



## FAQ – Version 3.0

### **What is the Rewards 5 Program?**

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

### **How does Rewards 5 affect 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.

### **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.

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

A: The Rewards program is for online purchases only. Therefore, the discounts will not apply to orders placed over the phone.

### **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.

[View the Rewards catalog](#)