

**17th Annual DoD Logistics Conference and Exhibition**  
*e Support / e Service - The New Frontier*  
*Jim Garrison - Caterpillar Inc*



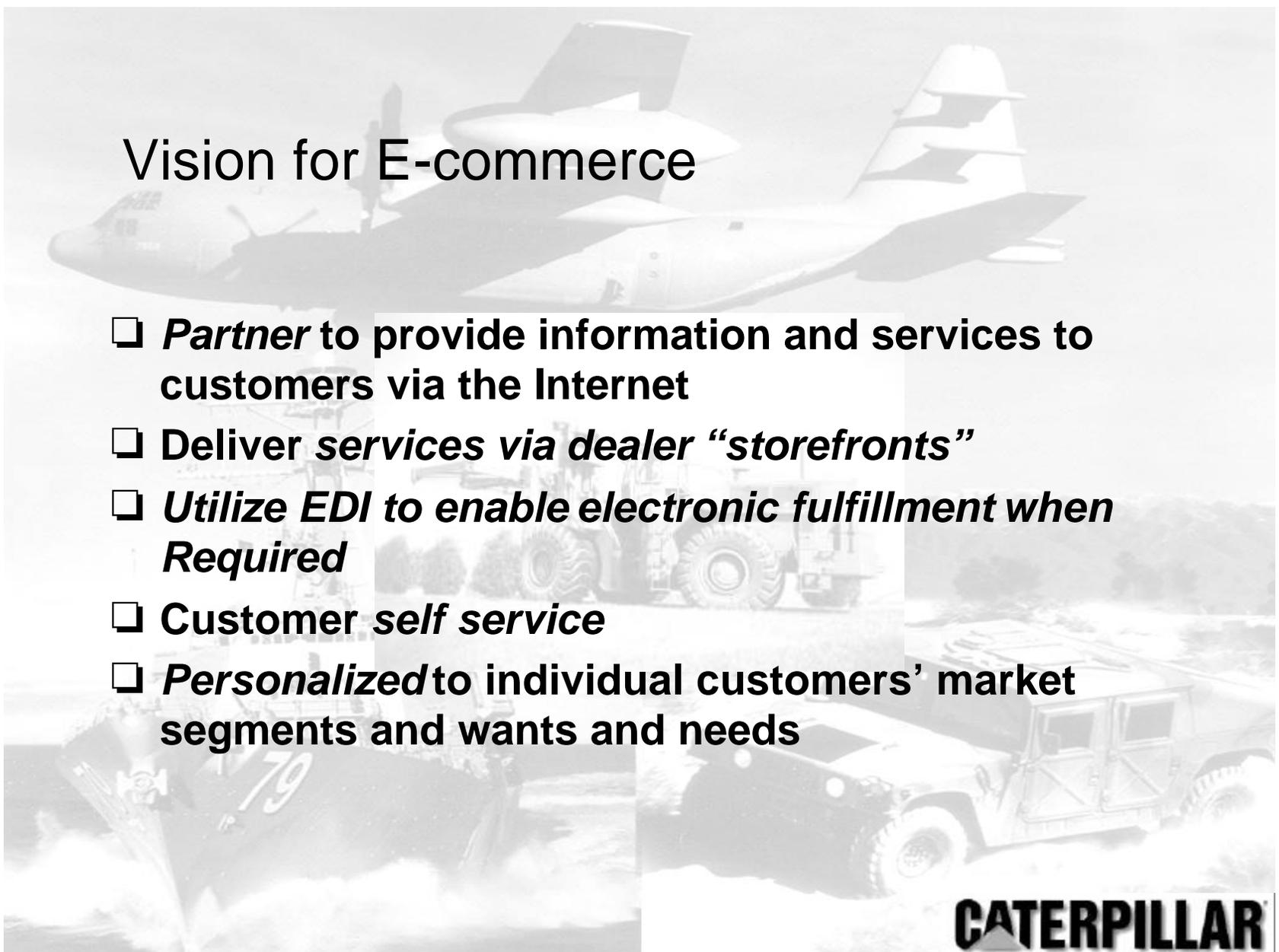
**CATERPILLAR®**

The background of the slide is a collage of four grayscale images. At the top is a large military transport aircraft in flight. Below it, on the left, is a tank. In the center is a large tracked vehicle, possibly a tank or a heavy transport. On the right is a Humvee driving on a road. At the bottom left is a ship's bow cutting through water. The text is overlaid on this collage.

*e Support / e Service - The New Frontier*

- **E-Business Vision**
- **Current Program with TACOM/DLA**
- **Commercial Dealer Storefronts**
- **Future Direction**

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## Vision for E-commerce

- ❑ ***Partner to provide information and services to customers via the Internet***
- ❑ ***Deliver services via dealer “storefronts”***
- ❑ ***Utilize EDI to enable electronic fulfillment when Required***
- ❑ ***Customer self service***
- ❑ ***Personalized to individual customers’ market segments and wants and needs***

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# Corporate to Corporate Parts Support Contract

TACOM, DLA  
&  
Caterpillar Inc.



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# Corporate to Corporate

A collage of military equipment including an F-16 fighter jet, a tank, and a Humvee.

- **History**
  - **Reduce Government Cost by Reducing Inventories**
    - **Government Desire to Integrate Best Commercial Practices**
    - **Signed April 15, 1999 with TACOM**
    - **5 year Contract Provides Parts Support for ALL the Military's Caterpillar Equipment and Engines**
    - **2 additional 5 year options**

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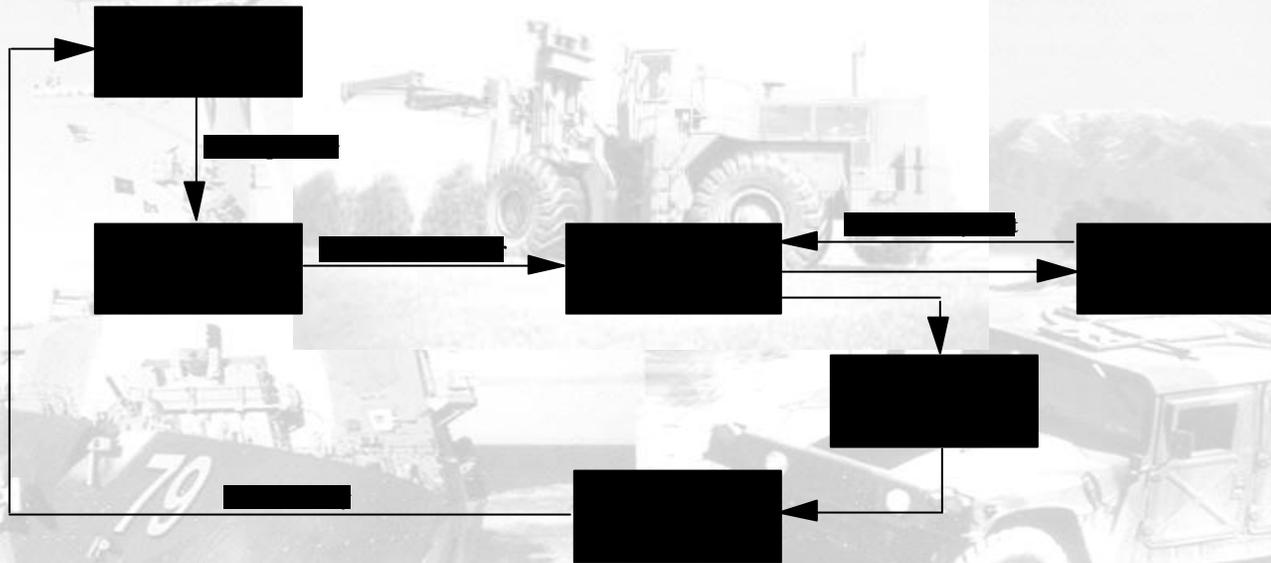
# Corporate to Corporate

- **Key Elements**
  - **Order Through Electronic Data Interchange, EDI**
  - **Bar Coding**
  - **Delivery To Ordering Unit (Free)**
  - **Parts Returns**
  - **Warranty**
  - **Seamless Process To End User**

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# Corporate to Corporate

- **EDI Order Process**
  - **Seamless Process To End User**



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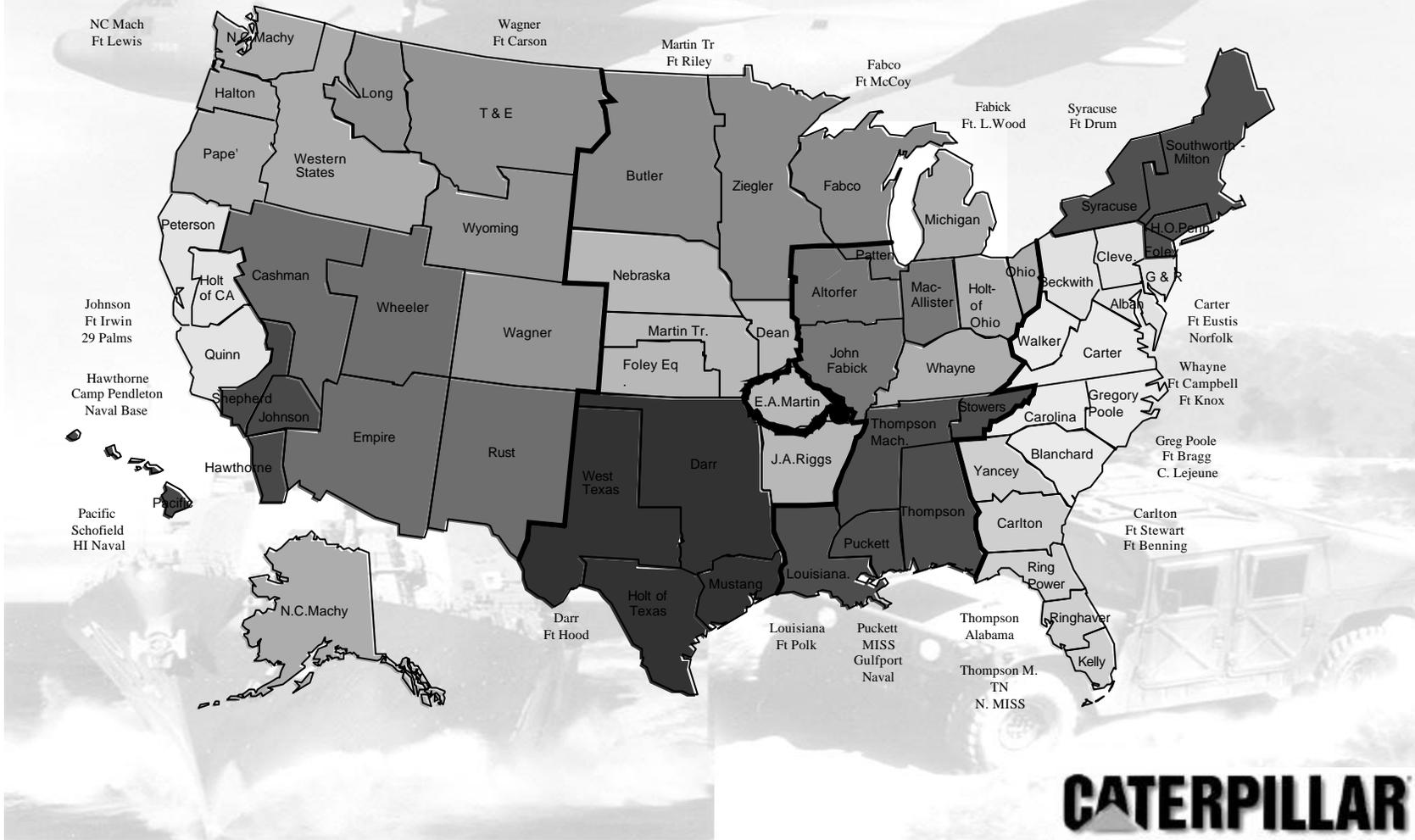
# Corporate to Corporate

- **Greg Poole .. Ft Bragg,, NC**
- **Syracuse Supply .. Ft Drum**
- **NC Mach .. Ft Lewis, WA, AK**
- **Fabick Tr.. Ft Wood**
- **Pacific Mach ...Schofield B. HI**
- **Johnson Mach ... Ft Irwin**
- **Hawthorne ... Pendleton**  
**San Diego Naval Base**
- **TMCC...TN & N.Mis**
- **D&FP ... OCONUS**
- **Wayne Supply .. Ft Campbell, KY**
- **Louisiana Mach .. Ft Polk, LA**
- **Martin Tractor .. Ft Riley**
- **Carlton Tractor .. Ft Stewart, GA**
- **Darr Equip .. Ft Hood, OK., TX**
- **Wagner .. Ft Carson, CO**
- **Fabco ... Ft McCoy, WI**
- **Carter ... Ft Eustis**  
**Norfolk Naval Base**
- **Puckett ... Gulfport Naval Base,**  
**S.MI**

**CATERPILLAR**



# Caterpillar Dealer Support



**CATERPILLAR**

# Corporate to Corporate

A collage of military equipment including an aircraft carrier, a transport plane, a tank, and a Humvee.

- **Delivery Requirements Peace Time (CONUS)**

- 2 Days For High Priority
- 5 Days Routine

- **Delivery Requirements War Time (CONUS)**

- 2 Days High Priority
- 4 Days Routine
- 6 Days Low Priority

- **Caterpillar Dealer Network**

- 192 Dealers Located In Over 200 Countries
- 1,141 Branch Stores
- \$1 Billion Parts Inventory

**CATERPILLAR**

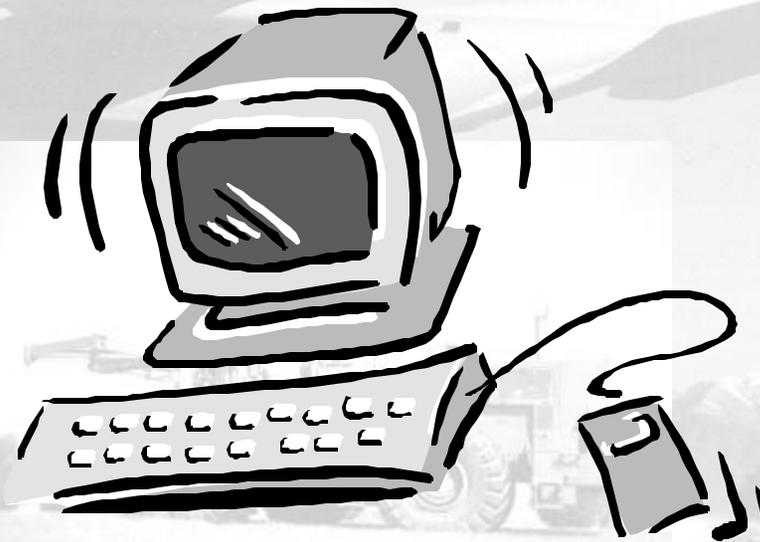
# Corporate to Corporate

The background of the slide is a collage of various Caterpillar heavy machinery. At the top, a large military transport aircraft is shown in flight. Below it, a bulldozer is working on a construction site. To the right, a wheel loader is parked. At the bottom right, a military Humvee-style vehicle is driving through a field. The Caterpillar logo is visible in the bottom right corner.

- **Summary**

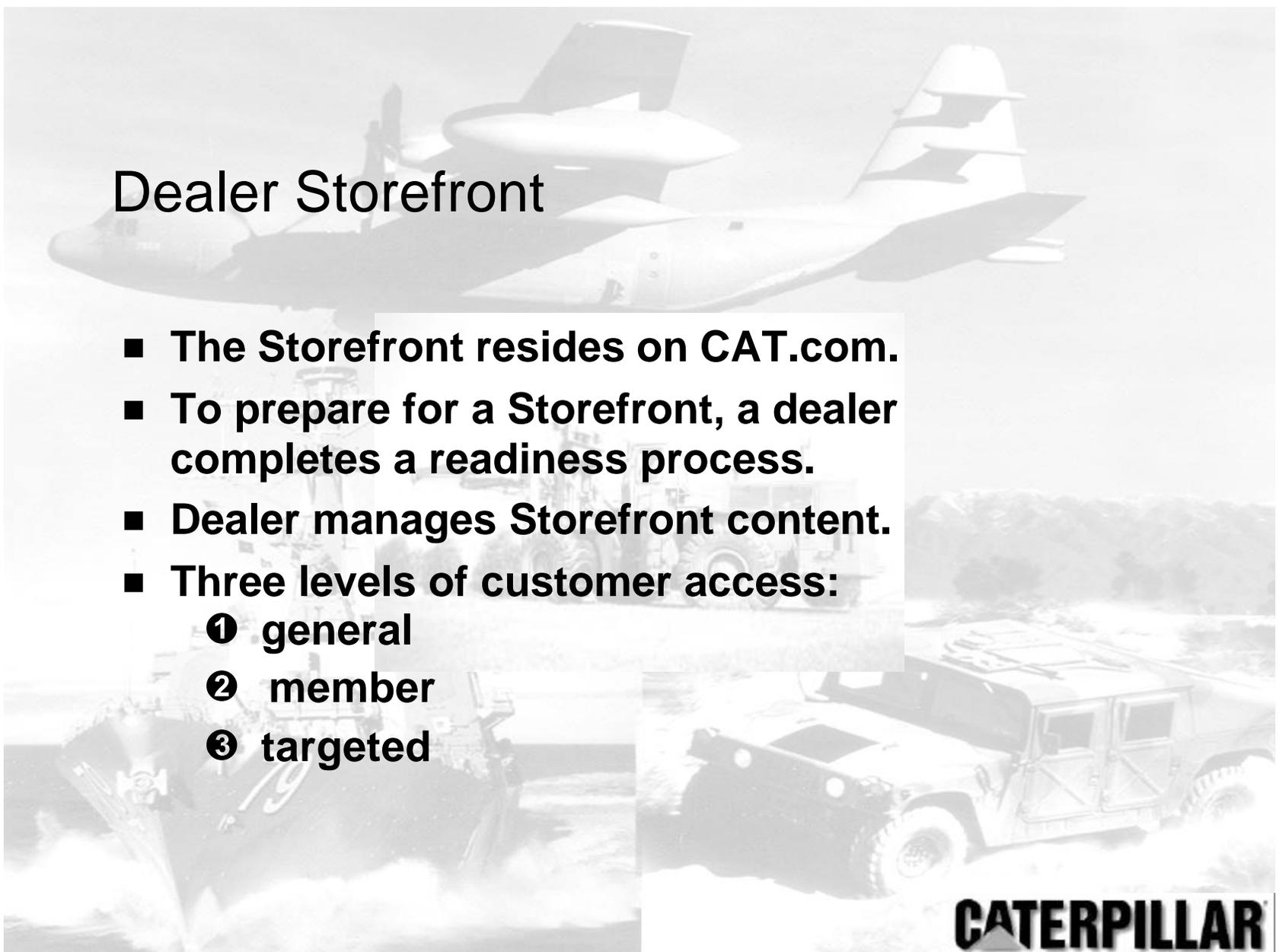
- **Worldwide Product Support**
- **Faster Order Fill Times**
  - **Reduced Downtime**
  - **Improved Readiness**
- **Genuine Caterpillar Parts**
  - **Right Part**
  - **Right Place**
  - **Right Time**
- **Reduce Government Cost**

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**E-commerce 2000  
Dealer Storefront & PartStore**

**CATERPILLAR**



## Dealer Storefront

- The Storefront resides on CAT.com.
- To prepare for a Storefront, a dealer completes a readiness process.
- Dealer manages Storefront content.
- Three levels of customer access:
  - ① general
  - ② member
  - ③ targeted

**CATERPILLAR**

← There's only one tab available - "Our Dealership."

**Login**

> [Login as registered user](#)

**Register**

Site Registration Benefits

- Receive personalized content about the industries you are interested in
- Track your stock portfolio
- See local weather forecasts
- Read news in your selected regions
- Display your favorite links

**JOIN NOW**

**HOLT COMPANY OF OHIO**



5252 WALCUTT CT  
COLUMBUS OH 43228-9489

Tel: 1 614 878 2287  
1 888 441 4658  
Fax: 1 614 851 5015

[www.holtohio.com](http://www.holtohio.com)  
[Branch Offices](#)

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▼ **Jump to:** [Highlights](#) | [Dealer Products & Services](#) | [Industry Talk](#)

**Highlights** TOP ▲

<p><u>The History of Holt</u> Follow the evolution of Holt and Benjamin Holt's invention of the Caterpillar tractor.</p> <p><u>Holt Facilities</u> Take a trip to each of the five Holt facilities. Maps and driving directions are just a click away.</p>	<p><u>Talk to us!</u> Let us know what you would like to see on this site and the Holt homesite in the future.</p>
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**Dealer Products & Services** TOP ▲

<p><b>Products</b></p> <p><u>Cat Machines</u> An overview of the Cat product line with photos, brief specifications and much more.</p> <p><u>Used Equipment</u> Visit our up to the minute used equipment inventory and inquire on-line.</p>	<p><b>Promotions</b></p> <p><b>1988 D8N Second Life Rebuild</b> Part of Holt's Second Life Rebuild Program, this D8N features low hours and a great price!</p> <p><b>Services</b></p>
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

This is the way the Storefront appears to a general user.



## Registration

- **Three levels of customer access:**
  - ① **general**
  - ② **member**
  - ③ **targeted**
- **A visitor/customer can customize the Storefront**
  - ① **industry segments**
  - ② **weather preferences**
  - ③ **stock choices**

**CATERPILLAR**

**Login**

> [Login as registered user](#)

← A member or targeted user can log in from here.

**Register**

**Site Registration Benefits**

- Receive personalized content about the industries you are interested in
- Track your stock portfolio
- See local weather forecasts
- Read news in your selected regions
- Display your favorite links

**JOIN NOW**



COLUMBUS OH 43228-9489

Tel: 1 614 878 2287  
1 888 441 4658  
Fax: 1 614 851 5015

[www.holtobio.com](http://www.holtobio.com)

← Here are the benefits a member will have.

**Highlights**

TOP ▲

The History of Holt

Follow the evolution of Holt and Benjamin Holt's invention of the Caterpillar tractor.

Talk to us!

Let us know what you would like to see on this site and the Holt homesite in the future.

Holt Facilities

Take a trip to each of the five Holt facilities. Maps and driving directions are just a click away.

**Dealer Products & Services**

TOP ▲

**Products**

Cat Machines

An overview of the Cat product line with photos, brief specifications and much more.

Used Equipment

Visit our up to the minute used equipment inventory and inquire on-line.

**Promotions**

**1988 D8N Second Life Rebuild**

Part of Holt's Second Life Rebuild Program, this D8N features low hours and a great price!

**Services**

Welcome  
**Bob Petterson**  
Petterson Construction  
[Update your registration information](#)

**Your Info**

- Your Industries
- Your Links

**Global News**

**Australia**

- Canadian Car Leads Solar Race
- Australia Considers Republic Status
- U.S. Doctor Leaves South Pole

**North America**

- Robert Ray Formally Replaces Starr
- Nissan To Close Plants, Slash Jobs
- E. Timor Leader Won't Share Power

**Central & South America**

- Puerto Rico Isle May Be Bomb Range
- Mexico Indians Live, Die in Hamlets
- Officers Held During Chile Protest

**Current Weather**

## HOLT COMPANY OF OHIO



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COLUMBUS OH 43228-9489

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[www.holtohio.com](http://www.holtohio.com)  
[Branch Offices](#)

- Aggregates / Quarry
- Engine (EPG)
- Engine (Truck)
- Heavy Construction (Regional)
- Mining
- Waste

- Articles
- Industry Link

← Here Mining was selected and then 'Articles' and Industry Link' are the dropdown choices.

Follow the evolution of Benjamin Holt's invention of the Caterpillar tractor. to see home

[Holt Facilities](#)  
Take a trip to each of the five Holt facilities. Maps and driving directions are just a click away.

**Dealer Products & Services**

<b>Products</b>	<b>Promotions</b>
<a href="#">Cat Machines</a> An overview of the Cat product line with photos, brief specifications and much more.	<b>1988 D8N Second Life Rebuild</b> Part of Holt's Second Life Rebuild Program, this D8N features low hours and a great price!
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**HOLT.**



[Our Dealership](#) [PartStore](#)

[HOME](#) [COMPANY PROFILE](#) [PRODUCTS](#) [SERVICES](#) [INDUSTRIES](#)

[CAT HOME](#) [CONTACT US](#) [HELP](#)

[Shopping Cart](#)

[Back to Storefront](#)

## Articles

### Caterpillar - Real Solutions for Mining

September 06, 1999

Computer Aided Earthmoving Systems (CAES) is one of Caterpillar Technologies, created to lower the cost per ton of a mining system that uses technology to deliver information to the

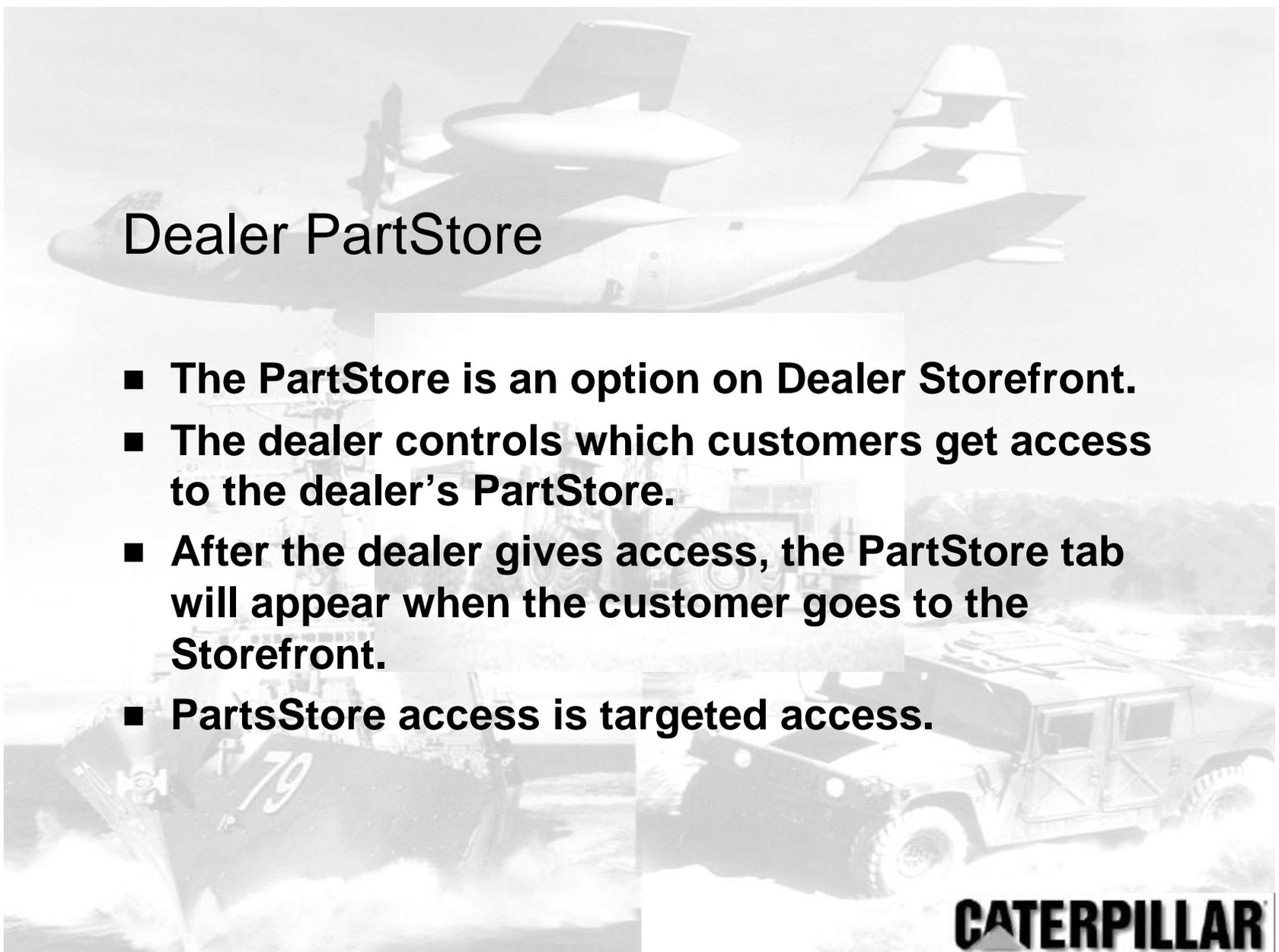
← This information is industry specific.

Caterpillar Mining and Earthmoving Technology Systems (METS) is a group of advanced technology products developed by Caterpillar. The METS group's mission is to focus resources on products and services that help mining customers optimize productivity and profit. Caterpillar has formed strategic alliances with world-class leaders in their respective fields of technology to produce these innovative products. These companies include: Trimble Navigation Ltd., a world leader in GPS satellite based navigation and wireless communication; Mincom Pty. Ltd., an Australian based software development company that is the leader in mine management systems; and Aquila Mining Systems Ltd., a Montreal based company pioneering geologic blasthole drill information and control systems. Caterpillar has developed a broad range of products including: advanced radio data communications; machine monitoring; diagnostics; job and business management software; and machine control - all of which are designed to help the miner run his operation at a lower cost, with greater efficiency, precision and predictability.

#### CATERPILLAR'S COMPUTER AIDED EARTHMOVING SYSTEM (CAES)

Caterpillar's CAES was introduced in June of 1997 to help revolutionize the mining industry. CAES provides real solutions to challenges facing the mining industry by allowing the mine planning engineers to transmit pit designs to a variety of machines via the new Caterpillar/Trimble communications network. CAES is constantly updating mine topography as the machine alters the surface. CAES updates these files in real-time as the work progresses all without the use of a single survey flag. The result is improved communications and greater production accuracy, providing a real solution for reducing planning and operating cost.

CAES uses onboard computers for mining machines, software, global positioning systems (GPS) and data radios and receivers. Mine plans generated by common computer aided design software and translated into a format used by the CAES machines are communicated directly to the machine using the high-speed radio system. This information is in the form of a three-dimensional digital terrain model. An onboard color monitor mounted in the machine cab displays the virtual site plan for the operator. As the machine works, terrain updates are performed continuously via GPS technology. This information is then updated on the operator's display and simultaneously transmitted back to the office where METS manager feeds the data to CAES office. CAES office allows



## Dealer PartStore

- **The PartStore is an option on Dealer Storefront.**
- **The dealer controls which customers get access to the dealer's PartStore.**
- **After the dealer gives access, the PartStore tab will appear when the customer goes to the Storefront.**
- **PartsStore access is targeted access.**

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← Note that the PartStore tab is highlighted.

## PartStore

Two easy ways to order parts:

- ▶ **Express Order**  
Know what parts you need. ←
- ▶ **Find Parts**  
Need help choosing parts? Find parts with Caterpillar Service Information System (SIS Web). ←
- ▶ **Favorite Parts Lists**  
Want to use a previously saved parts list? ←

Note the three options.

PartStore Activity  
View your records of PartStore History

Policies  
Review your Dealer's Internet Parts Sales Policies

**Closing Time**  
The Part Store will normally be closed from 11:00PM - 01:00AM Central Standard Time

If the user has been authorized for PartStore, this is the entry page that appears after the PartStore tab is selected.

[< Shopping Cart](#)

## Parts List - Pricing & Availability

### Order Details

Customer ID: 001500      Quote Number: 00Q010920  
Tracking Serial Number:      (Use this number when communicating with us to discuss this quote)

### Parts List

Serial No.	Part No.	Qty.	Part Name*	Availability	Unit Price	Price
	4W-4614	2	HOSE	immed avail	7.66	22.98
		1		Contact dealer		
<b>TOTAL**</b>						22.98

**Note:**  
† This part is non-returnable  
\* Part Names shown above may vary from the names shown in the Shopping Cart  
\*\* This quote does not include taxes, shipping and handling charges

> [Send Email Order](#)  
Send order to us via email with special instructions. We will contact you about this order.

**CANCEL ORDER**      **CONTINUE**

← The customer can review availability and price.

## Express Order

Enter your serial number for this order

Machine Name:  
(Optional)



OR

Serial Number:  
(Optional)

### Part Order List

Part No.	Qty.
4V4614	3

← The part number and quantity are entered here.

When finished entering parts, the order is added to the Shopping Cart by clicking here. ↓

**HOLT.**



## PartStore Checkout

[← Shopping Cart](#)

### Shipping and Purchase Details

#### Shipping Information

Shipping Address  
for this order:

← Shipping information is entered here.

Select shipping mode:

- Select -

#### Purchase Information

Purchase Order No.:

Select End Use Code:

Shipping

Are the parts going to be used in United States of America?!

Yes  No

← Here the customer indicates where the parts will be used.

CANCEL ORDER

VIEW ORDER SUMMARY

PLACE ORDER

← Click here to place order.



## PartStore Checkout

[Shopping Cart](#)

### Thank you

Order Number 00C242897

Your order was placed successfully. [Click here](#) to view this order's details. The details of this order can also be found in [PartStore Activity](#).

Please note the order may require us to contact you before it is fulfilled, if there is any information/clarification needed to proceed further with the order.

[VIEW ORDER SUMMARY](#)

The customer receives a confirmation notice after the order is placed.

↖ To review the order summary, click here.

## PartStore

Two easy ways to order parts:

▶ **Express Order**

Know what parts you need?

▶ **Find Parts**

Need help choosing  
Find parts with Caterpillar  
Service Information  
(Web)

▶ **Favorite Parts Lists**

Want to use a previously saved  
parts list?

PartStore Activity

View your records of PartStore  
History

Policies

Review your Dealer's Internet  
Parts Sales Policies

**Closing Time**

The Part Store will normally be  
closed from 11:00PM - 01:00AM  
Central Standard Time

← Don't know what parts are needed? Let's select Find Parts.

# Service Information System

## Choose a Machine

Machine Name:

OR

Machine Serial Number

- Select -
- (Large - 84W00989)
- (Track-Type - 8ZW00201)
- Combine 1 (Track-Type - 8ZW00055)**
- MACH-1 (Row-Crop - SER-MACH-1)
- MACH-2 (Two Axle - SER-MACH-2)
- MACH-3 (Other Model - SER-MACH-3)
- combine 2 (Track-Type - 8ZW00200)

## Need help?

[Add/Edit Machine List](#)

← Here the machine and serial number can be selected.

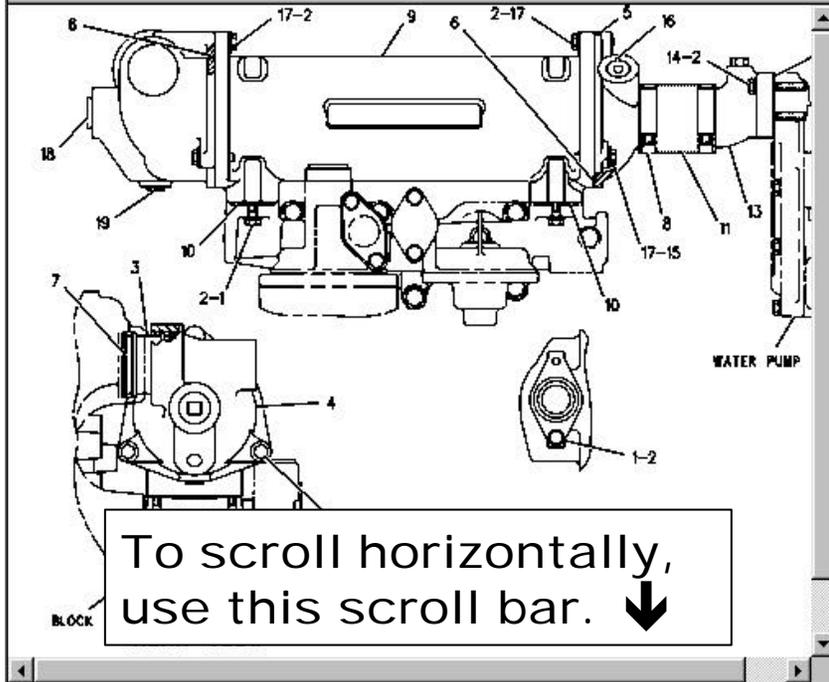
select your machine

### Service Information System

#### MACHINE

< Product: COMBINE  
Model: 485 COMBINE 82W  
Configuration: LEXION 485 COMBINE 3176 ENGINE 82W1-UP  
(MACHINE)

Prev Next **GO BACK**



To scroll horizontally, use this scroll bar. ↓

**115-2990 COOLER GP-ENGINE OIL**

The image will display.

← Scroll bar can be used for larger images.

Name	
COOLER GP-ENGINE OIL	
Name	
1	<input type="checkbox"/> <input type="checkbox"/> M 1 6V-2317 3 BOLT(M8X1.25X30MM)
2	<input type="checkbox"/> <input type="checkbox"/> 1 9M-1974 7 WASHER-HARD(2MM THK)
3	<input type="checkbox"/> <input type="checkbox"/> 1 124-5043 1 COUPLING
4	<input type="checkbox"/> <input type="checkbox"/> 1 126-0062 1 ELBOW-OIL COOLER
5	<input type="checkbox"/> <input type="checkbox"/> 1 132-3157 1 BONNET-OIL COOLER
6	<input type="checkbox"/> <input type="checkbox"/> 1 117-3036 2 SEAL-O-RING
7	<input type="checkbox"/> <input type="checkbox"/> 1 2M-0475 2 SEAL O-RING

FORMAT FOR PRINT

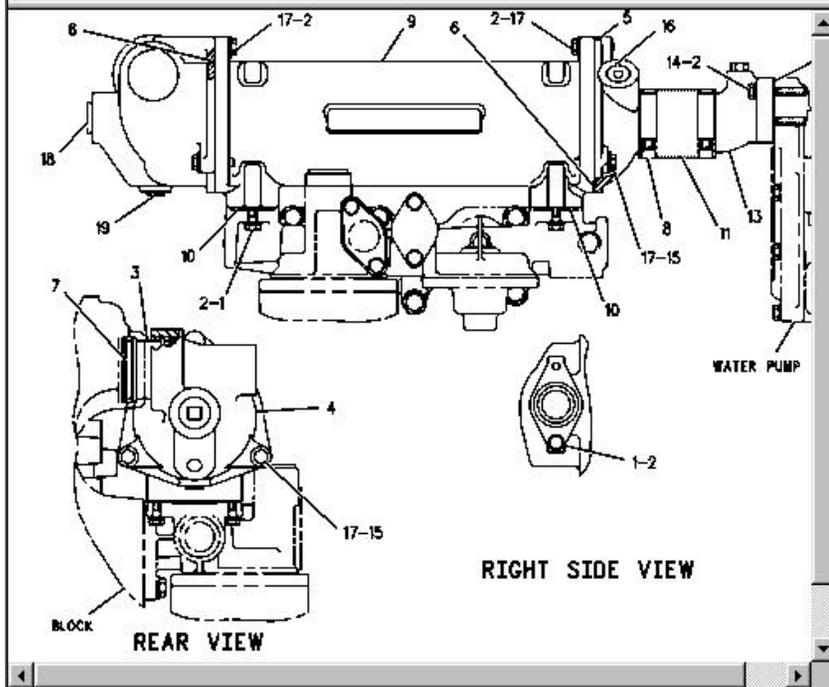
**CLEAR** **SUBMIT**

### Service Information System

#### MACHINE

< Product: COMBINE  
Model: 485 COMBINE 82W  
Configuration: LEXION 485 COMBINE 3176 ENGINE 82W1-UP  
(MACHINE)

Prev Next **GO BACK**



5	<input type="checkbox"/>	1	132-3137	1	BOWMET OIL COOLER
6	<input type="checkbox"/>	1	117-3036	2	SEAL-O-RING
7	<input type="checkbox"/>	1	2N-0475	2	SEAL-O-RING
8	<input type="checkbox"/>				
9	<input type="checkbox"/>				
10	<input type="checkbox"/>				
11	<input type="checkbox"/>	1	131-6645	1	HOSE
12	<input type="checkbox"/>				
13	<input type="checkbox"/>				
14	<input type="checkbox"/>				
15	<input type="checkbox"/>				
16	<input type="checkbox"/>				
17	<input type="checkbox"/>				

← To select the default quantity, click the small box.

↖ Or fill in the desired quantity, by typing the number.

FORMAT FOR PRINT

CLEAR SUBMIT

HOLT COMPANY OF OHIO - Microsoft Internet Explorer provided by ZDNet

SIS - 1152990 - COOLER GP-ENGINE OIL - Microsoft Internet Explorer provided by ZDNet

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit RealGuide

**HOLT** **CAT Service Information System**

**MACHINE**  
Product: COMBINE  
Model: 485 COMBINE 82W  
Configuration: LEXION 485 COMBINE 3176 ENGINE 82W1-UP (MACHINE)

After selecting parts from SIS the customer has the same screens reviewed earlier: pricing & availability, shipping, ordering, etc.

GRAPHIC #1  
g00251524

Done Local intranet

FORMAT FOR PRINT CLEAR SUBMIT



## Storefront/PartStore Value - *Customers*

- ❑ Caterpillar, dealer and industry information in one location
- ❑ 24/7/365 access
- ❑ Personalized content that meets their business needs and interests
- ❑ Reduction in customer's time and operational costs
- ❑ Self service
- ❑ Reliable interface with dealer

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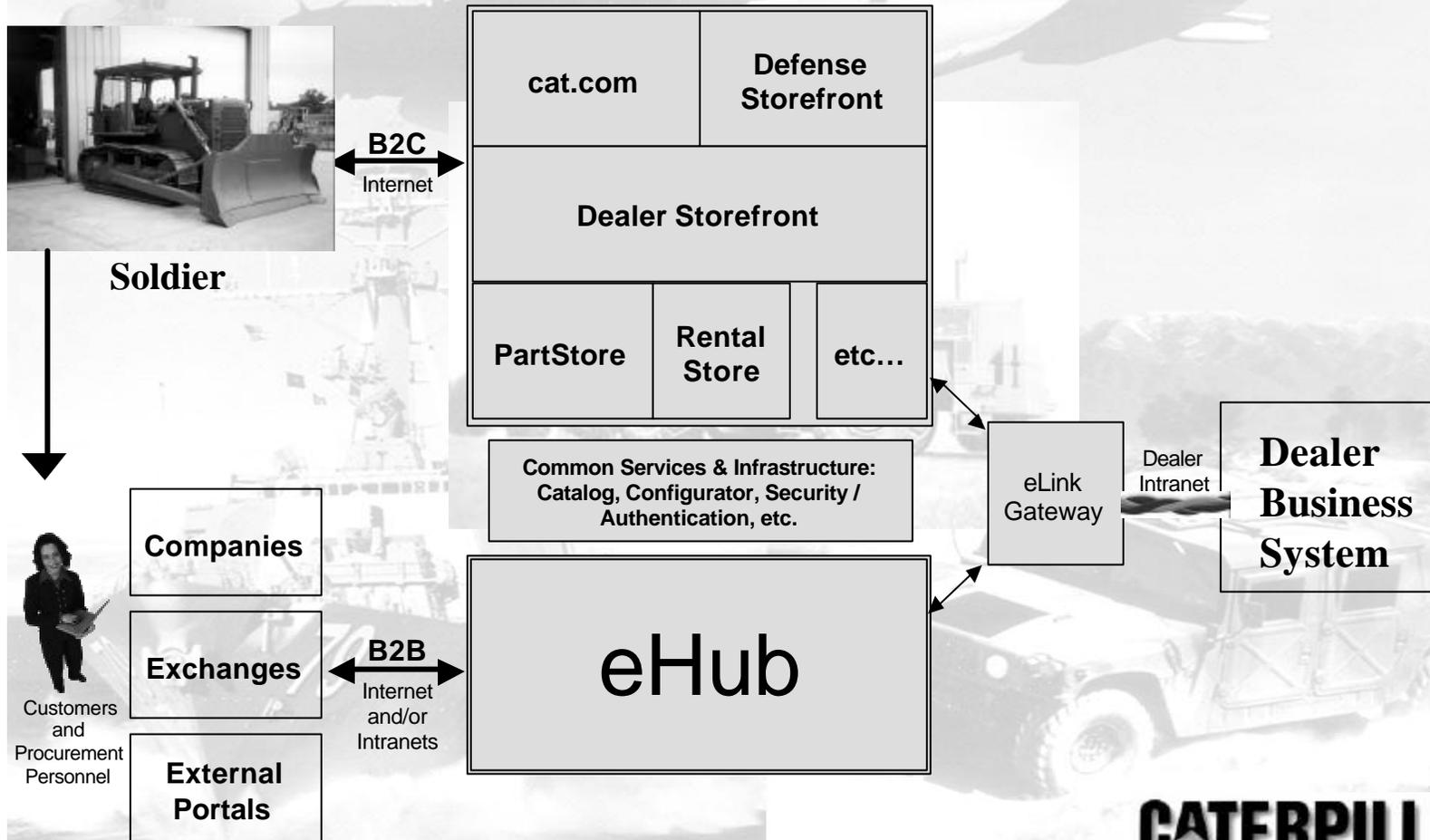
# Future Direction

- **EDI : Will continue to support EDI fulfillment (Corporate to Corporate)**
- **PartStore: Internet Customer Interface for Order Creation and Management**
- **PartStore B2B: Customer Interface for end to end business process integration**

The Caterpillar logo is located in the bottom right corner of the slide. It consists of the word "CATERPILLAR" in a bold, black, sans-serif font, with a stylized triangle above the letter "A".

**CATERPILLAR**

# Future Development



Portions sourced from Accenture proprietary materials.

**CATERPILLAR**

# Caterpillar Parts Logistics

The background of the slide is a collage of four grayscale images. At the top is a large military transport aircraft in flight. Below it, on the left, is a tank with the number '79' on its side. In the center is a bulldozer. On the right is a Humvee driving through a field.

**200,000 Parts Orders / Day**

**8,000 Orders / Hour**

**2.5 Orders / Second**

**4.8 Million Part Numbers Serviced**

**CATERPILLAR**



*TAKE ADVANTAGE OF YOUR SUPPLIERS!*

**CATERPILLAR**