

# Virtual Incentives Integration for Alchemer Survey

## Overview

**Virtual Incentives** is a digital rewards platform used by organizations to deliver e-gift cards and virtual incentives globally. It provides secure, trackable, and customizable reward experiences for recipients.

The Alchemer integration with **Virtual Incentives** supports sending rewards directly from surveys. The Alchemer Virtual Incentives integration allows Alchemer to use survey response data to automatically trigger delivery of digital rewards through Virtual Incentives.

## Common uses for the Alchemer Virtual Incentives integration

- Send a reward immediately after survey submission
- Deliver incentives to qualified respondents based on survey logic
- Automate rewards distribution to reduce manual processing
- Ensure secure, tracked delivery of virtual incentives
- Export and store returned reward data (order ID, order status)

## What can the Alchemer Virtual Incentives integration do?

- [Send reward](#)

## You will need

- Virtual Incentives API username and API password
- An Alchemer plan that includes integrations and the Integration Manager permission enabled.
  - [Contact us](#) if you are unsure if your plan includes integrations.

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## Setup Alchemer Virtual Incentives integration in surveys

### Virtual Incentives | Send reward

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*Note: The gray box that appears in the video on the 'Select Program' page is to hide the program ID. This dropdown will show your personal Virtual Incentives program IDs.*

### You will need:

- Virtual Incentives API username and password
- SKU (Virtual Incentives prepaid reward product code)
- Program funding account
- Survey fields containing:
  - Recipient first name
  - Recipient last name
  - Recipient email

### Configure the action

1. Open your survey in **Survey Builder**.
2. Select **Add New: Action**.
3. Scroll to the **Integrations** section.
4. Select **Virtual Incentives**.
5. Select **Virtual Incentives | Send reward**.
6. **Virtual Incentives | Authentication**: Select an existing authentication or [create a new authentication](#).
7. **Virtual Incentives | Select program**: Choose a Program ID from the dropdown.
8. **Virtual Incentives | Set reward amount and SKU**: Input the reward amount and your Virtual Incentives SKU.
9. **Virtual Incentives | Set reward recipient**: Map the survey fields containing first name, last name, and email. All three are required or the reward will not send.
10. **Virtual Incentives | Get data back**: Choose optional fields to return, such as order ID, order status, or metadata for debugging.
11. Save the action.

### Status codes

- 200: A Virtual Incentives reward was successfully sent
- 400: The external integration returned an error

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# Testing and Troubleshooting

## Testing and Validation

### How to test

- Submit a survey response that triggers the action.

- Confirm the reward appears in Virtual Incentives (Program Activity or Reward Log).
- Use metadata and response Action Log output to verify request/response details.

#### How to verify results

- Check the reward order in Virtual Incentives.
  - Confirm amount, SKU, and recipient information match expectations.
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## Monitoring Integration Activity

#### Where to find logs

- Go to Results → Individual Responses.
- Select the response you want to inspect.
- Open the Action Log tab.

#### What logs display

- Success or failure status
  - Timestamp
  - Input and output values
  - Returned status codes from Virtual Incentives
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## Troubleshooting

#### Authentication issues

- Incorrect or expired API username/password
- API access not enabled in Virtual Incentives

#### Lookup/validation failures

- Invalid SKU
- Amount outside program limits

#### Mapping errors

- Missing required fields (email, name, amount, SKU, program ID)

#### API errors

- Validation issues returned by Virtual Incentives
  - Program restrictions or inactive program
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## FAQs

#### What permissions do I need?

Integration Manager in Alchemer and API credentials in Virtual Incentives.

#### When does the integration run?

In real time when a survey response is submitted.

#### Can I use multiple Virtual Incentives actions in one survey?

Yes. Actions can work independently or together.

**Why isn't my reward sending?**

Check the Action Log for authentication issues, invalid SKU/Program ID, or failed validations.

**What if I need additional functionality?**

Contact Alchemer Support for enhancement requests.

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