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Title: **RepairLink Parts E-Commerce Frequently Asked Questions**

Applies To: **OEConnection RepairLink Parts E-Commerce**

CHANGE LOG

Please refer to the change log text box below for recent changes to this article:

11/16/2018 - Added new questions in the Catalog and Marketing sections
11/06/2018 - Added new questions in the Parts Catalog section
11/01/2018 - Removed duplicate questions and updated answers in AOR and DMS sections
10/23/2018 - Added new questions to AOR, Pricing, Catalog, and Inventory sections

Description: This document will provide frequently asked questions pertaining to the new OEConnection RepairLink Parts E-Commerce Solution. Please visit this article often as updates are made regularly. Questions have been categorized into sections below.

Area of Responsibilty (AOR)	
1.	**When a new customer is searching for a dealership, how are you going to ensure they find the appropriate dealership? What Area of Responsibility (AOR) protection does RepairLink offer?**
	When a customers registers for the first time with RepairLink, they will have to identify themselves as a Truck or Bus customer. This will change the search results to show dealers that fit the selected designation. Additionally, the customer will provide their location information. The search results will assure that the dealership that is assigned that zip code will be at the top of the list. This will help a customer quickly make the best decision on which dealership to work with if they don't already have an established relationship. The dealer that gets selected by the customer will also have to accept that customer, confirming they belong to their AOR.
2.	**Can a customer have more than one dealer attached to their profile?**

	Yes, OEC RepairLink does allow a customer to be attached to more than one dealership. However, they can only order from one dealership at a time; this is designed to make price shopping more difficult. There are several use cases where a customer needs access to multiple dealerships. For example, a regional or national customer that orders parts centrally that has multiple terminals with multiple facing dealers.
3.	**If a dealer declines to do business with a customer, can that customer then connect with a dealer that may be out of their AOR?**
	Yes.
4.	**Will a customer be able to select a dealer outside their AOR? If they do, will the dealer in the AOR be notified?**
	Yes, a customer can select a dealer location outside the appropriate AOR. In the event that this does occur, the appropriate AOR dealer will not be notified immediately. However, Navistar is working on a reporting process that will provide dealers this information so they can work with those customer to understand if any issues exsist.
5.	**Can I set up OEC RepairLink at a non-Navistar location like an Idealease location in my AOR, or at a location not in my AOR?**
	The capability to setup a non-Navistar location in your AOR will not be included in the Soft Launch or the Public Launch. However, the solution is capable to be rolled out to other dealer affiliate locations like sub-contractors and Idealease locations. We would like additional feedback from you on how beneficial this would be to your organization. With regard to non-Navistar locations not within your AOR, the RepairLink solution is only available through OEM's and in this case Navistar. However, if you can provide more details on these Non-Navistar Locations it would be helpful. There may be another option.
6.	**Can a U.S. customer select a Canadian dealer, and conversely can a Canadian customer select a U.S. dealer?**
	U.S. customers can only search for U.S. dealers, and Canadian customers can only search for a Canadian dealer.
Dealer Management Systems (DMS)	
1.	**What DMS providers will be integrated? Are you already integrated with CDK?**
	RepairLink is already integrated with CDK. Phase I will also include Karmak and Procede. Once those DMS providers have been integrated, we review the remaining DMS providers. If your DMS provider is not part of the first three, please let us know if you want this option and how important it is to your operation. Since DMS is an optional feature, it is important for us to understand the demand for it.
2.	**Will parts quantity availability only be visible to the customer if the DMS is integrated?**
	No, RepairLink will have a snapshot of your inventory daily. Additionally, Navistar's PDC inventory will be a live feed in to RepairLink.
3.	**Will the parts inventory in my DMS, such as CDK, be real-time?**
	Yes, if you are integrated with your DMS. The PDC inventory will always be real-time.
4.	**If our DMS system (Procede) will not be fully integrated by the time this program launches, will we still be charged for the OEC RepairLink by Navistar?**

	The OEC RepairLink solution has separate fee structures and DMS integration is a separate fee. If you do not elect to have DMS integration, no fee will be charged for DMS integration.
5.	**Is a contract required for DMS integration?**
	Yes, a 12-month contract per location is required for DMS integration.
6.	**If a customer selects a pay method such as dealer open account, and we have DMS integration, what happens if they are on a credit hold?**
	All orders must be released by the dealer prior to confirmation or DMS integration. This will enable a review of credit status for any "In-House" account customers. You can communicate with the customer through the notes section of any order to resolve any payment issues.
Parts Catalog	
1.	**You said on the parts illustration that the dealer provided it. Will this be the case, the dealer will need to provide parts breakdowns, or will Navistar provide this?**
	The catalog and RepairLink will have illustrations and images. You will not need to provide to this information to the customer. Please note, not all parts may have an illustration or image. Navistar is continuing to improve this information.
2.	**Will the new platform be mobile friendly for smaller screens (cell phones/tablets)? Will there be specific apps for Apple, Android? Not just sizing?**
	Yes, it will be responsive design, and it will be capable on tablets and smart phones. No apps are currently being developed.
3.	**What will keep jobbers (fleet suppliers) from looking up and stealing OEM sales if they will have access to catalog data? This is a major issue for the dealers and Navistar. You give them a part number and they cross on Amazon they find aftermarket for a ¼ of the OEM price.**
	Navistar's research shows that all OEM's are now offering a parts e-commerce solution, and all but one of them (Isuzu) requires a secure login. According to the independent MacKay Study, part number searching is the most important feature of an e-commerce solution and therefore our solution needs to provide this to the customer. Cross references in RepairLink will cross to Navistar products only. RepairLink is password-protected, so only dealer-authorized customers will have access to view part numbers. Dealers will have analytics reports indicating what parts are being viewed and purchased at the customer level, and can use the reports to identify customers who may be misusing RepairLink. If there is sufficient evidence of misuse, the dealer can terminate the trading relationship and shut off further catalog access. Secure access to RepairLink, along with the ability to spot customers who may be "gaming" the system, will allow us to minimize the potential for misuse. The dealer is responsible for managing the users by utilizing the applications analytics to view who is only searching for parts and who is actually searching and buying parts. The dealer has the ability to revoke access to their customers at any time.
4.	**I don't want to block anyone from giving us money so what do you consider 'actively ordering' ?**
	You as the dealer will have the ability to view your customers activity within RepairLink. You can view who is just viewing parts and those who are viewing and actively purchasing. If you notice customers are consistently shopping around, it is suggested that you contact that customer to offer them assistance as to why they are not buying product. You can revoke access at any time as you seem fit.

5.	**Will all parts from all vendors be visible and available for sale through the site or only parts available through Navistar? If all parts, then how will we provide product lookup for these other items other than keywords? i.e. upload of reference materials.**
	Only parts provided by Navistar will be searchable in the catalog and through RepairLink. A customer can order other parts you offer but will need to know the part number to order. These parts will not be searchable.
6.	**Will Cummins Parts be available? How will these parts be shown?**
	Cummins Parts will be included in RepairLink and will be searchable by part number. We are working to improve the digital content available for Cummins parts.
7.	**You said that the customers can look up parts on line, will that be a free link for all customers?**
	Yes, OnCommand Parts Information is included at no additional charge, providing the customer is ordering parts.
8.	**How will it show all makes for a Fleetrite Freightliner part? We tried OEC online, and when we looked up parts at a Chevrolet dealer we did not have the option to look up Dodge parts.**
	The OEC RepairLink solution for Chevrolet will not be the same OEC RepairLink solution we will be launching. Our solution will be enhanced to accommodate the commercial truck & bus customer. Fleetrite products can be searched by Part Number, by Cross Reference and by Attribute (Example: Freightliner) within OEC RepairLink. Note: Not all Fleetrite parts have all possible cross references and attributes populated. We are working to improve them daily.
9.	**What if I have a Trailer line can I add that line on OEC repair link?**
	This capability will not be included in the Soft Launch or the Public Launch. However, we are working on future system releases and have this high on the list of enhancements. Note, even though these parts will not be in the "Parts Catalog" within OEC RepairLink, a customer can still purchase them from you. The customer will need to know the part number and type that directly into the order.
10.	**Can we set up our own cross references?**
	This capability will not be included in the Soft Launch or the Public Launch. The cross-reference information will be pulled from Navistar systems. If you want to provide us your cross-reference information we can load it into our system, so it is available. However, we are working on future system releases and have this high on the list of enhancements.
11.	**There is not any "related product" selling on the OEC online sites we visited. Will we be able to link related products to part numbers like shop supplies, or wobble bushings on weeble shafts?**
	Related products functionality is a high priority on our list of feature requests. We are currently working on the timing of this functionality.
12.	**When our customers are looking up their own part numbers in your parts book how will RepairLink deal with the many code/parts variations that our trained Parts Techs must deal with now? Will RepairLink/Navistar offer parts book training to the customer?**
	Our goal is to create solutions that are intuitive so that any customer feels comfortable purchasing parts. However, that is not the case today in every example. You will need to be available, like you are today, to help those customers that need additional assistance on complex part identification situations. We will create training on the new OnCommand Parts Information available for customers. However, there will always be a roll for you to play in supporting customers.

13.	**Does RepairLink support multi-languages such as French/Canadian?**
	Yes, the application itself can be set to French/Canadian. However, the catalog part descriptions will be displayed in English as well as the OnCommand Parts Information.
14.	**Sorry, I want to make sure I understood. RepairLink will show non-Navistar parts (like aftermarket or other OEMs) but only if they know the part number which means no text searches?**
	RepairLink will allow the ordering of non-International or IC Bus parts and parts currently sold by International or IC Bus. A customer may enter any part number that you currently sell them, however there will not be any part detail nor will it appear in any part searches.
15.	**Will RepairLink have images and pictures of parts?**
	The catalog and RepairLink will have illustrations and images. Please note, not all parts may have an illustration or image. Navistar is continuing to improve this information.
16.	**What chassis years are included in the new OnCommand Parts Information Catalog? How far back can a customer buy parts for a unit?**
	The catalog supports VINs dating back to model year 2000 and only includes IC Bus and International Vehicles powered by Navistar Engines. The catalog currently does not include all-makes vehicles or Cummins engines.

Searching

1.	**Will it be faster to log into the OEConnection page to look up parts rather than using the International Parts Catalog?**
	From a dealer's persective, it may or may not be easier. It depends on the items being searched. The dealer version of the Parts Catalog will remain unchanged at this time. The customer facing view will be changing and only provide very specific use cases. Those screens will differ from what you see as a dealer.

Change Management

1.	**Is there a way to find the Program Annoucement Letter?**
	Yes, G-99-100125-A for the United States and G-CE-99-100125-A for Canada
2.	**What is the role of the RepairLink Champion?**
	Each dealer retail location needs to identify a "champion" for the RepairLink program. Ideally, this is an individual who can lead and influence a dealer location as it prepares for our e-commerce launch. The role involves assessing the organization's readiness, attending all RepairLink dealer and customer training webinars, and accepting overall responsibility to ensuring a smooth rollout and a good customer experience. The RepairLink champion will identify the 5 customers to participate in the Soft Launch and will make sure key dealer staff is trained on RepairLink and able to support the customer. The RepairLink champion will also serve as the main point of contact for each dealer location and will work closely with their Navistar PSM to onboard customers.

General Information	
1.	**Is this program free to all customers?**
	Yes, it is free to all your customers.
2.	**How will restocking charges work if customer orders wrong part, such as a kit or electronics? Will Navistar's return process change to accommodate this? (re open kits, etc.)? Can returns be completed through RepairLink?**
	If a customer orders an incorrect part from your dealership through OEC RepairLink, it falls under your dealership's return policies. Parts returns are not currently handled through RepairLink.
3.	**Are you doing any work with Dealer Spike (Website builder) to prepare for this?**
	Dealer Spike is a marketing partnership program that a dealer can employ to improve their website. The plan as it relates to RepairLink is for our agency to create an i-frame that dealers will be able to place on their site that will be like those that will be on International Trucks and Fleetrite.com.
4.	**Can we get a screen shot of what we will see from OEC when a part order is placed, and are we able to update the customer on the status of an order through repair link?**
	We are working closely with OEConnection to develop these screens. Once they are in a condition we can share, we will do so. Our goal is to include some in the next Dealer Webinar. You will be able to communicate with a customer through an order.
5.	**Is the monthly cost of OEC Repair link being quoted per locations for the monthly in CDN dollars?**
	The prices quoted in the announcement letter are in US Dollars. We will provide more details on how you will be billed and under what currency.
Inventory	
1.	**How does the customer see multiple locations inventory? Will they have to login into another location (that is how it was for the Chevrolet dealer).**
	RepairLink will show 2 levels of inventory, the dealer location and the Navistar PDC Network. If you have DMS integration the dealer inventory will be live. If your location is not DMS integrated, dealer inventory will be off a nightly feed that we currently utilize OEC D2DLink and D2D Express.
2.	**If a part is not in our inventory, how does repair link deal with the B/O?**
	The order will flow through to your OEC RepairLink order queue. This will allow you to decide your sourcing options and communicate with the customer. If you have enabled DMS integration, each DMS handles this situation different. We will provide more details by DMS in the future.
3.	**I see PDC availability shown as "In Stock" and other shows a numerical quantity. I didn't catch what the difference is before the slide changed?**
	RepairLink will show dealer inventory in a numeric value and the PDC inventory as "in stock" or "out of stock".

Marketing and Promotions

1.	**The OEC repair link does not have any marketing capabilities when looking up a part for the car dealers. it would be nice to be able to market our service dept.**
	Dealers can do a message-only promotion in those situations. The dealer would be able to set those up themselves through the RepairLink dealer promotions feature. However, we are working on future system releases and have this high on the list of enhancements.
2.	**Navistar will showcase special parts deals…can we opt out or replace with a similar product that sells in our territory (e.g. Fleetguard vs. Baldwin)?**
	Regardless of what Navistar is promoting, as a dealer you will be able to create your own promotions.
3.	**Is RepairLink able to show case or skid lot discounts?**
	This capability will not be included in the Soft Launch or the Public Launch. However, we are working on future system releases and have this high on the list of enhancements.
4.	**How will the dealers receive reimbursement from Navistar and what is the timing?**
	Dealer receives reimbursement on their statement for eligible transactions directly from Navistar in the following month.
5.	**How will the customer receive the Bluetooth speaker? And what is timing?**
	Navistar will be fulfilling the Bluetooth speaker shipment and will be processed weekly.

Pricing

1.	**Explain how it pulls pricing based on my system price codes?**
	This capability is variant based on the DMS provider. If you elect to have DMS integration, the pricing that is associated with the customer's account number is what will be shown in RepairLink.
2.	**How do you determine the price that shows up on the screen? I noticed as soon as I order the part it changed the pricing? (even though I did not have an account with the car dealership) who and how is that set up?**
	We cannot speak to how the other OEM OEC RepairLink application manages pricing logic. However, our version will provide pricing based on either DMS integration or pricing levels set within the RepairLink application itself.
3.	**How does pricing work if my DMS or Fleet Charge is offline?**
	We created this price table to show the "fallback" prices that RepairLink will display if a specific source of pricing is offline for any reason. Fallback prices function as a "backup price" if the primary source of pricing is not available for any reason. For example, if Fleet Charge pricing is unavailable, the customer receives the prices stored in the DMS (if integrated). If the DMS is not integrated or offline, the customer sees the prices stored in RepairLink.

Customer Pricing	Fallback price1	Fallback price2	Fallback price3

Fleetcharge	DMS	RepairLink	Last known price
DMS	OEC	Last known price	
RepairLink Customer-specific	Last known price		
RepairLink Default	Last known price		

4.	**Are these prices going to be setup per dealership/customer? Or are they just going to be setup the same for everyone across the board?**
	Pricing is determined by the dealers pricing matrix. You will have different options to set pricing in the dealer setup process. Additionally, if you are integrated with your DMS your DMS pricing will be displayed. CDK will be available for soft launch, and Karmack and Procede will be available by National launch. Additional DMS providers to follow. DMS integration requires a DMS Connect contract with OE Connection.
5.	**With very complex customer pricing built into our DMS, but not having the ability to connect to Procede in the soft launch, would you recommend participating in the soft launch since the customer's pricing won't match or would be very difficult to match?**
	Yes, we recommend you participate in the soft launch. RepairLink has different levels of pricing capability.

Fleet Charge

1.	**Why are you asking that our potential first 5 customers be on Fleetcharge? Will we not be able to use an open account billing structure with our online customers?**
	Our recommendation is to identify 5 customers that includes one Fleet Charge customer. This will assist us in completing stress testing and associated processes, to assure we have a quality solution.

Dealer Feedback

1.	**I'm thinking this is going to be a game changer.**
2.	**This sounds like a great product to offer, especially to have the Parts Catalog Online and the Dealer Management System Integration.**
3.	**It's going to require a new way of thinking.**

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