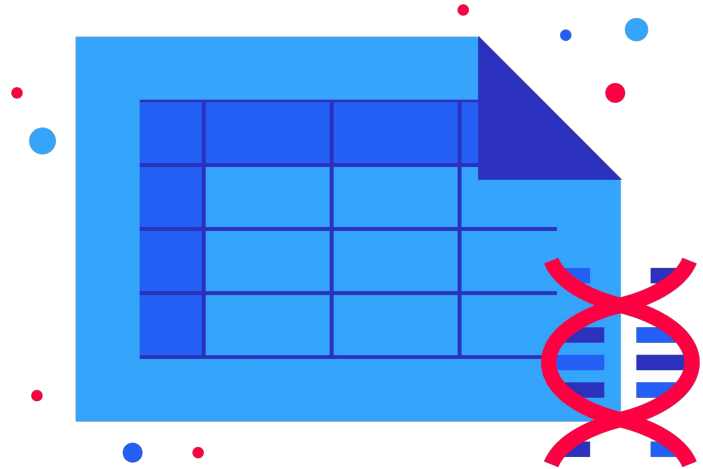


Data Insights: Payment DNA

Discover the payment lifecycle, optimize payment choices, measure engagement.



4 Things You Should Know



Every piece of data we have about payments delivered to you, in real time, on Vi Now.



From payment ordering, redemption and everything in between, explore all timestamps and actions taken on any payment.



Data to discover and inform your incentive decisions.



40+ data points

“

The VI Platform is the tool we are using for managing our incentive payments and we find it to be very user-friendly and fully secure”

Manjunath Nath
PMO HEAD, MPANELS



Get Started

virtualincentives.com
+1-646-736-1910

Data Insights: Payment DNA

Timestamp actions and definitions

Timestamp Action	Definition
Card Shipped	The physical card was shipped to the recipient
Credit Applied	A credit was applied to the clients program
Multi-factor Authentication Failed	The recipient failed the multi-factor authentication question
Multi-factor Authentication Reset	The multi-factor authentication question was reset by the client
Online Registration Completed	Recipient created an account on the cardholder website
Order Created	An order was placed either via Vi Now or API and received by Vi
Order Pending Funds	There are not enough funds on the program to process the order, funds need to be received by Vi to begin processing
Order Processed	Order completed processing
Order Processing	Funds received by Vi and order is processing
Reissued Payment	A new payment link/email was issued to the recipient
Payment Activated	Recipient activated their payment
Payment Activated: Phone	Recipient activated their payment via the IVR
Payment Canceled	The payment was canceled
Payment Claimed	Recipient clicked the activate button on the VRC to reveal their payment or made their payment choice pm a PCO or GCP
Payment Delivery Failed	The payment email or physical was returned to Vi
Payment Email Link Clicked	Recipient visited their payment on the VRC by either clicking the payment link or clicking the redeem button in the email
Payment Email Link Extended	The recipients payment link was extended giving the recipient the ability to claim for 10 days
Payment Email Resent	The payment email was resent to the recipient
Payment Email Viewed	The email was viewed by the recipient
Payment Sent	The payment link and/or email was sent to the recipient
Payment Reminder Sent	A reminder email advising the recipient their payment is still available to claim was sent to the recipient
Shipped via Courier	Cardshipped to the client or recipient, tracking information provided