

Hino Honors FAQ



How do I earn Hino Bucks and Points for truck sales?

Dealer Sales Persons and Sales Managers are eligible for HinoHonors rewards by selling Hino trucks.

MODEL	SALES PERSON		SALES MANAGER
	HINOBUCKS	HINOPOINTS	HINOPOINTS
S4	\$350	50	50
S5	\$450	50	50
195h	\$700	50	125
L6	\$650	100	125
L7, XL7, XL8	\$750	100	125

Valid thru December 31, 2023

Note: There are periodic opportunities offered by Hino throughout the year to increase the amounts listed. DOL, National Account, and special program exclusions apply as stated in the program guidelines.

When is my sales data updated?

Transaction information is updated to Hino Honors daily.

HinoBucks applied to your HinoBucks Cash Card are paid twice a month (at the beginning of each month and at the middle of each month).

HinoPoints applied to your HinoHonors Reward Account are paid twice a month (at the beginning of each month and at the middle of each month). Points earned during the calendar year expire on the last day of June following the end of the calendar year.

HINO BUCKS

How do I verify the correct incentive amount has been added to my Hino Bucks card?

VINS and incentive amounts are derived from the approved Competitive Pricing Allowance (CPA). If you have a VIN that was not applied to your account, contact Jennifer Presher, presher@hino.com.

I am new to the program, how long will it take for me to receive my Hino Bucks card?

Allow 10-14 days after the bi-monthly payout date for which you have earned incentive amounts for your card to be created, processed and mailed. So if you have a VIN that was DTU'd between the 1st and the 15th of the month, you should receive your card by the end of that month. If you have a VIN that was DTU'd between the 16th and the end of the month, you should receive your card by the middle of the following month. NOTE: Special incentive payouts may vary.

**Can my spouse use my Hino Bucks card?**

No, the account has been created in the name of the Hino Sales Professional embossed on the front of the card.

Is my Hino Bucks card balance shown on the Hino Honors site accurate up to the minute?

No, your transaction information is updated to Hino Honors daily and appears here for your convenience. If you require up to the minute information on your available balance, telephone 800-759-9610 as listed on the back of the card.

Does my Hino Bucks card expire?

Hino Buck cards are good for 3 years from date of issue. The countdown begins the first month after account opening date. For example: Account is open on 8/1/2022, the card would expire on 9/1/2025. The card expiration date is listed on the physical card. In addition, one month prior to the card expiring Comerica will issue new cards to be sent to the customer. The customer should receive their new Hino Bucks card within the month of the current one expiring. Customers can view their statements online. Statements remain available for two years. Customer can also phone into Comerica and be provided with their transaction history.

When a lost or stolen card replacement request is put in the customer will be issued a new card and all transactions, balances, and credit limits will automatically transfer over once the card is activated.

How can I view my Hino Bucks balance online?

Visit www.card-data.com/comericaprepaid:

- Have your Card account and email address ready when you visit the site.
- Your temporary password when you initially login to the site is 7 digits and is the combination of the first 3 letters of your last name and the last 4 digits of your SSN (for example: CAR1234).

How much are replacement cards if I lost my card?

Replacement fee is \$12 and gets deducted from the card balance

HINO POINTS**If I leave the dealership can I still receive my Hino Points?**

You must have a HinoNet ID and be actively employed at a Hino dealership to access and use your points. HinoPoints have no cash value and are not transferrable for any reason, including by way of inheritance or other operation by law.

If I transfer to a new dealership will my Hino Points transfer?

Yes, once you DTU a truck we can transfer your unexpired Hino Points to your new HinoNet ID. Please e-mail your request to transfer points to Jennifer Presher at presher@hino.com (see below for expiration details).

Can I pay the difference and use my credit card to order an item(s) more than my point value?

No, you may not buy up. Hino Rewards does not accept credit cards.



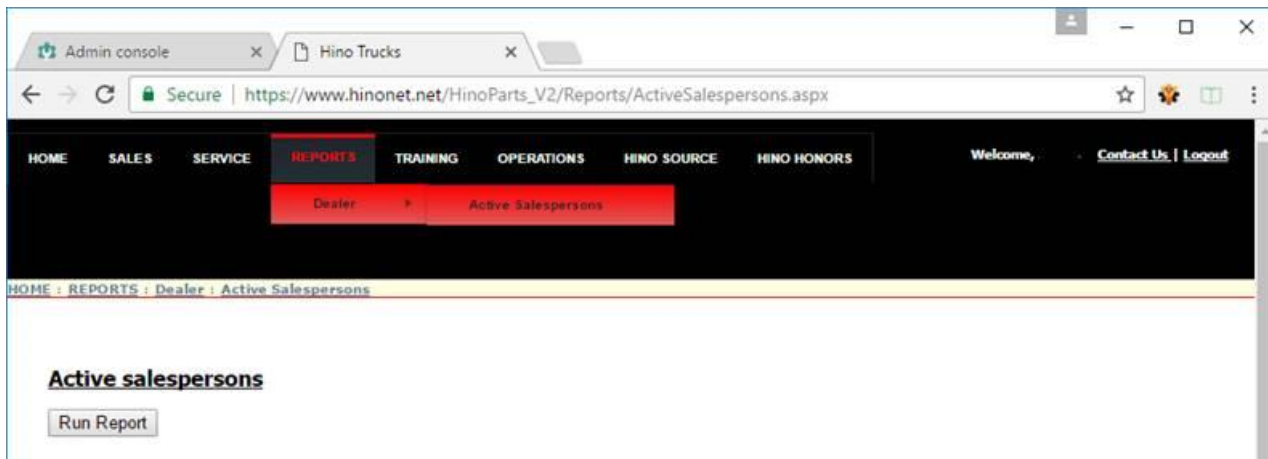
I have 100 points. If I use 80 points, can I redeem the remaining balance at another time?

Yes, remaining balances are available until the points expire. Simply view your Hino Points for your current balance.

When do unused Hino Points expire?

All Hino Points earned during a program year expire 6 months after the conclusion of the program year. For example, all Hino Points earned during the 2023 Hino Honors Program (January 1, 2023 to December 31, 2023) will expire on June 30, 2024.

Active Salespersons: How can I see my registered, active salespeople? As long as you are set up as a Sales Manager in HinoNet, this view should be available to you. HinoNet / Reports / Dealer. If not, please contact support@hino.com.



Will I receive a 1099 for my Hino Rewards redemptions?

Yes, the taxable value of your redeemed Hino Points will be reported to the IRS

Still have a question?

Email Customer Service at hino@helm.com or call 1-800-436-9701 and we'll get the answer for you!