PARTS.CAT.COM – ECOMMERCE PLATFORM

Q: What is parts.cat.com?

Parts.cat.com is Caterpillar's site that allows all customers to purchase parts from their local Cat dealers. The site is built on the IBM WebSphere Commerce Platform and provides a premium, online customer experience current with today's online standards. Parts.cat.com is search engine optimized, funneling millions of online searches for Cat part numbers and terms to the right page. This system is connected with the dealers' business systems to display the correct parts availability, pricing and shipping options.

Q: What are the benefits of registering?

1. Access to Caterpillar electronic parts books (SIS)

2. Time saving order defaults

3. An order history of all orders placed in Parts.cat.com after registration

 4. Save and utilize frequent order lists for quick re-ordering

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 equipment serial number, by filtering search results, using the Parts Manuals feature or clicking through to SIS directly. Both Cat and dealer parts can be ordered using the Quick Order functionality

Q: I forgot my ID and password. What do I do?

Contact your dealer for assistant

Q: Is SIS program still available?

The 2D graphics found in SIS parts books are available on parts.cat.com today. Customers can access them through the Parts Manuals feature on the site. Customers with access to SIS can use it to select and order parts, similar to the current PartStore process.

Q: How can I search for parts?

Case 1: Parts number is known: Fill parts number in Search bar
Case 2: Parts number is unknown: There are many ways to sear for parts including;

- Shop by Category: in Homepage, you will see a button in the tab bar at a head of the page.
- Search by Serial Number: Click "Add equipment" next to search bar. Fill in serial number to search for results that match your equipment.

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 or 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, then a list of the Instant Access dealer locations is available for the customer select from. If an existing customer logs into parts.cat.com, then they will be able to place orders with the stores set in the dealer's business system. If the customer would like to purchase from a new dealer, then they can register with that dealer.

Q: Can an existing PartStore customer log into 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 dropdown menu of all the dealers with which that customer is associated. The customer must choose the dealer, dealer customer number and the store from which they would like to order parts. Parts.cat.com then shows pricing, taxes and freights associated with that customer's DCN.

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

The security checks on 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, then the user will not be able to see prices, and their only option for ordering will be to email the cart to the selected dealer. IP address verification is not foolproof and should be used in conjunction with the dealer's own security processes to ensure the integrity of orders. Before a customer can check out on parts.cat.com, they must provide their personal 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 information matches a previously blocked user, then the customer receives an error message saying "Unable to Process Your Order at This Time" and cannot complete the purchase online.

Q: Can PARTS.CAT.COM save my frequent order?

Yes, customer can create, order, delete, add orders in the basket.

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

Once the customer has entered parts into Quick Order and proceeds to add those to the shopping cart, they are asked to resolve any replaced parts – similar to the PartStore parts exception process. Replacement parts are also indicated on product listing and detail pages. The replacement information comes directly from the dealers' business systems.

Q: Will I get a confirmation after purchasing?

You will receive a confirmation email if you set it. Click Summary to show your purchasing detail.

Q: How do 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: Are dealer parts be available in PCC?

Yes, customers can purchase all valid part numbers online through the Quick Order feature. Dealers will also have the ability to input their catalog into parts.cat.com for customers to purchase. This is functionality being piloted currently, for more information, contact your deployment rep.

Q: Are dealers able to use parts.cat.com for parts purchases?

Yes, dealers can place orders on the behalf of their customers.

Q: Does 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
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)	Tablet (Mobile Web)
Android 2.2, 2.3, 4.0, 4.1, 4.2 and 4.3	Android 4.0, 4.1, 4.2 and 4.3
Iphone IOS 5, 6 and 7	Ipad IOS 5, 6 and 7
BlackBerry 10 OS	BlackBerry 10 OS
Window Phone 8	Window Phone 8
Other Webkit-based Web Browser	