

myKomatsu

User Manual



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KOMATSU
Driven by your success

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1. Site Access

1.1 Types of Site Access

There are three different ways you can interactive with Komatsu Online:

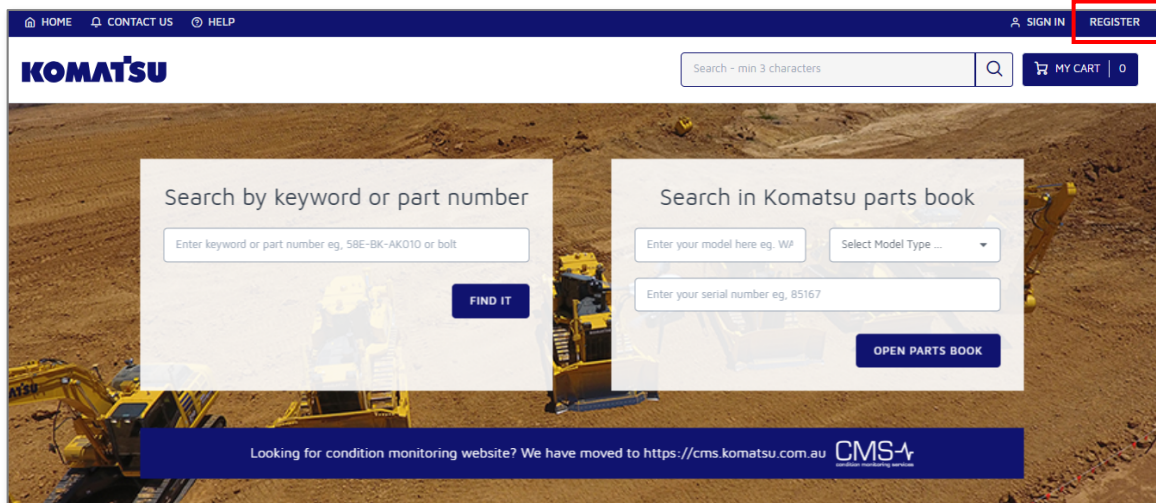
- (1) As a guest user
- (2) As a Komatsu Online account holder
- (3) As a Komatsu Online **Premium** account holder

The below table summaries what each level of access entails.

	GUEST	ONLINE ACCOUNT	PREMIUM ONLINE ACCOUNT
Quick Overview	Can shop anonymously and is only required to provide basic information	Can set up an online account for easy repeat purchases and order history management	Linking an existing Komatsu trade account to the customer's online account – giving them access to all their account information online plus access to additional features
See Price	✓ Retail Price	✓ Retail Price	✓ Retail Price or Trade Price (if applicable)
Access to Komatsu Parts books	✓ With valid machine serial number	✓ With valid machine serial number	✓ With valid machine serial number
Search options	• Via Part Number • Via Keyword • Via Komatsu Parts Book	• Via Part Number • Via Keyword • Via Komatsu Parts Book	• Via Part Number • Via Keyword • Via Komatsu Parts Book • Via bulk upload with spreadsheet • Via My Fleet
See Automatic Supersessions	✓	✓	✓
See Fleet Summary	✗	✗	✓
Payment Types	Credit card	Credit card	Credit card or Komatsu Account
Can Track Order Delivery	✓	✓	✓
Access Order History	✗	✓	✓
Add users to account	✗	✗	✓
Manage Communication Preferences	✗	✓	✓

1.2 Setting up a Komatsu Online Account

1. On the home page, click “Register” on the top right of the page.



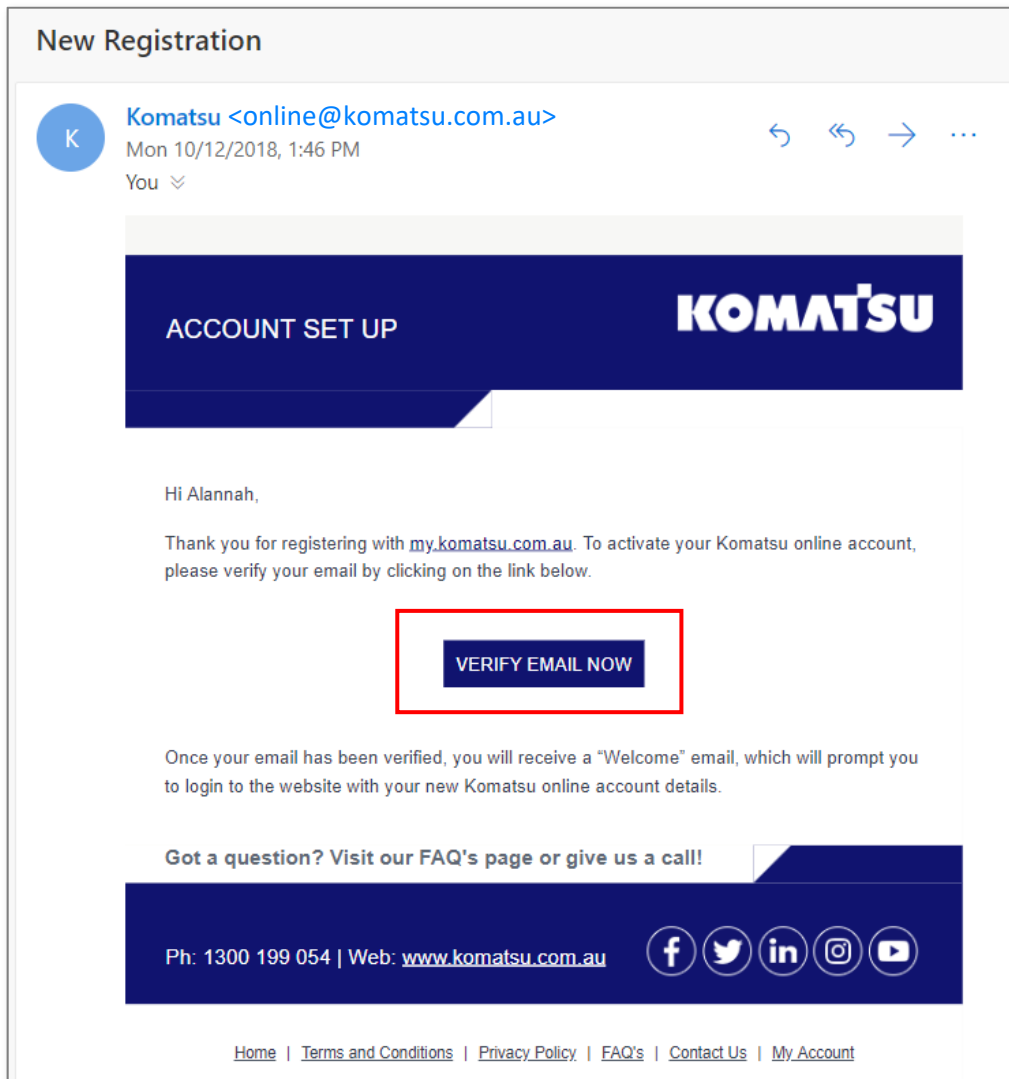
2. Complete the Register Form and click the “Register” button on the bottom right of the page

NOTES:

- Some fields are mandatory. You will not be able to register unless you complete those fields. These are identified with an asterisk.
- Ensure your email address is correct! You will not be able to change the email at a later stage and the email address becomes your login name.
- Please take care in setting up your street address correctly. Your suburb and postcode are validated when you proceed through the checkout – if the details are incorrect, you will be unable to complete your order until the address is updated correctly.
- You must accept our Privacy Policy and Online Terms of Use to complete your registration.

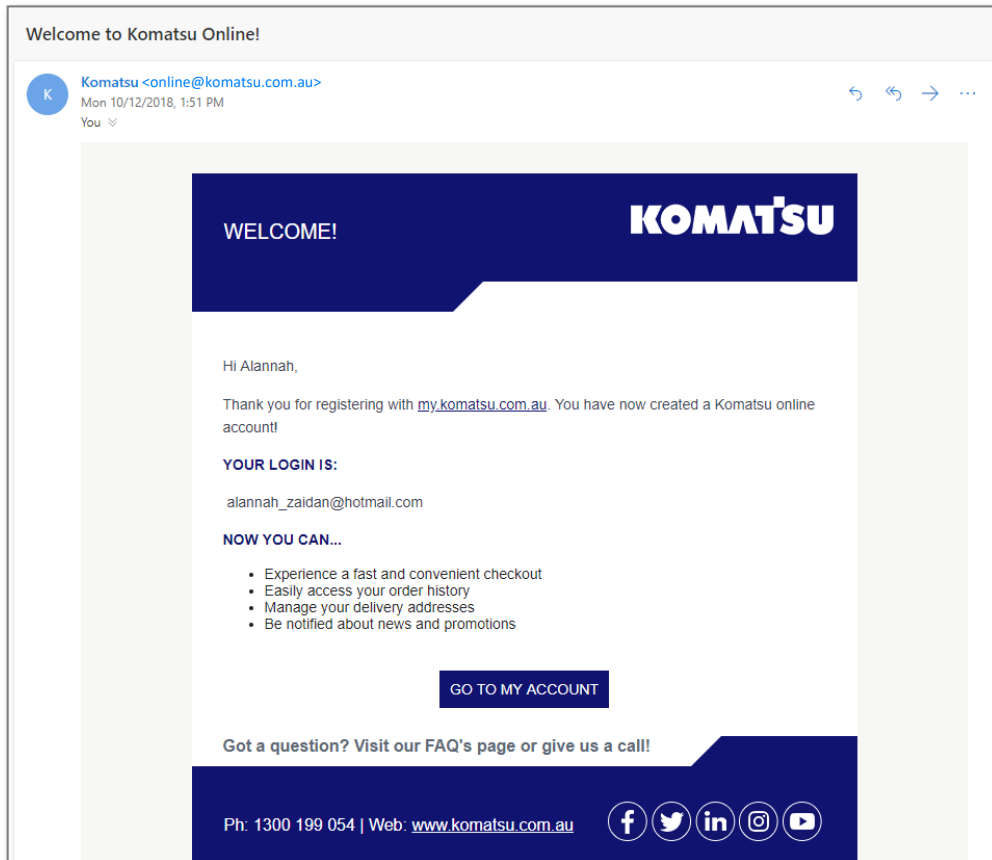
A screenshot of the Komatsu 'Register' page. The page has a header with the Komatsu logo and navigation links. Below the header, there is a section titled 'Do you already have a Komatsu Trading Account?' with an 'APPLY NOW!' button. The main section is titled 'Create an Instant Komatsu Online Account' and contains several form fields: Business Name, First Name *, Last Name *, Mobile Number *, Email *, Delivery Address (Address *, City/Suburb *, State *, Postcode *, Country), and Billing Address. There are checkboxes for 'Same as delivery address' and 'I agree to the Komatsu privacy policy and Terms of using website'. A red rectangle highlights the 'REGISTER' button at the bottom right of the form.

3. Almost immediately you will receive an email to the email address used to register the account. Within that email, you need to click on “Verify Email Now”.



4. Once you click on “Verify Email Now”, you will be redirected to a new page, where you will require to create an account password.

- After you have created an account password, you will receive a second email, advising your registration success. Once you have received this email, you are free to login to the website with your new credentials.



1.3 Setting up a Komatsu Online Premium Account

1.3.1 With an offline Komatsu Account

- If you already have an offline Komatsu Account, simply email online@komatsu.com.au requesting a Komatsu Online Premium Account.
- A Komatsu team member will then email you a “Addendum to Account Application Form”
- You will be required to review, sign and return the form to online@komatsu.com.au
- Your application will be reviewed by our team and if successful, the email address listed in the Application Form will receive an Activation email. You will be required to follow the prompts to activate the account.

NOTE: You can also download the application form yourself. Simply;

1. Click the “Register” button found on the top right of any page within the website.
2. You will be directed to the Registration page (see below). On this page DO NOT COMPLETE THE FORM. Instead, click on the “Apply Now” button – this will automatically download the application form for you.
3. You will be required to review, sign and return the form to online@komatsu.com.au
4. Your application will be reviewed by our team and if successful, the email address listed in the Application Form will receive an Activation email. You will be required to follow the prompts to activate the account.

KOMATSU | HOME | CONTACT US | HELP | SIGN IN | REGISTER

Search - min 3 characters | MY CART | 1

Register

Home > Register

Do you already have a Komatsu Trading Account?

Apply for a Komatsu **Premium** Online Account! This will link your Komatsu Trade Account to your online account - giving you access to your pricing, fleet, order history and more... all easily accessible online!

APPLY NOW!

Create an Instant Komatsu Online Account

Business Name

First Name *

Last Name *

Mobile Number*

Email *

Delivery Address

Address *

City/Suburb*

State*

Postcode*

Country

Billing Address

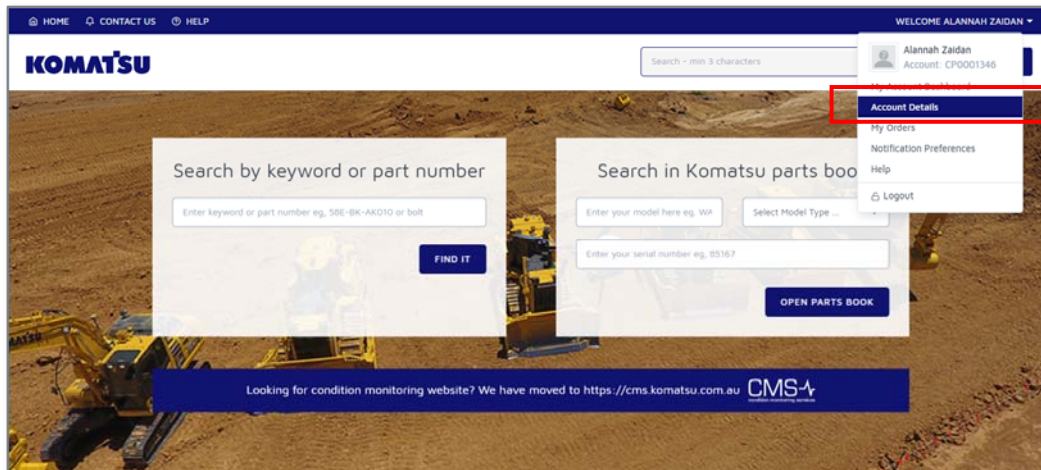
☒ Same as delivery address

☐ I agree to the Komatsu privacy policy and Terms of using website
I have read and agreed to the Komatsu terms and conditions and privacy policy.

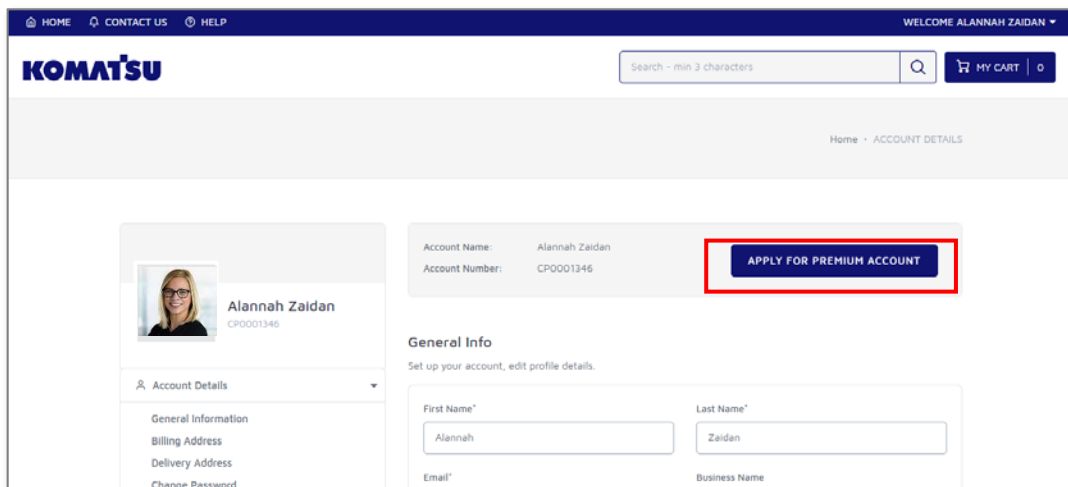
REGISTER

1.3.2 With no offline Komatsu Account

1. You must have an active Komatsu Online Account (see section 1.2 for details).
2. Log in to the website with your Komatsu Online Account details.
3. From anywhere on the site, select the account name found on the top right of the page and in the drop-down menu select “Account Details”.



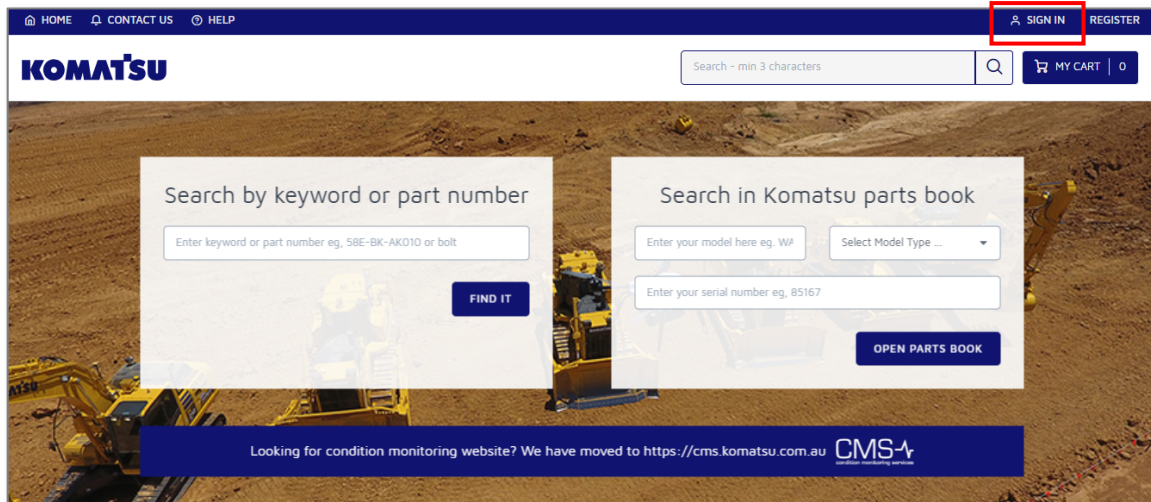
4. On the “Account Details” page, click on the “Apply for Premium Account” button. You will then be taken to another page, where you can download the application form.



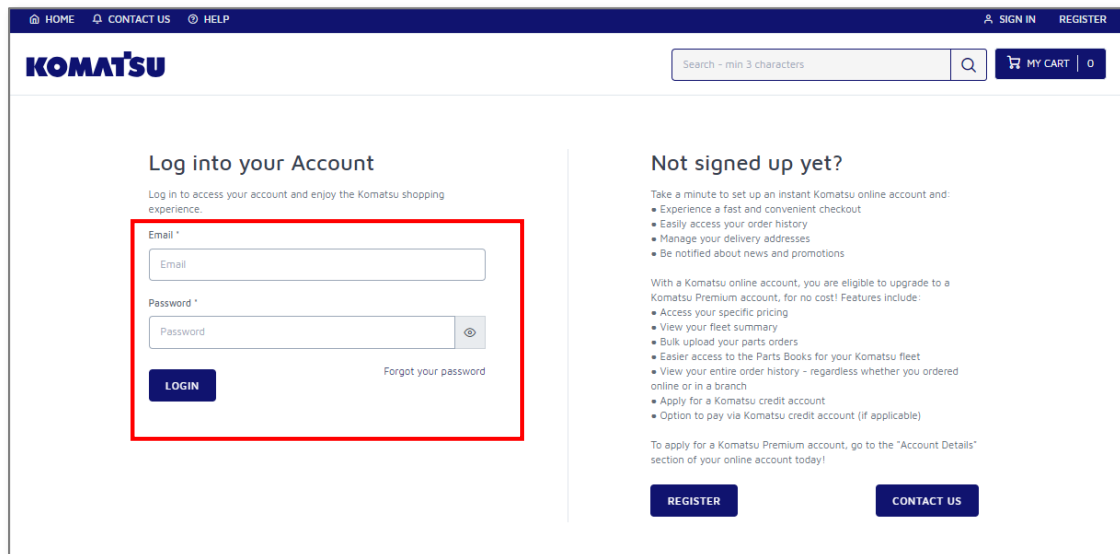
5. Please print this form, complete the required sections and send back to Komatsu (contact details are on the form).
6. Your application will be reviewed by our team and if successful, you will receive an email from our Komatsu Customer Support Centre, advising that your account upgrade was successful.

1.4 Sign in

1. For either a Komatsu Online Account holder or a Komatsu Online Premium Account holder, the process to sign in is the same.
2. From anywhere on the site, click the “Sign In” button, found on the top right of the page.



3. You will then be directed to a sign in page. Simply enter your credentials and click “login”.



4. Once you have successfully logged in, you will see your name appear at the top right of the screen.

1.5 Forgotten Password

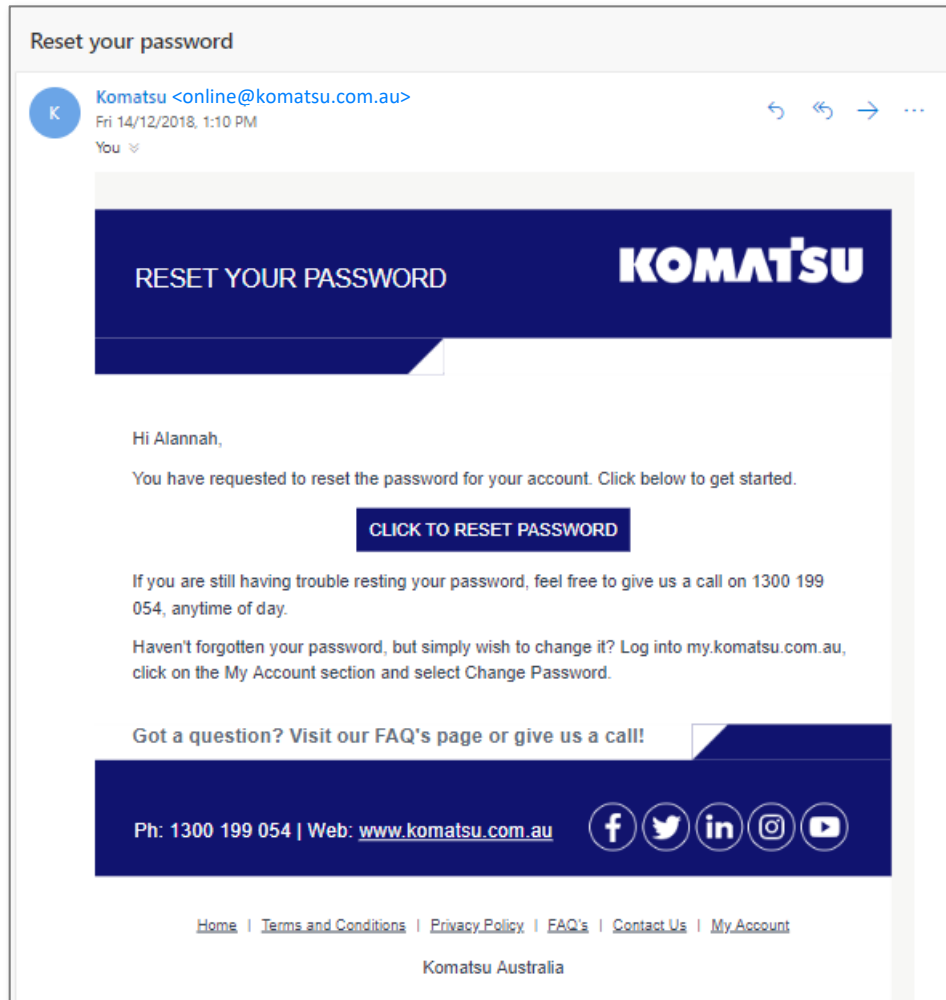
- 1 Click on “Sign in” found on the top right of any page within the site.
- 2 On the Sign in Page, you will have the opportunity to login to the site. If you have forgotten your password, select “Forgotten your password” text found under the fields.

The screenshot shows the Komatsu website's sign-in page. At the top right, the 'SIGN IN' link is highlighted with a red box and a red circle with the number 1. Below the sign-in fields, the 'Forgot your password' link is highlighted with a red box and a red circle with the number 2. The page includes a search bar, a 'MY CART' icon, and a 'REGISTER' button. The main content area is divided into 'Log into your Account' and 'Not signed up yet?' sections.

3. You will be redirected to a new page. Here, you must enter the email address of the login you need a new password for and click “reset password”.

The screenshot shows the 'Forgot Password' page on the Komatsu website. The page has a breadcrumb trail: 'Home > Forgot Password'. The main heading is 'Forgot your password?'. Below the heading, there are three steps: 1. Fill in your email address below. 2. We'll email you a link. 3. Use the link to change your password on our secure website. There is an email input field and a 'RESET PASSWORD' button.

- Once you have clicked the “reset password” button, you will receive an email. Within this email, click on “click to reset password” button.



- You will be redirected to a new page, that will ask you to enter in a new password and confirm the new password. Then click on “Set new password”. Once done, and the new password has been accepted, you be taken back to the Sign in page. **NOTE:** All passwords must have a minimum of 1 lowercase letter, 1 uppercase letter, 1 numeric character and 1 special character and must be at least 6 characters long.

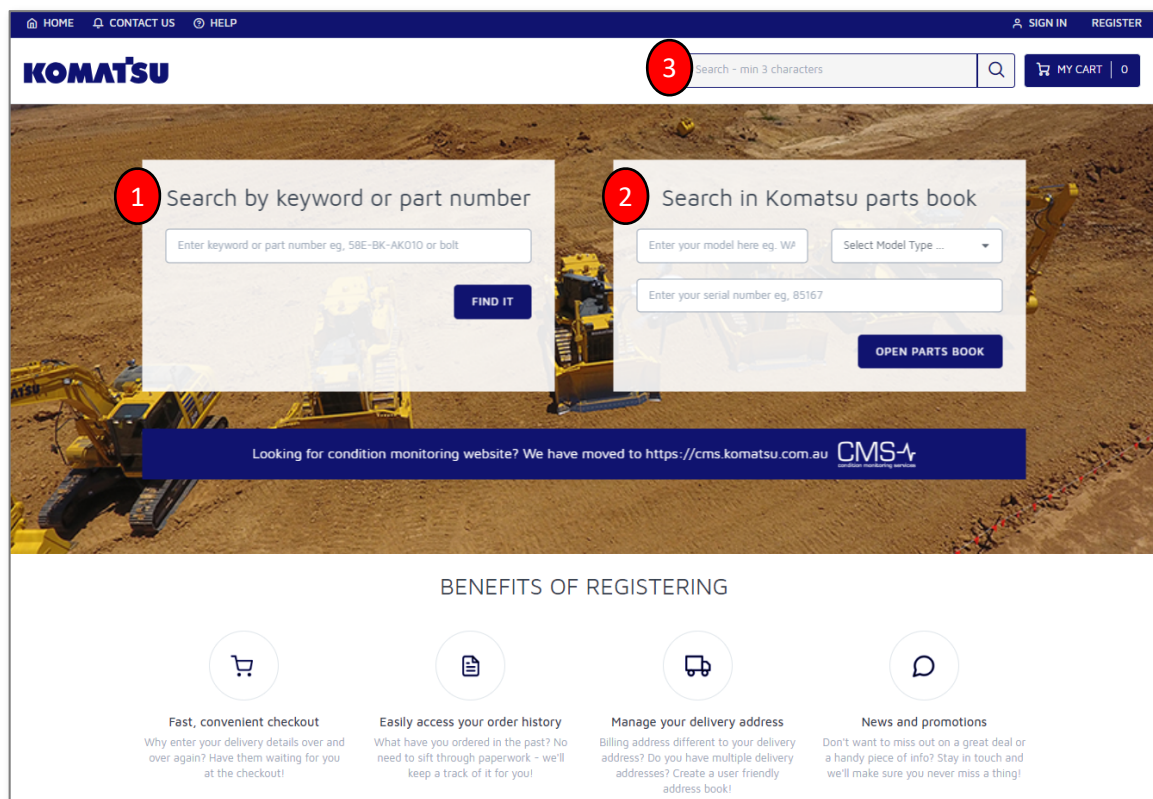
A screenshot of the 'Set New Password' web page. The page has a dark blue header with navigation links: 'HOME', 'CONTACT US', 'HELP', 'SIGN IN', and 'REGISTER'. Below the header is a search bar with the text 'Search - min 3 characters' and a 'MY CART' button. The main content area is titled 'Set New Password' and contains two input fields: 'New Password *' and 'Confirm Password *'. Both fields have a placeholder text 'Password'. To the right of these fields is a blue button labeled 'SET NEW PASSWORD'.

2. Search

2.1 How to search

There are four different ways you can perform a search from the Homepage;

- 1 Search by keyword or part number (home page only)
- 2 Search by keyword or part number in global search box (on every page)
- 3 Search in Komatsu parts book (home page only)
4. Search from Fleet Page (Komatsu Online Premium Account only)



2.1.1 Search by keyword or part number (home page only)

1. From the homepage, in the “Search by keyword or part number” box, you can enter the following into the search field:
 - an exact part number
 - a partial part number
 - a keywordand press “Find it” to start a search.
2. If you enter in an exact part number, you will be taken directly to that parts product page.
3. If you enter in a partial part number or a key word, you will be taken to a search results page, presented with items that best match your criteria.
4. **NOTES:**
 - o Minimum of 3 characters is required for the search.
 - o Part numbers can be entered with and without the dashes, i.e. 58E-BK-AK010 will return the same result as 58EBKAK010.

2.1.2 Search by keyword or part number in global search box (on every page)

1. From any page on the website, in the global search box, you can enter the following into the search field:
 - o an exact part number
 - o a partial part number
 - o a keywordand press “Find it” to start a search.
2. Regardless of the method used above, you will always be taken to a search results page, presented with items that best match your criteria.
3. **NOTES:**
 - a. Minimum of 3 characters is required for the search.
 - b. Part numbers can be entered with and without the dashes, i.e. 58E-BK-AK010 will return the same result as 58EBKAK010.

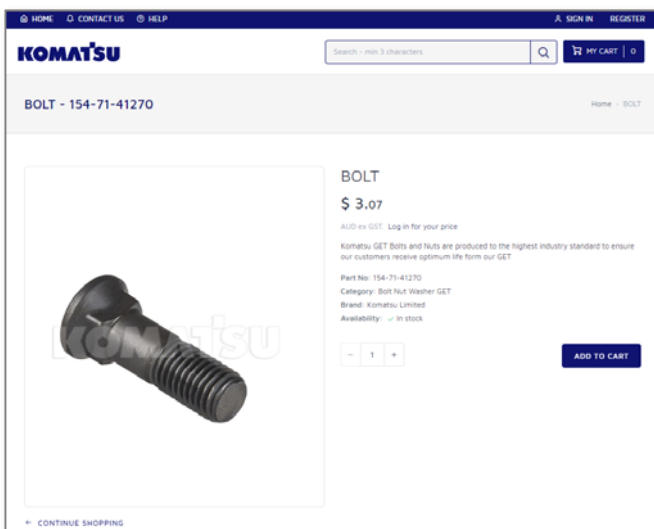


IMAGE: Product page

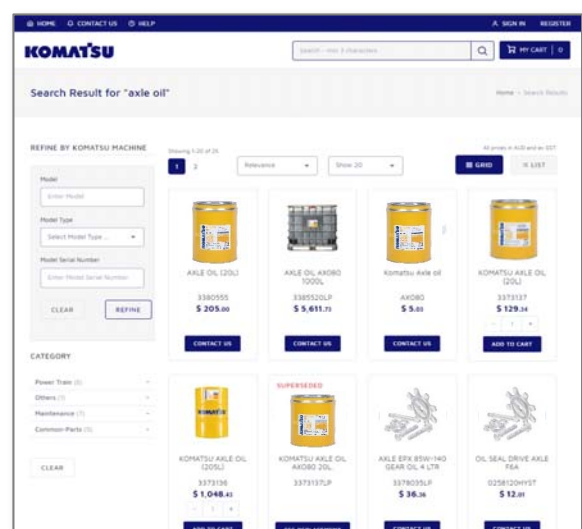


IMAGE: Search results page

2.1.3 Search in Komatsu parts book (home page only)

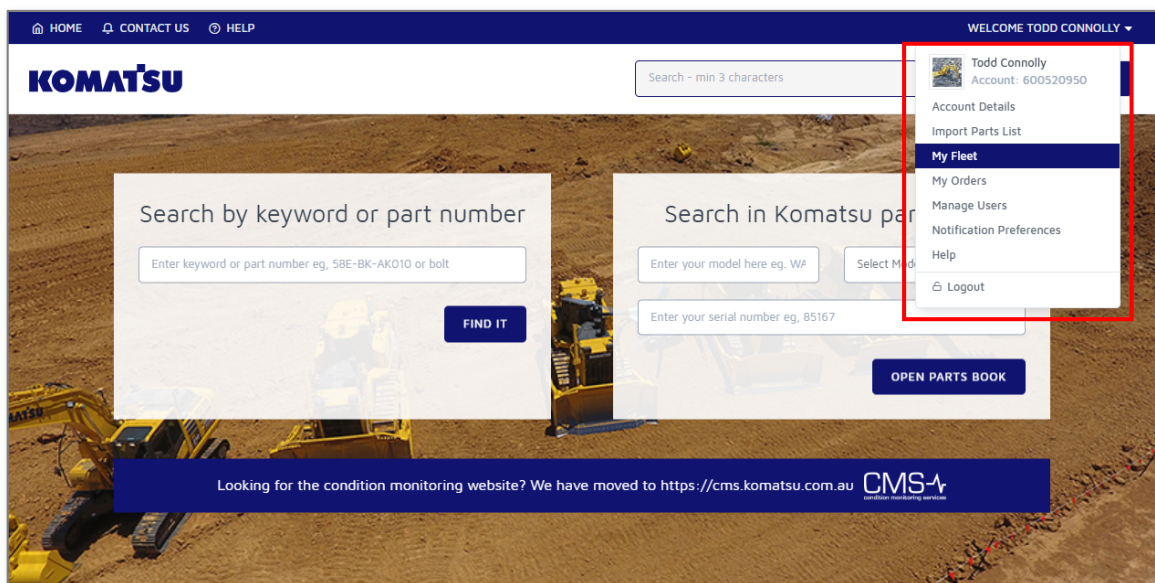
1. This search allows a user to access a Komatsu parts book, specific to a Komatsu machine. In the “Search in Komatsu parts book” box found on the homepage, you must provide three pieces of information to access the book:
 - **Model:** Once you enter in four characters, a drop-down box will appear – allowing you to select the correct machine model.
 - **Type:** Once you have selected a model the Type field will be populated with a drop-down menu of Types you can select from.
 - **Serial Number:** Then you need to supply a valid serial number for the machine selected.

Then click on the “Open Parts Book” button

2. **NOTES:**
 - o This feature is not available on mobiles or devices.

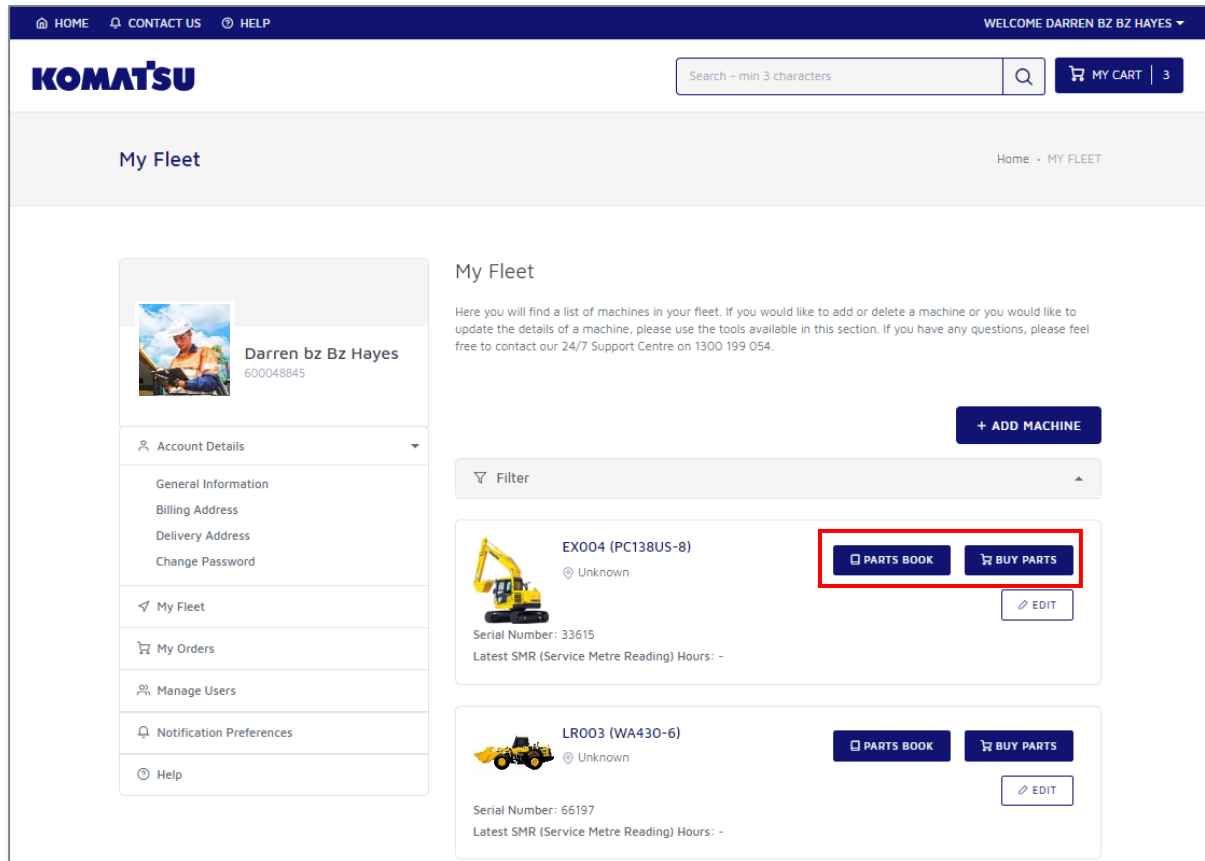
2.1.4 Search from Fleet Page (Komatsu Online Premium Account only)

1. Log in to the website with your Komatsu Online Account details.
2. From anywhere on the site, select the account name found on the top right of the page and in the drop-down menu select “My Fleet”.

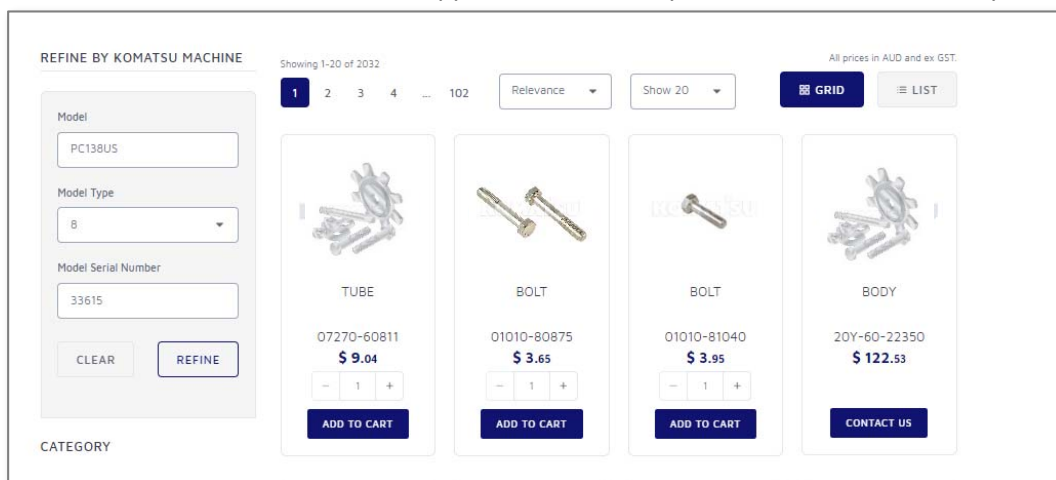


3. On your My Fleet page, you will see a list of all your Komatsu and non-Komatsu machines listed.

4. For each Komatsu machine listed you will see two buttons; “Parts Book” and “Buy Parts”.
 - o **PARTS BOOK:** If you click “Parts Book”, it will take you to the digital Komatsu Parts Book related to that machine. You can then follow the instructions outlined in section 2.5 on how to search and buy parts using the digital parts book.



- o **BUY PARTS:** If you click “Buy Parts”, you will be taken to a search results page that will automatically refine all parts on the site, to only show parts related to that machine. Note how the filter has been applied automatically. This can be cleared at any time.



5. If a digital parts book is not available for your Komatsu machine, you will not see either button.
6. All non-Komatsu machines will also not have these buttons available

2.2 Managing Search Results

2.2.1 Basic Features

The screenshot displays the Komatsu website's search results for "axle oil". The interface includes a navigation bar with links to HOME, CONTACT US, and HELP, along with SIGN IN and REGISTER options. A search bar at the top shows the entered term "axle oil". Below the search bar, the results are displayed in a grid view, with options to switch to List view or Grid view. The grid shows 8 items, each with an image, name, part number, price, and a button to either "CONTACT US" or "ADD TO CART". A sidebar on the left allows refining results by Komatsu machine model and category. Callouts provide detailed instructions on how to use these features.

Item	Image	Name	Part Number	Price	Action
1		AXLE OIL (20L)	3380555	\$ 205.00	CONTACT US
2		AXLE OIL AXO80 1000L	3385520LP	\$ 5,611.73	CONTACT US
3		Komatsu Axle oil	AXO80	\$ 5.03	CONTACT US
4		KOMATSU AXLE OIL (20L)	3373137	\$ 129.34	ADD TO CART
5		KOMATSU AXLE OIL (205L)	3373136	\$ 1,048.43	ADD TO CART
6		KOMATSU AXLE OIL AXO80 20L	3373137LP		SEE REPLACEMENT
7		AXLE EPX 85W-140 GEAR OIL 4 LTR	3378035LP	\$ 36.36	CONTACT US
8		OIL SEAL DRIVE AXLE F6A	0258120HYST	\$ 12.01	CONTACT US

You can change your search at any time, by entering a new search criteria

Your search term will appear at the top of the screen

You can switch from List view to Grid view using these buttons

You can show 20, 40 or 60 items per page

You can change the order of how items are displayed

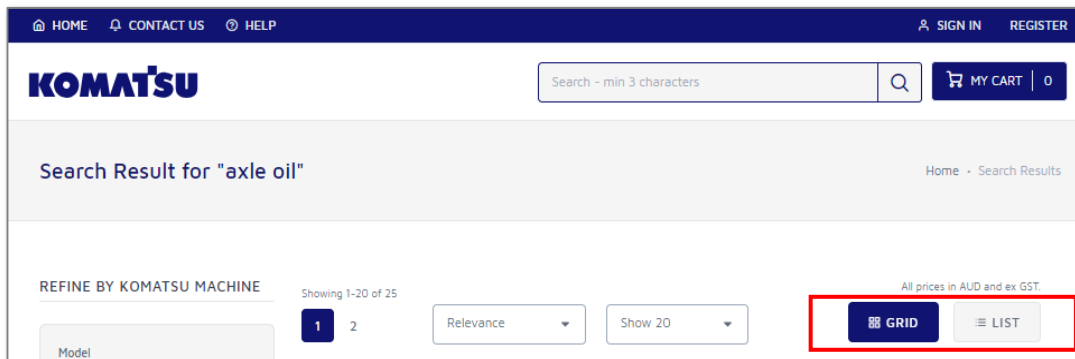
Clicking on the image, part name or part number will take you to the product page

If an item is in stock, you can apply the quantity required by either using the + and - buttons or can type the number into the box. Then click "Add to Cart"

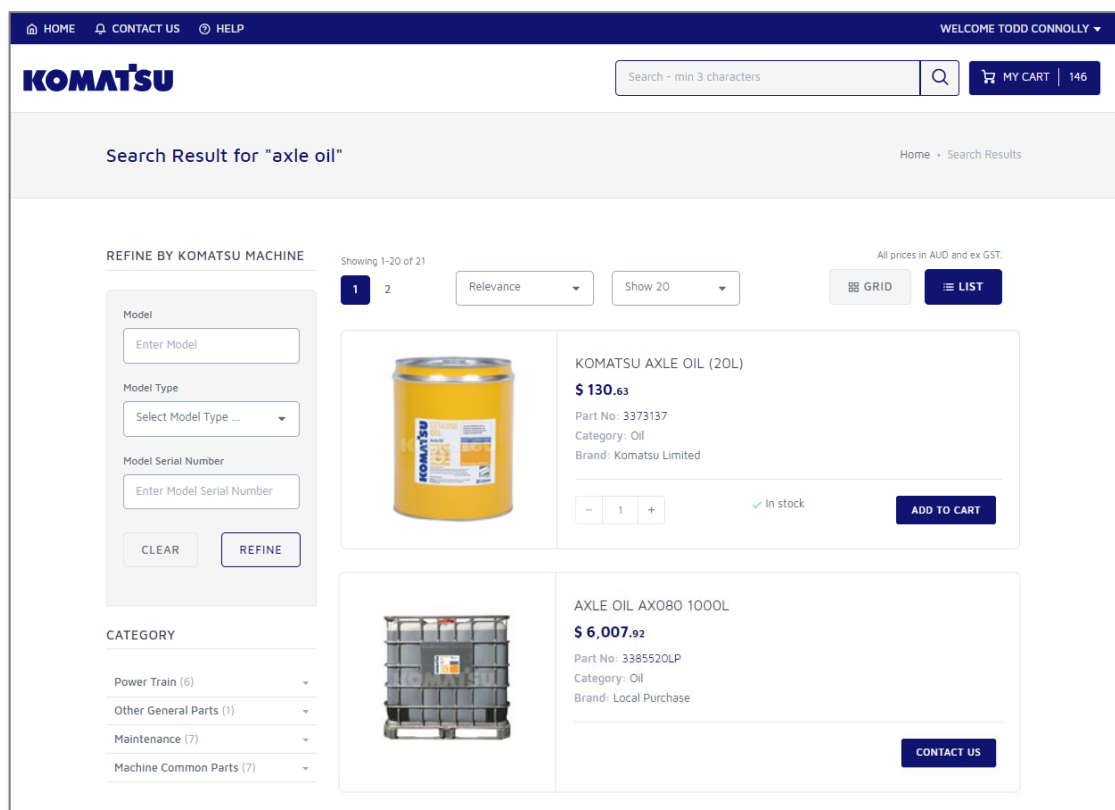
If you see "Contact Us", it means the item is currently out of stock online. If you click "Contact Us", you will be prompted to complete an online form, which will be sent to a Customer Support Representative. They will review your request and contact you with an update as to whether the item can be ordered offline

2.2.2 Switching to List View

1. In 2.2.1 there is an option to switch the search results page from Grid View (default) to List View. Simply click the “List” button, found at the top right of a search page.



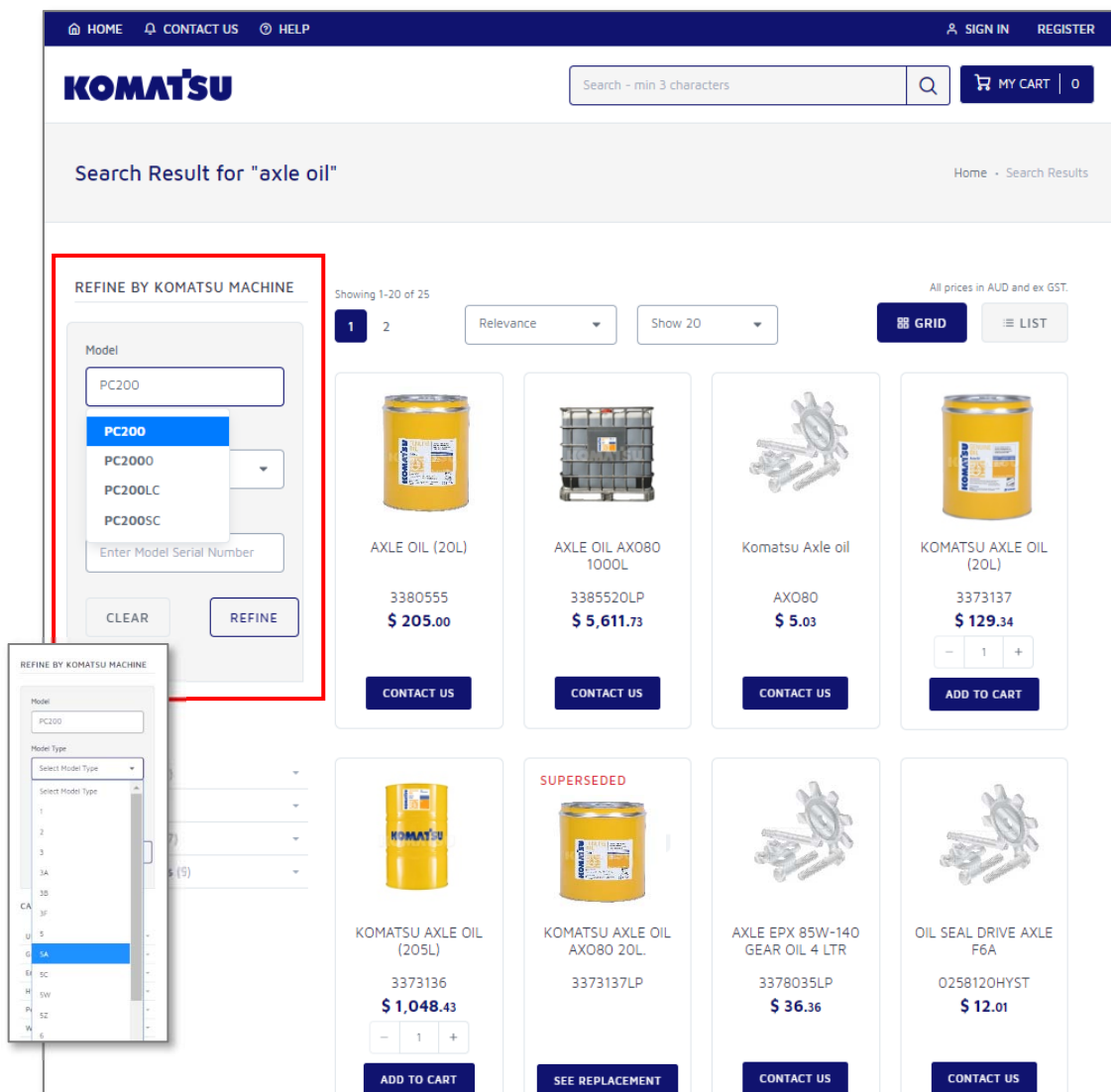
2. When switching to List View, the same results are presented with more information per product.
3. You can switch back to “Grid” View at any time, by clicking the “Grid” button.



2.2.3 Refining by Komatsu Machine - Search Results Page

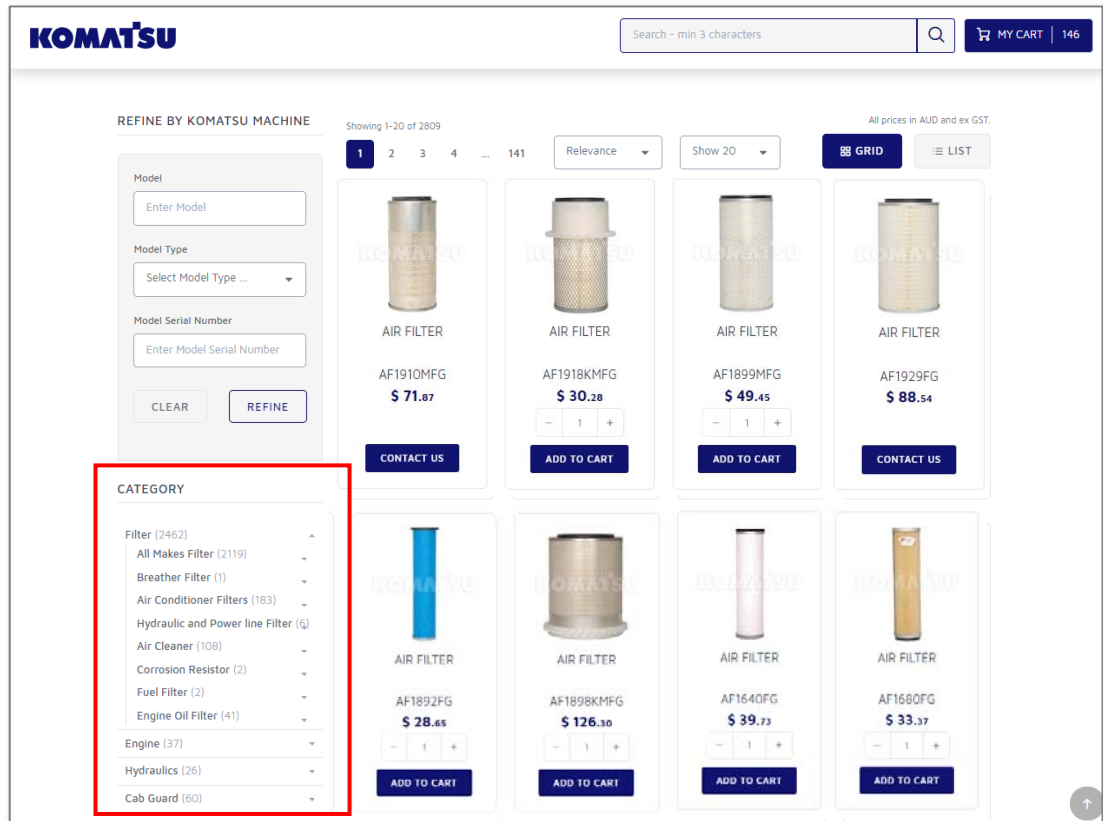
1. On every Search Results Page, you will have the opportunity to refine your search by a specific Komatsu machine. This option is found on the top left of the screen.
2. You must enter a "Model". Once you enter in four digits, a drop-down box will appear. Once you select your model, the "Model Type" field will populate. You can either choose to refine the search by Model only or Model and Model Type. If you wish to further refine your search, you can also enter in a valid serial number for that Model and Type.
3. Once you click "Refine" the search results page will filter out non-relevant parts and only show parts related to the machine you refined by.
4. If you are not satisfied with the results, you can click "clear" and refine using a different criteria.

NOTE: You must click “clear” if you want to change any details in your refine search criteria.



2.2.4 Refining by Category - Search Results Page

1. On every Search Results Page, you will have the opportunity to refine your search by a category, related to your search criteria. This option is found on the bottom far left of the screen.
2. The numbers in the brackets beside each category indicate how many parts relating to your search are in that category.
3. To refine your search by category, you can click on the first level (i.e. Undercarriage, Ground Engaging Tools), or you can expand each level to view the sub-category.
4. Once you click a category, the search results page will filter out non-relevant parts and only show parts in that category, related to your search.



2.3 Product Page

1. You can reach an individual products page when you click on the; image, part name or part number in a search results page

The screenshot shows the Komatsu product page for a bolt. The page layout includes a navigation bar at the top with links for HOME, CONTACT US, and HELP. A search bar is located in the top right corner. The main content area displays the product name 'BOLT - 154-71-41270' and a large image of the bolt. To the right of the image, the product details are listed: 'BOLT', '\$ 3.07', 'AUD ex GST. Log in for your price', 'Komatsu GET Bolts and Nuts are produced to the highest industry standard to ensure our customers receive optimum life form our GET', 'Part No: 154-71-41270', 'Category: Bolt Nut Washer GET', 'Brand: Komatsu Limited', and 'Availability: ✓ In stock'. Below the details is a quantity selector with minus, 1, and plus buttons, and an 'ADD TO CART' button. At the bottom of the page, there is a 'CONTACT US' button and a 'CONTINUE SHOPPING' link.

Part Name and Part Number

Part Name

Price (if you have a Komatsu Trade Price agreement and are logged in, this will display here)

Opportunity to log in and see Personal Trade Price

Part Description

Part Number, Part Category, Brand

Availability Status

If an item is in stock, you can apply the quantity required by either using the + and - buttons or can type the number into the box. Then click "Add to Cart"

Once you have added the item to cart, or decide not purchase, you can return to your search results by clicking "Continue Shopping"

Product Image. If no image is available, a generic image will appear

If an item is not in stock, it will not allow you to add to cart. If you click "Contact Us", you will be prompted to complete an online form, which will be sent to a Customer Support Representative. They will review your request and contact you with an update as to whether the item can be ordered offline

2.4 Adding to Cart

1. You can add to cart from two locations on the site:
 - On a Product Page
 - On a Search Results Page
2. If a part is in stock, you can apply the quantity required by either using the + and - buttons or can type the number into the box. Then click “Add to Cart”

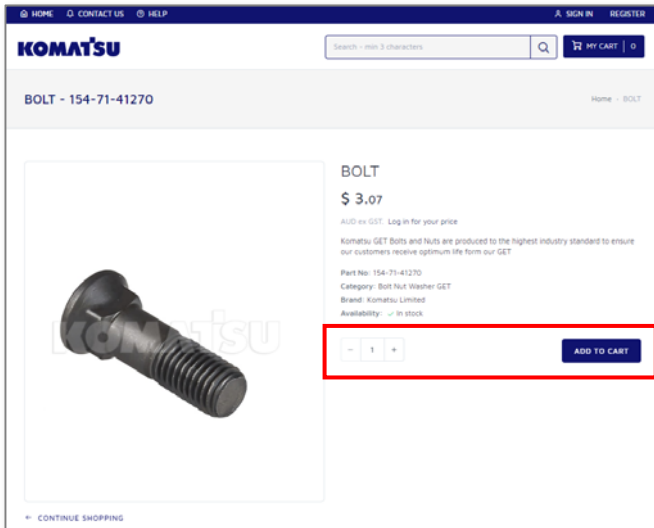


IMAGE: Product page

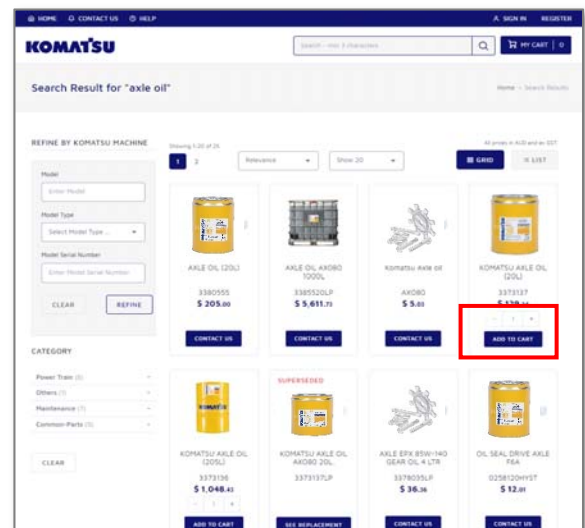
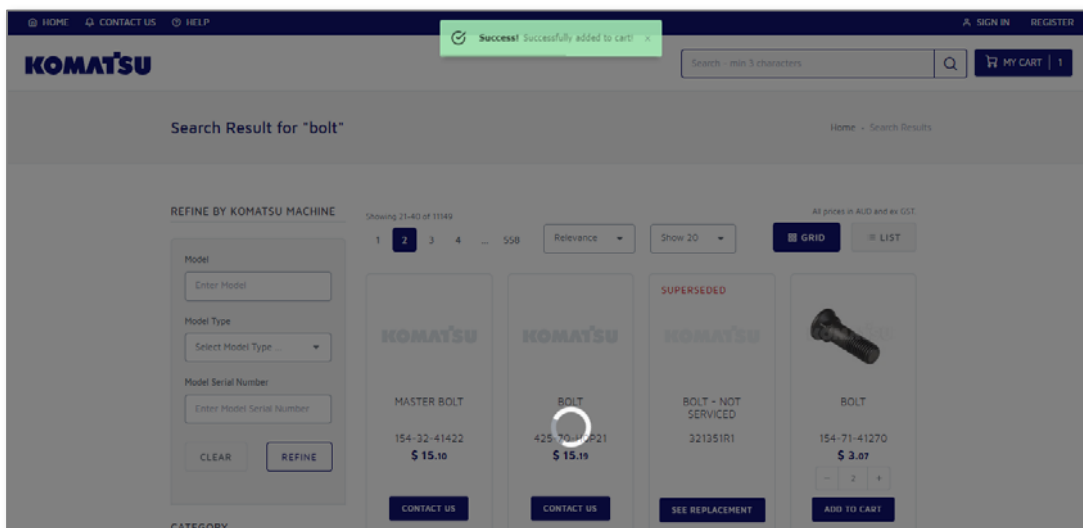


IMAGE: Search results page

3. Once you add an item to a cart, the page will grey out and you will see a success toaster.



4. You will then see your My Cart update to reflect the new parts being added to the cart. **NOTE:** the number shown is the number of individual parts in your cart (not the number of line items).



2.5 How to use a digital Komatsu Parts Book

1. As referred to in section 2.1.3, you can search for a part using a Komatsu parts book, using the feature found on the homepage.
2. This search allows a user to access a Komatsu parts book, specific to a Komatsu machine. In the “Search in Komatsu parts book” box found on the homepage, you must provide three pieces of information to access the book:
 - **Model:** Once you enter in four characters, a drop-down box will appear – allowing you to select the correct machine model
 - **Type:** Once you have selected a model the Type field will populated with a drop-down menu of Types you can select from
 - **Serial Number:** Then you need to supply a valid serial number for the machine selected

The screenshot shows the Komatsu website homepage. At the top, there is a navigation bar with links for HOME, CONTACT US, and HELP. On the right, there are links for SIGN IN and REGISTER. Below the navigation bar is a search bar with the placeholder text "Search - min 3 characters" and a magnifying glass icon. To the right of the search bar is a shopping cart icon with the text "MY CART | 0".

The main content area features a large background image of a yellow Komatsu excavator. Overlaid on this image are two search boxes. The left box is titled "Search by keyword or part number" and contains a text input field with the placeholder "Enter keyword or part number eg, SBE-BK-AK010 or bolt" and a "FIND IT" button. The right box, titled "Search in Komatsu parts book", is highlighted with a red border and contains three input fields: "Enter your model here eg. WP", "Select Model Type ..." (a dropdown menu), and "Enter your serial number eg, 85167". Below these fields is an "OPEN PARTS BOOK" button.

Below the search boxes is a blue banner with the text "Looking for condition monitoring website? We have moved to <https://cms.komatsu.com.au>" and the CMS+ logo.

The bottom section of the page is titled "BENEFITS OF REGISTERING" and contains four columns, each with an icon and a description:

- Fast, convenient checkout**: Why enter your delivery details over and over again? Have them waiting for you at the checkout!
- Easily access your order history**: What have you ordered in the past? No need to sift through paperwork - we'll keep a track of it for you!
- Manage your delivery address**: Billing address different to your delivery address? Do you have multiple delivery addresses? Create a user friendly address book!
- News and promotions**: Don't want to miss out on a great deal or a handy piece of info? Stay in touch and we'll make sure you never miss a thing!

- Once you have entered in valid credentials and clicked on “Open Parts Book”, you will punch out to “partsbook.komatsu.com.au...” URL. The screen below will appear in the same browser. **NOTE:** do not open in a new browser.
- Using the Komatsu Parts Book can be difficult to use at first and may take some practice. Our friendly Komatsu Customer Support Centre staff are available on 1300 199 054 (AUS) or 0800 433116 (NZ) 24/7 if you need help navigating through a digital Komatsu parts book.
- The landing page is the “front” of the book.
- To start, you can either click on a category heading in the grey section **1** or a heading in the white section **2** (they are a duplicate of each other).

LinkOne WebView - PC300 x

partsbook.komatsu.com.au/linkone/Viewer/book.aspx?book=KOMATSU/PC300-BC

KOMATSU LinkOne View Search Filters Notes Print

PC300-8 S/N 60001-6...

PC300-8 S/N 60001-60021

Item Part Name

SAA6D114E-3D-WT S/N 26850001-UP

B0 ENGINE RELATED PARTS

C0 COOLING SYSTEM

D0 FUEL TANK AND RELATED PARTS

E0 ELECTRICAL SYSTEM

H0 HYDRAULIC SYSTEM

J0 MAIN/REVOLVING FRAME AND RELATED PARTS

K0 OPERATOR'S COMPARTMENT AND CONTROL SYSTEM

M0 GUARD

N0 SWING CIRCLE AND RELATED PARTS

P0 TRAVEL AND LOWER PIPING

R0 UNDER CARRIAGE

T0 WORK EQUIPMENT

Checkout

Part Number Description Quantity

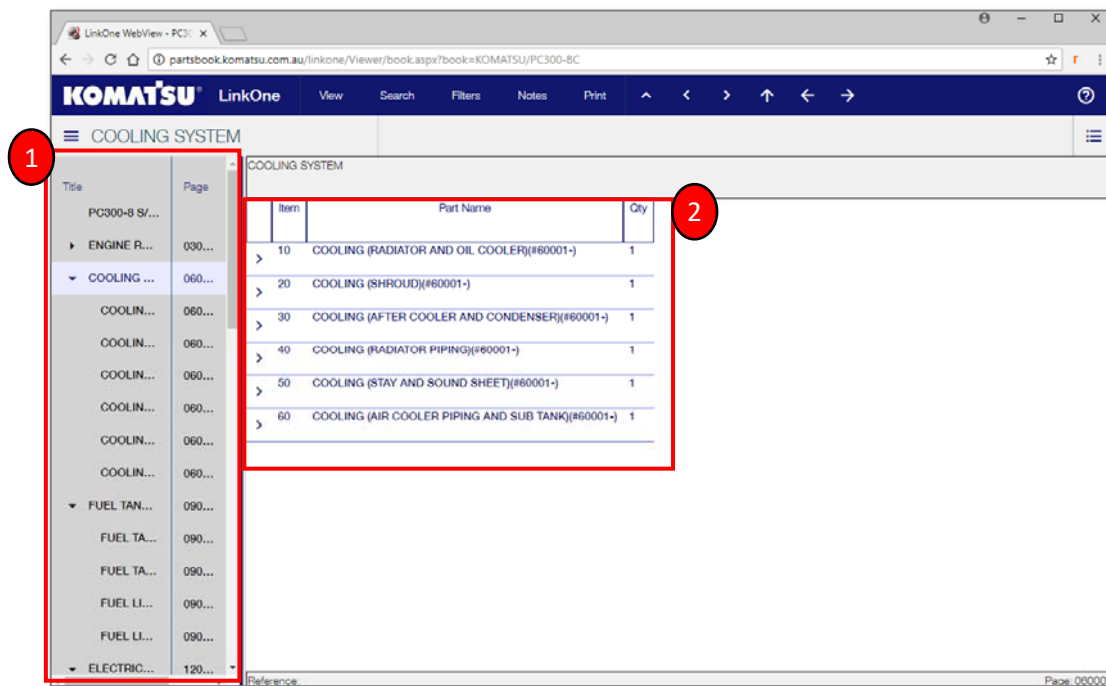
Reference: Page:

Will reflect the parts book you are searching, machine type and serial range

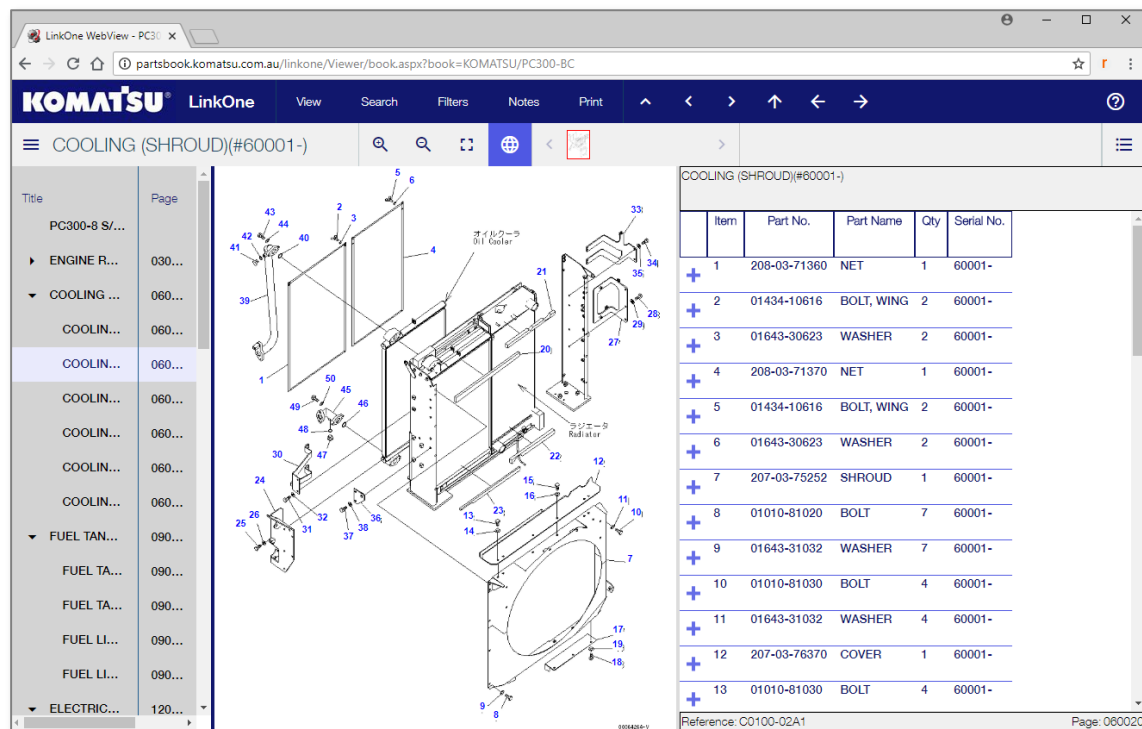
7. When you click on a category heading, you will be presented with the related subcategory in the white section.

1 Category Headings

2 Category Subheadings



8. Click on the required subheading, to be presented with all the parts listed on that parts book page.



9. Click the + button to add that item to the cart. **NOTE:** the cart will add the suggested quantity in the book. For example, when + is pressed for part number 01643-30623, two was added to the cart, as that is the suggested qty required.
10. If you wish to increase or decrease the quantity in the cart, simply click the pen icon for the required part **1**

The screenshot shows the Komatsu LinkOne web application. At the top, there is a search bar (3) and a navigation menu. The main content area displays a parts catalog for a PC300-8 S/L. On the left, there is a list of parts with their titles and page numbers. In the center, there is a diagram of the machine with numbered callouts (2) indicating the location of various parts. On the right, there is a table of parts with columns for Item, Part No., Part Name, Qty, and Serial No. The table lists 15 items, including WASHER, NET, BOLT, WING, SHROUD, and COVER. At the bottom, there is a checkout cart (1) showing the part 01643-30623 (WASHER) with a quantity of 2. A red circle with the number 1 highlights the edit icon (pen) next to the part number in the cart.

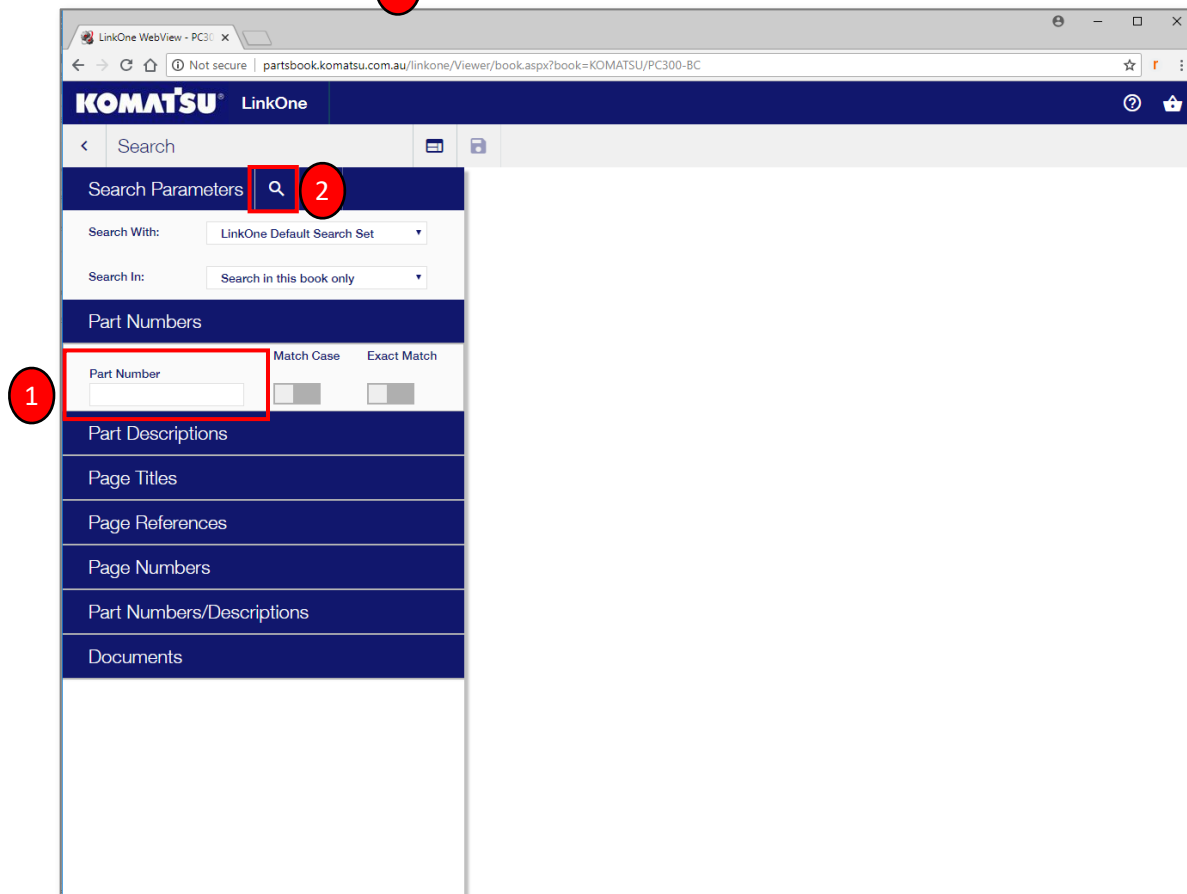
This will make the quantity field editable. Be sure to click the tick, once the quantity has been corrected, so that the cart will update. Press the X if you do not wish to save your changes

The screenshot shows the checkout cart with the part 01643-30623 (WASHER) and a quantity of 5. A red circle with the number 1 highlights the tick mark (✓) next to the part number, indicating that the quantity has been updated.

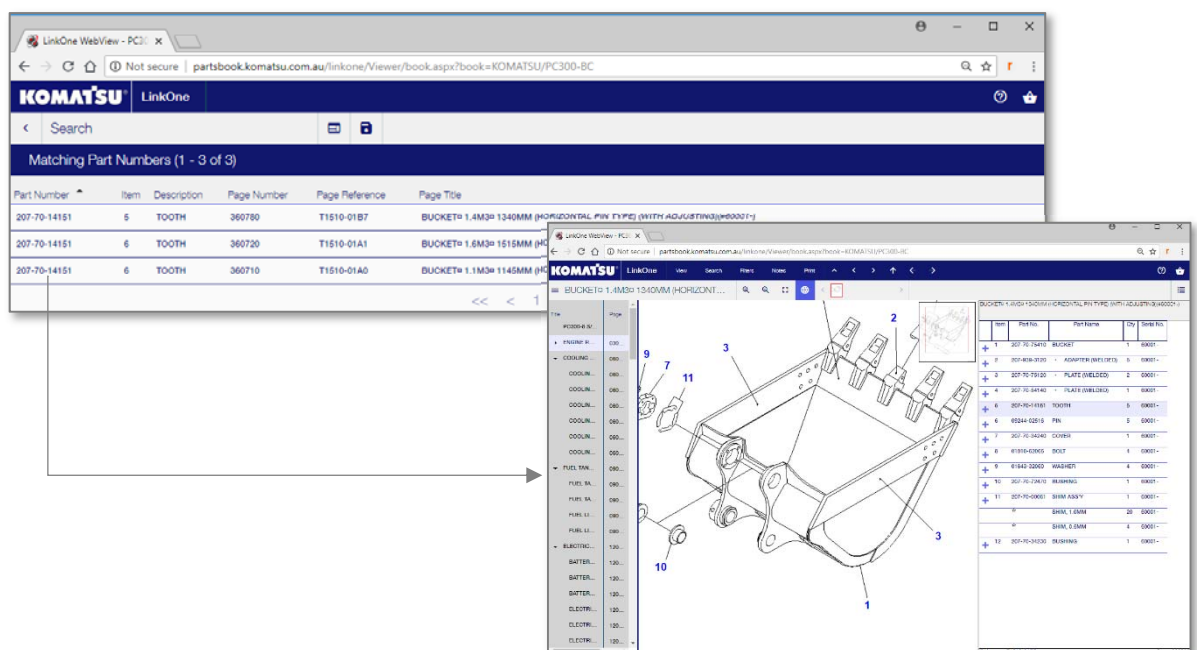
If you see the part you want in the diagram and wish to jump to the book section so you can add to cart **2** simply click on the number shown in the diagram and the list of the right hand side will take you to that part.

11. If you know your part number, but just want to verify if it is the correct part number is relation to the machine, click the "search" button. **3**

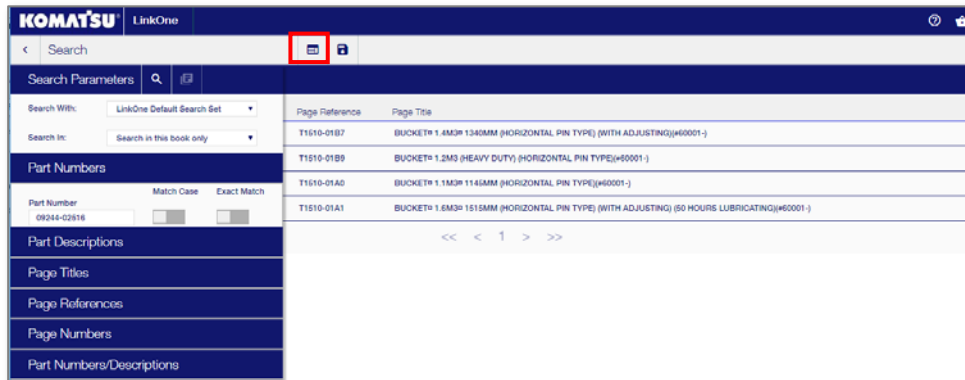
12. On the search page, enter in the part number (with the dashes) in the part number field **1** and click the magnify glass icon **2**



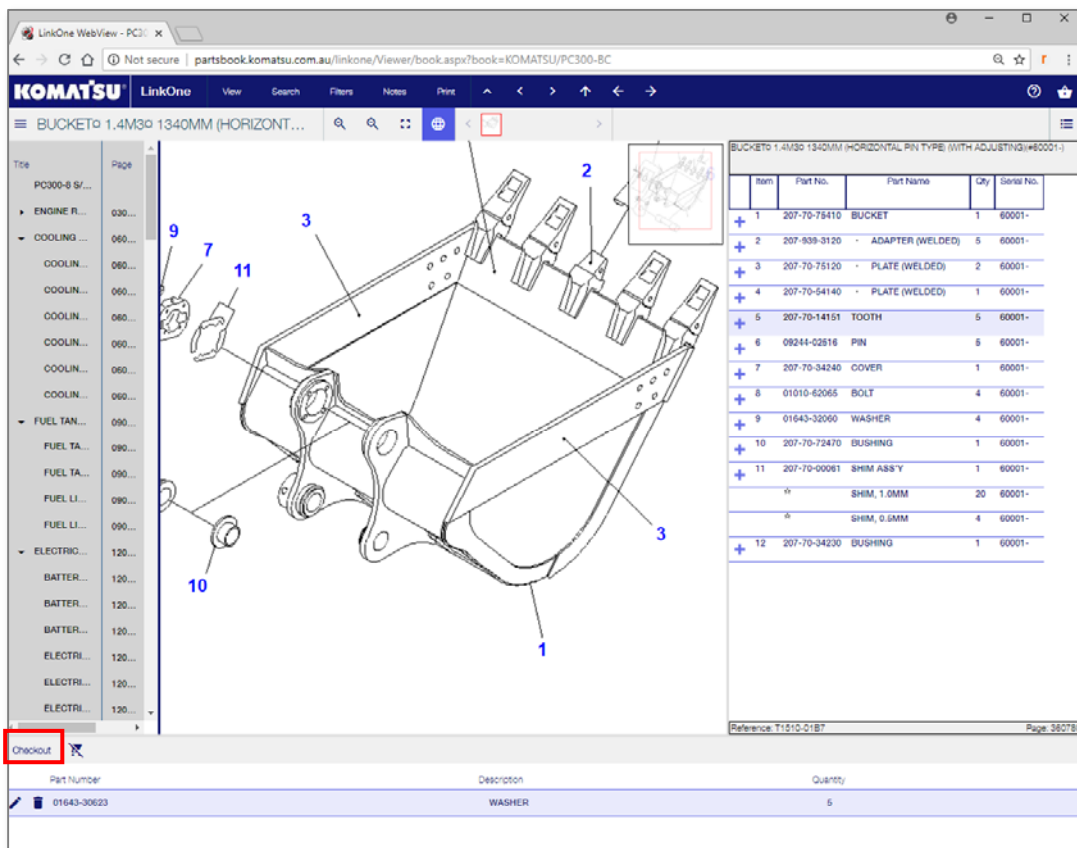
13. The search will then return the results. The required part may appear on multiple pages of the parts book, hence why you may see the part listed more than once. Click on the part number required, and it will take you to the page the part is found on. Here you will be able to add the item to your cart.



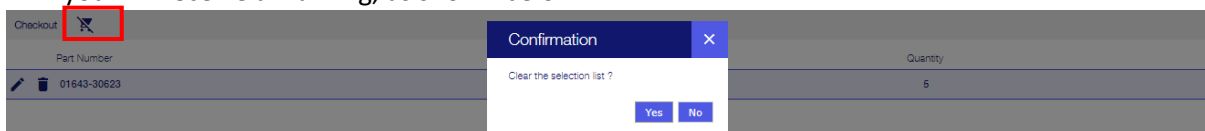
14. If you need to perform a second search, select the icon shown below to have the search field appear again.



15. Once your required parts are in the cart, select the “checkout” button, found at the bottom of the screen. This will return you back to the Komatsu Online site and add the items to your cart. **NOTE:** Do not use the back and forward button on the browser, this will force you out of the Parts Book and return you back to the Komatsu Online Site without transferring the items in your parts book cart to the Komatsu Online cart.



16. If you wish to clear your cart and start again, click the trolley with the cross through it. Once clicked, you will receive a warning, as shown below.



17. When you have returned to Komatsu Online, the website will verify the items in your cart and perform the following:

- 1 If in stock – automatically add to your cart in the Komatsu Online site.
- 2 If out of stock – issue a warning and advise to contact Komatsu for offline support.
- 3 If superseded – will advise the new part number and then advise whether it is in stock or not. If in stock, you will have the option to add the replacement add to your cart.
- 4 If part does not exist – Komatsu Online may not recognise a part number for a variety of reasons (for example, we may offer a different part number in place of the one listed in the book). As such, we encourage you to contact Komatsu, so that your request can be handled offline.

The screenshot shows the Komatsu Online Shopping Cart page. At the top, there is a navigation bar with links for HOME, CONTACT US, and HELP. A search bar is located on the right, and a 'MY CART' button shows 12 items. The main heading is 'Shopping Cart' with a breadcrumb trail 'Home > Shopping cart'. Below the heading, there are buttons for 'CONTINUE SHOPPING' and 'CHECKOUT'. A warning message states: 'We were unable to add the following or 3 items to your cart.' with a 'DISCARD ALL WARNINGS' button. Below this, three items are listed with their status and actions:

- 1. You were looking for part number 09244-02516 the part is **not exist** in our system. Action: CONTACT KOMATSU.
- 2. You were looking for part number 207-70-14151 the part is superseded by the part number 207-70-14151HX (View Part). Action: ADD REPLACEMENT.
- 3. You were looking for part number 207-70-75120 the part is **out of stock**. Action: CONTACT KOMATSU.

Below the list is a table of items in the cart:

Product Name	Part No	Status	Quantity	Unit Price ex GST	Amount ex GST	
PIN	09244-02516	In stock	22	\$ 24.56	\$ 540.32	

At the bottom, the subtotal (ex GST) is \$ 540.32, and the cart total is \$ 540.32. A note at the bottom says: 'Please double check your order, before proceeding to checkout.'

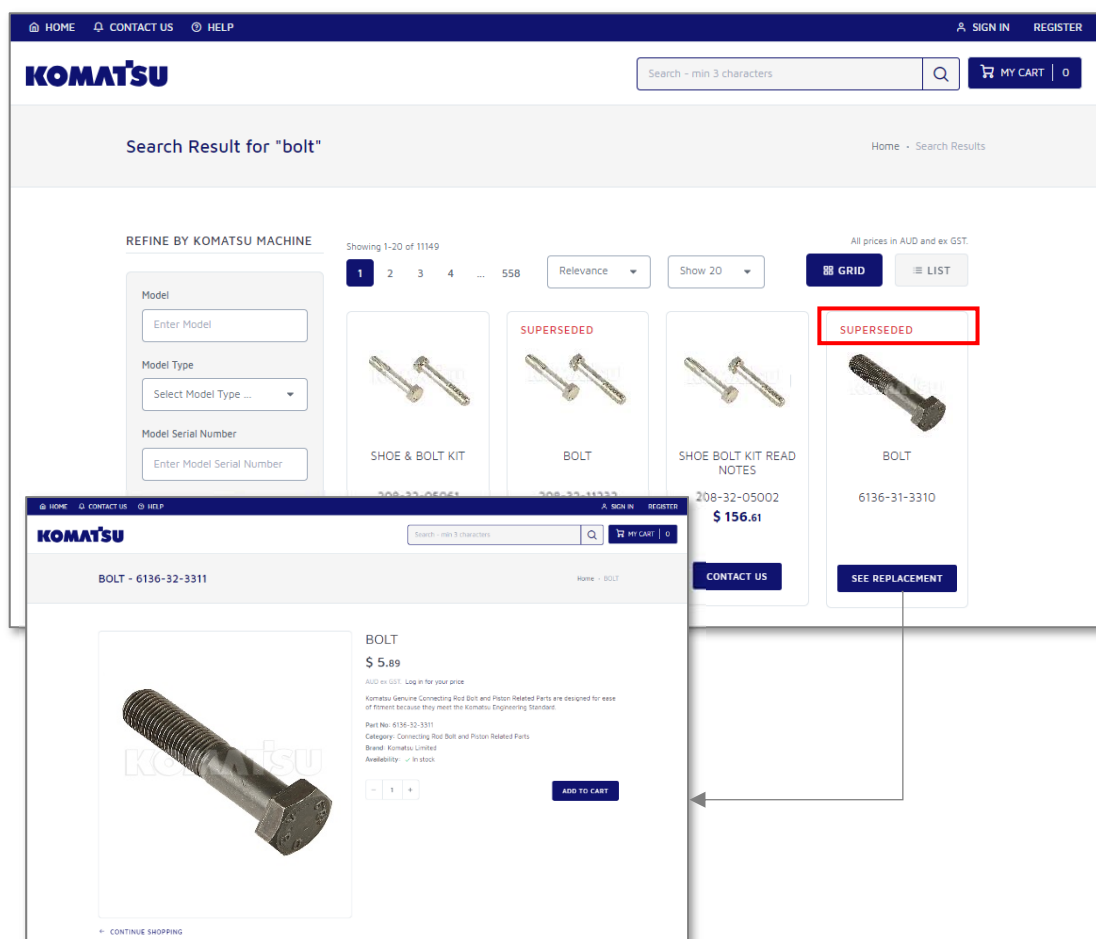
3. Parts Management

3.1 Understanding Superseded parts

- In some instances, Komatsu is required to supersede a part number with a new replacement part number. The replacement part becomes interchangeable with the original part number.
- Komatsu Online will automatically manage supersessions for you, in the various search scenarios on the site. If the item you need has been superseded, you will always be automatically offered the replacement part.

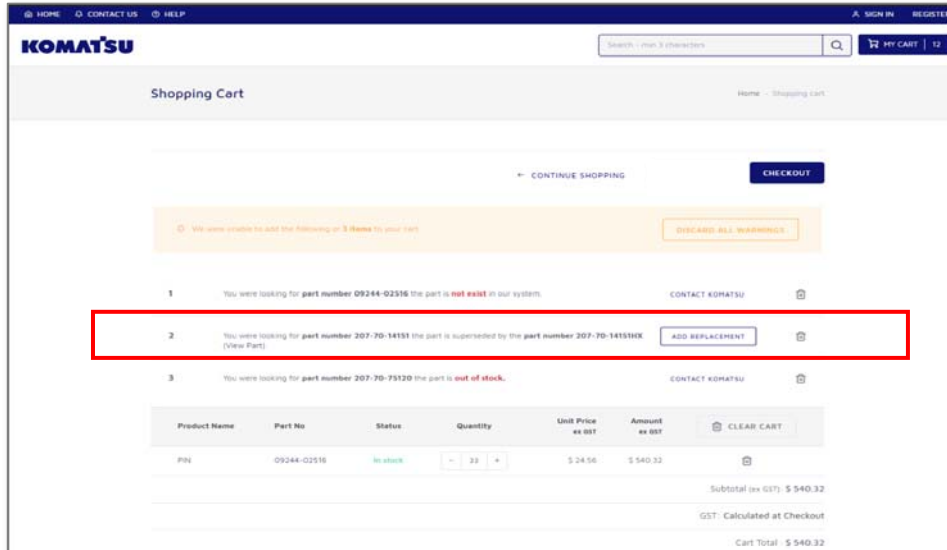
3.1.1 SEARCH BY PART NUMBER

When you search for a part number using either the global search box (found on every page) or the Search box on the homepage, the Search result page will indicate if the part number is superseded – a red heading “superseded” will show at the top of the product card. You will be unable to add this item to your card. Instead there will be a “see replacement” button. Click that button and you will be redirected to the replacement part. It will be your choice to accept the replacement part.



3.1.2 SEARCH BY KOMATSU PARTS BOOK

As outlined in section 2.5, point 16, if you add a superseded part to your Parts Book cart and then return to Komatsu Online, your Komatsu Online cart will advise whether that part has been superseded and automatically offered the replacement part. Here, you will have the option to either “View Part” first to check the price or you can click on “Add Replacement” – this will add a quantity of one to your cart. Once it is in your cart, you can then adjust the quantity accordingly.

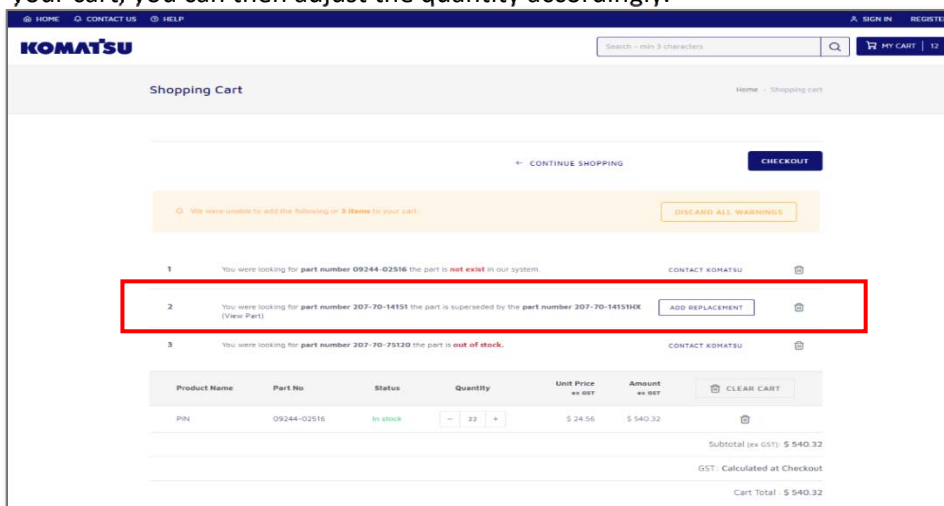


3.1.3 BULK UPLOAD

As a Komatsu Online Premium Account Customer, you will have the additional function of bulk uploading a spreadsheet, which the Komatsu Online site the automatically fulfils. The system will identify:

- which parts are in stock
- which parts are out of stock online
- which parts do not exist
- which parts have been superseded.

When you preform the upload function, you will return to the cart page. Komatsu Online cart you will be advised whether that part has been superseded and automatically offered the replacement part. Here, you will have the option to either “View Part” first to check the price or you can click on “Add Replacement” – this will add a quantity of one to your cart. Once it is in your cart, you can then adjust the quantity accordingly.



3.2 Identifying Kit Components

1. There are a number of Komatsu part numbers that represent a Kit.
2. On the Product page of any part number that represents a kit, you will be able to see a list of all the contents included in that kit. Scroll to down to the heading “Kit Content”.
3. Kit Content will outline all the included parts and the quantity of each.
4. The price shown on the product page indicated that you will receive all items listed in the Kit Content for the price displayed.
5. You are only required to order the part number shown on the page to receive all the parts listed in the Kit Content.
6. You are unable to edit the items in a kit. You must purchase the kit in full.

KOMATSU

Search - min 3 characters

MY CART | 0

FILTER KIT 1000HR.. - 20148335KIT

Home - FILTER KIT 1000HR..

FILTER KIT 1000HR..

\$ 1,843.63

AUD ex GST. [Log in for your price](#)

A Komatsu genuine part is the best way to maintain the reliability of any Komatsu machine. Genuine Komatsu parts are designed for ease of fitment. Because they meet the Komatsu Engineering Standard, they have been manufactured to restore the functionality of the machine to meet original factory specifications. Using the correct genuine part is the most effective way to guarantee the ongoing reliability and profitability of any Komatsu machine.

Part No: 20148335KIT
Category: CommonParts
Brand: Filter Kits by Fleetguard

[Contact us for availability or help finding an alternative part](#) [CONTACT US](#)

[← CONTINUE SHOPPING](#)

KIT CONTENTS

- CARTRIDGE X 3
- ELEMENT X 2
- CORELESS ELEMENT 16 inch X 1
- BACK UP RING X 4
- SPIN-ON FILTER X 5
- FILTER - PAPER INSERT X 1
- O-RING X 1
- SEAL O RING ELIMINATOR X 1
- WATER FILTER X 2
- O-RING X 4
- O-RING X 1
- CTN 430-408-291_ SUP.NO. 70544-027PK X 2

3.3 Model Compatibility Table (Komatsu Online Premium Account holders only)

1. Where possible, we try and advise our customers about which parts are suitable for what machine, down to the serial number level
2. On the Product page of most parts, you will be able to see a list of all the machines that part is suitable for. Scroll to down to the heading "Model Compatibility". If a "Model Compatibility" table is not available for a specific part, that area will be blank
3. The list may be long, so you will find that the machines are group by machine type, then size, then serial number.
4. You will only be able to see a "Model Compatibility" table, when you are logged with your Komatsu Premium Online Account.

KOMATSU

Search - min 3 characters

MY CART | 56

BOLT

\$ 3.22

AUD ex GST.

Komatsu Bolt's are made to the highest quality and precision to ensure long life. We are committed to offering factory components which provide quality and reliability, combined with exceptional value.

Part No: 01010-B1455
Category: General Parts
Brand: Komatsu Limited
Availability: ✓ In stock

ADD TO CART

CONTINUE SHOPPING

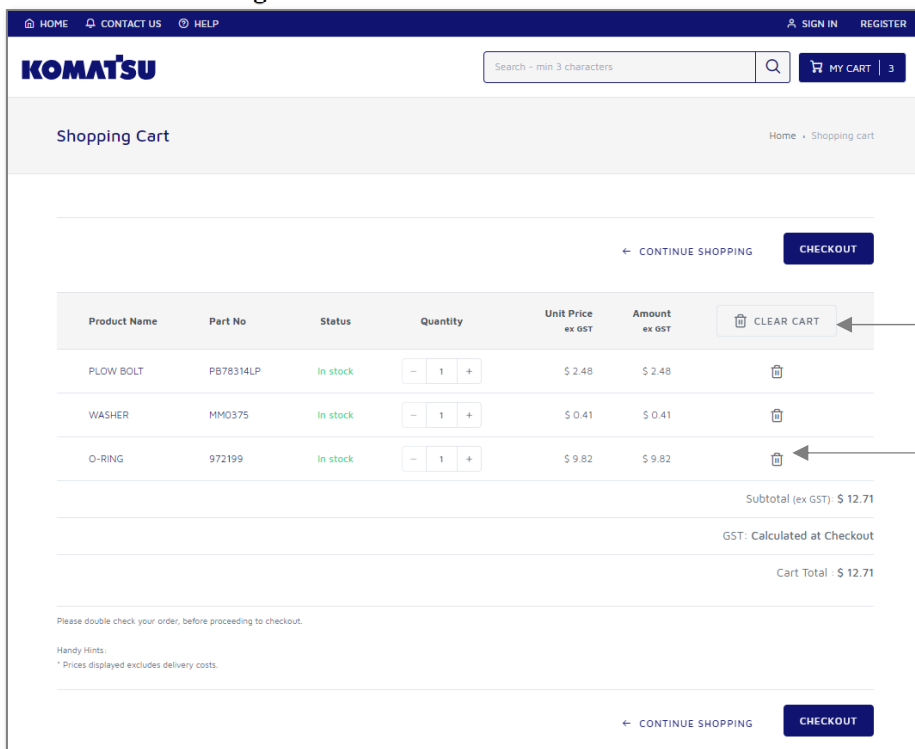
MODEL COMPATIBILITY

D275A-2-10033	PC45MR-3-6496	HM400-1-1032
D275A-2-10071	PC45MR-3-6704	HM400-1-1233
D275A-2-10117	PC45MR-3-6708	HM400-1-1337
D275A-2-10142	PC45MR-3-6718	HM400-2-2029
D275A-2-10207	PC45MR-3-6722	HM400-2-2099
D275A-2-10260	PC45MR-3-6754	HM400-2-2111
D275A-2-10284	PC45MR-3-6758	HM400-2-2338
D275AX-5-20008	PC45MR-3-6767	HM400-2-2385
D275AX-5-20022	PC45MR-3-6902	HM400-2-2413

4. My Cart

4.1 Basic Features

1. Your cart will list all the parts you have selected for purchase. Your stock is not reserved / guaranteed until you have made payment.
2. You can edit your cart at any time before payment is made. Once payment is made, your order is confirmed and locked in.
3. You can leave the cart at any time, and your times will remain. Parts in cart will only be removed if you do so manually.
4. Once you click “checkout”, you will leave My Cart and proceed to the checkout stage



Click "Clear Cart" to empty out your entire cart. A warning dialog will appear for the user to confirm

Click the rubbish bin if you wish to remove a line item from your cart

The GST cannot yet be calculated until delivery costs have been added. So "Calculated at Checkout" will be displayed until the amount can be calculated

4.2 Import Cart/Bulk Upload (Komatsu Online Premium Account holders only)

- Only Komatsu Online Premium Account holders will see a "Import" button on their My Cart page.
- This function can be accessed in two ways:

OPTION 1

- 1 Log in to the website with your Komatsu Online Premium Account details and click on My Cart.
- 2 Click on the "Import" button found on the top left of the cart. A dialogue box will appear.

The screenshot shows the Komatsu Online Premium Account My Cart page. The page has a navigation bar with links for HOME, CONTACT US, and HELP. The main heading is "Shopping Cart". Below the heading, there are buttons for EXPORT, IMPORT, CONTINUE SHOPPING, and CHECKOUT. The IMPORT button is circled with a red circle and the number 2. Below the buttons is a table with columns: Product Name, Part No, Status, Quantity, Unit Price ex GST, and Amount ex GST. The table contains four rows of items: TRACK BOLT M20-1.5X63MM, BOLT, BOLT, and PLOW BOLT. The table also shows a Subtotal (ex GST) of \$22.64 and a Cart Total of \$22.64. A dialog box titled "Upload Order Files" is open on the right side of the page. The dialog box contains the text "Please upload a CSV file from your computer" and a button labeled "Download the template here" which is circled with a red circle and the number 3. Below this button is a "Choose File" button and a "Browse" button. The dialog box also contains a list of instructions for uploading a bulk order. The "UPLOAD" button at the bottom of the dialog box is circled with a red circle and the number 7.

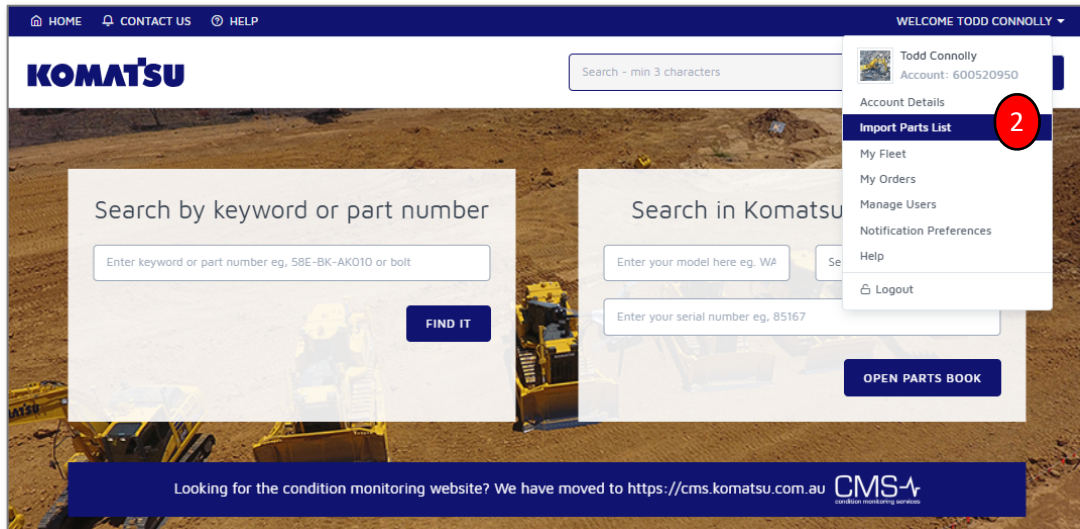
Product Name	Part No	Status	Quantity	Unit Price ex GST	Amount ex GST
TRACK BOLT M20-1.5X63MM	TBM2063LP	In stock	1	\$1.88	\$1.88
BOLT	01010-61870	In stock	1	\$7.84	\$7.84
BOLT	01252-61445	In stock	2	\$2.24	\$4.48
Plow Bolt	PB78314LP	In stock	2	\$2.24	\$4.48

Subtotal (ex GST): \$22.64
GST: Calculated at Checkout
Cart Total: \$22.64

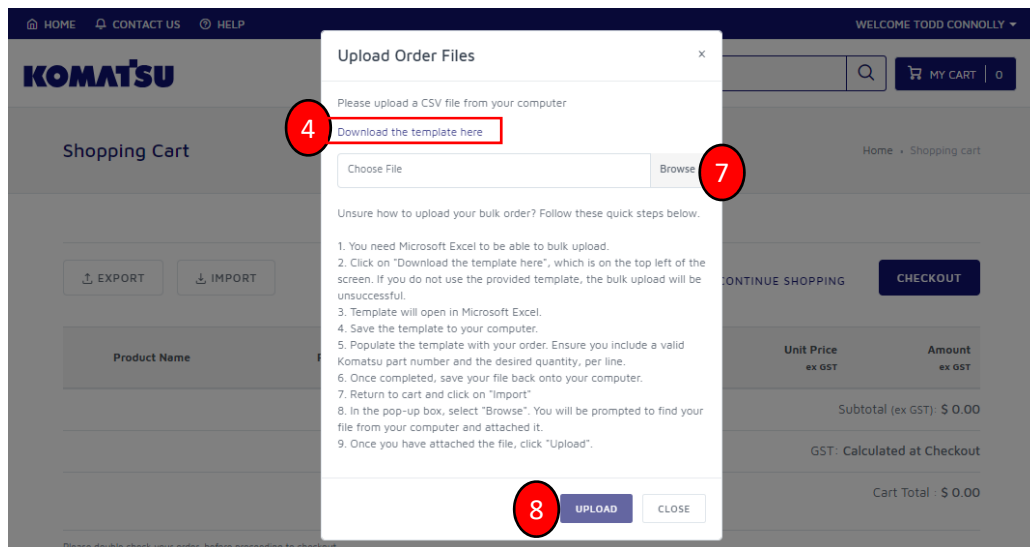
3. Click the "Download the template here" text on top left of the dialogue box - An excel spreadsheet will download to your browser.
4. Open the excel file and save to your computer.
5. Populate the spreadsheet with part numbers and quantities that you require. Then save the file to your computer.
- 6 Go back to browser with My Cart opened and click the "Import" button again. When the dialogue box appears again, select "Browse".
- 7 Select the excel spreadsheet you just populated from your computer and click on "upload".

OPTION 2

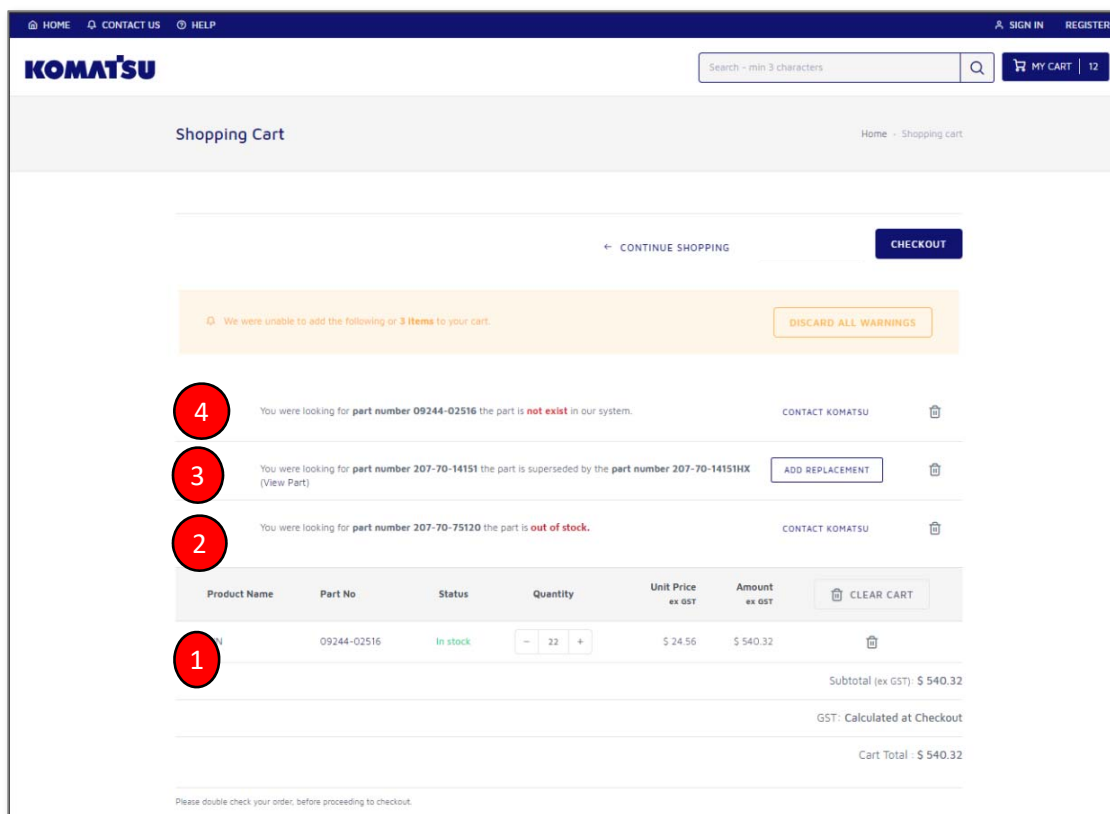
1. Log in to the website with your Komatsu Online Premium Account details.
2. Once logged in, click the arrow found near the “Welcome” and in the drop-down menu, select “Import Parts List”



3. You will be redirected to the “Cart” page and the “Upload Orders Files” dialogue box will open automatically
4. Click the "Download the template here" text on top left of the dialogue box - An excel spreadsheet will download to your browser.
5. Open the excel file and save to your computer.
6. Populate the spreadsheet with part numbers and quantities that you require. Then save the file to your computer.
7. Go back to browser with the dialogue box and select "Browse". If you lose the page, simply click on “My Cart” and then on the “My Cart” page, click on the “Import” button.
8. Select the excel spreadsheet you just populated from your computer and click on "upload".



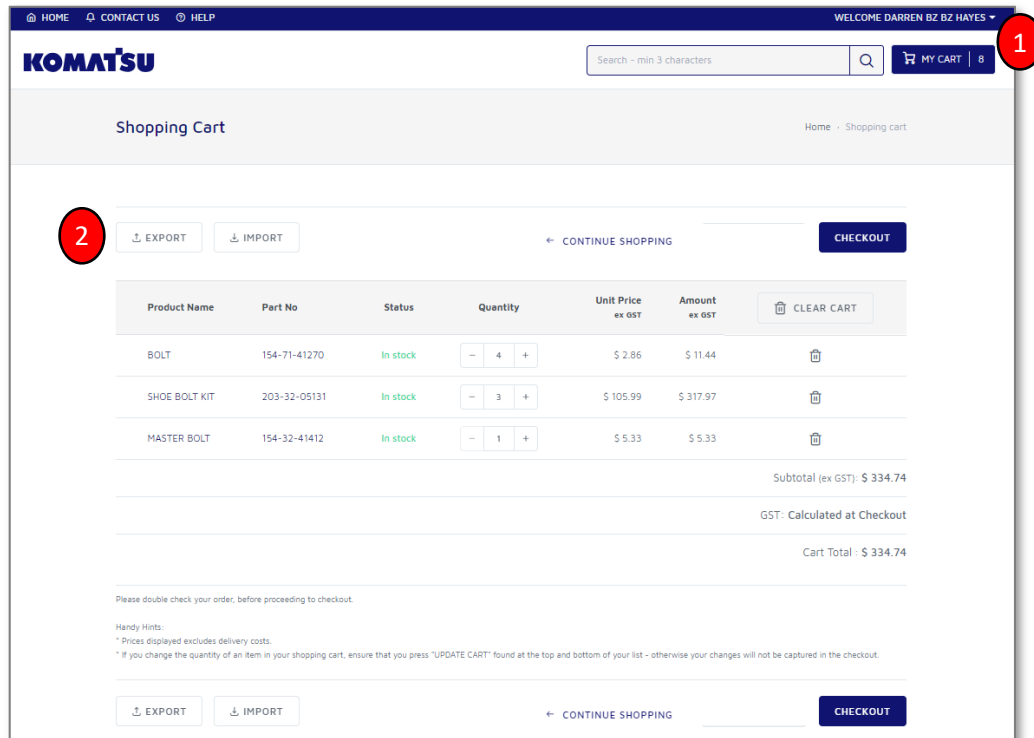
- When you return to My Cart from **EITHER OPTION 1 or OPTION 2**, the website will verify the items in your upload and perform the following:
 - 1 If in stock – automatically add to your cart in the Komatsu Online site.
 - 2 If out of stock – issue a warning and advise to contact Komatsu for offline support.
 - 3 If superseded – will advise the new part number and then advise whether it is in stock or not. If in stock, you will have the option to add the replacement add to your cart.
 - 4 If part does not exist – Komatsu Online may not recognise a part number for a variety of reasons (for example we may offer a different part number in place of the one listed in the book). As such, we encourage you to contact Komatsu, so that your request can be handled offline.



4.3 Export Cart (Komatsu Online Premium Account holders only)

- Only Komatsu Online Premium Account holders will see a “Export” button on their My Cart page.

- 1 Log in to the website with your Komatsu Online Premium Account details and click on My Cart.
- 2 Click on the "Export" button found on the top left of the cart.



3. Komatsu Online site will then generate a csv file, which requires Microsoft Excel to open.

4. The file will contain all items shown in your cart, under the following headings:

- Part number
- Quantity
- Product name
- Unit price
- Total price (quantity * unit price)

NOTE: If there are no items in your cart, your exported csv file will be empty.

5. Check out

5.1 Guest Experience

- Once you have clicked the “Checkout” button in the My Cart page, you will proceed to the checkout process.

Shopping Cart

Home - Shopping cart

CONTINUE SHOPPING

CHECKOUT

Product Name	Part No	Status	Quantity	Unit Price ex GST	Amount ex GST	
BOLT	154-71-41270	In stock	1	\$ 3.07	\$ 3.07	
BOLT	207-27-51310	In stock	2	\$ 7.41	\$ 14.82	
SHOE BOLT KIT	203-32-05140	In stock	2	\$ 96.43	\$ 192.86	
BOLT KIT READ NOTES	14Y-32-05000	In stock	1	\$ 127.61	\$ 127.61	

Subtotal (ex GST): \$ 338.36

GST: Calculated at Checkout

Cart Total: \$ 338.36

Please double check your order, before proceeding to checkout.

Handy Hints:

- * Prices displayed excludes delivery costs.
- * If you change the quantity of an item in your shopping cart, ensure that you press "UPDATE CART" found at the top and bottom of your list - otherwise your changes will not be captured in the checkout.

CONTINUE SHOPPING

CHECKOUT

- There are three stages of the check out, once you choose your secure checkout method. To choose your secure checkout method, you will be asked to supply an email address and click “Check out as guest” to place the order. You MUST supply an authentic email address, as all order confirmation and tracking details will be sent to that email address.

Choose your Secure Checkout Method

Guest Checkout

Email

alisonab@excavators.com.au

Take a minute to set up an instant Komatsu online account and:

- Experience a fast and convenient checkout
- Easily access your order history
- Manage your delivery addresses
- Be notified about news and promotions

With a Komatsu online account, you are eligible to upgrade to a Komatsu Premium account, for no cost! Features include:

- Access to your specific pricing
- View your fleet summary
- Bulk upload your parts orders
- Easier access Parts Books for your Komatsu fleet
- View your entire order history - regardless whether you ordered online or in a branch
- Apply for a Komatsu credit account
- Option to pay via Komatsu credit account (if applicable)

To apply for a Komatsu Premium account, go to the "Account Details" section of your online account today!

CHECKOUT AS GUEST

I am a returning customer

Email

Password

Forgot Password

LOGIN

Prices shown are in AUD Dollars. Please login for your pricing. Pricing is subject to change. All user of site is subject to the Terms & Conditions.

5.1.1 Customer Information

- 1 Complete the required fields
 - Business Name (optional)
 - First Name (mandatory)
 - Last Name (mandatory)
 - Email (mandatory) -> prepopulated from the previous page
 - Phone (mandatory)
 - Address line (mandatory)
 - Suburb (mandatory)
 - Postcode (mandatory)
- 2 In the billing address section, "Same as delivery address" is pre-ticked. When unselected, the billing address fields will expand to allow for a different billing address. Complete this section, as required.
- 3 Select "I agree to the Komatsu privacy policy and Terms of using website". If you do not accept these terms, you will be unable to place an order.
- 4 If you wish to subscribe to our newsletter, select "I would like to know more about the offer". Once ticked, a menu will appear and allow you to select an industry related to your business.
- 5 **NOTE:** It is essential that you enter in a matching postcode and suburb. If your postcode and suburb don't match, you will receive an error message and not be able to proceed with your order placement until it is corrected.

The screenshot shows the Komatsu website checkout process. The top navigation bar includes links for HOME, CONTACT US, and HELP, along with a search bar and a shopping cart icon labeled 'MY CART' with a count of 6. The main content area is divided into three steps: 1. Customer Info, 2. Delivery, and 3. Payment. The 'Customer Info' section is currently active and contains a 'Deliver To' form. This form includes fields for Business Name, First Name, Last Name, Email, Mobile Number, Address, City/Suburb, State, Postcode, and Country. A red circle labeled '1' highlights the Business Name field, which contains 'Alannah's Excavations'. A red circle labeled '5' highlights the City/Suburb and Postcode fields, which contain 'Fairfield East' and '2165' respectively. Below the 'Customer Info' section is the 'Billing Address' section. It features a checkbox labeled 'Same as delivery address' which is checked. Below this are two checkboxes: 'I agree to the Komatsu privacy policy and Terms of using website' (checked) and 'I would like to know more about the offer' (unchecked). At the bottom of the form are two buttons: '← BACK TO CART' and 'CALCULATE DELIVERY →'. On the right side of the page, there is an 'ORDER SUMMARY' table showing the Cart Total (ex GST) as \$338.36, Delivery (ex GST) as 'To be confirmed', GST as 'Calculated at Checkout', and a Total of \$338.36 (Prices shown in AUD).

5.1.2 Delivery

1. In most cases, you will receive two delivery options:

- **Standard Delivery:** This is road express and the estimated delivery time is 5 to 7 business days. This is a flat price, based on your invoice total.
- **Express Delivery:** This is air travel and the estimated delivery time is 2 to 3 business days. This is a quote based on the items you have orders and the delivery point.

NOTE: However, in some cases there may be an item in your order that has restrictions, making it unsuitable for travel by air. As a result, you will only be offered Standard as a delivery option.

1. Customer Info 2. Delivery 3. Payment

KOMATSU Search - min 3 characters MY CART 6

Delivery Method

☒ **Standard Delivery**
Estimated delivery in 5-7 business days \$20.00 (ex GST)

☐ **Express Delivery**
Next day delivery with Toll Priority - Place order prior to 3pm AEDT (2PM AEST) for delivery between 9am - 5pm next business day. \$11.72 (ex GST)

Delivery instructions (maximum 35 characters)

← PREVIOUS CONTINUE →

ORDER SUMMARY EDIT CART

Deliver To:
Alannah's Excavations
50 Fairfield Street
Fairfield East NSW 2165
Tel: 0478985478

Cart Total (ex GST) \$338.36

Delivery (ex GST) \$20.00

GST: Calculated at Checkout

Total: \$358.36 (Prices shown in AUD)

- 2 Select a method of delivery by clicking one of the radio buttons.
- 3 You also have the option to leave a 25-character message/delivery instructions for the delivery carrier.
- 4 On the far right you will see an order summary box. You can edit your delivery address at any time before payment by simply clicking on the pen icon.
- 5 In the same order summary box, you can also edit your cart at any time before payment by simply clicking "edit cart".
- 6 Once completed, press "continue".

5.1.3 Payment

- 1 Simply enter in a valid credit card details and click “Pay Now”.
- 2 The system will verify your credit card details and if successful, your order will be place. If there is an issue with your credit card, you will be notified on the screen or it will clear the details from the fields.
- 3 You are still able to edit your cart or delivery address in the order summary box, BEFORE you press the “Pay Now” button.
- 4 While your card is being verified, the screen will go dark grey and you will see a spinning circle. DO NOT press back or move from this page, until completed. Your order will not complete if this is interrupted.
5. **NOTE:** Once you press “Pay Now”, your order will be confirmed. You will no longer be able to edit your cart, cancel your order or change your delivery address.

The top screenshot shows the 'Payment' step of the checkout process. The 'Credit Card' section contains the following details:

- Card Holder Name: Alannah Jones
- Card Number: 4111111111111111 (VISA)
- Expiry Date: 09/2021
- Security Code: 411

The 'Pay Now' button is highlighted with a red circle and number 1. The 'ORDER SUMMARY' on the right shows:

ORDER SUMMARY	
Deliver To:	Alannah's Excavations 50 Fairfield Street Fairfield East NSW 2165 Tel: 0478985478
Cart Total: (ex GST)	\$338.36
Delivery: (ex GST)	\$20.00
Standard Delivery	
GST:	\$35.84
Total:	\$394.20 (Prices shown in AUD)

The bottom screenshot shows the screen after clicking 'Pay Now'. The main content area is dark grey with a spinning circle and the text 'Please wait while your payment details are verified.' The 'EDIT CART' link in the order summary is highlighted with a red circle and number 3.

5.1.4 Order Confirmation Page

1. Once your payment has been successfully accepted, you will see an Order Confirmation screen.
2. The Order Confirmation number is very important, as it is the unique identifier for your order. You will also receive an Order Confirmation email to your email account.
3. This page will also invite you to become a Komatsu Online Account holder. You are welcome to complete the details and create an instant account.

The screenshot displays the Komatsu website's Order Confirmation page. At the top, there is a navigation bar with links for HOME, CONTACT US, and HELP. The Komatsu logo is prominently displayed on the left, and a search bar is on the right. Below the navigation bar, a message states: "Online order number #110000541 has been placed successfully." This message is highlighted with a red rectangle. Below this, a note informs the user that an email confirmation will be sent to bzaidan@komatsu.com.au. The page then asks if the user wants to create an account instantly. A registration form follows, containing fields for Business Name (Alannah's Excavations), First Name (Alannah), Last Name (Jones), Mobile Number (0478985478), Email (alannah@excavators.com.au), Delivery Address (50 Fairfield Street, Fairfield East, NSW, 2165, Australia), and Billing Address (checked as same as delivery address).

HOME CONTACT US HELP SIGN IN REGISTER

KOMATSU Search - min 3 characters MY CART 0

Home - Complete

Online order number #110000541 has been placed successfully.

You will receive an email confirmation shortly to bzaidan@komatsu.com.au. Please look out for this email, as it will contain your order details, along with a link to track your order delivery status.

We appreciate your business. Would you like to create an account instantly?

Business Name
Alannah's Excavations

First Name *
Alannah

Last Name *
Jones

Mobile Number*
0478985478

Email *
alannah@excavators.com.au

Delivery Address

Address *
50 Fairfield Street

City/Suburb*
Fairfield East

State*
NSW

Postcode*
2165

Country
Australia

Billing Address
☒ Same as delivery address

5.1.5 Order Confirmation Email

1. Once you have placed your order, you will receive an email, as per the following.
2. Please retain this email, as it contains key information to your order.

EH
Komatsu Online
Thanks for your Order! Your order confirmation is: 110000541

Wed 19/12/2018 1:54 PM

If there are problems with how this message is displayed, click here to view it in a web browser.

ORDER CONFIRMATION
KOMATSU

Hi Alannah,

Your online order is currently being processed by our team. Here's everything you need to know about your order:

Order Reference Number:
110000541

Order Date:
19/12/2018

Payment Type:
Credit Card

Delivery Address:
Alannah's Excavations
50 Fairfield Street, Fairfield East, NSW, 2165
Australia

Delivery Tracker:
You will be able to track your delivery, as soon as it has been dispatched. Click on this link to track your order: [110000541](#)

This order will be supplied in multiple deliveries. You will receive detailed delivery update via email shortly.

ORDER SUMMARY:

Part	Part No	Qty. Ordered	Unit Price ex GST	GST	Amount
BOLT	154-71-41270	1	\$ 9.07	\$0.91	\$ 9.07
BOLT	287-27-51310	2	\$ 7.41	\$1.48	\$ 14.82
SHOE BOLT KIT	203-32-05140	2	\$ 96.43	\$19.29	\$ 192.86
BOLT KIT REAR NOTES	14Y-32-05080	1	\$ 127.61	\$12.76	\$ 127.61
SUB TOTAL ex GST					\$338.36
DELIVERY ex GST					\$20.00
GST					\$35.84
ORDER TOTAL					\$394.20

Order Reference Number: This is your order's unique identifier. If you need to call our 24/7 Support Centre, you can use this number to follow up on your order

Delivery Tracker: If you want to live track your order and monitor your delivery ETA, simply click on this link. You will be redirected to a new page for more details

Order Summary: A quick summary of your order and payment details

5.1.6 Delivery Tracking

1. When you click on the tracking link from your order confirmation email (as outlined in section 5.1.5), you will be redirected to a page like the below.
2. The Order Reference Number shown at the top of the page, will reflect the Online Order Reference number from your order confirmation email.
3. The delivery address shown on the page, will reflect the address shown on your order confirmation email.
4. If your order contains multiple items, some items may be shipped separately. As such, you may have more than one consignment number per online order. If this is the case, you will see all consignment numbers relating to your online order listed on the related "Track my order" page.
5. For each consignment number you will see a summary update of your delivery. If you wish to see more details relating to each delivery, you can access the freight carriers site by clicking "View details". Your consignment number will automatically carry across to the freight carrier site.
6. **NOTE:** The link from your order confirmation email may not return results immediately. Consignment numbers will start to appear on your "Track Your Order" page, as our warehouse is about to send your order out the door.

The screenshot shows the 'TRACK YOUR ORDER' page with the Komatsu logo at the top. The page displays the Order Reference Number: D422914-A099004353 and the Delivery Address: 957 GEORGE DOWNS DRIVE, KULNURA NSW 2250, AUSTRALIA. Below this, two tracking entries are shown for Tracking Numbers ABCD013583 and ABCD013584. Each entry has a timeline with steps: Booking created, Pick-up booked, Requested pick-up: Fri 17 Aug, Out for delivery, and Estimated delivery: Wed 22 Aug. A 'View details' link is provided for each tracking number. A red circle with the number 5 is placed over the 'View details' link for the first tracking number, with an arrow pointing to a 'TRACK YOUR SHIPMENT' pop-up window. The pop-up window shows a search bar with the text 'AWDK08946' and a search button. Below the search bar, it says 'Search up to 30 shipments at a time by putting a comma after each shipment or reference number'. The search results section shows 'Displaying 1 search' and a table with columns: Sender location, Receiver location, Estimated/Actual delivery, and Items. The table contains one row with the shipment ID 'AWDK08946', the status 'Mark', the date '19 Dec 2018', and the quantity '1'. A 'DOWNLOAD' button is also visible.

TRACK YOUR ORDER

KOMATSU

Order Reference Number: D422914-A099004353

If your order contains multiple items, some items may be shipped separately. Click on "View Details" to get a more detailed update about each shipment.

Delivery Address:

957 GEORGE DOWNS DRIVE
KULNURA NSW 2250
AUSTRALIA

Tracking Number ABCD013583 [View details](#)

Timeline

- Booking created
- Pick-up booked
- Requested pick-up: Fri 17 Aug
- Out for delivery
- Estimated delivery: Wed 22 Aug

Tracking Number ABCD013584 [View details](#)

Timeline

- Booking created
- Pick-up booked
- Requested pick-up: Fri 17 Aug
- Out for delivery
- Estimated delivery: Wed 22 Aug

Got a question? Visit our [FAQ's](#) page or give us a call!

Ph: 1300 199 054 Web: my.komatsu.com.au

Home | Terms and Conditions | Privacy Policy | FAQ's | Contact Us | My Account

TRACK YOUR SHIPMENT

AWDK08946

Search up to 30 shipments at a time by putting a comma after each shipment or reference number

SEARCH RESULT

Displaying 1 search

Sender location	Receiver location	Estimated/Actual delivery	Items
AWDK08946	Mark	19 Dec 2018	1

[DOWNLOAD](#)

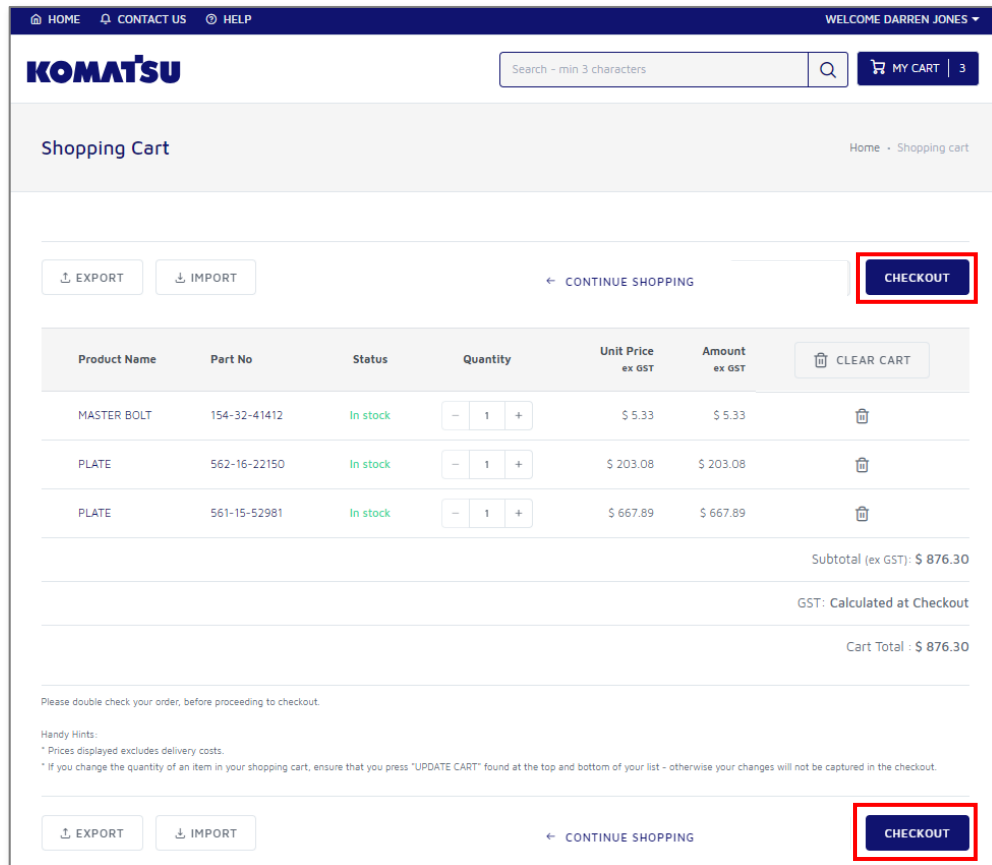
5.1.7 Tax Invoice

1. Once your order has been delivered, you will receive a tax invoice via email.
2. If your order had multiple shipments, you will receive a tax invoice for EACH DELIVERY. Your freight charge will be found on the first tax invoice you receive.
3. Your Online Order Number will appear on every Tax Invoice – this will make it easy for you to match multiple tax invoice numbers to a single Online Order.

Komatsu Australia Pty Limited ABN 71 143 478 628 RTA Licence No. 08735 50-80 Fairfield Street FAIRFIELD EAST NSW 2165 Australia PHONE 1300 KOMATSU		KOMATSU <i>Driven by your success</i> Page 1 of 2						
Mail To Alannah's Excavation's 50 Fairfield Street Fairfield NSW 2165		TAX INVOICE # 001219832 Date: 23 November 2018 Customer No: 1020 Sales Order No: SO880388 Customer PO No: 110000258 Packing List No: See below Date Ordered: 22.11.2018 Online Order Number: 110000258						
Delivery Address 50 Fairfield Street Fairfield NSW 2165		Notes: 						
Line	Item Number	Description	Qty Ordered	Qty Supplied	Back Order	Unit Price	GST	Amount
1	09203-21865	Komatsu Undercarriage nuts and bolts are made to the highest standards to provide a quality product to our customers	1	1	-	\$3.39	\$0.34	\$3.39
2	Freight	Freight	1	1	-	\$8.84	\$0.88	\$8.84
Total Exc GST								\$12.23
GST								\$1.22
INVOICE TOTAL (AUD)								\$13.45
Packing Slip Number and Ship Date PACK02097851 - 23/11/2018								
THANK YOU FOR YOUR BUSINESS www.komatsu.com.au								

5.2 Komatsu Online Account Experience

- Once you have clicked the “Checkout” button in the My Cart page, you will proceed to the checkout process.



5.2.1 Delivery

- 1 Firstly, you need to confirm your delivery address. If the address visible is not your required destination, click “Change”. This will open up a list of all other addresses in your account address book.
 - 2 To select an address from you address book as your order destination, click “Set as Delivery”. Once, the address you selected will appear in the grey box and in the Order Summary on the far right of the page.
 - 3 If you still can’t see the address you are looking for, click “show more” to display all the addresses in your address book.
 - 4 If your address destination is not currently in your address book, you can simply add one while in the checkout process. Click “Add Another Address” and create a new record.
- NOTE:** If you have more than 25 addresses already in your address book, you will not able to add another address. You will need to delete another address first to make room for your new address.

5. **NOTE:** It is essential that you enter in a matching postcode and suburb. If your postcode and suburb don't match, you will receive an error message and not be able to proceed with your order placement until it is corrected.

6. Once you have the right address in place, click “Calculate Delivery”.

7. Delivery options will then appear on the page

HOME CONTACT US HELP WELCOME DARREN JONES

KOMATSU Search - min 3 characters MY CART 3

1. Delivery 2. Payment

Deliver To

Please provide your details, so that we can successfully deliver your order. Be sure to enter a VALID street address and double check the details before proceeding. Please use the Delivery Instructions fields, if you want to send additional information or comments to the delivery carrier.

Darren Jones
» Darren's Excavation :
50 Fairfield Street, Fairfield East, NSW, Australia, 2165
02 9499 0999

CHANGE

Delivery Method

Standard Delivery \$10.00 (ex GST)
Estimated delivery in 5-7 business days

Express Delivery \$8.12 (ex GST)
Next day delivery with Toll Priority - Place order prior to 3pm AEDT (2PM AEST) for delivery between 9am - 5pm next business day.

Delivery instructions (maximum 35 characters)

PREVIOUS CONTINUE

ORDER SUMMARY

EDIT CART

Deliver To:
50 Fairfield Street
Fairfield East NSW 2165
Tel: 02 9499 0999

Cart Total: (ex GST) \$876.30

Delivery: (ex GST) \$10.00
Standard Delivery

GST: Calculated at Checkout

Total: \$886.30
(Prices shown in AUD)

8. In most cases, you will receive two delivery options:

- Standard Delivery:** This is road express and the estimated delivery time is 5 to 7 business days. This is a flat price, based on your invoice total.
- Express Delivery:** This is air travel and the estimated delivery time is 2 to 3 business days. This is a quote based on the items you have orders and the delivery point.

NOTE: However, in some cases there may be an item in your order that has restrictions, making it unsuitable for travel by air. As a result, you will only be offered Standard as a delivery option.

- Select a method of delivery by clicking one of the radio buttons.
- You also have the option to leave a 25-character message/delivery instructions for the delivery carrier.
- On the far right you will see an order summary box. You can edit your delivery address at any time before payment by simply clicking on the pen icon.
- In the same order summary box, you can also edit your cart at any time before payment by simply clicking "edit cart".
- Once completed, press "continue".

5.2.2 Payment

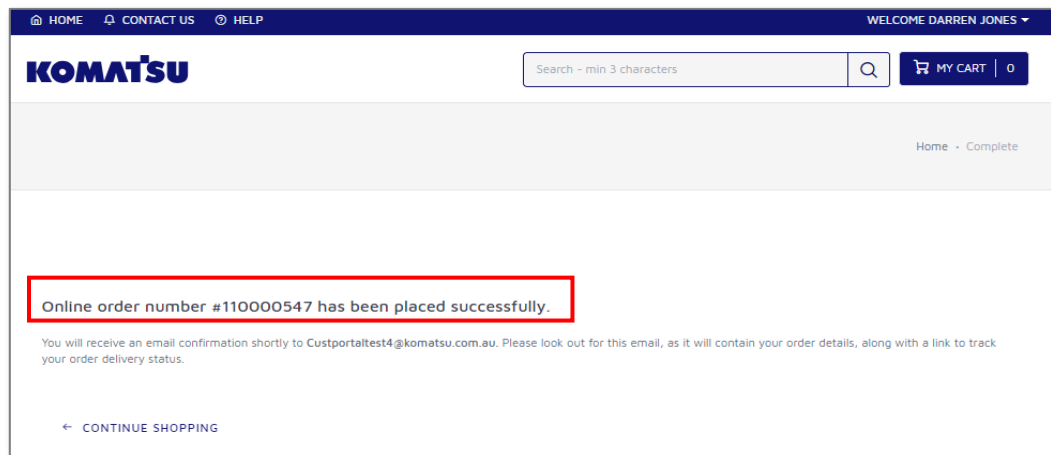
- 1 Simply enter in a valid credit card details and click “Pay Now”.
- 2 The system will verify your credit card details and if successful, your order will be place. If there is an issue with your credit card, you will be notified on the screen.
- 3 You are still able to edit your cart or delivery address in the order summary box, BEFORE you press the “Pay Now” button.
- 4 While your card is being verified, the screen will go dark grey and you will see a spinning circle. DO NOT press back or move from this page, until completed. Your order will not complete if this is interrupted.
5. **NOTE:** Once you press “Pay Now”, your order will be confirmed. You will no longer be able to edit your cart, cancel your order or change your delivery address.

The image displays two screenshots of the Komatsu website's payment process. The left screenshot shows the 'Payment' step in the checkout process. The 'Credit Card' section is active, with fields for Card Holder Name (Darren Jones), Card Number (4111111111111111), Expiry Date (09/2021), and Security Code (411). A red circle with the number 1 highlights the 'Pay Now' button. The right screenshot shows the same page after clicking 'Pay Now'. The background is dark grey, and a spinning circle indicates that the payment details are being verified. A red circle with the number 3 points to the 'EDIT CART' link in the order summary box. The order summary on the right lists the following details:

ORDER SUMMARY	
Deliver To:	50 Fairfield Street Fairfield East NSW 2165 Tel: 02 9499 0999
Cart Total: (ex GST)	\$876.30
Delivery: (ex GST) Standard Delivery	\$10.00
GST:	Calculated at Checkout
Total:	\$886.30 (Prices shown in AUD)

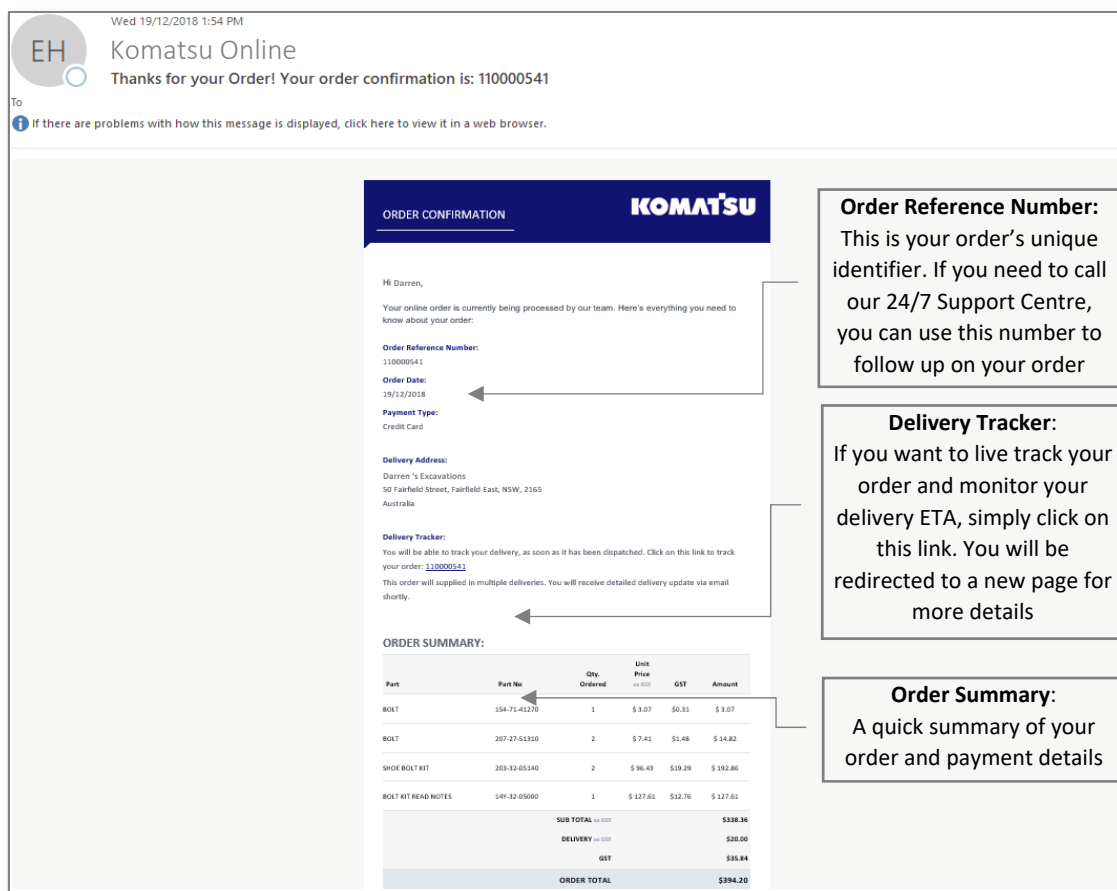
5.2.3 Order Confirmation Page

1. Once your payment has been successfully accepted, you will see an Order Confirmation screen.
2. The Order Confirmation number is very important, as it is the unique identifier for your order. You will also receive an Order Confirmation email to your email account.



5.2.4 Order Confirmation Email

1. Once you have placed your order, you will receive an email, as per the following.
2. Please retain this email, as it contains key information to your order.



5.2.5 Delivery Tracking

1. When you click on the tracking link from your order confirmation email (as outlined in section 5.1.5), you will be redirected to a page like the below.
2. The Order Reference Number shown at the top of the page, will reflect the Online Order Reference number from your order confirmation email.
3. The delivery address shown on the page, will reflect the address shown on your order confirmation email.
4. If your order contains multiple items, some items may be shipped separately. As such, you may have more than one consignment number per online order. If this is the case, you will see all consignment numbers relating to your online order listed on the related "Track my order" page.
5. For each consignment number you will see a summary update of your delivery. If you wish to see more details relating to each delivery, you can access the freight carriers site by clicking "View details". Your consignment number will automatically carry across to the freight carrier site.
6. **NOTE:** The link from your order confirmation email may not return results immediately. Consignment numbers will start to appear on your "Track Your Order" page, as our warehouse is about to send your order out the door.

TRACK YOUR ORDER **KOMATSU**

2 Order Reference Number: D422914-A099004353
If your order contains multiple items, some items may be shipped separately. Click on "View Details" to get a more detailed update about each shipment.

3 Delivery Address:
50 Fairfield Street
Fairfield NSW 2165

4 Tracking Number ABCD013583
Timeline
● Booking created
○ Pick-up booked
○ Requested pick-up: Fri 17 Aug
○ Out for delivery
○ Estimated delivery: Wed 22 Aug
[View details](#)

Tracking Number ABCD013584
Timeline
● Booking created
○ Pick-up booked
○ Requested pick-up: Fri 17 Aug
○ Out for delivery
○ Estimated delivery: Wed 22 Aug
[View details](#)

5 Got a question? Visit our [FAQ's](#) page or give us a call!
Ph: 1300 199 054 Web: my.komatsu.com.au
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TRACK YOUR SHIPMENT

[AWDK086946](#)

Search up to 30 shipments at a time by putting a comma after each shipment or reference number

SEARCH RESULT

Displaying 1 search

Sender location	Receiver location	Estimated/Actual delivery	Items
1 shipment matches AWDK086946 in our systems			
AWDK086946	Mark	19 Dec 2018	1

[Download](#)

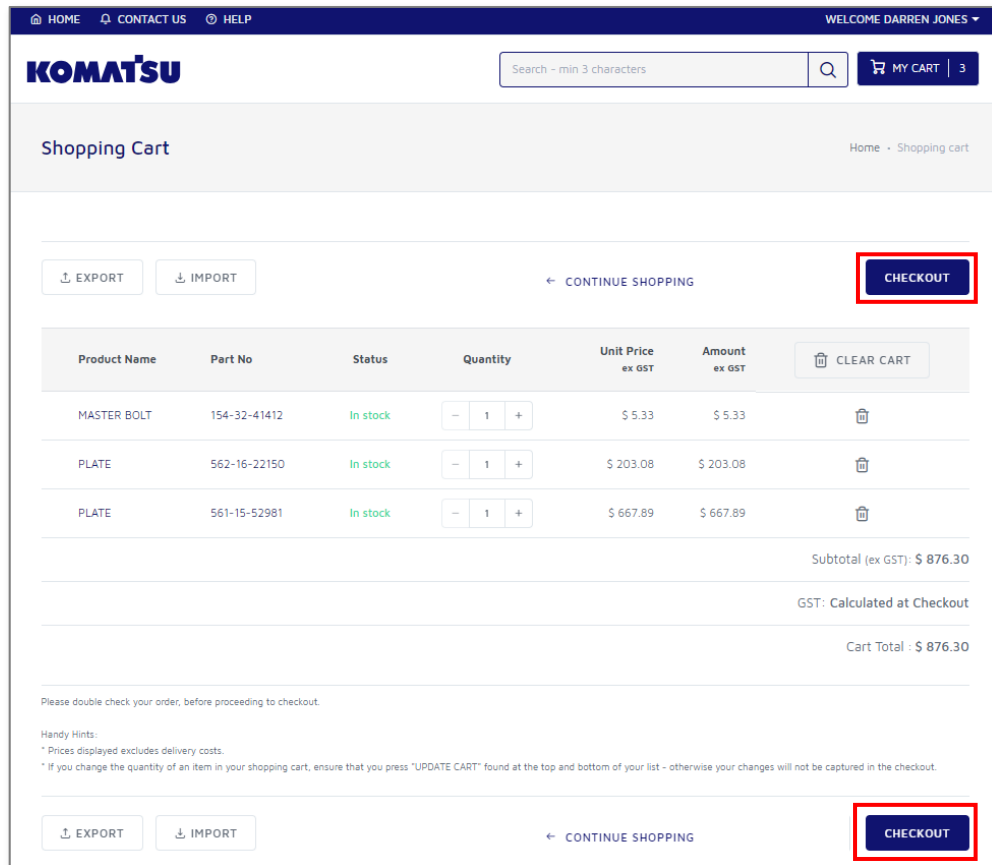
5.2.6 Tax Invoice

1. Once your order has been delivered, you will receive a tax invoice via email.
2. If your order had multiple shipments, you will receive a tax invoice for EACH DELIVERY. Your freight charge will be found on the first tax invoice you receive.
3. Your Online Order Number will appear on every Tax Invoice – this will make it easy for you to match multiple tax invoice numbers to a single Online Order.

Komatsu Australia Pty Limited ABN 71 143 478 628 RTA Licence No. 08735 50-80 Fairfield Street FAIRFIELD EAST NSW 2165 Australia PHONE 1300 KOMATSU		KOMATSU <i>Driven by your success</i> Page 1 of 2						
Mail To Alannah's Excavation's 50 Fairfield Street Fairfield NSW 2165		TAX INVOICE # 001219832 Date: 23 November 2018 Customer No: 1020 Sales Order No: SO880388 Customer PO No: 110000258 Packing List No: See below Date Ordered: 22.11.2018 Online Order Number: 110000258						
Delivery Address 50 Fairfield Street Fairfield NSW 2165		Notes: 						
Line	Item Number	Description	Qty Ordered	Qty Supplied	Back Order	Unit Price	GST	Amount
1	09203-21865	Komatsu Undercarriage nuts and bolts are made to the highest standards to provide a quality product to our customers	1	1	-	\$3.39	\$0.34	\$3.39
2	Freight	Freight	1	1	-	\$8.84	\$0.88	\$8.84
Total Exc GST								\$12.23
GST								\$1.22
INVOICE TOTAL (AUD)								\$13.45
Packing Slip Number and Ship Date PACK02097851 - 23/11/2018								
THANK YOU FOR YOUR BUSINESS www.komatsu.com.au								

5.3 Komatsu Online Premium Account Experience

- Once you have clicked the “Checkout” button in the My Cart page, you will proceed to the checkout process.



5.3.1 Delivery

- 1 Firstly, you need to confirm your delivery address. If the address visible is not your required destination, click “Change”. This will open up a list of all other addresses in your account address book.
- 2 To select an address from you address book as your order destination, click “Set as Delivery”. Once, the address you selected will appear in the grey box and in the Order Summary on the far right of the page.
- 3 If you still can’t see the address you are looking for, click “show more” to display all the addresses in your address book.
- 4 If your address destination is not currently in your address book, you can simply add one while in the checkout process. Click “Add Another Address” and create a new record.

NOTE: If you have more than 25 addresses already in your address book, you will not able to add another address. You will need to delete another address first to make room for your new address.

5. **NOTE:** It is essential that you enter in a matching postcode and suburb. If your postcode and suburb don’t match, you will receive an error message and not be able to proceed with your order placement until it is corrected.

6. Once you have the right address in place, click “Calculate Delivery”.

7. Delivery options will then appear on the page.

The screenshot shows the Komatsu website's delivery options page. At the top, there's a navigation bar with 'HOME', 'CONTACT US', and 'HELP'. A search bar and a 'MY CART' link with a '3' are also present. The main content area is divided into two sections: '1. Delivery' and '2. Payment'. The 'Deliver To' section contains a form for entering the delivery address and contact details. Below this is the 'Delivery Method' section, which offers two options: 'Standard Delivery' (estimated delivery in 5-7 business days) and 'Express Delivery' (next day delivery with Toll Priority). An 'ORDER SUMMARY' box on the right provides a breakdown of the order total, including cart total, delivery charges, and GST. Red circles with numbers 9, 10, 11, and 12 highlight specific elements: 9 points to the 'Standard Delivery' radio button, 10 points to the 'Delivery instructions' text box, 11 points to the 'EDIT CART' link, and 12 points to the 'EDIT CART' link.

8. In most cases, you will receive two delivery options:

- Standard Delivery:** This is road express and the estimated delivery time is 5 to 7 business days. This is a flat price, based on your invoice total.
- Express Delivery:** This is air travel and the estimated delivery time is 2 to 3 business days. This is a quote based on the items you have orders and the delivery point.

NOTE: However, in some cases there may be an item in your order that has restrictions, making it unsuitable for travel by air. As a result, you will only be offered Standard as a delivery option.

- Select a method of delivery by clicking one of the radio buttons.
- You also have the option to leave a 25-character message/delivery instructions for the delivery carrier.
- On the far right you will see an order summary box. You can edit your delivery address at any time before payment by simply clicking on the pen icon.
- In the same order summary box, you can also edit your cart at any time before payment by simply clicking "edit cart".
- Once completed, press "continue".

5.3.2 Payment

1. As a Komatsu Online Premium Account Holder, you have two payment options available:

- Komatsu Account
- Credit Card

2 KOMATSU ACCOUNT - To charge to your Komatsu account;

- Click the corresponding radio button
- Enter in a valid PO number (mandatory field)
- Tick "I acknowledge that I am authorised by my organization to make this purchase"
- Click "Checkout"

3 CREDIT CARD - To pay by credit card:

- Click the corresponding radio button
- Enter in valid credit card details and click "Pay Now"
- The system will verify your credit card details and if successful, your order will be placed. If there is an issue with your credit card, you will be notified on the screen or the fields will be cleared.
- While your card is being verified, the screen will go dark grey and you will see a spinning circle. DO NOT press back or move from this page, until completed. Your order will not complete if this is interrupted.

4 You are still able to edit your cart or delivery address in the order summary box, BEFORE you press the "Pay Now" or "Checkout" button.

5. **NOTE:** Once you press "Pay Now" or "Checkout", your order will be confirmed. You will no longer be able to edit your cart, cancel your order or change your delivery address.

6. **NOTE:** If you have exceeded your Komatsu Account credit limit, that payment option will not appear on your screen.

The screenshot displays the Komatsu online payment interface. The top navigation bar includes links for HOME, CONTACT US, and HELP, along with a user greeting 'WELCOME TONY DERNERO'. A search bar and a 'MY CART' icon with a quantity of 1 are also present.

The main content area is divided into two sections: '1. Delivery' and '2. Payment'. The '2. Payment' section is active, showing two payment options: 'Komatsu Account' and 'Credit Card'. The 'Komatsu Account' option is selected, and a 'Purchase Order Number' field is visible. A checkbox for 'I acknowledge that I am authorised by my organization to make this purchase' is also present. The 'Credit Card' option is also visible, with fields for 'Card Holder Name', 'Card Number', 'Expiry Date', and 'Security Code'. A 'Pay Now' button is located at the bottom of the 'Credit Card' section.

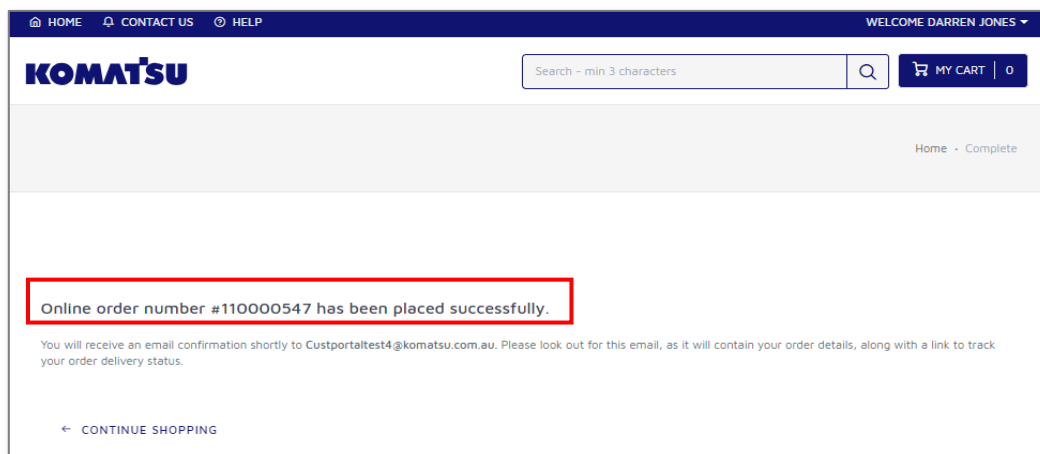
On the right side, there is an 'ORDER SUMMARY' and an 'EDIT CART' button. The 'ORDER SUMMARY' shows the delivery address (50 Fairfield Street, Fairfield East NSW 2165, Tel: 02 9499 0999), the cart total (ex GST) of \$876.30, the delivery charge (ex GST) of \$10.00, and the total amount of \$886.30 (Prices shown in AUD).

Numbered callouts are present: '2' points to the 'Purchase Order Number' field, '3' points to the 'Credit Card' section, and '4' points to the 'EDIT CART' button.

A secondary screenshot in the bottom right corner shows a dark grey screen with a spinning circle and the text 'Please wait while your payment details are verified.', indicating the payment verification process.

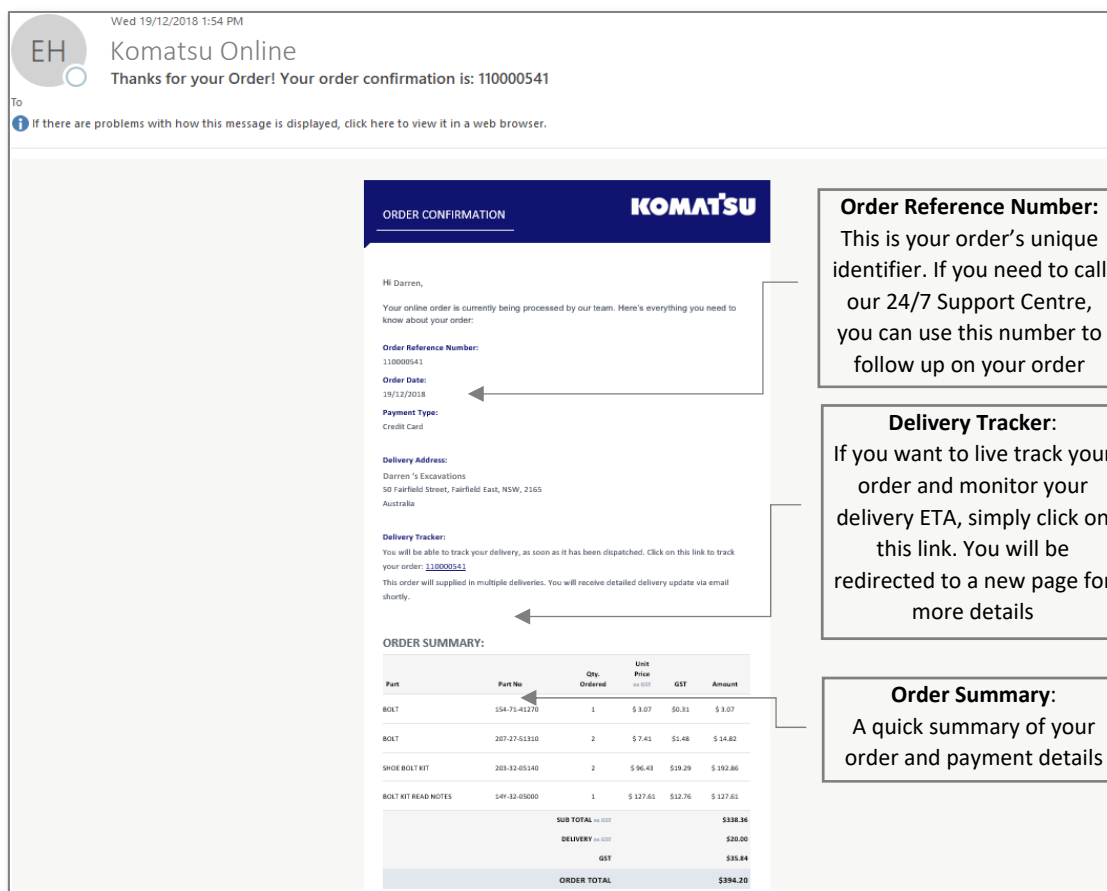
5.3.3 Order Confirmation Page

1. Once your payment has been successfully accepted, you will see an Order Confirmation screen.
2. The Order Confirmation number is very important, as it is the unique identifier for your order. You will also receive an Order Confirmation email to your email account.



5.3.4 Order Confirmation Email

1. Once you have placed your order, you will receive an email, as per the following.
2. Please retain this email, as it contains key information to your order.



5.3.5 Delivery Tracking

1. When you click on the tracking link from your order confirmation email (as outlined in section 5.1.5), you will be redirected to a page like the below.
2. The Order Reference Number shown at the top of the page, will reflect the Online Order Reference number from your order confirmation email.
3. The delivery address shown on the page, will reflect the address shown on your order confirmation email.
4. If your order contains multiple items, some items may be shipped separately. As such, you may have more than one consignment number per online order. If this is the case, you will see all consignment numbers relating to your online order listed on the related “Track my order” page.
5. For each consignment number you will see a summary update of your delivery. If you wish to see more details relating to each delivery, you can access the freight carriers site by clicking “View details”. Your consignment number will automatically carry across to the freight carrier site.
6. **NOTE:** The link from your order confirmation email may not return results immediately. Consignment numbers will start to appear on your “Track Your Order” page, as our warehouse is about to send your order out the door.

TRACK YOUR ORDER **KOMATSU**

Order Reference Number: D422914-A099004353
If your order contains multiple items, some items may be shipped separately. Click on "View Details" to get a more detailed update about each shipment.

Delivery Address:
50 Fairfield Street
Fairfield NSW 2165

Tracking Number ABCD013583 [View details](#)

Timeline

- Booking created
- Pick-up booked
- Requested pick-up: Fri 17 Aug
- Out for delivery
- Estimated delivery: Wed 22 Aug

Tracking Number ABCD013584 [View details](#)

Timeline

- Booking created
- Pick-up booked
- Requested pick-up: Fri 17 Aug
- Out for delivery
- Estimated delivery: Wed 22 Aug

Got a question? Visit our [FAQ's](#) page or give us a call!

Ph: 1300 199 054 Web: my.komatsu.com.au

Home | Terms and Conditions | Privacy Policy | FAQ's | Contact Us | My Account

TRACK YOUR SHIPMENT

AWDK08946

Search up to 30 shipments at a time by putting a comma after each shipment or reference number

SEARCH RESULT

Displaying 1 search

Sender location	Receiver location	Estimated/Actual delivery	Items
1 shipment matches AWDK08946 in our systems			
AWDK08946	Mark	19 Dec 2018	1

[Download](#)

5.3.6 Tax Invoice

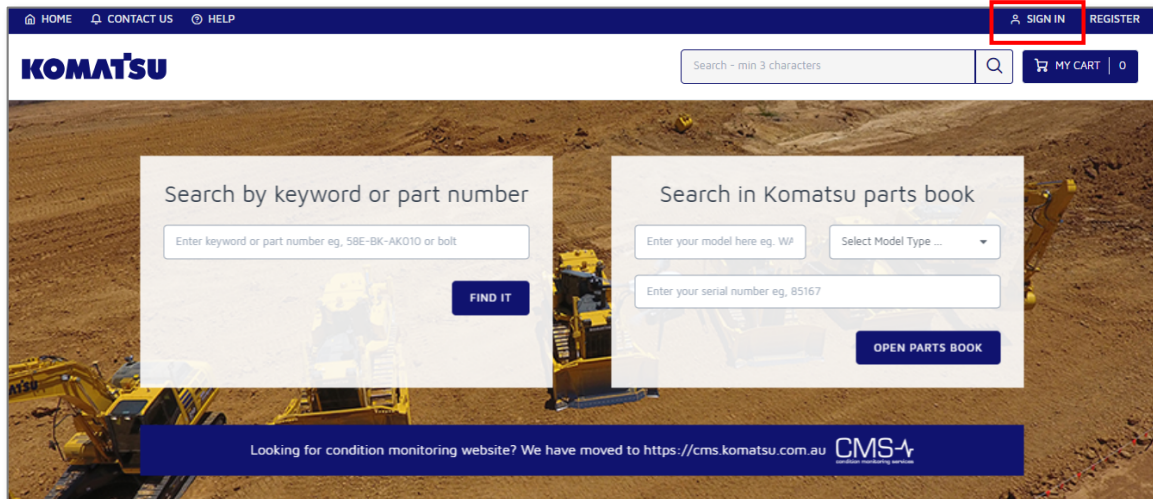
1. Once your order has been delivered, you will receive a tax invoice via email.
2. **NOTE:** If you paid for your order using your Komatsu Account, you will receive your tax invoices either via email or via mail (however you have it set up currently).
3. If your order had multiple shipments, you will receive a tax invoice for EACH DELIVERY. Your freight charge will be found on the first tax invoice you receive.
4. Your Online Order Number will appear on every Tax Invoice – this will make it easy for you to match multiple tax invoice numbers to a single Online Order.

Komatsu Australia Pty Limited ABN 71 143 476 626 RTA Licence No. 08735 50-60 Fairfield Street FAIRFIELD EAST NSW 2165 Australia PHONE 1300 KOMATSU		KOMATSU <i>Driven by your success</i> Page 1 of 2						
Mail To Darren's Excavation's 50 Fairfield Street Fairfield NSW 2165		TAX INVOICE # 001219832 Date: 23 November 2018 Customer No: 1020 Sales Order No: SO880388 Customer PO No: 110000258 Packing List No: See below Date Ordered: 22.11.2018 Online Order Number: 110000258						
Delivery Address 50 Fairfield Street Fairfield NSW 2165		Notes: 						
Line	Item Number	Description	Qty Ordered	Qty Supplied	Back Order	Unit Price	GST	Amount
1	09203-21865	Komatsu Undercarriage nuts and bolts are made to the highest standards to provide a quality product to our customers	1	1	-	\$3.39	\$0.34	\$3.39
2	Freight	Freight	1	1	-	\$8.84	\$0.88	\$8.84
Total Exc GST								\$12.23
GST								\$1.22
INVOICE TOTAL (AUD)								\$13.45
Packing Slip Number and Ship Date PACK02097851 - 23/11/2018								
THANK YOU FOR YOUR BUSINESS www.komatsu.com.au								

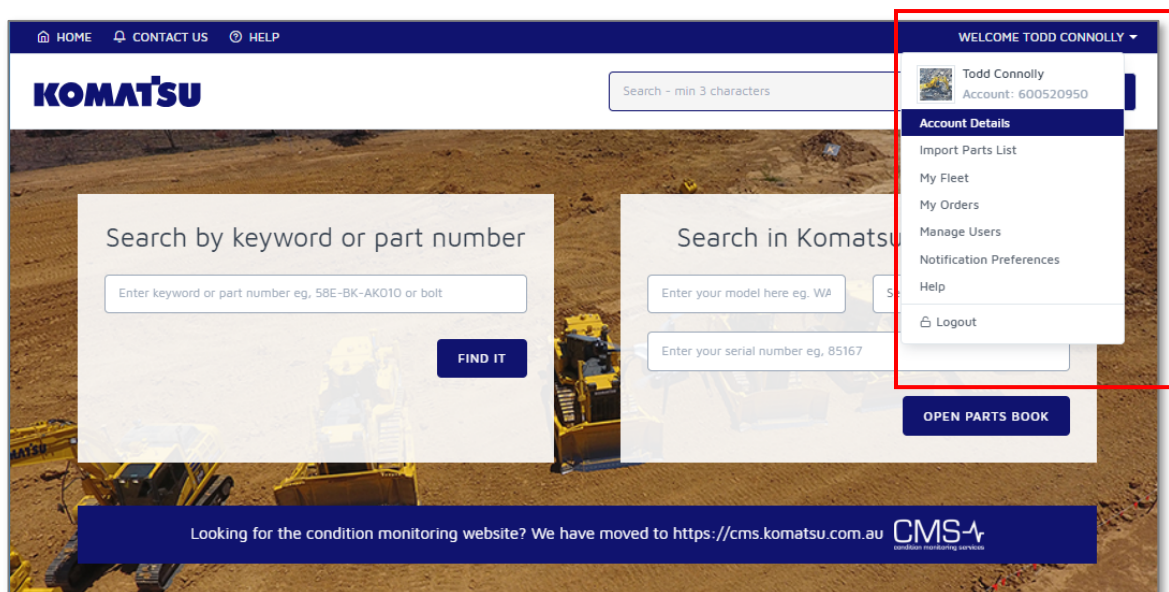
6. My Account (Account holders only)

6.1 Account Details

1. From anywhere on the site, click the “Sign In” button, found on the top right of the page and complete your credentials to sign in (as outlined in section 1.4).



2. Once you have successfully signed in, you will see your name at the top of the page.
3. Click on the arrow beside your name and select “Account Details” from the drop-down menu.



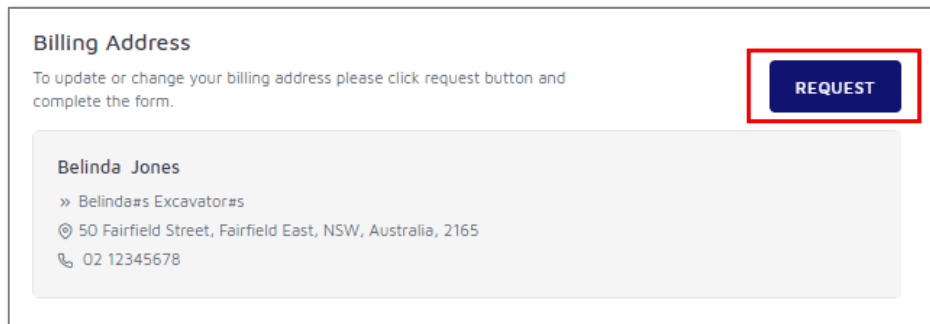
4. This section covers a number of different areas, General information, Billing Address, Delivery Address, Change Password.
5. All these areas list down the page, however you can quickly jump to a particular section, but clicking on the navigation tree found on the far left of the screen.

6.1.1 General information

1. In this section you will see basic account information, such as;
 - First Name
 - Last Name
 - Email Address
 - Business Name
 - Mobile Number (this is a mandatory field, so that you can get SMS updates, if you request them)
 - Landline
2. **NOTE:** You may find, when you first become a Komatsu Online Premium Account holder that your business name also appears in the First Name field. We encourage you to correct that as soon as possible, by entering in the correct details.
3. **As your email address is your login key to the site, you will never be able to change your email address on the site. If there is an issue, please contact our Komatsu Customer Support Centre for further assistance.**
4. Your business name is also not editable.
5. For any changes you make to your profile, be sure to click "Update Profile" button to save your changes.

6.1.2 Billing Address

1. **KOMATSU ONLINE ACCOUNT:** Your billing address is the one you supplied on your registration page. This is not editable on the website.
2. **KOMATSU ONLINE PREMIUM ACCOUNT:** The billing address shown on your account is the one attached to your Komatsu Credit Account.
3. If you wish to change your Billing Address, click the “Request” button and a dialogue box will appear.



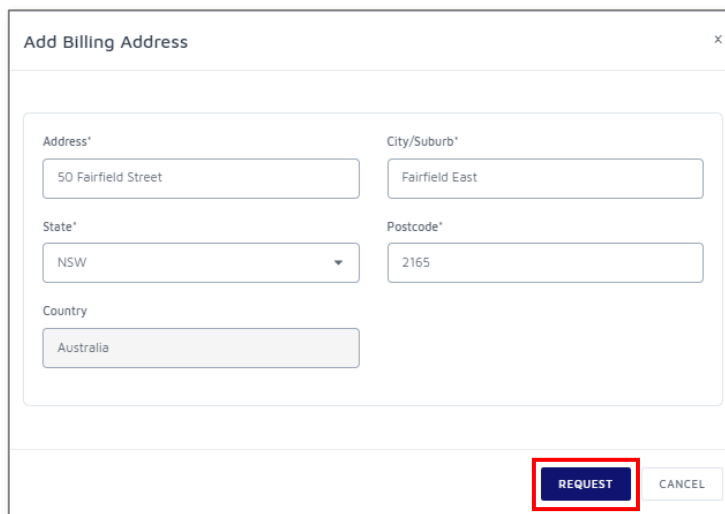
Billing Address

To update or change your billing address please click request button and complete the form.

Belinda Jones
» Belinda@s Excavator@s
📍 50 Fairfield Street, Fairfield East, NSW, Australia, 2165
☎ 02 12345678

REQUEST

4. Update the details accordingly and click the “Request” button to submit your change request. **NOTE:** The changes will not automatically appear on the website. It will take 1-2 working days for the Komatsu Customer Support Centre to make the change active to your online account. This change will also impact your offline account.



Add Billing Address x

Address*
50 Fairfield Street

City/Suburb*
Fairfield East

State*
NSW ▼

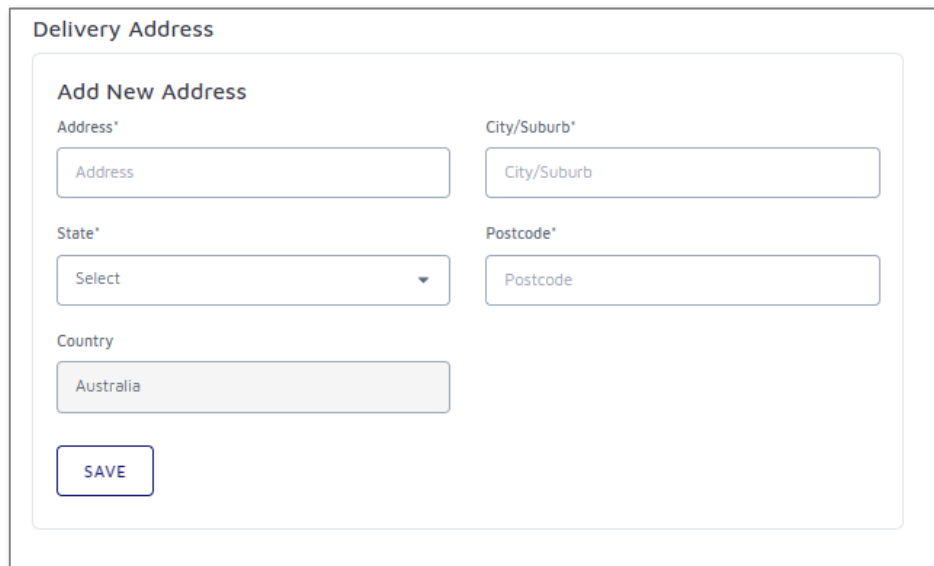
Postcode*
2165

Country
Australia

REQUEST CANCEL

6.1.3 Delivery Address

1. **KOMATSU ONLINE ACCOUNT:** Your delivery address will be the one you supplied when registering your account. You can store up to 25 addresses in your online address book.



The screenshot shows a web form titled "Delivery Address". Inside the form, there is a section titled "Add New Address". This section contains five input fields: "Address*" (a text box with "Address" as placeholder), "City/Suburb*" (a text box with "City/Suburb" as placeholder), "State*" (a dropdown menu with "Select" as the current selection), "Postcode*" (a text box with "Postcode" as placeholder), and "Country" (a text box with "Australia" as the current selection). Below these fields is a "SAVE" button.

2. **KOMATSU ONLINE PREMIUM ACCOUNT:** All addresses created against your company name in the Komatsu offline system will automatically appear in your online account. For some customers there may be a large volume of addresses (many of which may be variations of the same address). **NOTE:** We encourage you to delete the ones you think are no longer relevant or seem to be a duplication of another address.

6.1.4 Change Password

1. You can change your password at any time. Simply go to the “Change Password” section of your “Account Details” page.
2. Complete the three fields in the section:
 - Enter old/current password
 - Enter in a new password
 - Re-enter new password
3. Press Change. The change will take effect instantly.
4. **NOTE:** All passwords must have a minimum of 1 lowercase letter, 1 uppercase letter, 1 numeric character and 1 special character and must be at least 8 characters long.

Change Password
Change your password here.

Old Password*

New Password*

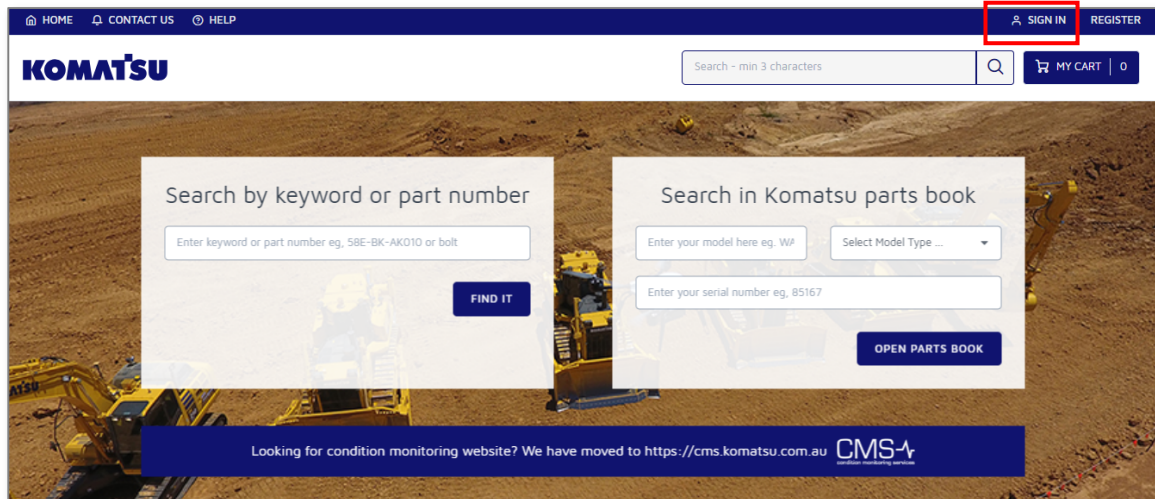
Confirm New Password*

CHANGE

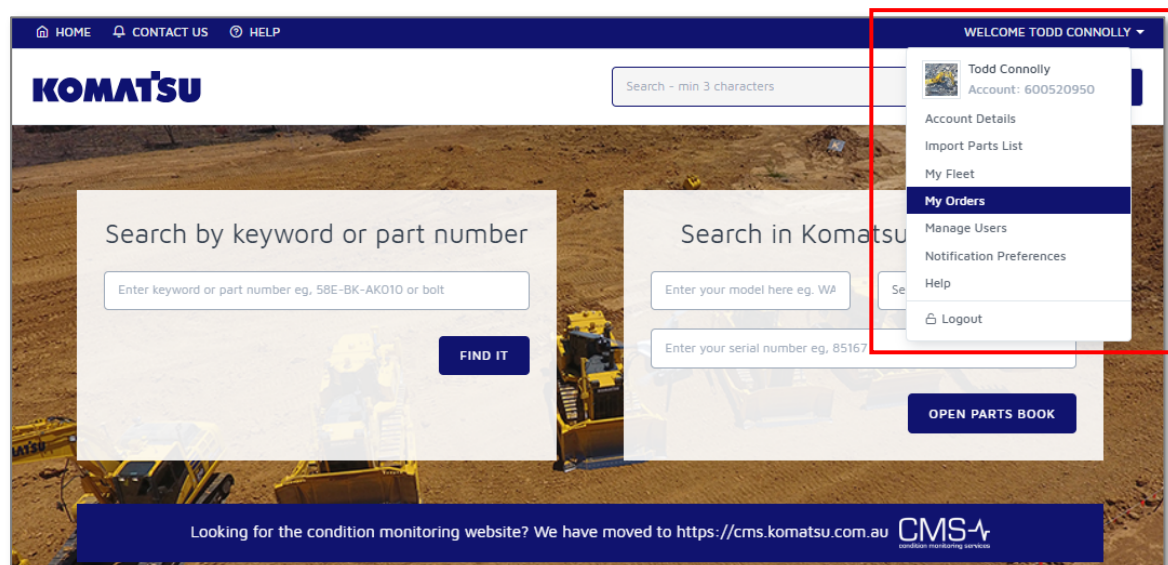
ⓘ Your password should be a minimum of 8 characters in length and contain at least an uppercase and lowercase letter, a number and a special character

6.2 My Orders

1. From anywhere on the site, click the “Sign In” button, found on the top right of the page and complete your credentials to sign in (as outlined in section 1.4).



2. Once you have successfully signed in, you will see your name at the top of the page.
3. Click on the arrow beside your name and select “My Orders” from the drop-down menu.



4. As a Komatsu Online Account holder, you will see all online orders placed in the My Order section.
5. As an Administrator (Primary Account Holder) of a Komatsu Premium Online Account, you will see all your online and offline accounts placed against your account. This will include any orders you placed over the phone or in a branch. However, if you are a sub-user of a Komatsu Premium Online Account, you will only see your online orders placed against your online account.

6.2.1 Basic Features

KOMATSU Search - min 3 characters MY CART 3

Order History Home • My Orders

Order History

To view a previous orders in more detail, please click on the "Details" button for the relevant order. Remember you can use the filter tool to help refine your search.

Filter

Order	Status	Cost & Items	Details
Online Order	110000547 Open order	\$974.93	→
Purchase Order	110000547	Ordered 3 items	
Order		Delivered 0 item	
Sales Order	SO910318		
	Ordered By Lend Lease Bouygues Joint Venture		
	Date 19 December 2018		
Online Order	110000455 Invoiced	\$18.19	→
Purchase Order	110000455	Ordered 1 item	
Order	Ordered By Yasir Godil	Delivered 1 item	
Sales Order	SO910222		
	Date 12 December 2018		
Online Order	110000454 Invoiced	\$964.74	→
Purchase Order	110000454	Ordered 1 item	
Order	Ordered By Lend Lease Bouygues Joint Venture	Delivered 1 item	
Sales Order	SO910220		
	Date 12 December 2018		
Online Order	110000248 Invoiced	\$13.45	→
Purchase Order	110000248	Ordered 1 item	
Order	Ordered By Ihab Fem	Delivered 1 item	
Sales Order	SO879120		
	Date 22 November 2018		
Online Order	110000196 Open order	\$4,744.98	→
Purchase Order	DG	Ordered 8 items	
Order	Ordered By Lend Lease Bouygues Joint Venture	Delivered 0 item	
Sales Order	SO877314		
	Date 21 November 2018		

← PREVIOUS 1 2 3 4 5 6 ... 94 NEXT →

ACCOUNT DETAILS Darren Jones 600048845

- General Information
- Billing Address
- Delivery Address
- Change Password

MY FLEET

MY ORDERS

MANAGE USERS

NOTIFICATION PREFERENCES

HELP

FILTER: If you have a large quantity of orders, you can refine your search using the filter feature (see 6.2.2 for

Each individual order will be displayed in its own box, showing the same type of information for each order

ONLINE ORDER: Unique Online Order number (see section 5.2.3), received with every online order. **NOTE:** For Komatsu Premium Online Account holders, if your order was placed offline, this field will be blank.

PURCHASE ORDER (PO): This is the customer supplied PO. Only applicable for Komatsu Premium Online Account holders

SALES ORDER: Komatsu generated number relating to your order

STATUS: Open order indicates part or all of your part is still on its way to you. Invoiced indicates that all parts of your order has been delivered

COST: Total cost of your order, including delivery charges

PAGINATION: If your account has a large quantity of orders, you can toggle between the pages using the numbers and "Previous"/"Next" button found at the bottom of each My Order Pages

ITEMS: Indicates how many of your items have been ordered and how many have been delivered

DETAILS: If you would like to see the details of each order (i.e. exact items orders and costs charged), simply click on the arrow relating to the order you wish to review

6.2.2 Filter Feature

- 1 Click on the small arrow above the Filter feature and the box will expand (as shown below)
- 2 You can refine your Order History using various fields, including:
 - Purchase Order number
 - Sales Order Number
 - Date Range
 - Ordered by (name of person who ordered)
 - Status
- 3 No field is mandatory, so you are able to refine your search using as many or as few fields as desired (a minimum of one field is required to perform a filter search).
- 4 Enter the details of how you want to refine your search, click "Apply filter".
- 5 Once filter is applied, only orders that match your filter criteria will appear in the order list.
NOTE: If the search results are unsatisfactory and you wish to change the filter search criteria, you must click "clear" to reset, before entering the new details and clicking "Apply Filter" again.

The screenshot shows the 'Order History' page. At the top, there is a 'Filter' section with a small upward arrow icon (callout 1). Below this, there are input fields for 'Purchase Order' and 'Sales Order' (callout 2). The 'Sales Order' field contains the value 'SO910318'. Below these are fields for 'Date From', 'Date To', 'Ordered By', and a 'Status' dropdown menu (callout 4). There are 'CLEAR' and 'APPLY FILTER' buttons. Below the filter section is a table of orders (callout 5). The table has columns: Order, Status, Cost & Items, and Details. The first row shows an 'Online Order' with status 'Open order' and cost '\$974.93'. The second row shows a 'Purchase Order' with status 'Ordered' and cost 'Ordered 3 items'. The third row shows a 'Sales Order' with status 'By Date' and cost 'Delivered 0 item'. At the bottom of the table, there are 'PREVIOUS' and 'NEXT' buttons, and a page indicator '1'.

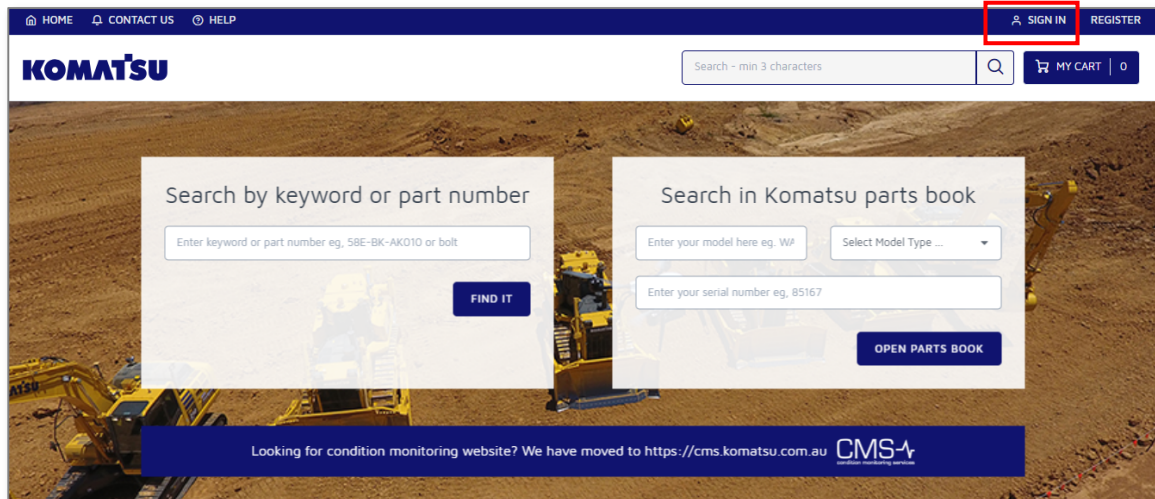
Order	Status	Cost & Items	Details
Online Order	110000547 Open order	\$974.93	→
Purchase Order	110000547 Ordered	Ordered 3 items	
Sales Order	SO910318 By Date	Delivered 0 item	

6.2.3 Delivery Tracking Link

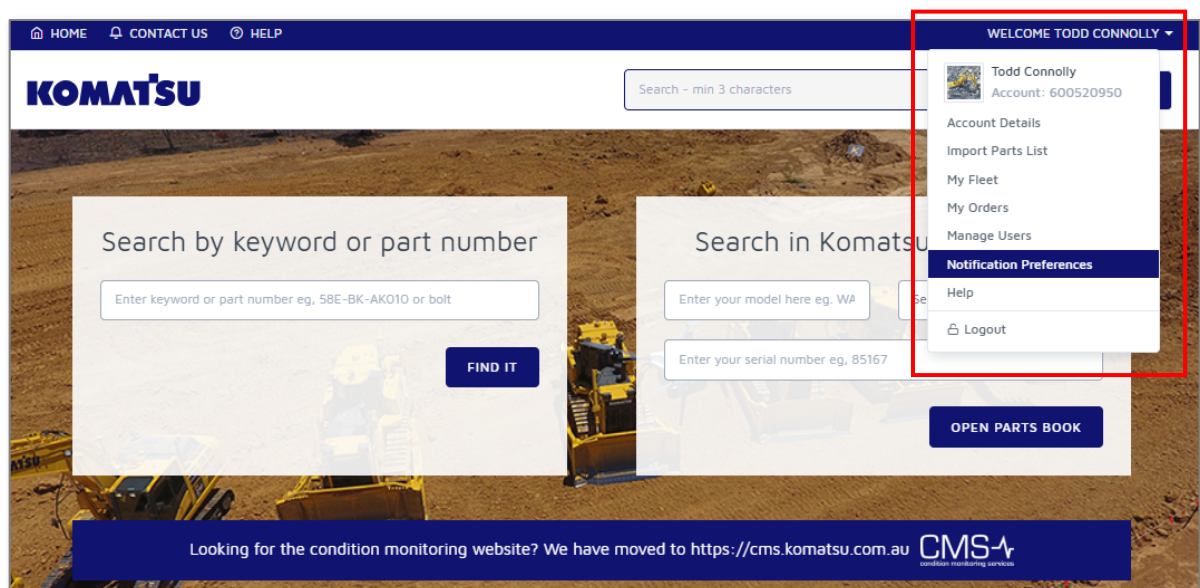
The Online Order number for every order is a hyperlink. This hyperlink links you to the delivery tracking information relating to that specific order. Simply click on the actual Online Order Number to see the delivery tracking details. See section 5.3.5 for details on how to use the Delivery Tracking feature.

6.3 Notification Preferences (for tracking orders)

1. From anywhere on the site, click the “Sign In” button, found on the top right of the page and complete your credentials to sign in (as outlined in section 1.4).



2. Once you have successfully signed in, you will see your name at the top of the page.
3. Click on the arrow beside your name and select “Notification Preferences” from the drop-down menu.



4. This is the Notifications Preferences page
5. The Email field is mandatory, as Komatsu must be able to send you various details that are criteria to your orders including:
 - Order Confirmation Email
 - Delivery Tracking Email
 - Tax Invoice Email
7. Account holders also have the option to receive tracking order information via SMS. To receive information via SMS, click the check box and then click the “SAVE” button.
8. You can change your preference at any time by returning to the Notifications Preferences page and unchecking the SMS box. Be sure to click “SAVE” once done.
9. **NOTE:** The Notifications Preferences will apply to all orders made against the account.

Notification Preferences

How do you want to be notified about your orders? Select your preference below. Please note that your select below will apply to all your orders.

Your Order Updates

Email ☒ SMS ☐

Tracking of Orders

Please select

Email ☒ SMS ☐

CANCEL SAVE

10. The SMS's that will be received will ONLY be related to the tracking of online orders.
11. SMS Sender Name is “Komatsu Online”.
12. The messages will read as follows:

Your Online Order #no_____ <<event phrase>>. Click link to track order <<URL link >>. If you need further assistance, please call Komatsu on 1300 199 054 - do not reply to this text.

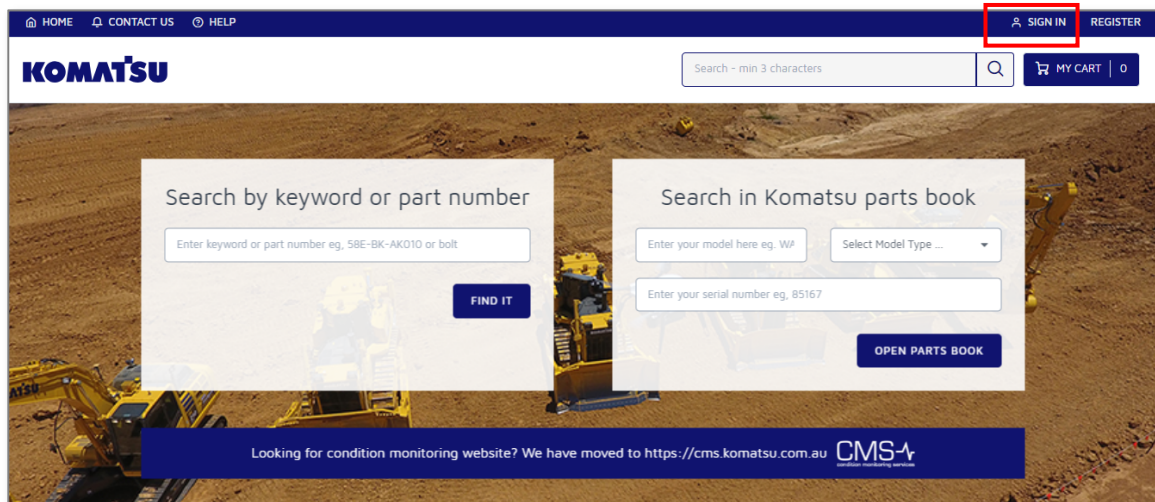
- a. Each message will start with the online order number, so that you can differentiate if you have multiple orders opened at once
- b. There are four possible event phrases that will be shown in the SMS
 - has been picked up from warehouse
 - has been delivered
 - is on its way to you
 - has attempted to be delivered – card left
- c. The included URL will take you to the related delivery tracking page, as outlined in section 5.3.5.

6.4 Manage Users (Komatsu Online Premium Accounts only)

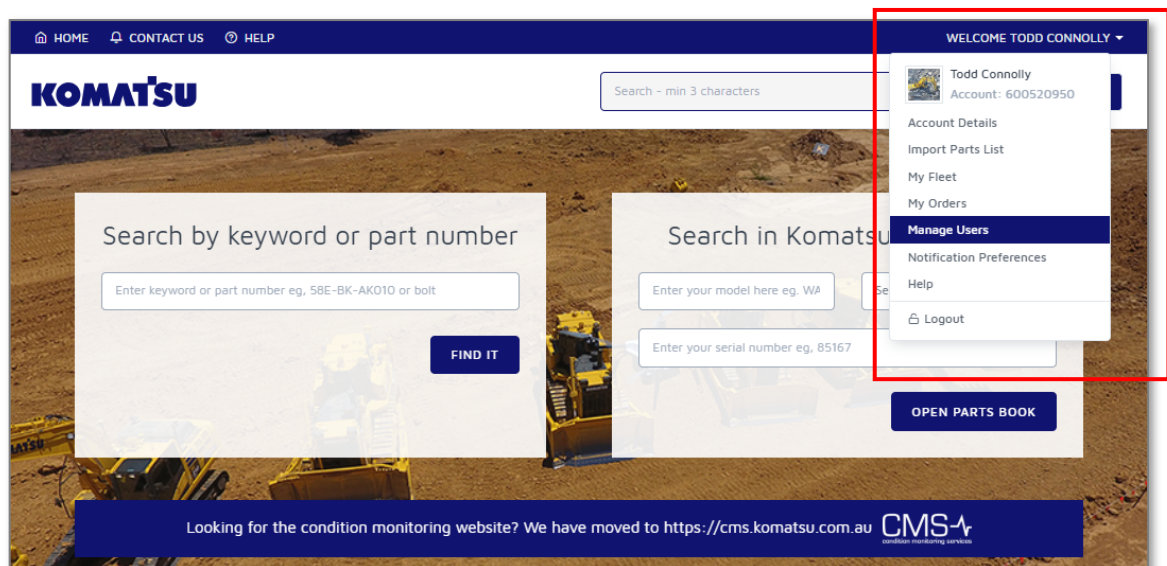
6.4.1 Basic Features

- This feature is only available to the Administrator/Primary account holder of the Account.
NOTE: There can only be ONE Administrator per company account.
- By using this feature, you are inviting other users to access your account and are giving other users the authority to charge parts orders to your Komatsu account.
- You are not obligated to add additional users to your account.
- Each user must have a valid and unique email address to become a sub-user of your account.

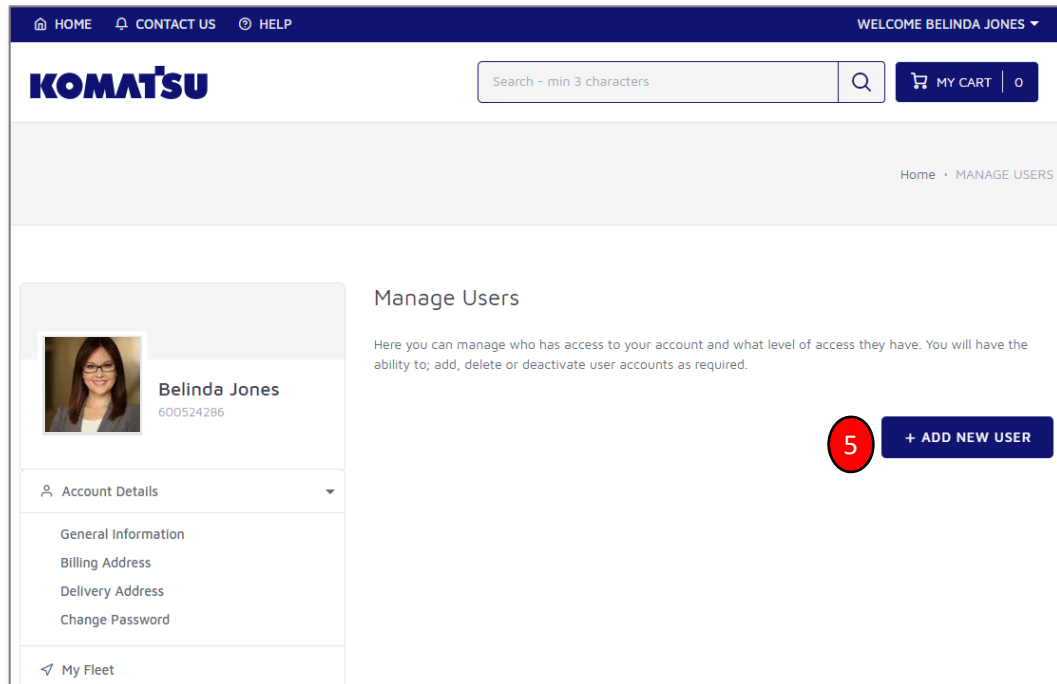
1. From anywhere on the site, click the “Sign In” button, found on the top right of the page and complete your credentials to sign in (as outlined in section 1.4).



2. Once you have successfully signed in, you will see your name at the top of the page.
3. Click on the arrow beside your name and select “Manage Users” from the drop-down menu.



4. The first time you visit this section it will appear blank under the Manage Users section.



- 5 To add a user, click the “Add New User” button.

- 6 Once clicked a dialogue box will appear. Complete form accordingly and click “SAVE”.

- 7 **NOTE:** It is essential that the email address is correct – as this is the criteria key to activate the user and the email can also not be changed at a later stage.

- 8 **NOTE:** It is essential you select the correct “Role”, as this cannot be changed at a later stage.

A screenshot of the 'Add New User' dialog box. It contains several input fields: 'First Name*' (filled with 'George'), 'Last Name*' (filled with 'Jones'), 'Email*' (filled with 'george_jones@hotmail.com'), and 'Phone*' (filled with '0432134567'). Below these is a 'Role*' dropdown menu currently set to 'Accounts'. A red circle with the number '7' points to the email field, and another red circle with the number '8' points to the role dropdown. At the bottom right, there are 'CANCEL' and 'SAVE' buttons, with a red circle containing the number '6' pointing to the 'SAVE' button. Below the form fields, there is a section titled 'ASSIGNING A ROLE TO A NEW USER:' followed by explanatory text and a list of permissions for 'Accounts Level' and 'Buyer Level'.

9. If the email address is accepted, you will see a success toaster at the top of the dialogue box. However, if the email address has already been used for another Komatsu Online Account or Komatsu Premium Online account, you will not be able to assign the email\user to your account.

The screenshot shows two overlapping 'Add New User' dialog boxes. The background dialog box is partially obscured by a foreground dialog box. The background dialog box has a green success message at the top: 'Success! Successfully added new user'. The foreground dialog box has a red error message at the top: 'Error! Email already exist'. The foreground dialog box contains the following fields: First Name* (George), Last Name* (Jones), Email* (george_zaidan@hotmail.com), Phone* (0432134567), and Role* (Accounts). Below the fields is a section titled 'ASSIGNING A ROLE TO A NEW USER:' with a paragraph of text and two bullet points: 'Accounts Level can: purchase on account, add / remove / deactivate buyers, view all company orders, view company machine fleet and request update's to company fleet' and 'Buyer Level can: purchase on account and view their own orders'. At the bottom right of the foreground dialog box are 'CANCEL' and 'SAVE' buttons.

Success! Successfully added new user

Error! Email already exist

First Name* George

Last Name* Jones

Email* george_zaidan@hotmail.com

Phone* 0432134567

Role* Accounts

ASSIGNING A ROLE TO A NEW USER:

When creating a new user, you are required to grant the user a level of access. Below outlines what you need to know. Please note that once a user has been assigned a role, you will not be able to change it at a later stage.

Accounts Level can: purchase on account, add / remove / deactivate buyers, view all company orders, view company machine fleet and request update's to company fleet

Buyer Level can: purchase on account and view their own orders

CANCEL SAVE

10. If successful, the user will appear on your Mange Users page. At the same time, the user will receive an email inviting them to join your account.

The screenshot shows the 'Manage Users' page. On the left is a sidebar with a user profile for Belinda Jones (600524286) and a list of links: Account Details, General Information, Billing Address, Delivery Address, Change Password, My Fleet, and My Orders. The main content area has a heading 'Manage Users' and a paragraph: 'Here you can manage who has access to your account and what level of access they have. You will have the ability to; add, delete or deactivate user accounts as required.' There is a '+ ADD NEW USER' button. Below this is a table of users. The table has columns: Name, Email, Phone, Role, Last Activity, and Actions. The table contains one row for George Jones. At the bottom right of the table are links: DELETE | RESEND INVITATION.

Belinda Jones
600524286

Account Details

General Information

Billing Address

Delivery Address

Change Password

My Fleet

My Orders

Manage Users

Here you can manage who has access to your account and what level of access they have. You will have the ability to; add, delete or deactivate user accounts as required.

+ ADD NEW USER

Collapse All

Name	Email	Phone	Role	Last Activity	Actions
George Jones	george_jones@hotmail.com	0432134567	Account	03-01-2019	DELETE RESEND INVITATION

11. The Actions for a new user will show DELETE | RESEND INVITATION. You are able to resend the user a new invitation email at any time, by clicking the “RESEND INVITATION” button. You can send a new invitation as many times as you like.
12. Once the user has successfully activated their account, in the Actions section for the user you will see the options change to DELETE | DEACTIVATE. You can deactivate a user at any time. This feature will deactivate\suspend the account, so that the user can not log into their account. This will not delete the account. You can reactivate the account at any time. See section 6.4.3 for more details.

Manage Users

Here you can manage who has access to your account and what level of access they have. You will have the ability to; add, delete or deactivate user accounts as required.

[+ ADD NEW USER](#)

Collapse All

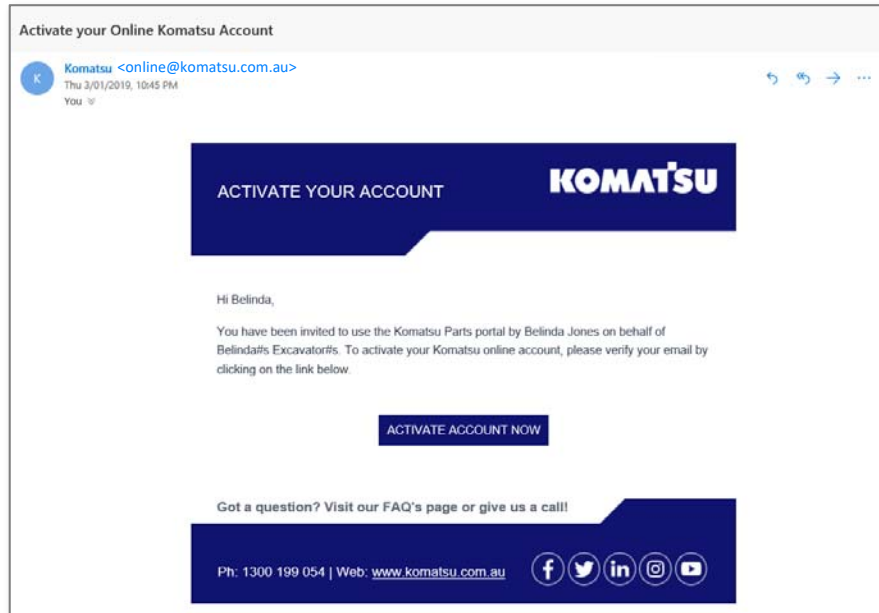
Belinda

Name	Email	Phone	Role	Last Activity	Actions
George Jones	george_jones@hotmail.com	0432134567	Account	03-01-2019	DELETE RESEND INVITATION
Belinda Komatsu	belinda_komatsu@outlook.com	0456789302	Account	03-01-2019	DELETE DEACTIVATE

13. You can delete an account at any time. If you delete an account, you can not reactivate it and all data will be lost.

6.4.2 Activating a Sub-User

1. The new user will receive the following email to their email address. It will indicate who has invited them.
2. The user will then be required to activate their account, by clicking the “Activate Account Now” button within the email.



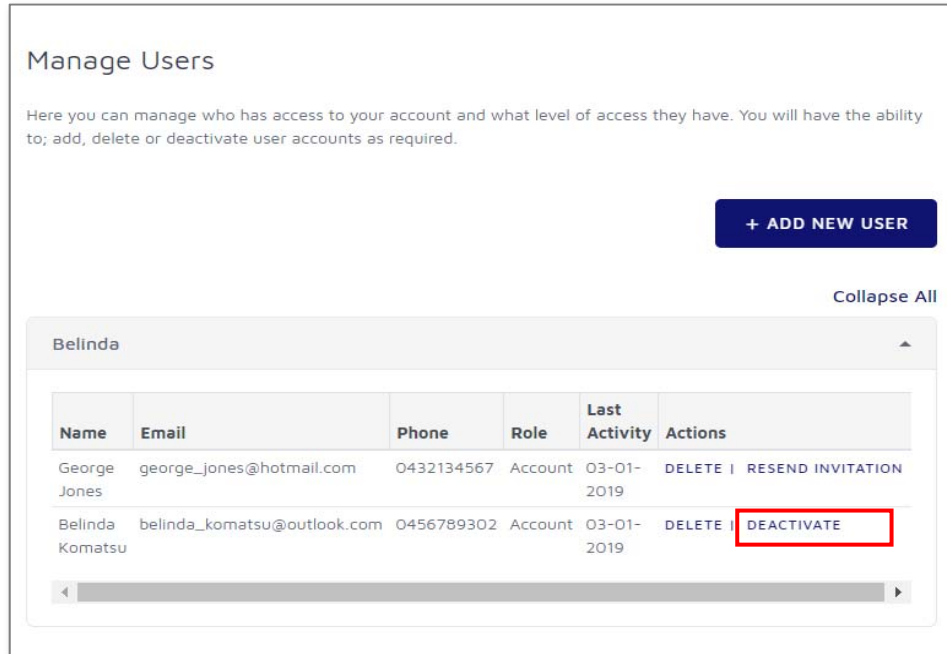
3. Once the button is pressed, the user will be redirected to a “Verify Registration” page.

The image shows a screenshot of the 'Verify Register' page on the Komatsu website. The top navigation bar includes 'SIGN IN' and 'REGISTER' links. The main header features the Komatsu logo and a search icon. The page title is 'Verify Register', with a breadcrumb trail 'Home > Register'. Below the title, the section is labeled 'Verify registration'. A note states: 'Your password should be a minimum of 8 characters in length and contain at least an uppercase and lowercase letter, a number and a special character.' There are two input fields: 'Password *' and 'Confirm Password *', both with placeholder text 'Password'. A blue button labeled 'VERIFY REGISTRATION' is positioned to the right of the input fields.

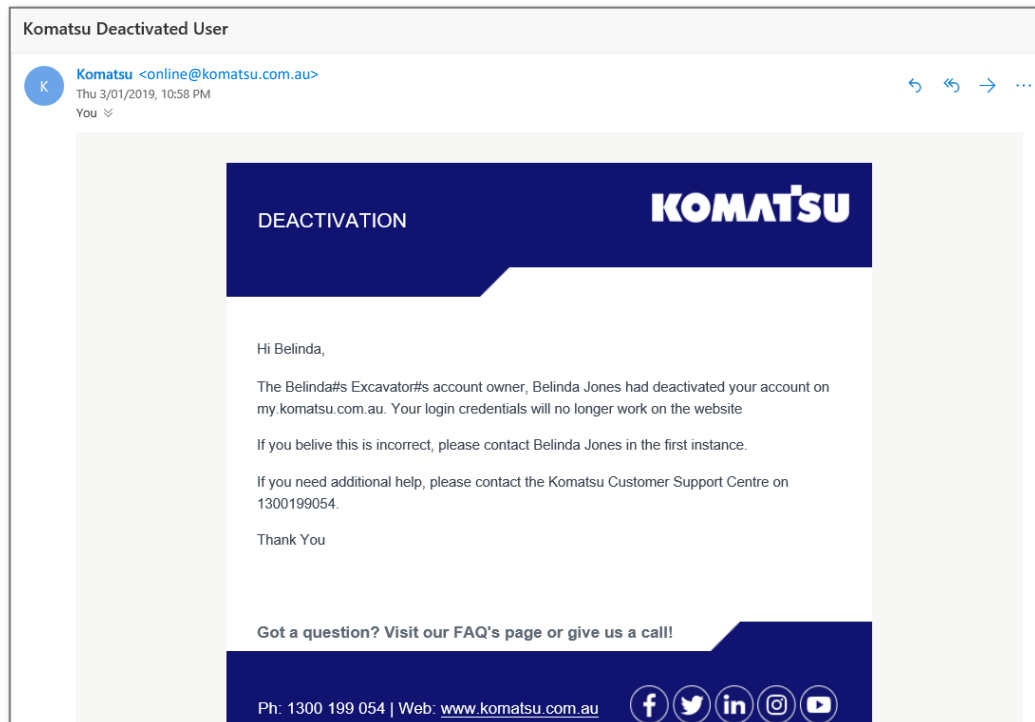
4. On this page, the user must set their account password, then press “Verify Registration” button. **NOTE:** Password should be a minimum of 8 characters and contain at least an uppercase and lowercase letter, a number and a special character.
5. User will then see a Thank You page, and then be able to instantly log into the site, using their new credentials.

6.4.3 Deactivating and Reactivating a Sub-User

1. As outlined in section 6.6.1 - point 12, an administrator can deactivate a sub-user at any time.
2. To deactivate an account, simply click the DEACTIVATE button next to the user's name.



3. Once you click that button, the user will receive the following email:



4. The user will not be able to log into their account, unless you reactive their account.

- When you have deactivated the account, the Action options on the Mange Users page against that user will change (as you can see, it now says “SEND INVITATION” rather than “DEACTIVATE”).

Manage Users

Here you can manage who has access to your account and what level of access they have. You will have the ability to; add, delete or deactivate user accounts as required.

[+ ADD NEW USER](#)

Collapse All

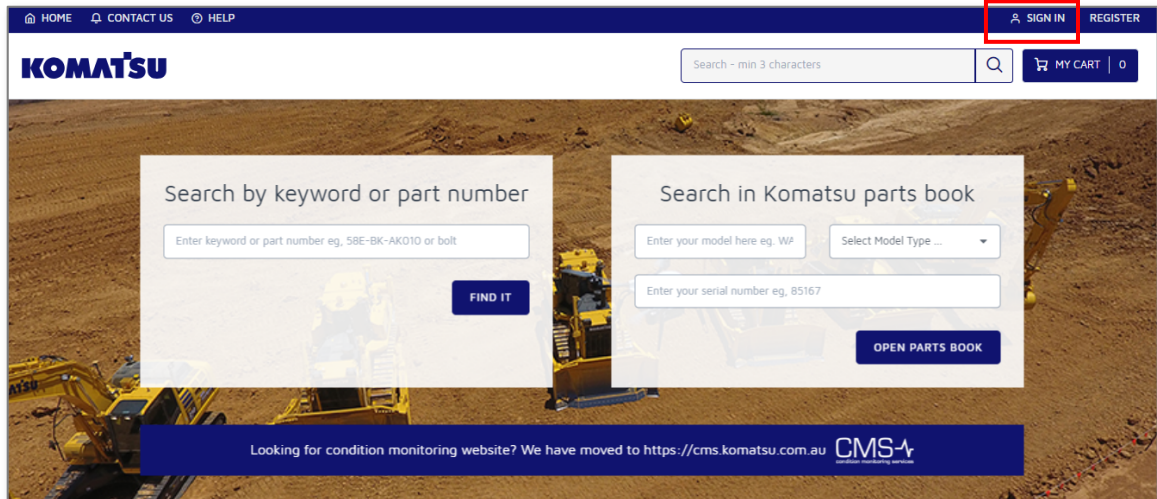
Belinda

Name	Email	Phone	Role	Last Activity	Actions
George Jones	george_jones@hotmail.com	0432134567	Account	03-01-2019	DELETE RESEND INVITATION
Belinda Komatsu	belinda_komatsu@outlook.com	0456789302	Account	03-01-2019	DELETE SEND INVITATION

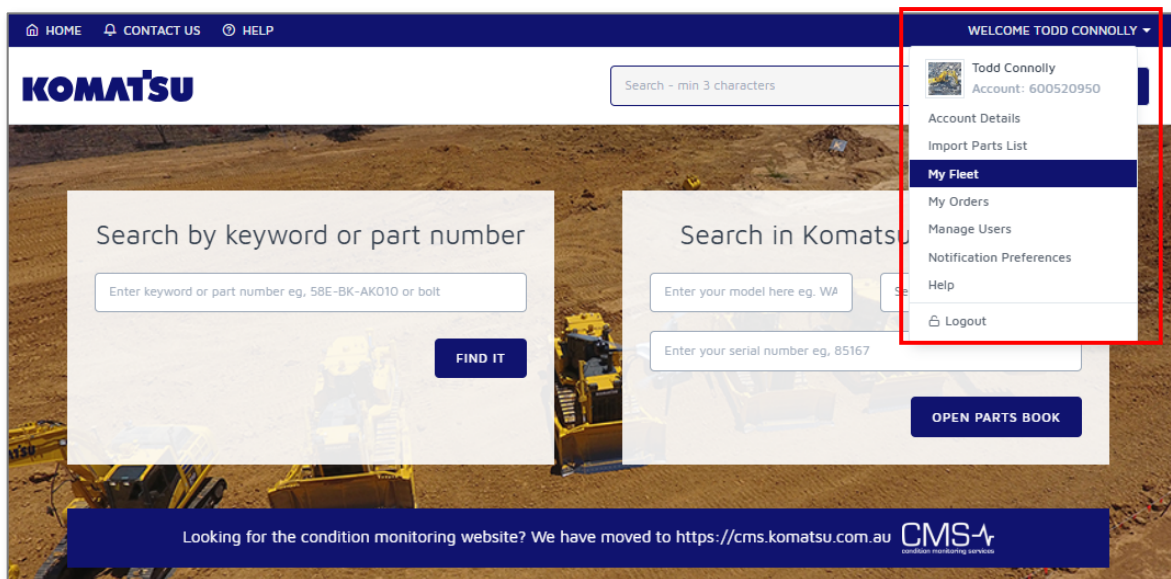
- To reactivate the account, click the “send invitation” button. The user will then get an email and follow the process as outlined in section 6.4.2.

6.5 My Fleet (Komatsu Online Premium Accounts only)

1. From anywhere on the site, click the “Sign In” button, found on the top right of the page and complete your credentials to sign in (as outlined in section 1.4).



2. Once you have successfully signed in, you will see your name at the top of the page.
3. Click on the arrow beside your name and select “My Fleet” from the drop-down menu.



- On your My Fleet page, you will see all your Komatsu and Non-Komatsu machines that you have registered against your account with Komatsu.

6.5.1 Basic Features

The screenshot shows the 'My Fleet' page for a user named Belinda Jones. The page displays a list of machines in the fleet. Two machines are visible: a CASE 36805-90 and a Komatsu 530M-1. The CASE machine is a non-Komatsu machine, and the Komatsu machine is a Komatsu machine. The page includes a sidebar with account details, a search bar, and a 'My Fleet' section. Callouts explain the following features:

- ADD MACHINE:** Ability to add a machine to the My Fleet page. See section 6.5.3 for more details.
- IMAGE:** Image of the type of machine. If it is a non-Komatsu machine, the company logo will appear. If no image is available, a Komatsu logo will appear.
- MACHINE DETAILS:** Customer appointed machine name, Serial Number, Latest SMR and Location of each machine.
- PARTS BOOK:** For Komatsu machines, you are able to access the digital Komatsu Parts Book relevant to that machine section.
- BUY PARTS:** For Komatsu machines, you are able to click this button and see all parts relevant to this machine. If a book is not available, no button will appear.
- NON-KOMATSU MACHINE:** For a non-Komatsu machine, there will be no "Parts Book" or "Buy Parts" buttons.
- EDIT:** Ability to request to have machine details updated or changed.

6.5.2 Edit Machine Feature

1. On the My Fleet page (shown in section 6.5.1), click on the “Edit” button for the machine you wish to edit.
2. A dialogue box will appear (as shown below).
3. Machine Name will already be prepopulated. Then you have the opportunity to change the location of the machine and/or the SMR Hours of a machine.
4. Once form is completed, click “Request”. This will send an email to our Komatsu Customer Support Centre, who will make the changes. **NOTE:** Changes typically take 24 hours to become effective and shown on the website. Changes will not show immediately on the My Fleet page after you press “Request”.
5. If you wish to delete a machine from your My Fleet page, complete the bottom half of the dialogue box. Simply select the reason for deleting the machine and click “Request”. **NOTE:** Changes typically take 24 hours to become effective and shown on the website. Machine will not immediately be removed from the My Fleet page.

(PC300-8) X

Update Machine Details
Request for the details of your machine to be updated

Machine Nickname
(PC300-8)

Machine Location (Postcode)*

Latest SMR (Service Metre Reading) Hours*

REQUEST

Request to delete machine
Request to delete a machine

Reason for deleting machine*

Select the reason for deleting

REQUEST

CLOSE

6.5.3 Add Machine Feature

1. On the My Fleet page (shown in section 6.5.1), click on the “Add Machine” button found at the top of the page.
2. A dialogue box will appear.
3. Once open, please complete all fields in the form.
4. Once form is completed, click “Request”. This will send an email to our Komatsu Customer Support Centre, who will make the changes. **NOTE:** New machine will need to be verified before it can be added to your account. This can take up to 48 hours to become effective and shown on the website. A new machine will not show immediately on the My Fleet page after you press “Request”.

Add New Machine

To add a new machine to your My Fleet page, please fill in the details below.

Machine Nickname

Brand*

Select

Machine Model and Type*

PC200-8

Serial Number*

Latest SMR (Service Metre Reading) Hours*

Purchase Date*

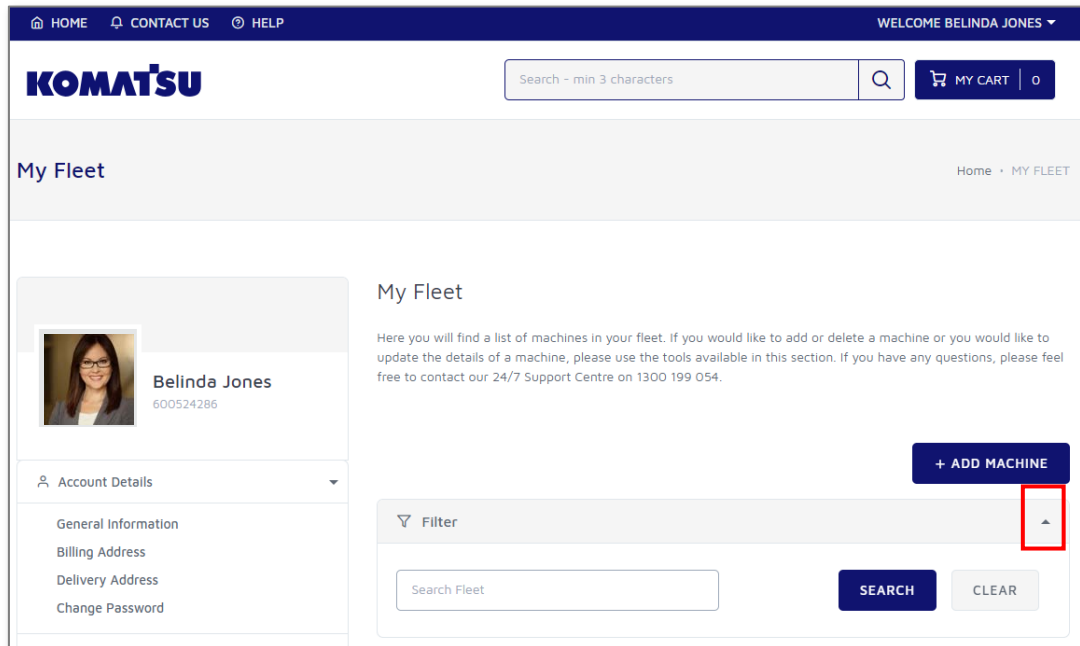
Machine Location (Postcode)*

REQUEST

CLOSE

6.5.4 Filter Feature

1. Click on the small arrow above the Filter feature and the box will expand (as shown below). This will expand the Filter feature.

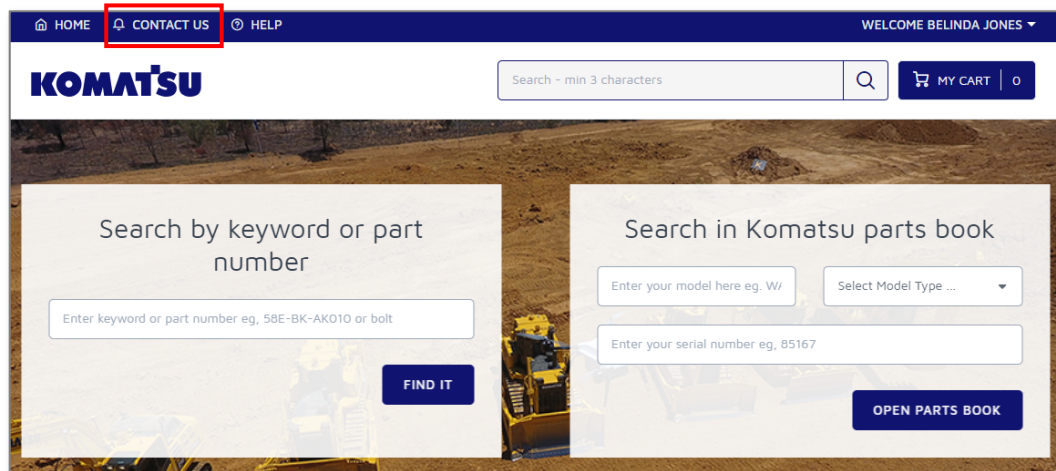


2. When you have a large fleet list, you can refine your list using any keyword.
3. Enter the details of how you want to refine your search, click "Search".
4. Once filter is applied, only orders that match your filter criteria will appear in your fleet list.
5. **NOTE:** If the search results are unsatisfactory and you wish to change the filter search criteria, you must click "clear" to reset, before entering the new details and clicking "Apply Filter" again.

7. Support

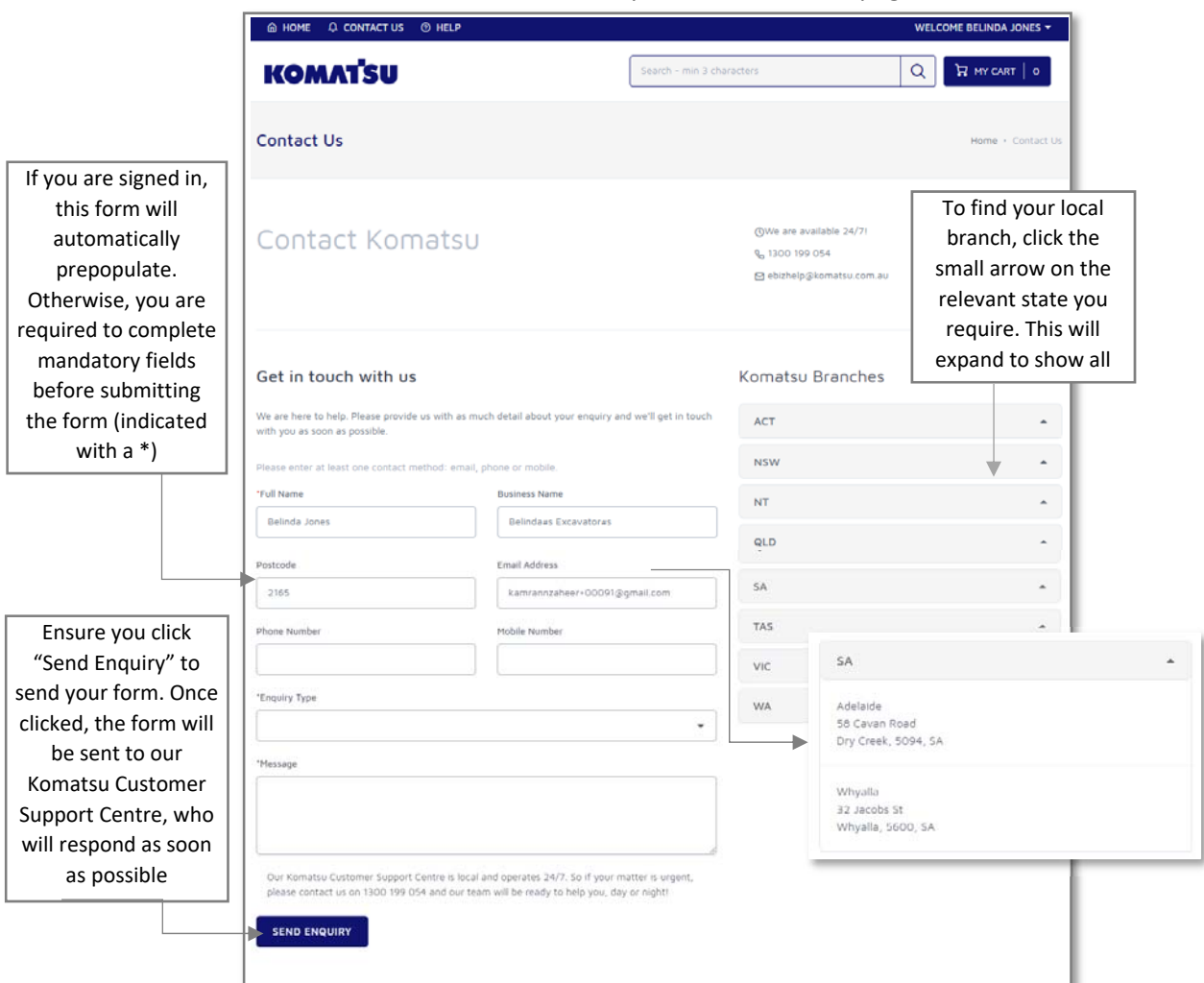
7.1 Contact Us

1. Regardless of where you are signed into the site or not, you will be able to Contact Komatsu from any page, by clicking “Contact Us”, found at the top of all pages.



The screenshot shows the top of the Komatsu website. The navigation bar includes links for HOME, CONTACT US (highlighted with a red box), and HELP. A user is logged in as 'WELCOME BELINDA JONES'. Below the navigation bar is a search bar with the placeholder 'Search - min 3 characters'. To the right of the search bar is a 'MY CART' icon with a '0' next to it. Below the search bar, there are two main search sections. The left section is titled 'Search by keyword or part number' and contains a text input field with the placeholder 'Enter keyword or part number eg, 58E-BK-AK010 or bolt' and a 'FIND IT' button. The right section is titled 'Search in Komatsu parts book' and contains two input fields: 'Enter your model here eg, W/' and 'Select Model Type ...', followed by a text input field for 'Enter your serial number eg, 85167' and an 'OPEN PARTS BOOK' button.

2. Click on the “Contact Us” button will direct you to a Contact Us page.



The screenshot shows the 'Contact Us' page on the Komatsu website. The page title is 'Contact Komatsu'. It features a contact form with fields for Full Name, Business Name, Postcode, Email Address, Phone Number, and Mobile Number. There is also a dropdown for 'Enquiry Type' and a text area for 'Message'. A 'SEND ENQUIRY' button is at the bottom. To the right, there is a 'Komatsu Branches' section with a list of Australian states (ACT, NSW, NT, QLD, SA, TAS, VIC, WA). The 'SA' state is selected, and a dropdown menu is open showing the address for the Adelaide branch: 'Adelaide, 55 Cavan Road, Dry Creek, 5094, SA'. A callout box points to the small arrow on the state list, explaining that clicking it will expand the list to show all branches.

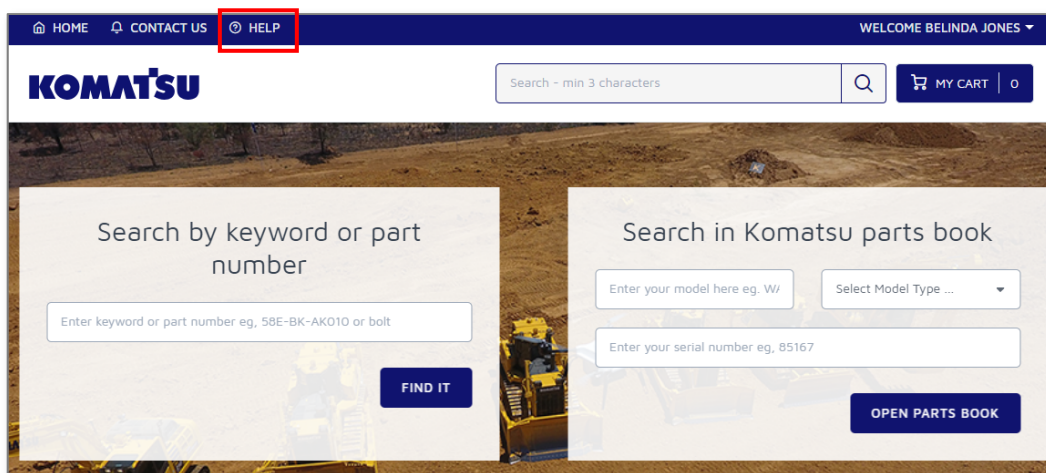
If you are signed in, this form will automatically prepopulate. Otherwise, you are required to complete mandatory fields before submitting the form (indicated with a *)

Ensure you click “Send Enquiry” to send your form. Once clicked, the form will be sent to our Komatsu Customer Support Centre, who will respond as soon as possible

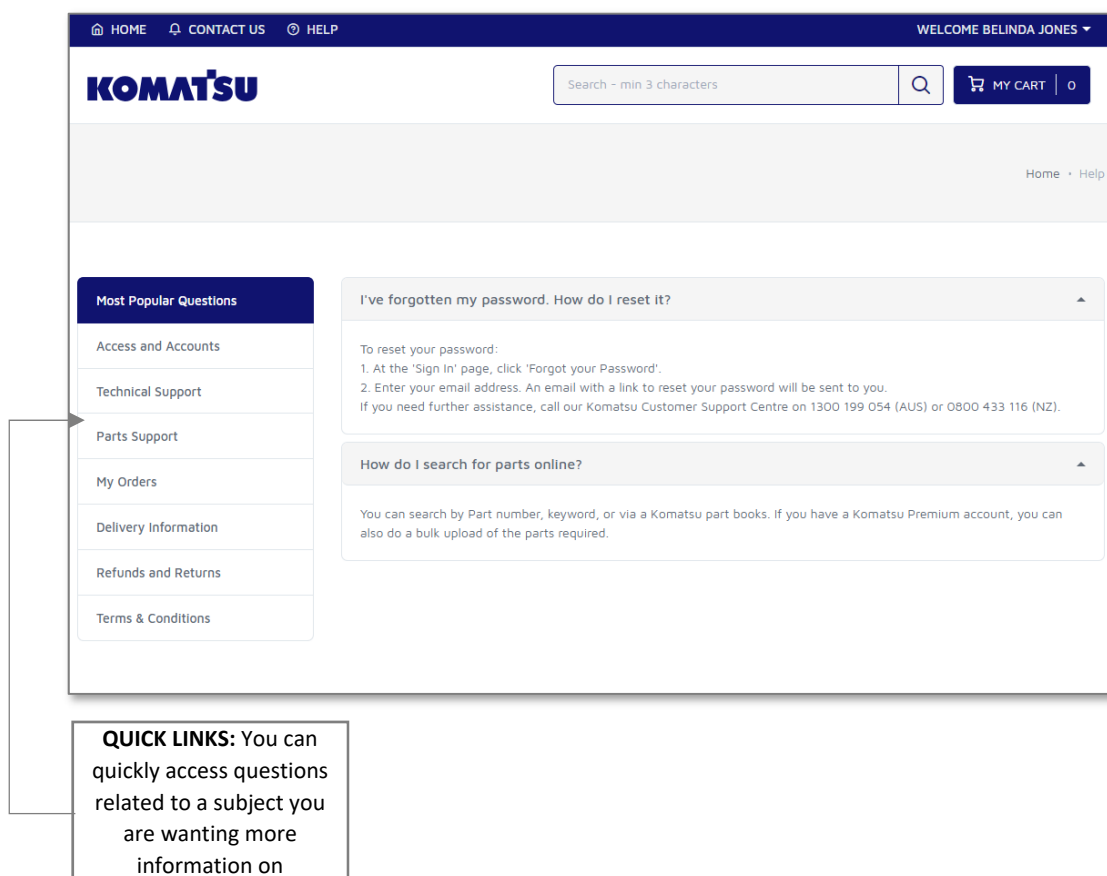
To find your local branch, click the small arrow on the relevant state you require. This will expand to show all

7.2 Help

1. Regardless of where you are signed into the site or not, you will be able to access the “Help” section from anywhere on the site, found at the top of all pages.



2. Click on the “Help” button will direct you to the Help page.





NEED IT



FIND IT



BUY IT



Buy Parts Online

Visit my.komatsu.com.au