LOYALTY & REWARDS

Yotpo rewards. At the point of sale.

Connect your Yotpo loyalty and rewards program to Teamwork Commerce so customers can earn and redeem Yotpo rewards directly in POS. This guide walks you through creating and configuring your Yotpo account, covering the steps you complete before Teamwork finishes the integration.

1 step you complete | **4** handled by Teamwork | **CHQ 6.51+** required

OVERVIEW

Yotpo overview

Yotpo is a loyalty and marketing platform for eCommerce. Teamwork Commerce integrates with Yotpo so the loyalty program your customers use online works the same way in store: points earned at the register, rewards redeemed at the point of sale, and one balance across every channel.

The integration covers the following functionality:

- **Creating new customers** (via email) and sharing their details with Yotpo. A Yotpo account is created based on the customer email sent to Yotpo with the sale.
- **Retrieval** (and display in POS) of customer loyalty data from Yotpo, including available rewards, points balance, VIP tier status, etc.
- **Redemption** of eligible rewards by applying a discount to the Sales Receipt in POS.
- **Sending all sales transactions** with a redemption and/or with a customer email to Yotpo in order to:
  - record the redemption of the reward in Yotpo
  - record the sale in Yotpo for earning more rewards

To support this broader functionality, the Yotpo integration relies on the Real-Time Connector (RTC) infrastructure that has been made available starting with CHQ version 6.51.

SETUP

Integration setup

Setting up the Yotpo integration for a Merchant includes the following steps:

1	**Creating a Yotpo account**	You complete this
2	RTC deployment in the Merchant's CHQ instance	Teamwork handles this
3	RTC setup in CHQ	Teamwork handles this
4	RTC turn-on in CHQ	Teamwork handles this
5	Yotpo configuration in CHQ	Teamwork handles this

The section below covers Step 1, the part you complete in your Yotpo and eCommerce accounts. The remaining steps are performed by Teamwork.

Creating a Yotpo account

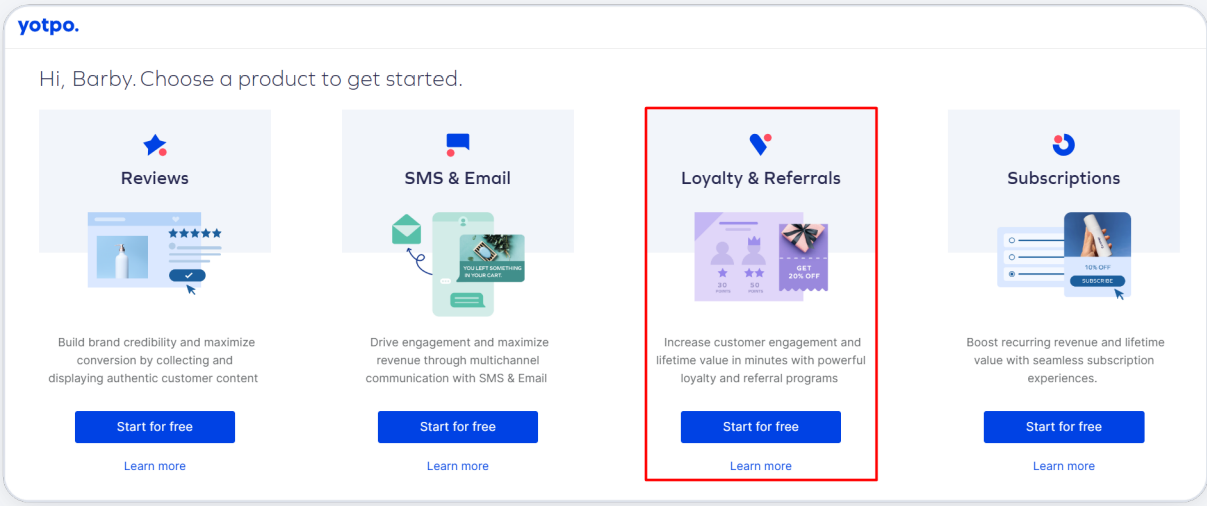
To set up the integration between Teamwork and Yotpo, the Merchant must first create and configure their Yotpo account. To do so:

1. As a prerequisite, make sure you already have an account with an eCommerce platform compatible with Yotpo. See the Yotpo website for a full list here.
2. Log in to your eCommerce admin panel, then download and install the Yotpo app to link the two platforms.

3 Go to the Yotpo sign-up page and follow through the registration process making sure that you:

a. select the eCommerce platform you use

b. select the **Loyalty & Referrals** product



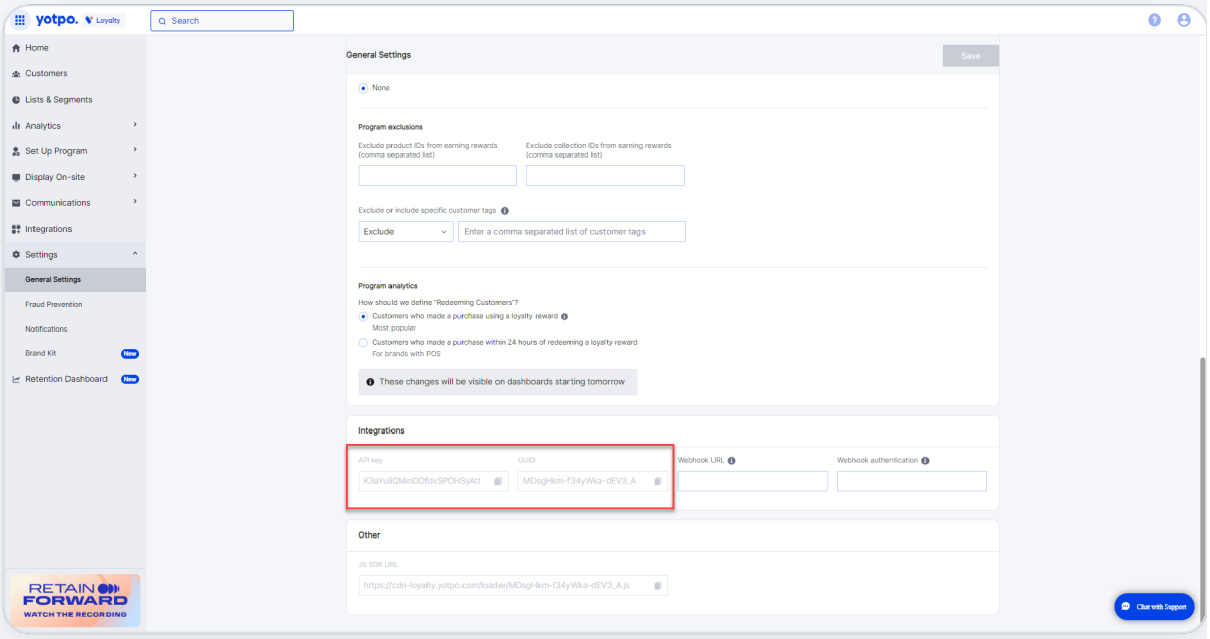
During Yotpo sign-up, choose the Loyalty & Referrals product.

4 Collect the API key and GUID values:

a. In the Yotpo admin panel, go to **Settings > General Settings**:

b. Under **Integrations**, copy and save the API key and GUID values.

c. Provide these values to Teamwork.



Settings > General Settings: copy the API key and GUID under Integrations.

5 Set up redemption programs:

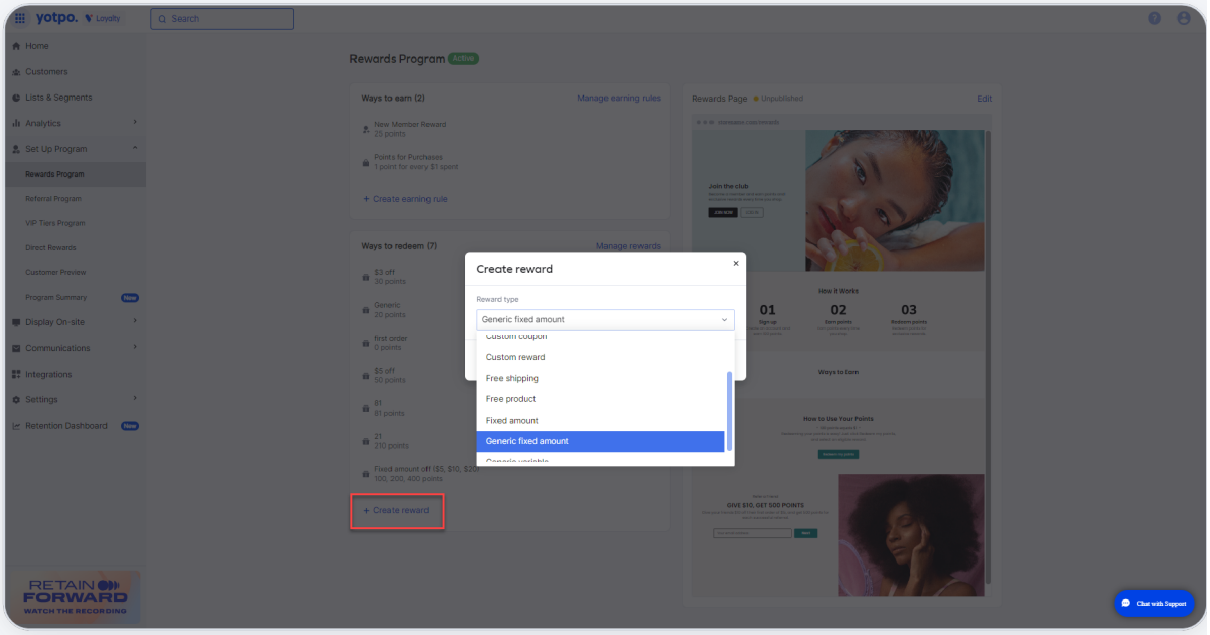
a. In the Yotpo admin panel, go to **Set Up Program > Rewards Program**:

b. At the bottom of the page, click **Create Reward**.

c. In the **Create Reward** dialog that opens, select "Generic fixed amount".

> **IMPORTANT**
>
> "Generic fixed amount" is the only Yotpo program type supported by Teamwork.

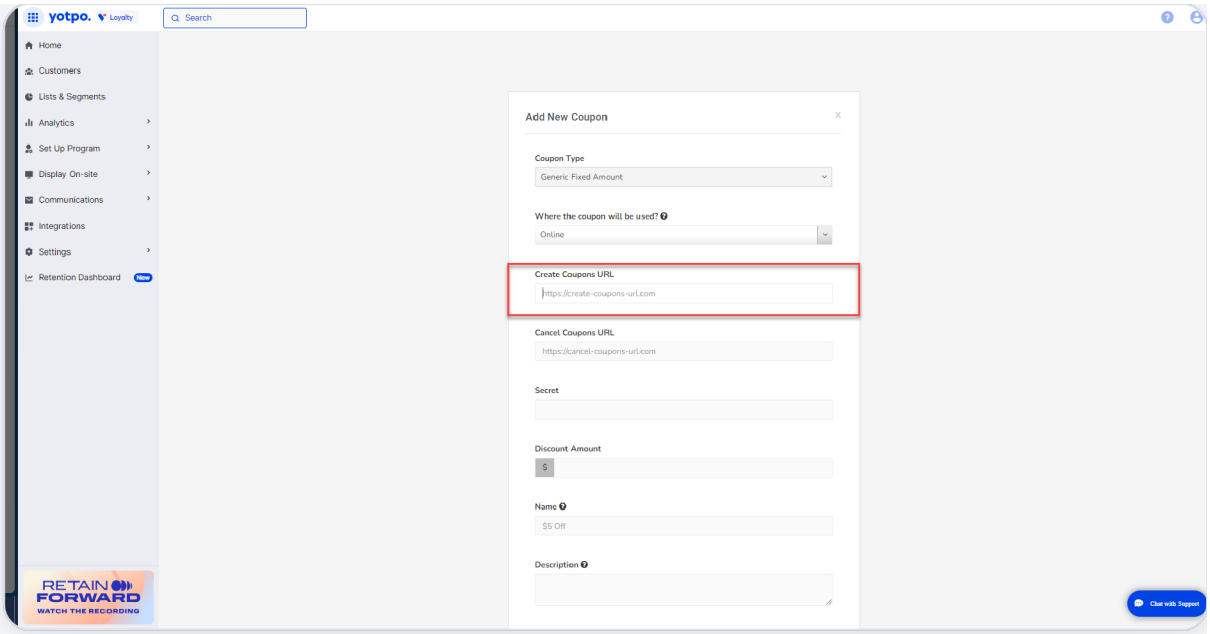
d. Click **Next**.



Set Up Program > Rewards Program: click Create Reward, then select "Generic fixed amount".

e. On the **Add New Coupon** dialog that opens, configure a coupon.

> **IMPORTANT**
>
> Please contact Teamwork's eCommerce Team to get the Create Coupons URL value that must be provided in this dialog. The value is the same for all programs of the Merchant.



Add New Coupon: enter the Create Coupons URL provided by Teamwork's eCommerce Team.

f. Click **Save Coupon**.

6 Repeat Step 5 for every program you want to set up.

7 If necessary, configure other tabs available under **Set Up Program > Rewards Program**.

YOU'RE ALL SET

What happens next.

Once your Yotpo account is created and your redemption programs are configured, **Teamwork will contact you** to gather the information required to finish your integration.

The **Teamwork implementation team will handle the rest**, deploying and configuring the Real-Time Connector in your CHQ instance and enabling Yotpo rewards redemption in POS. If you have any questions along the way, reach out to your Teamwork contact.

TEAMWORK COMMERCE