




SESSIONS

Sessions Score

11/04/24



**The Sessions Score will enable
sites to earn up to 3%
cash-back**

**It will be available inside the
new Sessions Dashboard**





Agenda

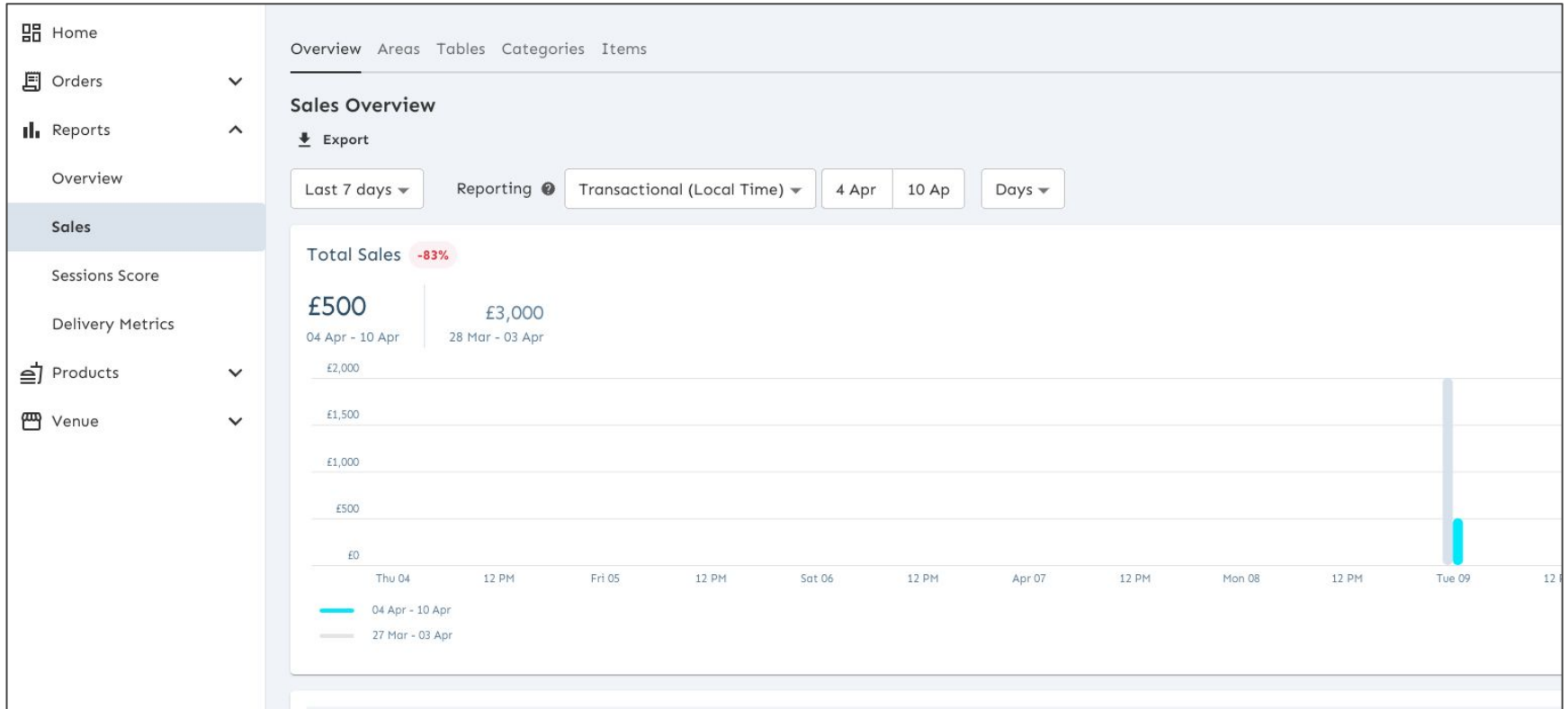
- **Sessions Serve** & the new dashboard
- **Sessions Score**
 - What is the score
 - How does it work
 - Timelines
 - What you will need to do
- **Questions!**

Sessions New Tech Platform

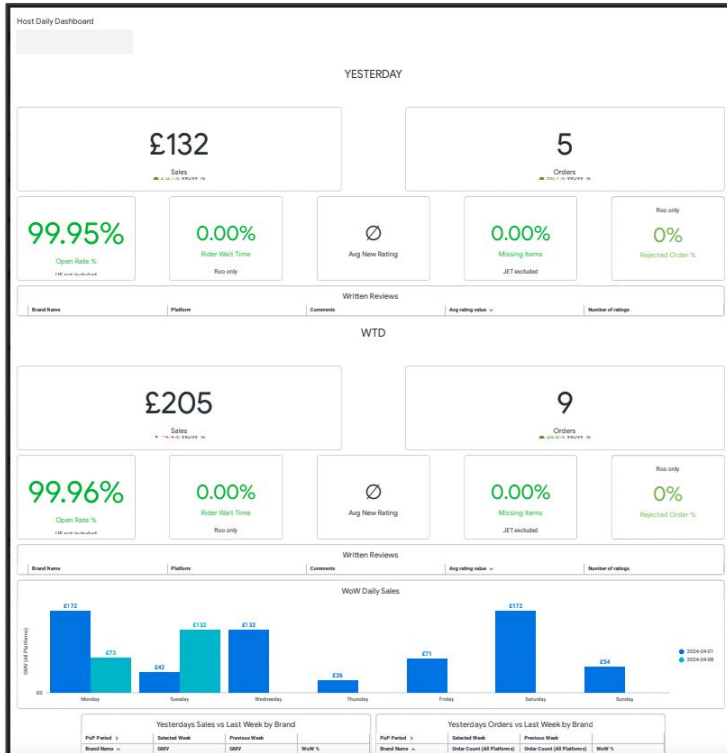
- **“Serve” is Sessions very own tech platform** - from sales through to the Score, everything will live within it.
- **The dashboard is being rolled out first**, a simple profile for your site where you can login and check your latest reports.
- **You will receive an invite email on Monday** from ‘Team at Sessions’ with the subject **“Welcome to Sessions Serve”**

S=SESSIONS
S=SERVE

Your New Dashboard



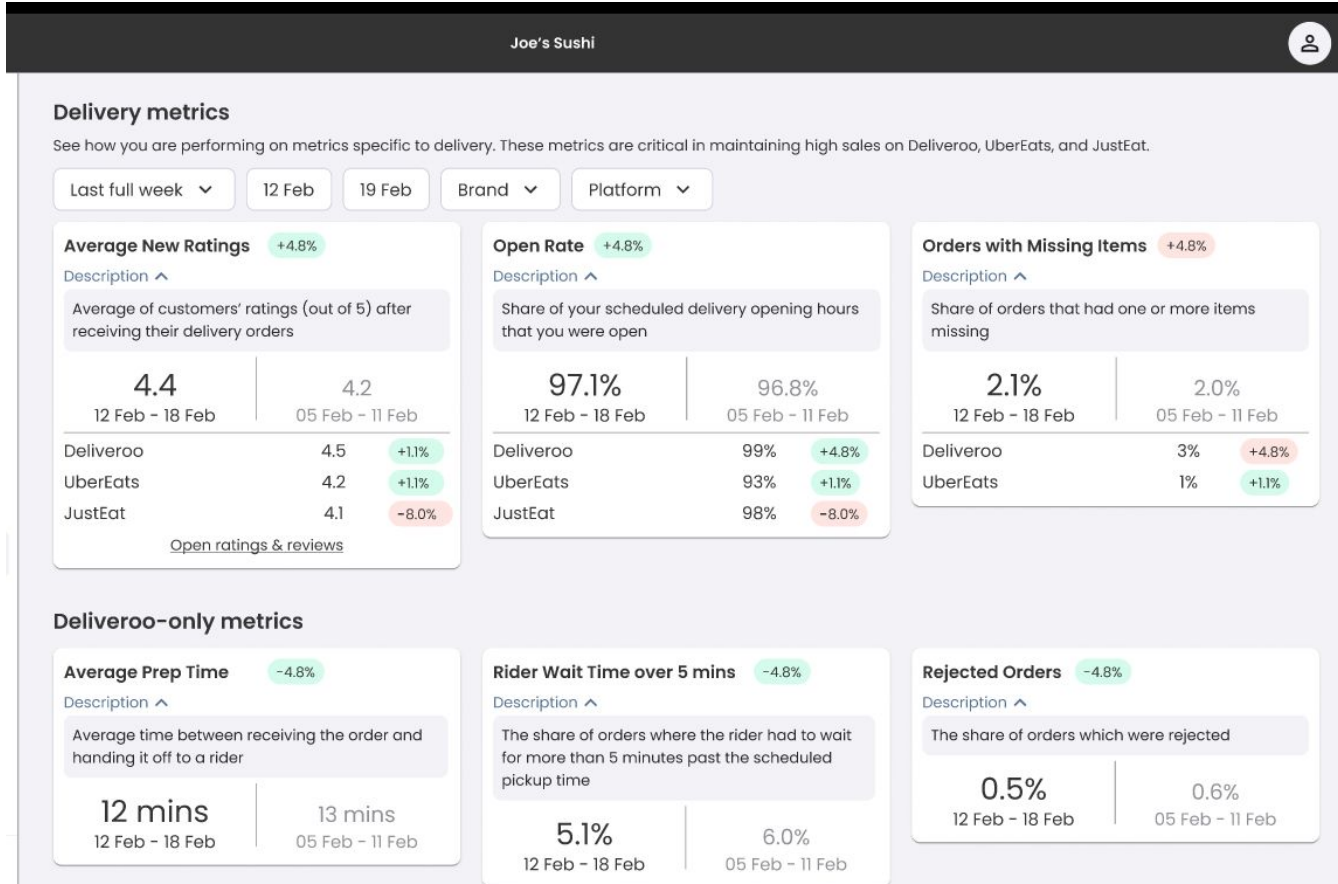
How am I doing?



From this...



To this...



Why are we expanding our incentive?

We want to improve sales, and the best way to achieve this is a great customer experience, so the incentive is designed with this in mind.

It will reflect the following

Missing Items

No-one wants to pay for something and not receive it.

Open Rate

If you're hungry on a Friday night, you want to know your favourite burger place is open.

Average New Rating

This is the best insight we have into the customer experience.

So what is the sessions Score?

Everyone is now entitled to 3% cash-back on all their sales - that cashback reflects your score in key operational metrics!

- **Supply Chain compliance** is mandatory to be eligible.
- **This replaces** the open rate incentive.
 - We will run both for 4 weeks to give sites time to adapt

How will it work?

This will **launch on Monday (15th April)** and your score will be calculated fortnightly. You can only qualify for the score if you are compliant on the Sessions Supply Chain.

Your score is calculated as below - the **lowest metric determines the score.**

Open Rate	92%	94%	96%	98%	99%
Missing Items	2.5%	2%	1.5%	1.0%	0.5%
New Ratings	4.2	4.3	4.4	4.5	4.6
Cash-back (SCORE)	0.6%	1.2%	1.8%	2.4%	3.0%

An Example

Open Rate	92%	94%	96%	98%	99%
Missing Items	2.5%	2%	1.5%	1.0%	0.5%
New Ratings	4.2	4.3	4.4	4.5	4.6
Cash-back (SCORE)	0.6%	1.2%	1.8%	2.4%	3.0%



In this example, because the restaurant had missing items of 2% they will receive cashback of 1.2%, even though their open rate & average new rating was higher.

- Home
- Orders
- Marketer
- Reports
- Overview
- Sales
- Staff
- Customers
- Sessions Score**
- Delivery metrics
- Products
- Venue
- Customer reviews
- View menu
- Settings

Sessions Score

The Sessions Score helps you understand how you could be making more money on your delivery orders!

Last fortnight

Ingredient ordering

 **Compliant**

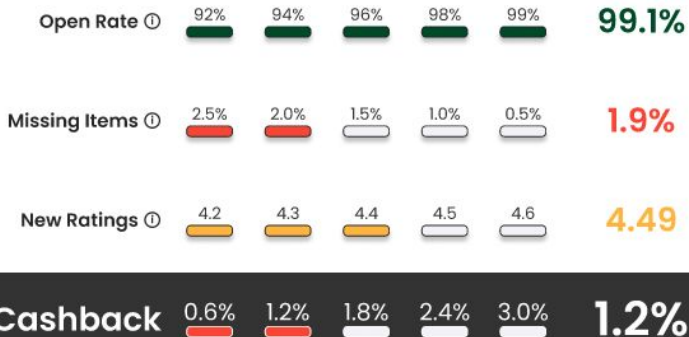
You have qualified for cashback because you ordered the approved ingredients

How you can improve



Missing items reduced your cashback.
To avoid missing items, you can [missing items recommended action]

How your cashback is calculated



Your cashback is based on the lowest of your other scores

Your cashback

Last fortnight's cashback:

+ £96.00

Out of a potential £240.00



Total cashback for this quarter:

 **£565.12**

Paid out at the end of the quarter

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Sessions Score

The Sessions Score helps you understand how you could be making more money on your delivery orders!

Last fortnight

Ingredient ordering

✗ Not compliant

You have not qualified for cashback because you did not order the approved ingredients

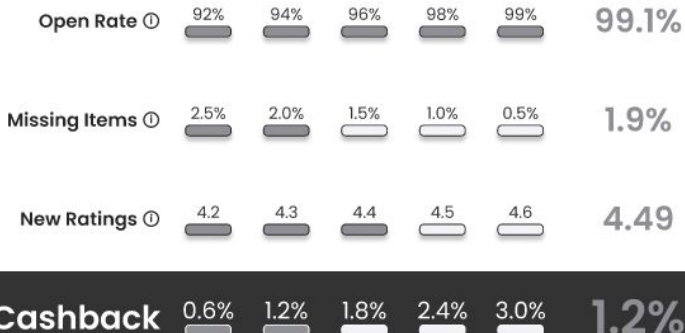
How you can improve



You were not supply chain compliant

To qualify for the cashback below, you must order
XXXXXX, YYYYYYY, XXXXXX, YYYYYYY, XXXXXX, YYYYYYY,
XXXXXX, YYYYYYY, HHHHHHH

How your cashback is calculated



Your cashback is based on the lowest of your other scores

Your cashback

Last fortnight's cashback:

+ £0.00

Out of a potential £240



Total cashback for this quarter:

£469.12

Paid out at the end of the quarter

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Sessions Score

The Sessions Score helps you understand how you could be making more money on your delivery orders!

Last fortnight

Ingredient ordering

Compliant

You have qualified for cashback because you ordered the approved ingredients

How you can improve



Well done! You achieved maximum cashback.

How your cashback is calculated



Cashback 0.6% 1.2% 1.8% 2.4% 3.0% **3.0%**

Your cashback is based on the lowest of your other scores

Your cashback

Last fortnight's cashback:

+ £240.00

Out of a potential £240.00



Total cashback for this quarter:

£709.12

Paid out at the end of the quarter

How does it work?

- Calculated over 2 weeks
- Paid out every 12 weeks (quarterly)
- **Compliance is tracked automatically** - the time period since your last order is generous
- **If you are not compliant**, we will tell you what you are missing
- **From the 19th of May** the open-rate incentive will end
- **Your weekly VAT Statement**, after the 19th May, will reflect your headline commission

Do I need to do anything?

Right now, all you need to do is:

Check your email outlining which items you need to order to be eligible for the cash-back.

Create your Serve password on Monday and check your score!

SESSIONS SCORE | The OPEN RATE INCENTIVE

	Tues	Weds	Thurs	Fri	Sat	Sun
15th April						
Mon						
22nd April						
Mon						
29th April						
Mon						
6th May						
Mon						
13th May						
Mon						

QUESTIONS