![3M logo] **Science.
Applied to Life.™**

3M™ RepairStack™ Performance Solutions

For Automotive Aftermarket Repair

End-user Overview

Together, creating the future
of care and repair.

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Contents

Our Goal

Provide body shops with a connected solution to integrate and automate day-to-day operations by leveraging the power of data to gain efficiencies, unlock opportunities for profit and identify actionable business insights.
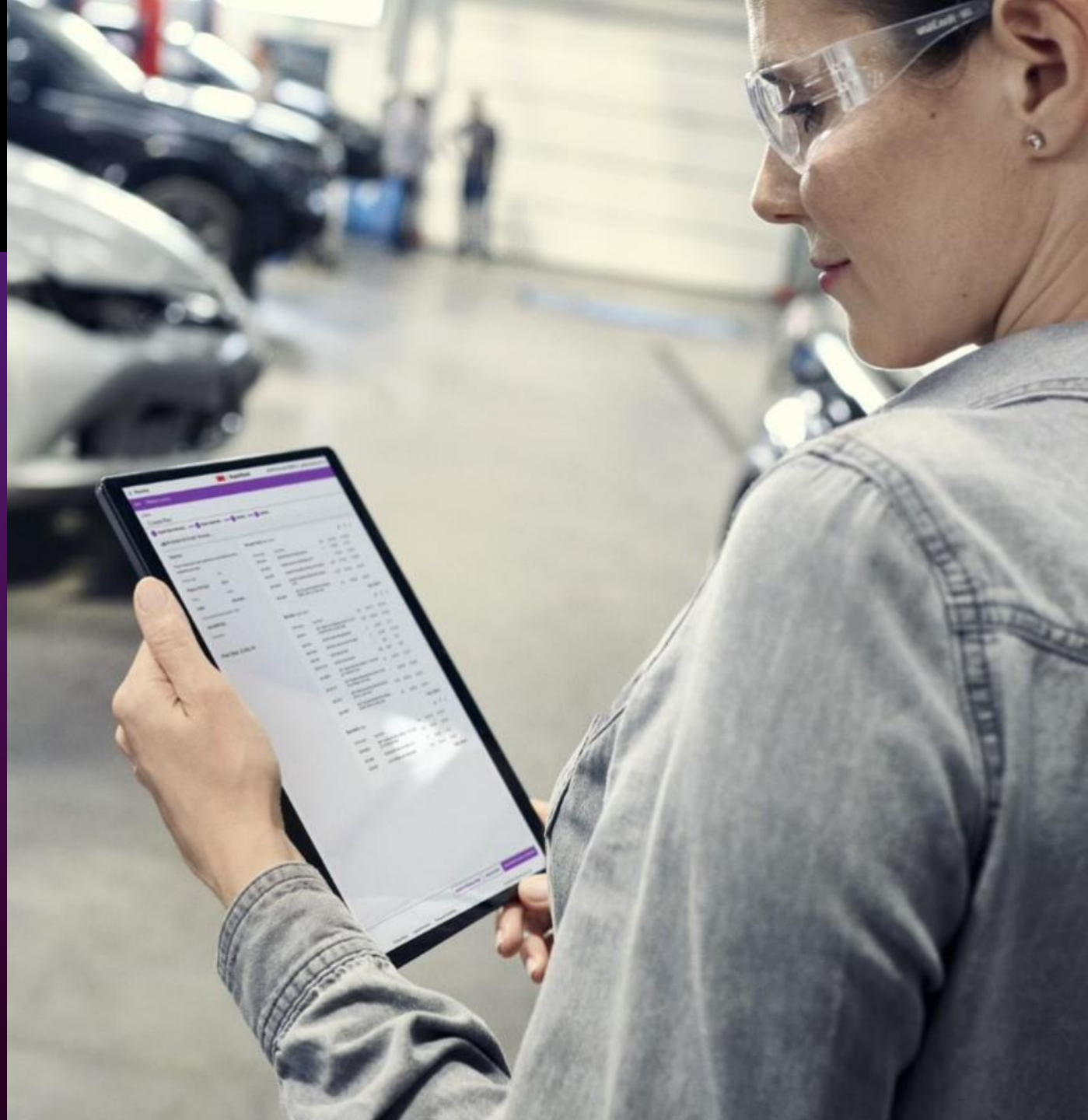
Industry Challenges

Collision repair shops are facing a reduction in gross profits due to labor shortages, increased complexity of repairs, decreasing parts discounts and increased replacement work. In addition, new repair processes are disrupting established routines and test body shop capabilities.

Our customers worry about a lack of visibility and a clear understanding of their material spend, while experiencing increasingly tight margins in a complex repair environment.

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Our Journey Starts with the Customer

Macro Trends

Industry Trends

Cash is King

Labor Shortage

Accelerated Consolidation

Cost Inflation

Digital Transformation

Logistics Challenges

Parts/Material Availability

Increased Repair Complexity

Voice of our Customers

Addressing the needs and challenges our customers experience daily.

3M™ RepairStack™ Performance Solutions is a connected platform built on research and customers insights

Manager / Owner
- Focus on the business growth
- Less product waste
- Material spend visibility and understanding
- Reduced gross profits due to new repair processes and labor shortages

Technician
- Materials are organized and in stock, when needed
- More time with hands on vehicles and to get paid accordingly
- Lower chances to use expired/outdated products
- Avoid rework and job empowerment

Estimator
- Less time spent sending invoices for payment
- Recover more costs for each repair order
- Accurately document materials used to meet OEM compliance
- Reduce insurance payment resistance

Distributor
- Less time spent solving inventory issues
- Fewer emergency orders
- Ensure shops are using the right products
- Provide value added services

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Introducing: A solution to solve these industry challenges

3M™ RepairStack™ Performance Solutions is 3M's first step towards developing a digital backbone in the Automotive Aftermarket. The solution is a combined hardware and software inventory management platform. The hardware houses 3M™ Allied materials. The software tracks the usage of these materials by repair order, technician and vehicle.

The system includes a contract for 3M allied products, storage cabinet and bins, scanner + charger, with 3M™ RepairStack™ Inventory Management, Performance Analytics and Billables Invoicing (formerly CRiMP) software products.

Keep Track to be on Track

Watch Now

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A total suite of software components enabling greater profitability

Inventory Management

Helps improve productivity by simplifying inventory management and ensuring materials are always on-hand

- Auto ordering based on inventory stock levels

- Direct connection to the distributor(s) & reduced manual tracking

- Enable tracking material usage by technician, shop, RO, and more.

Billables Invoicing

Supports increased profitability by enabling shops to track and bill for materials they use

- Simple scan & assign process to add materials to an RO

- Track exact quantities of materials used for each RO

- Reduce insurance 'push-back' and build data-driven credibility

Performance Analytics

Unlocking growth by providing data-driven insights on business performance metrics

- Track material costs, sales mix, and material invoices

- See trends on easy-to-use dashboards and detailed reports

- Integrated with leading shop management software

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Feedback from Body Shops

- "Main reason for implementing RepairStack™ was to become profitable with my paint materials and that happened right away. It's cut my bill in half"
— **Body Shop Owner**

- "RepairStack™ is an absolute no-brainer, every operator should be using it"
— **Body Shop Owner**

- "We have seen shops that use RepairStack™ go from losing money on materials to becoming a profit center, allowing them the opportunity to reinvest in their business"
- **Mike Anderson, Collision Advice Group**
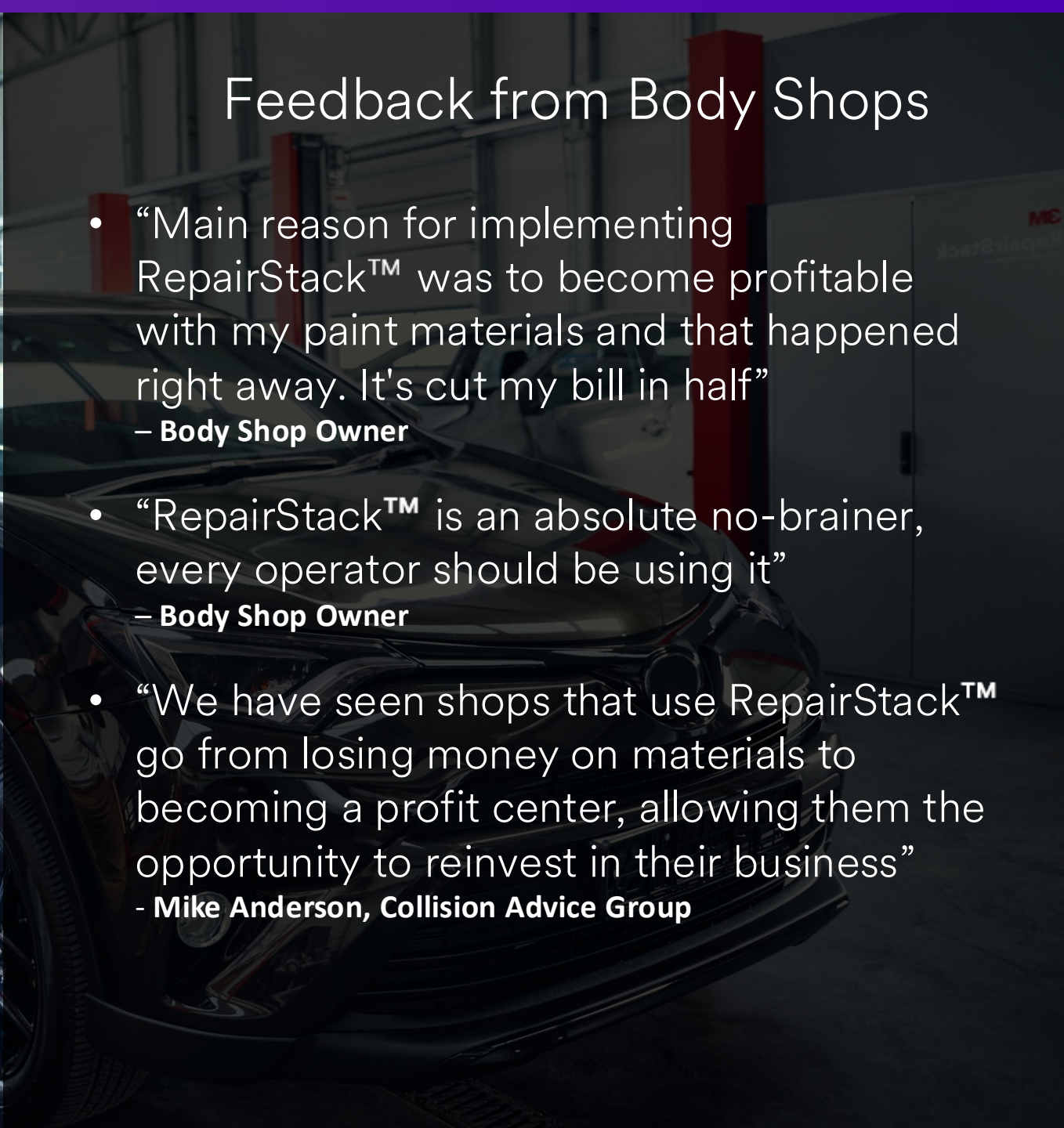
Billables Invoicing helps increase profitability

Accurately track the materials used
for each repair and add them to invoices to
recover your costs

- Document material usage of specific part numbers

- Add materials to specific repair applications

- Track precise quantities used

- Add 3M and non-3M materials to your repair order estimates

Why Choose 3M™ RepairStack™ Billables Invoicing?

Best-in-class CCC® Integration

- Automatic database line-item entries reduce AI-Auditing
- Two-way API integration reduces drag/drop steps required with other systems
- Strong data security with CCC® Secure Share® API integration

Consistent Invoice Pricing Controls

- Mfg. pricing can carry more weight in negotiations
- Consistency across regions helps support carrier acceptance

Custom Templates for Ease and Accuracy

- Easily turn any invoice into a kit
- Can be pre-made by Customer Support for all your shops using products in your APL
- Based on repair applications (vs operation) support negotiation

Driving performance & profitability together

- 3M team helping to drive your invoicing performance
- Ongoing reports & ideas for improvement (by store, by region)
- Training and setup support

Priority Customer Support

Talk to a real person within seconds using text, chat, phone, or email

Invoice for 3M and Non-3M Materials

Including clips + fasteners, rivets, drill-bits, etc. all loaded during setup

Free 2X-Month Estimator Training

- Quickly onboard new estimators to combat high turnover
- Taught by ex-adjusters online every 2nd and 3rd Wednesday

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3M™ RepairStack™ Billables Invoicing Performance Data

1. Repair Facilities using 3M™ RepairStack™ Billables Invoicing software invoiced an average of $1,266 per month in repair materials.*

2. The top 25% of repair facilities invoiced an average of $2,515 per month in repair materials.*

3. The top 10% of repair facilities invoiced an average of $4,028 per month in repair materials.*

*Based on review of more than 3,000 repair facilities who used the 3M™ RepairStack™ Billables Invoicing software to create at least 1 invoice between Oct. 1, 2023 – Sept. 30, 2024.

(updated October 2024)

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Inventory Management Enhancing Productivity

Easily manage shop materials and maintain appropriate on-hand inventory to reduce waste and emergency orders.

- Track material usage by location, technician, RO, and more.

- Automate re-ordering with your preferred distributors based on inventory levels.

Feedback from Distributors

- "RepairStack™ has **helped me be more of a consultant** to my accounts and spend less time writing orders" - **Distributor Sales Rep**

- "**One of the best manufacturing training** sessions we have been provided. We have a much better comprehension of the capabilities of the robust 3M RepairStack"
  - **Distributor Sales Manager**

- "We see **RepairStack™ as the best tool** a collision center can have in terms of collision repair inventory management and materials invoicing"- **Distributor Sales Rep**

Why Choose 3M™ RepairStack™ Inventory Management?

Automated Ordering

- Automatically generate and send orders on your schedule
- Two-way integration with distributor management system
- Reduce number of total orders received at the shop

Efficiency Gains

- Reduce inventory on hand and remove duplicate SKUs
- Have the materials you need, when you need to finish the job
- Reduce time putting stock away & managing accounts payable

Live Reporting

- Monitor inventory value from any location instantly
- Identify slow-moving or non-moving inventory
- Explore technician utilization of inventory. Know who, why, when, and how materials are used

Customizable Inventory

- Store in centrally located cabinets, at tech workstations, the paint mixing room, or wherever works best for your organization

Priority Customer Support

Talk to a real person within seconds using text, chat, phone, or email

Inventory for 3M and Non-3M Materials

Paint + Allied such as razorblades, welding studs, nitrile gloves & more

Training How You Want

- Access our library of directions for use & how-to-videos on demand at any time or schedule live online training

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3M™ RepairStack™ Inventory Management Performance Data

1. Distributors saved 1 hour & 37 minutes for each order when using 3M™ RepairStack™ to place, process and deliver orders as compared to when not using the 3M™ RepairStack™ method

2. Distributors using 3M™ RepairStack™ to service their body shops report they have experienced a 44% reduction in hot-shot / emergency orders (from an average of 3.14 / week to 1.76 / week)

3. Of Distributors using 3M™ RepairStack™ to service their body shops, 73% have seen a reduction in the number of weekly inventory orders they receive from those customers

Based on survey responses from twenty-five distributor organizations using 3M™ RepairStack™ process (2024)
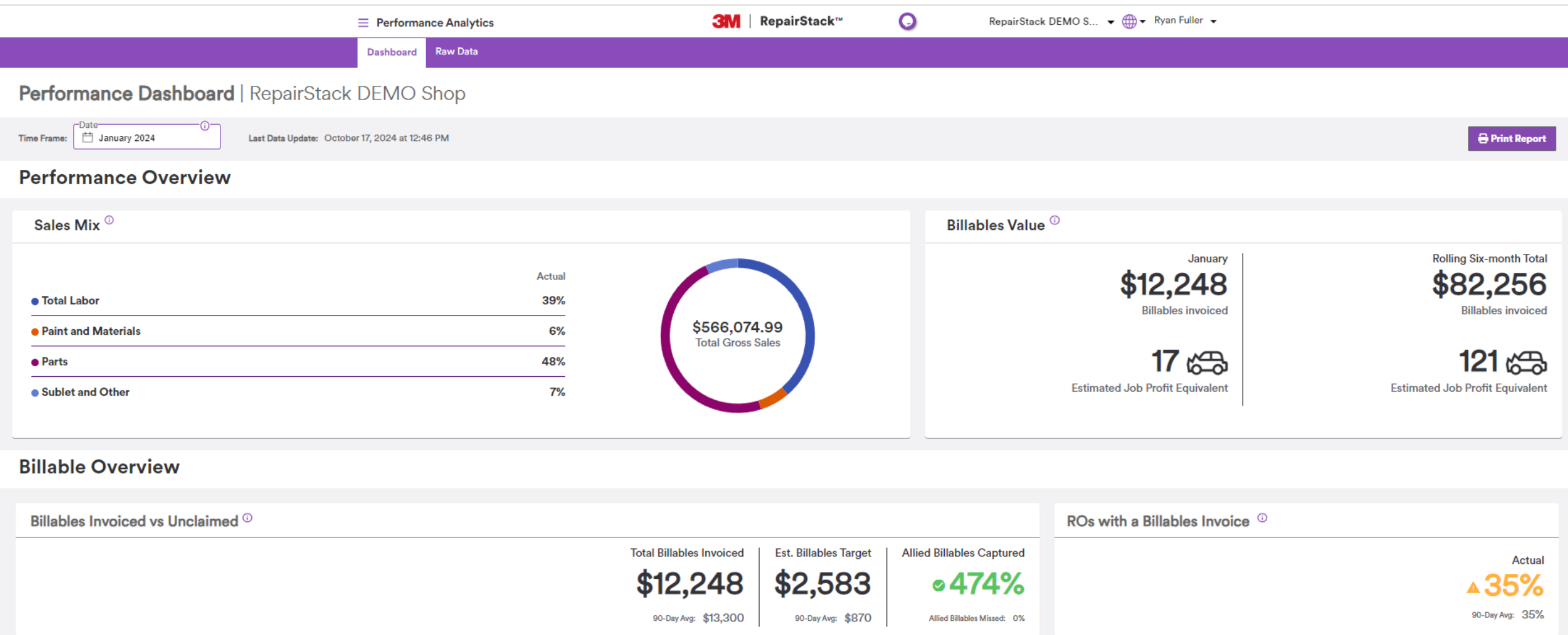
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Performance Analytics Informing Growth
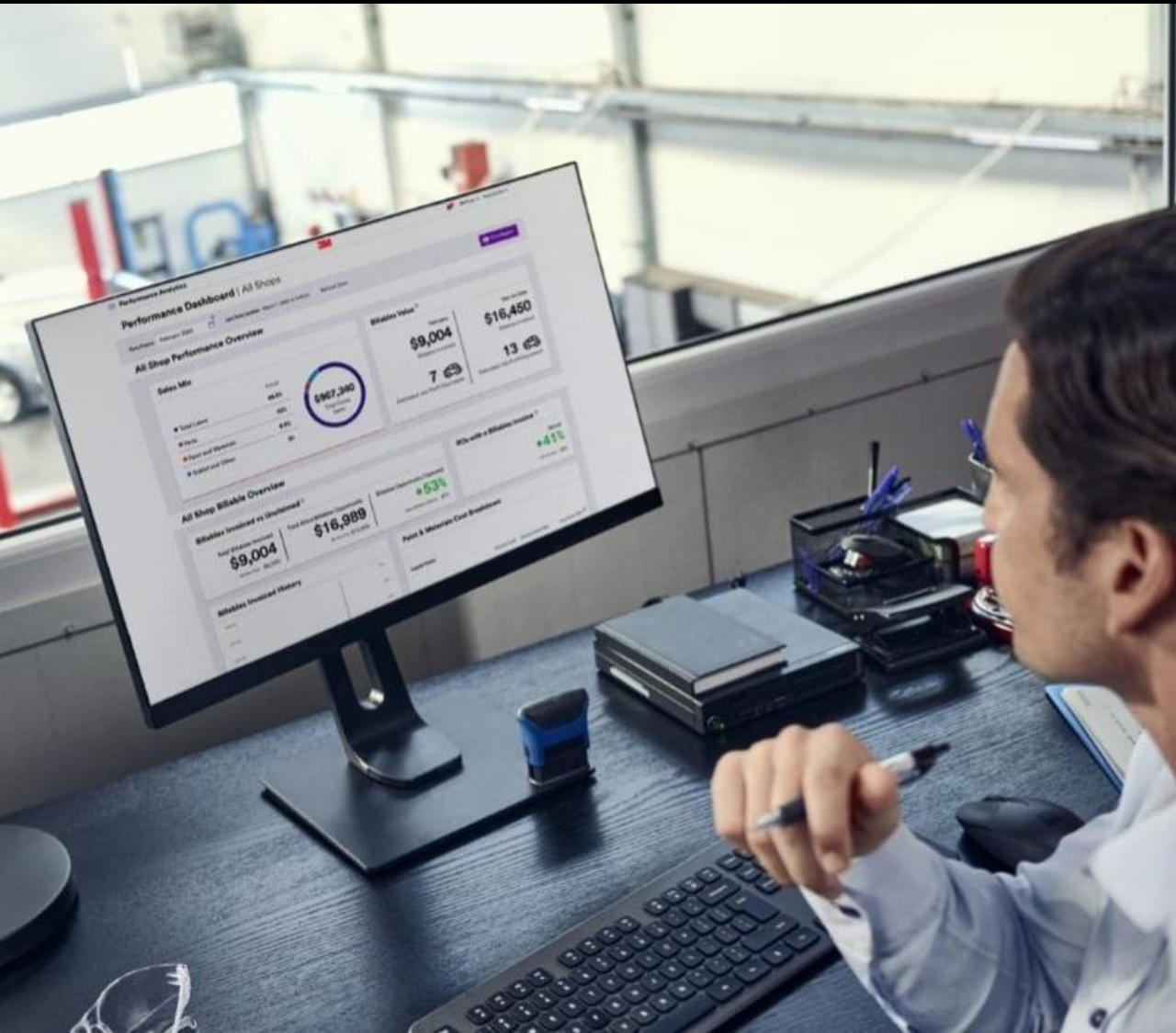
Make informed decisions with real-time data about your shop's performance to drive growth.
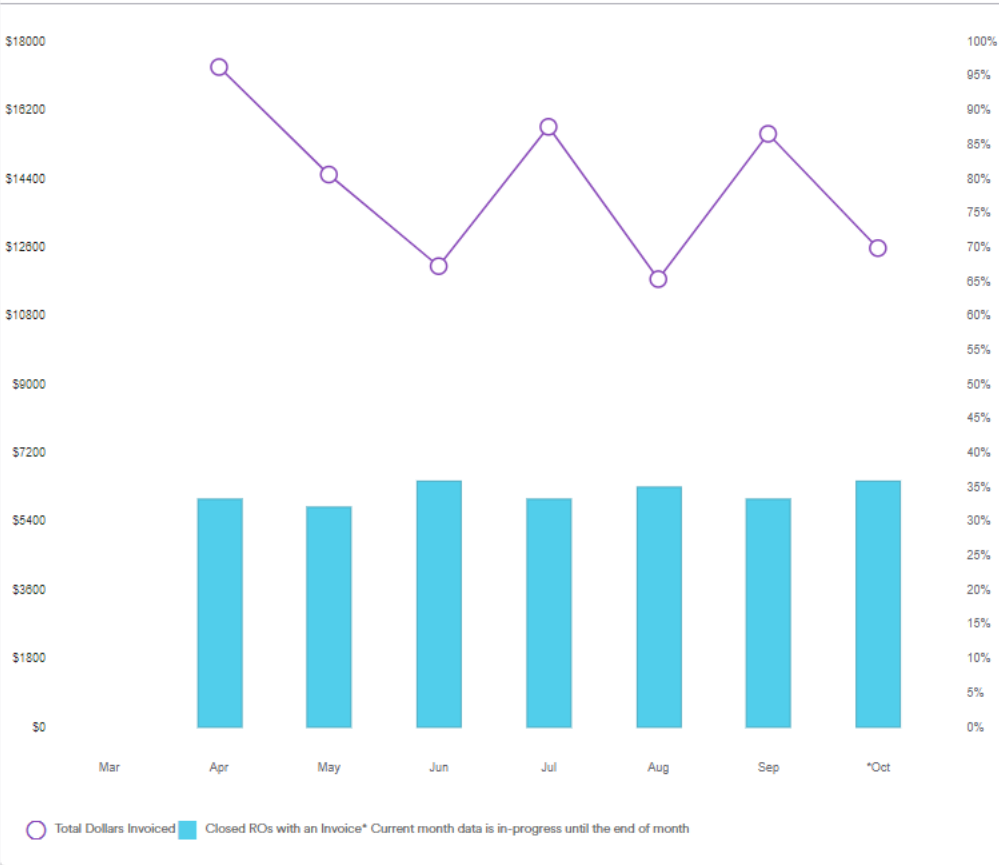
- Track materials, revenue, costs, and labor

- See trends on easy-to-use dashboards

- Integrated with leading shop management software

Why Choose 3M™ RepairStack™ Performance Analytics

Why Choose 3M™ RepairStack™ Performance Analytics

Billables Invoiced History

Paint & Materials Cost Breakdown

Liquid Costs

	Actual Cost	Actual Cost Mix	Avg Cost Mix
Primer	$2,160	26%	14%
Color	$3,333	40%	30%
Clear Coat	$926	11%	20%
Other	$1,965	23%	35%
Totals	**$8,384**	**100%**	**100%**

Allied Costs

	Actual Cost	Actual Cost Mix	Avg Cost Mix
Abrasives	$1,439	31%	33%
Adhesives, Sealers & Foams	$787	17%	20%
Body Filler & Related	$306	6%	7%
Compounds & Related	$0	0%	3%
Detailing Chemicals & Related	$219	5%	1%
Disposable Paint Cup Systems	$834	18%	14%
Masking & Related	$1,091	23%	16%
Remaining Allied	$0	0%	3%
Safety & PPE	$43	1%	5%
Totals	**$4,718**	**100%**	**100%**

Why 3M™ RepairStack™?

3M™ RepairStack™
Performance Solutions

inventory management
- automatic re-orders
- 2-way integration with distributor order portals
- 3M™ and non-3M™ products

billables invoicing
- invoicing for 3M & non-3M recoverable materials
- streamline blueprinting and billing processes
- 2-way integration with body shop management system

performance analytics
- real-time business insights
- monitoring KPIs
- benchmarking & multi-location reporting capability

customer support
- end-to-end installation support
- on demand training and tutorials
- dedicated 3M customer service

100 years of product innovation – full suite of software services, repair materials, and SOPs based on OEM recommendations

World class training – provided in person at the state-of-the-art 3M™ Skills Development Center or access online from anywhere by registering for our 2x monthly Webinar Training Session

Customer Support is ready to help

Talk to a real person!
(M-F, 7AM – 7pm CST)

Chat on RS website
avg. response time: <1 Min

SMS Text Message
avg. response time: <1 Min

Priority Phone Line
avg. response time: <30 Seconds

E-Mail
avg. response time: 5 Min

What can RS Customer Support help with?

- General software use and navigation support
- Building invoicing templates/kits
- Updating products and pricing
- Creating new users
- Changing distributors
- Troubleshooting software issues

What are customers saying?

98% Customer Satisfaction Rating

"Give this representative a raise! Very helpful!" – *WP*

"VERY simple, easy fix as always" – *M*

"Thank you for the quick solution! Tech was very professional and addresses my problem quickly" – *JW*

"Problem I emailed about was resolved quickly" – *CB*

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Key Benefits

The 3M™ RepairStack™ Performance Solutions suite of products provides the following key benefits to our customers:

Productivity: Optimized material management, tracking and actionable insights into shop performance

Profitability: Improve margins on the material side through 3M™ RepairStack™ Performance Solutions Billables Invoicing Software

Growth: Highlight areas for overall improvement on labor and material margins with the 3M™ RepairStack™ Performance Solutions Performance Analytics Tool

No other brand has the combination of products, training and support that 3M has.
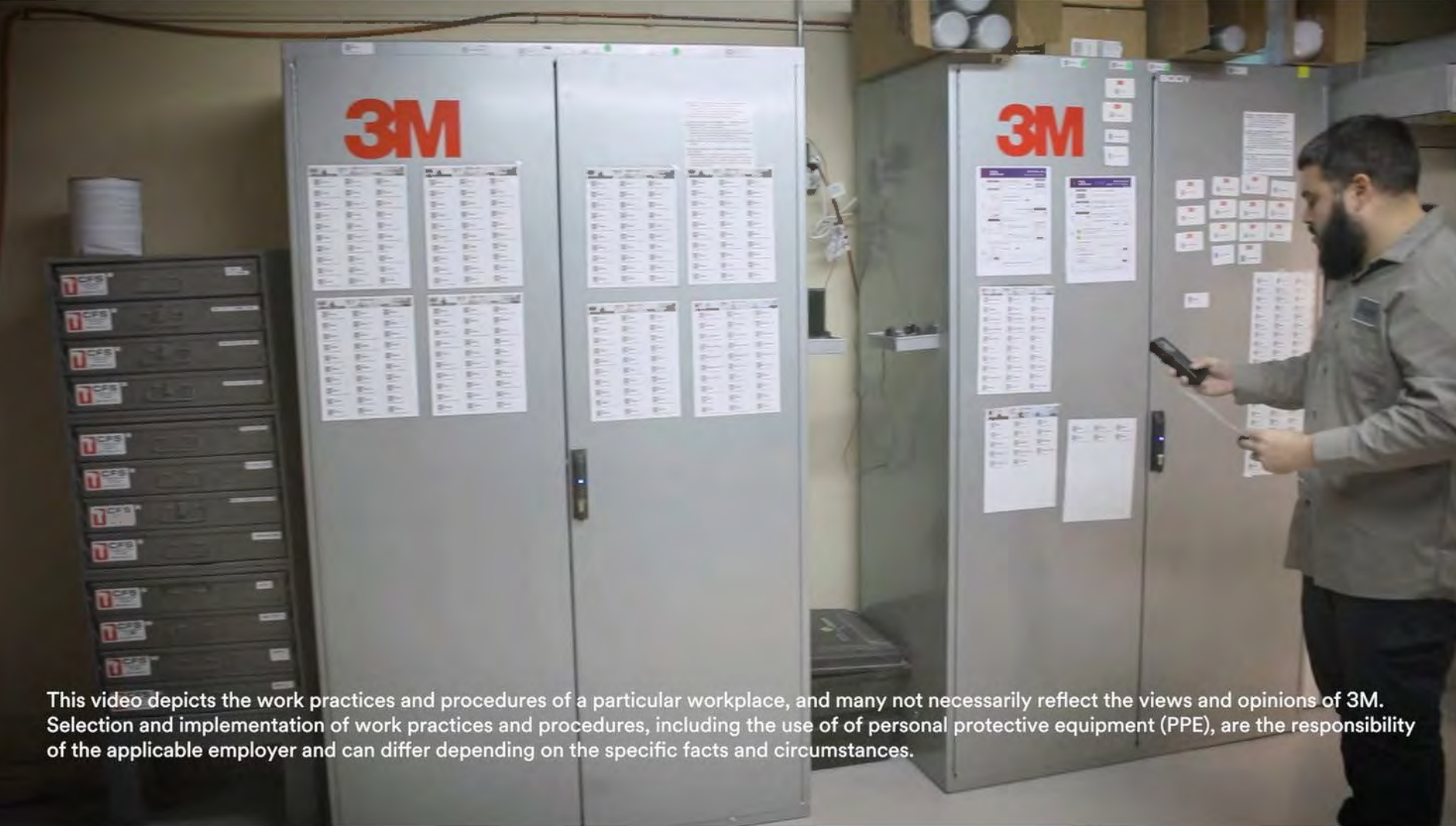
This video depicts the work practices and procedures of a particular workplace, and many not necessarily reflect the views and opinions of 3M. Selection and implementation of work practices and procedures, including the use of of personal protective equipment (PPE), are the responsibility of the applicable employer and can differ depending on the specific facts and circumstances.

With 3M™ RepairStack™ Inventory Management Software, shop owners can easily manage their shop materials and maintain consistent inventory.

"One of the biggest reasons I would recommend "3M™ RepairStack™ Performance Solutions would be for shops to get paid for materials and labor they are providing."

Brian Martin, Lexus of Pembroke Pines & North Miami

Productivity

Watch Now

How to
Create a Repair Plan Material Invoice

3M™ RepairStack™ Billables Invoicing Software automates scanning and invoicing to ensure project procedures and materials are accounted for and billed. Shop owners can choose invoicing options that best fit their needs.

Profitability $

Watch Now

The 3M™ RepairStack™ Performance Analytics Tool tracks shop performance, overall sales mix, materials costs and profits all in one place.

"One of the most exciting features is the ability to measure your business down to the finest of details."

Adan Ibarra, Leading Edge Collision

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Growth

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Unlock Opportunities for Profit.
Keep Track to be on Track.

Appendix

Frequently Asked Questions

1 — **What products are included in 3M™ RepairStack™ Performance Solutions?**

The 3M™ RepairStack™ Performance Solutions system includes a contract for 3M Allied products, a lockable stationary cabinet (72" tall x 24" deep x 48" wide) with louvered panels and doors, multi-sized stacking bins (which can hold up to 100 different SKUs), Apple® iPod® Touch scanner inside a Honeywell Captuvo Case with a charger, and the 3M software products – 3M™ Performance Analysis Tool (PAT) and 3M™ Billables Invoicing.

2 — **Will the 3M™ RepairStack™ Performance Solutions hardware and software work for non-3M products?** Yes,
3M™ RepairStack™ Performance Solutions can host and track the usage of up to 100 different product SKUs, including 3M and non-3M products.

3 — **Can I purchase any of the 3M™ RepairStack™ Performance Solutions components separately?**

Yes, you can purchase each component of 3M™ RepairStack™ Performance Solutions separately, including the stationary cabinet as well as the integrated software: 3M™ Performance Analysis Tool (PAT) and 3M™ Billables Invoicing.

4 — **What kind of profits can I expect when using 3M™ RepairStack™ Performance Solutions?**

Customers using the 3M™ RepairStack™ Billables Invoicing software for at least 60 days recovered on average $716 per month in repair materials. The top 25% of body shops using the 3M™ RepairStack™ Performance Solutions recovered an average of $986 per month in repair materials. *

* Based on review of body shops who used the 3M™ RepairStack™ Billables Invoicing software for at least 60 days between October 1, 2021-June 30, 2022.

5 — **What is 3M™ Billables Invoicing?**

3M™ RepairStack™ Billables Invoicing is a CCC® ONE Repair Workflow integrated digital tool that helps body shops create a material plan specific to a job. The system then generates a comprehensive invoice that itemizes each required product and details the amount used. Not only does this help the shop get paid for the materials it uses, but it also helps insurance companies document the materials required for a safe and responsible repair. If used during repair planning, CRiMP reduces the need for supplements later, saving both the shop and the insurance company the time and money involved with extra paperwork. Read more about 3M™ Billables Invoicing.

Frequently Asked Questions

6 **What is the 3M™ Performance Analysis Tool (PAT)?**

The 3M™ Performance Analysis Tool (PAT) allows you to monitor identified KPIs in real time, including, cycle time, material profitability, total sales, and labor hours. The software then generates actionable business insights featuring recommendations on areas of improvement, rates your shop's benchmark performance against the industry standards, and more. CCC® ONE Workflow integrated, the PAT allows for seamless download of data and KPI tracking from a centralized dashboard.

7 **How does implementing 3M™ RepairStack™ inventory management change the relationship with my jobber?**

You and your jobber work together to create a win-win. In fact, implementing 3M™ RepairStack™ in your shop allows for flexible auto re-ordering and on-demand ordering options. Some customers have chosen to implement a hybrid approach, so your jobber stays connected in the paint room, using on-demand ordering tools and the 3M™ RepairStack™ solution helps order all the allied products on a delivery schedule that is decided between you and the jobber.

8 **What if I purchase products from multiple jobbers?**

No problem. It Is not uncommon for shops to purchase materials from multiple jobbers. 3M™ RepairStack™ allows for the flexibility your shop demands.

9 **What if our shop has never used electronic ordering before?**

No problem. The key is communication and a shared goal with your body shop technicians. The interface is simple to use, and security measures can be programed to meet the needs of your shop. Removing material from the cabinet takes seconds and keeps the technicians working on jobs, not managing inventory. Additionally, on-demand training options are available to assist staff with questions from integration to software applications.

10 **What led to the introduction of 3M RepairStack™ Performance Solutions?**

3M has a long tradition of creating value added tools for the collision repair industry. 3M was one of the first with ARMS over 40 years ago. 3M™ RepairStack™ is a response to customer requests to provide better invoicing and analytical tools to help body shops be more profitable and identify actionable insights to improve business performance.

Frequently Asked Questions

11 — **What does the installation process look like?**

3M offers end-to-end installation support. 3M representatives will request information required to set up the system, schedule installation, perform installation, and train all staff on how to utilize the hardware and software components. Installation time typically takes 2-4 days depending on the size of the shop; however, 3M manages the process to minimize distraction and disruption.

12 — **Where can I find customer support?**

3M is investing in dedicated support to make sure customers have a smooth experience. You can contact our support staff from 8am-8pm (EST) using the following options: Email: support-collisionrepairsolutions@mmm.com, Text: 1-855-935-5823 or Call: 1-833-686-0248.

13 — **How often is 3M making updates or changes to the software?**

3M routinely offers releases for bug fixes or issue resolution and updates to improve the software experience and enhance features and services.

14 — **What integrations exist and how can I integrate with leading body shop management software and paint portals?**

As of October 2022, 3M™ RepairStack™ has integration with CCC Workflow Management Software and is updating to include the CCC Secure Share™ API integration. We continue to invest in infrastructure that allows for integration across the industry, from body shop management software to distributor order portals and paint portals. Our mission is to be interoperable because we believe holistically in a connected body shop for the benefit of all collision repair facilities and industry stakeholders.

15 — **What are the dimensions of the stationery cabinets?**

The dimensions of the stationery cabinet are 72" tall x 24" deep x 48" wide.

Frequently Asked Questions

16 Can I manage paint materials within a 3M™ RepairStack™ cabinet?

3M recommends following all local regulations for the storage of paint materials.

17 Does 3M™ RepairStack™ integrate with my management system like CCC ONE or Mitchell?

Yes, 3M™ RepairStack™ integrates with CCC ONE today and plans to integrate with other leading body shop management systems moving forward.

18 Is CCC integration necessary to use the billables invoicing feature in 3M™ RepairStack™?

No, all RepairStack components can be used without integration to the body shop management software platform.

19 Are there exceptions to the 100% allied materials commitment?

3M recognizes that there are OEM requirements and supply constraints that may reduce a repair facilities ability to use 100% 3M allied materials as part of a RepairStack Standard Material Agreement. As such, the agreement states and provides for a 10% exception window to accommodate for this.

20 Why must I sign an allied agreement to install RepairStack?

Repair facilities interested in RepairStack have two options:

1. 3M will provide the hardware (cabinets, scanners and accessories) at no charge which requires 100% commitment to 3M allied materials for a time period, typically ranging from 3-5 years depending on the amount of hardware provided.

2. The customer may choose to purchase the equipment in which case there is no obligation to using 3M allied materials.

In both cases, 3M requires a monthly software subscription to access the RepairStack software.

Frequently Asked Questions

21 Can I create invoices for billable items other than 3M products?

Yes. We can assist you in creating a ghost inventory of billable items outside of what 3M provides.

22 Can I use this system to track inventory on hand and my carrying costs?

Yes. Accessing this information can be done within the 'Reporting' feature of the RepairStack software.

23 Where is 3M™ RepairStack™ currently available?

3M™ RepairStack™ is currently available in the United States and Canada only with ongoing beta testing in Canada. Full launch in Canada is slated for 2023, and availability in other markets will follow.

24 Who was the 3M™ RepairStack™ Performance Solutions built for?

3M™ RepairStack™ Performance Solutions was built for collision repair customers in mind; however, the 3M solution is highly configurable to work for other customers.

Solution Features & Value Proposition

If you used	Inventory Management	Once you can measure it you can manage it to increase revenue and profitability
If you could leverage	Body Shop Management Software Integration (e.g., CCC ONE Workflow – others coming soon)	Two-way integration allows seamless invoicing to insurance, monitoring KPIs, and actionable insights
If you could recover more costs	3M™ Billables Invoicing (formerly CRiMP)	Recover more and accurately document materials used to meet OEM compliance
If you could control inventory levels	Automated Inventory Replenishment	Saves time and enhances the inventory position of the shop and your cashflow
If you could analyze business performance	3M™ Performance Analytics Tool	Provides visibility that measures opportunities for: • Improving profitability • Identifying training needs • Minimizing waste
If you could combine everything	Electronically Secured Inventory	Secured Inventory improves • Usage rates • Material tracking • Standardization

Audience Persona: Shop Owners

Needs:
- More time to focus on the business instead of performing endless tasks
- More time with hands on vehicles and to get paid accordingly

Wants:
- Clarity on total material spend
- Less waste
- Ability to invoice for materials used
- Increase throughput – more repair orders
- Spend more time on other aspects of managing the business beyond materials/inventory

Fears/Challenges:
- Lack of visibility and a lack of clear understanding of their material spend
- Reduction in gross profits due to labor shortages
- Increasingly tight margins in a complex repair environment
- Decreasing parts discounts
- Increased replacement work
- New repair processes disrupting established routines and test body shop capabilities

Secondary Audience: Technicians

To (target audience)	Collision repair technicians
Who need	More time with hands on vehicles and to get paid accordingly
Our (product/category name)	3M™ RepairStack™ Performance Solutions
Delivers (benefit)	The ability to spend more time and energy doing quality repairs instead of chasing down needed materials
That's because unlike (competition) optional	Current material and inventory processes
We have/are/do (reasons to believe)	• Materials are consistently stocked and managed to ensure they're available when needed – no more sorting through deliveries or running out to make a special purchase • Materials are organized and easy to find via a cabinet with scanner • Fewer quality or liability concerns as less likely to use expired/outdated product • Automated scanning/invoicing ensures project procedures and materials are accounted for and billed for, helping you get paid for the actual work being done • Empowered to apply your skills to the job at hand vs. spending too much time preparing for the job or doing avoidable rework

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Secondary Audience: Distributors

To (target audience)	Distributor sales reps
Who need	Less time spent solving inventory issues and satisfying emergency orders
Our (product/category name)	3M™ RepairStack™ Performance Solutions
Delivers (benefit)	The freedom to focus on ensuring shops are using the right products and providing value added services
That's because unlike (competition) optional	Current material and inventory processes
We have/are/do (reasons to believe)	• Inventory system automatically tracks material stocked and sends notifications direct to the rep when new materials are needed (and if Finishmaster, directly to the POS portal and warehouse for fulfillment) • Auto tracking eliminates emergency orders, as properly stocked levels are always maintained • Less time required checking in on product needs with technician scanning eliminating the need for that work • Materials are organized and easy to find – meaning that if physical checks are required, they are faster • Fewer quality or liability concerns as less likely to use expired/outdated product since system is ordering at proper intervals

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