

My Rewards



Over VUE - My GM Rewards is a loyalty program that allows members to earn and spend on purchases of GM Products and Services and reduce the member's out-of-pocket expense.

You can see member data, as well as apply and process the My GM Reward redeemable value. VUE makes the necessary API calls to GM to validate the total redeemable amount available to the customer and to request authorization to ear mark that dollar amount for a that specific RO.

Customer Registration

Customers can become a My Rewards member at <https://experience.gm.com/rewards>.

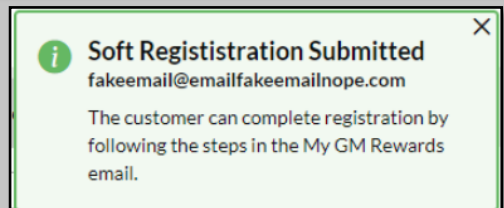
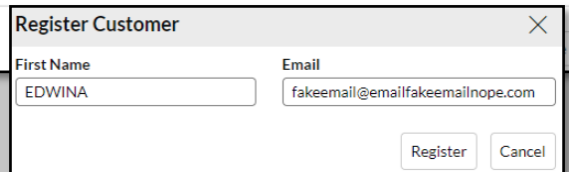
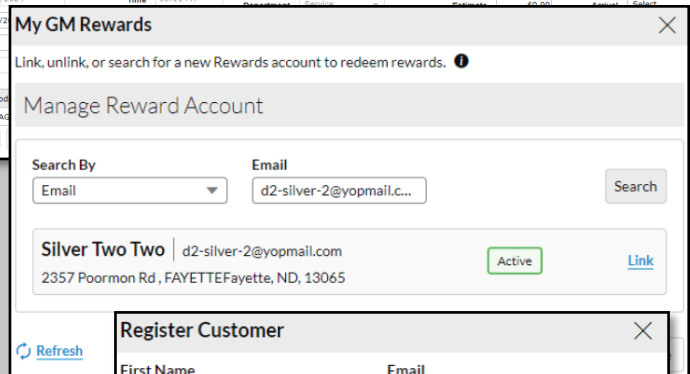
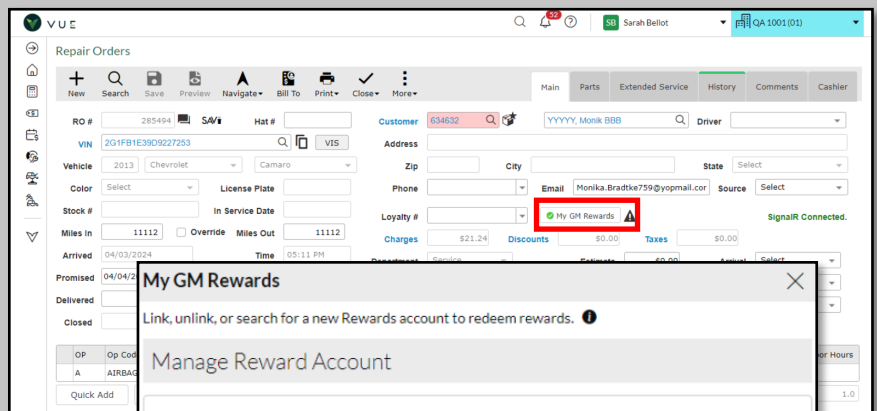
For customers that do not yet have a My GM Rewards account, you can initiate a soft registration for them. In the RO, confirm the customer's email address. Click on the My GM Rewards button to open the My GM Rewards modal. Click the on the [Search] button.

GM will reply with a matching GM My Rewards Member if it is found. Click the Link hyperlink to marry the record into VUE.

If no account is found, click on the [Register Account] button and verify the customer's first name and email address, then click the [Register] button.

VUE will make an API call to GM and GM will then email the customer with registration information.

The VUE UI will indicate that the customer was soft registered, but the customer must finish registration before any information about their account will be available.

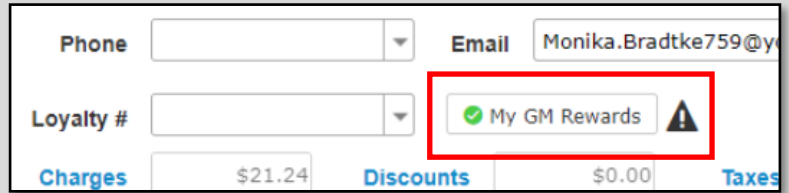


⚠ Customer's My GM Rewards account registration has not been completed. Ask the customer to follow the registration link in their email inbox.

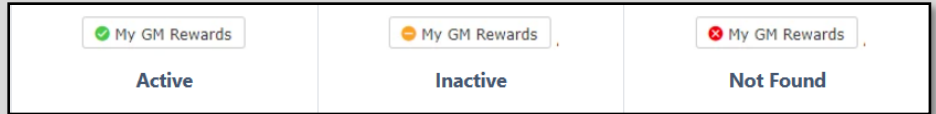
GM MY REWARDS

MY GM Rewards button

When the My GM Rewards feature is enabled in VUE, the My Rewards button is on the RO header next to the Loyalty # field.




Green = Active - A My GM Rewards member that is active and in good standing with GM.



Yellow = Inactive - Customer's My GM Rewards account is inactive. Instruct the customer to contact the My GM Rewards help line (1-844-764-2665) for assistance in activating their account. A customer cannot redeem rewards with an inactive account and may not earn points on their rewards account for money spent during the inactive period.

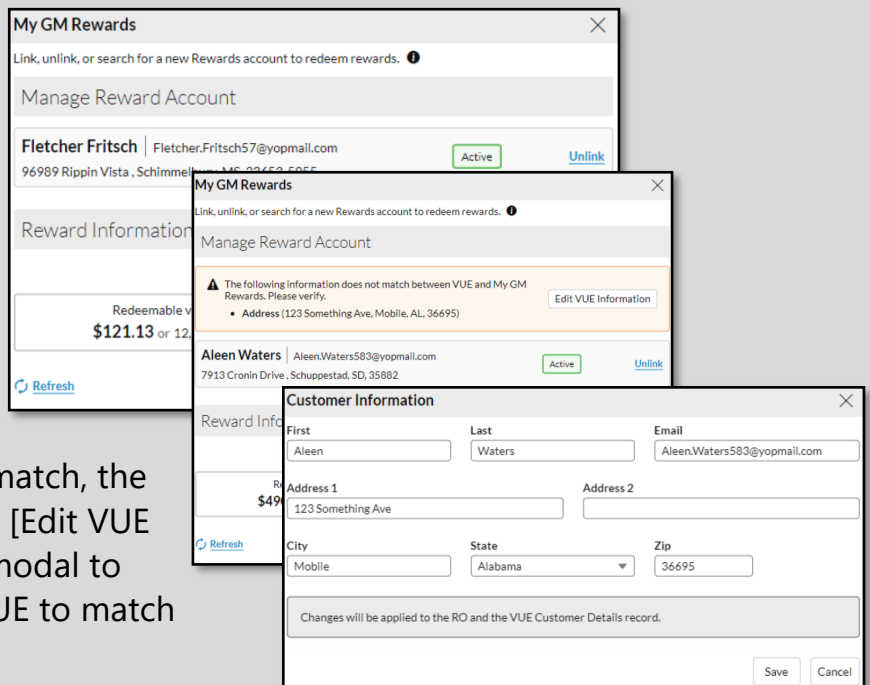
RED = Not Found - Red indicates that a My GM Rewards account could not be found with the customer's email address. This customer will not be eligible to redeem My GM Rewards points. Confirm the email address and initiate a soft registration for the customer.

 **Warning Icon** - Hover over the Warning icon to display the warning: customer data mismatch, inactive My GM Rewards account, My GM Rewards account not found, or dealer ineligibility. Be aware that customers cannot redeem rewards or earn points for money spent during the inactive period.

My GM Rewards Member Information Modal

Clicking on the My GM Rewards button for an active member will open a My GM Rewards modal. It shows the customer's My GM Rewards tier, redeemable points value, redeemable dollar value, total rewards points value, total rewards dollar value, and potential savings as provided by GM.

If the customer information does not match, the mismatched values will show. Click the [Edit VUE Information] button to open another modal to update the customer information in VUE to match information in My GM Rewards.



For Technical or Software Support, please contact:

1.800.227.8187 or email dmssupport@dominiondms.com

GM MY REWARDS

Cashiering

When repairs are complete the customer may choose to apply some of their My GM Rewards redeemable dollars towards the customer amount due on the RO.

To do this, the cashier will submit a redemption request to GM. If authorized by GM, the customer pay total will be reduced by the redemption amount.

1. Click on the [My GM Rewards Redemption](#) link to open the redemption authorization modal.
2. Input the Redemption Type (Parts, Service, Accessories), the last four digits of the member number, and the dollar amount to redeem, not to exceed the customer's redeemable amount or the customer pay total on the RO.
3. Click on the [Submit Redemption] button.

When the redemption amount is approved the Customer Pay total is reduced by the redeemed amount.

If the request is declined, an error message with the reason for failure is displayed.

Customer Discounts	\$0.00
Customer Pay Subtotal	\$119.34
My GM Rewards Redemption	\$0.00
Customer Pays	\$0.00

My GM Rewards Redemption

Platinum Member Tier Status
\$121.13 or 12,113 pts Available to redeem

Fill out field to submit redemption amount to GM.

Redemption Type Last 4
Field cannot be blank.

Customer Pay Subtotal	\$99.00
My GM Rewards Redemption	0
Charges and Taxes	\$20.34
Customer Pays	\$119.34

Deductible	\$0.00
Customer Discounts	\$0.00
Customer Pay Subtotal	\$119.34
My GM Rewards Redemption	\$1.00
Customer Pays	\$118.34

Redemption Authorization Failed

Redemption authorization failed due to incorrect "Last 4" entered. Verify last 4 of member number or card number.

Proceed without redeeming or contact My GM Rewards if the issue persists.

Voiding a Rewards Redemption

My GM Rewards cannot be voided directly on the RO. To void a redemption, access GM's Dealer Redemption Center to initiate the voiding process. Once the My GM Rewards redemption will not be funded, a fund adjustment must be made through Manual GL Posting, Schedule Reconciliation, or Deposit Adjustment to ensure correct allocation. Subsequently, the customer's payment for the RO must be recorded by the cashier through the creation of a Manual Receipt.

1. Create a receipt for customer payment.
2. Create a posting to move money from the clearing account to the GM rewards AR account. This can be done via Manual GL Posting, Schedule Reconciliation, or Deposit adjustment.

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Maintenance Screen

The My GM Rewards indicator may also be seen on the Maintenance screen. The indicator is informational only and not clickable.


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RED = Not Found - Red indicates that a My GM Rewards account could not be found with the customer's email address. This customer will not be eligible to redeem My GM Rewards points. Confirm the email address and initiate a soft registration for the customer.

vue DMS Scheduled Maintenance for RO 103745 (1999 GMC Yukon) Return to Repair Order

Maintenance Report



1999 GMC Yukon
5.7L V8 255hp 330ft. lbs. | 4WD | 4-Speed Automatic
Service @ 33 miles
VIN: 1GKEK13R0XJ749860

Visit Information

Dev Customer
Customer

103745
RO Number / Dispatch

3,000 Mile Factory-Required Maintenance

Factory Maintenance		Apply to All	RO	Defer	X
0669040	Engine Oil and Filter Replacement		RO	Defer	
0665005	Check or inspect the following: □ Differential Fluid Level Inspect □ Differential Fluid Level Inspect		RO	Defer	

Reset Print

Factory Req. Avail.	\$123.00
Dealer Rec. Avail.	\$0.00
Estimate Total	\$0.00
Deferred Total	\$100.00
RO Total*	\$349.95

*Lorem ipsum Above amounts exclude charges and fees.

Save up to \$134.90 ⓘ

Submit a redemption request through the Cashier Tab to apply the redeemable value.

Maintenance Estimates

Reset Print

Factory Req. Avail.	\$123.00
Dealer Rec. Avail.	\$0.00
Estimate Total	\$0.00
Deferred Total	\$100.00
<hr/>	
RO Total*	\$349.95

*Lorem ipsum Above amounts exclude charges and fees.

Save up to \$134.90 ⓘ

Submit a redemption request through the Cashier Tab to apply the redeemable value.

The Estimates section show a customer's potential savings based on their available rewards total.

Reset Print

Factory Req. Avail.	\$123.00
Dealer Rec. Avail.	\$0.00
Estimate Total	\$0.00
Deferred Total	\$100.00
<hr/>	
RO Subtotal*	\$349.95
My GM Rewards Redemption*	-\$134.90
RO Total*	\$215.05

*Lorem ipsum Above amounts exclude charges and fees.

Once a redemption has been authorized on the cashier tab, the authorized redemption shows in the estimate calculation.

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