

Loyalty stamp cards and app offers

How to reward regulars with a stamp card they collect on the till, kiosk and Order2Go app, and how to run offers on app orders.

Screenshots taken on a demo store at app.posso.co.uk, 11 October 2026. Your menu, staff, printers and prices will be different.

The short version

- Go to **Settings**, then **Channels & Integrations**, then **Loyalty & Rewards**.
- Keep **Programme type** on **Stamp cards**, switch the programme on, then tap **ADD CARD**.
- Tick the products that earn, tick **Online ordering** under **Where stamps are earned**, set the reward and tap **SAVE CARD**.
- Offers for app orders are made in **Payments**, then **Discounts**, with **Collection** and **Delivery** switched on.

1 Open Loyalty & Rewards and switch the programme on

From the **Dashboard**, tap **Settings** in the left-hand menu. Company Settings opens with its own menu down the left.

Open **Channels & Integrations** and tap **Loyalty & Rewards**. There are three tabs: **Cards**, **Accounts** and **Review**. A green bar at the top shows how many cards are live.

- **Loyalty programme**: the master switch. Switching it off stops new stamps and hides every card. Accounts, history and rewards are kept.
- **Programme type**: leave this on **Stamp cards (recommended)**.
- **Timezone**: used for double-stamp times and reward expiry. In the UK this is Europe/London.
- **Stamps for customers without the app**: off means only identified customers earn, such as app customers ordering online. On means staff can also pick a saved customer by name or phone at the till and they earn too.

← DASHBOARD

COMPANY SETTINGS

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- REPORTS
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 - ONLINE ORDERING
 - LOYALTY & REWAR...**
 - WAITER PAD
 - XERO
 - VOIPAY

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Loyalty & Rewards

CARDS ACCOUNTS REVIEW

Live: 1 card — customers can see and earn on it.

Loyalty programme

Switching off stops new stamps and hides every card; accounts, ledger entries and rewards are kept.

PROGRAMME TYPE TIMEZONE (double-stamp times, expiry)

Stamp cards (recommend Europe/London

Stamps for customers without the app

Off (recommended): only identified customers earn — students by ID badge, app customers online. On: a CRM customer picked by name or phone at the till also earns.

SAVE PROGRAMME

Stamp cards 1 of 4

Tap **SAVE PROGRAMME** after any change.

2 Points or stamps?

The **Programme type** list also has **Points (legacy, display-only)**, with an earning rate in points per pound and a value per point. As the screen warns, the points scheme does not award points and is only kept for old records. Stamp cards also stop running while Points is selected.

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Loyalty & Rewards

CARDS ACCOUNTS REVIEW

The programme type is Points (legacy). Stamp cards only run under the Stamp card type.

Loyalty programme

Switching off stops new stamps and hides every card; accounts, ledger entries and rewards are kept.

PROGRAMME TYPE: Points (legacy, display-on) ▼

TIMEZONE (double-stamp times, expiry): Europe/London

The points scheme never awarded points server-side and is kept only for existing rows.

EARNING RATE (POINTS PER £): 1

REDEMPTION VALUE (£ PER POINT): 0.01

Unsaved changes

SAVE PROGRAMME

Tip. Use stamp cards for every new scheme. If you selected Points by mistake, change it back to Stamp cards before saving, or tap **SAVE PROGRAMME** again with Stamp cards chosen.

3 Add or edit a stamp card

Under **Stamp cards** each card shows its stamps, its reward, what it earns on and where. You can have up to four cards. Tap **ADD CARD** for a new one or **EDIT** on an existing card. **PAUSE** stops a card earning for a while and **ARCHIVE** retires it.

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 - WAITER PAD
 - XERO
 - VOIPAY
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Stamps for customers without the app

Off (recommended): only identified customers earn — students by ID badge, app customers online. On: a CRM customer picked by name or phone at the till also earns.

Stamp cards 1 of 4

Each card earns on its own products or categories — a product can only be on one card. One stamp per item, reward when the card is full.

+ ADD CARD

1 Burger stamp card **EDIT** **PAUSE** **ARCHIVE**

LIVE "Burger" on receipts

3 stamps out of 6

Collect 6 → Free burger

Earns on: Earnings on nothing yet

Where: Online, Till, Kiosk, School ID
max 1/order
orders over £10.00
rewards expire after 90 days

4 Name the card and choose what earns a stamp

Each qualifying item earns one stamp. When the card is full the reward is issued and the count starts again.

- **Card name:** what customers see, for example Burger stamp card.
- **Short name:** up to 10 characters, printed on receipts.
- **Stamps for a reward:** how many stamps fill the card.
- **Live:** customers see the card and earn on it.
- **Earns on:** tick whole categories or single products. A product can only be on one card.

The screenshot shows a web interface for managing loyalty cards. On the left is a sidebar with a 'COMPANY SETTINGS' menu. The main area is titled 'Loyalty & Rewards' and has tabs for 'CARDS', 'ACCOUNTS', and 'REVIEW'. The 'CARDS' tab is active, showing a form to 'Edit "Burger stamp card"'. The form includes fields for 'CARD NAME' (Burger stamp card), 'SHORT NAME (receipts, ≤10)' (Burger), and 'STAMPS FOR A REWARD' (6). Below these is a progress indicator with three red checkmarks and three dashed circles numbered 4, 5, and 6. A text box says 'Collect 6 stamps → Free burger'. To the right, there is a 'Live' toggle switch and a red eye icon. At the bottom, there is an 'Earns on' section with a search bar and a list of items, including 'Soup 4 items'.

← DASHBOARD

COMPANY SETTINGS

ACCOUNT & BILLING

STORE & APP

STORE DETAILS

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LOYALTY & REWAR...

WAITER PAD

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VOIPAY

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📁 Loyalty & Rewards

CARDS ACCOUNTS REVIEW

Edit "Burger stamp card"

One stamp per qualifying item. When the card is full the reward is issued and the count starts again.

CARD NAME

Burger stamp card

SHORT NAME (receipts, ≤10)

Burger

STAMPS FOR A REWARD

6

Collect 6 stamps → Free burger

Live

Customers see it and earn on it.

Earns on

Tick whole categories (sub-categories follow) or single products. A product can only be on one card.

Find a category or product...

> ☐ Soup 4 items

Tip. Check the line under the list, for example "0 items earn a stamp on this card". If it says 0, nobody can earn yet.

5 Set the earning rules and turn on the app

Under **Earning rules**:

- **Max stamps per order**: leave blank for no cap. Without a cap, three coffees in one order earn three stamps.
- **Minimum order value**: goods value after discounts. Tips, delivery and service fees never count. 0 means any order.
- **Where stamps are earned**: **Online ordering** is the Order2Go storefront and app, for signed-in customers. **Till (POS)** and **Kiosk** need an identified customer. **School ID** is for students paying with a badge or wristband.

The screenshot shows the 'COMPANY SETTINGS' dashboard for a loyalty card named 'Malaysian Curry Dishes'. The left sidebar contains navigation options: DASHBOARD, COMPANY SETTINGS, ACCOUNT & BILLING, STORE & APP, STORE DETAILS, APP SETTINGS, FLOOR PLAN, MANAGER SECURITY, TEAM & ACCESS, PAYMENTS, MENU & PRODU..., KITCHEN & PRIN..., REPORTS, POS REASONS, CHANNELS & IN..., ONLINE ORDERING, LOYALTY & REWAR..., WAITER PAD, XERO, VOIPAY, and GALLERY. The main content area is titled 'Earning rules' and includes the following sections:

- MAX STAMPS PER ORDER** (blank = no cap): Set to 1. Description: Three coffees in one order earn three stamps unless capped.
- MINIMUM ORDER VALUE (£)**: Set to 10. Description: Goods value after discounts; tips, delivery and service fees never count. 0 = any order.
- WHERE STAMPS ARE EARNED**: Four checkboxes are checked: School ID (Students paying with their ID badge or wristband (school mode)), Till (POS) (A customer identified at the till — a student ID, or a CRM customer when "customers without the app" is allowed), Kiosk (Self-service kiosk orders by an identified customer), and Online ordering (Signed-in storefront / app customers).
- Double-stamp periods**: Orders paid inside a period earn twice the stamps (the cap still applies). Times are in Europe/London. An 'ADD PERIOD' button is visible.
- The reward**:
 - REWARD TYPE**: A free item from this ca
 - REWARD NAME** (what customers see): Free burraer

Tip. To link a card to the Order2Go app, **Online ordering** must be ticked. Customers must be signed in to earn.

6 Add double-stamp periods

Tap **ADD PERIOD** under **Double-stamp periods**. Choose the **From** and **To** dates, a **Start** and **End** time, and the days. Orders paid inside the period earn twice the stamps. The per-order cap still applies.

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 - WAITER PAD
 - XERO
 - VOIPAY
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Double-stamp periods

Orders paid inside a period earn twice the stamps (the cap still applies). Times are in Europe/London.

ADD PERIOD

FROM TO START END

dd/mm/yyyy dd/mm/yyyy --:-- --:--

Mon Tue Wed Thu Fri Sat Sun

The reward

REWARD TYPE **REWARD NAME** (what customers see)

A free item from this ca Free burger

The cheapest item in the basket that earns on this card is free.

DESCRIPTION SHOWN TO CUSTOMERS (optional)

Any regular hot drink, in store or online

REWARD EXPIRES AFTER (days, blank = never)

Apply rewards automatically

Tip. Double stamps on quiet afternoons are a cheap way to move trade into slow hours.

7 Set the reward

Under **The reward**:

- **Reward type:** **A free item from this card** (the cheapest qualifying item in the basket is free), **A specific free product**, **Money off** or **Percent off**.
- **Reward name:** what customers see, for example Free burger.
- **Description:** optional text shown to customers.
- **Reward expires after:** days, or blank for never.
- **Apply rewards automatically:** pre-selects an available reward at checkout. The customer can still remove it.

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COMPANY SETTINGS

ACCOUNT & BILLING

STORE & APP

STORE DETAILS

APP SETTINGS

FLOOR PLAN

MANAGER SECURITY

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WAITER PAD

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☒ **Kiosk**
Self-service kiosk orders by an identified customer.

☒ **Online ordering**
Signed-in storefront / app customers.

Double-stamp periods
Orders paid inside a period earn twice the stamps (the cap still applies). Times are in Europe/London. + **ADD PERIOD**

The reward

REWARD TYPE
A free item from this ca ▾

REWARD NAME (what customers see)
Free burger

The cheapest item in the basket that earns on this card is free.

DESCRIPTION SHOWN TO CUSTOMERS (optional)
Any regular hot drink, in store or online

REWARD EXPIRES AFTER (days, blank = never)
90

Apply rewards automatically
Pre-selects an available reward at checkout; the customer can still remove it.

CANCEL **SAVE CARD**

Tap **SAVE CARD**, or **CANCEL** to leave without changes.

Look up a customer

Open the **Accounts** tab. Search by name, email, phone or badge ID, then pick the customer to see their stamp cards, history and rewards.

The screenshot shows a software interface for managing loyalty programs. On the left is a sidebar menu with categories like 'COMPANY SETTINGS', 'ACCOUNT & BILLING', 'STORE & APP', 'TEAM & ACCESS', 'PAYMENTS', 'MENU & PRODU...', 'KITCHEN & PRIN...', 'REPORTS', 'POS REASONS', and 'CHANNELS & IN...'. The 'LOYALTY & REWAR...' option is highlighted. The main area is titled 'Loyalty & Rewards' and has three tabs: 'CARDS', 'ACCOUNTS' (which is selected), and 'REVIEW'. Below the tabs is a search bar with the placeholder text 'Q Name, email, phone, badge / wristband ID...' and a 'SEARCH' button. A loading spinner is visible below the search bar. At the bottom of the main area, a message says 'Select a customer to see their stamp cards, ledger and rewards.'

Check the Review tab

Review lists scans and orders that could not be matched to a customer, and any stamp errors. No stamps are given to a guessed account. **Accounts flagged for review** appear when a refund took back more stamps than the customer had. Open the account, check the history and adjust it, which clears the flag.

The screenshot shows a web application interface for 'Loyalty & Rewards'. On the left is a sidebar menu with categories: COMPANY SETTINGS, ACCOUNT & BILLING, STORE & APP, MANAGER SECURITY, TEAM & ACCESS, PAYMENTS, MENU & PRODU..., KITCHEN & PRIN..., REPORTS, POS REASONS, and CHANNELS & IN... The 'LOYALTY & REWAR...' option is highlighted. At the bottom of the sidebar is a 'BACK TO DASHBOARD' link. The main content area is titled 'Loyalty & Rewards' and has three tabs: CARDS, ACCOUNTS, and REVIEW. The REVIEW tab is active. It contains two sections: 'Unmatched IDs & engine errors' with a 'Show resolved' checkbox and a refresh icon, and 'Accounts flagged for review (0)'. Both sections indicate that there is nothing to review.

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Loyalty & Rewards

CARDS ACCOUNTS **REVIEW**

Unmatched IDs & engine errors ☐ Show resolved ↻

Scans that matched no student, orders whose customer id did not resolve inside this store, and stamp-engine errors. Nothing here was awarded to a guessed account.

Nothing to review.

Accounts flagged for review (0)

Flagged when a refund reversed more stamps than the customer had (a reward may already have been used). Open the account, check the ledger, and adjust — the adjustment clears the flag.

No accounts need attention.

10 Make sure the Order2Go app is live

Stamps and offers only reach app customers when online ordering is on. Open **Channels & Integrations**, then **Online Ordering**, and check your Order2Go address is saved and **Enable Online Ordering** and **Order2Go storefront live** are switched on. The full setup is in the Online Ordering Settings guide.

The screenshot shows the 'Online Ordering' settings page in the Order2Go dashboard. The left sidebar contains a navigation menu with categories: COMPANY SETTINGS, ACCOUNT & BILLING, STORE & APP, TEAM & ACCESS, PAYMENTS, and MENU & PRODU... The 'STORE & APP' category is expanded, showing options like STORE DETAILS, APP SETTINGS, FLOOR PLAN, and MANAGER SECURITY. The 'MENU & PRODU...' category is also expanded, showing options like PRODUCTS, INVENTORY, MENU DESIGNER, MULTI MENU MAN..., MENU IMPORT (CSV), MENU LEVELS, PRODUCT SETTINGS, ATTRIBUTES, COMBO GROUPS, and ALLERGENS. The main content area is titled 'Online Ordering' and includes a sub-header 'Configure your customer-facing ordering website'. It features a section for 'YOUR ORDER2GO URL' with a text input field containing 'https:// demo-burgers .order2go.co.uk' and buttons for 'UPDATE URL', 'OPEN', and 'COPY'. Below this are two toggle switches: 'Enable Online Ordering' and 'Order2Go storefront live', both of which are turned on. At the bottom, there is a section for 'Order Types' with three toggle switches: 'Collection / Takeaway', 'Delivery', and 'QR Table Ordering', all of which are turned on.

Online Ordering
Configure your customer-facing ordering website

YOUR ORDER2GO URL
Production: {slug}.order2go.co.uk. Use lowercase letters, numbers and hyphens only.

https:// **demo-burgers** .order2go.co.uk

Enable Online Ordering
Allow customers to order from your website

Order2Go storefront live
When on, order2go.co.uk serves this store. When off, visitors see the Posso holding page.

Order Types

Collection / Takeaway
Customers pick up from your store

Delivery
You deliver to the customer

QR Table Ordering
Dine-in customers scan QR to order

11 Run an offer on app orders

Offers are separate from stamp cards. Open **Payments**, tap **Discounts**, then **CREATE NEW CAMPAIGN** and choose the type, for example **Spend More**, **Free Delivery** or **Percentage %**. Fill in the minimum spend and reward.

- **Applies to services**: online orders are collection or delivery, so keep **Collection** and **Delivery** switched on. Switch off **Eat In** and **Takeaway** for an online-only offer.
- **Start date**, times and **Active days** control when it runs.
- **Priority** decides which offer wins if two could apply.

The screenshot shows the 'SETUP: DETAILS' screen for creating a new campaign. The left sidebar contains the following navigation options: DASHBOARD, COMPANY SETTINGS (STORE DETAILS, APP SETTINGS, FLOOR PLAN, MANAGER SECURITY), TEAM & ACCESS, PAYMENTS (PAYMENT METHODS, CARD PROCESSORS, TAX RATES, DISCOUNTS, GIFT VOUCHERS, SERVICE TYPES, SERVICE CHARGES), MENU & PRODU... (PRODUCTS, INVENTORY, MENU DESIGNER, MULTI MENU MAN..., MENU IMPORT (CSV), MENU LEVELS), and BACK TO DASHBOARD. The main content area is titled 'SETUP: DETAILS' and 'STEP 2 OF 2'. It contains the following fields and options:

- CAMPAIGN NAME**: e.g. SUMMER PIZZA B
- PRIORITY (HIGHER = TRIGGER FIRST)**: 0
- MINIMUM SPEND (£)**: [Input field]
- REWARD (AMOUNT £)**: 0
- APPLIES TO SERVICES**: EAT IN, TAKEAWAY, COLLECTION, DELIVERY (all selected)
- START DATE**: dd/mm/yyyy [Calendar icon]
- END DATE (OPTIONAL)**: dd/mm/yyyy [Calendar icon]
- START TIME (OPTIONAL)**: [Input field]
- END TIME (OPTIONAL)**: [Input field]

Tap **PUBLISH CAMPAIGN**. The Offers, Discounts & Charges guide covers every offer type.

Tip. Place a test order on your Order2Go page to check the offer and the stamp both appear before you advertise it.

If something is not right

App customers are not getting stamps	Check the card is Live , Online ordering is ticked under Where stamps are earned , the customer was signed in, and the order met the Minimum order value .
A product will not tick on a card	A product can only be on one card. Remove it from the other card first.
No cards are showing to customers	Check the Loyalty programme switch is on and Programme type is Stamp cards .
Till customers are not earning	Switch on Stamps for customers without the app , or identify the customer at the till.
An offer is not applying online	Check Collection or Delivery is on under Applies to services , and today is an Active day .

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