

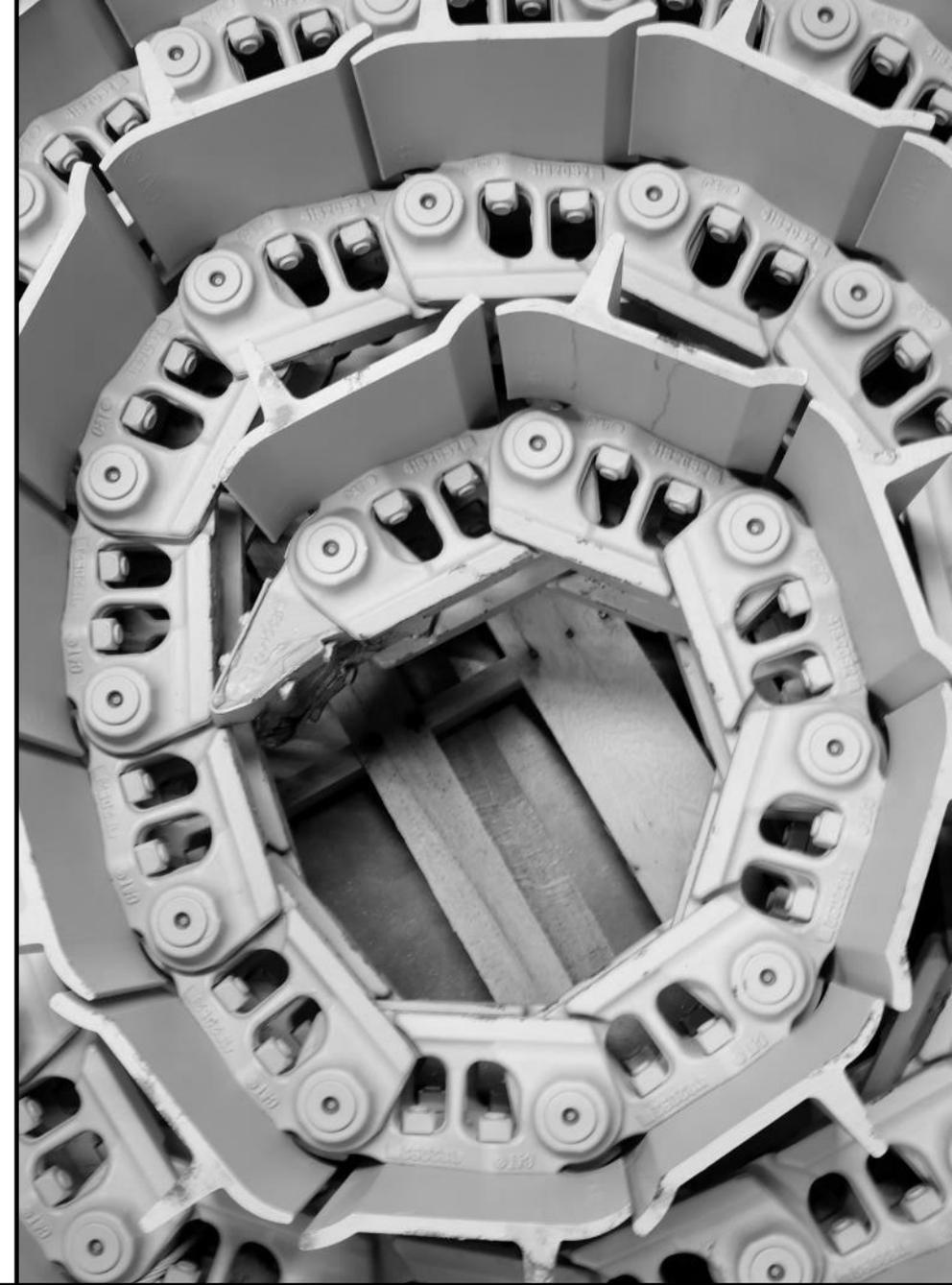
PARTS.CAT.COM CUSTOMER USER GUIDE

October 2024



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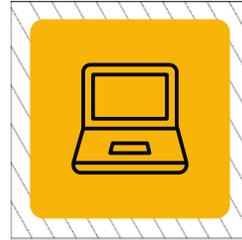


PARTS.CAT.COM VALUES



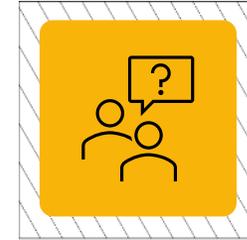
FASTER CHECKOUT

- Access millions of genuine Cat® part numbers and add them to the cart.
- Find pricing/availability and purchase parts from a local Cat® dealer.
- Swiftly order dealer parts via Quick Order.



EASILY MANAGE ORDERS

- 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.



CUSTOMIZED FOR YOUR BUSINESS

- Personalize what you want to see when you shop, ensuring the fastest checkout possible.
- Customize your order status notifications to what you'd like to receive.
- Simplify your shopping experience.
- Save default preferences to enable a quick login and faster checkout experience with pickup and delivery methods, payment, and more.

WHY BUY PARTS ONLINE?

NEVER GET STUCK WITH THE WRONG FIT AGAIN.

When it comes to buying parts for your machine, **parts.cat.com** makes sure you get the right fit, *every time*.

With millions of genuine Cat® parts, accessories, and powerful search tools right at your fingertips, parts.cat.com only shows you the exact parts built for your machine. Just look for the green checkmark!

Create an account and log in to maximize your shopping experience by gaining access to personalized settings and seamless transactions.



Real-time local pricing & availability



Fast & easy parts searching



View order history & track orders



Operation & maintenance manuals



Available in 20+ languages



24x7 availability



Mobile-friendly



Central Location for self-service options & upgrade kits

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 your business system and the dealer ERP, allowing you to remain in your system to purchase parts.

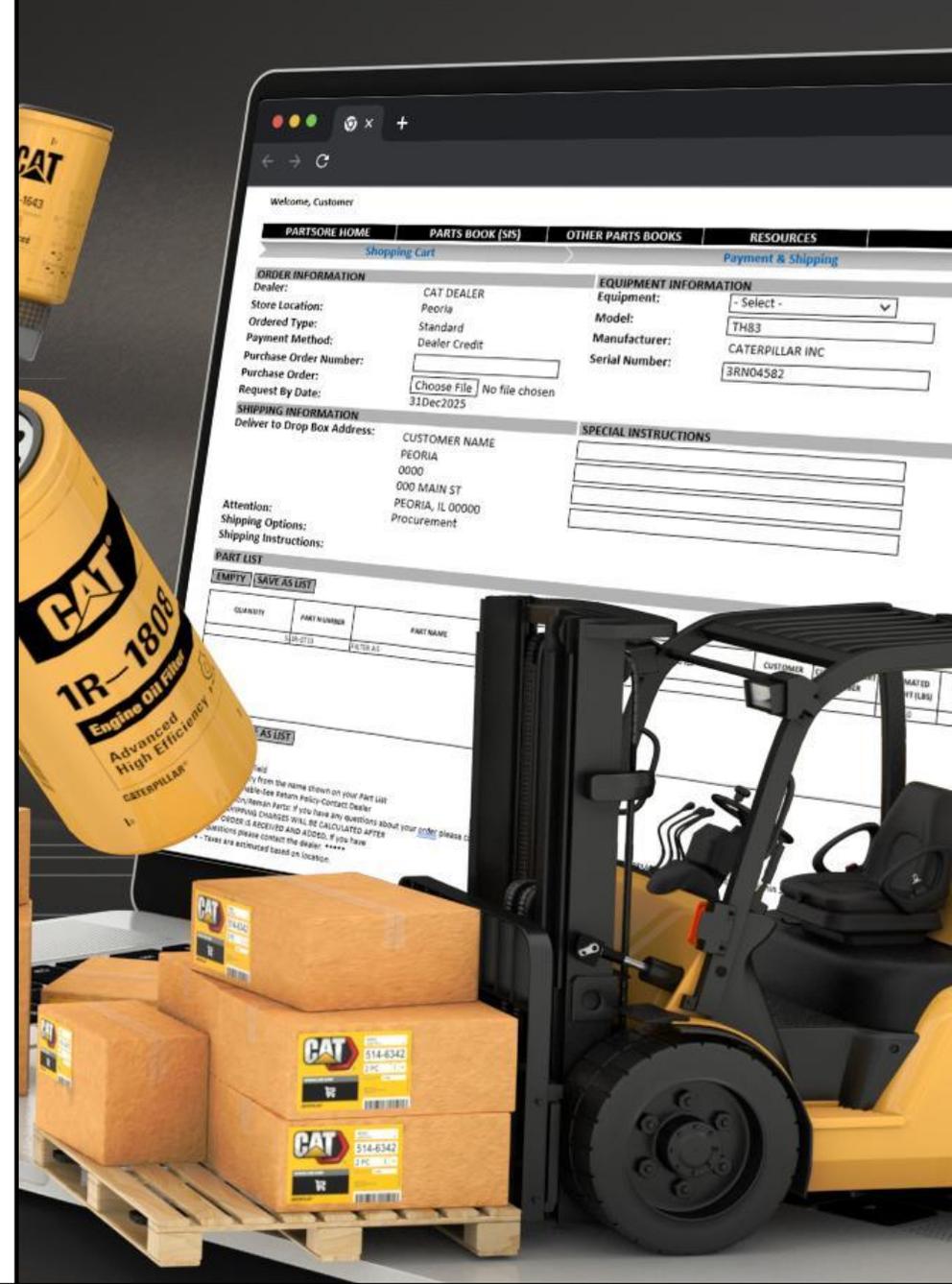
Key Benefits:

- 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

Want to learn more? Visit [Cat.com/IP](https://cat.com/IP) or [find a local Cat Dealer](#) today!

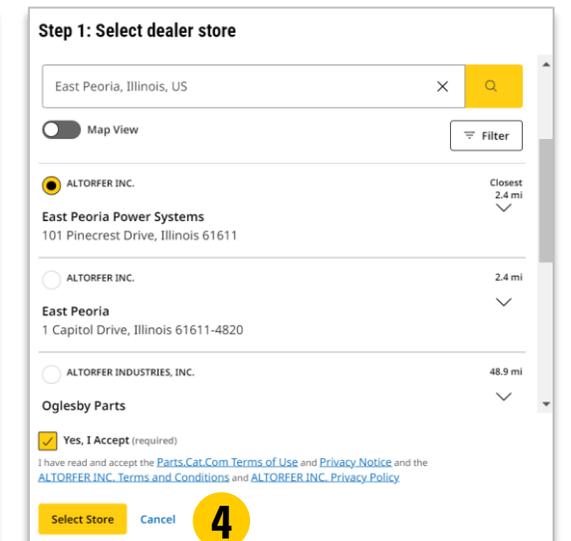
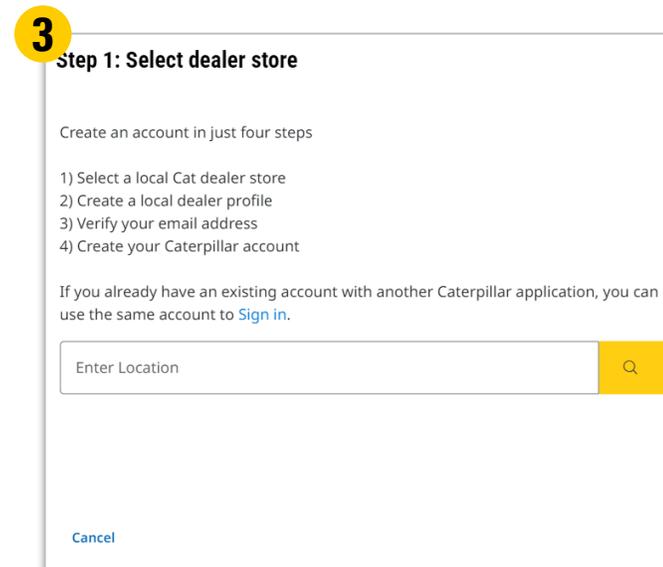
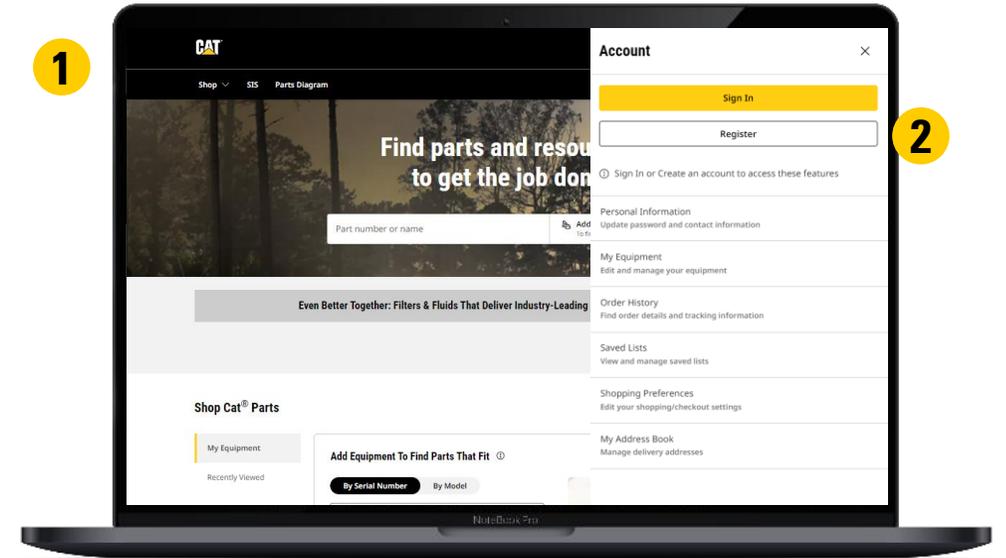


REGISTER & SIGN IN



REGISTER

- 1 Go to parts.cat.com.
- 2 Click on the  icon at the top of the homepage. Then click on REGISTER.
- 3 Type in your location and choose a local dealer.
- 4 Checkmark the Terms of Use and Privacy Statement inbox. Click SELECT STORE.



REGISTER (CONT.)

- 5** Fill out all registration information completely and verify your registered email.

5 Create Account to buy parts

ACCOUNT

First Name

Last Name

Country: United States

Email

US Phone Number

Are you registering under a company or Individual?

Company Individual

COMPANY ADDRESS

Company Name

Street Address

Apartment, Suite, Building, Floor, etc. (Optional)

City

State/Province

Select State

Zip/Postal Code

Create Account to buy parts

ACCOUNT

ADDRESS

SOLVE CAPTCHA FOR VERIFICATION

Before you create your account, please let us help keep you safe by verifying you are a human.

Enter The Characters You See

Create Account to buy parts

ACCOUNT

ADDRESS

CONFIRM ACCOUNT RECOVERY CODE

REGISTER (CONT.)

- 6** Check your inbox for an email confirmation after registering on parts.cat.com.

+ **Note:** The confirmation email content may vary.

6

DEALER NAME CAT

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 [Parts.cat.com](#) to take advantage of the tools provided with your account.

If you requested to enroll your company in Cat Vantage Rewards¹, you may not be able to earn reward points until registration is approved. We will send you an email when you are ready to earn Cat Vantage Points. Learn more about [Cat Vantage Rewards](#).

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

- [Cat.com](#): Explore products, set site-wide preferences, set a preferred dealer, and streamline materials requests.
- [Cat Central](#) mobile app² - Tap into genuine Cat parts on the go with personalized features to help you find whatever you need.
- [Parts.cat.com](#): Shop online and experience enhanced tools for faster checkout, managing orders and more.
- [VisionLink](#) - Dive into insights for all your assets to help you maximize uptime, increase utilization, lower overall owning & operating costs, and more.

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]
[State]
[Zip code]
[Country]
[Dealer email]
[Dealer phone number]

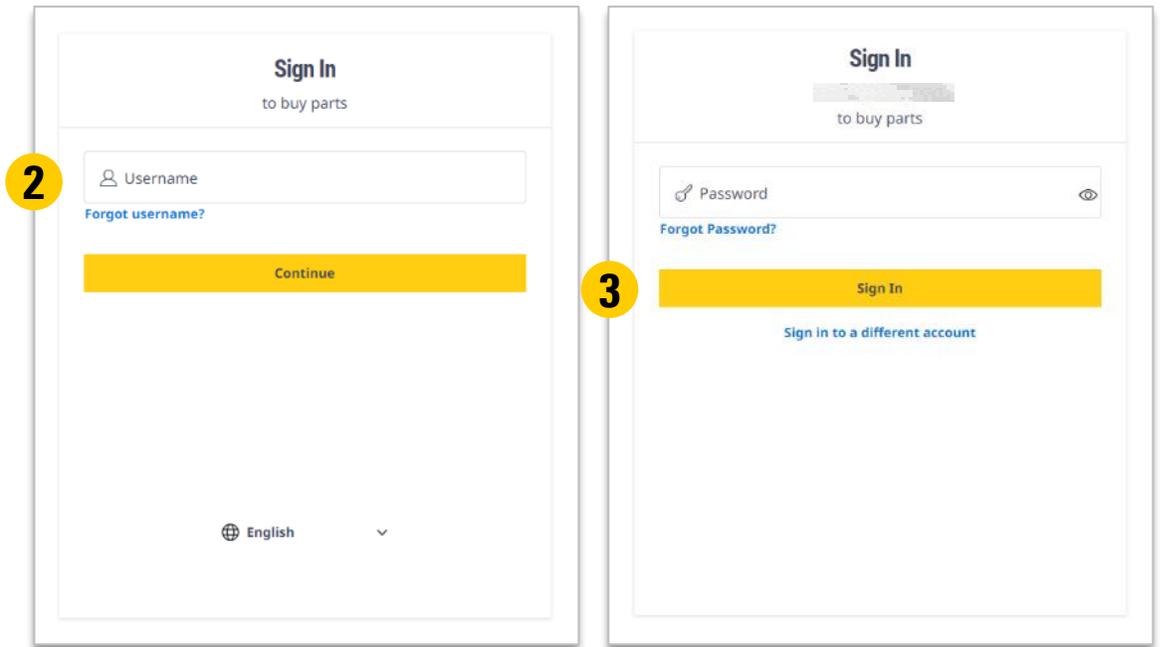
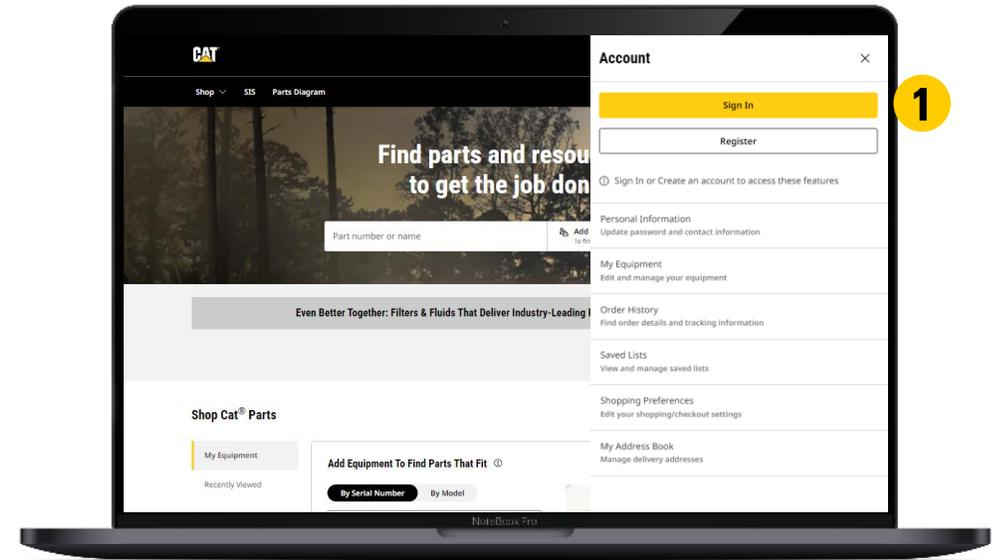
1. See Cat Vantage Rewards [terms and conditions](#) for additional details.
2. The Cat Central App is not available in all regions. Check for availability.

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Caterpillar Inc. | 100 N.E. Adams St. | Peoria, IL USA 61629 | 1 | (309) 675-1000 | [Privacy Policy](#)

SIGN IN

- 1 Click on the  icon at the top of the homepage. Then click on **SIGN IN**.
- 2 Type in your username and password.
- 3 Click on **SIGN IN**.

You are now signed in to your parts.cat.com account.



SIGN IN (CONT.)

To switch your account or dealer store:

- 1 Click on your store location icon  and select **CHANGE STORE** at the bottom.
- 2 Change the necessary fields and click **CONTINUE**.



Note: If you have just registered, a dealer will need to first configure your user account. They will get an automatic notification, so no extra steps for you. Once it has been granted, the dealer will notify you.

Select Store

ALTORFER INC.
East Peoria
1 Capitol Drive
East Peoria, Illinois 61611-4820
USA

Local Dealer Support
309-694-1234
Website
Driving Directions

Services Offered:
Machine, Parts Pick-up

Store Hours:
Monday 08:00 AM - 05:00 PM
Tuesday 08:00 AM - 05:00 PM
Wednesday 08:00 AM - 05:00 PM
Thursday 08:00 AM - 05:00 PM
Friday 08:00 AM - 05:00 PM
Saturday 08:00 AM - 12:00 PM

1 Change Store

Associated Dealers

⚠ Changing your dealer or branch could result in pricing changes.
Promotions are offered by individual dealers, and do not apply at other dealerships.

Dealer (required)
ALTORFER INC.
+ Add Dealer

Store Location (required)
East Peoria
Cedar Rapids
Cedar Rapids Trucks
Davenport
East Peoria ✓
Hannibal

Yes, I accept. (required)
I have read and accept the [Parts.Cat.Com Terms of Use and Privacy Notice](#) and the [ALTORFER INC. Terms and Conditions and ALTORFER INC. Privacy Policy](#).

2 Continue

SEARCH FOR PARTS



HOW TO SEARCH FOR PARTS

"I KNOW THE..."

RECOMMENDED

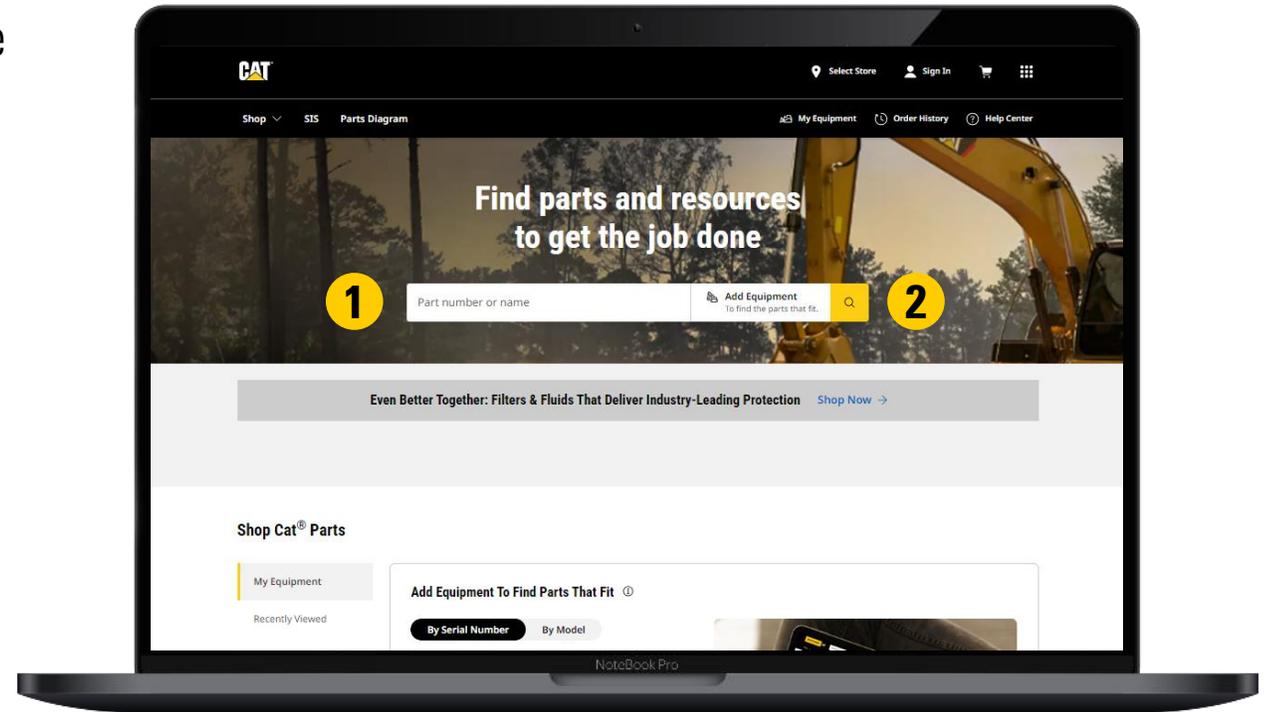
Part #	Serial #	Neither	
✓	✗	✗	On-Site Search
✓	✗	✗	Quick Order
✗	✓	✗	Parts Diagram
✗	✓	✗	Service Information System (SIS)
✗	✗	✓	Shop By Category



ON-SITE SEARCH

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

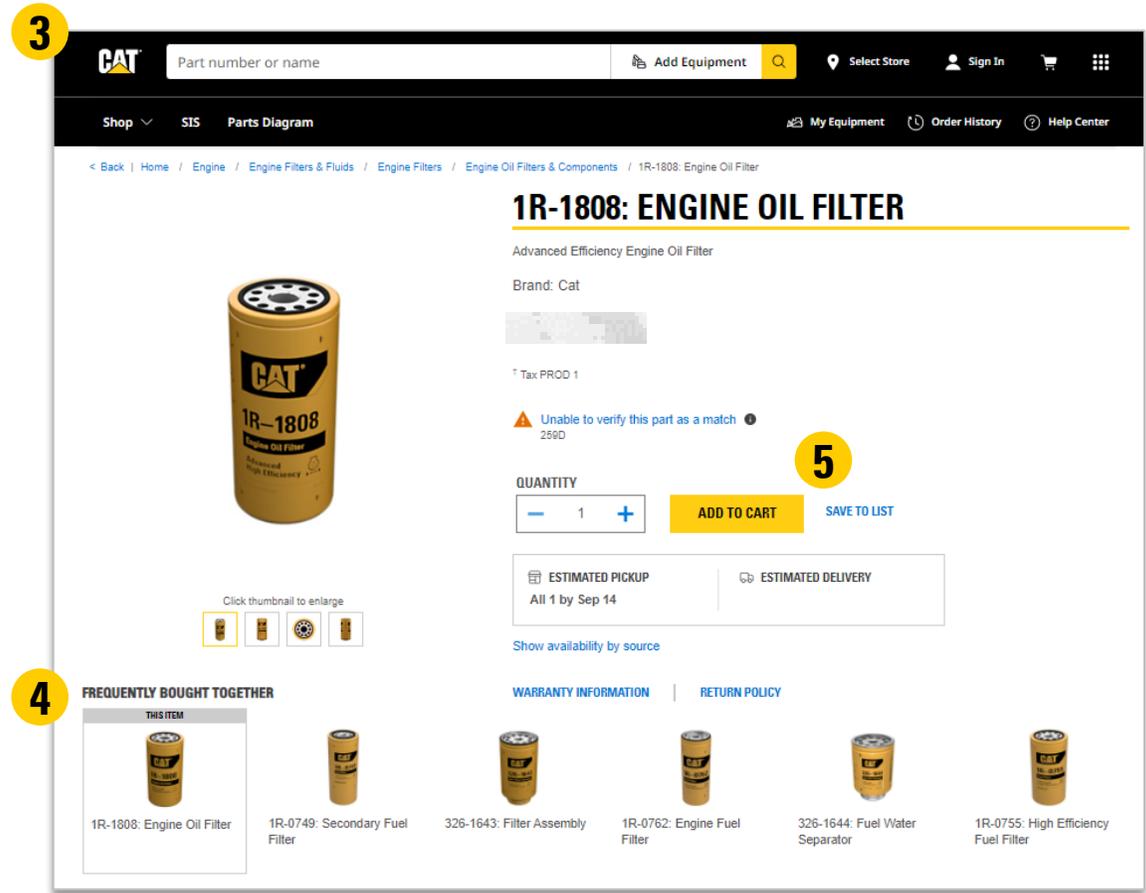
"I KNOW THE..."			RECOMMENDED
Part #	Serial #	Neither	
✓	×	×	On-Site Search
✓	×	×	Quick Order
×	✓	×	Parts Diagram
×	✓	×	Service Information System (SIS)
×	×	✓	Shop By Category



ON-SITE SEARCH (CONT.)

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

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



ON-SITE SEARCH (CONT.)

"I KNOW THE..." RECOMMENDED

Part #	Serial #	Neither	
✓	✗	✗	On-Site Search
✓	✗	✗	Quick Order
✗	✓	✗	Parts Diagram
✗	✓	✗	Service Information System (SIS)
✗	✗	✓	Shop By Category

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 .

Part Name & Number	Price (AUD)/Availability	Add To Cart
1) 397-9953: Alternator As (Included In Repair Bundle Above)	1*	
2) 397-9954: Bracket	1: In stock	
3) 397-9955: Support	1: Cat Melb Air 3 - Road 20 Days	
4) 393-7574: Bolt-Flange Head	1: In stock	
5) 389-5248: Washer	1: Cat Melb Air 3 - Road 20 Days	
6) 387-9897: Bolt-Flange Head	1: In stock	
7) 387-9820: Bolt-Flange Head	1: Cat Melb Air 3 - Road 20 Days	



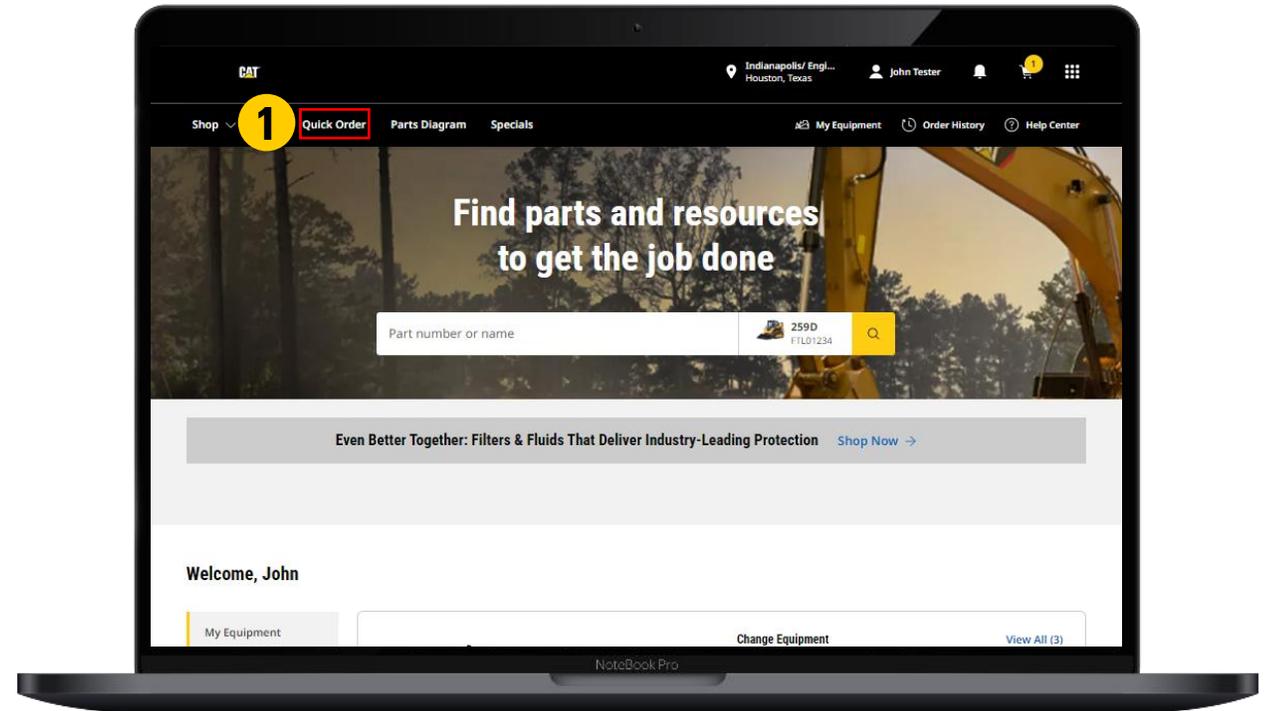
QUICK ORDER

1 On the homepage, click on **QUICK ORDER**.



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

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



QUICK ORDER (CONT.)

- 2 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 and drop a parts list.
- 3 Either click on **ADD TO CART** or **ADD TO CART AND CHECKOUT**, depending on if you are ready to complete your order or not.

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

The screenshot shows the CAT Quick Order interface. At the top, there's a search bar with 'Part number or name' and a search icon. The user is logged in as 'John Tester' from 'Indianapolis/ Eng... Houston, Texas'. The navigation menu includes 'Shop', 'SIS', 'Quick Order', 'Parts Diagram', and 'Specials'. The main content area is titled 'SHOPPING CART' and features a 'Show Notes' toggle and a 'PRINT' button. A table for 'QUICK ORDER' is highlighted with a red box and a yellow '2' callout. The table has columns for 'Quantity*', 'Item Number*', 'Asset ID/Serial Number', 'Line Item Note', 'Customer Part Number', and 'Customer Item Number'. Below the table are 'Copy & Paste' and 'CLEAR ALL' buttons. A yellow '3' callout points to the 'ADD TO CART' and 'ADD TO CART AND CHECKOUT' buttons. Below these buttons is a dashed box for file upload with 'CHOOSE A FILE' and 'IMPORT SAVED LIST' options. To the right, the 'ORDER INFORMATION' section shows 'Dealer Store: Indianapolis/ Engine Power' and a 'CHANGE' button. The 'EQUIPMENT (Optional)' section has a dropdown menu. The 'ORDER SUMMARY' section shows 'TOTAL ITEMS: 1' and 'ORDER SUBTOTAL:'. A 'PROCEED TO CHECKOUT' button is at the bottom right. The footer includes 'ITEMS IN CART 1 Item', 'SHARE CART', 'SAVE', and 'Show Images / Show availability by source' toggles.



QUICK ORDER (CONT.)

"I KNOW THE..." RECOMMENDED

Part #	Serial #	Neither	
✓	×	×	On-Site Search
✓	×	×	Quick Order
×	✓	×	Parts Diagram
×	✓	×	Service Information System (SIS)
×	×	✓	Shop By Category

4 You may be redirected to the Source of Supply, Alternative, and/or Replacement Parts screen. If none, skip this step.

5 Click on **CONTINUE** and proceed to checkout.

SOURCE OF SUPPLY

Please choose your preferred source for the following part numbers

SOS FOR ORIGINAL PART #1A1135

Source Of Supply	Item	Requested Quantity	Availability [†]
<input checked="" type="radio"/> CATERPILLAR	1A-1135: CAPSCREW	1	1: In Stock
<input type="radio"/> DONALDSON	1A1135: ENGINE	1	1: 01 TO 02 (English)
<input type="radio"/> ATLAS	1A1135: THIS IS A TEST PN	1	1: Contact Dealer
<input type="radio"/> CATERPILLAR	1A1135: SCREW	1	1: Contact Dealer

† Availability information is based on a single line item. If the same part number exists in multiple lines, availability may be inaccurate.
 †† Prices listed exclude GST. Final price, including GST, and freight (if applicable), will be displayed on the order confirmation page prior to placing shown a total invoice approach.

CANCEL

ALTERNATIVE PARTS

The following parts you requested have alternatives you may be interested in.

Quantity	Item	Availability [†]
1) <input type="text" value="1"/>	7N-3231: ROD A-CONN	1: Contact Dealer

AVAILABLE ALTERNATIVES

Quantity	Item	Type	Availability [†]
<input type="text" value="0"/>	0R-0718: ROD A CONN	Cat® Reman	1: Contact Dealer
	Remanufactured part		

† Availability information is based on a single line item. If the same part number exists in multiple lines, availability may be inaccurate.
 †† Prices listed exclude GST. Final price, including GST, and freight (if applicable), will be displayed on the order confirmation page prior to placing the order shown a total invoice approach.

CANCEL SKIP THIS STEP

REPLACEMENT PARTS

The following parts have been replaced by the dealer. Please select from the offered alternatives for each item. The original part # will be displayed in the Line Items Notes for the replaced part using this format "Replaces Part # (Part #)"

1) 7W-2766: RADIATOR G
Quantity: 1
Availability: This item is no longer available and has been replaced by the following.

Item	Quantity	Availability [†]	Unit Price (USD) Exclude Taxes ^{††}
0V-0375: 1/2 - 13 Thread Hex Head Bolt	10	10: Contact Dealer	\$
1A-1135: 5/8"-11 x 2" Hex Head Bolt	1	1: In Stock	\$
1A-5822: 1/2-13 Hex Head Bolt	6	6: In Stock	\$
7E-2507: RADIATOR GP	1	1: Contact Dealer	\$

† Availability information is based on a single line item. If the same part number exists in multiple lines, availability may be inaccurate.
 †† Prices listed exclude GST. Final price, including GST, and freight (if applicable), will be displayed on the order confirmation page prior to placing the order, where GST will be shown a total invoice approach.

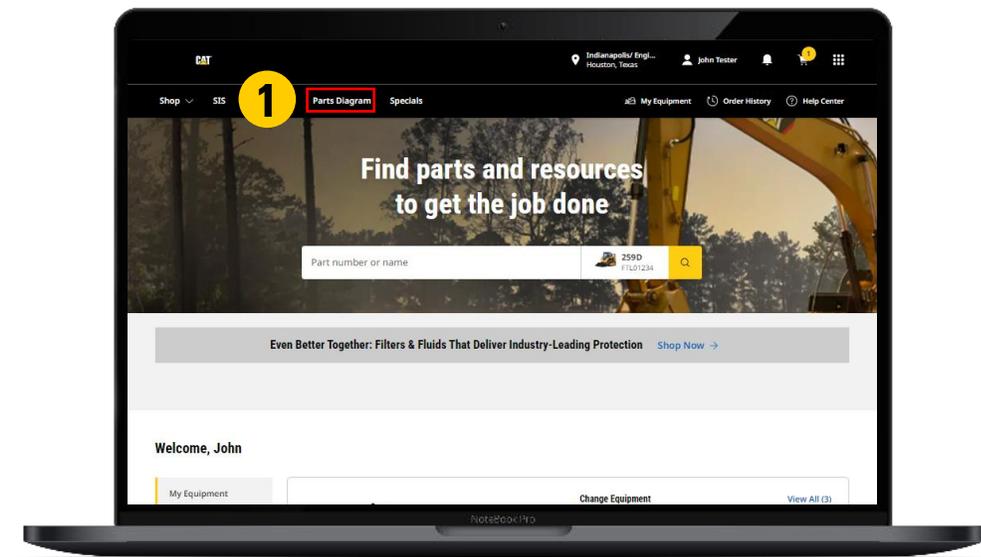
CANCEL CONTINUE

5

PARTS DIAGRAM

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

- 1 On the homepage, click on PARTS DIAGRAM.
- 2 Type in your part type (optional) and equipment serial number (required). Click on SEARCH.



PARTS DIAGRAM

PART TYPE EQUIPMENT*

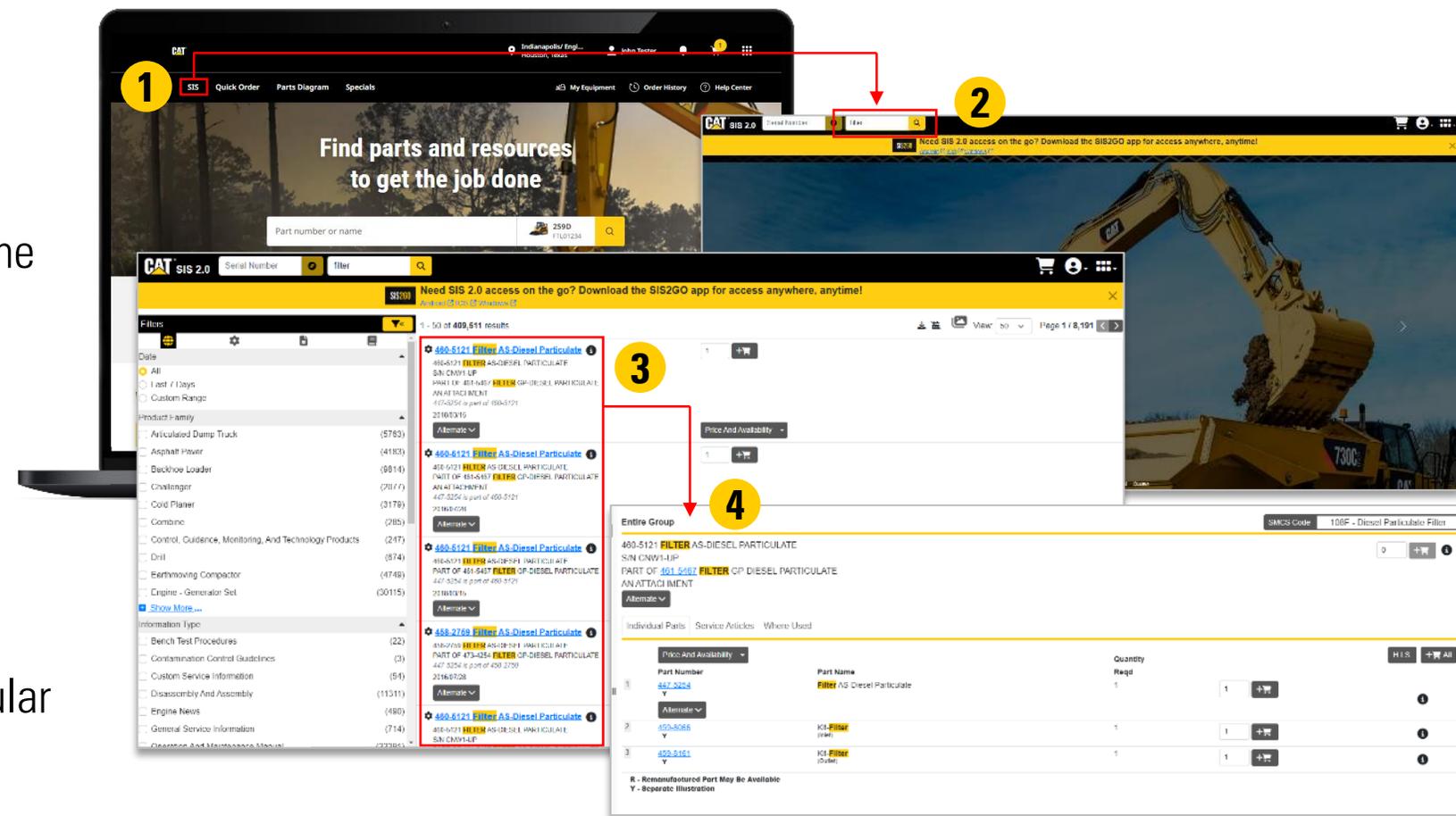
Enter part keyword(s) here. **SEARCH** 2

* Required fields

SERVICE INFORMATION SYSTEM (SIS)

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

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



SIS

VIEW DETAILS & ADD TO CART

"I KNOW THE..."

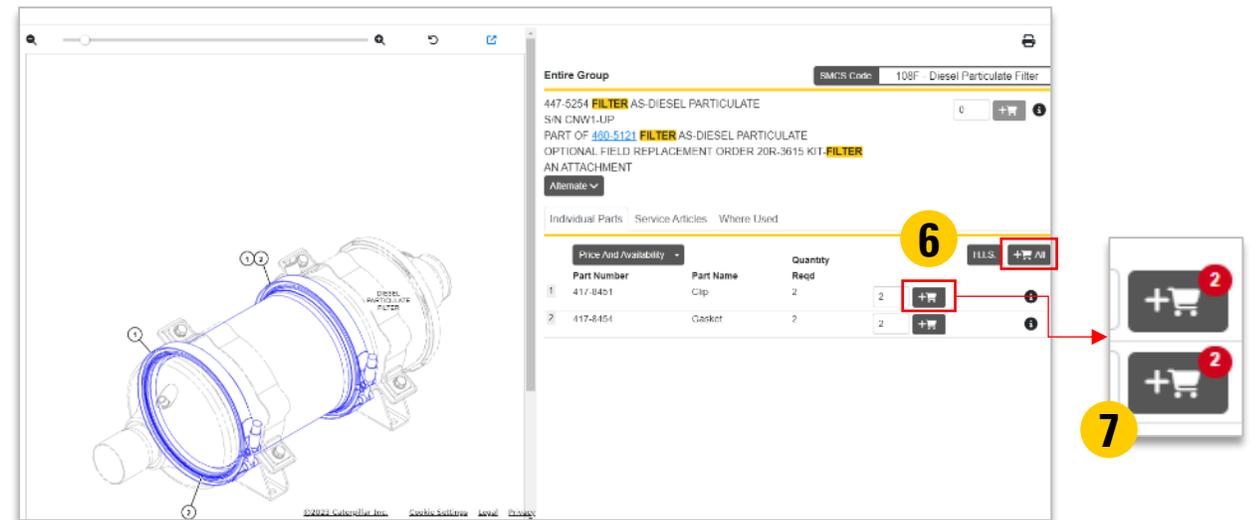
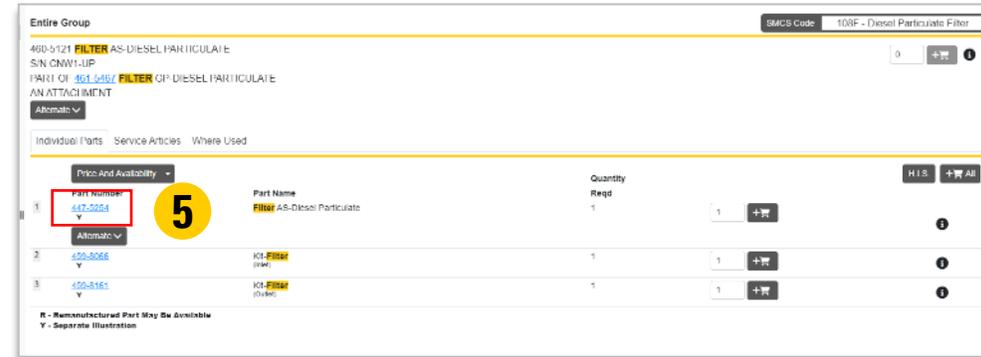
RECOMMENDED

Part #	Serial #	Neither	
✓	✗	✗	On-Site Search
✓	✗	✗	Quick Order
✗	✓	✗	Parts Diagram
✗	✓	✗	Service Information System (SIS)
✗	✗	✓	Shop By Category

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  button to add all items to the cart.



SIS

SHOPPING CART

"I KNOW THE..."

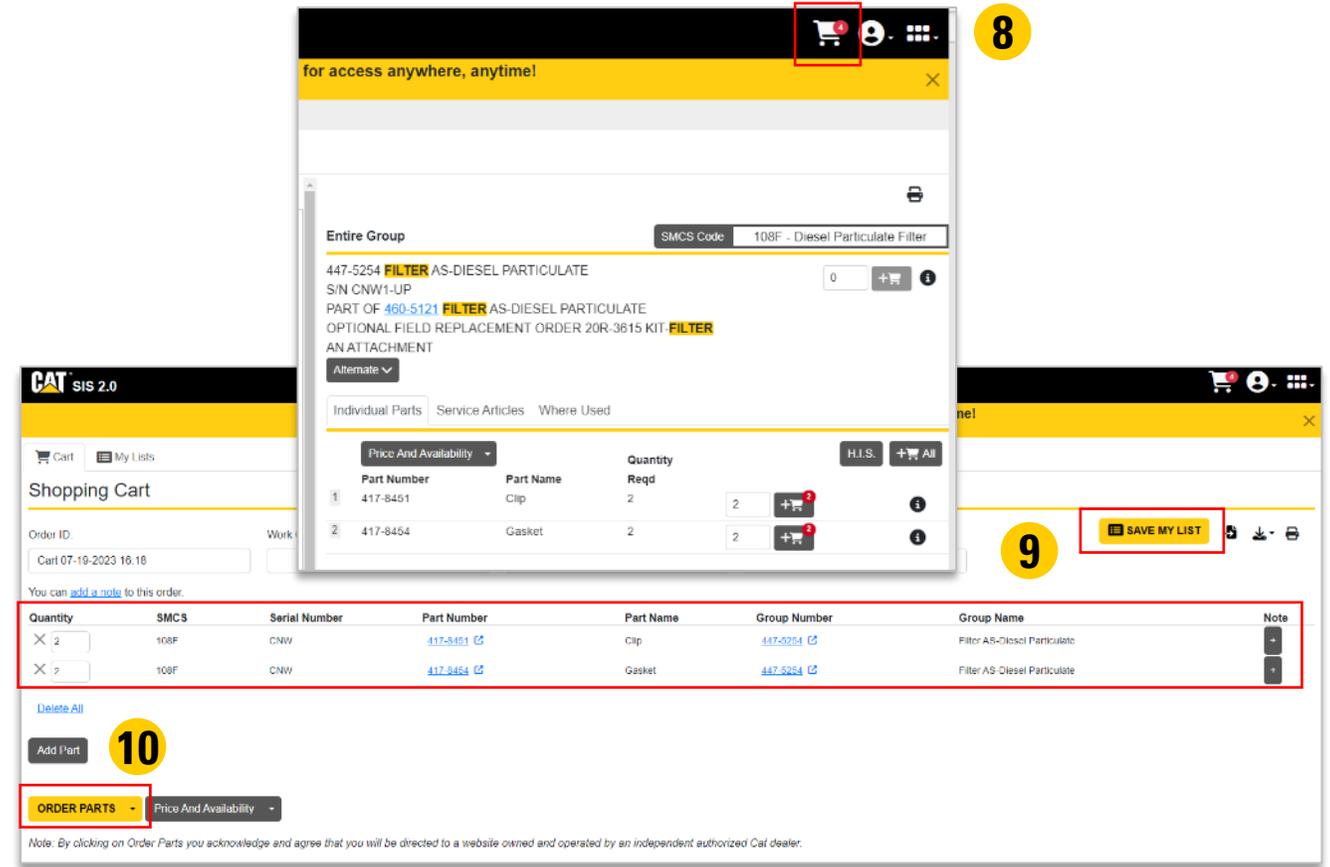
RECOMMENDED

Part #	Serial #	Neither	
✓	✗	✗	On-Site Search
✓	✗	✗	Quick Order
✗	✓	✗	Parts Diagram
✗	✓	✗	Service Information System (SIS)
✗	✗	✓	Shop By Category

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**.



8

for access anywhere, anytime!

Entire Group SMCS Code 108F - Diesel Particulate Filter

447-5254 **FILTER** AS-DIESEL PARTICULATE
S/N CNW1-UP
PART OF 460-5121 **FILTER** AS-DIESEL PARTICULATE
OPTIONAL FIELD REPLACEMENT ORDER 20R-3615 KIT **FILTER**
AN ATTACHMENT

Alternate

Individual Parts Service Articles Where Used

Price And Availability H.I.S. + All

Part Number	Part Name	Quantity	Reqd
1 417-8451	Clip	2	2
2 417-8454	Gasket	2	2

9 **SAVE MY LIST**

Quantity	SMCS	Serial Number	Part Number	Part Name	Group Number	Group Name	Note
✗ 2	108F	CNW	417-8451	Clip	447-5254	Filter AS-Diesel Particulate	
✗ 2	108F	CNW	417-8454	Gasket	447-5254	Filter AS-Diesel Particulate	

Delete All

Add Part **10**

ORDER PARTS Price And Availability

Note: By clicking on Order Parts you acknowledge and agree that you will be directed to a website owned and operated by an independent authorized Cat dealer.

SIS

SHOPPING CART (CONT.)

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

11 If a part is not able to return pricing / availability, you 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.

The image shows two overlapping screenshots from a web application. The top screenshot is a dialog box titled "ADDING PARTS FROM SIS" with a close button (X) in the top left. It contains a message: "There are some invalid parts in your cart. Please edit the item numbers before proceeding to the next step." Below this is a section "INVALID PART(S)" with a red error icon and the text "Invalid Item Number Error" and "The following items have invalid item numbers." A table below shows one row with "Quantity" 1 and "Item Number*" "123-123456", with a red highlight and the text "Invalid item number." below it. Below that is a section "VALID PART(S)" with a table showing "Quantity" 1 and "Item Number*" "102-0400". The bottom screenshot is the "SHOPPING CART" page. It has a "QUICK ORDER" section with input fields for "Quantity*", "Item Number*", "Asset ID/Serial Number", "Line Item Note", "Customer Part Number", and "Customer Item Number". There are "ADD TO CART" and "ADD TO CART AND CHECKOUT" buttons. Below is a "DRAG & DROP TO UPLOAD FILE OR" section with "CHOOSE A FILE" and "IMPORT SAVED LIST" buttons. The "ITEMS IN CART" section shows 14 items, with one item listed: "1) 1 130-0229 SEAL-O-RING 0.1 lbs Contact Dealer". The "ORDER INFORMATION" section shows "Dealer Store Hammond" and "EQUIPMENT (Optional)" dropdown. The "ORDER SUMMARY" section shows "TOTAL ITEMS: 14" and "ORDER SUBTOTAL: [redacted]". A red box highlights the "PROCEED TO CHECKOUT" button in the bottom right corner.



SHOP BY CATEGORY

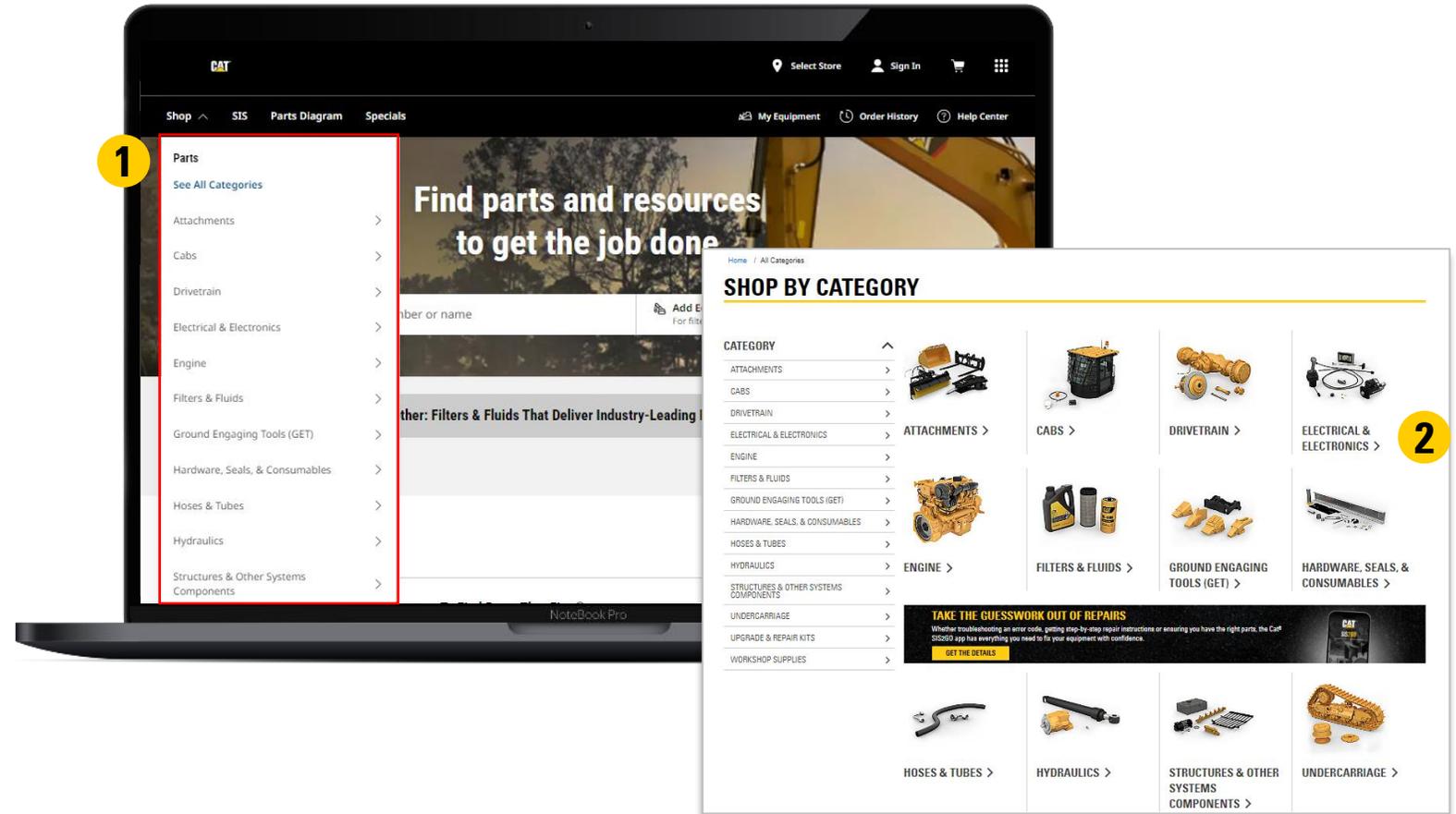
"I KNOW THE..."

RECOMMENDED

Part #	Serial #	Neither	
✓	×	×	On-Site Search
✓	×	×	Quick Order
×	✓	×	Parts Diagram
×	✓	×	Service Information System (SIS)
×	×	✓	Shop By Category

1 On the homepage, click on **SHOP** and **SEE ALL CATEGORIES** to display all available top-level categories.

2 Choose a category, like **Electrical & Electronics**, for example.



SHOP BY CATEGORY (CONT.)

3 If needed, choose a subcategory or use the specifications menu on the left-hand side to further refine your search results and select the option that best fits your needs.

4 Review the part's details and compatibility. Click on **ADD TO CART**.

The screenshot displays the Caterpillar website's 'FILTERS & FLUIDS' category page. On the left, a sidebar menu is highlighted with a red box, showing the 'CATEGORY' section with 'FILTERS' and 'FLUIDS' options, and a 'SPECIFICATIONS' section with various filters like 'BORE DIAMETER (IN)', 'DASH SIZE (IN)', 'DIAMETER - B (IN)', 'EFFICIENCY RATING', 'FITS BOLT SIZES (IN)', 'FREE DIAMETER - A (IN)', and 'HEIGHT - C (IN)'. The main content area shows a grid of 16 product cards, each with an image and a title. A red box highlights the '1R-1808: ENGINE OIL FILTER' card. A callout window on the right shows the detailed view of this product, including its name, brand, price, quantity, and 'ADD TO CART' button.

ADD EQUIPMENT TO MY EQUIPMENT

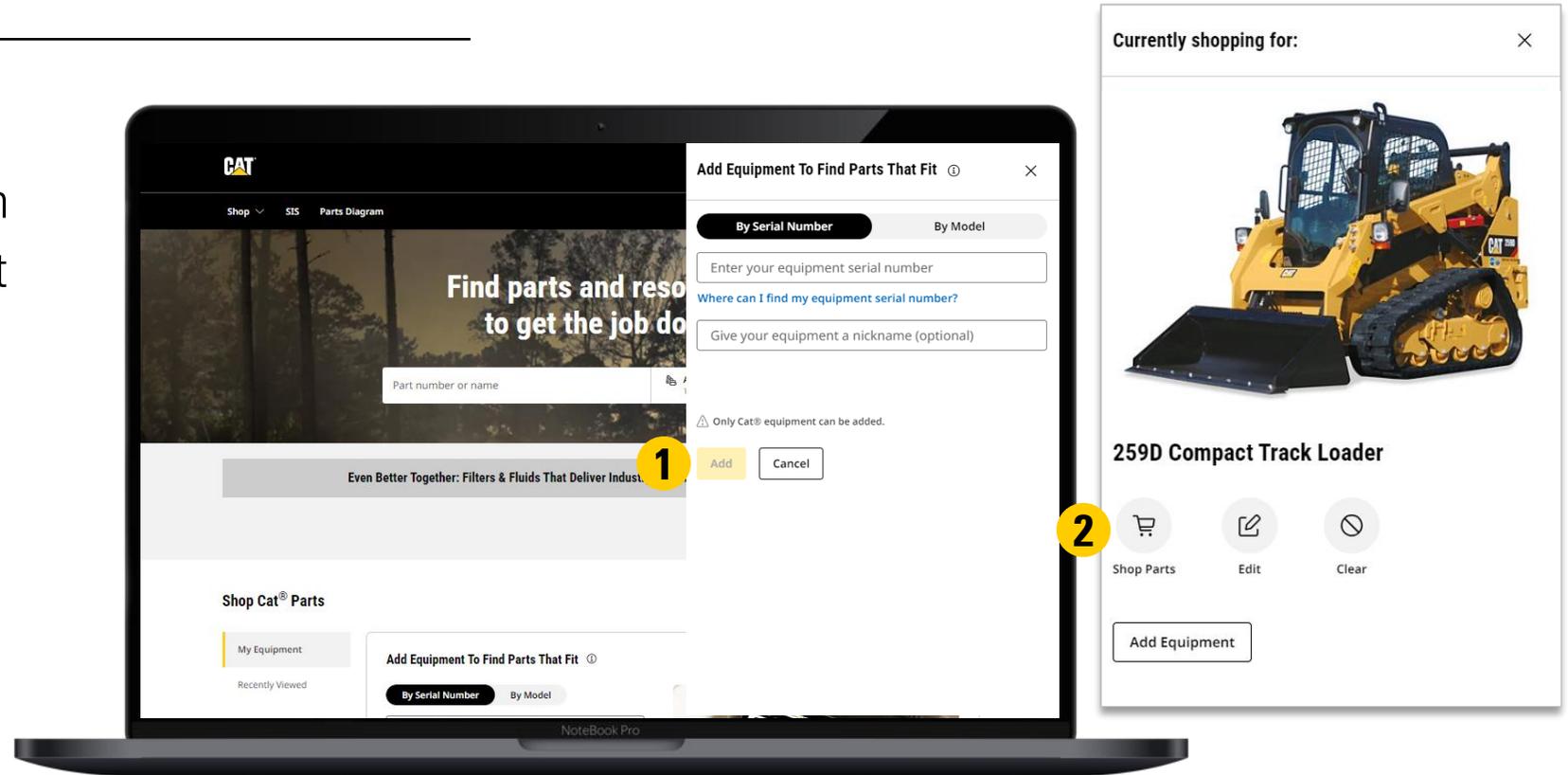
- 1 Click on **MY EQUIPMENT** in the parts.cat.com homepage.
- 2 Click on **ADD EQUIPMENT** and enter your Cat[®] equipment's model or serial number. Click **ADD**.
- 3 Browse for all the parts with the green check mark, verified to fit your equipment.

The image illustrates the process of adding equipment to a user's account on the parts.cat.com website. It is divided into three numbered steps:

- Step 1:** The user is on the parts.cat.com homepage. The 'My Equipment' link in the top navigation bar is highlighted with a red box and a yellow circle containing the number 1.
- Step 2:** The user is on the 'My Equipment' page. The 'Add Equipment' button is highlighted with a red box and a yellow circle containing the number 2. The form shows fields for 'Enter your equipment serial number' and 'Give your equipment a nickname (optional)'. A red box highlights the 'Add' button.
- Step 3:** The user is browsing a list of parts. A red box highlights a green checkmark icon next to the part '110-6326: AIR CLEANER PRIMARY...'. Below the checkmark, it says 'Factory Fit 259D FTL01234'. A yellow circle containing the number 3 is next to this part.

PLANNED MAINTENANCE KITS & SELF-SERVICE OPTIONS SEARCH

- 1** Click on **ADD EQUIPMENT** in the search bar. Enter the Cat equipment's model or serial number and click **ADD**.
- 2** Once you've added your equipment, click on **SHOP PARTS** to go to the asset's page.



PLANNED MAINTENANCE KITS & SELF-SERVICE OPTIONS SEARCH (CONT.)

3 Select a Planned Maintenance (PM) Kit of your choice based off the equipment you've selected.

4 Continue to scroll down and view Self-Service Options (SSO) made specifically for that piece of equipment.



Note: You don't have to be logged in on parts.cat.com to see this view.

Equipment Overview

259D Compact Track Loader [FTL01234](#) [Change Equipment](#)

[Shop Parts](#) [Parts Diagram](#)

Overview Maintenance and Repairs All Parts Operation and Maintenance Manuals

Planned Maintenance Kits For Your 259D Compact Track Loader

Good news, we have maintenance kits to help keep your 259D Compact Track Loader healthy. [Learn more](#)

You have 10 Cat® planned maintenance kits available for your 259D Compact Track Loader.

Search Planned Maintenance Kits

- PM 1 PERFORM (INITIAL (250 HOURS INTERVAL)) >
- PM 2 PERFORM (500 HOURS INTERVAL) >
- 1500 SERVICE HOUR MAINTENANCE PERFORM (1500 HOURS INTERVAL) >
- 3000 SERVICE HOUR MAINTENANCE PERFORM (3000 HOURS INTERVAL) >
- 12000 SERVICE HOUR MAINTENANCE PERFORM (12000 HOURS INTERVAL) >

Self-Service Options For Your 259D Compact Track Loader

Prefer to repair it yourself? Cat® Self-Service options provide you with the right parts, tools, instructions, and support you need to repair your Cat® equipment on your own from your shop, or in the field. [Learn more](#)

You have [12] repair options available for your 259D Compact Track Loader.

Search Self-Service options All Categories

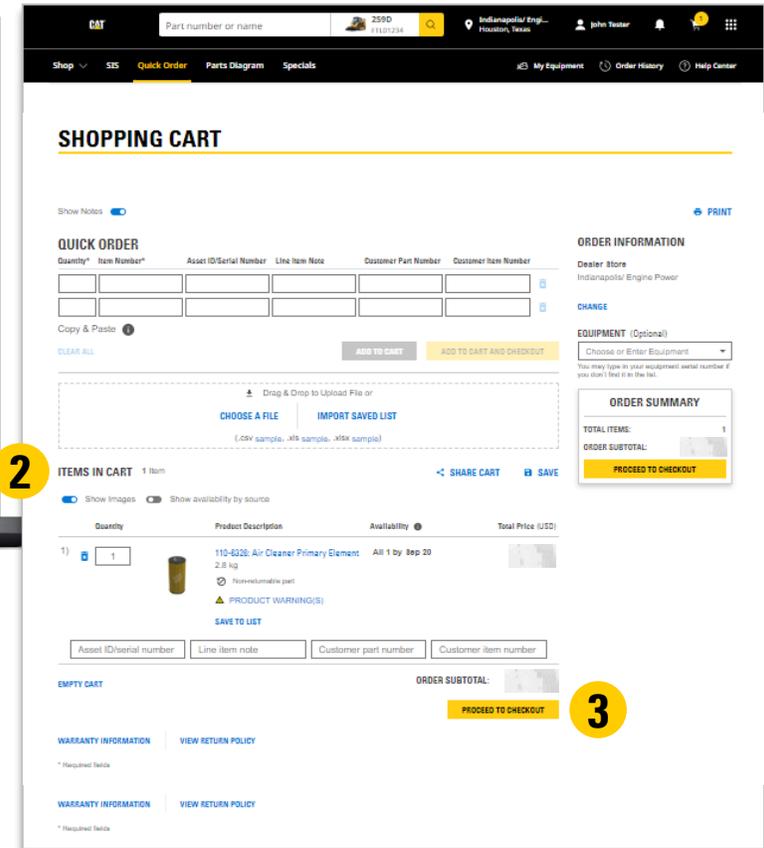
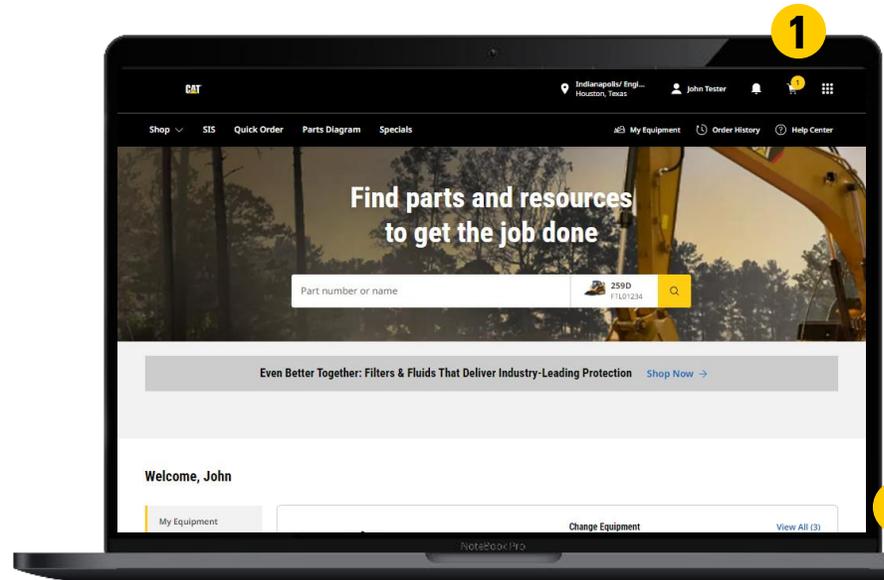
ALTERNATOR REMOVE AND INSTALL, REPLACE WITH NEW >	BATTERY REMOVE AND INSTALL, REPLACE WITH NEW >
ELECTRIC STARTING MOTOR REMOVE AND INSTALL, REPLACE WITH NEW >	LIFT ARM REMOVE AND INSTALL, REPLACE WITH NEW PINS / BUSHINGS ... >
LIFT/HOIST CYLINDER REMOVE AND INSTALL, REPLACE WITH NEW EACH >	LIFT/HOIST CYLINDER REMOVE, RECONDITION BEFORE FAILURE & INST... >
THERMOSTAT/WATER TEMPERATURE REGULATOR REMOVE AND INSTALL... >	TILT CYLINDER REMOVE AND INSTALL, REPLACE WITH NEW LEFT SIDE >
TILT CYLINDER REMOVE AND INSTALL, REPLACE WITH NEW RIGHT SIDE >	TILT CYLINDER REMOVE, RECONDITION BEFORE FAILURE & INSTALL LEF... >
TILT CYLINDER REMOVE, RECONDITION BEFORE FAILURE & INSTALL RIG... >	WATER PUMP REMOVE AND INSTALL, REPLACE WITH NEW >

FINALIZE PURCHASE



CHECKOUT

- 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 your cart.
- 3** Click on **PROCEED TO CHECKOUT**.

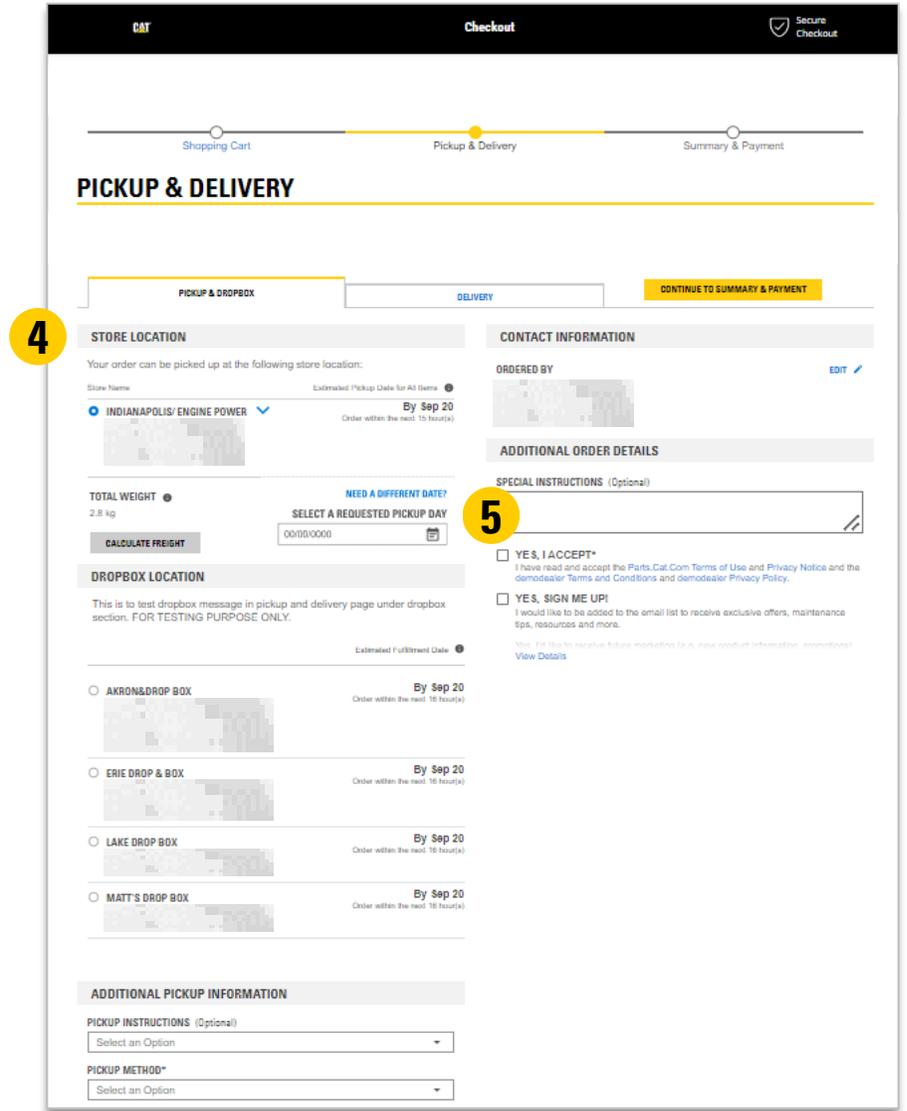


PICKUP

CHECKOUT

- 4 Choose a pickup or dropbox location and fill out any special instructions.
- 5 If the order is needed on a different date, select **NEED A DIFFERENT DATE?** and include additional pickup information.

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



PICKUP

CHECKOUT (CONT.)

6 **DROPBOX** – If enabled, the dropbox tab will show a list of authorized locations.

- Select the desired dropbox.
- Address is auto-populated.
- Select shipping options.
- Fill in any special instructions.



Note: Dropbox is an optional feature that is set up by the dealer.

6

DELIVERY

CHECKOUT

- 7 Ensure the delivery address is correct or edit to enter a different delivery address.
- 8 Select a delivery method. If a different date is needed, select **REQUEST BY DATE**. Fill out any special instructions.

CAT Checkout Secure Checkout

Shopping Cart Pickup & Delivery Summary & Payment

PICKUP & DELIVERY

PICKUP & DROPOFF DELIVERY CONTINUE TO SUMMARY & PAYMENT

7

DELIVERY LOCATION

DELIVERY ADDRESS* [EDIT](#)

DELIVERY PRIORITY

DELIVERY INSTRUCTIONS (Optional)
Select an Option

DELIVERY METHOD*

Delivery Options Estimated Delivery Date Estimated Charge(USD)

- IMPORTACIÓN NORMAL: TBD
47 A 52 DÍAS APROX.
- 2 DAY SHIPPING From Sep 20 to 25
Order within the next 18 hour(s)
- 1 DAY SHIPPING 1 1LBS From Sep 23 to 25 \$1.00
Order within the next 18 hour(s)
- SHIP COMPLETE TO CUST TBD
- PICK UP BY CUST From Sep 21 to 23
Order within the next 18 hour(s)
- FREIGHT & TRUCK From Sep 20 to 21
Order within the next 18 hour(s)

Shipping: Charged at time of invoice

TOTAL WEIGHT 2.8 kg SELECT A REQUESTED DELIVERY DAY*
9/21/24

CONTACT INFORMATION

ORDERED BY [EDIT](#)

ADDITIONAL ORDER DETAILS

SPECIAL INSTRUCTIONS (Optional)

YES, I ACCEPT
I have read and accept the Parts.Cat.Com Terms of Use and Privacy Notice and the demodealer Terms and Conditions and demodealer Privacy Policy.

YES, SIGN ME UP!
I would like to be added to the email list to receive exclusive offers, maintenance tips, resources and more.
[View Details](#)

ORDER SUBTOTAL
Shipping/Miscellaneous*
Total Tax:
LOCAL TAXES:
ORDER TOTAL:

*Freight cost will be charged at time of invoice

SUMMARY & PAYMENT

CHECKOUT

- 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 you have one, add a promotion code.
- 12 Click on PLACE ORDER.

SUMMARY & PAYMENT

ORDER INFORMATION

DEALER STORE: Indianapolis Engine Power
REQUEST BY DATE: 9/21/24
ORDERED BY: [Redacted]

PICKUP AND DELIVERY INFORMATION

ESTIMATED DELIVERY DATE: From Sep 23 to 25
DELIVERY METHOD: 1 Day Shipping 1 Tbx
DELIVERY ADDRESS: [Redacted]

PAYMENT INFORMATION

BILLING METHOD*: Cat Card
To change your form of payment select another Billing Method from the dropdown.
 Save Cat Card Information
CAT CARD NUMBER*: [Redacted]
ZIP CODE/POSTAL CODE*: [Redacted]
BILLING ADDRESS: [Redacted]
PURCHASE ORDER NUMBER (Optional): [Redacted]
UPLOAD ATTACHMENT (Optional): [Redacted]

ITEMS IN YOUR ORDER

Quantity	Product Description	Name	Availability	Total Price (USD)
1	110-0220 Air Cleaner Primary Element 2.8 kg Non-removable part		All 1 by Sep 20	[Redacted]

ORDER SUBTOTAL: [Redacted]
Shipping/Miscellaneous*: [Redacted]
Total Tax: [Redacted]
LOCAL TAXES: [Redacted]
ORDER TOTAL: [Redacted]

*Freight cost will be charged at time of invoice

ORDER CONFIRMATION

CHECKOUT

- 13** After reviewing your order summary and placing the order, an order confirmation screen will pop-up.
- 14** Export and/or print the order confirmation, if needed.
- 15** You can also receive an order confirmation email when shared by a local dealer, if needed.

13

ORDER CONFIRMATION

14

THANK YOU FOR YOUR ORDER

Order Number: 123456789
Order Date: Month 00, 0000, 00:00 AM/PM

SHARE CONFIRMATION EMAIL

ORDER INFORMATION

Account Number
907829134
Dealer Store
[Store 0000]
Equipment
[Nickname]
[Model #]
Serial # - [ABC00123]
Order Type
Emergency
Ordered By
John Smith
Email Address
john_smith@cat.com
Phone Number
+1 999-999-9999
Requested by Date
Month 00, 2023

PICKUP & DELIVERY

Pickup Method
Freight & Truck
Store Location
Your items can be picked up at the following location:
Store 00
1234 Jefferson Ave
Peoria, IL 12345
12345678912345678912345
Pickup Instructions
Truck

BILLING & PAYMENT

Billing Method
Cash/Check
Billing Address
FirstName LastName
12345 Jefferson Ave
Peoria, Illinois 12345-1234
United States
0000000000
FirstnameLastName@cat.com
Purchase Order Number
01234567890

ITEMS IN YOUR ORDER

Show availability by source

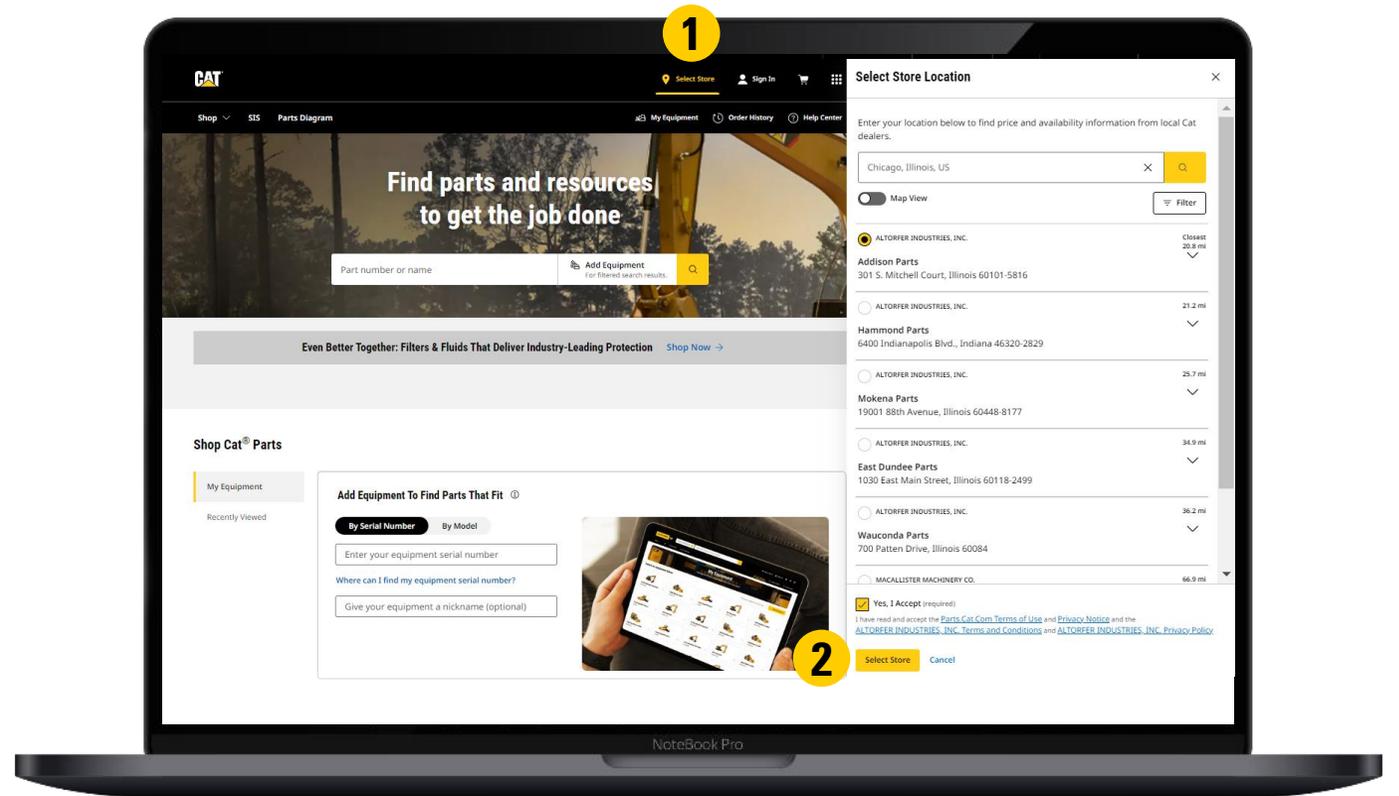
Quantity		Total Price (USD)
000)	1	

Confirmation email(s) sent

15

CHECKOUT WITHOUT AN ACCOUNT

- 1 Click on the Select Store icon  at the top of the homepage.
- 2 Type in your location, choose a local dealer, and click **SELECT STORE**.



CHECKOUT WITHOUT AN ACCOUNT (CONT.)

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

SHOPPING CART

PRINT

ITEMS IN CART 1 Item SAVE

Quantity	Product Description	Availability	Total Price (USD)
1) 1	1R-1808: Engine Oil Filter 4.1 lbs ⚠️ PRODUCT WARNING(S) SAVE TO LIST	1 in stock	[REDACTED]

EMPTY CART ORDER SUBTOTAL: [REDACTED] **PROCEED TO CHECKOUT** **3**

SIGN IN
Sign in to your account to access the full suite of Cat applications.
SIGN IN CONTINUE AS GUEST

DON'T HAVE AN ACCOUNT?
Create a Cat account to:
• See your dealer account prices.
• Access payment methods specific to your dealer account.
• Quickly checkout using your shipping and billing preferences.
• View order history
CREATE AN ACCOUNT

WARRANTY INFORMATION VIEW RETURN POLICY

* Required fields

CHECKOUT WITHOUT AN ACCOUNT (CONT.)

- 4 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.
- 6 Tick **YES** to receive marketing information and accept Terms of Use.
- 7 Click on **CONTINUE TO SUMMARY & PAYMENT**.

4

Shopping Cart Pickup & Delivery Summary & Payment

PICKUP & DELIVERY

PICKUP DELIVERY CONTINUE TO SUMMARY & PAYMENT

STORE LOCATION
Your order can be picked up at the following store location:
State Name: [Dropdown] Estimated Pickup Date for All Items: **By Sep 17**
[Map] (Order within the next 5 hours) 14:09:24(UTC)

CONTACT INFORMATION
In case we need to contact you regarding your orders.
FIRST NAME* [Text Field]
LAST NAME* [Text Field]
EMAIL ADDRESS* [Text Field]
PHONE NUMBER* [Text Field]
US [Dropdown]
COMPANY NAME (Optional) [Text Field]

ADDITIONAL PICKUP INFORMATION
PICKUP INSTRUCTIONS (Optional) [Text Field]
PICKUP METHOD [Dropdown]
WILL CALL [Text Field]

ADDITIONAL ORDER DETAILS
SPECIAL INSTRUCTIONS (Optional) [Text Field]

YES, I ACCEPT*
I have read and accept the Parts Cat.Com Terms of Use and Privacy Notice and the ALTORFER INDUSTRIES, INC. Terms and Conditions and ALTORFER INDUSTRIES, INC. Privacy Policy.

YES, SIGN ME UP!
I would like to be added to the email list to receive exclusive offers, maintenance tips, resources and more.
You will also be invited to receive future marketing by email. We will never sell or share your information. [View Details](#)

ORDER SUBTOTAL [Text Field]

ITEMS IN YOUR ORDER

Quantity	Product Description	Notes	Availability	Total Price (USD)
1)	1	10-100: Engine Oil Filter 4.1 lbs.	1 in stock	[Text Field]

ORDER SUBTOTAL [Text Field]

7 CONTINUE TO SUMMARY & PAYMENT

* Required fields

5

Shopping Cart Pickup & Delivery Summary & Payment

PICKUP & DELIVERY

PICKUP DELIVERY CONTINUE TO SUMMARY & PAYMENT

DELIVERY LOCATION
COUNTRY/REGION* [Dropdown]
United States
ZIP/POSTAL CODE* [Text Field]
STREET ADDRESS 1* [Text Field]
ADD AN ADDRESS LINE [Text Field]
CITY* [Text Field]
STATE/PROVINCE* [Dropdown]
COMPANY NAME (Optional) [Text Field]

CONTACT INFORMATION
In case we need to contact you regarding your orders.
FIRST NAME* [Text Field]
LAST NAME* [Text Field]
EMAIL ADDRESS* [Text Field]
PHONE NUMBER* [Text Field]
US [Dropdown]
COMPANY NAME (Optional) [Text Field]

DELIVERY PRIORITY
DELIVERY INSTRUCTIONS* [Text Field]
SHIP UPS [Text Field]
DELIVERY METHOD* [Text Field]

SHIP UPS GROUND **6**
 UPS RED NDA

ADDITIONAL ORDER DETAILS
SPECIAL INSTRUCTIONS (Optional) [Text Field]

YES, I ACCEPT*
I have read and accept the Parts Cat.Com Terms of Use and Privacy Notice and the ALTORFER INDUSTRIES, INC. Terms and Conditions and ALTORFER INDUSTRIES, INC. Privacy Policy.

YES, SIGN ME UP!
I would like to be added to the email list to receive exclusive offers, maintenance tips, resources and more.
You will also be invited to receive future marketing by email. We will never sell or share your information. [View Details](#)

ORDER SUBTOTAL [Text Field]

ITEMS IN YOUR ORDER

Quantity	Product Description	Notes	Availability	Total Price (USD)
1)	1	10-100: Engine Oil Filter 4.1 lbs.	1 in stock	[Text Field]

ORDER SUBTOTAL [Text Field]

7 CONTINUE TO SUMMARY & PAYMENT

* Required fields

CHECKOUT WITHOUT AN ACCOUNT (CONT.)

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

The screenshot shows the 'SUMMARY & PAYMENT' page of a checkout process. At the top, there is a progress bar with three stages: 'Shopping Cart', 'Pickup & Delivery', and 'Summary & Payment', with the third stage being active. Below the progress bar, the page title 'SUMMARY & PAYMENT' is displayed, along with 'DOWNLOAD' and 'PRINT' icons. The page is divided into three main sections: 'ORDER INFORMATION', 'PICKUP AND DELIVERY INFORMATION', and 'PAYMENT INFORMATION'. The 'ORDER INFORMATION' section includes fields for 'DEALER STORE' (Houston), 'REQUEST BY DATE', 'COMPANY NAME' (Cat Digital), and 'ORDERED BY' (First Name Last Name, Email@cat.com, +1 888-888-8888). The 'PICKUP AND DELIVERY INFORMATION' section includes 'PICKUP METHOD' (CURBSIDE PICKUP), 'PICKUP INSTRUCTIONS' (WAITING), and 'PICKUP LOCATION' (Your items can be picked up at the following location: [blurred]). The 'PAYMENT INFORMATION' section includes a note about Cat Card rewards, a link to 'APPLY NOW', and fields for 'BILLING METHOD*' (Cat Card), 'CAT CARD NUMBER*', 'ZIP CODE/POSTAL CODE*', and 'BILLING ADDRESS'. A yellow circle with the number '8' is placed over the 'BILLING METHOD*' dropdown menu. A yellow circle with the number '9' is placed over the 'PLACE ORDER' button. At the bottom right, there is a summary table with columns for 'ORDER SUBTOTAL', 'Shipping/Miscellaneous', 'Total Tax', 'STATE SALES TAX', 'MTA SALES TAX', 'CITY SALES TAX', and 'ORDER TOTAL'. A blue link 'ADD PROMOTION CODE' is located at the bottom left of the page.

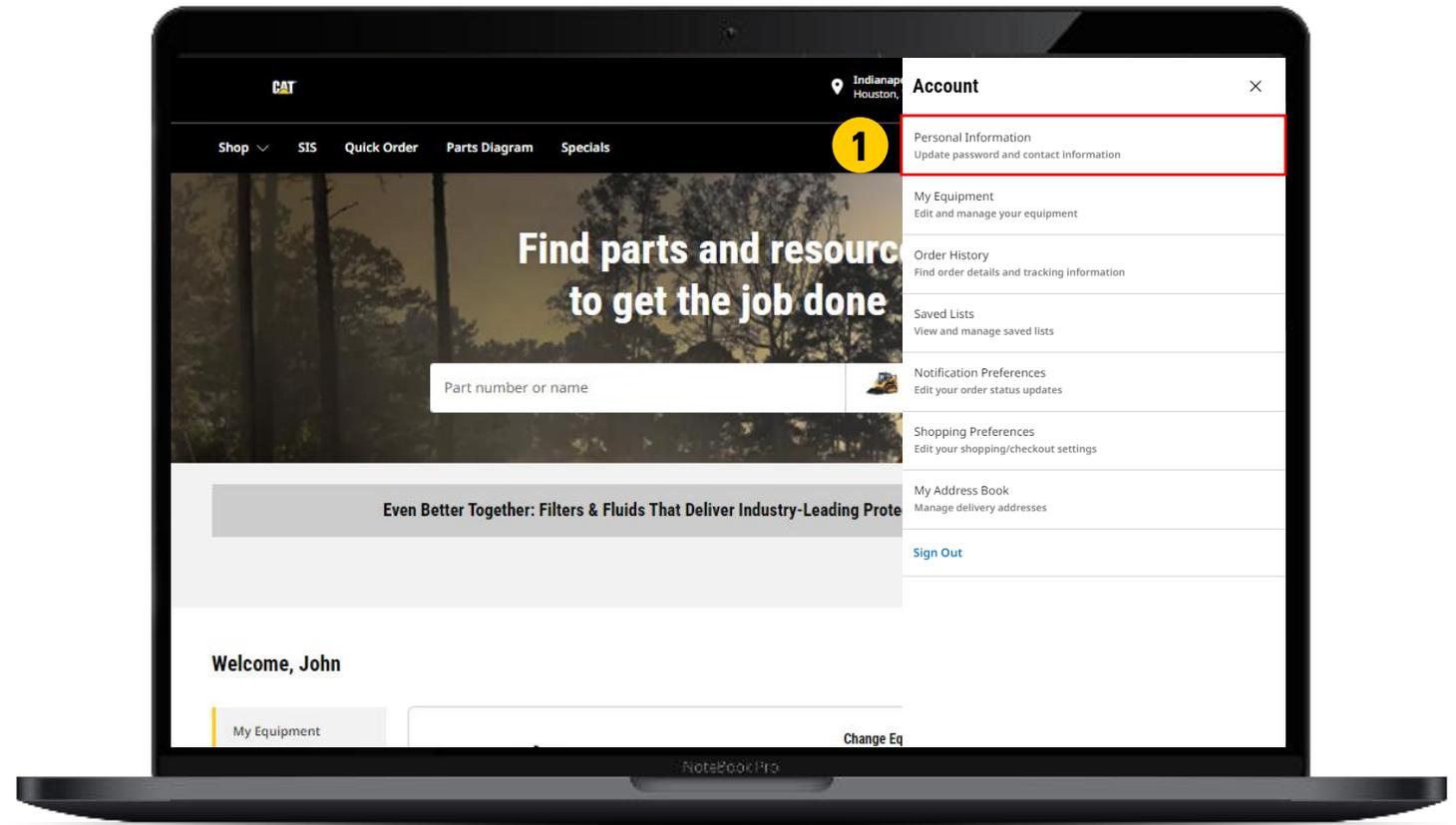


CONTROL ACCOUNT SETTINGS



PERSONAL INFORMATION

- 1 Click the  button in the top-right corner of the navigation menu. Click on **PERSONAL INFORMATION**.



PERSONAL INFORMATION (CONT.)

2 You can change your information as appropriate.

3 Click on **UPDATE**.

2 [Back](#) / [Home](#) / [Summary](#) / Personal Information

MY ACCOUNT PERSONAL INFORMATION

SUMMARY
PERSONAL INFORMATION: Welcome back, John Tester Last Login: September 17, 2024, 11:58:27 AM

SHOPPING PREFERENCES
Notification Preferences: [Edit](#)

MY EQUIPMENT
My Address Book: [Edit](#)

PAYMENT METHODS
Multi-Factor Authentication (MFA) Settings: [Edit](#)

BROWSING HISTORY

CONTACT INFORMATION
In case we need to contact you regarding your orders.

ORDERS & QUOTES
Order History
Saved Lists

FIRST NAME*

LAST NAME*

COUNTRY/REGION*

NEIGHBORHOOD*

ZIP/POSTAL CODE*

STREET ADDRESS 1*

[ADD AN ADDRESS LINE](#)

CITY (Optional)

STATE/PROVINCE (Optional)

PHONE NUMBER*

ADDITIONAL INFORMATION

COMPANY NAME*

INDUSTRY*

TAX ID*

INDIVIDUAL*

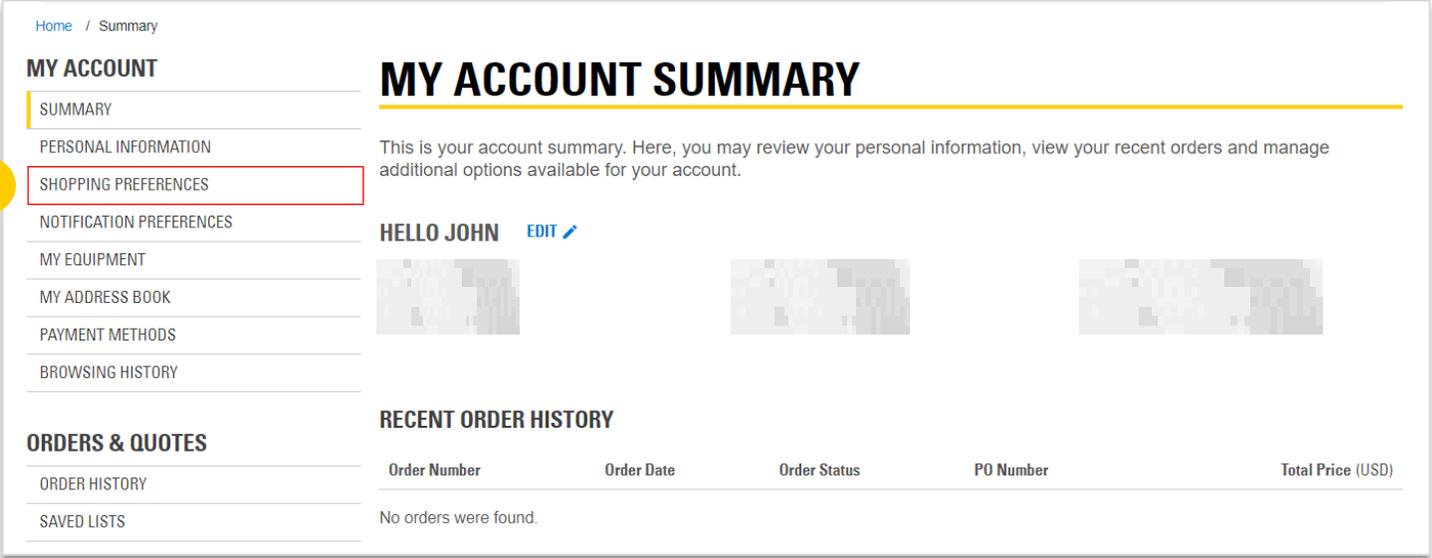
UPDATE **3**



CUSTOMIZE SHOPPING PREFERENCES

1 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, an individual order can still be changed as needed.



The screenshot shows a user's account summary page. On the left, a navigation menu lists various account options: MY ACCOUNT, SUMMARY, PERSONAL INFORMATION, SHOPPING PREFERENCES (highlighted with a red box and a yellow '1' callout), NOTIFICATION PREFERENCES, MY EQUIPMENT, MY ADDRESS BOOK, PAYMENT METHODS, and BROWSING HISTORY. Below this is a section for ORDERS & QUOTES with sub-items ORDER HISTORY and SAVED LISTS. The main content area is titled 'MY ACCOUNT SUMMARY' and includes a greeting 'HELLO JOHN' with an 'EDIT' link, three placeholder images, and a 'RECENT ORDER HISTORY' table. The table has columns for Order Number, Order Date, Order Status, PO Number, and Total Price (USD), and currently shows 'No orders were found.'

CUSTOMIZE SHOPPING PREFERENCES (CONT.)

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

Shopping Preferences

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

2 Dealer Settings

Dealer Name

Dealer Store
Indianapolis/ Engine Power

Review my dealer and dealer store selection every time I log in.

3 Login

Select your default start page and language.

Start Page Settings
Home Page

Language Settings
Select Default Language

CUSTOMIZE SHOPPING PREFERENCES (CONT.)

- 4** Shopping Cart:
- Toggle on if you want to add a notes section in the cart.
 - Toggle on if you want order and equipment details displayed in the cart.
 - Select to show Availability options.

- 5** 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.

4 Shopping Cart
Select what information you want displayed on your Shopping Cart page.

Add Notes to Cart

Display Quick Order on Cart

Availability
Personalize and choose how product availability details are displayed.

Show estimated dates Show availability by source

5 Pickup and Delivery
Skip a step at checkout by setting up your default pickup, delivery, or dropbox information.

Skip Pickup & Delivery Page

Fulfillment

Pickup Delivery Dropbox

Store Address

Pickup Method

Pickup Instructions

Special Pickup Instructions

CUSTOMIZE SHOPPING PREFERENCES (CONT.)

- 6** Payment Settings:
- Select preferred payment method.
 - Set a Purchase Order Number or PO Prefix to apply to all orders (optional).

- 7** Image Settings:
- Set default for thumbnail images shown in the Shopping Cart, Order Summary, and Order Confirmation pages when printing the order.

- 8** Click on **SAVE PREFERENCES** to update.

6 **Payment Information**

Set up your default payment information to save time at checkout. Your options may vary by dealer.

Payment Method

Display Purchase Order Number ⓘ



Enter purchase order number here
Type Purchase Order Number

Require P.O. Suffix (Optional)

7 **View**

Save screen space and ink by configuring how images are displayed on the checkout page.

Show Images ⓘ

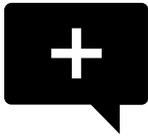


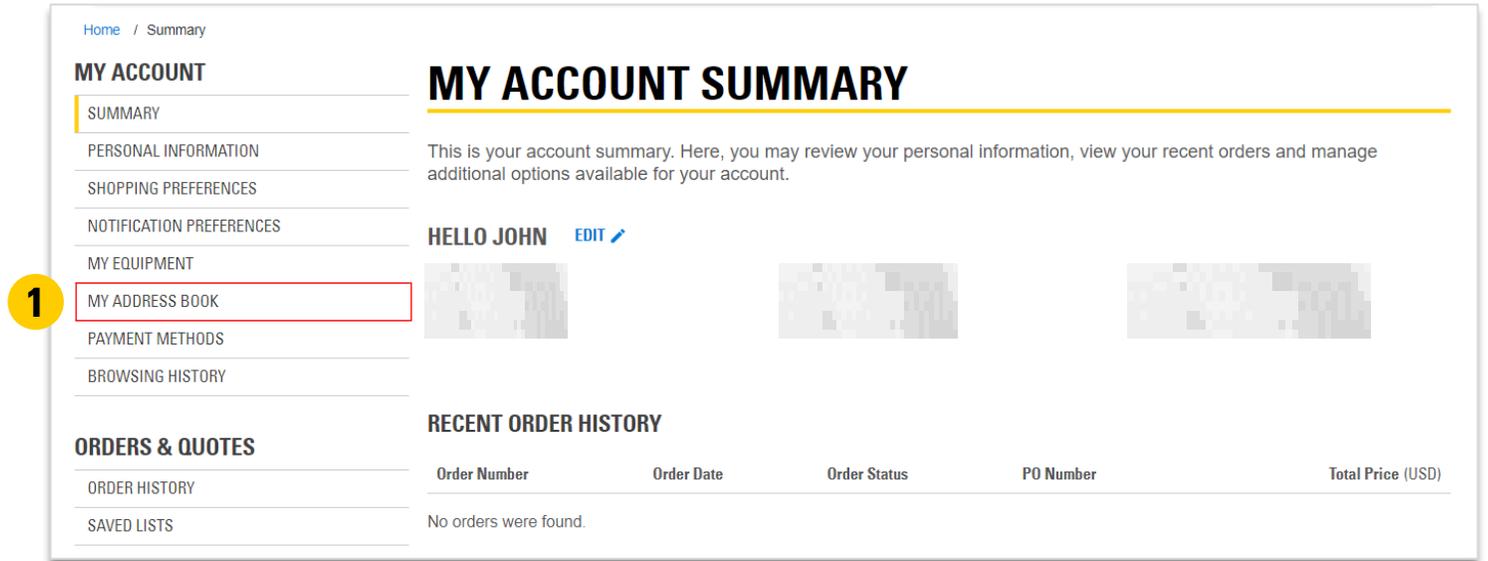
8

Save Preferences

ADDRESS BOOK

- 1 Hover over to the left-hand side navigation and click on **MY ADDRESS BOOK**.

 **Note:** These addresses appear in the drop-down lists on the Shipping & Billing page.



Home / Summary

MY ACCOUNT SUMMARY

This is your account summary. Here, you may review your personal information, view your recent orders and manage additional options available for your account.

HELLO JOHN [EDIT](#)

MY ACCOUNT

- SUMMARY
- PERSONAL INFORMATION
- SHOPPING PREFERENCES
- NOTIFICATION PREFERENCES
- MY EQUIPMENT
- MY ADDRESS BOOK**
- PAYMENT METHODS
- BROWSING HISTORY

RECENT ORDER HISTORY

Order Number	Order Date	Order Status	PO Number	Total Price (USD)
No orders were found.				

ADDRESS BOOK (CONT.)

Add or modify shipping and 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**.

Address Book

Please enter your new address information below and indicate if this is your shipping address, billing address or both.

2 Address Name (required) 0/140

Address Type

Shipping and Billing Address
 Billing Address
 Shipping Address

First Name (required) 0/20 Last Name (required) 0/20

Street Address 1 (required) 0/40

3 Add an address line

Country/Region (required)
Select

State/Province (required) 0/40

City (required) 0/40

Zip/Postal Code (required) 0/10

Country (required)
US + 1 Phone Number (required) 0/15

Email Address (required) 0/120

4 **Save Address** Cancel

* Required fields.

RECENTLY VIEWED ITEMS

1 Hover over to the left-hand side navigation and click **BROWSING HISTORY**.

2 Here, you will be able to review all the parts you have recently viewed.

Home / Summary

MY ACCOUNT SUMMARY

This is your account summary. Here, you may review your personal information, view your recent orders and manage additional options available for your account.

HELLO JOHN [EDIT](#)

- SUMMARY
- PERSONAL INFORMATION
- SHOPPING PREFERENCES
- NOTIFICATION PREFERENCES
- MY EQUIPMENT
- MY ADDRESS BOOK
- PAYMENT METHODS
- BROWSING HISTORY**

1

You can expect a response within 24 hours.
(Home) **RECENTLY VIEWED PRODUCTS**

RECENTLY VIEWED PRODUCTS

KEY ▾ SORTED BY RELEVANCE ▾ Showing 3 of 3

152-9085: General Duty Battery General Duty Battery Availability: From Sep 19 to 20 ADD TO CART Brand	119-6326: Air Cleaner Primary Element Standard Efficiency Engine Air Filters are your best value for normal duty... Availability: From Sep 19 to 20 ADD TO CART Brand	1R-1808: Engine Oil Filter Advanced Efficiency Engine Oil Filter Availability: By Sep 18 ADD TO CART Brand
---	---	--

KEY ▾ SORTED BY RELEVANCE ▾ Showing 3 of 3

ALL THINGS 259D Find everything from parts to preventative maintenance lists to common repairs
[VISIT 259D PARTS & RESOURCES](#)

ORDER HISTORY

- 1** Hover over to the left-hand side navigation and click on **ORDER HISTORY**.
- 2** Click on an Order Number to view more details as well as reorder if you 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.

The screenshot shows the CAT Order History page. Callout 1 points to the 'Order History' link in the left-hand navigation menu. Callout 2 points to the 'Order / Reference Number' column in the table. Callout 3 points to the 'EXPORT' button in the top right corner of the page.

ORDER HISTORY

SEARCH OPTIONS ^

ORDER ORIGIN: Parts.Cat.com Counter PartStore

ACCOUNT:

EQUIPMENT:

PART NUMBER:

PURCHASE ORDER NUMBER:

SHIP/PICKUP LOCATION:

DATE RANGE: -

STATUS:

MANAGE VIEW: Items Per Page: Page 1 of 25

Order / Reference Number	Order Date	Order Status	Purchase Order Number	Total Price
00C18658		FULLY DELIVERED		
00C18655		ORDER PLACED		
00C18651		ORDER PLACED		
00C18639		FULLY DELIVERED		
00C18634		ORDER PLACED		
00C18612		FULLY DELIVERED		

ORDER HISTORY (CONT.)

Other options:

- 4 Filter order lists by account, date range, etc.
- 5 Choose the number of items per page.

The screenshot shows the CAT Order History interface. A sidebar on the left contains navigation options: Parts Ordering, Control Center, Order History, Invoices, Saved Lists, Core Tracking, Profile, Personal Information, Shipping Preferences, Address Book, and Payment Methods. The main content area is titled 'ORDER HISTORY' and includes a search bar, filters for 'ORDER ORIGIN' (Parts.Cat.com, Counter, PartStore), 'ACCOUNT', 'EQUIPMENT', 'STORE LOCATION', 'ORDER / REFERENCE NUMBER', 'DATE RANGE' (10/11/22 to 10/11/24), 'STATUS', and 'PART NUMBER'. A 'SEARCH' button is located at the bottom right of the filter section. Below the filters, a table displays order history with columns for Order / Reference Number, Order Date, Order Status, Purchase Order Number, and Total Price. The table contains several rows with statuses like 'FULLY DELIVERED' and 'ORDER PLACED'. Annotations '4' and '5' are placed on the screenshot: '4' is over the 'DATE RANGE' filter, and '5' is over the 'Items Per Page' dropdown menu.

Order / Reference Number	Order Date	Order Status	Purchase Order Number	Total Price
00C18658		FULLY DELIVERED		
00C18655		ORDER PLACED		
00C18651		ORDER PLACED		
00C18636		FULLY DELIVERED		
00C18634		ORDER PLACED		
00C18612		FULLY DELIVERED		

COUNTER ORDERS & INVOICES

- 1** View all orders placed over-the-counter at a dealer branch location within the last two years (when logged into 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.
- 3** 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.

The screenshot displays the CAT Order History interface. At the top, there's a search bar for 'Part number or name' and navigation links like 'Add Equipment', 'Select Store', and 'Sign In'. The main content area is titled 'ORDER HISTORY' and includes a 'SEARCH OPTIONS' section with radio buttons for 'Parts.Cat.com', 'Counter' (selected), and 'PartStore'. Below this are filters for 'ACCOUNT', 'STORE LOCATION', 'ORDER / REFERENCE NUMBER', and 'DATE RANGE'. A 'PURCHASE ORDER NUMBER' field is also present. The bottom section shows a table of orders with columns for 'Order / Reference Number', 'Order Date', 'Order Status', 'Purchase Order Number', and 'Total Price'. Two orders are listed, both with the status 'ORDER PLACED'.

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 a dealer will need to grant you 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.

The screenshot shows the CAT parts website interface. At the top, there is a search bar with the text 'Part number or name' and a search icon. Below the search bar, there are navigation links for 'Shop', 'SIS', and 'Parts Diagram'. The main content area is titled 'INVOICES' and features a 'SEARCH OPTIONS' section with filters for 'STORE LOCATION', 'ORDER NUMBER', 'DATE RANGE', and 'PART NUMBER'. To the right of these filters are input fields for 'INVOICE NUMBER', 'SERIAL NUMBER', and 'PURCHASE ORDER NUMBER'. A 'SEARCH' button is located at the bottom right of the search options. Below the search options, there is a table of invoices with columns for 'Invoice Number', 'Invoice Date', 'Purchase Order Number', 'Order Number', and 'Invoice Amount'. A red box highlights the first three rows of the table. A yellow circle with the number '5' is positioned near the search filters, and another yellow circle with the number '4' is positioned near the invoice table.

Invoice Number	Invoice Date	Purchase Order Number	Order Number	Invoice Amount
CS000078		00R110		
CS000078		00R110		
CS000078		00R110		



ADVANCED FUNCTIONALITIES



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.

The screenshot shows the CAT Control Center interface. At the top, there's a search bar and navigation links. The main content area is divided into several sections:

- YOUR PROFILE:** Includes links for Profile Center, Personal Information, Shopping Preferences, My Support, My Suppliers, and Address Book.
- CONTROL CENTER:** A central hub with a 'TAKE A TOUR' button and 'LEAVE FEEDBACK' link.
- CURRENT CART:** A table with columns for Quantity, Product Description, Availability, and Total Price USD. It shows 4 items.
- RECENTLY VIEWED:** A section for items viewed recently.
- ORDERS & QUOTES:** Includes Order History, Orders to Approve, Saved Lists, and Contracting.
- MY RECENT ORDERS:** A table with columns for Order Number, Account, Date Submitted, Status, Purchase Order Number, and Total Price. It shows 4 orders.
- ORDERS TO APPROVE:** A section for orders needing approval.
- MY ORGANIZATIONS:** Includes Organizational Roles & Roles.
- SUPPORT OPTIONS:** Includes links for Kelly Tractor Co., User Profile Search, and My Support.
- SAVED LISTS:** A table with columns for Name, Item, Created By, Updated, and List Type. It shows 4 saved lists.

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.

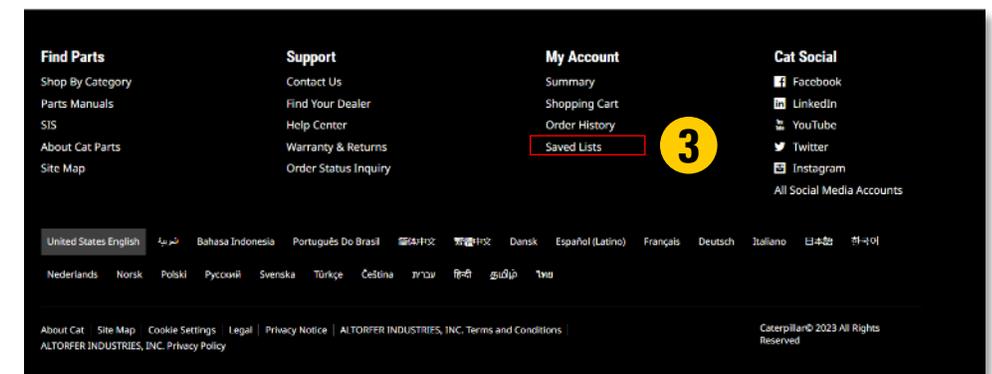
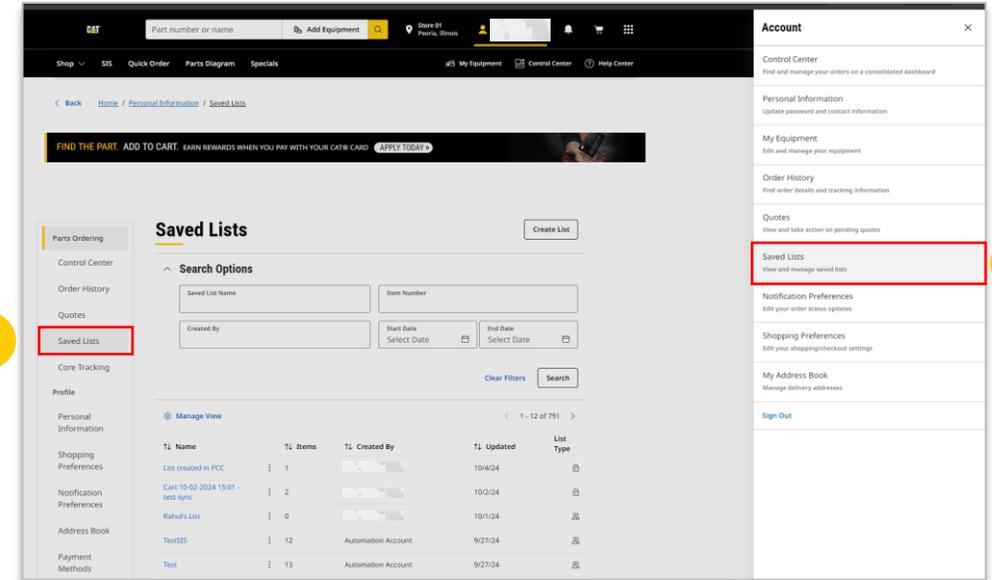
CUSTOMIZE – Various widgets can be rearranged in different positions on the Control Center page.

SUPPORT OPTIONS – Engage with the support team in your region or through a local dealership.

SAVED LISTS

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

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



SAVED LISTS

CREATE & SEARCH

- 4 Use the Search Options to find a particular Saved List. Click on **SEARCH**.
- 5 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.
 - Delete a Saved List.

The screenshot displays the 'Saved Lists' interface. At the top right, a 'Create List' button is highlighted with a yellow circle '5'. Below it, a 'Search Options' section contains input fields for 'Saved List Name', 'Item Number', 'Created By', 'Start Date', and 'End Date'. A 'Search' button is highlighted with a yellow circle '4'. Below the search options is a 'Manage View' section with a table of saved lists. A red box highlights the table, and a yellow circle '6' is placed over the three-dot menu icon of the first row. A context menu is open over this row, showing options: 'Add to Cart', 'Mark Favorite', 'Duplicate List', and 'Delete List'. To the right, a 'Create a List' modal is shown, with a yellow circle '5' pointing to the 'Create List' button in the main interface. The modal contains a text input for 'Enter a Saved List Name (required)', a 'Public' toggle, an 'Upload' button, and 'Create & Save' and 'Cancel' buttons.

Name	Items	Created By	Updated	List Type
Filters	2		10/7/24	🔒
List created in PCC			10/4/24	🔒
Cart 10-02-2024 15:0 test sync			10/2/24	🔒
My Saved List			8/1/24	🔒
Filters	2		8/29/23	🔒
Maintenance free battery	1		8/8/23	🔒

SAVED LISTS

VIEW, ADD, & EDIT

- 7** Manage View allows you to display only your lists and/or favorited lists.
- 8** Click on a Saved List name to view, add, or edit items.
- 9** Click on **EDIT** to rename the list if needed and use the toggle to switch from Public to Private.
- 10** Click on **ADD ALL TO CART** to add all items in the list to the cart if ready for purchase.

**Items in the list can also be selected individually and added to the cart.*

The image illustrates the workflow for managing saved lists. It features several key UI components:

- Manage View Modal (7):** A dialog box with a close button (X) and a title 'Manage View'. It contains the instruction: 'Please select the preference to display in the saved list page.' There are two checkboxes: 'Show only my favorites' (unchecked) and 'Show only my lists' (checked). At the bottom are 'Update' and 'Cancel' buttons.
- Filters List (8):** A table with columns: Name, Items, Created By, Updated, and List Type. It shows two entries: 'Filters' with 2 items, updated 10/7/24, and 'List created in PCC' with 1 item, updated 10/4/24. A red arrow points from the 'Filters' row to the main list view below.
- Filters View (9):** A detailed view of the 'Filters' list. It shows 'Created by: [redacted]', 'Updated: 10/07/2024', and a 'PRIVATE' toggle. Below is an 'ADD ITEMS TO LIST' section with input fields for 'Quantity*' and 'Item Number*'. There is a 'CLEAR ALL' link and an 'ADD TO LIST' button. At the bottom right is an 'EDIT' button with a pencil icon.
- Edit List Name Modal (9):** A dialog box with a close button (X) and a title 'EDIT LIST NAME'. It has a text input field containing 'Filters'. Below is a note: 'Lists by default are private. Set to public to share with members in your organization.' There is a 'PRIVATE' toggle (currently off) and a 'SAVE' button.
- Items in List View (10):** A section titled 'ITEMS IN LIST' with a 'Show notes' toggle. It contains a table with columns: Quantity, Product Description, and an 'ADD ALL TO CART' button at the bottom right. The table lists two items: '1) 1R-1808: Engine Oil Filter' and '2) 110-4664: FILTER GP'. A red arrow points from the 'ITEMS IN LIST' section to the 'EDIT LIST NAME' modal.

SAVED LISTS

ADD PARTS TO THE SHOPPING CART

- 11** 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.
- 13** The Shopping Cart page will display the added items under Quick Order.
- 14** Click on **ADD TO CART**. If you are ready to complete your order, click on **ADD TO CART AND CHECKOUT** and proceed to checkout.

The screenshot illustrates the process of adding parts to a shopping cart from saved lists. It shows a table of saved lists with columns for Name, Items, Created By, and Updated. A context menu is open over the first item, with 'Add to Cart' highlighted. A confirmation dialog 'Adding 3 Part(s) to Cart' is displayed, asking to proceed with adding 3 part(s) to the cart, with 'Yes' and 'No' buttons. Below, the 'SHOPPING CART' page is shown, featuring a 'QUICK ORDER' table with three items: 1 quantity of item 130-0229, 3 quantities of item 333-9308, and 6 quantities of item 102-0400. The 'ADD TO CART' button is highlighted, and the 'ADD TO CART AND CHECKOUT' button is also visible. The 'ITEMS IN CART' section at the bottom indicates 0 items and that the cart is currently empty.

Name	Items	Created By	Updated
PCC 080123	1	Test SISPPCSYNC04	
Cart 07-24-2023 14:21_2	3	Test SISPPCSYNC04	
Cart 07-24-2023	6	Test SISPPCSYNC04	
from PCC072523		Test SISPPCSYNC04	

Quantity*	Item Number*	Asset ID/Serial Number	Line Item Note	Customer Part Number	Customer Item Number
1	130-0229				
3	333-9308				
6	102-0400				

PENDING QUOTES

Allows you 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.

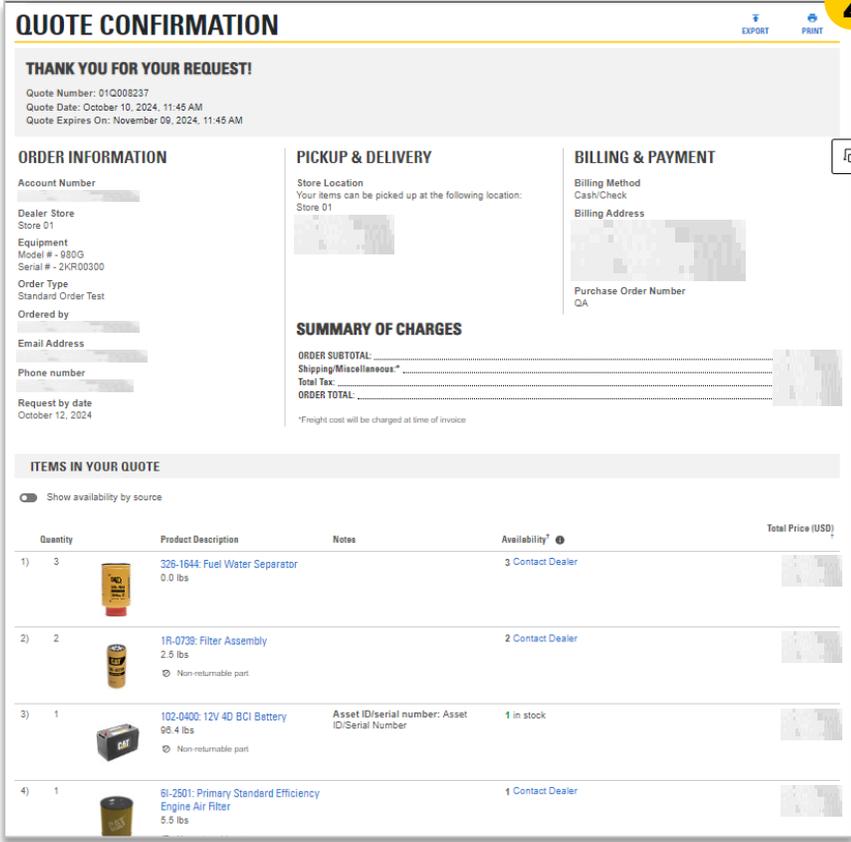
- 1 During the checkout process on the Summary & Payment page, you can either click on **CREATE QUOTE** or **PLACE ORDER**. Creating the quote will generate a quote document number that will be displayed in the quote confirmation page.



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

PENDING QUOTES (CONT.)

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



QUOTE CONFIRMATION EXPORT PRINT

THANK YOU FOR YOUR REQUEST!
Quote Number: 01C008237
Quote Date: October 10, 2024, 11:45 AM
Quote Expires On: November 09, 2024, 11:45 AM

ORDER INFORMATION
Account Number: [REDACTED]
Dealer Store: Store 01
Equipment Model #: 930G
Serial #: 2KR00300
Order Type: Standard Order Test
Ordered by: [REDACTED]
Email Address: [REDACTED]
Phone number: [REDACTED]
Request by date: October 12, 2024

PICKUP & DELIVERY
Store Location: [REDACTED]
Your items can be picked up at the following location:
Store 01

BILLING & PAYMENT
Billing Method: Cash/Check
Billing Address: [REDACTED]
Purchase Order Number: CA

SUMMARY OF CHARGES
ORDER SUBTOTAL: [REDACTED]
Shipping/Miscellaneous*: [REDACTED]
Total Tax: [REDACTED]
ORDER TOTAL: [REDACTED]
*Freight cost will be charged at time of invoice

ITEMS IN YOUR QUOTE
 Show availability by source

Quantity	Product Description	Notes	Availability*	Total Price (USD)
1) 3	 326-1644: Fuel Water Separator 0.0 lbs		3 Contact Dealer	[REDACTED]
2) 2	 1R-0739: Filter Assembly 2.5 lbs ⊗ Non returnable part		2 Contact Dealer	[REDACTED]
3) 1	 102-0400: 12V 4D BCI Battery 95.4 lbs ⊗ Non returnable part	Asset ID/serial number: Asset ID/Serial Number	1 in stock	[REDACTED]
4) 1	 6I-2501: Primary Standard Efficiency Engine Air Filter 5.5 lbs		1 Contact Dealer	[REDACTED]

PENDING QUOTES (CONT.)

- 3 Click on **PENDING QUOTES** from the Account menu or from the Control Center in 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.

Quotes Export

Quote Number Purchase Order Number Account

Advanced Search

Quote Status: Pending Filter By: Date Created

Part Number Start Date: 10/10/22 End Date: 10/10/24

Equipment

Filter by equipment serial number, model number or asset ID.

CONTROL CENTER

MY RECENT ORDERS **3** **PENDING QUOTES**

Quote Number: 000002336

Quote Status: Pending

Viewing 1 - 1 of 1

QUOTE DETAILS

QUOTE INFORMATION

QUOTE NUMBER: [REDACTED]

QUOTE DATE: 9/30/24

EXPIRATION DATE: 10/30/24

ACCOUNT NUMBER: [REDACTED]

DEALER STORE: Store 00

EQUIPMENT: (Test | 420F | SKR00300)

ORDER TYPE: Standard Order Test

ORDERED BY: [REDACTED]

PAYMENT INFORMATION

BILLING METHOD: Dealer Credit

BILLING ADDRESS: [REDACTED]

PURCHASE ORDER NUMBER (Optional): [REDACTED]

PICKUP AND DELIVERY INFORMATION

PICKUP LOCATION: Your items can be picked up at the following location:

[REDACTED]

ITEMS IN YOUR QUOTE

Quantity	Product Description	Notes	Availability	Total Price (APP)
1	205-6812: Extended Life Coolant 50/50 Premix (20 Liters) 47.1 lbs		1 Contact Dealer	
1	90-5127: Breather Assembly 0.1 lbs		1 Contact Dealer	

ORDER SUBTOTAL: [REDACTED]

Shipping/Miscellaneous*: [REDACTED]

Total Tax: [REDACTED]

LOCAL TAXES: [REDACTED]

ORDER TOTAL: [REDACTED]

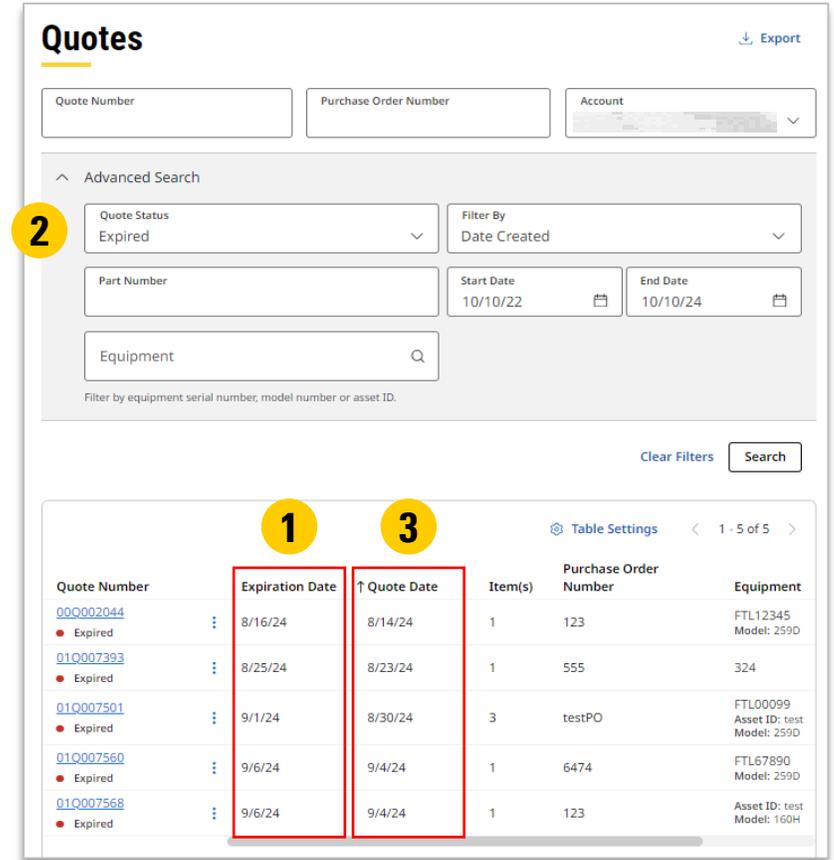
*Freight cost will be charged at time of invoice

BACK EDIT QUOTE DELETE QUOTE PLACE ORDER

EXPIRED QUOTES

- 1 Quotes may expire based on the expiration date set forth by you or the dealer.
- 2 Access expired quotes in the Quotes Search Page by choosing the Expired option from the Quote Status dropdown.
- 3 If the expiration date is not set, the default expiration date is 30 days from the quote date.

 **Note:** Expired quotes cannot be directly activated, and you may need to go through the edit quote flow to activate an expired quote.



Quote Number	Expiration Date	Quote Date	Item(s)	Purchase Order Number	Equipment
00Q002044 Expired	8/16/24	8/14/24	1	123	FTL12345 Model: 259D
01Q007393 Expired	8/25/24	8/23/24	1	555	324
01Q007501 Expired	9/1/24	8/30/24	3	testPO	FTL00099 Asset ID: test Model: 259D
01Q007560 Expired	9/6/24	9/4/24	1	6474	FTL67890 Model: 259D
01Q007568 Expired	9/6/24	9/4/24	1	123	Asset ID: test Model: 160H

CORE TRACKING

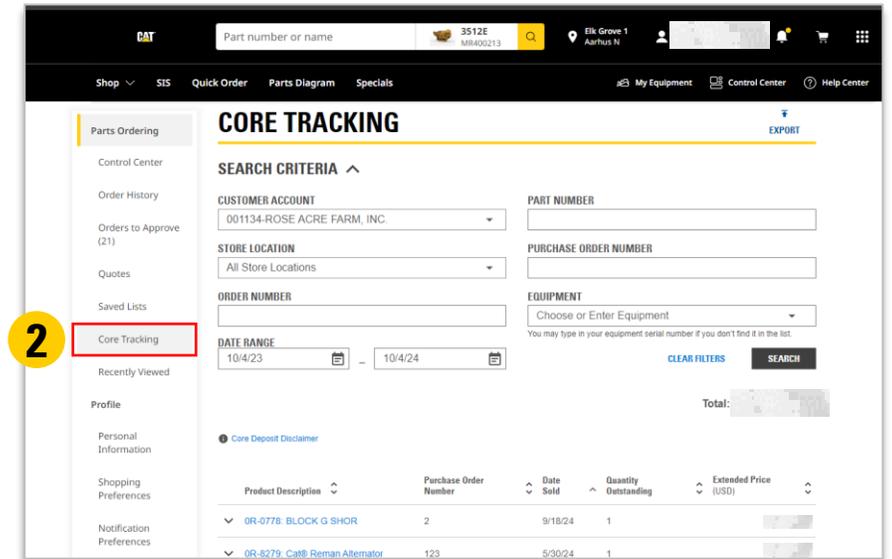
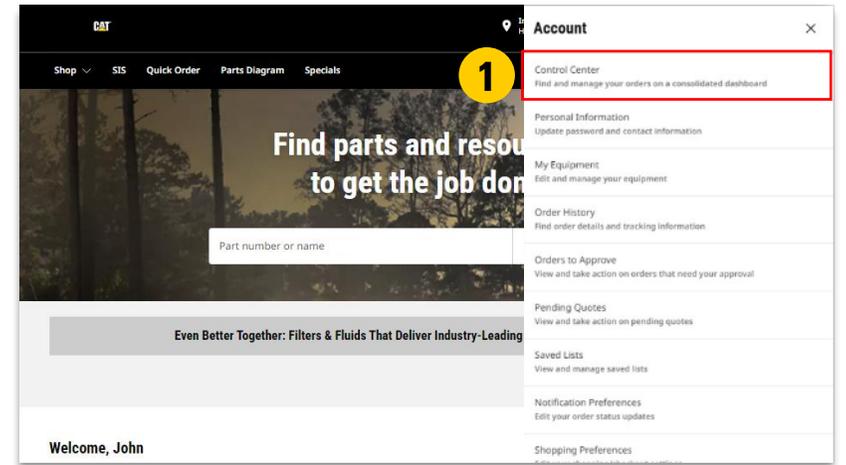
The Core Tracking feature shows what the core deposit amount is. Core Tracking is the additional amount that is refundable when the product is returned to the selling dealer. The core deposit is refunded upon return of an acceptable core, or used part, to the dealer.

To view the Core Tracking amount:

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



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



CORE TRACKING (CONT.)

- 3 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.
- 5 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.

The screenshot displays the 'CORE TRACKING' interface. On the left is a navigation menu with options like 'Parts Ordering', 'Control Center', 'Order History', 'Orders to Approve (21)', 'Quotes', 'Saved Lists', 'Core Tracking', 'Recently Viewed', 'Profile', 'Personal Information', 'Shopping Preferences', 'Notification Preferences', 'Address Book', 'Payment Methods', 'Cat® Vantage Rewards', and 'My Organizations'. The main content area is titled 'CORE TRACKING' and includes an 'EXPORT' button. A 'SEARCH CRITERIA' section contains fields for 'CUSTOMER ACCOUNT' (001134-ROSE ACRE FARM, INC.), 'PART NUMBER', 'STORE LOCATION' (All Store Locations), 'PURCHASE ORDER NUMBER', 'ORDER NUMBER', 'EQUIPMENT' (Choose or Enter Equipment), and 'DATE RANGE' (10/4/23 to 10/4/24). A 'SEARCH' button is present. Below the search criteria is a table of results. The table has columns for 'Product Description', 'Purchase Order Number', 'Date Sold', 'Quantity Outstanding', and 'Extended Price (USD)'. The first row is '0R-0778: BLOCK G SHOR' with PO number 2, date 9/18/24, and quantity 1. The second row is '0R-8279: Cat® Reman Alternator' with PO number 123, date 5/30/24, and quantity 1. A red box highlights the second row, and a red arrow points from it to a product detail page. The product detail page for 'OR-8279: CAT® REMAN ALTERNATOR' shows an image of the alternator, brand 'Cat', and 'Cat® Reman' status. It includes a 'Core Deposit' section, a 'WILL IT FIT OR LOOKING FOR A REPAIR?' section with a dropdown to select equipment, a 'QUANTITY' section with a quantity of 1 and 'ADD TO CART' and 'SAVE TO LIST' buttons, and 'ESTIMATED PICKUP' (All 1 by Oct 06) and 'ESTIMATED DELIVERY' sections. A 'Show availability by source' link is at the bottom.

CORE TRACKING (CONT.)

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

ORDER #01C615845

ORDER INFORMATION

Invoice Number: Unavailable
Order Number: 01C615845
Order Date: May 30, 2024, 07:07 AM
Request By Date: June 2, 2024
Account Number: 001134 - ROSE ACRE FARM, INC.
Order Status: Order Placed
Dealer Store: Demo Dealer - Elk Grove 1
Ordered by: [Redacted]
Email Address: [Redacted]
Phone Number: [Redacted]

PICKUP & DELIVERY

Estimated Pickup Date for All Items: By May 31
Pickup Method: Importación Normal: 47 a 52 días aprox.
Store Location: Your items can be picked up at the following location: [Redacted]

BILLING & PAYMENT

Billing Method: Cash/Check
Billing Address: [Redacted]
Purchase Order Number: 123

SUMMARY OF CHARGES

ORDER SUBTOTAL: [Redacted]
Discount: [Redacted]
Shipping/Miscellaneous: [Redacted]
Total Tax: [Redacted]
ORDER TOTAL: [Redacted]
*Freight cost will be charged at time of invoice.

ITEMS IN YOUR ORDER

Show availability by source

Quantity	Product Description	Notes	Availability	Total Price (USD)
1)	1	 OR-8279: Cat® Reman Alternator 15.7 kg Remanufactured part	1 in stock	[Redacted]

CORE TRACKING

SEARCH CRITERIA

CUSTOMER ACCOUNT: 001134-ROSE ACRE FARM, INC.
STORE LOCATION: All Store Locations
ORDER NUMBER: [Redacted]
DATE RANGE: 10/4/23 - 10/4/24
EQUIPMENT: Choose or Enter Equipment
Total: \$6,282.51 (USD)

Product Description	Purchase Order Number	Date Sold	Quantity Outstanding	Extended Price (USD)
OR-0778: BLOCK G SHOR	2	9/18/24	1	[Redacted]
OR-8279: Cat® Reman Alternator	123	5/30/24	1	[Redacted]

Order Number: 01C615845

7

ORGANIZATION & USERS



CUSTOMER AUTHORITY LEVEL (CAL)

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

CAL 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 a 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**.

The screenshot shows the 'Checkout' page for 'DIT'. The progress bar indicates the current step is 'Summary & Payment'. The page is titled 'SUMMARY & PAYMENT' and includes sections for 'ORDER INFORMATION', 'PICKUP AND DELIVERY INFORMATION', 'PAYMENT INFORMATION', and 'ITEMS IN YOUR ORDER'. A yellow 'PLACE ORDER' button with a '1' in a circle is highlighted on the right side of the page.

ORDER INFORMATION

DEALER STORE: Indianaapolis/ Engine Power
REQUEST BY DATE: 9/21/24
ORDERED BY: [Redacted]

PICKUP AND DELIVERY INFORMATION

ESTIMATED DELIVERY DATE: From Sep 23 to 25
DELIVERY METHOD: 1 Day Shipping 1 1lbs
DELIVERY ADDRESS: [Redacted]

PAYMENT INFORMATION

BILLING METHOD*: Cat Card
To change your form of payment select another Billing Method from the dropdown.
 Save Cat Card Information
CAT CARD NUMBER*: [Redacted]
ZIP CODE/POSTAL CODE*: [Redacted]
BILLING ADDRESS: [Redacted]
PURCHASE ORDER NUMBER (Optional): [Redacted]
UPLOAD ATTACHMENT (Optional): [Redacted]

ITEMS IN YOUR ORDER

Show availability by source

Quantity	Product Description	Name	Availability	Total Price (USD)
1)	1	110-0326 Air Cleaner Primary Element 2.6 kg Non-returnable part	All 1 by Sep 20	[Redacted]

ORDER SUBTOTAL:
Shipping/Miscellaneous:
Total Tax:
LOCAL TAXES:
ORDER TOTAL:
*Freight cost will be charged at time of invoice



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.

3 The Reference Number of this order indicates that the order has not been sent to the dealer's system.

ORDER CONFIRMATION EXPORT PRINT

2 ⚠ Important Information About Your Order
Your order exceeds the allowable price limit. The order must be approved by an administrator before it can be processed.

Reference Number: 49137087

ORDER INFORMATION

Account Number
000260-A.MARTIN COUNTY COAL

Order Status
Pending

Reference Number
49137087

Dealer Store
Store 00

Ordered by
[Redacted]

Email Address
[Redacted]

Phone number
[Redacted]

Request by date
June 20, 2024

PICKUP & DELIVERY

Pickup Method
Test July E2E

Store Location
Your items can be picked up at the following location:
Store 00

Pickup Instructions
TestDESC2DisplayedInPartStoreLTestDESCDisplayedInPartStoreDescDisplayedMaxLength

BILLING & PAYMENT

Billing Method
Cat Credits

Billing Address
[Redacted]

SUMMARY OF CHARGES

ORDER SUBTOTAL: [Redacted]

Order Adjustment: [Redacted]

Shipping/Miscellaneous*: [Redacted]

Total Tax: [Redacted]

 KY SALES TAX: [Redacted]

 D09 TAXES: [Redacted]

ORDER TOTAL: [Redacted]

*Freight cost will be charged at time of invoice

ITEMS IN YOUR ORDER

Show availability by source

Quantity	Product Description	Notes	Availability	Total Price (USD) TAX EXCLUDE-2
1)	1	055-1990: M10x1 Rear Axle Vent 0.1 lbs	Please Contact your dealer	[Redacted]



SUBMITTER (CONT.)

4 To review the state of the order, click on **ORDER HISTORY** from the Account menu.

5 OR click on **CONTROL CENTER**, then select **ORDER HISTORY** in the left-hand side navigation of the Control Center homepage.

The screenshot displays the CAT Control Center interface. On the left, the 'MY ACCOUNT' navigation menu includes 'CONTROL CENTER', 'PERSONAL INFORMATION', 'SHOPPING PREFERENCES', 'NOTIFICATION PREFERENCES', 'MY EQUIPMENT', 'ADDRESS BOOK', and 'PAYMENT METHODS'. The 'ORDER HISTORY' link is highlighted with a red box and a yellow '5' callout. The main 'CONTROL CENTER' area features a 'CURRENT CART' section with 'No items in your cart.' and a 'START SHOPPING FOR YOUR 320D EXCAVATOR' section with a 'QUICK ORDER' button. The right sidebar, titled 'Account', contains several menu items, with 'Order History' highlighted by a red box and a yellow '4' callout. Other items in the sidebar include 'Control Center', 'Personal Information', 'My Equipment', 'Orders to Approve', 'Pending Quotes', 'Saved Lists', 'Notification Preferences', and 'Shopping Preferences'.



SUBMITTER (CONT.)

In the Order History Search page, the Submitter can:

- 6 Search for pending, rejected, and deleted orders, which have a Parts.cat.com Reference Number. Or search for placed orders, which have an Order Number.
- 7 Click the **REFERENCE NUMBER** or **ORDER NUMBER** to navigate to the details page for that order.
- 8 Click the three dots to reorder pending, rejected, deleted, and placed orders.

ORDER HISTORY EXPORT

SEARCH OPTIONS ^

ORDER ORIGIN
 Parts.Cat.com Counter PartStore

ACCOUNT
Select Dealer Account

EQUIPMENT
Choose or Enter Equipment
Filter by equipment serial number, model number or asset ID.

Show only my orders

STORE LOCATION
All Store Locations

ORDER / REFERENCE NUMBER ⑥

DATE RANGE
6/19/22 - 6/19/24

STATUS
All

PART NUMBER

PURCHASE ORDER NUMBER

SHIP/PICKUP LOCATION

CLEAR FILTERS SEARCH

MANAGE VIEW Items Per Page 12 Page 1 of 10 1

Order / Reference Number	Order Date	Account	Order Status	Purchase Order Number	Total Price
49136041		000009	SUBMITTED FOR APPROVAL		
49090008		000009	SUBMITTED FOR APPROVAL		
49073094		000009	SUBMITTED FOR APPROVAL		

⑦

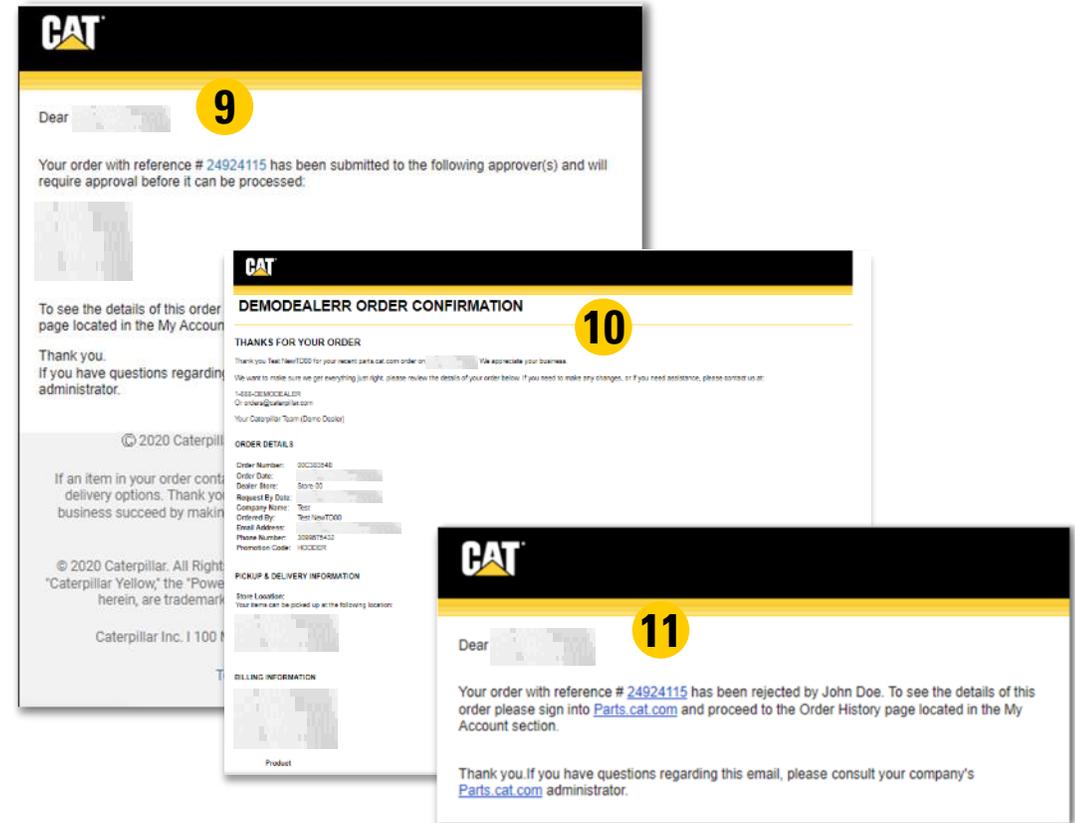
⑧ Reorder



SUBMITTER (CONT.)

After the order is submitted:

- 9** ORDER PENDING APPROVAL – Submitter receives an email stating that the order is awaiting approval.
- 10** ORDER APPROVED & PLACED – Submitter receives an order confirmation email.
- 11** 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.

1

Dear Approver,

(Account Number: 000260) has submitted an order with reference number **46694056** and is pending your approval before it can be processed. To see more details for this order as well as approve or reject it, please sign into [Parts.cat.com](#) and proceed to the Orders to Approve page located in the My Account section.

ORDER DETAILS
Reference Number: 46694056
Order Date: [REDACTED]
Account Number: 000260-MARTIN COUNTY COAL
Dealer Store: Store 00
P/O Number: 889

Product	Quantity
1)  1A-1135: BOLT	1

Thank you.
If you have questions regarding this email, please consult your company's [Parts.cat.com](#) administrator.

2

DEAR APPROVER
27 ORDERS PENDING TO APPROVE

The following orders are pending your approval before they can be processed. To [parts.cat.com](#) and proceed to the Orders To Approve page.

Reference Number	Submitter	Submission Date	Expire
45095002	balaji s	[REDACTED]	9/4/2023
45086001	balaji s	[REDACTED]	9/6/2023
45094014	CAL submitter Testing	[REDACTED]	9/6/2023
45099002	CAL submitter Testing	[REDACTED]	9/6/2023

[VIEW 23 ADDITIONAL ORDERS TO APPROVE](#)
[MANAGE NOTIFICATION PREFERENCES](#)



APPROVER (CONT.)

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

The screenshot shows the CAT Control Center account page. The left-hand navigation menu is visible, with 'CONTROL CENTER' highlighted. The 'ORDERS & QUOTES' section is expanded, and 'ORDERS TO APPROVE (93)' is highlighted. The 'Account' menu is open, and 'Control Center' is highlighted. The main content area shows the 'CONTROL CENTER' header, a 'CURRENT CART' section with 'No items in your cart', and a 'START SHOPPING FOR YOUR' section for a '320D EXCAVATOR' with serial number 'KLM00005'. There are also sections for 'MY RECENT ORDERS' and 'PENDING QUOTES'.



APPROVER (CONT.)

- 4 The Order Status drop-down in the Search Options section of the page can be used to find orders with other statuses.
- 5 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.

Orders To Approve [Export](#)

Search Orders Purchase Order Number Account

Search by Order or Reference Number

Advanced Search

4 Order Status Filter By

Submitter Start Date End Date

Equipment Min Price Max Price

Filter by equipment serial number, model number or asset ID.

[Clear Filters](#) [Search](#)

🔔 22 order(s) are expiring soon.

Table Settings < 1 - 12 of 529 >

Order / Reference Number	Account	Submission Date	Expiration Date	Submitter	Purch Num
209721615 ● Pending	001349	5/20/24	8/18/24		123
209717341 ● Pending		5/19/24	8/17/24		
209713398 ● Pending		5/16/24	8/14/24		
209714344 ● Pending		5/15/24	8/13/24		



APPROVER (CONT.)

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

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

The screenshot displays the 'ORDER [REFERENCE #209721615]' page. The 'ITEMS IN YOUR ORDER' table is highlighted, showing columns for Quantity, Product Description, Notes, Availability, and Total Price (USD). The 'ORDER INFORMATION' section includes fields for Reference Number and Billing Address. The 'PAYMENT INFORMATION' section includes fields for Billing Method, Billing Address, and Purchase Order Number. The 'ADDITIONAL INFORMATION' section includes fields for Request by Date, Equipment, and Comments. The 'ORDER SUBTOTAL' section shows Shipping/Miscellaneous, Tax Inv, and Order Total. The 'REJECT' and 'APPROVE' buttons are visible at the bottom of the page.

Quantity	Product Description	Notes	Availability*	Total Price (USD) Excludes GST**
1)	1 102-0400 12V 4D BCI Battery 96.4 kg Ⓢ Non-returnable part	Asset ID/serial number: aaaaaaaaaaaaaaaaaaaa	Test Availability	
2)	1 102-0400 12V 4D BCI Battery 96.4 kg Ⓢ Non-returnable part	Asset ID/serial number: bbbbbbbbbbbbbbbbbb	Test Availability	
3)	1 102-0400 12V 4D BCI Battery 96.4 kg Ⓢ Non-returnable part	Asset ID/serial number: cccccccccccccccccc	Test Availability	
4)	1 102-0400 12V 4D BCI Battery 96.4 kg Ⓢ Non-returnable part	Asset ID/serial number: ddddddddddddddddd	Test Availability	
5)	1 102-0400 12V 4D BCI Battery 96.4 kg Ⓢ Non-returnable part	Asset ID/serial number: eeeeeeeeeeeeeeeeee	Test Availability	
6)	1 102-0400 12V 4D BCI Battery 96.4 kg Ⓢ Non-returnable part	Asset ID/serial number: mmmmmmmm	Test Availability	
7)	1 102-0400 12V 4D BCI Battery 96.4 kg Ⓢ Non-returnable part		Test Availability	





APPROVER (CONT.)

12 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.

13 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.

ORDER CONFIRMATION EXPORT PRINT

THANK YOU FOR YOUR ORDER!
Order Number: 02C067975
Order Date: May 20, 2024, 11:22 AM

ORDER INFORMATION
Account Number: [REDACTED]
Reference Number: 209721615
Dealer Store: Store 02 -English
Equipment Serial #: test (259D - FTL12345)
Ordered by: [REDACTED]
Email Address: [REDACTED]
Phone number: [REDACTED]
Request by date: May 22, 2024

PICKUP & DELIVERY
Shipping Method: TestDESCDisplayedInPartStore_L_TestDESCDisplayedInPartStoreDescDisplayedMaxLength
Shipping Address: [REDACTED]

BILLING & PAYMENT
Billing Method: Cash/Check
Billing Address: [REDACTED]
Attachment: SAMPETEST-WORD.DOCX
Purchase Order Number: 123

SUMMARY OF CHARGES
ORDER SUBTOTAL: [REDACTED]
Shipping/Miscellaneous*: [REDACTED]
Total Tax: [REDACTED]
ORDER TOTAL: [REDACTED]
*Freight cost will be charged at time of invoice

ITEMS IN YOUR ORDER
 Show availability by source

Quantity	Product Description	Notes	Availability	Total Price (USD) Excludes GST
1)	1	3B-4506: Internal Diameter 9.58mm Lockwasher 0.1 kg	By May 22	[REDACTED]

ORDER SUBTOTAL: [REDACTED]
Shipping/Miscellaneous*: [REDACTED]
Total Tax: [REDACTED]
ORDER TOTAL: [REDACTED]
*Freight cost will be charged at time of invoice

12 EDIT DELETE REJECT APPROVE
ORDER SUBTOTAL: 90.00 (USD)

13





MANAGER

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

1 Navigate to **ACCOUNT > CONTROL CENTER**.

2 Click on **ORGANIZATIONS AND USERS** under My Organizations.

The screenshot shows the CAT website's account page. The top navigation bar includes the CAT logo, a search bar, and user information (259D FTL01234, Indianapolis/Engl... Houston, Texas). The main content area is divided into three sections: MY ACCOUNT, CONTROL CENTER, and MY ORGANIZATIONS. The MY ACCOUNT section lists various user settings. The CONTROL CENTER section shows a current cart and a 'START SHOPPING FOR YOUR' section for a 320D EXCAVATOR. The MY ORGANIZATIONS section is highlighted with a red box and a yellow '2' callout, with 'ORGANIZATIONS AND USERS' listed below it. The right sidebar, titled 'Account', contains a 'Control Center' link highlighted with a red box and a yellow '1' callout, along with other account management options like Personal Information, My Equipment, Order History, Orders to Approve, Pending Quotes, Saved Lists, Notification Preferences, and Shopping Preferences.





MANAGER (CONT.)

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

The screenshot shows the 'EDIT USER DETAILS' form and a table of users. The form includes fields for 'SELECT CUSTOMER NUMBER' (000260), 'SELECT ROLE' (Submitter), and 'ORDERING LIMIT' (Limit orders to \$123 NAD). The table below shows a list of users with columns for Customer Name, User Name, Role, User Account Status, and Ordering Limit.

Customer Name	User Name	Role	User Account Status	Ordering Limit	Actions
		Submitter	Enabled	NS 123.00	⋮
		Submitter Approver	Disabled		⋮
		Submitter	Enabled	NS 20.00	⋮
		Approver Submitter	Enabled	NS 0.00	⋮
		Submitter	Enabled	NS 1.00	⋮
		Submitter	Enabled	No Limit	⋮
		Submitter	Enabled	No Limit	⋮



MANAGER (CONT.)

Ordering Limit Types:

- 6** **NO LIMIT** – All orders skip the approval process and go directly to the dealer.
- 7** **VALUE LIMIT** – All orders greater than this value will require approval.
- 8** **\$0 LIMIT** – All orders require approval.

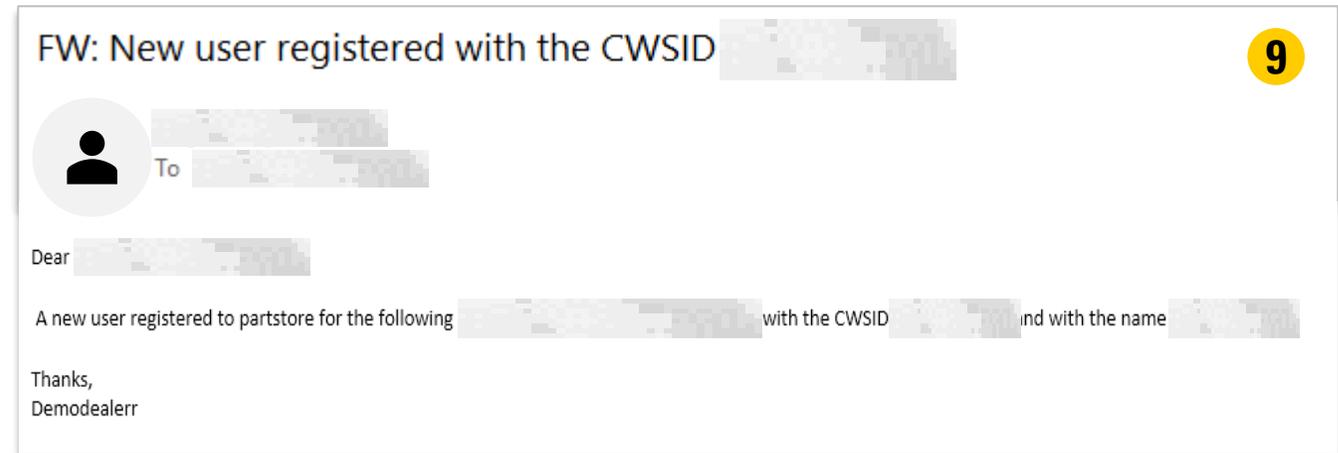
Customer Name	User Name	Role	User Account Status	Ordering Limit	Actions
		Submitter	Enabled	N\$ 123.00	⋮ 7
		Submitter	Enabled	N\$ 20.00	⋮
		Approver Submitter	Enabled	N\$ 0.00	⋮ 8
		Submitter	Enabled	N\$ 1.00	⋮
		Submitter	Enabled	No Limit	⋮ 6



MANAGER (CONT.)

- 9** 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.



CUSTOMIZE NOTIFICATION SETTINGS

1 Click on **ACCOUNT > NOTIFICATION PREFERENCES**.

2 Tick any box in the list to receive an email or web 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.
- And more!



Note: The settings for CAL only apply to users who are set up as an Approver and Manager. Users who do not use CAL will still be able to see this page for all other notification types.

Notification Type	Email	Web
Pickup		
Ready for Pickup	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Partially Ready for Pickup	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Picked Up	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Delivery		
Partially Shipped	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Fully Shipped	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Order Processing		
Order Confirmation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Queued for Processing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Queued Order Not Processed	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Queued Order Processing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cancelled	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Order Approval		
Weekly Approval Summary	<input checked="" type="checkbox"/>	<input type="checkbox"/>

RESOURCES & SUPPORT

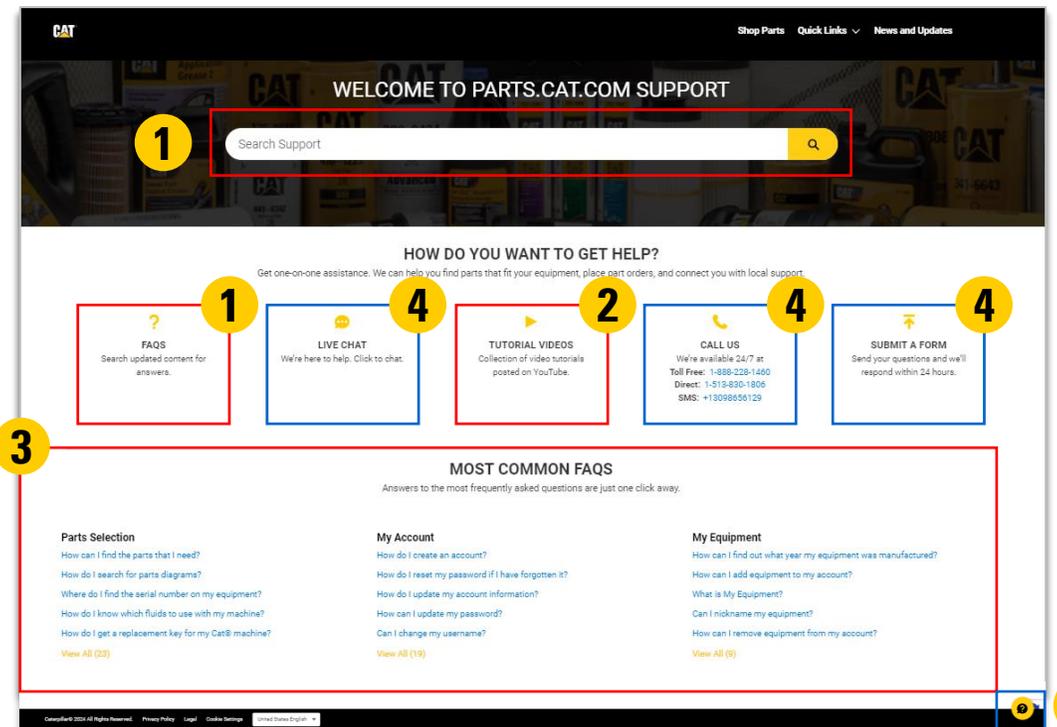


CAT
326-1643
Advanced
CATERPILLAR

HELP CENTER

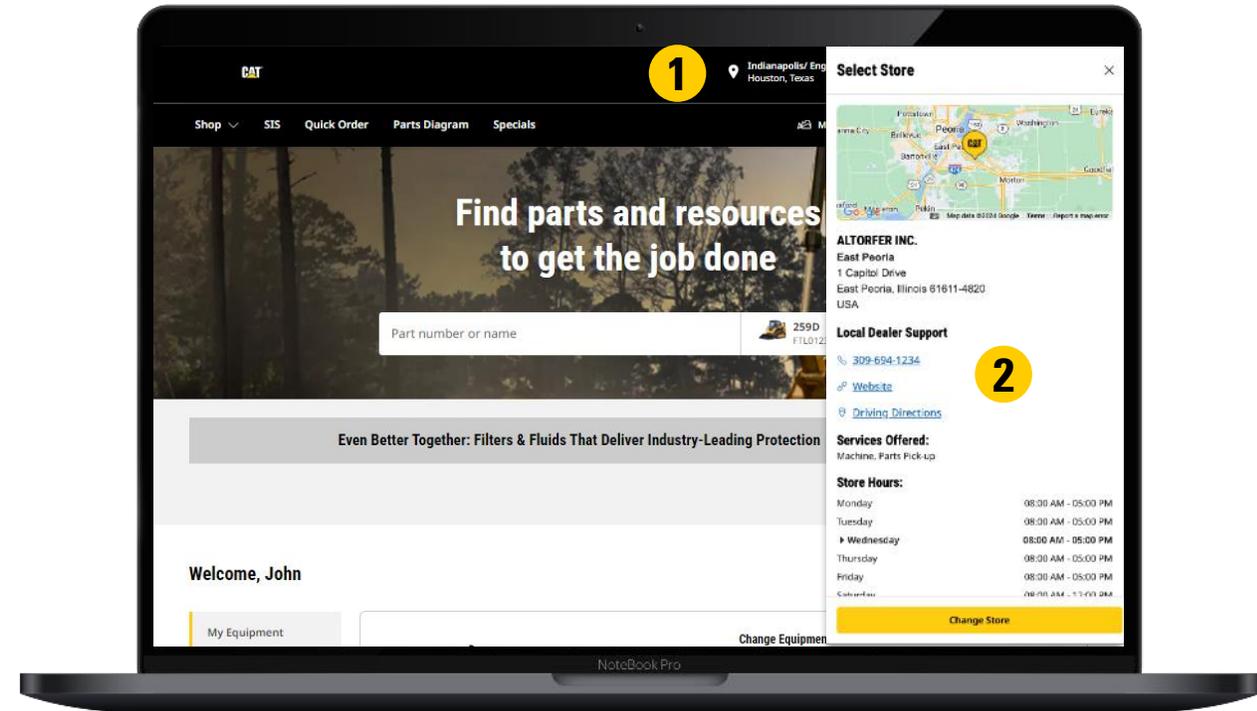
The updated Help Center offers robust self-service content in addition to multiple preferred contact channels to engage a live customer support team member. Access is available from Cat® Corp and dealer sites that have onboarded with Cat® Customer Care. Here are a few key features of the Help Center:

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



CONTACT A DEALER

- 1** On the homepage, click on the dealer store you're shopping with at the top to review their local contact information.
- 2** View various outlets of support under **LOCAL DEALER SUPPORT**.



TIPS FOR PARTS.CAT.COM

1 If you log out of your account but had items in the shopping cart, those items will still be in the shopping cart the next time you log in.

2 You can change the language of the site in the footer of any page on parts.cat.com:

3 This button () in the top-right corner of the homepage will redirect you to other Caterpillar websites:

- Cat.com (“Explore Products”)
- Shop.cat.com (“Buy Online”)
- Cat® Used (“Find Used Products”)
- Cat® Rental Store (“Rent Products”)
- VisionLink® (“Manage My Equipment”)
- Cat® Financial (“View Finance Solutions”)

2

United States English

العربية

বাংলা

Български

简体中文

繁體中文

Čeština

Dansk

Nederlands

Suomi

Français

Deutsch

Ελληνικά

עברית

हिन्दी

Bahasa Indonesia

Italiano

日本語

ಕನ್ನಡ

한국어

Norsk

Polski

Português Do Brasil

Русский

Español (Latino)

Svenska

தமிழ்

ไทย

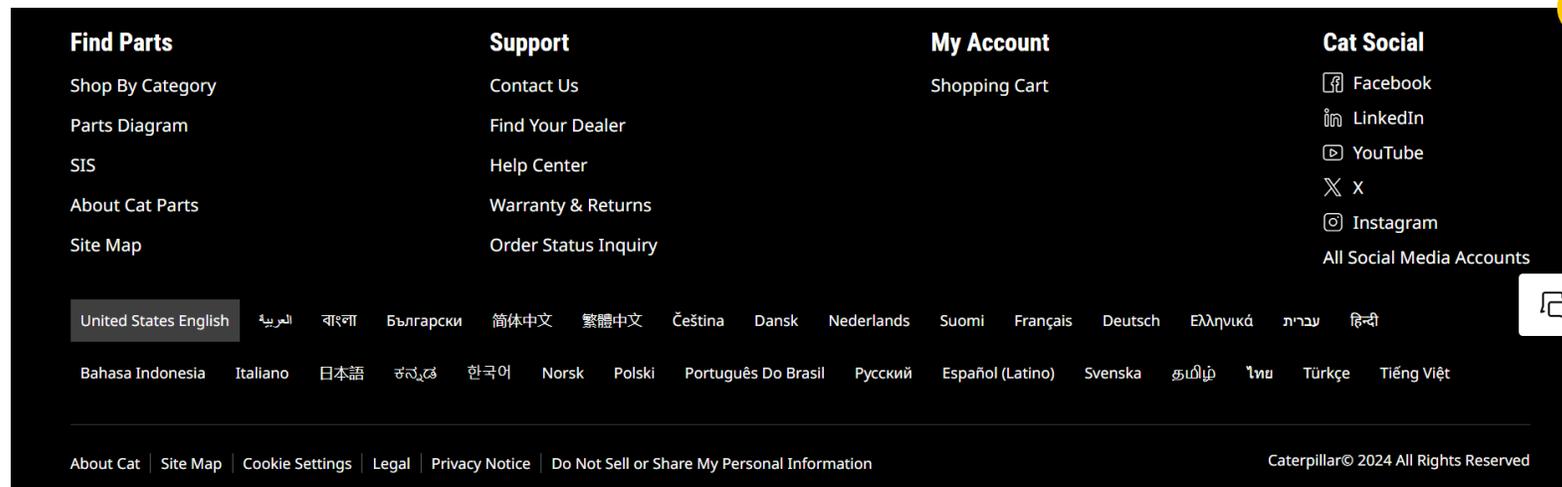
Türkçe

Tiếng Việt

AVAILABLE RESOURCES

1 Visit [Parts.cat.com's Resource Center](#) for additional updates and tutorials.

2 More information on parts.cat.com can also be found in the footer of the site:



The screenshot shows the footer of the Parts.cat.com website. It is divided into four main sections: Find Parts, Support, My Account, and Cat Social. Below these sections is a language selection menu with various options, and a footer bar with navigation links and copyright information.

Find Parts	Support	My Account	Cat Social
Shop By Category	Contact Us	Shopping Cart	Facebook
Parts Diagram	Find Your Dealer		LinkedIn
SIS	Help Center		YouTube
About Cat Parts	Warranty & Returns		X
Site Map	Order Status Inquiry		Instagram
			All Social Media Accounts

United States English العربية বাংলা Български 简体中文 繁體中文 Čeština Dansk Nederlands Suomi Français Deutsch Ελληνικά עברית हिन्दी

Bahasa Indonesia Italiano 日本語 ಕನ್ನಡ 한국어 Norsk Polski Português Do Brasil Русский Español (Latino) Svenska தமிழ் ไทย Türkçe Tiếng Việt

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THANK YOU

