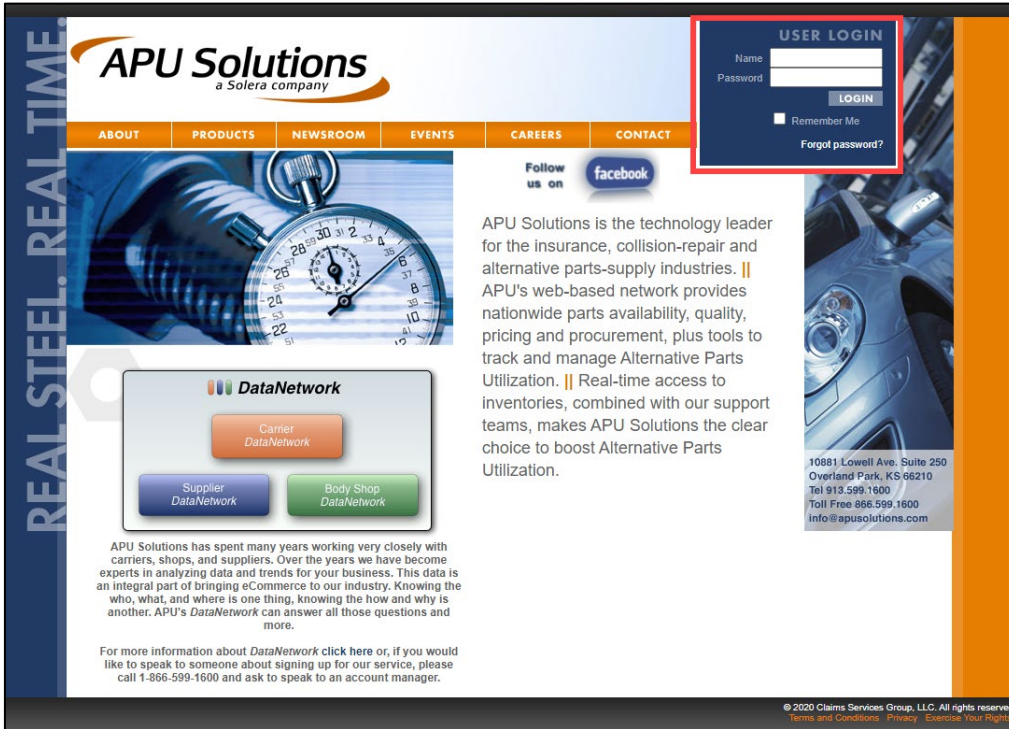


1. How do I get my log-in info for APU?

Call your **APU representative** for Assistance at **866-599-1600**.

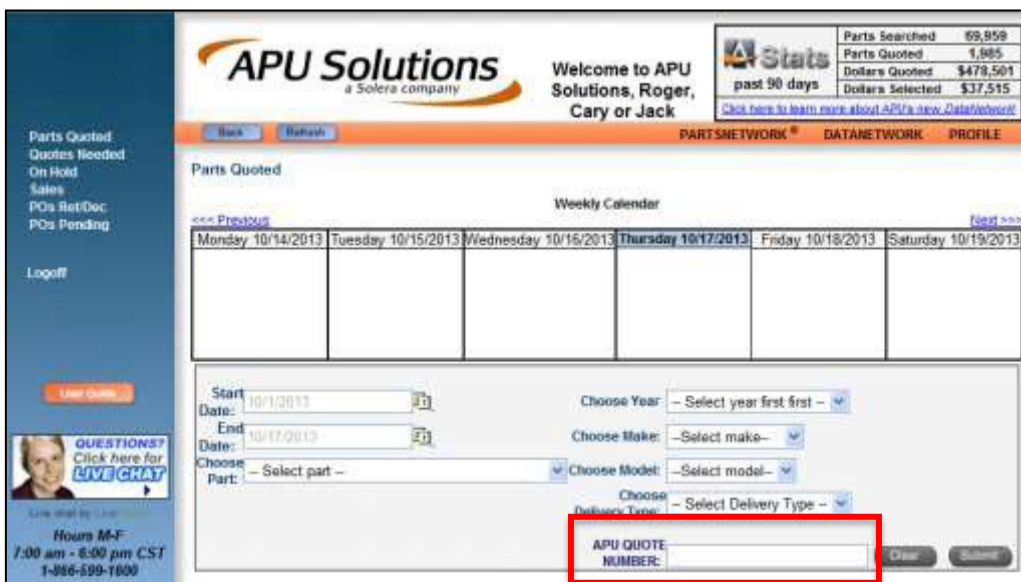
2. How do I log in?

Go to **www.apusolutions.com**. Locate the **User Login** portion of the screen in the upper right corner. Enter your **Username** and **Password**, and click **Login**.



3. How do I access a quote by APU quote number?

On the **APU Parts Quoted** screen, type the **APU Quote Number** in the APU Quote Number textbox and then click **Submit** to complete the search.



4. How do I know if a repair shop wants to buy my part(s)?

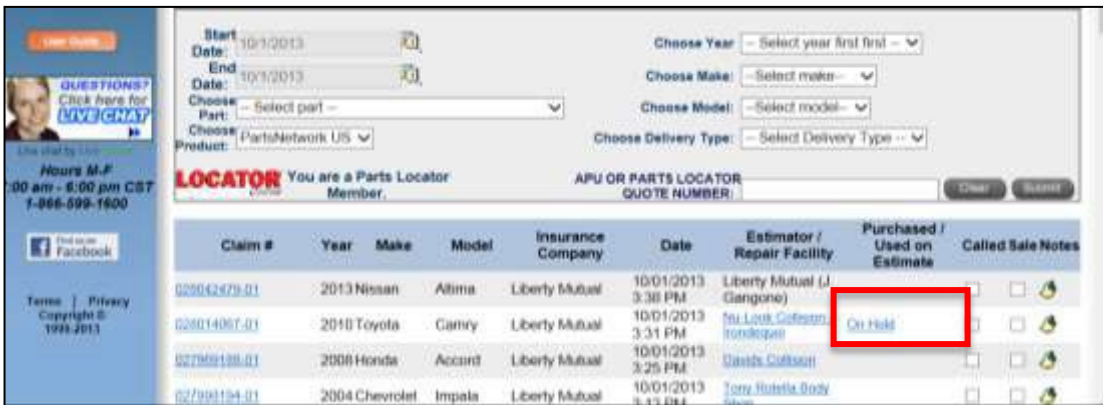
An email is sent notifying you of a pending purchase order when one of your parts is used on an estimate.

5. How do I accept a PO?

On the **My Activity** menu, click **POs Pending**. In the bottom right corner, select the open PO. If everything on the order looks good, then click **Accept PO**.



6. What does "On Hold" mean?



'On Hold' means a repair facility has used one or more of your parts, on an estimate, as the preferred part for a repair. An email is sent to notify you that one or more of your parts were used on the estimate by a body shop.

7. Where can we change our email address?

Contact your **APU representative** for assistance at **866-599-1600** or click on the **Live Chat** button in APU Solutions.

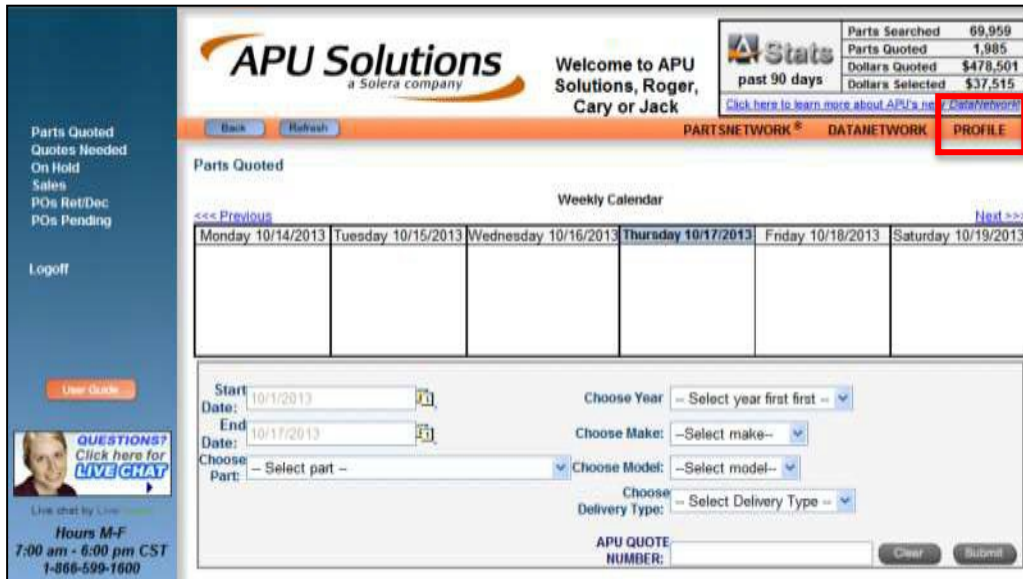
8. How can I change my delivery area?

Contact your **APU representative** for assistance at **866-599-1600** or click on the **Live Chat** button in APU Solutions.

9. How can I change my username/password?

Contact your **APU representative** for assistance at **866-599-1600** or click on the **Live Chat** button in APU Solutions.

You can change your password by clicking the **PROFILE** link. You will see a change password link in the top left corner of the page in the blue area.



10. Can other suppliers see my prices?

We have a Service Level Agreement (SLA) with our suppliers that states we will not share your information with your competitors, nor will we share their information with you.

*APU Representatives

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