Hyundai Claim Center
Dealer User Guide

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1 Introduction

1.1 Overview

The Hyundai Claim Center is an electronic system for dealerships to submit and track coupon claims for Valued Owner, Competitive Owner (Conquest), and Military programs. This system provides an easier, faster claim submission process as well as real-time claim status updates. All Valued Owner, Competitive Owner (Conquest), and Military claims must be submitted online and should not be mailed.

Before you get started, make sure you read through this User Guide, as it contains detailed instructions on navigating through the site as well as important information regarding coupon claim submissions.

If you have any questions, please contact your District Sales Manager.

1.2 User Roles

There are 2 types of dealership users in this system, as defined below:

1) Dealer Admin – This role has the ability to manage users at the dealership, submit claims, update claims, view claims, track claim statuses, and view program documents.

2) Standard User – This role has the ability to view claims, track claim statuses, and view program documents.

1.3 Getting Started

You will need a login to access the Hyundai Claim Center website (URL: www.hyundaiclaimcenter.com).

If you do not have a login, please contact the designated Dealer Admin at your dealership for assistance.

If you do not have any designated Dealer Admins for this system, please contact your District Sales Manager for assistance.
2 Site Navigation

2.1 Login Page

Go to www.hyundaiclaimcenter.com, enter your User ID and Password, and click on the Login button. Your Password is case sensitive.

Note: Your initial password is the same as your User ID. It is highly recommended that you change your password when you log in for the first time. For instructions on how to change your password, see section 2.7 – User Profile.

 Helpful Tip: If you forgot your User ID and/or password, click on the “Forgot your user id or password?” link right below the Login button. Enter the required fields (Email Address, First Name, and Last Name) in the next page and click on “Send Reminder Email” when you are done. If the information entered matches the information in our system, an email will be sent to your email address with your login information.
2.2 Site Overview

1. **VIEW CLAIMS**
   Description: View the current statuses of all claims submitted by your dealership.
   Accessible by: All users at your dealership

2. **CREATE CLAIMS**
   Description: Create coupon claims by searching for available coupons associated with a particular VIN.
   Accessible by: All users, but only Dealer Admins will be able to create claims for your dealership. Standard Users may only search and view.

3. **PROGRAMS**
   Description: View program rules for Valued Owner, Competitive Owner (Conquest), and Military programs.
   Accessible by: All users

4. **MANAGE USERS**
   Description: Manage users at your dealership
   Accessible by: Dealer Admins only

5. **SUPPORT CENTER/QUESTIONS**
   Description: Online support center for any questions regarding coupon programs, claims, or the website.
   Accessible by: All users

6. **USER PROFILE**
   Description: User information
   Accessible by: Self
2.3 View Claims Page

In the View Claims page, you will be able to view all claims submitted by your dealership.

You may search for claims by Claim ID, VIN, Coupon Status (see Section 3.1 – Claim Status Definitions for a list of coupon statuses and descriptions), Program ID, Program Type, and Date Type.

You do not need to enter your dealer code, as the system will only display claims that belong to your dealership.

Hit the Search button after you have selected your search criteria.

The search results will populate the following columns:

<table>
<thead>
<tr>
<th>Column Heading</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claim ID</td>
<td>The claim ID is systematically assigned to each coupon claim.</td>
</tr>
<tr>
<td>Prgm Type</td>
<td>There are 3 program types that exist in this system – VOC (Valued Owner Coupon), Conquest (Competitive Owner Coupon), and Military.</td>
</tr>
<tr>
<td>Prgm ID</td>
<td>The program ID is the program number that is referenced in the program rules.</td>
</tr>
<tr>
<td>Dealer</td>
<td>Dealer code</td>
</tr>
<tr>
<td>Last Name</td>
<td>Customer’s last name</td>
</tr>
<tr>
<td>VIN</td>
<td>Vehicle Identification Number</td>
</tr>
<tr>
<td>Sold Date</td>
<td>Date that the VIN was sold. The sold date used in this system matches the sold date from the RDR record.</td>
</tr>
<tr>
<td>Claim Date</td>
<td>Date that the claim was submitted.</td>
</tr>
<tr>
<td>Amount</td>
<td>Dollar amount of the coupon.</td>
</tr>
<tr>
<td>Stmt Date</td>
<td>Incentives statement date for which the claim was paid.</td>
</tr>
<tr>
<td>Status</td>
<td>Current status of the coupon claim. For a list of statuses and descriptions, refer to Section 3.1 – Claim Status Definitions</td>
</tr>
<tr>
<td>----------</td>
<td>-------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Stat Date</td>
<td>Date associated with the current status of the claim.</td>
</tr>
<tr>
<td>View</td>
<td>Clicking on View allows you to view additional claim information and documents.</td>
</tr>
<tr>
<td>Update</td>
<td>A claim may be updated only if the claim status is Pending or Rejected. This function is available only for Dealer Admins. Standard Users will not see an Update function.</td>
</tr>
</tbody>
</table>

Helpful Tip: If your search returns numerous records, you may navigate through the pages by selecting the page you want to view or by clicking on PREV/NEXT. You may also export all the records to excel by clicking on the excel document icon.

### 2.3.1 Update Claims in View Claims Page

Dealer Admins may update claims that have a current status of Not Submitted, Pending, or Rejected. You will not be able to update a claim that has a status of Approved, Denied, Paid, or Charged Back.

To update a claim, you may search for a particular VIN or search for the appropriate status. Find the appropriate claim and click on “Update”.

You may update the claim by:

1. Scanning and attaching supporting documents, OR
2. Generating a fax cover page and faxing supporting documents.
Scan and Attach File
Click on “Browse” to select the file you want to attach and click on the “Attach File” button. View the document(s) after you attach the files to ensure that the documents are legible. After you are done attaching the appropriate files, click on the “Update Claim” button on the bottom right hand corner to update the claim. After you successfully update the claim, the claim status will change to “Pending”.

 Helpful Tips: PDF file format is required. Maximum file size per single file attached is 4MB. You will not be able to attach a file that exceeds 4MB. If the file exceeds 4MB, you can separate your documents into multiple files to decrease the file size and then attach the files.

Generate Fax Cover
If you choose to fax supporting documents, you can generate a fax cover specific to this claim by clicking the "Generate" button. The fax cover page will appear in another window and the system will prompt you to print the fax cover page. Print the fax cover page using portrait orientation and fax it along with the supporting claim documents using your fax machine. Make sure the fax cover page has a barcode on the bottom of the page. Refer to fax cover page for additional instructions and fax number.
Your claim will automatically be submitted by the system once the fax is received and the claim status will change to “Pending”. Check the status of the claim about 5-10 minutes after you fax the claim documents to verify that the status changes to “Pending”. View the documents online to ensure all the documents you faxed were received and that all the documents are legible.

*Helpful Tip: If you have multiple claims to fax, please make sure you fax each claim separately.*

### 2.4 Create Claims Page

In the Create Claims page, you will be able to search for all available coupons and any previously submitted claims associated with a particular VIN.

To start searching for available coupons and claim history, enter the entire VIN in the VIN field and hit the Search button.

*Helpful Tip: Allow 2 business days after a VIN is RDR’d for any associated coupons to become available.*
The system will display all coupons that are available for claiming under “Available Coupons” and any claims that were previously submitted under “Claim History”.

In order to create a claim, the coupon must be available for claiming and you must be a Dealer Admin. The “Create Claim” function is not available for Standard Users.

2.4.1 Create VOC (Valued Owner Coupon) Claims

NOTE: Do not submit any VOC claims through web DCS.

Click on “Create Claim” for the available VOC.
Input the Previous Owner First Name, Previous Owner Last Name, and Previous Owned VIN.

💡 **Helpful Tip:** Input Previous Owner VIN in CAPS.

Click on the “Submit” button when you are done.

After you click on “Submit”, the system will respond with a message notifying you of the status.

Below are a few common messages that you may receive:

<table>
<thead>
<tr>
<th>Message</th>
<th>Description</th>
<th>Action Required</th>
<th>Helpful Tip(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your claim has been approved for payment.</td>
<td>Your claim has been auto-approved and will be paid in your next incentives statement. The status of this claim will be changed to “Approved”.</td>
<td>None. You may click on “Close” in the upper right hand corner to exit the window.</td>
<td>Check your next incentives statement to confirm receipt of payment.</td>
</tr>
<tr>
<td>Your claim was not auto-approved and will need further validation. Please submit supporting documentation. You can choose to either scan your supporting documents and attach them to the claim by clicking the &quot;Browse&quot; and “Attach File” buttons below, or you can generate a fax cover specific to this claim and fax the supporting documents by clicking the &quot;Generate&quot; button. If you scan and attach documents directly, you can submit your claim once the documents are uploaded by clicking the “Done” button. If you choose to fax the documents, your claim will automatically be submitted by the system once the fax is received.</td>
<td>Your claim was not auto-approved and will need to be reviewed by HMA Incentives department.</td>
<td>Submit supporting documents by following the instructions provided in the message.</td>
<td>• If you scan and attach supporting documents, the maximum file size per single file attached is 4MB. You will not be able to attach a file that exceeds 4MB. If the file exceeds 4MB, you can separate your documents into multiple files to decrease the file size and then attach the files. Also, view the documents after you attach the file(s) to ensure the documents are legible before you click on the “Done” button. The claim status will change to “Pending” upon successful submission.</td>
</tr>
</tbody>
</table>
submission of the claim.

- If you generate a fax cover page and fax the supporting documents, the claim status will remain as “Not Submitted” until the documents are received by the system. After the documents are received by the system, the claim status will change to “Pending”. Check the status of the claim about 5-10 minutes after you fax the claim documents to verify that the status changes to “Pending”. Also, view the documents online to ensure all the documents you faxed were received and that all the documents are legible.

- If you have multiple claims to fax, please make sure you fax each claim separately.

| Message | The system is currently unavailable. Please submit this claim at a later time. |
| Description | The system is temporarily down and is unable to process your request. |
| Action Required | Try submitting the claim at a later time. |

| Message | The previous VIN has already been used for a VOC claim and will need further validation. Please submit supporting documentation. You can choose to either scan your supporting documents and attach them to the claim by clicking the "Browse" and "Attach File" buttons below, or you can generate a fax cover specific to this claim and fax the supporting documents by clicking the "Generate" button. If you scan and attach documents directly, you can submit your claim once the documents are uploaded by clicking the “Done” button. If you choose to fax the documents, your claim will automatically be submitted by the system once the fax is received. |
| Description | Your claim was not auto-approved, as our records indicate that the previous VIN has already been used for a VOC claim. This claim will need to be reviewed by HMA Incentives department. |
| Action Required | Submit supporting documents by following the instructions provided in the message. |

💡 Helpful Tip(s)

- If you scan and attach supporting documents, the maximum file size per single file attached is 4MB. You will not be able to attach a file that exceeds 4MB. If the file exceeds 4MB, you can separate your documents into multiple files to decrease the file size and then attach the files. Also, view the documents after you attach the file(s) to ensure the documents are legible before you click on the “Done” button. The claim status will change to “Pending” upon successful submission of the claim.

- If you generate a fax cover page and fax the supporting documents, the claim status will remain as “Not Submitted” until the documents are received by the system. After the documents are received by the system, the claim status will change to “Pending”. Check the status of the claim about 5-10 minutes after you fax the claim documents to verify that the status changes to “Pending”. Also, view the documents online to ensure all the documents you faxed were received and that all the documents are legible.

- If you have multiple claims to fax, please make sure you fax each claim separately.
2.4.2 Create Conquest (Competitive Owner Coupon) and Military Claims

Click on “Create Claim” for the available Conquest or Military coupon.

You may submit documentation for the claim by:

1) Scanning and attaching supporting documents, OR
2) Generating a fax cover page and faxing supporting documents.

**Scan and Attach File**

Click on “Browse” to select the file you want to attach and click on the “Attach File” button. View the document(s) after you attach the files to ensure that the documents are legible. After you are done attaching the appropriate files, click on the “Done” button on the bottom right hand corner to submit the claim. The claim status will change to “Pending” upon successful submission of the claim.
Helpful Tips: PDF file format is required. Maximum file size per single file attached is 4MB. You will not be able to attach a file that exceeds 4MB. If the file exceeds 4MB, you can separate your documents into multiple files to decrease the file size and then attach the files.

Generate Fax Cover
If you choose to fax supporting documents, you can generate a fax cover specific to this claim by clicking the "Generate" button. The fax cover page will appear in another window and the system will prompt you to print the fax cover page. Print the fax cover page using portrait orientation and fax it along with the supporting claim documents using your fax machine. Make sure the fax cover page has a barcode on the bottom of the page. Refer to fax cover page for additional instructions and fax number.

Your claim will automatically be submitted by the system once the fax is received and the claim status will change to “Pending”. Check the status of the claim about 5-10 minutes after you fax the claim documents to verify that the status changes to “Pending”. View the documents online to ensure all the documents you faxed were received and that all the documents are legible.

Helpful Tip: If you have multiple claims to fax, please make sure you fax each claim separately.
**2.4.3 Update Claims in Create Claims Page**

Dealer Admins may update claims that have a current status of Not Submitted, Pending, or Rejected. You will not be able to update a claim that has a status of Approved, Denied, Paid, or Charged Back.

To update a claim, enter the entire VIN in the VIN field and hit the Search button.

Find the appropriate claim under the Claim History section and click on “Update”.

![Update Claims in Create Claims Page](image-url)
You may update the claim by:
1) Scanning and attaching supporting documents, OR
2) Generating a fax cover page and faxing supporting documents.

**Scan and Attach File**
Click on “Browse” to select the file you want to attach and click on the “Attach File” button. View the document(s) after you attach the files to ensure that the documents are legible. After you are done attaching the appropriate files, click on the “Update Claim” button on the bottom right hand corner to update the claim. After you successfully update the claim, the claim status will change to “Pending”.

*Helpful Tips: PDF file format is required. Maximum file size per single file attached is 4MB. You will not be able to attach a file that exceeds 4MB. If the file exceeds 4MB, you can separate your documents into multiple files to decrease the file size and then attach the files.*

**Generate Fax Cover**
If you choose to fax supporting documents, you can generate a fax cover specific to this claim by clicking the "Generate" button. The fax cover page will appear in another window and the system will prompt you to print the fax cover page. Print the fax cover page using portrait orientation and fax it along with
the supporting claim documents using your fax machine. Make sure the fax cover page has a barcode on the bottom of the page. Refer to fax cover page for additional instructions and fax number.

Your claim will automatically be submitted by the system once the fax is received and the claim status will change to “Pending”. Check the status of the claim about 5-10 minutes after you fax the claim documents to verify that the status changes to “Pending”. View the documents online to ensure all the documents you faxed were received and that all the documents are legible.

💡 **Helpful Tip:** If you have multiple claims to fax, please make sure you fax each claim separately.

### 2.5 Programs Page

The programs page displays all Valued Owner, Competitive Owner (Conquest), and Military programs that are available by month along with the program rules for each program.

You may search for programs by month/year, program type, and program ID.
The search results will populate the following columns:

<table>
<thead>
<tr>
<th>Column Heading</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program ID</td>
<td>The program ID is the program number that is referenced in the program rules.</td>
</tr>
<tr>
<td>Program Type</td>
<td>There are 3 program types that exist in this system – VOC (Valued Owner Coupon), Conquest (Competitive Owner Coupon), and Military.</td>
</tr>
<tr>
<td>Program Description</td>
<td>Brief description of the program</td>
</tr>
<tr>
<td>Start Date</td>
<td>Start date of the program</td>
</tr>
<tr>
<td>End Date</td>
<td>End date of the program</td>
</tr>
<tr>
<td>Claim Cutoff</td>
<td>Coupon submission deadline. Claims must be submitted before the claim cutoff date. Coupons that are not claimed by the claim cutoff date will not be available for claiming after the claim cutoff date.</td>
</tr>
<tr>
<td>View</td>
<td>Clicking on “View” allows you to view the program rules.</td>
</tr>
</tbody>
</table>

2.5.1 Coupon Forms

The coupon forms for Valued Owner, Competitive Owner (Conquest), and Military programs are available in the programs page.

To view and print coupon forms, click on “Print Forms”.

![Image of Coupon Forms](image-url)
Click on the appropriate coupon type and the coupon form will appear in another window. You may then print the form.

2.6 **Manage Users Page**
The Manage Users page allows Dealer Admins to view, add, and update all users at their dealership. It is the dealer’s responsibility to manage users at their dealership which includes adding new users and inactivating terminated employees.

2.6.1 **Add Users**
To add a new user at your dealership, click on “Add New User”.

![Image of the Hyundai Claim Center User Guide showing the add user function](image-url)
Enter the following information and click on “Add User” when you are done.

<table>
<thead>
<tr>
<th>Required Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>User’s first name</td>
</tr>
<tr>
<td>Last Name</td>
<td>User’s last name</td>
</tr>
<tr>
<td>Email Address</td>
<td>User’s email address</td>
</tr>
<tr>
<td>Phone Number</td>
<td>User’s phone number</td>
</tr>
<tr>
<td>User ID</td>
<td>Create a User ID for the user. The User ID you create will be the one that the user will use to log onto the site.</td>
</tr>
<tr>
<td>Status</td>
<td>Select “Active”</td>
</tr>
<tr>
<td>Security Level</td>
<td>Select one of the 2 available dealership roles – Dealer Admin or Standard User. See Section 1.2 – User Roles for more information on the 2 roles.</td>
</tr>
<tr>
<td>Corporate Level</td>
<td>Select your dealership. Your dealership should be the only available selection for this field.</td>
</tr>
</tbody>
</table>

NOTE: User IDs and email addresses must be unique. You cannot use the same User ID and/or email address for multiple users.
2.6.2  **Update Users**
To update another user’s status and security level, click on “Update”.

Change the user’s status and/or security level and click on the “Update” button when you are done.

**NOTE**: To inactivate the user, select “Inactive” in the Status drop-down box and click on “Update”. 
2.7 User Profile

To access your profile, click on your User ID located on the top right hand corner.

If you would like to update your information, enter the information you would like to update and click on “Update”.
3 Additional Information

3.1 Claim Status Definitions

<table>
<thead>
<tr>
<th>Claim Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Submitted</td>
<td>The claim has been created and saved, but documentation has not been submitted.</td>
</tr>
<tr>
<td>Pending</td>
<td>Documentation for claim has been submitted and is pending review by HMA Incentives department.</td>
</tr>
<tr>
<td>Approved</td>
<td>Claim has been approved and is pending for payment.</td>
</tr>
<tr>
<td>Paid</td>
<td>Coupon claim has been paid. The incentives statement date for which the claim was paid can be found in the View Claims page.</td>
</tr>
<tr>
<td>Rejected</td>
<td>Claim has been rejected by HMA Incentives department for missing documentation and/or additional information is required. Click on “View” to view the rejection reason(s) under “Comment History”. Dealer must submit the documentation and/or information requested by HMA Incentives department. To submit the requested information, follow the instructions in Section 2.3.1 – Update Claims in View Claims Page OR Section 2.4.3 – Update Claims in Create Claims Page.</td>
</tr>
<tr>
<td>Denied</td>
<td>Claim has been denied due to customer ineligibility for the coupon. Claim cannot be updated. To appeal this decision, submit an Incentive Adjustment Request (IAR) to HMA Incentives department.</td>
</tr>
<tr>
<td>Charged Back</td>
<td>Coupon payment has been charged back due to an RDR cancellation.</td>
</tr>
</tbody>
</table>

3.2 Helpful Tips

Available Coupons
- Allow 2 business days after a VIN is RDR’d for any associated coupons to become available.
- Coupons that are not claimed by the claim cutoff date will not be available for claiming after the claim cutoff date.
- Competitive Owner Coupons cannot be combined with Valued Owner Coupons. Once you claim a Competitive Owner Coupon on a VIN, the Valued Owner Coupon for that VIN will not be available for claiming and vice versa.

Uploading Claim Documents
- PDF file format is required.
- Maximum file size per single file attached is 4MB. You will not be able to attach a file that exceeds 4MB.
- If the file exceeds 4MB, you can separate your documents into multiple files to decrease the file size and then attach the files.
- View the documents after you are done attaching the files to ensure you have the correct documents attached and that the documents are legible.
Faxing Claim Documents

- You must generate a fax cover page for each claim.
- Print fax cover page using portrait orientation, not landscape.
- Make sure the VIN, customer name, and coupon program type are correct in the fax cover page.
- Make sure there’s a barcode on the bottom of the fax cover page.
- Fax each claim separately (dial the fax number separately for each claim).
- Fax cover page must be the first page.
- Place the pages facing correctly (face down for most fax machines).
- Check the status of the claim about 5-10 minutes after you fax the claim documents to verify that the status changes to “Pending”. Also, view the documents online to ensure all the documents you faxed were received and that all the documents are legible.

Claim Review Time

- Please allow 2 weeks for your claim to be reviewed by HMA Incentives department.

Supported Browser List

- Internet Explorer (Versions 6, 7,8)
- Firefox (Versions 3.6.3, 3.6.10, 4, 5)
- Safari (Version 4.0.5)

NOTE: Make sure your settings allow pop-ups for this site.
4 Frequently Asked Questions (FAQ’s)

1. How do I get access to the Hyundai Claim Center?
2. Will I be able to see coupon claims that I submitted prior to the launch of the Hyundai Claim Center?
3. Can I mail in my claims instead of submitting them online?
4. How long do I need to wait after RDR’ing a car before I can submit a coupon claim?
5. Can I submit other incentives such as rebates and special coupons in the Hyundai Claim Center website?
6. How do I know if my claim is paid?
7. What do I do if my claim shows paid, but I can’t find it in my Incentives Statement?
8. What is the difference between a “rejected” and a “denied” claim?
9. What should I do if my claim is rejected?
10. What should I do if my claim is denied?
11. When does an approved claim become paid?
12. How do I resubmit a claim that was charged back?
13. How do I update paperwork on a claim that is still in pending status or what if I submitted the wrong paperwork?
14. What if I make a typo while entering my Valued Owner Coupon claim information?
15. What if I miss the claim cutoff date?
16. I have a VIN that is eligible for either the Competitive Owner (Conquest) Coupon or Valued Owner Coupon (VOC). I accidentally submitted a VOC claim instead of a Conquest claim and now the Conquest Coupon is no longer available for claiming. How do I correct this?
17. It seems that I can only view claims. Why can’t I update or create claims?
18. What do we do with users that are no longer working for our dealership?
19. What if our Dealer Admin is no longer working for our dealership and that person was the only Dealer Admin in the system?
20. Can our dealership have more than 1 Dealer Admin in the system?
21. What do I do if I forget my username and/or password?
1. **How do I get access to the Hyundai Claim Center?**

   Contact your designated Dealer Admin to add you as a user to the website. If you do not know who your designated Dealer Admin is or if your dealership does not have a Dealer Admin, contact your District Sales Manager for assistance.

2. **Will I be able to see coupon claims that I submitted prior to the launch of the Hyundai Claim Center?**

   You will not be able to view any claim documents for claims submitted prior to the launch of the Hyundai Claim Center. However, you will be able to see payment details for 2011 coupon claims that have been paid.

3. **Can I mail in my claims instead of submitting them online?**

   No. All Valued Owner Coupon, Competitive Owner (Conquest) Coupon, and Military Coupon claims must be submitted via the Hyundai Claim Center website.

4. **How long do I need to wait after RDR’ing a car before I can submit a coupon claim?**

   Allow 2 business days after the vehicle is RDR’d before you attempt to submit a coupon claim in the Hyundai Claim Center website.

5. **Can I submit other incentives such as rebates and special coupons in the Hyundai Claim Center website?**

   No. You may only submit Valued Owner Coupon, Competitive Owner (Conquest) Coupon, and Military Coupon claims via the Hyundai Claim Center website. The submission procedure for the other incentives remains unchanged.

6. **How do I know if my claim is paid?**

   Once a claim is paid, the claim will have a “Paid” status and it will reference a Statement Date. This Statement Date refers to the date of the Incentives Statement (HMA0160) for which your claim is paid.

   To view the statuses of all the claims submitted by your dealership, click on the “View Claims” page. If you are looking for a specific claim, you may search by Claim ID or VIN.

7. **What do I do if my claim shows paid, but I can’t find it in my Incentives Statement?**

   Contact your District Sales Manager for assistance.
8. **What is the difference between a “rejected” and a “denied” claim?**

A **rejected** claim means the claim is missing documentation and/or additional information is required. A **denied** claim means the customer is ineligible for the coupon or the VIN was cancelled. Refer to the “Comment History” section within each claim for rejection/denial reason(s).

9. **What should I do if my claim is rejected?**

Click on “View” in the claim record to view the rejection reason(s) under “Comment History”. You must submit the documentation and/or information requested by HMA Incentives department. To submit the requested information, follow the instructions in Section 2.3.1 – Update Claims in View Claims Page OR Section 2.4.3 – Update Claims in Create Claims Page in the User Guide.

10. **What should I do if my claim is denied?**

Review the denial reason in the “Comment History” section within the claim.

If the claim was denied as a result of an RDR cancellation and the VIN has been re-RDR’d, go to the Create Claims page and see if the coupon is available for claiming again. If the coupon is available for claiming again, you will need to create a new claim. If the coupon is not available for claiming, you may submit an Incentive Adjustment Request (IAR) along with supporting documentation to the HMA Incentives department.

If the claim was denied due to customer ineligibility, review the Program Rules to verify the customer’s eligibility. If you feel that the customer meets the program eligibility requirements and would like to appeal the decision, you may submit an Incentive Adjustment Request (IAR) along with supporting documentation to the HMA Incentives department.

Mail your Incentive Adjustment Request to the address below:

Hyundai Motor America  
Attn: Incentives Department  
10550 Talbert Avenue  
Fountain Valley, CA 92708

11. **When does an approved claim become paid?**

After a claim is approved, you should see payment in your next Incentives Statement. Refer to the Dealer Incentives Calendar for the scheduled Incentives Statement processing dates.
12. How do I resubmit a claim that was charged back?

A claim that is charged back is the result of an RDR cancellation. You will have to wait until the VIN is re-RDR’d for the coupon to be available again. Once the coupon is available again, you will need to create a new claim.

13. How do I update paperwork on a claim that is still in pending status or what if I submitted the wrong paperwork?

You may update paperwork while the claim is in Pending status. To update, click “Update” on that claim and submit your paperwork by uploading additional documents or generating a fax cover to fax additional documents.

14. What if I make a typo while entering my Valued Owner Coupon claim information?

If you make a typo while entering your Valued Owner Coupon claim information, you may correct your typo as long as you haven’t clicked on the “Submit” button. In most cases, once you submit your claim information, you may not be able to correct your typo. After you submit your Valued Owner Coupon claim information, make sure you follow the instructions given by the system.

15. What if I miss the claim cutoff date?

After the claim cutoff date, you will not be able to submit the claim in the Hyundai Claim Center website. If you have a legitimate reason for missing the claim cutoff date, you may submit an Incentive Adjustment Request (IAR) along with the coupon claim documents to the HMA Incentives Department.

16. I have a VIN that is eligible for either the Competitive Owner (Conquest) Coupon or Valued Owner Coupon (VOC). I accidentally submitted a VOC claim instead of a Conquest claim and now the Conquest Coupon is no longer available for claiming. How do I correct this?

You should click on “Questions” or “Support Center” to submit a support request. Make sure you provide the VIN, Claim ID and a detailed description explaining the issue in order for HMA Incentives department to assist you with your request.
17. It seems that I can only view claims. Why can't I update or create claims?

There are 2 types of dealership users in this system:

- **Dealer Admin** – This role has the ability to manage users at the dealership, submit claims, update claims, view claims, track claim statuses, and view program documents.

- **Standard User** – This role has the ability to view claims, track claim statuses, and view program documents.

Your user role may be found right next to your User ID at the top right hand corner of the site.

If you would like to update your user role, contact your Dealer Admin.

18. What do we do with users that are no longer working for our dealership?

Dealer Admins are responsible for managing all users at your dealership. If a user is no longer working at your dealership, you may inactivate their User ID in the Manage Users page.

19. What if our Dealer Admin is no longer working for our dealership and that person was the only Dealer Admin in the system?

Contact your District Sales Manager for assistance. Your District Sales Manager will be able to add another Dealer Admin user for your dealership.

20. Can our dealership have more than 1 Dealer Admin in the system?

Yes.

21. What do I do if I forget my username and/or password?

Click on the “Forgot your user id or password?” link on the login page. Enter your Email Address, First Name, and Last Name and then click on “Send Reminder Email.” If you need assistance, contact your Dealer Admin or District Sales Manager.