



SUNDBERGAMERICA

Sundberg America Website



Q. How do I log in?

A. Go to www.sundbergamerica.com and enter your username and password.

*Please note that if this is your first time on the upgraded site, you will first need to reset your password. See below for instructions.

Q. How do I reset my password?

A. Here are the steps:

- In the upper right section, next to the username and password field, there is a “Forgot Your Password?” link to click.
- Once you click this link, it takes you to a page where you enter your email address. If there is an account associated with your email address, it will send you a password reset link email.
- An email comes from customerservice@sundbergamerica.com. Click the “set a new password” button. This takes you to a Set A New Password page. ***if you do not find the email make sure to check your spam and junk folders.**
- Enter the new password in both fields. The password should contain 3 of the following: Upper case, Lower case, Number, and Special Character. Next click “Set a New Password”.
- You will be returned to the www.sundbergamerica.com website where you can log in using your username and new password.



Q. How do I find a part-by-part number or description/key word search and add to the shopping cart?

A. Here are the steps.

- From the home screen – you can enter a part or a keyword to search into the box on the left marked “Search by Part Number or Keyword:”.
- Hit “enter” or click the magnifying glass.
- If an exact match is found, it will take you directly to the product page.
- If there are multiple matches for the part number or keyword, it will bring you to the search results. The closest matching item will appear on top.
 - Look at the list and click on the correct item.
- Both exact match and clicking on the correct item will take you to the product detail page.
- From the product details page, you can see information about this item or order the item.
- You can add the item to your shopping cart by clicking the Add to Cart button

Q. How do I look up a part by model number and add to the shopping cart?

A. Here are the steps.

- From the home screen – you can enter a full or partial model number into the box on the right marked “Find a Schematic by Model:”
- Hit “enter” or click the magnifying glass.
- A list of search results will appear. Click on the one that is your model number.
- If you know the description or number of your part, you can filter it in the top search field.
 - When searching by description or part number it will take you to any schematics that include your item.
- Click on the schematic to see an exploded diagram and parts list.
 - You can hover over the reference number to get the part number, description, and your price.
 - You can click the reference number to go directly to that item on the reference list.




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- Click view product to go to the product details page.
- From the product details page, you can see information about this item or order the item.
- **You can add the item to your shopping cart by clicking the Add to Cart button**

Q. How do I Submit My Order

A. Here are the steps.

- Click the shopping cart icon 
- Click Proceed to Checkout
- Choose your shipping address by clicking Ship Here or + New Address
- Select a Shipping Method
- If this is for a future order, enter a new shipping date
- Choose your packing basis – ship partial or ship complete
- If necessary, enter Order/Delivery Information
- Click Next
- Enter your Purchase Order Number (this is a required field)
- Verify your shipping information is correct on the right
- Click Place Order
- You will receive a web order number on the next screen and a confirmation email.

Q. How do I find My Invoices

A. Under My Dashboard on the Home Screen Bar or under My Invoices on the drop down by your name.

The summary at the bottom is of the most recent 10 invoices.

To look for something more, you can use Advanced Search – this opens search by invoice number or date range (limited to 90 days at a time).



To look by Item, Click Search by Item – this allows to search by Item. You can use this feature to look at Credits Vs. Invoices, or simply look up any invoice.

- Choose your manufacturer
- Enter your Item
- Click Apply

Q. How do I find My Orders

A. Under My Dashboard on the Home Screen Bar or under My Orders on the drop down by your name.

Click Advanced Search – this opens search by order number, PO number, or date range (limited to 90 days at a time). You can also choose to only search your open orders.

Click Search by Item – this allows to search by Item. It will show you the item and if it is available.

- Enter your Item
- Click Apply

Q. How do I find My Backorders

A. Under My Dashboard on the Home Screen Bar or under Back Orders by Item on the drop down by your name.

Q. How do I View, Add and Change shopping carts

A. Your active shopping cart is visible in the top left corner of the home page, next to default warehouse.

To change your active shopping cart

- Click the Active Shopping Cart
- Pick the correct cart

To add a shopping cart

- Click Add New Cart
- Enter the new cart name, click Submit



Q. What are Favorites and How to Use Them

A. Favorites is an area that you can store frequently ordered parts. You can build multiple favorites lists and store your frequently ordered items under this. We suggest if you have frequent parts that you stock on your truck or warehouse, you keep a list under favorites for quick access.



From the Home Screen

- Click the  Favorites 
- Click your favorites list or Create New Favorites List



Creating New Favorites List

- You must name your favorites list.
- You can add a description of the favorites list.
- Click Save.



Adding to an Existing Favorites List

- From the parts search list or product detail page.
- Click the  Favorites 
- Confirmation message “Product has been added to the favorite list”.

How to Order Items on Favorites List

- Click the  Favorites 
- Choose the list with the item you want to order.
- Check the box next to the item you want to order.
- Enter the quantity that you want to order.
- Enter the comment you want on the part.
- Click Add to Cart.

How to Delete Items on Favorites List

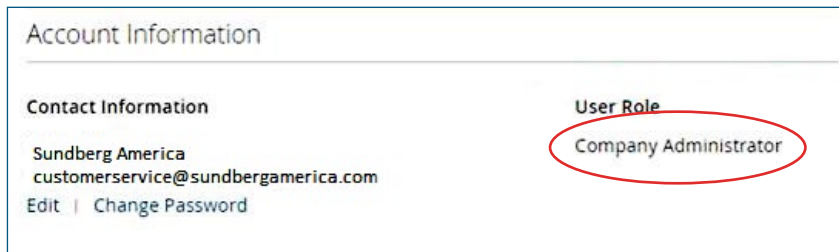
- Click the  Favorites 
- Choose the list with the item you want to edit.
- Click the trash can on the right side of the page.
- If you want to delete an entire list, click the delete favorite list in the lower right



Q. How do I set up a shared cart?

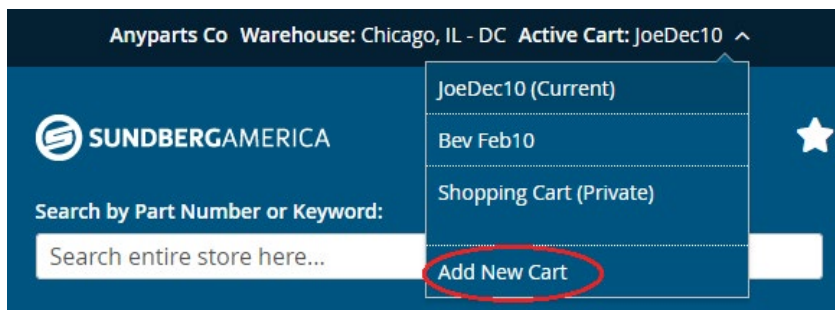
A. Only the Company Admin can create and share carts with other users.

To find out if you are the Company Admin, go to My Dashboard and check the User Role as shown below.



CREATE A SHARED CART

1. Log in with the account that is the Company Admin, any carts created as Company Admin will be shared with Company Users who have permissions set up described in the next section.
2. Click the arrow next to the current active cart in the header.



3. Enter the name of your new cart and click Submit.

Create Cart

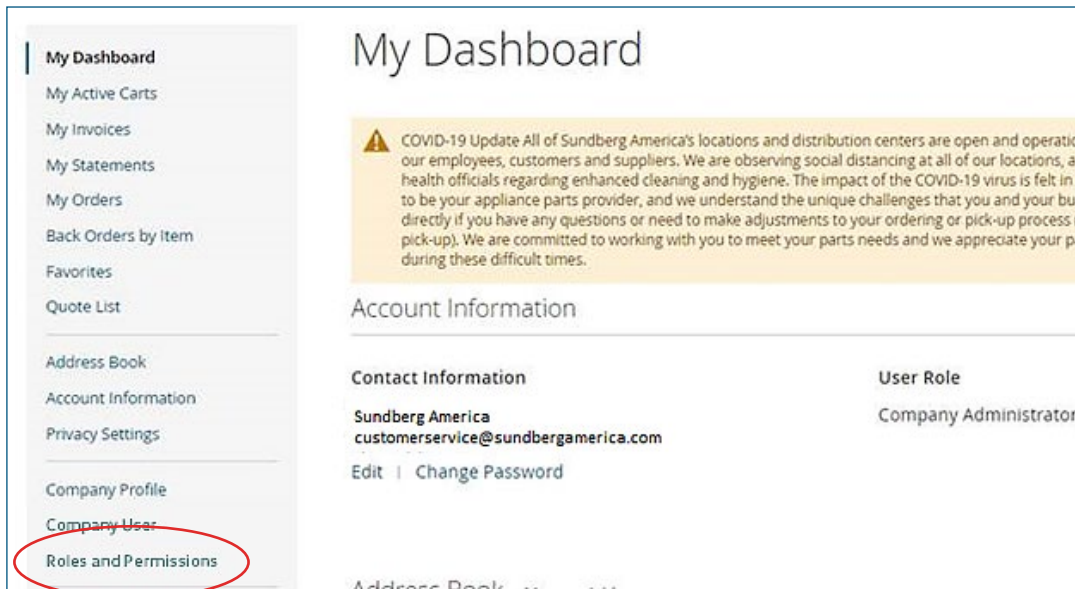
Cart Name *



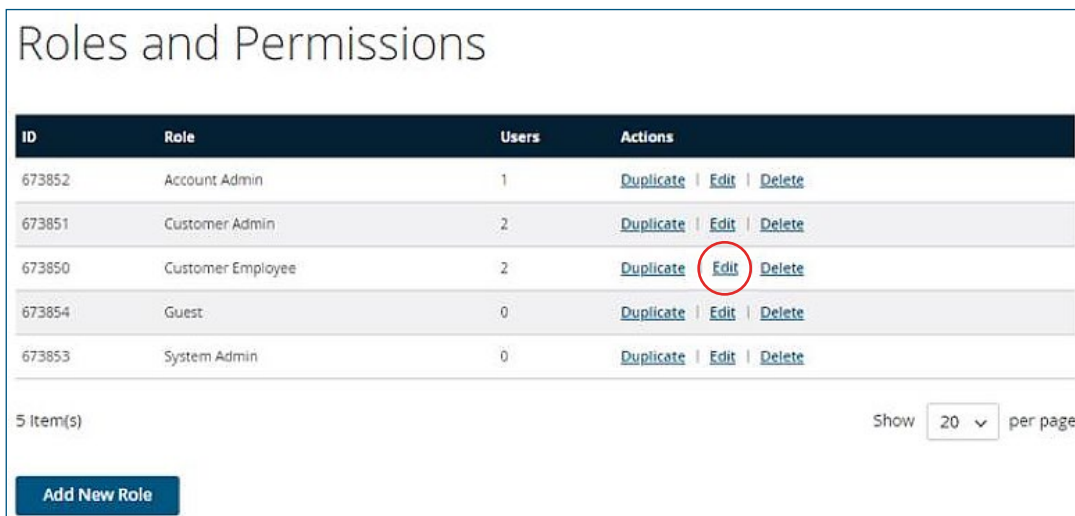
SET PERMISSIONS FOR OTHERS TO USE SHARED CARTS

For other users to be able to see and add to a shared cart, they must have the permission 'Manage Carts' checked off within their User Role.

1. To access these permissions, the Company Admin should go to My Dashboard, then select Roles and Permissions on the left sidebar.

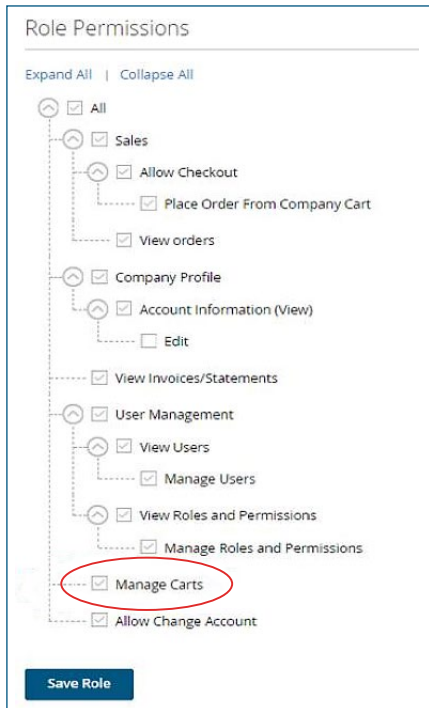


2. Click on edit for any of the User Roles that exist that you want to be able to see and use shared carts created by the Company Admin.





3. In the Edit Role screen, scroll to the bottom and make sure the 'Manage Carts' box is checked. Then click on Save Role.



At this point any logins that exist that have user roles where the “Manage Carts” box is checked, will be able to add parts to a shopping that is shared with all other users that have “Manage Carts” selected as well as the Company Admin.

SEE WHICH ROLE A USER IS ASSIGNED TO

1. From My Dashboard, select Company Users from the list of options on the right.
2. All users will be shown, and a column titled Role will indicate which role each user is assigned.

