



## Distributor Connect FAQs

Tamika C - 2019-02-06 - Manage Services

### **How do ASI Suppliers look up my ASI Distributor profile?**

ASI Suppliers subscribe to a web-based program called Connect to verify ASI Distributors profile information and their ASI specific credit report. ASI Credit Report is compiled of your payment habits over a rolling 12 month cycle. All payments are based on completed transactions with ASI Suppliers.

### **As a distributor, is Connect available to me?**

No, Connect is a tool only available for ASI Supplier Members. Connect gives Suppliers access to Distributor's ASI specific credit reports and helps Suppliers make key business decisions such as extending terms and qualifying business.

### **Can I get a copy of my ASI Credit Report?**

As an ASI Distributor, you may receive a copy of ASI Credit report for free. The primary contact on the Distributor's profile can request a report via the ASI Account Manager by logging into [ASI Online Account Manager](#) or contacting ASI Member Support Team at 800-546-1350 option #1 Monday through Friday from 8am to 8pm ET.

The email will include the following:

- Your ASI Credit Report with credit Score
- An Excel list of ASI Suppliers that reported on your payment habits
- A copy of your ASI Member Profile

For security purposes, the Credit Report is emailed to the assigned primary contact on your ASI Member Profile. Please allow one (1) business day for the report to be email.

### **How can I find out which Suppliers have reported on me?**

A Microsoft Excel list of the ASI Suppliers that reported your payment habits will be included with your credit report request.

### **How often does the report change?**

This depends on how often a supplier reports on your paying habits. Suppliers who subscribe to the Connect program are required to report on your pay habits on a semi-annual basis.

### **How do I dispute a transaction?**

Print the [ASI Transaction Verification Form](#) and sent this to the Supplier to complete. The [ASI Transaction Verification Form](#) form will have directions for the Supplier to complete and resubmit to ASI. In order for the transaction to be removed from your ASI Credit Report, ASI

must have communication from the reporting Supplier.

### **My Credit Score is considered "High Risk". How can I improve my score?**

ASI recommends contacting ASI Suppliers that you've done business with over the last 12 months and ask them to rate your payment habits via Connect. You can share the [Building Distributor Credit Form](#) with ASI Suppliers that you have completed transactions in the last 12 months.

### **Suppliers are telling me I have no score on my ASI Credit Report. Do I have a negative credit report? How can I improve my score?**

If you currently do not have a credit score with ASI (The Score will appear as N/A in Connect), this does not necessarily mean you have a "High Risk" credit rating. ASI recommends contacting ASI Suppliers that you've done business with over the last 12 months and ask them to rate your payment habits via Connect. You can share the [Building Distributor Credit Form](#) with ASI Suppliers that you have completed transactions in the last 12 months.

### **What is the benefit of my ASI Credit Report**

The ASI Credit Report is specific to your payment habits with ASI Suppliers. This keeps your ratings in terms of the Advertising Specialty Industry. With "Low Risk" credit score or good credit rating, you can receive extended terms from Suppliers and find it easier to qualify for business with ASI Suppliers on large or custom orders.

### **As a Distributor, how do I find the credit report of my End-User Client or the Supplier I am considering using for an order?**

The ASI Business Saving Program includes discounts to Experian. Members can receive a 15% discount on Experian Smart Business reports. You can request a credit report on your Supplier or End-User Client from [Experian](#) with an ASI Discount.