

Frequently Asked Questions

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What is the difference between Local, City-Wide, and National?

The core difference between the three levels of plan is the maximum number of leads you will receive each month. The names are to indicate which plan you should consider depending on the size of your business.

What is the Web Presence?

The web presence refers to your listing on www.perkler.com. This includes your logo, program information, perk details, prioritisation of this information in search results and links to your official pages.

What is the Mobile Presence?

Mobile presence refers to the Perkler mobile application. Your content will receive prioritisation in the app, which is otherwise sorted alphabetically.

How does prioritisation work?

Prioritisation works a little differently depending on the platform.

Web: There are two levels. The first level of prioritisation puts all exclusive Perkler perks above non-exclusive perks. The second level sorts all perks in each of the two sections – Exclusives and non-exclusives – by recency. The exception to this rule is results from the home page search, which work in the same way as mobile.

Mobile: In the Perkler mobile application there are also two levels of prioritisation. The first level puts all exclusive Perkler perks above non-exclusive perks. The second level sorts all perks in each of the two sections alphabetically.

What is a lead?

A lead is the contact details for a Perkler user who has agreed to receive additional communication from you.

What is an exclusive perk?

An exclusive perk is provided by a Perkler client when partnering with Perkler. This perk can only be redeemed through Perkler.com and the Perkler mobile application. This perk is used as a join incentive and can only be redeemed by each lead once.

When can I upgrade my plan?

A plan can be upgraded any time you wish by contacting your Perkler representative. This request will be processed within 5 business days. You will be charged for the more expensive plan for the payment period that the upgrade occurs within.

When can I downgrade my plan?

You can downgrade a plan anytime you wish, however some rules do apply. When downgrading a plan within 3 months of an upgrade or coming on board as a Perkler partner there will be an administration fee of \$50. When downgrading after more than 3 months there will be no administration fee. A downgrade request will be processed within 5 business days.