

# 7 Questions to Ask Any R&R Vendor

The seven questions that separate a good recognition contract from a bad one.

Ask each question in your next vendor meeting. **The test isn't whether they say the right thing — it's whether they'll put it in the contract.**

01

**Do you price on contracted headcount, or on monthly active users?**

**WHAT A STRONG ANSWER SOUNDS LIKE**

**Monthly active users.** You pay for who actually shows up — not who was on the roster the day you signed.

02

**What happens to our invoice if headcount drops 20% due to restructuring?**

**WHAT A STRONG ANSWER SOUNDS LIKE**

**It adjusts automatically within 30 days.** No renegotiation call, no contract re-paper — just a contract that adapts.

03

**What percentage of your fee is at risk if the outcomes we agreed aren't delivered?**

**WHAT A STRONG ANSWER SOUNDS LIKE**

**At least 40% tied to KPIs you define.** If outcomes are missed, that portion isn't invoiced — not a credit, simply not charged.

04

**What adoption rate do you guarantee, and what happens contractually if you miss it?**

**WHAT A STRONG ANSWER SOUNDS LIKE**

**70% MAU by Month 6 — in the contract.** If missed, the contract extends at no cost until the threshold is hit. The adoption risk is the vendor's, not yours.

05

**What transaction fees or markups do you charge on rewards redeemed?**

**WHAT A STRONG ANSWER SOUNDS LIKE**

**Zero markup.** 100% of the budget you allocate reaches your employees. Many platforms charge 14–25% on every reward — money that never reaches your team.

06

**How do you define and measure success — and is it agreed before we sign?**

**WHAT A STRONG ANSWER SOUNDS LIKE**

**Joint KPIs agreed at contract signing** — voluntary turnover reduction, manager participation rate, recognition coverage, MAU adoption. Documented, not implied.

07

**What happens at renewal if our engagement goals weren't met?**

**WHAT A STRONG ANSWER SOUNDS LIKE**

**It shouldn't happen** — because the vendor is contractually accountable for outcomes before renewal arrives. If it does, the contract already defines the consequence.

See how Vantage Adaptive Pricing answers every one of these — contractually. Book a 20-minute walkthrough.

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