



Frequently Asked Questions

Q: Why is Caterpillar switching from Partstore to PCC?

A: Partstore is a software platform from 1999. It has been enhanced as much as possible. The migration will allow Caterpillar to develop PCC into a richer and more robust shopping experience. While initially Caterpillar is focusing on replicating the Partstore features in PCC, future enhancements are planned. The PCC platform is also mobile friendly, allowing you to order parts using your smart device (Phone or Tablet).

Q: I don't want to use PCC. Can you switch me back?

A: No. Caterpillar is migrating all of North America from Partstore to PCC.

Q: Are there any instructions for PCC?

A: There are six instructional videos available. https://www.youtube.com/playlist?list=PLjMeT-rwp70hDI67I0375_kz9ZD3pWvi6.

Q: The store on my order is not correct.

A: When you login to PCC you should see a screen asking you to confirm your dealer, customer account, and store. *Some customers will also see additional choices on this screen.*

If you are already logged in you can do one of the following to correct this:

1. Click on the yellow text with your dealer location **Empire** near the top, then click on Change. Make changes on the form and be sure to click the Continue button.

or

2. Click on My Account > Shopping Preferences. Make selections under Dealer Settings then be sure to click the Save & Continue button.

ASSOCIATED DEALERS

Dealer Name: MUSTANG MACHINERY COMPANY, LTD. Add Dealer

Account Number: 0951370-SEC ENERGY PROD & SVCS LP

Dealer Store: Beaumont

My Equipment: Select Equipment For This Order

Equipment Serial Number:

CONTINUE

SET UP QUICK LOGIN
Save your preferences to automate this login step.

MY SHOPPING PREFERENCES

Simplify your shopping experience. Save default shopping preferences to enable quick login and checkout features.

DEALER SETTINGS

Dealer Name: MUSTANG MACHINERY COMPANY, LTD.	Customer Number: 0951370-SEC ENERGY PROD & SVCS LP	Select Store Location El Campo Lufkin Schumer Bryan Truck Center Houston League City Conroe Missouri City
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Note: Changing any dealer settings above will reset any saved preferences below.

QUICK LOGIN

Q: I can't see any parts pricing.

A: You must be signed in before pricing will be displayed. Please sign in using the link in the upper right. If you are already signed in and still not seeing pricing, please do one of the following:

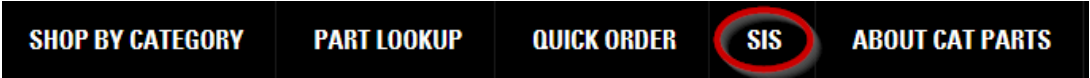
1. Click on the yellow text with your dealer location **Empire** near the top, then click on Change. Make changes on the form and be sure to click the Continue button.
- or
2. Click on My Account > Shopping Preferences. Make selections under Dealer Settings then be sure to click the Save & Continue button.

Q: I am connected to a different Cat dealer in PCC.

- A:
1. Click on the yellow text of the name of the dealer near the top, then click on Change.
 2. Next to Dealer, click on the drop down list and change it to your **Empire** location. Set all required fields and click Continue.
 3. If **Empire** is not on the list, click on Add Dealer and go through the registration process.

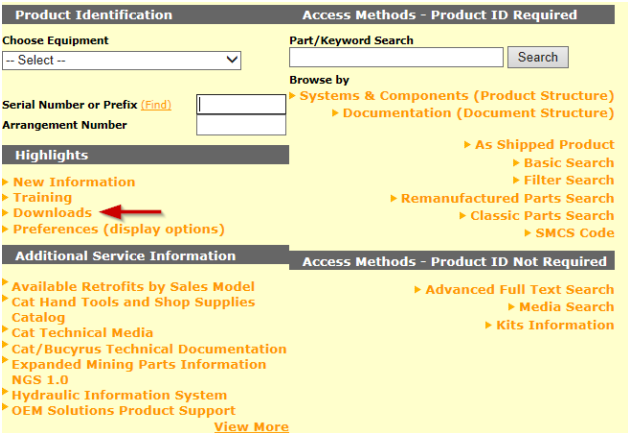
Q: Where is SIS?

A: SIS is not available for Instant access customers. Please use Parts Lookup in PCC. For a client (with a DCN): SIS is in the black bar menu, 4th from the left.



Q: Why can't I view the graphics in SIS.

A: The SIS graphics only works with IE 10 or 11. For other browsers use the PCC Parts Lookup feature instead. In the SIS window go to the Downloads page and install the necessary plugins.



Q: How do I give some constructive feedback?

A: At the lower right corner of most pages in SIS there is a feedback button. Include your email address if you would like a response.



CATERPILLAR

What else do you want to share

What is your comment regarding? (More details will help us refine our site)

Please select

Comment

ENTER YOUR COMMENT HERE. INCLUDE THAT YOUR DEALER IS RANSOME.
Add your email below so they can ask for clarification, if needed.

How likely is it that you would recommend our website?

0 1 2 3 4 5 6 7 8 9 10

Not at all likely Extremely likely

Please provide us your email (optional)

Email

Q: Which browsers, and browser versions, will work with PCC?

A: Parts.cat.com will operate on all Windows operating systems (OS) supported by Microsoft.
Supported web browsers for Websphere Commerce stores (PCC):

Browser	Feature Pack 7
Microsoft Internet Explorer Version 7	X
Microsoft Internet Explorer Version 8	X
Microsoft Internet Explorer Version 9	X
Microsoft Internet Explorer Version 10	X
Microsoft Internet Explorer Version 11	X
Firefox Version 3.6 and later	X
Firefox Version 10 and later	X
Safari Version 5	X
Safari Version 6	X
Google Chrome Version 13 and later	X

Supported web browsers for mobile shoppers:

- Smartphone (Mobile Web)
- Android 2.2, 2.3, 4.0, 4.1, 4.2, and 4.3
- iPhone iOS 5, 6, and 7
- BlackBerry 10 OS
- Windows Phone 8
- Other WebKit-based Web browsers

Tablet (Mobile Web)

- Android 4.0, 4.1, 4.2, and 4.3
- iPad iOS 5, 6, and 7
- BlackBerry 10 OS
- Windows 8

Q: Who do I contact if I need to change the details of my parts order, such as adding shipping instructions?

A: For immediate assistance call 480-633-4421



Q: Is there training available?

A: Yes. Training is available for Parts.Cat.Com with some SIS Web training as well. You can get details by contacting Susie Williamson.

Susie Williamson

(480) 633-4304

Susie.Williamson@empire-cat.com

Q: How do I know when a backordered part will be available for pickup?

A: Providing you have placed your order before the cutoff time, backordered parts will be available the following business day. If you receive an email notification that your backordered part is "in store," this only means that your part has been pulled and released for shipment, NOT that it has been delivered. We encourage you to call to verify that a backordered part is ready before pickup.

Q: I received an order status update for a part I just picked up. Why?

A: Status updates are sent by Cat when a part has been released for billing. If you already have your part, you can disregard the status update.

Q: Can multiple people have a log in?

A: Yes, we can set up multiple accounts per company. Each individual/user can have their own login.

Q: What if I forget my username or password?

A: Send an email to your eBusiness support team

Susie Williamson: Susie.Williamson@empire-cat.com

Q: Can I use Parts.Cat.Com if I do not have my part numbers?

A: Yes, by using the parts books in SIS Web, you can look up your part numbers and order them through Parts.Cat.Com.

Q: Can I set defaults on my Parts.Cat.Com page?

A: Yes, at the welcome page you can select "My Account" at the top right corner of the page. You can set a default here.

Q: Can I change my personal information or reset my password?

A: Yes, at the main page, select "My Account" at the top right corner of the page.

Q: Can I get a parts quote on Parts.Cat.Com?

A: Yes, you can place your parts into the shopping cart and move through steps just as if you are placing an order. Once at the "Order Summary Page" simply select "Create Quote". A quote, however, does not mean that the parts or pricing are being held for you. The parts are not reserved for you until the order is placed.



Q: When I access parts information through Parts.Cat.Com, am I required to enter a serial number before I can continue on to SIS Web?

A: Entering a full serial number is recommended but not required. You may accomplish a successful parts look up session by simply using a CATERPILLAR product serial number prefix.

Q: I have backordered parts on an order that states "Contact Dealer" as availability. What should I do to ensure I will receive them when I need them?

A: Please contact the dealer at the phone number provided through the "Contact Dealer" link.

Q: Can I use a credit card to purchase parts through Parts.Cat.Com?

A: Yes, we accept MasterCard, Visa, and American Express.

Q: Who do I contact for questions or assistance related to Parts.Cat.Com?

A: Please call or email Susie Williamson.

Susie.Williamson@empire-cat.com

(480) 633-4304

Q: I would like to add or delete machines from my equipment list being displayed in Parts.Cat.Com, how do I do this?

A: It is recommended that you work with your product support representative (PSSR) to ensure the equipment list in Empire's database is correct; they can then inform us of the changes. If you do not have a PSSR, please contact Susie Williamson at (480) 633-4304.

Q: What do I do when I can't see my graphics in SIS?

A: Run the sis graphics download from the SIS main menu screen. SIS DjVu Install.exe, IsoView7.1, and CreoView 32.exe.

Q: What is your parts return policy?

A: [Click here](#) for Empire's parts return policy.