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MOTOROLA SOLUTIONS

Your NEW Motorola Trade-In Portal



**PARTNER REDEMPTION
PORTAL**



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If at any point you need assistance, please call the Motorola Trade In Support Team at **1-877-808-6511** or email us at **motorolapromos@360incentives.com**



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Understanding your Trade-In Portal

➤ **How to Get Started:**

The portal allows you to submit claims in 2 quick steps:

- Register at www.motorolasolutionspromos.com and receive your confirmation email within 24-48 hours. After that you can simply log in anytime to submit all future claims.
- Submit a claim through the online portal by providing all your customer claim details & serial numbers.

➤ **Claim Eligibility**

To qualify, the following guidelines must be respected:

- Claims must be submitted online within 30 days of customer invoice.
- Confirmation email is received. Print and ship with trade-in units.
- Trade-in unit(s) must be shipped within published deadline of promotion.

➤ **Claim Submission**

There are 2 convenient ways to submit your claims for consideration:

- POS Upload (file method)
- Claim Entry (individual)

➤ **Claim Payments**

All payments via Direct deposit, and processed weekly for valid claims.

- Please allow up to 1-2 weeks for payments to be deposited following claim approval.
- You can easily track your claim activity, status and payments on your new Trade-In portal, under the “Activity” and “Payment” tabs.



Understanding your Trade-In Portal, Continued

Once you login to the site you see various areas within the system - details of each area are below.

Your Information

Shows your information, and is where you can reset your password.

Available Programs

Shows all available Trade-In Promotions and the time frame to enter claims for consideration.

Previous Activity

Displays your last 5 transactions and the status of the claims.

- **Entered** means the claim has been entered but not submitted for approval.
- **Submitted** means the claim has been entered and submitted for approval.
- **On Hold** means your claim is being further reviewed.
- **Approved** means the claim is in process for payment & you can ship the trade-in units.
- **Paid** means the funds for the claim have been paid to your business account.

The screenshot shows the Motorola Solutions Trade-In Portal interface. At the top, there is a navigation bar with the Motorola logo and 'MOTOROLA SOLUTIONS' text, and a 'Home' button. Below this, the page is divided into several sections:

- Your Information:** Displays 'Name: Test Tester' and 'Employee ID: 5490458'.
- Messaging Area:** Contains a 'WELCOME TO THE PCR TRADE-IN PORTAL!' message and instructions: 'To submit your claims, first select your Promotion. Then choose from one of 2 options:'. It lists 'Option 1' with steps: 'Click on "Enter Rebates" to proceed with individual claim entry.', 'This option will create the claims in the system.', 'Once validated (approx. 4 bus days), you will receive an email.', and 'Print your email & ship with your Trade-In Units.' Below this is an 'OR' separator.
- Promotions:** Features a 'Q1 2019 CP200d 2 Step Trade In' promotion. It includes a '112 days left' timer, a 'Reminder: For claims to be eligible, you must submit online within 30 days of customer invoice.' and dates: 'Start Date: 01/01/2019', 'End Date: 03/31/2019', and 'Cut off Date: 04/30/2019'. There is a link to 'Click to see full Promo Flyer & Terms' and an 'Enter Rebates' button.

Previous Activity (Click on transaction number to view more details)

Date	Session Number	Transaction Number	Customer	Store Invoice	Claim Amt.	Status	Attachment
09/20/2016	10150139	39745194	Mary Smith	Invoice58	\$0.00	On Hold	
09/20/2016	10150139	39745193	Mary Smith	Invoice58	\$0.00	On Hold	
09/20/2016	10150139	39745186	Mary Smith	Invoice58	\$0.00	On Hold	
09/20/2016	10150139	39745185	Mary Smith	Invoice58	\$0.00	On Hold	
09/20/2016	10150139	39745184	Mary Smith	Invoice58	\$0.00	On Hold	

Last 5 Transactions

[More Activity](#)



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Understanding your Trade-in Portal, Continued



A screenshot of the navigation tabs in the Trade-in Portal. The tabs are: Home, Activity, POS Uploads, Payments, Rules, Your Profile, Help and Training, and Logout. The tabs are arranged horizontally and are enclosed in a rounded rectangular border.

The Different Tabs

[“Home”](#) brings you back to the main page that you see once you login to the system.

[“Activity”](#) shows you all your previous activity and the status of your claims.

[“POS Uploads”](#) shows you all your previous POS submissions and results.

[“Payments”](#) shows you all 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 and Training”](#) tab is where you can find user manuals & FAQs.

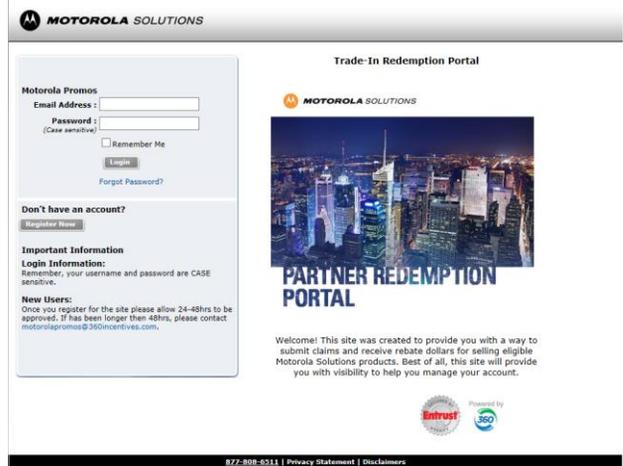
[“Logout”](#) will log you out of the system.



Register for the Program

STEP 1

Go to motorolasolutionspromos.com



STEP 2

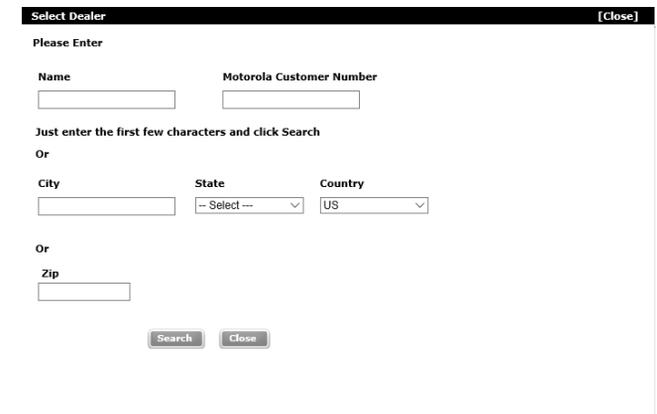
Click on “Register Now”



STEP 3

Fill out the information – make sure to use the “dealer lookup” to find your Reseller. You only need to type in a few characters of the Reseller’s name.

If you are unable to locate your Reseller in when using the Dealer Lookup tool please email motorolapromos@360incentives.com.



STEP 4

Ensure the information is correct, then agree to the terms and conditions and click “I Agree | Register Me Now”





Register for the Program, Continued

STEP

Please allow up to 24-48 business hours for your registration to be approved.

You will receive an email notification, with the status of your registration.



The screenshot shows a login form titled "Motorola Promos". It contains the following elements:

- Motorola Promos** (Section Header)
- Email Address :** followed by a text input field.
- Password :** followed by a text input field. Below the password field is the text "(Case sensitive)".
- Remember Me
- Login** button

Once you receive your registration approval email, you may return to the website: motorolasolutionspromos.com

Simply login with your email address & the password you selected during the registration process.

This is a one time process, and is required to submit claims and receive payments for eligible claims in this portal..



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Direct Deposit Information

STEP 1

Prior to submitting claims Direct Deposit details are required to complete payments.

Upon logging in a pop-up box will appear on the lower right corner of the page.

It provides a link to enter the Reseller Direct Deposit information.

A bank draft or void check with the Reseller's banking details is required to complete this including uploading a PDF copy.

TIP: to make claim submission easier on this portal, you can submit all of your claim details via an Excel File method.
Simply click the "POS upload" button to get started & follow the instructions.

Message Area:
WELCOME TO THE PCR TRADE-IN PORTAL!
To submit your claims, first select your Promotion. Then choose from one of 2 options:
Option 1:
• Click on "Enter Rebates" to proceed with individual claim entry.
• This option will create the claims in the system.
• Once validated (approx. 4 bus days), you will receive an email.
• Print your email & ship with your Trade-In Units.
OR
Option 2:
• Click on "Upload POS" to submit your claim details via an Excel File method.
• Follow the template, and provide all of the sale details.
• This option will not create the claims in the system immediately.
• Once your file is reviewed and processed (approx. 4 bus days), you will receive an email to print & ship with your Trade-In Units.

Promotions:
Q1 2019 CP200d 2 Step Trade In (111 days left)
Reminder: For claims to be eligible, you must submit online within 30 days of customer invoice.
Start Date: 01/01/2019
End Date: 03/31/2019
Cut off Date: 04/30/2019
Click to see full Promo Flyer & Terms
Enter Rebates

Previous Activity (Click on transaction number to view more details)

Date	Session	Transaction	Customer	Store	Claim Amt	Status	Attachment
<div style="border: 1px solid black; padding: 5px;"> <p>Dealer Account</p> <p>You have not setup your dealer's Direct Deposit account. Please Click here to configure your dealer's Direct Deposit Account</p> </div>							

Still have questions?
Click HERE to email or call us at 1-877-808-6511.

Information Associated With Account

To participate in Direct Deposit, please:

- Fill in your banking information.
- Upload a scan of either: A void check or bank letter, authorization statement and provide all the necessary information.
- Review and Agree to Authorization.

Once these 3 steps are completed we will review and validate the information you provided. If the entered information matched the check or bank letter provided you will be approved for Direct Deposit Payments

Company Name |

OR

First Name | Last Name |

Account Type | Account Number |

Phone Number |

Routing Number |

Upload Void Check Or Bank Letter No file chosen

Authorization:

I hereby authorize 360incentives.com to initiate automatic deposits to my account at the financial institution named below. I agree not to hold 360incentives.com responsible for any delay or loss of funds due to incorrect or incomplete information supplied by me or by my financial institution or due to an error on the part of my financial institution in depositing funds to my account.

I understand that my deposit may take up to 5 business days for it to be credited to my account from the date it's initiated and that it shows on the 360incentives.com system.

This agreement will remain in effect until 360incentives.com receives a written notice of cancellation from me or my financial institution, or until I submit a new direct deposit form.

I have read and agreed to above authorization

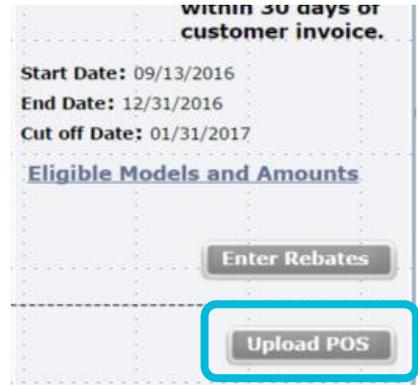


Enter Claims – option 1

POS File Upload

STEP 1

Once logged in, click on “Upload POS” on the promotion badge.



STEP 2

Please review Instructions carefully.

Please review guidelines for file format & content.

For your convenience, a sample **TEMPLATE** file is provided.

POS Uploads > Step 1 > Instructions

Formatting Requirements & File Sample

FIRST TIME USER: [Click HERE](#) to sign-up for your POS eligibility.

All POS files uploaded via this portal must meet the following criteria:

- Formats allowed will be limited to Excel, CSV or plain text with comma, tab or semi-colon delimiters only. Note that PDF, JPEG, TIF, PNG, GIF and other image formats will not be accepted.
- Each file must contain at least 20 lines of line level transactional data.
- Must use the SKU or the Model number as it appears in the manufacturer’s literature.
- Each product claimed must appear on its own line with the relevant submission information.

***Click [HERE](#) to download the File Template to submit your claims for consideration.



IMPORTANT:

First Time Users ***MUST*** sign-up for POS eligibility, and agree to terms.



Enter Claims – option 1, continued

POS File Upload

STEP 3



Once you have your file ready (meeting the guidelines), click on “Next”.

STEP 4

Select the promotion, and provide a few helpful reference details, then click on “Next”.

POS Uploads > Step 2 > File Details

Where are you uploading this to?

Would you like to include Reference #?

How much money are you expecting back from this file?

Message



STEP 5

Upload and Attach your POS file, then click on “Next”.

POS Uploads > Step 3 > Attach File

Please select the files you would like to upload

<input type="text"/>	Select

octoberclaims.xlsx



We have received your file(s) please proceed to next step





Enter Claims – option 1, continued

POS File Upload

STEP 6

This is your opportunity to review your Submission & make any edits, if necessary.

When ready to submit for consideration, click on the “Save” button.

[POS Uploads > Step 4 > Review and submit](#)

Please review the information you entered and click Save to complete

It looks like you are uploading an Electronic file. This will take 7 business days to process.

Where are you uploading this to?

Consumer Radio Rebate – Pilot

Would you like to include Reference #?

How much money are you expecting back from this file?

\$0.00

Attached files

pos_1_octoberclaims.xlsx

[Back](#)

[Cancel](#)

[Save](#)

STEP 7

You will be prompted with a confirmation & submission ID number.

[POS Uploads > Step 5 > Confirmation](#)

Your file(s) have been submitted for processing.

Your Submission Id is :28850

To view your submission [Click here](#)

[POS Upload](#)



Enter Claims – option 2

Individual Claim Entry

STEP 1

Once logged in, click on “Enter Rebates” or “Enter Claims” in the middle of the screen.

Promotions

Q1 2019 CP200d 2 Step Trade In



Reminder:
For claims to be eligible, you must submit online within 30 days of customer invoice.

Start Date: 01/01/2019

End Date: 03/31/2019

Cut off Date: 04/30/2019

[Click to see full Promo Flyer & Terms](#)

Enter Rebates

STEP 2

Enter the claim information. Required fields are indicated with a blue line (“|”).

Product Information

Product		-- Select ---	▼
Serial Number		<input type="text"/>	
Invoice #		<input type="text"/>	
Sale Date		<input type="text"/>	
Sell Price		<input type="text"/>	
Quantity		1	▼
Customer Business Name		<input type="text"/>	

Customer Information

First Name		<input type="text"/>
Last Name		<input type="text"/>
Address		<input type="text"/>
City		<input type="text"/>
State		-- Select ---
Zip		<input type="text"/>



Enter Claims – option 2, Continued

STEP 3

Click on “Add Transaction”



OR

If you have more items to add for the same end-customer, click on “Continue Adding Products”.



STEP 4

When you’re done entering all your claims click, “Submit Claims for Approval”.



STEP 5 - optional

You may choose to upload a copy of your end-customer invoice.

Uploaded Attachments

Date Received	File Name
No records to display.	

We haven't received a copy of the Store Invoice yet. Please upload here

No file chosen
[Attach invoice](#)

Or



If you choose to upload a copy of the invoice, you can do so in 1 of 2 ways:

Method 1: upload an electronic file, by clicking “Choose File”.

Method 2: submit by fax, using the “Fax Cover Sheet”



Review POS Results

Step 1

Click on "POS Uploads" menu item on the top of your screen.



Step 2

Filter & search for previous submissions, and press "Get Details".



Step 3

Review file with claim results.
Refer to explanation tab provided within result file.

POS Upload Files

Program
Status

Submission Id
File Type Electronic Manual All

Date: From:
To:

Date	Submission Id	Program	Status	FileType	Message
07/19/2016	28850	Consumer Rebate Pilot	Entered	Electronic	

To Upload a new POS file please click on "Upload POS" on the Home Page under the proper Program



Returning Trade-In Units

Step 1

After you submit your claims and they have been approved a Rebate ID will be received via email.

Claim details are validated in approximately 4 business days.

Step 2

Print a copy of your Rebate ID and include in the box when returning your customer's qualifying trade-in units.

Ship the trade in units to the following address:

Motorola Recovery
Attn: Rick
800 Mark Street, Elk
Grove Village, IL, 60007
Phone: 630.679.9926
Email: info@motorolarecovery.com

Note: Only questions related to the return of trade-in units should be directed to Motorola Recovery. For all other program related questions, please contact the Support Team at 1-877-808-6511 or motorolapromos@360incentives.com.



Payments Details

Payments will be deposited 1-2 weeks following claim approval.

To Review your Payments

Step 1

Click on the "Payments" tab.

Step 2

Simply search using the date parameters, and click on "Get Details".

MOTOROLA SOLUTIONS sonia@martin.com

Home Activity POS Uploads **Payments** Rules Your Profile Help and Training Logout

Your Information

Name: Sonia Martin
Employee ID: 1671283

Payments View

From: 8/27/2016 To: 9/26/2016

Reference:

Get Details **Export**

Paid Date	Type	Payment	User Reference	Payment Reference	# Claims	Claim Amt.	Payment Mode
No records to display.							

This portal will reflect all payments issued to your Reseller, for claims you entered via this portal.

Payment details will display all of the eligible claims, for your convenience!



WE'RE HERE TO HELP

Please reach out to the Motorola Trade In Support Team,
if you need assistance.

Email:
motorolapromos@360incentives.com

Phone:
1-877-808-6511