1. How do I place an **EMERGENCY** order for a part that I want to pick up at a **branch store**?

   (1) Select “Pick Up In Store”. [The Pickup Method and Pickup Instructions will default to “WILL CALL”, and the Store Address will confirm the location for the current order.]

   (2) Enter any Special Instructions in the field on the right, if necessary.

2. How do I place an **ECONOMY** order for a part that I want to pick up at a **branch store**?

   (1) Select “Ship to Me”.

   (2) Set the Shipping Method to “WILL CALL”.

   (3) Set the Shipping Instructions to “PCC Economy”. [Placing an economy order may result in longer delivery times, but it prevents emergency charges from being applied.]
3. How do I place an **EMERGENCY** order for a part that I want to pick up at a drop box location?

   (1) Select “Ship to Me”.

   (2) Set the Shipping Method to “Specify Drop Box in Special Inst”.

   (3) Enter the desired drop box in the Special Instructions field.

![Shipping & Billing](image)

4. How do I place an **ECONOMY** order for a part that I want to pick up at a drop box location?

   (1) Select “Ship to Me”.

   (2) Set the Shipping Method to “Specify Drop Box in Special Inst”.

   (3) Enter the desired drop box in the Special Instructions field.

   (4) Set the Shipping Instructions to “PCC Economy”. [Placing an economy order may result in longer delivery times, but it prevents emergency charges from being applied.]
5. How do I place an **EMERGENCY** order for a part that I want shipped directly to me?

1. Select “Ship to Me”.
2. Select appropriate Shipping Method, such as “SHIP UPS NEXT DAY AIR”.
3. Select appropriate Shipping Instructions, such as “UPS – NEXT DAY AIR (DIRECT)”. [Be sure to select an option with the word “DIRECT” included, if you want any backorders to be shipped directly from CAT.]
6. How do I prevent my orders from being entered as C.O.D. orders?

   (1) Select “Dealer Credit” in the Billing Method field. [If necessary, this can be set as a default response for your account.]