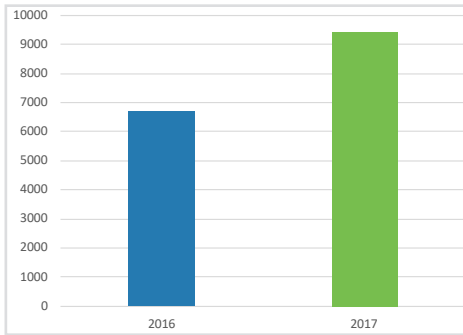
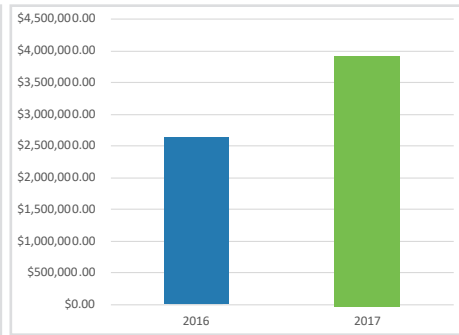


**Transaction Count**



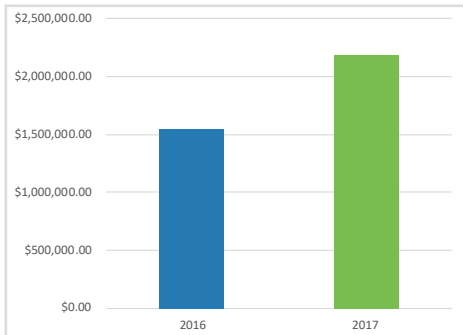
Pre-Engagement (2016)	<b>6659</b>
Post-Engagement (2017)	<b>9372</b>
Growth Percentage	<b>41%</b>
Growth Amount	<b>2713</b>

**Possible Incremental Sales**



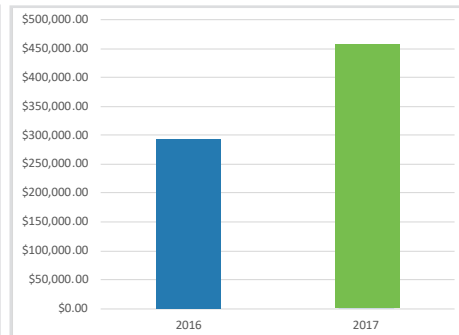
Pre-Engagement (2016)	<b>\$2,596,074</b>
Post-Engagement (2017)	<b>\$3,906,757</b>
Growth Percentage	<b>50%</b>
Growth Amount	<b>\$1,310,683</b>

**Actual Incremental Sales**



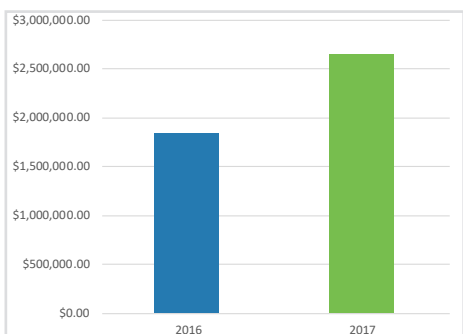
Pre-Engagement (2016)	<b>\$1,542,359</b>
Post-Engagement (2017)	<b>\$2,173,019</b>
Growth Percentage	<b>41%</b>
Growth Amount	<b>\$630,660</b>

**Seller Reimbursements**



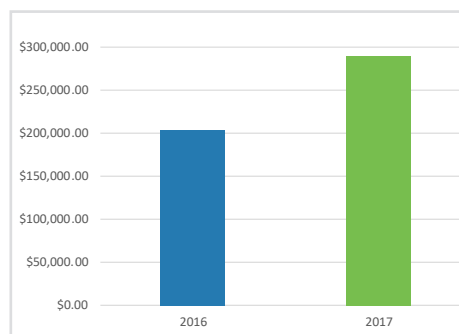
Pre-Engagement (2016)	<b>\$291,535</b>
Post-Engagement (2017)	<b>\$456,035</b>
Growth Percentage	<b>56%</b>
Growth Amount	<b>\$164,500</b>

**Gross Incremental Revenue**



Pre-Engagement (2016)	<b>\$1,833,896</b>
Post-Engagement (2017)	<b>\$2,629,054</b>
Growth Percentage	<b>43%</b>
Growth Amount	<b>\$795,160</b>

**Gross Incremental Profit**



Pre-Engagement (2016 Q4)	<b>\$202,274</b>
Post-Engagement (2017 Q2)	<b>\$288,379</b>
Growth Percentage	<b>43%</b>
Growth Amount	<b>\$86,105</b>

**Hear from the  
Parts Manager:**

“We decided to look into coaching because we have a lot of transacting customers who are not comfortable with technology. We wanted to get more of our customers ordering through OEC and we knew getting a subject matter expert in the building would be helpful.

There were some reservations going into it so we called some dealerships who received Performance Coaching and they all had great things to say. There was a pretty immediate impact when our coach got here. He works really well with our team and knows the ins and outs of CollisionLink and RepairLink.

Our main goal was to get our customers more comfortable using those programs and he did just that. We were so happy with the work he did that we signed up for more days. It has been so great to having an OEC expert around to help our business grow.”