



Agency Rewards FAQs

April 2018

The Intelligent Use of Water.™

Q: What can I earn points on?

A: Your agency can earn Points on purchases of any Rain Bird landscape irrigation product listed in our current Rain Bird Landscape Irrigation Product Catalog.

Products not eligible to earn points are golf products (e.g. Eagle Rotors), agricultural products (e.g. Rain Gun Rotors) and consumer products available at retail home improvement stores).

Eligible Products

All Rain Bird purchases qualify for the Agency Rewards program.

- Sprays
- Rotors
- Valves/Valve Boxes
- Controllers
- Central Control
- Drip
- Drainage
- Pump Stations/Filters

Q. How many points will I earn?

A. Rewards points are earned depending on the Level the customer has achieved. Rebate levels are determined by the total purchases per year.

Rewards Point Earning Levels ¹

	Rain Bird Product Purchases	Rebate
Level I	No Minimum	3.5%
Level II	\$10,000	4.0%
Level III	\$50,000	4.5%

Point Value

Rain Bird Product Purchases	=Points	=Dollars
\$1,000	700	\$35
\$10,000	8,000	\$400
\$100,000	90,000	\$4,500

For Example:

Each \$0.05 earns one (1) point

The base rebate percentage for a Level 1 Agency Rewards Participant is 3.5%.

Applying this percentage to a \$1000 purchase results in \$35.

\$35 divided by \$0.05 equals 700, which is the number of Points earned by an Agency Rewards Participant on a \$1000 purchase.

Q. How do I submit Rain Bird purchases to the Rewards program?

A. As a member of the Agency Rewards Program it is your responsibility to ensure that your purchases are reported to Rain Bird.

There are two ways to report your purchases :

1. Many distributors may send quarterly reports of your Rain Bird purchases directly to the Rewards Program Office. Please check with your distributor to find out whether they can send purchase reports for your company.
2. Complete a [Rain Bird Rewards Invoice Submission Form](#) every quarter for Rain Bird products purchased and paid for during that quarter.

Q. What do I need to do if I want my distributor to report my purchases ?

Make sure that the distributor is added to your customer profile account:

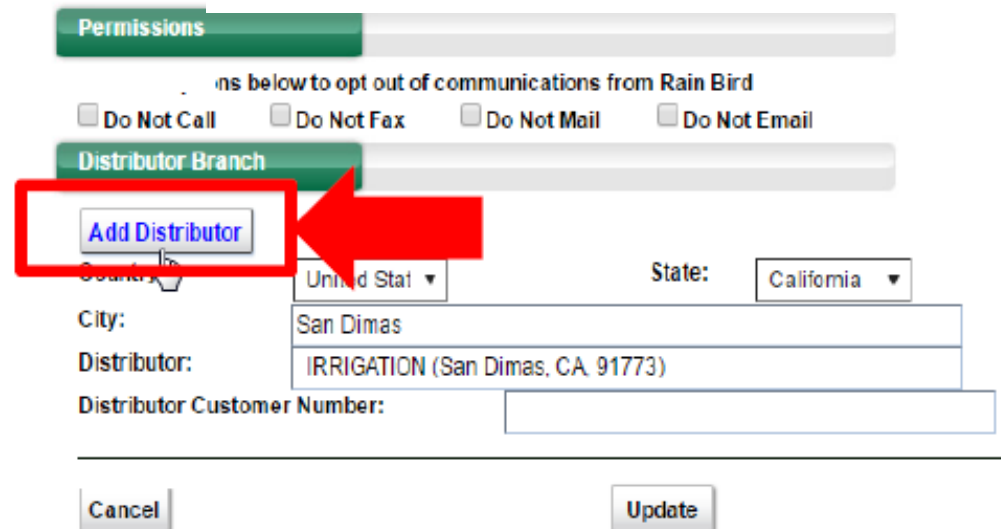
- 1-Click on the Green member log-in button
- 2-Enter your user name and password
- 3-Click on the manage my log-in section
- 4-Scroll down to add the distributor where you purchase from

Talk to your distributor first

- Provide your customer number
- Confirm that they can report your purchases

Add as many distributors as necessary

If you don't know the distributor customer number, leave the field blank



Permissions

Options below to opt out of communications from Rain Bird

Do Not Call Do Not Fax Do Not Mail Do Not Email

Distributor Branch

[Add Distributor](#)

Country: United States State: California

City: San Dimas

Distributor: IRRIGATION (San Dimas, CA, 91773)

Distributor Customer Number:

Cancel Update

Q. When do purchases need to be submitted?

A. Report Purchases to the Rewards program office within three weeks after the end of each calendar quarter.

Here is a list of reporting dates:

1st Quarter January – March	Please submit invoices by the 3rd week in April
2nd Quarter April – June	Please submit invoices by the 3rd week in July
3rd Quarter July – September	Please submit invoices by the 3rd week in October
4th Quarter October – December	Please submit invoices by the 3rd week in January of the following year.

Q. How can I make sure that my purchases are being added?

A. We recommend that you log-in to your account periodically to make sure your points are being added correctly. If you have any concerns about your account please contact the Rain Bird Rewards Office at Rewards@rainbird.com

Q. My distributor can't report purchases for me, can I submit my own purchases?

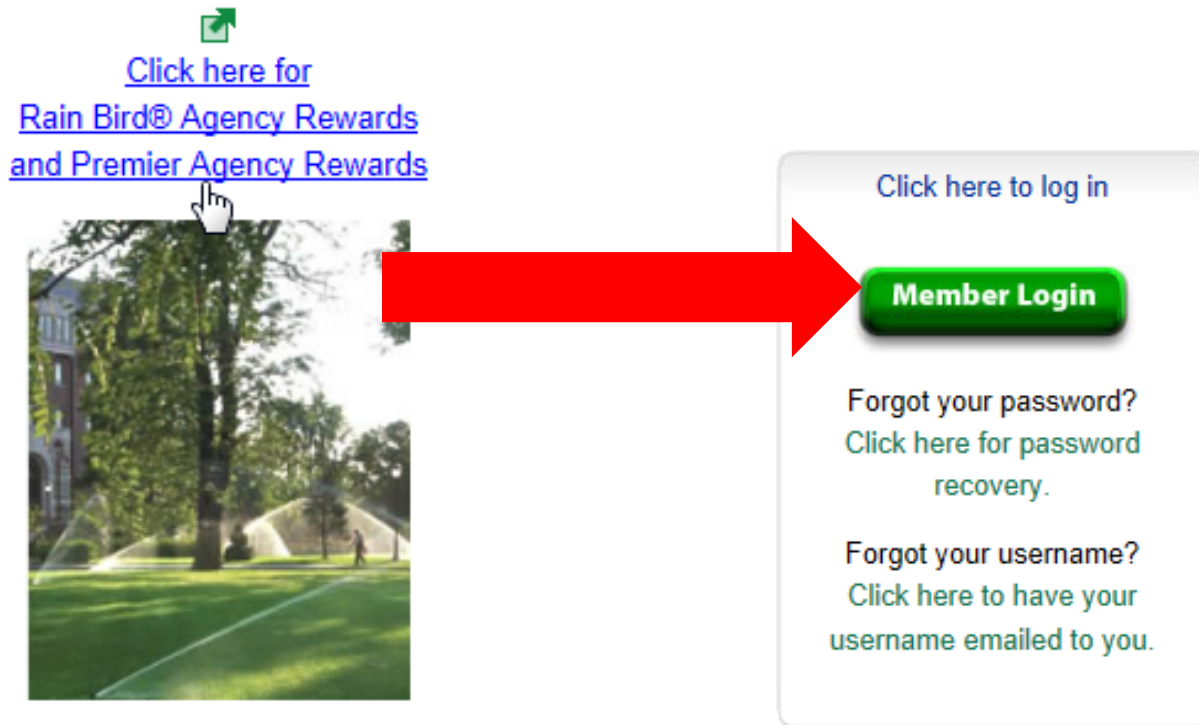
A. Yes, Complete the Rain Bird Invoice Submission Form available at ww2.rainbird.com/Rewards. Attach invoices and email to the Rain Bird Agency Rewards Program Office. — Rewards@rainbird.com

Q. Once my purchases are submitted, how long does it take for the points to show-up on my account?

A. Please allow from 2 to 4 weeks for points to be added

Q: How do I check my balance?

A. Keeping track of your Rain Bird Agency Rewards Points is easy, just go to: ww2.rainbird.com/Rewards and click on the Agency Rewards program option

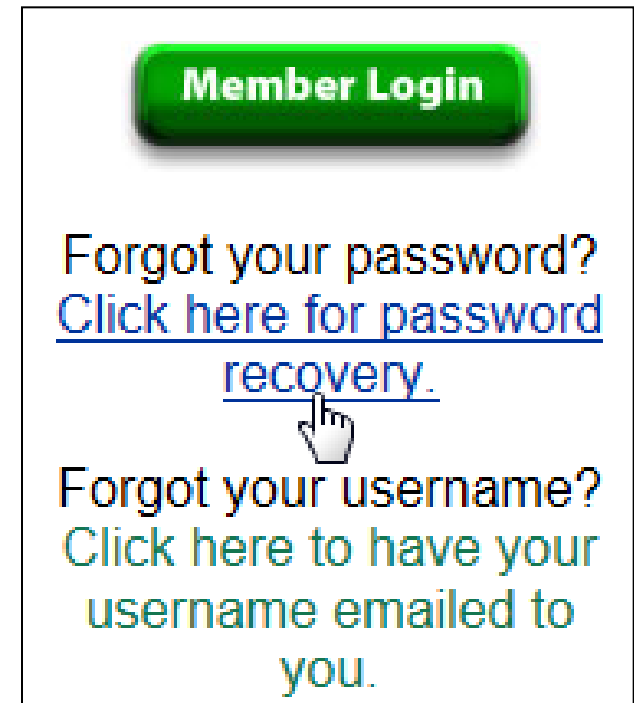


Log-in any time to view your existing balance

Q: I forgot my User name /log-in and password

If you forgot your username and password, click on the “Forgot your password”

or “Forgot your username” fields. A new temporary password will be automatically sent to you via email.



Q: The system says my user name and/or password does not exist

Please contact Rewards@rainbird.com to find out if you are registered in program

Q: After I log in, I get a message that says “Access Denied”

A. This is caused by an internet browser issue

1. Log out of the system
2. Close the log-in screen
3. Clear your Captcha, browsing history and cookies
4. Log in again

IMPORTANT: Do not allow your internet browser to save your password. This may cause log-in errors in the future.

Q: Our projects are installed by the awarded contractor. How do I earn points on these products?

A. You can ask the contractor for the invoices for the installed Rain Bird products. (Some agencies make this list a requirement in their project specifications). If you cannot get invoices, you can make a list from plans or inventory installed Rain Bird product. Your local Rain Bird Sales Representative can assist you. Note that without invoices, products earn points based on 60% off current list price.

Q: How soon after reporting purchases can I use my points?

A: Points are available for use immediately after being entered into the system. The sooner you are able to get your points to our office, the sooner they will be available to you.

Q. What can use my points for?

Points can be redeemed for:

- 1- Distributor credit to purchase Rain Bird products
- 2- For Rain Bird Academy Training.

Q: How do I redeem my points?

A. Complete the Points Redemption Form available at ww2.rainbird.com/Rewards Email, the completed form to the Rain Bird Agency Rewards Program Office.

Q: How soon after submitting a redemption form will the Distributor receive credit?

A. Please allow up to 3 weeks for the credit invoice to be processed, a copy of the credit invoice can be provided upon request.

Q: I would like to use my points for Rain Bird Training, what are the steps?

1- Check your account balance first at ww2.rainbird.com/Rewards to make sure that you have enough points to cover the training cost.

2- Training costs and schedules are listed on the Rain Bird Training website www.rainbirdsolutions.com/training

3- Register online and choose the option to pay with Agency Rewards points or Contact the Rain Bird Training group at training@rainbird.com.

4- Fill out the Redemption for the points that you will need to redeem and submit to www.rainbird.com/agency/rewards/

Q: Why must I give a credit card number when I register for Rain Bird Training classes if I am going to use my Agency Rewards points?

A: Your credit card will not be charged as long as your balance can cover the cost of the class. The number is held as a payment guarantee.

Do points expire?

A. Points expire at the end of the second calendar year following the year in which they are earned. For example, Points earned at any time during 2015 will expire and be of no further use after December 31, 2017.