



(12) **United States Patent**
Walbran et al.

(10) **Patent No.:** **US 9,911,133 B1**
(45) **Date of Patent:** **Mar. 6, 2018**

(54) **CUSTOMER LOYALTY TIERS WITH
REDUCED LATENCY STATE UPDATES**

FOREIGN PATENT DOCUMENTS

JP 2001338199 A * 12/2001 G06F 17/60

(75) Inventors: **Andrew David Walbran**, London (GB); **Kenneth Paul Stoltz**, London (GB); **David Singleton**, London (GB); **Douglas Alexander Gresham**, Kitchener (CA)

OTHER PUBLICATIONS

• Oracle. (2013). Entering Loyalty Members' Transactions. Retrieved online Oct. 19, 2017. https://docs.oracle.com/cd/E14004_01/books/LoyaltyAdmin/LoyaltyAdmin_HostUse18.html.
U.S. Appl. No. 13/436,929, filed Mar. 31, 2012.
U.S. Appl. No. 13/046,663, filed Mar. 11, 2011.
U.S. Appl. No. 13/353,312, filed Jan. 18, 2012.
U.S. Appl. No. 13/486,799, filed Jun. 1, 2012.
U.S. Appl. No. 13/540,379, filed Jul. 2, 2012.

(Continued)

(73) Assignee: **GOOGLE LLC**, Mountain View, CA (US)

(*) Notice: Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 0 days.

(21) Appl. No.: **13/436,925**

(22) Filed: **Mar. 31, 2012**

Primary Examiner — James A Reagan

(74) *Attorney, Agent, or Firm* — Johnson, Marcou & Isaacs, LLC

(51) **Int. Cl.**
G06Q 30/00 (2012.01)
G06Q 30/02 (2012.01)

(57) **ABSTRACT**

(52) **U.S. Cl.**
CPC **G06Q 30/0226** (2013.01)

(58) **Field of Classification Search**
CPC . G06Q 30/0226; G06Q 30/02; G06Q 30/0239
USPC 705/50–79, 14.27
See application file for complete search history.

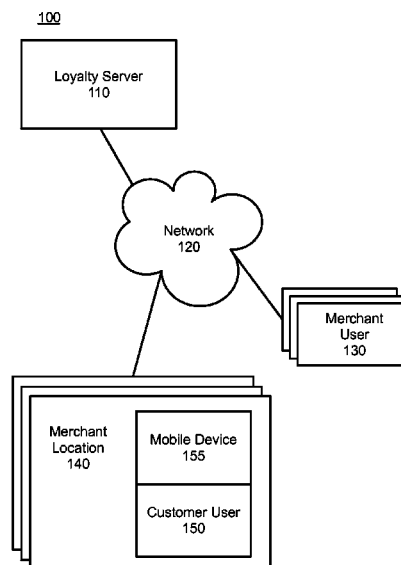
Systems and methods are described herein for supporting loyalty tiers. According to certain aspects, a custom number of loyalty tiers may be specified. Dynamic tier boundaries may be defined for each tier based upon a specified number of loyalty points, a percentile of total loyalty points, or a combination thereof. Periodic recomputing of tier boundary values can support dynamic loyalty tiers. According to certain other aspects, a user loyalty status may include a current tier and a pending tier. User loyalty points may be updated for a current loyalty activity. The updated user loyalty points may be compared with a point boundary for the pending tier and the user may be updated to the pending tier. Transacting the tier update with the server may be bypassed to reduce tier update latency. Also, immediate access at the client to features associated with the updated current tier may be supported.

(56) **References Cited**

U.S. PATENT DOCUMENTS

8,145,536 B1 * 3/2012 Goel G06Q 10/02 705/26.1
9,204,257 B1 12/2015 Mendelson
2011/0161130 A1 6/2011 Whalin et al.
2011/0270664 A1 * 11/2011 Jones G06Q 30/02 705/14.33
2011/0320246 A1 12/2011 Tietzen et al.
2013/0304578 A1 11/2013 Kannan et al.
2015/0039413 A1 2/2015 Winkler

20 Claims, 4 Drawing Sheets



(56)

References Cited

OTHER PUBLICATIONS

Biehn, "Office Action issued in copending U.S. Appl. No. 13/436,929, filed Mar. 31, 2012", dated Jul. 8, 2015, 1-5.
Biehn, "Office Action issued in copending U.S. Appl. No. 13/436,929, filed Mar. 31, 2012", dated Dec. 29, 2015; 1-7.
Unknown, "My Starbucks Rewards", <http://web.archive.org/web/20101130202420/https://www.starbucks.com/card/rewards>, Nov. 30, 2010, 1-11.
U.S. Appl. No. 13/436,929 to Singleton et al. filed Mar. 31, 2012.
Author: West, T.C., Title: Office Action issued in copending U.S. Appl. No. 13/436,929, filed Mar. 31, 2012, Publ: vol./Iss: pp. 1-8, dated Jul. 10, 2013.
U.S. Appl. No. 13/941,415 to Desai filed Jul. 12, 2013.
Schmucker, "U.S. Office Action issued in copending U.S. Appl. No. 13/941,415, filed Jul. 12, 2013", dated Oct. 25, 2016, 22 pages.
U.S. Appl. No. 13/941,415 to Niket Desai filed Jul. 12, 2013.
Dasgupta, "Office Action issued in Australian Application No. 2013207647", dated May 19, 2014, 3 pages.
Dasgupta, "Office Action issued in Australian Application No. 2013207647", dated Oct. 4, 2013, 3 pages.
Kim, "International Search Report and Written Opinion issued in International Application No. PCT/US2013/048991", dated Oct. 16, 2013, 12 pages.
Schmucker, "U.S. Office Action issued in copending U.S. Appl. No. 13/941,415, filed Jul. 12, 2013", dated Jul. 27, 2016, 23 pages.
Schmucker, "U.S. Office Action issued in copending U.S. Appl. No. 13/941,415, filed Jul. 12, 2013", dated Aug. 7, 2017, 29 pages.

* cited by examiner

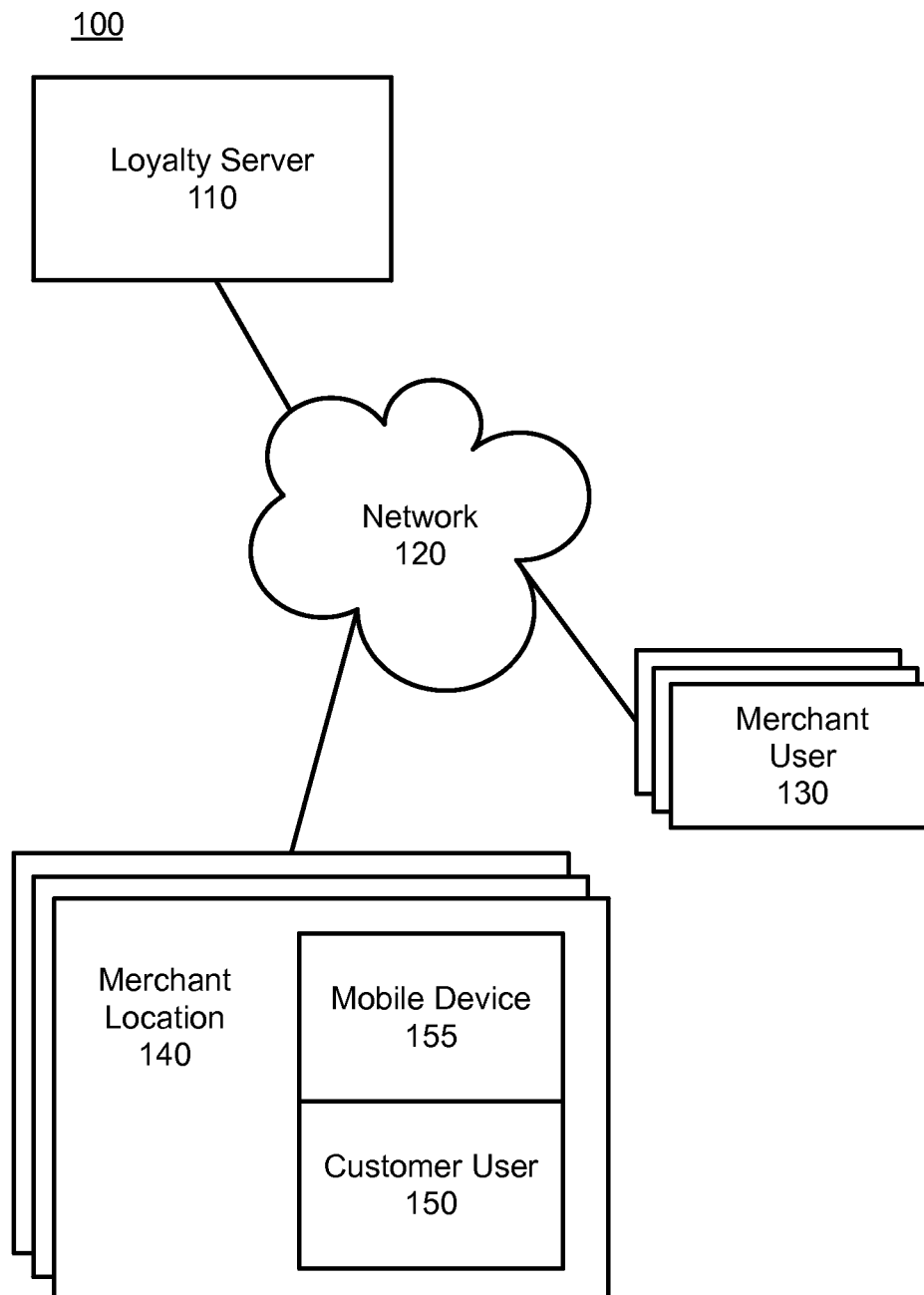
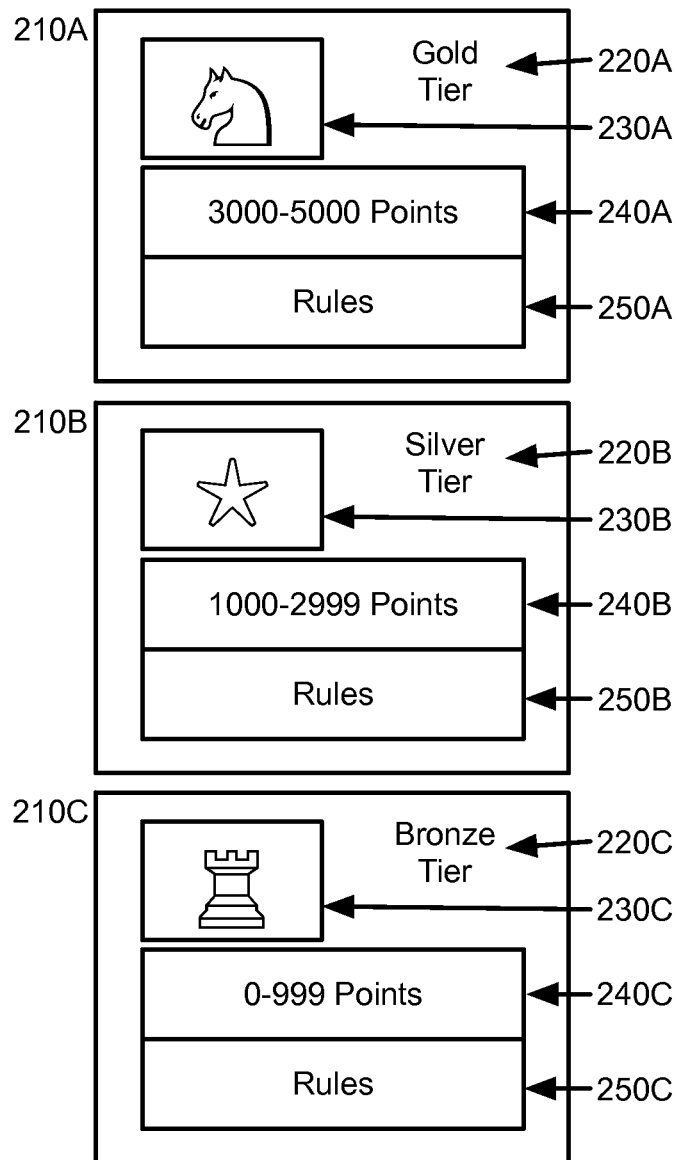
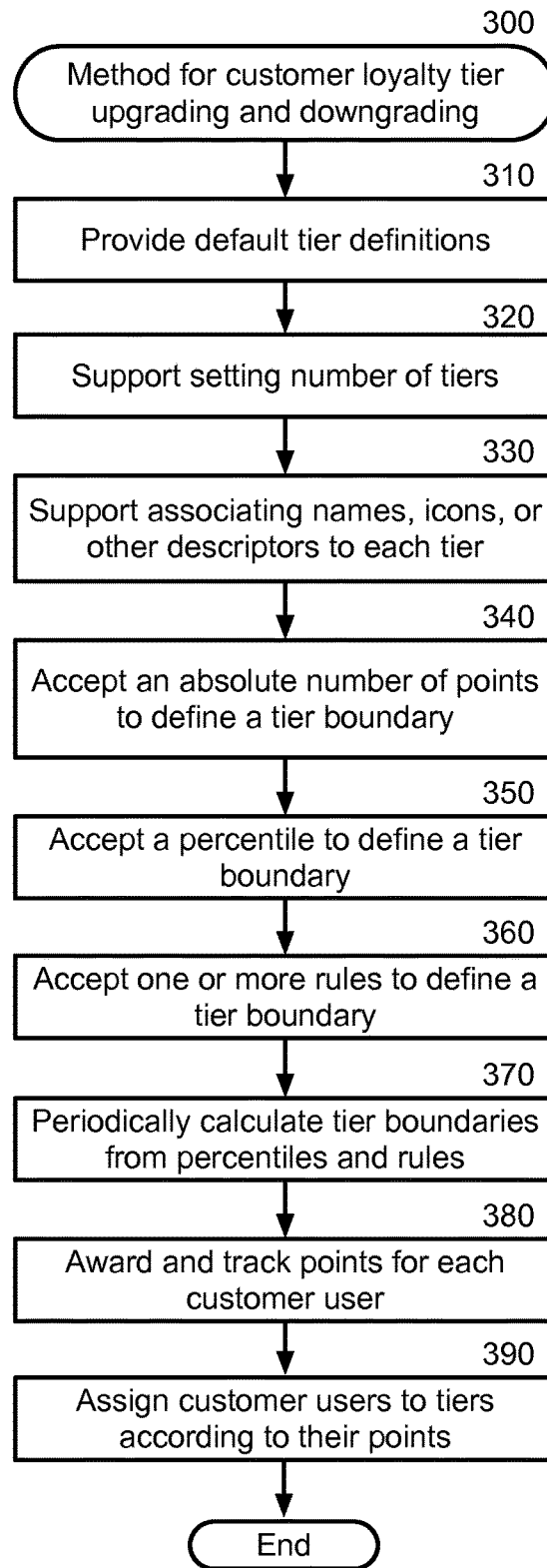
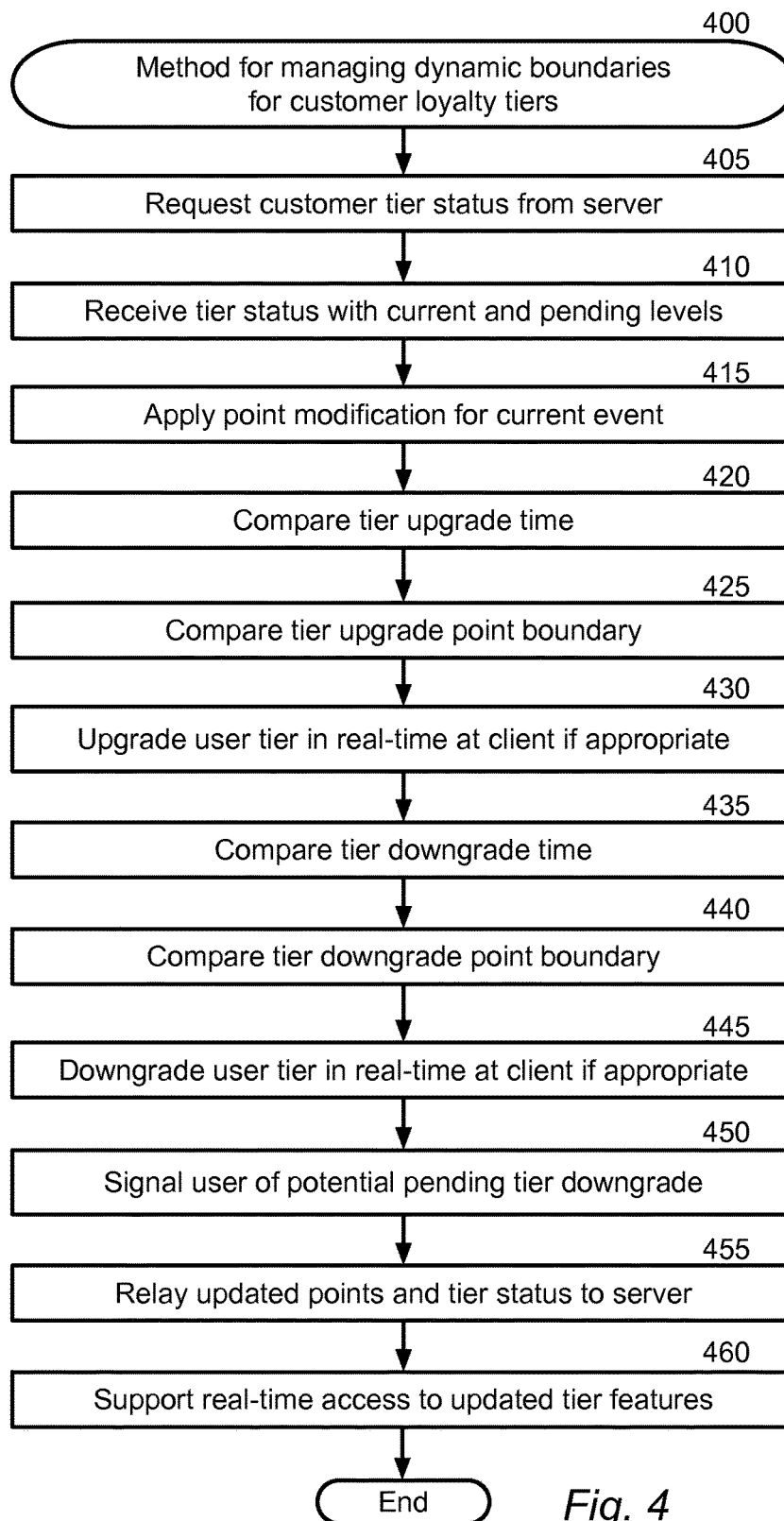


Fig. 1

*Fig. 2*

*Fig. 3*

*Fig. 4*

1

CUSTOMER LOYALTY TIERS WITH REDUCED LATENCY STATE UPDATES

TECHNICAL FIELD

The present disclosure relates to systems and methods for enabling customer loyalty categories or tiers for customer loyalty programs provided by merchants to reward customer loyalty activities.

BACKGROUND

Certain customer loyalty systems allow users to check in at a physical merchant location to receive loyalty credit for visiting the business. These loyalty credits may be used to reward customers who frequently visit the merchant with special offers, discounts, or other benefits. Merchants may desire to categorize customers according to how often they visit the merchant location to customize rewards for customer loyalty.

Traditionally, merchants do not have a generalized framework to define various loyalty categories for their customer rewards. Furthermore, a need exists to address how a number of check-in events or other actions corresponding to a loyalty reward system may vary significantly between merchants or types of merchants. For example, a coffee shop may expect loyalty customers to visit several times a week while customers may visit a hotel less frequently.

Another deficiency in technology related to customer loyalty programs relates to latency in any system for tracking customer loyalty. Such latency would become particularly relevant if the customer loyalty categories are also involved. For example, a user currently checking in to a merchant location may now be eligible for a loyalty category upgrade thanks to loyalty recognition gained during the current visit. The present check-in and related upgrade traditionally takes some amount of time to process and track. This time delay, or latency, can prevent the recognition or application of the new upgraded loyalty category on the same visit thereby frustrating the customer instead of rewarding their loyalty as initially desired.

SUMMARY

In certain exemplary aspects described herein, methods and systems can support the management of customer loyalty tiers. According to certain aspects disclosed herein, setting a custom number of loyalty tiers is supported along with branding of the tiers with custom names, icons, or other descriptors. Dynamic tier boundaries may be defined for each tier based upon an absolute number of loyalty points, a percentile of total loyalty points, or a combination thereof. Periodic recomputing of tier boundary values can support the dynamic definition of loyalty tiers wherein customers may be assigned to loyalty tiers according to their earned loyalty points.

According to certain other aspects disclosed herein, a user loyalty status may be received at a client from a server where the loyalty status comprises a current tier and a pending tier. A user loyalty point count may be updated at the client in response to a current loyalty activity. The updated user loyalty point count may be compared at the client with a point boundary associated with the pending tier, and the current tier may be updated to the pending tier at the client in response to the updated user loyalty point count falling within the point boundary associated with the pending tier. During the tier update, transacting the tier update with the

2

server may be bypassed to reduce tier update latency. Instead, immediate access at the client to features associated with the updated current tier may be supported.

These and other aspects, objects, features, and advantages of the exemplary embodiments will become apparent to those having ordinary skill in the art upon consideration of the following detailed description of illustrated exemplary embodiments, which include the best mode of carrying out the invention as presently perceived.

BRIEF DESCRIPTION OF THE DRAWINGS

FIG. 1 depicts an operating environment for a customer loyalty system, in accordance with certain exemplary embodiments.

FIG. 2 depicts a set of tiers for categorizing customer loyalty, in accordance with certain exemplary embodiments.

FIG. 3 is a block flow diagram depicting a method for customer loyalty tier upgrades and downgrades, in accordance with certain exemplary embodiments.

FIG. 4 is a block flow diagram depicting a method for managing dynamic boundaries for customer loyalty tiers, in accordance with certain exemplary embodiments.

DETAILED DESCRIPTION OF EXEMPLARY EMBODIMENTS

Overview

The methods and systems described herein enable customer loyalty technology for awarding customer users for various activities related to merchants. Loyalty points may be awarded for each visit to a merchant location or for other activity. For example, checking in at a location may earn the customer user one value of points while writing a review, inviting friends, or posting a related photo online may earn various other values of points.

Merchant users may define tiers for customer loyalty points. The assignment of a customer user into a certain tier may be referred to as the customer's loyalty tier status or loyalty status for that merchant. The merchant user may set a minimum number of points required for a customer user to reach a certain loyalty tier. Similarly, the merchant user may specify a certain minimum percentile for a customer to reach a particular tier. For example, the merchant might specify a silver loyalty tier requiring the customer to be in at least the 50th percentile of points and a gold loyalty tier requiring that the user be in at least the 95th percentile for points. A combination of points and percentile may also be used to define the requirements to enter a loyalty tier. For example, a gold loyalty tier may require at least 100 points and for the user to be in at least the 95th percentile.

A customer user can use a mobile device such as a smartphone to check in at a merchant location. A server associated with the loyalty system may receive the check-in and retrieve the customer's loyalty tier status for that merchant. The server can provide the loyalty tier status to the mobile device associated with the user. In addition to sending the single loyalty tier, the server may also provide one or more pending tiers. These pending tiers may relate to pending upgrades or downgrades of the customer's loyalty tier. One of the pending tiers may be achieved by a current action of the customer user such as their current check-in event. Having information on these pending upgrade tiers or downgrade tiers at the customer's mobile device can allow the customer access to newly achieved loyalty tiers immediately, or almost immediately. This reduced latency of tier status updates can provide an improved user experience

3

compared to waiting for points from the current check-in event to propagate through various networks and systems before returning an upgraded loyalty tier to the customer.

The functionality of the exemplary embodiments will be explained in more detail in the following description, read in conjunction with the figures illustrating the program flow.

Turning now to the drawings, in which like numerals indicate like (but not necessarily identical) elements throughout the figures, exemplary embodiments are described in detail.

System Architecture

FIG. 1 depicts an operating environment 100 for a customer loyalty system, in accordance with certain exemplary embodiments. As depicted in FIG. 1, the operating environment 100 includes a loyalty server 110 for implementing customer loyalty programs involving at least two types of users. These users may include merchant users 130 and customer users 150. The customer users 150 may be customers of the merchant. A merchant user 130 can associate one or more customer loyalty program with a merchant location 140. A customer user 150 can participate in one or more customer loyalty programs. One example of participation can include the user checking into the merchant location 140 using a mobile device 155. The mobile device 155 can communicate over a network 120 with the loyalty server 110 to participate in the customer loyalty program. The merchant user 130 may also communicate with the loyalty server 110 over a network that is the same or similar to network 120.

The merchant user 130 may be associated with the merchant. For example, the merchant user 130 may be an employee, agent, owner, or other representative of the merchant. The merchant user 130 may interact with the customer loyalty systems described herein to establish, update, and maintain loyalty systems for rewarding activities of customers that support the merchant in some direct or indirect fashion. These activities may include visiting a merchant location 140, transacting business with the merchant, sharing reviews of the merchant, or referring others to the merchant. The customer loyalty activities may be rewarded for achieving a certain frequency or activities. For example, a customer may be specially rewarded for visiting a coffee shop three times in one week or for staying at a hotel three times in one year. Loyalty activities may include making reference to the merchant in any medium such as online reviews, social networks, status streaming services, photo sharing archives, interest sharing archives, videos, and so forth.

The customer user 150 may be any customer, client, member, fan, beneficiary, supporter, or user of goods or services provided by the merchant. The customer user 150 may wish to participate in loyalty programs with the merchant in order to earn special rewards or standing. These rewards may include coupons, special pricing, special access, special events, perks, promotional items, birthday recognition, other related benefits, and so forth. The merchant may make these various benefits or rewards available to customer users 150 based on a loyalty point system.

The merchant location 140 is generally a physical or geographical location associated with the merchant. The merchant location 140 may also be a virtual location, a set of locations, a classification of locations, or so forth. The merchant location 140 may also be understood with respect to temporal, or time based, boundaries in addition to, or instead of, physical or geographical locations. For example, a merchant location 140 may generally involve showing up at a store and checking-in as a customer. The merchant

4

location 140 may alternatively be defined as checking-in during a certain event, sale, weekend, meal time, etc. It should be understood that the merchant location 140 may be a set of locations such as any franchise location associated with a particular merchant or organization. Thus, a merchant may be associated with more than one physical location and may define each as its own merchant location 140 or treat them collectively as a single location for the sake of loyalty programs.

A mobile device 155 may be used by a customer user 150 to check-in or perform some other loyalty activity while they are present at the merchant location 140. It should be appreciated that the mobile device 155 may be used for such activities while located elsewhere from a merchant location 140. Customer users 150 may employ devices other than the mobile device 155, such as home computers or other computerized systems, for loyalty activities. The mobile device 155 or other related systems or devices may be mobile phones, smart phones, PDAs, netbook computers, laptop computers, tablet computers, or any other wired or wireless, processor-driven devices.

The mobile device 155 may execute computer-readable program code, implement hardware-based instructions, or any combination thereof to support the customer loyalty technology discussed herein. These software and/or hardware components may be referred to as modules. The modules associated with the mobile device 155 may be referred to as client modules or client-side modules.

The network 120 can support communications between the mobile device 155, the customer users 150, the merchant users 130, and the loyalty server 110. The network 120 may be a single network, various separate networks, or two or more interconnected networks. The network 120 may be a wired, wireless, optical, radio frequency, mobile, cellular, any other data or voice network, or any combination thereof. For example, the network 120 may be an Internet or the Internet, a local area network, access network, metro area network, wide area network, or any combination thereof. All or part of the network 120 may be a 3G or 4G mobile communication network, any other mobile network, or any wireless access network.

The loyalty server 110 can be any processor-based or other type of computer system for supporting the loyalty systems discussed herein. The loyalty server can support receiving check-ins or other loyalty activity events from customer users 150 or their mobile devices 155. The loyalty server 110 can support interfacing with the merchant users 130 to establish and maintain customer loyalty programs, loyalty tiers, and loyalty tier upgrade and downgrade latency reduction. The functions of the loyalty server 110 may be separated over various computer systems for the purposes of load balancing, redundancy, functional diversity, or otherwise. Aspects of the loyalty server 110 may included database servers, data communication equipment, data storage systems, and so forth. The loyalty server 110 or other associated servers may also support mobile mapping services relating to check-ins at merchant locations 140. The loyalty server 110 or other associated servers may also support activity tracking or activity stream systems for processing activities of users such as customer users 150.

It should be appreciated that the loyalty server 110 may process check-ins as well as various other loyalty signals such as participation in events, social media, postings, tweeting, status updates, photos, videos, suggestions, referrals, transactions, purchases, and so forth. These and other aspects of the loyalty server 110 are discussed in further detail below.

5

The loyalty server **110** may execute computer-readable program code, implement hardware-based instructions, or any combination thereof to support the customer loyalty technology discussed herein. These software and/or hardware components may be referred to as modules. The modules associated with the loyalty server **110** may be referred to as server modules or server-side modules.

FIG. **2** depicts a set of tiers for categorizing customer loyalty in accordance with certain exemplary embodiments. As depicted in FIG. **2**, one example embodiment involves a user loyalty system having three tiers including a first tier **210A**, a second tier **210B**, and a third tier **210C**. Tiers **210A-210C** may be referred to generally or collectively as tiers **210**. The tiers **210** may also be referred to as levels, groups, or categories. While this example includes three tiers **210**, it should be appreciated that a user loyalty system may be defined to include any number of tiers **210**.

In the illustrated example, the first tier **210A** has the label **220A** “gold tier,” the second tier **210B** has the label **220B** “silver tier,” and the third tier **210C** has the label **220C** “bronze tier.” These labels **220A-220C** may be referred to generally or collectively as tier labels **220**. Similarly, the example shows the first tier **210A** with icon **230A**, the second tier **210B** with the icon **230B**, and the third tier **210C** with the icon **230C**. The icons **230A-C** may be referred to generally or collectively as tier icons **230**. The tier icons **230** may also be images, photos, symbols, text, video clips, audio clips, animations, or any other media or content associated with the respective tiers **210**.

In the illustrated example, the first tier **210A** has a first point range **240A** of 3000-5000 points, the second tier **210B** has a second point range **240B** of 1000-2999 points, and the third tier **210C** has a third point range **240C** of 0-999 points. These tier point ranges **240A-240C** may be referred to generally or collectively as tier point ranges **240**. The tier point ranges **240** serve to define the tiers **210** and how customer users **150** are allocated into the tiers **210** according to their respective earned points for loyalty activities.

In the illustrated example, the first tier **210A** may have a first set of tier rules **250A**, the second tier **210B** may have a second set of tier rules **250B**, and the third tier **210C** may have a third set of tier rules **250C**. These tier rules **250A-250C** may be referred to generally or collectively as tier rules **250**. The tier rules **250** may be used to define the allocation of customer users **150** to tiers according to their loyalty events, time, actions of other customer users, and various other parameters. The tier rules **250** may include rules such as automatically upgrading the tier **210** of customer user **150** after a certain number of check-ins or other loyalty events. Another example tier rule **250** may involve allowing a customer user **150** to remain in a tier **210** for a minimum amount of time or number of loyalty events even though their points indicate that they should be downgraded. Yet another example tier rule **250** may involve providing a lowest tier that is upgraded from at the very first loyalty event for a given customer user **150**. Such a tier **210** may be designated as initial, provisional, or “everyone” and may apply to customer users **150** who have never checked in or performed any other loyalty activity. It should be appreciated that tier rules **250** may be defined by the merchant user **130** according to various parameters including time, loyalty points, loyalty event counts, loyalty event categories, tiers **210**, merchant locations **140**, any other user or merchant parameters, or any combinations thereof.

System Process

FIG. **3** is a block flow diagram depicting a method **300** for customer loyalty tier upgrades and downgrades, in accor-

6

dance with certain exemplary embodiments. The method **300** is described with reference to the components and concepts discussed with respect to FIGS. **1** and **2**.

In block **310**, the loyalty server **110** can provide default definitions for tiers **210**. For example, a default set of “gold,” “silver,” and “bronze” level tiers **210** may be put into place for a new merchant user **130**. It should be appreciated that the number of default tiers **210** may be other numbers than the example of three. Similarly, the tier labels **220**, and other tier properties used as the default settings may be any specified values and may be set as part of a configuration of the loyalty server **110**.

In block **320**, the loyalty server **110** can support the setting of the number of loyalty tiers **210** by the merchant user **130**. The merchant user **130** can define or alter the number of tiers **210** to whatever number best suits the merchant’s loyalty reward program. The number of tiers **210** can also include special tiers such as the initial or introductory tier for customer users **150** who have not checked in yet.

In block **330**, the loyalty server **110** can support associating tier labels **220**, tier icons **230**, or other descriptors to each loyalty tier **210**. The merchant user **130** can supply these definitions to brand their loyalty programs as they wish with custom names, images, tiers levels and so forth. Merchant users **120** may also choose whether to have one set of loyalty program definitions for all of their merchant locations **140** or to have a different programs for each location, subsidiary, or other subdivision.

In block **340**, the loyalty server **110** can accept an absolute number of loyalty points to define the boundary of a tier **210**. The merchant user **130** can set the boundaries between tiers **210** as a specified number of loyalty points. The upper and lower boundaries of a tier define that tier’s point range **240**. The merchant user **130** can set the numbers to be flexible according to their loyalty program. The merchant user **130** may also specify how many loyalty points are earned for each loyalty event or type of loyalty event. Adjusting these tier point ranges **240** allows the merchant user **130** to set or manage the distribution of customer users **150** at each loyalty tier **210**.

In block **350**, the loyalty server **110** can accept a percentile to define the boundary of a tier **210**. The merchant user **130** can establish custom percentile distributions of users amongst these tiers **210**. For example, the top 10% of the users may be given the highest tier **210** by setting the lower boundary of that tier at the 90th percentile. Calculations over all users may be performed periodically to establish the actual point numbers corresponding to a given percentile boundary. From example, these calculations may occur nightly via a scheduled process or cron job. Other periodicities or load-based schedules for recalculation may be used. The calculations may be performed over all customer users **150** or a sampling of customer users **150**.

In block **360**, the loyalty server **110** can accept one or more tier rules **250** to define a boundary of a given tier **210**. The tier rules **250** may be used to define the allocation of customer users **150** to tiers **210** according to their loyalty events, time, actions of other customer users, and various other parameters. The tier rules **250** may include rules such as automatically upgrading the tier **210** of customer user **150** after a certain number of check-ins or other loyalty events.

In block **370**, the loyalty server **110** can periodically calculate tier boundaries from percentiles and rules. As discussed with respect to block **350**, periodic recalculation of points based on percentiles can normalize boundaries of tiers **210** over all users. Point quantity boundaries for tiers **210** may be calculated according to the distribution of

7

loyalty points of all users. This may be regularly recalculated as values change over time. A minimum number of points for each tier **210** may be determined according to the percentiles specified as discussed with respect to block **350**. The tier boundary definitions may also involve combinations of fixed loyalty point boundaries and percentiles as discussed above. The boundaries may also start out as fixed loyalty point values prior to the loyalty server **110** collecting enough user information to calculate percentile-based boundaries.

In block **380**, the loyalty server **110** can award and track points for each customer user **150** based on their loyalty events such as checking in at a merchant location **140**. It should be appreciated that points may be defined to diminish or decay over time to reward frequent or continual loyalty to the merchant. The merchant user **130** may specify these parameters to the loyalty server **110**.

In block **390**, the loyalty server **110** can assign customer users **150** to loyalty tiers **210** according to the user's loyalty points, tier point ranges **240**, and tier rules **250**. Based on tier requirements and parameters set by the merchant user **130** into the loyalty server **110**, each customer user **150** can be assigned to an appropriate loyalty tier **210** based on loyalty points and tier rules **250**.

After block **390**, the method **300** ends. Of course, additional loyalty tier systems may continue to be defined and supported according to the method **300**.

FIG. 4 is a block flow diagram depicting a method **400** for managing dynamic boundaries for customer loyalty tiers **210** in accordance with certain exemplary embodiments. The method **400** is described with reference to the components and concepts discussed with respect to FIGS. 1 and 2.

In block **405**, the mobile device **155** can request the loyalty tier status for the customer user **150** from the loyalty server **110**. This request may be associated with the mobile device **155** detecting its proximity to the associated merchant location **140**. The mobile device **155** may detect this proximity based upon global positioning satellite ("GPS") or wireless network assisted location. The mobile device **155** may also detect its proximity to a merchant location **140** based on an input from the customer user **150**. This input may be associated with a check-in process or other loyalty activity or that merchant.

In block **410**, the mobile device **155** can receive loyalty tier status for current tiers and well as for one or more pending tiers from the loyalty server **110**. In addition to responding to the request discussed in block **405** with the current tier status of the user, the loyalty server **110** can also provide pending loyalty tiers. The pending tiers may be determined at the loyalty server **110** by pre-calculating potential updates to the loyalty points for the customer user **150**. For example, the customer user **150** may be checking in at a merchant location **140** thereby earning some additional points that upgrade the customer user **150** to the next highest loyalty tier. Receiving the information about this potential pending tier update from the loyalty server **110** can save transactions for the mobile device **155**.

According to one example, pending tier status could be pre-computed by setting the point triggers for tier boundaries lower by the number of points associated with a check-in or other type of present loyalty event. This modified boundary would indicate if a present point modification event (such as a check-in) would trigger a tier upgrade by exceeding the normal tier boundary. Similarly, tier boundaries may be stored in terms of a number of points needed for the upgrade tier to be set or pending. In such a model, each tier boundary can effectively be one check-in (or other event)

8

less than the required number for the user to actually achieve the respective tier. According to another example, potential new points for the next check-in (or other event) may be added to a user's current loyalty status prior to comparing that status against the tier boundaries thus identifying any pending upgrades.

Tiers status information for customer users **150** may include associated timestamps. For example, the current tier may include a timestamp for when the customer user **150** earned the tier **210**.

A pending upgrade tier may be provided when the customer user **150** is one check-in (or other loyalty event) away from gaining the new upgraded tier. The timestamp associated with this pending upgrade tier may be set to the earliest time that the customer user **150** may transition to the upgrade tier. Such timestamp checking may enforce restrictions. For example, the system may require that point earning check-ins must be more than a certain amount of time apart to count for loyalty scoring. In such an example, a customer user **150** with a pending upgrade tier along with timestamp that has been passed may transition to the upgrade tier as soon as their check-in (or other loyalty event) gives them the necessary points to upgrade. It should be appreciated that downgrades may be pending or occur from loyalty points expiring, being cashed in, or tier boundaries changing or being re-computed.

In block **415**, loyalty point modifications for a current loyalty activity or event may be applied to the loyalty points for the customer user **150**. For example, if the customer user **150** is checking in and a check-in is worth ten points, then the customer user's loyalty point count will be incremented by ten points. These point modifications may be performed for the customer user **150** at their mobile device **155**.

In block **420**, an upgrade time associated with the customer user's tier status or pending upgrade tier status may be compared at the mobile device **155**. Loyalty points may expire after a certain amount of time. Furthermore, when several check-ins are made within a short period of time then only one of them may be counted for loyalty points. These time-dependent factors may be used to filter tier upgrades or pending tier upgrades.

In block **425**, the loyalty tier upgrade point boundary for the customer user **150** may be compared with their current loyalty point count such as that determined in block **415**. This comparison may take place at the mobile device **155**.

In block **430**, the customer user's loyalty tier **210** may be upgraded in real-time at the mobile device **155** appropriate. A client module or client software executing at the mobile device **155** may perform the tier upgrade in real-time, or in near real-time without first looping back to the loyalty server **110** based upon the pending upgrade tier previously supplied by the loyalty server **110**. The tier upgrade may be considered appropriate if the point boundary discussed in block **425** is exceeded and conditions associated with the upgrade time discussed in block **420** are met.

In block **435**, a downgrade time associated with the customer user's tier status or pending downgrade tier status may be compared at the mobile device **155**. If the user has a pending downgrade tier set, the associated timestamp may be compared. If the timestamp has been exceeded, then transitioning to the pending downgrade tier may be processed. For example, a downgrade timestamp may be used to ensure that a customer user is not tier downgraded immediately after being upgraded. Generally customer users may get to keep an earned loyalty tier for a minimum amount of time even if their loyalty points are not appropriate to maintain the current tier.

In block 440, the loyalty tier downgrade point boundary for the customer user 150 may be compared with their current loyalty point count such as that determined in block 415. This comparison may take place at the mobile device 155. The pending downgrade tier may be used to let tier downgrades be applied on the client side at the mobile device 155. A customer user 150 may have their loyalty tier downgraded when their loyalty points fall beneath the point requirement for a tier. A downgrade may also occur due to loyalty points expiring or the required number of points for the tier being increased.

In block 445, the customer user's loyalty tier 210 may be downgraded in real-time at the mobile device 155 appropriate. A client module or client software executing at the mobile device 155 may perform the tier downgrade in real-time, or in near real-time without first looping back to the loyalty server 110 based upon the pending downgrade tier previously supplied by the loyalty server 110. The tier downgrade may be considered appropriate if the point boundary discussed in block 440 is exceeded and conditions associated with the downgrade time discussed in block 435 are met.

In block 450, the customer user 150 may be signaled of a potential pending tier downgrade. This signaling may occur on the mobile device 155. When it is determined that a tier downgrade is due for the customer user 150, the pending downgrade tier may be set along with the timestamp indicating when the downgrade should be applied. The client module at the mobile device 155 may then consider the pending downgrade tier when determining which loyalty tier to display for the customer user 150. If the customer user 150 has a downgrade tier set and the associated timestamp has been exceeded, then the pending downgrade tier will be used as the customer user's loyalty tier instead of the current loyalty tier.

In block 455, point modifications and associated loyalty tier status updates may be relayed to the loyalty server 110 from the mobile device 155. The loyalty tier status updates may have already been applied in real-time (or near real-time) at the mobile device 155 without involving the loyalty server 110. Handling the changing in loyalty tiers at the mobile device 155 or on the client-side within the client-side modules can reduce pipeline or communication latency in transacting with the loyalty server 110. After the real-time tier upgrade is complete at the client-side, the upgraded or downgraded tier 210 can be replayed to the loyalty server 110 for data integrity synchronization and future accesses. If a tier upgrade was carried out, the pending upgrade may be removed. Similarly, if a tier downgrade was carried out, the pending downgrade may be removed.

In block 460, real-time access to updated tier features may be supported. Without having to transact with the loyalty server 100 to upgrade or downgrade tiers, the client (mobile device 155) may apply tier upgrades or downgrades and show them to the user immediately. Features of newly updated loyalty tiers may be accessed immediately by the customer user 150 without having to wait for a tier update transaction to occur with the loyalty server 110.

After block 460, the method 400 ends. Of course, loyalty tier management may continue to be carried out between the client-side at the mobile device 155 and the sever-side at the loyalty server 110 according to the methods discussed herein.

General

Users may, in appropriate circumstances, limit or otherwise affect the operation of the features disclosed in the specification. For example, users may be given an initial

opportunity to opt-in or opt-out of the collection or use of certain data or the activation of certain features. In addition, a user may change the manner in which the features are employed, including for situations in which a user may have concerns regarding his privacy. Instructions may be provided to notify the users regarding policies about the use of information, including personally identifiable information and receipt information, and manners in which the users may affect such use of information.

One or more aspects of the invention may comprise a computer program that embodies the functions described and illustrated herein, wherein the computer program is implemented in a computer system that comprises instructions stored in a machine-readable medium and a processor that executes the instructions. However, it should be apparent that there could be many different ways of implementing the invention in computer programming, and the invention should not be construed as limited to any one set of computer program instructions. Further, a skilled programmer would be able to write such a computer program to implement an embodiment of the disclosed invention based on the appended flow charts and associated description in the application text. Therefore, disclosure of a particular set of program code instructions is not considered necessary for an adequate understanding of how to make and use the invention. Further, those skilled in the art will appreciate that one or more aspects of the invention described herein may be performed by hardware, software, or a combination thereof, as may be embodied in one or more computing systems. Moreover, any reference to an act being performed by a computer should not be construed as being performed by a single computer as more than one computer may perform the act.

The exemplary embodiments described herein can be used with computer hardware and software that perform the methods and processing functions described previously. The systems, methods, and procedures described herein can be embodied in a programmable computer, computer-executable software, or digital circuitry. The software can be stored on computer-readable media. For example, computer-readable media can include a floppy disk, RAM, ROM, hard disk, removable media, flash memory, memory stick, optical media, magneto-optical media, CD-ROM, etc. Digital circuitry can include integrated circuits, gate arrays, building block logic, field programmable gate arrays (FPGA), etc.

The exemplary systems, methods, and acts described in the embodiments presented previously are illustrative, and, in alternative embodiments, certain acts can be performed in a different order, in parallel with one another, omitted entirely, and/or combined between different exemplary embodiments, and/or certain additional acts can be performed, without departing from the scope and spirit of the invention. Accordingly, such alternative embodiments are included in the inventions described herein.

Although specific embodiments have been described above in detail, the description is merely for purposes of illustration. It should be appreciated, therefore, that many aspects described above are not intended as required or essential elements unless explicitly stated otherwise. Modifications of, and equivalent components or acts corresponding to, the disclosed aspects of the exemplary embodiments, in addition to those described above, can be made by a person of ordinary skill in the art, having the benefit of the present disclosure, without departing from the spirit and scope of the invention defined in the following claims, the

11

scope of which is to be accorded the broadest interpretation so as to encompass such modifications and equivalent structures.

What is claimed is:

1. A computer-implemented method to reduce a latency of loyalty tier updates by updating a current loyalty tier to a pending loyalty tier in real time on a mobile user computing device, comprising:

receiving, at a mobile user computing device, a user loyalty status from a loyalty server, wherein the loyalty status comprises a current tier and a loyalty point boundary, the current tier comprising a current user loyalty point count, and the loyalty point boundary defining an additional number of points to qualify for a pending tier;

updating, by the mobile user computing device, the current user loyalty point count stored on the mobile user computing device by a loyalty point value received from a merchant computing device in response to completing a current loyalty activity at the merchant computing device;

generating, by the mobile user computing device, an updated user loyalty point count;

determining, by the mobile user computing device, that the updated user loyalty point count falls within the loyalty point boundary defining the additional number of points to qualify for the pending tier;

in response to determining that the updated user loyalty point count falls within the loyalty point boundary defining the additional number of points to qualify for the pending tier, updating, by the mobile user computing device, in real time, the current tier to the pending tier, without further communication with the loyalty server, based upon the pending upgrade tier previously supplied by the loyalty server, when the step of comparing determines that the updated user loyalty point count falls within the loyalty point boundary;

allowing access, by the mobile user computing device, in real time to the user of the mobile user device to features associated with the pending tier; and relaying, by the mobile user computing device, the update from the current tier to the pending tier to the loyalty server.

2. The computer-implemented method of claim 1, wherein the pending tier comprises an upgrade tier.

3. The computer-implemented method of claim 1, wherein the pending tier comprises a downgrade tier.

4. The computer-implemented method of claim 1, wherein the current loyalty activity comprises a check-in at a merchant location.

5. The computer-implemented method of claim 1, wherein comparing the updated user loyalty point count further comprises evaluating a timestamp associated with the pending tier.

6. The computer-implemented method of claim 1, wherein updating the current tier comprises bypassing transacting the tier update with the server.

7. The computer-implemented method of claim 1, further comprising signaling, by the mobile user computing device, a potential pending tier downgrade.

8. A computer program product, comprising:

a non-transitory computer-readable storage device having computer-executable program instructions embodied thereon that when executed by a computer cause the computer to reduce the latency of loyalty tier updates by updating a current loyalty tier to a pending loyalty

12

tier in real time on a mobile user device, the computer-executable program instructions comprising:

computer-executable program instructions to receive by a client device a user loyalty status from a loyalty server, wherein the loyalty status comprises a current tier and a loyalty point boundary, the current tier comprising a current user loyalty point count, and the loyalty point boundary defining a number of points needed to qualify for a pending tier;

computer-executable program instructions to update the user loyalty point count stored on the client device by a loyalty point value received from a merchant computing device in response to completing a current loyalty activity at the merchant computing device;

computer-executable program instructions to generate an updated user loyalty point count;

computer-executable program instructions to compare the updated user loyalty point count to the loyalty point boundary;

computer-executable program instructions to update in real time the current tier to the pending tier on the client device, without further communication with the loyalty server, based upon a pending upgrade tier previously supplied by the loyalty server, when the step of comparing determines that the updated user loyalty point count falls within the loyalty point boundary, wherein the update from the current tier to the pending tier provides access in real time to features associated with the pending tier; and

computer-executable program instructions to relay the update from the current tier to the pending tier to the loyalty server after providing real-time access at the client device to the features associated with the pending tier.

9. The computer program product of claim 8, wherein the pending tier comprises an upgrade tier.

10. The computer program product of claim 8, wherein the pending tier comprises a downgrade tier.

11. The computer program product of claim 8, wherein the current loyalty activity comprises a check-in at a merchant location.

12. The computer program product of claim 8, wherein comparing the updated user loyalty point count further comprises evaluating a timestamp associated with the pending tier.

13. The computer program product of claim 8, wherein updating the current tier comprises bypassing transacting the tier update with the server.

14. The computer program product of claim 8, further comprising signaling a potential pending tier downgrade at the client.

15. A system to reduce a latency associated with loyalty tier updates by updating a current loyalty tier to a pending loyalty tier in real time on a mobile user computing device, comprising:

a loyalty server with a server-side module; and a client-side module for a mobile device and comprising computer executable programs configured to:

receive a user loyalty status at the client-side from the loyalty server, wherein the loyalty status comprises a current tier and a pending tier;

update a user loyalty point count by a loyalty point value received from a merchant computing device in response to completing a current loyalty activity at the merchant computing device;

generate an updated user loyalty point count;

13

14

compare the updated user loyalty point count at the client-side with a loyalty point boundary associated with the pending tier;

update in real time the current tier to the pending tier at the client-side, without further communication with the loyalty server, based upon a pending upgrade tier previously supplied by the loyalty server, in response to the updated user loyalty point count falling within the loyalty point boundary associated with the pending tier; and

relay the updated current tier to the loyalty server after supporting access in real time at the client-side to features associated with the updated current tier.

16. The system of claim 15, wherein the pending tier comprises an upgrade tier.

17. The system of claim 15, wherein the pending tier comprises a downgrade tier.

18. The system of claim 15, wherein the current loyalty activity comprises a check-in at a merchant location.

19. The system of claim 15, wherein comparing the updated user loyalty point count further comprises evaluating a timestamp associated with the pending tier.

20. The system of claim 15, wherein updating the current tier comprises bypassing transacting the tier update with the server.

* * * * *