

# Fortinet FortiRewards Program

## FREQUENTLY ASKED QUESTIONS

### PROGRAM OVERVIEW

Fortinet's FortiRewards program is designed to allow our partners to increase profitability, improve engagement, and drive expertise. The program is only available in certain regions and countries, and, where applicable, to certain account types. To learn more about the program in your region, visit the [Fortinet Partner Portal](#) and look for FortiRewards under Sales/Marketing.

### GETTING STARTED

#### How do I enroll my organization in the FortiRewards program?

The Primary Member on record for your Partner Portal company account can enroll the company via the FortiRewards Incentive page. When enrolling, the primary member must opt-in to the program, agree to the program terms and conditions and select the company-wide Payment Preference. NOTE: Not all regions support all payment options. Your appropriate region/account level options will display during your enrollment process.

Once your organization has agreed to participate, individuals must also opt-in to the FortiRewards program on the FortiRewards Incentive page. Once fully opted in, individuals can start submitting claims and earning points for approved claims.

#### What incentives are included in the new program?

Check the FortiRewards Incentive page under Sales/Marketing in the portal for a list of current incentives being offered in your region.

#### How do I submit a claim for a reward?

Once your organization has enrolled the company in the FortiRewards program, and you have opted-in as an individual, you will be able to submit claims for current incentives in your region and/or available to your account by completing an online claim form found on the FortiRewards Incentive page.

### PARTICIPATION DETAILS

#### Is the FortiRewards program available to all partners?

FortiRewards participation is driven by regional requirements. If your organization is eligible to participate, you will be able to enroll in the program. For questions, please contact your regional FortiRewards team:

- APAC team at [APAC\\_FortiRewards@fortinet.com](mailto:APAC_FortiRewards@fortinet.com)
- EMEA team at [EMEA\\_Partners@fortinet.com](mailto:EMEA_Partners@fortinet.com)
- LATAM: [LATAM\\_Partners@fortinet.com](mailto:LATAM_Partners@fortinet.com)
- NA team at [FortiRewards@fortinet.com](mailto:FortiRewards@fortinet.com)

#### What are the FortiRewards payment preferences?

The Primary Member on the account must select the company-wide payment preference when opting in to the program. The program includes several payment options which vary based on region and country.

##### 1. Partner Pay

Fortinet pays partner company through our third-party payment processor (XTRM) and provides activity details for qualifying points earned by participating individuals (available in all regions). Partner must create a company account with XTRM and send your XTRM ID that begins with "SPN" to the FortiRewards team in your region.

Partner Pay is appropriate for organizations who:

- Do not allow individual reps to receive SPIFFs from vendors.
- Allow limited rep payments from vendors (your organization would like to monitor and/or modify and process any SPIFF payments to reps).

In both cases:

- Claims must be submitted by individuals, and approved claims will show in both the individual dashboard and the company dashboard.
- Fortinet will pay your company account directly via XTRM. Within the XTRM Company Account Admin interface, you will be able to see who earned what, and have the option to disburse amounts to individuals that align with your organization's policy)

Decline Participation: Partner has the option to decline company participation, employees will not have access to the FortiRewards program (available in all regions)

## **2. Individual Pay**

Individual receives payment directly from XTRM, our third-party payment processor for approved points (limited regions or account levels).

### **How do I find the Primary Member on my Account?**

Log in to the [Fortinet Partner Portal](#) and visit the Account Profile page (dropdown beside "Welcome your name").

### **How do I change/update the Primary Member on my Account?**

Please email the details of your change request with your company account name to the partner alias in your region

### **How do I change my company's FortiRewards Payment Preference?**

Please email the details of your change request with your company account name to the FortiRewards team in your region.

### **Regional Partner Alias:**

- APAC team at [APAC\\_FortiRewards@fortinet.com](mailto:APAC_FortiRewards@fortinet.com)
- EMEA team at [EMEA\\_Partners@fortinet.com](mailto:EMEA_Partners@fortinet.com)
- LATAM: [LATAM\\_Partners@fortinet.com](mailto:LATAM_Partners@fortinet.com)
- NA team at [FortiRewards@fortinet.com](mailto:FortiRewards@fortinet.com)

## **POINT REDEMPTION**

### **How much is a FortiRewards point worth?**

FortiRewards point value is set in region, or in country. Please check the Promotions Page in the partner portal, or contact your local CAM. Points have no value unless they are eligible for redemption during the redemption cycle.

### **What happens with my current approved points?**

Approved points are accrued throughout the quarter and are automatically converted to US Dollars starting the day after the quarter ends. Earned reward points can be used to redeem monetary value such as gift cards or cash incentives through, [XTRM](#), our third-party payment processor. This takes place at the end of each quarter, during the Quarterly Redemption Cycle.

### **My claim is approved. When do I get paid?**

Once your claim is approved, please wait for the FortiRewards Quarterly Redemption Cycle. We convert approved points to regional currency during the Quarterly Redemption Cycle that starts the day after quarter end. Payments are made 3-5 weeks from the last day of the quarter through [XTRM](#), our third-party payment processor. Payment period varies based on region and country.

### **My company-wide Payment Preference is Individual Pay. How do I get paid?**

If the Primary Member on your partner Account selected “Individual Pay” as the company-wide FortiRewards payment option, payment will be made directly to you. Your points will be converted to regional currency and available to redeem monetary value items such as gift cards or cash. You will receive an email when your funds are available. To access the funds, you will need to create an account on our payment processor’s website ([XTRM](#)). Funds will be available approximately 3-5 weeks after the end of the quarter. Payment period varies based on region and country.

### **My company-wide Payment Preference is Partner Pay. How do I get paid?**

If the Primary Member on your Account enrolled in the program by selecting “Partner Pay” as the company-wide FortiRewards payment preference, Fortinet will pay your company through our third-party payment processor ([XTRM](#)). The payment will be accompanied with a report of points earned by individuals. If applicable and/or available in your country or company, funds will be disbursed according to incentive program guidelines established locally.

### **What is the difference between Current Approved Claims Points and FortiRewards Total Paid Points in the dashboard?**

Current Approved Claims Points shows approved points eligible for the current quarter’s redemption cycle. After approved points are redeemed, they are removed from Current Approved Claims Points but remain in FortiRewards Total Paid Points. FortiRewards Total Paid Points reflect the approved points you have earned over the duration of the program.

### **If I leave my company, how do I redeem available approved points?**

You must be employed by your company during the quarterly redemption cycle to be eligible for point redemption. When you leave your company, you are no longer eligible to earn or redeem points. However, if your company participated via Individual Pay, any funding that has already been added to your account on our payment processor site ([XTRM](#)) is still available. Please contact [XTRM support team](#) with questions.

### **If I receive FortiRewards payouts individually, am I responsible for taxes?**

FortiRewards payouts are considered income and participants are required to report their earnings and pay the corresponding taxes. Each year you will receive official tax documentation from XTRM, our third-party payment processor, stating the amount of money you earned that fiscal year.

### **If I receive a payout from my company, will I be responsible for taxes?**

Companies who are participating in FortiRewards via Partner Pay as the company-wide FortiRewards Payment Preference may disburse funds directly to you via your company’s incentive disbursement process. This disbursement is between you and your employer and follows your company’s incentive program rules. Please check with your company for details.

## **Additional Questions?**

### **Contact the FortiRewards team in your region:**

- APAC team at [APAC\\_FortiRewards@fortinet.com](mailto:APAC_FortiRewards@fortinet.com)
- EMEA team at [EMEA\\_Partners@fortinet.com](mailto:EMEA_Partners@fortinet.com)
- LATAM: [LATAM\\_Partners@fortinet.com](mailto:LATAM_Partners@fortinet.com)
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## **Bookmarks**

[Fortinet Partner Portal](#)

[XTRM](#)