



Frequently Asked Questions

CATEGORY	QUESTION	ANSWER
Staff Member Sign-Up	I don't feel comfortable providing my social security number online. Can I still participate in the program?	Completing a W-9 form is a requirement for participating in the program. Information is processed through secure systems and used solely for tax purposes. When completing your W-9 form you will notice that the webpage you are on begins with "https". The "s" at the end designates that you are on a secure webpage.
	The webpage locked up while I was filling out my W-9 form.	Although it appears to be locked up, most times you just have to scroll to the right, to reach the <u>two</u> vertical scroll bars on the right side of the screen to navigate down to locate the "continue" button. If that doesn't resolve the issue, then close your browser, go back to the website using www.BayerDVMSrc.com , log in again, and it will take you to where you left off.
	I am related to a Dr. or owner of the clinic. Why can't I be a part of this program?	State and federal law, as well as ethical requirements of the Veterinary Medical Association, do not allow payments from Bayer, either directly or indirectly, to veterinarians, their spouses or family members, clinic owners or the clinic itself.
	I've already registered for my clinic. Why do I need to register again?	If your clinic is eligible and elects to allow staff members to participate in staff rewards, for you to receive payments, you must register separately as a staff member and submit coupons with your own staff ID#. If you use only the clinic ID#, payments will not be made on those submissions.
Staff ID Numbers	I've forgotten my staff ID number. Where can I find it?	After you log into the website, your staff ID# will appear on the first screen, located under your name. Or the Clinic Admin can login and locate it for you.
Debit Cards	I haven't received my debit card yet, and it has been more than 10 days since I registered. What should I do?	Verify that you have completed the online W-9 (as a debit card will not be issued until you do). If so, call the card issuer Swift Prepaid at (866) 230-3809 to inquire about your card. Update any name or address changes with Swift and also edit your profile in the Bayer Free Tubes website to match.
Staff Rewards	When do payments get made to my debit card?	The 15th of the month (or first business day thereafter) for coupon submissions keyed in the previous month.
	I've been submitting coupons. Why isn't there any money on my card?	You may not have reached the \$25 minimum for payments yet. Check the website for updates of your approved submissions under the "Cumulative Unpaid Rewards" column. If this amount accumulates to \$25 or more (prior to the end of the month) then payment should be made on the next payment run.
	I don't see the coupons I submitted when I look on the website.	Ask your clinic administrator to check online at www.BayerDVMSrc.com to be sure the coupons you are submitting are being assigned to you. Often, coupons are submitted with only the clinic ID#. If your coupons are assigned under the clinic ID#, then your clinic administrator will need to call Bayer Customer Service at (800) 633-3796 option 5, to request that they be reassigned to you.
Proof of Purchase Invoices	What information is required on the invoice?	Clinic name and address, pet owner name, pet name, name of product purchased, quantity purchased, dispense date and purchase price. Invoice # if available.
	How can we honor coupons for walk-in customers when our clinic does not generate an invoice for those type of customer sales?	Some clinics set up a "Retail Non-Client" customer in their systems to record these purchases and generate a receipt. As an alternative, your Bayer AHC can provide you with a blank invoice that can be kept on hand and completed as backup for those product sales. <u>Please note:</u> whichever form of invoice you use, the pet owner's name must be shown on this invoice and the coupon must be completed with the required pet owner's information.



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Coupons & Envelopes	How do I get more coupon pads or envelopes?	Place a Bayer literature order by calling (800) 633-3796 and select option 4, or you can fax in the Materials Order Form located in the back of your coupon pad.
	What should I do with extra/expired coupon pads?	We encourage everyone to recycle or throw out old coupon pads that are past the expiration date. Please do not submit coupons with invoices dated beyond the expiration date, as this will typically cause your submissions to be rejected or processed incorrectly.
	I do not have any current coupons on hand. Can I use the old coupons and cross out the old promotion code and write in the new one?	No, please do not alter coupons. All submissions must be made on coupons with a promo period that matches the dispensing date, otherwise they will be rejected or processed incorrectly. Until your new coupon pads arrive (typically within 5-7 days of ordering) you may print coupons found on the website under the Resource Center.
	I don't have any pre-addressed envelopes. Can I use my own envelope to mail coupons in for processing?	Please use only the yellow Bayer-provided pre-addressed, postage-paid envelopes to help ensure your submissions make it to our processing center. Envelopes can be ordered by calling (800) 633-3796 and choosing option 4.