

# One-Stop Efficiency Shop Direct Deposit

## Frequently Asked Questions

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Common questions about the One-Stop Efficiency Shop® rebate direct deposit program for lighting contractors, distributors, and suppliers.

### **Why should I sign up for direct deposit?**

Signing up for direct deposit from the One-Stop Efficiency Shop will result in faster rebate payments for your lighting projects. Direct deposit also reduces administrative work for your team by eliminating the need to track and process paper checks.

### **Is direct deposit secure?**

Yes, we follow strict protocols to keep your data secure. Enrollment forms are sent and received using a secure digital transaction software called DocuSign. Once a signed enrollment form is received, our accounting team sets up your account and performs a prenote process to ensure we transfer the funds to a valid account that matches the information you provide.

### **How do I sign up for direct deposit? Is it time-consuming?**

Signing up is simple and should only take a few minutes to complete. All you need to do is submit an enrollment form and we'll take it from there. Email Madison Wagner at [mwagner@mncee.org](mailto:mwagner@mncee.org) to get started.

### **Who should I contact with questions about a transaction?**

Please contact Madison Wagner at [mwagner@mncee.org](mailto:mwagner@mncee.org) or 612-455-7821 with transaction questions.

### **How much faster will rebate payments arrive?**

Direct deposit should reduce rebate payment processing time by two to four weeks (compared to traditional paper check transactions).

### **Will I be notified when a rebate is deposited?**

Yes, we'll send you an email notification when the funds for a specific project are deposited into your account. The email will list the business name, business address, CEE ID number, and the amount of the rebate so you can easily identify which project the rebate is for.

### **Will rebates for all projects be paid by direct deposit? Can I opt out projects?**

Yes, all rebates will be paid by direct deposit unless we are notified before the rebate application is submitted. Please notify your lighting consultant if you want to opt a project out of direct deposit (e.g., if you want a rebate to go directly to a customer or if you need to receive a paper check for a specific reason).

### **Is a rebate application still required?**

Yes, all the normal project documentation, as well as a signed rebate application, is still required to initiate a rebate. The only change is how the rebate payments are disbursed.

### **Can my customers sign up for direct deposit?**

No, only lighting distributors, suppliers, or contractors can enroll in the program.

### **Is there a cost associated with receiving rebates through direct deposit?**

No, there is no cost.

### **Can I unenroll?**

You may unenroll at any time. If you unenroll and want to re-enroll, you must submit a new enrollment form.

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