



INDULGE IN SUCCESS

Costa Rica will dazzle you with its stunning beauty. It will entrance you with its peaceful, serene atmosphere and amaze you with its multiple species of flora and fauna with which to reward yourself!

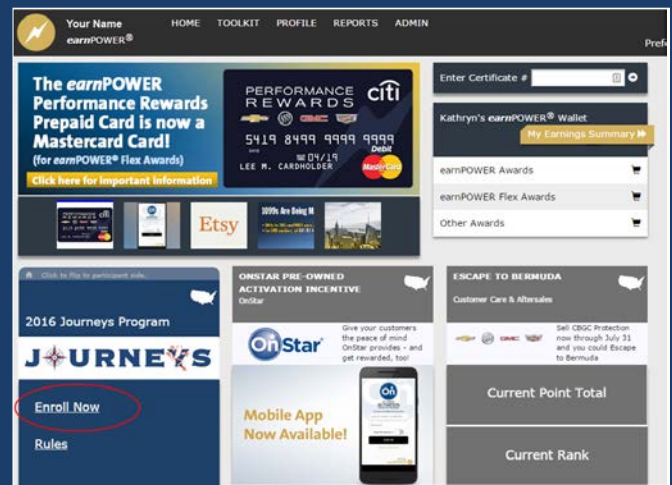
In 2017, GM is awarding top Parts and Service Managers at eligible Dealers with a five-day, four-night trip to the beautiful Costa Rica all-inclusive resort, The Westin Golf Resort & Spa, Playa Conchal.



BECOME ONE OF THE BEST - ENROLL TODAY!

Dealers can enroll in the JOURNEYS Program by following these steps:

1. Go to GlobalConnect and under the “Departments” tab select “Business Office”
2. Select the “*earn*Power” application and click ‘Add to my shortcuts’
3. Once on *earn*Power, click on the “JOURNEYS” tile to enroll in the program
4. Follow the enrollment steps on the screen





LET'S MEET IN PARADISE

Whether you are looking to indulge in the adventurous jungle rainforest or immerse in the sparkling azure waters of the Pacific Ocean, the activities planned includes something for everyone! Not only will you be treated to a world-class cuisine, championship golf course, spa services and zip-lining, when the day is done the evening festivities will be just beginning.

HOW TO WIN

- To be eligible for any award, a Dealer must have at least a 3% year-over-year (YOY) increase in eligible parts purchases for the promotion period of July 1 – December 31, 2016
- A Dealer's 2016 total annual purchases must be at least \$250,000 to qualify for travel
- A Dealer must have at least a \$15,000 increase in YOY purchases, during the program period, to qualify for travel
- The Parts Manager and Service Manager will compete as a team. If a Dealer wins within their flight, both the Parts Manager and Service Manager win a trip

QUALIFIERS

The following criteria must be attained by December 31, 2016. If a Dealer does not attain all qualifiers, listed below, the Dealer is not eligible for any award under this Program.

Criteria	Performance Minimum
Parts Purchase Increase	3% YOY Growth During Program Period (July 1 – Dec 31)
Parts & Service Manager Required GM Training Path	100% Completion of Q1 - Q3, 2016 Training Requirements by December 31, 2016
RIM Compliancy	80% for Wholesale Dealers, 85% for Retail Dealers
Customer Service Retention	65.0% Retention or 2 percentage point growth over 2015 year-end by Sold AGSSA* *Area of Geographic Sales Service Advantage

For help with dealer log in issues, please contact JOURNEYS Program Headquarters at 800-287-7038 or email anita.bissonnette@gm.com

Program Overview

ELIGIBLE DEALERS

Except for dealers in New Hampshire, all General Motors Dealers that have an active Dealer Sales & Service Agreement in the USA throughout the Program Period (defined below) are eligible.

ELIGIBLE PARTICIPANTS

Parts Managers and Service Managers. Participants must be employees of the following GM Division Dealers at the time of travel: Chevrolet, Buick, GMC or Cadillac.

PROGRAM PERIOD

July 1 – December 31, 2016

TRAVEL AWARD

Winning Dealers will be awarded a trip on each of the two waves travel in May, 2017

- Travel will take place in May, 2017
- Destination Location: The Westin Golf Resort & Spa, Playa Conchal, Costa Rica
- Program will offer two (2) waves of travel
 - Wave 1: Sunday, May 14, to Thursday, May 18, 2017
 - Wave 2: Thursday, May 18, to Monday, May 22, 2017
- Trip for two (manager and guest/spouse)
 - Round trip coach class airfare
 - Transportation transfers from airport to the hotel
 - 5 Days/4-Night at The Westin Golf Resort & Spa, Playa Conchal, Costa Rica (www.westinplayaconchal.com)
 - Identified selected activities that are part of the planned agenda
 - Scheduled receptions and meals provided by GM. Any meals and activities not provided by GM are at the winner's sole expense. Any expenses not specifically listed above are the winner's responsibility.
 - This is an adults only program

General Motors reserves the right to cancel, amend or revoke this program at any time for any reason. In all matters relating to the interpretation and application of any rules of this program, the decision of General Motors shall be the final decision.