

## How do I change my password?

You can change your password any time by logging in to the Portal and following the steps below:

- Log in to the Portal.
- On the main menu, click on My Account then click Change Password.
- Enter your current password in the top field.
- Enter and confirm your new password. Passwords must have at least seven characters.
- Retype your new password in the Confirm New Password field.
- Click Submit. You will be able to use your new password on your next log in.

## How do I update my profile?

Make sure your profile is always up-to-date. Failure to update your profile can cause delay in receiving SPIFF checks, important email notifications or 1099-Misc forms at the end of the year.

If you have changed dealerships, moved (or just need to update your mailing address), changed your phone number or email address, follow the steps below:

- Log in to the Portal.
- On the main menu, click on My Account then click Profile.
- Here you can change your name, email address, address or phone number.
- Click Save at the bottom of the page after making your changes.

## I work for a different dealer now. How do I change that?

If you have changed dealership follow the steps below:

- Log in to the Portal.
- On the main menu, click on My Account then click Profile.
- Enter the Dealer ID and ZIP code of your new company and click Search.
- On the pop-up window, select your dealer by clicking on the radio button next to your Dealer ID, then click OK.
- Click Save at the bottom of the page after making your changes.

## How do I claim a SPIFF?

You can easily claim a SPIFF online:

- Log in to the Portal.
- On the main menu, click on SPIFF then click Submit SPIFF Claim.
- Enter either the Sales Order (SO) Number or the Purchase Order (PO) Number on the allotted field and click Next.

NOTE: Allow 48 hours from placing your order before claiming a SPIFF.

- Select the lines you want to claim, or select the checkbox in the upper left part of the column header to select all lines, and click Next.
- You must agree to the SPIFF Terms and Conditions. Click Agree to continue.
- The next screen is a summary of the claim to be submitted. If everything is correct, click Submit.
- The final screen is a confirmation of the claim submission. Click on Print Confirmation Page to save a hardcopy for your records.

## **How can I review my SPIFFs?**

To view or get status of the spiffs you've claimed, follow the steps below:

- Log in to the Portal.
- Select SPIFF then SPIFF Status on the main menu.
- The first column gives you a status of your SPIFF. Click the drop down menu next to Expand to view the Claim Status Legend.
- Click on Reference # to view details such as line, quantity or payment details such as Check Date and Check# (only available if the Status is PAID).
- NOTE: Regardless of the check date, all checks are mailed to your rep group on the 15th of every month for distribution.

## **How can I contact the SPIFF Administrator?**

You can send a message to the SPIFF Administrator:

- Log in to the Portal.
- On the main menu, click Contact Us.
- Click New Message. The Subject and Message body must be populated. You can optionally populate the SO or PO field if the issue is related to a SPIFF claim.
- You can also attach a file.
- Click Send.
- When the SPIFF Administrator replies to your message, you will receive an email indicating a new message is waiting for you on the Portal. Log in to the Portal and return to the Contact Us area. Click on a row to view the message. To respond, click Reply.

## **I forgot my User ID**

If you forgot your User ID do the following:

- Go to the Portal Login page.
- Click Forgot User ID.
- Enter your email address and click Submit.
- Your User ID will be sent to the email address on file.