

Bulletin: 50-19

TO: All Greenheck Representatives  
FROM: Nathan Johnson,  
Manager, Parts  
DATE: November 15, 2019  
SUBJECT: Launch of New Parts e-commerce Website



As a commitment to our rep partners and end customers Greenheck is reinventing its approach to aftermarket parts and support. A step in this transformation is the launch of an all-new e-commerce parts website. The new website provides a modern look and feel to the parts ordering process and introduces new tools such as live chat with business unit customer service teams, new part images, exploded view diagrams, part categories, saved equipment lists, and more.

We will be launching the new website to rep offices in a phased approach over the next several weeks. Select rep offices from the six sales regions will transition over to the new site each week of the rollout. We will send a separate communication to each rep office the week before the scheduled launch date, containing the transition timeframe and specific instructions to access and navigate the new site. This plan allows us to provide hands-on support during the implementation period, ensuring a smooth migration to the new system.

Please contact us directly at [parts@greenheck.com](mailto:parts@greenheck.com) with questions, comments or concerns.