

## Nissan/INFINITI Parts Loyalty Program Frequently Asked Questions (FAQ)

### Who is eligible to participate in the Parts Loyalty Program?

Only shops in the United States (US) are eligible to participate in the Parts Loyalty Program.

### Where do I enroll in the Parts Loyalty Program?

You must enroll in the Parts Loyalty Program through the TraxCollision platform. If you need **assistance** logging in to your **Trax account**, please **reach out to our inbound team** at 888-776-5792.

### How long does it take to enroll?

Not long, you simply need to fill out the form on the TraxCollision platform and agree to the Terms and Conditions.

### 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. Fill out the required information and hit submit.

### 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.

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

It depends! If you have 5 shops or fewer, then you must complete enrollment for each shop. If you own more than 5 locations and would like all payments to go to the same account, please review the MSO process below.

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

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.





Now for the easy part™

### What information is required to enroll and receive Rebates in the Parts Loyalty Program?

You must provide basic business information about your shop, like your **shop name**, **federal employer identification number** (FEIN), and select a way to receive your payment.

There are **two ways** to receive rebate payments through the Parts Loyalty Program:

- 1) **Direct Deposit to your bank account, also known as ACH**
  - a. Your routing and checking account number will be securely collected via our payment partner, Stripe. **Neither OEC nor the OEM has access to banking information provided.** **Note:** Only checking accounts can be used.
  - b.
- 2) **Digital Virtual Card sent to your email**
  - a. When your earned rebates are ready to collect, you will **receive an email from Virtual Incentives**, OEC's Virtual Card payment partner.
  - b. You must follow the email instructions and **provide your name, email address, and phone number** to create your **Virtual Incentives account** and claim the funds.
  - c. Once claimed, the digital payment card is preloaded with the rebate amount and can be **used online** or through your **smartphones virtual wallet** until all funds are spent or your Virtual Card expires.
  - d. All future rebate cards will be emailed, and you can access details by logging in to your account. [To learn more about Virtual Cards see our FAQ document here.](#)

### If I don't want to use a Virtual Card, how will OEC collect my banking info to send me 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.**

### I don't have a TraxCollision Account, how do I set one up?

You can create a TraxCollision account by clicking on the link [HERE](#) or by going to [OPSTrax.com](#) and clicking the **"Register"** button located on the top left of the screen. Once you have entered in the required information, an OEConnection Customer Success Specialist will reach out to set up training.

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

After you've completed the enrollment and signed the Terms and Conditions, your rebates will be made available by the end of the following month. However, please allow up to **60 days** after the original order is placed to receive your rebates.



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### How do I obtain additional Platform training for my team?

For additional 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** about Trax, please call 888-776-5792 Option 1.

### How do I earn rebate credits through TraxCollision?

Earn cashback when you use Trax to order eligible Nissan/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/INFINITI Certified and/or 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 65% 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/INFINITI Certified Collision** repair shop to qualify for the **Certification bonus rebate**.

### 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 Certified Repair Network (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.**

### Do ValuTrax parts qualify?

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

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

Once you **receive the email** with your Virtual Card details,

1. **Follow the instructions in the email** to create your account with Virtual Incentives and claim your funds.
  - a. You can access your account by visiting [cardholder.virtualrewardcenter.com](http://cardholder.virtualrewardcenter.com).
2. Log in to view your card balance by clicking on the card image.
3. In your account, you can also check your card's expiration date, CVV, card number, and transaction history (including payments and spending activity).
4. Use your digital card online or through your mobile wallet.

### What if I need help with activating my Virtual Card?

If you need assistance with setting up or activating your Virtual Card, please reach out to Virtual Incentives directly via email at [support@virtualrewardcenter.com](mailto:support@virtualrewardcenter.com) or by phone at **1-800-604-1815**.



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