

CARDONE®

CARDONE.com Training Guide

Overview, Getting Help, Frequently Asked Questions

June 2023

In This Training Guide…

You Will Learn:

1. **The primary features of CARDONE.com for our logged-in customers and their authorized representatives**
2. **How to get help**
3. **Answers to frequently asked questions**

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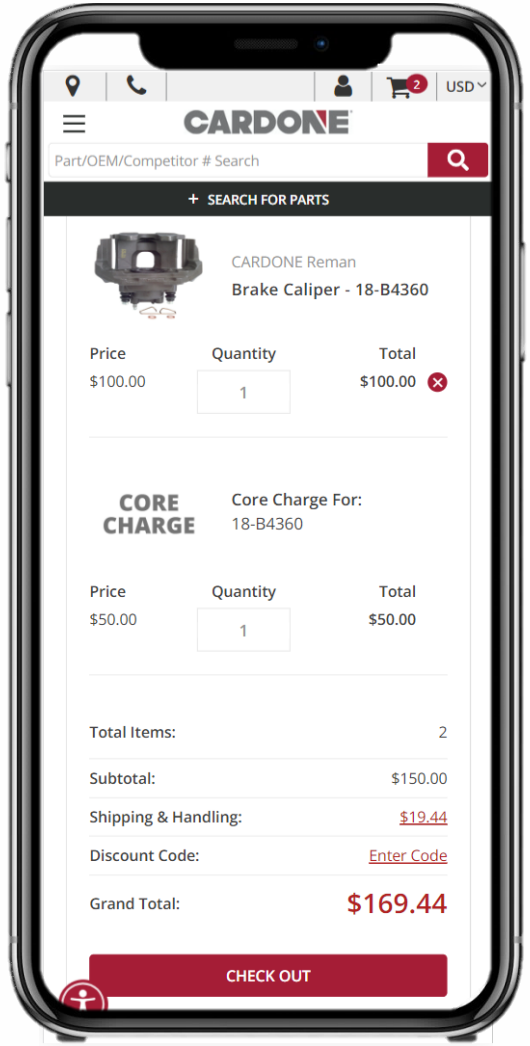
CARDONE.com Overview

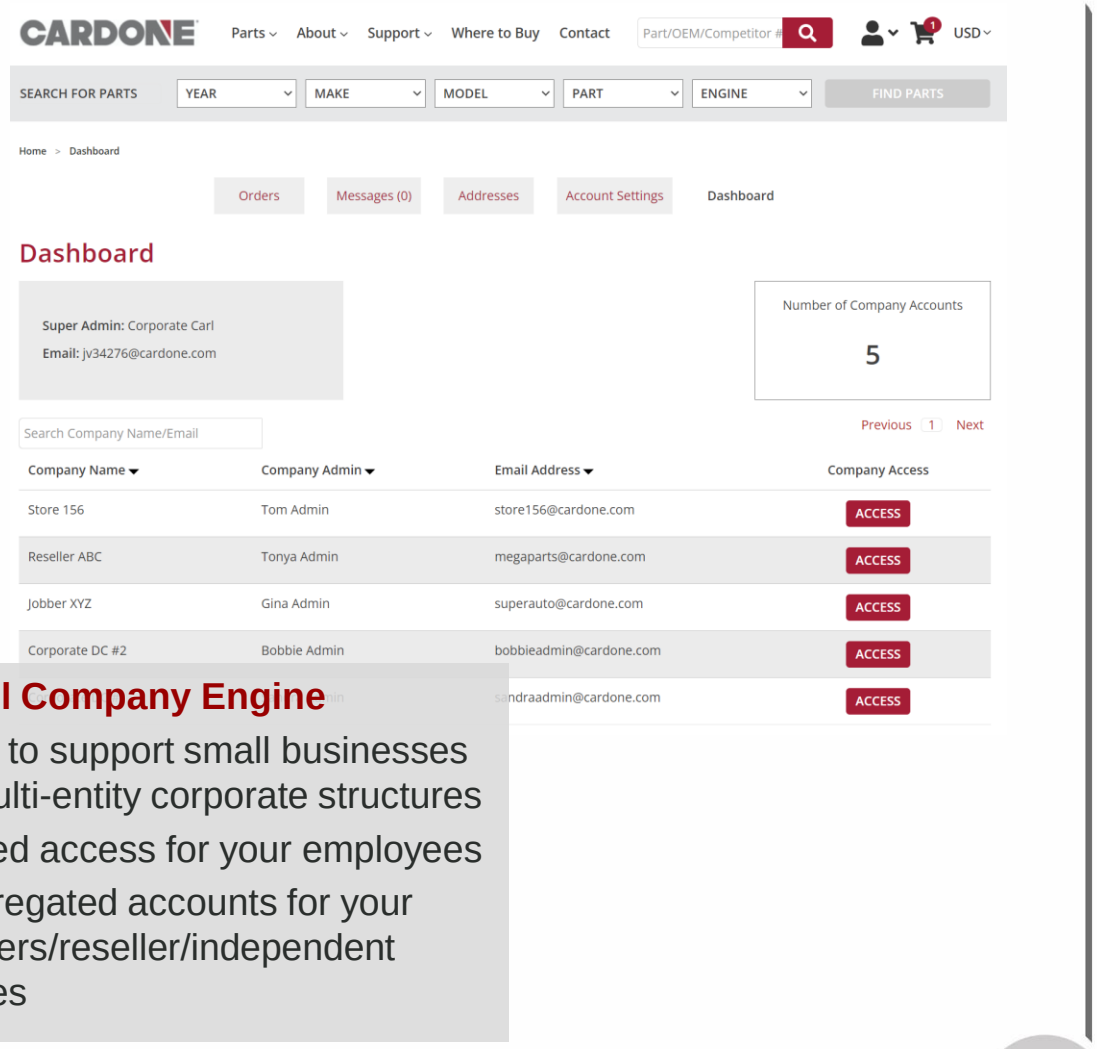
Mobile-Friendly, Modern, Powerful

Secure access to CARDONE.com for you and your authorized customers

Take CARDONE.com's Catalog with You

- Responsive mobile & tablet-friendly design
- Search our products, check inventory, place orders while you are on the road, in the warehouse, or at your desk





Powerful Company Engine

- Built to support small businesses & multi-entity corporate structures
- Tiered access for your employees
- Segregated accounts for your jobbers/reseller/independent stores

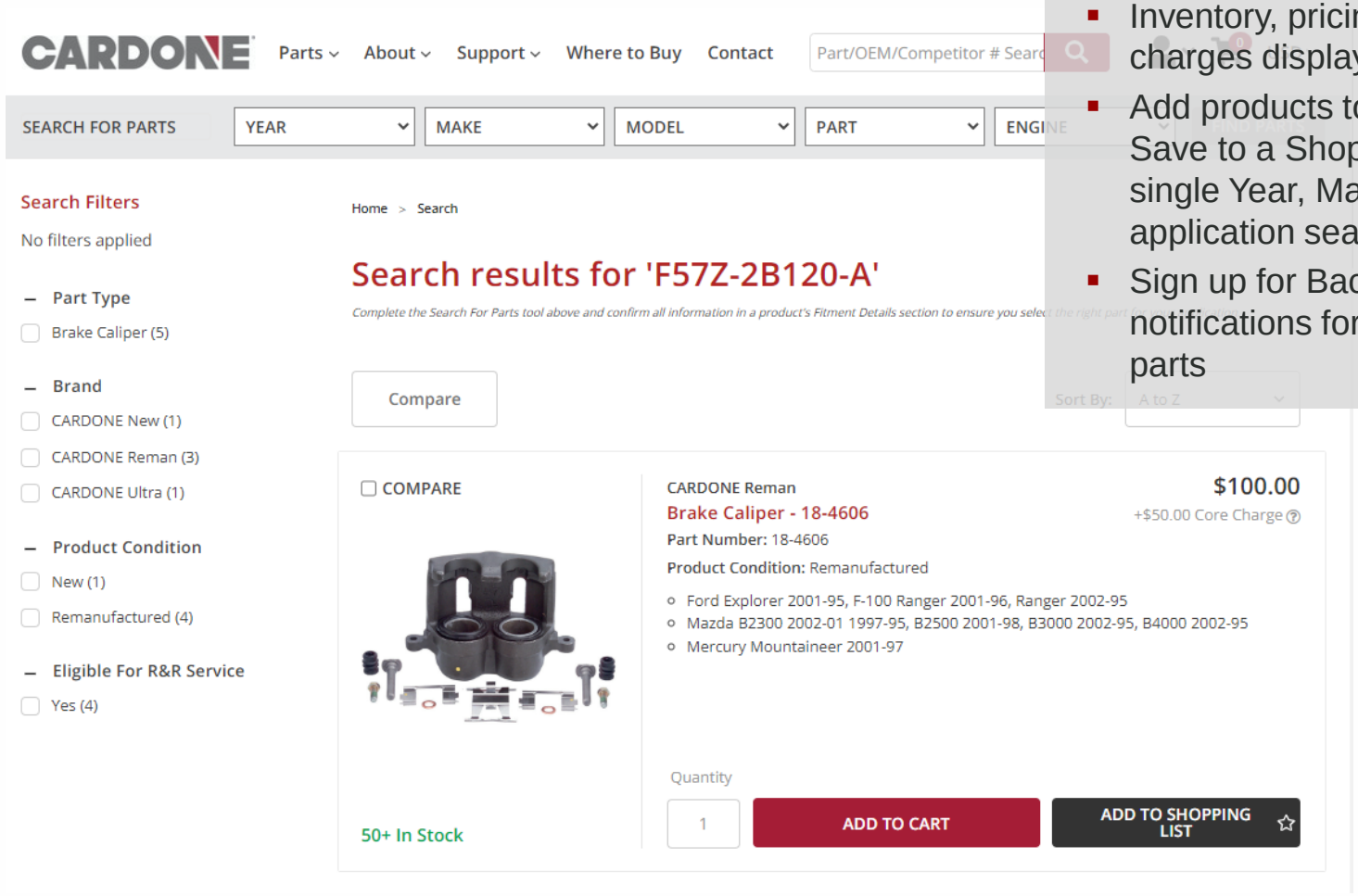
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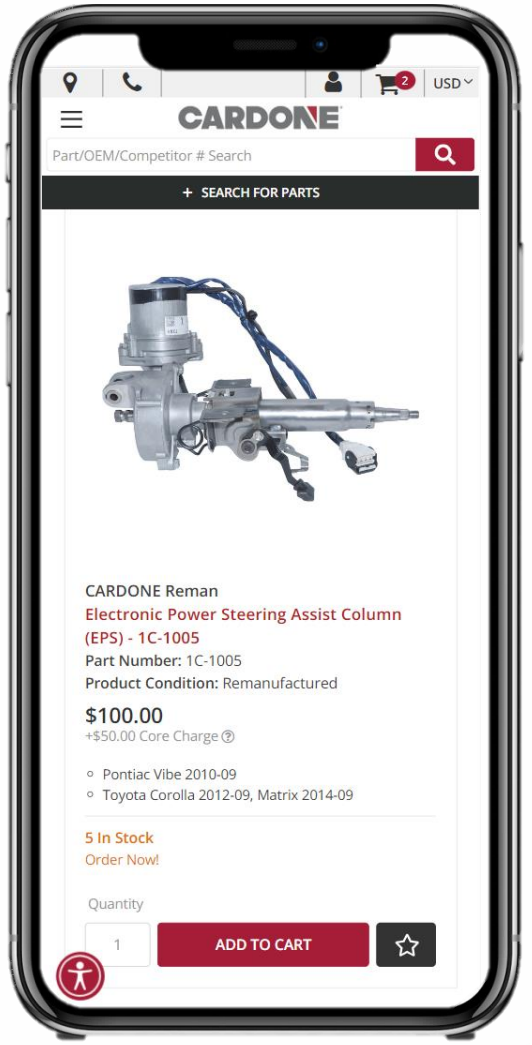
Inventory, Pricing & Availability

Perform stock checks, pricing lookups, and check availability without picking up the phone

Intuitive Listing & Detail Pages

- Inventory, pricing, core charges displayed prominently
- Add products to the Cart or Save to a Shopping List from a single Year, Make, Model application search
- Sign up for Back in Stock notifications for hard-to-get parts



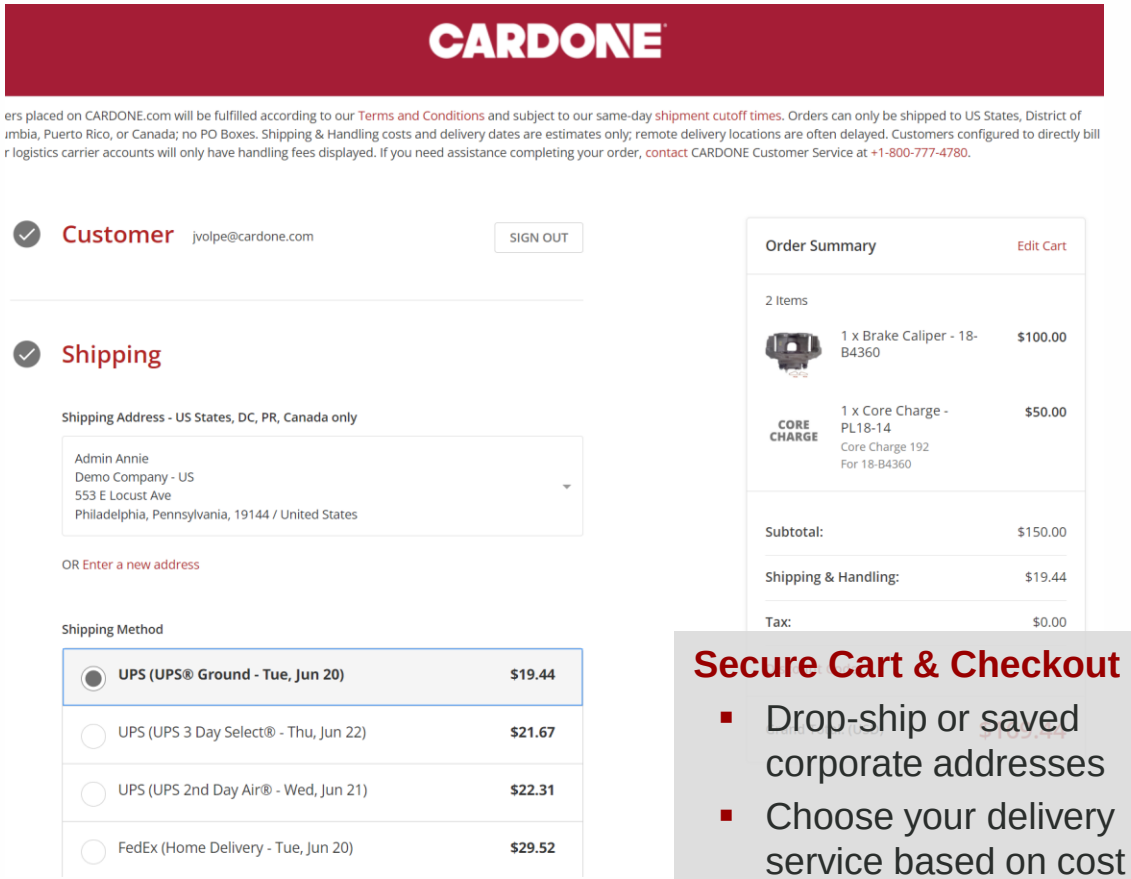


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Priority Plus & Flash Orders

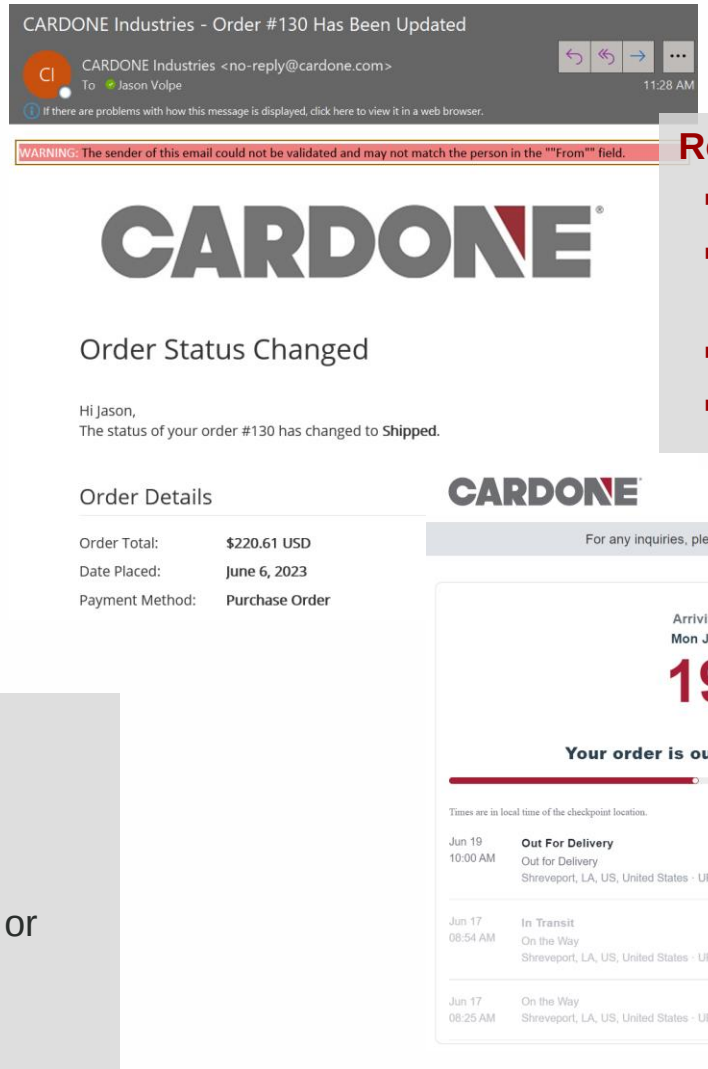
Easily and quickly place small parcel, same-day shipment eligible orders

CARDONE
WE BUILD IT BETTER



Secure Cart & Checkout

- Drop-ship or saved corporate addresses
- Choose your delivery service based on cost or speed
- Purchase Order entry



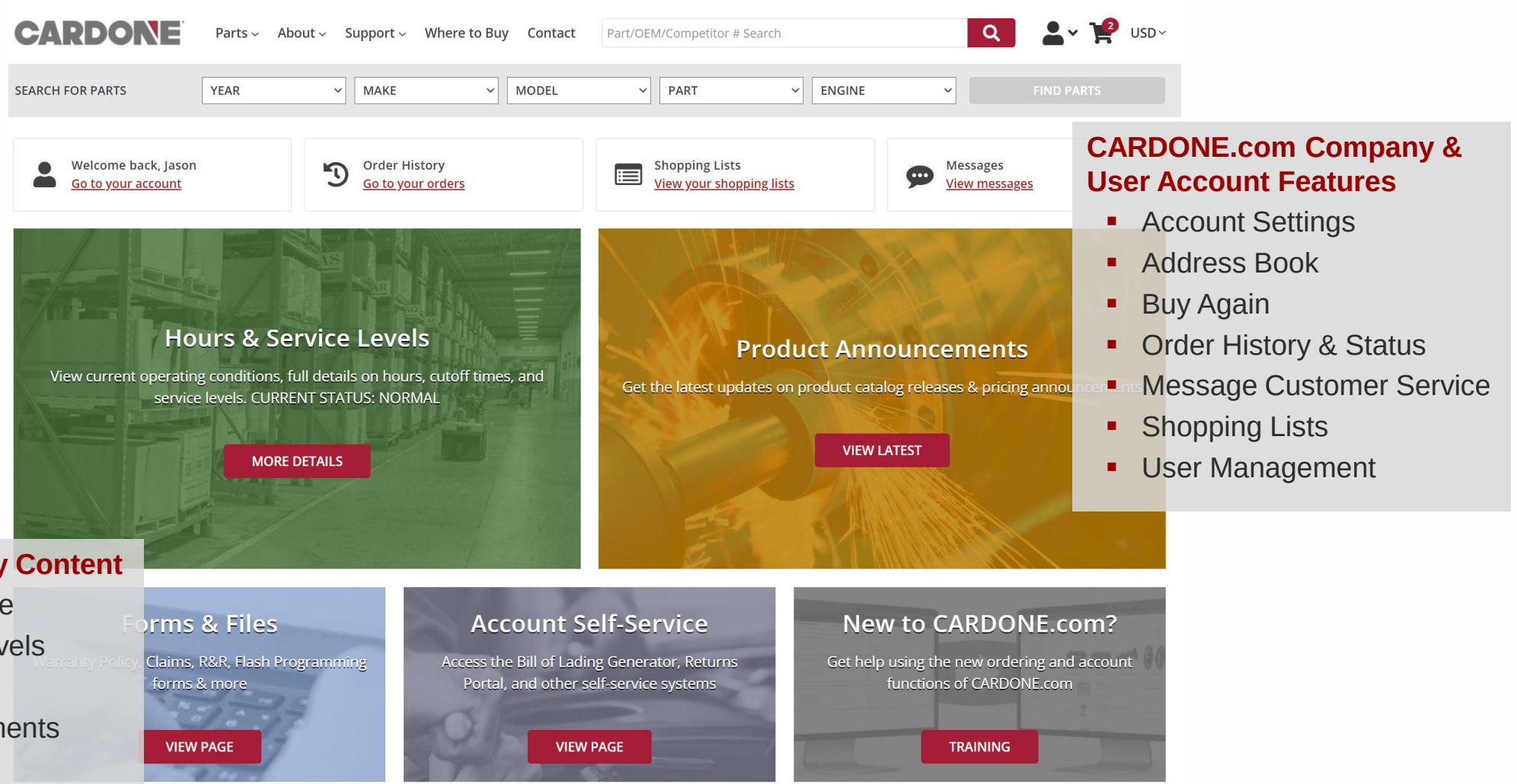
Robust Post-Order Support

- Email order notifications
- Order status updates and tracking lookups
- Message Customer Service
- Reorder previous items

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Account & Company Self-Service

Convenient 24/7 Access to Administrative and Support Tools



CARDONE.com Company & User Account Features

- Account Settings
- Address Book
- Buy Again
- Order History & Status
- Message Customer Service
- Shopping Lists
- User Management

Access Customer-Only Content

- Account Self-Service
- Hours & Service Levels
- Forms & Files
- Product Announcements
- Training Guides

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Getting Help & Frequently Asked Questions

Getting Help

CARDONE.com Training Guides

- Account Login & Settings
- Addresses & Address Books
- Companies & Users
- Order History, Messages, Buy Again
- Placing an Order
- Searching for Parts, Stock Checks, & Check It Fits
- Shopping Lists

Your Company Administrators

User Management

Add, edit, delete users

Address Book

Add, edit, delete Shipping Addresses

CARDONE Customer Service

1-800-777-4780
customer@cardone.com

Pre-order support

Add, Edit, Delete Sold-To Addresses

Via Messaging

Post-order support

Your CARDONE Salesperson

New Company Access to CARDONE.com

Establish pricing or payment terms

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FAQ: Accounts

Question	Answer
Who can have an account on CARDONE.com?	CARDONE's direct customers as well as our customers' authorized representatives (jobbers, resellers, stores). The general public can visit our website, but we do not grant them access to login nor the ability to place orders.
How do I get access to CARDONE.com?	If your company already has an account on CARDONE.com, contact one your colleague(s) who is setup as an Admin. They can create your access from the User Management page. If your company has never been setup on CARDONE.com, reach out to your CARDONE Salesperson to get started.
What restrictions can I place on jobber/reseller/store accounts?	By default, indirect customer accounts for jobbers, resellers, or independent stores see MSRP values and are isolated from seeing your company's order history and users. You can also request that authorized representatives not be able to create additional user accounts. Please let us know your desires during your Company Account setup.

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FAQ: Accounts

Question	Answer
Why do I have to set a password with CARDONE.com via the Forgot your Password method?	CARDONE values your privacy and security. For that reason, we do not create passwords for anyone, nor can we see the password that you have set. To access CARDONE.com for the first time, you will need to set your password using the Forgot your Password link on the login page.
Do I have to change my password ever?	CARDONE has not implemented a password change interval. You are encouraged to change your password regularly to maintain the security of your account.
What if so-and-so no longer works for us? Can they still login to CARDONE.com?	Yes. Until your company Admin removes their account from the User Management page, your former colleagues can still login and place orders.
Can I prevent some of my employees from placing orders?	Yes! From the User Management page, set the role of those employee users to “Junior Buyer”. They will still be able to access CARDONE.com but will be limited to building and submitting Shopping Lists to Admins & Senior Buyers for approval and purchase.
Why can’t I edit Sold-To Addresses in our Address Book?	Only CARDONE Customer Service can make this change as these addresses match your company’s official locations for billing purposes. Contact us

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FAQ: Finding Parts

Question	Answer
How do I perform a stock check?	Once logged into CARDONE.com, find the part you're are looking for by typing the CARDONE Part Number in the main menu search box or performing a Year, Make, Model search. On the Search Results page, the current inventory level from all CARDONE warehouses is shown prominently.
How do I know when a product will be back in stock?	On the product page of an out-of-stock item, you will find a widget to enter your email address so you can be automatically emailed when the item is available again.
How do I search for parts by OEM Part Number cross reference?	Enter the OE Number in the main menu search bar and hit enter or click the magnifying glass. The search results page will display exact and near match results in order of most relevant to least. Click the top result to go to the product detail page where you can see the OE Number cross-references on the Product Specs tab.

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FAQ: Orders

Question	Answer
Why don't I see prices?	1. Ensure that you are logged into CARDONE.com. 2. Check that the currency selector in the top right corner of the website is set to your company's price list currency correctly. 3. If you see prices for some parts but not all, discuss this with your CARDONE Salesperson so we can establish pricing with you for additional product lines.
I clicked Add to Cart but nothing happened. What now?	Allow the CARDONE.com webpage to load completely before clicking Add to Cart. You'll know when the page is fully loaded when the small gray bars at the top of the screen have finished progressing and are no longer visible.
Why am I getting an error about no valid shipping methods?	This can occur for several reasons: your order may exceed the weight limits for our small parcel shipping services (150 lbs.), you may be entering an invalid shipping address (US States, DC, PR, and Canada accepted only; no PO Boxes), or there may be a restriction on a part in your order from going to the shipping address chosen (some products cannot be shipped into specific states). Review the details of your order and contact CARDONE Customer Service if you need further assistance.

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FAQ: Orders

Question	Answer
How do I know CARDONE has confirmed my order?	After placing the order on CARDONE.com, you will receive an Order Summary email, but this does not confirm your order. In approximately 20 minutes or less, you will receive a second email from CARDONE.com stating that your order has been confirmed and is “Awaiting Fulfillment.”
How do I know the status of my order?	You can visit the Orders page to view all orders placed by your company on CARDONE.com previously. Click into any order to view its status, including any shipping tracking numbers. Additionally, CARDONE.com will send email notifications each the order status has changed, or a tracking number has been posted.
My order has been stuck in Awaiting Payment or Awaiting Fulfillment for more than a full business day. What do I do?	1. Check our Hours & Service Levels page to see if there is a holiday or unplanned outage with our systems, facilities, or staff. 2. If everything is normal, reach out to CARDONE Customer Service through the Messages function or use from the Contact page.

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FAQ: General

Question	Answer
I really wish CARDONE.com did X just like this other site. Are you going to ever do that?	Just like the apps on your phone, CARDONE is constantly evaluating opportunities to fix problems and launch new features. Please share your ideas with ecommerce@cardone.com
Where can I get a downloadable list of your parts?	Our Buyers Guide is available on the Product Announcements page.
Where do I find your forms and documentation?	Please visit the Forms & Files page or the Downloads tab on a specific product's detail page.
How can I get my company's locations or website listed on your Where to Buy page?	Send an email to marketing@cardone.com so we can evaluate on your request.
Why can't I see orders placed by phone, email or EDI?	At this time, CARDONE.com displays order history and status updates only for orders placed directly on the website.

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Thank You!

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