



**Made to fit.**

## Electronic Sales Person Incentive Instructions

**\*\*You can NOT use Safari as your Browser\*\***

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

Email: [incentives@tmcrv.com](mailto:incentives@tmcrv.com) if you have any questions.

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.

# Request for Taxpayer Identification Number and Certification

Give Form to the  
requester. Do not  
send to the IRS.

Print or type  
See Specific Instructions on page 2.

|  |   |
|--|---|
| 1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.  |   |
| 2 Business name/disregarded entity name, if different from above   |   |
| 3 Check appropriate box for federal tax classification; check only <b>one</b> of the following seven boxes:<br><input type="checkbox"/> Individual/sole proprietor or single-member LLC<br><input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶<br><b>Note.</b> For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.<br><input type="checkbox"/> Other (see instructions) ▶ | 4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):<br>Exempt payee code (if any) _____<br>Exemption from FATCA reporting code (if any) _____<br><i>(Applies to accounts maintained outside the U.S.)</i> |
| 5 Address (number, street, and apt. or suite no.)  | Requester's name and address (optional)   |
| 6 City, state, and ZIP code  |   |
| 7 List account number(s) here (optional)   |   |

## Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

**Note.** If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

|                                |  |  |  |   |  |  |  |  |
|--------------------------------|--|--|--|---|--|--|--|--|
| Social security number         |  |  |  |   |  |  |  |  |
|                                |  |  |  | - |  |  |  |  |
| or                             |  |  |  |   |  |  |  |  |
| Employer identification number |  |  |  |   |  |  |  |  |
|                                |  |  |  | - |  |  |  |  |

## Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

|           |                            |        |
|-----------|----------------------------|--------|
| Sign Here | Signature of U.S. person ▶ | Date ▶ |
|-----------|----------------------------|--------|

## General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at [www.irs.gov/fw9](http://www.irs.gov/fw9).

## Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

*If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.*

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

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

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

► Information about Form W-8BEN and its separate instructions is at [www.irs.gov/formw8ben](http://www.irs.gov/formw8ben).

► Give this form to the withholding agent or payer. Do not send to the IRS.

OMB No. 1545-1621

**Do NOT use this form if:**

- 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**

**Instead, use Form:**

**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)**

|  |  |
|--|--|
| <b>1</b> Name of individual who is the beneficial owner  | <b>2</b> Country of citizenship                            |
| <b>3</b> Permanent residence address (street, apt. or suite no., or rural route). <b>Do not use a P.O. box or in-care-of address.</b><br><br><div style="display: flex; justify-content: space-between;"> <span>City or town, state or province. Include postal code where appropriate.</span> <span>Country</span> </div> |  |
| <b>4</b> Mailing address (if different from above)<br><br><div style="display: flex; justify-content: space-between;"> <span>City or town, state or province. Include postal code where appropriate.</span> <span>Country</span> </div>  |  |
| <b>5</b> U.S. taxpayer identification number (SSN or ITIN), if required (see instructions)   | <b>6</b> Foreign tax identifying number (see instructions) |
| <b>7</b> Reference number(s) (see instructions)  | <b>8</b> 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](http://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.

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

\* Required Field

SUBMIT

## 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](mailto: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

OK

Cancel

User Name:

Password:

Log In

Cancel

User Name: 37093@DLR

Password: Volleyball1

Log In

Cancel

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: \*

Previous

Next

Cancel

#### Messages

#### 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

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. **Do NOT forget to click on the UPLOAD DOCUMENT tab.**

#### 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. On the left is a navigation menu with sections: 'Home', 'Sales', 'Main Lists' (containing 'SPIFF History' and 'SPIFF Entry'), and 'Account' (containing 'SPIFF User setup' and 'SPIFF Change address'). The 'SPIFF Entry' link is highlighted with a red arrow. The main content area is titled 'SPIFF Entry' and contains the following fields: 'SPIFF type:' with a dropdown menu showing 'STD-Standard' (indicated by a red arrow), 'Brand:' with an empty dropdown menu (indicated by a red arrow), and 'Enter the last 9 of chassis VIN:' with an empty text box (indicated by a red arrow). Below these is a note: 'VIN search must be 5 to 17 characters, or use the lookup function to complete search.' There is also a 'Notes' section with an 'Add:' label and an empty text area. At the bottom is a 'Submit new spiff' button, which is also indicated by a red arrow. A red text box at the top of the main content area states: '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.**