

nfi.parts™

Parts Store Guide

nfi.parts™



<https://partsstore.nfi.parts>

Parts Store Walk Through

The following pages will walk you through a typical order and get you familiar with some of the features associated with the parts store.

Topics discussed in this guide:

- Logging On
- Home Screen
- Navigating/Finding a Part
- Category View
- VIN Search
- Product Display Page (PDP)
- Quick Order Entry
- The Shopping Cart
- Shipping Information Screen
- Billing Information
- Payment
- Entering a Credit Card
- Favorite List
- Saved Orders
- Orders History
- Interactive Parts Catalog

NOTE:

Google Chrome is the preferred browser.

If you are using Internet Explorer might need to clear the "Compatibility View setting" to make sure there are no check marks or pre-loaded sites.

Logging On

Using your browser, goto <https://partsstore.nfi.parts> to access the store.

Once on the home screen enter your **User Name** and **Password**.

If you don't have an account set up you can either email partsa@nfi.parts or click the **Sign In / Register** to fill out a form. Someone will contact you to help you complete your customer account.

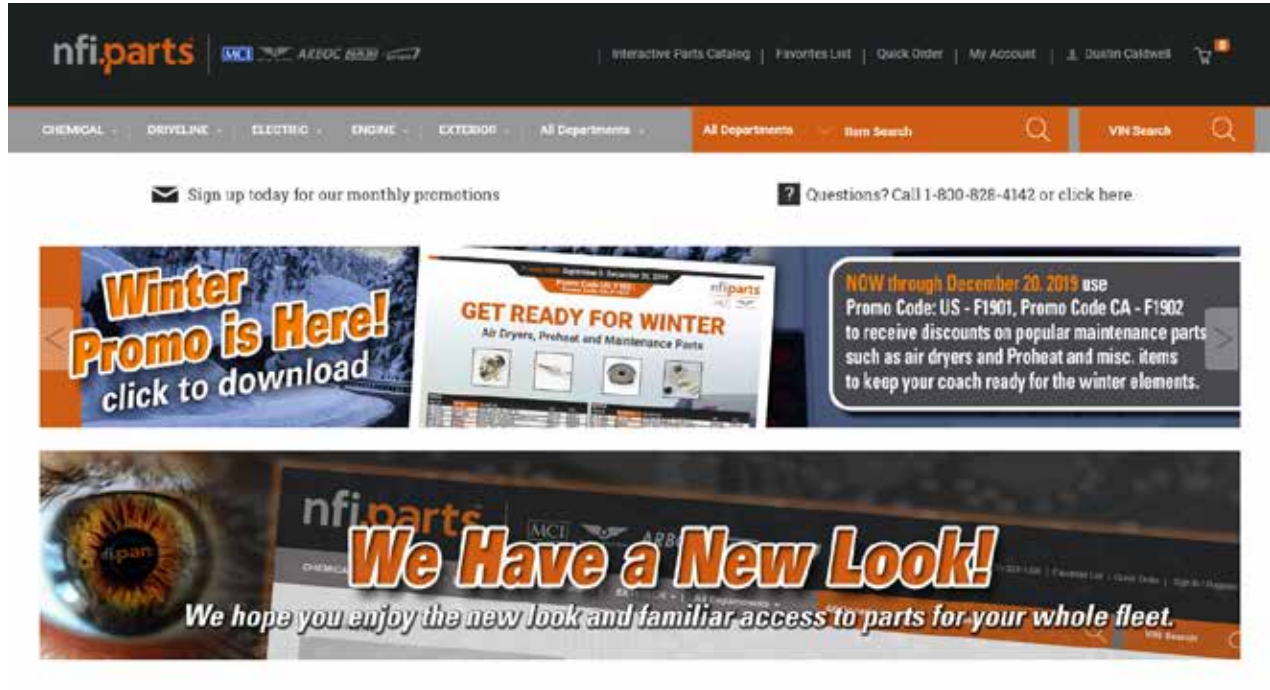
If you have forgotten your password you can click the link "**Forgot your password**" in the bottom left and follow the directions to reset it.

Other features of the logon page include related messaging; giving information on planned maintenance schedules and holidays, numbers to call for help, and a link to additional resources by clicking **our how-to videos**.

The screenshot shows the nfi.parts website interface. At the top, there is a navigation bar with the nfi.parts logo, a list of departments (CHEMICAL, FRIVELINE, ELECTRIC, ENGINE, EXTERIOR, All Departments), and utility links (All Departments, Item Search, VIN Search). A notification banner at the top right indicates a store maintenance period on Saturday, November 23rd, from 5pm to 7pm CST. The main content area is divided into two sections: "Returning Customer" and "New Customer". The "Returning Customer" section features a login form with fields for "Login ID:" (containing "weodemo") and "Password:" (masked with asterisks). A red circle highlights the "Login ID" field. Below the password field is a "Sign In" button and a link for "Forgot your password?". The "New Customer" section lists benefits of registration, such as access to a favorites list, negotiated prices, and the ability to work on multiple orders simultaneously. A "Register" button is located at the bottom of this section.

Home Screen

Once logged in successfully you will be directed to the home page. The user will be able to click on the various widgets/sections to surf to different categories, promotional items, etc.



Navigating/Finding a Part

You can navigate by entering the part number in the search bar or by category view.

Search bar allows you to directly enter a part number or other search word (for instance "Brakes").

Category views allow you to search for items by item class. Selecting a category shows its subcategories listed as well. Please note that "Top" categories contain our bestselling parts.



Category View

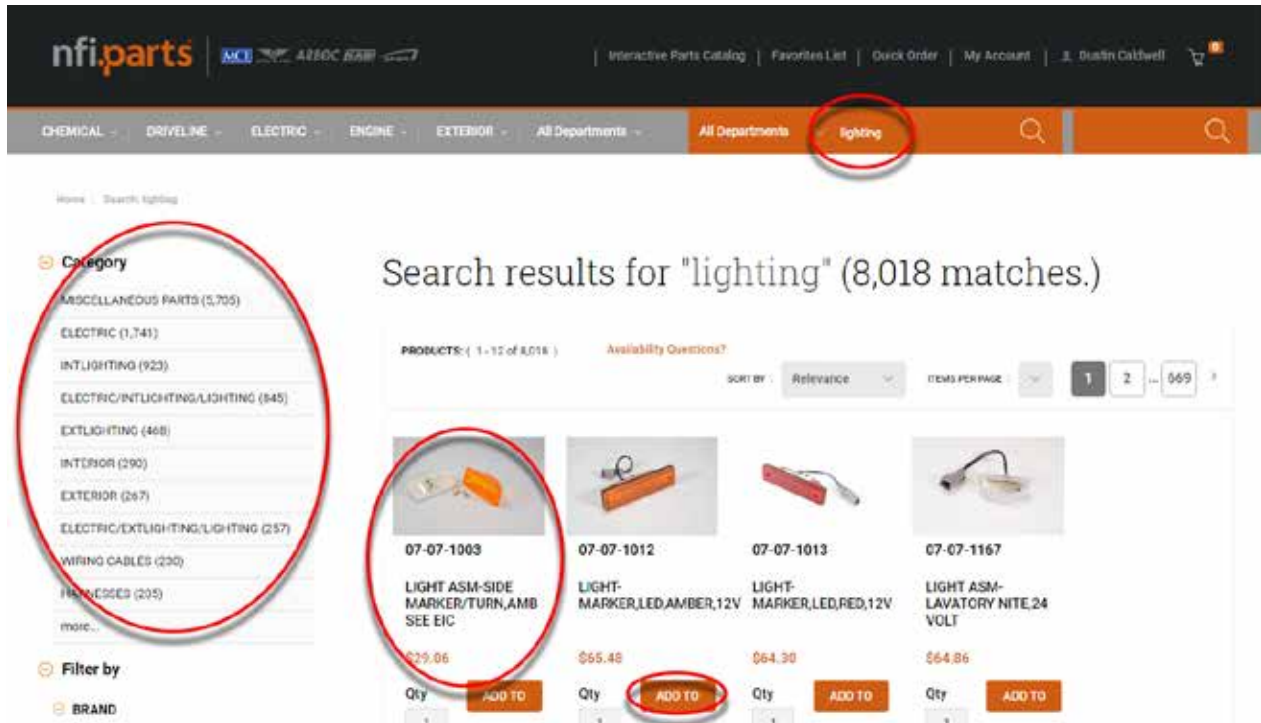
Once a category is selected or you have typed in a keyword, you will be provided category search links on the left of the page to help further narrow down a selection.

NOTE:

"Top" categories contain our best selling parts.

Clicking on a product in the listings, on the right, takes you to the product display page.

Add to Cart will add the product directly to the shopping cart.

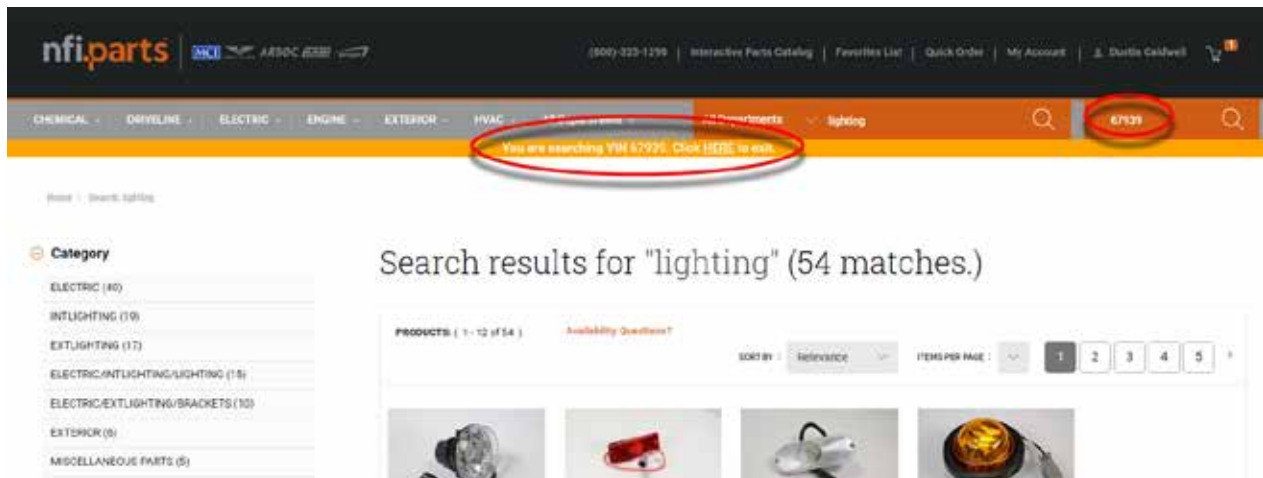


VIN Search

You can limit your part search to a particular vehicle by entering a VIN in the **VIN Search** section. This will filter the results for that vehicle only. **Make sure you exit the VIN search once your done looking for parts on that particular vehicle.**

NOTE:

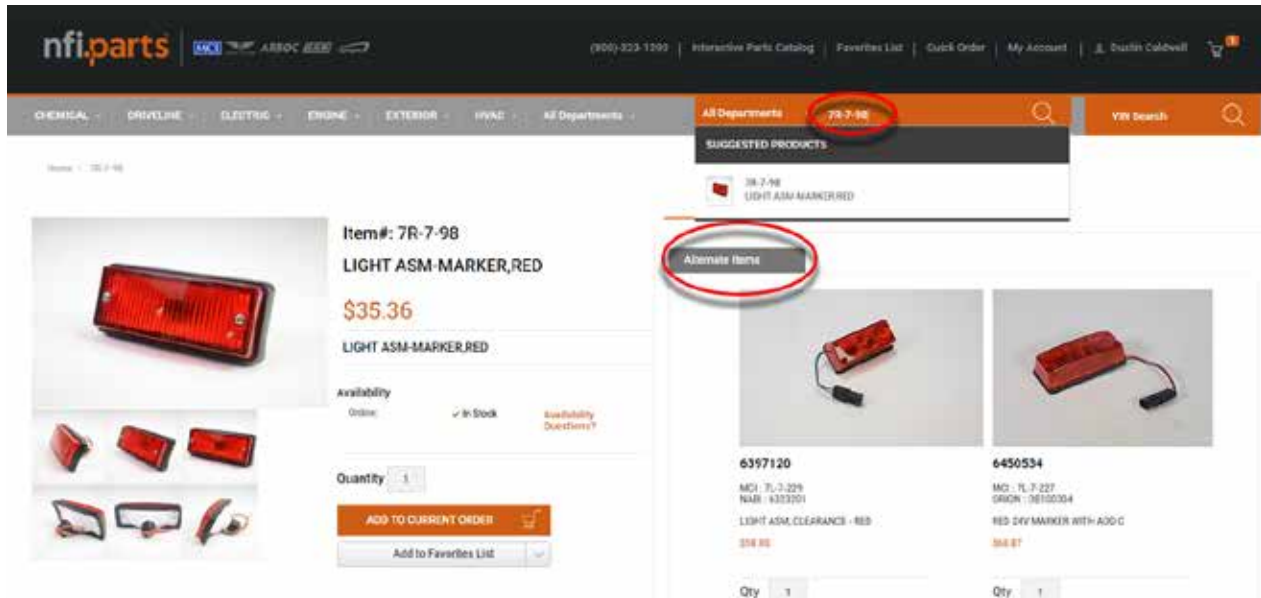
As of this publication, only MCI coach VINs are accessed for the VIN Search function



Product Display Page (PDP)

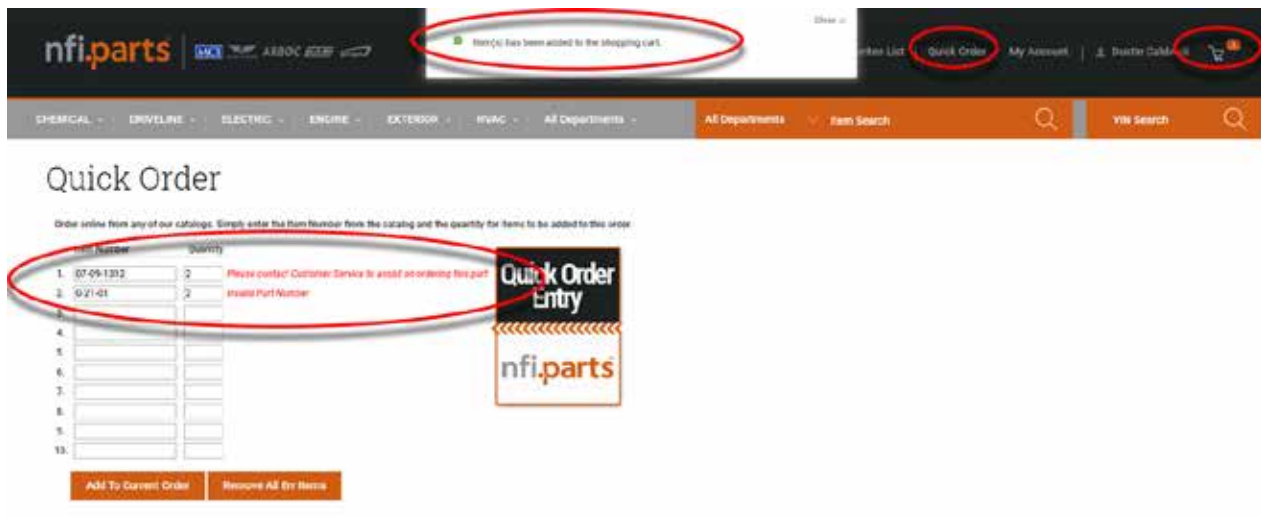
From the PDP you can find out part descriptions, photos, price and availability and any **Alternate Items** that relate to the part.

Access to this page can come from the category search, (as previously mentioned) or by placing the part number directly in the **Item Search** section in the menu.



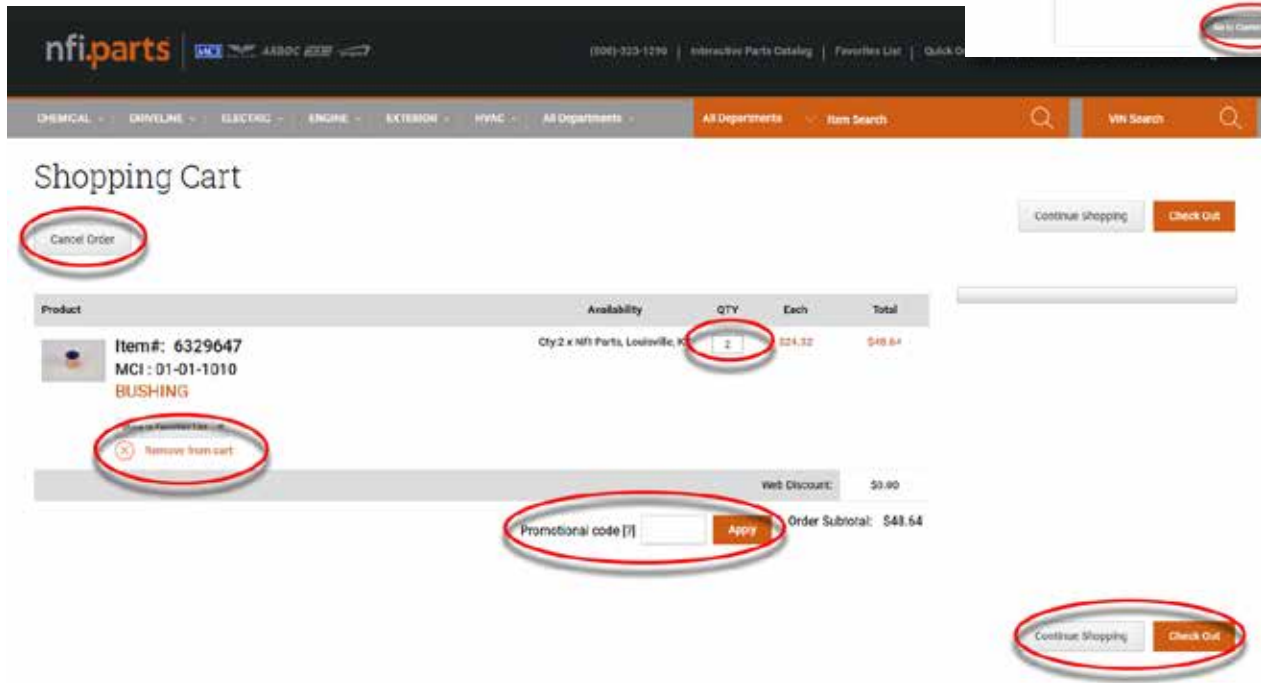
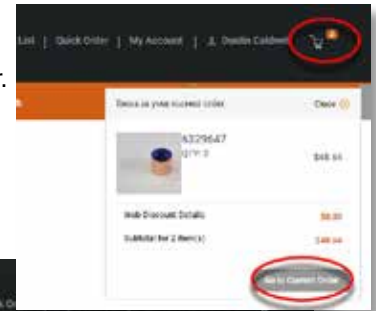
Quick Order Entry

The **Quick Order** entry can be accessed from the top menu and takes you to a page to directly enter parts. Once you enter your list of parts and click **Add To Current Order**, your parts will be added to your shopping cart. If there are any parts that are invalid (such as entering a wrong number, no longer available or need further information, such as programming for parts) the system will alert you or prompt you to call customer service. You can click **Remove All Err Items**, manually delete the PN, enter additional PNs or go to cart to continue.



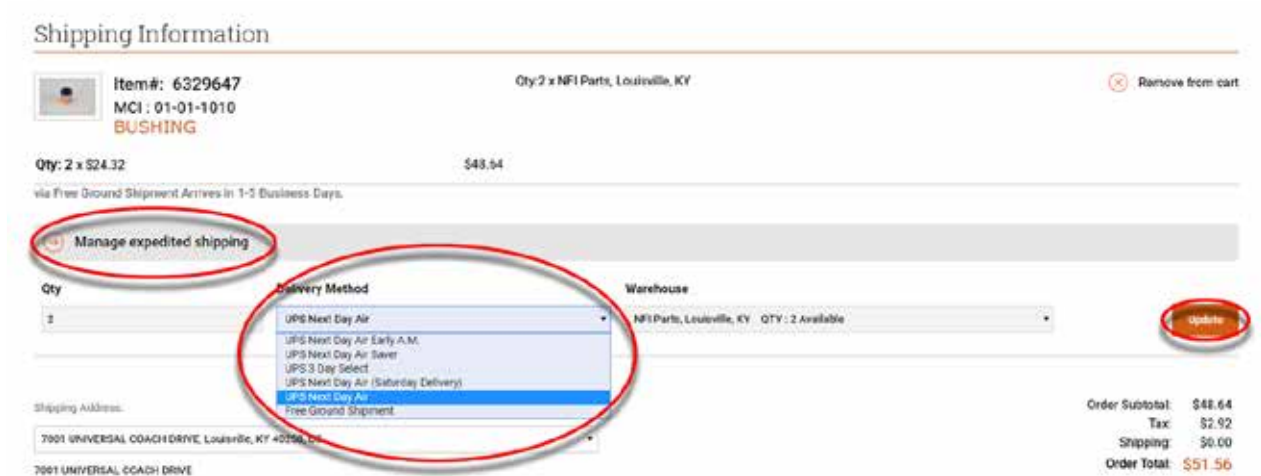
The Shopping Cart

Once you are finished adding items to the shopping cart, click on the shopping cart icon and then Go to Current Order. In the shopping cart you can change quantity, remove item from cart, apply promotional codes, or simply Cancel Order. From this point you can **Continue Shopping** and add more items or start the **Check Out** process.



Shipping Information Screen

For items within the UPS shipping parameters, you can expedite the shipment. When managing expedited shipment, you can select the delivery method and warehouse from the drop down boxes. If the quantities you are attempting to expedite are available at more than one warehouse, you will see multiple warehouses in the drop down box.



Shipping Information Screen Cont.

You are able to select multiple addresses based on their ship-to in the system. You are also able to create and edit addresses if parts will be shipped outside of your normal ship-to addresses.

Note: There is a list of addresses carried over from our system. Please do not edit those addresses, but instead, use the drop down box to select one of those addresses. You should only add or edit an address if it does not currently exist in the list.

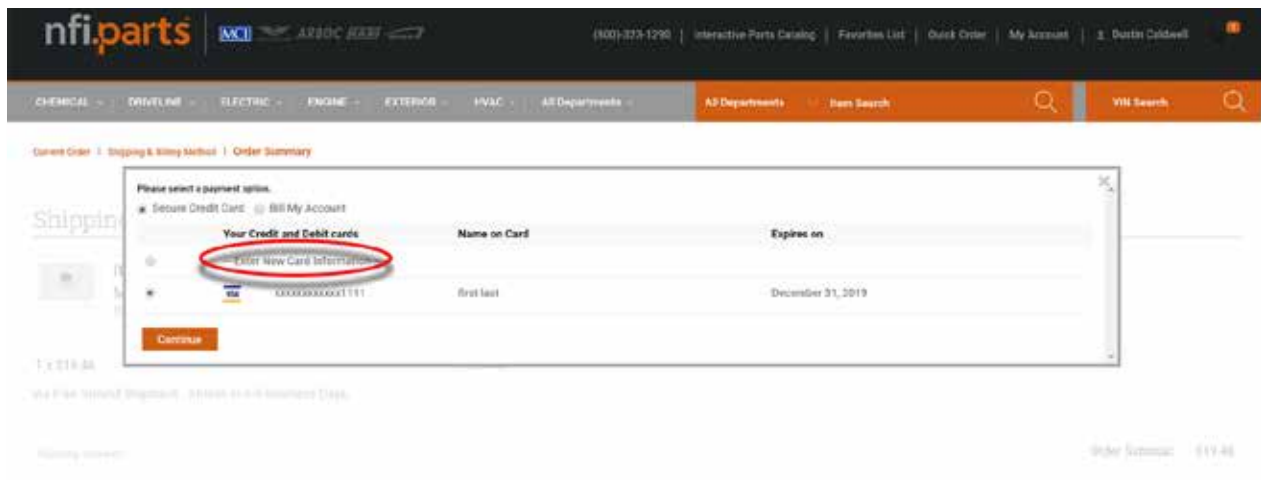


Billing Information

You must enter a PO number. This allows for tracking throughout the rest of the system. When you are finished click **Next** and you will see a summary of your order. Once you confirm that all looks okay, click **Order**.

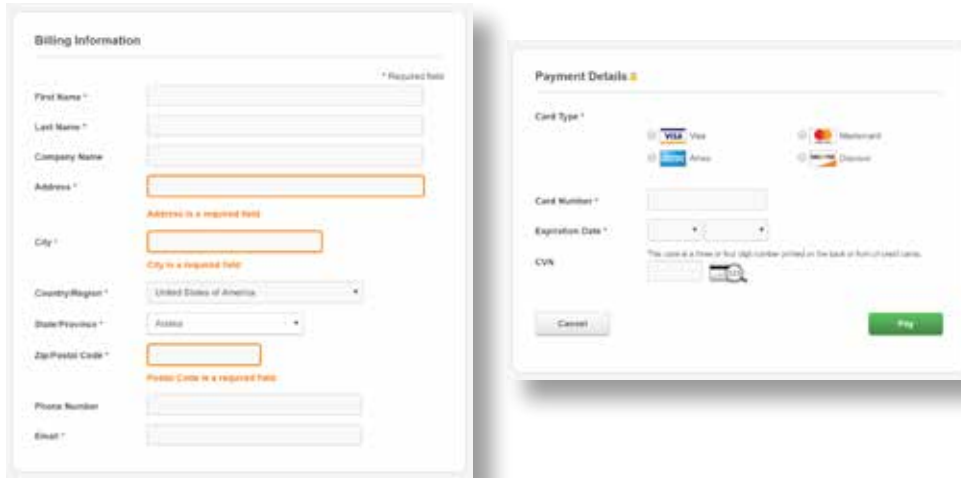
Payment

You are given an option to Bill My Account or to enter a Credit Card. If you have already entered a CC you will see it saved and can select it on this screen.

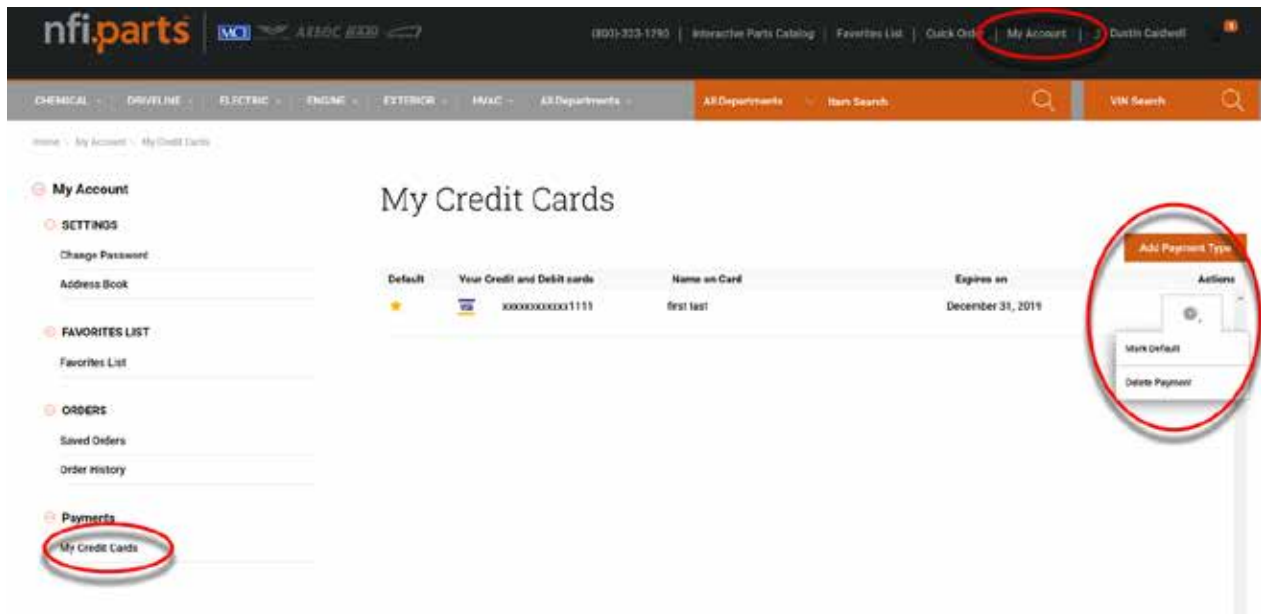


Entering a Credit Card

You can enter multiple credit cards to have the system to save so when you return to order you can simply select the card you want. With the proper information, the process is easy and familiar.



From the **My Account** menu option (at top) you can manage your credit cards by adding, deleting and making a card default.

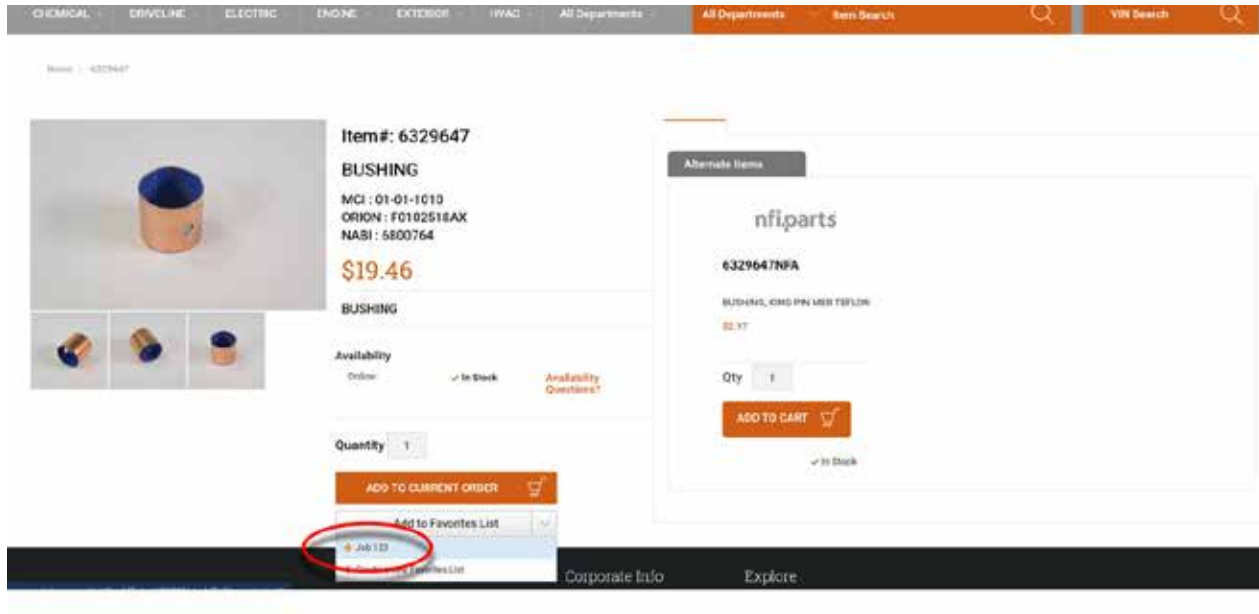


Once you complete your order, we recommend you to Print your order.

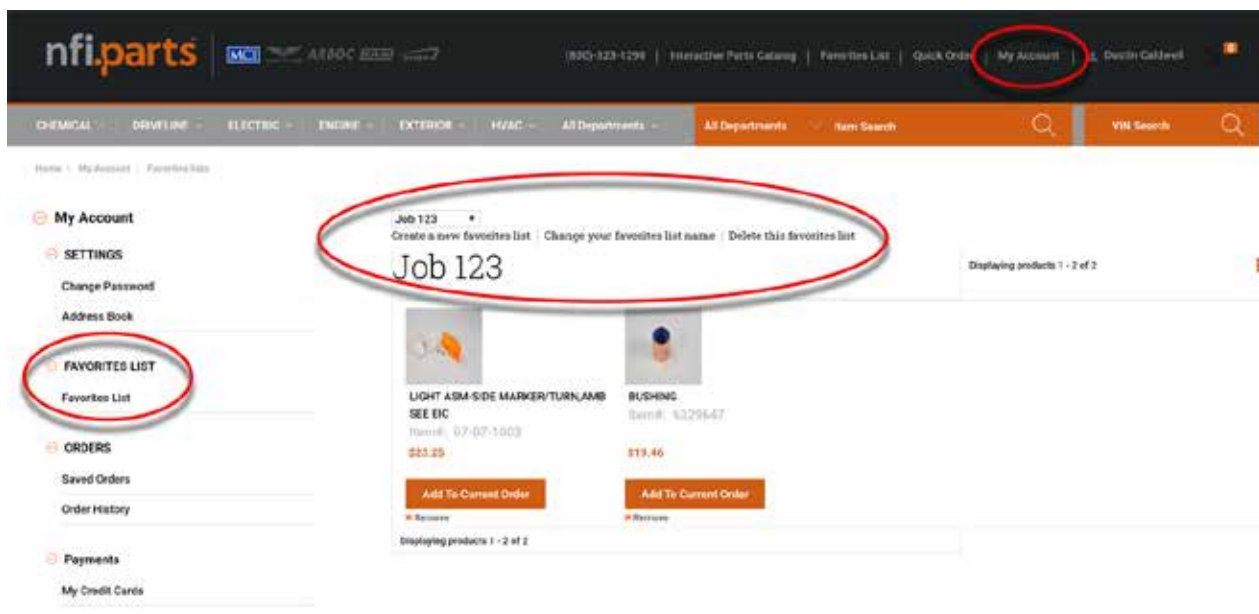
Favorite List

You can create favorite lists to keep track of routine maintenance parts or particular vehicles or jobs ect.

There are a couple of ways to create the list. One way is by adding a part to the Favorites List on the PDP page. Click Add to Favorites List and either select a previously created list or create a new one.



You can manage your favorites list by selecting the **My Account** menu option (at top). On the left side select Favorite List and then you can create, change or delete the lists. From the selected list you can simply add items to the cart.



Saved Orders

Saved Orders allow you save and name the order currently in the cart, create a new order, duplicate the order, set a saved order to current order or delete the order.

From the **My Account** menu option (at top) you can access your **Orders**. On the left, within the **Orders**, you can create and view **Saved Orders**.

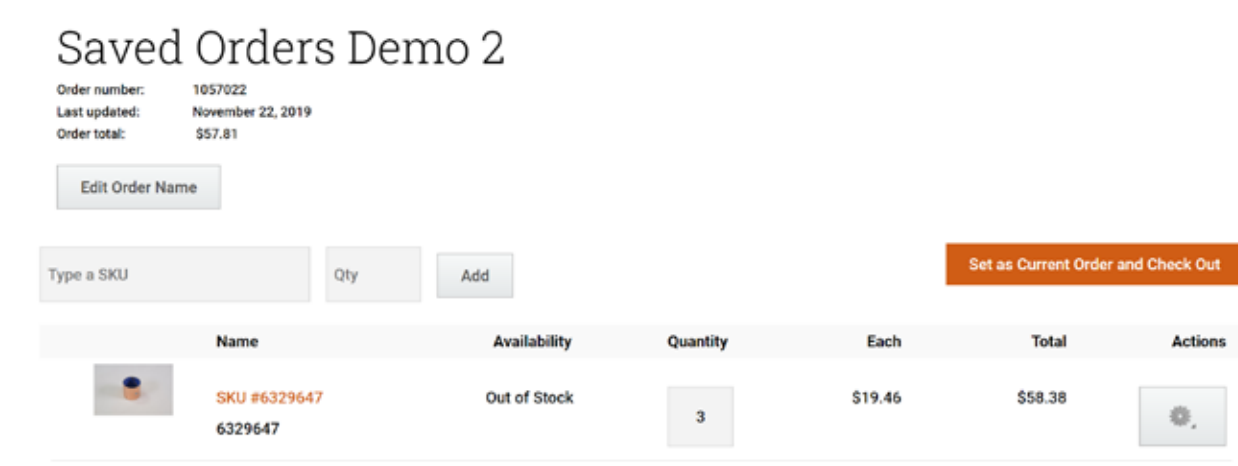
Like the favorites list, this allows you to create favorite orders for easy retrieval and ordering.



Once you create a few saved orders you can manage the orders from the gear icon.



You can quickly add parts to the Saved Order by entering the part numbers in the SKU and a quantity in the box.



Orders History

From the **My Account** menu option (at top) you can access your **Orders**. On the left, within the **Orders**, you can create and view **Order History**.

Order history allows you to see the status of your order, re-order the parts, or see more details. The details are where you can find tracking information, etc. You can navigate through the orders using the top, bottom, previous, and next buttons.

Filters


<Top < Previous Next > Bottom >

Order Number	Order Date	Purchase Order	Status	Total Price
1006007 (Order Ref #) Details	November 19, 2019	test	Booked	\$187.05
31091081 (Order Ref #) Details	October 29, 2019	test cm	Booked	\$194.60
1051801 (Order Ref #) Details	October 24, 2019	test10-24-19	Closed	\$19.27
1000004 (Order Ref #) Details	October 23, 2019	test10-23-19	Booked	\$19.27
1000006 (Order Ref #) Details	October 23, 2019	test2-10-23-19	Booked	\$19.27
1049002 (Order Ref #) Details	October 21, 2019	test123456	Booked	\$19.27
1044004 (Order Ref #) Details	October 17, 2019	test	Booked	\$8.06
1044003 (Order Ref #) Details				

Order Details

Order Number: 35741361
 Order Date: February 8, 2019
 Purchase Order Number: 167203
 Order Reference Number: 35741361

Shipping Information

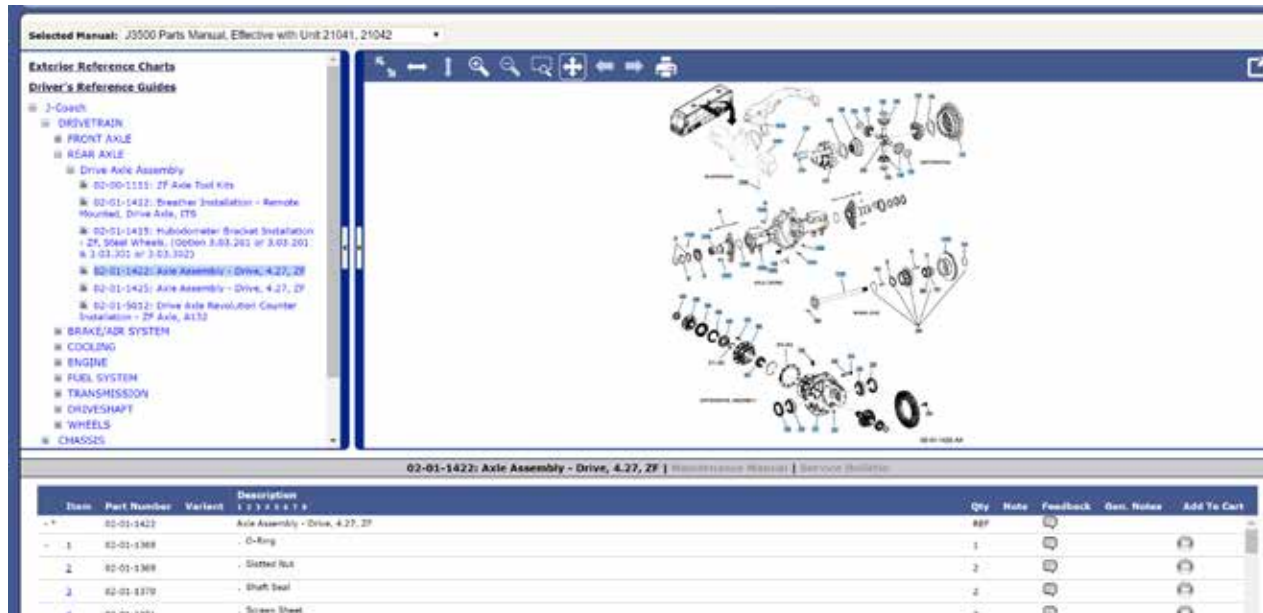
Product	Shipping Status	Tracking No.	Qty Ordered	Qty Shipped	Each	Total
 MODULE-VMM 2820 Item#: T07-3057	Closed	1z30e2w10349931614	1.0	1.0	\$2,025.31	\$2,025.31

[Print](#) We recommend you print this page

Interactive Parts Catalog

The interactive parts catalog is currently set up for MCI only and allows you to enter their VIN and view drawings for parts that are applicable to their coach.

You can also surf to 3dparts.mcicoach.com and login as guest to see all available manuals (up to 20 years). Users will not be able to use the check-out feature at this time.



We Need Feedback

As we continue to improve the website, we need feedback from you. If you experience any Navigation or Ordering Concerns such as:

- Unable to order a part
- If a part is not showing up on the web
- An item ships to the wrong address (If you can provide screenshots of the order, this is helpful)
- You do not receive an order number for any reason
- Pages are not showing correct information or any other errors

Please send any feedback to partsusa@nfi.parts.

If there are any immediate questions regarding ordering a part please call our customer service team at (800) 323-1290.