



For additional information, please review the [Secur-Serv Propel Customer Referral Program Terms and Conditions](#)

Q: Who is eligible to submit a referral?

- A. Any existing Secur-Serv customer.

Q. How are referrals submitted?

- A. All referrals must be submitted through the on-line referral form: <https://www.secur-serv.com/propel/>

R. What is a qualified referral?

- A. Any organization that:
- does not have an existing Secur-Serv contract, or
 - is not already an Secur-Serv lead, and
 - the referred organization has a minimum of 20 employees

S. What are the incentives?

- A. There are two actions that result in an incentive for a referring organization. This is an organizational incentive to be used by the referring organization.
1. Incentive Upon Referral Submission
- All eligible referrals result in an immediate incentive for the referring organization. The incentive is non-transferable.
 - The incentive is a credit toward **a new Secur-Serv product purchase** that must be **used within 90 calendar days**. The 90 calendar days start on the date the referring organization is notified of the credit.
 - Value of the credit is tiered based on number of employees in the referred organization:

Number of employees in Referred Organization	Credit \$
20-50	\$100
51-150	\$150
151-500	\$250
501-999	\$300
1000+	\$400



2. Incentive Upon a Closed Sale to the Referred Organization

- If a referred organization makes a purchase valued at >\$1,000 within 12 months of being referred, the referring organization has two options for another incentive:
 1. Credit toward new Secur-Serv product purchase
 - o Referring organization has 90 calendar days to use the credit
 - o Unused credit does not carry over

OR

2. Credit toward an upcoming invoice on an existing contracted product

The value of the credit options is based on the annual subscription contract value of the purchase made by the referred organization.

New Business Credit

Purchase Value	Product Purchased = Managed Print*, Project Labor	Product Purchased = Managed IT	Product Purchased = Hardware Support
≤\$1000	N/A	N/A	N/A
\$1,001 - \$5,000	\$225	\$375	\$600
\$5,001 - \$10,000	\$525	\$1,000	\$1,500
\$10,001 - \$20,000	\$1,000	\$2,250	\$3,000
\$20,001 - \$50,000	\$2,250	\$4,500	\$7,500
\$50,001 - \$99,999	\$5,000	\$10,000	\$15,000
\$100,000+	\$10,000	\$15,000	\$22,500

*Instances where the referred organization purchases Managed Print Services, the referring organization's credit value is based on the value of the referred organization's second month of Managed Print Services billings. Therefore, determining and communicating the credit to the referring organization will be delayed.

Credit Toward Next Invoice

Purchase Value	Product Purchased = Managed Print*, Project Labor	Product Purchased = Managed IT	Product Purchased = Hardware Support
≤\$1000	N/A	N/A	N/A
\$1,001 - \$5,000	\$150	\$250	\$400
\$5,001 - \$10,000	\$350	\$700	\$1,000
\$10,001 - \$20,000	\$700	\$1,500	\$2,000
\$20,001 - \$50,000	\$1,500	\$3,000	\$5,000
\$50,001 - \$99,999	\$3,500	\$7,000	\$10,000
\$100,000+	\$7,000	\$10,000	\$15,000

*Instances where the referred organization purchases Managed Print, the referring organization's credit value is based on the value of the referred organization's second month Managed Print Services billings. Therefore, determining and communicating the credit to the referring organization will be delayed.

Q. Are there any credit limits or thresholds?

A. Yes, the following limits and thresholds apply:

- If the referring organization is applying a credit toward a new Secur-Serv product purchase, the entire credit must be used at one time; unused credit value does not carry over to another purchase.
- A referring organization can earn a maximum total credit of \$2,500 in a calendar year for multiple referral submissions. There is no limit to the incentives earned when a referred organization makes a purchase.

R. When a referred organization makes a purchase, how long does a referring organization have to decide which incentive option the organization will select?

A. Based on the date the referring organization is notified of the credit options, the organization has 30 calendar days to select the credit option.

S. How does the referring organization apply a credit to a new Secur-Serv product purchase?

A. The Secur-Serv sales representative includes the credit on the referring organization's quote so that the credit is applied to the referring organization's invoice upon purchase.

T. How does the referring organization apply a credit toward an upcoming invoice?

A. The Secur-Serv Accounting Department is notified when a credit should be applied to a customer's upcoming invoice. The Accounting Department will apply the credit at the time of the invoice.



Q. How is the referring organization notified of the status of submitted referrals?

- A. The contact at the referring organization who submitted the referral receives email updates as to the status of the referral, as well as any incentives the referring organization is awarded. Additionally, the referring organization's Secur-Serv sales representative can answer questions about the referrals and credits.

R. How is the referring organization notified the organization has earned a referral incentive?

- A. The contact at the referring organization who submitted the referral receives an email notification when a referral incentive is awarded. Additionally, the referring organization's Secur-Serv sales representative can answer questions about the referrals and credits.