

KYOCERA KyoRewards Frequently Asked Questions – Australia

Welcome to the new KyoRewards which allows your nominated Qantas Frequent Flyer (QFF) membership number to automatically be credited with points allocated for your reported KYOCERA hardware and accessories purchases each month.

Under this new Rewards Program, there's no need to complete onerous paperwork to be rewarded with QFF Points. We just need your membership details!

Eligibility

Q: Who is eligible to apply for the new KYOCERA KyoRewards Program?

A: Any distributor, dealer, gold/platinum/standard reseller of KYOCERA printers, multifunctional printers/devices and their KYOCERA accessories, purchased through authorised KYOCERA Distributors or directly from KYOCERA.

Only 1 (one) employee's QFF Membership number can be registered against each company's ABN. The invitation to join the new program has been sent to the principal contact of the business who can determine who in their organisation should accrue the points.

Q: Does this replace KyoStar?

A: The KyoStar program is no longer running. This is a completely new program solely for QFF points. To find out what other reward programs are available to your business, please contact your KYOCERA Account Manager.

Registration Process

Q: Who can register the one QFF number for the company ABN?

A: An "authorised person" of the company must register. They will be a director or officer of the company or a person with the written delegated authority of the director or officer to bind the company.

Q: How soon can I start earning QFF points?

- **A: During the Introductory Period for this program – December 1, 2015 to February 28, 2016** – you will need to register a current QFF Membership Card to your company's ABN before close of business (AEDST) Monday 15th February, 2016.

This will qualify the registered business for points accrued on purchases invoiced during the introductory period. Those points will be credited to the corresponding registered QFF Membership Card during the first week of March 2016.

- **A: After the Introductory Period – from March 1, 2016** – any new QFF Membership Card to be considered eligible for points, must be registered against its member's company's ABN held by KYOCERA, by the 20th of the month.

eg. Register by March 20, 2016 to qualify for points accrued on March invoiced purchases.

Q: When will the points I've earned appear on my QFF statement?

A: Each month following the Introductory Period – ie from March 2016 purchases onwards – points 'earned' will be awarded to the registered QFF Membership within 5 business days of the following month, and credited directly to the QFF Membership Card. A summary of points awarded by KYOCERA will be sent in a statement to the registered QFF Member by the 15th of each month.

Q: What happens to any accrued points if I don't register during the Introductory Period?

A: Without registration of a corresponding QFF Membership Card, any points that may have been accruing during the Introductory Period will be forfeited.

Program Benefits

Q: What are the benefits of the new program?

A:

1. Less time on paperwork = More time with your customers
2. Automatically receive points on all eligible purchases = Faster rewards
3. QFF points at no cost to you*

*Any FBT requirements are the responsibility of the person receiving the points

Q: How has the process changed for entering claims to receive QFF points?

A: We listened to your feedback regarding how onerous it was to enter serial numbers and product codes each month. So we have automated this process and will be allocating QFF points based on:

- A). Your KYOCERA hardware and accessories purchases each month as reported to us by the distributor channel or;
- B). Hardware sales figures from KYOCERA where you have purchased from us directly as an authorised dealer or distributor.

Q: Do I have to upload my claims each month with serial numbers and model codes?

A: No, this is the real advantage of this new program as it will save you time by not having to enter line item by line item, product serial details related to your purchases each month.

Q: Are the QFF points under the Qantas "Acquire" business program?

A: No, these are QFF points. As they are your points, you can use them as you would like.

QFF Points

Q: Can I have more than one (1) QFF number allocated to my company ABN?

A: Under the new program **only one** QFF Membership Registration is permitted per Dealer, Distributor or Reseller.

Now that your QFF points are allocated to one person, you can manage them however you like, including gifts from the Qantas store. It's an opportunity to amass more points together for larger rewards or even use them as a sales incentive or company reward.

Q: What if I disagree with the sales reported for the QFF point's allocation?

A: You will need to check your sales history with your nominated distributor or KYOCERA Dealer Manager if you buy directly from KYOCERA. They will need to review this on your behalf and advise KYOCERA if there are any discrepancies so that KYOCERA can review the allocation of QFF points based on the updated report.

Q: How long do I have to query a change in QFF points allocated?

A: We will not backdate changes past the previous month. Any queries need to be made in the month immediately following the month in which the discrepancy occurred.

Q: If I buy from more than one distributor, or more than one channel, will I receive points from both?

A: Yes, all hardware and accessories purchases will be reported for QFF if they are as a result of doing business with:

- one of KYOCERA's Authorised Distributors – Australia - Ingram Micro, Alloys International, XIT Distribution, Dynamic Supplies
- KYOCERA directly.

Q: Will we always only be able to have one QFF per company ABN?

A: The program may change over time but we'll keep you up to date via your registered email.

Q: If I have my own company ABN, can I use this number rather than the company ABN I work for?

A: No, it is only the registered company ABN that KYOCERA or its distribution partners do business with.

Q: I have QFF points under the previous KyoStar program, will I lose these QFF points that I have previously accrued.

A: No, any points awarded under the KyoStar program have all been allocated to your QFF number. Please check your balance in your account at qantas.com.au.

Q: I don't have a QFF number, how can I get a number?

A: For a limited time you can sign up for FREE as a KYOCERA customer by emailing marketing@dau.kyocera.com

More questions?

Please refer to the full Terms and Conditions of this program for details of the offer. Contact your KYOCERA Account Manager or contact marketing@dau.kyocera.com should you require further assistance.

Updated: 09/12/2015