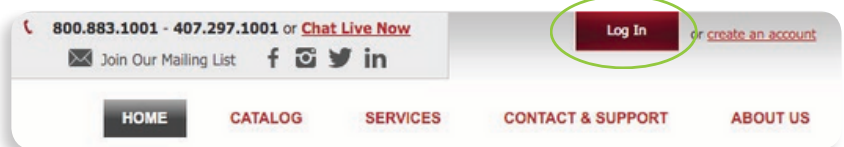




How to Log In

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.

A screenshot of the Hytec login form. It has a red background. At the top, there is a "Log In" button and a link that says "or create an account". Below this are two input fields: "Username" and "Password". At the bottom of the form is a large "Log In" button.

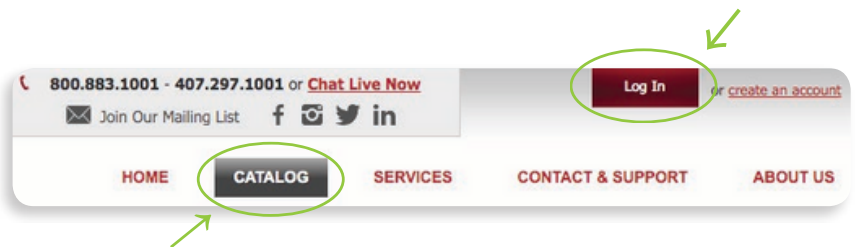


Catalog Search Features

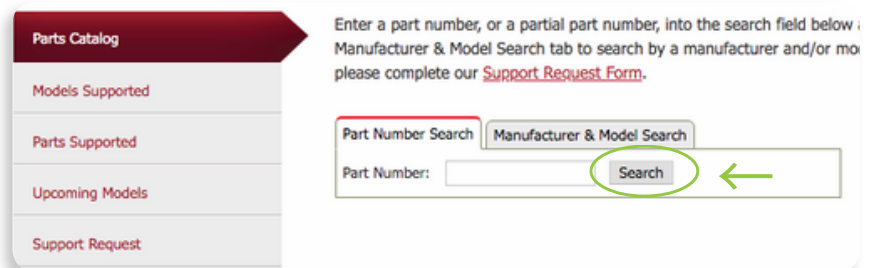
A quick guide on how to utilize our real-time parts search catalog.

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*



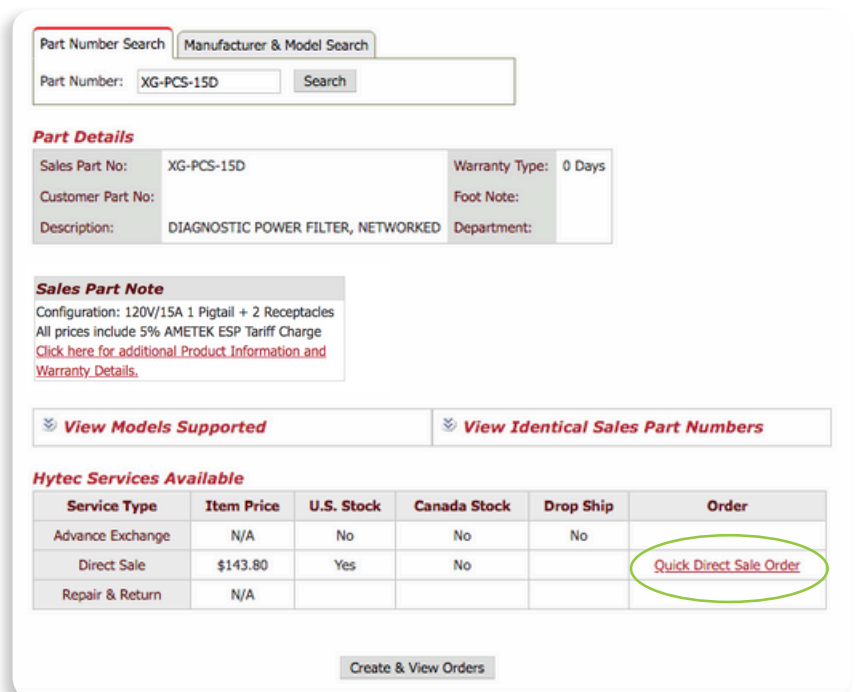
To search our complete catalog, select *Parts Catalog*. This section also shows a listing of Models Supported, Upcoming Models and an area to request new support from Hytec. Enter the part number, then click on **Search**.



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

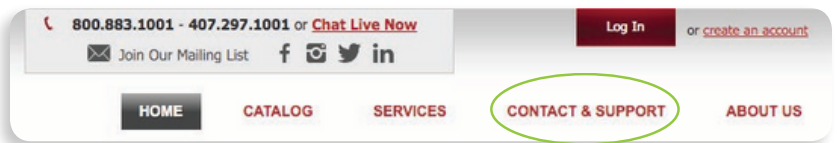




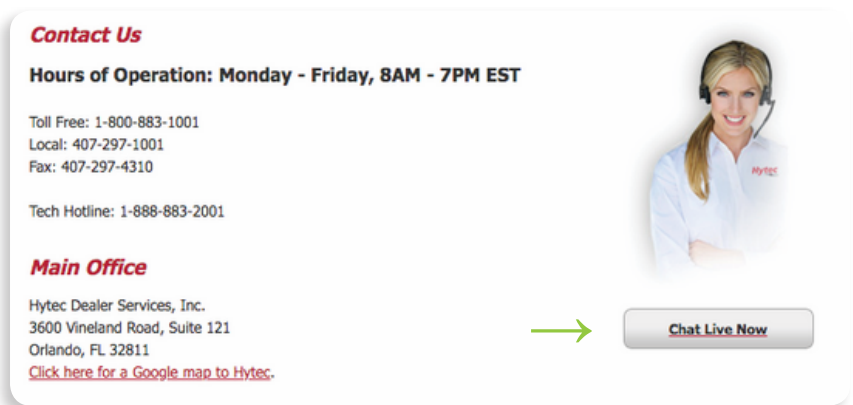
Using our Live Chat Service

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**



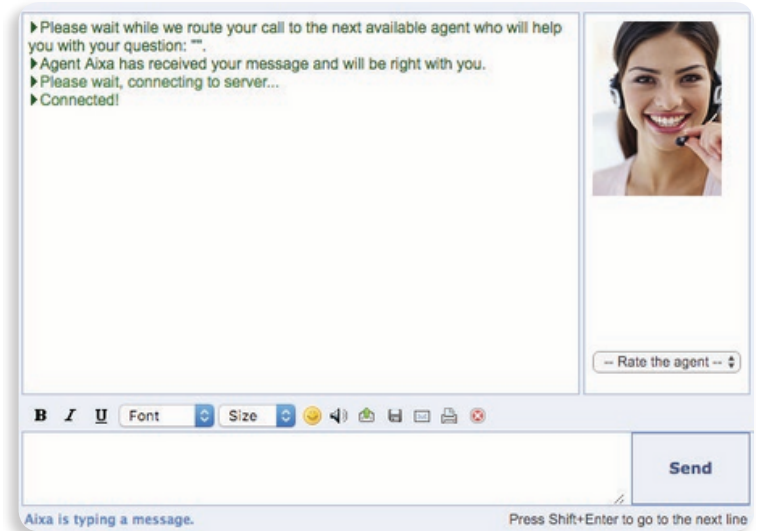
Click on the **Chat Live Now** button



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

A screenshot of the "Live Support" chat window. It features the Hytec logo and the text "DEALER SERVICES INC." on the left. The main heading is "Live Support". Below this, a message says: "Thank you for contacting us. To serve you better please provide the following information:". There are input fields for "Name:", "Email:", and "Question:". A "Department:" dropdown menu is set to "Sales & Customer Service". At the bottom right, there is a "Start Chat..." button. On the right side of the window, there is a photo of two female customer service representatives.

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**

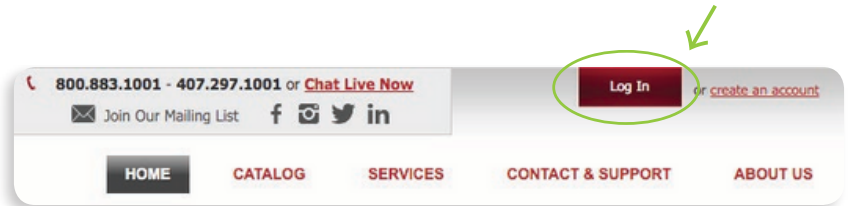


How to place an Advance Exchange order

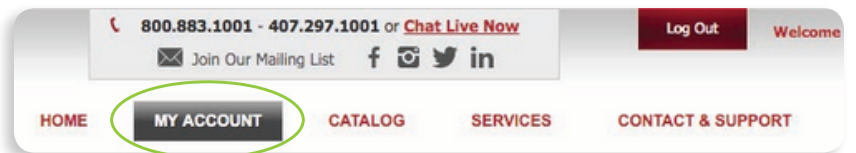
A quick guide on adding an Advance Exchange line item to your online order

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

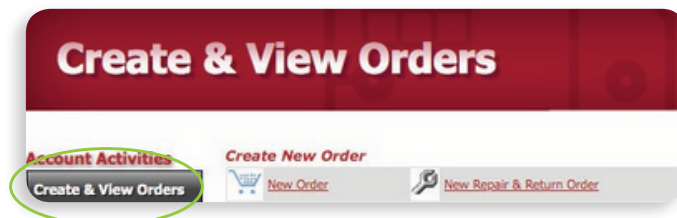
***Tip:** Always Log in to ensure you receive your individual pricing*



My Account will appear once logged in.



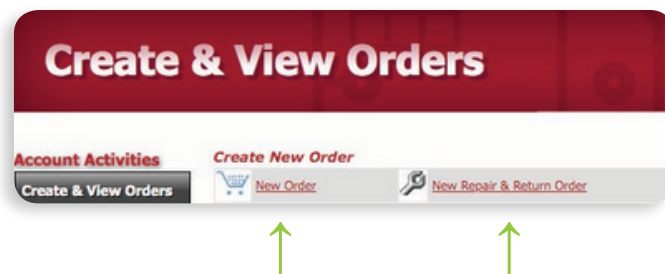
When you are logged in, **Account Activities** menu appears. Select **Create & View Orders** to create a new order or view and track previously placed orders.



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.

Shipping Information

Attention Of:

Ship To: 0001 [New Address](#)

Ship To Address: Hytec SAMPLE
3600 Vineland Road
Suite 121
Orlando, FL 32811
☒ Print Prices On Packing List

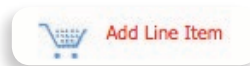
Ship To Customer Via: UPS Ground

Delivery Terms: Prepaid

Expected Ship Date: ☐ Override

Save Changes Process Order Cancel Order

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.

Part Number Search Manufacturer & Model Search

Part Number: CPWBX0202RS55 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/manufacture 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.

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](#)

Hytec Services Available

Service Type	Item Price	U.S. Stock	Canada Stock	Drop Ship	Qty Desired
Advance Exchange	\$111.00	Yes	No	No	<input type="text" value="1"/>
Direct Sale	\$165.00	Yes	No		<input type="text"/>

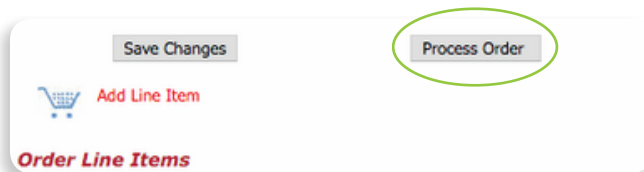
View the order and make any changes such as Customer Part No, Tech ID, or Ship To locations, click Save Changes.

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.



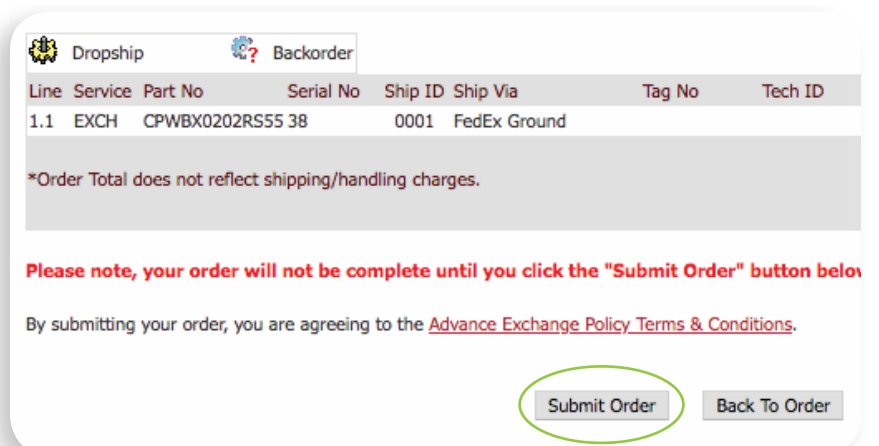
Save Changes **Process Order**

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

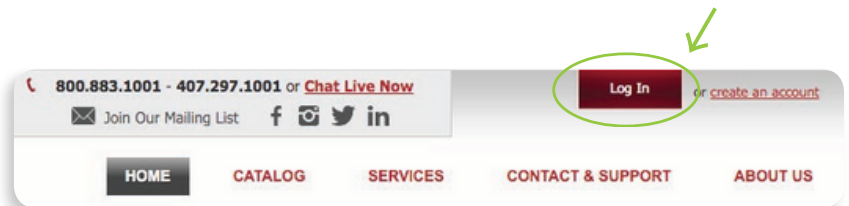


Placing a Repair and Return Order Online

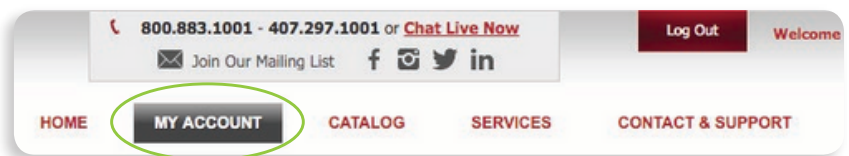
A step-by-step guide on setting up your Repair & Return Order online

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



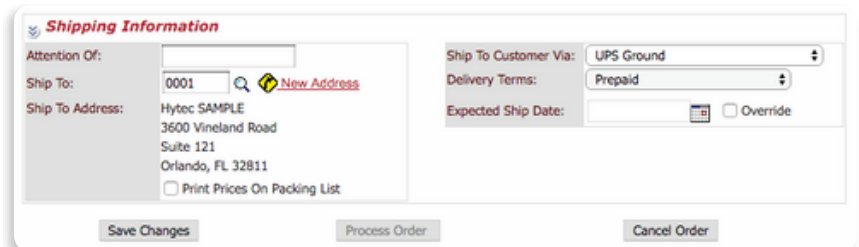
My Account will appear once logged in.




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 **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	<input type="text" value="1"/>

Add Item Return to Order

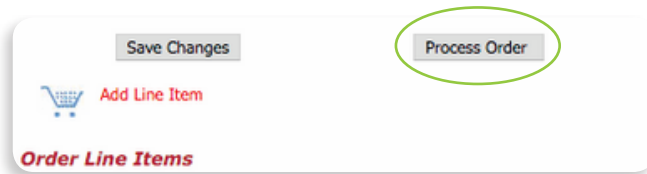
The order will build for you, listing all items to be shipped. View the order and make any changes such as Customer Part No, Tech ID, or Ship To locations.

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

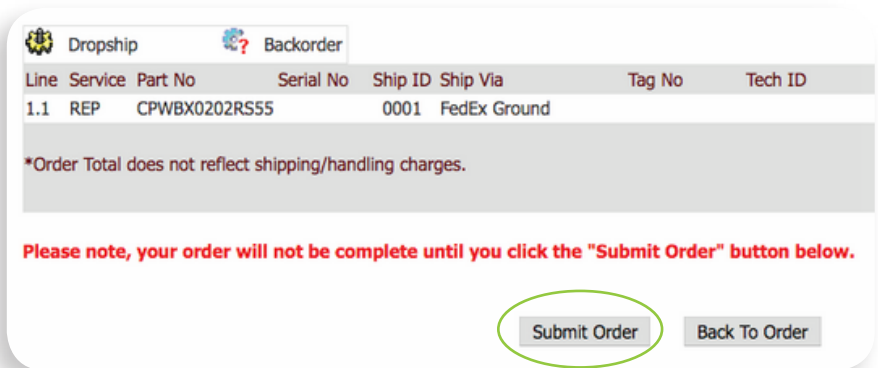
Service Type		Qty	Part No		Cust Part No		Description	
	REP	1	CPWBX0202RS55				Pcl Pwb	
	Line	Status	State	Serial No	Tech Id	Ship To	Tag No	Warehouse
	1.1	Processing				0001		

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



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.



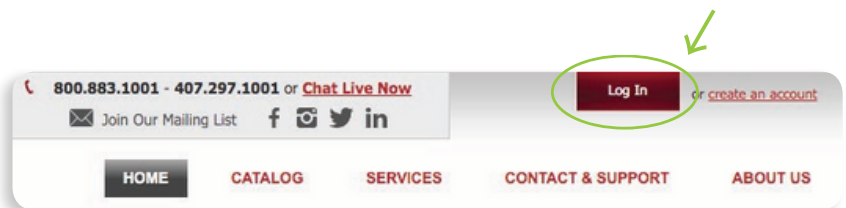


Tracking Your Order

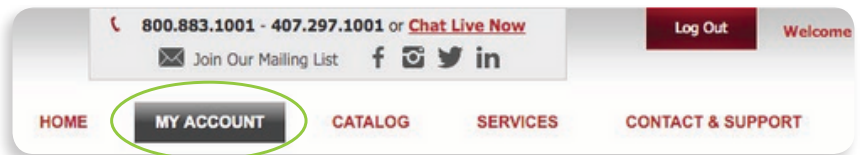
A quick guide on how to track your orders online via **My Account** on www.hytecrepair.com

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

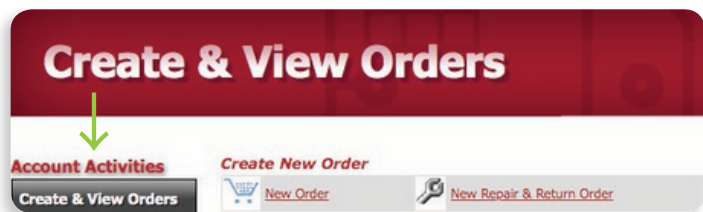
Tip: You must be logged in to view your previous and current orders.



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:

Date Range: To

Part Number:

Status:

Purchase Order No:


Tracking Number:

Tag Number:


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:	1Z3739160172935480
RS Label No:	1Z3739169048087301
Expected Ship Date:	4/17/2019  <input type="checkbox"/> Override
Actual Ship Date:	04/17/2019
Incoming Ship Method:	<div></div>
Incoming Tracking No:	<div></div>
Tag No:	<div></div>
Line Note:	<div></div>

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

View Diagnostics			
Diagnostic: <div></div>			
Tech/Cust	Diagnostics		
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

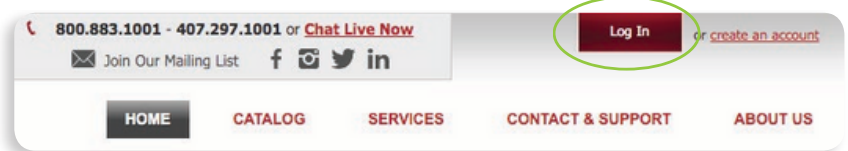


Viewing Invoices and Credits

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.

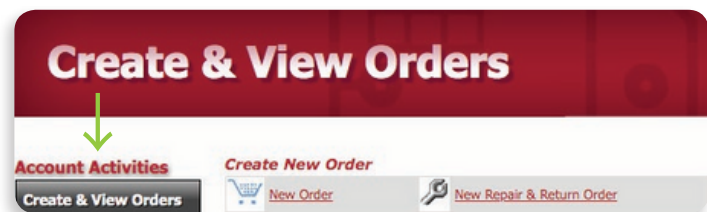
Tip: You must be logged in to view your previous and current orders.



My Account will appear once logged in.



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



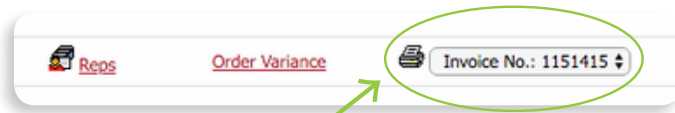
Under **Order Search**, enter the Order or PO Number. If you are looking for an invoice or credit from a specific time frame, enter a date range. For best results, select 'Both' on **Status** type. Click on **Search Orders**.

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



Orders			
Order Id	Order Date	Status	PO Number
<u>H921145</u>	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.

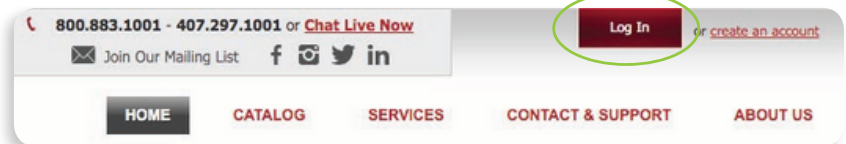




Viewing Reports & Warranty Data

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.

Account Activities

Create & View Orders

Add User

Address Change

Maintain Contacts

Customer Reports

Warranty Lookup

Customer Reports

Warranty Lookup

Open Exchange

Board Bank Transactions

Board Bank Inventory

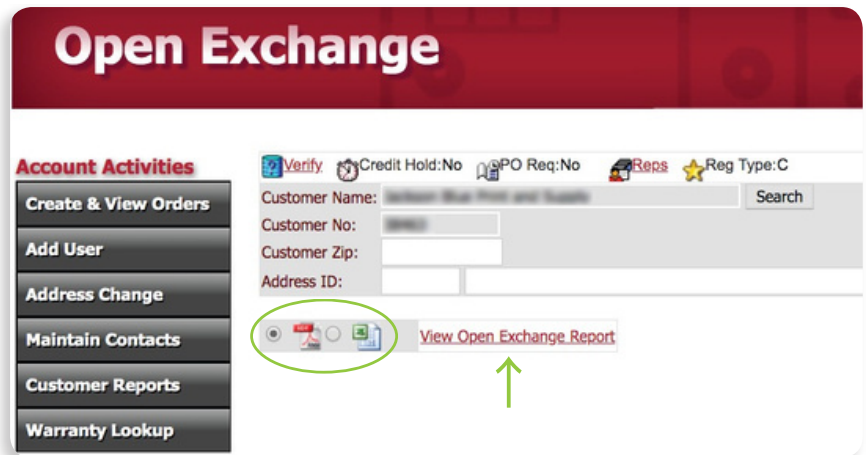
Warranty Lookup



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	Cost PO	Tech Name	Tech ID	Charge	Status
1347048	1347048-001	714288	00295115	05/28/19	06/28/19	24.00	PO00018	N/A	1123	\$310.44	Open
1349091	1349091-001	64	6LX7200400	05/31/19	07/01/19	27.00	PO00212	N/A	8122	\$108.13	Open
1349091	1349091-001	58	6LX7200400	05/28/19	06/27/19	23.00	PO49952	N/A	5109	\$83.59	Open
1348870	1348870-001	50	FM1-6874-000	05/31/19	07/01/19	27.00	PO00204	N/A	5179	\$368.84	Open
1348870	1348870-001	714406	00295115	06/03/19	07/03/19	29.00	PO00282	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.

CUSTOMER_NO	ORDER_NO	ADDRESS_ID	ADDRESS	ORDERLINEID	SERIAL_NO	PART_NO	SHIPDATE	CONDEEDATE	AGING	CUSTOMER_PO	TECH_ID	TECHNAME	COREADJUSTMENT	EXCHANGESTATUS	RS_TRACKING_NO
1347048	1347048	0001	1347048-001	1347048	714288	00295115	05/28/19	06/28/19	24.00	PO00018	1123	N/A	\$310.44	Open	123791589047184701
1349091	1349091	0001	1349091-001	1349091	64	6LX7200400	05/31/19	07/01/19	27.00	PO00212	8122	N/A	\$108.13	Open	123791589042566689
1349091	1349091	0003	1349091-003	1349091	58	6LX7200400	05/28/19	06/27/19	23.00	PO49952	5109	N/A	\$83.59	Open	12379158908955240
1348870	1348870	0003	1348870-003	1348870	50	FM1-6874-000	05/31/19	07/01/19	27.00	PO00204	5179	N/A	\$368.84	Open	123791589048415119
1348870	1348870	0003	1348870-003	1348870	714406	00295115	06/03/19	07/03/19	29.00	PO00282	5114	N/A	\$310.44	Open	12379158907522889
1348870	1348870	0003	1348870-003	1348870	714406	00295115	06/03/19	07/03/19	29.00	PO00282	5114	N/A	\$310.44	Open	12379158907522889

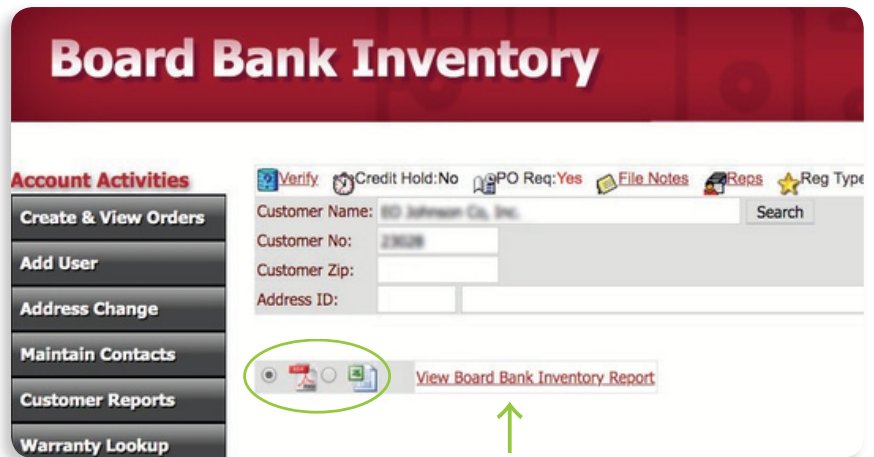


How to View Board Bank Inventory

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	SNSR-VG-CNT-430	1	0	0	1
6LH08104000	6LH08104000	ASY-PWA-MAIN-286S	1	0	0	1
6LH09933000	6LH09933000, 6LH03074000	ASYB-PWA-SYS-450S	1	0	0	1
6LH02512600	6LH02512600	ASYB-PSU-F470-3JHEX	1	0	0	1
6LH07460000	6LH07460000, 6LH02291000, 6LH01784100, 6LH01852100, 6LH01853100	ASYB-PSU-H21X-L	1	0	0	1
6LH02290000	6LH02290000, 6LH01784000, 6LH01852000, 6LH01853000	ASYB-PSU-H21X-H	1	0	0	1
6LH01445100	6LH01445100	ASYB-DH-212U	1	0	0	1
6LH04796000	6LH04796000, 6LH04869000, 6LH048770000	ASYB-PSU-H373-AB	0	1	0	1
A13959	A13959, KCA13959, KH0671338A00, KH0671338A01, KH0671338A02	24V DC DISTRIB 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
ASC1M070103	ASC1M070103	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.

PART NO	DESCRIPTION	SALES PART NO	UNREPAIRED	REPAIRED	UNREPAIRABLE	TOTAL
6LH09512000	SNSR-VG-CNT-430	6LH09512000, 6LH09888000	1	0	0	1
6LH08104000	ASY-PWA-MAIN-286S	6LH08104000	1	0	0	1
6LH09933000	ASYB-PWA-SYS-450S	6LH09933000, 6LH03074000	1	0	0	1
6LH02512600	ASYB-PSU-F470-3JHEX	6LH02512600	1	0	0	1
6LH07460000	ASYB-PSU-H21X-L	6LH07460000, 6LH02291000, 6LH01784100, 6LH01852100, 6LH01853100	1	0	0	1
6LH02290000	ASYB-PSU-H21X-H	6LH02290000, 6LH01784000, 6LH01852000, 6LH01853000	1	0	0	1
6LH01445100	ASYB-DH-212U	6LH01445100	1	0	0	1
6LH04796000	ASYB-PSU-H373-AB	6LH04796000, 6LH04869000, 6LH048770000	0	1	0	1
A13959	24V DC DISTRIB BD AND BRACKET(STYLE 3)	A13959, KCA13959, KH0671338A00, KH0671338A01, KH0671338A02	0	1	0	1
ASA7H01001	VIDEO INTERFACE BOARD	ASA7H01001	1	0	0	1
ASC0H00101	PWB ASSY(PWB-MCH(PRCB))	ASC0H00101	1	0	0	1
ASC1M070103	PANEL ASSY	ASC1M070103	0	1	0	1



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.

Receive Address	Part No	Serial No	Description	Cust Ref No	Tracking No	Wtr	Tech ID	Tech Name	Receive Date
1060126850RC	D7044590	261	STAPLER ASSY	N/A		No	N/A	N/A	05/02/2019
1060126850RC	D0055111	144	PCB BICU ASSY	N/A		No	N/A	N/A	05/02/2019
1060126850RC	1060126850RC	10123006	PCB IMAGING DEVICE DS CYAN	N/A		No	N/A	N/A	05/02/2019
1060126850RC	D1175112	706	PCB BICU ASSY	N/A		No	N/A	N/A	05/02/2019

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.

PART_NO	INVENTORY_PART_NO	ADDRESS_ID	ADDRESS	SERIAL_NO	CATALOG_DESC	WARRANTY	CUSTOMERREFNO	TRACKINGNO	TECHID	TECHNAME	RECEIVEDATE
D7044590	D7044590	0003	1060126850RC	261	STAPLER ASSY	No	N/A	1234567890123456	N/A	N/A	05/02/2019
D0055111	D0055111	0003	1060126850RC	144	PCB BICU ASSY	No	N/A	1234567890123456	N/A	N/A	05/02/2019
1060126850RC	1060126850RC	0003	1060126850RC	10123006	PCB IMAGING DEVICE DS CYAN	No	N/A	1234567890123456	N/A	N/A	05/02/2019
D1175112	D1175112	0003	1060126850RC	706	PCB BICU ASSY	No	N/A	1234567890123456	N/A	N/A	05/02/2019
A2240259	A2240228	0003	1060126850RC	563	POWER SUPPLY UNIT ECO 200V 45	No	N/A	1234567890123456	N/A	N/A	05/02/2019
D1434021	D1434021	0001	1060126850RC	614	FUSING UNIT NA MAINTENANCE ASSY	Yes	N/A	1234567890123456	1131	N/A	05/06/2019
D1064001	D1064001	0001	1060126850RC	1217	FUSING UNIT NA ASSY	No	N/A	1234567890123456	1101	N/A	05/17/2019
D1434252	D1434021	0003	1060126850RC	941	FUSING UNIT NA MAINTENANCE ASSY	No	N/A	1234567890123456	5125	N/A	05/28/2019
D1175408	D1175401	0001	1060126850RC	1247	PCB CTL EXP ASSY	No	N/A	1234567890123456	1121	N/A	05/30/2019