

2022 American Standard Customer Care™ Program

Field Service Management/CRM growth benefit



Process to Receive Credit (DSO only)

Thank you for your partnership during enrollment for the 2022 Customer Care program. Below are steps for submitting a claim for dealer reimbursement (\$2,000 or \$4,000 double-down) of their FSM growth benefit. The credit is available only to those dealers who selected FSM/CRM during Customer Care enrollment.

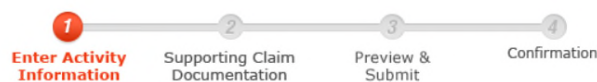
- Funds can be viewed within MAX: *Funds Management > Funds Management Ledger*
- A dealer's FSM/CRM credit will not be reflected until their first billing period

Steps:

1. Login to MAX
2. Under "Funds Management" header, click "Submit a Claim Online"
3. Select an Expense Category: **Customer Relationship Mgmt System**
4. Select Fund: **CRM Fund**
5. Enter the credit amount per the growth benefit selection (\$2000 or \$4000)
6. Dealer submits a copy of the dealer's FSM/CRM invoice or a copy of the Service Agreement in MAX.
7. MAX will audit claim to ensure it matches ACC Enrollment selection
8. Once approved by MAX, claims will be sent to finance for processing of account credit



SUBMIT A CLAIM



Step 1: Enter Activity Information

Select Preapproval:

Select Sales Plan:

Preapproval or Sales Plan is recommended but not required.
You can only submit a claim against either a Preapproval or a Sales Plan.

Please be prepared to submit the following:

Please submit the the invoice for the CRM system chosen as a benefit during TCS enrollment. We will reimburse the full benefit amount upon receipt of the invoice.

* Select an Expense Type: ☒ DSO

* Select an Expense

Category:

* Select the prominent brand in the expense: ☐ Trane/TCS ☐ RunTru ☐ Mitsubishi

* Select Fund:

Chat now

For assistance, contact:

- Email: CCHelp@asairmax.com
- Phone: 1-855-820-5693