

TECHNICIAN EXCELLENCE

2023 Technician Excellence Program Guidelines

Updated February 27, 2023

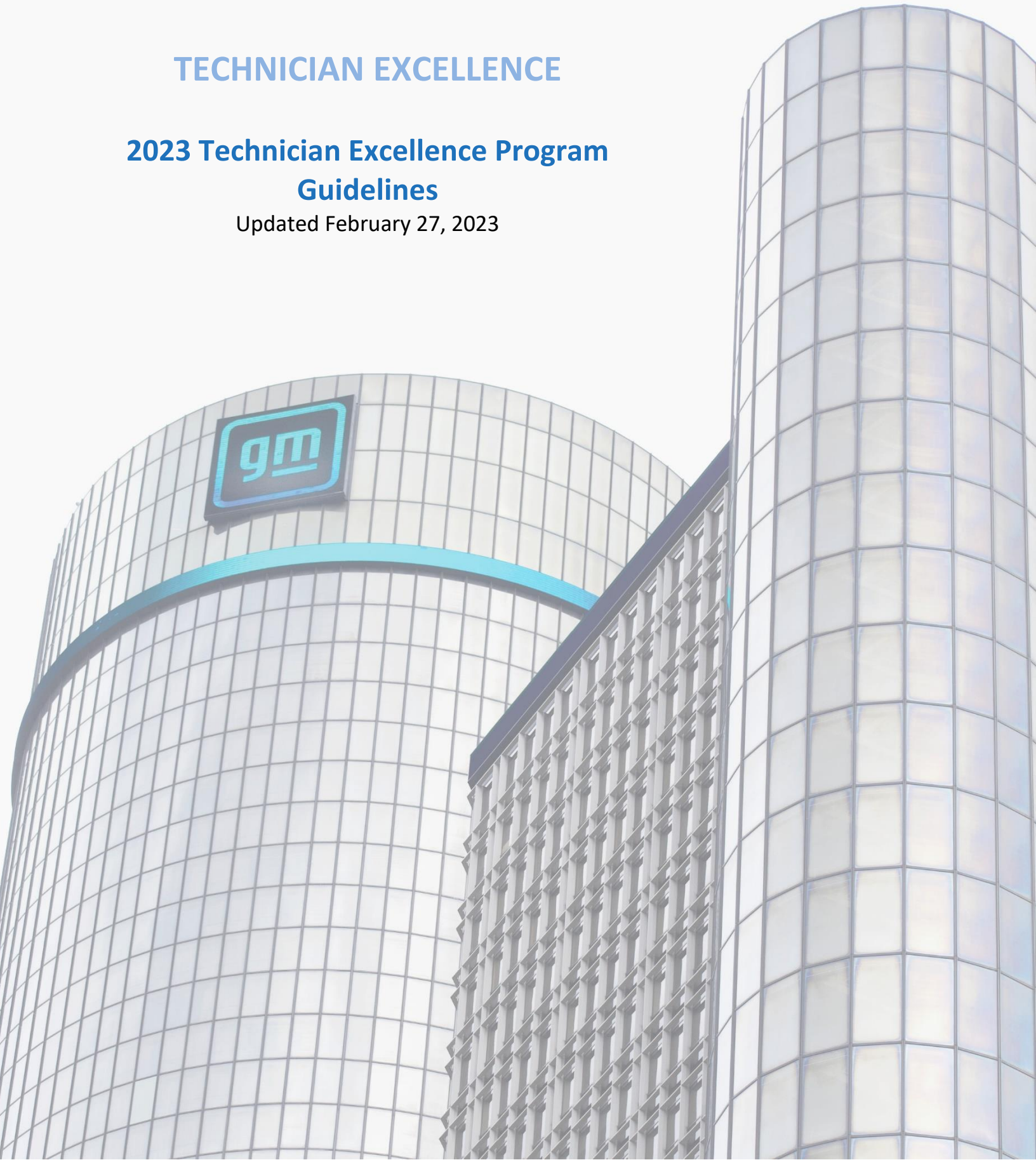


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2023 TECHNICIAN EXCELLENCE PROGRAM OVERVIEW

The shrinking technician population has become a major issue in dealership service departments and GM customer satisfaction. To help encourage sustained availability of dealership technicians to serve our customers and service our products, GM has created a voluntary Technician Excellence Program. This free program helps dealers attract and retain their technicians with a quarterly reward, funded by GM. The primary 2023 Program metrics are based on technical training achievements in the Center of Learning and include a repair order count qualifier based on data from the Global Warranty Management system. Quarterly rewards will be distributed in platform points to a dealer participant's earnPOWER account. Additionally, for Dealers participating in the 2023 Technician Excellence Program, GM will provide additional My GM Rewards points for dealers' World Class Technicians. New GM dealer technicians will receive an additional reward upon completion of one year of servicing GM customers.

Technician Excellence Program Enrollment Information

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

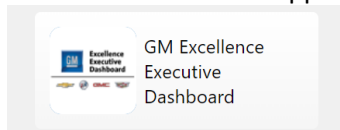
IMPORTANT: Open Enrollment takes place November 1st through November 18, 2022 online via GlobalConnect, within the GM Excellence Executive Dashboard application. Program enrollment is not automatic. If no action is taken, the dealer will not be enrolled in the 2023 Program.

We encourage all dealers to determine the best methods of attracting and retaining their technician employees to ensure they can provide timely, quality service to GM customers. As an additional means of helping to achieve that goal, dealers that elect to participate in the 2023 Technician Excellence Program will also have an option to match GM funds to further enhance the program experience for their participating technicians.

Online Enrollment Process

To enroll in the 2023 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 2023 enrollment.
2. Login to GM GlobalConnect (using current GC login/password)
3. 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



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



- Late dealer enrollments (received after November 18, 2022) will not be allowed

Enrollment of New Technicians Throughout the Year

Dealerships that enrolled in the Technician Excellence Program during the Open Enrollment period can add a new technician at any time via the enrollment confirmation link in the GlobalConnect GM Excellence Executive Dashboard. Click [here](#) to review the process of how to enroll a new technician.

Enrollment Verification

2023 enrollment confirmation emails will be sent to both the Dealers and their technicians once the Dealer completes an enrollment 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.

Technician Excellence Service Manager Dashboard Access

If you are a Service Manager that does not have access to the Dashboard, click [here](#) for information on how to get access. Service Managers are encouraged to monitor their technicians' progress in the program and coach them to maximize their rewards.

Process of Enrollment for a Buy / Sell

If you are a dealership that has gone through a Buy/Sell and the selling dealer was enrolled in the program, the enrollment will automatically carry over to your dealership. If you are a new GM franchised dealership, you will have the option to enroll in the Technician Excellence Program during your initial dealer signing by completing the enrollment form.

Once the enrollment is processed, you will receive an enrollment confirmation email that the dealership is successfully enrolled, the Dealer or PSC/PSA/PSF will need to log into the program enrollment site to enroll individual technicians and select the dealer match component for each of its technicians. This can be done individually or collectively within the sole discretion of each dealership.

- A. Click [here](#) to review the process of how to enroll a technician
- B. After the technician has been enrolled, the technician will receive an email of confirmation

If a new franchised dealership fails to sign up at the initial signing, they can reach out to Program Headquarters for enrollment details.

- Dealerships can call 877-401-6938
- Dealerships can request a buy/sell enrollment form by email from TechnicianExcellenceProgramHQ@maritz.com



The dealership match for the technician reward selected by the previous dealer will not carry over to the new dealership.

2023 TECHNICIAN EXCELLENCE REWARD OPPORTUNITIES

Technician Eligibility

- Must be a service technician enrolled by a participating dealer 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)
- GM Dealership Paint technicians (working toward future inclusion)
- GM Dealership 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
 - Warranty claims are pulled by BAC, GMIN, and Warranty Transaction (RO line) so all dealer technicians get credit for the warranty work that is submitted.
 - A repair order line is counted **on the date it is submitted** by the dealer into the Global Warranty System, not by the date the repair order is opened or closed.
 - The Warranty Transaction Types being pulled are Pre- Delivery Inspection (ZPDI), Regular Warranty (ZREG), Field Actions (ZFAT), and Dealer-Installed Parts Warranty (ZPTI).
 - World Class Technicians are exempt from the repair order count qualifier.
- Must be 100% trained in Emerging Issues by the end of each quarter to receive a quarterly reward
- Must be 100% in Fundamentals / Bronze Certification by the end of the quarter
- A technician must have an active earnPOWER account to receive rewards. Click [here](#) for information on how to activate your earnPOWER account.

earnPOWER Rewards

By enrolling in the Technician Excellence Bonus program, dealerships will be able to give their technicians the opportunity to access Flex Rewards on earnPOWER. These points can be redeemed for a full catalog of items, including the following:

- The latest and greatest merchandise
- A variety of physical and digital gift cards
- Full service offline or online travel, including air, hotel, car, experiences, and more
- Transfer to dealership employees' own Citi Performance Rewards debit card free of charge
- Transfer directly to dealership employees' bank accounts for a fee

earnPOWER Rewards for Training Certifications

Gold Certification

There are 11 Gold certifications a participating dealership’s technician can earn rewards for each quarter. Quarterly rewards are paid out in earnPOWER points and are determined by the total number of Gold certifications in which the technician attains or retains 100% during the quarter.

For information on when earnPOWER points are paid out for 2023, click [here](#).

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 Reward
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

Once a participating dealership's technician has one or more Master Technician Certifications (MTC), they move to a higher reward bracket. There are 11 Master Technician Certifications (MTC) a technician can earn rewards for each quarter.

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.

For information on when earnPOWER points are issued for 2023, click [here](#).

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 Reward
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

Once a participating dealership's technician achieves World Class Technician (WCT) status, they move to the highest quarterly reward.

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.

For information on when earnPOWER points are issued for 2023, click [here](#).

Master Technician Certification	Technician Excellence Quarterly Reward
<ul style="list-style-type: none"> Automatic Transmission/Transaxle Brakes Electrical / Electronics **Engine performance Heating, Ventilation, and Air Conditioning (HVAC) Manual Drivetrain & Axle Steering and Suspension Engine Repair **Diesel Engine Performance 	<p style="text-align: center;">World Class Technician will be issued 1,500 earnPOWER Points per quarter for achieving or maintaining this status</p>

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



Rewards do not stack. The quarterly rewards are issued based on the highest training level achieved.

Dealer Match (Optional) and Reward Issuance

To ensure the availability of quality and timely service to all GM customers, we encourage Dealers to determine the best methods of attracting, training and retaining qualified technicians. To assist in achieving that goal, we are providing participating dealers the opportunity to increase program rewards issued to their 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. Reward amounts are determined after participating dealers' service technicians meet all quarterly program qualifiers by the last day of the quarter. Technicians will only achieve quarterly rewards in one training classification Gold, MTC, or WCT.

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

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 rewards have been processed, and 2nd quarter rewards have been determined. These changes will apply to the 3rd and 4th quarter rewards. We will communicate at a later date when the mid-year enrollment will occur.

Example: QUARTERLY Maximum Rewards 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 Rewards 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

World Class Technician My GM Rewards

The 2023 Program will issue 250,000 My GM Rewards Points (\$2,500 My Rewards allowance) annually for any participating dealers' enrolled technicians who are World Class Technician Certified and current on all training or who achieves World Class Technician status during the program year.

For information on when My GM Reward Points are paid out for 2023, click [here](#).

Requirements for My GM Rewards Account:

- Participating dealers' (and/or their technicians) will be responsible for creating a My GM Rewards account for each technician 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

- For information on how to enroll in My GM Rewards or help with adding your account to the Technician Excellence Program, click [here](#).

earnPOWER Reward 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 participating dealers' service technicians qualify for that quarter.

Quarter	Quarterly Dates	Estimated Issuance Date
Quarter 1, 2023	January 4, 2023 - March 31, 2023	July, 2023
Quarter 2, 2023	April 1, 2023 - June 30, 2023	October, 2023
Quarter 3, 2023	July 1, 2023 – October 2, 2023	January, 2024
Quarter 4, 2023	October 3, 2023 – January 2, 2024	April, 2024

World Class My GM Rewards Timing

Eligible participating dealers' World Class Technicians with a validated My GM Rewards account and have met the quarterly training requirements will receive the annual My GM Rewards points according to the schedule below.

Quarter	Quarterly Dates	Estimated Issuance Date
Quarter 1, 2023	January 4, 2023 - March 31, 2023	April 2023
Quarter 2, 2023	April 1, 2023 - June 30, 2023	July 2023
Quarter 3, 2023	July 1, 2023 – October 2, 2023	October 2023
Quarter 4, 2023	October 3, 2023 – January 2, 2024	January 2024

One Year Anniversary for New Technician

The Technician Excellence Program will issue a \$500 Gift Card for the purchase of tools to any participating dealer technician that is enrolled in the program 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 1, 2023.
- Technicians must maintain their enrollment in the Technician Excellence Program as a service technician or an apprentice technician at the end of their one year to continue to be eligible for the Gift Card. Technicians who assume other positions within a dealership (e.g., Parts, Sales, Service Advisor, Service Manager) will not qualify.
- The start date for the One Year Anniversary is when the GlobalConnect / Center of Learning profile is created. The One Year Anniversary will apply to any qualified technician as long as the Program remains active. For example, if a new technician was hired by the dealer and was enrolled in the program with a GMIN created in November 2023, the technician would be eligible for the One Year Anniversary Gift Card in November 2024 as long as the technician remains at that dealership as a service technician/apprentice technician during that entire time and the Technician Excellence Program is active through November 2024.
- For information on how to enroll a New Technician in the Technician Excellence Program so that they are eligible for the One Year Anniversary, click [here](#).
- Technicians must have an active earnPOWER account with an active validated SSN to qualify for the reward.

Dealer Match

During the open enrollment period (November 1 through November 18, 2022), participating Dealers are provided the opportunity to elect to match GM's Gift Card value. For Dealers who elected to match, GM will provide qualified technicians a Gift Card valued at \$1,000. The Dealer's match election will apply to all new qualified service technicians at the dealership at any point the Technician Excellence program remains active.

The Dealer's match contribution will be billed to the Dealer's Open Account within 30 days of the Technician's One Year Anniversary PRIOR to the technician receiving the Gift Card from Program Headquarters.

New Dealers and Dealers that go through a buy/sell will have the opportunity to opt in to the One Year Anniversary Dealer Match when completing their enrollment in the Technician Excellence Program.

During each new Program Year's Enrollment Period in November, Dealers will have the opportunity to Match the One Year Anniversary. Previous Match elections will not carry over within the GM program.



Program Communication

Program Headquarters sends out periodic email communications to participating dealers and their technicians 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).

2023 ADDITIONAL RULES

Reward Eligibility

Rewards are non-transferable; the individual earning the reward must accept the reward or forfeit. Participants must be employed at the enrolled dealership at the time quarterly points are issued or they forfeit all rewards. Exceptions include:

- Retirement — Once a participant's retirement status has been approved, reward 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, reward 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 rewards.
- 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 rewards if they are terminated from, or voluntarily leave a participating dealership prior to quarterly point issuance.
- **Quarterly points 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 points issued while at the dealership they left and will start over at the dealership they move to, provided the new dealership participates in the program and 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).

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.
 - Q1 2023 exception window for submissions: April 7, 2023 – April 21, 2023
 - Q2 2023 exception window for submissions: July 7, 2023 – July 21, 2023
 - Q3 2023 exception window for submissions: October 9, 2023 – October 20, 2023
 - Q4 2023 exception window for submissions: January 8, 2024 – January 19, 2024
- 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 change dealerships and establish a new GMIN.



Additional Program Rules

TAX PROVISIONS

- Liability for federal, state, or other taxes imposed upon a reward: This is the sole responsibility of participating Dealers and their technicians, not General Motors. Program Headquarters will report all rewards to the appropriate taxing authorities if appropriate. If applicable, a Form 1099 from General Motors will be issued to the reward winner's Social Security number at the end of the calendar year reflecting all rewards and gifts earned during that tax year.
 - 1099s were sent by mail from the Technician Excellence program/STC for the earnPOWER rewards that were awarded through our program in 2022. They were mailed by COB on January 31st. Technicians can request a copy from the Technician Excellence Program HQ beginning February 13th if they need to. The 1099s were sent regardless of if the tech redeemed any of the earnPOWER points on their earnPOWER account.
 - No 1099's will be sent from the Technician Excellence program/STC for My GM Rewards. Since the award was in points from My GM Rewards there is no monetary value until those points are redeemed. The current position is that as long as points are redeemed within the GM ecosystem, those points are not subject to taxation.
- **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 rewards; participants are placing their rewards 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 rewards 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 participating dealer's technician reaches 100% complete in the Fundamentals category.
- Silver Certification is achieved when a participating dealer's 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 participating dealer's technician is both Silver and ASE-certified in any given STS area and has completed all hands-on training in that same STS area. See page 7 for Gold Level rewards.
- GM Master Technician Certification is achieved when a participating dealer's 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. See page 8 for Master Technician Level rewards.
- World Class Technician status is achieved when a participating dealer's 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. See pages 9 for rewards for World Class Technicians.

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

How to Enroll a New Technician in the Program

After hiring a new technician, immediately create a GlobalConnect profile, selecting Service Technician as the User Role. You will have to wait 24 hours to ensure that the new employee is loaded into your Technician Excellence Program Roster.

- Log into GlobalConnect
- Click on App Center
- Click on GM Excellence Executive Dashboard tile
- Click on 2023 Technician Excellence Enrollment
- CLICK EDIT if you need to add or remove technicians after initial Program enrollment
- Select the new technician(s) you would like to enroll, and the desired dealer match level
- The selected match level is valid for the entire program year. If a technician leaves the dealership before the reward is issued, the dealer match portion will be charged to the dealership
- Click on “View Enrolled Technicians” for a complete list of enrolled 2023 Service Technicians

How to Verify Your earnPOWER Account

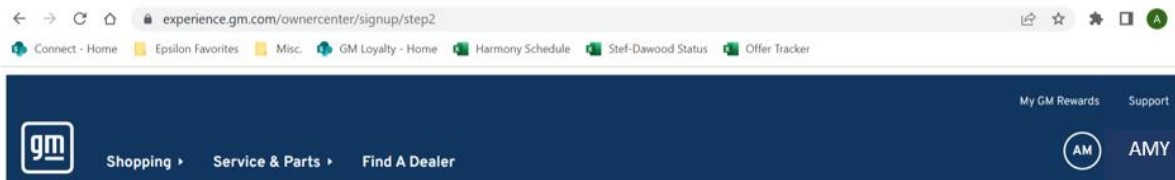
- Verify you have an active earnPOWER account so those who qualify can get rewarded their earnPOWER points! Access earnPOWER in the GlobalConnect App Center. Technicians can call 877-401-6938 and select Option 7 for help with their accounts.
- For technicians who already have an earnPOWER account, click on “Profile” and verify that your account is fully activated. All sections within your Profile must have green check marks:
 - Email and Password
 - Personal
 - Company
 - Terms of Use

How to Create My GM Rewards Account

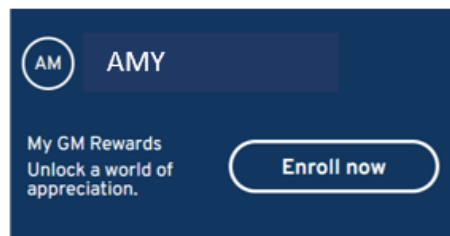
- World Class Technicians Only - ensure you have an active My GM Rewards account so you have the opportunity to get rewarded 250,000 My GM Rewards Points for the year! Note: so that we can properly recognize your account, your email address on your My GM Rewards profile must match your email address on your GlobalConnect profile.
- If you have yet to set up your My GM Rewards account, you can set up your account one of two ways below:
 - You can receive an enrollment link to your phone by text. Text World Class (or WorldClass) to 81500. You will then receive a link to start the account setup process.

OR

 - You can create an account by going to the following website: experience.gm.com. Follow the steps listed below:
 - Click "My Account"
 - Click "Create Account"
 - Enter your email address (use the same email address as your GlobalConnect profile) and click "Send Email"
 - Go to that email address and click "Verify this email" in the email you receive
 - Create an account password (you only type it once so be careful!)
 - Check the box that says "I want to enroll and accept..." then click "Enroll Now"
- If you already have a My GM Rewards account, but it is not recognized on your Technician Excellence Dashboard, please follow the steps below to verify your account is setup correctly:
 - Sign in on the experience.gm.com website. You can use your credentials from Chevrolet, GMC, Buick, Cadillac or GM.
 - Click on your name off to the right (see example below)



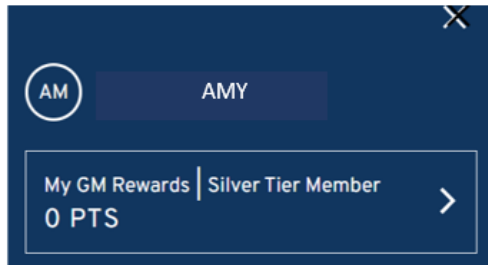
- If you see "My GM Rewards Unlock a world of appreciation" you are not yet a My Rewards member. Click "Enroll now" (see example below).



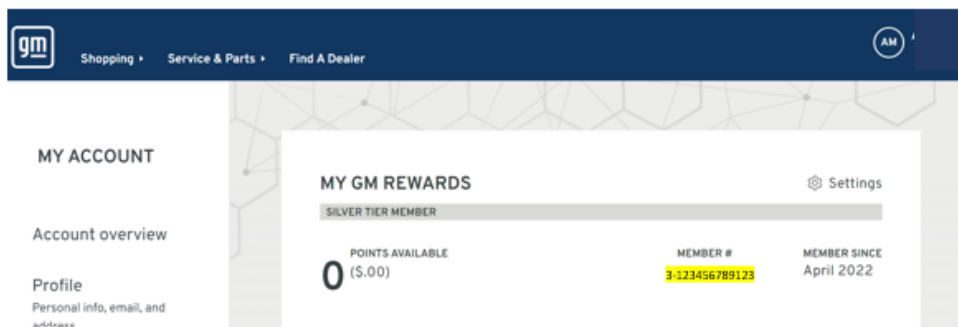
- It will ask you to Link an OnStar account. You can "Skip linking". You will have to do that twice (because it asks you to confirm).
- Sign out and sign back in to confirm your Member Number (see steps on the following page).

Technician Excellence

- Once signed back in, when you click your name you should see My GM Rewards and the Tier name:



- Click on the arrow and it will take you to the Rewards page. This is also <https://experience.gm.com/myaccount/rewards/dashboard/earn-status> if you want to go right there. The highlighted area is where your Member Number can be found

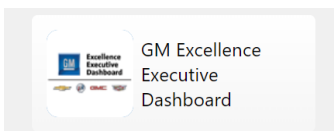


- After completing these steps above, if your My GM Rewards account is not recognized on your Technician Excellence Dashboard, email a screenshot of your My GM Rewards home page (showing your Member #) to Program Headquarters at TechnicianExcellenceProgramHQ@maritz.com.

Technician Excellence Dashboard

Technician Access to the Technician Excellence Dashboard

Enrolled technicians are automatically granted access to their unique dashboard so that they can monitor their status in the Technician Excellence Program throughout the year. To view their dashboard, they would click on the GM Excellence Executive Dashboard tile in the GlobalConnect App Center, then click on the blue “Technician Excellence” box in the top menu.



Technician Excellence

How Service Managers Can Get Access to the Dashboard

For those members of Service Management that don't have access to the Technician Excellence Dashboard and would like to monitor their technician's status in the program, please see your dealership's Partner Security Coordinator (PSC, PSA, or PSF) who can grant you manager access.

The Partner Security Coordinator would need to go to the GM Executive Dealer Dashboard and click on the **ADMIN** function and check the box in the Technician Excellence Dashboard column for each dealer manager they would like to grant access to.



Full Access						
Executive Dashboard	SFE Dashboard	EBE Dashboard	PASE Dashboard	Sales Consultant Dashboard	EVX Dashboard	Technician Excellence Dashboard
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Granted Access						
Executive Dashboard	SFE Dashboard	EBE Dashboard	PASE Dashboard	Sales Consultant Dashboard	EVX Dashboard	Technician Excellence Dashboard
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TECHNICIAN REFERRAL INCENTIVE PILOT GUIDELINES

The Technician Excellence Program has added a Technician Referral Incentive Pilot for 2023:

- (Refer to GlobalConnect Message GCUS-9-14102)
- **Dealer enrollment is required to participate in the Technician Referral pilot**
 - Dealers must be enrolled in the Technician Excellence Program to participate in this pilot – this pilot program enrollment is NOT automatic (***If no action is taken, the dealer's technicians will not be enrolled in the 2023 Pilot Technician Referral Program***)
 - During the pilot program, Dealers will be charged for the new technician bonus and for GM will fund the referring technician reward – see details below
 - At the time of dealer enrollment, dealers will select the bonus amount for new technicians – see Qualifications section below
 - The Dealer/Service Manager will review (approve/deny) each referral claim submitted by the referring technician
- **The dealer will be charged to their open account for approved referral claims after the 6-month qualifier has been approved**
 - Technicians (referring and new) must be enrolled in the Technician Excellence Program to participate
 - Referring technician earns 1,000 earnPOWER points per referral (up to 3 referrals; see chart below)
 - New technician earns 1,000 earnPOWER points (or more, based on the dealer's election)

Effective Dates

- **The dealer enrollment will open on February 1, 2023 (end on March 31, 2023)**
- The technician referral claim process will open on March 1, 2023

Incentive

Referring Technician
1,000 earnPOWER points 1 st Referral
1,500 earnPOWER points 2 nd Referral
2,000 earnPOWER points 3 rd Referral

New Technician
1,000 earnPOWER points (or more) *

**Dealer's election during Technician Referral Program enrollment will depict this amount*

Technician Excellence

Qualifications

Dealer Enrollment Required:*

- Dealer will fund the new technician bonus **starting at 1,000 earnPOWER points** and can increase this funded portion to the following:
 - 200% (2,000 earnPOWER points)
 - 300% (3,000 earnPOWER points)
 - Other Amount Greater than 300%/3,000 earnPOWER points

Dealer agrees to fund (reimburse GM via open account) the New Technician reward for (must select one)*:

- 100% (1,000 earnPOWER points)
- 200% (2,000 earnPOWER points)
- 300% (3,000 earnPOWER points)
- Other % 400 ▾ (must be greater than 300%/3,000 earnPOWER points)

New and Submitting Technician Eligibility:

- Must be approved by Dealer/Service Manager
- Must be 100% trained in Emerging Issues to receive earnPOWER rewards
- Must be 100% trained in Fundamentals to receive earnPOWER rewards
- Must be a Service Technician enrolled in the Technician Excellence Program with a valid GMIN
- All technicians in the program must have an active earnPOWER account to receive earnPOWER rewards
- Must be employed by the enrolled GM dealership for at least 6 months (after referral)

New Technician Eligibility:

- Must be a new hire designated as a “Referral” on the Technician Excellence enrollment site and approved by Service Manager
- Must not have previously worked as a technician at a GM dealership for at least 12 months
- Must not be a transfer from same dealer with other OE brands (under parent store)
- Must not be a transfer from another GM dealership
- Must be employed by the enrolled GM dealership for at least 6 months (after referral)

Technician Excellence

Ineligible Positions:

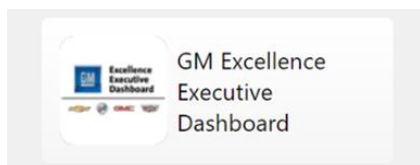
- Parts/Body Shop Manager, Service Advisor, Parts/Body Shop Consultant, Other Service Personnel, and Fleet Technician
- Quick/Express Service Technicians (may file a claim but position cannot be referred)
 - Ineligible as a new referred technician
 - May participate to refer a new non-Quick/Express Service Technician
 - Examples:
 - If you are a Quick/Express Service Technician and refer a technician (non-Quick/Express), the referring technician and the new technician will receive rewards
 - If you are a Quick/Express Service Technician and refer a Quick/Express Technician, then the claim will be denied
- A person that holds a Service Management position and is responsible for service authorizations

PROCESS

1. Online Enrollment

To enroll in the 2023 Technician Referral Incentive Program during the Open Enrollment period:

- a. Only users with ADMIN rights in the dealership (dealer, PSC, PSA, PSF) will be able to view/complete the 2023 enrollment
- b. Login to GM GlobalConnect (using current GC login/password)
- c. 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. The enrollment selection will be located within the Technician Excellence tile



- d. Review program detail
- e. Confirm participation in the 2023 Technician Referral Incentive Program
- f. Late dealer enrollments (received after March 31, 2023) will not be allowed
- g. In the case of a dealer buy/sell, the dealer may contact Technician Excellence Program Headquarters (TechnicianExcellenceProgramHQ@maritz.com) to enroll (manual process)

2. Dealer Enrollment Verification

- a. Dealer can verify their enrollment status via the enrollment pop-up during the open selection process
- b. Dealer will add new technician(s) to Technician Excellence Program – at time of referral hire (this enables the list to populate for the referral claims)

3. Technician Referral Claim Submission

- a. Technicians at participating dealers will see a link on their Technician Excellence dashboard to submit a Technician Referral claim (throughout the year)
 - i. Referring technician has 60 days from the date the referee is hired (GlobalConnect/Center of Learning profile created) to submit a referral claim
 - ii. Referring technician will select a new employee (all employees profiled as a Service Technician) and complete all required fields (*see step 2b*)
 - iii. Once submitted, the claim will be displayed on the Technician Excellence Program dashboard and the status of the claim (submitted, dealer approved, pending approval, approved, 6 months waiting period, denied, or points submitted)
 - iv. Referring technicians may submit multiple new technician claims
- b. Email confirmations will be sent to the technician and dealer Service Manager – claim submitted

4. Dealer Referral Claim Review – Dealer/Service Manager

- a. Will receive a notification (dashboard) that a claim has been submitted from one of their technicians
- b. Review initial claim to approve or deny
 - i. Approved – the claim will then get updated as “Dealer Approved” and sent to the GM contact to verify the new hire qualifiers
 - ii. Denied – the claim will get updated as “Denied” and will not be processed
 1. Examples of denied claims (list is not all inclusive): ineligible positions (Quick/Express Service, Body Shop Tech, etc.), not a referral hire, previously worked at the dealership

5. GM Referral Claim Review

- a. Claim will be marked as “Pending Approval” on Technician Excellence dashboard
- b. GM will review the qualifiers (see Qualifications section above)
 - i. Approved – the claim will then get updated as “Approved”
 - ii. Denied – the claim will then get updated as “Denied”

6. Referral Claims Processed (AFTER 6 MONTHS of new technician’s GlobalConnect/Center of Learning ID was created)

- a. Approved claims will be processed
 - i. Enrolled dealers (with 6-month claims) will be charged to their open accounts for the enrollment amount for new technician bonus
 - ii. earnPOWER points will be deposited to the referring technician and new technician earnPOWER accounts
- b. earnPOWER points may be redeemed for merchandise, gift cards, travel, debit/credit cards, or ACH transfers (fees may apply)