

symplus

Partner Incentives from Symantec

What is Symplus?

- Symplus is the new individual incentive program for partners by Symantec. Partners can accrue points for selected sales, enablement and marketing activities. The points are then loaded onto the Symplus Prepaid MasterCard® card.
- Sales, enablement and marketing incentives are confirmed by Symantec at the beginning of each Symantec fiscal quarter and may vary.
- All partner segments are eligible to participate to the program.

How do I register?

- Registration for the program is achieved through PartnerNet redirection and/or directly to the Symlicity web-portal.
- Your company will first need to agree to the program's T&Cs .
- Please note that if your company is not registered as a Company Participant, you will need the "Business Decision Maker" (BDM) for your organisation to agree to the program's T&Cs.
- Once your organisation is approved as a Company Participant, then you can register as an Individual Participant.
- Please click on the Registration link [here](#) to register your company or individual details.
- Individual accounts are not available to Partners in certain regions and territories. Please see the program's T&Cs [here](#) for more information.

How do the three incentives work?

- *Sales*
 - Symplus sales incentives reward you for selling Symantec products and solutions. The products eligible for the incentive programme will be announced at the beginning of each Symantec fiscal quarter on the Symplus website.. Specific dates for each eligible claim deadlines will be posted at the beginning of each Symantec fiscal quarter.
 - Please note that eligible customer orders ("deals") are those conducted under normal business and commercial conditions. A "deal" subject to special pricing or additional discount and rebate is specifically excluded and may not be approved for any incentive payment.
 - All claims must be made in the same Symantec fiscal quarter as their sale.
 - The last day to submit a claim for a sales incentive is the Friday of the week prior to the end of the Symantec fiscal quarter. Please ensure that all your claims are submitted before this time.
 - Claims submitted after the deadline are not valid and won't be eligible for accruing points. Please note there are NO exceptions to this rule unless you have permission in writing from the Program management team prior to the cut off date. Contact customerservices@symplis-emea.com if you require further information. Requests for an extension submitted after the closing date will not be processed.
 - Please note that for a Sales Claim you will need to have the Symantec Sales Order Number (this should be at least 8 characters long.) and quantity of units of eligible product sold available.

- The Symantec fiscal quarters are as follows: Q4 = January-March, Q1 = April-June, Q2 = July-September, Q3 = October-December. Any claims submitted late (after the quarter the sale was made) will be denied. For instance, a deal done in February must be submitted within the deadline provided for Q4 incentives e.g. by the 19 March 2010.
 - More information on the sales incentives can be found [here](#).
 - *Marketing*
 - Symplus Marketing incentives reward you for positioning and promoting Symantec's products and solutions in each quarter. These will be announced at the beginning of each quarter so please check the Symplus website for details of what activities are eligible.
 - The last day to submit a claim for a marketing incentive is the Friday of the week prior to the end of the quarter. Please ensure that all your claims are submitted before this time.
 - Claims submitted after the deadline are not valid and won't be eligible for accruing points. Please note there are NO exceptions to this rule unless you have permission in writing from the Program management team prior to the cut off date. Contact customerservices@symplys-emea.com if you require further information. Requests for an extension submitted after the closing date will not be processed.
 - More information on the marketing incentives can be found [here](#).
 - *Knowledge Enablement*
 - Symplus knowledge enablement incentives reward you for completing a variety of courses and training programs in each quarter. These will be announced at the beginning of each quarter so please check the Symplus website for details of what activities are eligible.
 - Note that knowledge enablement courses requiring Accreditation test will require the participant to accept their accreditation within the enablement system before a valid claim can be processed
 - The last day to submit a claim for a enablement incentive is the Friday of the week prior to the end of the quarter. Please ensure that all your claims are submitted before this time.
 - Claims submitted after the deadline are not valid and won't be eligible for accruing points. Please note there are NO exceptions to this rule unless you have permission in writing from the Program management team prior to the cut off date. Contact customerservices@symplys-emea.com if you require further information. Requests for an extension submitted after the closing date will not be processed. More information on the enablement incentives can be found [here](#).

Program Levels

- There are three levels. The first level when you register and begin to accumulate points is 1 point = €1.
- Once you have accrued 10,000 points you are promoted to the Symplus Squared level, where 1 point = €2..
- If you accrue 50,000 points (or more) then you will be promoted to the Symplus Cubed level where 1 point = €3. The maximum value that can be stored on the Symplus Prepaid MasterCard card at any given time is €25,000.

How do I submit a claim?

- Go to the Submit a claim page [here](#).
- Sales Claims
 - You will need to have the Symantec Sales Order Number (this should be at least 8 characters long) and quantity of units of eligible product sold available. Then from the web site elect the product family for your claim and enter the total quantity sold for your claim.
- Enablement Claims
 - You will need the activity family, title and date the accreditation was issued.
- Marketing Claims
 - You will need the activity family, title and date

- Once you have entered this information it will calculate the points earned for this claim.
- Click on “Submit this claim” from the form.
- You can make more than one claim if you have several to enter at one time.
- Once your claim has been submitted for approval, the outcome of the approval process will be available to you on the web portal site within 7 working days.

How are my points converted into money on the card?

- Depending on your level within the program (Symplus, Symplus Squared or Symplus Cubed) , your points will be equal to €1 per point, €2 per point or €3 per point. To be added to the Symplus Prepaid MasterCard card, your BDM and Symantec will need to approve the points you claim. Once approved these will be automatically converted into a Euro (€) value which will be added to your card for you to spend.
- Each time you use the card, the purchase amount is deducted from the available balance. Your Symplus Prepaid MasterCard card can be used to make purchases on-line and at any retail outlet displaying the MasterCard sign.

How can I receive my Symplus Prepaid MasterCard card?

- You need to accrue 25 points (registered on the portal) before you can receive your Symplus Prepaid MasterCard card.
- Do my points on the website disappear if I use the money on the card?
No, the points will continue to accumulate based on the claims you submit, regardless of the money spent on the card. Once you spend the money, your point total on the website will not decrease.
- This allows you to get into the next levels of the programme, the Symplus Squared and Cubed levels, where your points are worth €2 and €3 each respectively, even after you have spent the money on the card.