



my GM  
**partnerperks**

DARE TO VENTURE

Fleet Program

**KENTUCKIANA**  
AUTO & TRUCK SUPPLY



GENUINE PARTS

**ACDelco**



PERFORMANCE



ACCESSORIES

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## PROGRAM OVERVIEW

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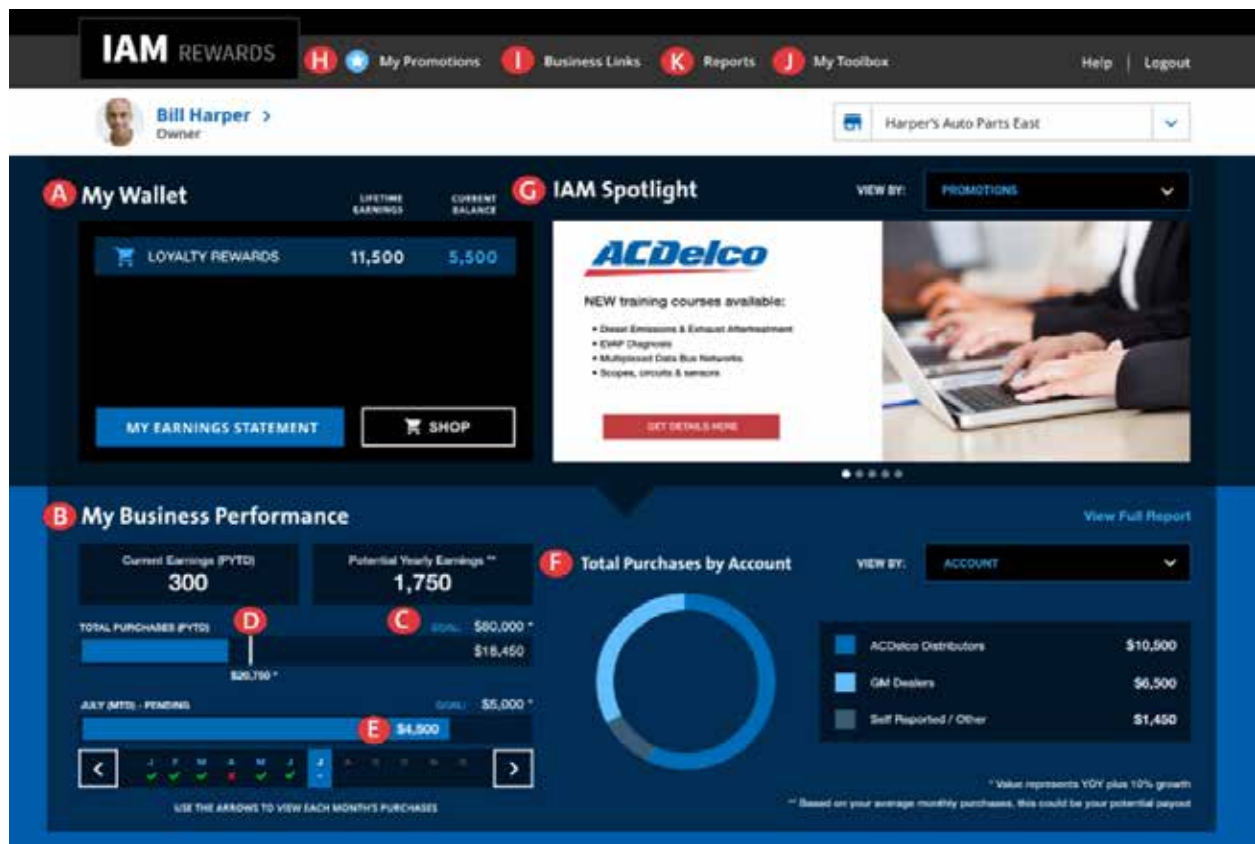
### About my GM Partner Perks

My GM Partner Perks is the parts loyalty program specifically designed with your business in mind. As a Fleet, you can appreciate the convenience of a streamlined program with perks that include national marketing support, training resources and business tools that can help drive profitability, productivity and, most importantly, your bottom line. It's time to dare to venture together. So, let's get started.

# YOUR PERKS PORTAL HOMEPAGE

## MY GM PARTNER PERKS PORTAL

Your my GM Partner Perks portal is your one-stop shop for all things related to the program, including extensive reporting of purchases from all sellers. It gives you the ability to manage your own program from your profile. Check the main page whenever you want to get an overview of your plan performance; details are just a click away.



## **HERE'S A QUICK OVERVIEW TO HELP YOU READ YOUR HOMEPAGE:**

### **Goal**

- Your year-over-year growth target

### **Total Purchases by Account**

- Breakdown chart of your purchases by account year to date, not deducting redeemed points
- Click “View Full Report” for details

### **Spotlight**

- Valuable information for your business

### **My Promotions**

- All promotions for which you are eligible

### **Business Links**


- Links for useful business information


### **My Toolbox**


- Program tools to manage your sellers, employees and more

### **Reports**


- Full program reporting and details

BENEFIT PACKAGE		Single Shop		Multi-Shop	Minimum of 5 Shops
PROGRAM PILLARS		PERKS+	PRO PERKS++	PERKS+	PRO PERKS++
<b>INCENTIVES</b> 	Annual Fee	\$0	\$0	\$0	\$0
	Average Monthly Purchases Required During Program Period	\$2,500	\$5,000	\$2,500 Avg. per Location	\$5,000 Avg. per Location
	Trade Offers	Y	Y	Y	Y

BENEFIT PACKAGE		Single Shop		Multi-Shop	Minimum of 5 Shops
PROGRAM PILLARS		PERKS+	PRO PERKS++	PERKS+	PRO PERKS++
<b>MARKETING SUPPORT</b> 	Point-of-Sale Materials and Merchandise	Y	Y	Y	Y
	Digital Support	Y-Discount	Y-Premium Discount	Y-Discount	Y-Premium Discount
	ACDelco Uniform and Apparel	Y	Y	Y	Y

BENEFIT PACKAGE		Single Shop		Multi-Shop	Minimum of 5 Shops
PROGRAM PILLARS		PERKS+	PRO PERKS++	PERKS+	PRO PERKS++
<b>REPAIR RESOURCES</b> 	GMSi Annual Subscription*	\$900 Annual Subscription	\$900 Annual Subscription	\$900 Annual Subscription	\$900 Annual Subscription
	TIS2Web Annual Subscription	\$995 Annual Subscription	\$995 Annual Subscription	\$995 Annual Subscription	\$995 Annual Subscription
	Annual Training Fee	\$0	\$0	\$0 Annual Fee for All Shops	\$0 Annual Fee for All Shops
	Technical Assistance	Y-Discount	Y-Premium Discount	Y-Discount	Y-Premium Discount
	Service Info Subsidy Credit	N	\$600 per Year \$50 per Month	N	\$600 per Year \$50 per Month

\*GMSi discounts and promotions are not available to subscribers in Massachusetts.

BENEFIT PACKAGE		Single Shop		Multi-Shop	Minimum of 5 Shops
PROGRAM PILLARS		PERKS+	PRO PERKS++	PERKS+	PRO PERKS++
<b>PROFITABILITY &amp; PRODUCTIVITY</b> 	Consumer Assurance	\$50/Hr., up to 3 Hours. Other Labor Hours = 3 Hours Max.	Door Rate Capped at \$100/Hr. Other Labor Hours Based on MAPS Evaluation.	\$50/Hr., up to 3 Hours. Other Labor Hours = 3 Hours Max.	Door Rate Capped at \$100/Hr. Other Labor Hours Based on MAPS Evaluation.
	Roadside Assistance**	Y	Y	Y	Y
	Business Discounts	Y	Y	Y	Y

\*\*Roadside Assistance provided by Allstate.

# REGIONAL FLEET PROGRAM DETAILS

## **Regional Fleet Program**

The Regional Fleet Program has been developed to reward Regional or National Fleet Chains for their purchases of GM Genuine Parts and ACDelco parts and to help them meet the challenges of servicing today's technologically advanced vehicles.

To qualify, Regional Fleet Partners must meet the following criteria:

- Both Perks+ and Pro Perks++ Partners must have at least five or more installing locations
- For Perks+ Partners, maintain a \$2,500 monthly average in parts purchases for each location
- For Pro Perks++ Partners, maintain a \$5,000 monthly average in parts purchases for each location
- Be approved by GM management

Those who qualify are eligible for the following:

- ACDelco Training
- Consumer Assurance (Roadside and Labor Compensation)
- GMSi Annual Subscription Discount\*
- TIS2Web Annual Subscription
- Diagnostic Hotline and Identifix Technical Assistance Hotline Discount
- GM Vehicle Discount
- Drew Technologies Discount
- Midtronics Discount
- ACDelco 1Store
- GM BuyPower Card® (credit card)

Note: Regional Fleet headquarters are considered the “parent” while individual repair facilities within the chain are considered “children.” You can add or remove an individual repair facility (child) at any time during the program period, as long as the minimum requirement of five repair facilities (children) is maintained. A headquarter point can be considered as both a parent and a child. Refer to the job aid on the program portal for instructions on how to add or remove locations from your chain.

*\*GMSi discounts and promotions are not available to subscribers in Massachusetts.*



# INCENTIVES



As a Fleet Partner, you may be eligible for discounts on the parts that you purchase every day, along with additional trade offers on select parts each quarter.

BENEFIT PACKAGE		Single Shop		Multi-Shop	Minimum of 5 Shops
PROGRAM PILLARS		PERKS+	PRO PERKS++	PERKS+	PRO PERKS++
<div>INCENTIVES</div> <div></div>	Annual Fee	\$0	\$0	\$0	\$0
	Average Monthly Purchases Required During Program Period	\$2,500	\$5,000	\$2,500 Avg. per Location	\$5,000 Avg. per Location
	Trade Offers	Y	Y	Y	Y








## MARKETING SUPPORT

There are many perks for you to take advantage of when servicing your fleet. Get access to digital signage and branded merchandise, as well as uniforms and apparel, all of which have been designed to increase your fleet's visibility. In addition, you'll receive digital support that includes website, search and social media made to help keep your business at the forefront and reduce related operating expenses.

BENEFIT PACKAGE		Single Shop		Multi-Shop Minimum of 5 Shops	
PROGRAM PILLARS		PERKS+	PRO PERKS++	PERKS+	PRO PERKS++
<b>MARKETING SUPPORT</b> 	Point-of-Sale Materials and Merchandise	Y	Y	Y	Y
	Digital Support	Y-Discout	Y-Premium Discount	Y-Discout	Y-Premium Discount
	ACDelco Uniform and Apparel	Y	Y	Y	Y

### POINT-OF-SALE AND MERCHANDISE MATERIALS

#### **ACDelco** | 1Store

##### ACDelco 1Store

Enjoy one-stop shopping for all of your point-of-sale and merchandising needs with the 1Store. The 1Store is full of point-of-sale materials to help keep you and your customers informed.

Log in to the 1store at [acdelco1store.com](http://acdelco1store.com) to view items, including:

- Point-of-sale materials: posters, banners, brochures, counter mats, etc.
- Sell sheets: designed specifically to help you sell
- Warranty material
- My GM Partner Perks Program materials
- Product catalogs
- Battery/wiper display racks
- Product displays
- Shop items (floor mats, return bags, counter stools, service reminder stickers, etc.)
- Branded apparel, pens, mugs and other merchandise



With your access to the 1Store, you can create a variety of customized point-of-sale materials. Here are some of the many marketing items available via the Custom Print tab on the 1Store:

- Customizable flyers, point-of-sale items and more
- Product photos
- Logos and other brand images, along with product information and presentations

### How to Access the ACDelco 1Store

Log in to [acdelco1store.com](http://acdelco1store.com) by using your user ID (your six-digit account code) and password, and your ID type JOBBER/ISC/PSC. New users, your initial password is “WELCOME.” For help logging in, please call 866.700.0001.

### acdelco.com

The official online store for ACDelco merchandise, [acdelcoshop.com](http://acdelcoshop.com), has garage gear, lifestyle goods and apparel. Find licensed ACDelco home decor and more on [acdelcoshop.com](http://acdelcoshop.com), including:

- ACDelco-branded apparel (headwear, shirts)
- ACDelco-branded garage, outdoor and office gear
- ACDelco tools



The importance of equipping your business with digital support is more crucial than ever, and as a my GM Partner Perks Partner, you can take advantage of untapped potential. We'll provide your business with support that will help drive traffic from the digital space into your service center. With website assistance, search engine optimization, social media support and much more, you will have the tools to bring your business to the forefront.

Some examples of benefits include:

- Turnkey-branded site template—highlighting your special standing as a my GM Partner Perks Partner will instantly build credibility for your shop in the minds of potential customers
- Consumer promotions tiles—the appropriate ACDelco consumer promotions will be automatically loaded onto your website to help you attract new customers into your shop



#### **TCS Start**

For more than 20 years, TCS has been providing its customers with the tools they need to connect with their customer base to build stronger, more loyal relationships. TCS develops and supports websites and digital marketing services for automotive repair shops. My GM Partner Perks Partners are able to take advantage of the following exclusive pricing and benefit packages:

- Website
- Online Advertising
  - Google AdWords Management
  - Facebook Premium Ad Management
  - Premium Directory Management

#### **WEBSITE FEATURES**

- Ability to show pricing and inventory from your local wholesalers to your customers
- Automatic posting of distributor and manufacturer rebates
- Fully maintained and integrated catalog data
- Directory cleanup and optimized services
- Ongoing consultative support



TCS offers three website support levels for your business:

#### SERVICE BASIC

- Professional website build-out
- 90 days of consultations with TCS marketing consultant
- Domain setup and email hosting
- Google My Business optimization
- Homepage banner optimization
- Service pages, car-care tips and appointment scheduler
- My Service Reminder—vehicle maintenance module
- Advanced move-over package

#### SERVICE PREMIUM

- Professional website build-out
- 90 days of consultations with TCS marketing consultant
- Domain setup and email hosting
- Google My Business optimization
- Homepage banner optimization
- Service pages, car-care tips and appointment scheduler
- My Service Reminder—vehicle maintenance module
- Advanced move-over package
- Premium directory management and advanced analytics reporting

#### TIRE SERVICE PREMIUM

- Professional website build-out
- 90 days of consultations with TCS marketing consultant
- Domain setup and email hosting
- Google My Business optimization
- Homepage banner optimization
- Service pages, car-care tips and appointment scheduler
- My Service Reminder—vehicle maintenance module
- Advanced move-over package
- Premium directory management and advanced analytics reporting
- Tire fitment search options—search by vehicle, brand, size
- Facebook tire finder and coupon app
- Tire wholesale integration
- Managed tire catalog and auto-pushed manufacturer promotions

#### PRICING:

	PERKS+ Setup & Monthly Discount	PRO PERKS++ Setup & Monthly Discount
SERVICE BASIC RETAIL: \$500 Setup, \$199/Mo.; \$200 per Extra Location	\$250 Setup, \$199/Mo.; Yearly Savings: \$250	No Setup, \$199/Mo.; Yearly Savings: \$500
SERVICE PREMIUM RETAIL: \$500 Setup, \$269/Mo.; \$250 per Extra Location	\$250 Setup, \$259/Mo.; Yearly Savings: \$370	\$250 Setup, \$239/Mo.; Yearly Savings: \$610
TIRE SERVICE PREMIUM RETAIL: \$1,000 Setup, \$299/Mo.; \$250 per Extra Location	\$500 Setup, \$289/Mo.; Yearly Savings: \$620	\$500 Setup, \$269/Mo.; Yearly Savings: \$860

To get started, call 888.449.8473 or email [info@tcstire.com](mailto:info@tcstire.com).





## Repair Shop Websites

Repair Shop Websites can bolster your online presence by building a professional, modern website that will help customers find you on the web and help get them in your door. Repair Shop Websites has more than 2,100 auto repair shop customers and 13 years of experience building and managing websites for repair shops. Repair Shop Websites is delighted to offer the following special features and exclusive, special pricing to my GM Partner Perks Partners.

### Website Features

- Website hosting
- Hours of operation
- Contact information
- Maps and directions
- Personalized homepage
- About us
- Services offered
- Careers and Meet the Team pages
- Powerful SEO

Repair Shop Websites offers three website support levels for your business:

#### PRO+MOBILE

- Mobile version of your site, including click-to-call on smartphones
- Responsive design for tablets and other devices
- No additional charges for website updates
- Appointment request and tire selector online forms
- Printable coupons
- Testimonial page
- Hiring page, including job descriptions
- Videos and slideshows, including customizable banners

#### PRO+CONNECT

- Mobile version of your site, including click-to-call on smartphones
- Responsive design for tablets and other devices
- No additional charges for website updates
- Appointment request and tire selector online forms
- Printable coupons
- Testimonial page
- Hiring page, including job descriptions
- Videos and slideshows, including customizable banners
- Social media services, including Facebook posting and Google My Business setup
- Hiring assessment survey
- Up to 10 professional email addresses at your domain (service@yourshop.com)
- Effortless testimonials allowing customers to post reviews to your site



## PRO+ENGAGE

- Mobile version of your site, including click-to-call on smartphones
- Responsive design for tablets and other devices
- No additional charges for website updates
- Appointment request and tire selector online forms
- Printable coupons
- Testimonial page
- Hiring page, including job descriptions
- Videos and slideshows, including customizable banners
- Social media services, including Facebook posting and Google My Business setup
- Hiring assessment survey
- Up to 10 professional email addresses at your domain (service@yourshop.com)
- Effortless testimonials allowing customers to post reviews to your site
- Service texter app to communicate with customers via text
- Call recording and analytics to track website and service advisor performance
- Integrated reviews to encourage customer posting of positive reviews on social media sites
- Up to seven additional website pages at no charge

	PERKS+ Setup Discount	PRO PERKS++ Setup & Quarterly Discount
PRO+MOBILE Retail: \$499 Setup, \$297/Quarter	\$299 Setup, \$297/Quarter; Yearly Savings: \$200	\$299 Setup, \$282/Quarter; Yearly Savings: \$260
PRO+CONNECT Retail: \$499 Setup, \$447/Quarter	\$249 Setup, \$447/Quarter; Yearly Savings: \$250	\$249 Setup, \$400/Quarter; Yearly Savings: \$438
PRO+ENGAGE Retail: \$499 Setup, \$675/Quarter	\$99 Setup, \$675/Quarter; Yearly Savings: \$400	\$99 Setup, \$575/Quarter; Yearly Savings: \$800

To get started, call 866.665.1605 or visit [repairshopwebsites.com](http://repairshopwebsites.com). Be sure to let them know that you are a my GM Partner Perks Partner!





#### GOOGLE ADWORDS MANAGEMENT—TCS

Attract customers to your website who are ready to buy through Google Search. Campaign build for new Partners will cost \$495 with a monthly \$200 management fee.\* Benefits include:

- Transparent budget management
- Hands-on campaign management
- Monthly reporting and real-time dashboard
- Increased website traffic

*\*Ad budget determined in consult with client.*

To get started, call 931.303.0584 or email [dmsales@tcstire.com](mailto:dmsales@tcstire.com).

#### FACEBOOK PREMIUM AD MANAGEMENT—TCS

Keep your shop top of mind in your community with premium social media advertising. Program will cost Partners \$295 for the campaign build and a monthly \$150 management fee.\* Benefits include:

- Designated account specialist
- Transparent budget management
- Increased audience and website traffic
- Monthly reporting

*\*Ad budget determined in consult with client.*

To get started, call 931.303.0584 or email [dmsales@tcstire.com](mailto:dmsales@tcstire.com).

#### PREMIUM DIRECTORY MANAGEMENT—TCS

Your customers rely on local and mobile search engines and directories to find—and visit—your business. ARI Premium Directory Management puts your business on the map and your products and brand messages in front of consumers, so you can sell more products and services. This is included in the Service Premium and Tire Service Premium packages; cost is an additional \$70 per month if Service Basic package is selected. Benefits include:

- Real-Time Updates: Update your information instantly from your ARI-powered website across 60-plus directories, search engines and navigational apps, ensuring your business listings are accurate and up to date
- Google My Business Optimization: Control your listing on Google. Claim and optimize your listing on Google to attract the No. 1 search engine and respond to Google reviews.
- Delete Duplicates: Identify, redirect and deactivate duplicate listings of your business to ensure that only the listings you want are public and there is no confusion for the shopper or the search engine
- Online Reputation Reporting: Get access to what people are saying about you online
- Exclusive Clickable Featured Messages: Add featured messages on the top online directories that click through to your website to drive more qualified leads to your store

To get started, call 888.449.8473 or visit [tcstire.com](http://tcstire.com). Be sure to say that you are a my GM Partner Perks Partner!





### Lobby TV and Digital Menu Board

As a my GM Partner Perks Partner, you can use these services to not only modernize your shop but also to help promote all your services and specials. Spectrio offers Lobby TV for a digital solution and is tailor-made for the automotive industry.

As a subscriber, enjoy click-of-a-button updates that send new content to the screen(s) in your store. There is no software to install and you can make changes from anywhere you have an internet connection and a computer. Both programs provide access to Vehicle on Demand, which allows you to temporarily suspend your menu board or private TV program and call up 30- to 60-second repair animations to educate and explain common repair needs.

Digital Menu Board is designed to display your services and/or products with or without price information, promote various specials and display community messages, service animations and much more. You may also choose from an assortment of ACDelco videos and images and hundreds of automotive sales and service items, as well as assets from your own computer. Any combination of images and videos can be uploaded.

Lobby TV is intended to eliminate expensive cable or satellite subscription services in the waiting area with an entertainment program provided by Spectrio. You can also promote all of your services and specials right on your TV screen.

For more information, please contact Spectrio directly at [sales@spectrio.com](mailto:sales@spectrio.com) or by visiting [spectrio.com/acdelco](http://spectrio.com/acdelco).

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### ACDELCO CO-BRANDED SIGNAGE

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Help make your shop stand out in style with co-branded signage. Help your work space appear even more refined and professional for your customers and employees.

Elements include:

- Metal signage
- Illuminated module exterior signs
- Illuminated channel letters
- Shop awning
- Vehicle graphics



Download the ACDelco Image Program Guide (PS-GU-0099-18E) on [acdelco1store.com](http://acdelco1store.com) to explore your image options.

My GM Partner Perks offers a 50 percent image subsidy for Fleet Partners; this is reflected in the pricing on [acdelco1store.com](http://acdelco1store.com). There is a \$1,100 per-sign maximum. Find more information on the Image Program by visiting [acdelco1store.com](http://acdelco1store.com) and searching for Image Program.





### ACDelco Uniforms and Apparel

Fleet Partners gain access to ACDelco uniforms and apparel. Our technician shirt is available in long- and short-sleeve styles and has many enjoyable features, including:

- Polyester cotton rip-stop “touchtex” construction that breathes and works well in hot and/or humid conditions yet performs in the cold
- Versa hem allows shirt to be worn tucked in or left out while still looking clean and professional
- Cornerless hex pockets resist dirt and lint buildup with strategically placed bar tacks that add extra strength to prevent rips

Uniform shirts, performance or cargo-style pants and shorts, polo shirts and T-shirts are available from multiple outlets. Additional garments available include welding shirts, jackets, overalls and shop coats.

To purchase uniforms for your shop, follow these easy steps:

1. Visit [redkapautomotive.com](https://redkapautomotive.com)
2. Click “How to buy” from the top menu bar
3. Choose “I’m buying for myself” or “I’m outfitting my business”
4. Choose your purchase method
5. Enter your ZIP code to see all laundry and distributors in your area



Find more information on the Image Program by visiting [acdelco1store.com](https://acdelco1store.com). Please see Image Program Guide for a catalog of offerings and eligibility details. Uniforms and apparel are not subsidized by my GM Partner Perks. They are only eligible for business reimbursement through the Rewards Program.





### **MTexting**

Reduce the time spent trying to reach customers whose vehicles are in for service with MechanicNet MTexting capabilities. Leaving messages and waiting for a callback is just plain inefficient. Now your employees can send and receive text messages from any computer in the shop. Best of all, every outgoing and incoming text is saved, so you retain a secure record of all customer communication.

Preloaded messages include shop name and phone number:

- Your vehicle is ready
- Please approve service quote
- Please call
- Your custom message

Try MTexting with MechanicNet today for just \$19.95 per month. For more details, call 877.632.4638. Shops using MTexting have found that faster customer response increases shop productivity and customer satisfaction. Stop waiting hours for a callback.





## REPAIR RESOURCES

Partners receive access to Techline Information Systems, diagnostic support and GM Service information to keep your shop and employees up to date and get subscription discounts to help lower your labor costs.

BENEFIT PACKAGE		Single Shop		Multi-Shop	Minimum of 5 Shops
PROGRAM PILLARS		PERKS+	PRO PERKS++	PERKS+	PRO PERKS++
<b>REPAIR RESOURCES</b> 	GMSi Annual Subscription*	\$900 Annual Subscription	\$900 Annual Subscription	\$900 Annual Subscription	\$900 Annual Subscription
	TIS2Web Annual Subscription	\$995 Annual Subscription	\$995 Annual Subscription	\$995 Annual Subscription	\$995 Annual Subscription
	Annual Training Fee	\$0	\$0	\$0 Annual Fee for All Shops	\$0 Annual Fee for All Shops
	Technical Assistance	Y-Discount	Y-Premium Discount	Y-Discount	Y-Premium Discount
	Service Info Subsidy Credit	N	\$600 per Year \$50 per Month	N	\$600 per Year \$50 per Month

\*GMSi discounts and promotions are not available to subscribers in Massachusetts.



## GM SERVICE INFORMATION

Put GM's No. 1 source for auto repair in the palm of your hand. GMSi is a web-based subscription service\* that delivers our most accurate and current repair and diagnostic information. GMSi is the most comprehensive collection of vehicle diagnostic and service repair manuals for GM vehicles. Help speed up service repairs and control costs with access to GMSi.

- GM Vehicle Diagnostic Service (1998-present)
- Collision Repair Manuals (1998-present)
- Frame-sectioning information, panel replacement procedures and recall information
- Campaigns, service bulletins and preliminary information for GM (1980-present)
- GM Owner's Manuals and glove-box supplements (2003-present)
- Easy-to-use keyword/document/number search

Get all the details on GMSi and/or subscribe now for instant access to the most accurate, up-to-date service information online at [acdelco.com](http://acdelco.com).

For technical support, call 888.212.8959.

\*GMSi discounts and promotions are not available to subscribers in Massachusetts.





TIS2Web is the internet-based subscription service for GM vehicle calibrations, Global Diagnostic System software and Tech2 diagnostic software updates. Whether you need a little or a lot, choose from our purchase options designed for every budget and specific shop need.

- Efficiently perform service repairs and control costs
- Reduce time when you diagnose GM vehicles quickly and accurately
- Help increase profits by bringing diagnostics and repairs in-house
- Access trained experts for time-sensitive diagnostic questions and concerns
- Quickly look up vehicle calibrations

Get all the details on TIS2Web and/or subscribe now for instant access at [acdelco.com](http://acdelco.com). Subscription available to eligible members at the regular price of \$995. For technical support, call 888.212.8959.



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## TRAINING

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To keep a cutting edge, you need cutting-edge training. That's why GM offers a blended learning approach to its curriculum through Web-Based courses as well as Instructor-Led sessions. With ACDelco's extensive curriculum of hands-on and 24/7 on-demand, online, Web-Based and Video-on-Demand courses, you and your employees will have the knowledge you need to stay on top.

From new technologies to next-generation service tools to parts, products and comprehensive diagnostics, you will have the training to effectively help diagnose and fix your customers' vehicles right the first time.

- **Web-Based Training** courses are typically less than an hour and are available 24/7. They are accessed through the ACDelco Learning Management System at no additional charge to my GM Partner Perks Partners.
- **Instructor-Led Training** courses are typically 4- to 8-hour courses presented by an ACDelco instructor. Training is presented utilizing vehicles and hands-on exercises. Registration for these courses can be accessed through the Learning Management System. Each Instructor-Led course is available to my GM Partner Perks Partners at no additional charge or for a nominal fee based on your tier level.
- **Seminar** courses are 1- to 3-hour fast-paced sessions presented by your local ACDelco representative. For the convenience of your employees, these sessions can be scheduled at a my GM Partner Perks shop, GM dealer or Direct Account location.
- **Video on Demand** allows technicians to review previously recorded content on the Learning Management System at any time. VOD courses include monthly Service Know-How Emerging Issues broadcasts from 2006 to present. This series of monthly broadcasts is designed to keep the service technicians up to date on current issues. During each 60-minute session, current GM service bulletins and warranty issues will be highlighted for technical awareness.



Each session will feature a major service topic, supported by GM engineering and service experts. Regular segments include:

- Top Stories
- Featured Topic
- What's Hot for Cars
- What's Hot for Trucks
- Powertrain
- Back to Basics
- Fix It Right the First Time
- **In-Shop Training (IST)** sessions are shorter, informal seminars lasting about an hour and are designed for an audience of typically fewer than five technicians. During In-Shop sessions, an ACDelco professional brings a live procedure or demonstration right into the service bay. The focus of IST sessions is the most current vehicle issues, making day-to-day sessions relevant as well as customizable.

To view more training, visit [acdelco.com/for-professionals/training.html](http://acdelco.com/for-professionals/training.html).



## TECHNICAL ASSISTANCE

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Your technicians have live access to the latest factory information for difficult repairs and master technician specialists for every make and model, foreign and domestic. With easy sign-up and no monthly or yearly membership fees, you simply pay as you go. There is no charge for preliminary information. Qualifying members receive three calls per month at no charge. Partners receive a \$2.85 per minute rate for troubleshooting with a \$3 administration fee, plus the first 10 minutes free.

However, Fleet Partners also receive the first three calls free, then the fourth call and subsequent calls will be at the discounted rate. For the fourth call and on, you're only charged when troubleshooting begins, at the discounted rate of \$2.85 per minute for my GM Partner Perks Partners, with a \$3 administration fee on the first call of every new vehicle case. New my GM Partner Perks Partners receive the first 10 minutes free. Diagnostic Hotline now offers a flat-rate price option that allows the customer unlimited calls for one case at \$35 per case.

To call into the my GM Partner Perks Diagnostic and Repair Assistance Hotline, dial 800.825.5886, prompt 2, then prompt 1, or visit [diagnostichotline.com](http://diagnostichotline.com).



Direct-Hit by Identifix is an online repair information service currently used by almost 60,000 shops across the U.S. and Canada. The service offers month-to-month subscriptions, with no contracts. Direct-Hit is a 100 percent online service; therefore, there is no software to install, and it will not impact the performance of your shop computer. The system allows you to set up five unique users per shop, and the system can be accessed via PC, laptop, tablet or directly on any number of scan tools.

Direct-Hit's Hotline Archives, shortcut tests and confirmed fixes dramatically reduce diagnostic time. Technicians can also access genuine OEM service and repair information right from their diagnostics, so they can finish the job fast. Direct-Hit makes it easy to access the information necessary to service customers' vehicles with speed, accuracy and confidence.

Everyone in the program can receive this service at a reduced price of \$144 per month. Pro Perks++ Partners also receive three free hotline calls per month. To initiate the discount, call Direct-Hit Sales at 800.745.9649, prompt 3, to speak with a dedicated sales representative.

For calls into the my GM Partner Perks Diagnostic and Repair Assistance Hotline, dial 800.825.5886, prompt 2, then prompt 2, or visit [identifix.com/repair-hotline](https://identifix.com/repair-hotline).

Mitchell 1 provides information solutions to help your business. As a my GM Partner Perks Partner, you can receive discounted pricing. Since 1918, Mitchell 1 has provided information solutions that help make automotive professionals' jobs easier. Mitchell Manuals have given way to a complete family of software-based solutions designed to help fix vehicles faster in the bays, optimize the shop workflow from estimate to invoice and attract/retain more loyal customers. Manager SE is the next generation of shop management software. Manager SE gives you the power to manage all aspects of your shop, helping your shop project a professional image, increase vehicle count, increase revenue per repair order, improve communications within the shop and boost profitability. ProDemand optimized with SureTrack and TruckSeries Service Information delivers complete OEM repair information and exclusive experience-based knowledge in a single lookup, so you can spend less time searching for information and more time repairing vehicles.

## Mitchell 1 Products

PRODUCT	DESCRIPTION	PRICE
ProDemand with Estimating	All-makes service information for cars and light-duty trucks	\$169
Manager SE	Shop Management Software	\$129
TeamWorks	ProDemand with Estimating plus Manager SE	\$239
TechWorks	All-makes service information for cars and light-duty trucks plus service information and code diagnostic information for medium-duty trucks (class 4-6)	\$235
TruckWorks	All-makes service information for medium- and heavy-duty trucks (class 4-8) plus RepairConnect code diagnostic information	\$275
RepairConnect	Code diagnostics for medium- and heavy-duty trucks (class 4-8)	\$134
TruckSeries Complete	All-makes service information plus RepairConnect code diagnostic information and labor estimating for medium- and heavy-duty trucks (class 4-8)	\$325
SocialCRM Marketing Services	Suite of services to automate your marketing, reputation management, social media and customer communication efforts	\$199
LocalSearch	Requires SocialCRM; includes professional business website, tracking and reporting, call tracking and Google reviews	\$180

Prices listed are monthly.

Minimum 12-month commitment required, although commitments may vary by promotion.

If promotional pricing lower than prices listed is available, GM customers will be entitled to the lower of the two prices.

### Discounts on Mitchell 1 Technical and CRM products:

- GM pays \$50 for Perks++ monthly per eligible customer on cost sharing
- \$15 off prices listed above for Perks+ and Perks++ Partners
- \$10 off prices listed above for Perks Partners

For more information, call 888.724.6742 or visit [mitchell1.com](http://mitchell1.com).

## OTHER REPAIR RESOURCES



### GM Dealer Equipment

When you are a Fleet Pro Perks++ Partner, you gain access to GM Dealer Equipment. GM Dealer Equipment offers you the opportunity to purchase quality equipment and a wide variety of shop tools at a discounted rate equivalent to dealer pricing (excludes Tech2 and Candi Modules). You must log in to the GMDE website to see the discounted pricing.

- To log in to the GM Dealer Equipment website, click below and then click Login
- Enter your SAD code in the BAC Code/User Name box
- Enter your ZIP/postal code in the ZIP/Postal Code/Password box

**GM Dealer Equipment website:** [gmdeolutions.com](http://gmdeolutions.com)

Once logged in to the GMDE site, you can select items and place them in your Shopping Cart. When ready to complete your order (check out), you will be asked to pay via credit card. You can also place orders or ask questions by calling Customer Service at 844.742.8471.



Auto & Equipment Tools

### **ACDelco Auto and Equipment Tools (Durofix, Inc.)**

Durofix concentrates on key products covering air tools, cordless tools (with industry-leading Electronic Torque Clutch design), heavy-duty corded tools and inspection cameras.

Our 1-year, hassle-free limited warranty has you covered to minimize downtime by providing you with a replacement tool with our 5-business-day exchange process. Additionally, my GM Partner Perks Partners receive a 30 percent discount off MSRP.



### **Drew Technologies**

For more than 20 years, Drew Technologies has set its products apart from any other J2534 diagnostic and reprogramming devices available on the market. Drew Technologies manufactures the most tested, validated and accepted J2534 devices around the world used by technicians, dealerships and OEMs alike.

Some of the featured products include the all-makes/all-models device—CarDAQ-Plus 3—or the OEM-specific device—the MongoosePro GM 2. All devices come with J2534 Toolbox 3, Drew Technologies' free educational program to help guide technicians from start to finish. Access to this technical support team is also provided free for the life of the tools.

Grow your business with Drew Technologies, the leader in automotive J2534 reprogramming and diagnostic devices. For more information, ask about the 5 percent my GM Partner Perks discount by calling 877.888.2534, option 2, or visit [drewtech.com](http://drewtech.com).







### **GM Automotive Service Educational Program (GM ASEP)**

Develop your service technicians with help from GM ASEP. While many other colleges provide a generic auto technician program, GM ASEP provides the in-depth training needed in today's high-tech automotive world. The GM Technician Training Strategy is a three-tiered approach that allows you to train technicians at every level. Students can earn an associate degree while working and learning on the job.

Get all the details at [gmasep.org](http://gmasep.org).





# PROFITABILITY & PRODUCTIVITY

Help drive your business' profitability potential with programs such as Consumer Assurance and Roadside Assistance.\* Giving your customers peace of mind will help strengthen your own bottom line, as you receive program discounts that can help lower your business costs so that you can earn more.

BENEFIT PACKAGE		Single Shop		Multi-Shop	Minimum of 5 Shops
PROGRAM PILLARS		PERKS+	PRO PERKS++	PERKS+	PRO PERKS++
<b>PROFITABILITY &amp; PRODUCTIVITY</b> 	Consumer Assurance	\$50/Hr., up to 3 Hours. Other Labor Hours = 3 Hours Max.	Door Rate Capped at \$100/Hr. Other Labor Hours Based on MAPS Evaluation.	\$50/Hr., up to 3 Hours. Other Labor Hours = 3 Hours Max.	Door Rate Capped at \$100/Hr. Other Labor Hours Based on MAPS Evaluation.
	Roadside Assistance*	Y	Y	Y	Y
	Business Discounts	Y	Y	Y	Y

\*Roadside Assistance provided by Allstate.



## CONSUMER ASSURANCE

The Consumer Assurance Program offers limited labor compensation to any my GM Partner Perks Partner on GM Genuine Parts and ACDelco parts. If there is labor coverage within the parts limited warranty, that supersedes the Consumer Assurance assistance.

Any shop that is a my GM Partner Perks Partner will be compensated based on the table below, whether they installed the part or not. Repair costs shall not exceed the costs of the original repair or service. The customer is not to be charged the labor within the benefit. Charging a customer for labor may be cause for removal from the program.

BENEFIT PACKAGE		Single Shop		Multi-Shop	Minimum of 5 Shops
PROGRAM PILLARS		PERKS+	PRO PERKS++	PERKS+	PRO PERKS++
<b>PROFITABILITY &amp; PRODUCTIVITY</b> 	Consumer Assurance	\$50/Hr., up to 3 Hours. Other Labor Hours = 3 Hours Max.	Door Rate Capped at \$100/Hr. Other Labor Hours Based on MAPS Evaluation.	\$50/Hr., up to 3 Hours. Other Labor Hours = 3 Hours Max.	Door Rate Capped at \$100/Hr. Other Labor Hours Based on MAPS Evaluation.

\*Roadside Assistance provided by Allstate.



In addition, if the customer experiences a failure of the part within the limited parts warranty period up to 24 months and is more than 25 miles from the original my GM Partner Perks repair facility, the shop will be reimbursed at no additional cost to them or your customer. Reimbursement will be made to the facility based upon its normal hourly rate (door rate) regardless of my GM Partner Perks Program membership. Labor hours are paid according to nationally recognized labor rates. In addition, if superseding labor coverage of the part is available and can be pursued with reasonable effort, the shop will be asked to pursue that labor coverage.

Claims will be monitored closely. If claim requests exceed normal claim rates, GM will institute a local review process with appropriate personnel to review claims and determine additional restrictions, requirements and/or eligibility.

When you make a repair using GM Genuine Parts and ACDelco parts, give your customer a Consumer Assurance brochure. If there is a problem, your customer can call 800.ACDelco (800.223.3526) and select prompt 3 to be directed to the nearest participating my GM Partner Perks Service Center. For fax contact, your customer can fax 866.658.1246 or fax@warrantyclaimcenter.com.

If you are servicing a vehicle that received the original repair at another my GM Partner Perks Partner, you will be compensated based on the guidelines in the table. If possible, the parts should be warranted through the normal process with the parts supplier, GM dealer, ACDelco Direct Account, Jobber, etc. If there is labor coverage within the parts warranty that supersedes the Consumer Assurance benefit and can be pursued with reasonable effort, the shop will be asked to pursue that labor coverage.



## ROADSIDE ASSISTANCE



Fleets receive discounted Roadside Assistance\* coverage, bringing Fleet vehicles services that include towing, battery jump-start, changing a flat tire, lockout service and more. Roadside Fleet Assistance is available for light-, medium- and heavy-duty vehicles.

### HERE IS WHAT IS INCLUDED:

- Towing
- Battery jump-start
- Changing a flat tire
- Lockout service
- Fuel, oil, fluid and water delivery\*\* up to 2 gallons

*\*Roadside Assistance provided by Allstate.*

*\*\*Customer must pay for the actual cost of fluids delivered.*



Fleet Partners in need of Roadside Assistance will contact Allstate Roadside Services (ARS) at 844.789.5874, where they will be connected with an ARS representative. To ensure the safety of all customers, the representative will first make sure the customer is in a safe environment (contacting 911 if necessary). Once the event has been evaluated the appropriate action will be reviewed with the customer.

The “pay per use” event charge, benefit limits and the payment process are explained to the customer and collected. Credit card payment is the preferred method of payment. After payment is processed the representative will dispatch the most appropriate and available service provider nearest the event. Critical contact information is provided to the customer.

**Services not covered:**

Towing or service while at an auto repair shop or service station to another location, or transporting the Partner to the vehicle for service or from the vehicle to another destination after service has been rendered. Towing or service on roads not regularly maintained (including private property) or in areas not regularly traveled, such as vacant lots, beaches, open fields or other places that would be hazardous for service vehicles to reach.

Service when a vehicle is snowbound. We do not hoist, winch or shovel vehicle from unplowed areas, snow banks, snowbound driveways or curbside parking. Installation or removal of snow tires and chains. Dismounting, repairing or rotating tires. Vehicle storage charges, cost of parts and installation, products, materials, impounding and additional labor relating to towing. Service to vehicles with an expired safety inspection sticker, license plate sticker and/or emission sticker where required by law. Service to vehicle that is not in a safe condition to be towed. Charging a weak or dead battery. Delivery or repair of tires. Towing of vehicle off a boat dock or marina. Service of any kind on vehicles used for commercial purposes or using dealer tags. Towing at the direction of a law enforcement officer related to traffic obstruction, impoundment, abandonment, illegal parking or other violations of the law. The cost of making a replacement key and lock repairs is also not covered.

**Exclusions:**

This benefit applies only to motorized passenger vehicles that weigh less than 10,000 pounds gross vehicle weight that may be serviced using standard automobile servicing equipment, including but not limited to wheel lift devices, flatbeds and dolly wheels (automobiles and light trucks) and specifically excludes trailers, vehicles with a manufacturer’s load rating capacity greater than 1 ton, motorcycles and recreational vehicles. Service for taxicabs, boat trailers, recreational vehicles and trucks, vehicles used for competition, stolen vehicles, unlicensed vehicles, illegally parked vehicles or impounded vehicles. Any vehicle used for farm, ranch, agriculture or off-road use.

NOTE: Consumer Assurance, Labor Reimbursement and Roadside Assistance are NOT available in Puerto Rico or other U.S. territories.

You are automatically enrolled in this program when you join my GM Partner Perks. If you have questions, call 800.ACDelco (800.223.3526), prompt 3, then prompt 2. To order Consumer Assurance/ Roadside Assistance brochures, log in to [acdelco1store.com](https://acdelco1store.com) and search “assurance.”



CONNECTION is an online automotive parts catalog and ordering system. CONNECTION features parts for almost all makes and models (based on your parts supplier's availability) and allows you to check inventory and pricing and place an order. CONNECTION also integrates with many shop management systems, so ask your GM representative for details.

With CONNECTION, you receive exclusive access to the GM Illustrated, Battery, Pigtail and Chemical Specialty Catalogs. CONNECTION offers many more exclusive features. Contact your ACDelco Parts Direct Account for access.

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### BUYPOWER CARD®



### BUYPOWER CARD

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**Help your customers stay on the road by putting this card in their wallet.**

You already offer your customers top-notch parts and service. Why not offer a helpful way to pay as well? Not only does the BuyPower Card give customers a convenient financing option, but they'll also build Earnings toward a new GM vehicle with every single purchase: 5 percent Earnings on the first \$5,000 in purchases every year, then 2 percent unlimited Earnings on purchases after that. Plus, there's no annual fee and Earnings don't expire on an open account.

To help get the word out in your shop, we're proud to offer compelling and unique point-of-sale materials. They're designed to show customers how providing quality GM Genuine Parts and ACDelco parts, combined with the benefits of the card, can help them keep their vehicle running strong. Even down the road.

So, if you don't offer the card yet, we hope you'll take advantage of the program. And if you do, we hope you'll put our new point-of-sale materials to work for you.

For more information on the BuyPower Card, call 866.464.8800 or go to [buypowercard.com](http://buypowercard.com).



### GM VEHICLE SUPPLIER DISCOUNT

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My GM Partner Perks Partners qualify for the GM Vehicle Supplier Discount Program, which allows you to take advantage of savings on a wide range of eligible new GM vehicles from Chevrolet, Buick, GMC and Cadillac. With so many models to choose from, there's a GM vehicle that's picture-perfect for you. Your discount is just three easy steps away:

1. Visit [gmsupplierdiscount.com](http://gmsupplierdiscount.com) and sign in or use our Company Code (900000) to register.
2. Obtain an authorization number from the Programs menu.
3. Print your authorization number and take it to a participating dealer to receive your discount.



## AUTOMOTIVE SERVICE EXCELLENCE (ASE) BLUE SEAL PROGRAM DETAILS

Meeting the high standards of the Blue Seal of Excellence Recognition Program puts you among an elite class of businesses that savvy customers look for. Not only that, you'll also receive the following benefits:

- Customized Wall Plaque—a distinctive plaque personalized with your business name, date of participation and the ASE logo
- Counter Mat—a durable, high-visibility marketing tool featuring the Blue Seal of Excellence® logo and a pocket for advertising specials, etc.
- Customer Brochures—informative handouts that explain what it means to earn recognition under this special ASE program
- Promotional Kit—includes sample ads, news releases and ASE logos for use in media and promotional programs. Get credit for hiring the best!

### Application Details

The initial application fee for the Blue Seal of Excellence Recognition Program is \$235. Once approved, you'll receive the items listed above, as well as a listing on the ASE website's Blue Seal of Excellence Shop Locator. Become a my GM Partner Perks Partner and save on the application fee.

Your eligibility status is evaluated each year by ASE to ensure that your staff's professional certification credentials remain current. ASE will automatically send you a renewal notice and application before your recognition is due to expire. The annual renewal fee is \$65. Upon renewal, you will receive a new date plate for your plaque, along with additional promotional materials recognizing your continued commitment to excellence.

Note: Applications are processed in January, April, July and October.

Learn more:

<https://www.ase.com/Landing-Pages/Employers/Blue-Seal-program.aspx>

Benefits:

<https://www.ase.com/Landing-Pages/Employers/Blue-Seal-Program/Benefits.aspx>

Application:

<http://www.ase.com/MediaLibrary/Images/LandingPages/Blue-Seal-Recognition-Program-Application.pdf>



## BABCOX COMPLIMENTARY SUBSCRIPTIONS

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Stay on top of the latest news, industry updates and information with a complimentary shop subscription to a Babcox trade magazine. To enroll, call 330.670.1234, extension 242, for details and assistance.



## HOTROD PROCESSING CREDIT CARD PROCESSING

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The following information is for Fleet Pro Perks++ Partners.

Paying too much for your credit card processing? HotRod offers two programs:

### **Traditional Processing Program**

- Interchange Pass-Through Pricing plus 0.05 percent and \$0.05 with no rate increases by HotRod Processing

### **Cash Discount Program**

- This program eliminates all or a portion of your credit card processing fees

Both programs include:

- Free terminals with EMV/chip card readers and NFC (Apple Pay®)
- Month-to-month contract—no early-termination fees
- Next-day funding (100 percent deposited the next day)
- Unrivaled personal customer service—one-call resolution for issues
- Free online reporting

HotRod Processing is a leading provider of credit card processing services for the automotive services and motorsports industries. It offers the automotive services industry a level of professionalism and service no other payment provider can equal.

Merchants can be reluctant to change their credit card processor because of empty promises offered and lack of customer service. HotRod Processing will do an analysis of your merchant statement and provide a written guaranteed savings proposal. Its objective is to check for accuracy and cost-saving opportunities.

Once the initial account setup is complete, HotRod Processing will send you a free-loan terminal that is programmed, tested and ready to use. After your first month of processing with the company, it will review your statement to confirm the guaranteed savings and share how, together, you can monitor all future statements to maintain the maximum savings.

To see how much you could be saving, email a copy of your recent merchant statement to [joe@hotrodprocessing.com](mailto:joe@hotrodprocessing.com) or fax to 610.340.2343.



# ADDITIONAL PROGRAM INFORMATION

## **Program Period**

My GM Partner Perks is a 12-month program and always begins at the start of a calendar month and ends at the end of the 12th calendar month (e.g., April 1 through March 31 of the following year, where April is month one of the program period and March is month 12 of program period). Your program period can be found in the Business Tool in My Toolbox on the program portal.

## **Getting Credit for Purchases of GM Genuine Parts and ACDelco Parts**

Partners can buy GM Genuine Parts and ACDelco parts from two types of sellers:

1. Sellers who share invoice data with GM:

- Data sharing enables GM to automatically credit Partners for these purchases

2. Sellers who don't share invoice data with GM:

- Partners must self-report purchases from these sellers to gain credit
  - To self-report purchases, use the Self-Reporting Tool in My Toolbox on the program portal homepage
  - To get purchase credit in the same month of the actual purchase, it must be self-reported by the last business day of that month
  - The deadline for self-reporting any given purchase is the last business day of the following month of purchase
  - Refer to the job aid in My Toolbox on the program portal homepage

## **Automatically Credited Purchases**

Automatically credited purchases occur when Partners purchase GM Genuine Parts and ACDelco parts from sellers who share data with GM and the seller has certified their relationship with the Partner (e.g., the unique account number[s] seller uses when invoicing the Partner).

## **Initiating Account Number Certification**

Sellers must always approve account numbers on behalf of Partners in order for Partners to receive purchase credit. Sellers are prompted to approve account numbers per the following scenarios:

1. Partner, via the Seller's Tool on the program portal, requests seller to approve account numbers
  - Generates an email prompting seller to approve account number at portal
2. Seller, via the Customer Tool on the program portal, proactively approves account numbers for Partner via program portal
  - Generates an FYI email to the Partner
3. Program headquarters, on behalf of the Partner, requests seller to approve or deny a "near match" on the certification key (more on the certification key in a moment)

## **Account Number Certification Status**

Partners can view certification status on the program portal. Possible statuses include:

1. Pending (to be reviewed and approved or declined by seller)
2. Approved (by seller)
3. Declined (by seller)





### **Certification Key**

The certification key is the combination of the seller-approved account number and the Partner's business name and address. This key is used by GM to "match" data in seller-shared invoice data, enabling GM to automatically credit Partners.

### **IMPORTANT!**

To increase the likelihood of purchases being automatically credited, Partners should always encourage their sellers to use accurate information when invoicing the Partner. **Inaccuracies in name and address may prevent matching, which will result in Partners not being automatically credited.**

### **What If I'm Not Getting Credit for Purchases?**

- Ensure data-sharing seller has approved the respective account number(s)
- Request seller approve account number(s) via the Seller's Tool in My Toolbox on the program portal homepage
- Ensure data-sharing seller is using accurate information when invoicing you (i.e., accurate spelling of your business name, accurate address, etc.)
- Request seller to update their management system with accurate information as found in the Business Tool in My Toolbox on the program portal homepage

If you're still not getting credit, it's possible the seller does not share invoice data with GM. In this case, the purchases will need to be self-reported using the Self-Reporting Tool found in My Toolbox on the program portal homepage.

### **IMPORTANT! Changes to Partner Business Information**

Partner business information can be found in the Business Tool in My Toolbox on the program portal homepage. It's very important Partners maintain accurate information throughout the program period. In the event of a change to your business name, address, phone number, etc., please ensure you update this information in the Business Tool. It's also important to inform your sellers of these changes and request they update their management systems accordingly. This will increase the probability of Partner purchases being automatically credited.

### **Enrollment Fees Are Nonrefundable**

Previously paid enrollment fees are nonrefundable. The following scenarios are for illustration only:

- You move to a benefit package with a reduced fee or no fee
- You leave the program prior to program end date

### **Parts Categories**

Parts categories are broad categories such as Collision, Powertrain, Accessories, etc. Depending on the program and benefit package, Partners earn incentives at varying rates when purchasing parts in these categories. Parts categories and associated earn rates are subject to change and are defined at the discretion of program headquarters.

### **New and Superseded Parts**

The program makes every attempt to reward purchases of superseded parts but cannot guarantee success in every instance. If you believe you did not receive credit for a superseded part, please contact your GM Field Manager Aftermarket or program headquarters.

### **Re-enrollment**

To ensure continuity of active program status, you will be able to re-enroll during month 12 of your program period. Re-enrollment capability is not available prior to month 12. Your program period can be found on the portal in your business profile.



### Re-enrollment (continued)

At the time of re-enrollment, your purchase levels will be used as a qualifier in the re-enrollment process (i.e., available options will be based on your program-to-date purchase levels). To qualify, Regional Fleet Partners must meet the following criteria:

- Both Perks+ and Pro Perks++ Partners must have at least five or more installing locations
- For Perks+ Partners, maintain a \$2,500 monthly average in parts purchases for each location
- For Pro Perks++ Partners, maintain a \$5,000 monthly average in parts purchases for each location
- Be approved by GM management

### Case-by-Case

The Field Manager Aftermarket can move an account to a lower benefit package for nonperformance at any time. The Partner will receive written notification 30 days prior to removal that states the reason for the action. If you're moved down, enrollment fees are not refundable.

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## REPORTING AND ADDITIONAL PROGRAM DETAILS

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### My GM Partner Perks Support Center

The objective of the my GM Partner Perks Customer Support Center is to build a strong group of Partners who are highly satisfied with the service from their GM dealers and ACDelco Direct Account. Contact the my GM Partner Perks Customer Support Center at 800.825.5886 for:

- Prompt 0—Customer Support Center
- Prompt 1—ACDelco training website help desk
- Prompt 1—Diagnostic Hotline
- Prompt 2—ACDelco fee-based Diagnostic and Repair Assistance
- Prompt 2—Identifix
- Prompt 3—e-Business, CONNECTION, e-Promotions, TIS2Web or GMSi
- Prompt 4—MechanicNet Customer Retention System (CRS)



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ACDelco Auto and Equipment Tools Discount (Durofix, Inc.)	877.693.8665 or <a href="http://acdelco-tools.com">acdelco-tools.com</a>	24
ACDelco Training Website (LMS)	800.825.5886, prompt 1, or <a href="http://acdelcotraining.com">acdelcotraining.com</a>	20
ASE Blue Seal of Excellence Program Discount	888.ASE.TEST (888.273.8378)	30
Babcox Subscriptions	330.670.1234, ext. 242	31
BuyPower Card (for PSC Accounts and Their Customers)	866.464.8800 or <a href="http://buypowercard.com">buypowercard.com</a>	29
CONNECTION e-Business Tools	800.825.5886, prompt 3, for eBusiness Helpdesk	29
Consumer Assurance Program	800.223.3526, prompt 3	26
Diagnostic Hotline Discount	800.825.5886, prompt 2, then prompt 1 or <a href="http://diagnostichotline.com">diagnostichotline.com</a>	21
Drew Technologies	877.888.2534, option 2, or <a href="http://drewtech.com">drewtech.com</a>	24
GM Automotive Service Educational Program (GM ASEP)	800.828.6860, prompt 2, then prompt 3, or <a href="http://gmasep.org">gmasep.org</a>	25
GM Dealer Equipment	844.742.8471 for help or <a href="http://gmdesolutions.com">gmdesolutions.com</a> to purchase	23
GM Service Information (GMSi)	888.212.8959 for technical support or <a href="http://acdelco.com">acdelco.com</a>	19
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TCS Technologies	888.449.8473 or <a href="http://tcstire.com">tcstire.com</a>	11 & 15
Technical Assistance	800.825.5886, prompt 2, then prompt 1 for Diagnostic Hotline or 2 for Identifix	21
TIS2Web Promotion	888.212.8959 for technical support or <a href="http://acdelco.com">acdelco.com</a>	20
GENERAL INFORMATION		
ACDelco Contact Center	888.212.8959 for technical support or <a href="http://acdelco.com">acdelco.com</a>	
acdelco.com Shop Locator	Contact your ACDelco representative	
American Impact Media (AIM) (On-Hold Messaging Service)	800.664.6534	
ASE Foundation	800.825.5886	
Automotive Training Institute (ATI)	888.471.5800, ext. 9140, or 301.575.9140	
AutoVitals (Digital Multi-Point Vehicle Inspection)	866.949.2848 or <a href="http://autovitals.com">autovitals.com</a>	
Bosch Tools Discount	800.533.6127, prompt 1	
Chevrolet, Buick, GMC and Cadillac Accessories—Technical Help	800.825.5886, prompt 2, then prompt 1	
CollisionLink	888.776.5792	
E-Inspect (Digital Multi-Point Inspection)	800.560.9369 or <a href="mailto:sales@einspectpro.com">sales@einspectpro.com</a>	
GM Genuine Parts Powertrain Contact Center	866.637.2787, prompt 3	
GM Service Tools	800.GMTOOLS (800.468.6657), prompt 1, then prompt 2 or <a href="http://gmtoolsandequipment.com">gmtoolsandequipment.com</a>	
Identifix Technical Assistance Discount—Sales	800.825.5886, prompt 2, then prompt 2, or <a href="http://identifix.com/repair-hotline">identifix.com/repair-hotline</a>	
MechanicNet—Customer-Retention Program System	800.825.5886, prompt 4	
Midtronics	800.776.1995, prompt 1, or <a href="http://midtronics.com">midtronics.com</a>	
my GM Partner Perks Exclusively Yours Card—Lost or Stolen	888.842.0336	
my GM Partner Perks Exclusively Yours Card—Merchant Catalog, Balance	800.343.2607	
RepairLink	888.776.5792, prompt 2	
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