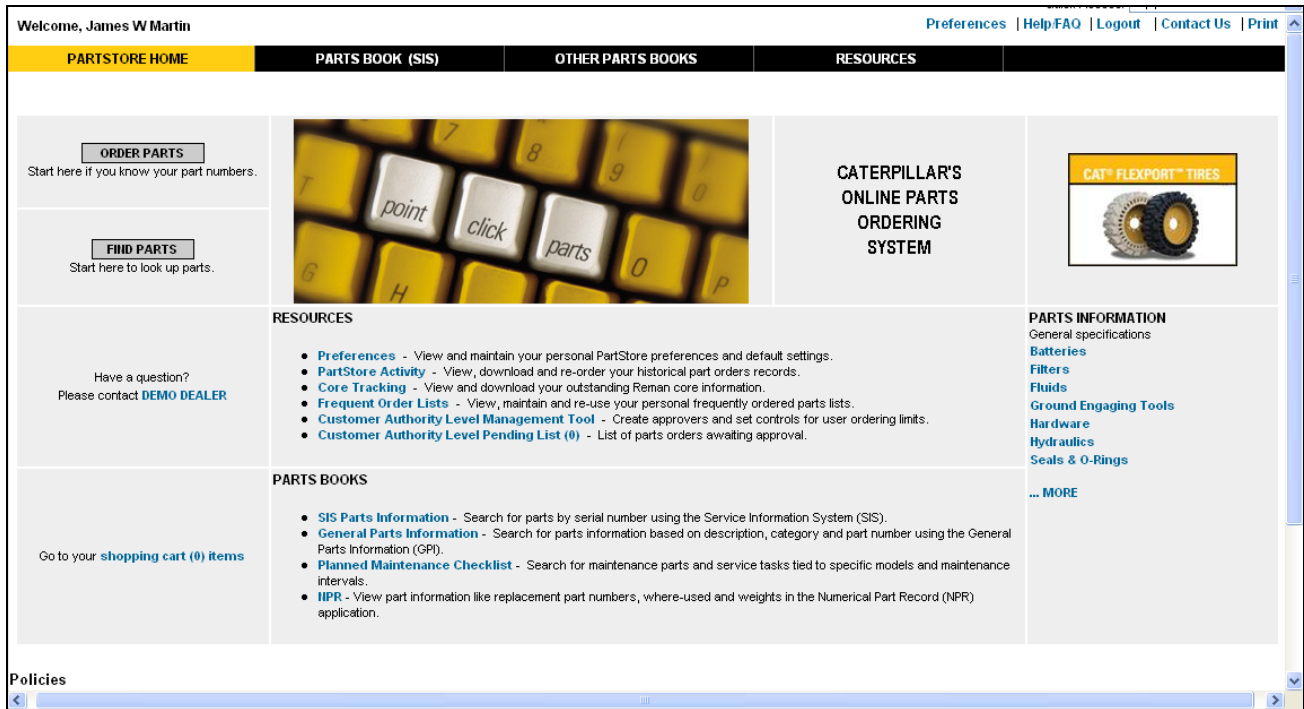


PartStore Customer Cheat Sheet



The screenshot shows the PartStore Home Page with a navigation bar at the top containing 'PARTSTORE HOME', 'PARTS BOOK (SIS)', 'OTHER PARTS BOOKS', and 'RESOURCES'. The main content area is divided into several sections: 'ORDER PARTS' with a button and text 'Start here if you know your part numbers.', 'FIND PARTS' with a button and text 'Start here to look up parts.', 'CATERPILLAR'S ONLINE PARTS ORDERING SYSTEM' with a keyboard image, 'RESOURCES' with a list of links, 'PARTS INFORMATION' with a list of categories, and 'PARTS BOOKS' with a list of search options. A 'shopping cart (0) items' link is also visible. The page footer includes 'Policies' and a browser navigation bar.

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

PARTSTORE HOME | **PARTS BOOK (SIS)** | **OTHER PARTS BOOKS** | **RESOURCES**

ORDER PARTS
Start here if you know your part numbers.

FIND PARTS
Start here to look up parts.

Have a question?
Please contact [DEMO DEALER](#)

Go to your [shopping cart \(0\) items](#)

RESOURCES

- [Preferences](#) - View and maintain your personal PartStore preferences and default settings.
- [PartStore Activity](#) - View, download and re-order your historical part orders records.
- [Core Tracking](#) - View and download your outstanding Reman core information.
- [Frequent Order Lists](#) - View, maintain and re-use your personal frequently ordered parts lists.
- [Customer Authority Level Management Tool](#) - Create approvers and set controls for user ordering limits.
- [Customer Authority Level Pending List \(0\)](#) - List of parts orders awaiting approval.

PARTS INFORMATION
General specifications

- [Batteries](#)
- [Filters](#)
- [Fluids](#)
- [Ground Engaging Tools](#)
- [Hardware](#)
- [Hydraulics](#)
- [Seals & O-Rings](#)
- [... MORE](#)

PARTS BOOKS

- [SIS Parts Information](#) - Search for parts by serial number using the Service Information System (SIS).
- [General Parts Information](#) - Search for parts information based on description, category and part number using the General Parts Information (GPI).
- [Planned Maintenance Checklist](#) - Search for maintenance parts and service tasks tied to specific models and maintenance intervals.
- [NPR](#) - View part information like replacement part numbers, where-used and weights in the Numerical Part Record (NPR) application.

CATERPILLAR'S ONLINE PARTS ORDERING SYSTEM

CAT® FLEXPORT™ TIRES

Policies

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 Wheeler Machinery.

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 Wheeler Machinery.

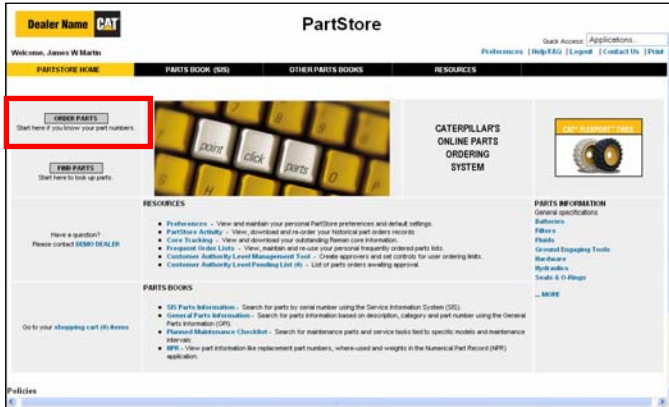
The '**Caterpillar All Rights Reserved**' link will open another window and will explain the copyright and trademark information.

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.

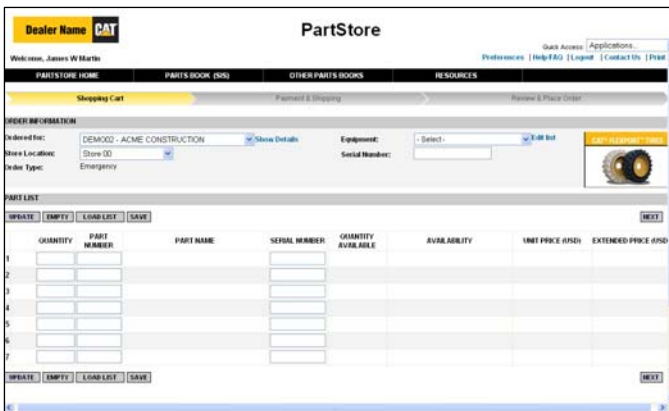
PartStore - Simple Order Example

PartStore Home Screen



Click on the "Order Parts" button to begin your order

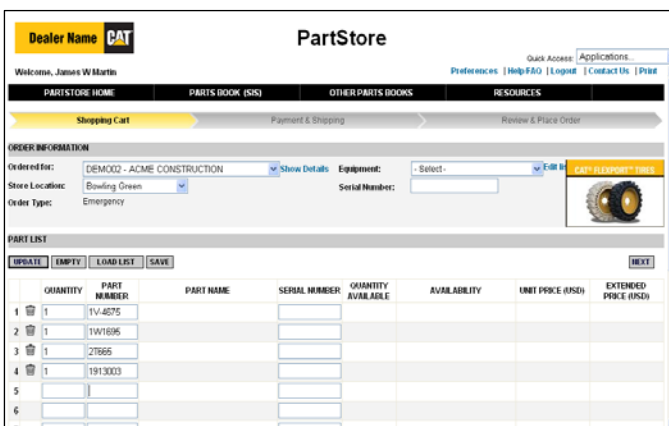
Shopping Cart Screen (Empty)



Choose the account you want to have the order 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.



Enter the part numbers and desired quantities.

You can get price and availability by clicking the "Update" button (optional).

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

Click on the "Next" button to continue the order process.

Order Exception Screens (Optional)

Dealer Name **CAT** PartStore

Welcome, James W Martin

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

Shopping Cart Payment & Shipping Review & Place Order

Source of Supply

Source of Supply - You have the option of choosing different sources for these part numbers

SELECT	QUANTITY	PART NUMBER	PART NAME	SOURCE OF SUPPLY	QUANTITY AVAILABLE	AVAILABILITY	UNIT PRICE (USD)
<input checked="" type="radio"/>	1	2T-0665	HOSE A	CATERPILLAR	1	Buildable hoses-12hours	62.10
<input type="radio"/>	1	2T0665	HOSE A	MISCELLANEOUS	1	Contact Dealer	60.84

Notes:
 * Denotes required field
 ** - Exception/REMARK: If you have any questions about your order, please contact the store where you placed your order. REMAN cover must be returned within 90 days or full core credit may not apply, even if the core meets full core credit criteria.

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If there are any alternate sources of supply for the part order, look through them and make the appropriate selection.

If there are no alternative sources of supply, you will not see this screen.

Once the desired option is selected, click the “Next” button to continue with the order process.

Dealer Name **CAT** PartStore

Welcome, James W Martin

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

Shopping Cart Payment & Shipping Review & Place Order

Part Exceptions Hose Assembly

Indirect Replacement - The following parts are not available for online ordering and will not be added to your shopping cart. Please contact us to order.

QUANTITY	PART NUMBER	PART NAME	AVAILABILITY	UNIT PRICE (USD)
1	1V-4875 HP	LINE'S GRP	Indirect Replacement Back Ordered	431.63

Replaced Parts - The following parts were automatically replaced

QUANTITY	PART NUMBER	PART NAME	NEW ORDER QUANTITY	NEW PART NUMBER	NEW PART NAME	AVAILABILITY
1	191-3003 HP	INJECTOR GP-	1	211-3023 HP	INJECTOR GP-	Back Ordered

Alternate Parts - Select from the offered alternatives.

QUANTITY	PART NUMBER	PART NAME	AVAILABILITY	UNIT PRICE (USD)
<input type="text" value="1"/>	1W-1695 HP	PUMP GRP	Evanoville	366.23
<input type="text" value="0"/>	0R-3537 HP	PUMP GP	In Store	191.16
		CORE DEPOSIT **		153.22

Notes:
 * Denotes required field
 ** - Exception/REMARK: If you have any questions about your order, please contact the store where you placed your order. REMAN cover must be returned within 90 days or full core credit may not apply.

This screen shows part numbers that have been replaced or have alternates such as used, reman, or classic parts. Please read and follow the instructions in the gray horizontal bars.

If there are no exceptions, you will not see this screen.

Once the desired option is selected, click the “Next” button to continue with the order process.

Dealer Name **CAT** PartStore

Welcome, James W Martin

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

Shopping 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"/>	1	1241992	PERM STEM	7.90
<input type="text" value="0"/>	IN	32	1226890	HOSE
			HOSE LENGTH: 31.6 HOSE LENGTH UNIT OF MEASURE: IN INNER DIAMETER: 0.5 ANGLE ORIENTATION: 120	25
HOSE GROUP 2 ASSEMBLY QUANTITY				
<input type="text" value="0"/>	1	1342099	PERM STEM	17.34
<input type="text" value="0"/>	1	45267	SEAL	88

Notes:
 * Denotes required field
 ** - Exception/REMARK: If you have any questions about your order, please contact the store where you placed your order. REMAN cover must be returned within 90 days or full core credit may not apply.

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This screen shows a buildable hose assembly. If you have your own hose press you can buy the individual parts and assemble your own hose or order the fully assembled hose.

Click the “Next” button to order the fully assembled hose or adjust the quantities to order the individual parts.

Shopping Cart Screen (Completed)

QUANTITY	PART NUMBER	PART NAME	SERIAL NUMBER	QUANTITY AVAILABLE	AVAILABILITY	UNIT PRICE (USD)	EXTENDED PRICE (USD)
1	1W-1695	PUMP GRP		1	Contact Dealer	368.23	368.23
2	2T-0965	HOSE A*		1	Buildable hoses-12hours	62.10	62.10
3	211-3023	INJECTOR GP*		1	Contact Dealer	489.95	489.95
4							
5							
6							

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

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 with the order process.

Shipping & Payment Screen

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 with the order process.

Review & Place Order Screen

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

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

QUANTITY	PART NUMBER	PART NAME	SERIAL NUMBER	QUANTITY AVAILABLE	AVAILABILITY	UNIT PRICE (USD)	EXTENDED PRICE (USD)
3	8T-5416 *	SEAL		3	Back Order	3.08	9.2
4	1R-0716 *	Notes: FILTER A		4	Shipped 2 days	17.56	70.2
2	8T-2238	VALVE A		2	Ahead 2 days	23.29	46.6
Order Sub-total							126.0
Shipping/Miscellaneous							0.0
LOCAL TAXES							12.0
Total Taxes							12.0
Total							138.0

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 regularly.

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

Order Confirmation Screen

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

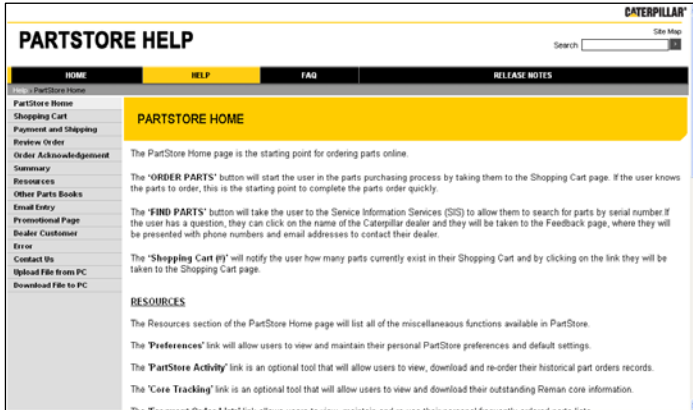
If your preference is set, you will also receive an order confirmation email.

Click “View Order Summary” to view details of this order.

Click “New Order” to start a new order.

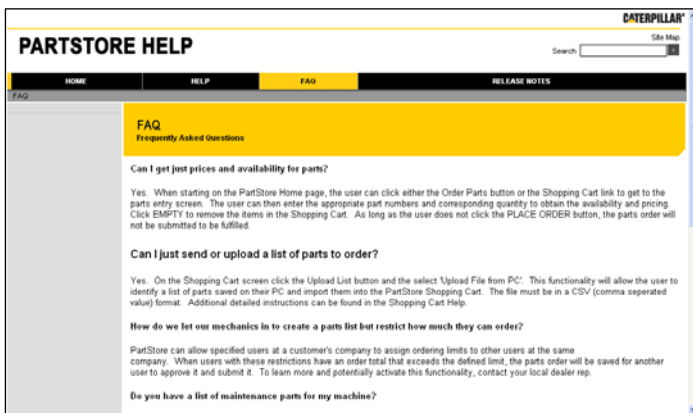
PartStore Help

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.