



EXPERT PLUS
EST. 1998

2019



CELEBRATING OVER 20 YEARS AND MORE ...

We listened to our members who asked us to make the program even better with “exclusive” member benefits, the right service solutions, simplification, and greater engagement opportunities.

We are ready to work harder to support service shops with the right gear, provide greater value and evolve our loyalty program to deliver the best member experience!



MEMBER BONUS LEVELS

We're doing even more to reward members who choose to partner with us year after year. We're invested in our members long-term success, and we'll prove it. When a member renews their membership for 2019, they will be automatically added to the corresponding bonus level.*

Expert Plus Bronze Member	Expert Plus Silver Member	Expert Plus Gold Member	Expert Plus Platinum Member
5 - 9 Consecutive Years	10 - 14 Consecutive Years	15 - 19 Consecutive Years	20+ Consecutive Years
1,000 Bonus Points Single Deposit	2,000 Bonus Points Single Deposit	3,000 Bonus Points Single Deposit	5,000 Bonus Points Single Deposit

Expert Plus Connect

We'll stay in touch with lapsed members, letting them know what we're up to, providing our eLearning platform and inviting them into the program.

*Data Sourced 2002



2019 SALES SUPPORT KIT - **\$19.99** or **\$74.99**

Membership Choices

- **ADVANTAGE** Package - **\$19.99**
 - Preferred Consumer Offers - **15** coupons
 - Digital Access
 - End Tab Rewards
 - eLearning Platform
 - ServiceGrams
 - Marketing Communications
 - *Exclusive Promotions*



- **SELECT** Package - **\$74.99**

- Includes all "**ADVANTAGE**" contents
- **PLUS**
- \$50 in eStore Coupons (5 \$10 coupons)
- Magnetic Tool Mat*
- (2prs) Mechanix Wear® Gloves
- (4) Hats
- (5) Pens



*Tools shown on mat NOT included



2019 PREFERRED CONSUMER COUPON BOOK JANUARY – OCTOBER

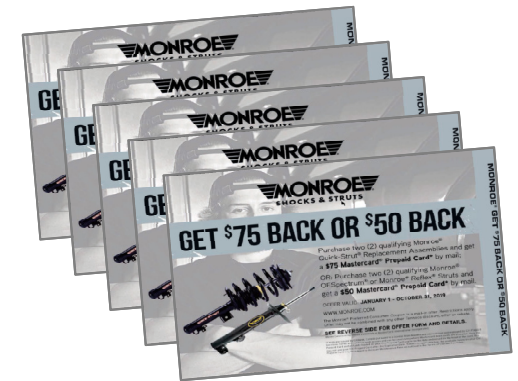
Offers that continue to drive value year after year for our members.



**OFFERED EXCLUSIVELY TO
2019 ENROLLED
EXPERT PLUS MEMBERS**



(5) "Get up to \$100 Back" Coupons



(5) "Get \$75/\$50 Back" Coupons



(5) "Get Up To \$80 Back" Coupons



eSTORE EXCLUSIVE*

Make the Expert Plus eStore the ultimate shopping experience with your Expert Plus eStore Coupons



Coupons expire 11/30/19



- ✓ Five **\$10 eStore Coupons** in each kit
- ✓ Purchase eStore merchandise and apparel
- ✓ Redeemable only for items in the eStore purchased via credit card
- ✓ Enter coupon number in shopping cart during checkout

*Available only to members who purchase the **SELECT PACKAGE**



EXPERT PLUS DIGITAL

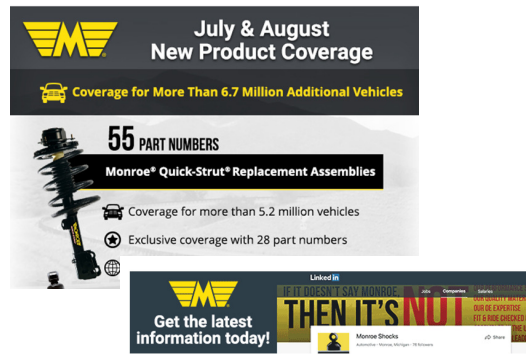
Our suite of digital tools is ready for members to engage and interact with us.

Expert Plus Website



Our web portal is ready to help members get what they need - faster and more efficiently.

Expert Plus Communications



Monthly communications to stay connected with us on the latest marketing, product, content and what we are up to and more!

eStore



Shop the eStore for eye-catching branded apparel and cool items. Your one stop place for shopping without leaving home!



eLEARNING COURSE OFFERING

eLEARNING CONTENT

Improving Customer Interactions

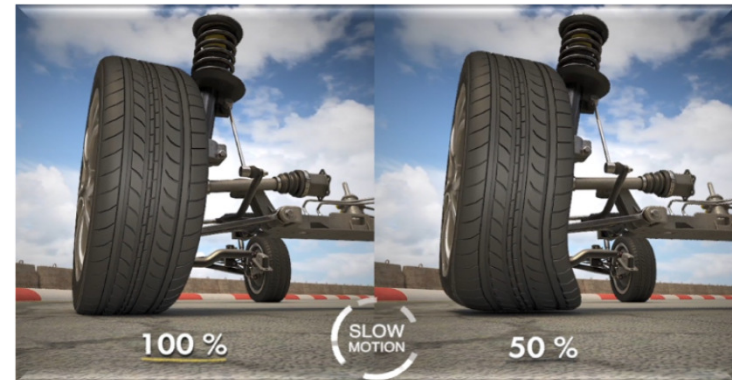
- Learn to identify replacement opportunities
- Information on safety and technology
- Emphasis on inspections and diagnostics
- Focus on fact-based recommendations
- Address common consumer objections

First Class Learning Platform

- Narrated and interactive
- Direct to the point learning
- Video based and mobile ready
- Available in Español and Français

Educational Points

- Earn a [1,000 points](#) for each training module completed



expert-plus.com



SERVICE PROFESSIONAL PROGRAM

Open Enrollment – Begins December 3, 2018 and closes June 30, 2019

Material Support

- ✓ Preferred Coupon Book
- ✓ Dealer Locator Service
- ✓ *Exclusive* Promotions
- ✓ eStore Coupons*
- ✓ Magnetic Tool Mat*
- ✓ Branded Merchandise*
- ✓ Access to the Technical Resource Center

Engagement Incentives

- ✓ eLearning Curriculum
 - ✓ 1,000 points
- ✓ Training Clinics
 - ✓ Tenneco ASM enters roster (attendee info) online
- ✓ End Tab Redemption Points – Rewards
- ✓ eStore Rewards

*Available only to members who purchase the **SELECT** PACKAGE

**POINTS
EXPIRE
11/30/19**



WD/JOBBER SALESPERSON PROGRAM

Open Enrollment – Begins December 3, 2018 and closes June 30, 2019

Enrollment Rewards

- ✓ Points for enrolling service professionals
 - ✓ Each enrollment
 - ✓ On-Line entry
 - ✓ Renewal
 - ✓ Bonus Levels
 - ✓ Comeback Rewards
 - ✓ For every Service Professional enrolled in the 2019 and 2017 program – but did not enroll in 2018 – Expert Plus will automatically deposit **200 Comeback points**

Engagement Rewards

- ✓ eLearning Curriculum
 - ✓ **1,000 points**
- ✓ End Tab Override – **20%**
- ✓ End Tab Redemption points
 - ✓ Reward Online
- ✓ eStore Rewards

**POINTS
EXPIRE
11/30/19**



END TAB POINT VALUES

END TABS



POINTS



REWARDS*

Product	Points
Monroe® Quick-Strut®/Magnum™ Complete Replacement Assemblies	250 ea
Monroe® OESpectrum® Shocks/Reflex® Shocks, Struts and Cartridges	100 ea
Monroe® Load Adjust Shocks	100 ea
Monroe® Gas-Magnum® Truck Shocks	30 ea
Monroe® Strut-Mate® Mounting Kits	30 ea
Walker® Direct-Fit Converters	150 ea
Walker® Direct-Fit CalCat® Converters	150 ea
Walker® Quiet-Flow®SS/Welded Assemblies	100 ea
Walker® SoundFX® Mufflers	35 ea
Monroe® Total Solution™ Brake Pads	200/set
Monroe® Severe Solution™ Brake Pads	200/set
Monroe® ProSolution® Brake Pads	100/set
Rancho® Suspension	50 ea
DynoMax® Performance Exhaust	65 ea
Thrush® Glasspack/Rattler/Welded/Turbo and Hush Thrush™ Mufflers	45 ea

*Each individual can redeem a maximum of **50,000** Expert Plus points in the 2019 program.





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Thank You