



FREQUENTLY ASKED QUESTIONS: For Dealers Enrolled in:

1. What is RepairLink?

RepairLink is the industry's most comprehensive OEM parts catalog and online parts ordering and fulfillment solution, designed to streamline the mechanical parts specification and ordering process between independent repair facilities and dealers.

RepairLink is the dealership side of the program, accepting orders online from the shops. RepairLinkShop.com is the shop-side program giving independent repair facilities, fleets and installers the ability to access a dealership's pricing and availability to order mechanical OEM parts online.

RepairLink improves the wholesale parts procurement process, transitioning from time-consuming phone calls and faxes to the Internet.

2. Can all auto manufacturer dealerships see RepairLink online orders?

RepairLink currently works for over 23 OEMs. Only dealerships enrolled in RepairLink will have their parts inventory posted on the program and will be able to receive orders.

3. Who uses RepairLink?

RepairLink is now being offered to franchised dealers interested in increasing their efficiency and OEM part sales against the aftermarket competition. RepairLink is available to any shop who enrolls in the program and selects a participating dealer to buy OE parts from online.

4. I like getting calls from shops to ensure orders are received. I don't want to eliminate phone calls, plus I want to be sure my orders arrive.

RepairLink is not meant to replace the telephone but to help dealers and shops communicate easier and faster. Instead of telephoning a dealership to provide part number details, faxing technical illustrations back and forth, and answering part price and availability, RepairLink streamlines the ordering process, helps shops help themselves, and helps dealers become more efficient. Phone calls can then be minimized and shorter in duration.

5. How do dealers get trained?

Use the computer-based training and other online resources at www.OEConnection.com/RLDealer, or call OEConnection's award-winning Customer Support Team at 888-776-5792, ext. 2.

6. My salespeople have assigned shop accounts. Can RepairLink handle that?

Yes. Dealers can configure the system so different staff receive orders from specific people at specific shops. Dealerships receive these instructions when they enroll in RepairLink.

7. I've enrolled in RepairLink for my dealership – now what can I expect?

RepairLink benefits to subscribing **Dealers**:

- Use RepairLink to compete against aftermarket online parts ordering technology.
- Receive, process and track orders online in a secure and convenient web-based application.
- Strengthen relationships with existing mechanical repair shop customers, build new accounts and increase fleet/installer business by providing an easier ordering process.
- Improve order accuracy to reduce parts returns and increase customer satisfaction through VIN filtering and illustrations directly matching those in the EPC.
- Dealers eliminate phone inquiries because shops see illustrations, parts pricing, and availability online.

RepairLink benefits to subscribing **Shops**:

- Mechanical repair shops specify parts through the industry's most comprehensive web-based parts ordering platform.
- Customers see technical illustrations and diagrams to ensure accurate parts orders, eliminate faxing and see related parts for increased add-on purchase opportunities.
- Online communication and on-screen order status keeps customers informed on order and parts delivery status.
- Convenient, 24/7 online ordering ensures optimum customer satisfaction.

8. How can I get more shops specifying parts?

Visit the RepairLink support sites. Dealers can access marketing brochures, email templates and other support material to help enroll more shops at www.OEConnection.com/RLDealer.