

# Caterpillar Application Interface Contact List

This document is intended to provide contact information for Caterpillar Interface support to Dealer IT staff or their third-party support provider when assistance is needed.

If you do not know whom to contact within the Dealer Interface Center of Excellence team, please view the listing of team members at:  
<https://dealer.cat.com/DealerITServices> then click on the link DICE Team Contacts under the Contacts banner.

**Provided by Dealer IT Services**

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### ***Business Intelligence Contacts***

Interface(s)	Support Group	Phone Number	E-Mail Address
Work Order Invoice Customer Equipment	Dealer Data Management	See link to right	<a href="mailto:ebiz_apps_support@cat.com">ebiz_apps_support@cat.com</a>  <a href="#">Phone Number list</a>

### ***Parts Inventory Control***

Interface(s)	Support Group	Phone Number	E-Mail Address
Dealer Parts Inventory Dealer Parts Point of Use Dealer Parts Master Dealer Store Hierarchy	IM PIC Support	800-566-7782 Select Option #9	ADSD: <a href="mailto:PIC_ADSD_Support@cat.com">PIC_ADSD_Support@cat.com</a> EAME: <a href="mailto:PIC_EAME_Support@cat.com">PIC_EAME_Support@cat.com</a> APD: <a href="mailto:PIC_APD_Support@cat.com">PIC_APD_Support@cat.com</a>

### ***Parts Interface Contacts***

Interface(s)	Support Group	Phone Number	E-Mail Address
PIT/NPR	CLS Process Support		<a href="mailto:D7_CDS_Process_Support@cat.com">D7_CDS_Process_Support@cat.com</a>
Hose Assembly	Hydraulic Info System	(888)228-4938	<a href="mailto:Hydraulic_Info_System@cat.com">Hydraulic_Info_System@cat.com</a>
Stock Order Shipment ASN	DN Warehous e Support	(309)266-0300	<a href="mailto:D7_Service_Desk@cat.com">D7_Service_Desk@cat.com</a> Include FL (Facility Logistics) in the subject line in order to get your mail routed properly.
MCF Stock Orders, Acknowledgements, Emergency Orders, Packing List and Credit Memos	MCF System Support	N/A	<a href="mailto:MCF.System.Support@neovi.alogistics.com">MCF.System.Support@neovi.alogistics.com</a>

Core Credit Requests, Payments, Warranty Claim Validation (LU6.2), Credit Request Grief, Affinity Family Update, Cores Returned not Distributed, Core Entitlement Transfer, Reman Kit Consist List	CMIS2	Copy and Paste →	<a href="https://dealer.cat.com/en/ps/parts/reman/c/contact-us/get-core-management-help.html">https://dealer.cat.com/en/ps/parts/reman/c/contact-us/get-core-management-help.html</a>
Parts Stock Orders, Acknowledgements, Availability Inquiry, Back Order Listing, Stock Order Verify, Emergency Invoices, Stock Invoices, Miscellaneous Invoices, NPR Inquiry, Dealer Share File, Dealer Search Orders, Dealer Search Exceptions, Dealer Search EDI Acknowledgements, Dealer Search EDI Invoices,  For <b>web service</b> versions of Parts Ordering/Parts Availability/NPR Inquiry follow instructions under web service	Caterpillar Logistics Service Desk	(309)266-0300	<a href="mailto:D7_Service_Desk@cat.com">D7_Service_Desk@cat.com</a> Include ANTARES in the subject line in order to get your mail routed properly.  FOR <b>WEB SERVICE</b> ISSUES – mention or put SOA Support in your subject line so the ticket will get assigned to the proper team.
PartStore Interfaces	eBiz	Copy and Paste Link →	<a href="mailto:ebiz_apps_support@cat.com">ebiz_apps_support@cat.com</a>  <a href="https://dealer.cat.com/content/dam/dealer/Business-Tools/eBusiness/ebusiness-enterprise-service-center.pdf">https://dealer.cat.com/content/dam/dealer/Business-Tools/eBusiness/ebusiness-enterprise-service-center.pdf</a>
OLGA CRM Opportunity interface	OLGA support	Copy and Paste Link →	<a href="mailto:OLGA_CatAdmin@cat.com">OLGA_CatAdmin@cat.com</a>
Parts Surplus Return Interfaces (other than EAME/GDC)	AIRM Indound Support	N/A	<a href="mailto:RAM_Morton_Returns@cat.com">RAM_Morton_Returns@cat.com</a>
Direct Ship Part Information	Cat Logistics Services – Customer Support	1-800-566-7782	

CAPP – Corporate Account Parts Purchases	M&PS Systems	(309)266-4400 mention CAPP or Z1MA systems	
Joint Managed Inventory (JMI)	Cat Inventory Mgmt – SPM	(309)266-4400 mention JMI	<a href="mailto:D7_CPD_IM_-_JMI_Support@cat.com">D7_CPD_IM - _JMI_Support@cat.com</a>
Bargain List	Lucy Heck	(309) 636- 5282	<a href="mailto:Heck_Lucy_C@cat.com">Heck_Lucy_C@cat.com</a>
Defense and Federal Products	Order Mgmt Solutions		<a href="mailto:CORP_Machine_Orders_Customer_Support@cat.com">CORP_Machine_Orders_Cust omer_Support@cat.com</a>

### ***Service Interface Contacts***

<b>Interface(s)</b>	<b>Support Group</b>	<b>Phone Number</b>	<b>E-Mail Address</b>
TEPS RDD Claims	CAT RDD/eRD Help	(309)578-8887	N/A
Cat Inspect Interface	Accenture Dealer Management Services (ADMS) Helpdesk	(309)675-4000 or 1 800 765 0999 or +54 (11) 4850 3800 (Buenos Aires)	<a href="mailto:catinspect@catsupport.com">catinspect@catsupport.com</a>
SIS	ebiz	See link to right	<a href="mailto:ebiz_apps_support@cat.com">ebiz_apps_support@cat.com</a> <a href="#">Phone Number list</a>
PL Data Feed	DSN	(309)636-8500	<a href="mailto:Global_IT_Help@cat.com">Global_IT_Help@cat.com</a>
SOS	ebiz	See link to right	<a href="mailto:ebiz_apps_support@cat.com">ebiz_apps_support@cat.com</a> <a href="#">Phone Number list</a>
Equipment Data	ED	N/A	<a href="mailto:Equipment_Data@cat.com">Equipment_Data@cat.com</a>
Cat Repair Option Builder File Download SOC	MPSD Parts Product Support	1-800-843-7237 or (309)266-2751	<a href="mailto:pcdr@catsupport.com">pcdr@catsupport.com</a>
Equipment PM Schedule Recommendation Third Party Fluid	ECA Service Center	(309)675-5800	<a href="mailto:catdigitalsupport@cat.com">catdigitalsupport@cat.com</a>

### ***Warranty Interface Contacts***

<b>Interface(s)</b>	<b>Support Group</b>	<b>Phone Number</b>	<b>E-Mail Address</b>
PSCS Claims Web, PSCS Claims	Parts Support		ADSD-N, PSNA <a href="#">AmericasNorth_PSCS_Su</a>

Transmission, Settlements Transmission	Commercial System (PSCS) Support		<a href="mailto:pport@cat.com">pport@cat.com</a>  ADSD-S <a href="mailto:AmericasSouth_PSCS_Support@cat.com">AmericasSouth_PSCS_Support@cat.com</a>  EAME <a href="mailto:EAME_PSCS_Support@cat.com">EAME_PSCS_Support@cat.com</a>  APD <a href="mailto:APD_PSCS_Support@cat.com">APD_PSCS_Support@cat.com</a>
Claims, Cat Warranty Claims, Settlements, SIMSi transmission	Global Warranty Support		<a href="#">Global Warranty help desk link</a>  <u>System Outages</u> (877)737-2242 or (309)494-4357 and Request the on-call analyst for the Claims Enterprise Call List
PIP PSP	DBS dealers supported by Accenture - Accenture Dealer Management Services (ADMS) Helpdesk  All Other dealers Global Warranty Support	<u>Accenture</u> (309)675-4000 or 1 800 765 0999 or +54 (11) 4850 3800 (Buenos Aires)	<u>Accenture</u> <a href="mailto:support.ADMS@accenture.com">support.ADMS@accenture.com</a>  Global Warranty Support – PSCRM link <a href="#">Global Warranty help desk link</a>

### ***Sales Interface Contacts***

Interface(s)	Support Group	Phone Number	E-Mail Address
CMOPS Orders, Immediate Orders, Acknowledgements, Equipment Invoices,	CMOPS Support	N/A.	<a href="mailto:CORP_Machine_Orders_Customer_Support@cat.com">CORP_Machine_Orders_Customer_Support@cat.com</a>

Compatibility Check			
CMOPS Orders, Immediate Orders, Acknowledgements, Equipment Invoices, Compatibility Check	EAME CMOPS Support	N/A.	<a href="mailto:EAME_CMOPS_Support@cat.com">EAME_CMOPS_Support@cat.com</a>
EOMP, TOMP Orders, Backfill, Acknowledgements	EOMP Support	1-800-901-8777 or 1-309-266-9749	<a href="mailto:enginesoftware@catsupport.com">enginesoftware@catsupport.com</a>
CatUsed.com (Equipment and Parts)	ebiz	See link to right	<a href="mailto:ebiz_apps_support@cat.com">ebiz_apps_support@cat.com</a>  <a href="#">Phone Number list</a>
Cat AccessAccount	Wendover	(888)228-8811	<a href="mailto:Commercialaccount.businesssystems@cat.com">Commercialaccount.businesssystems@cat.com</a>
ValuExpress	FPD IT Helpcenter	(615)341-8535	N/A
Vehicle History Report	FPD IT Helpcenter	(615)341-8535	N/A
Machine Sales Reporting and Work Tool Sales Reporting	SCORE	(309) 494-1706	<a href="mailto:Global_Sales_Reporting@cat.com">Global_Sales_Reporting@cat.com</a>
Engine Sales Reporting	SCORE	(309) 578-7574	<a href="mailto:Sales_to_user@cat.com">Sales_to_user@cat.com</a>

### ***Finance Interface Contacts***

Interface(s)	Support Group	Phone Number	E-Mail Address
Receivables Management System (RMS) Receivables & Credit Statement, Pre-Payment Notifications, Technical questions	RMS Tech Support	N/A.	<a href="mailto:RMS_Tech_Support@cat.com">RMS_Tech_Support@cat.com</a>
Receivables Management System (RMS) Receivables & Credit Statement Business questions	RMS Customer Support	N/A	<a href="mailto:RMS_Cust_Support@cat.com">RMS_Cust_Support@cat.com</a>