Distributor FAQs

For Distributors with Contractors that Participate in Resideo Pro PERKS Loyalty Program



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Distributors Pro PERKS Program Guide for 2020

How can I help support my contractors?

Program Registration (2-STEPS):

- 1. Assist contractors on how to create a Resideo Pro account.
- 2. Invite contractors to enroll in the Pro PERKS Loyalty Program.

Distributor Reporting:

Distributors submit data to Resideo. For detailed information about how to do this, visit https://www.resideo.com/us/en/pro/resources/distributor-data-submission/.

Please Note: Contractors have been directed to contact their distributors to confirm they are reporting purchases to Resideo.

Earning Loyalty Points:

Contractors who purchase qualifying Resideo and Honeywell Home products through their distributor can earn 2 points per dollar spent. Points are awarded per the point-of-sale data reported by their distributor.

Redeeming Loyalty Points for Rewards:

Contractors can redeem loyalty points for many different rewards, including product certificates, by logging in to their Pro PERKS dashboard and clicking on "Redeem Points."

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.

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, the 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.

What happens to points contractors 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.

How do I submit a credit reimbursement for product certificates that contractors have redeemed?

Contractors can redeem points for a Product Certificate which can be used at one of your locations. Product Certificates are available in \$50 increments and can only be used towards the purchase of a qualifying Resideo and/or Honeywell Home branded product.

Follow these steps to setup your account so you can Redeem a Product Certificate:

Step 1: Create your Resideo Pro Portal Account

Step 2: Go to https://pro.resideo.com. Click on the Resources link in the top navigation bar and scroll down to the section "Distributors." Click on this link to Redeem Product Certificate to register your account.

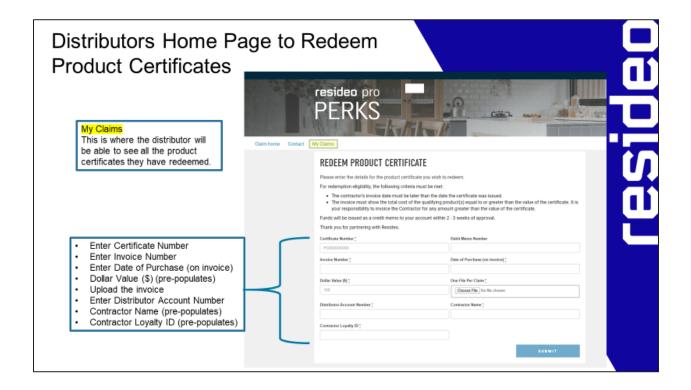
- You will get an email within 48 hours with the link to begin Redeeming Product Certificates.
- Remember to bookmark it, so it's handy the next time you need to Redeem a Product Certificate.

Step 3: Use the link in the email to start redeeming your product certificates.

Once you are on the home page to Redeem a Product Certificate, complete the online form and submit for approval. You will need to upload a copy of your Contractor's invoice. Distributors can see the history of Product Certificates redeemed from this page, along with status of Product Certificates pending approval. Once approved, payment will be issued as a credit to your account within 10 - 15 business days.

PLEASE NOTE: The site can only accept 1 file upload per Product Certificate redemption. If you have multiple Contractor invoices, we recommend that you combine them into 1 file

before uploading. However, additional documentation can also be sent to: properks@resideo.com.



What does Resideo do with the data I provide?

Resideo will use the reported data to execute on our loyalty program, incentivize our sales reps, and improve our internal processes to better serve you and your customers. If you have concerns about how Resideo intends to use this data, please contact your sales rep for an NDA.

How do contractors earn points?

As a member, contractors 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.

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

Do Pro PERKS points expire?

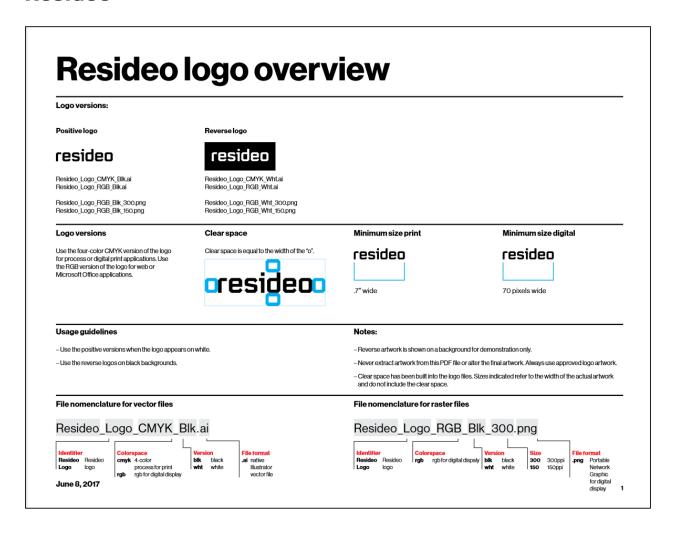
Yes, points expire at the end of every year. Purchases made in December will be credited as points to Pro PERKS accounts in January, minus any redemptions.

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 <u>properks@resideo.com</u>.

Branding Guidelines

Resideo



Honeywell Home

