Help Files - Dealer and MPC/Distributor Placing Orders

* Denotes required field

To Place Orders:

1. Go to the **Place Orders** menu option. The **Place Order - Step 1** screen asks for the following information:

   a. **Vehicle Original In Service Date** (the date the vehicle was originally sold) *
   b. **Workshop/Repair Order Date** (the date the customer brought the vehicle in with the current problem) *
   c. **Part Number** (the part you are ordering)*
   d. **VIN** (Vehicle Identification Number) - you must enter all 17 digits of the VIN *
   e. **Kilometers or Miles** – choose **Kilometers or Miles**, then enter the odometer reading in the box *

2. Once all the **required** information is entered, click the **Proceed** button. If there are multiple parts which match your part entry you will need to choose one from the list.

3. **Place Order - Step 2** asks for more information:

   a. **Failure** * **-** what is wrong with the unit (there are three drop-down boxes which require selection)
   b. **Additional Failure Notes -** additional information on the failure
   c. **Work Order Number -** a dealer document reference
   d. **Dealer Reference -** information to help you identify the order
   e. **Notes -** any other information

4. When finished entering data, click the **Add to Basket** button.

5. If all data is correct, you may **Continue Shopping** or **Checkout**.

6. **Checkout** shows an order summary and a paragraph of terms you must agree to. After reading the terms, check the box to agree to the terms. You may then click the ***** APPROVE TERMS AND FINALIZE ORDER ***** button or ***** ADD MORE PARTS TO BASKET*****.

7. A detailed description of your order including the service center the order will ship from is shown. Print a copy of your order for your records. If you later need to reference this order, use the **Order ID** number at the top left portion of the form.

8. To review the status of the order at any time, log onto the website and click on the **Order ID** in the **Recent Orders** section of the main web page.