



# Body Shop Credits

## For Body Shop Employees

Hall Rewards now offers a body shop credit to all members who service their vehicle at a Hall dealership.

### What are Body Shop Credits?

Credits that can be redeemed towards a customer’s insurance deductible for body shop repairs.

### How are they earned?

Credits are earned when a customer services their vehicle at a Hall dealership, and the transaction is either a customer pay or warranty transaction (internal tickets are excluded). When a repair order is closed a body shop credit of \$25 is awarded to the customer’s Hall Rewards account in addition to any points the customer may have received for their customer pay transaction. A Hall Rewards member can earn up to \$500 in Body Shop credits (20 total credits). Credits are earned in \$25 increments and there is no minimum transaction amount to earn a body shop credit. For example, if a customer comes in for a \$50 oil change (price before tax and shop supplies) the customer will see a \$25 body shop credit AND 250 Hall Rewards points the next business day after their RO is closed.

### Are credits the same as points?

Credits are different than points and unlike points, credits can only be redeemed at a Hall Body Shop towards an insurance deductible for body shop repairs. In addition, credits cannot be transferred to another Hall Rewards account. Credits do not expire.

### Where can you see a customer’s earned body shop credits?

You can find a customer’s body shop credits in their Hall Rewards account under Points or History. Body shop credits can only be redeemed in \$25 increments.

Nate Sieveking (454608793)				420 Available Points (Worth \$4.20)	7 Body Shop Deductible Credit (Worth \$175.00)	
Date	Order ID	Partner	Location	Points	Description	Comments
1/15/2020	Benefit Accrual	Automotive Avenues	Automotive Avenues - Aurora	10	Web Adjustment	Benefit
1/8/2020	Benefit Accrual	Automotive Avenues	Automotive Avenues - Aurora	2	Web Adjustment	Benefit
1/8/2020	Benefit Accrual	Automotive Avenues	Automotive Avenues - Aurora	3	Web Adjustment	Benefit
1/8/2020	Benefit Redemption	Automotive Avenues	Automotive Avenues - Aurora	-1	Web Adjustment	Benefit
1/8/2020	Benefit Redemption	Automotive Avenues	Automotive Avenues - Aurora	-1	Web Adjustment	Benefit
1/8/2020	Benefit Redemption	Automotive Avenues	Automotive Avenues - Aurora	-2	Web Adjustment	Benefit
1/8/2020	Benefit Redemption	Automotive Avenues	Automotive Avenues - Aurora	-2	Web Adjustment	Benefit
1/3/2020	Redemption	Automotive Avenues	Automotive Avenues - Aurora	-100	Web Adjustment	Test test test(25432435)Sales
1/3/2020	Accrual	Automotive Avenues	Automotive Avenues - Lakewood	500	Web Adjustment	test(test)32154(Sales)
12/29/2019	Accrual	Automotive Avenues	Automotive Avenues - Lakewood	20	Web Adjustment	Benefit
7/15/2014	Accrual	Automotive Avenues Activation Bonus	Automotive Avenues Activation Bonus	10000	Promotional Bonus Points (Points Expired)	Generic Comments

### How do I redeem credits for a customer?

Following the steps below, only Hall Body Shop employees can redeem credits for customers. Body shop credits can only be redeemed in \$25 increments.

### Are there any exclusions?

Yes. Some insurance carriers do not allow the discount or modification of a deductible. This list is always changing, see the regional body shop director for the most current list.

### When will customers start earning credits?

Customers with a repair order dated 1/2/2020 or after will begin to earn body shop credits.



### What if a customer is missing Body Shop Credits?

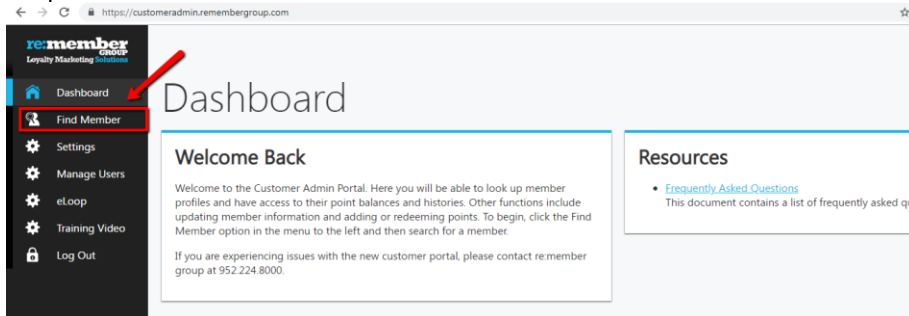
In the event that a customer is missing body shop credits or there is an error in the amount showing in their account, please contact [hallrewardshelp@mileone.com](mailto:hallrewardshelp@mileone.com) with the following information:

- Customer's Full Name
- Customer's Hall Rewards Member Number (9 digits)
- Customer's CDK # (if available)
- Customer's email address
- Details on the credit discrepancy (missing or too many)
- If a customer is missing credits please include an RO number where Body Shop credits should have been awarded

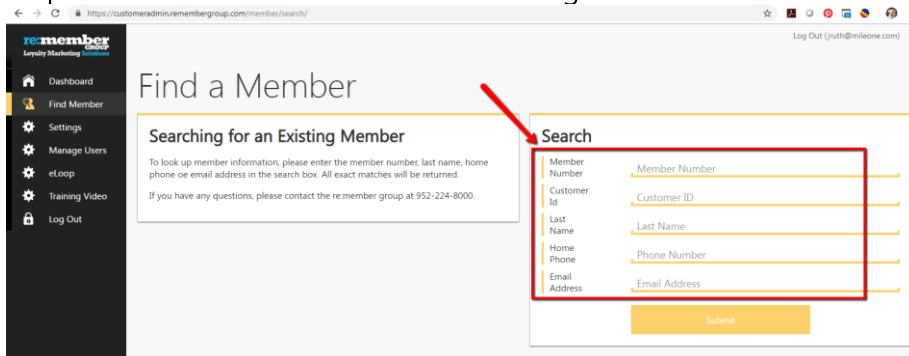
### Redeeming Customers' Body Shop Credits

Step 1: Log into the Hall Rewards admin portal using YOUR credentials. Here is the portal link: <https://customeradmin.remembergroup.com/Account/Login>

Step 2: Select "Find Member".



Step 3: Search for the member's account using one of the available search fields.



**Call the Hall Rewards Hotline at 833.242.5563 or email [HallRewardsHelp@mileone.com](mailto:HallRewardsHelp@mileone.com) if you have any further questions.**



Step 4: Click on "Points"

A screenshot of a user profile management page. At the top right is a yellow 'Submit' button. Below it is a table with columns: Name, Member ID, Cust ID, Home Phone, Email, Manage Points, View History, and Edit Profile. The first row contains the name 'CRAIG LINDAK' and other identifying information. Under the 'Manage Points' column, there are three buttons: 'Points', 'History', and 'Profile'. A red arrow points to the 'Points' button, which is also enclosed in a red rectangular box.

Step 5: Under the credit portion on the left enter in the number of credits you would like to redeem and the dollar amount will automatically populate. Credits can only be redeemed in \$25 increments.

A screenshot of a form titled 'Manage Body Shop Credit'. It has two radio button options: 'Redeem Body Shop Credit' (selected) and 'Add Body Shop Credit'. Below these are two input fields. The first is labeled 'Number of Body Shop Credit' and has a red box around it with a yellow highlight. The second is labeled 'Value of Body Shop Credit' and has a '-' sign next to it. A yellow 'Submit' button is at the bottom.

Call the Hall Rewards Hotline at 833.242.5563 or email [HallRewardsHelp@mileone.com](mailto:HallRewardsHelp@mileone.com) if you have any further questions.