

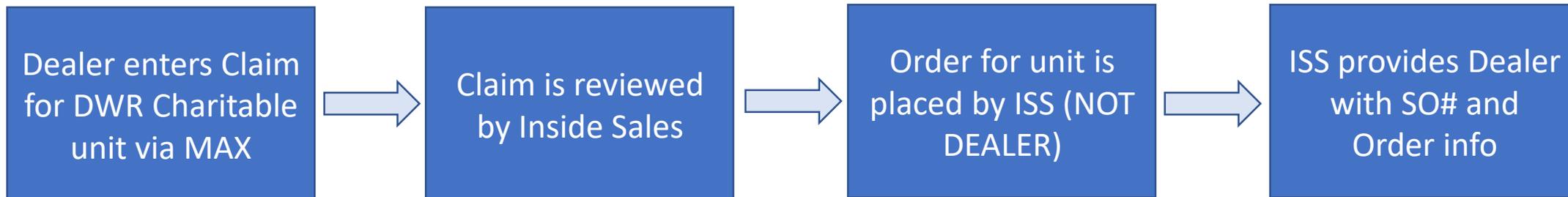
Do What's Right
DSO Customer Care
Charitable Donation Claim

Do What's Right – *Entering a Charitable Claim*



DO NOT PLACE YOUR ORDER FIRST – READ INSTRUCTIONS BELOW

- For a Charitable Donation Claim for the Do What's Right program, the Claim must be entered in ASDealernet via MAX FIRST
- Once the claim has been entered, reviewed and approved, an Inside Sales Specialist will place the order for the requested unit on the dealer's behalf



Do What's Right – *Program Guidelines*

2. Charitable Opportunities

When an opportunity exists to serve the local community, a dealer can use this benefit to provide an equipment donation to a charitable organization or person in need. ***Dealer may not charge for installation.*** The benefit CANNOT be used for personal use or training purposes. The program is subject to availability, and there will be no substitutions or upgrades. 3 phase equipment and Ductless/Metus products are excluded from the program. Equipment will be **limited up to 16 SEER (Silver Series), non-communicating product.** Full list of qualifying models listed in the table below.

Additional guidelines for Charitable Opportunities:

- Equipment claimed through the DWR process **CANNOT be resold to homeowner.**
- **American Standard (or IWD Partner) Invoice** and **Customer Invoice** will be required for submission.
- Claims will be submitted and tracked through the MAX portal and will require distributor/DSO approval.
- All Claims must be submitted within 90 days of American Standard invoice date (or IWD Partner invoice date) or by December 1, 2022, whichever comes first.

Do What's Right – *Program Guidelines*

Below are the allotted number of units per level:

- CC Silver = up to 1 MBU/Year
- CC Gold = up to 3 MBU/Year
- CC Platinum = up to 5 MBU/Year

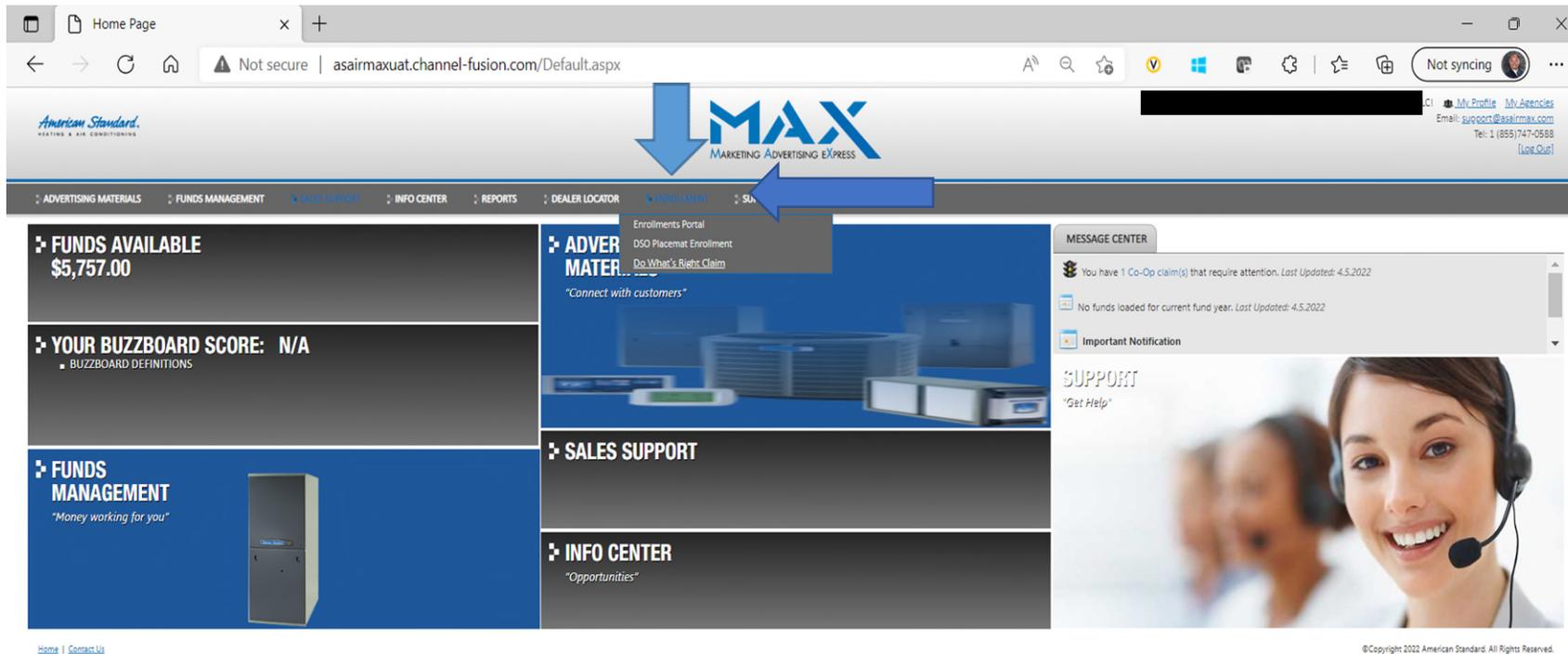
Qualifying Equipment for Charitable Opportunities	
Model Family	Product Category
ODUs	4A7A6, 4A6H6, 4A6H5, 4A7A4, 4A6H4, 4A7A3, A4AC4, A4AC6, A4HP4, A4HP6
Package Units	4WCC4, 4YCC4, 4TCC4, 4WHC4, 4TCA4, 4WCA4, 4YCA4
Furnaces	S9B1, S8B1, S9X1, S8X1, S9X2, S8X2, A801X, A951X, P0V0
AHUs	TEM6, TEM4, TMM4, TMM5, TEM3, A4AH4, A4AH6

Do What's Right – *Entering a Charitable Claim*

The screenshot shows the American Standard DealerNet website. The browser address bar displays the URL: asdealernet.com/ebiz/home/Home.asp?StartPage=%2fEBiz%2fhome%2fHomeSplash.asp. The website header includes the American Standard logo and the text "American Standard™ DealerNet™". A navigation bar contains links for Home, Cart, Site Map, Help, Contact, and Logout. On the left side, there is a vertical menu with the following options: SOURCE PARTNER PORTAL, ORDER CENTER, PARTS & SUPPLIES, FINANCIAL CENTER, MARKETING CENTER, WARRANTY CENTER, TRAINING CENTER, HOME & DIAGNOSTICS, PRODUCT INFO, TECH SUPPORT, AMSTDNET, and ADMIN CENTER. Below the menu is a "Quick Order" section with input fields for "Enter Item # Here" and "Enter Promo Code Here", and an "Add This Item" button. The main content area is titled "Marketing Center" and contains a list of links: American Standard Dealer Rewards...COMING SOON!, Promotion Claim Center (PCC), American Standard Link Playbook, Ameristar Playbook, IAQ Infographic, American Standard Connection, Marketing Advertising Express (MAX), 2022 CC Program Microsite, InfoUSA List, Customer Satisfaction Survey Link, Marketing Info, Sales Plans, Order Marketing Materials, Sales Tools, and What's New. A blue arrow points to the "Marketing Center" option in the left sidebar, and another blue arrow points to the "Marketing Advertising Express (MAX)" link in the main content area.

- Log into AS Dealernet
- Select **Marketing Center** from options on left side of screen
- From Marketing Center list, select **Marketing Advertising Express (MAX)**

Do What's Right – Entering a Charitable Claim



- Select **Enrollment** from options on top of page
- Select **Do What's Right Claim** from drop down

Do What's Right – Entering a Charitable Claim

American Standard. HEATING & AIR CONDITIONING

MAX
MARKETING ADVERTISING EXPRESS

My Profile My Agencies
Email: support@askirmax.com
Tel: 1 (855)747-0588
[Log Out]

ADVERTISING MATERIALS FUNDS MANAGEMENT SALES SUPPORT INFO CENTER REPORTS DEALER LOCATOR ENROLLMENT SUPPORT

AMERICAN STANDARD CUSTOMER CARE DEALER
BUILT TO A HIGHER STANDARD
HEATING & AIR CONDITIONING

Do What's Right American Standard Policy Guidelines
Remaining Claim : 5

Date Submitted : 04/05/2022
Select Category: Select

Add Comment (Max Character Limit 1000)

Dealer
Company Name : Browning Heating & Air Conditioning, LLC
Submitter Name :

ACC "Do What's Right" Unit Exchange
ACC Dealer Number :
Program Level : Platinum Silver Gold

- **Date Submitted** field will default to today's date
- Select **Category** from drop down:
 - **Charitable Donation**
 - OR
 - Warranty Exchange
- **Add Comment** field is not required but can be used to provide additional information
- Once you select 'Charitable Donation', additional fields will appear

Do What's Right – *Entering a Charitable Claim*

American Standard. **MAX** MARKETING ADVERTISING EXPRESS

My Profile My Agencies
Email: auroort@maxmax.com
Tel: 1 (855)747-0588
[Log Out](#)

ADVERTISING MATERIALS FUNDS MANAGEMENT **CLAIM SUPPORT** INFO CENTER REPORTS DEALER LOCATOR ENROLLMENT SUPPORT



Do What's Right American Standard Policy Guidelines
Remaining Claim : 5

Date Submitted : 04/05/2022

Add Comment (Max Character Limit 1000)

Select Category:
Select
Warranty Product Exchange
Charitable Opportunity

Dealer
Company Name : [Redacted]
Submitter Name : [Redacted]

ACC "Do What's Right" Unit Exchange
ACC Dealer Number : [Redacted]
Program Level :
 Platinum Silver Gold



- Once **'Charitable Donation'** is selected from Category, additional fields will appear
- **Oracle Account Number** should be populated with your Oracle Account Number

Do What's Right – *Entering a Charitable Claim*

Dealer

Company Name :

Submitter Name :

 ←

Submitter Email :

 ←

Street :

City :

State :

Zip Code :

ACC "Do What's Right" Unit Exchange

ACC Dealer Number :

Program Level :

Platinum Silver Gold

Distributor :

Street :

City :

State :

Zip Code :

- Fields highlighted in example need to be completed in form.
- **Company Name** will auto populate
- **Submitter Name**: enter the name of the employee submitting the claim
- **Submitter Email**: enter the email of the employee submitting the claim
- **Street, City, State, CC Program Level, Distributor, and Distributor Street, City, State and zip code** will all auto populate.

Do What's Right – *Entering a Charitable Claim*

The screenshot shows a web browser window with the URL https://tranemax.com/DWR/DWR_Claim.aspx?rebate_campaign_seq=22957&Year=2022. The form contains the following fields:

- State: Illinois
- Zip Code: 62305
- Regional Manager: Brennan Morgan
- Account/Territory Manager Name: Rhonda Wheeler
- Account/Territory Manager Email: rhonda.wheller@tranetechnologies.com

Blue arrows point to the 'Account/Territory Manager Name' and 'Account/Territory Manager Email' fields from the right side of the slide.

- Fields highlighted in example need to be completed in form.
- Regional Manager will auto populate
- Account/Territory Manager Name: enter the name your Account Manager
- Account/Territory Manager Email: enter the email of your Account Manager

Do What's Right – *Entering a Charitable Claim*

End Consumer

Name of Charity (i.e. Habitat For Humanity, Humane Society, etc.)

Sesame Street Church

Street :

123 Sesame Street

City :

Anywhere

State :

Colorado

Zip Code :

12345

Phone No. :

3148675309

Indoor/Outdoor Unit

New/Replacement Install Date :

04/05/2022

New/Replacement American Standard Model # :

4WCC4060A1000A

New/Replacement American Standard Serial # :

Submit

- Fields highlighted in example need to be completed in form.
- **End Consumer** information: Populate the fields to reflect the recipient of the charitable unit
 - **Name of Charity/Person, Street, City, State, Zip Code and Phone Number** should be populated with recipient's information.

Do What's Right – *Entering a Charitable Claim*

End Consumer

Name of Charity (i.e. Habitat For Humanity, Humane Society, etc) :

Sesame Street Church

Street :

123 Sesame Street

City :

Anywhere

State :

Colorado

Zip Code :

12345

Phone No. :

3148675309

Indoor/Outdoor Unit

New/Replacement Install Date :

04/05/2022

New/Replacement American Standard Model # :

4WCC4060A1000A

New/Replacement American Standard Serial # :

Note: Serial number is not required for Charitable Donation Claims at this time

Submit

- Fields highlighted in example need to be completed in form.
- **Indoor/Outdoor Unit** information: Populate the fields to reflect the install date and model number of the unit donated. *** Refer to eligible models in DWR Sales Plan*
 - **New/Replacement Install date:** should be populated with date the donated unit will be installed
 - **New/Replacement Model #:** should be populated with model number of the unit to be donated

Do What's Right – *Entering a Charitable Claim*

End Consumer

Name of Charity (i.e. Habitat For Humanity, Humane Society, etc) :

Sesame Street Church

Street :

123 Sesame Street

City :

Anywhere

State :

Colorado

Zip Code :

12345

Phone No. :

3148675309

Indoor/Outdoor Unit

New/Replacement Install Date :

04/05/2022

New/Replacement American Standard Model # :

4WCC4060A1000A

New/Replacement American Standard Serial # :

Submit



- Once all required fields are populated, click **SUBMIT**.
- An Inside Sales Specialist will place the order for the requested unit on your behalf and provide you with Order Information
- The MAX system will generate an automated email with the status of your DWR Claim as it progresses thru the system.

Do What's Right

For any additional questions, please contact your
Account Manager for support