FITON
HEALTH

User Visits Report
How to upload monthly visit data

Purpose of the Report

What is this?

➔ The **User Visits Report** is what we will need to determine the reimbursement total that we will pay your facility at the end of each month.

What do we need from you?

➔ We will need you to track all FitOn Health* user visits (memberships ONLY) to your facility each month and provide it to us through a secure upload portal, by the 3rd calendar day of the following month.

Why am I being requested to do this?

➔ The best and most accurate source of truth for visits from Peerfit members is the facility itself.
➔ By providing us with this information it ensures that you get paid for the users that visit your facility and not due to self-reported information from the member.
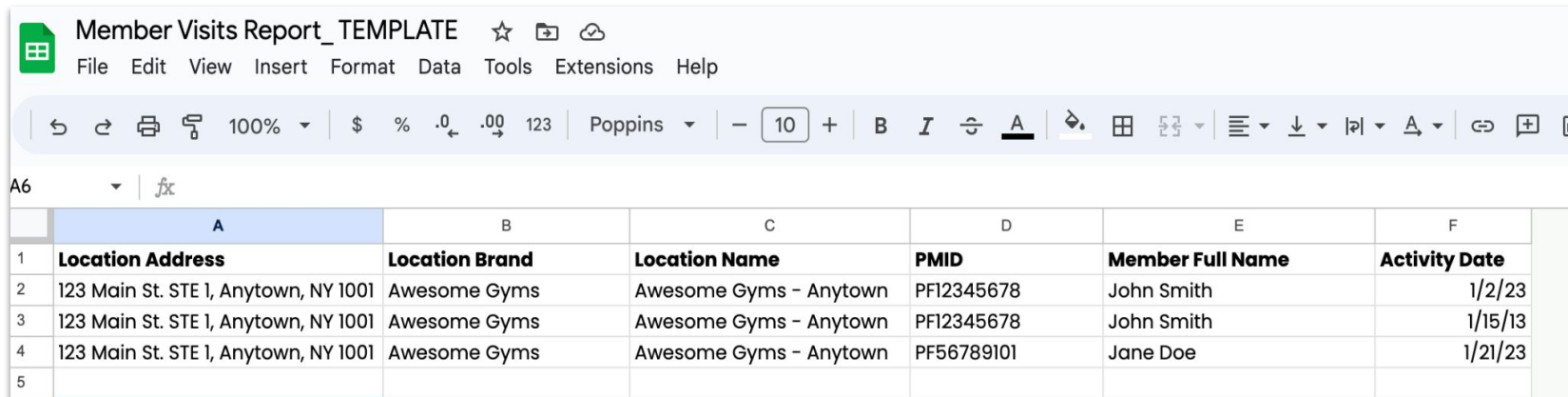
*Can also include Peerfit and Peerfit Move users.

How to Upload the Report

The process is simple. It only takes a few steps!

STEP 1: Download and open the template

The file template should be in your inbox from FitOn Health!
If you can't find it, just email network@fitonhealth.com.

How to Upload the Report

STEP 2: Fill in the information into the corresponding fields

within template

	A	B	C	D	E	F
1	Location Address	Location Brand	Location Name	PMID	Member Full Name	Activity Date
2	123 Main St, Ste 1, Anytown, NY 10001	Awesome Gyms	Awesome Gyms - Anytown	PF12345678	John Smith	1/2/20
3	123 Main St, Ste 1, Anytown, NY 10001	Awesome Gyms	Awesome Gyms - Anytown	PF23456789	Jane Doe	1/15/20
4	123 Main St, Ste 1, Anytown, NY 10001	Awesome Gyms	Awesome Gyms - Anytown	PF12345678	John Smith	1/21/20

Location Address — street address for your facility

Location Brand — brand name of your facility

Location Name — name of your facility

PMID — Peerfit member's unique ID, provided on the membership/day pass email or by the member

Member Full Name — name of the member (both first and last)

Activity Date — date the member visited your facility (format as a text or integer; no date formatting)

IMPORTANT:
Every visit must be in its own row (e.g., If one person comes 7x, there should be 7 rows)

How to Upload the Report

STEP 3: Rename the file

- Rename the file with your gym/studio name (Format: GymBrandName_LocationName_YYYYMM)
- Save or download your file as a .csv or .xlsx spreadsheet (this is very important!)

STEP 4: Upload the renamed file

- Click on the secure upload link:
  https://integration.peerfit.com/u/membervisitsreportupload/

  - You do **not** need to log in
  - Click the **"Upload"** button
  - Select the appropriate file for upload
  - Click Upload
  - Confirm the upload is successful!

Report Upload

⌂ Upload

Drag files here or use the upload button above.
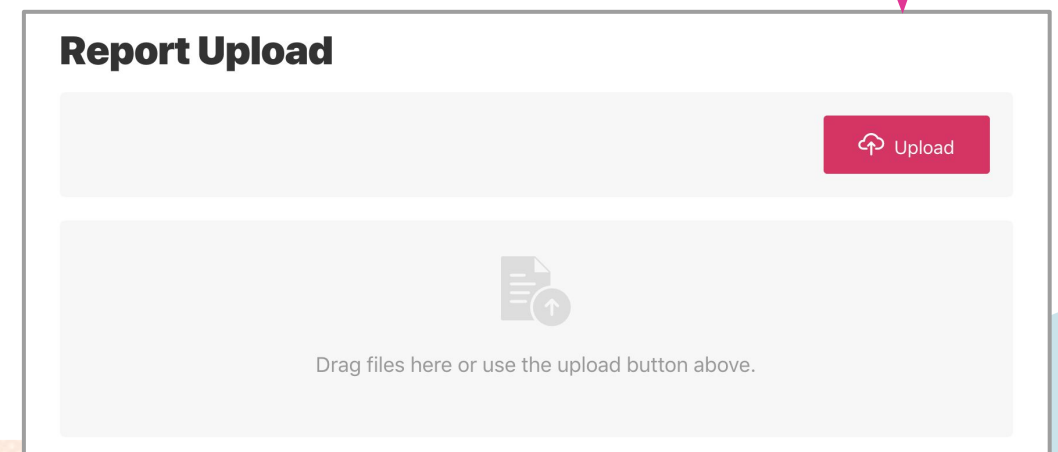
FAQ: What is a Member ID?

What is it?

- A unique ID for each FitOn Health user*

- It can be a mix of letters & numbers

  Example: PF 3X6H7JK4

Where can I find a user's Member ID?

- On membership receipts received throughout the month

- Each member should be able to provide you with their Member ID

- On the monthly enrollment file provided to you by FitOn Health

*Can also include Peerfit and Peerfit Move users.

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CLASS RESERVATION

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Peerfit and Peerfit Move are now FitOn Health.

You have a new class reservation! Information below:

Facility Name:

Facility Address:

Class Name:

Class Date:

Class Time:

Class Notes:

Class Description:

Name:

Email:

Member ID:

Member Phone #:

Sponsor Type:

You'll be reimbursed $ at the end of next month for this reservation.

Have questions? For lightning fast support visit our Knowledge Base. Is this class full, canceled, or information looks incorrect? Please contact us and our Client Services team will assist the user.

FAQ: How do I format the Report

What format should the file be in?

- Your file should end in .xlsx or .csv (spreadsheet format)

- Activity date must be in <u>text</u> format (e.g., 1/1/2020)

  - How do I confirm this?

    - Select the cells with dates in them

    - Click format

    - Select <u>text</u> (rather than "date")

- Reminder: please double check that all user visits have been entered in as separate line items
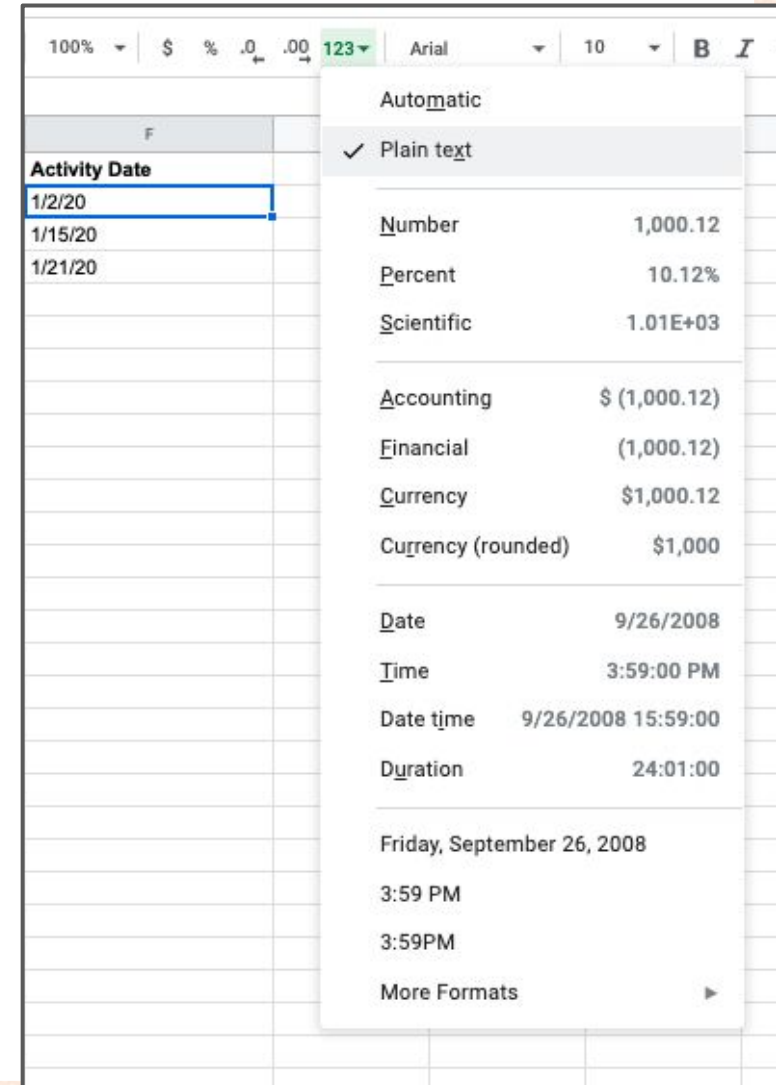
FAQ: What if the upload fails?

Please double-check your file:

- Is the file you're uploading the correct file?
- Is the file in the correct formatting? (.csv or .xlsx)
- Is the date formatted in <u>text</u> format? (e.g., 1/1/2020)
- Make sure the file has the correct column headers
- Confirm you have a strong internet connection, preferably WiFi

Still having problems?

Contact your Wellness Partnerships Manager at network@fitonhealth.com.

FAQs

- **When do I have to upload my FitOn Health User Visits Report?**
  - At the end of the calendar month and <u>no later than the 3rd calendar day</u> of the following month.

- **Where do I get the data?**

  It can be accessed through your membership management software, or your internal system. If you are unsure of where to access this data in your membership management software, please contact the appropriate support team.

- **Where does the file go?**

  The file is uploaded through a HIPAA compliant encrypted service to FitOn Health. Our data experts then process the data in your file according to what is submitted to generate your reimbursement.

- **What do I do if I uploaded the wrong file?**

  Re-upload the file under a new name (ClubBrand_LocationName_YYYYMM_UPDATED), and email us at network@fitonhealth.com.

- **When can I expect my payment?**

  We will always submit payment to the Facility within thirty (30) days of the last day of the preceding month, per our agreement.

- **Are memberships prorated based on purchase date?**

  Yes! A membership purchase is prorated based on purchase date. If a user purchases mid-month, we will subtract a prorated amount of credits from the user and provide a prorated reimbursement to the studio. As long as the member is active at least once in a calendar month after their first month, we will provide full reimbursement for that member's membership.

Stay Connected

Our partnerships team is happy to help with any questions or concerns you may have.

Email **network@fitonhealth** to stay connected.