



**FIRST
CALL** ONLINE

DEDICATED TO THE PROFESSIONAL

PROFESSIONAL ONLINE SOLUTIONS

WWW.FIRSTCALLONLINE.COM

**ONLINE
ORDERING
AND
INVENTORY
MANAGEMENT**

**ACCOUNT
SUPPORT
AND ASSISTANCE**

**ONLINE ORDERING
EARNBACKS**



CHECK OUT THESE
KEY FEATURES:

**DELIVERY
TRACKER**

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**ONLINE
BILL PAY**

Page 4

**VIN
SCAN**

Page 6

ORDERING & INVENTORY MANAGEMENT

ONLINE PARTS LOOKUP

Look up parts and place an order in seconds

KEY FEATURES:

1. Search by keyword, specific part number or select a category to begin an online order
2. See a quick list of the most popular part types
3. Shows all part categories, so a drill down to specific parts can be performed

1

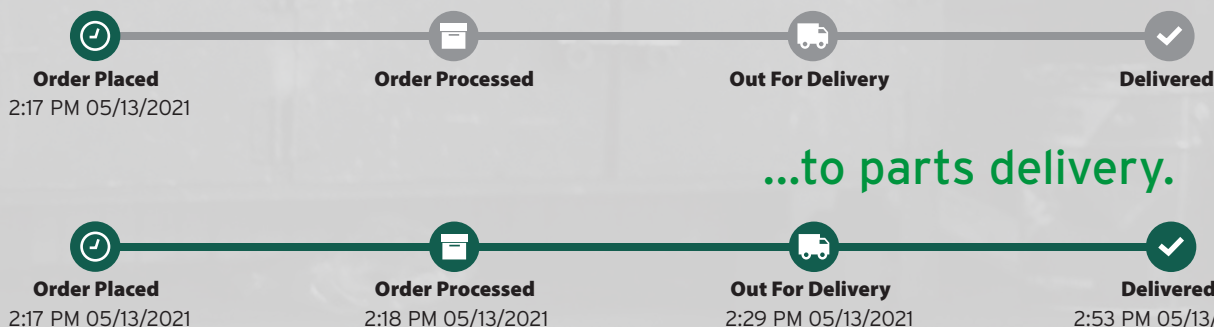
2

3

PARTS DELIVERY TRACKER

Know where your parts are, and when they'll be delivered

From order placement...



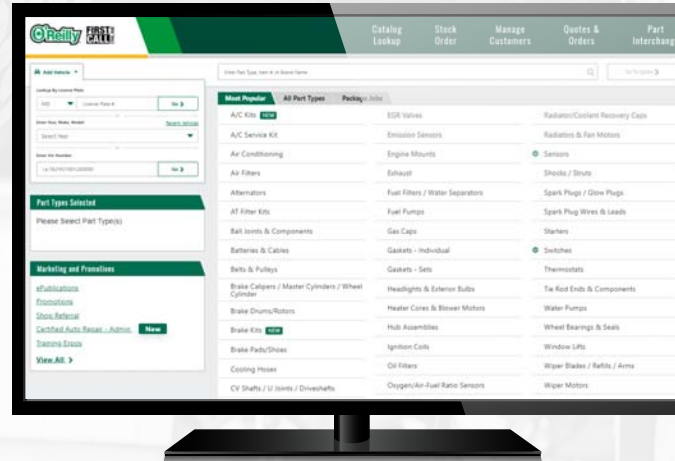
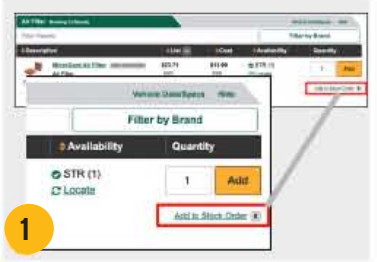
KEY FEATURES:

- Access ETAs for your parts
- Real-time delivery information
- Accountability for delivery signatures

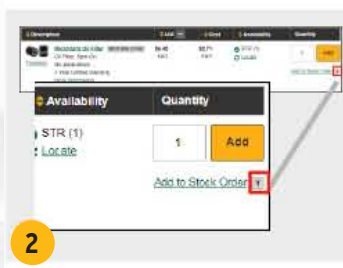


STOCK ORDER SYSTEM

Keep your commonly-used parts in stock and on hand in two easy steps



Find an item in the Catalog and click **'Add to Stock Order'**



Once an item has been added to a Stock Order, an indicator will be shown on the Parts Catalog. This indicator shows the total number of Stock Orders that contain the item.

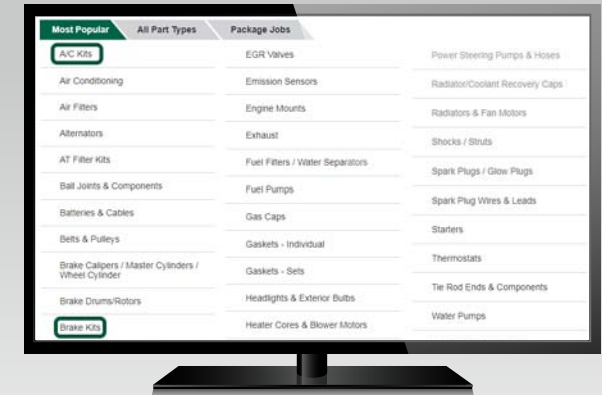
KEY FEATURES:

- Stocking inventory management
- Indicates any inventory stocked at customer's location in catalog lookup
- Simplifies replenishing stocking inventory



VIRTUAL KITS

Quick & easy ordering options with discounts applied automatically



Simply input the vehicle you are repairing, select A/C or Brake Kits from the catalog lookup screen, and choose the kit or continue on with the Virtual Kit Builder



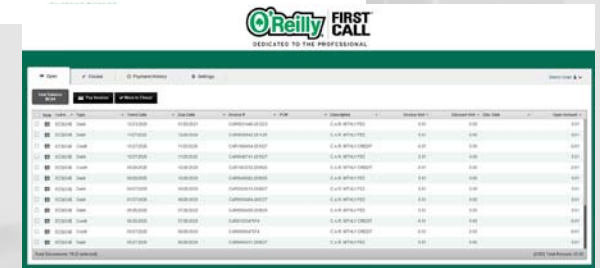
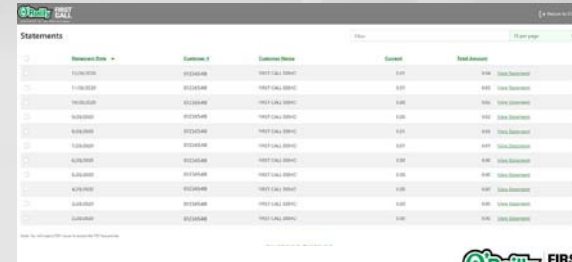
ACCOUNT SUPPORT & ASSISTANCE

ONLINE BILL PAYMENT

The simple way to pay your O'Reilly invoices using a bank routing and account number

**FAST.
SIMPLE.
CONVENIENT.**

1. View current statement and invoices
2. Select the invoice you wish to pay
3. Click to make a payment



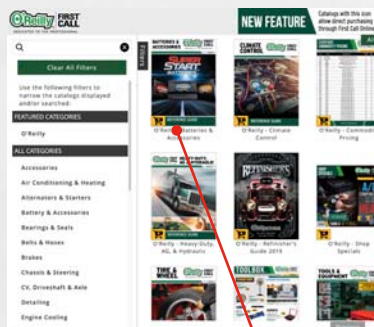
SAVE TIME - VIEW & PAY YOUR STATEMENT THROUGH FIRST CALL ONLINE

E PUBLICATION ACCESS

All your O'Reilly and vendor catalogs in one easy-to-use location

**PRODUCT LINKING
NOW AVAILABLE.**

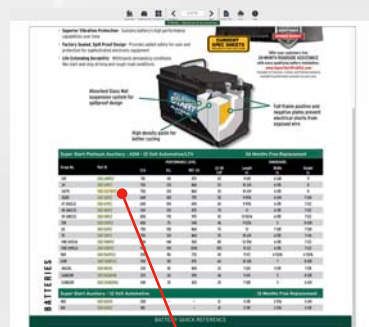
The items in the O'Reilly e-catalog publications are now linked, allowing you to order directly from FirstCallOnline.com.



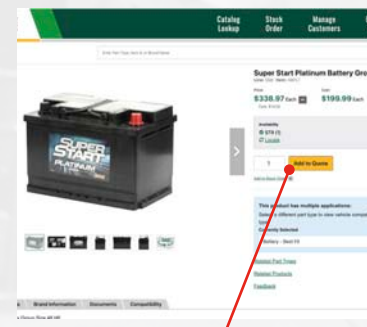
1 Look for this icon 



2 Choose your e-catalog



3 Click your desired part number



4 Click "Add to Quote"



5 Item is added to your order

PROMOTIONS TRACKER

All of your monthly and quarterly promotions are available for enrollment through First Call Online

ALL PROMOTIONS NOW LOCATED IN A SINGLE EASY-TO-USE LOCATION

Enroll and track your progress for Parts Payoff and monthly Shop Specials promotions in just a few clicks!



Easily identify parts that are eligible for promotions

Claim ID	Date	Product	Status
LAB001	12/15/2019	FLANGE DRILL BIT	Closed - Contact store for Details
LAB002	12/15/2019	BALL JOINT	Closed - Contact store for Details
LAB003	12/15/2019	COIL SPRING	Closed - Contact store for Details
LAB004	12/15/2019	THROTTLE CABLE	Closed - Contact store for Details
LAB005	12/15/2019	RADIATOR	Closed - Contact store for Details
LAB006	02/21/2020	WATER OUTLET	Processing
LAB007	02/21/2020	WATER INLET	Processing
LAB008	02/21/2020	WATER INLET	Processing
LAB009	02/21/2020	WATER INLET	Processing
LAB010	02/21/2020	WATER INLET	Processing

Access and manage your location in one convenient and easy-to-use dashboard to check labor claim status and view labor claims in more detail.

CHAT SUPPORT

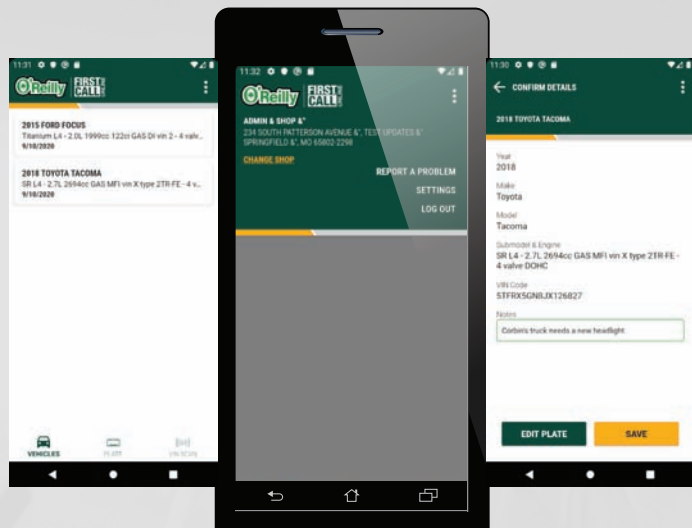
Get help with common questions without picking up the phone!

Use the chat feature to get assistance with:

- Password resets
- Hard to find items
- Shop management setup questions
- Setting up a stock order
- Online invoicing and bill pay

VIN SCAN APP

Quick and easy vehicle lookups right from your smart phone or other smart device



KEY FEATURES:

- **NEW** Biometric login capability makes signing in even easier
- **NEW** Scan license plates to decode year, make, model, and more
- QR Code VIN scanning capabilities
- Ability to add notes in-app that link directly to First Call Online



VEHICLE SPECS

Find all the information you need for the job in one convenient place

FEATURES FREE ACCESS TO:

- Component Locations
- Technical Service Bulletins
- Fluid Capacities
- Torque Specs
- Wiring Diagrams
- And much more!

Add Vehicle

Lookup By License Plate

MO License Plate #

OR

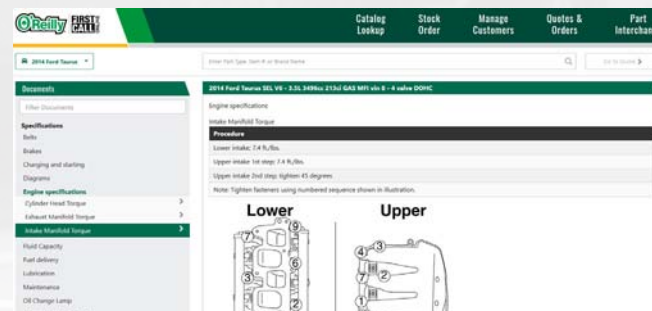
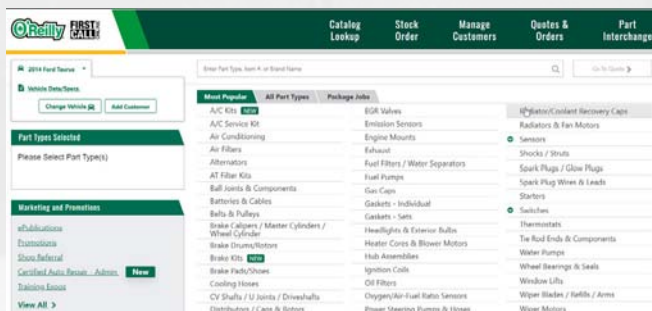
Enter Year, Make, Model

Select Year

OR

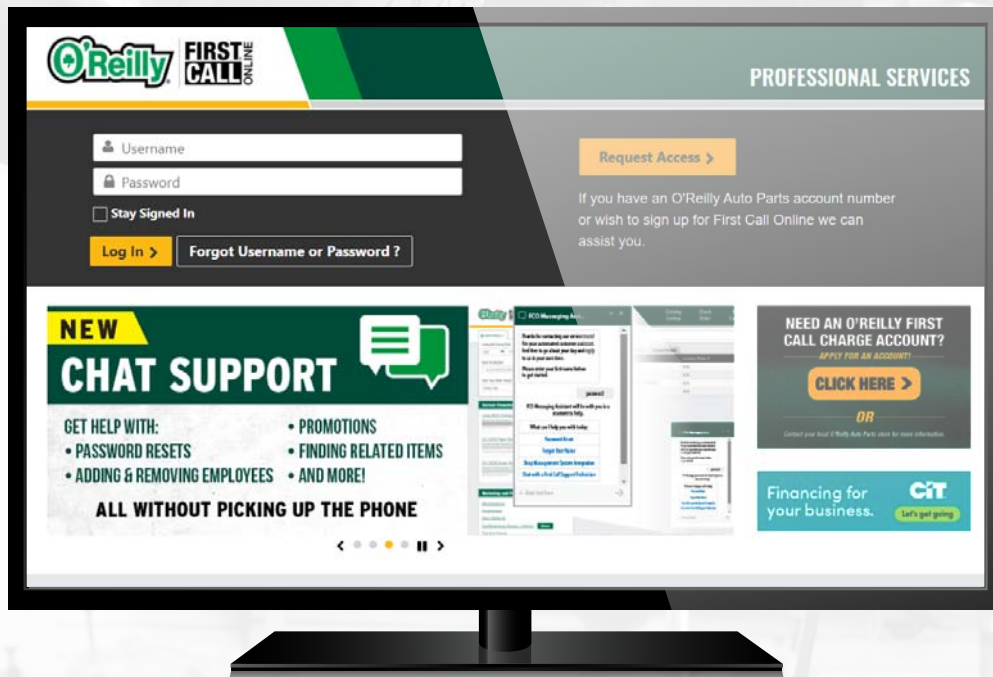
Enter Vin Number

i.e. 19UYA315B1L000000



ONLINE ORDERING EARNBACK

Order your parts through First Call Online and O'Reilly pays you



1% EARNBACK

FIRST CALL ONLINE BROWSER ORDERS

2% EARNBACK

QUALIFYING SHOP MANAGEMENT
SYSTEM ORDERS

Earnbacks apply to qualifying purchases and paid to accounts in good standing.

JOIN — AND — EARN

WITH QUALIFYING BRANDS



Earn up to a

\$100

GIFT CARD

or O'Reilly account credit

Earn a \$25 O'Reilly gift card, Visa® gift card, or a \$25 O'Reilly account credit, for each \$1000 in qualifying purchases each quarter. Payout limited to \$100 per account, per promotional period (excluding Super Start battery reward bonus).

See FirstCallOnline.com for additional information.



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