



Kubota Engine America (KEA)

Parts Center



User Manual

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1 Introduction

Kubota Engine America Parts Center User Manual

The Kubota Engine America-Internet Sales Application (referred to as **Kubota Engine America Parts Center or KEAPC**) in this document) is the system that allows, select customers to communicate directly with the KEA Order Fulfillment System.

Kubota Engine America Parts Center includes:

- Parts Order Creation
- Parts Order Status
- Part Invoice Status
- Parts Availability and Material Catalog

Kubota Engine America Parts Center utilizes a standard Web browser interface and a connection over the Internet.

The Kubota Engine America Parts Center is accessible through the Internet. However, only authorized members of your organization should use this site, to ensure security and improve performance of the Kubota Engine America Parts Center.



www.kubotaengine.com

TOUGH **Kubota** **PARTS**

Quality, Confidence and Durability you can trust.

Emissions Certified to leave a smaller footprint on our earth.

Peace of mind ... *always!*

Kubota
KUBOTA ENGINE AMERICA

2 User Manual Guidelines

The Kubota Engine America Parts Center User Guide is written to provide a step-by-step reference aid while you're learning the system, and for use in daily operational needs. This guide was designed to be viewed with a Web Browser, in part to ensure the most current information is used. The guide may be

accessed via the  link available on all displays.

Please use the following guidelines to better understand this manual.

All procedures are intended to provide the simplest, most logical sequence to using Kubota Engine America Parts Center.

This manual should be consulted for the more basic operations within the application. It is not intended to replace either your Web Browser's manual, or the manual of your Operating System.

If you are having problems connecting to the Internet, please consult either your Internet Service Provider or your internal Internet support group.

KEA does not support either the software on your computer, or your connection to the Internet.

3 For the First Time

1. Connect to the Internet:
 - Internal company connection
 - Dial up connection via modem (not recommended)
 - Other high-speed access connection
2. Open your Web Browser
3. Type in the Web address (URL) provided by KEA in the address area of the browser. If the address was sent by email, you could select the link included, which will enter the web address for you.
4. Hit Enter to access Kubota Engine America Parts Center.

<https://www.keagenuineparts.kubotaengine.com/Default.aspx>



4 Login Screen

This is the initial entry screen that allows access to the Kubota Engine America Parts Center. If your setup and connection are correct you will see the Welcome to Kubota Engine America Parts Center page.



4.1 Login

1. A **User ID** and **Password** are required to gain access into the application.
2. Click the **Sign In** button to enter the application.
3. **Forgot Password?** Type in your User ID and Email address to retrieve your password.

Forgot Password

Did you forget your Password? Please fill out the form to get a new password. The new password will be system generated and you are advised to change it when you log in the next time.

Please confirm your Identity.

Enter Your UserID and Email Address for verification purposes. Please enter both values even if they are the same

Your UserID

Your Email Address

[Back](#)

[Submit](#)

Login

User ID

Password

[Sign In](#)

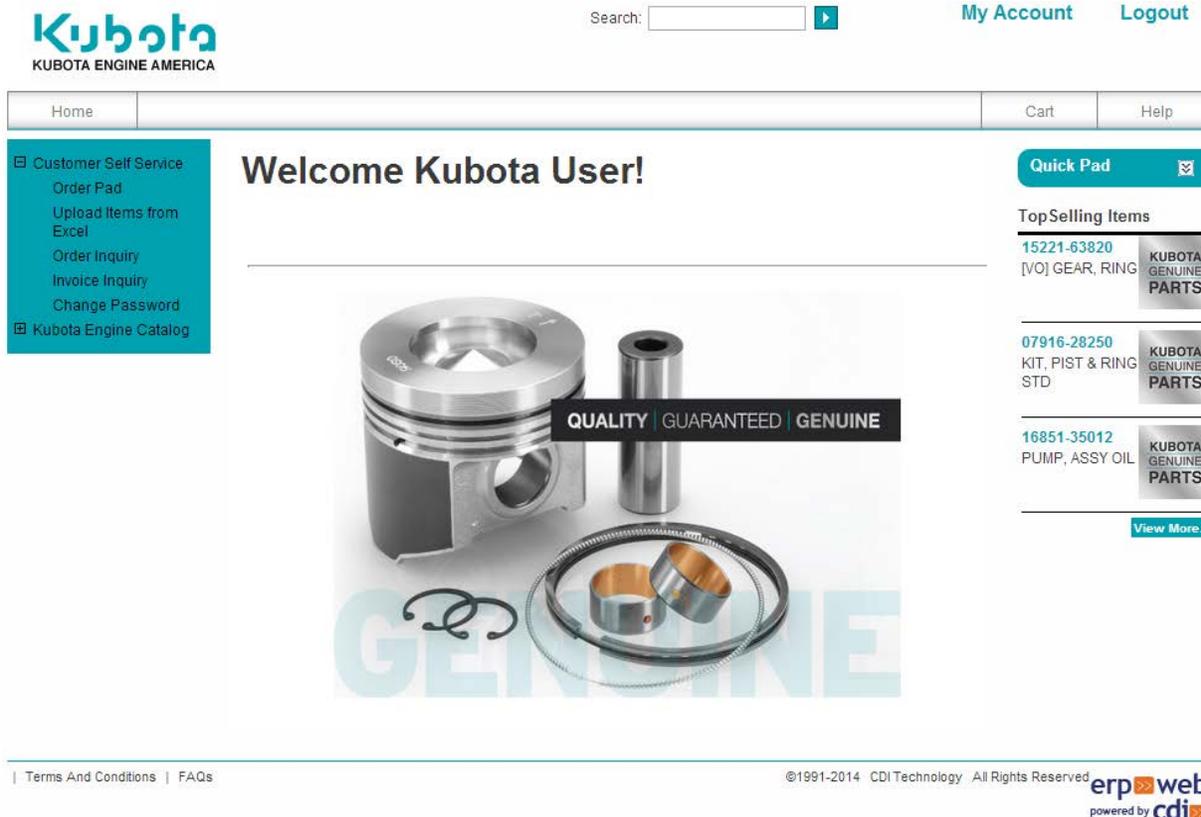
[Forgot Password?](#)

[New User!](#)

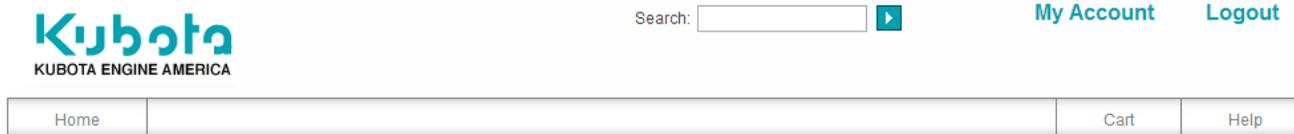
4. **New User!** – Use this to create a new user. An email confirmation will be sent when the information is confirmed by KEA Customer Service

5 Home Screen Overview

The Home Screen consists of two main sections. The top section included a Material Search, My Account, Logout, Home, Cart, and Help buttons. The main section includes the Customer Self Service and Kubota Engine Catalog options as well as the Quick Pad and Top Selling Items.



5.1 Top Section



5.1.1 Material Search

Search: 

To search for a Material Number or Material Description in the Kubota Engine America Parts Center system, type in a minimum of 3 characters into the search window and press  to see the results.

The use of wildcards such as *, %, \$ will NOT work and will generate an error message. This is NOT a search for Existing Orders or Invoices, please use the Order Inquiry and/or Invoice Inquiry for those search requests.

5.1.2 My Account

My account button will show the Last Login date/time, Billing Address, and Shipping Address for the current Order. If you change the Shipping Address during the session, this information will be updated.

5.1.3 Logout (See section 14 for additional information)

5.1.4 Home - This will go back to the Home Screen from all areas.

5.1.5 Cart - Shopping Cart (See section 9 for additional information)

Cart (2)

(#) will show how many materials are currently in your Cart

5.1.6 Help – This User Manual

5.2 Main Section

The screenshot displays the Kubota user interface. On the left is a teal navigation menu with the following items: Customer Self Service (with a sub-menu: Order Pad, Upload Items from Excel, Order Inquiry, Invoice Inquiry, Change Password), and Kubota Engine Catalog. The main content area features a 'Welcome Kubota User!' header above a large image of a piston and ring assembly. A black banner across the image reads 'QUALITY | GUARANTEED | GENUINE'. To the right, a 'Quick Pad' section lists 'Top Selling Items': 15221-63820 [VO] GEAR, RING; 07916-28250 KIT, PIST & RING STD; and 16851-35012 PUMP, ASSY OIL. Each item is accompanied by a 'KUBOTA GENUINE PARTS' badge. A 'View More...' link is at the bottom right of the list.

5.2.1 Customer Self Service

5.2.1.1 Order Pad (See section 6 for additional information)

5.2.1.2 Upload Items from Excel (See section 7 for additional information)

5.2.1.3 Order Inquiry (See section 11 for additional information)

5.2.1.4 Invoice Inquiry (See section 12 for additional information)

5.2.1.5 Change Password (See section 14 for additional information)

5.2.2 Kubota Engine Catalog (See section 13 for additional information)

5.3 Quick Pad

The preferred ordering tool if you're looking to order 5 or less items. The Quick Pad is a fast and efficient tool to add items to your Cart. Clicking the **Add More...** button will open the Order Pad.

The screenshot shows the Kubota website interface. On the left, there is a 'Quick Pad' sidebar with a table for adding items:

Material #	Qty
<input type="text"/>	<input type="text"/>

Below the table are 'Add More...' and 'Add to Cart' buttons. The main content area features a 'Welcome Kubota User!' message, a piston image with 'QUALITY | GUARANTEED | GENUINE' text, and a 'Recently Viewed' section listing items like '07916-28250 KIT, PIST & RING STD' and '15221-63820 [VO] GEAR, RING'. A 'Quick Pad' window is highlighted with a red border on the right side of the page.

5.4 Top Selling Items

These items are determined by KEA Customer Service

The screenshot shows the Kubota website interface. On the left, there is a 'Top Selling Items' section with three items:

- 15221-63820 [VO] GEAR, RING** - KUBOTA GENUINE PARTS
- 07916-28250 KIT, PIST & RING STD** - KUBOTA GENUINE PARTS
- 16851-35012 PUMP, ASSY OIL** - KUBOTA GENUINE PARTS

Below the items is a 'View More...' button. The main content area features a 'Welcome Kubota User!' message, a piston image with 'QUALITY | GUARANTEED | GENUINE' text, and a 'Recently Viewed' section. A 'Quick Pad' window is highlighted with a red border on the right side of the page.

6 Order Pad Overview

6.1 Manual Entry

Type in a Material Number and Quantity.

Order Pad

Line #	Material #	Qty
1	<input type="text"/> ▶	<input type="text"/>
2	<input type="text"/> ▶	<input type="text"/>
3	<input type="text"/> ▶	<input type="text"/>
4	<input type="text"/> ▶	<input type="text"/>
5	<input type="text"/> ▶	<input type="text"/>
6	<input type="text"/> ▶	<input type="text"/>
7	<input type="text"/> ▶	<input type="text"/>
8	<input type="text"/> ▶	<input type="text"/>
9	<input type="text"/> ▶	<input type="text"/>
10	<input type="text"/> ▶	<input type="text"/>

[View Cart](#) [Show Detail](#) [Add To Cart](#)

- Customer Self Service
 - Order Pad
 - Upload Items from Excel
 - Order Inquiry
 - Invoice Inquiry
 - Change Password
- Kubota Engine Catalog



6.2 Select part using Search Button



Enter the Item Id or description to search

Material #

Description



6.3 View Cart

If there are NO items in the Cart, this will go to the Order Information Screen (see section 8), if there are items in your Cart, this will display the Review Cart screen

6.4 Show Detail

Show detail will provide you the price and availability of the material selected.

Order Pad

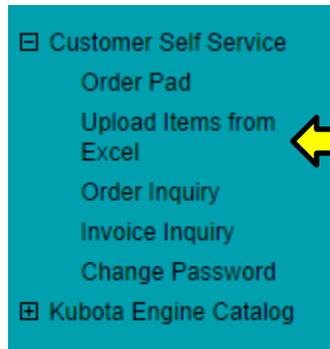
Line #	Material #	Qty	Customer Material #	UOM	Material Description	Availability	List Price	Ext. Price
1	<input type="text" value="D1023-50614"/> ▶	<input type="text" value="5"/>	4CM614	EA	BOLT	1,690	0.33	1.65
2	<input type="text"/> ▶	<input type="text"/>						
3	<input type="text"/> ▶	<input type="text"/>						
4	<input type="text"/> ▶	<input type="text"/>						
5	<input type="text"/> ▶	<input type="text"/>						
6	<input type="text"/> ▶	<input type="text"/>						
7	<input type="text"/> ▶	<input type="text"/>						
8	<input type="text"/> ▶	<input type="text"/>						
9	<input type="text"/> ▶	<input type="text"/>						
10	<input type="text"/> ▶	<input type="text"/>						

Total: \$1.65

6.5 Add to Cart

This will add the item(s) in the Order Pad to the Cart.

7 Upload from Excel Overview



Upload Items From Excel

NOTE : Mandatory Requirements for the Excel being uploaded:

1. You are free to add any contents, such as text, in Row #1. Contents of Row #1 will NOT be uploaded based on the assumption that these are Column Headers. Rows 2 thru 1,000 will be uploaded.
2. Column #1 MUST be the "Material Number" and Column #2 MUST be "Item Quantity". Any additional columns after Column #2 will be ignored.
3. A MAXIMUM of 999 items can be loaded at one time from the Excel. Any rows after Row 1,000 in the Excel WILL be ignored. If you need to upload more than 999 items, you will need to upload them in multiple batches of a maximum of 999 items at a time.
4. Item quantity (Column #2) MUST be greater than 0 and less than 100,000.
5. Sheet Name is mandatory. Please specify the correct sheet name.
6. If you would like to download a sample Excel File, please [Click Here](#)

Please provide the Excel details and click "Upload to Cart".

Path No file chosen

Sheet Name

Upload To Cart

	A	B
1	Material #	Quantity
2	01133-51030	10
3	15521-43160	24
4	19434-73014	30
5	16282-97010	40
6	17208-60016	5
7	15469-97010	15
8	15852-25160	25
9	12581-68670	35
10	15471-97010	45

(UPDATE SAMPLE FILE TO MAKE IT MORE REALISTIC!!)

7.1 Format requirements

Row 1 will be ignored (READ 1-6!)

8 Order Information Screen Overview

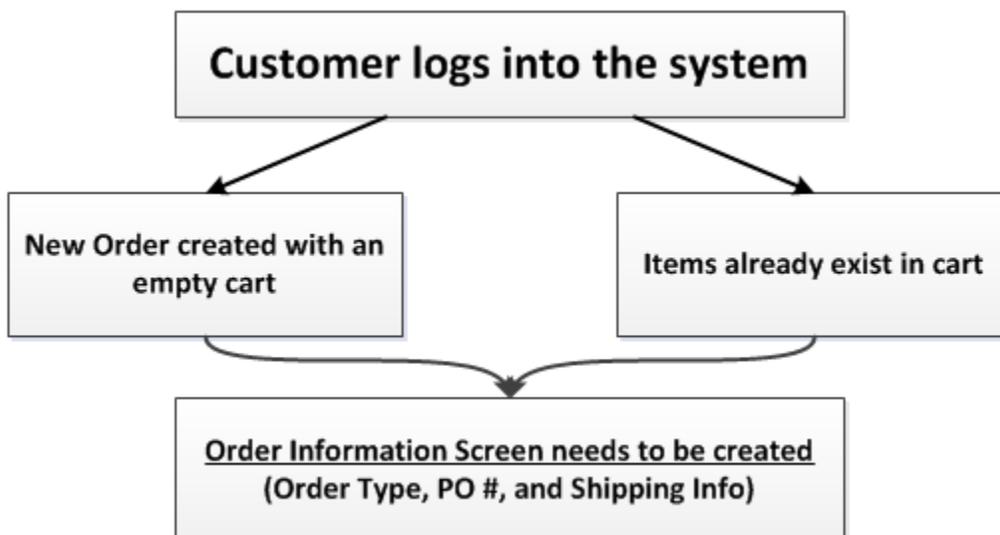
All paths lead to the Order Information Screen. This will need to be maintained for each Order. This information will not be saved if you log out and come back into the system, even if there are existing Cart items.

The type of order, PO #, requested date, notification emails will need to all be maintained as part of the Order Information.

The Current shipping Address can be selected or manually entered.

The Carrier information determines the method of shipping, Ship Completed, and Freight charges.

Order Creation Quick Flow



In an Active Session

- Items in the cart will retain Order Information (if maintained previously within that session), even if items are deleted.
- Empty Cart button will reset the Order Information, unless you add materials from the Review Cart screen. You will be prompted to change the PO #.

Order Information

Select Order Type	<input type="text" value="Emergency Order"/>	Requested Date (MM/DD/YYYY)	<input type="text" value="08/13/2014"/>
*Customer PO#	<input type="text"/>	Notify Email 1	<input type="text"/>
Notify Email 2	<input type="text"/>	Notify Email 2	<input type="text"/>

Select Shipping Address

<input type="text" value="Current Billing Address"/>	<input type="text" value="Current Shipping Address"/>
<input type="text"/>	<input type="text"/>

Search Shipping Address: 

Override Shipping Address

Shipping Carrier Information

Ship Carrier	<input type="text" value="UPS"/>	Ship Complete	<input type="text" value="No"/>
Ship Service Level	<input type="text" value="2nd Day Air"/>	Freight charges	<input type="text" value="PrePay & Add to Invoice"/>

* Required field

Continue

8.1 Order Information

8.1.1 Order Type

Order types factor into pricing and shipping information based on specific customers. The Default Order type is Emergency Order.

8.1.1.1 Emergency Order – Same Day Ship

8.1.1.2 Regular Order – Daily Order

8.1.1.3 Stock Order – Weekly Order

8.1.2 Customer PO

The Customer Purchase Order Number is **required** for the Order to be created.

8.1.3 Email Notifications

Type in a valid email address to receive a confirmation email. When the account is created there's an associated email address, this address will automatically receive email notifications. Use the Notify Email 1 and 2 to notify additional people.

8.2 Select Shipping Address

To select an already created Shipping Address, please choose one from the pull down box or use the default entry.

8.2.1 Override Shipping Address

Use this option for a One Time Ship To address, confirm the address is correct on the Order Information screen after you press Continue.

Override Address

Details of new shipping address:

Address Name*	<input type="text"/>
Street 1*	<input type="text"/>
Street 2	<input type="text"/>
City*	<input type="text"/>
Country*	<input type="text" value="United States of America"/>
State*	<input type="text" value="Please Select"/>
Zip Code*[99999]	<input type="text"/>
County	<input type="text"/>

* Required

Back

Continue

To revert back to an existing Shipping Address, select one from the pull down, and the address will be updated automatically.

8.3 Shipping Carrier Information (See Matrix on the next page for details)

8.3.1 Ship Carrier and Ship Service Level

These options are determined by the Sales Order Type and any Customer Agreements that have been predetermined.

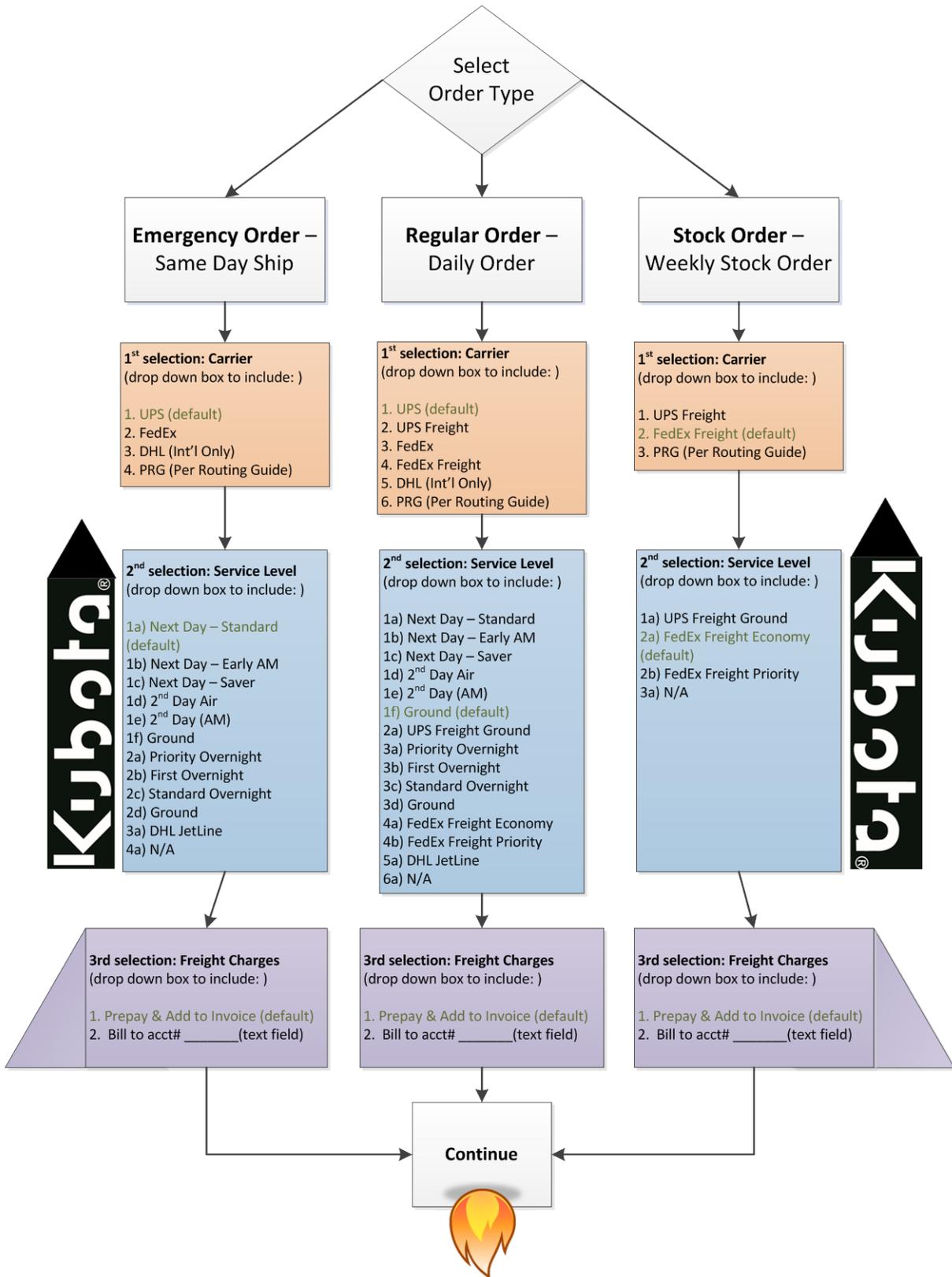
8.3.2 Ship Complete

To have all your Cart items shipped at the same time, select **Yes** for this option.

8.3.3 Freight Billing

Please contact KEA Customer Service for questions regarding this.

ERP2WEB – Shipping Carrier Information Flowchart



9 Review Cart Screen Overview

Review Cart

Material # Qty **Add** **Order Pad** **Import From Excel** Order Type : Emergency Order

Material #	Customer Material #	Material Description	Availability	Qty	UOM	List Price	Net Price	Ext. Price	Delete
16609-01618		OIL PAN	12 as of 8/13/2014	<input type="text" value="12"/>	EA	165.98	99.59	1,195.08	<input type="checkbox"/>

Total Price: 1,195.08

Update Cart **Empty Cart**
Change Order/Shipping Information **Proceed To Check Out**

9.1 Update Cart

This is used when adding an additional Material or updating the Quantity. This is also used to update the cart if you Delete an item(s).

You can also add more Materials to your Order from this screen.

9.2 Change Order / Shipping Information

This will take you back to the Order Information Screen.

9.3 Empty Cart

If you empty the Cart from the Review Cart screen, all the Material(s) will be removed from the Cart. If you stay in an active session, (don't Logout) any previous information in the Order Information Screen will be retained.

9.4 Proceed to Check Out

This will take you to the Order Summary Screen

10 Order Summary Screen Overview

The Order Summary is the last screen before you complete the order and it's put into the KEA system. Review all the information is correct and Click **Confirm Order**. If something needs to be fixed, click the Back button to return to Review Cart.

Order Summary

Insufficient inventory for Item(s): 16609-01618

Review your order details below, then click "Confirm Order"

Material #	Cust. Material #	Material Description	Qty	UOM	Net Price	Total Price
16609-01618		OIL PAN	12	EA	99.59	1,195.08
Order Total						\$1,195.08

Billing Address		Shipping Address	
[Redacted]		[Redacted]	

Order Type	Regular Order	Ship Carrier	UPS
Customer PO #	Order Summary	Ship Service Level	Next Day-Standard
Request Date	08/26/2014	Freight charges	PrePay & Add to Invoice
Notify Email 1		Ship Complete	No
Notify Email 2			

Back
Confirm Order

10.1 Confirm Order

Once you confirm the order you will be giving an order number. If you entered an email address on the Order Information Screen, you will receive an email confirmation. An email will also be sent to the default email address on the account.

Order Confirmation

Your order has been confirmed.

Your order number is 1144588

Your order has been successfully created. Please keep the order number for future reference. You will soon receive an email with order details. You can click on "Review Order" button below to review the order details.

Print Order
Download Order To Excel

10.2 Print Order

This will print the order to a local printer

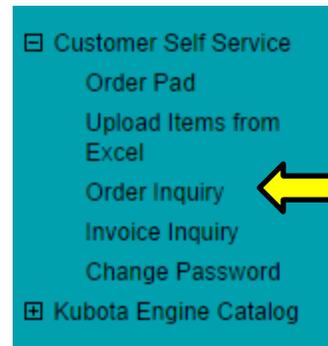
10.3 Download to Excel

Download your order to a spreadsheet

11 Order Inquiry Screen Overview

11.1 Selection Options

By default the Selection Screen will show the last month of Orders. To perform a custom search use the selection options below.



Order Inquiry

Order #	<input type="text"/>	Customer PO #	<input type="text"/>
Order Date From (MM/DD/YYYY)	07/15/2014 <input type="button" value="Calendar"/>	Order Date To (MM/DD/YYYY)	<input type="text"/>
Order Type	All ▼	Order Status	<input type="text"/>
Material #	<input type="text"/>		

11.1.1 Order # - Type in a specific Order # (must be within the selected date range)

11.1.2 Customer PO # - Type in a specific PO # (must be within the selected date range)

11.1.3 Order From and To dates – Select the date range for your search criteria

11.1.4 Order Type – Select Emergency, Regular, or Stock

11.1.5 Order Status – Select Not Delivered, Partially Delivered, or Completed

11.1.6 Material # - Type in a specific Material # (must be within the selected date range)

11.2 Show Details

Select an Order with the radio button and click on

Show Details

11.2.1 Print Order – This will output your Order to a local printer

11.2.2 Download to Excel – A prompt to Save or Open the file in Excel
(Doesn't work with Chrome!!)

11.2.3 Reorder – The Reorder button will add all items in that Order to the Cart. If there are existing items in the Cart, it will add to those.

Buttons will only show up if items have NOT been delivered

11.2.4 Change – Change the Quantity Ordered and/or Requested Date

11.2.5 Delete – Delete will give you the option to delete a specific line, there is a confirmation prompt if clicked accidentally.

Order Details

Billing Address	Shipping Address
[Redacted]	[Redacted]

Order #	1144556	Order Date	08/13/2014
Order Type	Emergency Order	Req. Date	08/13/2014
Customer PO #	Review Cart	Order Total	1,195.08
Ship Carrier	UPS	Ship Service Level	2nd Day Air
Freight Charges	PrePay & Add to Invoice	Ship Complete	No

Material # Material Description



Select	Ord. Line #	Material #	Cust. Material #	Material Description	Order Status	Req. Qty	Qty Confirmed	UOM	Net Wt.	Net Price	Ext. Price	Delivery Date
<input type="radio"/>	10	16609-01618		OIL PAN	Open	12	12	EA	71.28	99.59	1,195.08	8/13/2014

If you have multiple line items and you're looking for a particular Material Number, use the search boxes to find your item quickly.

Material #
 Material Description

11.3 Resend Email

This function will resend an Order Confirmation Email to the receipts from the Order Information Page **and the master email?**

11.4 Track Shipments

Tracking information will be provided if the line item(s) have been shipped. A link to the carriers tracking page will take you to a non-KEA website.

Order Tracking

Order #: 1237736
 Order Type : Regular Order

Material #	Description	Qty Shipped	Shipped Date	Carrier	Tracking #
16032-98500	WASHER,ADJ. 0.10MM	6	2/21/2013	UPS	1Z6558880348667384
16241-91040	BOLT	20	2/21/2013	UPS	1Z6558880348667384
16683-96020	PLUG	4	2/21/2013	UPS	1Z6558880348667384
1E017-37160	PIPE	1	2/21/2013	UPS	1Z6558880348667384
1G460-04460	SEAL,OIL	2	2/21/2013	UPS	1Z6558880348667384
1G790-53000	ASSY HOLDER,NOZZLE	5	2/21/2013	UPS	1Z6558880348667384
1J551-71410	COMP.COOLER,EGR	1	2/21/2013	UPS	1Z6558880348667384
1J951-11670	HOSE, INLET	2	2/21/2013	UPS	1Z6558880348667384
1J951-25010	[ZB] COMP.FLYWHEEL	1	2/21/2013	UPS	1Z6558880348667384

[Back](#)

The link to shipping carrier site with take you outside of KEA's secure URL

Tracking Detail

[Like](#) 1.3m
 [Print](#)
[Help](#)

1Z6558880348667384
Updated: 08/14/2014 4:08 P.M. Eastern Time

Delivered □
✓

Delivered On:
Monday, 02/18/2013 at 10:16 A.M.

Left At:
Dock

Signed By:
[REDACTED]

[Proof of Delivery](#)

What time will your package be delivered to your home?
 Get **FREE** approximate Delivery Windows on most UPS packages. [I am already a UPS My Choice® Member](#)

Continue

Shipping Information

To: [REDACTED]

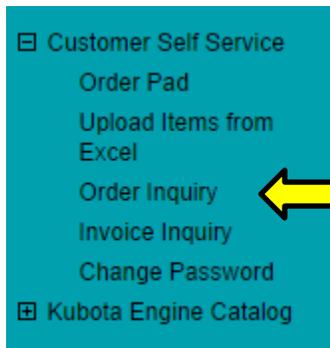
Shipped By

UPS GROUND

12 Invoice Inquiry Screen Overview

12.1 Selection Options

By default the Selection Screen will show the last month of Invoices.



Invoice Inquiry

Invoice Number Customer PO #
 Invoice Date From(MM/DD/YYYY) Invoice Date To(MM/DD/YYYY)

12.1.1 Invoice # - Type in a specific Invoice # (within the selected date range)

12.1.2 Customer PO # - Type in a specific PO # (within the selected date range)

12.1.3 Invoice From and To dates – Select the date range for your search criteria

12.2 Show Invoice Details

Select an Invoice with the radio button and click on [Show Invoice Details](#)

Invoice Details

Billing Address
 Shipping Address

Invoice #	91313503	Customer PO #	Test for Tom
Invoice Date	8/15/2014	Terms of Payment	Net 30 Days
Date Due	9/14/2014	Invoice Total	4,210.24
Net Wt.	105.87	Ship Carrier	UPS
Ship Service Level	2nd Day Air	Order #	1144558
Cancelled	No		

Inv Line #	Material #	Material Description	Invoice Quantity	UOM	Net Price	Ext. Price	Ord. Line #
20	15521-43160	[ZB] FILTER, FUEL ELEMENT	24	EA	1.84	44.16	20
30	19434-73014	[VO] THERMOSTAT ASSY	30	EA	9.09	272.70	30
40	16282-97010	[ZB] V-BELT	40	EA	6.33	253.20	40
50	17208-60016	ASSY SOLENOID,STOP	5	EA	70.30	351.50	50
60	15469-97010	[ZB] V BELT	15	EA	3.63	54.45	60
70	15852-25160	[ZB] BOLT, FLYWHEEL	25	EA	1.87	46.75	70
80	12581-68670	CAP, DISTRIBUTOR	35	EA	8.35	292.25	80
90	15471-97010	[ZB] BELT, FAN	45	EA	5.17	232.65	90
100	15881-97010	[ZB] BELT, FAN	2	EA	2.69	5.38	100
110	15231-43560	[ZB] FILTER, FUEL	12	EA	2.96	35.52	110

1 2

[Back](#) [Print Invoice](#) [Download to Excel](#)

12.2.1 Print Invoice – This will output your Invoice to a local printer

12.2.2 Download to Excel – A prompt to Save or Open the file in Excel

13 Parts Catalog Overview

13.1 Bullet Points of Enhancements over ISA

- It's Awesome
- It's Super
- It's Cool
- It's Neato

Customer Self Service
 Kubota Engine Catalog
 Parts



Parts

Home > Kubota Engine Catalog > Parts



Items Per Page Sort by **Add to Cart**

Material #	Cust. Material #	Material Description	List Price	Qty
01010-50822		SUPERSEDED TO 01053-50822	0.36	<input type="text"/>
01011-50612		SUPERSEDED TO 01053-50612	0.36	<input type="text"/>
01011-50814		SUPERSEDED TO 01053-50814	0.31	<input type="text"/>
01011-50818		SUPERSEDED TO 01053-50820	0.31	<input type="text"/>
01011-50820		SUPERSEDED TO 01053-50828	0.31	<input type="text"/>
01011-50828		SUPERSEDED TO 01053-50828	0.36	<input type="text"/>
01011-50830		SUPERSEDED TO 01053-50830	0.36	<input type="text"/>
01011-50835		SUPERSEDED TO 01053-50835	0.36	<input type="text"/>
01011-50842		SUPERSEDED TO 01053-50842	0.36	<input type="text"/>

13. 2 Material Detail Screen

Hover over a Material Number to see a quick description of the item, click on the material for a more detailed view.

13.2.1 Availability – Shows what’s currently available in stock.

13.2.2 Description – Material #, Cust. #, List Price, Description, and County of Origin

13.2.3 Specifications – Sell Unit of Measure, ???

13.2.4 Dimensions – Weight, Weight Unit, Sales Unit

13.2.5 Add to Cart – Update your Cart by typing in a quantity & clicking **Add to Cart**

CAP, SEALING



15221-03490
CAP, SEALING

Quantity:

Add To Cart

Base Price: 2.55

Availability	On
1332	8/26/2014

Description	Specifications	Dimensions
<p>Material # 15221-03490</p> <p>List Price 2.55</p> <p>Material Description CAP, SEALING</p> <p>Country Of Origin JP</p>		

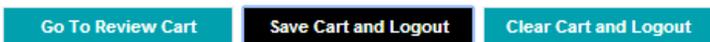
14 Logout and Password

Use the Logout button to leave the Kubota Engine America Parts Center system.

If items exist in your cart, you'll be prompted to **Go To Review Cart, Save Cart and Logout**, or **Clear Cart and Logout**. (See below)

Shopping Cart not empty

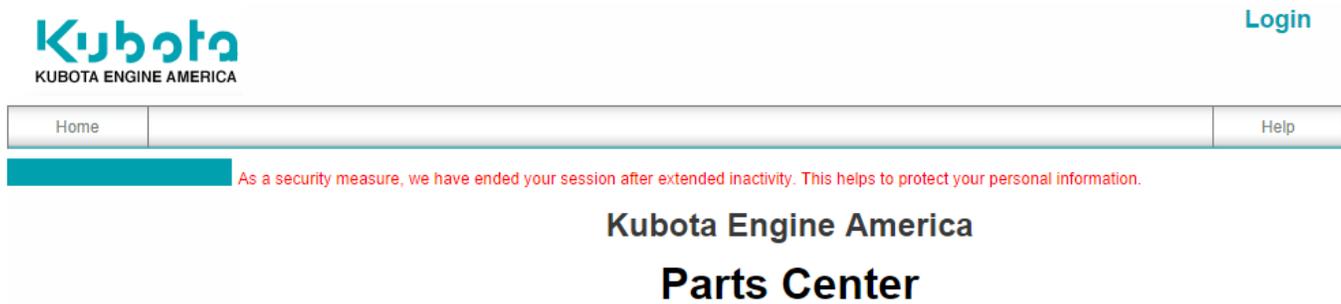
Your Shopping Cart is NOT empty. Click on "Go To Review Cart" to view your shopping cart or click on "Save Cart and Logout" to save cart and signoff from ERP2Web or click on "Clear Cart and Logout" to empty cart and signoff from ERP2Web. You will loose items in the shopping cart if you click "Logout".



14.1 Inactivity

The system will automatically logoff if you exceed the time out limit. This will automatically save your Cart items for the next time you Login.

As a security measure, we have ended your session after extended inactivity. This helps to protect your personal information.



If your session ends due to inactivity, your Cart will be saved automatically for the next time you Login

14.2 Change Password

Password requirements:

- Leading and tailing spaces will be ignored
-

Change Password

Old Password

Enter New Password (Alphanumeric characters)

Confirm New Password (Alphanumeric characters)



Change Password

You have successfully changed your password

Old Password

Enter New Password (Alphanumeric characters)

Confirm New Password (Alphanumeric characters)



15 FAQs

15.1 Where can I find Country of Origin information?

A. Through Parts Catalog / Material tab / Description

15.2 How can I check the status of my order?

A. In the Order Inquiry

15.3 Will images be included in the catalog and will they be part-specific?

A. Our goal is to have all images added, but at the time of launch there will only be a handful.

15.4 What is the fastest method to check availability?

A. Through the Parts Catalog

15.5 Can I search for orders/invoices in the Search box?

A. No, this is a Material only. To search for orders or invoices, please go to the Order/Invoice Inquiry section of the Customer Self Service area.

15.6 If I Logout or Time-Out what happens to my cart?

A. Cart items will be retained on a Time-Out, as the system will automatically “Save Cart and Logout”. If items are in the Cart and you choose “Clear Cart and Logout”, the next login will show an empty cart.

15.7 Can I make a change to an Order after I create it?

A. Yes, as long as a delivery hasn’t been created for any line items on that order.

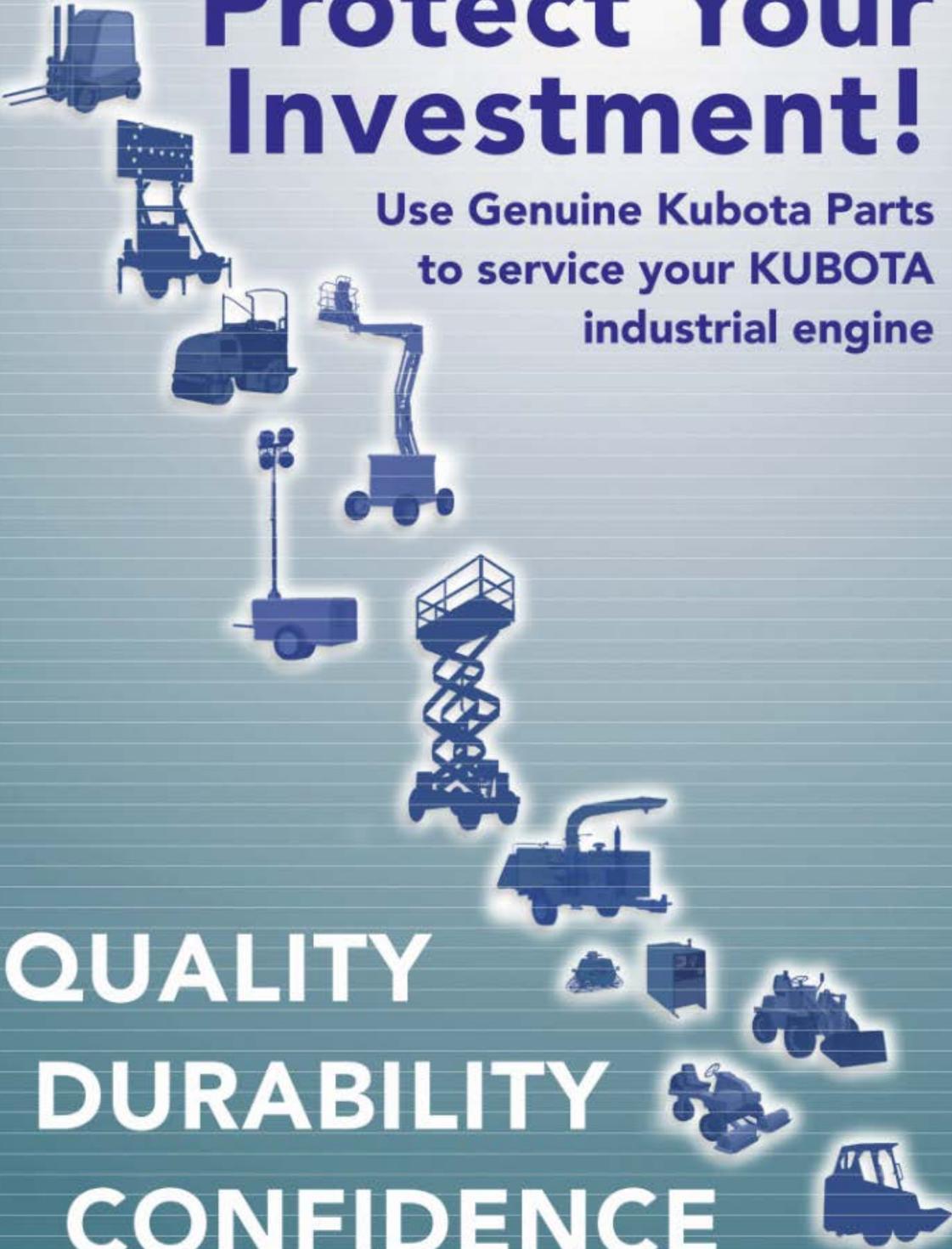
15.8 What was this systems Project name?

A. TealStar

16 Troubleshooting

16.1 Glossary of possible Error Messages (alphabetize this list)

- Consider delivery unit of XX – **Minimum quantity required for that material**
- Invalid Item – **Item has been entered incorrectly or doesn't exist in the catalog**
- Item cannot be purchased online – **Discontinued part**
- Line Item xxxxx-xxxxx details cannot be modified – **Item has been delivered**
- Price and/or Availability cannot be retrieved due to technical reasons.
 - **Superseded, Obsolete, Scrap, Phase Out, Discontinued, ect...**
- Your user profile has been deactivated because of excessive unsuccessful login attempts. (3 consecutive failed attempts) **Please contact Customer Service.**
- **A change can't be made, due to the creation of a delivery for this order.**



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