American Standard®
HEATING & AIR CONDITIONING

FINANCING - Frequently Asked Questions

Claim Submission

Q: How do I submit claims on the Dealer Rewards Portal?

A: Click on the "***Enter Claims***" button and follow the intuitive Steps 1-5 workflow.
When entering multiple products for the same Homeowner sale, be sure to use the "***Add Another Item***" link.
When complete, simply click the green "***Confirm***" button.

Tips:

- Before submitting your entries, be sure to review closely for accuracy.
- After claims are submitted, you will not be able to edit details or add models. You can however change serial numbers or cancel/delete the transaction and re-submit.

Q: I previously submitted claims via POS (bulk-file method), can I still do that?

A: With the launch of the Spring 2019 promotions – the bulk-file method of claim entry is no longer a valid submission method. POS (bulk-file method) may still be used to submit Instant Rebate claims, when applicable.

Q: How is my Financing claim reward amount calculated?

A: By entering in the applicable "Sales Plan Code" and "Total Financed Amount" pertaining to the Financing rate transacted with the Homeowner, the system will calculate the applicable reimbursement amount.

IMPORTANT INFORMATION:

- Claim amounts reflect only the Ingersoll Rand portion of your reimbursement.
- Reimbursement amount will be capped at the Maximum Payout value, payable by Ingersoll.
    - Your Distributor contribution will be added at the time of your Credit Memo issuance.

Required Documentation

Q: Which documents are required?

A: As part of the last step in the claim entry process, you will be asked to supply a copy of the Homeowner's invoice (the document showing the sale to your customer) and a copy of the Wells Fargo Print Receipt (the proof showing the financial transaction for that sale).

Q: Why are Homeowner invoices & Wells Fargo Receipts required?

A: American Standard's Compliance guideline requires proof of sale documentation to verify that all qualifying models were sold within promotional date periods. Your claim cannot be processed until both the invoice and the Wells Fargo print receipt is provided.

Q: Are these documents required, if submitting claims via POS file method?

A: Yes. Copies of the supporting documents are required. Be sure to scan electronic copies of the documents in one file for easy uploading and to limit any delays with claim processing.

Q: What types of Homeowners invoices are accepted?

A: Allowable proof of purchase documents are considered final invoices with required details.
Note that Workorders, sales orders, quotes or sales reports are not considered acceptable.

Q: What needs to be visible on the Homeowners invoice?

A: Document needs to clearly show all FULL model numbers with serial that were included in the purchase, including any thermostats. Installation Date must also be on the invoice to qualify.

Q: What is a Wells Fargo Print Receipt?
A: This is the document showing the financial transaction with your customer, which indicates the following details:

- Sales Plan Code
- Authorization Number
- Customer Name
- Total Finance Amount

Q: How do I access a copy of the Wells Fargo Print Receipt?
A: To obtain the receipt, simply follow these steps:

- Access Wells Fargo Online Resource Center and log in
- Select 'Reports'
- Select 'View Transactions'
- Select 'Recent Charges'
- Find and select the cardholder by sorting (fields are underlined)
- Select the field with the last four digits of the account number
- Print/copy receipt for submittal

Claim Statuses

Q: Why are my claims on hold?
A: Here are some examples of why your claim may have been placed on hold for your review:

- Homeowner Invoice document is missing
- Invoice document is not considered valid type
- Wells Fargo Receipt is missing
- Models/Serials are not displayed on invoice
- Installation Date to homeowner is not present or legible

Tip: Email notifications are sent for claims placed on hold each week, indicating the reasons.

Q: What can I do if my claims are on hold?
A: To resolve any claims on hold, simply log in to your American Standard Dealer Rewards portal to provide the missing information.

- You can delete/remove an invoice, if the wrong document was provided
- You can upload/provide a new invoice document
- You can edit your product Serial Numbers, if a typo was made
- You can cancel a transaction (delete) the claim, if it was entered in error or needs to be resubmitted

For any other assistance, please contact the American Standard Rewards Support Team!

Tip: Be sure to resolve your claims on hold **BEFORE the published cut-off date**, as shown on the Sales Plan and in the Financing Rewards Portal.

For more details, please refer to the following materials in the "Help & Training" section:

- **Dealer User Guide:** More tips & tricks to understand and navigate the Portal!
- American Standard Rewards **Support Team** Contact Details & Hours of Operation

American Standard Dealer Rewards Support Team

Phone: 1-855-886-3628
Email: AmericanStandardDealerRewards@360incentives.com
Support hours: Monday-Friday (9:00 am – 9:00 pm EST),
Saturday-Sunday (9:00 am – 5:00 pm EST)