



ACDelco Retail Service Support Program (RSSP) Guidelines

The ACDelco Retail Service Support Program (RSSP) is a loyalty program, through which qualified Independent Service Centres (ISC) accounts can register and participate. The ACDelco RSSP is designed to provide additional benefits that help support ISCs grow their business, increase profitability and improve overall operating efficiency.

All ACDelco RSSP accounts must have a registered program affiliated Head Office and the Sponsoring ACDelco Distributor pre-approved by ACDelco Head Office to qualify and participate.

This program is offered free of charge to qualifying accounts. For a program with a monthly Rewards Program with a low monthly fee, please refer to the ACDelco PSC member in the Retail Service Support Program (PSC RSSP) which is a distinctly different program.

Program Structure and Benefits*

The following are included with approved membership, ensure to review all applicable benefit details and guidelines:

- Online Training - Access to unlimited Online Training
- Labour Reimbursement via the ACDelco program – on qualifying ACDelco products that fail due to manufacture’s defect
- Roadside Assistance support available for you to give your customers
- Nationwide Warranty Coverage for customers over 40kms from original ACDelco RSSP repair facility.
- Info-Line Support Centre to help with program enquiries
- Monthly Member Promotions - Exclusive monthly member promotions providing the chance to earn gift cards or ACDelco merchandise

ACDelco RSSP Member Eligibility

- Open only to Canadian Independent Service Centres (ISC). An Independent Service Centre is defined as an *Independent* Canadian repair facility whose primary business is the service and repair of vehicles for their direct customers and is independently owned and operated.
- Each ACDelco RSSP member must be a Canadian ISC who currently buys from an authorized Canadian ACDelco Distributor. Active GM and other OE Dealers, Fleet accounts, Active ACDelco ACE, PSC, PSC RSSP or KFLT accounts, Specialty Chains, Big Box Retailers as well as Distributors and Jobbers (all outside of the qualifying ISC group) are excluded from participating in this program.
- Each ACDelco RSSP member must be sponsored by an ACDelco authorized Canadian Distributor in their area (Sponsor).
- All ACDelco RSSP accounts must have a registered program affiliated Head Office and the Sponsoring ACDelco Distributor pre-approved by ACDelco Head Office to qualify and participate.

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- Enrolment and member approval is required to participate
- Be approved by an ACDelco Distributor and ACDelco. Approval is required by the indicated sponsoring ACDelco Distributor as well as the applicable ACDelco District Manager.
- Individuals must provide their complete business details as part of their enrollment. This includes an owner/main contact, their business name, business email address, business phone number, and business mailing address.

Registration

- Each ISC business needs to officially register by completing the online registration form provided by their sponsoring Distributor OR ACDelco Representative and approve the ACDelco RSSP agreement.
- The ACDelco RSSP member's official registration date will be based on the initial date the registration form was submitted.
- The ACDelco RSSP member will be given a 6-digit proprietary ACDelco member account code starting with a 5.
- The ACDelco RSSP member must be sponsored by an authorized ACDelco Distributor who is required to confirm and approve their sponsorship and membership.
- Active ACDelco RSSP members may elect to change their sponsoring ACDelco Distributor. This requires the member account to complete, sign and authorize this via a Sponsor change form, and for this to be approved by the local ACDelco District Manager and new Sponsoring Distributor. The new sponsor must be pre-approved by ACDelco Head Office to qualify and participate.
- ACDelco RSSP member owners who own multiple businesses are required to register each shop individually and attain a membership for each business if they would like to have each business participate, including participating in promotions. A shop that has not registered but is affiliated through ownership will not gain access to the program benefits for that non-registered shop. Only officially registered shops who have gained membership through the Sponsoring Distributor and ACDelco approvals will qualify for program benefits regardless of if the businesses are under the same corporation or owned by the same individual. This includes participation in program promotions.
- Mobile repair facilities demonstrating their qualification as an ISC, and complete repairs at customer locations must have a physical business address to participate in the ACDelco RSSP and like above would need one membership per business/location.
- An ISC can be a member of only one ACDelco membership program. Note – Standard RSSP membership is not the same, and does not qualify for any exclusive PSC RSSP benefits/membership.

Additional Program Guidelines

- Each ACDelco RSSP member may cancel at any time for any reason, and is preferred to give notice by the 15th of the month, by completing in full and signing a cancellation form.

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- The official cancellation date is used to reconcile any benefit usage near the time of the cancellation.
- Only purchases from an authorized Canadian ACDelco Distributor reported via eSmart will qualify for promotions. Manual reporting will not be available. RSSP members do not qualify for any of the PSC, ACE or RSSP PSC member rewards programs.
- ACDelco RSSP members may purchase from more than one qualifying ACDelco Distributor. Each ACDelco Distributor must tag all ACDelco RSSP members in order for purchases to be reported in eSmart.
- During the term of its enrolment in the ACDelco RSSP, members must:
 - Make ACDelco parts the ACDelco RSSP members' first choice for quality automotive products.
 - Represent the ACDelco value proposition by providing high quality service, fair value and convenience, and develop trust by being dedicated to customer satisfaction.
 - Employ trained technicians in all areas of work performed
 - Maintain a facility that is comfortable and professional in appearance.

**ACDelco reserves the right to modify or cancel the program at any time in whole or in part for any reason. Late or falsely reported purchases will not be accepted. Active ACDelco ACE, PSC, PSC RSSP or KFLT accounts, Specialty Chains, Big Box Retailers as well as Distributors and Jobbers (all outside of the qualifying ISC group) are excluded from participating in this program.*