



THOR[®]
M O T O R C O A C H

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, then sign and date it.

Step 2: Once completed, scan and save the form.

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 one of the following seven boxes: <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ Note. 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. <input type="checkbox"/> Other (see instructions) ▶	
	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <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																							
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Part II Certification

Under penalties of perjury, I certify that:

- 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
- 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
- I am a U.S. citizen or other U.S. person (defined below); and
- 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 ▶
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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.

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:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- 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
- 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)

(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/dealers-only. If you are signing up for a new account, click the “NEED TO SIGN UP FOR A SPIFF ACCOUNT?” link. If you have an existing account, click the “ALREADY HAVE A SPIFF ACCOUNT?” link.

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 to confirm your submission and 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 an administrator pulls in your information, you will receive an email with your username and password.

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" link, which will direct you to enter your username and password.

Connecting to thormotorcoachservice.com.

Domain: TMCRV

Remember my credentials

User Name:

Password:

Log In

Cancel

User Name:

Password:

Log In

Cancel

Your spiff username will be the 5 digit number you were assigned followed by @dlr
i.e. 33333@dlr (The "DLR" must be lowercase -- the middle letter is a lowercase L)

Your username is **NOT** your email address!

* If something other than your correct username pops up in the 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 "Personal Information" section with your home address, mailing address (if different than your home), your social security number and attach your completed W9, which you have already saved to your computer. Once you have done this, click the save changes button at the bottom of the screen. **See example below.**

SPIFF User setup

Customer account: 999999
Name: Open Unit
Address:
E-mail: Web@TMCrv.com
Telephone:
Fax:

User(s)
37093 - Doe, Jane
Active dealers

Customer account	Name	RequestCity	RequestST	Approved	Denied	Cancelled	Default
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Default dealer setup
Customer account override:

New dealer request
Dealer name:
Dealer city: Dealer state:

Add dealer request

Personal Information
First name: Last name:
Personal Street1: Personal Street2:
City: State:
ZIP/postal Code:

Mailing address
Same as Personal Address:
Mailing Street1: Mailing Street2:
City: State:
ZIP/postal Code:

Personal Information
Current SSN:
SSN:
Telephone:
E-mail: agraber@tmcrcv.com

Notes
Add:

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

File attachment
Attach file: Browse...
Recommended image size of 1024 x 768, please keep under 1Mb
Documents:
Save changes



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

If you have been are on the 24 hour hold for longer than 24 hours, there is an issue with your W9 and you will need to make sure you have attached a completed form.

Once you are completely approved, you can log into your account and go to unit SPIFF where you will enter the information for the motor home you sold and create your SPIFF.

Please Note: The warranty registration must be completed with our warranty department before you can claim your SPIFF. It can take up to four 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.

Sales

Main Lists

- Home
- SPIFF Programs
- Unit SPIFF ←

Account

- SPIFF User setup

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 unit selection

Personal Address

Jane Doe
555 USA Drive
Elkhart, IN 46515

Mailing address

Jane Doe

E-mail: agraber@tmcrv.com

Telephone: 574-555-5555

User(s)

37093 - Doe, Jane

Current incentives in processes:

Navigation icons

SpiffType	VIN	Spiff status	Item number	Request Amt	Approved Amt	Created	Approved	Denied	Approval notes
-----------	-----	--------------	-------------	-------------	--------------	---------	----------	--------	----------------

Denied previous incentives:

Navigation icons

SpiffType	VIN	Spiff status	Item number	Request Amt	Created	Denied	Notes
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Paid incentives:

Navigation icons

SpiffType	VIN	Spiff status	Item number	Request Amt	Approved Amt	Created	Approved	Check#	Check date	Approval notes
-----------	-----	--------------	-------------	-------------	--------------	---------	----------	--------	------------	----------------

New Unit SPIFF

User: 37093 - Doe, Jane

Customer account: 999999

SPIFF type: STD-Standard

Amount: 0

Item group id:

Enter the VIN number:

VIN search must be 5 to 17 characters, or use the lookup function to complete search.

Notes

Add:

Create

Messages

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

- *To enter your SPIFF, go half way down the page to "New Unit SPIFF"
- *Select the SPIFF type (it automatically defaults to standard)
- *Type in the SPIFF amount. If you don't know it, let it default to \$0 we will put in the approved amount once the SPIFF is verified.
- *Select the item group ID (that is the brand that was sold - click the arrow down key to find the brand)
- *Type in the last 9 of the CHASSIS VIN. Please keep in mind we do not use O's in our VINs we only use zeros.
- *Click on the create button.
- If everything was done correctly, you will see "New Unit SPIFF completed" at the top of your screen. If you get the message, "No registration on file or enter a VIN with a registration form filed" then your dealership has NOT registered the coach with our warranty department. That MUST happen before you can claim the SPIFF.
- *Once the SPIFF has been completed you are done.
- *Please do NOT enter a SPIFF more than once due to a dollar amount error, etc. We correct it on our end.

Sales

Main Lists

- Home
- SPIFF Programs
- Unit SPIFF

Account

- SPIFF User setup

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 unit selection

Personal Address

Jane Doe
555 USA Drive
Elkhart, IN 46515

E-mail: agraber@tmcrv.com

Mailing address

Jane Doe

Telephone: 574-555-5555

User(s)
37093 - Doe, Jane

Current incentives in processes:

SpiffType	VIN	Spiff status	Item number	Request Amt	Approved Amt	Created	Approved	Denied	Approval notes
[< > < >]									

Denied previous incentives:

SpiffType	VIN	Spiff status	Item number	Request Amt	Created	Denied	Notes
[< > < >]							

Paid incentives:

SpiffType	VIN	Spiff status	Item number	Request Amt	Approved Amt	Created	Approved	Check#	Check date	Approval notes
[< > < >]										

New Unit SPIFF

User:

Customer account:

SPIFF type: ←

Amount: ←

Item group id: ←

Enter the VIN number: ←

VIN search must be 5 to 17 characters, or use the lookup function to complete search.

Notes

Add:

←

Messages

For support managing your SPIFF account, please contact Amy Graber at [800-860-5658](tel:800-860-5658), or AGraber@TMCRV.com

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 four 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 the "Forgot Your Username/Password" link in our website.

If you have a change in address, you must log into your SPIFF account and click the tab "SPIFF USER SET UP" and change your personal address and click save changes.

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