

FAQs About Parts.Cat.Com



This summer, Finning will be closing PartStore™ and redirecting customers to Parts.Cat.Com. Below are some FAQs that you might find helpful.

Q: Why when I log into PartStore am I redirected to Parts.Cat.Com?

A: Caterpillar is migrating all of North America from PartStore to Part.Cat.Com. You will be automatically redirected to Parts.Cat.Com when you log in.

Q: Why is Caterpillar switching from PartStore to Parts.Cat.Com?

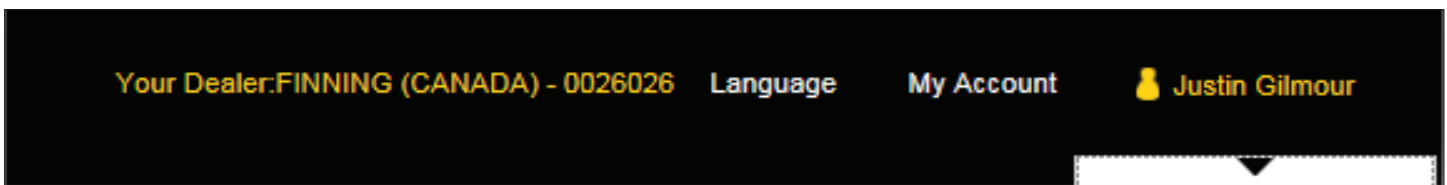
A: Parts.Cat.Com is the next evolution in buying parts online. PartStore is a software platform that is no longer meeting our customer's needs. The migration to Parts.Cat.Com will allow Caterpillar to provide a richer and more robust shopping experience. It's easier to use, mobile friendly, and allows you to order parts on multiple devices including your smartphone or tablet. While Caterpillar is focusing on replicating the PartStore features, future enhancements are planned.

Q: Are there any tutorials for Parts.Cat.Com?

A: There are six short instructional videos available on finning.ca.

Q: The store listed on my order is not correct, how do I change it?

A: When you login to Parts.Cat.Com you should see a screen asking you to confirm your dealer, customer account, and store. Some customers will also see additional choices on this screen.



If you are already logged in, you can do one of the following to make this change:

1. Click on the yellow text Finning (Canada) near the top of the screen, then click on Change. Make your changes and be sure to click the Continue button.

ASSOCIATED DEALERS

Dealer Name:

FINNING (CANADA) ▼

Add Dealer

Account Number:

Select Dealer Account ▼

*Equipment Serial
Number:

1111111

CONTINUE

Fill out all required
fields above to continue

- or -
2. Click on My Account > Shopping Preferences. Make your selections under Dealer Settings then click the Save & Continue button.

MY SHOPPING PREFERENCES

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

DEALER SETTINGS

Dealer Name: FINNING (CANADA)	Customer Number:	Dealer Store: Select Store Location ▼ Select Store Location ▲ Albian CNRL Horizon Mildred Lake AB Fort McMurray AB Kearl Lake Mildred Lake (Sncor) Mildred Lake (Syn) G.P.Power Systems Red Deer AB
----------------------------------	------------------	--

Note: Changing any dealer settings above will reset any saved preferences below.

SAVE & CONTINUE

Q: Why can't I see any parts pricing?

A: You must be signed in before pricing will be displayed. Click on the Sign In / Register button in the upper right corner.

If you are already signed in and still not seeing pricing, please do one of the following:

1. Click on the yellow text near the top, then click on Change. Make your changes and click the Continue button.

- or -
2. Click on My Account > Shopping Preferences. Make your selections under Dealer Settings then click the Save & Continue button.

Q: I am connected to a different Cat dealer in Parts.Cat.Com, how do I change to Finning?

1. Click on the yellow text of the name of the dealer near the top, then click on Change.
2. Next to Dealer, click on the drop down list and change to Finning. Set all required fields and click Continue.
3. If Finning is not on the list, click on Add Dealer and go through the registration process. The system should alert the Finning Online Parts Administration (ebusiness@finning.ca) to ensure you are connected to the correct Dealer Customer Number (DCN), if one exists.

Your Dealer: FINNING (CANADA) - 0026026 Language My

YOUR CAT DEALER [Change](#)

FINNING (CANADA)-West Edmonton Parts
Account # : 0026026
10910 170 St NW
Edmonton, ALBERTA T5S 1H6 Canada
1-888-FINNING (346-6464)
Visit the Website:
http://www.finning.ca/About/Contact_Us/Default.aspx

Q: What are the benefits of registering?

1. Access to Caterpillar electronic parts books (SIS)
2. Time saving order defaults
3. An order history of all orders placed in Parts.cat.com after registration
4. Save and utilize frequent order lists for quick re-ordering

Q: I forgot my ID and password / It won't accept my password. What do I do?

A: Contact the Finning Customer Service Center at 1-888-FINNING.

Q: I am a TEPS customer and I can't log in because... I forgot my ID and password / It won't accept my password. What do I do?

A: Contact the Finning TEPS Administrator Jennifer De Torres at 604-882-2431.

Q: How do I provide feedback?

A: The feedback button is located on the lower right corner of most pages. Please include your email address if you would like a response.



CATERPILLAR

What else do you want to share

What is your comment regarding? (More details will help us refine our site)

Please select

Comment

How likely is it that you would recommend our website?

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Not at all likely Extremely likely

Please provide us your email (optional)

FAQs About Parts.Cat.Com



Q: Which browsers, and browser versions, work with Parts.Cat.Com?

A: Parts.Cat.Com will operate on all Windows Operating Systems (OS) supported by Microsoft.

Supported web browsers:

BROWSER	FEATURE PACK 7
Microsoft Internet Explorer Version 7	X
Microsoft Internet Explorer Version 8	X
Microsoft Internet Explorer Version 9	X
Microsoft Internet Explorer Version 10	X
Microsoft Internet Explorer Version 11	X
Firefox Version 3.6 and later	X
Firefox Version 10 and later	X
Safari Version 5	X
Safari Version 6	X
Google Chrome Version 13 and later	X

Supported web browsers for mobile shoppers:

- ✓ Smartphone (Mobile Web)
- ✓ Android 4+
- ✓ iPhone iOS 5+
- ✓ BlackBerry OS 5+
- ✓ Windows Phone 8
- ✓ Other WebKit-based Web browsers
- ✓ Tablet (Mobile Web)

If you still have questions, please contact our Customer Support Center at 1-888-FINNING available 24/7, or email a member of our ebusiness team at ebusiness@finning.ca.