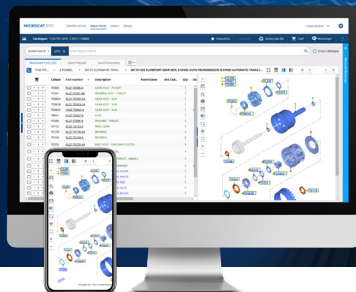


# NEW MICROCAT<sup>®</sup> EPC<sup>™</sup>

PARTS SELLING REIMAGINED



## FREQUENTLY ASKED QUESTIONS (FAQ)

### ▶ **What's Microcat EPC and why am I being upgraded?**

As a valued customer, we are upgrading you from the old Microcat LIVE to the new Microcat EPC. It's our latest and best EPC yet, with new features such as Global Search, Active Jobs and Service & Repair information\* (\*where data is available for your franchise/market).

### ▶ **What do I need to do to be upgraded to the new Microcat EPC?**

Get your Parts Department ready for the new Microcat EPC by upgrading your browser to the latest version of Google Chrome, Microsoft Edge (instead of Internet Explorer) or Firefox. For more information, check out the [Recommended Specifications](#) page on our website and make the necessary adjustments.

### ▶ **How do I access the new Microcat EPC?**

On launch day, the new Microcat EPC will be displayed in a new tile on your landing page after you log in.


### ▶ **Is the vehicle, part and pricing information in the new Microcat EPC up-to-date?**

Yes. The vehicle, part and pricing information available in Microcat LIVE is published in the new Microcat EPC.

### ▶ **Will the new Microcat EPC contain all of my Customer Tags, Notes and Orders?**

Yes. When we upgrade you to the new Microcat EPC, we'll move all your settings across, including your Customer Tags, Notes and Orders.

### ▶ **How does the new Microcat EPC connect with my DMS?**

Use the  [Click here to connect to the DMSi](#) button, located on the bottom left corner of the new Microcat EPC. It will connect with your DMS using your existing settings in Infomedia DMSi.

### ▶ **How do I use the Global Search box?**

Global Search allows you to search for vehicles and parts together – simply separate them with a space. For example: "VIN PartDescription" OR "VIN PartCode1 PartCode2" OR "Model Year PartDescription".

### ▶ **How does Active Jobs work?**

Every time you look up a vehicle and order a part, Microcat EPC automatically saves it as an Active Job, so you can better manage multiple customer jobs at the same time.

### ▶ **Can I look up fluid specifications and litreage?**

Yes. If Service and Repair menus data is available in your Microcat EPC, you can look up and provide VIN-specific fluid specifications and all part numbers required for a service or repair, without contacting your service department.

### ▶ **How does Service and Repair menus data help me sell more genuine parts and accessories?**

When the Service, Repair and Accessory menus data is available, all parts that need to be replaced are displayed together, so you can capture more part sales opportunities.

### ▶ **Will my team be trained on how to use the new Microcat EPC?**

We encourage all Microcat users to attend a short, interactive training webinar that will provide you with valuable tips and tricks.

### ▶ **How do I change the size of fonts and tiles in the new Microcat EPC?**

You can change the zoom levels in your browser settings or press the "Ctrl" button while spinning your mouse wheel until you get your desired size. Alternatively, you can configure your Windows or Apple display scaling settings.

### ▶ **Will I still have access to Microcat LIVE?**

There will be a grace period where you'll have access to both applications for a smoother transition. We will send you further notice prior to switching off Microcat LIVE.

### ▶ **Who do I contact if my team needs support?**

Please contact our Customer Service team. Customer Service contact details are contained in the Cog menu, in the top right-hand corner of the new Microcat EPC.