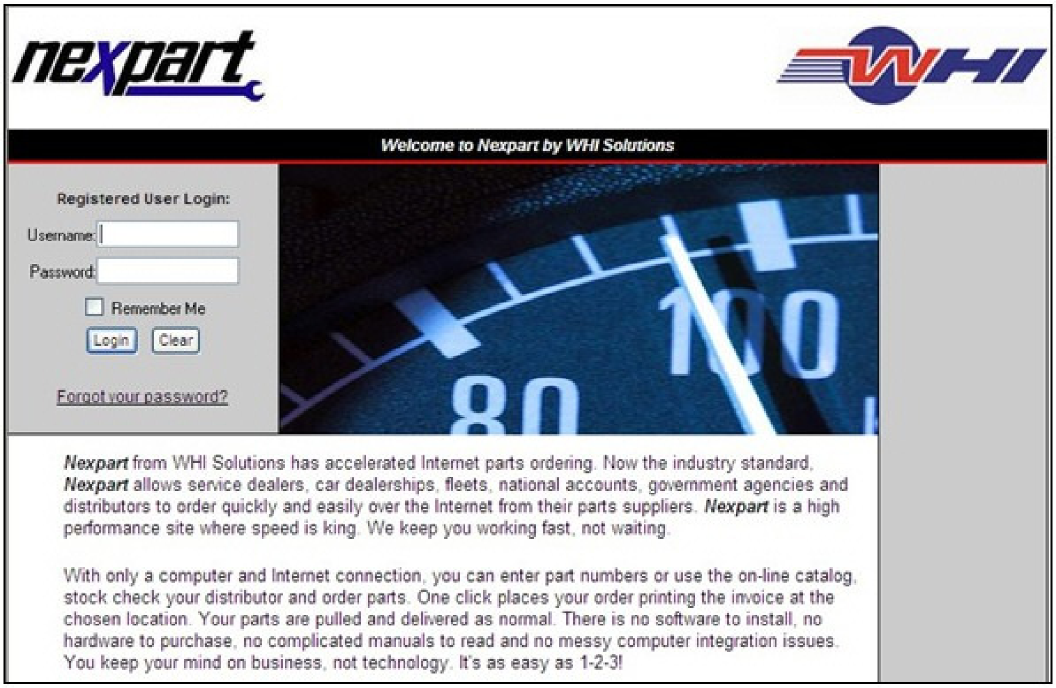
Nexpart – End User Help Guide

Getting Started with Nexpart

The Nexpart Catalog is accessed with only a Web site address, username and password.



To login to Nexpart:

1. Go to www.nexpart.com.
   The Nexpart Login screen displays.

2. Enter the username and password in the **Username** and **Password** fields.

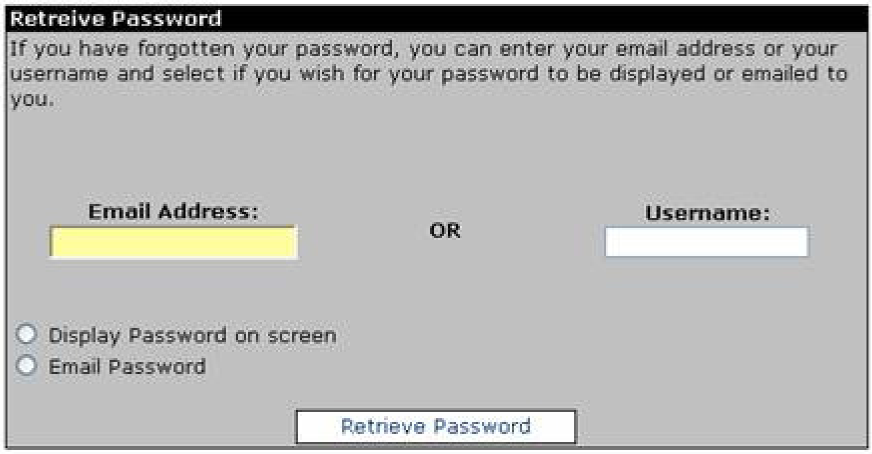
3. Click **Remember Me** to save the information for future logins.

4. Click **Login**.
   The Nexpart Stock Check screen displays.

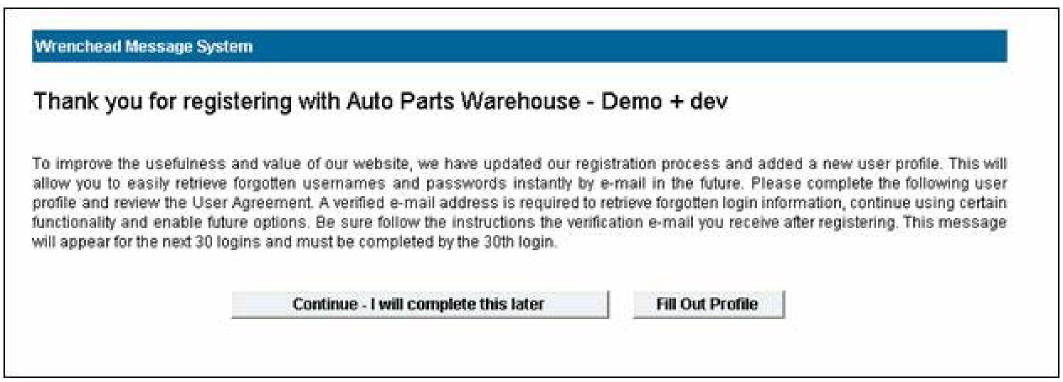
At login, the user is instructed to register in order to continue accessing Nexpart. If, after 100 accesses, the user fails to register his username and password, access to Nexpart is denied.

ADDITIONAL NOTES:

1. Forgot Your Password link - This link will allow the user to self-retrieve their password, either by email or displayed on the screen. This feature will not work until a user completes the profile and validates his e-mail.



2. Registration Process Explanation Screen. This screen introduces new and existing user to the new registration process. The screen will auto-insert the Distributor's website business name.

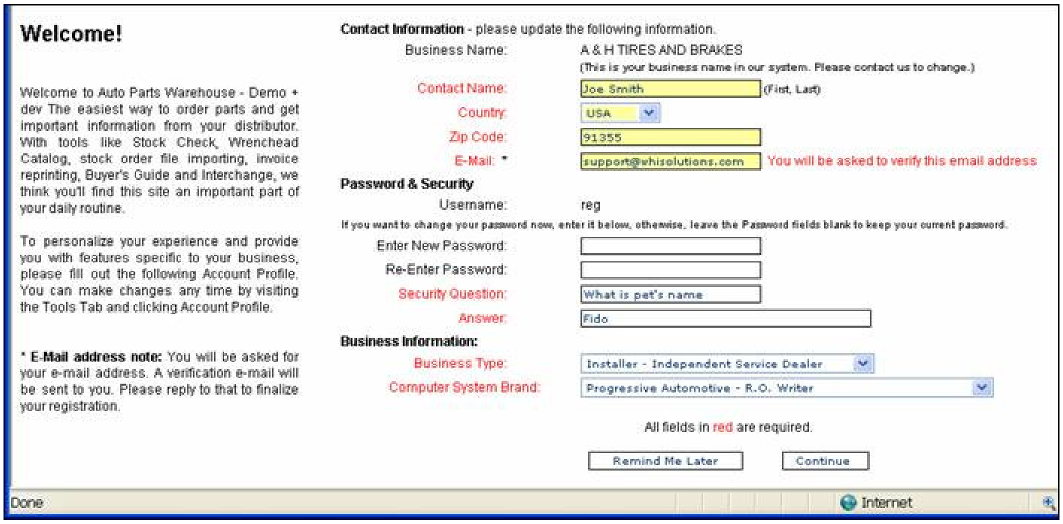


3. User Profile. The user will be required to complete a brief user profile after logging into the site. The page provides a brief overview as to why this is being asked for. The profile requires the User to provide:

- Contact name (required)
- Country (required)
- US Zip Code or Canadian Postal Code (required)
- Valid E-Mail Address (required)
- New Password (optional)
- Confirm New Password (optional)
- Security Question should user lost password (required)
- Security Answer to auto retrieve password via e-mail (required)

☒ Business Type (required)

☒ Computer System Brand (required)



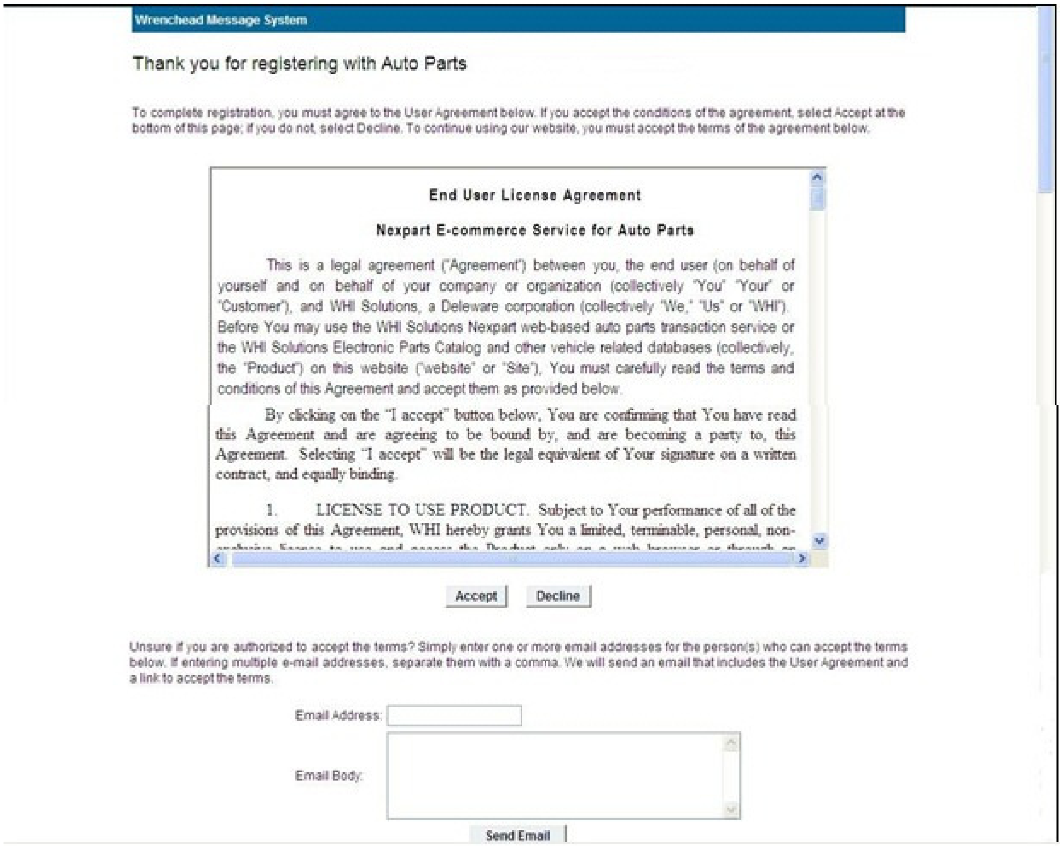
4. End-User Click thru Agreement. The user is required to agree to a click-thru end-user agreement contained in the scroll box. The end user can also e-mail the click-thru agreement and acceptance to his superior(s) should he feel he is unauthorized to agree. An e-mail will be sent to one or more e-mail recipients with the agreement and the ability to accept. A user will be required to be registered and have a validated e-mail address to take advantage of future Nexpart optional features.

5. E-mail validation. A validation e-mail will be sent to the user's e-mail account they entered. The user must click on the validation link in the e-mail to validate the e-mail address and complete the registration. Only users who have validated e-mail addresses will be able to self-retrieve lost passwords and have their password given to them over the phone by WHI support staff.

6. Reminder Screen. A reminder will appear for up to 30 logins for the user to complete the profile and agree to the End-User Click Thru Agreement. After the 30 logins of not completing the profile, then they will be force to fill it out if they want to continue using the site.

7. Account Profile Updates. The account profile can be updated at any time by choosing the Account Profile Link under the tools tab.

To complete the registration, the user must agree to the terms of the End User License Agreement.



Click **Accept** to accept the conditions of the Agreement. A message displays stating, ‘Success. Thank you for accepting the user agreement. Please click here to proceed to the site’.

When the user is not in the position to accept the terms, click **Decline** and enter the e-mail address of the person(s) who can in the **Email Address** field. Click **Send Email**. The Agreement is sent in an e-mail to the person(s) for acceptance.

Home Tab

The **Home** tab displays the Home screen that displays weekly/monthly specials and provides access to product announcements and company news.

Specials

The **Home** tab opens to the Specials page that lists the specials for the month.

Click on an item. A stock check is performed and a populated Add to Order screen displays. Click **Add to Order** to add item(s) to order.

Locations

Click **Locations** to view the WHI locations.

Manufacturer

Click **Manufacturers** to view a list of the many manufacturers. Click a manufacturer to access its Web site.

Shop Supplies

Click **Shop Supplies** to select and add non-vehicle supplies to an order.


Home
Stock Check
Catalog
Saved Orders
Order History
Tools
Help
Order Review
Hello A & H TIRES AND BRAKES
Auto Parts Warehouse
Shop Supplies
Specials
Locations
Manufacturers
Group:
Chemicals & Fluids
Cleaners
Paint and Body
Shop Supplies
Subgroup:
< Select Group

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To select a non-vehicle supply:

1. Click the **Home** tab.
   The Home screen displays.

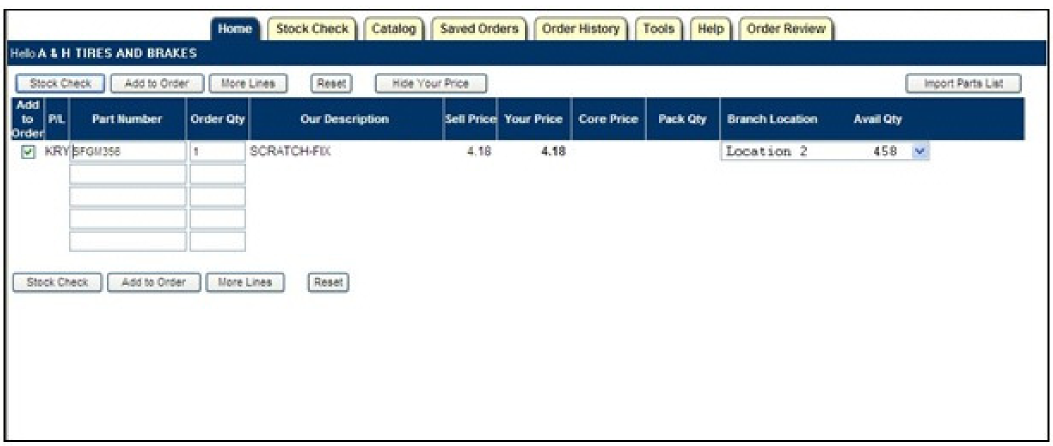
2. Click **Shop Supplies**.
   The Shop Supplies screen displays.

3. Select a Group in the **Group** pane.
   *Subgroups associated with the selected Group display in the **Subgroup** pane.*

4. Select a Subgroup.
   *A **Results** pane displays the P/L, Part Number and Description for the Subgroup.*

5. Click the desired Part No.
   A stock check is performed and a populated Add to Order screen displays.

6. Click **Add to Order**, if applicable.



Stock Check Tab

The Stock Check screen enables the user to check the stock of a part when the part number is known.

To do a stock check on a part:

1. Click the **Stock Check** tab.
   The Stock Check screen displays.

2. Select an order type in the **Order Type** field. (Optional. Defaults to the user's primary order type.)

   Note: The Order Type can only be changed if there are no items on order.

3. Enter the part number in the **Part Number** field.

4. Enter the quantity of the part needed in the **Order Qty** field.

5. Enter additional part numbers, as applicable.

6. Click **More Lines** if additional lines are needed to enter part numbers.
   Fifteen (15) additional lines display. Press as many times as needed.

7. Press **Enter** or click **Stock Check**.
   *A stock check for each part number is performed. If multiple manufacturers exist for a given part, select a line code from the **Our Description** field drop-down list and then click **Stock Check** again to re-check the part.*

   *The **P/L** field populates with the manufacturer line code.*

   *The **Sell Price** field populates with the sell price and the **Your Price** field populates with the user's price.*

   *The **Branch Location** field populates with the shipping branch location name of the parts and the **Avail Qty** field populates with the number of parts available at that location.*

Note: To change the shipping branch location, select the preferred branch from the **Branch Location** field.

*The **Core Price** field populates with the part's core price, if applicable. The **Pack Qty** field populates with the pack quantity amount, if applicable.*

*The **Add to Order** check box is checked for each part number.*

Note: Click **Hide Your Price** to hide the user's price. Click **Show** to re-display the user's price.

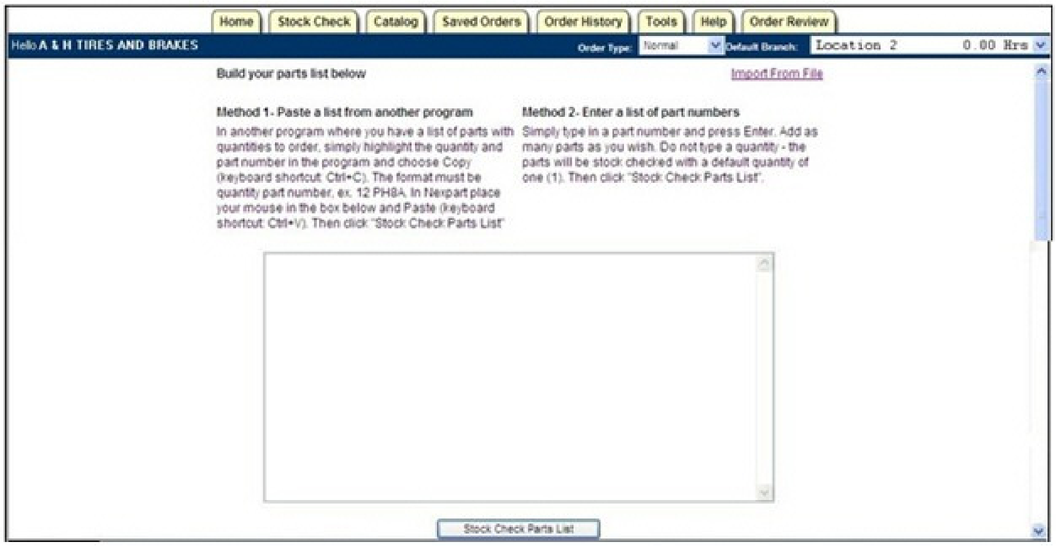
8. Ensure all part numbers to be added to the order are checked in the **Add to Order** field. Uncheck those that are not to be added.

9. Click **Add to Order**, if applicable.
   *Parts who's **Add to Order** check box is checked are added to the user's order.*

   Note: Click **Reset** to clear the screen of all information to begin a new stock check.

Import Parts List

The **Import Parts List** button displays a screen used to paste a part list from another program or manually enter a list of part numbers in the space provided. A file may also be imported from another location by clicking **Import From File**.



To paste copied parts from another program or manually enter a list of part numbers:

1. Click the **Saved Orders** tab.
   The Saved Orders screen displays.

2. Click the desired saved order in the **Description** column.
   The saved order displays.

3. Click **Import Parts List**.
   The screen to build your parts list displays.

4. Copy the list of parts with quantities to order from the other program and paste in the text box or simply enter the part number in the text box without a quantity amount. (The quantity amount defaults to one and can be revised.)

5. Click **Stock Check Parts List**.
   The stock check is performed; the Stock Check screen displays and parts are added to the parts list. Add to order, if applicable.

Import From File

To import from a file:

1. Click the **Saved Orders** tab.
   The Saved Orders screen displays.

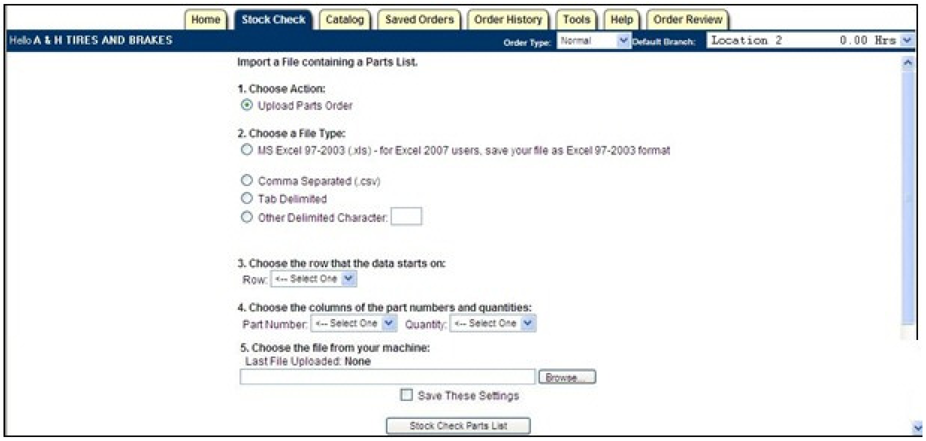
2. Click the desired saved order in the **Description** column.
   The saved order displays.

3. Click **Import Parts List**.
   The screen to build your parts list displays.

4. Access a Saved Order list from the Saved Orders screen.

5. Click **Import Parts List**.
   The screen to build your parts list displays.

6. Click **Import From File** to import a file from another location.
   The Stock Check screen displays to define the details for importing a file.



7. Select the action.

8. Select a file type, such as MS Excel, Comma Separated, Tab Delimited and Other Delimited Character.

9. Select the row that the data starts on.

10. Select the column of the part number and the quantity.

11. Click **Browse** to locate and select the applicable file to download.

12. Click the **Save These Settings** field, if applicable.

13. Click **Stock Check Parts List**.
    A stock check is performed and the parts are added to the parts list.

Apr 20 2011 09:09PM

Scroll down to bypass this message...

WHI Solutions is pleased to bring you the following new feature that will enhance your online experience with us. Read on to see a more detail on the feature being released.

This feature is now live. You can review this announcement any time by visiting on the Tools Tab and clicking the Website Announcements section.

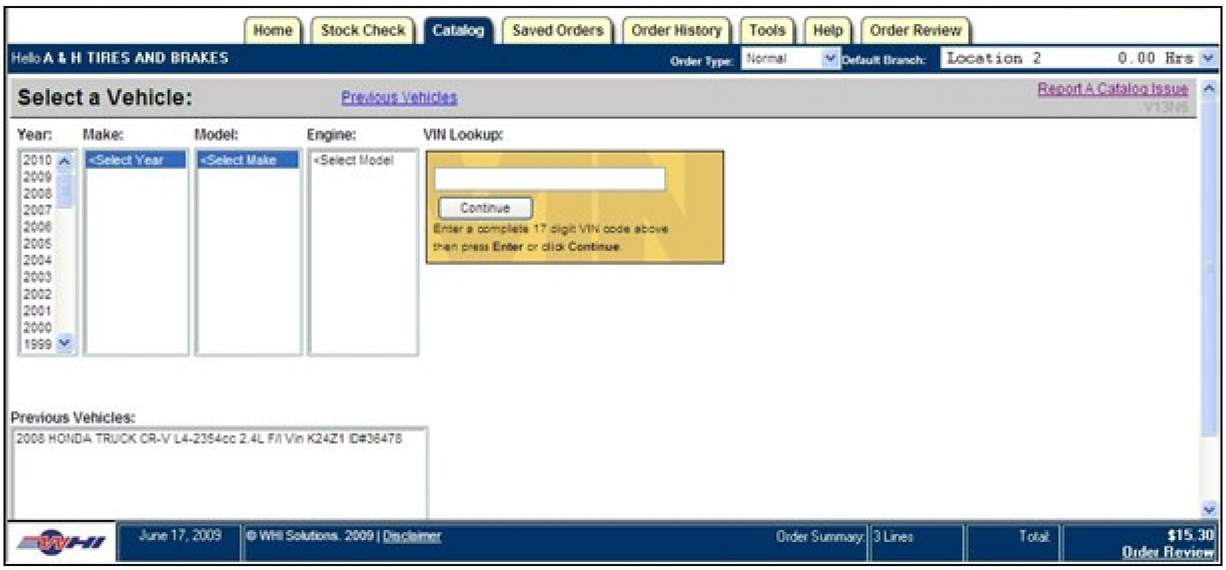
Category	**Feature**	**Details**	**Benefits**	**View**
Import Parts	Upload Inventory Parts List	The “Upload Parts in My Inventory” feature allows you to import parts from your system inventory records. When a stock check is done on any of the uploaded inventory parts a message will display advising you that the part may not need to be ordered as you may already have quantity on hand. We have enhanced this functionality to provide you with the ability to view all parts that have been imported and to delete individual parts that you no longer want to show as inventory parts.	*Provides you with the ability to view all inventory records uploaded and remove individual parts, eliminating the need to replace all inventory records.*	Click for more information

Catalog Tab

The **Catalog** tab displays the Select a Vehicle screen that is used to perform Catalog Lookups. The user defines the Year, Make, Model and Engine size of a desired vehicle or, if applicable, selects a previously defined vehicle. The user then selects a part **Group** and one or more **Subgroups** to go forward with a Catalog Lookup, or uses the Smart Search™ feature for quick lookups. All parts that meet the selection criteria display in the Catalog Part Display results screen.

Select a New Vehicle

The Select a Vehicle screen is used to define the vehicle.



To select a new vehicle:

1. Click the **Catalog** tab.
   The Select a Vehicle screen displays.

2. Click the desired Year of the vehicle in the **Year** column.
   *The **Make** column populates with the various makes of available vehicles.*

3. Click the desired Make of the vehicle in the **Make** column.
   *The **Model** column populates with the available models for the make of vehicle.*

4. Click the desired model of the vehicle in the **Model** column.
   *The **Engine** column populates with the available engine types for the model of vehicle.*

5. Click the desired Engine type.
   The Group/Subgroup selection screen displays.

Select a Previously Defined Vehicle

Vehicles that were previously defined may be accessed from the Select a Vehicle screen via the **Previous Vehicles** button or the **Previous Vehicles** pane located in the lower portion of the screen.

To select vehicle that was previously defined and viewed:

1. Click the **Catalog** tab.
   The Select a Vehicle screen displays.

2. Click Previous Vehicles.
   A list of vehicles, up to a maximum of twenty (20), defined in past Catalog Lookup sessions displays.

   Note: The **Previous Vehicles** pane in the lower portion of the screen also displays previously defined vehicles, from which a vehicle may be selected.

3. Click the desired previous vehicle.
   The Group/Subgroup Selection screen displays.

VIN Lookup

To search for a vehicle using the Vehicle Identification Number (VIN) rather than defining the year, make model and engine:

1. Enter the 17-character VIN code in the field in the **VIN Lookup** pane.

2. Press **Enter** or click **Continue**.
   If a vehicle is identified, the Group and Subgroup selection screen displays.

   If a vehicle is not found, a prompt displays stating, No results found. Please check the VIN.

Group / Subgroup Selection

The Group/Subgroup selection screen is used to define the primary part group and secondary subgroup(s) for the Catalog Lookup. The user can also search a part description using the Smart Search feature. Refer to the Smart Search section for more detail.

Group

One primary part group for the part is selected to perform the part lookup.

Subgroup

One or multiple subgroups within the primary part group may be selected for part lookup purposes.

Select Group and Subgroup

To select a group and subgroup:

1. Click the **Catalog** tab.
   The Select a Vehicle screen displays.

2. Select the appropriate year, make, model and engine.
   The Group/Subgroup selection screen displays.

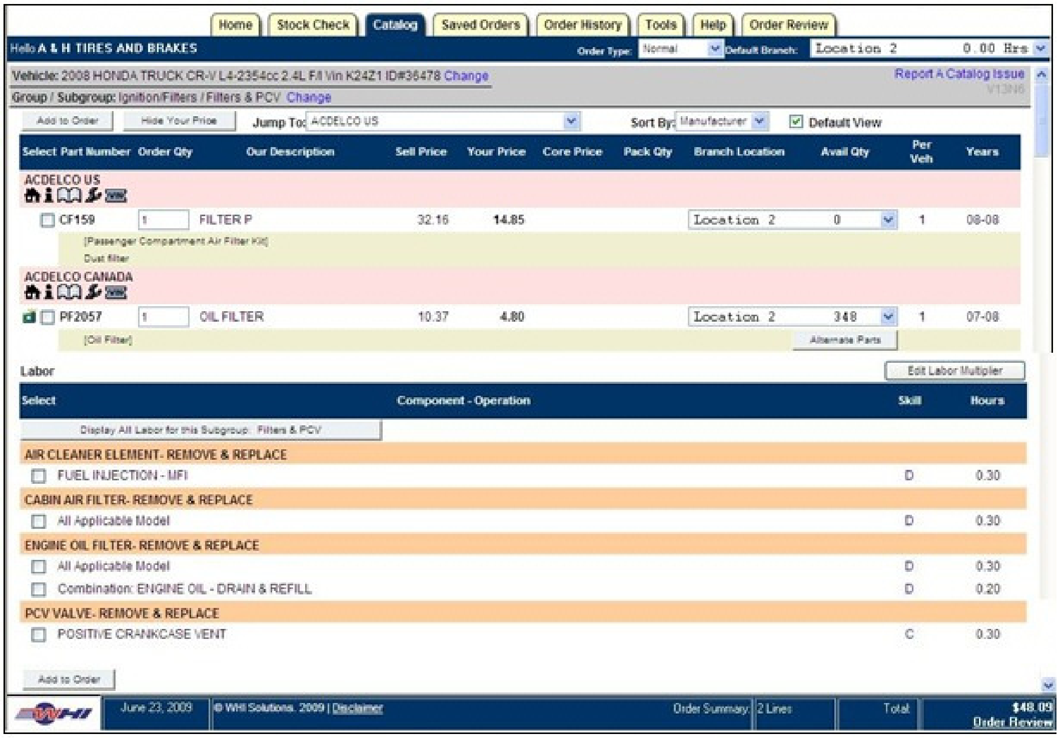
3. Click the desired group from the Group list.
   *The **Subgroup** pane populates with the group-related subgroups.*

4. Click the desired subgroup from the Subgroup list. Or, to select multiple subgroups, press and hold **Ctrl** and then click each of the additional subgroups.

5. Click **Display All Lines**.
   *All available manufacturers display in the **Manufacturer** column.*

Display Parts & Labor

The Display Parts & Labor function displays both part and labor associated with the selected part. Upon selection, the part and labor can be added to an order.



To display parts and labor for a manufacturer line:

1. Click the **Catalog** tab.
   The Select a Vehicle screen displays.

2. Select the appropriate year, make, model and engine.
   The Group/Subgroup selection screen displays.

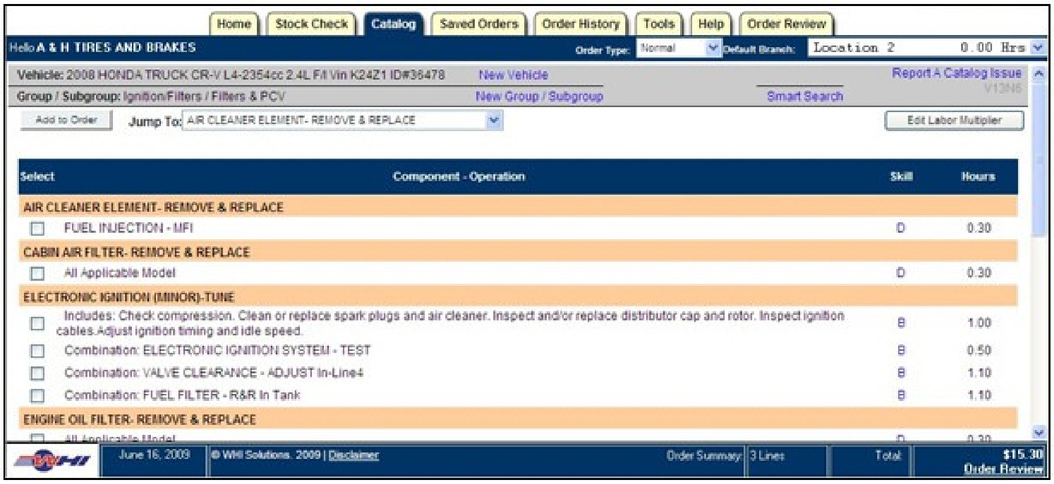
3. Click the desired group from the Group list.
   *The focus moves to the **Subgroup** pane.*

4. Click the desired subgroup from the Subgroup list. Or, to select multiple subgroups, press and hold **Ctrl** and then click each of the additional subgroups.

5. Click **Display Parts & Labor**.
   The system stock checks the parts and the Catalog Part Display results screen displays.

Display Labor Only

The Display Labor Only function displays only the labor associated with the selected part. Upon selection, the labor can be added to an order.



The screen provides the following information:

Component - Indicates the labor component, similar to a part type description.

Skill - Indicates the skill level required to perform the labor.

Skill level values are:

A – Highly Skilled
B – Skilled
C – Semi-skilled
D – Low Skilled

Hours - Indicates the number of hours required to complete the labor action.

To display labor only:

1. Define the vehicle, group and subgroup.

2. Click **Display Labor Only**.
   The Catalog Part Display results screen displays showing only the labor related to the defined vehicle and part(s).

Search Repair Specs & Diagrams

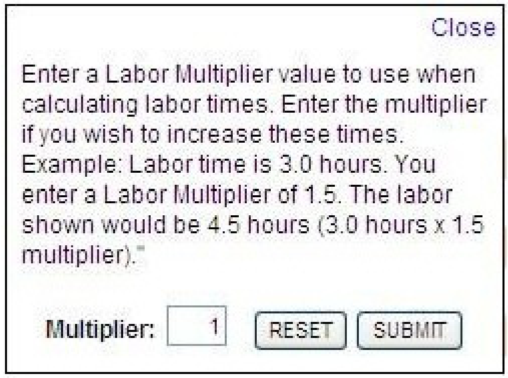
The Search Repair Specs & Diagrams function displays part-related specifications and diagrams.

To display specifications and diagrams:

1. Define the vehicle, group and subgroup.
2. Click **Search Repair Specs & Diagrams**.
   *The Repair Specs & Diagrams is highlighted in the **Group** pane. The available specifications are listed in the **Subgroup** pane.*
3. Click the desired spec to view.
4. Click **Display Specs**.
   The Catalog Part Display results screen displays the related spec and diagram information.

Edit Labor Multiplier

The Edit Labor Multiplier function is used to increase the labor value for calculating labor times. When clicked, a pop-up window displays.



To edit the Labor Multiplier:

1. Click **Edit Labor Multiplier**.
   A pop-up displays.

2. Enter a Labor Multiplier value in the **Multiplier** field to use when calculating labor times.
   This labor value is multiplied by the amount entered.

   For example:
   Labor Time = 3.0 hours
   Labor Multiple = 1.5
   New Labor Time = 4.5 (3.0 hours x 1.5 multiplier)

3. Click **Submit**.
   The value is added to the multiplier.

4. Click **Reset** to clear the prompt, if needed.

5. Click **Close**.
   The prompt closes.

Smart Search™

Smart Search enables a user to find parts by name faster and easier.

With Smart Search, the user can:

- Search with part of a word, one word, or more than one word.
- Search using the word "or" to find more results.
- Search terms as singular or plural.
- Offer Spell Check suggestions.
- Suggest search term be added to Smart Search.

Smart Search returns suggested search terms for the user to consider and view.

Start a Search

To start a search:

1. Enter all or part of a word in the blank field in the **Smart Search** pane.

2. Click either **Display Parts & Labor** or **Display Labor** from the drop-down list.

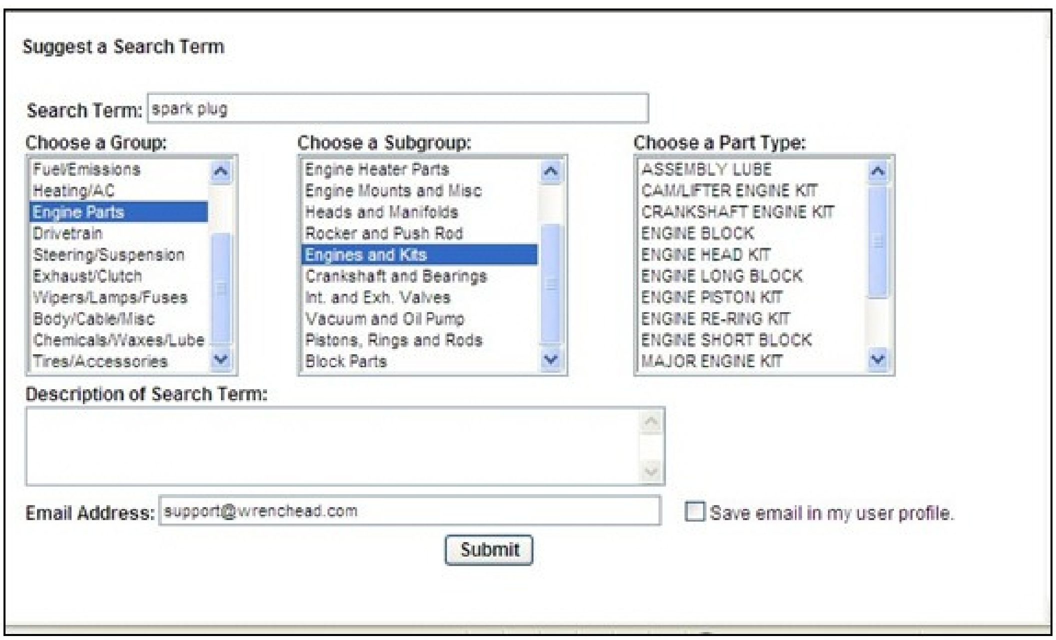
3. Click **Find** or press **Enter**.
   *Search results display beneath the **Smart Search** pane.*

4. Click the desired link to select a result.
   The Catalog Part Display results screen displays. A link displays at the end of the search results to suggest a search term be added to Smart Search.

   Note: Click the **Back** arrow on the browser tool bar to return to the previous screen.

Suggest a Search Term in Smart Search

Smart Search provides a link following the returned results for the user to suggest an additional search term.



To suggest a new search term:

1. Click the link, **Would you like the term 'xxx' to return additional results in Smart Search?**, to suggest a search term be added to Smart Search.
   *A separate Web browser screen opens to the **Suggest a Search Term** window.*

2. Select a Group in the **Choose a Group** pane.
   *The **Choose a Subgroup** pane displays.*

3. Select a Subgroup in the **Choose a Subgroup** pane.
   *The **Choose a Part Type**, **Description of Search Term** and **Email Address** panes display.*

4. Select a Part Type.

5. Enter the suggested information to be added to return additional results in Smart Search in the **Description of Search Term** field.

6. Confirm that the displayed email address is correct.

7. If incorrect, edit the email address in the **Email Address** field.

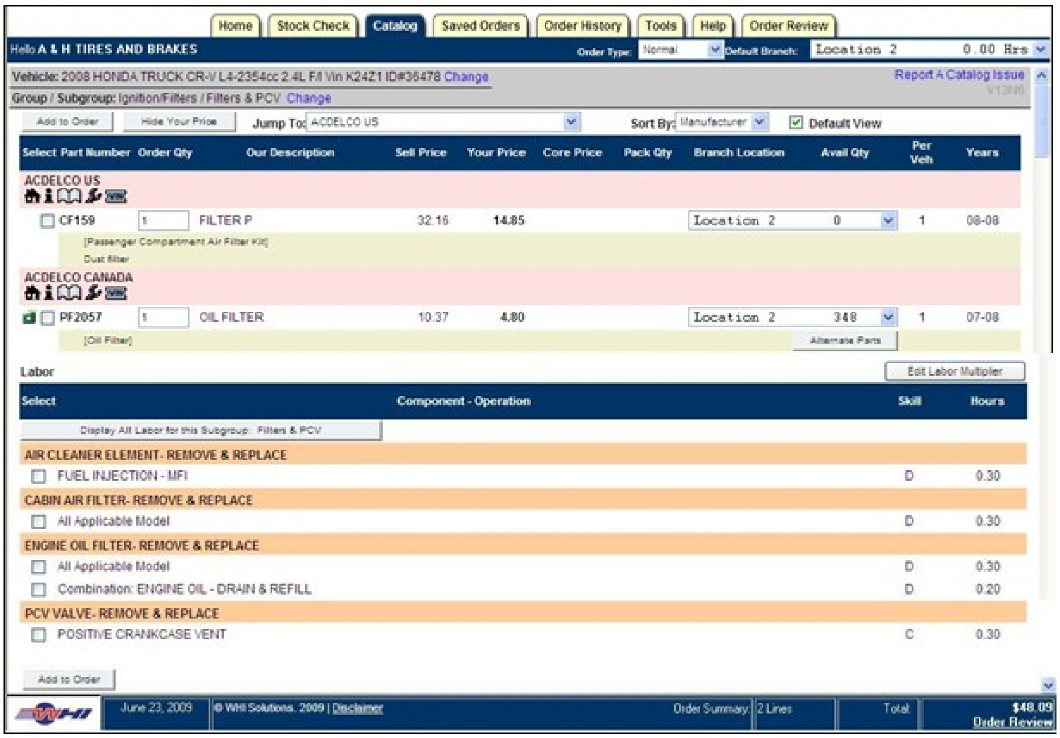
8. Click **Save email in my user profile** or press **Tab**.
   The email address is saved to your user profile.

9. Click **Submit**.
   The suggestion is submitted to WHI, and a submission confirmation displays.

10. Click **Close**, or press **Tab** to move the cursor to the **Close** button then press **Enter**.
    The browser window closes. WHI will review the suggested term and reply with an update to the email address indicated.

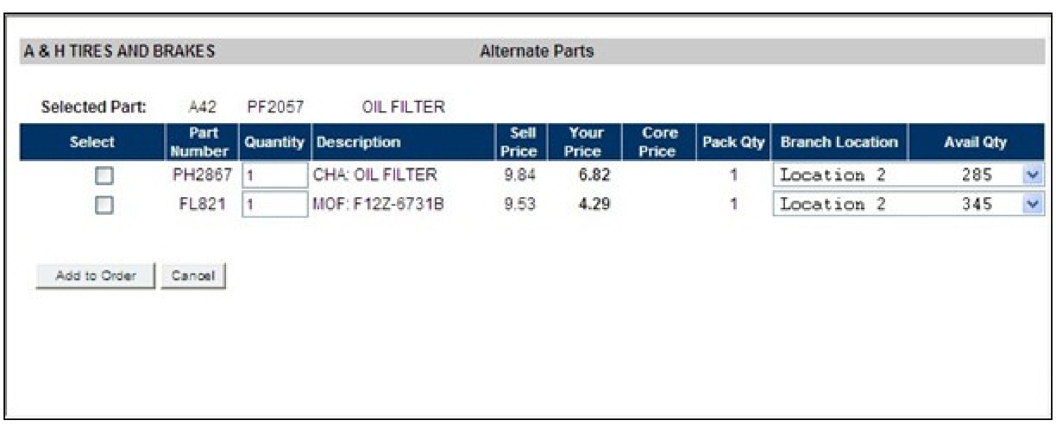
Catalog Part Display

Once the vehicle, group, subgroup and results preference are selected, the Catalog Part Display results screen displays. The screen lists results from the part Group/Subgroup selected. The results list the manufacturers' lines in your preferred order.



Alternate Parts

When an Alternate Part exists for a selected part, an **Alternate Parts** button displays. When clicked, an **Alternate Parts** window displays listing the available alternate parts for the selected part. Click the check box to select the part and click **Add to Order** to add the part to the order.

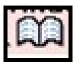


Part Display Screen Icons

One or more of the following icons may display above the first item listed for a specific Manufacturer, if available for a displayed Part Number.

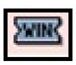
Click the 'home' icon and a separate browser window opens to the Home Web page of that Manufacturer.

Click the '**i**' icon and a separate browser window opens to Product Information at that Manufacturer's Web site.



Click the 'open book' icon and a separate browser window opens to a Catalog Lookup screen at that Manufacturer's Web site.

Click the 'tool' icon and a separate browser window opens to the Technical Information page for that part at that Manufacturer's Web site.



Click the 'WIN' icon and a separate browser window opens to the Promotions page for that part at that Manufacturer's Web site.

Click the 'camera' icon to display a picture of the part.

Select a Part

To select a part for a Manufacturer:

1. Click the check box to the left of the part number.
   The part is selected. Select as many part numbers as needed for this Manufacturer to add to the Order.

   Note: Hover over the **Description** field to view the distributor's description of the part. An Alternate Part displays the distributor's description so the window does not display.

Select Next Defined Subgroup

To select the next defined Subgroup when more than one Subgroup was defined during the Subgroup selection process (refer to Group/Subgroup Selections section for more detail):

1. Select the next subgroup from the drop-down list in the **Jump To** field to view the related Part Display results.

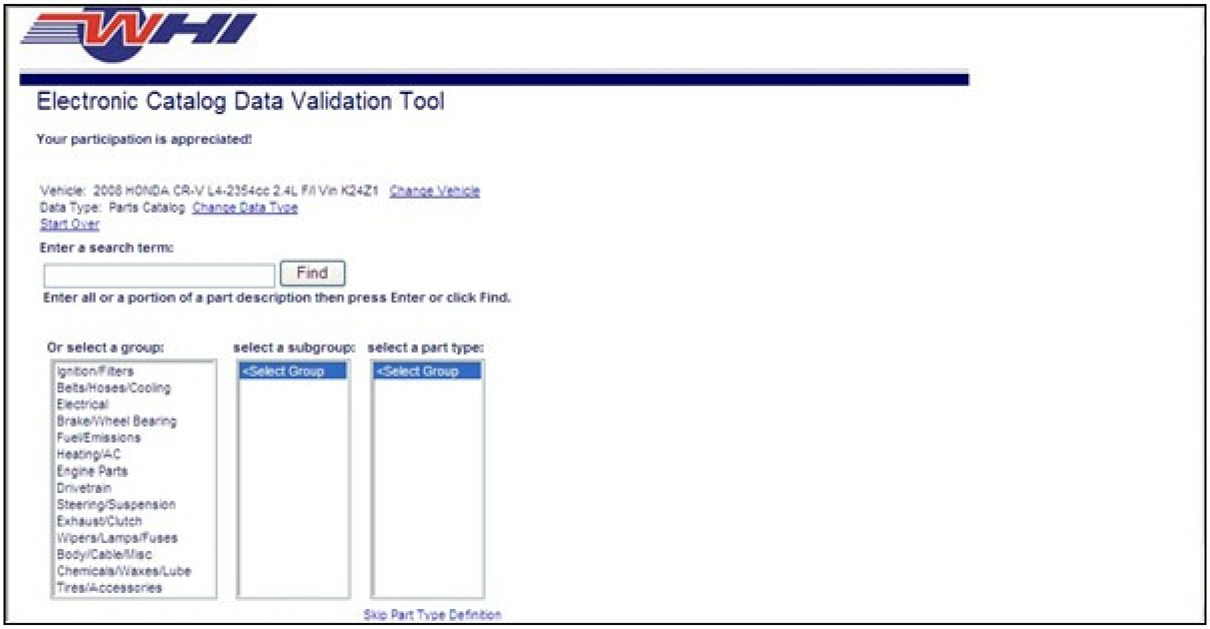
2. To select a part(s) for this Manufacturer, click the check box to the left of the part number.

3. Click **Add to Order**, as applicable.

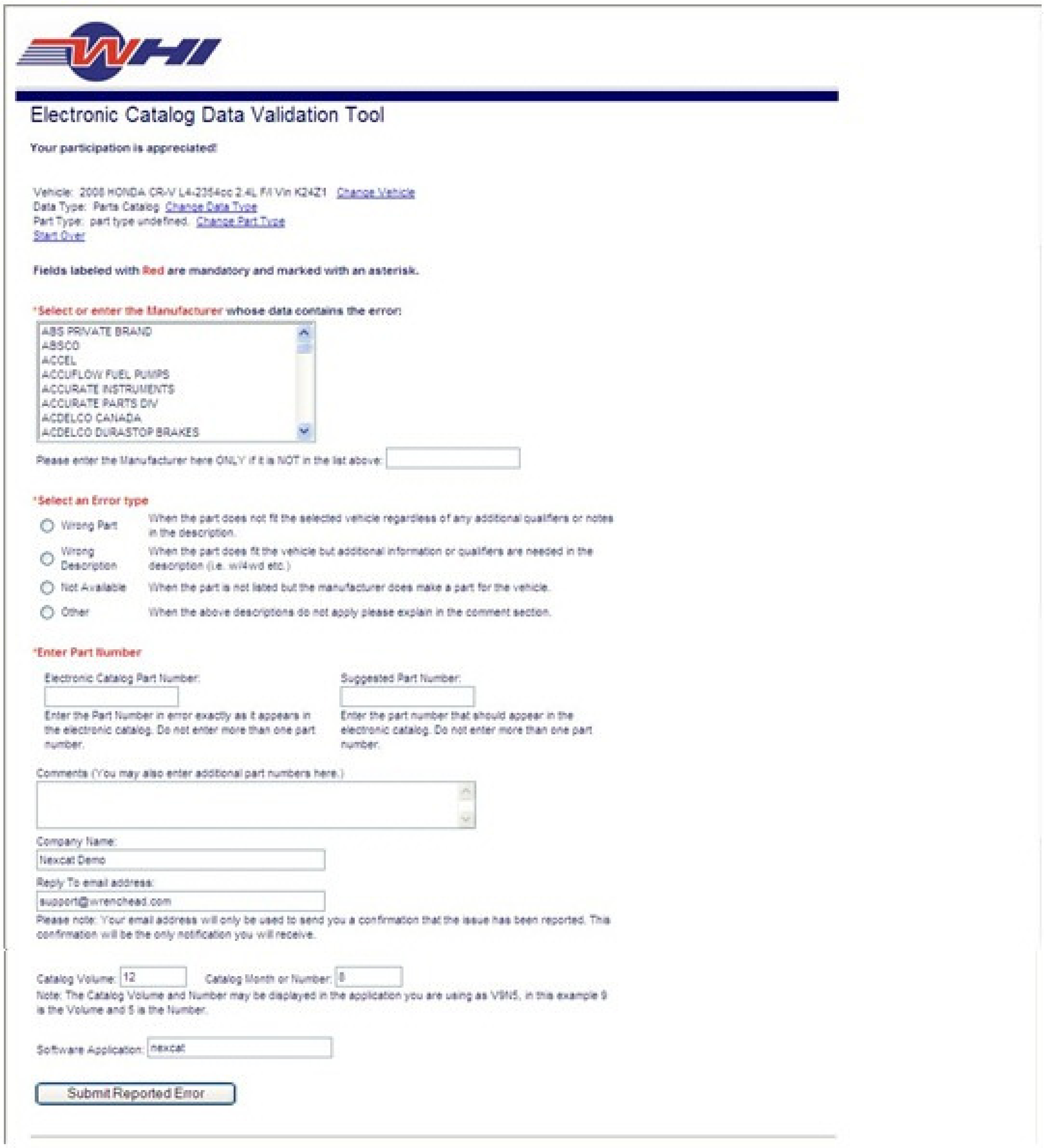
4. Repeat these steps to select each additional part for this Manufacturer.

Report a Catalog Issue

The Report a Catalog Issue feature enables the user to report discrepancies related to the Parts Catalog, Interchange and Labor to WHI Solutions. Use the Electronic Catalog Data Validation Tool to report such discrepancies, such as an incorrect part description or missing record.



Upon completing the initial screen, the following Electronic Catalog Data Validation Tool screen displays.



The error type options are:

Wrong Part - Select when the part does not fit the selected vehicle. When selected, enter the part number in error exactly as it appears in the Electronic Catalog in the Electronic Catalog Part Number field. Do not enter more than one part number.

Wrong Description - Select when the part does fit the vehicle but additional information or qualifiers are needed in the description. When selected, the Suggested Part Number field automatically populates with NOT NEEDED. Enter the part number that should appear in the Electronic Catalog. Do not enter more than one part number.

Not Available - Select when the part is not listed but the manufacturer does make a part for the vehicle. When selected, the Electronic Catalog Part Number field automatically populates with Part Not Shown. Enter the part number that should appear in the Electronic Catalog. Do not enter more than one part number.

Other - Select when the first three options do not apply. Elaborate on the problem in the Comments section. The Electronic Catalog Part Number and Suggested Part Number fields automatically populate with NOT NEEDED.

Report and Submit Catalog Issue

To report and submit a catalog issue:

1. Define the year, make, model and engine of the vehicle in the Select a Vehicle screen.

2. Click **Report A Catalog Issue**.
   The initial Electronic Catalog Data Validation Tool screen displays.

3. Enter a search term in the text box.

4. Click **Find** or press **Enter**, or rather than search on a term, select a group, subgroup and part type.
   The second Electronic Catalog Data Validation Tool screen displays with the previously defined vehicle information.

   Note: If a vehicle is not defined prior to clicking Report A Catalog Issue:
   Enter a carcode in the **carcode** field and click **Submit carcode**. Or,
   Enter a VIN code in the **VIN code** field and click **Submit vin**. Or,
   Select a vehicle.
   The Electronic Catalog Data Validation Tool screen displays.

   Note: Fields labeled in red and marked with an asterisk are mandatory fields and must be completed.

5. Select the Manufacturer from the drop-down list whose data contains the error. Or, if the Manufacturer does not display in the drop-down, enter the name in the text box.

6. Select an error type.

7. Enter the part number in either the **Electronic Catalog Part Number** or **Suggested Part Number** field, as appropriate, based on the selected error type.

8. Enter additional information or a comment, including additional part numbers, in the **Comments** field, as applicable.

9. Enter the company name in the **Company Name** field.

10. Enter your email address in the **Reply To email address** field.

11. Enter the version number of the Catalog data in the **Catalog Volume** field.
    (Optional. However, completion will expedite resolution of the reported error.)

12. Enter the month name or numeric value of the month in the **Catalog Month** or **Number** field. (Optional. However, completion will expedite resolution of the reported error.)

13. Enter the particular software application type, such as Nexcat, in the **Software Application** field.

14. Click **Submit Reported Error**.
    A verification screen displays.

15. Review the submitted information for accuracy.

16. Click **I'm Sure** if all the information is correct.
    The Catalog Error Report is sent to WHI. A confirmation notice is sent to the email address entered for the error report stating that the Catalog Error has been submitted.

    Note: Click **Start Over** to cancel the process.

17. Report another Catalog Error, or close the browser window.

Catalog - Order Catalog By Part Type

Currently the catalog only sorts results by manufacturer, making it difficult to compare similar parts. This will allow the catalog results to be resorted by Part Type, yet maintain the distributor's preferred manufacturer sort order within each part type The user can set either the mfg view or part type view as the default.

Saved Orders Tab

The Saved Orders screen lists all the user-saved orders. The saved order can be viewed, edited or deleted.

When a saved order in the **Description** column is clicked, the order is stock checked and the Stock Check screen displays detailing the content of the saved order.

Additional parts can be added to the saved order, the revised saved order can be stocked checked and the saved order can be added to an order.

If an alternate part exists for a part, click **alternate** to display the Alternate Parts window that identifies the alternate parts. Select an alternate part, if applicable, and click **Update**. Click **Cancel** to return to the Saved Orders screen.

Update Saved Order Quantities

Update Saved Order Quantities

To update the part quantities on the saved order:

1. Click the **Saved Orders** tab.
   The Saved Orders screen displays.

2. Click **View/Edit List** on the line for the desired saved order.
   The saved order displays.

3. Edit the **QTY** field with the updated quantity amount for the specific part number.

4. Click **Update Qty**.
   The quantity amount for the selected part is updated and saved.

Delete Entire Saved Order

To delete an entire saved order:

1. Click the **Saved Orders** tab.
   The Saved Orders screen displays.

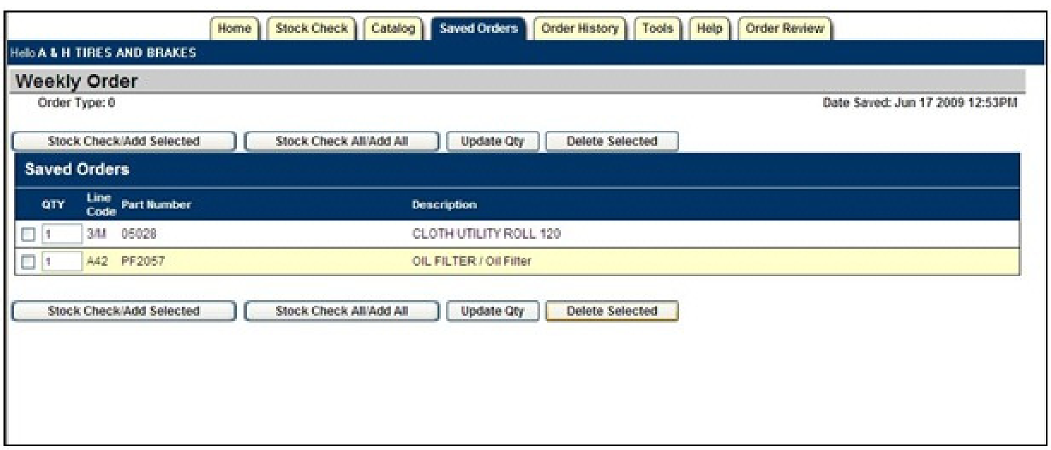
2. Click **Delete** on the appropriate saved order line.
   A prompt displays asking, Are you sure you want to delete this saved order, to confirm the saved order is to be deleted.

3. Click **OK**.
   The Saved Order is deleted in its entirety. Or,

   Click **Cancel** to cancel the deletion.

View/Edit a Saved Order

The **View/Edit List** link on the Saved Orders screen displays the selected saved order.



Add Items to Saved Order

To add items to a saved order:

1. Click the **Saved Orders** tab.
   The Saved Orders screen displays.

2. Click **View/Edit List** for the applicable saved order.
   The selected saved order displays.

3. Change the quantity amount in the **QTY** field, as applicable.

4. Click **Update Qty**.

Delete One or More Part Items From Saved Order

To delete one or more part items from a saved order:

1. Click the **Saved Orders** tab.
   The Saved Orders screen displays.

2. Click **View/Edit List** for the applicable saved order.
   The selected saved order displays.

3. Click the check box(es) to the left of the **QTY** field for the part number(s) to be deleted.

4. Click **Delete Selected**.
   A prompt displays asking, Are you sure you want to Delete these Parts from the List, to confirm the selected part item(s) is to be deleted.

5. Click **OK** to continue with the deletion.
   The part item is deleted from the saved order. Or,

   Click **Cancel** to cancel the deletion.

Stock Check / Add Parts to Order

To stock check and add selected/all parts to a saved order:

1. Click the **Saved Orders** tab - *The Saved Orders screen displays.*

2. Click **View/Edit List** for the applica*ble saved order* - The selected saved order displays.

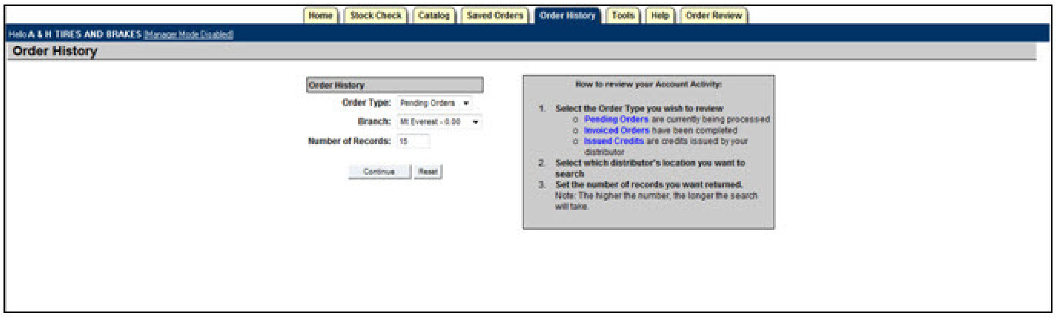
3. Click the check box(es) to the left of the **QTY** field for the part number(s) to be added to order.

4. Click **Stock Check/Add Selected** or **Stock Check All/Add All** - *A stock check is performed and the Stock Check screen displays.*

5. Click **Add to Order** - *Parts are added to the order.*

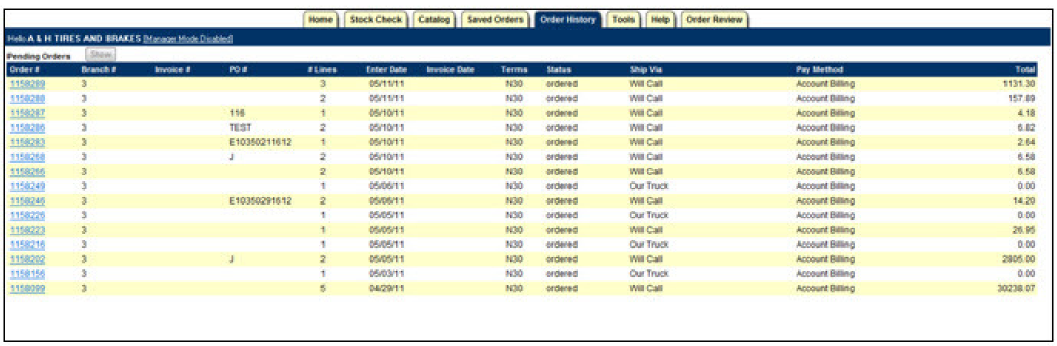
Order History Tab

The **Order History** tab displays the Order History screen used to retrieve and review past orders and credits.



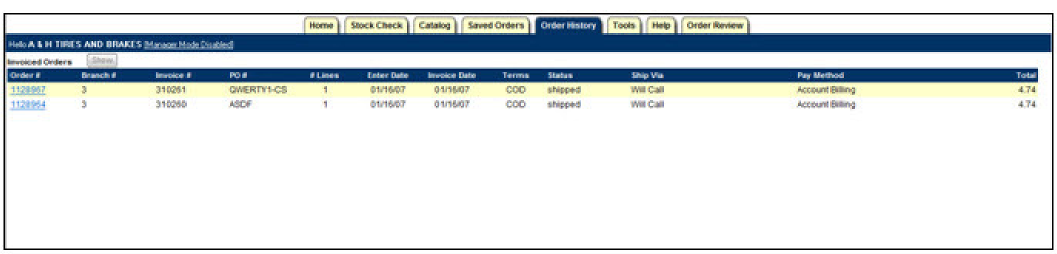
Pending Order

Pending orders are orders that are currently being processed by the distributor.



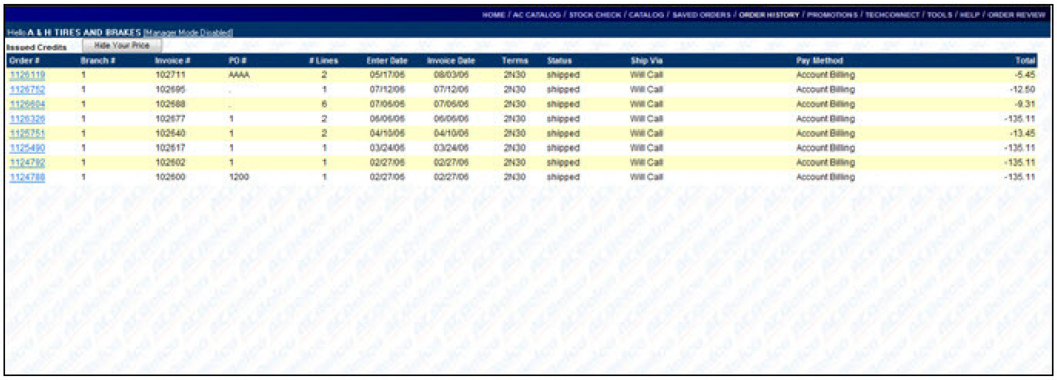
Invoiced Orders

Invoiced Orders are orders that have been received and processed by the distributor.



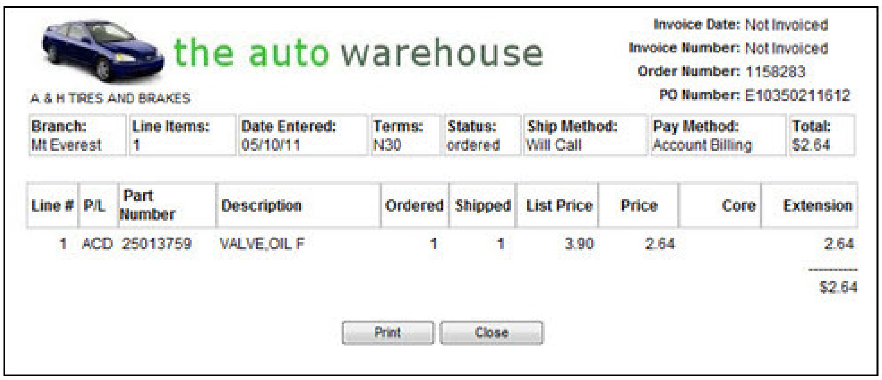
Issued Credits

Issued Credits are credits that have been issued on the user's account by the distributor.



Print Details

The following is an example of the printable details of orders and credits.



To retrieve, review and print past orders/credits:

1. Click the **Order History** tab.
   The Order History screen displays.

2. Select the order type to review, such as Pending Orders, Invoiced Orders and Issued Credits, in the Order Type field.

3. Select the distributor location to search in the **Branch** field.

4. Indicate the number of records the user wants returned in the **Number of Records** field.

   Note: The higher the number the longer the search takes.

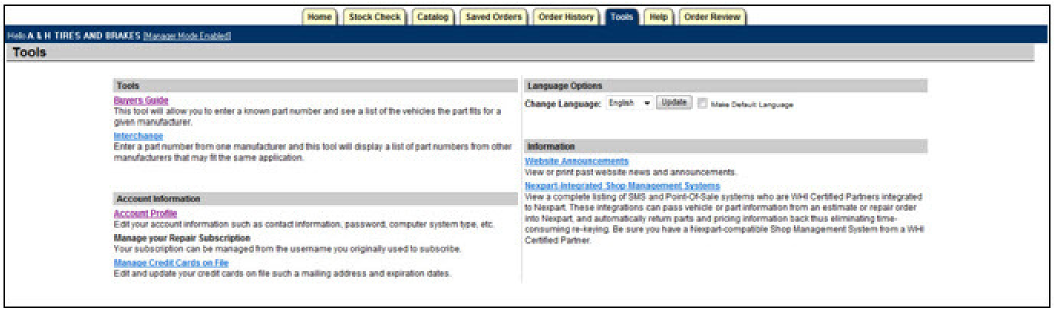
5. Click **Continue**.
   Order/credit history is retrieved.

6. Click on the **Order #** to review details.
   The details of the order/credit display.

7. Click **Print**.
   The order is sent to the default printer.

Tools Tab

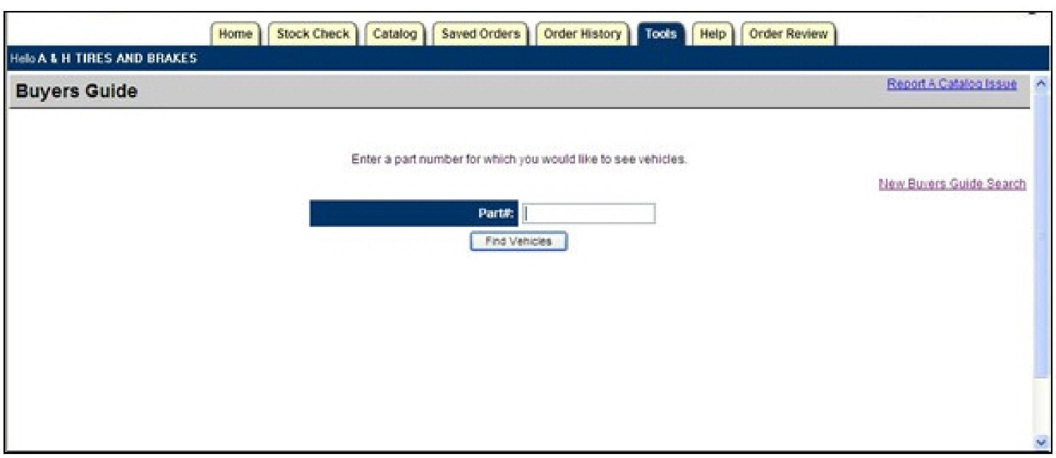
The **Tools** screen enables the user to edit his Account Profile, manage credit cards on file, change content/UI language, utilize the Buyers Guide and Interchange and view general information.



Buyers Guide

The Buyers Guide is a comprehensive parts reference based on the manufacturer's part number. The user enters a known part number and views a list of the vehicles for which that part fits for a given manufacturer. The Buyers Guide is like a 'reverse' parts directory.

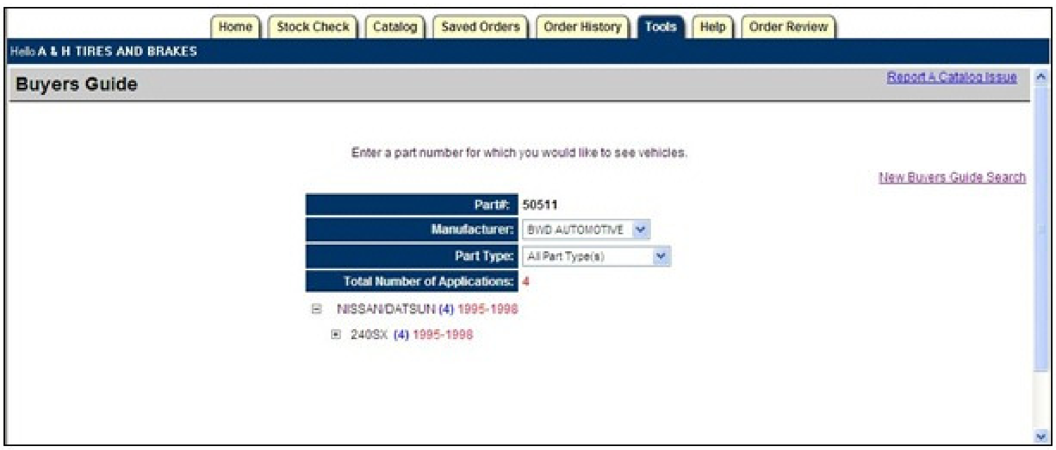
1. Click **Buyers Guide**.
   The Buyers Guide screen displays.



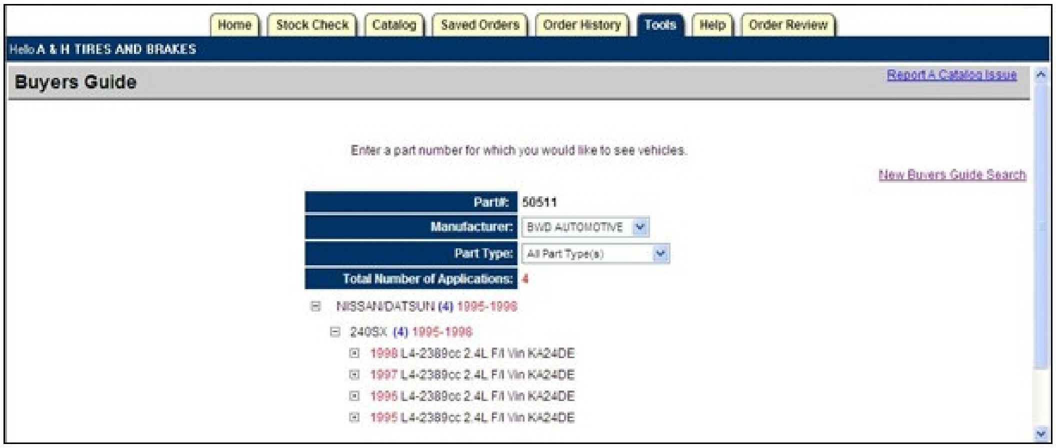
2. Enter a known part number in the **Part #** field.

3. Click **Find Vehicles**.
   *The **Manufacturer**, **Part Type** and **Total Number of Applications** fields display. The vehicle Manufacturer(s) for which the part number applies displays, including the applicable years of the vehicles.*

4. Click the **+** to the left of the vehicle Manufacturer
   The vehicles for which the part applies display, along with the applicable years of the vehicles.



5. Click the **+** to the left of any vehicle.
   The details of each applicable year of vehicle, model number and engine size display.

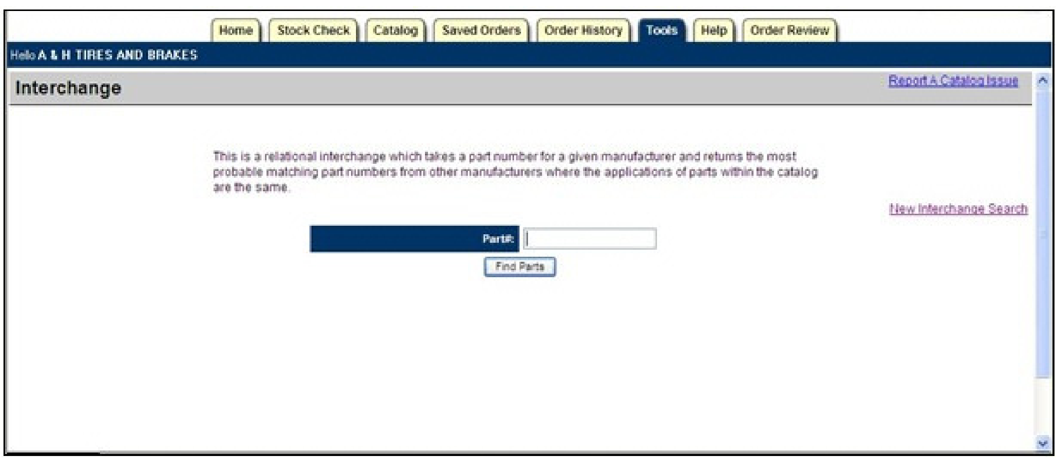


6. To begin a new search, click **New Buyers Guide Search** and repeat the steps.

7. To exit Buyers Guide, click another Nexpart toolbar item.

Interchange

The Interchange screen is used to perform an interchange search. This is a relational interchange that takes a part number for a given manufacturer and returns the most probable matching part numbers from other manufacturers where the applications of parts within the Catalog are the same.



To conduct an Interchange search:

1. Click the **Tools** tab.
   The Tools screen displays.

2. Click **Interchange**.
   The Interchange screen displays.

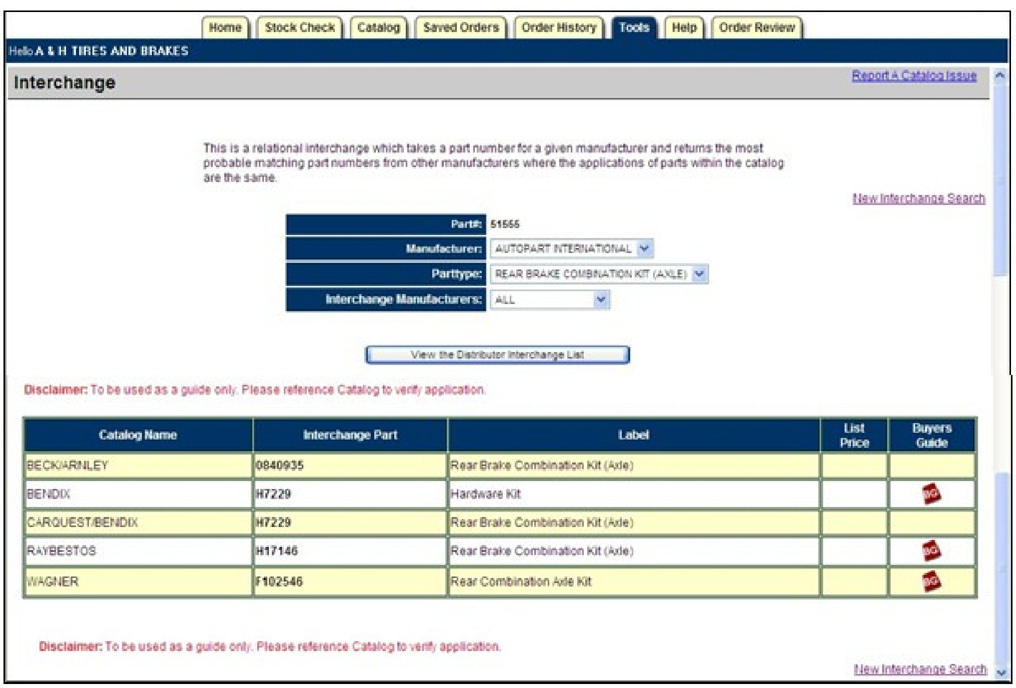
3. Enter the part number in the **Part#** field.

4. Click **Find Parts** or press **Tab** to move the cursor to **Find Parts** and then press **Enter**.
   *The **Manufacturer** field displays.*

5. Select a manufacturer from the drop-down list in the **Manufacturer** field.
   *The **Parttype** field displays.*

6. Select a part type from the drop-down list in the **Parttype** field.
   *The **Interchange Manufacturers** field displays. A results grid displays the interchange part information including the Catalog Name, Interchange Part Number, Part Type Label and List Price. If a Buyers Guide icon displays in the **Buyers Guide** column, click the icon to invoke that feature. Refer to Buyers Guide section for details.*

   Note: When the part number entered is an exact match to a manufacturer part, the **Manufacturer**, **Parttype** and **Interchange** fields automatically display and populate. The resulting grid displays in the lower portion of the screen.



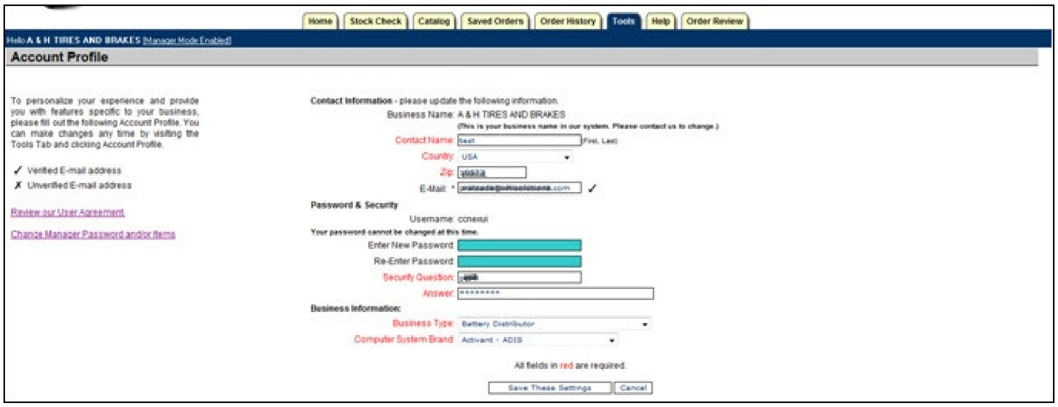
7. Select an interchange manufacturer or select ALL in the **Interchange Manufacturer** field.
   *The results grid displays the result information for the specific manufacturer or all manufacturers, as applicable. If a Buyers Guide icon displays in the **Buyers Guide** column, click the icon to invoke that feature. Refer to Buyers Guide section for details.*

New Interchange Search

Click **New Interchange Search** to begin a new interchange search.

Account Profile

The Account Profile feature enables the user to update the Nexpart account profile, such as contact information, password and business computer information.



To update user profile information:

1. Click **Tools**.
   The Tools screen displays.

2. Click **Account Profile**.
   The Account Profile screen displays with the user's current account information.

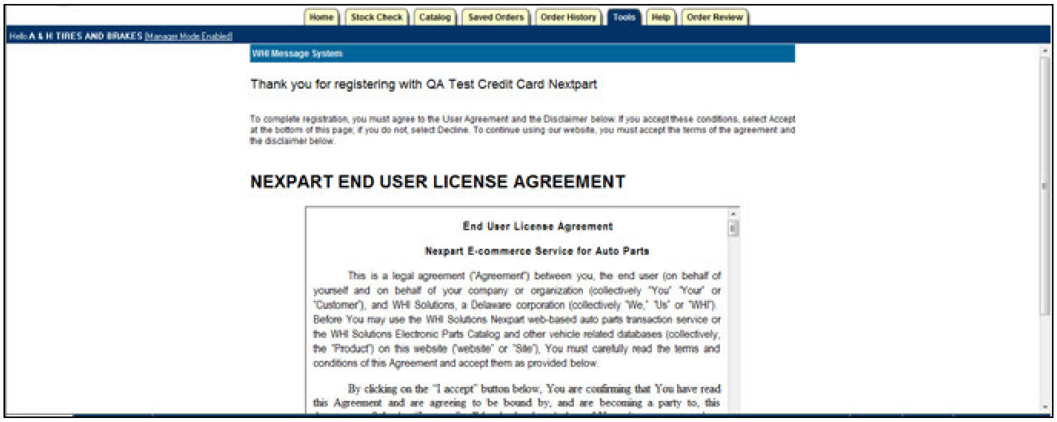
3. Enter the updated/new information in the appropriate field(s).

   Note: Fields in red are required.

4. Click **Save These Settings**.
   The information is updated, saved and an e-mail is sent to verify information change.

Review our User Agreement

To complete registration, the user must agree to the terms of WHI's Nexpart End User License Agreement and disclaimer. Click **Review our User Agreement** to view the Nexpart End User License Agreement.

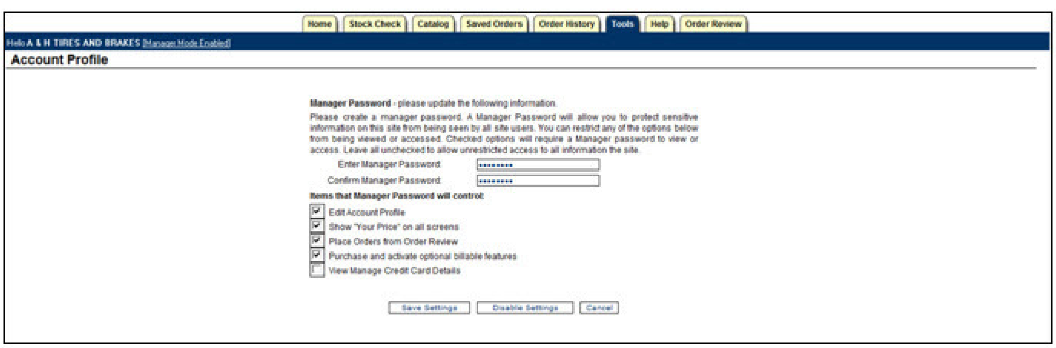


Click **Accept** to accept the conditions of the Agreement. A message displays stating, 'Success. Thank you for accepting the user agreement. Please click here to proceed to the site'.

When the user is not in the position to accept the terms, click **Decline** and enter the e-mail address of the person(s) who can in the **Email Address** field. Click **Send Email**. The Agreement is sent in an e-mail to the person(s) for acceptance.

Change Manager Password and/or Items

Click the **Change Manager Password and/or Items** button to create a manager password. A manager password protects sensitive information on the site from being seen by all users. Access and viewing of any or all items that are controlled by the manager password can be restricted. When an item is checked, a manager password is required to view or access. Unchecked items allow unrestricted access to all information on the site.



A Manager password controls the following items:

- Edit Account Profile
- Show ‘Your Price‘ on all screens
- Place Orders from Order Review
- Purchase and activate optional billable features
- View Manage Credit Card Details *(Available to Credit Card enabled accounts only)*

To create a manager password:

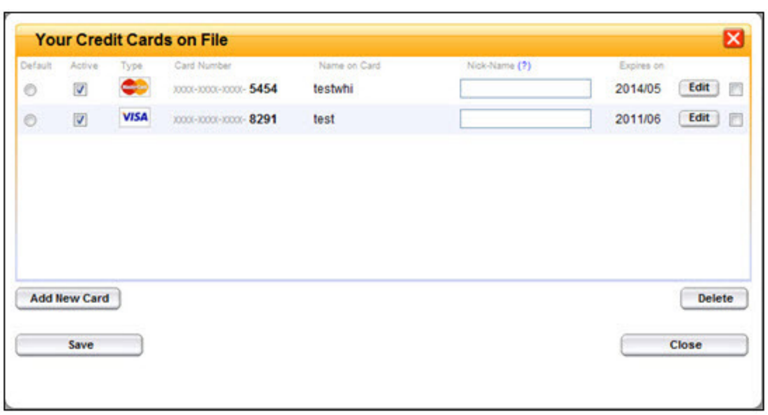
1. Enter the password in the **Enter Manager Password** field.
2. Re-enter the manager password in the **Confirm Manager Password** field.
3. Check the items that will be controlled by the password.
4. Click **Save Settings**.
   The settings are saved.

   Note: To disable settings from being accessible, click **Disable Settings**.

Manage Credit Cards on File

The Manage Credit Cards on File option displays the Your Credit Cards On File window that lists all credit cards currently saved to the account. New credit cards can be added and existing information linked to the credit cards can be edited.

Note: This option is available for Credit Card enabled accounts only.

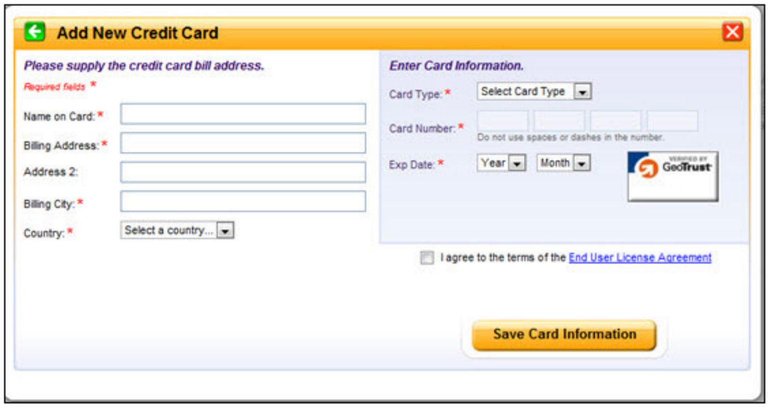


Selection Descriptions

Selection	Description
Default	Assigns a default Credit Card to be used for orders, when selected. Only one credit card can be selected at a time. The selected credit card will be listed as the default selection in the **Payment Method** drop-down list in the Order Review screen.
Active	Selects the credit card(s), when checked, and marks them as active. These credit cards then display in the **Payment Method** drop-down list in the Order Review screen. Unchecked credit cards are not available in the Order Review screen.
Type	Displays the credit card's type of all cards on file, such as Visa, MasterCard, Discover and American Express. **Note:** If the Distributor disables a credit card type after the user has added a card of that type, the saved card displays in the Your Credit Cards on File screen with the message, 'Credit Card Type no longer accepted.' These cards cannot be edited, only deleted.
Card Number	Displays the last four digits of the credit card number. Example: **** **** **** 1234
Name on Card	Displays the name that appears on the card.
Nick-name (?)	Indicates an alternative, user-entered name, or nickname, given to the credit card. The nickname displays in the **Payment Method** field in the Order Review screen in place of the actual card name.
Expires on	Displays the credit card's expiration date. If the Credit Card is expired, the Credit Card is listed with an expired status in red.
Edit	Displays the Update Your Card Information window used to edit the expiration date or billing address details linked to the credit card.
[Check box]	Used in conjunction with the **Delete** button to select a credit card to delete.
Add New Card	Displays the Add New Credit Card window used to add a new credit card.
Delete	Deletes a saved credit card. Select the check box next to the credit card to be removed and click Delete. The selected credit card(s) are removed from the screen.
Save	Saves the information.
Close	Closes the window.

Add New Credit Card

The Add New Credit Card window is used to add a new credit card to the account. All fields are required.

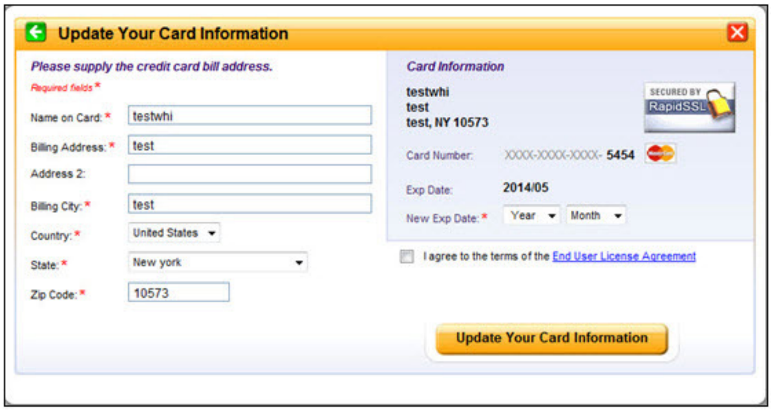


Selection Descriptions

Selection	Description
Please supply the credit card bill address.	
Required fields *	Indicates a field with an asterisk must be completed.
Name on Card	Indicates the name on the card being added.
Billing Address	Indicates the street address of the cardholder's billing address.
Address 2	Indicates additional street address information.
Billing City	Indicates the city of the cardholder's billing address.
Country	Indicates the country of the cardholder's billing address.
Enter Card Information	
Card Type	Indicates the type of credit card being added, which is selected from the list of available card options.
Card Number	Indicates the number of the credit card being added.
Exp Date	Indicates the expiration date on the credit card. Select the year and month from the drop-down lists.
Save Card Information	Saves completed credit card information, when clicked. Upon validation, the message, 'Your Card Submission was successful' displays. Once validated, the Credit Card is available for future purchases within the Payment Method drop-down list in the Order Review screen. **Note:** For security purposes, only the last four digits of the card number is stored and displayed on the screen.
X	Closes the window and redisplays the Tools screen.

Edit Credit Card Information

Click **Edit** to display the Update Your Card Information window that is used to change the card holder's billing address and expiration date.



Selection Descriptions

Selection	Description
Please supply the credit card bill address.	
*Required fields **	Indicates a field with an asterisk must be completed.
Name on Card	Indicates the name on the card being added.
Billing Address	Indicates the street address of the cardholder's billing address.
Address 2	Indicates additional street address information.
Billing City	Indicates the city of the cardholder's billing address.
Country	Indicates the country of the cardholder's billing address.
State	Indicates the state of the cardholder's billing address.
Zip Code	Indicates the zip code of the cardholder's billing address.
Enter Card Information	
[Address]	Indicates the card holder's address that is currently on file.
Card Number	Indicates the credit card number.
Current Exp Date	Indicates the current expiration date on the credit card.
New Exp Date	Indicates the new expiration date for the card.
Update Your Card Information	Updates the credit card with the new/revised information.
X	Closes the window and redisplays the Tools screen.

Language Options

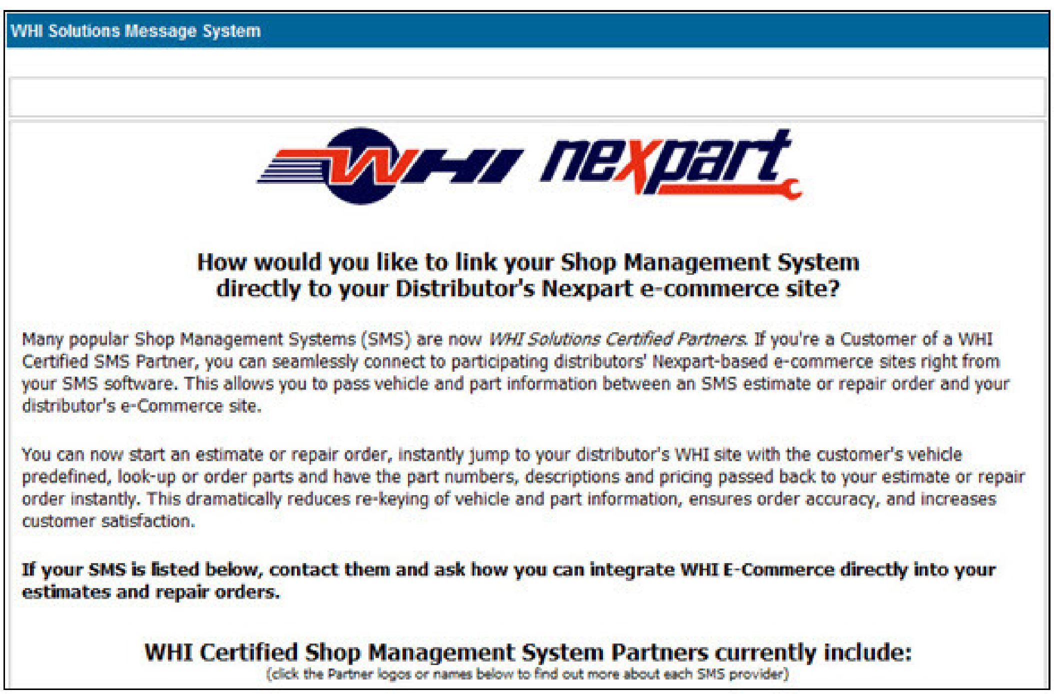
The Nexpart user interface (UI) can be viewed in English, Spanish and French. Select the desired language in the **Change Language** field. When changing the current language to a new language, click **Update** after making the selection. To make the selection the default language, click **Make Default Language**.

Website Announcements

The Website Announcements feature displays past Web site news and announcements that may be viewed and printed.

Nexpart-Integrated Shop Management Systems

Nexpart-Integrated Shop Management Systems display a complete listing of SMS and Point of Sale systems that are WHI Certified Partners integrated to Nexpart. These integrations can pass vehicle or part information from an estimate or repair order into Nexpart and automatically return parts and pricing information back thus eliminating time-consuming re-keying. A Nexpart-compatible Shop Management System from a WHI Certified Partner is required.



Sep 26 2011 01:13PM

Scroll down to bypass this message...

New Enhancement Available Now
Email an Order Confirmation

We are pleased to bring you the following enhancements that are available now. You can review this announcement any time by visiting the Tools Tab and clicking on the Website Announcements section.

Category	Feature	Details	Benefits	Details
End User Order Confirmations	Email an Order Confirmation from the Order Review or the Order History Screen	Your customers now have the ability to send an electronic copy of an order confirmation via the Order History Screen or the Order Review Screen by simply clicking the "Email" button and entering an email address.	Electronic Order Confirmations provide your accounts with a convenient and environmentally friendly method of keeping track of the orders placed on your site.	Click for More Information

Tools- Multi-Language- French and Spanish

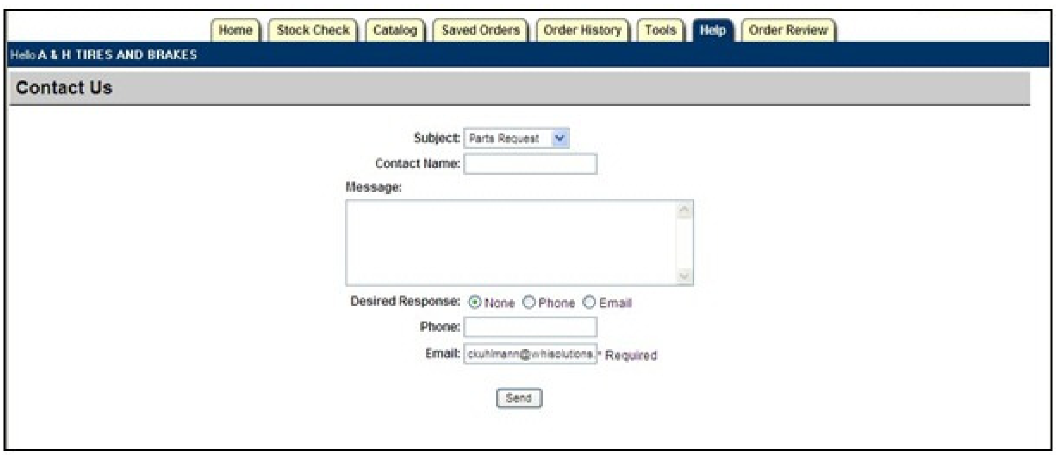
Nexpart is now available in English, French and Spanish. You will be able to choose from the Tools menu and select a default language. This is an option and may not be available on your distributor's Nexpart site. Ask your Distributor if you are interested in using Nexpart in another language.

Help Tab

The **Help** tab displays the Help screen used to access Online Help, contact Customer Support and change passwords.

Online Help displays the online Help screen that provides supporting information on the use of the catalog.

Contact Us displays the Contact Us screen used to submit an inquiry to Customer Support.



To contact Customer Support:

1. Select the reason for the inquiry in the **Subject** field. Options are Parts Request, Order Status, Login Issues, Account Issues, Site Help, Catalog Issues, Site feedback and Other.
2. Enter the name of the person requesting the response in the **Contact Name** field.
3. Provide an explanation of the issue in the **Message** field.

4. Check the manner in which you wish to receive a response. Options are None, Phone and Email.

5. Enter a contact phone number in the **Phone** field.

6. Enter a contact email address in the **Email** field. **(Required)**

7. Click **Send**.
   The inquiry is submitted.

Change Password displays the Change Password screen used to change a password.

To change a password:

1. Enter the user's current password (associated with the User ID) in the **Current Password** field.

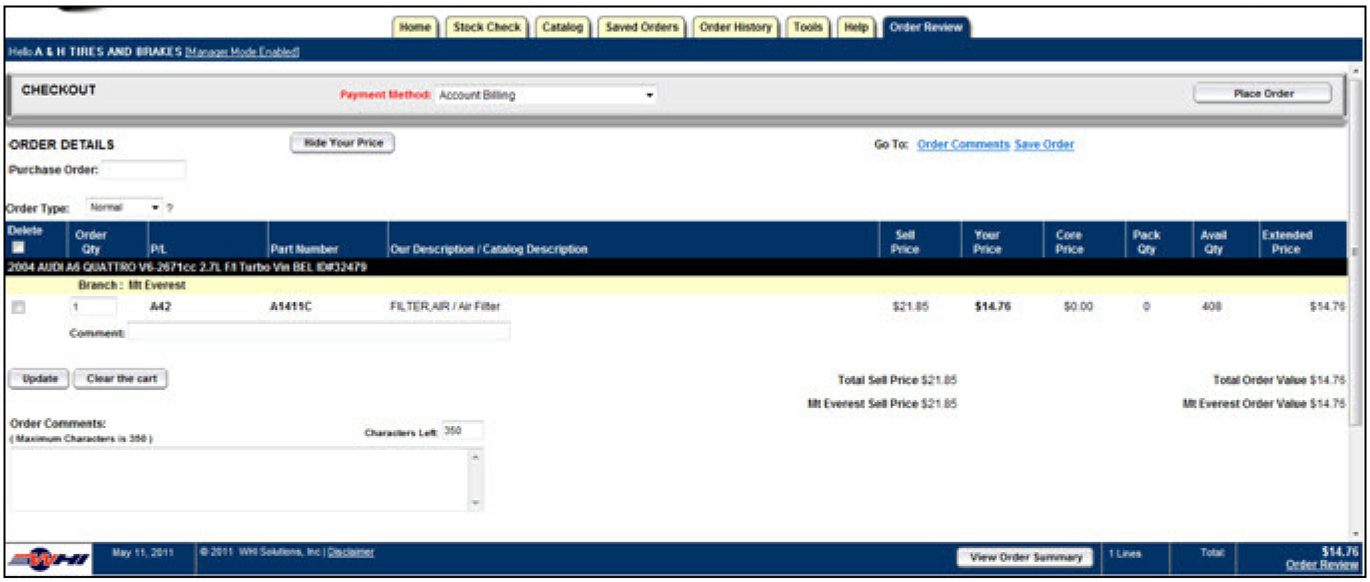
2. Enter the new password in the **New Password** field as stated by the guidelines.

3. Re-enter the new password in the **New Password (Verify)** field to confirm.

4. Click **Change Password**.
   The password is changed.

Order Review Tab

The Order Review screen is used view all items to be ordered and make any adjustments prior to placing the order. Click the **Order Review** tab to display the Order Review screen. Fields in red marked with an asterisk are required fields.



Selection Descriptions

Note: The following selection descriptions represent possible selections when configured in the administration.

Selection	Description
CHECKOUT - Provides access to all required fields that must be completed before an order is placed. For example, fields such as PO #, VIN # and Ship To Address are generally required by the Seller. **Note:** This section does not display if there are no required fields or if Credit Card Payments is disabled.	
PO #	Displays the purchase order number assigned to this order. Optional. Displays only when the distributor requires the purchase order #, be completed prior to an order being placed.
VIN Number	Displays the Vehicle Identification Number. Optional. Displays only when the distributor requires the VIN #s be completed prior to an order being placed.
Payment Method	Displays the payment methods available for the order payment. When Credit Cards are enabled, the following options display: • List of previously added credit cards, if any, that includes card type, last four numbers of the card number and the cardholder's name. For example: Visa-xxxx-xxx-xxxx-1234 John Doe

	Note: If multiple credit cards are available, the user can assign a default credit card in Manage Credit Cards on File, located on the Tools screen under Account Information. Once assigned, the default card is listed first. • Add New Credit Card When both Account Billing and Credit Card Payments methods are activated, the following options display: • Account Billing • List of previously added credit cards, if any, that includes card type, last four numbers of the card number and the cardholder's name. For example: Visa-xxxx-xxx-xxxx-1234 John Doe • Add New Credit Card
Ship To Address	Indicates the address where ordered parts will be shipped. Select an alternate address from the drop-down list.
Place Order	Finalizes the order. Once the order has been completed, the Order Confirmation screen displays to allow the user to review and print the order. All completed orders are available for review in the Order History screen. **Note:** When multiple branches are required to fill an order, a credit card transaction is created for each branch for the amount required to complete the order for the individual branch.
Order Details	
Hide Your Price / Show	**Hide Your Price** removes your price from the result view. This allows the customer to view the results screen without seeing the part costs. Click Hide Your Price to display the **Show** button that redisplays your price on the result view.
Go To	Provides quick access to the Order Comments and the Saved Order section of the screen, eliminating the need to scroll to the Order Comments.
Purchase Order	Indicates the purchase order number for the order. The purchase order number **only** displays when the distributor has not required the purchase order be completed prior to the order being placed.
Order Type	Indicates the Order Types available for the branch selected for parts ordering. If multiple branches are required to fulfill an order, then the **Order Type** drop-down list only shows the common Order Types available to all branches, as Sellers offer different prices for parts. If a new Order Type is selected from the drop-down list, all items on the Order Review screen are stock checked and updated with any new pricing associated with the Order Type selected.
Shipping Method	
Branch Store 1	Displays the current shipping method of the first branch store. An alternate shipping method can be selected from the drop-down list, if available.
Branch Store 2	Displays the current shipping method of the second branch store. An alternate shipping method can be selected from the drop-down list, if available.
Delete	Selects an item for deletion from the order, when checked.

Order Qty	Displays the order quantity. The order quantity can be changed higher or lower before placing order. Changing values and clicking **Update** re-stock checks the items. Error messages display if item is not available or insufficient quantity exists to fill request. Items must be resolved before order can be placed and confirmed.
P/L (Line)	Displays the Seller's Manufacturer line code associated with the item being ordered.
Part Number	Displays the part number of the item being ordered.
Our Description / Catalog Description	Displays the Seller's description and the catalog description of the item being ordered.
Comments (part)	Provides specific user-entered line item details to the Seller regarding the specific item being ordered. **Note:** Not all Sellers business systems support line item comments.
Sell Price	Indicates the Manufacturer's sell price of the item.
Extended Sell Price	Indicates the extended sell price of the item, which is generated by combining the Seller's price for an individual item with the quantity requested and includes any core changes that apply to the item being ordered.
Your Price	Indicates the actual price you, the user, will be charged for the item being ordered.
Core Price	Indicates the core price if a core is included with the part being ordered.
Pack Qty	Indicates the pack quantity of the item.
Avail Qty	Indicates the quantity available at the branch.
Total Sell Price	Indicates the total amount the user would be charged without the account discount which is applied in the Total Order Value price.
Total Order Value	Indicates the actual amount the user will be charged for the order.
[Store 1] Sell Price	Indicates the Total 'selling price' of all items being ordered from the specific branch if multiple branches were required to fulfill an order.
[Store 1] Order Value	Indicates the Total 'Your Price' of all items being ordered from the specific branch if multiple branches were required to fulfill an order.
[Store 2] Sell Price	Indicates the Total 'selling price' of all items being ordered from the specific branch if multiple branches were required to fulfill an order.
[Store 2] Order Value	Indicates the Total 'Your Price' of all items being ordered from the specific branch if multiple branches were required to fulfill an order.
Update	Updates the order, as follows: • Removes a single item that was selected to be deleted from the order, when clicked. • Removes all items that were selected to be deleted from the order, when clicked.

	• Calculates new Total Sell, Total and Total Order amounts when an item(s) quantity value is adjusted, when clicked.
Clear the Cart	Clears all parts from the cart, when clicked.
Special Order Parts – Section displays special order part information, when applicable.	
Labor – Section displays labor-related information, when applicable.	
ORDER DETAILS	
Order Comments	Indicates user-entered comments that apply to the whole order. Maximum number of characters is 350 (user-variable).
Characters Left	Indicates the number of character remaining (of the Order Comments maximum) to use to formulate the order comments.
Ship To Address	Indicates the address where ordered parts will be shipped. Select an alternate on file address from the drop-down list. **Optional.**
Add New Ship To Address – Displays when the Enter New Ship To Address option is selected from the Ship To Address drop-down list. **Optional.**	
Contact	Indicates the name where the order is to be shipped.
Street 1	Indicates the street name of the Ship To address.
Street 2	Indicates the street name of the Ship To address.
Country	Indicates the country of the Ship To address.
Zip Code	Indicates the zip code of the Ship To address.
State	Indicates the state of the Ship To address.
City	Indicates the city of the Ship To address.
Save Shipping Address	Saves the user-entered Ship To Address.
Purchase Order	Displays the purchase order number.
Ship To Address	Indicates the address where ordered parts will be shipped. Select an alternate address from the drop-down list.
Place Order	Finalizes the order. Once the order has been completed, the Order Confirmation screen displays to allow the user to review and print the order. All completed orders are available for review in the Order History screen. **Note:** When multiple branches are required to fill an order, a credit card transaction is created for each branch for the amount required to complete the order for the individual branch.
Save Order As	Indicates the name that the order is saved as.

Save Order	Saves the order, when clicked.
Existing Saved Orders	Indicates the name of the existing saved order selected from the drop-down list.
Update Existing	Updates the selected existing saved order, when clicked.

To review and place an order:

1. Click the **Order Review** tab.
   The Order Review screen displays.

2. Select a payment method in the **Payment Method** field in the Checkout section.

3. Review the contents of the order and make any necessary changes.

4. Enter new quantities in the **Order Qty** field(s), if needed.

5. If quantity amounts are changed, click **Update**.
   The prices/totals are recalculated, adjusted and redisplayed.

6. To delete an item on the order, select it and click **Update**.

   To delete all items on the order, select all and click **Update**.
   The screen refreshes and the line(s) are removed.

   Click **Clear the Cart** to delete the order completely.

7. Review the shipping method (defaults to user's default shipping method with his Distributor).

   Note: The ability to change the Shipping Method is based on the user's setup. If an order is being placed for multiple branches, the branch shipping method for each branch must be reviewed.

8. Enter a purchase order number in the **Purchase Order** field, if required.

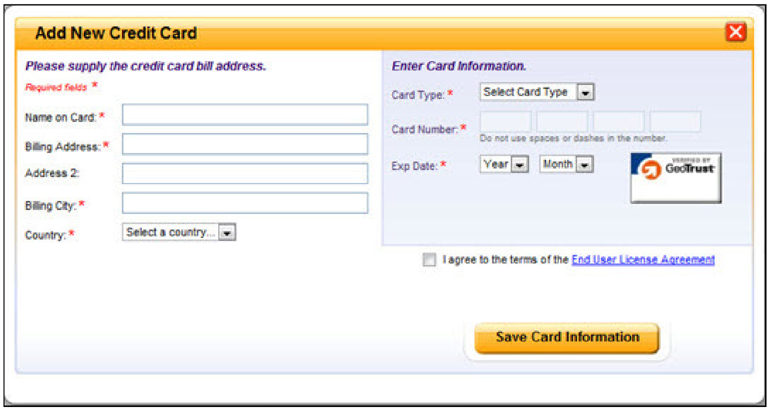
9. Click **Place Order**.
   The Order Confirmation screen displays. The order is transmitted to the Distributor and printed.

10. Click the browser's **Print** button to print the Order Confirmation, if a printer is connected to the computer.

Payment Method

Add New Credit Card

The Add New Credit Card screen displays when the Add New Credit Card option is selected in the **Payment Method** field on Order Review screen and is used to add a new credit card to the user's account for billing purposes. All fields are required.



Selection Descriptions

Selection	Description
Please supply the credit card bill address.	
*Required fields **	Indicates a field with an asterisk must be completed.
Name on Card	Indicates the cardholder's name.
Billing Address	Indicates the street address of the cardholder's billing address.
Address 2	Indicates additional street address information.
Billing City	Indicates the city of the cardholder's billing address.
Country	Indicates the country of the cardholder's billing address.
Enter Card Information	
Card Type	Indicates the type of credit card, selected from the list of available card options for the account.
Card Number	Indicate s the credit card number.
Exp. Date	Indicates the expiration date on the credit card. Select the year and month from the drop-down lists.
Save Card Information	Validates and finalizes the credit card information. Links both credit card and billing details to the user's account for future use. Upon validation, the message, 'Your Card Submission was successful' displays. Redisplays the Order Review screen with the credit card added to the **Payment Method** drop-down list. **Note:** Although the entire credit card number is saved, only the last four digits of the card number display on the screen.
X	Closes the window and redisplays the Order Review screen.

Miscellaneous

All Screens - Order Type & Default Branch Enhancement

The Order Type and Default Branch selection can now be made from any screen, not just Stock Check. Your distributor can now configure order types to have a default branch associated with a particular order type and also make an order type view only for that branch and customer. They can flag a branch as view only for a certain order type or make this branch the default for a certain order type. If a branch is flagged as the default order type, when the user changes the order type, the default branch also automatically changes to the default.

Stock Check, Catalog- Lost Sales Enhancement

Tracking Lost Sales helps us keep the most accurate inventory tuned to our customer's demands. You can now participate by selecting a Lost Sale reason any time you do not purchase a part from us. We will use this information to analyze our inventory to ensure we have the parts you want in stock.

1. Stock Check - When a user looks up a part and the quantity returned is less than what is requested, a lost sale is recorded with the default reason of insufficient quantity. The branch dropdown box will contain all of the lost sale reasons and allow the user to select a different reason for the lost sale. These options are always available for the user to actively flag a part as a lost sale regardless of the quantity available.
2. Catalog - The user gets displayed a list of parts in the catalog results. Once the user clicks the drop down box, that part is immediately flagged as a default Lost Sale of Insufficient Quantity. The user has the option to override this Lost Sale reason by choosing one of the other reasons from the drop down; they can also choose another branch to order the part.

Stock Check, Catalog- Order Price and Quantity Warning Level

There have been problems in the past when users would mistakenly enter wrong quantities which would result in an order being placed that contained very high dollar or quantity amounts. If an order surpasses distributor-defined maximum values, a message is displayed to the user to confirm they still want to place this order.