

## Parts.Cat.Com Frequently Asked Questions

### Overview


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This document addresses Parts.cat.com (PCC) frequently asked questions to assist customers in using Parts.cat.com.

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Parts.Cat.Com General Enquiries		
Header	Enquiry	What to do
Accessing Parts.cat.com	How do I access Hastings Deering's Parts.cat.com?	You can access directly on <a href="https://parts.cat.com/en/hastingsdeering">https://parts.cat.com/en/hastingsdeering</a> and save it as a favourite.
Registration	How can I Register for Parts.cat.com?	Once you open PCC click on the "Sign In / Register" at the top of the page, a new window will pop-up. Click on "Create an account" and you will be asked to complete your registration details. If you have a trading account with Hastings Deering make sure you enter your customer number on the registration form. It will take 24 hours for Hastings Deering to link your PCC username to your customer account.
	How can I sign in to Parts.cat.com?	Once you open PCC click on the "Sign In / Register" at the top of the page, a new window will pop-up. If you need to sign in enter your username and password and "Sign-in".
	I used to access PartStore with an account that is shared by multiple users. Can I use the same account on PCC?	It is recommended that users have individual accounts for accessing Parts.cat.com. It is best practice not to share accounts to avoid confusion around shopping carts, not knowing who placed an order or booting each other off the system when multiple users access at the same time.
Password	I don't remember my username and/or password	You can click on the "Forgot username" or "Forgot password" buttons on the Sign in window which will prompt your security questions and allow you to reset your password.
	How do I get my account details information? I do not remember account details (username, password, etc.)	Please send an email to ebiz team with your company name, customer number, first name, last name on <a href="mailto:ebiz@hastingsdeering.com.au">ebiz@hastingsdeering.com.au</a>
	I have attempted to login several times but my password is wrong	Email the below to <a href="mailto:ebiz@hastingsdeering.com.au">ebiz@hastingsdeering.com.au</a> <ul style="list-style-type: none"> <li>• Username</li> <li>• Customer name or Customer Number</li> </ul>
	I cannot access my PCC account (when using correct username and password)	Email the below to <a href="mailto:ebiz@hastingsdeering.com.au">ebiz@hastingsdeering.com.au</a> <ul style="list-style-type: none"> <li>• Username</li> <li>• Customer name or Customer Number</li> </ul>

<b>“Find your Dealer”</b>	I cannot see my location in ‘Find Your Dealer’ page. I searched by postcode and it does not come up.	Please add “postcode + city” e.g 4000 Brisbane or look up by “city + country” e.g. Brisbane Australia.  Postcodes are generic worldwide and several countries can share same postcodes.
	I am connected to a different Cat dealer in PCC	<ol style="list-style-type: none"> <li>1. Click on the “Shopping at [Store]” text near the top, then click on Change.</li> <li>2. Next to Dealer, click on the drop down list and change it to “Hastings Deering”. Set all required fields and click Continue.</li> <li>3. If “Hastings Deering” is not on the list, click on Add Dealer and go through the registration process.</li> </ol>
	How do I set up default store location?	Click on <b>My Summary Account &gt; Shopping Preferences &gt; Dealer store</b> . Make selection under Dealer Store Settings then be sure to click the Save & Continue button.
<b>Shopping Cart</b>	Can I import a list of parts from a spreadsheet into my cart?	Parts.cat.com allows customers to upload “.csv” files containing a maximum of 100 line items. Should your order exceed 100 lines please split the file and place multiple orders.  CSV lists should only contain <b>two columns</b> : Quantity and Part Number.
<b>Check Out Process (after clicking “Proceed to Checkout”)</b>	What delivery options does Parts.cat.com offer?	On the Shipping options you will be offered Hastings Deering’s default carrier services: <ul style="list-style-type: none"> <li>• Road – Within QLD (FMT)</li> <li>• Road – Outside QLD (NQX)</li> <li>• Air Overnight (Toll Priority)</li> </ul>
	I need to set up a drop box/delivery address with a specific carrier which is not showing up in PCC	Please email the below information to <a href="mailto:ebiz@hastingsdeering.com.au">ebiz@hastingsdeering.com.au</a> <ul style="list-style-type: none"> <li>• delivery address</li> <li>• Carrier name and account number with your carrier</li> <li>• Customer number</li> </ul>
	Can I export part numbers and pricing into an excel file?	Yes. Once items are added to your cart proceed to the  <b>EXPORT</b> button on the top right. You will be able to download the content of your cart into a csv file.
	What payment methods can I use?	If you have a trading account with Hastings Deering can: <ol style="list-style-type: none"> <li>1. Use their dealer credit (charge back to their account)</li> <li>2. Use credit card</li> </ol>

		If you do not have a trading account with Hastings Deering have a Parts.cat.com “Instant Access” account which allows you to shop using credit card.
	An ‘Access Denied’ or an error message is coming up and I cannot place an order	Please send screenshots, your username and password to <a href="mailto:ebiz@hastingsdeering.com.au">ebiz@hastingsdeering.com.au</a>
<b>Price &amp; Image Display</b>	I can’t see pricing for any parts	Select Store Location and dealer. Search prices as a Guest or as a Customer by logging to your account.  If you are already signed in and still not seeing pricing, please do one of the followings:  1. Click on the “ <b>Shopping at</b> ” text near the top, then click on <b>Change</b> . Make changes on the form and be sure to click the Continue button.  Or 2. Click on <b>My Account &gt; Shopping Preferences</b> . Make selections under Dealer Settings then be sure to click the Save & Continue button.
	I prefer not to see product images on my shopping cart. Can I remove them?	Yes, images can be hidden or shown on your shopping cart. Tick or untick the “ <b>Show images</b> ” box at the top of your shopping list.  Alternatively, click on <b>User name &gt; My account summary &gt; Shopping Preferences &gt; image setting</b> (at the bottom).
<b>My Account Summary</b>	I want to export/check my order history	Go to <b>My account Summary &gt; Order History</b> . Click “Filter” to filter and select PCC orders and date range.  Select individual sales order to export or print order information.
	Saved Lists are not coming up in Parts.cat.com	Go to <b>My account Summary &gt; Saved List</b> and ensure that <input type="checkbox"/> <b>Show only my lists</b> is unticked if you have shared Saved Lists.  If the issue persists, please email <a href="mailto:ebiz@hastingsdeering.com.au">ebiz@hastingsdeering.com.au</a> with your login details and details of the issue.
	Where do I see Core tracking?	If you have Core tracking enabled will be able to see this option under <b>My Account Summary &gt; Core Tracking</b> .  If you cannot see Core Tracking, send an email to e-business team <a href="mailto:ebiz@hastingsdeering.com.au">ebiz@hastingsdeering.com.au</a> with your



		Parts.cat.com username and customer number requesting Core Tracking setup.
	How can I see Customer Authority Level/set up credit limits for users in Parts.cat.com?	<b>My account summary &gt; Organization &amp; roles &gt; select user</b> and click on “view details” to edit credit limit.
<b>Other Enquiries</b>	PCC is not working. I have an issue with my PCC account, I cannot use [this] feature/functionality, it’s not working	Please try clearing browsing data.  If issue persists, Please send screenshots and your username and password to <a href="mailto:ebiz@hastingsdeering.com.au">ebiz@hastingsdeering.com.au</a>
	I have some browser issues	<ol style="list-style-type: none"> <li>1. Clear browsing data/cache for <u>Chrome</u> or <u>Internet Explorer (IE)</u>. Restart browser.</li> <li>2. Log out and log back in to your Parts.cat.com</li> <li>3. Try a different browser, for instance IE if you were using Chrome.</li> <li>4. Restart your computer and try again</li> </ol>
	I want to remove an ex-employee account	Please send the login details and confirm via email account deletion request.  Email <a href="mailto:ebiz@hastingsdeering.com.au">ebiz@hastingsdeering.com.au</a>

SIS Enquiries		
Header	Enquiry	What to do
Basic SIS (Free) Enquiries	Where is SIS?	You can find SIS is at the top black navigation bar on Parts.cat.com.
	I cannot access SIS	If you cannot access basic SIS because of password/account issues, email <a href="mailto:ebiz@hastingsdeering.com.au">ebiz@hastingsdeering.com.au</a> with username.
SIS – Finding Equipment and Part Numbers	What serial numbers should I use?	<ul style="list-style-type: none"> <li>• Access SIS and use your machine serial number or if unknown click “Find” next to Serial Number or Prefix (Refer to SIS instructions) and look up by model.</li> <li>• If you are unsure of Model/equipment, please contact a Parts Interpreter. Email <a href="mailto:HD Parts Processing team">HD Parts Processing team</a> in your region (email addresses are listed at the bottom of this document) <b>or call 131 228.</b></li> </ul>
	I want to know what part number I should order for this equipment on SIS	Please contact a Parts Interpreter.  Email <a href="mailto:HD Parts Processing team">HD Parts Processing team</a> in your region (email addresses are listed at the bottom of this document) <b>or call 131 228.</b>
SIS Subscription (Paid)	Paid SIS issues	If you experience issues with a paid SIS subscription or require renewal of SIS full version, contact HDAL BNE Literatures team <a href="mailto:bnelit@hastingsdeering.com.au">bnelit@hastingsdeering.com.au</a>
	My SIS paid subscriptions has expired/ I want full SIS access/ I want to see further SIS information	Contact BNE literatures team – <a href="mailto:bnelit@hastingsdeering.com.au">bnelit@hastingsdeering.com.au</a>  To renew, check subscription prices and subscribe to WEBSIS paid service.
	Can we use same username for WEBSIS and PCC?	Once you have registered for PCC, you will automatically get basics SIS access. If you are experiencing issues accessing SIS, please contact e-business team on <a href="mailto:ebiz@hastingsdeering.com.au">ebiz@hastingsdeering.com.au</a>  If you want to use the same username for PCC and paid WEBSIS, <b>you need to register for PCC first and then with the same PCC username request subscription to BNE literature team - <a href="mailto:bnelit@hastingsdeering.com.au">bnelit@hastingsdeering.com.au</a></b>  For both paid WEBSIS or basic SIS, you just need to log into PCC and then click on ‘SIS’ tab.



<b>SIS display issues</b>	I have issues when using SIS (I cannot see graphics, price and availability, buttons are not working, etc.)	<p>The SIS graphics only works with IE 11, Edge, Google Chrome, Firefox and Opera.</p> <p>Please ensure to install the necessary plugins required by your browser.</p> <p>If the issue persists, email <a href="mailto:ebiz@hastingsdeering.com.au">ebiz@hastingsdeering.com.au</a> with username.</p>
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## Credit Enquiries

Header	Enquiry	What to do
<b>Requesting Dealer Credit Account</b>	I want to place orders using a Dealer credit account	Go to <b>Hastings Deering website &gt; Company &gt; Credit Application</b> . Complete the credit application form as per the instruction.
<b>Credit Limit Issue</b>	There is a 'Credit limit exceeded' issue when trying to place an order	Should your order might have exceeded credit limit available, please contact your rep or call 131 228.

## Parts Enquiries (Operations)

Header	Enquiry	What To Do
<b>Order Status</b>	Hastings did not call to check backorders	Email <a href="#">HD Parts Processing team in your region</a> (email addresses are listed at the bottom of this document) or call <b>131 228</b> with Sales Order number information.
	Check status of my Sales orders	Email <a href="#">HD Parts Processing team in your region</a> (email addresses are listed at the bottom of this document) or call <b>131 228</b> with Sales Order number information.
<b>Part Number Issue – cannot order</b>	I have an issue with this part number, I cannot order it (e.g. price, part setup)	Please contact your rep or call 131 228 to follow up your issue with Parts Inventory Team.

Other Enquiries		
	Enquiry	What to do
<b>My Machines / Equipment</b>	I want to upload/transfer (to a new account)/remove machines in PCC	<p>Please send your equipment details to your reps or the e-business team on <a href="mailto:ebiz@hastingsdeering.com.au">ebiz@hastingsdeering.com.au</a> with the below information:</p> <ul style="list-style-type: none"> <li>• Customer account number where the equipment is currently registered under</li> <li>• Customer account number that you wish to transfer the equipment to</li> <li>• Equipment details (Serial Number)</li> </ul>
<b>Document Review</b>	Where is the link to “Document Review”?	<p>You can access “Document Review” from the Hastings Deering website <a href="http://www.hastingsdeering.com.au">http://www.hastingsdeering.com.au</a>. Click on the “Owning” menu and select “Technology Solutions”. Scroll down to the Document Review area and click on “Open Application”.</p> <p>If you wish to enable this, email eBusiness team with username to <a href="mailto:ebiz@hastingsdeering.com.au">ebiz@hastingsdeering.com.au</a></p>
<b>Oil Commander</b>	Where can I find Oil Commander site?	Go to <a href="http://hastingsdeering.com.au">hastingsdeering.com.au</a> > click on <b>Owning</b> > <b>‘Technology Solutions’</b> > Scroll down and Click <b>‘Oil Commander’</b>
	I cannot access Oil Commander site	Any Oil Commander enquiries, issues or requests please send an email to <a href="mailto:soslab@hastingsdeering.com.au">soslab@hastingsdeering.com.au</a>



## HD Parts Processing team

For further assistance or information regarding your Parts.cat.com orders please contact one of our Business Centres:

BUSINESS CENTRE	EMAIL ADDRESS
ALICE SPRINGS	<a href="mailto:alieords@hastingsdeering.com.au">alieords@hastingsdeering.com.au</a>
BRISBANE	<a href="mailto:hdeords@hastingsdeering.com.au">hdeords@hastingsdeering.com.au</a>
BRISBANE TRUCK CENTRE	<a href="mailto:hdeords@hastingsdeering.com.au">hdeords@hastingsdeering.com.au</a>
CAIRNS	<a href="mailto:cnseords@hastingsdeering.com.au">cnseords@hastingsdeering.com.au</a>
DARWIN	<a href="mailto:dweords@hastingsdeering.com.au">dweords@hastingsdeering.com.au</a>
EMERALD	<a href="mailto:emeords@hastingsdeering.com.au">emeords@hastingsdeering.com.au</a>
GOLD COAST	<a href="mailto:hdeords@hastingsdeering.com.au">hdeords@hastingsdeering.com.au</a>
GOVE	<a href="mailto:dweords@hastingsdeering.com.au">dweords@hastingsdeering.com.au</a>
MOUNT ISA	<a href="mailto:mieords@hastingsdeering.com.au">mieords@hastingsdeering.com.au</a>
MACKAY	<a href="mailto:mkeords@hastingsdeering.com.au">mkeords@hastingsdeering.com.au</a>
ROCKHAMPTON	<a href="mailto:rkeords@hastingsdeering.com.au">rkeords@hastingsdeering.com.au</a>
NORTH COAST	<a href="mailto:sceords@hastingsdeering.com.au">sceords@hastingsdeering.com.au</a>
TOWNSVILLE	<a href="mailto:tseords@hastingsdeering.com.au">tseords@hastingsdeering.com.au</a>
TOOWOOMBA	<a href="mailto:tbeords@hastingsdeering.com.au">tbeords@hastingsdeering.com.au</a>
WEIPA	<a href="mailto:weipords@hastingsdeering.com.au">weipords@hastingsdeering.com.au</a>