



Professional Service Center Program

The ACDelco Professional Service Center (PSC) Program can help your business become more efficient and more profitable. The more ACDelco parts you purchase, the higher level of support and services that are available. ACDelco is continuously improving to offer Premium accounts the discounts and partnerships that will be most useful to you and your business.

PSC PROGRAM DETAILS

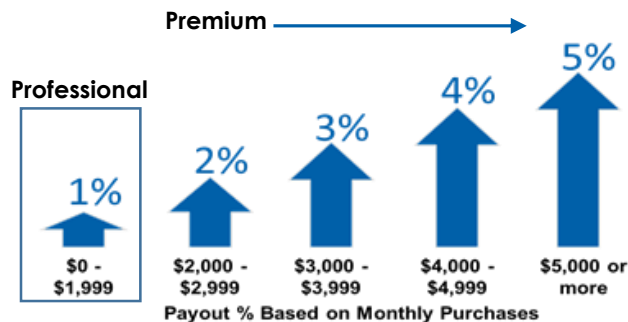
- Be sponsored by an ACDelco Direct Account member
- Make ACDelco your first choice for quality automotive products
- Provide high quality service, fair value, convenience and dedication to customer satisfaction
- Employ at least one ASE certified technician and trained technicians
- Maintain a facility that is comfortable and professional in appearance
- Prominently display current ACDelco signs
- Purchase access to the ACDelco Professional Service Center Program for a quarterly fee

Premium accounts purchasing just **\$2000 monthly** or more are eligible to receive and have access to the key benefits and more.

PSC REWARDS

For every ACDelco reported purchase, earn points that can be put back into your business or spend on yourself. You can earn up to 5% of all your ACDelco reported purchases. The more you purchase, the more rewards you will be eligible for.

ACDelco Premium PSCs are eligible for a 1% growth incentive for 5% year-over-year growth.



KEY PROGRAM BENEFITS

TECHNICAL SUPPORT AND TRAINING

ACDelco Premium PSCs receive **No-Charge** technical assistance on all makes through Diagnostic Hotline, a long time partner of ACDelco with a strong reputation. (cap of 3 events per month per PSC)

Additional benefits available from Identifix, Mitchell1 and MechanicNet just to mention a few.

ACDelco Premium PSCs have **unlimited access** to a curriculum of hands-on, 24/7 web-based, and virtual classroom courses. Your employees will have access to the information they need to stay on top of their game. You will have the training to effectively diagnose and fix your customers' vehicles right the first time.

ASSURANCE

ACDelco Premium PSCs can claim labor reimbursement **at your door rate** (capped at \$100) for eligible ACDelco parts originally installed at your shop, should they fail.

ALL ACDelco PSCs can offer consumers a **nationwide 24-month/24,000 miles***, limited parts and labor warranty for ACDelco parts installed. If the customer experiences a failure and is more than 25 miles from the original repair facility, the repair will be made at no additional cost to the PSC or customer.

Roadside Assistance can be offered to **all customers** of an ACDelco PSC regardless of the brand of part installed or service performed and covers a period of 12 months, with no mileage restrictions.

*whichever comes first, limited warranty



PSC

MARKETING

ACDelco PSC participants are eligible for a variety of marketing support. The [Service Center Locator](#) is one of the most visited sections of [acdelco.com](#), creating new business leads for ACDelco Premium PSCs.

NEW to further assist the PSC manage their on-line presence is [Local Search and Google My Business](#) (GMB). Manage your business information on all google properties, including Google Maps, the Google Local Pack and Google Knowledge Graph to help customers find you.

ACDelco Premium participants, help your business **stand out from the competition** with the ACDelco Image Program and sign elements. ACDelco can help you enhance your shop image (both inside and outside) and leave your customers with a great lasting impression. Check out the ACDelco Image Program Guide or visit [acdelco1store.com](#) to see the **NEW** sign options for 2018.



MARKETPLACE BENEFITS

ACDelco does the heavy lifting so that you don't have to. The following companies are committed to provide you the best discount for the benefits that can help support your business, making it more efficient and profitable. A few examples are:



Auto Vitals has Integrated solutions for shop productivity and customer retention. SmartFlow combines tablet-based inspections and work order processing with workflow automation into a cloud based application. ACDelco PSCs start with a 15% discount. [Visit www.autovitals.com](http://www.autovitals.com) or call 866.949-2848 for details.



E-Inspect offers Shop Clock & Shop Talk, custom software tools to improve flow and streamline processes, they integrate with most shop management systems. ACDelco PSCs receive a discounted monthly rate and a 50% off the initial set up fee. [Call 800-560-9369](tel:800-560-9369) for details.

Premium PSCs are eligible to promote the ACDelco Protection and Pre-paid Maintenance Plans. Offer your customers **attractive coverage terms**. Take advantage of this opportunity to drive additional revenue and customer loyalty with these **easy and convenient** options for your customers' maintenance needs. It's an ideal program to better serve your business.

ACDelco
PROTECTION PLAN

ACDelco
PRE-PAID MAINTENANCE

Visit acdelco1store.com for point-of-sale materials and selling tools.
For more details contact your local ACDelco representative.