

Humanscale SPIF Program

Frequently Asked Questions

SPIF Resources for Dealer Reps:

- SPIF Flyer: [US](#) / [Canada](#)
- [SPIF Registration Instructions](#)
- [How to Claim a SPIE](#)
- [How to Claim Your Reloadable Visa Debit Card](#)

WorkStride Customer Service

Visit the [SPIF Portal](#) > Help section for support with:

- Registration or login issues
- SPIF Portal technical issues
- Changes to personal information or dealer affiliation
- Tax information
- Debit card or gift card issues and inquiries

Additional SPIF Support

Contact your sales rep for support with:

- SPIF eligibility
- Order-specific issues
 - Pending claims for fully invoiced orders
 - Denied claims
- Request for manual payouts/exceptions

Registration/User Accounts

Q: What is an INFOR number and where can I find this number?

A: Your INFOR number is your dealership's Humanscale Account Number. This number can be found on any Humanscale order acknowledgement/invoice and on any billing documents. You can also obtain this number through your finance team or by requesting it from your local Humanscale sales representative.

We use this number to guarantee that SPIFs available for your dealership's eligible sales are only released to approved employees of your specific dealership. For dealers with multiple locations/INFOR numbers you should register under the "Corporate Customer #," which is the INFOR number for the main location of your dealership—typically the Bill-To address on orders.

Q: How do I update a name change, email address or physical address within my account?

A: These changes can be easily updated by reaching out to WorkStride Customer Service Team (via the Help section on the [SPIF Portal](#)).

Q: How do I change my dealership affiliation without losing my existing SPIF dollars?

A: If your employment changes to a new dealership, you can reach out to the WorkStride Customer Service (via the Help section on the [SPIF Portal](#)) with your new dealership's Humanscale Account Number, and they can manually adjust your registration. They will reach out to Humanscale for confirmation of accuracy and eligibility prior to processing the change.

Q. Will I receive a 1099 tax form?

A. Users are responsible to pay applicable federal, state, and local taxes on rewards that are received. For tax and reporting purposes, an IRS 1099 form will be mailed to the user's physical address in accordance with IRS rules and guidelines if the value of all SPIF payouts received during a calendar year exceeds \$599.99.

Canadian users will not receive tax forms automatically, but can request tax information by contacting their Humanscale sales representative.

Submitting SPIF Claims**Q: When can a claim be made on an order?**

A: All SPIF claims must be submitted within 90 days of the invoice date associated with the order. After 90 days the SPIF becomes void and can no longer be claimed. You can submit your SPIF claims as soon as an order number is provided (this number is the "PC00xxxxxx" on your Acknowledgement or Invoice).

Q: How do I know if a claim has already been submitted within the promotion for an order?

A: You can see if a claim was submitted either by referencing the Reports page on the [SPIF portal](#). You will also receive an error message within the claim window if the Order Number you have entered has already been claimed by you or another user.

Q: The claim window is telling me the order has expired. What does that mean?

A: All SPIF claims must be submitted within 90 days of fully invoicing. You can submit your SPIF claims as soon as an order number is provided (this number is the "PC00xxxxxx" on your Acknowledgement or Invoice, however, once the 90 days following fully invoicing/shipping has passed your SPIF will no longer be available.

If you experience issues with the portal before a SPIF has expired, please be sure to connect with WorkStride Customer Service (via the Help section on the [SPIF Portal](#)) to document the issue as exceptions can be made when there are external factors preventing submission.

Q: Can I edit claims after they have been submitted?

A: You cannot edit claims once submitted and should contact WorkStride Customer Service (via the Help section on the [SPIF Portal](#)) for assistance. They will be able to delete your request which will allow you to resubmit the claim properly.

Q: Are there any limitations to 'splitting SPIF's' with my team?

A: No; a SPIF can be split between as many users (registered to the same dealership) as needed. The only limitation is that the split must equal a total 100% between those users.

Q: What happens if I split a SPIF with someone who has not yet registered on this portal?

A: If the employee listed as a recipient of a Split SPIF is not yet registered within this portal they will receive an automated email informing them that a SPIF is waiting their acceptance. The email will provide registration instructions and once they complete the registration process the SPIF will automatically be added to their account.

Please note: SPIF payouts will only be available within the 90-day claim window. If they do not register within the portal before 90 days expires their portion of the SPIF will expire and will NOT be returned to the other employee's account.

Q: If my company sells to government agencies, can I still participate in the program?

A: Yes, you may, however you must ensure that those government contracts DO NOT include any “anti-kickback” restrictions. It is the responsibility of the user to determine compliance with any laws related to such restrictions. Please contact your local Humanscale sales representative with questions related to SPIF eligibility per project.

Q: How long does it take to process a claim after I submit?

A: Sales data is processed weekly on Wednesday mornings. Once your claim is processed against the accurate sales data it will be reviewed by a Humanscale regional manager and processed. Orders invoiced/shipped on Mondays and Tuesdays will be included on the following week’s data file.

Q: Why has my claim been “pending” for so long?

A: Claims may be pending for a few reasons.

1. An order is only processed once all line items on an order have fully invoiced/shipped. If your order has not fully invoiced, it will stay in pending until it does.
2. If all lines on your order have fully invoiced over 1 week ago, please reach out to your local Humanscale sales representative for support and we can work together to manually push through the data when appropriate.
3. Your Project/End User may not be SPIF eligible. These claims will be manually reviewed and processed or denied as needed. If you are unsure of the SPIF eligibility of a Project/End User please reach out to your local Humanscale sales representative for more information.

Q: Why would a claim be denied?

A: Claims can be denied for a small number of reasons, including inaccurate information or the order was not qualified for a SPIF. If the information is accurate, please contact WorkStride Customer Service (via the Help section on the [SPIF Portal](#)) or your local Humanscale sales representative for more information.

Q: What Humanscale products are eligible for SPIF?

A: If you are unsure of a product’s SPIF eligibility, please connect with your local Humanscale sales representative.

Reports/User Data**Q: How can I find the status of my claim?**

A: All claims will be shown under the “Reports” tool on the upper toolbar in the “My Pending Submissions” report. Once a claim is Approved or Denied it will be processed and moved from “My Pending Submissions” to the “My Submissions” Reporting tool.

Q: Can I export reports of claims?

A: Reports can be exported into Excel or CSV formats.

Q: What is a 'Manual Payout'?

A: A 'Manual Payout' is a payout that is processed into your WorkStride SPIF portal without the need to submit/re-submit a claim. This is typically used when an error has occurred to make a correction to your payout, payout on an order that does not meet standard SPIF eligibility, or to pay a SPIF on an order that may have expired the 90-day claim window (exceptions are rare and require approval prior to payout). You can see a manual payout noted in the "Rewards Center" report through the Grey Box at the top right of the screen when logged into the [SPIF Portal](#).

Q: What is the 'Rewards Center'?

A: On the upper right-hand side of the SPIF Portal screen, you will see an icon for the "Rewards Center," on which you will be able to view your redemption history for the Debit/Gift Cards requested. This report will break down the date/time and amount that was transferred to your debit and/or gift cards to track your rewards.

Payouts and Debit Cards**Q: How do I know my SPIF was paid?**

A: When your SPIF is approved it will automatically issue the funds into your SPIF portal account. You will see these funds noted in the grey box at the upper right of your screen under your name. You can also check the status of a specific order by utilizing the reports button on the upper toolbar.

Note: The grey box will only display funds available in the WorkStride portal and will not include funds that have already been manually transferred to a debit or gift card.

Q: Why does the Grey Box at the top of my screen show \$0 when I have earned SPIFs?

A: The Grey Box shows you only the dollars still in the SPIF platform. Once you transfer your funds to a debit or gift card, the grey box will no longer display the funds that have moved. For Year to Date (YTD) earnings you can utilize the "widget" on the main page that will display the total earnings (YTD) for you to have visibility.

Q: Why is my SPIF payout different from the Standard Discounting SPIF Payouts shown within the promotion?

A: SPIF payouts may vary due to discounting, project terms, etc. Please contact your local Humanscale sales representative for a clear understanding of your SPIF eligibility per project.

Q: How do I claim/receive a Reloadable Humanscale Visa Debit Card?

A: All users must manually claim a Reloadable Humanscale Visa Debit card through the Rewards button on the upper toolbar. Click on the icon for the Humanscale Visa Debit card in the Rewards Mall and input the dollar amount you would like loaded to the card as the time of issue.

Note: When claiming your card, you must have a minimum balance of \$25 to generate the card. You cannot claim your card before you have earned any SPIF dollars.

Q: Who should I contact if I have not received my Visa Debit Card?

Cards will ship within 7-10 business days. If you have still not received your card after 10 business days, contact WorkStride Customer Service via the Help button the upper toolbar.

Q: Do I need a new card each time I redeem rewards on a Visa gift card?

A: No. The debit card provided is reloadable; all SPIF payouts may be loaded onto the same card for your personal use.

Q: Do SPIF dollars expire?

A: SPIF dollars will expire after two (2) years from payout date if not transferred to a debit or gift card. Funds moved to a Debit/Gift card will follow the terms set buy those providers.

Q: Can I use my Reloadable Debit card at an ATM to pull out cash?

A: The US card can be used to withdraw cash from an ATM; the Canadian Visa cannot. The domestic withdrawal fee from the debit card provider is \$3.50 (US); additional ATM fees may apply.

Q: My Humanscale reloadable Visa card is expiring/has expired. How do I get a new card?

A: No additional steps are required to receive a new debit card following expiration of the initial debit card. New debit cards will be automatically issued by mail to all users with a card that is expiring.

Please be sure to update your physical address listed in SPIF portal to ensure it is always accurate as this is where cards will be sent. Funds from the old card (which is expiring) will automatically be moved to the new card once received/activated.