

Canrig TRUE™ E-Commerce Website Guide



Our e-commerce platform offers streamlined ordering, instant quotes and pricing, real-time inventory, enhanced user experience and 24/7 access ensuring you receive the highest quality service and parts.

Register for an Account

1. Go to our website at ecommerce.canrig.com.
2. Click on the user icon button located at the top right corner of the homepage and select "Request an Account".
3. Fill in your personal details such as name, address, company email address, account number, job position, and equipment models you are most interested in.
 - a. If you do not know your account number or your company is not registered to purchase from Canrig, please contact our Canrig TRUE™ support team at 866-433-4345 and select option 4.
4. Click on the "Register Now" button to complete your request.
5. As soon as your registration request is reviewed and approved, you will receive an email prompting you to change your password.

Login to Your Account

1. Click on the user icon and select "Login".
2. Enter your registered email address and password.
3. Click on the "Log in" button to access your account.

Navigate Through the Website

1. To search for products, you can search by product name, number, model, or NIN.
2. Use the search bar at the top of the page. Type in the product name or category you are looking for.
3. Browse through the categories listed on the homepage or in the navigation menu.
4. Use the filters on the left side of the search results page to narrow down your options by model number.

Generate a Quote

1. Add the desired products to your cart by clicking the "Add to Cart" button on the product page.
2. Once you have added all the products you need, go to your cart by clicking the cart icon at the top right corner.
3. Click on the "Generate Quote" button.
4. Fill in the required details such as your contact information and any special instructions.
5. Click on the "Submit" button to receive your quote.

Generate a Quick Quote

1. Download the Quick Quote CSV Excel template.
2. Enter the part numbers and quantities for the required items.
3. Import the CSV file into the system.
4. Review the products and quantities, then add them to your cart.
5. Once all products are added, navigate to your cart by clicking the cart icon at the top right corner.
6. Click the "Generate Quote" button.
7. Complete the required fields, including your contact information and any special instructions.
8. Click the "Submit" button to create your quote.

Place an Order

1. Go to you cart by clicking the cart icon at the top right corner.
2. Review the items in your cart and make any necessary adjustments.
3. Click on the “Checkout” button.
4. Fill in your shipping and billing information.
5. Choose your preferred payment method and enter the required details.
6. Review your order summary and click on the “Place Order” button to complete your purchase.

If you have any questions or issues, please contact our support team at truesupport@canrig.com.

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