addons presta

Customer Loyalty Tiers

USER MANUAL · Version 1.0.0 · PrestaShop 1.7.8 – 9.x

1. What this module does

Move customers to better groups automatically as they spend more in your shop. You create **tiers** — a spending threshold linked to one of your PrestaShop customer groups, for example Silver from 200, Gold from 500 and Platinum from 1000. The module adds up what each customer has spent in orders whose status counts and puts the customer into the group of the highest tier they reached, as their default group, so that they get the prices and the discount of that group. When orders stop counting (cancelled, refunded, or too old with a rolling period) the customer goes back down. Customers see their tier and the amount missing to the next one in their account; you see the tiers with the number of customers in each, a log of every change, and you can recalculate all customers at once.

The module has no points, vouchers or discounts of its own: the benefit of a tier is whatever you set on its customer group in PrestaShop.

Works with **PrestaShop 1.7.8, 8.x and 9.x** (PHP 7.2.5 or newer), with the Classic and Hummingbird themes and with multistore.

2. Installation

1. Download the module from **My account → Order history** at addonspresta.com.
2. In your Back Office, open **Modules → Module Manager** and click **Upload a module**.
3. Drop the `ap_customertiers_v1.0.0.zip` file and wait for the confirmation.
4. Click **Configure** on the module card.

If you have shell access, you can also unpack the zip into `modules/` and run `php bin/console prestashop:module install ap_customertiers` from the shop folder.

The module is on right after the installation, but without a tier it does nothing: nobody is moved and customers see nothing until you add the first tier. Set it up in this order:

1. **Create the customer groups of your tiers** in **Shop Parameters → Customer Settings → Groups**, for example Silver with a discount of 5 %, Gold with 10 % and Platinum with 15 %. The name of the group is the name of the tier — in the Back Office, in the customer account and in the e-mail — so give it a name in every language of your shop. Check how the group displays prices (with or without tax) and that it shows prices. PrestaShop gives a new group access to the

Home category only: your customers normally stay members of the group Customer as well and keep seeing what Customer sees, but if a tier group should open more categories, tick it in the group access of those categories (**Catalog → Categories**).

2. **Check the order statuses that count** in the **Settings** section (see "Which order statuses count" in the next section): the list is filled at installation and may contain statuses of your payment modules.
3. **Check the other settings**: with or without tax, with or without shipping, all orders or the last months, and put the groups that must never be touched — wholesale, B2B, staff — into **Protected groups**.
4. **Add the tiers** in the **Tiers** section: a customer group and a threshold for each.
5. **Look at the preview** in the **Recalculation** section: **Preview** tells how many customers would change group, without changing anything.
6. **Recalculate all customers** in the same section. Saving a tier moves nobody: your existing customers get their tiers only with this recalculation, or one by one at their next order status change.
7. **Set up the cron job** of each shop with the address shown in the **Recalculation** section, once a day.
8. **Mention the loyalty tiers in your privacy policy**: the change log is personal data (see "What the module stores" in the next section).

3. How it works

What a tier is. A tier is a threshold plus one of your native customer groups. The module only moves customers between groups. **The discount, the prices, the tax display and the access to categories come from the group as you set it in PrestaShop** (**Shop Parameters → Customer Settings → Groups**, and the group access of each category); the module changes no discount, price, price rule or category access itself. The tier's name is the group's name; rename the group to rename the tier.

What a move changes for the customer. Changing a customer's default group changes their prices and the categories they can see. PrestaShop takes the prices, the group discount and the tax display from the customer's default group, and shows a category when any group the customer is a member of may see it. Group-restricted cart rules, carriers and payment methods follow the groups the same way. A customer who reaches Gold is therefore priced as Gold from their next page view, and loses Gold — with its prices — when they go back down.

Which groups the module touches.

- Only the groups of the shop's tiers. The customer gets the group of the tier they reached and loses every other tier group: **a customer holds exactly one tier group at a time**. No other group is ever removed.
- **The default group** is changed only when it is a tier group or the base group (setting **Base group**, usually Customer): it becomes the group of the reached tier, or — when the customer no longer

reaches any tier — the base group again. In that case the customer is also made a member of the base group if they were not; this is the only group outside the tiers the module ever adds.

- **A default group you set by hand stays.** When a customer's default group is any other group (for example one you chose on the customer's page), the module only adds or removes the tier group as a membership: the customer's prices do not change, and the promotion e-mail leaves out the discount line.
- **Protected groups are never touched.** A customer who is in one of the **Protected groups** — as a member or as their default group — is left alone: no group is added or removed and the default group stays. Protect your B2B, wholesale or staff groups: otherwise a wholesale customer who reaches a tier would get the tier group as default group and lose their wholesale prices. A customer who joins a protected group later keeps the tier group they hold; the module simply stops touching them.
- **Guest accounts, disabled customers and deleted customers are never touched.**
- A member of a tier group who is below its threshold loses that group at their next recalculation — also a customer you had put into that group by hand before it became a tier group. Use for a tier only a group that nobody is in for another reason.

The amount: counted purchases. For each customer the module adds up:

- the orders of that customer in the shop (in multistore see section 5) whose **current** status is one of **Order statuses that count** — and, with the period "Orders of the last months", that were placed within those months;
- per order, the total of the order with tax (or without tax, with **Count amounts with tax** off): the value of the order after its vouchers and discounts, as PrestaShop stores it — not the payments received;
- minus the shipping costs, unless **Count shipping costs** is on. When a cart rule gave free shipping, nothing is subtracted: PrestaShop already took the shipping off the total;
- minus the order's credit slips: **the value of the products on the slip** (and its shipping when shipping counts) — **not the amount you actually paid back**. A credit slip with an amount of your choice still subtracts the full value of the products on it;
- never less than zero per order;
- orders in another currency are converted into the shop's default currency with the exchange rate stored in the order (the rate of the day the order was placed). Changing the shop's default currency later does not convert the old orders.

What follows from it:

- an order that leaves the counted statuses (cancelled, refunded, payment error, or any status you did not tick) stops counting at once, with both periods;
- a refund made without a credit slip and without a status change is not seen by the module;
- PrestaShop's status "Partial refund" is not ticked by default: an order put into that status stops counting entirely, unless you tick it — then only its credit slips are subtracted;
- gift wrapping counts as part of the order; an order you edit in the Back Office counts with its new totals from the customer's next recalculation.

Which order statuses count — review the list after installation. At installation the module ticks every order status flagged as paid that is not deleted, except Canceled, Refunded and Payment error. On a new PrestaShop shop these are Payment accepted, Processing in progress, Shipped, Delivered, On backorder (paid) and Remote payment accepted. **Paid statuses of payment modules installed before this module are ticked too** (for example an "authorised, not captured" status): check the list after the installation. **If you tick a status that an order reaches without being paid** — Awaiting bank wire payment, Awaiting check payment, Awaiting Cash On Delivery validation, the "pending" status of a payment module — **customers can reach a tier, and its prices, with unpaid orders**, and keep it until you cancel the order.

The tier. A customer reaches the tier with the highest threshold that is not above their amount, and no tier when the amount is below the lowest threshold. Thresholds are amounts in the shop's default currency, compared to the cent.

The period. With **All orders** every counted order counts for ever: a tier is lost only when an order is cancelled, refunded or reduced by a credit slip. With **Orders of the last months** only orders placed within the last **Number of months** count: the window goes back to the same day and time N calendar months ago (to the last day of the month when that month is shorter) and is counted from the date the order was placed, not from its payment. An order that grows too old stops counting without any event, so the cron job is needed to lower such tiers. There is no "never downgrade" option: a tier that survived a cancelled order would be a permanent discount for "order, get promoted, cancel".

When customers move. The module looks at a customer:

- **when the status of one of their orders changes** — every new status, also the first status of a new order, and also statuses that other modules (payment, refund, ERP, marketplace) write into the order history;
- **when a credit slip is created** for one of their orders;
- **during the pass of the cron job** over every customer who holds a tier group (once a day, with both periods): it lowers the tiers of customers whose orders became too old with the period "Orders of the last months", and with both periods it repairs what was missed — an order whose status was changed past PrestaShop's events, a deleted order, a change made while the module was off or disabled. The pass can also move a customer who holds a tier up to a higher one; it never gives a tier to a customer who holds none;
- **during shop visits**, only when **Recalculate during shop visits** is on and only with the period "Orders of the last months" (a small pass over customers who hold a tier);
- **when you click Recalculate all customers**.

Consequences:

- **Saving a tier moves nobody.** Neither does changing a threshold: customers follow at their next order event, at the cron pass (only those who hold a tier group) or at a recalculation of all customers.
- **A cancellation or a refund takes the tier back** at the status change or the credit slip.

- **After Loyalty tiers was switched off and on again**, the changes made in between were not followed. The save shows "Loyalty tiers are on again. Order changes made while they were off were not followed: recalculate all customers to bring every tier up to date." with the link **Go to Recalculation** — do it.
- **While the module is disabled** in the Module Manager, PrestaShop runs none of its events: nobody moves, the link and the page "My loyalty tier" are gone (the page and the cron address show the shop's 404 error page), and no e-mail is sent. After enabling it again there is no notice: **recalculate all customers** yourself.
- When two events of the same customer arrive at the same moment, the second can be skipped (an entry in **Advanced Parameters → Logs**); it is made up at the customer's next order event, at the cron pass or at a recalculation.

The promotion e-mail. Off by default (setting **E-mail on promotion**). When it is on:

- it is sent **only when a customer moves up** — to a tier above the highest tier group they were in, or to their first tier. Never when a tier is lost, never for a change of the default group alone;
- a customer who goes down and up again gets it again;
- subject "You have reached the Silver tier" (PrestaShop puts your shop name in front); it greets the customer by first name, names the tier, says "Your group discount is now 5 %." when the tier's group became the customer's default group and has a discount, and links to the page "My loyalty tier";
- in the customer's language when the module or your theme has the e-mail template in that language, otherwise in English;
- after an order event it is sent at the end of that request, once PrestaShop has finished changing the order: an e-mail error can never stop the order, but a slow mail server makes that page (the checkout, the payment confirmation, your order page) take longer. Runs send it at once (at most 50 per cron run and per step of a recalculation, 5 per visit);
- a promotion that a later change of the same customer replaced within the same request (for example a status set and taken back at once) is not announced;
- in a recalculation of all customers only when you tick **Send the promotion e-mail to customers who move up**;
- **it is never sent again**: when the mail server refuses it, or the request ends before it went out, the change log says **Not sent**. After 3 failures in a row a run tries no more e-mails and writes an entry in **Advanced Parameters → Logs**;
- nothing is sent, and nothing is recorded as failed, while PrestaShop's e-mails are switched off (**Advanced Parameters → E-mail**, never send e-mails).

In the customer account. A signed-in customer finds the link **My loyalty tier** on the account page and in the footer block of account links. The link shows only when the programme is on, the shop has at least one tier and the customer is in no protected group. The page shows:

- **Your tier** — the name of the tier the customer holds, or "You have no tier yet.";
- **Counted purchases:** — the amount as the rules above count it now, **in your shop's default currency**, whatever currency the customer browses in;

- "... more to reach Gold." with the amount missing to the next tier, or "You have reached the highest tier.";
- "Your purchases reach a higher tier. Your tier will be updated with your next order." when the amount already reaches a tier above the one the customer holds — for example after you lowered a threshold, until the next order event, cron pass or recalculation;
- **Tiers** — every tier with "from ..." and its discount ("5 % discount"), the customer's tier marked **Your tier**;
- the rules in two sentences: "All your orders count." or "Orders of the last 12 months count.", and whether amounts are counted with or without tax and shipping.

A customer in a protected group gets no link, and the page tells them only "Your account is not part of the loyalty programme." The page never recalculates anything and shows only the data of the customer who is signed in; visitors who are not signed in are sent to the login page, and while the programme is off or has no tier the page leads to the customer account. Search engines are asked not to index it.

Who may change what. Opening the configuration page needs the permission to configure the module. **Saving the settings, adding, editing or deleting a tier and starting, continuing or stopping a recalculation of all customers also need the permission to edit Customers** (**Advanced Parameters → Team → Permissions**), because the module moves customers between groups and so changes their prices. An employee without it sees every section and can use **Preview**; the buttons are hidden and a note says "Your profile cannot edit customers, and this module moves customers between groups: you can look at this page but not change anything. Ask an administrator for the permission to edit Customers."

An employee who may only configure the module still sees: the cron addresses of the shops they manage — calling one runs the daily pass and finishes a recalculation started by an authorised employee, always with your rules, so nothing new can be decided — and, in the change log, customer IDs, counted amounts and order IDs, even without access to Customers or Orders. Customer names and e-mail addresses are shown only to employees whose profile may view Customers. If you do not want a profile to see this, do not give it the permission to configure the module.

What the module stores.

- **Tiers** — one table with the shop, the customer group and the threshold of each tier.
- **The change log** — one table with a row for every change of a customer's tier group: shop, customer ID, tier group before and after, default group before and after, counted amount and currency, reason, order ID, e-mail status and date. **It records who moved between which groups and how much they spent, so it is personal data.** It stores no name and no e-mail address: they are read from the customer account when the log is shown. Rows are kept for **365 days** and deleted after that (a few at each new change, more at each run). Deleting a customer from the database deletes their rows.
- **Settings** — in PrestaShop's configuration table, per shop.
- **The customers' groups** — written straight into PrestaShop's customer tables (memberships and default group). PrestaShop's own "customer updated" event is not triggered; developers find the

module's own event in `README.md`.

The module does not connect to addonspresta.com or any other server, uses no external service, sets no cookies of its own and writes no files.

4. Features and settings

Open **Modules** → **Module Manager** → **Customer Loyalty Tiers** → **Configure**. The **Help** box at the top links this manual and the module page at addonspresta.com in the language of your Back Office, gives our support address and shows the installed version. Below it, four links open the sections **Settings**, **Tiers**, **Recalculation** and **Change log**.

Settings

Saved for the shop or shop group selected in the Back Office header, with the **Save** button.

Loyalty tiers — on after the installation. Off: nobody is moved — neither at order events nor by the cron job, the visits or a recalculation — and nothing is shown in the customer account; the tiers, the customers' groups and the log stay as they are. Order changes made while it is off are not caught up when you switch it back on: recalculate all customers then (the save reminds you).

Order statuses that count — an order counts while its current status is one of the selected ones (hold Ctrl, or Cmd on a Mac, to choose several). At least one is required ("Choose at least one order status that counts."). See "Which order statuses count" in section 3 — review this list after the installation.

Count amounts with tax — **Yes** (default): order values with tax, as customers see them. **No**: without tax. Thresholds are compared with the amount counted this way, in the shop's default currency.

Count shipping costs — **No** (default): the order total without shipping, so that a tier is not reached by choosing an expensive delivery. **Yes**: the whole order total. Credit slips are always subtracted.

Period — **All orders** (default) or **Orders of the last months**. With "All orders" a tier is lost only when an order is cancelled or refunded. With "Orders of the last months" older orders stop counting, and the cron job lowers the tier of customers who no longer reach it.

Number of months — from 1 to 120 (default 12), used only with the period "Orders of the last months"; otherwise the field is ignored and its value kept. A wrong value: "The number of months must be a whole number from 1 to 120."

Base group — the default group a customer goes back to when they no longer reach any tier; usually the group Customer (the default). It cannot be the group of a tier ("The base group cannot be the group of a tier.") or a protected group ("The base group cannot be a protected group.").

Protected groups — customers in one of these groups are never touched (see section 3). None by default. A group used by a tier cannot be protected ("A group used by a tier cannot be protected. Delete the tier first.").

E-mail on promotion — **No** by default. **Yes**: the customer gets an e-mail when they move up to a tier (see "The promotion e-mail" in section 3). Never sent when a tier is lost; in a recalculation of all customers only when you tick it there.

Recalculate during shop visits — **No** by default. For shops without a cron job, and only with the period "Orders of the last months": a visit to the shop starts a small check of customers who hold a tier (up to 40 customers and 5 e-mails, about 3 seconds) at most every 15 minutes. It never continues a recalculation of all customers and never gives a tier to a customer who holds none. With a cron job, leave it off.

When a value is wrong, nothing is saved and the form shows the message with your values. After a successful save: "Settings saved."

Tiers

The list of the shop's tiers, ordered by threshold: **Tier (customer group)** (the group's name and number), **Threshold** (in the shop's default currency), **Group discount**, **Customers in the group**, and the buttons **Edit** and **Delete**. The warning box above it repeats the rules that matter most: the tier's group becomes the customer's default group with its prices; a customer holds one tier group at a time and a member below the threshold loses it; saving a tier moves nobody. When PrestaShop's customer groups are switched off in the shop, a line says that tier groups have no effect until you switch them on.

Tiers are managed per shop: select one of your shops in the Back Office header ("Select one of your shops in the header to manage its tiers.").

Add a tier opens the form:

- **Customer group** — the groups of this shop that are not the base group, a protected group, the group of another tier or one of the groups Visitor, Guest and Customer;
- **Threshold** — the counted purchases from which a customer gets this tier, in the shop's default currency: a number above zero with a dot or a comma, at most 9 digits before it and no more decimals than the currency shows, for example `1000.00`. Nothing is rounded or cut: a value the module cannot read exactly is refused ("Enter the threshold as an amount above zero, for example 1000.00."). Two tiers of a shop cannot share a threshold ("Another tier already has this threshold.") or a group ("Another tier already uses this group.").

After **Save**: "Tier saved. Nobody was moved: customers change group at their next order status change, when the cron job checks the members of tier groups or when you recalculate all customers."

Edit changes the threshold at any time. **The customer group of a tier that has customers cannot be changed**: "The customer group of a tier cannot be changed while customers are in it. To use another group: give this tier a threshold no customer reaches, add a new tier with the new group, recalculate all customers, then delete this tier." The steps are in "I want to give a tier another customer group" in section 7. Do not simply delete the tier and add a new one: the customers of a deleted tier keep its group as their default group, with its prices (see **Delete**). The group of a tier without customers can be changed.

Delete asks "Delete this tier? Its customers keep the group and their default group." and removes only the tier: its customers stay in the group, with the group as their default group and its prices. The group becomes an ordinary group that the module no longer touches. To move them down first, see "I want to remove a tier and move its customers down" in section 7.

Deleting a customer group in PrestaShop deletes the tier that used it; PrestaShop then gives the group's customers another default group itself, and the module moves nobody.

Recalculation

The table lists the active shops of the current context that you manage:

- **Shop**;
- **Loyalty tiers** — **On**, **Off**, **No tiers**, or **Uses the tiers of …** in a shop group that shares customer accounts (section 5);
- **Address for the cron job** — the address of that shop;
- **Last run** — the time of the last run of the cron job or of a visit, or **not yet**;
- **Recalculation of all customers** — "—", "in progress: … customers checked, … changed group (date)" or "finished on (date): … customers checked, … changed group".

The cron job. Give the address of each shop to a cron job once a day — in your hosting panel, or in a crontab, for example every night at 3:00:

```
0 3 * * * curl -fsS "https://your-shop.com/module/ap_customertiers/cron?token=…"
>/dev/null
```

Copy the address from the table: each shop has its own, on its own domain, and its token is valid only for that shop. A run handles at most 2000 customers in about 20 seconds and sends at most 50 e-mails; the pass over the customers who hold a tier starts again at most every 20 hours and continues where the previous run stopped. With more than 2000 such customers, call the address more often (for example every hour) so that the pass ends the same day. Two calls less than 60 seconds apart do not start a second run. The cron job is needed for the period "Orders of the last months", is the daily safety net with "All orders", and finishes a started recalculation of all customers.

Keep the addresses secret: anyone who knows one can start the run of that shop — nothing else, with your rules. **Replace the cron addresses** creates new addresses for every shop at once; the old ones stop working ("The cron addresses have been replaced. Update your cron jobs: the old addresses no longer work."). Only an employee who manages every shop of the installation sees and can use this button.

All customers of this shop — needs the context of one shop you manage:

- **Preview** — a dry run with exactly the rules of the real one, which changes nothing: "3 of the 1200 customers checked would change group: 2 up, 1 down, 0 other (same tier, groups put in order). Nothing was changed." It checks at most 20 000 customers in 10 seconds and then says "Not every customer was checked (… of …): the preview stops after 10 seconds or 20 000 customers."

- **Recalculate all customers** — after the confirmation "Recalculate all customers of this shop now? Customers change group, also downwards." it puts every customer of the shop into the group of the tier they reach now, also downwards, and works for 15 seconds per click. It ends with "All customers have been recalculated: … checked, … changed group." or "Not finished yet: … customers checked so far, … changed group. Click Continue, or leave the rest to the cron job."
- **Continue** — the next 15 seconds; **Stop** — gives the recalculation up ("The recalculation of all customers has been stopped. Customers already handled keep their new groups."). Clicking **Recalculate all customers** again starts over from the first customer. A recalculation that is not finished is continued by the cron job.
- **Send the promotion e-mail to customers who move up** — shown when **E-mail on promotion** is on, unticked by default; it decides for the whole recalculation (at most 50 e-mails per step).

While a run of the shop is working, the buttons answer "A run is in progress. Try again in a moment."

Change log

Every change of a customer's tier group in the shops of the current context that you manage, newest first, 50 per page and the last 2000 at most:

- **Date**, **Shop**, **Customer ID**;
- **Tier: from → to** — the tier groups before and after ("—" for none);
- **Default group changed** — **Yes** or **No**;
- **Counted purchases** — the amount at that moment, in the shop's default currency;
- **Reason** — **Order status**, **Credit slip**, **Cron job**, **Shop visit** or **Recalculation of all customers**, with the order number when there is one;
- **E-mail** — **Sent**, **Not sent**, or "—" when no e-mail was due;
- **Customer** and **E-mail address** — only for employees whose profile may view Customers. Others see the note "Customer names and e-mail addresses are not shown: your profile has no access to Customers."

A change that failed to be written is not logged. Rows are kept for 365 days.

5. Multistore

Settings are saved for the shop or shop group selected in the Back Office header; in the All shops or group context only an employee who manages every shop of that context can save. Tiers, the change log, the cron address and the runs are **per shop**. Customer groups are shared by all shops of PrestaShop: only groups associated with the shop can be chosen for its tiers.

Shops that do not share customer accounts (PrestaShop's default): each shop has its own programme, works on its own customers and counts the orders placed in that shop.

A shop group that shares customer accounts has one programme. A customer is then one account with one default group for all shops of the group, so two lists of tiers would fight over it. The tiers of the group are those of the shop of the group that has tiers (when several have, the one with the lowest ID), and **its settings apply in the whole group**:

- the customers of the whole group are recalculated with those tiers, and **their orders in every shop of the group that has the same default currency count together**;
- order events, the cron job and the customer account of the other shops use that programme;
- the **Settings** section of another shop says "The shops of this group share customer accounts; the settings of the shop … apply. The settings of this shop are not used and cannot be changed here." and has no **Save** button; its **Tiers** section says where the tiers are managed, lists its own tiers as not used and lets you only delete them; recalculate in the shop that holds the tiers;
- **enable the module in every shop of the group.** PrestaShop runs no event of a module in a shop where it is disabled: the orders of that shop still count, but an order cancelled or refunded there lowers the tier only at the customer's next order event in a shop where the module is enabled, at the daily cron pass or at a recalculation. The **Tiers** section of the shop that holds the tiers warns and names those shops ("This module is disabled in these shops of the group: …").

The **Recalculation** and **Change log** sections show the active shops of the current context that you manage, each row with its shop name. **Replace the cron addresses** is only for an employee who manages every shop. One licence covers every shop of the installation.

6. Uninstall

Module Manager → Customer Loyalty Tiers → Uninstall deletes the tiers, **the change log** and the settings of every shop, the secret key of the cron addresses included. **Uninstalling leaves every customer in the group they are in:** the module moves nobody, so customers keep their tier groups and their default groups — and with them their prices — until you change them in **Customers → Customers**. **Reset** in the Module Manager does the same (it uninstalls and installs again).

After a reinstallation or a reset the cron addresses are new: the old ones answer HTTP 403. Copy the new addresses from the **Recalculation** section into your cron jobs, or remove the cron jobs if you do not reinstall.

What is kept: the declaration of the module's event for developers, so that other modules attached to it keep their place.

Disable keeps everything, but while the module is disabled nobody is moved, nothing is shown to customers and no e-mail is sent (see "When customers move" in section 3). After enabling it again, recalculate all customers.

7. FAQ and troubleshooting

A customer was not promoted. Check in this order:

1. **Loyalty tiers** is on and the shop has tiers (**Recalculation** says **On**).
2. The status of their orders is ticked in **Order statuses that count** — an order waiting for a bank wire does not count until it reaches a ticked status.
3. The amount: **Count amounts with tax** and **Count shipping costs** — with the defaults, shipping is not counted, so an order of 205 with 10 of shipping counts 195 and does not reach a threshold

of 200. Credit slips are subtracted.

4. The customer is in no **Protected groups**, is not a guest account and their account is active.
5. **Their default group was set by hand** to another group: they got the tier group as a membership only and their prices did not change (**Default group changed** says **No** in the change log).
6. **Another currency:** orders are converted into the shop's default currency, so a threshold of 200 EUR is not reached by 200 USD.
7. The change happened but nothing came after it: saving a tier or changing a threshold moves nobody until the customer's next order event, the cron pass or a recalculation. The page "My loyalty tier" then says "Your purchases reach a higher tier."

Preview in **Recalculation** shows how many customers would change; **Change log** shows what was done.

A customer was lowered.

- With **Orders of the last months**, an old order left the window.
- An order was cancelled, refunded or got another status that is not ticked.
- A credit slip was created: the value of its products is subtracted, also when you refunded less.
- They were in the tier group by hand and below its threshold (see "Which groups the module touches").

The **Reason** column of the change log says which event did it.

Prices did not change after a promotion. The discount and the prices come from the group: set the discount of the group in **Shop Parameters** → **Customer Settings** → **Groups**. Check that the tier group became the customer's default group (**Default group changed** in the change log, or the customer's page in **Customers** → **Customers**); a default group set by hand stays. Then clear the cache in **Advanced Parameters** → **Performance**, and ask the customer to reload the page.

What does the cron address answer? A short JSON text, for example `{"status":"done","checked":240,"changed":3,"mails":1,"full":"none"}` : `checked` counts the customers looked at, `changed` those who changed group, `mails` the e-mails sent, and `full` tells whether a recalculation of all customers was continued (`none` , `pending` = continued and not finished yet, `finished`). The status:

- `done` — the run finished;
- `off` — **Loyalty tiers** is off in that shop;
- `other_shop` — the shop belongs to a group that shares customer accounts and uses the tiers of another shop: call the address of that shop instead;
- `wait` — the last run of the shop (by the cron job or by a visit) was less than 60 seconds ago;
- `busy` — another run of that shop is working at this moment;
- `no_tiers` — the shop has no tier;
- HTTP 403 with `{"error":"invalid token"}` — the address is wrong, was replaced, or the module was reinstalled or reset; copy the current one from the **Recalculation** section. Nothing was run;

- HTTP 500 with `{"error":"run failed"}` — the run stopped on an error; the beginning of the message is in **Advanced Parameters → Logs** ("Customer Loyalty Tiers: the cron run failed: ...");
- the shop's 404 error page — the module is disabled or not installed in that shop.

"The customer group of a tier cannot be changed while customers are in it." Customers are in the tier's group. If the group were simply replaced, or the tier deleted, they would keep the old group as their default group, with its prices, because the module no longer changes a default group that is not a tier group or the base group. Follow the steps of the next question.

I want to give a tier another customer group. Do these steps one right after the other:

1. Edit the tier and give it a threshold that no customer reaches, for example `999999999`.
2. Add a new tier with the new group and the threshold the old tier had.
3. **Recalculate all customers**: the customers of the old group move into the new group, as their default group too. It is not a promotion, so no promotion e-mail is sent for it.
4. Delete the old tier, which now has no customers.

I want to remove a tier and move its customers down. Edit the tier and give it a threshold that no customer reaches, **Recalculate all customers** (its customers move to the tier below or back to the base group), then delete the tier. Deleting it straight away leaves its customers in its group, with its prices.

A customer does not see the link "My loyalty tier". They must be signed in with an account (not as a guest); **Loyalty tiers** must be on and the shop must have a tier; the customer must not be in a protected group. The link is on the account page and in the footer block of account links of Classic and Hummingbird; another theme needs to print the account hooks of PrestaShop.

The amounts in the account are in another currency than the one the customer uses. Thresholds are amounts of the shop's default currency, so the page shows the counted purchases and the thresholds in that currency, never converted.

A customer got the e-mail in English. The e-mail template does not exist in their language. Copy `mails/en/ap_customertiers_promotion.html` and `.txt` from the module to `themes/<your-theme>/modules/ap_customertiers/mails/<language>/`, translate them, and keep the variables in braces such as `{tier}` and `{tier_url}`. Copies in your theme also survive updates of the module.

The e-mail says "Not sent". The mail server refused it, or the request ended before it went out. It is not sent again — deliberately, so that it is never sent twice. Check **Advanced Parameters → E-mail**.

A customer asks which data you hold about their tier. Their tier and counted purchases are on the page "My loyalty tier" in their account. The module adds nothing to the export file of PrestaShop's GDPR module. For the change log (kept up to 365 days), run this SQL query on the shop's database (with the prefix of your tables, usually `ps_`, and the customer's ID from **Customers → Customers**):

```
SELECT * FROM <prefix>ap_customertiers_log WHERE id_customer = <customer ID>;
```

A customer asks to be erased. Delete the customer in **Customers → Customers** with the option that lets them register again with the same e-mail address — PrestaShop then deletes the account from the database, and the module deletes their rows of the change log at once. The other option keeps the account in the database, marked as deleted: the module no longer touches it, but its rows stay for up to 365 days and the **Change log** can still show its name and address to employees who may view Customers. The module has no hooks of PrestaShop's GDPR module.

Does the module give points, vouchers or its own discounts? No. The benefit of a tier is what you set on its customer group: group discount, prices, category access. The module does not show the tier on product pages or product lists.

8. Updates and support

Updates are free for life: download new versions from **My account → Order history** at addonspresta.com and upload them like a new module. Your settings, tiers and change log are kept.

Support is included for 12 months from your order: write to **mail@addonspresta.com** or use the contact form at addonspresta.com (Monday to Friday, 10:00–16:00 CET; we usually answer within 2 business days). Please include your PrestaShop version, the module version and the steps that lead to the problem.