Viewing reward points

Check how many points you have available currently and in the future. Look up your previous point history.

1. In RB Web, click **My Points** in the navigation bar.

2. My Points defaults to Current Statement, which provides an overview of your points account as well as other relevant information, such as contact information. In the overview, you can check:

   - **Current Balance** – Your currently redeemable points, which are calculated from paid invoice amounts minus any already redeemed or transferred points.

   - **Pending Points** – Points of all posted invoices that haven't been paid yet. When an invoice is paid, points earned on that invoice are automatically moved from Pending Points to Current Balance and are redeemable.

   - **Points earned since account was opened** – Amount displayed includes all redeemable points earned including those already redeemed or transferred.

   - **Points spent since account was opened** – Amount shown is all redeemed and transferred points.

3. To see which invoices have posted, any adjustments made and any redemptions applied, click **History.**

4. Enter dates in the **Activity Date** fields to specify a time range to display and click **Search.**

5. In the results that appear, you can view:

   - **Activity Type** – Point transactions are designated as Earn, Redeem, or Transfer.

   - **Date** – Date the transaction occurred.

   - **Transaction Details** – Earned point transactions display Invoice # & Date, transferred point transactions display whether points were given to or received from a particular party's name, and redeemed point transactions display the type of redemption, such as cash.

   - **Points** – Number of points involved in the transaction.

   - **Status** – Pending displays until the associated invoice has been paid.

My Points > History

Search by

Activity Date: 5/1/2010 ~ 1/3/2011 (Search)

Activity Type	Date ↓	Transaction Details	Points	Status
Earn	12/1/2010	Invoice No.: 7492 (Date: 12/01/2010)	1,346	Pending
Earn	11/17/2010	Invoice No.: 7487 (Date: 11/17/2010)	110	
Earn	10/14/2010	Invoice No.: 7407 (Date: 10/14/2010)	8	
Redeem	9/19/2010	Cash	-22	
Earn	7/18/2010	Invoice No.: 6730 (Date: 07/18/2010)	22	
Redeem	7/17/2010	Cash	-55	
Transfer	7/17/2010	Transfer points from Mr. Jason Yee	55	
Redeem	6/29/2010	Cash	-621	
Transfer	6/1/2010	Transfer points to Mr. Jason Yee	-55	
Earn	5/2/2010	Invoice No.: 6689 (Date: 05/02/2010)	676	
Redeem	5/2/2010	Cash	-55	
Transfer	5/2/2010	Transfer points from Mr. Jason Yee	55	
Redeem	5/2/2010	Cash	-621	
Transfer	5/2/2010	Transfer points to Mr. Jason Yee	-55	
Earn	5/2/2010	Invoice No.: 6689 (Date: 05/02/2010)	676	

Total Records: 15

Redeeming reward points

Redeem any amount of points up to your currently available points for rewards.

1. To redeem your outstanding points, click **Request Redemption.**

2. Choose a redemption type in **Redeem Method** (required) drop-down, such as Cash or Gift Certificate.

3. In **Points to Redeem** (required), your total outstanding points appear. Enter a different number if you want to redeem any amount less than the total.

4. In **Deliver To,** select the address in the drop-down you want your reward sent to.

5. Enter any special instructions in regards to this request in the **Notes** field, such as a delivery address if you selected Manually type the delivery address in Notes in the **Deliver To** drop-down above.

6. Click **Redeem.**

TIP

The dollar equivalent for points appears next to the **Points to Redeem** field. Use this number to calculate the dollar amount of your redemption request.

Transferring reward points

Transfer points to other people in your firm.

1. To give points to someone else in your firm, click **Transfer Points.**

2. Select someone in your firm to receive your points in **Transfer To** (required).

3. Enter number of points to transfer in **Points to Transfer** (required). You can transfer any number of points up to your current outstanding amount displayed as the default here from your account to anyone else's in your firm.

4. Click **Transfer.**