



Made to fit.

Electronic Sales Person Incentive Instructions

If you are creating a new account, follow the below instructions.

Step 1: Print the W9 for US or W8 for Canada form attached to these instructions, fill it out with your name, home address, social security number and you **must sign and date it.**

Step 2: Once completed, Scan and save the form to your computer desktop.

Certificate of Foreign Status of Beneficial Owner for United States Tax Withholding and Reporting (Individuals)

(Rev. January 2017)

► For use by individuals. Entities must use Form W-8BEN-E.

OMB No. 1545-1621

Department of the Treasury Internal Revenue Service

► Information about Form W-8BEN and its separate instructions is at www.irs.gov/formw8ben. ► Give this form to the withholding agent or payer. Do not send to the IRS.

Do NOT use this form if:

Instead, use Form:

- You are NOT an individual W-8BEN-E
You are a U.S. citizen or other U.S. person, including a resident alien individual W-9
You are a beneficial owner claiming that income is effectively connected with the conduct of trade or business within the U.S. (other than personal services) W-8ECI
You are a beneficial owner who is receiving compensation for personal services performed in the United States 8233 or W-4
You are a person acting as an intermediary W-8IMY

Note: If you are resident in a FATCA partner jurisdiction (i.e., a Model 1 IGA jurisdiction with reciprocity), certain tax account information may be provided to your jurisdiction of residence.

Part I Identification of Beneficial Owner (see instructions)

1 Name of individual who is the beneficial owner 2 Country of citizenship
3 Permanent residence address (street, apt. or suite no., or rural route). Do not use a P.O. box or in-care-of address.
City or town, state or province. Include postal code where appropriate. Country
4 Mailing address (if different from above)
City or town, state or province. Include postal code where appropriate. Country
5 U.S. taxpayer identification number (SSN or ITIN), if required (see instructions) 6 Foreign tax identifying number (see instructions)
7 Reference number(s) (see instructions) 8 Date of birth (MM-DD-YYYY) (see instructions)

Part II Claim of Tax Treaty Benefits (for chapter 3 purposes only) (see instructions)

9 I certify that the beneficial owner is a resident of _____ within the meaning of the income tax treaty between the United States and that country.
10 Special rates and conditions (if applicable—see instructions): The beneficial owner is claiming the provisions of Article and paragraph _____ of the treaty identified on line 9 above to claim a _____% rate of withholding on (specify type of income):
Explain the additional conditions in the Article and paragraph the beneficial owner meets to be eligible for the rate of withholding: _____

Part III

- I am the individual that is the beneficial owner (or am authorized to sign for the individual that is the beneficial owner) of all the income to which this form relates or am using this form to document myself for chapter 4 purposes,
The person named on line 1 of this form is not a U.S. person,
The income to which this form relates is:
(a) not effectively connected with the conduct of a trade or business in the United States,
(b) effectively connected but is not subject to tax under an applicable income tax treaty, or
(c) the partner's share of a partnership's effectively connected income,
The person named on line 1 of this form is a resident of the treaty country listed on line 9 of the form (if any) within the meaning of the income tax treaty between the United States and that country, and
For broker transactions or barter exchanges, the beneficial owner is an exempt foreign person as defined in the instructions.

Furthermore, I authorize this form to be provided to any withholding agent that has control, receipt, or custody of the income of which I am the beneficial owner or any withholding agent that can disburse or make payments of the income of which I am the beneficial owner. I agree that I will submit a new form within 30 days if any certification made on this form becomes incorrect.


Sign Here

Signature of beneficial owner (or individual authorized to sign for beneficial owner) Date (MM-DD-YYYY)

Print name of signer Capacity in which acting (if form is not signed by beneficial owner)

Go to www.thormotorcoach.com. Scroll to the bottom of the page and click dealers only. If you are signing up for a new account, click the “NEED TO SIGN UP FOR A SPIFF ACCOUNT”

Dealership Resources

NEED TO SIGN UP FOR A SPIFF ACCOUNT? CLICK HERE 

ALREADY HAVE A SPIFF ACCOUNT? CLICK HERE

(On the next page, please enter your spiff username i.e. dlr\##### or #####@dlr and password)

FORGOT YOUR SPIFF USERNAME/PASSWORD? CLICK HERE

New users will fill out the form and click the submit button. The example is below.

New User Request

To request a new Insight user account, please complete the form below.
If you have any questions call (800) 860-5658 x4561.

FIRST NAME * <input type="text"/>	MIDDLE NAME <input type="text"/>
LAST NAME* <input type="text"/>	BIRTHDATE* (MM/DD/YYYY) ? <input type="text"/>
DEALER ID* Lookup Dealer ID <input type="text"/>	JOB TITLE* <input type="text" value="-- Select --"/>
PHONE #* <input type="text"/>	EMAIL* ? <input type="text"/>
PASSWORD* ? <input type="password"/>	REPEAT PASSWORD* <input type="password"/>
SECURITY QUESTION* <input type="text" value="-- Select --"/>	SECURITY ANSWER* <input type="text"/>

* Required Field

Thank you for your request.

You will be receiving an email shortly asking you to confirm your submission.

You will then receive an email asking you to confirm that it was you that signed up and to confirm your email. Click on Confirm. **If you do not receive the email, please contact us.**

avalanotifications@avalamarketing.com

[BULK] Insight SPIFF Account

Jane Doe, Thank you for your Insight SPIFF account request. Please click the link below to confirm your email. Confirm

Jane Doe,

Thank you for your Insight SPIFF account request.

Please click the link below to confirm your email.

[Confirm](#)

Once a TMC administrator pulls in your information, you will then receive an email With your username and password. The username is #####@DLR **YOU Can NOT cut And paste this information.**

Jane Doe,

Your request for your current Thor Motor Coach SPIFF account. You may log in [Here](#).

USERNAME: 37093@dlr

PASSWORD: Volleyball1

Your Primary Dealership is:

You may then click the [Here](#) button which will direct you to enter your username and password. **YOU Can NOT cut and paste this information.**

Connecting to thormotorcoachservice.com.

Domain: TMCRV

Remember my credentials

User Name:

Password:

User Name:

Password:

Your spiff username will be your 5 digit number you were assigned followed by @DLR
i.e. 33333@DLR

It is **NOT** your email address!

*** If something other than your correct username pops up in your username box you need to click "Use another account or More Choices then Use another account" Then type in your #####@DLR**

Your password IS case sensitive.

Once you have logged in, you will go to "Spiff User Set Up" and complete the steps.

Click on Spiff User Set Up

Fill in Personal Address then click Next



Home

Sales

Main Lists

- SPIFF History
- SPIFF Entry

Account

- SPIFF User setup
- SPIFF Change address

We must receive the individual request for a spiff within 30 days of retail delivery date of sold unit or the individual will NOT receive a spiff.

SPIFF User setup

Personal address > Mailing address > Personal Information > Notes document > Attach document > Completed

Personal Information

First name: *

Last name: *

Street: * City: *

State: * ZIP/postal Code: *

Messages

For support managing your SPIFF account, please contact Amy Graber at 800-860-5658, or AGraber@TMCrv.com

File downloads

W-9 REQUIRED: Please print a current W-9 Form by clicking [here](#). Once completed use the File Attachment section below to submit.

Type in Mailing address and then click next

SPIFF User setup

[Personal address](#) > **Mailing address** > Personal Information > Notes document > Attach document > Completed

Mailing address

Same as personal

Mailing Street1: *

City: * State: *

ZIP/postal Code: *



Type in Social Security Number then click next

SPIFF User setup

[Personal address](#) > [Mailing address](#) > **Personal Information** > Notes document > Attach document > Completed

Personal Information

Current SSN: ###-##-9999

SSN: *

Telephone:

E-mail:




Choose File...click on your W9 saved to your computer, then click upload Document. Click next.


SPIFF User setup

[Personal address](#) > [Mailing address](#) > [Personal Information](#) > [Notes document](#) > **Attach document** > Completed

File attachment

Attach W-9 (MUST BE SIGNED AND DATED)

Attach file: No file chosen 



Attached files:



Click the Finish Tab

SPIFF User setup

[Personal address](#) > [Mailing address](#) > [Personal Information](#) > [Notes document](#) > [Attach document](#) > **Completed**

Setup has been submitted

SPIFF USER SETUP HAS BEEN SUBMITTED.



You will be placed on a 24hr. Hold for accounting to verify your W9.

If you are on the 24 hr. hold for longer than that, there is an issue with your W9 and you will need to make sure you have attached a completed form. It must be SIGNED and DATED.

Once you are completely approved, you can log into your account and go to “Spiff Entry”.

1. Select Spiff Type.
2. Select the Brand of unit from the drop down menu
3. Type in the last 7 to 9 digits of the CHASSIS VIN.
4. Click on the Submit Button (**ONLY ONCE**). Once you click on the submit tab, it will give you a message. If you get the message “NEW UNIT SPIFF COMPLETED” your spiff request has been submitted and there is nothing further you need to do. Your new spiff will show up under current incentives in process in under your Spiff History Tab.

****If you receive the message “warranty registration is not completed” you must get with the person who registers your coaches and have the unit registered with our warranty department.**

The screenshot shows a web application interface for entering a spiff. On the left is a navigation menu with categories: Home, Sales, Main Lists (containing SPIFF History and SPIFF Entry), and Account (containing SPIFF User setup and SPIFF Change address). The main content area is titled 'SPIFF Entry' and contains the following fields and controls:

- A red arrow points to the 'SPIFF Entry' link in the 'Main Lists' menu.
- A red arrow points to the 'SPIFF type:' dropdown menu, which is currently set to 'STD-Standard'.
- A red arrow points to the 'Brand:' dropdown menu.
- A red arrow points to the text input field for 'Enter the last 9 of chassis VIN:'. Below this field is a note: 'VIN search must be 5 to 17 characters, or use the lookup function to complete search.'
- A red arrow points to the 'Submit new spiff' button at the bottom of the form.
- There is a 'Notes' section with an 'Add:' text input field.

Red text overlaid on the screenshot reads: "We must receive the individual request for a spiff within 30 days of retail delivery date of sold unit or the individual will NOT receive a spiff."

Please Note: The warranty registration must be completed with our warranty department before you can claim your spiff. It can take up to 4 BUSINESS days for a unit to get registered from the time it is sent in.

All Spiffs must be claimed within 30 days of the retail delivery/warranty start date.

*****You can log in to “Spiff History” at anytime to check the status of your spiffs.**

Your spiff will start in Current Incentives in process showing \$0 approved. Once the spiff is verified, you will either see an approval amount along with an approval date. If a spiff is denied, it will move under Your DENIED spiffs section will be noted as to why it was denied.

Once a spiff is paid, it moves to the Paid section and will show you a check date. The checks are mailed 4 BUSINESS days from that check cut date.

Your spiff process is now complete.

You can log into your account at any time to check the status of your spiff.

Please Note: Checks are mailed 4 business days after the check date.

All Spiffs must be claimed within 30 days of the retail delivery/warranty start date.

If you have forgotten your username or password, click that link in our website.

If you have a change in address, Click the Change Address tab and update your address and click through to the finish tab and click that.

If you change dealerships, please do not set up a new account. Email us and we would be happy to update your dealership information / email address information for you.