

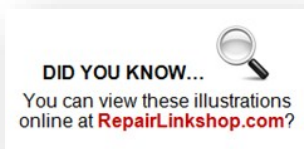
Dealer Best Practices

RepairLink® can help you drive OE parts sales, save time with increased efficiency, and enhance relationships with customers. These Best Practices can help make you a Dealer of choice among independent repair facilities.

Market to shops

- Hand out co-marketing flyers that explain discounts.
- Create messaging stating RepairLink orders will take priority.
- Engage sales reps to visit shops and demonstrate how to use RepairLink.
- Use RepairLink stickers on every invoice.
- Offer promotions to shops that order through RepairLinkShop. Dealers increased parts sales 2X faster with a promotion!

For templates, flyers, and stickers, visit the [Support Center](#)



Amplify your customer service

- Set up new online order notifications and respond quickly (within 5 minutes). Shops care about service above anything else.
- Call shops to let them know their order was received.
- Be consistent on delivery.
- Drive customers seeking illustrations to RepairLink so *they* can choose the correct part(s) needed instead of explaining over the phone.
- Use counter staff to drive shops to RepairLinkShop.com

Optimize your investment

- Set up shop pricing and be competitive.
- Regularly engage your shops to utilize RepairLink on popular parts
- Setup gross profit protection
- Use RepairLink to see what shops are looking for
- Reach out to shops who are browsing, ask them what they need



Contact your Customer Success Rep or check out the [Support Center](#) for assistance in creating marketing strategies, flyers, and stickers.