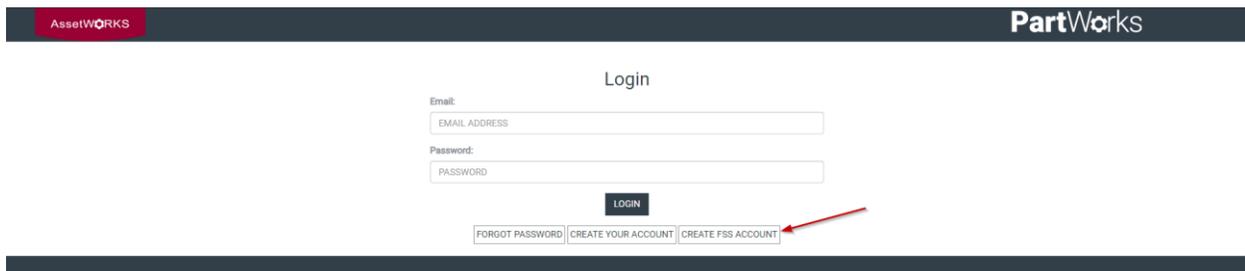


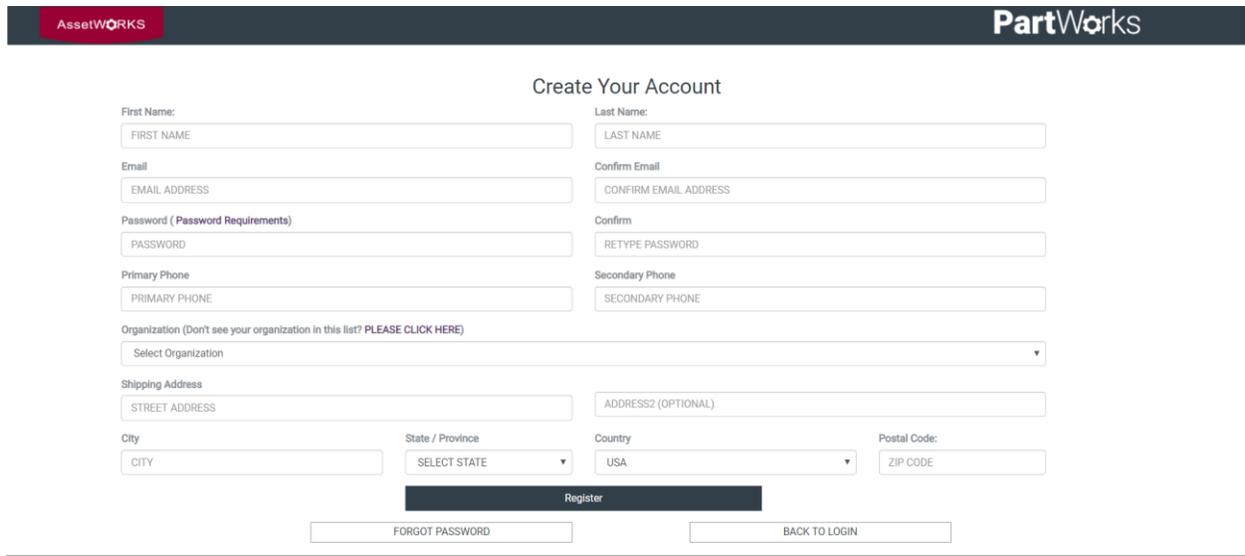
PartWorks Website User Guide

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

Log-In/Create an Account

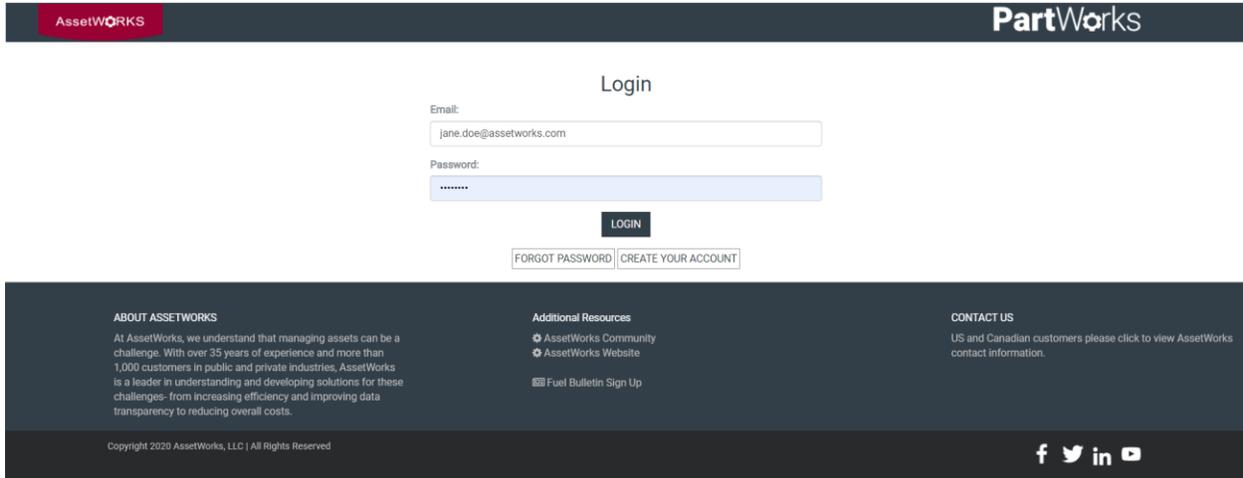


After visiting <https://partworks.assetworks.com>, all new users must first create an account. To do so, click on the “Create Your Account” link underneath the “Log In” section.



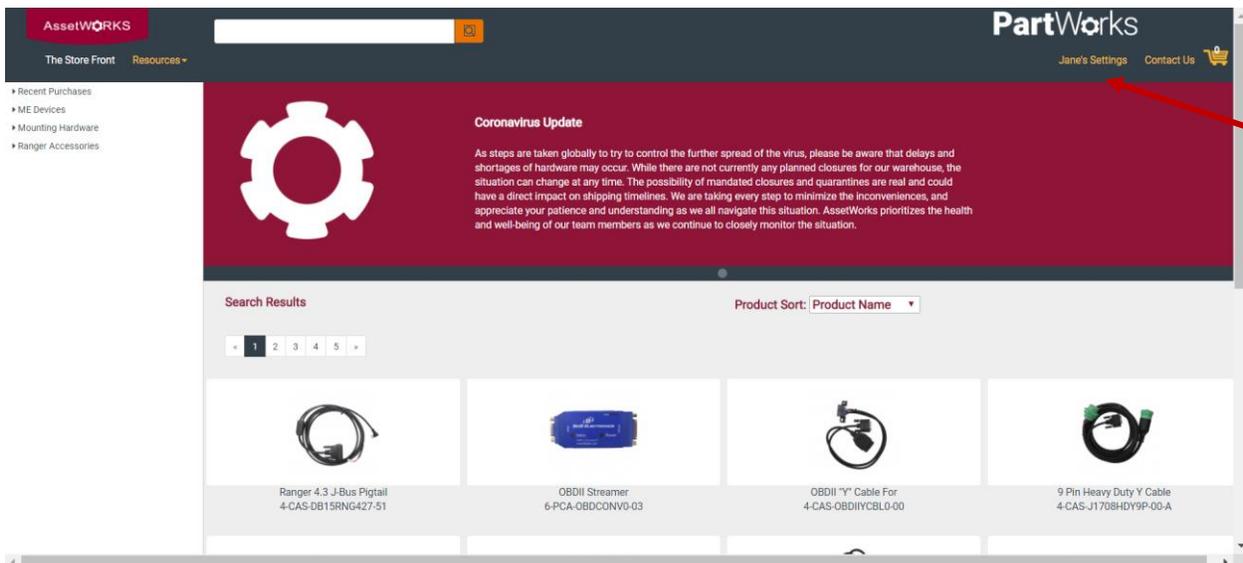
Complete the required fields in order to create your account for the PartWorks ordering website. Once you have entered all the required information, click “Register” to confirm your settings. This information can be updated at any time by clicking Your Settings at the top right of the page after logging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



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.

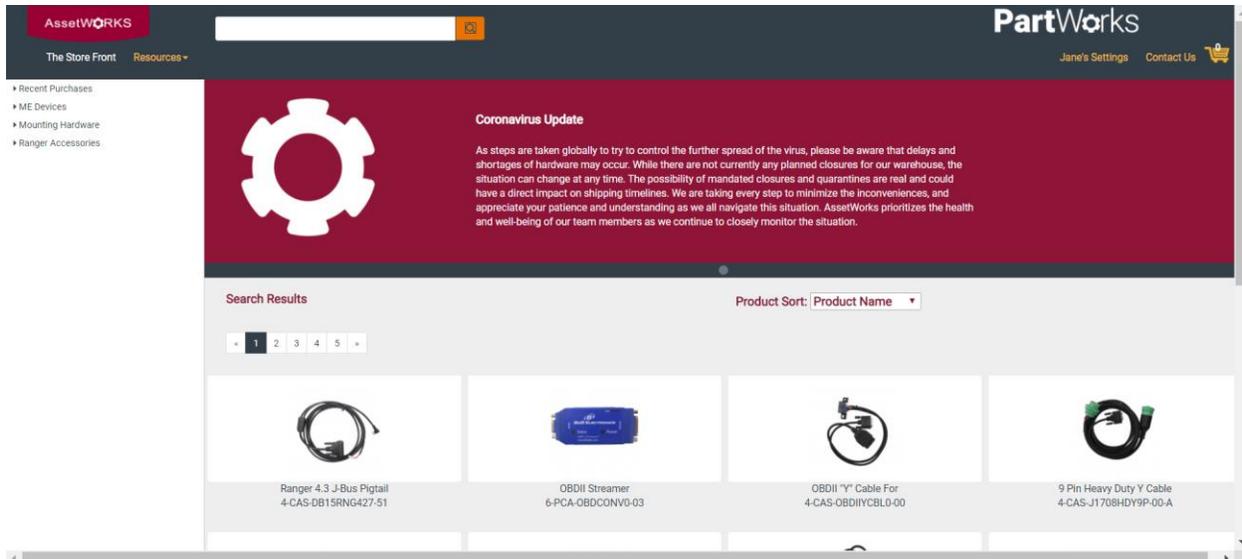
“Storefront” – Home Page



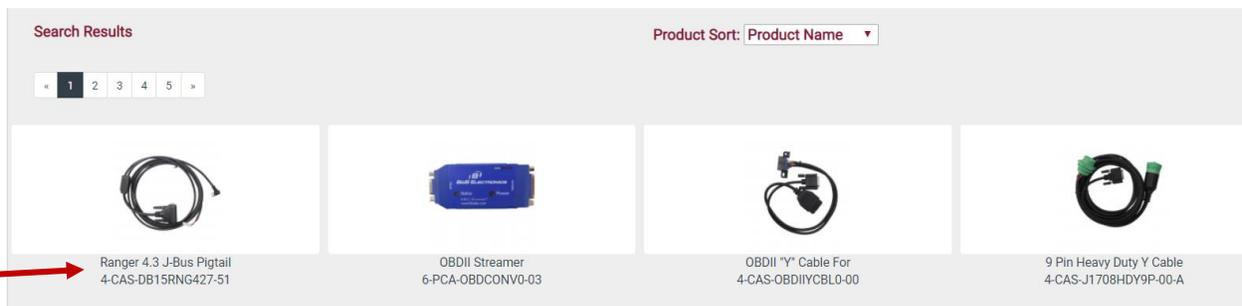
Your Account – click on your Settings to edit your account settings at any time. This will also allow you to add/update your address and phone number, review your order history, and logout of your account.

“Storefront” – Home Page

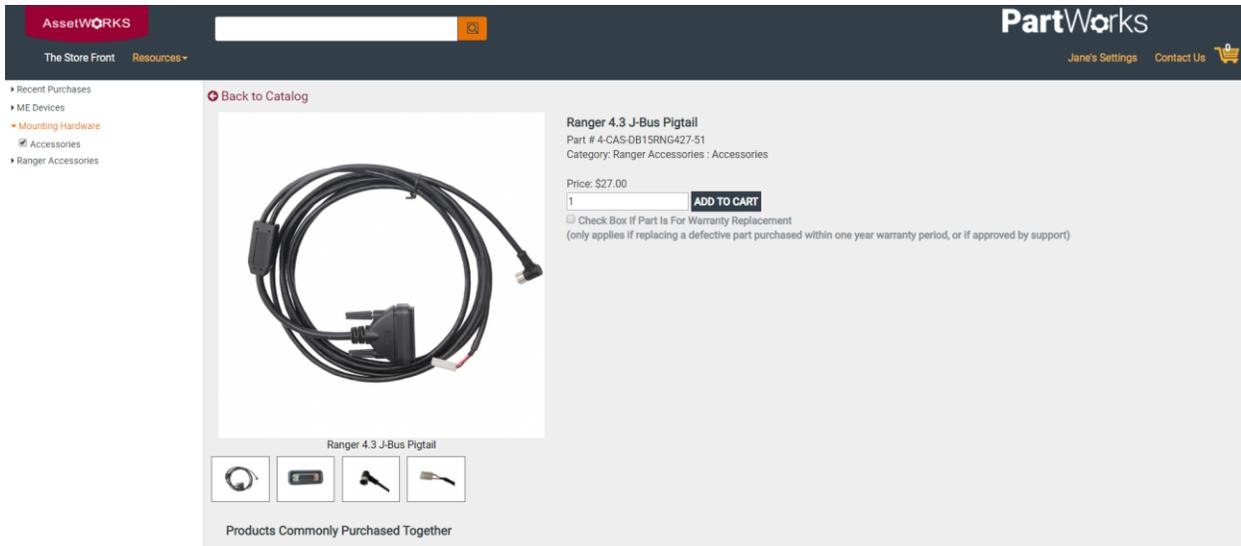
Configuring your Parts Order



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.



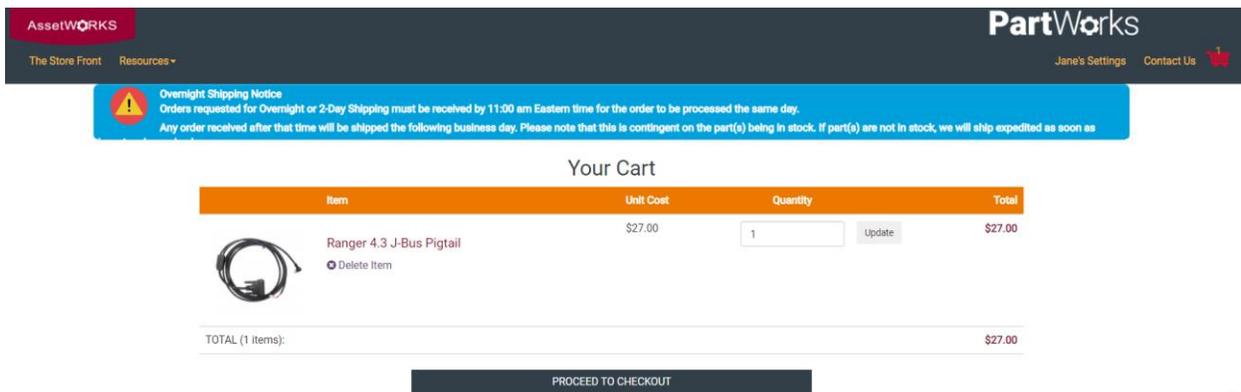
Once you locate the part(s) you need to order, click on the description to go to the product page for that item.



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)

Choose File No file chosen

Promotional Code (if applicable)

ENTER PROMOTIONAL CODE

Click to Validate

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.

Review and Confirm Your Order Details

AssetWORKS

The Store Front Resources

Review Order

Shipping Address
Jane Doe
123 Main Street
Anytown PA 12345
USA

I have read and accept [Terms & Conditions](#).

* Note to Field Service Solutions (FSS) Customers: Shipping costs will be added to final invoice. (what's this mean?)

Shipping Method
Standard

Payment Method
Bill to Company

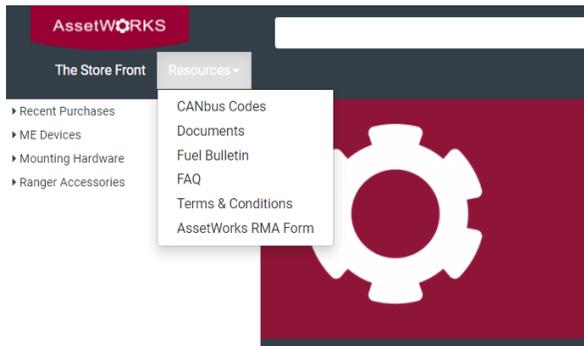
Purchase Items

Qty	Product	Unit Price	Total
1	Ranger 4.3 J-Bus Pigtail	\$27.00	\$27.00
Subtotal:			\$27.00
Tax:			0
*Shipping:			0
Total:			\$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 fss.support@assetworks.com or 403.777.3760 ext. 2