

Right Networks Customer Advocates Program QuickBooks Desktop Cloud Quick Start Guide

What is the Right Networks Customer Advocates Program?

A referral program for Right Networks accounting, tax, bookkeeping firms and small business customers. Members of the Right Networks Customer Advocates Program benefit from:

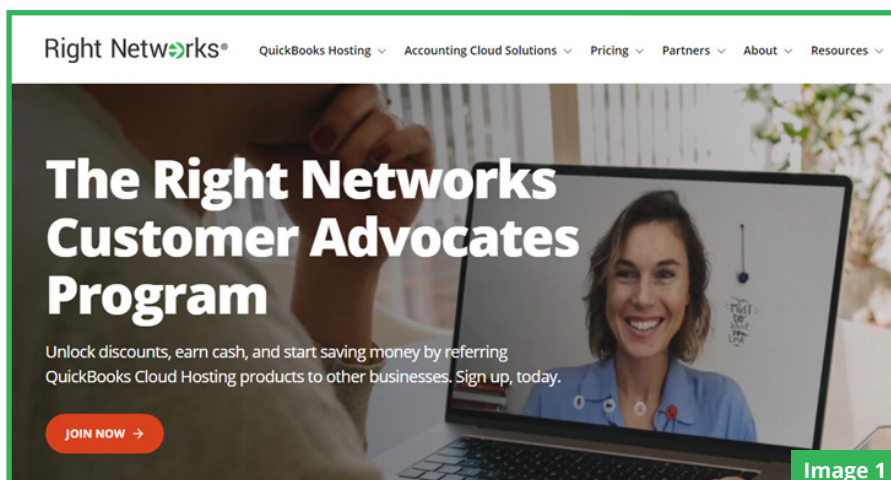
- An initial discount of 50% off your referral's first month of service.
- One-time savings credits against your Right Networks hosting bill that increases with the volume of Referrals that turn into new Right Networks QuickBooks Customers.
- Accounting, tax and bookkeeping firm customer advocates can obtain 2 additional months free off a Rootworks 12-month membership and the ability to refer Rootworks to other firms and earn additional savings off of their Rootworks membership.

How does the Customer Advocates Program work?

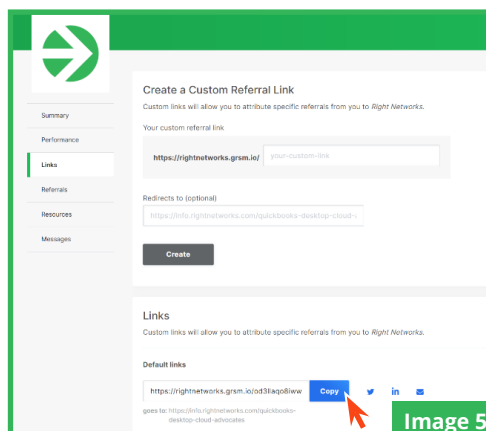
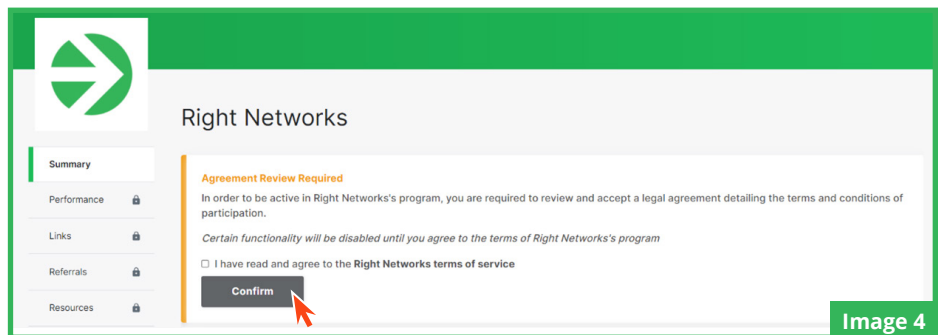
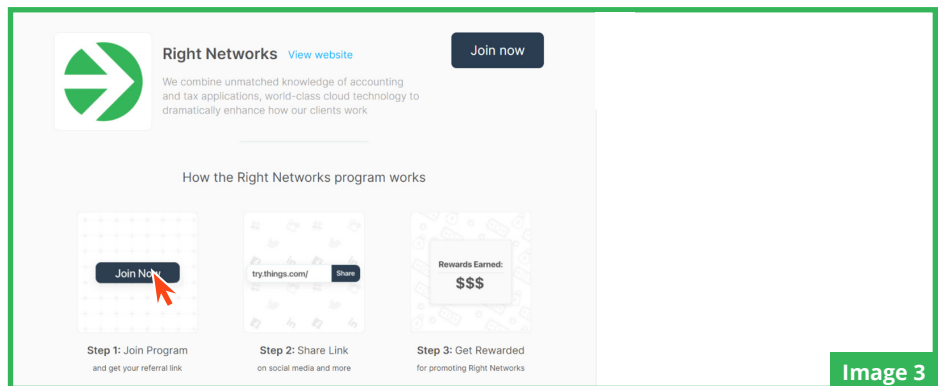
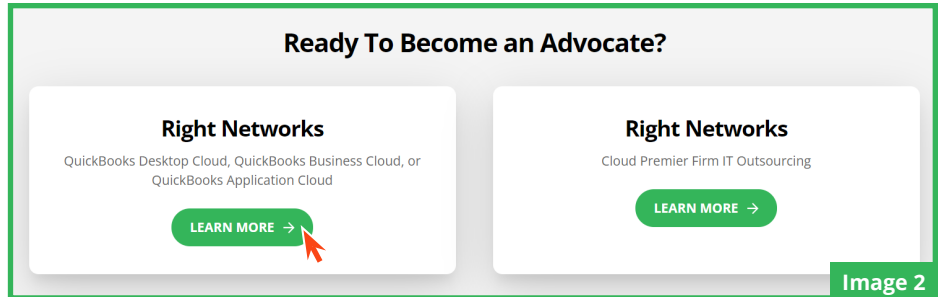
- An accounting, tax, bookkeeping firm or small business customer signs up to be an Advocate for Right Networks QuickBooks Cloud Hosting.
- The accounting, tax and bookkeeping firm advocates can refer their small business clients and/or other accounting, tax and bookkeeping firms to Right Networks QuickBooks Cloud Hosting. Small business customers can refer other small businesses or accounting, tax and bookkeeping firms to Right Networks.
- The referred accounting, tax, bookkeeping firm or small business becomes a Right Networks QuickBooks Cloud Hosting customer obtaining an initial discount because they were referred under this program and after two thirty-day billing periods the advocate earns a one-time savings credit off of their Right Networks hosting bill.

Getting Started:

1. Visit the Customer Advocates Program page on 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 QuickBooks Desktop Cloud (Image 2).
3. That will take you to the Advocates page for Cloud Premier. Click “Join Now” and you’ll be redirected to PartnerStack to create your account. PartnerStack is our program partner so you’ll see that name here and on other correspondence (Image 3). After creating your account, you may be prompted to “Invite Team Members”. Please skip this step as our program currently only supports one PartnerStack account per company.
4. Once you’ve created your account, accept the Right Networks Customer Advocates Program Terms and Conditions in your portal powered by PartnerStack (Image 4).
5. You will receive an email from PartnerStack welcoming you to the Advocates Program.
6. Receive your unique link to share with your potential referrals or refer them via the “Submit a Referral” form (to find this, select Referrals on the left-hand side of your portal and then select the “Submit a Referral” button) (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 and helping your friends, colleagues or clients save money in the process.
9. Track your referrals and view pending rewards in your program portal powered by PartnerStack.



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 of your portal. 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 1st 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 from the Resources section in PartnerStack or on our [website](#). 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](#).
 - To access this, log into your PartnerStack account. Select your name from the top right and then select FAQ from the drop-down menu.
- Email support@partnerstack.com.

For more information about the Right Networks Advocates Program, please email RNAAdvocates@RightNetworks.com.