

Placing an Order

Objectives

- This guide will explain how to order a media product and/or subscription.

Instructions

Step 1: Navigate to the "Product Search" Page

1. Select the "Service Software Product Search" tab on the top left side of the page.



Step 2: Search for a Product

1. Search by Media Number.
2. Search by Disc Type.

The screenshot shows the "Service Software Product Search" form. The title "Service Software Product Search" is at the top. Below the title, there are two search options: "Search by Media Number" and "Disc Type". The "Search by Media Number" field contains the text "RMR9000". Below this field is the word "OR". The "Disc Type" field is a dropdown menu with the text "Select Disc Type" and a downward arrow. To the right of the dropdown menu is a "Search" button. The "Search" button is highlighted with a blue border.

The screenshot shows the "Disc Type" dropdown menu. The dropdown menu is open, showing the following options: "Select Disc Type", "Select Disc Type", "SIS Network", "Cat ET", and "SIS DVD". The "Select Disc Type" option is highlighted in blue.

Step 3: Add Product to Cart

1. Find the Product you want to add to the cart.
2. Input the quantity you want to order.
3. Select the “Add to Cart” link on the right side of the page.

Media Number	Media Title	Mail Code	Retail Price	Frequency	Status	Quantity	
<input type="text" value="Media #"/>	<input type="text" value="Media Description"/>	<input type="text" value="Mail Code"/>	\$0.00	<input type="text" value="# of Updates per year"/>	Available	<input type="text" value="1"/>	<input type="button" value="Add To Cart"/>

Step 4: Shopping Cart

1. You can access the Shopping Cart from any page in the system by select the Shopping Cart icon on the top left side of the system.



2. Options:
 - a. Continue Shopping.
 - i. Click the “Continue Shopping” link on the bottom left side of the page.
 - ii. This will take you back to the Product Search page.
 - b. Remove the item.
 - i. Click the “Remove” link on the far right side of the page.
 - c. Edit Quantity.
 - i. Click the “Edit Quantity” link on the right side of the page.
 - ii. Input the quantity you would like.
 - iii. Click the “Update” link on the right side of the page.
3. Verify that the Shopping Cart information is correct.
 - a. Select the “Check Out” link on the bottom right side of the page.

Shopping Cart				
Item#	Items	Quantity		
01	Media Number: <input type="text" value="Media #"/> Media Title: <input type="text" value="Media Description"/> Mail Code: <input type="text" value="Mail Code"/> Disc Type: <input type="text" value="Type"/> Frequency: <input type="text" value="# of Updates per year"/> Status: Available	1	<input type="button" value="Edit Quantity"/>	<input type="button" value="Remove"/>
<input type="button" value="Continue Shopping"/>		<input type="button" value="Check Out"/>		

Item#	Items	Quantity	
01	Media Number: <input type="text" value="Media #"/>	1	Update Cancel
	Media Title: <input type="text" value="Media Description"/>		
	Mail Code: <input type="text" value="Mail Code"/>		
	Disc Type: <input type="text" value="Type"/>		
	Frequency: <input type="text" value="# of Updates per year"/>		
	Status: Available		

Step 5: Shipping Address Information

1. Options:
 - a. Select an Existing Dealer Position from the drop down.
 - i. List is in order by Dealer Position Number.
 - b. Create a New Dealer Position.
 - i. Input Company, Attention, & Street Address information.
 - ii. Click the "Save" button at the bottom of the page.
2. Select the "Continue" button at the bottom of the page.

Shipping Information

Dealer Position:

[New Dealer Position](#)

Shipping Information

Dealer Position:

Select

Select

Dealer Position ==== Company Name ==== Attention Name

Add/Edit Dealer Position

Fields marked with an asterisk (*) are required.

* Dealer

Dealer Position

* Company

* Attention

* Address 1

Address 2

Address 3

Address 4

* City

* Country

State/Province

* Postal Code

* Phone

Extension

Fax

Status Active Inactive

Step 6: Shipping Carrier Options

1. If you have a Third Party Account, you will have the option to use it here.
 - a. Choose "No" for the Use Third Party Account section.
 - i. Choose the Carrier & Shipping Method.
 1. Carrier must be selected first to populate the shipping method options.
 - ii. Select "Get Ship Charge" if you want.
 - b. Choose "Yes" for the Use Third Party Account section.
 - i. Choose the Third Party Account & Shipping Method.
 1. Carrier must be selected first to populate the shipping method options.
 - ii. Select "Get Ship Charge" if you want.
2. If you do ***not*** have a Third Party Account, you will only see the options for carrier selection.
 - a. Choose the Carrier & Shipping Method.
 - i. Carrier must be selected first to populate the shipping method options.

- b. Select "Get Ship Charge" if you want.
- 3. If you need to go back to the Shipping Address page, click the "Back" button on the bottom left side of the page.
- 4. Click the "Continue" button on the bottom right side of the page.

Third Party Account -- NO

Shipping Options

Use Third Party Account? Yes No

Third Party Account:

Shipping Method:

Carrier:

Shipping Method:

Get Ship Charge

<< Back Continue >>

Third Party Account -- YES

Shipping Options

Use Third Party Account? Yes No

Third Party Account:

Shipping Method:

<< Back Continue >>

Standard Setup – No Third Party Account

Shipping Options

Carrier:

Shipping Method:

Get Ship Charge

<< Back Continue >>

Step 7: Accept Tax Terms & Conditions

1. You can choose to go back to the Shipping page by clicking the “Back” button on the bottom left side of the page.
2. Select the “I Accept” radio button.
 - a. Selecting the “I Decline” radio button will not allow you to continue with the order.
3. Select the “Continue” button on the bottom right side of the page.

Tax Terms and Conditions

Please review the tax terms and conditions below and select the 'I accept' button. You must accept these terms and conditions before proceeding with your order.

Orders Subject to Sales Tax

Companies selling over the Internet are subject to the same sales tax collection requirements as any other retailer in the US. Each online merchant may have different sales tax collection obligations depending on the location of their operations. Remote sellers are generally required to collect taxes where they have a physical selling presence. If they do not have any such presence, they are not required to collect sales taxes.

Midland Information Resources Company (Midland) does not collect sales or use taxes in all states. Only items sold by Midland and shipped to destinations in the states of Illinois, Iowa, Minnesota, or Nebraska are subject to sales tax at this time.

For other states imposing sales or use taxes, your purchase may be subject to use tax unless it is specifically exempt from taxation. Your purchase is not exempt merely because it is made over the Internet or by other remote means.

Typically, the amount of tax charged by an online merchant depends upon many factors, including the identity of the seller, the type of item purchased, and the destination of the shipment.

Sales Taxes Calculated

If an item is subject to sales tax in the state to which the order is shipped, tax is generally calculated on the total selling price of each individual item. There are certain items or types of charges on an order that may not be subject to tax in the state where the order is being shipped (i.e. some states exempt shipping charges from tax).

The tax rate applied to your order will generally be the combined state and local rate for the address where your order is being shipped. Therefore, the sales tax rate applied to your order may vary from one ship location to another for the very same items. Midland obtains its sales tax rates from a leading tax rate service provider.

Note that many factors can change between the time you place an order and the time of your credit card charge authorization or when your invoice is generated which could affect the calculation of sales taxes. The amount appearing on your order as Estimated Tax may differ from the sales taxes ultimately charged.

For example, state tax law changes may occur between the time of your order placement and the date of your actual order shipment/sales invoice that could result in an increase or decrease in taxes charged.

I accept I decline

Step 8: Order Summary

1. Select the “Modify Order” link on the bottom left side of the page to go to your Shopping Cart.
2. Input any “Comments” you want in the Comments Box.
 - a. Comments are only visible within the system and are for your reference only.
 - b. These are ***not*** sent through to Distribution.
3. Input any additional email addresses you want the Order Confirmation sent to.

Service Software Product Ordering System (SSPOS)

- a. No limit on the number of email addresses you input.
 - b. The person logged into the system will get a confirmation email automatically without inputting the email address in this section. This is for additional email addresses only.
4. Select your Payment Method from the drop down.
- a. Purchase Order → Input a PO Number
 - i. You create this in your own system and put the number here. When we bill you for shipping, we will reference this PO# on the invoice for your reference.
 - ii. Shipping costs are charged when the item ships and will come through on your Dealership's bi-monthly invoice from Midland.
 - b. Credit Card → Input credit card information
 - i. VISA & MasterCard
 - ii. Shipping costs will be charged directly to your credit card when the item ships.
5. Review your information.
6. Click the "Submit Order" button on the bottom right side of the page.
- a. **Be careful! There is no confirmation box.**
 - b. Once you click "Submit Order" you can't go back.

Order Summary

Item#	Items	Quantity
01	Media Number: <input type="text"/> Media Title: <input type="text"/> Mail Code: <input type="text"/> Disc Type: <input type="text"/> Frequency: <input type="text"/> Status: Available	<input type="text"/>

Shipping Address:

Dealer Position:
Company:
Attention:
Address 1:
Address 2:
Address 3:
Address 4:
City:
Country:
State/Province:
Postal Code:
Phone Number:

Carrier:
Ship Method:
Third Party Shipping Account:
Estimated Ship Charge:
Ship Charge Tax:
Total Ship Charge:

* Payment Method:

Comments:

Send order confirmation email to:

Separate email addresses by a comma (,)

Payment Method Selection

* Payment Method:

- Purchase Order
- Visa
- Mastercard

Purchase Order

* Payment Method:

* PO Number:

VISA

* Payment Method:

* Credit Card:

* Expiration:

* Verification Code:

Billing Information

* First Name:

* Last Name:

* Address:

* City:

* Country:

State:

* Postal Code:

* Email:

MasterCard

* Payment Method:

* Credit Card:

* Expiration:

* Verification Code:

Billing Information

* First Name:

* Last Name:

* Address:

* City:

* Country:

State:

* Postal Code:

* Email:

Step 9: Order Confirmation

4. The system will take you to the Order Confirmation page with the Order #.
5. The system will automatically send you a confirmation email

System

Order Confirmation

Thank you! We received your order. Please note your order number is **28422**

Email

Caterpillar SIS Ordering Site - Confirmation of Order 28422

Summary of Order 28422

Item#	Items	Quantity
01	Media Number: CDVN0001 Media Title: Customer SIS Network Software (Includes All Product Data Disks) Mail Code: 1527 Disc Type: SIS Network Frequency: Monthly Status: Available	1

Shipping Address:

Dealer Position: D242-00748

Company: NOBLE DRILLING

Attention: KEVIN MILLER

Address 1: 13135 S DIARY ASHFORD STE 800

Address 2:

Address 3:

Address 4:

City: SUGERLAND

Country: UNITED STATES

State/Province: TX

Postal Code: 77478

Phone Number: 309-494-5360

Carrier: UPS

Ship Method: UPS Ground

Third Party Shipping Account: 542354

Estimated Ship Charge: \$8.79

Ship Charge Tax: \$0.00

Total Ship Charge: \$8.79

Payment Method: Purchase Order

Comments:

PO Number: TEST1234

Please do not reply to this email. For additional information about this site or your order, please visit the Contact Us section of the website to determine where to go for help.

Contact Us

If you need assistance or have any questions, please contact the TIAS Inbox:

Technical_Information_Access_Solutions@cat.com