



Now for the easy part™

Virtual Card FAQ

What is 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.

How will I receive my Virtual Card?

You will receive an email from rebates@payments.oeconnection.com with instructions on how to access your card within 30 days after the end of the month in which you signed up. 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 access details by [logging in to your account](#).

How long do I have before my Virtual Card expires?

You will have 90 days to claim your Virtual Card once it is emailed to you. Your card will expire 6 months from the date it is claimed.

Where can I use my Virtual Card?

You can use your Virtual Card at any retailer that accepts Visa Credit Cards – both online and in-person by adding it to your digital wallet.

Will funds be added to my Virtual Card for future rebates?

No, each Virtual Card is funded a single time. You will receive a new Virtual Card for each future period where you earn a rebate.

Will I be able to see my remaining balance?

Once you have received the email containing your Virtual Card and have created an account with Virtual Incentives, you will be able to view your balance by logging in to your account and clicking on the Card image. By signing into your account, you will be able to view your issued cards expiration dates, CVV, Card number, transaction history (including your payments and spend activity), and any remaining balances.

What requirements need to be met to receive my Virtual Card?

To receive your Virtual Card, you must accumulate a minimum of \$5 in rebates. Once you have reached this \$5 threshold, a payment will be processed, and you will receive your Virtual Card during the next card issuance cycle. Please note that if you have not yet reached the \$5 minimum, the balance will carry over until the requirement is met before the payment is processed.



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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.

Are Virtual Cards secure?

This form of payment offers more enhanced security features than traditional physical cards. Since account information is not physically present on a tangible piece of plastic that can get lost or stolen, it's less susceptible to theft or unauthorized use. Additionally, advanced security measures, such as single-use card numbers, dynamic CVV codes, and spending limits further protect against fraud.

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 "My Rebates" and "Dashboard" tabs are used for tracking a program separate from Parts Loyalty.

What if I received a refund from a merchant after my reward has expired?

If you are seeking a refund from a merchant close to or after your Card expiration date, please request that the funds be returned to you by some other means, such as on a merchant card or in cash. You will not be able to use the Card after it expires. If funds are returned after the Card has expired, please call the Virtual Reward Center at 1-800-604-1815 and they will have a replacement card issued to you for the refunded amount.

When shopping in a store, how can I split a payment between my Virtual Card and another form of payment?

If your purchase amount is more than the available balance on your card and you'd like to perform a split transaction, tell the cashier that you'd like to use two forms of payment for your purchase. Use your card as the first form of payment and tell the cashier the exact amount to swipe the card for. Pay the difference with another form of payment. Please note, this function is not available at all merchants.

Why does my card not work when I try to pay-at-the-pump?

When paying for fuel at the pump, nearly all gas stations pre-authorize your card for \$75 – \$125. That's because they don't know in advance how much gas you are going to pump and their technology may not be smart enough to know what available balance is available on your card. So, even if you have enough money on your card to cover the amount you'd like to purchase, you still may get declined. To avoid this, just take your card into the gas station and tell the attendant in advance how much gas you would like to purchase.



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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. You will see an option to Opt-In for the Virtual Card under “Deposit into my Bank Account”

How can I link my Virtual Card to my smart phone to make in-store purchases?

To link your Virtual Card to your smartphone, follow the specific instructions for your device and virtual wallet. Each brand has a different process, so please choose the appropriate guide for your phone:

- **Apple:** To add a Virtual Card to [Apple Pay](#) on your iPhone, visit [Apple Pay Support](#) for step-by-step instructions.
- **Samsung:** For Samsung users, you can link your Virtual Card to [Samsung Pay](#). Visit [Samsung Pay Support](#) for detailed guidance.
- **Google:** If you're using a Google device, you can link your Virtual Card to [Google Pay](#). Check out [Google Pay Support](#) for the process.

Please Note

Rebates are paid based on your orders submitted through TraxCollision. You are not fully enrolled in the Rebate Program until you are enrolled in Trax, if you would like to sign up and start earning rebates, please click [HERE](#).

To learn more about your Virtual Card, please click [HERE](#) to navigate to the Virtual Reward Center FAQ page.

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 or if you would prefer to speak to them over the phone their number is 1-800-604-1815.



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