

TRUE FITNESS INC.

INCENTIVE PROGRAM INSTRUCTIONS



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Getting Started

Welcome to the True Fitness Incentive Program website. This manual is designed to help guide you through the new website's features and functions.

The new Incentive Program website can be found at <https://incentive.truefitness.com/>

Web Browsers Supported:

Chrome
FireFox
Internet Explorer 10 or later
Safari

Mobile Browsers Supported:

Apple iOS 7.1 or later
Android 4.1 or later

Chapter 1. Getting Connected

This chapter will show how to create an account with the True Incentive program and get logged in to the program.

After entering <https://incentive.truefitness.com/> into your browser you will arrive at the True Incentive Program login page.

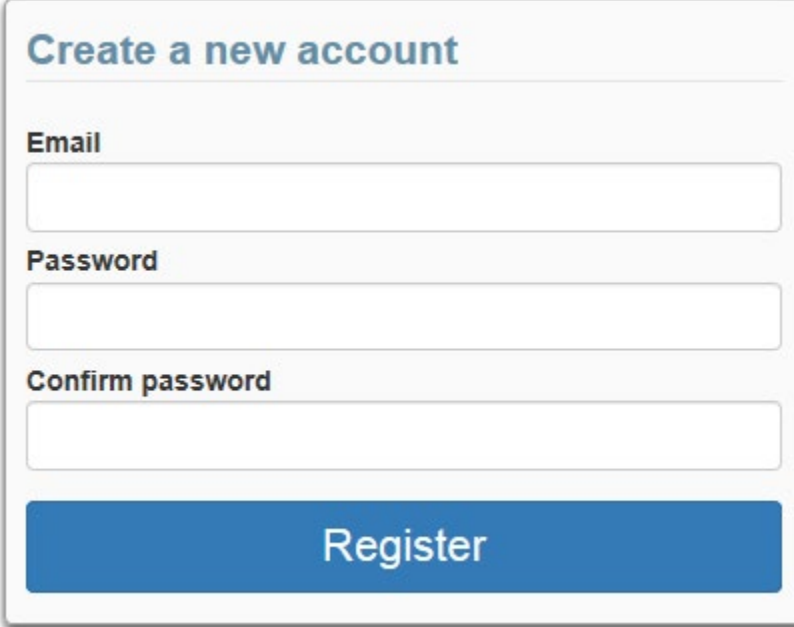
If you have not created a login, see the next section on how to create a login. If you have a login, enter the Email address you used to register with this site and your password. If you have forgotten your password, click on the Forgot Your Password link and follow the instructions provided.

The screenshot shows the True Incentive Program login interface. At the top, there is a dark navigation bar with the True Incentive Program logo on the left, a 'Log In' button in the center, and a 'Support' link on the right. Below this, the main content area is white and contains a light gray login form. The form is titled 'Log In' and has two input fields: 'Email' and 'Password'. Below the password field is a checkbox labeled 'Remember me?'. A prominent blue button labeled 'Log in' is positioned below the form. At the bottom of the form, there are two links: 'Register' on the left and 'Forgot your password?' on the right. The footer of the page, located at the bottom left, contains the text '© 2015 - True Fitness Inc.'

Registering for the True Incentive Program

If you have not registered for the True Incentive program, please follow these steps to get setup.

1. Click on the [Register](#) link on the Log In page.
2. The Create a New Account page should then be displayed.



Create a new account

Email

Password

Confirm password

Register

3. Enter your email address you want to use for all correspondence with True Fitness. **MUST BE A VALID EMAIL ADDRESS**
4. Enter a password for your login.

Passwords must have at least one non letter or digit character. Passwords must have at least one lowercase ('a'-'z'). Passwords must have at least one uppercase ('A'-'Z'). ✕

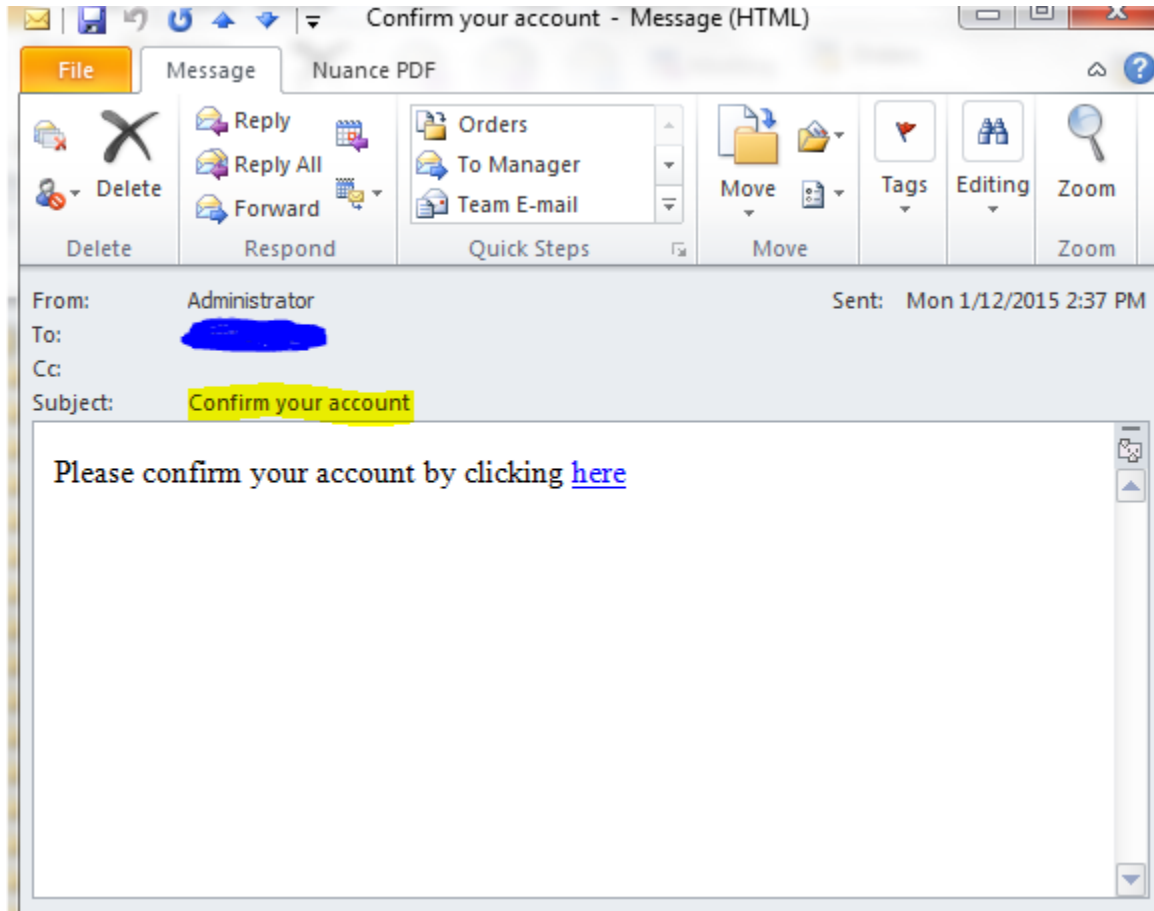
For example **True!Fitness32** would be a valid password, however **TrueFitness 32** is invalid because it does not contain a non-letter/digit character. Other valid non-letter characters are: **@ # \$ % ^ & * () , .**

5. Click or Tap Register to continue. An email will be sent to the email address provided to complete your registration. If you do not receive the email in a few minutes, please check your Spam and Delete folders to make sure it was not accidentally removed.

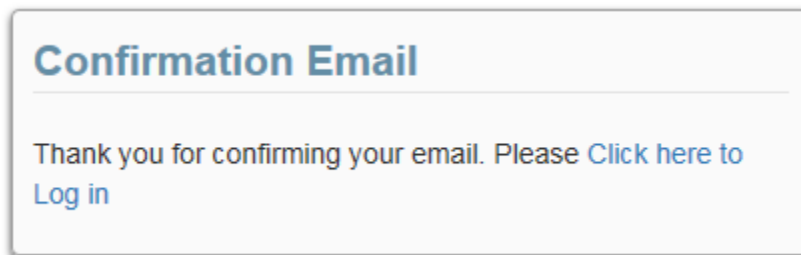
Confirmation Email Sent

Please check your email and confirm your email address.

[Resend Email](#)



6. Click on the provide link in the email to confirm your account



7. After confirming your account you will need to login and setup your New Account Information

Setting up Account Information

After registering for the first time you will be asked to setup your account information. **Please enter all information required; your Incentive checks will be mailed to the address entered in this section.**

NOTE: Canada users are not required to add a SSN

New Account Information

Name(First Name + Last Name)

Street1

Street2

City

State
ALABAMA

Zipcode

Country
United States

DealerID

Phone Number

Social Security Number

I Confirm Above Information is Correct.

Chapter 2. Using the True Incentive Program

The following chapter will help you understand how to use the different functions in the True Incentive Program.

Menus

The following menus are available after logging into the website

1. Dashboard
2. My Info
3. Current Programs
4. Submit Incentive
5. Support
6. Log Off

Dashboard

After logging into the True Incentive program you will be presented with your dashboard. The dashboard will display the following information about your account with True Fitness

1. Total amount of approved incentives paid to you in the Previous year
2. Total Amount of approved incentives paid to you in the Current year
3. A list of all incentives submitted during the last 12 months and their status.

Incentives will have one of the following statuses: NEW, APPROVED, DECLINED, RESUBMITTED, or DELETED

Dashboard			
2014 Total Approved			\$100.00
2015 Total Approved			\$70.00
Submissions (Click Denied Link To Fix Submission)			
Date	Invoice	Status	Total Amount
1/9/2015	100tt	APPROVED	70.00
1/7/2015	111	DELETED	70.00
12/19/2014	testinv2	RESUBMITTED	25.00
12/16/2014	54556	DELETED	50.00
12/16/2014	2034	APPROVED	50.00
12/10/2014	55467	APPROVED	50.00

My Info

The My Info menu will allow you to change your information. You can change all information except your SSN. If you need to change your SSN you will need to contact Support and request a new W9.

Changing your EMAIL ADDRESS with change your login email at the same time. Your password will not change.

Current Programs

The current programs menu will show you all eligible True Incentive programs and allow you to download the Flyer for each program.

Current Programs

Program Name
Commercial Spiff

Program Date
10/1/2014 thru 2/28/2015

Last Submit Date
3/15/2015

[Download Flyer](#)

Submit Incentive

This menu will allow you to submit your incentive for approval and payment.

To correctly submit an incentive for approval and payment please follow these instructions carefully.

The submission system is based on a Per Invoice/Sale system. This means that you can enter many serial numbers against a single invoice. However you cannot enter multiple invoices in a single submission.

Example: Sale person A. sells (2) Eligible PS100 Treadmills to a single customer on Invoice 7654. This can be entered as a single submission into the program.

Example: Sales Person B. sells (4) eligible PS50's to (2) customers on invoices 9800 and 9801, this must be (2) separate submissions. One submission for Invoice 9800 and one submission for invoice 9801.

To do this click on the Submit Incentive Menu and follow these instructions:

1. Enter the date of sale for the eligible item
2. Enter the Serial Number of the eligible item.
3. Enter the Sales Price of the eligible item
4. Click **ADD ITEM**
5. Repeat until all eligible serial number have been added for the single invoice
6. Enter the Invoice number associated with all entered Serial Numbers
7. Attach your invoice or supporting paperwork. **Only (1) Document may be uploaded during submission, make sure it contains all your paperwork needed.**
 - a. Click on Browse and navigate to the directory containing your paperwork.
 - b. If using a smartphone to submit incentive you may use your camera to take a picture of your paperwork.
8. Click Submit after you have finished all steps.

Submit Incentive

Sale Date (Required)

Model Serial Number (Required)

Sale Price (Required)

Add Item

Invoice Number (Required)

Invoice Upload (Required)

Submit

Incentive Submission Denied

If your incentive submission has been denied by True Fitness, you will receive an email notifying you of the denial and the reason it was denied. You will also see it on your dashboard. By clicking on the [DENIED](#) link you can see the reason why it was denied and make corrections.

Dashboard

2014 Total Approved \$100.00

2015 Total Approved \$70.00

Submissions (Click Denied Link To Fix Submission)

Date	Invoice	Status	Total Amount
1/12/2015	INV123	DENIED	30.00

After clicking on the **DENIED** link you will be presented with the following screen:

Fix Submit Incentive

Your paperwork is unreadable, please submit new documentation. Thanks Incentive Support

Sale Date (Required)

Items Added

Serial Number	Delete
14-TCS900251D	Delete

Invoice Number (Required)

Invoice Upload

[Browse...](#)

Submit

Delete Submission

You are allowed to make the following changes only:

1. Sales Date
2. Invoice Number
3. Delete Invalid serial number
4. Upload new invoice

If a serial number is deemed invalid you may delete it from your submission and resubmit it on a new Incentive submission. **You cannot change any serial numbers already submitted to the system.** This will allow us to process the other eligible serial numbers while getting the ineligible serial number corrected.

You may also delete the entire submission and submit a new submission with the corrected information.

Support

You may either email or call for support or answers to your questions if you have any problems with your submissions

Hours for Support: Monday – Friday (8:30AM – 5:00PM cst)

Phone #: 636-980-4300

Email: salesorders@truefitness.com