

## Parts Loyalty Program Frequently Asked Questions (FAQ)

### Who is eligible to participate in the Nissan Direct Rebate Program?

Only shops in the United States (US) are eligible to participate in the Nissan Direct Rebate Program.

### How long does it take to enroll?

Not long, you simply need to fill-out the form on the landing page and agree to the Terms and Conditions.

### I don't have a business website; how do I complete enrollment?

If you don't have a business website, you can provide a URL to a platform that includes your business name, a description of your goods or services, and customer service contact details. Acceptable options include your BBB, Chamber of Commerce, Carwise, or Facebook page. Facebook should only be used if none of the other options are available, as it may not always include all the required information.

### Why aren't my earned rebates populating in the Rebates Dashboard?

When you navigate to the Rebates tab, it will display a dashboard that shows rebate-related information. However, this dashboard is not linked to the Parts Loyalty Program. The Rebates tab is used for tracking rebate incentives and details, while the Parts Loyalty Program focuses on rewards related to parts purchases. These two features are separate, and the data in the Rebates tab does not reflect the status or progress of the Parts Loyalty Program.

### Do I need to complete more than one enrollment for multiple locations?

Yes. Every enrollment is tied to an individual shop, meaning you will need to complete a form for each shop eligible for rebates for 5 or less locations. Please note, if you own more than 5 locations, please see the MSO process below.

### What information is required to enroll and receive Rebates in the Nissan Direct Rebate Program?

There are two ways to receive payments under the rebate program.

1. The primary payment method is via a Virtual Card. A virtual card is a digital payment card that is preloaded with a specific amount of funds. It can be used for multiple transactions until all funds are spent. After the Terms and Conditions are signed, you will receive an email from OEConnection with instructions on how to access your card. All you need to do is create an account and provide your name, email address, and phone number. Once logged in, you can access your card details. All future cards will be emailed and you can



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access details by logging in to your account. [To learn more about Virtual Cards see our FAQ document here.](#)

2. Alternatively, OEC can pay you via ACH. To do so, your banking information will need to be collected securely via our payment partner, Stripe. Neither OEC nor the OEM has access to the full banking information provided by the shop. Note: Only checking accounts can be used.

### **Is there another method to receive a rebate if I do not want to provide banking details?**

Yes, if you do not wish to receive Direct Deposit through Stripe, you can opt-in to receive a Virtual Card via email instead.

### **If I don't want to use a Virtual card how will OEC collect my banking info to send me the rebates?**

The banking info is collected securely via our payment partner, Stripe. Neither OEC nor the OEM has access to the full bank account number.

### **How do I enroll multiple locations (5 or more)?**

Enroll your shop group in the enrollment form so we have electronic record of T&Cs acceptance. Download the [MSO form](#), fill out the form completely for each location, and then email it to [payments.ob@oeconnection.com](mailto:payments.ob@oeconnection.com). Once the document is received, a team member will reach out to you to finalize enrollment.

### **How do I enroll in an OPSTrax Account?**

You can enroll by clicking on the link [here](#) or by going to [OPSTrax.com](http://OPSTrax.com) and clicking the “Register Now” button. A Customer Success Specialist will contact you for training after you create your account.

### **How do I earn rebate credits?**

Earn cashback when you use Trax to order eligible Nissan and INFINITI Genuine Parts. Repair facilities can earn 5% - 20% in rebates for each dollar over 65% OEM parts utilization and a 1% additional bonus for being Nissan or INFINITI Certified or/and for having qualified RepairLogic utilization.



Rebates are tiered based on OEM parts utilization as shown in the example below:

Achieved OEM Share for Total Repair   Monthly Purchases	Additional Earned Rebate for Each Level	Example: Total Monthly Nissan/INFINITI Spend= \$3,200
50-100%	1% for Certification	Nissan Certified - 1%
	1% for using RepairLogic	Using RepairLogic - 1%
65-74.99%	5% Rebate on each dollar	\$2,080 to \$2,400 = 5% Rebate
75-84.99%	10% Rebate on each dollar	\$2,400 to \$2,720 = 10% Rebate
Over 85%	20% Rebate on each dollar	Over \$2,720 Extra 20% Rebate
Only Sales Through TraxCollision are Eligible for the Program.		

*Collision centers must submit their entire estimate through TraxCollision for eligibility and only part sales through TraxCollision are qualified for the program*

For shops who meet the minimum 50% Nissan and INFINITI OEM parts dollars utilization, there are two bonus rebate opportunities:

- Current RepairLogic subscribers will automatically qualify for the RepairLogic bonus rebate.
- Maintain good standing as a Nissan or INFINITI Certified collision repair shop to qualify for the Certification bonus rebate.

**Do ValuTrax parts qualify?**

Yes. Eligible Nissan and INFINITI ValuTrax parts qualify for the rebate.

**How long will it take to receive my rebate credits?**

After you’ve signed your Terms and Conditions and your Stripe Enrollment has been completed and accepted, your rebates will be made available by the end of the following month. However, it can take up to 60 days after the original order is placed to receive your rebate.

**How do I obtain additional Trax training for my team?**

For additional Trax training, email ShopTeam@oeconnection.com and our Customer Success team will schedule additional training for your team. For help with troubleshooting, technical issues, or questions on Trax, please call 888-776-5792 option 1.

**What is RepairLogic?**

The RepairLogic Repair Planning Platform drives safety, trust, and transparency in vehicle repair by providing a faster and easier way to create comprehensive repair plans using genuine OEM repair procedures. To learn more about RepairLogic, click [here](#).



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### **How do I become CRN certified?**

To become CRN certified your business must meet the general business requirements and obtain the correct tools and equipment while ensuring you have the required technical training put forth by the leading OEMs. For more information, click [here](#), complete the form at the bottom and an OEC representative will reach out to you.

### **How do I register my shop to earn Nissan/INFINITI rebates through TraxCollision?**

1. Log in to your [TraxCollision](#) account.
2. Click the “Rebates” tab in the upper right corner of the screen.
3. Click “Parts Loyalty Program” in the navigation menu on the left side of the screen.
4. Fill out the required information and hit submit.
  - a. If you would like to Opt-In to receive a Virtual Card instead of Direct Deposit through Stripe, please select the option to Opt-In for the Virtual Card located under “Deposit into my Bank Account”

### **I have completed enrollment and opted in to receive an email containing my Virtual Card. What are the next steps?**

Once you receive the email with your Virtual Card details and have created an account with Virtual Rewards you can access your account by visiting [cardholder.virtualrewardcenter.com](http://cardholder.virtualrewardcenter.com). Simply log in to view your card balance by clicking on the card image. In your account, you can also check your card’s expiration date, CVV, card number, and transaction history (including payments and spending activity).

#### **\* Please Note \***

You must enroll into the Parts Loyalty Program through TraxCollision, or your enrollment will not be processed. To ensure that the correct person and shop are receiving their earned rebates, we’ve implemented enhanced security measures by embedding the enrollment process directly into the TraxCollision Platform. Follow the instructions provided above to avoid any delays in processing your enrollment.

If you need assistance with logging in to your Trax account, please reach out to our inbound team at 888-776-5792.

If you need assistance with setting up or activating your Virtual Card, please reach out to Virtual Incentives directly, you can email them at [support@virtualrewardcenter.com](mailto:support@virtualrewardcenter.com) or if you would prefer to speak to them over the phone their number is 1-800-604-1815.



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