

The NCI transition - FAQs

Last Modified on 09/24/2024 11:27 am EDT

Frequently asked questions about the transition process

This information will help you through your transition process as a result of NCI's shift to an alternative eCommerce provider.

When will NCI switch from SimplePart to another provider?

Nissan Canada Parts & Accessories Online and INFINITI Canada Parts & Accessories Online will cease operations on the SimplePart platform on September 30, 2024. NCI will provide a new alternative for eCommerce in October 2024.

Do I have to switch to NCI's new preferred provider?

No, you have some options. You can:

- Continue to have a parts website with SimplePart as a non-program dealer
- Choose another provider
- Opt to have both

What are some benefits of continuing with the SimplePart platform?

If you continue with SimplePart, you will continue to use the same Control Panel interface that your dealer staff already knows, saving you time and effort in the long run.

You'll continue to have access to our in-house support and knowledge base resources, our expert dealer strategists (depending upon package level), coupon and advertising assistance, genuine data, 300+ reports and more.

When will my current agreement expire?

Your current SimplePart agreement will expire on September 30, 2024. To continue using the SimplePart platform as a non-program dealer, reach out to sales@simplepart.com.

If I become a non-program dealer, will I have access to genuine Nissan or INFINITI parts data?

Yes. If you elect to continue using the SimplePart platform, you will retain access to genuine Nissan and INFINITI

parts data.

What will happen to my Shipstation account?

If you wish to keep your existing Shipstation account, you must update your credit card on file. Otherwise, the Shipstation integration on your SimplePart Control Panel will be turned off on September 30, 2024.

Will I be able to keep my site URL?

Yes. You can elect to keep your current site URL if you choose to continue using the SimplePart platform. You may also choose a vanity URL.

Will I be able to participate in NCI-sponsored promotions?

As a result of this transition, NCI dealers who continue on with the SimplePart platform will not be included in NCI-sponsored promotions.

When will my SimplePart Control Panel access via NNAnet expire?

Access to SimplePart Control Panel via NNAnet will be disabled on October 31, 2024.

What can I do if I need to extend my access to the SimplePart Control Panel beyond the end date?

If you need to extend your access to the SimplePart Control Panel beyond this date, reach out to the SimplePart CSC team at support@simplepart.com.

How can I continue using the SimplePart platform?

Contact sales@simplepart.com for more information on signing a new dealer agreement.

For any other questions regarding this transition process, contact the CSC team at support@simplepart.com.