

2012 Transition from TSS to Professional Service Center Program

1) Program Name Change

- The ACDelco Total Service Support (TSS) Program is transitioning to the **ACDelco Professional Service Center Program**. This change creates a more consumer friendly image that combines the dedication of our members and the strength of the ACDelco brand.

2) ACDelco Reward Points

- All levels - ACDelco Reward earnings start at dollar one (\$1,000 qualifier has been removed)
- All levels - Expanded usage of points

3) Consumer Assurance Enhancements

- White and Blue levels - **Labor reimbursement** for eligible ACDelco product failures when the consumer returns to the original repair facility
- All levels - **Roadside Assistance** is available to your customers, provided they have a paid invoice, regardless of the brand of part installed
- All levels - For ACDelco product claims outside of 25 miles from the original repair facility, follow-up letters will be sent to the consumers and the original repair facility

4) Customizable Locator Landing Pages

- White and Blue levels - Photos & extra content can be added
- Blue level accounts - Can add a link to your shop's website
- Talk to your ACDelco representative to customize your page

5) Tiered Levels

- For the first six months of 2012, levels will be based on 2011 year-end purchases (Red = < \$12,000, White = \$12,000 – \$35,999 and Blue = > \$36,000)
- ***Effective July 1, 2012 purchase levels will increase by \$500 per month** (Red = < \$18,000, White = \$18,000 – \$41,999 and Blue = > \$42,000) Levels are based on total dollars of annual reported purchases
- Levels will be adjusted based on the accounts total first six month's purchases. The below figures are based on 50% of the yearly requirement
 - Accounts purchasing below \$9,000 will be placed in Red level
 - Accounts purchasing between \$9,000 – \$20,999 will be placed in White level
 - Accounts purchasing over \$21,000 will be placed in Blue level

Red Level < \$12,000*	White Level Additions \$12,000 - \$35,999*	Blue Level Additions > \$36,000*
<p style="text-align: center;"><u>Training</u></p> <ul style="list-style-type: none"> • Unlimited web-based training • One student per ILT course • Automotive Service Educational Program • Tools and equipment discounts <p style="text-align: center;"><u>Rewards</u></p> <ul style="list-style-type: none"> • Up to 5% ACDelco Rewards starting from dollar one with no qualifier • Expanded usage <p style="text-align: center;"><u>Assurance</u></p> <ul style="list-style-type: none"> • Consumer Assurance <ul style="list-style-type: none"> - Outside 25 miles from original repair facility • Roadside Assistance <p style="text-align: center;"><u>Marketing</u></p> <ul style="list-style-type: none"> • Eligible for metal product signage • ACDelco Advantage website <p style="text-align: center;"><u>Marketplace Discounts</u></p> <ul style="list-style-type: none"> • GM Vehicle Supplier Discount • Many more... 	<p style="text-align: center;"><u>Training</u></p> <ul style="list-style-type: none"> • Up to three students per instructor led training (ILT) course <p style="text-align: center;"><u>Assurance</u></p> <ul style="list-style-type: none"> • Labor Reimbursement <ul style="list-style-type: none"> - Within 25 miles from the original repair facility - Labor reimbursement for eligible ACDelco installed parts <p style="text-align: center;"><u>Marketing</u></p> <ul style="list-style-type: none"> • Eligible for ACDelco image & signage • acdelco.com Locator <ul style="list-style-type: none"> - Listed on our consumer website - Customizable landing page - Add photos and community involvement • Internet Leads Tool <ul style="list-style-type: none"> - Online digital search - Business listing management - Internet Yellow Pages - Mobile search 	<p style="text-align: center;"><u>Training</u></p> <ul style="list-style-type: none"> • Unlimited students per instructor led training (ILT) course • With preferred placement • No Charge Service Information (SI) <ul style="list-style-type: none"> - Online access to vehicle diagnostic and service repair manuals <p style="text-align: center;"><u>Marketing</u></p> <ul style="list-style-type: none"> • Eligible for ACDelco image upgrade • Preferred recognition on Locator • Link to your business website on Locator • Call Tracking Program <ul style="list-style-type: none"> - Track and record customer calls