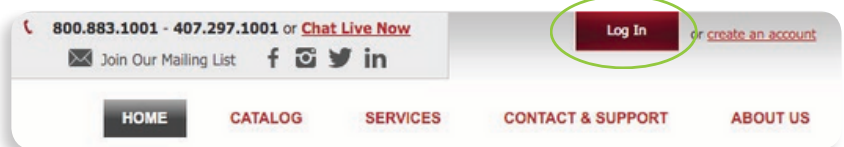# *Hytec*

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.
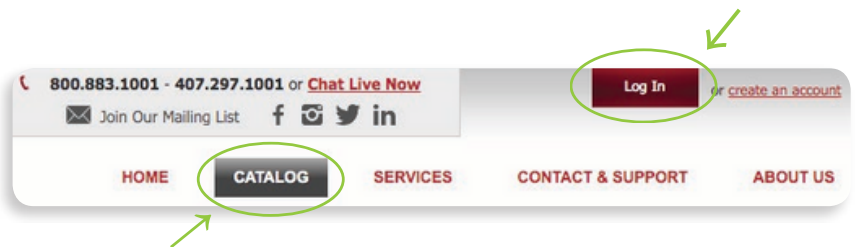
Hytec

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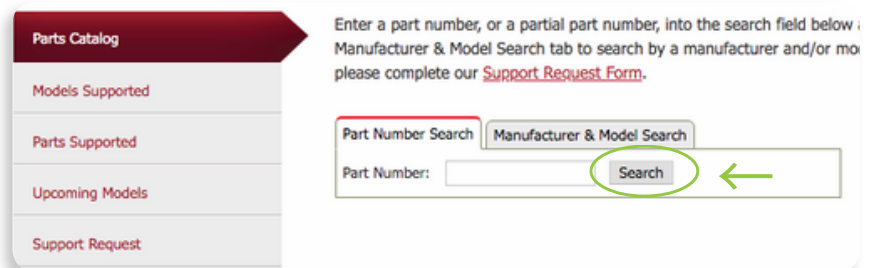
All the details about the part you have selected will be displayed, followed by the pricing of each service type.

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
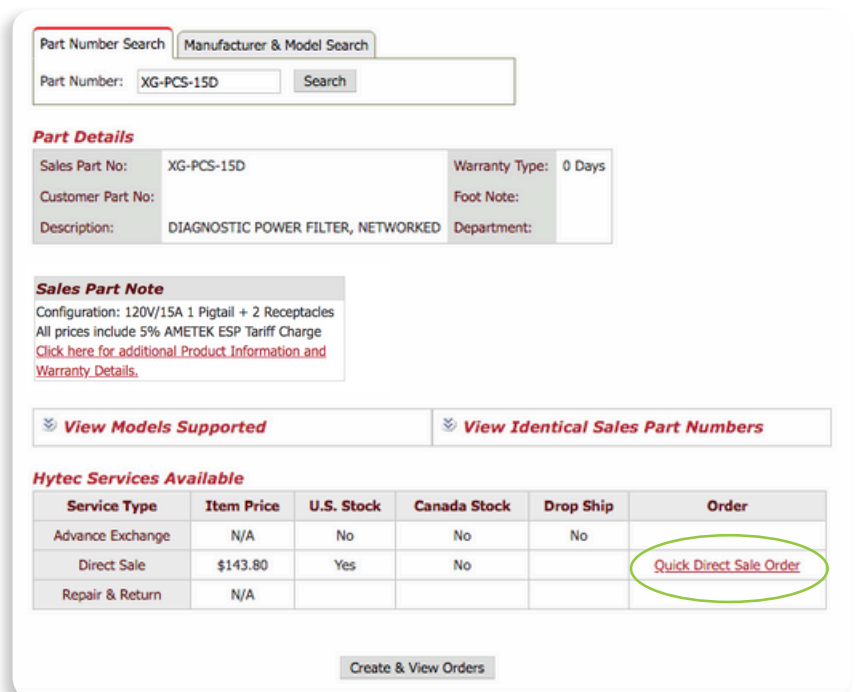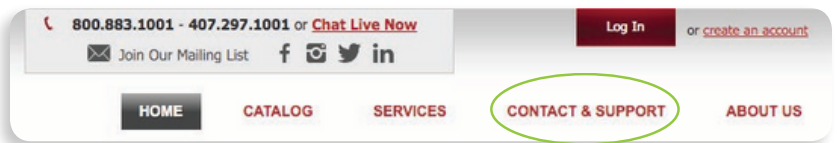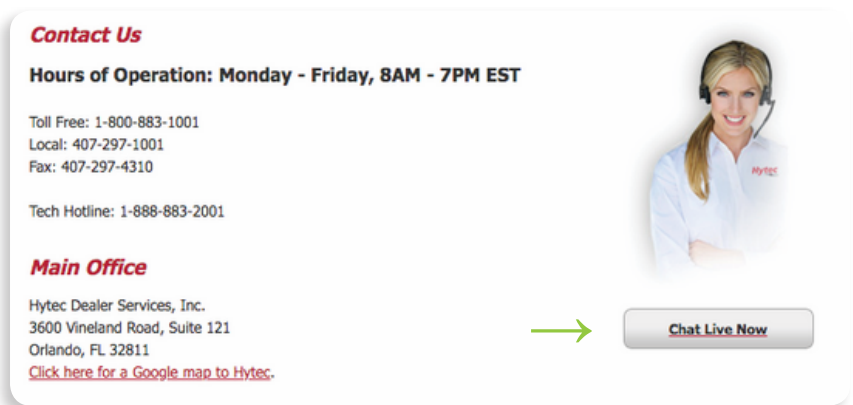
Using our Live Chat Service

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**

> ▶ Please wait while we route your call to the next available agent who will help you with your question: "".
> ▶ Agent Aixa has received your message and will be right with you.
> ▶ Please wait, connecting to server...
> ▶ Connected!

-- Rate the agent --

B *I* U Font Size

Send

Aixa is typing a message.   Press Shift+Enter to go to the next line

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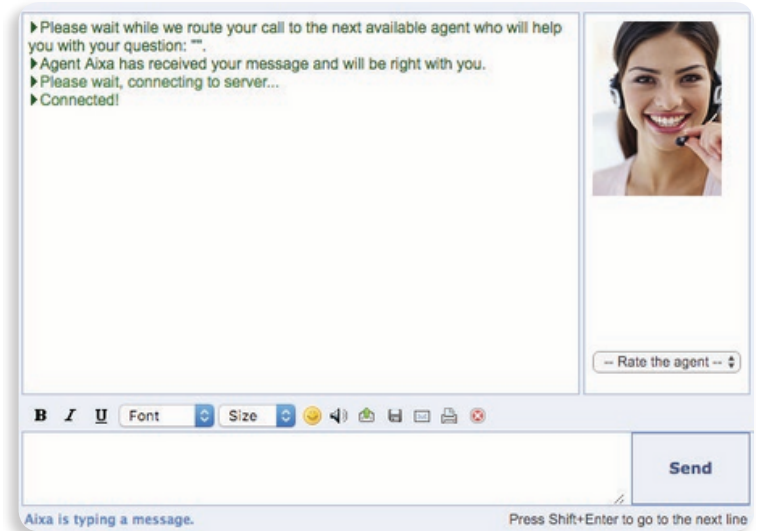
For additional questions or more information on our services, please contact us toll-free at **800.883.1001** or visit our catalog at **www.hytecrepair.com**
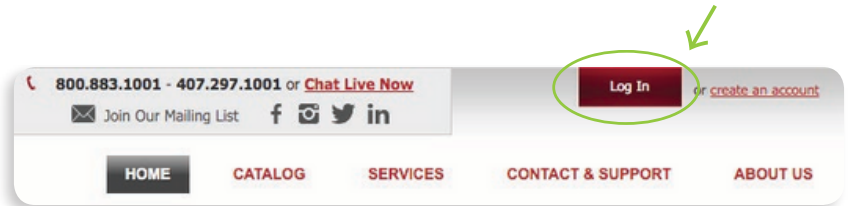
Hytec

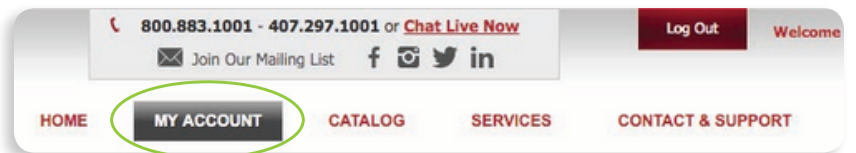# How to place an Advance Exchange order

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

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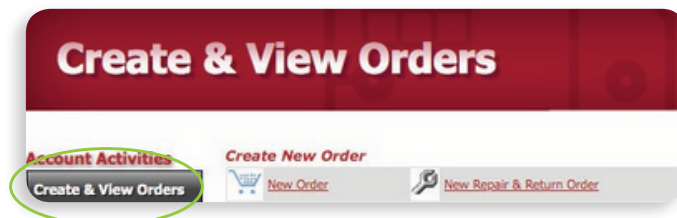on the right hand side of the
home page.

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.
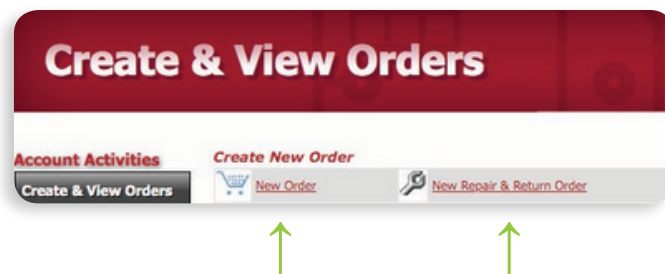
On the order header, select outgoing ship method, enter a PO number if desired, and verify shipping address. Then click on Add Line Item to add parts to your order.
Tip: To select a different ship to address, click on the magnifying glass. To add a new address, click New Address to enter either a one-time or recurring address.

Click on **Add Line Item** to add parts to your order
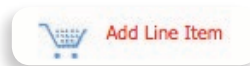
In the **Part Number** field of *Part Number Search* enter your part number and press search.

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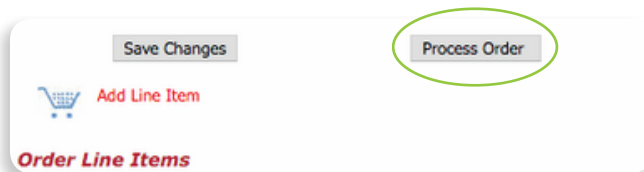
View the order and make any changes such as Customer Part No, Tech ID, or Ship To locations, click Save Changes.

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.
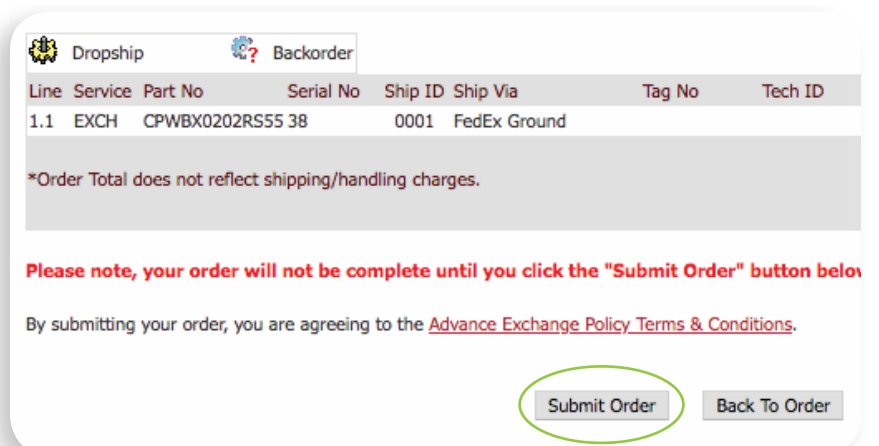
Save Changes   Process Order

🛒 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.
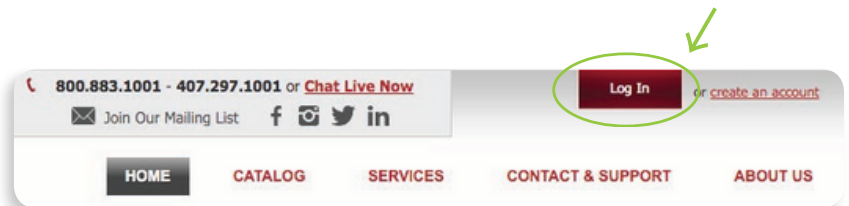
Submit Order   Back To Order

Hytec

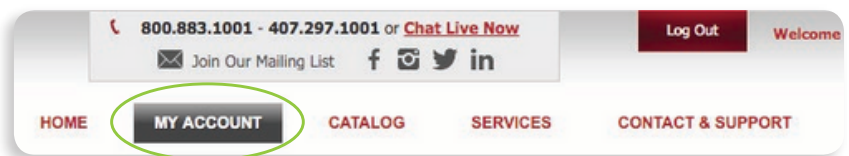# Placing a Repair and Return Order Online

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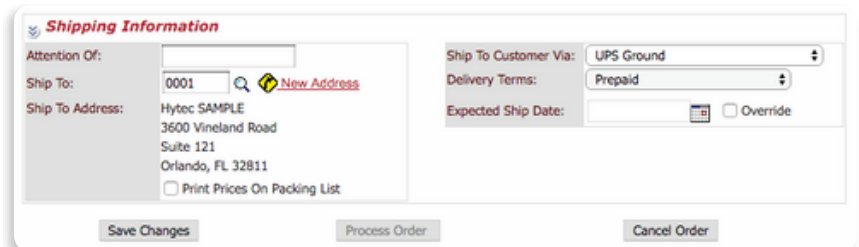
Begin to add items to your order by selecting **AddRepair Line Item** under the header.

Add Repair Line Item

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

Part Number Search | Manufacturer & Model Search

Part Number: CPWBX0202RS55   Search

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: CPWBX0202RS55   Search

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	1

Add Item   Return to Order

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.
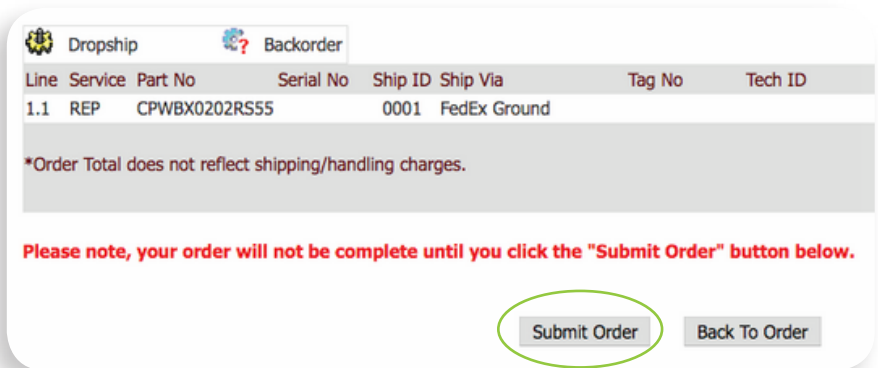
Order Line Items

	Service Type	Qty	Part No		Cust Part No	Description
⊟	REP	1	CPWBX0202RS55			Pcl Pwb
	Line	Status	State	Serial No	Tech Id	Ship To	Tag No	Warehouse
🔍	1.1	Processing				0001		

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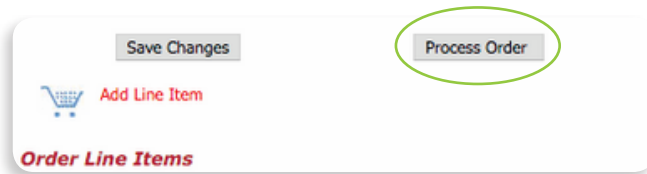
Save Changes   Process Order

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. 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.

Dropship			Backorder				
Line	Service	Part No	Serial No	Ship ID	Ship Via	Tag No	Tech ID
1.1	REP	CPWBX0202RS55		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.

Submit Order   Back To Order

Tracking Your Order

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

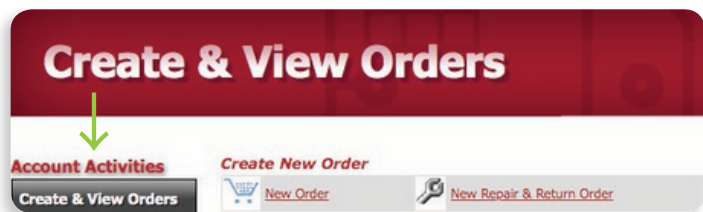Click the **Log In** button located on the right hand side of the home page.

Tip: You must be logged in to view your previous and current orders.
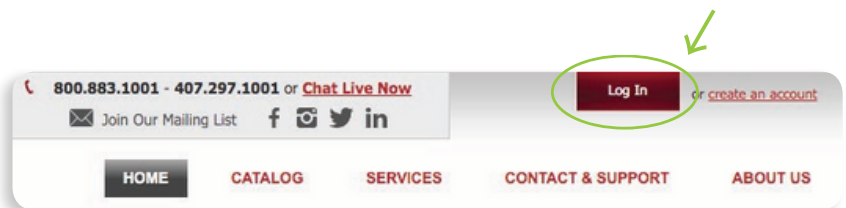
My Account will appear once logged in.
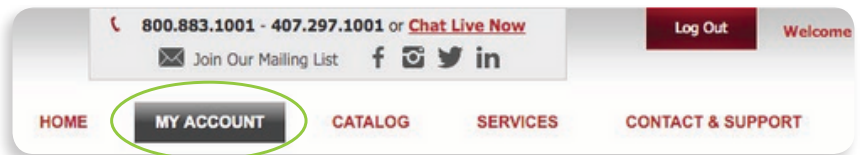
Select **Create & View Orders** on the left menu tab under Account Activities.

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

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

Orders

Order Id	Order Date	Status	PO Number
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
⊟	**S**	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: 1Z3739160172935480

RS Label No: 1Z3739169048087301

Expected Ship Date: 4/17/2019 ☐ Override

Actual Ship Date: 04/17/2019

Incoming Ship Method:

Incoming Tracking No:

Tag No:

Line Note:

To view **Repair History** - open View **Repair Detail** and **View Diagnostics**

View Diagnostics

Diagnostic:

Tech/Cust	Diagnostic
Customer	No communication
Technician	Standard Repairs Required

View Repair Detail

Repair Results: Repaired

Repair Code	Description		Replaced	Description
417	Cleaned residue off board		1	IC Chip, I/O Port or Gate Array

Viewing Invoices and Credits

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

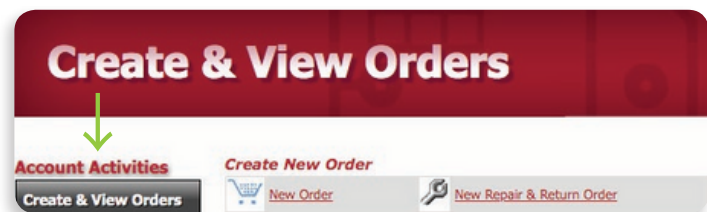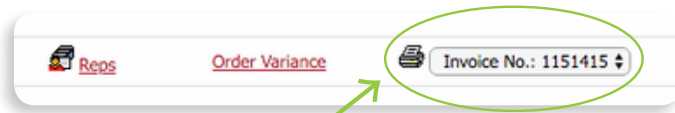Click the **Log In** button located on the right hand side of the home page.

Tip: You must be logged in to view your previous and current orders.
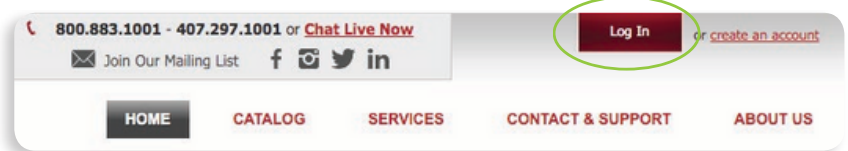
My Account will appear once logged in.

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**

Orders

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 ⬍

Hytec

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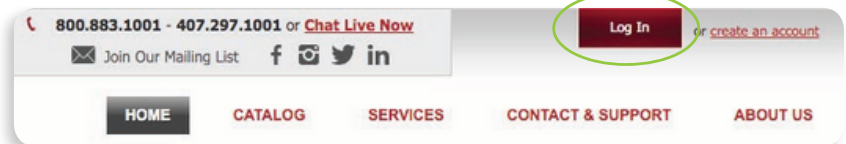
Once you are logged into the website, the **Account Activities** section will be displayed. Here you may **Add Users** to your account with roles of *View, Order Entry,* or *Administrator.*

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.

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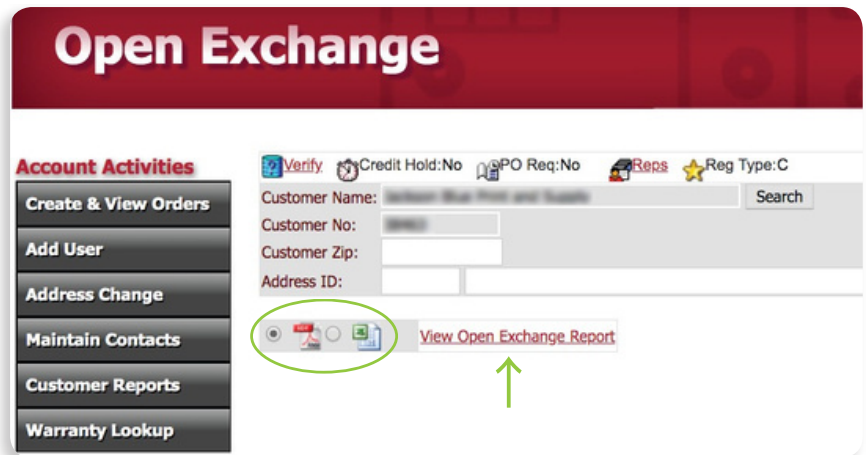
PDF Format:
To view the PDF version of your *Open Exchange Report*, select PDF and click on 'View Open Exchange Report'. A new tab will open in your viewer. Save or print this report for reference.

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.

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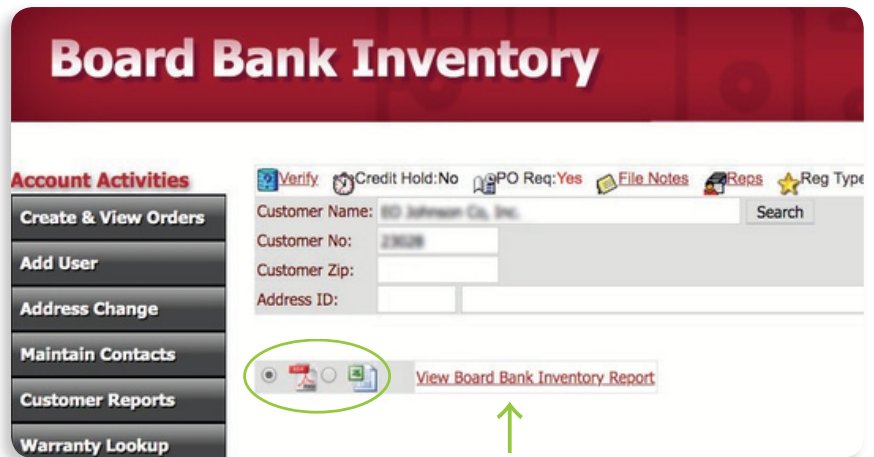
PDF Format:
To view the PDF version of your *Board Bank Inventory*, select PDF and click on 'View Board Bank Inventory Report'. A new tab will open in your viewer. Save or print this report for reference.

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.

Hytec

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.