

## Auto PartsBridge Frequently Asked Questions – Dealer

### *What is Auto PartsBridge?*

Auto PartsBridge® is an electronic parts ordering system based on the Toyota Electronic Parts Catalog (EPC) that allows body shops to send orders directly to you through a web-based application. Orders come pre-loaded into the Toyota EPC and matched to the vehicle using the VIN. The system pre-matches nearly 90% of the parts and provides a fully functional EPC for matching the remaining parts. Auto PartsBridge is the exclusive method of gaining access to the Toyota Sales Support price matching program.

### *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. The body shop will follow a simple 3 step process:

1. The body shop exports the parts information from their estimating system.
2. The body shop logs in to Auto PartsBridge.
3. The body shop clicks **Send to Dealer**.

More advanced shop users can also match parts to the EPC and view the Toyota EPC for the vehicle being repaired.

### *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.

### *How do I get started?*

Login to **[www.dealer.autopartsbridge.com](http://www.dealer.autopartsbridge.com)**. Enter the supplied username and password and begin to set up an administration account (refer to your introductory letter for your log on details).

### *How often is the data in Auto PartsBridge updated?*

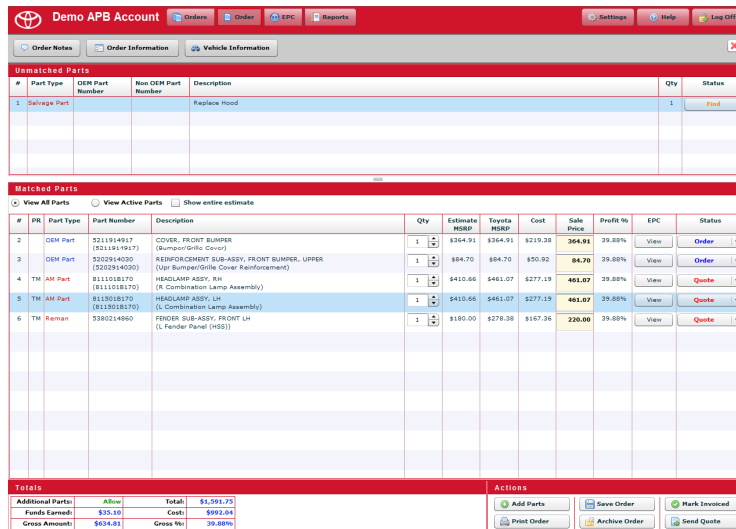
Auto PartsBridge is automatically updated every month with the latest available OEM information and data.

### *How do I set up my body shop customers?*

Active customers will be automatically loaded into Auto PartsBridge. Additional body shops can be added by calling Infomedia Customer Service on **1-888-827-5748** and press 1. Once the accounts have been set up, the dealer can review and edit individual settings through the **"Customer Account"** settings within Auto PartsBridge.

## Does Auto PartsBridge have parts pricing?

Auto PartsBridge shows the dealer Toyota retail and dealer cost. The system also shows the price the shop is charging the insurance company for alternative parts for any aftermarket and salvage parts on the estimate.



The screenshot shows the 'Demo APB Account' interface with a 'Pricing Display' section. It includes a table for 'Matched Parts' with columns for Part Type, Part Number, Description, Qty, Estimate Price, Toyota Price, Cost, Sale Price, Profit No, EPC, and Status. Below the table is a 'Totals' section and an 'Actions' section with buttons for Add Parts, Save Order, Mark Invoiced, Print Order, Archive Order, and Send Quote.

#	Part Type	Part Number	Description	Qty	Estimate Price	Toyota Price	Cost	Sale Price	Profit No	EPC	Status
1	Salvage Part		Replace Hood	1							Quote
2	OE Part	8211944917 (8211944917)	COVER, FRONT BUMPER (Bumper/Gills, Cover)	1	\$264.91	\$264.91	\$219.38	<b>364.91</b>	39.88%	View	Order
3	OE Part	5202914030 (5202914030)	REINFORCEMENT SUB-ASSY, FRONT BUMPER, UPPER (Up: Bumper/Gills Cover, Reinforcement)	1	\$64.70	\$64.70	\$50.92	<b>94.70</b>	39.88%	View	Order
4	TM AM Part	8111018170 (8111018170)	HEADLAMP ASSY, RH (R Combination Lamp Assembly)	1	\$410.66	\$461.07	\$277.19	<b>461.07</b>	39.88%	View	Quote
5	TM AM Part	8111018170 (8111018170)	HEADLAMP ASSY, LH (L Combination Lamp Assembly)	1	\$410.66	\$461.07	\$277.19	<b>461.07</b>	39.88%	View	Quote
6	TM Reman	5380214860	FENDER SUB-ASSY, FRONT LH (L Fender Panel (HSS))	1	\$180.00	\$278.38	\$167.36	<b>220.00</b>	39.88%	View	Quote

**Totals**

Additional Parts:	Amount:	Total:	\$1,591.75
Funds Earned:	Cost:		\$99.04
Gross Amount:	Gross %:		39.88%

**Actions**

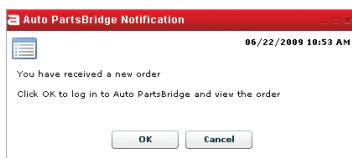
Add Parts Save Order Mark Invoiced  
Print Order Archive Order Send Quote

Pricing Display

## How do I know when an order has been received?

The system checks for orders every 30 seconds and provides you with 3 different order notifications:

1. If the system is opened, the new order will appear on the list of orders.
2. If the system is closed, you will receive a new order "pop-up" notification that will alert you that the order has been sent.
3. You will receive an email notification as soon as the shop sends the order.



Desktop notification when a new order is received

## 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". The body shop will also receive an email notifying them when an order has been processed or a line has been quoted.

## How do I manage my counter person usernames and passwords?

The designated Systems Administrator for Auto PartsBridge can easily add or delete users on demand through the "User Accounts" settings.

### *What are the benefits to Toyota Dealers?*

- Auto PartsBridge is the exclusive method of using the Toyota Alternative Parts Conquest Program which provides Toyota dealerships with an allowance that can be applied to the capture of selected alternative parts.
- See the entire order including aftermarket, salvage, remanufactured and refurbished parts on the estimate.
- Built-in worksheet to help you manage profitability while quoting against alternative parts.
- Instant messenger type capability to improve communication with your wholesale shops.
- Use the built-in EPC to add missing parts to the order.
- 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.
- Provides integrated EPC based matching capabilities for the 10% not pre-matched by the system.
- Fully functional EPC included for all orders submitted through the system.
- Pre-population of vehicle details based on VIN.
- Built-in direct interface with ADP and Reynolds & Reynolds dealer management systems allows you to create wholesale invoices or post parts to an internal body shop RO.
- Permanent records of all parts orders including comments, notes, invoice numbers and invoice dates.
- Live line-item status for parts including ordered, invoiced, returned, deleted and quoted.
- Model code search capability for incorrect VINs.
- Process orders from anywhere at any time using a standard web interface.

### *What are the recommended system requirements?*

The recommended system requirements for Auto PartsBridge are:

- 2GHz processor or greater
- Javascript enabled
- Microsoft Internet Explorer 6.0 or later
- Windows XP
- Cookies enabled
- Adobe Flash Player 9 or later
- 512MB of RAM
- Broadband Internet access
- 1024 x 768 screen resolution

### *What support is available?*

If you would like assistance using Auto PartsBridge, contact Infomedia Customer Service on **1-888-827-5748** and press 1 or email [service@ifmnorthamerica.com](mailto:service@ifmnorthamerica.com).