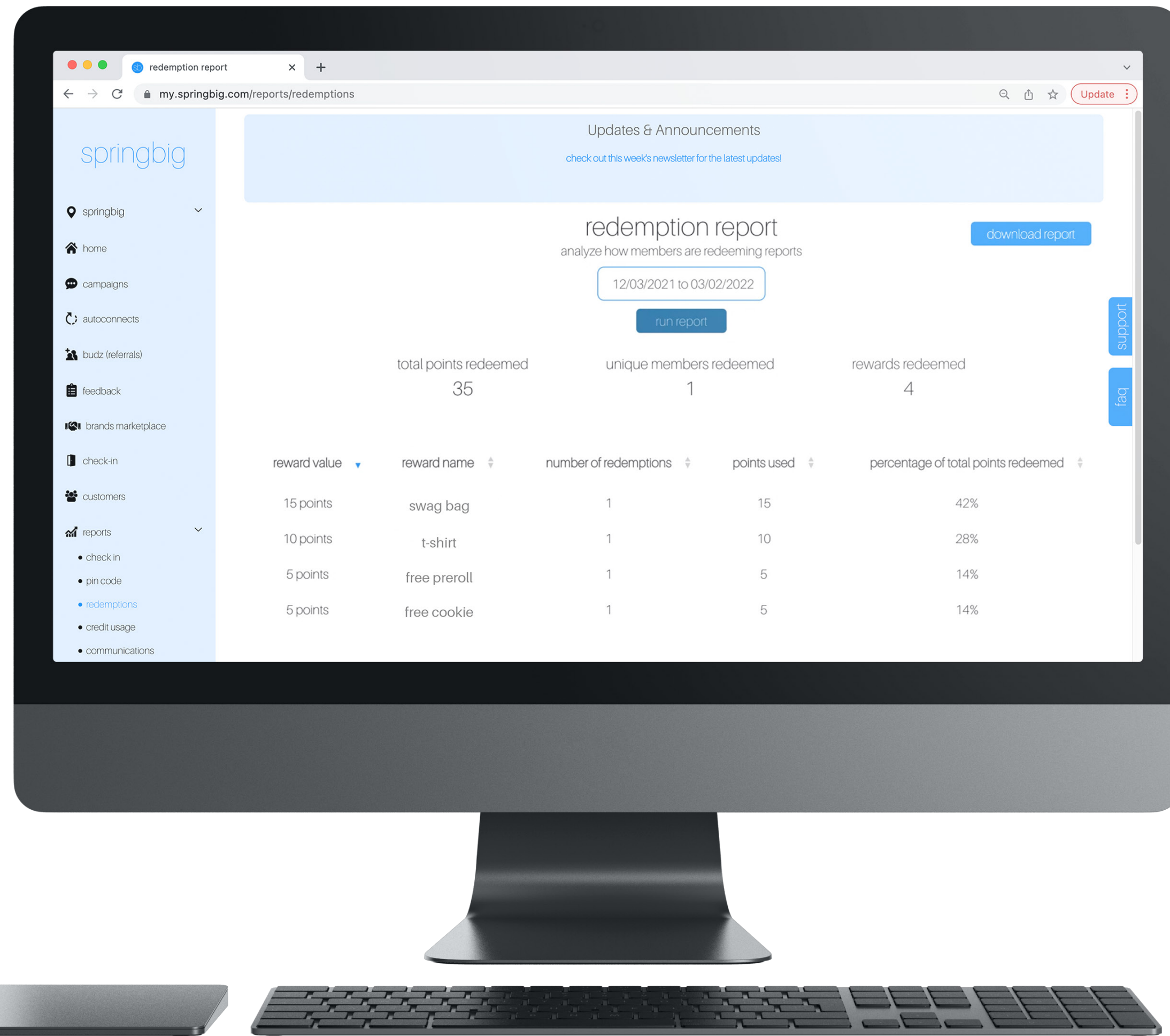


# redemptions report

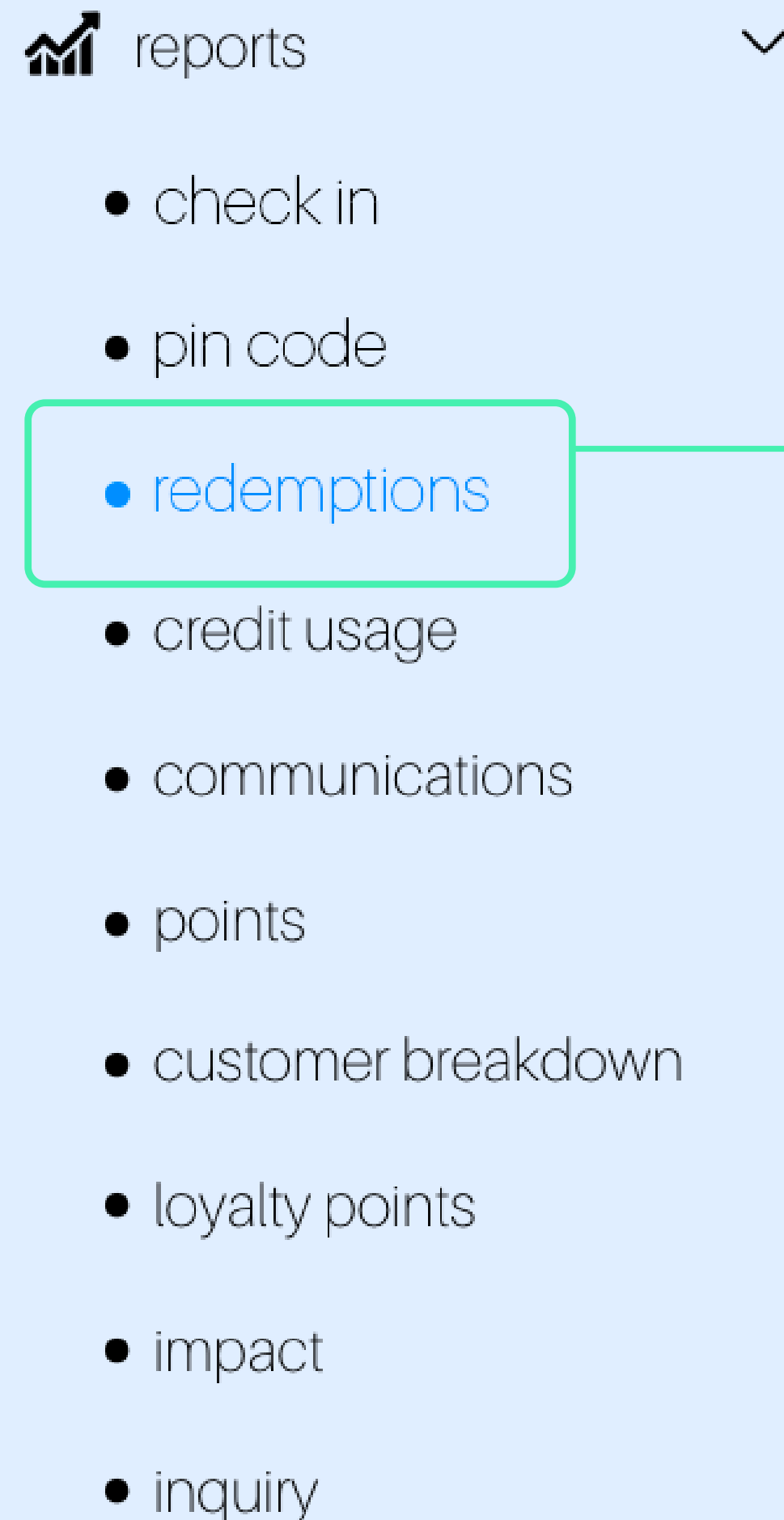
*find out how your rewards are performing*

springbig 



# redemptions report

springbig's **redemptions report** gives cannabis retailers the ability to analyze historical customer behavior in terms of their reward redemptions. the report allows you to view and break down how your rewards performed and how members interacted with them over a selected date range

- 
- reports
  - check in
  - pin code
  - **redemptions**
  - credit usage
  - communications
  - points
  - customer breakdown
  - loyalty points
  - impact
  - inquiry

**step 1.**

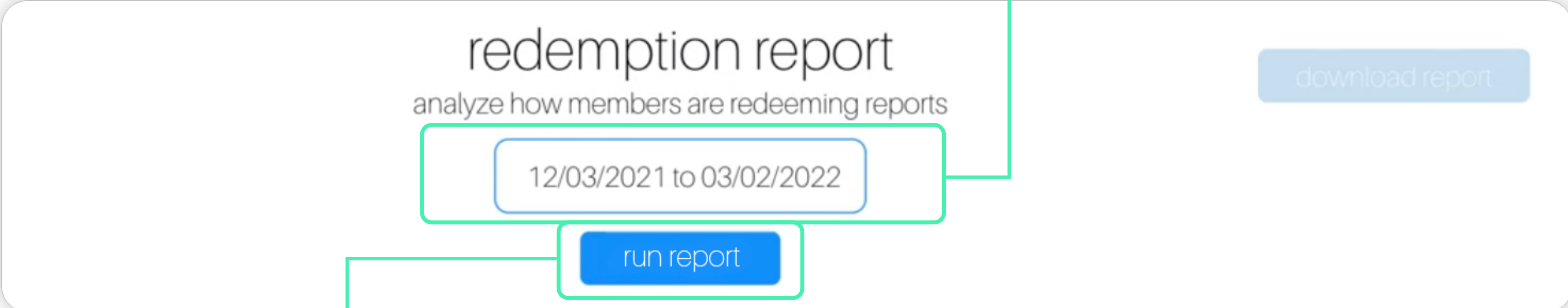
to get started, sign into your [springbig web portal](#)

**step 2.**

from the left-side menu options of your [dashboard](#), click [reports](#), and then click [redemptions](#) from the dropdown list

**step 3.**

on the following page, click on the [date range field box](#) to select the date for your report (***note:** it defaults to the last 90 days*)



redemption report

analyze how members are redeeming reports

12/03/2021 to 03/02/2022

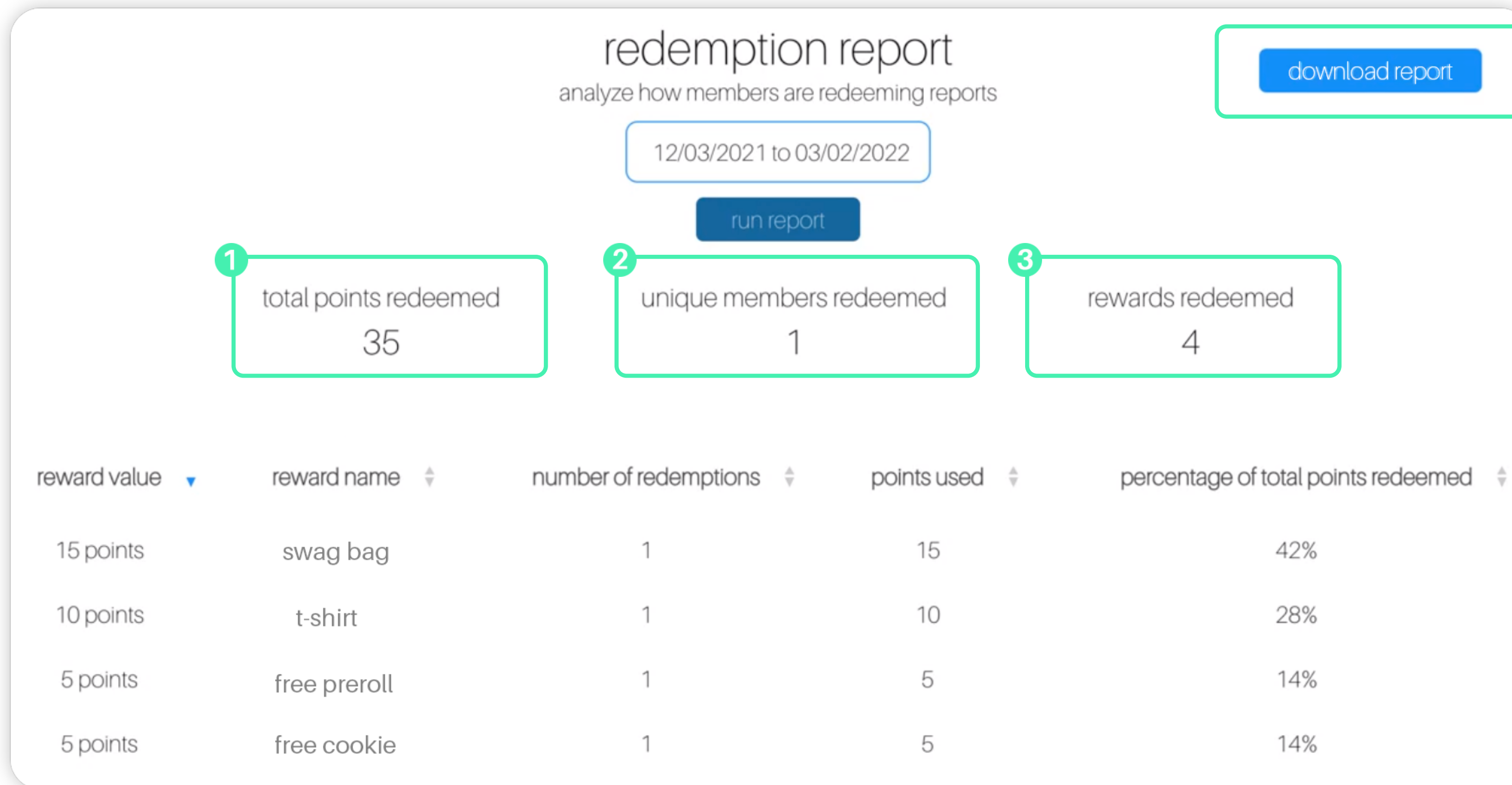
run report

download report

**step 4.**

click the [run report](#) button

the **top section** of the redemption report screen displays a **general overview** of how your rewards are performing within the selected date range



redemption report  
analyze how members are redeeming reports

12/03/2021 to 03/02/2022

run report

download report

1 total points redeemed  
35

2 unique members redeemed  
1

3 rewards redeemed  
4

reward value	reward name	number of redemptions	points used	percentage of total points redeemed
15 points	swag bag	1	15	42%
10 points	t-shirt	1	10	28%
5 points	free preroll	1	5	14%
5 points	free cookie	1	5	14%

(*note*: you can download your full report by clicking on the **download report** button)

the **reward redemption info** you will find in the overview bar:

- 1 the **total points** that have been redeemed
- 2 the **number of members** that have been redeeming the rewards
- 3 the **number of rewards** your members have redeemed

the **bottom section** of the redemption report screen will display a **breakdown of how each reward is performing**

### redemption report

analyze how members are redeeming reports

12/03/2021 to 03/02/2022

run report

download report

total points redeemed

35

unique members redeemed

1

rewards redeemed

4

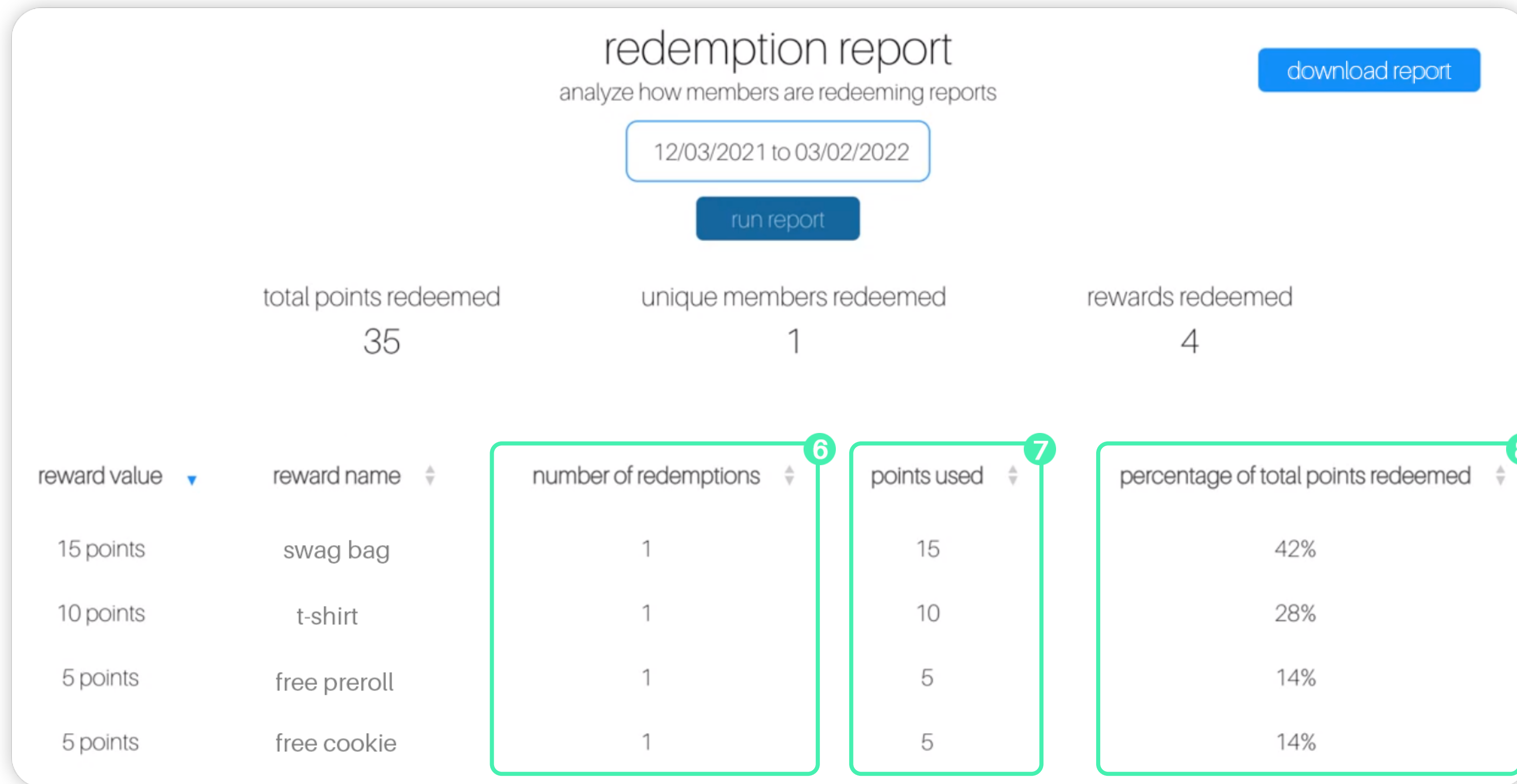
reward value	reward name	number of redemptions	points used	percentage of total points redeemed
15 points	swag bag	1	15	42%
10 points	t-shirt	1	10	28%
5 points	free preroll	1	5	14%
5 points	free cookie	1	5	14%

4 the **reward value** displays how many points that reward costs

5 the **reward name** displays the name you gave to each reward that was used

*(note: use the up and down arrows next to each section to sort the data by ascending or descending order)*

the **bottom section** of the redemption report screen will display a **breakdown of how each reward is performing**



⑥ the **number of redemptions** displays the number of times the reward was redeemed

⑦ the **points used** displays the points used on the reward

⑧ the **percentage of total points redeemed** displays % of total points that were redeemed for each reward

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ready to get started?