

REQUEST BY DATE = WHEN DO YOU NEED THE PARTS?



Please reference Shipping Options and Instructions when making Request By Date selection.

CONTACT DEALER



When you see the *CONTACT DEALER* message appear in the Availability screen, remove part with the Trash Can icon and contact the front counter for more information.

Reasons for the Contact Dealer message are; No availability, Indirect Replacement, Discontinued, Part number not set up in DBS.

Please note: Parts on CAT BACK ORDER or sourced OVERSEAS may not make need by date. For better service, please remove item from shopping cart and CONTACT DEALER.

PART MISSING PRICE?

Remove part from order with the Trash Can icon and contact the front counter for more information.

STILL NEED HELP?

Joe Junta - eCustomer Rep (510) 406-1273
jjunta@petersoncat.com

Erika Faieta - eCustomer Support Manager (510) 677-0397
elfaieta@petersoncat.com

Anita Emmons - Corp. Inventory Control
altorres@petersoncat.com

For faster service please leave as detailed a message as possible. If sending an email, please include screen shots. Thank you!

DROP BOX FEATURE NOW AVAILABLE

Do you frequently use our Drop Box or Will Call service? Tired of filling out the Ship To field for Drop Box and Will Call pick up? The Drop Box feature is now available in Parts.Cat.Com and PartStore. With a click on a drop down menu, let the system populate the fields for you. Please contact Joe Junta or Erika Faieta for more information.

UPS CUT OFFS

By request we have included the UPS Cut Offs for the Cat Depots. Cut Off times are subject to change.

DEPOT	1 DAY	2 DAY	3 DAY
SPK	2:00pm	4:00pm	4:00pm
DEN	2:00pm	2:00pm	2:00pm
DEL	2:30pm	10:45pm	10:45pm
MOR	3:00pm	11:00am	11:00am
YRK	12:30pm	12:30pm	12:30pm
ATD	2:00pm	12:30pm	12:30pm
WAC	2:00pm	2:00pm	1:30pm
CLA	1:30pm	12:30pm	12:30pm
MIA	12:30pm	12:30pm	12:30pm
STP	3:00pm	3:00pm	3:30pm

WILL CALL PICK UP

To help us provide better service, please add the following codes to your SAME DAY order.

- The code must be included in the header of the Ship To field and in the Notes.
- Please use the following format in the Ship To field.
- Please use the correct city and zip code for tax reasons. *
See Drop List for city / zip information. *

Code P1 - I will be there in 1 hour or less

Code P2 - I will be there in 2 - 3 hours

Code P3 - I will be there before closing time

Example:

Need by Date = **SAME DAY**

Option = **SEE INSTRUCTION**

Instruction = **WILL CALL TODAY***

- Parts must be "In Store" San Leandro for same day Will Call Orders.
- Parts not in San Leandro's inventory will default to IB 1 DAY SERVICE instructions.*

Shipping Options*	See Instruction
Shipping Instructions*	WILL CALL TODAY
Special Instructions	***P2***
	Parts past CAT CAL use UPS RED or Equal Service
	Cat back orders please email esd to
	john.doe@myequipment.com Thank you!

Need by Date = **NEXT BUSINESS DAY**

Option = **SEE INSTRUCTION**

Instruction = **IB 1 DAY SERVICE***

- Parts will source to San Leandro. Parts not in San Leandro will source to Peterson Network.
- Parts not in Peterson Network will source to CAT CAL.
- Parts sourced to CAT CAL will ride EMERGENCY SHUTTLE to San Leandro.
- Parts sourced to Peterson Network and CAT CAL will be available at 8 am for pick up.
- **Parts past CAT CAL will be sourced using UPS RED or equal service / LTL*. Freight charges may apply.**
- Parts sourced UPS will be available later in the day for pick up.

Shipping Options*	See Instruction
Shipping Instructions*	IB 1 Day Service
Special Instructions	Parts past CAT CAL use UPS RED or Equal Service
	Cat back order please email esd to
	john.doe@myequipment.com
	Please call when UPS arrives 555-555-5555

Need by Date = **2 BUSINESS DAYS (RUSH)**

Option = **SEE INSTRUCTION**

Instruction = **IB 2 DAY SERVICE***

- Parts will be STOCK ORDERED from CAT CAL.
- Parts sourced from CAT CAL will ride STOCK TRUCK to San Leandro.
- Parts sourced to Peterson Network and CAT CAL will be available at 8 am for pick up.
- **Parts past CAT CAL will be sourced using UPS BLUE or equal service / LTL*. Freight charges may apply.**
- Parts sourced UPS will be available later in the day for pick up.

Shipping Options*	See Instruction
Shipping Instructions*	IB 2 Day Service
Special Instructions	Parts past CAT CAL UPS BLUE / Equal Service
	Cat back order please email esd to
	john.doe@myequipment.com
	Please call when UPS arrives 555-555-5555

Need by Date = **3 BUSINESS DAYS (RUSH)**

Option = **SEE INSTRUCTION**

Instruction = **IB 3 DAY SERVICE***

- Parts will source to Peterson Network.
- Parts sourced from Peterson Network will ride Peterson Shuttle to San Leandro.
- Parts not in Peterson Network will source to CAT CAL.
- Parts will be STOCK ORDERED from CAT CAL.
- Parts sourced from CAT CAL will ride STOCK TRUCK to San Leandro.
- **Parts past CAT CAL will be sourced using UPS ORANGE or equal service / LTL*. Freight charges may apply.**
- Parts sourced UPS will be available later in the day for pick up.

Shipping Options*	See Instruction
Shipping Instructions*	IB 3 Day Service
Special Instructions	Parts past CAT CAL UPS ORANGE / Equal Service
	Cat back order please email esd to
	john.doe@myequipment.com
	Please call when UPS arrives 555-555-5555

Need By Date = **3 - 5 BUSINESS DAYS (RUSH)**

Option = **SEE INSTRUCTION**

Instruction = **IB SURFACE GROUND* Best used for items over 75 lbs***

- Parts will source to Peterson Network.
- Parts sourced from Peterson Network will ride Peterson Shuttle to San Leandro.
- Parts not in Peterson Network will source to CAT CAL.
- Parts will be STOCK ORDERED from CAT CAL.
- Parts sourced from CAT CAL will ride STOCK TRUCK to San Leandro.
- **Parts past CAT CAL will be sourced using LTL or equal service. Freight charges may apply.**
- Parts sourced UPS Ground / LTL we will contact you when ready for pick up.

Shipping Options*	See Instruction
Shipping Instructions*	IB Surface Ground
Special Instructions	Parts past CAT CAL LTL / Equal Service
	Cat back order please email esd to
	john.doe@myequipment.com
	Please call when LTL/UPS arrives 555-555-5555

Need by Date = **6 - 30 DAYS OR GREATER (NO RUSH)**

Option = **SEE INSTRUCTION**

Instruction = **IB STOCK ORDER FROM CAT***

- Parts will source to Peterson Network. Parts not available in Peterson network will be
- STOCK ORDERED to CAT CAL. Parts that cannot be sourced to CAT CAL
- will be STOCK ORDERED to other CAT depots in the USA if parts are available.
- ****Peterson reserves the right to EMERGENCY** order unsourced back order parts to expedite order.**
- Delivery dates will vary by CAT depot sourced.
- **LTL or equal service may be applied to back orders. Freight charges may apply.**
- Parts sourced LTL we will contact you when ready for pick up.

Shipping Options*	See Instruction
Shipping Instructions*	IB Stock Order From CAT
Special Instructions	Stock order all parts from CAT
	Cat back order please email esd to
	john.doe@myequipment.com
	Please call when parts are ready for pick up

DROP BOX SHIP TO FIELDS

To help us provide better service, please use the following format in your Ship Order Fields. Please use the correct city and zip code for tax reasons.* See Drop List for city / zip information.*

SHIP ORDER INFORMATION	
DEFAULT	
<input type="checkbox"/> Delivery Preference*	<input type="radio"/> Pick Up Order <input checked="" type="radio"/> Ship Order
Name*	MARINA DROP
Address 1*	MY EQUIPMENT COMPANY
Address 2	JOHN DOE 555-555-5555
City*	SAN LEANDRO
State/Province*	CA-California
Zip Code/Postal Code*	94577
	<small>For US address, please fill with complete ZIP Code.</small>
Country*	United States of America
Attention	
<input type="checkbox"/> Shipping Options*	DROP BOX
<input type="checkbox"/> Shipping Instructions*	IB 1 Day Service
<input type="checkbox"/> Special Instructions	Parts past CAT CAL UPS RED / Equal Service
	Cat back orders please email esd to
	john.doe@myequipment.com

HOW TO USE DATE / OPTION / INSTRUCTION / SPECIAL NOTES - DROP BOX - SAN LEANDRO COMBINATIONS

NOTE: ADD +1 DAY FOR DELIVERY TO DROPS FOR PARTS SOURCED TO PETERSON NETWORK, CAT CAL, AND UPS SHIPMENTS.

Need by Date = **NEXT DAY**

Option = **DROP BOX**

Instruction = **1B 1 DAY SERVICE***

- Parts will source to San Leandro.
- Parts not in San Leandro will source to Peterson Network.
- Parts not in Peterson Network will source to CAT CAL.
- Parts sourced to CAT CAL will ride EMERGENCY SHUTTLE to San Leandro.
- Parts sourced to San Leandro will be available at the drop next day.
- **Parts past CAT CAL will be sourced using UPS RED or equal service / LTL*. Freight charges may apply.**

Shipping Options*	DROP BOX
Shipping Instructions*	1B 1 Day Service
Special Instructions	Parts past CAT CAL UPS RED / Equal Service
	Cat back orders please email esd to
	johndoo@myequipment.com

Need by Date = **2 BUSINESS DAYS (RUSH)**

Option = **SEE INSTRUCTION**

Instruction = **IB 2 DAY SERVICE ***

- Parts will be STOCK ORDERED from CAT CAL.
- Parts sourced from CAT CAL will ride STOCK TRUCK to San Leandro.
- Parts sourced to San Leandro will be available at the drop next day.
- **Parts past CAT CAL will be sourced using UPS BLUE or equal service / LTL*. Freight charges may apply.**

Shipping Options*	DROP BOX
Shipping Instructions*	IB 2 Day Service
Special Instructions	Parts past CAT CAL UPS BLUE / Equal Service
	Cat back orders please email esd to
	johndoo@myequipment.com

Need by Date = **3 BUSINESS DAYS (RUSH)**

Option = **SEE INSTRUCTION**

Instruction = **IB 3 DAY SERVICE***

- Parts will source to Peterson Network.
- Parts sourced from Peterson Network will ride Peterson Shuttle to San Leandro.
- Parts not in Peterson Network will source to CAT CAL.
- Parts will be STOCK ORDERED from CAT CAL.
- Parts sourced from CAT CAL will ride STOCK TRUCK to San Leandro.
- Parts sourced to San Leandro will be available at the drop next day.
- **Parts past CAT CAL will be sourced using UPS ORANGE or equal service / LTL*. Freight charges may apply.**

Shipping Options*	DROP BOX
Shipping Instructions*	IB 3 Day Service
Special Instructions	Parts past CAT CAL UPS ORANGE/ Equal Service
	Cat back orders please email esd to
	johndoo@myequipment.com

Need By Date = **3 - 5 BUSINESS DAYS (RUSH)**

Option = **SEE INSTRUCTION**

Instruction = **IB SURFACE GROUND * Best used for items over 75 lbs ***

- Parts will source to Peterson Network.
- Parts sourced from Peterson Network will ride Peterson Shuttle to San Leandro.
- Parts not in Peterson Network will source to CAT CAL.
- Parts will be STOCK ORDERED from CAT CAL.
- Parts sourced from CAT CAL will ride STOCK TRUCK to San Leandro.
- Parts sourced to San Leandro will be available at the drop next day.
- **Parts past CAT CAL will be sourced using LTL or equal service. Freight charges may apply.**

Shipping Options*	DROP BOX
Shipping Instructions*	IB Surface Ground
Special Instructions	Parts past CAT CAL LTL / Equal Service
	Cat back orders please email esd to
	johndoo@myequipment.com

Need by Date = **6 - 30 DAYS OR GREATER (NO RUSH)**

Option = **SEE INSTRUCTION**

Instruction = **IB STOCK ORDER FROM CAT***

- Parts will source to Peterson Network. Parts not available in Peterson network will be
- STOCK ORDERED to CAT CAL. Parts that cannot be sourced to CAT CAL
- will be STOCK ORDERED to other CAT depots in the USA if parts are available.
- ****Peterson reserves the right to EMERGENCY ** order unsourced back order parts to expedite order.**
- Delivery dates will vary by CAT depot sourced.
- Parts sourced to San Leandro will be available at drop next day.
- **LTL or equal service may be applied to back orders. Freight charges may apply.**

Shipping Options*	DROP BOX
Shipping Instructions*	IB Stock Order From CAT
Special Instructions	Stock order all parts from CAT
	Cat back orders please email esd to
	johndoo@myequipment.com

INSIDE WILL CALL INFO	CITY	ZIP
SAN LEANDRO WILL CALL	SAN LEANDRO	94577
POWER WILL CALL	SAN LEANDRO	94577
CHICO WILL CALL	CHICO	95928
REDDING WILL CALL	REDDING	96003
FORTUNA WILL CALL	FORTUNA	95540
WILLITS WILL CALL	WILLITS	95490
SANTA ROSA WILL CALL	SANTA ROSA	95403
SAN MARTIN WILL CALL	SAN MARTIN	95046
WILLOWS WILL CALL	WILLOWS	95988

DROP BOX INFO	CITY	ZIP
ADIN DROP	ADIN	96006
ALTURAS DROP	ALTURAS	96101
ANTIOCH DROP	ANTIOCH	94509
ARCATA DROP	ARCATA	95521
BIEBER DROP	BIEBER	96009
BRENTWOOD DROP	BRENTWOOD	94513
BURNEY DROP	BURNEY	96013
SHASTA GREEN DROP	BURNEY	96013
CRISTICH DROP	CAMPBELL	95008
ORLAND DROP	CHICO	95928
CLOVERDALE DROP	CLOVERDALE	95425
CORNING DROP	CORNING	96021
CRESCENT CITY DROP	CRESCENT CITY	96021
HUMBOLDT DROP	EUREKA	95501
CORDELIA DROP	FAIRFIELD	94534
EEL RIVER DROP	FORTUNA	95540
GEYSERVILLE DROP	GEYSERVILLE	95441
OX MOUNTAIN DROP	HALF MOON BAY	94019
DRY CREEK DROP	HEALDSBURG	95448
LIVERMORE DROP	LIVERMORE	94550
LOWER LAKE DROP	LOWER LAKE	95457
MARTINEZ DROP	MARTINEZ	94553
BARTEL DROP	MCCLLOUD	96057
MCCLLOUD DROP	MCCLLOUD	96057
MOUNTAIN VIEW DROP	MOUNTAIN VIEW	94040
ALTUNA MINE DROP	MT SHASTA	96067
MT SHASTA DROP	MT SHASTA	96067
ORUGA DROP	NAPA	94558
IGNACIO DROP	NOVATO	94945
OROVILLE DROP	OROVILLE	95965
PETALUMA DROP	PETALUMA	94952
PLEASANTON DROP	PLEASANTON	94566
RED BLUFF DROP	RED BLUFF	96080
BUCKEYE DROP	REDDING	96003
GARBERVILLE DROP	REDWAY	95560
RICHMOND DROP	RICHMOND	94801
GUADALUPE DROP	SAN JOSE	95103
SAN JOSE DROP	SAN JOSE	95102
SNELL DROP	SAN JOSE	95101
MARINA DROP	SAN LEANDRO	94577
SYCAMORE DROP	SAN MARTIN	95046
SAN RAFAEL DROP	SAN RAFAEL	94901
SANTA CRUZ DROP	SANTA CRUZ	95010
PARKWAY DROP	SANTA ROSA	95403
ROHNERT PART DROP	SANTA ROSA	95407
SOUTH CITY DROP	SOUTH SAN FRANCISCO	94080
ST HELENA DROP	ST HELENA	94574
UKIAH DROP	UKIAH DROP	95482
WATSONVILLE GRANITE DROP	WATSONVILLE	95077
WATSONVILLE JUDD DROP	WATSONVILLE	95076
WEAVERVILLE DROP	WEAVERVILLE	96093
WEED DROP	WEED	96094
MENDOCINO DROP	WILLITS	94590
BIGFOOT DROP	WILLOW CREEK	95573
ARTOIS DROP	WILLOWS	95988
YREKA DROP	YREKA	96097