



FREQUENTLY ASKED QUESTIONS

Getting Started

I am a new salesperson. How soon can I spin?

Assuming the vehicle has gone through a Retail Delivery Registration (RDR), in most cases you will be able to spin within an hour. However there may be instances where the process may take up to 24 hours. Additionally, you must be enrolled in the Council of Sales Leadership Program, have a W-9 tax form on file, have taken all quizzes required by the Online University, and be at least 21 years of age. If you are not 21, you cannot spin, but you may receive predetermined award amounts for eligible vehicle sales. Discuss the criteria with your manager to make sure you are eligible.

Can I participate at more than one Honda Dealer?

No, as a Sales Consultant you may only participate at one Honda Dealership.

How do I spin?

Playing is easy. Just follow the instructions for the program you select.

I work evenings at our dealership. Do I have to come in during the day to access SpinPlay?

SpinPlay is open seven days a week, 24 hours a day, for your convenience. In addition, SpinPlay can be accessed from your home computer, as long as you have an internet connection.

How often are the VINs updated on the web site?

VINs are updated approximately every hour on every business day.

How often are reports updated on the web site?

Reports are updated overnight every day.

Is there a deadline to complete spins via the web site?

Spin Play will remain open seven days after program end date.

Eligibility

Who is eligible to participate (win awards) in the program?

Only Sales Consultants listed as job position SASA and SISC on the iN. Sales Consultants must be employed at the dealership during the entire program period and at time of award distribution.

What does it take to have authorization in the SpinPlay program?

- You must be enrolled in the Council of Sales Leadership Program before your eligible vehicle sale
- You must have a W-9 tax form on file
- You must have successfully completed all currently required COSL quizzes
- You must be at least 21 years of age
- You must register through the Honda Performance Center (HPC)
- You must sell an eligible vehicle within the program period

How will I know which vehicles are eligible for SpinPlay?

When a program begins, a Marketing Bulletin is issued that explains the information you need to know including specific information about the eligible vehicles. Most questions will be addressed in the Marketing Bulletin.

What if I have a question regarding the eligibility of a specific VIN?

Please contact your District Sales Manager as soon as possible so that the VIN can be researched for eligibility.

What COSL quizzes must I take?

Log on to the Online University via the iN, and check your quiz status.

Cannot Spin**I'm eligible, but still can't spin on a vehicle sold. Why?**

There are several factors that can stop you from spinning. Check through these possibilities and discuss the corrective actions you need to take with your manager.

An RDR for the vehicle has not been received yet	Give the system 1 business day to record the information. Also, check with your Sales Manager to ensure the RDR was submitted.
Vehicle is not eligible	Depending on the specific program, not all trim levels or model years are eligible. Check the applicable Marketing Bulletin for details. If you believe the vehicle qualifies, check with your District Sales Manager.
The vehicle was reported under a different Sales Consultant	Check with your Sales Manager to see if this has occurred.
The vehicle was previously reported sold	Check with your Sales Manager to see if this has occurred.
The vehicle was delivered before or after the program period	Check the applicable Marketing Bulletin for eligible dates.

I have taken all my COSL quizzes and still can't spin. Why?

Allow 2 business days for the system to register your completed quizzes.

Taxes**Why did I need to fill out my W-9?**

In order to issue you incentives, we have to have your W-9 information

What do I do if my W-9 information is incorrect?

Changes to your W-9 information need to be completed on the iN. Please contact your dealership's iN System Administrator for assistance.

Who is liable for taxes on SpinPlay winnings?

As outlined in the Marketing Bulletin, Sales Consultants are liable for any and all taxes on their SpinPlay winnings.

When will I receive my 1099 form for my SpinPlay winnings?

The 1099 forms will be mailed the last week of January.

What if I don't receive a 1099?

If you have won less than \$600 in Honda-sponsored programs, a 1099 will not be issued. However, you are still responsible for reporting all your winnings for tax purposes. If you have won more than \$600 and you believe your 1099 is lost, call American Honda Motor at 310-781-6788 to request a replacement. If you reach voicemail, leave a message with your name, phone number, and social security number.

Honda Rewards Card**How long after a spin will my winnings be deposited on my debit card?**

Within 2 weeks after spinning.

How can I determine how many award dollars I received on my Honda Rewards Card this year?

View your transaction history, which will list all award dollars issued to your card, at the following site:

www.HondaRewardsCard.net

When will I receive my Honda Rewards Card?

You will receive your card 2 to 3 weeks after your first spin.

I already have a Honda Rewards Card – when will my SpinPlay winnings be added to my card?

Award dollars will be added to your card within 2 weeks of winning them in a SpinPlay game.

When will bonus winnings be added to my card?

Bonuses will be added to cards approximately 30 days after the last day that SpinPlay is open for a given program.

Why didn't I receive my bonus or override?

Not every spin program has a bonus. See the Marketing Bulletin for program details.

Is the Honda Rewards Card a credit card?

No. The Honda Rewards Card is a stored-value Visa card that carries an award-dollar amount based on participant achievement in Honda-sponsored incentive programs. Each time the recipient uses the card, the purchase amount is deducted from the available balance.

Where can the Honda Rewards Card be used?

It can be used to make purchases everywhere Visa is accepted – at more than 19 million Visa merchant locations with the exception of “pay at the pump” service stations and gambling merchants. It may be used for purchases at retail outlets, catalogs, and on-line merchants.

Is there a limit on how much value the Honda Rewards Card can have?

No. The card will be loaded based on participant achievement.

Is there a limit on how much I can withdraw from the Honda Rewards Card at an ATM?

Yes. There is a \$500.00 per day limit on cash withdrawals from your Rewards Card. All ATM fees are the responsibility of the cardholder.

Can I order a spouse card?

Yes. You can order a spouse card on-line at www.HondaRewardsCard.net. A \$5.00 fee will be deducted from your account.

Does the card recipient need to sign an agreement?

Each card is distributed with a Cardholder Agreement & Disclosure. This agreement fully explains the terms and conditions regarding the use of the card. This agreement can also be viewed on-line. The cardholder accepts the terms and conditions by signing the back of the card and using the card.

Will the cardholder receive a statement?

Cardholders can review their current balances on-line, free of charge, at www.HondaRewardsCard.net. In addition, the cardholder can call the toll-free Cardholder Services number, 1-866-466-0057, to receive balance and transaction information.

What happens if I need to return an item?

Each merchant location has its own return policies and will handle the returns in the same manner as any other Visa transaction. They may credit your Honda Rewards Card, issue a cash refund, or offer store credit.

Does the Honda Rewards Card have an expiration date?

Yes. Please refer to the expiration date indicated on the front of the card. AHM reserves the right to cancel your card after 24 months of inactivity.

What happens if there are still funds available and my reward card expires?

We encourage you to use all your reward card dollars before your card expires. If you are an active employee of an eligible Honda dealership and have had account activity in the last 24 months, your funds will be rolled over to a new card. If there has been no activity on your card for 24 months, your card will expire and all award dollars on the card will become the property of American Honda.

What tax liability is associated with the award dollars placed on my Honda Rewards Card?

Award dollars added to your Reward Card will be treated as taxable income, whether or not you spend them. You will be required to pay applicable federal, state, and local taxes on those dollars.

What happens if my Honda Rewards Card is lost or stolen?

Cardholder Services provides 24-hour, toll-free support. Immediately report any problems or a lost or stolen card by calling 1-866-466-0057. A replacement card will be issued and any available balance will be transferred to the new card, less a \$15.00 replacement card fee which will be deducted from the card's available balance. As long as the lost or stolen card is reported immediately, you will not be responsible for any unauthorized merchant charges.

More Questions?**Who do I contact for more questions?**

Contact the Honda Performance Center via the "Contact Us" option located on the Honda Performance Center [at www.myhondaperformancecenter.com](http://www.myhondaperformancecenter.com), or call 1-877-835-5191. Assistance is available Monday through Friday, 7:00 am to 7:00 pm CST.