\_07\_09\_23\_49

| entity_id | items.order_id | items.skus                  | sales_order_shipping_address.postcode | sales_order_shipping_address.lastname |
|-----------|----------------|-----------------------------|---------------------------------------|---------------------------------------|
| 5         | 5              | 24-MB02                     | 220123                                | ww                                    |
| 6         | 6,6            | WT09-S-Purple,WT09-S-Purple | 220123                                | ww                                    |
| 7         | 7,7            | WT09-S-White,WT09-S-White   | 220123                                | ww                                    |
| 8         | 8              | 24-MB02                     | 220123                                | ww                                    |
| 9         | 9              | 24-WB04                     | 220123                                | ww                                    |
| 10        | 10,10          | MT07-S-Gray,MT07-S-Gray     | 220123                                | ww                                    |
| 11        | 11             | 24-MB04                     | 220123                                | ww                                    |
| 12        | 12             | 24-MB04                     | 49628-7978                            | Costello                              |
| 13        | 13             | WSH12-32-Purple             | 49628-7978                            | Costello                              |

Then you can go down the entity list and enable any you need. Just hit the **Enabled** toggle and **Add Fileds** button. As it was described above, a popup will appear and you will be able to add all required fields concerning a particular entity.



Add Amasty Reward Point Customer Fields



Add Selected Fields

|                          |              |                                       |
|--------------------------|--------------|---------------------------------------|
| <input type="checkbox"/> | Search       | <input type="button" value="Search"/> |
| <input type="checkbox"/> | entity_id    | <input type="button" value="Add"/>    |
| <input type="checkbox"/> | website_id   | <input type="button" value="Add"/>    |
| <input type="checkbox"/> | email        | <input type="button" value="Add"/>    |
| <input type="checkbox"/> | group_id     | <input type="button" value="Add"/>    |
| <input type="checkbox"/> | increment_id | <input type="button" value="Add"/>    |
| <input type="checkbox"/> | store_id     | <input type="button" value="Add"/>    |
| <input type="checkbox"/> | created_at   | <input type="button" value="Add"/>    |

## Filter

### Amasty Reward Point Transactions

Filter

Amasty Reward Point Transactions 



Add Filter

| Field For Filtering | Filter Condition | Value      |   |
|---------------------|------------------|------------|---|
| action_date         | is               | 03/22/2022 |   |
| amount              | more or equal    | 7          |    |

To add custom filtering options to your file, click **Add Filter**, then create a filter formula, by specifying **Field For Filtering**, **Filter Condition** and the **Value**. For example, export Amasty Reward Point Transactions, that have certain action date or certain comment.

## PWA for Reward Points (Add-On)

Build a crossed device reward program and get the most of the Reward Points extension by installing the PWA add-on. The software provides a faster, enhanced experience for the clients shopping from phones and tablets.

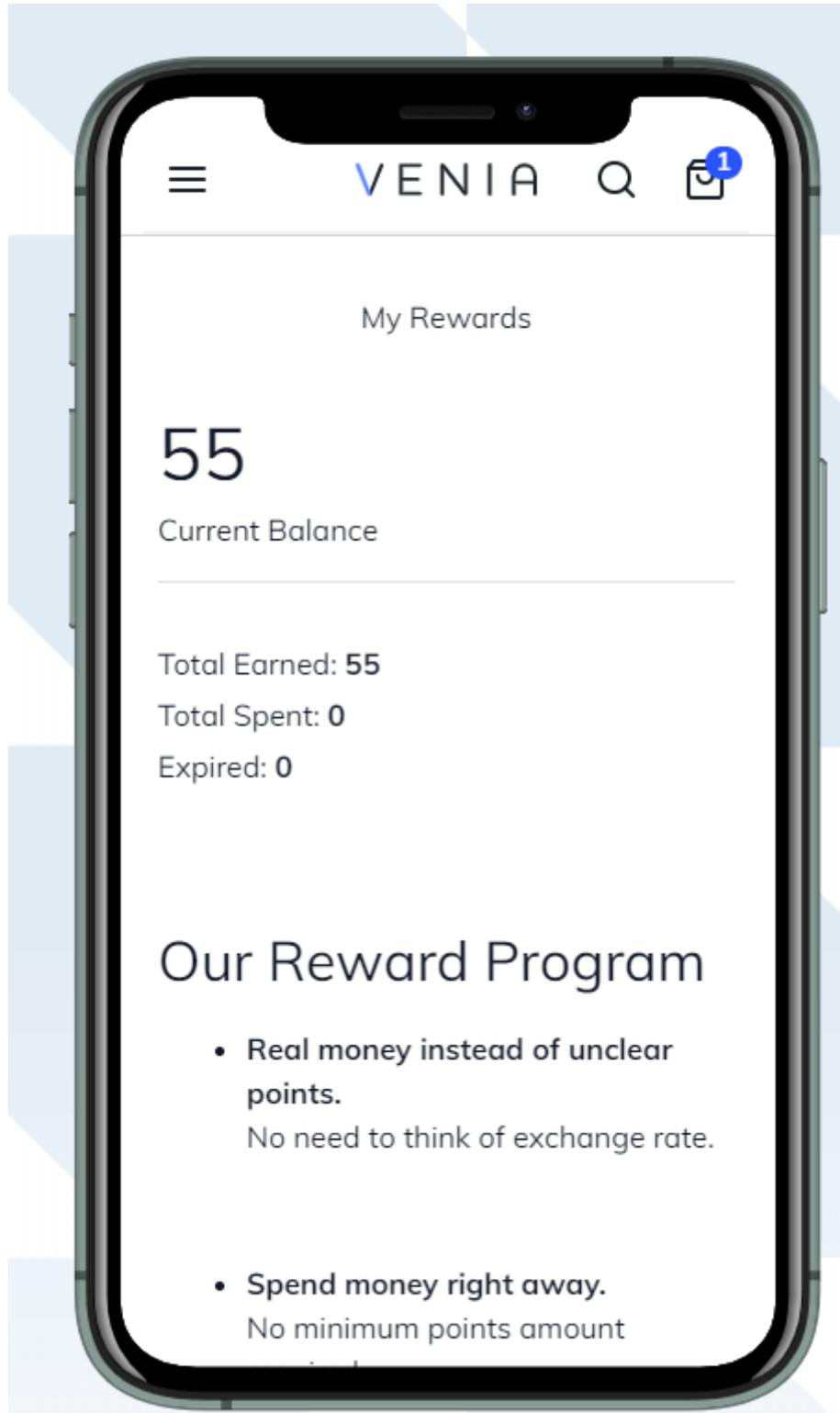
The feature can be enabled only after purchasing the **PWA for Reward Points Add-On**. Also, you need to [install PWA Studio](#) first.

In order to correctly install a PWA add-on, please install the **corresponding GraphQL system package** first. For the correct name of it, please check the *composer.json* file of the main module. For example, the GraphQL system package name of the PWA add-on for the Blog Pro extension would be the following: **amasty/blog-graphql**

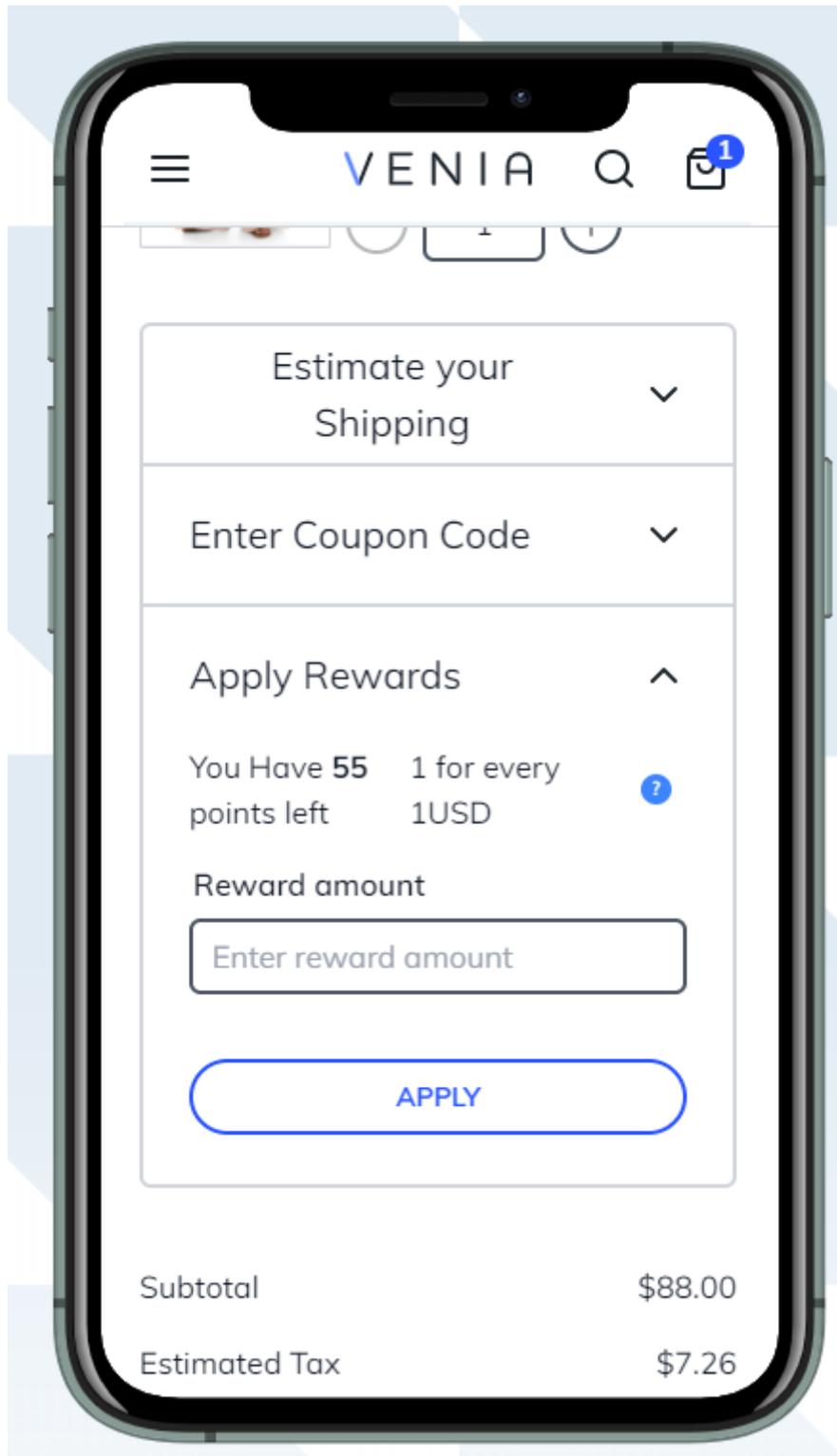
```
{
  "name": "amasty/blog",
  "description": "Amasty Blog Pro",
  "require": {
    "php": ">=7.3.0",
    "amasty/base": ">=1.13.4",
    "amasty/email-unsubscribe": "*",
    "amasty/cron-schedule-list": "*",
    "magento/framework": ">=102.0.0",
    "magento/module-catalog": "*"
  },
  "suggest": {
    "amasty/blog-page-builder": "Install blog-page-builder module to activate PageBuilder and Blog Pro integration.",
    "amasty/blog-graphql": "Install blog-graphql module to activate GraphQL and Blog Pro integration.",
    "amasty/module-blog-mftf-3": "Install module-blog-mftf-3 module to be able to run Blog Pro MFTF tests for Magento 2.4.0+ version.",
    "amasty/module-blog-pro-to-builder": "Install Amasty_BlogProToBuilder module to activate the integration with Custom Reports Builder extensions."
  },
  "type": "magento2-module",
  "version": "2.10.4",
  "license": [
    "Commercial"
  ],
  "autoload": {
    "files": [
      "registration.php"
    ]
  }
}
```

The add-on adapts interaction with the website to various screen resolutions to improve responsiveness and the overall client experience. Once the software is added, reward points will be displayed as follows:

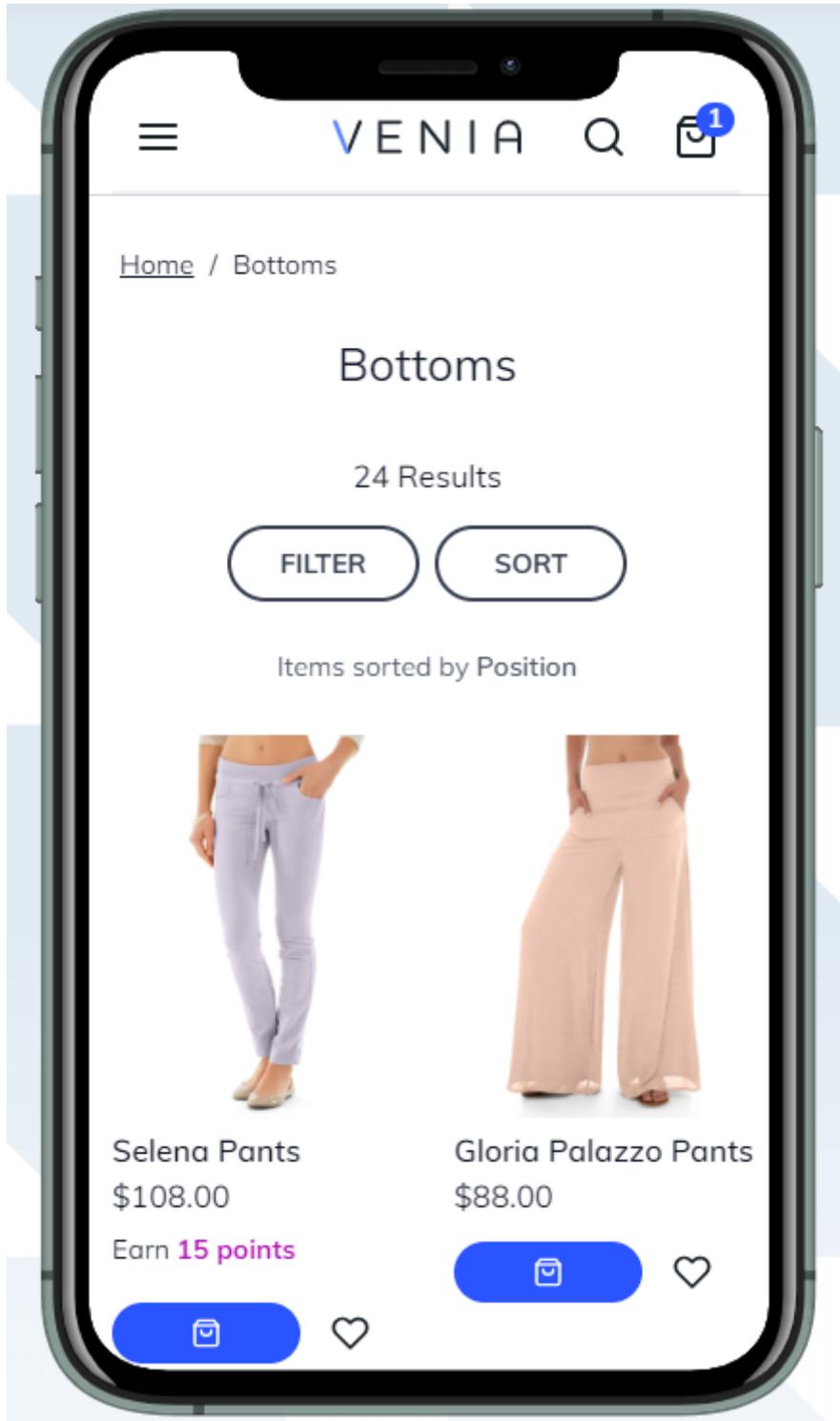
Reward Points at Customer Account:



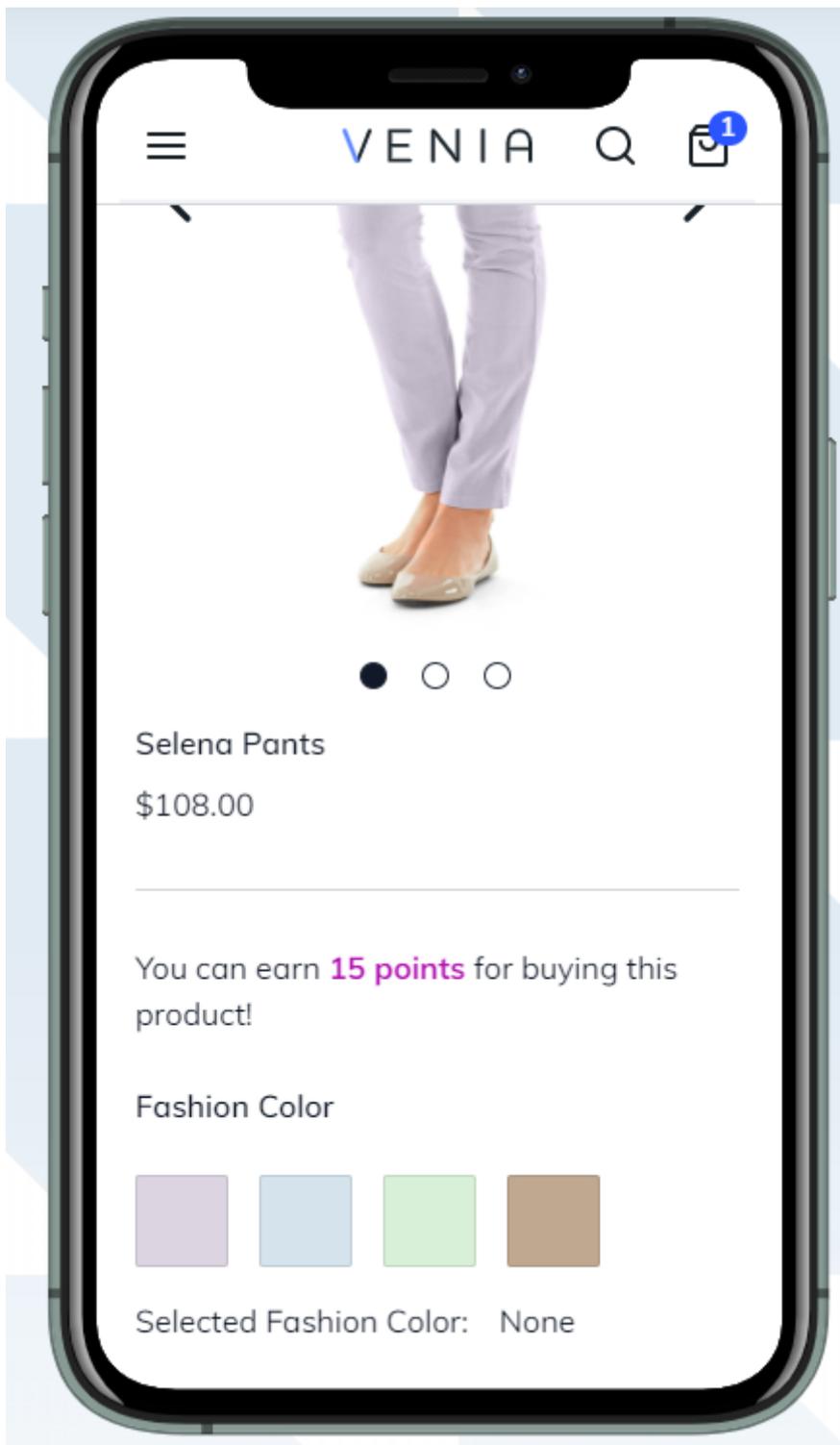
Reward Points at the Checkout:



Reward Points at the Category Page:



Reward Points at the Product Page:



Please, note limitations when purchasing PWA for Reward Points Add-On:

- Get X Points for Approved Product Review Rule

## Additional packages (provided in composer suggestions)

To make additional functionality available, please install the suggested packages you may need.

Available for all tariff plans with **no additional fees**:

- **amasty/rewards-graph-ql** - Install this module to be able to use Reward Points GraphQL queries.
- **amasty/module-graphql-application-server-compatibility** - Install this package to enable compatibility with GraphQL Application Server.

Available as a part of an active product **subscription** or support subscription:

For **Basic and Pro** versions:

- **amasty/module-rewards-hyva-compatibility** - Install this package to ensure the Reward Points extension works with the Hyvä Theme.
- **amasty/module-rewards-hyva-checkout** - Install this package to ensure the Reward Points extension works with Hyvä Checkout.
- **amasty/module-rewards-referral** - Install this package to award reward points for new customer invitations (their signup through a referral link).
- **amasty/module-rewards-referral-hyva** - Install this package to use the customer signup referral action functionality (see the description of the package above) with the Hyvä Theme.
- **amasty/module-reward-points-shipping** - This package provides the possibility of covering shipping with reward points.
- **amasty/module-rewards-facebook** - This package allows customers to share their orders on Facebook and earn reward points.

For **Pro** tariff plan only:

- **amasty/module-rewards-pro-functionality** - This package provides the possibility of awarding reward points based on order status.

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## FAQ

- [How do I import the reward point data?](#)
- [Points are not accrued after the order is placed. How do I fix it?](#)
- [How to exclude specific products from the reward points earning rule?](#)
- [How to add x1.5 points for a specific category?](#)
- [How do I set up point spending rate?](#)

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Find out how to install the **Reward Points** extension for Magento 2 via [Composer](#).

From:

<https://amasty.com/docs/> - **Amasty Extensions FAQ**

Permanent link:

[https://amasty.com/docs/doku.php?id=magento\\_2:reward\\_points](https://amasty.com/docs/doku.php?id=magento_2:reward_points)



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