



Resideo Pro PERKS 2021

- 1) What is Resideo Pro PERKS?
Resideo Pro PERKS is a loyalty program specifically built for our Pros
PERKS Stand for: **P**erformance, **E**nablement, **R**ewards, **K**nowledge and **S**ervices

- 2) Why Resideo Pro PERKS? Why Now?
When we became our own entity as Resideo, we wanted to create a world-class loyalty program specifically for our Pros. After listening to our customers, we took the best parts from previous Honeywell programs to create the Pro PERKS Loyalty Program. Its primary goal is to help Pros differentiate themselves in the marketplace through a tiered system that rewards success.

- 3) What changed beside the name for the Resideo Pro PERKS program?
We've moved the program to a tiered model. The higher your tier, the more benefits and points you can earn. We also created a [dashboard](#) that offers access to Co-Op for advertising/marketing activities, Marketing Enablement tools, Resideo products certificates, online training, and more.

- 4) What are the benefits of joining the Resideo Pro PERKS Pilot?
Resideo Pro PERKS provides access to 1-1 Marketing training to help you create powerful campaigns that can grow your business, combined with a seat on our Pro PERKS Advisory Council that gives you the ability to shape the program for years to come.

- 5) How do I get started and activate my Resideo Pro account?
[Enroll online](#) with your email address and create a password. Once you complete your online credentials, you will be able to manage your account information, view your account balance and more.

- 6) How much does it cost to join the Resideo Pro PERKS program?
Membership is free. Always. Simply complete the [online enrollment form to join](#).

- 7) I was already participating in another Resideo loyalty program. (i.e. Contractor Pro/CPRO, etc.). Do I need to sign up for the Resideo Pro PERKS program?

Yes, as a member of one of our legacy programs, you will need to register for Pro PERKS via the [online enrollment form](#). This allows you access to all of our offerings with a single username and password.

- 8) Are there tiers or is everyone the same?
Starting on March 1, 2021, everyone will be placed into their appropriate tier level (Platinum, Gold, Silver or Member) based on the previous year's sales, growth, and training data. Pro PERKS membership will then be evaluated on an annual basis.
- 9) How will a partner know their current level, criteria around reaching the next level, points available and training status?
When members log into the [Pro PERKS Dashboard](#), they will see their current program tier, points, how close they are to the next tier, and how they scored against each category criteria (Growth, Product Mix, Volume and Training).

Your Membership

- 1) How do I cancel or close my account?
You may cancel or close your membership at any time by sending written notice of cancellation to [Member Support](#). All unredeemed points, redemption awards, and promotional awards as well as achieved member status, will be forfeited immediately and may not be reinstated or transferred.
- 2) How can I find my Pro PERKS Loyalty number?
Your Pro PERKS number will be in the top right corner of your dashboard
- 3) How do I change the Company name on my account?
To protect your valuable points, name changes must include supporting legal documentation, signature, date and Pro PERKS number. All other name changes can be done by the company administrator on their account profile. For further assistance, please contact [Member Support](#).
- 4) How does our company ensure we are getting our points for all Resideo product purchases?
The company administrator will be able to log into their dashboard to see the total number of points deposited into a Pro PERKS account. For further assistance or questions on points, please contact [Member Support](#).

Earning Points

- 1) How many points do I earn?
Our Platinum members will earn 4 points per dollar spent on all Resideo products and services. Gold members will earn 3 points per dollar spent on all Resideo products and services. Silver members will earn 2 points per dollar spent on all Resideo products and services. Customers in our "Member" tier status do not earn any points per dollar spent but will have access to online training and webinars. For more information visit our complete Resideo [Terms and Conditions](#) as well as the [Terms of Participation](#) for Pro PERKS.

Redemption of Points

1) How do I redeem points?

The primary company administrator (the first person that enrolled the company into the Pro PERKS Loyalty Program) will be the only contact at each company that has the ability to redeem points. The company administrator has the ability to share points with other team members for them to redeem. If you don't know who the administrator is for your company or if you need to change it to someone else, please contact your Resideo Sales Rep for assistance or email [Member Support](#).

2) Can I purchase Points?

No, points can only be earned through the purchase of Resideo products and services.

3) Do points expire?

Yes, points will expire on a rolling 12-month cadence. For example: points earned in Feb. 2021, will expire on Jan 31st, 2022

4) What if I don't have enough points to redeem for a specific item or items?

You will need to wait until you have enough points to redeem.

The Pilot Program Tasks

The [Pilot Landing Page](#) or your [Pro PERKS Dashboard](#) is where you will go to see all the tasks that you can complete to earn bonus points for your company.

Administrator Tasks:

1. Add team members to your Pro PERKS Loyalty account. Click on the link from your [Pro PERKS dashboard](#) that says 'Add a Team Member' and then fill out the form for each employee that you want to enroll.
 - a. The employee will get an email from comfort.NAM@honeywellhome.com asking them to finalize their Pro PERKS account. They will need to click on the links to accept the Terms of Participation and to [Create their Resideo Pro Account](#).
2. [Redeem Points](#) for Co-Op: From the [Pro PERKS Dashboard](#), click on the [Redeem Points](#) link and then click on the Co-Op tile to begin. Follow the steps and submit.
3. [Redeem Points](#) for Product: From the Pro PERKS Dashboard, click on the [Redeem Points](#) link and then click on the Product Certificates tile to begin. Follow the steps and submit.
4. Test all links on your [Pro PERKS Dashboard](#). Click on all the links on the dashboard and ensure they are taking you to the correct benefits areas, information (i.e. Overview document), etc.

5. Run [Training](#) Reports: From the [Pro PERKS Dashboard](#), click on the training link and run your companies reports from the Reports Shortcut box on the main landing page for Training.
6. Provide Pilot Feedback Survey: In early December, click on the link from your [Pilot Landing Page](#) that will take you to a survey to complete to provide your final feedback.

Marketing Tasks:

1. Watch '[How to Set Up Marketing Campaigns](#)' video: Click the link and watch the video and learn how to set up digital marketing campaigns.
2. Set Up [Digital Marketing Campaigns](#): From the [Pro PERKS Dashboard](#) click on the Marketing Enablement link. Click on the Pilot icon, click on the schedule button to set up your 1:1 with our marketing expert who will walk you through the campaign and how to set it up, run it, get leads and analyze your campaigns. Then click on the Campaign button, follow the steps and start your campaign.
3. Submit Pre-Approval for [Co-Op](#) Activity: From the [Pro PERKS Dashboard](#) click on the [Co-Op](#) link. Go to the Quick Links box and click on the Submit New Pre-Approval and select the campaign you want to begin with, follow the steps and start your campaign.
4. [Analyze & Refine Campaign](#): Go to the Marketing Enablement link and run your campaign report to analyze and refine your campaign.
5. [Analyze Campaign](#) Results: See what worked, what images are better, what promotions are better, etc.
7. Provide Pilot Feedback Survey: In early December, click on the link from your [Pilot Landing Page](#) that will take you to a survey to complete to provide your final feedback.

Sales Task:

1. Complete [Sales Training](#) Course: Click the training link and select a sales course to complete..

Technician Task:

2. Complete [Technical Training](#) Course: Click the training link and select a technician course to complete.