PartStore to Parts.Cat.com Migration: Frequently Asked Questions

As of **November 15, 2016** Wheeler Machinery Co. will be redirecting PartStore customers to Parts.Cat.Com (PCC).

Why is Caterpillar switching from PartStore to PCC?
PartStore is a software platform developed in 1999 and has been enhanced as much as possible. Parts.Cat.com is built on a world-class e-commerce platform that enables benefits that are not possible in PartStore. They include:
- Mobile device friendly
- Access directly from search engines like Google
- Less learning curve for new users
- More ways to find the right parts
- Display additional parts related to your search

What will happen after the cut-over date?
Users who attempt to log in to PartStore will be redirected to a page on Parts.Cat.com that includes basic orientation and how-to videos.

I tried to log into PartStore and it keeps taking me to PCC?
Caterpillar is migrating all of North America from PartStore to PCC by the end of 2016. We are not able to bring back PartStore.

Do I need to re-register?
PartStore customer accounts that have logged in at least once in the last six months will also work on Parts.Cat.com with the same login and password. On their first visit to Parts.Cat.com the user may be taken to the registration page to fill in any missing information and accept the Terms & Conditions.

Why do I have to do more clicks and navigate more pages to get through the process?
Users who are comfortable with PartStore should try the Quick Order feature. This offers an experience very similar to PartStore. Also check the preferences available in the My Account section. For example, setting the default shipping and payment methods can speed up the check-out process.

Is Training Available?
Training videos are available on Wheeler Machinery Co.'s YouTube channel:
https://www.youtube.com/watch?v=yP-8gSV62P4&list=PLqE1AsgwGKAkgovWuakJ1tN4n-ltA9x04

I don't want to use PCC. Can you switch me back?
No. Caterpillar is migrating all of North America from PartStore to PCC. Once a Wheeler Machinery Co. switches all their customers must use PCC.

Are there any instructions for PCC?
There are instructional videos available https://www.youtube.com/watch?v=yP-8gSV62P4&list=PLqE1AsgwGKAkgoWWuakJ1tN4n-ltA9x04

Customers can also attend webinars which are scheduled twice a month. Link to sign up at
https://www.caterpillarsurveys.com/se.ashx?s=4F5AA3C86611BD7B

The store on my order is not correct.
When you login to PCC 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 change this:
1. Click on the yellow text Wheeler Machinery Co. near the top, then click on Change. Make changes on the form and be sure to click the Continue button.
2. Click on My Account > Shopping Preferences. Make selections under Shopping Preferences to default the most commonly used account and store.

I can't see any parts pricing.
You must be signed in before pricing will be displayed. Please sign in using the link in the upper right.
If you are already signed in and still not seeing pricing, please do one of the following:
1. Click on the yellow text Wheeler Machinery Co. near the top, then click on Change. Make changes on the form and be sure to click the Continue button.
2. Click on My Account > Shopping Preferences. Make selections under Shopping Preferences to default the most commonly used account and store.

I am connected to a different Cat dealer in PCC.
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 it to Wheeler Machinery Co.. Set all required fields and click Continue.
3. If Wheeler Machinery Co. is not on the list, click on Add Dealer and go through the registration process

Where is SIS?
Customers who have access to SIS should still see it as an option in the Parts.Cat.com menu bar once they are logged in. All customers have the option of using the Parts Lookup feature, which includes a simplified version of the information found in SIS.
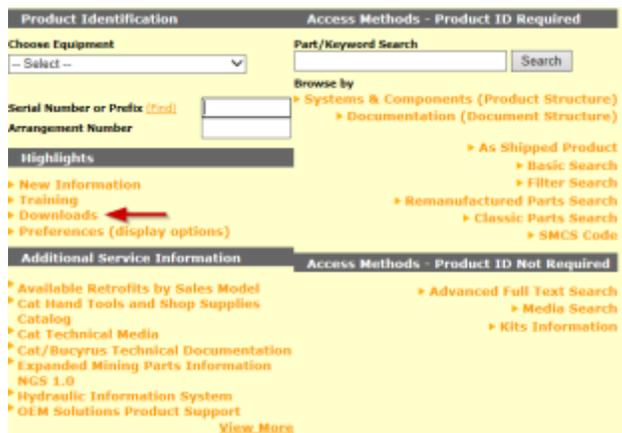Regular customer (with a DCN): SIS is in the black bar menu, 4th from the left.

Why can't I view the graphics in SIS.
SIS graphics only works with IE 10 or 11. For other browsers use the PCC Parts Lookup feature instead.
In the SIS window go to the Downloads page and install the necessary plugins.

I can't log in because:
- *I forgot my ID and Password*
- *It won't accept my password*

Please go to https://login.cat.com and use the forgot password link there.

Will Parts.Cat.Com operate on Windows 10?
Parts.cat.com will operate on all Windows operating systems (OS) supported by Microsoft.

Which browsers, and browser versions, will work with PCC?

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 2.2, 2.3, 4.0, 4.1, 4.2, and 4.3
- iPhone iOS 5, 6, and 7
- BlackBerry 10 OS
- Windows Phone 8
- Other WebKit-based Web browsers

Tablet (Mobile Web)
- Android 4.0, 4.1, 4.2, and 4.3
- iPad iOS 5, 6, and 7
- BlackBerry 10 OS
- Windows 8