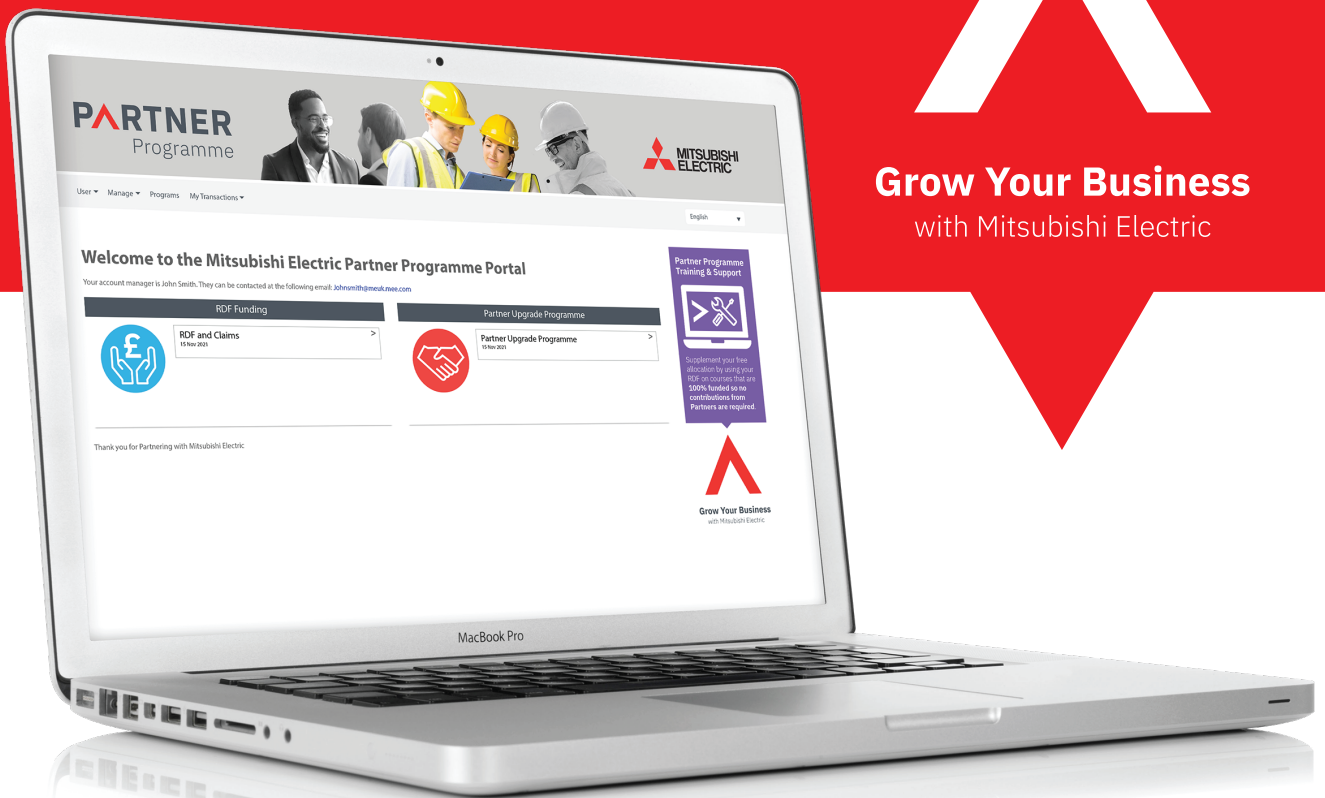


Mitsubishi Electric RDF Portal

Frequently Asked Questions



Grow Your Business
with Mitsubishi Electric



1. How do I access the new RDF portal?

You can access the new RDF portal from our customer portal on the Living Environmental Systems website: les.mitsubishielectric.co.uk
Once logged in you will see a tile labelled **“RDF Portal”**.

2. How can I invite my colleagues to the RDF portal?

Please advise the Partner Programme team of the contact details of your colleague and we can grant them access to your system.

3. How can I change my details?

Go to **user -> edit profile** and you will see your details there, click edit to change them as necessary.

4. I trade primarily through one of our Sales Channels, can I still use this system?

Of course, this system is available to all our partners, no matter how they trade with us.

RDF and Claims

5. How will I receive my balance now?

The Partner Programme contact will be notified by email when your balance has been uploaded to the portal.

6. How can I see how much RDF I have?

Go to the RDF and Claims programme and your current available RDF will be in the **“available budget”** tile.

7. What is the difference between an “approved fund request” and an “approved claim”?

You will need an approved fund request before you can submit a claim. The fund request is requesting the funds to be used on a marketing activity, once approved, you can make your claim, which will deduct the funds from your balance.



8. How do I submit a fund request / claim request?

The claim process looks slightly differently now, you will now need to submit a fund request, where you provide us with all of your information such as invoices and visuals, then once it has been approved you will be notified by email to go into the system and claim for the funds. This also allows you to amend any information such as revised invoices or visuals, once you have submitted the claim request, we will raise your credit and add this number to the record in the system.

9. Where can I see my previous claims?

You can see your previous claims in the table found under the RDF and claims program, you can filter this table and search to find exactly what you are looking for and run reports.

10. How do I raise a new fund request?

Click the **Create Request Button** found in the RDF and Claims Program.

11. Why are you asking for a start and end date? My activity such as van livery doesn't have a "start" and "end" date

This is a requirement of the system. If you are unsure what to enter, simply enter the following day in this field. Please note, you will not be able to enter a previous date, and any dates selected outside the current period will not work either, as the funds won't be loaded for the following periods yet. The period dates are provided in the fund request form, if you are unsure.

12. What happens if I put the incorrect figure in the funds requested field when creating a fund request?

You can amend this yourself if the fund request has not been approved yet, otherwise, this will be amended by the partner programme team when processing your fund requests, as this is part of their checks. If the cost of your request has changed, you have an opportunity to upload the revised invoice at claim request stage.



13. Can I have more than one login to view the RDF portal?

Yes, every person who has a login for the LES website who is a partner can have access to their companies RDF portal.

14. Do I need to submit supporting documents with my request?

Yes, you will need to submit your proofs and invoices at fund request stage, once approved, you can simply go ahead and claim for your funds with the click of a button.

15. Can my account manager submit my request/ claim for me?

The RDF portal was designed to be a self-service portal. If you require assistance, then feel free to contact your Account Manager or the Partner Programme team and they can assist you. There are also training videos on the portal.

16. Can I claim after the RDF period is over?

No, you will only be able to claim until the date specified on the portal. This is normally 2 weeks before the RDF cut off.

17. Can I claim for a marketing activity that is not listed in the “understanding your RDF” document?

You are welcome to submit a request and we will be happy review and let you know if your activity is approved. Please make sure you plan to promote both your company and Mitsubishi Electric and will have all the relevant supporting documents.

18. What happens if I submit a request that has been approved but I do not submit a Claim?

Once the RDF period ends all ongoing requests will be rejected as no RDF balance gets carried over to the next RDF period, you will be notified via email before the end of the period of any outstanding fund requests and claims for completion.



19. How long after a claim has been submitted will I receive a credit?

We aim to have your credit on the account within 2 weeks.

20. How can I submit an RDF event request?

RDF event claims can also now be submitted on the RDF portal, you will see this in the list of activities when creating a fund request.

21. Can I submit an invoice dated before the current period?

Memberships that run yearly (BESA etc) will be accepted on a year basis, but all other claims need to be invoiced within the current RDF period.

22. I have submitted a request, why is it not turning into a claim?

Once your fund request has been submitted and approved by the Partner Programme team, the submitter of the fund request will receive an email notification advising them it is ready to be claimed. You can also find this in your claim summary table.

23. How many claims can I submit to the portal per period?

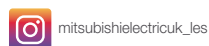
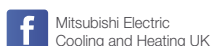
You can submit as many claims as you like per period but once you have claimed for the total balance of your RDF all requests will be rejected.

24. What happens if I submit the wrong supporting documents?

Your claim will be rejected in the system by the Partner Programme team, and you will be notified why via email.



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Note: The fuse rating is for guidance only. Please refer to the relevant databook for detailed specification. It is the responsibility of a qualified electrician/electrical engineer to select the correct cable size and fuse rating based on current regulation and site specific conditions. Mitsubishi Electric's air conditioning equipment and heat pump systems contain a fluorinated greenhouse gas, R410A (GWP:2088), R32 (GWP:675), R407C (GWP:1774), R134a (GWP:1430), R513A (GWP:631), R454B (GWP:466), R1234ze (GWP:7) or R1234yf (GWP:4). *These GWP values are based on Regulation (EU) No 517/2014 from IPCC 4th edition. In case of Regulation (EU) No.626/2011 from IPCC 3rd edition, these are as follows. R410A (GWP:1975), R32 (GWP:550), R407C (GWP:1650) or R134a (GWP:1300).

Effective as of April 2022

