

Connect to Key by Amazon

LiftMaster

POWERED BY myQ

FAQs

General questions

What is In-Garage Delivery?

Key by Amazon In-Garage Delivery is a free benefit to Amazon Prime members. It allows customers to have their Amazon Prime packages delivered securely and conveniently inside the garage.

Why is Key by Amazon In-Garage Delivery important to your customers?

Seventy-nine percent of U.S. consumers shop online (according to Pew Research). However, troublesome issues like stolen packages and missed deliveries are counteracting the convenience. Seventy-two percent of Americans who live in a house or townhome take security measures to avoid having a package stolen. This includes canceling plans, staying home from work to wait for the package or having it delivered to an alternative location.

With Key by Amazon In-Garage Delivery, homeowners no longer have to reorganize their lives to avoid missing a delivery. The partnership between Amazon and LiftMaster gives homeowners greater control of the delivery experience and provides greater peace of mind in knowing the package is safe and secure.

How do Dealers get the \$40 incentive?

After registering your company to the program, you will receive instructions to allow your technicians to access the online platform and submit claims for Key connections. Your technicians will log in to the claims platform from their smartphone during each customer visit. The tech will then enter the myQ serial number of the device they installed (Garage door opener or Smart Garage Hub). That's it! The Dealer/Owner will be able to track performance and account credits on the LiftMaster Partner Rewards platform. The techs will be able to see when their submitted serial numbers have been accepted.

What is the purpose of the Connect to Key by Amazon program?

LiftMaster and Amazon want to make it easy for your customers to enjoy In-Garage Delivery. That's why we are offering a \$40 incentive (per household connected) to Dealers who help connect homeowners to Key by Amazon in the myQ App. In addition, each Amazon customer can also get a \$10 Amazon account credit after their first In-Garage Delivery.

What exactly is a 'Key Connection'?

A Key connection is made when a customer, who has a garage door opener connected to a myQ account, links the myQ App to their Amazon account. There are a few ways to do this:

1. If a customer is already myQ connected, you simply need to walk them through these three steps:
 - Click the "Works with" button on the main page of the myQ App
 - Click the Key by Amazon Card on the Works with myQ
 - Link to Amazon Key by entering Amazon credentials and verifying delivery address
2. If a customer is not yet myQ connected, but does have a LiftMaster Wi-Fi® garage door opener, you would simply have the customer download the myQ App, pair the operator to the app and then the Connect to Key information will be displayed at the end of the setup flow.
3. If the customer has a garage door opener that is not Wi-Fi enabled, then you can sell them a Hub and then follow the Hub pairing flow. At the end of the Hub pairing flow the Connect to Key information will be displayed just as it was in step 2.

One important note – there is one more step to get credit for the Key connection as a Dealer. For how to get credit, see "How do Dealers get the \$40 incentive".

General questions continued

What happens when a customer is connected to Key?

When you connect a customer to Key, Amazon knows that the customer is eligible for In-Garage Delivery. As a result, 'In-Garage Delivery' will be an option that customers can choose at checkout and the delivery driver can gain temporary access to open the garage door for the delivery. If the customer wants the added visibility of seeing when deliveries to the garage are about to occur in real-time, they can download the Key by Amazon app and log in with their normal Amazon Prime login credentials.

Who can participate in the Connect to Key by Amazon program?

The program is open to LiftMaster Channel Partners. The program incentive is limited to geographical areas with Key-eligible ZIP Codes. To check on eligible customer addresses, please visit Amazon.com/keyforgarage.

How do I register for the Connect to Key by Amazon program?

LiftMaster will send an invitation email to all of our partner business owners. This email will contain a link to the program registration form that will be available in LiftMaster's Partner Portal. If you have not received this email and you are interested in participating in the program, please contact your LiftMaster Sales Representative or emails us at partnerrewards@liftmaster.com.

Participating Dealer

What tools are available to help me achieve program success?

LiftMaster has several tools to help you succeed in the program. These tools are all available on the Partner Portal and printed copies are included in the Welcome Kit you will receive upon joining the program.

Program Guide: for Dealer/Owner to learn about the program; how it works, the benefits of signing up, the steps to connect and how to introduce the program to customers. It also includes information about how to submit serial numbers, how credits are issued and how to track results.

Technician Guide: for techs and installers to use as a guide to connect customers. It includes tips on how to talk about Key by Amazon and directions for submitting serial numbers.

Customer Connection Handout: for techs and installers to give to every customer during a service visit. The handout informs customers of myQ and Key benefits, gets them ready to connect and offers an option for contactless setup.

Email Template / Scheduler Script: to be used in customer communications (pre-visit email or call) before the service visit. It helps the customer prepare to connect during the appointment so the tech can spend less time on the job.

When and how will I receive the credit for my connections?

Within 24 hours of submitting the serial number you will receive your credit. Credit for valid claims will be processed and posted to your LiftMaster account within one week.

What products can connect?

You can also connect LiftMaster garage door openers with Wi-Fi that are already installed, and garage door openers from other brands that have safety sensors (using a Smart Garage Hub connected to Wi-Fi). Many customers have garage door openers that were installed in the last several years with built-in Wi-Fi connectivity. You can still get the Key connection credit by helping those customers connect.

What if the customer already has myQ?

You can still earn a credit even if the customer is already using myQ. The tech just needs to walk through the 'link to Key' step with the customer.

Customer eligibility and deliveries

Can any customer receive an In-Garage Delivery?

Customers must live in a Key-eligible location to be able to receive In-Garage Delivery. Over 50% of the U.S. population lives in eligible areas as of July 2020. By the end of 2020, 75% will live in a Key-eligible area as Amazon is rapidly expanding the availability of this service. The service is not available outside the U.S. at this time.

How do I know if a customer is in an eligible location?

To check on a specific customer address, please visit Amazon.com/keyforgarage.

How does Amazon 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, a one-time access code is granted 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. It only takes a few seconds. The customer can re-route the package to the front door at any time.

All In-Garage Deliveries are backed by the Key by Amazon Happiness Guarantee. If an In-Garage Delivery was not completed to the customer's satisfaction, or if a product or property were damaged as a direct result of the delivery, Amazon will work with the customer to correct the problem.

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.

What is the Key by Amazon app and how is it different from myQ?

myQ is the app that customers will use for all garage control and garage alerts. The customer's myQ account can be linked to the customer's Amazon Prime account directly in the myQ App. Technicians do not need to have the customer download an additional app in order to get a credit.

The customer will be asked if they want to download the Key by Amazon app at the end of setup. This Amazon app has real-time notifications about In-Garage Delivery. On delivery day, the customer will receive a notification in the morning with a 4-hour delivery window upon which the delivery driver will arrive at the home. Right before the driver arrives at the home, customers receive an 'Arriving Now' notification. Customers can choose to watch the delivery live if they have opted to install one of the cameras listed above.

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

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

Does Key by Amazon work with all brands of openers and apps?

Key by Amazon works only with myQ technology, which is supported by both Chamberlain and LiftMaster garage door openers. Additionally, the myQ Smart Garage™ Hub brings smartphone control not only to Chamberlain and LiftMaster openers, but also to any garage door opener built after 1993.

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.

Are there special drivers for In-Garage Deliveries?

In-Garage Deliveries are carried out by some of the same professional drivers who you know and trust to deliver your Amazon orders today. These individuals are thoroughly vetted, with comprehensive background checks and motor vehicle records reviews.

Security

How is the customer's address verified by Amazon before the In-Garage Delivery occurs?

Before a garage door will open, Amazon verifies that the correct driver is at the right address through an encrypted authentication process.

What if the customer is concerned with leaving the house door in the garage unlocked?

The Yale | LiftMaster smart lock engages during a delivery and then returns to its original state. This setting is called "Delivery Auto-Lock". The customer can purchase the lock from the technician during the appointment or online at LiftMaster.com. It works in myQ and provides additional security for those customers that feel as though it's necessary.

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 do you ensure the security of each In-Garage Delivery?

Security is our top priority. Key by Amazon In-Garage Delivery is a safe way for customers to receive their packages. We have taken a number of measures to ensure that security and safety are integrated throughout the process.

First, delivery drivers never have an access code to a customer's garage. Instead, drivers are granted one-time access after Amazon's verification process confirms that the right driver and package are at the correct address, and that the driver is near the door. Second, drivers will not move onto their next delivery until the door has been closed. Third, if installed, the compatible cameras can record deliveries so customers can review a video clip of the delivery.*

*May require a subscription.

For additional information

Visit Dealer.[LiftMaster.com/ConnectToKey](https://Dealer.LiftMaster.com/ConnectToKey)

Support: 800.528.5880 | Vendor portal: Rewards.LiftMaster.com | Contact LiftMaster Sales Rep for more info

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