



# You're United with Savings

## DISCOUNT PROGRAM

United is excited to roll out our new **You're United with Savings Customer Discount Rewards Program**. This is a customer loyalty program that allows our customers to earn points with every dollar they spend with us. Those points can then be used towards discounts on future orders. It's another great way our customers can save money when ordering through United.

- ▶ Invite your customer to participate or sign them up yourself at:  
**[rewards.unitedlabsinc.com](https://rewards.unitedlabsinc.com)**
- ▶ **Customer work email + United Parent Account Number MUST** be used
- ▶ The customer verifies they want to join by clicking a link in an email
- ▶ Every \$10 spent from that point on earns 1 point. 100 points = \$5.00
- ▶ When 100 points is accrued, they can choose to apply those point dollars toward a future invoice.



▶ See next page for FAQ's

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## FREQUENTLY ASKED QUESTIONS

### **Q. How are points added up?**

Once your customer has signed up, United will start tracking points based on the sales order values for your customer. Every \$10 spent will earn one point; and 100 points equals \$5.

### **Q. How are points redeemed?**

Your customer must indicate that they want to use points towards an order and the minimum number of points a customer can redeem is 100 points. However, they may choose to save their points to use another time. You will add a line item at the end of the order indicating how many points they wish to redeem

### **Q. Will points expire?**

No. Points will not expire, and your customer can accumulate them as long as they wish.

### **Q. How do we know how many points a customer has?**

You will be provided with a quarterly report showing you your customers' points totals. Your customer will also be able to log into our rewards site, to see their total points available.

### **Q. Will I be charged back for the discount on the order?**

No. While past programs have split the cost between United and the sales representative, this program is fully funded by United.

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## FREQUENTLY ASKED QUESTIONS

### **Q. Can points be redeemed for accessories and product?**

Points can be redeemed towards any invoiced item from United.

### **Q. Can a customer use points earned on an order being placed “now” on the current order?**

No. The points for the current order will be added to the customer account as the order is invoiced; and are available for use on future orders only.

### **Q. If a new buyer is assigned to an account, can we update the e-mail the account uses to log in and see their points.**

Yes, the contact e-mail can be updated by sending a request through Customer Support. The points accumulated under the original buyer remain with the actual account. This information will be available in sales-I as well.

### **Q. What happens to the old Discount Coupon Program.**

This rewards program replaces the Discount Coupon Program. Discount Coupons, however, may continue to be redeemed through October 28, 2022 based on the original program rules.

### **Q. Can Discount Coupons be converted to points.**

No.

### **Q. Will redemption of points for discounts reduce my qualifying sales.**

No.