# Loyalty Management - Loyalty Events
## Rate Card

Your Order Forms will indicate the quantity of Loyalty Events provisioned based on your subscriptions. Loyalty Events must be used before the Order End Date set forth in the Usage Details table on the Order Form and no rollover will be permitted. These Credits must be used before the Order End Date set forth in the Usage Details table on the Order Form, and no rollover will be permitted. The customer consumes these Credits at the applicable multiplier rate based on the Usage Type identified below. The customer consumes Loyalty Events at the applicable multiplier rate based on the Usage Type identified below.

| Usage Type | Multiplier |
|---|---|
| Accrual and custom events | 1 |

* Usage Types may be updated from time to time.

Use of any pilot features in conjunction with the Services may consume Loyalty Events, to the extent expressly referenced in the applicable pilot terms agreed to by Customer for such pilot.

Additional information about usage types can be found at:
https://help.salesforce.com/s/articleView?id=xcloud.loyalty_billable_usage_types.htm&type=5

Updated as of March 2026. Technical restrictions may apply.