

REQUEST BY DATE - WHEN DO YOU NEED THE PARTS?

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

CONTACT DEALER

| AVAILABILITY |
|----------------|
| Contact Dealer |

When you see the CONTACT DEALER message appear in the or Partstore_Customer_Support@petersoncat.com in the Parts Availability screen, please click on the link to find out important information regarding this part. For better service, we suggest removing the part using the Trash Icon to avoid your order being delayed.

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.

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

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.

CAT DEPOT UPS CUT OFFS

| 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 |

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. *

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 EMERGENCY ORDER to CAT.
- Parts sourced to Peterson Network will be available at the drop next day.
- **Parts past SAN LEANDRO will be sourced using UPS RED or EQUAL SERVICE. Freight charges may apply.**

| | |
|------------------------|---|
| Shipping Options* | DROP BOX |
| Shipping Instructions* | IB 1 Day Service |
| Special Instructions | PARTS PAST SAN LEANDRO UPS RED OR EQUAL SERVICE |
| | THANK YOU |

Need by Date = 2 BUSINESS DAYS (RUSH)

Option = SEE INSTRUCTION

Instruction = IB 2 DAY SERVICE *

- Parts will source to San Leandro. Parts not in San Leandro will source to Peterson Network.
- Parts not in Peterson Network will EMERGENCY ORDER to CAT CAL.
- **Parts past CAT CAL will be sourced using UPS BLUE or EQUAL SERVICE. Freight charges may apply.**

| | |
|------------------------|--------------------------------------|
| Shipping Options* | DROP BOX |
| Shipping Instructions* | IB 2 Day Service |
| Special Instructions | PARTS PAST CAT CAL UPS BLUE OR EQUAL |
| | THANK YOU |

Need by Date = 3 BUSINESS DAYS (RUSH)

Option = SEE INSTRUCTION

Instruction = IB 3 DAY SERVICE*

- Parts will be STOCK ORDERED from CAT CAL.
- Parts not sourced to CAT CAL will search Peterson Network.
- **Parts beyond CAT CAL will be sourced using UPS Orange or Equal Service. Freight charges may apply.**

| | |
|------------------------|---|
| Shipping Options* | DROP BOX |
| Shipping Instructions* | IB 3 Day Service |
| Special Instructions | PARTS PAST CAT CAL / PETERSON UPS ORANGE OR |
| | EQUAL SERVICE. THANK YOU |

Need By Date = 4 - 5 BUSINESS DAYS (RUSH)

Option = SEE INSTRUCTION

Instruction = IB SURFACE GROUND *

- Parts will source to Peterson Network.
- Parts not in Peterson Network will STOCK ORDER to CAT CAL.
- **Parts beyond CAT CAL will be sourced using UPS Ground or Equal Service. Freight charges may apply.**

| | |
|------------------------|---|
| Shipping Options* | DROP BOX |
| Shipping Instructions* | IB Surface Ground |
| Special Instructions | PARTS PAST CAT CAL / PETERSON UPS GROUND OR |
| | EQUAL SERVICE. THANK YOU |

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.**

| | |
|------------------------|-------------------------------------|
| 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 |
| | johnndoe@myequipment.com |

HOW TO USE DATE / OPTION / INSTRUCTION / SPECIAL NOTES - WILL CALL SANTA ROSA STORE

- 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. *

| | |
|---|---|
| SHIP ORDER INFORMATION | |
| DEFAULT | |
| <input type="checkbox"/> Delivery Preference* | <input type="radio"/> Pick Up Order <input checked="" type="radio"/> Ship Order |
| Name* | SANTA ROSA WILL CALL |
| Address 1* | MY EQUIPMENT COMPANY |
| Address 2 | ATTN JOHN DOE 555-555-5555 |
| City* | SANTA ROSA |
| State/Province* | CA-California |
| Zip Code/Postal Code * | 95403 |
| For US address, please fill with complete ZIP Code. | |
| Country* | United States of America |
| Attention | |
| <input type="checkbox"/> Shipping Options* | See Instruction |
| <input type="checkbox"/> Shipping Instructions* | WILL CALL TODAY |
| <input type="checkbox"/> Special Instructions | PARTS PAST SAN LEANDRO UPS RED OR EQUAL |
| | THANK YOU |

Need by Date = SAME DAY
Option = SEE INSTRUCTION
Instruction = WILL CALL TODAY*

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

| | |
|------------------------|---|
| Shipping Options* | See Instruction |
| Shipping Instructions* | WILL CALL TODAY |
| Special Instructions | PARTS PAST SAN LEANDRO UPS RED OR EQUAL |
| | 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 EMERGENCY ORDER to CAT.
- Parts sourced to Peterson Network will be available at 8 am for pick up.
- **Parts past SAN LEANDRO will be sourced using UPS RED or EQUAL SERVICE.**

| | |
|------------------------|---|
| Shipping Options* | See Instruction |
| Shipping Instructions* | IB 1 Day Service |
| Special Instructions | PARTS PAST SAN LEANDRO UPS RED OR EQUAL |
| | THANK YOU |

Need by Date = 2 BUSINESS DAYS (RUSH)
Option = SEE INSTRUCTION
Instruction = IB 2 DAY SERVICE *

- Parts will source to San Leandro. Parts not in San Leandro will source to Peterson Network.
- Parts not in Peterson Network will EMERGENCY ORDER to CAT CAL.
- **Parts past CAT CAL will be sourced using UPS BLUE or EQUAL SERVICE. Freight charges may apply.**

| | |
|------------------------|---|
| Shipping Options* | See Instruction |
| Shipping Instructions* | IB 2 Day Service |
| Special Instructions | PARTS PAST CAT CAL / PETERSON UPS BLUE OR |
| | EQUAL SERVICE |
| | THANK YOU |

Need by Date = 3 BUSINESS DAYS (RUSH)
Option = SEE INSTRUCTION
Instruction = IB 3 DAY SERVICE*

- Parts will be STOCK ORDERED from CAT CAL.
- Parts not sourced to CAT CAL will search Peterson Network.
- **Parts beyond CAT CAL will be sourced using UPS Orange or Equal Service. Freight charges may apply.**

| | |
|------------------------|---|
| Shipping Options* | See Instruction |
| Shipping Instructions* | IB 3 Day Service |
| Special Instructions | PARTS PAST CAT CAL / PETERSON UPS ORANGE OR |
| | EQUAL SERVICE |
| | THANK YOU |

Need By Date = 4 - 5 BUSINESS DAYS (RUSH)
Option = SEE INSTRUCTION
Instruction = IB SURFACE GROUND

- Parts will source to Peterson Network.
- Parts not in Peterson Network will STOCK ORDER to CAT CAL.
- **Parts beyond CAT CAL will be sourced using UPS Ground or Equal Service. Freight charges may apply.**

| | |
|------------------------|---|
| Shipping Options* | See Instruction |
| Shipping Instructions* | IB Surface Ground |
| Special Instructions | PARTS PAST CAT CAL / PETERSON UPS GROUND OR |
| | EQUAL SERVICE |
| | THANK YOU |

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.**

| | |
|------------------------|--|
| 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 |

| 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 |
| HUMBODLT 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 | MCCLOUD | 96057 |
| MCCLOUD DROP | MCCLOUD | 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 |