

What is CollisionLink?

CollisionLink is a service designed to streamline the collision parts procurement process between collision shops and dealers from time-consuming faxes and phone calls to the Internet. Using CollisionLink, shops can purchase more OE parts at a competitive price in place of non-OE parts or receive incentives through automaker parts programs and promotions simply by purchasing parts online through CollisionLink.

What are the key features of 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 quoting 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 vehicle owners prefer having all OE parts installed on their vehicles.

Shop 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 high quality of OE parts and parts-specific VIN details, 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.

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

Interactive parts illustrations and details from 23 OEMs. Zoom and pan on illustrations to see how all the parts fit together and easily identify missing parts/components in an order for greater order accuracy.

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.

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

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 the needed parts.

How can I get CollisionLink?

Visit www.OEConnection.com/enroll to enroll in CollisionLink. CollisionLink is available to repair facilities at **no charge** with free training and support.

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, OH 44286

Contact us:

- By phone at 888-776-5792 (English), 877-824-4813 (French)
- Email us at support@OEConnection.com

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.

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

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

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.



Right Part. Right Place. Right Time.

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