

AUTO PARTSBRIDGE

FREQUENTLY ASKED QUESTIONS – DEALER



WHAT IS AUTO PARTSBRIDGE?

Auto PartsBridge™ is an online parts ordering system based on an Electronic Parts Catalog (EPC) that allows body shops to send orders directly to you. Orders come pre-loaded into the EPC and matched to the vehicle using the VIN. The system pre-matches 90% of the parts, dramatically reducing your interpretation work for collision quotes and orders. A fully functional EPC is also provided for matching the remaining parts and locating parts missing from the body shop estimate. Auto PartsBridge is the exclusive method of gaining access to the Conquest Sales Program.

Part No.	Part Name	Description	Qty	Unit Price	Total Price	Status
1	10000000000000000000	10000000000000000000	1	\$1.00	\$1.00	Matched
2	10000000000000000000	10000000000000000000	1	\$1.00	\$1.00	Matched
3	10000000000000000000	10000000000000000000	1	\$1.00	\$1.00	Matched
4	10000000000000000000	10000000000000000000	1	\$1.00	\$1.00	Matched
5	10000000000000000000	10000000000000000000	1	\$1.00	\$1.00	Matched
6	10000000000000000000	10000000000000000000	1	\$1.00	\$1.00	Matched
7	10000000000000000000	10000000000000000000	1	\$1.00	\$1.00	Matched
8	10000000000000000000	10000000000000000000	1	\$1.00	\$1.00	Matched
9	10000000000000000000	10000000000000000000	1	\$1.00	\$1.00	Matched
10	10000000000000000000	10000000000000000000	1	\$1.00	\$1.00	Matched

HOW DOES IT WORK?

Auto PartsBridge allows body shops to upload the parts data from their estimating system and send it directly to your dealership's parts department.

1. The body shop exports the parts information from their estimating system.
2. The body shop logs on to Auto PartsBridge and clicks **Send to Dealer**.
3. The dealer receives an order from the body shop.
4. The dealer provides competitive pricing for genuine parts.
5. The body shop accepts the quote.
6. The dealer processes the order.

Users can also match parts to the EPC and view the EPC for the vehicle being repaired.

WHAT ARE THE BENEFITS TO THE PARTICIPATING DEALERS?

- Auto PartsBridge is an exclusive OEM Conquest Sales Program providing the participating dealerships the opportunity to capture additional sales of selected parts against non-genuine parts.
- See the entire collision estimate including labor, aftermarket, salvage, remanufactured and refurbished parts on the estimate.
- Built-in calculator to help you manage profitability while quoting against alternative parts.
- Pre-matches over 90% of the parts from the estimate to the EPC so you don't have to look parts up manually, which reduces Parts Department processing time.
- Staff spends less time processing and validating parts orders through VIN validation, with the same OE data from your EPC.
- Fully functional EPC included for all orders submitted through the system.
- Use the built-in EPC to add missing parts, which were not picked up by the body shop estimating system, to the order.

- Pre-population of vehicle details based on VIN.
- Integration with your Dealer Management System allows you to include part numbers into a repair order or counter ticket.
- Permanent records of all parts orders including notes, invoice numbers and invoice dates.
- Process orders from anywhere at any time using a standard web interface.

HOW OFTEN IS THE PARTS DATA IN AUTO PARTSBRIDGE UPDATED?

Auto PartsBridge is automatically updated every week with the latest OEM illustrations and parts information.

DOES AUTO PARTSBRIDGE HAVE PARTS PRICING?

Yes. Auto PartsBridge shows the retail and dealer cost prices. The order also shows the price the shop is charging the insurance company for alternative, aftermarket and salvage parts. This gives the dealer the opportunity to quote more competitively.

HOW DO I KNOW WHEN AN ORDER HAS BEEN RECEIVED?

New orders are displayed on the Order screen in real time. In addition, you will receive a notification as soon as the body shop sends an order.



HOW DOES A BODY SHOP KNOW THEIR ORDER HAS BEEN PROCESSED?

Auto PartsBridge has an “Orders in Progress” section that will show all current orders. All quotes that the dealer returns to the body shop will appear in this section of their screen marked with a status of “Modified”. In addition, an email is automatically sent to the body shop, notifying that the quote has been returned by the dealer.

HOW DO I MANAGE MY COUNTER PERSON’S USERNAMES AND PASSWORDS?

The designated Administrator for Auto PartsBridge can configure a new user through the “User Accounts” settings.

HOW IS AUTO PARTSBRIDGE INSTALLED?

There is no installation needed. Auto PartsBridge runs over the Internet inside a web browser and can be run from any computer with an Internet connection. If needed, a DMSi client can be installed from the Settings > Add-Ons section to export orders directly to your Dealer Management System.

WHAT ARE THE RECOMMENDED SYSTEM REQUIREMENTS?

The recommended system requirements and browser settings for Auto PartsBridge are:

- Windows XP, Windows Server 2003, Windows Server 2008, Windows Vista, Windows 7
- Internet Explorer 8 and above
- Adobe Flash Player (latest version)

The following hardware configurations are recommended for an optimal experience:

- 2.4 GHz processor or greater
- 2GB RAM
- 1280 x 1024 screen resolution

It is recommended that 128MB of RAM be available for every browser session.

Note: If required, Infomedia DMS integration requires 10MB of hard drive space and installation of the Microsoft.NET Framework.

Your browser settings:

- Where the browser Popup Blocker setting is switched on, ensure that the “*.autopartsbridge.com” domain is included as an exception
- Cookies enabled
- JavaScript enabled

WHAT SUPPORT IS AVAILABLE?

For more information, access the support materials from within the application.

For customer service and sales contacts, visit www.autopartsbridge.com.

We are available:

Monday – Friday: 8am to 8pm (EST)

Saturday: 9am – 5pm (EST)