



**Bulletin A19-067**  
**March 2019**

**TO: ALL ACDelco FULL LINE WAREHOUSE DISTRIBUTORS**

**SUBJECT: 2019 ACDelco ACE, PSC, RSSP AND KFLT PROGRAMS – PROCESS REMINDERS**

As we kick off 2019, we wanted to send a quick reminder on the various processes for the ACDelco ACE, PSC, KFLT programs and provide an update on accessing program forms. We also wanted to provide details on the NEW RSSP. Please find below details on the following processes:

- Registration and cancellation
- Sponsoring and secondary Distributor change requests
- Ownership changes and shop name changes

#### **REGISTRATION PROCESS**

##### **ACE AND PSC REGISTRATION PROCESS**

An online registration form is required to be completed for new registrations.

The ACDelco ACE online registration form can be accessed at <https://techconnectcanada.com/ace/>

The ACDelco PSC online registration form can be accessed at <https://techconnectcanada.com/psc>

##### **PSC RSSP AND RSSP REGISTRATION PROCESS**

An online registration form is required to be completed for new registrations.

The ACDelco RSSP registration form can be accessed at <https://techconnectcanada.com/rssp/>

There is only one registration form for PSC RSSP and RSSP. You will need to select ACDelco PSC member in the Retail Service Support Program **OR** ACDelco RSSP under “*Select one of the following Programs*”.

A reminder to have the account complete the registration form in full and to ensure all business names are spelled correctly before submitting and that they match your records, as well as the name they would like potentially published (ex. ACDelco online locator). These names can often be mis-matched, which can lead to confusion for items like CONNECTION promotions, or when referencing during a rewards escalation.

##### **KFLT REGISTRATION PROCESS**

The KFLT registration form is required to be completed for new registrations. The KFLT registration form is not currently available online. Ensure to complete the KFLT registration form and send it to your District Manager for approval.



## **CANCELLATION PROCESS**

### **ACE/PSC/KFLT CANCELLATION PROCESS**

The ACE, PSC and KFLT cancellation forms are required to be completed and submitted to the Info-Line. Cancellations must be approved by your ACDelco District Manager prior to processing. Ensure to include details on the cancellation reason.

**NOTE – IF AN ACCOUNT IS SWITCHING BETWEEN PROGRAMS**, a cancellation form is not required. Only the NEW online registration form for the program the account is transitioning to needs to be completed and ensure that “Yes” is selected under the “*Cancel from current program*” section.

## **DISTRIBUTOR AND CONTACT CHANGE PROCESS**

### **ACE/PSC SPONSORING DISTRIBUTOR UPDATE REQUEST**

The ACE and PSC sponsoring distributor change forms should be filled out and submitted to your District Manager. Sponsoring Distributor changes must be approved by your ACDelco District Manager prior to processing.

### **KFLT SPONSORING DISTRIBUTOR UPDATE REQUEST**

Contact the Info-Line with any requests to update the sponsoring Distributor for a KFLT account. The request will be escalated to ACDelco Head Office for approval.

### **ACE/PSC SECONDARY DISTRIBUTOR UPDATE REQUEST**

The ACE and PSC secondary distributor change forms should be completed and submitted to the Info-Line. Secondary Distributor changes do not need to be approved by your ACDelco District Manager and will be processed immediately.

### **KFLT SECONDARY DISTRIBUTOR UPDATE REQUEST**

KFLT accounts do not qualify for a secondary Distributor.

## **ACE/PSC/KFLT/RSSP OWNERSHIP CHANGE**

If an ACE, PSC or KFLT account is selling their business and the new owner would like to continue on the program, an ownership change form is required to be submitted to the Info-Line. **A cancellation form and new registration do not need to be submitted.**

## **SHOP NAME CHANGES**

If an account requests a shop name change, the form at the following link is required be completed by the account: <https://www.surveymonkey.com/r/3RKNHMZ> . This link is available for program members on the TechConnect Canada website. The Info-Line will receive the form once it is submitted and will process any updates required. A name change is often also the start of other changes, including emails, web sites and other items, currently published internally and on other sites and the full details are required to make the change, due to the downstream impact.

If you require any of the most up to date forms mentioned above, speak to your ACDelco District Manager or contact the Info-Line. All forms are built in easy to use fillable PDF format. You can simply complete electronically for specific information areas and email it to the ACDelco Info-Line at [support@acdelcoinfo.com](mailto:support@acdelcoinfo.com).

## **2019 ACDelco PSC TIER LEVELS – REMINDER**

We have reconciled all ACDelco PSC program member tiers for 2019. Each member tier has been determined based on their 2018 total of reported ACDelco purchases. For newer members who did not

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have a complete 12 months of purchase history, we have assigned a level based on an average and a forecast of purchases. These accounts will remain in this tier level for all of 2019, unless they qualify for a Tier increase during the 2019 ACDelco PSC Mid-Year Re-Tier coming this August.

We will be emailing a custom list of all sponsored ACDelco PSC accounts to each Distributor head office main contact within the next week. This list will contain each ACDelco PSC accounts' sponsoring distributor, their 2018 mid-year tier level and the new 2019 tier level. If there is an adjustment you recommend be made outside of this process, please escalate the request to the Info-Line and we will review on a case by case basis.

Note – We have used all existing PSC purchase data for the new 2019 PSC tier levels. It continues to be a reporting Distributor's responsibility to ensure accounts have been tagged correctly year to date. With this 2019 tier reconciliation, if data has been missed, there will be no exceptions. If you and your District Manager would like a tier adjustment to be made outside of this process, please escalate the request and we will review to process.

For any questions regarding the above-mentioned processes or forms or the upcoming tier launch, please contact the ACDelco Info-Line at 1-800-263-3526, prompt 3.

Sincerely,

Joe De Stefano  
National Sales and Marketing Manager