

# **User Guide**



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## **Overview**

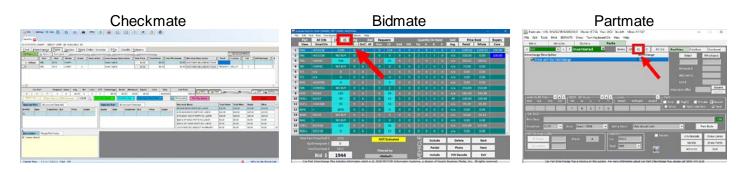
CrashLink helps you quickly access OEM list price information, calculate pricing for entire assemblies, and view part diagrams. No more crash catalogs!

Using Motor® data, CrashLink provides you with the most accurate OEM pricing information. CrashLink helps you calculate your best price based on the list price and percentage discounts. This is especially helpful when you don't have a price in your Price Book. CrashLink is integrated with Checkmate, Bidmate, and Partmate – just press your F-key or click a button to start a CrashLink search!

Here's an overview of a typical integrated CrashLink workflow:

#### Step 1: Begin a CrashLink Search

When you're working in Checkmate, Bidmate, or Partmate and realize that you need more information, just press your F-key or click your **CL** button to begin a CrashLink search for the part you're working on. (You can also log into CrashLink in your browser. See the **Part Search/Manual Search** section of this document for more information.)



**Step 2: Part Selection** 

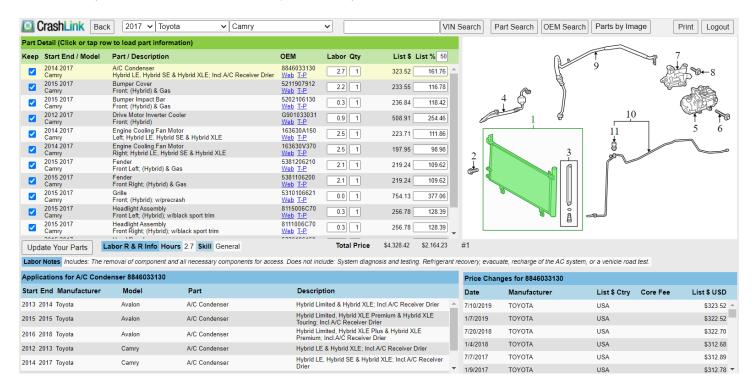
CrashLink opens in your browser, with a list of parts that match your search. Select the part(s) you wish to search, then click **Add to Your Parts**.



#### Step 3: Pricing/Information

The Pricing/Information screen opens. This is the main CrashLink screen, which has the information you're looking for: list pricing information, part applications, and diagrams.

From here, you can also add or remove parts from your search.



# Step 1: Begin a CrashLink Search

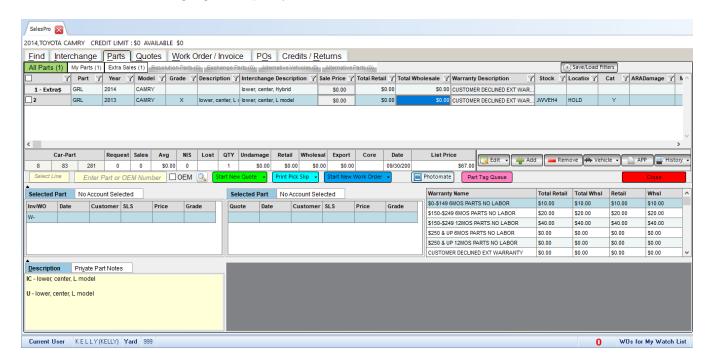
To use CrashLink, you must be connected to the internet, and Trading Partners must be running.

You can begin a CrashLink Search from:

- Option A: Checkmate Sales Pro
- Option B: Checkmate Inventory
- Option C: Partmate
- Option D: Bidmate
- Option E: Trading Partners Search Results
- Option F: Checkmate Retro

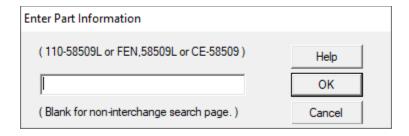
## Option A: Checkmate Sales Pro

- 1. In Checkmate Sales Pro, search for a part as normal.
- 2. The **Parts** tab displays your Sales Pro search results.
  - **Note**: CrashLink will search for the highlighted part. If you have multiple part types in your search results, click to highlight the part you want to search.



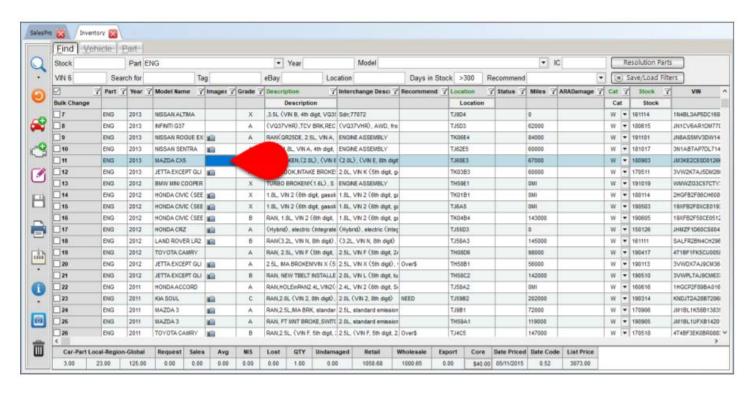
- 3. Press your CrashLink F-key. (For most users, this is **F6.**\*)
- 4. CrashLink opens in your internet browser.

**Note**: If the following pop-up appears, this means that CrashLink cannot interpret your search. Click **OK** to continue to CrashLink, where you can perform a manual search.



## Option B: Checkmate Inventory

- 1. In your search results under the **Find** tab, select a part to highlight it.
- 2. Press your CrashLink F-key. (For most users, this is F6.)
- 3. CrashLink opens in your internet browser.



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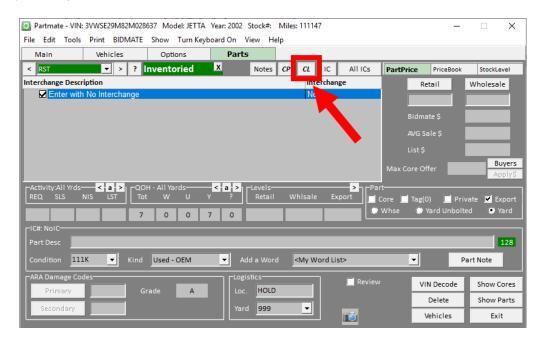
<sup>\*</sup> If you do not know your CrashLink F-key, see Appendix B: Confirming CrashLink's F-key.

## Option C: Partmate

You can begin a CrashLink search in Partmate while pricing a part. CrashLink is available while inventorying parts off a vehicle, or while inventorying loose parts.

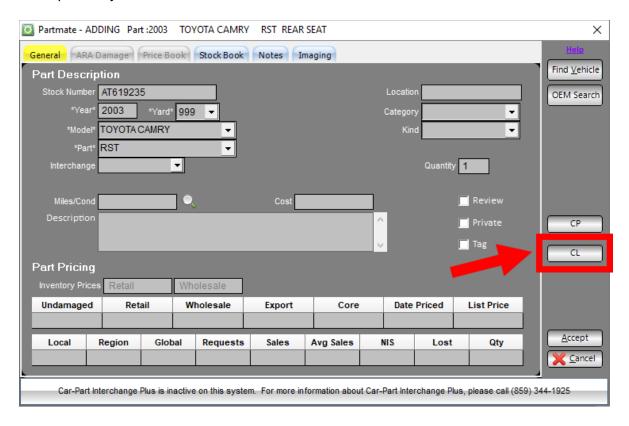
## **Inventory Vehicles**

- 1. On the **Parts** tab, click to select a part.
- 2. Click CL.
- 3. CrashLink opens in your internet browser.



#### **Inventory Loose Parts**

- 1. In the **ADDING** window, enter the **Year/Model/Part** information.
- 2. Click CL.
- 3. CrashLink opens in your internet browser.

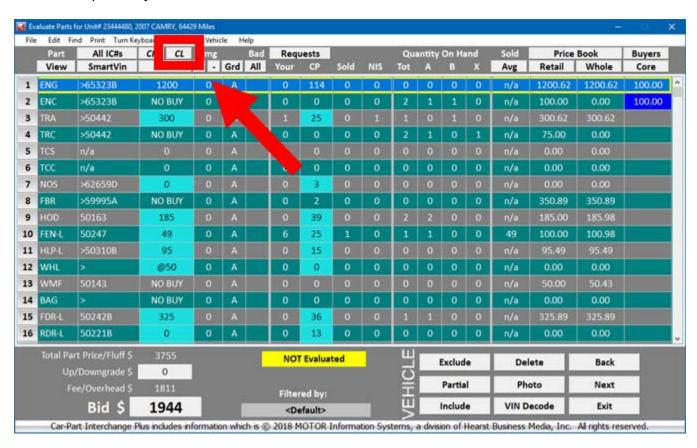


## Option C: Bidmate

In Bidmate, you can begin a CrashLink search from the **Evaluate Parts** screen. CrashLink can help you determine the selling price, which can influence your Bidmate bid.

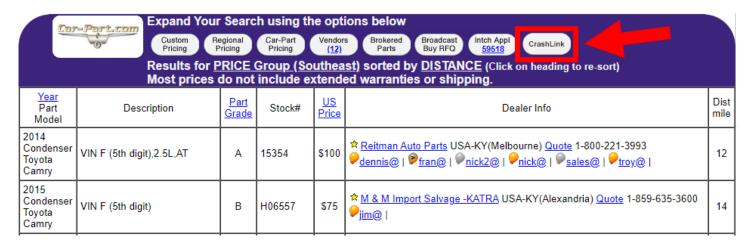
Follow these steps:

- 1. Click to highlight a part.
- 2. Click CL.
- 3. CrashLink opens in your internet browser.



## **Option D: Trading Partners**

In your Trading Partners search results, click the **CrashLink** button at the top of the screen to begin a CrashLink search for this part.



#### Option E: Checkmate Retro

In Checkmate Retro, CrashLink can be accessed from the following screens:

- Find and Sell
- Quotes
- Enter Vehicle (2,1 in ICM or I14 in Classic)
- Enter Parts (2,2 in ICM or I15 in Classic)
- Edit Parts (2,5 in ICM, V12,17 or I3 in Classic)
- Change Stock and Price Book (2,6,3 in ICM and I11 in Classic)

To initiate a CrashLink search from these screens, press your CrashLink F-key. (For most users, this is F6.\*)

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<sup>\*</sup> If you do not know your CrashLink F-key, see Appendix B: Confirming CrashLink's F-key.

# Step 2: Part Selection/"Questions" Page

When you begin a CrashLink search, CrashLink opens in your browser.



- 1. Use the checkboxes to select any parts you wish to include in your search.
  - When you search for a part that may be part of an assembly, CrashLink lists related parts. Select all
    component parts that you would like to include in your search.
  - The Information on the Part Selection Page section of this document, below, explains the
    information that is available to you while you are making these selections.
- 2. Click Add to Your Parts.
- If prompted, Refine your selection by providing your vehicle year.
- The Pricing/Information page opens.

#### Information on the Part Selection Page



- A. **OEM** OEM number of the part.
  - NSS indicates Not Serviced Separately
- B. **Web** Click **Web** to search for this OEM number on Google.
- C. **T-P** Click **T-P** to search for this part on Trading Partners.
- D. **Labor**\* Remove and Replace labor time. (**Avg** indicates that this is the average of Min and Max labor time information.)
- E. **List \$** Most current OEM list price of this part. (Please see Appendix A: Currency Display Options for more information on how CrashLink displays USD and CAN pricing information.)
- F. **Show All Choices** (Only available if there are suppressed options.) Click **Show All Choices** to display suppressed options.

If you selected an interchange option in Checkmate and then launched CrashLink using your F-key, then CrashLink will suppress all Motor® parts that do not match that interchange option. However, if you can't find your appropriate choice on the list, you may click this button to review and select these suppressed options.

The parts that had been suppressed will now appear in your list. They will be colored red to indicate that they were previously suppressed. (To remove them from your list, click **Filter Choices**.)

<sup>\*</sup> Available only to Labor Time Calculation subscribers.

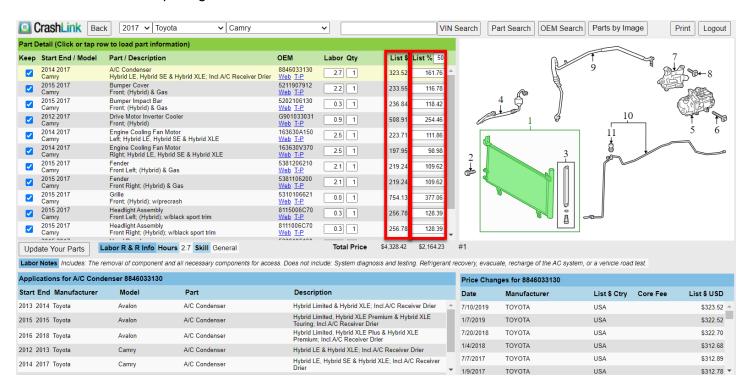
# **Step 3: Pricing/Information**

After you click Add to Your Parts, the Pricing/Information page opens.

The **Pricing/Information** page is the main CrashLink page where you will be doing most of your work. This page displays pricing information, part applications, and part/assembly diagrams.

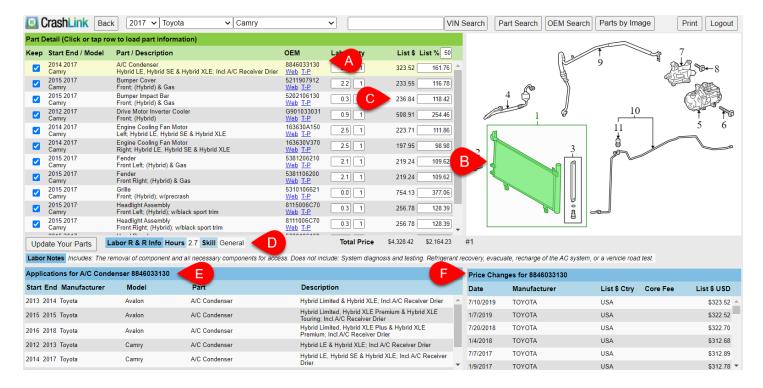
The **Total Price** fields display the totals of the prices in the **List \$** and **List %** columns. The **List %** column defaults to 50% of **List \$**, but you can modify it to the value of your choosing.

• Note: See Appendix A: Currency Display Options for more information on how CrashLink displays USD and CAN pricing information.



#### Information Available on the Pricing/Information Page

This page is full of information to help you research parts and prices.

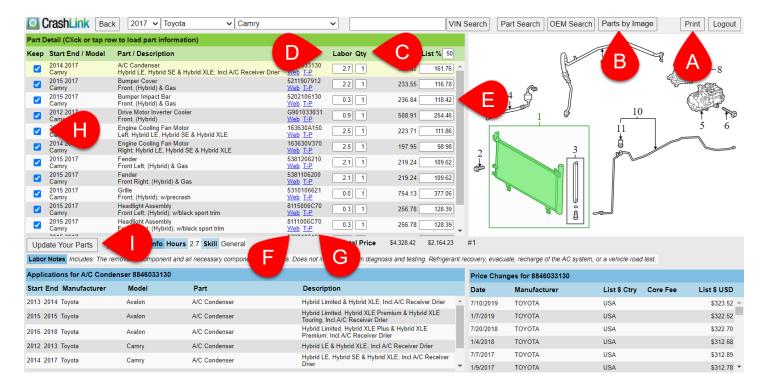


- A. Part selection Click to select a part in the list. The part you have selected will be highlighted in yellow. The information on the page (Diagram, Applications, and Price Changes) will update to display information about the selected part.
- B. Diagram The selected part is highlighted in green in the diagram.
  - If there are multiple diagrams available from Motor® for this part, there will be a drop-down menu available under the diagram. Use this to select and view additional diagrams.
- C. **List \$ -** Displays the current retail list price of a part. To learn more about your choices for this feature, please see **Appendix A: Currency Display Options**.
- D. Labor R&R Info\* Remove and Replace labor information. Skill and Labor Notes are displayed if available.
  - Keep in mind that the hours listed are Remove and Replace hours. If you are not replacing a
    part, your actual work time may be much less.
- E. **Applications** Displays the OEM applications for this part. This information is very helpful in cases where you don't have the specific part you searched for in stock. This section displays other vehicles with parts that match this OEM number.
- F. **Price Changes** Displays the history of the List Price changes for this part. See **Appendix A:** Currency Display Options to learn more about the information displayed here.

<sup>\*</sup> Available only to Labor Time Calculation subscribers.

#### Actions Available on the Pricing/Information Page

There are many things you can do on this page to see the information you need, and to re-calculate your **Total Price** information.



- A. **Print** Click this button to print the information from this screen. More information about this feature is available in the **Print This Information** section of this document, below.
- B. Parts by Image Click this button to open a list of all parts in the image. This is useful if you want to add a part to your part list that you did not originally include. Use the checkboxes to select the part(s) you wish to add/include, then click Add to Your Parts to process the search and view your new Total Price.
- C. **Qty** Use this field to change the quantity of the part. Enter a new quantity, then click **Update Your Parts** to update the **Total Price**.
- D. **Labor**\* This field displays the **Labor R&R Hours**. This information displays hours for Remove and Replace; if you are not replacing a part, your actual work time may be much less.
  - You may edit this field to reflect your true expected labor time (enter a new time, then click Update Your Parts). These changes will only display on your screen and in the **Print** function; they will not affect any calculations and will not be saved for future CrashLink searches.

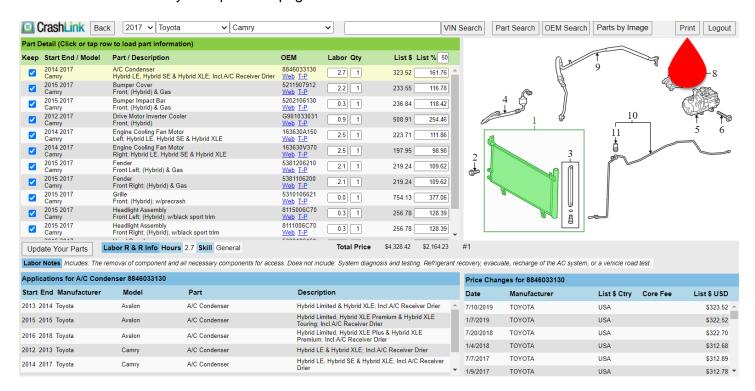
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<sup>\*</sup> Available only to Labor Time Calculation subscribers.

- E. **List** % By default, CrashLink calculates the **List** % as 50% of the **List** \$; however, you can use the textbox to calculate any percentage of your choosing. In addition, you can manually change the price of any individual part. To do so, type in a new price for the selected part, then click **Update Your Parts** to update the **Total Price**.
  - **Note**: CrashLink will save your changes to the **List %**, but manual changes to the prices of individual parts will not be saved for future searches.
- F. Web Click the Web link to search for this OEM number on Google.
- G. **T-P** Click the **T-P** link to search for this part on Trading Partners.
- H. **Keep** Use the checkboxes to specify which parts to keep on your list. To remove a part from your list, uncheck the box, then click **Update Your Parts** to update your list and the **Total Price**.
  - **Note**: At least one part must be checked at all times; CrashLink will not allow you to deselect *all* parts.
- Update Your Parts Click this button to update your Total Price after you have changed the Keep, Qty, or List % information.

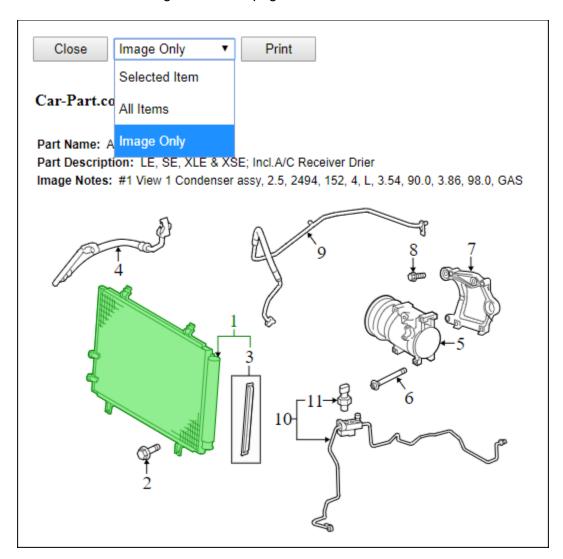
#### Print This Information

The **Print** button allows you to print this page's information.



1. Click this button. The **Print** page opens.

- 2. Use the drop-down to select which view you would like to print.
  - a. **Selected Item** Detailed information only about the 1 part that is selected/highlighted in yellow in the list and highlighted in green on the **Print** page (this is the default view).
  - b. All Items Basic information about all items in the list.
  - c. Image Only Image of the 1 part that is selected/highlighted in the list.
- 3. Click **Print** to print.
- 4. Click **Close** to return to the Pricing/Information page.



## Part Search/Manual Search

While the most common way to search CrashLink is the automatic search process described above (wherein CrashLink uses the search criteria already specified in Checkmate, Bidmate, or Partmate), you are also able to perform a manual search. This is helpful when you want to look up a part that does not have a part code associated with it, and so are not able to search for this part in Checkmate.

You may also be directed to this page if CrashLink cannot determine which part you want to search, or if you search for a part that does not have a corresponding mapping in the CrashLink data.

### Step 1: Begin Search

There are 3 ways to begin a manual search:

Option A: Browser Login

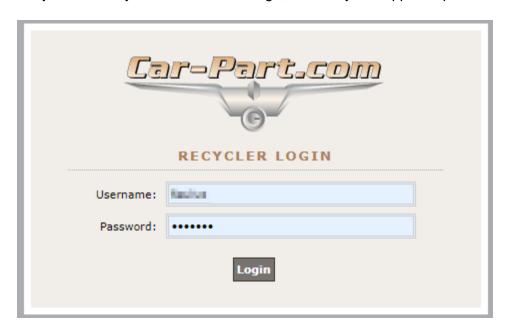
Option B: Part Search Button

Option C: VIN Search Button

#### **Option A: Browser Login**

To open CrashLink in your internet browser, follow these steps:

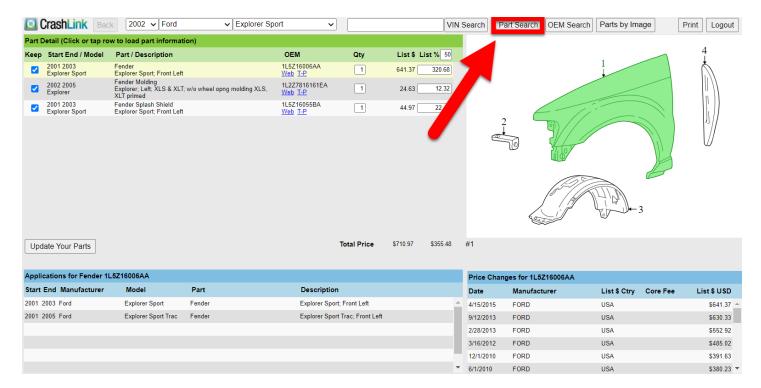
- Go to CrashLink.Car-Part.com.
- 2. In the Recycler Login, enter your Username and Password.
  - You can use your Trading Partners login, or the login you use for your Car-Part.com Statistics and Reports link. If you don't know this login, contact your support rep.



3. Click **Login**. CrashLink opens to the manual search.

#### Option B: Part Search Button

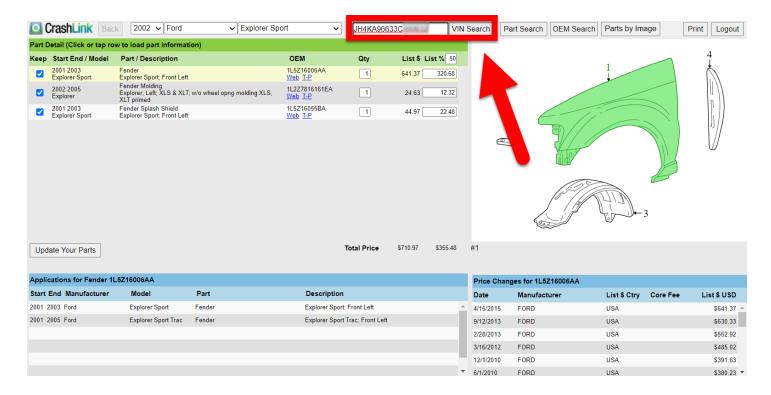
If you already have CrashLink open, you can launch a manual search by clicking the **Part Search** button at the top of any screen. This allows you to add a part to your part list.



#### **Option C: VIN Search Button**

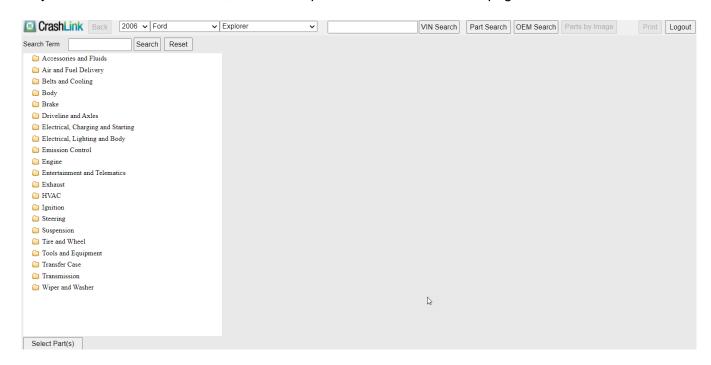
If you already have CrashLink open, you can launch a manual search with VIN information by following these steps:

- 1. Enter a VIN in the VIN Search field
- Click VIN Search.

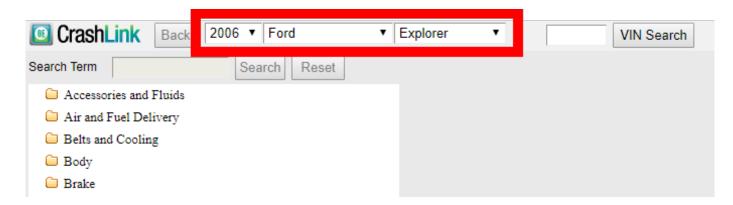


## Step 2: CrashLink Manual Search

When you have launched a search, CrashLink opens to the manual search page:



If necessary, you can modify the year, make, and model information with the drop-down menus at the top of the screen. (This will change the information for this search only; it will not modify the year/make/model information for any parts already on your list.)

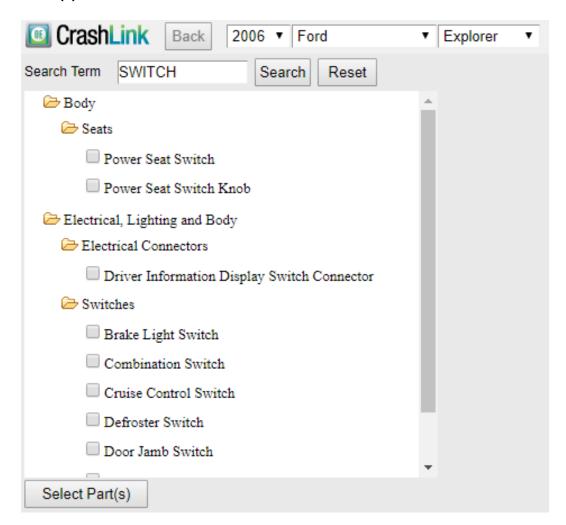


You can use this page 2 ways:

- Option A: Search Terms
- Option B: Browse Categories

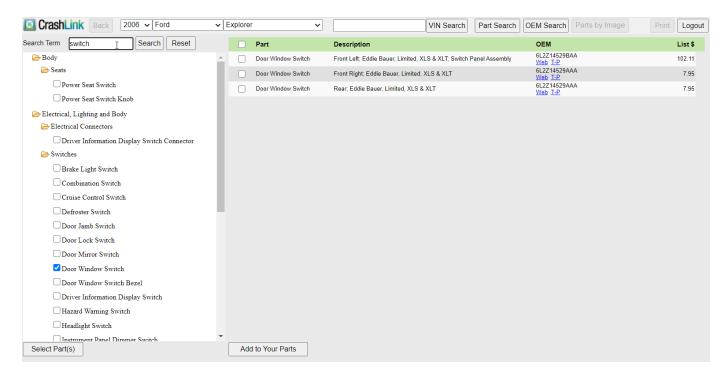
#### **Option A: Search Terms**

- 1. Enter a keyword (such as "SWITCH") in the **Search Term** field.
- 2. Click Search.
- 3. Your results will include any parts with that keyword in the Motor name\*. Click the checkbox(es) to select the part(s).
- 4. Click **Select Part(s)** at the bottom of the list.



<sup>\*</sup> Search results are based on the words used in the Motor name. For example, if you search for "Rocker Moulding," your results will not show Rocker Panel Guard.

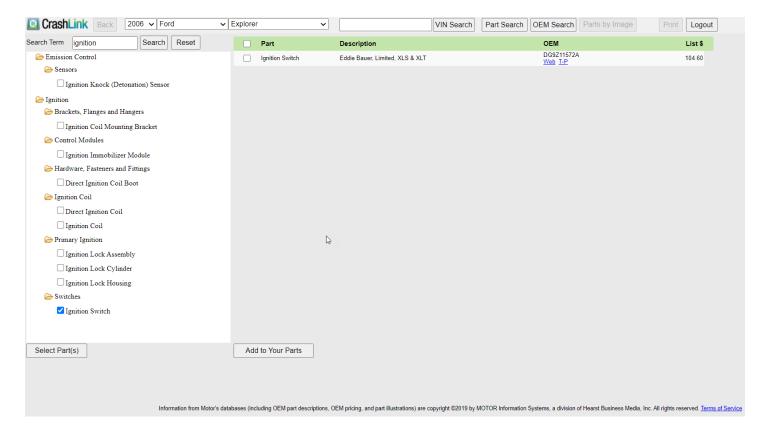
5. The Part Selection list opens on the right. Click the checkbox(es) to select the part(s) you wish to include in your CrashLink search.



- 6. Click Add to Your Parts.
- 7. The **Pricing/Information** page opens, and the part(s) you selected have been added to your list. Continue with your CrashLink workflow as described in the section of this document titled **Step 3: Pricing/Information.**

#### **Option B: Browse Categories**

- 1. In the list of categories, click the category of the part you would like to search.
- 2. Continue "drilling down" through the categories and sub-categories until you reach the component selection checklist.
- 3. Click the checkbox(es) to select part(s).
- 4. Click Select Part(s) at the bottom of the list.
- 5. The Part Selection list opens on the right. Click the checkbox(es) to select the part(s) you wish to include in your CrashLink search.
- 6. Click Add to Your Parts.

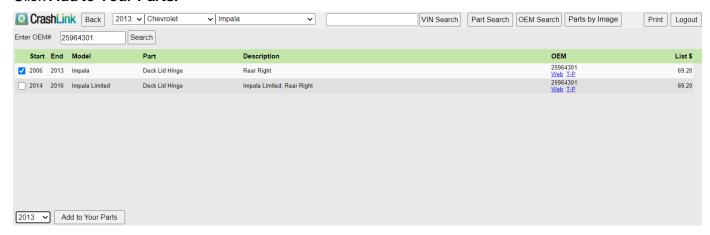


7. The **Pricing/Information** page opens, and the part(s) you selected have been added to your list. Continue with your CrashLink workflow as described in the section of this documented titled **Step 3: Pricing.** 

## **OEM Search**

At the top of every CrashLink screen is a button for **OEM Search**. This button allows you to search for parts by OEM number. Follow these steps:

- 1. Click **OEM Search**. The OEM Search page opens.
- Enter an OEM number in the Enter OEM # field.
- 3. Click **Search.** The Part Selection list opens below. This shows all parts that match this OEM number.
- 4. Click the checkbox to select the part you wish to include in your CrashLink search.
  - Note: You cannot select multiple parts.
- 5. Choose the year from the drop-down.
- 6. Click Add to Your Parts.



- 7. The **Pricing/Information** page opens, and the part(s) you selected have been added to your list. Continue with your CrashLink workflow as described in the section of this documented titled **Step 3: Pricing/Information.** 
  - Note: Notice that the search at the top of your screen changed to match the year you selected in the drop-down on the previous page.

# **Examples of CrashLink Workflows**

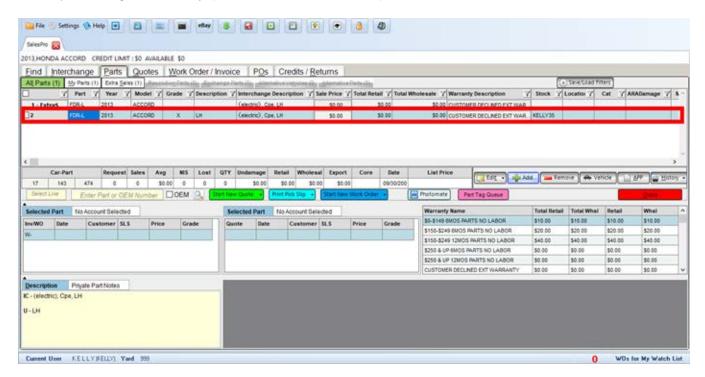
CrashLink is the solution for your OEM pricing and OEM information needs. Because CrashLink is so powerful and flexible, you might find it helpful to review these example scenarios to better understand the different ways CrashLink can assist you.

#### Checkmate Sales Pro

#### Pricing an In-Stock Part with an Interchange Search

Scenario: An insurance adjustor calls, requesting a left front door for a 2013 Honda Accord. You look up the part in Checkmate, and the part has interchange. You have the part in stock, but you do not have a Price Book price, and there is no list price provided. You want to research the price for this part on CrashLink.

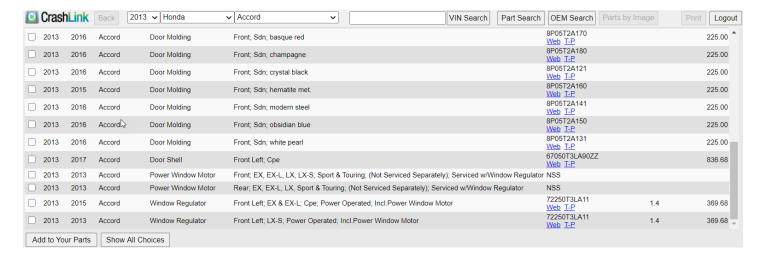
- 1. From your search results on the **Parts** tab, click to select the part.
- 2. Press your designated **F-key** (for most users, this is **F6**\*).



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<sup>\*</sup> If you do not know your CrashLink F-key, see Appendix B: Confirming CrashLink's F-key.

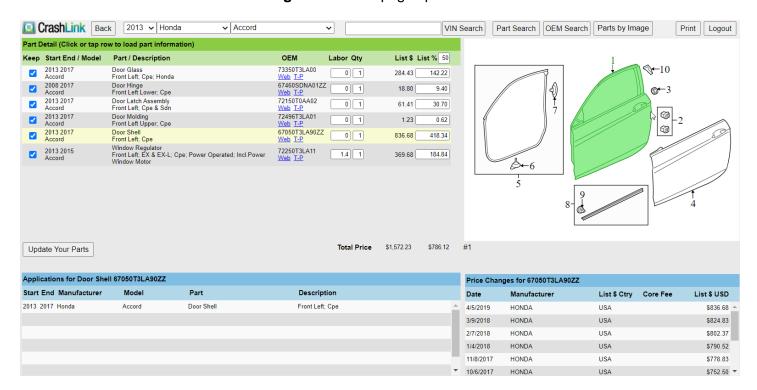
3. CrashLink opens in your web browser.



Note that not only is the Door Shell listed, but also listed is the Door Glass, Door Hinge, Door Latch Assembly, Door Molding, Power Window Motor, and Window Regulator. When you look up a part like a door, there are often other parts that you may want to consider when researching the price (like other parts of an assembly), so CrashLink lists related parts here for you.

Ask your customer for the information you need to make your selections, and check the appropriate checkboxes.

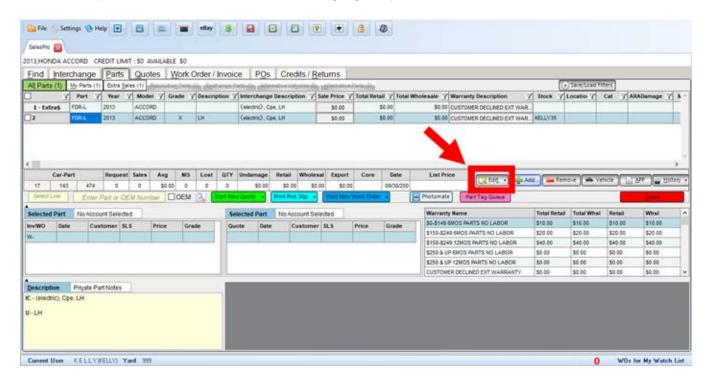
Click Add to Your Parts. The Pricing/Information page opens.



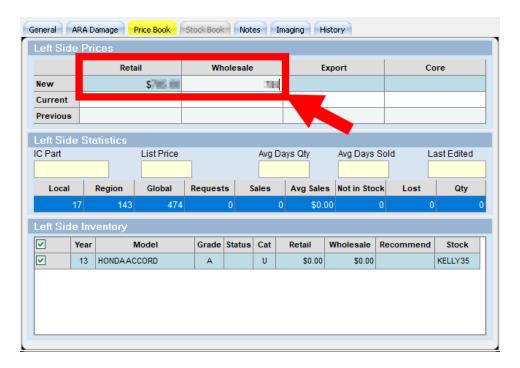
5. Reference the information available on this screen to determine the price of the door.

6. Once you have done the research, enter pricing information into Checkmate's Price Book so that you can quote your customer on a price, and pricing information will be available for this part in the future.

To add this price information into Checkmate, highlight a part on the **Parts** tab, and then click **Edit**.



- 7. The **Editing Item** window opens. Click on the **Price Book** tab to edit Price Book information.
- 8. Enter the new price information in the appropriate field.

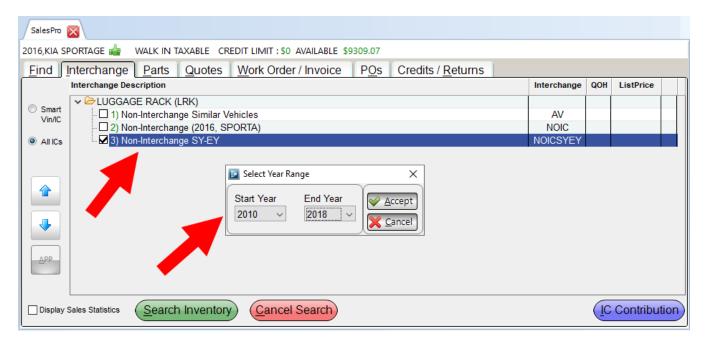


9. Click **Accept** to save your work and close this window.

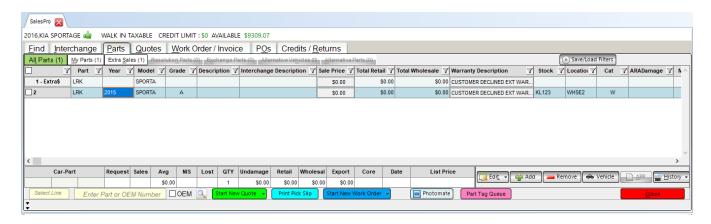
#### Finding a Similar Part with a Non-Interchange Search

Scenario: A retail customer calls requesting a luggage rack for a 2016 Kia Sportage. You look up the part in Checkmate. This part does not have interchange.

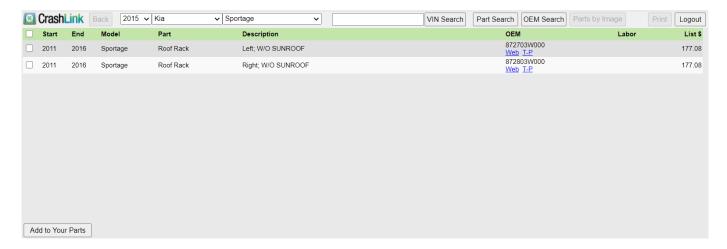
1. You know you don't have a lot in stock, so on the **Interchange** tab, select **NOIC SY-EY** to enter and search a range of years.



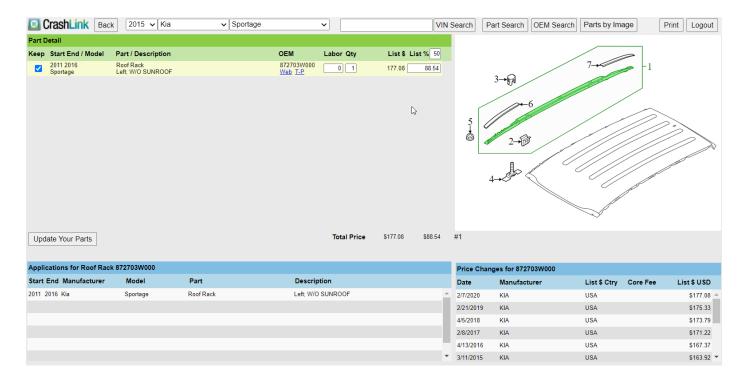
2. Click **Search Inventory**. The **Parts** tab opens with search results.



3. You see that you have a luggage rack from a 2015 Kia Sportage, but you don't know if that will work for your customer's 2016. You decide to search CrashLink. Click to select the part in your inventory, then press your CrashLink F-key. (For most users, this is F6.\*) This launches the CrashLink data search. CrashLink processes the data and opens the Part Selection page in your browser.



- 4. Based on the questions, ask the customer about the part they need (in this case, you'd ask whether they need the left or right roof rack). Use the checkboxes to select the part you wish to search.
- 5. Click Add to Your Parts.
- 6. The **Pricing/Information** page opens. The **Applications** section lists the years and models that share the same OEM part number. This information will tell you if the 2015 roof rack that you have is compatible with the 2016 that the customer requested.

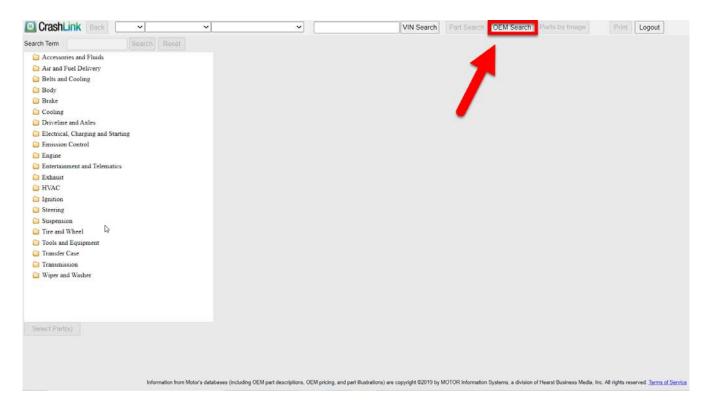


<sup>\*</sup> If you do not know your CrashLink F-key, see Appendix B: Confirming CrashLink's F-key.

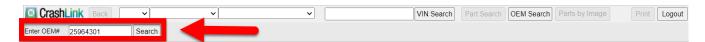
#### Identifying a Loose Part - OEM Number Lookups

Scenario: You find a hinge in the yard that has no tag or any other identifying features except for an OEM number of 25964301. You can use CrashLink to help you determine what the hinge fits and how much you should charge for it.

- 1. Go to CrashLink.Car-Part.com and log in.
- 2. Click the **OEM Search** button.

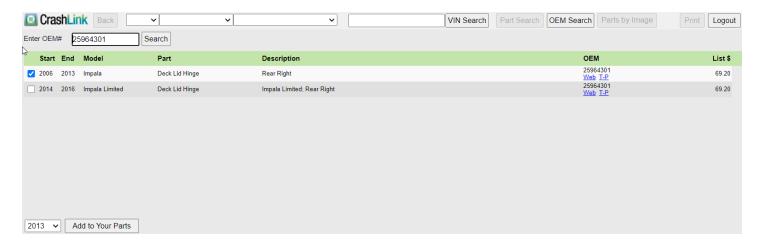


Enter OEM# and click Search.

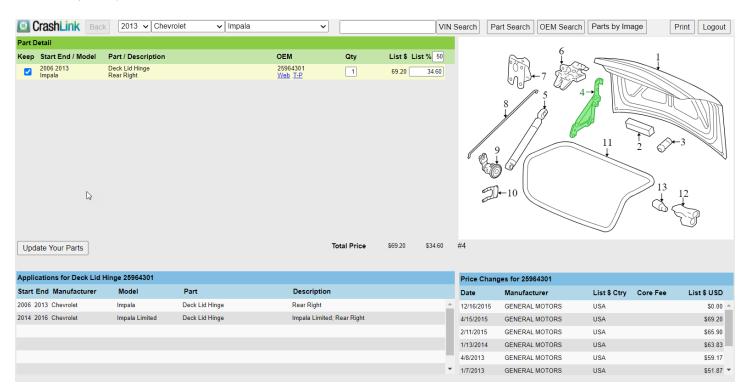


4. CrashLink displays the OEM results page, which lists all the vehicles and parts that share this OEM number. Click the checkbox to select the part you wish to include in your CrashLink search.

5. Click Add to Your Parts.



6. The **Pricing/Information** page opens. This page includes part diagrams for your reference, to help you identify this part.

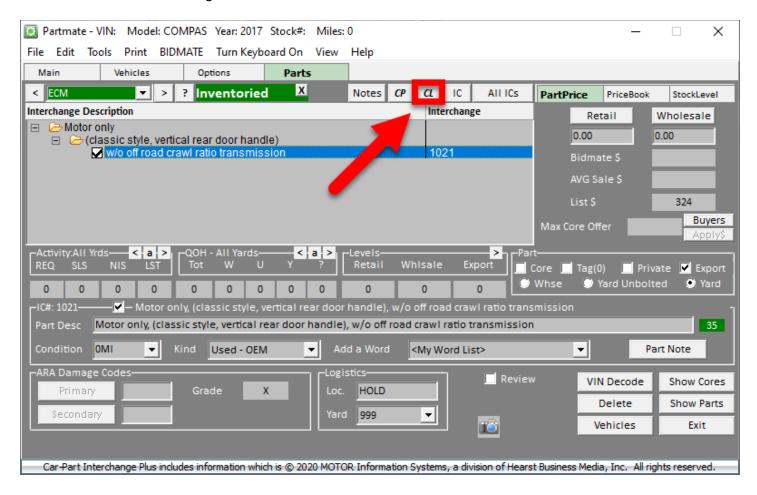


#### **Partmate**

#### **Pricing Parts while Inventorying**

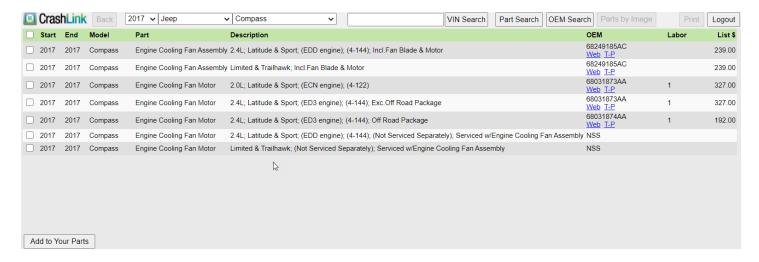
Scenario: You're inventorying a 2017 Jeep Compass. You have never had this vehicle before, so many of the parts don't have a price in the Price Book. You want to use CrashLink data as a research tool for determining prices.

- On the Parts tab, inventory a part.
- 2. Click the *CL* button to begin a CrashLink search.

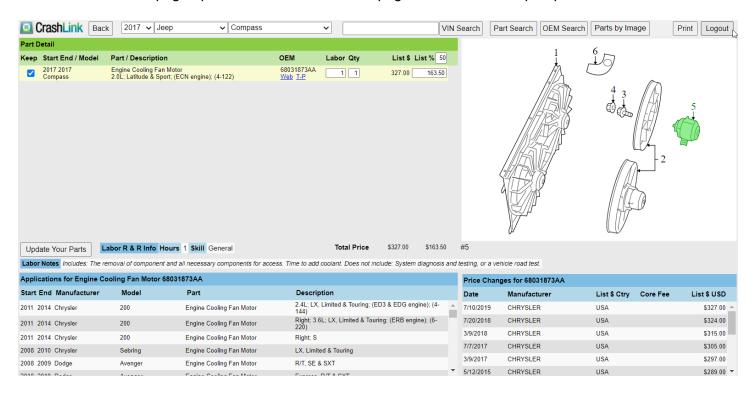


- The Part Selection page opens in your browser window.
- 4. Use the checkboxes to select any parts you wish to include in your search.

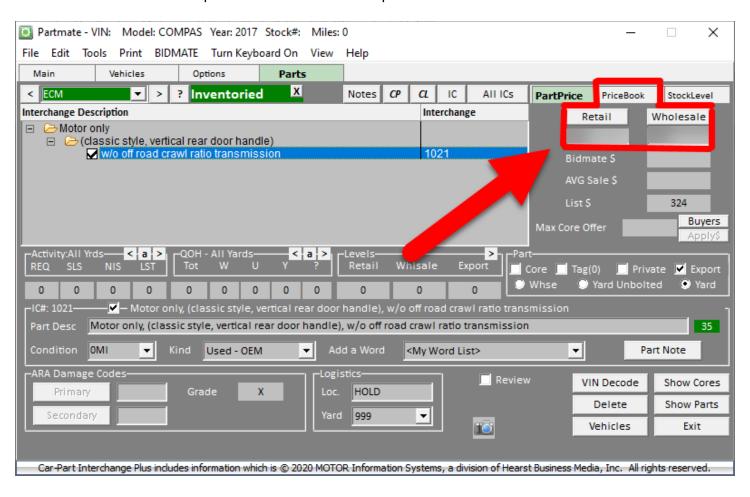
#### 5. Click Add to Your Parts.



6. The **Information** page opens. Use the tools on this page to determine the part price.



7. Return to Partmate and open the **PriceBook** tab to update the Price Book.



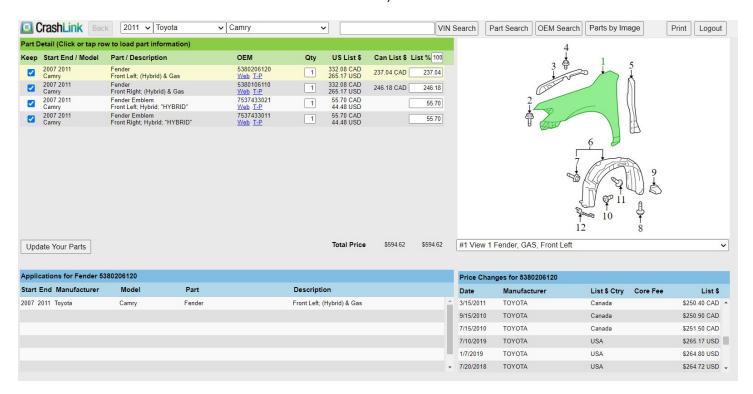
# **Appendix A: Currency Display Options**

CrashLink allows you to select how you would like to see prices displayed when using the tool. If you would like to change the way currency displays in your CrashLink searches, your Car-Part salesperson can assist you.

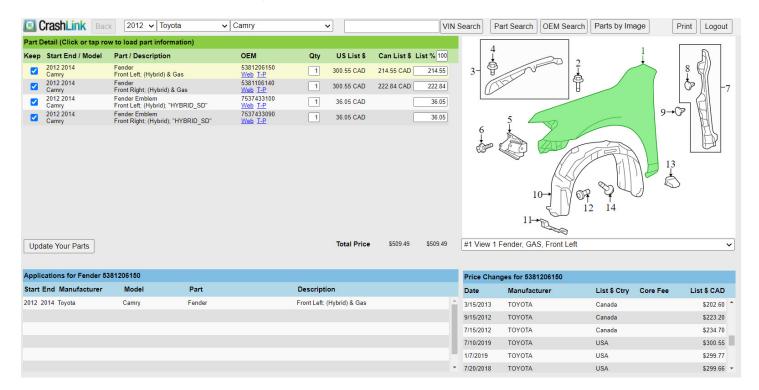
## **Options for Canadian Users**

1.

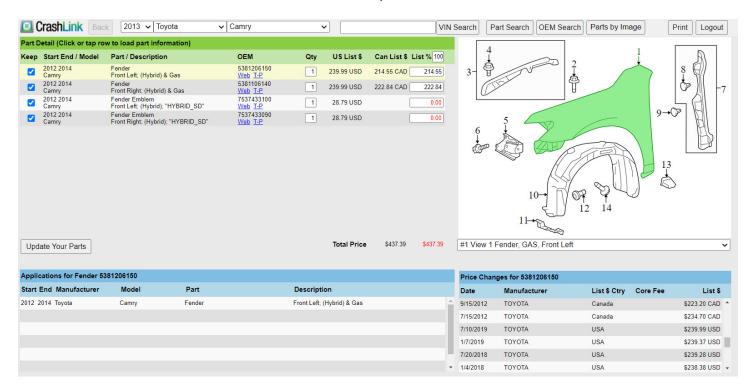
- US List Price: US List Price will display in US dollars and Canadian dollars.
- Canadian List Price: Canadian List Price will display in Canadian dollars only.
- List %: List % price will use Canadian List Price. If no Canadian List Prices are available then US List Prices are converted to Canadian dollars.
- **Price (History) Changes:** Price Changes will display mixed currencies (Canadian List Prices in Canadian dollars and US List Prices in US dollars).



- US List Price: US List Price will display in Canadian dollars only.
- Canadian List Price: Canadian List Price will display in Canadian dollars only.
- List %: List % price will use Canadian List Price. If no Canadian List Prices are available, then the US List Prices are converted to Canadian dollars.
- Price (History) Changes: Price changes will display Canadian dollars only (US List Prices are converted to Canadian dollars).



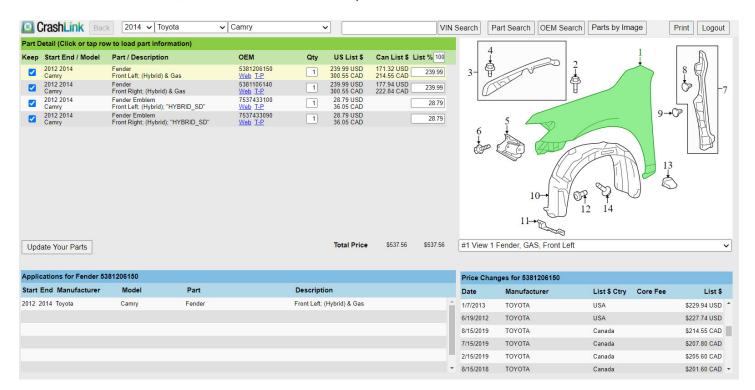
- US List Price: US List Price will display in US dollars only.
- Canadian List Price: Canadian List Price will display in Canadian dollars only.
- List %: List % price will use Canadian List Price. If no Canadian List Prices are available, \$0.00 will be used.
- **Price (History) Changes:** Price changes will display mixed currencies (Canadian List Price in Canadian dollars and US List Price in US dollars).



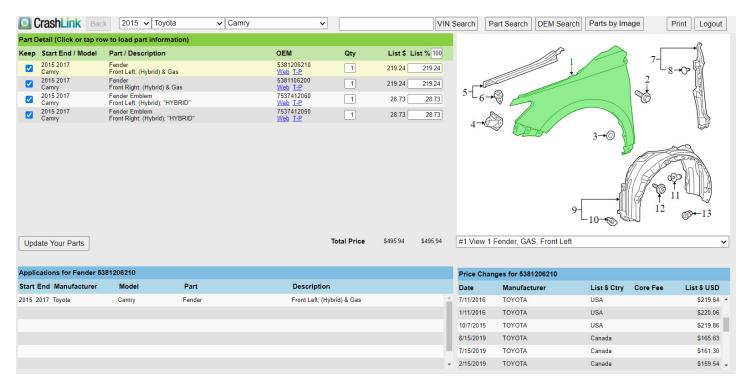
#### **Options for United States Users**

1.

- US List Price: US List Prices will display in US dollars and in Canadian dollars.
- Canadian List Price: Canadian List Price will display in US Dollars and in Canadian dollars.
- List %: List % price will use US list price.
- **Price (History) Changes:** Price changes will display mixed currencies (Canadian List Price in Canadian dollars, US List Price in US dollars).



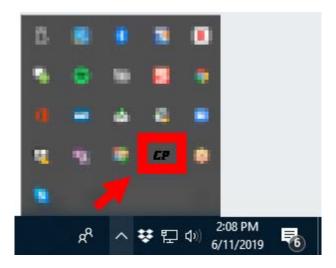
- US List Price: US list prices will display in US dollars.
- Canadian List Price: No Canadian list prices will display.
- List %: List % price will use US list price.
- Price (History) Changes: Price changes will display US dollars only (Canadian List Prices are converted to US Dollars).



# Appendix B: Confirming CrashLink's F-key

If **F6** does not begin a CrashLink search, follow these steps to confirm which F-key you have assigned to CrashLink:

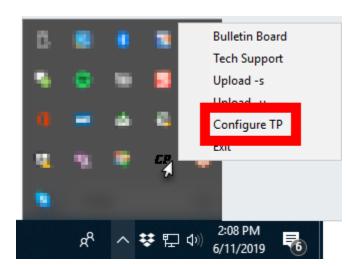
1. Make sure the Trading Partners software is running by looking for the *CP* icon in your system tray. (If the Trading Partners software is not running, double-click on the **Car-Part.com Trading Partner Software** icon.)



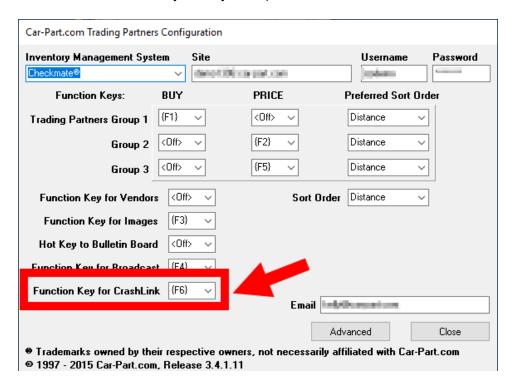
• Note: If Trading Partners software is not already running, double-click the Car-Part.com Trading Partner Software icon on your desktop.



2. Open Trading Partners by right-clicking on the *CP* icon and selecting **Configure TP**.



- 3. The Car-Part.com Trading Partners Configuration window opens. Look for the Function Key for CrashLink line. The drop-down box will indicate which key you have CrashLink configured to. You can also change your designated F-key here if you wish.
  - ^ indicates the Ctrl key
    - For example, if you select **^F6** then you will launch a CrashLink search by pressing Ctrl and F6 on your keyboard)
  - + indicates the Shift key
    - For example, if you select +F6 then you will launch a CrashLink search by pressing Shift and F6 on your keyboard)



4. When you are finished, click Close.

## **Getting Help**

For more information about this product, including access to online training videos and documentation, visit Products.Car-Part.com for our recycler resources.

Car-Part.com takes customer service seriously. We have a variety of support options available to help you if you have questions about our products or if you need help for any reason. Your questions are very important to us and we want your experience to be a positive one. Please contact us with any questions or concerns using any of the following methods.

## **Phone Support**

If you have a question not covered in this guide, Car-Part.com offers phone support. Please call 859-344-1925 with your questions.

## Online Support using Car-Part Messaging (iCPM)

Support technicians are available online using Car-Part Messaging (iCPM) support rooms. These technicians are available LIVE to help answer any questions you may have.

The support rooms are staffed Monday–Friday, 8:00AM–8:00 PM ET.

To enter an iCPM support room:

1. Double-click the **iCPM** icon on your desktop.



- 2. Car-Part Messaging opens.
- 3. Double-click the name of the **Support Room** from your bookmark list.
- 4. Type **HELP** and a brief explanation of your issue. A Car-Part.com support technician will answer and help with your issue.

# **Training**

If you have ongoing training needs, Car-Part.com has a team of product training specialists to help you learn how to use our products quickly. If you are interested in product training, please call our training department at 859-344-1925 and a trainer in your area will call to schedule training.

## **Comments**

We welcome your comments and suggestions concerning the content and organization of this guide as well as the accuracy and the usability of the instructions it contains. Email us at <a href="mailto:documentation@car-part.com">documentation@car-part.com</a>. We're listening!

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