



# LIGHTS ON!

A PROGRAM OF MICROGRANTS

Building Relationships  
One Community at a Time

## How to Handle Lights On! Customers: A Step-by-Step Guide

1. When a Lights On! customer enters your shop, help them as soon as you have staff available.
2. Look at the customer's voucher and **check the date issued**. If the voucher is 3-6 months expired, do not proceed with the repair unless the customer is willing to pay for it themselves.
3. If the voucher is still valid, you may proceed with the repair.
  - a. Most repairs are simple bulb changes. Make the quick repair and charge Lights On! at our predetermined rates:
    - Parts:
      - Small Bulbs (taillights, turn signals, brake lights) - \$5.00
      - Large Bulbs (headlights) - \$15.00
      - For cars requiring a special, more expensive bulb - 10% markup on price
      - Other parts: harnesses, assemblies, etc. - 10% markup on price
    - Labor:
      - Small Bulbs - \$10.00
      - Large Bulbs - \$20.00
      - *Around 10% of light repairs require more than just replacing the bulb. For these repairs requiring more than 0.3 hours, Lights On! agrees to pay **\$100/hour per the hours listed by the labor guide**. (this is a discounted rate specific for Lights On!)*
  - b. **Lights On! will pay up to \$250 in light repair per customer**, and you do not need our permission to make the repairs. **If the repair will cost over \$250, the customer must agree to pay the remaining costs**. If they are unwilling to pay, then do not proceed with the repair.
  - c. If a customer has multiple broken bulbs, you may repair all of them, but the total covered by Lights On! per customer is still \$250.
4. While the light is being repaired, we ask that you **give the customer our survey** or ask them to fill it out online (they can scan QR code). These surveys are critical in helping us evaluate our program. (If you run out of surveys, please reach out to us and we will send you more.)
5. **When the repair is completed**, collect the survey (not necessary if it was filled out online) and voucher, and send these to the Lights On! email with the invoice. You can either mail or email these items (**addresses below**), and you can send them individually or batch them monthly. We will issue a check within 7 days of receipt.
  - a. Reminder: As a nonprofit, we have a tax-exempt status and have sent you our tax-exempt form. **Please do not charge Lights On! for any taxes on the invoice.**
  - b. Please include the voucher serial number on the invoice.
6. If the customer returns shortly after the repair and claims the bulb doesn't work, you should correct the issue. You have agreed to treat these situations as warranty issues and not bill MicroGrants extra fees (unless the vehicle has an electrical system problem causing bulbs to fail).

**Always make sure to reach out to us if you have any questions or issues!**

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