



EDUCATION ALLIANCE PROGRAM

Education Alliance Program (EAP)

FREQUENTLY ASKED QUESTIONS

Is there a website for reviewing the EAP Program?

The Education Alliance Website is <http://eap.amx.com/education/eap/>

The site covers the EAP Program Overview as well as information on;

- EAP Program Benefits
- Becoming an EAP Member
- EARNing Points
- REDEEMing Points
- Required Tax Forms

Information about our pricing program is available to EAP members when they are logged into their account.

Can a University be a member if they do not currently have AMX product on site?

Yes! EAP Membership is eligible to any College or University. Enrolled members must have a .EDU email address.

What if my school already has an EAP account?

In some cases there are multiple EAP account holders from the same University, due to ownership of AV technology in different teams on campus. You are allowed to sign up and have your own account by college or school within the same University; however there is only one parent account. If for some reason your school is already an account holder and you cannot setup an EAP account because of this issue, please email the EAP Program Manager at angela.casavant@harman.com

How do I sign up for the EAP?

To sign up for the EAP, you must have the following:

1. Be an employee of a verified school or college that is part of an education institution.
2. A verified .EDU email address
3. Current contact information for main contact, phone number, and shipping address
4. A Parent Account setup for your school or college in the Harman Customer Resource Management System (CRM).

If you have this information, on the EAP home page click 'Join Program' to begin the sign up process.



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What if I don't have a .EDU email address?

.EDU is the standard domain for US based education institutions. There are variations to the .EDU domain in other countries, in which case will apply. If you do not have a .EDU address or another country equivalent to .EDU (such as .edu.au), you will not be able to enroll as an EAP member. Email the EAP Program Manager at angela.casavant@harman.com to discuss your email domain name issue.

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How do I get a Parent Account in the Harman CRM System?

Harman Professional Solutions has a dedicated team of Education Business Development Managers (BDM) for the United States. Each BDM serves a territory of education institutions based on state. A BDM can setup a parent account for you in the Harman CRM System. Send an email request to your BDM to get this process started.

If you do not know who your BDM is, please email the EAP Program Manager at angela.casavant@harman.com to get referred to a BDM and setup in the CRM System.

What is an AMX ID?

This is a 5 or 10-digit ID number which links your Parent Account to your EAP account, and gives you access to EAP benefits, such as training, technical documentation, and education pricing. Without an AMX ID you cannot login to AMX.COM, Harman University, or place orders with your dealer using EAP Pricing (US Members Only).

How do I get an AMX ID?

1. Fill out the form in the 'Join Program' section of the EAP website
2. Get a Parent Account setup in the Harman CRM system for your organization

Once these two steps have been completed, an AMX ID will be assigned to you by the EAP Program Manager. Once your AMX ID is assigned, it will appear in your EAP account information.



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I have my account setup, but my AMX ID is not showing up. What should I do?

Email the EAP Program Manager at angela.casavant@harman.com with your EAP account information and include a request for a status update on your AMX ID.

How do my products qualify for a warranty?

EAP approved products by AMX are eligible for an extended warranty and must be registered within 60 days of the product ship date.

Can I trade in my old equipment?

No, not at this time.

Do you have education pricing?

Yes. The EAP program has an education price guide. You must be a registered member of the EAP program based in the United States and logged into the EAP website to access the price guide.

Who do we contact for additional questions?

Please email Angela Casavant, EAP Program Manager at angela.casavant@harman.com

FREQUENTLY ASKED QUESTIONS ABOUT THE REWARD POINTS PROGRAM

What is the Reward Points Program?

The Reward Points Program gives EAP members points on the purchase of select AKG, AMX, CROWN, and JBL equipment. EAP members can redeem their points for free equipment on an annual basis. Eligible equipment models are listed in the Program Points Guide.

What is the EAP Points Scale?

Points EARNED will be 10% of MSRP on all eligible Harman products, regardless of price paid.

To see points values, please see the Program Points Guide at <http://eap.amx.com/education/eap/downloads/EAP.Reward.Program.Points.pdf>



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What does it mean when a University EARNS points?

Points are EARNed when an EAP member logs into their EAP account and follows these steps:

1. Click on the EARN button to go to the EARN page
2. Attach and upload a digital copy of purchase documentation that shows all eligible equipment models and quantities as proof of purchase.
3. Add product information for all products in the purchase documentation, with equivalent quantities. Products are searchable by Serial Number or Product Name.
4. Submit the EARN request.
5. Wait for confirmation of submission by EAP Program Manager
6. When the submitted request is audited, your eligible EARNed points will appear in your account balance.

A description of attaching documents and searching for products is found on the EARN page of the EAP website.

What is the “definition” for when a University REDEEMs points?

When they use their available points to “purchase” AMX products.

What is the lead time from the purchase date to the REDEEM date?

It can take up to 20 days depending on the turnaround time. Refer to the Terms and Conditions information for more specifics at:

<http://eap.amx.com/education/eap/downloads/EAP.Terms.And.Conditions.pdf>

What purchase documentation is acceptable for “Proof of Purchase?”

For points to be EARNed, the following documentation is acceptable for proof of purchase

1. University Purchase Order on University Letterhead
2. Dealer Sales Invoice

For the proof of purchase, do you allow PDF files?

Yes. Many file format are acceptable (.DOC, .PDF, .XLS, .TXT)

Do I need to contact my dealer for EARNS or REDEEMs?

No, the points program is a member directed self-service program. EAP Members will EARN and REDEEM these points directly through submitting EARN and REDEEM requests through the EAP website. EAP members are responsible for their points.



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Do any points roll over into the next calendar year?

All points are EARNed from Sept 1 of the current year to Sept 30 of the following calendar year

Clients may REDEEM points at any time during the EARN calendar year up to November 15 after the closing of the EARNed period. This grace period allows members to use points from 2 EAP calendar years.

If I don't use my EARNed points in a single calendar year, what happens?

You lose all of your EARNed points. The points program is a "use it" or "lose it" benefit each calendar year.

Is there a period of time where point redemption is not available?

Yes, from November 16- December 31 of each year points cannot be submitted for EARN or REDEEM through the EAP website.

Earnings resume on January 1 during each calendar year. EAP approved products purchased in November and December will qualify as EARNs in January

Can we combine Points and Dollars?

No. Eligible Harman equipment can only be REDEEMed with points.

How are we ensuring that the appropriate person is approved to REDEEM the points for the Universities where we have multiple contacts for the same University?

Only approved personnel are provided logins for the self-service portal to ensure approved individuals are inputting both EARN and REDEEM requests.