

Streamline Dealer-to-Dealer Parts Transactions

Seamless OEM parts procurement and dealer collaboration, worldwide

The OEC Backorder Fulfillment Solution optimizes your backorder process, enabling faster, more efficient sourcing of OEM-approved parts through a trusted dealer network. Fully integrated with shipping and payment processing, the OEC Backorder Fulfillment Solution streamlines dealer-to-dealer transactions, supporting secure, seamless fulfillment from order to delivery.

Backorders drain resources and affect customer satisfaction, but your dealer network holds the solution. OEC seamlessly creates a dealer network to provide fast, easy access to backordered parts across countries when they're needed most.

Faster backorder fulfillment with dealer-to-dealer sourcing

Seamless transactions with shipping & payments

Unlock OEM parts inventory across your network



Key features

- Quickly address customer-critical situations
- Drive customer satisfaction
- Reduce customer downtime
- Increase part sales and lower idle inventory
- Reduce rental, freight, or penalty costs

Backorder Fulfillment Options

Parts Purchase	Dealer parts statement billing <ul style="list-style-type: none"> • Streamlines payments for dealers • Requires additional OEM development 	or	Dealer-to-Dealer transactions <ul style="list-style-type: none"> • Removes OEM dealer payment responsibility • Limited OEM parts payment involvement
Buyer Choice	Automate buyer process <ul style="list-style-type: none"> • No buyer confirmation needed • Requires strict OEM program rules 		Allow buyer to choose the best offer <ul style="list-style-type: none"> • Streamlines payments for dealers • Buyer visibility and transparency • Requires additional OEM development
Pricing Rules	Set program prices <ul style="list-style-type: none"> • No buyer / seller price negotiation • Easy-to-manage program benefits 		Allow dealers to negotiate pricing <ul style="list-style-type: none"> • Leave the transactions and price to dealers • OEM pays "up-to" incentive
Shipping	In-market shipping only <ul style="list-style-type: none"> • Less expensive for the OEM • Easier for the dealers 		Allow cross-border shipping <ul style="list-style-type: none"> • Expanded network increases fill • Comes with increased cost and complexity • Enhanced trackability

Ready to streamline your backorders?
Contact us today to unlock faster, smarter fulfillment with OEC.



Complete the form to book a demo with an OEC Supply Chain expert!
go.oconnection.com/backorder-fulfillment-solution

Streamline Dealer-to-Dealer Parts Transactions

Rising costs, longer delays, and shifting customer expectations are reshaping the fulfillment landscape. The following statistics illustrate the key challenges impacting parts delivery and dealer performance today.

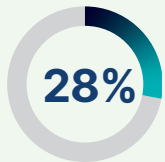
Industry Forecasts



YoY increase in cross-border eCommerce deliveries globally.



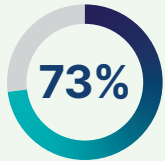
The automotive spare parts logistics market was valued at **\$21.6 billion** in 2023, projected to grow at **4.9% CAGR** through 2032.



Of European eCommerce sales are cross-border.



Europe-to-Asia shipments now average just **2.59 days**, showing the potential of optimized trade lanes.



Of businesses expect this to grow in the next 24 months.



Lost service revenue due to unavailable parts is estimated at **\$1.5–2 billion annually** for U.S. dealerships alone.

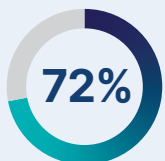
The Current State of Fulfillment



Of eCommerce costs are tied to delivery, making it the largest operational expense.



Backorder durations for critical OEM parts can range from **2 weeks to over 6 months**, depending on part complexity and supplier constraint.



Of customers won't repurchase after a poor delivery experience, highlighting the cost of failed fulfillment.



Customer satisfaction drops by 30–40% when repairs are delayed due to backordered parts, directly affecting brand loyalty.

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