Customer Status and Safety

Use customer status tools to recognize valued customers and warn staff about known concerns.

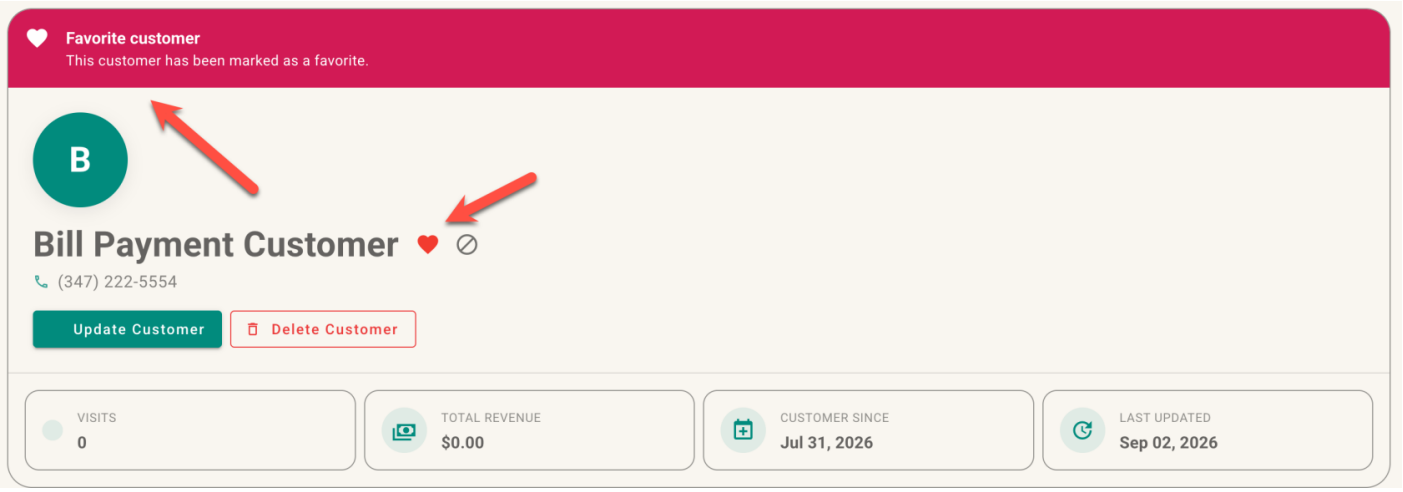
- Mark a Customer as Favorite or VIP
- Blacklist a Customer

Mark a Customer as Favorite or VIP

Mark an important customer as a favorite so employees can recognize that the customer may deserve special attention.

Mark a customer as a favorite

1. Open the customer profile, or find the customer from an available customer search.
2. Select the **heart** icon.
3. Confirm that the heart appears selected.



Heart icon on a customer profile before and after selection.

The favorite indicator is visible when employees encounter that customer in supported customer-search and profile views. It is an internal status and does not prevent or change sales.

Remove favorite status

Select the heart again when the customer should no longer be marked as a favorite.

Blacklist a Customer

What employees will see

The warning applies across the organization. If the customer visits another location, authorized employees can see that the customer was blacklisted, the originating location, and the recorded reason.

> **Important:** Blacklisting is a warning, not a sales block. Employees can still complete a sale after reviewing the warning and following your business policy.

Writing a useful reason

Keep the reason brief, factual, and appropriate for authorized staff. Do not include unnecessary sensitive information or personal judgments.