

REWARDS

5★

FAQ — Version 2.0

What has changed with the new program?

A: Rewards 5 is an online only program, available to all SPS customers – no subscription or formal agreement needed. Rewards products are an additional 5% off and all other products on spsco.com are an additional 2% off. Instead of a quarterly rebate program, discounts will be applied instantaneously in the shopping cart on spsco.com.

What happened to the online 3% discount?

A: Rewards 5 replaced the online 3% discount. Instead of the 3% discount on spsco.com, a 5% discount will be applied to all Rewards products on spsco.com. A 2% discount will be applied to all other products that are not included in the Rewards product portfolio if ordered on spsco.com.

What about my pre-established discount agreement?

A: The Rewards 5 program is designed to be a supplemental incentive that is applied to your pre-established discounted price. Please note that discounts are NOT applied to the list price.

Example: An SPS customer has a pre-established discount agreement of 10%. For an item with a list price of \$100, this customer's price on the online store would be \$90. If the product is a Rewards product, the additional 5% discount is then applied to the \$90, and the final price would be \$85.50. If the product is a Non-Rewards product, the 2% online discount will be applied, and the final price would be \$88.20. The additional discounts will ONLY be applied if purchased on spsco.com.

BASE CUSTOMER DISCOUNT	SPS LIST PRICE	CUSTOMER PRICE	5% REWARDS 5 DISCOUNT	2% ONLINE DISCOUNT*
5%	\$100.00	\$95.00	\$90.25	\$93.10
10%	\$100.00	\$90.00	\$85.50	\$88.20

***Non-Rewards Products**

What if I participated in the previous Rewards program offered by SPS?

A: Rewards 5 replaced the previous Rewards program. Instead of quarterly rebates, both the 2% and 5% discounts will be applied instantaneously in the shopping cart on spsco.com.

What happens if I participated in the Partnership Plus program?

A: Rewards 5 replaced the Partnership Plus program. All Partnership Plus participants will receive a base discount of 5% in addition to the online discounts included in the Rewards program.

BASE CUSTOMER DISCOUNT	SPS LIST PRICE	CUSTOMER PRICE	5% REWARDS 5 DISCOUNT	2% ONLINE DISCOUNT*
5%	\$100.00	\$95.00	\$90.25	\$93.10
*Non-Rewards Products				

Can I receive the 5% and 2% discounts if I place an order over the phone?

A: Rewards 5 is an online only program. Therefore, the discounts will only be honored on spsco.com orders.

Can I receive the 5% and 2% discounts on the same order?

A: Yes. If you purchase Rewards products and Non-Rewards products in the same order on spsco.com, a 5% discount will be applied to the Rewards products in your order, and a 2% discount will be applied to the non-rewards products in your shopping cart.

What if I can't find what I'm looking for in the Rewards catalog?

A: The Rewards catalog includes a variety of products from every category. SPS ensures that the products included in the program meet the highest standards including clinical acceptance, availability, and value to the end user.

Still can't find what you're looking for? All products outside of the Rewards 5 program are an additional 2% off when purchased on spsco.com.

Can I still get the 5% and 2% discounts if I order online, through OPIE?

A: No. Rewards 5 discounts only apply to products ordered on spsco.com.

What types of products are included in the Rewards 5 program?

A: SPS' Rewards product portfolio consists of a wide variety of thousands of high-quality products from the brands you know and trust. The Rewards catalog includes products from every category, and SPS ensures that the products included in the program meet the highest standards including clinical acceptance, availability, and value to the end user.



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