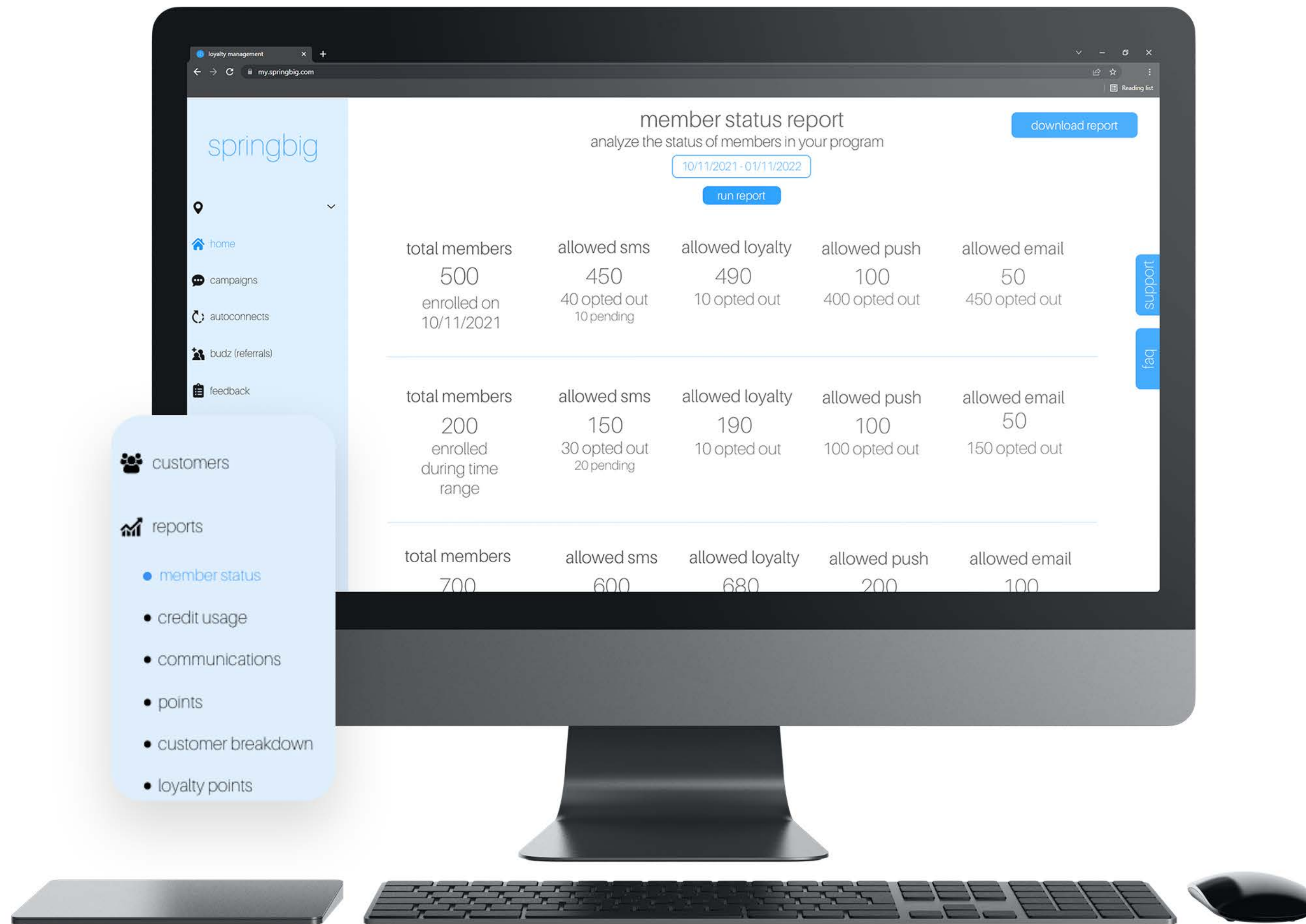


member status report guide

springbig 

member status report

the **member status report** allows you to analyze the status of customers who are enrolled in your loyalty and messaging programs over a selected period of time. with this feature, you are able to see the status of program members at the beginning of the time frame, throughout the time frame, and at the end of the time frame



 customers reports 

- member status

- credit usage

- communications

- points

- customer breakdown

- loyalty points

step 1 

log into the [springbig](#) platform and go to the main menu, click on the [reports](#) dropdown, followed by [member status](#)

member status report

analyze the status of members in your program

02/23/2022 to 05/23/2022

< May 2022						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

allowed sms

450

40 opted out
10 pending

allowed sms

150

30 opted out
20 pending

allowed loyalty

190

10 opted out

allowed push

100

100 opted out

allowed

5

150 op

step 2



to set the time frame you wish to analyze, click on the date box located under the **members status report** header. select the **start date** followed by the **end date**. once selected, click **run report**

member status report

analyze the status of members in your program

10/11/2021 - 01/11/2022

run report

allowed sms

450

40 opted out
10 pending

allowed loyalty

490

10 opted out

allowed push

100

400 opted out

member status report

status of members in your program

10/11/2021 - 01/11/2022

run report

download report

step 3



to download the report as an **xlsx** file, click on the **download report** button on the top right of the main page of the report

allowed loyalty

490

10 opted out

allowed push

100

400 opted out

allowed email

50

450 opted out

support

allowed loyalty

190

10 opted out

allowed push

100

100 opted out

allowed email

50

150 opted out

faq

ready to get started?

springbig