

AUTO PARTSBRIDGE

FREQUENTLY ASKED QUESTIONS – BODY SHOP



WHAT IS AUTO PARTSBRIDGE?

Auto PartsBridge® is a simple to use online ordering system that provides body shops access to OEM factory parts information.

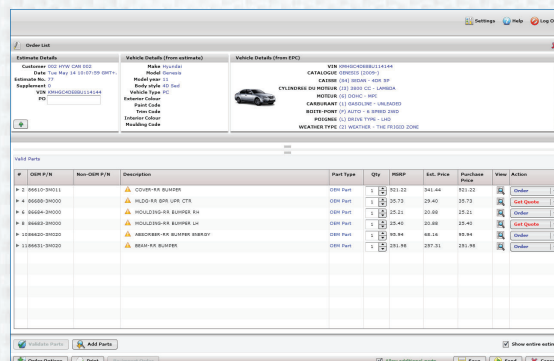
HOW DOES IT WORK?

Auto PartsBridge allows collision centres to send orders directly to their dealerships using a simple 3 step process:

1. Export the file from your estimating system.
2. Open Auto PartsBridge.
3. Click **Send to Dealer** to deliver the parts order to the dealership.

Body shop users can also view the OEM factory parts information to verify part numbers and list prices, and add parts using the OEM factory data in an easy to use, 3 step process:

1. Click **Validate Parts** to match the parts to the factory parts data.
2. Click the **View Parts** icon next to a particular part number to view that part in the Electronic Parts Catalog.
3. Click **Add Parts** to add components to your parts order using the OEM factory parts illustrations and VIN driven parts information.



WHAT'S UNIQUE ABOUT OEM FACTORY PARTS DATA?

OEM factory parts data is the most accurate information available for vehicles and includes the following features:

- **VIN Driven:** The data includes full VIN decoding including engine specifications, trim level and colour codes, so the system knows what part you need to repair the vehicle.
- **Continually Updated:** The OEM data is updated by the factory on a weekly basis, so the latest supersessions, pricing and parts information is included in Auto PartsBridge.
- **Complete Data:** The data is published by the OEM, so it includes all the clips, fasteners and any other additional parts needed to properly repair the vehicles.
- **Data available at Vehicle Launch:** The OEM parts data is available at or before vehicle launch to help you find parts for vehicles that have been recently included or redesigned.
- **Searchable Data:** You can easily identify the part you need by searching the parts catalog, either by description or the first 5 digits of the part number.
- **Common Terms:** Allows you to ask the dealership for the part using the factory description.

WHAT ARE THE BENEFITS TO BODY SHOPS?

- Access to price matching for OEM parts through the sponsored dealer.
- Access to the same parts information the dealer has, including illustrations and VIN based color code filtering, and exact part identification.

- Reduce supplemental orders by having access to all of the clips, fasteners and additional components not listed in your estimating system data.
- Online ordering helps reduce cycle time.
- Retain a permanent record of parts orders without the need for printing and faxing.
- Improve the relationship between you and your wholesaling dealership.
- Identifying all parts up front helps lower repair costs, decrease cycle time and improve repair quality.
- Accurate pricing is included direct from the OEM.
- Orders can be placed 24 hours a day, 7 days a week.

HOW OFTEN IS THE DATA IN AUTO PARTSBRIDGE UPDATED?

Auto PartsBridge is automatically updated every week with the latest available OEM data.

DOES AUTO PARTSBRIDGE HAVE PARTS PRICING?

Auto PartsBridge contains the most current OEM list prices available. Once your dealership has processed your order, you will also have visibility to your parts purchase prices.



HOW DO I KNOW MY ORDER HAS BEEN PROCESSED?

Auto PartsBridge will automatically update the order status once your dealership has processed your order. You will also receive an email notification when the quote has been returned by the dealer.

HOW IS AUTO PARTSBRIDGE INSTALLED?

Auto PartsBridge runs over the Internet using a web browser. You only need to take a few minutes to load and install an ActiveX file and map the application to your estimate files on your hard drive or network.

WHAT ARE THE MINIMUM SYSTEM REQUIREMENTS?

The minimum system requirements for Auto PartsBridge are as follows:

- 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?

If you would like assistance using Auto PartsBridge, please contact your sponsoring dealer.

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)