



# CST USER GUIDE

## HOW TO FILE A CASHBACK CLAIM

**Before submitting a CST claim, you must first setup your payment method.** Once you have setup either direct deposit or pay card payment method you can proceed to submit claims.

To submit a CST claim select **Marketing** from the top menu, then select “CST Dashboard” from the **Tools** column. Select the **Claim Entry** option to start your submission.



### STEP 1

Fill in the required information:

- Select your company name from the **Contractor** drop-down
- Select the user that the claim will be tied to from the **User** drop-down
- Input the **Install Date** for the completed installation
- Select the appropriate rebate from the **Rebate** drop-down

*If this is your first time submitting a claim for the current promotion, then you will be prompted to agree to some important information before proceeding to **Step 2**, see the following instructions.*

The screenshot shows a web interface titled "REGISTER SERIAL NUMBERS TOOL". At the top, there are four numbered steps: 1 General Info (highlighted in green), 2 Homeowner Info, 3 Serial Numbers, and 4 Confirmation. Below the steps is a progress bar. The "General Info" section contains the following fields:

- Contractor \* (dropdown menu showing "AC - Rheem Pro Partner Contractor (Help Desk)", search bar with "rheem", and a red search icon)
- User \* (dropdown menu showing "(Help Desk), AC - Rheem Pro Partner Contractor")
- Install Date \* (text input field with "01/20/2022" and a note: "(The installation date must be within the last 30 days.)")
- Rebate (dropdown menu)



## STEP 1 (CONT.)

If prompted, review the items that need approval or confirmation:

- Agree to the rebate's **Terms and Conditions**
- Confirm the **Address** is up to date for the contractor company account. Select the **Edit** button to make changes to an existing address or select the **Add** button on the "Add New" address box.
- Confirm the **Email Address** is up to date. If you need to update the email address reach out to the Help Desk for assistance.

All Rebate Submissions Due 30 days from installation  
December 15, 2021 will be the final deadline for rebate claim submissions  
*In keeping with its policy of continuous progress and improvement, Rheem reserves the right to make changes to this promotion without notice.*

I agree with above stated Terms and Conditions

Please verify that the address is correct.

**Mailing**

1234 Test Drive  
Sample, GA 93030  
Country: US  
 Primary

**Add New**

Click Add to create a new Personal address!

I have verified that the above address is correct.

Please verify that the email address is correct. If you need to change your email address, please contact the help desk.

**Email:** ac-rheem-contractor-user@rheemconnections.com

I have verified that the above email address is correct.

Once all items have been agreed to and confirmed you will see them all checked off.

- ✓ AC - Rheem Contractor (Help Desk) (Sample) has agreed with the **Terms and Conditions**
- ✓ AC - Rheem Contractor (Help Desk) (Sample) has verified that the following **Address** is correct
- ✓ AC - Rheem Contractor (Help Desk) (Sample) has verified that the following **Email Address:** ac-rheem-contractor-user@rheemconnections.com is correct. If you need to change your email address, please contact the help desk



## STEP 2

Enter the homeowner's information:

- First and Last Name
- Address, City, State and Zip
- Phone Number
- Email Address - If the contractor submitting the claim is a Pro Partner and the homeowner email address is added, then a Ratings & Reviews survey will be sent to the customer once the claim has been submitted
- Customer Job Number - This field is available to the contractor if they want to associate an internal job number to the claim so that they can cross reference the claims with their company's data

1 General Info   2 Homeowner Info   3 Serial Numbers   4 Confirmation

### Homeowner Info

Entering the email for the Homeowner is highly recommended.  
This will initiate an email to the homeowner for your service.  
This email is sent as a complimentary service for being a Pro Partner participating in Ratings & Reviews

**Homeowner**

First Name \*   Last Name \*

Elsa   Berry

Address Line 1 \*   City \*

1234 Demo Drive   Sample City

State \*   Zip \*   Country

Georgia   00000   United States

Phone   Email

000-000-0000   elsaberry1234@demoaccount.com

Customer Job Number

3685400



## STEP 3

At the beginning of **Step 3** select the combination that was installed. Based on your selection, the following page will give you the appropriate fields to enter for your serial number(s).

### REGISTER SERIAL NUMBERS TOOL







1 General Info   2 Homeowner Info   **3 Serial Numbers**   4 Confirmation

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#### Serial Numbers

All serial numbers and products entered below must be for the Homeowner installation entered on Step 2.  
Please note, your Pro Club points for serial numbers entered will calculate on an individual basis. The rebate type you select for your rebate calculation will not effect Pro Club point calculation.

Now, select the combination that was installed.

 <b>Indoor Unit Only</b>	 <b>Outdoor Unit Only</b>	 <b>Outdoor Unit and Cooling Coil (Optional)</b>
 <b>Outdoor Unit and Air Handler (includes mini splits)</b>	 <b>Outdoor Unit, Gas Furnace and Cooling Coil (Optional)</b>	 <b>Package Unit</b>

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## STEP 3 (CONT.)

Then, enter your serial number(s).

**REGISTER SERIAL NUMBERS TOOL**

1 ✓ General Info    2 ✓ Homeowner Info    3 Serial Numbers    4 Confirmation

**Serial Numbers**

Enter your serial number.

Outdoor Unit: \*

Air Handler: \*

Select whether or not a thermostat was installed.

- If you select “**Yes**” you will be given a drop-down menu where you will choose what component was installed.
- If you select “**No**” then you can move to the next page.

**REGISTER SERIAL NUMBERS TOOL**

1 ✓ General Info    2 ✓ Homeowner Info    3 ✓ Serial Numbers    4 Confirmation

**Serial Numbers**

Did you install a thermostat?

Yes     No

EcoNet™ Smart Thermostat





### STEP 4 (CONT.)

**REGISTER SERIAL NUMBERS TOOL**

1 ✓ General Info
2 ✓ Homeowner Info
3 ✓ Serial Numbers
4 Confirmation

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### Review Serial Numbers

**Please review the entered items below before submitting.**  
 \*Select the Back button below to make corrections if you feel this is incorrect please contact the Help Desk for further assistance.

**Homeowner Information**

**Install Date: Aug 1, 2021**

Elsa Berry  
 1234 Demo Drive  
 Sample City, GA 00000  
 US  
 000-000-0000  
 elsaberry1234@demoaccount.com

**KwikComfort™:** Submitted  
 Last 4 digits of your customers cardholder account number: 1234

**🏆 YOUR ENTRY HAS QUALIFIED FOR:**

MODEL	SERIAL NUMBER	REBATE	KWIK COMFORT™	PRO CLUB POINTS
RA16	██████	✓	✓	500
RH1T	██████	✓	✓	300
EcoNet™ Smart Thermostat	N/A	✓	✓	200
		<b>\$50</b>	<b>Submitted</b>	<b>1,000</b>

**Submit Alert**

By submitting, you agree that Rheem will share your personal data with its third party vendors for promotion fulfillment. Once you submit your entry you cannot make changes!

⬅ Back Submit ➡



### STEP 4 (CONT.)

Once you submit your claim, the page will reload with a CST # used to reference the submitted claim. You also have the option to either print the claim or send the claim confirmation page to an existing user on your contractor's account.

**REGISTER SERIAL NUMBERS TOOL**

1 ✓ General Info
2 ✓ Homeowner Info
3 ✓ Serial Numbers
4 Confirmation

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### Submitted Serial Numbers

- To view your claim submission and status [click here](#).
- To start a new claim [click here](#).

**HVAC**

**CST# 23287351**

Print Email

**Homeowner Information**

**Install Date: Aug 1, 2021**

Elsa Berry  
 1234 Demo Drive  
 Sample City, GA 00000  
 US  
 000-000-0000  
 elsaberry1234@demoaccount.com

**KwikComfort™:** Submitted  
 Last 4 digits of your customers cardholder account number: 1234

**YOUR ENTRY HAS BEEN SUBMITTED FOR:**

MODEL	SERIAL NUMBER	REBATE	KWIK COMFORT™	PRO CLUB POINTS
EcoNet™ Smart Thermostat	N/A	✓	✓	200
RH1T	[REDACTED]	✓	✓	300
RA16	[REDACTED]	✓	✓	500
		<b>\$50</b>	<b>Submitted</b>	<b>1,000</b>

**KwikComfort**

- Your claim information has been sent to Synchrony for the KwikComfort rebate validation.

**Ratings & Reviews**

- If you entered the homeowners email on step 2, an email has been sent to them on your behalf to submit a review for your services.