



Parts.Cat.Com (PCC) FREQUENTLY ASKED QUESTIONS

Q: What is the fastest way to place an order online?

A: Users who are comfortable with PartStore should try the Quick Order feature, this is the fastest way to place an order online. Setting the default shipping and payment methods in My Account will speed up the check-out process.

Q: I'm a TEPS Dealer and need to reset my password: How do I reset my password?

A:

1. Go to <https://login.cat.com> and click the Forgot Password link and follow the instructions to self-reset your password.
 2. Select 'send code to business email'
 3. Open email, copy and paste numeric verification code into Corporate Web Security Screen.
 4. Once prompted, enter your existing password twice on the screen.
 5. Log out by clicking the 'X' in the top right of the Corporate Web Security screen. You may need to wait five minutes for your new password to replicate across all Caterpillar servers before logging back into SIS. Please close any open Caterpillar programs before attempting to log back in.
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Q: Is there training available for PCC?

A: Yes, please contact Susie Williamson at 480-633-4304 or email her at Susie.Williamson@empire-cat.com to schedule a class. She can conduct the training at your local site or at the Empire Corporate site; whichever is more convenient for you and your team.

Q: How much does PCC training cost?

A: PCC training is provided at no cost.

Q: Can I have someone in my company monitor PCC activity?

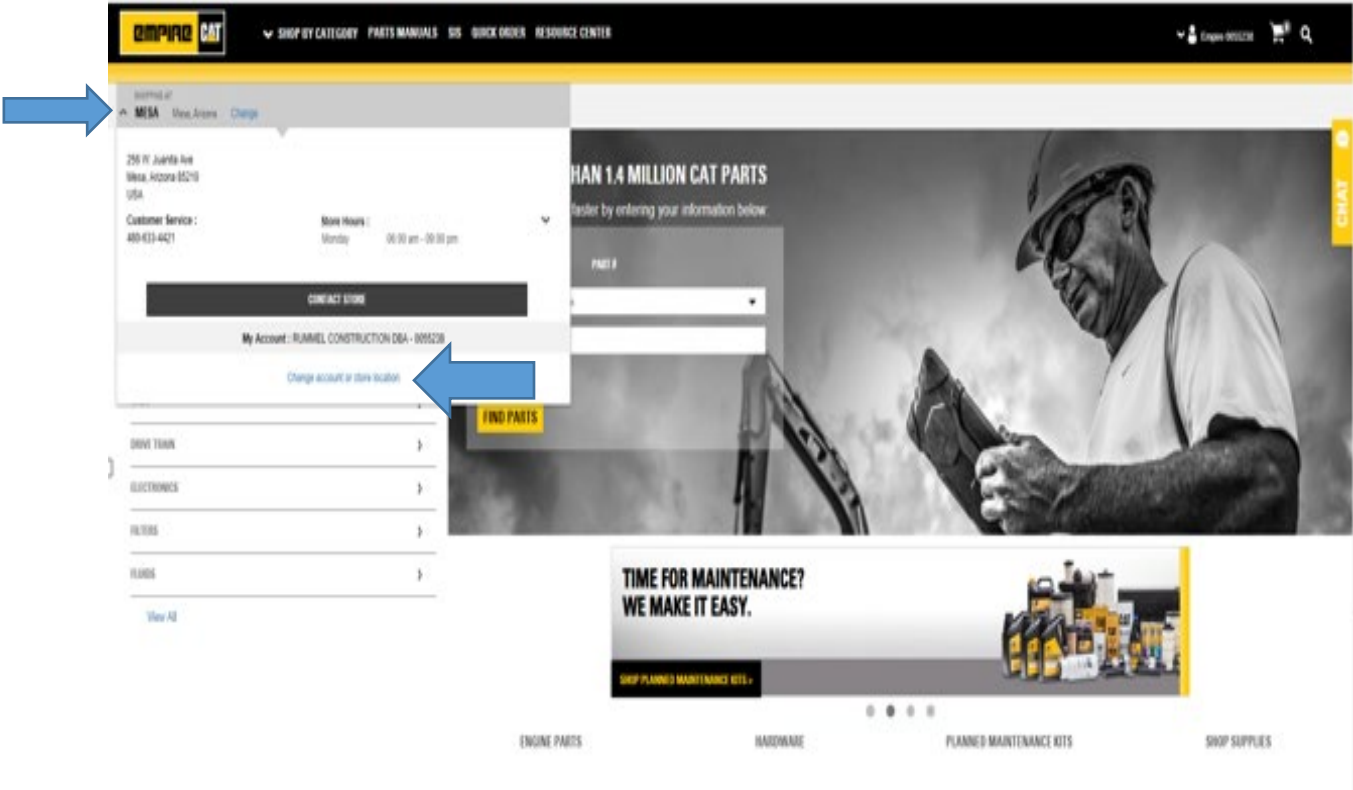
A: Yes, you can have one person in your company act as the purchasing manager and approve all orders before they are transmitted to us. This feature is called Customer Authority Manager. Contact Susie Williamson for set-up and training at 480-633-4304 or email her at Susie.Williamson@empire-cat.com

Q: I would like to sign up for PCC; what is required?

A: You will need to have a valid account with Empire within our territory along with a valid email address. Or you can register and have Instant Access which allows you to pay via credit card only.

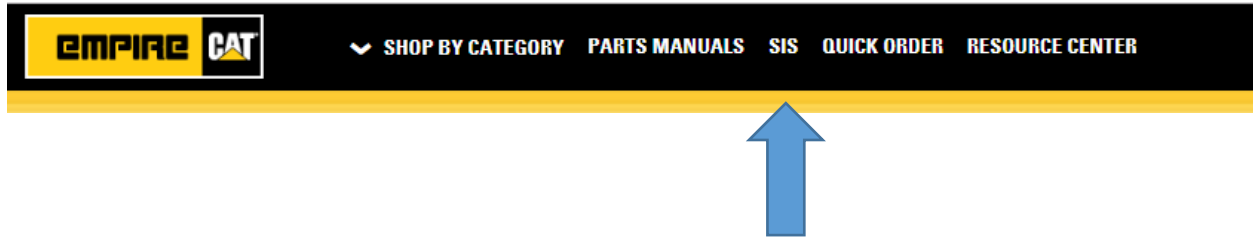
Q: The store on my order is not correct. How do I change it?

A: Once you've logged into PCC, you'll see your "shopping at" location in the upper left corner. Click the down arrow and then select "change account or store location". You can also set these in your "shopping preferences" under My Account Summary.



Q: How do I access Service Information Systems (SIS)?

A: SIS is located within the black banner at the top of the page. **Note: SIS is not available for Instant Access customers; please use Parts Look up within PCC.**



Q: Which browser works best for PCC?

A: Google Chrome

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 with an online order, please call (480) 633-4421.

Q: How do I avoid freight charges when placing orders online?

A: Non-stock freight charges can be waived when parts are only available from the California depot by pushing out the "Request by Date" by five (5) business days. For all other Cat depots, please contact your nearest Empire store and the parts representative can place the order on the next stock order.

Note: There are exceptions for packaged quantities

Q: Can multiple people have a log in?

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

Q: What if I forget my username or password?

A: Send an email to your eBusiness support team: Susie.Williamson@Empire-cat.com or Melissa.Huerta@Empire-cat.com



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

A: 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 Summary” at the top right corner of the page; from there you can select “Shopping Preferences” you can set defaults there.

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

A: Yes, at the welcome page, select “My Account Summary” at the top right corner of the page; from there you can select “Personal Information”.

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 the 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 are being held for you. The parts are not reserved for you until the order is placed. **Note: The quote is valid for 30 days.**

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: I don't see all of my equipment being displayed in SIS or PCC?

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 the eBusiness team of the changes. If you do not have a PSSR, please contact Susie Williamson at (480) 633-4304.

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

A: Please run the SIS graphics download from the SIS main menu screen. SIS DjVu Install.exe, IsoView 7.1, and CreoView 32.exe.