

PARTS.CAT.COM – ECOMMERCE PLATFORM

Q: What is parts.cat.com?

Parts.cat.com (PCC) is Caterpillar's new online ordering system targeted to replace PartStore over time. This platform is search engine optimized targeting the traffic of customers searching online for Cat part numbers. Parts.cat.com provides marketing information, allows the customer to add parts to their shopping cart and then either complete their transaction online with their local dealer or email the shopping cart in for a quote.

Q: What is the customer experience on parts.cat.com?

The goal of parts.cat.com is to provide all customers with the opportunity to complete their transaction online from their local dealer. The customer will have a different experience based on the dealer's PartStore set up as explained below.

Dealer Configuration	Existing PartStore Customers	New Online Customers
Non PartStore Dealer	N/A	eMail Cart
PartStore Dealer not LIVE with Instant Access	Login with PS Userid & Password Purchase with customer specific PS DMT account settings	eMail Cart
PartStore Dealer LIVE with Instant Access US & CA CyberSource Gateway	Login with PS Userid & Password Purchase with customer specific PS DMT account settings	Create an Account Purchase with Instant Access PS DMT account settings
PartStore Dealer LIVE with Instant Access Non US & CA CyberSource Gateway	Login with PS Userid & Password Purchase with customer specific PS DMT account settings	eMail Cart

Q: Is customer pricing displayed on parts.cat.com?

Instant Access Customers

Parts pricing is displayed for any dealer live with Instant Access to PartStore. Customers will see the parts pricing associated with the Instant Access account in the dealer ERP system. If the customer's IP Address is not in the same country or trade region of the selected dealer they will not see parts pricing. If the customer searches for a part the dealer does not have a price for or is not in the dealer's ERP system, parts.cat.com will display a message, "Not sold in this region." Dealers do have the option of requiring their customers to provide pre-screening info before they can see pricing.

Existing PartStore Customers

Existing PartStore customers can log into parts.cat.com and see part pricing associated with their account in the dealer's ERP system. If the dealer has set this customer with customer discount in the dealer's ERP system, then parts.cat.com will show the regular price with a strike through and the customer's discounted price. If the customer's price is higher than the dealer's normal pricing the original price is not shown. The ability to show the customer their discounted price vs the original part price is displayed regardless of whether or not the dealer has discount display turned on in PartStore.

Error Messages Displayed

Unable to Retrieve Price: This message displays when PCC fails to get the price of a part from the dealer's ERP. This generally happens for one of two reasons: 1) A given part in PCC does not exist in the dealer's ERP 2) The API call to the dealer's ERP times out.

Pricing Unavailable in Your Region: This message displays when the IP Address of the user does not match the trade region of the dealer they have selected.

Q: When does a dealer receive an email lead from parts.cat.com?

Parts.cat.com will give the customer the option to email their shopping cart to the dealer in the cases below. These leads come into the dealer's centralized inbox where all email leads from cat.com are sent. Dealers are encouraged to accept the lead and respond back to the customer as soon as possible.

- Dealer is not a PartStore dealer
- Dealer is not live with Instant Access to PartStore & the customer does not log into pcc using a pre-existing PartStore username and password.

Q: What shipping and pick up options does the customer have on parts.cat.com? How is freight calculated in parts.cat.com?

The list of stores a customer can order from in PCC is the same as PartStore. This is set in the dealer's ERP system and can be different by customer. Dealers should ensure that customer specific stores are not valid ordering stores for any other customer.

The Pick Up and Shipping Options provided in PCC to the customer are set in the dealer's PartStore DMT. The requested by date has been added to the shipping and billing page of the PCC check out process. All orders in parts.cat.com are sent to the ERP as standard orders.

Freight calculation should be the same in Parts.cat.com as it is in PartStore and tied to however the dealer has configured freight in their ERP system for the customer's specific account. If the dealer does not have freight calculation for a certain account or is not charging freight, parts.cat.com will display "**Free Shipping**" to the customer.

Q: How does the "Find Your Dealer" function work?

A non-logged in customer (Instant Access) will be prompted to Find Your Dealer before they can view pricing and check out. Dealer locations are listed and shown on a map based on information each dealer has provided via the PartStore Dealer Management Tool. If the dealer is live with Instant Access a list of the Instant Access dealer locations will appear for the customer to order from as set in the dealer's ERP.

If an existing customer logs into PCC, they will be able to place orders based on the appropriate stores based on information from the dealer's business system. If the customer would like to purchase from a new dealer, they can register with that dealer to add them to their account.

Q: Can an existing PartStore customer log in at parts.cat.com?

Yes, existing PartStore customers can log into parts.cat.com with their PartStore username and password. Parts.cat.com will display a drop down menu of all the dealers that customer is associated with. The customer will have to choose the dealer, dealer customer number and the store from which they would like to order parts. Parts.cat.com will display pricing, taxes, and freights associated with that customer's DCN.

Q: What security features are in place on parts.cat.com?

The security checks in Parts.cat.com occur when the customer selects a dealer location. The customer's IP address is checked. If the IP address is outside of the selected dealer's trade region, the user will not be able to see pricing and their only option will be to email the cart to the selected dealer. IP address verification is not full proof and should be used in conjunction with the dealer's own security and monitoring process to ensure the integrity of their orders.

Before a customer can check out in Parts.cat.com, they must provide their information. At that time Parts.cat.com checks to see if the user information exists on any CES databases or is on the dealer's blocked user list. If so, the customer is not allowed to place the order. If the customer info matches a previously blocked user the customer will receive an error message saying "Unable to Process Your Order at This Time" and will not be able to finish the order online.

Q: What parts are available on parts.cat.com?

Most Cat parts can be found if the customer enters a part number or keyword in the search field. Customers can also find Cat parts by Serial Number, by filtering search results, using the Parts Manuals feature or clicking through to SIS directly. Both Cat and non-Cat parts can be ordered with the Quick Order functionality..

Q: We have specific links on our PartStore landing page, to dealer specific information such as cut-off times, warranties, return policies, and demo videos specific to our dealership. Will dealers have that same ability in parts.cat.com?

Yes, dealers each have their own eSite. These eSites allow dealers to display its terms and conditions, return policy, contact information and customizable marketing content through marketing eSpots.

Q: Will parts.cat.com replace PartStore?

The long term goal is for Parts.cat.com is to replace PartStore. The Parts.cat.com platform allows Caterpillar more flexibility to handle multimedia and the ability to more quickly add features that are standard in the world of eCommerce today. There is a lot of complex functionality that must be added to Parts.cat.com in order to replace PartStore. Syncing the PartStore and Parts.cat.com databases, allowing customer specific pricing, pick up options and access to SIS are just a few of the projects that must be completed.

Q: What enhancements are planned for parts.cat.com?

For a better understanding of what features and capabilities are already available on parts.cat.com refer to the training videos available on dealer.cat.com/pcc. You will also find the Release Plan which identifies the capability being deployed in each release of PCC on dealer.cat.com/pcc.

Q: What languages will parts.cat.com be translated to?

A portion of the content on parts.cat.com is available in the following languages: English, Bahasa (Indonesian), Latin American Spanish, Chinese, Korean, French, Russian and Portuguese. The eBusiness team is prioritizing remaining languages for deployment.

Please note, when a new language is introduced it is important to have the engagement of the native speaking dealer to review the content and identify any display issues that need to be resolved. Language display issues should also be submitted to the support desk.

Q: How can I submit enhancement requests for parts.cat.com?

Caterpillar has created a new standard process for dealers to submit enhancement requests for parts.cat.com or other applications. This new process will improve the visibility, traceability and communication of dealer submitted requests. Dealers can now submit and view other dealer's enhancement requests via Instantis. Technical Issues for PartStore and Parts.cat.com should still be sent to the Accenture PartStore support desk. Training documents and links to submit both issues and enhancements have been added to <https://dealer.cat.com/pcc> under the Application Support section.

Q: What do I do if I have an issue with parts.cat.com?

The Accenture support desk that currently supports PartStore is also supporting Parts.cat.com. Dealers that would like to submit issues to the support desk can email ebiz_apps_support@cat.com. If the issue is urgent, use one of the phone numbers below:

Location	Phone Number	Languages offered
US and Canada	(309) 578-6789 Toll-Free: (855) 391-1778	English
Mexico	+52 8183 192847	Spanish, English
Brazil	+55 1921 061048	Portuguese, Spanish, English
UK	+44 19210 61402	English, French, German, Italian
Belgium	+32 7125 1603	French, German, English
Germany	+49 4023 803025	German, English
Italy	+39 0248 422626	Italian, English
Spain	+34 954 418708	Spanish, Portuguese, English
China	+86 2258 096140	
Australia	+61 7332 98277	
Singapore	+65 6801 2237	
Thailand	+66 2105 5197	
Indonesia	+62 2182 39805	
Bangalore	+91 80 3350 3940	
Chennai	+91 44 3999 2165	English, Mandarin

Q: Will document review be available after PartStore is retired?

Document review will still be available for customers to use and work the same as it does with PartStore orders. Orders placed on parts.cat.com will be retrieved from the dealer's management system and display along with the customer's offline orders.

Q: Who are the dealers involved in the voice of the dealer for PCC?

The current PCC Advisory Panel includes:
 ADSD North - Empire, Wagner
 ADSD South – Sotreq, Finning Chile, Tracsca
 EAME – Avesco, Finning UK, Al-Bahar, BM France, Mantrac
 APD - WesTrac, Nippon Caterpillar, Lei Shing Hong

Q: How will the SIS integration work on PCC?

The 2D graphics found in SIS parts books are available on PCC today. Customers can access them through the Parts Manuals feature on the site. Customer access to SIS on PCC follows the same rules and system checks in place for PartStore Instant Access today.

Q: Will dealers have access to LiveChat on parts.cat.com?

Live Chat is currently being piloted for global release.

Q: Will Parts.Cat.Com operate on Windows 10? Which browsers, and browser versions, will work with PCC?

Parts.cat.com operates on all Windows operating systems (OS) supported by Microsoft.

Supported web browsers for WebSphere Commerce stores:

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: Will parts.cat.com SOS options force a customer to choose a specific part when multiple sources of supply exist?

Customers will have the ability to compare parts from which multiple sources of supply exist and make a selection.

Q: Can PCC be framed into a dealer's website?

Parts.cat.com will not support iFraming because it does not work with responsive design (e.g. mobility). However, PCC does provide dealers eSites. Dealers can link directly into their eSite from their websites.

Q: Will PCC prepopulate a frequent order list (FOL) created by the customer? How will the frequent order list functionality work in PCC?

Yes, FOL are available. This allows a customer to create lists, edit lists, delete lists and add lists to the shopping cart.

Q: Does the PartStore preferences data, entered by an existing customer, carry over into parts.cat.com?

Yes, the customer can manage preferences using the My Account section of the site. This includes shipping and billing addresses, quick checkout settings, order history, core tracking, order approvals, frequent order lists and reorder from previous order.

Q: What were the reasons Caterpillar chose to move from PartStore to a packaged solution?

Parts.cat.com leverages a scalable, configurable and sustainable platform that seamlessly integrates with cat.com. PCC will enable Caterpillar and Cat dealers to quickly optimize online parts procurement processes and improve user experience and customer accessibility by leveraging best practice B2B eCommerce capabilities. The parts.cat.com platform also has system architecture advantages over PartStore, such as making configurations easier.

Q: Are replacement parts automatically populated on parts.cat.com?

Once the customer has populated their list, then proceeds to the shopping cart page, they will be asked to resolve any replaced parts – similar to the PartStore parts exception process.

Q: How will our customers know to use PCC?

As dealers migrate from PartStore to Parts.cat.com, training is provided, including recommendations for communication with their customers.

Q: Will non-Cat parts be available in PCC?

Yes, customers can purchase all valid part numbers online through the Quick Order feature. In the future, dealers will also have the ability to input their catalog into PCC for customers to purchase.

Q: Will dealers be able to use PCC for parts purchases?

In the future, the dealer user capability will be available. We will not fully retire PS until all users (Customers & Dealers) have been migrated.

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