

This reference guide is provided to assist you with workflows associated with using the PartsTrader application for State Farm repair jobs.

- **Estimate preparation** – The repairer can simply select all OEM parts from the estimating system when preparing the estimate prior to exporting to PartsTrader for quoting. However, if the repairer has access to alternative part pricing while writing the estimate and wants to write the alternative part type with the available pricing to assist suppliers with their quoting, they may do so.

Suppliers will then quote any part types they have available and provide their pricing.

- **Price matching** – If you wish to take advantage of any manufacturer sponsored pricing programs, you may include alternative part pricing on the original estimate that is uploaded to PartsTrader as indicated under the estimate preparation section. If a part is price matched, the part type on the estimate should reflect the part installed on the vehicle. If it's an OEM part from a dealer, then the estimate should reflect OEM.

Utilizing the integration between PartsTrader and the estimatic vendors will assure that the correct part price and part type appears on the estimate.

- **Adjusting list price** – If you take advantage of price matching, the list price in PartsTrader should be adjusted to the price that is entered on the estimate. This ensures the same information will be displayed on the estimate as well as within PartsTrader.
- **Parts pricing** – In the event of a lack of alternative supplier quotes for a part that would be expected to be available in the market, you may need to resubmit the quote request or call outside of the application. You should seek the part from a supplier participating on PartsTrader first, but in some markets due to limited suppliers, it may be necessary to seek other suppliers to fulfill the part need. If competitive quotes are received within the application, there is no need to search elsewhere for those parts quoted. Competitively priced parts should be sourced and will continue to be monitored through the Inspection process.

All orders placed to participating suppliers should be processed through PartsTrader.

- **DRP Parts Analysis report** – The DRP management report shows a 1, 3 and 12-month view of your usage of PartsTrader under each insurance program. This report is the same report that State Farm would be able to see for Select Service repairers.
- **Parts return / cancelations** – PartsTrader allows both repairers and suppliers the opportunity to indicate that a part has been returned. All returns and cancelations should be processed through the application. Processing returns and cancelations through the system allows for tracking trends that can be identified and addressed with the appropriate party.

- **Recycled parts** – If upon preparing your initial estimate you intend to use a recycled part, include the recycled part as a line item on your estimate with a price of one dollar. This notifies the suppliers of your parts needs and can reduce modification needed on the estimate.
- **Photos and comments** – The application has the ability to add comments and/or photos to the parts job. Adding comments and photos can help reduce returns and improve cycle time as it allows the supplier to be certain of the exact parts needed to fulfill the order. (Example: Is a bumper cover textured or paint to match? Is the wheel a 5 or 7 spoke design?)
- **Walk in estimates** – The preferred method will be for repairers to follow the PartsTrader workflow and e-mail the estimate to the customer once it is completed. In cases where this option will not meet the desired service level for our customer, the repairer can bypass the quoting process and follow the steps used today to locate parts. Regardless of the option selected, repairers are still required to use the PartsTrader application to place the order.
- **Obvious total loss** – For obvious total loss vehicles it is not necessary to submit the parts job through the application. If an estimate is required to determine the reparability of the vehicle, then the estimate should be processed through the application.
- **Direct orders** – While the vast majority of part jobs should be sent out for supplier quotes, there will be times when repairers may choose to directly order a part from a specific supplier. An example would be ordering a taillamp directly from the OEM dealer in order to get the vehicle completed and delivered that day.
- **Part type and supplier selection** – Supplier choice and decisions about which parts are best suited for individual repairs remain with the repairer. The application is intended as a tool to provide parts sourcing and pricing information from suppliers.
- **Withdrawn jobs** – If you find out you are not actually going to be placing a parts order on a job, please remember to withdraw the job from the “review and order” queue. (Example: Total loss vehicle)
- **Estimate documentation** – Use of the PartsTrader application replaces the need to provide line item explanations of the part quote numbers and supplier information on estimates.
- **Prior damage** – Prior damage functionality should only be used for related prior damage; estimate pricing should also reflect the same pricing as the estimate of record.
- **Part quantity** – When using Audatex or Mitchell, actual part quantity may require updating before sending the quote. (Example: 10 clips listed as 1)
- **Feedback and rating** – Periodically you will be prompted to rate a given supplier on five criteria pertaining to a recent parts order. This feedback is required as a user of the PartsTrader application. Feedback provided by repairers will be used to generate an overall rating for the supplier to be displayed in the application.

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If you have any questions regarding the Select Service® program or associated processes please contact your designated Program Administrator. Any PartsTrader application questions can be directed to their helpdesk at 1-855-932-7278.