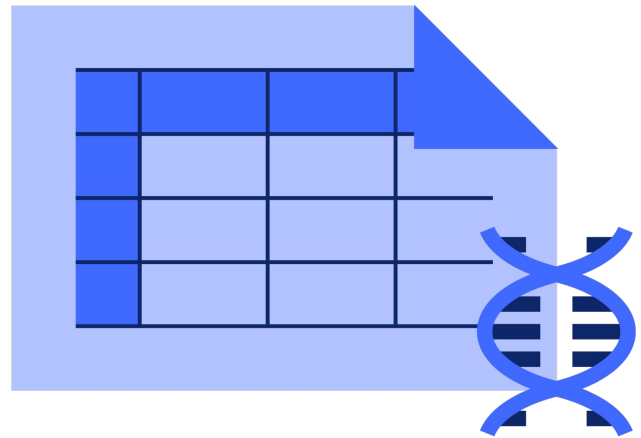


Data Insights: Payment DNA

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 |