## Frequently Asked Questions

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

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

- To find parts when only the beginning characters in the part number are known, the wildcard can be used at the end of the known character string, such as **"ABC*",** and the search will return all matches that begin with ABC
- To find all parts that end in a particular string of characters, type the wildcard at the beginning, such as **"*ABC",** and the search will return all matches that end with ABC
- The wildcard can also be used more than once in a search if only a portion of the part number is known; for example, a search using **"*ABC*"** will return all products with ABC as any part of its code
- The wildcard can be used intermittently if the known part number characters may not be in the correct sequence; for example, a search using **"*A*B*C"** will return all part number options that include those in the search string (this is valuable if a part number is not fully legible and only a few characters can be entered into the search box)

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

If the User ID is known but not the password, click on the "Sign In" link.  This will take the to the sign-in page for MeritorPartsXpress.com. Under the Returning Customers section, the "Forgot Password" link will reset a user's password.

If the user has forgotten their User ID and password, the user will need to contact the Meritor eCommerce team by clicking on the "Contact Us" link which can be found on the bottom of every page on MeritorPartsXpress.com. A user can also contact Meritor Customer Service at 888-725-9355 who can connect them with the eCommerce team.

**How do I get a new User ID and password for one of my colleagues?**

Click on the "Sign In" link in the upper right hand corner of MeritorPartsXpress.com. This will direct the user to the sign-in page where the "Register" link can be found to create a new account.  The registration details should be completed as accurately as possible to establish a new account.

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**When I click on Invoice link in my Order History nothing happens.**

If the link to the invoice is visible in order history but nothing happens when clicked on, this typically means that the user's browser is blocking the new window from opening and displaying the invoice. Please check the browser settings and ensure that MeritorPartsXpress.com is allowed to open new windows.

**I hit the final Submit button on my order and did not get a confirmation screen, and I still see the red "spinning" wheel.**

If the order is not confirmed within a few minutes, please call Meritor Customer Service at 888-725-9355 to confirm if the order was processed. Do not hit the back button on the browser and re-submit the order unless directed to by someone on the Meritor eCommerce team as this could result in duplicate orders being placed. The "Contact Us" link which can be found at the bottom of every page on MeritorPartsXpress.com to contact the eCommerce team directly.

Note: before completing your first order on MeritorPartsXpress.com, please confirm the order is shipping to the correct location. The position of your ship to locations in the drop down box may have changed however once you select a shipping location that will be your default shipping location moving forward.