

# **User Guide**



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# Overview

Car-Part Messaging (iCPM) is designed to give you access to an instant messaging program that integrates Trading Partners, Car-Part Interchange, Car Part Pro, and the Bulletin Board all within a smart and easy-to-use product.

This guide is intended to walk you through the different ways to send and receive instant messages, use sales rooms for buying and selling your parts, and monitoring Car Part Pro user activity. This guide will also show you how easy it is to use Trading Partners and the Bulletin Board in conjunction with iCPM.

# **Using Car-Part Messaging**

Car-Part Messaging has many features which will be discussed in this user guide. First, let's review the main sections of the iCPM program.

## Logging In

To start Car-Part Messaging, double-click the **iCPM** icon that is now on your desktop.



Note: To change the language from English to French, click the **Français** button on the log in window.

The first time you use iCPM, you will need to create a new profile. A new profile must be created for every user who will use this machine. To create a new profile, click the **New Profile** button.

Car-Part Messaging - Please log in			×							
Select Profile: bob@yourautosalvage.com/cpm										
New Profile         Edit Profile         Remove Profile		Français								
Login Automatically	OK	Car	ncel							

The **Create Profile** window will appear. Fill in the **User Name**, **Server**, and **Password** fields. Your user name is the first part of your email address before the @ symbol (e.g. Bob@yourautosalvage.com has the user name of Bob) and your server is the second part of your email address after the @ symbol (e.g. Bob@yourautosalvage.com has a server of yourautosalvage.com). The **Resource** field should already be populated with "CPM"–if it is not, fill this in now.

💟 Create P	rofile	
User Name:	Bob	
Server:	YourAutoSalvage.com	
Resource:	СРМ	
Password:	•••••	
	ОК	Cancel

Once your profile is created, you can choose it from the **Select Profile** drop-down list any time you want to log in. Select your preferred profile and click the **OK** button.

💌 Car-Part Messaging - Please log in 🦳 🗆											
Selec	Select Profile: bob@yourautosalvage.com/cpm										
	New Profile	Remove Profile	Fra	]							
<b>1</b>	ogin Automatically	ОК	Can	cel							

## Roster

The roster is a customizable list of your personal contacts and the sales rooms you most frequently use. You can think of your roster as similar to the list of contacts in your cell phone; these are the people you know and talk to the most.

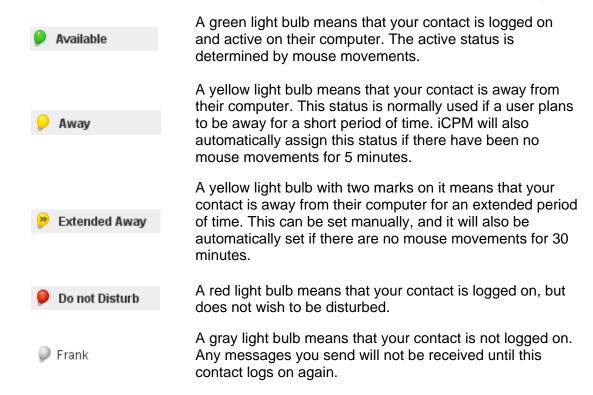
The roster allows you to see at a glance who is available to talk with you, and also allows you to easily access a sales room or request assistance from a Car-Part support representative. You can have up to 200 contacts in your roster.

🕑 Car-Part	Car-Part Messaging - kelly.sales@car-part.com/cpm												
Messaging	Presence	Settin	gs Help										
Search	Join	Roll	Auto	Broadcast	My Website	Car-Part							
Directory	Room	Call	Match	Requests	Requests	Requests							
Roster			terchange	Buy Sales	S Verify								
P-Bookmark De P-Recyclers ali ali ali an arr arr arr arr arr arr arr	emo Room amP eciaW nandaP nberC gelaK ianP veD teA fB nB nnnyF nL 1S J			Select Yea Select Ma Select Par	ar ke/Model t	pokup	2 ~ ~						
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Available													
Car-Pa	rt.co												

You have the option of showing or hiding your roster. If you prefer to hide your roster, just click on the left-pointing arrow between your roster and your tabs. Click the right-pointing arrow to show your roster again.

🖲 Car-Part	Car-Part Messaging - kelly.sales@car-part.com/cpm										
Messaging	Presence	Setting	gs Help								
Search	Join	Roll	Auto	Broadcast	My Website	Car-Part					
Directory	Room	Gall	Match	Requests	Requests	Requests					
Roster			Interchang	je Buy Sa	ales Verify						
P Bookmarl	ks										

The bulb colors represent whether the person listed in the roster is available to chat with you.



To contact a person on the roster, just double-click on the username and a private message box will open, allowing you to send a message. You can type a message or use the preset message buttons. These buttons will be discussed more in the **Sending a Private Message** section of this document.

🕑 Car-Part	Car-Part Messaging - kelly.sales@car-part.com/cpm														
Messaging	Messaging Presence Settings Help														
Search Directory	Join Room	Roll Call		uto atch	Broadca Request		Websi equest		ar-Part equests						
Roster			Inte	rchange	Buy	Sales	Verit	fy 👂 I	izJ						
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	anc anP rla										Hold	Ship To?	Warranty		Bye

To join a room listed in your **Bookmarks**, just double-click on the name of the room in the roster. The room will open in the tab section of iCPM.

Car-Part Messaging - kelly.sales@car-part.com/cpm											
Messaging	Presence	Setti	ngs Help								
Search	Join	Roll	Auto	Broadcast	My Website	Car-Part					
Directory	Room	Call	Match	Requests	Requests	Requests					
Roster			Interchange	e Buy Sa	lles Verify	🎁 sales					
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	iberC				part.com> CP-RF	Q		bob@car-part.com	=		
	a (Extended		Kelly's Auto F	· ·				bobclark@car-part.com			
	gelaK		Ft. Wright, K	41017 859-3	44-1925			bobf@car-part.com			
— 💛 ap	ollo (Auto Av	A 8	1999 Honda	Accord				demo1@car-part.com			
— 🌔 be	n		int:Chassis	Control Box(not	t Engine)-50229		=	drew@car-part.com			
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Car-Pa	rt.co	D									

Both private conversations and sales rooms are described in more detail in the **Messages** and **Joining a Sales Room** sections of this guide.

#### **Car-Part Support Rooms**

Car-Part.com has two support rooms that you can join to ask questions or receive support from Car-Part support reps. These rooms should be under your list of **Bookmarks**. If you do not see the rooms listed, contact your support rep.

After joining the room, enter **HELP** to receive contact from a support rep. These rooms rely on the keyword **HELP** to send a notification to our support reps that you need assistance. If you do not include the keyword **HELP** in your message, the support representatives will not be immediately notified that you need help.

# **Find Contact**

You can easily search for a contact in your roster by following these steps:

- 1. Press Ctrl + F on your keyboard. (Or, go to Messaging>Find Contact.)
- 2. A text box opens at the top of your roster. Type the first few letter of the name you are searching for, and click **Go** (or press **Enter**).
- 3. The contact will be found and highlighted on your roster. If this isn't the contact you're looking for, press **Enter** again to continue to the next match.
- 4. After you have found the contact you are searching for, double-click the contact's name to start a private conversation.

🔽 Car-Part Messaging - ke	Car-Part Messaging - kelly.sales@car-part.com/cpm											
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Search Join Ro Directory Room Ca												
Find: liz Go X	Interchange Buy Sales Verify											
Roster P Bookmarks Demo Room P Recyclers ali amandaP amberC ana angelaK apollo ben brenda brian Available Car-ParC_CDT	Select Year Select Make/Model Select Part Lookup	2										

# My Saved Contacts

According to the analogy that your roster is similar to your cell phone contacts, **My Saved Contacts** is more like a telephone directory.

🕑 Car-Part	Car-Part Messaging - kelly.sales@car-part.com/cpm											
Messaging	Presence	Setting	gs Help									
Search Directory	Join Room	Roll Call	Auto Match	Broadcast Requests	My Website Requests	Car-Part Requests						
- • ste - • ste - • stu - • stu - • su - • ten - • ten - • vic - • we	evenc iartc san nmy ryp endyd isley kW		Intercha	s	Sales Verify elect Year elect Make/Model elect Part	Lookup		<u>?</u> ▼ ▼				
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For example, you usually conduct business with Bob at AAA Auto Salvage. He is in your roster, but his light bulb is set to **Do Not Disturb** or **Offline**. **My Saved Contacts** makes it easy for you to find someone else at AAA Auto Salvage.

By default, **My Saved Contacts** contains all Car-Part Messaging users that are within 150 miles of your business, and this list of local users is automatically updated. This can be changed by going to *Settings>Saved Contacts*. For more information about customizing **Saved Contacts**, see the **Settings** sections of this guide.

You can sort these contacts by user name, company name, company ID, or by state and company name. By default, these contacts are sorted by company name.

There is no limit on how many **Saved Contacts** you can have. You can easily add all the recyclers from an entire state or region if you wish. To add contacts to **My Saved Contacts**, see the **Adding Multiple Contacts** section of this guide.

# Tabs

The main section of iCPM has tabs that allow you to do an interchange search and monitor your buying and selling activities.

🕑 Car-Part	Car-Part Messaging - kelly.sales@car-part.com/cpm												
Messaging	Presence	Setting	js Help										
Search Directory	Join Room	Roll Call	Auto Match	Broadcast Requests		ebsite Jests	Car-Part Requests						
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Car-P	art.cl	m											

#### **Interchange Tab**

Car-Part Messaging features a built-in interchange search. On the **Interchange** tab you can select the year, model, and part code of the part you are looking for. You will be given a list of interchange choices to choose from, similar to the Car-Part.com website search.

When you have found the part you are looking for, you can quickly look up the interchange application, send that request to your trading partners, post it to the Bulletin Board, copy to the clipboard, or include the part information in a message to a sales room or private message.

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Messaging	Presence	Setting	is Help						
Search Directory	Join Room	Roll Call	Auto Match	Broadcast Requests	My W Requ	ebsite Jests	Car-Part Requests		
Roster • Bookmark	S		Intercha	ange Buy	Sales	Verify		 1	
	ciaW							2	
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You can also use the "smart box" field at the top of the **Interchange** tab. This box allows you to enter information quickly, in your choice of the following formats:

- Year, model, part (e.g., 00, jetta, eng)
- Part,model,year (e.g., eng,jetta,00)

These formats are comma delimited, which means that a comma separates each word or date without a space between them. A year may be entered as 2 or 4 digits. Models must be the English model name. Parts may be the numeric part code, Checkmate part code, or the English part name.

When you enter a search in the "smart box" or select the appropriate choices from the drop-down boxes, click the **Lookup** button.

🕑 Car-Part	Messaging	; - kelly.	sales@car	-part.com/c	pm			
Messaging	Presence	Setting	is Help					
Search	Join	Roll	Auto	Broadcast		Car-Part		
Directory	Room	Call	Match	Requests	Requests	Requests		
Roster			Intercha	ange Buy	Sales Verify			
- Bookmark								
Recyclers	ciaW				2000,camry,engine		<u>*</u>	
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Car-P	art.cl	<u></u>						

You will be given a list of interchange choices to choose from (just as on the Car-Part.com website search). Click the radio button that corresponds with the part you are searching for.

💟 Car-Part	Messaging	g - kelly.	sales@car	-part.com/cp	m			
Messaging	Presence	Setting	is Help					
Search	Join	Roll	Auto	Broadcast	My Website	Car-Part		
Directory	Room	Call	Match	Requests	Requests	Requests		
Roster			Intercha	ange Buy	Sales Verify			
🗢 Bookmark								
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	eciaW			0	(2) 3.0L (VIN F, 5t	h digit, 1MZFE	eng, 6 cyl), Fed - 65530E	
- 🌔 an	nandaP			0	(3) 2 21 (VIN G 5	th digit 4 cvl)	5SFE eng - 65522	
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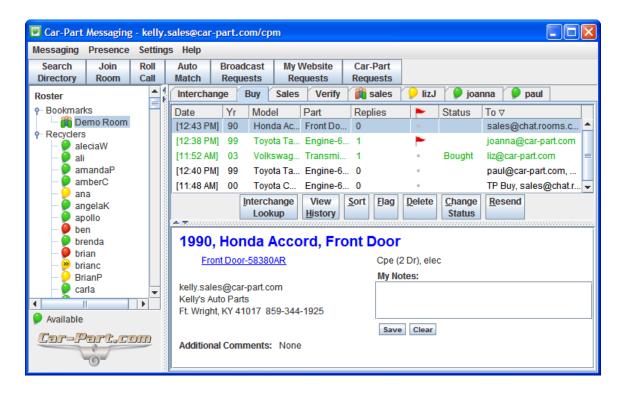
At this point, you have several options:

- Click the IC button to look up the interchange applications for this part.
- Click the **Buy** button to send this request to your sales rooms, post a part request to your Buy group (Trading Partners Group 1), and open a Trading Partners search window.
- Click the Price button to perform a Trading Partners Group 2 search without posting.
- Click the **Vendor** button to search for this part from aftermarket, OE surplus, and recycler supply vendors.
- Click the **Broadcast** button to send this request to your sales rooms and post the request to the BBS. (This request will only be sent to the sales rooms you have specified to receive requests). This will be discussed more in the **Toolbar** section of this document.
- Click the **Private** button to send a CP-RFQ to your bookmarks, sales rooms, groups, or individual contacts from your roster.
- If the part in question is a wheel, you can click the **Image** button to view images to help you pick the correct part.
- Click the **Back** button to edit your current search.
- Click the **New** button to begin a new search.

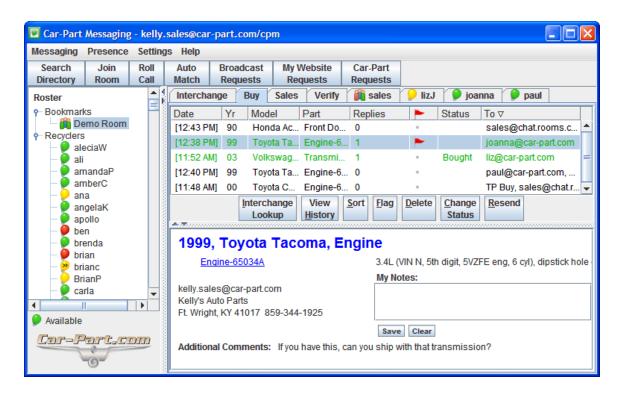
For additional information about how to use this tab, click on the ? link on the bottom right corner.

#### **Buy Tab**

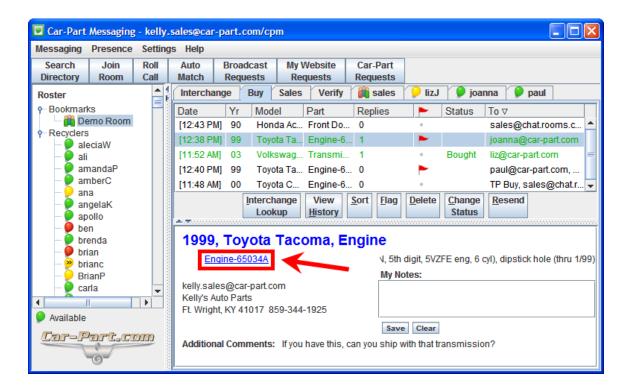
The **Buy** tab helps keep track of all your requests made through iCPM, including requests that have been broadcasted, posted to the Bulletin Board, or sent to a sales room. On the **Buy** tab you can keep track of the details of the request, the number of replies received, and the status of this request. You can also flag requests if you would like to remember to review them later.



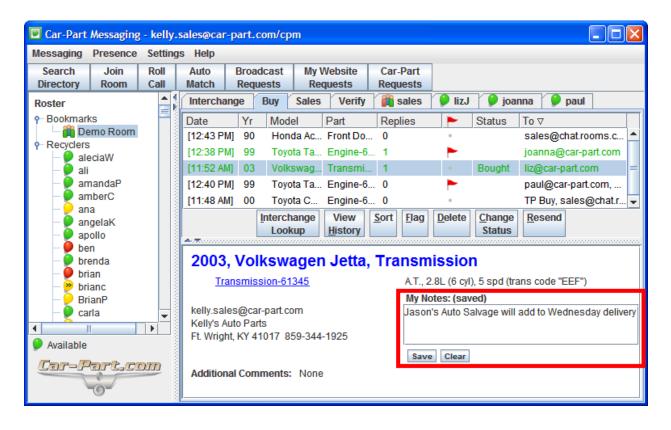
To review a request that you sent, simply click on it in the list. The request (as well as any additional notes you added) will appear in the bottom pane.



Underneath the part name is a link to the interchange application page. Click on the link to view the part's interchange applications.



To add a note to the part request on your **Buy** tab, click inside the **My Notes** textbox. Enter your note and click **Save** to save your note. Notes can be a quick summary of the part, a change in the part's status, notes about a negotiation, or other buying information. To edit a note, simply make changes to the text and click **Save**. To delete a note, delete the text or click on the **Clear** button, then click **Save** after the text is deleted.



In the **Buy** tab list, you can quickly see which requests have received replies; these requests will turn green so you can identify them at a glance. The **Replies** column will show you how many replies have been received for a specific request. To view all the replies you received for a specific request, click to select the request you are working on and then click **View History**. In the window that opens, choose which replies you want to view by clicking the checkbox in the **View** column.

🔽 Selec			
View	Time	From	Flag
	1/7 12:52 PM]	joanna@car-part.com	~
2	1/7 12:54 PM]	liz@car-part.com	
		OK Cancel	

When you click the **OK** button, any histories you chose to view will open up in separate windows or tabs in your browser. Your entire messaging history with this user will be displayed, but you will automatically be taken to this specific CP-RFQ response.



To flag any replies that should be reviewed later, simply click on a check box in the appropriate column for each reply.

Select History to View										
View	Time	From	Flag							
	[1/7 12:52 PM]	joanna@car-part.com	~							
	[1/7 12:54 PM]	liz@car-part.com								
		OK Cancel								

The **Replies** column of your **Buy** tab indicates how many responses have been flagged. To view the flagged responses, right-click on the line and select **View History**. The flag checkboxes are still checked.

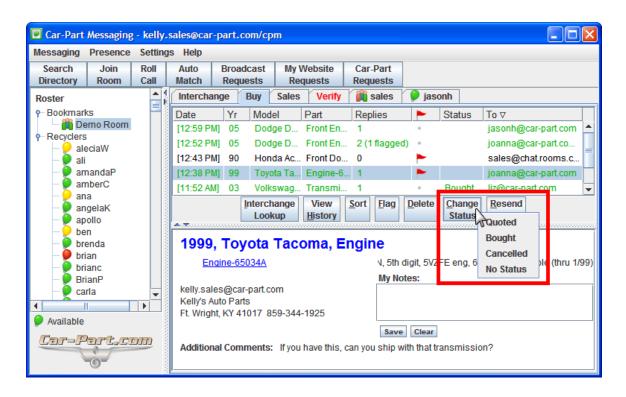
Car-Part Messaging - kelly.sales@car-part.com/cpm												
Messaging	Presence	Setting	is Help									
Search	Join	Roll	Auto		dcast		Nebsite	Car-Part				
Directory	Room	Call	Match	Requ	lests	Re	quests	Requests				
Roster			Intercha	ange	Buy	Sales	Verify	🎁 sales	🌔 jas	onh		
P-Bookmark			Date	Yr	Mod	el	Part	Replies		Status	To ⊽	
- Cecyclers	mo Room		[12:59 P	M] 05	Dod	ge D	Front En	. 1			jasonh@car-part.co	m 📥
	ciaW		[12:52 P	M] 05	Dod	ge D	Front En	2 (1 flagge	d) 🏲		joanna@car-part.co	
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**Note:** In order for a response to register under the **Buy** tab, the user you have contacted must respond by clicking the **Reply** link that follows the request that was sent.

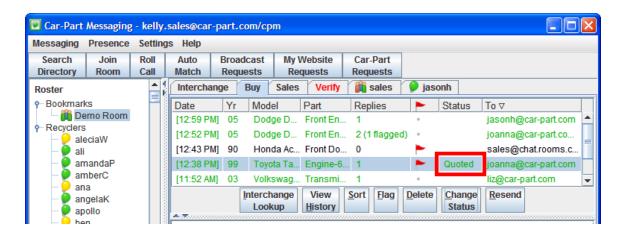
If you like, you can flag a whole request so you can remember to review it later. Simply click on the dot in the flag column to assign a flag to this request. To remove the flag, click on it again. You can also use the **Flag** button.

[12:38 PM]	99	Toyota Ta	Engine-6	1				joanna@	car-part.com
[11:52 AM]	03	Volkswag	Transmi.	. 1		- 5	Bought	liz@car-p	art.com
		Interchange	View	<u>S</u> ort	Flag	<u>D</u> elete	Change	Resend	
		Lookup	History				Status		
📥 🔻 🔻 🗛	🔺 🔻								

The **Buy** tab can also be used to keep track of what has happened with each request sent out. Simply click to select the request you would like to change and click the **Change Status** button. You can now choose to label this request as **Quoted**, **Bought**, or **Cancelled**.



This indication will appear in the Status column.



The default sort order for the requests in your **Buy** tab is by date, but you can organize the requests by any of the columns.

- Click on a column once to sort requests in descending order by that attribute.
- Click on a column again to sort requests in ascending order by that attribute.
- You can also use the **Sort** button; click the button and select an attribute to sort requests in descending order by that attribute. Repeat to sort the requests in ascending order.

🕑 Car-Part	Car-Part Messaging - kelly.sales@car-part.com/cpm													
Messaging	Presence	Setting	ıs Help											
Search Directory	Join Room		Vebsite quests		Part Jests									
Roster			Intercha	nge	Buy	Sales	Verify	1	sales	🌔 jaso	onh			
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	andaP		[12:38 P	M] 99	Тоу	ota Ta	Engine-6	1		-	Quoted	joanna@	car-part.com	
- v am	nberC a		[11:52 A	M] 03	Voll	(swag	Transmi	. 1				liz@car-p	art.com	-
	gelaK				-	hange	View	<u>S</u> ort	Flag	<u>D</u> elete	Change	Resend		
	ollo		<b>A</b> . <del></del>		LOO	kup	History				Status			
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Available		Ft. Wrig	ht, KY 4	41017 8	359-344	-1925								
	_								Save	Clear				
Car-Part.com			Additional Comments: If you have this, can you ship with that transmission?											
	G													
		-	2											

Note: If there are multiple recipients in the To column, the column will sort by the first recipient.

To delete a request, click the request to highlight it and press the **Delete** button.

To resend a request, click the request to highlight it and press the **Resend** button.

# Sales Tab

The **Sales** tab is the destination for sales room traffic. This is a central location for your requests for quotes (CP-RFQ) and works much like an email inbox. All incoming messages are marked unread until you read them.

Car-Part Messaging - Messaging Presence	1		om/CPM									-	- C	]	×
Search Join Directory Room	Roll Call		Broadcast Requests	My Web Reques		r-Part uests									
- Recyclers		Interchange	Sales	Verify	🛍 isupport	🤌 k	elly	🌔 justinV							
- P aaron - O alan		Date ⊽	From		Y	Mode	el		Part	Туре	Loc	RC	St	atus	T
- 🖉 ali		03/07/2018 0	5: kelly@	car-part.cor	n in	Asse	mbly-{	59144A	\$550	Private Me	USA-KY(Ft		re	ad	1
- e amandaP	=	03/08/2018 0	3: kelly@	car-part.cor	n in	Asse	mbly-{	59144A	\$550	Private Me	USA-KY(Ft		re	ad	
- e axel		03/08/2018 0	3: justinv	@car-part.c	om in	Asse	mbly-{	59144A	\$550	Private Me	USA-KY(Ft		re	ad	
- 🔛 ben		03/08/2018 0	3: justinv	@car-part.c	om 86	Chev	y Cele	brity	Fend	Private Me	USA-KY(Ft		re	ad	
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- 🤌 bobf		03/08/2018 0	-	· ·			Range			Private Me			re	ad	
- Dradb		03/08/2018 0	-	• •			a Can	· ·		Private Me	•			ad	_
brianC		03/08/2018 0	3: justinv	@car-part.c	om 02	? Toyot			Engi	Private Me	USA-KY(Ft		re	ad	-
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- 🧶 caseyD - 🌔 cliff		2002, T	ovota C	amrv I	Engine										
- OliffByrd		l (	-65123B	uniy, 1	Ingine	2 41 0/1		th digit, 2AZF	Fonding	1 (ml)					
- 🤵 cristi	1000		-001230			Mv Note		un ulgit, 2AZF	c engine	s, 4 Cyl)					
- 🥊 darleneB		justinv@car-	part.com			WY NOL	:5								
- 🍎 deanna		Trading Part													
— 👰 debbie		USA-KY(Ft-W	Vright) 41017	1-859-344	-1925										
debbieA						Save	Clear								
dianeK		Additional C													
— 🌔 don	-			Desc. ***IN	SPECT***, F	IRE,2.4L	_ (VIN	E, 5th digit, 2	AZFE en	igine, 4 cyl),PR	OD DATE=8/	02-187K -	Categor	y Yard	
Viblenob															
Available															
Car-Part.co	n														

From the **Sales** tab entries, you can also do an interchange lookup, reply to the sender, add a note, or view messaging history. The **Sales** tab remembers where you are in your work so if you switch to another tab to respond to a private message or search for a part, you will be returned to the same spot in the list when you switch back to the **Sales** tab.

Click on a line item once and the detail of the request will appear in the bottom section of the screen.

💌 Car-Part I		1		t.com/	СРМ											-		×
Messaging	Presence		igs Help															
Search	Join	Roll	Auto		adcast		ebsite	Car-										
Directory	Room	Call	Match	Rec	uests		iests	Requ	_			_						
Recyclers	ron		Interchan	ge	Sales	Verify	🏾 🎁 isu	pport	😕 ke	elly	🎾 justinV							
– 🌔 ala	an		Date ⊽		From			Yr	Mode	el 📜		Part	Туре	Loc	RC		Status	
- 🖉 ali			03/07/201	3 05:	kelly@	car-part.o	com	int	Asser	mbly-5	9144A	\$550	Private Me	USA-KY(Ft			read	<b>^</b>
	nandaP nber		03/08/201	3 03:	kelly@	car-part.o	com	int	Asser	mbly-5	9144A	\$550	Private Me	USA-KY(Ft			read	
- 🍎 axe			03/08/201	3 03:	justinv	@car-pai	rt.com	int	Asser	mbly-5	9144A	\$550	Private Me	USA-KY(Ft			read	
— 🌔 bei	n		03/08/201	3 03:	justinv	_ @car-pai	rt.com	86	Chevy	Cele	brity	Fend	Private Me	USA-KY(Ft			read	
- 🖉 bet			03/08/201	3 03:	justinv	@car-pa	rt.com	06	Ford	Focu	s	Air B	. Private M	USA-KY(F.			unread	
— 🏓 bill — <mark>»</mark> bol			03/08/201	3 03:	justinv	_ @car-pai	rt.com	07	Ford F	Range	r	Alter	Private Me	USA-KY(Ft			read	=
	adb		03/08/201	3 03:	justinv	@car-pai	rt.com	07	Toyota	a Carr	nry	Outsi	Private Me	USA-KY(Ft			read	
<u> </u>	anC		03/08/201	3 03:	justinv	_ @car-pai	rt.com	02	Toyota	a Cam	nry	Engi	Private Me	USA-KY(Ft			read	-
- 💆 car							1	ntercha	nge	View	Sort	Flag D	elete Reply					
	rolH rolvnR						-	Looku	p	<u>H</u> istor								
	seyD																	
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	fByrd		Eng	ine-65	123B			2	4L (VIN	N E. 5t	h digit, 2AZF	E engine	, 4 cyl)					
- V cris	sti rleneB							Ν	ly Note	s	-	-						
			justinv@c	ar-part	.com			Ē	,	-								
— 🍎 de:	anna		Trading P															
	bbie		USA-KY(F	t-Wrig	nt) 41017	1-859-3	344-192	5										_
	bbieA								Save	Clear	]							
	nnisY aneK		Additiona	l Comi	nents:	51250 US	SD , Gra	de A, Sto	ck# 14	K807								
					1	Desc. ***	INSPEC	T***, FIF	RE,2.4L	(VIN I	E, 5th digit, 2	AZFE en	gine, 4 cyl),PR	OD DATE=8/	02-187	'K - Cat	egory Yaro	1
	Whien	_ <b>_</b> _																
🏓 Available																		
Car-Pa	art.co	Ð																

Double-click on a line item and a private message box will open that allows you to send a message to the person about the part.

🕑 Car-Part Messagi	ng - kelly.sales@car-part.com/cpm	
Messaging Presenc	ce Settings Help	
Add Join Contact Room	Roll         Auto         Broadcast         My Website         Car-Part           Call         Match         Requests         Requests         Requests	
P-Bookmarks	Interchange Buy Sales 🎒 sales 👂 bob	
← <mark>弾</mark> Demo Ro ← Recyclers ← Kentucky	bob@car-part.com Sa	ave to Sales 🗿 X
Ohio Ohio ana ben bob dennis greg jamice jamice janice jeffm jeffm jeffm joeb melissak moneshp <pre>ronv troy Image: Construct on the second /pre>	Buy       Price       Service       Delivery       Ship       No       Sell       Hello       Please         A = ₹       Regarding your Sales Room Request.       CP-RFQ       Car-Part.com       1980 Highlang Pike, Ft. Wright Ky       859-344-1925       2007 Toyota 4Runner       intEngine-65240B       >	Ship Warranty Service Bye To?

To add the person you are messaging with to your roster, just right-click on the person's email address at the top of your private message tab and select **Add to Roster** from the drop-down menu. Choose which roster group to add this contact to and click the **OK** button.

🔽 Car-Part Messaging - jasor	h@car-part.com/CPM	
Messaging Presence Setting	is Help	
Search Join Roll Directory Room Call	Auto         Broadcast         My Website         Car-Part           Match         Requests         Requests         Requests	
Find: bobj Go X	Interchange Buy Sales 👂 lizJ	
Jerns jenniferV jeremyM justin karenC kelly karenC kelly LauraD luis marilyn michelle mikeC mikeK mikeM	Iiz@car-part.com     Add to Roster      Send Request     View History     View Profile     Last Activity     Copy User Name	Save to Sales 🗿 X
Available	Buy Price Service Delivery Ship No Check Check Service Delivery Ship Thanks Service Check Service Delivery Ship No Thanks Service Serv	ell Hello Please Ship Warranty Service Bye Hold To?

To view the interchange applications for a requested part from your **Sales** tab, right-click on the request. You can also click to select a request and then click **Interchange Lookup** or click the interchange number underneath the part description.

💟 Car-Part I		· 1		t.com/CPM										-		×
Messaging	Presence	Settir	igs Help													
Search	Join	Roll Call	Auto	Broadcast	My Website		Part									
Directory P Recyclers	Room		Match	Requests	Requests		iests									
	on	- i	Interchan	ge Sales	Verify 🎽 🎁 i	support	🤌 k	elly   🖢	) justinV							
— 🍎 ala			Date ⊽	From		Yr	Mode	ł		Part	Туре	Loc	RC		Status	
- 🖉 ali			03/07/201	8 05: kellv@	car-part.com	int.	Asser	mbly-591	144A	\$550	Private Me	USA-KY(Ft.			read	
	landaP Iber	= 3	03/08/201		car-part.com			mbly-591			Private Me				read	
			03/08/201		@car-part.com			mbly-591		\$550	Private Me	USA-KY(Ft.			read	
- 🍎 bei			03/08/201	-	@car-part.com			/ Celebri			Private Me				read	
- 🖉 bet				-	@car-part.cor			Focus			. Private M				unread	
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<u> </u>	seyD		<b>*</b> . <del>7</del>													
- 🌔 clif			2002,	Toyota C	amry, Er	ngine										
	fByrd		End	ine-65123B		- 2	41 (VII	VE 5th o	digit, 2AZF	E engine	4 cvl)					
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			justinv@c	ar-part.com		ŕ	ily note									
- 🍎 de	anna				Testing Accour											
	bbie		USA-KY(F	t-Wright) 4101	7 1-859-344-19	925										
	bbieA	1000				[	Save	Clear								
	nnisY neK		Additiona	I Comments:	\$1250 USD , G	rade A, St	ock# 14	K807								
					Desc. ***INSPI	ECT***, FIF	RE,2.4L	(VIN E,	5th digit, 2	AZFE en	gine, 4 cyl),PR	ROD DATE=8/	02-187H	K - Cate	egory Yard	1 I
do	whier	•														
		► I §														
🌔 Available		1000														
Car-Pa	ort.co	m														

The interchange application information will display. Clicking on the part interchange number will automatically copy the interchange number so you can easily paste it into your IMS or any other application

🕑 Car-Part	Messaging	- kel	y.sales@car	-part.com	/cpm			ĸ
Messaging	Presence	Setti	ngs Help					
Search Directory	Join Room	Roll Call	Auto Match	Broadca Request		y Website Requests	Car-Part Requests	
Roster	ter 🔺 🕽 Interchange Buy Sales 🎔 jason 🎔 liz 🎔 kelly							
	Bookmarks     Interchange Applications for Engine-65530D						plications for Engine-65530D	
Recyclers		and a state of the	Interchange	Application	s for <mark>Enc</mark>	ine-65530D	Copy)	-
— 🤌 abi	hinava		Year Mode	el l		Description	Interchang	
- 🕘 ad	min	100	98-99 Toyo	ta Avalon		(3.0L, VIN F	, 5th digit, 1MZFE eng), Calif 65530D	
🛛 🚽 💛 ala	n	100	98-00 Toyo	ta Camry		3.0L (VIN F,	, 5th digit, 1MZFE eng, 6 cyl), Calif 65530D	
🛛 🗌 🧶 ale		100	99-00 Toyo	ta Sienna		(3.0L, VIN F	, 5th digit, 1MZFE eng), Calif 65530D	
🛛 🗌 🖳 🖉 alla	an.sales	100	99-00 Toyo	ta Solara		3.0L (VIN F,	, 5th digit, 1MZFE eng, 6 cyl), AT, Calif 65530D	
— 💆 an:								
	drea	1000	Interchange	Notes For I	Engine-6	5530D		
	drea.sales	1000	A  thru  P  in	terchange :	as long b	locks; manif	folds are different.	
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·	ollo	1000	1MZ-FE eng	ine.				
🛛 🚽 💆 bei		1000	Fuel Injecte	d.				
ei 🚽 🚽 🚽		1000	DOHC, 24 v	alves.				
	th.sales	100	FWD.					
— 🔵 bol			Change ele	ctrical syste	ms as n	ecessary.		
- 🖉 bo	b.sales	•	Engine wirir	ig harness	not inclu	ded.		
▲ III			CAUTION: N	lanifolds wi	th an inte	egral catalytic	c converter must be recertified as per Federal emission	
Available			laws for res					
		100	TY Sienna	\$10134			•	۳
Car-Pa	ort.co		Print	Buy	Price	<u>V</u> endor	Broad <u>c</u> ast Privat <u>e</u> I <u>m</u> age Bac <u>k</u> <u>N</u> ew	

To view your message history with this person (for example, if you want to review a conversation you had about this CP-RFQ before deleting it), click to select the request in the list on the **Sales** tab, then click **View History**.

To flag a message (for example, to remember to review it next time you log on), click on **read** in the status column. The status will change to "flagged" and the line for this message will turn red. You can also click to select the request in the list and then click the **Flag** button.

🕑 Car-Part	Messaging -	kelly.s	ales@car-par	t.com/CPM							-		×
Messaging	Presence	Setti	ngs Help										
Search Directory	Join Room	Roll Call	Auto Match	Broadca Request	s Reques	ts Req	-Part uests	_					
Recyclers	ron		Interchan	ge Sales	Verify	🔋 isupport	🎽 🤌 kelly 🎽 🎾 justinV						
- 🍎 ala			Date ⊽	Fro	m	Yr	Model	Part	Туре	Loc	RC	Status	
— 🖉 ali			03/07/201	8 05: kel	v@car-part.con	n int.	Assembly-59144A	\$550	Private Me	USA-KY(Ft.		read	<b>^</b>
	nandaP nber		03/08/201	8 03: kel	v@car-part.con	n int.	Assembly-59144A	\$550	Private Me	USA-KY(Ft.		read	
- 🍎 ax			03/08/201	8 03: jus	tinv@car-part.c	om int.	. Assembly-59144A	\$550	Private Me	USA-KY(Ft.		flagged	
— 🌔 be			03/08/201	8 03: jus	tinv@car-part.co	om 86	Chevy Celebrity	Fend	Private Me	USA-KY(Ft.		read	
— 🤍 be — 🧶 bil			03/08/201	8 03: jus	inv@car-part.c	com 06	Ford Focus	Air B	. Private M	USA-KY(F		unread	
- 🎽 bo			03/08/201	8 03: jus	tinv@car-part.co	om 07	Ford Ranger	Alter	Private Me	USA-KY(Ft		read	=
	adb		03/08/201	8 03: jus	tinv@car-part.co	om 07	Toyota Camry	Outsi	Private Me	USA-KY(Ft.		read	
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	rolynR		A. <del></del>			Look	up <u>H</u> istory						
ca clif	seyD #		2002	Toyota	Camry, E	Indine							
	ffBvrd	100	· ·		Canny, I	· ·							
— 🌔 cri	sti		<u>Enq</u>	ine-65123B			2.4L (VIN E, 5th digit, 2AZF	-E engine	e, 4 cyl)				
	rleneB		iustinv@c	ar-part.com			My Notes						
- 🚽 da	anna				) - Testing Acco	ount 9910							
	bbie		USA-KY(F	t-Wright) 41	017 1-859-344	-1925							
	bbieA						Save Clear						
	nnisY		Additiona	Comment	: \$1250 USD	. Grade A. St	ock# 14K807						
	aneK n						RE,2.4L (VIN E, 5th digit, 2	2AZFE en	igine, 4 cyl),PF	ROD DATE=8/	02-187K - Cat	egory Yard	t I
- 🗋 do	Whien	•											
Available													
	art.co	n											

The default sort order for the requests in your **Sales** tab is by date, but you can organize the requests by any of the columns.

- Click on a column once to sort requests in a descending order by that attribute.
- Click on a column again to sort requests in an ascending order by that attribute.
- You can also use the **Sort** button; click the button and select an attribute to sort requests in descending order by that attribute. Repeat to sort the requests in ascending order.

Car-Part Messaging	- kelly.sales@car-part.com/cpm
Messaging Presence	Settings Help
Search Join Directory Room	Roll     Auto     Broadcast     My Website     Car-Part       Call     Match     Requests     Requests     Requests
Roster	Interchange Buy Sales 👂 jason 👂 liz 👂 kelly
9- Bookmarks	Date From Yr Model Part Type Loc RC Status △
Berro Room     Recyclers	[6/10 12:5 demo1 02 Toyota Camry En Unfilter Wi flagged
aarond	[6/13 5:03 mikek@ 99 Toyota Camry En Unfilter Cin flagged 😑
— 🖻 abhinava	[6/13 7:05 jeffmast 95 Toyota Camry Tail Unfilter Jeff flagged
- 🤵 admin	[4:02 PM] kelly@c 03 Volkswagen J En Unfilter Ft read
- 🤌 alan	[6/10 12:5 demo1 01 Toyota Camry En Unfilter Wi read
- allan.sales	[6/14 10:0 bobf@c 99 Toyota Camry En Unfilter Lo unread
— 🌔 ana	[6/14 12:5 jeffmas 02 Nissan Sentra Alt_Unfilter Jef unread 💌
- 🤵 andrea	Interchange View Sort Flag Delete Reply Lookup History
<ul> <li>andrea.sales</li> <li>andv</li> </ul>	Lookup History
- 🤌 apollo	2002, Toyota Camry, Engine
— 🔵 ben	
- 🥲 beth	Engine-65123B 2.4L (VIN E, 5th digit, 2AZFE engine, 4 cyl)
beth.sales	justinv@car-part.com
- Dob.sales	Trading Partner - 9910 - Testing Account 9910
	USA-KY(Ft-Wright) 41017 1-859-344-1925
🌔 Available	Save Clear
Car-Part.co	
i i	Desc. ***INSPECT***, FIRE,2.4L (VIN E, 5th digit, 2AZFE engine, 4 cyl), PROD DATE=8/02-187K - Category Yard
G	

To delete a request from the **Sales** tab, click to highlight the subject line and press the **Delete** key on your keyboard.

## Verify Tab

The Car Part Pro search allows search users to verify information they see in their search results. Because a part may be sold or otherwise changed after your inventory is uploaded, Real Time Part Verification allows your customers to instantly confirm that the availability and condition information for a part is still accurate at the time they are searching. To do this, the user clicks the **Confirm Availability** button next to a part in the search results.

	Car-Part Pro	Home Bac	k Bu	ıyer FAQ	Search	n Help	Live Pro	o Support
	2000 7		Ignore	Delivery			•	List Standard Warranty
	2000 Toyota Camry Engine		All Are	as / Select /	Area		•	All Part Types 🔻
	Click Here Unfiltered Choices		List Ce	rtifications			•	All Grades 🔻
	Click Here Non-Interchange Choices Engine		1st Sor	st Sort: Part Grade 🔹 🔻		•	Ascend 🔻	Show Any Year 🔻
			2nd So	rt: Distance		•	Ascend 🔻	Show Seller Default Pricing Type
	SEARCH NEXT PART						NEW FILT SEARC	
Year Part Model	Description	Miles	Part Grade	<u>Warranty</u>	US Price	<u>Dist</u> mile	Stock# Availability	Dealer Info
2000 Engine Toyota Camry	2.2L (VIN G, 5th digit, 4 cyl), 5SFE engine,FTW-165K	165,000	A	90 Day	\$850.00	0	150402 Confirm Availability	Foreign Auto Salvage - Gold Seal ARAPro, KATRA USA-KY(Ft-Wright) Land 1-800-545-1920 / 1-859-341-1920 Sendor Sector Sec

This button will return one of the following messages to the user:

- Available confirms that the part has not changed in your inventory management system since the part was uploaded to Car-Part.com and Car Part Pro.
- New Info! Contact Seller means that the part is still in your inventory management system, but some details have changed since the part was uploaded to Car-Part.com and Car Part Pro.
- Unavailable indicates that the part has been sold or deleted since it was uploaded.

If you display parts on Car Part Pro and have been configured for Real Time Part Verification, the **Verify** tab in iCPM will notify you when a buyer uses this service to check on one of your parts.

Car-Part Messaging - k	elly.sales@car-part.com/cpm			
Messaging Presence Se	ettings Help			
Search Join R	oll Auto Broadcast My Website Car-Part			
Directory Room Ca	all Match Requests Requests			
Roster	Interchange Buy Sales Verify			
P-Bookmarks	Date⊽ Email Name Company Year Model Part Type Loc Sta…			
- Demo Room	[1/2 3: seanh@c sean 🛛 Jeff's Clai 19 Toyota R Fender-58489AL 🌑 V Ft Wright, read 📤			
	[1/2 3: bob@car Bob Car-Part 19 Toyota C Tail Light-5892 🔵 V Fort Wrig read 🔤			
- 🌔 ali	[1:10 seanh@c sean 🛛 Jeff's Clai 19 Toyota C Fender-58371L 😑 V Ft Wright, read 🦷			
- 🁰 amandaP	[1:12 seanh@ sean 🛛 Jeff's Cla 20 Toyota C Alternator-608 🔶 V Ft Wright unr			
- 🧶 amberC	[1:14 seanh@ sean 🛛 Jeff's Cla 20 Toyota C Alternator-608 🔷 V Ft Wright unr 💌			
angelaK	Interchange Sort Flag Delete			
- 🧕 apollo	Lookup			
- 🤶 ben	Car-Part Gold Recycler Information Requested Part Tail Light-58920R Transaction			
- 🤌 brenda - 🔴 brian	bob@car-part.com Tail Light. Right Verify			
- brianc	Bob 2001 Toyota Corolla not FX Available as of:			
- 🌔 BrianP	Car-Part.com List Standard Warranty 01/02/2013 - 03:55 PM EST			
– 🖉 carla 🥃 Fort Wright, KY, 41017 Ignore Delivery				
	859-341-1920 Sorted by Part Grade			
🌔 Available	Item Description USD My Notes:			
Car-Part.com	Stock#: 111206 1998, Toyota Corolla not FX, Tail Light, Right \$35.00			
	description: RH,QTRmtd			
-0-	grade: A, miles: 113, tag: 0055417,			

Click on a notification in the list to see details in the lower pane of the window. The left column will display the user type (such as a Car-Part Gold Recycler or an Insurance Appraiser) and the user contact information. You may click on the blue email address to open a new email message to this user.

Independent Appraiser Information	Requested Part Fender-58489AL	Transaction
seanh@car-part.com	Fender, Left	Verify
sean	1997 Toyota RAV4	Available as of:
Jeff's Claims	JT3GP10V2V7007479	01/02/2013 - 03:52 PM EST
Ft Wright, KY, 41017	30 Day Parts Warranty	
859-344-1925	2 Days Delivery to 41017	
	Sorted by Distance	

The **Requested Part** column will display the filters the user had applied to the search when the **Confirm Availability** button was clicked. You may click the blue interchange link to open the interchange application information for this part.

Independent Appraiser Information	Requested Part Fender-58489AL	Transaction
<u>seanh@car-part.com</u> sean Jeff's Claims Ft Wright, KY, 41017 859-344-1925	Fender, Left 1997 Toyota RAV4 JT3GP10V2V7007479 30 Day Parts Warranty 2 Days Delivery to 41017 Sorted by Distance	Verify Available as of: 01/02/2013 - 03:52 PM EST

The Transaction column tells you whether Car Part Pro reported this part as being available.

Independent Appraiser Information	Requested Part Fender-58489AL	Transaction
<u>seanh@car-part.com</u> sean Jeff's Claims Ft Wright, KY, 41017 859-344-1925	Fender, Left 1997 Toyota RAV4 JT3GP10V2V7007479 30 Day Parts Warranty 2 Days Delivery to 41017 Sorted by Distance	Verify Available as of: 01/02/2013 - 03:52 PM EST

This column will display one of the following:

Available as of: 01/02/2013 - 03:52 PM EST	A green icon indicates the part had not changed in your inventory and was still available when the user checked with Real Time Part Verification.
Information Updated as of: 01/07/2013 - 01:10 PM EST	A yellow icon indicates that the part was still in your system when the user checked, but some information had changed since the last upload. The user saw the message, <b>New Info! Contact Seller</b> .
Unavailable as of: 01/07/2013 - 01:12 PM EST	A red icon indicates that the part was not available in your system anymore when the user checked.

The notification will also tell you the price that was displayed to the customer, with information about what was factored into the price, such as brokering markup, warranty, and delivery.

Item	Description	USD
Markup	brokered	\$12.50
Stock#: TESTPART	1997, Toyota RAV4, Fender, Left description: LH,w/o flares,MAROON EXT,WITH LINER AFTERMARKET OFF IN CAR grade: K, miles: 0, category: U	\$125.00
Warranty: 90 Day	warranty code: STD	\$0.00
Delivery: 2 Day	delivery to 41017 (0 miles)	\$0.00
Total	laid-in	\$137.50

The **My Notes** section allows you to save any notes about this request. After making or editing a note, click **Save**. These notes are private to your iCPM account and are not shared with other users.

Item	Description	USD	My Notes: (saved)
Markup	brokered from	\$12.50	Called customer and sold
Stock#: TESTPART	1997, Toyota RAV4, Fender, Left description: LH,w/o flares,MAROON EXT,WITH LINER AFTERMARKET OFF IN CAR grade: K, miles: 0, category: U	\$125.00	
Warranty: 90 Day	warranty code: STD	\$0.00	
Delivery: 2 Day	delivery to 41017 (0 miles)	\$0.00	
Total	laid-in	\$137.50	Save Clear

Much like the Buy and Sales tabs, you can sort and flag requests in the Verify tab.

Car-Part	Messaging	g - kelly	.sales@ca	r-part.com	n/cpm								×		
Messaging	Presence	Settin	gs Help												
Search Directory	Join Room	Roll Call	Auto Match	Broadca Request		y Website Requests	Car-Part Requests								
Roster			Interchan	ige Buy	Sales	S Verify									
P-Bookmarks				mail I	Name	Company	Y Mode	l Pa	art	Туре	Loc	Sta			
	Demo Room ers aleciaW	[1/2 3: s	seanh@	sean	Jeff's Cl	19 Toyot	a R Fe	ender-58489	🔴 V	Ft Wright	read				
Precyclers			[1/2 3: t	oob@ca	Bob	Car-Part	19 Toyot	а С Та	ail Light-589	🕘 V	Fort Wrig	read			
	- 🖗 ali - 🔮 amandaP - 👰 amberC		[1:10 s	seanh@	sean	Jeff's Cl	19 Toyot	a C Fe	ender-58371L	💛 V	Ft Wright	read			
— 🌔 am					[1:12 s	seanh@	sean	Jeff's Cl	20 Toyot	a C Al	Iternator-608	🔶 V	Ft Wright	read	
			nberC		[1:14 s	seanh@	sean	Jeff's Cl	20 Toyot	a C Al	Iternator-608	🔴 V	Ft Wright	read	-
	a gelaK ollo					<u>I</u> ntercha Looku		<u>F</u> lag	<u>D</u> elete						

#### **Directory Tab**

You can open the **Directory** tab by clicking on the **Search Directory** button or by going to *Messaging>Search Directory*. From the **Directory** tab you can search for other iCPM users. For each search you must specify whether you are searching for a recycler or a vendor. The **User Name** field allows you to search by an individual's user name. The **Company Name/ID** field allows you to search by a yard name or Car-Part ID. You can use one or both of these fields to perform your search. For example, to locate Foreign Auto Salvage, you can enter either "Foreign Auto" or "1001" in the **Company Name or ID** field. The results will display all users at Foreign Auto Salvage. If you want to find Kelly at Foreign Auto Salvage, you can enter "Kelly" in the **User Name** field and "Foreign Auto" or "1001" in the **Company Name or ID** field. The results will display any users named Kelly at Foreign Auto" or "1001" in the **Company Name or ID** field. The results will display any users named Kelly at Foreign Auto Salvage.

Click **Advanced Search** >> if you wish to further limit your results by location. When you have entered your search criteria, click **Lookup** to perform the search.

💌 Car-Part	Messaging	- kelly	.sales@car	-part	.com/cp	m						
Messaging	Presence	Setting	js Help									
Search Directory	Join Room	Roll Call	Auto Match		adcast quests							
Roster			Intercha	ange	Buy	Sales	Verify	Directory				
Recyclers	mo Room						S	earch Recycle	ers 🔻		x	
- 🏓 ali - 🏓 arr	nandaP nberC			User Name : Kelly ?								
- 🍎 an			Compa	Company Name or ID : Foreign Auto Salvage								
	gelaK ollo n		Adva	Advanced Search >>								
	enda				Map							
— ● bri — ● bri — ● Bri				C	ity :			1				
Available		•	Radius: 100 mi 💌									
								Lookup				

After clicking on the **Lookup** button, you will see the search results. The buttons at the bottom of the results list allow you to send a message to an iCPM user, add contacts to **My Saved Contacts**, add contacts to your roster, or sort the results.

#### Adding Multiple Contacts

To select multiple contacts to add to your roster or to **My Saved Contacts**, hold down the **Ctrl** key and click multiple contacts. To select all contacts, press the **Ctrl** and **A** keys simultaneously. Then click on the **Add to My Contacts** or **Add to Roster** button.

🖻 Car-Part I	Messaging	g - kelly.s	ales@ca	r-part.com/c					
Messaging	Presence	Setting	s Help						
Search Directory	Join Room	Roll Call	Auto Match	Broadcast Requests	My Website Requests	Car-Pa Reques			
Roster	🔺 🛔 🛛 Int	erchange	Buy	Sales 🌔	jason 🤎 liz	🌔 kelly	Directory		
P-Bookmark ☐ mark	r Se	earch Res	ults : Recy	clers					x
- Recyclers		User Na	ame	Comp	any	City	/	State	Distan ⊽
aar 🖉 aar		frank@f	oreignauto	osalv Foreig	n Auto Salvage -	Gold Ft. \	Nright	Kentucky	0
abi		gina@fo	reignauto	salv Foreig	n Auto Salvage -	Gold <mark>r</mark> €t. \	Nright	Kentucky	0
- 🖉 adr		kevin@f	oreignaut	osalv Foreig	n Auto Salvage -	Gold hr. 1	Nright	Kentucky	0
<ul> <li>ala</li> <li>bol</li> <li>bol</li> <li>bol</li> <li>Available</li> </ul>	b v								
r-Part.		Send <u>M</u> ess	age	/iew <u>P</u> rofile	Add to My <u>C</u> on	tacts A	dd to Roster	<u>S</u> ort <u>B</u> acl	k <u>N</u> ew <u>?</u>

We suggest you use **Add to My Contacts** when adding multiple contacts. Up to 1000 contacts can be added at one time to **My Saved Contacts**, whereas up to 25 contacts can be added to your roster at once.

#### **Navigating Tabs with Keyboard**

Once you are comfortable with your tabs, you may find it faster to use your keyboard to navigate between them. To do this, press and hold your **Ctrl** key on your keyboard. Then press your **Tab** key to open the tab to the right, press **Shift** and **Tab** to open the tab to the left, or press a number (**1-9**) to select a specific tab.

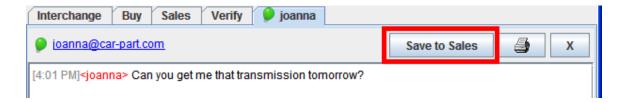
# Messages

#### Sending a Private Message

To begin a private conversation with a contact in your roster, double-click on their name. A private messaging tab will appear where you can type your message. When you have finished typing your message, press the **Enter** key to send.

🕑 Car-Part	Messaging	- kelly	.sales@car	part.com/c	pm									
Messaging	Presence	Settin	gs Help											
Search	Join	Roll	Auto	Broadcast	My \	Website	Ca	r-Part						
Directory	Room	Call	Match	Requests	Re	quests	Rec	uests						
- jes	ss.sales		Interchang	e Buy	Sales	Verify	i 🌔 j	banna						
– 🇭 jim – 🅑 jimb			🥬 joanna(	ocar-part.com	<u>n</u>					Sav	ve to S	ales	9	x
— 🎔 jim — 🔍 jim			[4:01 PM] <b><j< b="">(</j<></b>	anna> Can y	/ou get n	ne that t	ransmis	sion tom	orrow?					
<ul> <li>Jimf</li> <li>Jims</li> <li>Jims</li> <li>Jimw</li> <li>Jis</li> <li>Joanna</li> <li>Jody</li> <li>Joeb</li> <li>John</li> </ul>														
— 🖉 joh	ink inkerstetter		Buy Price Checl		Delivery		No Thanks	Se	II Hello	Please Hold	Ship To?	Warranty	Service	Bye
— 🤛 joh	innyF	_ <b>_</b> _	Yes I'll have	it delivered i	n the mo	mina								·····
Available	art.ci		103,111140	it delivered i	in the mo	in ing								=
	0		<u> </u>											•

You can save any private conversation to your **Sales** tab by pressing the **Save to Sales** button at the top of your conversation.



#### **Preset Messages**

The buttons in this private messaging tab (**Buy**, **Price Check**, **Service Check**, **Delivery**, **Ship**, **No Thanks**, **Sell**, **Hello**, **Please Hold**, **Ship To?**, **Warranty**, **Service**, and **Bye**) help you easily send preset messages. There are many messages that you may find yourself sending in almost every conversation, like "Hi! How can I help you?" or "Thank you and have a great day!" The preset message buttons allow you to send these messages without re-typing the same message every time. Simply click on a button to insert or begin the appropriate message, then press the **Enter** key to send the message. The preset message buttons can save any text you want, such as "Hi! How can I help you?" or "Our standard warranty is 30 days."

To edit a button label or message, right-click on the button to edit. The **Edit Preset Button** window will appear. From this window you can enter a 1-2 word title for the button and/or enter a new preset message for that button.

💌 Car-Part	Car-Part Messaging - jasonh@car-part.com/CPM															
Messaging	Presence	Setting	gs Helj	0												
Search	Join	Roll		Auto Broadcast			My Website Car-Part									
Directory	Room	Call	Match		Requests Reques			Requ	ests							
Find: bobj	0	io X	Inter	change	Buy	Sales	📁 🌔 liz	J								
	nniferV emyM stin renC lly vinVV uraD s arilyn s arilyn chelle keC keK keK keM poneshP		Buy	Check	service Check		Ship	No Thanks			Hello	Please Hold	To?		Service	
		DIN														

## Receiving a Private Message

When someone sends you a private message that begins a conversation, a tab with that person's username will open and be brought to the front. Once you have started this conversation, the name on this tab will turn red whenever you receive a new message.

Interchange Buy	Sales Verify 🎾 jasonh	
		?
	Select Year	-
	Select Make/Model	•
	Select Part	•
	Lookup	

To reply to a message, simply click the tab of the chat you want to reply to. Type your response in the box at the bottom of the screen and press the **Enter** key.

When you have a private message tab open, the light bulb will indicate to you whether the other person is typing. When the other person is typing, the light bulb will flash an exclamation point. If you do not receive a quick response, you can look for this exclamation point to see whether that person is in the middle of typing a response to you.

Interchange	Buy	Sales	Verify	🏮 jasonh	
🕖 <u>iasonh@ca</u>	r-part.co	<u>om</u>			

#### **Receiving a Request**

When a user sends you a private request through their Interchange tab, that request will be sent to your iCPM window as a new private message. In order for your response to appear correctly in the **Replies** column of that user's **Buy** tab, you must click the **Reply** link that follows the request they sent.

# Live Chat/Live Service

When a customer searches for a part using Car-Part.com or Car Part Pro, the search results include a **Live Chat/Live Service** option with your business information. This feature allows your customers to instantly connect with a representative of your shop and ask questions regarding a part in your inventory.

Result Distances a Click back t	back home back by DISTANC re in miles approximate from "41017" po o modify your previous choice. do not include extended warranties or	2000 Toyota Camry Transmission <u>Click Here</u> to see All Interchange Choices <u>Click Here</u> to see Non-Interchange Choices							
<u>Year</u> Part Model	Description	<u>Miles</u>	<u>Part</u> <u>Grade</u>	<u>US</u> Price					
1997 Transmission Lexus ES300	A.T.,FTWLOS,3.0L,AUTO TRANS- 197K	197,000	A	120420	\$125	Foreign Auto Salvage - Gold Seal,ARAPro, KATRA USA-KY(Ft-Wright) <u>Request_Quote</u> 1-800-545- 1920 / 1-859-341-1920 <u>Request_Insurance_Quote</u>	0		
1997 Transmission Lexus ES300	A.T.,FTW-197K	197,000	A	141211	<b>\$</b> 125	Foreign Auto Salvage - Gold Seal,ARAPro, KATRA USA-KY(FtWright) <u>Request_Quote</u> 1-800-545- 1920 / 1-859-341-1920 <u>Request_Insurance_Quote</u>	0		

When the customer clicks the **Live Chat** link, they are prompted to enter their contact information, and are given the option to select their preferred representative or chat with the first available representative.

🛓 Live	Chat
	Chat Live with First Available Representative
	or choose your preferred Representative
	Frank - online
	O Joec - online
	ОК

#### This is how the Live Chat/Live Service window appears to your customer:

🛃 Welcome!			×				
Presence							
	Time rem	naining: 1	3:01				
[10:21 AM] <john smith=""> "Live Chat"</john>	for						
frank@foreignautosalvage.com							
Consumer, , John Smith , Dist: 0 miles							
, mailto:john.smith@fakeemail.com , 410	017						
Car-Part.com, sort by zip				_			
1997, Lexus ES300, Transmission							
\$125, Grade A, stock #120420							
This session will expire in approximately	v 15 minut	es.					
Above information sent - waiting for	reply 🗢			-			
				~			
1							
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In iCPM, this Live Chat/Live Service request will appear as a new message in your iCPM window. It will include the customer's contact information, information about their part search, and information about the specific part they clicked Live Chat/Live Service for.

**Note**: A Live Chat/Live Service session expires after 15 minutes. It is very important that you respond to these messages promptly.

🕑 Car-Part	Messaging -	kelly.	sales@car-par	t.com/CPM										_		$\times$
Messaging	Presence	Sett	ings Help													
Search Directory	Join Room	Roll Call	Match	Broadcast Requests	My We Requ	ests l	Car-Part Requests									
P Recyclers	ron		Interchan	ge Sales	Verify	🤌 kelly	🤎 justin	V								
🛛 🗕 🌔 ala	→ alan → ali → ali											Sa	ve to S	ales	9	x
<b></b>	nandaP	=		elly> CP-RFQ												
	nber			tner - 9910 - Ke Nright) 41017			10									
axi be			2002 Toyota		1-035-344	-1525										
— 🖉 be			int:Engine-6													
🛛 🗕 🕘 bil				/\$1613 CAD,												
bo			Desc. IEST	ED/RUNS, 2.4L	_ (VIN E, 5	th digit, 2A	2FE engine,	4 cyl),PR	OD DATE=8/02-1	87K - C	ategor	y Yard				
5	adb anC															_
- 🍎 ca																
	rolH															
<u> </u>	rolynR seyD															
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	nnisY aneK		Chec		aivery 3	Thank	s			301	neno	Hold	To?	warranty	Service	Dyc
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Car-P	art.co															
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# Sending Messages with Trading Partners Searches

### **Sending Private Messages to Trading Partners**

When you perform a Trading Partners search, you can immediately send a private instant message to a seller you want to purchase from. This message is sent directly to the seller with a request for a quote (CP-RFQ).

First, perform a Trading Partners search and locate the part you wish to buy. If the seller has Car-Part Messaging, you will see a link in the **Dealer Info** box with an iCPM user ID and a light bulb indicating their status.

	Expand Your Search us		options		Broadcast	Intch Appl Non-Intch	
		oup (2)	(22) sorted l	Parts by <u>PRICE</u>	Buy RFQ (Click or	n heading to re-sort)	
<u>Year</u> Part Model	Description	<u>Damage</u> <u>Code</u>	<u>Part</u> <u>Grade</u>	Stock#	<u>US</u> Price	Dealer Info	Dist mile
2012 Fender Assembly Chevy Equinox		000 A 15883			\$200 <u>actual</u>		0
2010 Fender Assembly Chevy Equinox	within Ira	ading Pa user is on		earch	c150 actual	S ★ Best Used Parts USA-OH(Cincinnati) Quote     1-800-555-5555     jefft@   ♥ jim@   ♥ rachel@	0

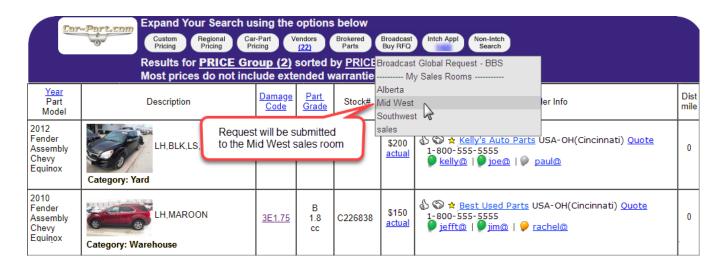
Click on the **iCPM user ID link** to send an instant message to this seller. An iCPM private message window will appear with the CP-RFQ information already inserted. You can also add any additional comments to the instant message CP-RFQ before sending. When you have finished typing your message, press the **Enter** key to send.

💽 Car-Part Messaging -	kelly.sales@car-part.com/CPM	- 🗆 X
Messaging Presence	Settings Help	
Search Join Directory Room	Roll         Auto         Broadcast         My Website         Car-Part           Call         Match         Requests         Requests         Requests	
P Recyclers	Linterchange Sales Verify 3 bob.sales	
- aaron - alan - ali	3 bob.sales@car-part.com	Save to Sales 🗳 X
- 🤌 amandaP - 🏓 amber - 🤌 axel - 🏓 ben		
— ♥ beth — ♥ billS — ♥ bobf		
- Disadb brianC dave		
- 🥊 deanna - 🖗 debbie - 🈕 debbieA		
dennisY - OdianeK		Iease         Ship         Warranty         Service         Bye           Hold         To?
donaldW	CP-RFQ Trading Partner - 9910 - Kelly's Auto Salvage 9910	
Available	USA-KY(Ft-Wright) 41017 1-859-344-1925 2002 Toyota Camry	
Car-Part.co	IntEngine-65123B \$1250 USD / \$1613 CAD , Grade A, Stock# e1234 14K807 Desc. TESTED/RUNS, 2.4L (VIN E, 5th digit, 2AZFE engine, 4 cyl),PROD DATE=8/02-187K - Category Y	'ard

If you are the seller and someone sends you a CP-RFQ in this way, you will receive this information like a normal private message and you can reply with a quote or any other information.

#### Sending Trading Partners Requests to Sales Rooms

When performing a Trading Partners search, you have the option to submit the request to a sales room instead of only sending this message to one particular seller. To do this, perform your Trading Partners search and click on **Broadcast Buy RFQ**. You can then select the sales room that you would like to submit this request to. If there is a sales room you would like to be in this list that isn't there, contact your support rep.



Once you click on the sales room, you will be able to add additional information to the request before it is submitted. When you have finished typing any additional message (or if you have no additional information to include), press the **OK** button to submit this request to the sales room.

Enter Comments
Please enter any additional information you want sent with the part request (not required). 1000 characters max
1999 Honda Accord Chassis Control Box(not Engine)-50229
Have PO
OK Cancel

Members logged in to the sales room will automatically see the request.

🕑 Car-Part	Messaging	- kelly	.sales@car	part.com/cp	m				
Messaging	Presence	Settin	gs Help						
Search	Join	Roll	Auto	Broadcast	My Website	Car-Part			
Directory	Room	Call	Match	Requests	Requests	Requests			
Roster			Interchang	e Buy S	Sales Verify	👔 sales			
	mo Room	II and the second	Subject:					<b>a</b>	x
Recyclers			Relly S Auto	гань Y 41017 859-	244 4025		4	Sorted By:	Name
- 🔛 ale	ciaW		2004 Doda		-344-1920				
	andaP		int:Engine-8					e adamp@c	
— 🌔 am	berC				r-part.com> CP-	RFQ		bobclark@	- 1
🚽 🥐 ana			Kelly's Auto					bobf@car	
	gelaK	100		Y 41017 859	-344-1925		-	🤌 demo1@c	ar-pa
	ollo		1999 Honda		ot Engine) 5000			🚽 👂 drew@cai	r-part
ber	n enda	1000	Have PO	Control Box(n	ot Engine)-5022	9	=	🔋 🤌 gregc@ca	ir-par
- o bria			Haven O						
	anc						· · · · · · · · · · · · · · · · · · ·		
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👂 Available									
Car-Pa	ort.co								

#### Starting a Private Conversation from the Bulletin Board

At the top of your iCPM window, there is a line of buttons. The **Auto Match** button will display only BBS posts that match your inventory – so you know you can make the sale. The **Broadcast Requests** button will display unfiltered BBS requests. The **My Website Requests** button will show you requests submitted through your website, and the **Car-Part Requests** button will show you requests submitted through Car-Part.com. While using the Bulletin Board Service (BBS) as a seller, you can send a private message (CP Quote) to a buyer. First, you must access the BBS. To do this, click on the **Auto Match** or **Broadcast Requests** buttons at the top of your iCPM window.

💌 Car-Part	Messaging	g - kelly	.sales@ca	r-part.com/cp	m			
Messaging	Presence	Settin	gs Help					
Search	Join	Roll	Auto	Broadcast	My Website	Car-Part		
Directory	Room	Call	Match	Requests	Requests	Requests		
			V.D.		/ 🗛 r		1	

To send a private message from the BBS, click the **Auto Match** or **Broadcast Requests** button to see the latest part requests. When you see a request you would like to reply to, click on the link with the light bulb under **Buyer Contact/Comments**. This will bring you to an iCPM screen where you can send an instant message directly to the buyer.

#### **Bulletin Board Results**

| <u>New Requests</u> | <u>Refresh Requests</u> | <u>Customize Requests</u> | <u>Default Requests</u> | <u>Roll Call</u> |

Yo	ou are viewing reque	sts 1-50 of 50 s	orted by date	(desc)			< F	Previous Page 1	✓ of 1 Next >
#	Year / Model Part Requested	<u>Interchange</u>	Buyer Contac Comments	t/Chatroom	<u>Stock#</u>	Price**	<u>Buyer Info</u>	Location PostCode/ <u>Dist</u>	<u>Request Type</u> / <u>Date</u>
1	1988 Mercedes 300-E Wheel	<u>WHL-65145</u>	₽ <u>wayne@</u> -	Northwest, Pacific	DD197	\$50 <u>qty 3</u>	<u>Auto Wr</u> <u>Quote</u>	USA-CA(Santa Cruz) 95062 / 2030 mi	Auto Match ☆ Jan 22 - 15:45
2	2000 Isuzu Amigo Side View Mirror	<u>DMR-54578L</u>	<u>     julian@</u> -	Northwest, Pacific	E943		<u>Foreign</u> <u>Aut</u> Quote	USA- NV(Henderson) 89011 / 1668 mi	Auto Match ☆ Jan 22 - 16:20

When you click the instant message link in the BBS, an iCPM private messaging screen will come up. You can add any additional comments to the CP Quote or modify any information (e.g., price) before pressing **Enter** and submitting it to the buyer.

💽 Car-Part	Messaging -	kelly.si	ales@car-par	t.com/CPM											_		×
Messaging	Presence	Settir	igs Help														
Search	Join	Roll	Auto	Broadcast	My W	ebsite	Car-F	Part									
Directory	Room	Call	Match	Requests	Requ	iests	Requ	ests									
Recyclers	6	- 1	Interchang	ue Sales	Verify	📀 bot	b.sales										
	aron																
	an		<u>bob.sal</u>	es@car-part.co	<u>om</u>								Sa	ve to S	ales	3	X
- 🖉 ali													_				
	mandaP mber	<b>=</b> 3															
- ax																	
— 🍎 be																	
5	eth																
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5	adb																
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	ave eanna																
	ebbie																
	ebbieA																
— 🍎 de	ennisY		Buy Price		elivery S		No				Sell	Hello	Please	Ship	Warranty	Service	Bye
<u> </u>	aneK		Chec	k Check		1 ha	anks						Hold	To?			
- 💛 do		Ţ	CP-RFQ														
	Whlend			tner - 9910 - Ke			9910										
👂 Available				Wright) 41017	1-859-34	4-1925											
-			2002 Toyota														
Car-P	art.co	m	intEngine-6		Crode A	Ctoolett a	1004.1	12007									
	ò			/\$1613 CAD, ED/RUNS 2.4						DATE=8/02-18	76-0	Catego	v Vard				
	0		0030.1201	20/10/10, 2.4	C (VIINE,	oar uigit,		angine	, <del>-</del> - cyn,i 1000	DATE-0/02-10	- IX - X	Jaleyu	, raiu				

# **Customizing Car-Part Messaging with the Menu Bar**

#### Menu Bar

The menu across the top of the screen allows you to format the way iCPM appears to you, customize the way your messages are received, and change how your presence appears to others.

💟 Car-Part	Messaging	- rachel@	0car-part.co	m/CPM			—	×
Messaging	Presence	Setting	gs Help					
Search	Join	Roll	Auto	Broadcast	My Website	Car-Part		
Directory	Room	Call	Match	Requests	Requests	Requests		

## Messaging

The **Messaging** menu allows you to send an instant message, join a sales room, search for iCPM users, find a user in your roster, and sign off or exit iCPM.

🕑 Car-Part Messaging -	rachel@car-part.com/CPM		×
Messaging Presence	Settings Help		
Send Instant Message Search Directory	Roll         Auto         Broadcast         My Website         Car-Part           Call         Match         Requests         Requests         Requests		
Join a Sales Room	▲ Interchange Buy Sales Verify		
Find Contact in Roster		?	
Add Contact to Roster			
Conversation History	Select Year	-	
Sign Off	Select Make/Model	-	
Exit	Select make/model		
V ani	Salaat Dart		

#### Send an Instant Message

This option allows you to send an instant message to someone who is not currently in your roster. To use this function, click **Send an Instant Message** and enter the person's email address in the text box. Then press the **OK** button. This will open the instant message box and allow you to send a message.

👿 Car-Part Messaging -	rachel@ca	ar-part.con	n/CPM				—	×
Messaging Presence	Settings	Help						
Send Instant Message	Roll	Auto	Broadcast	My Website	Car-Part			
Search Directory		Match	Requests	Requests	Requests			 
Join a Sales Room			erchange E	Buy Sales	Verify			
Find Contact in Roster							?	
Add Contact to Roster								
Conversation History			S	elect Year			-	
Sign Off			1	🕑 Open Chat	- 0	×	-	
Exit							•	
	-			Enter the contact	's messenger ID		-	
_♥ cliff			4					
–				Bob@AutoRecycl	ler.com			
- 🔎 dan				ОК	Cancel			
			L	L				
Available								
Lar-Part.	com)							

#### **Search Directory**

The **Search Directory** option allows you to search for iCPM users by opening the **Directory** tab. This function is discussed earlier in this guide in the **Directory Tab** section.

#### Join a Sales Room

The **Join a Sales Room** option allows you to add a sales room to your **Bookmarks** so you can easily go back to it again. This function is discussed in the **Join Room** section of this guide.

#### **Find Contact in Roster**

The **Find Contact in Roster** option allows you to search for and quickly locate a contact on your roster. This function is discussed in the **Find Contact** section of this guide.

## Add Contact to Roster

This option allows you to add a contact to your roster. Enter the contact's messenger ID. You also have the option of designating a nickname for the contact or adding the contact to a group. When you're finished, click **OK**.

Add Contact to Roster		×
Contact <user@server>: joe@aut Nickname (optional):</user@server>	orecycling.com	]
Select Group for	New Contact	
Emergency     Exec     Exec     FastParts     FortWright     Interchange     Internet Client Developers     Internet Server Developers     Internet Support     Marketing Websites     Operations     Recyclers     Roundtables     Sales		
🗆 🚍 Training		•
New G	roup	
ОК	Cancel	

### **Conversation History**

Use this function to view history for any private conversation that you've had, whether the contact is on your roster or not. When you click this option, a folder will open that will display a list of your conversation histories.

File Home Share View					$\sim$
← → × ↑ 📙 « AppData → Lo	cal > CPM > rachel_car-pa	t.com → history	マ Ö Search his	tory	Ą
Name	Date modified	Туре	Size		
💿 alexc_car-part.com.html	3/22/2018 10:32 AM	Chrome HTML Do	4 KB		
💿 alexk_car-part.com.html	4/12/2018 2:09 PM	Chrome HTML Do	28 KB		
øllisonf_car-part.com.html	4/23/2018 12:13 PM	Chrome HTML Do	4 KB		
📀 bob_car-part.com.html	4/19/2018 1:12 PM	Chrome HTML Do	10 KB		
📀 bobbys_car-part.com.html	4/13/2018 4:57 PM	Chrome HTML Do	4 KB		
📀 carla_car-part.com.html	4/18/2018 4:09 PM	Chrome HTML Do	5 KB		
📀 carolynr_car-part.com.html	4/19/2018 2:54 PM	Chrome HTML Do	12 KB		
💿 car-part.com.html	4/16/2018 4:44 PM	Chrome HTML Do	15 KB		

To locate the conversation history you'd like to view, you can sort the conversations alphabetically by messenger ID (Name) or by the date of your last conversation (Date modified). When you've found the right person, double-click on their name. This will open a new window or tab in your browser. Your entire messaging history with this user will be displayed.

# Presence

You can set your presence to make it easier for other users to understand your availability. Your presence is communicated through bulb colors in your contacts' rosters, and it is also used for Live Chat (for example, if you sent your presence as Do Not Disturb, customers searching your inventory will not see you as an available salesperson if they want to communicate via Live Chat).

To change your presence and bulb color, use the **Presence** menu.

👿 Car-Part	Messaging - rachel@ci	ar-part.com/CPM -	- 🗆	×
Messaging	Presence Settings	s Help		
Search	Available	Auto Broadcast My Website Car-Part		
Directory	Away D	latch Requests Requests Requests		
- 🖗 Ci	Extended Away	Interchange Buy Sales Verify Buy Sales Sa		
- 🏴 Ci	👂 Do Not Disturb 🕨			
— 🌔 Ci	Custom			
— 🤌 Ci	Edit Custom	Select Year		

You can also change your presence by clicking on the presence icon at the bottom of your roster (or your system tray) and selecting the appropriate presence.

🕑 Car-Part I	Messaging -	rachel@ca	ar-part.	com/CPM								—	×
Messaging	Presence	Settings	Help										
Search	Join	Roll	Auto	Broadcast		Nebsite		Part					
Directory	Room arolf	Call	Match		-	quests	Requ	_					
	arolh			Interchange	Buy	Sales	Verify						
	arolynr										?		
	arteri						-	elect Y	Veer				
	aseyd		=				2	electi	rear				
	nrism						5	elect N	Make/Model		-		
- 🖗 cl							9	elect P	Part		 -		
- • cr							Ľ	cicoti					
- <mark>-</mark> da										Lookup			
	arleneb												
- 🖗 da													
	avidr												
	eanna												
	ebbie												
	ebbiea												
	ennis												
- 🥬 di													
- 🥬 da													
de	nk		_										
Available													
	🚽 🔛 Availa	able											
Car-	- P Away		•										
		ided Away	- B										
		ot Disturb	•										
	Custo Edit C	om Custom											

The available presences and bulb colors are:



A green light bulb indicates that you are active and available to chat.

A yellow light bulb indicates that you are away from your computer. This status is normally used if you plan to be away for a short period of time. iCPM will also automatically assign this status if there have been no mouse movements for 5 minutes.

A yellow light bulb with two marks on it indicates that you are away from your computer and will be away for an extended period of time. iCPM will also automatically assign this status if there are no mouse movements for 30 minutes.

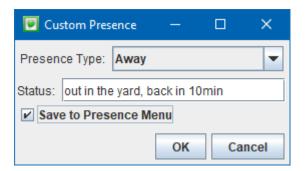
A red light bulb indicates that you are logged on, but do not wish to be disturbed.

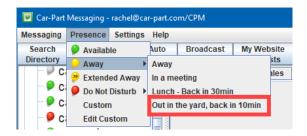
#### **Setting a Custom Presence**

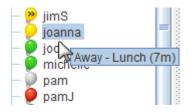
You can manually set your presence by going to the **Presence** menu at the top of your iCPM window. From there, you can choose a status or choose **Custom** to add a status message. This message will be available to anyone who has you on their roster, so they can see why you are away.

If you frequently use a particular custom presence, you can click the **Save to Presence Menu** check box. This will make this presence an option on the **Presence** menu, allowing you to quickly select this as your presence.

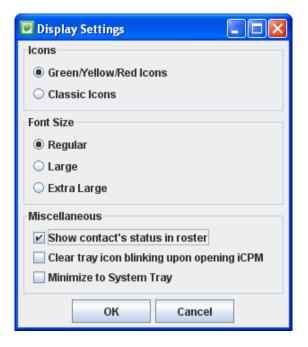
To view someone else's status message, hover your cursor over the user's name on your roster. If they have set a status message, it will appear along with the amount of time they have been away.







If you would like your contacts' status message to automatically show next to their username on your roster, go to *Settings>Display*. In the **Display Settings** window, click the checkbox next to **Show contact's status in roster** and then click the **OK** button.



#### **Editing a Custom Presence**

You can edit or delete your previously saved custom presence options by selecting the *Presence>Edit Custom* menu option at the top of your iCPM window.

Select the presence you want to modify and then click **Edit** or **Delete** to modify it.

When you are finished making changes, click **OK** to close these windows.

Edit Saved Presence	_		×
Choose the presence you	wish to	modify	
Away - Out in the yard, ba	ick in 10	min	-
Edit Del	ete	ОК	
Edit Custom Presence	_		×

📔 Edit Custom Presence — 🗆	×				
Enter the new presence name below.					
Out in the yard, back in 15 min					
OK Cancel					

# Settings

The **Settings** menu allows you to determine how you would like to receive notifications for new messages and how you would like your roster to display. You can specify how you would like your buy and sell requests to display in the **Buy** and **Sales** tabs, and you can edit your Trading Partners user settings.

💟 c	ar-Part Messa	ging - rachelb@car-part.com/CPM										
Mess	aging Pres	ence Settings Help										
	arch Joi ctory Roo		My Website Requests	Car-Part Requests								
		Display		,		Interchange	Buy	Sales	Verify	]		 
- 🖉 carolf		Saved Contacts									?	
	🔎 caroll	Contact Information										
	caroly	/nr Trading Partners					Sel	ect Year			-	
Carteri (		2) (37m)		000000		Sel	ect Make/	Model		 -		

## Notifications

To change your notification settings, go to **Settings>Notifications**.

Notification Settings					
General					
✓ Play notifications while I am using iCPM					
✓ Play notifications for the open tab					
Notifications	Notifications				
Select Notification Event					
Select Notification Event					
Highlight Ta					
Flash S New Message					
Show Toas Sales Room Activity					
Flash Task					
Verifications (Verify Tab)					
Bring Window to Front					
Sound Settings					
Play Sound Notification					
Sound File:					
Browse Set to Default	Play				
OK Cancel					

Use this window to specify your notification preferences. Notifications can be customized for the following events:

- New Conversation This is when you receive an initial private conversation and no tab is already open for that contact. (By default, this event will receive a notification.)
- **New Message** This is when you receive a new message from a contact you have started a conversation with. (By default, this event will receive a notification.)
- Sales Room Activity This is when the Sales tab has a new request for review.
- Sales Room Keywords This is when a recycler in a sales room has submitted a message that includes a keyword you have saved in your Keywords list. (By default, this event will receive a notification for the keyword CP-RFQ.) When you select Sales Room Keywords to edit, a Keywords button appears. Click this button to edit your keywords.
- Verifications (Verify Tab) This is when a customer clicks the Confirm Availability button (Real Time Part Verification) during their search to confirm the availability of a part in your inventory.

To change your notification preferences, select the activity from the drop-down menu. Now you can choose the notifications you would like when that event happens.

- Highlight Tab makes the name of a tab turn red.
- Flash System Tray Bulb makes your system tray iCPM bulb flash a horizontal line for sales room activity or an exclamation point for a private message.
- **Toaster Pop-up** makes a pop-up window appear to tell you that the event has happened.
- Flash Task Bar makes the minimized task bar on your Windows desktop flash.
- Bring Window the Front makes iCPM automatically come to the front of your screen.
- Play Sound Notification plays a sound.
- **Browse** button allows you to change the sound notification for this event.

#### **Service Tabs**

The Service Tab Settings allow you to customize how requests are viewed and organized in the Buy, Sales, and Verify tabs in iCPM.

The **Auto Message Cleanup** determines the number of days an item stays in the **Sales** tab, **Buy** tab, or **Verify** tab. You can specify a certain number of days for unflagged or flagged items separately. In this example, all tabs will keep messages that have been flagged or responded to for 42 days while other messages are only kept for 7 days.

👿 Servi	ce Tab Settings — 🗆 🗙					
- Auto Me	Auto Message Cleanup					
7	Days - Buy Tab					
42	Days - Buy Tab Replied/Flagged					
7	Days - Sales Tab					
42	Days - Sales Tab Replied/Flagged					
7	Days - Verify Tab					
42	Days - Verify Tab Replied/Flagged					

The **Part Display** function allows you to specify how you would like your parts displayed in the **Buy** tab, **Sales** tab, and **Interchange Applications**. You may choose to display parts with the full part name (e.g., Engine-5042B), the Checkmate part codes (e.g., ENG-5042B), or numeric part codes (e.g., 300-5042B).

🗑 Service Tab Settings 🛛 🗆 🗙				
Auto Message Cleanup         7       Days - Buy Tab         42       Days - Buy Tab Replied/Flagged         7       Days - Sales Tab				
42     Days - Sales Tab       42     Days - Sales Tab Replied/Flagged       7     Days - Verify Tab       42     Days - Verify Tab Replied/Flagged				
Part Display Full Part Name Checkmate Part Code Numeric Part Code				
Miscellaneous Hide Unformatted Broadcasts Use Buy Tab Use Sales Tab Use Verify Tab				
OK Cancel				

Under **Miscellaneous**, the **Hide Unformatted Broadcasts** function allows you to filter out all unformatted broadcasts from the **Buy** or **Sales** tabs.

- If this option is checked, the **Buy** and **Sales** tabs will only display part requests that are formatted (i.e., include the term "CP-RFQ"). All unformatted requests will be hidden.
- If this option is unchecked the **Buy** and **Sales** tabs will display all sales room posts, regardless of whether they are formatted (i.e., include the term "CP-FRQ").

🕑 Service Tab Settings 🗕 🗆 🗙			
Auto Message Cleanup			
7 Days - Buy Tab			
42 Days - Buy Tab Replied/Flagged			
7 Days - Sales Tab			
42 Days - Sales Tab Replied/Flagged			
7 Days - Verify Tab			
42 Days - Verify Tab Replied/Flagged			
Part Display			
Full Part Name			
Checkmate Part Code			
O Numeric Part Code			
Miscellaneous			
Hide Unformatted Broadcasts			
🗹 Use Buy Tab			
🖌 Use Sales Tab			
✓ Use Verify Tab			
OK Cancel			

You can also uncheck the Buy, Sales, or Verify tabs to hide them from iCPM.

Note: If you uncheck/hide any of these tabs, the tabs will stop collecting information. When you begin using these tabs again, they will not have any information in them from the time period when they were hidden.

# Display

To customize how your iCPM displays, go to **Settings>Display**. The **Display Settings** window will open.

🕑 Display Settings			×		
Language					
English					
O French					
Icons					
Green/Yellow/Red Icons					
Classic Icons	○ Classic Icons				
Font Size					
Regular					
🔾 Large					
Extra Large					
Miscellaneous					
Show contacts' status in	roster				
🗌 Clear tray icon blinking u	pon ope	ening iCI	M		
When minimizing [-], move to	When minimizing [-], move to:				
Task Bar					
When closing [x], move to:					
Task Bar	O Sys	stem Tra	У		
ок	Cance	el			

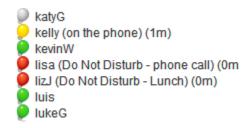
The Language section allows you to specify which language you want to use

The **Icons** section allows you to specify what style of you want to use for iCPM presence icons. We recommend that you keep your iCPM presence icon colors set to **Green/Yellow/Red Icons**. However, you can change the colors back to the Classic CPM colors:

- Yellow for available
- Grey for away
- Red for unavailable

The **Font Size** section allows you to specify how large you would like the text in the iCPM window to appear.

The **Miscellaneous** section allows you to show the status for all the users in your roster. For example, you will see how long someone has had a certain status and you will see a custom message that the user has added, such as "at lunch."



You can also choose to clear blinking exclamation point icons when you open iCPM. If you check this box, then when you receive a message and the bulb in your system tray is blinking, it will stop blinking when you open the iCPM window. If you leave this box unchecked, the icon will continue to blink until you view that conversation's tab.

This section also lets you choose what will happen when you minimize or close out of your iCPM window. By clicking the appropriate radio button, you can decide whether the iCPM icon will remain in your **Task Bar** or **System Tray**.

#### **Saved Contacts**

To open the **Saved Contact Settings** window, go to **Settings>Saved Contacts**. This allows you to customize your **My Saved Contacts** group. **Saved Contacts** can be updated manually or automatically. The default setting for **Saved Contact Settings** automatically adds contacts located within a 150-mile radius.

Saved Contact Settings					
🔾 Manual Control					
Automatic Control					
While under Automatic Control, iCPM will periodically update (approximately once per week) your Saved Contacts to include everyone from the group you have selected below. You may still use the Directory Search to select additional Saved Contacts, and they will not be deleted by the updates.					
Add Contacts Based on Radius					
Select Users Within: 150 miles					
Add Contacts from an Area					
Select Users From: Midwest					
OK Cancel					

- Manual Control When Manual Control is selected, you must add contacts to your Saved Contacts. If you currently have contacts that were added automatically, they will be removed from the list when Manual Control is selected.
- Automatic Control While under Automatic Control, iCPM will automatically update your Saved Contacts. You may still use the Search Directory function to add additional contacts. Contacts can automatically be added based on distance from your business or by the area where they are located.

#### **Contact Information**

The **Contact Settings** option allows you to list the information that will appear to other recyclers when you receive a request for a quote (CP-RFQ) or post a buy request. This information lets other recyclers know how to contact you quickly by either CPM or phone. The city and state also appear so the other recyclers know your location (this can be helpful when determining shipping costs).

Contact Settings					
Display Format					
[Company Name] [Company City/State] [	Company Phone 1] / [Company Phone 2]				
Company Name:	Kelly's Auto Parts				
Company City/State:	Ft. Wright, KY 41017				
Company Phone 1:	859-344-1925				
Company Phone 2 (opt.):	555-555-5555				
OK Cancel					

## **Trading Partners**

The Trading Partners settings ensure that iCPM has your Trading Partners information. This information is used to make the correct connections for you. For assistance with these settings, please contact your support rep.

## **Real Time IMS Connection**

The Real Time IMS Connection must be configured on at least one machine per business for Car Part Pro's Real Time Part Verification feature to determine the status of a part. For Checkmate, it is recommended that the Real Time IMS Connection be configured in iCPM on the Checkmate server. For assistance with these settings, please contact your support rep.

## Help

The **Help** menu gives you access to this user guide, provides an easy way to give a support tech access to your computer when needed, and shows you the version of iCPM you are using.

Help
Online Training
Roll Call User Guide
Support Website
Terms of Use
Mercury Parts Disclaimer
About

# **Online Training**

The Online Training option gives you access to the current version of this user guide.

## **Roll Call User Guide**

Roll Call User Guide gives you access to the current version of the Roll Call User Guide.

### **Support Website**

The **Support Website** option gives you a quick way to give a Car-Part support tech access to your computer in the event that you have a problem or a new product or service needs to be installed. There is no need to use this function unless a Car-Part support representative provides instructions.

## Terms of Use

The **Terms of Use** is the licensing agreement that details the responsibilities for users of iCPM. It is important that all users of iCPM read and understand these guidelines.

#### **Mercury Parts Disclaimer**

Mercury Parts Disclaimer will open the Mercury Parts Disclaimer in your Internet browser.

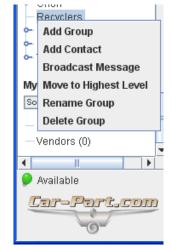
#### About

The **About** option will show you the version of iCPM you are currently using. This window also shows you the version of the Hollander<sup>™</sup> Interchange being used with iCPM.

# **Organizing Your Roster**

and select Add Group.

When you first install iCPM, a Car-Part representative will help you place your contacts in a group called **Recyclers**. As you start using the application and feel that you would like your contacts divided further into more subgroups, you can easily set these up.



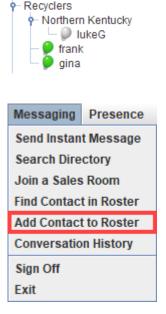
The **Add Group** window will appear. Type in the name of the group you wish to create and click **OK**.

To create a new subgroup, right-click on Recyclers



Your new group will appear as a subgroup to the **Recyclers** group. You can click and drag your existing contacts into your new group to reorganize your roster. To make this new group one of your main groups (instead of a subgroup), right-click on the group name and select **Move to the Highest Level**.

To add an individual to your roster, go to *Messaging>Add Contact to Roster*.



The **Add Contact to Roster** window will appear. Enter your contact's email address in the **Contact** field. If you wish to give this person a shorter nickname, you can also enter that in the **Nickname** field. Select a group from the **Select Group for New Contact** box to indicate which group in your roster you would like to add this contact to. Click on the **New Group** button to add a new group to your roster. To create a subgroup, select a group and then click on the **New Group** button. When you are finished, press the **OK** button.

You can also add a group by right-clicking in your roster and clicking on **Add Group**.

To remove or rename a group, right-click on the group in your roster and click on the appropriate option.

Contacts can be in multiple groups; if you would like to add your contact to more than one group, repeat this process and select the next group from the **Select Group for New Contact** box.

Add Contact to Roster	×
Contact <user@server>: jason@autorecycler.com</user@server>	
Nickname (optional): Jason	
Select Group for New Contact	
Exec	]
- 🗂 FastParts	
- C FortWright	
- C Interchange	
Internet Client Developers	
Internet Server Developers	
- C Internet Support	
- C Marketing Websites - C Operations	
- C Roundtables	
Training -	
New Group	2
OK Cancel	

# Toolbar

# Search Directory

The **Search Directory** function in the Toolbar allows you to search for recyclers or vendors to message. To search for a recycler or a vendor, enter a user name and/or company name/ID. You can also click on **Advanced Search >>** to search by location. Click on the **Lookup** button to perform the search.

Car-Part Messaging - kelly.sales@car-part.com/cpm										
Messaging	Presence	Settin	gs Help							
Search	Join	Roll	Auto	Broadcast	My Website	Car-Part				
Directory	Room	Call	Match	Requests	Requests	Requests				
Roster			Interchang	e Buy Sa	les Verify	🋍 sales				
P− Bookmark	s									

The **Search Directory** function is also used to add contacts to your roster or to **My Saved Contacts**. To add a contact, perform a search with the **Search Directory** function, click on a contact to select it, and then click the **Add to My Contacts** or **Add to Roster** button.

## Join Room

The Join Room button allows you to add sales rooms to your roster.

Car-Part Messaging - kelly.sales@car-part.com/cpm										
Messaging	Presence	Setting	gs Help							
Search Directory	Join Room	Roll Call	Auto Match	Broadcast Requests	My Website Requests	Car-Part Requests				
Roster	ks		Interchang	e Buy Sa	les Verify	🎁 sales				

When you click this button, the **Add Sales Room Bookmark** window will open. Enter the information about the room you wish to join. When finished entering the information click **OK** to add the room. If you need help with this process, contact a support rep.

👿 Add Sales Roo	m Bookma	ırk	—		×				
Room Name:	Midwest Chatroom								
Room Server:	chat.midwest.carpartim.com								
Password:	•••••								
Bookmark Name:	Midwest								
✓ Join on login		<b>P</b> C	opy to Sa	ales tal	b				
Post requests	here	H	lide sales	room					
? Room List			ОК	Ca	ncel				

The checkboxes at the bottom of the text box allow you to make choices on how you view the sales room.

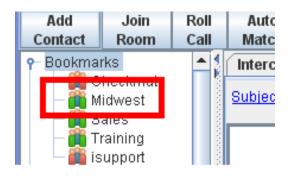
- Join on login Checking this box will automatically log you into this sales room when you log in to iCPM.
- Post Requests Here Interchange requests posted using the Interchange tab's Buy button or Broadcast button will be sent to this room.
- Copy to Sales tab This allows all the entries in this sales room to be posted to the Sales tab.
- **Hide Sales room** If this is checked, no sales room tab will be shown when you open this room; instead, messages are sent straight to your **Sales** tab.

For help with any of the **Sales Room Bookmark** fields, click on the small **?** on the bottom left of the page. A help box will open with additional information about bookmarking sales rooms.

Room Name:	💽 Add Sales Room Boo — 🗆 🗙	Add Bookmark Help
Password:       Supply a bookmark name and your desired         Bookmark Name:       Supply a bookmark name and your desired         ✓ Join on login       ✓ Copy to Sales tab         ✓ Post requests here       ✓ Hide sales room         2 Room List       OK         OK       Cancel         Bookmark before       OK         Cancel       Post requests here - Interchange requests posted using the Interchange requests posted using the Interchange tab's Buy button or Broadcast button will be sent to this room.         Copy to Sales tab - Messages received in this room will be conied to your Sales tab	Room Server:    Password:    Bookmark Name:    ✓ Join on login    ✓ Post requests here	If you want to just join a sales room, only fill out the first three fields. If you want to add a sales room to your bookmarks list, you must also supply a bookmark name and your desired settings. The Room List link will take you to a list of all available Sales Rooms. Bookmark settings: Join on login - This room will be loaded each time you start iCPM. Post requests here - Interchange requests posted using the Interchange tab's Buy button or Broadcast button will be sent to this room. Copy to Sales tab - Messages received in this

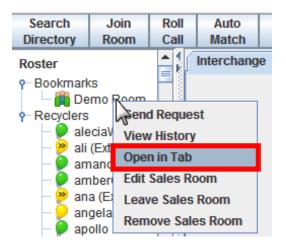
## Viewing a Sales Room

Once you have a sales room on your roster, just double-click the name to open the sales room tab. The icon next to the sales room name in your roster will turn green to indicate that you have joined this room.



A sales room tab will open. The sales room has a list on the right of all the users logged in to the sales room at this time. When a CP-RFQ is posted to this room, iCPM will sound a tone to alert you and send that request to your **Sales** tab for your review.

If you want to open a sales room without sending requests to your **Sales** tab, don't double-click to open the room. Instead, right-click and select **Open in Tab**. You will be able to view the sales room but CP-RFQs will not be sent to your **Sales** tab unless this function has been enabled previously when entering this room.



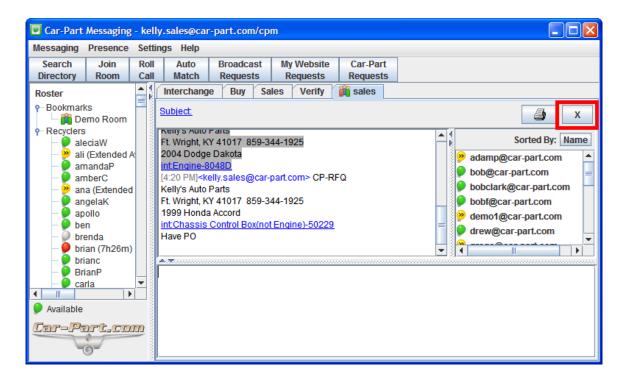
To have a private conversation with any of these users, you can click directly on a message in the room or you can double-click the user name on the roster.

You can sort the roster by contact name or by company name. Above the sales room roster, you will see **Sorted By:** followed by **Company** or **Name**. Click the **Company** or **Name** button to toggle between the two sorting methods.

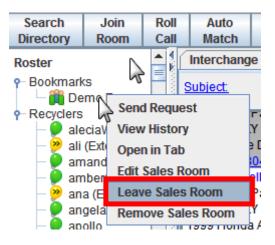
Car-Part Messaging	- kelly.sales@c	ar-part.com/cp	om		
Messaging Presence	Settings Help				
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## **Exiting a Sales Room**

To exit a sales or support room, click the **X** button on the top right corner of the tab.



Your sales room tab will close, but your **Sales** tab will continue to receive CP-RFQs from this sales room (and the icon in your roster will remain green). To stop receiving these requests, right-click on the sales room name in your roster and select **Leave Sales Room**.



# Roll Call

The Roll Call program uses a set of good business policies which are designed to ensure that Car-Part customers have a fair way of resolving potential disputes. These disputes, such as a payment issue, are escalated to a Car-Part employee who is designated as the Roll Call Administrator to process the dispute. The **Roll Call** function allows you to request a credit check on a selected recycler or to report a violation.



Recyclers who agree to abide by the Roll Call policies and are in good standing for at least 6 months are noted by a gold star.

Car-Part Messaging - pa	nj@car-part.com/cpm	
Messaging Presence Set	ings Help	
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Contact Room Call	Match Requests	
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	[1/13 2:31 manuel.sales 00 Toyota Camry En Unfilter Ft Wri	agg
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When viewing a recycler's Role Call status, it is important to note that the status is as of the date it was requested and may not reflect recent changes.

## Auto Match

Use the **Auto Match** button to access your auto matched Bulletin Board. This will show you Bulletin Board requests for parts that you have in your inventory. To customize this search, contact a support rep.

#### **Broadcast Requests**

The **Broadcast Requests** button allows you to access the Bulletin Board. This displays all part requests on the BBS, not just the ones that match your inventory. To customize this search, contact a support rep.

# Profile

Your profile consists of information about your business that people can see when you are messaging with them. Profiles are automatically created for each iCPM user, and include your company information (name, phone, website, email, telephone number, fax number, address, etc.) To view a profile, right-click on a contact's name and select **View Profile**.

Car-Part Messaging - kel	ly.sales@car-part.com/cpm	
Messaging Presence Sett	ngs Help	
Search Join Roll	Auto Broadcast My Website Car-Part	
Directory Room Call	Match Requests Requests Requests	
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# My Website Requests

Use this button to view requests submitted through your website.

# **Car-Part Requests**

Use this button to view requests submitted through Car-Part.com.

# **General Navigation**

# Minimized

When you are logged in to iCPM, you may minimize the window by clicking either the minimize button or the red **X** button at the top of the window. When you minimize, the iCPM window will no longer show on your screen but you will still be logged in and alerted when you receive messages. A light bulb will appear in the bottom right of your desktop. When you receive a private message, this light bulb will flash an exclamation point. When there is activity in a sales room, this light bulb will flash a horizontal bar. Double-click this light bulb to show the iCPM window. Right-click this light bulb to change your presence, show iCPM, or to log off.



#### Message Histories

iCPM permanently records the history from sales rooms and private messages so you can refer to them at a later time. This history will be available until manually deleted or iCPM is removed from your computer.

To view messaging history, right-click on the contact or sales room in your roster and select **View History**. Your history with this user or sales room will be brought up in a browser window.

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Note: To view message history for a contact that is not on your roster, use the

*Messaging>Conversation History* menu option. Refer to the **Conversation History** section of this user guide for more information.

# Printing from iCPM

If you would like a hard copy of a private message or a sales room conversation, you can print the conversation. To do this, just click the **printer icon** in the private message window or sales room window.

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Messaging	Prese	ence	Setting	s Help												
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Directory	Roo	m	Call	Match	Reque	sts	Reque	sts	Rec	lues	ts					
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# **Automatic Updates**

iCPM has the ability to download and install files from the Internet so that Car-Part.com can send enhancements to your software. These enhancements will be automatically downloaded.

When an enhancement has been downloaded and is ready for installation, you will be sent the following message:

New Update Available: An iCPM update is ready to be installed. You may choose to update now or later. If you choose to update iCPM later, the iCPM update will run the next time you start iCPM.

If you would like to install the update now, please click here: update://

If you would like to update iCPM later, please click here: delay://

This is an automated message, but you may reply with any questions. If you would like to speak with a representative, please call 859-344-1925.

To install the update now, click the **update://** link in this message. The update will be installed the next time you start iCPM. If you do not log out of iCPM, the installer will run overnight.

When you start iCPM after installing an update, you will be asked to consent to the License Agreement again.

If you do not wish to install this update now, click the **delay://** link.

# **Getting Help**

Car-Part.com takes customer service seriously. We have a variety of support options available to help you if you have questions about our products or if you need help for any reason. Your questions are very important to us and we want your experience to be a positive one. Please contact us with any questions or concerns using any of the following methods.

# Phone Support

If you have a question not covered in this guide, Car-Part.com offers phone support. Please call 859-344-1925 with your questions.

# Online Support using Car-Part Messaging (iCPM)

Support technicians are available online using Car-Part Messaging (iCPM) support rooms. These technicians are available LIVE to help answer any questions you may have.

The support rooms are staffed Monday–Friday, 8:00AM–8:00 PM ET.

To enter an iCPM support room:

1. Double-click the **iCPM** icon on your desktop.



- 2. Car-Part Messaging opens.
- 3. Double-click the name of the Support Room from your bookmark list.
- 4. Type **HELP** and a brief explanation of your issue. A Car-Part.com support technician will answer and help with your issue.

# Training

If you have ongoing training needs, Car-Part.com has a team of product training specialists to help you learn how to use our products quickly. If you are interested in product training, please call our training department at 859-344-1925 and a trainer in your area will call to schedule training.

## Comments

We welcome your comments and suggestions concerning the content and organization of this guide as well as the accuracy and the usability of the instructions it contains. Email us at documentation@car-part.com. We're listening!

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