
myhht.com Claim Guide 2012

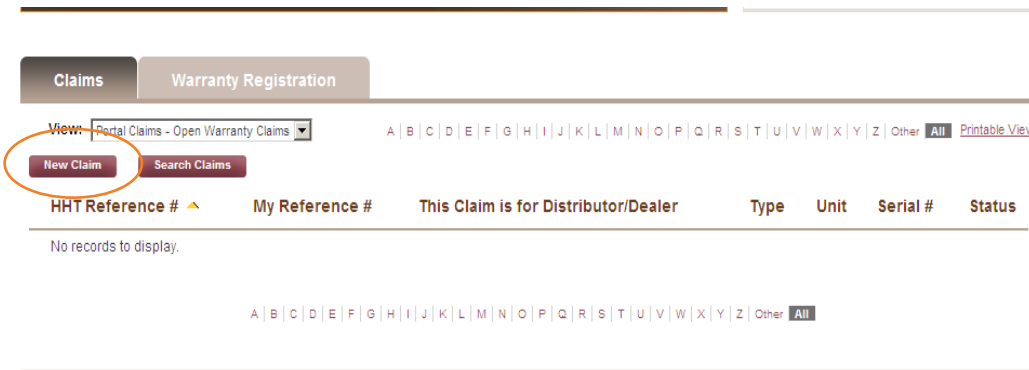
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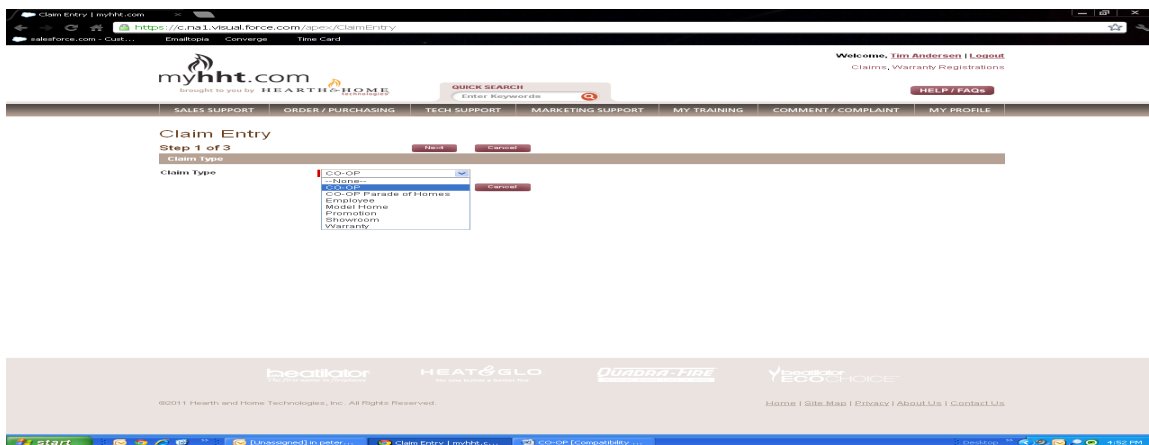
How to Enter a Co-Op Claim

Below are step-by-step instructions for submitting a Co-Op Claim on myhht.com

1. To enter a Co-Op Claim, please ensure you have all the required documentation found on the last page of this guide. After logging into myhht.com, select "New Claim".



2. Select "Co-Op" as the claim type and then select "Next".



3. Select the appropriate claim type. For this claim type, we will use "Co-Op 2011" and select "Continue".

Campaigns

Based on the asset information entered, this unit qualifies for the following promotions or claim types. Please forms. You will be prompted to fill in any needed information.

CO-OP 2011

4. Enter information in the required columns denoted with a red stripe. "HHT Adjustment Applies To" the location that will receive the credit from HHT. The reference # field is optional and is for the dealer or distributor to call the claim something other than the assigned claim # for their own records [example: Reference #: Blimp Decal, Reference #: Main Street Billboard]. Once complete, select "Next".

CO-OP - CO-OP 2011

Step 2 of 3

Claim Info

This Claim is for Distributor/Dealer:
 HHT Adjustment Applies To:

My Reference #:
 Submitted Date: 9/16/2011

5. Enter information in the required fields denoted with a red stripe.
- Date(s) Published or Aired: calendar dates during which the event ran [ex: Commercial ran from 4/14/2012 -6/1/2012]
 - Name of Event: name of event according to your invoice [ex: Superbowl Commercial or Spring Flame Sale]
 - Type of Event: select from dropdown menu
 - Net Invoice: total invoice amount
 - % of Space Devoted to HHT Brand: percentage of promotion that showed/included HHT brand (ex: magazine ad has 30% HHT brands, 20% hearth competitor brand and 50% swimming pools = 30% space devoted to HHT brand)
 - HHT cost and claim amount with automatically calculate

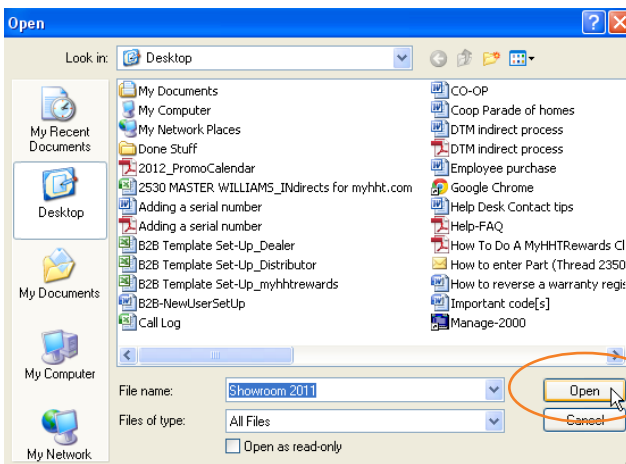
Step 3 of 3

Date(s) Published or Aired	Name of Event	Type of Event	Net Invoice	% Space Devoted to HHT Brand	HHT Cost	Claim Amount
<input type="text"/>	<input type="text"/>	--None--	<input type="text"/>	<input type="text"/>	0	0
		--None--				\$0
		Apparel				
		Direct Mail				
		Directory Advertising				
		Home Shows				
		Internet Advertising				
		Online - PPC Search Advertising				
		Outdoor Advertising				
		Point of Sale				
		Print Advertising - Magazine				
		Print Advertising - Newspaper				
		Radio				
		Search Engine Optimization				
		Television				
		Training				
		Vehicle Signage				

6. Upload any required documents such as invoices, photos, notarized scripts, etc. Select "Browse," locate the file within your computer, select appropriate file and select "Open". When finished select "Submit".
- Repeat step 6 to upload multiple documents [maximum file size for each upload is 5MG]
 - Note: you may also fax or email your documents with the claim # to 866.700.9924 or HHTclaims@hearthnhome.com. You will receive a claim # after you fully complete this online claim form.

The maximum allowed size for each attachment is 5 MB

Note: If you click a button other than Submit after selecting attachments, those selections will be lost.



Note: If you click a button other than Submit after selecting attachments, those selections will be lost.



Co-Op Claim Guidelines

- A copy of the invoice showing expenditures
- A copy of the advertising or promotion: a tear sheet, the printed piece, photo of signage, screen shot of online advertisement or other documentation that shows how the brand was represented
- Photos of apparel NOT purchased from www.hearthnhomeonlinestore.com
- Radio and Television: notarized script [U.S. dealers/distributors only]
- For any online advertising (i.e. PPC, yellowpages.com, etc) a screenshot of the advertisement must be included as well as a screenshot of the campaign landing page and campaign results

How to Enter an Employee Purchase

Below are step-by-step instructions for submitting a claim on myhht.com for an employee purchase.

1. After logging on to myhht.com, you will follow the same guidelines as a regular invoice, including locating the necessary required documents. Select the "New Claim" button.

2. Select "Employee" as the claim type and then select "Next."

Claim Entry

Step 1 of 3

Next

Cancel

Claim Type

Claim Type

--None--

- None--
- CO-OP
- CO-OP Parade of Homes
- Employee**
- Model Home
- Promotion
- Showroom
- Warranty

Cancel

3. Enter the serial number of the unit, or select the lookup function to search for the asset.


Claim Entry

Step 1 of 3

Next Cancel

Claim Type
Employee

Asset Info

Serial # Unit 

Next Cancel

3A. If you use the lookup function to search for the asset, select the corresponding asset from the Product Search window.

Search for Asset ~ Customer Portal - Windows Internet Explorer

https://c.na1.visual.force.com/_ui/common/data/LookupPage?lkm=j_id0%3Aj_id1%3AclaimEntryForm&lkn=j_id0%3Aj_id1%3A

Lookup

Search

Filter by --None-- --None--

You can use "*" as a wildcard next to other characters to improve your search results.

Search Results


The search returned more than the maximum number of rows (200). Please refine your search criteria.

Unit Name	Serial Number	Account Name	Status
1-70-00688-1	TST008288219	MyHHT Test Account	Inventory
1-70-00688-1	TST008288404	MyHHT Test Account	Inventory
1-70-00688-1	TST008288410	MyHHT Test Account	Inventory
1-70-00688-1	TST008288427	MyHHT Test Account	Inventory
1-70-00688-1	TST008288429	MyHHT Test Account	Inventory
1-70-00688-1	TST008287949	MyHHT Test Account	Inventory
1-70-00688-1	TST008287992	MyHHT Test Account	Inventory

4. Select "Next" when the serial number has been entered or selected from the Product Search window.

Claim Type
Employee

Asset Info

Serial # Unit 

Next Cancel

5. After selecting the serial number, an error will appear stating that a Warranty Registration is needed as part of the claim submission. Select "Consumer" as the Warranty Registration Type and select "Next."

Error: Please complete the Warranty Registration for this unit as part of your claim submission.

Claim Type Warranty Registration Type

Consumer

--None--

Consumer

National Builder

Other

6. Enter all required employee information indicated by a red striped box and select "Next" when all required information has been entered.

Warranty Registration - TST008288219

Step 2 of 3

Claim Info

Unit	<input type="text" value="1-70-00688-1"/>	Serial #	<input type="text" value="TST008288219"/>
Consumer First Name	<input style="border: 1px solid red;" type="text" value="GARY"/>	Dealer	<input type="text" value="MyHHT Test Account"/>
Consumer Last Name	<input style="border: 1px solid red;" type="text" value="PORTER"/>	How did they find you	<input style="border: 1px solid red;" type="text" value="Employee Purchase"/>
Consumer Address Line 1	<input style="border: 1px solid red;" type="text" value="123 WAYZATA BLVD"/>	Related to Promotion	<input style="border: 1px solid red;" type="text" value="--None--"/>
Consumer Address Line 2	<input style="border: 1px solid red;" type="text"/>	Promotion Name (If Other selected)	<input type="text"/>
Consumer City	<input style="border: 1px solid red;" type="text" value="MINNETONKA"/>	Purchase Date	<input style="border: 1px solid red;" type="text" value="8/29/2011"/> [9/16/2011]
Consumer State	<input style="border: 1px solid red;" type="text" value="MN"/>	Invoiced Date	<input style="border: 1px solid red;" type="text" value="9/9/2011"/> [9/16/2011]
Consumer Zip	<input style="border: 1px solid red;" type="text" value="55555"/>	Install Date	<input style="border: 1px solid red;" type="text" value="9/16/2011"/> [9/16/2011]
Consumer Country	<input type="text"/>	DSR Name	<input style="border: 1px solid red;" type="text" value="Dist MyHHT Test"/>
Consumer Phone	<input style="border: 1px solid red;" type="text" value="(952) 985-6000"/>	Submitted Date	<input type="text" value="9/16/2011"/>
Consumer E-mail	<input style="border: 1px solid red;" type="text" value="GARYP@HHT.COM"/>		

7. Add any Parts or Accessories relevant to the sale by selecting "Add."

Warranty Registration - TST008288219

Step 3 of 3

Serial # TST008288219

Unit 1-70-00688-1

Accessories/Parts

8. Enter the product SKU and select the corresponding product from the Product Search window.

Warranty Registration - TST008288219

Step 3 of 3

Serial # TST008288219
Unit 1-70-00688-1

Accessories/Parts

Accessory

gfk-160A

Product Search

Search Criteria
Search
Search by

Name	Description
GFK-160A	BLOWER ASSEMBLY
GFK-160A-220	BLOWER 220/240 VOLT ASSY

9. Upload the invoice by selecting "Browse," locating the file on your computer, and selecting "Open" for the appropriate file. Select "Submit" when complete.

- Repeat Step #9 for multiple documents to be uploaded [maximum file size for each upload is 5MB]
- Note: Documents can also be faxed after the claim has been submitted by including the claim number on the fax and submitting to 866.700.9924

Attachments

For fastest credit on **non-warranty claims**, please attach a copy of your invoice electronically. If you are not able to upload an invoice, submit the claim online separately, and fax invoice along with B2B claim # to 866-700-9924.

For fastest credit on **damaged units**, please attach a copy of your bill of lading, invoice, and packing slip. If you are not able to upload documents, submit the claim online separately, and fax the documents along with B2B claim # to 866-381-8012.

The maximum allowed size for each attachment is 5 MB

Note: If you click a button other than Submit after selecting attachments, those selections will be lost.

Open

Look in: Desktop

File name: Showroom 2011

Note: If you click a button other than Submit after selecting attachments, those selections will be lost.

Employee Purchase

10. Select "Here" if you would like a copy of the Warranty Registration for your records.

Claim Entry

Step 1 of 3

Next

Cancel



Success:

Warranty Registration CI-201109160170 was successfully submitted. Please click [here](#) to see a printable version.

Claim Type

Claim Type

Employee

Asset Info

Serial #

TST008288219

Unit

1-70-00688-1

Next

Cancel

11. Select "Next" when complete and select the appropriate campaign. For this claim type, select "Employee Purchase 2011" and then select "Continue."

Employee - TST008288219

Step 1 of 3

Continue

Cancel

Start New Claim

Campaigns

Based on the asset information entered, this unit qualifies for the following promotions or claim types. Please fill in any needed information.

- Online Coupon 2011
- CO-OP Parade of Homes 2011
- Showroom 2011
- Model Home 2011
- Employee Purchase 2011

Continue

Cancel

Start New Claim

12. Enter the remaining required information indicated by a red striped box. Most of the information should already be populated from the Warranty Registration page that has already been filled out. Select "Apply for Credit on This Unit" if you're applying for credit. Select "Next" when complete.

Employee - Employee Purchase 2011 - TST008288219

Step 2 of 3

Previous

Next

Cancel

Help...

Claim Info

This Claim is for Distributor/Dealer

MyHHT Test Account

Employee Name, Title

GARY PORTER

HHT Adjustment Applies To

MyHHT Test Account

Address Where Installed

123 WAYZATA BLVD

My Reference #

City Where Installed

MINNETONKA

Serial #

TST008288219

State Where Installed

MN

Unit

1-70-00688-1

Zip Where Installed

55555

HHT Invoice Number

273116-1

Phone Where Installed

(952) 985-6000

Install Date

9/16/2011

Apply For Credit On This Unit?

Submitted Date

9/16/2011

Previous

Next

Cancel

Help...

13. Fill in the required fields including Cost and Quantity. The Claim Amount will be automatically calculated.

Employee - Employee Purchase 2011 - TST008288219

Step 3 of 3

Previous

Submit

Cancel

Help...

Serial # TST008288219

Unit Info

Unit	Cost	Quantity	% Requested	Claim Amount \$
1-70-00688-1		1.00	30	

Accessories/Parts

Add

14. Enter any related Parts or Accessories [see step 7].

15. Attached invoice [see step 9] and select "Submit" once claim is complete.

16. You will be redirected to Claim Detail to review all submitted information, add any notes or attachments, print if needed for a faxed claim, or print for your records.

Claim

[Printable View](#)

[Cl-201109160173](#)

Claim Detail



Edit

Close

Re-submit

Campaign Information

Campaign	Employee Purchase 2011	Type	Employee
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Claim Details

This Claim is for Distributor/Dealer	MyHHT Test Account	Employee Name, Title	GARY PORTER
HHT Adjustment Applies To	MyHHT Test Account	Address Where Installed	123 WAYZATA BLVD
Submitted Date	9/16/2011	City Where Installed	MINNETONKA
Install Date	9/16/2011	State Where Installed	MN
HHT Invoice Number	273116-1	Zip Where Installed	55555
HHT Date Paid		Phone Where Installed	(952) 985-6000
Credit Memo #		My Reference #	
		HHT Approval Notes	

Unit Info

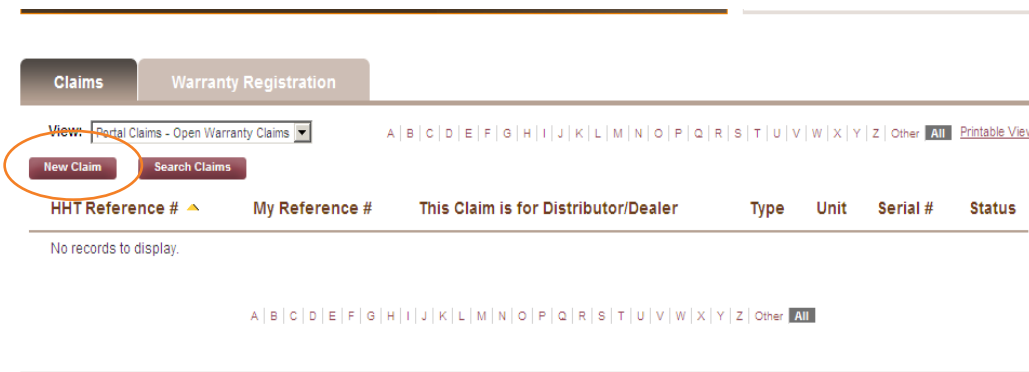
Unit	1-70-00688-1	Serial #	TST008288219
Quantity	1.00	Apply For Credit On This Unit?	<input checked="" type="checkbox"/>

Status Information

How to Enter a Model Home Claim

Below are step-by-step instructions for submitting a Model Home Claim on myhht.com

1. After logging into myhht.com, select "New Claim".



2. Select "Model Home" as the claim type from the dropdown menu and then select "Next".

Claim Entry

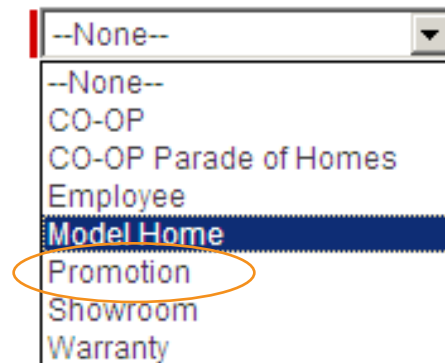
Step 1 of 3

Next

Cancel

Claim Type

Claim Type



Cancel

3. Enter the serial number or lookup the serial number using the spyglass to search the corresponding asset.

Claim Entry


Step 1 of 3

Next Cancel

Claim Type

Claim Type

Unit Info

Serial # Unit 

Next Cancel

4. You will receive an error message stating that a Warranty Registration must be completed prior to completing your Model Home Claim.

SALES SUPPORT ORDER / PURCHASING TECH SUPPORT MARKETING SUPPORT MY TRAINING COMMENT / COMPLAINT MY PROFILE

Claim Entry

Step 1 of 3

Error: Please complete the Warranty Registration for this unit as part of your claim submission.

Claim Type

Claim Type Warranty Registration Warranty Registration Type

Next Cancel

Select "National Builder or Other" as the Warranty Registration Type and select "Next" when complete.

Claim Type

Claim Type Warranty Registration Warranty Registration Type

Next Cancel

5. Enter all required information indicated by a red stripe. Verify the Builder Name by selecting the spyglass tool and select "Next" once all information is complete.

Warranty Registration - TST0022554743

Step 2 of 3

Previous Next Cancel Help...

Claim Info

Unit Serial #

Dealer Jobsite City

Invoiced Date [9/16/2011] Jobsite State/Province

Builder Name Jobsite Postal Code

Jobsite Address Line 1

Jobsite Address Line 2

Notes

Previous Next Cancel Help...

6. To print Warranty Registration information for your records, select "Here"

Claim Entry

Step 1 of 3

Next

Cancel



Success:

Warranty Registration CI-201109160184 was successfully submitted. [Please click here to see a printable version.](#)

Claim Type

Claim Type

Model Home

Unit Info

Serial #

TST0022554743

Unit

NEVO4236I

Next

Cancel

7. Select the corresponding Model Home claim. For this example, select "Model Home", then "Continue" and then complete all required information fields marked with a red stripe.

Campaigns

Based on the asset information entered, this unit qualifies for the following promotions or claim types. Please complete all required information fields marked with a red stripe. You will be prompted to fill in any needed information.

Showroom 2011

Model Home 2011

Employee Purchase 2011

CO-OP Parade of Homes 2011

Continue

Cancel

Start New Claim

8. If you are applying for credit, check the box and then select "Next" once all required information has been entered.

Model Home - TST0022554743

Step 2 of 3

Previous Next Cancel Help...

Claim Info

This Claim is for Distributor/Dealer: MyHHT Test Account

HHT Adjustment Applies To: MyHHT Test Account

My Reference #:

Serial #: TST0022554743

Unit: NEVO4236I

HHT Invoice Number: 344967-1

Install Date: 9/5/2011 [9/16/2011]

Submitted Date: 9/16/2011

Subdivision Installed: WHITETAIL RUN

Address Where Installed: 123 1 st ave

City Where Installed: Boomington

State Where Installed: MN

Zip Where Installed: 55425

National Builder:

Builder Name: Beazer Homes - Corpora

Builder (if not National):

Number of Days open to the public: 180

Number of Units in Subdivision: 90

Apply For Credit On This Unit?

9. Enter the Cost and Percent Requested into the required fields.

Model Home - TST0022554743

Step 3 of 3

Previous Submit Cancel Help...

Authorized Dealer Program: Gold
Serial #: TST0022554743

Unit Info

Unit	Cost	Quantity	% Requested	Claim Amount \$
NEVO4236I		1.00		

Accessories/Parts

Add

10. Add any parts or accessories by selecting "Add" and then enter the Cost and Percent Requested for these items as well.

Model Home - TST0022554743

Step 3 of 3

Previous Submit Cancel Help...

Authorized Dealer Program: Gold
Serial #: TST0022554743

Unit Info

Unit	Cost	Quantity	% Requested	Claim Amount \$
NEVO4236I	500.00	1.00	100	500

Accessories/Parts

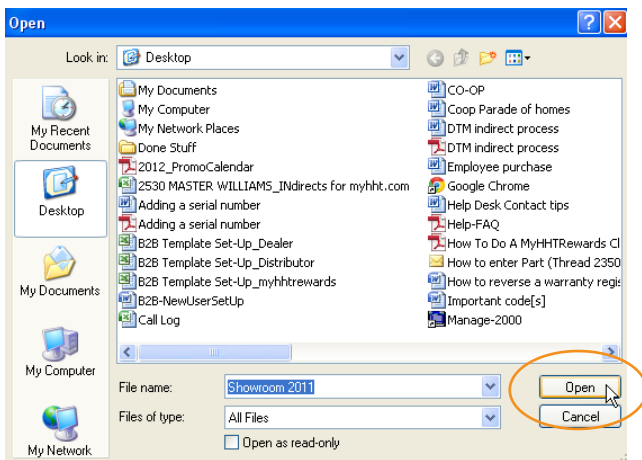
Accessory	Cost	Quantity	% Requested	Claim Amount \$
GFK-160A	99	1	100	99
				\$599

11. Upload any required documents such as an invoice by selecting "Browse." Locate the file within your computer and select "Open" and then "Submit" when complete.

- Repeat step 11 for multiple documents to be uploaded [maximum file size for each upload is 5MB]

The maximum allowed size for each attachment is 5 MB

Note: If you click a button other than Submit after selecting attachments, those selections will be lost.



Note: If you click a button other than Submit after selecting attachments, those selections will be lost.



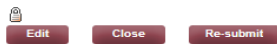
12. You will be redirected to the Claim Detail where you can review all submitted information, add any notes or print for your records.

Claim

[Printable View](#)

[Cl-201109160195](#)

Claim Detail



Campaign/Promotion Information			
Campaign	Type	Model Home	
Claim Details			
This Claim is for Distributor/Dealer	MyHHT Test Account	Subdivision Installed	WHITETAIL RUN
HHT Adjustment Applies To	MyHHT Test Account	Address Where Installed	123 1 st ave
Submitted Date	9/16/2011	City Where Installed	Boomington
Install Date	9/5/2011	State Where Installed	MN
HHT Invoice Number	344967-1	Zip Where Installed	55425
HHT Date Paid		Phone Where Installed	
Credit Memo #		Number of Units in Subdivision	90
		Number of Days open to the public	180
		Builder (if not National)	
		National Builder	<input checked="" type="checkbox"/>
		Builder Name	Beazer Homes - Corporate
		My Reference #	

Unit Info

How to Enter an Online Coupon Claim

Below are step-by-step instructions for submitting an Online Coupon Claim on myhht.com.

1. To enter an online coupon claim, please locate the online coupon to be able to provide the Reward ID #. After logging into myhht.com, select "New Claim".

2. Select "Promotion" as the claim type and then select "Next".

Claim Entry

Step 1 of 3

Next

Cancel

Claim Type

Claim Type

--None--

- None--
- CO-OP
- CO-OP Parade of Homes
- Employee
- Model Home
- Promotion**
- Showroom
- Warranty

Cancel

3. Enter the serial number of the unit, or select the lookup function to search for the asset.

Claim Entry

Step 1 of 3

Next **Cancel**

Claim Type

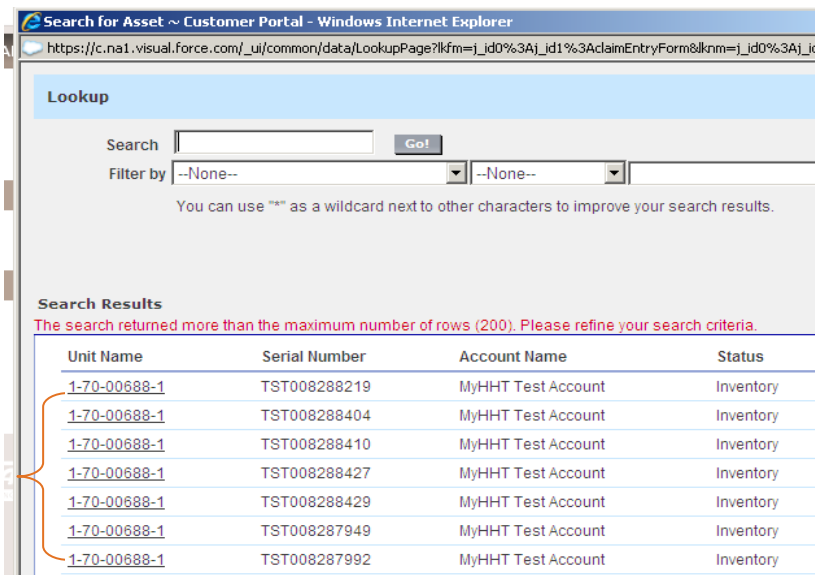
Claim Type

Unit Info

Serial # Unit 

Next **Cancel**

3A. If you use the lookup function to search for the asset, select the corresponding asset from the Product Search window.



Search for Asset ~ Customer Portal - Windows Internet Explorer

https://c.na1.visual.force.com/_ui/common/data/LookupPage?lkm=j_id0%3Aj_id1%3AclaimEntryForm&lkn=j_id0%3Aj_id1%3A

Lookup

Search **Go!**

Filter by

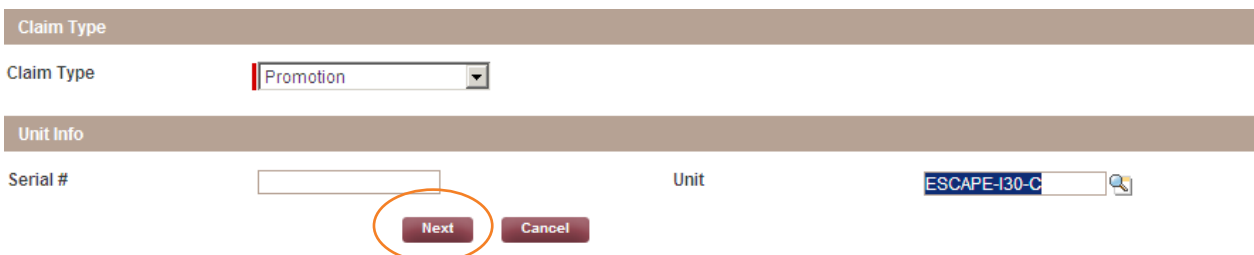
You can use "*" as a wildcard next to other characters to improve your search results.

Search Results

The search returned more than the maximum number of rows (200). Please refine your search criteria.

Unit Name	Serial Number	Account Name	Status
1-70-00688-1	TST008288219	MyHHT Test Account	Inventory
1-70-00688-1	TST008288404	MyHHT Test Account	Inventory
1-70-00688-1	TST008288410	MyHHT Test Account	Inventory
1-70-00688-1	TST008288427	MyHHT Test Account	Inventory
1-70-00688-1	TST008288429	MyHHT Test Account	Inventory
1-70-00688-1	TST008287949	MyHHT Test Account	Inventory
1-70-00688-1	TST008287992	MyHHT Test Account	Inventory


4. Select "Next" when the serial number has been entered or selected from the Product Search window.



Claim Type

Claim Type

Unit Info

Serial # Unit 

Next **Cancel**

5. After selecting the serial number, an error will appear stating that a Warranty Registration is needed as part of the claim submission. Select "Consumer" as the Warranty Registration Type and select "Next."

Error:
Please complete the Warranty Registration for this unit as part of your claim submission.

Claim Type

Claim Type Warranty Registration Warranty Registration Type

Next Cancel

Consumer
--None--
Consumer
National Builder
Other

6. Enter all required information indicated by a red striped box and select "Next" when all required information has been entered.

Warranty Registration - TST008288219

Step 2 of 3 Previous Next Cancel Help...

Claim Info

Unit	1-70-00688-1	Serial #	TST008288219
Consumer First Name	GARY	Dealer	MyHHT Test Account
Consumer Last Name	PORTER	How did they find you	Employee Purchase
Consumer Address Line 1	123 WAYZATA BLVD	Related to Promotion	--None--
Consumer Address Line 2		Promotion Name (If Other selected)	
Consumer City	MINNETONKA	Purchase Date	8/29/2011 [9/16/2011]
Consumer State	MN	Invoiced Date	9/9/2011 [9/16/2011]
Consumer Zip	55555	Install Date	9/16/2011 [9/16/2011]
Consumer Country		DSR Name	Dist MyHHT Test
Consumer Phone	(952) 985-6000	Submitted Date	9/16/2011
Consumer E-mail	GARYP@HHT.COM		

Previous Next Cancel Help...

7. Enter the product SKU and select the corresponding product from the Product Search window.

Warranty Registration - TST008288219

Step 3 of 3

[Previous](#) [Submit](#)

Serial # TST008288219
Unit 1-70-00688-1

Accessories/Parts

Accessory

gfk-160A  [Remove](#)



SALES SUP

Warrant

Step 3 of 3

Serial #
Unit

Accessory

Accessory
gfk-160A

Product Search | myhht.com - Windows Internet Explorer
https://c.na1.visual.force.com/apex/PortalProductSearch?idc=08&...

Product Search

Search Criteria
Search [Go](#)
Search by

Name	Description
GFK-160A	BLOWER ASSEMBLY
GFK-160A-220	BLOWER 220/240 VOLT ASSY

8. Select "Here" if you would like a copy of the Warranty Registration for your records.

Claim Entry

Step 1 of 3

Next

Cancel



Success:

Warranty Registration CI-201109160170 was successfully submitted. Please click [here](#) to see a printable version.

Claim Type

Claim Type

Promotion

Asset Info

Serial #

TST008288219

Unit

1-70-00688-1

Next

Cancel

9. Select "Next" when complete and select the appropriate campaign. For this claim type, select "Online Coupon" and then select "Continue."

Promotion - TST0022556343

Step 1 of 3

Continue

Cancel

Start New Claim

Campaigns

Based on the asset information entered, this unit qualifies for the following promotions or claim types. Forms. You will be prompted to fill in any needed information.

Online Coupon 2011

CO-OP Parade of Homes 2011

Showroom 2011

Red Hot Savings- Gas Firebrick up to \$200 off Upgrade Options 2011

Model Home 2011

Employee Purchase 2011

Continue

Cancel

Start New Claim

10. Enter the remaining required information indicated by a red striped box. Most of the information should already be populated from the Warranty Registration page that has already been filled out. Enter the online Coupon Reward ID # [note: the online coupon will start with a "P" or "O" - never zero - and the coupon # is case sensitive].

Promotion - Online Coupon 2011 - TST0022556343

Step 2 of 3

Previous

Next

Cancel

Help...

Claim Info

This Claim is for Distributor/Dealer

MyHHT Test Account

Consumer First Name

MARY

HHT Adjustment Applies To

MyHHT Test Account

Consumer Last Name

JENSEN

My Reference #

Consumer Address Line 1

OLD TOWN RD

Serial #

TST0022556343

Consumer City

ANYTOWN

Unit

ESCAPE-I30-C

Consumer State

MN

HHT Invoice Number

349818-1

Consumer Zip

55364

Purchase Date

8/1/2011 [9/16/2011]

Consumer Phone

(952) 967-5309

Install Date

9/7/2011

Consumer E-mail

mary@yahoo.com

Invoice Date

9/16/2011

Reward # (online coupon)

TEST_OPN1

Submitted Date

9/16/2011

Previous

Next

Cancel

Help...

11. Uploading documents and/or invoices is not required for the Online Coupon Claim. These should have been entered during Warranty Registration.

12. Select "Submit" once claim is complete.

13. You will be redirected to Claim Detail to review all submitted information, add any notes or print for your records.

Claim

[Printable View](#)

CI-201109160187

Claim Detail



Close

Re-submit

Campaign/Promotion Information

Campaign	Online Coupon 2011	Promotion Points Value
Type	Promotion	

Claim Details

This Claim is for Distributor/Dealer	MyHHT Test Account	Consumer First Name	MARY
HHT Adjustment Applies To	MyHHT Test Account	Consumer Last Name	JENSEN
Submitted Date	9/16/2011	Consumer Address Line 1	OLD TOWN RD
Purchase Date	8/1/2011	Consumer Address Line 2	
Install Date	9/7/2011	Consumer City	ANYTOWN
HHT Invoice Number	349818-1	Consumer State	MN
HHT Date Paid		Consumer Zip	55364
Credit Memo #		Consumer Country	
		Consumer Phone	(952) 967-5309
		Consumer E-mail	mary@yahoo.com
		Reward # (online coupon)	TEST_CPN1
		My Reference #	

How to Enter a Parade of Homes Claim

Below are step-by-step instructions for submitting a Parade of Homes Claim on myhht.com

1. To enter a Parade of Homes Co-Op Claim, please ensure you have all the required documentation found on the last page of this guide. After logging into myhht.com, select "New Claim".

2. Select "Co-Op Parade of Homes" as the claim type and then select "Next".

Claim Entry

Step 1 of 3

Next

Cancel

Claim Type

Claim Type

--None--

- None--
- CO-OP
- CO-OP Parade of Homes**
- Employee
- Model Home
- Promotion
- Showroom
- Warranty

Cancel

3. Enter the serial number of the unit, or click on the spyglass to lookup the unit and then select "Next".

Claim Entry


Step 1 of 3

Next Cancel

Claim Type

Claim Type CO-OP Parade of Homes

Unit Info

Serial # 0021253192 Unit QVI35S 

Description DV GAS INSERT, 34*

Next Cancel

4. An error message will appear that a Warranty Registration will need to be completed as part of this claim. Select "Other" as the Warranty Registration type since this is not for a consumer or a national builder.

Claim Type

Claim Type Warranty Registration Warranty Registration Type --None--

Next Cancel

--None--

--None--

Consumer

National Builder

Other

5. Fill in the required fields indicated with a red stripe and then select "Next".


- Invoiced Date: the last physical date that your business worked on or delivered the unit [work completion day]
- Business Name: name of the business which this claim is associated with
- All other fields are optional to fill in whatever information is available

Warranty Registration - TST008288921

Step 2 of 3

Previous Next Cancel Help...

Claim Info

Unit	1-70-00688-1	Serial #	TST008288921
Dealer	MyHHT Test Account 	City	LAKEVILLE
Invoiced Date	9/6/2011 [9/16/2011]	State/Province	MN
Business or Builder Name	ANDERSON HOMES	Postal Code	55044
Address Line 1	1 AVE	Notes	COOP POH
Address Line 2			

Previous Next Cancel Help...

6. Add any Parts or Accessories relevant to the Claim by selecting "Add".

Warranty Registration - TST008288219

Step 3 of 3 Previous Submit Cancel Help...

Serial # TST008288219
Unit 1-70-00688-1

Accessories/Parts

Add

7. Enter the product SKU, select the lookup tool, and select the corresponding product from the Product Search window [repeat steps 6 & 7 for each additional part or accessory].

Warranty Registration - TST008288219

Step 3 of 3 Previous Submit

Serial # TST008288219
Unit 1-70-00688-1

Accessories/Parts

Accessory

gfk-160A



Remove



Warrant

Step 3 of 3

Serial #

Unit

Accessorie

Accessory

gfk-160A

Product Search | myhht.com - Windows Internet Explorer
https://c.na1.visual.force.com/apex/PortalProductSearch?idc=08&se

Product Search

Search Criteria

Search Go

Search by

Name	Description
GFK-160A	BLOWER ASSEMBLY
GFK-160A-220	BLOWER 220/240 VOLT ASSY

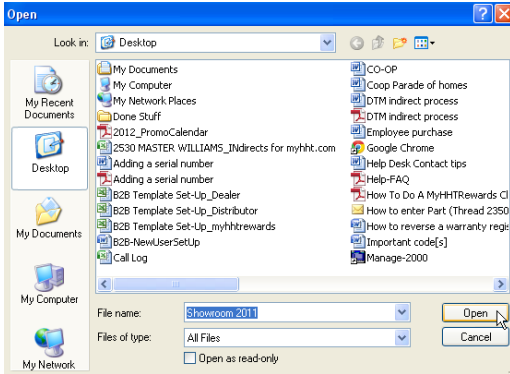
8. Upload any required documents such as the invoice by selecting "Browse," locating the file on your computer, and selecting "Open" for the appropriate file. Select "Submit" when complete.

- Repeat Step #9 for multiple documents to be uploaded [maximum file size for each upload is 5MB]

The maximum allowed size for each attachment is 5 MB

Note: If you click a button other than Submit after selecting attachments, those selections will be lost.

Browse



Note: If you click a button other than Submit after selecting attachments, those selections will be lost.

Parade of Homes

9. Review the Warranty Registration information by selecting "Here" and a PDF will be created to be printed for your records. Confirm that the claim type still has "Co-Op Parade of Homes" selected and select "Next".

Claim Entry

Step 1 of 3

Success: Warranty Registration CI-201109160153 was successfully submitted. [Please click here to see a printable version.](#)

Claim Type

Claim Type

Asset Info

Serial # Unit

10. Select the corresponding claim. For this type of claim, select "Co-Op Parade of Homes 2011" and then "Continue".

Campaigns

Based on the asset information entered, this unit qualifies for the following promotions or claim types. Please select the ones you want to apply. You will be prompted to fill in any needed information.

- Online Coupon 2011
- CO-OP Parade of Homes 2011
- Showroom 2011
- Model Home 2011
- Employee Purchase 2011

11. Complete the required columns indicated with a red stripe. Select "Apply for credit on this unit?" if you are applying for credit. Once complete, select "Next".

CO-OP Parade of Homes - TST008288921

Step 2 of 3

Previous Next Cancel Help...

Claim Info

This Claim is for Distributor/Dealer	MyHHT Test Account	Parade Of Homes	TWIN CITES
HHT Adjustment Applies To	MyHHT Test Account	Address Where Installed	1 AVE
My Reference #		City Where Installed	LAKEVILLE
Serial #	TST008288921	State Where Installed	MIN
Unit	1-70-00688-1	Zip Where Installed	55044
HHT Invoice Number	273116-1	National Builder	<input type="checkbox"/>
Install Date	9/1/2011 [9/16/2011]	Builder Name	
Submitted Date	9/16/2011	Builder (if not National)	ANDERSON HOMES

Apply For Credit On This Unit?

12. Add any costs associated with the claim as well as the percent requested and Total Claim Amount.

CO-OP Parade of Homes - TST008288921

Step 3 of 3

Previous Submit Cancel Help...

Serial # TST008288921

Unit	Cost	Quantity	% Requested	Claim Amount \$
1-70-00688-1		1.00	25	

Accessories/Parts

Add

Attachments

For fastest credit on **non-warranty claims**, please attach a copy of your invoice electronically. If you are not able to upload an invoice, submit the claim online separately, and fax invoice along with B2B claim # to 866-700-9924.

For fastest credit on **damaged units**, please attach a copy of your bill of lading, invoice, and packing slip. If you are not able to upload documents, submit the claim online separately, and fax the documents along with B2B claim # to 866-381-8012.

The maximum allowed size for each attachment is 5 MB

Note: If you click a button other than Submit after selecting attachments, those selections will be lost.

Browse

13. Add any Parts or Accessories associated with this unit by selecting "Add" and entering the part numbers(s). If you entered parts in the Warranty Registration section, you will need to add them again to this claim.

14. Once you have selected the part or accessory, fill in the corresponding columns of cost, quantity and claim percentage requested.

Accessory	Cost	Quantity	% Requested	Claim Amount \$
		1		0

Remove

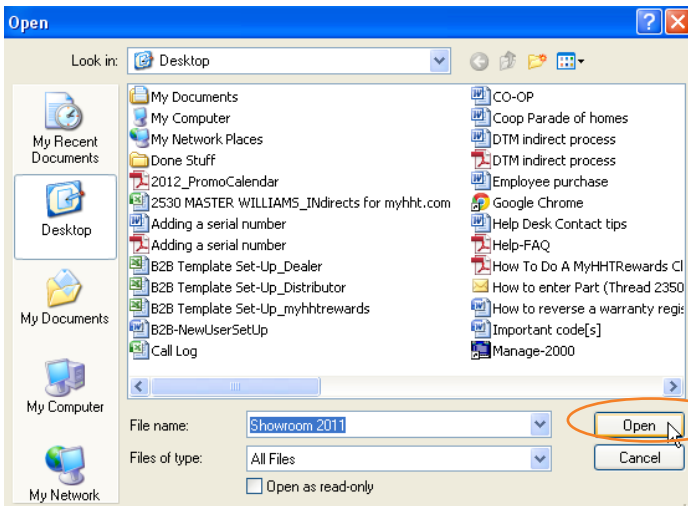
\$0

15. Upload any required documents such as the invoice and select "Browse". Locate the file within your computer, select the appropriate file and select "Open" and then "Submit".

- Repeat step 15 for multiple documents to be uploaded [maximum file size for each upload is 5MB]

The maximum allowed size for each attachment is 5 MB

Note: If you click a button other than Submit after selecting attachments, those selections will be lost.



Note: If you click a button other than Submit after selecting attachments, those selections will be lost.

Parade of Homes

16. You will then be redirected to the Claim Detail page where you can review your claim, ensure there are not any mistakes, add a new note, or attach any additional documents you may have forgotten.

Claim

[Printable View](#)

CI-201109160154

Claim Detail



Edit

Close

Re-submit

Campaign/Promotion Information

Campaign	Type	CO-OP Parade of Homes
----------	------	-----------------------

Claim Details

This Claim is for Distributor/Dealer	MyHHT Test Account	Parade Of Homes	TWIN CITES
HHT Adjustment Applies To	MyHHT Test Account	Address Where Installed	1 AVE
Submitted Date	9/16/2011	City Where Installed	LAKVEVILLE
Install Date	9/1/2011	State Where Installed	MN
HHT Invoice Number	273116-1	Zip Where Installed	55044
HHT Date Paid		Builder (if not National)	ANDERSON HOMES
Credit Memo #		National Builder	<input type="checkbox"/>
		Builder Name	
		My Reference #	

Unit Information

Unit	1-70-00688-1	Serial #	TST008288921
		Apply For Credit On This Unit?	<input checked="" type="checkbox"/>

Status Information

Parade of Homes Co-Op Claims Guidelines

- Claims must be submitted within 90 days of the invoice date.
- This includes 90 days into the next calendar year for invoices dated in December.
- Parade of Homes Claims: submit photo of installed fireplace and a copy of the HHT invoice
- Expenses covered: only HHT products are eligible (fireplaces, venting, accessories, mantels, surrounds, etc)
- Requirements, Limitations, Restrictions:
 - Eligible for 25% cost share
 - Entry fee costs are not eligible
 - Parade of Homes does not qualify for Model Home discount
- Required Reimbursement Documentation: complete Co-Op claim form, builder's copy of Parade of Homes invoice and HHT invoice of products supplied to Parade entry, dates of show, and copy of show advertisement

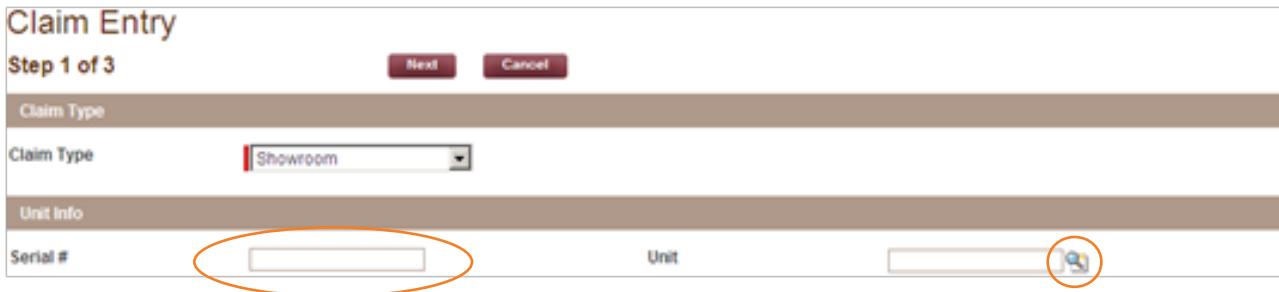
How to Enter a Showroom Claim

Below are step-by-step instructions for submitting a Showroom Claim on myhht.com

1. To enter a Showroom Claim, please provide the serial number of the unit as well as the unit information from the old display if the new unit is replacing a current display. After logging into myhht.com, select "New Claim".

2. Select "Showroom" as the claim type and then select "Next".

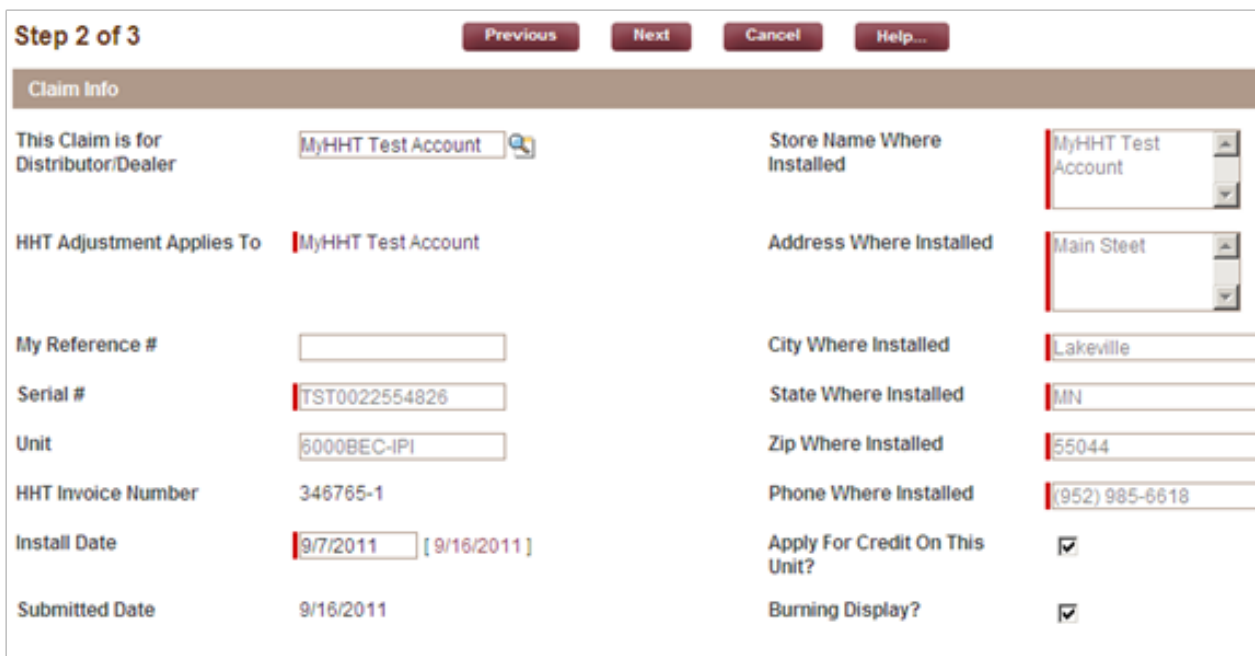
3. Enter the serial number of the unit, or click on the spyglass to lookup the unit and then select "Next".



4. Select the corresponding claim from the list provided. For this claim type, select "Showroom 2011" and "Continue".
 - Note: the corresponding year of the showroom will be the corresponding year that the unit was put on display



5. Complete the information in the required fields denoted with a red stripe and select "Next" when complete.
 - Note: if you are applying for credit or the unit is a burning display [not static], check the appropriate boxes



6. Enter information into the corresponding columns.

- Cost: your cost from HHT of the showroom display
- % Requested: the percentage of cost you're entitled to receive based on your ADP/AIDP status
- Claim Amount \$: will automatically calculate based on information entered into Cost & % Requested
- Showroom Display Type: select from drop-down menu; if unit is replacing an old display please enter name of unit including competitor units

7. To add parts or accessories, enter the SKU, select the spy glass lookup tool, and select the corresponding product from the Product Search window [repeat this step for each additional part or accessory.

8. Once all parts and/or accessories have been selected, fill in the corresponding columns.

- Cost: your cost of the part/accessory from HHT
- % Requested: percentage of cost you're entitled to receive based on your ADP/AIDP status

9. Upload any required documents such as invoice(s) or photo(s) of the display by selecting "Browse", locating the file within your computer, selecting the appropriate file and choosing "Open". When finished, select "Submit".

- Repeat step #9 for multiple documents to be uploaded [maximum size for each upload is 5MB]
- Note: you may also fax or email your documents with the claim # attached to 866.700.9924 or HHTClaims@hearthnhome.com after receiving a claim # by completing this online claim form

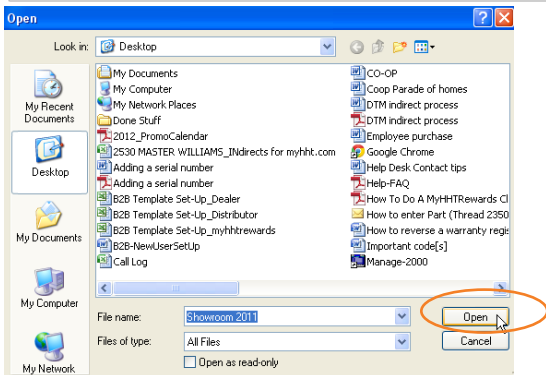
Attachments

For fastest credit on **non-warranty claims**, please attach a copy of your invoice electronically.
If you are not able to upload an invoice, submit the claim online separately, and fax invoice along with B2B claim # to 866-700-9924.

For fastest credit on **damaged units**, please attach a copy of your bill of lading, invoice, and packing slip.
If you are not able to upload documents, submit the claim online separately, and fax the documents along with B2B claim # to 866-381-8012.

The maximum allowed size for each attachment is 5 MB

Note: If you click a button other than Submit after selecting attachments, those selections will be lost.



Note: If you click a button other than Submit after selecting attachments, those selections will be lost.

9. The Claim Detail page will appear where you can verify all the information entered, add any notes or attachments or print this page for your records or to submit with your faxed claim.

Claim [Printable View](#)

CI-201109160183

Claim Detail

Campaign Information

Campaign	Showroom 2011	Type	Showroom
Campaign	Showroom 2011	Type	Showroom

Claim Details

This Claim is for Distributor/Dealer	MyHHT Test Account	Store Name Where Installed	MyHHT Test Account
HHT Adjustment Applies To	MyHHT Test Account	Address Where Installed	Main Steet
Submitted Date	9/16/2011	City Where Installed	Lakeville
Install Date	9/7/2011	State Where Installed	MN
HHT Invoice Number	346765-1	Zip Where Installed	55044
HHT Date Paid		Phone Where Installed	(952) 985-6618
Credit Memo #		My Reference #	

Unit Info

Unit	6000BEC-IP1	Serial #	TST0022554826
		Showroom Display Type	New display
		Apply For Credit On This Unit?	<input checked="" type="checkbox"/>
		Burning Display?	<input checked="" type="checkbox"/>

How to Enter a Warranty Claim

Below are step-by-step instructions for submitting a Warranty Claim on myhht.com.

1. To enter a Warranty Claim, please provide the proper unit, part and invoice number(s). After logging into myhht.com, select "New Claim".

2. Select "Warranty" as the claim type and then select "Next".

Claim Entry

Step 1 of 3

Next Cancel

Claim Type

Claim Type

Cancel

3. Select the corresponding "Warranty Type" from the Warranty Info drop-down menu.
- Damaged Part/Accessory or Short Ship: received damaged part or did not receive all parts needed
 - Damaged Unit: received damaged unit
 - Service Call: consumer has requested a service call for the unit and initial call has been completed

Claim Entry

Step 1 of 3

Next

Cancel

Claim Type

Claim Type


Warranty Info

Warranty Type

Unit Info

Serial #

Next Cancel



4. For submitting a "Damaged Unit" or "Service Call" claim, please enter the Serial Number and Unit SKU.
- You may also enter the serial number by selecting the unit look-up, searching and selecting the correct asset
 - For submitting a Damaged Part/Accessory or Short Ship claim, you will not need to provide a serial number as there are no serial numbers tied yet to these parts. Select "Next" to bypass.

Claim Entry

Step 1 of 3

Next

Cancel

Claim Type


Claim Type


Warranty Info

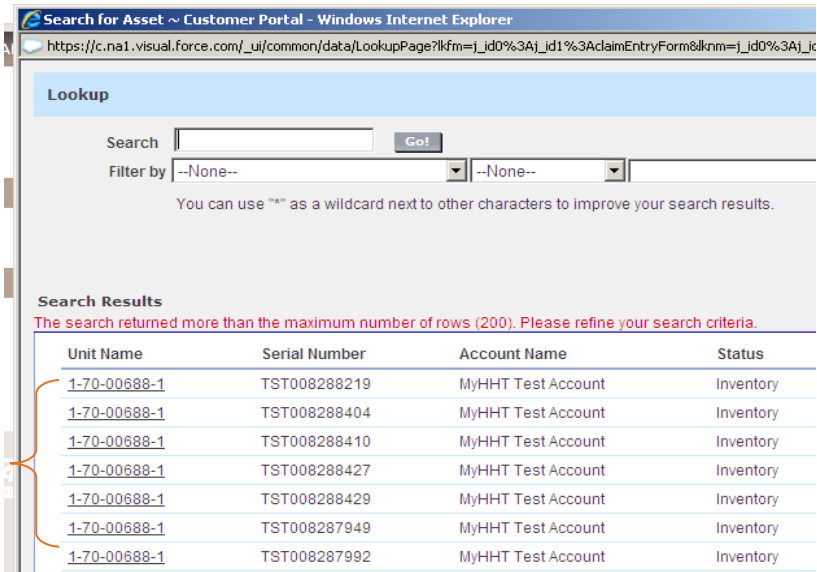
Warranty Type

Unit Info

Serial #

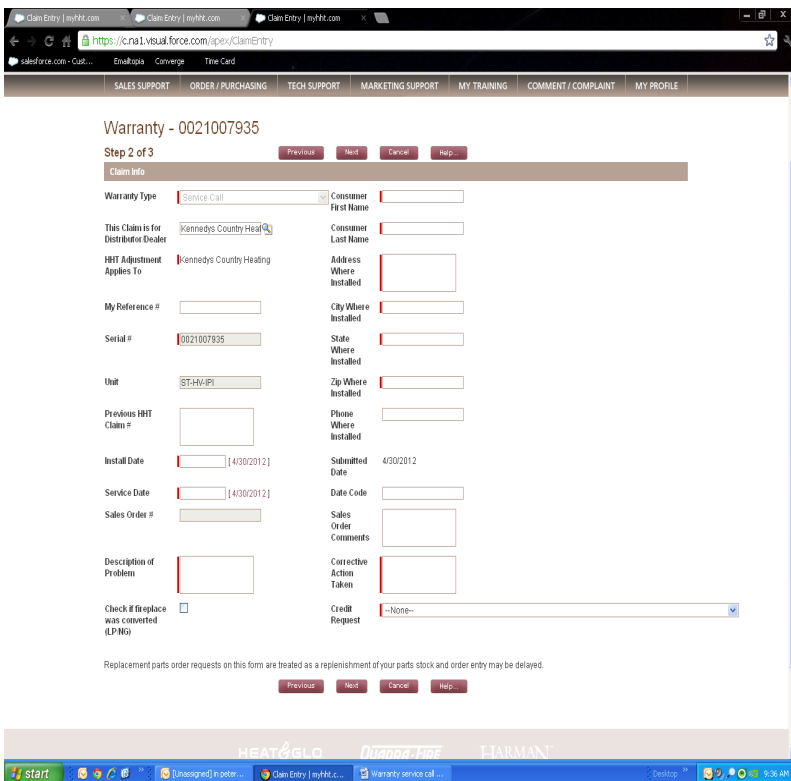
Unit 





5. Fill in the required fields indicated by red striped boxes pertaining to the selected Warranty Type:

- Damaged Unit/Accessory or Short Ship: enter sales order # from packing invoice of parts as well as "Description of Problem" such as "received wrong part" or "received lid with crack on top." Please be as clear as possible.
- Damaged Unit: enter "Description of Problem" and any other pertinent information
- Service Call: enter consumer's information, installation date, service date and "Description of Problem"



6. Enter the Credit Request from the drop-down menu.

- "Request for Parts Credit (RMA may be issued)": parts needed to complete the Service Call
- "Request No-Charge Parts to Replenish Stock (non-RMA parts only) or replace damaged or missing part"
- "Parts credit already issued or no parts used": claiming for labor or a duplicate call on the same unit

Select "Next" after all information has been entered and enter any costs if applicable for Labor, Freight, Misc.

Labor Allowance		
Labor Cost	Freight Cost	Misc. Cost
55.00		

7. Add any Parts or Accessories relevant to the Claim by selecting "Add".

Warranty Registration - TST008288219

Step 3 of 3

Serial # TST008288219
Unit 1-70-00688-1

Accessories/Parts

8. Enter the product SKU, select the lookup tool, and select the corresponding product from the Product Search window.

Warranty Registration - TST008288219

Step 3 of 3

Serial # TST008288219
Unit 1-70-00688-1

Accessories/Parts

Accessory

gfk-160A



Product Search | myhht.com - Windows Internet Explorer
https://cna1.visual.force.com/apex/PortalProductSearch?idc=08&se

Product Search

Search Criteria

Search gfk-160A

Search by Name

Name	Description
GFK-160A	BLOWER ASSEMBLY
GFK-160A-220	BLOWER 220/240 VOLT ASSY

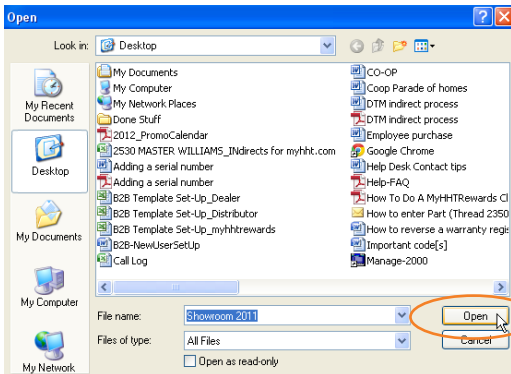
9. Upload any required documents such as the invoice by selecting "Browse," locating the file on your computer, and selecting "Open" for the appropriate file. Select "Submit" when complete.

- Repeat Step #9 for multiple documents to be uploaded [maximum file size for each upload is 5MB]
- Note: Documents can also be faxed after the claim has been submitted by including the claim number on the fax and submitting to 866-381-8012.

For fastest credit on **damaged units**, please attach a copy of your bill of lading, invoice, and packing slip. If you are not able to upload documents, submit the claim online separately, and fax the documents along with B2B claim # to 866-381-8012.

The maximum allowed size for each attachment is 5 MB

Note: If you click a button other than Submit after selecting attachments, those selections will be lost.



Note: If you click a button other than Submit after selecting attachments, those selections will be lost.



10. Select submit when complete. You will be redirected to Claim Detail to review all submitted information, add any notes or attachments, print if needed for a faxed claim, or print for your records.

Claim [Printable View](#)

CI-201109160183

Claim Detail [Edit](#) [Close](#) [Re-submit](#)

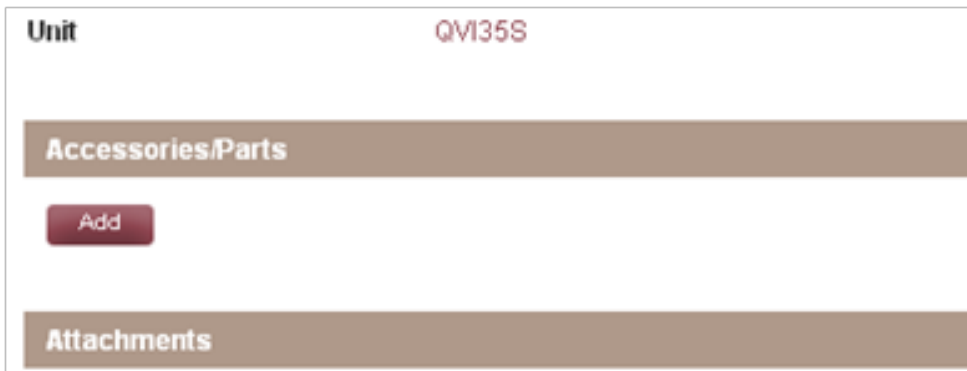
Campaign Information			
Campaign	Showroom 2011	Type	Showroom
Claim Details			
This Claim is for Distributor/Dealer	MyHHT Test Account	Store Name Where Installed	MyHHT Test Account
HHT Adjustment Applies To	MyHHT Test Account	Address Where Installed	Main Steet
Submitted Date	9/16/2011	City Where Installed	Lakeville
Install Date	9/7/2011	State Where Installed	MN
HHT Invoice Number	346765-1	Zip Where Installed	55044
HHT Date Paid		Phone Where Installed	(952) 985-6618
Credit Memo #		My Reference #	
Unit Info			
Unit	6000BEC-IP1	Serial #	TST0022554826
		Showroom Display Type	New display
		Apply For Credit On This Unit?	✓
		Burning Display?	✓
Status Information			

How to Add a Part/Accessory into Registration or Claim

Below are step-by-step instructions for adding a part or accessory to a Warranty Registration or Claim on myhht.com. This process can also be found on any claim or registration guide. Please refer to another guide to locate the proper process leading up to this step. Entering a part is required on all claims that use a part or accessory, except on National Promotion Claims because the part was entered during the Warranty Registration.

.....

1. Select "Add" from the "Accessories/Parts" column.



The screenshot shows a web interface for unit QVI35S. At the top, it says "Unit QVI35S". Below this is a section titled "Accessories/Parts" with a dark brown header. Inside this section, there is a red "Add" button. Below the "Accessories/Parts" section is another section titled "Attachments" with a dark brown header.

2. Enter the part number and select the Spy Glass search option.



The screenshot shows the same web interface as the previous one, but now the "Accessory" field is active. The text "838-0290" is entered in the input box. To the right of the input box is a magnifying glass icon (the "Spy Glass" search option) which is circled in orange. To the right of the magnifying glass is a red "Remove" button. Below the input field is a red "Add" button. The "Attachments" section is still visible at the bottom.

3. Select the corresponding parts from the Product Search window that appears. Verify that the part you are about to select is correct by checking the brand and/or description.

[If you do not see another window pop-up, disable your pop-up blocker, or look behind the window you are currently using to see if it automatically opened behind the original window].

Product Search

Search Criteria

Search

Search by

Name	Description	Brand	Family	Category
838-0290	i30se Firebox, NG	Quadra-Fire	QFI30	Insert

4. Once the correct part number has been selected, return to the claim page to continue with the claim/registration. If you have mistakenly entered an incorrect part, select "Remove" and repeat steps #1-3 in this guide.

Accessories/Parts

Accessory

5. To add multiple Parts/Accessories, select "Add" and repeat steps #1-3 in this guide. Once finished adding Parts/Accessories, continue with adding any required documents and submit the claim.

6. You will be directed to the Claim/Registration Detail page, where you can review the submission; including your Parts/Accessories.

Status Pending Approval

Dealer/Distributor Approval
Comments

Asset Accessories

Action	Product Name	Accessory Description	Quantity	Percentage Requested	Asset
	GFK-160A	BLOWER ASSEMBLY	1	25.00	6000BEC-IP1

Notes & Attachments