

## FREQUENTLY ASKED QUESTIONS FROM SHOPS

### **What is RepairLink Shop?**

RepairLink Shop is your 24/7 online connection to ordering original equipment mechanical parts from preferred dealership suppliers. It gives independent shops convenient access to OEM parts data and illustrations for the vehicles they service most. Full VIN capabilities make it easier and faster for shops to locate the correct parts for their repair jobs. Shops can see pricing and inventory for their dealer partners and submit orders directly through RepairLink without having to pick up the phone or send a fax.

### **How much does RepairLink cost?**

RepairLink is FREE to your shop courtesy of your local dealer partners. This means no registration fees, no monthly fees, and no transaction fees!

### **How do I sign up for RepairLink?**

Please visit [www.repairlinkshop.com](http://www.repairlinkshop.com) and click "Register Now." After you submit a few questions about your shop and the dealers you currently buy parts from, you will be ready to start ordering parts.

### **Who do I call with questions about using RepairLink?**

Please contact OEC's award Winning Customer Support team at: 888.776.5792 ext 3

### **What are the minimum system requirements to use RepairLink?**

Microsoft Internet Explorer 9.0 or greater. RepairLink Shop also works great with Chrome and Firefox.

### **Are there any installation requirements?**

No. RepairLink Shop is a web-based solution so there is no need to install anything.



## Is special training required to use RepairLink?

No. RepairLink is intuitive and easy to use, featuring common parts categories for all covered makes. All OEM part data is presented in an easy-to-understand format.

## What kind of parts can I order with RepairLink?

RepairLink includes virtually every service, maintenance, and repair part you need for supported makes and models. From the fast moving to the more obscure, you'll find comprehensive coverage in engine, emissions, electrical, lighting, and interior parts, and much more.

## Who can use RepairLink?

RepairLink is offered to independent repair facilities in the United States and Canada.

## How do I get my dealers to sign up for RepairLink?

When you select your dealer partners as you register, we will contact each dealer on your behalf to discuss participating in the program. The system will update as soon as your dealer has subscribed to let you know that you can start ordering parts.

You may also wish to contact your dealer partners to inform them that you are interested in using RepairLink and to order parts from them through the system. You may suggest that they visit [www.oconnection.com/repairlink](http://www.oconnection.com/repairlink) to learn more about RepairLink, which will enable them to begin accepting part orders.

## What is the Web address?

<http://www.repairlinkshop.com>

Bookmark this page so you can easily get back to the site.



**Right Part. Right Place. Right Time.**

4205 Highlander Parkway, Richfield, OH 44286 | 1.888.776.5792 | [OECConnection.com](http://OECConnection.com)