



ESSEX Excellence Program



Frequently Asked Questions

Q: Who is eligible for the program?

A: **YOU!** All onsite and corporate associates are eligible for the program. RPMs, Directors and above will not be eligible.

Q: Where can I find the Excellence Program website?

A: You can find the Excellence Program [HERE!](#)

Q: Can I access the Excellence Program website from anywhere?

A: Once you are set up, you can access the platform anytime and anywhere.

Q: Is the Excellence Program on the same platform as Wellness?

A: Yes! You can earn rewards from both programs through one platform. This way you have the opportunity to earn more points and enjoy bigger prizes.

Q: What is the value of an award?

A: Excellence Program rewards can range from \$5-\$50 a reward, with a maximum of \$250 annually per associate. The dollar to point ratio is \$1 to 40 points.

Q. Where can I find the award form?

A: The Excellence Program form is found on Buzz. You may also request the form by submitting a ticket in [Service Now](#) to "Total Rewards/Benefits".

Q. Does the associate have to sign the award form?

A: No signature is required.

Q. Is email approval allowed?

A: Yes, email approval is accepted.

Q. Is there any other way to award?

A: Managers can scan an image of the excellence card given to the associate and list the justification in the body of the email.

Q. Can Regionals or Community Managers award an associate from another region or community?

A: Yes! The goal is to give spot rewards for exceptional work!

Q. Can awards be over \$100?

A: Awards may be more than \$100, but for extremely special circumstances. An RPM or Director approval is needed for awards exceeding \$100 and for awards over the \$250 annual maximum.

Q. How fast will the points be posted to my account?

A: You will receive your points within 24-48 hours after the awards form has been submitted and approved.

Q. Will I receive an email when the points have been added to my account?

A: Yes, an email is automatically sent when you are awarded. The notification notifies you of the award amount and the reason for the award.

Q. Who should I email if I need help with rewarding or guidance on what qualifies?

A: For more assistance, please submit a ticket in [Service Now](#) to "Total Rewards/Benefits".