

Select claims from the left-hand toolbar then the claims tab.

Claims

Claims Pre-approvals

Create Claim

Status - Select - Network - Select - Search

From the Claims module, you can search past claims, check existing claims, or submit a new claim.

To get started with a new claim, select **Create Claim**.

Create Claim

Request Details

I have a pre-approved claim

Select pre-approved claim *

Search by name or ID

Please enter 2 or more characters

Home Show Claim - 12/02/2016

Claim Name *

Dates of Activity *

1

Home Show Claim - 12/02/2016

[Go Back to Claims](#)

Manage Claim

Payment Details

Total Claimed Amount	Approved Amount	Denied Amount	Paid Amount
\$1,000.00	N/A	N/A	N/A

Claim Details

Marketing Activity	Home Show Claim
Dates of Activity	11/01/2016 - 11/30/2016
Additional Notes	N/A
Creative/Supporting Files	092516_MASS_IMPACT_PG_2.jpg (Creative) 3D_Medium_Temp_Template.pdf (Creative)

1

Pre-approval Details

Home Show Claim Pre-approval - 11/22/2016

Invoice Details

Vendor Name	Invoice Date	Invoice Number	Invoice Amount	Files
ABC Vendor	12/01/2016	DM-9885	\$2,000.00	PRI-092216-Laurens-Flooring.pdf (Invoice)

Step 1: If you have submitted a **pre-approval** through the application, we offer the ability to **link to your pre-approved** activity at the time you submit your claim.

To link to the pre-approval, click on **"I have a pre-approved claim"** and then type in the name of the pre-approval.

The pre-approval will then be linked to the claim.

Please note: If it is not required to submit a pre-approval to submit your claim. If you have not submitted a pre-approval, skip this step.

Process continued on next page.

HOW TO SUBMIT A CLAIM

(Continued)

Request Details

Marketing Activity *

-- Select --

Claim Name *

2 **Step 2:** To begin a claim use the drop down under **Marketing Activity** to designate the activity type for the claim. From here the **claim name** will auto populate based on activity type and dates entered.

Dates of Activity *

3 **Step 3:** Enter the **dates** for the claim activity.

Additional Notes

Please enter in any additional comments or considerations that would help us process your request. For example, if you've received pre-approval for your claim, please reference that here along with supporting attachments.

Step 4: Fill out the invoice details including the **vendor name, invoice date, invoice number** and total **invoice amount**.


Please note: It is required to upload the actual invoice by either dragging and dropping the invoice file or using the select link to find upload the file.

Invoice Details

Invoice #1

Vendor Name * **Invoice Date *** **Invoice Number *** **Invoice Amount ***

Attach invoice and additional files *

 DRAG & DROP YOUR FILES HERE OR... [Select](#)

4

- Only supported file types (csv, doc, docx, gif, jpeg, jpg, mov, mp3, pdf, png, wav, xls, xlsx).
- The maximum file size for uploads is 50 MB.

[Add Additional Invoice](#)

Note: To add multiple invoices, please click "Add Additional Invoice" and repeat the process.

Process continued on next page.


HOW TO SUBMIT A CLAIM



(Continued)

Step 5: Add all supporting documents pertaining to the claim here.

Additional Files 5

Please upload creative and any additional files needed to process this claim.

 **DRAG & DROP YOUR FILES HERE OR...** Select

	7707794449_20160128_100346.wa v	File Category * Photo ▼	Remove File
	doc06237120161108113620.pdf	File Category * Photo ▼	Remove File

- Only supported file types (csv, doc, docx, gif, jpeg, jpg, mov, mp3, pdf, png, wav, xls, xlsx).
- The maximum file size for uploads is **50 MB**.

Claimed Amount

Total Claimed Amount *

 USD

6

Step 6: Enter the **total claimed amount** to complete your claim submission.

Please note: The total claim amount is for the total amount in the invoice you are submitting for reimbursement.

Save Changes Cancel

7

Make sure claimed amounts are entered without dollar signs or commas.

Step 7: Once you have reviewed your claim details be sure to **"Save Changes"**.

Please note: Review all information prior to selecting Save Changes.

HOW TO SUBMIT A CLAIM

(Continued)

8

Duplication issue(s) found

The following issues were found. Are you sure you want to submit this claim?

- Activity dates overlap with claim RB16110029630607 submitted on 11/16/2016 in status Process Claim.
- Activity dates overlap with claim RB16110029630590 submitted on 11/16/2016 in status Process Claim.

Close Yes, Submit Claim

Step 8: If the software detects a duplication or overlap in activity type, activity dates, or invoice numbers, the site will alert you.

This information will also get flagged to the auditor to review prior to processing the claim.

If the duplicate information is valid, but the claim should still be submitted, select **Yes, Submit Claim**. If this claim is a true duplicate and submitted on error, select **Close**, and then **Cancel**, to cancel the submission or correct the info provided to resubmit.

Note: The site will only present this step when duplicate information is detected.

Step 9: Make sure "**Notify Primary Contact**" is selected & add in any additional people that will need to see the claim to the CC section.

Notifications Preferences

Notify Primary Contact (test@test.com)

Additional CC Emails

You will receive all notifications related to this claim. Use this field to add additional email addresses. Please separate multiple emails with comma(,).

Process continued on next page.

HOW TO SUBMIT A CLAIM

(Continued)

Step 10: After Save Changes is selected you see the details of the submitted claim. The claim will be in **Submitted status** and can be edited while in Submitted status.

Review all information carefully to make sure the submitted information for the claim is accurate.

Once the claim moves to **Processing status**, the submitted information for **this claim can no longer be modified**, unless required to do so by the auditor.

Home Show Claim - 11/21/2016

[Go Back to Claims](#)

Claim ID: RB16110029635186 | Status: Submitted **10**

Manage Claim ▾

Payment Details

Total Claimed Amount	Approved Amount	Denied Amount	Paid Amount
\$1,000.00	N/A	N/A	N/A

Claim Details

Marketing Activity	Home Show Claim
Dates of Activity	10/01/2016 - 10/31/2016
Additional Notes	N/A
Additional Files	7707794449_20160128_100346.wav (Video) doc06237120161108113620.pdf (Affidavit)

Invoice Details

Vendor Name	Invoice Date	Invoice Number	Invoice Amount	Files
ABC Networks	10/01/2016	236589-0	\$1,000.00	ABC Invoice.pdf (Invoice)

Claims

Claims [Pre-approvals](#)

Create Claim

Status: Network: Search: X Q

Request Details	Date Submitted	Network	Claimed	Approved	Paid	Status	Actions
Home Show Claim - OCT Power 96.5 - :60s - 11/16/2016 RB16110029630607 10/01/2016 - 10/31/2016 Home Show Claim	11/16/2016	Andersen	\$1,000.00	\$1,000.00	N/A	Approved 11	Actions ▾

Step 11: To **review your claim status**, you can review in the Claims section of the site. You can get to this page using the navigation panel on the left side of the page and click on **"Claims"**.

TIPS

- To check the status of a claim, filter by the status drop down.
- To review approved claims, select **Approved** status.
- To drill further into the details of a claim, select **Actions > View**.

Process continued on next page.

HOW TO SUBMIT A CLAIM

(Continued)

12

This email was automatically generated in a request you made. Do not reply to this e-mail. If you wish to contact customer service, please email us at customerservice@sproutloud.com.

Dear Scott,

Your claim RB16100095841469 has been approved and will be processed based on availability.

Submitted on: 10/17/2016
Total Claimed Amount: \$9,254.80
Approved Amount: \$9,254.80
Denied Amount: \$0.00

Note: Thank you for being the first Dealer to submit a claim on the new Andersen logo. Because of your valued relationship with Andersen, we are approving this claim on a case-by-case basis. Please note the logo is in violation of our brand guidelines. The logo is printed in white, black, or PMS 871 Metallic Gold, no screening. Also note the logo is obstructed by other visual elements. We will follow up with our brand guidelines. Also please take advantage of our pre-approval process moving forward to avoid potential denials.

Date & Time	Status	Note
10/17/2016 @ 04:02 pm	Approved	N/A

If you have any questions about this e-mail, feel free to contact your Marketing Assistant at customerservice@sproutloud.com or 877-634-9260. We are committed to providing you with the features and support to help your marketing programs succeed.

We sincerely appreciate your business,
- Your Marketing Team

This email was automatically generated in a request you made. Do not reply to this e-mail. If you wish to contact customer service, please email us at customerservice@sproutloud.com.

Dear Lauren,

Your claim RB16090092551884 requires more information from you. Please log in to your account to review details.

Submitted on: 09/30/2016
Total Claimed Amount: \$750.00
Approved Amount: N/A
Denied Amount: N/A

Date & Time	Status	Note
09/30/2016 @ 01:20 pm	Need Moreinfo	Missing documentation Please add photos for the billboard and any other supporting creative documentation that you have such as the PDF file showing the creative.

If you have any questions about this e-mail, feel free to contact your Marketing Assistant at customerservice@sproutloud.com or 877-634-9260. We are committed to providing you with the features and support to help your marketing programs succeed.

We sincerely appreciate your business,
- Your Marketing Team

SproutCloud Media Networks, LLC
www.sproutloud.com

Step 12: Email communications are sent from SproutCloud anytime a claim is **approved, denied, or needs more information** to process the claim.

If the auditor needs more information to process a claim, you will need to login to SproutCloud, access the claim, upload the additional info required, and submit.



All trademarks where denoted are marks of their respective owners.
©2018 Andersen Corporation. All rights reserved. 08/18



Have questions?

SproutCloud's expert customer support team is here to help.

Monday-Friday from 9:00am – 8:00pm EST

Email: customerservice@sproutloud.com

Phone: 954-476-6212 or 877-634-9260

Live Chat: available online during business hours