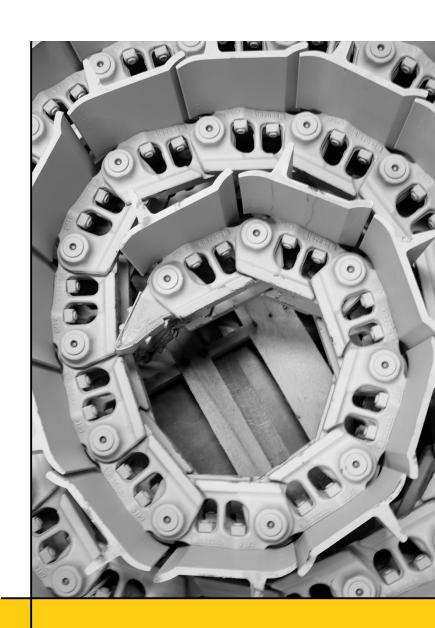


TABLE OF CONTENTS

- Parts.cat.com values
- Why buy parts online?
- Alternative solution: Integrated Procurement
- 06 Register & sign in
- Search for parts
- Finalize purchase
- 41 Control account settings
- Advanced functionalities
- Organization & users
- Resources & support



PARTS.CAT.COM VALUES



FAST CHECKOUT

- Access millions of genuine Cat® part numbers and add them to the cart.
- Use Instant Access to find pricing/availability and purchase parts from a local Cat® dealer.
- Pre-existing Instant Access customers can log in with their Instant Access ID, view pricing, and dealer-specific setup.
- Swiftly order dealer parts via Quick Order.



ORDER MANAGEMENT

- Get access to Service Information System (SIS).
- Manage account information and shopping preferences.
- Alternate parts (Cat® Reman and General Duty) are offered alongside new options.
- Easily control your organization's parts orders with the Customer Authority Management (CAM) feature on Parts.cat.com.



SUPPORT

- Cross-sell select products.
- Experience time-saving features, such as Saved Lists and Shopping Preferences.
- Search by equipment serial number to access parts manuals service information.

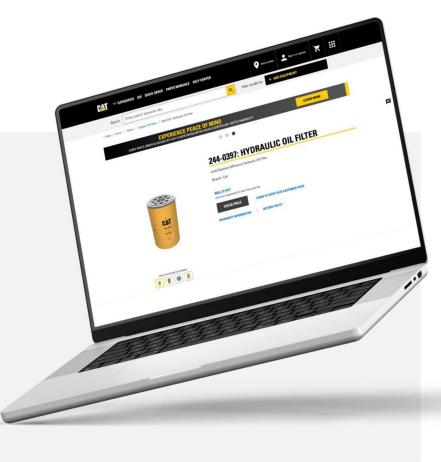
WHY BUY PARTS ONLINE?

CUSTOMER BENEFITS

- Ease of doing business
- Intuitive order process
- Real-time price and availability
- Access to place orders 24x7
- Help finding a local dealer
- Easy order entry, like loading part numbers from list
- Customer-specific pricing
- Accessible on mobile devices

DEALER BENEFITS

- Online purchasing is a lower transaction cost than over-the-counter
 - Customers can place orders after hours (extended coverage)
- Increased customer satisfaction by lowering parts counter "on hold" times
- Ability to cross-sell/up-sell
- Dealers with a higher online presence have a higher overall parts sales growth rate



ALTERNATIVE SOLUTION:

INTEGRATED PROCUREMENT

Do you have a large, multinational corporate account with an internal business system, purchasing a high volume of parts every year? You should consider **Cat® Integrated Procurement (IP)**.

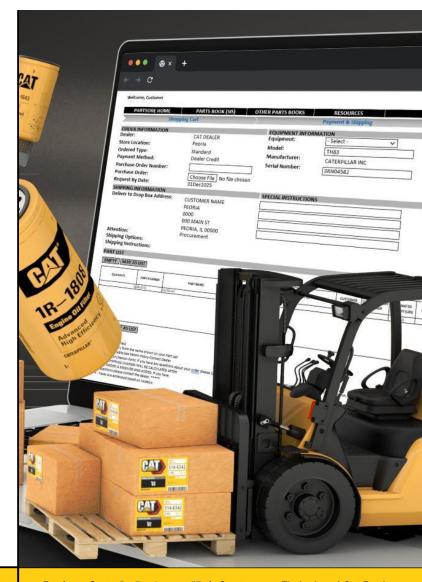
This business-to-business solution provides a direct integration between the customer business system and the dealer ERP, allowing the customer to remain in their system to purchase parts.

Key Benefits:

- Reduction in transactional cost for customers and dealers
- Convenient, latest pricing and availability from dealers

Key Transactions:

- Supplier Hosted Catalog (aka Punchout)
- Purchase Order
- Price and Availability Inquiry
- Electronic Parts Invoice

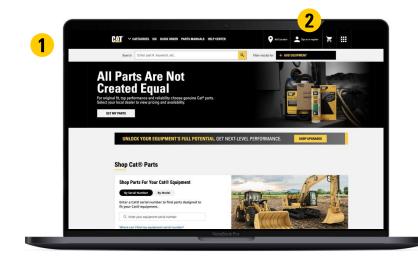


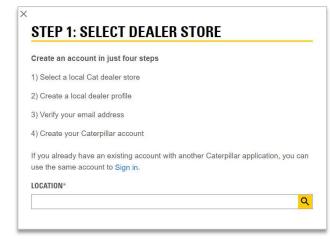
Dealers: Go to CatDealer.com/IP | Customers: Find a Local Cat Dealer

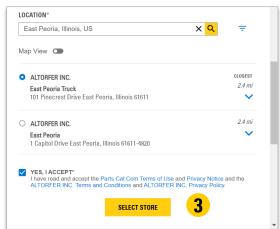


REGISTER

- 1 Go to Parts.cat.com.
- 2 Click on the 2 icon at the top of the homepage.
- Type in the user's location, choose a local dealer, and click SELECT STORE.

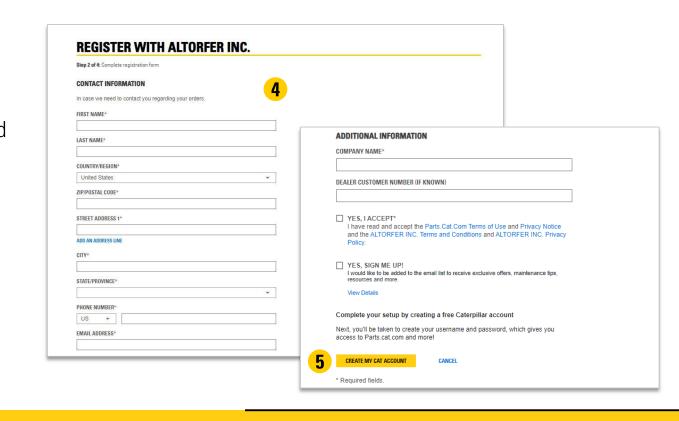






REGISTER (CONT.)

- Fill out all registration information completely.
 Checkmark the Terms of Use and Privacy Statement inbox.
 Checkmark YES if you wish to receive future marketing communications.
- 5 Click on CREATE MY CAT® ACCOUNT.



REGISTER (CONT.)

6 Users should check their inbox for an email confirmation after registering on Parts.cat.com.



Note: The final look of this email confirmation has not launched yet but will soon.



Thank you for registering.

Welcome [Registered First Name] [Registered Last Name],

Your registration was successful.

The username you selected is: [Registration user name]

Use this login information when using <u>Parts.cat.com</u> to take advantage of the tools provided with your account.

Your Caterpillar account is the single account you can use to log in to select Cat® applications including:

- <u>Cat.com</u>: Explore products. Set site-wide preferences, set a preferred dealer, and streamline materials requests.
- <u>Cat Central</u> mobile app* Tap into genuine Cat parts on the go with personalized features to help you find whatever you need.
- <u>Parts.cat.com</u>: Shop online and experience enhanced tools for faster checkout, managing orders and more.
- VisionLink Delivers insights to help you maximize uptime, increase utilization, lower overall owning & operating costs, and more for all your assets.

This is an automatically generated e-mail. Please do not reply to sender. If you need immediate assistance, please contact us at:

[Dealer name]

[Street address]

[County]

Zin code

[Zip code]

[Country] [Dealer email]

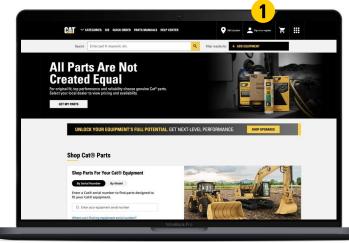
[Dealer phone number]

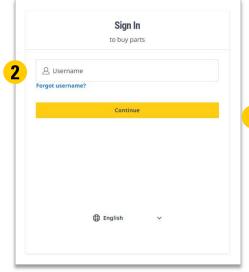
*The Cat Central App is not available in all regions. Check for availability.

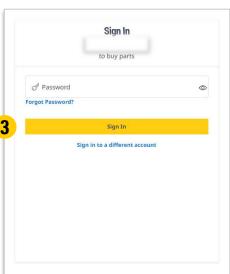
SIGN IN

- 1 Click on the 2 icon at the top of the homepage.
- **2** Type in the user's username and password.
- 3 Click on SIGN IN.

The user is now signed in to their Parts.cat.com account.







SIGN IN (CONT.)

To switch a user's account or dealer store:

- 1 Click on the My Account icon and select CHANGE ACCOUNT/STORE.
- 2 Change the necessary fields and click **CONTINUE**.



Note: If a new user has just registered, the dealer needs to first configure their user account. Once it has been granted, the dealer will notify the user. The CWS ID they will receive will also grant the user access to all Caterpillar applications (i.e., VisionLink), subject to acceptance of application-specific terms & conditions, as applicable.



DEALER*	
Demodealer	
ADD A DEALER	
CUSTOMER NUMBER*	
123456 - TEST ACCOUNT	•
STORE LOCATION*	
Store 02	•

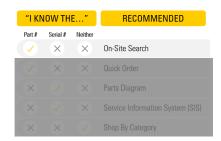


HOW TO SEARCH FOR PARTS

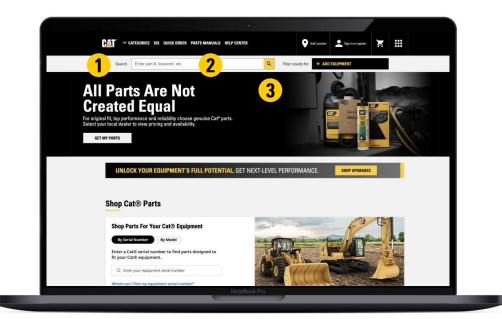
"I KN	"I KNOW THE"		RECOMMENDED
Part #	Serial #	Neither	
	X	X	On-Site Search
✓	X	X	Quick Order
X	✓	X	Parts Diagram
X	✓	X	Service Information System (SIS)
X	×	✓	Shop By Category



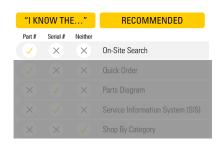
ON-SITE SEARCH



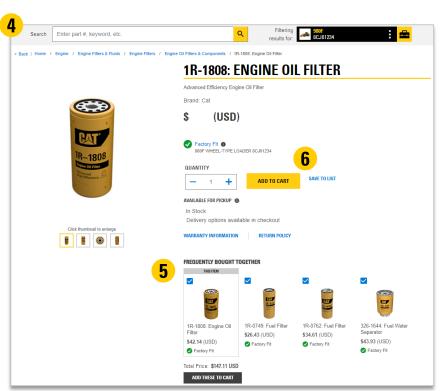
- 1 On the homepage, click on the top search bar.
- **2** Type in a part number or keyword.
- **3** Press **ENTER** or click the Q button.



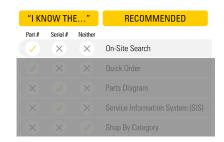
ON-SITE SEARCH (CONT.)

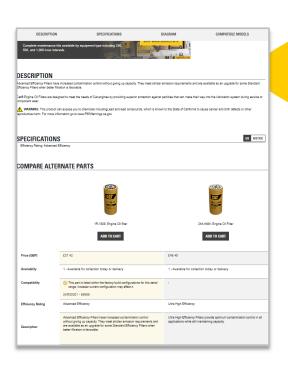


- On the Product Detail Page (PDP), review the part's full description, specifications, diagram, and compatible models by scrolling down.
- **5** Additionally consider other frequently bought together parts.
- 6 Select ADD TO CART.



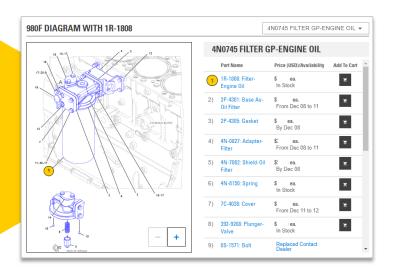
ON-SITE SEARCH (CONT.)



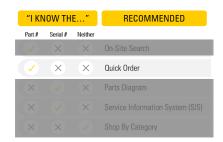


Compare alternate parts and consider upgrade.

- Possibility to view Entire Group category and select desired parts.
- Hover over the part to see it on diagram.
- Zoom in or out in the diagram using □ •.



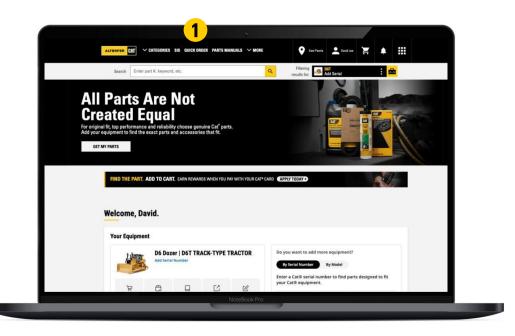
QUICK ORDER



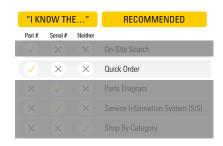
1 On the homepage, click on QUICK ORDER.



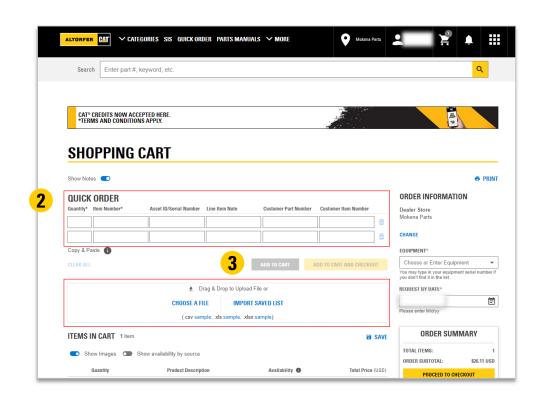
Note: Please keep in mind that users must be logged in on Parts.cat.com to use Quick Order. If they are logged in and do not see Quick Order, please check the Shopping Preferences page to ensure that the setting is turned to "ON."



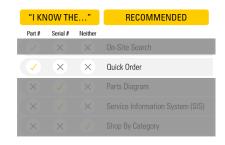




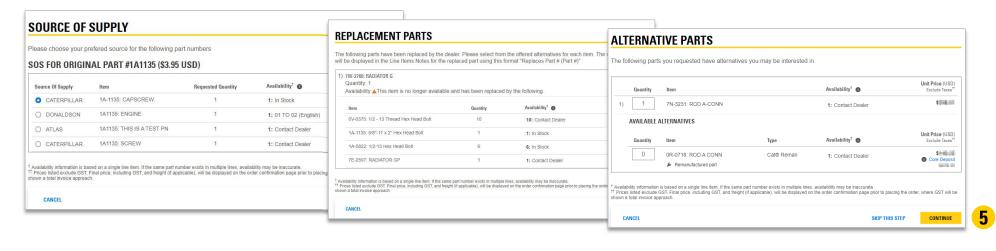
- Manually populate the part's information. OR there are a few other options to add part information: 1) click on IMPORT SAVED LIST; 2) upload a file with CHOOSE A FILE; and 3) drag & drop a parts list.
- 3 Either click on ADD TO CART or ADD TO CART AND CHECKOUT, depending on if the user is ready to complete their order or not.



QUICK ORDER (CONT.)

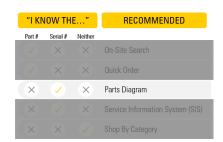


- The user may be redirected to the Alternate, Replacement Parts, and/or Source of Supply screen. If none, skip this step.
- **5** Click on **CONTINUE** and proceed to checkout.

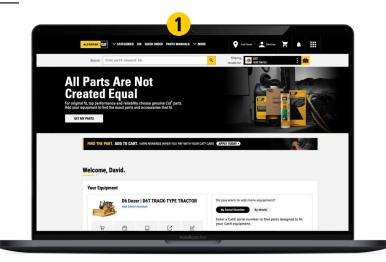




PARTS DIAGRAM

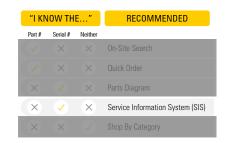


- 1 On the homepage, click on PARTS DIAGRAM.
- Type in the user's equipment serial # (required) and part type (optional). Click on SEARCH.

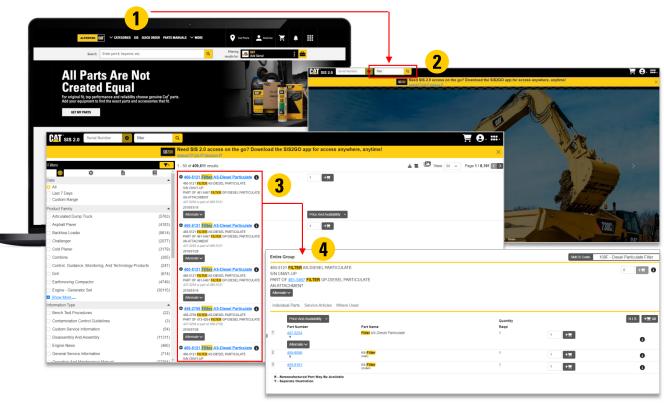


PARTS DIAGE		
PART TYPE Enter part keyword(s) here.	EQUIPMENT* 2	SEARCH
* Required fields		

SERVICE INFORMATION SYSTEM (SIS)

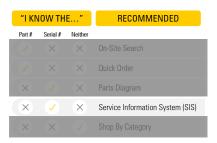


- 1 On the homepage, log in to Parts.cat.com and click on SIS.
- 2 Search for a part by typing in the serial # or a keyword.
- Matching results will display, including alternative parts, price, and availability.
- To view the details of a particular part, click the part link.



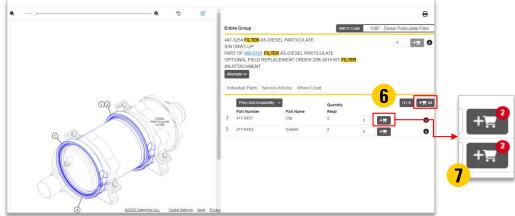
SIS

VIEW DETAILS & ADD TO CART

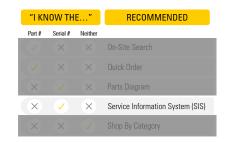


- **5** Click on the part number link to view additional part details.
- 6 Update the quantity and click on the button to add a single part.
- 7 Or click on the TEM button to add all items to the cart.

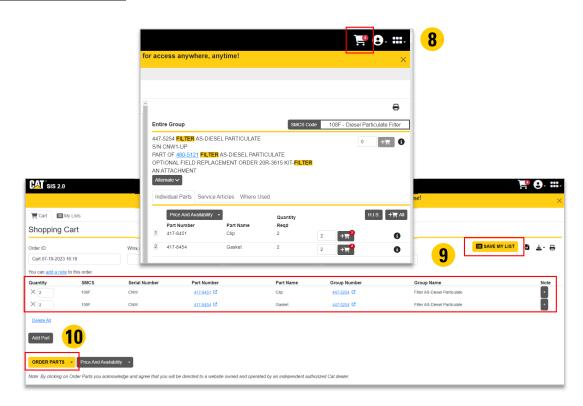




SIS SHOPPING CART

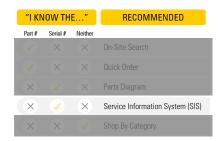


- 8 Items added to the cart will display in the top-right corner.
 Click on the button to display the Shopping Cart page.
- 9 Items added to the cart can also be saved to a list by clicking SAVE MY LIST.
- 10 Click on ORDER PARTS.



SIS

SHOPPING CART (CONT.)

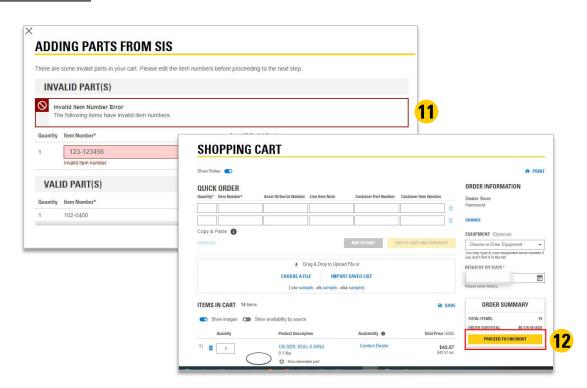


- If a part is not able to return pricing / availability, the user will be notified.

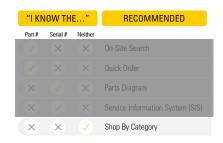
 Update or remove the item before proceeding to the Shopping Cart.
- 12 If all parts are added, the Shopping Cart page will then display. Click on PROCEED TO CHECKOUT.



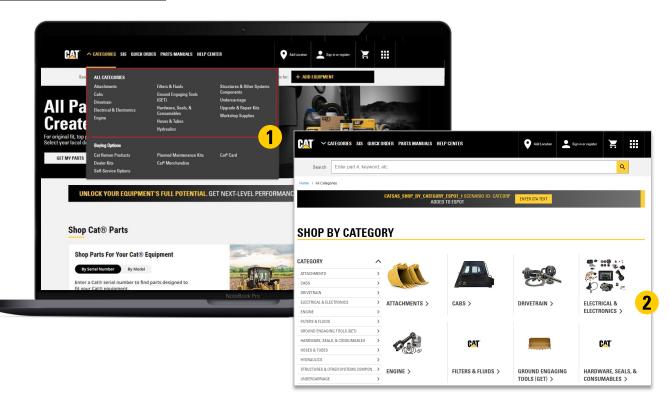
Note: For more information about Saved Lists, please refer to the Saved Lists section on page 58 in this user guide.



SHOP BY CATEGORY



- 1 On the homepage, click on CATEGORIES to display all available top-level categories.
- 2 Choose a category, like Electrical & Electronics, for example.



SHOP BY CATEGORY (CONT.)

"I KNOW THE..."

Part # Serial # Neither

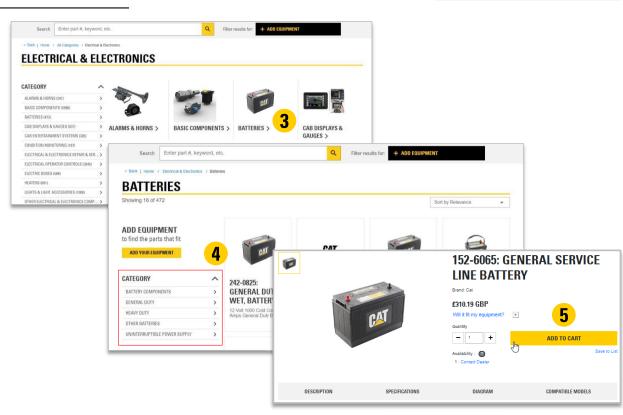
V X X On-Site Search

V X Y Quick Order

X Parts Diagram

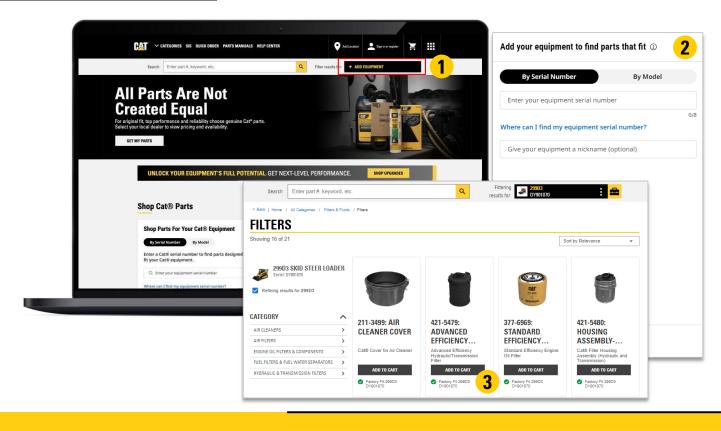
X Service Information System (SIS)

- Choose a subcategory, like Batteries.
- 4 Use the Specifications menu on the left-hand side to select the option that best fits the user's needs.
- **5** Review the part's details and compatibility. Click on **ADD TO CART**.



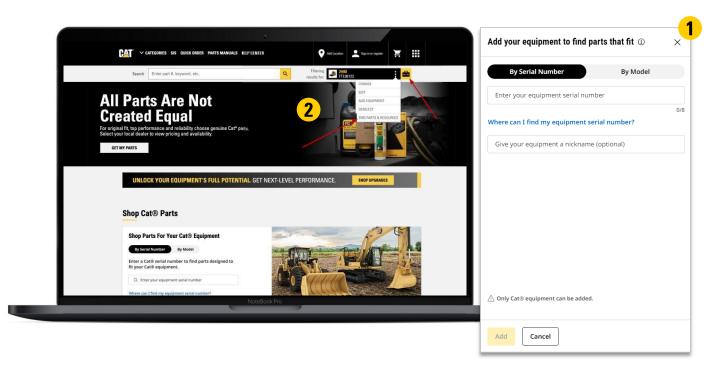
ADD EQUIPMENT TO MY EQUIPMENT

- 1 Click on ADD
 EQUIPMENT in the
 Parts.cat.com homepage.
- 2 Enter the user's Cat® equipment's model or serial # and click ADD.
- Browse for all the parts with the green check mark, verified to exactly fit the user's equipment.



PLANNED MAINTENANCE KITS SEARCH

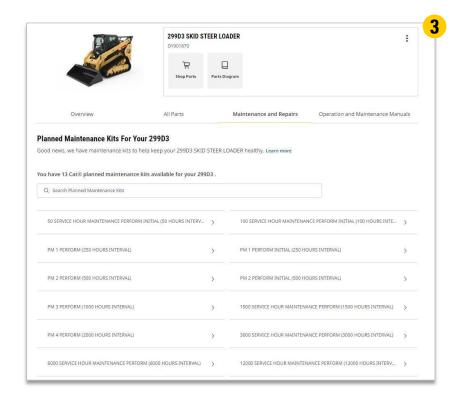
- 1 Click on ADD EQUIPMENT on the homepage. Enter the Cat equipment's model or serial # and click ADD.
- 2 Once you've added your equipment, click on PARTS & RESOURCES or click on the toolbox icon to go to the asset's page.



PLANNED MAINTENANCE KITS SEARCH (CONT.)

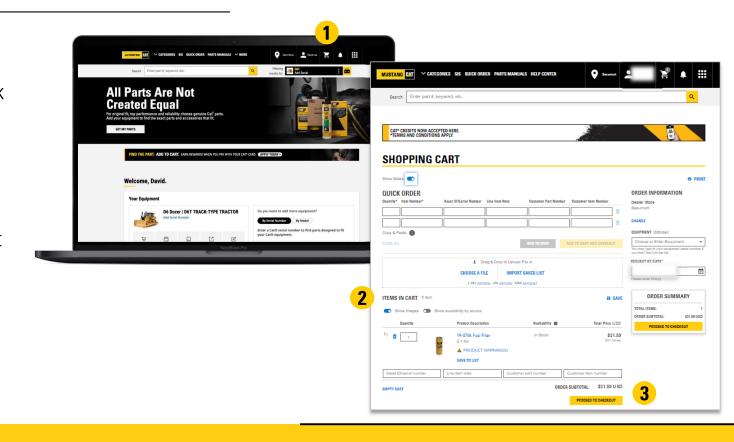
Select a Planned Maintenance Kit of the user's choice based off the equipment they've selected.







- 1 When done adding items to the shopping cart, click on the button in the top-right corner of the homepage.
- 2 Review the shopping cart for order information and items in their cart.
- Click on PROCEED TO CHECKOUT.



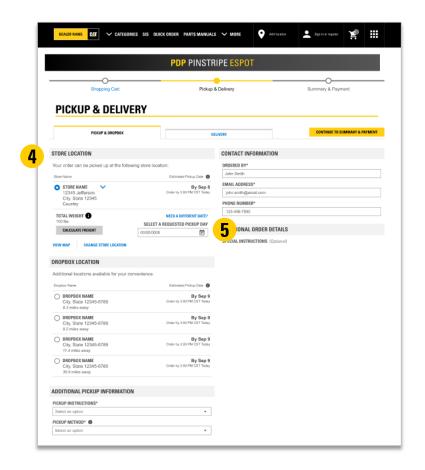
PICKUP

CHECKOUT

- 4 Users should choose a pickup or Dropbox location & fill out any special instructions.
- If the order is needed on a different date, select **NEED A DIFFERENT DATE** and include additional pickup information.



Note: The pickup instruction and pickup method drop-downs vary by dealer. Some use one or the other, some use both.



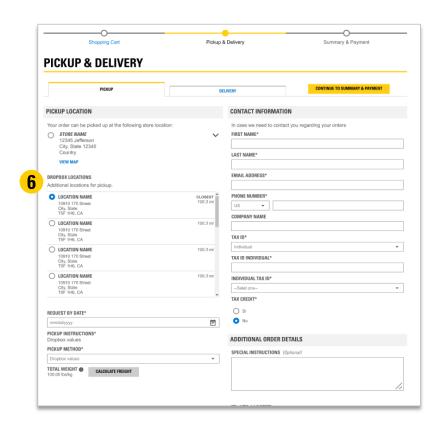
PICKUP

CHECKOUT (CONT.)

- **6 DROP BOX** If enabled for the user, the Drop Box tab will show a list of authorized locations.
 - Select the desired Drop Box.
 - Address is auto-populated.
 - Select shipping options.
 - Fill in any special instructions.

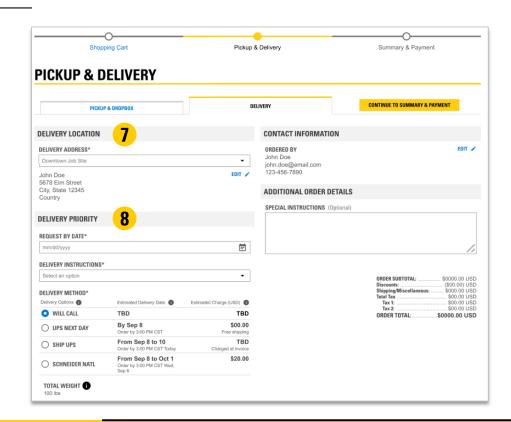


Note: Drop Box is an optional feature that can be set up by the dealer.



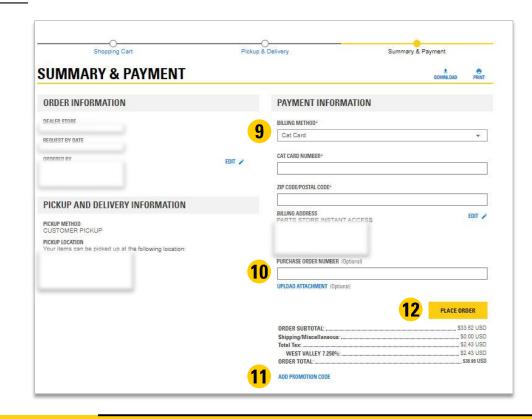
DELIVERY

- **7** Choose a delivery address from the drop-down.
- 8 Select a delivery method. If a different date is needed, select **REQUEST BY DATE**. Fill out any special instructions.



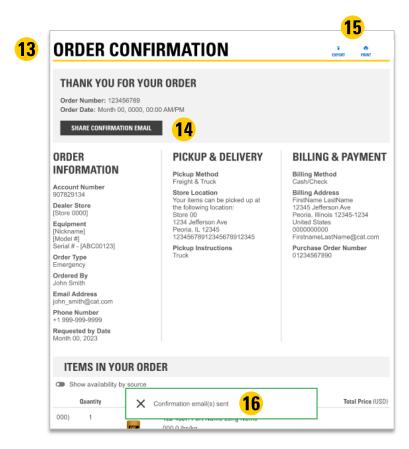
SUMMARY & PAYMENT

- **9** Fill out all billing information.
- 10 PURCHASE ORDER NUMBER Type in the Customer Purchase Order Number (required, depending on the dealer) and Upload Attachment (optional).
- 11 If they have one, add a promotion code.
- 12 Click on PLACE ORDER.



ORDER CONFIRMATION

- After reviewing their order summary and placing the order, an order confirmation screen will pop-up.
- Click SHARE CONFIRMATION EMAIL if the user is interested in sharing their order confirmation with others.
- **15** Export and/or print the order confirmation, if needed.
- 16 They'll also receive an order confirmation email.

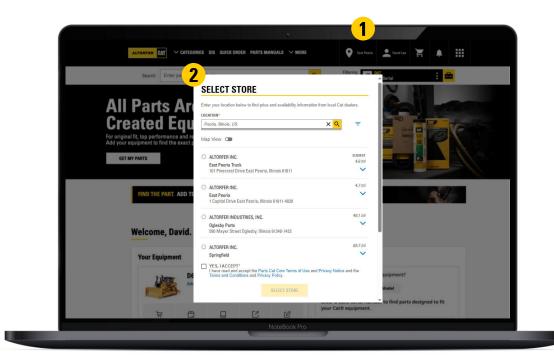


CHECKOUT WITHOUT AN ACCOUNT

- 1 Click on the ADD LOCATION tab at the top of the homepage.
- Type in the user's location, choose a local dealer, and click SELECT STORE.

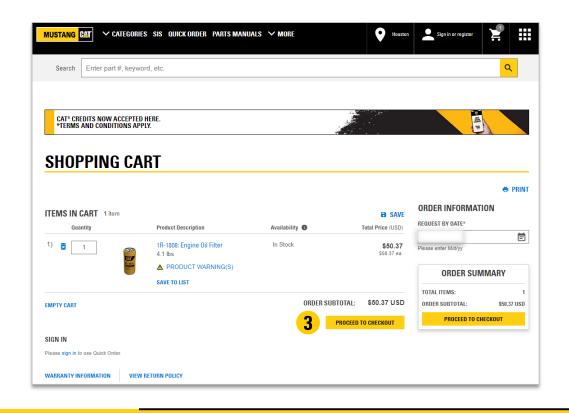


Note: Dealer needs to integrate Instant Access.



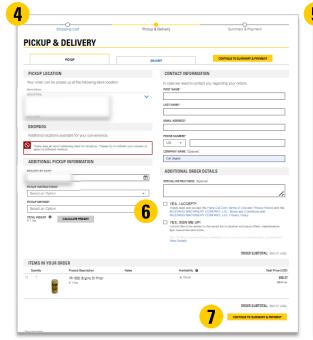
CHECKOUT WITHOUT AN ACCOUNT (CONT.)

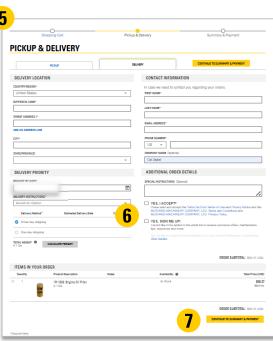
After shopping, go to the Shopping Cart page, review the order, and click on PROCEED TO CHECKOUT or sign in to use Quick Order.



CHECKOUT WITHOUT AN ACCOUNT (CONT.)

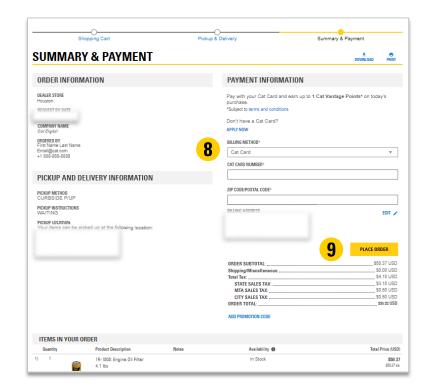
- For Pickup: fill out any instructions, select a pickup method, and include contact information.
- **5** For Delivery: fill out any instructions, select a delivery method and location, and include contact information.
- Tick YES to receive marketing information and accept Terms of Use.
- 7 Click on CONTINUE TO SUMMARY & PAYMENT.





CHECKOUT WITHOUT AN ACCOUNT (CONT.)

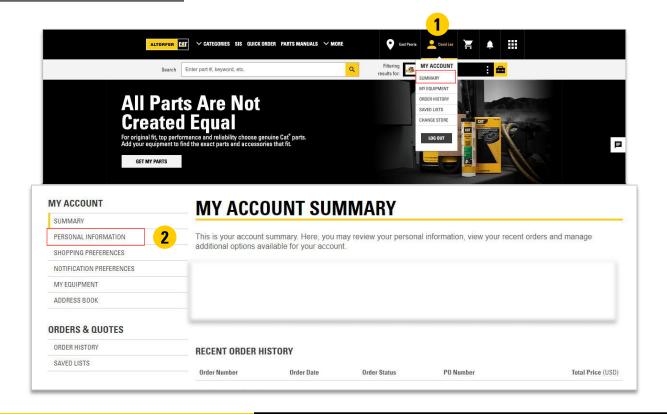
- **8** Fill out all billing information.
- **9** Review the order details. Click on **PLACE ORDER**.





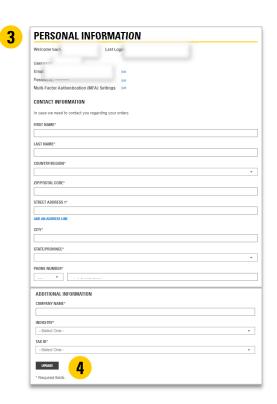
PERSONAL INFORMATION

- 1 Click the button in the topright corner of the navigation menu. Click on SUMMARY under My Account.
- 2 Hover over to the lefthand side navigation and click on PERSONAL INFORMATION.



PERSONAL INFORMATION (CONT.)

- **3** Users can change their information as appropriate.
- 4 Click on **UPDATE**.



CUSTOMIZE SHOPPING PREFERENCES

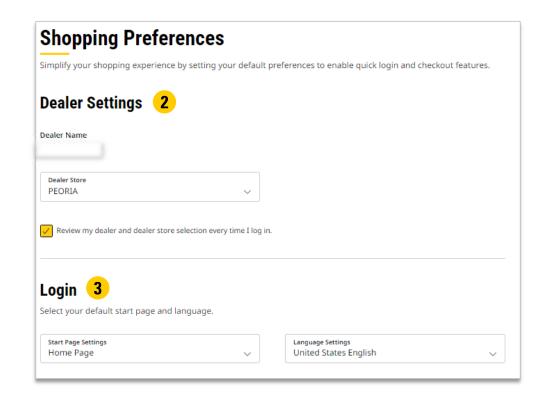
1 On the My Account Summary page, hover over to the left-hand side navigation and click on SHOPPING PREFERENCES.



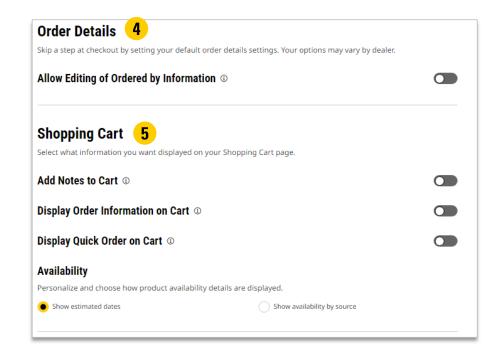
Note: After making changes, these will be the default settings for future orders. However, <u>an individual order can still be changed as needed.</u>



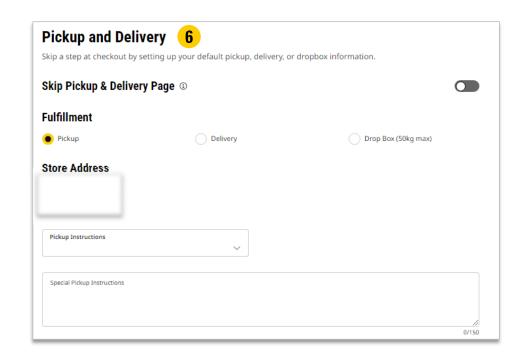
- **2** Dealer Settings:
 - Set up customer number (if applicable).
 - Set up dealer store.
- **3** Login:
 - Type in the user's equipment serial # and order type.
 - Choose homepage settings.
 - Select start page settings.



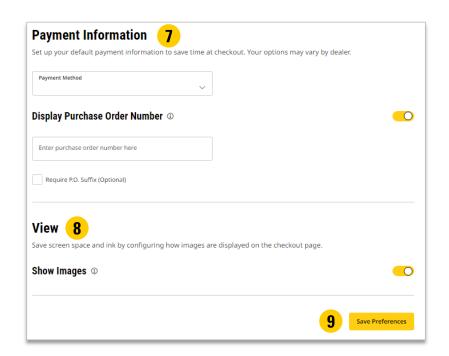
- 4 Order Details:
 - Toggle on if the user wants to edit their Ordered By information during checkout.
- **5** Shopping Cart:
 - Toggle on if the user wants to add a notes section in the cart.
 - Toggle on if the user wants order and equipment details displayed in the cart.
 - Select to show Availability options.



- **6** Pickup and Delivery:
 - Select delivery preference.
 - Select preferred pickup or shipping method.
 - If needed, type in any special instructions that will default on every order.

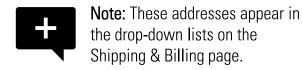


- **7** Payment Settings:
 - Select preferred payment method.
 - Set a Purchase Order Number or PO Prefix to apply to all orders (optional).
- 8 Image Settings:
 - Set default for thumbnail images shown in the Shopping Cart, Order Summary, and Order Confirmation pages when printing the order.
- 9 Click on SAVE PREFERENCES to update.



ADDRESS BOOK

1 On the My Account Summary page, hover over to the left-hand side navigation and click on ADDRESS BOOK.

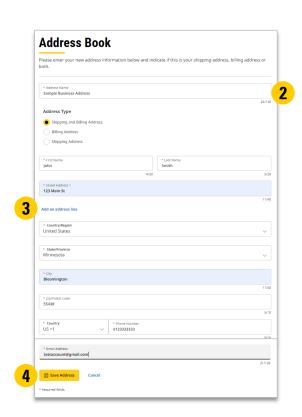




ADDRESS BOOK (CONT.)

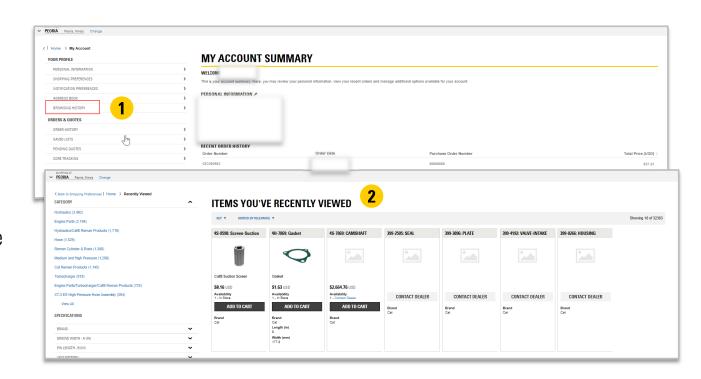
Add or modify shipping & billing addresses:

- 2 Add a new address or select an address from the drop-down list.
- **3** Modify information, as needed.
- 4 Click on SAVE ADDRESS.



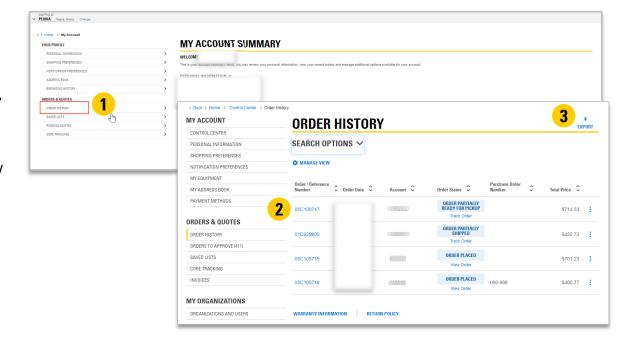
RECENTLY VIEWED ITEMS

- 1 On the My Account Summary page, hover over to the left-hand side navigation and click **BROWSING HISTORY**.
- 2 Here, users will be able to review all the parts they have recently viewed.



ORDER HISTORY

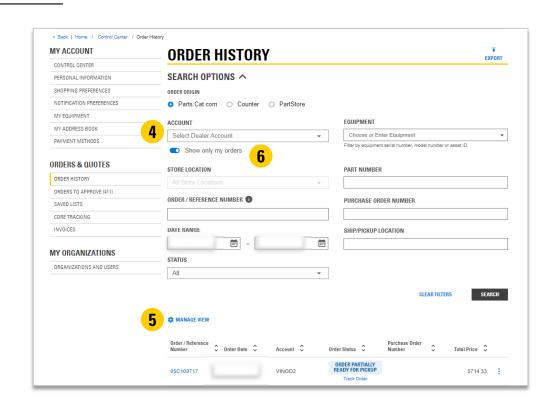
- 1 On the My Account Summary page, hover over to the left-hand side navigation and click ORDER HISTORY.
- Click on an Order Number to view more details as well as reorder if they wish to order the parts in that list again. (Parts will automatically be added to the shopping cart.)
- **3** Export an order via PDF, XLS, or CSV.



ORDER HISTORY (CONT.)

Other options:

- Filter order lists by account, date range, etc.
- **5** Choose the number of items per page.
- 6 Untick SHOW ONLY MY ORDERS to see other orders in their organization.

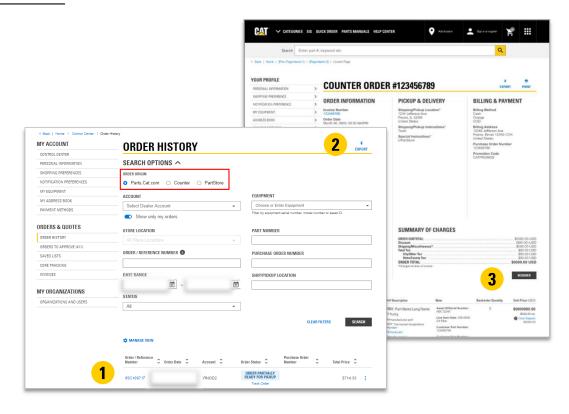


COUNTER ORDERS & INVOICES

- 1 View all orders placed over-the-counter at a dealer branch location within the last two years (when logged in to an account). Click on an Order Number to see more details.
- **2** Filter and export the list of counter orders to find and share shopping lists.
- If needed, reorder a counter order online while on the Counter Order Detail page.



Note: Must have an associated Dealer Customer Number (DCN) when viewing counter order history.

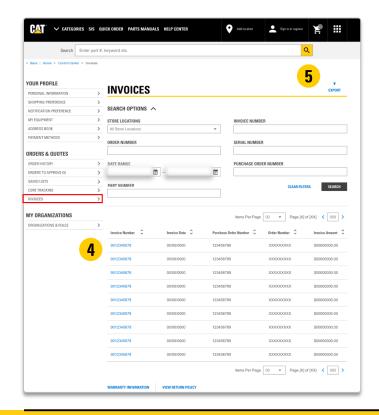


COUNTER ORDERS & INVOICES (CONT.)

- 4 See a list of all invoices within the last two years (when logged in to an account). Click on an invoice number to see more details.
- **5** Filter and export the list of invoices to a data file.



Note: Keep in mind that the dealer will need to grant users access to view parts invoices on Parts.cat.com. For those who have access, an "Invoices" menu item will display under Orders & Quotes in the left-hand side navigation.





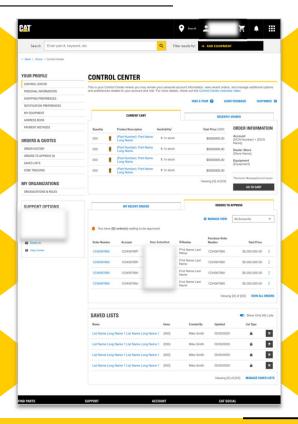
CONTROL CENTER

CURRENT CART — Displays up to 8 items. Quantity, availability, and total price provided for each line item.

RECENTLY VIEWED — Displays up to 8 items that were viewed within the last 14 days. Includes details on the item.

MY RECENT ORDERS — View all past orders placed across DCN users.
Capability to reorder and view status.

ORDERS TO APPROVE — See all orders submitted and needing approval. Action items include approve, delete, or reject.



SAVED LISTS – See all private, shared, favorite, or dealer-created lists. Quickly add the list to the cart.

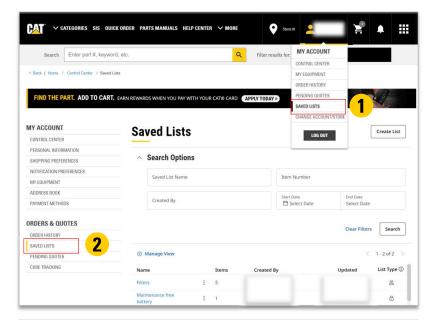
PENDING QUOTES — Review, activate, delete, or edit pending quotes for each DCN. Track expiration dates for quotes.

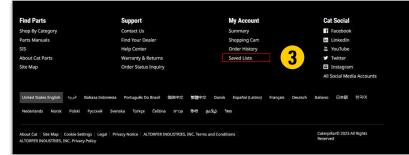
CUSTOMIZE – Various widgets can be rearranged in different positions on the Control Center page.

SUPPORT OPTIONS — Customers can engage with the support team in their region or through a local dealership.

There are a few ways to access Saved Lists. First, log into Parts.cat.com. Then, either:

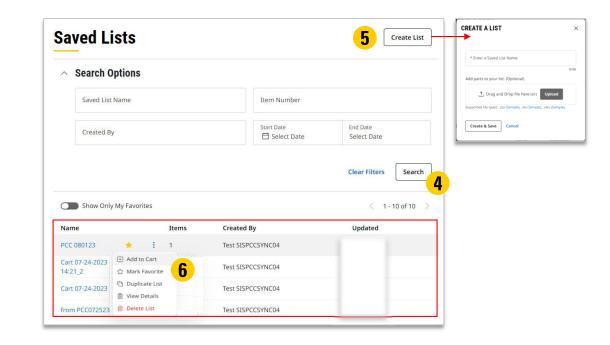
- 1 Click on SAVED LISTS from the My Account menu.
- **2** Select **SAVED LISTS** from the left-hand side navigation.
- **3** Or click on **SAVED LISTS** from the page footer.





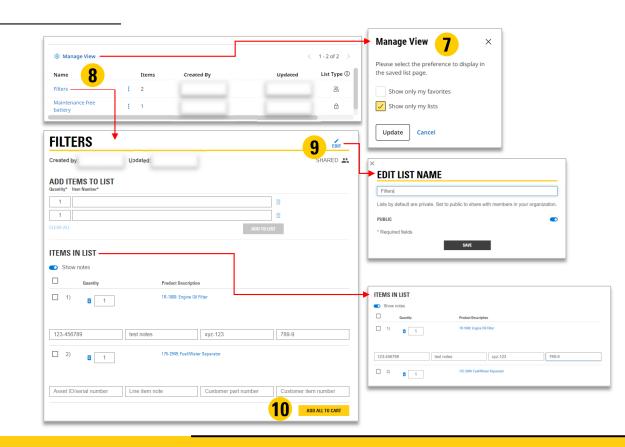
CREATE & SEARCH

- **4** Use the Search Options to find a particular Saved List. Click on **SEARCH**.
- To create a new Saved List, click on CREATE LIST.
- 6 Click on the three dots to:
 - Add a Saved List to the cart.
 - Mark a Saved List as a favorite or remove it from Favorites.
 - Duplicate a Saved List.
 - View the details of a Saved List.
 - Delete a Saved List.



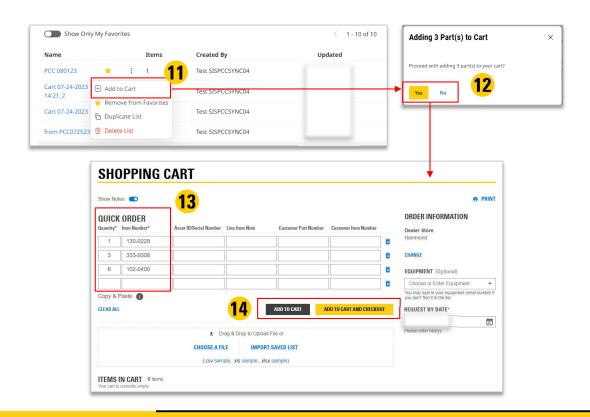
VIEW, ADD, & EDIT

- 7 Manage View allows users to display only their lists or favorited lists.
- **8** Click on a Saved List's name to view, add, or edit items.
- **9** Rename the list, if needed, and use the toggle to switch from public to private.
- Add all items in the list to the cart if ready for purchase.



ADD PARTS TO THE SHOPPING CART

- Select a Saved List, click on the three dots, and click on ADD TO CART.
- 12 A confirmation pop-up will display. Click on YES to proceed.
- The Shopping Cart page will display the added items under Quick Order.
- 14 Click on ADD TO CART. If the user is ready to complete their order, they can click on ADD TO CART AND CHECKOUT and proceed to checkout.



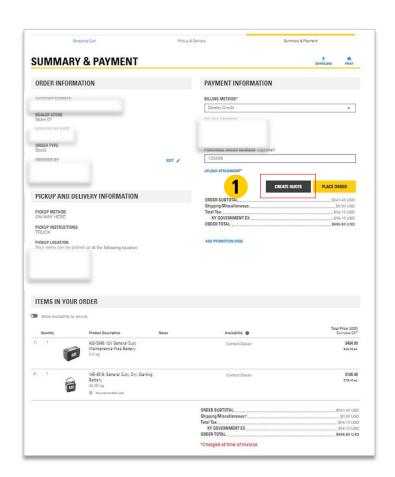
PENDING QUOTES

Allows users to inquire about specific part(s) at specific price(s) as well as save a parts list and lock in pricing for a set number of days.

During the checkout process on the Summary & Payment page, you can either click on **CREATE QUOTE** or **PLACE ORDER**. Creating the quote will generate a quote document number that will be displayed in the quote confirmation page.



Note: Keep in mind that the dealer will need to install this feature.



PENDING QUOTES (CONT.)

2 Users will be redirected to a Quote Confirmation page and receive a similar email.



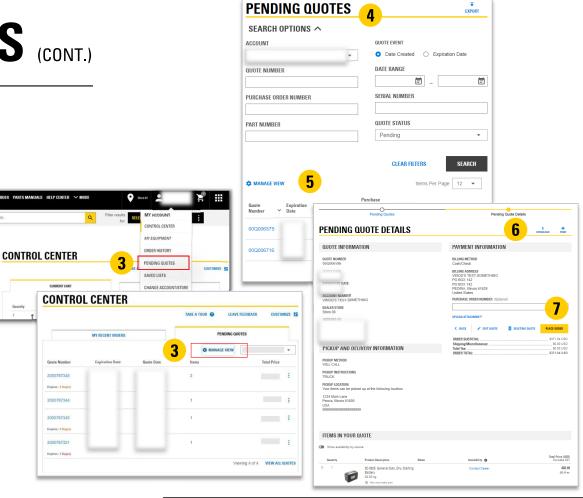
Note: Quotes expire one month later by default.



PENDING QUOTES (CONT.)

Click on PENDING QUOTES from the My Account menu or from the Control Center through the Pending Quotes widget.

- 4 Review the list of pending quotes.
- **5** Access quote details.
- **6** Download the quote as a PDF, CSV, or XLS. Or print out a quote.
- **7** Either delete or edit a quote and then place the order.



CORE TRACKING

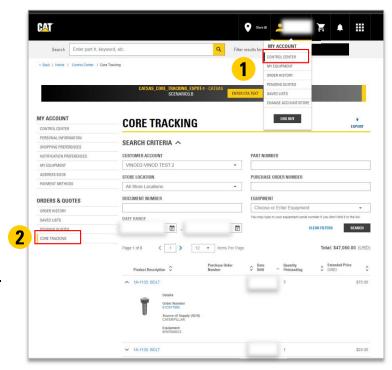
The Core Tracking feature shows what the core deposit amount is. Core Tracking is the additional amount that is refundable when the product is returned to the selling dealer. The core deposit is refunded upon return of an acceptable core, or used part, to the dealer.

To view the Core Tracking amount:

- 1 From the My Account menu, click on **CONTROL CENTER**.
- 2 Click on CORE TRACKING on the left-hand side navigation menu.

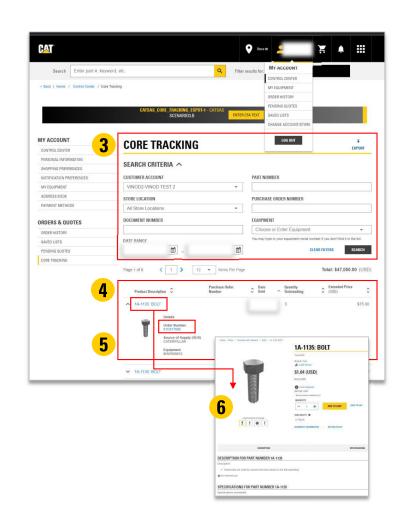


Note: Keep in mind that the dealer will need to install this feature.



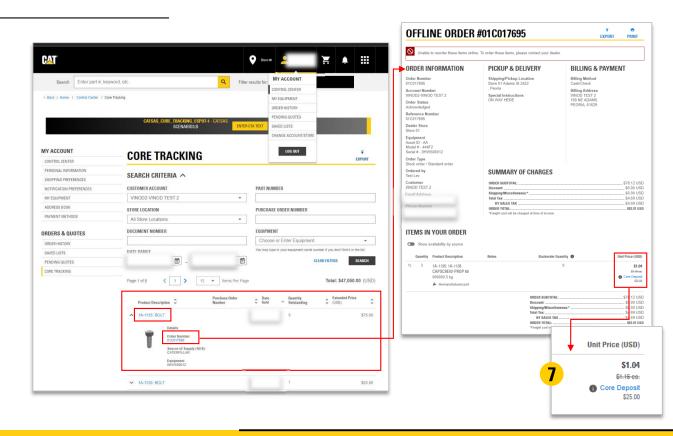
CORE TRACKING (CONT.)

- To search for a particular core: under Search Criteria, type in all the information fields and click on **SEARCH**.
- 4 The search results will display in the results table.
- To view the details: click on the down arrow to expand the view. The Order Number, Source of Supply, and Equipment (if any) will display.
- **6** Clicking on the product link will display the Product Detail page.



CORE TRACKING (CONT.)

7 Clicking on the Order
Number will display the
order. The core deposit
amount will then show
under the Unit Price column.





CUSTOMER AUTHORITY MANAGEMENT (CAM)

This functionality provides a basic approval process within an organization. The CAM process involves setting up user roles and purchasing limits that will determine if the submitted order should undergo the approval process.

CAM User Roles:



SUBMITTER

- Create orders in Parts.cat.com
- Submit for approval



APPROVER

- All submitter functions
- Approve, reject, or delete orders
- Edit submitted orders and update order details, like parts list, PO#, and shipping / billing addresses



MANAGER

- All approver functions
- Assign roles to others
- Manage purchasing limits
- Manage user access to Parts.cat.com



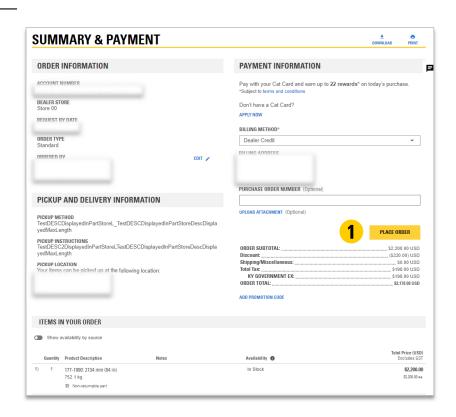
Note: Keep in mind that the dealer will need to enable this feature.



SUBMITTER

Functions include: create orders, submit for approval.

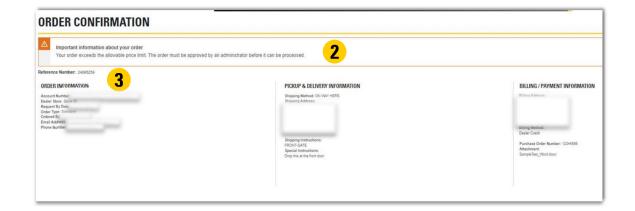
1 Build the shopping cart through any of the usual methods. Click on **PLACE ORDER**.





SUBMITTER (CONT.)

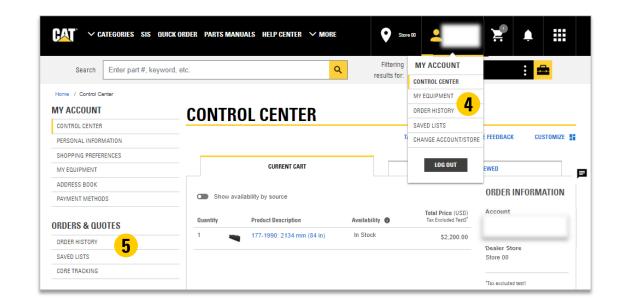
- 2 If the final cost of the order exceeds the Submitter's purchasing limit and requires approval, this message in the Order Confirmation page will pop-up.
- The Reference Number of this order indicates that the order has <u>not</u> been sent to the dealer's system.





SUBMITTER (CONT.)

- To review the state of the order, click on **ORDER HISTORY** from the My Account menu.
- 5 OR click on CONTROL CENTER, then select ORDER HISTORY in the left-hand side navigation of the Control Center homepage.

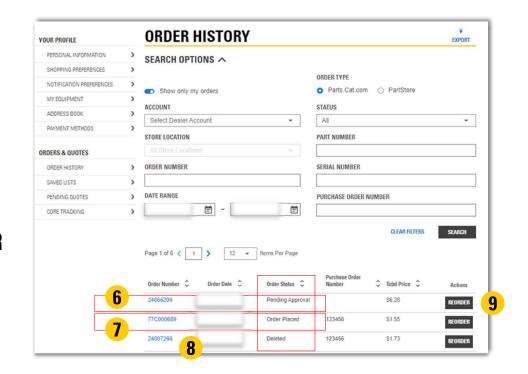




SUBMITTER (CONT.)

In the Order History Search page, the Submitter can:

- **6** Search for pending, rejected, and deleted orders, which have a <u>Parts.cat.com Reference Number</u>.
- 7 Search for placed orders, which have an Order Number.
- 8 Click the REFERENCE NUMBER or ORDER NUMBER to navigate to the details page for that order.
- **9** Reorder pending, rejected, deleted, and placed orders.

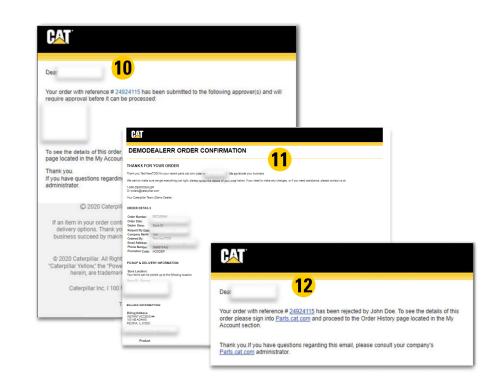




SUBMITTER (CONT.)

After the order is submitted:

- **10 ORDER PENDING APPROVAL** Submitter receives an email stating that the order is awaiting approval.
- **11 ORDER APPROVED & PLACED** Submitter receives an order confirmation email.
- **12** ORDER DELETED OR REJECTED Submitter receives an email including the comment.

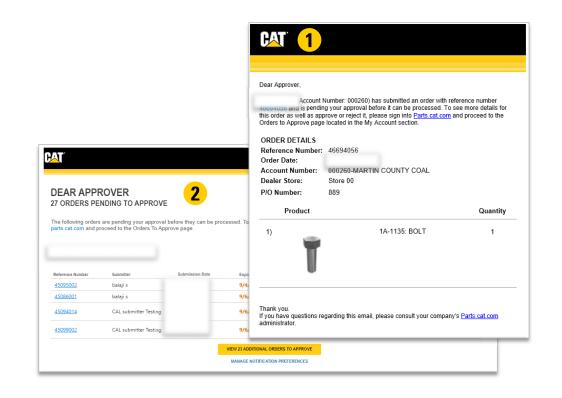




APPROVER

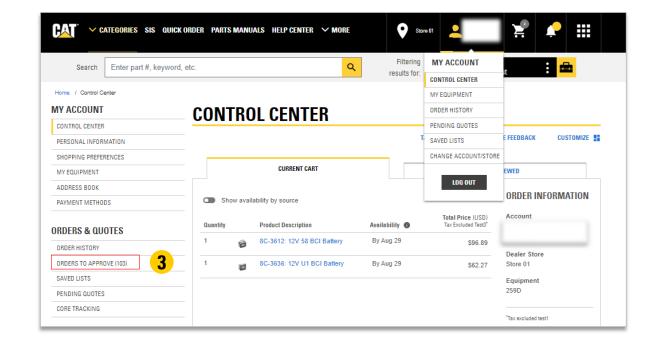
Functions include: all submitter functions, approve/reject/delete orders, edit submitted orders, update order details.

- 1 Approver receives a Submitted For Approval email, which includes a link to the details page of the Pending Approval Order.
- 2 Approver receives weekly reminder emails with a list of orders awaiting approval.



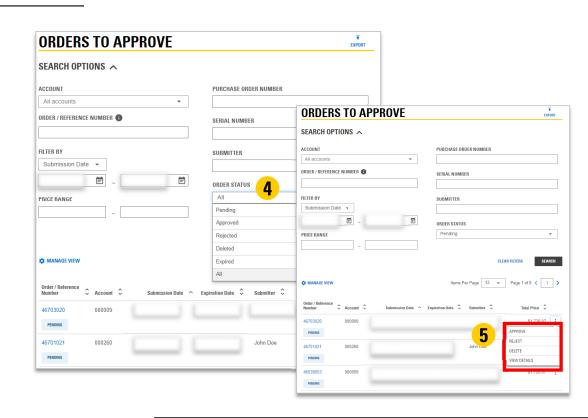


Access Pending Approval orders by clicking on CONTROL CENTER in the My Account menu. Then, click on ORDERS TO APPROVE in the left-hand side navigation.





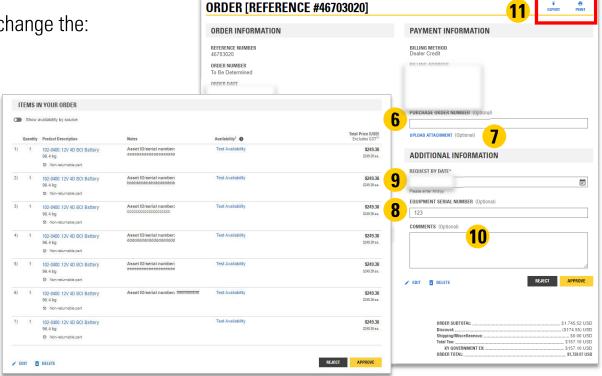
- The Order Status drop-down in the Search Options section of the page can be used to find orders with other statuses.
- In the results table, click on the three dots to make the required action:
 - APPROVE Order is placed and sent to the dealer's system.
 - REJECT Submitter can reconcile and resubmit.
 - **DELETE** Submitter must start over.





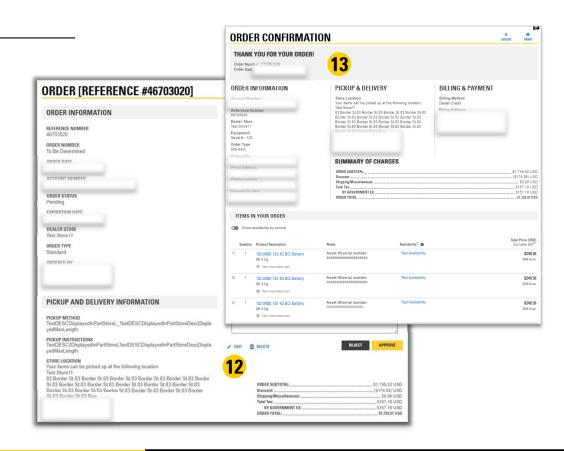
On the Order Detail page, Approvers can add/change the:

- **6** PO #
- **7** PO attachment
- 8 Serial #
- **9** Requested delivery date
- **10** Comments for the Submitter
- 11 Export to a file or print





- On the same Order Detail page,
 Approvers can still approve, reject, or
 delete an order from here. They can
 also edit an order here, such as change
 parts, shipping, and billing choices.
- When the order is approved, the Order Confirmation page will pop-up. A confirmation email will be sent to the email address listed under Ordered By.

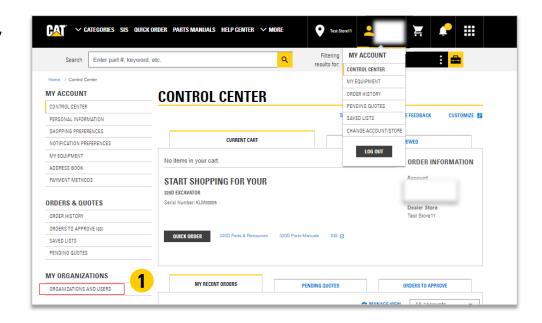




MANAGER

Functions include: all Approver functions, assign roles, manage ordering limits, manage user access to Parts.cat.com.

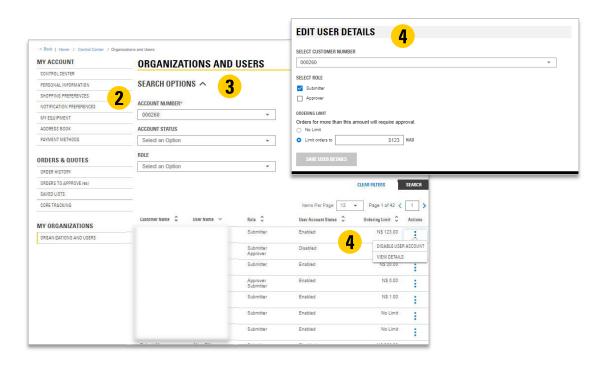
1 Navigate to MY ACCOUNT > CONTROL CENTER > ORGANIZATION AND USERS.





MANAGER (CONT.)

- 2 Switch accounts if managing multiple accounts with the drop-down list of DCNs.
- 3 Search for users within the organization.
- **4** View and change user settings, such as:
 - User role
 - Ordering limit

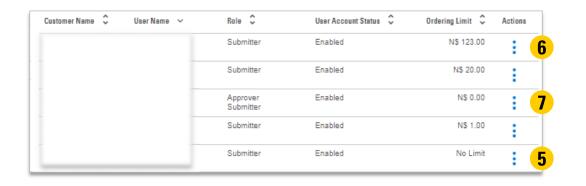




MANAGER (CONT.)

Ordering Limit Types:

- **5 NO LIMIT** All orders skip the approval process and go directly to the dealer.
- **6** VALUE LIMIT All orders greater than this value will require approval.
- 7 \$0 LIMIT All orders require approval.





MANAGER (CONT.)

When a new user is associated to the DCN by the dealer, by default, they will automatically be assigned as Submitter with a \$0 limit.

Customer Managers are notified via email, so they can update the user role and ordering limit if necessary.

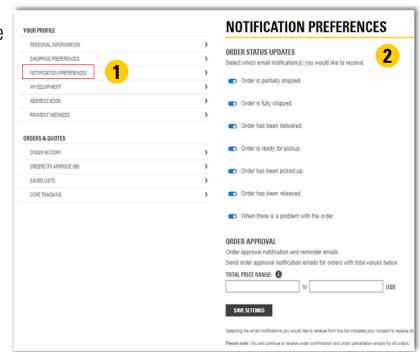
FW: New user registered with the CWSID)		8
То			
Dear			
A new user registered to partstore for the following DCN:	with the CWSID	and with the name	
Thanks, Demodealerr			

CUSTOMIZE NOTIFICATION SETTINGS

- 1 Click on MY ACCOUNT > CONTROL CENTER. Hover over to the left-hand side and click on NOTIFICATION PREFERENCES.
- **2** Tick any box in the list to receive an email notification when:
 - An order is partially shipped.
 - An order is fully shipped.
 - An order is ready for pickup.
 - There is a problem with an order.



Note: These settings only apply to users who are set up as an Approver & Manager.

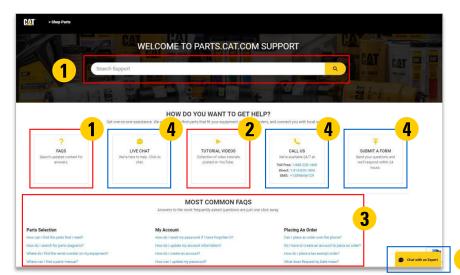




HELP CENTER

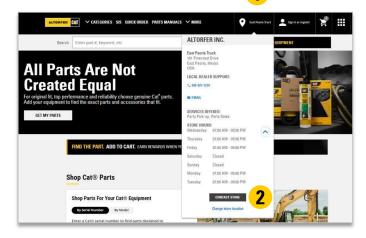
The updated Help Center offers robust self-service content in addition to multiple preferred contact channels to engage a live customer support team member. Access is available from Cat® Corp and dealer sites that have onboarded with Cat® Customer Care. Here are a few key features of the Help Center:

- 1 Search for FAQs or directly access the FAQ page.
- 2 Browse Parts.cat.com tutorial videos.
- **3** Most common FAQs.
- Multiple contact channels give users access to live agent support 24/7.



CONTACT A DEALER

- 1 On the homepage, hover over the store you're shopping with in the top-left corner to review their local contact information.
- 2 Click on CONTACT STORE.
- Type in your question and contact information. Click on **SUBMIT QUESTION** when done.



ALTORPER DAT CATEGORIES SIS QUICK ORDER	R PARTS MANUALS HELP CENTER	East Peorle Took	Sign in or register	Ħ	***			
Search Enfer part #, keyword, etc.	Q	Filter results for: + ADD E	OUIPMENT					
CONTACT US 3								
YOUR QUESTION						ALTORFER INC.		
at us know what your inquiry is about, so we know where to direct your email								
Category:						East Peoria Truck 101 Pinecrest Drive East Peoria, Illinois 51611		
-Gelect a Topio-						Customer Service:	Hours:	
fow Can We Help?:						309-427-1234 Secretary Officers	MONDAY	Closed 07:00 AM - 05:00 PM
						Services Offered: Parts Pick-up		07:00 AM - 05:00 PM 07:00 AM - 05:00 PM
						Parts Sales	THURSDAY	07:00 AM - 05:00 PM 07:00 AM - 05:00 PM
							SATURDAY	Closed
								RELATED
4								LINKS
Please do not enter sensitive information such as government issued identification numbers (e.g. social security numbers, drivers license numbers, etc.) or redistrient card numbers above.								Help Center
Periodent part numbers appres.								
2KR00030								
YOUR CONTACT INFORMATION								
First Name:								
Last Name:								
Small.								
Country/Region:								
United States								

TIPS FOR PARTS.CAT.COM

- 1 If a user logs out of their account but had items in the shopping cart, those items will still be in the shopping cart the next time they log in.
- **2** Users can change the language of the site in the footer of any page on Parts.cat.com:

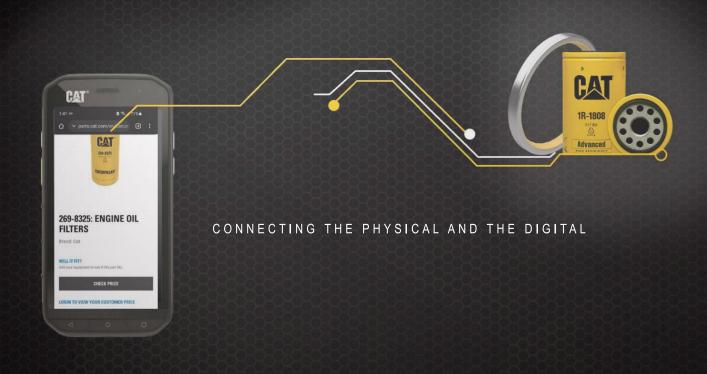
- This button () in the top-right corner of the homepage will redirect users to three other Caterpillar websites:
 - Cat.com ("Explore Products")
 - Shop.cat.com ("Buy Online")
 - VisionLink ("Manage Fleet")

AVAILABLE RESOURCES

- 1 Visit <u>Parts.cat.com's Resource Center</u> for additional updates & tutorials.
- Visit <u>CatDealer.com/Parts.cat.com</u> to review the latest news, release notes, marketing materials, trainings, and more.

- If interested in learning more about Cat Integrated Procurement (IP), go to CatDealer.com/IP.
- More information on Parts.cat.com can also be bound in the footer of the site:





CAT® DIGITAL

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