# SAMSUNG CHEF COLLECTION



## Samsung Chef Collection Rewards User Guide

samsungchefcollectionrewards.com



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## Introduction

Samsung Chef Collection Rewards is an exclusive incentive program designed to reward designers who partner with dealers to sell eligible products to their customers. All Certified Designers must register at <u>www.samsungchefcollectionrewards.com</u> to request approval to participate. Once approved, Designers can log into the Rewards website and view program specifics, eligible models and reward amounts, and current news features from Samsung Chef Collection.

To earn rewards, when your customers purchase eligible products, or you purchase on their behalf you need to obtain a copy of the end consumer invoice from the authorized Samsung dealer you are partnering with. This invoice must be submitted as supporting documentation to claim for eligible rewards. Please see section "How Payments are Issued" for payment details.

Please note rewards are all issued on a reloadable Samsung Chef Collection Reward Card which will be mailed to you after your first claim is approved. Each time that funds from approved claims are to be paid out (including the first load), you will receive an email. You will be required to click the link found in the email text to load the funds to your card. All earnings are taxable and you are responsible for claiming on your personal tax return.



## Register for the Rewards Program

To claim Chef Collection Rewards, you must first register by visiting <u>samsungchefcollectionrewards.com</u>

#### STEP 1

Click "Register Now", and fill in the required fields.

## STEP 2

Review and Accept the Terms & Conditions.

### **STEP 3**

Click "I Agree | Register Me Now" (Note: Please allow 5 business days for your registration to be approved).

#### STEP 4

You will receive an email confirmation once you're approved and can log in to start submitting claims.

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#### Selecting Your Dealer

## STEP 1

Select the "Lookup" icon next to the dealer field on the registration page.

Dealer		<b>Wil</b> Lookup
	Please use the lookup	

## STEP 2

Search for the Designer Designation simply by entering "Designer".

Click on the blue link to the dealer and it will populate the dealer field of your registration form.

Select a Dealer			[Close]
Please Enter			
Name			
Just enter the first	few characters and click Sea	arch	
Or			
City	State	Country	
	Select 🔻	Canada 🔹	
Or			
Postal Code			
	Search Close		



## Homepage Overview

Once you are approved to participate in Chef Collection Rewards, you can log in using your credentials provided at registration and view the program(s) that you are eligible for at any given time, along with the eligible models and amounts.

#### Recent Claim Activity

Displays recent transactions and their status. You can click on 'Details' to see more information about the claim.

- Entered means the claim has been entered into the system, but not yet submitted for approval. You must ensure that all claims are submitted for approval in order for them to be reviewed and processed.
- Submitted means the claim has been entered and submitted for approval.
- On Hold means your claim is being reviewed further, or that we need more information. Hover over the status indicator for more information



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- Approved means the claim's payment is being processed
- Paid means the funds for the claim have been paid to you. Please allow 14 days from the displayed Paid date for the funds to be loaded onto your rewards card.

#### The Different Tabs

- Home brings you back to the main page that you see when you first log in to the system.
- Claims shows you all of your previous activity, and the status of your claims.
- Promotions shows you the current programs available
- Payments shows you all of your payment references.
- Rules shows you the Terms and Conditions of the program.
- Profile shows you all your personal information, and is the place where you can change your password.
- Help is where you can find the FAQs.
- Logout will log you off the system.



## Submit a Claim

## STEP 1

Once you've logged into <u>samsungchefcollectionrewards.com</u>, select 'Submit a Claim' on the 'Promotions' tab.



#### STEP 2

Locate the program badge, and click 'Submit Online Claim' to continue. The system will indicate which information is required to submit your claim, click 'Continue'. Upload your End Customer Invoice with dealer letterhead. You'll then be prompted to enter information from the invoice. If multiple items were sold on one invoice, click 'Add Another Item'. When complete, click 'Continue'.



## STEP 3

The system will indicate which program(s) you are qualified for along with the associated amount. Confirm, and then click 'Submit'.

The screen will indicate 'Your claim has been submitted!'





## **Reviewing Your Claims**

### The Claims Tab

Here you can look at your claims summary. If you want to find a particular claim, you can use the various filters. For example, if you want to see your claims between a particular date range, simply select the date range from the dropdown. The "Export" button can be used to export claim data into Microsoft Excel.

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11/26/2018	Chef Collection Rewards Pr	ogram	DW60M9990	AP/AA	Submittee	\$50.0	О ЕДІТ	:
11/23/2018	Chef Collection Rewards Pr	ogram	DW60M9990	AP/AA	Submittee	\$50.0	О ЕДІТ	:



## How to Track Your Payments

#### Click on the Payments Tab

On the payments screen you will see the following information:

- Paid Date The date the claim was paid
- Type Program type
- Payment is the 360 payment ID
- Payment Reference The Order Number
- # Claims Total number of claims in the payment. (Click on the number to see individual claims)
- Claim Amount Total amount of the payment
- Payment Mode Method of payment

SAMSUNG S	HEF COLLECTION	Home	Activity Paym	ents Rules	Your Profile	Help and Training	Logout
Your Information	Payments View						
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