



PROFESSIONAL SERVICE CENTER & KEY FLEET PROGRAM CHANGE

Effective October, 2017:

ACDelco is making some changes to the Professional Service Center (PSC) and Key Fleet (KFLT) programs to **alleviate some dissatisfiers** with the current programs. The expectation is to eliminate customers changing between levels and make **a more efficient** program.

Moving into 2018 PSC and KFLT accounts will be **"locked"** in at their current level as of October, 2017. Accounts will be billed accordingly based on level in 2018.

BUSINESS CASE FOR CHANGE

If there is an account that shows the ability to purchase at the Premium level that is currently a Professional level, ACDelco Customer Programs will evaluate a business case for movement. Movement is a business decision between the Direct Account, Market Area Manager (MAM), and the Field Manager, Aftersales (FMA).

SUPPORTING ACTIVITIES

The goal is to motivate purchasing, activities that could support a business case are recently offering a promotion, recent increased purchasing, new distribution in the area, or adding lines to inventory. If the business case has obvious concerns ACDelco Customer Program group may ask for clarification before proceeding.

Note: there will be no releveling initiated by Customer Program group for the balance of the program.

QUARTERLY BILLING

ACDelco will continue with the current quarterly billing process as stated in the terms of the current agreement with accounts. If billing timing is altered this would require new agreements by all PSC and KFLT accounts.

Purchase Period	Billing Period
September, October & November 2017	Jan. 8, 2018
December, 2017, January & February 2018	April 8, 2018
March, April & May 2018	July 8, 2018
June, July & August 2018	Oct. 8, 2018

IMPORTANT MESSAGE

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CURRENT BILLING TERMS

Professional Service Center Program

- Premium Accounts purchasing a three month average of \$2,000 or more per quarter = \$200 per quarter
- Professional Accounts purchasing a three month average less than \$2,000 per quarter with Training = \$125 per quarter
- Professional Accounts purchasing a three month average less than \$2,000 per quarter without Training = \$50 per quarter

Key Fleet Program

- Premium Accounts purchasing a three month average \$2,000 or more per quarter = \$0 (no fee)
- Professional Accounts purchasing a three month average less than \$2,000 per quarter with Training = \$75 per quarter

CONTACT & QUESTIONS

Business Case Submission & Review

Jill Brown @ 810.606.2970
jill.brown@gm.com

ACDelco360 Rewards & Reporting (purchases)

acdelco360@maritz.com
800.253.3428
exclusively yours (ey) Rewards
(card balance, missing cards, etc.)
888.842.0336

If issue is not resolved contact:

Jill Brown @ 810.606.2970
jill.brown@gm.com

A follow-up case number will be provided

ACDelco Image Program on 1Store site usage

customerservice@acdelco1store.com
888.243.0298

If issue is not resolved contact:

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