



PASE Frequently Asked Questions



What is the D2DLink PASE purchases rollout?

D2DLink purchases will be eligible to count toward a dealer's total monthly purchases. The flexibility offered by D2DLink is intended to help dealers save time creating SPAC cases, improve part receipt time, and ultimately increase dealer and customer satisfaction.

I frequently purchase parts from a dealer in my network who also has a D2DLink account.

How do I ensure my RIM Purchase Loyalty is not negatively impacted if we discuss a parts purchase over the phone?

To ensure RIM Purchase Loyalty is not negatively impacted, orders must be completed through D2DLink with a status of COMPLETED. GM will receive confirmation that the order was placed through D2DLink, and your RIM Purchase Loyalty will not be negatively impacted.

How can I keep track of my D2DLink orders and progress toward the monthly purchase total?

In Order Overview, you can review D2DLink order details. To track progress toward the monthly purchase total, log in to your PASE dashboard to review your total monthly opportunity.

How is GM notified of orders through D2DLink and how often is the PASE dashboard updated?

OEC sends a daily file to GM that includes all

transactions that occur in D2DLink. The PASE dashboard is adjusted daily based on this file.

Are both Service Lane Parts and Non-Service Lane Parts purchased through D2DLink applied to the monthly purchase total?

Yes – Purchases indicated as Service Lane Parts through D2DLink will not impact RIM Purchase Loyalty (RPL) scores. These part numbers will be automatically processed through our daily RPL Adjustments; therefore, you do not need to submit them for a manual adjustment.

Will purchased parts through D2DLink need to be received within my inventory to be removed from RIM loyalty?

Yes - The part would need to be receipted into the dealership's inventory to appear on the dealership's RIM Purchase Loyalty Report. Once the part shows on the RIM Purchase Loyalty Report, the adjustment process would remove the non-RIM order Quantity.

Is this PASE program replacing the backorder SPRINT process?

D2DLink purchases have no impact on SPAC cases or Manual SPRINT requests that are processed through the dealer Self-Serve Manual SPRINT process in Global Connect or by SPAC Advisors.



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Why should I create orders in D2DLink when I can submit a SPRINT request through GM SPAC? Going through SPAC saves money on shipping cost.

D2DLink offers an additional option that provides flexibility and is intended to help Dealers save time creating SPAC cases, improve part receipt time, and ultimately increase dealer and customer satisfaction.

Can I purchase parts from ACDelco Direct Accounts in D2DLink for PASE credit?

Yes - Parts purchased from ACDelco Direct Accounts count toward your monthly purchase total.

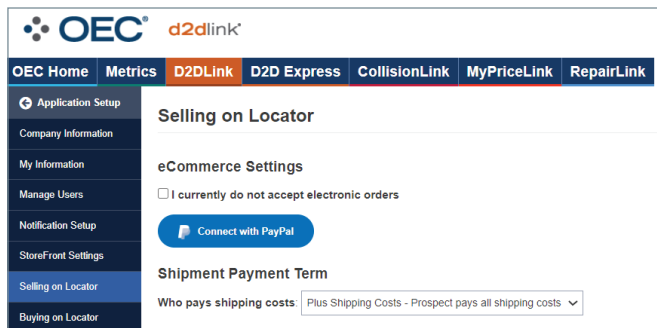
I have never used eCommerce in D2DLink before. Where can I learn more about creating an order and processing incoming orders?

Checkout 7 different training videos to learn more about eCommerce in D2DLink.

<https://go.oeconnection.com/gm-d2d-resource>

Is there a fee to use D2DLink's eCommerce features?

In order to use eCommerce features, a D2DLink subscription is required. There are no additional fees to create orders or sell parts using D2DLink.

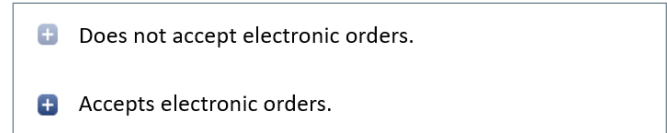


I would like to accept quotes and orders in D2DLink. Do I have to set up my account?

In order to accept quotes and orders in D2DLink, "eCommerce Settings" must remain unchecked in Application Setup → Selling on Locator.

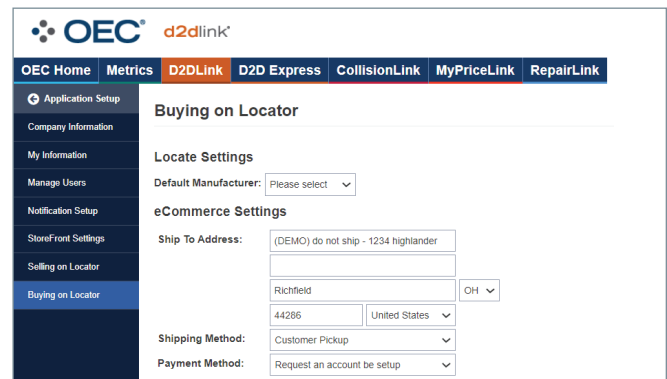
How will I know if a dealer accepts electronic orders?

When creating an order in D2DLink, the "+" sign will appear grayed out and unclickable if a dealer does not accept electronic orders. It will appear blue and is clickable if the dealer accepts electronic orders.



I would like to initiate quotes and orders in D2DLink. Do I have to set up my account?

In order to create quotes or orders in D2DLink, there is no setup required. However, if you would like to manage your default shipping address, shipping method, and payment method, this can be completed within Application Setup → Buying on Locator. These settings can also be adjusted manually when creating an order.



What are the order methods available in D2DLink?

- 1) Create an Order – uncheck quote. Quick and easy way to order a part. Price will default to List Price and cannot be adjusted.
- 2) Request a Quote (no PayPal) – do not uncheck "Request a Quote" in create an order screen. Seller can adjust price and enter shipping information.
- 3) Request a Quote (PayPal) – do not uncheck "Request a Quote" in create an order screen.

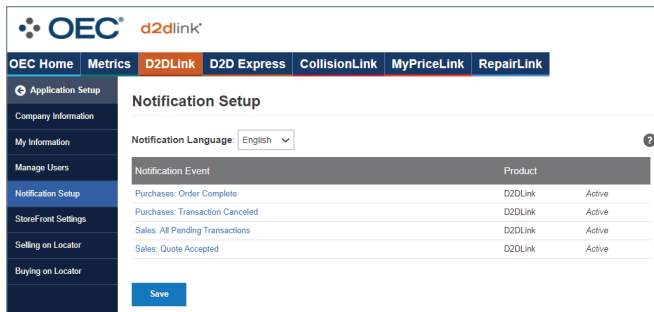


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Seller can adjust price and enter shipping information. PayPal must be enabled by the Seller allowing the Buyer to pay using PayPal directly in D2DLink.

How will I be notified when I have a new quote or order available in D2DLink?

When logged into the dealer portal, you will receive order notifications in the top right-hand corner of your browser. Otherwise, you must enable email notifications in Application Setup to ensure you are notified when orders are completed, cancelled, pending, or when a quote has been accepted. Make sure to select the days of the week and hours you would like to receive email notifications. Emails will only be sent during days/times specified by notification type.



I already set up notifications in D2D Express, CollisionLink, and/or RepairLink. Do I have to set up my notifications in D2DLink as well?

Yes - In order to receive notifications regarding orders originating in D2DLink, notifications must be enabled within application setup.

I received a request for a quote/order and do not wish to sell the part. What should I do?

Open the order and drop the part number from the Buyer Request to Response to Buyer table. Update the status to one of the following options: Backordered, Discontinued, Not Available, Part Not Stocked. Then click Cancel Order. If you would like

to leave additional details for the buyer, click on “Info Center” → “Notes” to leave more information.

I am receiving too many electronic order requests for parts I do not wish to sell. I don't want to turn off electronic ordering but am receiving too many requests. What should I do?

Administrators can create protected part lists in Parts List Manager. Protected part lists will hide the part from locate results in D2DLink, therefore buyers cannot create an order or request a quote for the protected part. Parts can be added to a manual list or can be added based on DMS Source or Bin Location.

Am I able to pay for a part directly in D2DLink?

Yes - If the selling dealer has enabled PayPal, you can pay for the part directly in D2DLink. No setup is required to Buy parts in D2DLink using PayPal. Setup is required only when selling parts using D2DLink.

Is the PayPal enhancement free to GM dealers or do I have to update my subscription?

The PayPal integration is free of charge for all GM dealers - no D2DLink subscription upgrades are needed.

I would like to integrate D2DLink with a PayPal Business Account. How do I set this up?

To learn more about setting up a PayPal account in D2DLink, visit the following OEC Help Center website: [Integrating PayPal into D2DLink](#)

Are there fees associated with selling and buying parts using PayPal?

There's no fee to use PayPal to purchase goods or services. However, if you receive money for goods or services, there is a fee for each transaction. To learn more about fees through PayPal, visit their website: <https://www.paypal.com/us/webapps/mpp/merchant-fees>

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Where can I learn more about OEC's PayPal integration in D2DLink?

Checkout the PayPal FAQ on OEC's Help Center.

[D2DLink: PayPal Integration FAQ](#)

Who is responsible for shipping fees for D2DLink orders?

When a Seller responds to a Quote request, the Seller can enter Shipping Method, Cost, and Shipping Terms. Cost should be included by the Seller as part of the quote before committing to the order. Once the quote is submitted by the Seller and accepted by the Buyer, the cost cannot be adjusted. Tracking Number can be adjusted by the Seller once the Buyer accepts the quote.

How quickly must a part be shipped once committed to within D2DLink?

There is no shipping requirement in D2DLink, but it is recommended the Seller ship the part as soon as possible. If there are special shipping instructions for an order, the Buyer and Seller should discuss in order to ensure the part arrives when needed.

Am I able to communicate directly within D2DLink with selling dealers?

Yes - Once a quote or order is initiated, Notes can be sent by opening the transaction in Order Overview (Purchases or Sales) and selecting "Info Center" → "Notes." D2DLink users, typically share Purchase Order number with the selling dealer using Notes.

How do I know if a dealer has a part available in stock?

Inventory is updated at least daily Monday through Friday for all GM dealers, although some dealers may have additional inventory updates mid-day. The Quantity on Hand (QoH) and Updated fields can be used to determine if a dealer has the part available in their inventory. In most cases, you should not have to pick up the phone to confirm as D2DLink captures this information digitally.

How will I know if the seller has reviewed my order?

Once the Seller has opened the quote or order request, the status will change from "New" to "Working On."