



**THOR**<sup>®</sup>  
M O T O R C O A C H

**Made to fit.**

## **Electronic Sales Person Incentive Instructions**

If you have an existing account and are having trouble logging in, please follow the instructions below.

Go to [www.thormotorcoach.com/dealers-only](http://www.thormotorcoach.com/dealers-only). If you have and 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**

It will prompt you for your username and password.

User Name:

Password:

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)

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.

User Name:

Password:

If you are completely approved, you can begin to enter your spiffs.

**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.**

**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**                      **Mailing address**

Jane Doe                                      Jane Doe

555 USA Drive  
Elkhart, IN 46515

E-mail: agraber@tmcrv.com                      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
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**Denied previous incentives:**

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

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](tel:800-860-5658), or [AGraber@TMCRV.com](mailto: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](mailto: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.**