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MRX
17 MAR 08

Keep It New

1. Background MCX shall offer a program that will allow customers to obtain extended warranty protection for select merchandise purchased at the MCX. In accordance with MCO P12000.11A (Appx E), MCX locations may grant on-the-spot incentive awards to sales associates for selling these extended warranties.

2. MCX Site Responsibility
 - a. Each site must ensure that all associates have regular product training on the Keep It New Program and its plans, in order to have the knowledge to best meet the customers' needs for protection.
 - b. Funds for the "incentive awards" will be paid locally, and the awards will be taxed as income to the employee. The vendor cannot provide any funding to offset the cost of the "awards."
 - c. Each register should have extra copies of the Keep It New warranties. Once a warranty has been sold, reprint the receipt, attach it to a copy of the warranty plan and put it in the cash bag at the end of the day. The cash office returns these slips to the Retail Ops Clerk the next day.
 - d. Retail Ops Clerk verifies that the plans were in fact sold via RMS/Inventory Movement.
 - e. Retail Ops Clerk enters the quantity and type of warranties sold into a spreadsheet. A sample spreadsheet is attached for reference.
 - f. Retail Ops Clerk will send the spreadsheet to the Payroll department and the performance award will be added to Associates paycheck under "incentive pay".
 - g. Management should hold meetings to explain the program and keep associates continually aware of their progress towards the awards.

