



Frequently Asked Questions

Q. What is the PROpoints® Rewards Program?

A. The PROpoints® Rewards Program is an incentive program which offers registered participants the opportunity to earn points for qualifying purchases. Participants may redeem points for a wide variety of consumer goods, as well as, individual travel from our online catalog of awards.

Q. How does the PROpoints® Rewards Program essentially work?

A. Monthly, qualified participants will be awarded PROpoints® for eligible product purchases. PROpoints® may be redeemed for merchandise or travel through a protected login into the rewards redemption website.

Q. What is the “base rate” at which I will earn PROpoints®?

A. All eligible purchases earn at a rate of \$1 purchased = ½ PROpoint®. Example: \$3,000 in purchases would earn 1,500 PROpoints®.

Q. What does the term “Bonus PROpoints®” mean?

A. Periodically, we run promotions which will accelerate the rate at which you can earn PROpoints® through your purchases of select vendor lines or specific products. Bonus PROpoints® may earn at a rate of \$1 = 1 PROpoint® (or) \$1 = 2 PROpoints®. These earnings rates will be specified in the promotion.

Q. Is there a minimum level of monthly purchases required to earn PROpoints®?

A. Yes. Each month, in order to qualify for PROpoints®, you must purchase a minimum of \$2,500. All purchases qualify for reaching the minimum threshold. Not all products qualify for PROpoints® however. Please read below under “Qualifying Purchases.”

Q. Are all products considered “Qualifying Purchases?”

A. No. From time to time, we disqualify certain job-quoted projects, especially HVAC commercially quoted jobs, regardless to whether residential or commercial products are quoted and purchased. These terms (which exclude earning PROpoints®) are stated on the quotes.

Q. Does my account with Holt Supply need to be “current” in its standing?

A. Yes. Each month, before PROpoints® are awarded, each account’s credit standing is reviewed to validate it is current. Any past due balance would disqualify the account from earning PROpoints® for that month, and those PROpoints® would be foregone and unrecoverable.

Q. Is there an incentive to pay by the 10th of the month following?

A. Yes! We encourage and reward you for being an “Early Pay” customer. Each month, for those customers who pay in full by the 10th of the month, 15% bonus “Early Pay” PROpoints® will be awarded, all on top of your PROpoints® total for the month. Payment must be received in our office by the 10th of the month to qualify.

Q. Can I still take my 2% Cash Discount (and) earn PROpoints® if I pay by the 10th of each month?

A. No. Each customer has a choice which program they would like to participate in. If you would like to continue to receive a 2% Cash Discount as you pay by the 10th of the month following, you would not be eligible for PROpoints®. If, however, you would like to participate in the PROpoints® Rewards Program, you are rewarded significantly (15% bonus “Early Pay” PROpoints®) by being an “Early Pay” account.

Q. May I use a credit card to pay my Holt Supply bill, and still be eligible to earn PROpoints®?

A. No. We require your Holt Supply account payments to be made by check, cash, or bank account transfer in order to be eligible for either the PROpoints® Rewards Program (or) the 2% Cash Discount Program.

Q. Why do you request my personal information when I enroll?

A. When enrolling, you will provide us with personal information that will only be used in relation to awarding you points in the program and fulfilling your redeemed points for merchandise or travel. It is your responsibility to maintain the accuracy of your contact information through the “Profile” page of the PROpoints® website.

Q. How do I redeem my points?

A. After earning points, login to your personal account on holtsupply.com using the email address you used when enrolling and the password you selected. Once you’ve successfully logged in, click the “Shopping” tab in the top menu to browse or search the online catalog or click “History” to view available points, awarded points, points spent, and item details on your redeemed points. When you have located the item you wish to redeem points for, you can checkout then or add more items to your online award shopping cart. Then, update or confirm the shipping address and your awards will soon be on their way.