



NOW FOR THE EASY PART™

Trax™ | Nissan/INFINITI Direct Rebate 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 do I enroll in the Nissan Direct Rebate Program?

Click on this [link](#) and fill out the form completely (for each location) and a Trax team member will reach out to you to finalize enrollment.

How long does it take to enroll in the Trax Rebate program?

Upon completing the enrollment on the landing page and signing the Terms and Conditions Agreement, you will be emailed a Stripe enrollment link within 5 business days. This Stripe enrollment must be completed in full to receive rebate payments.

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 by Stripe to enroll and receive Rebates in the Trax Rebate program?

Stripe requires business financial banking information when enrolling. Your Owner, CFO or Office Manager will need to provide this information on the Stripe secure website. OEC has no visibility into this information and cannot complete the enrollment for you.

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

No. There is no other method for a shop to receive rebates without providing bank account information to Stripe.

How is OEC collecting 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)?

Download the [MSO form](#), fill out the form completely for each location, and then email it to payments.ob@oeconnection.com. A Trax team member will send out the Terms and Conditions document for signature. Once the Terms and Conditions document is signed and completed, 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 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:

- Qualify for the RepairLogic bonus rebate by writing at least two (2) Nissan or INFINITI **RepairLogic™ repair plans** per month.
- Maintain good standing as a Nissan or INFINITI Certified collision repair shop to qualify for the 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 at the beginning of each month. However, it can take up to 60 days after the original order is placed to receive your rebate.

How do I view my Rebate Credits within Trax?

Click on the **Rebates tab** where you will be able to view both pending and issued credits. You can also filter by date or search by a specific claim.

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](#).

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.