

Frequently Asked Questions (FAQs) for Lexus Dealers

What is RepairLink?

RepairLinkSM is the market's most comprehensive OE mechanical parts 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 online orders from 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 OE mechanical parts online. RepairLink improves the wholesale parts procurement process, transitioning from time-consuming phone calls and faxes to the internet.

How do I sign up?

Visit Oeconnection.com/LexusProgram or call 1.888.776.5792 x3.

What is the Lexus Mechanical Parts Program?

The Lexus Mechanical Parts Program allows Lexus dealers to offer shops competitive discounts on select OE parts in RepairLink. The discount is sponsored by Lexus and Lexus dealers will be reimbursed for this additional discount (through the monthly parts statement). Independent repair facilities will see an icon next to the part if an additional discount is available (see below, left). Independent repair facilities still receive the standard dealer discount on all other parts. The Lexus Mechanical Parts Program allows dealers to provide parts to independent repair facilities against Aftermarket parts in an effort to gain incremental value. Dealers will see an icon on program-qualifying orders (see below, right).



Can all Lexus dealerships see RepairLink online orders?

Only dealerships enrolled in RepairLink will have their parts inventory posted within the system and will be able to receive orders.

Who uses RepairLink?

RepairLink is now being offered to franchised dealers interested in increasing their efficiency and OEM parts 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 online.

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I like getting calls from independent repair facilities to ensure orders are received. I don't want to eliminate phone calls, plus I want to be sure my orders arrive. Can I still have calls using RepairLink?

RepairLink is not meant to replace the telephone, but rather to help dealers and shops communicate more efficiently. Instead of independent repair facilities calling 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 find answers themselves, and enables dealers to become more efficient. Phone calls can then be minimized and shorter in duration.

How do dealers receive training?

Within 48 hours of enrollment, an OEC Customer Success Representative will contact the dealer to set up RepairLink for order processing. This onboarding process includes comprehensive training and consultation on RepairLink best practices. In addition to an award-winning Customer Support team that is available Monday – Friday, 8 a.m. – 8 p.m. ET, dealers have 24/7 access to the OEC Support Center, an extensive library of searchable answers that also provides the additional channels of email and chat support.

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

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

I've enrolled in RepairLink for my dealership —what can I expect now?

- 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 independent repair facility 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.
- Reduction in phone inquiries because shops can view illustrations, parts pricing, and availability online.

Independent Repair Facility benefits:

- Independent repair facilities specify parts through the industry's most comprehensive web-based parts ordering platform.
- Customers see technical illustrations to ensure accurate parts orders, decrease the need for faxing, and see related parts for 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.

How can I get more shops to participate in RepairLink?

Dealers can access marketing brochures, email templates, and other support material to help enroll more shops at www.OEConnection.com/LexusProgram.

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How often is the parts data in RepairLink updated?

Parts data is updated monthly.

How long will it take Lexus to reimburse my dealership for qualifying part rebates?

Lexus will reimburse dealers on a monthly basis within 15 days of the prior month's end for qualifying part rebates earned and approved in the prior month. Dealers will receive this reimbursement from Lexus via a "B" credit invoice which will be posted to the dealer's Monthly Statement.

How much will Lexus rebate my dealership for qualifying parts sales?

Lexus has a range of rebate percentages based on part number. The maximum rebate percentage possible is 10% of the dealer cost of the qualifying part sold. Please note that Lexus reserves the right to modify the rebate at its discretion.

What parts are included in the program?

Lexus's program currently covers commonly used mechanical parts. At the current time there are nearly 3,300 different part numbers eligible for rebate. Lexus will continue to review and update the list of eligible parts to ensure it best meets the program goals.

Where does my dealership get the list of parts eligible for rebate?

Lexus has decided not to share the parts list because doing so would undermine the program goals of conquering lost business opportunities. Eligible parts are clearly identified in RepairLink.

What does the program cost for my dealership?

There is an one-time set up fee of \$199. The monthly program fee is \$349.

Is there a contract?

Yes. Dealers must first complete the Lexus Dealer Participation Agreement (DPA). After completion of the DPA, dealers must execute a subscription agreement with OEC. Dealers are committed for a 12 month period. After that time, dealers may end the agreement with a 30-day written notice.