



# CAP User Guide

Centric Customer Access Portal

# Welcome to CAP!



The Centric Customer Access Portal (CAP) allows customers to have 24/7 access to order placement and order history data. This guide will instruct you how to use key features in CAP.

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# User Login



- Go to <https://centricparts.com> and select the Resources menu. Under this menu select Customer Portal, click on the button **Click here to login**.
- Click the blue “Login” button at the top right-hand corner of the screen.
- Please enter your credentials: Username is email address, along with password.  
*Note: the email address used for the User ID will be used to receive email notifications for orders/returns.*

The screenshot shows the top navigation bar of the Centric Parts website. It includes a language selector set to "U.S.A. - English" and a blue "Login" button with a user icon. Below the navigation bar is a "Brands:" section with logos for Raybestos, VORTEX, BBAVERRO, AIMCO, American Brake, and Centric. A search bar is located to the right of the Centric logo. Below the navigation bar is the "CUSTOMER ACCESS PORTAL" section, which contains a list of links: "Select Account", "Check Stock", "CAP Features", and "New/Obsolete Parts". To the right of this list is a text box that reads: "To access the Centric Customer Access Portal, please use the blue login button at the top of the page to enter your Centric account credentials."

Click Login



Next Screen

The screenshot shows the login form on the next screen. It has two input fields: "User ID" with the placeholder text "Enter Email Address" and "Password" with the placeholder text "Enter Password". Below the input fields are two buttons: a blue "Login" button and a grey "Cancel" button. At the bottom of the form is a red link that says "Forgot Password?".

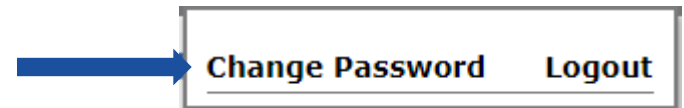
# Password Modification

- Forgot your Password?

Click on “Forgot Password?” from the login box and enter your user ID, which should be your email address. An email will be sent with a link for you to change your password.

- Want to change your password?

While logged into CAP, click on your name at the top. Click on “Change Password”. You will be prompted to change your password.



## Change Password

Form fields for password modification:

Password\*

Confirm Password\*

# Account Selection and Order History



Once logged in, Select Account section will be displayed. Upon choosing your account you will see the Order History section, which displays all your current and previous orders. Click on Shipping Details to see carrier and tracking information/links for truck and parcel shipments.

Tip: Use the “Select Search Option” to narrow down your search




CAP

## CUSTOMER ACCESS PORTAL

- > Select Account
- > Check Stock
- > Place Order
- > Order History
- > Returns
- > Admin
- > CAP Features
- > New Parts

## SELECT ACCOUNT

Sort by Account Name/Address    **Sort by Account Number**

SELECT AN ACCOUNT

<b>C99999999</b>	TEST PORTAL CUSTOMER - 123 MAIN STREET LOS GATOS CA 95030 US
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## Order History

**C99999999** TEST PORTAL CUSTOMER - 123 MAIN STREET LOS GATOS CA 95030 US

The last 90 days of orders/returns are displayed. Select another date range to view prior history. Details can be viewed by selecting the Sales Order/RMA number. Shipping details including tracking information can also be viewed. **There may be a delay in seeing orders here until they are booked. It may take up to 24 hours before getting tracking information on your shipment.**

Select Search Option:     Date Range: From:  To:    

PURCHASE ORDER#	SALES ORDER / RMA#	ORDER DATE / RETURN DATE	ESTIMATED SHIP DATE	TOTAL LINES	ORDERED RETURNED PIECES	CANCELLED PIECES	SHIPPED PIECES	OPENED PIECES	DETAILS
PP4	<a href="#">102366661</a>	04/01/2022	04/01/2022	1	1	0	0	1	
hggrfda	<a href="#">102366654</a>	03/31/2022	03/31/2022	1	4	0	0	4	

# Shipping Details



Within shipping details, you can view all the shipments for the order, click on the tracking number to get the status of the delivery from the parcel or freight carrier (where available) or print a packing slip.

## Shipping Details

SHIPMENT # 68830075      SHIP DATE: 29-SEP-2021

Ship Date : 29-SEP-2021      Shipped From : WCC  
Carrier : BEST-TL-GROUND

[Print Pack Slip](#)

<b>Pro # 111</b>		
PART NUMBER	DESCRIPTION	SHIPPED PIECES
105.08560	PAD SET IM	1
<b>TOTAL SHIPPED PIECES</b>		<b>1</b>

# Order Placement



To place an order

- Select your account
- Enter your PO number and select a “Standard” or “Emergency” order type
- Enter part numbers and quantities

## PLACE ORDER

\*ENTER PO

\*Order Type   
Select Order Type  
Standard  
Emergency (within 24 hours business hours)

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Shipped From: WDC

PART NUMBER	NON RETURN-ABLE	BRAND	DESCRIPTION	UNIT WEIGHT (lbs)	REQUESTED QUANTITY	AVAILABLE QUANTITY	
<input type="text" value="121.68001"/>	<input type="checkbox"/>	CENTRIC PARTS	C-TEK BRAKE ROTOR	20.89	1	1 <input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="text" value="121.42094"/>	<input type="checkbox"/>	CENTRIC PARTS	C-TEK BRAKE ROTOR	27.92	2	2 <input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="text" value="228.35069"/>	<input type="checkbox"/>	CENTRIC PARTS	C-TEK BRAKE ROTOR	26	3	3 <input checked="" type="checkbox"/>	<input type="checkbox"/>

### User Tip

You can also click on “Upload Order” to add part numbers and quantities with an Excel spreadsheet

### PLEASE UPLOAD AN EXCEL SPREADSHEET

**INSTRUCTIONS TO UPLOAD A FILE**

Step 1: Create An Excel spreadsheet with two columns:  
- First column should contain a valid part number  
- Second column should contain the quantity requested (numeric only)  
- Both columns must have a header in the first row

Step 2: Select the file from your computer then click on the Upload Order button

No file chosen

## PLACE ORDER

\*ENTER PO  \*Order Type

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# Order Placement



## Detailed Excel Upload Instructions

### Step 1:

- First column should contain a valid part number
- Second column should contain the quantity requested (numeric only)
- Both columns must have a header in the first row

A	B	C
<b>PART NUMBERS</b>	<b>QTY</b>	
142.62110	10	
142.61670	20	
142.42112	30	
142.47036	40	
142.39025	50	

### Step 2:

- Select the file from your computer then click on the Upload Order button

### PLEASE UPLOAD AN EXCEL SPREADSHEET



#### INSTRUCTIONS TO UPLOAD A FILE

**Step 1:** Create An Excel spreadsheet with two columns:

- First column should contain a valid part number
- Second column should contain the quantity requested (numeric only)
- Both columns must have a header in the first row

**Step 2:** Select the file from your computer then click on the Upload Order button

Centric\_UploadTest.xlsx



# Order Placement



After Excel file successfully uploads, data will appear in the place order form.

## PLACE ORDER

\*ENTER PO

\*Order Type  ▼

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**UPLOAD ORDER**

**5 Records Imported Successfully**

Shipped From: WDC

PART NUMBER	NON RETURN-ABLE	BRAND	DESCRIPTION	UNIT WEIGHT (lbs)	REQUESTED QUANTITY	AVAILABLE QUANTITY	
<input type="text" value="142.62110"/>	<input type="checkbox"/>	CENTRIC PARTS	1412 POSIQUIET LOADED C	10.22	10	10	
<input type="text" value="142.61670"/>	<input type="checkbox"/>	CENTRIC PARTS	1412 POSIQUIET LOADED C	8.5	20	20	
<input type="text" value="142.42112"/>	<input type="checkbox"/>	CENTRIC PARTS	1412 POSIQUIET LOADED C	12.54	30	30	
<input type="text" value="142.47036"/>	<input type="checkbox"/>	CENTRIC PARTS	1412 POSIQUIET LOADED C	13.1	40	40	
<input type="text" value="142.39025"/>	<input type="checkbox"/>	CENTRIC PARTS	1412 POSIQUIET LOADED C	11.12	50	50	
<input type="text"/>	<input type="checkbox"/>						
<b>ADD ROWS: ↑</b>							
<b>TOTAL NUMBER OF ROWS: 5</b>				<b>TOTAL FILL RATE: 100%</b>		<b>TOTAL WEIGHT</b>	<b>1728.4</b>
						<b>TOTAL QUANTITY</b>	<b>150</b>

Available    No Quantity Available    Partially Available

# Order Placement



- When you are finished adding lines click “Validate Order”. Resolve any errors.
- Click “Continue Order” to choose your shipping options.

C99999999 TEST PORTAL CUSTOMER - 123 MAIN STREET LOS GATOS CA 95030 US [UPLOAD ORDER]

Shipped From: WDC

PART NUMBER	NON RETURN-ABLE	BRAND	DESCRIPTION	UNIT WEIGHT (lbs)	REQUESTED QUANTITY	AVAILABLE QUANTITY	
<input type="text" value="121.68001"/>	<input type="checkbox"/>	CENTRIC PARTS	C-TEK BRAKE ROTOR	20.89	1	1 <span style="color: green;">✔</span>	
<input type="text" value="121.42094"/>	<input type="checkbox"/>	CENTRIC PARTS	C-TEK BRAKE ROTOR	27.92	2	2 <span style="color: green;">✔</span>	
<input type="text" value="228.35069"/>	<input type="checkbox"/>	CENTRIC PARTS	C-TEK BRAKE ROTOR	26	3	3 <span style="color: green;">✔</span>	
<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
ADD ROWS: ↑							
TOTAL NUMBER OF ROWS: 3				TOTAL FILL RATE: 100%		TOTAL WEIGHT	154.73
						TOTAL QUANTITY	6

✔ Available   
 ✘ No Quantity Available   
 ✔ Partially Available

Validate on Entry

**Note:** For emergency orders, the total weight cannot be more than 150 pounds, and all parts must be available.

# Order Placement

- To complete your order, choose your shipping address or add a new drop ship address.
- If you are placing an emergency order, choose the UPS shipping method.
- Check the box to validate the order and accept the terms.
- Click Submit Order. You will see a pop-up box with your Centric order number. An email will also be sent with the order information.
- Your order is complete!



SHIPPING INFORMATION

Select or enter a new drop ship address

SHIPPING ADDRESS     DROP SHIP

C99999999 - TEST PORTAL CUSTOMER 123 MAIN STREET LOS GATOS CA 95030 US

COMPANY: TEST PORTAL CUSTOMER

\* ADDRESS: 123 MAIN STREET

\* CITY: LOS GATOS    \* STATE/PROVINCE: CA - California

\* ZIP/POSTAL CODE: 95030    \* COUNTRY: United States

Standard shipping methods will apply

Additional freight/handling charges may apply

CS Code:

I have validated this order and accept the terms and agreements for online order entry and agree to pay all charges related to this order.


[Review/ Update Order](#)    [Submit Order](#)



# Core Returns

- A PO # is required and Return Type selected – Core Return (only return type eligible for processing on CAP)
- Once logged in, Select ‘Returns’ from side Menu

## CUSTOMER ACCESS PORTAL

- > Select Account
- > Check Stock
- > Place Order
- > Order History
- > Returns 
- > Admin
- > CAP Features
- > New/Obsolete Parts

## RETURNS

\*ENTER PO

\*RETURN TYPE

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 **UPLOAD RETURN**

# Core Returns

- You have the option to key in part numbers and quantities to return or upload an Excel spreadsheet.
- If you choose to upload, Select the green 'Upload Return' button. Browse for your file and upload. The file must follow the guidelines that are shown.

A	B
PART	QTY
121.68001	10
121.42094	5
228.35069	8
121.40065	9
121.34085	3

PLEASE UPLOAD THE SPREAD SHEET(EXCEL)



## INSTRUCTIONS TO UPLOAD A FILE

**Step 1:** Create An Excel Spread Sheet with two columns:

- First column should contain a valid part number
- Second column should contain the quantity returned (numeric only)
- Both columns must have a header in the first row

**Step 2:** Select the file from your computer then click on the Upload Return button

Upload Return

# Core Returns



- Core returns must be a minimum of 75 units
- Validate the return. Click the check box and Validate button.
  - If your return does not meet the minimum criteria, you will receive an error once the validate button is pressed.
- Be sure to accept the terms and agreements at the bottom of the screen
- Submit Return

## RETURNS

\*ENTER PO

\*RETURN TYPE

C99999999 TEST PORTAL CUSTOMER - 123 MAIN STREET LOS GATOS CA 95030 US

UPLOAD RETURN

**▲ Quantity of returned parts must be at least 75**

PART NUMBER	BRAND	DESCRIPTION	UNIT WEIGHT (lbs)	RETURN QUANTITY	
<input type="text" value="142.62110"/>	<input type="text" value="CENTRIC PARTS"/>	<input type="text" value="POSIQUIET LOADED CALIPE"/>	<input type="text" value="10.22"/>	<input type="text" value="5"/>	
<input type="text" value="142.61670"/>	<input type="text" value="CENTRIC PARTS"/>	<input type="text" value="POSIQUIET LOADED CALIPE"/>	<input type="text" value="8.5"/>	<input type="text" value="10"/>	
<input type="text" value="142.42112"/>	<input type="text" value="CENTRIC PARTS"/>	<input type="text" value="POSIQUIET LOADED CALIPE"/>	<input type="text" value="12.54"/>	<input type="text" value="10"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<b>ADD ROWS: ↑</b>					
				<b>TOTAL WEIGHT</b>	<b>261.5</b>
				<b>TOTAL QUANTITY</b>	<b>25</b>

I have validated this order/return and accept the terms and agreements for online order entry and agree to pay charges related to this order if applicable.

Validate on Entry

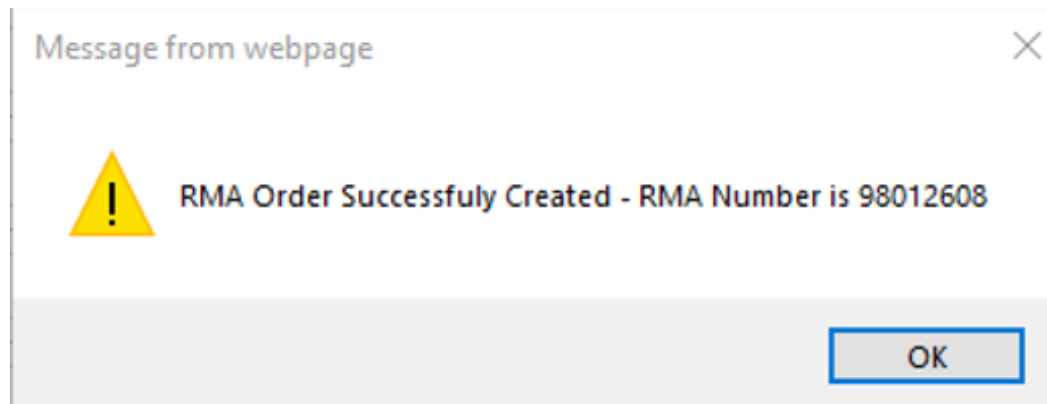
**Validate**

Submit Return

Reset Form

# Core Returns

- Once you Submit the Return, do not refresh your browser.
- A message box will appear with your RMA number.



- This return will not appear on your Order History screen for up to 30 minutes.
- Shipping instructions will be emailed to you within 48 hours of RMA placement.