

**amasty**

For more details see how the [Reward Points](#) extension works.

# Guide for Reward Points for Magento 2

Thank customers for shopping at your store and performing advantageous actions by giving them reward points. Encourage users' activity to let them feel that making purchases is beneficial.

- Reward users for purchases, registration, etc.
- Manually add or deduct points
- Pay for orders with points fully or partially
- Set points exchange rate
- All actions are already configured

The extension is fully compatible with **GraphQL**. Expose data like reward points balance for registered users; reward points history log with the date, actions and expiry date; information about highlight points available by product or category; etc. You can also modify information about the reward points usage, etc.

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## General settings

To configure general settings, please, go to **Stores - Configuration - Amasty Extensions - Reward Points**

### General

Enable 'Rewards Points' [store view]

### Points Earning and Spending Calculation

Points Spending Rate [store view]

Points Rounding Rule [store view]    
Rounding will apply when point value exceeds cart subtotal

Birthday Offset [global]  ?   
Set the number of days when a Birthday bonus is available.

Points Earning Calculation [global]  ?   
It Works Only for "Every \$X Spent" Action.

### ⊖ Order Limitations

Minimum Points Requirement [store view]    
Set the points threshold that a customer must have to start spending Reward Points

Disable Reward Points for Orders That Were Paid with Reward Points [store view]

Apply Redemption Limit [website]

Redemption Limit per Order [website]    
Only positive floating point numbers allowed

Set **Enable Reward Points** to 'Yes'

## Points Earning and Spending Calculation

**Point Spending Rate** - set the number of points equal to 1 unit of store's currency. In our case, we set 1 point to be \$1.

**Points Rounding Rule** - specify the rounding, that will be applied when the rewards value exceeds cart subtotal.

**Birthday Offset** - Set the number of days when a Birthday bonus is available. Specify:

- a negative number - the bonus will be available before the Birthday. For example, if the birthday is on May 5, and you set -3, a customer will get a bonus on May 2.
- 0 - you will give the bonus right on the birthday.
- a positive number - bonus will be available after the Birthday has passed. For example, if the birthday is on May 5, and you set 3, a customer will get a bonus on May 8.

**Points earning calculation** - Choose the way Reward Points will be calculated: set the option to **Before Tax** if the base for their calculation should be the order amount without taxes. When set to **After Taxes**, the order amount, including taxes, will be the base for the points' calculation.

## Order Limitations

**Minimum Points Requirement** - Specify the required min number of points a customer should acquire on the account to start paying with rewards. Here we allow using rewards if a customer collected at least 100 points.

**Disable Reward Points for orders that were paid with Reward Points** - if a customer pays for the order with points you can set not to reward him for this purchase.

**Apply Redemption Limit** - Specify the percent of cart subtotal which can be paid by redeeming points, so that it will be impossible to pay for the order with reward points only

If you select **Yes (percent of checkout sum)** or **Yes (amount in reward points)**, a text field **Redemption limit per order** for inputting redemption limit itself is rendered.

If **Yes (amount in reward points)** is selected, the value of the field **Redemption limit per order** should be a positive floating point number.

If **Yes (percent of checkout sum)** is selected, the value of the field **Redemption limit per order** should be a positive integer number and should not exceed 100.

A customer attempting to redeem too many reward points per order will be warned on the frontend (Checkout page, Cart page) by displaying the message.

# Payment Method:

Check / Money order

My billing and shipping address are the same

Veronica Costello  
6146 Honey Bluff Parkway  
Calder, Michigan 49628-7978  
United States  
(555) 229-3326

**Place Order**


### Order Summary

Cart Subtotal	\$126.00
Discount	-\$63.00
Shipping Best Way - Table Rate	\$5.00
Tax	\$5.20
<b>Order Total</b>	<b>\$73.20</b>

2 Items in Cart ▼

Apply Discount Code ▼

Apply Rewards ^

 Number of redeemed reward points cannot exceed 50 % of cart subtotal excluding tax for this order. You used 63 point(s).

You Have **127.00** points left  
1 for every 1 USD

Cancel Reward

**Redemption Limit per Order** – Set the maximum number of reward points that a customer can spend for one order. Only positive floating numbers allowed.

## Expiration Settings and Other Settings

## ⏪ Expiration Settings

Points Expiration Behavior [website]  ▼

## ⏪ Other Settings

Admin Action Text [global]

Specify a comment which will be displayed when an admin user adds or deducts points manually.

**Points Expiration Behavior** - Specify the reward points expiration behavior. You can either set reward points expiration period to encourage customers to spend points faster or make points not expiring.

Customers will see important information concerning the expiration of their reward points under the Reward Points and Reward Points History tabs of their Account pages.

- Account Dashboard
- My Orders
- My Downloadable Products
- My Wish List

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- Address Book
- Account Information
- Stored Payment Methods
- Billing Agreements

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- My Product Reviews
- Newsletter Subscriptions
- Reward Points
- Reward Points History

## My Rewards History

DATE	CHANGE	COMMENT	ACTION	POINTS LEFT
1/11/19	+10.00	expire in 10 day(s)	Order Completed	137.00
1/11/19	-63.00	Order #000000010	Order Paid	127.00
1/9/19	+10.00		Order Completed	190.00
1/9/19	-35.00	Order #000000007	Order Paid	180.00
1/9/19	+10.00		Order Completed	215.00
1/9/19	-25.00	Order #000000006	Order Paid	205.00
7/25/18	+10.00	Purchase is made bonus for order 000000003	ordercompleted	230.00
2/6/18	+200.00	Birthday points	Admin Point Change	220.00
2/6/18	+20.00	Spending every \$X amount bonus for order 7	Admin Point Change	20.00
2/6/18	+10.00	Purchase bonus for order 7	Admin Point Change	0.00
2/6/18	-30.00	Order 6 paid	Admin Point Change	0.00
2/6/18	+15.00	Registration bonus	Admin Point Change	20.00
2/6/18	+5.00	Newsletter subscription bonus	Admin Point Change	5.00

- Account Dashboard
- My Orders
- My Downloadable Products
- My Wish List

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- Address Book
- Account Information
- Stored Payment Methods
- Billing Agreements

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- My Product Reviews
- Newsletter Subscriptions
- Reward Points**
- Reward Points History

# My Rewards

## 137

Current Balance

10.00 points will be deducted from your balance on **Monday, January 21, 2019** because of expiration.

Total Earned: **290**

Total Spent: **153**

### Expiring Points Breakdown

Amount to Expire	Expiration Date
10.00	1/21/19
127.00	Not Expiring

**Admin Action Text** - Specify a comment, which will be displayed when an admin user adds or deducts points manually.

## Highlight Point on Storefront

### Highlight Point on Storefront

**Show in Cart** [store view]  ?

**Show on Checkout Page** [store view]  ?

**Show on Product Pages** [store view]  ?

**Show on Categories Pages** [store view]  ?

**Show Highlight for Guests** [store view]  ?

**Text Color** [store view]  ?

**Show in Cart** - Show rewards that customers can get for completing an order in the shopping cart. Reward Points will be promoted in the cart only if at least one reward rule of the type "for every \$X

spent” or “order completed” is active and properly configured.

**Show on Checkout Page** - Show rewards that customers can get for completing an order at the checkout page. Reward Points will be promoted on the checkout page only if at least one reward rule of the type “for every \$X spent” or “order completed” is active and properly configured.

**Show on Product Pages** - Show rewards that customers can get for buying certain products on product pages. Reward Points will be promoted on product pages only if at least one reward rule of the type “for every \$X spent” is active and properly configured.

**Show on Categories Pages** - Show rewards that customers can get for buying certain products on category pages. Reward Points will be promoted on categories pages only if at least one reward rule of the type “for every \$X spent” is active and properly configured.

**Show Highlight for Guests** - Set the option to 'Yes' to give bonuses for registration with reward points. The rule with the action 'Get X Points for Registration' must be active.

**Color Text** - Choose the color for the advertising text.

## Customer Account

### Customer Account

Show Reward Points Description In Customer Account  [store view]

### Reward Points Description

Reward Points Description  [store view]

The image shows a WYSIWYG editor interface. The toolbar includes options for bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, image, video, table, and various alignment and indent options. The main content area displays the following text:

### Our Reward Program

- Real money instead of unclear points. No need to think of exchange rate.
- Spend money right away.

Path: h1

Show Actual Reward Points Balance on Storefront  [store view]  
Actual balance will display in the top menu after customer account.

Customer Account Balance Label  [store view]

**Show Reward Points Description In Customer Account** - set the option to 'Yes' to create an



additional tab with your Reward Program description.

**Reward Program Description** – create your Reward Program description via WYSIWYG editor.

**Show Actual Reward Points Balance on Storefront** – set the option to 'Yes' to show logged-in customers their actual balance of reward points. The balance label will always be displayed in the top menu before customer account.

**Customer Account Balance Label** – set the balance label name.

The **Email Notification** tab:

### Email Notification

Email Sender <small>[website]</small>	General Contact
Send Email When Customer Earns Reward Points <small>[website]</small>	Yes
Reward Points Earned Template <small>[website]</small>	Amasty Rewards: Reward Points Earned Modern
Send Email When Customer's Reward Points Are About to Expire <small>[website]</small>	Yes
Reward Points Expiring Template <small>[website]</small>	Amasty Rewards: Reward Points Expiring Modern
Email Will Be Sent When Reward Points Expire In, Number of Days <small>[website]</small>	3

User will be notified about all points expiring within the date range from now to N days later, where N is number of days specified in the text field

**Email Sender** - Choose the email sender in the dropdown.

**Send Email When Customer Earns Reward Points** - Enable if you want to notify customers when they earn reward points.

**Reward Points Earned Template** - Choose the email template you want to use to inform customers upon the points they earned.

**Send Email When Customer's Reward Points Are About to Expire** - Enable the option if you want to warn customers when their points are about to expire.

**Reward Points Expiring Template** - Choose the email template that will be used to warn customers about the expiration of their reward points.

**Email Will Be Sent When Reward Points Expire In, Number of Days** - Specify the number of days in which the email warning about the customer's reward points expiration will be sent.

# Admin control of reward points

Go to **Customers** → **All customers** → choose the customer's account you need → click **'Reward Points section'**

**CUSTOMER INFORMATION**

- Customer View
- Account Information
- Addresses
- Orders
- Newsletter
- Product Reviews
- Billing Agreements
- Wish List
- Reward Points**
- Reward Points History

**Notification Options**

- Receive emails when reward points are added to the balance
- Receive emails when reward points are about to expire

**137**  
Current Balance

10.00 points will be deducted from the balance **Monday, January 21, 2019** because of expiration.

Total Earned: **290**  
Total Spent: **153**

**Add or Deduct Points**

**Expiring Points Breakdown**

Search [Reset Filter](#) 2 records found

20 per page 1 of 1

Amount to Expire	Expiration Date
From	From
To	To
10	1/21/19
127	Not Expiring

**Add\ Deduct Points** - Control rewards change history in customers info section. add or deduct points manually.

## Add or Deduct Points

Action \*  ▼

Amount \*

Points expiration behavior \*  ▼

Comment \*

Add or deduct points manually. Specify the points amount and a reason you apply them in the comment. To deduct points use the symbol '-', e.g. -100. Also, specify the expiration period of these points.

On the **Reward Points History** tab, you can track the activity of each particular customer:

- CUSTOMER INFORMATION
- Customer View
- Account Information
- Addresses
- Orders
- Newsletter
- Product Reviews
- Billing Agreements
- Wish List
- Reward Points
- Reward Points History**

### Reward Points History

[Reset Filter](#) 13 records found

20 per page < 1 of 1 >

Date	Change	Comment	Action	Points Left
From	From			
To	To			
Jan 11, 2019	+10.00		Order Completed	137.00
Jan 11, 2019	-63.00	Order #000000010	Order Paid	127.00
Jan 9, 2019	+10.00		Order Completed	190.00
Jan 9, 2019	-35.00	Order #000000007	Order Paid	180.00
Jan 9, 2019	+10.00		Order Completed	215.00
Jan 9, 2019	-25.00	Order #000000006	Order Paid	205.00
Jul 25, 2018	+10.00	Purchase is made bonus for order 000000003	Order Completed	230.00
Feb 6, 2018	+200.00	Birthday points	Admin Point Change	220.00
Feb 6, 2018	+20.00	Spending every \$X amount bonus for order 7	Admin Point Change	20.00
Feb 6, 2018	+10.00	Purchase bonus for order 7	Admin Point Change	0.00
Feb 6, 2018	-30.00	Order 6 paid	Admin Point Change	0.00
Feb 6, 2018	+15.00	Registration bonus	Admin Point Change	20.00
Feb 6, 2018	+5.00	Newsletter subscription bonus	Admin Point Change	5.00

## Reward rules creation

Go to **Marketing - Amasty Rewards** to set up the rules.

# Rewards

Add Rule

Search [Reset Filter](#)

6 records found


20 per page 1 of 1

		Name	Action	Amount	Status
<input type="checkbox"/>	1	Purchase is made	Order Completed	10.00	Active
<input type="checkbox"/>	2	Newsletter subscription bonus	Newsletter subscription	5.00	Active
<input type="checkbox"/>	3	Birthday bonus	Customer birthday	30.00	Active
<input type="checkbox"/>	4	For every \$X spent	For every \$X spent	15.00	Active
<input type="checkbox"/>	5	Registration bonus	Registration	15.00	Active
<input type="checkbox"/>	6	For every \$X spent for bags	For every \$X spent	30.00	Active

See all the rules you've created on the Rewards grid.


**Actions** - apply mass actions to the rules.

**Add rule** - create as many rules as you need.

General 

Name \*

Status  


Websites \*  

Customer Groups \*

**Name** - Indicate a clear rule name.

Specify the websites and customer groups for which the rule will be applied.

### Actions

Action	<div style="border: 1px solid #ccc; padding: 5px;"><div style="border-bottom: 1px solid #ccc; padding: 2px;">Get X Points for Approved Product Review ▲</div><div style="padding: 2px;">Get X Points for Completing Order</div><div style="padding: 2px;">Get X Points for Newsletter Subscription</div><div style="padding: 2px;">Get X Points as a Birthday Gift</div><div style="padding: 2px;">Get X Points for Each \$Y Spent</div><div style="padding: 2px;">Get X Points for Registration</div><div style="padding: 2px;">Get X Points after Y Days of Inactivity</div><div style="padding: 2px; background-color: #0070c0; color: white;">Get X Points for Approved Product Review</div></div>
Amount *	<input type="text" value="20"/> <small>Points Income (X)</small>
Points expiration behavior	<div style="border: 1px solid #ccc; padding: 2px;">Custom ▼ </div>
Points expiration period, days	<input type="text" value="60"/>

Select 1 of 7 available actions. Specify the points amount that will be added to a customer's account after the action is completed. Also, specify the points expiration behaviour for each rule individually.

**Get X Points for Completing Order** - with this action a customer will get reward points after he or she completes the order. For example, you want to reward customers with 10 points if they spent more than \$50. You select the action 'Order complete', set '10' in the 'Amount' field and in the conditions tab you specify the settings like this:

## Conditions

If ALL of these conditions are TRUE :

Subtotal equals or greater than 50 ✖

Please choose a condition to add. ▲

Please choose a condition to add. ▲

Product attribute combination

Products subselection

Conditions combination

**Cart Attribute**

Subtotal

Total Items Quantity

Total Weight

Shipping Method

Shipping Postcode

Shipping Region

Shipping State/Province

Shipping Country

**Advanced Conditions**

Weight

Quantity In Stock

Billing Address Country

Payment Method

Shipping Address Line

City

**Get X Points for Newsletter subscription** - with this action a customer will get reward points if he or she has subscribed to your newsletter.


**Get X Points as a Birthday Gift** - with this action a customer will get reward points if he or she has a birthday. Go to the [General Settings](#) to configure the day when birthday points will be added.

**Get X Points for Registration** - with this action a customer will get reward points if he or she has registered in your store.

**'Get X Points for each \$Y spent'** action requires indicating how many points you'd like to give for each spent amount in an order. In our example, a customer gets 10 points for each \$50 spent.



## Actions

Action  

Amount \*

Points Income (X)

Spent Amount \*

Amount to spend (\$Y)


Promo Items

A list of SKUs, separated by commas, for which points will be awarded.  
Leave the field blank if you want the points to be credited for any products.

Points expiration behavior   

Fill in the field **Promo Items** if you want to reward customers with points when they buy particular products only. For example, specify the SKUs of bags in the field. The way the rule will work is: when a customer spends \$50 for bags, he will be granted with 10 points.

## Actions

Action  

Amount \*

Points Income (X)

Spent Amount \*

Amount to spend (\$Y)

Promo Items


A list of SKUs, separated by commas, for which points will be awarded. Leave the field blank if you want the points to be credited for any products.

Points expiration behavior   

Choose conditions to limit the rule. Use cart and products attributes, products subselection or create complex combined conditions.

**Get X points after Y days of inactivity** - Give reward points to customers inactive for a long time: those, who didn't enter their accounts and didn't make purchases for a long time. The action is aimed at motivating customers to return to your store and buy from you again.

## Actions

Action	<input type="text" value="Get X Points after Y Days of Inactivity"/>
Amount *	<input type="text" value="30.00"/> Points Income (X)
Days Since Last Login (Y) *	<input type="text" value="365"/> Will be credited automatically, login not required
Recurring	<input type="text" value="No"/>
Points expiration behavior	<input type="text" value="Custom"/> 
Points expiration period, days	<input type="text" value="125"/>

To configure the rule based on this action, additionally, specify the number of days a customer should be inactive to get reward points (the **Days Since Last Login (Y)** option) and choose either this reward should be recurring or not.

**Get X Points for Approved Product Review** - Grant reward points to customers for leaving products reviews to stimulate better customers engagement with your store website.

In the **Comments for Action in a Customer Account** section, specify the default and specific store view comments, which are shown in customers' accounts.

## Comments for Action in a Customer Account

Default Action Comment for  
All Store Views

Spending every \$X amount bonus

## Store View Specific Comments

Main Website

Main Website Store

Default Store View

Spending every \$X amount bonus

If you have multilingual websites views, you can also set comments in different languages.

## Refunding with Reward Points

To refund with Reward Points open the order you would like to refund and go to **Credit Memo tab**. At the bottom of the page find **Refund Totals block**.

## Refund Totals

Subtotal	\$60.00
Discount (Used 15 reward points)	-\$15.00
Refund Shipping	<input type="text" value="5"/>
Adjustment Refund	<input type="text" value="0"/>
Adjustment Fee	<input type="text" value="0"/>
<b>Grand Total</b>	<b>\$50.00</b>

- Append Comments
- Email Copy of Credit Memo

### Refund to Reward Points

### Deduct Reward Points from Customer

**Refund Offline**

**Refund to Reward Points** - here you can set the number of reward points to refund with the order. By default the customer will receive only points that were spent in the order, but you can add extra reward points or even cover all order by reward points, without money back.

**Deduct Reward Points from Customer** - here you can manage reward points that were granted for the refunded order placement. By default the customer will lose only points that were credited as a part of this order placement, but you can remove more or less points, up to customer's current balance.

## Reward Points on Customers Grid


With the extension, you can track each customer's reward points balance right in the Customers grid. Go to **Customers** → **All Customers** section and view the balance info in the **Reward Points** column.

### Customers

 demouser ▾


[Add New Customer](#)



 Filters

 Default View ▾

 Columns ▾

 Export ▾

Actions ▾

3 records found

20 ▾ per page

<

1

of 1

>

<input type="checkbox"/>	ID	Name	Email	Country	State/Province	Customer Since	Confirmed email	Reward Points ↑	Action
<input type="checkbox"/>	1	Veronica Costello	roni_cost@example.com	United States	Michigan	Sep 27, 2017 1:33:39 PM	Confirmation Not Required	95.00	<a href="#">Edit</a>
<input type="checkbox"/>	2	John Doe	john_doe@example.com	United States	Alabama	Jan 9, 2019 6:24:58 AM	Confirmation Not Required	60.00	<a href="#">Edit</a>
<input type="checkbox"/>	3	Sarah Blackwood	foxy@example.com	United States	Florida	Jan 9, 2019 6:28:53 AM	Confirmation Not Required	55.00	<a href="#">Edit</a>

It is also possible to sort customers according to the amount of the points collected by them.

## Reward points reports

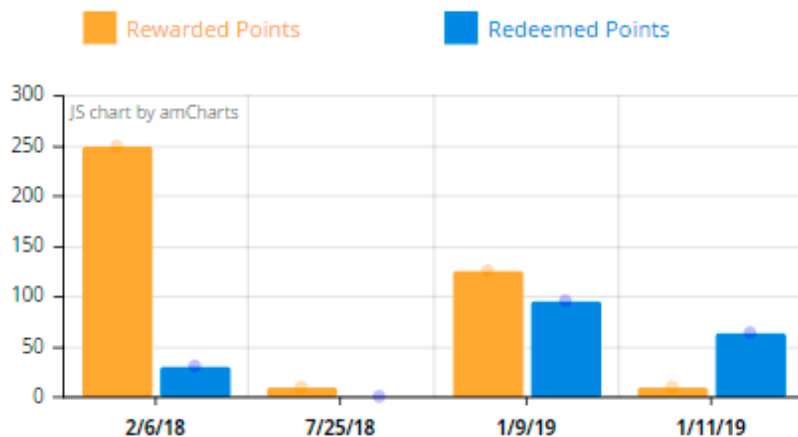
To see reports with the statistics on the reward points, please, go to **Reports - Amasty Rewards**.

## Reward Points Reports

Website:  Customer Group:  Date Range:

### Statistics

Total Rewarded Points	395.00
Total Redeemed Points	188.00
Average Rewarded Points per Customer	131.67
Average Redeemed Points per Order	31.6
Total Expired Points	0.00



The extension allows collecting statistical data on customers' activity connected with reward points and provides you with the next valuable insights:

- The total amount of points awarded to customers associated with the specific customer group(s) within the specified period for the selected store view(s);
- The total amount of points redeemed by customers associated with the specific customer group(s) within the specified period for the selected store view(s);
- The average reward points per customer (filtered by period, customer group and store view);
- The average redeemed points per order (filtered by period, customer group and store view);
- The total amount of expired reward points (based on the selected period, customer group and store view).

Click the **Refresh** button to refresh the displaying data when you change filters values.

## Rewards points tabs in customer accounts

See how the **Reward Points** and **Reward Points History** tabs display in a customer account. Here, you can see all types of reward actions and balance control options.

- Account Dashboard
  - My Orders
  - My Downloadable Products
  - My Wish List
- 
- Address Book
  - Account Information
  - Stored Payment Methods
  - Billing Agreements
- 
- My Product Reviews
  - Newsletter Subscriptions
  - Reward Points
  - Reward Points History**

# My Rewards History

DATE	CHANGE	COMMENT	ACTION	POINTS LEFT
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1/9/19	-35.00	Order #000000007	Order Paid	180.00
1/9/19	+10.00		Order Completed	215.00
1/9/19	-25.00	Order #000000006	Order Paid	205.00
7/25/18	+10.00	Purchase is made bonus for order 000000003	ordercompleted	230.00
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2/6/18	-30.00	Order 6 paid	Admin Point Change	0.00
2/6/18	+15.00	Registration bonus	Admin Point Change	20.00
2/6/18	+5.00	Newsletter subscription bonus	Admin Point Change	5.00

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  - Reward Points History

# My Rewards

## 137

Current Balance

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Total Spent: **153**


### Expiring Points Breakdown



Amount to Expire	Expiration Date
10.00	1/21/19
127.00	Not Expiring



Applied rewards are displayed as a discount in the order summary.

# Shopping Cart

 You used 50 point(s).

Item	Price	Qty	Subtotal
 Elisa EverCool™ Tee Size: M Color: Purple <a href="#">Move to Wishlist</a>	\$29.00	1	\$29.00
 Sahara Leggings Size: 29 Color: Gray <a href="#">Move to Wishlist</a>	\$75.00	1	\$75.00

### Summary

Estimate Shipping and Tax ▼

Subtotal	\$104.00
Discount	-\$50.00
Tax	\$4.46
<b>Order Total</b>	<b>\$58.46</b>

[Proceed to Checkout](#)

[Check Out with Multiple Addresses](#)

[Update Shopping Cart](#)

[Apply Discount Code](#) ▼

[Apply Rewards](#) ^

You Have **87** points left  
1 for every 1USD

 [Cancel Reward](#)

Customers can spend a part of their points or all of them per order. They can also see the exchange rate before applying the rewards.

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Last update: **2020/05/19 12:29**

