



Terex Online Parts Store | User Guide

CX Commerce

Technical Publications—Tutorials

Publication Date: August 2023

Rev. F



Table of Contents

CHAPTER TITLE	PAGE
Version History	3
Customer Orders	4
A. Navigating eCommerce	5
1. Customer Profile	6
2. Search Options.....	8
3. Category Navigation	9
4. Quick Order.....	10
5. Interactive Parts Manual	13
6. Shopping Cart	15
B. Place an Order	17
1. Select Order Priority	18
2. Shipping and Billing	19
4. Shipping Instructions	20
5. Payment Details.....	21
6. Order Notes	21
7. Place Order	22

Disclaimer: Images displayed throughout this document may not reflect actual website experience and are used for demonstrative purposes only.



Revision History

Revision	Date	Notes	Revised by
A	2020-Apr	Initial Release	Alicia H.
B	2021-May	Updated for UI Changes	Andre F.
C	2021-July	Revised document content for customer users	Andre F.
D	2021-October	Revised screenshots and text	Blake D.
E	2022-November	Updated images, personal information removed and added disclaimer	Joanna L.
F	2023-August	Updated images and general verbiage, revised section B: Placing an Order with new checkout flow, redefined Order Priority.	Joanna L.



Customer Orders

- 1. *Customer Profile*
- 2. *Search Options*
- 3. *Category Navigation*
- 4. *Quick Order*
- 5. *Interactive Parts Manuals*
- 6. *Shopping Cart*

A. Navigating eCommerce

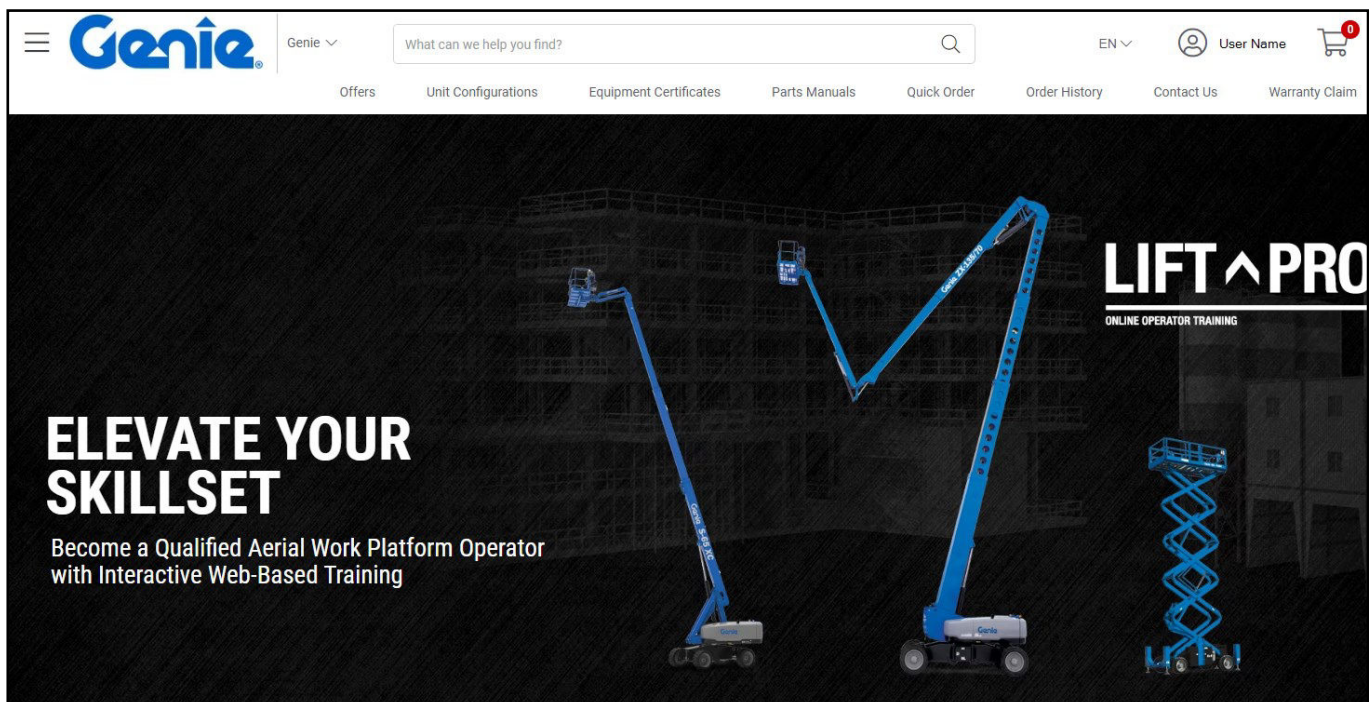
- 1. *Select Order Priority*
- 2. *Shipping and Billing*
- 3. *Shipping Instructions*
- 4. *Payment Details*
- 5. *Order Notes*
- 6. *Place Order*

B. Placing an Order

A. Navigating eCommerce

After launching eCommerce as the customer, it will take you to the homepage of the site as how the customer would view the page. From this page you can navigate to:

1. **Customer Profile**
2. **Search Options**
3. **Category Navigation**
4. **Quick Order: Manual Entry and Bulk Upload**
5. **Interactive Parts Manuals**
6. **Shopping Cart**



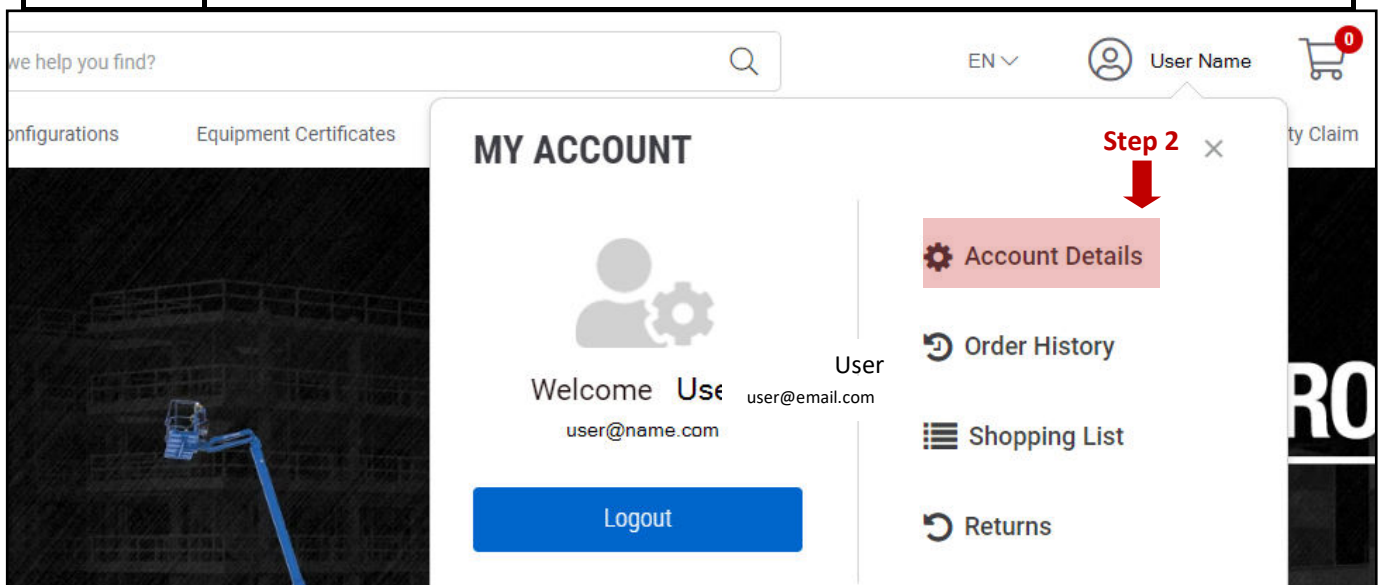
Terex Online Parts Store | User Guide
Customer Orders in eCommerce

1. Customer Profile

Step	Action
	A customer or logged-in agent can view more information under the customer's eCommerce profile.
1	Click on the User Icon or User Name. Select the appropriate business unit. It is in the top right corner of the page.



Step	Action
	A pop-up window appears. Select one of the following sub links: <ul style="list-style-type: none"> • Account Details • Order History • Shopping List • Returns • Log Out
2	Click on the Account Details link.





Terex Online Parts Store | User Guide

Customer Orders in eCommerce

Step	Action
	<p>The available sub-links within the My Account page are:</p> <ul style="list-style-type: none"> • Account Details • Address Book • Default Address • Addresses for this Account • My Account Contacts • My Order History • My Invoice History • Orders Pending Approval • Orders Pending Payment • My Scheduled Orders • My Shopping List

My Account

<p>Account Details Edit</p> <p>Name: Account ID Email: jane.doe@terex.com Language: English Unit Of Measure: Metric</p>	<p>Address Book + Add New Address</p> <p>Default Addresses + Addresses for this Account +</p>
---	---

My Account Contacts
[View Account Contacts](#)

My Order History
[View Order History](#)

My Invoice History
[View Invoice History](#)

My Account Contacts
[View Account Contacts](#)

My Order History
[View Order History](#)

My Invoice History
[View Invoice History](#)

Orders Pending Approval
[View Orders Pending Approval](#)

Orders Pending Payment
[View Orders Pending Payment](#)

My Scheduled Orders
[View Scheduled Orders](#)

My Shopping List
[View Shopping List](#)

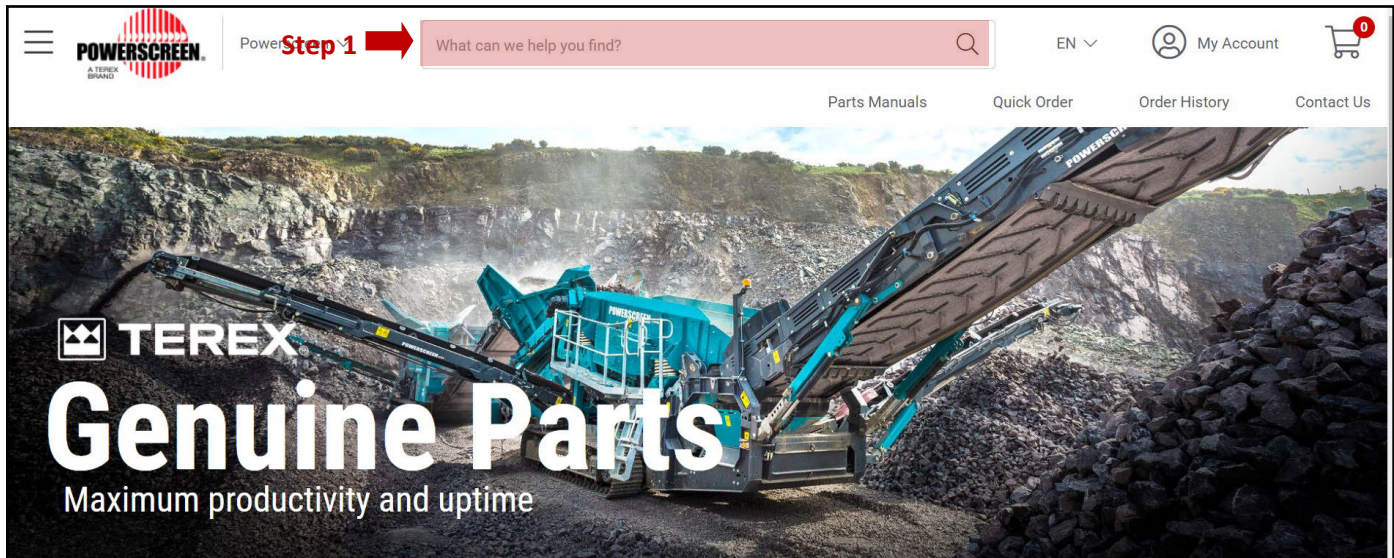
[Top](#)

Terex Online Parts Store | User Guide
Customer Orders in eCommerce

2. Search Options

To search for a part or item within eCommerce, a customer can search by **Part Number** or

Step	Action
1	Click in the Search field to search for the desired part number and keywords.



438 Results for "Plastic"

Sort By: What's New Results Per Page View All



100 X 20 X 1540 LONG PLASTIC STRIP
#07230866

£700.00

See Details



1000MXT METAL DETECTOR KIT (CW PLASTIC HINGES)
#2366-2047

£700.00

See Details



15MM DOUBLE CLAMP PLASTIC BODY (1/4) (PAIR)
#01800184

£700.00

See Details



178 PLASTIC WING ROLLER
#19.22.4219

£700.00

See Details

Features

Navigate through the search items to the desired part or item and click on the **See Details** button.

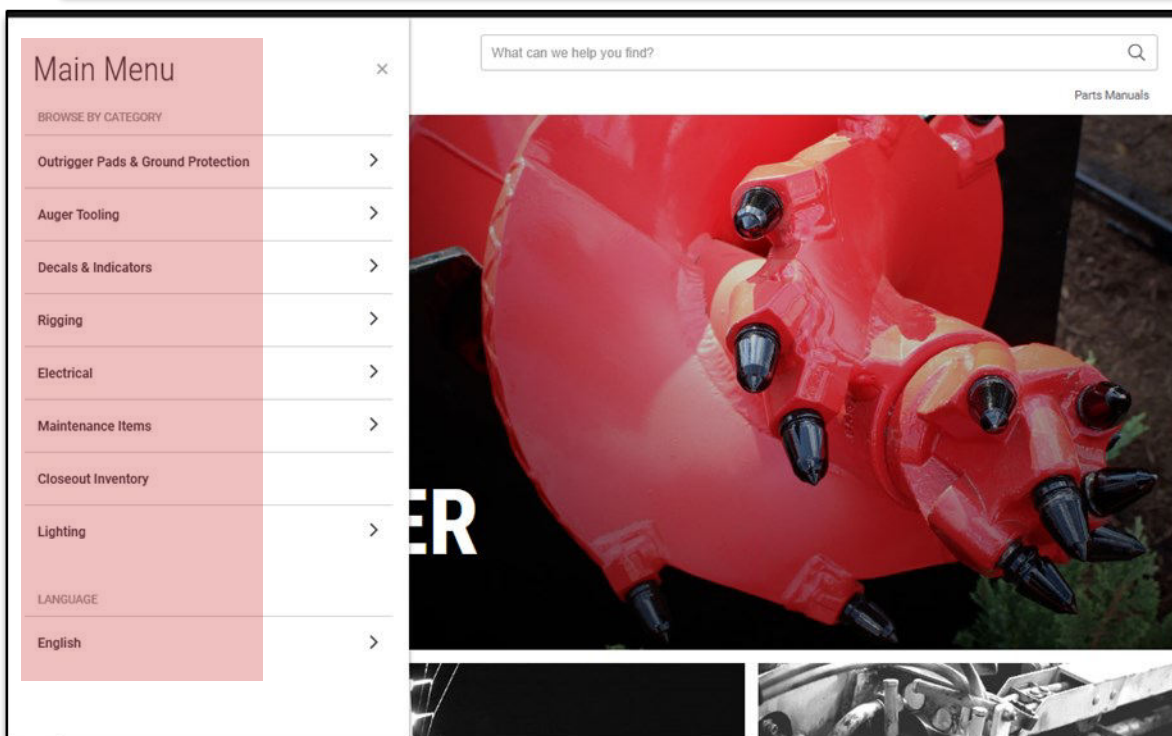
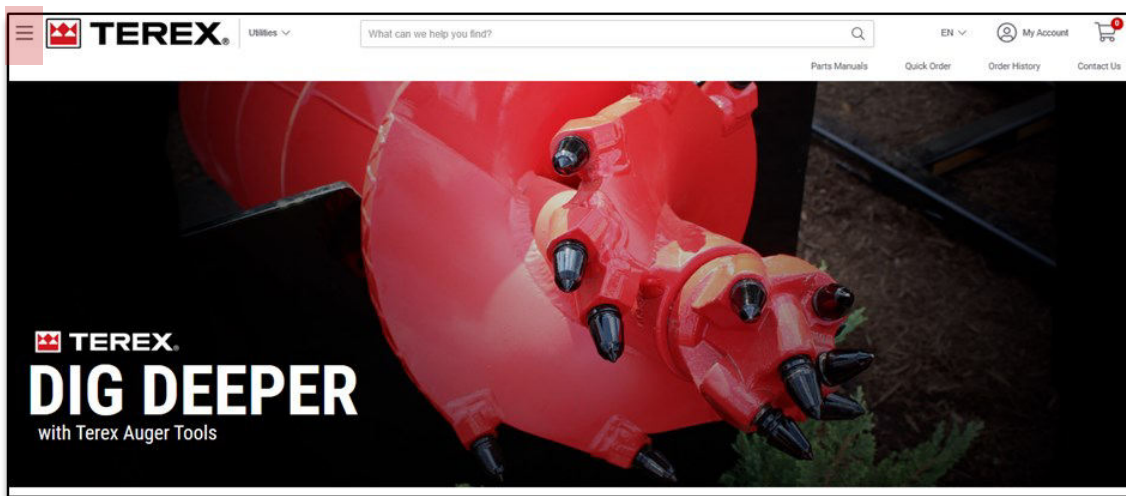
Terex Online Parts Store | User Guide
 Customer Orders in eCommerce

3. Category Navigation

A customer can navigate or search for parts or items by browsing categories within eCommerce on the **Browse by Category** drop-down.

Step	Action
1	Click on the Main Menu button to display the various categories.

Step 1 →



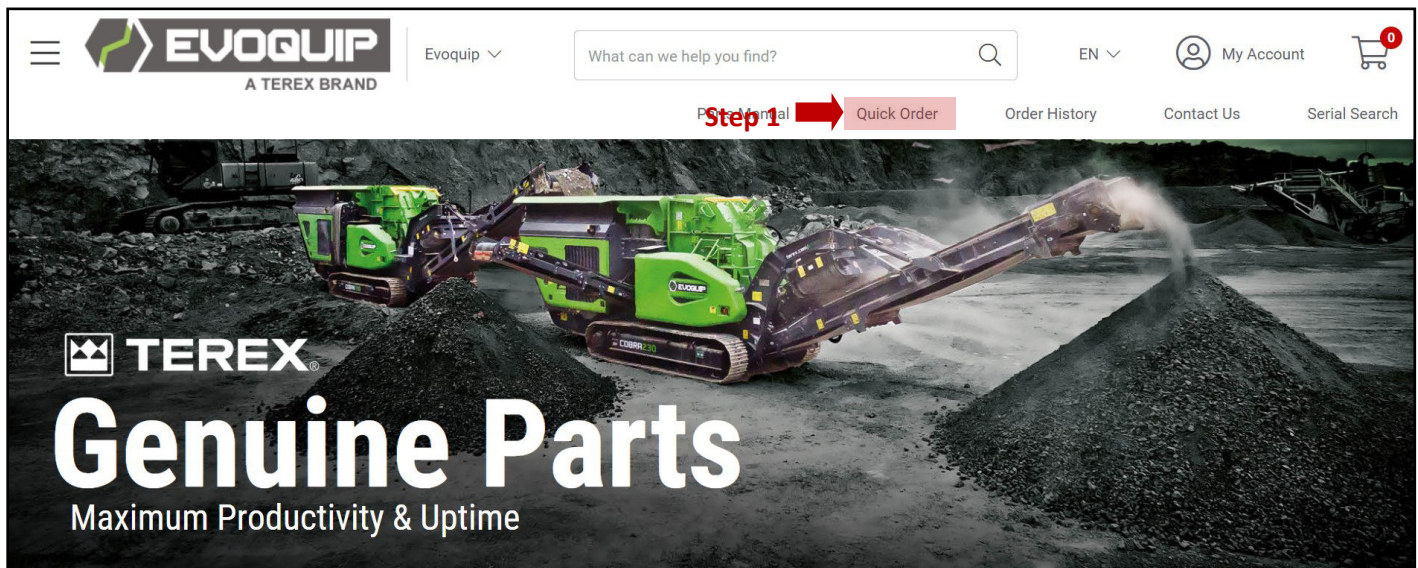
Terex Online Parts Store | User Guide
Customer Orders in eCommerce

4. Quick Order

When a customer needs to add multiple items to their shopping cart and has a list of part numbers, the Quick Order page allows for faster order entry.

On this page there are two methods available — Manual Form entry and the Bulk Upload tool. Using the Bulk Upload template (Excel) allows for the list of Part # and Quantities needed to be added quickly in the spreadsheet and then loaded directly to the form.

Step	Action
	There are two ways to enter information within the Quick Order link: <ul style="list-style-type: none"> • Manual Entry • Bulk Upload
1	Click on the Quick Order link.





Terex Online Parts Store | User Guide

Customer Orders in eCommerce

Step	Action
1	For a Manual Entry within Quick Order, a customer can enter multiple parts to search and order within the given table on eCommerce.
2	Type a keyword or a part number in the Item Number field.
3	Select the desired part or item using keyboard or mouse click.
4	Enter the desired quantity in the Quantity field.
Option	The +Add Row button enables additional rows for parts or items.
5	Click on the Add to Cart button when finished.

Parts Manuals Quick Order Order History Contact Us Serial Search

Quick Order

Manual Entry
Enter your part numbers and quantities in the form
All prices are shown as List Price - Any applicable discounts will be reflected in your Shopping Cart.

Step 2 ↓ **Step 4** ↓

Item Number	Quantity	UOM	Description	List Price	Availability	
<input type="text"/>	<input type="text" value="1"/>					Remove
<input type="text"/>	<input type="text" value="1"/>					Remove
<input type="text"/>	<input type="text" value="1"/>					Remove
<input type="text"/>	<input type="text" value="1"/>					Remove
Optional ↓						
<input type="button" value="+ Add Row"/>						
<input type="button" value="Add to Cart"/>						Step 5 ←

Bulk Upload
Select a file to upload or [download a Sample Template](#) to create your order.

- Instructions:**
1. Download the Sample Template.
 2. Do not alter row 1.
 3. In rows 2+, enter Item Numbers in column A and Quantity in column B.
 4. Save and upload as .XLSX file format. (only .XLSX format is accepted)



Terex Online Parts Store | User Guide

Customer Orders in eCommerce

Step	
1	For a Bulk Upload within Quick Order, a customer can enter multiple parts on an exterior excel template on their computer to upload to eCommerce for ordering.
2	Click on the download a Sample Template link to download this excel template.
3	Within the excel spreadsheet, <u>do not alter row 1</u> . Enter item and part numbers in rows 2+, Column A, and enter the quantity of these items in Column B.
4	When complete, save in .xlsx file format.
5	Click on the Browse button to upload the saved .xlsx file.
6	Click on the Upload button to complete the bulk upload of the quick order.

Note

Once downloaded — this template file can be saved for future use without needing to download it again each time.

Quick Order

Manual Entry
Enter your part numbers
All prices are shown

Item Number	Quantity	UOM	Description	List Price	Availability
<input type="text"/>	<input type="text" value="1"/>				Remove
<input type="text"/>	<input type="text" value="1"/>				Remove
<input type="text"/>	<input type="text" value="1"/>				Remove
<input type="text"/>	<input type="text" value="1"/>				Remove

[+ Add Row](#)

[Add to Cart](#)
[Cancel](#)

[Quick Order](#) | [Order History](#) | [Contact Us](#) | [Serial Search](#)

Bulk Upload
Select a file to upload or [download a Sample Template](#) to create your order.

[Browse](#)
[Upload](#)

Instructions:

1. Download the Sample Template.
2. Do not alter row 1.
3. In rows 2+, enter Item Numbers in column A and Quantity in column B.
4. Save and upload as .XLSX file format. (only .XLSX format is accepted)

Step 2

Step 5 & 6

Terex Online Parts Store | User Guide
Customer Orders in eCommerce

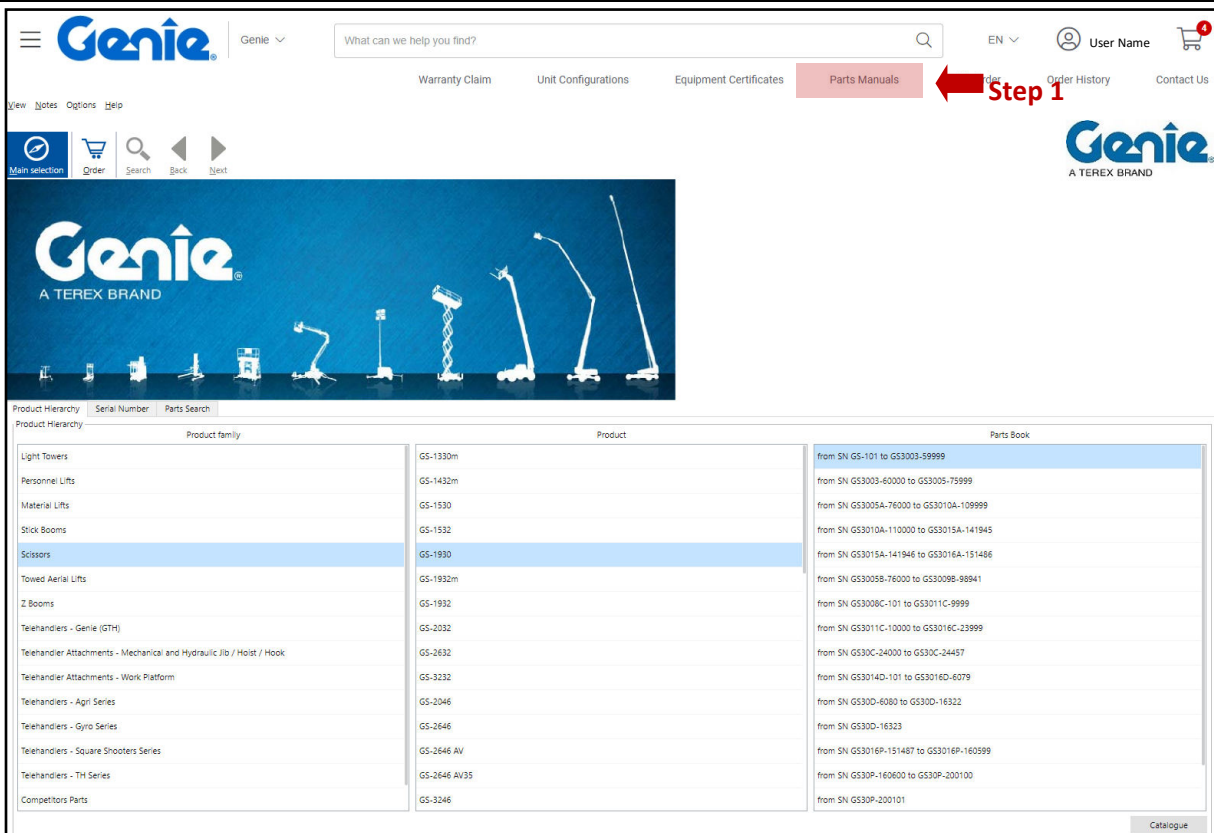
5. Interactive Parts Manuals

You may often need to reference a specific Unit Parts Manual to find the exact part you need to complete your repair—Our **Interactive Parts Manuals** are available directly from our Online Parts Store to make it easy to find the parts you need.

- View units' specific **Manuals**
- View units' **Bill of Materials**
- Navigate into **Detailed Illustrations** and **Schematics**
- **Order Parts and Items** from the Bill of Materials

The structure of the Catalog will depend on the Brand Family of the products you are shopping for — But the options generally include an ability to **Search by Serial Number** and/or **Browse by**

Step	Action
1	Click the Parts Manuals link in the main navigation menu.
2	Use the Product Navigation or Serial Number Search to find the correct catalog.

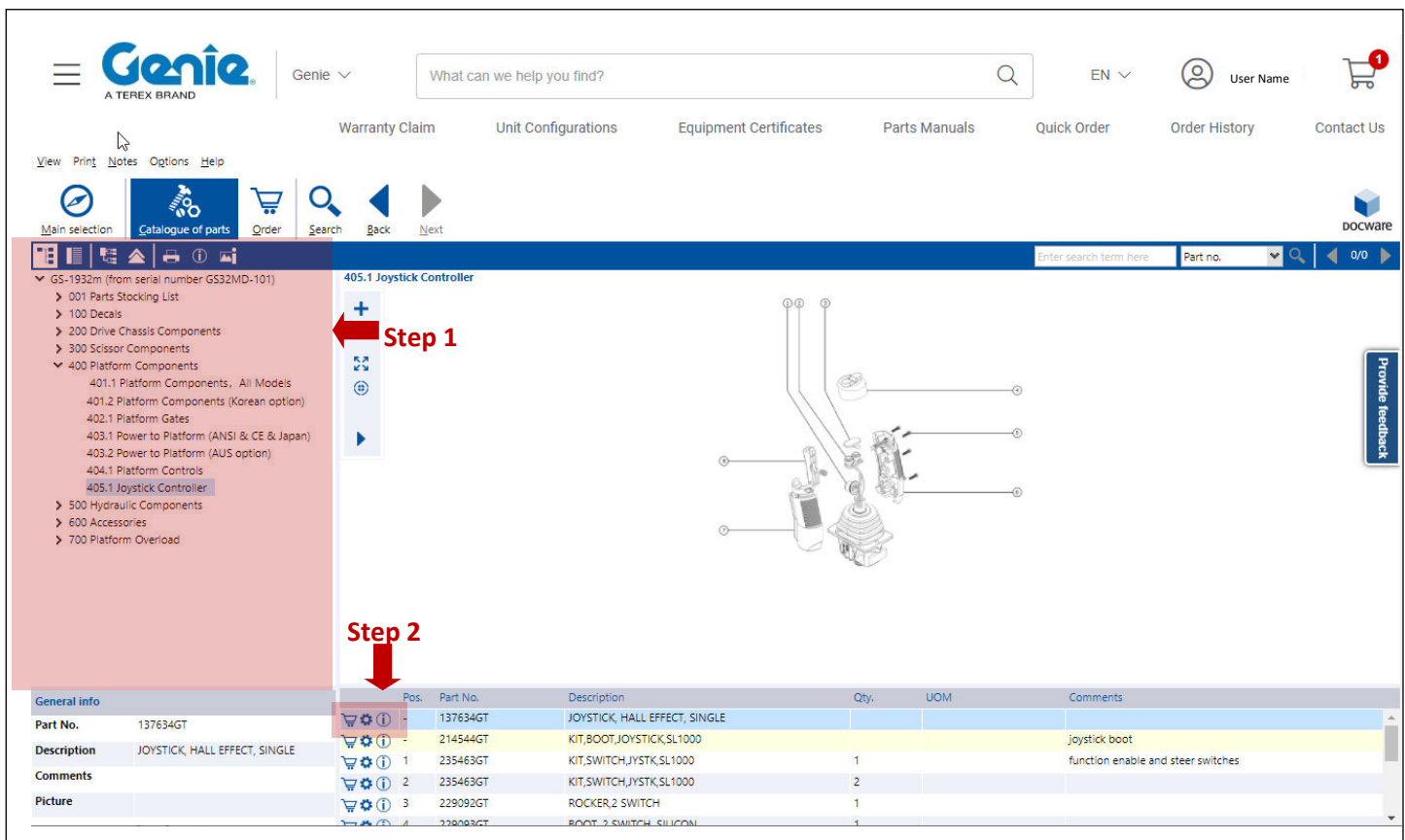


Product family	Product	Parts Book
Light Towers	GS-1330m	from SN GS-101 to GS3003-59999
Personnel Lifts	GS-1432m	from SN GS3003-60000 to GS3005-75999
Material Lifts	GS-1530	from SN GS3005A-76000 to GS3010A-109999
Stick Booms	GS-1532	from SN GS3010A-110000 to GS3015A-141945
Scissors	GS-1930	from SN GS3015A-141946 to GS3016A-151486
Towed Aerial Lifts	GS-1932m	from SN GS3009B-76000 to GS3009B-98941
Z Booms	GS-1932	from SN GS3008C-101 to GS3011C-9999
Teleshielders - Genie (GTM)	GS-2032	from SN GS3011C-10000 to GS3016C-23999
Teleshielder Attachments - Mechanical and Hydraulic Jib / Hoist / Hook	GS-2632	from SN GS30C-24000 to GS30C-24457
Teleshielder Attachments - Work Platform	GS-3232	from SN GS3014D-101 to GS3016D-6079
Teleshielders - Agri Series	GS-2046	from SN GS30D-6080 to GS30D-16322
Teleshielders - Gyro Series	GS-2646	from SN GS30D-16323
Teleshielders - Square Shooters Series	GS-2646 AV	from SN GS3016P-151487 to GS3016P-160599
Teleshielders - TH Series	GS-2646 AV35	from SN GS30P-160600 to GS30P-200100
Competitors Parts	GS-3246	from SN GS30P-200101

Terex Online Parts Store | User Guide
Customer Orders in eCommerce

Within the **Interactive Parts Manuals** will be a navigation structure specific to the Model and Configuration of the machine. These structure will often be organized by major functional areas of the machines and can have multiple Sub-Assembly breakdowns available in each of these

Step	Action
1	Use the Chapter navigation to select the area of the machine and assembly.
Note	For some product lines there may be multiple levels of Assembly / Sub-assembly available to further refine the area of machine and available replacement parts.
3	Once you locate the needed part — Click Add to Cart to view Price & Availability.
Note	If the shopping cart icon does not appear, this item is not currently setup for sale. Contact your Parts Customer Service for additional support.



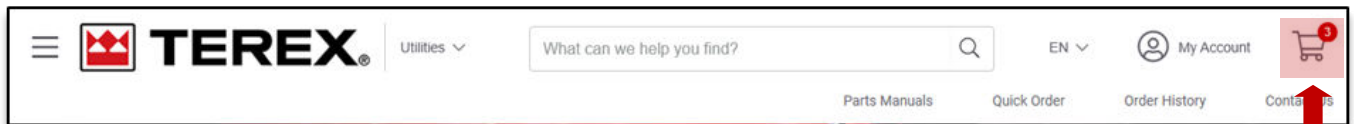
The screenshot shows the Terex Online Parts Store interface. At the top, there is a search bar and navigation links like 'Warranty Claim', 'Unit Configurations', 'Equipment Certificates', 'Parts Manuals', 'Quick Order', 'Order History', and 'Contact Us'. Below this is a navigation menu with icons for 'Main selection', 'Catalogue of parts', 'Order', 'Search', 'Back', and 'Next'. The main content area is titled '405.1 Joystick Controller' and features a technical drawing of the joystick controller. On the left, a navigation tree is expanded to show '405.1 Joystick Controller'. A red arrow labeled 'Step 1' points to the '405.1 Joystick Controller' item in the tree. Below the drawing, a table lists parts with columns for 'Pos.', 'Part No.', 'Description', 'Qty.', 'UOM', and 'Comments'. A red arrow labeled 'Step 2' points to the first row of the table, which is highlighted in yellow. The table contains the following data:

Pos.	Part No.	Description	Qty.	UOM	Comments
	137634GT	JOYSTICK, HALL EFFECT, SINGLE			
	214544GT	KIT,BOOT,JOYSTICK,SL1000			joystick boot
1	235463GT	KIT,SWITCH,JYSTK,SL1000	1		function enable and steer switches
2	235463GT	KIT,SWITCH,JYSTK,SL1000	2		
3	229092GT	ROCKER,2 SWITCH	1		
4	229093GT	BOOT,2 SWITCH,SILICON	1		

Terex Online Parts Store | User Guide
 Customer Orders in eCommerce

6. Shopping Cart

Step	Action
1	Click on the Shopping Cart icon at the top right corner of the eCommerce site.
	Options available within the Shopping Cart banner: Empty Cart Remove Your Shopping Cart





Step 1

Order Sub Total: \$1000.00 ×

Order Priority: **Unit Down**

Order Sub Total includes qualified promotions and discounts.
Tax and Shipping Charges are not reflected in this Sub Total.

Your Shopping Cart
Empty Cart

	SHIM #450653TU Qty : 1 Remove	\$20.00
	SLEEVE WELDT TM DUAL DIG #450091TU Qty : 1 Remove	\$900.00
	PIN WELDT (ZINC PLATED) #450540TU Qty : 1 Remove	\$60.00



Terex Online Parts Store | User Guide

Customer Orders in eCommerce

Step	Action
	Options available within the Shopping Cart page: <ul style="list-style-type: none"> • Print Cart • Export Cart • Save cart to list • Empty Cart • Remove • Promotion code • Checkout
2	Click on the Checkout button to proceed Checkout page.

Shopping Cart


Checkout

Order Priority [Learn More](#) 2 line item(s)

Stock Order
 Expedite Order
 Unit Down Order


Shipment from North Bend, WA

Congratulations! This order is eligible for the Genie Free Parcel Freight program!

Item	Quantity	List Price	Discount(s)	Net Price	Extended Total	
 <div style="font-size: 0.7em; margin-left: 5px;"> PIN,OUTRIGGER LOCK #6825GT 1185 In stock </div>	<input style="width: 40px; border: 1px solid #ccc;" type="text" value="1"/> EA	\$20.00	-\$1.00	\$19.00	\$19.00	Remove

Shipment from Southaven, MS

Congratulations! This order is eligible for the Genie Free Parcel Freight program!

Item	Quantity	List Price	Discount(s)	Net Price	Extended Total	
 <div style="font-size: 0.7em; margin-left: 5px;"> KIT LIFT GUARD CONTACT ALARM 6'-8' PLATFORM ALC1000 #1279134GT 17 In stock </div>	<input style="width: 40px; border: 1px solid #ccc;" type="text" value="1"/> EA	\$2000.00	-\$100.00	\$1900.00	\$1900.00	Remove

Add a Promotion

To enter more than one promotional code, enter each code individually and click "Add"

Add

Subtotal: **USD 1919.00**

Order Total: **USD 1919.00**

Checkout

*Please note that tax and shipping will be applied at checkout where applicable.

Step 2 →

Terex Online Parts Store | User Guide

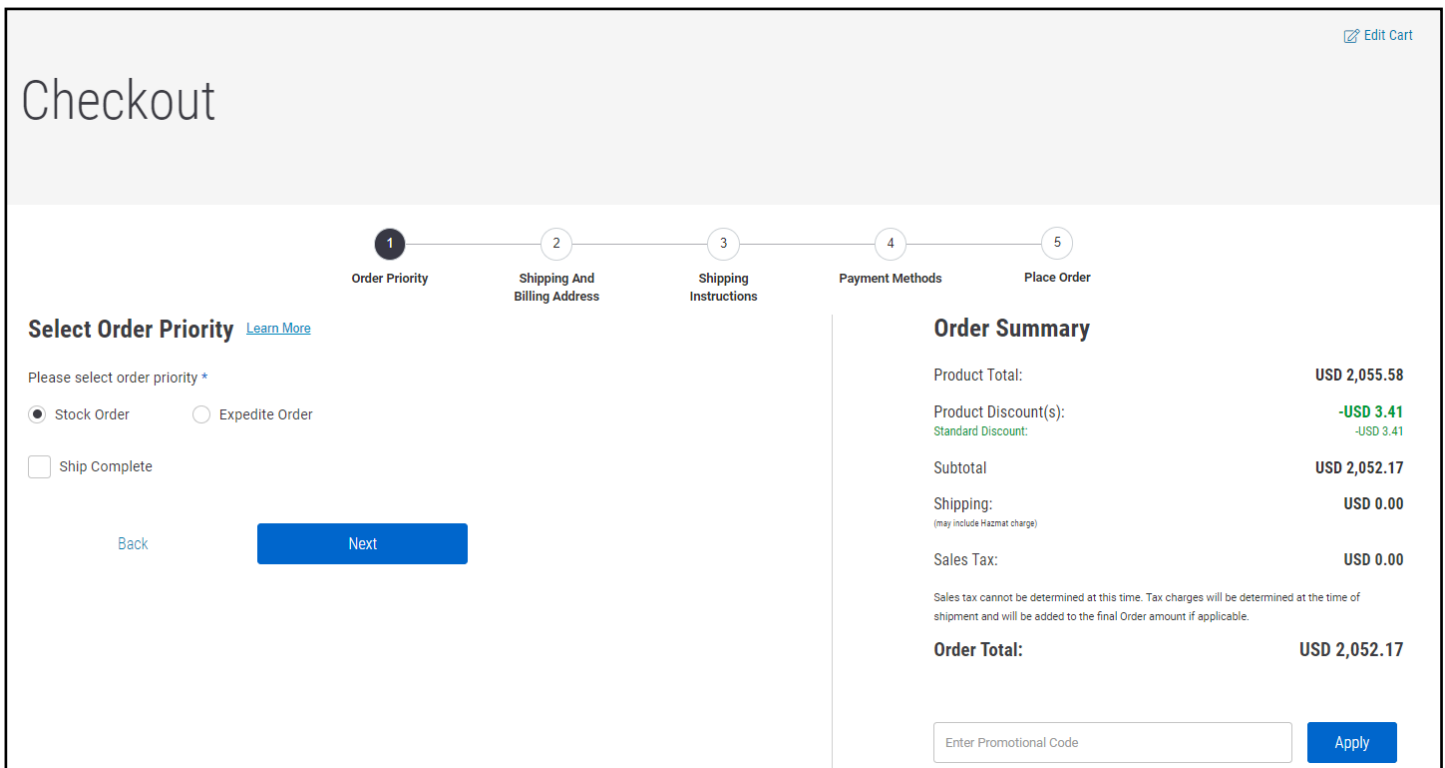
Customer Orders in eCommerce

B. Placing an Order

After shopping cart creation is completed— You are ready to proceed to Checkout.

The following steps at checkout are:

1. **Select Order Priority***
2. **Shipping and Billing**
3. **Shipping Instructions**
4. **Payment Details**
5. **Place Order**



The screenshot shows the checkout process with five steps: 1. Order Priority, 2. Shipping And Billing Address, 3. Shipping Instructions, 4. Payment Methods, and 5. Place Order. Step 1 is active.

Checkout

[Edit Cart](#)

1 Order Priority **2** Shipping And Billing Address **3** Shipping Instructions **4** Payment Methods **5** Place Order

Select Order Priority [Learn More](#)

Please select order priority *

Stock Order Expedite Order

Ship Complete

[Back](#) [Next](#)

Order Summary

Product Total:	USD 2,055.58
Product Discount(s):	-USD 3.41
Standard Discount:	-USD 3.41
Subtotal	USD 2,052.17
Shipping:	USD 0.00
<small>(may include Hazmat charge)</small>	
Sales Tax:	USD 0.00
<small>Sales tax cannot be determined at this time. Tax charges will be determined at the time of shipment and will be added to the final Order amount if applicable.</small>	
Order Total:	USD 2,052.17

Enter Promotional Code [Apply](#)

** Order priority and any corresponding rules for shipping and pricing may differ by Brand and Region.*



Terex Online Parts Store | User Guide

Customer Orders in eCommerce

1. Select Order Priority

Features

A customer chooses one of the following order priorities* for their order:

Stock Order

- Standard Priority Order, normal service level

Expedite Order

- The most urgent order priority

Ship Complete

- All items scheduled to ship from each warehouse will be collected as a single shipment. Shipments with backordered items will hold shipment of any In-Stock items until the backorder items are available.
- For shipments from 2+ warehouses— There will be a single shipment made from each warehouse of the full list of parts from each location.

Please click on the [Learn More](#) link next to [Select Order Priority](#) for details.

** Order priority and any corresponding rules for shipping and pricing may differ by Brand and Region.*



Terex Online Parts Store | User Guide

Customer Orders in eCommerce

2. Shipping and Billing

Features
<p>Choose the shipping and billing address for the order. Both will default to the Primary Bill To and Primary Ship To for the account. Users may select a new Primary Shipping address during checkout or from the Address Book .</p> <p>User Accounts that are assigned to a specific location will use their User Primary Ship To site when starting a new shopping cart.</p> <p>For changes to your User Default location or Bill To—please contact Parts Customer Support.</p> <p>Options available within the Shopping Cart banner:</p> <ul style="list-style-type: none"> • Empty Cart • Remove • Your Shopping Cart

Order Priority	Shipping And Billing Address	Shipping Instructions
<h2>Shipping & Billing</h2>		
<h3>Shipping Address</h3> <p>EXAMPLE ADDRESS</p> <p>ADDRESS NAME</p> <p>123 1ST AVENUE</p> <p>CITY NAME, ST 12345</p> <p>United States</p> <p>Select from Address Book</p> <p><input type="checkbox"/> Add a New Address</p> <p><input type="checkbox"/> Set as My Primary Shipping Address</p>	<h3>Billing Address</h3> <p>EXAMPLE ADDRESS</p> <p>ADDRESS NAME</p> <p>123 1ST AVENUE</p> <p>CITY NAME, ST 12345</p> <p>United States</p> <p>Additional Billing Addresses</p>	
Back	Next	



Terex Online Parts Store | User Guide

Customer Orders in eCommerce

3. Shipping Instructions

A customer can choose three freight payment terms:

- **Pre-pay and Add**

Standard freight payment terms. Applies to shipments where any required freight charges, if applicable, will be added to the total invoice for the order.

- **Third Party**

For shipments where the Bill of Lading and corresponding freight charges will be billed to a Third Party freight billing account and mailing address.

- **Collect**

For shipments where the Freight will be billed directly to an established Account # with the selected carrier.

Note— Available Freight Payment Terms and Shipping Methods will vary by Brand and Region. All

Shipping Instructions

Freight Payment Terms *

Pre-pay and Add

Shipping Method *

Select shipping method...

- Customer Pickup
- SEFL-LTL-LTL STANDARD
- UPS-AIR-NEXT DAY AIR (\$89.97)
- UPS-AIR-NEXT DAY AIR EARLY AM (\$142.15)
- UPS-AIR-2ND DAY AIR (\$27.25)
- UPS-AIR-3 DAY SELECT (\$19.74)
- UPS-PARCEL-GROUND (\$17.77)
- FEDEX-AIR-1 DAY FREIGHT
- FEDEX-AIR-PRIORITY OVERNIGHT
- FEDEX-AIR-SAT DELIVERY
- WILL CALL-LTL-STANDARD
- FEDEX-AIR-TWO DAY
- UPS-AIR-SAT DELIVERY
- UPS-AIR-EARLY AM SAT DELIVERY
- SEFL-LTL-STANDARD
- YRC FREIGHT -LTL-STANDARD
- FEDEX-GROUND-PARCEL-GROUND
- BEST WAY

SEFL-LTL-LTL STANDARD

Freight charges will be determined at the time of shipment based on the final package weights, dimensions, carrier and destination. These charges will be added to the total billable amount of this order.



Terex Online Parts Store | User Guide

Customer Orders in eCommerce

4. Payment Details

Choose the payment details of:

- **Purchase Order**
- **Credit Card**

Fill out this information with the customer.

*Note— Available **Payment Options** will vary by Account Terms, Brand and Region. Options available will be reflected during the checkout process.*

Payment Details

Purchase Order Number Credit/Debit Card Payment Details

Purchase Order Number *

5. Order Notes

Additional notes or internal references related to the order can be input in the Order Notes such as Job / Work Order or Machine the parts are being ordered for.

Order Notes

Terex Online Parts Store | User Guide

Customer Orders in eCommerce

5. Place Order

After all information is filled out and completed, review the Order Summary on the right side of the page. Items in your cart will appear on the left side under Cart Summary, grouped by where the items are shipping from. You may click 'Edit Cart' to move back a screen and view the full list of products.

If everything looks correct, click to agree to the terms and conditions and click **Place Order**.


✓ Order Priority
 ✓ Shipping And Billing Address
 ✓ Shipping Instructions

Cart Summary

[Edit Cart](#)


Shipment from North Bend, WA

Congratulations! This order is eligible for the Genie **Free Parcel Freight** program!

Item	Quantity	Net Price	Extended Total
 PIN,OUTRIGGER LOCK #6825GT 1185 In stock	1 EA	\$19.00	\$19.00

Shipment from Southaven, MS

Congratulations! This order is eligible for the Genie **Free Parcel Freight** program!

Item	Quantity	Net Price	Extended Total
 KIT LIFT GUARD CONTACT ALARM 6'-8' PLATFORM ALC1000 #1279134GT 17 In stock	1 EA	\$1900.00	\$1900.00

✓ Payment Methods
 5 Place Order

Order Summary

Product Total:	USD 2020.00
Product Discount(s):	-USD 101.00
Standard Discount:	-USD 101.00
Subtotal	USD 1919.00
Shipping: <small>(may include Hazmat charge)</small>	USD 10.00
Shipping Discount Free Parcel Ground with Spend of \$ 950 or more	-USD 10.00 -USD 10.00
Sales Tax:	USD 0.00

Sales tax cannot be determined at this time. Tax charges will be determined at the time of shipment and will be added to the final Order amount if applicable.

Order Total: USD 1919.00

Apply

Order Priority [Edit](#)

Stock Order

Shipping & Billing [Edit](#)

<p>Shipping Address</p> <p><small>EXAMPLE ADDRESS</small></p> <p>ADDRESS NAME 123 1ST AVENUE CITY NAME, ST 12345 United States</p>	<p>Billing Address</p> <p><small>EXAMPLE ADDRESS</small></p> <p>ADDRESS NAME 123 1ST AVENUE CITY NAME, ST 12345 United States</p>
---	--



Order Notes

Features

Insert **Order Notes** before placing your order.

Additional notes or internal references related to the order can be input in the Order Notes such as Job / Work Order or Machine the parts are being ordered for.

*I certify that the purchased products will not be resold or re-exported, directly or indirectly:

- Into Sudan, Iran, North Korea, Syria, Cuba, Russia, or Crimea without written approval from Terex;
- To any person, organization, or company listed on an applicable sanctioned parties list without obtaining required licenses or other governmental approvals; and
- For use in connection with weapons of mass destruction, weapons delivery systems, prohibited nuclear end uses, or military end use by parties or countries subject to arms embargoes.

Like to save money? Sign up for our newsletter to receive updates including new product offerings and upcoming sales.

I Agree to the [Terms & Conditions](#)

Place Order