

The SimplePart Platform

Dealer Toolkit

Get Started





Table of Contents

Health Check	03
Reading Control Panel Reports	04
Pricing 102: Optimize Margins	06
Make the Most of Shipping	08
Your Guide to: Shipping Supplies	10
Enhance Your Site's Performance	12
Search Engine Marketing 101	15
What is the Dealer Strategy Team?	17
Meet the Team	18
Thank You!	19



Health Check

Whether you're new to e-commerce or a pro at selling online, SimplePart helps you succeed in a long-term, sustainable way.

Here's a short health check you can use to select the package that best meets your needs and help you optimize your performance on the SimplePart platform.

What are Your Objectives?

Identify what your goals are to decide which SimplePart package is right for you:

Aiming for high volume?	Pro Package
Want to reach new local buyers and increase your dealership's visibility?	Base+ Package
Looking for incremental sales as an extension of your parts counter?	Base or Base+ Package
Simply looking to have an online e-commerce presence?	Base Package

Is Your Store Performing Well?

YES:

- Converting 1.5% or more of your visitors into purchases
- Achieving a **ROAS (Return on Advertising Spend)** of \$8.00/\$1 or greater

THEN CONSIDER:

- An increase in advertising spend
- An increase in organic marketing efforts
- Upgrading your package

Is Your Store Under-Performing?

YES:

- Converting less than 1.5% of visitors into purchases
- Seeing a **ROAS** of less than \$8.00/\$1
- **Add to Cart** rate is below 10%

THEN CONSIDER:

- Adjusting pricing to improve **Add to Cart** rate
- Adjusting pricing to improve **ROAS**
- Modifying shipping rates to improve **Conversion** rate
- Contacting the Client Services Team for a coaching session

Reading Control Panel Reports

In this document, you will learn:

- Reports and business metrics to consider as you review your site's e-commerce performance

Whether you are looking for information on how much you sold last month or what category of products is the most profitable, SimplePart has you covered and makes it easy for you to find and review these important metrics.

Here are some reports you may want to consider as you review your site's e-commerce performance. Keep in mind, this list is just a starting point.

TIP: The easiest way to locate these reports in your Control Panel is to search for them by name using the Ctrl+F function.

Let's start with the Gross Profit Report (by Month), available in the Reports section of the Control Panel. Our Client Services Team uses this report to quickly assess the health of your online store. This report highlights several key metrics, including:

- **Cart C/R (Conversion Rate):** The percentage of people who, after landing on your website, added a product to their cart. The higher the number, the better
- **C/R (Conversion Rate):** The percentage of people who, after landing on your website, place an order. The higher the number, the better
- **Total P+S (Parts/Accessories + Shipping):** The total dollar amount generated by selling and shipping parts, accessories and gear to your customers
- **Total GP% (Gross Profit %):** The percentage of gross profit generated by selling and shipping parts, accessories and gear to your customers

Gross Profit: Gross Profit by Month					
Month	Orders	Visitors	V / day	Cart C/R	C/R
2019-04	37	3,310	110	10.21%	1.12%
2019-03	55	3,604	120	11.12%	1.53%
2019-02	57	3,590	115	9.94%	1.59%
2019-01	82	3,640	121	10.06%	2.25%

By leveraging these four metrics, you can quickly assess how well your website is performing. Also, this report lets you know if your pricing and shipping are misaligned. Meaning, if your **Cart C/R** is high but your **C/R** is low, your prices are probably competitive, but your shipping rates might not be. Customers are adding products to their carts, but ultimately aren't buying because of higher shipping rates.

[Continue](#)

Reading Control Panel Reports (cont.)

Another report is the **Sales Breakout by Month**, also in the Reports section of the Control Panel. Our Client Services Team uses this report to help our clients visualize their sales mix, which is the relative proportion of parts, accessories and gear sold. This report highlights several key metrics, including:

- **Total Parts Sales & Parts GP%:** The dollar amount of parts sold and the associated gross profit
- **Total Accessories Sales & Parts GP%:** If your catalog includes vehicle accessories, this section shows the total dollar amount of accessories sold and the associated gross profit
- **Total Gear Sales & Parts GP%:** If your catalog includes gear (branded hats, shirts, etc.), this section shows the total dollar amount of gear sold and the associated gross profit

Orders: Sales Breakout By Month				
Month	totalPartSales	Parts GP%	totalAccessorySales	Accessory GP%
2019-04	\$2,457.68	18.98%	\$4,135.10	12.40%
2019-03	\$4,112.27	18.69%	\$6,118.46	11.93%
2019-02	\$5,144.83	17.32%	\$6,518.59	12.09%
2019-01	\$4,639.08	18.89%	\$7,392.02	12.51%
2018-12	\$4,086.98	20.27%	\$2,384.21	16.17%
2018-11	\$4,262.73	21.29%	\$1,378.61	19.63%

Why is this report important? It can help you strategize on what category makes the most sense for you to promote. For example, you may want to consider investing more resources in promoting your catalog of accessories, which tend to have lower margins. Our Client Services Team can help you with these types of decisions.

We also recommend **Source of Visitors & Sales**. Available in the Reports section of the Control Panel, this report is designed for those dealers with packages that include online advertising (SEM) services.

Performance Reports: Source of Visitors & Sales			
reportMonth	Source	Visitors	Sales
2019-03	Display/Search Ads	128	\$117.60
2019-03	National Parts Website	214	\$4,029.58
2019-03	Organic	801	\$1,929.27
2019-03	Other	126	\$1,114.95
2019-03	Search	491	\$426.14
2019-03	Shopping	1,854	\$3,725.51

In this report, you can quickly see where sales on your website come from—Search Advertising, Shopping Advertising, Organic or, if you belong to one of our official programs, the National Tier 1 website.

Pricing 102: Optimize Margins

In this document, you will learn:

- How to develop a parts and accessories pricing strategy that meets your goals
- Reports and business metrics to consider as you develop your pricing strategy

A key driver of sales on your website is pricing. How you price parts and accessories online will depend on your business's goals. Following these steps will help you price your parts and accessories so you can meet your online objectives in a long-term and sustainable way.

Define Your Goals:

You've probably heard the phrase, "To sell more, you need to lower your prices." This statement is only partially true. Your online customers can easily compare your prices with your competitors' with a click of the mouse. However, having the lowest prices does not mean you will be the most successful dealer. At SimplePart, we recognize that every dealer defines his or her success differently. Before you lower your prices, let us help you define your goals and how pricing your parts and accessories plays a role in reaching them.

Volume:

Is your goal to be a volume player, even if this means pricing competitively and maintaining lower margins? Some volume players receive most of their revenues from backend OEM financial incentives. If this is your case, then pricing your products very competitively could be the right strategy for you. However, keep in mind that a large number of orders means allocating more resources to fulfilling those orders on a daily basis.

A Combination of Volume and Gross Profit:

Do you consider your website a natural extension of your existing parts counter? If this is the case, you have more flexibility with your strategy and can increase your prices within a competitive range. You might sell less volume, but your online parts store will be more profitable per order and require fewer resources. Also, our team can work with you on solutions to keep prices higher, but still be competitive in the market. For example, you can run marketing promotions or optimize your prices to offer free shipping.

A Web Presence:

Are you new to the e-commerce world or just looking to add an online presence for parts and accessories to your dealership? If either is the case, you can start out by pricing your parts and accessories at or around MSRP. Keep in mind that this will generate less orders, but your resource commitment will be minimal.

[Continue](#)

Pricing 102: Optimize Margins (cont.)

Understand How You Can Use Pricing to Reach Your Goals:

Pricing your parts and accessories is important, but there are also other tools you can use to meet your objectives. Shipping rates and advertising spend can also help you sell more. For example, pricing an accessory at \$20 with a \$10 shipping fee may be less attractive to an online customer than pricing an accessory at \$30 with free shipping. Keep this in mind as you work on your pricing strategy. Only lowering prices on your parts and accessories may not always be the best course of action.

Let's start by analyzing where you are in terms of pricing. SimplePart makes this part easy for you. Our customized reports coupled with our team of experts can help you analyze and improve your online performance.

Here are some reports you should be monitoring on a regular basis:

The Gross Profit Report (by Month):

Located in the **Reports** section of the Control Panel, this report highlights key metrics to measure your success. For example:

- **Cart Conversion Rate:** The percentage of people who are viewing their cart, most likely after adding products to their cart. The higher the percentage, the better
- **Conversion Rate (C/R):** The percentage of people who, after landing on your website, place an order. The higher the percentage, the better

Gross Profit: Gross Profit by Month					
Month	Orders	Visitors	V / day	Cart C/R	C/R
2019-04	37	3,310	110	10.21%	1.12%
2019-03	55	3,604	120	11.12%	1.53%
2019-02	57	3,590	115	9.94%	1.59%
2019-01	82	3,640	121	10.06%	2.25%

By leveraging these two metrics you can quickly assess if your pricing and shipping rates are competitive. Every dealer and every brand is different, but as a rule of thumb, you should strive to be **at least 8% for Cart C/R** and **1.5% for a C/R**.

Also, this report can give you an indication if your pricing and shipping rates are misaligned. If your **Cart C/R is high, but your C/R is low**, your prices are probably competitive, but maybe your shipping rates are not. Customers add products to their carts, but ultimately may not buy because of higher shipping costs.

Make the Most of Shipping

In this document, you will learn:

- How to select the shipping providers that are right for you
- How to optimize your strategy so you can offer free shipping
- Tips and tricks to optimize your shipping process

Once you decide to extend the reach of your parts counter to the online market, shipping out parts and accessories becomes a huge aspect of your parts counter’s operations. Suddenly, you are faced with managing shipping logistics, estimating shipping costs and interacting with customers remotely. Don’t worry though. SimplePart makes selling online and shipping easy. Here are some ideas to make your shipping process more profitable and efficient.

Let’s start by addressing **Shipping Options**. Shipping the parts and accessories you sell online should not be a big ordeal. SimplePart helps you make the shipping process easy, profitable and efficient.

Our e-commerce solution supports all major shipping carriers, so pick the most profitable one for the order. For anything that will fit in a flat rate box, we recommend using USPS. For larger items, UPS and FedEx could also be considered.

SimplePart System-wide Average Profitability by Shipping Carrier			
Shipping Carrier	Avg. Customer Order Shipping Charge	Avg. Dealer Cost per Box Shipped	Profit per Box Shipped
USPS	\$13.48	\$8.33	\$5.15
UPS	\$25.54	\$27.33	-\$1.79
FedEx	\$30.06	\$23.64	\$6.42

Take advantage of our **integrated shipping software and platform solutions**. SimplePart offers integration with ShipStation, and—depending on your brand—Real Time Shipping (RTS). These solutions allow you to easily compare shipping rates in real-time, accurately gauge delivery times and select the best carrier based on cost and delivery. While you still need to box-up orders, our shipping solutions make it easier to ship them, saving you time and resources.

Shipping with SimplePart generally runs smoothly. However, sometimes you encounter the following:

- **Additional shipping funds are required from the customer:** While this problem is rare, you may need to contact the customer for additional shipping funds. In this case, we recommend contacting the customer to adjust shipping costs only when shipping the item will result in a loss
- **You’re under-charging for bulky or heavy products:** On average, 2% of orders will include an item requiring additional shipping fees. To cover this, you can set a fixed shipping rate specifically for these items by part number, or by an entire category

Make the Most of Shipping (cont.)

Let's continue by going over **free shipping**. Free shipping in e-commerce is everywhere. Studies show that online shoppers prefer free shipping to fast shipping and discounts. In most cases, they will choose a part that costs \$30 instead of a part that cost \$20 with a \$10 shipping charge. As more and more customers are coming to expect free shipping when they purchase online, how can you take advantage of this trend?

One way is to bake some or all of your shipping cost into your price. Here are some examples:

- ❑ **Set a free shipping threshold.** We recommend setting it at 10-15% above your existing Average Order Basket (AOB), which is between \$100 and \$200 for most dealers
- ❑ Market your free shipping by running **promotions**

TIP: A free shipping threshold of \$250 is a good rule of thumb.

TIP: We have the tools and a team to help.

- ❑ Select the most cost-efficient shipping carrier

Keep in mind that offering free shipping is not a necessity, but merely another tool to drive sales.

Streamline Your Order Processing Procedures:

Set up a schedule that works with high order volumes, stock order deadlines and shipping carrier pickups.

- **Negotiate shipping carrier pickup times** with all of your carriers
- **Review and receive orders as frequently as possible.** Optimally, you should try and receive orders once at the beginning of the day, and once before the stock order deadline. Accept orders on Saturdays if you're able to
- Process orders according to your **stock order deadline or shipping carrier pickup times**

Consider Packaging as a Promotional Tool for Your Dealership:

After all, your packaging to a customer is an extension of your physical store. Make sure you make a great impression, one that stimulates customer loyalty and repeat sales.

- **Package everything properly**, especially when shipping expensive and fragile items. Don't be stingy when it comes to packing peanuts and bubble wrap
- **Keep a variety of box sizes on hand.** [Uline.com](#), [PackagingSupplies.com](#) and [ShippingSupply.com](#) offer a large selection of box options. See if your carriers offer free boxes and make sure to keep USPS flat rate boxes on hand
- **Include promotional material in your packaging**, such as coupons and discounts, to stimulate additional orders. Consider including a "Thank You" note as well. It can go a long way to help turn your customer into a loyal, long-term client

SimplePart negotiated a discount for its clients with **BrownCor**, a leading distributor of packaging, storage and shipping supplies. Use the **coupon code SIMPLEPART** to save **12.5% on all quantity breaks**.

Your Guide to: Shipping Supplies

In this document, you will learn:

- What shipping supplies you will need to run a successful e-commerce business
- How to set up shipping accounts to help you send packages faster and cheaper
- Where to find deals and discounts to help you with your shipping and supplies

You've got your online store all ready to go. But are you equipped to start shipping your first orders? We've put together a list of supplies you'll want to have on hand as you fulfill orders.

Things You Already Have:

- ❑ **Small/medium sized boxes** – Reuse the boxes your parts are delivered in to cut the cost of buying boxes to ship orders in
- ❑ **Packing paper and air pouches** – These can also be reused from your incoming packages. Stash the packing material away in a large box and use for packing your own orders

Things You'll Need to Get:

- ❑ **Medium-sized square boxes and long, skinny 6-8" boxes** – You can cut these down to size to fit whatever you'll be shipping out

TIP: Once you start seeing more volume, look around locally for smaller corrugated box suppliers. They often offer discounts.

- ❑ **Tape and a tape gun dispenser** – Save yourself some frustration and spend the money on quality items
- ❑ **Box knife and blades**
- ❑ **Clear invoice pouches** – These aren't always needed, but they're good to have around. It's better to be prepared than sorry

TIP: You can also use free USPS customs form pouches.

- ❑ **Package scale** – A 70lb range is sufficient

TIP: You can often get these for free or at a discounted price when you have a UPS or FedEx master account.

- ❑ **Label printer** – Check with UPS or FedEx, as they will often give you one for free

Accounts to Set Up:

- ❑ **Stamps.com account** – Their accounts are easy to set up and will help you send packages out faster. Use this link for SimplePart's partner discount: tinyurl.com/SPStampsDiscount
- ❑ **UPS WorldShip or FedEx Ship Manager** – Set up an account with one or both of these if your store doesn't already have one
- ❑ **ShipStation (recommended)** – This product merges all your shipping accounts into one portal, plus it integrates with SimplePart's Control Panel. This lets us display the true profitability of your shipping program. SimplePart's discounted rate gives you a subscription for as low as \$4/month, depending on your package
- ❑ **BrownCor.com and ShippingSupply.com** – These shipping supplies online providers offer a large selection of box options. Use coupon code **SIMPLEPART** to get **12.5% off at BrownCor.com**

Continue

Your Guide to: Shipping Supplies (cont.)

Free from USPS:

If you order items from this link—tinyurl.com/USPS-ShippingSupplies—they'll be delivered to you, free of charge. And you won't have to set foot in a post office.

- ❑ **Small, flat-rate boxes** – Around 65% of your packages will be sent this way
- ❑ **Flat-rate Tyvek envelopes** – This envelope always ships at a small, flat-rate price
- ❑ **Large and medium flat-rate boxes** – Brake rotors and other heavy items are best sent with these
- ❑ **Priority mail dual-use tubes (triangle boxes)**
- ❑ **Customs form envelopes** – It's useful to keep these on hand. You never know when they could come in handy

TIP: Let your local post office know you want to start shipping with USPS. You'll be able to request a regular pickup time. Plus, they'll often send a representative to coach you on shipping best practices

Enhance Your Site's Performance

In this document, you will learn:

- How to leverage promotional banners on your site
- How to use promotional coupons to increase sales and brand loyalty
- Tips and tricks on how to run successful email marketing promotions

Running sales promotions on your website, giving out coupons and sending promotional emails to existing clients are all great ways to generate more sales.

At SimplePart, we regularly run marketing promotions for our dealers and OEM partners. Our promotions often generate **3x to 4x our clients' typical order volume**. Here are some ideas you can easily do on your own to help you sell more.

Promotional Banners:



Promotional banners, located at the top of your website, are an effective way to let visitors know what's on sale and for how long, or any active promotional discount codes or free shipping events. The promotional banners on SimplePart's sites are effective because they follow users as they navigate through your site, constantly reminding shoppers of your great deals.

Be sure to use promotional banners in moderation. We suggest you only run banners for a limited amount of time to help keep shoppers' attention.

[Continue](#)

Enhance Your Site's Performance (cont.)

Coupons:

Coupons are another great marketing tool that not only drive sales, but also help build customer loyalty. Coupons can be used in many different ways and can be either digital or printed. Use them to highlight the discount value, duration and eligible products. Consider delivering your coupons during a promotion email campaign or in your packaging as cards or slips.

Tracking the performance of every single coupon and campaign you launch is crucial to your business' promotional strategy. SimplePart offers a built-in coupon code tracking system, so your coupon campaigns can become a great new source of data to continuously improve your business's performance. You can even run a few coupon campaigns simultaneously to see which coupon has the best impact on sales.

Your coupons should include some key elements:

- ❑ **A clear and concise call to action**, such as:
 - "Claim your deal"
 - "Shop now, save later"
 - "Save 10% on your next order"
- ❑ **An expiration date** – This creates a sense of urgency, incentivizing shoppers to take action
- ❑ **Clear and concise instructions** – Complicated rules will discourage potential customers



You can add **packaging inserts** to an order before you ship it out. These inserts are great to build customer loyalty and pair well with a thank you note.

Adding a **coupon** to your email receipts offering a discount on the next order is another great way to generate repeat business.

[Continue](#)

Enhance Your Site's Performance (cont.)

Email Promotions:

Promotional emails can also be used strategically to generate sales and build a loyal customer base. Our experienced marketing team works closely with our PRO dealers and OEM partners to create and distribute promotional emails. Here are some tips and tricks to help you run your own email campaigns.

- ❑ **Keep your relationship with your customers in mind** when creating a promotional email. Do not bore them, do not be intrusive and do not be repetitive
- ❑ **Consider your frequency.** Emailing your customers too many times can cause them to stop paying attention, turning your emails into a nuisance instead of a welcome communication
- ❑ **Take time to develop a strong call to action.** The most effective promotional emails are able to convert the user right away. A good call to action pushes the reader to complete an action
- ❑ **Experiment** with your email's format, copy, call to action and images. Successful email campaigns are a constant work in progress
- ❑ **Keep it short.** When it comes to promotional emails, remember: less is more. Have your important information at the top followed by any additional details
- ❑ **Tie your promotional campaigns in with other marketing activities** to achieve more success. Our most successful promotional email campaigns run alongside paid search ads on Google and Bing, coupon codes, marketing integration with existing OEM promotions, promotional banners and hero images on your site

THE SPRING SALE
FREE SHIPPING
ON EVERY ORDER \$100 OR MORE
[SHOP NOW](#)

For genuine Nissan parts & accessories, there's no better place online than Nissan Dealer Name. And-just to make a great thing better-we're still offering **FREE SHIPPING** for the rest of the month with coupon code **FREESHIP!**

FREESHIP [APPLY](#)

Check out the Nissan Dealer Name online store for the next two weeks to get **FREE SHIPPING** on every order of \$100 or more with coupon code **FREESHIP**.

[SHOP NOW](#)

[f](#) Share [t](#) Tweet [e](#) Forward

[View this email in your browser](#)

Copyright © 2019 Nissan Dealer Name. All rights reserved.
You are receiving this email because you are a valued customer of Nissan Dealer Name.

Our mailing address is:
Nissan Dealer Name
123 Street Street
City, State, 12345

[Add us to your address book](#)

Want to change how you receive emails?
You can [update your preferences](#) or [unsubscribe from this list](#).



For more information, view our case study at tinyurl.com/PromotionsCaseStudy

Search Engine Marketing 101

In this document, you will learn:

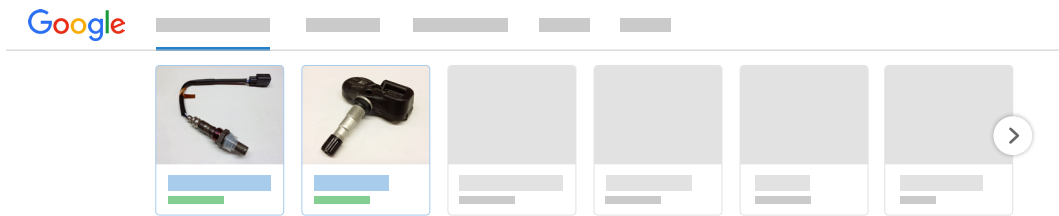
- What Search Engine Marketing (SEM) is and how it affects your site's e-commerce performance

Search Engine Marketing can be summed up simply as purchasing space for paid ads on search engines as a way of driving traffic to your website. However, our SEM team does much more than simply buying ads.

Every member of the SimplePart SEM team is Google AdWords certified, meaning they're experts in PPC (pay-per-click) advertising. They monitor every client's account so that ad campaigns are fully optimized and operating at the highest level of performance, frequently optimizing keyword and bidding strategies to drive high-quality traffic to your site.

The advertising budget for online stores is set by the clients themselves. Budgets will vary depending on package level and how much the particular client wants to spend. Once a budget is decided on, our SEM team works to spend that amount within a 10% window—this space is used because of the variability of traffic. Our SEM experts use a detailed bidding algorithm to automatically generate bids for PPC search ads based on the product's value.

The package level you choose will also depend on the audience you're trying to reach. Whether you want to attract more local customers, expand out to your regional area or take your business to a national level, our SEM team is able to make sure your products are seen by the right people.



A key component of our SEM strategy is using Shopping ads on both Google and Bing. In fact, most of the sales driven to your site from SEM will be from Google Shopping. This is generally because Google Shopping uses images, which are a proven way to increase sales. Not to mention, color images let the customer know they've found the exact product they're looking to purchase.

Currently, we have over 4,300,000 products present on Google Shopping and because we submit these through a feed, our process is more efficient than trying to upload each product individually. Our feed takes the image and price of your product directly from the website and inputs it into Google and Bing Shopping, allowing the customer to see the most up-to-date information about products on your e-commerce site.

[Continue](#)

Search Engine Marketing 101 (cont.)



If you already have SEM as a part of your package, you can see the results of our SEM Team's hard work on your Control Panel. It also shows your **Paid Return on Investment**, or return on your ad dollars.



For more information, view our video at tinyurl.com/SEMandProfit



What is the Dealer Strategy Team?

The Dealer Strategy Team at SimplePart gives you the unique advantage of speaking with an unbiased partner who is wholly focused on the success of your business. When you sign up for a package that includes Dealer Strategy consultations, you'll be contacted by a member of the team when your site goes live to let you know what to expect.

What sets our Dealer Strategists apart is their ability to identify which factors will best improve the growth of your business. Using market research, our strategists are able to analyze your portfolio to identify areas for competitive adjustment. With these suggestions, you'll be able to make the best decisions for your business and find success in a long-term, sustainable way.

The initial interaction with our expert team includes at least three conversations over the course of a month. During these calls, our team takes a look at several key performance indicators that can affect your market standings. This could include your current parts and accessory pricing matrix, shipping mix and other key elements unique to your dealership. All of this data will be analyzed, and you'll be given a full consultation on which steps should be taken next based on your goals.

TIP: Our Pro package includes the highest level of involvement from our Dealer Strategy Team, giving clients on this plan several additional benefits. The main advantage, however, is having unlimited access to a strategist for the duration of your contract.

Regardless of how often you contact us, our team will continually monitor your progress and reach out to you if any adjustments should be made. For example, if your pricing isn't competitive or your shipping matrices need to be adjusted to be in line with your market, our team will contact you and provide this data. Pro dealers can also request a report showcasing results from before and after the suggested changes were made displaying the results of your decision.

Example Dealer						
Date Range: 16	Sales	Spend	ROI	Orders	Basket	Add to Cart
12/1 - 12/16	\$1,721	\$202	\$3.09	16	\$95.00	14.53%
12/17 - 1/1	\$2,584	\$148	\$7.78	16	\$161.00	15.68%
Performance Improvements	50.15%	-26.73%	151.78%	0%	67.71%	7.91%

EX: One of our Pro clients required a Parts Matrix adjustment in order to stay competitive. The change was made on 12/17/2018. Our Dealer Strategy Team measured the before and after stats and compiled this table for future reference.

With over 40 years of combined automotive experience, our Dealer Strategy Team has the expertise to evaluate any scenario, deal with unique problems and offer clear, detailed solutions.



Meet the Team



Matthew Whisler

Director of Enterprise Consulting

Matthew has extensive experience leading teams to drive business growth, operational improvements and reduce operating costs. He also has over 15 years of strategy consulting experience where he partnered with clients to design and deliver large strategic programs. Not to mention, his experience running marathons in other countries—most recently in Antarctica.

☎ (404) 620-9764 ext. 123

✉ mwhisler@simplepart.com



Anthony Hardy

Senior Dealer Strategist

As a 30-year veteran of the Automotive Industry, Anthony is more than familiar with the ins-and-outs of working with OEMs and Dealers. He has experience in both Sales and Fixed-Ops, making him the perfect Strategist to help our Pro dealers exceed their goals and hit their targets, month after month. And his automotive expertise extends beyond just his career: Anthony also helps single mothers receive reliable automobiles through the charity Love-Land ministries.

☎ (404) 620-9764 ext. 124

✉ ahardy@simplepart.com



Matt Van Gremberghe

Dealer Experience Manager

Matt initially worked at a tech start-up in Belgium, then shifted to a job working with sales and commercial vehicles at a local dealership. After a quick stint in London, Matt and his wife officially moved to Atlanta in 2017, and he started working for SimplePart in 2018, combining his automotive and tech experience. If you're looking to race, you should know Matt has done laps on the Nurburgring (his BTG time is in the double-digits, but still). Him and his wife were also recently blessed with the birth of their first child, a daughter named Noelle. Very seasonally appropriate, since she was born mid-summer.

☎ (404) 620-9764 ext. 131

✉ mvangremberghe@simplepart.com



Thank You!

We hope you found the articles in this toolkit helpful to your daily operations. We look forward to being your e-commerce partner and helping you grow in a long-term, sustainable way.

If you still have any questions or concerns, we've got the right team of experts to help you out.

Contact Information:


For site or setup questions, contact our 24/7 Client Services Team:

 (888) 843-0425

 support@simplepart.com

For detailed package and program information, contact our Sales Team:

 (404) 620-9764

 sales@simplepart.com

View our website:

 simplepart.com

