

PartStore Customer Cheat Sheet

The screenshot shows the PartStore web application interface. At the top left, there is a 'Dealer Name' field with the CAT logo. The main header is 'PartStore'. On the right, there is a 'Quick Access' dropdown menu and links for 'Preferences', 'Help/FAQ', 'Logout', 'Contact Us', and 'Print'. Below the header is a navigation bar with four tabs: 'PARTSTORE HOME' (highlighted), 'PARTS BOOK (SIS)', 'OTHER PARTS BOOKS', and 'RESOURCES'. The main content area is divided into several sections:

- ORDER PARTS**: A button with the text 'Start here if you know your part numbers.'
- FIND PARTS**: A button with the text 'Start here to look up parts.'
- Have a question?**: Text 'Please contact DEMO DEALER'.
- Go to your shopping cart (0) items**: A link to the shopping cart.
- RESOURCES**: A list of links including 'Preferences', 'PartStore Activity', 'Core Tracking', 'Frequent Order Lists', 'Customer Authority Level Management Tool', and 'Customer Authority Level Pending List (0)'.
- PARTS BOOKS**: A list of links including 'SIS Parts Information', 'General Parts Information', 'Planned Maintenance Checklist', and 'IIPR'.
- CATERPILLAR'S ONLINE PARTS ORDERING SYSTEM**: A large text block.
- CAT FLEXPORTE™ TIRES**: An image of a tire.
- PARTS INFORMATION**: A list of links including 'General specifications', 'Batteries', 'Filters', 'Fluids', 'Ground Engaging Tools', 'Hardware', 'Hydraulics', and 'Seals & O-Rings'. A '... MORE' link is also present.

At the bottom left, there is a 'Policies' link.

PartStore Home Page

The PartStore Home page is the starting point for ordering parts online.

The '**ORDER PARTS**' button will start the user in the parts purchasing process by taking them to the Shopping Cart page. If the user knows the parts to order, this is the starting point to complete the parts order quickly.

The '**FIND PARTS**' button will take the user to the Service Information Services (SIS) to allow them to search for parts by serial number. If the user has a question, they can click on the name of the Caterpillar dealer and they will be taken to the Feedback page, where they will be presented with phone numbers and email addresses to contact their dealer.

The '**Shopping Cart (#)**' will notify the user how many parts currently exist in their Shopping Cart and by clicking on the link they will be taken to the Shopping Cart page.

RESOURCES

The Resources section of the PartStore Home page will list all of the miscellaneous functions available in PartStore.

The '**Preferences**' link will allow users to view and maintain their personal PartStore preferences and default settings.

The '**PartStore Activity**' link is an optional tool that will allow users to view, download and re-order their historical part orders records.

The '**Core Tracking**' link is an optional tool that will allow users to view and download their outstanding Reman core information.

The '**Frequent Order Lists**' link allows users to view, maintain and re-use their personal frequently ordered parts lists.

The '**Customer Authority Level Management Tool**' link is an optional tool that allows companies to create users that can approve parts orders created from other members of their company. The tool also allows for ordering limits to be set for some users.

The '**Customer Authority Level Pending List (##)**' link is an optional tool that lists the parts orders that are awaiting approval.

PARTS BOOKS

The Parts Book section lists the links of the parts catalog available to search and identify parts.

The '**SIS Parts Information**' link allows users to search for parts by serial number using the Service Information System (SIS).

The '**General Parts Information**' link is an optional tool that allows users to search for parts information based on description, categories and part numbers.

The '**Planned Maintenance Checklist**' link is an optional tool that allows users to search for maintenance parts and service tasks that are tied to specific models and maintenance intervals.

The '**NPR**' link is an optional tool that allows users to view part information, such as replacement part numbers, where-used and weight in the Numerical Part record (NPR) application.

PROMOTIONS

The '**Promotional**' link will open a new page and display current marketing and promotional information.

PARTS INFORMATION

The '**Parts Information**' section list links that are available for users to obtain additional marketing and part number information for certain types of parts.

LINKS

A '**Policies**' link may appear and will open another window that will explain the policies set forth by the Caterpillar dealer.

A '**Store Hours**' link may appear and will open another window that will explain the times part pricing, part availability and part ordering may available with the Caterpillar dealer.

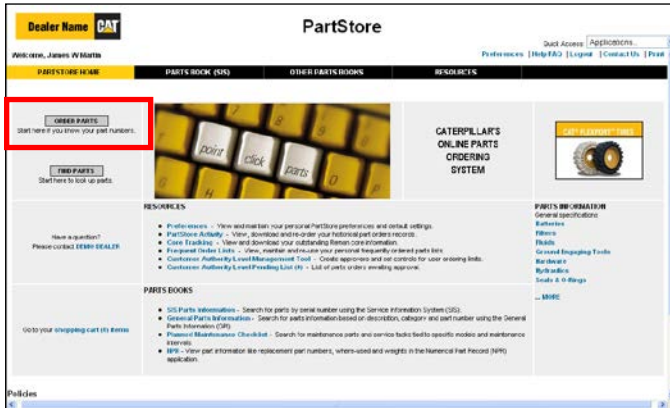
The '**Caterpillar All Rights Reserved**' link will open another window and will explain the copyright and trademark information.

The '**Caterpillar Legal Notices**' link will open another window and will list the disclaimers associated with the site.

The '**Privacy Policy**' link will open another window and will explain how personal information is used and protected.

PartStore - Simple Order Example

PartStore Home Screen



Start Your Order

To get started with you order, click on the “Order Parts” button to begin.

Shopping Cart Screen (Empty)

Provide the Order Information

Choose the account you want billed to in the “Ordered For” drop down.

Select the Store Location you want to pick up or have your order shipped from.

Select the equipment this order is for from the Equipment drop down or enter the serial number in the serial number field.

Fill Your Shopping Cart

Enter the part numbers and desired quantities.

You can also add parts to your order from your Frequent Order Lists by clicking on “Load List” button (optional).

Click the “Update” button to get price and availability information.

Shopping Cart Screen (Completed)

Review the Price and Availability

The Shopping Cart screen shows availability and **your price** for the parts entered.

Availability options are: In Store, Contact Dealer, or store locations the parts are available. “Contact Dealer” tells you to talk to someone at the dealership. The part may be backordered or there may be questions that need to be answered to get you the correct part.

Once finished entering parts, click the “Next” button to continue.

Shipping & Payment Screen

Dealer Name **CAT** PartStore

Quick Access Applications

Order Number: DEMO02 - ACME CONSTRUCTION
Store Location: Store 00
Order Type: Emergency
Will this product be consumed in United States of America? Yes No

PAYMENT INFORMATION

Bill To: ACME CONSTRUCTION
23000 WEST HIGHWAY 32
METRO CITY USA 12344

Payment Method: Dealer Credit

Purchase Order Number: P00002345

SHIP ORDER INFORMATION

Delivery Preference: Pick Up Order Ship Order Deliver to Drop Box

Pick Up Address: DEMO DEALER
PARTS PICKUP ADDRESS
2516 N WILSON DRIVE, PEORIA, IL
NEXT TO FIRE STATION
CALL 089675-1269

Pick Up Options: [Select]

Pick Up Instructions: None

Special Instructions: []

Enter Shipping & Payment Info

Select the payment method from the drop down.

Enter your PO Number if that is required (Optional).

Select your delivery preference and specify any special instructions.

Click the “Next” button to continue.

Review & Place Order Screen

Dealer Name **CAT** PartStore

Quick Access Applications

Welcome, James W Martin

PARTS STORE HOME PARTS BOOK (SIS) OTHER PARTS BOOKS RESOURCES

Shipping Cart Payment & Shipping Review & Place Order

ORDER INFORMATION

Dealer: DEMO DEALER
Store Location: Store 00
Order Type: Emergency
Payment Method: Dealer Credit
Purchase Order Number: P00002345

EQUIPMENT INFORMATION

Equipment: [Select]
Model: []
Manufacturer: []
Serial Number: []

ACCOUNT INFORMATION

Ordered for: DEMO02 - ACME CONSTRUCTION
Order Placed By: James W Martin
Email: Martin_James_WJ@cat.co
Phone Number: +1 565 111 1111

SHIPPING INFORMATION

Pick Up Address: DEMO DEALER
PARTS PICKUP ADDRESS
2516 N WILSON DRIVE,
PEORIA, IL
NEXT TO FIRE STATION
CALL 089675-1269
Pick Up Options: Cust WILL CALL

BILLING INFORMATION

Bill To: ACME CONSTRUCTION
23000 WEST HIGHWAY 32
12344

PART LIST

Review the Order

The top half of the Review & Place Order screen has account and shipping information you have provided for this order.

The equipment information, contact information, and special delivery instructions can be modified.

The bottom half of the Review & Place Order screen has the parts being purchased on this order.

You can “Save” the order as a Frequent Order List if you think this is something you will order again.

Once the order has been verified, click the “Place Order” button to place the order.

Dealer Name **CAT** PartStore

Quick Access Applications

PART LIST

EMPTY SAVE PREVIOUS PLACE ORDER

QUANTITY	PART NUMBER	PART NAME	SERIAL NUMBER	QUANTITY AVAILABLE	AVAILABILITY	UNIT PRICE (USD)	EXTENDED PRICE (USD)
3	3 9T-6416 *	SEAL		3	Back Order	3.00	9.00
4	4 1R-0716 *	FILTER A		4	Shipped 2 days	17.50	70.00
2	2 9T-2238	VALVE A		2	As/land 2 days	23.28	46.56
Order Sub-total							126.00
Shipping/Miscellaneous							0.00
LOCAL TAXES							12.00
Total Taxes							138.00
Total							138.00

EMPTY SAVE PREVIOUS PLACE ORDER

Notes:
* Denotes required field
Part Names may vary from the name shown on your Part List
- Non-Returnable Parts - Click here for more information
- Exceptions/REMAN: If you have any questions about your order, please contact the store where you placed your order. REMAN cases must be returned within 60 days or full core credit may not apply, even if the case made full core credit return.
- JPS Orders received by 12:30 p.m. shipped same day - Click here for more information
- Orders subject to freight - Click here for more information
- Freight charges are not included in total due - Click here for more information
- For problems with the system

Order Confirmation Screen

The screenshot shows the PartStore web application interface. At the top left, there is a logo for 'Dealer Name CAT'. The main header area includes 'PartStore' and a 'Quick Access' dropdown menu with 'Applications...' selected. Below the header, there is a navigation bar with links for 'PARTSTORE HOME', 'PARTS BOOK (HS)', 'OTHER PARTS BOOKS', and 'RESOURCES'. A secondary navigation bar contains 'NEW ORDER' and 'VIEW ORDER SUMMARY' buttons. The main content area is titled 'ORDER CONFIRMATION' and displays the following information: 'Demodealer - Store 00', 'Order Number: 00CZ31000', and 'Was processed for: ACME CONSTRUCTION'. Below this, there are several sections of text: a questionnaire about business system integration, a section titled 'PartStore Integrated Procurement' describing the service since 2001, and a list of process improvements including Ordering, Shipping/receiving, and Invoicing/verification.

Review the Order Confirmation

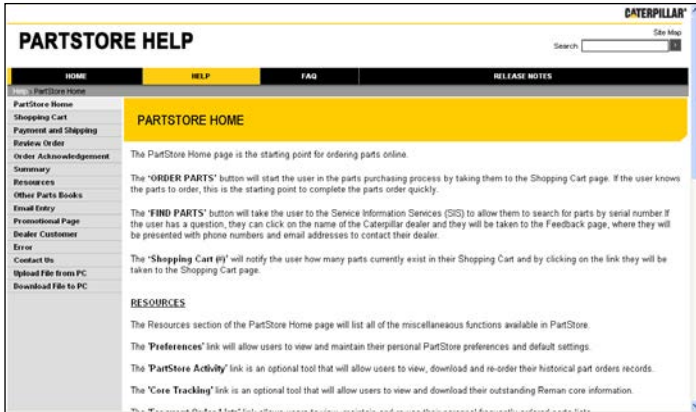
The order will be placed and you will receive an order confirmation.

If your preference is set, you will also receive an order confirmation email. Click "View Order Summary" to view details of this order.

Click "New Order" to start a new order.

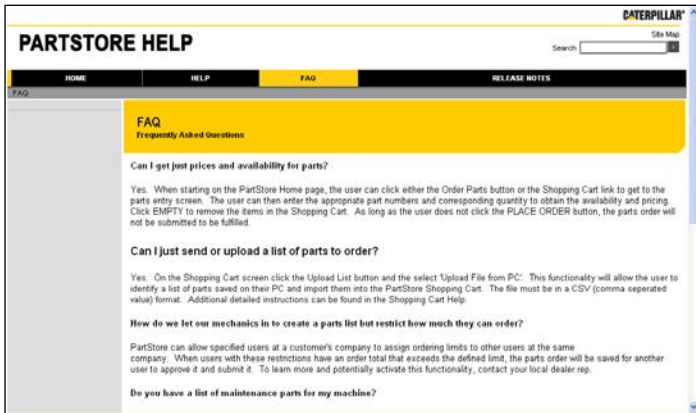
PartStore Help

Help is always available in PartStore. Selecting the “Help/FAQ” link at the top of each screen will bring up PartStore help. For most PartStore screens, selecting the “Help/FAQ” link will bring up help for that screen.



You can navigate the help by selecting a topic from the menu on the left.

When you are done, close the help window to return to PartStore.



Answers to frequently asked questions (FAQs) can be found under the “FAQ” tab.

When you are done, close the help window to return to PartStore.

Order Exceptions and Buildable Hose Assemblies

You may see these messages when you click “Update” or “Next” on the Shopping Cart screen. These appear when PartStore needs more information or it want to tell you something about the parts you have entered.

The screenshot shows the PartStore interface with a shopping cart containing one item. The 'Source of Supply' section is highlighted, showing two options: 'CATERPILLAR' and 'MISCELLANEOUS'. The 'CATERPILLAR' option is selected.

SELECT	QUANTITY	PART NUMBER	PART NAME	SOURCE OF SUPPLY	QUANTITY AVAILABLE	AVAILABILITY	UNIT PRICE (USD)
<input checked="" type="radio"/>	1	2T-0685	HOSE A	CATERPILLAR	1	Buildable hoses- 12hours	82.10
<input type="radio"/>	1	2T0685	HOSE A	MISCELLANEOUS	1	Contact Dealer	80.84

Source of Supply

There are multiple sources that have the same part number. You need to select the part you want to order.

Once you have made your selection, click the “Next” button to continue.

The screenshot shows the PartStore interface with a shopping cart containing one item. The 'Indirect Replacement' and 'Alternate Parts' sections are highlighted. The 'Indirect Replacement' section shows a message that the part is not available for online ordering. The 'Alternate Parts' section shows two alternative parts: 'Original' and 'Remanufactured'.

QUANTITY	PART NUMBER	PART NAME	AVAILABILITY	UNIT PRICE (USD)
1	1V-4875 IPR	LINE8 GRP	Indirect Replacement Back Ordered	431.83

QUANTITY	PART NUMBER	PART NAME	NEW ORDER QUANTITY	NEW PART NUMBER	NEW PART NAME	AVAILABILITY
1	191-3023 IPR	INJECTOR GP-	1	211-3023 IPR	INJECTOR GP-	Back Ordered

QUANTITY	PART NUMBER	PART NAME	AVAILABILITY	UNIT PRICE (USD)
1	1W-1695 IPR	PUMP GRP	Evansville	366.23
0	0R-3537 IPR	PUMP GP	In Site	191.16
		CORE DEPOSIT**		153.22

Indirect Replacement

The part number you provided cannot be purchased from PartStore. More information is required. Call the dealer’s parts counter.

The part will be automatically removed for the PartStore Shopping Cart.

Replaced Parts

The part you specified has been automatically replaced by another part number.

The PartStore Shopping Cart will be updated to show the new part number.

Alternate Parts

The part you specified has alternatives available such as used, remanufactured, or classic parts.

If you want the alternate part, change the quantity of the original and the alternate.

Click the “Next” button to update the Shopping Cart.

Dealer Name **CAT** PartStore

Welcome, James W.Martin [Preferences](#) [Help/FAQ](#) [Logout](#) [Contact Us](#) [Print](#)

PARTS STORE HOME PARTS BOOK (PIS) OTHER PARTS BOOKS RESOURCES

Shipping Cart Payment & Shipping Review & Place Order

Part Exceptions Hose Assembly

QUANTITY	PART NUMBER	PART NAME	AVAILABILITY	UNIT PRICE (USD)
<input type="text" value="1"/>	2T-0665	HOSE A	Buildable hoses-12hours	62.10
HOSE GROUP 1 ASSEMBLY QUANTITY				
<input type="text" value="0"/>	1241982	PERM STEM		7.90
<input type="text" value="0"/>	1226990	HOSE	HOSE LENGTH: 31.5 HOSE LENGTH UNIT OF MEASURE: IN INNER DIAMETER: 0.6 ANGLE ORIENTATION: 120	.25
HOSE GROUP 2 ASSEMBLY QUANTITY				
<input type="text" value="0"/>	1242099	PERM STEM		17.34
<input type="text" value="0"/>	435267	SEAL		.08

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Buildable Hose Assembly

If you have your own hose press you can buy the individual parts and assemble your own hose. The default is to buy the built hose.

If you want to buy the individual pieces, change the quantity of the built hose to zero and order the individual pieces you need.

If you do not have the proper hose building equipment, you should accept the default and purchase the built hose.

Click the "Next" button to update the Shopping Cart.