

Distributor FAQs

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

resideo pro
PERKS

Table of Contents: Pro PERKS Distributor FAQs

- Table of Contents: Pro PERKS Distributor FAQs 1
- Distributors Pro PERKS Program Guide for 2020 2
 - How can I help support my contractors? 2
 - How does a distributor report purchases? 2
 - What are the important dates? 3
 - What happens to points contractors would have earned from January through March 2020? 3
 - How do I submit a credit reimbursement for product certificates that contractors have redeemed? 3
 - What does Resideo do with the data I provide?..... 4
 - How do contractors earn points? 4
 - Which products are eligible? 4
 - Do Pro PERKS points expire? 5
 - Who do I contact with questions? 5
- Branding Guidelines..... 6
 - Resideo 6
 - Honeywell Home 7

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.

Distributors Home Page to Redeem Product Certificates

My Claims
This is where the distributor will be able to see all the product certificates they have redeemed.

- Enter Certificate Number
- Enter Invoice Number
- Enter Date of Purchase (on invoice)
- Dollar Value (\$) (pre-populates)
- Upload the invoice
- Enter Distributor Account Number
- Contractor Name (pre-populates)
- Contractor Loyalty ID (pre-populates)

REDEEM PRODUCT CERTIFICATE
Please enter the details for the product certificate you wish to redeem.
For redemption eligibility, the following criteria must be met:

- The contractor's invoice date must be later than the date the certificate was issued.
- The invoice must show the total cost of the qualifying product(s) equal to or greater than the value of the certificate. It is your responsibility to invoice the Contractor for any amount greater than the value of the certificate.

Funds will be issued as a credit memo to your account within 2 - 3 weeks of approval.
Thank you for partnering with Resideo.

Fields to be filled out:
Certificate Number : #0000000000
Debit Memo Number :
Invoice Number :
Date of Purchase (on Invoice) :
Dollar Value (\$): 100
One File Per Claim :
Choose File | No file chosen
Distributor Account Number :
Contractor Name :
Contractor Loyalty ID :
SUBMIT

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 properks@resideo.com.

Branding Guidelines

Resideo

Resideo logo overview

Logo versions:

Positive logo

resideo

Resideo_Logo_CMYK_BlK.ai
Resideo_Logo_RGB_BlK.ai

Resideo_Logo_RGB_BlK_300.png
Resideo_Logo_RGB_BlK_150.png

Reverse logo

resideo

Resideo_Logo_CMYK_Wht.ai
Resideo_Logo_RGB_Wht.ai

Resideo_Logo_RGB_Wht_300.png
Resideo_Logo_RGB_Wht_150.png

Logo versions

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.

Clear space

Clear space is equal to the width of the "o".



Minimum size print

resideo

.7" wide

Minimum size digital

resideo

70 pixels wide

Usage guidelines

- Use the positive versions when the logo appears on white.
- 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

Resideo_Logo_CMYK_BlK.ai



June 8, 2017

File nomenclature for raster files

Resideo_Logo_RGB_BlK_300.png



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

