

ONLINE

myKomatsu

Fast and easy way to buy parts online



Buy Parts Online



0800 433 116 | my.komatsu.co.nz | online@komatsu.co.nz

KOMATSU
Driven by your success

Launching a New Customer Experience

myKomatsu provides customers with a self-service portal that makes it easy to search and buy the right parts needed - no matter the time or place!

myKomatsu is a fast and responsive site, accessible from any device – day or night. Customers can access Komatsu parts books, self-track deliveries and manage order history - all online! Customers can also upgrade to a Komatsu Premium Online account to unlock additional features, including the ability to view and manage their fleet.

Available 24/7 throughout Australia and New Zealand, myKomatsu has been designed to ensure that our customers order the right parts for their machines and can get back to running their business, as quickly as possible.

For Komatsu, supporting our customers is paramount. myKomatsu is backed by our Customer Support Centre, which has a dedicated team working 24/7 to ensure your experience is never compromised. If you have a question – we will be there to help!

Visit my.komatsu.co.nz.



Engaging with myKomatsu

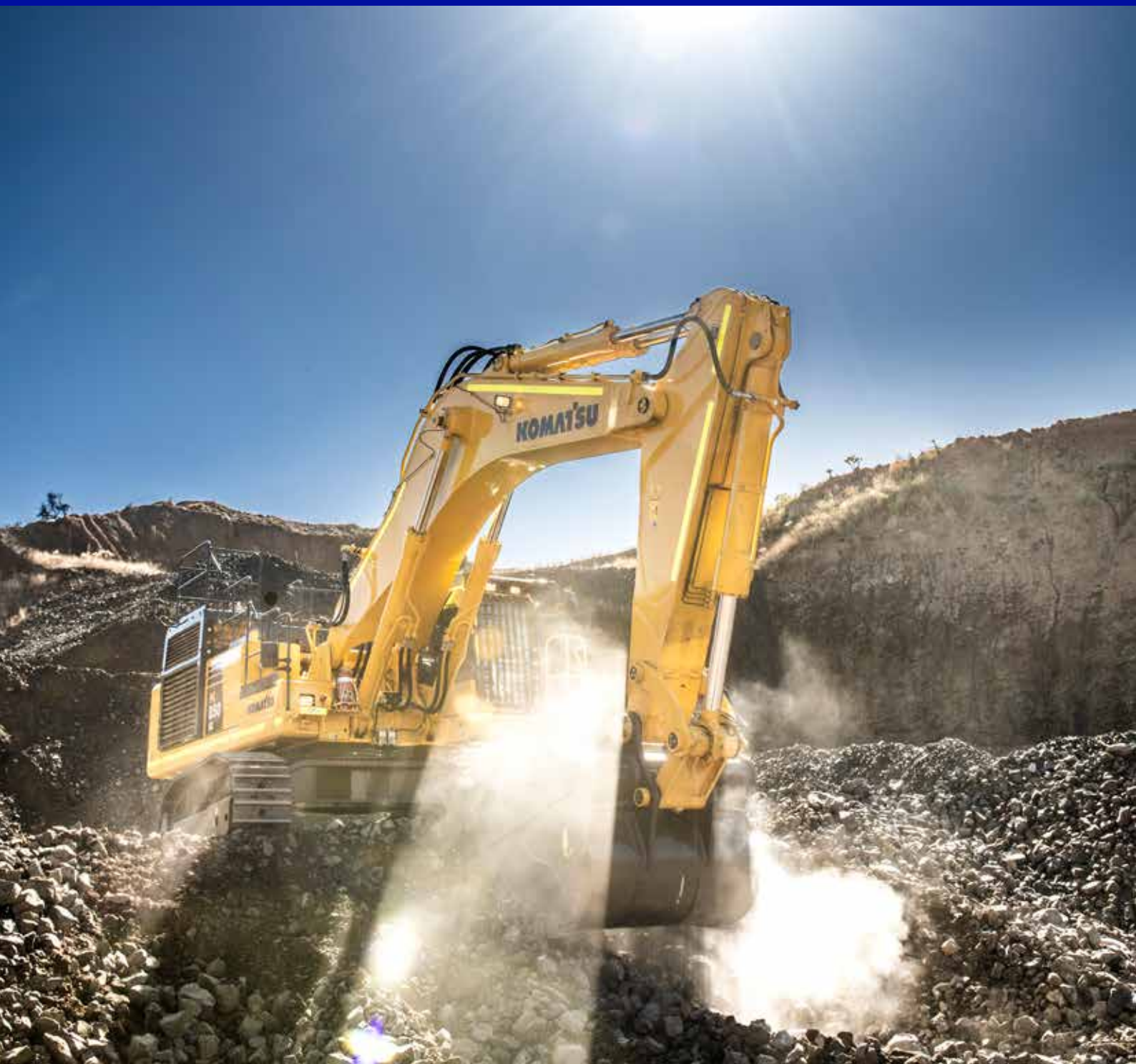
There are three different ways you can engage with myKomatsu Online - each tailored to suit your needs. The below table summaries what each level of access entails.

	GUEST	KOMATSU ONLINE ACCOUNT	KOMATSU PREMIUM ONLINE ACCOUNT
Quick Overview	Can shop without registering - only required to provide basic information to purchase parts	Can set up an instant online account for easy repeat purchases and order history management	Links 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 Customer Trade Price (if applicable)
Access to Komatsu Parts Books	✓	✓	✓
Search options	<ul style="list-style-type: none"> • Via Part Number • Via Keyword • Via Komatsu Parts Book 	<ul style="list-style-type: none"> • Via Part Number • Via Keyword • Via Komatsu Parts Book 	<ul style="list-style-type: none"> • Via Part Number • Via Keyword • Via Komatsu Parts Book • Via bulk upload • 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	✗	✓	✓



Key Features

- ✔ **Fast and responsive**
 - ✔ **Available 24/7**
 - ✔ **Mobile and Tablet friendly**
 - ✔ **Ability to self-track orders**
 - ✔ **Easy access to parts books**
- ✔ **Multiple ways to search**
 - ✔ **View order history**
 - ✔ **View fleet (if registered)**
 - ✔ **Automatically manages supersessions**





Information at Your Finger Tips

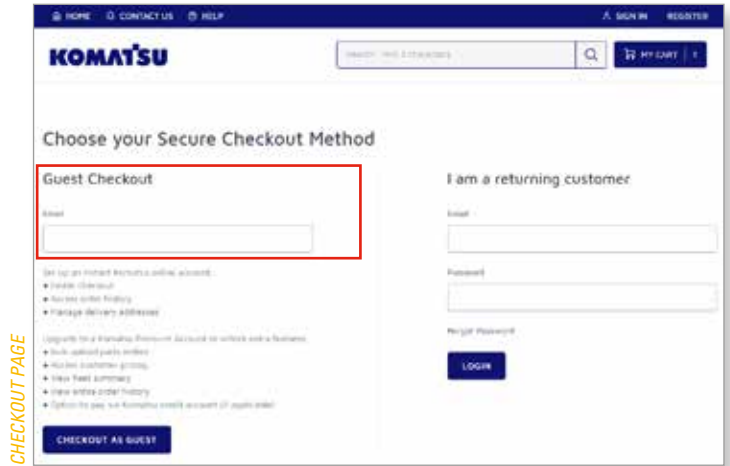
We know that ordering parts for earthmoving equipment can be a complex and time-consuming task, so myKomatsu has been designed based on our customer-first philosophy. Once an online order has been placed, the order automatically passes through our systems and sends the order to our distribution centres in just a few minutes!

- » **Fast and Responsive:** We know our customers are busy - so your online experience needs to be quick! Using the latest technology, myKomatsu has been designed with speed in mind.
- » **24/7 Accessibility:** Sourcing replacement parts is critical to the success of any business dependant on earthmoving equipment - that's why myKomatsu is accessible 24/7. Our Customer Support Centre is also on-call around the clock to ensure expert parts interpreters and technical support are always available.
- » **Mobile and Tablet Friendly:** Regardless of whether you are in the office or out on site, access to myKomatsu is at your finger tips. myKomatsu is completely device agonistic, making it user friendly on all devices, including; Personal Computers, Mobiles and Tablets.
- » **Self-Track Orders:** Knowing when you are going to receive your parts, is just as important as ordering the right part. All orders placed through myKomatsu can be tracked from the time they leave our warehouse until they reach their destination. Delivery ETA's and consignment numbers are all easily accessible via myKomatsu.
- » **Access to Parts Books:** Komatsu Parts Books are the easiest way to find the right replacement part for your Komatsu machine. Through myKomatsu, you can easily select a part from a parts book and import into your online cart for a quick purchase!
- » **Multiple Ways to Search:** When you don't have an exact part number, a search is required. So myKomatsu offers customers multiple ways to search for a part, including by; keyword, part number or description. Then you can easily refine your search by machine model or category type - to help narrow down your search.
- » **View Order History:** With a Komatsu Online Account, you can view all previous online orders. As a Komatsu Premium Online Account, you have the added benefit of being able to view all online and offline orders you have ever placed with Komatsu.
- » **View Fleet:** Komatsu Premium Online Account holders have the added benefit of being able to view their fleet summary - making it easier to search for parts specific to your machines.
- » **Automated Supersession:** Occasionally Komatsu has the need to supersede a part. To ensure you are always ordering the latest and correct part number, myKomatsu takes away the hassle and confusion by automatically providing you with the replacement part available.

How to Register

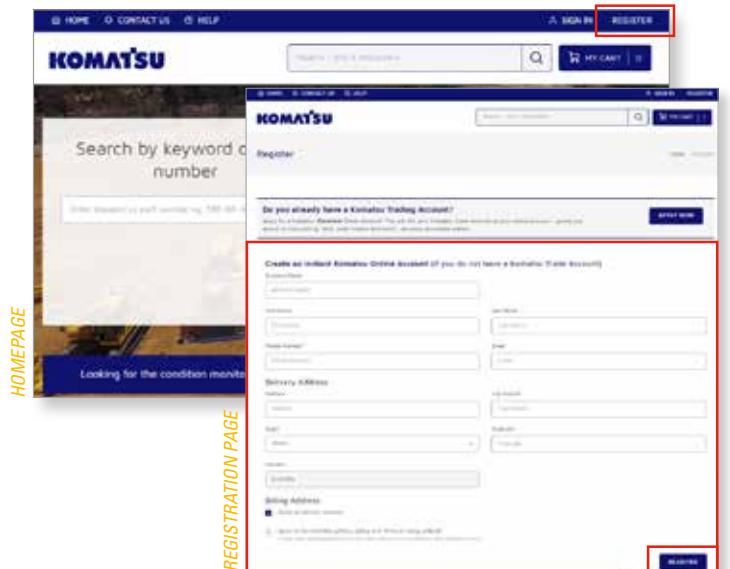
» GUEST USER:

- 1) As a guest, no registration is required. Simply add items to your cart and then proceed to the checkout.
- 2) Once in the checkout, you are given the option to proceed as a guest - whereby you are required to provide a valid email address, shipping information and credit card details for payment.
- 3) Once your order is complete, you will receive an Order Confirmation email, with an Order Confirmation Number. This will be your proof of purchase and key to tracking your delivery - you will not be able to log into the website to retrieve your order history.



» KOMATSU ONLINE ACCOUNT:

- 1) To set up a Komatsu Online Account, simply click the "register" button found on the right of any page.
- 2) On the Registration page, complete the form and click the "register" button at the bottom of the page.
- 3) Instantly, you will then receive an "Account Set Up" email, which will prompt you to set an account password.
- 4) Once the password is set, you will be able to log into your Komatsu Online Account.



» KOMATSU PREMIUM ONLINE ACCOUNT:

- 1) With an existing Komatsu trade account, you are eligible for a Komatsu **Premium** Online Account. This account links your trading account to your online account.
- 2) To set up a Komatsu Premium Online Account, simply click the "register" button found on the right of any page.
- 3) On the Registration page, click the "Apply Now" button found towards the top of the screen. This will prompt a form called "Addendum to Account Application Form" to download. This form ensures you give authority for your trade account to be accessed online.
- 4) Complete and sign the form, then return to online@komatsu.co.nz.
- 5) The application is then reviewed by the Credit Team. If successful, your Komatsu Premium Online account will be created and you will receive an "Account Set Up", which will prompt you to set an account password.
- 5) Once the password is set, you will be able to log into your Komatsu Premium Online Account.



The Online Experience

SEARCH PAGE

The search results page for 'engine oil' displays a grid of product cards. Each card includes a product image, a title (e.g., 'SERIAL ENGINE OIL 1000L'), a price, and an 'ADD TO CART' button. A left-hand sidebar contains filters for 'Brand', 'Model Type', and 'Power/Serial Number'. Below the grid, a 'CATEGORY' section lists various product types like 'Engine Oil', 'Electrical Parts', and 'Wear Parts'.

PRODUCT PAGE

The product page for 'BOLT - 01010-80R30' features a large image of the bolt. The page includes the product name, a price of '\$1.90', and a detailed description. A 'PART NO.' and 'CATEGORY' are also listed. An 'ADD TO CART' button is positioned at the bottom right of the product image area.

ORDER HISTORY

The user account page for 'Belinda Zaman' displays a list of orders. The table includes columns for 'Order', 'Status', 'Date', and 'Details'. The orders are listed with their respective dates and statuses, such as 'Ordered' and 'Delivered'.

MYFLEET

The 'My Fleet' page shows a list of equipment under the user's account. Each item is represented by a small image, a title (e.g., 'PC300-8'), and a 'SERIAL NUMBER'. There are 'ADD TO MY FLEET' and 'REMOVE FROM MY FLEET' buttons for each item.





ONLINE

Form No.: NZZESB099927_JUNE2019



0800 433 116 | my.komatsu.co.nz | online@komatsu.co.nz

KOMATSU
Driven by your success