

# Step-by-Step Guide to use Parts.Cat.Com

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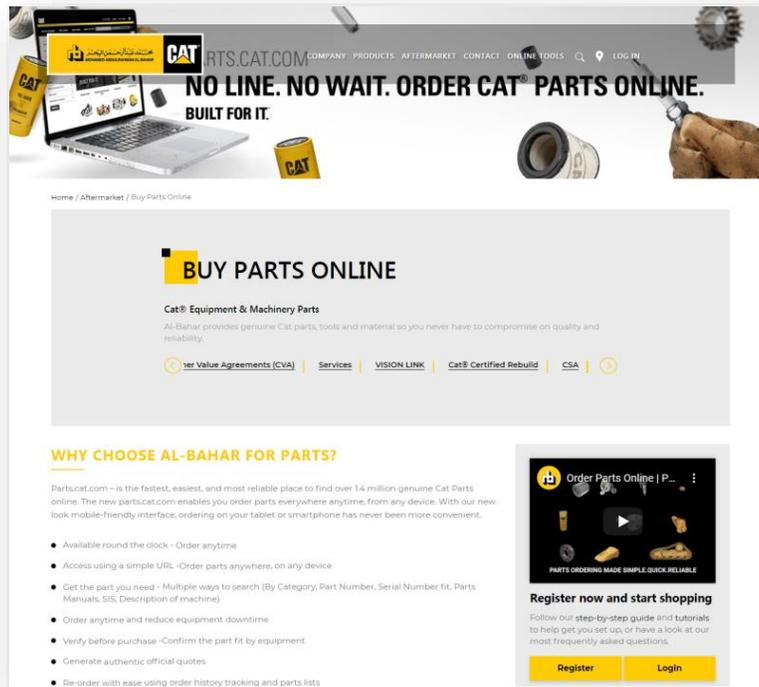
Here is a guide to help you ordering parts online. Learn more about the main sections of Parts.Cat.Com

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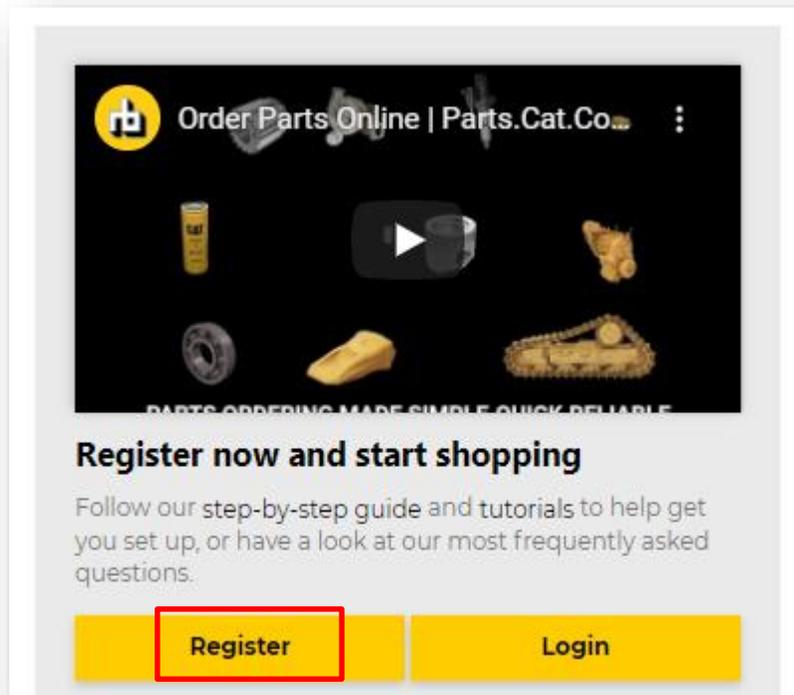
If you have any additional questions or would like to request a Parts.Cat.Com training session, do not hesitate to email us at [info@albahar.com](mailto:info@albahar.com)

## How to Register

1. Go to Parts page on Al-Bahar website - [www.albahar.com/pcc](http://www.albahar.com/pcc)



2. Click on 'Register' Button to create an account.



3. Fill out registration form.

**PARTS.CAT.COM REGISTRATION**

Contact Us Failure | AL-BAHAR USED EQUIPMENT OPEN HOUR DAYS

Fields marked with \* are mandatory

**CONTACT INFORMATION**

First Name \*  
Last Name \*  
Phone number \*  
Email \*  
Confirm Email \*

**COMPANY INFORMATION**

Company Name \*  
Country \*  
Street Address Line 1 \*  
Street Address Line 2 \*  
Zip code/Postal code  
City \*  
State/Province  
Al Bahar Customer Number (if known)  
Customer Industry \*  
Please Select

I Have Read And Accept The Terms Of Caterpillar's Privacy Statement  
 I Have Read And Accept Dealer Agreement

Submit

4. You will receive a confirmation email with the registration details.

## Add Equipment

Parts.Cat.Com allows you to save pieces of equipment to simplify your search when looking for parts. Equipment can be saved by specific serial number, or now at the higher model number level. Search results can be filtered using your saved equipment to reduce the number of results you see.

You can add equipment from many places within Parts.Cat.Com. From the homepage, simply click on the “ADD EQUIPMENT” box on the right side of the page. This “ADD EQUIPMENT” box also appears on the part description pages throughout the site, within the My Equipment section under My Account, etc.

**CAT** CATEGORIES PARTS MANUALS SIS MORE

Add Location Sign in or register

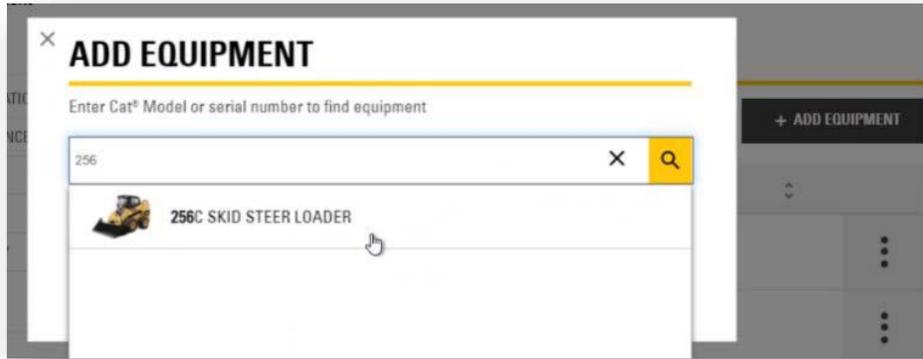
For any needed support to identify parts or navigate Parts cat.com, please call the number based on your location: Dubai, Sharjah and Northern Emirates: +971-554122099 Abu Dhabi: +971-582522427 Kuwait: +965-94406753 Oman: +968-72581682 Qatar: +974-30482939 Bahrain: +973-39551655

SHOP MORE THAN  
**1.4 MILLION**  
CAT PARTS

Need help?  
How can we help you?  
CLOSE START CHAT

Search Enter part #, keyword, etc. Filter results for: **+ ADD EQUIPMENT** CHAT

You begin by adding a machine model or serial number.



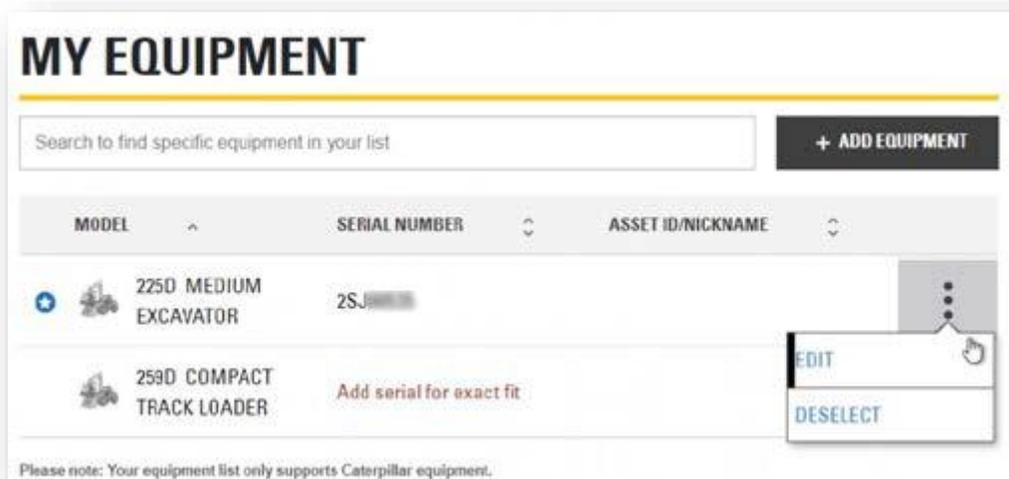
### Conduct a search for parts that fit, with only the equipment model

One of the benefits of 'My Equipment' is that you are now able to search using only the equipment model number. From the Parts.Cat.Com homepage, choose the "Add Equipment" button and add your machine using the model number (i.e. "259D"). The results will not be as precise as when using a serial number but will still work to correctly narrow your search results.

By providing the serial number for your machine, it allows your search results to be more specific to your machine and exact configuration as it left the manufacturer.

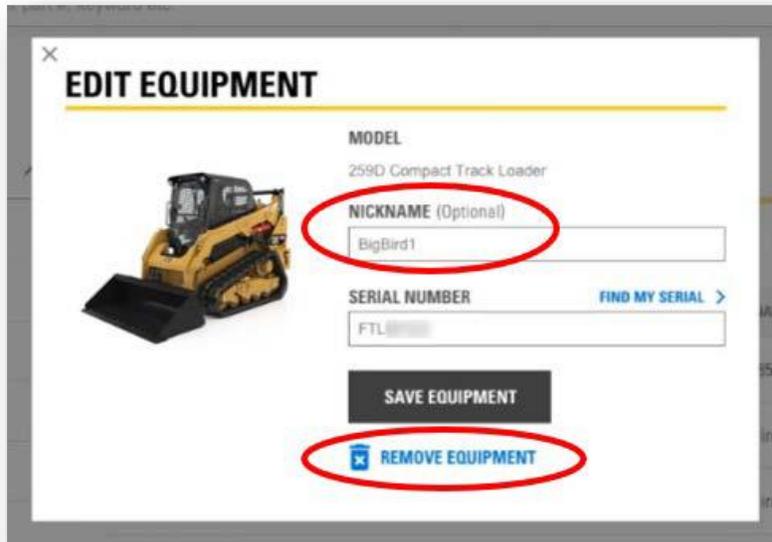
### Set or change the nickname/asset ID

To set a nickname or asset ID for one of the machines you have entered, select "edit equipment" and you can enter a name under the editable "nickname" field.



## Remove a machine

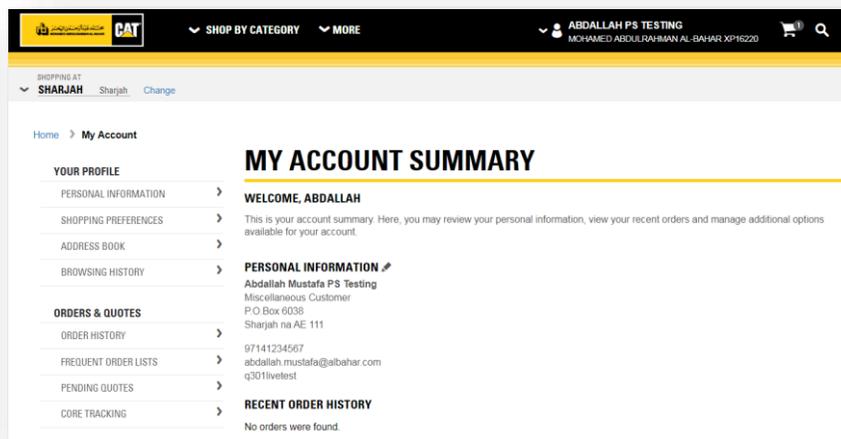
If you are trying to remove a piece of equipment you added to My Equipment, select “edit equipment” and look for the small trash can icon or “remove equipment” label near the piece you want to remove. If you do not see the ability to edit/remove a piece of equipment, contact Al-Bahar to update the data and have it removed.



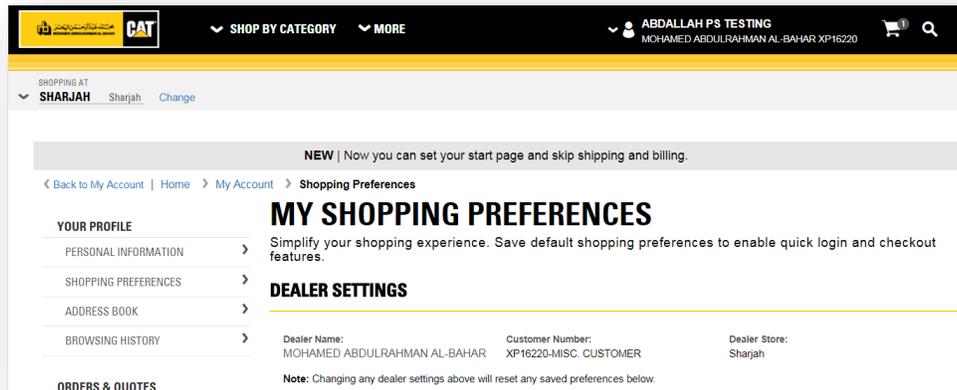
## My Account

The My Account section allows you to manage your settings for your shopping experience as well as review your online activity. Click on your profile in the upper right hand corner to access this section.

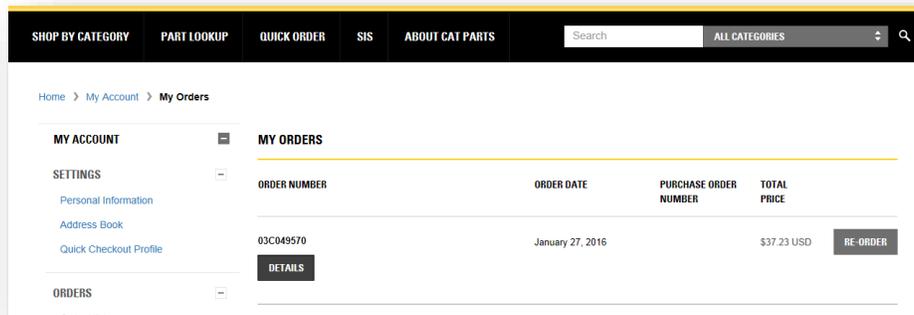
1. **ACCOUNT SUMMARY** - Keep your personal information such as your email address up to date.



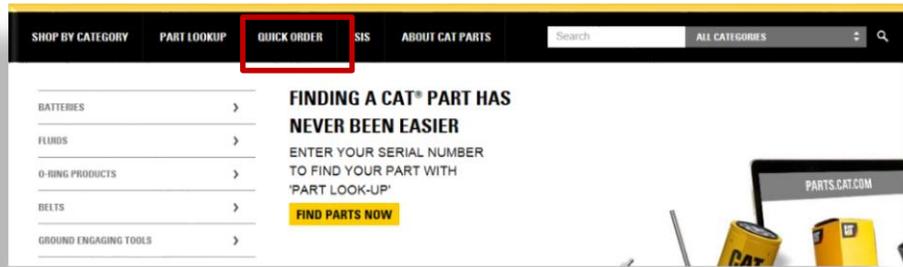
2. **SHOPPING PREFERENCES** - Set your shopping preferences (such as your start page or default values in required order fields)



3. Save multiple shipping and billing addresses for easy access during checkout.
4. **ORDER HISTORY** - My account also has a nice order history feature where you can look up any previous order and click the Reorder button.



5. **Quick Order (Frequent Order)** - Save parts list for easy reference under the frequent order lists section. The Quick Order feature is ideal when you know the part numbers and have multiple parts to order at once. In order to use the Quick Order feature you must be logged into the site. This ensures we display the accurate price and availability within a specific dealer's store. Navigate to the Quick Order page by clicking on the Quick Order link in the top navigation.



There are multiple ways to enter parts into the Quick Order form.

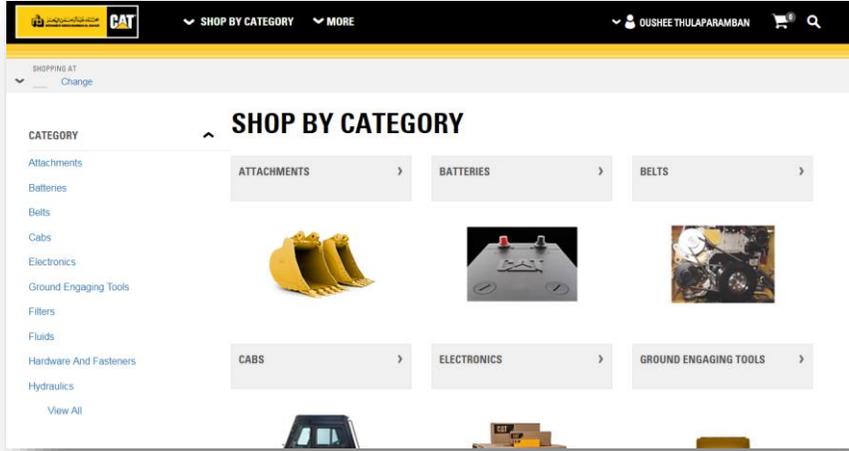
- Manually. You can simply enter the quantity and part numbers needed.
- Upload. You can upload a .CSV file from your computer in a predefined format and the quantity and part numbers will populate the page.

	Quantity	Part Number
1.	5	160716
2.	<input type="text"/>	<input type="text"/>
3.	<input type="text"/>	<input type="text"/>
4.	<input type="text"/>	<input type="text"/>

## Search for Parts

Parts.Cat.Com allows you to search for your parts many different ways. These include:

1. Search parts in the parts catalogue by category.



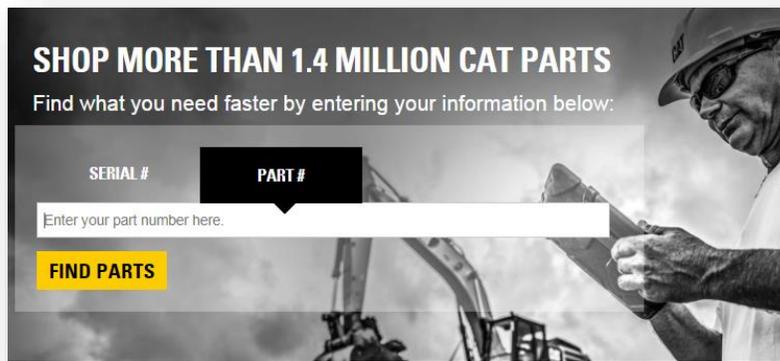
2. Enter a part number or keyword in the search bar.



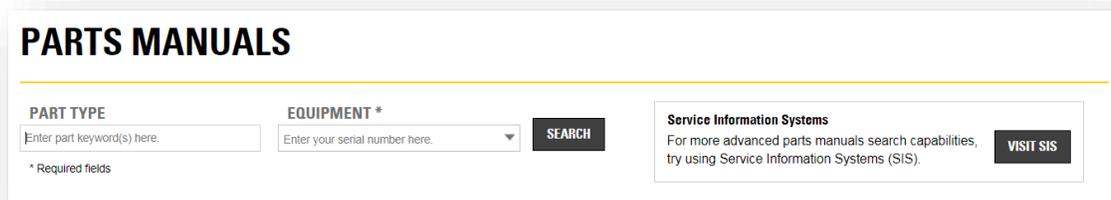
3. Search parts by specific serial number.



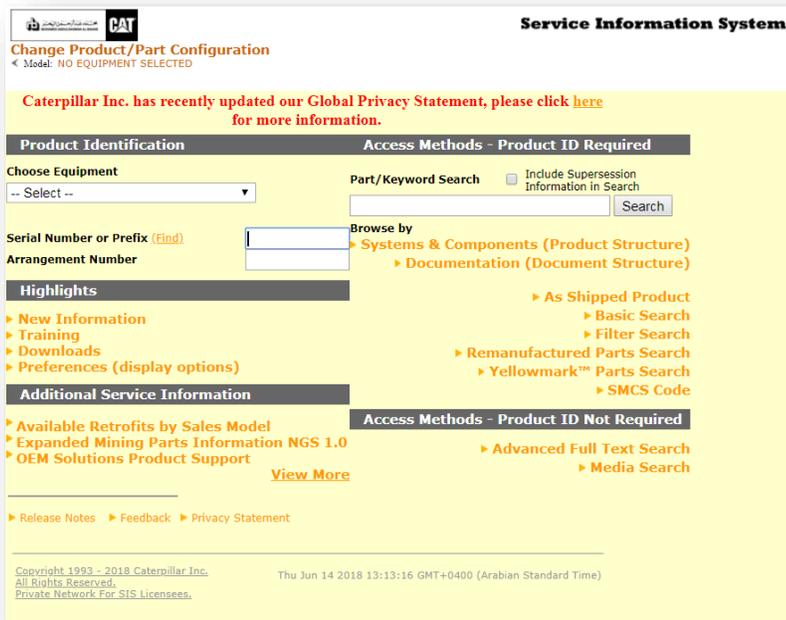
4. Search by part number.



5. Search using Part Manuals



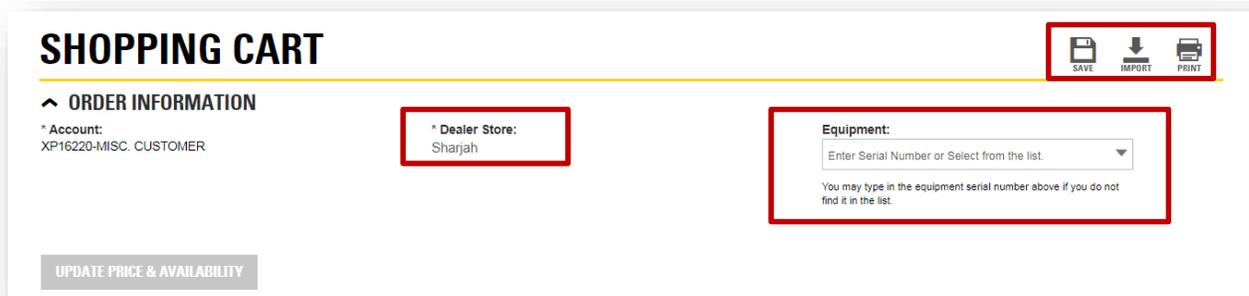
6. Search parts in SIS and easily check out through Parts.Cat.Com (\*dependent on user access).



## Get To Know Your Shopping Cart

Your shopping cart shows you the pricing and availability of your parts and requires certain information before you can check out. It also enables you **to import parts lists as well as export or save them for your reference or future use**:

1. Dealer store – Select which store you purchase from.
2. Equipment field – Relates the order to a specific serial number.
3. Upload or save parts lists.



The screenshot shows a 'SHOPPING CART' interface. At the top right, there are three icons: 'SAVE', 'IMPORT', and 'PRINT'. Below the title, there is a section for 'ORDER INFORMATION'. Under this section, there are two fields: '\* Dealer Store:' with the value 'Sharjah' and 'Equipment:' with a dropdown menu containing the text 'Enter Serial Number or Select from the list.'. Below the equipment field, there is a note: 'You may type in the equipment serial number above if you do not find it in the list.'. At the bottom left of the order information section, there is a button labeled 'UPDATE PRICE & AVAILABILITY'.

Did you know that if a part says “Contact Dealer”, you could still check it out and purchase it online? If you have questions about this part, just contact us.

## Delivery & Billing

In this section, you provide us with information regarding your online order pick-up.

1. Pickup method – Determines the way part will be received by you.
2. Pickup instructions – Determines how/when we charge you.
3. Special instructions – Add additional information you may want to provide. Ex. Having orders held until complete.
4. Enter Purchase Order (if applicable)

SHOPPING AT  
 SHARJAH Sharjah Change

SHOPPING BY CATEGORY MORE

ABDALLAH PS TESTING  
 MOHAMED ABDULRAHMAN AL-BAHAR XP16220

Shopping Cart Shipping & Billing Order Summary

## SHIPPING & BILLING

**SHIPPING / PICKUP INFORMATION**
PROCEED TO ORDER SUMMARY

**PICK UP IN STORE**

**Store Address**  
 Sharjah  
 P.O.Box 6038, 159 Al Wassit St.  
 Sharjah,  
 United Arab Emirates  
 971-6-5433555

**\*Pickup Method:**  
 COLLECT

**Pickup Instructions:**  
 MACHINE DOWN  
 Total Weight: 3.9 lbs

**Special Instructions:**  
 Enter special instructions here.

**BILLING / PAYMENT INFORMATION**

**\* Billing Method:**  
 Cash/Check

**\* Billing Address:**  
 MISC. CUSTOMER  
 P.O.BOX 6038  
 SHARJAH, SHA  
 United Arab Emirates  
 maabregana@yahoo.com

**Purchase Order Number:**  
 1

Test LPO.Xlsx

Enter Promotion Code

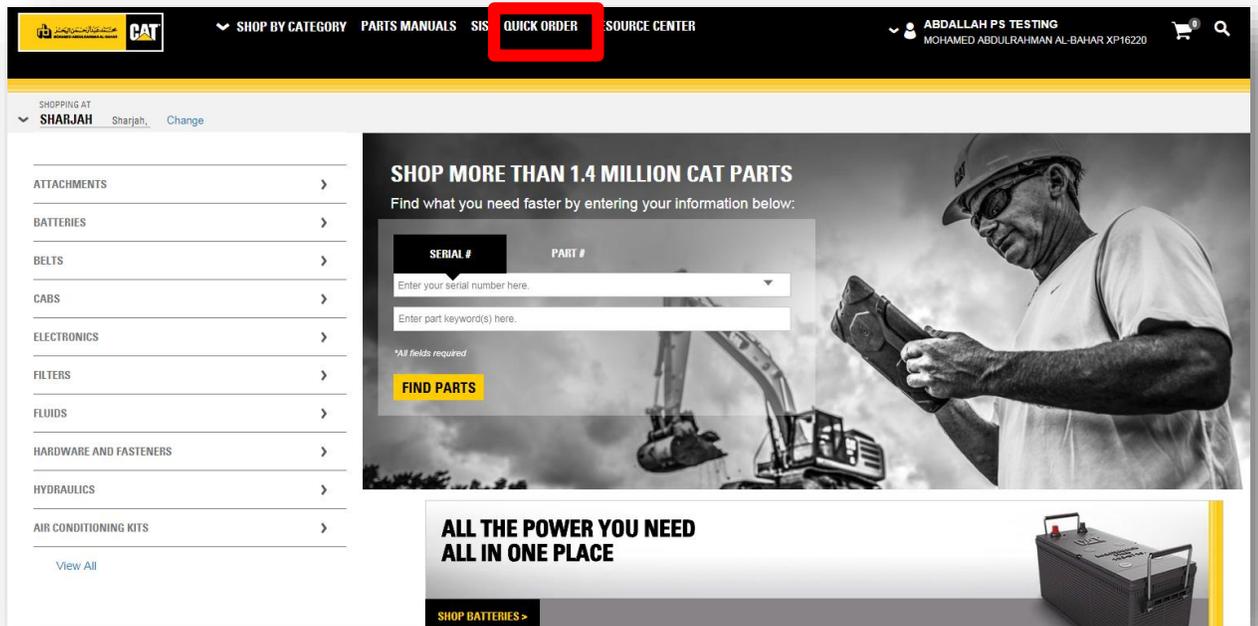
\* Required fields

BACK PROCEED TO ORDER SUMMARY

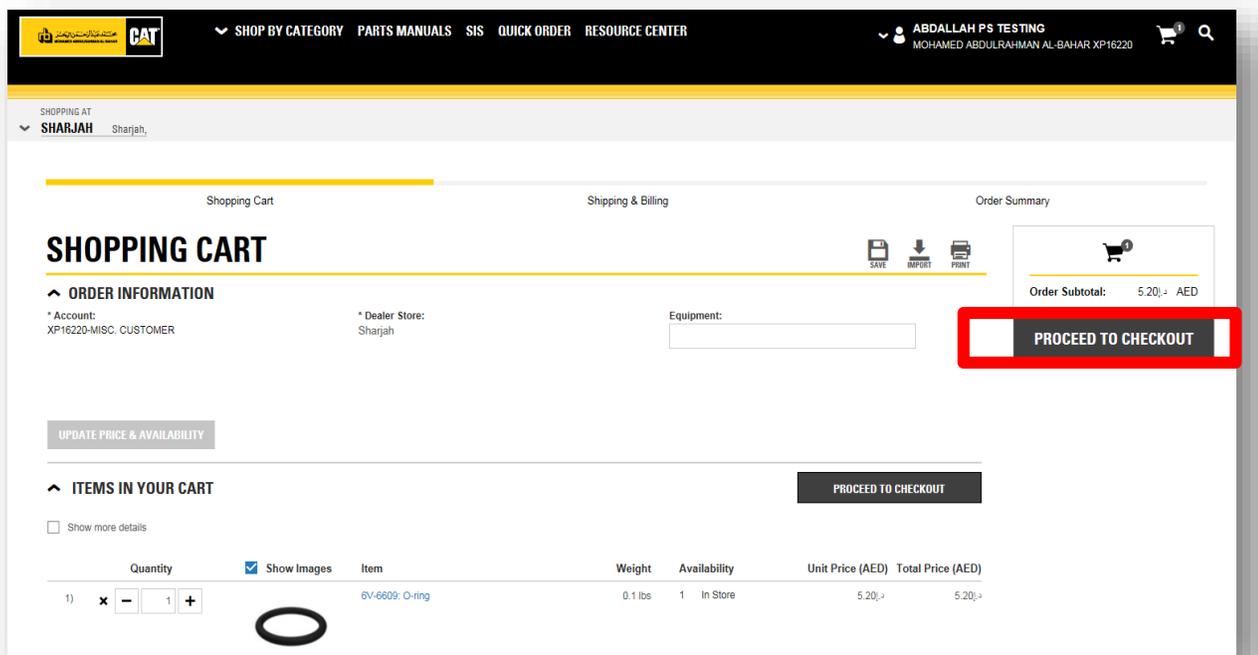
5. **BILLING:** The billing method (cash, credit, etc.) will depend on the existing credit facility you have at Al-Bahar.

## Generate Quote

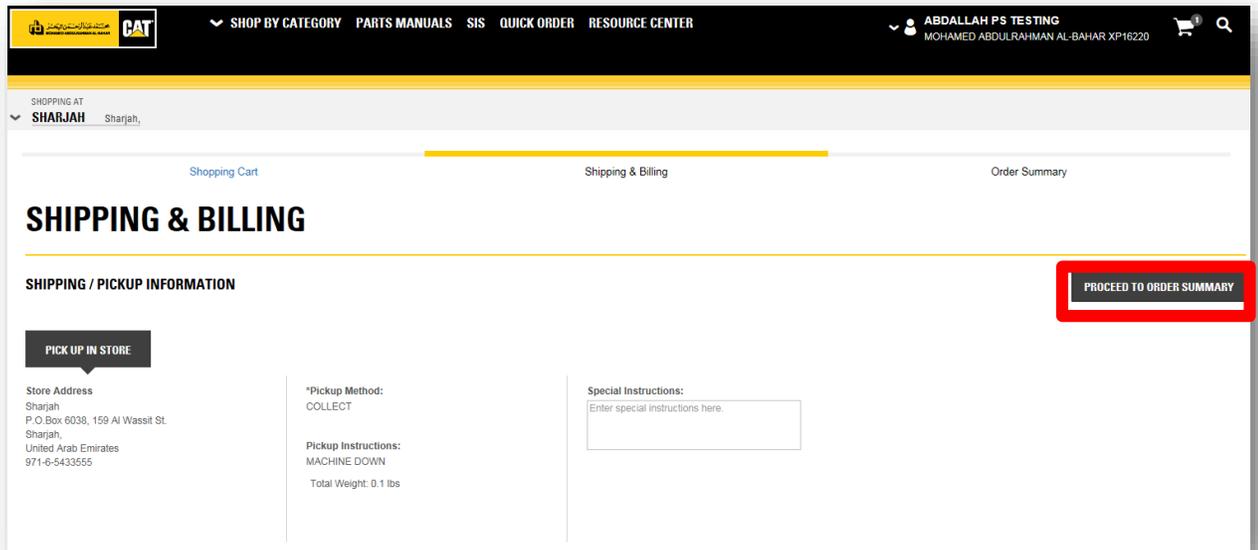
1. The new website – part.cat.com allows you to generate quotations for parts when required. You need to go the 'Quick Order' tab.



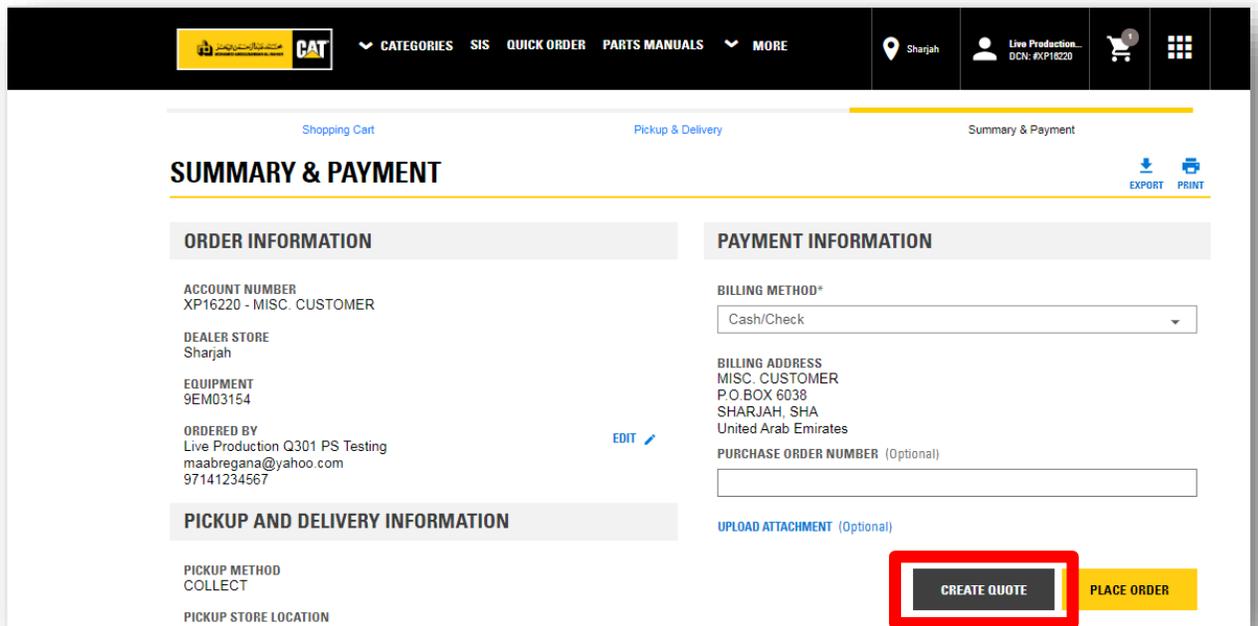
2. Next, you need to proceed to checkout.



3. Proceed to Order Summary.



4. Go to Summary & Payment Page



5. Get your quote confirmation

**THANK YOU FOR YOUR REQUEST!**  
**Quote number:** 20Q665438  
**Quote date:** October 20, 2020, 11:47 AM  
**Quote expires on:** November 19, 2020

**QUOTE INFORMATION**  
 Account Number: XP16220-MISC. CUSTOMER  
 Dealer Store: Sharjah  
 Equipment:  
 Serial # - 9EM03154  
 Ordered By: Live Production Q301 PS Testing  
 Email Address: maabregana@yahoo.com  
 Phone Number: 97141234567

**PICKUP & DELIVERY INFORMATION**  
**Pickup Method:** COLLECT  
**Store Location:**  
 Your items can be picked up at the following location:  
 Sharjah  
 P.O.Box 6038, 159 Al Wassit St.  
 Sharjah,  
 United Arab Emirates  
 Phone Number: +971-554122099

**BILLING / PAYMENT INFORMATION**  
**Billing Address:**  
 MISC. CUSTOMER  
 P.O.BOX 6038  
 SHARJAH, SHA  
 United Arab Emirates  
**Billing Method:**  
 Cash/Check

**CHAT**

6. Go through the quote.

**PENDING QUOTE**  
**QUOTE NUMBER:** 20Q665438  
**QUOTE DATE:** October 20, 2020, 11:47 AM  
**QUOTE EXPIRES ON:** November 19, 2020

**QUOTE INFORMATION**  
**ACCOUNT NUMBER:** XP16220-MISC. CUSTOMER  
**DEALER STORE:** SHARJAH  
**EQUIPMENT:** Serial # - 9EM03154  
**ORDERED BY:** LIVE PRODUCTION Q301 PS TESTING  
**EMAIL ADDRESS:** MAABREGANA@YAHOO.COM  
**PHONE NUMBER:** 97141234567

**PICKUP & DELIVERY INFORMATION**  
**PICKUP METHOD:** COLLECT  
**STORE LOCATION:** Your items can be picked up at the following location:  
 Sharjah  
 P.O.Box 6038, 159 Al Wassit St.  
 Sharjah,  
 United Arab Emirates  
 Sharjah, +971-554122099

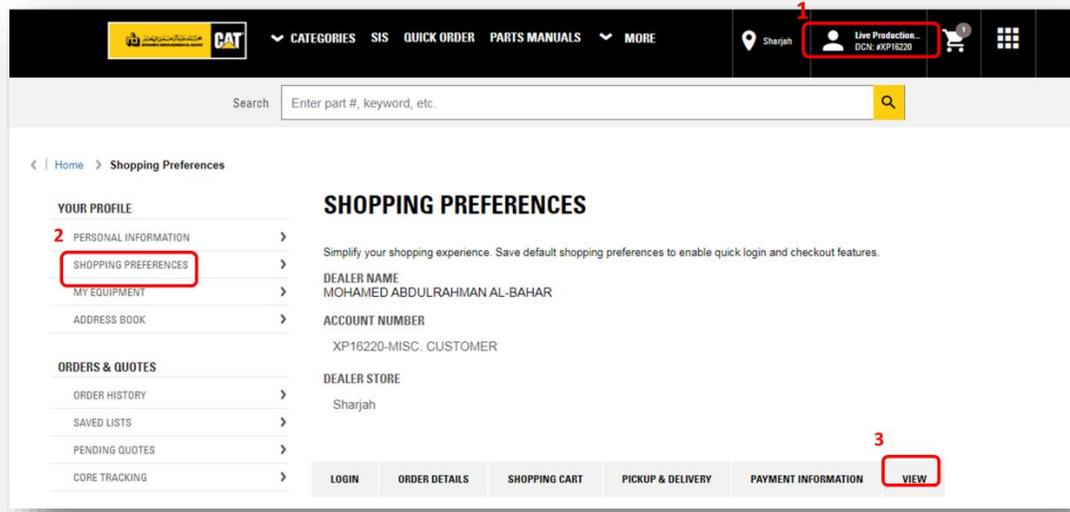
**BILLING / PAYMENT INFORMATION**  
**BILLING ADDRESS:** MISC. CUSTOMER  
 P.O.BOX 6038  
 SHARJAH, SHA  
 UNITED ARAB EMIRATES  
**BILLING METHOD:** CASH/CHECK

**ITEMS IN YOUR QUOTE**

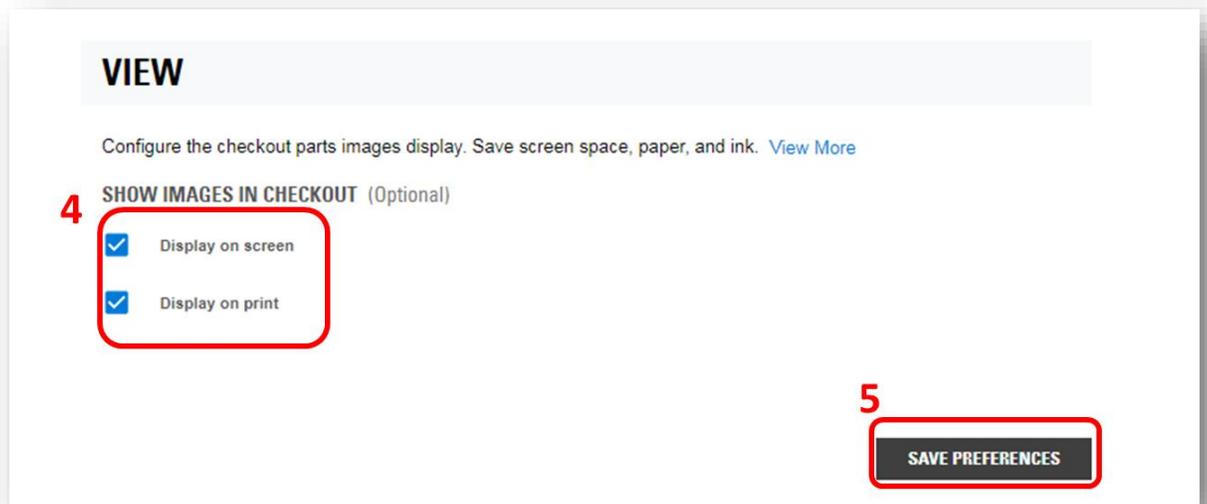
Quantity	Item	Weight	Availability	Unit Price (AED)	Total Price (AED)
1)	20R-0963: PUMP GP F Remanufactured part	9.1 lbs	1-2 Working Days approx.	5,271.40	5,271.40

**QUOTE SUMMARY:**  
**QUOTE SUBTOTAL:** 5,271.40 AED  
**Shipping/Miscellaneous:** 0.00 AED  
**Total Tax:** 263.57 AED  
**VAT 5%:** 263.57 AED  
**QUOTE TOTAL:** 5,534.97 AED

7. Here is how you can turn off images from the PCC quotation.



8. You can reach to the View setting by scrolling down until the end of the page, uncheck the boxes and save the preferences.



## Select Self-Service Options Now Available Through Parts.Cat.Com

Self-Service Options provides you with everything you need, from parts and recommended tooling to instructions that will guide you through performing a service.

**5700+ unique Self-Service Options across 18 categories on Parts.Cat.Com (PCC)**

INCLUDED SELF-SERVICE OPTIONS		
Alternator	Lift Cylinder	Stick Cylinder
Battery	Loader Arm Pin & Bushing	Stick Pin & Bushing
Boom Cylinder	Radiator	Swing Cylinder
Boom Pin & Bushing	Service Brakes	Swing Frame Pin & Bushing
Bucket Cylinder	Stabilizer Cylinder	Water Pump
Dump Cylinder	Starter	Water Temp Regulator

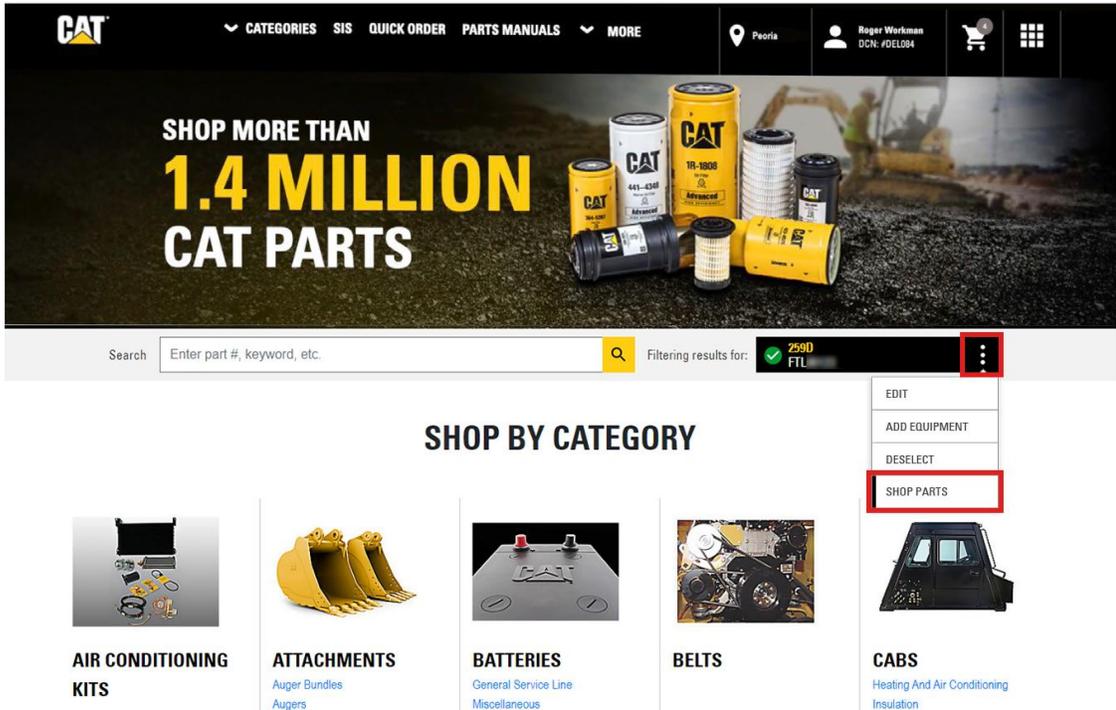
**Online descriptions in English, with instructions available in English, Portuguese, & Spanish**

**On PCC, Self-Service Options cover 600+ serial model prefixes, across 6 product families**

- Backhoe Loaders (414 –450)
- Mini Excavators (300.9 –309)
- Skid Steer Loaders (216 –299)
- Telehandlers (TH103 –TH580)
- Small Track Type Tractors (D3 –D5)
- Small Wheel Loaders (901 –938)

**On Parts.Cat.Com, Self-Service Options can be found from the equipment model page you are shopping for.**

- On the PCC homepage, select “Add Equipment” and input a serial number. If equipment is already saved, select an existing asset and make sure a serial number is included.
- Click the three dots (more options) and then select “Shop Parts”.
- If Self-Service Options exist for your equipment, they will display on your model page, grouped by repair/service to be completed.



Each Self-Service Option shows a general summary of the repair, its complexity (Easy, Moderate, Advanced, or Expert Only), estimated time to complete and a preview of the service instructions. All the needed parts are shown, with the ability to change quantities and then add everything to the cart for checkout. After placing an order for parts from a Self-Service Option, a high-resolution PDF of service instructions will be available immediately from the order confirmation page.

## RESOURCES

WATCH DEMO: See Self-Service Options on Parts.Cat.Com



## Ways to contact us

Contact us and we will assist you...

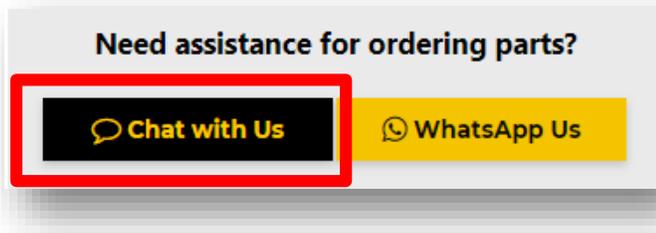
- ... to identify parts
- ... to navigate parts.cat.com
- ... to order the parts online
- ... to address any issues and concerns

You can contact us using any of the following methods:

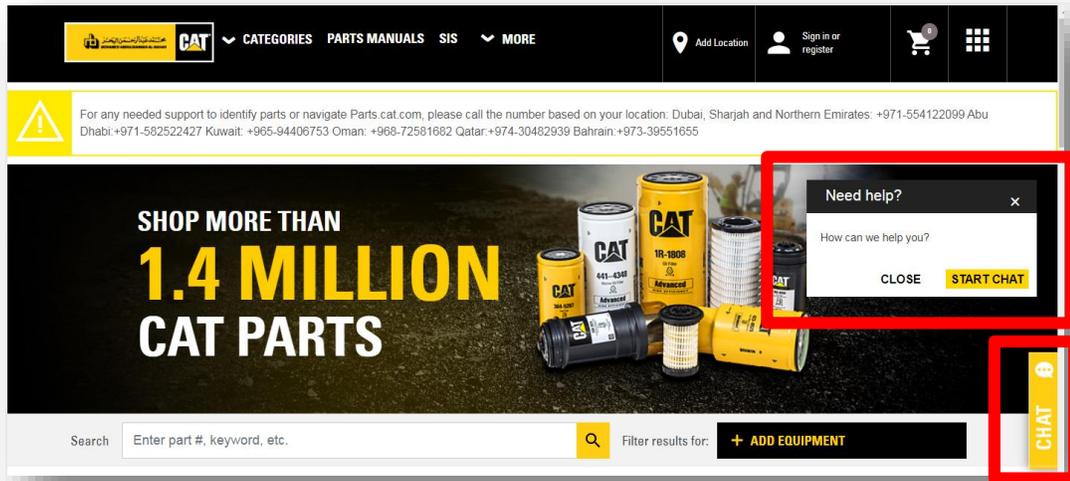
1. [Live Chat](#) 
2. [WhatsApp](#) 
3. [Parts Hotline Numbers](#) 

### 1. Live Chat

Click on the 'Chat with Us' button at the [www.albahar.com/pcc](http://www.albahar.com/pcc) page to start chatting.

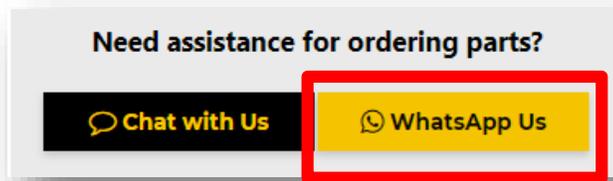


Alternatively, you can Live Chat with us on <https://parts.cat.com/albahar> webpage. Just click on 'Start Chat'.



## 2. WhatsApp

Anytime contact us on WhatsApp by clicking on the 'WhatsApp Us' button on the [www.albahar.com/pcc](http://www.albahar.com/pcc)



Alternatively, you can also reach us on WhatsApp by visiting the link - <https://wa.me/971589982998>

## 3. Parts Hotline Numbers

Feel free to contact us on our respective hotline numbers for your particular region:

-  Kuwait: +965 97833965
-  Oman: +968 72581682
-  Dubai, Sharjah & Northern Emirates: +971 554122099
-  Abu Dhabi: +971 582522427
-  Qatar: +974 30482939
-  Bahrain: +973 39551655

## Parts.Cat.Com Video Tutorials

Below are a few short '[How-To Videos](#)' to help you set up and navigate the new Parts.Cat.Com. For more information on the latest news and information about Parts.Cat.Com, and learn what new features and updates are coming, visit our Parts.Cat.Com Resource Center.

1. [How to Register and Sign-In on Parts.cat.com](#)
2. [Finding Items on parts.cat.com](#)
3. [How to Find the Parts You Need in SIS on Parts.cat.com](#)
4. [How to Speed Up Your Checkout Process on Parts.cat.com](#)
5. [Frequent Order Lists Make Repeat Orders Easy on Parts.Cat.Com](#)