

FREQUENTLY ASKED QUESTIONS FOR BODY SHOPS

1. Who is OEConnection?

OEConnection provides online services to the automotive industry. Over 12,000 dealership parts departments subscribe to OEConnection's OE parts locating, buying and selling productivity products. Thousands of collision repair shops subscribe to OEConnection's CollisionLink product, so they can purchase needed parts online, fast and accurately.

Our complete suite of products includes:

- D2DLink® - Dealer-to-dealer OE parts locator for parts needed the same day
- D2D Express® - Dealerships fill a manufacturer's backordered parts
- D2D Plus® - Online tools to help parts managers improve profit and efficiency
- CollisionLink® - Dealerships receive online wholesale parts orders from shop customers and offer body shops automaker program parts rebate and promotions online
- RepairLink - Dealerships receive online parts orders from independent repair shops and fleet locations
- LinkIQ - Data analysis area parts movement tools to help make better stocking decisions
- QPTSM - Quality Production Tracking program for dealership-owned repair facilities.

2. Where is OEConnection located? How can I contact them?

OEConnection is located in a far-south suburb of Cleveland, Ohio at:

OEConnection
4205 Highlander Parkway
Richfield, Ohio 44286

Contact us:

- By phone at (888) 776-5792. This is a toll-free number. Or click on the Contact Us link at the top right of our website: www.OEConnection.com
- Send us a fax at 330-523-1700;
- Send us an email at support@OEConnection.com

3. What is CollisionLink?

CollisionLink is a service designed to streamline the collision parts ordering process between collision shops and dealers. CollisionLink moves parts procurement process from time-consuming faxes and phone calls to the Internet. Using CollisionLink, shops can capitalize on automaker parts programs that give dealerships the ability to competitively price OE parts when shops purchase OE as an alternative to non-OE parts, as well as enables shop to receive other automaker rebates when buying parts online through CollisionLink.

CollisionLink also provides benefits including estimate importing, VIN decoding, and attaching digital photos to orders which results in streamlined parts ordering and reduced part returns. Tired of phone calls, faxes, returns, and reorders? CollisionLink offers a faster, more efficient way to order parts for shops and sell parts for dealers.

4. I already have Winfax. Why should I use a new application?

In order to gain access to many automaker parts rebate and parts promotion programs, body shops must purchase their OE parts online using CollisionLink. In addition, CollisionLink is more than just a parts ordering tool. The application provides complete onscreen parts order status information, dealership replies with details including corrected part numbers, corrected pricing information, and equivalent OE part offers to compete for your business – against your aftermarket and salvage parts on the order.

5. CollisionLink is Free? Why? Nothing's for free!

CollisionLink is provided to body shops as a courtesy by subscribing dealerships. Dealers pay a monthly subscription fee and sign a one-year contract. Repair facilities are not charged for CollisionLink usage.

A subscribing dealer that receives orders online has the ability to offer body shops OE parts as an alternative to non-OE, and help shops earn rebates offered from automakers. In addition, shops have the added convenience of automated VIN parts scrubbing. That means every part on the order is automatically checked for accuracy. Each online order can save a parts department a substantial amount of time and can help them sell more OE parts, which is why dealers foot the bill as a courtesy to shops.

6. What are the key features of CollisionLink?

One ordering process for all makes and all models. CollisionLink automatically imports shop estimates for all makes and all models. Orders can be sent to ANY dealership, regardless of whether or not they are enrolled in CollisionLink.

Dealers can offer OE parts at competitive pricing. Using automaker parts programs, dealers see aftermarket, salvage and LKQ parts on the orders, and can offer OE at competitive pricing. The dealer responds by indicating which parts can be supplied and giving a price quote for parts not specified to order. The shop then can either accept or reject the offer for the quoted parts. OEConnection customer feedback indicates shops prefer installing OE parts due to a better part fit, and customers prefer having all OE parts installed on their vehicles.

Shops can get OEM rebates. Frequently, automakers offer rebates to shops choosing OE parts as an alternative to non-OE, or simply for buying parts online using CollisionLink.

Reduced parts returns. Because of the online nature of CollisionLink orders, the accuracy of orders is very high. As a result, fewer parts are returned, which means improved cycle time, fewer delays in auto repairs and fewer A/R and A/P billing adjustments.

Track an order and its status. Know the status of your estimates at a glance, including if the dealer has received the order, opened the order, or responded to the order. Available ship dates are also included in the dealer's response.

VIN details, paint codes, trim codes. Order accuracy improves because shops can see VIN build data including paint codes, trim codes, gear ratios, and more.

Send Photos to Dealers. It never fails – there's a hinge or decal that is impossible to determine. With the photos feature, you snap a digital photo, download it to your computer, and send it to your dealers to help you get needed parts.

7. Can all auto manufacturer dealerships see online orders?

Yes, CollisionLink works with all makes and all models.

8. Can I place orders with any of my OE parts suppliers? With any dealer?

Yes. When you click the Order button, orders are sent electronically to your suppliers' computers (if supplier is enrolled in CollisionLink and accepts online orders) or to the suppliers' fax (if supplier does not accept electronic orders). Because of this flexibility, supplying dealers do not need to be a CollisionLink subscriber in order to receive orders.

9. How do I know if my order went to a supplier online or as a fax?

You will see a small fax machine icon next to any order that was transmitted via fax; likewise, you'll see a small computer mouse icon next to electronic/online orders. You can send your orders to any dealer, whether they are a CollisionLink subscriber or not. CollisionLink will automatically send the order to a non-subscribing dealer via fax.

10. I like calling dealers to make sure orders were received and don't want to stop calling them. I want to be sure orders arrive.

CollisionLink is not meant to replace the telephone. It's intended to help dealerships and shops communicate easier and faster. Instead of calling a dealership to provide part number details, a shop can send the order using CollisionLink, see an onscreen reply that the order was received, and still call the supplier to clarify and ask questions if desired.

11. I deal with one person at my dealership, and want to continue with that one person. Can CollisionLink handle that?

Yes. Dealerships can route orders from your shop to the same dealership employee. Dealerships receive these instructions when they enroll in CollisionLink. An alternate employee can be set up for when your contact is out.

12. How can I get CollisionLink?

Visit <http://www.OEConnection.com/shop> and follow the simple instructions to download and install CollisionLink. CollisionLink is available to repair facilities at **no charge**.