

## ECHO & SHINDAIWA REIMBURSEMENT

Due to manufacturers changing requirements beginning 1/1/2011, we have had to change the forms dealers use to file claims for dealer reimbursements. Dealers must use the following form for Bid Assist, National Accounts, and Fleet purchases. If not, they may be returned for completion. This process will eventually phase into an "ON-LINE" dealer administered program but for now LEPCO will file all claims for you if the forms are submitted with the required information. **Bid Assist** is for any sales to NON-Profit organizations that have a Federal tax exempt ID number that are not required to pay sales taxes on purchases. Providing this tax free number on the claim form is a new requirement. Typically these are Cemeteries, local state and federal governments, schools, colleges, trusts, philanthropic organizations etc. While you can give any discount you want, Echo/Shindaiwa will only pay a maximum of half of the discounted amount up to 10%. So if you give 20 % off, you will receive half (10%) back.

**National Accounts** are for companies that hold a contract with the manufacturer entitling them to special pricing. Qualifying organizations are listed in the LEPCO program. **Discounts are based on 20% off LEPCO published suggested sale price or MSRP whichever is lower.** You will receive half of that amount back when you file a claim.

**Fleet Accounts** are those meeting specific purchase volumes to qualify for special pricing. There has been a major change in this program effective 1/1/2011. To qualify, a purchaser must place an order for at least \$4000 . Last year's program was based on buying 10 or more pieces. Accounts qualifying for "FLEET" status under the old program will continue to be recognized until they reach the expiration date of the old program. Once an account qualifies they will be able to place re-orders at the current fleet prices. All this is outlined in detail in the LEPCO program. A key requirement is that FLEET purchasers use their Echo issued account number. You the dealer must provide the Fleet number when filing a claim. It is therefore a good idea to record this number and keep it on record for re-orders and to be sure you haven't given a discount to an expired account. Existing and New customer numbers must now be shown on the claim form.

The attached claim form is similar to what you have been using but it is different so please destroy your old form(s) and replace it with the new one. The claim form must be filled out completely or it may be returned to you for completion thus delaying your compensation. So please make a copy of this manual and share it with whoever may be filling out claims. Many dealers have found it convenient to fill out the standard portion of the claim form such as name, address, LEPCO dealer number, Echo number, etc. one time, and then make copies for their files so they don't have to fill in the same info repeatedly.

When filling out the claim form, all discounts should be the same. For example, if you give 20 % for a trimmer, then a hedge clipper etc should receive the same discount. Each product group should be listed on a single line. If, for instance, 10 SRM 230's are sold you can list them all together on a single line. At this time, you do not have to list serial numbers on the claim form. Each different item must be listed with its LEPCO suggested sale price and the price you charged your customer. **LEPCO will only recognize Sale prices on claim forms that show the LEPCO published suggested sale price or MSRP whichever is lower.** You should also fill in the % discount you gave and list the amount of the credit you are expecting back from LEPCO.

To file a claim you need to submit a filled out claim form and a copy of the invoice you issued to your customer. Product sold should, of course, be registered on-line and a P.O. copy provided if available. You cannot use the same claim form showing different brands nor for different customers except that Echo and Shindaiwa can be listed on the same form for the same person. Please see the examples provided.







