

TECHNICIAN EXCELLENCE

2022 Technician Excellence Program Guidelines



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2022 TECHNICIAN EXCELLENCE PROGRAM OVERVIEW

The shrinking technician population has become a major issue in dealership service departments and GM customer satisfaction. To help make GM dealerships more attractive to technicians and to help encourage sustained availability of dealership technicians to serve our customers, GM has created a voluntary Technician Excellence Program. This free program rewards technicians with a quarterly payout, funded by GM, based on their attainment of GM vehicle technical training and their quality of service to GM customers (Technician Proficiency Scores). Quarterly payouts will be distributed in platform points to a participant's earnPOWER account. Additionally, for Dealers participating in the 2022 Technician Excellence Program, GM will award My GM Rewards points (within the first quarter of 2022) for World Class Technicians. New technicians will be rewarded with an "anniversary award" upon completion of one year of servicing GM customers.

In 2022 we will use Training Certifications from the Center of Learning and Global warranty repair data to determine payout. The Technician Proficiency Score (TPS) is calculated using warranty repeat repair data pulled from the Global Warranty Management system and training attainment data pulled from the Center of Learning will be implemented in 2023. The Technician Proficiency Score will become the primary metric used to determine quarterly program performance in the future. There will be more information on this in the upcoming months.

Technician Excellence Program Enrollment Information

There is no annual enrollment fee for dealers or technicians to participate in the program.

IMPORTANT: Open Enrollment runs through January 31, 2022. Program enrollment is not automatic. If no action is taken, the dealer's technicians will not be enrolled in the 2022 Program.

Dealers that elect to participate in the 2022 Program will have an option to match GM funds to further enhance the program experience for their participating technicians.

Online Enrollment Process

To enroll in the 2022 Program during the Open Enrollment period:

1. Only users with ADMIN rights in the dealership (dealer, PSC, PSA, PSF) will be able to view/complete the 2022 enrollment.
2. Go to GM GlobalConnect
3. Login (using current GC login/password)
4. Click on the GM Excellence Executive Dashboard (if you haven't already launched the GM Excellence Dashboard app (and/or made it a shortcut) you will need to find and launch the app first



5. Review program detail
6. Confirm Technician Excellence Program participation

Note

- Late dealer enrollments (received after January 31, 2022) will not be allowed

Enrollment of New Technicians

Dealerships that enrolled in the Technician Excellence Program during the Open Enrollment period (Jan 3 – Jan 31) can add a new technician at any time via the enrollment confirmation link in the GlobalConnect GM Excellence Executive Dashboard.

Communications

Program Guidelines and enrollment information was published to all GM dealers on GlobalConnect on January 3, 2022 ([GCUS-9-12433](#)).

Enrollment Verification

2022 enrollment confirmation emails will be sent to both the technician and Dealer once enrollment is completed online. Dealer users with ADMIN rights will also have access to the enrollment confirmation link that is located at the top of the Executive Dealer Dashboard view.

2022 TECHNICIAN EXCELLENCE PAYOUT OPPORTUNITIES

Technician Eligibility

- Must be a service technician enrolled in the Technician Excellence Program with a valid GMIN
- Technician must verify their personal email listed in the GlobalConnect/Center of Learning



Ineligible positions

- GM Dealership Body Shop technicians (working toward future inclusion)
- Paint technicians (working toward future inclusion)
- Parts/Body Shop Manager, Service Advisor, Parts/Body Shop Consultant, Other Service Personnel, and Fleet Technician
- A person that holds the Service Manager position and is responsible for service authorizations

GlobalConnect Administration GMIN Lookup Tool

The Partner Security Coordinator (PSC) can use the GMIN lookup tool to find an existing GMIN for a user when they are creating a new GlobalConnect ID for them. Using the correct GMIN helps to eliminate the costs and frustration associated with having multiple GMINs.

Providing the user with the correct GMIN will insure

- 1) Incentives are paid out properly and timely
- 2) Existing training will be linked to the user, reducing duplicate training time

Qualifiers for earnPOWER Rewards

- Must meet training requirements of GOLD, Master Technician Certified, or World Class Technician
 - New STS training courses can be added by the Center of Learning and need to be completed prior to the end of each quarter
 - See Appendix for definition of certifications
- Must complete 25 warranty repair orders per quarter to be eligible
 - A \$0 warranty repair order will not count toward the eligible ticket count
- Must be 100% trained in Emerging Issues by the end of each quarter to receive a quarterly payout
- Must be 100% in fundamentals / Bronze Certification by the end of the quarter

Reports

Technician participants can access their personalized dashboard through the program website located within GlobalConnect, via the GM Excellence Executive Dashboard application or via the Technician Excellence tile located within their earnPOWER account.

earnPOWER Rewards for Training Certifications

Gold Certification

There are 11 Gold categories a technician can earn rewards in. Below are details of those categories and the quarterly payout potential. Quarterly payouts are determined by the number of Gold categories in which the technician attains or retains 100% during the quarter.

11 Gold Categories
Automatic Transmission/Transaxle
Brakes
Diesel Engine Performance
Electrical / Electronics
Engine Performance
Engine Repair
Heating, Ventilation, and Air Conditioning (HVAC)
Hybrid/Electric Vehicle
Manual Drivetrain & Axle
Mechanical/Electrical Body Repair
Steering and Suspension

Technician Excellence Quarterly Payout
1 Gold = 275 earnPOWER Points
2 Gold = 300 earnPOWER Points
3 Gold = 325 earnPOWER Points
4 Gold = 350 earnPOWER Points
5 Gold = 375 earnPOWER Points
6 Gold = 400 earnPOWER Points
7 Gold = 425 earnPOWER Points
8 - 11 Gold = 500 earnPOWER Points

Master Technician Certification

There are 11 Master Technician Certification (MTC) categories a technician can earn rewards in. To achieve GM Master Technician Certification, a service technician must successfully pass the GM STC Certification Event and be ASE/Gold certified in each qualified area at the end of each quarter.

11 Master Technician Categories
Automatic Transmission/Transaxle
Brakes
Diesel Engine Performance
Electrical / Electronics
Engine Performance
Engine Repair
Heating, Ventilation, and Air Conditioning (HVAC)
Hybrid/Electric Vehicle
Manual Drivetrain & Axle
Mechanical/Electrical Body Repair
Steering and Suspension

Technician Excellence Quarterly Payout
1 Master Certification = 600 earnPOWER Points
2 Master Certification = 650 earnPOWER Points
3 Master Certification = 700 earnPOWER Points
4 Master Certification = 750 earnPOWER Points
5 Master Certification = 800 earnPOWER Points
6 Master Certification = 850 earnPOWER Points
7 Master Certification = 900 earnPOWER Points
8 – 11 Master Certification = 1,000 earnPOWER Points

World Class Technician Certification

Service technicians can achieve World Class Technician (WCT) status in the mechanical area when they successfully achieve eight of nine MTCs with their accompanying ASE/ Gold certified in each qualified area at the end of each quarter. They have a choice of completing either Engine Performance or Diesel Engine Performance along with seven mechanical-related certifications. For further details, please refer to GM STC Catalog located at www.gmstc.com.

Master Technician Certification Categories	Technician Excellence Quarterly Payout
<p>Automatic Transmission/Transaxle</p> <p>Brakes</p> <p>Electrical / Electronics</p> <p>**Engine performance</p> <p>Heating, Ventilation, and Air Conditioning (HVAC)</p> <p>Manual Drivetrain & Axle</p> <p>Steering and Suspension</p> <p>Engine Repair</p> <p>**Diesel Engine Performance</p>	<p>World Class Technician will be paid out 1,500 earnPOWER Points per Quarter for achieving this status</p>

**A technician can choose to complete either of these along with the 7 other mechanical certifications.



Points/payouts do not stack. The quarterly payout is based on the highest training level achieved.

Dealer Match (Optional) and Award Payouts

Dealers have the opportunity to increase payouts to participating service technicians through the OPTIONAL Quarterly Dealer Match component of the Technician Excellence Program. Dealers will be able to select a match percent at the individual technician level during the annual enrollment. By enrolling and confirming their match percentage, the Dealer is agreeing to pay the match contribution as a quarterly payment through the Dealer's Open Account.

Quarterly Dealer contributions are dependent on the Dealer's match selected during the annual enrollment. Payouts are determined after participating service technicians meet all quarterly program qualifiers by the last day of the quarter. Technician will only achieve payout in one training classification Gold, MTC, or WCT.

All GM and Dealer Match contributions will be converted to earnPOWER points for technician payout.

Mid-Year Dealer Match Modifications

Dealers who are enrolled in Technician Excellence Program can make a one-time adjustment up or down to the dealer match portion that will happen in July after the first quarter payouts have been processed, and 2nd quarter payout have been determined. These changes will apply the 3rd and 4th quarter payouts. We will communicate at a later date when the mid-year enrollment will occur.

Example: QUARTERLY Maximum Payout for Top Trained Technician Match Contributions

Technician Classification	GM Only Match 0%	Dealer Match 100%	Dealer Match 75%	Dealer Match 50%	Dealer Match 25%
Gold	\$500	\$500	\$375	\$250	\$125
Master Certification	\$1,000	\$1,000	\$750	\$500	\$250
World Class Technician	\$1,500	\$1,500	\$1,125	\$750	\$375

Example: ANNUAL Maximum Payout for Top Trained Technician Match Contributions

Technician Classification	GM Only Match 0%	Dealer Match 100%	Dealer Match 75%	Dealer Match 50%	Dealer Match 25%
Gold	\$2,000	\$2,000	\$1,500	\$1,000	\$500
Master Certification	\$4,000	\$4,000	\$3,000	\$2,000	\$1,000
World Class Technician	\$6,000	\$6,000	\$4,500	\$3,000	\$1,500

Payout Timing

At the conclusion of each quarter, all program criteria will be reviewed to ensure all quarterly requirements have been met. With this information, GM Program Headquarters will determine if and where the service technician qualifies for that quarter.

Quarter	Quarterly Dates	Estimated Pay Out Date
Quarter 1, 2022	January 4, 2022 - March 31, 2022	July, 2022
Quarter 2, 2022	April 1, 2022 - June 30, 2022	October, 2022
Quarter 3, 2022	July 1, 2022 - September 30, 2022	January, 2023
Quarter 4, 2022	October 1, 2022 - January 3, 2023	April, 2023

World Class Technician My GM Rewards

The 2022 Program will issue 250,000 My GM Rewards Points (\$2,500 My Rewards allowance) annually for any enrolled technicians who are World Class Technician Certified and current on all training or who achieves World Class Technician status during the program year.

Requirements for My GM Rewards Account:

- Technicians will be responsible for creating a My GM Rewards account and/or supplying that account number or email address associated with My GM Rewards to the Technician Excellence Program Headquarters when requested.
- All new technician accounts within My GM Rewards will be classified as Silver once identified as World Class Technician.
 - Points remain active for five years from the last earn and redeem activity. If no activity occurs in this period, account will be closed and points removed.
- My GM Rewards annual redemption caps do not apply to the reward points earned through the GM Technician Excellence Program for the following items:
 - Purchase or lease of an eligible, new Chevrolet, Buick, GMC or Cadillac vehicle
 - Certified Pre-Owned GM vehicle purchases
 - In-dealership GM services — eligible paid service, parts, accessories
 - OnStar® and Connected Services
- New Vehicle Purchase / Lease: point redemption is not stackable with the Dealership Employee Discount. Points must be redeemed from the same Member account that is primary on the vehicle purchase.
- For questions about redemption of My GM Rewards go to [My GM Rewards account support](#).
- For additional information and complete guidelines on the My GM Rewards Program, visit www.mygmrewards.com.

Enrollment in My GM Rewards

- To enroll in the My GM Rewards Program, please visit [My GM Rewards](#).

One Year Anniversary for New Technician

The 2022 Program will issue a \$500 Gift Card for the purchase of tools to any technician after they complete 12 months of servicing GM customers in a GM dealership as a new service technician.

- Only technicians who are new to General Motors are eligible. Service technicians transferring from other stores or who have had previous training history in the Center of Learning are not eligible.
- Technician GMIN must be created on or after January 3, 2022.

Program Communication

Program Headquarters sends out periodic email communications to dealers and program participants throughout the program year.

- Emails are sent to the email address on file in the technician's GlobalConnect profile. Please ensure the email address in your profile is correct.
- Each participant **MUST HAVE** their own, individual email address and may not share the same email address with others.
- Ensure that your email box is set up to receive emails from the Technician Excellence Program Headquarters (you may need to adjust your spam email settings).

2022 ADDITIONAL RULES

Award Eligibility

Awards are non-transferable; the individual earning the award must accept the award or forfeit. Participants must be employed at the enrolled dealership at the time of program payout or they forfeit all awards. Exceptions include:

- Retirement — Once participant's retirement status has been approved, award will be given according to program guidelines within 90 days of receipt of an online appeal request from the dealership provided the participant has met or exceeded all criteria to win.
- Death — Once an appeal request is approved due to the death of a participant, award will be provided to the estate within 90 days of approval. A copy of the Death Certificate, proof of appointment as the executor of the estate, and copy of the executor's Driver's License are required documentation.
- In all cases, claimants must have met the criteria to qualify to win and receive any awards.
- All requests for exceptions based on these events must be completed via the Appeals Process for Dealers and Field Personnel located on the Technician Excellence Program website located within the Exception portal.

Employee Terminations/Transfers/Credits

- Participants will forfeit all awards if they are terminated from, or voluntarily leave a dealership prior to quarterly payout.
- **Quarterly payouts are not transferable if a technician moves from one dealership to another dealership owned by a different dealer.** A technician who changes dealerships will forfeit quarterly payout at the dealership they left and will start over at the dealership they move to, provided the new dealership enrolls them in the Technician Excellence Program.
- Credit will only transfer for technicians moving within a dealership group (both stores owned by the same dealer) will be paid for the payout that they earn.

Exception Process

Enrolled technicians may submit exceptions for their individual program results to Program Headquarters via their program dashboard.

- The program appeals process is accessible to dealers and enrolled technicians through the Exception portal on the program website home page.
- Enrolled technicians must submit an appeal and required documentation electronically, via the website no later than two weeks following the end of the quarter.
- Appeals are reviewed, researched, and approved or denied within 30 days of receipt of the request, provided all required documentation is included.



No exceptions will be made for:

- Dealers failing to enroll service technicians in the Technician Excellence Program.
- Enrolled technicians who continue to use more than 1 GMIN or changes dealerships and establishes a new GMIN.

Additional Program Rules

TAX PROVISIONS

- Liability for federal, state, or other taxes imposed upon an award: This is the sole responsibility of the award winner, not General Motors. Program Headquarters will report all awards to the appropriate taxing authorities if appropriate. If applicable, a Form 1099 from General Motors will be issued to the award winner's Social Security number at the end of the calendar year reflecting all awards and gifts earned during that tax year.
- **IMPORTANT:** It is the technician's responsibility to verify the Dealership Employee profile (legal name, address, and SSN) is correct. If you receive notification or a letter from General Motors entitled "Important Tax Notice — Action is required" this means the IRS has notified us that information in your profile is incorrect. Please follow the instructions to provide the requested information and verify your profile is updated. These steps must be completed to earn awards; participants are placing their awards at risk if these steps are not completed and confirmed within the timeframe outlined in the notification.

AUDITING

General Motors reserves the right to audit all dealer records relating to this program and to disqualify participants in the event of any irregularity. Sufficient dealership records must be kept as outlined in the Service Policy and Procedures Manual. GM reserves the right to debit the dealer's open account for any awards improperly credited to the dealer or its personnel.

DEALERSHIP PERFORMANCE DURING PROGRAM PERIOD

The establishment of qualifiers under the program does not change or modify the dealer's obligation to meet its requirements under the GM Dealer Sales and Service Agreement.

INTERPRETATION OF RULES

General Motors reserves the right, at any time in its sole business discretion, to cancel, suspend, amend, or revoke this program, in whole or in part. In all matters relating to the interpretation and application of any rule or portion of the program, the decision of GM is final.

TECHNICIAN EXCELLENCE PROGRAM HEADQUARTERS AND CONTACT INFORMATION

Hours of operation: 8:00 a.m.—4:30 p.m. CST, Monday— Friday

For general program questions (login assistance, program guidelines, etc.) please call 877.401.6938

You can also send your questions via email to: TechnicianExcellenceProgramHQ@maritz.com

APPENDIX

Definition of Certification Levels

- Bronze Certification is achieved when a technician reaches 100% complete in the Fundamentals category.
- Silver Certification is achieved when a technician is Bronze Certified and has completed all in-dealership training (e.g., Web Based Training, Video On Demand, online instructor-led training) in any given STS area, such as Engine Repair.
- Gold Certification is achieved when a technician is both Silver and ASE-certified in any given STS area and has completed all hands-on training in that same STS area.
- GM Master Technician Certification is achieved when a technician is 100% STS in both Silver and Gold for a given STS area, successfully passes the GM Service Technical College (STC) Certification Event (a hands-on assessment) for that category and is ASE-certified in that same category.
- World Class Technician status is achieved when a technician successfully achieves eight of the nine Master Technician Certifications (MTCs) listed below, along with their accompanying ASE Certifications. They have a choice of completing Certification in either the Engine Performance or the Diesel Engine Performance category.

Automatic Transmission/Transaxle

Brakes

Diesel Engine Performance

Electrical / Electronics

Engine performance

Engine Repair

Heating, Ventilation, and Air Conditioning (HVAC)

Manual Drivetrain & Axle

Steering and Suspension