



2022 OnStar® Multi-Year Plan *earnPOWER* Program Frequently Asked Questions

Q: How do I enroll in the Multi-Year Plan *earnPOWER* program?

- The Dealer Owner or Executive Manager can enroll at any time during the 2022 Multi-Year Plan (MYP) *earnPOWER* program.
- Enrollment can be completed via the GM Excellence Executive Dashboard or throughout the program year on the *earnPOWER* website accessible through the GlobalConnect App Center, via the Revenue Share tile.
- Only the Dealer Owner or Executive Manager may complete enrollment.
- Once the Dealer has completed the enrollment process, a dialogue box will appear indicating that your enrollment has been applied.

Q: How do I log in to the *earnPOWER* website?

- You can access the *earnPOWER* website through the App Center on GlobalConnect or via the GM Excellence Executive Dashboard through the GlobalConnect App Center by selecting the Revenue Share tile.

Q: Why am I unable to view the MYP Program Enrollment form within Revenue Share?

- To view the MYP Program Enrollment form within Revenue Share, you must be a Dealer Owner or Executive Manager. To confirm that your role has been identified as one these titles, please contact the OnStar *earnPOWER* Call Center at (866) 222-3415 and provide your GMID.

Q: What if my Dealer wants to change their enrollment?

- Dealers can make changes to their enrollment incentive payout option at any time. To do so, the user should click on the “MYP Program” link within the Revenue Share website, change the payment option, sign, and submit.
- Changes made to the enrollment incentive payout option go into effect six weeks after the enrollment selection date. Any MYP plan sold after the selection is made will be received in six weeks.

Q: What is the additional Dealer cost obligation associated with the MYP *earnPOWER* program?

- Dealerships electing to participate in the MYP *earnPOWER* program incur no additional cost obligation.

Q: The customer changed their mind and did not purchase the vehicle; how do I void the enrollment?

- Cancel the Online Enrollment within 14 days or otherwise, contact the OnStar Dealer Center at (888) 667-8271. If the plan was already debited to the Dealership’s BARS account, the refund will be returned to the Dealership’s BARS account within four-to-six weeks. This cannot be done after 60 days.

Q: Which GM vehicles and model years are eligible?

- MYP plans are only available for vehicles with 5G or 4G LTE Wi-Fi hardware – new or used vehicles (excluding fleet).



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Q: Why did I not receive a payout on an eligible VIN?

- Incentives are only available when selling prepaid plans via Online Enrollment (OLE).
- Incentives are available only on new and used vehicle plan sales (excluding fleet).
- If you have questions regarding a payout, contact your assigned OnStar Account Manager (OAM) or the OnStar *earnPOWER* Call Center at (866) 222-3415.

Q: What are the benefits of the MYP strategy?

- Benefits include, but are not limited to, potential enhanced Dealer profitability and a streamlined delivery process – as no Blue Button Welcome Call (BBWC) is required for new vehicles (pre-owned vehicles require a button press to complete activation).

Q: If a Sales Consultant does not have a GMIN registered within the *earnPOWER* program, how will the payout be provided?

- If no selection is made or a GMIN is not associated, the payout will be provided 100% through BARS.

Q: How quickly will incentives be paid out?

- Spiff payout will be credited to the Dealership's BARS account within six weeks of the date of customer purchase of the Multi-Year Plan. All Revenue Share payments earned by a BAC will be paid to a dealership's open BARS account, unless otherwise specified.

Q: How are the incentives paid and what is provided on behalf of this program?

- The incentives can be paid 100% directly to the Dealer's open BARS account, split 50% directly through *earnPOWER* to the Sales Consultant and 50% directly to the Dealer's open BARS account, or the incentives can be paid 100% directly through *earnPOWER* to the Sales Consultant. If option 2 or 3 is selected, the Sales Consultant payout will be made by way of Flex points in *earnPOWER*.
- Flex points offer the opportunity to convert awards earned to a cash debit card or to your bank account through an ACH transfer option. Your *earnPOWER* wallet could show you two subtotals, one for Flex Points earned, and one for *earnPOWER* awards points earned prior to 2017. Award points earned through *earnPOWER* cannot be converted to Flex Points, but they will remain available for you to enjoy until they are depleted.

Q: How do I know when a Multi-Year Plan has been sold at the Dealership?

- Eligible vehicles are enrolled via Online Enrollment (link located on GlobalConnect), and the OnStar User Terms and Privacy Statement must be accepted. You must also select "Yes" under OnStar Service Plan and enter the Multi-Year Plan terms desired.
- A MYP Payout Report is made available to the Dealer Owner and Executive Manager, specific to the involved BAC. To access this report please visit *earnPOWER* via GlobalConnect and select the Revenue Share tile. Within the Dealer Revenue Share Program, select "Step 4" and link to access the "MYP Payout Report" located at the bottom of the page.
- The debit of the Multi-Year Plan will come out of the Dealer's open BARS account, and it is the responsibility of the Dealer to collect the payment from the customer on behalf of OnStar.



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Q: If a Dealer chooses not to enroll in 100% BARS incentive payout, who will receive the Flex points?

- The GMIN provided during Online Enrollment will receive the associated credit.