

GMINs: Frequently Asked Questions for Dealership Employees

What is a GMIN?

A GMIN is a 9-digit, randomly generated General Motors Identification Number. In most instances, your GMIN will replace the use of Government Identifiers, such as Social Security Numbers, as a method of identifying yourself within GM business processes and systems. The GMIN will be used for the identification of a specific person and is sharable with trusted entities as you interact with General Motors. You may use your GMIN within GM for business needs in the same way you would use your name.

When will I need to know/use my GMIN?

If you use the Global Warranty Management application, you will be required to use your GMIN when submitting warranty transactions in the Global Warranty system.

Effective January 18, 2010 you will be required to use your GMIN in place of SSN when reporting delivery transactions in the OWB Deliver Vehicle and GMDeliver.com.

Effective January 29, 2010 the GMIN field will become a mandatory field when adding users in GM Training; the SSN field will be removed from GM Training.

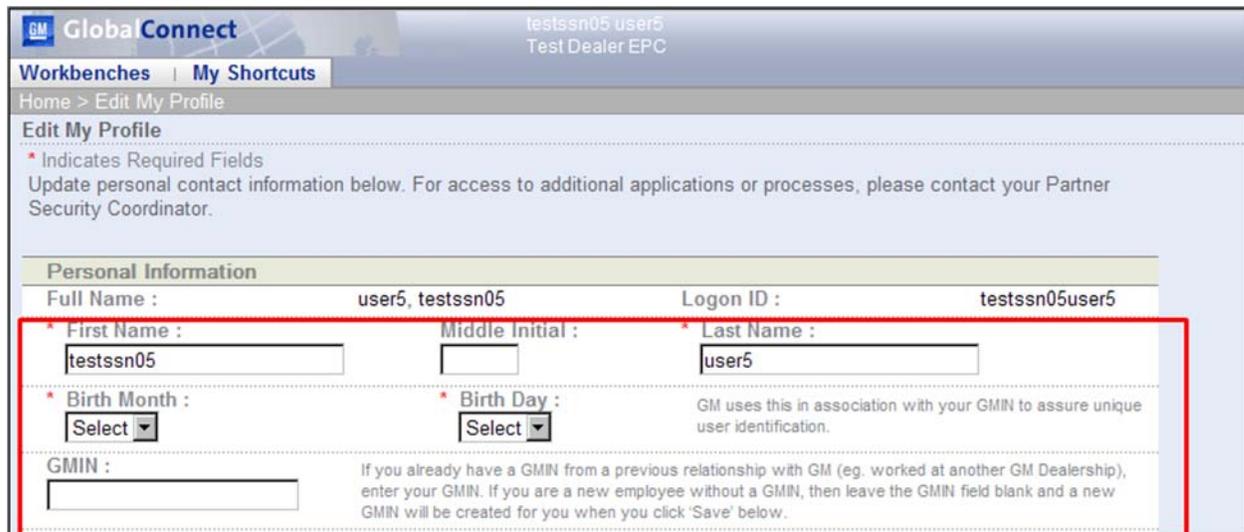
Additionally, you will need to know your GMIN or your employee's GMIN if you participate in incentive programs, i.e. Customer Satisfaction Information (CSI), Mark Of Excellence (MOE).

Please record your GMIN and place the information in a safe place for easy reference. Your GMIN will remain valid even if your GlobalConnect ID is no longer active.

How can I find my GMIN in GlobalConnect?

To locate your GMIN:

1. Logon to GM GlobalConnect using your personal ID and password
2. Click on the 'Edit My Profile' link in the upper right corner
3. Your GMIN is displayed below your name



GlobalConnect testssn05 users
Test Dealer EPC

Workbenches | My Shortcuts

Home > Edit My Profile

Edit My Profile

* Indicates Required Fields
Update personal contact information below. For access to additional applications or processes, please contact your Partner Security Coordinator.

Personal Information

Full Name : user5, testssn05 Logon ID : testssn05user5

* First Name : testssn05 Middle Initial : Last Name : user5

* Birth Month : Select Birth Day : Select GM uses this in association with your GMIN to assure unique user identification.

GMIN : If you already have a GMIN from a previous relationship with GM (eg. worked at another GM Dealership), enter your GMIN. If you are a new employee without a GMIN, then leave the GMIN field blank and a new GMIN will be created for you when you click 'Save' below.

How do I get a GMIN?

For Dealership employees, a Dealership's Partner Security Coordinator (PSC) creates GlobalConnect IDs. A GMIN is assigned to a dealer user when the user logs in to GlobalConnect and enters the Edit My Profile page for the first time.

The user can enter their GMIN or, if they don't know their GMIN, they should provide the mandatory new fields of birth month, birth day and Government ID (Social Security Number) optional, and save their changes. The system will first try to find and assign an existing GMIN by matching on the name, birth date and Government ID (Social Security Number) if provided. If no match is found then a new GMIN is assigned. The next time the user selects Edit My Profile their GMIN will be displayed.

What if the GMIN field is blank on my Edit My Profile page in GlobalConnect?

If you discover that the GMIN field is blank on your profile screen, simply scroll to the bottom of the Edit My Profile screen and click 'Next'. Then click 'Save Changes'. Now go back to your Edit My Profile screen, and you should find a GMIN.

What if I share a GlobalConnect ID with other employees at my dealership?

Employees should never share IDs and passwords. It is a violation of GM security policies to share IDs.

A GlobalConnect ID is tied to one specific GMIN. Therefore, sharing an ID with others would allow access to the owner's GM Training records, and the ability to perform transactions, such as report vehicle deliveries, submit warranty claims,

and participation in incentive programs based on the level of access assigned to the ID.

What if I have a legitimate need to have more than one GlobalConnect ID? (e.g. I do work for more than one dealership BAC)

An individual might have more than one GlobalConnect ID. Whether the IDs are associated with one dealership (BAC) or multiple dealerships, all of them should be associated with the same GMIN.

What if I have multiple GlobalConnect IDs, but they do not all have the same GMIN?

Please login to Global Connect, click on Edit My Profile, expand the Government ID section and add your SSN to all of their Global Connect IDs. A merge will be performed systematically by identifying multiple GMINs with the same SSN. The merge will be completed and in approximately two weeks and the continued GMIN will be reflected in Edit My Profile. The goal of this process is to have your continued GMIN tied to all of your GlobalConnect User IDs. Make sure that the continued GMIN is maintained in Order Workbench - Deliver Vehicles Maintain Sales Staff, used in Global Warranty Management and your DMS systems.

What if I end employment at one GM dealership and move to a different GM dealership?

Your GMIN should remain with you always (similar to a Social Security Number). If you move to a different GM dealership, you should provide your GMIN to the new dealership so that they can 'attach' it to your new GlobalConnect ID when they create it. If you don't remember your GMIN, you can retrieve it by going to www.gmtraining.com.

Why should I provide my Government ID (SSN) information in GlobalConnect Edit My Profile?

Previously, SSNs were used in multiple applications such as Customer Satisfaction Information (CSI), Mark Of Excellence (MOE) and GM Training as a unique identifier and for tax reporting purposes. GM has reduced the number of applications requiring SSN information by using the GMIN in place of SSN and tying that GMIN to an SSN in only one application: GlobalConnect. This reduces the number of applications that request your personal information. It is mandatory that you have your SSN recorded if you participate in GM incentive and/or awards programs.

Why is Birth Month and Birth Day information required in GlobalConnect Edit My Profile?

These fields will be used by GM to assure a unique identification in association with each user's GMIN. This will also assist in maintaining the GMIN if you move between dealerships.

Global Connect testssn05 user5
Test Dealer EPC

Workbenches | My Shortcuts

Home > Edit My Profile

Edit My Profile

* Indicates Required Fields
Update personal contact information below. For access to additional applications or processes, please contact your Partner Security Coordinator.

Personal Information					
Full Name :	user5, testssn05	Logon ID :	testssn05user5		
* First Name :	<input type="text" value="testssn05"/>	* Middle Initial :	<input type="text"/>	* Last Name :	<input type="text" value="user5"/>
* Birth Month :	<input type="text" value="Select"/>	* Birth Day :	<input type="text" value="Select"/>	GM uses this in association with your GMIN to assure unique user identification.	
GMIN :	<input type="text"/>	If you already have a GMIN from a previous relationship with GM (eg. worked at another GM Dealership), enter your GMIN. If you are a new employee without a GMIN, then leave the GMIN field blank and a new GMIN will be created for you when you click 'Save' below.			

How can I find my GMIN in GM Training?

To locate your GMIN:

1. Logon to GM Training using your Person ID and password
2. On the Home page your GMIN appears under your name after your Person ID.

TRAINING HOME HELP LINKS SEARCH SITE MAP CONTACT US LOGOUT

MENU

- Resources
- Profiles
- Facilities
- Dealers
- Training Path
- Catalog
- Schedule
- Enrollment
- Testing
- Training Records
- Reports
- Service Know-How/TECHAssist
- Product Training

Welcome

Position:
Sales Consultant

DRIVE YOUR FUTURE

- You are enrolled in classes
- My Certifications
- Your Login ID is
- Your GMIN is**

Status and News

What if I don't have a GMIN on my GM Training profile?

If you have logged in to GM Training, and your GMIN is blank on your profile, you should login to GM GlobalConnect and click on the link to GM Training. This will pass your GMIN to the GM Training website, and update your GM Training profile record with your GMIN.

Following are potential messages you may receive in GM Training when you login from GlobalConnect:

If your BAC in GlobalConnect does not match your BAC in GM Training, you will receive the following error message, *"Your BAC in GlobalConnect does not match the BAC in your GM Training website profile. Please have your Dealer Manager correct your GM Training website profile."*

If your Last Name in GlobalConnect does not match your Last Name in GM Training, you will receive the following error message, *"Your Last Name in GlobalConnect does not match the Last Name in your GM Training website profile. Please have your Dealer Manager correct your GM Training website profile."* You can also update your name information in GlobalConnect using Edit My Profile.

If your GMIN in GlobalConnect does not match your GMIN in the GM Training Website, you will receive the following error message, "Your GMIN in GlobalConnect does not match your GMIN in the GM Training website. Please reference the "Updating Your GMIN" document under Help>GMIN Assistance on GM Training for instructions how to resolve this issue." Also, see Question "What if the GMIN in GM Training does not match the GMIN in GlobalConnect?" below for more details.

If you have questions or concerns about your information in GlobalConnect, please contact your Dealership's Partner Security Coordinator (PSC). If you have questions pertaining to the GM Training Website, please call 1-888.748.2687 or submit a Contact Us at www.gmtraining.com.

What if the GMIN in GM Training does not match the GMIN in GlobalConnect?

- If GM Training reflects a 9 digit value in the GMIN field, login to Global Connect, click on Edit My Profile, expand the Government ID section and add your SSN to all of their Global Connect IDs. A merge will be performed systematically by identifying multiple GMINs with the same SSN.
- If GM Training reflects your PersonID in the GMIN field, submit a Contact Us issue stating the following, *"Please update my Profile with GMIN xxxxxxxxxx. This is needed because GMIN in GMT is my PID."*
- If the GMIN field in GM Training contains your SSN, submit a Contact Us issue stating the following, *"Please update my Profile with GMIN xxxxxxxxxx. This is needed because GMIN in GMT has my SSN."*

- If the GMIN field in GM Training is blank:
 1. Login to GM GlobalConnect and click on the link to GM Training. Then login to GM Training with your Person ID and password. This will pass your GMIN to the GM Training website, and update your GM Training profile record with your GMIN.
 2. If step 1 does not work then submit a Contact Us issue stating the following, "**Please update my Profile with GMIN xxxxxxxxx. This is needed because GMT does not have a GMIN for me.**"
- If the GMIN field in GM Training contains a value of "null", submit a Contact Us issue stating the following, "*Please update my Profile with GMIN xxxxxxxxx. This is needed because GMIN in GMT contains the word "Null".*"

What should I do if I receive the error message “An IDS matching condition prevented the acquisition of a GMIN” when trying to save Edit My Profile changes?

Try each of the following in the sequence below:

- **SOLUTION 1**– In Edit My Profile:
 - Enter the GMIN from GM Training
 - Do NOT populate Government ID
 - Enter Birth day and month
 - Make sure that user First Name, Last Name match with your GM Training record [Also try any other names user may have used in GM systems previously (example - Bob, Robert, Bobby)], do not include Middle Initial.
 - Save changes
- **SOLUTION 2** – In Edit My Profile:
 - Ensure the GMIN field is blank
 - Populate Government ID
 - Enter Birth day and month
 - Try First and Last Name variations that user may have used in GM systems previously (example - Bob, Robert, Bobby)]
 - Save changes
- **SOLUTION 3** – In Edit My Profile:
 - Ensure the GMIN field is blank
 - Do not populate Government ID
 - Enter Birth day and month
 - Try First and Last Name variations that user may have used in GM systems previously (example - Bob, Robert, Bobby)]
 - Save changes
- If none of the above works, submit a GMIN Government ID/SSN Request through the GlobalConnect Feedback page by completing the following:
 - GlobalConnect Topic: Support/Help
 - Type of Feedback: Technical Issue

- Enter Your Message Here:
 - Start your message with this text “GMIN Government ID/SSN question” and hit <enter> twice
 - Provide the following information:
 - First, last, and middle name
 - Phone number
 - Email address
 - Time available to be contacted by phone
 - GMIN
 - Description of the GMIN problem or question. Include the error message “An IDS matching condition prevented the acquisition of a GMIN”
- **NOTE – Do not include Government ID/SSN information anywhere in the Feedback information.**
- Do not choose to ‘Hide’ your personal information, we will be unable to respond to your Feedback
- Ensure your contact information is correct
- Submit form

What should I do if I receive the error message stating there was an issue updating GMIN in IDS?

Submit a GMIN Government ID/SSN Request through the GlobalConnect Feedback page by completing the following:

- GlobalConnect Topic: Support/Help
- Type of Feedback: Technical Issue
- Enter Your Message Here:
 - Start your message with this text “GMIN Government ID/SSN question” and hit <enter> twice
 - Provide the following information:
 - First, last, and middle name
 - Phone number
 - Email address
 - Time available to be contacted by phone
 - GMIN
 - Description of the GMIN problem or question. Include message details – example “There was an issue updating GMIN in the IDS system. Reason: The profile VSP for unique ID xxxxxx is not active”
- **NOTE – Do not include Government ID/SSN information anywhere in the Feedback information.**

- Do not choose to 'Hide' your personal information, we will be unable to respond to your Feedback
- Ensure your contact information is correct
- Submit form

If I have a GMIN merge done, will I lose the credits that I have earned?

If a GMIN Merge is completed, your profile will be updated with your Continued GMIN and any credits you have earned will continue to accrue. Note that if any deliveries were reported under your Discontinued GMIN, Delivery Changes will need to be submitted in the Order Workbench Deliver Vehicle System using your Continued GMIN.

Please contact the Program Headquarters of the program administrator if you have program-specific questions related to credits.