# PartWorks Website User Guide

This guide offers a step-by-step walkthrough to help you complete your parts order on our website, <u>https://partworks.assetworks.com</u>

### Log-In/Create an Account

AssetWORKS		<b>Part</b> W <b>o</b> rks
	Login	
	Email:	
	EMAIL ADDRESS	
	Password:	
	PASSWORD	
	LOGIN	

After visiting <u>https://partworks.assetworks.com</u>, all new users must first create an account. To do so, click on the "Create Your Account" link underneath the "Log In" section.

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	Cro	eate Your Account	
First Name:		Last Name:	
FIRST NAME		LAST NAME	
Email		Confirm Email	
EMAIL ADDRESS		CONFIRM EMAIL ADDRESS	
Password ( Password Requirements)		Confirm	
PASSWORD		RETYPE PASSWORD	
Primary Phone		Secondary Phone	
PRIMARY PHONE		SECONDARY PHONE	
Organization (Don't see your organization in th	is list? PLEASE CLICK HERE)		
Select Organization			Ŧ
Shipping Address			
STREET ADDRESS		ADDRESS2 (OPTIONAL)	
City	State / Province	Country	Postal Code:
CITY	SELECT STATE	• USA	▼ ZIP CODE
		Register	
	FORGOT PASSWORD		BACK TO LOGIN

Complete the required fields in order to create your account for the PartWorks ordering website. Once you have entered all the required information, click "Register" to confirm your settings. This information can be updated at any time by clicking Your Settings at the top right of the page after logging in.

**Email** – the email address entered here will be the email address that will receive a confirmation email at the conclusion of your order. This email address will also be the one used to log into your account.



AssetWQRKS		<b>Part</b> Works
	Login Email: Jane doe@assetworks.com Password: LOGIN FORGOT PASSWORD CREATE YOUR ACCOUNT	
ABOUT ASSETWORKS At AssetWorks, we understand that managing assets can be a challenge, With over 35 years of experience and more than 1,000 customers in public and private industries, AssetWorks is a leader in understanding and developing solutions for these challenges-from increasing efficiency and improving data transparency to reducing overall costs.	Additional Resources	CONTACT US US and Canadian customers please click to view AssetWorks contact information.
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Once your registration is approved, enter the Email address and User Password that you submitted when you created your account to log onto the PartWorks ordering website. You will then be taken to the "Storefront or Home Page.

# "Storefront" – Home Page

AssetWORKS				PartWorks
The Store Front Resources -				Jane's Settings 🛛 Contact Us 🛛 💘
cent Purchases Devices unting Hardware nger Accessories	<b>Ç</b>	Coronavirus Update As steps are taken globally to try to control the further spor shortages of hardware may occur. While there are not cur situation can change at any time. The possibility of mande have a direct impact on shipping turnelines, we are taking appreciate your patience and understanding as we all navi and well-being of our team members as we continue to do	and of the virus, please be aware that delays and ently any planned closures for our warehouse, the ted closures and quarantiles are real and could every step to minimize the inconventiones, and gate this situation. AssertWorks prioritizes the health stey monitor the situation.	
	Search Results	•	Product Sort: Product Name	
			1	Ø
	Ranger 4.3 J-Bus Pigtail 4-CAS-DB15RNG427-51	OBDII Streamer 6-PCA-OBDCONV0-03	OBDII "Y" Cable For 4-CAS-OBDIIYCBL0-00	9 Pin Heavy Duty Y Cable 4-CAS-J1708HDY9P-00-A
		1	~	

**Your Account** – click on your Settings to edit your account settings at any time. This will also allow you to add/update your address and phone number, review your order history, and logout of your account.

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## "Storefront" – Home Page

### Configuring your Parts Order



On this page, you will see a list of categories on the left containing parts available for purchase within your product line. If your company purchases parts from different product lines (i.e FuelFocus and FSS), you will see more categories on the left. You will need to click on category to access the products within that group. In the event that you do not immediately see the part you are looking for; you may use the search feature at the top of the page to find the part according to description or part number. You may enter all or part of this information to search the catalog.



Once you locate the part(s) you need to order, click on the description to go to the product page for that item.

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Enter the quantity and click on "add to cart." You will repeat this process for each part needed.

If you are replacing a part under warranty, enter the quantity and then check the little box next to 'Warranty Order." This will process your order as a warranty at no cost and an email with an RMA form will be sent to you after completing and submitting your order. Please note, this is only for use when a part has been approved for return by AssetWorks support personnel.

### Viewing and Verifying Your Cart Order



**Cart** – each part chosen from the Hardware Catalog should now appear in your cart. When you have added all the parts you need to your cart, please review your cart summary by clicking on the "Cart" icon on the top right of the page to proceed. You can remove parts from your cart at any time during your order by clicking Delete Item under the part you want to remove. Please verify that the correct items are being ordered. Once the order is correct and complete, click "Proceed to Checkout".



### **Confirm Checkout**

### Checkout

#### Shipping Address (Choose Other)

Jane Doe 123 Main Street Anytown PA 12345 USA

#### **Choose Shipping Method**

Standard

#### **Choose Payment Method**

Bill to Company

#### Additional Payment Info

PO NUMBER

Notes

NOTES: [If cart includes warranty items, please include serial number(s) and/or Zendesk Ticket Number]

#### Optional - Upload Purchase Order (PDF)

Select PDF to upload (Max file size 4 MB)

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#### Promotional Code (if applicable)

ENTER PROMOTIONAL CODE

Proceed to Order Confirmation 🔿

Complete the required shipping information to ensure that your parts order is accurately processed.

**Shipping Address** – if the displayed address is not where you want the parts shipped, click on "Choose Other" to select another address from your address book or to add a new address. You can add and manage addresses from your settings at any time.

**Shipping Method** – standard, two-day or overnight options are available to select, with actual shipping charges to be added to final invoice.

Payment Method – all orders will be billed by invoice after shipment is completed.

**Additional Info** – Please enter a PO number in this field for the order to be processed. If you are not using a PO, you may enter leave this field blank. Please use the "Notes" to include any information related to shipping instructions or any other pertinent information.



Click to Validate

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# **Review and Confirm Your Order Details**

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The Store Front Resources -			
	Review Order		
Shipping Address Jane Doe		Shipping Method Standard	
123 Main Street Anytown PA 12345 USA		Payment Method Bill to Company	
I have read and accept Terms & Condition	S.		
* Note to Field Service Solutions (FSS) Cus	tomers: Shipping costs will be added to final invoice. (what's this mean?)		
Purchase Items			
Qty Product	Unit	t Price	Total
1 Ranger 4.3 J-Bus Pigtail	\$27.		\$27.00
	Subt	ototal:	\$27.00
	Tax:		0
	ars⊓ Tota	al:	\$27.00
	PLACE ORDER		

Check to make sure that your order summary is accurate. If so, please check the box to accept our terms, and then click on "Place Order". You will receive a confirmation email with the order details.

### "Resources" Tab



Use the "Resources" tab to access helpful information, such as installation manuals and software updates. There are also links to current AssetWorks blogs and articles.

For questions, problems or other information regarding the PartWorks website, please contact AssetWorks at <u>fss.support@assetworks.com</u> or 403.777.3760 ext. 2

