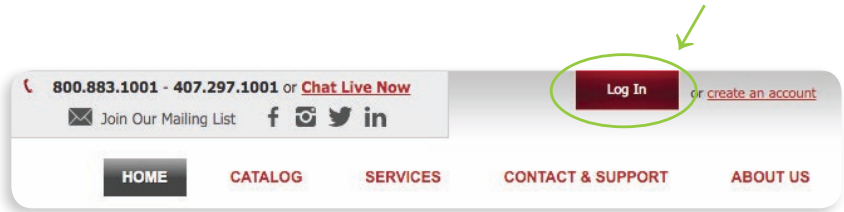




How to Log In

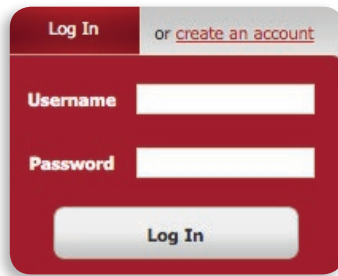
If you need to create a log in or need your log in credentials, please call us at 1-800-883-1001 and your account manager can assist you. Once set up online, you will be able to login and use our online ordering services.

To log in, click the **Log In** button located on the right hand side of the home page



Enter your Username & Password then click the 'Log In' button.

Note:
If you do not have a username call your Account Manager at 1-800-883-1001 and they will set up your account log in.



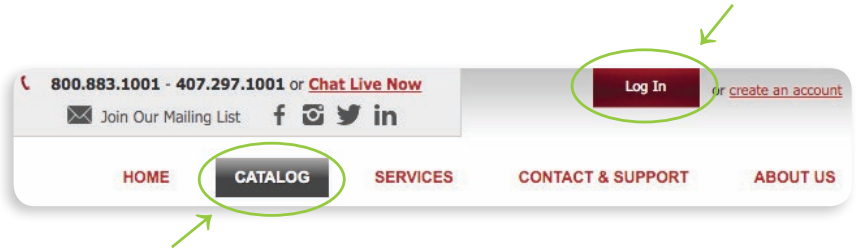


Catalog Search Features

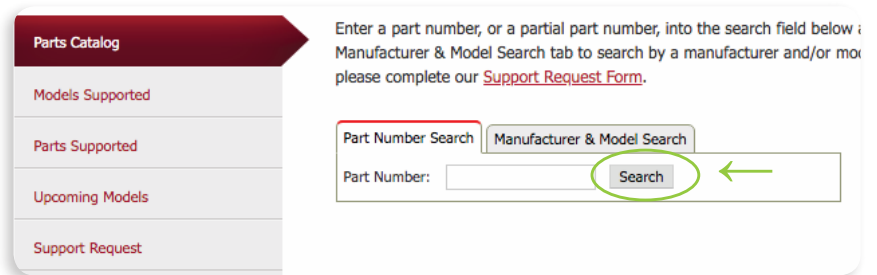
A quick guide on how to utilize our real-time parts search catalog.

Click the **Log In** button located on the right hand side of the home page. Then, click on the **Catalog tab** in the navigation header menu.

Tip: Always Log in to ensure you receive your individual pricing



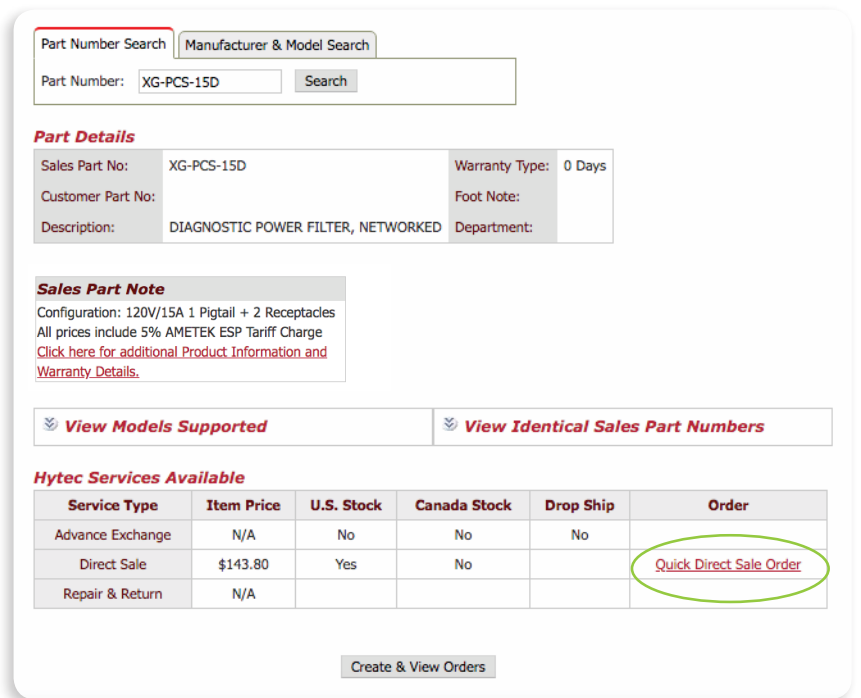
To search our complete catalog, select *Parts Catalog*. This section also shows a listing of Models Supported, Upcoming Models and an area to request new support from Hytec. Enter the part number, then click on **Search**.



All the details about the part you have selected will be displayed, followed by the pricing of each service type.

Catalog Viewing Tips:

- **Sales Part Note** will include any specific notes about the part
- If you wish to add this item to an Order select the **Quick Order** link at the side to begin building an order

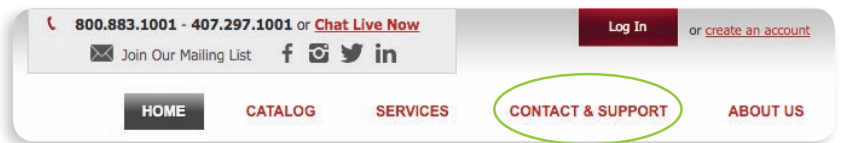




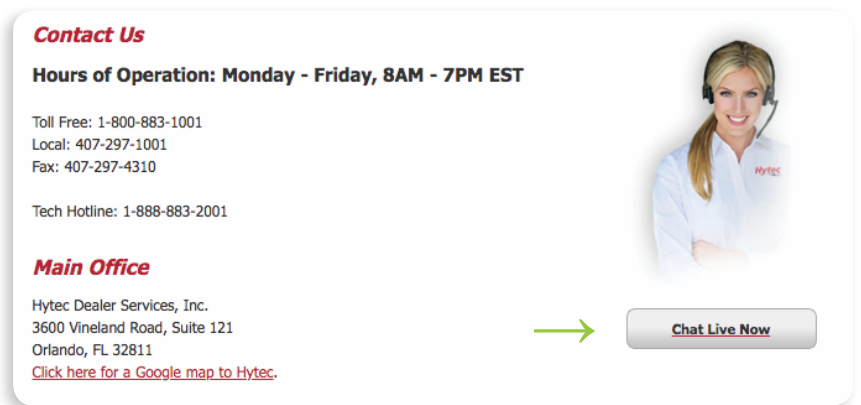
Using our Live Chat Service

A quick guide on how to utilize our Live Chat Service, available M-F, 8AM - 7PM EST.

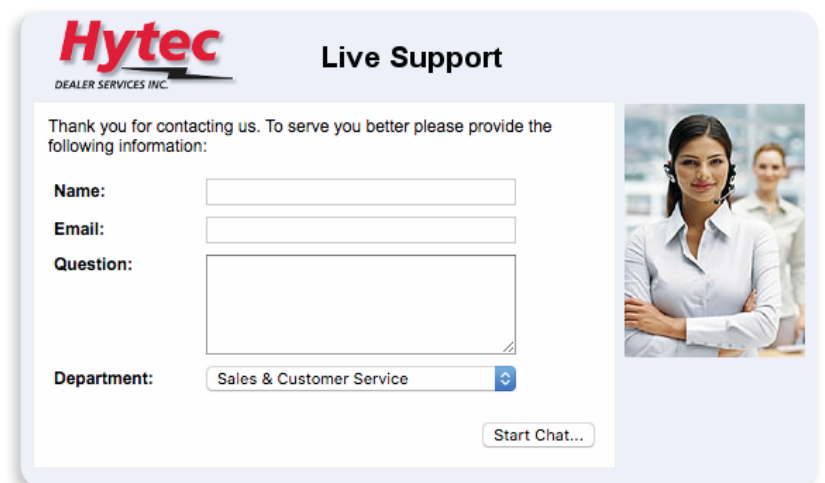
On the Hytec website go to **Contact & Support**



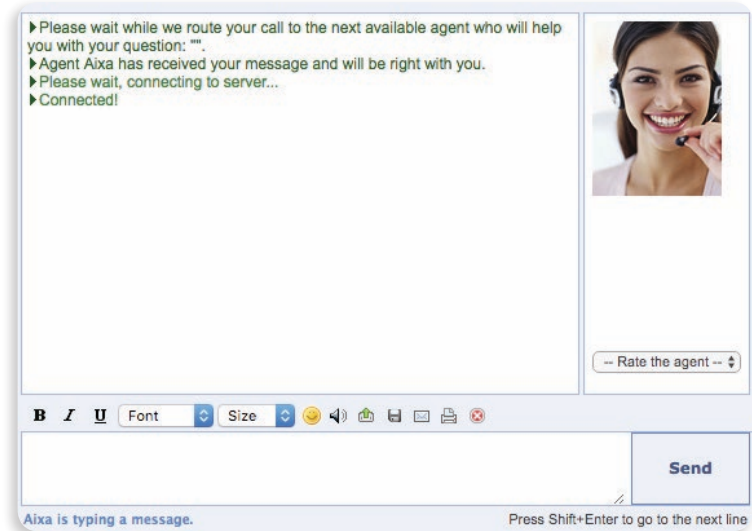
Click on the **Chat Live Now** button



A new window will pop up. You can enter your name, email, and question. Then click **Start Chat**



The new window will tell you who you are chatting with and you can work directly with one of our representatives to have your question answered. Once completed, you can **Rate the Agent** on the side before closing the screen.



For additional questions or more information on our services, please contact us toll-free at **800.883.1001** or visit our catalog at **www.hytecrepair.com**

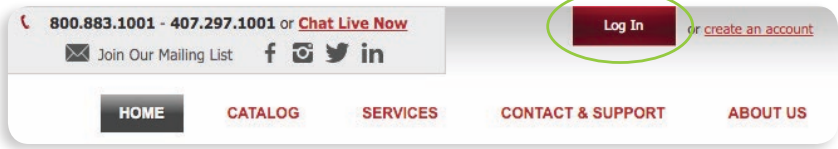


How to place an Advance Exchange order

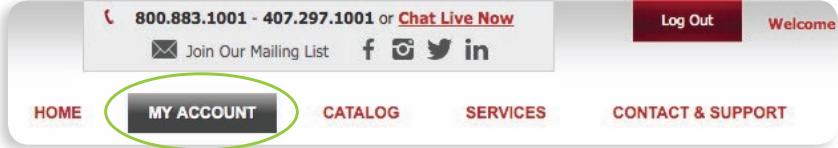
A quick guide on adding an Advance Exchange line item to your online order

Click the **Log In** button located on the right hand side of the home page.

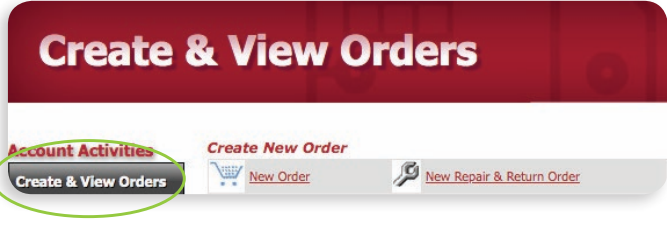
Tip: Always Log in to ensure you receive your individual pricing



My Account will appear once logged in.

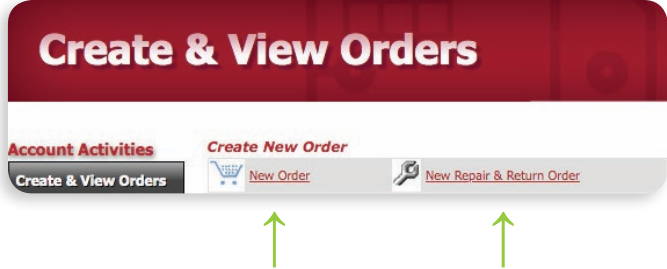


When you are logged in, **Account Activities** menu appears. Select **Create & View Orders** to create a new order or view and track previously placed orders.



Under **Create New Order**, you have two order options:

- New Order** - Advance Exchange, Board Bank or Direct Sale - HDD, Drive Secure orders
- New Repair & Return Order** - Use to create an online Packing Slip when sending parts for Repair & Return service.



On the order header, select outgoing ship method, enter a PO number if desired, and verify shipping address. Then click on Add Line Item to add parts to your order.

Tip: To select a different ship to address, click on the magnifying glass. To add a new address, click New Address to enter either a one-time or recurring address.

Click on **Add Line Item** to add parts to your order



In the **Part Number** field of *Part Number Search* enter your part number and press search.

The part number detail screen will appear providing you the service options.

Tip: The search will truncate the part to find the best match. If you are unable to find a match, select the model/manufacturer tab for further search options.

Select the service type option you desire, and enter the quantity desired in the box and click **Add Item**. Your item will be added to the order and allow you to continue to add parts to the order. Click **Return to Order** once all parts are added.

Hytec Services Available					
Service Type	Item Price	U.S. Stock	Canada Stock	Drop Ship	Qty Desired
Advance Exchange	\$111.00	Yes	No	No	1
Direct Sale	\$165.00	Yes	No		

View the order and make any changes such as Customer Part No, Tech ID, or Ship To locations, click Save Changes.

Tip: Click on the binoculars, next to the line item detail to open the full view of the line and make any further changes or enter technician name.

Order Line Items

	Service Type	Qty	Part No		Cust Part No	Description	W		
☰	EXCH	1	CPWBX0202RS55			Pcl Pwb	36		
	Line	Status	State	Serial No	Tech Id	Ship To	Tag No	Warehouse	Wty
	1.1	Processing	R	38		0001		US	

Once all is correct, click on the **Process Order** button.

Save Changes **Process Order**

Add Line Item

Order Line Items

After selecting **Process Order**, a confirmation screen will appear. Select **Submit Order** to complete your order. Please note, your order will not be complete until you click the 'Submit Order' button. Once completed, you will receive an email order confirmation.

Note: Click on 'Back to Order' to add to the order or make corrections.

Dropship Backorder

Line	Service	Part No	Serial No	Ship ID	Ship Via	Tag No	Tech ID
1.1	EXCH	CPWBX0202RS55	38	0001	FedEx Ground		

*Order Total does not reflect shipping/handling charges.

Please note, your order will not be complete until you click the "Submit Order" button below

By submitting your order, you are agreeing to the [Advance Exchange Policy Terms & Conditions](#).

Submit Order Back To Order

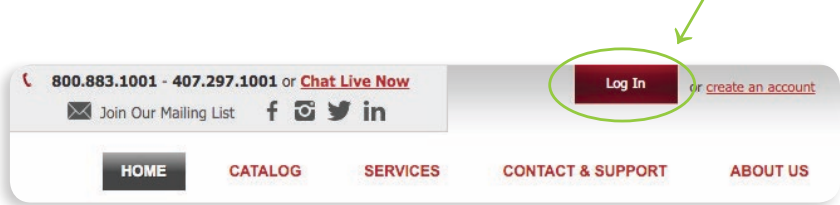


Placing a Repair and Return Order Online

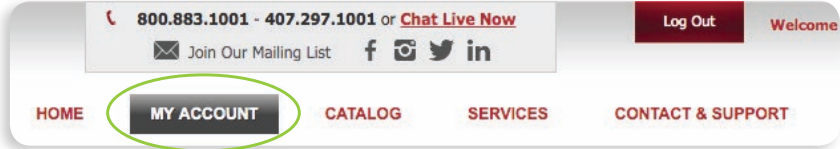
A step-by-step guide on setting up your Repair & Return Order online

Click the **Log In** button located on the right hand side of the home page.

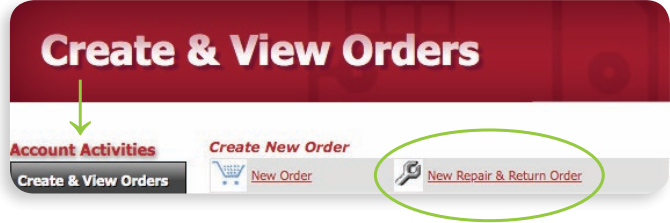
Tip: Always Log in to ensure you receive your individual pricing



My Account will appear once logged in.

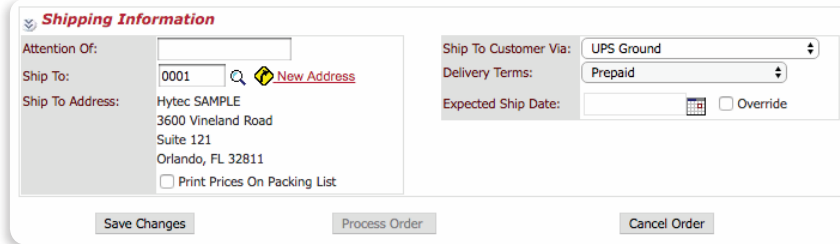


Select **Create & View Orders** on the left menu tab under Account Activities. Click **New Repair & Return Order** to begin an online repair order.



You may customize your order header with PO number, ship method and shipping address.

*Tip: To select a different ship to address, click on the magnifying glass. To add a new address, click **New Address** to enter either a one-time or a recurring address.*



Begin to add items to your order by selecting **Add Repair Line Item** under the header.



In the **Part Number** field of *Part Number Search* enter your part number and press search.

Part Number Search Manufacturer & Model Search

Part Number:

The repair option, pricing and qty box will appear with the part information. Enter the quantity of printheads that will be shipped for repair attempt. Click **Add Item**.

Part Number Search Manufacturer & Model Search

Part Number:

Part Details

Sales Part No:	CPWBX0202RS55	Warranty Type:	365 Days
Customer Part No:		Foot Note:	
Description:	PCL PWB	Department:	

[View Models Supported](#) [View Identical Sales Part Numbers](#)

Service Type	Item Price	Qty Desired
Repair & Return	\$81.00	<input type="text" value="1"/>

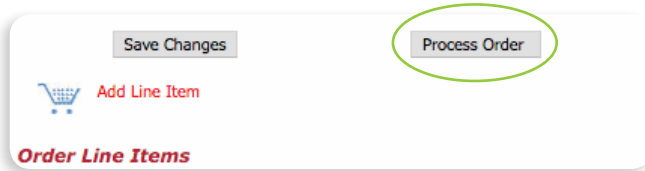
The order will build for you, listing all items to be shipped. View the order and make any changes such as Customer Part No, Tech ID, or Ship To locations.

Tip: Click on the binoculars, next to the line item detail to open the full view of the line and make any further changes.

Order Line Items

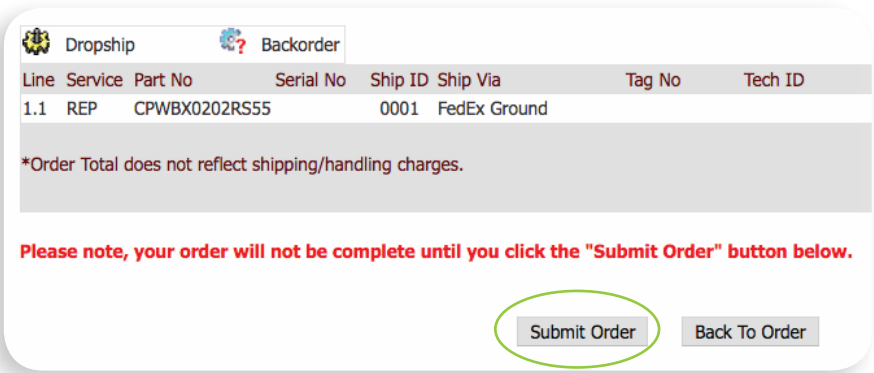
	Service Type	Qty	Part No	Cust Part No	Description			
<input type="checkbox"/>	REP	1	CPWBX0202RS55		Pcl Pwb			
	Line	Status	State	Serial No	Tech Id	Ship To	Tag No	Warehouse
<input type="checkbox"/>	1.1	Processing				0001		

Once all is correct, click on the **Process Order** button.



After selecting **Process Order**, a confirmation screen will appear. Select **Submit Order** to complete your order. Please note, your order will not be complete until you click the 'Submit Order' button. Once completed, you will receive an email order confirmation. To print a packing slip to send with shipment, click on the 'Print Order History' button.

Note: Click on 'Back to Order' to add to the order or make corrections.



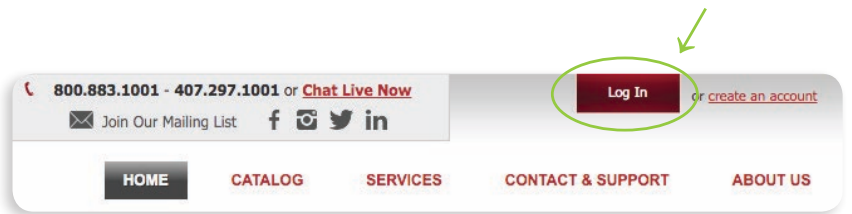


Tracking Your Order

A quick guide on how to track your orders online via **My Account** on www.hytecrepair.com

Click the **Log In** button located on the right hand side of the home page.

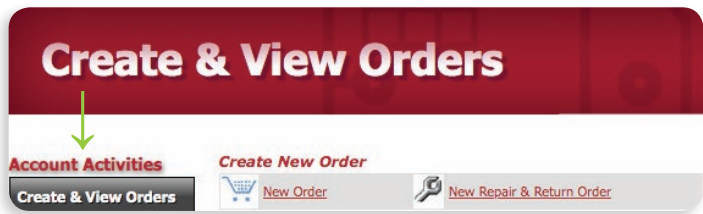
Tip: You must be logged in to view your previous and current orders.



My Account will appear once logged in.



Select **Create & View Orders** on the left menu tab under Account Activities.



Under **Order Search**, enter the Order or PO Number.

Order Search

Order Number: Purchase Order No:

Date Range: To Tracking Number:

Part Number: Tag Number:

Status:

Orders matching your search criteria will pull up under **Orders**. Click on the **Order Id**

Orders


<u>Order Id</u>	<u>Order Date</u>	<u>Status</u>	<u>PO Number</u>
H921997	04/17/2019	Open	51183

< >

Once the order is open, click on the binoculars.

Order Line Items

	Service Type	Qty	Part No	Cust Part No
☐ \$	EXCH	1	6LH70456000	

	Line	Status	State	Serial No	Tech Id	Ship To	Ta
	1.1	Shipped	R	64		0001	

Tracking and shipping information will be listed to the left under **Additional Shipping Information**

Additional Shipping Information

Outgoing Tracking No: [123739160172935480](#)

RS Label No: [123739169048087301](#)

Expected Ship Date: 4/17/2019 Override

Actual Ship Date: 04/17/2019

Incoming Ship Method:

Incoming Tracking No:

Tag No:

Line Note:

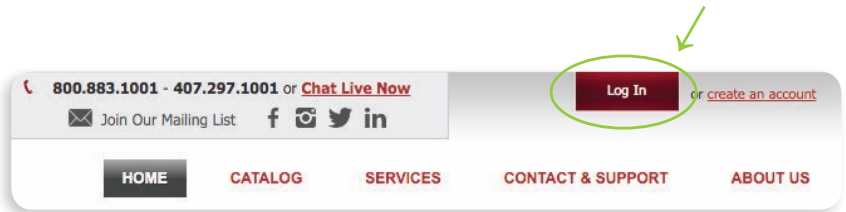


Viewing Invoices and Credits

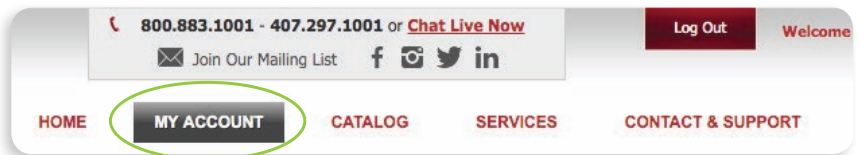
A quick guide on how to view and print Invoices or Credits via your account on www.hytecrepair.com

Click the **Log In** button located on the right hand side of the home page.

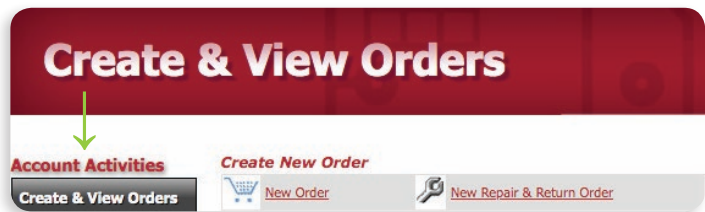
Tip: You must be logged in to view your previous and current orders.



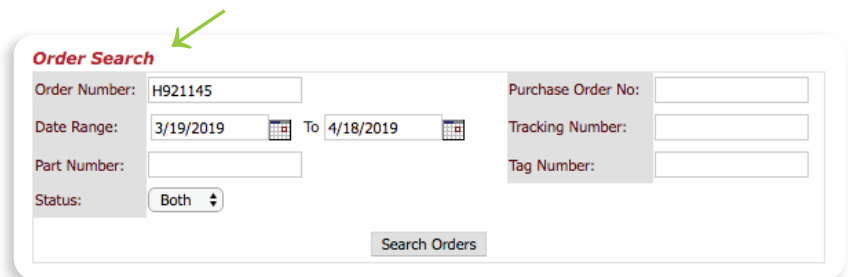
My Account will appear once logged in.



Select **Create & View Orders** on the left menu tab under Account Activities.



Under **Order Search**, enter the Order or PO Number. If you are looking for an invoice or credit from a specific time frame, enter a date range. For best results, select 'Both' on **Status** type. Click on **Search Orders**.

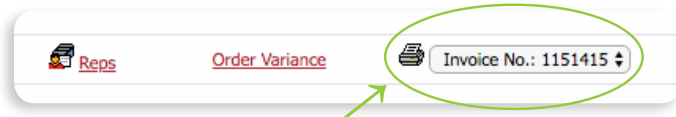



Orders matching your search criteria will pull up under **Orders**. Click on the **Order Id**



Order Id	Order Date	Status	PO Number
H921145	04/11/2019	Closed	50963

Once the order is open, you will find any invoices or credit memos. Use the drop down bar and click on the one requested. To print, click on the printer icon to the left of invoice number.



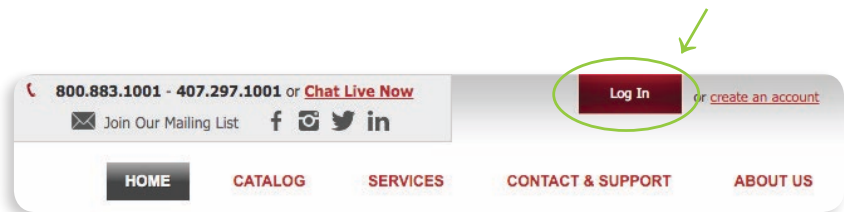
Reps Order Variance  Invoice No.: 1151415 ▾



Viewing Reports & Warranty Data

How to view your Customer Reports and search for Warranty data on a part

Click the **Log In** button located on the right hand side of the home page.



Once you are logged into the website, the **Account Activities** section will be displayed. Here you may **Add Users** to your account with roles of *View, Order Entry, or Administrator*.

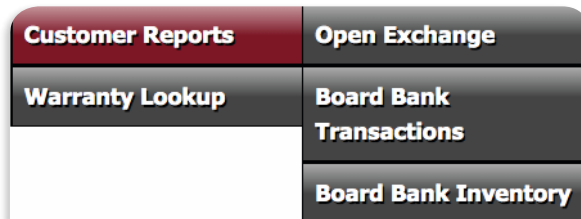
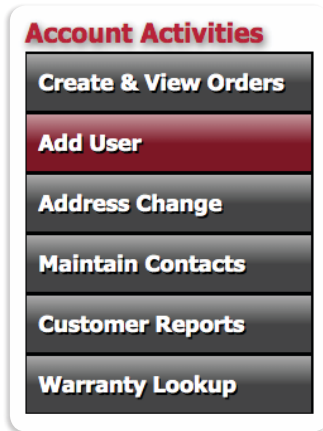
You may also complete any **Address Change** requests or **Update and Maintain Contacts** at your company.

In the **Customer Reports** section, you may run your *open exchange report* in PDF or export to excel. This allows you to track your open exchange orders.

Tip: Enter a Technician ID when placing an order for Advance Exchange, this will appear on the packing slip, box label, invoice, and open exchange reports to help you manage core returns.

If you maintain a Board Bank at Hytec, all reports for bank transactions and current on-hand reports may also be ran online in the Customer Reports section.

When searching for Warranty data on a part, select the **Warranty Lookup** option. By using the bar-code sticker on the part, you may enter the serial number to view previous repair history and warranty period.

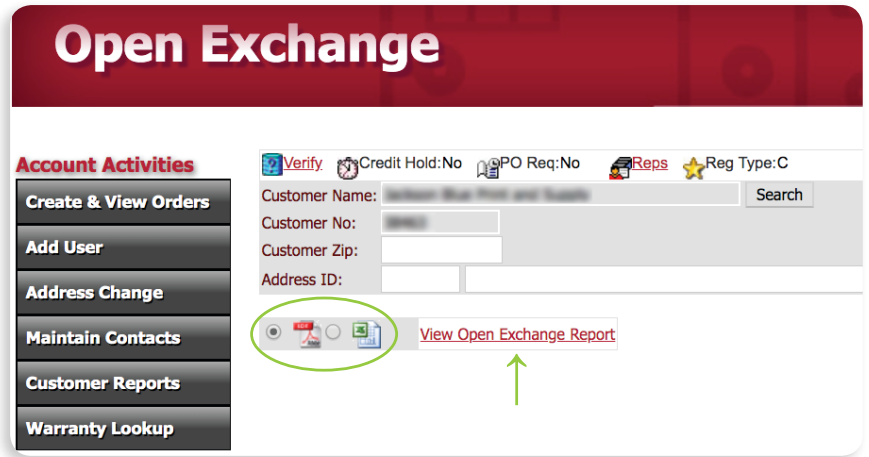




How to View Open Exchange Report

Under Account Activities in the **Customer Reports** section, select **Open Exchange**.

You may run your *open exchange report* in PDF or export to excel. This allows you to track your open exchange orders and view any core return dates for open orders with part numbers, the number of days remaining to return your core, and also the amount to be charged for any un-returned cores.



PDF Format:
To view the PDF version of your *Open Exchange Report*, select PDF and click on 'View Open Exchange Report'. A new tab will open in your viewer. Save or print this report for reference.

Order No	Ship Address	Serial No	Part No	Ship Date	Due Date	Days Left	Cust PO	Tech Name	Tech ID	Charge	Status
714288		00295115		05/28/19	06/28/19	24.00	po05018	N/A	1123	\$310.44	Open
64		6LK7260400		05/31/19	07/01/19	27.00	PO05012	N/A	8122	\$108.13	Open
58		6LH74687000		05/28/19	06/27/19	23.00	PO49952	N/A	5109	\$83.59	Open
50		FMI-EB74-000		05/31/19	07/01/19	27.00	po05204	N/A	5179	\$368.84	Open
714436		00295115		06/03/19	07/03/19	29.00	po05082	N/A	5114	\$310.44	Open

Excel Format:
To view the Excel version of your *Open Exchange Report*, select Excel and click on 'View Open Exchange Report'. A spreadsheet will download.

1	CUSTOMER_NO	ORDER_NO	ADDRESS_ID	ADDRESS	ORDERLINEID	SERIAL_NO	PART_NO	SHIPDATE	COREDUEDATE	AGING	CUSTOMER_PO	TECH_ID	TECHNAME	COREADJUSTMENT	EXCHANGESTATUS	RS_TRACKING_NO
2			0001		1347048	714288	00295115	05/28/19	06/28/19	24.00	po05018	1123	N/A	\$310.44	Open	123739169047164701
3			0001		1349051	64	6LK7260400	05/31/19	07/01/19	27.00	PO05012	8122	N/A	\$108.13	Open	123739169042566689
4			0003		1348751	58	6LH74687000	05/28/19	06/27/19	23.00	PO49952	5109	N/A	\$83.59	Open	123739169098959240
5			0003		1348970	50	FMI-EB74-000	05/31/19	07/01/19	27.00	po05204	5179	N/A	\$368.84	Open	1237391690464841519
6			0003		1349825	714436	00295115	06/03/19	07/03/19	29.00	po05082	5114	N/A	\$310.44	Open	123739169075223999
7			0003		1349826	260067	0094016	06/03/19	07/03/19	29.00	PO05083	5119	N/A	\$112.23	Open	123739169074391783



How to View Board Bank Inventory

A quick guide on how to view your current on-hand inventory at Hytec via your Board Bank

Under Account Activities in the **Customer Reports** section, select **Board Bank Inventory**.

You can view your *Board Bank Inventory* in PDF or export to excel. This allows you to view your available inventory in your board bank, including part numbers, description, and quantities available.



PDF Format:
To view the PDF version of your *Board Bank Inventory*, select PDF and click on 'View Board Bank Inventory Report'. A new tab will open in your viewer. Save or print this report for reference.

Part No	Sales Part No	Description	Unrepaired	Repaired	Unreparable	Total
6LH09512000	6LH09512000, 6LH09888000	SNR-V0-CNT-430	1	0	0	1
6LH028104000	6LH028104000	ASY-PWA-MAIN-286S	1	0	0	1
6LH09933000	6LH09933000, 6LH40074000	ASYB-PWA-SYS-450S	1	0	0	1
6LH02512600	6LH02512600	ASYB-PSU-F470-JUNEX	1	0	0	1
6LJ00746000	6LJ00746000, 6LJ61239100, 6LJ61784100, 6LJ61852100, 6LJ61853100	ASYB-PSU-H21X-L	1	0	0	1
6LJ61239000	6LJ61239000, 6LJ61784000, 6LJ61852000, 6LJ61853000	ASYB-PSU-H21X-H	1	0	0	1
6LJ61445100	6LJ61445100	ASYB-IH-212U	1	0	0	1
6LK44796000	6LK44796000, 6LK44869000, 6LK48770000	ASYB-PSU-H373-AB	0	1	0	1
A13959	A13959, KCA13959, KH8671338A00, KH8671338A01, KH8671338A02	24V DC DISTRO BD AND BRACKET(STYLE 3)	0	1	0	1
ASA7H01001	ASA7H01001	VIDEO INTERFACE BOARD	1	0	0	1
ASC0H00101	ASC0H00101	PWB ASSY(PWB-MCH)PRCB)	1	0	0	1
ASC1M70103	ASC1M70103	PANEL ASSY	0	1	0	1

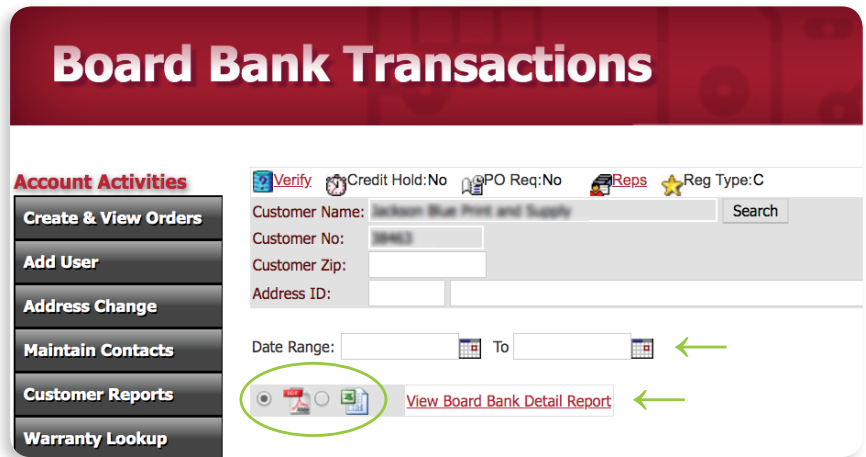
Excel Format:
To view the Excel version of your *Board Bank Inventory Report*, select Excel and click on 'View Board Bank Inventory Report'. A spreadsheet will download.



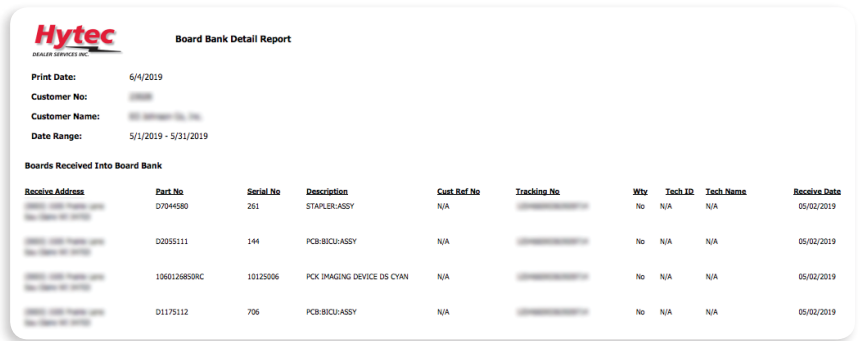
How to View Board Bank Transactions

A quick guide on how to view shipments into and out of your Board Bank

Under Account Activities in the **Customer Reports** section, select **Board Bank Transactions**. Select a date range then select from either PDF or excel formats.



PDF Format:
To view the PDF version of your *Board Bank Transactions*, first select a date range, then select PDF and click on 'View Board Bank Detail Report'. A new tab will open in your viewer. Save or print this report for reference.



Excel Format:
To view the Excel version of your *Board Bank Transactions*, first select a date range, then select Excel and click on 'View Board Bank Detail Report'. A spreadsheet will download.

