

Contractor FAQs

For Contractors
Participating in Resideo Pro PERKS Loyalty Program

resideo pro
PERKS

Table of Contents: Pro PERKS Contractor FAQs

- Table of Contents: Pro PERKS FAQs..... 1
- What are the benefits of creating a Resideo Pro account? 2
- What are the important dates? 3
- How do I earn points? 4
- How do I submit my purchases? 4
- How does a distributor report purchases? 4
- Which products are eligible? 4
- What can I get with my points? 5
- Are there other benefits besides points? 5
- When was the last time my invoices were entered? 5
- What happens to points that I would have earned from January through March 2020? 5
- Do my Pro PERKS points expire? 6
- Contractor Dashboard Details 6
- How do I redeem my points? 6
- Who do I contact with questions? 8
- Branding Guidelines..... 8
- Resideo 8
- Honeywell Home 9

What are the benefits of creating a Resideo Pro account?

Creating a Resideo Pro account gives you access to the Pro Portal. Through the Pro Portal, you will be able to access the Pro PERKS Loyalty Program and more. You will also be among the first to see updates on new features and benefits as they are launched in the Pro Portal.

How do I enroll in the Pro PERKS Loyalty Program?

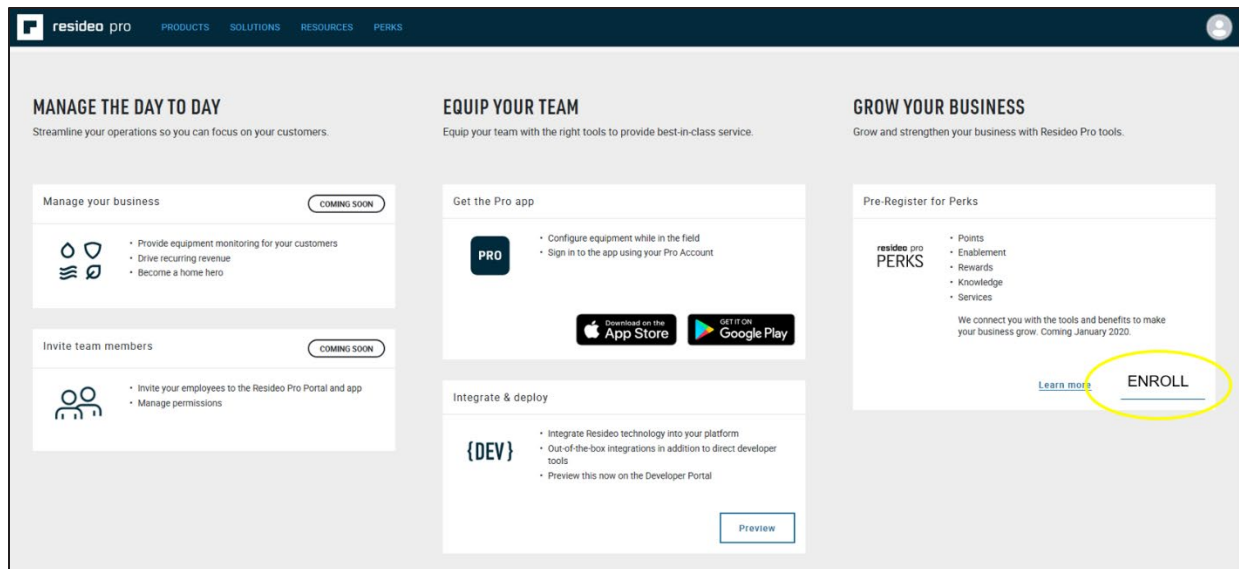
Before enrolling in Pro PERKS, you must have a Resideo Pro account.

- Create a Resideo Pro account by going to <https://pro.resideo.com> and click on the "Create Account" button. After submitting your information, you will receive an email asking you to verify your email address. After you verify you will be taken to pro.resideo.com. **If you do not receive a verification email, please check your spam folder.**

1. Start @ <https://www.resideo.com/us/en/pro/> or <https://pro.resideo.com>
2. Click either 'Sign In', or half way down the page the link to 'Sign Up for a Resideo Pro Portal Account'
3. Then fill in prompts, then click 'Next'

The screenshot shows the Resideo Pro website interface. On the left, there is a navigation bar with 'resideo pro' and links for 'PRODUCTS', 'SOLUTIONS', 'RESOURCES', and 'PERKS'. A 'SIGN IN' button is circled in red. Below the navigation bar is a hero section titled 'INTRODUCING THE RESIDEO PRO PORTAL' with a background image of a person installing a camera. A link 'SIGN UP FOR A RESIDEO PRO PORTAL ACCOUNT' is circled in red. On the right, the 'CREATE ACCOUNT' form is displayed, featuring sections for 'YOUR PROFILE' (First Name, Last Name, Email Address, Country) and 'YOUR COMPANY' (Company Name, Company Phone). A blue arrow points from the 'SIGN UP' link to the form. At the bottom of the form are 'BACK TO SIGN IN' and 'Next' buttons.

- Once logged into your Resideo Pro account, click on the "Enroll" button within the Pro PERKS Loyalty Program button. Fill out the Pro PERKS enrollment form and hit submit.



- If you enroll by May 15, 2020, any eligible points from the previous Contractor PRO Program will be transferred into your new account. Any contractor that enrolls after May 15 will start with a zero balance until your distributor begins reporting point-of-sale (POS) data on Resideo and Honeywell Home product purchases.
- You will receive an email with your new loyalty number and a link to your dashboard within 48 hours of signing up. **If you do not receive an enrollment email, please check your spam folder.**
- From the Pro PERKS dashboard, you will be able to manage your account information online, view your account balance, access marketing tools, submit pre-approvals for Co-Op advertising, training, and much more.
- Contact your distributors to confirm they are reporting your purchases to Resideo.
- Purchase Resideo and Honeywell Home products to earn points that add up to free Resideo products, marketing resources, training, and rewards.
- Redeem your points by logging in to your Pro PERKS account.

What are the important dates?

- May 15, 2020: Deadline for contractors to enroll in Pro PERKS and retain points acquired through the previous Contractor PRO program. If they do not create a Resideo Pro account and enroll in Pro PERKS by May 15, their available points will expire.
- December 31, 2020: The last day for contractors to use points earned during 2020. Points not redeemed by this date will expire.

How do I earn points?

As a member, you'll earn two points for every dollar spent on qualifying Resideo and Honeywell Home product purchases. For example, a \$1000 qualifying purchase equals 2,000 Pro PERKS points. Members start earning points on invoices starting from the month they enroll in the Pro PERKS program.

How do I submit my purchases?

Your distributor must submit your purchases on your behalf to Resideo. Unfortunately, we do not allow **Contractors to self-report directly to Resideo**. Pro PERKS members will need to contact their distributors to confirm they are reporting this data to Resideo.

How does a distributor report purchases?

Reporting purchases to Resideo is streamlined under the new reporting process. Distributors can learn how to submit invoices on behalf of their Contractors online at <https://www.resideo.com/us/en/pro/resources/distributor-data-submission/>

Distributors will need to:

- Watch the short video (10 minutes)
- Download the Resideo Reporting Guide & Template.
- Prepare test file(s) and submit them to query_resideo@e2open.com

Once approved, Distributors can begin reporting, and Contractors can be awarded loyalty points for qualifying purchases.

Which products are eligible?

Over 6,000 Resideo and Honeywell Home products are eligible to receive points.

We're constantly adding our latest and greatest products to ensure that you're rewarded for purchasing and supporting our entire portfolio of products and solutions. The following product categories are eligible:

- Thermostats and Residential Home Comfort Products
- Indoor Air Quality
- Residential Combustion Controls
- Hydronic Heating
- Potable Water
- Genesis Cable

What can I get with my points?

- **Free Resideo Product** - Turn your points into a Resideo Product Certificate that can be used toward qualifying Resideo and Honeywell Home products at a participating distributor of your choice.
- **Promote Your Business** - Grow your business by promoting or advertising your company and the Resideo and Honeywell Home products you sell by converting your points into co-op marketing dollars for 50% reimbursement on eligible marketing activities.
- **Professional Development** - Use your points toward training opportunities, including exclusive Resideo and industry training programs.
- **Employee Rewards** - Choose from a full catalog of luxury items to reward yourself, employees, family, or friends.
- **Branded Merchandise** - Use your points to purchase Resideo branded clothing and accessories from our online promotional collection.

Are there other benefits besides points?

- **Business, Marketing and Training Support** - Includes co-op marketing, sales literature, digital marketing campaigns, social media, listing in the Resideo's Find A Pro Locator ([Find a Pro](#)), online & live training, and more.
- **Pro PERKS Communications and Account Updates** - Members stay updated on the latest product information, technical tips and business ideas with their monthly account statements.

When was the last time my invoices were entered?

Data is entered into the system when your distributor submits it to Resideo. Typically you will see your points in the Pro PERKS dashboard within one month of purchase. This will depend on how often your distributor submits purchasing information to Resideo.

Eligible contractors may experience a lag time in receiving loyalty points for 2020 purchases especially if their Distributor is not yet reporting Point-of-Sale data to Resideo under the new format. We are working closely with Distributors to streamline this process and onboard them as quickly as possible. Once the Distributor is set up to report to Resideo, Resideo will award the YTD loyalty points earned during that period to the respective Contractor accounts.

What happens to points that I would have earned from January through March 2020?

For contractors that were enrolled in the Contractor PRO program as of Dec. 31, 2019 AND who enroll in the new Pro PERKS program by May 15, 2020, Resideo will award loyalty points for purchases made YTD once the Distributor submits the corresponding point-of-sale data.

Do my Pro PERKS points expire?

Yes, points expire at the end of every year. Purchases made in December will be credited as points to your Pro PERKS account in January, minus any redemptions.

Contractor Dashboard Details

The Contractor Dashboard is divided into several sections:

- Header:** Displays the contractor's name (ABC CONTRACTOR) and Pro PERKS Loyalty Number (16000007).
- Balance:** Shows current points (5,000) and Co-Op balance (\$400).
- Benefits:** Categorized into Performance (financial rewards), Rewards (marketing, luxury items), Services (support services), Enablement (best practices), and Knowledge (online training).
- Navigation:** Includes buttons for Redeem Points and Co-Op, and a Quick Links section with Marketing Enablement Training.
- Information:** Provides links for Program Overview, Logos, and Contact Pro PERKS.

Callouts on the right side of the dashboard explain the following elements:

- Company Name and Loyalty #
- Current Points and Co-Op Balances
- To Redeem Points for: Co-Op, Product, Merchandise, etc.
- Submit Claims, Pre-Approvals, Claim Status, etc.
- Marketing enablement tools Take Online Training
- FAQ's, Resideo & HH Logos Need Help?

How do I redeem my points?

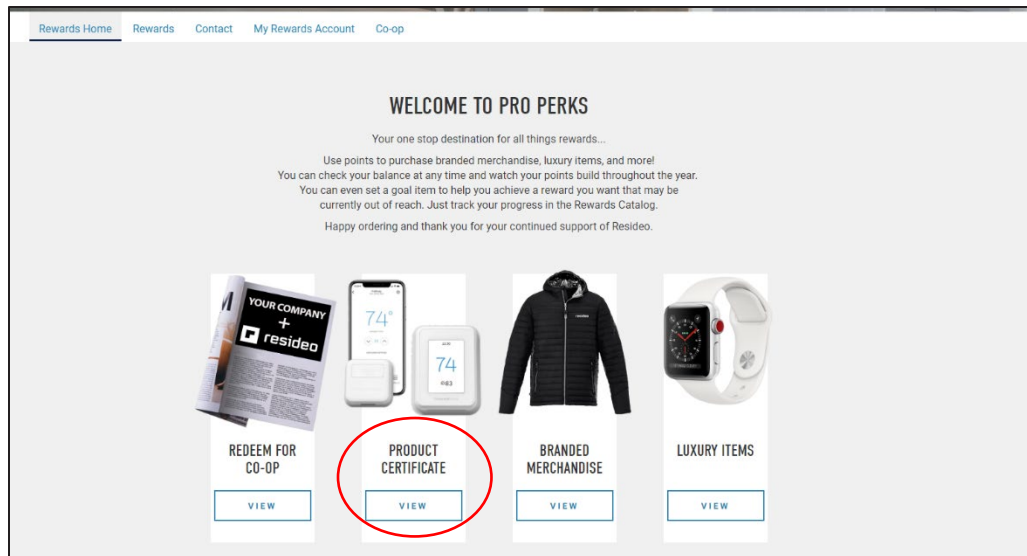
Login to your account and from your dashboard click the "Redeem Points" button in the middle navigation menu on your dashboard. Points can be redeemed for any reward or a combination of rewards that is equal to or below your current point balance.

After you have clicked on the Redeem Points button, you will be taken to a rewards catalog where you can redeem your points for a variety of different items.

Search for your item in the catalog and following the instructions below for each type of reward.

This screenshot shows the Contractor Dashboard with the "Redeem Points" button in the middle navigation menu circled in red. The dashboard also displays the current balances: 10,000 points and a Co-Op balance of \$125.00.

Product Certificate - Click on the "Product Certificate" button. Then click on "Resideo Product Certificate" link. Simply enter the quantity of \$50 increments you want to redeem for Resideo product(s) in the quantity box, and the corresponding point value will be deducted from your points account balance after clicking on the "Order" button. You will get an email with your certificate, print it out and take it to your distributor and redeem. Product Certificates are only available in \$50 increments.



- **Luxury merchandise** - Click on the "Luxury Items" button. The total number of points needed to be redeemed for each reward is displayed next to each item in the rewards catalog. Add the item(s) to your Shopping Cart and complete the check-out process.
- **Resideo Branded Merchandise** - Click on the "Branded Merchandise" button. The total number of points needed to be redeemed for each reward is displayed next to each item in the branded merchandise catalog. Simply add the item(s) to your Shopping Cart and complete the check-out process.
- **Co-Op reimbursement** - Once you have an activity planned, you can submit a Pre-Approval request using Co-Op funds. Approved Co-Op activities are eligible for up to 50% reimbursement; however, you must pay for the cost for the advertising or marketing activity upfront.
 - Please Note: Resideo requires 2 weeks advance notice for Pre-Approval requests. Resideo recommends you not start your activity until you receive approval.

Once you determine the cost of your activity and the amount eligible for reimbursement (up to 50%), you can convert points into Co-Op dollars to fund your portion of the approved activity. From your dashboard, click the "Redeem for Co-Op" button and enter the dollar value of Co-Op funds being converted in the Quantity Box, then click on the "Order" button. The corresponding points will be deducted from your account immediately. When you return to your Pro PERKS dashboard, you will see your Co-Op fund balance in the top right corner. It may take up to 24 hours for your Co-Op funds to post to the dashboard under your Co-Op funds account.

Who do I contact with questions?



If you or contractors have questions about the Resideo Pro Account registration process or other Pro PERKS loyalty program related questions, please contact properks@resideo.com.


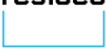
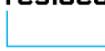
Branding Guidelines

Resideo

Resideo logo overview

Logo versions:

<p>Positive logo</p>  <p>Resideo_Logo_CMYK_Blk.ai Resideo_Logo_RGB_Blk.ai</p> <p>Resideo_Logo_RGB_Blk_300.png Resideo_Logo_RGB_Blk_150.png</p>	<p>Reverse logo</p>  <p>Resideo_Logo_CMYK_Wht.ai Resideo_Logo_RGB_Wht.ai</p> <p>Resideo_Logo_RGB_Wht_300.png Resideo_Logo_RGB_Wht_150.png</p>
--	---

<p>Logo versions</p> <p>Use the four-color CMYK version of the logo for process or digital print applications. Use the RGB version of the logo for web or Microsoft Office applications.</p>	<p>Clear space</p> <p>Clear space is equal to the width of the "o".</p> 	<p>Minimum size print</p>  <p>.7" wide</p>	<p>Minimum size digital</p>  <p>70 pixels wide</p>
---	--	--	--

<p>Usage guidelines</p> <ul style="list-style-type: none"> - Use the positive versions when the logo appears on white. - Use the reverse logos on black backgrounds. 	<p>Notes:</p> <ul style="list-style-type: none"> - Reverse artwork is shown on a background for demonstration only. - Never extract artwork from this PDF file or alter the final artwork. Always use approved logo artwork. - Clear space has been built into the logo files. Sizes indicated refer to the width of the actual artwork and do not include the clear space.
---	---

<p>File nomenclature for vector files</p> <p>Resideo_Logo_CMYK_Blk.ai</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 25%;">Identifier Resideo Logo</td> <td style="width: 25%;">Colorspace cmyk 4-color process for print rgb rgb for digital display</td> <td style="width: 25%;">Version blk black wht white</td> <td style="width: 25%;">File format .ai native Illustrator vector file</td> </tr> </table> <p>June 8, 2017</p>	Identifier Resideo Logo	Colorspace cmyk 4-color process for print rgb rgb for digital display	Version blk black wht white	File format .ai native Illustrator vector file	<p>File nomenclature for raster files</p> <p>Resideo_Logo_RGB_Blk_300.png</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 25%;">Identifier Resideo Logo</td> <td style="width: 25%;">Colorspace rgb rgb for digital display</td> <td style="width: 25%;">Version blk black wht white</td> <td style="width: 25%;">Size 300 300ppi 150 150ppi</td> <td style="width: 25%;">File format .png Portable Network Graphic for digital display</td> </tr> </table> <p style="text-align: right;">1</p>	Identifier Resideo Logo	Colorspace rgb rgb for digital display	Version blk black wht white	Size 300 300ppi 150 150ppi	File format .png Portable Network Graphic for digital display
Identifier Resideo Logo	Colorspace cmyk 4-color process for print rgb rgb for digital display	Version blk black wht white	File format .ai native Illustrator vector file							
Identifier Resideo Logo	Colorspace rgb rgb for digital display	Version blk black wht white	Size 300 300ppi 150 150ppi	File format .png Portable Network Graphic for digital display						

Honeywell Home

Honeywell Home logo overview

Logo versions:

Red logo

Honeywell Home

Honeywell-Home_Logo_CMYK_Red.ai
Honeywell-Home_Logo_SPOT_PMS1795_Red.ai

Honeywell-Home_Logo_RGB_Red.ai
Honeywell-Home_Logo_RGB_Red_300.png
Honeywell-Home_Logo_RGB_Red_150.png

Reverse logo

Honeywell Home

Honeywell-Home_Logo_CMYK_Whit.ai

Honeywell-Home_Logo_RGB_Whit.ai
Honeywell-Home_Logo_RGB_Whit_300.png
Honeywell-Home_Logo_RGB_Whit_150.png

Positive logo

Honeywell Home

Honeywell-Home_Logo_CMYK_Blak.ai

Honeywell-Home_Logo_RGB_Blak.ai
Honeywell-Home_Logo_RGB_Blak_300.png
Honeywell-Home_Logo_RGB_Blak_150.png

Gray logo

Honeywell Home

Honeywell-Home_Logo_CMYK_Gryal

Honeywell-Home_Logo_RGB_Gryal
Honeywell-Home_Logo_RGB_Gry_300.png
Honeywell-Home_Logo_RGB_Gry_150.png

Red Vertical logo

**Honeywell
Home**

Honeywell-Home_Logo_Vert_CMYK_Red.ai
Honeywell-Home_Logo_Vert_SPOT_PMS1795_Red.ai

Honeywell-Home_Logo_Vert_RGB_Red.ai
Honeywell-Home_Logo_Vert_RGB_Red_300.png
Honeywell-Home_Logo_Vert_RGB_Red_150.png

Reverse Vertical logo

**Honeywell
Home**

Honeywell-Home_Logo_Vert_CMYK_Whit.ai

Honeywell-Home_Logo_Vert_RGB_Whit.ai
Honeywell-Home_Logo_Vert_RGB_Whit_300.png
Honeywell-Home_Logo_Vert_RGB_Whit_150.png

Positive Vertical logo

**Honeywell
Home**

Honeywell-Home_Logo_Vert_CMYK_Blak.ai

Honeywell-Home_Logo_Vert_RGB_Blak.ai
Honeywell-Home_Logo_Vert_RGB_Blak_300.png
Honeywell-Home_Logo_Vert_RGB_Blak_150.png

Gray Vertical logo

**Honeywell
Home**

Honeywell-Home_Logo_Vert_CMYK_Gryal

Honeywell-Home_Logo_Vert_RGB_Gryal
Honeywell-Home_Logo_Vert_RGB_Gry_300.png
Honeywell-Home_Logo_Vert_RGB_Gry_150.png

Honeywell Home logo overview

Logo versions

Use the four-color CMYK version of the logo for process or digital print applications. Use the PMS version of the logo for offset print applications where spot color printing is available. Use the RGB version of the logo for web or Microsoft Office applications.

Clear space

Clear space is equal to the "H" in "Honeywell."



Minimum size print

Honeywell Home

2" wide

**Honeywell
Home**

1.25" wide

Minimum size digital

Honeywell Home

200 pixels wide

**Honeywell
Home**

120 pixels wide

Usage guidelines

- Use the positive versions when the logo appears on white.
- Use the gray logo on products only.
- Use the reverse logos on black backgrounds.

Notes:

- Reverse artwork is shown on a background for demonstration only.
- Never extract artwork from this PDF file or alter the final artwork. Always use approved logo artwork.
- Clear space has been built into the logo files. Sizes indicated refer to the width of the actual artwork and do not include the clear space.

File nomenclature for vector files

HoneywellHome_Logo_Vert_CMYK_Blak.ai



File nomenclature for raster files

HoneywellHome_Logo_Vert_RGB_Blak_300.png

