

## Shop FAQs

### What is CollisionLink Plus?

CollisionLink Plus is an optional upgrade for shops that delivers more data straight from OEMs, making it easier to get your jobs in and out and maximize technician efficiency. By upgrading to CollisionLink Plus, shops can save administrative costs and improve gross profit by reducing parts order hassles.

### How does this differ from past enhancements made to CollisionLink?

CollisionLink Plus is an optional upgrade shops can purchase that provides:

1. **OEM Catalog Access**
2. **Parts Order Scrubbing by VIN**
3. **Parts Availability**

CollisionLink enhancements were made available to all CollisionLink shops and dealers for no additional charge. Features included:

1. **Quote to Order** – Shops can now accept or decline a quote request within CollisionLink.
2. **VIN Recall Notification** – Shops and dealers can see open, VIN-specific recalls.
3. **Detailed Email Notifications** – More at-a-glance details are now available in quote and order email notifications for shops and dealers.
4. **Refreshed Interface** – A cleaner, simpler interface makes finding key information easier in CollisionLink Shop.

### Will VIN recall alerts be extended to other vehicles?

We continually explore opportunities to expand OEM participation in our tool and anticipate the VIN Recall Alert feature will support additional automaker data in time.

### What features does CollisionLink Plus offer?

1. **OEM Catalog Access** lets you see detailed section images so you can see parts missing from the estimate, minimizing calls and emails to your dealers.
2. **Parts Order Scrubbing by VIN** flags parts that don't fit the vehicle and shows you alternatives, so your orders are accurate and there are fewer costly supplements and returns.
3. **Parts Availability** lets you instantly know what's in stock when your order is imported, so you can schedule your jobs more easily.

### Do these features apply to all my CollisionLink unspent orders?

OEM Catalog Access and Parts Order Scrubbing by VIN are currently available in the USA for GM, Ford, Stellantis, Honda, Acura, Nissan and Infiniti vehicles. These same features are currently available in Canada for GM, Ford and Stellantis vehicles. Data for additional vehicle manufacturers will continue to be added over time.

### Can I see Parts Availability for all my dealers?

Parts Availability data is available for all your dealers that share their inventory with OEC and permit their availability to be shared with CollisionLink shops.

### What should I do if my dealer doesn't have a part in stock?

Your dealers still remain your partner to source even the hard-to-find parts. Share with them your timing needs, so they can help get you the part.

## Shop FAQs

### What does it cost?

CollisionLink Shop is still available at no charge to shops, but shops can upgrade to CollisionLink Plus for a monthly fee in a one-year subscription, which activates new features to save MORE admin time and capture MORE gross profit.

Visit [OEConnection.com/collisionlink-plus](https://OEConnection.com/collisionlink-plus) to contact your OEC sales rep for pricing information and to get the enrollment process started.

### How much can I save?

A shop that uses CollisionLink Plus to minimize the wait and waste that complicate jobs can potentially reduce parts orders and supplement orders by 30% and reduce parts returns by 35% a month. This can equate to a monthly \$2,300 admin cost savings and \$800 gross profit increase for a typical shop.\*

### How did you calculate my savings potential? (How can I estimate my own savings?)

We sought direct input from shop owners who use CollisionLink to benefit their businesses, in conjunction with a Collision Advice analysis. These discussions informed the creation of our value calculator that can estimate your monthly admin cost savings and increased gross profit potential using the new CollisionLink Plus. Actual results will vary.

### Can you guarantee my ROI?

We can guarantee that CollisionLink Plus delivers the best mix of features shops say they need to save time and increase efficiency.

CollisionLink enhancements and the new CollisionLink Plus were designed specifically to address the everyday inefficiencies that can delay repairs.

### Why CollisionLink?

An industry study (Collision Advice: 2021 “Who Pays for What” survey) shows CollisionLink is the OEM Parts Procurement System MORE shops prefer. With more OEM parts at competitive upfront prices, there’s MORE to see and save using CollisionLink.

### How do I learn more?

You can visit [OEConnection.com/collisionlink-plus](https://OEConnection.com/collisionlink-plus).

### Where do I sign up?

Shops can UPGRADE to CollisionLink Plus by clicking the “Upgrade Plan” button in CollisionLink Shop.

### What if I don’t like it?

We think you will notice the benefits of CollisionLink Plus soon after you start using it. Additionally, we offer many different support resources to ensure you are maximizing your return, including our shop-focused Customer Success team and e-learning tools.

### Is there more coming?

Yes! Our close ties with vehicle manufacturers and industry experts put us in the best position to help shops and dealers work more productively. Keep an eye out for even MORE powerful features.

**CollisionLink is the OEM Parts Procurement System  
MORE shops prefer.**

\*Time savings and gross profit estimates based on Collision Advice analysis & shop discussions—results will vary; assumes a 43% GP and \$3,530 average RO sales amount; actual figures will vary.