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Engagement Report

- License Details

>
- Program Engagement

>
- Traffic

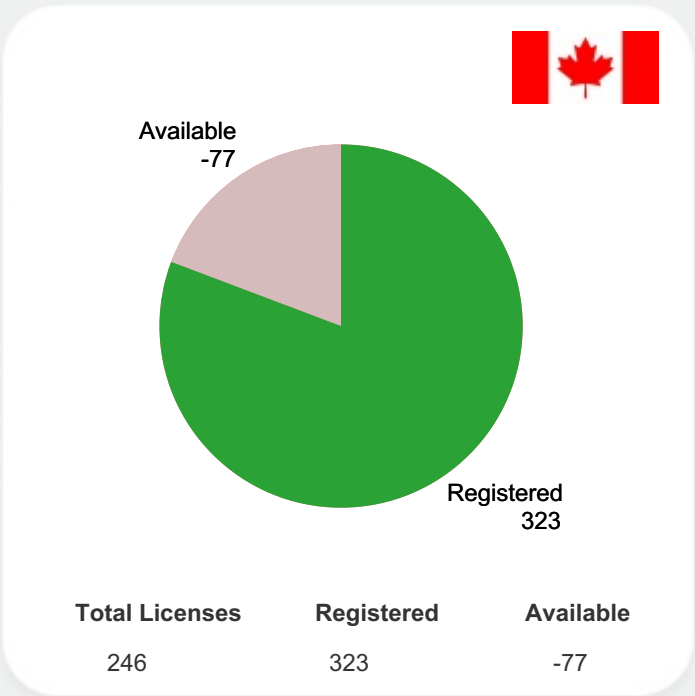
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- Glossary

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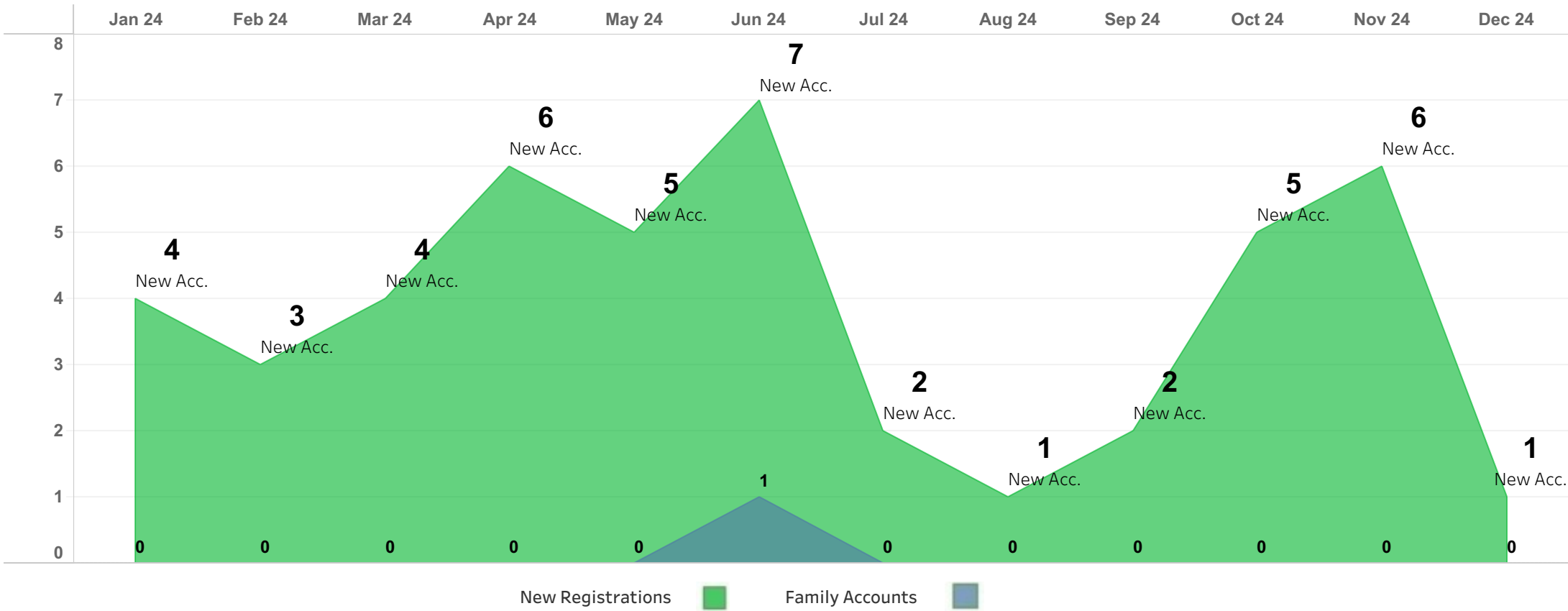
License Details



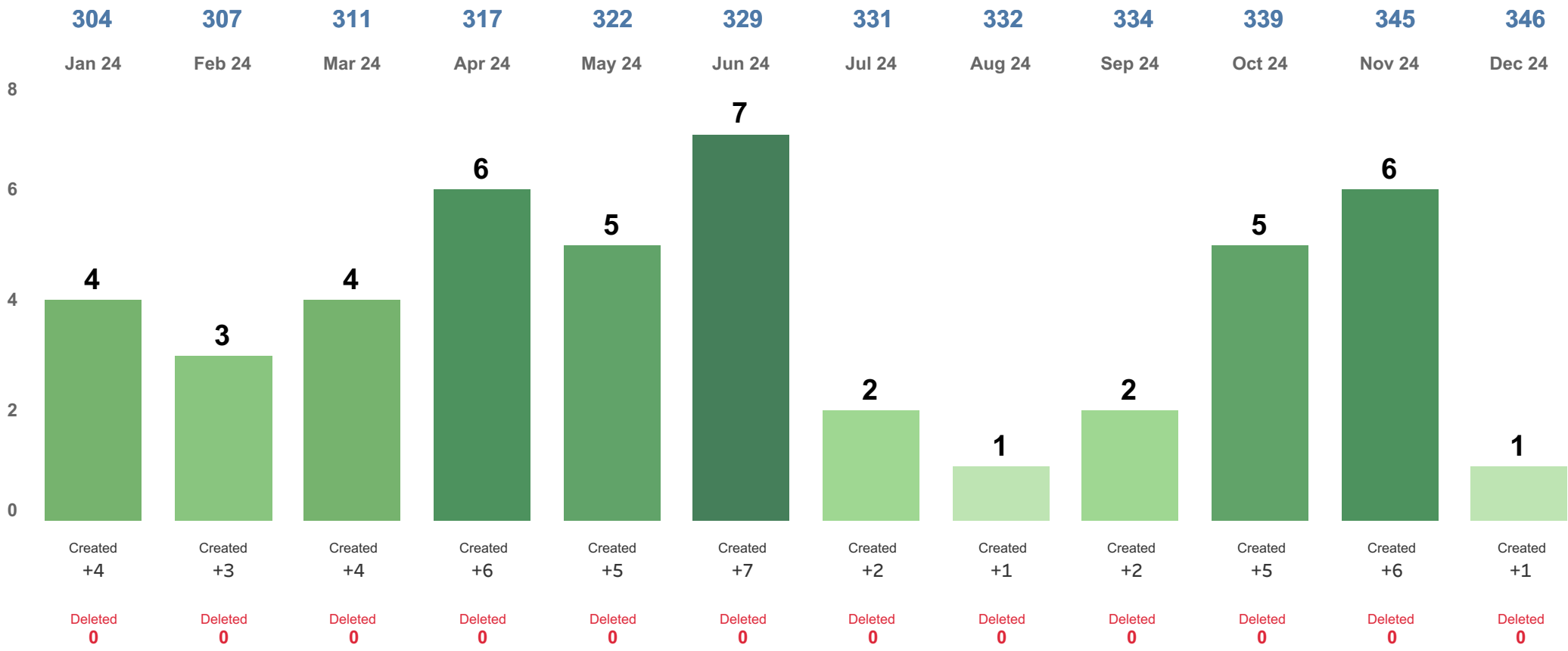
Launch Date: 2017-Sep-22



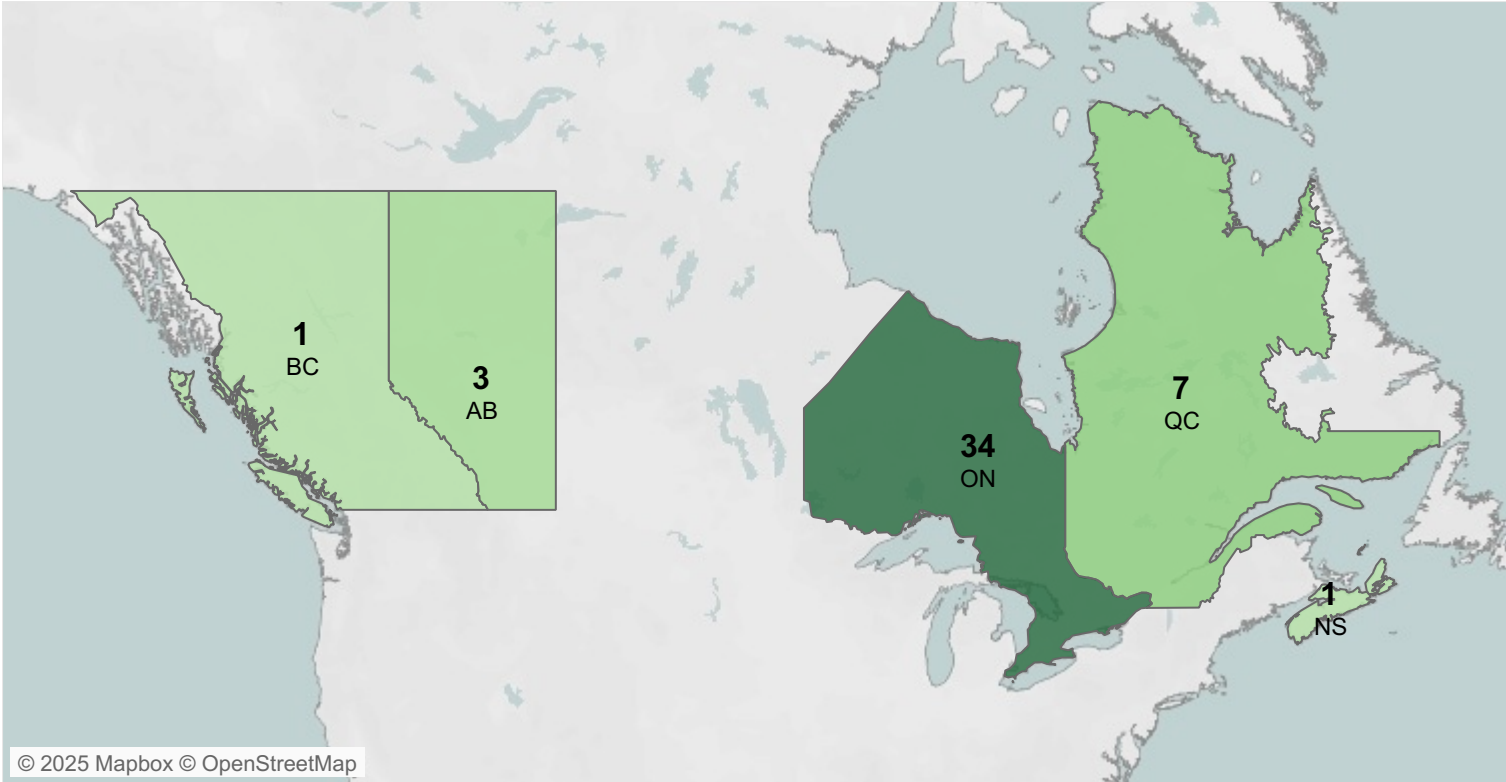
New Registrations



Net Change Registrations & Running Sum



Provincial Distribution



Country	Province	Total Registered
CA	Ontario	34
	Quebec	7
	Alberta	3
	Nova Scotia	1
	British Colu..	1
Grand Total		46

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Program Engagement

Estimated Spend

\$ 17,723



Estimated Savings

\$ 2,810



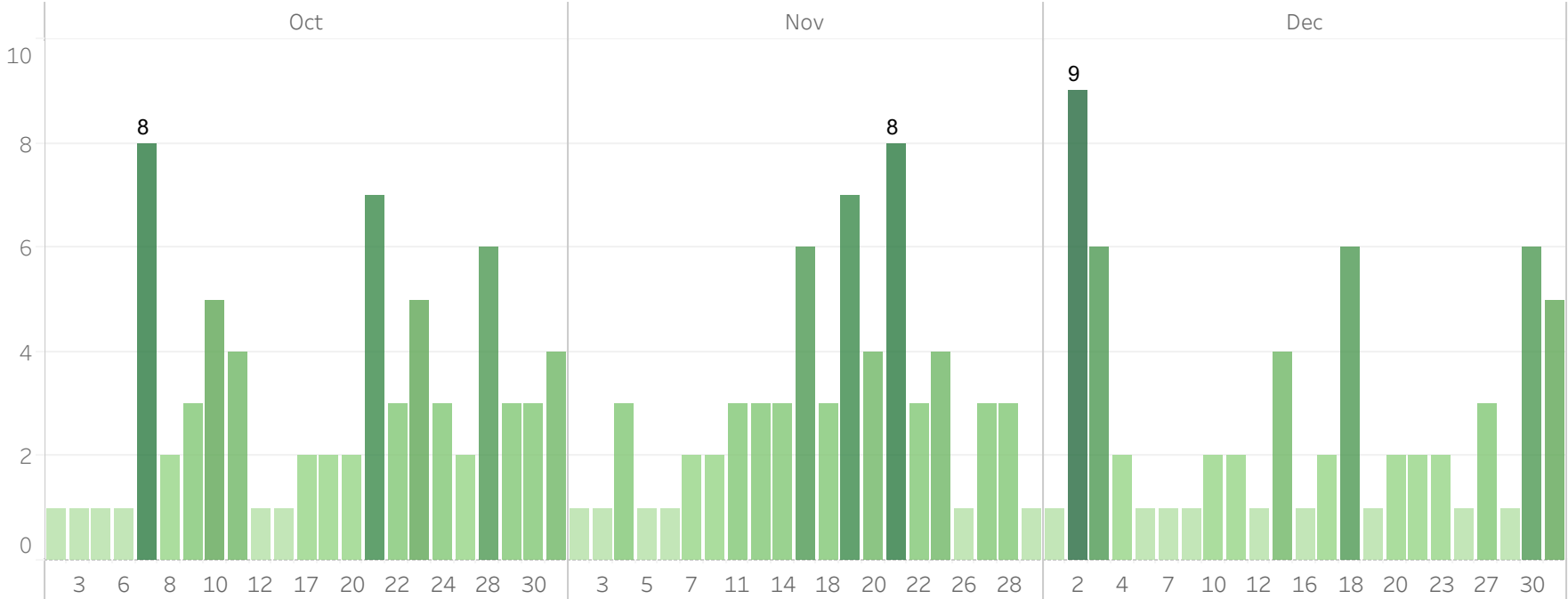
Visits

Visits in Q4 2024

195

-15.22%

Compared to Q3 2024



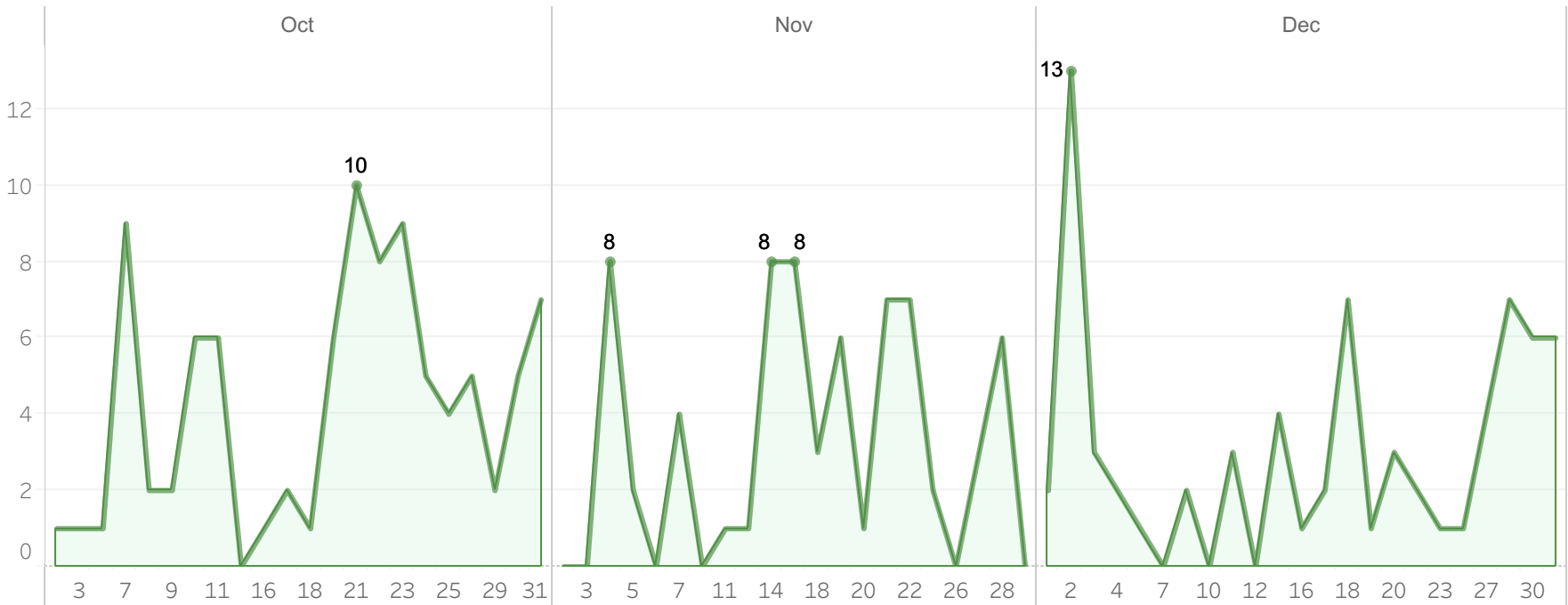
Perk Views

Perk Views in Q4 2024

231

-26.20%

Compared to Q3 2024



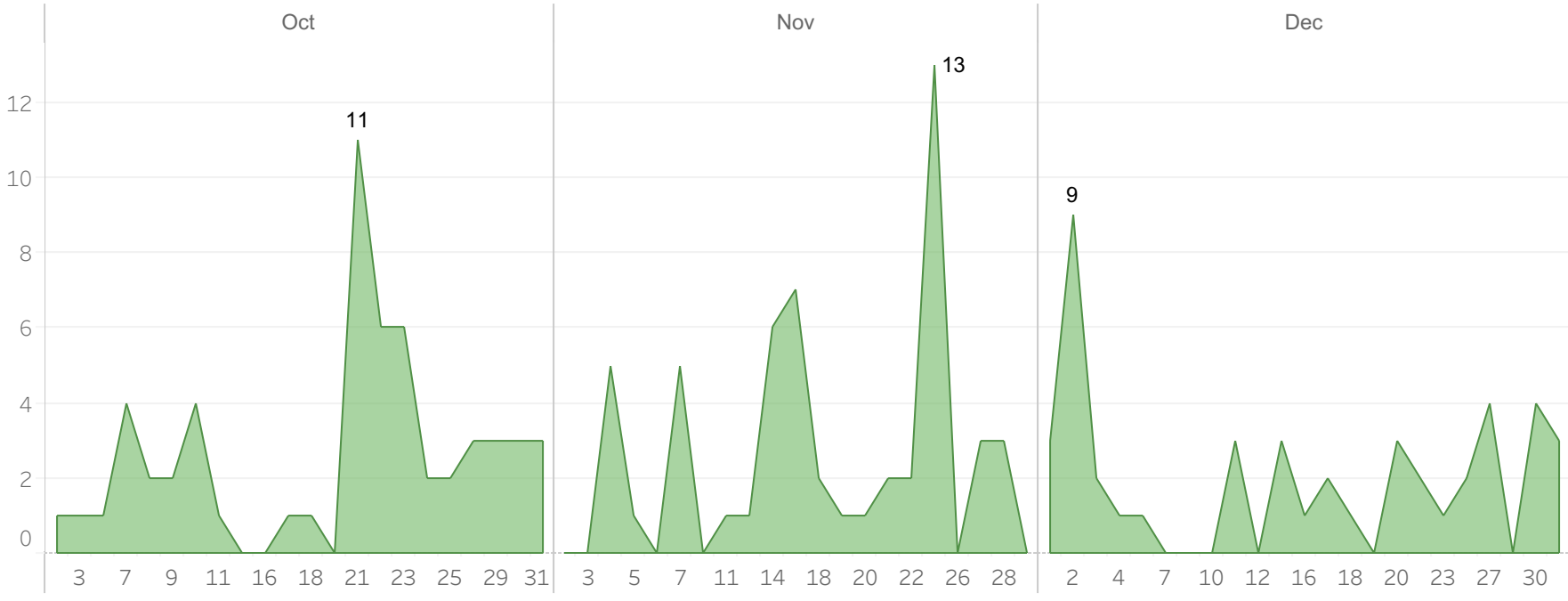
Redemption Clicks

Redemption Clicks in Q4 2024

155

-14.84%

Compared to Q3 2024



Active Promotions in Q4 2024



09/30/2024 to 10/06/2024	BetterHelp	11/25/2024 to 12/01/2024	Black Friday: Home & Living
09/30/2024 to 10/06/2024	New Perks	11/25/2024 to 12/01/2024	Black Friday: Tech & Electronics
10/07/2024 to 10/13/2024	Dress Up Your Home	12/02/2024 to 12/08/2024	Cyber Monday Week
10/07/2024 to 10/13/2024	Savings Start Here	12/02/2024 to 12/08/2024	Holiday Gift Guide: Fashion & Accessories
10/21/2024 to 10/27/2024	Delightful Discounts	12/02/2024 to 12/08/2024	More Cyber Monday Week
10/21/2024 to 10/27/2024	Footwear for Fall	12/09/2024 to 12/15/2024	Holiday Gift Guide: Home & Electronics
10/21/2024 to 10/27/2024	Panasonic	12/16/2024 to 12/22/2024	Boxing Week Preview
10/21/2024 to 10/27/2024	Samsung	12/16/2024 to 12/22/2024	December Deals
10/21/2024 to 10/27/2024	Small Business Month	12/16/2024 to 12/22/2024	Healthiness is Happiness!
10/28/2024 to 11/03/2024	Food & Drink	12/16/2024 to 12/22/2024	Lenovo
10/28/2024 to 11/03/2024	Savings that Shine	12/16/2024 to 12/22/2024	Shop Local.
11/11/2024 to 11/17/2024	Winter Getaway	12/23/2024 to 12/29/2024	Boxing Week
11/18/2024 to 11/24/2024	Early Black Friday	12/30/2024 to 01/05/2025	Healthiness is Happiness
11/18/2024 to 11/24/2024	Holiday Gift Guide	12/30/2024 to 01/05/2025	January Sale
11/25/2024 to 12/01/2024	Black Friday: Beauty & Cosmetics	12/30/2024 to 01/05/2025	New Year. New You.
11/25/2024 to 12/01/2024	Black Friday: Fashion		

Top 15 Brands by Savings



Brand Name	Spend	Savings
Lenovo	\$ 2,700	\$ 396
Samsung Electronics (AP)	\$ 4,004	\$ 392
Eco Choice Windows & Doors	\$ 750	\$ 300
GoodLife Fitness	\$ 897	\$ 296
Entertainment Benefits Group (EBG)	\$ 750	\$ 210
Economical Insurance	\$ 855*	\$ 171*
Avis Budget Group (AP - CAN)	\$ 432	\$ 138
VIA Rail	\$ 1,067	\$ 99
Dell Canada (AP) (SSEs)	\$ 195	\$ 78
Dilawri	\$ 1,300	\$ 74
Hertz- Thrifty Car Rental	\$ 372	\$ 68
Extra Holidays	\$ 224	\$ 44
Bosch Home Appliances	\$ 200	\$ 40
Ulike	\$ 49	\$ 39
Opencare	\$ 104	\$ 36

* - Savings and Spend summed for last 24 months when Perk was active

Top 15 Brands by Activity



Brand Name	Views	Redemption Clicks
Samsung Electronics (AP)	24	27
Avis Budget Group (AP - CAN)	11	13
Apple General/Education AP	11	12
Lenovo	11	12
VIA Rail	10	10
Hertz- Thrifty Car Rental	6	6
Enterprise / Alamo / National	7	5
Skechers	4	4
Cirque du Soleil- Echo	2	3
Entertainment Benefits Group (EBG)	4	3
SIXT	3	3
AA Electronics	2	2
Canadian Niagara Hotels Inc.	2	2
Dell Canada (AP) (SSEs)	2	2
Emma Sleep	2	2

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Program Engagement

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Traffic

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Traffic

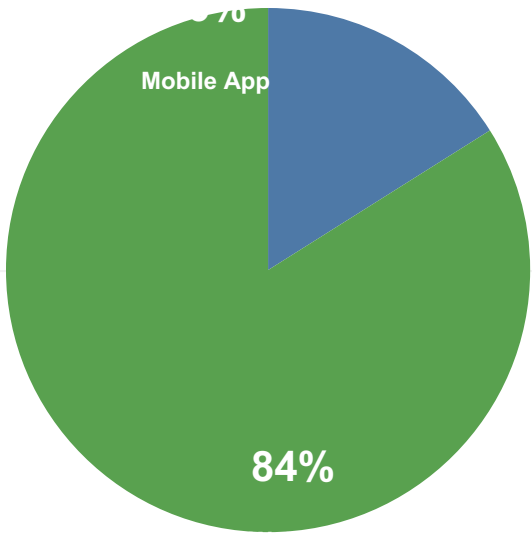
Mobile Sessions26

Web Sessions136

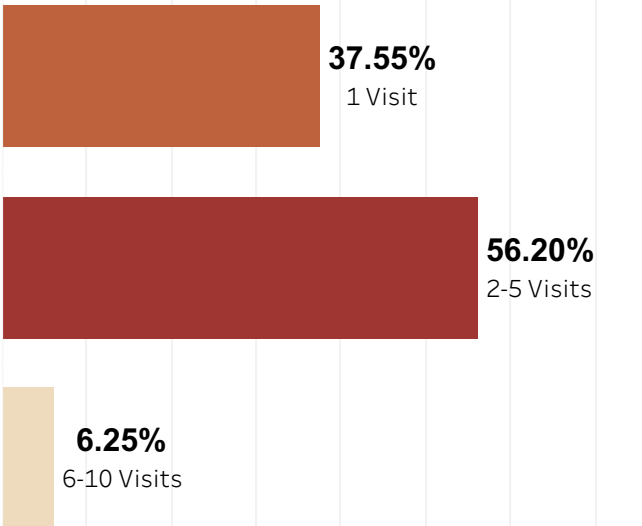
Number of Sessions162

Number of unique Visitors96

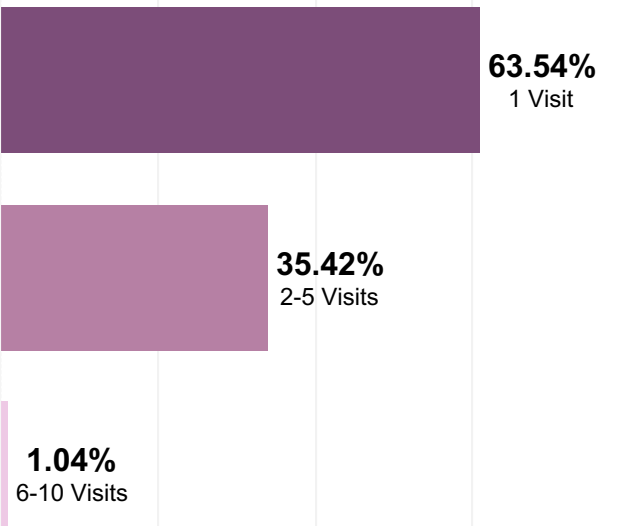
Mobile App vs Web Sessions



Cohorts of Visits, % of Sessions



Cohorts of Visits, % of Visitors



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Glossary

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Overview: The Program Engagement Funnel

The goal of the program is to provide savings and value to your users. This is ultimately achieved by bringing them to the end of engagement funnel whereby a value-added transaction has occurred. Below is a high-level engagement funnel your Customer Success manager considers when consulting on the success of your program. Your engagement report provides some key data points that illustrate the status of your program.



Glossary of Terms

License Details

- Launch Date:

The date that your program was first made available to your organization.
- Total Licenses:

The number of licenses your organization has contracted for users to access the program.
- Registered:

Number of users who have created an account or profile to utilize the program.
- Available:

The number of contracted licenses remaining within your program to be utilized by users.
- Total Family Accounts:

Number of accounts registered by family members who have been invited to the program.
- New Registrations:

User and family member registrations over selected period.
- Net Change Registrations & Running Sum:

Total users + family member registrations over time.
- Provincial Distribution:

Total accounts registered by users based on geographic location of primary address.

Program Engagement

Estimated Spend and Estimated Savings are based on a proprietary algorithm that leverages multiple data points including reported sales, redemption clicks, redemption rates, average spend, and frequency of savings (i.e., one-time savings or aggregated savings through monthly recurring fees in which the discount has been applied). Estimated values are based on your program activity, and corresponding aggregated data.

- Visits:

A visit starts when a user engages with the program on a website or mobile app and ends when they leave or a period of inactivity exceeds one hour.
- Perk Views:

The number of times the detail pages of various offers within the program are viewed by users of your organization.
- Redemption Clicks:

The number of times users have clicked, within a Perk View, the intention to redeem the offer presented.
- Active Promotions:

List of promotions (a logical groupings of offers i.e. Back-to-School, Black Friday, etc.) that were presented to users within the program.

- Top 15 Brands by Savings:

Ranking of available offers based on amount of estimated savings.
- Top 15 Brands by Activity:

Ranking of available offers based on number of redemption clicks.

Traffic

- Sessions:

A session is a group of user interactions with the program that occur within a given time frame. A session starts when a user engages with the program on a website or mobile app and ends after a period of inactivity or when the user closes the browser or mobile app. The session timeout is set to one day of inactivity. This means that if a user is actively engaging with the program (website or mobile app) and navigating from page to page within a day, it is considered as a single session. If a user leaves the program and comes back after a day of inactivity, it is considered a new session.

It's important to note that if a user comes back to the program through the same browser or mobile app within the set session timeout, it will be counted as the same session. However, if the user returns through a different browser or device, it will be counted as a new session as they will appear unique to our system.
- Total Sessions:

Total count of mobile and web sessions.
- Number of Unique Visitors:

Count of unique users that have engaged with the program. It's important to note that if a user comes back to the program through a different browser or device, it will be counted as a Unique Visit.
- Cohort of Visits, % of Sessions:

Average number of visits by user sessions.
- Cohorts of Visits, % of Visitors:

Average number of visits by a user.

Special Reporting Notes:

In various provinces and territories, pre-paid services are called personal development services under the Consumer Protection Act (CPA). This can include gyms, sports clubs, martial arts classes, dance classes and more. If a consumer signs a membership contract that is protected under a CPA they may be provided with a 10 day cooling-off period in which a purchased membership may be cancelled without penalty. As a result, the reporting of certain brand sales will only include those that have passed any applicable cooling-off period. Sales within the grace period at months end will appear on the following monthly report. For example, a gym membership sold on January 25 would not be reported in the January monthly report. It will appear as a January sale on the following February monthly report.