



Frequently Asked Questions

Mercedes-Benz Collision Conquest Program

Do I need to enroll in CollisionLink® to participate in the Mercedes-Benz Collision Conquest Program?

Yes, you will need to enroll in CollisionLink to take advantage of the Mercedes-Benz Collision Conquest Program.

What do I need to do to participate in the Mercedes-Benz Collision Conquest Program?

In order to gain the benefits of the Mercedes-Benz Collision Conquest Program, you will need to complete the program enrollment process.

How does the Mercedes-Benz Collision Conquest Program work?

- Mercedes-Benz provides OEC with a list of eligible Mercedes-Benz collision parts
- When collision repair centers send orders through CollisionLink, dealers are notified of the Non-Mercedes-Benz parts that qualify for discounts
- Dealers pass along the savings to the collision repair centers and are then reimbursed for eligible parts by Mercedes-Benz through their Monthly Parts Statement
- Mercedes-Benz performs audits to ensure program integrity and success

What part categories and models are eligible for the Mercedes-Benz Collision Conquest Program?

There are approximately 20,000 Mercedes-Benz collision part numbers available in the Mercedes-Benz Collision Conquest Program under the following part categories: body, glass, mirror, lighting, exhaust system, suspension, steering, chassis, drive shafts and heating/air-conditioning.

How will I get reimbursed for qualifying parts on the Mercedes-Benz Collision Conquest Program?

Mercedes-Benz reimbursements will be paid on the Monthly Parts Statement.

How do my shops get access to CollisionLink?

CollisionLink is free for shops to use, and they can enroll at CollisionLinkShop.com. Existing shops on CollisionLink can simply start sending their orders to their preferred Mercedes-Benz dealers to access the benefits of the Mercedes-Benz Collision Conquest Program within CollisionLink.

Who do I contact for more information?

For questions on the Mercedes-Benz Collision Conquest Program, contact Mr. Brian Holzinger from CollisionLink at 440-813-1834 or email bryan.holzinger@oeconnection.com; you may also contact our Business Development Team at 888.776.5792, or visit go.oeconnection.com/mercedes-benzca-pma

Is the program open to all Mercedes-Benz Dealers in Canada?

Yes, all Mercedes-Benz Authorized Dealers in Canada are eligible for the program.

How can dealers see how much they should be getting from MBC and how quickly they will see the credit?

Dealers will have access to their settlement file in CollisionLink, it will show all transaction details / rebate. Dealers will be reimbursed by MBC via monthly credit on their parts statement between 4-6 weeks after the month closing. For any questions on reimbursement, please contact Mr. Francis Ng (francis.ng@mercedes-benz.ca).

What is the cost for the dealer to be part of this program?

Monthly subscription fee is \$249 USD with a one time activation fee of \$149 USD.

Is enrollment available at any time? Or is there a time limit?

You can enroll in CollisionLink anytime. However, the monthly subscription fee of \$249 USD is for a limited time.

Where can I get a list of the current body shops in my area that are using this program?

OEC's Customer Success team will work with you to identify shops in your area based on CollisionLink usage and provide a list of these shops.

In certain instances, parts are not aftermarket but salvage with an extremely low price point.

What if we are unable to competitively price against these parts?

You are in no way obligated to fulfill the entire estimate. For conversion opportunities, send a quote to the shop with your best price. In many instances, shops may be able to accept your price as they prefer OE but again, you should only quote a price you are comfortable with.

Is there an easier way for dealers to transfer quotes from CollisionLink to our software or vice versa? One of the big issues with being efficient is the fact that we're essentially doing the full quote twice (on CL and our own DMS software)?

OEC's DMS Connect functionality facilitates uploading of estimates between CollisionLink and your DMS.

Can the ISP's select more than one dealer when submitting a quote?

ISP's can only send a quote to one dealer. CollisionLink is designed to facilitate a more intimate quote and order process. Best practice is to work with your ISPs to ensure they select you as the preferred dealer within CollisionLink Shop.

Is parts availability communicated through the CollisionLink platform, or are we reliant on phone/email communication to inform the shop?

You can communicate the status of parts and available date all through CollisionLink.