6 Things to Know About Our Updated eCommerce Site

We've added new features to our e-commerce site to make it easier to find the part you need, place your order, and get it delivered with no surprise. Here are six things to check out the next time you log in:

1. Shipment Weight Updates
As you add items to your order, the site automatically updates the weight of your shipment, rounded up to the nearest pound. It takes the uncertainty out of calculating weights and shipping charges when you drop-ship.

2. Store Your Contacts
There's now an address book where previously used addresses are stored for the locations you drop-ship to the most. Select a recipient from your address book and the system will automatically populate the shipping form, reducing the risk of data-entry errors. It's convenient, and you only need to enter an address once.

3. Store Carrier Account Info
Just as you can store and automatically populate shipping addresses, you can also retain account numbers for your freight carriers. When you're ready to ship, you can select your carrier of choice from a drop-down menu and the system will add the correct account number to the shipping form for you.

4. Get Inventory Alerts
If you want to order an item that's not in stock at the distribution center you normally ship from, you'll get an alert on your screen asking if you want to use a different location.

5. Input Partial Part Numbers
It's not exactly a "new" feature, but it's often overlooked: you can enter a partial part number into the master cross-reference search field at the top right-hand corner of your screen, hit "go," and you'll see every item that includes that number. You don't need to know the exact part number when you search the catalog.

6. Electronic Catalog
While the print edition will be ready next month, the digital version of our 2015 aftermarket parts catalog is online now at the eCommerce site. The format lets you flip through the pages just like the print version. It's perfect for when you need access to a print catalog but don't have one handy.

Meet-Up Wrap-Up
A big thanks to everyone who joined us at the Red Dot Meet-Up after the MACS trade show on Friday. After a long day on the floor, we wanted to give people from the entire MACS community a chance to get together, and it was huge success with a bigger turnout than we ever could have expected. Already we're making a to-do list for next year.

2015 Catalog
Our 2015 print catalog of aftermarket parts will be available during the first week of March, with dozens more parts and an updated applications section (including adding page numbers to this section). Order RD-5-7835-0P for the print version (shipping in boxes of 10) or RD-5-7835-1P for the CD version.
SERVICE TIP

R-9976 Hydraulic Compressors

We’re replacing the R-9976-3P hydraulic compressor in our catalog with a proven Parker design. It will be available in three displacements:
- 8 cc/rev (R-9976-5P)
- 14 cc/rev (R-9976-6P)
- 23 cc/rev (R-9976-7P)

The new design has a hydraulic motor with an integrated on/off solenoid valve and bypass circuit, which makes installation easier. Other advantages include greater hydraulic flow range flexibility and greater hydraulic pressure range flexibility.

Tim Oliphant, chief project engineer at Red Dot, offers two important spec’ing and installation tips for R-9976-5P, -6P, and -7P compressors:
1. A common installation error is to locate the case drain with a pressure in excess of 72 PSIG. The case drain must be installed with a pressure of less than 72 PSIG. Any more pressure and you risk blowing the shaft seal.
2. The proper displacement depends on your available hydraulic system pressure, flow rate, and the required compressor capacity for the application. Your Red Dot account manager can provide hydraulic-flow and pressure-curve data to help you make the best choice.

SALES

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JeffEngle@RedDotCorp.com
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MARKETING

Bill Jewell – Aftermarket Marketing Manager
206-574-6566
Cell: 206-979-7282
BillJewell@RedDotCorp.com

CUSTOMER SERVICE

Need to reach someone in customer service but not sure who? Use our general email address: amcustomerservice@reddotcorp.com. Add it to your address book. Your email will reach all of us in aftermarket customer service.

Jared Hazen – 206-574-6563
Customer Service Supervisor
6:30 am to 3:15 pm Monday - Friday
JaredHazen@RedDotCorp.com
Rita Jones – 1-800-364-9557
6:30 am to 3:15 pm Monday - Friday
RitaJones@RedDotCorp.com

WARRANTY & PRODUCT SUPPORT

Frank Burrow – 206-394-3501
Cell: 206-849-8816
8 am–5 pm, Monday–Friday
FrankBurrow@RedDotCorp.com
Mark Williams – 206-575-3840 x3339
6:30am–5:15pm, Monday–Thursday
MarkWilliams@RedDotCorp.com

All times are in the Pacific Time Zone
### New Parts for February

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