

# Parts Store Guide



**WILLYS**®

**CAT**®

partstore - Microsoft Internet Explorer provided by Whayne Supply Company

https://partstore.whayne.com/Pages/partstore.aspx

File Edit View Favorites Tools Help

partstore

Quick Access: PartStore

Preferences | My Profile | Help/FAQ | Logout | Contact Us | Print

**WHAYNE CAT** PartStore

Welcome, Product Salesrep

PARTSTORE HOME PARTS BOOK (SIS) OTHER PARTS BOOKS RESOURCES

**ORDER PARTS**  
Start here if you know your part numbers.

**FIND PARTS**  
Start here to look up parts.

**CATERPILLAR'S ONLINE PARTS ORDERING SYSTEM**

Have a question?  
Please contact **WHAYNE SUPPLY COMPANY**

Go to your **shopping cart (0) items**

**RESOURCES**

- **Preferences** - View and maintain your personal PartStore preferences and default settings.
- **PartStore Activity** - View, download and re-order your historical part orders records.
- **Core Tracking** - View and download your outstanding Reman core information.
- **Frequent Order Lists** - View, maintain and re-use your personal frequently ordered parts lists.
- **SAFETY.CAT.COM™** - Your on-line resource for safety materials and training.

**PARTS BOOKS**

- **SIS Parts Information** - Search for parts by serial number using the Service Information System (SIS).
- **General Parts Information** - Search for parts information based on description, category and part number using the General Parts Information (GPI).
- **NPR** - View part information like replacement part numbers, where-used and weights in the Numerical Part Record (NPR) application.

**PARTS INFORMATION**

- General specifications
- Batteries
- Classic™ Parts
- Filters
- Ground Engaging Tools
- Hardware
- Hydraulics
- Oils
- Seals & O-Rings
- ... MORE

## PartStore Home Page

The PartStore Home page is the starting point for ordering parts online.

The **'ORDER PARTS'** button will start the user in the parts purchasing process by taking them to the Shopping Cart page. If the user knows the parts to order, this is the starting point to complete the parts order quickly.

partstore - Microsoft Internet Explorer provided by Whyne Supply Company

https://partstore.whyne.com/Pages/partstore.aspx

File Edit View Favorites Tools Help

partstore

Quick Access: PartStore

Preferences | My Profile | Help/FAQ | Logout | Contact Us | Print

**WHAYNE CAT** **PartStore**

Welcome, Product Salesrep

PARTSTORE HOME PARTS BOOK (SIS) OTHER PARTS BOOKS RESOURCES

**ORDER PARTS**  
Start here if you know your part numbers.

**FIND PARTS**  
Start here to look up parts.

**CATERPILLAR'S ONLINE PARTS ORDERING SYSTEM**

Have a question?  
Please contact **WHAYNE SUPPLY COMPANY**

Go to your **shopping cart (0) items**

**RESOURCES**

- **Preferences** - View and maintain your personal PartStore preferences and default settings.
- **PartStore Activity** - View, download and re-order your historical part orders records.
- **Core Tracking** - View and download your outstanding Reman core information.
- **Frequent Order Lists** - View, maintain and re-use your personal frequently ordered parts lists.
- **SAFETY.CAT.COM™** - Your on-line resource for safety materials and training.

**PARTS BOOKS**

- **SIS Parts Information** - Search for parts by serial number using the Service Information System (SIS).
- **General Parts Information** - Search for parts information based on description, category and part number using the General Parts Information (GPI).
- **NPR** - View part information like replacement part numbers, where-used and weights in the Numerical Part Record (NPR) application.

**PARTS INFORMATION**

- General specifications
- Batteries
- Classic™ Parts
- Filters
- Ground Engaging Tools
- Hardware
- Hydraulics
- Oils
- Seals & O-Rings
- ... MORE

## PartStore Home Page

The **'FIND PARTS'** button will take the user to the Service Information Services (SIS) to allow them to search for parts by serial number. If the user has a question, they can click on the name of the Caterpillar dealer and they will be taken to the Feedback page, where they will be presented with phone numbers and email addresses to contact their dealer.

partstore - Microsoft Internet Explorer provided by Whyne Supply Company

https://partstore.whyne.com/Pages/partstore.aspx

File Edit View Favorites Tools Help

partstore

**WHAYNE CAT** PartStore

Welcome, Product Salesrep

Quick Access: PartStore

Preferences | My Profile | Help/FAQ | Logout | Contact Us | Print

**PARTSTORE HOME** PARTS BOOK (SIS) OTHER PARTS BOOKS RESOURCES

**ORDER PARTS**  
Start here if you know your part numbers.

**FIND PARTS**  
Start here to look up parts.

**CATERPILLAR'S ONLINE PARTS ORDERING SYSTEM**

Have a question?  
Please contact **WHAYNE SUPPLY COMPANY**

**RESOURCES**

- **Preferences** - View and maintain your personal PartStore preferences and default settings.
- **PartStore Activity** - View, download and re-order your historical part orders records.
- **Core Tracking** - View and download your outstanding Reman core information.
- **Frequent Order Lists** - View, maintain and re-use your personal frequently ordered parts lists.
- **SAFETY.CAT.COM™** - Your on-line resource for safety materials and training.

**PARTS BOOKS**

- **SIS Parts Information** - Search for parts by serial number using the Service Information System (SIS).
- **General Parts Information** - Search for parts information based on description, category and part number using the General Parts Information (GPI).
- **NPR** - View part information like replacement part numbers, where-used and weights in the Numerical Part Record (NPR) application.

**PARTS INFORMATION**

- General specifications
- Batteries
- Classic™ Parts
- Filters
- Ground Engaging Tools
- Hardware
- Hydraulics
- Oils
- Seals & O-Rings
- ... MORE

Go to your **shopping cart (0) items**

## PartStore Home Page

The **'Shopping Cart (#)'** will notify the user how many parts currently exist in their Shopping Cart and by clicking on the link they will be taken to the Shopping Cart page.

partstore - Microsoft Internet Explorer provided by Whayne Supply Company

https://partstore.whayne.com/Pages/partstore.aspx

File Edit View Favorites Tools Help

partstore

Quick Access: PartStore

Preferences | My Profile | Help/FAQ | Logout | Contact Us | Print

**WHAYNE CAT** **PartStore**

Welcome, Product Salesrep

PARTSTORE HOME PARTS BOOK (SIS) OTHER PARTS BOOKS RESOURCES

**ORDER PARTS**  
Start here if you know your part numbers.

**FIND PARTS**  
Start here to look up parts.

**CATERPILLAR'S ONLINE PARTS ORDERING SYSTEM**

Have a question?  
Please contact **WHAYNE SUPPLY COMPANY**

Go to your **shopping cart (0) items**

**RESOURCES**

- **Preferences** - View and maintain your personal PartStore preferences and default settings.
- **PartStore Activity** - View, download and re-order your historical part orders records.
- **Core Tracking** - View and download your outstanding Reman core information.
- **Frequent Order Lists** - View, maintain and re-use your personal frequently ordered parts lists.
- **SAFETY.CAT.COM™** - Your on-line resource for safety materials and training.

**PARTS BOOKS**

- **SIS Parts Information** - Search for parts by serial number using the Service Information System (SIS).
- **General Parts Information** - Search for parts information based on description, category and part number using the General Parts Information (GPI).
- **NPR** - View part information like replacement part numbers, where-used and weights in the Numerical Part Record (NPR) application.

**PARTS INFORMATION**

- General specifications
- Batteries
- Classic™ Parts
- Filters
- Ground Engaging Tools
- Hardware
- Hydraulics
- Oils
- Seals & O-Rings
- ... MORE

## Resources

The Resources section of the PartStore Home page will list all of the miscellaneous functions available in PartStore.



## RESOURCES

- **Preferences** - View and maintain your personal PartStore preferences and default settings.
- **PartStore Activity** - View, download and re-order your historical part orders records.
- **Core Tracking** - View and download your outstanding Reman core information.
- **Frequent Order Lists** - View, maintain and re-use your personal frequently ordered parts lists.
- **SAFETY.CAT.COM™** - Your on-line resource for safety materials and training.

## RESOURCES

The Resources section of the PartStore Home page will list all of the miscellaneous functions available in PartStore.

The '**Preferences**' link will allow users to view and maintain their personal PartStore preferences and default settings.

The '**PartStore Activity**' link is an optional tool that will allow users to view, download and re-order their historical part orders records.

The '**Core Tracking**' link is an optional tool that will allow users to view and download their outstanding Reman core information.

The '**Frequent Order Lists**' link allows users to view, maintain and re-use their personal frequently ordered parts lists.

partstore - Microsoft Internet Explorer provided by Whyne Supply Company

https://partstore.whyne.com/Pages/partstore.aspx

File Edit View Favorites Tools Help

partstore

**WHAYNE CAT** PartStore

Welcome, Product Salesrep

Quick Access: PartStore

Preferences | My Profile | Help/FAQ | Logout | Contact Us | Print

**PARTSTORE HOME** | **PARTS BOOK (SIS)** | **OTHER PARTS BOOKS** | **RESOURCES**

**ORDER PARTS**  
Start here if you know your part numbers.

**FIND PARTS**  
Start here to look up parts.

**CATERPILLAR'S ONLINE PARTS ORDERING SYSTEM**

Have a question?  
Please contact **WHAYNE SUPPLY COMPANY**

Go to your **shopping cart (0) items**

**RESOURCES**

- **Preferences** - View and maintain your personal PartStore preferences and default settings.
- **PartStore Activity** - View, download and re-order your historical part orders records.
- **Core Tracking** - View and download your outstanding Reman core information.
- **Frequent Order Lists** - View, maintain and re-use your personal frequently ordered parts lists.
- **SAFETY.CAT.COM™** - Your on-line resource for safety materials and training.

**PARTS BOOKS**

- **SIS Parts Information** - Search for parts by serial number using the Service Information System (SIS).
- **General Parts Information** - Search for parts information based on description, category and part number using the General Parts Information (GPI).
- **NPR** - View part information like replacement part numbers, where-used and weights in the Numerical Part Record (NPR) application.

**PARTS INFORMATION**

- General specifications
- Batteries
- Classic™ Parts
- Filters
- Ground Engaging Tools
- Hardware
- Hydraulics
- Oils
- Seals & O-Rings
- ... MORE

## PARTS BOOKS

The Parts Book section lists the links of the parts catalog available to search and identify parts.

## PARTS BOOKS

- **SIS Parts Information** - Search for parts by serial number using the Service Information System (SIS).
- **General Parts Information** - Search for parts information based on description, category and part number using the General Parts Information (GPI).
- **NPR** - View part information like replacement part numbers, where-used and weights in the Numerical Part Record (NPR) application.

## PARTS BOOKS

The Parts Book section lists the links of the parts catalog available to search and identify parts. The '**SIS Parts Information**' link allows users to search for parts by serial number using the Service Information System (SIS).

The '**General Parts Information**' link is an optional tool that allows users to search for parts information based on description, categories and part numbers.

The '**NPR**' link is an optional tool that allows users to view part information, such as replacement part numbers, where-used and weight in the Numerical Part record (NPR) application.

partstore - Microsoft Internet Explorer provided by Whyne Supply Company

https://partstore.whyne.com/Pages/partstore.aspx

File Edit View Favorites Tools Help

partstore

**WHAYNE CAT** PartStore

Welcome, Product Salesrep

Quick Access: PartStore


Preferences | My Profile | Help/FAQ | Logout | Contact Us | Print

PARTSTORE HOME PARTS BOOK (SIS) OTHER PARTS BOOKS RESOURCES

**ORDER PARTS**  
Start here if you know your part numbers.

**FIND PARTS**  
Start here to look up parts.

**CATERPILLAR'S ONLINE PARTS ORDERING SYSTEM**




**RESOURCES**

- **Preferences** - View and maintain your personal PartStore preferences and default settings.
- **PartStore Activity** - View, download and re-order your historical part orders records.
- **Core Tracking** - View and download your outstanding Reman core information.
- **Frequent Order Lists** - View, maintain and re-use your personal frequently ordered parts lists.
- **SAFETY.CAT.COM™** - Your on-line resource for safety materials and training.

Have a question?  
Please contact **WHAYNE SUPPLY COMPANY**


**PARTS BOOKS**

- **SIS Parts Information** - Search for parts by serial number using the Service Information System (SIS).
- **General Parts Information** - Search for parts information based on description, category and part number using the General Parts Information (GPI).
- **NPR** - View part information like replacement part numbers, where-used and weights in the Numerical Part Record (NPR) application.



**PARTS INFORMATION**

- General specifications
- Batteries
- Classic™ Parts
- Filters
- Ground Engaging Tools
- Hardware
- Hydraulics
- Oils
- Seals & O-Rings
- ... MORE



## PARTS INFORMATION

The '**Parts Information**' section list links that are available for users to obtain additional marketing and part number information for certain types of parts.

partstore - Microsoft Internet Explorer provided by Wayne Supply Company

https://partstore.whayne.com/Pages/partstore.aspx

File Edit View Favorites Tools Help

partstore

**WHAYNE CAT**

## PartStore

Quick Access: PartStore

**FIND PARTS**  
Start here to look up parts.

**ORDERING SYSTEM**

Have a question?  
Please contact [WHAYNE SUPPLY COMPANY](#)

Go to your [shopping cart \(0\) items](#)

**RESOURCES**

- [Preferences](#) - View and maintain your personal PartStore preferences and default settings.
- [PartStore Activity](#) - View, download and re-order your historical part orders records.
- [Core Tracking](#) - View and download your outstanding Reman core information.
- [Frequent Order Lists](#) - View, maintain and re-use your personal frequently ordered parts lists.
- [SAFETY.CAT.COM™](#) - Your on-line resource for safety materials and training.

**PARTS INFORMATION**

- General specifications
- [Batteries](#)
- [Classic™ Parts](#)
- [Filters](#)
- [Ground Engaging Tools](#)
- [Hardware](#)
- [Hydraulics](#)
- [Oils](#)
- [Seals & O-Rings](#)
- ... [MORE](#)

**PARTS BOOKS**

- [SIS Parts Information](#) - Search for parts by serial number using the Service Information System (SIS).
- [General Parts Information](#) - Search for parts information based on description, category and part number using the General Parts Information (GPI).
- [NPR](#) - View part information like replacement part numbers, where-used and weights in the Numerical Part Record (NPR) application.

**Policies**

[WARRANTY](#)

[RETURN POLICY](#)

**PartStore Hours**  
Parts Store availability: 5:00 am til 1:00 am Please feel free to email any parts order needs between 1:00 am and 5:00 am

© Caterpillar All Rights Reserved. | [Caterpillar Legal Notices](#) | [Caterpillar Privacy Policy](#)

# Links

**Policies**  
WARRANTY

RETURN POLICY

**PartStore Hours**

Parts Store availability: 5:00 am til 1:00 am Please feel free to email any parts order needs between 1:00 am and 5:00 am

© Caterpillar All Rights Reserved. | [Caterpillar Legal Notices](#) | [Caterpillar Privacy Policy](#)

## Links

A **'Policies'** link may appear and will open another window that will explain the policies set forth by the Caterpillar dealer.

A **'Store Hours'** link may appear and will open another window that will explain the times part pricing, part availability and part ordering made available with the Caterpillar dealer.


The **'Caterpillar All Rights Reserved'** link will open another window and will explain the copyright and trademark information.

The **'Caterpillar Legal Notices'** link will open another window and will list the disclaimers associated with the site.

The **'Privacy Policy'** link will open another window and will explain how personal information is used and protected.

# PartStore - Simple Order Example

## PartStore Home Screen

**Dealer Name** 

# PartStore

Welcome, James W Martin

Quick Access:

[Preferences](#) | [Help/FAQ](#) | [Logout](#) | [Contact Us](#) | [Print](#)


**PARTSTORE HOME** | **PARTS BOOK (SIS)** | **OTHER PARTS BOOKS** | **RESOURCES**

**ORDER PARTS**


Start here if you know your part numbers.

**FIND PARTS**

Start here to look up parts.



**CATERPILLAR'S ONLINE PARTS ORDERING SYSTEM**



Have a question?  
Please contact [DEMO DEALER](#)

**RESOURCES**

- [Preferences](#) - View and maintain your personal PartStore preferences and default settings.
- [PartStore Activity](#) - View, download and re-order your historical part orders records.
- [Core Tracking](#) - View and download your outstanding Reman core information.
- [Frequent Order Lists](#) - View, maintain and re-use your personal frequently ordered parts lists.
- [Customer Authority Level Management Tool](#) - Create approvers and set controls for user ordering limits.
- [Customer Authority Level Pending List \(0\)](#) - List of parts orders awaiting approval.

Go to your [shopping cart \(0\) items](#)

**PARTS BOOKS**

- [SIS Parts Information](#) - Search for parts by serial number using the Service Information System (SIS).
- [General Parts Information](#) - Search for parts information based on description, category and part number using the General Parts Information (GPI).
- [Planned Maintenance Checklist](#) - Search for maintenance parts and service tasks tied to specific models and maintenance intervals.
- [NPR](#) - View part information like replacement part numbers, where-used and weights in the Numerical Part Record (NPR) application.

**PARTS INFORMATION**

General specifications

- [Batteries](#)
- [Filters](#)
- [Fluids](#)
- [Ground Engaging Tools](#)
- [Hardware](#)
- [Hydraulics](#)
- [Seals & O-Rings](#)

[... MORE](#)

Policies

Click on the “Order Parts” button to begin your order

# Shopping Cart Screen (Empty)

Dealer Name PartStore

Welcome, James W Martin

Quick Access: Applications...  
Preferences | Help:FAQ | Logout | Contact Us | Print

PARTSTORE HOME PARTS BOOK (SIS) OTHER PARTS BOOKS RESOURCES

Shopping Cart Payment & Shipping Review & Place Order

ORDER INFORMATION

Ordered for: DEMO02 - ACME CONSTRUCTION [Show Details](#) Equipment: - Select - [Edit list](#)

Store Location: Store 00 Serial Number:

Order Type: Emergency

CAT FLEET TIRE

PART LIST

UPDATE EMPTY LOAD LIST SAVE NEXT

	QUANTITY	PART NUMBER	PART NAME	SERIAL NUMBER	QUANTITY AVAILABLE	AVAILABILITY	UNIT PRICE (USD)	EXTENDED PRICE (USD)
1	<input type="text"/>	<input type="text"/>		<input type="text"/>				
2	<input type="text"/>	<input type="text"/>		<input type="text"/>				
3	<input type="text"/>	<input type="text"/>		<input type="text"/>				
4	<input type="text"/>	<input type="text"/>		<input type="text"/>				
5	<input type="text"/>	<input type="text"/>		<input type="text"/>				
6	<input type="text"/>	<input type="text"/>		<input type="text"/>				
7	<input type="text"/>	<input type="text"/>		<input type="text"/>				


UPDATE EMPTY LOAD LIST SAVE NEXT

Choose the account you want to have the order billed to in the “Ordered For” drop down.

Select the Store Location you want to pick up or have your order shipped from.

Select the equipment this order is for from the Equipment drop down or enter the serial number in the serial number field.

# Shopping Cart Screen (Empty)


**Dealer Name**  **PartStore**

Welcome, James W Martin Quick Access: Applications...  
[Preferences](#) | [Help/FAQ](#) | [Logout](#) | [Contact Us](#) | [Print](#)

**PARTSTORE HOME** | **PARTS BOOK (SIS)** | **OTHER PARTS BOOKS** | **RESOURCES**

**Shopping Cart** | Payment & Shipping | Review & Place Order

**ORDER INFORMATION**

Ordered for: DEMO02 - ACME CONSTRUCTION [Show Details](#) | Equipment: - Select - [Edit list](#) |   
Store Location: Bowling Green | Serial Number:   
Order Type: Emergency

**PART LIST**

	QUANTITY	PART NUMBER	PART NAME	SERIAL NUMBER	QUANTITY AVAILABLE	AVAILABILITY	UNIT PRICE (USD)	EXTENDED PRICE (USD)
1	<input type="text" value="1"/>	<input type="text" value="1V-4675"/>		<input type="text"/>				
2	<input type="text" value="1"/>	<input type="text" value="1W1695"/>		<input type="text"/>				
3	<input type="text" value="1"/>	<input type="text" value="2T665"/>		<input type="text"/>				
4	<input type="text" value="1"/>	<input type="text" value="1913003"/>		<input type="text"/>				
5	<input type="text"/>	<input type="text"/>		<input type="text"/>				
6	<input type="text"/>	<input type="text"/>		<input type="text"/>				
7	<input type="text"/>	<input type="text"/>		<input type="text"/>				


Enter the part numbers and desired quantities.


You can get price and availability by clicking the "Update" button (optional).


You can add parts to your order from your Frequent Order Lists by clicking on "Load List" button (optional).

Click on the "Next" button to continue the order process.

# Order Exception Screens

**Dealer Name**  **PartStore**

Welcome, James W Martin Quick Access: Applications... 


[Preferences](#) | [Help/FAQ](#) | [Logout](#) | [Contact Us](#) | [Print](#) 


---

**PARTSTORE HOME**    **PARTS BOOK (SIS)**    **OTHER PARTS BOOKS**    **RESOURCES**

---

**Shopping Cart**    Payment & Shipping    Review & Place Order

**Source of Supply** 

 **PREVIOUS** **NEXT**

**Source of Supply** - You have the option of choosing different sources for these part numbers.

SELECT	QUANTITY	PART NUMBER	PART NAME	SOURCE OF SUPPLY	QUANTITY AVAILABLE	AVAILABILITY	UNIT PRICE (USD)
<input checked="" type="radio"/>	1	2T-0665	HOSE A	CATERPILLAR	1	Buildable hoses-12hours	62.10
<input type="radio"/>	1	2T0665	HOSE A	MISCELLANEOUS	1	<a href="#">Contact Dealer</a>	60.84

**PREVIOUS** **NEXT**

Notes:  
\* Denotes required field  
++ - **Exception/REMAIL:** If you have any questions about your order, please contact the store where you placed your order. REMAN cores must be returned within 60 days or full core credit may not apply, even if the core meets full core credit criteria.

[© Caterpillar All Rights Reserved.](#) | [Caterpillar Legal Notices](#) | [Caterpillar Privacy Policy](#)

If there are any alternate sources of supply for the part order, look through them and make the appropriate selection.

If there are no alternative sources of supply, you will not see this screen.

Once the desired option is selected, click the “Next” button to continue with the order process.

# Order Exception Screens

**Dealer Name**

PartStore

Quick Access:

Welcome, James W Martin 
[Preferences](#) | [Help/FAQ](#) | [Logout](#) | [Contact Us](#) | [Print](#)

PARTSTORE HOME
PARTS BOOK (SIS)
OTHER PARTS BOOKS
RESOURCES

Shopping Cart

Payment & Shipping

Review & Place Order

Part Exceptions

Hose Assembly

**Indirect Replacement** - The following parts are not available for online ordering and will not be added to your shopping cart. Please contact us to order.

QUANTITY	PART NUMBER	PART NAME	AVAILABILITY	UNIT PRICE (USD)
1	1V-4675 <span style="color: blue;">HPR</span>	LINES GRP	Indirect Replacement Back Ordered	431.63

**Replaced Parts** - - The following parts were automatically replaced

QUANTITY	PART NUMBER	PART NAME	NEW ORDER QUANTITY	NEW PART NUMBER	NEW PART NAME	AVAILABILITY
1	191-3003 <span style="color: blue;">HPR</span>	INJECTOR GP-	1	211-3023 <span style="color: blue;">HPR</span>	INJECTOR GP-	Back Ordered

**Alternate Parts** - Select from the offered alternatives.

QUANTITY	PART NUMBER	PART NAME	AVAILABILITY	UNIT PRICE (USD)
<input type="text" value="1"/> Original	1W-1695 <span style="color: blue;">HPR</span>	PUMP GRP	Evansville	366.23
<input type="text" value="0"/> Remanufactured	0R-3537 <span style="color: blue;">HPR</span>	PUMP GP	In Store	181.16
		<b>CORE DEPOSIT ++</b>		<b>153.33</b>

Notes:  
 \* Denotes required field  
 ++ - **Exception/REMAIL:** If you have any questions about your order, please contact the store where you placed your order. REMAN cores must be returned within 60 days or full core credit may not apply.

This screen shows part numbers that have been replaced or have alternates such as used, reman, or classic parts. Please read and follow the instructions in the gray horizontal bars.

If there are no exceptions, you will not see this screen.

Once the desired option is selected, click the "Next" button to continue with the order process.

# Order Exception Screens

**Dealer Name**

PartStore

Quick Access:

Welcome, James W Martin

[Preferences](#) | 
 [Help/FAQ](#) | 
 [Logout](#) | 
 [Contact Us](#) | 
 [Print](#)

PARTSTORE HOME
PARTS BOOK (SIS)
OTHER PARTS BOOKS
RESOURCES

Shopping Cart

Payment & Shipping

Review & Place Order

Part Exceptions

Hose Assembly

PREVIOUS
NEXT

QUANTITY		PART NUMBER	PART NAME	AVAILABILITY	UNIT PRICE (USD)
<input type="text" value="1"/>		2T-0665	HOSE A	Buildable hoses-12hours	62.10
<b>HOSE GROUP 1</b>		<b>ASSEMBLY QUANTITY</b>			
<input type="text" value="0"/>	1	1241982	PERM STEM		7.90
<input type="text" value="0"/> IN	32	1226890	HOSE	HOSE LENGTH: 31.5 HOSE LENGTH UNIT OF MEASURE: IN INNER DIAMETER: 0.5 ANGLE ORIENTATION: 120	.25
<b>HOSE GROUP 2</b>		<b>ASSEMBLY QUANTITY</b>			
<input type="text" value="0"/>	1	1242099	PERM STEM		17.34
<input type="text" value="0"/>	1	4J5267	SEAL		.88


PREVIOUS
NEXT

© Caterpillar All Rights Reserved. | 
 [Caterpillar Legal Notices](#) | 
 [Caterpillar Privacy Policy](#)

This screen shows a buildable hose assembly. If you have your own hose press you can buy the individual parts and assemble your own hose or order the fully assembled hose.

Click the “Next” button to order the fully assembled hose or adjust the quantities to order the individual parts.

# Shopping Cart Screen (Completed)

**Dealer Name** 

## PartStore

Welcome, James W Martin [Preferences](#) | [Help/FAQ](#) | [Logout](#) | [Contact Us](#) | [Print](#)

Quick Access:

**PARTSTORE HOME** | **PARTS BOOK (SIS)** | **OTHER PARTS BOOKS** | **RESOURCES**


**Shopping Cart** | Payment & Shipping | Review & Place Order

**ORDER INFORMATION**

Ordered for:  [Show Details](#) Equipment:  [Edit list](#)

Store Location:  Serial Number:

Order Type: Emergency



**PART LIST**


	QUANTITY	PART NUMBER	PART NAME	SERIAL NUMBER	QUANTITY AVAILABLE	AVAILABILITY	UNIT PRICE (USD)	EXTENDED PRICE (USD)
1	<input type="text" value="1"/>	1W-1695	PUMP GRP	<input type="text"/>	1	Contact Dealer	366.23	366.23
2	<input type="text" value="1"/>	2T-0665	HOSE A+	<input type="text"/>	1	Buildable hoses-12hours	62.10	62.10
<a href="#">▶ Related Parts/Tools</a>								
3	<input type="text" value="1"/>	211-3023	INJECTOR GP-	<input type="text"/>	1	Contact Dealer	469.95	469.95
4	<input type="text"/>	<input type="text"/>		<input type="text"/>				
5	<input type="text"/>	<input type="text"/>		<input type="text"/>				
6	<input type="text"/>	<input type="text"/>		<input type="text"/>				


The Shopping Cart screen shows availability and **your price** for the parts selected.

Availability options are: In Store, Contact Dealer, or store locations the parts are available. "Contact Dealer" tells you to talk to someone at the dealership. The part may be backordered or there may be questions that need to be answered to get you the correct part.

Once finished entering parts, click the "Next" button to continue with the order process.

# Shipping & Payment Screen

**Dealer Name**  **PartStore**



Quick Access: Applications... 


**ORDER INFORMATION**

Ordered for: DEMO02 - ACME CONSTRUCTION  
Store Location: Store 00  
Order Type: Emergency  
Will this product be consumed in United States of America? \*  Yes  No

**PAYMENT INFORMATION**


Bill To: ACME CONSTRUCTION  
23000 WEST HIGHWAY 32  
METRO CITY USA 12344

Payment Method: Dealer Credit  


Purchase Order Number: \* PO0002345 


**SHIP ORDER INFORMATION**

**DEFAULT**


Delivery Preference: \*  Pick Up Order  Ship Order  Deliver to Drop Box 

Pick Up Address: DEMO DEALER  
PARTS PICKUP ADDRESS  
2516 N WILSON DRIVE, PEORIA, IL  
NEXT TO FIRE STATION  
CALL (309)875-1269

Pick Up Options: \* - Select - 

Pick Up Instructions: None 

Special Instructions:

**PREVIOUS** **NEXT** 


Select the payment method from the drop down.

Enter your PO Number if that is required (Optional).

Select your delivery preference and specify any special instructions.

Click the “Next” button to continue with the order process.

# Review & Place Order Screen

**Dealer Name** 

## PartStore

Quick Access:  ▼

[Preferences](#) | [Help/FAQ](#) | [Logout](#) | [Contact Us](#) | [Print](#) ▲

PARTSTORE HOME   PARTS BOOK (SIS)   OTHER PARTS BOOKS   RESOURCES

Shopping Cart   Payment & Shipping   Review & Place Order

ORDER INFORMATION		EQUIPMENT INFORMATION		ACCOUNT INFORMATION	
<b>Dealer:</b>	DEMO DEALER	<b>Equipment:</b>	<input type="text" value="- Select -"/>	<b>Ordered for:</b>	DEMO02 - ACME
<b>Store Location:</b>	Store 00	<b>Model:</b>	<input type="text"/>	<b>Order Placed By: *</b>	<input type="text" value="James W Martin"/>
<b>Order Type:</b>	Emergency	<b>Manufacturer:</b>	<input type="text"/>	<b>Email: *</b>	<input type="text" value="Martin_James_W@cat.co"/>
<b>Payment Method:</b>	Dealer Credit	<b>Serial Number:</b>	<input type="text"/>	<b>Phone Number: *</b>	<input type="text" value="+1 555 111 1111"/>
<b>Purchase Order Number:</b>	PO0002345				


SHIPPING INFORMATION		SPECIAL INSTRUCTIONS		BILLING INFORMATION	
<b>Pick Up Address:</b>	DEMO DEALER		<input type="text"/>	<b>Bill To:</b>	ACME CONSTRUCTION
	PARTS PICKUP ADDRESS		<input type="text"/>		23000 WEST HIGHWAY 32
	2516 N WILSON DRIVE,		<input type="text"/>		12344
	PEORIA, IL		<input type="text"/>		
	NEXT TO FIRE STATION				
	CALL (309)675-1269				
<b>Pick Up Options:</b>	Cust WILL CALL				
<b>Pick Up Instructions:</b>					

**PART LIST**

The top half of the Review & Place Order screen has account and shipping information for this order.

The equipment information, contact information, and special delivery instructions can be modified.

# Review & Place Order Screen

**Dealer Name**  **PartStore**

Quick Access:

**PART LIST**

QUANTITY	PART NUMBER	PART NAME	SERIAL NUMBER	QUANTITY AVAILABLE	AVAILABILITY	UNIT PRICE (USD)	EXTENDED PRICE (USD)
3	8T-5416 *	SEAL		3	Back Ordered	3.08	9.2
4	1R-0716 +Notes	FILTER A		4	Shawnee 2 days	17.56	70.2
2	9T-2238	VALVE A		2	Ashland 2 days	23.28	46.5
<b>Order Sub-total</b>							126.0
<b>Shipping/Miscellaneous</b>							.0
<b>LOCAL TAXES</b>							12.6
<b>Total Taxes</b>							12.6
<b>Total:</b>							138.6


Notes:  
\* Denotes required field  
Part Names may vary from the name shown on your Part List  
+ **-Non-Returnable Parts** [Click here for more information](#)  
++ **- Exception/REMAI:** If you have any questions about your order, please contact the store where you placed your order. REMAN cores must be returned within 60 days or full core credit may not apply, even if the core meets full core credit criteria.  
+ -UPS Orders received by 12:30 p.m. shipped same day [Click here for more information](#)  
+ -Orders subject to freight [Click here for more information](#)  
+ -Freight charges are not included in total due [Click here for more information](#)  
+ -For problems with the system

The bottom half of the Review & Place Order screen has the parts being purchased on this order.

You can “Save” the order as a frequent order list if you think this is something you will order regularly.

Once the information for this order has been verified, click the “Place Order” button to place the order.

# Order Confirmation Screen

**Dealer Name**  **PartStore**

Welcome, James W Martin

Quick Access: Applications...  
[Preferences](#) | [Help/FAQ](#) | [Logout](#) | [Contact Us](#) | [Print](#)

**PARTSTORE HOME** | **PARTS BOOK (SIS)** | **OTHER PARTS BOOKS** | **RESOURCES**

**NEW ORDER** | **VIEW ORDER SUMMARY**

**ORDER CONFIRMATION**

Demodealer - Store 00      Order Number: 00C231080      Was processed for: ACME CONSTRUCTION

**Does your company have a business system?**  
**Do you have to manually re-enter your parts order into the business system?**  
**Would you like to have this process automated?**

If you answered 'Yes' to these questions, then [Demodealer](#) may have a solution for you.

**PartStore Integrated Procurement**

Since 2001, PartStore Integrated Procurement has been providing an industry-leading integrated parts ordering solution to help streamline the ordering process. Customers who can procure parts and receive electronic invoices through this integrated procurement connection experience transaction cost savings of as much as 50% or more, depending on their current processes.

One customer stated they were able to eliminate half of their manual process steps as a result of a successful Integrated Procurement connection to their Caterpillar dealer. Improvements were made in the following processes:

- Ordering
- Shipping/receiving
- Invoice reconciliation

The order will be placed and you will receive an order confirmation. If your preference is set, you will also receive an order confirmation email.

Click “View Order Summary” to view details of this order.

Click “New Order” to start a new order.

# PartStore Help

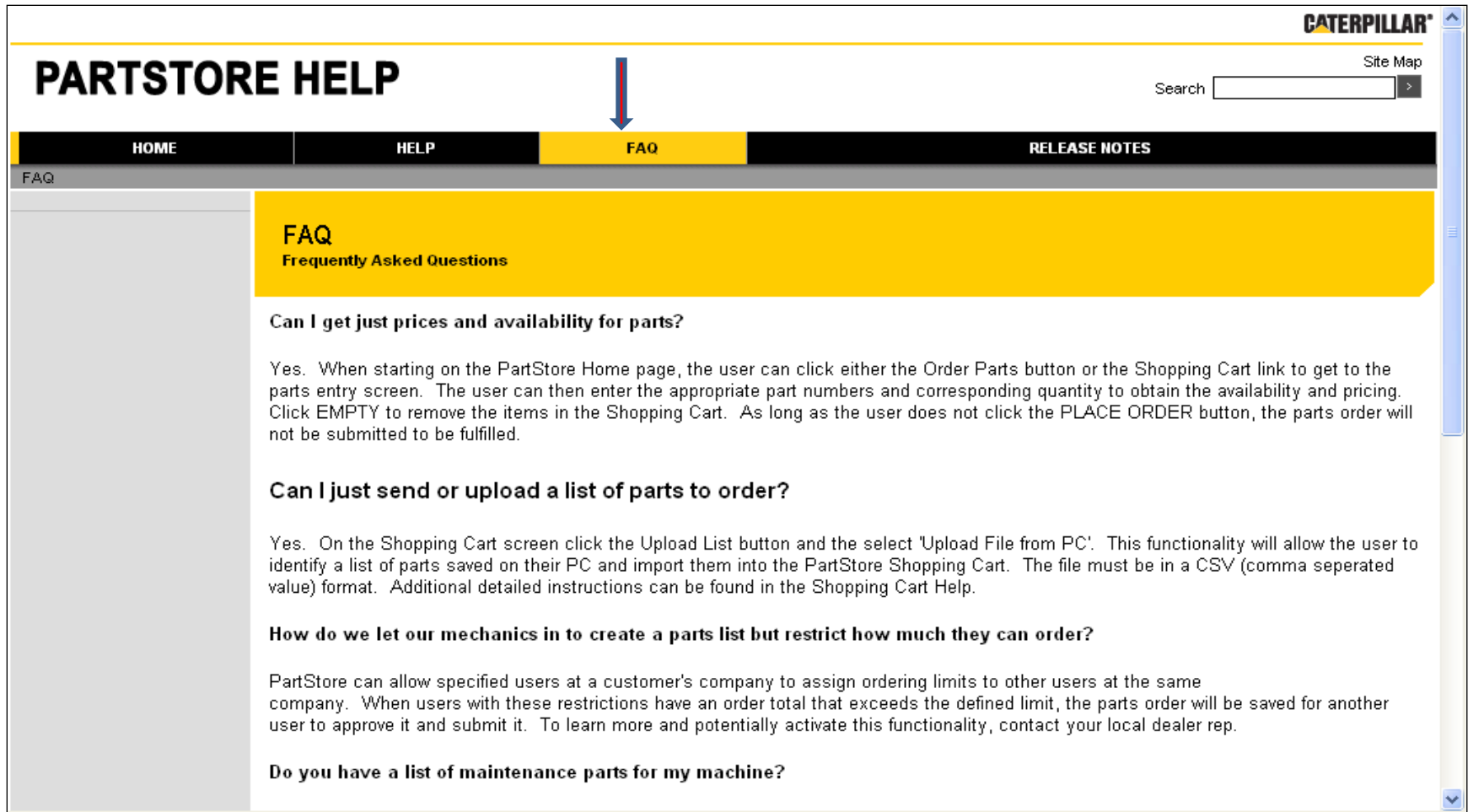
The screenshot shows the PartStore Help page. At the top right is the Caterpillar logo and a search bar. The navigation bar has four tabs: HOME, HELP (highlighted in yellow), FAQ, and RELEASE NOTES. A red double-headed arrow points to the HELP tab. On the left is a vertical menu with links: PartStore Home, Shopping Cart, Payment and Shipping, Review Order, Order Acknowledgement, Summary, Resources, Other Parts Books, Email Entry, Promotional Page, Dealer Customer, Error, Contact Us, Upload File from PC, and Download File to PC. The main content area has a yellow header 'PARTSTORE HOME' and text explaining the page's purpose and the 'ORDER PARTS' and 'FIND PARTS' buttons. Below this is a 'RESOURCES' section with links for Preferences, PartStore Activity, Core Tracking, and Equipment Order Lists.

Help is always available in PartStore. Selecting the “Help/FAQ” link at the top of each screen will bring up PartStore help. For most PartStore screens, selecting the “Help/FAQ” link will bring up help for that screen.

You can navigate the help by selecting a topic from the menu on the left.

When you are done, close the help window to return to PartStore.

# PartStore Help



The screenshot shows the PartStore Help website interface. At the top right is the CATERPILLAR logo and a Site Map link. Below the logo is a search bar. The main navigation bar has four tabs: HOME, HELP, FAQ, and RELEASE NOTES. The FAQ tab is highlighted in yellow, and a red arrow points down to it. Below the navigation bar, the FAQ section is titled "FAQ Frequently Asked Questions". The first question is "Can I get just prices and availability for parts?". The second question is "Can I just send or upload a list of parts to order?". The third question is "How do we let our mechanics in to create a parts list but restrict how much they can order?". The fourth question is "Do you have a list of maintenance parts for my machine?".

**CATERPILLAR**

**PARTSTORE HELP**

Site Map

Search

HOME HELP **FAQ** RELEASE NOTES

FAQ

**FAQ**  
Frequently Asked Questions

**Can I get just prices and availability for parts?**

Yes. When starting on the PartStore Home page, the user can click either the Order Parts button or the Shopping Cart link to get to the parts entry screen. The user can then enter the appropriate part numbers and corresponding quantity to obtain the availability and pricing. Click EMPTY to remove the items in the Shopping Cart. As long as the user does not click the PLACE ORDER button, the parts order will not be submitted to be fulfilled.

**Can I just send or upload a list of parts to order?**

Yes. On the Shopping Cart screen click the Upload List button and the select 'Upload File from PC'. This functionality will allow the user to identify a list of parts saved on their PC and import them into the PartStore Shopping Cart. The file must be in a CSV (comma separated value) format. Additional detailed instructions can be found in the Shopping Cart Help.

**How do we let our mechanics in to create a parts list but restrict how much they can order?**

PartStore can allow specified users at a customer's company to assign ordering limits to other users at the same company. When users with these restrictions have an order total that exceeds the defined limit, the parts order will be saved for another user to approve it and submit it. To learn more and potentially activate this functionality, contact your local dealer rep.

**Do you have a list of maintenance parts for my machine?**

Answers to frequently asked questions (FAQs) can be found under the “FAQ” tab.

When you are done, close the help window to return to PartStore.

If you have any other questions please contact Jeanie Dodson (ext 71396 or [jeanie\\_dodson@whayne.com](mailto:jeanie_dodson@whayne.com))