

How to Register Your Account



1. In an internet browser, go to <https://allcrane.awardco.com> create your Awardco account.
2. Username:
 - **U.S. Employees:** It's your 6-digit Employee Number (*can be found in UltiPro*) and do not include leading zeros.
 - **Canadian Employees:** Enter all characters and digits including any zeros.
3. **Password:** Birthday (mmddyyyy)
4. Click login.



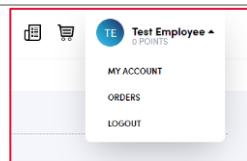
5. Enter your email address.
 - You can use either your personal email or your company email address.
 - Your email address will be your username in AwardCo.



6. Create a password.
 - Your password needs to be a minimum of 8 characters.

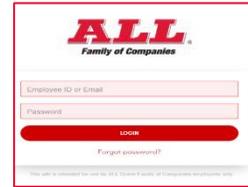


7. Your Awardco account has been created.



8. Complete your profile by clicking on the down arrow next to your name in the upper right hand corner of the screen.
9. You can create a unique user name and change your profile picture.
10. Click save when you are done.

How to Recognize Employees



1. Log into Awardco.



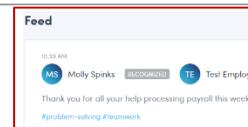
2. Click on the menu option, Spotlight Recognition.



3. Type the employee's name that would like to recognize.
 - After typing a few letters, a list will appear. You can select the person from the list.
 - To enter more names, continue to type the first few letters of the person's name and select from the list.
4. Type a reason. This message will appear in the social feed as well as in the email notification.
5. Tag the recognition type by typing # and choosing the performance competency that describes why the employee(s) is being recognized.



6. By default, the recognition will be public and everyone can see it in the social feed. To make it private, click the Public button to toggle to Private.
7. Select the Recognize button.



8. Your spotlight recognition will appear on the live social feed.
9. The employee and the employee's manager will receive an email notification of the recognition.

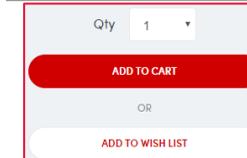
How to Redeem Your Points



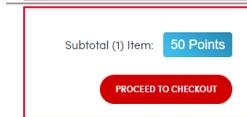
1. Select Spend Points from the menu bar and then select Amazon.



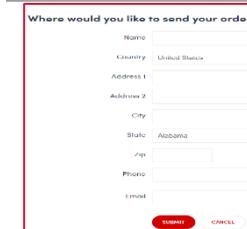
2. Find and select the item you want to purchase with your award points.



3. Select add to cart.



4. Select proceed to checkout.



5. Complete the form.
 - Enter the shipping address for the item.
 - Enter a contact phone number and email.
6. Select Submit to place your order.

- 1. What is the ALL Crane Recognition Program?**
 - a. The ALL Crane Recognition Program launched in August 2019 and has two parts: Spotlight Recognition and Milestone Awards. All employees in the U.S. and Canada are part of this program. This program is hosted and provided by AwardCo.
- 2. How do I log into AwardCo, recognize other employees, or redeem my award points?**
 - a. Please see the “ALL Family of Companies Recognition Program – How To Guide” for guidance on using the ALL Crane Recognition system.
- 3. What is my user name and password?**
 - a. Username: Your username will be your employee number. See a recent pay stub for your employee ID. Do not use leading zeros. (e.g., for 000100, enter 100.)
Password: Your initial password will be your birthday (mmddyyyy). You will be asked to change your password when you create your award account.
- 4. What is a Spotlight Recognition?**
 - a. Spotlight Recognition is a way to recognize employees for their contributions. Leaders and employees can recognize employees via our online / social network recognition system, through AwardCo. Leaders and employees tag employees and share comments about the accomplishment. A Spotlight Award is when the Spotlight Recognition includes “award points.”
- 5. What is a Milestone Award?**
 - a. A Milestone Award recognizes major milestones (service anniversaries) in your career at ALL Crane in 5 year increments (e.g., 5, 10, 15, etc.)!
- 6. How do I earn award points?**
 - a. Employees can earn award points by receiving a “Spotlight Award” from senior leaders or for a “Milestone Award.”
- 7. How much is each recognition point worth?**
 - a. Each point can be redeemed as dollars (1 point = \$1).
- 8. Can I buy more award points?**
 - a. No. Points are awarded as recognition for specific accomplishments or for a milestone and can only be issued by senior leaders in the company.
- 9. Are recognition points/dollars taxable?**
 - a. Based upon IRS guidelines, Spotlight Awards (recognition with points) are taxable and the taxable amount will appear on your pay stub in the month you are awarded. Milestone Awards are not taxable, according to the IRS, if certain conditions are met. We have designed the program so that Milestone Awards are not taxable.
- 10. What happens to my points if I leave the company?**
 - a. You will have 30 days to redeem your points. After 30 days, your points will be forfeited.
- 11. Will I be notified if I receive Spotlight Recognition?**
 - a. Once you are registered and enter an email address, you will receive notifications by email when you are recognized with a Spotlight or Milestone Award. You can customize additional notifications under “My Account” and then “Notifications.”
- 12. If I’m not a leader, can I recognize another employee?**
 - a. Yes. The ALL Crane Recognition System allows any employee to recognize another employee with Spotlight Recognition.
- 13. How do I return, cancel, or refund an Amazon purchase through AwardCo?**
 - a. In the Recognition system, select the Support button. Submit a Support Ticket and provide as much detail about the request as possible.
 - b. In your support ticket, include:
 - i. Your name, as it appears in your account.
 - ii. When you placed your order.
 - iii. The exact item(s) you need to return/replace.
 - iv. The reason for the return/replacement item(s). (e.g., damaged, not what expected, wrong size, etc.)
 - v. Whether you want: A) a refund, B) a replacement (same item) or C) an exchange (different item).
- 14. What is included with the Milestone Award?**
 - a. The company will award points at each major milestone (5 year increments) during your career. You will receive a “Milestone Award” points, a pin to commemorate your achievement and a sticker (e.g., which can be worn on your hard hat).
- 15. How many “Milestone Award” points will I receive?**
 - a. Awards vary with each milestone.
- 16. When will I receive my “Milestone Award” points?**
 - a. You will receive your “Milestone Award” points on your actual service anniversary with the company. You will receive your pin and sticker in the month of your anniversary. You must be employed at the company at the time of the Milestone Award is issued.
- 17. Who do I call if I need help?**  awardco
 - a. Call: (385) 375-3060 Monday through Friday from 8 am – 2 am (Eastern)
 - b. Text: (385) 375-3060
 - c. Email: support@awardco.com