

1. How can I see the stocking status of parts that a Dealer has assigned to me?

A Dealer has the capability to share their Stocking Guide and QOH data with you for the parts they've assigned to you. When you view the *My Dealers* screen, you can double-click the Dealer to view their parts assigned to you.

If you are unable to view a Dealer's inventory assigned to you, they need to grant you access. You can see which Dealers have granted you access by looking at the *Dist. Access* column on the *My Dealers* screen. Dealers can grant you this access from within their OEC application.

2. How do I check the last time my inventory data was sent to OEC?

On the *D2DLink Console* screen, the *Inventory Updating* section in the upper right corner shows the last date and time of your inventory update, including how many part numbers were published to D2DLink. Click **Download Parts List** to view your update history over the previous 30 days and to download your most recent inventory parts listing.

3. Do I have to use the OEM part numbers when I'm working with my Dealers' Stocking Guides?

You can use either OEM part numbers or the Alternate/Tire Manufacturers' own part numbers when searching parts in a Dealer's Stocking Guide.

4. How do I know when auto orders are sent to me?

You can always view the history of your auto orders by viewing the *Order Overview* screen and selecting **Sales**. You can also see the Last Order date and time for each Dealer ordering from you within the *My Dealers* screen (the *Last Order* column).

You can also receive an email notification each time a new order is received. From the *D2DLink* tab, click **Application Setup**, select **Notification Setup** and then **Sales: All Pending Transactions**. Just check the box next to **Active**, put in the email addresses you wish to receive the notification, and select the times during which you'd like to receive them. This will alert you each time a new order is sent to you.

5. Why do some of my Dealers' tires have an Inventory Status of *Discontinued*?

When a tire is no longer a part of an automaker's national tire program, OEC marks that tire as *Discontinued* in the Dealers' Stocking Guides. Tires marked as Discontinued will no longer generate auto orders because they are not program-eligible. The only action a Dealer can take is to delete these Discontinued tires out of their Stocking Guide.

We leave them in the Stocking Guide as a reference, so the Dealer knows which tires are no longer eligible and need to be replaced with new, eligible tires. This provides an opportunity to reach out to your dealers and assist with finding a replacement tire that is qualified on their program.

6. How do I manage my backordered inventory so Dealers know I can't fill those parts immediately?

From D2DLink, you can select the *Backordered Parts* feature from the left-hand navigation menu. This allows you to enter either the automaker part number or alternate/tire manufacturer part number that is backordered. Whenever you receive an order for a part that is on your backordered list, the Dealer will see a status of *Backordered* for that part in their order details.

As soon as that part is no longer on backorder, just click the part and select *Remove from List*. You can also clear your entire backordered parts list by clicking **Clear List**. All changes are effective immediately.