Let's Get Connected!

Frequently Asked Questions

Updated February 5, 2014

This Frequently Asked Questions (FAQ) document includes questions and answers on topics of interest to our distributor base, as well as questions you have submitted directly to us. You can click below to go directly to the subsection, or scroll through our complete list of topics.

Quick Links (click to go directly to the topic)

General Questions

What is the name of the new web portal that will replace PowerLink?

*The new web portal will be called **HVACpartners**. If you are familiar with other parts of the Corporation, you may have heard the name previously, as it is also the name of the current web portal for the CBP side of the business. As part of the **April 2014 Go-Live**, HVACpartners is being completely redesigned on a brand new platform with enhanced functionality to accommodate all ICP and CBP distributors. We are retaining the name "HVACpartners" because we believe it best represents our close partnership with our distributor base across all lines of our business.*

Is HVACpartners a new site?

*The HVACpartners web portal does exist today for CBP distributors; however, it is an older site that will also be retired as part of the **April 2014 Go-Live**. The new HVACpartners website will be a brand new design and an entirely new platform with enhanced functionality for all distributors to access. We are retaining the name "HVACpartners" which we believe best represents our close partnership with our distributor base across all lines of our business.*

I currently use both HVACpartners and PowerLink. Will I be able to access both going forward?

HVACpartners will be the site you will need to access for all transactions after Go-Live for both ICP and CBP distribution, as PowerLink will be retired. PowerLink access will be provided for a time for all historical ICP transactions. Those distributors who use HVACpartners today will also see a major improvement to the look/feel and navigation of the new site which is being built with state-of-the-art technology. There are still key decisions to be made surrounding the branding and login experiences for the new HVACpartners site. We will communicate on all these important topics as specifics become available.

Do we need to have someone from our IT department be a part of the transition?

Yes, we will be engaging someone from your IT department (if you have one) in the near future.

Will the PowerLink web portal replacement have a Carrier logo?

ICP is still in the design stages of the PowerLink web portal replacement, but we anticipate that the ICP and brand logos will be used based on the user's profile, once they log into the site.

What is the definition of an "eBusiness Manager"?

An e-Business Manager is that person who most closely monitors and implements web tools within a distributorship by authorizing ICP to give employees access to ICP's portal.

What is the difference between an eBusiness Manager and Distributor Admin?

While the eBusiness Manager may approve security or access for your end users, the Distributor Admin will have the clearance and responsibility for actually setting those user profiles up within HVACpartners. These two roles may or may not be the same individual(s).

What does "Let's Get Connected" mean?

In order to strengthen our partnership as we move forward, we will be working to become more closely aligned and connected with our distributors.

The new system will allow for improved navigation, increased connectivity and integration, enhanced usability, and an updated look and feel. You will have more information at your fingertips and will be able to direct how and when you want that information to be reported. At ICP, we will have better data from you so that we can plan better and service your needs in a more accurate and efficient manner.

What "Getting Connected" <u>does mean</u>:

- *New technology to enhance our partnership*
- *Robust tools for reporting, product information, etc.*
- *Simplified ways to perform current tasks*
- *Increased access to view information at your fingertips*
- *Phased approach to automating transactions through electronic data transfer: Ordering, Pricing Claims, Movement*
- *Personalized dashboards on a user-by-user basis*
- *Multiple methods for order entry (nothing goes away)*

What "Getting Connected" <u>does not mean</u>:

- *Getting Connected does NOT require a system-to-system connection with distributors and ICP*

Will the system transition impact all ICP distributors throughout the US and Canada?

Yes, all distributors will be utilizing to the new HVACpartners system going forward.

I already use SAP with other areas of Carrier Corporation. Will I be able to leverage existing interfaces with the new ICP web portal?

This is most easily answered on a one-to-one basis. If you would like to discuss this further with a member of the ICP transition team, please contact us via DistributorConnect2014@ICPUSA.com to set up a discussion.

Is ICPUSA.com going away?

ICPUSA.com will remain in place.

How do you access the Mega Portal?

Go to ICPExcellence.com and log in to get to the portal. If you are new to the site, select 'New User'.

What happens with credits after Go-Live?

Warranty Credits will be generated weekly with HVACpartners after the Go-Live date. Pricing, traffic, and miscellaneous claims will post and print daily after Go-Live.

My credit doesn't match my invoice. Why?

Credits are now paid the current price as opposed to the invoice price. Claim details are available in HVACpartners. You can find reporting details in the "My Account" area.

Documents

My ICP documents say "United Technologies". Is there a mistake?

No, all documents will contain corporate branding going forward.

Can documents be faxed to us?

As of Go-Live all documents must be delivered via encrypted email. We reached out to distribution for updated emails and the email addresses. The DCL's were asked to return them by January 15. .

What does encrypted mean?

Encryption ensures that information remains secure during transmission. This requires employees that receive SAP documents to have decryption software installed in order to view the file. This software is available for Outlook, Lotus Notes and web based mail. Details about how to install the decryption software will be shared with the employees in your company that will be emailed documents (invoices, order acknowledgements, advance shipment notices, etc.)

Principals Meeting

When was the ICP Principals Meeting held this year?

The meeting was conducted November 5-6, 2013, in Indianapolis. Further details including presentation materials will be available on www.ICPExcellence.com.

Where can I find the materials from the November Principal's meeting online?

You can find each of the four breakout presentations on www.icpexcellence.com. Once logged in, choose Excellence Docs and look for the 2013 Principal's Meeting

Distributor Change Leader Role

What is the role of the DCL network?

Your DCL will act as the main contact with ICP during the transition. The DCL will have a direct link to the ICP project transition team for the purpose of engaging in two-way communications.

DCLs are responsible for:

- *Participating in periodic communication meetings*
- *Cascading communications within your organization*
- *Communicating upcoming actions for your company's key areas*
- *Proactively raising concerns and delivering feedback to the project transition team*
- *Acting as the conduit to their peers within your company*
- *Operating as the training lead for your team.*

Can I have more than one Distributor Change Leader?

The DCL is the main contact between your organization and ICP. Multiple DCLs are permitted for larger organizations or those with multiple locations.

Will you provide Distributor Principals with feedback on Distributor Change Leaders' activities and progress?

We will provide Distributor Principals with feedback on how the project is progressing, concerns that have been raised by the DCL group and how we are addressing those concerns.

Your DCL should act as your "eyes and ears" on the project, so we recommend you engage with them closely and regularly, and assess their engagement in the process. If there is a lack of participation by your DCL, we will raise the issue to your attention so that you can make necessary adjustments for the duration of the project.

What happens if I do not designate a Distributor Change Leader?
The Principal will become the DCL if no one is selected.

Does my Distributor Change Leader have to be a trainer, too?
The DCL is responsible for managing the training attendance for their business, not conducting training. All training will be provided by ICP in both live webinar and recorded webinar formats. The DCL has responsibility for tracking and monitoring training attendance. DCLs should work with their management team to determine the best way to track / manage training for their business.

Are there suggested communications that you want us to start sharing with staff members?
Yes. As part of the kick-off webcasts with Distributor Change Leaders (DCLs), ICP provided talking points for two situations and audiences:
1.) Discuss the DCL role and responsibilities with their senior management; and
2.) Initial discussion of the IT transition with members of the distributorship who will be most highly impacted by the change. The talking points are included in the PowerPoint presentation that has been emailed to all DCLs.

When will ICP send a copy of the presentation that we used in the DCL webcast?
After each DCL webcast we will email a copy to the active list of DCL's in addition to posting a copy on the Mega Portal.

Distributor Change Leader Meetings

When will monthly DCL meetings begin? Have I missed anything since the kick-off?
Monthly meetings began the week of August 26. If you have missed meetings and think that you are missing information, please visit the Mega Portal to access all archived meeting materials or feel free to email us at DistributorConnect2014@ICPUSA.com to request information.

What if I need to be added to the DCL meeting invite list?
Please send an email informing ICP that you need to be added to the DCL network to DistributorConnect2014@ICPUSA.com. Include your name, email address, and the distributor you represent. If the principal of your organization has been acting as the DCL and needs to be removed from the list, please provide his/her name as well.

How can we get a copy of the DCL Monthly Meeting presentations and other reference materials regarding the system change?
A recording of DCL monthly meetings, presentation, and related materials can be found on ICPExcellence Log in to access the Mega Portal and select the HVACpartners button. Click here and you will be taken to a list of DCL webinar recordings.

What happens in DCL meetings?
DCL meetings are monthly webinars where we share detailed project information on the move from PowerLink to the new HVACpartners web portal. These sessions outline what will be changing, discuss the status of the project, and outline any areas that we need support from our distributors. Each meeting focuses on different areas of the business such as Order Services, Pricing & Product Availability, Claiming, System Security, and more.

These meetings also give the DCLs a chance to voice their questions and concerns among their peers. In addition, each month's agenda is built around DCL input and areas of expressed concern. Distributors *may have action items as well, which are explained in detail as we work together towards successful implementation.*

Dealers

Will dealers have access to HVACpartners?

ICP Dealers will continue to use the Go! Sites for product information and marketing program support for the brands that they market and sell. No specific plans are in place to offer dealer access to the new portal at this time. Distributors will load dealers in HVACpartners to enable quoting and claiming. This dealer registration information will transfer to ServiceBench for warranty claiming. For now, distributors will still need to update the Aviator site with their dealer information for participation in programs and to be included in the dealer locator for their brand.

How and when do we register dealers on HVACpartners?

ICP has provided a template to enable a simple one time upload of all your current dealers. This will enable you to claim pricing and warranty for these dealers going forward. Please keep in mind that some pricing quotes require dealer approval as a separate process. The file is due back to ICP by January 15th.

After this initial load, your Distributor Admin will be responsible for loading dealers within HVACpartners on an as needed basis.

If I have multiple accounts for individual dealers, should I list them all on the template?

Yes. If you use multiple account numbers for a particular dealer, we will need all of these listed to facilitate the acceptance and reconciliation of pricing claims.

On the dealer template file you ask for distributor account number, is that at the branch or bill to level?

We would like the branch account number that that dealer account number will be purchasing through. This will enable pricing claims to process correctly.

On the dealer template file, what is the significance of the red and green colors on the columns?

While all of the information is desired, items in red are critical details that we want to capture for the upload.

Can ICP just use my existing dealer records from Service Bench?

It was determined that would be more difficult to accomplish then generating a fresh list. Also, we want to ensure that we are starting out with valid data so a fresh, up to date listing is most desirable. If you need help let us know by sending an email to: DistributorConnect2014@icpusa.com.

IT Requirements

What are the IT System requirements to use HVACpartners?

Browser	Browser Version	Device Op Sys	Op Sys Version	Comment
IE	8+	Windows	7, 8, Vista, XP	JavaScript & Cookies enabled
Firefox	8+	Windows	7, 8, Vista, XP	JavaScript & Cookies enabled
Chrome	16+	Windows	7, 8, Vista, XP	JavaScript & Cookies enabled
Safari	5.1+	MAC	X v10.6 and 10.7	JavaScript & Cookies enabled
Safari	5.1+	iOS	iPad, iPhone	JavaScript & Cookies enabled
Desktop Devices	**Resolution (Recommended)**		**Comments**	
Desktop Viewing	Min 1024x768	Max: 1600x900	Responsive Design but optimum within Min/Max.	
Mobile & Tablet Devices	**Resolution (Recommended)**		**Comments**	
iPad 1 or later	1024x768 - Landscape	768x1024 - Portrait	Responsive Design but optimum within Min/Max	
Android tablets	TBD	TBD	Responsive Design but optimum within Min/Max	
Phones	**Operating software**		**Comments**	
iPhones (320x480)	iOS		Responsive Design	
Android phones	Linux based		Responsive Design	
Windows Phones	Windows mobile phone		Responsive Design	

We currently provide file transfer protocol (FTP) sales data in support of Work Your Way Outdoors (WYWO). Will WYWO be impacted by the transition?

ICP is currently in the process of identifying all transition impacts to distributors so that we can communicate those to you in the very near future. WYWO is related to market funds so as soon as we know if they will be impacted, we will inform our distributor base.

Can you provide feedback regarding software providers that successfully integrate with SAP?

We cannot recommend software providers. We plan on grouping together our distributors with similar systems as we move through the project, to facilitate the transition and share valuable feedback.

If you are considering a new system we may be able to put you in touch with another customer using the particular software in question, let us know and we can try to make the connection for you.

We don't have company email addresses. Will we be able to use the new system?

No, to ensure you meet security requirements, only business email addresses can be used with the new system. This will allow for distributorship management to have complete control over employee *accessibility to information, which becomes especially important when employees leave or are terminated. Part of the goal of this transition is to drive data governance. Our systems' integrity and security are only as good as the data that we load. This is of major importance as we move forward. All SAP documentation will be sent via encrypted email. Again, this is because the information contained is company sensitive and this move will help to drive secure transmission.*

We recommend that you reach out to the IT lead within your organization to establish or update your existing company-based email system to ensure you are able to receive communications from ICP. Your internal IT contact can help to determine the best way for remote access to your email account.

System Security

Will we need new user names and passwords, or will these stay the same with the new website?
New security set-ups will be required when we Go-Live on HVACpartners. You will need a new password for the PowerLink replacement site. We will be providing more information on passwords and security in the near future.

Who will be responsible for system security in HVACpartners?
Distributor Administrators will be responsible for system security, ensuring that end users are added to the system as well as deleted from the system as required.

Will we be able to add new dealers on HVACpartners?
Yes. Distributors will have an Admin role, that at least one person per distributorship will be assigned, and this Admin will be able to add new dealers as needed.

Will we be able to add new users on HVACpartners?
Distributors will have the ability to add and remove new users from the new web portal as well as dealers. Each distributor will assign an Admin that will be trained on how to administer security and roles for new user as well as setting up dealers for claiming purposes.

Will we be able to restrict authority levels into inquiry and entry?
The system will have many levels of user security. More information will follow on this topic.

System Functionality

When we move to the new web portal, what will be new?
Benefits will include improved navigation, increased connectivity and integration, enhanced usability, and an updated look and feel.

We conduct business through web tools today (no EDI or file transfers). Will we need to do anything systems-wise to prepare for the transition?
The new web portal will replace PowerLink and will have the same functionality that distributors use today. Training on the new tools will be offered soon.

Will account numbers be the same in the new system?
Yes and No. Each customer location will have one account number in the new system. For those that previously had multiple account numbers, we evaluated which account number to utilize going forward with a goal to make that decision that would have the least impact to all parties.

Cutover

What happens during the Cutover Period? When is this period?

To prepare for Go-Live there will be a window of time, from close of business March 31 through April 8, where transactions and shipments are frozen so that we can transfer complete data into the new system. You will have access to PowerLink for inquiry and reference materials during this timeframe, however, no orders can be placed and no shipments will take place. We will also develop an emergency plan as well as a ramp-up plan for post Go-Live.

Please see the document "ICP Business Readiness Document FINAL" posted online at the Mega Portal which includes detailed communications and dates for cutover as well as a Business Readiness Checklist of all activities that must be completed prior to Go-Live. All Principals and DCLs have received a copy of this communications and should be actively working on these activities.

Any questions should be sent to DistributorConnect2014@icpusa.com.

Getting Connected

Why do I want to Get Connected with HVACpartners?

- *New reports access provides details on shipments, quotes, sales and more 24/7 at your fingertips*
- *Easy ordering options to reduce duplication efforts*
- *Customizable dashboard & widgets*
- *Improved mobile experience*
- *Self-serve for quick answers*

Overall these tools aim to generate the information and insight to develop sound strategies and make informed decisions in a timely manner.

What is File Transfer Protocol (FTP)?

HVACpartners will be replacing the current PowerLink system and will continue to provide all of the functionality available today with the exception of the File Upload Process for pricing claim submission. This piece of functionality is being transitioned to a more automated process through the use of FTP. Webcasts were conducted to explain how you can "Get Connected" with pricing claim file submissions going forward if interested. Manual pricing claim entry will still be available to you in HVACpartners.

Is EDI available to distributors?

EDI is not available at Go-Live, but we are working on that and will be sending you more details soon including technical specifications for files.

Will my ICP contacts stay the same after the Go-Live date, and with all the new capabilities I will have within the HVACpartners web portal?

Yes your ICP contacts will remain in place. However, by embracing these new tools it will enable your contacts here at ICP to serve you better. We can move toward a proactive account management role as opposed to a reactive data entry role. Our focus on our customers is our first priority; these new self-serve tools only serve to enhance your experiences doing business with us.

Order Services

What is changing (or not changing) with Order Entry?

Everything you can do today, you will still be able to do at Go-Live and MORE. In addition to faxing orders and doing order entry in web portal, you will also have two new methods to place orders: Speedy Entry, and Automated Data Transfer.

Will I still be able to fax orders after Go-Live on HVACpartners?

Yes, for a period of time. We will still accept faxed orders through 2014. In 2015 faxed orders will no longer be accepted. In this period we will work together with you to find the best solution to help you get ready for this transition. There are several simple ways to place orders that we can demonstrate to you.

I sell multiple brands. Will we be able to change brand at the header level when ordering through the shopping cart?

Yes, there will be a brand designator available at the header level. If you have products that you want to order for other brands that you sell, you will have the option to change the brand at the order line level.

Why do we get two parts order acknowledgements?

If we are unable to meet your original request date, then you will receive a second order acknowledgement. This practice will continue until our Replacement Components division moves to SAP in 2015.

Will I still be able to gauge my truckload reservations by points?

No, we will move to a simpler, more straightforward % of truckload system. A full truckload will be 100% rather than 300 points.

Will I be able to keep an eye on the status of my future orders?

Yes, order status can be viewed via the 'My Account' tab and also via the 'My orders' link within the web shop.

What is the 'speedy entry' option that will be available for orders?

Speedy entry offers a faster way to place orders by browsing for and then uploading a file from your system.

Today we have the ability to suspend orders. Will that functionality be available in the new web tools?

You will be able to use the new template functionality to start an order, put it on hold and then finish at a later time. In addition, templates provide a quick and efficient way to manage repeat orders.

Pricing & Claiming

How will pricing quotes change with the new system?

Today	Future (with HVACpartners)
RDT	Regional K Quote – with required registration
CDT	Curve
MDT	Regional K Quote – no registration
Volume Dealer Quotes	K Quote
Job Quotes	J Quote
Region Price	Area Price (Master list price * multiplier)

If K Quotes are to be regional and currently different distributors have different prices on volume dealer quotes at different margins on the same item, what will determine which price and margin is used for the region K Quote?

There will be 2 different types of K quotes. The K Quotes which are specific to the distributor that would be similar to your existing volume dealer quotes. The difference with this quote today and tomorrow will be there will be margin sharing that might allow you to eliminate some of these quotes and build different price levels off of one quote.

The other type will be the region K quote which will replace the RDT. Everyone in the region gets the RDT today and they will get a similar K quote tomorrow. The K quotes will have margin sharing similar to the RDT. This will allow each distributor to set and move their pricing along the line from the start at the quote buy up to the region.

If a distributor is operating in two different regions what will determine which region Quote he uses?

If you have physical branch locations in two regions, then you will get two regional K Quotes to replace the two RDTs that you get today.

There was a January price increase and in April, with go-live, we move to area pricing. Does that mean we will have two price increases?

No, for the move to area price, we will calculate your area price using a list price and a multiplier. Due to this change your area price might now include cents. In today's current system, the regrion prices are in whole dollars. As we transition to the new calculation for area price, you might see some of your prices change, either up or down. .

Right now we receive quotes in a pdf format. Can that be different going forward?

Yes, CSV and XML will be available as well.

What's changing with pricing claims?

Currently claims must be submitted within 90 days, going forward you will have 60 days from invoice to submit pricing claims.

In addition, all dealers must be registered in HVACpartners. Dealer account numbers will be validated during claim submission to ensure they are registered with the distributor account on the claim.

How does margin sharing work?

This provides a 50/50 share. So, for every $2 dollars you sell over quote, your buy price will increase $1. A margin sharing tool will be made available on HVACpartners.

Will my quotes (numbers) stay the same?

No, all your existing quotes will transition to new quotes upon Go-Live. This means that you will get a new quote number for all valid quotes. Note: the buy prices and the sell prices that you have today on your valid quotes will stay the same. You could see the claim back amount change if the area price changes due to the new method of calculation (master list price x multiplier).

Warranty

Will dealer maintenance transfer over to ServiceBench?

No. Only initial dealer additions will feed into ServiceBench, edits to those will need to be done in both HVACpartners as well as ServiceBench.

EPMS

Will EPMS change with the ICP-SAP Go-Live?
EPMS will continue to be available in HVACpartners. EPMS will serve as your source for parts pricing & availability as well as your parts catalog.

Go! Sites

Will the Go! Sites change with ICP-SAP Go-Live?
The plan is to keep the Go! Sites as is, at least through 2014.

Timing

What is ICP doing to understand the timeline requirements of its distributor base?
ICP Distributors were analyzed and grouped for communication, interface and timeline targeting using the following points of interest:

- *CPB/ICP Shared Customer*
- *Participation in WYWO program*
- *2012 Revenue*
- *Currently using PowerLink File Upload Process for Pricing Claim Submission*

We did, when requested, share information with distributors attempting to match them with distributors using the same system. This allowed them to work together in getting modifications designed/implemented if they wanted.

While we created baseline timelines for the groups, we are working with each distributor individually to understand exactly what they can do and when they want to target completion. This is an ongoing process.

Testing

Will we have the opportunity to practice in a test system before Go-Live?

A test system or "Sandbox" is being planned for March, giving everyone access to "play" in the system prior to Go-Live. More details will follow on this topic.

Training

When will training taking place?

Training is being planned for the February through March timeframe. Recorded sessions will be available for ongoing usage.

How did training get assigned to end users?

Each distributor received a list of all user names and the HVACpartners courses we recommend they take, based on the role mapping activity completed.

A list of your end users was pulled from PowerLink, and we then mapped your PowerLink accesses to the NEW HVACpartners features for your end users. This "role mapping" file was sent to your Distributor Change Leader (DCL) for review and approval in September. Then, we mapped these to the courses in HVACpartners which your end users should take to perform their roles.

How do we know who needs to attend training?

Each distributor received a list of all training requirements for your end users. These files should be maintained to record training attendance.

What training will be available, and when?

A Master Training Schedule will be coming soon. This will be posted on the Mega Portal in the HVACpartners section when available. This will list the dates/times of all courses being offered. You will not need to register for courses.

What type of training will be offered?

We will offer both LIVE Webinars and a RECORDED Webinars for all courses.

Dates and times for the LIVE Webinars will be listed in the Master Training Schedule, which will be posted online for distributors on the Mega Portal.

RECORDED Webinars will have links on the Mega Portal, which you can click on to take the course at any time. This is great if you want to take at your convenience, re-take a course, or want to access a course after the Go-Live date.

If a user completes a training class, does that mean they will have access to that functionality in HVACpartners?

The training files will not be used to determine the user security. We are in the process of determining how we will roll out the security mapping. The role mapping activity the DCLs completed previously is helping us to complete this activity and there will be more information to come.

Are all employees required to complete Basic Navigation training classes?

Yes. The HVACpartners Basic Navigation course is an introduction to the site. Everyone who is set up as a user is required to take this course at a minimum.

Can DCLs take all the training in order to better manage our training program?

You can most certainly take all the courses yourself first. Then you can organize how to roll that training out within your organizations. Keep in mind that we will not be offering DCL only sessions due to the number of users we need to train.

Who is responsible for training attendance?

The DCL is responsible for administering the training program and tracking attendance. An attendance tracker was included in the training profiles.

When are the training profiles due back?

The training profiles are meant for you to track and plan for training within your organization. There is no specific due date.

What if I have changes to my user list? (New employees or ones that need deleted or updated)

Send those to us as soon as possible; this would include any additions or deletions. For add ons, we will need to map their role and assign training. We would need the employee name and email address for training purposes.

ICPExcellence

Can you send the link for Excellence? Is a password required?

The address for the site is www.ICPExcellence.com. A password in not required to access the "Let's Get Connected" and other stories. A password is required for some of the other functionality including the Mega Portal. If new to the site, simply click on New User at the top of the page and fill out the information. Your MAP will approve the request.

Role Mapping

What is the Role Mapping exercise being used for? What if we need help with this exercise?

The Role Mapping exercise kicked off in our August DCL meeting and was due to be completed on September 30. The purpose of this activity is to review the accesses users have in PowerLink, and map these to HVACpartners features and functionality, in order to determine the training profiles for end users.

Files have been sent to DCLs at each distributor with end users names and the recommended features that they have access to in HVACpartners new web portal. We are asking DCLs to verify the end user names are complete, and that the features they have access to are correct. Questions should be directed to DistributorConnect2014@icpusa.com.

Next, we will be communicating training plans and schedules to the distributors, pending the on time completion of the Role Mapping activity.

Can we add end users to the Role Mapping workbook?

Yes, you can add end users to the Role Mapping workbook. There are directions in the workbook on how to do this. Questions should be directed to DistributorConnect2014@icpusa.com.

We are missing multiple names from our file. How should we proceed?

Anyone who has not logged into the system within 90 days is automatically deactivated in PowerLink, so they will not be on the list of end users that were provided to you. This is why the list of end users only goes back a 90 day window.

If you think that you are missing a number of end users, let us know by emailing us at DistributorConnect2014@icpusa.com and we can look into this individually for you. If you have multiple bill to account numbers let us know so that we can check this for you.

However, if you are missing a few names, you can just add them to the bottom of the list, following the directions in the file.

What is the Marketing Analysis Consolidation System (MACS) Role?

This role manages sales and inventory data. They will report information to ICP and have access to multiple reports surrounding that data. This role is an important asset when it comes to inventory planning.

Distributor Admin Role

What is the Distributor Administrator role?

With HVACpartners, all distributors will now have access to create new and maintain existing end users and dealers. The Distributor Admin role has the ability to set up internal employees with access and functionality in HVACpartners. They will also set up your dealers in HVACpartners for quoting and claiming purposes.

Marketing

Will marketing funds change?

Yes, we are currently working on a solution for Marketing Fund Management and will communicate details as soon as possible.

Reporting

I just ran a report in HVACpartners. How do I see the results?

All reports are sent to your HVACpartners inbox for easy access. You can pull them in excel format for easy manipulation. Reports remain active for 3 days.

I don’t see any options for Warranty. Where are those reports found?

All warranty reporting will be accessed via Service Bench.

I don’t see the report option I’m looking for. Why don’t I see all options?

Access to reports is security driven so users will only see those reports they have clearance to run.

My report doesn't include all the results I was anticipating. What went wrong?

Reporting results will include only those account numbers for which the user has security. Also, HVACpartners reports will only include data from Go-Live forward.

For historical data, access PowerLink portal from the ICPUSA.com website.