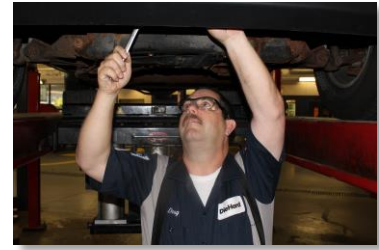


Overview

Over the span of a vehicle's life, fluids and filters will need replacement, tires and brakes will wear out, and the battery will eventually lose power. These maintenance costs can add up over time. As of July 2017 our DieHard Edge Maintenance Plans are no longer being offered, but it is important to know what products and services they include and how to redeem them. For three years or 45,000 miles, our customers will not have to pay anything additional for the parts or services included in the package they purchased. These plans offer anywhere from basic maintenance (oil changes, tire rotations and air filters) to a full plan that includes tires, 3-year alignment, brakes and a battery.



What do the plans include?

All DieHard Edge Maintenance plans offer a three year/45,000 mile coverage on the services below, with a choice of either synthetic or conventional oil. Each plan builds upon the Basic plan, with the Elite plan being the most comprehensive. Below is what each plan includes:

DieHard. EDGE Maintenance Plans		
BASIC	This is the Basic plan:	
	Oil Changes Cabin Filter Engine Filter Performance Snapshot Tire Rotations Brake Evaluation	3 per year (9 total) 1 per year (3 total) 1 per year (3 total) Every Visit 3 per year (9 total) 1 per plan
PREMIUM	The next step up is the Premium plan which includes everything in the Basic plan plus:	
	Steering/Suspension Evaluation DieHard Battery 3-Year Alignment Brakes & Installation (pads/shoes/labor)* <i>*Does not include other brake parts such as rotors or calipers</i>	1 per year (3 total) 1 per plan 1 per plan 1 axle per 18 mo (2 total)
ELITE	The Elite plan includes everything in the Premium plan plus:	
	Tires & Installation including Road Hazard <i>**Optional \$200 tire upgrade</i>	Set of 4 tires**

NOTE: In some cases, like oil changes and brakes for example, if a service is not redeemed within the specified service period, the customer will forfeit coverage for that service. Refer to the Terms and Conditions for details.

See **Tire Details on the next page for information on specific tires and upgrades.



When *redeeming* parts or services from a plan, create a work order under the WarranTech commercial customer.

Note: Any items purchased that are not included in the plan need to be sold on a separate customer work order.

Overview (continued)

Which tires are included in the Elite plan?

Tire Details

The DieHard Edge Maintenance Elite plan includes a new set of 4 tires. Below are the tires that are covered. Notice there is a 1st choice, 2nd choice, and additional options (as available by store).

What if a customer wants tires not on the preferred list?

Preferred Tires Included in Plans:

- 1st choice: DieHard Silver
- 2nd choice: RoadHandler
- Additional Options: Guardsman
 Radar
 Uniroyal
 Cooper



****\$200 Tire Upgrade**

If the customer prefers tires not on the preferred list, they can purchase a tire upgrade for \$200. The tires need to be our regularly in-stock, branded tires which will be identified with a \$74.25 price point in TPOS. Any tire not priced at \$74.25 is not included in the plan. If the desired tires are not in stock, IST them from another store or order them via RIM. It is imperative for our profitability that we be certain to charge the Tire Upgrade Fee when applicable.

NOTE: The tire upgrade SKU must be charged to the customer's account, while the redemption must be charged to the WarranTech commercial account. If the tire upgrade was already purchased, this SKU would be found in the customer's history on a ticket separate from the Maintenance Plan.

Tires Available for \$200 Upgrade

- | | | | |
|----------|----------|---------|-------------|
| Michelin | Goodyear | Falken | Continental |
| BFG | Dunlop | Pirelli | General |

Service Redemption Process

When a customer comes into the Auto Center to redeem a part or service from their DieHard Edge Maintenance plan, first you need to see which services they have available on their plan. Then create the work order in TPOS and have the customer sign off on the work. Complete the work, print the TPOS invoice, then redeem the service on the **AmTrust Redemption** site.



Follow these steps to redeem parts or services from a DieHard Edge Maintenance plan:

View available redemptions

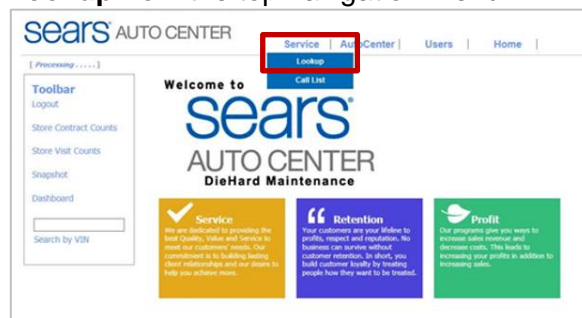
1. Access the **AmTrust Redemption** site from **Quick Links** on the Automotive Intranet site or visit: <http://sears.dealermtc.com>.

Log into the site using:

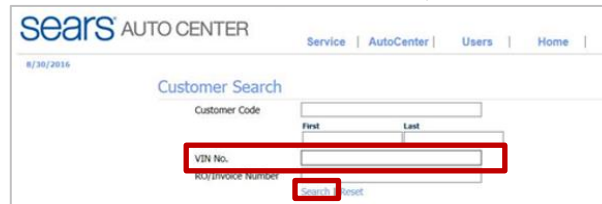
User Name: DL_AU[Your Store #] Example: DL_AU6851

Password: [Store Zip Code] Example: 60159

2. To view a vehicle's available parts and services, select **Service**, then **Lookup** from the top navigation menu.



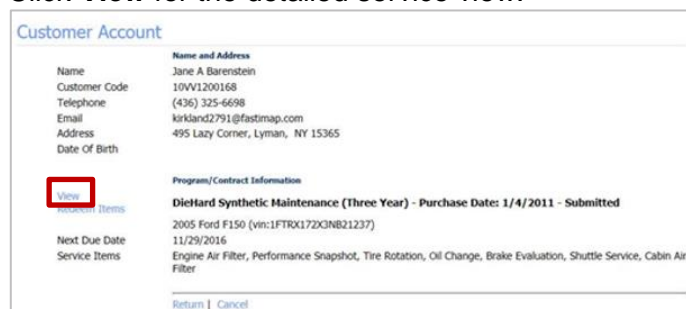
3. Enter the vehicle's **VIN Number**, then click **Search**.



4. Click the **customer's name** to view the details of their plan.



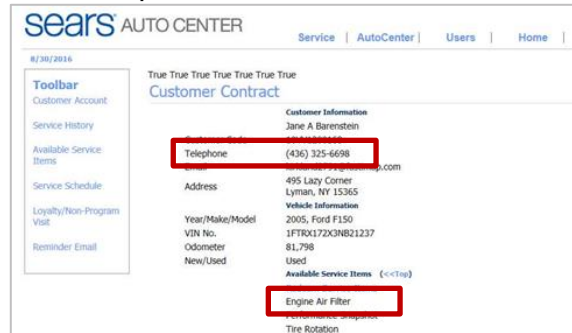
5. Click **View** for the detailed service view.



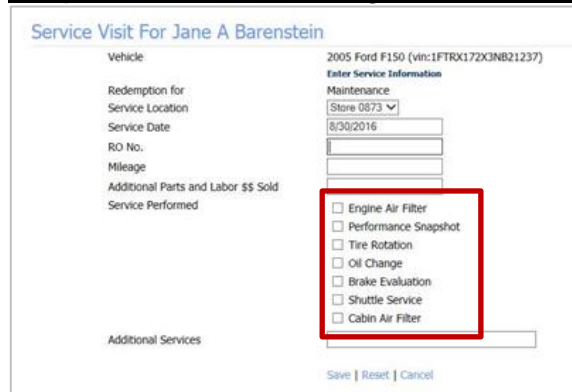
Service Redemption Process (continued)

View available redemptions (continued)

- Click **Redeem Service Items** to see which items are redeemable. **Please note the **Customer Code**. This will be needed when creating the redemption work order in TPOS.*



- The items with a **check box** next to them are available for redemption. But do not yet check any boxes to redeem. The service must be completed before redeeming it in the AmTrust Redemption site.



Create the work order in TPOS

- Now that you know which items are available for redemption, create a work order under the WARRANTECH INC commercial account in TPOS for only the part or service to be redeemed.

TECH Tip When redeeming a part or service from a plan, create a work order in TPOS for that customer using the WARRANTECH INC commercial account.

NOTE: Add only the items being redeemed to the Work order. Any other parts or services not covered by the maintenance plan must be rung on a separate ticket under the customer's normal retail account.

- The ringing process for the redeemable services will vary by state; review the *DieHard Edge TPOS Ringing Information* document for details.
- Enter the Vehicle VIN Number, Vehicle License Plate Number, Driver's Name and PO# when prompted.

TECH Tip The **PO#** will be the AmTrust plan contract's **Customer Code**.

NOTE: Shop Your Way information is required if your customer is a member.

- Have the customer sign the work order to approve the work to be done.

Service Redemption Process

Complete the work

The service is completed.

Print the TPOS invoice

1. Print the invoice for the redemption and have the customer sign it; review the *DieHard Edge TPOS Ringing Information* document for details.
2. Provide the customer with a copy of the invoice. The customer should keep this in their records so they know which services have been redeemed from their plan.

Redeem the part/service on the AmTrust Redemption site

1. Go back to the **AmTrust Redemption** site to redeem the service. Enter the **RO Number** (this is the numeric part of the **Reference #** from TPOS). Enter the vehicle's current **exact Mileage** (do not round up or down). Enter the number **0** in the **Additional Parts and Labor \$\$ Sold** field. Check the boxes for the parts or services that were actually redeemed. Enter **n/a** in the **Additional Services** field, then click **Save**.

2. Review the customer's service history to verify that the redemption was processed. Click the **RO Number** to retrieve that service claim record.

3. This is the service claim record you just redeemed.

Service Redemption Process

Batch redemption claims

After a part or service has been redeemed in the **AmTrust Redemption** site, you will need to batch the redemption claim you just created. This sends the redemption to the AmTrust system so they are aware that the part or service was redeemed. This is important because this is how AmTrust knows to pay Sears Auto the cost of the services that were just performed.



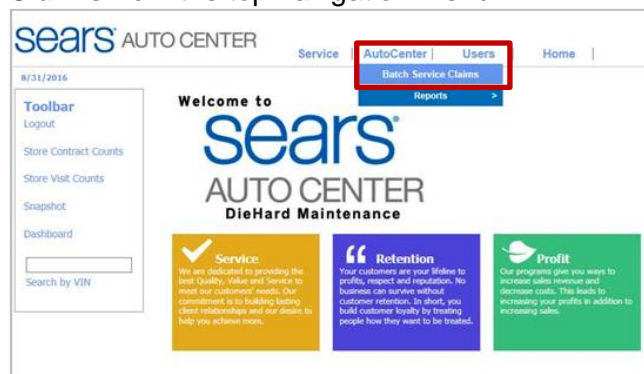
1. If you're not already logged into the **AmTrust Redemption** site, access this site from **Quick Links** on the Automotive Intranet site or visit: <http://sears.dealermtc.com>.

Log into the site using:

User Name: DL_AU[Your Store #] Example: DL_AU6851

Password: [Store Zip Code] Example: 60159

2. To batch redeem your claim, select **Auto Center**, then **Batch Service Claims** from the top navigation menu.

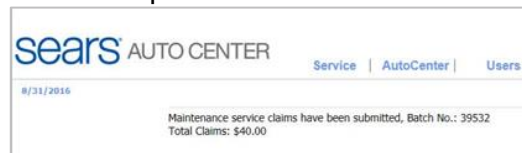


3. Click the **check box** next to the service redemption you would like to batch, then click **Create Batch**. In most cases there will only be the one redemption you have created. If there are multiple entries shown, you can check all to batch process.

RO Number	Amount	Service Date	Customer
<input type="checkbox"/> 000	\$0.00	(8/26/2016)	✖ Laura A Eason (10VV1100031)
<input type="checkbox"/> 00000	\$25.00	(8/26/2016)	✖ Laura A Eason (10VV1100031)
<input type="checkbox"/> 11	\$0.00	(8/26/2016)	✖ Beth A Walton (10VV1200021)
<input type="checkbox"/> 210420	\$40.00	(3/4/2014)	✖ Linde S Summey (10VV1200019)
<input type="checkbox"/> 0490	\$40.00	(6/24/2014)	✖ Bette L Sears (10VV1200024)
<input checked="" type="checkbox"/> 0528	\$40.00	(3/1/2014)	✖ Rodger D Hall (10VV1200014)
<input type="checkbox"/> 210565	\$40.00	(12/18/2012)	✖ Darleen D Finnson (10VV1200139)
<input type="checkbox"/> 210582	\$40.00	(3/16/2015)	✖ Matthew D Bergstrom (10VV1200058)
<input type="checkbox"/> 210693	\$25.00	(2/14/2012)	✖ James A Campbell (10VV1200095)
<input type="checkbox"/> 210714	\$25.00	(11/2/2014)	✖ Anthony D Campbell (10VV1200035)
<input type="checkbox"/> 211034	\$40.00	(2/5/2015)	✖ Connie M Trotter (10VV1200115)
<input type="checkbox"/> 211092	\$25.00	(5/7/2015)	✖ Charles A Slate (10VV1200007)

Page Total \$ 0

4. The redemption claim will be submitted.



Frequently Asked Questions

Frequently
Asked
Questions

Q *When does my plan expire?*

A The plan is valid for 3 years or 45,000 miles, whichever comes first. However, some services must be redeemed within a specific time period to redeem the full coverage. Refer to the Terms and Conditions for details.

Q *Are the plans transferable?*

A No, they are not transferable. The plan is only applicable to the driver and the vehicle for which it was purchased.

Q *Why isn't there a high mileage oil option?*

A To keep the plan pricing and options simple for our associates and customers, it was decided that conventional and full synthetic oil would provide the greatest vehicle coverage and ensure we are installing the right type of oil for our customers.

Q *Who are WarranTech and AmTrust?*

A WarranTech is a subsidiary of AmTrust. AmTrust is the company that Sears Auto Center partners with to provide the DieHard Edge Maintenance plans. Sears Auto Center (all locations except California and Puerto Rico) will sell the plan to the customer, but the contract will be with AmTrust. For any questions about their contract, customers will need to contact AmTrust using the contact information on the contract terms and conditions.

Q *What tires are offered as part of the Elite plan?*

A We will feature the DieHard and RoadHandler tires as the preferred tires.

Q *What if additional parts or services are needed beyond what the plan covers? For example: My customer's brake evaluation uncovered the need for new rotors, which are not covered by any DieHard Edge Maintenance plan.*

A Any parts or services not covered by the plan will be the responsibility of the customer. These additional items must be sold on a separate customer work order.

Q *If synthetic oil is required, can a customer buy a conventional plan?*

A No. We must only sell and install a plan that meets or exceeds OE recommendations.

Q *I redeemed a part or service in a DieHard Edge Maintenance plan. Is there anything else I need to do?*

A Each associate who redeems parts or services from a DieHard Edge Maintenance plan is responsible for ensuring the redemptions are entered into the AmTrust Redemption site. It is very important that these redemptions are entered or else there is a risk that a customer could receive more parts or services than they are allowed, and/or the Auto Center may never receive compensation from AmTrust for parts and/or services redeemed.

Q *Will the service redemption transactions be kept in the customer TPOS profile?*

A These transactions will be rung up and kept in the commercial database under WARRANTECH INC. AmTrust will keep record of all parts/service redemptions. This is why consistent process execution is critical to your store's success.

Q *How will the redeemed services be taxed?*

A Redeeming DieHard Edge Maintenance plan services in TPOS is dependent on how your state handles the tax on these items. Review the *DieHard Edge TPOS Ringing Information* document for details.

Q *How will SYW accounts work with the plans?*

A A SYW member cannot earn points on parts/service redemptions. SYW points can be redeemed only on parts and services not covered by AmTrust.

Frequently Asked Questions

**Frequently
Asked
Questions**

Q *Can a customer use a coupon on the in-warranty trips?*

A Coupons cannot be used in the commercial database.

Q *How do I cancel a customer's DieHard Edge Maintenance plan?*

A It is not possible to void a DieHard Edge Maintenance plan in TPOS. If the customer decides they want to cancel their plan, they will need to contact AmTrust directly at the Claims Customer Service number which can be found on the Terms and Conditions. Sears Auto Center has no ability to cancel plans ourselves.

Q *How do I contact an AmTrust representative if I have issues with the Redemption site?*

A To resolve problems accessing the Redemption site, or technical difficulties with the site, Sears Associates will ALWAYS call Agent Dealer Services (ADS) at **1-800-358-2655** to reach WarranTech/AmTrust. Normal business hours for this number are Monday-Friday 8am-5pm CT.

*Do **not** call the Claims Customer Service number on the Terms and Conditions. This number is **ONLY** for customers with questions about their plan.*

Q *What is the link to the AmTrust Redemption site?*

A AmTrust Redemption site: <http://sears.dealermtc.com>

For more details on the DieHard Edge Maintenance plans, see your manager or the Automotive Intranet.