

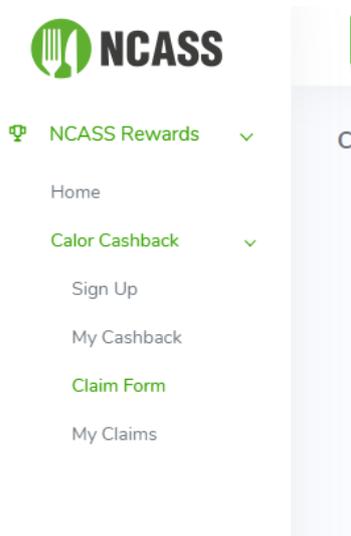
## Submitting A Claim for cashback on Calor purchases using the NCASS Rewards Dashboard

If you buy from Calor directly you do not need to fill out a claim form or submit your receipts. Your claims will be approved by Calor and your claim dashboard will be populated automatically - you will be able to see your claims and cash back on this dashboard in the coming days.

If you buy Calor gas cylinders indirectly - i.e: from a retailer you must upload your receipts on this system to claim cashback on your purchases.

Login to the NCASS Rewards dashboard <https://dashboard.ncass.org.uk/rewards/calor/claim-form>

Click on 'Claim Form' under the Calor Cashback side menu



There are five steps to submitting a claim:

For each receipt you have, will need to submit a separate claim.

### STEP 1: Retailers Details

### STEP 1: ENTER RETAILER & VAT DETAILS

Retailer:

Begin typing the first 3 letters of the retailer name or postcode to start the search

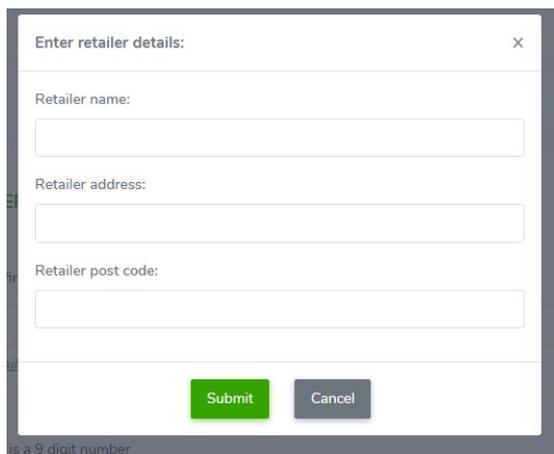
[Enter retailer details manually](#)

Retailer VAT number:

The VAT Number is a 9 digit number

Search for the retailer you bought your gas cylinders from, you can do this by typing in the first 3 letters of a Business Name or a Postcode. The system will then start searching and return a list of matches to select.

If the retailer isn't on the list, you can choose "Enter retailer details manually".



This brings an option for you to enter the details for the business not on the list, it also adds it to the list of business the system searches in the future.

IF you know the VAT number for the business, you can provide this too.

### **STEP 2: Enter Purchase Date**

#### STEP 2: ENTER PURCHASE DATE

Date on your receipt:

For your claim to be valid, the purchase date must be from 1st January 2020

Select the purchase date

### **STEP 3: Purchase Details**

**STEP 3: ENTER PURCHASE DETAILS**

Receipt number:  
This may be found on your receipt as transaction/invoice number.

Receipt details:  
One claim per receipt and receipt must reflect the claim.

Size	Quantity	Price per Cylinder	VAT	Total inc. VAT	Total exc. VAT
13kg	<input style="width: 50px;" type="text" value="0"/>	£ <input style="width: 50px;" type="text" value="0"/>	<input type="checkbox"/> Included	£0	£0
19kg	<input style="width: 50px;" type="text" value="0"/>	£ <input style="width: 50px;" type="text" value="0"/>	<input type="checkbox"/> Included	£0	£0
47kg	<input style="width: 50px;" type="text" value="0"/>	£ <input style="width: 50px;" type="text" value="0"/>	<input type="checkbox"/> Included	£0	£0
<b>Total</b>	<b>0</b>			<b>£0</b>	<b>£0</b>

Cashback is only paid on exec VAT prices not inc. VAT.  
YOU WILL BE TAKEN OFF THE SCHEME IF YOU SUBMIT FALSE CLAIMS.

Enter your purchase details

This section is made up of two areas:

- Receipt number: This is displayed on the receipt.
- Receipt details:

You must upload a receipt of the purchase that shows the following:

- Date of purchase
  - Place of purchase
  - VAT number (if applicable) of the place of purchase
  - Number of cylinders purchased
  - Price per cylinder paid
  - Total amount paid
- If VAT is included, you can tick this option and the system will automatically calculate the total amount.

### **STEP 4: Receipt Upload**

- You must upload an image of your receipt in the format of a jpeg, png, bmp or gif.
- Clicking Browse allows you to search for the picture on your device that you want to attach

#### STEP 4: SELECT RECEIPT TO UPLOAD

Please select receipt to upload:

Supported file types: JPEG, PNG, BMP or GIF

#### **STEP 5: Declaration**

#### STEP 5: DECLARATION & SUBMISSION

I declare that the above claim is:

accurate and true

has been purchased for my catering business

Once you agree to the declarations, you can submit your claim.

#### **Successful Submission**

If you have completed all the steps, a success message will be displayed

My Claim Form

[Rewards](#) > [Cater](#) > [Claim Form](#)

#### SUCCESS

Thank you, your claim request has been submitted with reference number 26262-0021 and will now be processed. Keep an eye on your inbox for our email with an update on the status of your claim request.

You will be notified by email about any updates on your claim request

#### **Important Notes**

- You will be notified via email if a request has been approved or rejected. If it is rejected, the reason for this will be in the email
- You can view the status of your claim in the My Claims section