



Frequently Asked Questions

What if my client forgets her membership card?

If your client purchased their initial Pure Privilege membership at your location their membership number is stored in their customer information file. Since this number is stored, checking out is streamlined and earning points is effortless.

What is a qualifying purchase?

A qualifying purchase is one that contains a product where Aveda is the manufacturer linked to the product item in your blueprints inventory. Points will be awarded if guests have a valid Pure Privilege membership and at least one item on the ticket is an Aveda retail item.

Do I have to add a Pure Privilege product category for my collateral items?

No, inventory reports pull information by category, so adding a separate category for Pure Privilege will allow you to easily view on your inventory counts and reports. However, it is not necessary to create a separate category--you can always link them to an existing supplies category.

What do I do if I get an error that cards and/or certificates are not valid?

Try to re-enter by swiping or key in the card or certificate number. If the problem persists, you should contact the Pure Privilege service line at 800.230.8051. If you see a message that a particular certificate has already been used and is no longer valid, select 'OK.' Select 'Yes' to enter a different certificate number, or 'No' to cancel the certificate and process the ticket.

Who determines what products my guests can redeem with their points?

Aveda determines what retail products guests can purchase and redeem for points. Only those products that have Aveda as the manufacturer will earn points.

How do you know total points a guest has earned?

On the day of a qualifying purchase, the member's receipt will show their total points earned from the purchase as well as a total points earned to date. Member point balances are always available at www.pureprivilege.com or 800.230.8051.

What if I get a message saying I cannot connect to the Pure Privilege server?

You will receive this message if SalonBiz® is unable to communicate with the Pure Privilege server. If this error occurs while processing a ticket to award points, you can select 'Yes' to attempt the connection again. If you receive this error while redeeming points or certificates, you will be unable to process the ticket until connection to the Pure Privilege server has been re-established.



What do I do when a service reward certificate is a different amount than the ticket total?

Service reward certificates may only be used toward services. Any amount remaining on the service certificate will not be applied to any product purchases. The total payment is equal to the face value or up to the cost of total services--the member must pay the difference if higher priced services are on their ticket, no change or credit will be issued. The guest will not be allowed to use the certificate again on a future visit even if they did not use the full value of the certificate.

Will a member earn points if they use an Aveda gift card?

Members using an Aveda gift card as their sole payment on a ticket will not earn Pure Privilege points on the purchase.

What happens when a member uses an Aveda gift card that is different than the ticket total?

If a member is using an Aveda gift card as a partial payment as well as an additional payment type such as cash or credit card, the Aveda gift card will be applied to all non-Aveda items first. The other payment type will be applied to the Aveda items giving the member the opportunity to earn as many points as possible.

Can a member use a certificate for something other than what is stated?

Certificates may be presented for complimentary items or a pre-determined service amount. Certificates can only be redeemed for the items specified on them.

What happens when I void a qualifying ticket?

Any points earned on a voided qualifying ticket will be automatically reversed. You can only void tickets on the same day that they were processed.

What happens when I delete a reward product or certificate item from the configuration utility?

Deleting reward or certificate items from the configuration utility only deletes them from the Pure Privilege setup--it will not delete them from your inventory.

What if I do not see the prompt to swipe a member's card?

If the guest on the ticket is an existing Pure Privilege member in your system, you will not continually see a prompt to swipe the member card. The points awarded will automatically be updated to the member's account.

Can a member use reward points and certificates at the same time?

Reward transactions must be completed on a separate ticket. If the guest has both items to earn points and items to purchase using reward points or certificates, you must use a separate ticket for the reward items. You cannot redeem both points and certificates on the same ticket. You will need to create a separate ticket for point reward items, and one for certificate items if using both.

