



collisionlink®

Frequently Asked Questions

What is CollisionLink?

CollisionLink is the online solution designed to streamline the collision parts procurement process between collision shops and dealers. It gives you visibility to the shops' entire estimate, while eliminating hard-to-read faxes and making it easier for shops to order OEM parts. Using CollisionLink, dealers can leverage automaker parts programs for incremental sales opportunities and increase efficiency and accuracy with automation.

Why should I enroll in CollisionLink?

With over 19,000 active collision repair centers on CollisionLink and 35 OEM programs available through CollisionLink, it is highly likely that your collision repair centers are already using it for other OEM part orders. Joining CollisionLink will allow you to take advantage of:

- Orders consolidated into one user-friendly, online portal for faster order processing
- Automated reimbursement submissions to eliminate time-consuming paperwork
- Reduced part returns
- Seeing the ENTIRE estimate (i.e., parts written OEM and Non-OEM) from your collision repair centers to maximize sales opportunities
- Effectively communicate important information to your collision repair centers, such as order status, shipping date, cost and more!
- A team of OEC professionals to train your staff
- Ability to sell more OEM parts in place of Non-OEM parts

What resources are available for CollisionLink?

We have a Support Center available 24/7 with thousands of articles to answer all of your questions and offer step-by-step instructions for just about anything related to our solutions you need to know. We also have a dedicated Customer Success team in place to assist with training and program configuration. Your dedicated Customer Success Representative is available for continued onboarding and program maximization support.

What shops are on CollisionLink?

Upon enrollment, you have access to a list of all shops that have added you as a vendor. Your Customer Success representative can work with you to identify high-volume transacting shops. With over 19,000 shops already active on CollisionLink, it is highly probable your shops are already using CollisionLink for other OEMs.

How do my shops get access to CollisionLink?

CollisionLink is free for shops to use, and they can enroll at www.CollisionLinkShop.com. Click "Register Your Shop Now."

Existing shops on CollisionLink can simply start sending their orders to their preferred dealers to access the benefits of CollisionLink. Simply call your shops and let them know you are on CollisionLink or take advantage of our easy-to-create marketing pieces to add to invoices or deliveries.

How can I get CollisionLink?

For questions and registration information, call **888-776-5792**.