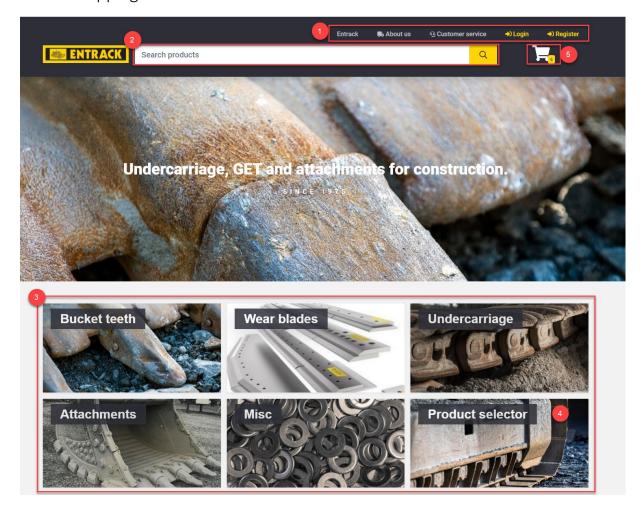
Web shop manual - customer



Overview

- 1. Menus
 - Entrack starting page
 - o About us History and overview over Entrack as a company
 - o Customer service supporting documentation
 - o Login login to the web shop
 - o Register register a new account
- 2. Product search by description or product number (plus cross reference if you are logged in)
- 3. Product search/filtering by product categories
- 4. Product search of undercarriage products via a product selector using make and model of the specific machine/equipment
- 5. Shopping cart



Web shop manual - customer

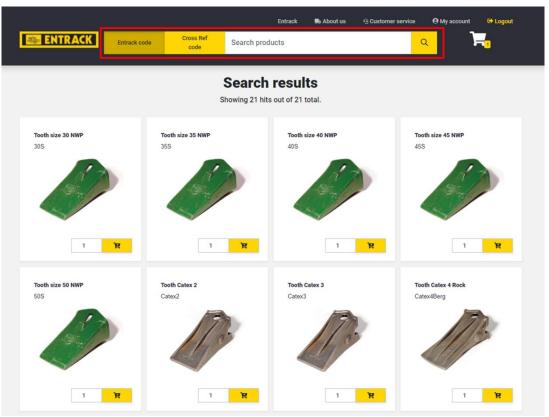


Register an account

- o A new account is requested via the Register option
- When a new account has been requested, Entrack will process the request and might get back to you with questions, otherwise the next step is that you will receive an email from us with your login details

Product search

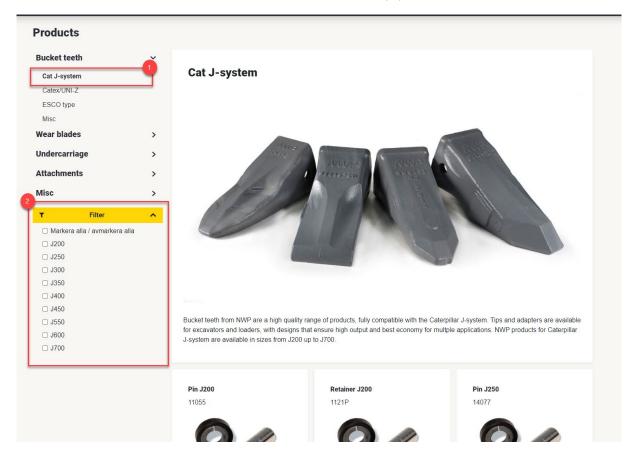
- Products can be searched in different ways, using the different options on the website;
 - o Via general search bar (2)
 - Via product group(s) (3)
 - Via product selector (4)
- Search bar by description, Entrack product number or different cross reference numbers, e.g. OEM codes. Select if you are searching for Entrack product code or a cross reference number. Add more search words to limit the search if needed







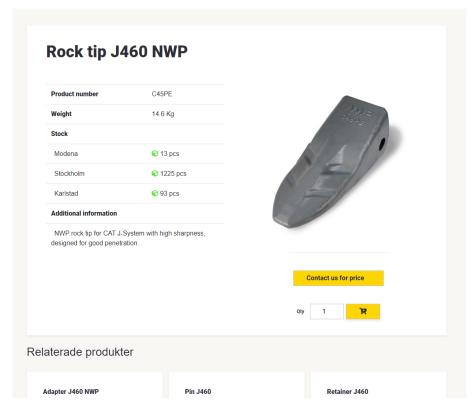
- o **Product group search** select the product group (bucket teeth, wear blades, undercarriage, attachments or misc) and thereafter the needed subproduct group (e.g. Cat J-system) (1)
 - o You can use additional filters if needed (2)



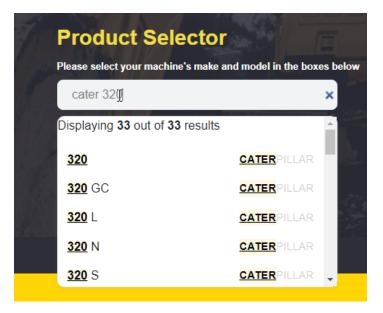
o When you have selected a product, you get to a detailed page where you see more detailed information of the product including the stock levels at selected warehouses and your price.





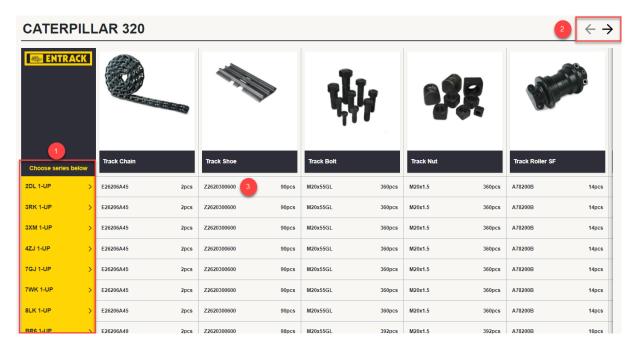


- o Search of undercarriage products via **Product selector**
 - Start by typing the make and model of your machine to filter all products related to that make and model
 - o Next, use the appropriate serial number range of your machine to find which row in the table you should look at (1)
 - If needed, use the arrows to move between the different product groups (2)
 - o Finally select the product you need (3)

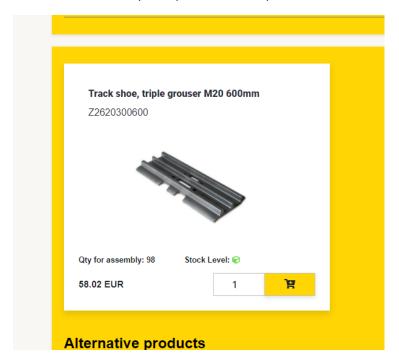








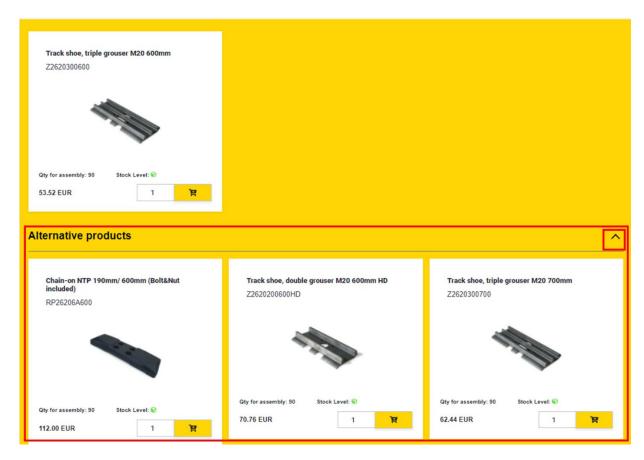
o When selecting the product, you will be able to see details of the products, qty needed for assembly, the stock level of that specific product as well as your price of the product



o If there are accessories or alternative products they are displayed under Accessories or Alternative products







Placing an order

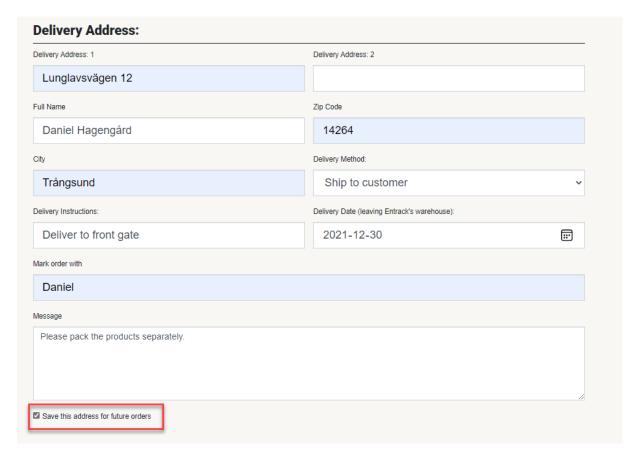
- Select the products that you want to buy, then select the Shopping cart and process with the purchase.
- Via the Shopping cart you will get an overview over the products you have selected and their prices, and you will be able to adjust the quantities or remove unwanted products
- Next step is to select an existing delivery address or enter a new one plus delivery method (if picking up at warehouse or if Entrack should ship the products directly to you).
- After the order has been sent, Entrack will process the order and might get back to you with questions. Otherwise you will receive an order confirmation from Entrack.

Delivery addresses

o The delivery address(es) is entered at time of ordering. The delivery address can be saved for future usage by ticking the Save this address for future orders tick box







o The saved delivery addresses can be updated/removed via My account

My account

- Via My account you will be able to get an overview over;
 - o your placed web orders
 - o company information
 - o delivery addresses
 - o and have the possibility to change your password