



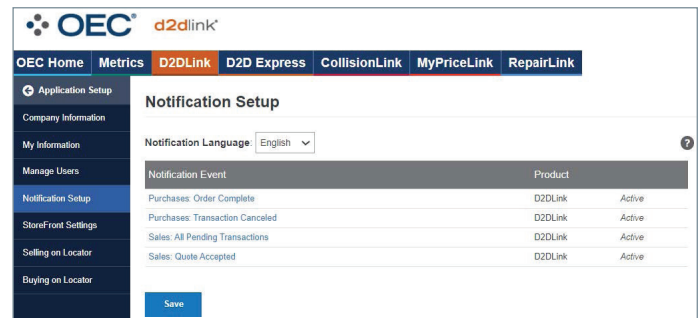
eCommerce Frequently Asked Questions

How do I ensure my RIM Purchase Loyalty is not negatively impacted if we discuss a parts purchase over the phone?

To ensure RIM Purchase Loyalty is not negatively impacted, orders must be completed through D2DLink online and not over the phone. D2DLink offers an option for generating orders without going through the quote to order process. Simply login to D2DLink, locate a part, click the “+” sign, then click “Create Order”. Once the Order Summary page displays, deselect “Please provide a Quote”. Review the shipping information and quantity requested. Click “Submit”. The selling dealer will receive the order request. Once they review the order and select “Commit to Order” you are all set. GM will receive confirmation the order was placed through D2DLink, and your RIM Purchase Loyalty will not be negatively impacted. Please be aware that parts may temporarily show as non-RIM on the dealer’s report but should be removed within 3-5 business days.

How will I be notified when I have a new quote or order available in D2DLink?

When you log in to the dealer portal, you will receive order notifications in the top right-hand corner of your browser. Otherwise, you must enable email notifications in the Application Setup to ensure you are notified when orders are completed, cancelled, pending, or when a quote has been accepted.



Am I able to pay for a part directly in D2DLink?

Yes. If the selling dealer has enabled PayPal, you can pay for the part directly in D2DLink. No setup is required to buy parts in D2DLink using PayPal. Setup is required only when selling parts using D2DLink.

Are there fees associated with selling and buying parts using PayPal?

There’s no fee to use PayPal to purchase goods or services. However, if you receive money for goods or services, there is a fee for each transaction. To learn more about fees through PayPal, visit their website:

<https://www.paypal.com/us/webapps/mpp/merchant-fees>



PASE FAQs

Am I able to communicate directly within D2DLink with selling dealers?

Yes. Once a quote or order is initiated, communications can be sent by opening the transaction in Order Overview (Purchases or Sales) and selecting “Info Center” - “Notes.” D2DLink users typically share the Purchase Order number with the selling dealer using the Notes feature.

How do I know if a dealer has a part available in stock?

Inventory is updated at least daily, Monday through Friday, for all GM dealers, although some dealers may have additional, mid-day inventory updates. The Quantity on Hand (QOH) and Updated fields can be used to determine if a dealer has the part available in their inventory. In most cases, D2DLink captures this information digitally and you should not have to pick up the phone to confirm.

How will I know if the seller has reviewed my order?

Once the seller has opened the quote or order request, the status will change from “New” to “Working On.”

I would like to initiate quotes and orders in D2DLink. Do I have to setup my account?

There is no setup required to create quotes or orders in D2DLink. However, if you would like to manage your default shipping address, shipping method, or

payment method, this can be completed within Application Setup - Buying on Locator.

I would like to accept quotes and orders in D2DLink. Do I have to set up my account?

In order to accept quotes and orders in D2DLink, “eCommerce Settings” must remain unchecked in Application Setup - Selling on Locator. Otherwise, there is no setup required. If you would like to manage your default shipment payment term or enable PayPal, this can be completed within Application Setup - Selling on Locator.