Volvo Penta Shop User Guide
Edition for EPC users
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1 Order entry

1.1 Order Entry Overall Process

- 1.1 Parts Catalogue
- 1.2 Other catalogues (Accessories, Local products or Market parts)

2. Cart

3. Save or print Cart

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[View Cart]

- Edit cart
- Claims & returns

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Edit Cart

- To view lead-time for each item with 'Available' status, place cursor over the icon below the title 'Stock'.

- Items: 2
- Total Net Weight: 0.656 kg
- Stock
- Qty

- 1
- p

- 1
- p

- Export Cart
- Print Cart
- Update Cart
- Empty Cart

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1.2 Adding parts to Cart from Catalogue

Use navigation tree to go through catalogue
Select part from parts list (1) or drawing (2).

After you selected all parts, click “Add selected items to cart” (3). Parts will be added into the Cart.
In case you are on Part Details page, click “Add to cart” (4) to put part into the basket. In addition, you can change part’s quantity (5) that will be added in Cart.

1.2.1 Catalogue filter
You are able to apply global catalogue filter by engine type: Marine Leisure (ML), Marine Commercial (MC), Industrial (I).

In order to quick access to parts are related to specific engine just type engine serial/product number or select engine model.
1.3 Searching for a part

Enter whole Part number or partially in the search field and click on the magnifier or wait until searching performs automatically. It is possible to enter a description e.g. “oil” or “oil filter”. The result will return an exact match on the words. For instance, “Oil Filter” will return items having the both words and not either of the words.

The search returns information about part (1) with “exact match” by part number and four tabs (2) showing where entered text is mentioned in part number or description completely or partially.

You can add parts from search to Cart. Just enter quantity (3) and click “Add to cart” button (4).
2 Working with the Cart

You can also open the Cart from here.

Place cursor on the bar to preview the content of the Cart.

Click to open the Cart.
Here is how the Cart looks like.

You might add notes, remove a part and change quantities. You can export\(^{(1)}\) Cart into EPC file. Also there is an option to print\(^{(2)}\) it into PDF and send it to your Service Dealer.
3  My Profile & About us

Your personal (profile) information available on Settings \(^{(1)}\) page.

In My Profile section place, you can find links to information pages \(^{(2)}\) where describe taxes, payment methods, etc.

Help \(^{(3)}\) is linked to the User Guide.

Contact Us section shows the contact information at the Business partner. About Us is General information about the company of the Business partner.
4 Forget Me

User is able to exercise right to be forgotten. **In this case, user’s profile and all related profiles will be removed from the system.** All connected Business partners will be informed about this to make them know that they must remove user data if they store it out of eCom.

Initiate “Forget Me” process by clicking on corresponding submenu item under **My Profile** section. This link is available only for logged in users.

Click on “Confirm” button.

After this Volvo Penta Shop sends confirmation email with further instructions and shows corresponding message.

Email contains confirmation link and list of dealers that connected to user and will be notified about user removing. Confirmation link leads to “Forget Me - Confirmation” page where you have to enter password and click on “Yes, remove my account” button to confirm profile removing.
After you will see message that process have been successfully finished. Corresponding emails will be sent to you and your dealers.

Your account was successfully removed from Volvo Penta Shop.

NOTE: Confirmation link can become expired, but you can initiate “Forget Me” process again in two ways: through link that you can find on “Forget Me - Confirmation” or through main menu.

Your confirmation link has expired. Click here to start "Forget me" process afresh.