

# HITACHI PARTS SOLUTIONS

## User Manual



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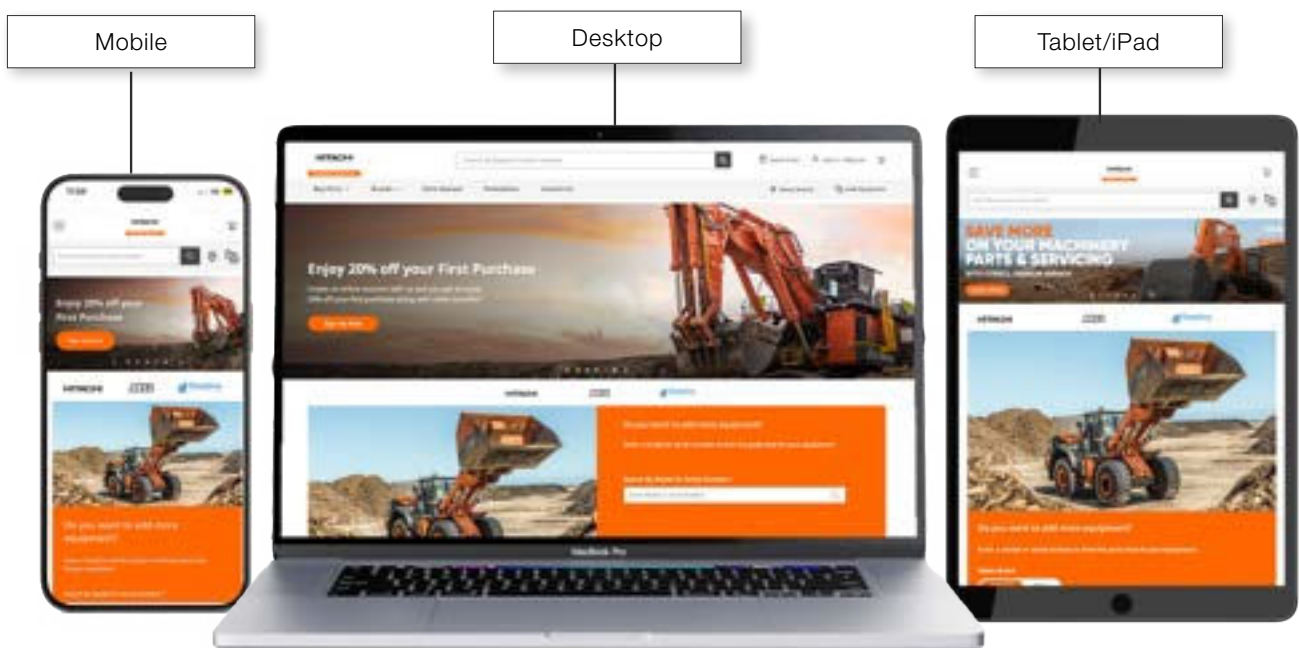
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# 1. Get Started

## 1.1 User Types

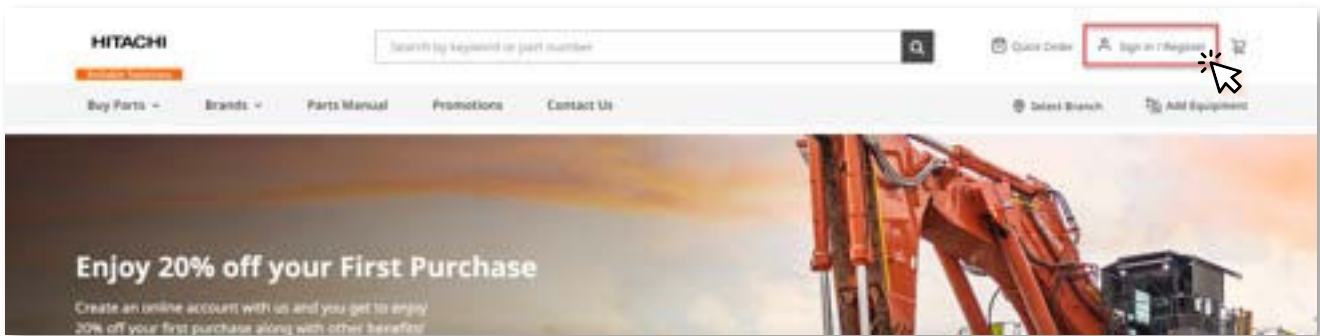
	Guest User	Individual User	Company Account
<b>Overview</b>	<ul style="list-style-type: none"> <li>No login required</li> <li>Make a quick purchase</li> <li>Only providing minimal basic information</li> </ul>	<ul style="list-style-type: none"> <li>Register as an individual user</li> <li>Access to order history including delivery details and invoices</li> <li>Access to returns and refund history</li> <li>Reorder using past orders</li> <li>Add and maintain multiple delivery addresses using 'My Address Book'</li> <li>Save and retrieve items from 'Wishlist'</li> <li>Share 'Wishlist' with others using email</li> <li>Create and store named lists of items using 'My List'</li> <li>Retain preferred payment methods</li> </ul>	<ul style="list-style-type: none"> <li>Links an existing Hitachi trade account to an online account</li> <li>Access to order history including delivery details and invoices</li> <li>Access to returns and refund history</li> <li>Reorder using past orders</li> <li>Add and maintain multiple delivery addresses using 'My Address Book'</li> <li>Save and retrieve items from 'Wishlist'</li> <li>Share 'Wishlist' with others using email</li> <li>Create and store named lists of items using 'My List'</li> <li>Retain preferred payment methods</li> <li>Request for quotations</li> <li>Register/delete internal users</li> <li>Assign roles to internal users</li> </ul>
<b>Product Range</b>	Major and frequently purchased parts	Advanced catalogue	Advanced catalogue
<b>Hitachi Trading Account Holder</b>	⊗	⊗	⊙
<b>Payment on Account Option</b>	⊗	⊗	⊙

## 1.2 Supported Platforms

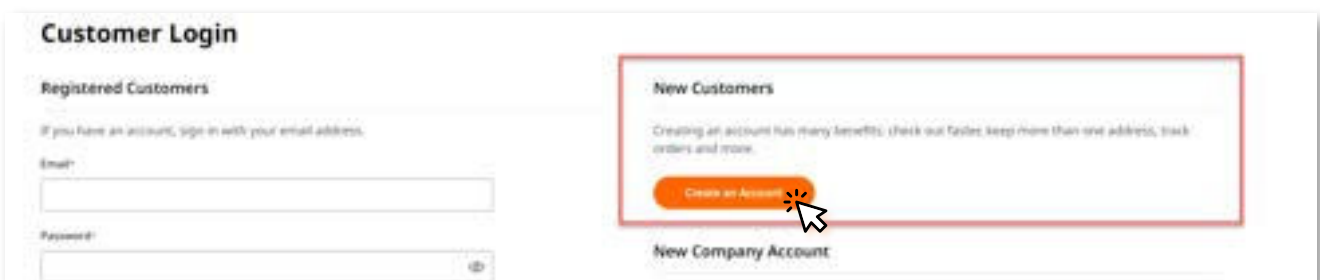


## 1.3 Create a Parts Online Account

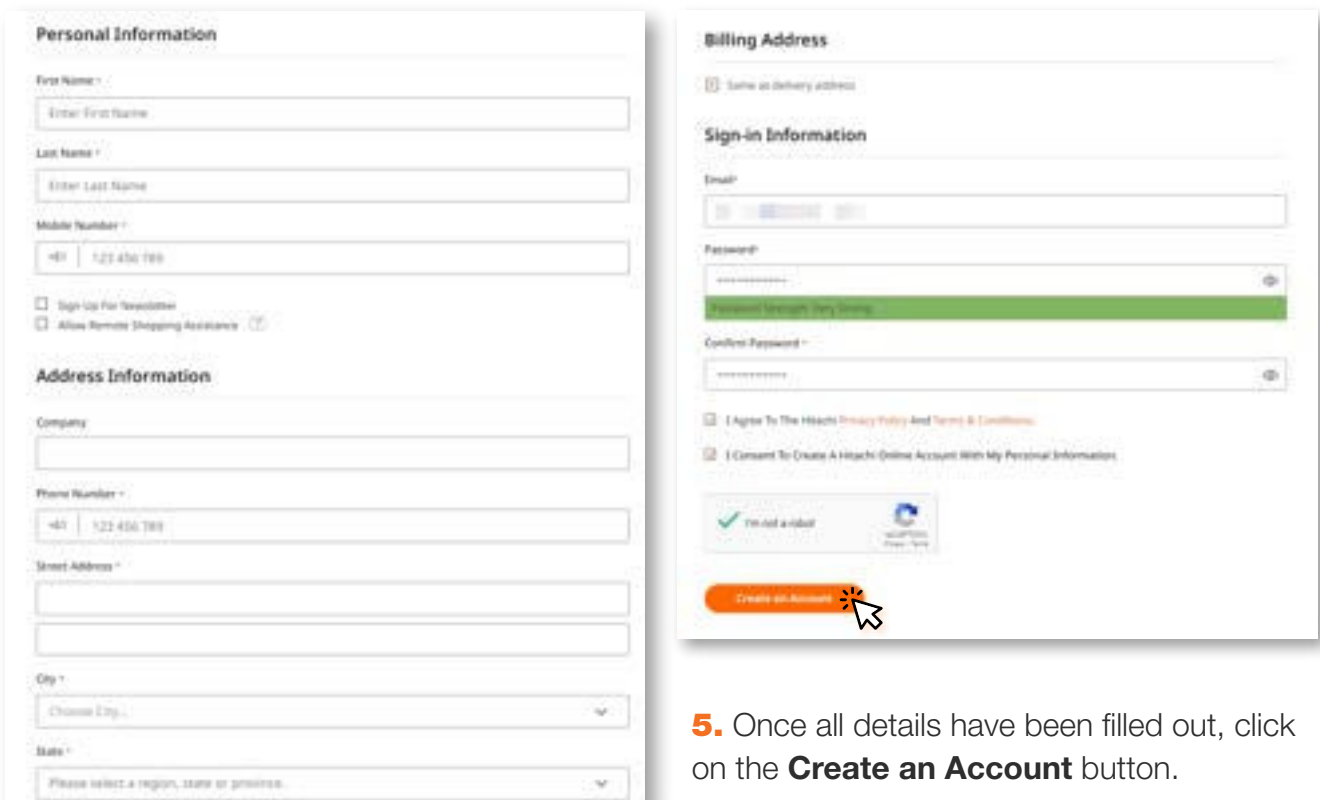
1. On the home page, click on **Sign In / Register** in the top right corner.



2. Under the New Customers heading, click on the **Create an Account** button.

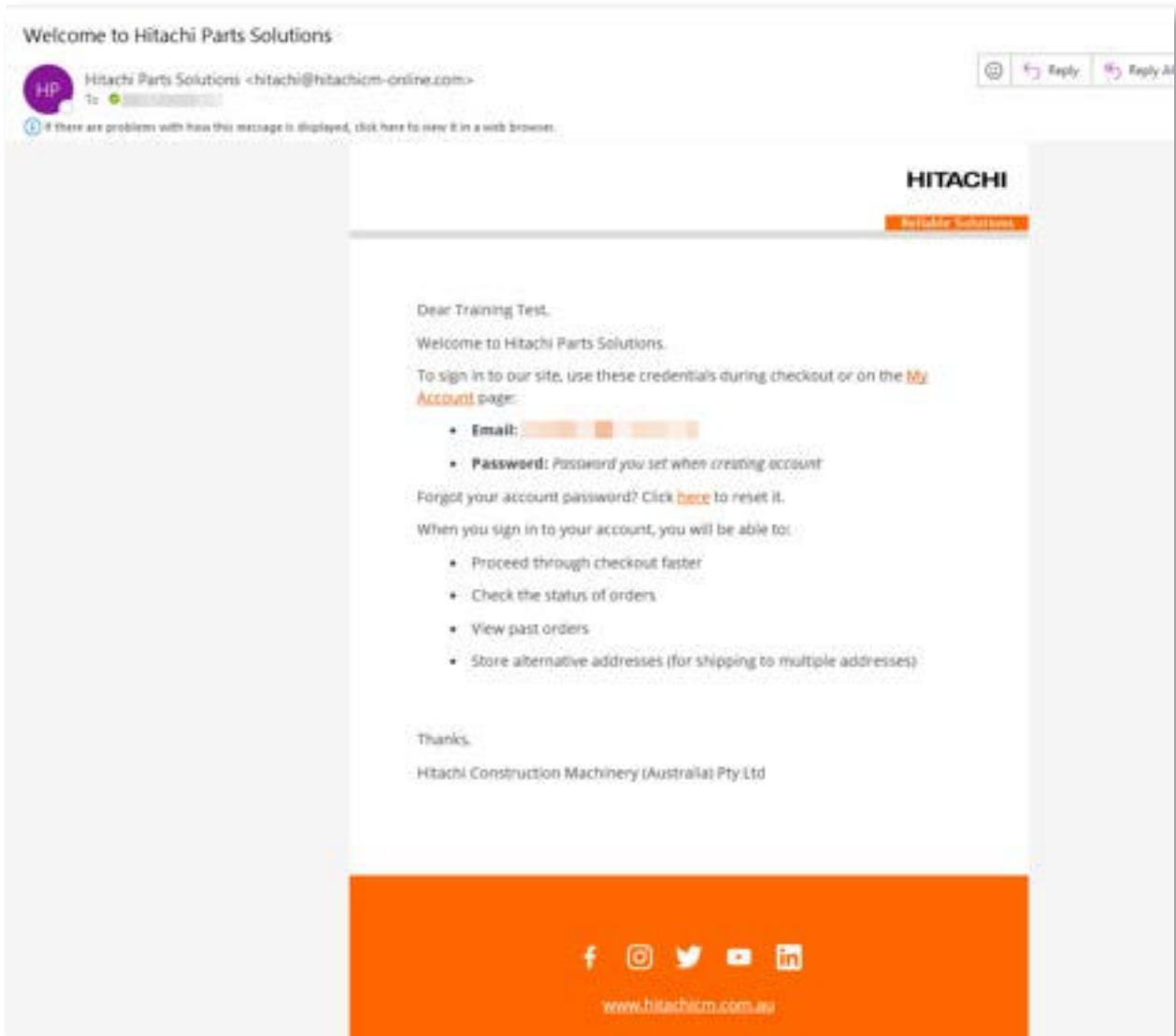


3. Complete the form to create a new customer account. Ensure you correctly fill out all the required fields.
4. You will be required to agree to Hitachi's Privacy Policy and Terms & Conditions, as well as consent to having an account created using the personal information provided.



5. Once all details have been filled out, click on the **Create an Account** button.

6. You should shortly receive a welcome email from Hitachi Parts Solutions.



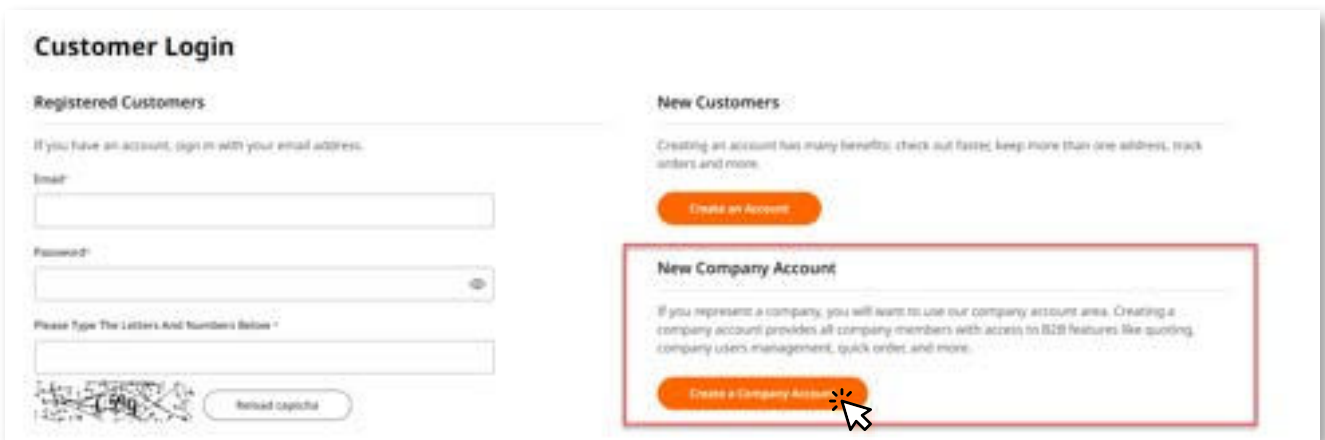
7. You will now be able to access Hitachi Parts Solutions using the login credentials used when registering your account.

## 1.4 Activate a Company Account

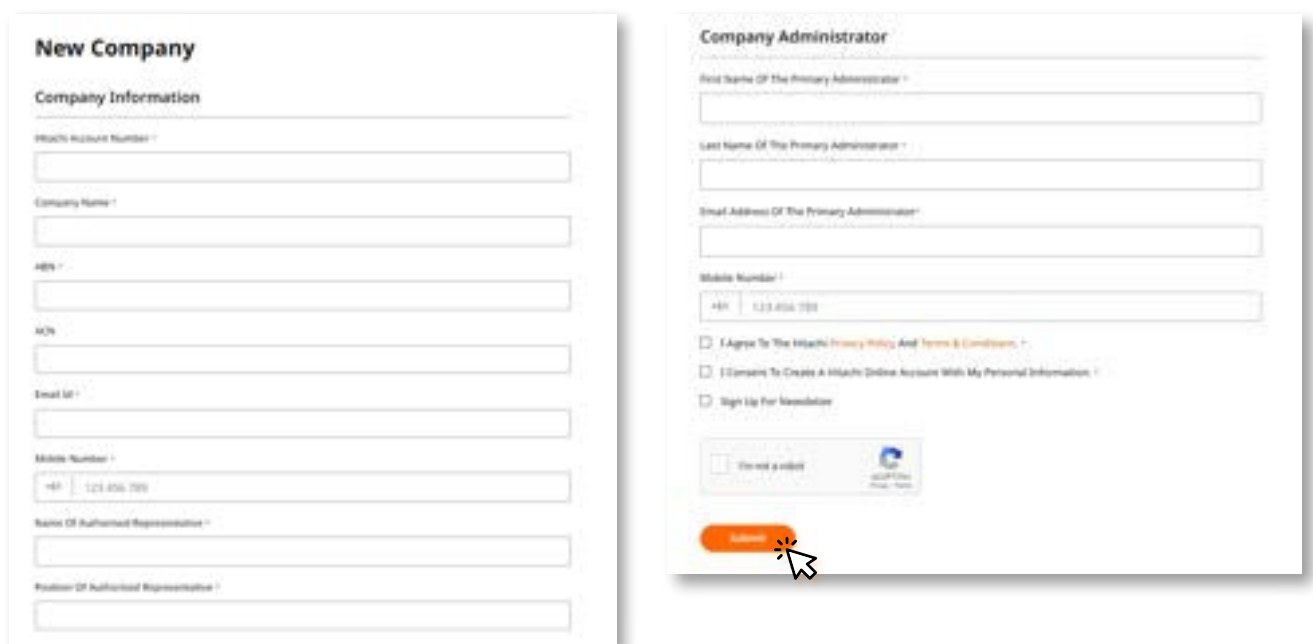
1. On the home page, click on **Sign In / Register** in the top right corner.



2. Under the New Company Account heading, click on the **Create a Company Account** button.

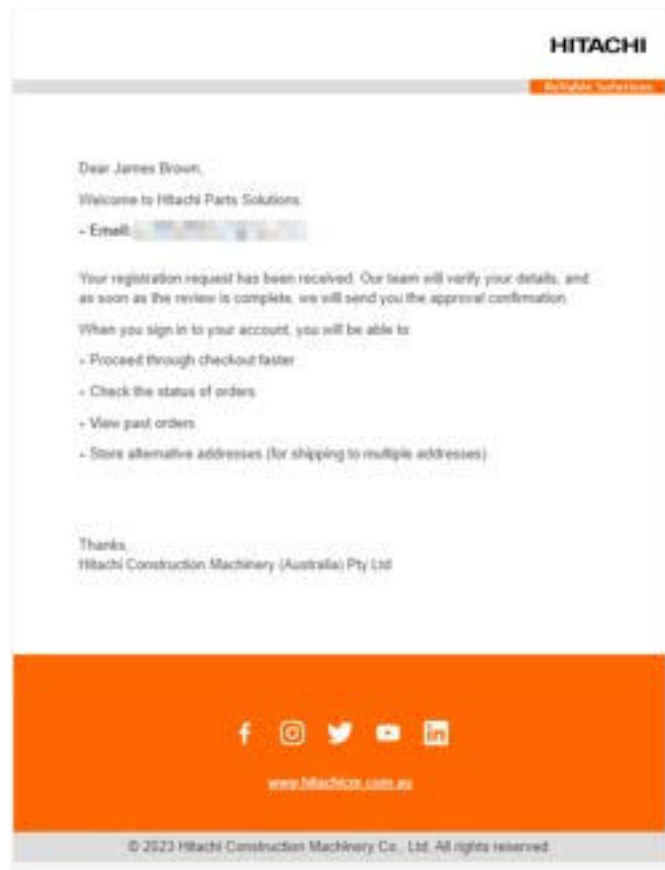


3. Complete the form to create a new company account. Ensure you correctly fill out all the required fields. You will be required to agree to Hitachi's Privacy Policy and Terms & Conditions, as well as consent to having an account created with the personal information provided.

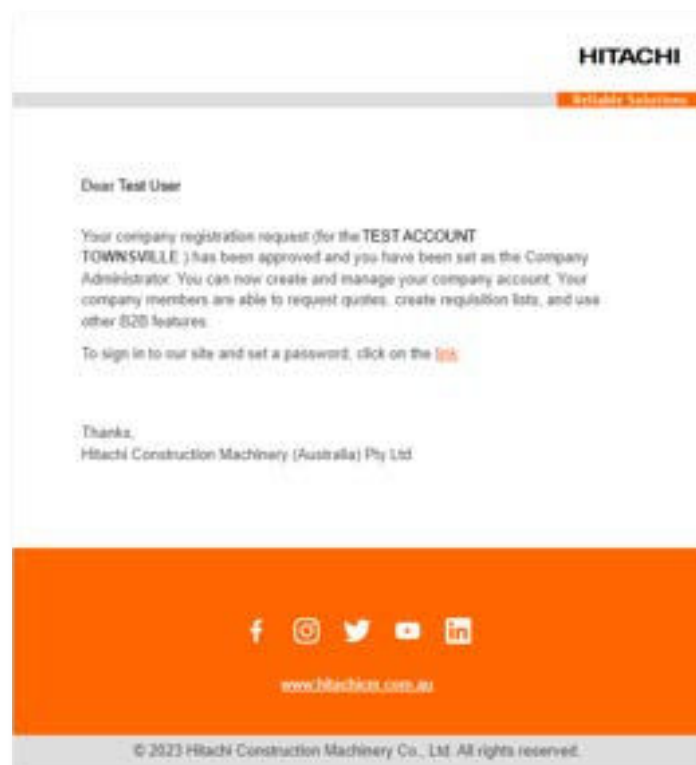


4. Once all details have been filled out, click on the **Submit** button.

5. You should shortly receive an email confirming that your registration request has been received.



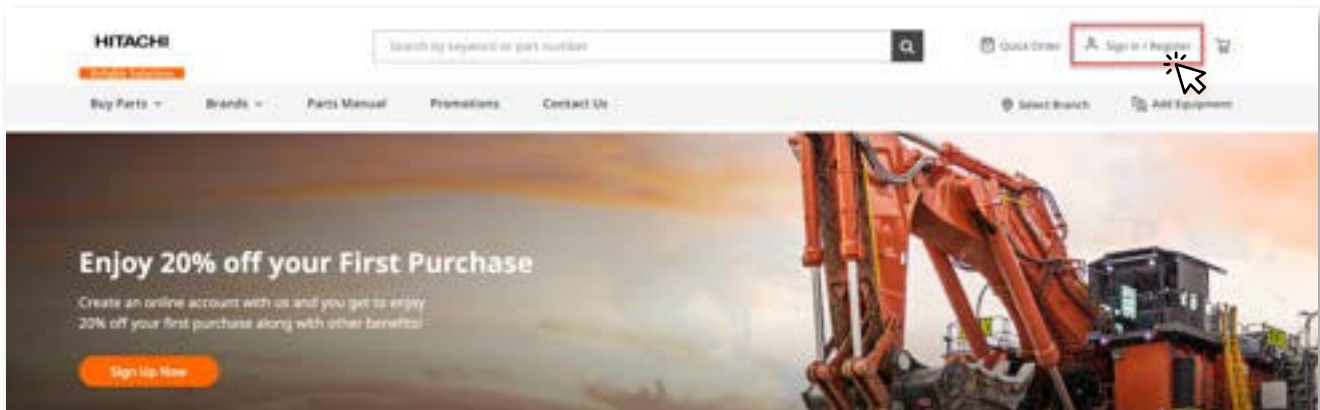
6. If your request for a company account is approved by our team, you'll receive an email from Hitachi Parts Solutions with a link to set your password.



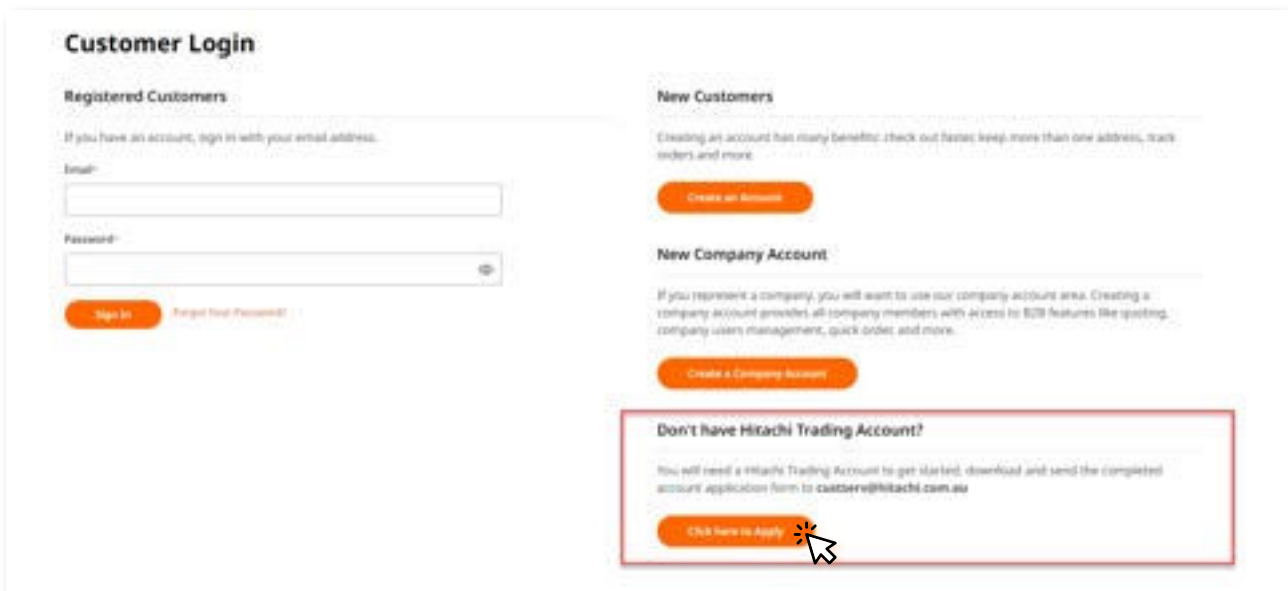


## 1.5 Apply for a Hitachi Trading Account

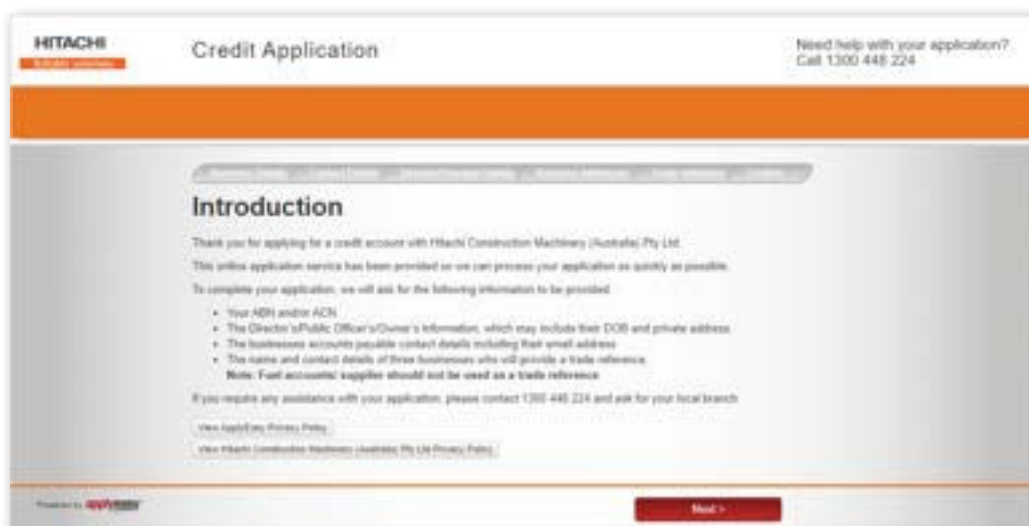
1. On the home page, click on **Sign In / Register** in the top right corner.



2. The customer login page will then load. Under the Don't have Hitachi Trading Account? heading, click on the **Click here to Apply** button.



3. You'll then be redirected to the HCA Credit Application page and prompted to fill out details. The application will then be reviewed by our team and an outcome notified to the email provided.





## 1.6 Signing In



You must have an active Hitachi Parts Solutions account to sign in (See [1.3](#) or [1.4](#))

1. On the home page, click on **Sign In / Register** in the top right corner.



### Customer Login

#### Registered Customers

If you have an account, sign in with your email address.

Email\*

Password\*



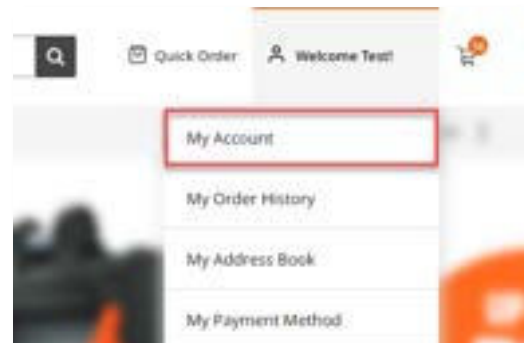
[Sign In](#) [Forgot Your Password?](#)

2. Enter your email and password.
3. Complete the reCAPTCHA verification.
4. Click **Sign In**.

You should now be successfully signed into your Hitachi Parts Solutions account.

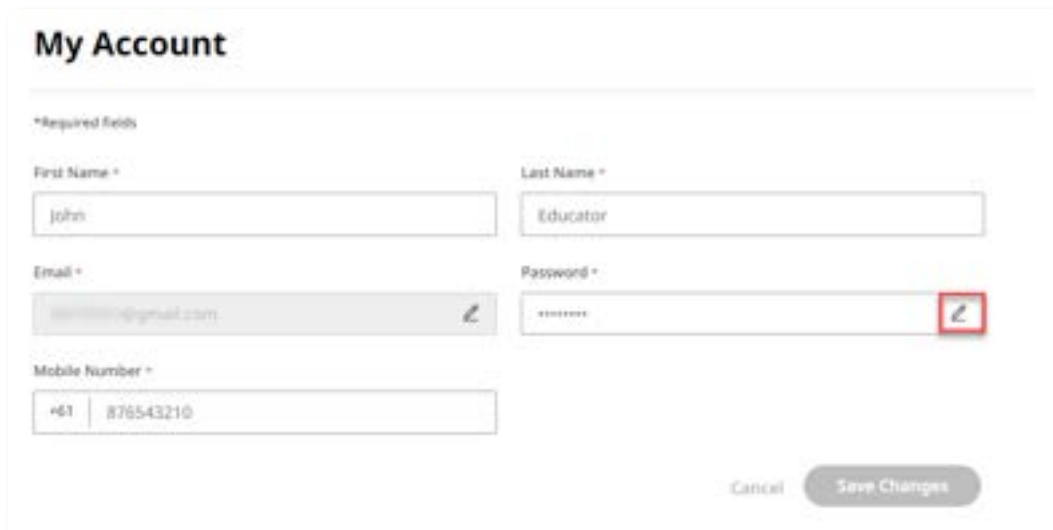
## 1.7 Password Management

1. Account holders can manage account details including password by clicking on the **User Menu** on the top right of the screen and selecting **My Account** from the drop-down menu.
2. Click the **Edit** button under the Contact Information section.



Here you can edit details including password, name and mobile number.

3. To change your password click on the  icon next to the password text box.



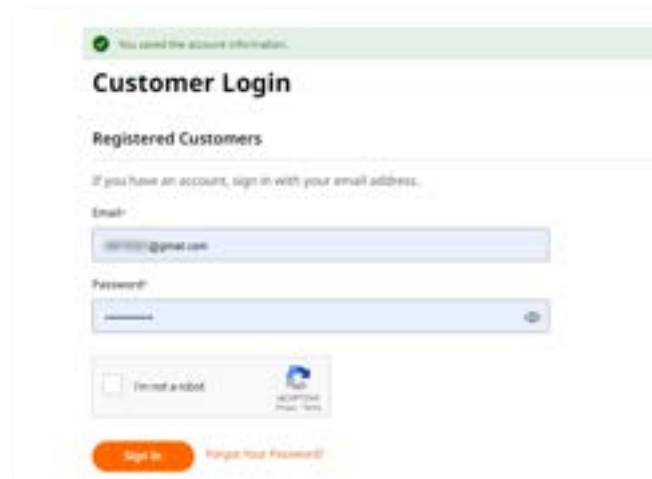
4. Enter your current password in the Current Password field.

5. Then enter your new chosen password in the New Password field and repeat in the Retype New Password field.



6. Click the **Save Changes** button. Your new account information will now be saved.

You'll then be required to sign in again with your new password.



## 2. Parts Search

### 2.1 How to Search - Options

There are multiple ways that you can search for the parts you need.

These include the following:



**Quick Search**



**Advanced Search**



**Illustration Search\***

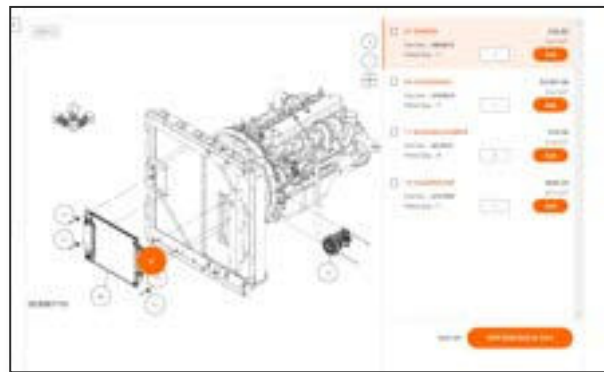
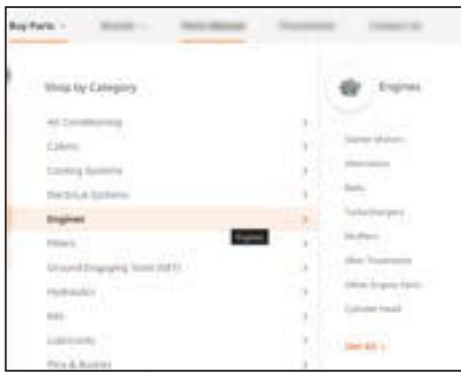


**Parts Manual\***

\* Only available when logged into a customer or company account

Search Method	Do you know the....			
	Part Number	Part Name	Machine Model / Serial Number	None
Quick Search	✓	✓		
Advanced Search	✓	✓	✓	
Add your Equipment			✓	
Parts Manual			✓	
Shop by Category or Brand				✓

# Home Page Overview

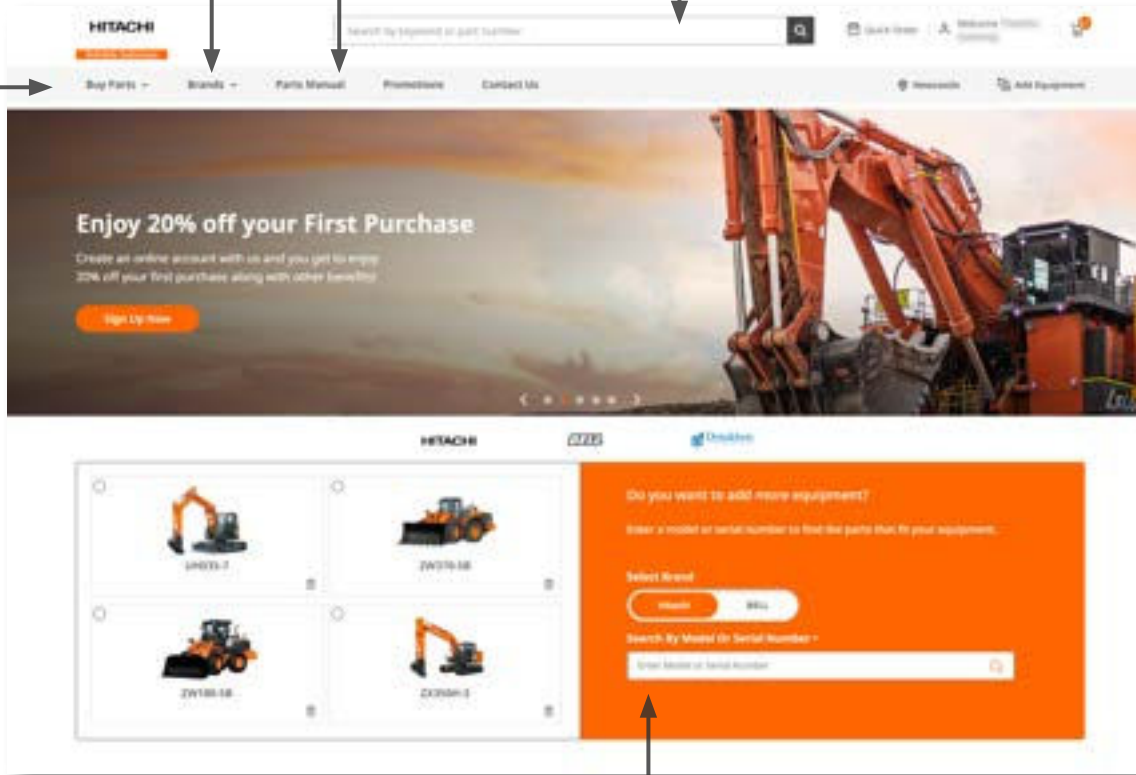


Search by **category** such as engine, filters, power train or undercarriage

Search by **brand**

Use **Parts Manual** to search using schematics

Use the **global search box** from any page on the website



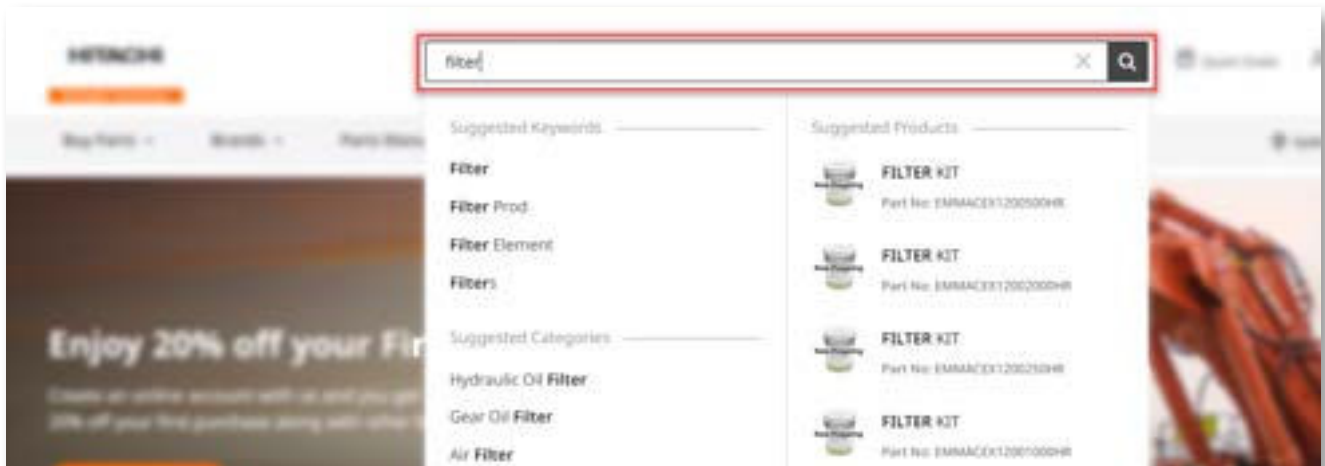
Select the brand of your machine; Hitachi or BELL.

**Search by equipment** using the model or serial number. You can have multiple machines saved to your account to easily switch between.

## 2.2 Quick Search

### Search using global search box

You can search using the global search box from any page on the website. This can be used to search a keyword or part number.



Below is an overview of the basic features of the search result page.

A screenshot of the Hitachi search results page for "air oil separator". The page shows a grid of product listings. Each listing includes a product image, a "Now Preparing" status, the product name "AIR OIL SEPARATOR", a part number, a price, and an "Add to Cart" button. Annotations with arrows point to various features: a "Change between grid and list view" button; a "Relevance" dropdown menu with options "Price: Low to High" and "Price: High to Low"; a "Filter items by a number of categories" section; a "Click on image or name to open product page" instruction; an "Add item to your list or wishlist" button; and a "If item is available, you can add it directly to cart" note. Two callout boxes at the bottom provide detailed explanations for the "Contact Us" and "View Replacement" buttons.

Change between grid and list view

Filter items by a number of categories

Click on image or name to open product page

Add item to your list or wishlist

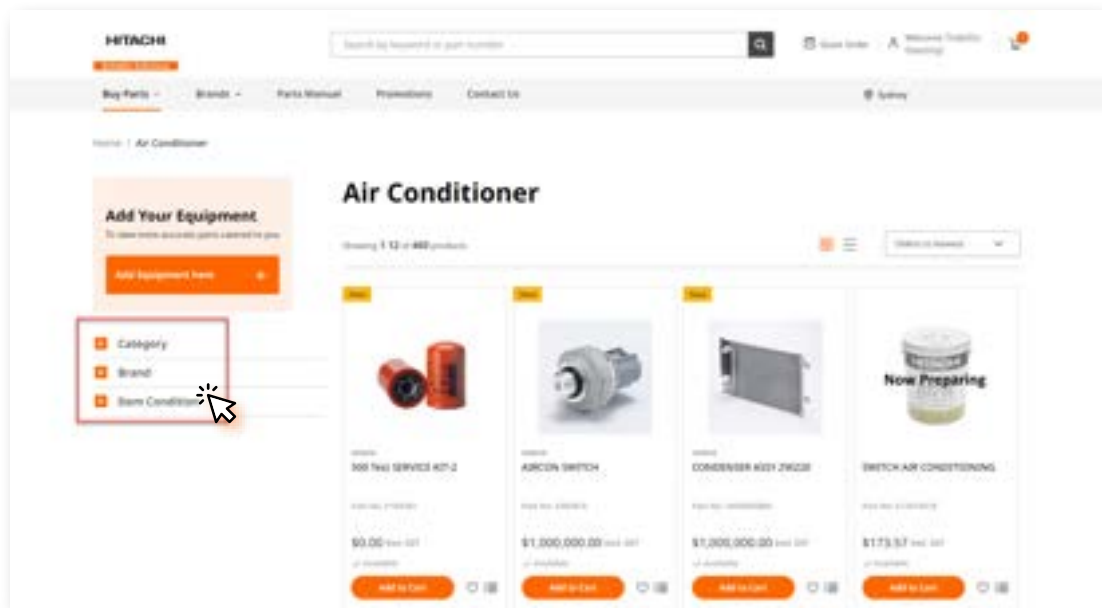
If item is available, you can add it directly to cart

The **Contact Us** button means that the item is not currently available online. Clicking the button will lead you to an online form, which is sent to our customer support team who will be in contact to help with ordering the part offline.

The **View Replacement** button means the item has a replacement available. Clicking on the button will take you to the product page where you can view the replacement item(s).

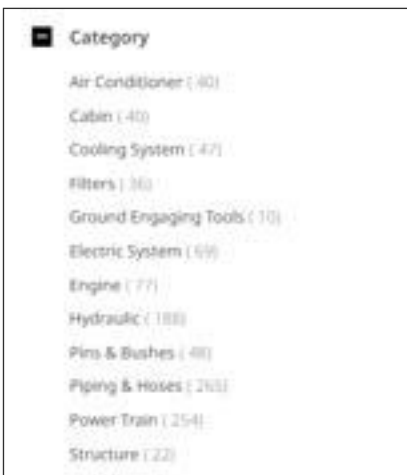
## 2.3 Advanced Search

Advanced Search uses additional filters to narrow down the search and help find an exact result. The filters can be found on the left hand side of any search page.



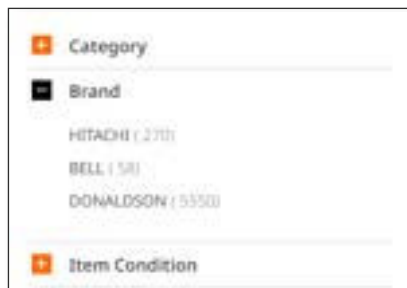
### Category

Refine item list by category



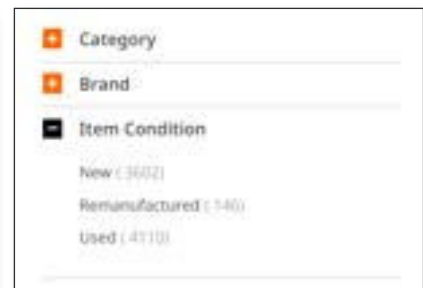
### Brand

Refine item list by brand



### Item Condition

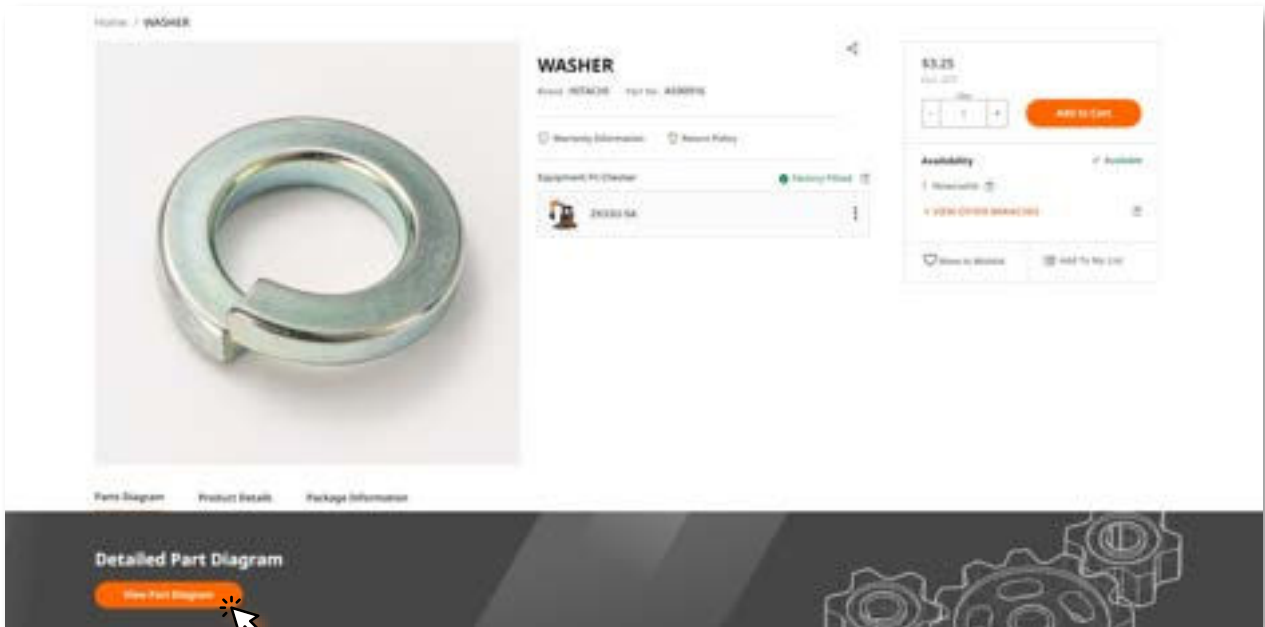
Refine item list by Item Condition



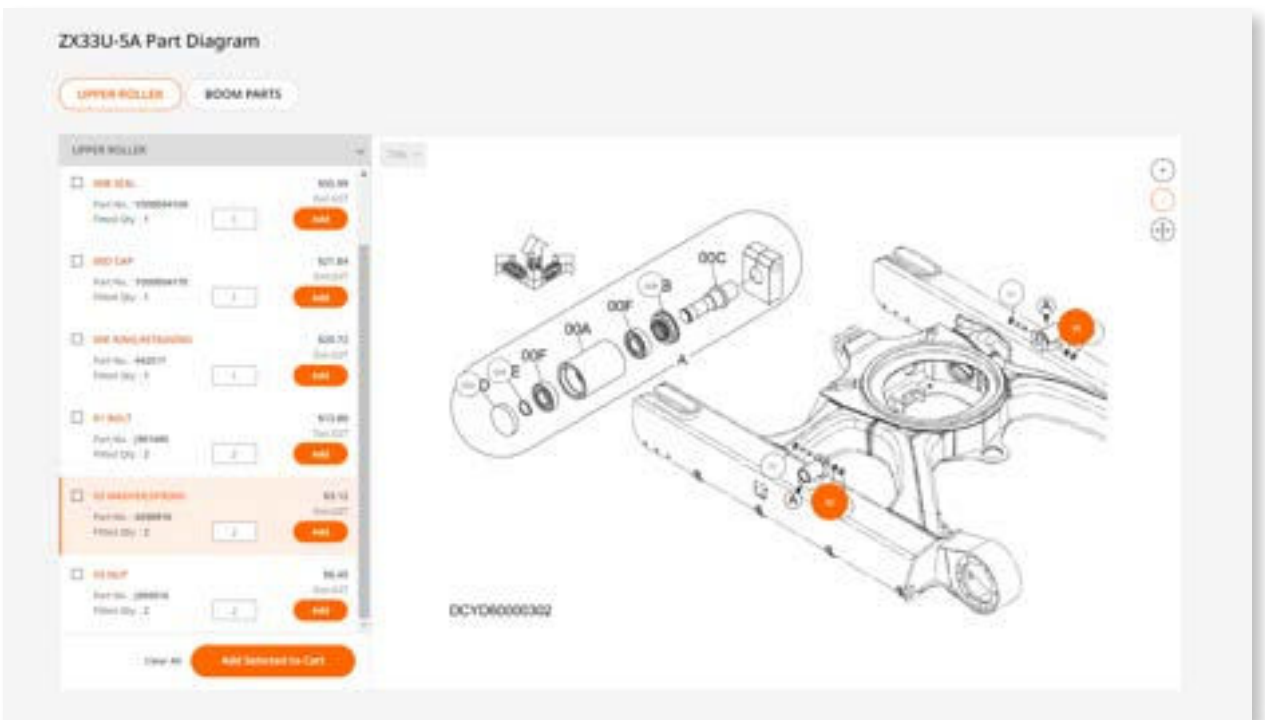
## 2.4 Parts Diagram

Within the individual product page there will be a Parts Diagram section. This feature is available when an equipment has been added, which is displayed at the Equipment Fit Checker.

This allows you to search for this part within the parts diagram.



This also allows you to view how many of these parts are located throughout the machine.





## View Details and Add to Cart

The same part can appear on multiple illustrations or pages.

Some illustrations allow the part to be highlighted using hotspot functionality. This works by hovering over the hotspot on the illustration which then automatically highlights the related item on the parts list.

**ZW180-5B Part Diagram**

STEERING PARTS (STEERING CYLINDER) LEFT ARM PARTS (1) LEFT ARM PARTS (2)

Part No.	Part Name	Price	Qty	Add
260962001	STEERING PUMP	\$54.28	12	Add
260962001	STEERING CYLINDER	\$18.40	4	Add
260962001	LEFT ARM PARTS (1)	\$6.99	9	Add
260962001	LEFT ARM PARTS (2)	\$3.90	3	Add
260962001	STEERING CYLINDER	\$1.80	1	Add
260962001	LEFT ARM PARTS (1)	\$1.59	4	Add

View All Add Selected to Cart DCYA60013757A

**Cart**

4 items in Cart

STEERING CYLINDER  
Part No. 260962001

\$18.40 Price: \$18.40  
Qty: 4

Cart Subtotal **\$33.16**

View Cart Proceed to Checkout

This fitted quantity displayed is populated according to illustration. By default this is quantity offered when added to cart.

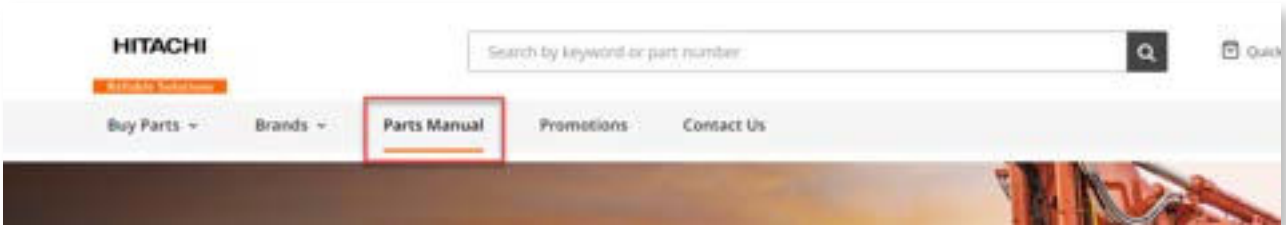
In this example there are 4 of the part 2609642351.

## 2.5 Parts Manual

Parts Manual is easily accessible via the **Parts Manual** heading on the main page.



Please note that this is only accessible to users who are logged in with a Hitachi Parts Online account.



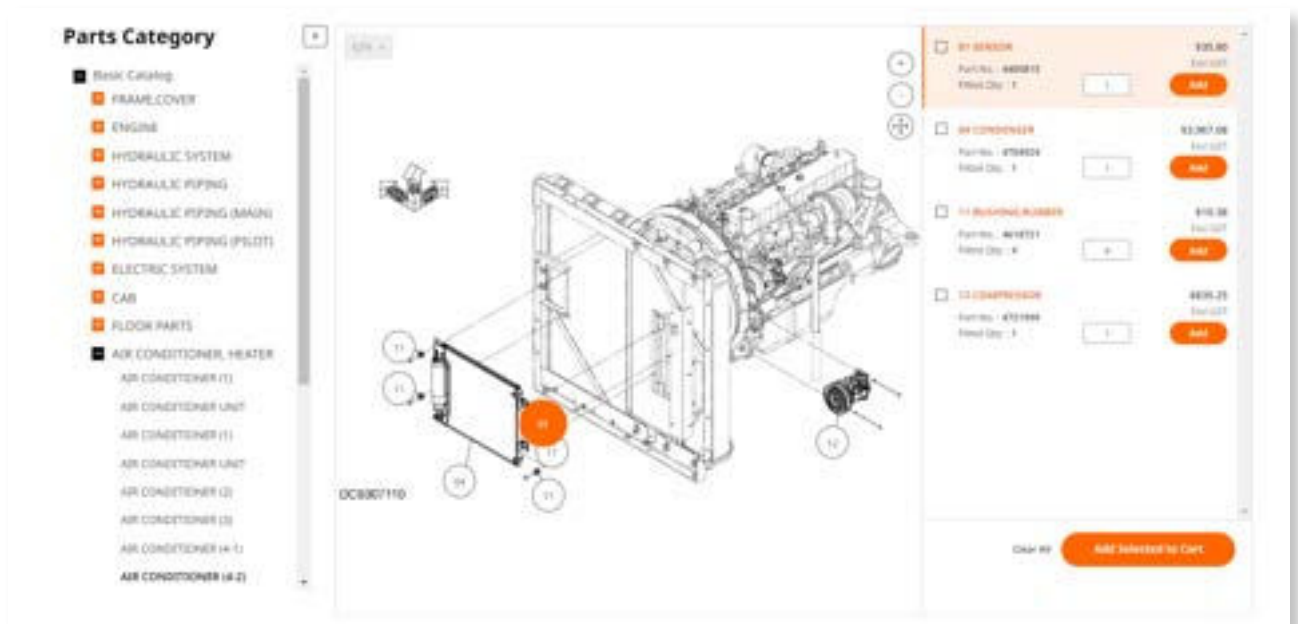
1. Enter the selected machine model, or serial number to access a number of manuals.
2. Once a machine has been selected, choose a specific manual to view from the list provided by checking the box. You can select multiple manuals for Hitachi machines only.



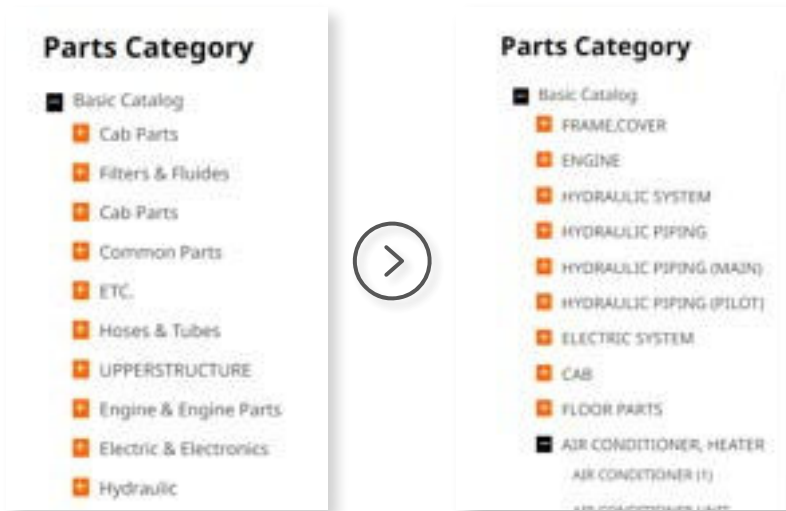
### Parts Manual



3. Once the specific manual has been selected, click on the **Search Parts** button.



4. Select a Parts Category heading to reveal the subheading.



5. Click on the relevant subheading to show the diagram and parts listing.

Part Name	Part No.	Fitted Qty	Price	Action
04 SENSOR	4405815	1	\$25.80	Add
04 CONDENSER	4704634	1	\$3,967.08	Add
11 BUSHING RUBBER	4618721	4	\$10.38	Add
12 COMPRESSOR	4721999	1	\$435.25	Add

Clicking on part name in orange will open the part details page in a separate tab.

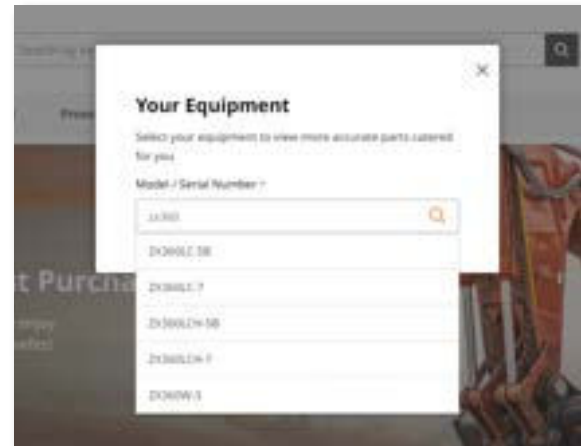
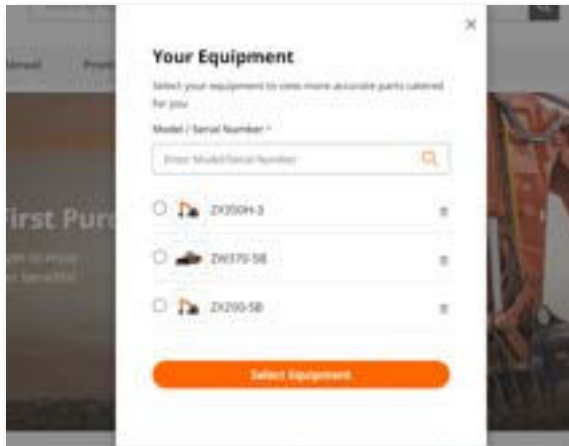
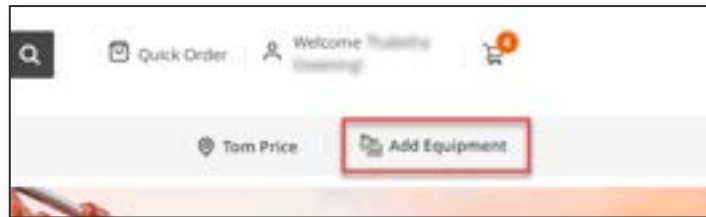
Clicking on the **Add** button will add the item directly to cart.

Some illustrations allow the part to be highlighted using hotspot functionality. This works by hovering over the hotspot on the illustration which then automatically highlights the related item on the parts list.

If a **Contact Us** button is shown, the branch must be contacted to order this part. Clicking on the button will direct you to a **Contact Us** form which is directed to our customer service team.

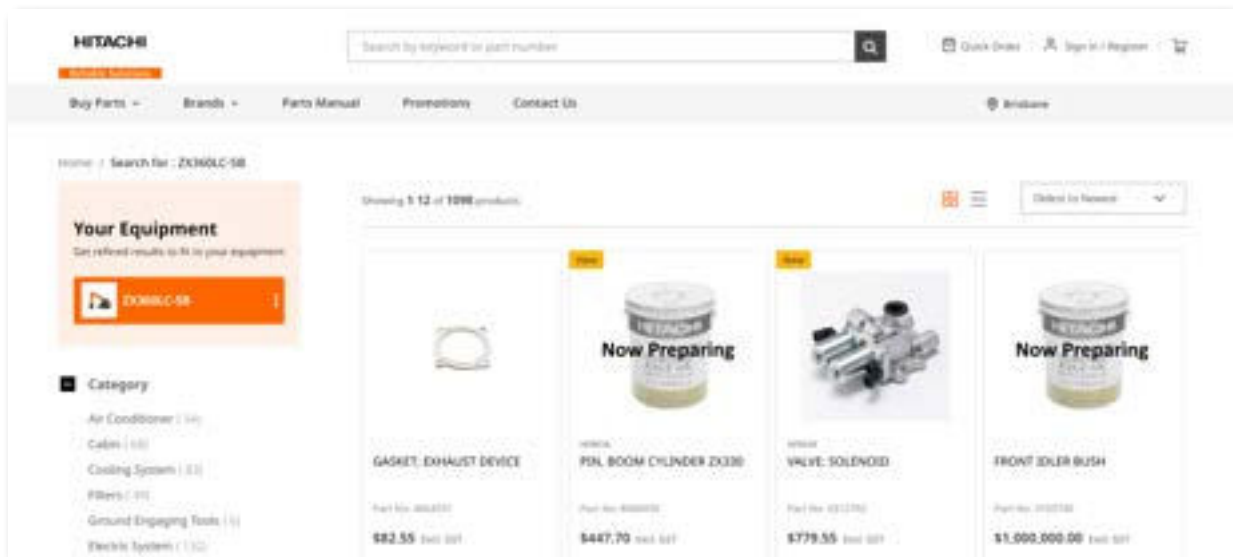
## 2.6 Add your equipment

1. The option to search by adding your equipment is easily accessible by clicking the **Add Equipment** button on the home page.



2. If you have previously added equipment these will continue to appear. You can select from this list, or use the search bar to add another.

3. To search for equipment, enter the model type or machine serial number.



4. Once the model has been selected, parts that are suitable for this specific machine will be shown. You can filter further based on Category, Brand or Item Condition.



Please note that equipment will remain selected unless changed or deselected (even after logging out)



# 3. Product Details

## 3.1 Product Description

A product description is included on every product display page. You can reach an individual product page when you click on the product image or part name in a search results page.



The product display page also will contain 1 Part Diagram, 2 Product Details and 3 Package Information. More information about these are available on the next page.

## 1. Parts Diagram

This feature is available when an equipment has been added, which is displayed at the Equipment Fit Checker. This allows you to search for this part within the parts diagram.

Learn more about how to use the parts diagram feature [here](#).



## 2. Product Details

The product details section of the page looks at the brand, unit, returnable and dangerous good status of the item.

Product Details			
Brand	HETACOL	Returnable	No
Unit	94	Dangerous Good	No

## 3. Package Information

The package information section provides the dimensions and weight specifications of the packaged item.

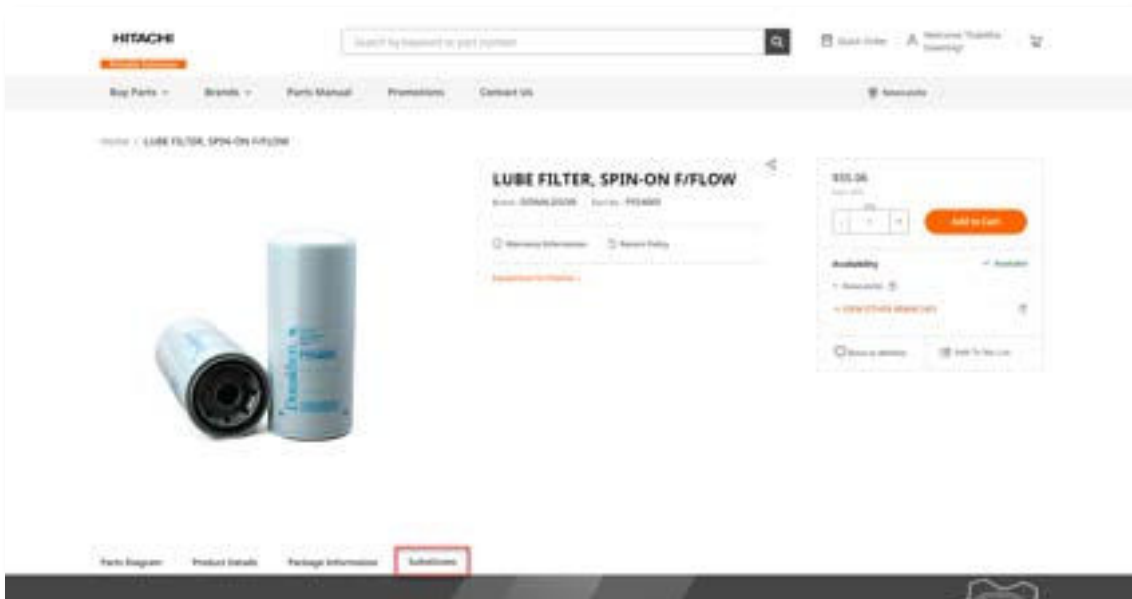
Package Information	
Packaged Depth (cm)	20
Packaged Width (cm)	20
Packaged Height (cm)	19
Packaged Weight (kg)	0.4



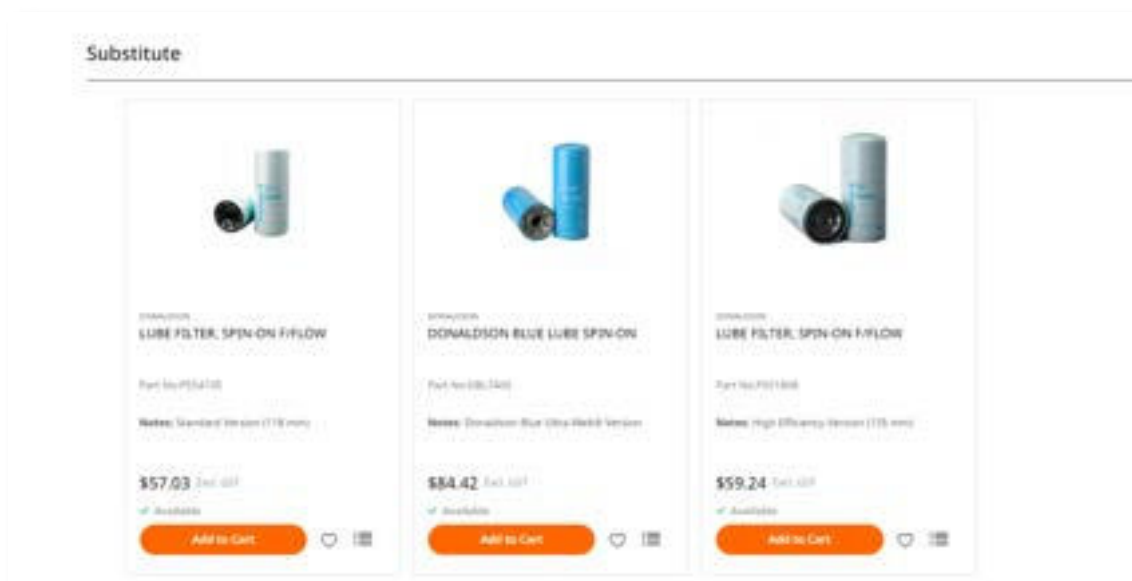
## 3.2 Alternate Parts

Alternate parts are provided for your convenience and contains items that will fit similar equipment. It is up to the user to determine if these alternate parts will function in their equipment and under their specific application conditions. For example, there may be multiple substitutes for filters.

If there are alternate parts available for an item, these will be visible in the Substitute tab on the product page as shown below.



Notes in the substitute section explain the differences between the products





### 3.3 Superseded Parts

A superseded part is a component or item that was once used in a product but is now no longer in production and therefore is replaced with a new part or multiple parts.

The newer part typically performs the same function but might offer better performance, compatibility, or efficiency compared to the older one.

If the part is still in stock, you can add to cart by clicking the **Add to Cart** button.

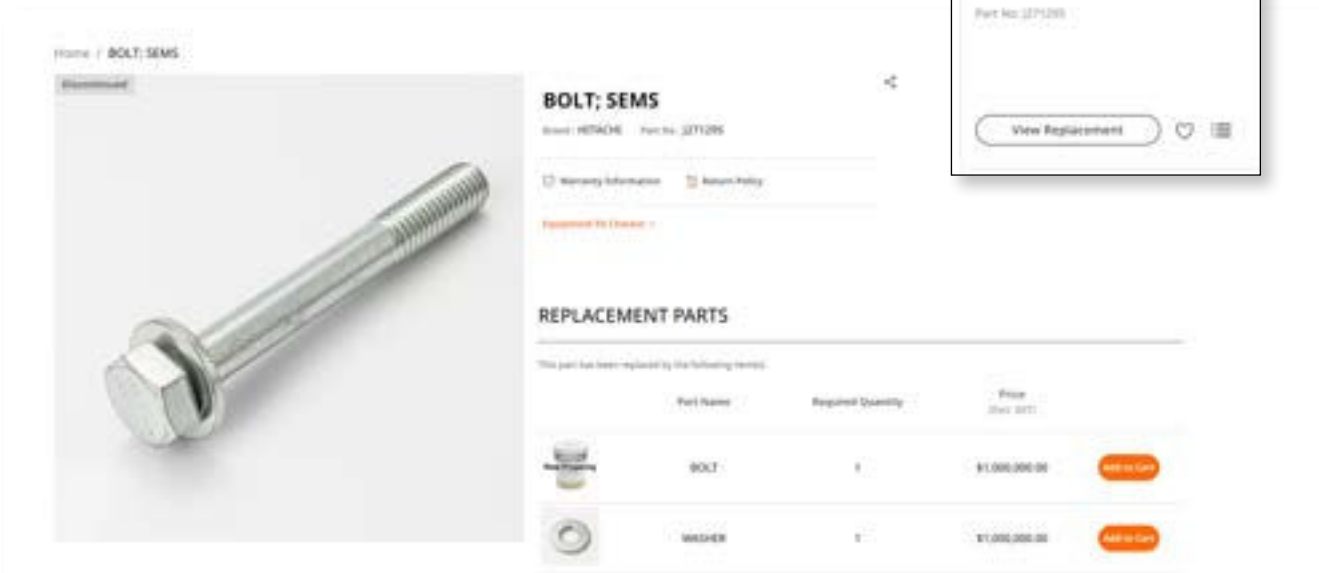
The replacement part(s) will also be displayed below. Click on the replacement part name to view the replacement part details.



### 3.4 Obsolete Parts

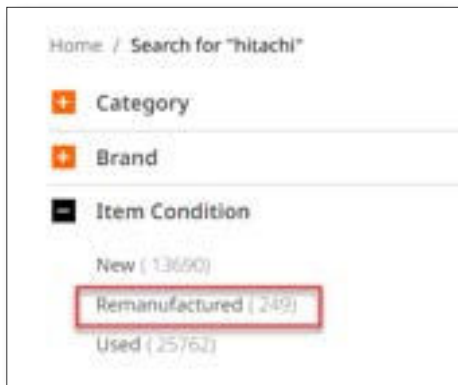
An obsolete part is a component or item that is no longer used or produced because it's outdated or replaced by a newer version. Obsolete parts will be labeled as Discontinued when searched for.

The replacement part(s) will be displayed below.

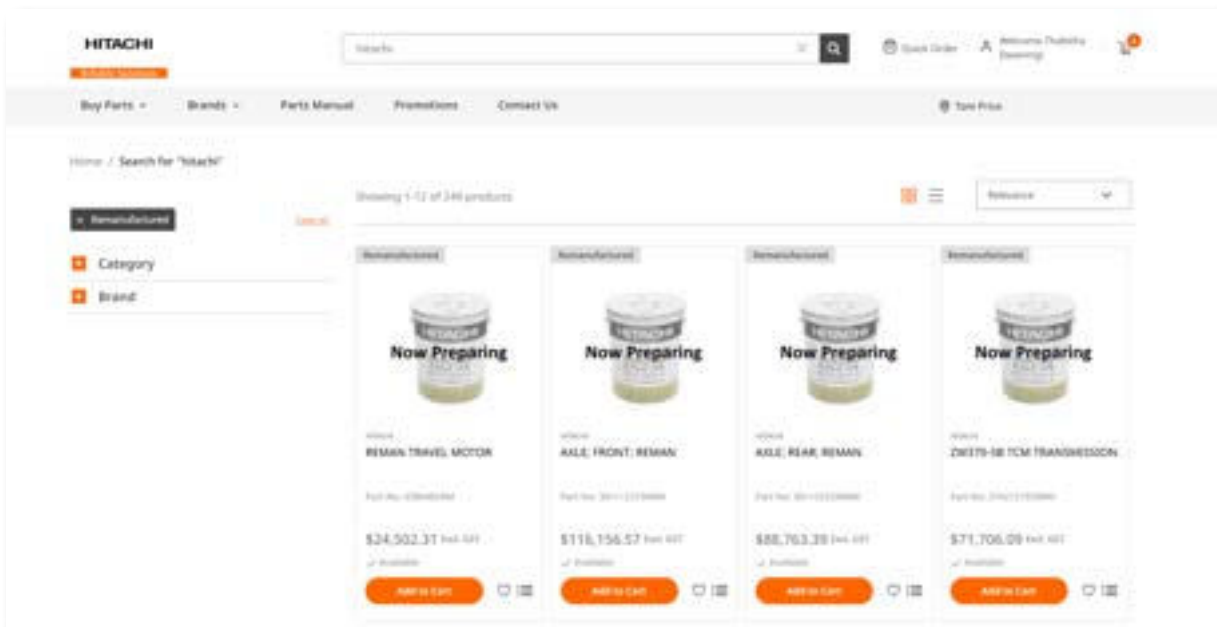


### 3.5 Remanufactured Parts

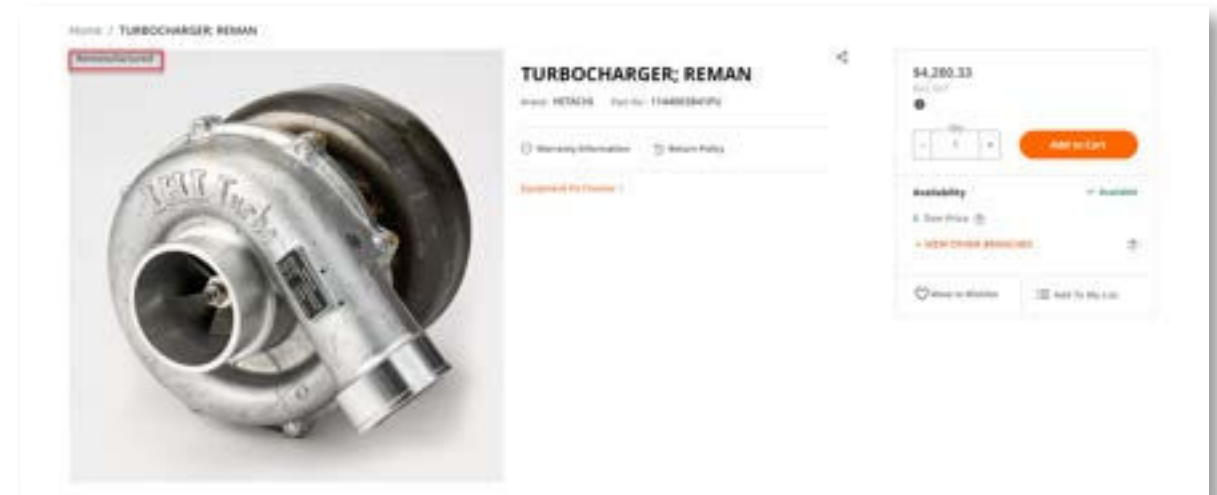
1. Within the search results page, Remanufactured Parts can be found by using the **Item Condition** filter and selecting **Remanufactured**.



2. When the Remanufactured filter has been selected, only Remanufactured parts will be shown. Further filters can be added to refine the search further based on **category** or **brand**.



 You can see if a part is Remanufactured by the label shown on the product image as shown below.



### 3.6 Restricted Parts

Parts that are restricted, are not available to order through directly through the website.

If a product is not labeled as discontinued, but has a **Contact Us** button, it may still be ordered by contacting our support team who will respond to your enquiry as soon as possible.



HITACHI  
**CENTER JOINT ZX330**

Part No: 9107265

[Contact Us](#) 

### Contact Us

**Write Us**

Get us a note and we'll get back to you as quickly as possible.

Name:


Email:

Phone Number:

What's On Your Mind?:

Company:

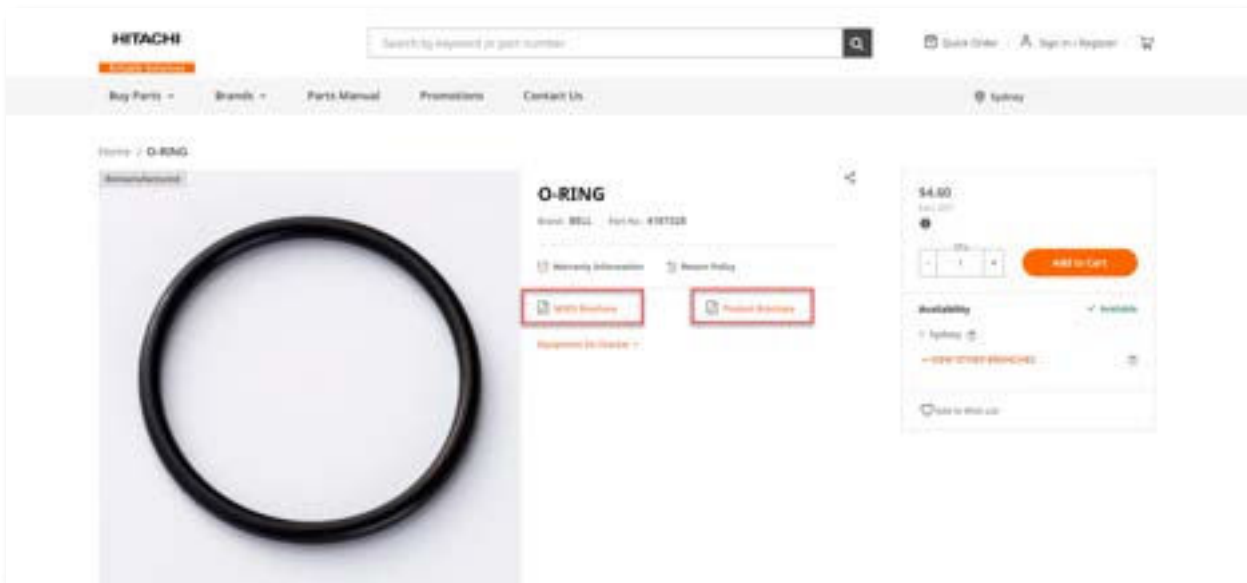
Postal Code:

I'm not a robot 

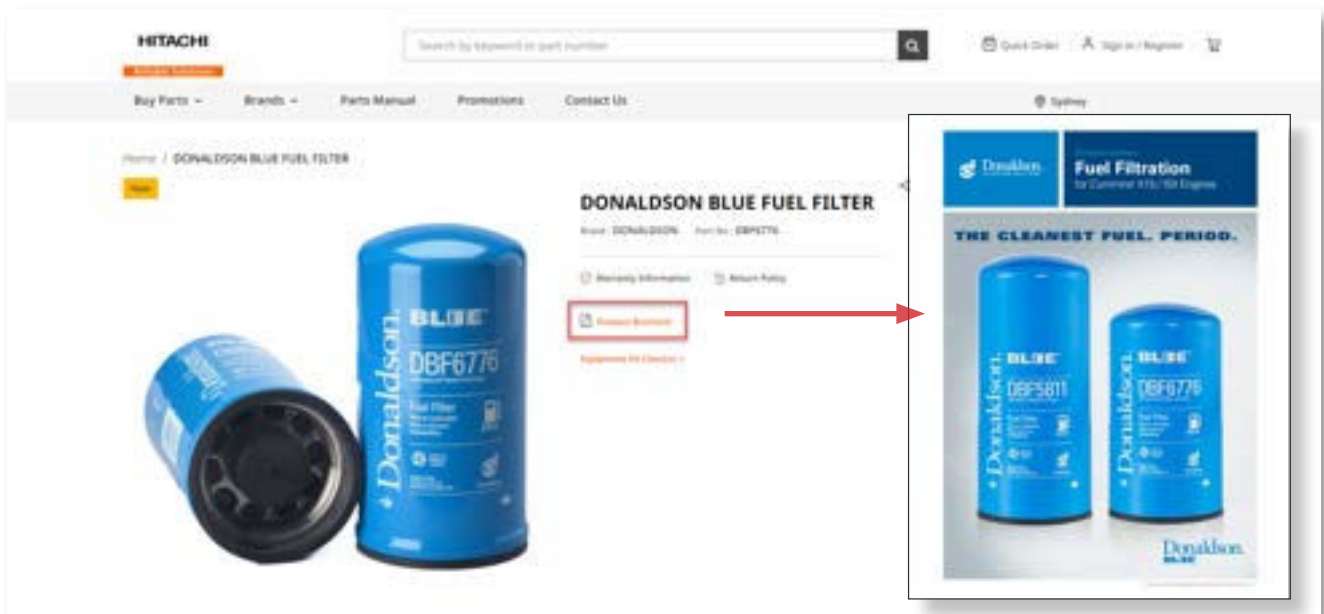
[Submit](#)

### 3.7 Available Brochures

For specific products, there are downloadable brochures available on the product display page.



In the above example, the Material Safety Data Sheet (MSDS) and Product Brochure can be accessed by clicking on the links.



# 4. Order Management

## 4.1 Checkout

There are several ways to checkout



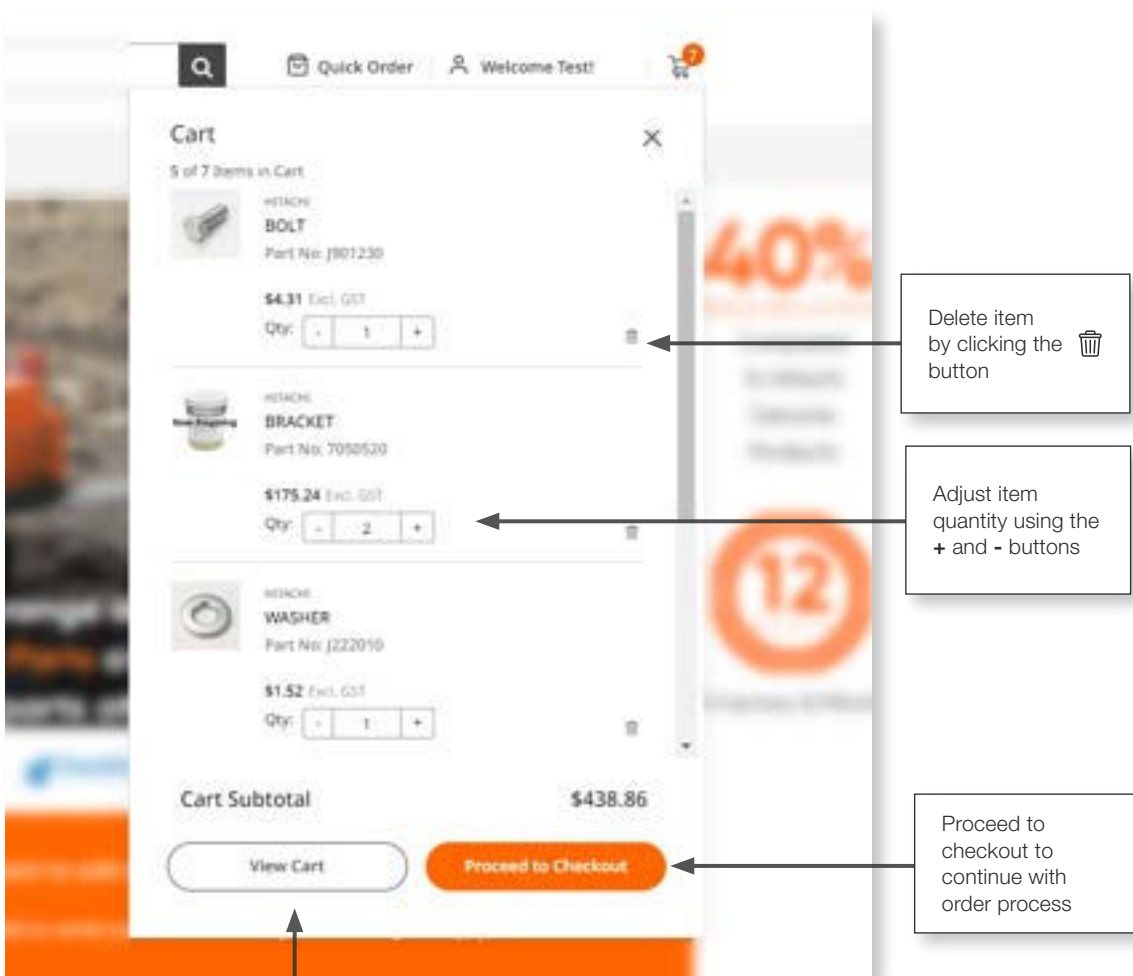
Add to Cart



Quick Order

### Add to Cart

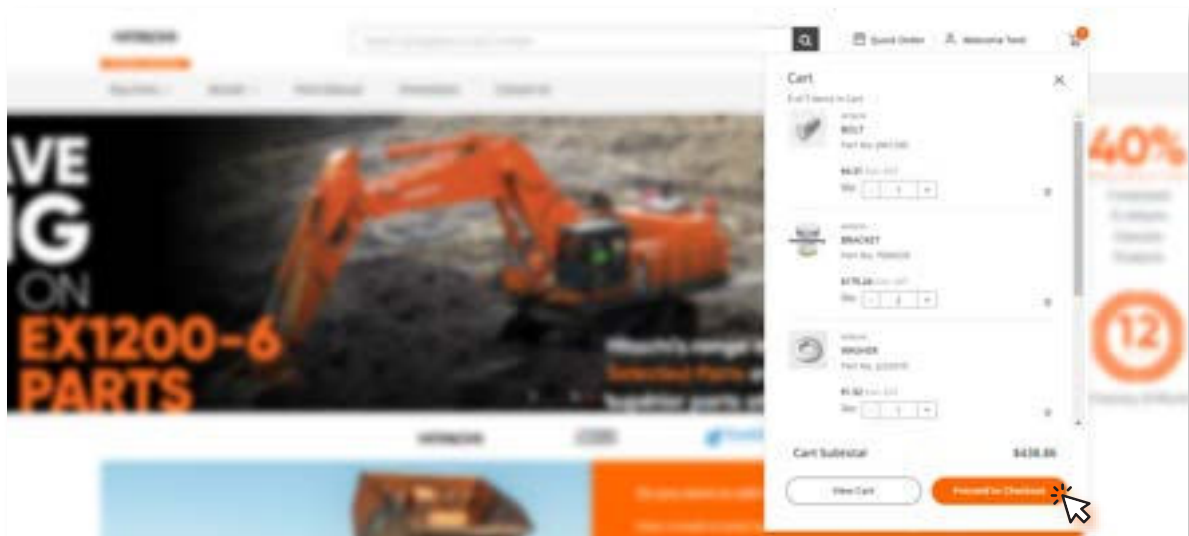
1. When done adding items to the cart, click on the cart icon  in the top right corner of the page.



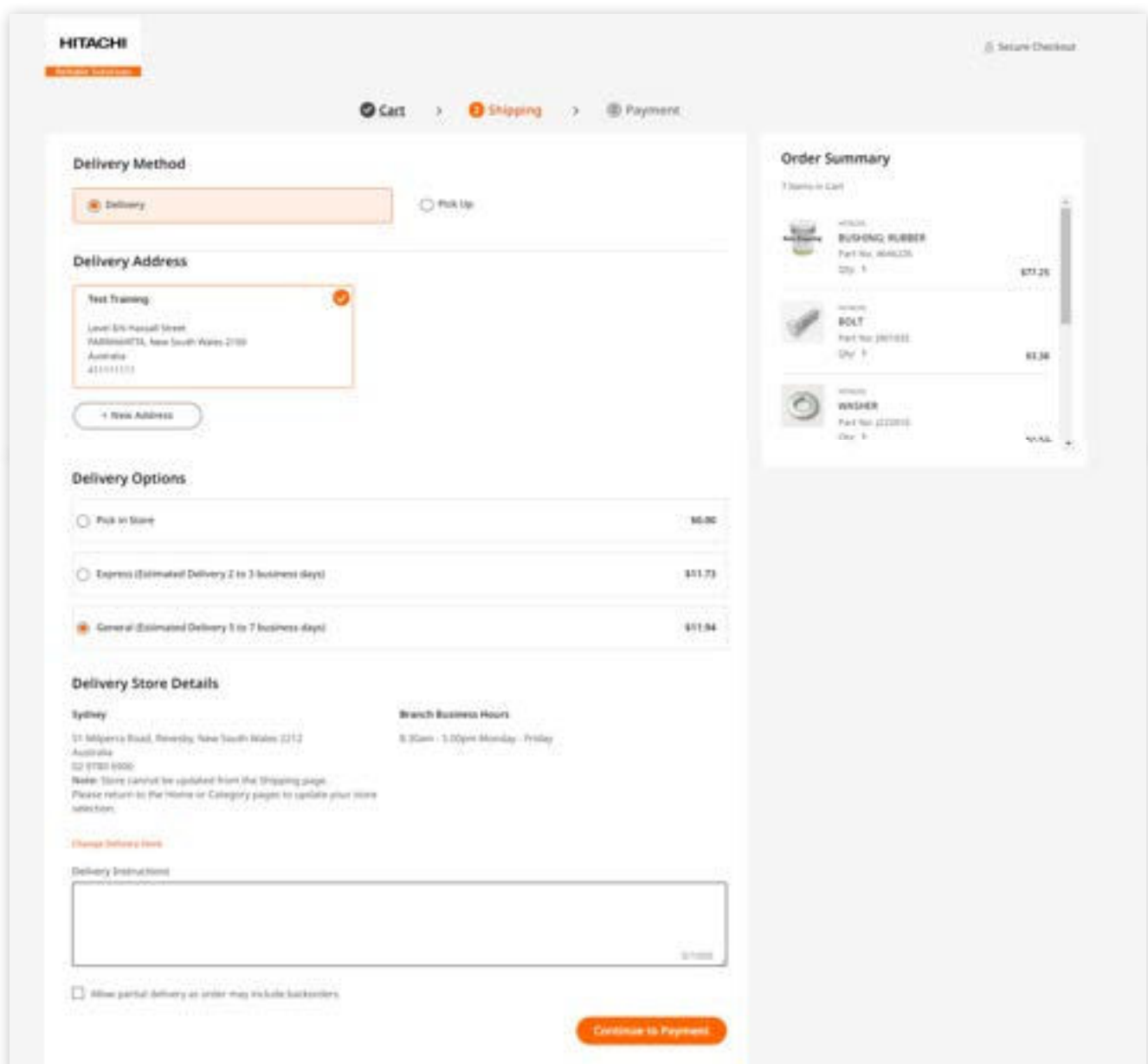
Click on the **View Cart** button to:

- View cart in more detail
- Add items to my list
- Add items to wishlist
- Send for quotation

2. Review items in the cart. Click the **Proceed to Checkout** button to move forward with the purchase process.



3. Continue with the remainder of the checkout process. Click on the respective links for more information on how to proceed through the [Delivery](#) or [Payment](#) process.



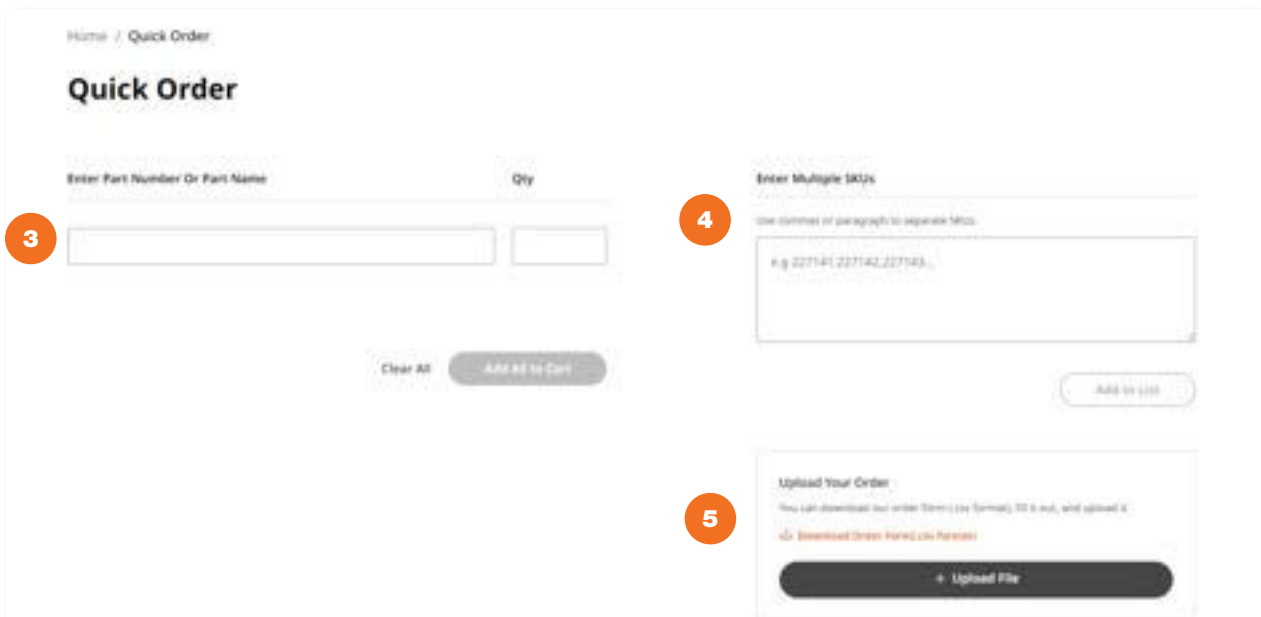
## Quick Order

If you know the Part Number or Part Name, you can use the quick order function to add items to cart without having to search for them.

1. Click the quick order button at the top right of the screen.

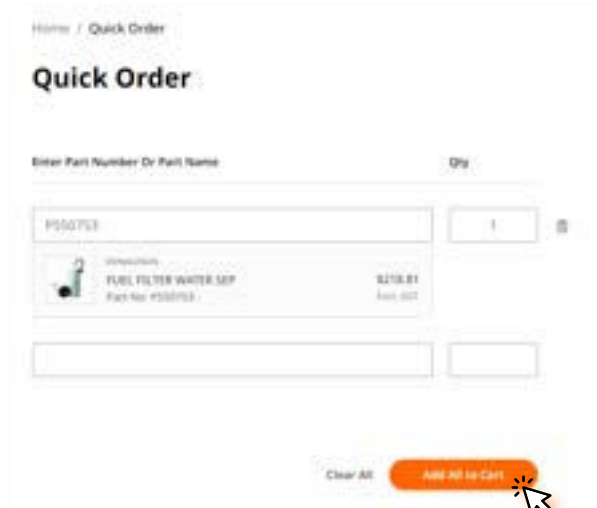


2. Click the quick order button at the top right of the screen.



3. Enter the part number or part name and then enter the required quantity.

Click the **Add All to Cart** button to start the checkout process

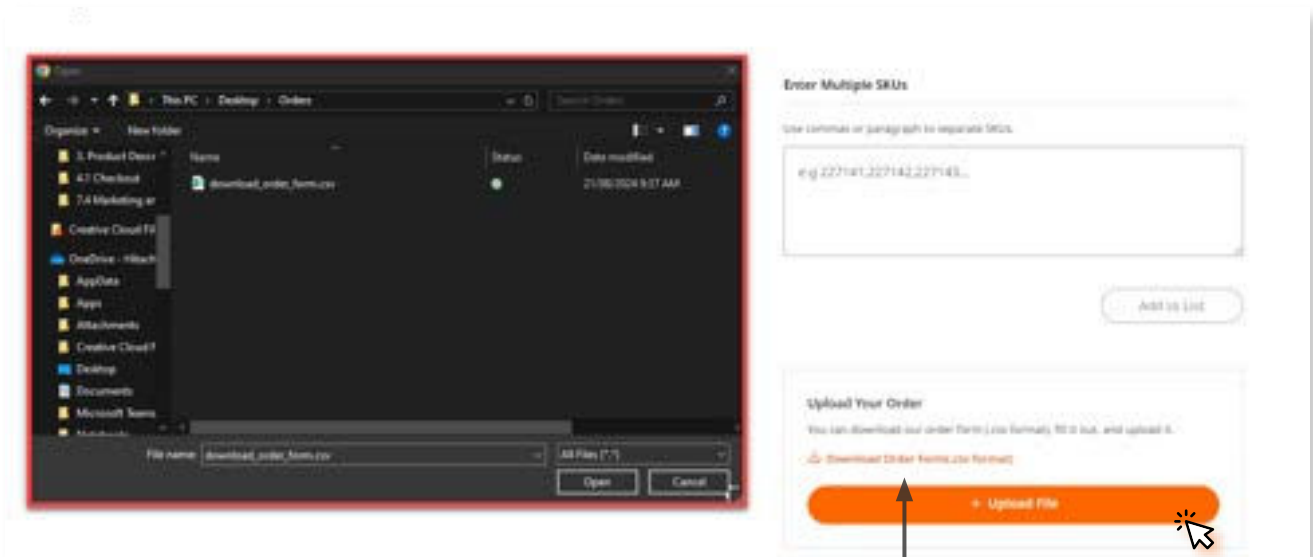


4. Alternatively, you can add multiple part numbers (SKUs) in the text box. Use commas or paragraphs to separate items.





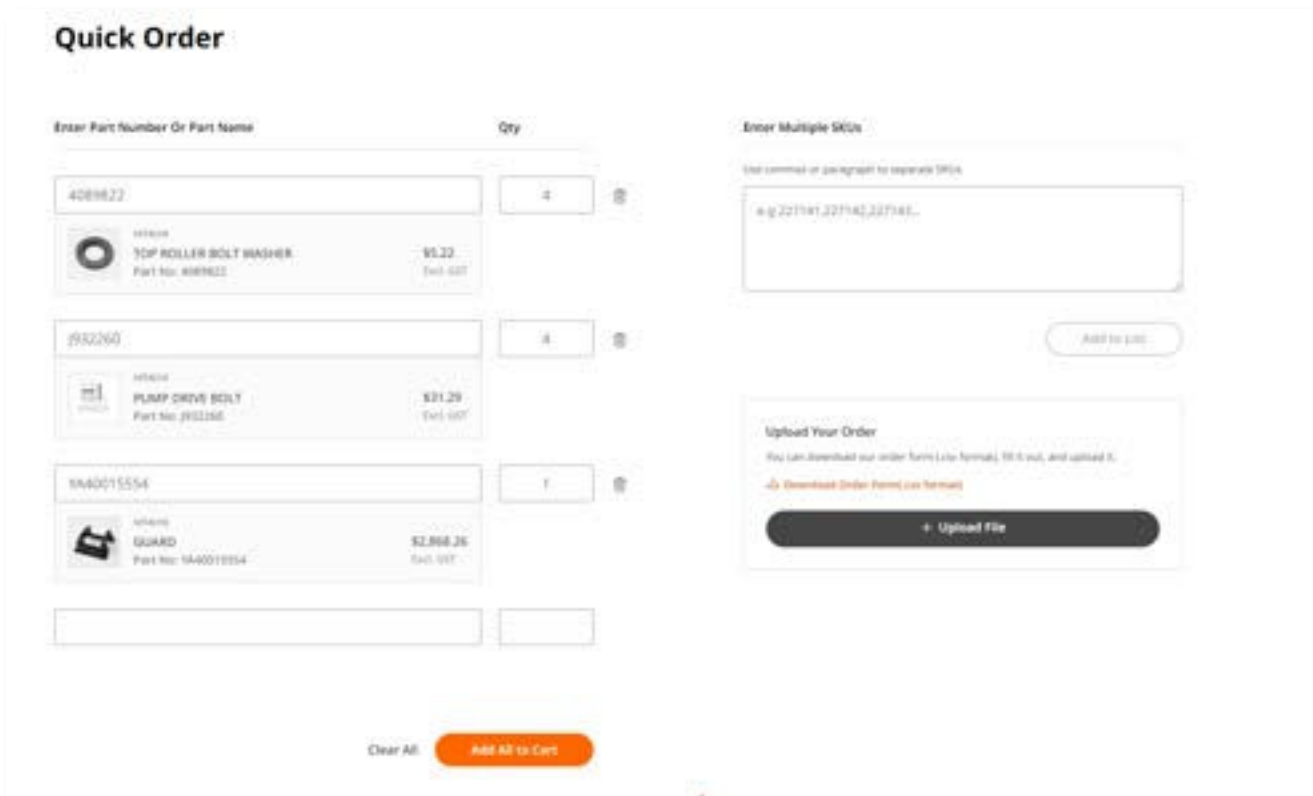
5. You can also upload your order via csv. format using the Order Form Template. Click on the **+ Upload File** button and upload your csv file.



The screenshot shows a Windows File Explorer window on the left, displaying a folder named 'Orders' with a file named 'download\_order\_form.csv'. On the right, a web interface is shown with a section titled 'Enter Multiple SKUs' and a section titled 'Upload Your Order'. The 'Upload Your Order' section contains a link to 'Download Order Form (csv format)' and a prominent orange '+ Upload File' button. A callout box with an arrow points to this button, containing the text: 'Download the order form template by clicking this link.'

	A	B	C
1	Part Number	Quantity	
2	4089822	4	
3	J932260	4	
4	YA40015554	1	
5			

5. Once all required items have been added to the list, click the **Add All to Cart** button to start the checkout process.




The screenshot shows the 'Quick Order' web interface. It features a search bar for 'Enter Part Number Or Part Name' and a quantity selector. Three items are listed:

- Part Number: 4089822, Qty: 4, Item: TOP ROLLER BOLT WASHER, Price: \$1.22
- Part Number: J932260, Qty: 4, Item: PUMP DRIVE BOLT, Price: \$31.29
- Part Number: YA40015554, Qty: 1, Item: GUARD, Price: \$2,868.26

At the bottom of the list, there is a 'Clear All' link and a prominent orange '+ Add All to Cart' button. To the right, there are sections for 'Enter Multiple SKUs' and 'Upload Your Order'.

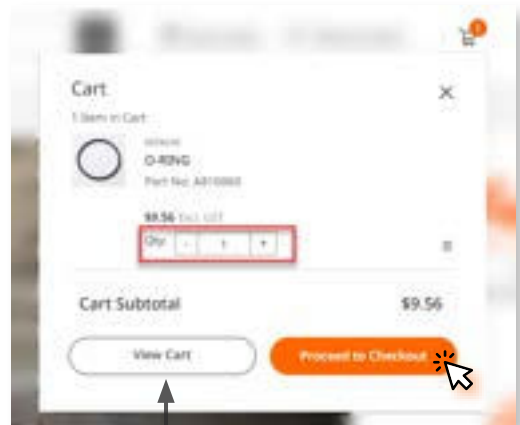
## 4.2 Adjusting Quantity

There are several ways to adjust the quantity of items once they're added to your cart.

**1.** Click on the cart icon  in the top right corner of the homepage. Then adjust the quantity as required using the - and + buttons.

After confirming the desired quantity, click the **Proceed to Checkout** button to continue with the purchase.


**2.** When viewing the cart, adjust the quantity as required using the - and + buttons under the Qty column.



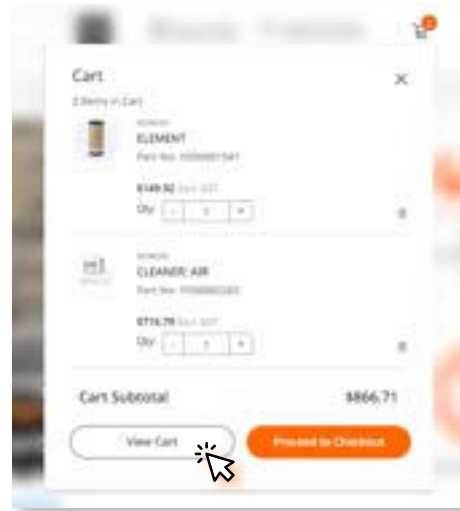
**3.** Click on the **Update Cart** button to confirm new quantity.

## 4.3 Sharing your Cart


There are multiple ways to share your cart through the platform.

**1.** Click on the cart icon  in the top right corner of the homepage. Then click the **View Cart** button.


You can then share your cart by using My Wishlist or sending for quotation. Both processes will be covered in this section.

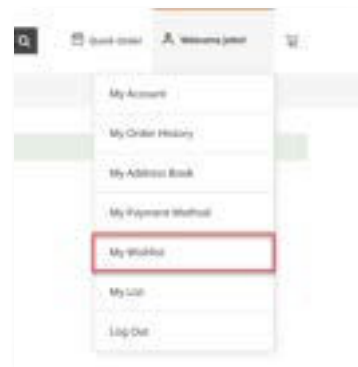


### Share from My Wishlist

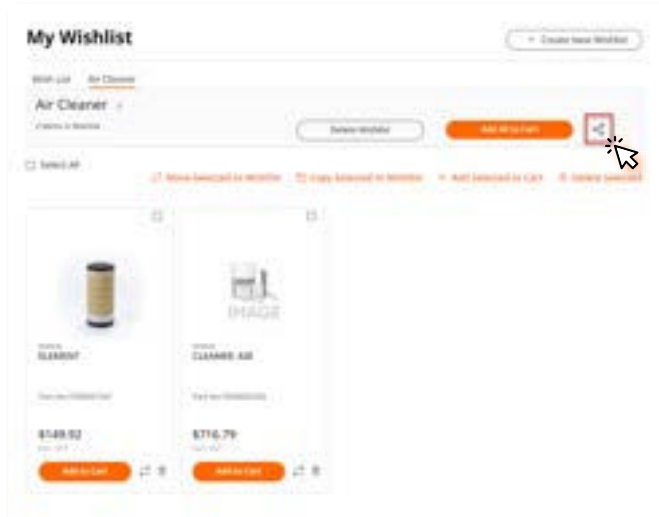
**1.** Move each item from quote to wishlist by clicking the  **Move to Wishlist** button.

**2.** Add to existing list or create a new one by clicking **+ Create New Wishlist**. If creating a new wishlist, enter the wishlist name and then click **Save** to create.

**3.** To view My Wishlist, click the  **User Menu** in the top right corner and then selecting **My Wishlist** from the drop-down menu.



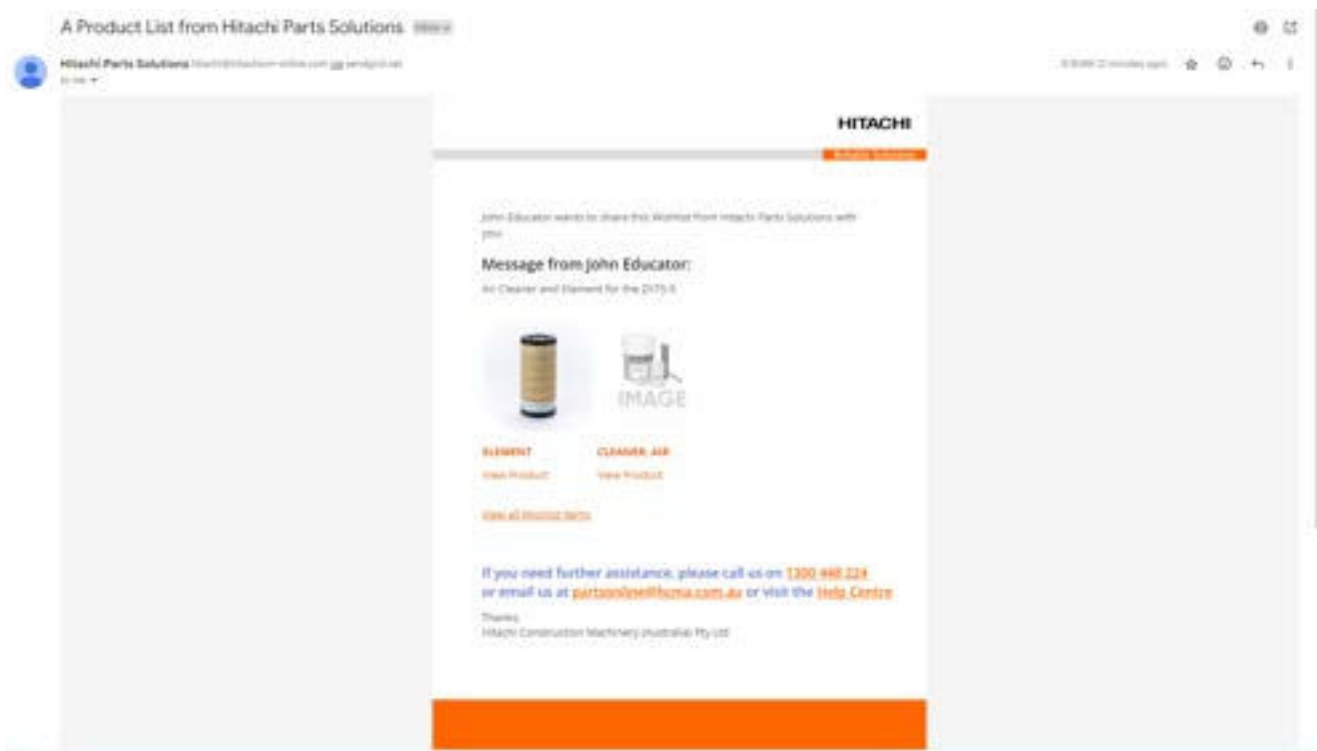
4. Once you're viewing your desired wishlist, click  **Share** to share your wishlist.



5. Enter desired email address with which you want to share your cart. If entering more than one email, use commas to separate.



6. Recipients will receive an email from Hitachi Parts Solutions containing the wishlist items.



## Share as a Quote

1. To share cart as a quote, click the **Send for Quotation** button.



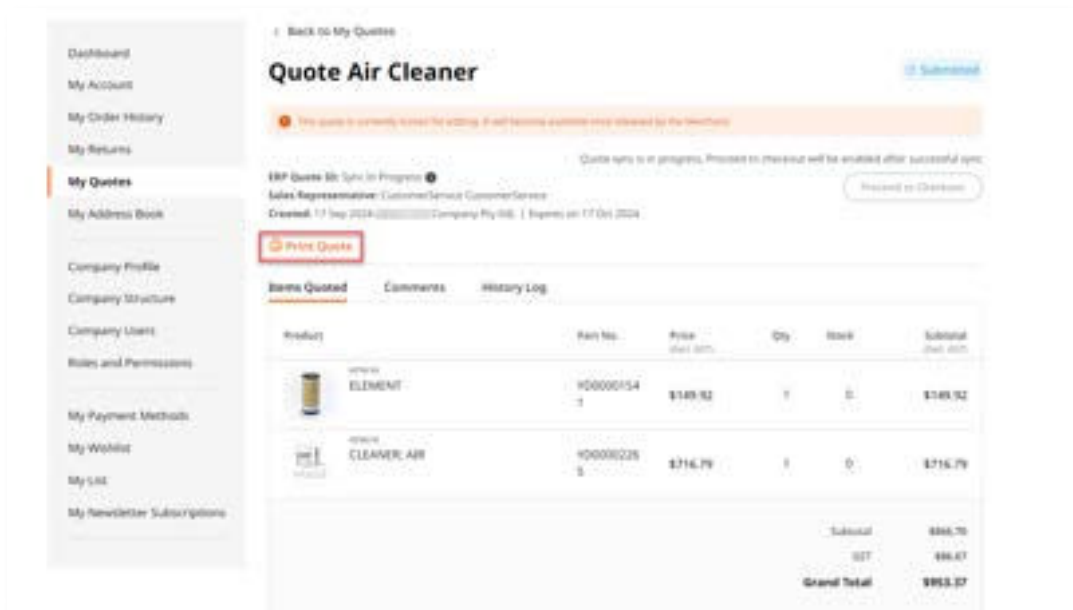
2. Add a comment and Quote Name. Once complete, click send request.

You'll then be directed to the My Quotes page which can also be accessed through the account dashboard. All previous quotes can be found here.

3. Click on the **View** button to open desired quote.




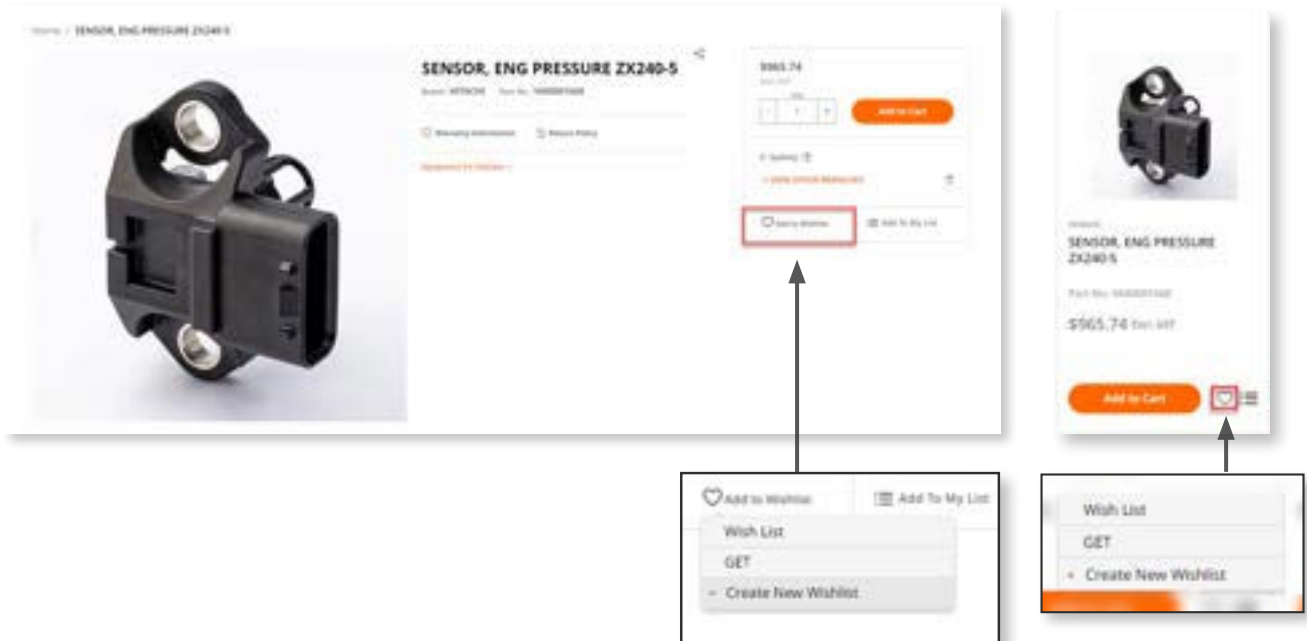
4. Click on **Print Quote** to print or save quote as a PDF.



## 4.4 Wish List

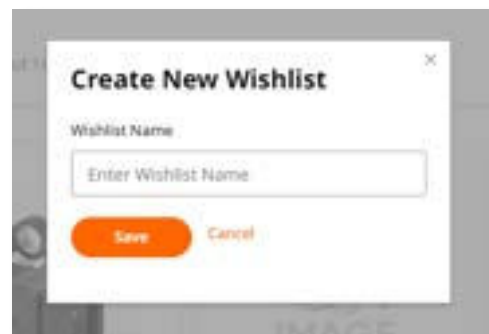
Wish List is useful to save individual items. You can save to your general wish list or create specific individual wish lists.

**1.** To add an item to My List, click on the  icon. From here you can add to an existing list, or create a new wishlist.



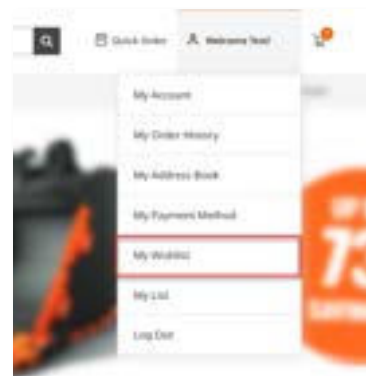
**2.** Click **+ Create New Wishlist** to make a new list.

**3.** Enter the list name, as well as description if needed. Click the save button to save the new list.



 SENSOR, ENG PRESSURE ZX240-5 has been added to the "Sensor". [Click here](#) to continue shopping

**4.** To view My Wishlist, click the  **User Menu** in the top right corner and then select **My Wishlist** from the drop-down menu.

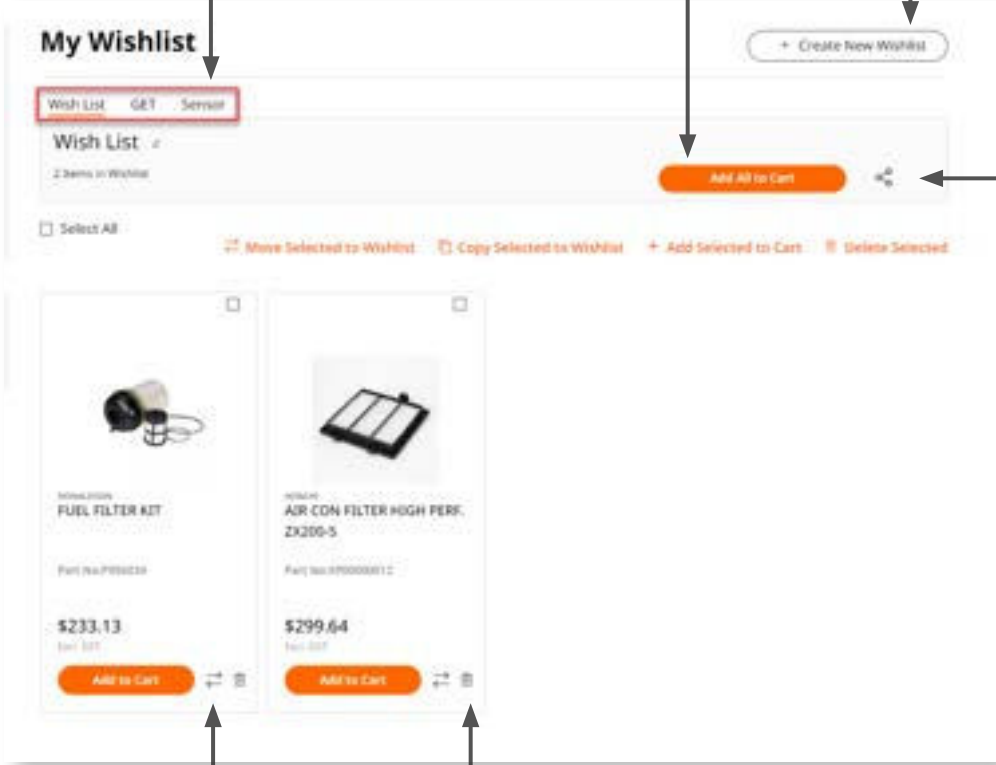


# My Wishlist Overview

Switch between different wishlists using the tabs


Add all products in the wishlist to cart

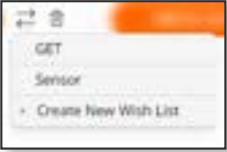
Create a new wishlist



Share the wishlist via email

Add to another Wishlist

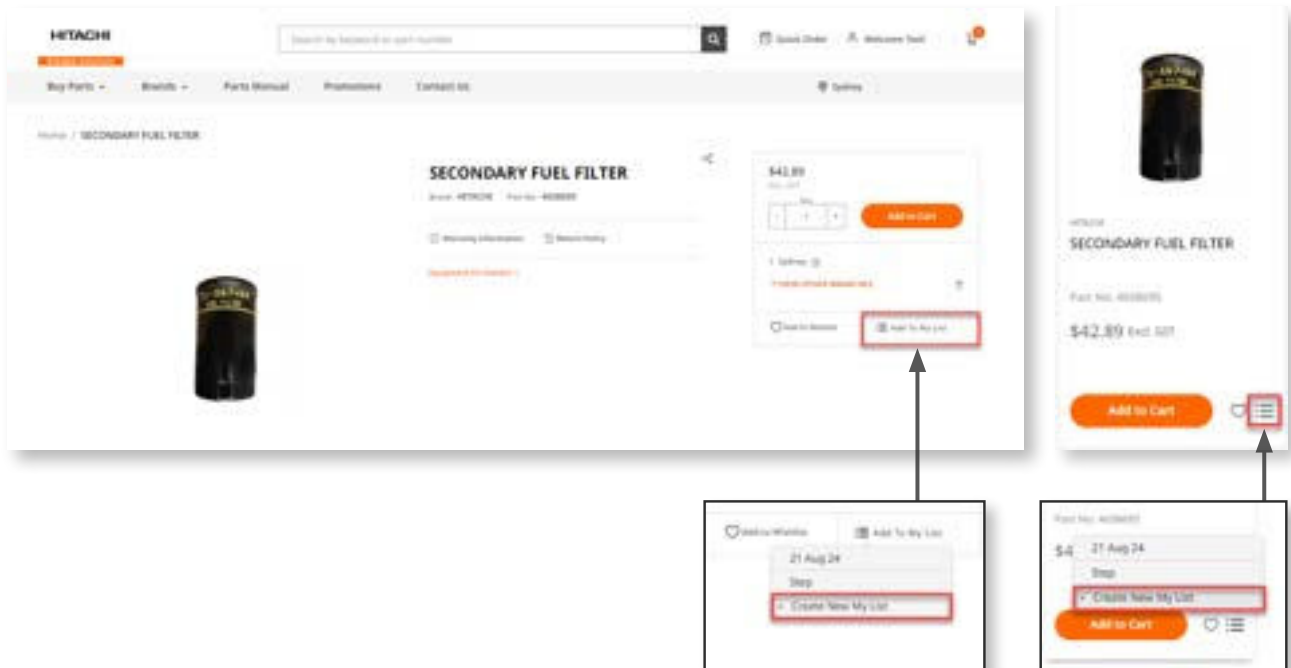
Delete item by clicking the button 





## 4.5 My List

The intended function of the My list feature is to provide quick access to commonly used items.



**1.** To add an item to My List, click on the ☰ icon. From here you can add to an existing list, or create a new list.

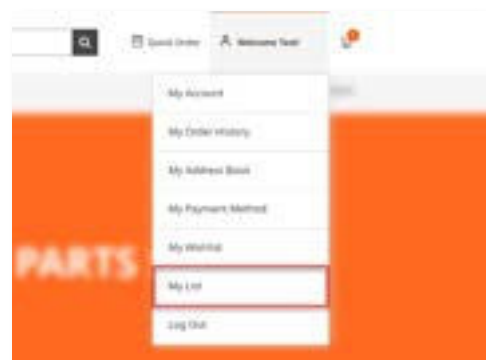
**2.** Click + **Create New My List** to make a new list.



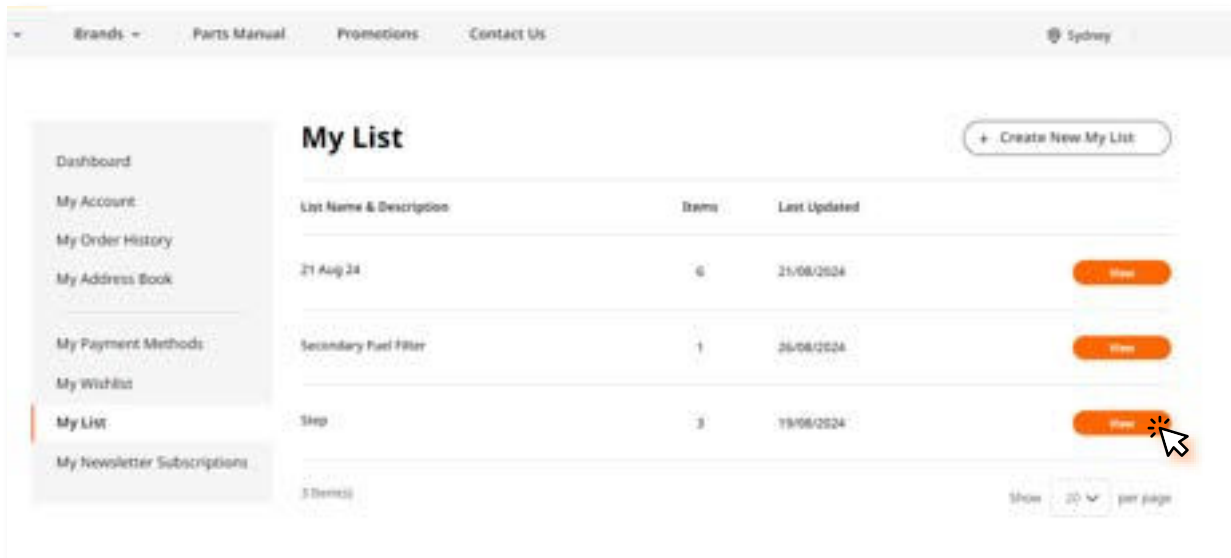
**3.** Enter the list name, as well as description if needed. Click the **Save** button to save the new list.

Product: SECONDARY FUEL FILTER has been added to the my list: Secondary Fuel Filter.

**4.** To view My List, click the 👤 **User Menu** in the top right corner and then selecting **My List** from the drop-down menu.



4. This will lead you to the My List page. Here you can view a list by clicking the **View** button.



4. From here you can perform a number of functions.

### My List Overview

Print or save to PDF

Export to save as .CSV file

Add selected products to cart

Print or save to PDF

Delete item by clicking the button

Adjust item quantity using the Qty field

Click **Update My List** to update any changes made

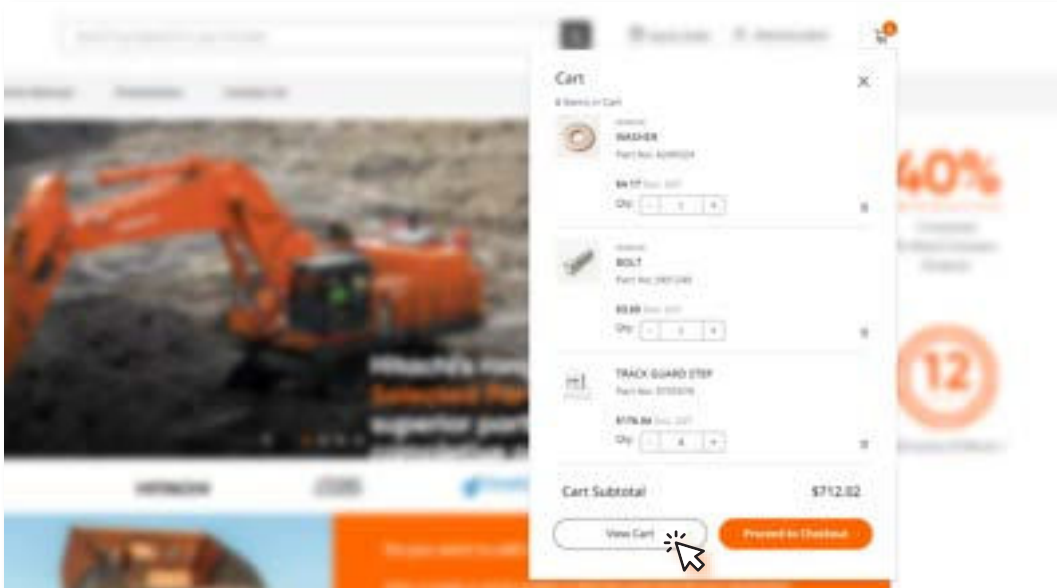
Product	Part No.	Price (incl. GST)	Qty	Subtotal (incl. GST)
WASH STEP	0771806	\$634.66	4	\$2,538.64
WASHER	2222016	\$7.90	16	\$126.40
WASH BOLT	2321640	\$8.18	16	\$130.88

## 4.6 Quotes

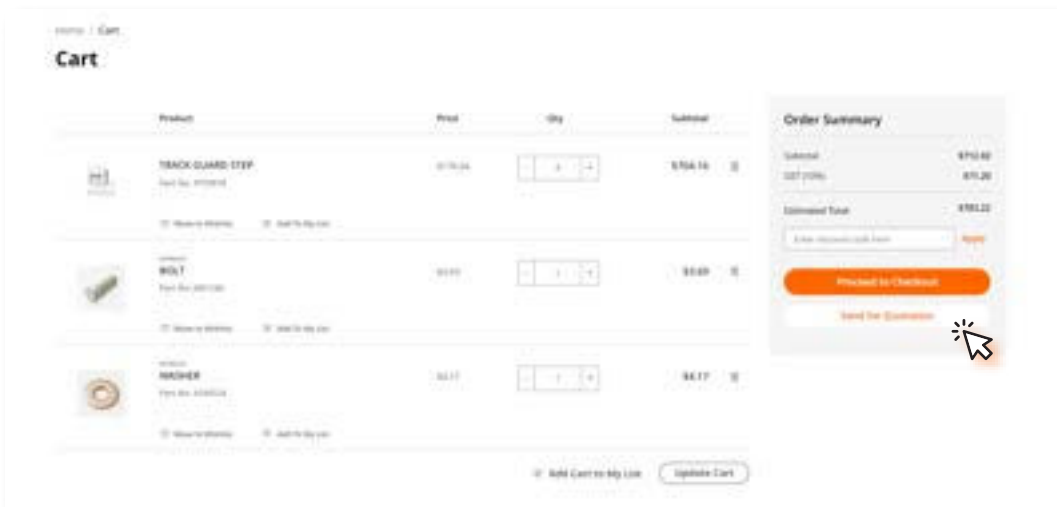


You must be logged into a company account in order to use the quotation function

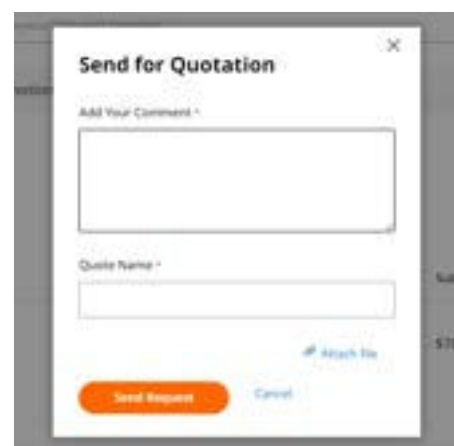
1. Click the cart icon and then click the **View Cart** button to view the cart.



2. To create a quote click the **Send for Quotation** button.

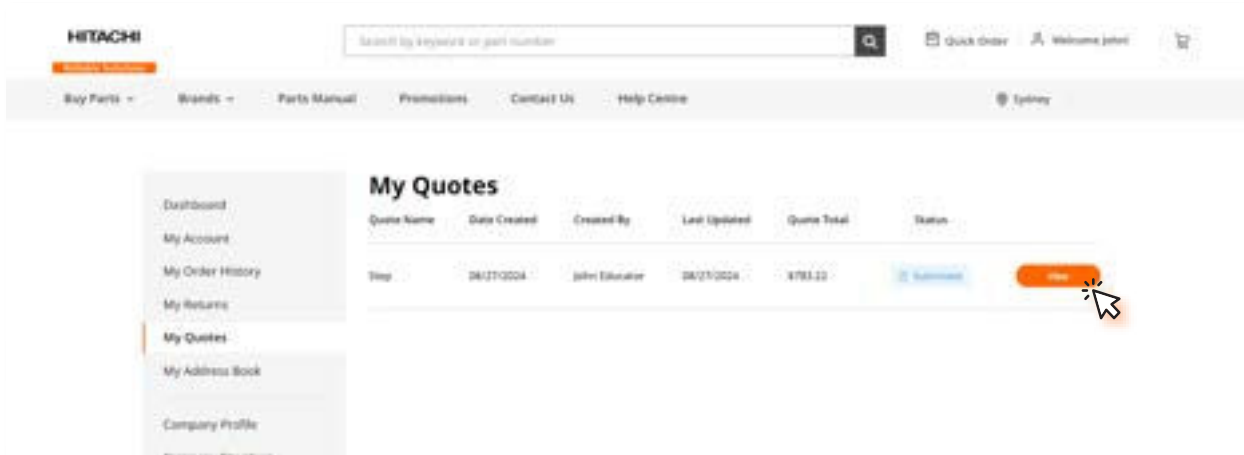


3. Add a comment and Quote Name. Once complete, click send request.



You'll then be directed to the My Quotes page which can also be accessed through your account dashboard. Here you'll find all your previous quotes.

4. Click on the **View** button to open desired quote.



When proceeding to checkout from a quote, pricing will remain the same as when the quote was created. Quotes will expire after 30 days. There is a brief period of 30 minutes where quote requires time to sync with Dynamics (ERP). Once successful ERP Quote ID is displayed and then quote will allow option to proceed to checkout.

View History log of quote edits

Proceed to checkout

Print or save to PDF

Quote Step

ERP Quote ID: SQ00273181

Sales Representative: [Name]

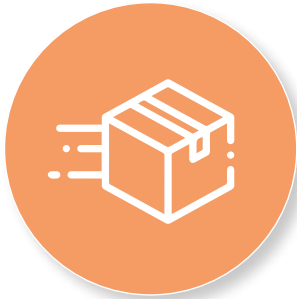
Created: 27 Aug 2024 (20:00:00) Company Pty Ltd | Expires on 26 Sep 2024

Print Quote

Product	Part No.	Price (incl. GST)	Qty	Stock	Subtotal (incl. GST)
TRACK GUARD STEP	9755976	\$176.04	4	0	\$704.16
HITACHI BOLT	9901240	\$3.69	1	0	\$3.69
HITACHI WASHER	4249324	\$4.17	1	0	\$4.17
Subtotal					\$712.02
GST					\$71.20
Grand Total					\$783.22

Quotes can be accessed by other users of the same company account.

# 5. Delivery



Standard Delivery



Express Delivery

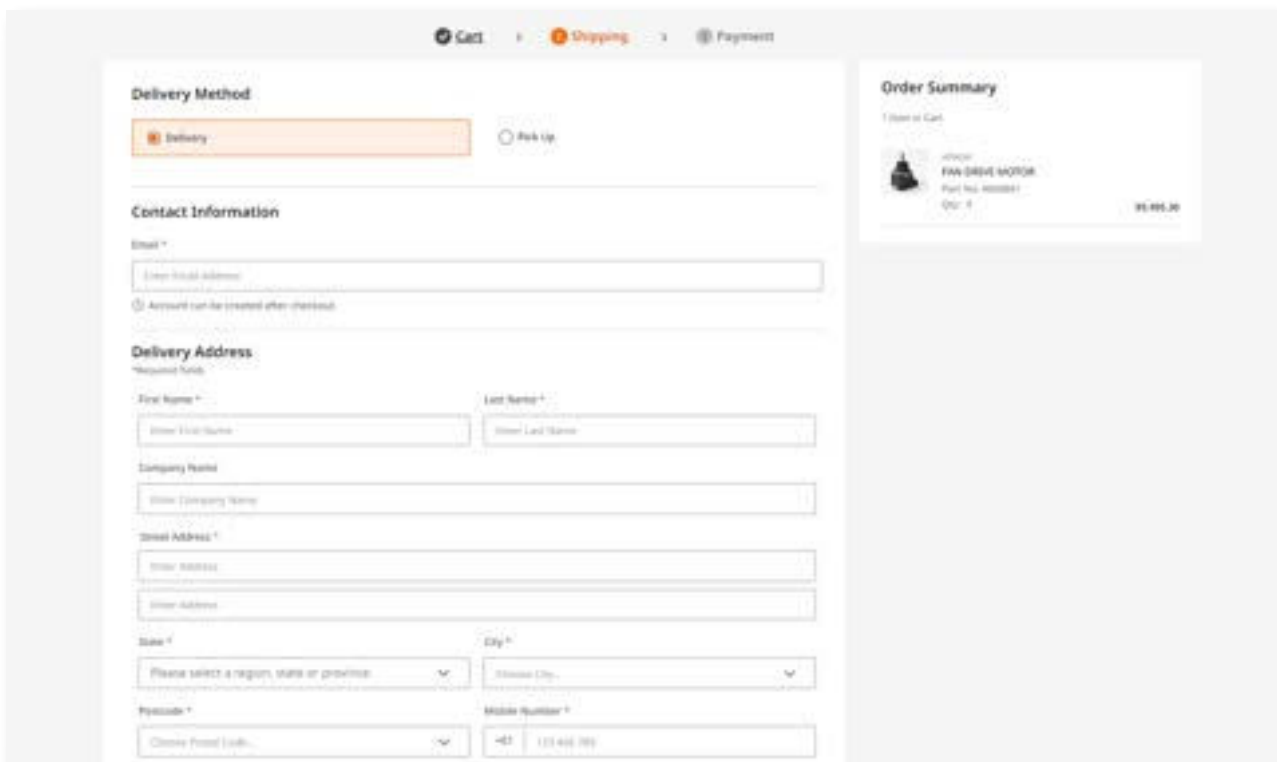


Pickup

## 5.1 Standard Delivery vs Express Delivery

There are two types of delivery options available, standard and express delivery. This is calculated based on the delivery location, weight of item(s) and item(s) package dimensions where volume weight is also considered. Dangerous Goods are also considered in calculation

1. Select **Delivery** as your method of choice.
2. Enter your contact information, including both email and phone number. If you are already logged into your Hitachi Parts Solutions account, you will be presented with your preferred delivery address details.
3. Enter your delivery address details in the required fields, or if you are checking out as a logged in customer, select an existing address or select **+ New Address** to add another delivery address.



The screenshot shows a checkout interface with three main sections: Delivery Method, Contact Information, and Delivery Address. The Delivery Method section has 'Delivery' selected with a radio button, and 'Pick Up' is unselected. The Contact Information section includes an email field with a placeholder 'Enter Email Address' and a note 'Account can be created after checkout'. The Delivery Address section includes fields for First Name, Last Name, Company Name, Street Address (two lines), State (a dropdown menu), City (a dropdown menu), Postcode (a dropdown menu), and Mobile Number (with a placeholder '+61 123 456 789'). On the right side, there is an Order Summary box showing '1 Item in Cart', a product image and name 'FAN DRIVE MOTOR Part No. 4000001', and a price of '\$5,995.00'. At the top, there are progress indicators for 'Cart', 'Shipping', and 'Payment'.

4. Select your preferred delivery option from the list. Price will be calculated per order.

**Delivery Options**

<input type="radio"/> Pick in Store	\$0.00
<input checked="" type="radio"/> General (Estimated Delivery 5 to 7 business days)	\$12.50
<input type="radio"/> Express (Estimated Delivery 2 to 3 business days)	\$15.64

Cart → Shipping → Payment

**Delivery Method**

Delivery  Pick Up

**Delivery Address**

**Thalitha Dwaning Sumilar**

DIORNET  
Unit 5, 3 Haxell Street  
MADRIDVILLE, New South Wales 2150  
Australia  
494761229



+ New Address

**Delivery Options**

<input type="radio"/> Pick in Store	\$0.00
<input type="radio"/> General (Estimated Delivery 5 to 7 business days)	\$12.50
<input checked="" type="radio"/> Express (Estimated Delivery 2 to 3 business days)	\$15.64

**Order Summary**

3 items in Cart

 BRACKET RATCHET Part No: 170401 Qty: 2	\$224.84
 HYDRAULIC FILTER Part No: 4023401 Qty: 1	\$119.36
Subtotal	\$444.20
Delivery	\$15.64
GST (10%)	\$46.05
<b>Grand Total</b>	<b>\$506.59</b>



The delivery fee will be added to your Order Summary and calculated as part of your order total.

5. Click the **Continue to Payment** button to continue with the remainder of the checkout process.

## 5.2 Pick Up

During the checkout process, you can select to pick up items from your local branch.

1. Once on the shipping page of the checkout process, select **Pick Up** as your chosen delivery method.
2. Enter your contact information, including both email and phone number. If you are already logged into Hitachi Parts Solutions, you won't be required to enter this information.



If your email is already connected to an account, you'll be prompted to login.

3. If not previously chosen, select your local branch as the pick up location. You can edit a previously chosen location by clicking the **change pick up location** button.

**Delivery Method**

Delivery  Pick Up

**Contact Information**

Email \*  
Enter Email Address

Account can be created after checkout.

Mobile Number \*  
+61 133 456 789

**Pick Up Location**

Your order can be picked up at the following store location.  
We could not preselect pickup location based on available information, please select manually.

[View Pick Up Locations](#)

**Pick Up Date**

Preferred Date \*  
[Date Picker Icon]

Pick up Instructions  
[Text Box]

**Order Summary**

1 Item in Cart

FAN DRIVE MOTOR  
Part No: 6A3881  
Qty: 1  
\$5,495.30

**Contact Information**

Email \*

Password

Enter Password

You already have an account with us. Sign in or continue as guest.

I'm not a robot

[Sign In](#) [Forgot Password?](#)

**Select Pick Up Location**

Provide postcode or city name to find nearest pickup location

Search with Postcode or City Name

**Sydney**  
51 Milpenny Road  
Newcastle, New South Wales 2211  
Australia  
02 9160 4900  
[Get Branch Info](#) [Pick up here](#)

**Business Hours**  
8:30am - 5:30pm Monday - Friday

**Canberra**  
Unit 15, 151-153 Macdonald Street  
Fyshwick, Australian Capital Territory 2609  
Australia  
02 6224 4100  
[Get Branch Info](#) [Pick up here](#)

**Business Hours**  
7:30am - 5:30pm Monday - Friday

[Continue to Payments](#)

4. Select your preferred pick up date by clicking the date box or calendar icon.

5. Add additional pick up instructions in the text box below.

6. Click the **Continue to Payment** button to continue with the remainder of the checkout process



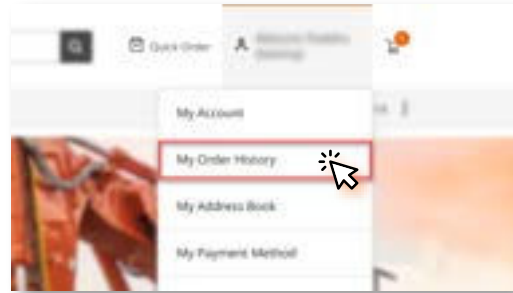
## 5.3 Tracking your Order



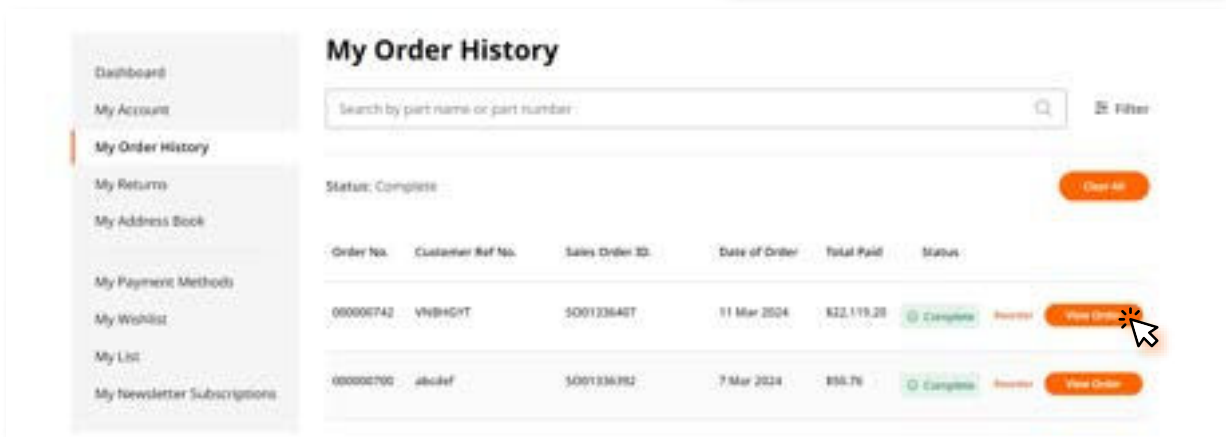
When Pick Up has been chosen, an email alert will be sent when the order is ready for collection at the nominated branch

**1.** Once an order has been placed, you can track the progress of this order by navigating to **My Order History** page.

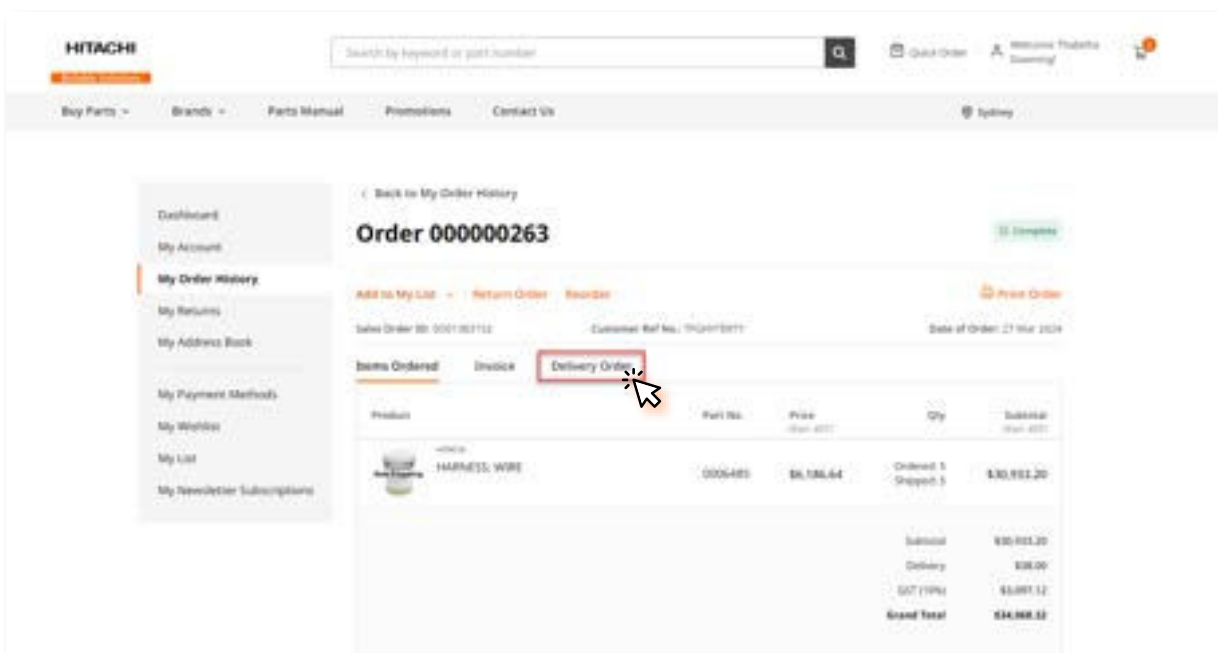
**2.** This can be viewed by clicking the User Name in the top right corner and then selecting **My Order History** from the drop-down menu.



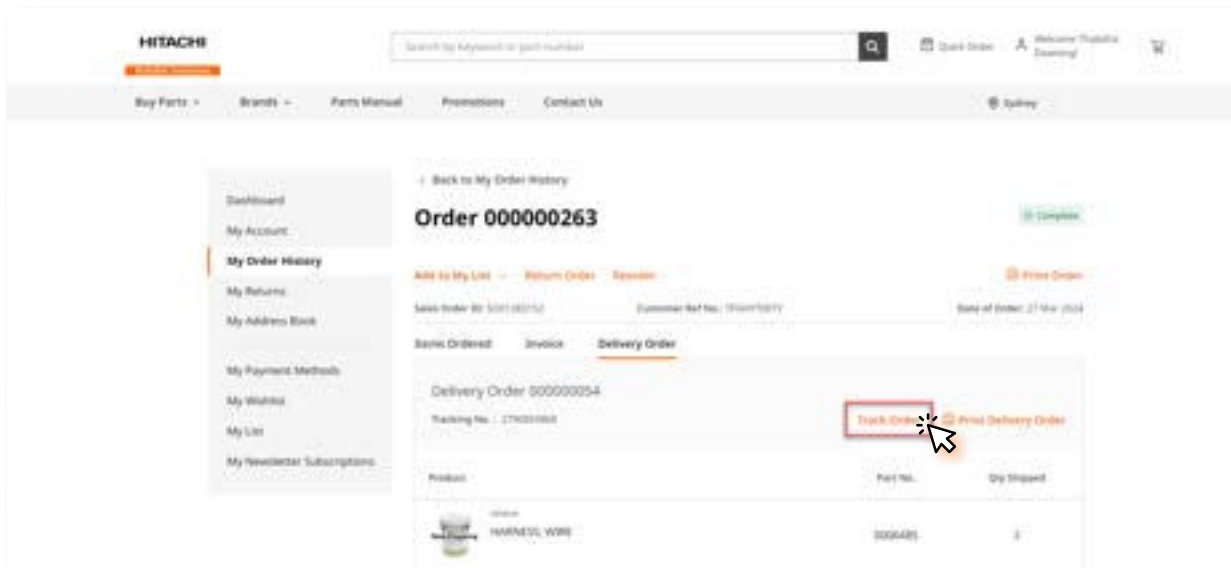
Select the order that you'd like to track and click **View Order**



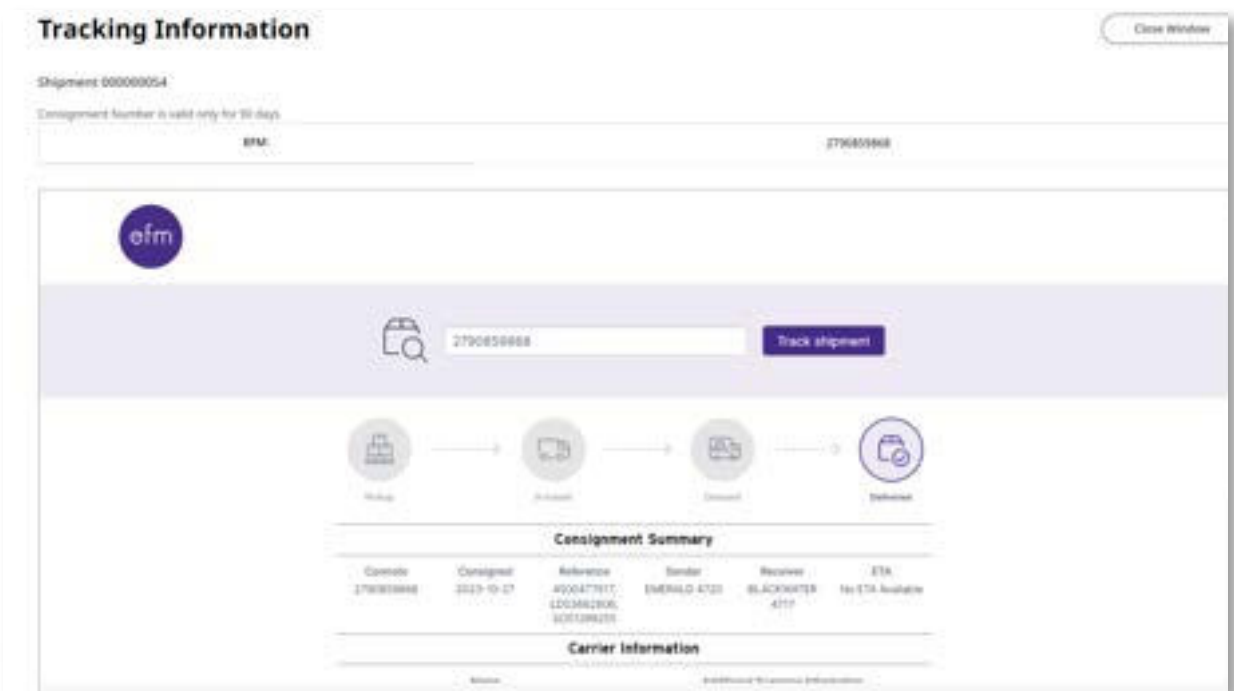
**3.** Once the order page is displayed, click on **Delivery Order** to view the delivery details.



4. Then to view the tracking details, click on Track Order to open the tracking link. This will open a new tab in your browser and direct you to the third party carrier website.



5. Once the tracking information page has opened, details about shipping status can be viewed.



# 6. Payment

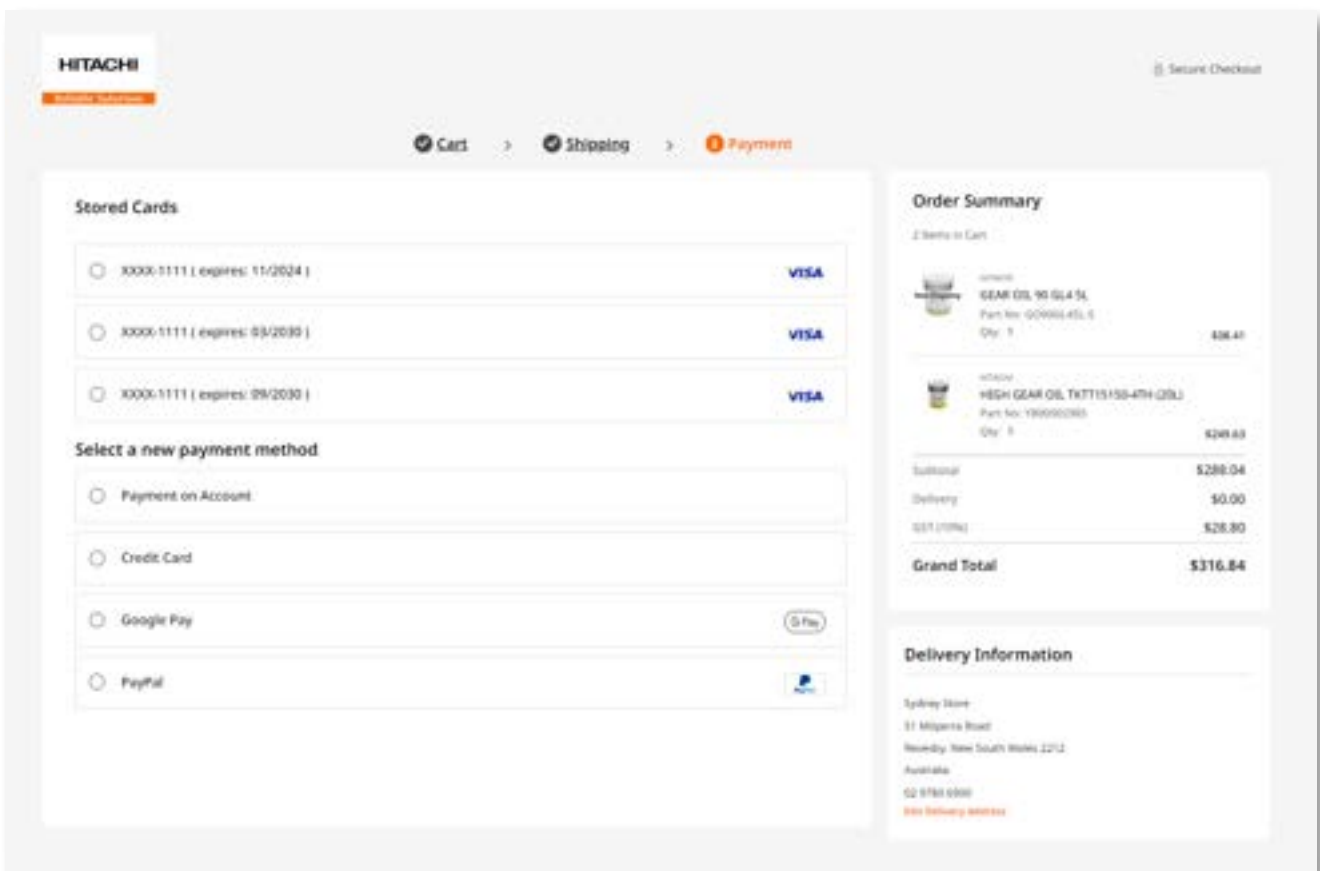
## 6.1 Payment Methods

There are several different ways to pay for a purchase. Our website accepts all major debit or credit cards in addition to PayPal and Google Pay.

Additionally, Hitachi Account Credit Accounts can pay using their existing Hitachi Credit.

User Type	Payment Method			
	Credit Card	Google Pay	PayPal	Hitachi Account Credit
Guest User	✓	✓	✓	
Customer Account	✓	✓	✓	
Hitachi Trading Account	✓	✓	✓	✓

The payment page is the last step in the checkout process. Once the cart and shipping have been confirmed you'll be lead to the page shown below.



## 6.2 Payment with Credit Card

1. Enter your valid credit card details including CVV/CVC. There is an option to save card details for future use.
2. In order to continue, you must check **Yes, I have read and agree to the Terms & Conditions.**
3. Enter your purchase order reference if required under Customer Reference Number.
4. Then click on the Place Order button to confirm order.

### Select a new payment method

Credit Card

#### Billing Address

Placeholder Billing Number  
DIORDET  
100 siloam  
SYDNEY, New South Wales 2001  
Australia  
469717915

To Update or Change Billing Address visit [My Address Page](#) Under My Account Menu

Card Number \*  Expiration Date \*

CVV/CVC \*

Save For Later Use.

Yes, I have read and agree to the [Terms & Conditions](#) \*

Sign me up for the latest news and promotions from Hitachi

Customer Reference Number:

3

Your card details will then be processed, do not refresh or click away from this page until complete.

## 6.3 Payment on Account (Credit)


Pay on Account must be enabled within role permission settings in order to use account credit as a payment method.

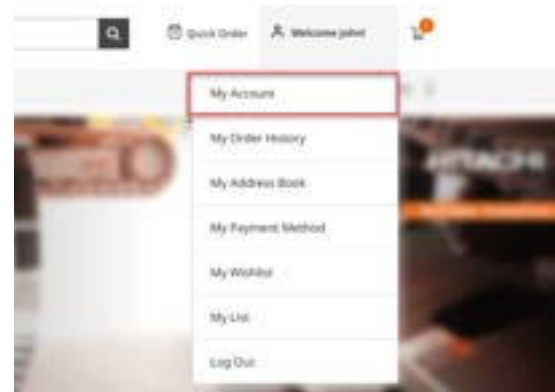
### Checking / Adding Role Permissions



Only company administrators can edit roles and permissions. For information on how to locate your company administrator, please visit [7.2 Company Information](#).

ID No.	Name	Email	Role	Team	Status
102	John Educator	john@educator.com	Company Administrator		Active
101	Sarah Admin	sarah@company.com.au	Default User		Active

**1.** Navigate to the account dashboard by clicking the  **User Menu** in the top right corner and then selecting **My Account** from the drop-down menu, then select the **Role and Permissions** tab on the left hand menu.



Welcome John Educator

Account Information

Contact Information  
John Educator  
john@educator.com

Newsletters  
You aren't subscribed to our newsletter.

User Role  
Company Administrator

My Address Book

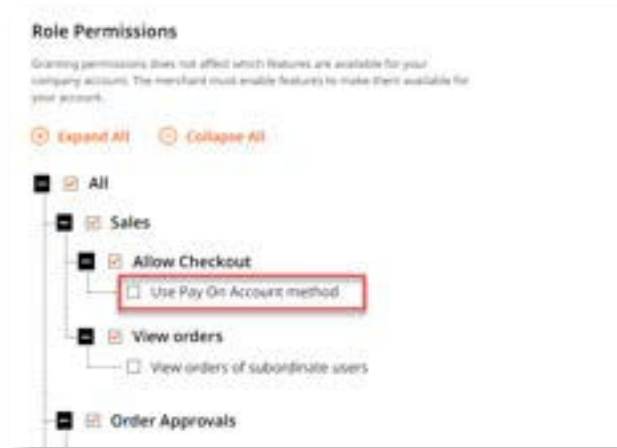
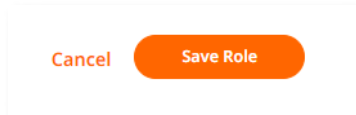
Default Shipping Address  
John Educator  
21 First Lane  
LITTONDA, New South Wales,  
Australia, 2796  
+61 913111111

**2.** Click **Edit** on the selected role.

ID No.	Role	Status
37	Default User	Active
42	Manager	Active

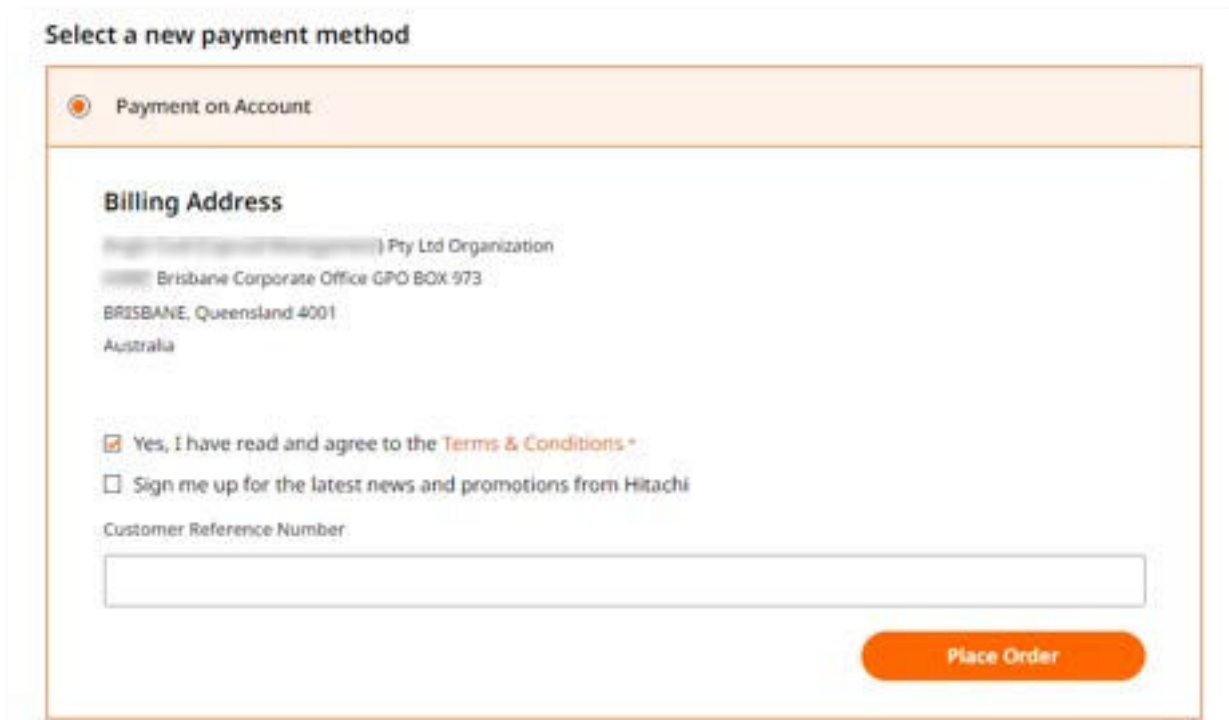
3. Select the check box to allow permission for **Use Pay On Account method**.

4. Click **Save Role** to grant permission.



## Checkout using Payment on Account

1. To pay using Credit on your Hitachi Account, click the Payment on Account option under the heading Select a new payment method.



2. The billing address should appear automatically based on your account details.

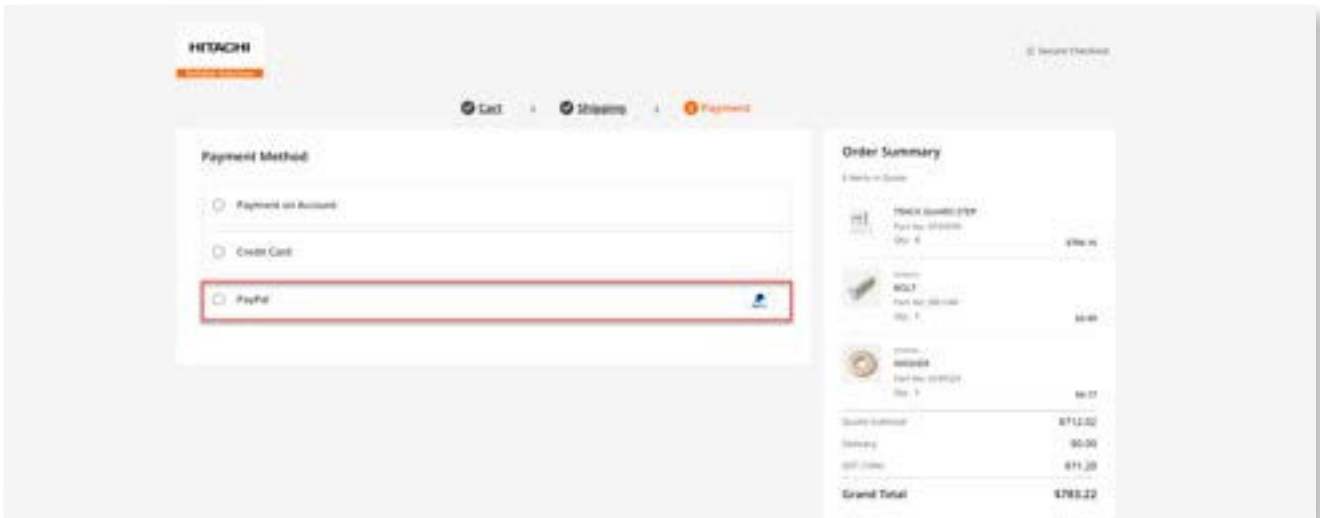
3. Check the tick box to confirm that you've read and agree to the Terms & Conditions.

4. Enter your purchase order reference if required under Customer Reference Number.

5. Click **Place Order** to confirm.

## 6.4 PayPal

1. To pay using PayPal, click the PayPal option under the heading Payment Method.

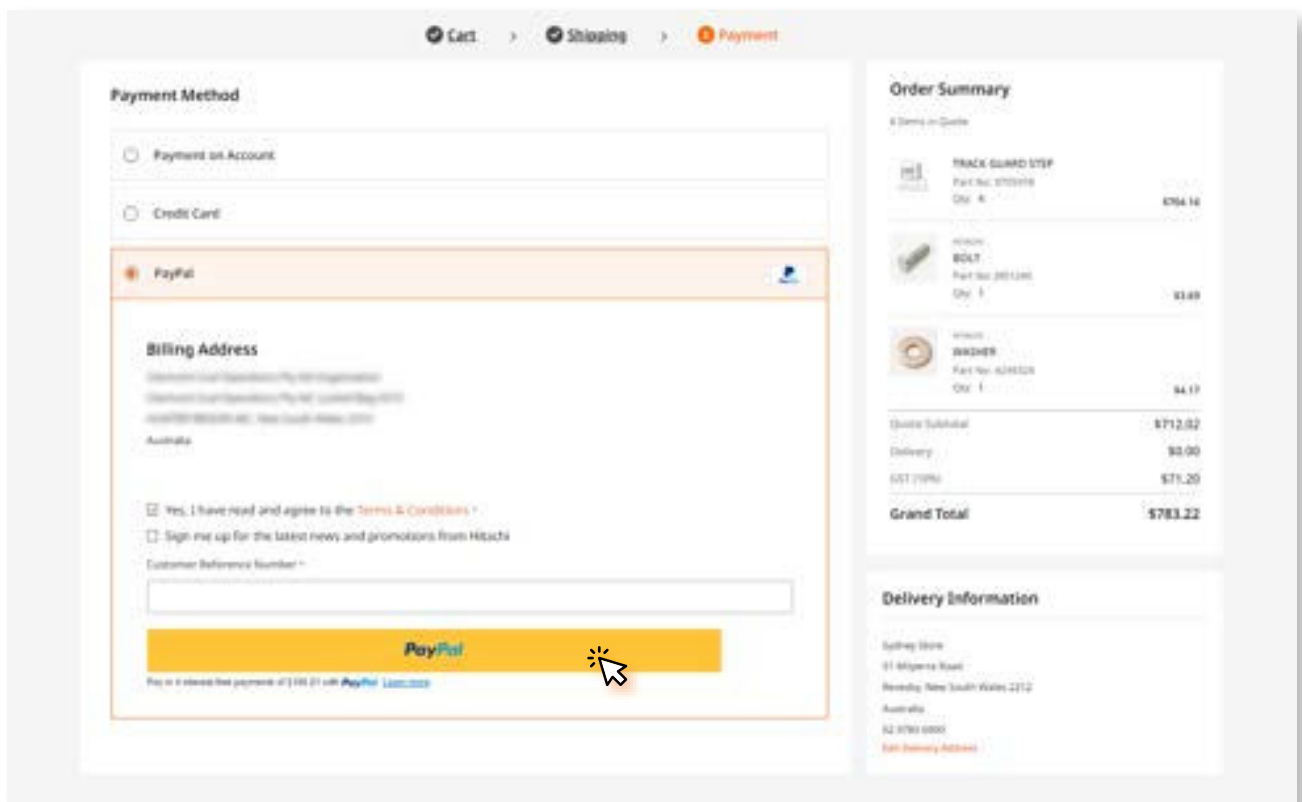


2. The billing address should appear automatically based on your account details.

3. Check the tick box to confirm that you've read and agree to the Terms & Conditions.

4. Enter your purchase order reference under Customer Reference Number.

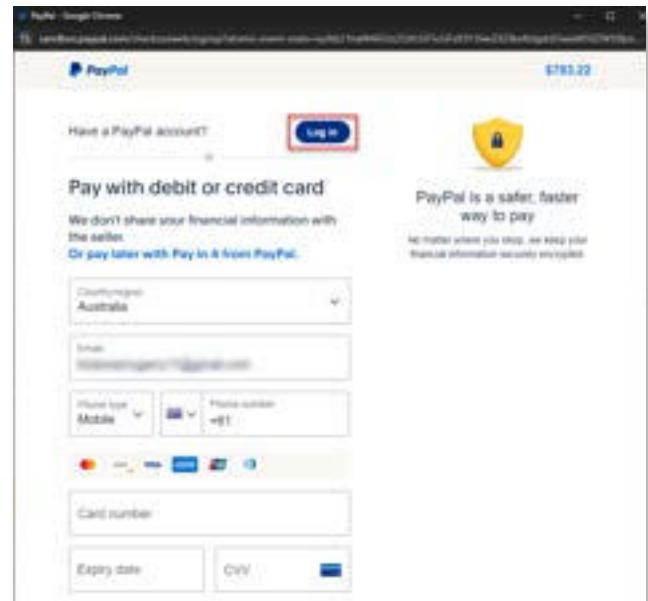
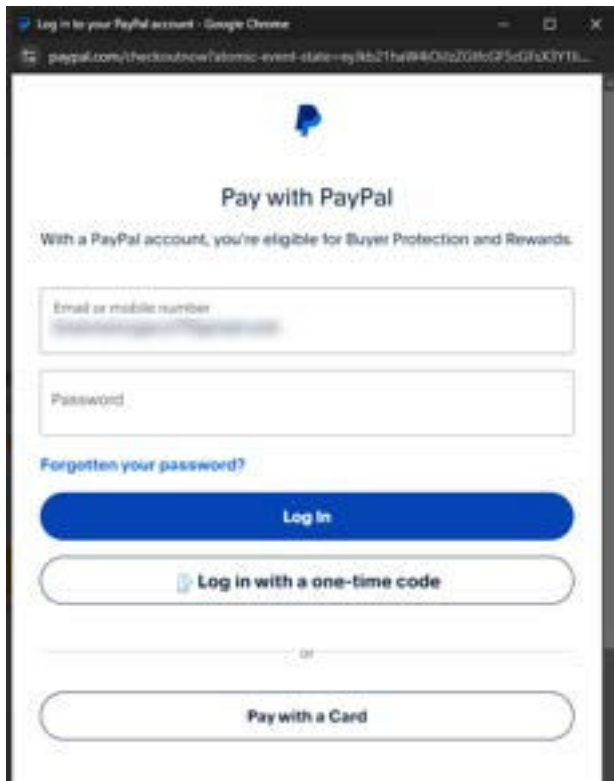
5. Click the **PayPal** button. This will open a popup screen where you'll be prompted to login to your account and consent to the purchase.





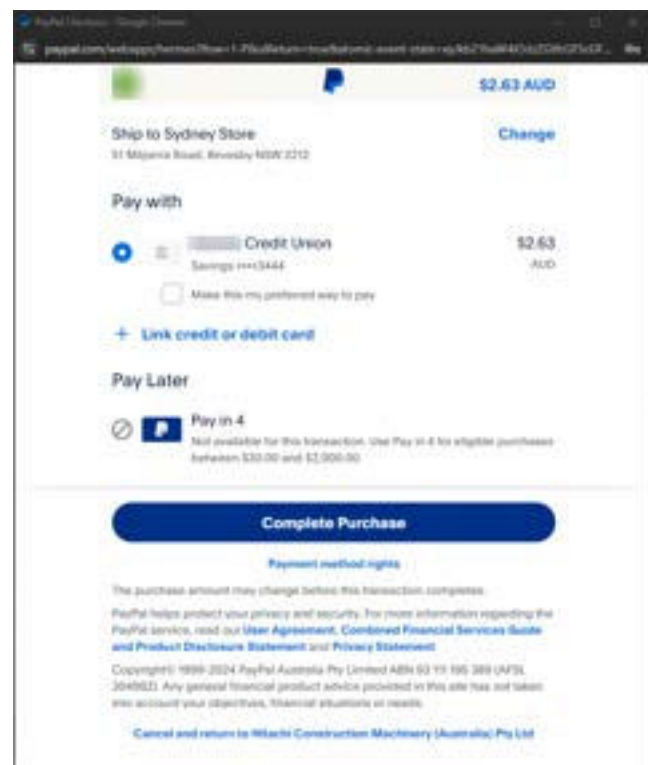
5. Enter your email or phone number to login to PayPal.

6. Log in using your existing account information, or enter debit or credit card details to checkout without an account.



7. When logged in to an account, select the desired payment method.

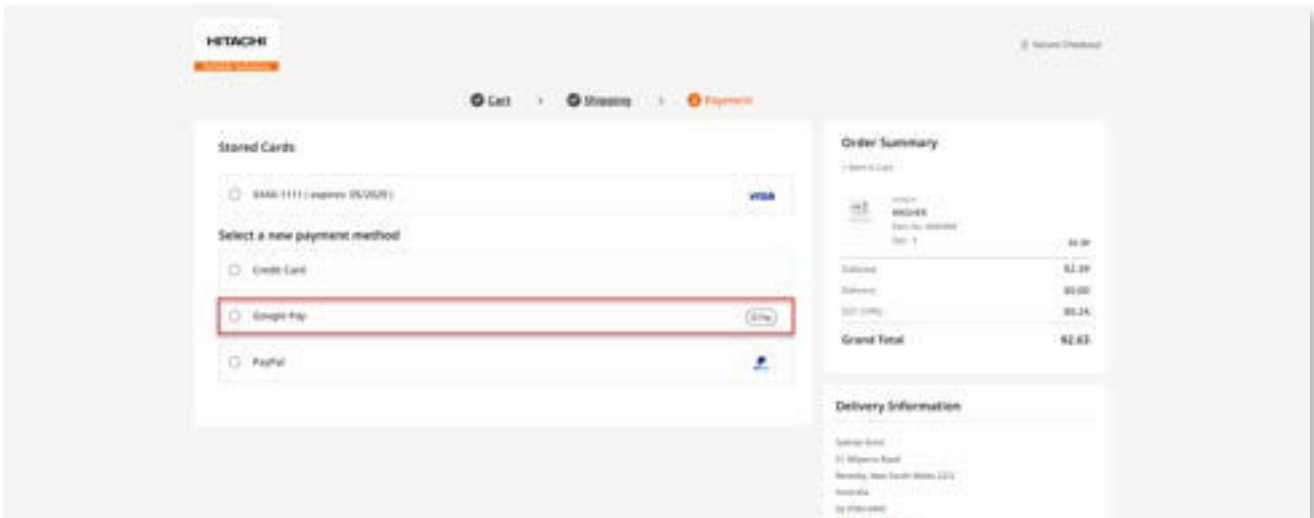
If there are no previously saved payment methods available, link a credit or debit card.



8. Ensure all details are correct, then click **Complete Purchase** to finalise purchase.

## 6.5 Google Pay

1. To pay using PayPal, click the PayPal option under the heading Payment Method.

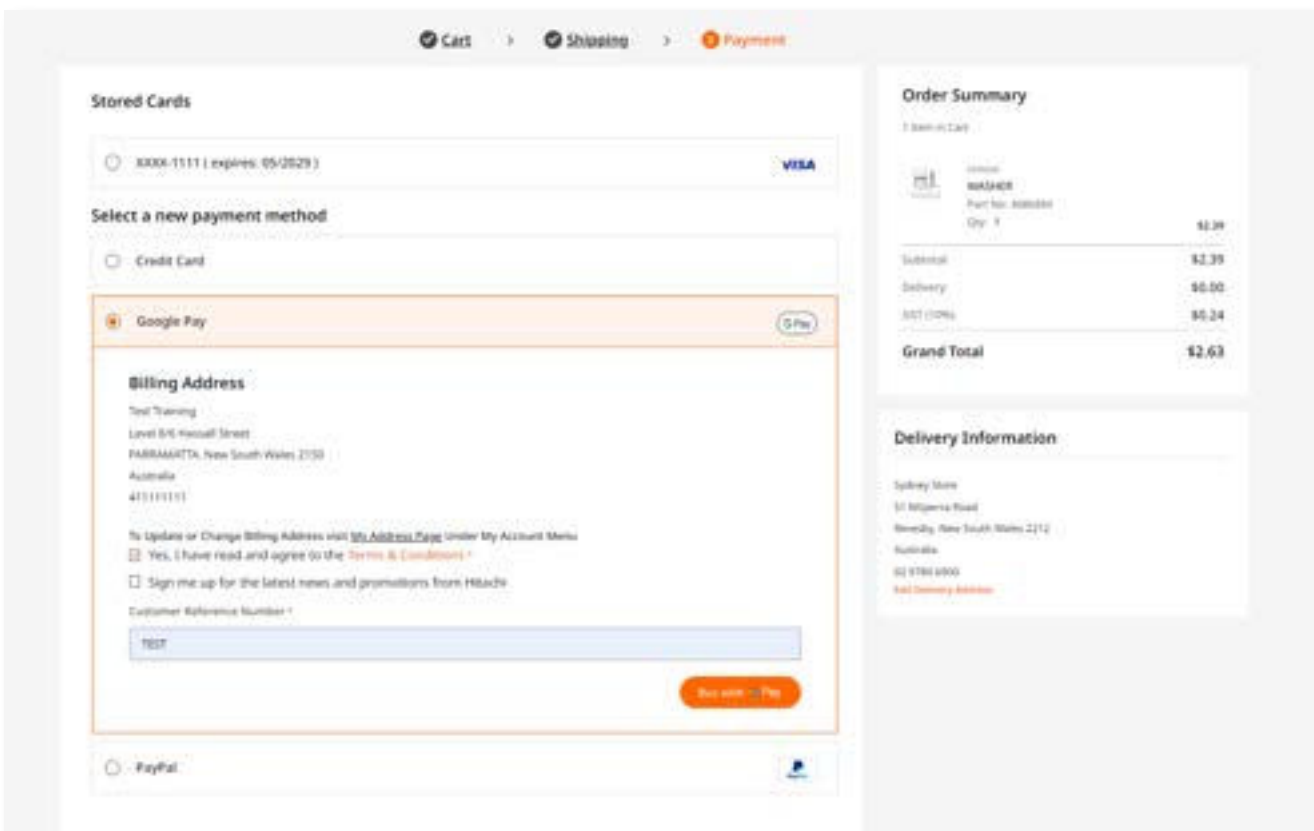


2. The billing address should appear automatically based on your account details.

3. Check the tick box to confirm that you've read and agree to the Terms & Conditions.

4. Enter your purchase order reference if required under Customer Reference Number.

5. Click the **Buy with G Pay** button. This will open a popup screen where you'll be prompted to login to your account and consent to the purchase.



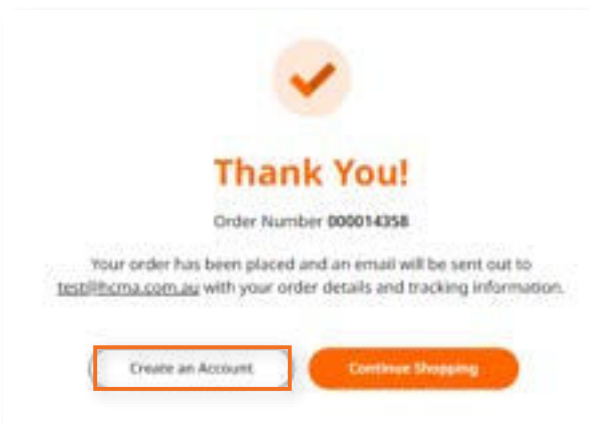
## 6.6 Payment Confirmation

Once you have placed your order, you will be directed to the confirmation page which will display your Order Number. You will also receive an Order Confirmation email to your email account.

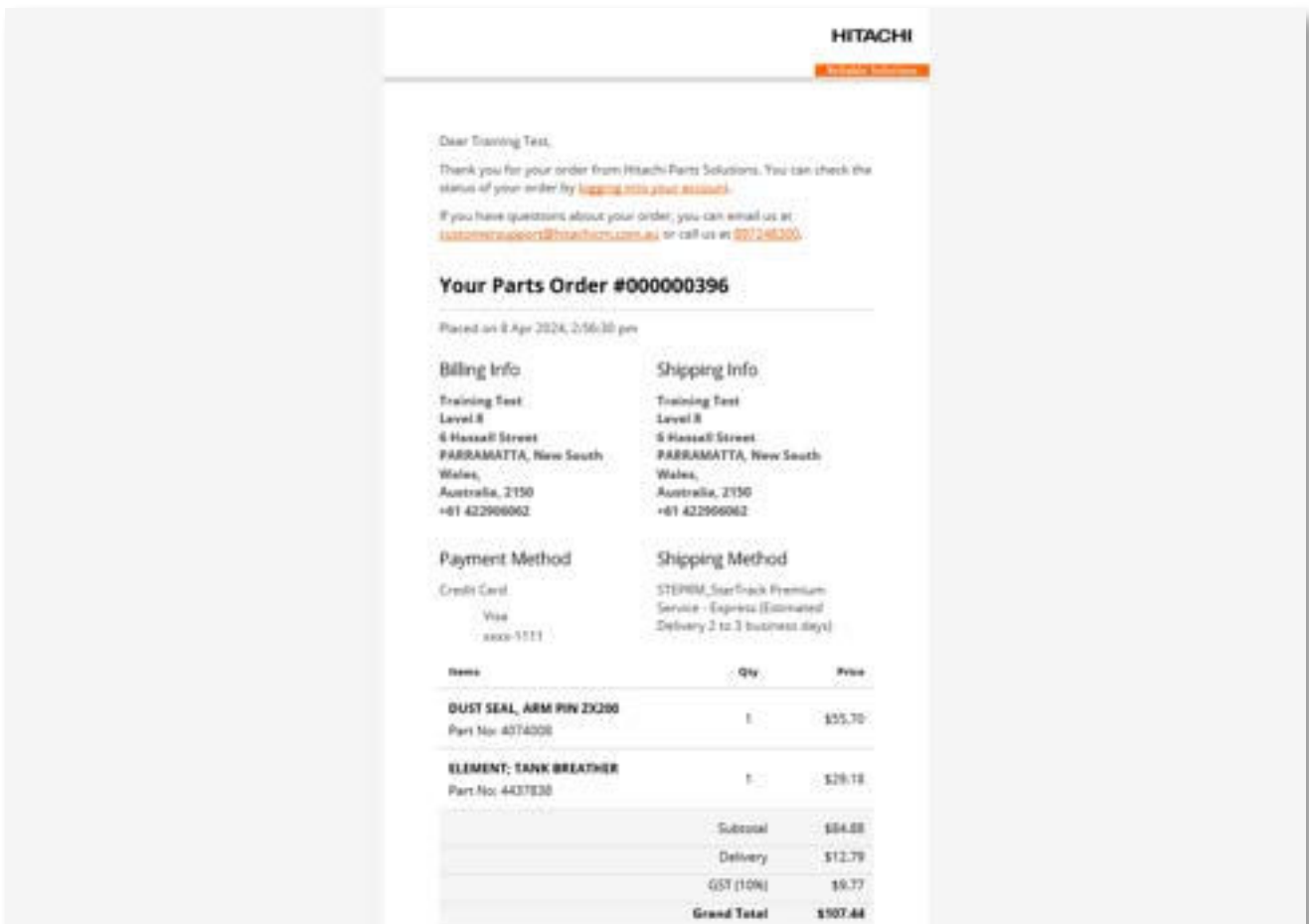
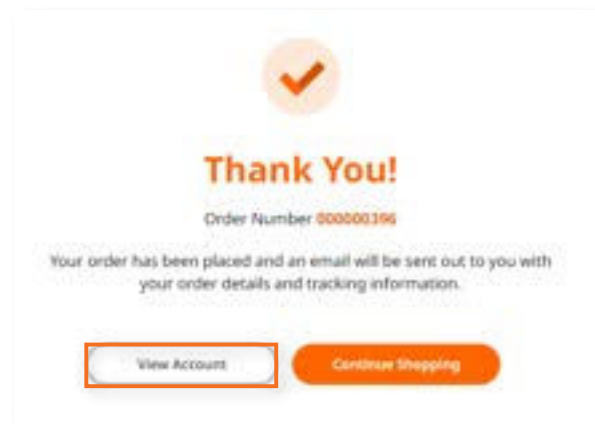
If you have checked out as a guest user, you'll be invited to create a customer account by clicking **Create an Account**.

If you have checked out as an account holder, you will be able to view your order in your order history by clicking the **Order Number**. You can also go to your account dashboard by clicking **View Account**.

### Guest User



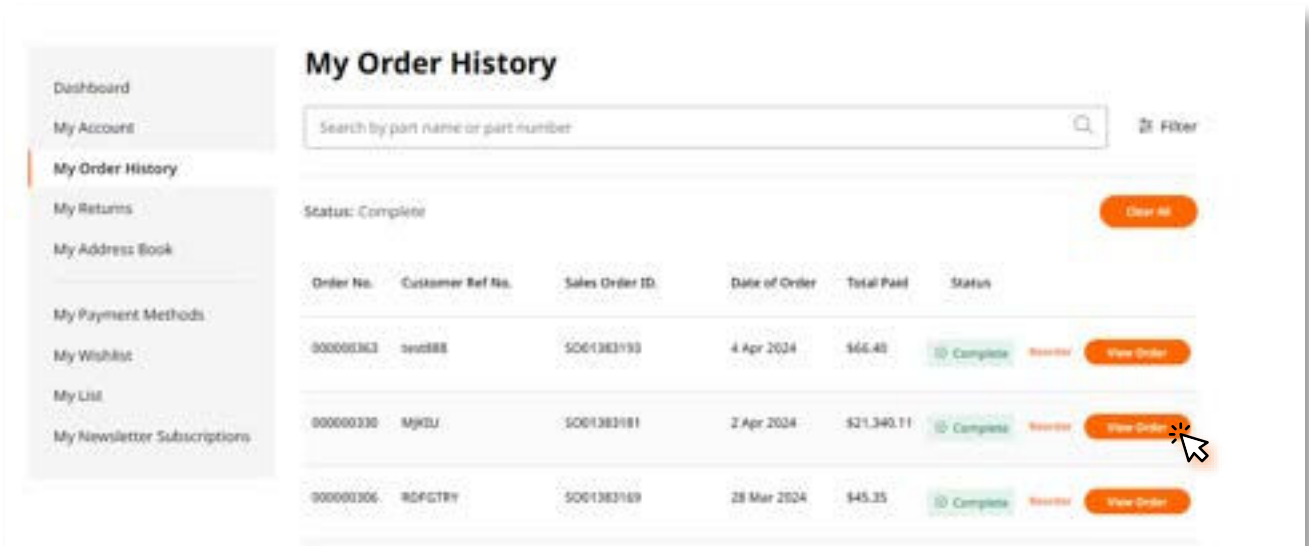
### Account Holder



## 6.7 Tax Invoice

Tax invoices are downloadable and located within your order history.

1. Click **View Order** on the desired order.



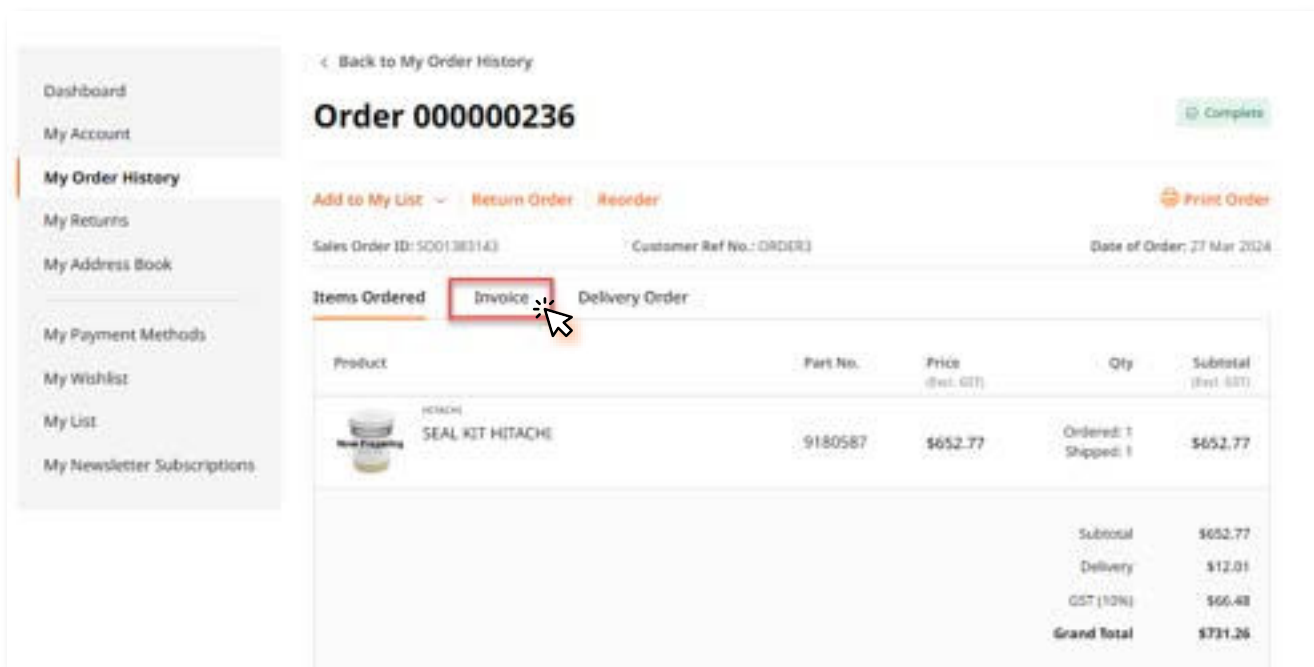
The screenshot shows the 'My Order History' page. On the left is a navigation menu with options like Dashboard, My Account, My Order History, My Returns, My Address Book, My Payment Methods, My Wishlist, My List, and My Newsletter Subscriptions. The main content area has a search bar and a 'Filter' button. Below that, it shows the status 'Complete' with a 'Clear All' button. A table lists three orders with columns for Order No., Customer Ref No., Sales Order ID, Date of Order, Total Paid, and Status. Each row has a 'View Order' button. A mouse cursor is pointing at the 'View Order' button for the second order.

Order No.	Customer Ref No.	Sales Order ID	Date of Order	Total Paid	Status
00000233	test88	SO01383193	4 Apr 2024	\$66.40	Complete
00000230	MYDL	SO01383181	2 Apr 2024	\$21,340.11	Complete
00000206	RDFGTRY	SO01383169	28 Mar 2024	\$45.25	Complete


2. When on the order detail page, click on the **Invoice** tab.



Please note that this tab may not be available for orders that are still processing.




The screenshot shows the 'Order 00000236' detail page. It includes a 'Back to My Order History' link, the order number 'Order 00000236', and a 'Complete' status. There are buttons for 'Add to My List', 'Return Order', 'Reorder', and 'Print Order'. The order details show Sales Order ID: SO01383143, Customer Ref No.: ORDER3, and Date of Order: 27 Mar 2024. Below this, there are tabs for 'Items Ordered', 'Invoice', and 'Delivery Order'. The 'Invoice' tab is highlighted with a red box and a mouse cursor. The main content area displays a table of items ordered, with columns for Product, Part No., Price (incl. GST), Qty, and Subtotal (incl. GST). A summary table at the bottom right shows Subtotal, Delivery, GST (10%), and Grand total.

Product	Part No.	Price (incl. GST)	Qty	Subtotal (incl. GST)
 HITACHI SEAL KIT HITACHE	9180587	\$652.77	Ordered: 1 Shipped: 1	\$652.77

Subtotal	\$652.77
Delivery	\$12.01
GST (10%)	\$66.48
<b>Grand total</b>	<b>\$731.26</b>

3. To print or download a pdf version of the invoice, click on the **Print Invoice** button.

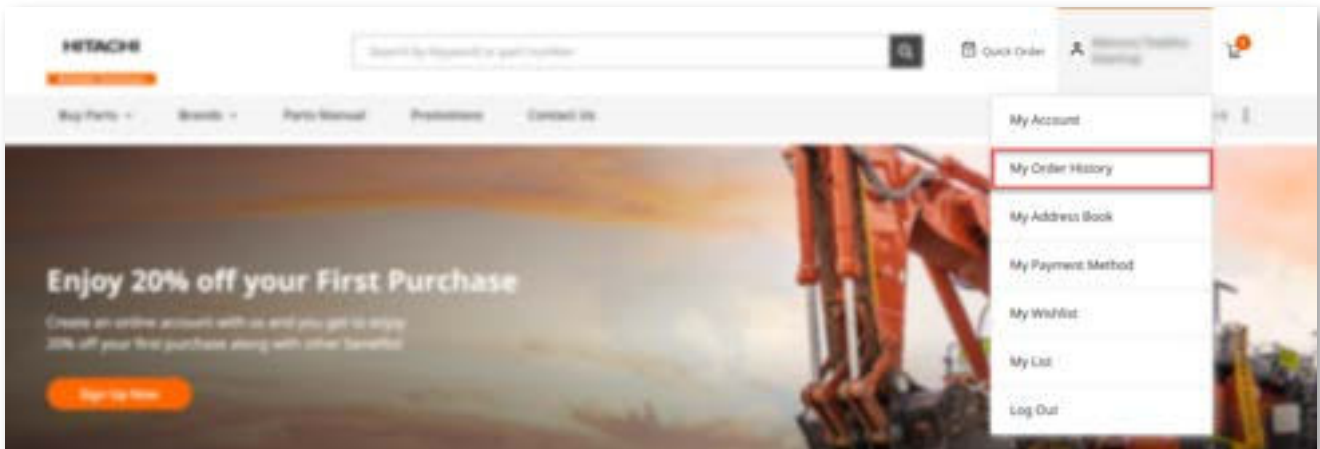
The screenshot displays a user's order management page. On the left is a navigation menu with options like Dashboard, My Account, My Order History, My Returns, My Address Book, My Payment Methods, My Wishlist, My List, and My Newsletter Subscriptions. The main content area shows the order details for Order 000000236, including the sales order ID (SO0132142), customer reference (ORDERS), and order date (27 Mar 2024). A 'Print Invoice' button is highlighted with a red box and a mouse cursor. Below this, the invoice details for invoice SE1497467 are shown, including the sales invoice creation date (28 Mar 2024). A table lists the items ordered, with one item: SEAL KIT HITACHI (Part No. 9180567, Price \$652.77, Qty 1, Subtotal \$652.77). A summary table at the bottom shows Subtotal (\$652.77), Delivery (\$12.01), GST(10%) (\$66.48), and Grand Total (\$731.26).

Product	Part No.	Price (incl GST)	Qty	Subtotal (incl GST)
 SEAL KIT HITACHI	9180567	\$652.77	1	\$652.77

Subtotal	\$652.77
Delivery	\$12.01
GST(10%)	\$66.48
<b>Grand Total</b>	<b>\$731.26</b>

## 6.8 Returns and refunds

1. Click on the Account Name on the top right of the screen and select **My Order History** from the drop-down menu as shown below.

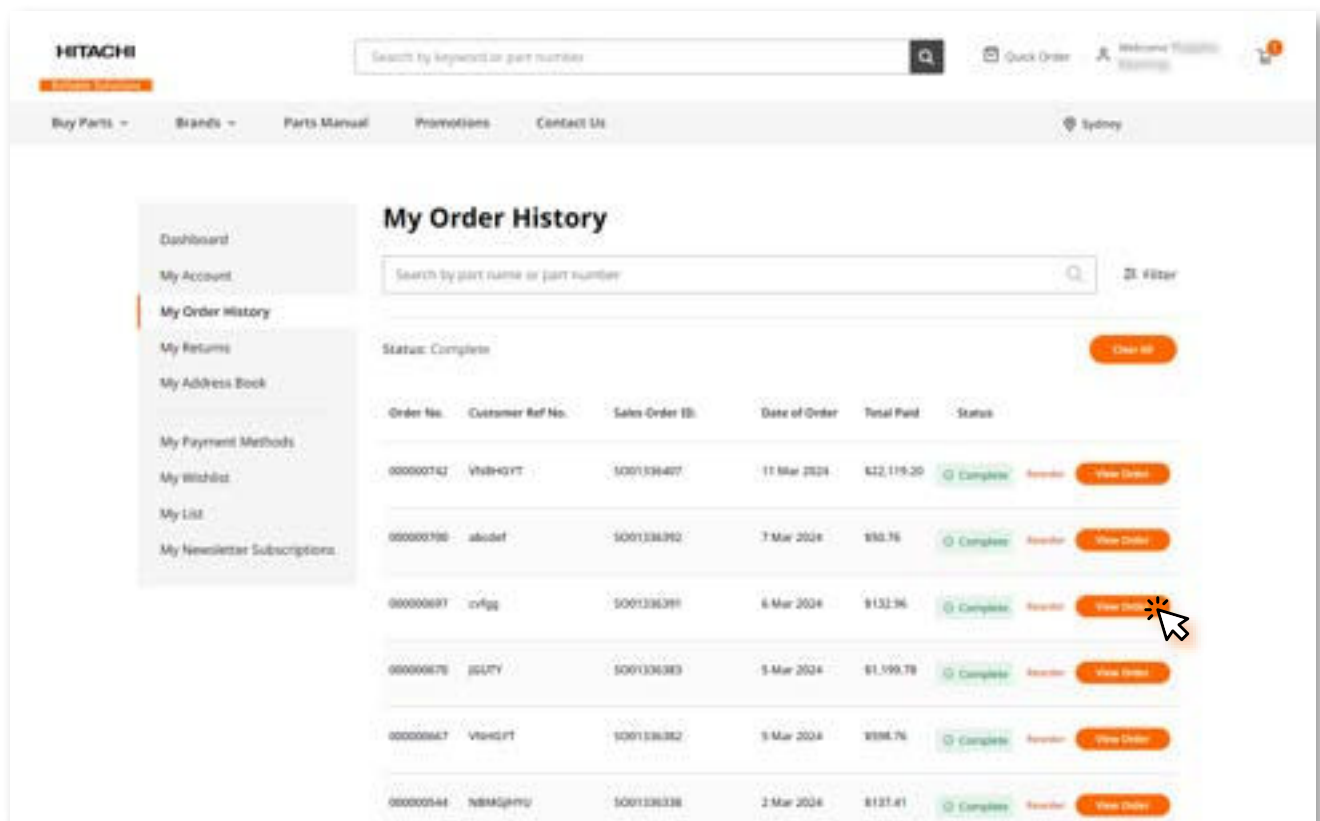


2. Once in the My Order History page, select the relevant order that contains the product(s) that are to be returned.

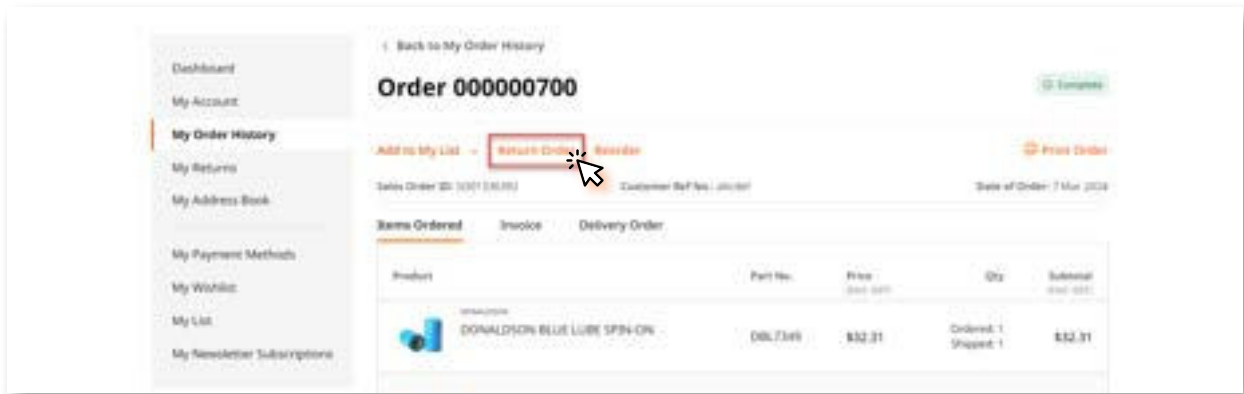


Please note that customers can only request returns for orders where the status is Complete

[Complete](#)




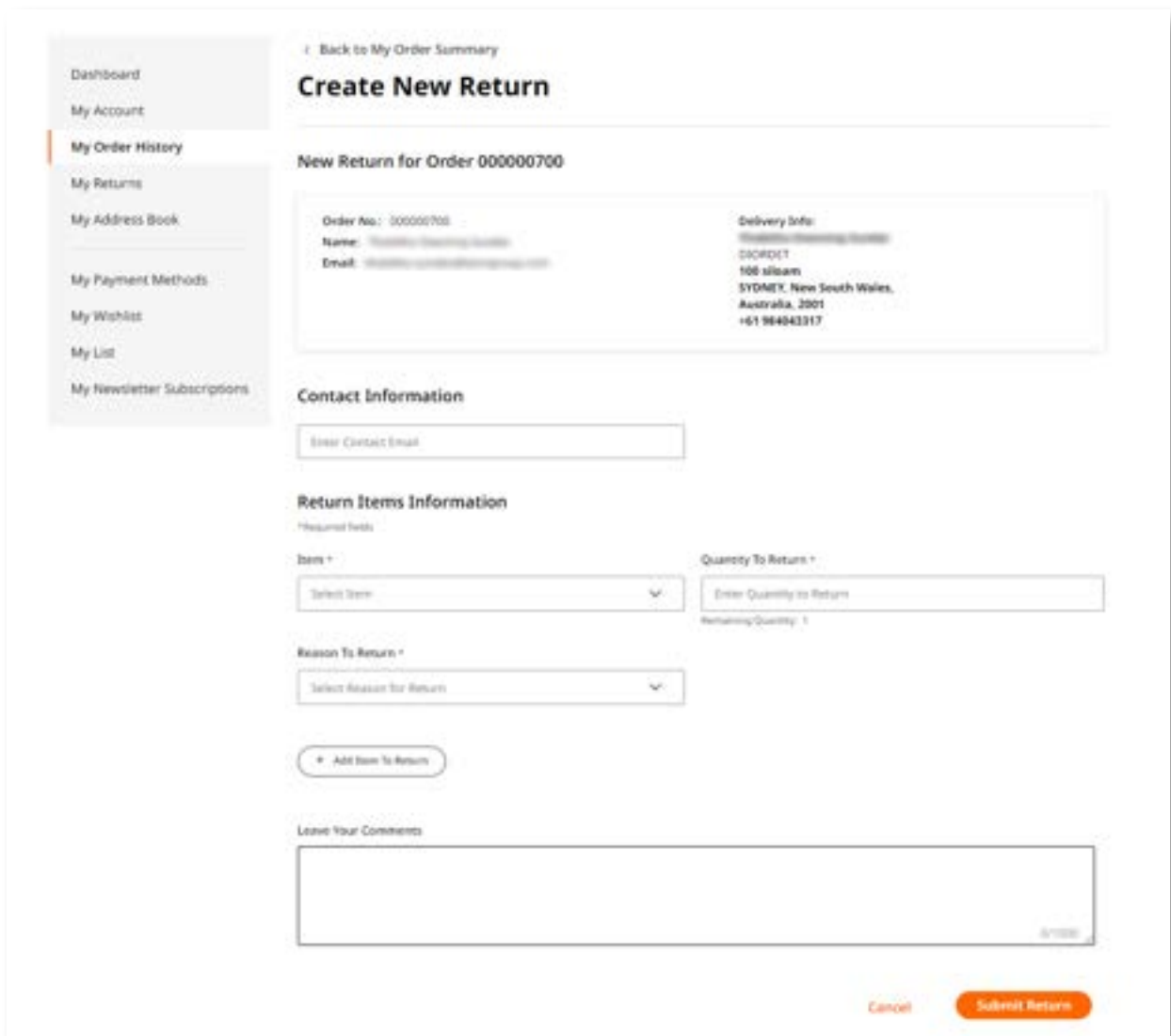
3. On the order page, click the **Return Order** link.



4. Enter the contact email on the returns page. Select which item you'd like to return from the drop down menu.

5. Then enter the quantity you'd like to return and select a reason for return from the drop down menu.

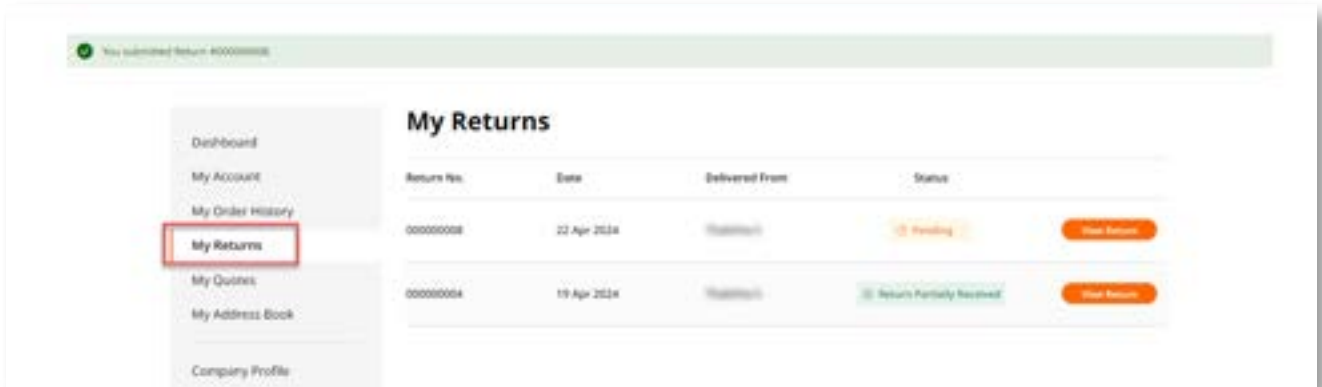
 Please note that returnable quantities cannot exceed the quantity that has been shipped.



6. Once complete, click the **Submit Return** button.



7. Shortly after, you'll be redirected to the My Returns page. This is where you can access all your returns and view details about the return, including the current status of the return.




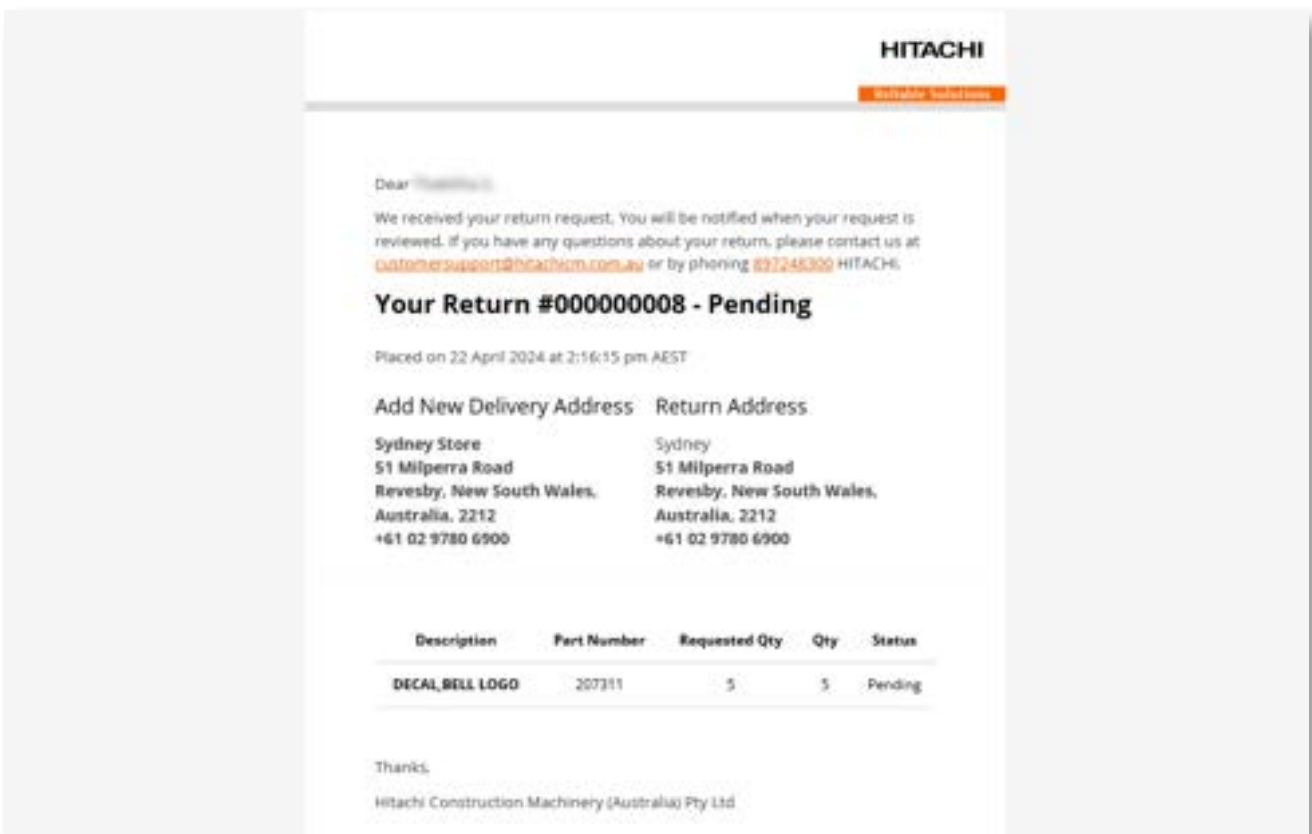
### Return Order #000000081

Partially Authorized

<b>ID:</b> 000000081 <b>Order No:</b> 000000297 <b>Date Requested:</b> 15 Sep 2024 <b>Email:</b> <a href="mailto:customersupport@hitachi.com.au">customersupport@hitachi.com.au</a>	<b>Delivery Info</b> Sydney Distribution Centre 168 Hollinsworth Road Marsden Park, New South Wales, Australia, 2765 +61 02 8863 4800
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Hitachi Admin will review the return request and determine if the goods can be returned or not. However, once the return items have arrived back at the branch, a final check will occur and the authorised items will be accepted according to the goods condition.

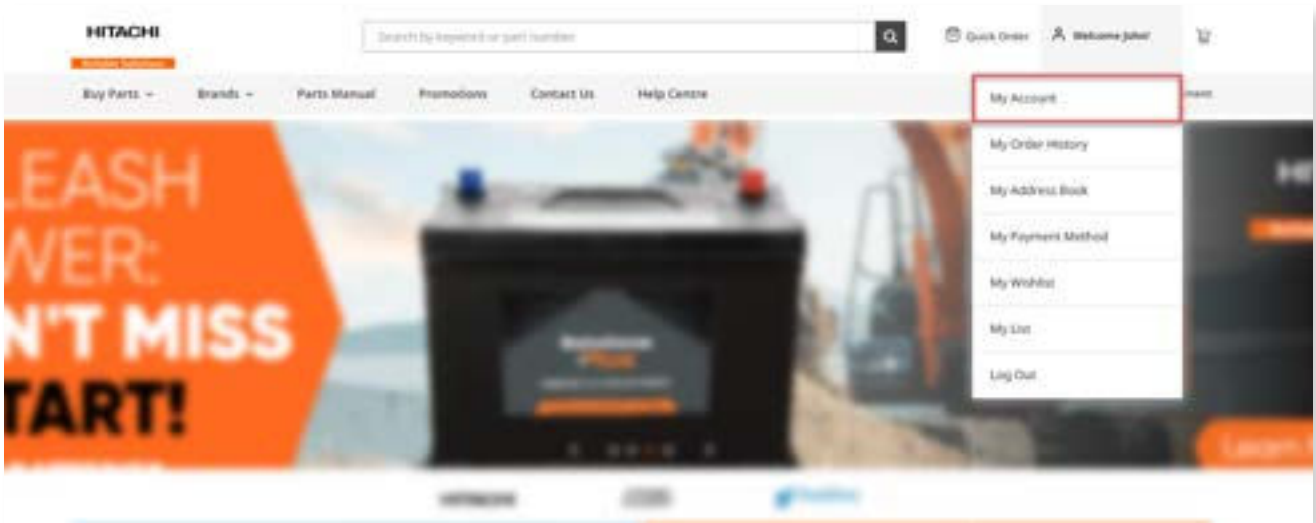
 You will also receive email confirmation for the pending return.



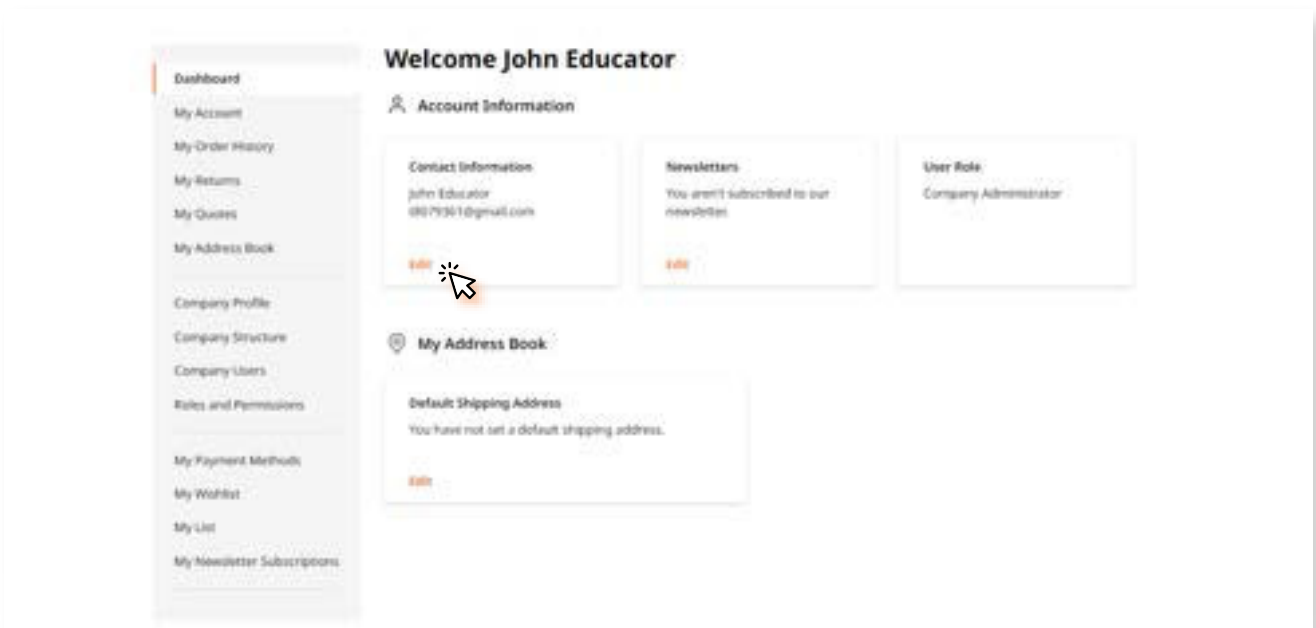
# 7. Account Management

## 7.1 Customer Information

1. Click on the  **User Menu** and select **My Account** to view customer information.



2. From the account dashboard you can edit customer information such as Contact Information and Shipping Address. Click the **Edit** button to make changes.

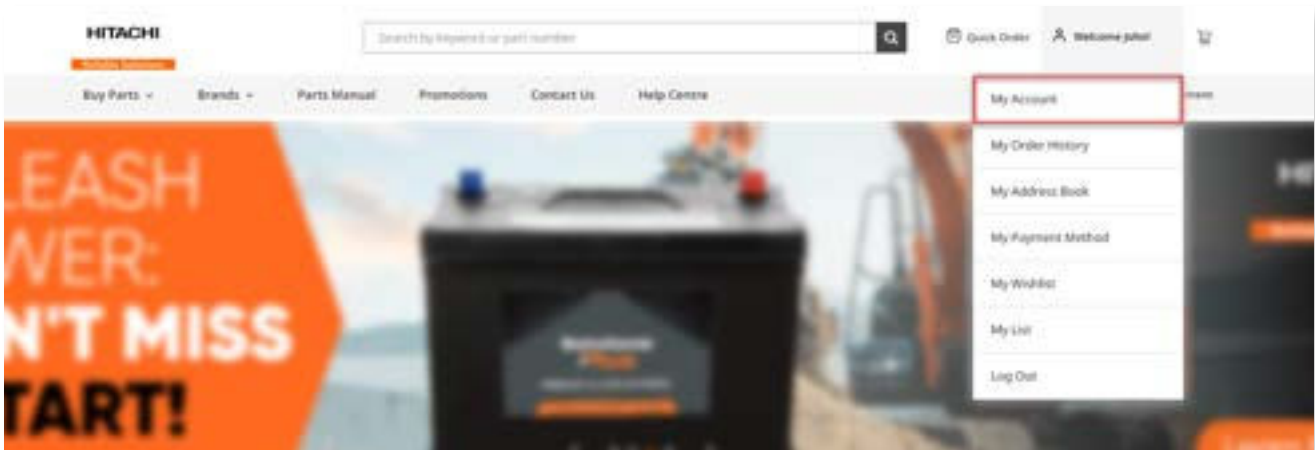


3. Once changes have been made, click on the **Save Changes** button to finalise and return to account dashboard.

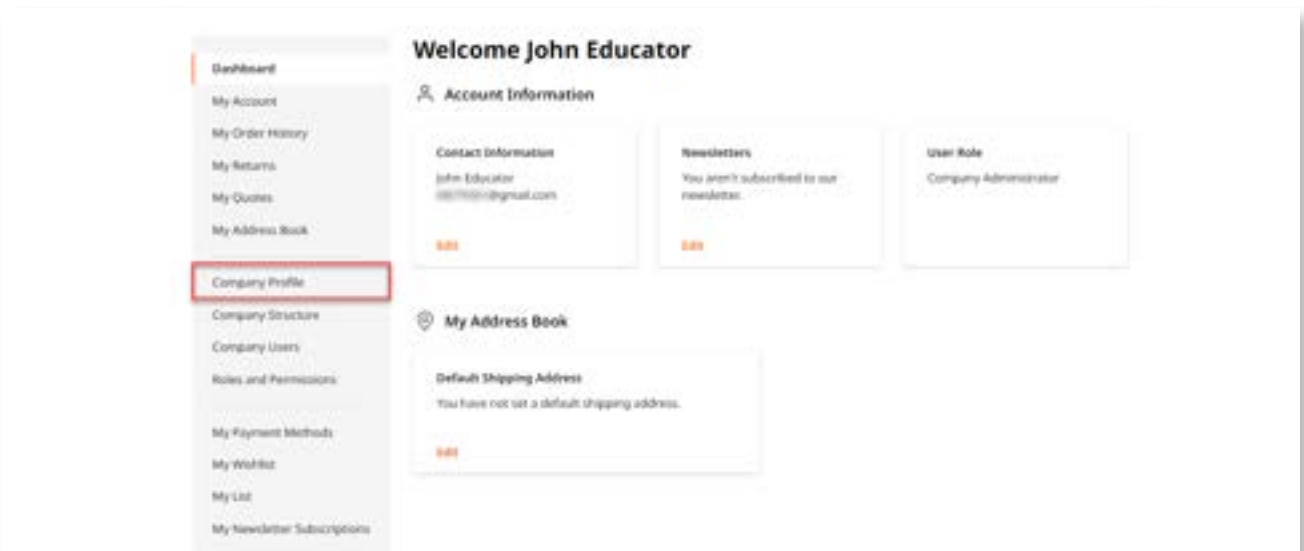


## 7.2 Company Information

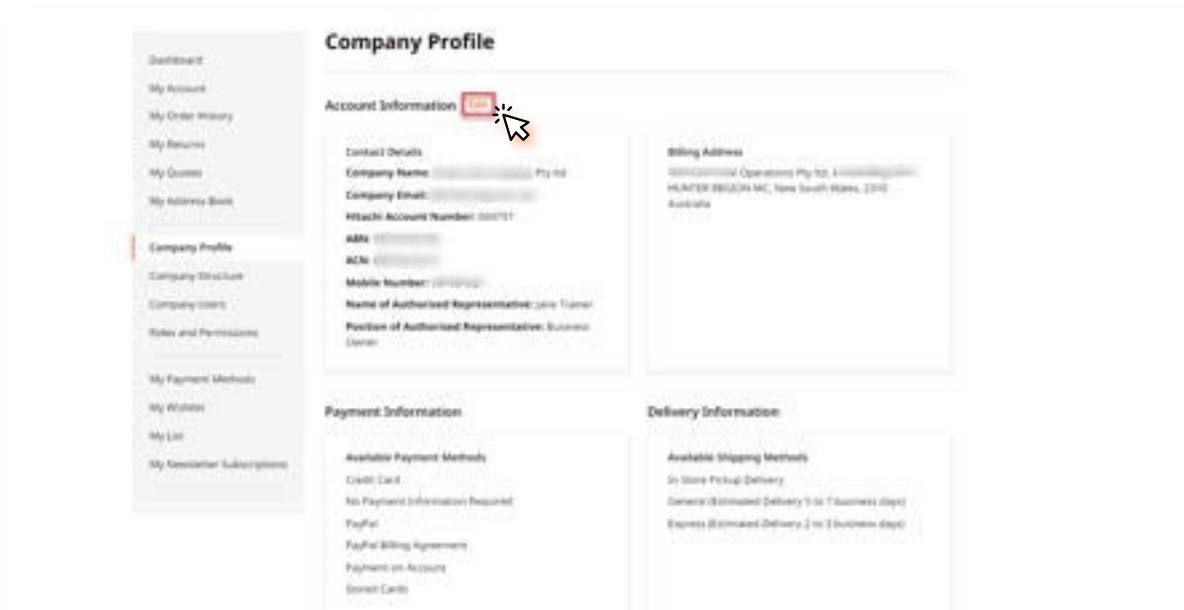
1. Click on **My Account** to view customer information.



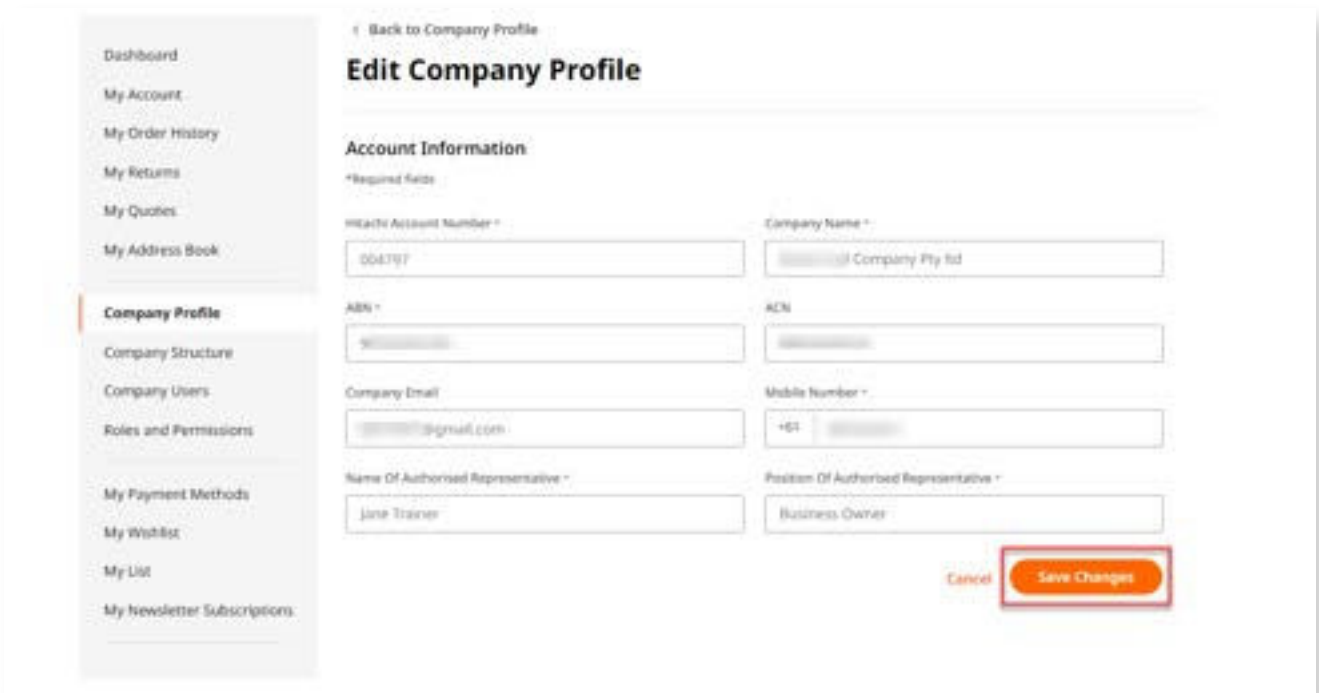
2. Click on the **Company Profile** tab on the left hand menu.



3. Here your company profile details will be shown. Click on the **Edit** button to edit Account Information.

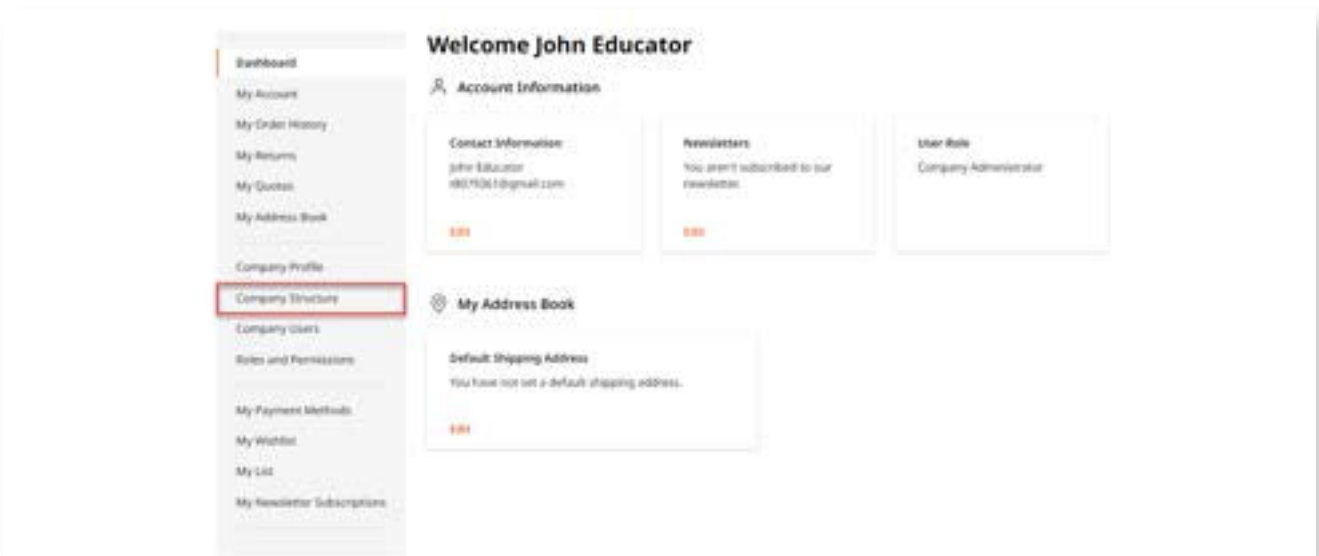


4. Edit your information as required. Then click the **Save Changes** button to finalise.



## Company Structure

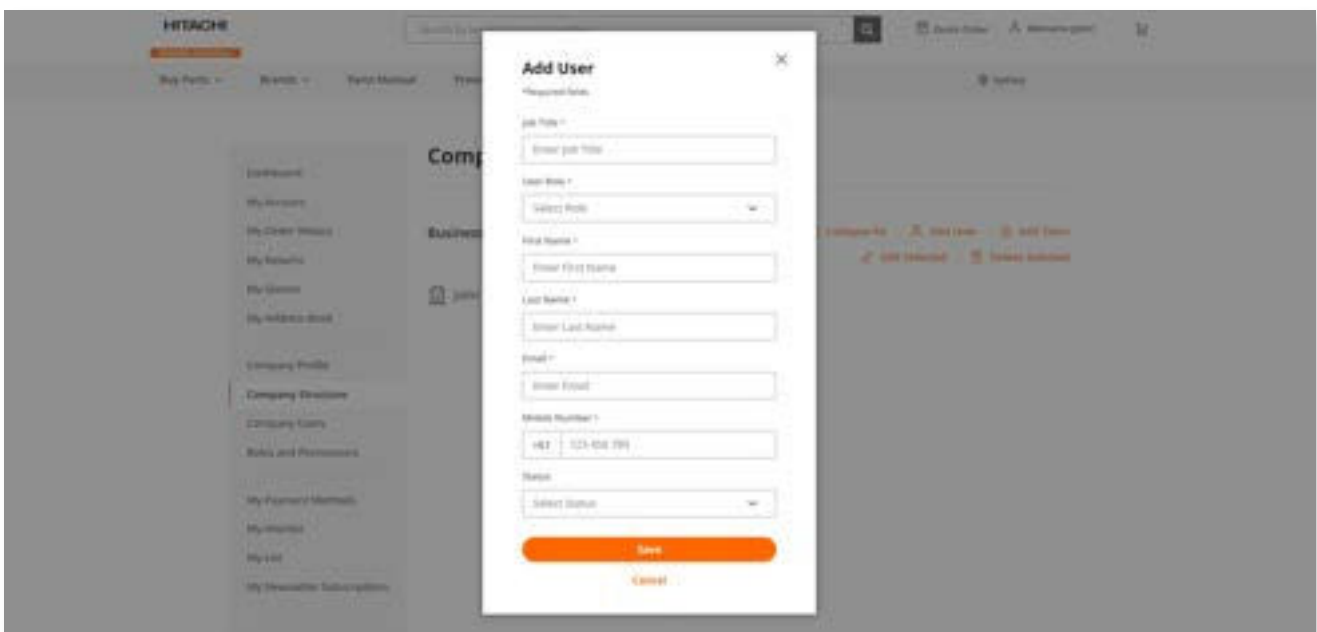
1. Click on **Company Structure** to view information about business structure.



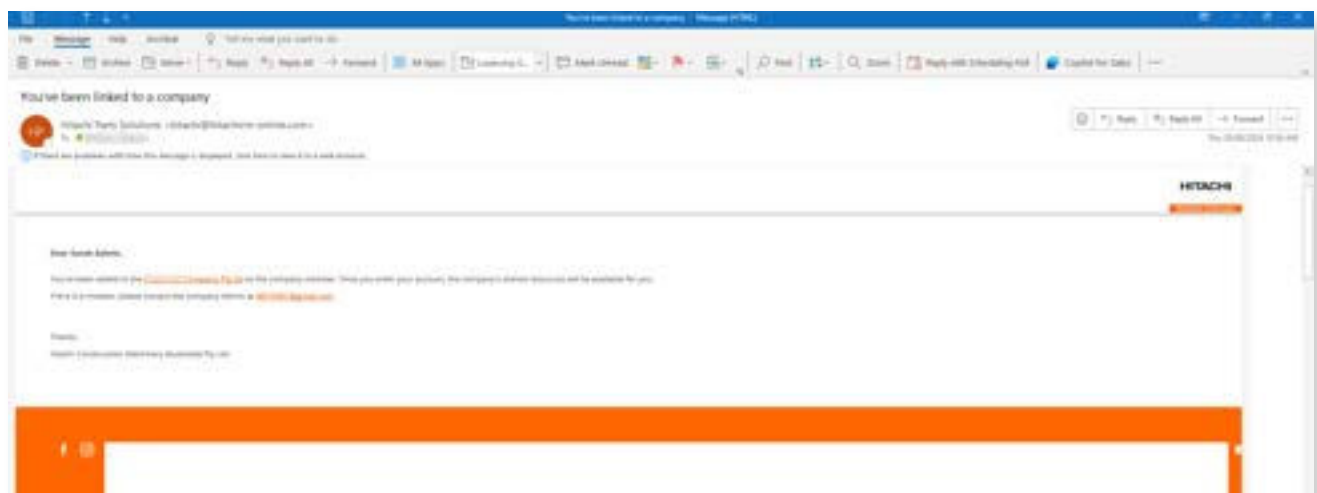
2. Click on the **Add User** button to add a user to the company account.



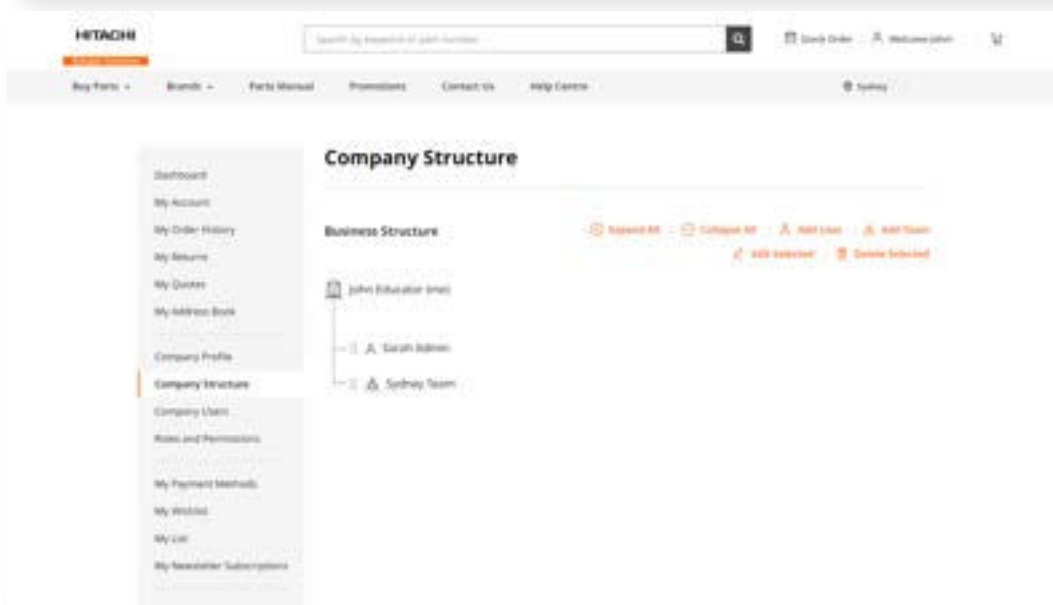
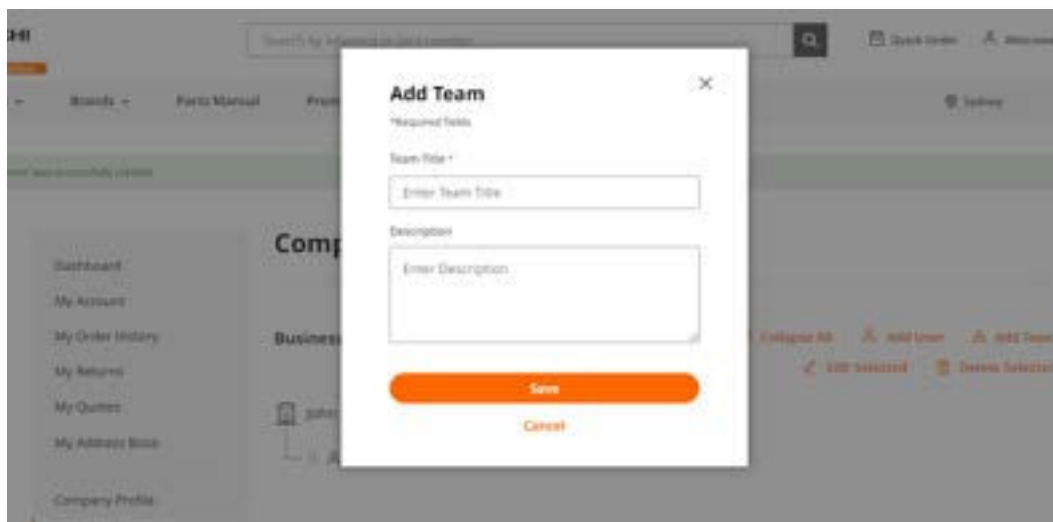
3. Complete the form details for new user.



4. Click the **Save** button. This will create a new user account for your company. The new user will receive a welcome email and an email informing them that they have been linked to a company account.



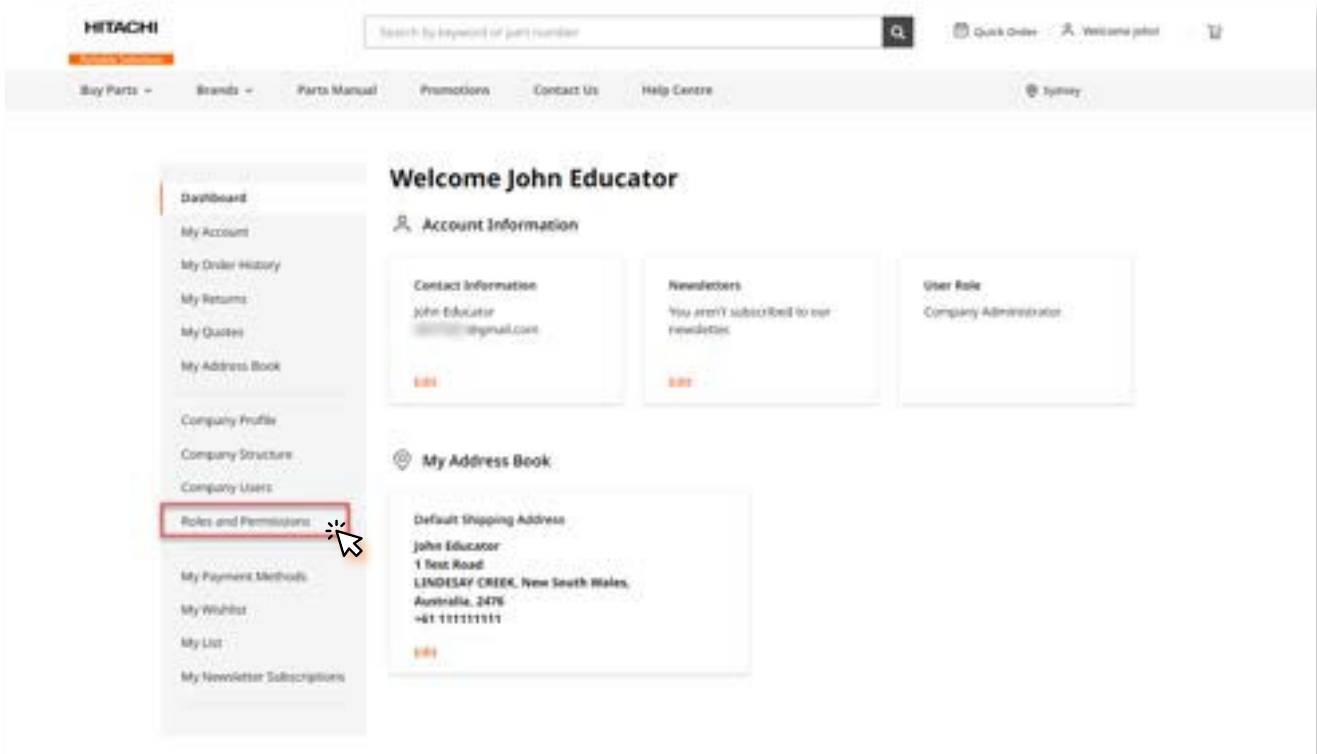
4. Click the **Save** button. This will create a new user account for your company. The new user will receive a welcome email and an email informing them that they have been linked to a company account.



## 7.3 Multiple Roles within an Organisation

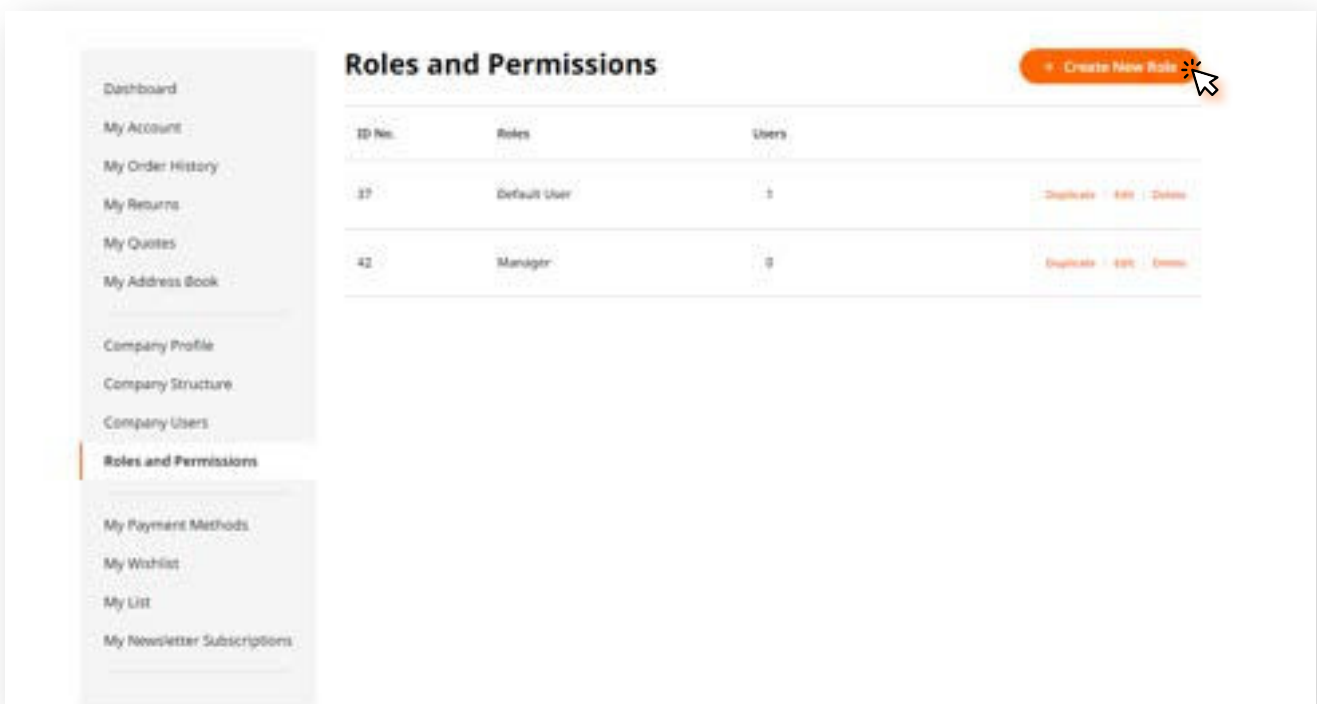
Company Accounts can have multiple users and each of these users can be assigned with different roles and permissions.

In the account dashboard page, click on **Roles and Permissions** on the left hand menu.



### Create a New Role

1. Click on the **+ Create New Role** button to add a user to the company account.





2. Make any desired changes by checking or unchecking the relevant boxes for each responsibility.

The screenshot shows the 'Edit Role' interface. It includes a sidebar with navigation options like 'Dashboard', 'My Account', and 'Roles and Permissions'. The main content area is divided into 'Role Information' and 'Role Permissions'. The 'Role Information' section has a 'Role Name' field containing 'Default User'. The 'Role Permissions' section shows a tree view of permissions under 'All', including 'Sales', 'Order Approvals', 'Quotes', 'Company Profile', 'Company User Management', and 'Company Credit'. A 'Save Role' button is at the bottom right. Three callout boxes provide instructions: 'Enter role name.' points to the 'Role Name' field; 'View and select the features you would like to be available to this particular role.' points to the 'Order Approvals' category in the permissions tree; and 'Click Save Role button to confirm permissions' points to the 'Save Role' button.

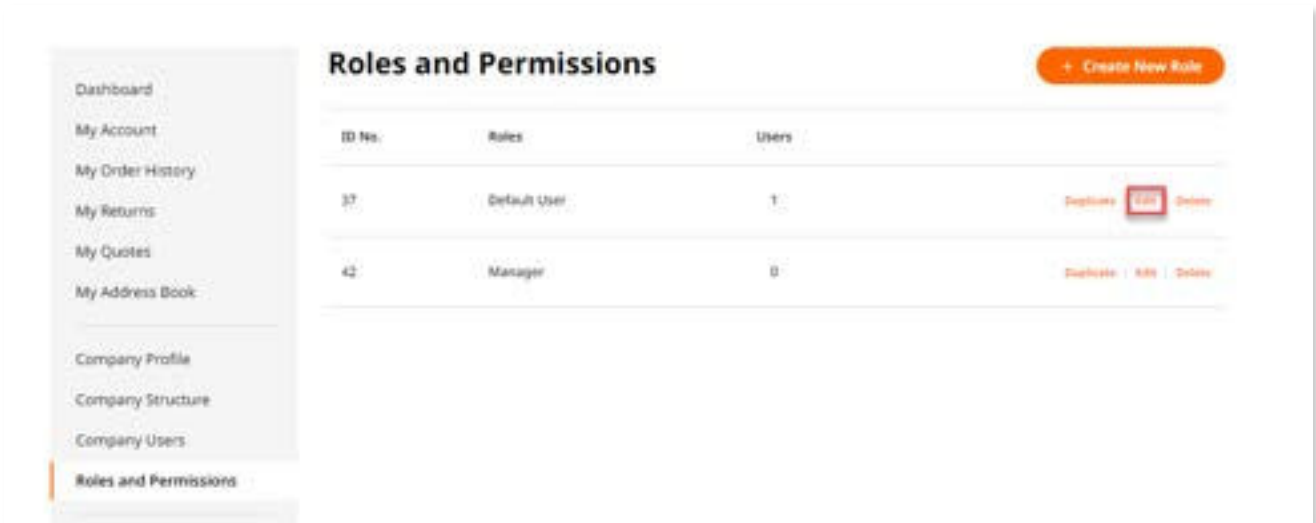
Enter role name.

View and select the features you would like to be available to this particular role.

Click **Save Role** button to confirm permissions

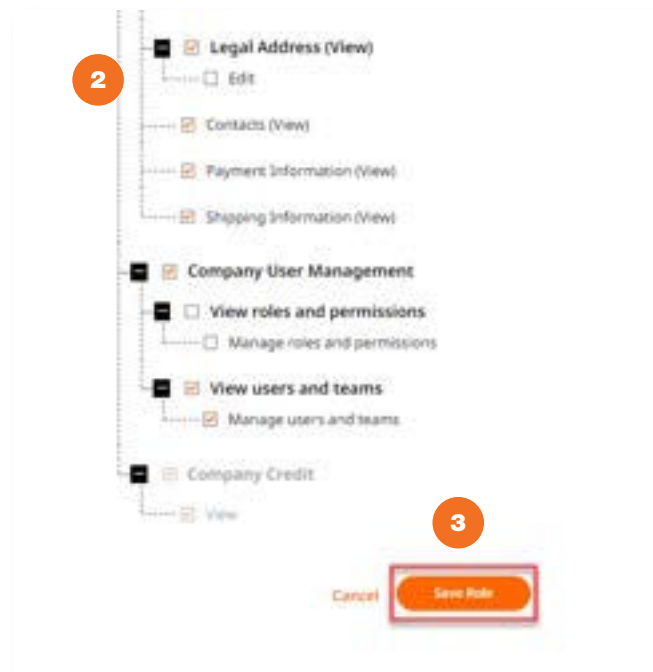
## Edit Existing Role

1. Click on the **Edit** button to add a user to the company account.

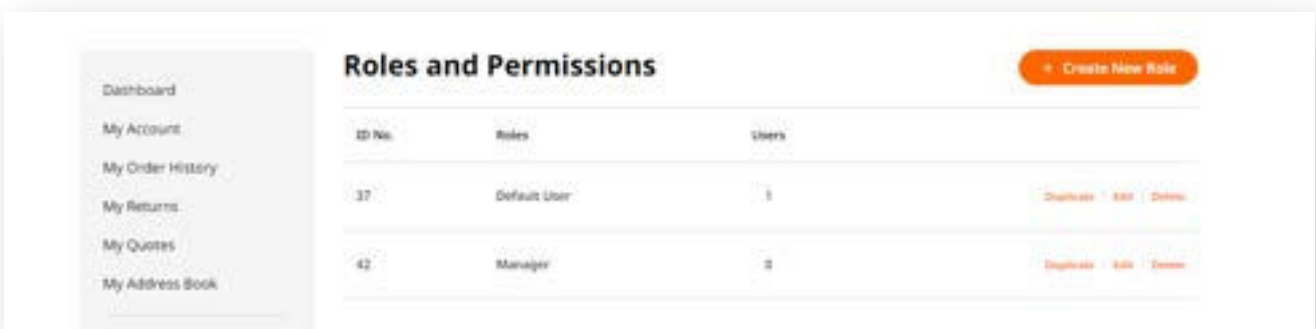


2. Make any desired changes by checking or unchecking the relevant boxes for each responsibility.

3. Click the **Save Role** button to confirm changes.



You can also duplicate and delete roles as required.



## 7.4 Billing vs Delivery Address



### Billing Address

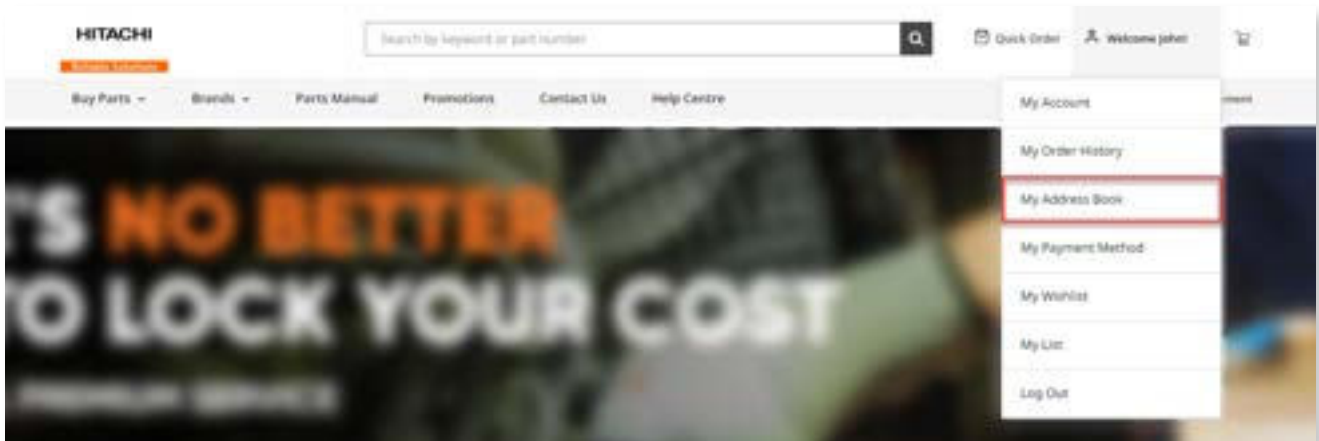
The billing address is the principal place of business. This is linked to your Hitachi Account and can only be changed by contacting your local HCA representative directly.



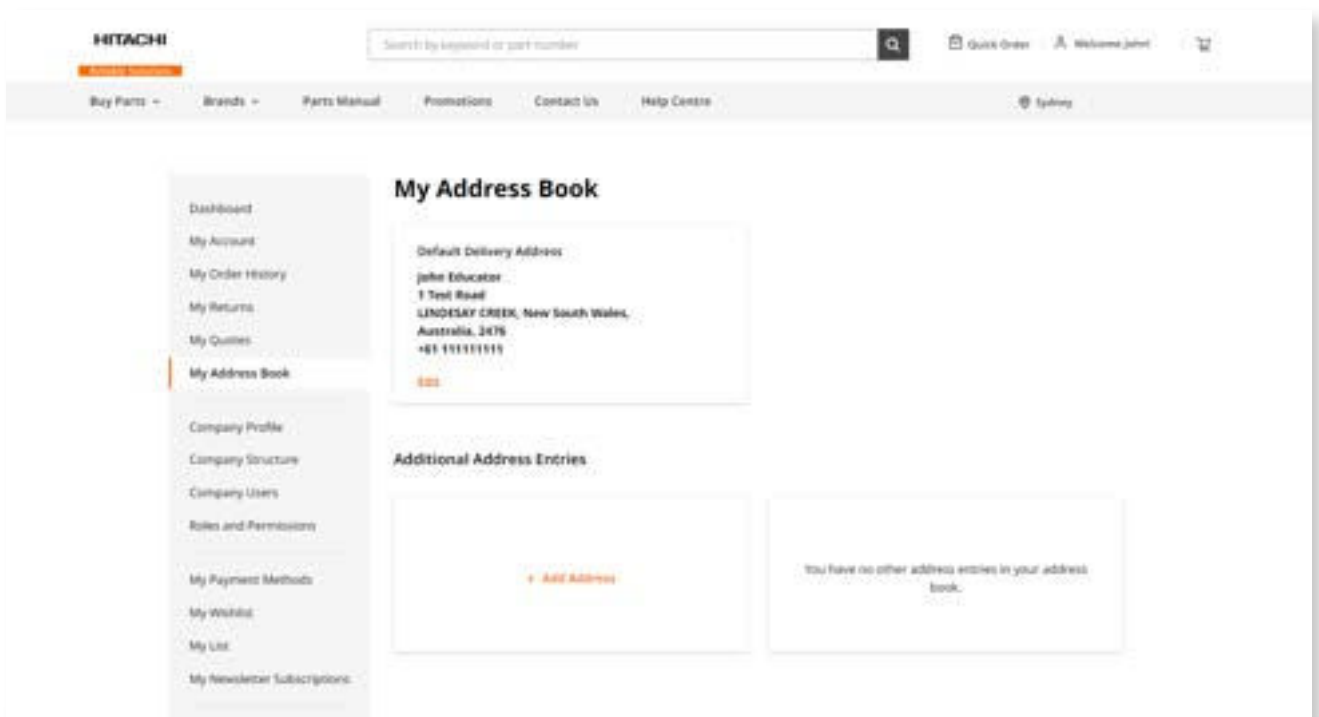
### Delivery Address

The delivery address can be any specific physical location where orders are to be sent or delivered. Multiple delivery addresses can be added and stored in My Address Book at any time. The process is outlined below.

1. Click on the  **User Menu** and then select **My Address Book** to view saved delivery address information.



2. To add a new delivery address to your address book, click on **+ Add Address**.



3. Complete the form by filling out all required fields.

The screenshot shows the 'Add New Address' form on the Hitachi website. The form includes the following fields: First Name (John), Last Name (Educator), Company Name (empty), Mobile Number (+61 123 456 789), Street Address (21 1st Lane), State (New South Wales), City/Town (LITHGOW), and Postcode (2786). There is a checkbox for 'Use As My Default Delivery Address' which is currently unchecked. The form has 'Cancel' and 'Save' buttons at the bottom right.

4. Tick check box for Use As My Default Delivery Address if you'd like this to become the default delivery address when checking out.



5. Click the Save button to save new address details.

The screenshot shows the 'My Address Book' page on the Hitachi website. A green notification bar at the top says 'You saved the address.' The 'Default Delivery Address' section displays the details for John Educator at 21 1st Lane, LITHGOW, New South Wales, Australia, 2786, with a phone number of +61 111111111. Below this, the 'Additional Address Entries' section shows a button to '+ Add Address' and another entry for John Educator at 1 Tree Road, LINDSEY CREEK, New South Wales, Australia, 2476, with a phone number of +61 111111111.



The Default Delivery Address will be the first shown, all other addresses will be listed under Additional Address Entries.

## Checking Out

Any saved addresses will appear automatically when completing the checkout process. Your default delivery address will be automatically selected.

To choose another delivery address, simply select an alternative saved address or click on the **+ New Address** button to enter a new address.

The screenshot displays the Hitachi checkout interface. At the top, the Hitachi logo is on the left, and 'Secure Checkout' is on the right. A progress bar shows 'Cart' (checked), 'Shipping' (active), and 'Payment'. The main content area is divided into two columns. The left column contains: 'Delivery Method' with 'Delivery' selected and 'Pick up' as an alternative; 'Delivery Address' with two address cards, the second one highlighted as the default; a '+ New Address' button; 'Delivery Options' with 'Pick up Store' selected for \$0.00; and 'Delivery Store Details' for the Sydney branch. The right column contains an 'Order Summary' box showing a 'SONDOR, ENG PRESSURE D240-5' part for \$1,048.00.

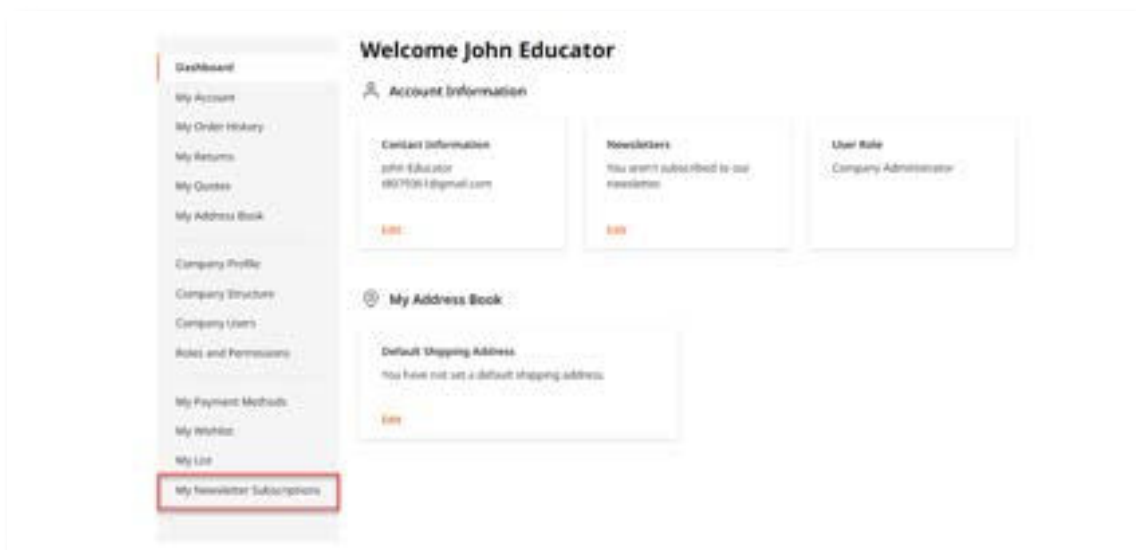
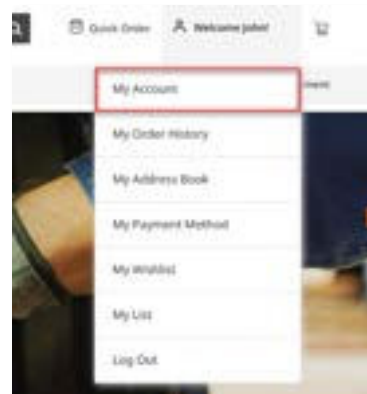
## 7.5 Marketing and Newsletters

During the process of creating a Hitachi Solutions account, there is an option to sign up for newsletter.

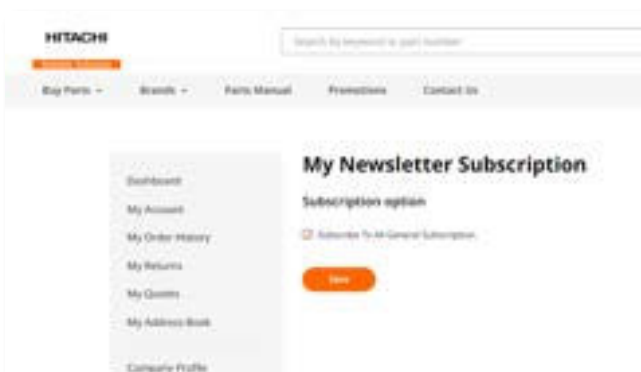
You are able to edit your newsletter subscription status through the customer dashboard.

**1.** On the home page, click on **User Menu** in the top right corner. Then click on **My Account**.

**2.** In the account dashboard page, click on **My Newsletter Subscription** on the left hand menu.



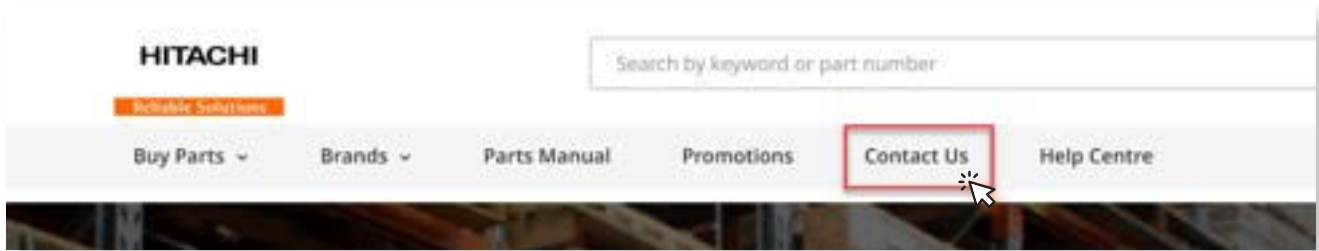
**3.** To edit, select or deselect the check box and click the **Save** button to finalise changes.



# 8. Support

## 8.1 Contact Us

1. On the home page, click on the **Contact Us** heading.



Alternatively click on the **Contact Us** link in the website footer under the Customer Support heading.



This will lead you to the Contact Us page of the website.

2. Fill out the form. Mandatory fields are indicated with a \*. If you're logged in the Name and Email fields will pre-populate.

3. Complete the reCAPTCHA verification.

4. Click the Submit button.

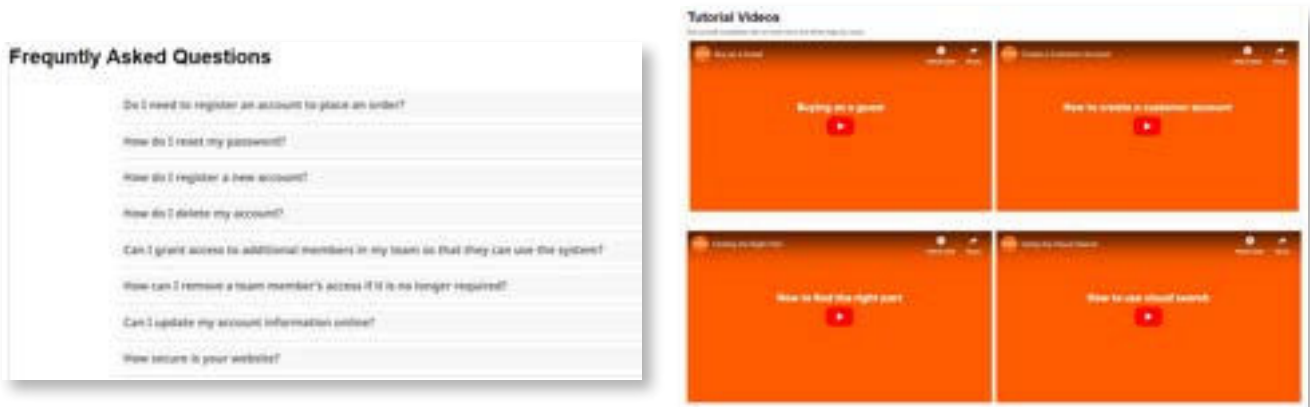
5. Your enquiry will be sent to our customer support team will respond as soon as possible.

A screenshot of the 'Contact Us' form. The title 'Contact Us' is at the top. Below it is a section 'Write Us' with a sub-heading 'Get us a note and we'll get back to you as quickly as possible.' The form contains several input fields: 'Name' (pre-filled with 'John Edwards'), 'Email' (pre-filled with 'john@edwards.com'), 'Phone Number' (pre-filled with '+61 123 456 789'), and a large text area for 'What's On Your Mind?'. Below these are fields for 'Company' and 'Postal Code'. At the bottom, there is a reCAPTCHA verification box with the text 'I'm not a robot' and a 'Submit' button.

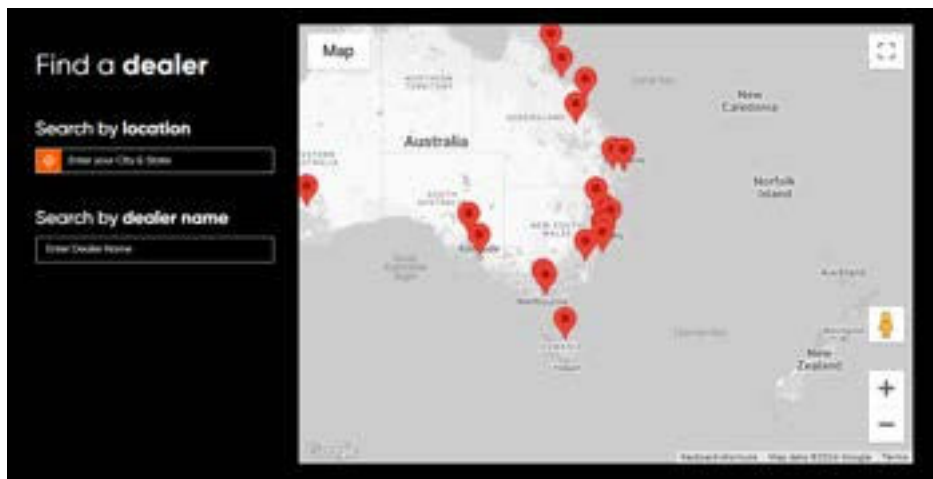
If you have an urgent request or need immediate assistance, please do not hesitate to call our dedicated customer service team. Reach us at **1300 448 224**. Our team are available 24/7.

## 8.2 Useful Links

1. Visit [our Help Centre](#) for additional resources including FAQs and video tutorials.



2. Find [your local branch](#)



3. If you don't have a Hitachi Account, you can apply for one using the [Trading Account Application](#)

4. [Marubeni Finance](#)

5. [Consite](#)

6. [Wenco Fleet Management](#)

7. [Global e-Service](#)