HITACHI PARTS SOLUTIONS

User Manual

HITACHI
Reliable Solutions

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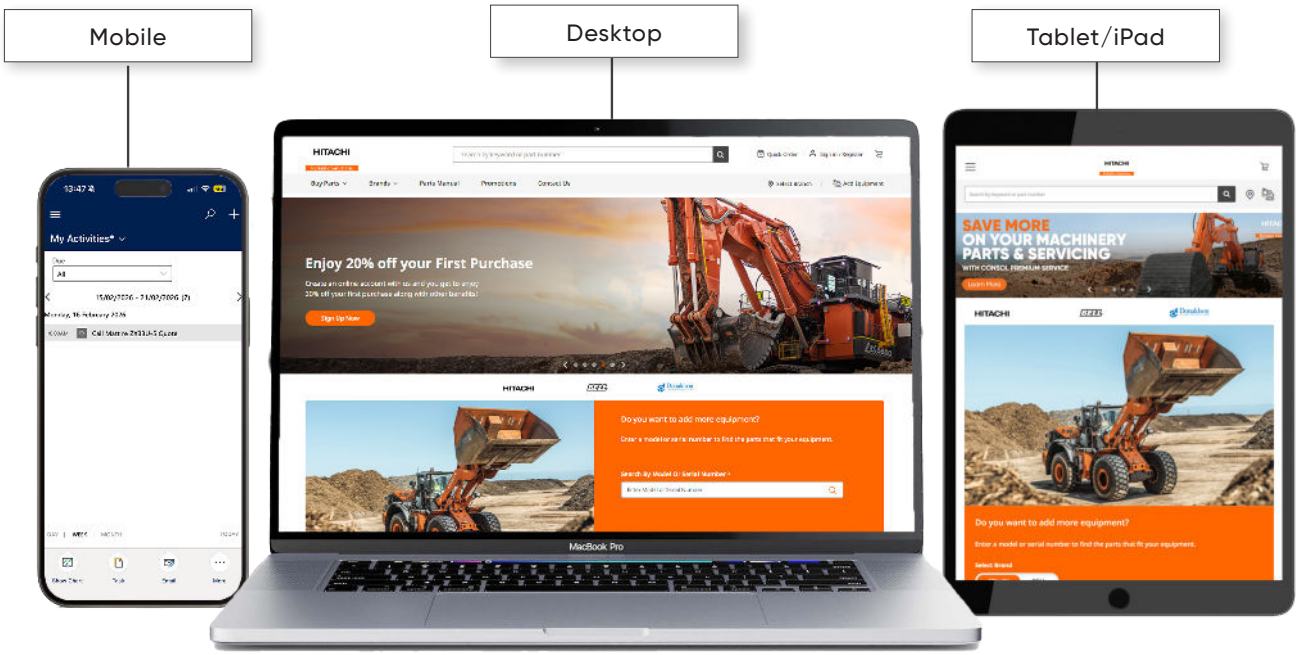
1. Get Started

1.1 User Types

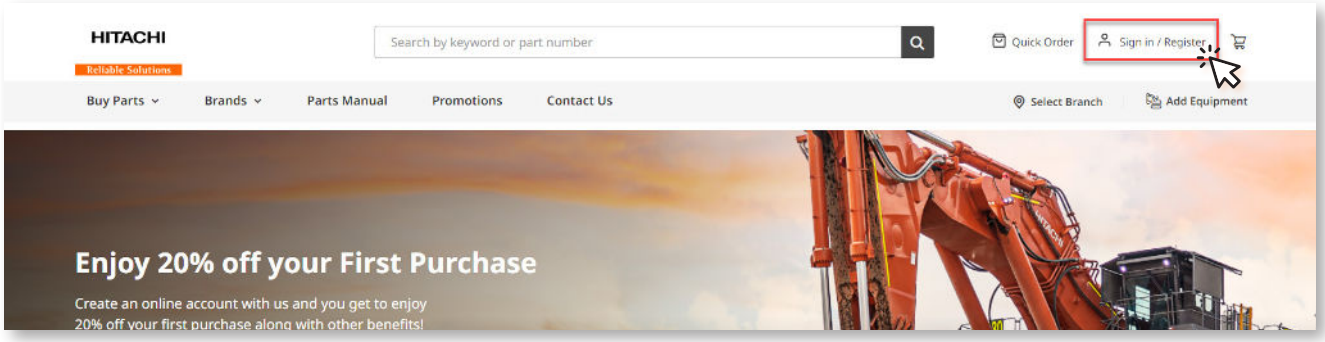
	Guest User	Individual User	Company Account
Overview	• No login required • Make a quick purchase • Only providing minimal basic information	• Register as an individual user • Access to order history including delivery details and invoices • Access to returns and refund history • Reorder using past orders • Add and maintain multiple delivery addresses using 'My Address Book' • Save and retrieve items from 'Wishlist' • Share 'Wishlist' with others using email • Create and store named lists of items using 'My List' • Retain preferred payment methods	• Links an existing Hitachi trade account to an online account • Access to order history including delivery details and invoices • Access to returns and refund history • Reorder using past orders • Add and maintain multiple delivery addresses using 'My Address Book' • Save and retrieve items from 'Wishlist' • Share 'Wishlist' with others using email • Create and store named lists of items using 'My List' • Retain preferred payment methods • Request for quotations • Register/delete internal users • Assign roles to internal users
Product Range	Major and frequently purchased parts	Advanced catalogue	Advanced catalogue
Hitachi Trading Account Holder	⊗	⊗	✓
Payment on Account Option	⊗	⊗	✓

1.2 Supported Platforms

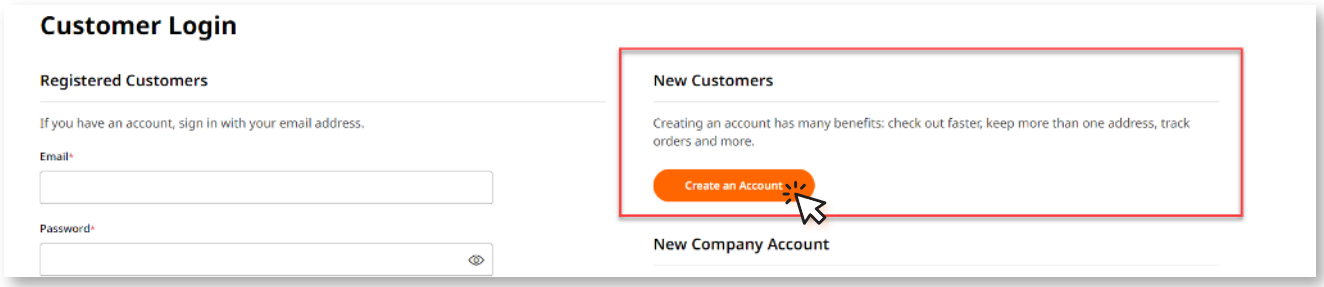


1.3 Create a Parts Online Account

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

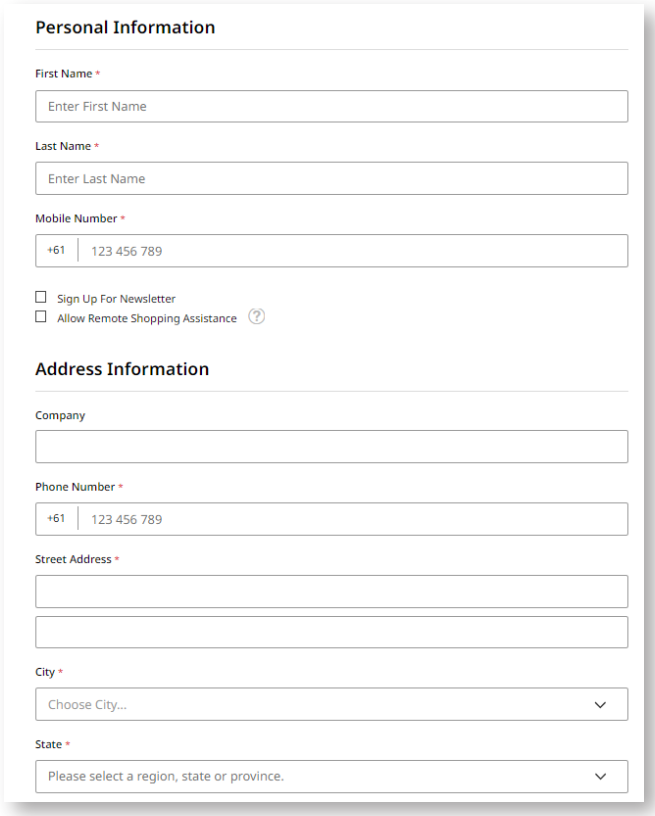


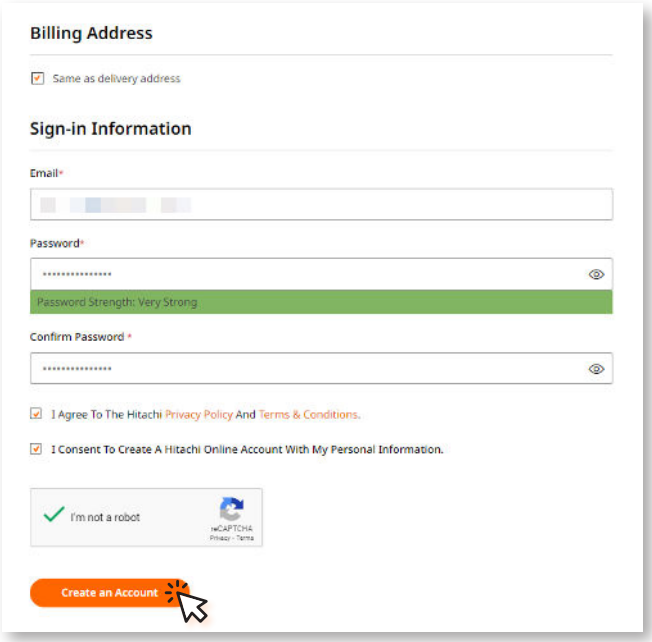
2. Under the New Customers heading, click on the **Create an Account** button.



3. Complete the form to create a new customer account. Ensure you correctly fill out all the required fields.

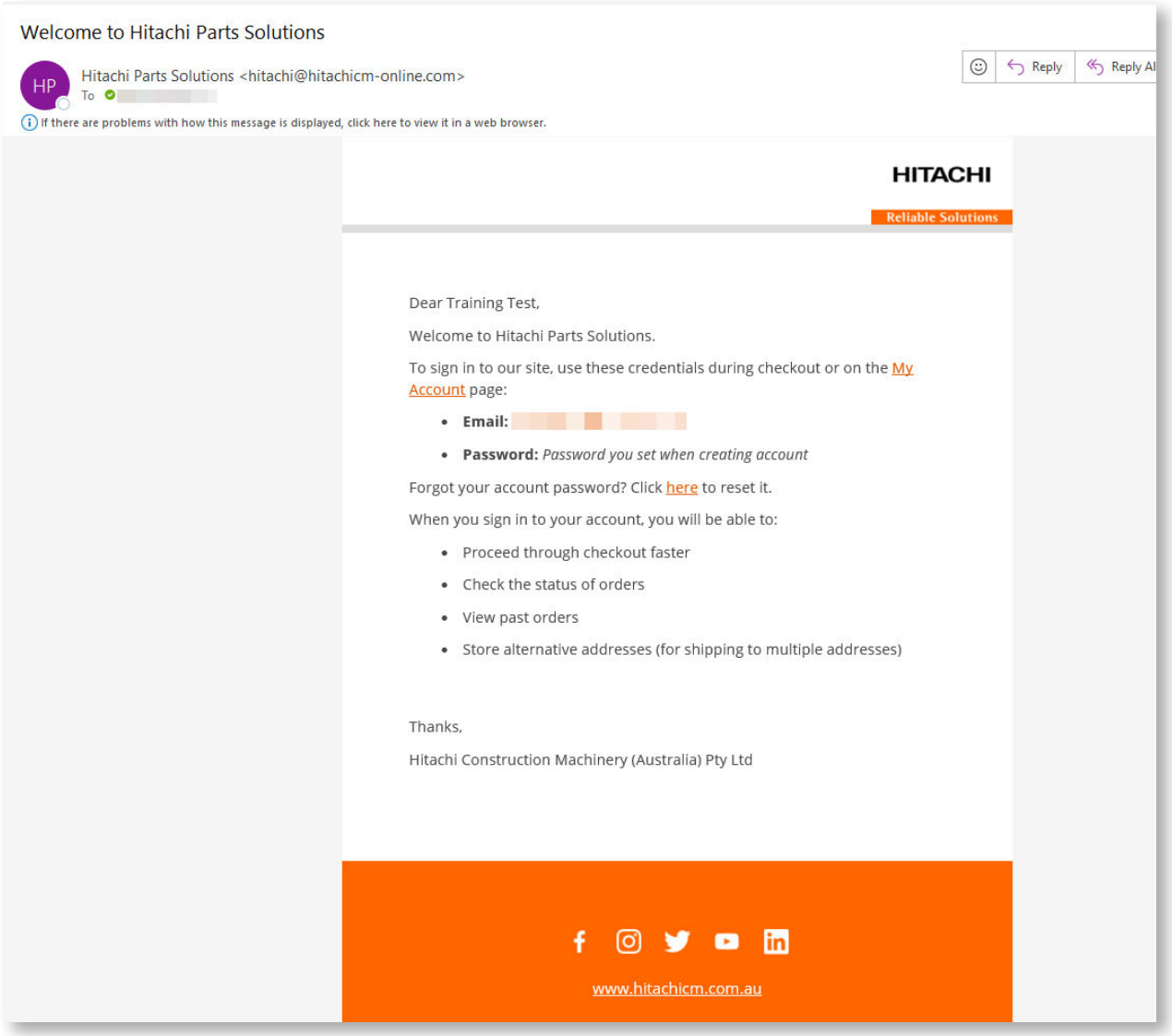
4. You will be required to agree to Hitachi's Privacy Policy and Terms & Conditions, as well as consent to having an account created using the personal information provided.





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

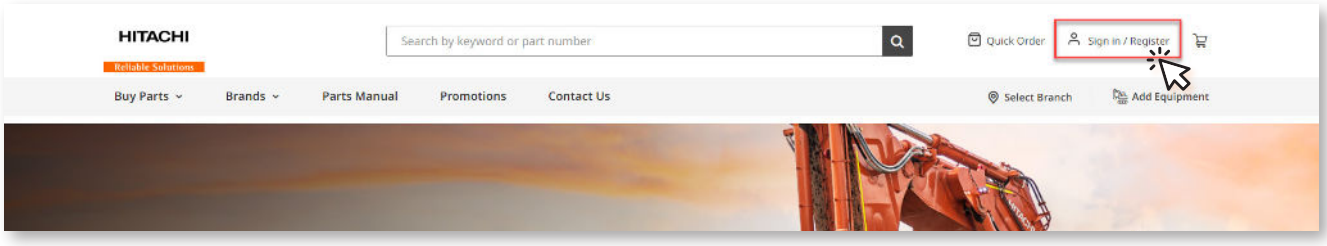
6. You should shortly receive a welcome email from Hitachi Parts Solutions.



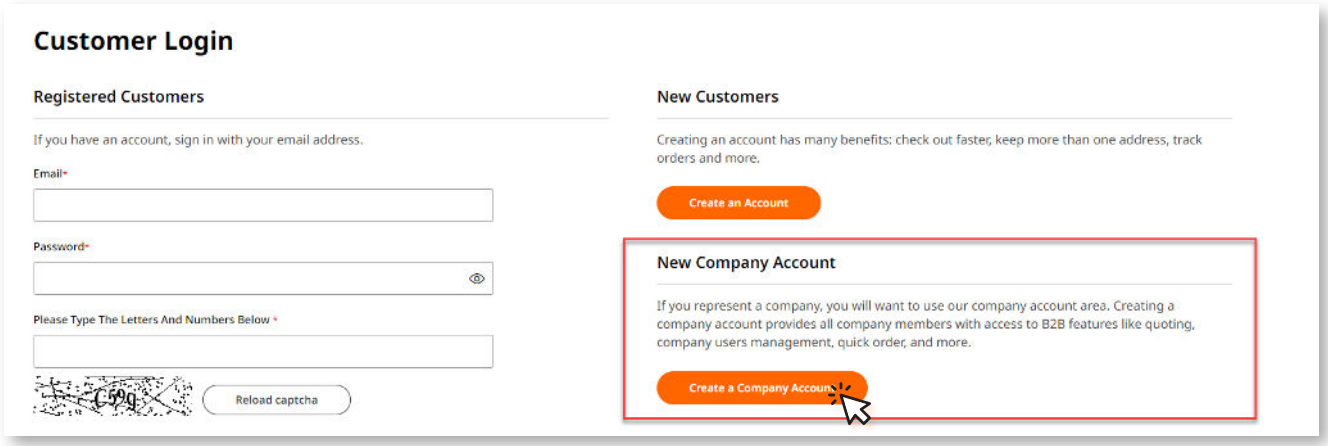
7. You will now be able to access Hitachi Parts Solutions using the login credentials used when registering your account.

1.4 Activate a Company Account

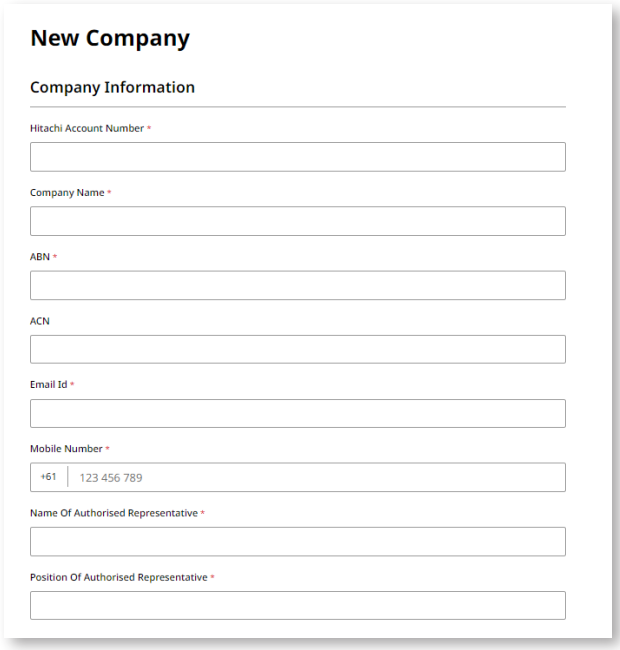
1. On the home page, click on **Sign In** / **Register** in the top right corner.

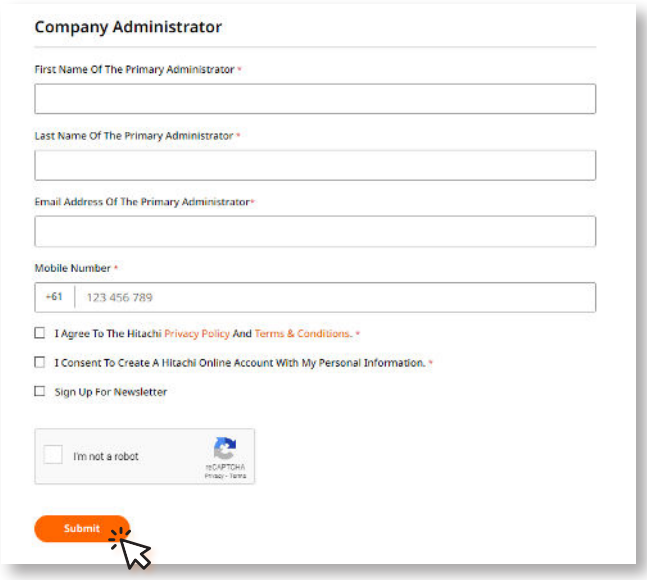


2. Under the New Company Account heading, click on the **Create a Company Account** button.



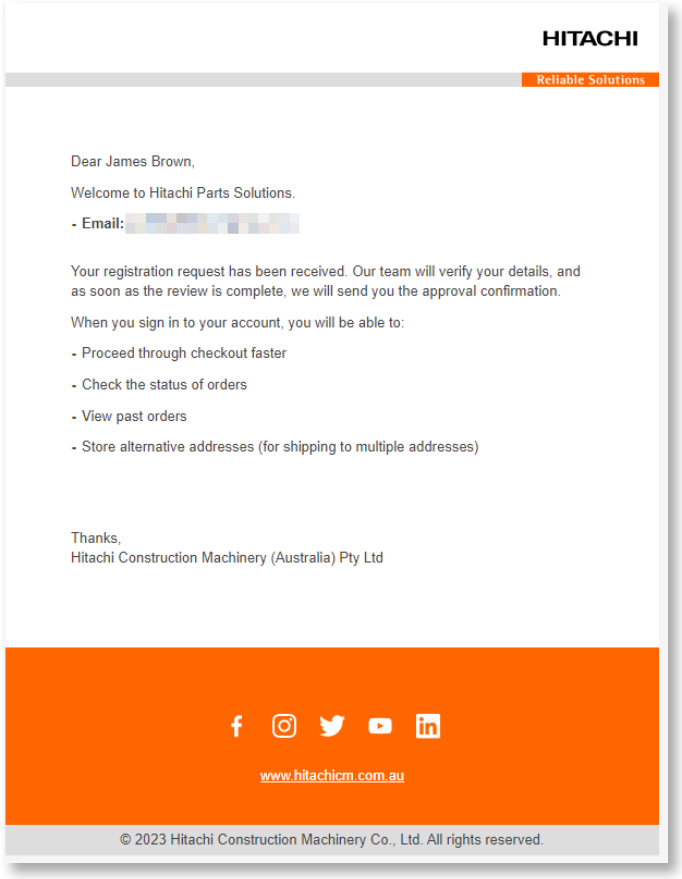
3. Complete the form to create a new company account. Ensure you correctly fill out all the required fields. You will be required to agree to Hitachi's Privacy Policy and Terms & Conditions, as well as consent to having an account created with the personal information provided.





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 recieved.



HITACHI

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Dear James Brown,

Welcome to Hitachi Parts Solutions.

- **Email:** [redacted]

Your registration request has been received. Our team will verify your details, and as soon as the review is complete, we will send you the approval confirmation.

When you sign in to your account, you will be able to:

- Proceed through checkout faster
- Check the status of orders
- View past orders
- Store alternative addresses (for shipping to multiple addresses)

Thanks,
Hitachi Construction Machinery (Australia) Pty Ltd

www.hitachicm.com.au

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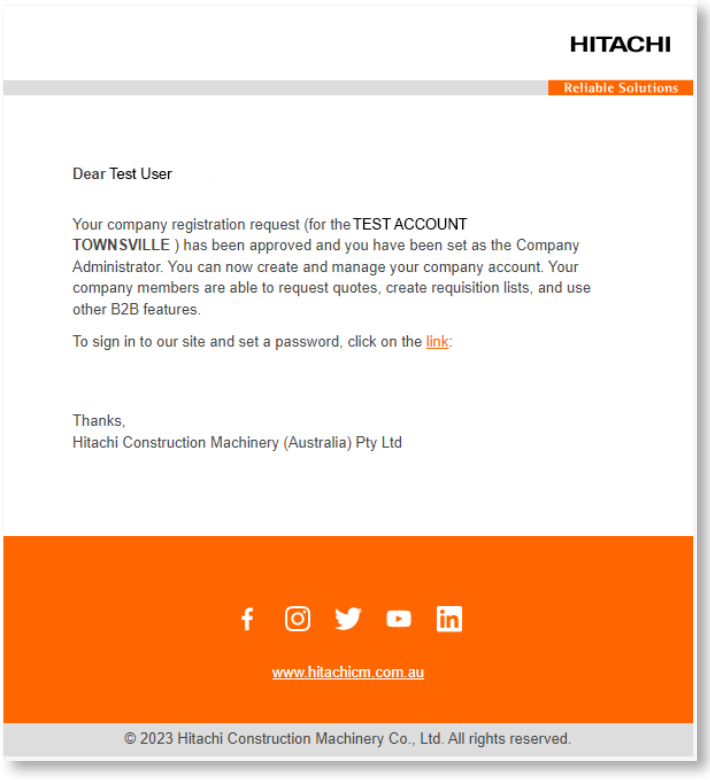
6. If your request for a company account is approved by our team, you'll receive an email from Hitachi Parts Solutions with a link to set your password.



HITACHI

Reliable Solutions

Dear Test User

Your company registration request (for the TEST ACCOUNT TOWNSVILLE) has been approved and you have been set as the Company Administrator. You can now create and manage your company account. Your company members are able to request quotes, create requisition lists, and use other B2B features.

To sign in to our site and set a password, click on the link:

Thanks,
Hitachi Construction Machinery (Australia) Pty Ltd

www.hitachicm.com.au

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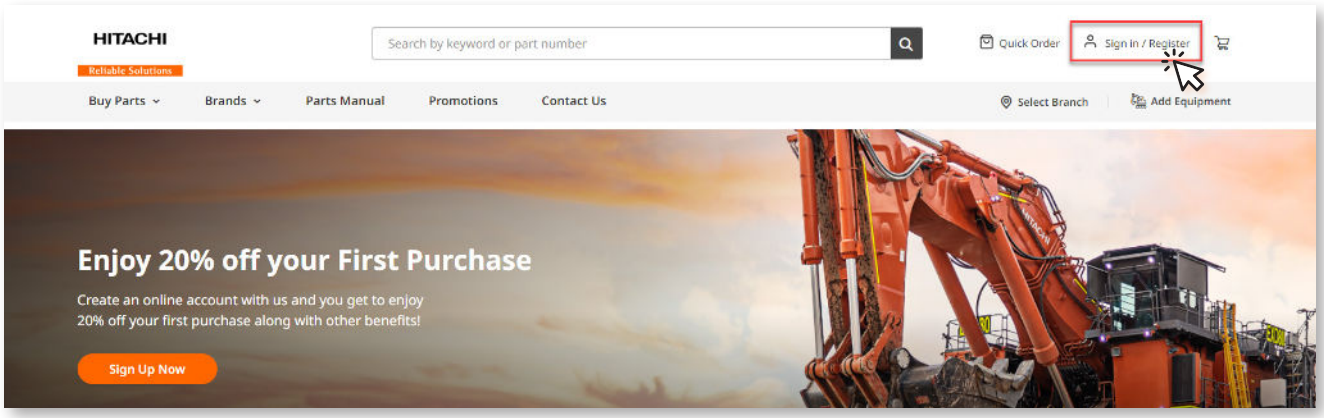
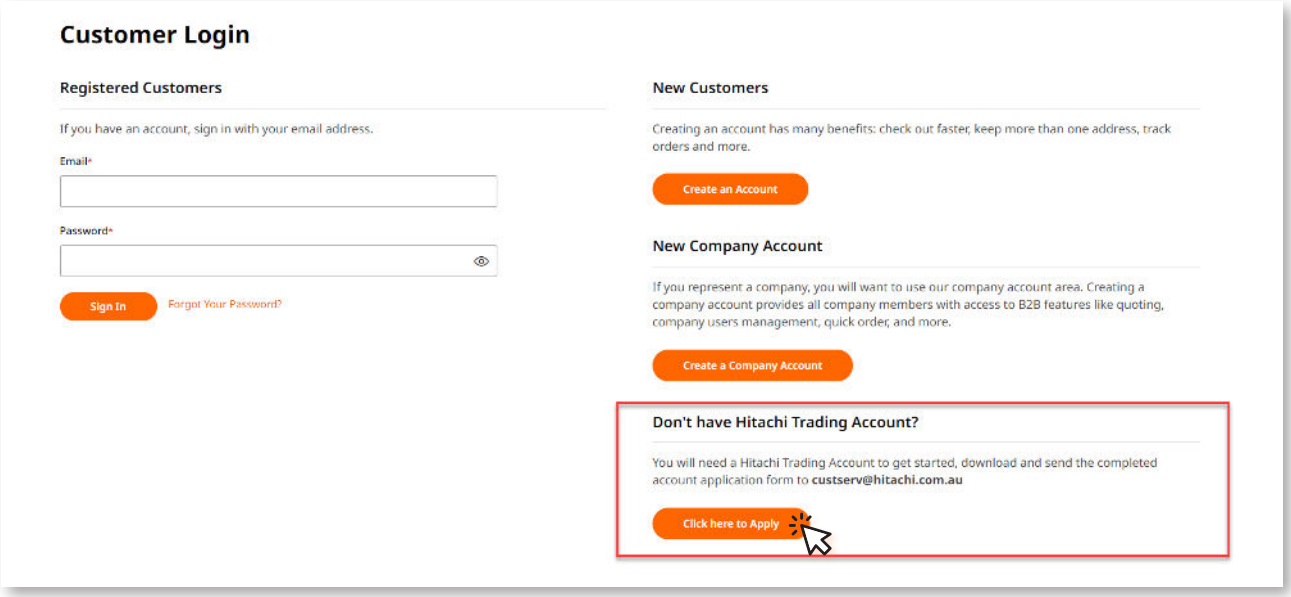
1.5 Apply for a Hitachi Trading Account

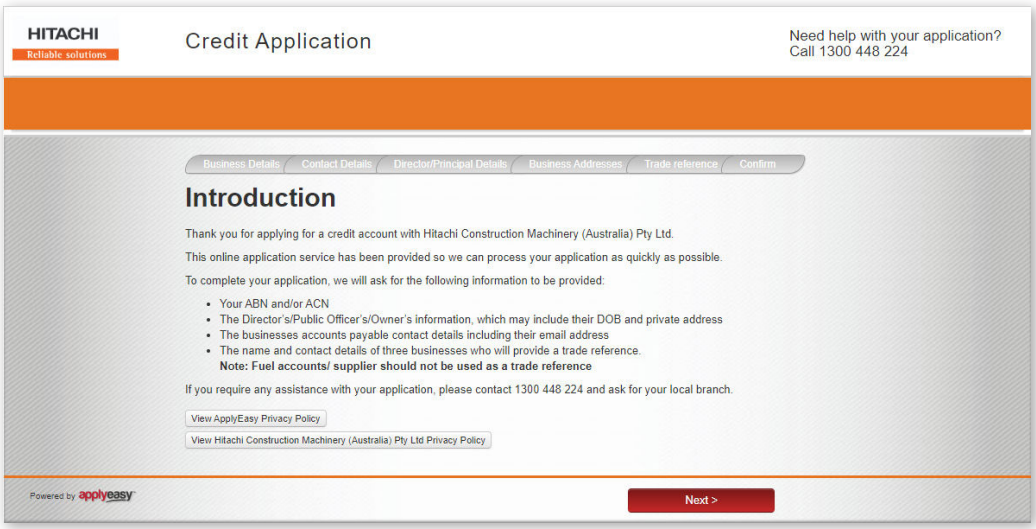
1. On the home page, click on **Sign In** / **Register** in the top right corner.



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.



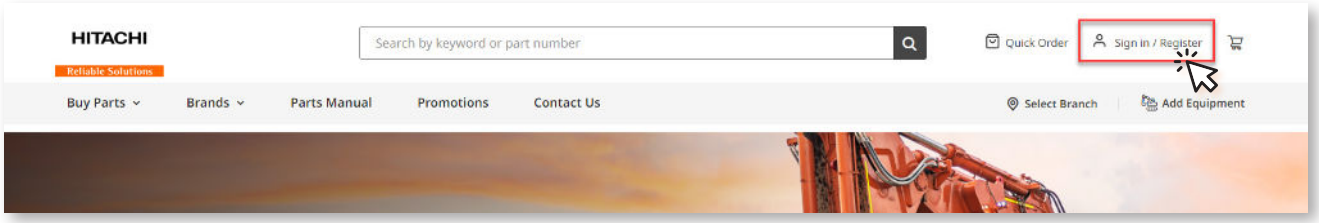
3. You'll then be redirected to the HCA Credit Application page and prompted to fill out details. The application will then be reviewed by our team and an outcome notified to the email provided.

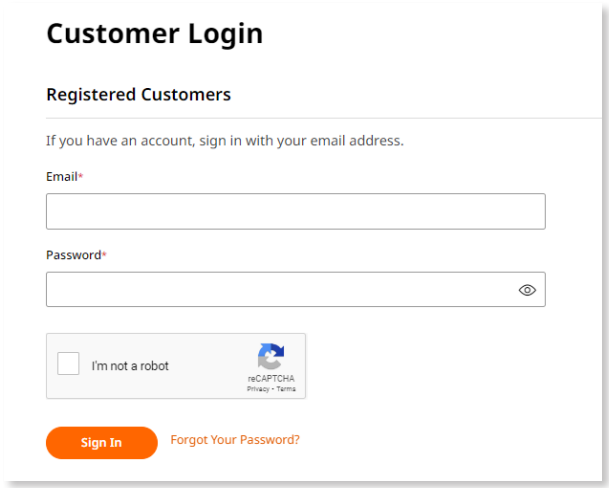


1.6 Signing In

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.



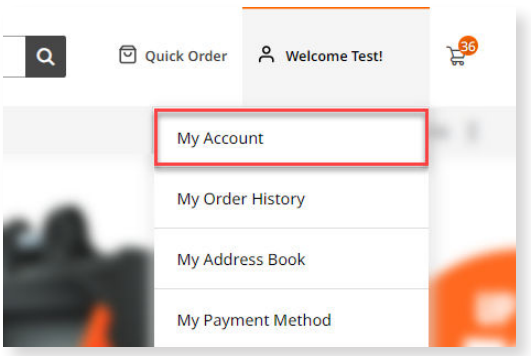


2. Enter your email and password.
3. Complete the reCAPTCHA verification.
4. Click **Sign In.**

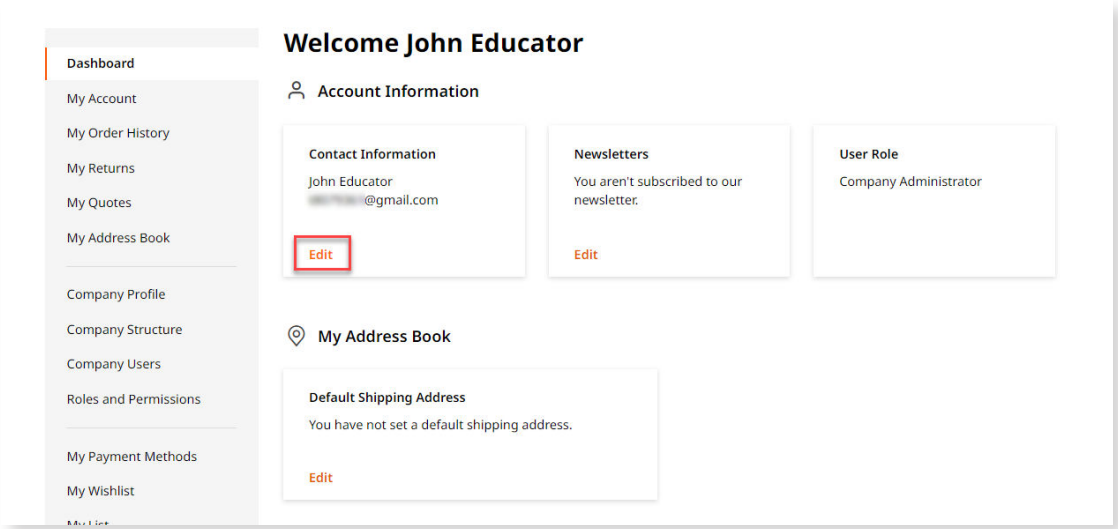
You should now be successfully signed into your Hitachi Parts Solutions account.

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.

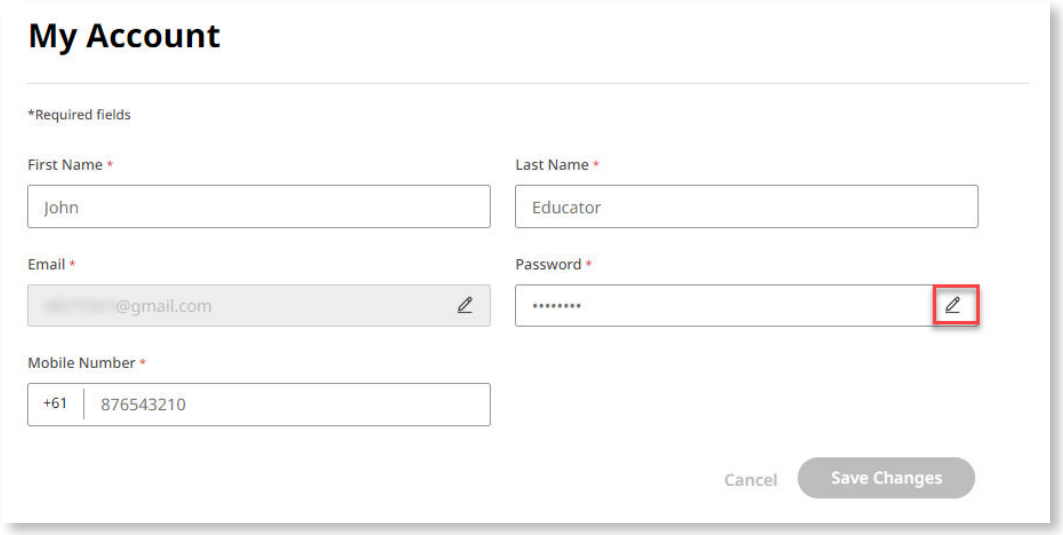


2. Click the **Edit** button under the Contact Information section.



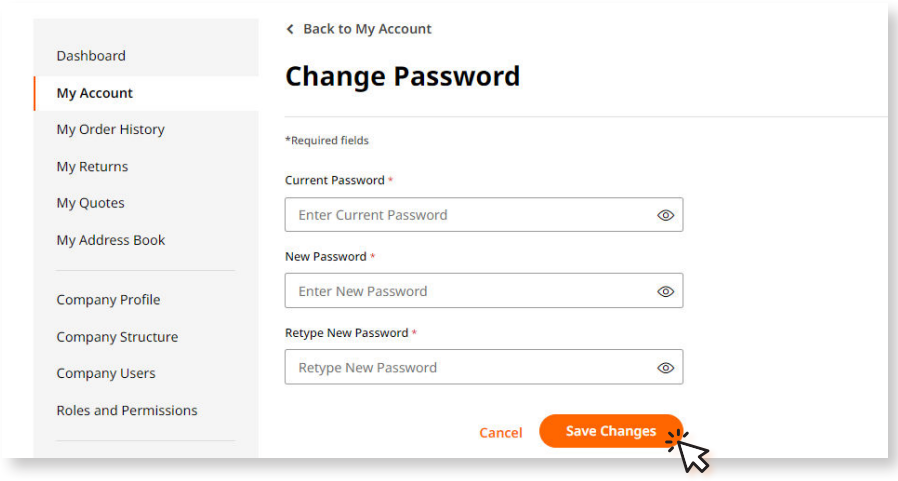
Here you can edit details including password, name and mobile number.

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



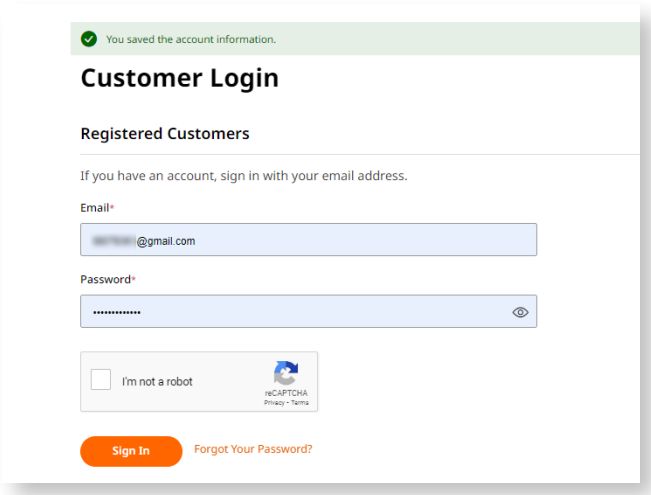
4. Enter your current password in the Current Password field.

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*

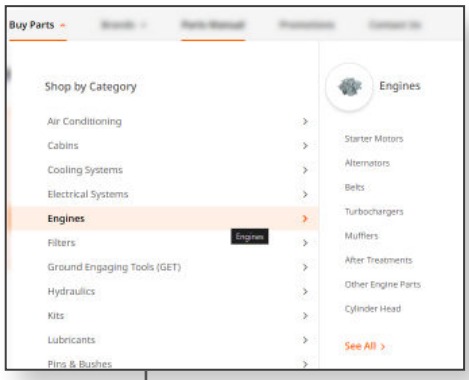


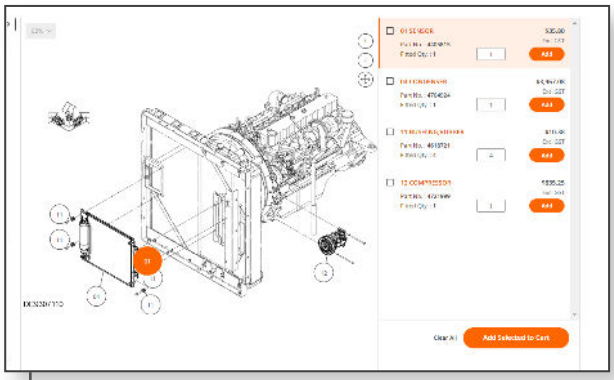
Parts Manual*

* 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



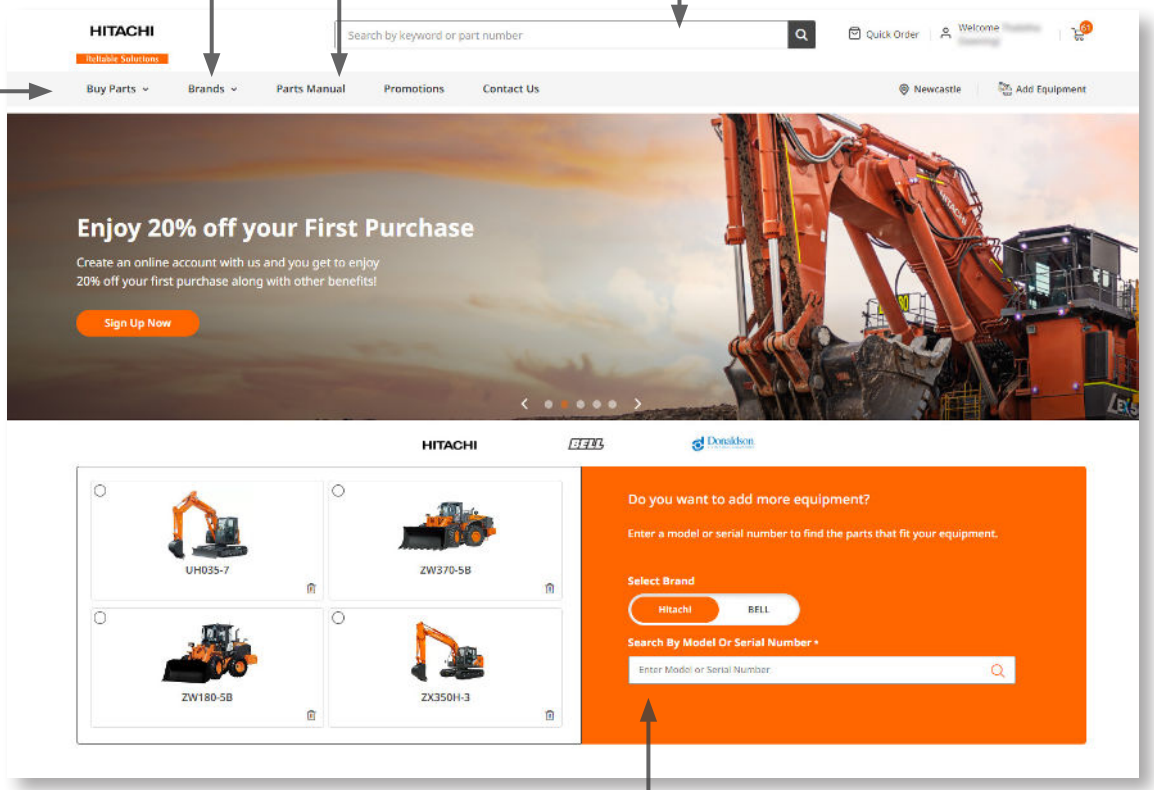


Search by **category** such as engine, filters, power train or undercarriage

Search by **brand**

Use **Parts Manual** to search using schematics

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



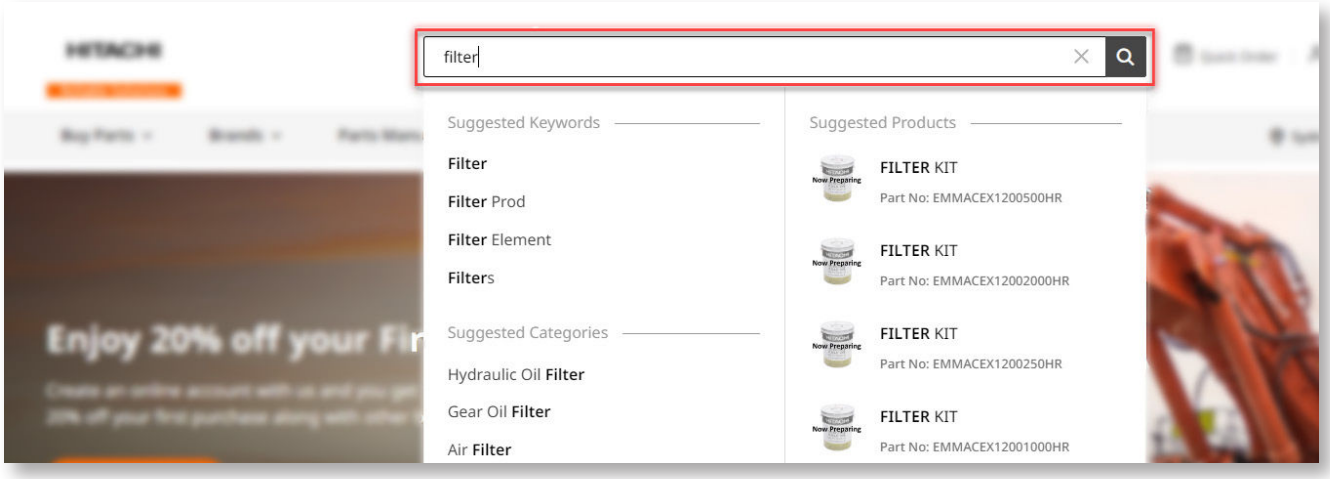
Select the brand of your machine; Hitachi or BELL.

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

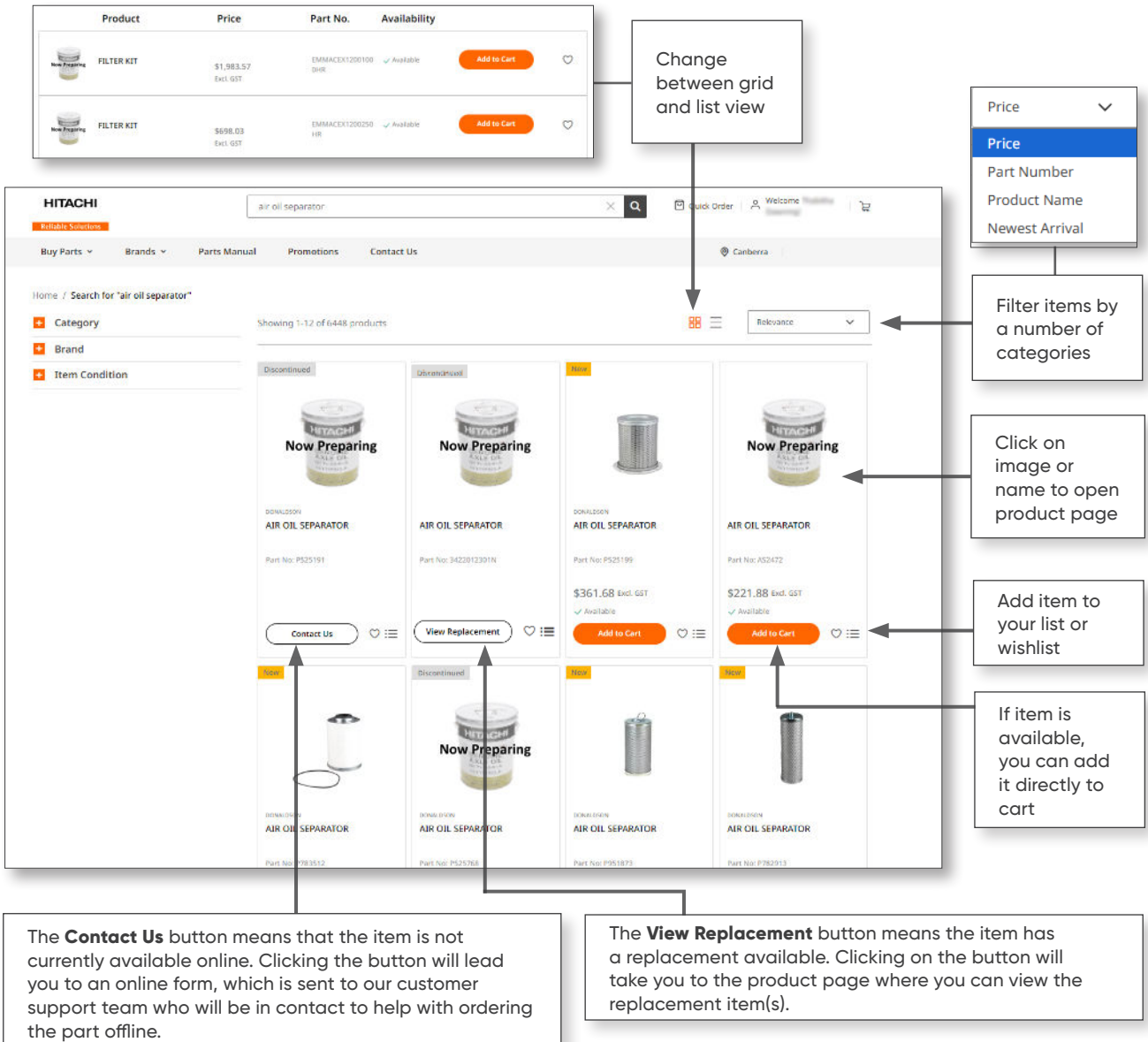
2.2 Quick Search

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.

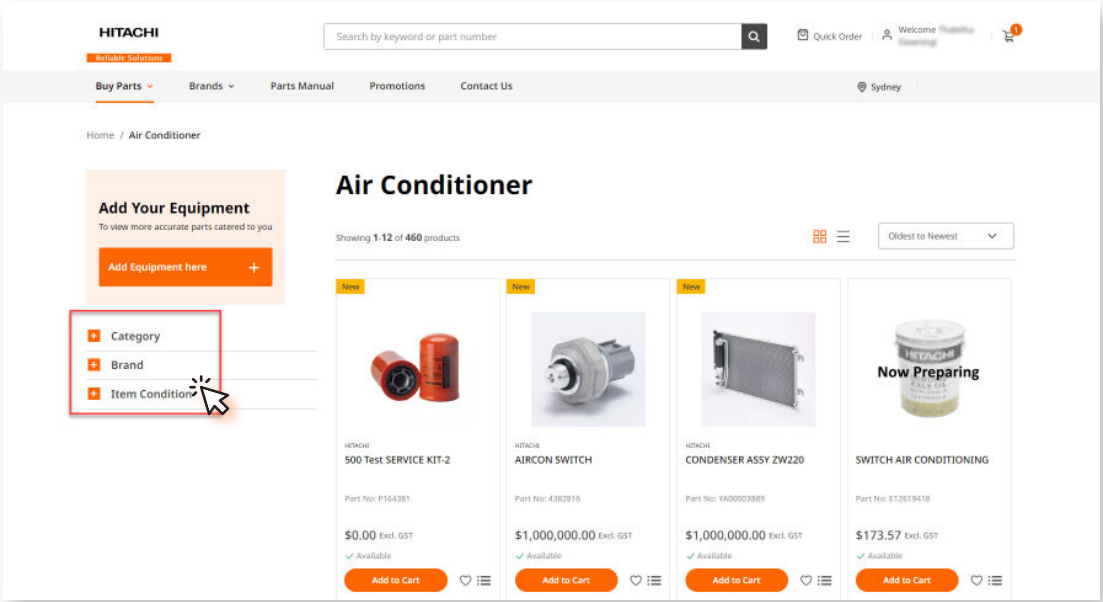


Below is an overview of the basic features of the search result page.



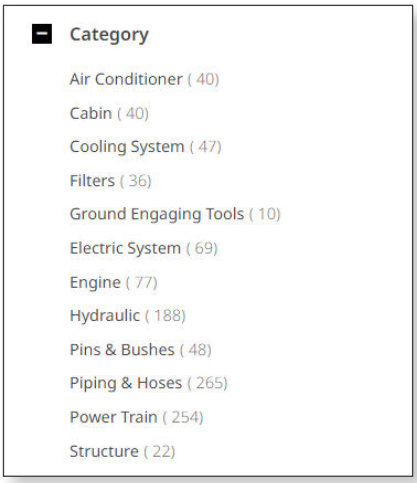
2.3 Advanced Search

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.



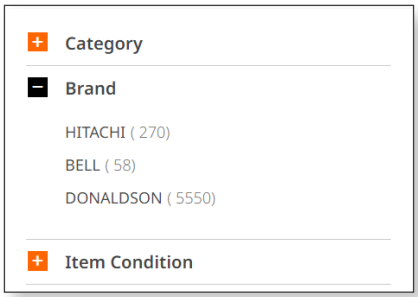
Category

Refine item list by category



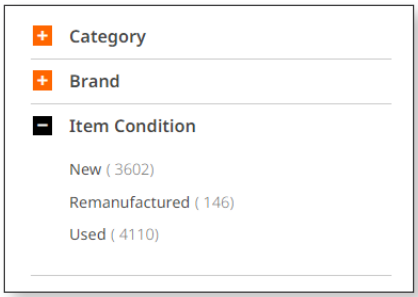
Brand

Refine item list by brand



Item Condition

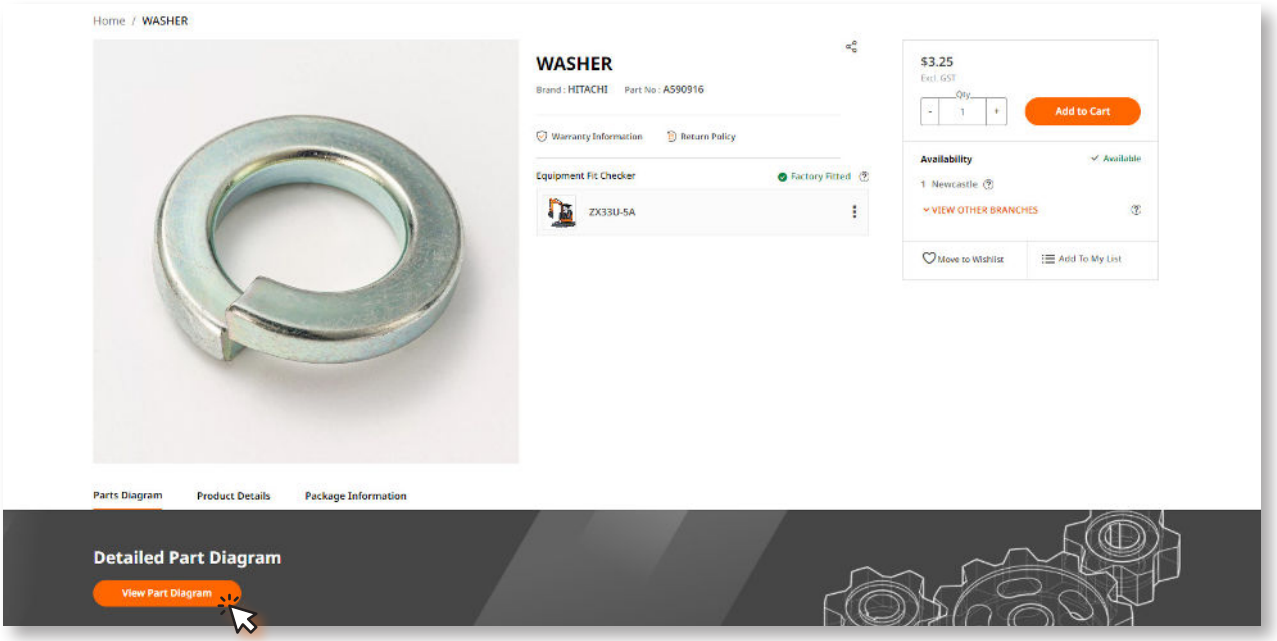
Refine item list by Item Condition



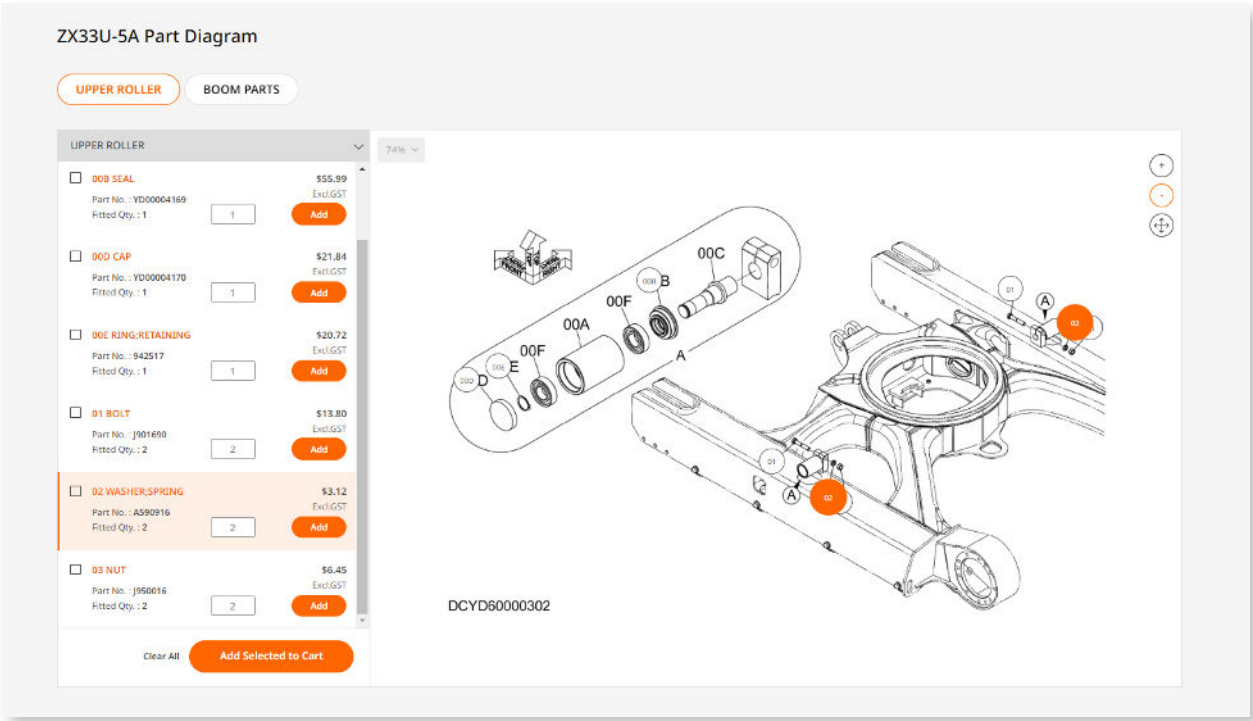
2.4 Parts Diagram

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.



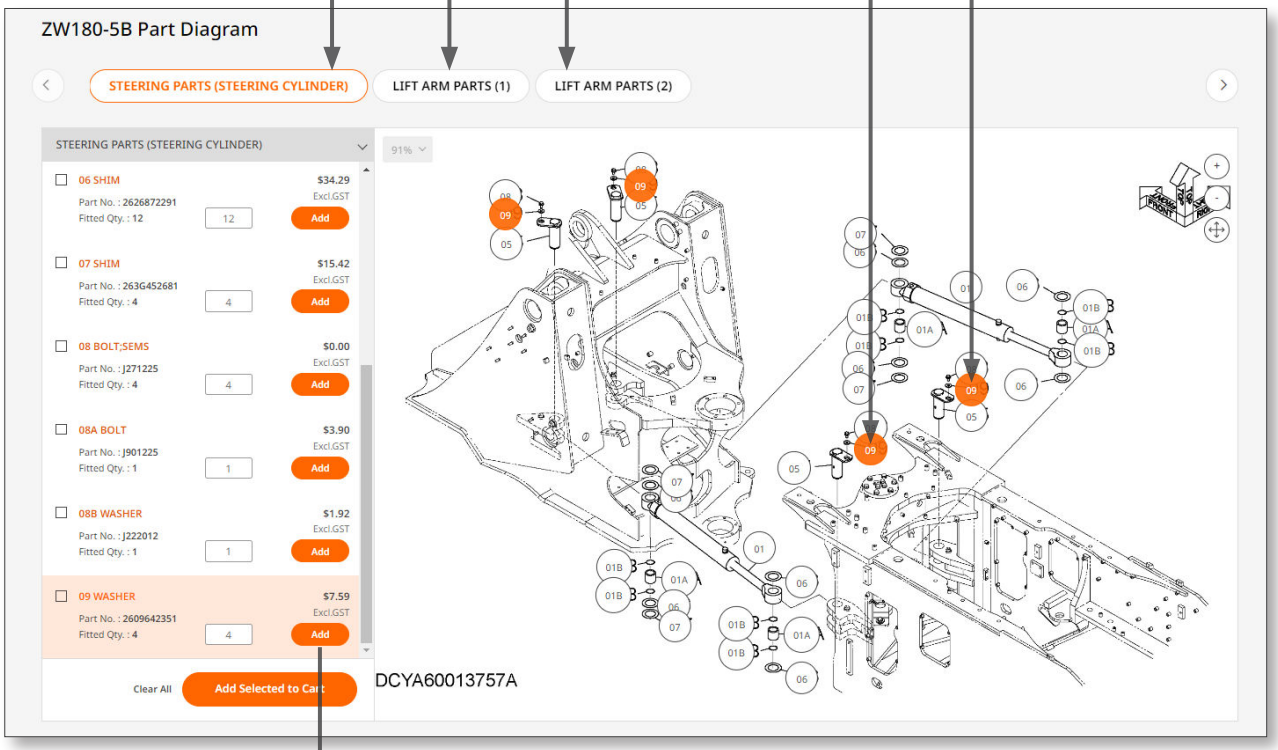
This also allows you to view how many of these parts are located throughout the machine.

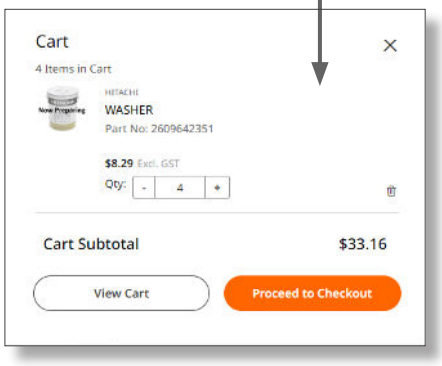


View Details and Add to Cart

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.





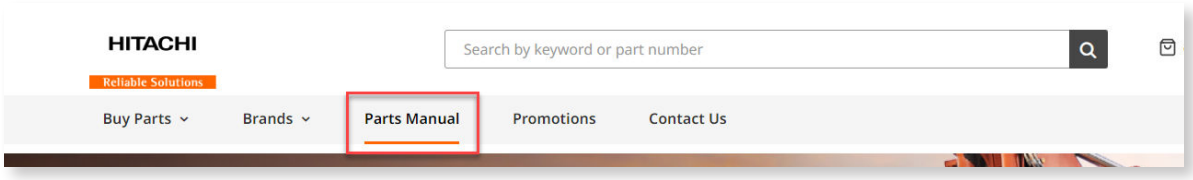
This fitted quantity displayed is populated according to illustration. By default this is quantity offered when added to cart.

In this example there are 4 of the part 2609642351.

2.5 Parts Manual

Parts Manual is easily accessable via the **Parts Manual** heading on the main page. Find parts using equipment details, part numbers or both.

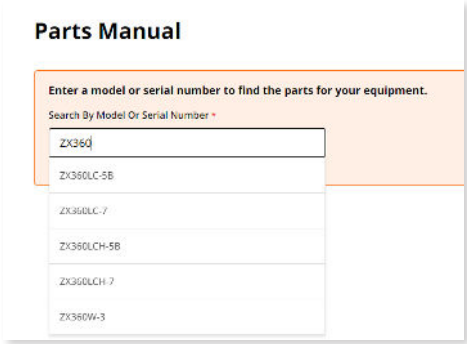
> Please note that this is only accessable to users who are logged in with a Hitachi Parts Online account.

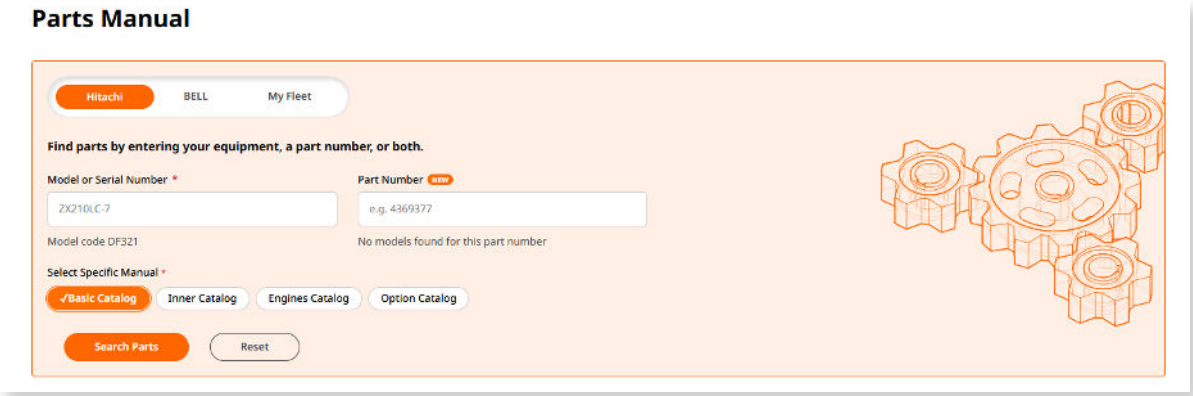


Search using Model or Serial Number

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.

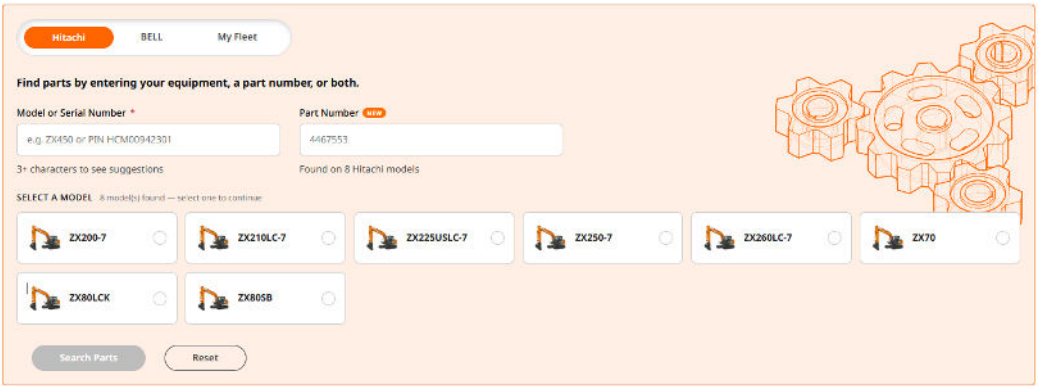




Search using Part Number (New)

1. Enter the **Part Number**. If the part number found on multiple models, select a model to continue.

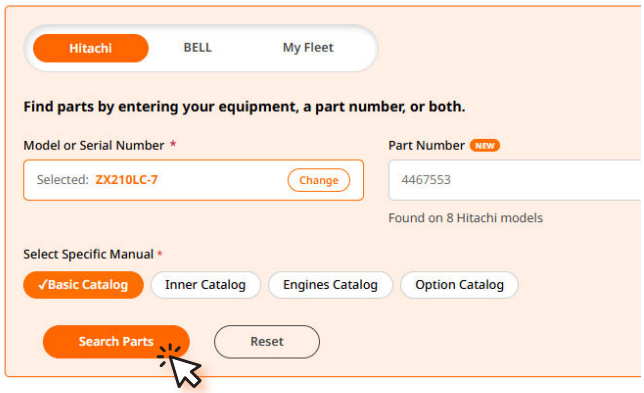
2. Once a model has been selected, the system will preselect the specific manuals where the part number exists e.g. Basic Catalog or Inner Catalog.

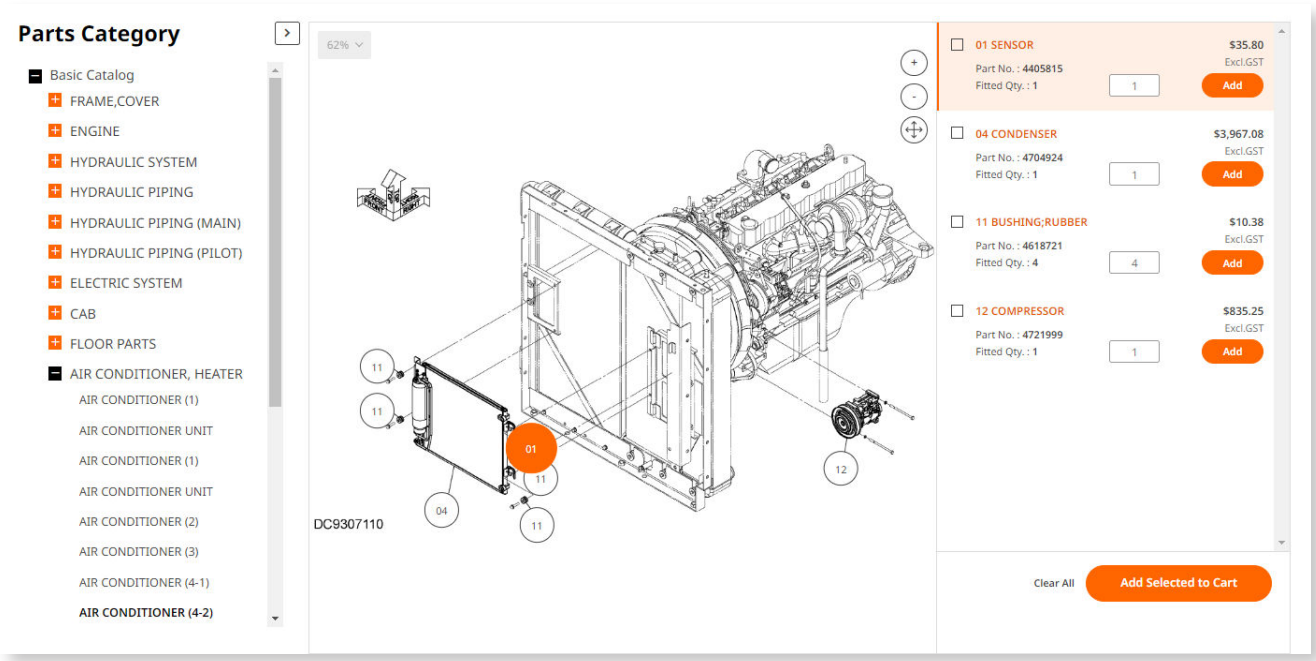


3. Click on the **Search Parts** button.

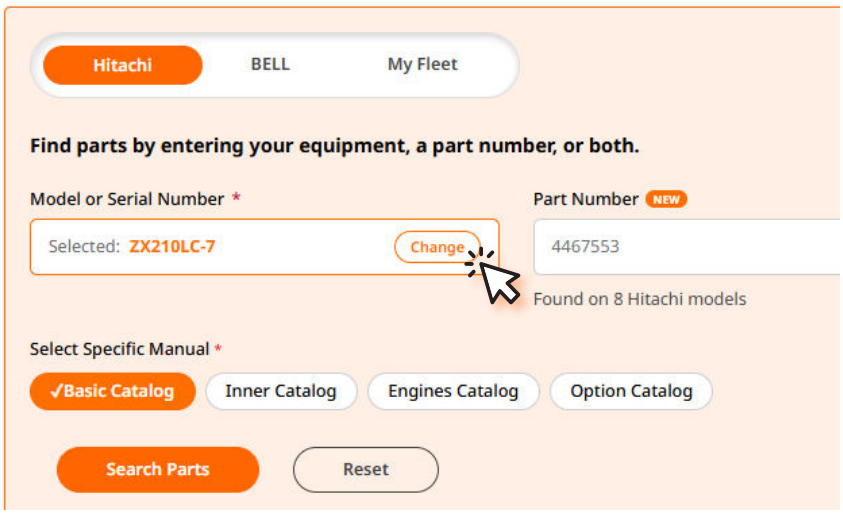
Once **Search Parts** is selected the specific manuals and categories are searched and filtered to display pages where the entered Part Number exists.

By default, the first manual and page will be selected where the parts diagram is displayed with the Part Number highlighted and if available the interactive Hot Spot location on parts diagram is displayed.

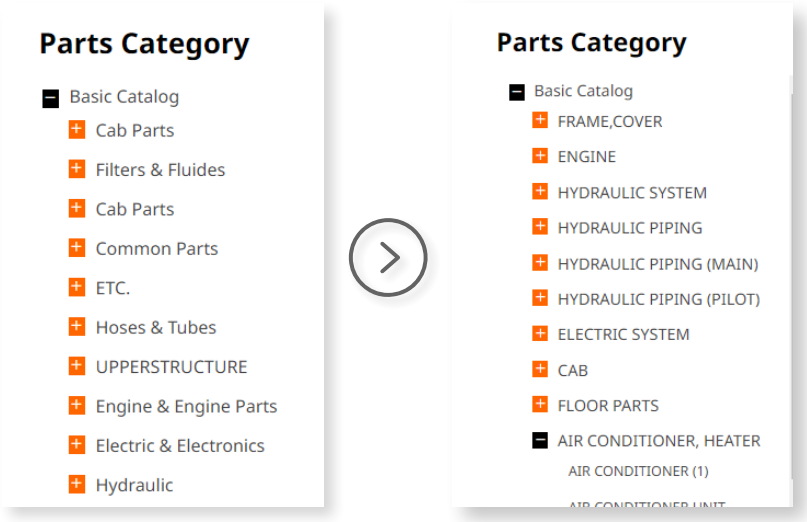




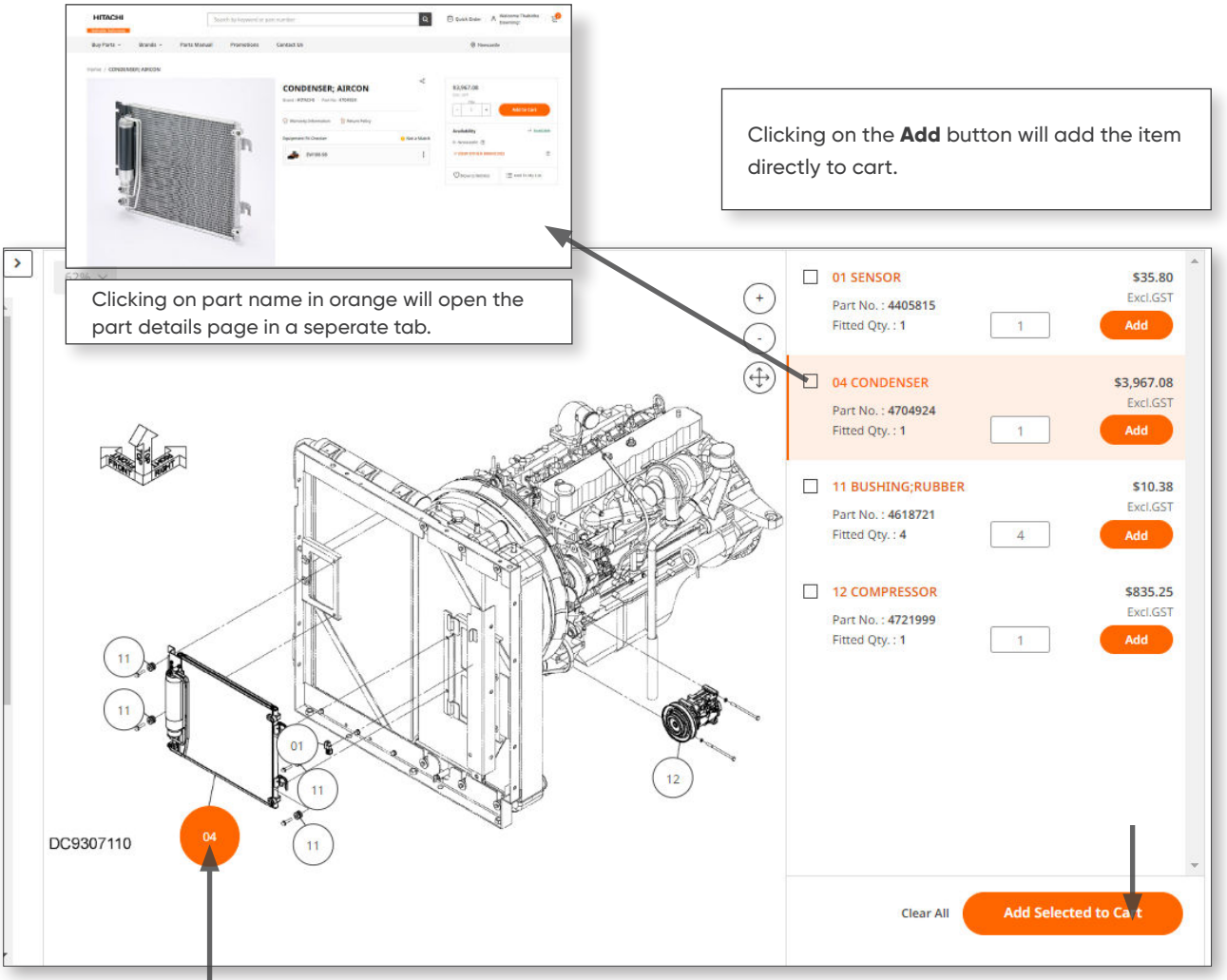
4. If your part number search identified multiple models and you would like to change to another model simply select the **Change** button.



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

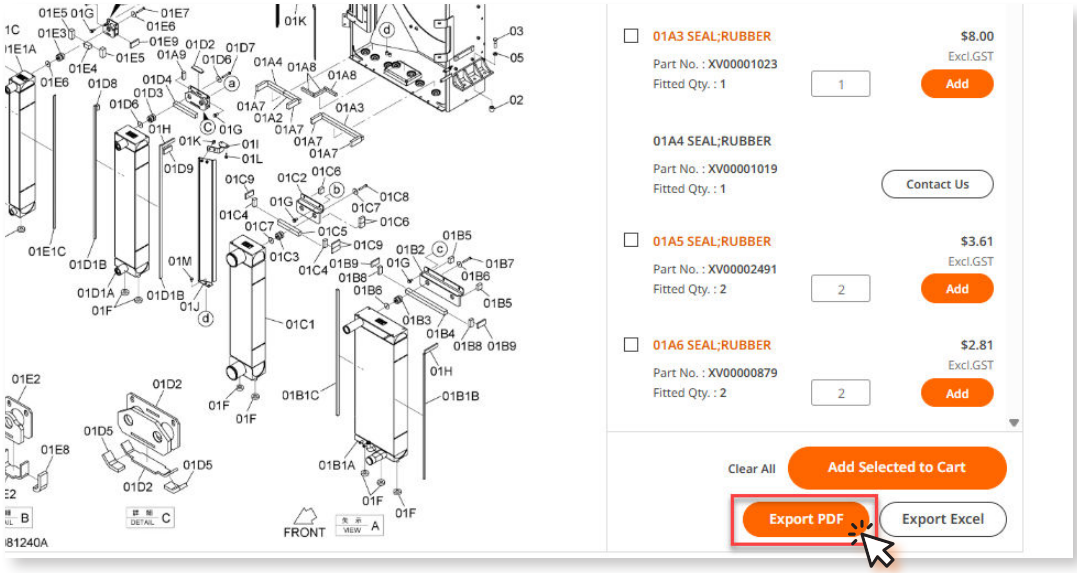


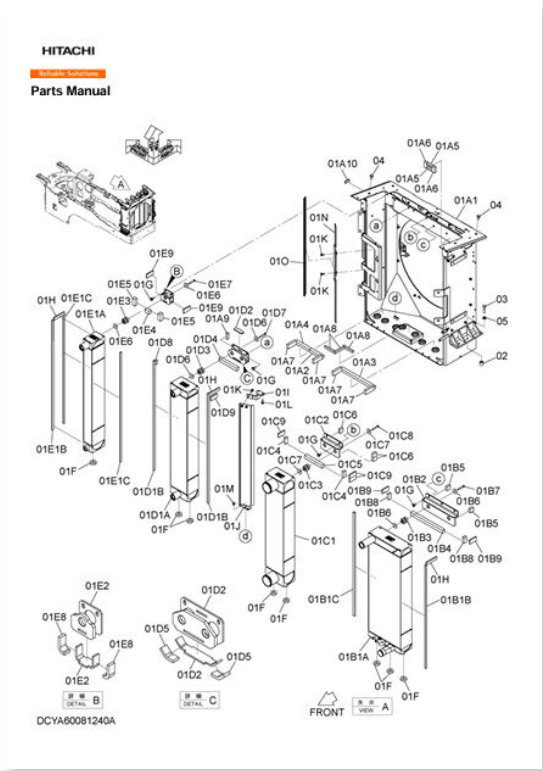
6. Click on the relevant subheading to show the diagram and parts listing.

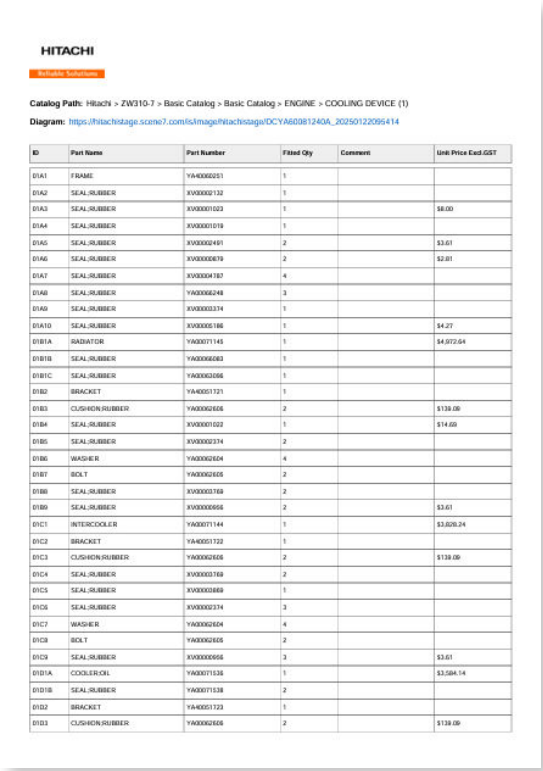


Printing from Parts Manual

With the Parts Manual page displayed, there are new options available to export and print.

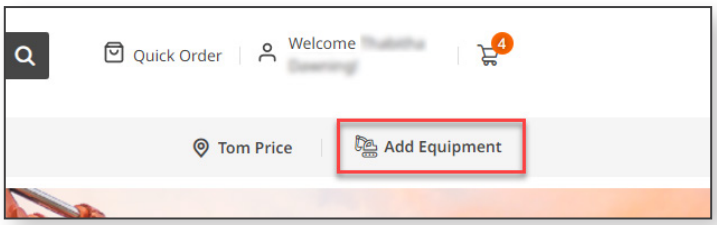


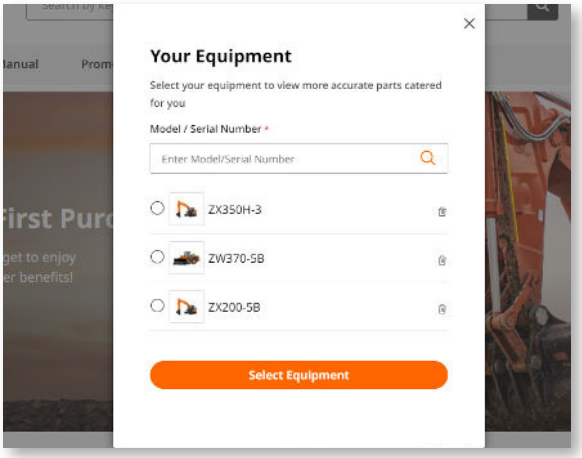


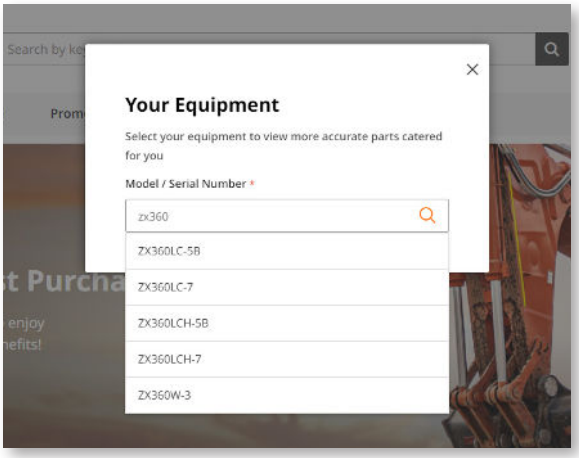


2.6 Add your equipment

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

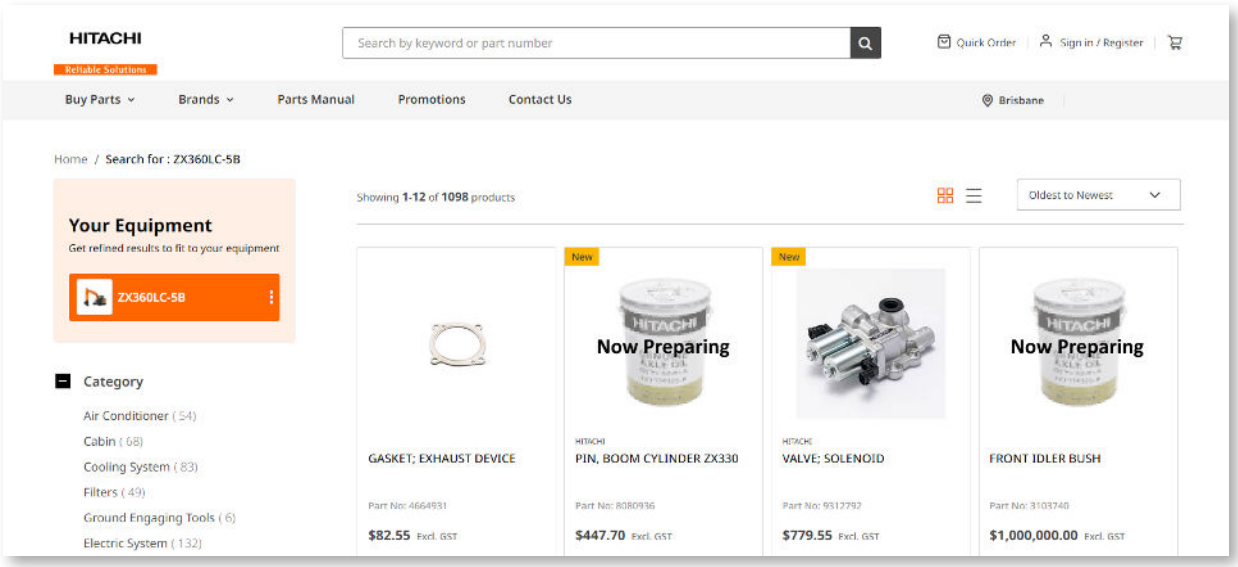






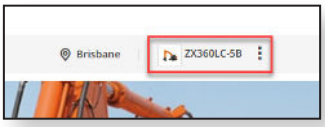
2. If you have previously added equipment these will continue to appear. You can select from this list, or use the search bar to add another.

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 delselected (even after logging out)

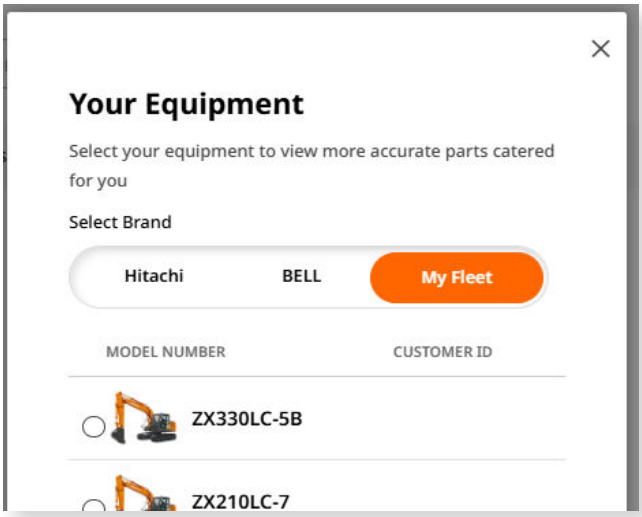


2.7 Add your fleet

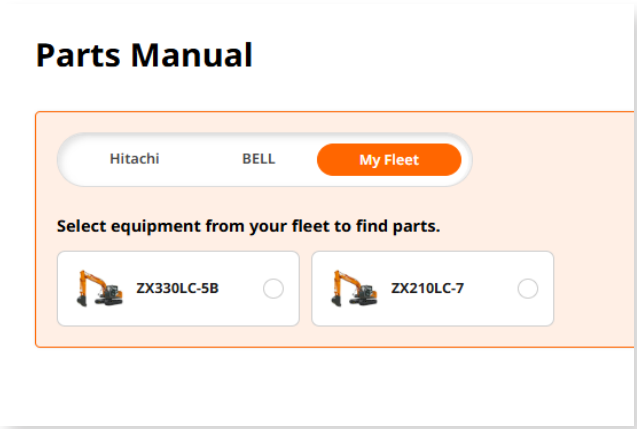
Using my fleet helps quickly find the right parts by linking products to the relevant equipment. By creating a personalised fleet list, users can easily select machines and view only relevant parts, reducing search time and improving accuracy.

Once a My Fleet record has been created, these are the areas where it can be used:

Add Equipment page



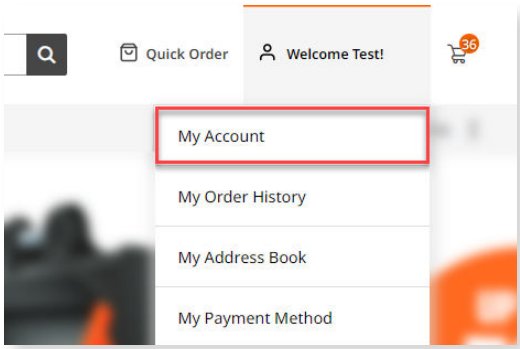
Parts Manual

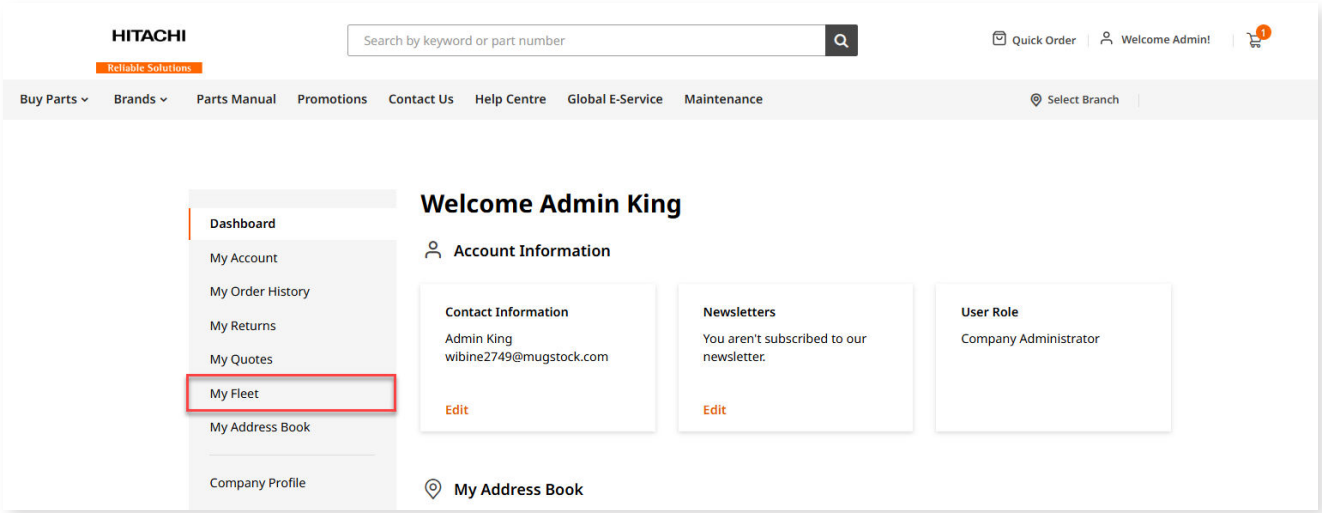


Please note that only Company Administrators can add, edit or delete My Fleet records.

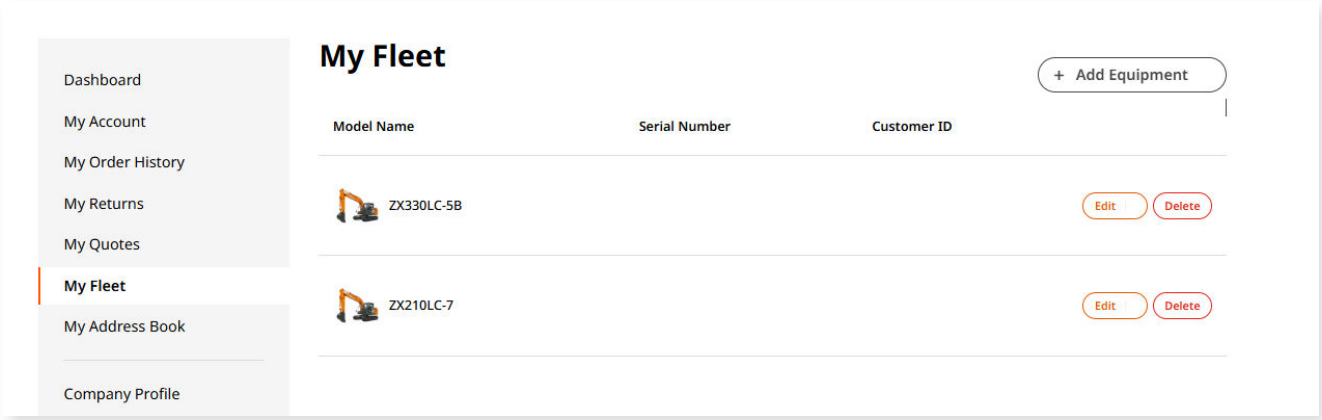
1. Click on the **User Menu** on the top right of the screen and select **My Account** from the drop-down menu.

2. Select **My Fleet** from the left hand menu.



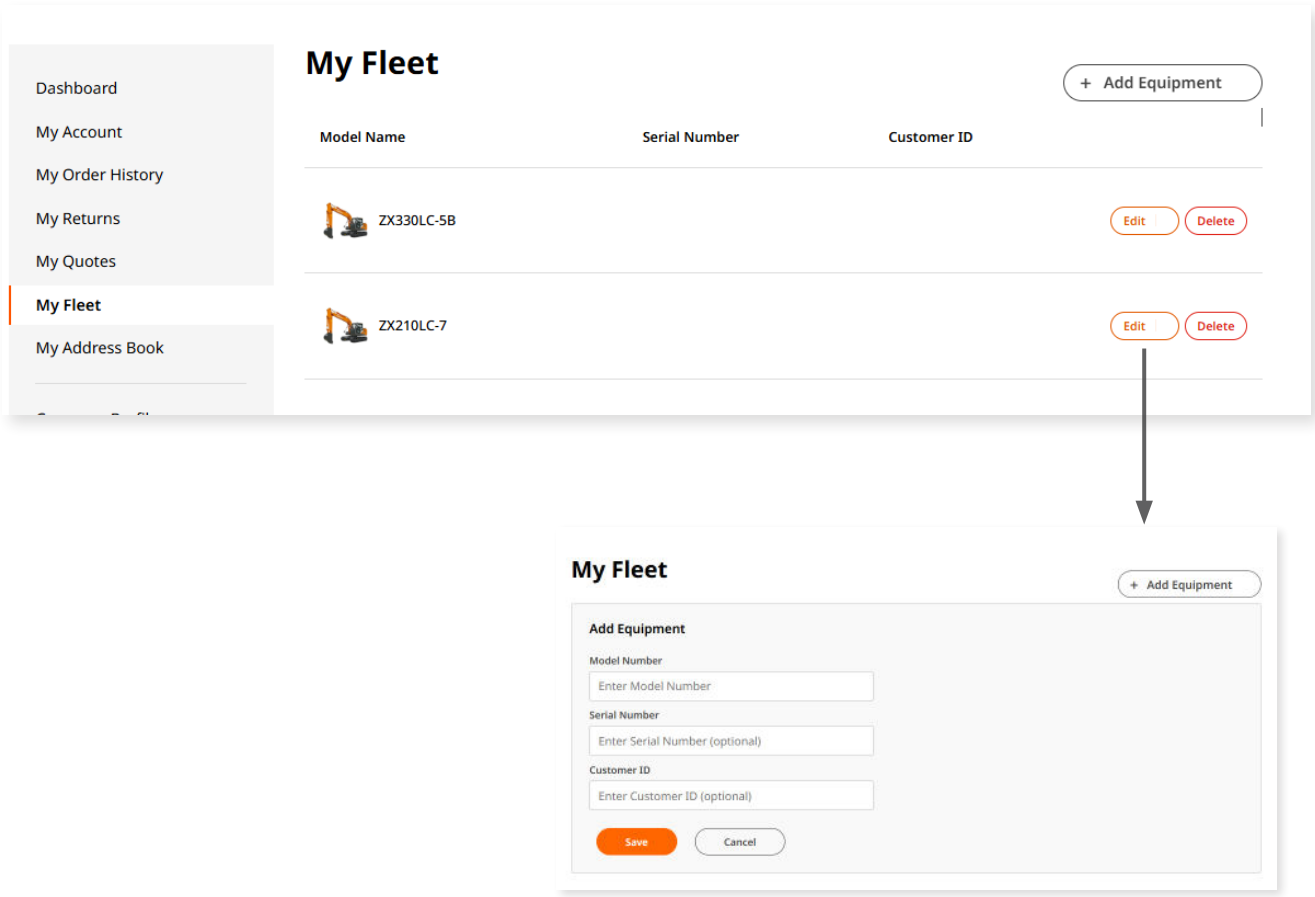


3. Click **+ Add Equipment** and then search for the model. *Optional: enter serial number or cusotomer ID for more precise results.*



How to Edit or Delete Record

When on the My Fleet page, you can Edit or Delete records.

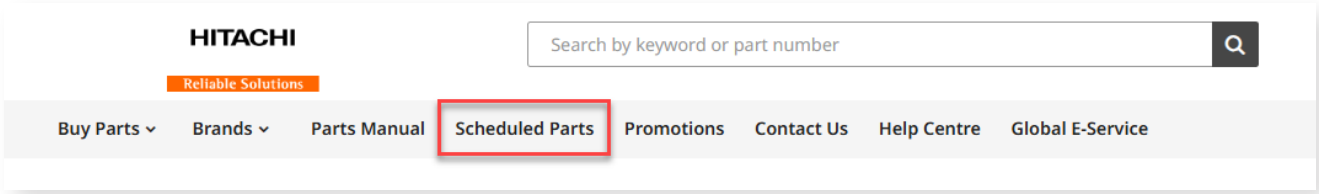


There is no limitation on the number of my fleet records that can be added

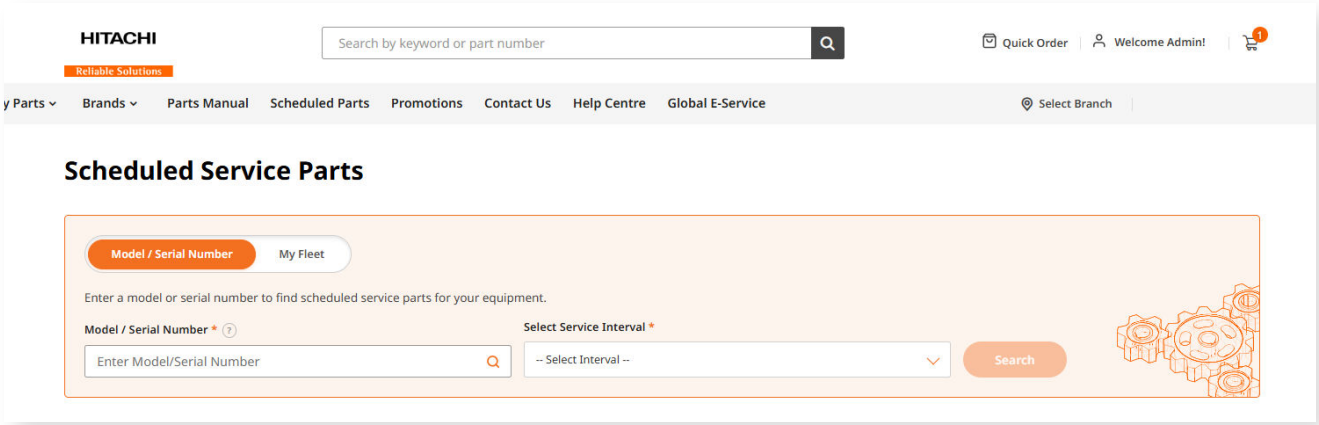
2.8 Scheduled Service Parts

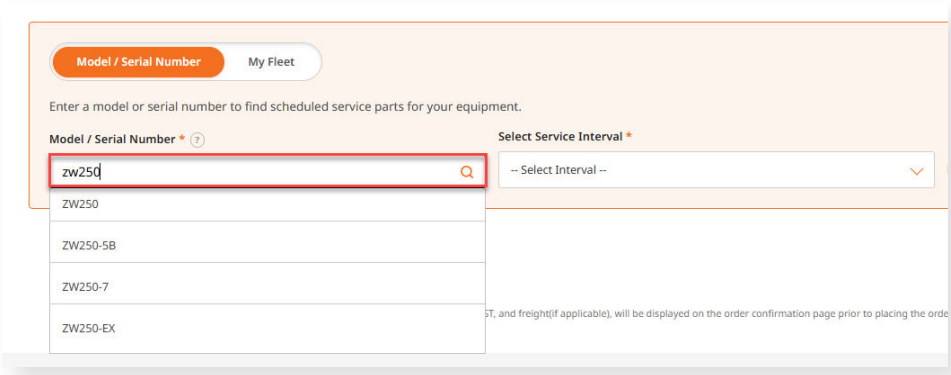
Using my fleet helps quickly find the right parts by linking products to the relevant equipment. By creating a personalised fleet list, users can easily select machines and view only relevant parts, reducing search time and improving accuracy.

1. Select Scheduled Parts heading on the main page.

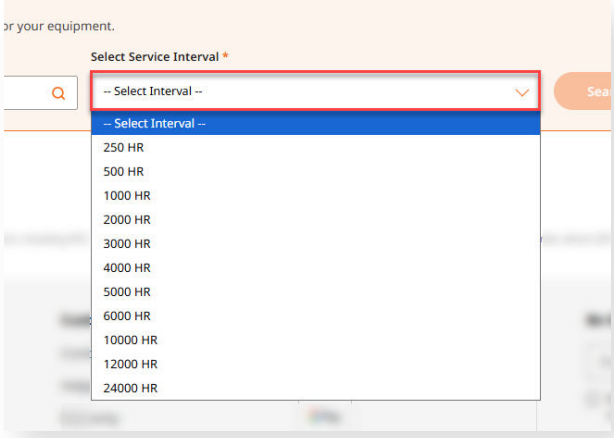


2. Enter the Model or Serial Number in the **Model** / **Serial Number** field.

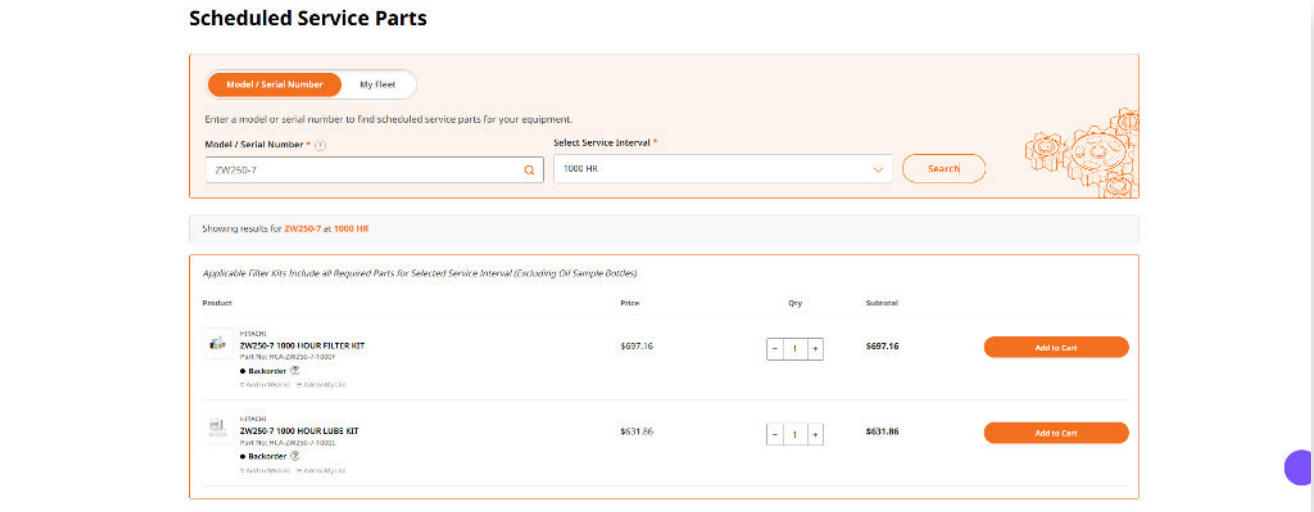


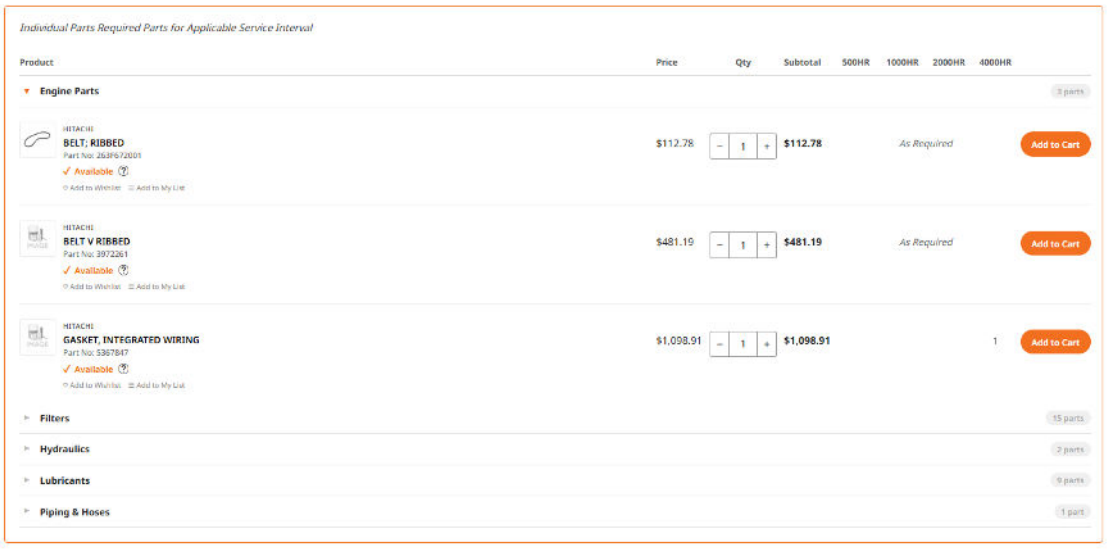


3. Select the relevant Service Interval from the **Select Service Interval** drop-down menu.



4. The applicable filter kits and individual parts for the service interval will then be shown. From here, the quantity can be adjusted and items can be added to cart by clicking the **Add to Cart** button next to the corresponding item.





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.

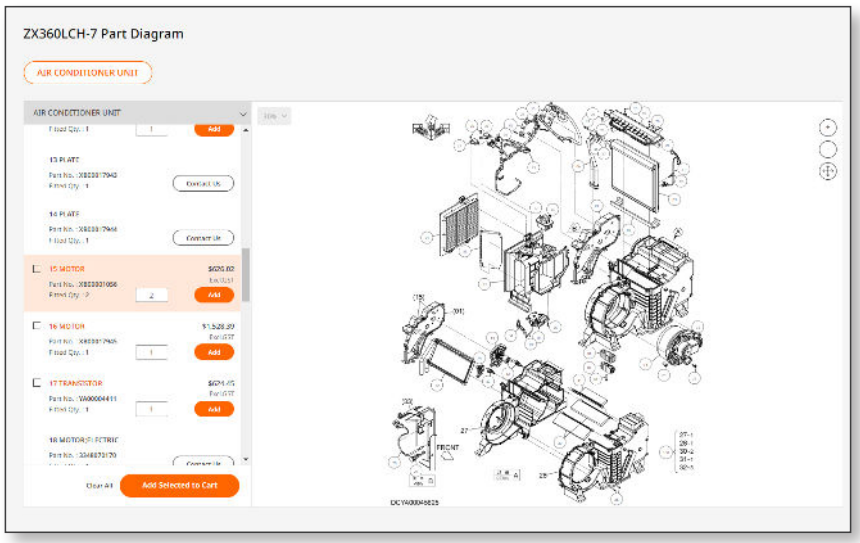


The product display page also will contain 1 Part Diagram, 2 Product Details and 3 Package Information. More information about these are available on the next page.

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	HITACHI	Returnable	Yes
Unit	ea	Dangerous Good	No

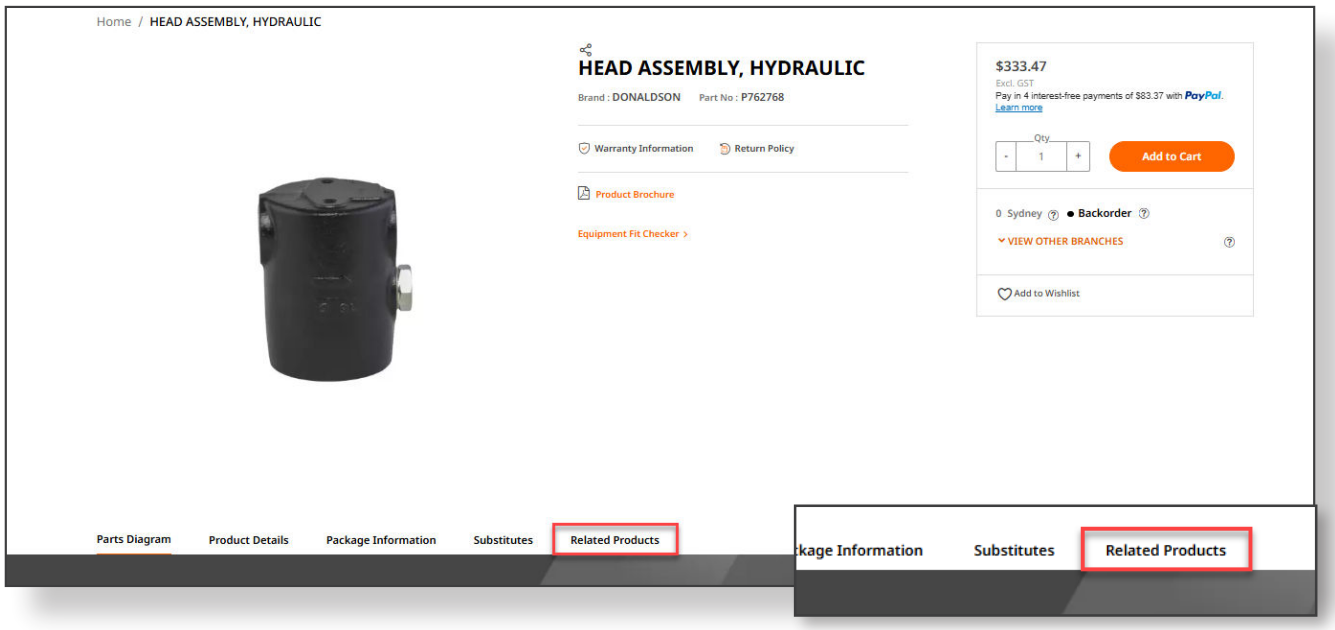
3. Package Information

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

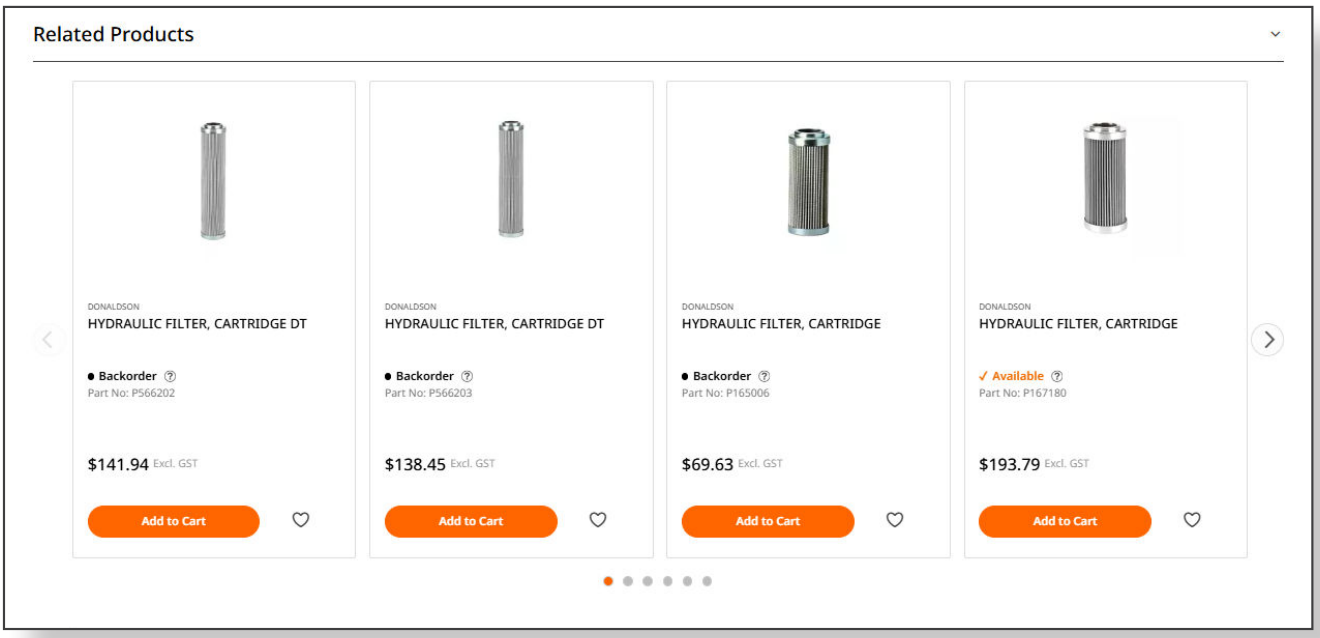
Package Information	
Packaged Depth (cm)	20
Packaged Width (cm)	20
Packaged Height (cm)	19
Packaged Weight (kg)	0.4

3.2 Related Products

When viewing a part, you can easily find associated or complementary items in the Related Products section. Click the **Related Products** heading to jump directly to the section, or simply scroll down the page to view it.



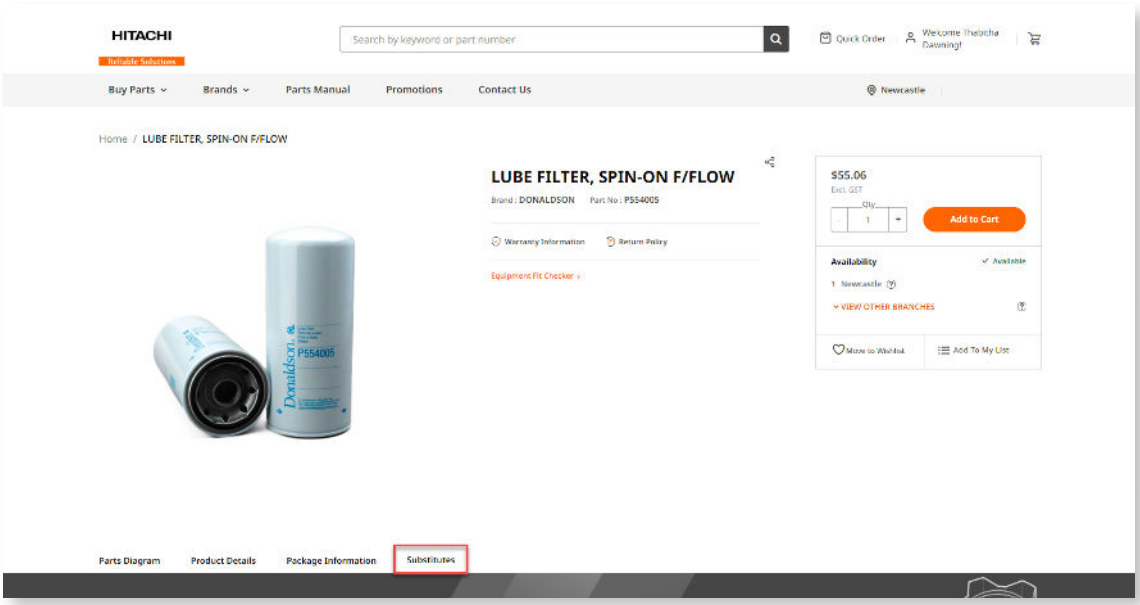
This section displays a list of relevant parts that may be used together with or as alternatives to the selected item. Select any listed product to open its details and continue browsing.



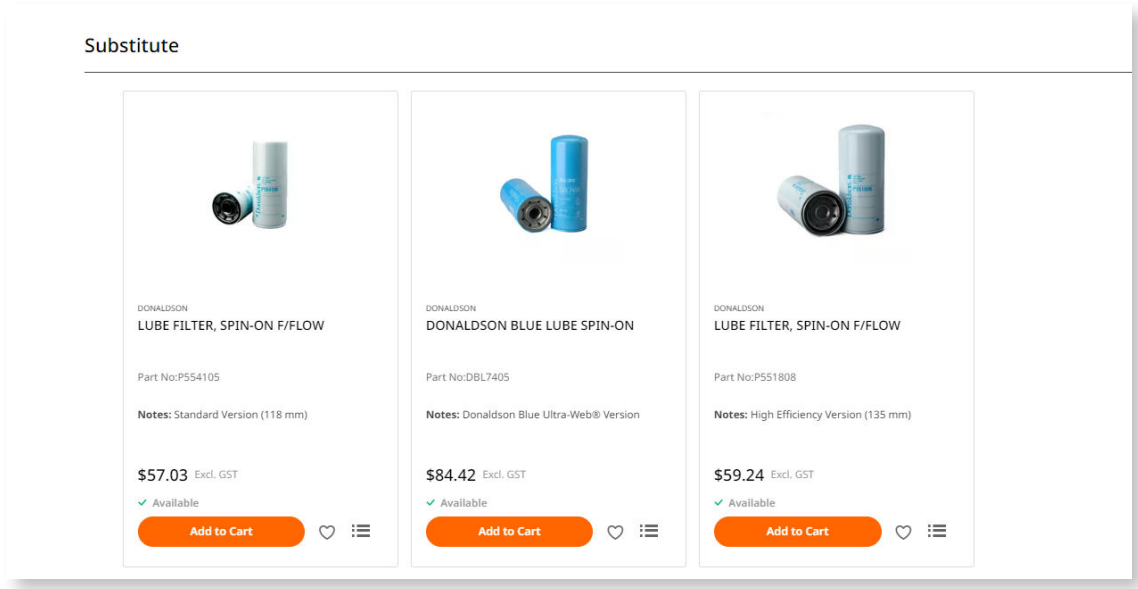
3.3 Alternate Parts

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



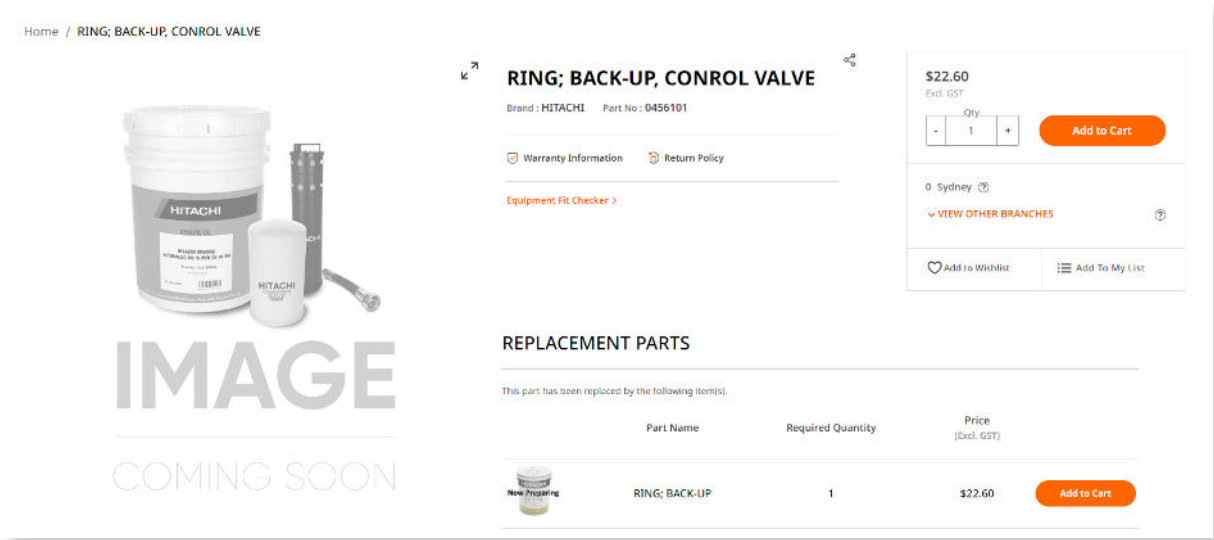
3.4 Superseded Parts

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.

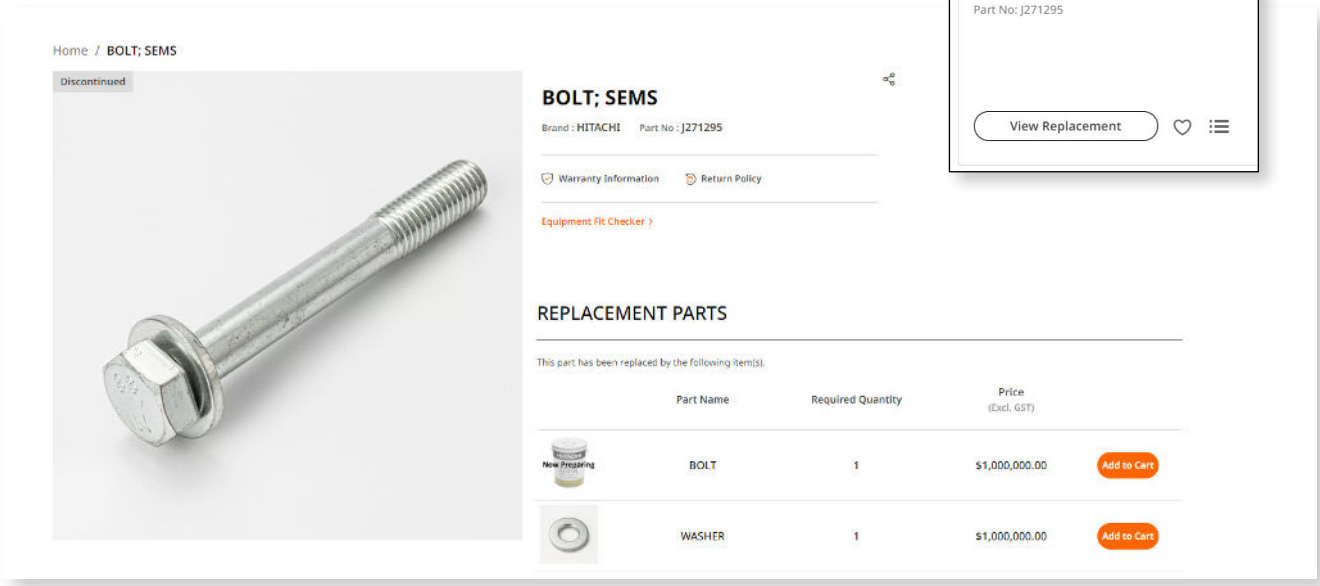


3.5 Obsolete Parts

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.

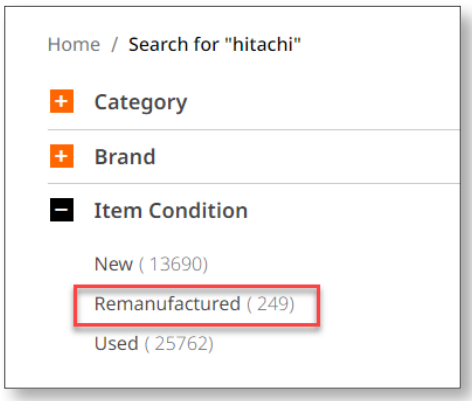


The replacement part(s) will be displayed below.

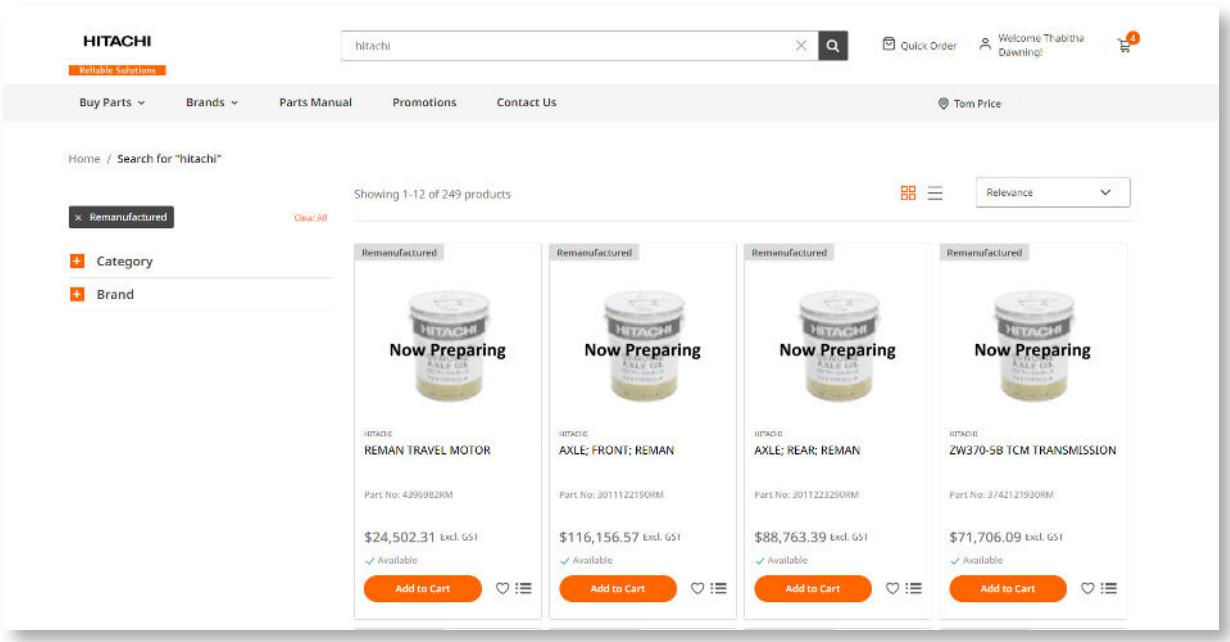


3.6 Remanufactured Parts

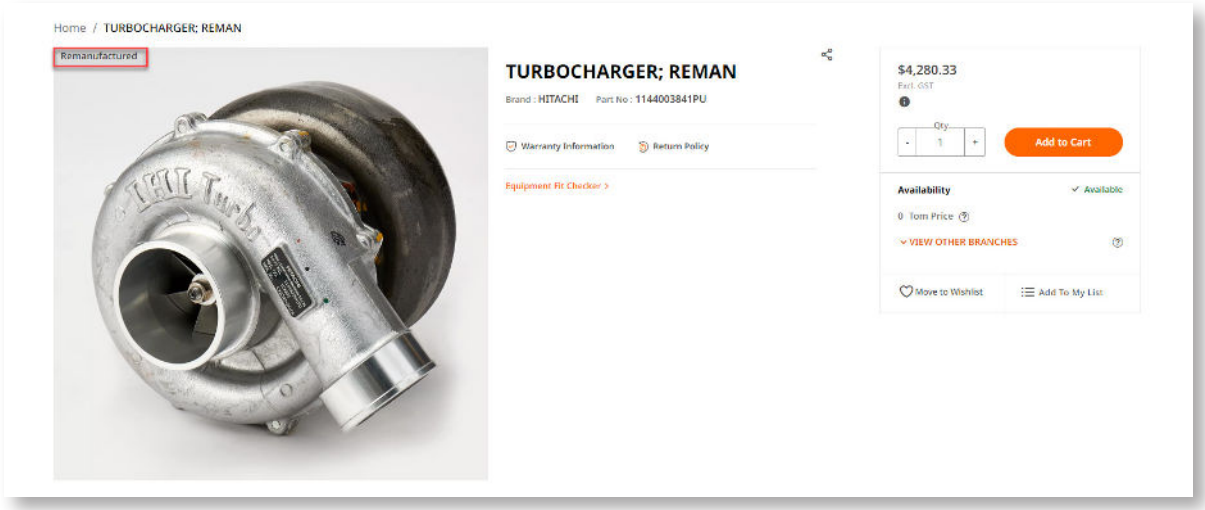
1. Within the search results page, Remanufactured Parts can be found by using the **Item Condition** filter and selecting **Remanufactured.**



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.

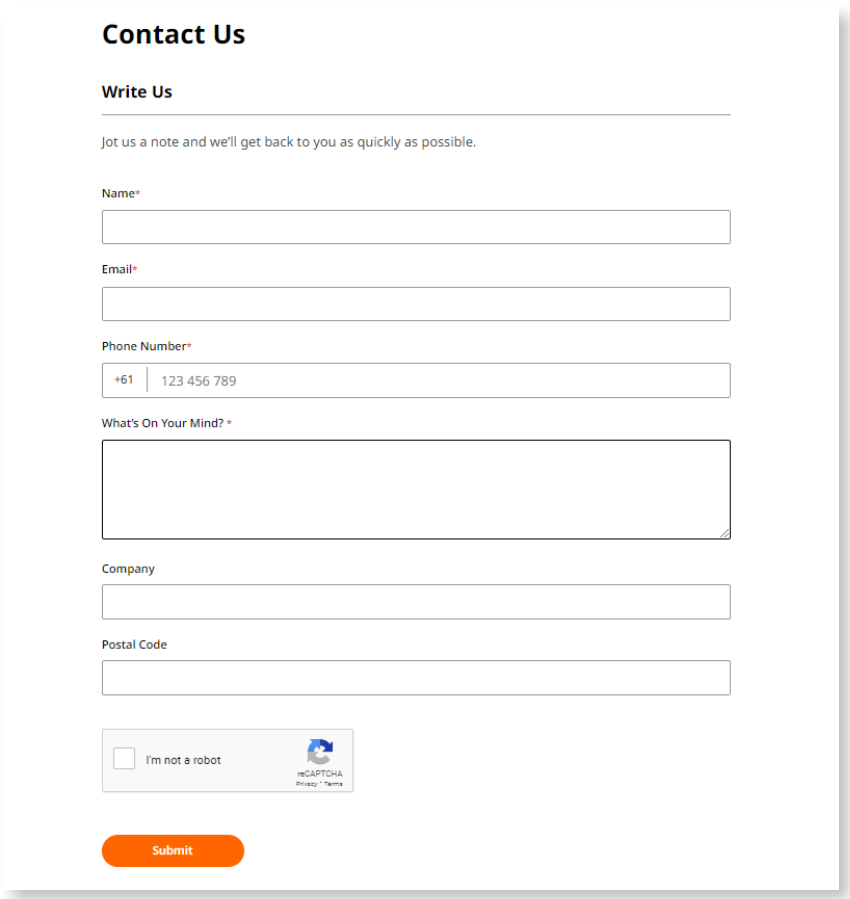


3.7 Restricted Parts

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

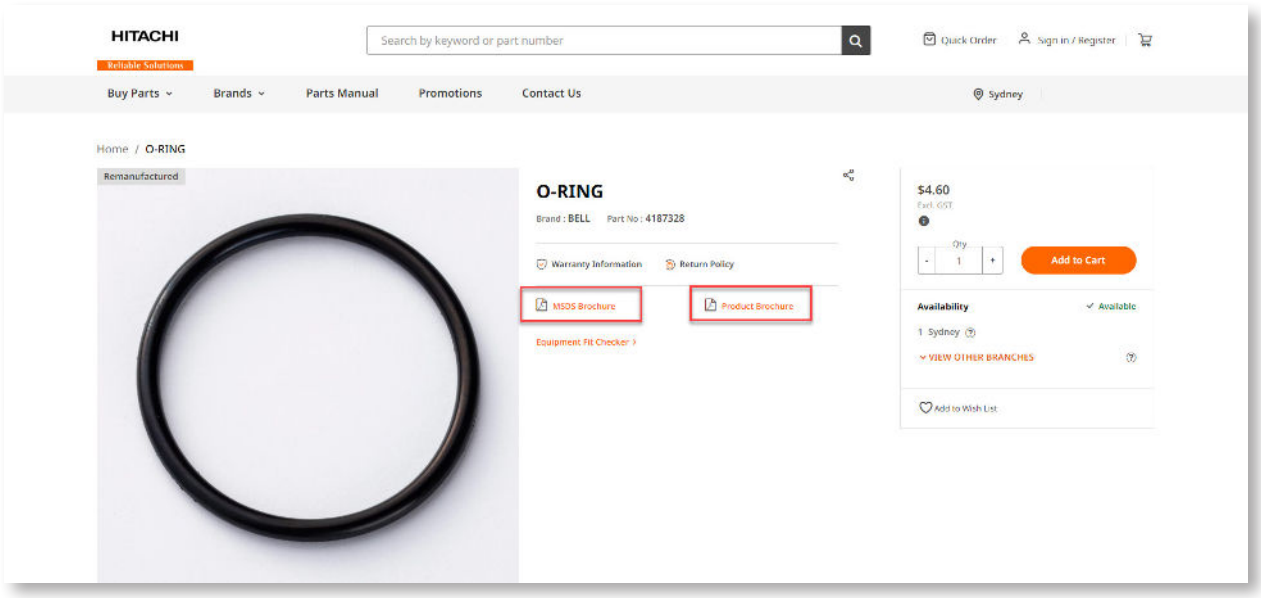
If a product is not labeled as discontinued, but has a **Contact Us** button, it may still be ordered by contacting our support team who will respond to your enquiry as soon as possible.



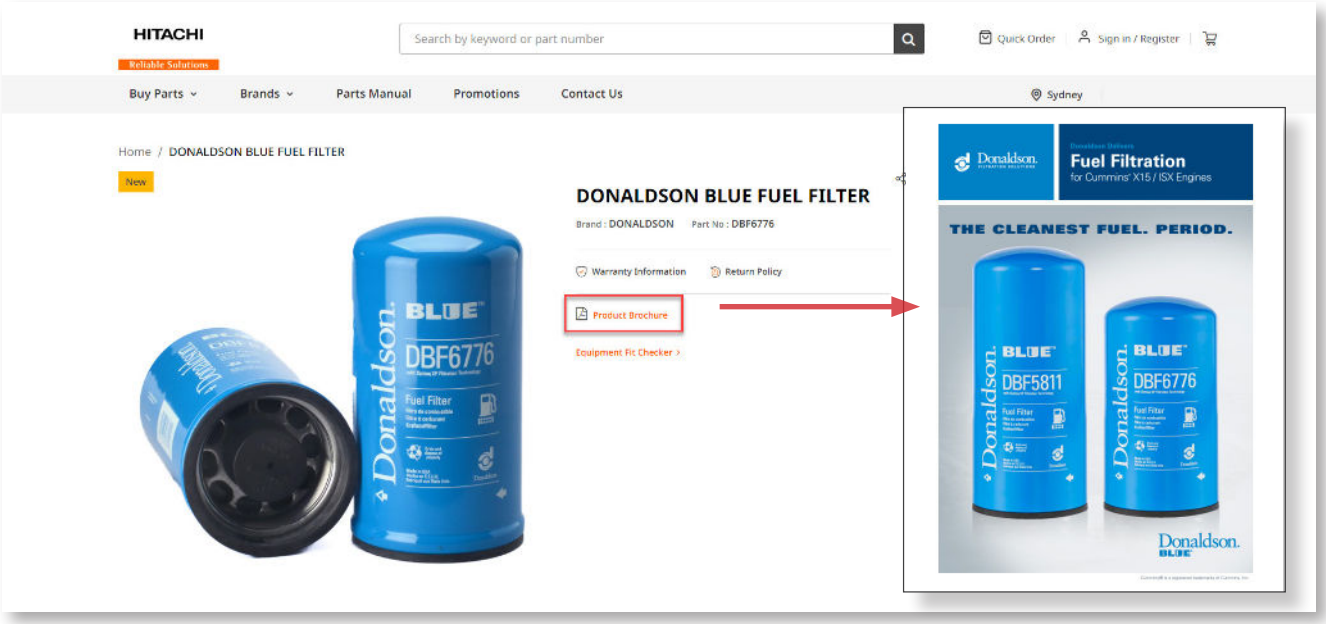


3.8 Available Brochures

For specific products, there are downloadable brochures availiable 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

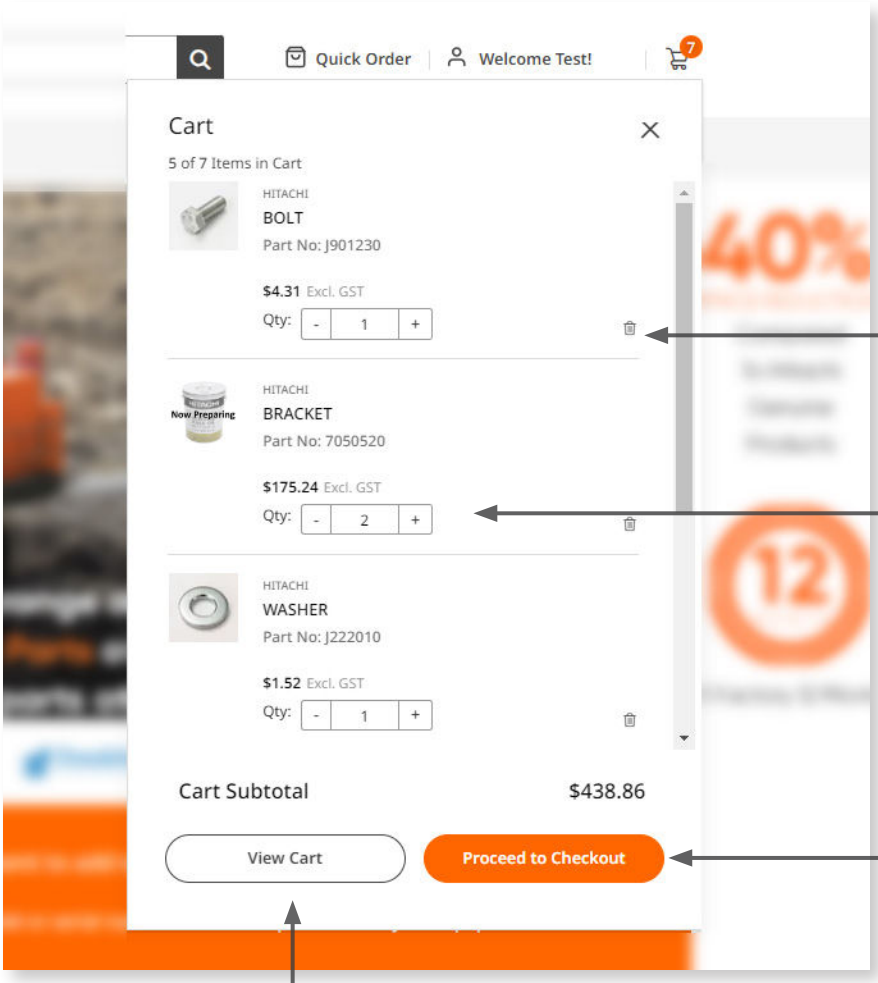
There are several ways to checkout

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.



Delete item by clicking the button

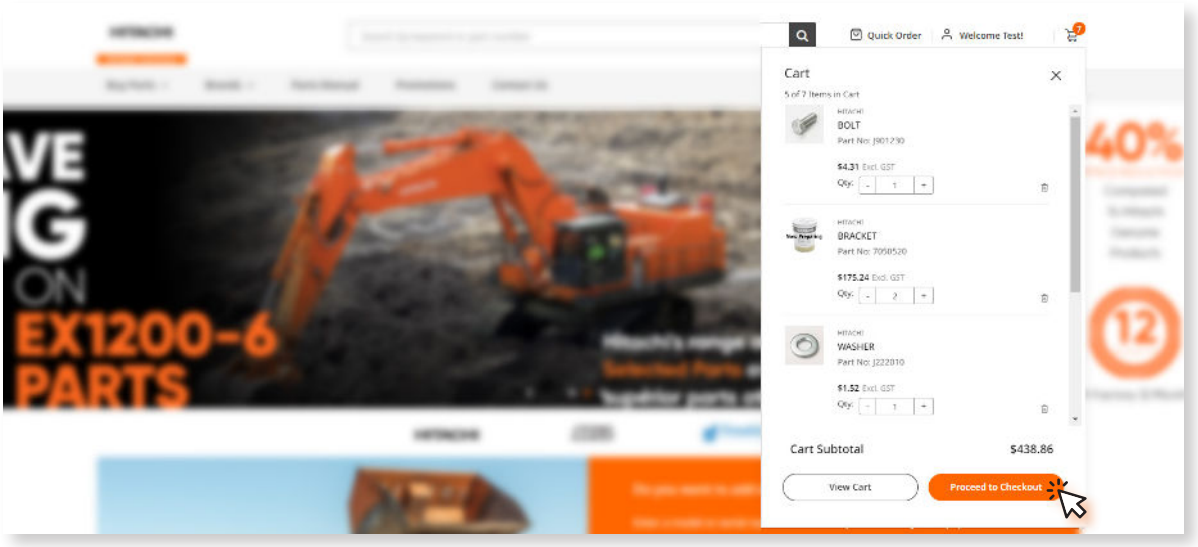
Adjust item quantity using the + and - buttons

Proceed to checkout to continue with order process

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.

HITACHI
Reliable Solutions

Secure Checkout

Cart › 2 Shipping › 3 Payment

Delivery Method

Delivery | Pick Up

Delivery Address

Test Training
Level 8/6 Hassall Street
PARRAMATTA, New South Wales 2150
Australia
411111111

+ New Address

Delivery Options

Pick in Store	$0.00
Express (Estimated Delivery 2 to 3 business days)	$11.73
General (Estimated Delivery 5 to 7 business days)	$11.94

Delivery Store Details

Sydney

51 Milperra Road, Revesby, New South Wales 2212
Australia
02 9780 6900
Note: Store cannot be updated from the Shipping page. Please return to the Home or Category pages to update your store selection.

Branch Business Hours

8.30am - 5.00pm Monday - Friday

Change Delivery Store

Delivery Instructions

0/1000

Allow partial delivery as order may include backorders

Continue to Payment

Order Summary

7 Items in Cart

HITACHI
BUSHING; RUBBER
Part No: 4646226
Qty: 1
$77.25

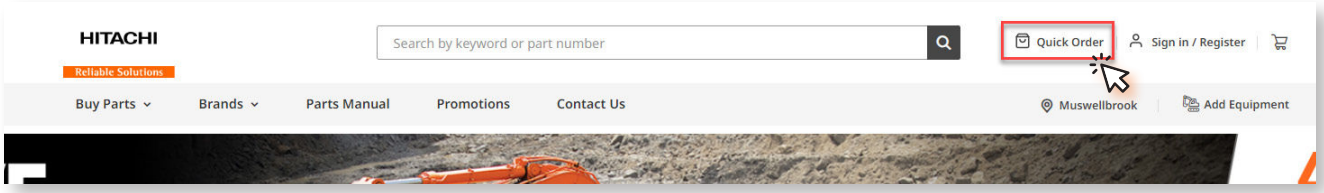
HITACHI
BOLT
Part No: J901035
Qty: 1
$3.38

HITACHI
WASHER
Part No: J222010
Qty: 1

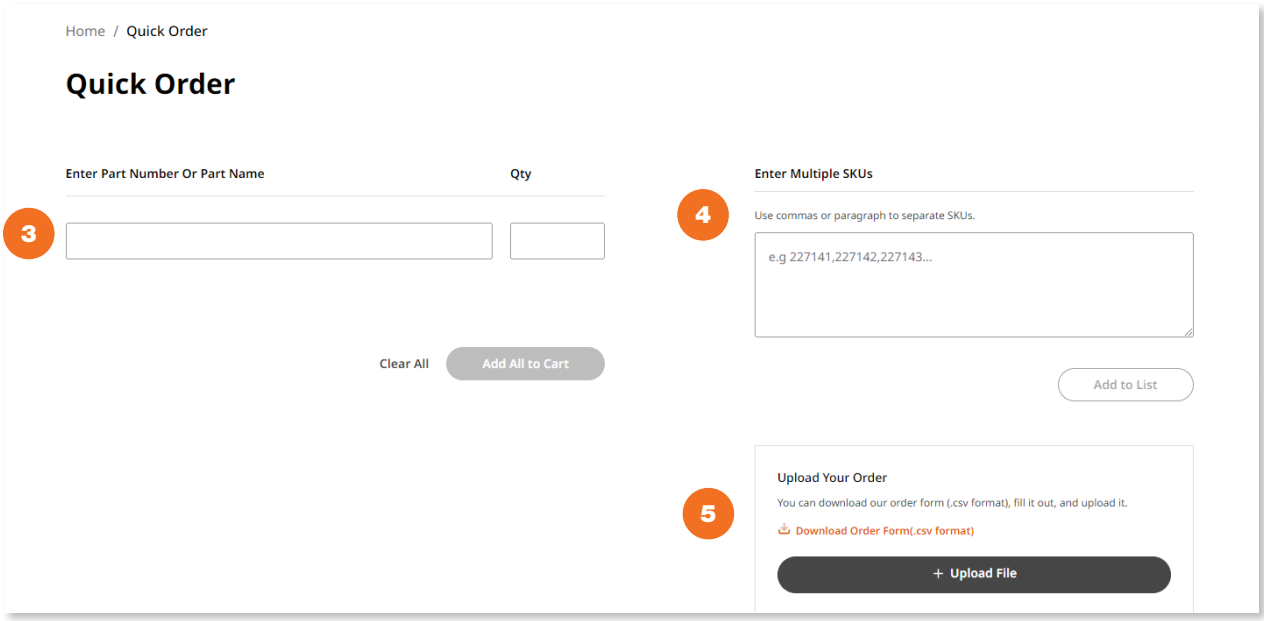
Quick Order

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.

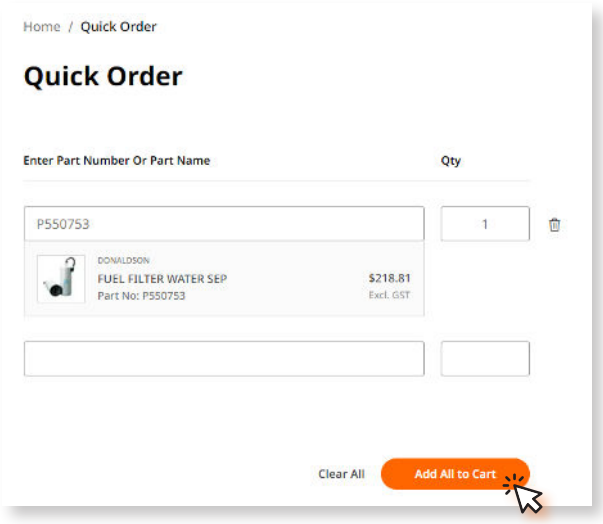


2. Click the quick order button at the top right of the screen.

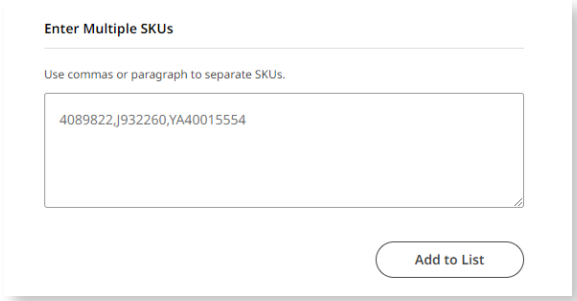


3. Enter the part number or part name and then enter the required quantity.

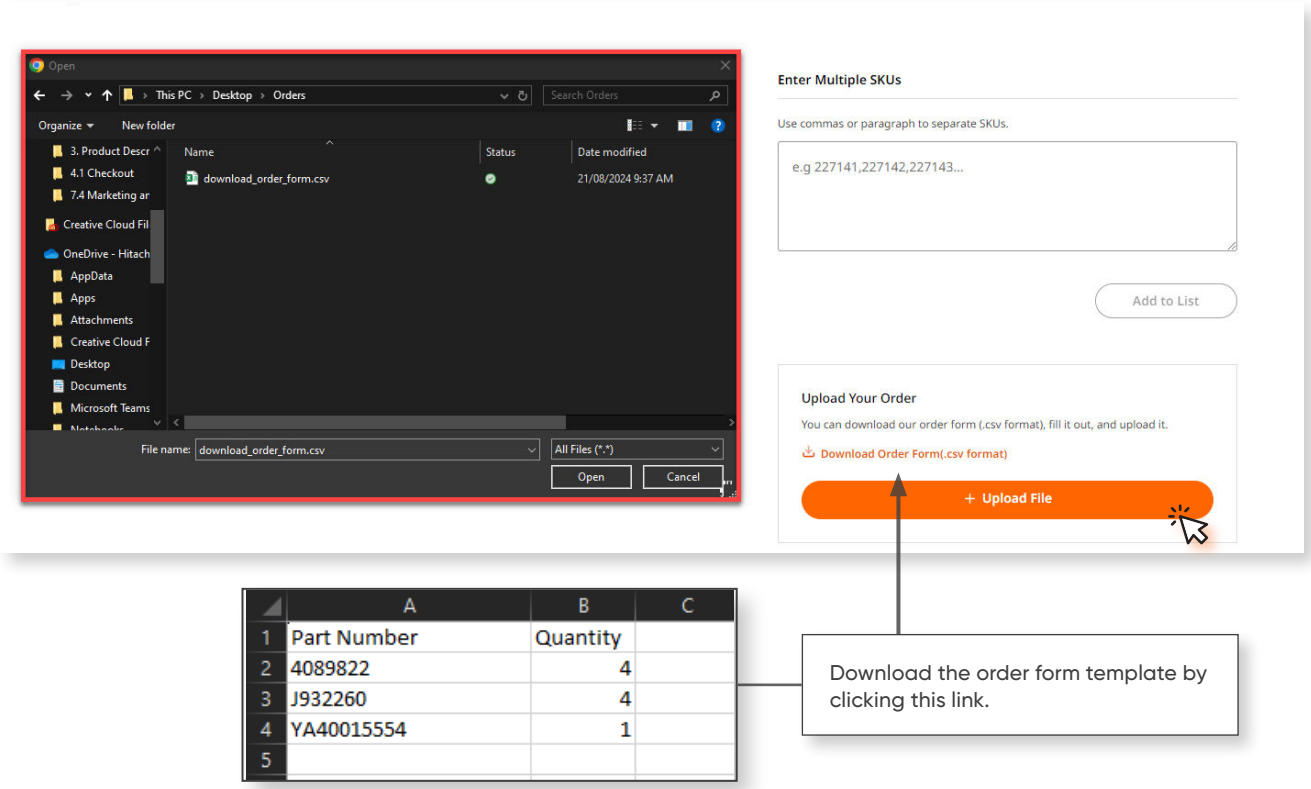
Click the **Add All to Cart** button to start the checkout process



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

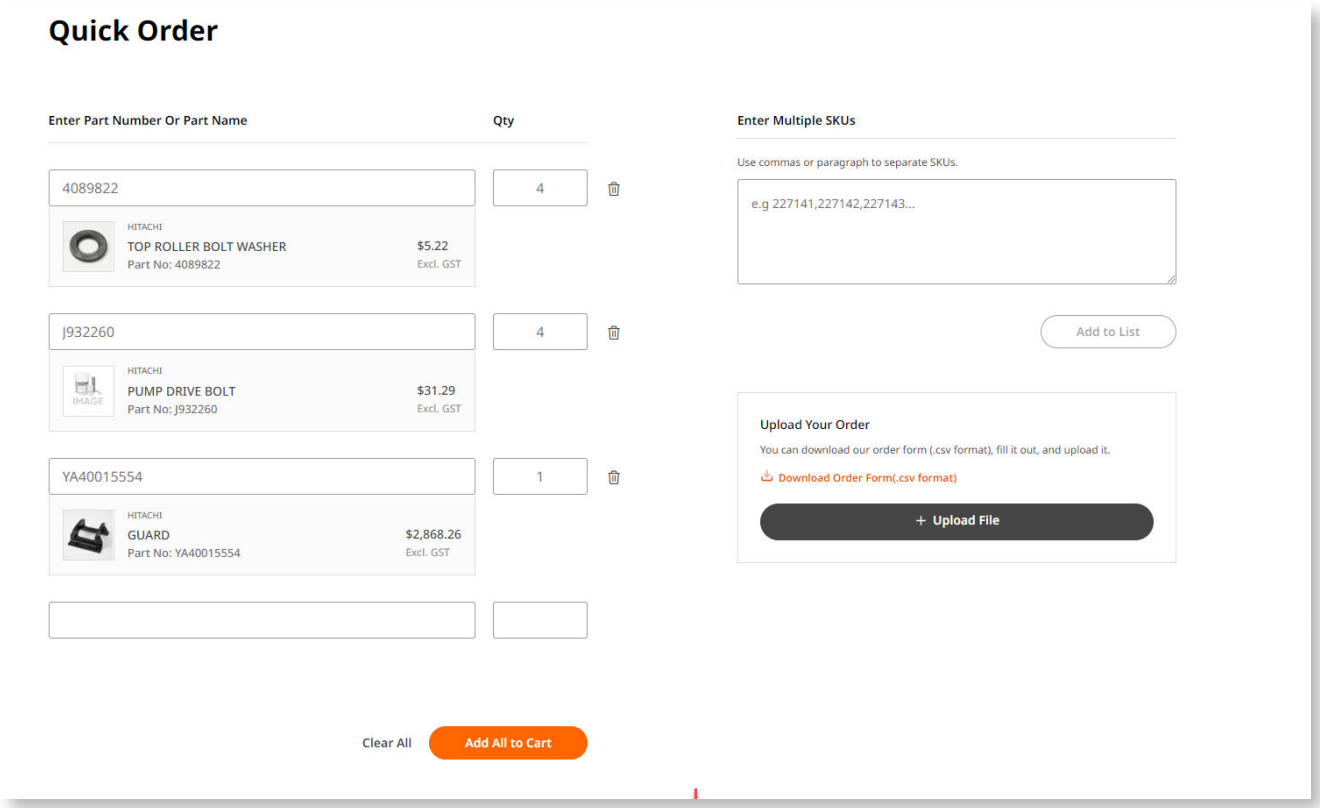


5. You can also upload your order via csv. format using the Order Form Template. Click on the **+ Upload File** button and upload your csv file.



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

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

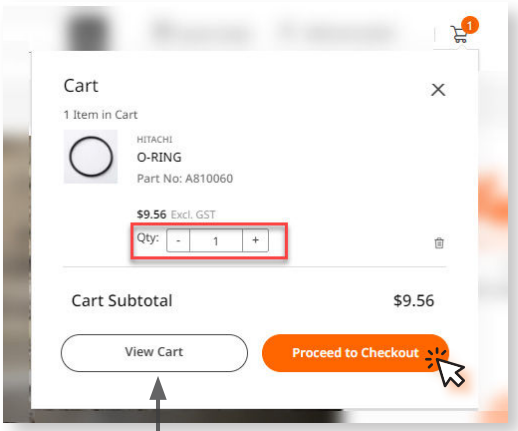


4.2 Adjusting Quantity

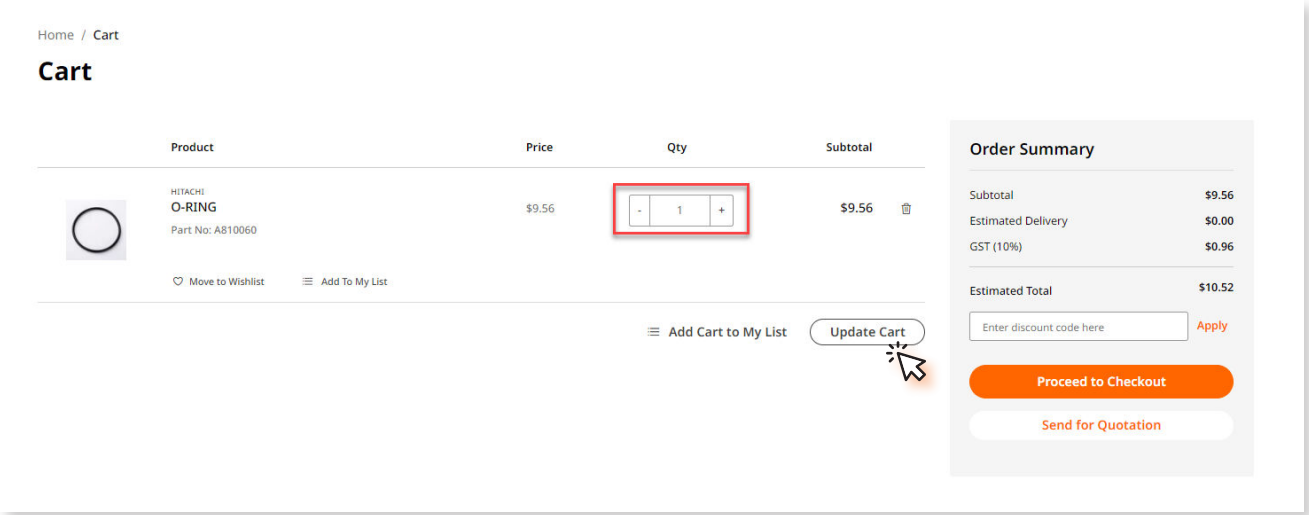
There are several ways to adjust the quantity of items once they're added to your cart.

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.

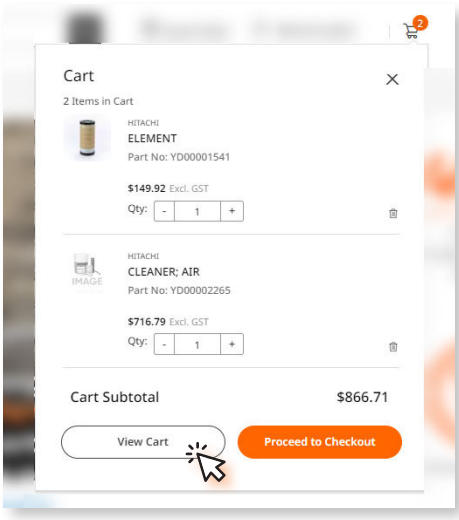


3. Click on the **Update Cart** button to comfirm new quantity.

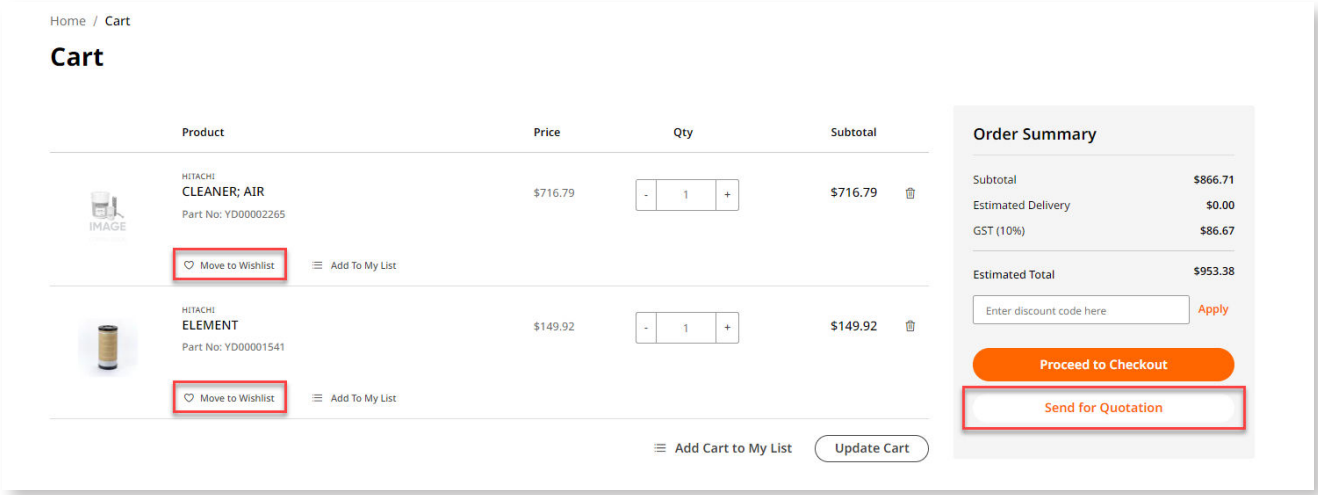
4.3 Sharing your Cart

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.

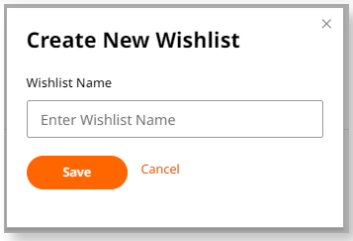


Share from My Wishlist

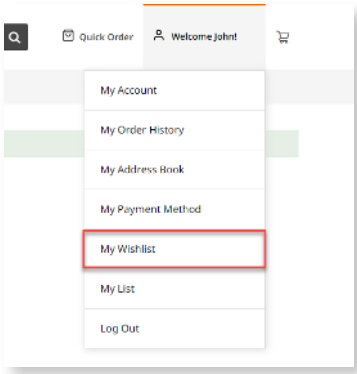
1. Move each item from quote to wishlist by clicking the ♡ **Move to Wishlist** button.



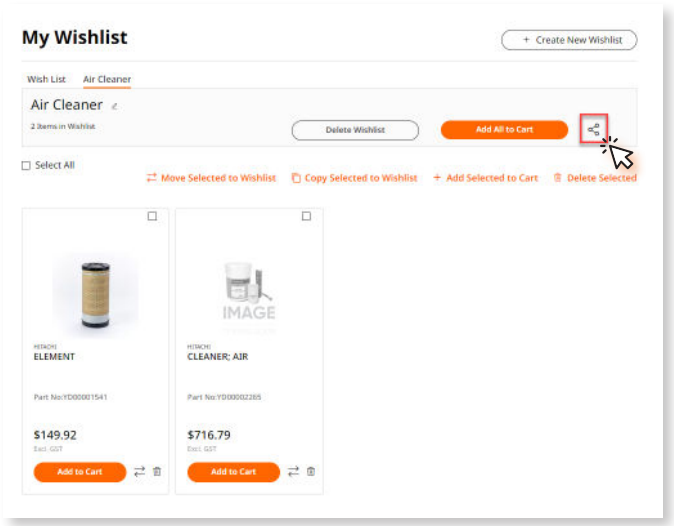
2. Add to existing list or create a new one by clicking **+ Create New Wishlist.** If creating a new wishlist, enter the wishlist name and then click **Save** to create.



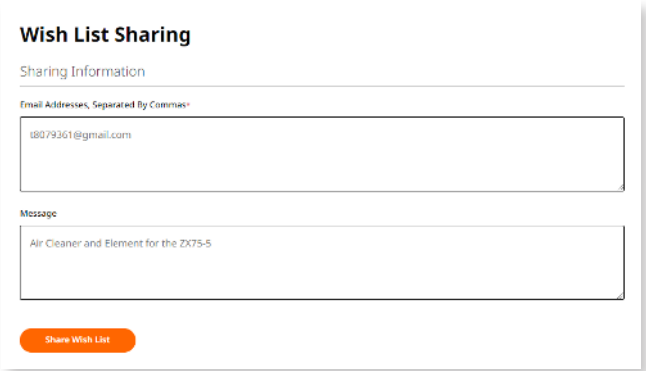
3. To view My Wishlist, click the **User Menu** in the top right corner and then selecting **My Wishlist** from the drop-down menu.



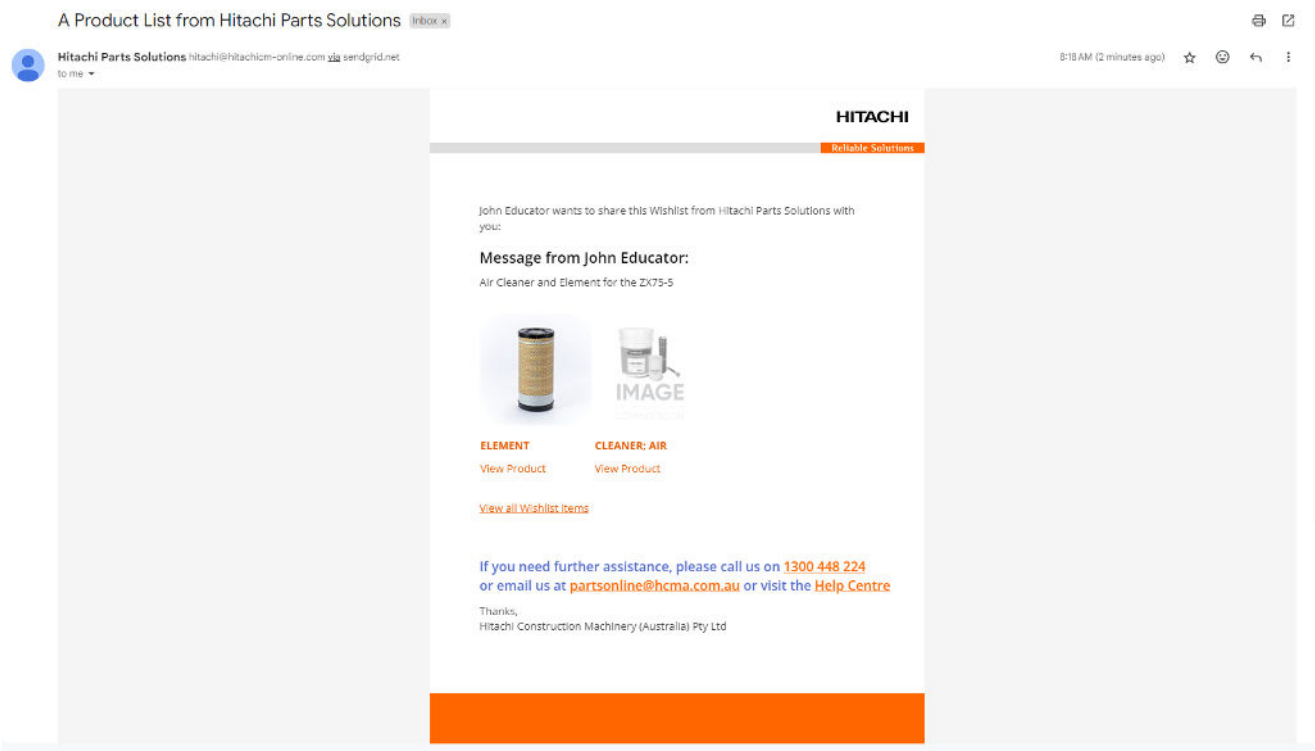
4. Once you're viewing your desired wishlist, click **Share** to share your wishlist.



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

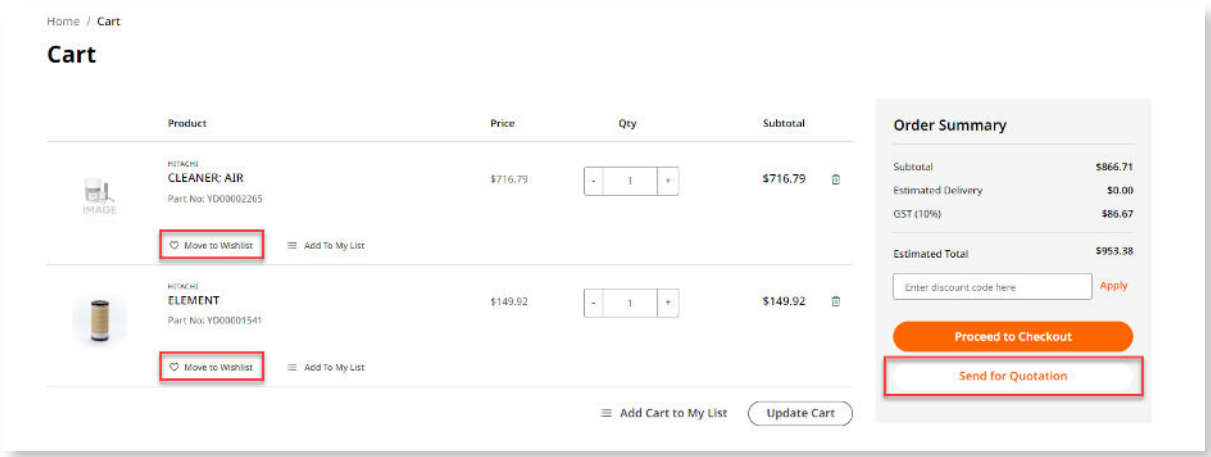


6. Recipients will receive an email from Hitachi Parts Solutions containing the wishlist items.



Share as a Quote

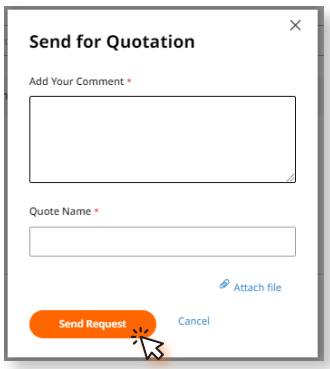
1. To share cart as a quote, click the **Send for Quotation** button.

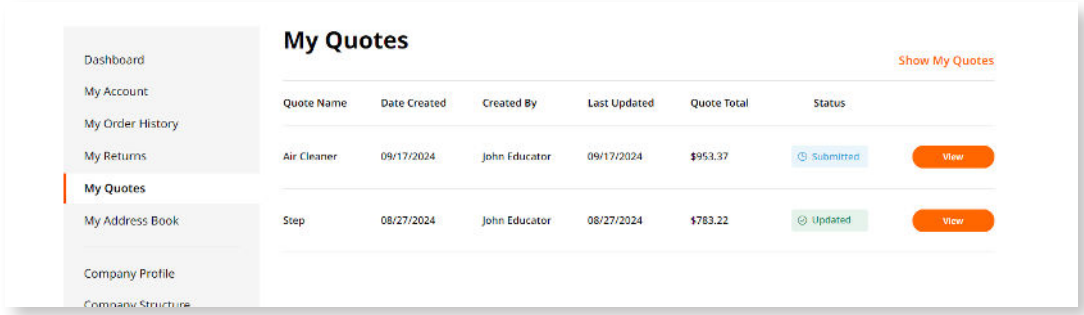


2. Add a comment and Quote Name. Once complete, click **Send Request**.

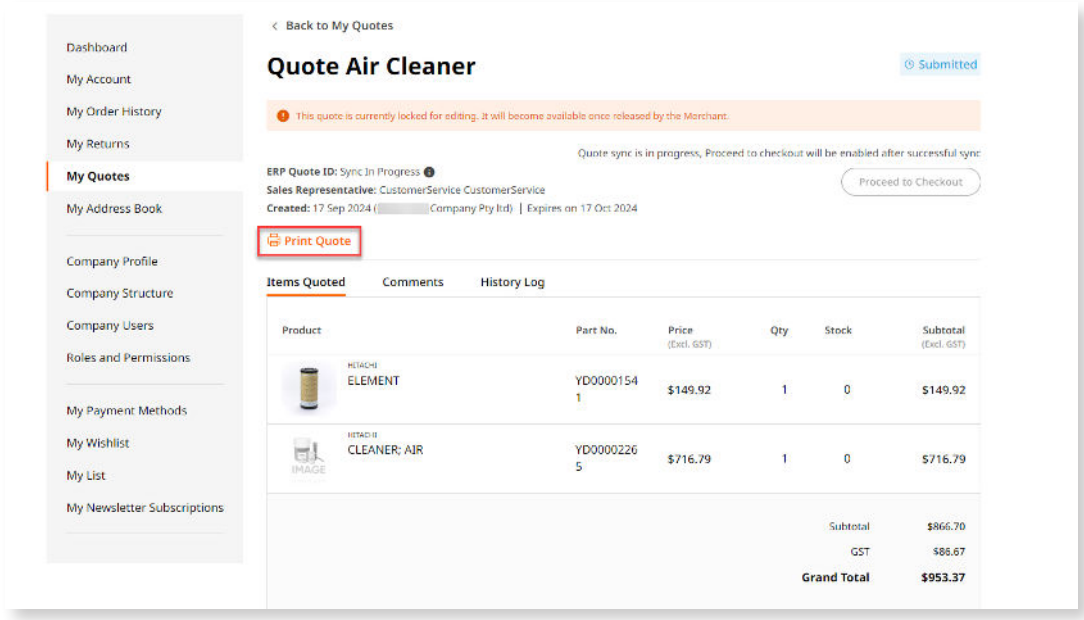
You'll then be directed to the My Quotes page which can also be accessed through the account dashboard. All previous quotes can be found here.

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





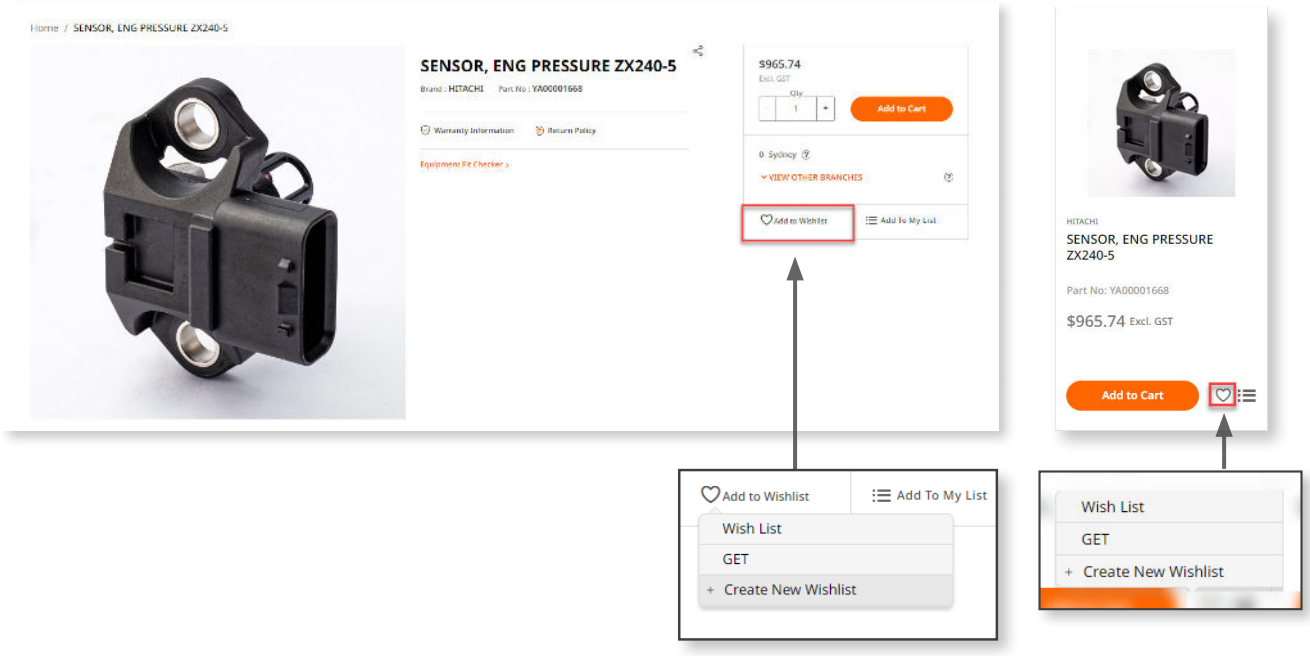
4. Click on **Print Quote** to print or save quote as a PDF.



4.4 Wish List

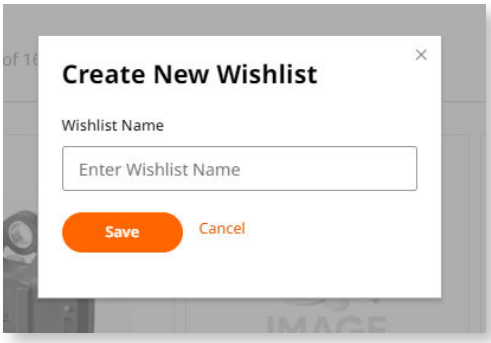
Wish List is useful to save individual items. You can save to your general wish list or create specific individual wish lists.

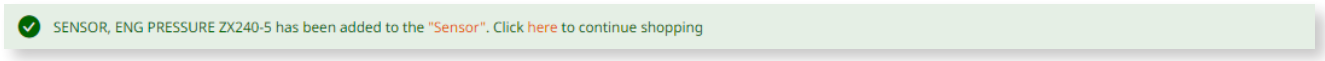
1. To add an item to My List, click on the ♡ icon. From here you can add to an existing list, or create a new wishlist.



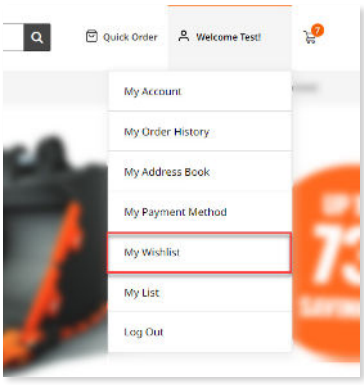
2. Click **+ Create New Wishlist** to make a new list.

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

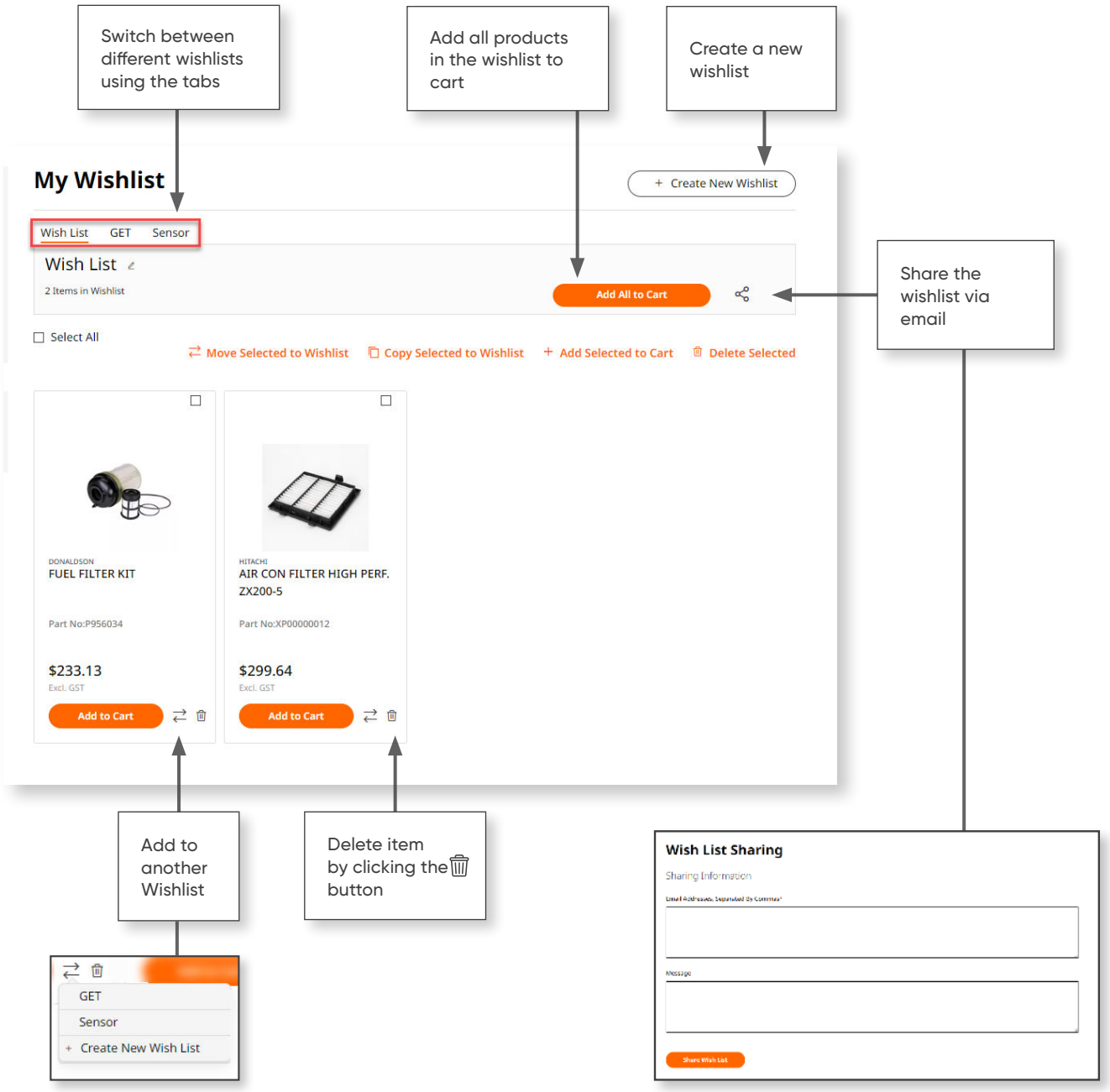




4. To view My Wishlist,click the **User Menu** in the top right corner and then select **My Wishlist** from the drop-down menu.

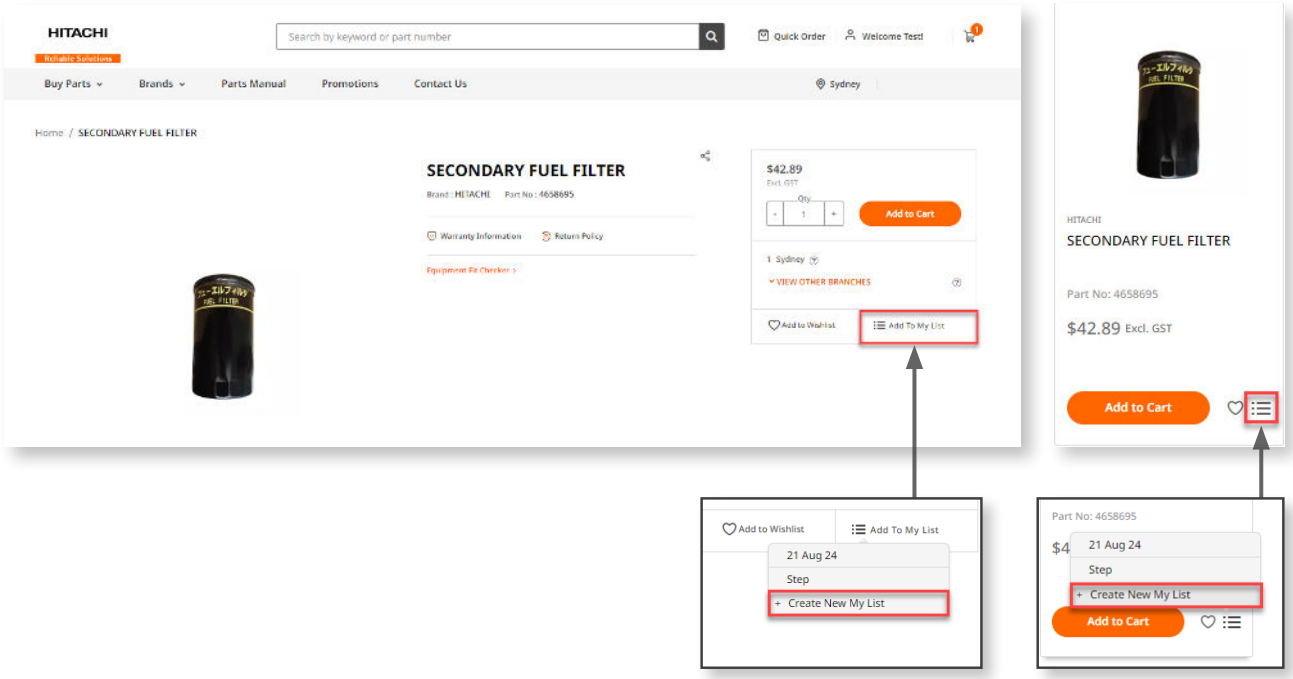


My Wishlist Overview



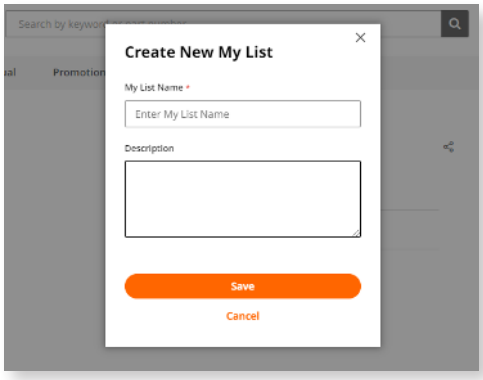
4.5 My List

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

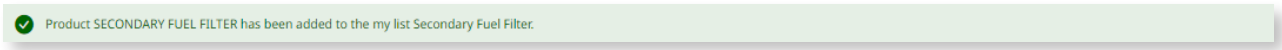


1. To add an item to My List, click on the icon. From here you can add to an existing list, or create a new list.

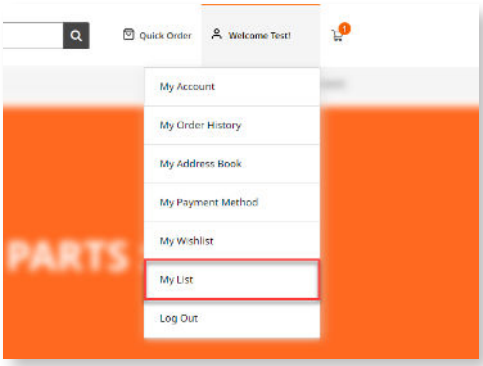
2. Click **+ Create New My List** to make a new list.



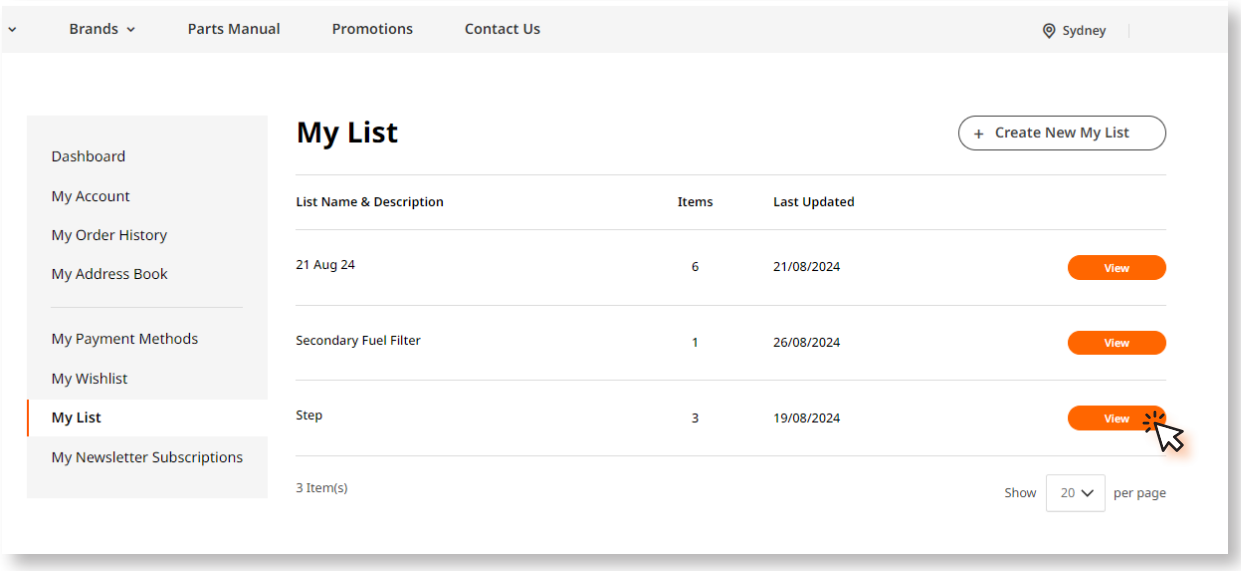
3. Enter the list name, as well as description if needed. Click the **Save** button to save the new list.



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

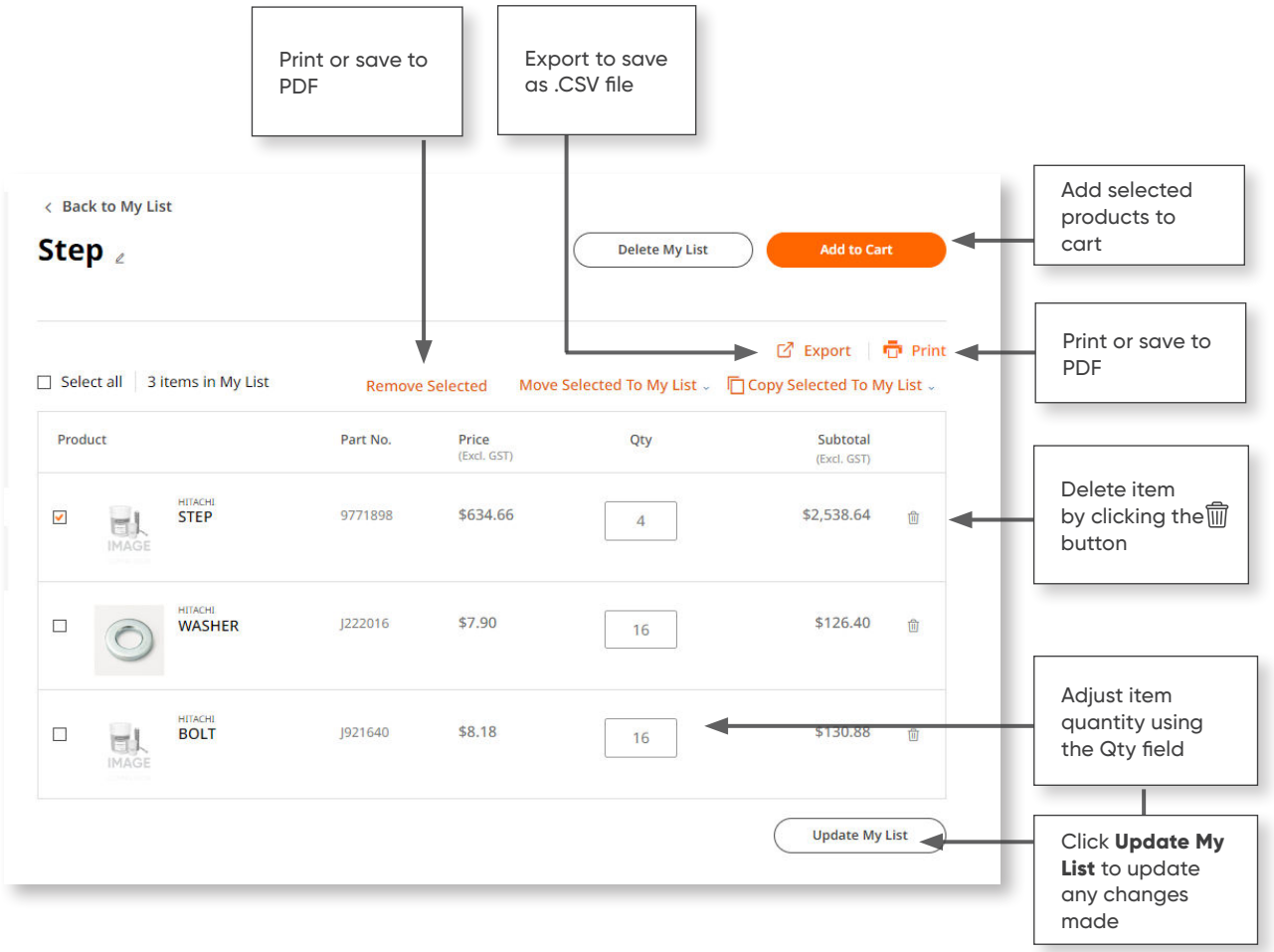


5. This will lead you to the My List page. Here you can view a list by clicking the **View** button.



From here you can perform a number of functions.

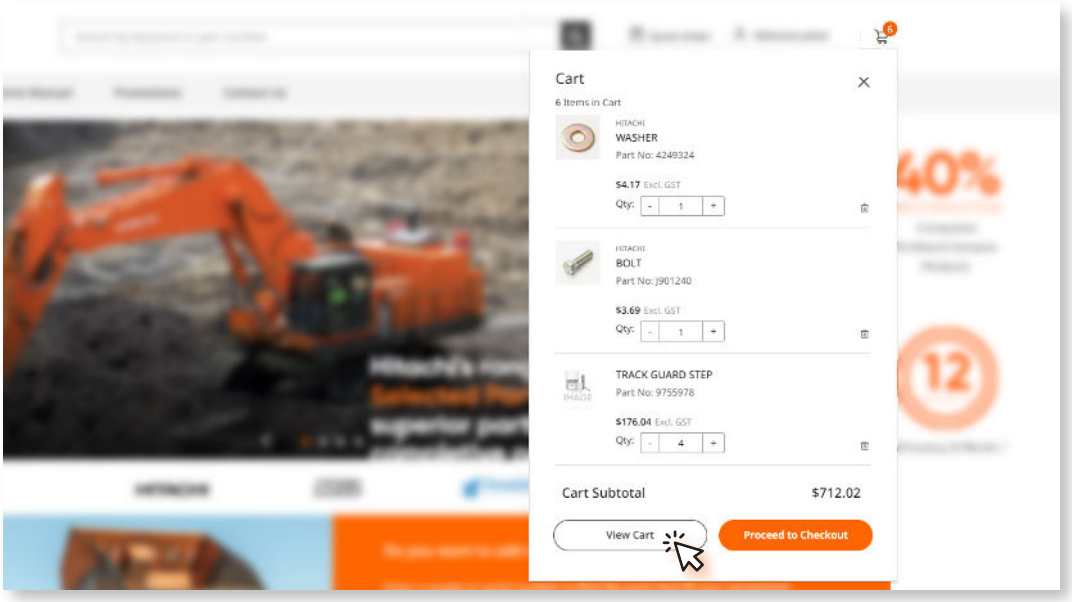
My List Overview



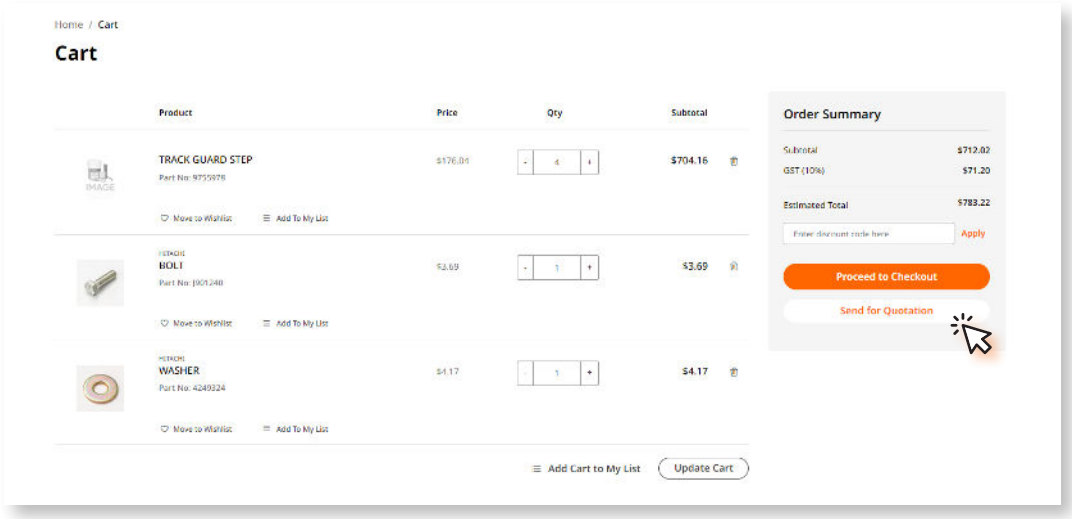
4.6 Quotes

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

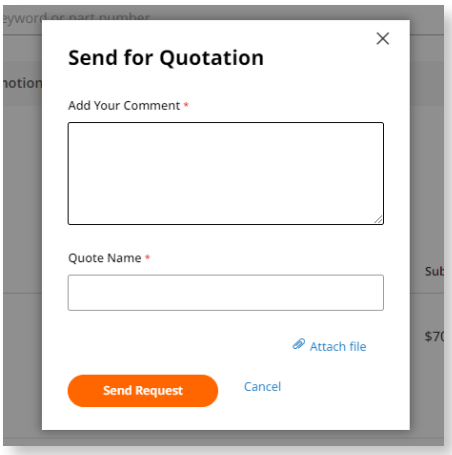
1. Click the cart icon and then click the **View Cart** button to view the cart.



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

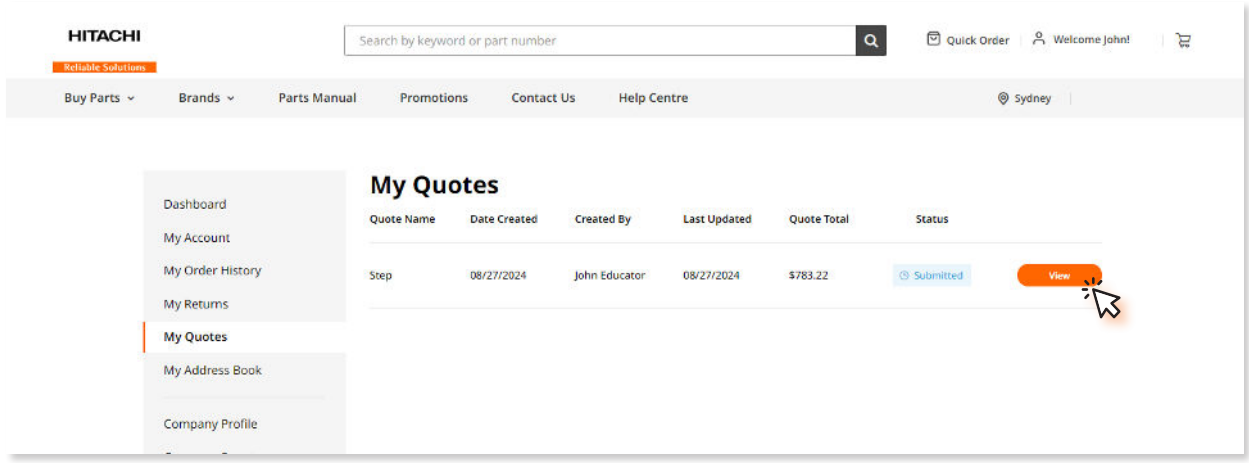


3. Add a comment and Quote Name.
Once complete, click send request.

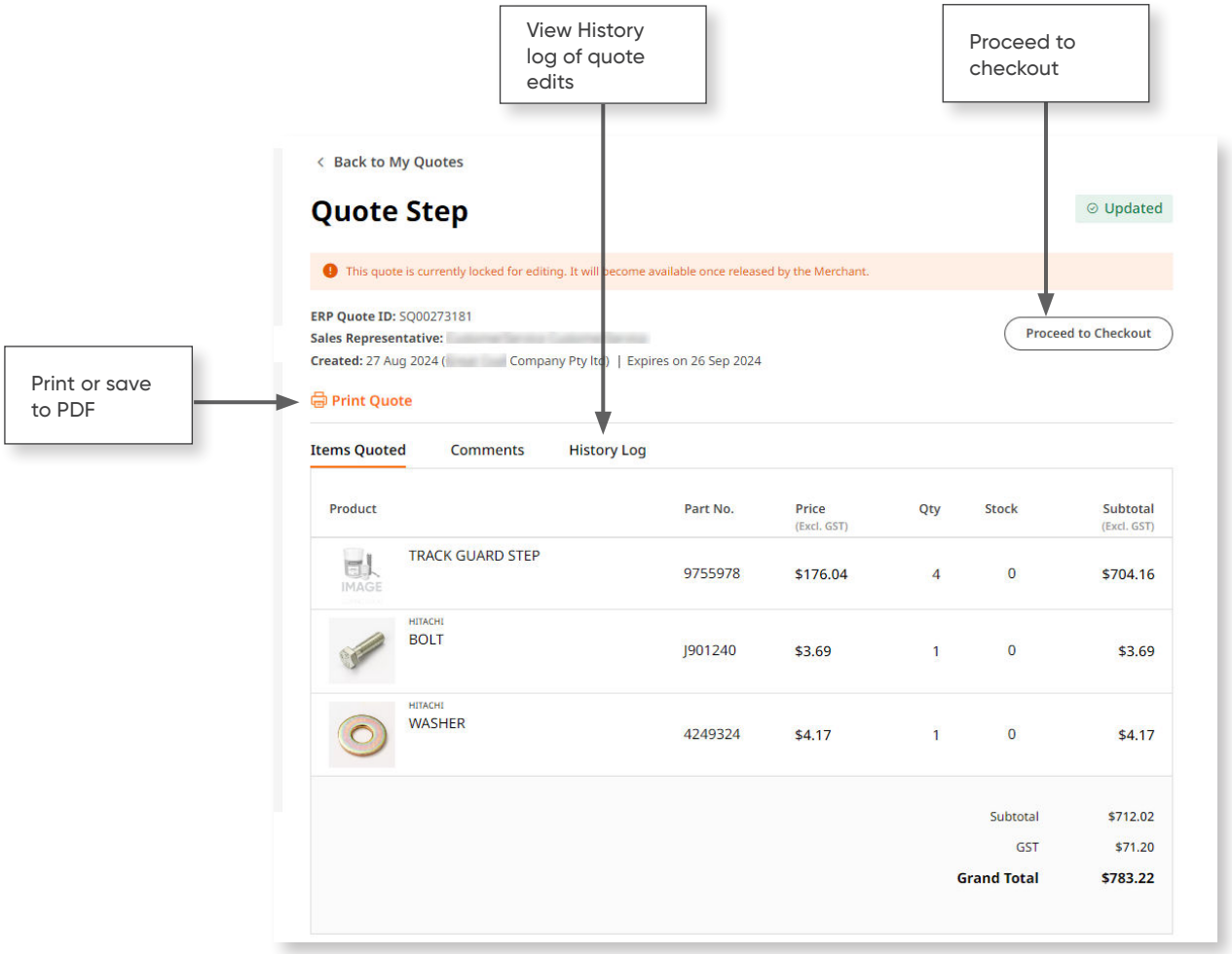


You'll then be directed to the My Quotes page which can also be accessed through your account dashboard. Here you'll find all your previous quotes.

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

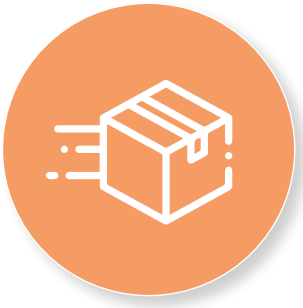


When proceeding to checkout from a quote, pricing will remain the same as when the quote was created. Quotes will expire after 30 days. There is a brief period of 30 minutes where quote requires time to sync with Dynamics (ERP). Once successful ERP Quote ID is displayed and then quote will allow option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



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

5. Delivery



Standard Delivery



Express Delivery



Pickup

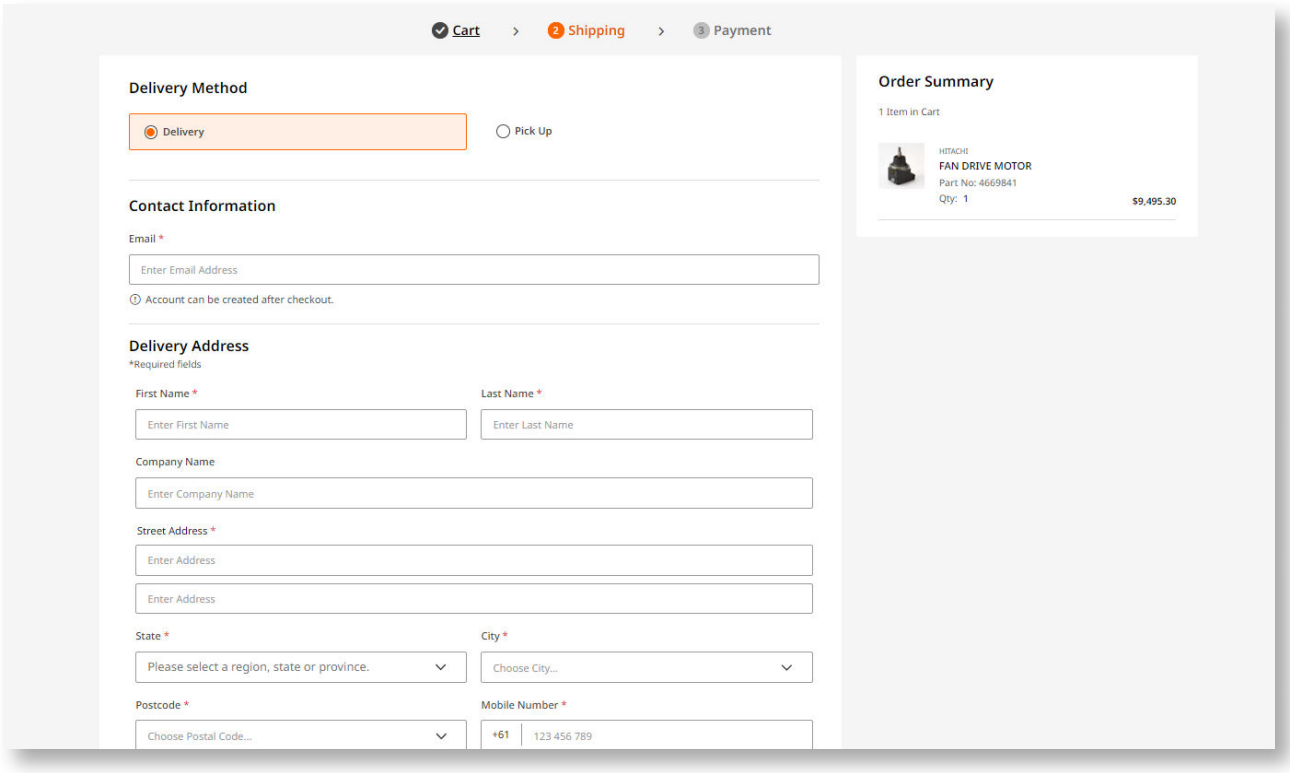
5.1 Standard Delivery vs Express Delivery

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

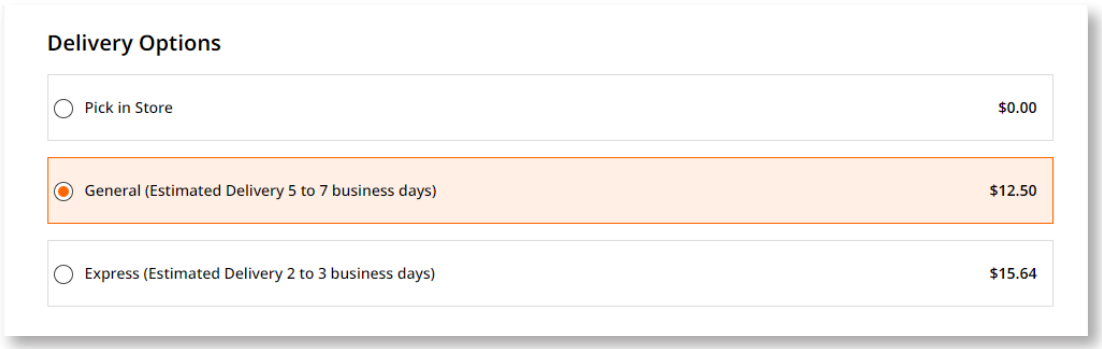
1. Select **Delivery** as your method of choice.

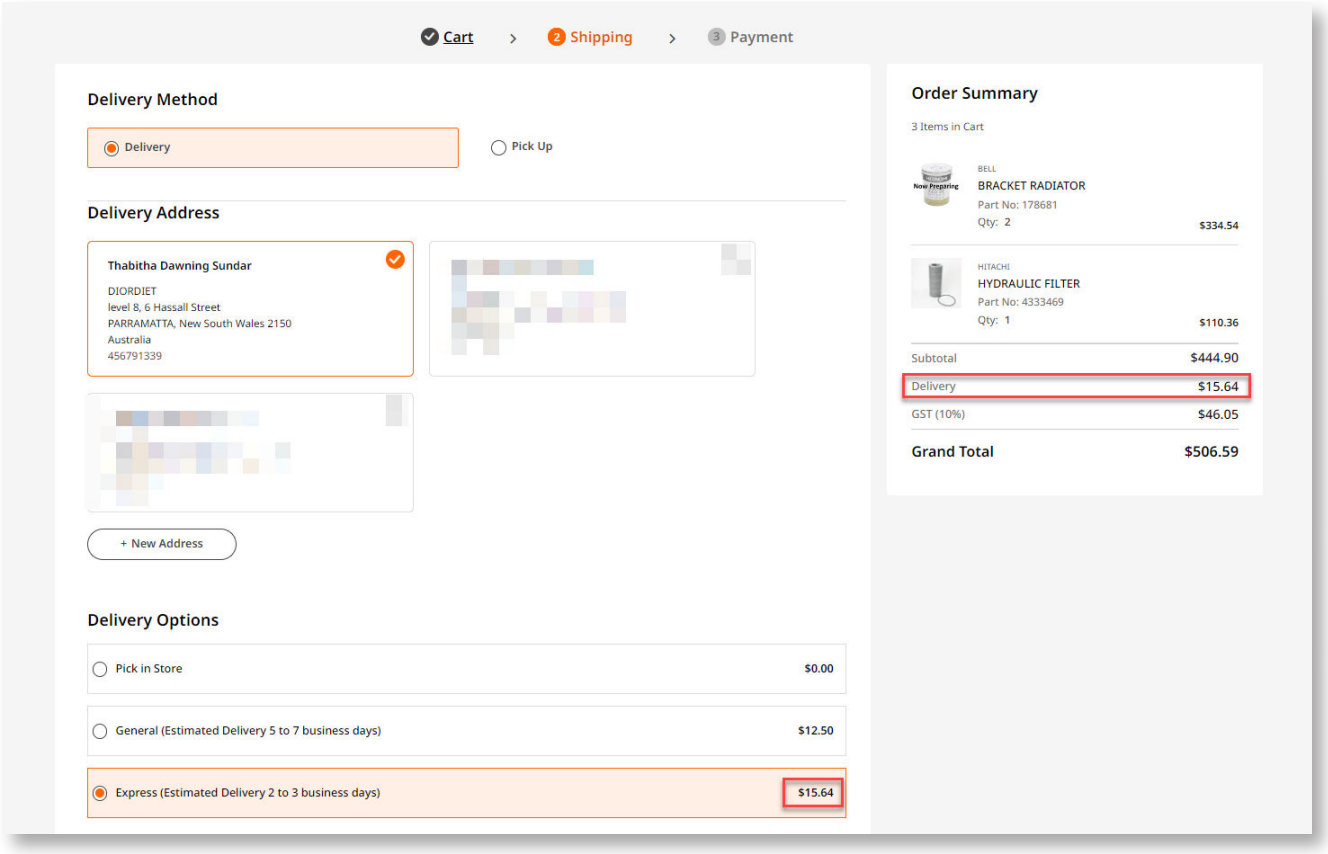
2. Enter your contact information, including both email and phone number. If you are already logged into your Hitachi Parts Solutions account, you will be presented with your preferred delivery address details.

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.



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





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

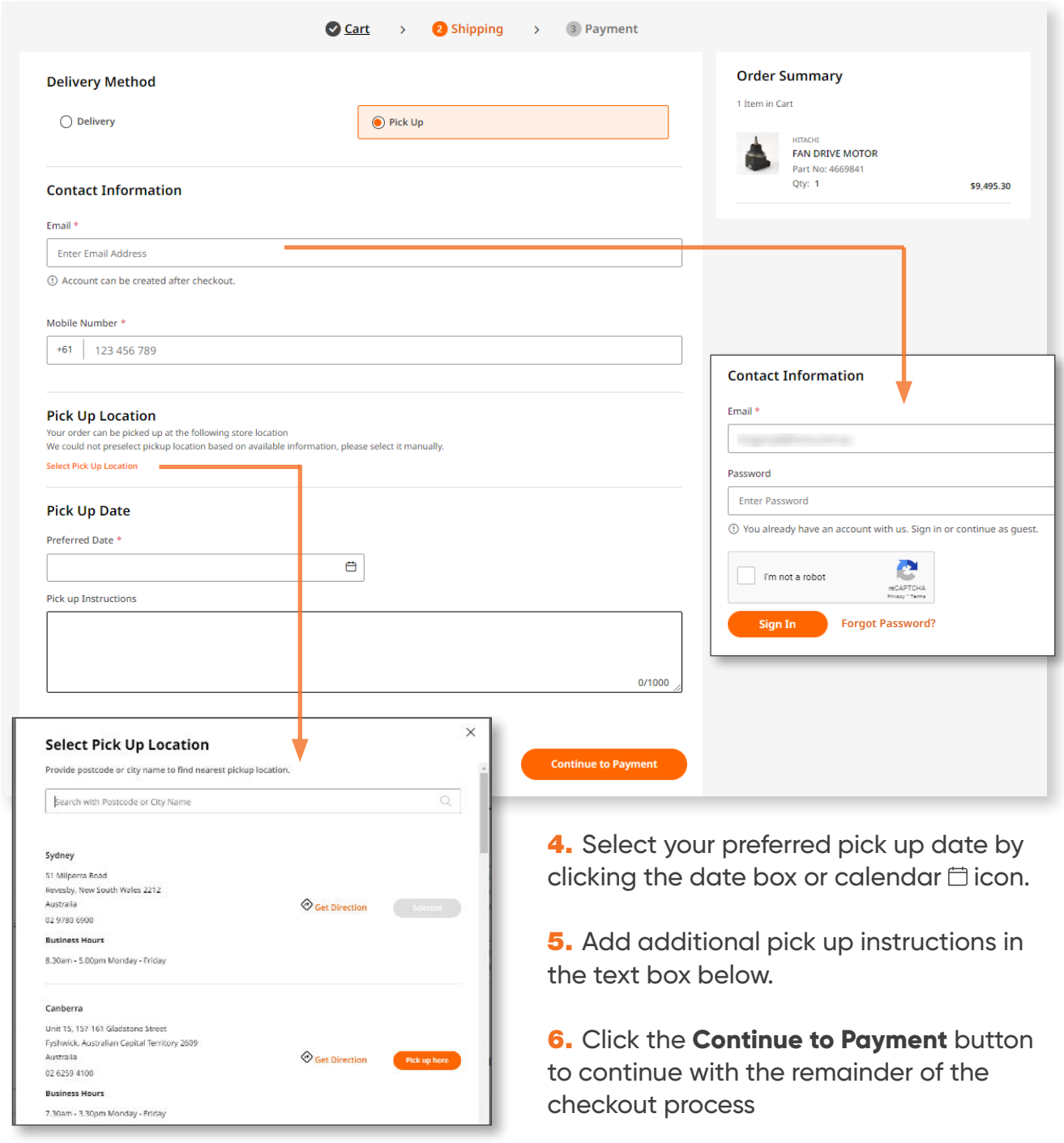
During the checkout process, you can select to pick up items from your local branch.

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.



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.

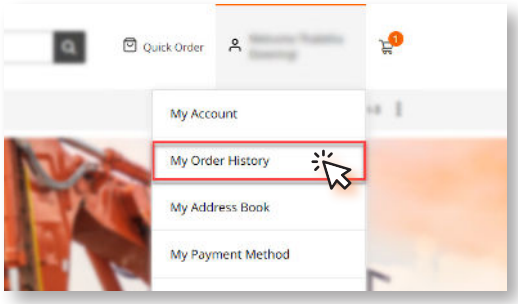
6. Click the **Continue to Payment** button to continue with the remainder of the checkout process

5.3 Tracking your Order

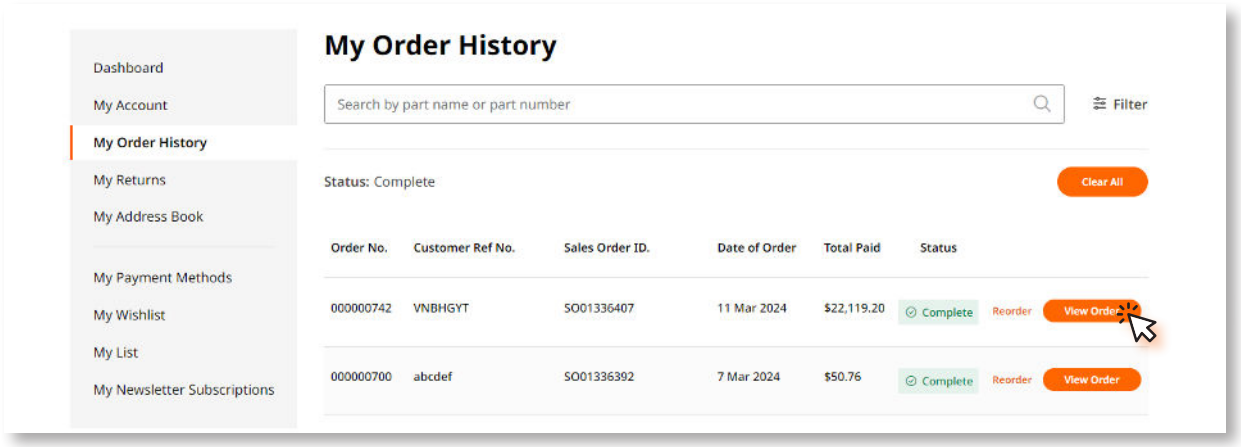
When Pick Up has been chosen, an email alert will be sent when the order is ready for collection at the nominated branch

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

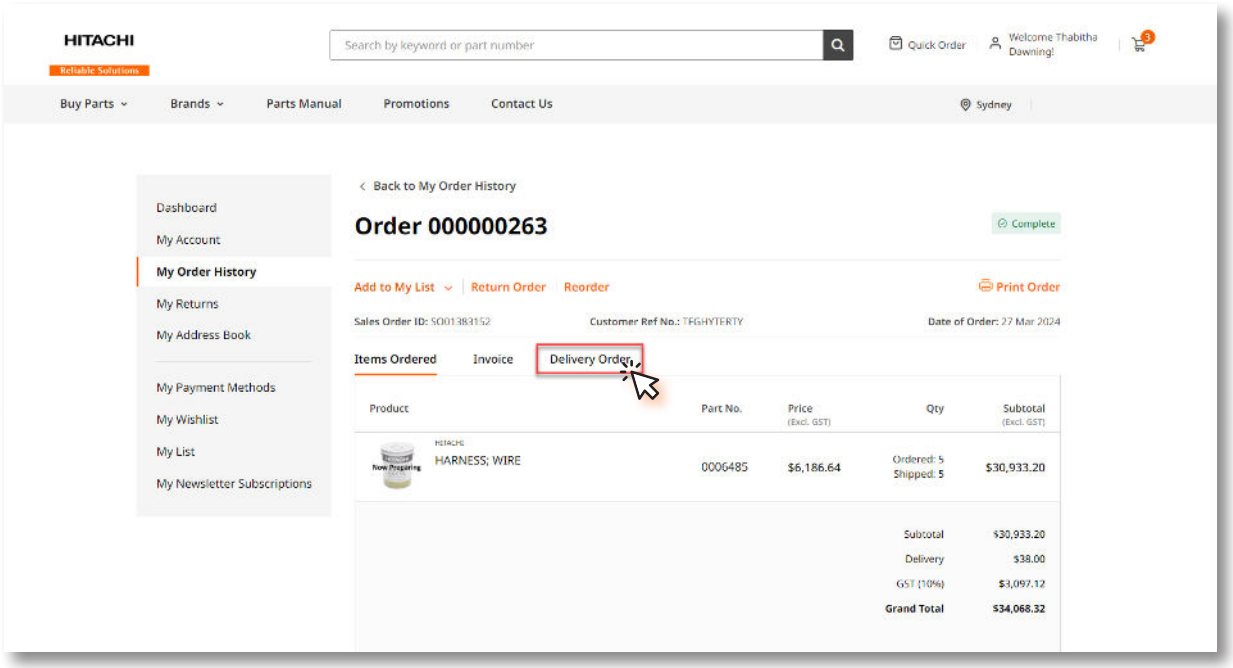
2. This can be viewed by clicking the User Name in the top right corner and then selecting **My Order History** from the drop-down menu.



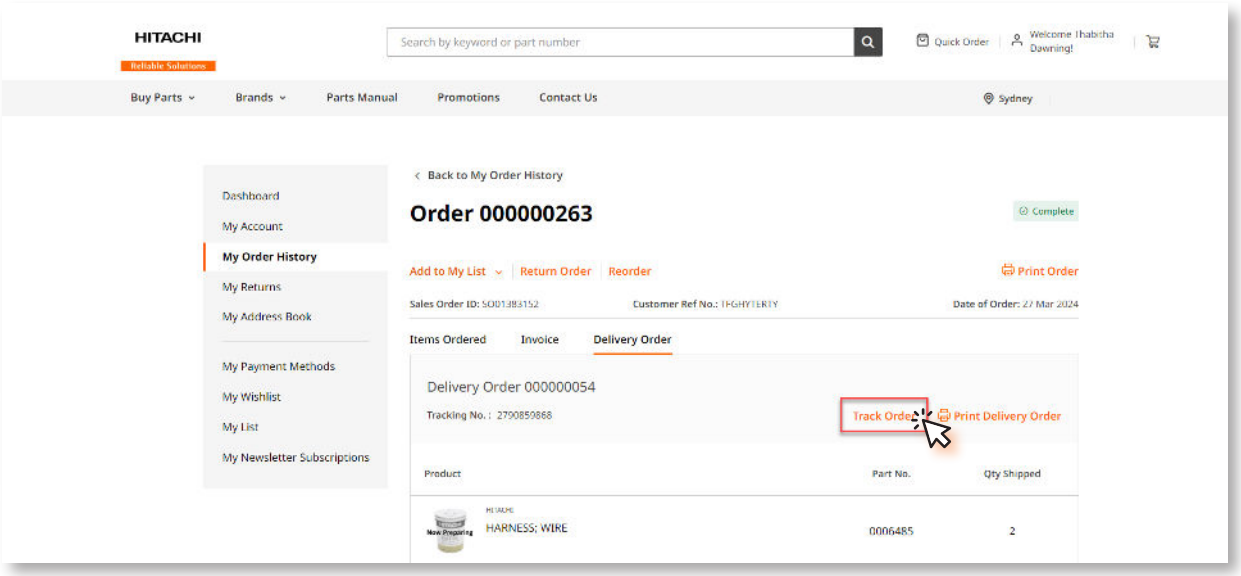
Select the order that you'd like to track and click **View Order**



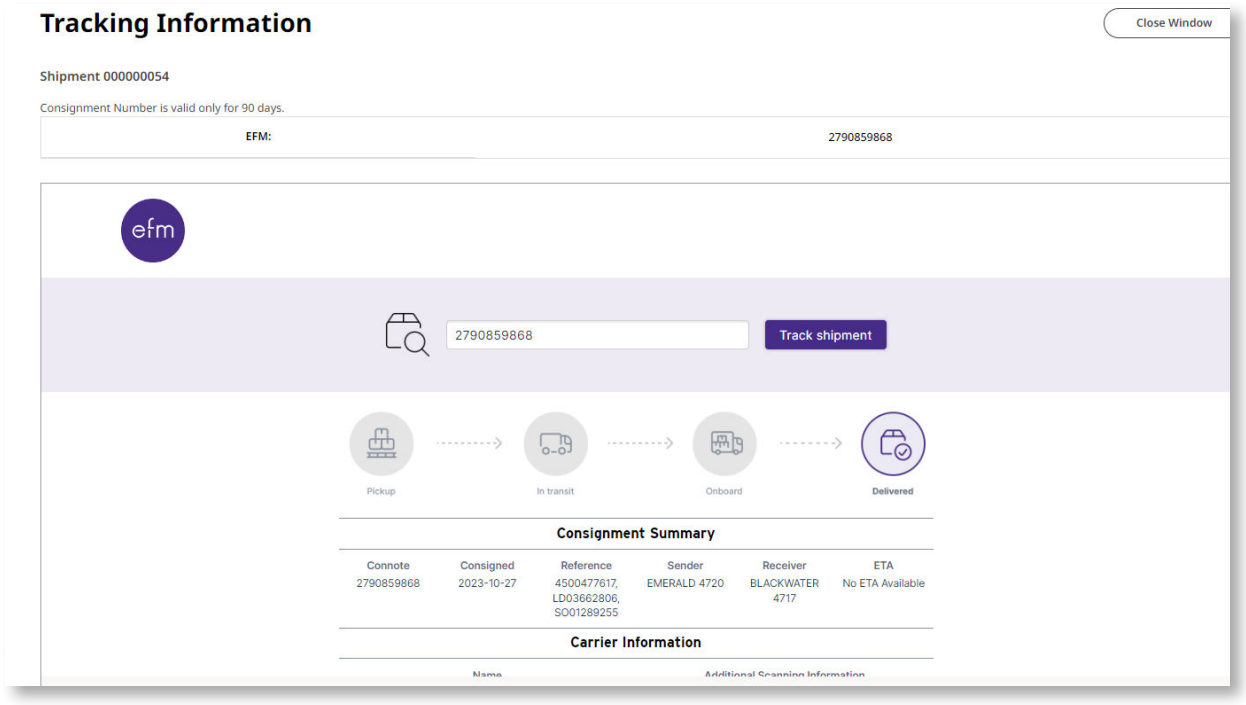
3. Once the order page is displayed, click on **Delivery Order** to view the delivery details.



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

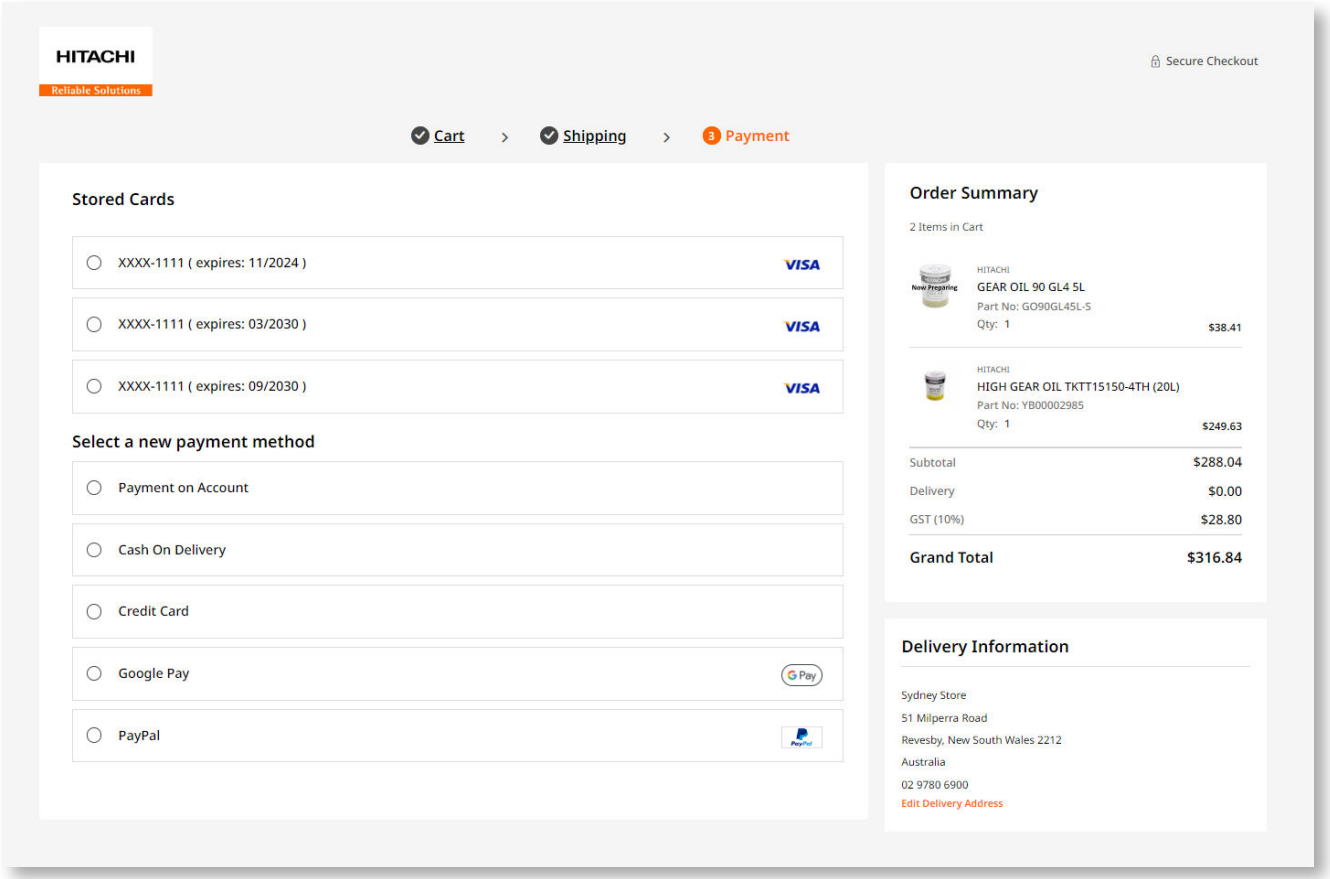
6.1 Payment Methods

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.



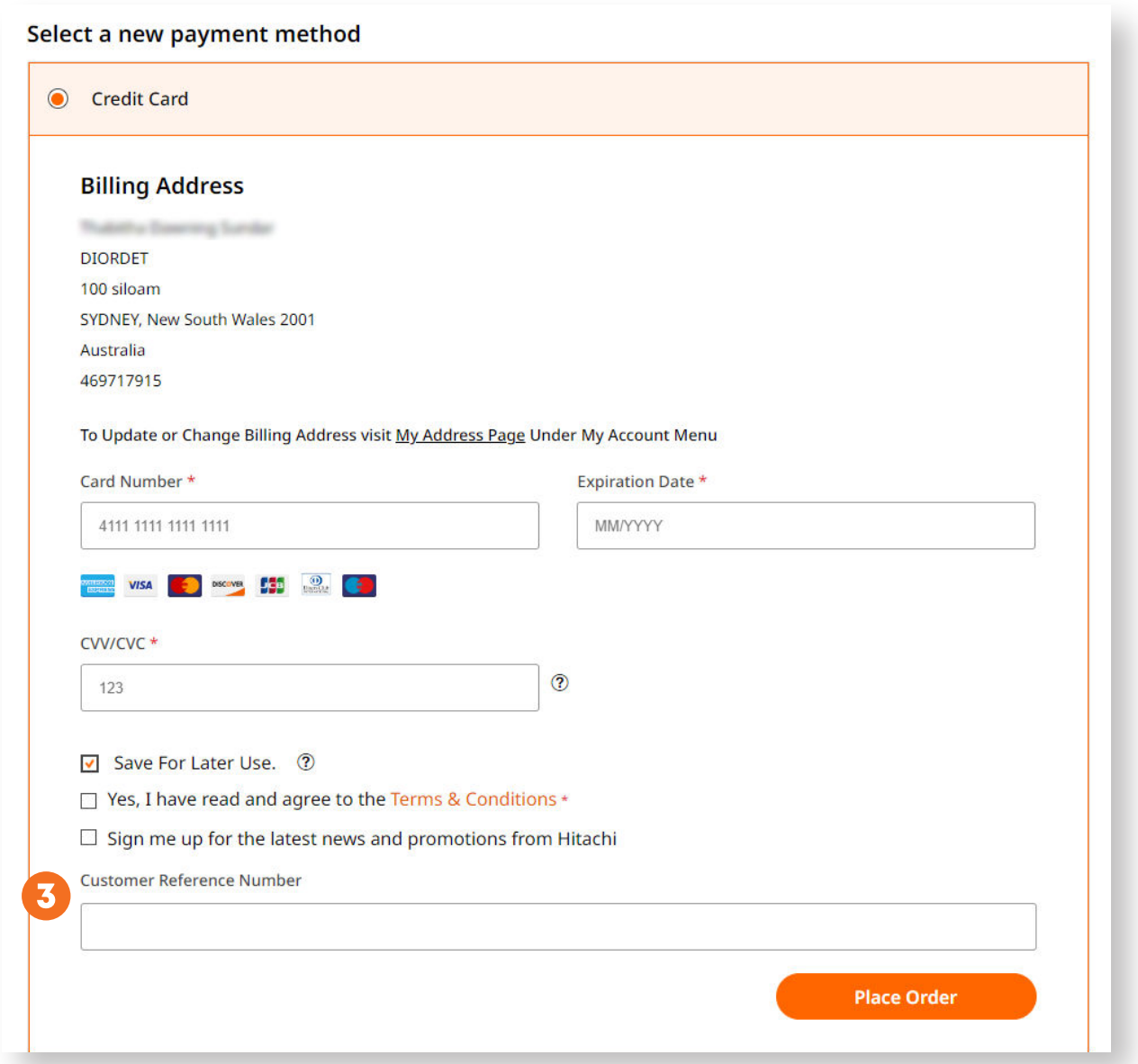
6.2 Payment with Credit Card

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.



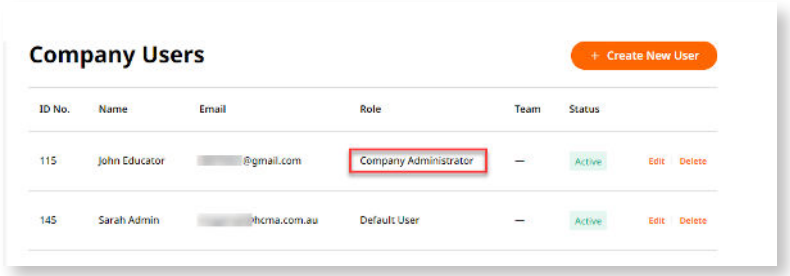
Your card details will then be processed, do not refresh or click away from this page until complete.

6.3 Payment on Account (Credit)

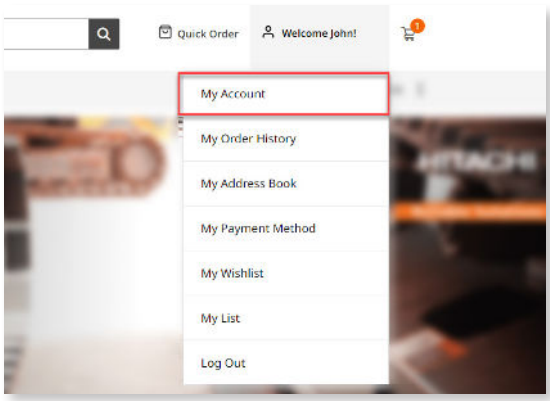
Pay on Account must be enabled within role permission settings in order to use account credit as a payment method.

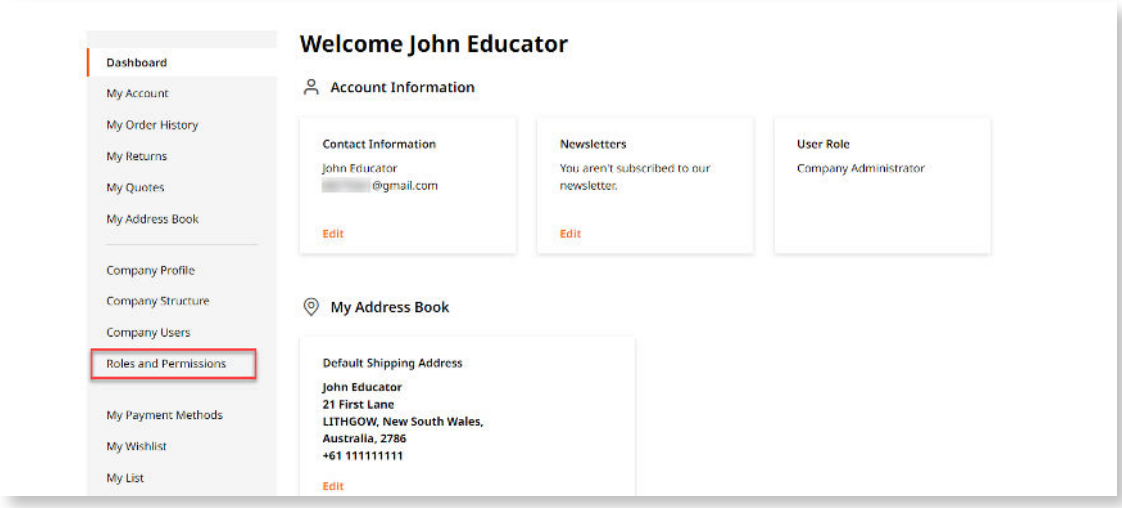
Checking / Adding Role Permissions

> Only company administrators can edit roles and permissions. For information on how to locate your company administrator, please visit 7.2 Company Information.

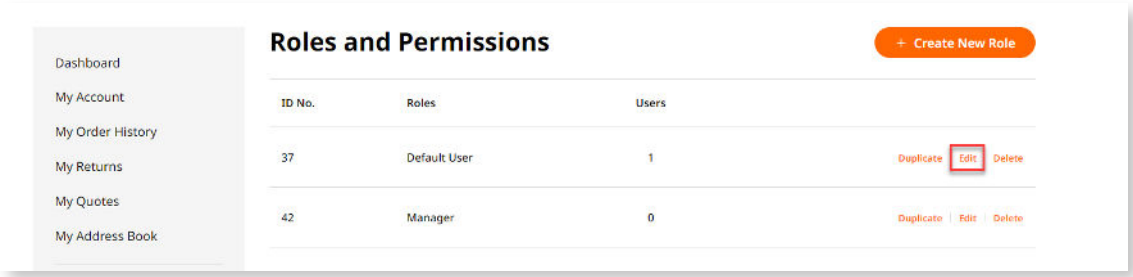


1. Navigate to the account dashboard by clicking the **User Menu** in the top right corner and then selecting **My Account** from the drop-down menu, then select the **Role and Permissions** tab on the left hand menu.



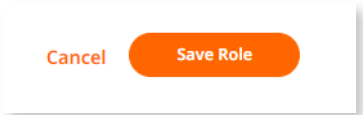


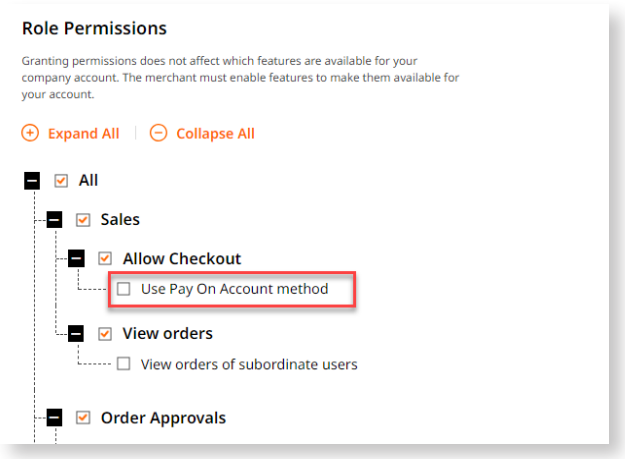
2. Click **Edit** on the selected role.



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

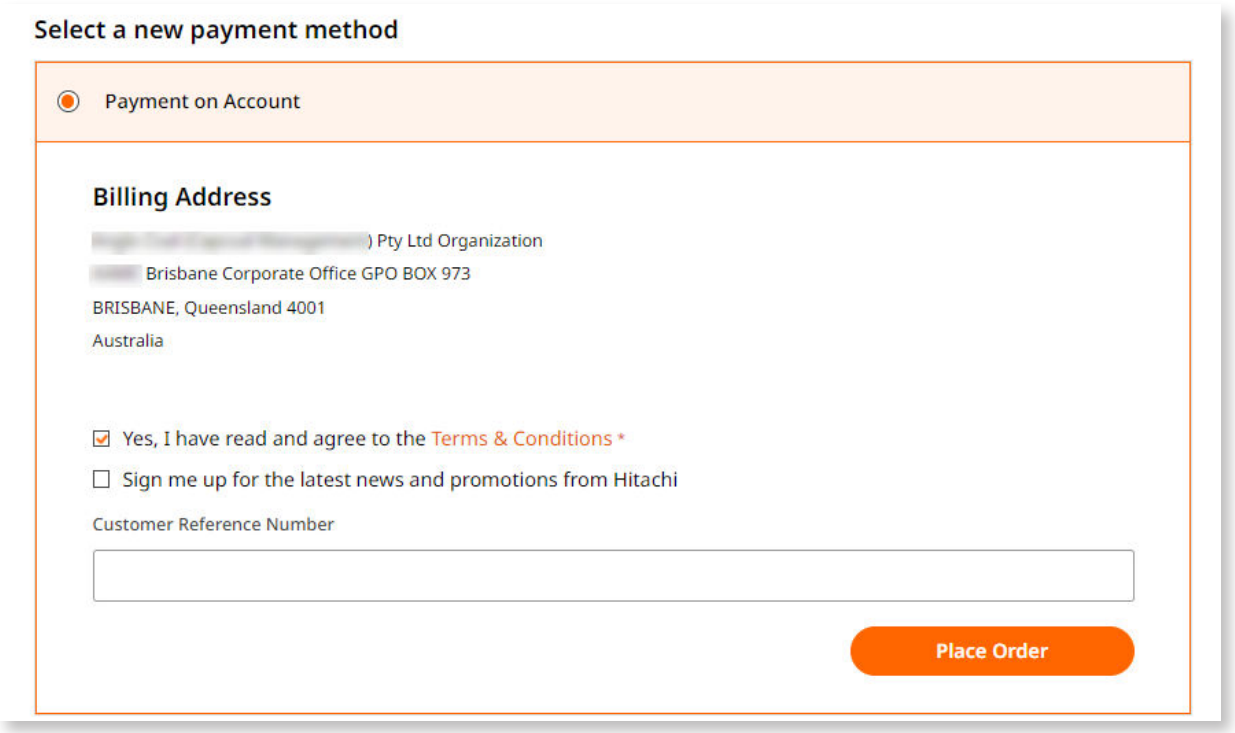
4. Click **Save Role** to grant permission.





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.

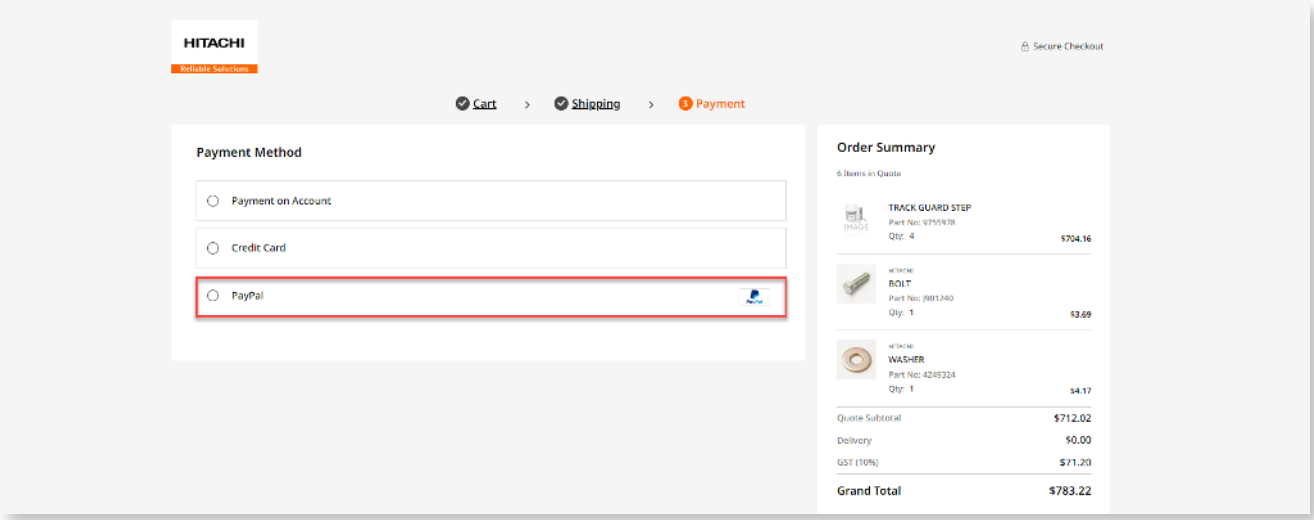
3. Check the tick box to confirm that you've read and agree to the Terms & Conditions.

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.

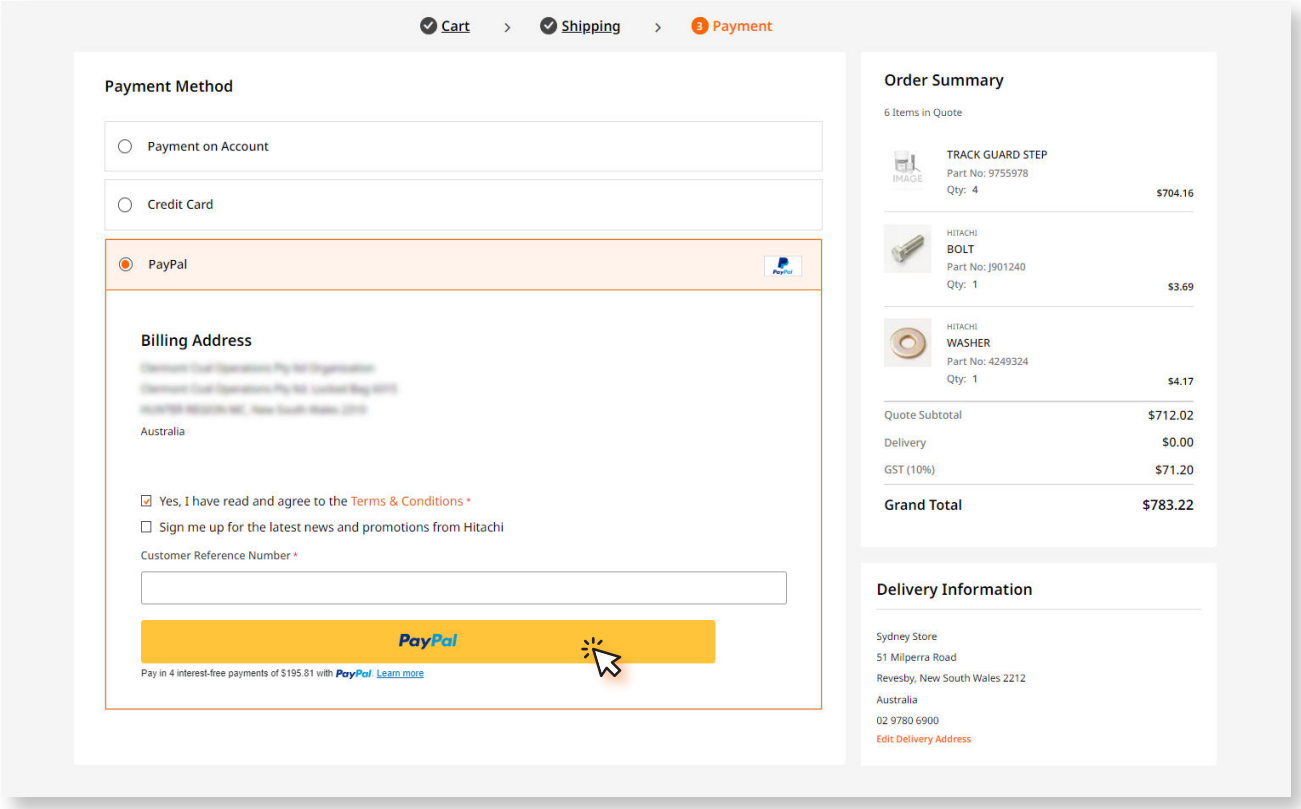


2. The billing address should appear automatically based on your account details.

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

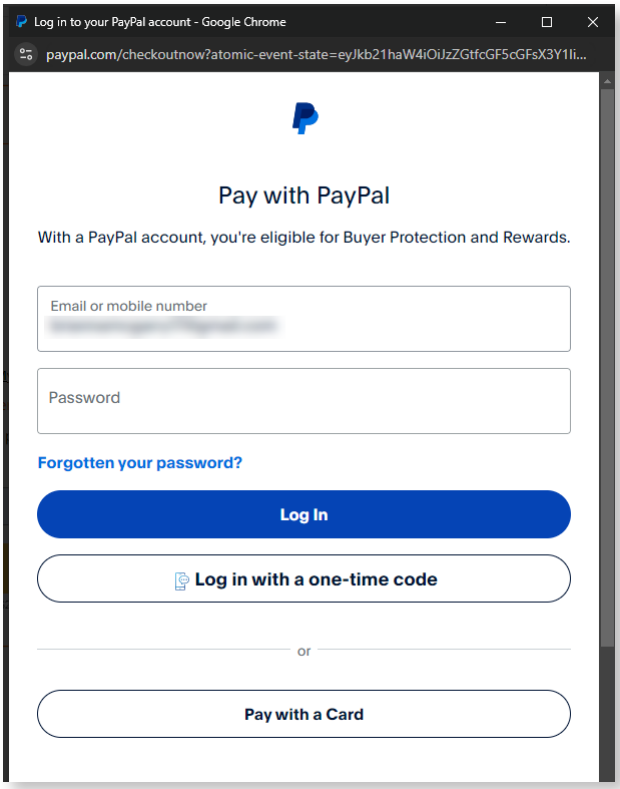
4. Enter your purchase order reference under Customer Reference Number.

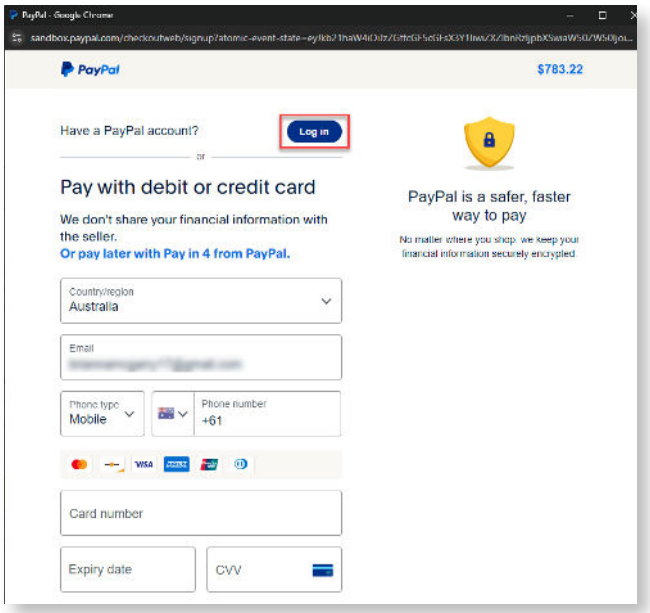
5. Click the **PayPal** button. This will open a popup screen where you'll be prompted to login to your account and consent to the purchase.



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

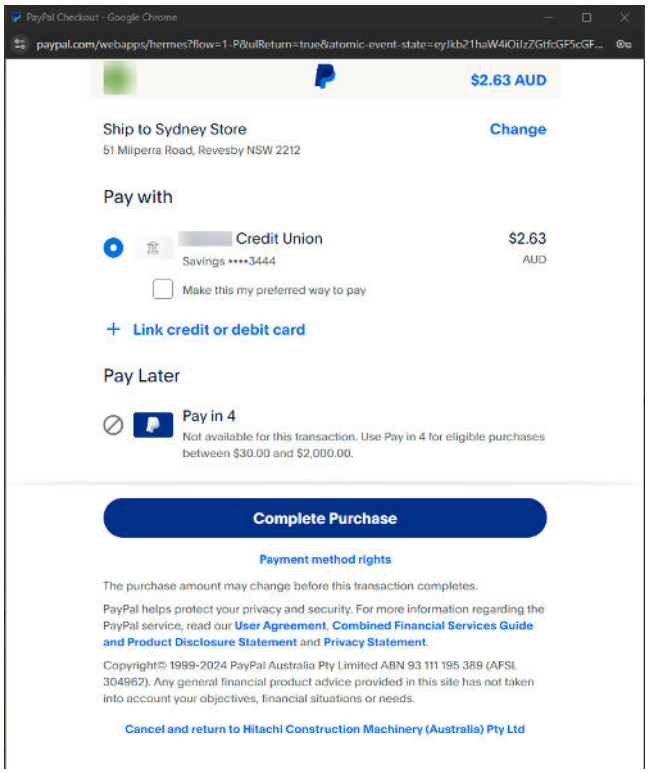
7. Log in using your existing account information, or enter debit or credit card details to checkout without an account.





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

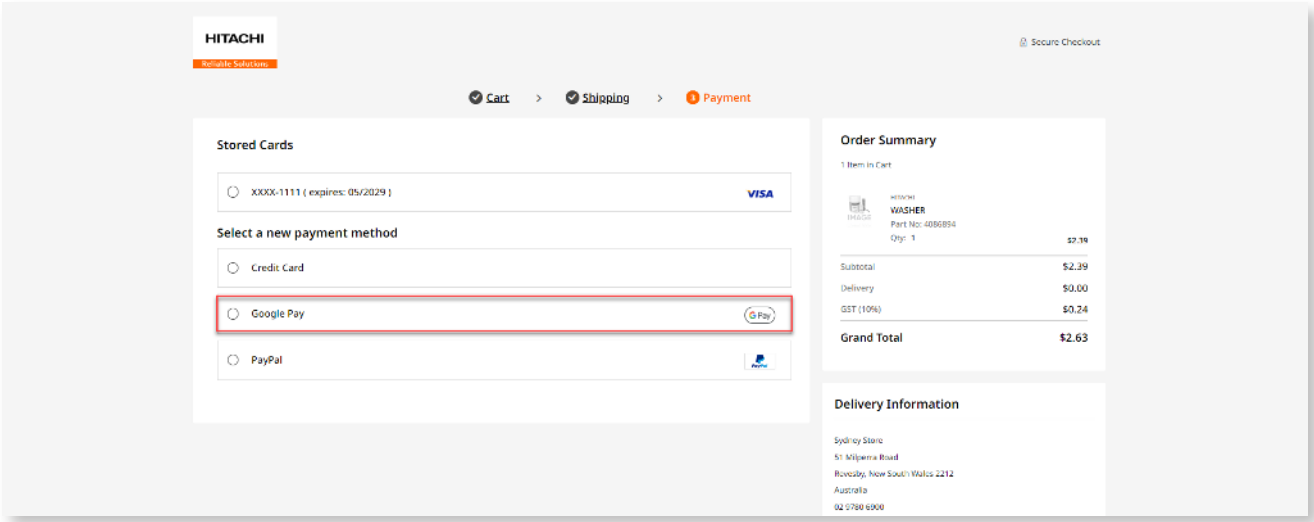
If there are no previously saved payment methods available, link a credit or debit card.



9. 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.

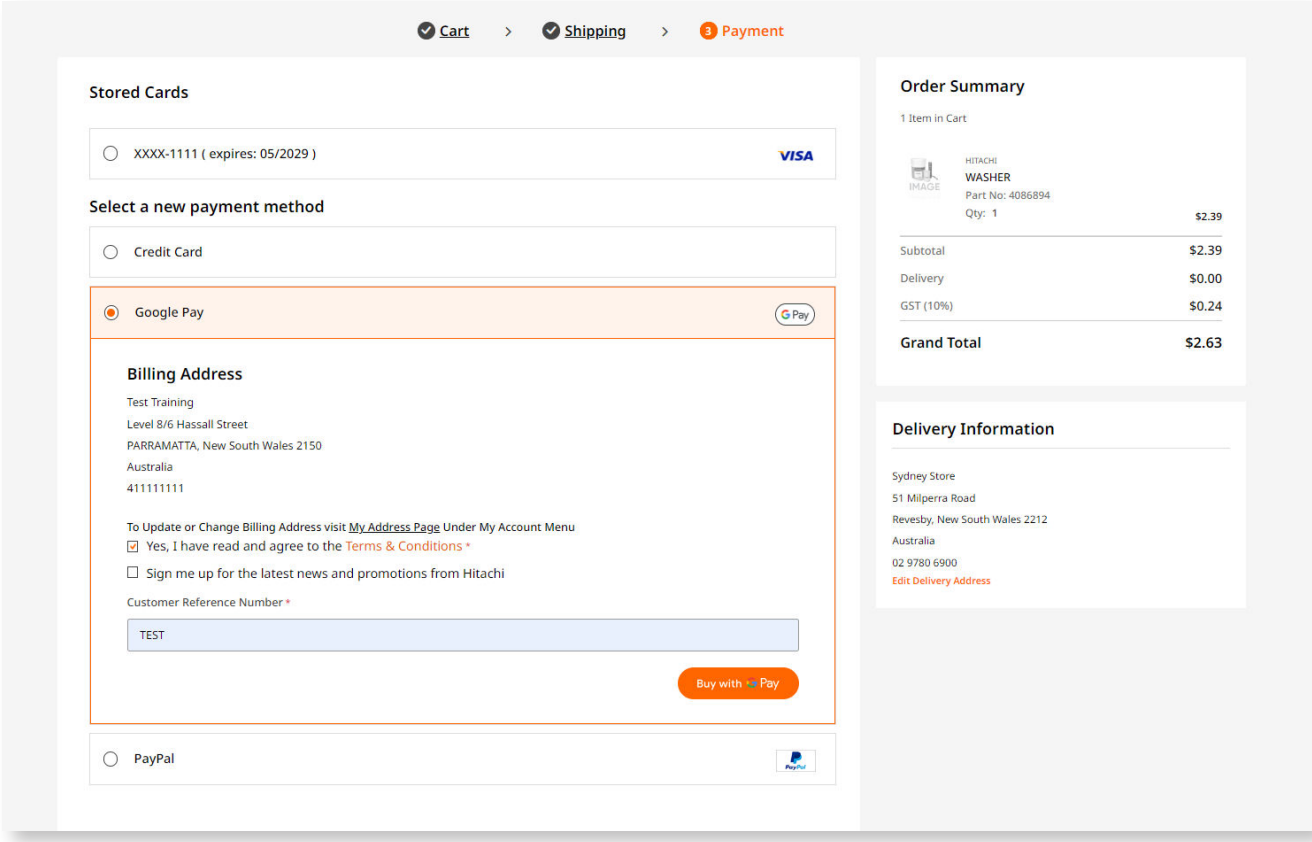


2. The billing address should appear automatically based on your account details.

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.



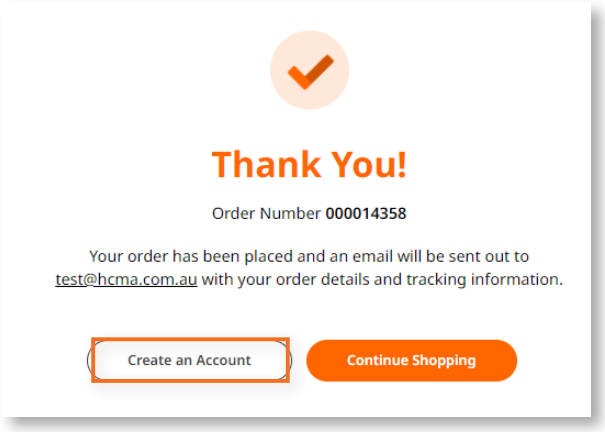
6.6 Payment Confirmation

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.

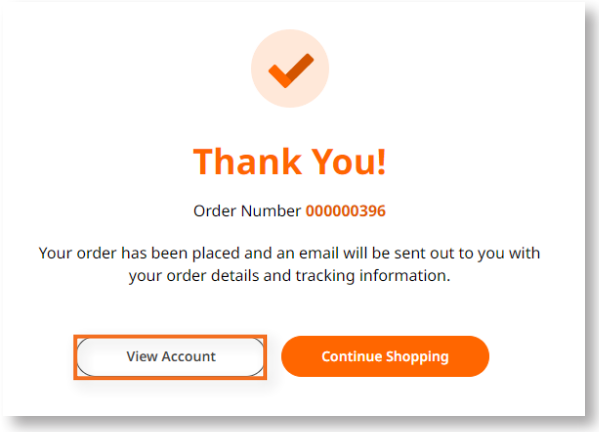
If you have checked out as a guest user, you'll be invited to create a customer account by clicking **Create an Account.**

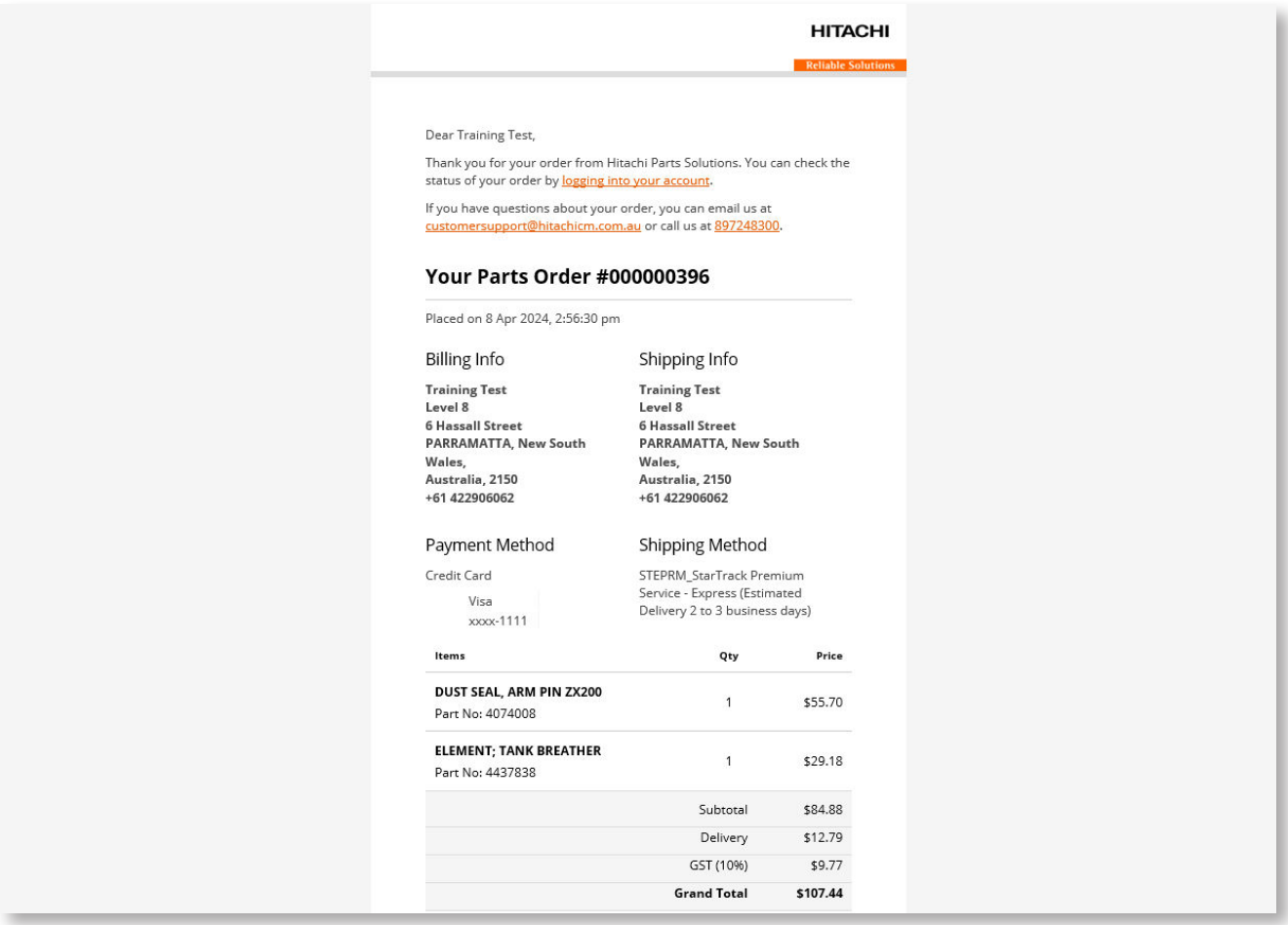
If you have checked out as an account holder, you will be able to view your order in your order history by clicking the **Order Number**. You can also go to your account dashboard by clicking **View Account**.

Guest User



Account Holder





HITACHI

Reliable Solutions

Dear Training Test,

Thank you for your order from Hitachi Parts Solutions. You can check the status of your order by logging into your account.

If you have questions about your order, you can email us at customersupport@hitachicm.com.au or call us at 897248300.

Your Parts Order #000000396

Placed on 8 Apr 2024, 2:56:30 pm

Billing Info	Shipping Info
Training Test **Level 8** **6 Hassall Street** **PARRAMATTA, New South Wales,** **Australia, 2150** **+61 422906062**	**Training Test** **Level 8** **6 Hassall Street** **PARRAMATTA, New South Wales,** **Australia, 2150** **+61 422906062**

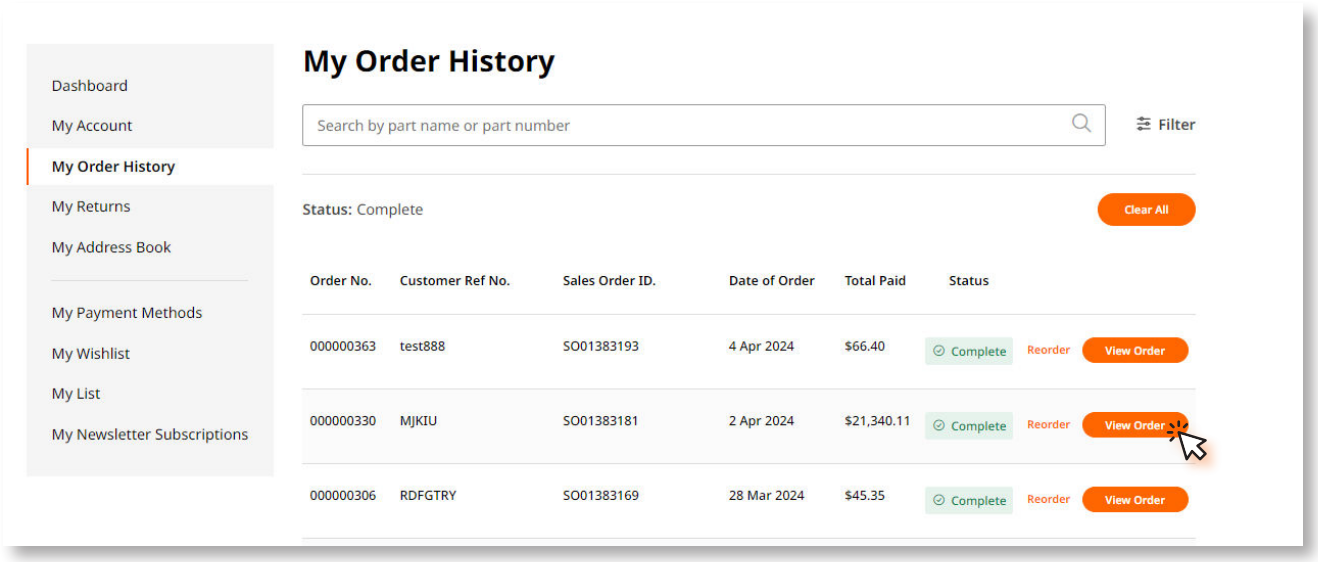
Payment Method	Shipping Method
Credit Card Visa xxxx-1111	STEPRM_StarTrack Premium Service - Express (Estimated Delivery 2 to 3 business days)

Items	Qty	Price
DUST SEAL, ARM PIN ZX200 Part No: 4074008	1	$55.70
ELEMENT; TANK BREATHER Part No: 4437838	1	$29.18
	Subtotal	$84.88
	Delivery	$12.79
	GST (10%)	$9.77
	Grand Total	**$107.44**

6.7 Tax Invoice

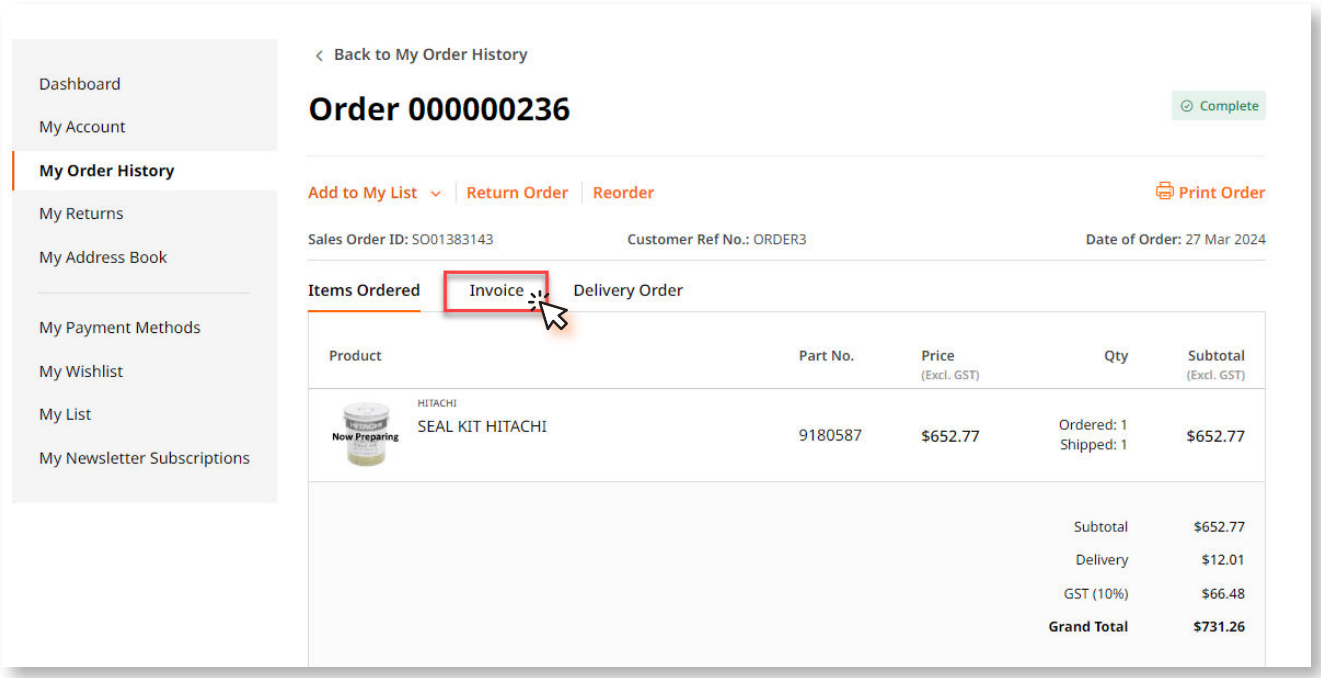
Tax invoices are downloadable and located within your order history.

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

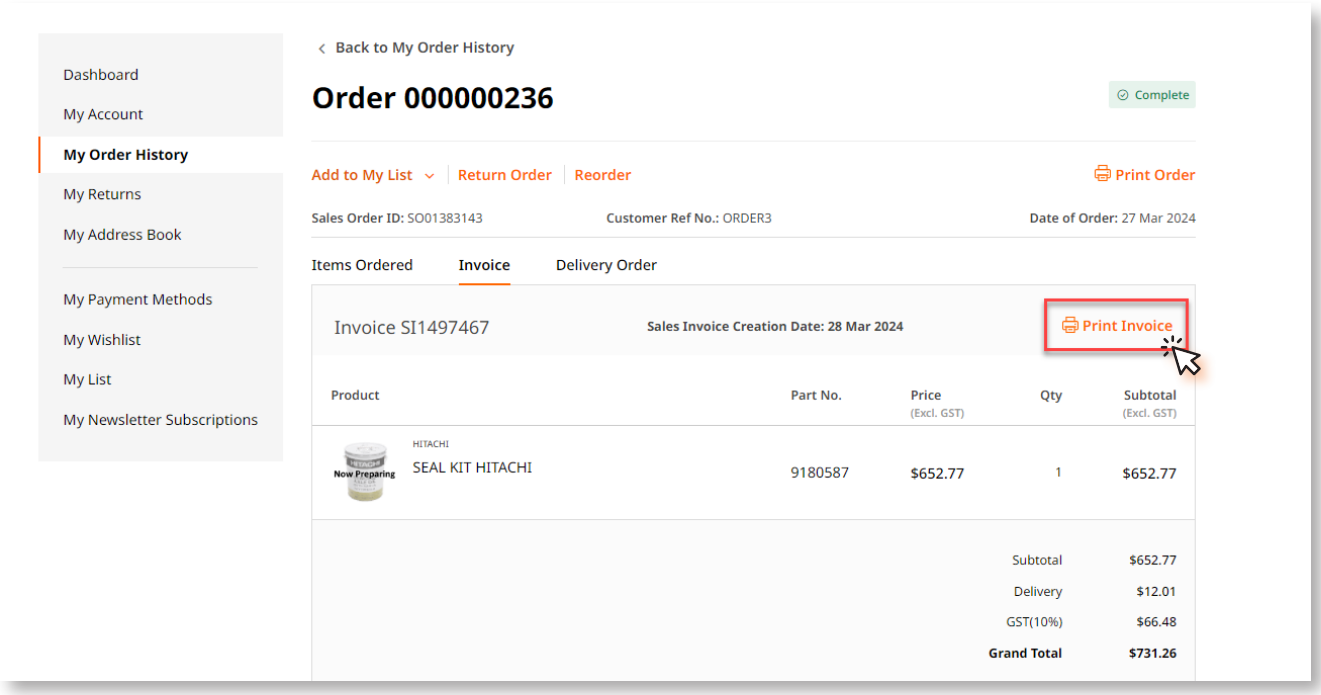


2. When on the order detail page, click on the **Invoice** tab.

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

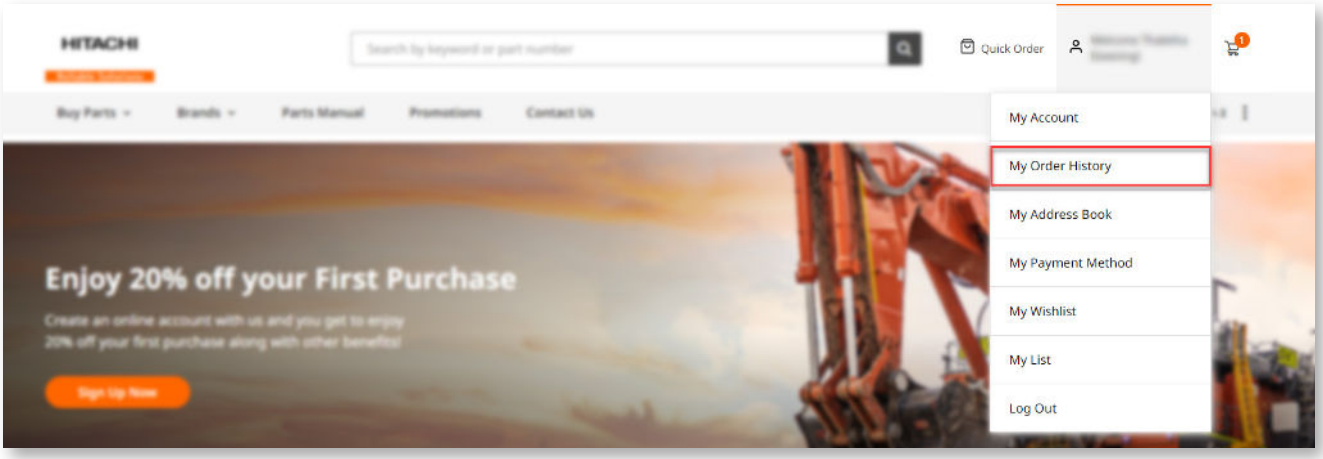


3. To print or download a pdf version of the invoice, click on the **Print Invoice** button.



6.8 Returns and refunds

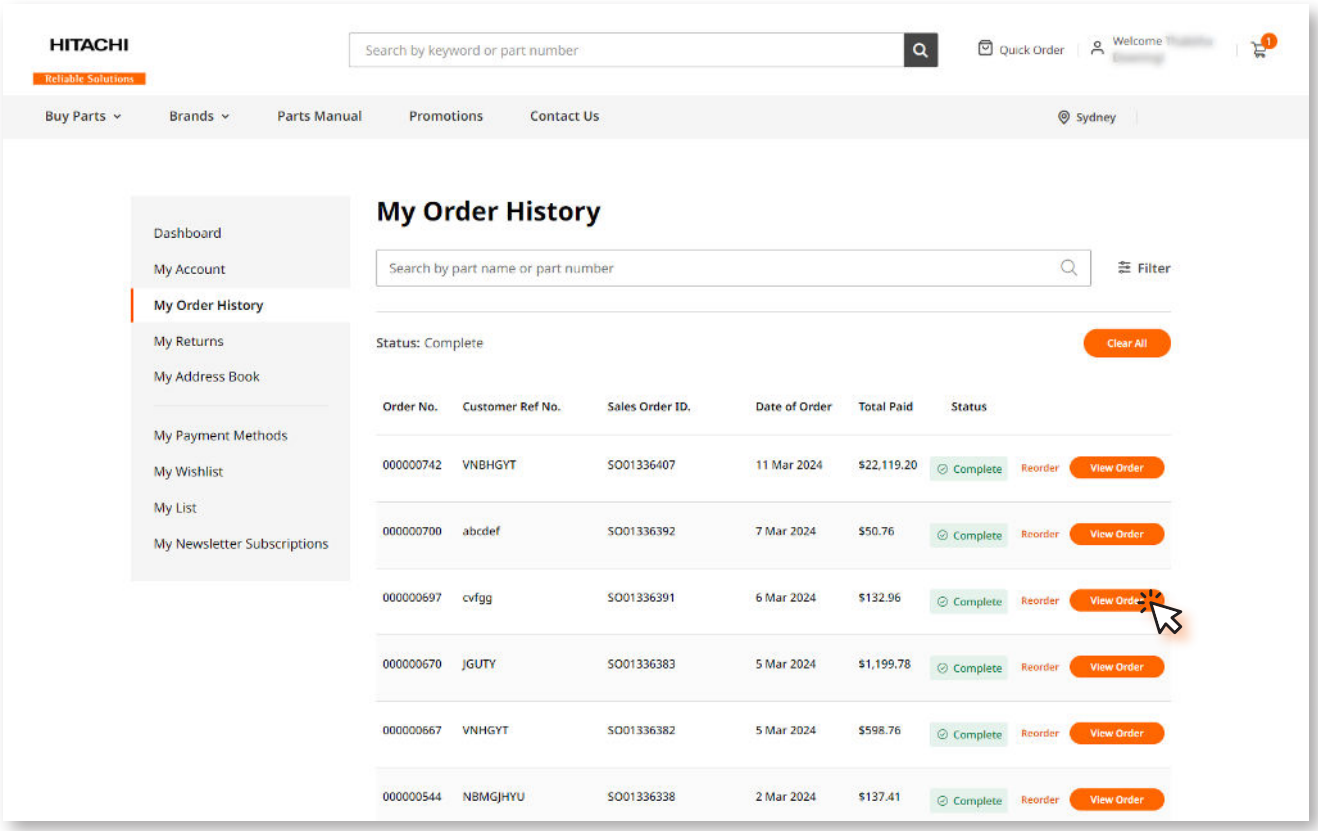
1. Click on the Account Name on the top right of the screen and select **My Order History** from the drop-down menu as shown below.



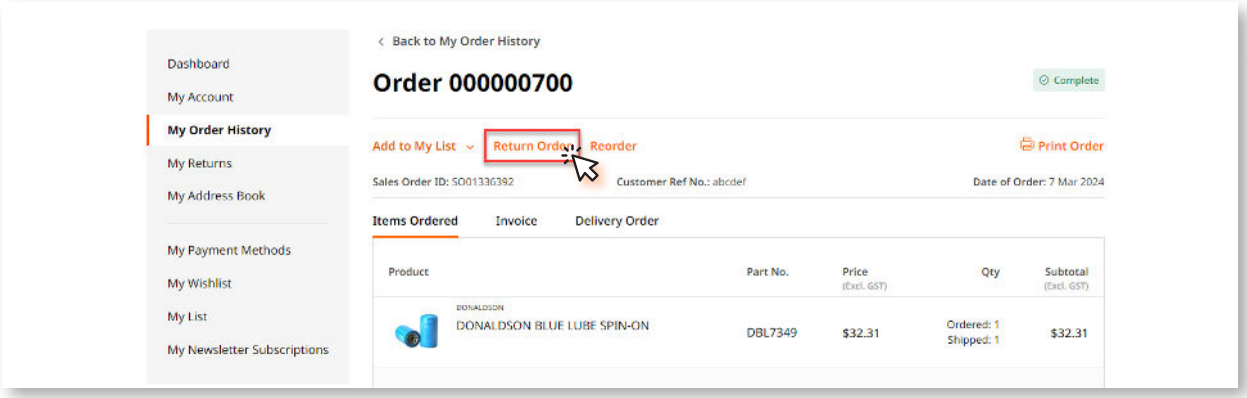
2. Once in the My Order History page, select the relevant order that contains the product(s) that are to be returned.

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

Complete



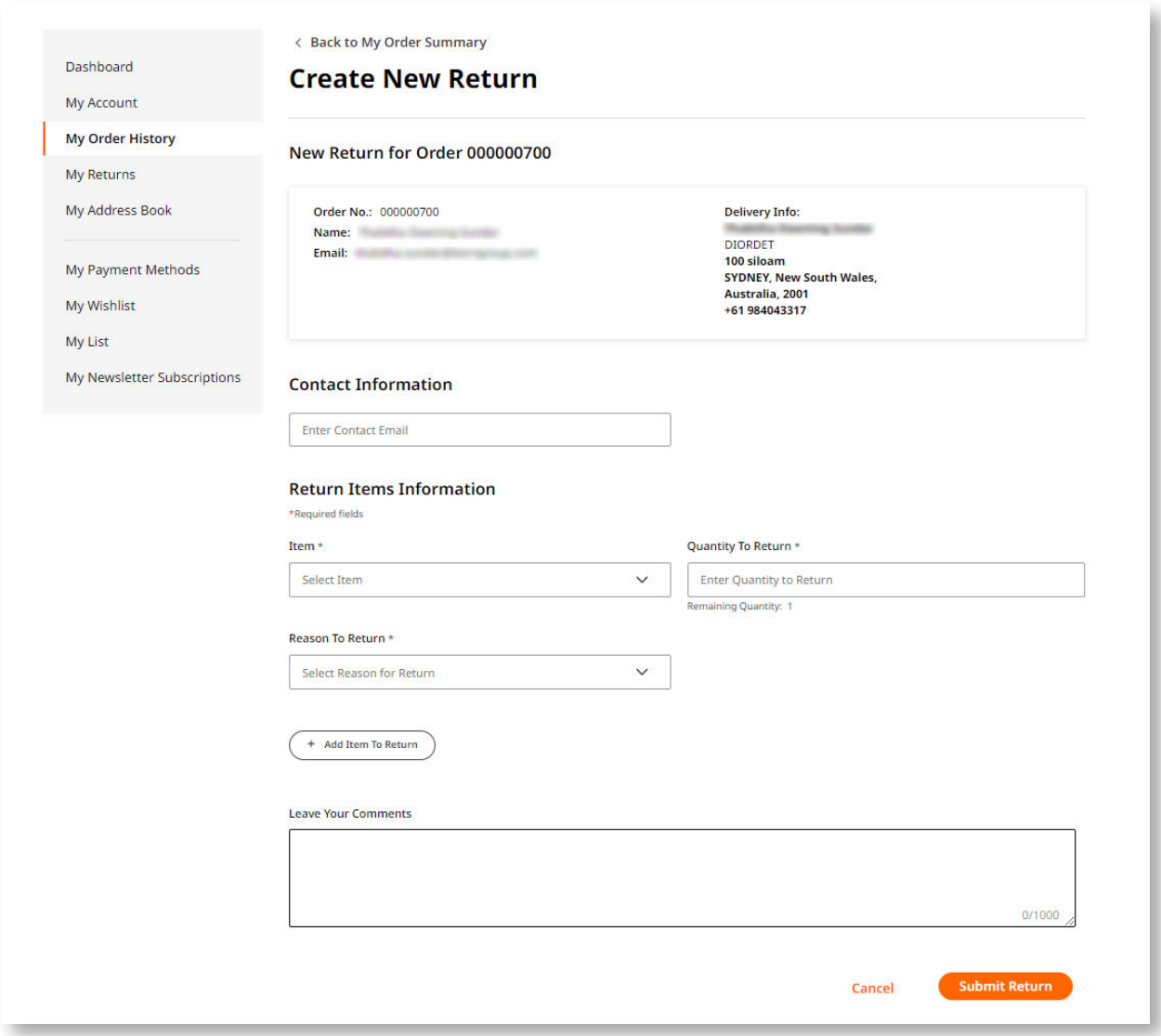
3. On the order page, click the **Return Order** link.



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

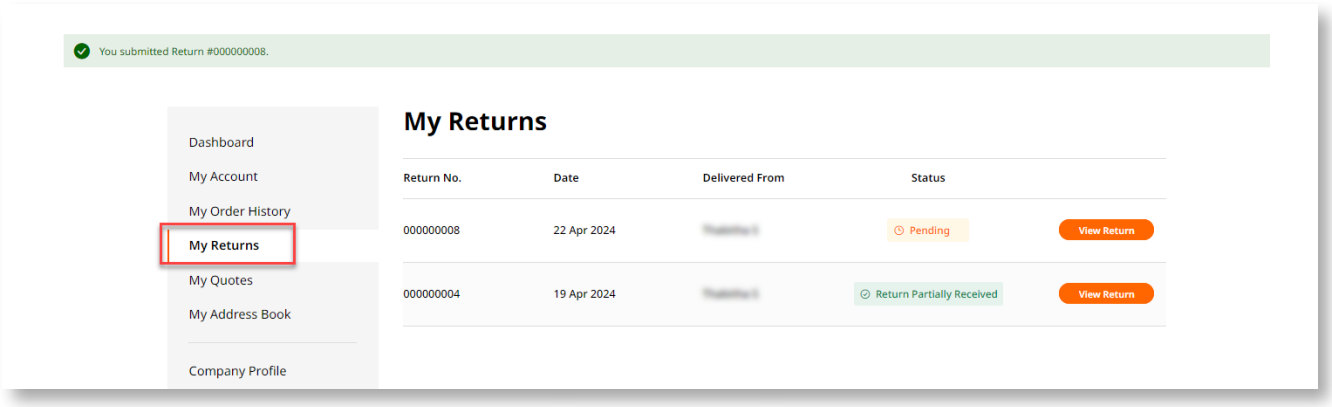
5. Then enter the quantity you'd like to return and select a reason for return from the drop down menu.

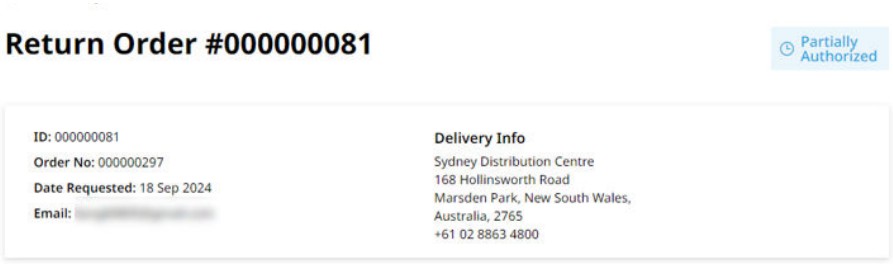
Please note that returnable quantities cannot exceed the quantity that has been shipped.



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

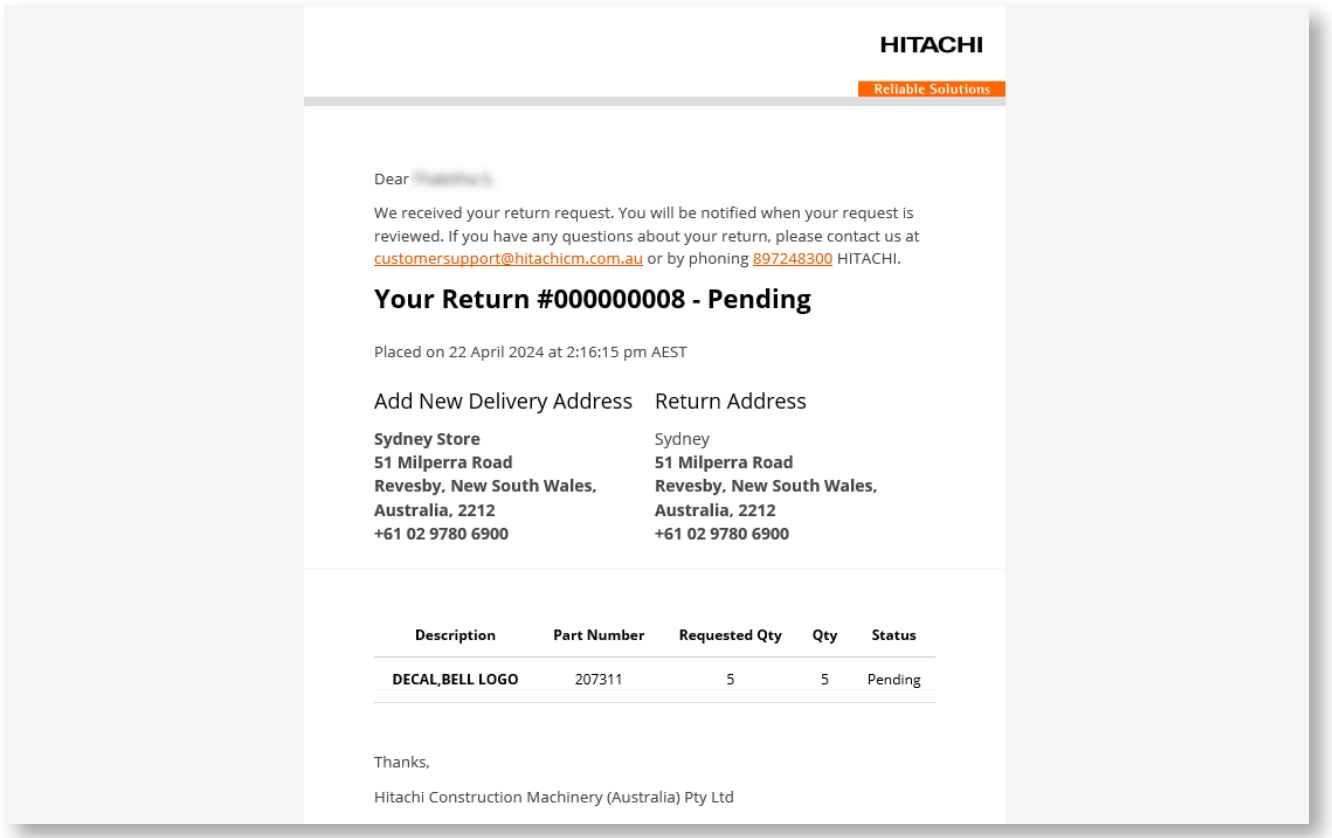
7. Shortly after, you'll be redirected to the My Returns page. This is where you can access all your returns and view details about the return, including the current status of the return.





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.

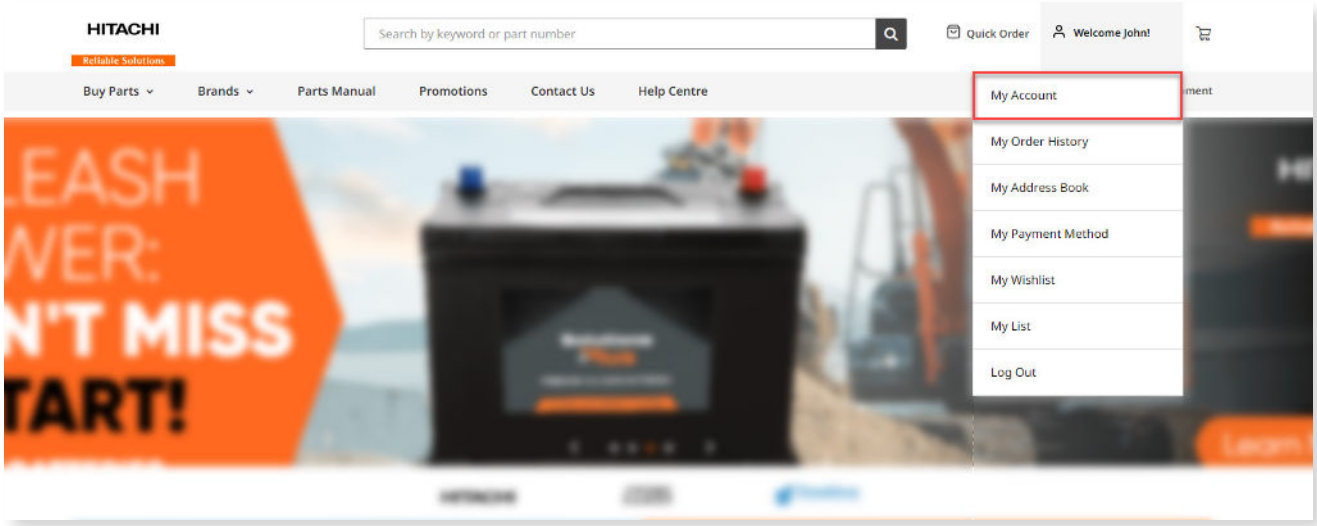
You will also receive email confirmation for the pending return.



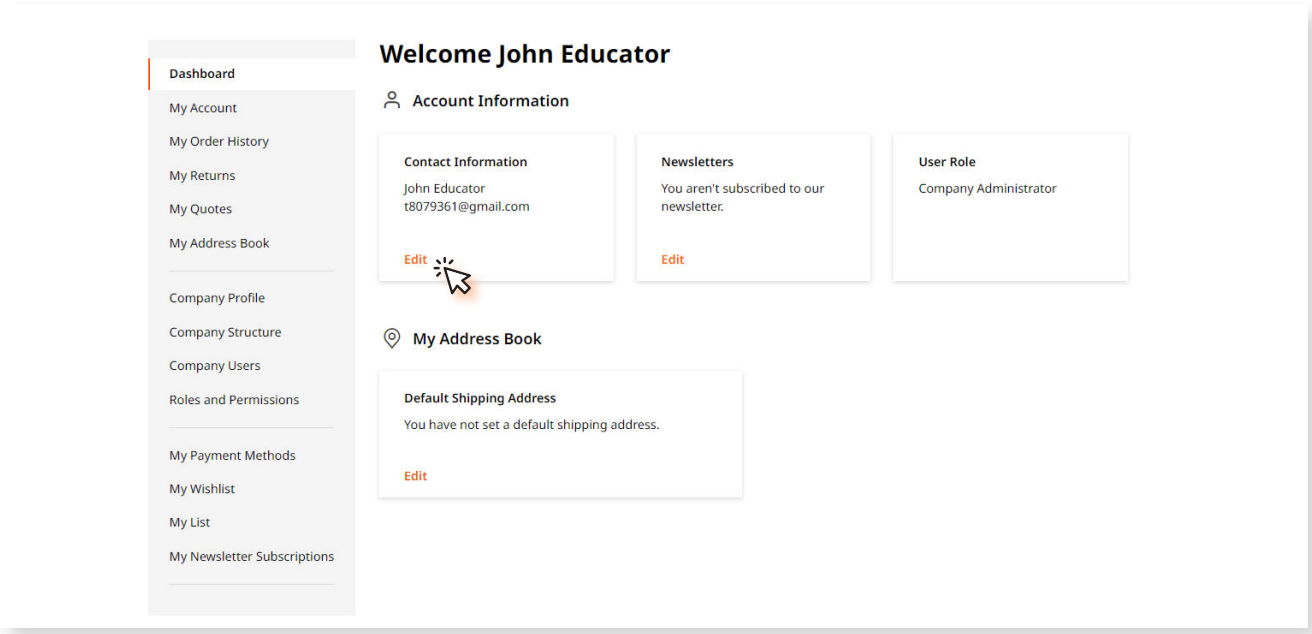
7. Account Management

7.1 Customer Information

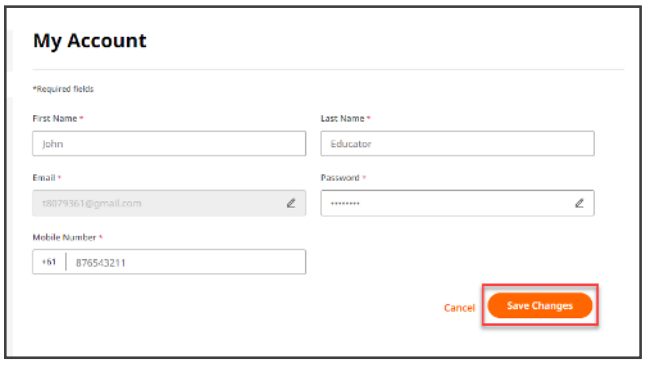
1. Click on the **User Menu** and select **My Account** to view customer information.



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

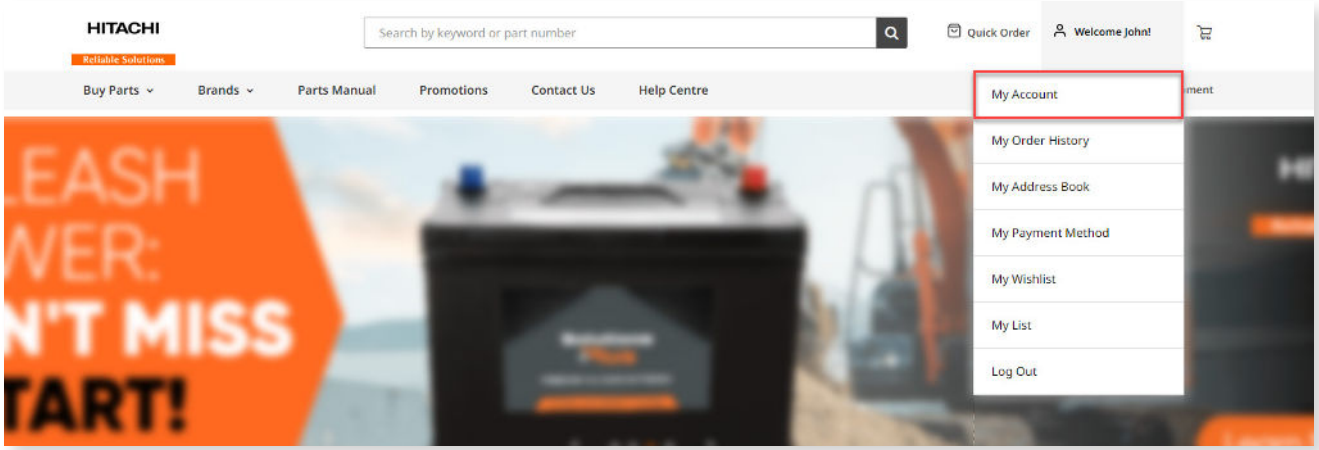


3. Once changes have been made, click on the **Save Changes** button to finalise and return to account dashboard.

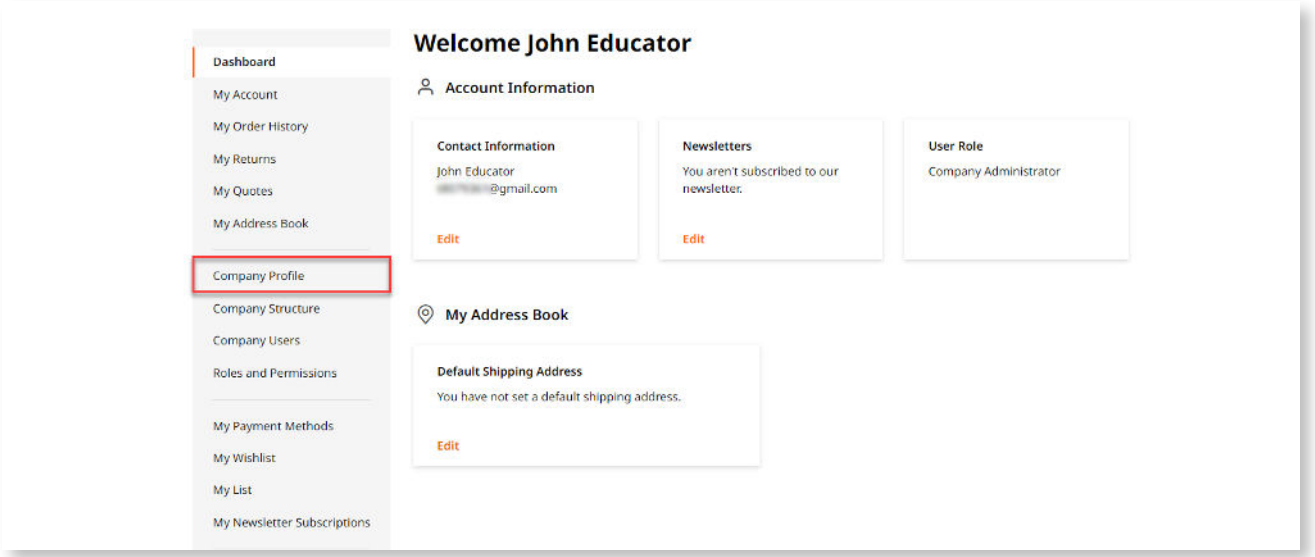


7.2 Company Information

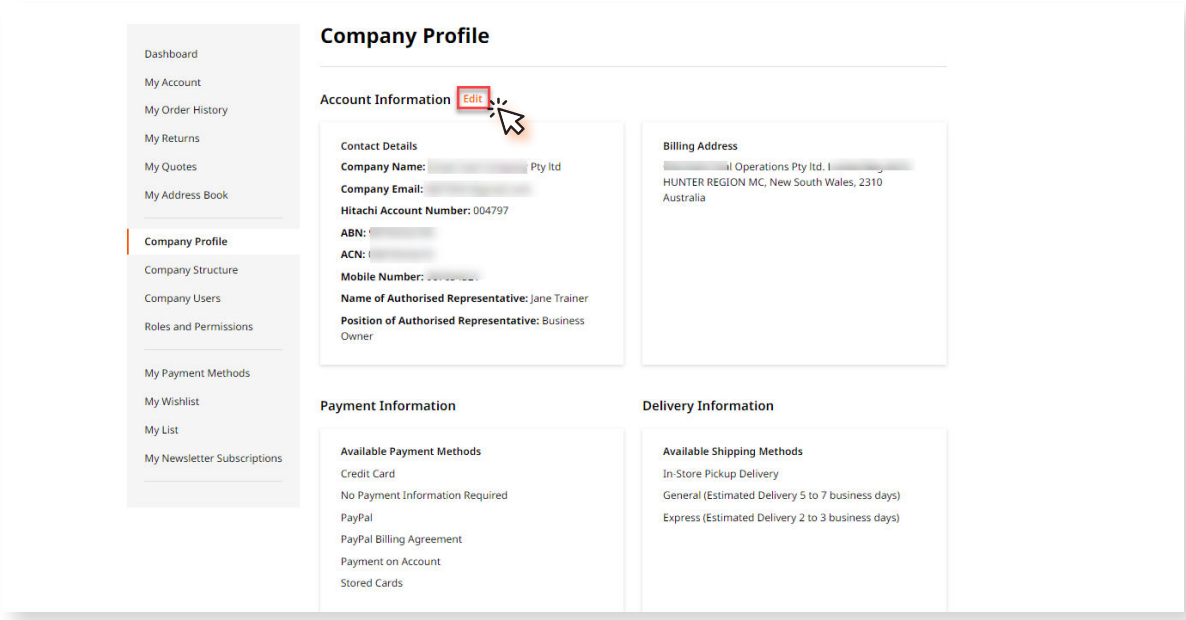
1. Click on **My Account** to view customer information.



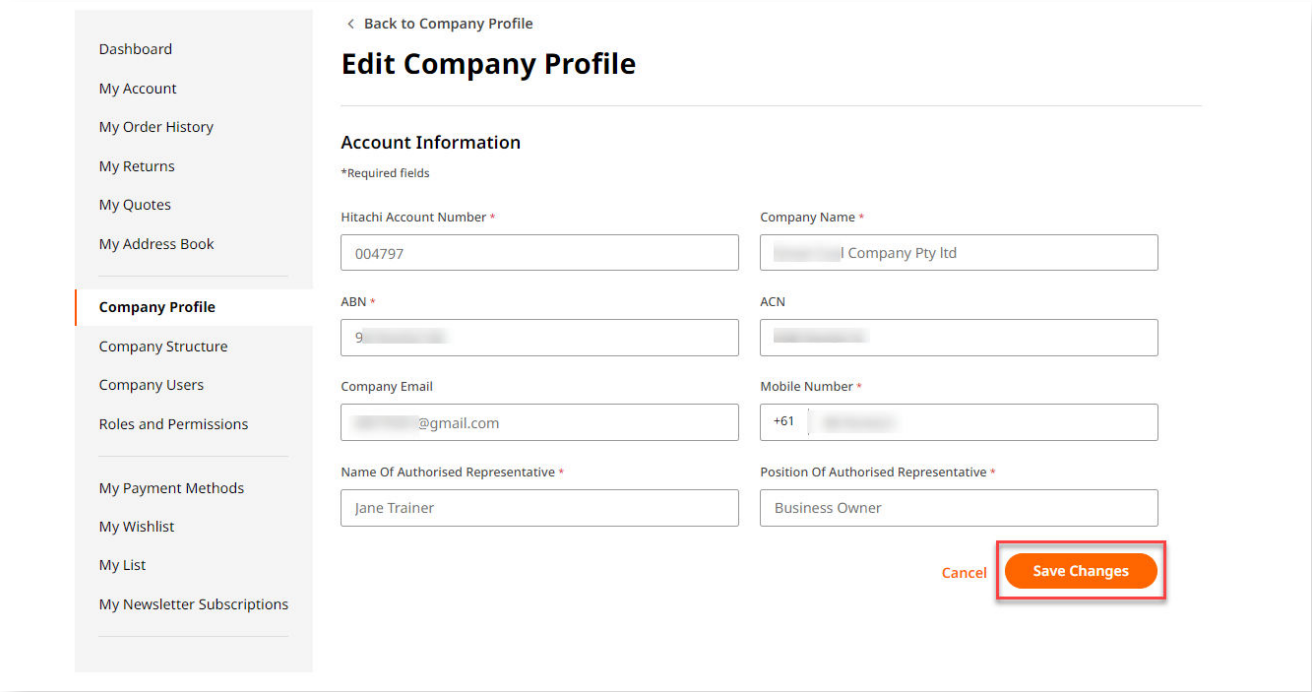
2. Click on the **Company Profile** tab on the left hand menu.



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

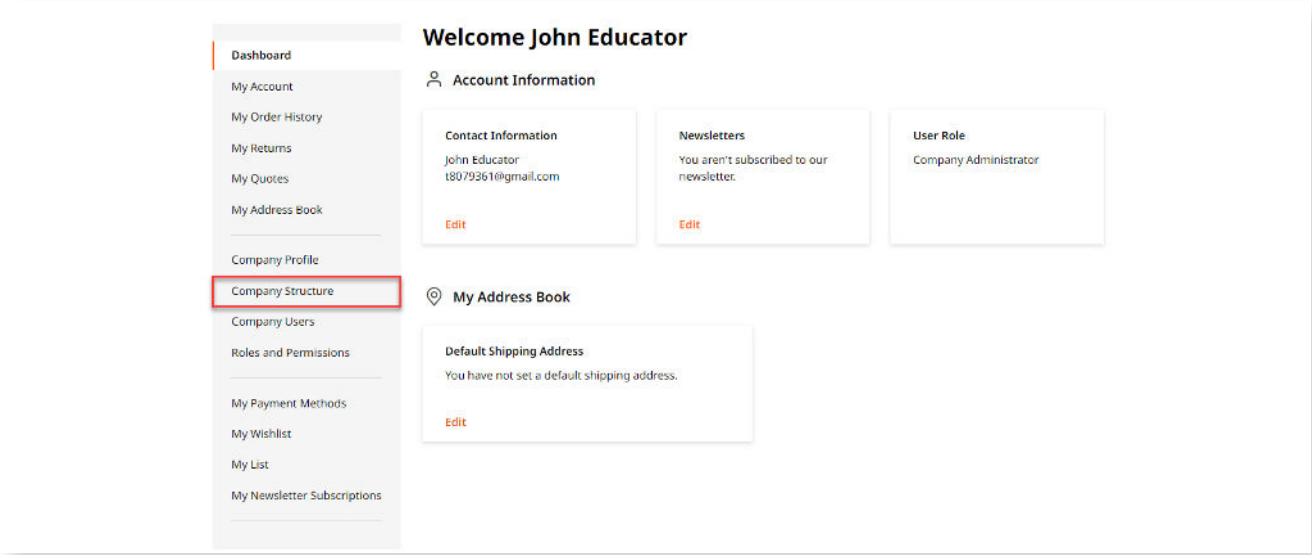


4. Edit your information as required. Then click the **Save Changes** button to finalise.



Company Structure

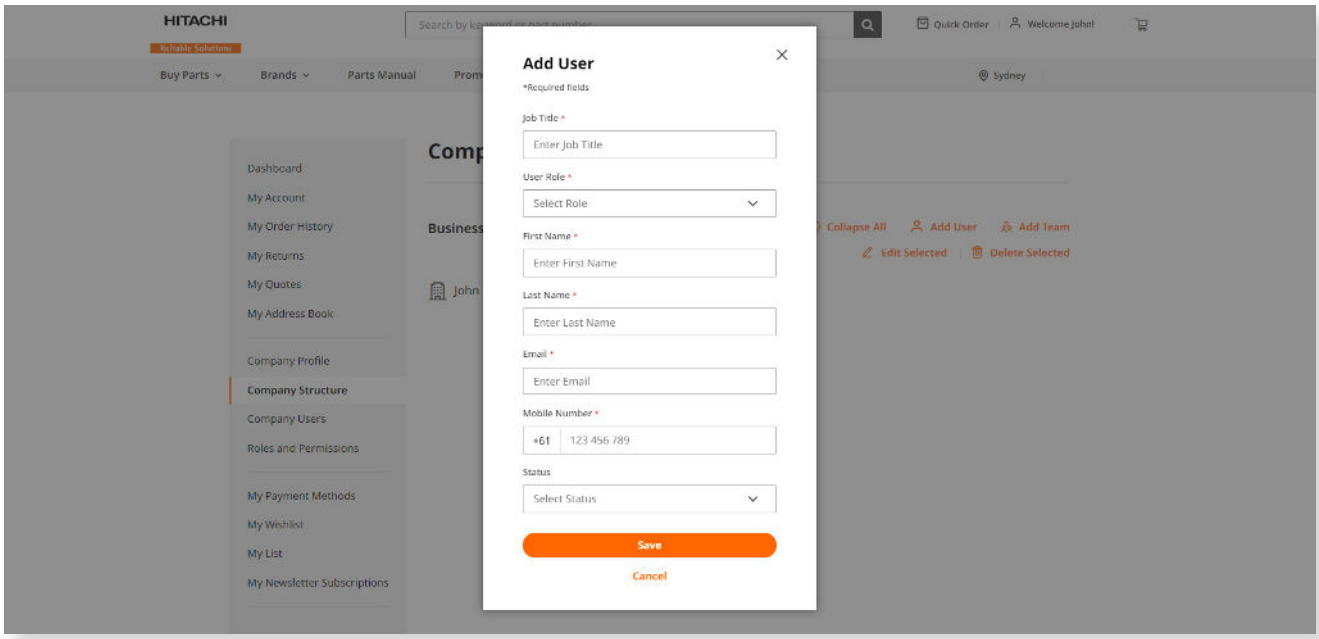
1. Click on **Company Structure** to view information about business structure.



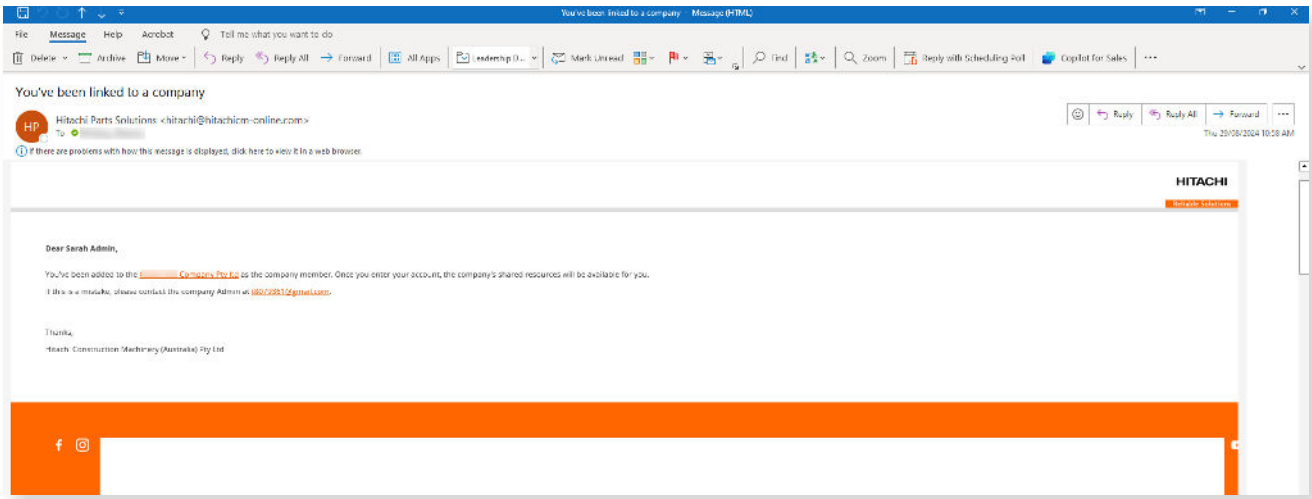
2. Click on the **Add User** button to add a user to the company account.



3. Complete the form details for new user.



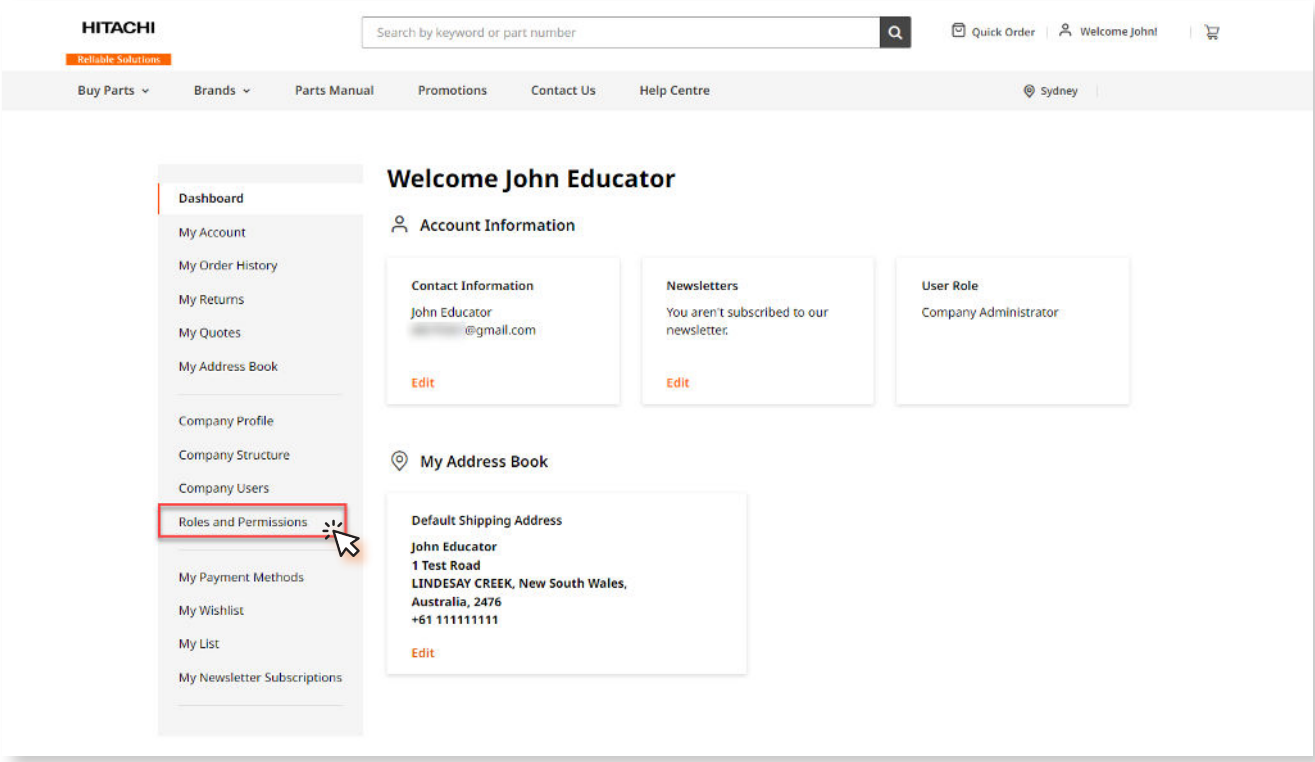
4. Click the **Save** button. This will create a new user account for your company. The new user will receive a welcome email and an email informing them that they have been linked to a company account.



7.3 Multiple Roles within an Organisation

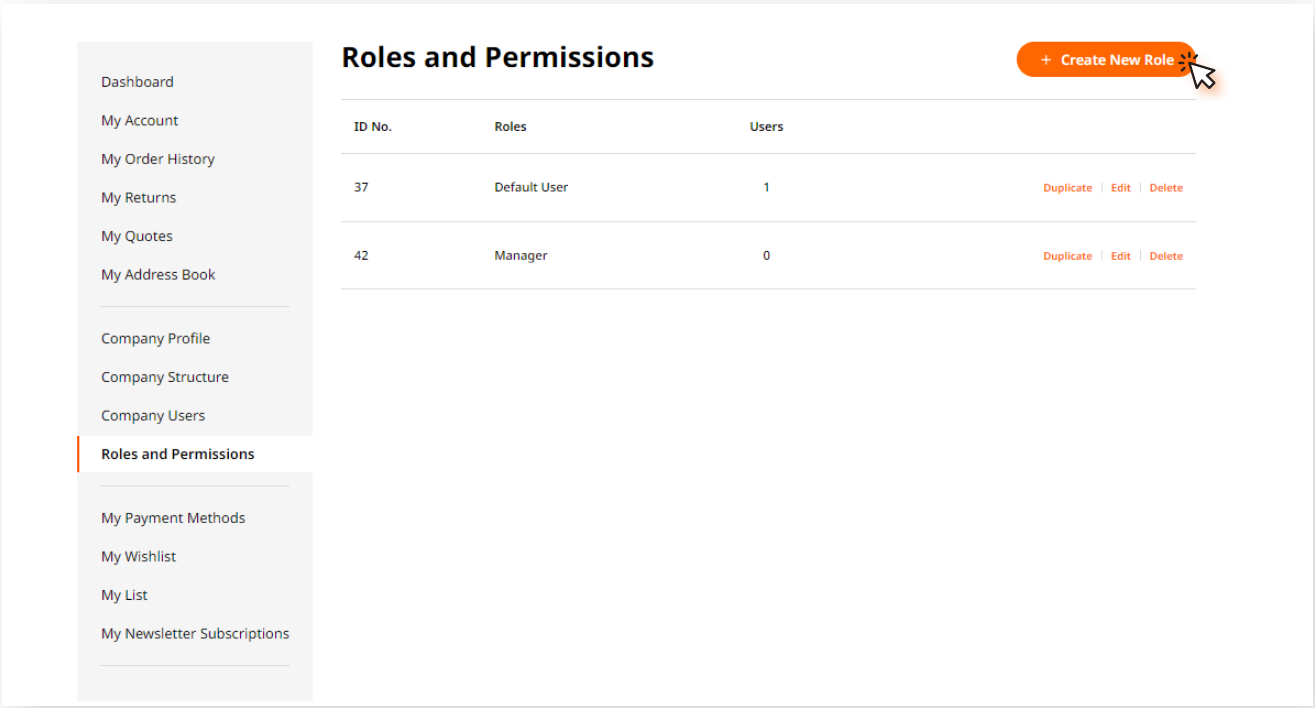
Company Accounts can have multiple users and each of these users can be assigned with different roles and permissions.

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

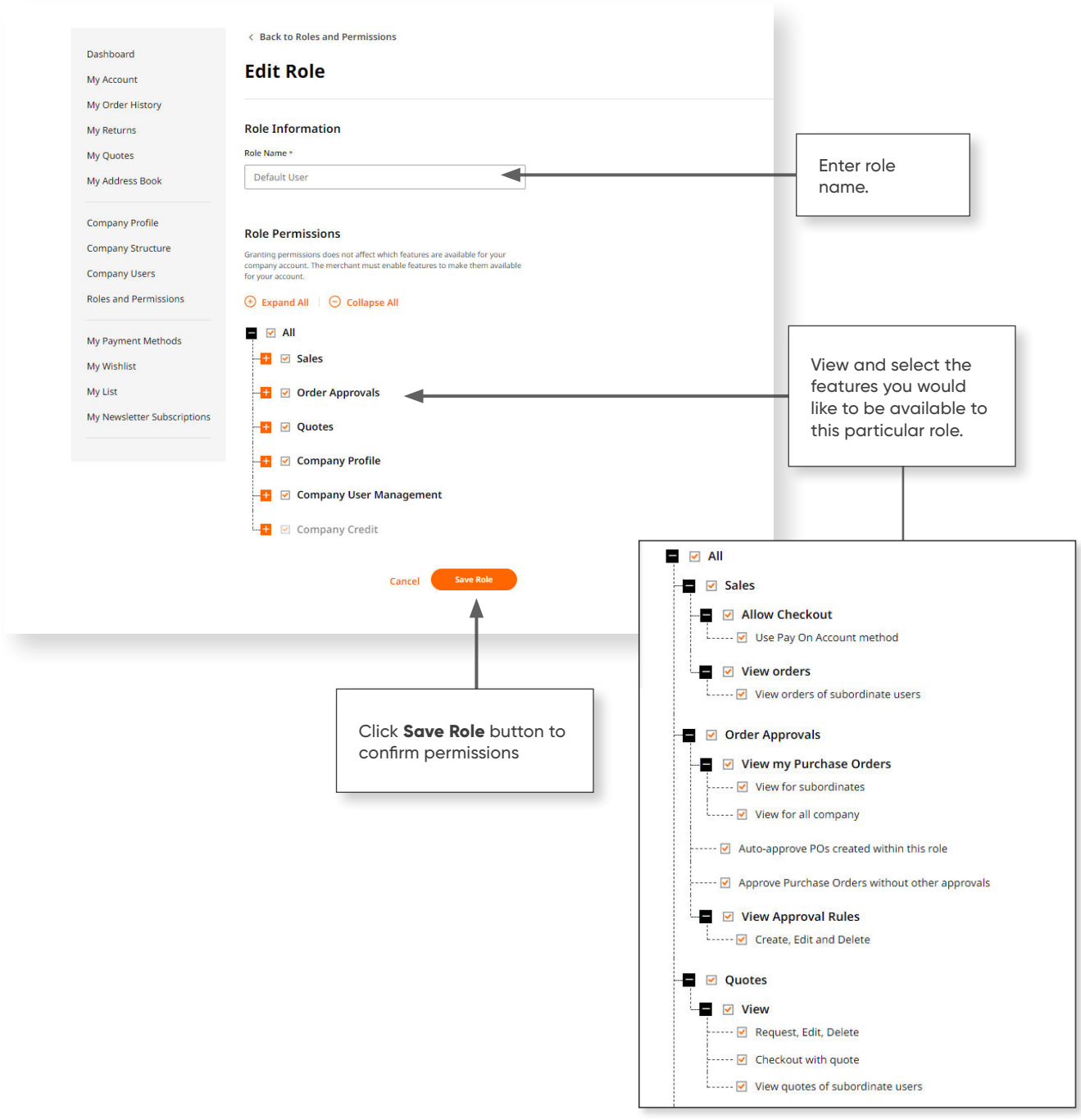


Create a New Role

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

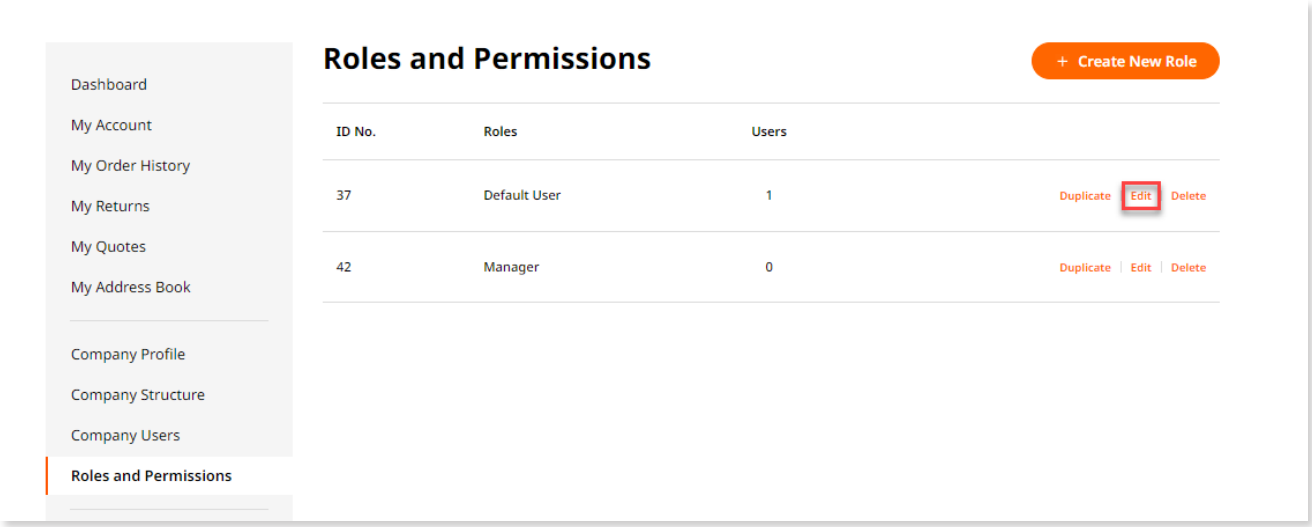


2. Make any desired changes by checking or unchecking the relevant boxes for each responsibility.



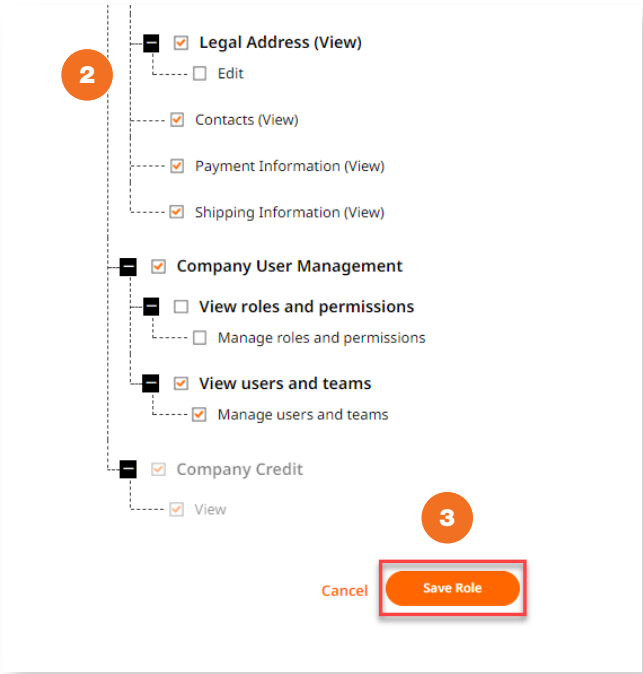
Edit Existing Role

1. Click on the **Edit** button to change the permissions of a selected user.

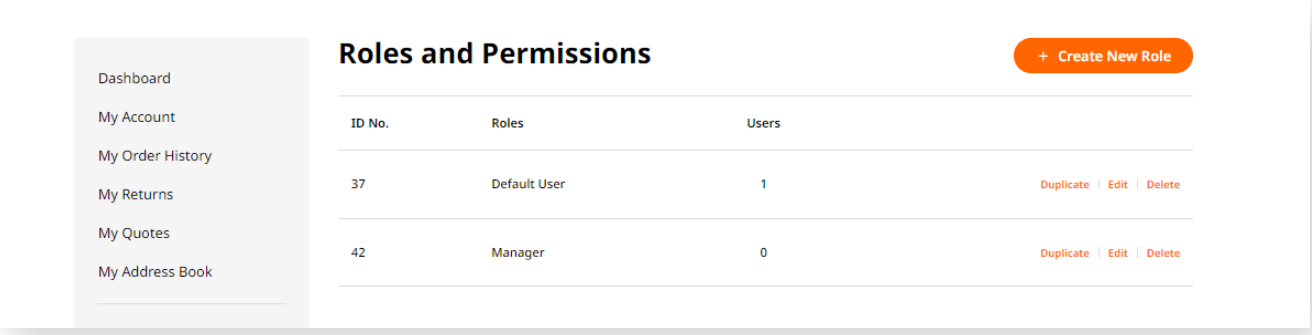


2. Make any desired changes by checking or unchecking the relevant boxes for each responsibility.

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



You can also duplicate and delete roles as required.



7.4 Billing vs Delivery Address

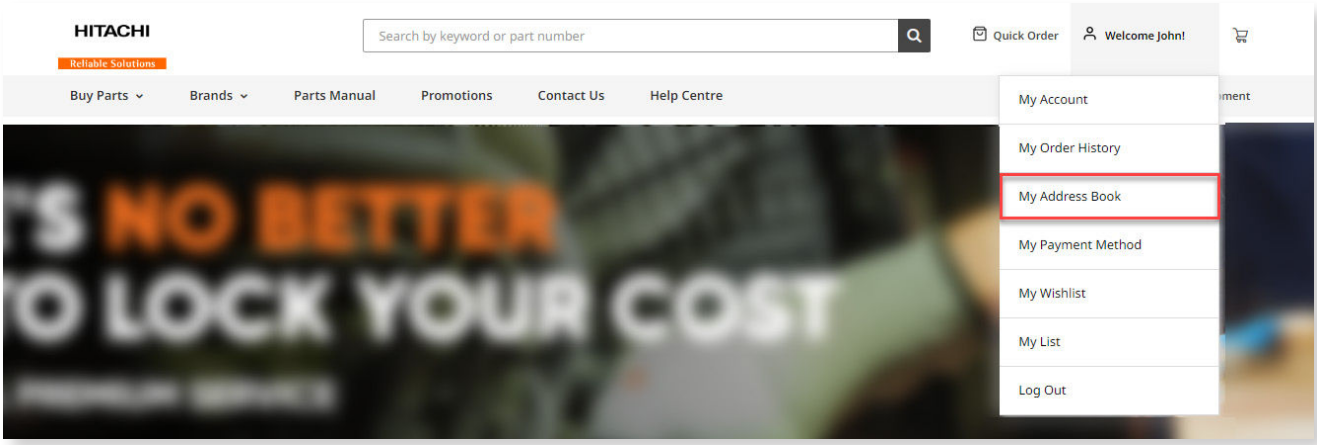
Billing Address

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.

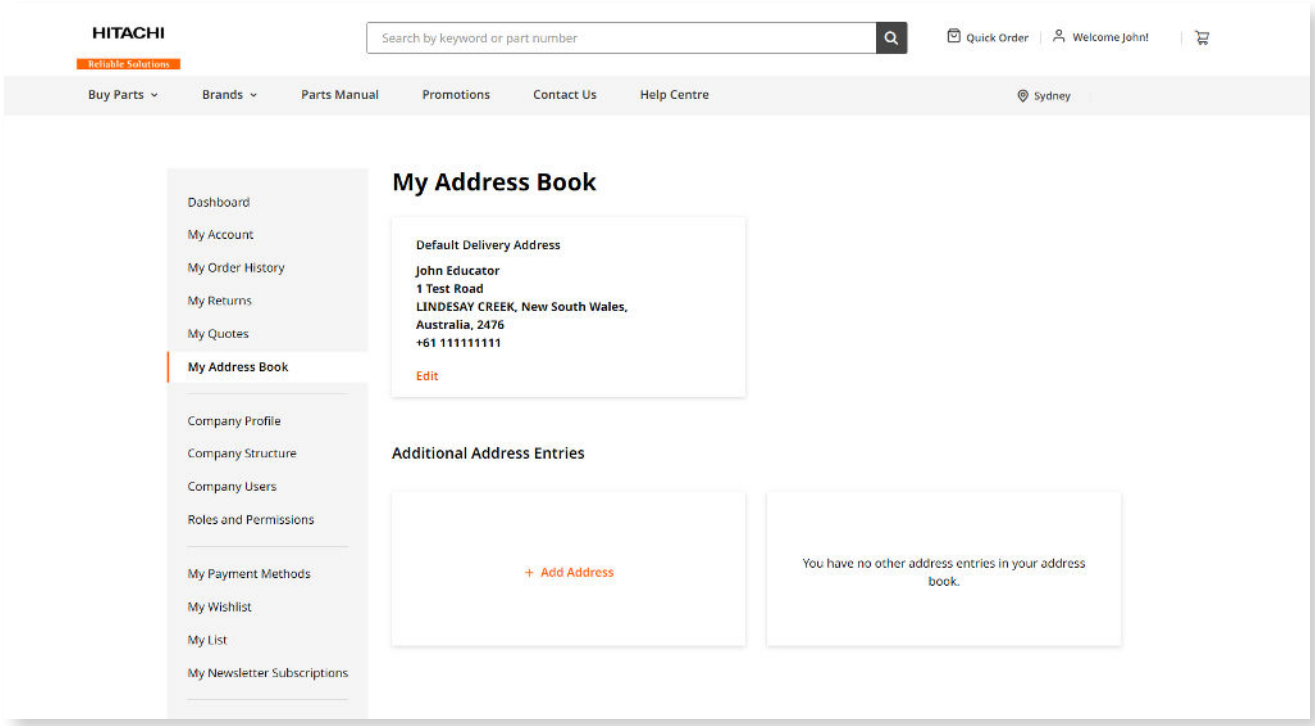
Delivery Address

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.

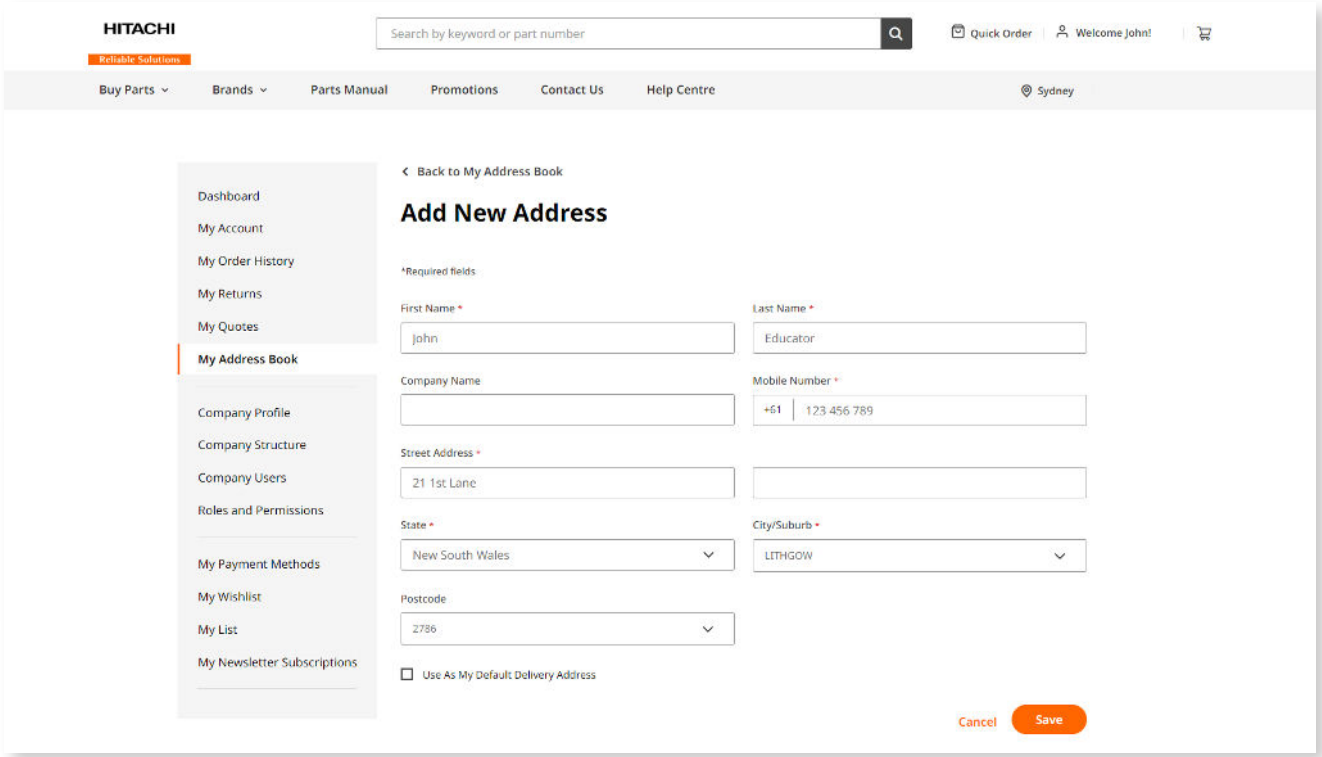
1. Click on the **User Menu** and then select **My Address Book** to view saved delivery address information.



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



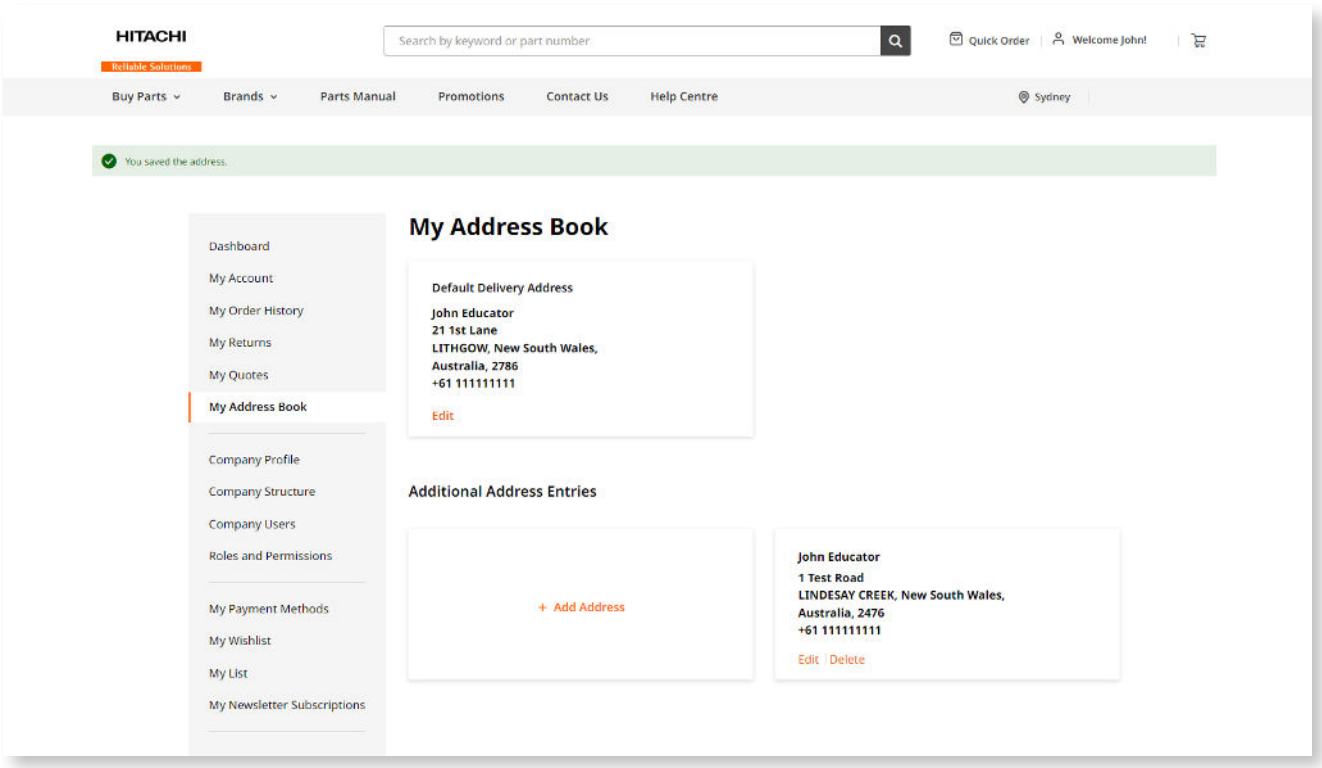
3. Complete the form by filling out all required fields.



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.

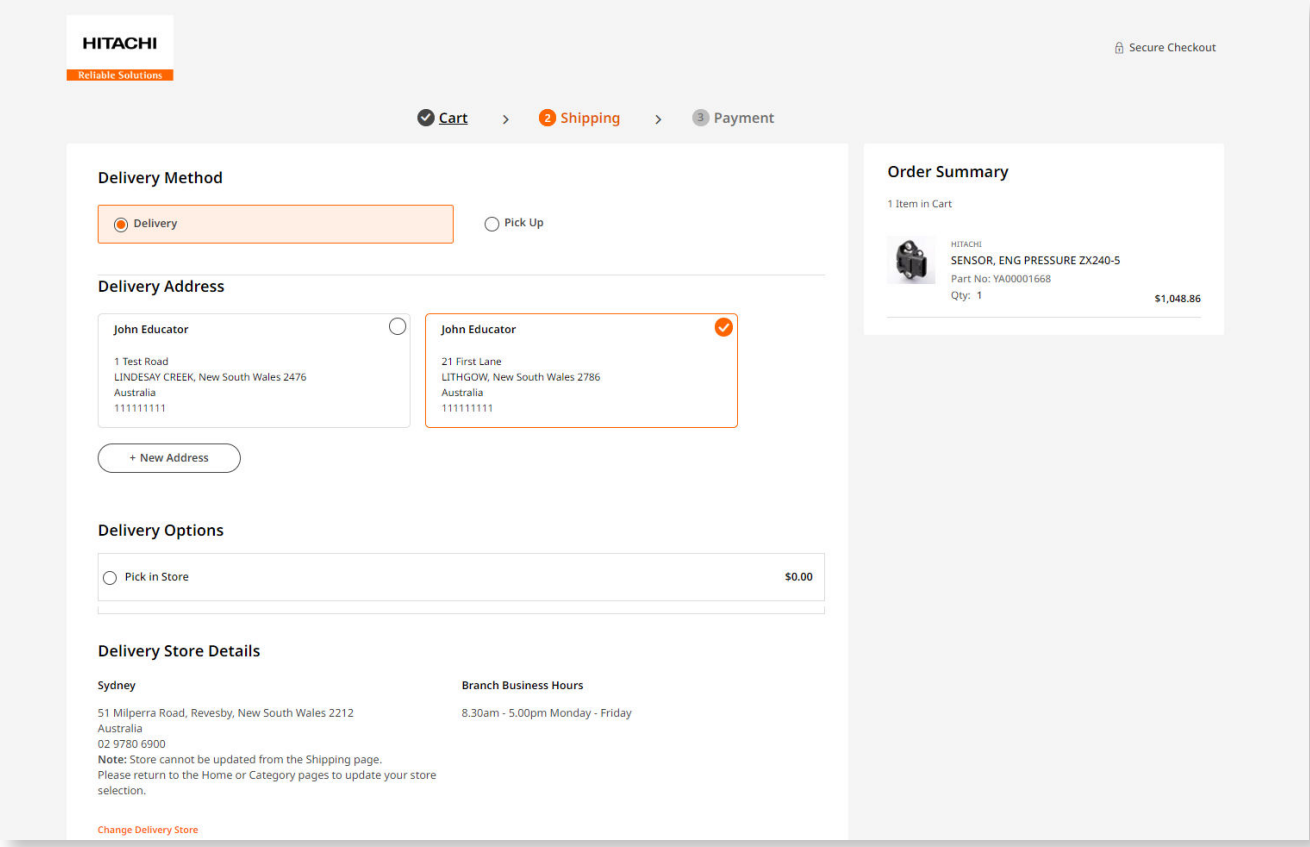


The Default Delivery Address will be the first shown, all other addresses will be listed under Additional Address Entries.

Checking Out

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

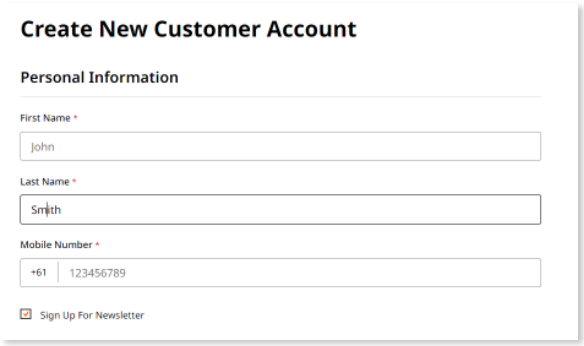
To choose another delivery address, simply select an alternative saved address or click on the **+ New Address** button to enter a new address.



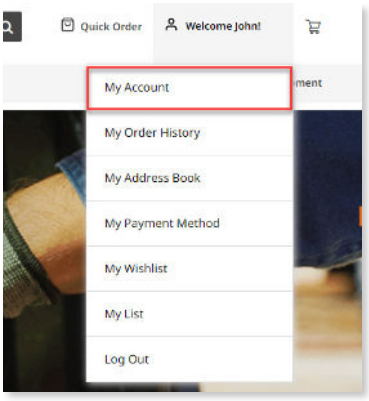
7.5 Marketing and Newsletters

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

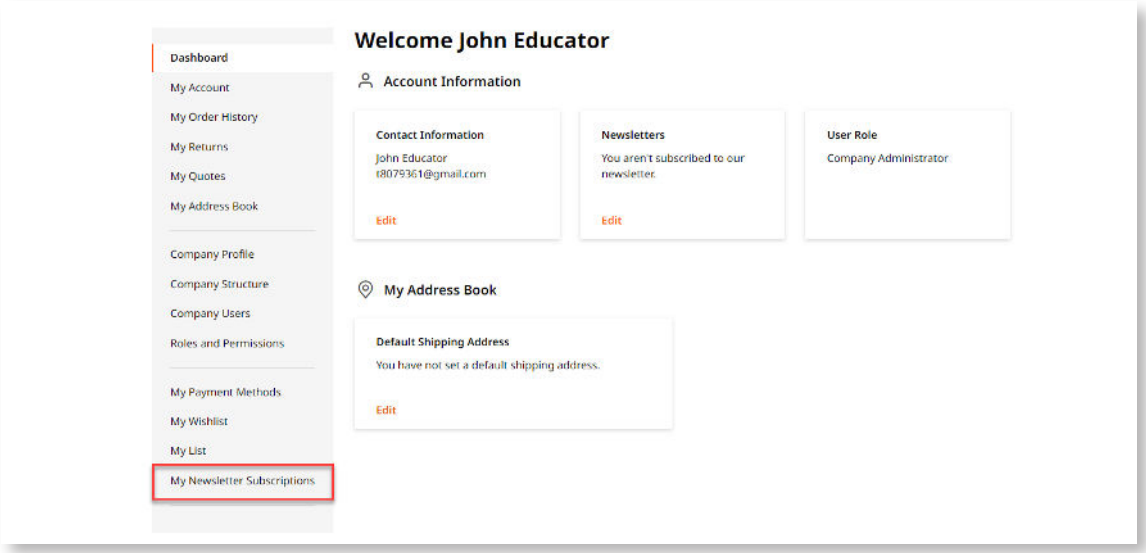
You are able to edit your newsletter subscription status through the customer dashboard.



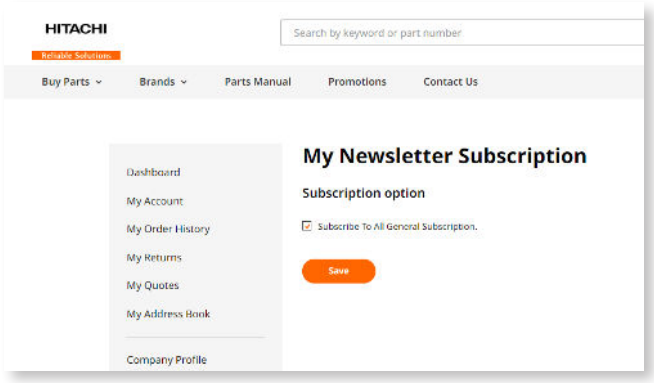
1. On the home page, click on **User Menu** in the top right corner. Then click on **My Account**.



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.

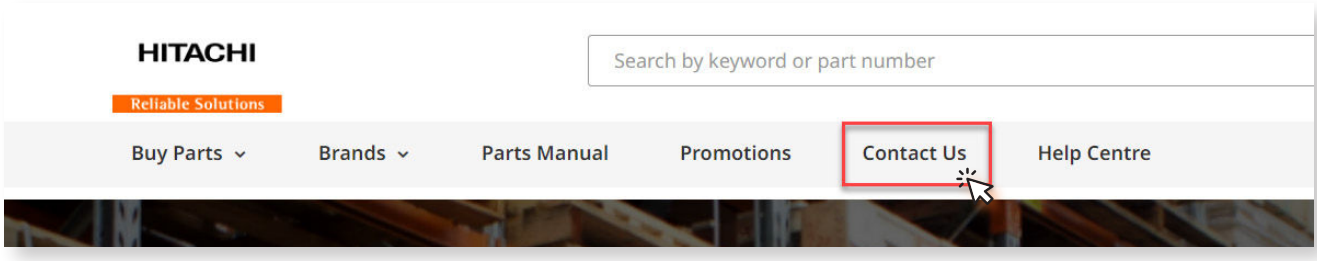




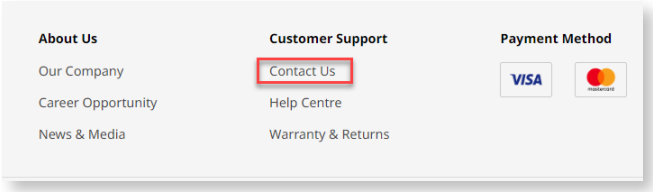
8. Support

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.



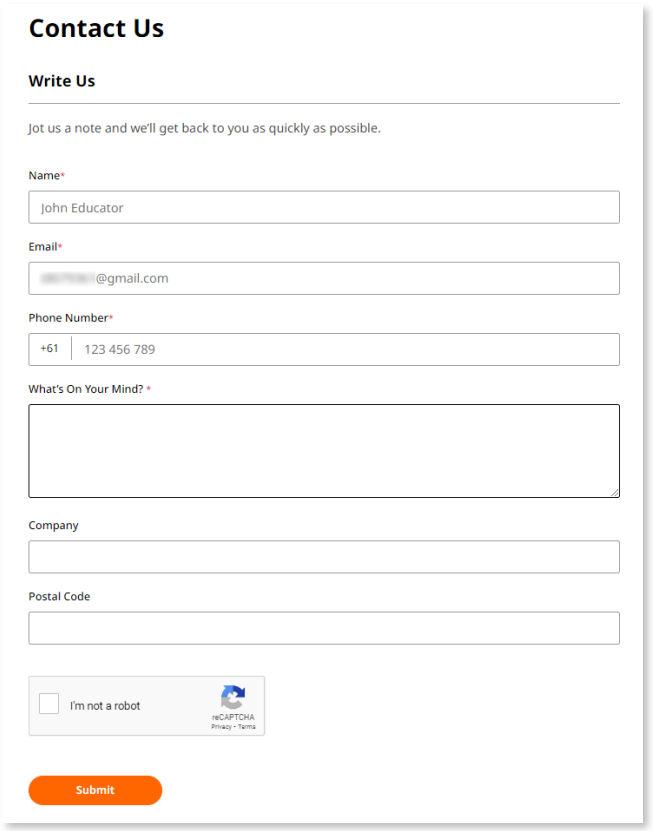
This will lead you to the Contact Us page of the website.

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.

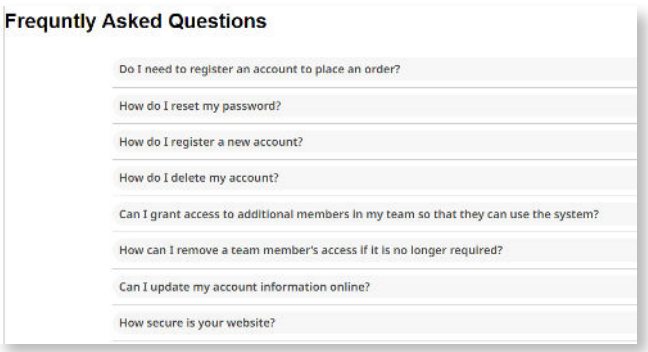
5. Your enquiry will be sent to our customer support team will respond as soon as possible.

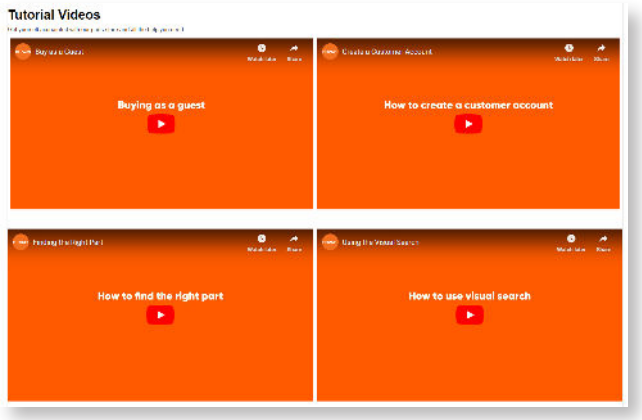


If you have an urgent request or need immediate assistance, please do not hesitate to call our dedicated customer service team. Reach us at **1300 448 224**. Our team are available 24/7.

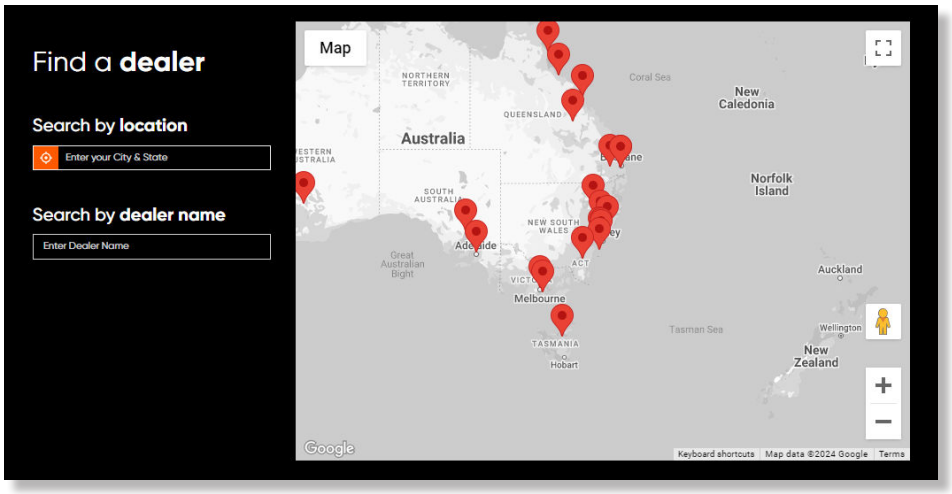
8.2 Useful Links

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](#)