

Overview

What?

- **New integration** allows users to redeem GM MyRewards points on repair orders from within Lightyear

Who?

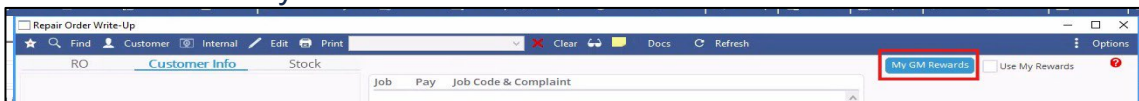
- **All GM dealers:** will get the button to launch the MyRewards window and ability to apply points to RO's for customers who have the GM MyRewards credit card
- **Dealers participating in MyRewards program:** will be able to redeem points for all my rewards customers regardless of if they have a credit card

Why?

- **Save time applying redemptions** (don't have to go to website)
- **LY RO balance automatically adjusted** based on points redeemed
- **Higher customer spend** on Service visits

How?

1. From the Repair Order Write-Up Window **OR** Totals Window
 - a. Click "MyRewards" button to launch the Rewards window



2. Once Rewards window launches Select the area for points to be applied (Parts/Service)
 - a. Max possible points are applied by default, can be manually reduced if needed
3. Once the area (parts/service) and the desired points are selected the user can proceed to redeem by clicking the **Redeem** button.

Enter points or dollar amounts to activate a redemption type.

Redemption Type	Customer Cost	Max Redeemable	Redeeming Points	Redeeming Amount	Status
Service	\$375.00	\$189.91	500	5.00	Active
Parts	\$23.86	\$23.86			

Apply Points

Max Redeemable Points	Service Cost	Parts Cost	Total RO Cost
18991	\$375.00	\$23.86	\$461.72

Redeeming Points	Remaining Points			
500	18491			
Redeeming Amount	Remaining Balance	Service Adjusted Pay	Parts Adjusted Pay	Total Adjusted Pay
\$5.00	\$184.91	\$370.00	\$23.86	\$456.72

Redeem

4. The user must ask the customer for the last 4 digits of their MyRewards



number (or read the last 4 digits of their MyRewards credit card if the customer is a card holder) and click **Apply Points**

5. A message confirming the "Validation Succeeded" will appear if the 4 digits are correct and a second message indicating "Redemption Succeeded" will be displayed once the points have been successfully applied

Redeem Points

Service: \$5.00 (500 pts)

Total: \$5.00

Enter the last 4 digits of the customer's My GM Rewards member ID or GM Rewards Card number and click "Apply Points" to **finalize** redemption now for this repair order. Otherwise please cancel.

Last 4 digits of Rewards Member ID or Rewards Card number*

Redemption Successful

Service — \$5.00: ✓ Redeemed

6. The points have now been fully redeemed against this RO and the discount is reflected on the RO inside Lightyear

Job#	Code	Code Description	D/C	Tax	LPT	CWIS	%	Amount	\$ Amount	GL #	Control #1	Control #2	Description
✗ A	SS	Shop Supplies	C	YES	L	C		15.0000	0.00	865400			
Effect:	Parts	0.00	Labor	56.25	P+L	56.25	Tax	4.64	Cost of Sale	0.00	(if applicable)	Cost Percentage:	0 %
✗ A	IGMREWARD	My GM Rewards Disco	D	NO	L	C		0.0000	5.00	570000	522699		
Effect:	Parts	0.00	Labor	-5.00	P+L	-5.00	Tax	0.00	Cost of Sale	0.00	(if applicable)	Cost Percentage:	0 %

Items to Note

- If the customer on the RO does not have an associated GM MyRewards account, they will be prompted to either
 - Register for GM MyRewards by clicking the link provided
 - Search for an existing MyRewards account associated with a different email than what is listed on the RO
- If GM has the customer listed as inactive in MyRewards, a prompt will be displayed to contact GM to resolve before being able to complete redemption or earn points
- If there are discrepancies between the customer record in Lightyear and GM the user will be prompted to either:
 - Update Lightyear to match GM
 - Contact GM to update their records



- Proceed without earning points
- If for any reason the customer decides not to proceed with completing the Repair/Payment at this stage, the user will be prompted to contact GM to remove the points applied upon attempting to delete the discount or void the RO

