



# TraxCollision<sup>™</sup> Frequently Asked Questions



## What is TraxCollision?

TraxCollision is a comprehensive parts management tool with advanced features that maximize employee productivity by reducing phone calls and promoting efficiency with a single easy-to-use web interface. TraxCollision serves as the go-to platform for parts procurement and management across the board. Shops can easily access estimate information and place multiple parts orders to their selected parts suppliers. Suppliers can access incoming orders and process them while providing estimated delivery date information back to the shop.

## What is the Mopar Match the Estimate ValuTrax Program?

The Mopar Match the Estimate ValuTrax Program is available to all Mopar wholesale dealers that use TraxCollision. With the Match the Estimate ValuTrax Program, you can offer shops and buyers significant discounts on the most competitive Mopar parts. Collision shops will see a ValuTrax icon next to the part if an additional discount is available (see below). Collision shops still receive the standard dealer discount on all other parts. This new program allows dealers to provide parts to collision shops in an effort to gain incremental value.

<input checked="" type="checkbox"/>	4	1	E57Z17D957CPTM FRONT BUMPER & GRILLE: A/M CAPA Bumper cover w/alu	ValuTrax Dealer De... OEM: <input type="button" value="v"/> Originally: AFTERMARKET	\$429.00	\$593.53	\$417.54
<input checked="" type="checkbox"/>	6	1	D57Z17C947A FRONT BUMPER & GRILLE: A/M RT Side retainer	ValuTrax Dealer De... OEM: <input type="button" value="v"/> Originally: AFTERMARKET	\$26.00	\$26.35	\$18.53

## What resources are available for TraxCollision?

We have a Support Center available 24/7 with thousands of articles to answer all of your questions and offer step-by-step instructions for just about anything related to our solutions you need to know. We also have a dedicated Customer Success team in place to assist with training and program configuration. Your dedicated Customer Success Representative is available for continued onboarding and program maximization support.

## TraxCollision FAQs



### What shops are on TraxCollision?

Upon enrollment, you have access to a list of all shops that have added you as a vendor. Your Customer Success representative can work with you to identify high-volume transacting shops. With over 10,000 shops already active on TraxCollision, it is highly probable your shops are already using TraxCollision for other OEMs.

### I like getting calls from collision shops to ensure orders are received. I don't want to eliminate phone calls, plus I want to be sure my orders arrive. Can I still have calls using TraxCollision?

TraxCollision is not meant to replace the telephone, but rather to help dealers and shops communicate more efficiently. Instead of collision shops calling a dealer to provide part number details, faxing technical illustrations back and forth, and answering part price and availability, TraxCollision streamlines the ordering process, helps buyers find answers themselves, and enables dealers to become more efficient. Phone calls can then be minimized and shorter in duration.

### My salespeople have assigned shop accounts. Can TraxCollision handle that?

Yes. Dealers can configure the system so different staff members receive orders from specific people at specific shops. Dealers receive these instructions when they enroll in TraxCollision.

### How do I sign up for TraxCollision?

Signing up is easy!

- Phone: 888.776.5792, option 2
- Email: [sales@oeconnection.com](mailto:sales@oeconnection.com)
- Online: [oeconnection.com/get-started/](http://oeconnection.com/get-started/)
- OEC will email pricing details & terms and conditions (T&C) for your review. Upon agreement to the T&C, you'll receive a welcome email with login credentials and a link to your TraxCollision account. OEC will then set up an onboarding call.
- Please note: It may take 3-4 business days for full enrollment and setup in the PMA program.

### I've enrolled in TraxCollision for my dealership – what can I expect now?

- Use TraxCollision to compete within the market using online parts ordering technology.
- Receive, process, and track orders online in a secure and convenient web-based application.
- Strengthen relationships with existing collision shops, build new accounts, and increase business by providing an easier ordering process.

# TraxCollision FAQs



## Collision Shop benefits:

- Collision facilities specify parts through the industry's most comprehensive web-based parts ordering platform.
- Get upfront "Buy Now" pricing on incentive parts from our vast network of suppliers.
- Online communication and on-screen order status keeps shops informed on order and parts delivery status.
- Convenient, 24/7 online ordering ensures optimum shop satisfaction.

## How do my shops get access to TraxCollision?

TraxCollision is free for shops to use, and they can enroll at [www.OPSTrax.com](http://www.OPSTrax.com). Click "Register" and click "Register as a Shop." Existing shops on TraxCollision can simply start sending their orders to their preferred dealers to access the benefits of TraxCollision.

Dealers can directly invite shops to join TraxCollision and establish a direct connection with them. To do so, access the TraxPartner tab within TraxCollision, click on "invite new partner," and follow the step-by-step instructions. Additionally, you can inform your shops directly about your presence on TraxCollision.

Get started with TraxCollision today by calling [888.776.5792](tel:888.776.5792).



Scan the QR code to get started or visit  
[go.oeconnection.com/mopar-match-the-estimate-program](http://go.oeconnection.com/mopar-match-the-estimate-program)