## Frequently Asked Questions

**What can I do on MeritorPartsXpress.com?**

MeritorPartsXpress.com is an e-commerce site for approved customers of Meritor, Inc. Site users can order commercial vehicle parts, print and download product information, build customized advertisements, schedule returns and so much more.

**How do I get a MeritorPartsXpress.com account?**

If you are an approved Meritor, Inc. customer, visit MeritorPartsXpress.com. From the home page click REGISTER and choose the appropriate box to Request Login.

**How can I obtain a new User ID and password for one of my colleagues?**

From the home page of MeritorPartsXpress.com, click REGISTER. The registration page offers two options: 1) I know my Meritor account number or 2) I do not know my Meritor account number. Select the appropriate box to Request Login. Complete the proper form as accurately as possible to request a new user ID. A confirmation email will be sent to the registering e-mail address to confirm the registration was received. The e-commerce team will review and follow-up via email when the User ID has been established.

**I don't remember my User ID or password?**

If you know the User ID but forgot the password, from the home page header of MeritorPartsXpress.com click SIGN IN. Under the Returning Customers section, select "Forgot Password" link, enter the User ID and select "Send me my password".

If the user forgot their User ID contact the Meritor e-commerce team by clicking on the "Contact Us" link which can be found in the header of every page on MeritorPartsXpress.com. A user can also contact Meritor Customer Service at 888-725-9355, or in Canada 800-387-3889. Customer Service will connect the call to the e-Commerce team.

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**How do I perform a wildcard search?**

A wildcard search can be performed in the PART #/KEYWORD search box. Use an asterisk (*) as the "wildcard" for unknown elements of a search item.  Examples of wildcard search options are as follows:

- To find items when only the beginning characters are known, use the wildcard at the end of the known character string. Such as **"KIT*"** the search will return all matches that begin with KIT
- To find items that end in a particular string of characters, use the wildcard at the beginning of the known character string. Such as **"*KIT"** the search will return all matches that end with KIT
- The wildcard can also be used more than once in a search. If only a portion of the item is known. Such as a search using **"*KIT*"** will return all items with KIT as any part of its code
- The wildcard can be used intermittently. If the known item characters are not in the correct sequence; such as a search using **"*K*I*T"** will return all items options that include those in the search string. This functionality is valuable if an item is not fully legible or only a few characters can be entered into the search box

**What is a Requisition List and how do I create one and download it?**

Registered and non-registered users can create a Requisition List to collect products of interest. Multiple lists can be created to help organize browsing and simplify future order placement. All lists can be downloaded.

To create a Requisition List, browse the MeritorPartsXpress.com online catalog. Locate a product and click "Add to Requisition List". Create a new requisition list, add a name, add the item to the list and continue shopping.

To download the list, click on Requisition List in the header menu. Then click your list name and select Download CSV.

**What is a VMRS code?**

Vehicle Maintenance Report Standards (VMRS) is an industry structured coding system to assist communications between computers, maintenance personnel and management. All active part numbers in MeritorPartsXpress.com contain a VMRS code.

**What is Xact Search?**

Xact Search offers users the ability to search by make, model and year. Currently this new functionality is only available for King Pin Kits and Meritor Tire Inflation Systems (MTIS). Other product groups will be forthcoming.

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