

Right Networks Cloud Premier Customer Advocates Program

Quick Start Guide

What is the Right Networks Customer Advocates Program?

A referral program for Right Networks accounting and/or tax firm customers. Members of the Right Networks Customer Advocates Program obtain:

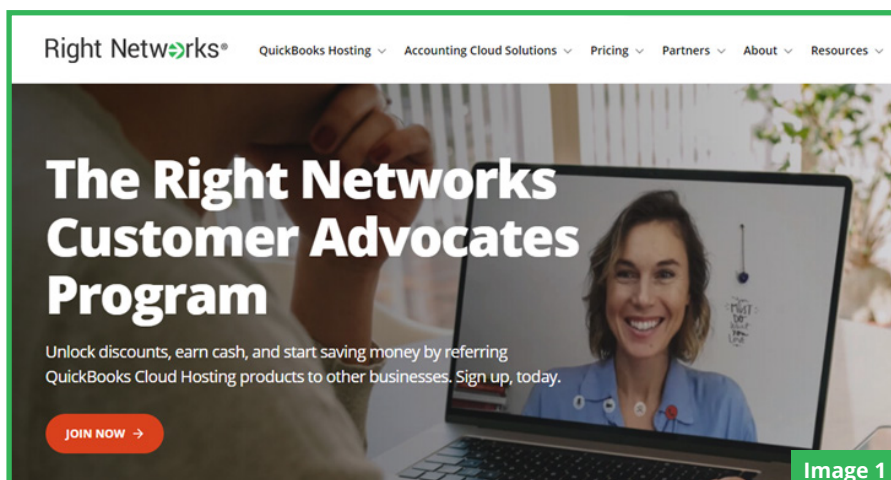
- Savings for their referred colleagues and friends from other firms who become Right Networks Cloud Premier customers.
- One-time savings credits against your Right Networks Cloud Premier bill that increase with the volume of referrals that turn into new Right Networks Cloud Premier customers.
- Obtain two additional months free off a Rootworks 12-month membership and the ability to refer Rootworks to other firms and earn additional savings off a Rootworks membership.

How does the Customer Advocates Program work?

- An accounting and/or tax firm signs up to be an Advocate for Right Networks Cloud Premier.
- The firm (now Advocate) starts referring other accounting and/or tax firms to Right Networks Cloud Premier.
- The referred firm becomes a Right Networks Cloud Premier customer and obtains a discount off their first month of service and after two 30-day billing periods.
- The Advocate earns a one-time savings credit.

Getting started:

1. Join the Customer Advocates program by visiting the Right Networks website (*Image 1*).
rightnetworks.com/advocates-program/



2. Scroll down to the section that says, “Ready to Become an Advocate?” and click “Learn More” for Cloud Premier (*Image 2*).
3. That will take you to the Customer Advocates page for Cloud Premier. When you click “Join Now,” you will be redirected to the PartnerStack website to create your account. PartnerStack is our program partner, so you’ll see their name here and in other correspondence (*Image 3*).
4. Once you’ve created your account, accept the Right Networks Customer Advocates Program terms of service in your portal powered by PartnerStack (*Image 4*).
5. You will receive an email from PartnerStack welcoming you to the Customer Advocates Program.
6. Receive your unique link to share with your potential referrals or refer them via the “Submit a referral” form in your PartnerStack portal located on the Referrals tab (*Image 5*).
7. Look at the resources provided in PartnerStack. Use email templates, success stories, and product information sheets to help your network of potential referrals learn more about Right Networks.
8. Start referring and earning savings credits.
9. Track your referrals and view pending rewards in PartnerStack.

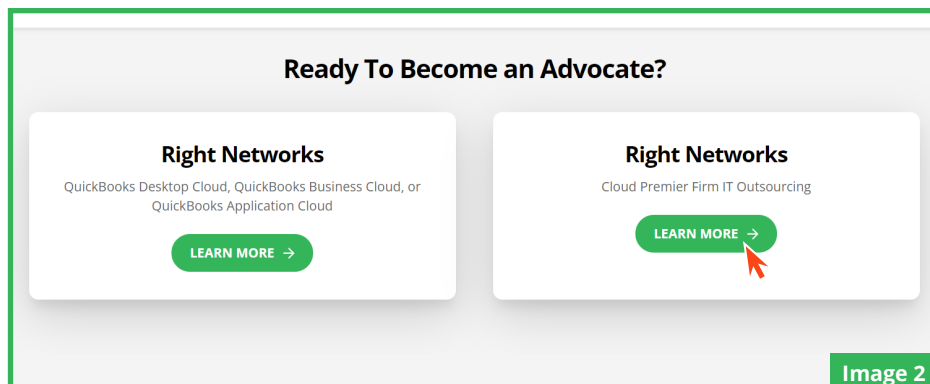


Image 2

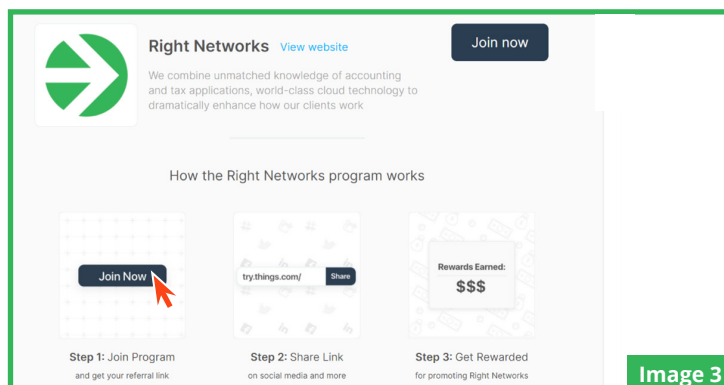


Image 3

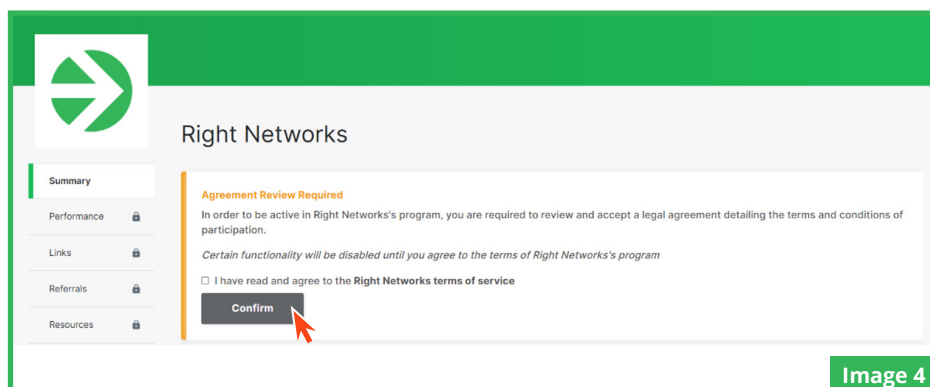


Image 4

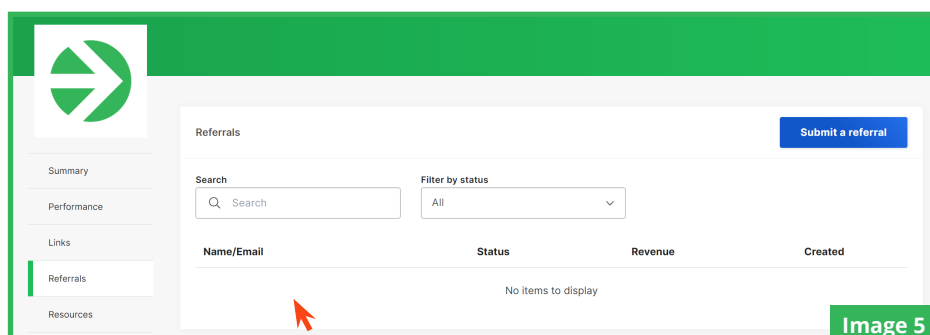


Image 5

Rewards:

- **How can Advocates see if they have earned a savings credit?**

When an Advocate earns a savings credit, it will appear with a status of **"New"** under the Reward status column located on the Rewards & Withdrawals page. Once the savings credit has been approved by Right Networks, a credit will be applied to your next invoice. The Reward status will show as New until the savings credit has been reviewed and approved by Right Networks:

- ▶ **New:** Right Networks needs to review the savings credit.
- ▶ **Approved:** Right Networks has reviewed and approved the savings credit.
- ▶ **Declined:** Right Networks has reviewed and declined the savings credit.
- ▶ **On Hold:** Right Networks has asked for more time to review the savings credit.

An Advocate can see the actual dollar amount of each credit they are eligible to receive in the **"Reward Offers"** section of their portal.

- **When can Advocates expect to receive their savings credit?**

The payout process works as follows:

- ▶ From the first to the final day of a month, Advocates earn and accrue savings credits.
- ▶ Savings credits are marked as **"New"** on the Rewards & Withdrawals page.
- ▶ On the final day of the month, PartnerStack sends a list of all pending rewards to Right Networks.
- ▶ Right Networks will then review the pending rewards and approve/decline as needed.
- ▶ Approved savings credits will be applied to your next Right Networks invoice and the status of the reward will be changed to **"Approved"** around the 13th of the following month.
 - Unpredicted delays in payouts may result in savings credits becoming available after the 13th.

Support:

For a more detailed review of the Customer Advocates Program, you can download a Program Reference Guide at the bottom of the [Cloud Premier Advocates page](#). From there, you can view the table of contents, click on the topic of interest and be automatically linked to the answers.

- For answers to questions related to using the PartnerStack portal, browse the [PartnerStack Knowledge Base](#).
- Email support@partnerstack.com.
- For more information about the Customer Advocates Program, please email RNAAdvocates@RightNetworks.com.