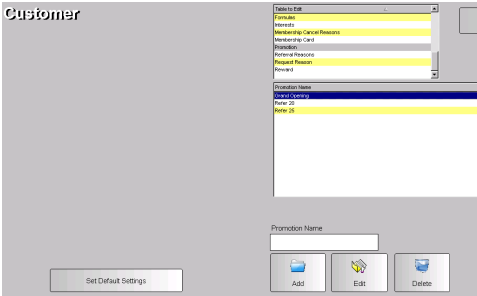


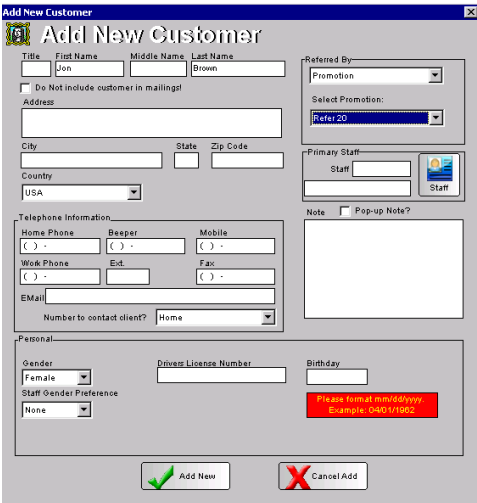
This guide will show you how to track referrals by using referral reasons and discounts/promotions.



Referral Reason

Referral reasons allow you to see where your new business is coming from. Ask new customers how they heard about you and note the reason in their file.

1. To add a new reason, go to Blueprints-Customer-Promotion.
2. Then, when adding a new customer, select the reason from the Referred by drop down menu.
3. After you have processed a ticket for the customer, they will appear on the Detail Customer Referral List report.
 - This report is located under the Referral and Reward category.



Referred by Discount

You can also track new business by utilizing discounts.

1. Create a specific discount type by going to Blueprints-Tickets-
2. Use the referral discount when processing the ticket.
3. Once the ticket is processed, the customer will appear on the Customers With A Discount report.
 - This report is located under the Customer category. You will select the discount type and date range to view.

