Pinnacle Truck Parts

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SOFTWARE VERSION 1.0

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Overview

The Pinnacle Trucks Parts application provides a simple method for you to order the parts that you need.

This guide provides you the information you need to successfully navigate through the following:

- Shop Parts
- Quick Order
- Track Orders
- Manage Favorites

Other features within the application are:

- My Account
- Linking to PartsPro
- Cross Reference

My Account

My Account can be access from anywhere within the Pinnacle Truck Parts application.

This feature is used to change your password, shipping method preference and other information.

To access My Account:

1. Click My Account.

The My Account page appears.

2. To change your password, click Change Password.

The Change Password screen appears.

3. Enter both your old (current) and new passwords into the appropriate fields and click **Submit**.

Your password is successfully changed.

- 4. To change your shipping method preference, located Preferences and click Will Call, Dealer Delivery, Standard or Express.
- 5. To add additional emails to receive confirmations, enter the new email address into the appropriate field and click Add Email.
- 6. Click Save Changes to save all changes made within the My Account screen.

PartsPro Access

The Pinnacle Truck Parts application allows for easy access to PartsPro. Access to PartsPro is found in both the **Shop Parts** and **Quick Order** sections (see Chapter 1, "Shop Parts" and Chapter 2, "Quick Order" for more information on these features).

To access PartsPro from within Pinnacle Truck Parts:

NOTE For instruction on how to use PartsPro, refer to the Help located within that application.

- 1. Click Shop Parts or Quick Order.
- 2. Click PartsPro.
- 3. Log into PartsPro using your PartsPro User Name and Password.
- 4. Select the part you wish to add to import to Pinnacle Truck Parts.

5. Click the refresh button 😴 located next to the PartsPro link within the Pinnacle application.

The part displays within Pinnacle. You can check availability, add to your cart or to your favorites.

Cross Reference

The **Cross Reference** feature allows you to find comparable parts from other manufacturers.

To use this feature:

- 1. Click Cross Reference.
- 2. Enter the part number and quantity of the part you wish to compare.
- 3. Click the arrow button \odot .
- 4. Click Done.

The comparable part number (if any) displays.

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Chapter 1 Shop Parts

The Pinnacle Truck Parts **Shop Parts** feature allows you to find and order the available parts that you need.

Shopping for Parts

To search for available parts using Shop Parts:

1. Click Shop Parts.

You can search for parts using:

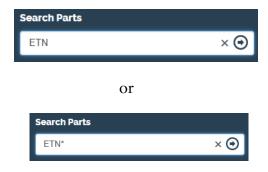
- the part number
- the description
- a wild card search
- 2. To searching using the part number, enter the part number you are seeking into the Search Parts field and hit ENTER on your keyboard or click the arrow icon located next to the field.

The part number and description both appear in the Search Results section. Proceed to Step 7.

- To searching using the description, enter the description of the part you are seeking into the Search Parts field and hit ENTER on your keyboard or click the arrow

 icon located next to the field.
- Select the correct part number from the Search Results and proceed to Step 7.

5. To search using a wild card search, enter a partial part number or a partial part number followed by an asterisks (*) and hit ENTER or click the arrow icon located next to the field.



- 6. Select the correct part number from the Search Results and proceed to Step 7.
- 7. Further details such as the Part Number, Description, VMRS and Core Charge appear within the Product Details section.

The **Product Availability** section reveals current quantities at specific dealer locations, along with the unit price. You can also order parts from within the Product Availability section (see the, "Ordering through Shop Parts" section).

Ordering through Shop Parts

Parts can be ordered through the **Product Availability** section after a part number has located using the **Shop Parts** feature.

To place an order:

1. Follow Steps 1 and 2 from the, "Shopping for Parts" section.

Once a part is located, it appears within the **Product Availability** section. This section is where orders are placed.

- 2. Place the quantity you wish to order in the Order QTY section.
- 3. Click Add To Cart to add the part to the shopping cart.

The cart automatically updates.

4. Click **Add To Favorites** if you wish to add the part to a favorites list for ease with future orders.

You can click View Cart at anytime to purchase your order using the shopping cart.

How to Use the Shopping Cart

You will use the shopping cart to complete the purchase of your order. To use the cart:

1. Click View Cart from any page.

NOTE The number of items and the total both appear below the View Cart button.

The cart appears.

2. Verify that your order is correct and click Checkout.

The Shopping Cart Checkout page appears.

- **3.** Enter the Purchase Order (PO) number into the **Purchase Order #** field.
- 4. Select your preferred method of shipping from the Shipping section.
- 5. Click Order Confirmation Emails if you wish to add an email address to receive order confirmations.
- 6. Enter the email address you wish to use and click Save.
- 7. Click Continue Shopping if you wish to add more parts to the cart.
- 8. Click Edit Cart to return to the Shopping Cart page.

Both the order quantity or the shipping location can be changed.

NOTE Hover over the Shipping Location to create a hyper-link. Clicking the hyper-link allows you to change the location.

- 9. Click Update Cart after making any changes and then click Checkout to return to the Shopping Cart Checkout page.
- 10. Click Print Order if you wish to print your order.
- 11. Click Process Order to submit and complete your order.
- **12.** The **Order Confirmation** page appears containing the order number and confirmation email address.

Chapter 2 Quick Order

The Pinnacle Truck Parts system allows for orders to be placed quickly and easily with the **Quick Order** feature.

Ordering Parts Using Quick Order

Clicking **Quick Order** takes you directly to your shopping cart. Three different options are available to place a quick order:

- Add Parts
- Import File
- Import Favorites

Add Parts

The Add Parts feature allows you to add parts from within Quick Order:

- 1. Click Quick Order.
- 2. The Quick Order Shopping Cart page appears.

NOTE Any items saved to your shopping cart automatically appear here when Quick Order is selected.

3. Click Add Parts.

The Add Parts page appears.

4. Enter the part number and quantity of the part you wish to order and click Add to Cart.

NOTE Click Delete Error Lines to remove any part numbers that display as errors.

AD	D PARTS			×	
	Part Number	Qty	Description?		Error Line
✓	ETN 861	5	OUTRUNNER SEAL	×	
\checkmark	861		Unrecognized part number	×	
				×	
				×	
				×	
				×	
				×	
				×	
				×	~
Add F		ANCEL	DELETE ERROR LINES ADD TO	CART	-

The Quick Order - Shopping Cart page reappears, containing the newly added part.

- 5. Click Update Cart if you wish to change the quantity of the part.
- 6. Click Checkout to complete the order or Back To Shop Parts to resume shopping.

Import File

The **Quick Order** feature allows for files to be imported into the shopping cart. The three acceptable formats are:

- comma delimited (.csv)
- text (.txt)
- tab delimited (.tsv)

To import a file:

1. Click Import File.

The Import File page appears.

- 2. Click Browse and select the file to import.
- 3. Click Upload.

The information from the imported file appears within the **Import File** page.

4. Make any necessary modifications and then click Add to Cart. The newly added part numbers appear in your shopping cart and are ready for order.

Import Favorites

Quick Order allows you the option of importing your favorites into your shopping cart.

To import your favorites:

- 1. Click Import Favorites (See Chapter 4, "Manage Favorites" for instruction on how to create favorites lists.).
- 2. Select the list that you wish to import.
- 3. Make any necessary modifications and then click Add to Cart.

The newly added part numbers appear in your shopping cart and are ready for order.

Chapter 3 Track Orders

The **Track Orders** feature allows you to track the status of an order by searching using a(n) order number, purchase order (PO) number or part number.

How to Track Orders

To search using an order, PO or part number:

- 1. Click Track Orders.
- 2. Enter the order, PO or part number into the Search Orders field and press ENTER on your keyboard or click the arrow \bigcirc icon.

NOTE You can only search by using the order, PO or part number within the Track Order feature. A wild card search will not work.

- 3. Select the applicable order status from the choices available within the Order Status section.
- 4. Select a date range by using the drop-down menu within the Order Date section, or
- 5. Enter a specific date range by selecting Enter Date Range from the drop-down menu and then click the calendar icons it to enter a specific date range.

NOTE The From and To fields automatically populate with the dates selected from the calendars.

6. Click Show Orders.

The orders appear on your screen.

- 7. Click any order number within the **Order Number** column to display specifics about that order.
- 8. If desired, click the box beside any part number, then click Add to Cart to create a new order.
- 9. Click Print if you wish to print the order.
- 10. Click Back to Results to return to the Track Orders page.

Chapter 4 Manage Favorites

The Pinnacle Truck Parts system allows you the option of creating and maintaining lists of favorites. These lists provide a convenient way to order the parts you need on a regular basis.

How to Manage Your Favorites

To manage your favorites:

1. Click Manage Favorites.

Your Manage Favorites page appears displaying any existing Favorite Lists, along with the option to create a new list.

Favorites Lists

You can change the name of any of your favorites lists or delete a list from your Manage Favorites page.

To change the name of a list:

- 1. Locate the list you want to change within the Favorite Lists section.
- 2. Click the pencil icon.
- **3.** A disc icon appears and the name field becomes active, allowing you to delete the current name and type in the new one.
- 4. Click the disc to save after entering the new name and your Favorites List is updated.

Creating a New List

You can create new lists from within the Manage Favorites feature. To do this:

- 1. Enter the name of the new list within the Create List field.
- 2. Click Create List.

The new list appears within the Favorite Lists section.

Adding to an Existing List

You have the option to add a part number to an existing list from within the **Manage Favorites** feature. To add a part to an existing list:

1. Select the list you wish to add to from the Favorite Lists section by clicking the name of the list.

NOTE The list names become hyper-links when hovered over with the mouse.

The name of the list appears within the **Create List** field, but do not click **Create List**.

2. Enter the part number and quantity into the appropriate fields next to the Add to List button and then click the button.

The list appears with the new part.

- 3. Click Update List and the new part is now added to the list.
- 4. You can automatically add the part to your shopping part by clicking the blue, shopping cart 🙀 icon, or by clicking the box next to the part number and clicking Add to Cart.

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