

# FAQ

Can't find your answer here? Call 800.738.7213 or email [comnethelp@luvernetruck.com](mailto:comnethelp@luvernetruck.com)

## Why won't my login work?

- Perhaps you are trying to log in to ComNet using your “dealer login” for the LUVERNE website (your LUVERNE account number.) That will not work with ComNet - You must use the username and password that was emailed to you specifically for ComNet.
- If you copied your ComNet username or password directly from an email there could be extra spaces after you paste it into the ComNet login box. It is best to retype it rather than copy/paste.

## I'm locked out for making too many login attempts...

- If you get locked out for too many login attempts - try quitting and reopening your web browser to reset the cache.

## HELP! I forgot my password

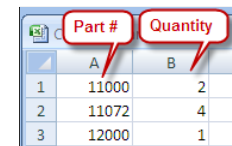
- On the ComNet log in page - click “forget your password?” and ComNet will email your password to the email address that is associated with your ComNet account.

## How do I know if an item is in inventory?

- **Available** means your item/quantity selected is in stock at your assigned warehouse and available to ship immediately.
- **Contact us** means you should call to confirm if the item is available. If items in your order are not available in the assigned warehouse, the order will still be processed, and items located to complete shipment whenever possible.
- If your account status is set to “backorder” then your parts will be shipped when they are available. If your account is “ship and cancel” then only the available items in your order will be shipped and the order will be closed.
- Please note that you are only able to view the inventory availability for your assigned warehouse in ComNet.

## I have my order in an excel file how can I upload it to ComNet?

- The file must contain these 2 columns in exact order .
  - Part #
  - Quantity
- Then save the file as .csv (comma separated value) format and browse/select to upload from the ComNet shopping cart page. The cart will then populate with the items in your file



	Part #	Quantity
	A	B
1	11000	2
2	11072	4
3	12000	1