

# Web Options FAQ

## View Only Web Option

1. What award levels will my participants be able to view?

*We will customize the award levels based on your budget for awards. Only the levels (either Plateau or Point) that you have chosen to be available for your participants will appear.*

2. How are orders placed?

*There are two order placement options. You can provide us with your own custom order form, (in pdf file format) and we will place that on the footer of the Welcome Page for your participants to download, print and either mail or fax. If you prefer not to have a form on the web site, you can give your participants an order form or other order instructions for them to use when placing their orders..*

3. What if I only need to use the web site for less than one year?

*We will prorate your usage fee to correspond with the time you need the site available.*

4. What is required to customize the site with my company logo or program theme?

*The site banner is available for your company logo and/or program theme. We require a jpg or .eps file with this information. The size available is 720 x 91 pixels and the web pages are dynamic, so each page of the catalog will automatically size to fit your brand. In addition, you can create your own Welcome Message on the Home Page of the site. We require a Word Document with your message to create this page.*

5. How do I track activity on the site?

*At the inception of your program, we will work with you to set up our reporting schedule for award redemptions. These are printed reports, not available online.*

## **Browse and Order Web Option**

- 1) What award levels will my participants be able to view?

*We will customize the award levels based on your budget for awards. Only the levels (either Plateau or Point) that you have chosen to be available for your participants will appear.*

- 2) How are orders placed?

*After viewing the award selections, your participants can select their award and enter the shipping information online. This will generate an E Mail message that will be sent to the designated person at your company. The E Mail is used to verify that the participant has the authority to receive the selected award. Upon receipt of your approval, the award is shipped.*

- 3) What if I only need to use the web site for less than one year?

*We will prorate your usage fee to correspond with the time you need the site available.*

- 4) What is required to customize the site with my company logo or program theme?

*The site banner is available for your company logo and/or program theme. We require a jpg or .eps file with this information. The size available is 720 x 91 pixels and the web pages are dynamic, so each page of the catalog will automatically size to fit your brand. In addition, you can create your own Welcome Message on the Home Page of the site. We require a Word Document with your message to create this page.*

- 5) How do I track activity on the site?

*At the inception of your program, we will work with you to set up our reporting schedule for award redemptions. These are printed reports, not available online.*

## **PointBank Web Option**

### 1) What type of web site will my participants view?

*Your participants will be able to view the program award levels (as agreed), their award point activity and any wish list items they have created.*

### 2) What are the fees per participant?

<u>Monthly Usage Fee</u>	<u>Number of Participants</u>
Flat Fee - \$60.00	1 – 99
\$0.48	100 – 500
\$0.44	501 – 1,000
\$0.40	1,001 – 2,000
\$0.36	2,001 – 3,000
\$0.32	3,001 – 5,000
\$0.28	5,001 – 7,500
\$0.24	7,501 – 10,000
Over 10,000 - contact us for a quote	

### 3) How are orders placed?

*Your participants can order directly from their individual web site page. All points are maintained on a real time basis, so any points posted by your administrator are live and available to your participants.*

### 4) How are points posted?

*Your program administrator will have the ability to upload (from excel) points, manually load points or post bonus points to the site.*