

LiftMaster

POWERED BY myQ

Incentive Program

Connect to myQ® + Key by Amazon

Maximize the benefits of a customer's new garage door opener by connecting myQ and Key by Amazon.



FOR TECHNICIANS

myQ®

key
amazon

More for your dealership and your customers

Maximum benefit on purchases

Your dealership can earn rewards for myQ and Key by Amazon installations. By connecting your customer to myQ and Key by Amazon, they can receive secure, contactless In-Garage Delivery.

Peace of mind

Homeowners don't need to wonder if their garage door is open. With the myQ app, they can check the status of their garage door anytime from anywhere. With real-time alerts, keeping track of daily comings and goings is made easy.

Promote contactless In-Garage Delivery

Prime members, in an eligible location, can use Key by Amazon In-Garage Delivery to receive their Prime packages securely in their garage to protect against package theft, damage and bad weather.

Homeowners are interested in connecting

E-commerce continues to grow rapidly. With over 100 million Amazon Prime members – about 80% of U.S. households – there is a huge market for customers interested in connecting.

Connecting takes only minutes

Connecting only takes a few minutes and you can connect customers on all types of calls and even upsell products like hubs, locks and cameras. Submitting a claim for your dealership incentive is just a few clicks away.

Customer Connection Handout

Provide homeowners the handout at the beginning of appointment to help explain the benefits of myQ, and how to receive secure In-Garage Delivery. You can say to the customer "At the end of the appointment, I'll help you get your garage connected so you can monitor and control it with your phone."





Set up myQ and link to Key by Amazon

Connecting is quick

Earn an incentive for every validated myQ connection for your dealership

Service visit + connect

You can connect customers to myQ or to myQ and Key by Amazon on your visits as long as they have a Wi-Fi garage door opener.

Install a new Wi-Fi opener + connect

If the opener needs to be replaced, or if they want to upgrade, install a Wi-Fi opener and get it connected to myQ and Key by Amazon.

Connect a non-Wi-Fi opener

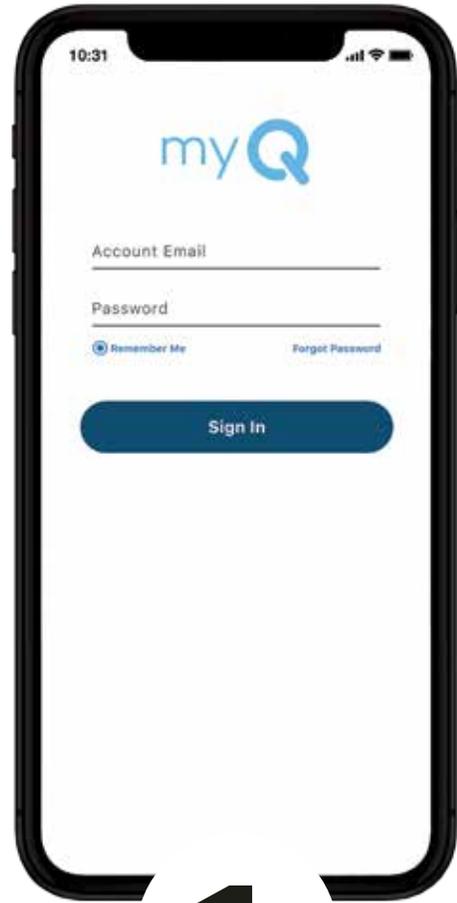
If a homeowner wants to get connected, but doesn't have a Wi-Fi opener, you can sell them a Smart Garage Hub.

SAVE TIME
ON SERVICE
CALLS

Call the customer before you arrive and ask if they want to get connected.

If the answer is yes, let them know to have the following ready:

- Download the myQ app and create account
- Wi-Fi network and password
- Amazon Prime account login and password



1

After the repair or installation is complete, get the customer connected to myQ.

Have customer come out to the garage and ask if they are ready to set up myQ. If yes, ask the homeowner to download the myQ app and create an account (if customer hasn't already). Assist in adding their device and pair to Wi-Fi network to complete setup.

For contact-free option

Customer can follow steps in the back of customer connection handout. If customer is comfortable, please stay during myQ setup to assist, but maintain social distance.



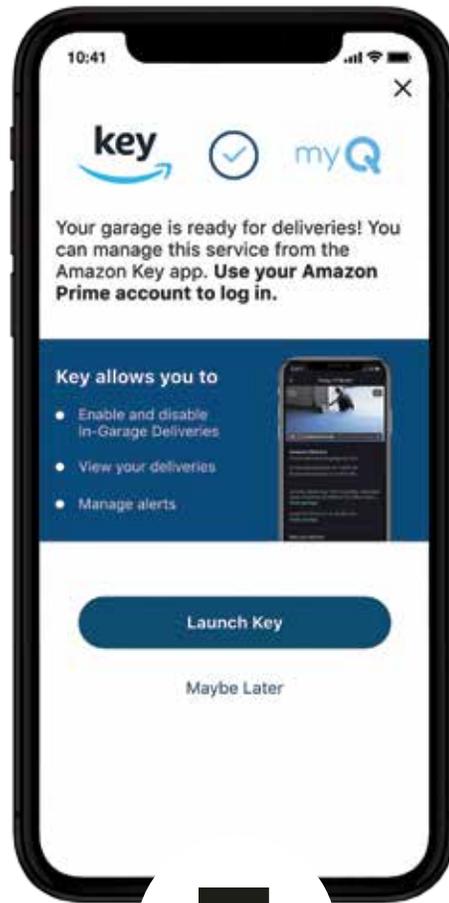
2

Link myQ to the customer's Amazon Prime account and complete setup in minutes.

Verify eligibility

Check if the customer is in an In-Garage Delivery service area, at Amazon.com/KeyForGarage.

Prime membership includes free In-Garage Delivery when you link myQ to Key by Amazon. Setup is easy and the service is helpful for customers who don't want to leave packages sitting outside.



3

Authorize account and the garage will be connected and ready for In-Garage Delivery.

Tell customer on their next Amazon Prime order to select 'In-Garage Delivery' at checkout and enter promo code DELIVERY10 to receive \$10 in Amazon credits on future In-Garage Deliveries.

Miss where to link accounts?

If customer misses the screens to link the Amazon account in myQ, they can initiate the link from the myQ app menu section, 'Works With myQ'.

Get connected

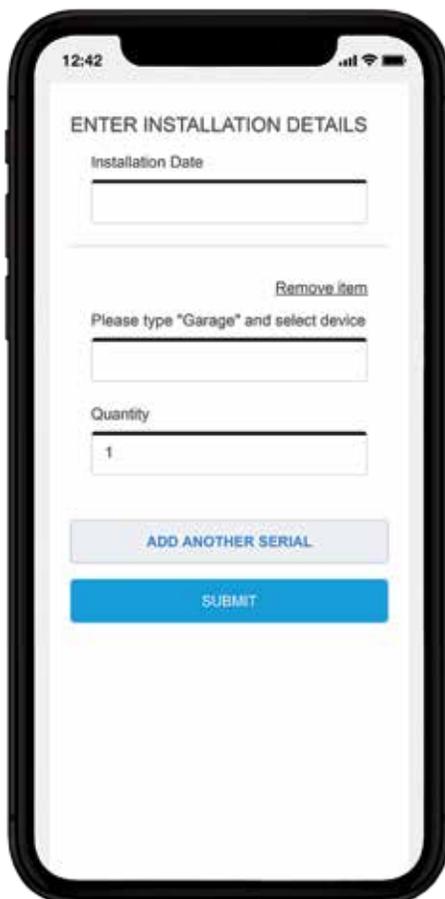
Submit the serial number to earn incentives

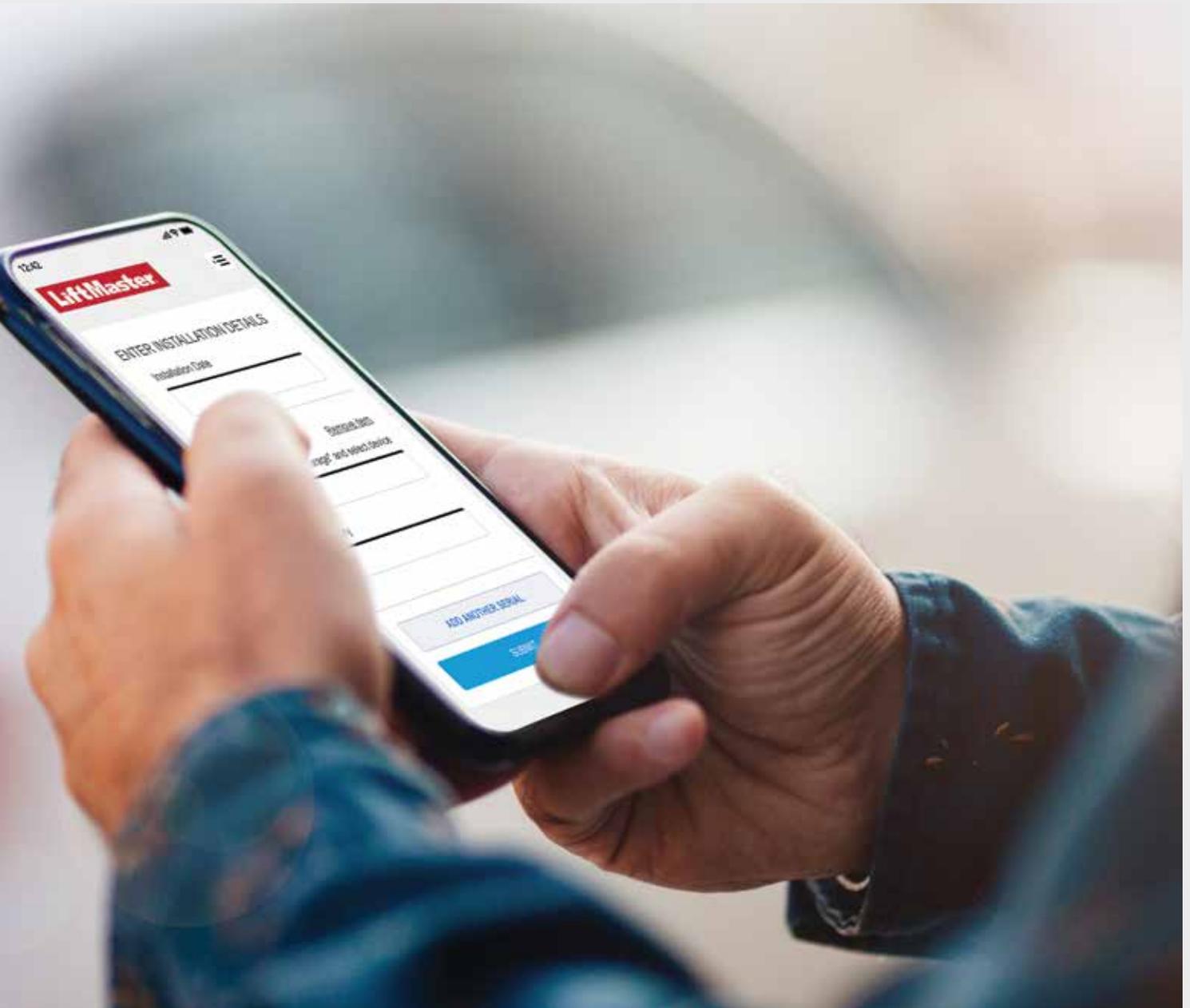
Enter the myQ serial number in the LiftMaster Partner Rewards Platform to have the new connection validated.

Make sure to add the myQ serial number

Make sure you submit the myQ serial number and not the product serial. The myQ serial number is 10 digits and has a myQ logo next to it. If you use a hub to connect the customer, enter the hub's myQ serial number, not the opener.

**SUBMIT
IN A FEW
CLICKS**





What customers ask

FAQs

How does In-Garage Delivery work? Does Amazon always have access to the garage?

We do not give access codes to the driver. Amazon confirms the authorized driver is at the correct address with the correct package through an encrypted authentication process. When this is confirmed, the driver is granted one time access through the delivery driver's app. The door will not open if the package is not scanned or if the driver is not within 100 feet from the garage. The driver then slides the package inside and closes the door. The delivery only takes a few seconds. The customer can re-route the package to the front door at any time.

How does LiftMaster keep customer data secure?

As an industry leader in providing control over the homes largest door, LiftMaster has developed products and solutions built on the foundation of safety, security, reliability and peace of mind for over 40 years. LiftMaster is invested in cloud security and has implemented a leading end-to-end encryption technology to keep customer data safe and secure. Additionally, LiftMaster uses a secure API system for a higher degree of control and security when creating collaborative myQ technology applications.

How does the customer actually place an order for a package delivery to the garage?

Prime members will be able to choose the 'Key Delivery' shipping option at checkout when shopping on Amazon.com for all eligible Prime items.

How much does In-Garage Delivery cost?

Key by Amazon In-Garage Delivery is a FREE service for Amazon Prime members. There is no additional cost to choosing this option at checkout.

If customers want a live view of deliveries taking place, what cameras will work with Key by Amazon?

The LiftMaster Smart Garage Camera™, the Amazon Cloud Cam (Key Edition), and the Ring Indoor Cam. Other cameras can be used in the garage if customers can scroll back and see recordings. However, the cameras listed are the only ones that allow users to view the delivery event directly in the Key by Amazon app.

How do cameras and locks work with In-Garage Delivery?

Some customers like the added security benefits that a camera and/or smart lock provide. For example, customers who add video can watch delivery events in real-time or retroactively.* We have also seen strong interest in adding the Yale LiftMaster Smart Lock, which has a neat feature called 'Delivery Auto-Lock' that will engage the deadbolt during a delivery event to ensure the passage door to your home is locked. After the delivery event has concluded, the lock will return to its original state. Each of these solutions work seamlessly with myQ and Key for Garage.

*May require subscription.

Limited time offer, expires 12/31/2021. Available to US dealers and distributors only. Limit one reward per household in Key-eligible markets. Check eligibility at myq.com/keybyamazon-ready. LiftMaster, the LiftMaster logo, myQ and the myQ logo are registered trademarks of The Chamberlain Group, Inc. 300 Windsor Drive, Oak Brook, IL 60523 © 2020 Amazon.com, Inc. or its affiliates. Prime, Key by Amazon and all related logos are trademarks of Amazon.com, Inc or its affiliates. Apple, the apple logo, iPhone, and iPad are trademarks of Apple Inc., registered in the U.S. and other countries and regions. App store is a service mark of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC. Wi-Fi® is a registered trademark of Wi-Fi Alliance.