

Frequently Asked Questions IK3000095

Note – More FAQ's can be found by searching IK3000095 within Navistar Knowledgebase.

General Information

1. Is this program free to all customers?

Yes, it is free to all your customers.

How will restocking charges work if customer orders wrong part, such as a kit or electronics?

2. 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.

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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 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.

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- 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 the solution but with limited product information. Cummins parts are not fully setup in Navistar systems.
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.



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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?**

Yes, related parts functionality will be available within the OnCommand Parts Information VIN search catalog. It will not be in the first launch phase but is included in our development plan. However, we are working through different options to present this information. We would like your thoughts and examples to help inform our delivery of this information.

When our customers are looking up their own part numbers in your parts book how will

12. **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.

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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).**

We are still in development, but our plan is to show 3 levels of inventory. The dealer location, the dealer group and the Navistar PDC Network. If you have DMS integration the dealer location and dealer group inventory will be live. If not, it 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.

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.

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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. Can we get a screen shot of what we will see from CDK when the order is received? Will it generate a pick ticket? Can we see a CDK and OEC RepairLink screen shot of how a customer are set up?

We will work with OEConnection and CDK to provide these examples since this integration is outside of Navistar. Once we obtain them, we will post them in an article for your review.

6. Is a contract required for DMS integration?

Yes, a 12-month contract per location is required for DMS integration.

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Area of Responsibility (AOR)

When a new customer signs up and is looking for a dealers; how do you ensure they find us or

1. **select us as their dealer? What AOR protection does RepairLink offer? Using the drop down you can see every dealer in a prescribed area.**

When a customer registers on RepairLink, they provide their address information and identify themselves as either a truck or bus customer. The dealer locator then uses the address information provided by the customer to generate a list of dealers in the customer's area. Results are based on the Customer's Zip Code. If you are the dealer that owns that zip code, you will appear in the list of dealers. For example if the customer identifies as a bus customer, bus-only dealers will appear in their search results.

2. **Can a customer have more than one dealer attached to their profile?**

Yes. Some customers have multiple locations across multiple states. They will need the ability to order parts from the nearest dealership location.

3. **If a dealer declines to do business will 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 exist.

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.