

PROPEL TurnKey Program Information

To Order

Complete the Order Form and include your contact information, the quantity of award codes/vouchers needed from each level, the type of solutions (basic, enhanced, premium), how you want to receive award codes, and the desired method of payment. Place your order by phone, fax or mail. Order confirmation will be sent via email 1-3 business days after receipt of order.

Mail to: All Star Incentive Marketing
Attn: PROPEL Solutions
208 Charlton Road
P.O. Box 300
Sturbridge, MA 01566 – 0300
Fax to: 508-347-5404

Payment Methods

Fax and phone orders may be paid by credit card. Mail orders may be paid by credit card or company check. Please allow 7 additional business days when paying by company check.

Voucher/Award Code Fulfillment

Once your order has been confirmed, your award codes will be sent in a spreadsheet via e-mail approximately 24 hours after order confirmation. When purchasing printed award vouchers, shipping is via 3-day method. Prices for shipping are displayed on the Order Form. Overnight shipping may also be requested.

Award Redemption

Once recipients receive their award code(s), they will be able to browse and redeem online for the awards of their choice. The standard award website is located at www.eChoiceAwards.com, while customized award sites will be given a unique URL. Once on the site, recipients can browse the awards that correspond to their award level or choose to create an account and bank the points for future redemption.

Damaged or Defective Merchandise

If an award is damaged or defective, the recipient must retain the original packaging and contact customer service at Award Headquarters within 30 days of receipt. A call tag will be issued for the item and a replacement award will be shipped. There is no charge for returning and replacing damaged or defective items.

Returns

Participants may return an award within 30 days of receipt and receive a replacement award code for the same award level. For a return to be valid, the award must be unused, in good working condition, and in its original packaging. The participant is responsible for the cost of re-packaging, insuring, and shipping the award back to Award Headquarters. The replacement award code will only be issued after the returned item has been received and properly inspected.

Award Code Expiration

All award codes expire 24 months after they are issued. Expired codes cannot be replaced.

Re-Ordering

Complete and mail or fax the order form to reorder. If you are an existing customer, be sure to include your customer number on your order. Your customer number was provided in the letter you received after your first order. If you do not know your customer number, please call Award Headquarters and ask for assistance.

Website Hosting Reorders

If you have ordered a custom award website in the past and wish to extend the use of that site, simply fill out the order form and select the type of award site. You will be notified by a customer service representative 30 days before your hosting period ends and given the option to extend.

Contact Us

Call 800-330-7800 to contact Award Headquarters.

Basic

\$0 Set up cost

- Access to general use award site featuring thousands of brand name merchandise and travel award choices - www.echoiceawards.com
- Generic graphics and news stories including tips on how to navigate through the award site
- A mixed use site where by your participants can create an account and bank their points or they can shop anonymously
- A list of award codes will be provided to clients for their distribution to program participants — generic vouchers are available at no additional cost

Enhanced

\$1500 Set up cost

- Access to an award site featuring thousands of brand name merchandise and travel award choices
- The purchase and hosting of a unique URL directed to a customized landing page
- A customized landing page to communicate specific messaging with your program participants
- Award site messaging contains news stories and graphics targeting your specific applications — sales, safety, and loyalty
- A mixed use site where by participants can create an account and bank their points or they can be allowed to shop anonymously
- A list of award codes will be provided to clients for their distribution to program participants — generic vouchers are available at no additional cost

Premium

\$3000 Set up cost

- Access to an award site featuring thousands of brand name merchandise and travel award choices
- The purchase and hosting of a unique URL directed to customized landing page
- A customized landing page to communicate specific messaging with your program participants
- Semi-customized award site message and graphics tailored to your participants
- A traditional authenticated program where all users have logon name and password and must be logged on to use the site
- Participants are preregistered and points are uploaded to their accounts or points can be distributed on printed vouchers