

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.

Sales Professional Rewards

	HinoBucks	HinoPoints
155 & 155-DC	\$350	50
195 & 195h	\$350	50
238, 258, & 268	\$400	100
338	\$500	100

Sales Manager Rewards

	HinoPoints
155 & 155-DC	75
195, 195-DC & 195h	75
238, 258, & 268	75
338	75

Note: There are periodic opportunities offered by Hino throughout the year to increase the amounts listed here.

When is my sales data updated?

Hino Bucks - applied to your HinoBucks Cash Card and 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 and 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.

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 to 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.

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 1-800-759-9610 as listed on the back of the card.

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

No, you must have a HinoNet ID and be actively employed at a Hino dealership to access and use your points.

Hino Points 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).

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.

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 2015 Hino Honors Program (January 1, 2015 to December 31, 2015) will expire on June 30, 2016

Still have a question?

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