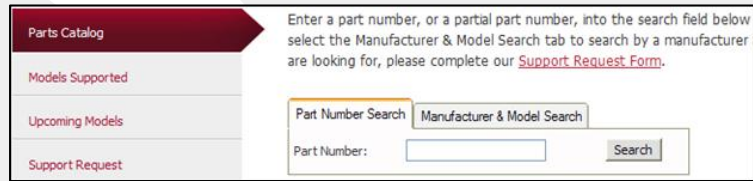


Catalog Search Features

Login, and click on [Catalog](#), which is one of the top menus
Tip: Always Login in the upper right corner to ensure you receive your individual pricing.

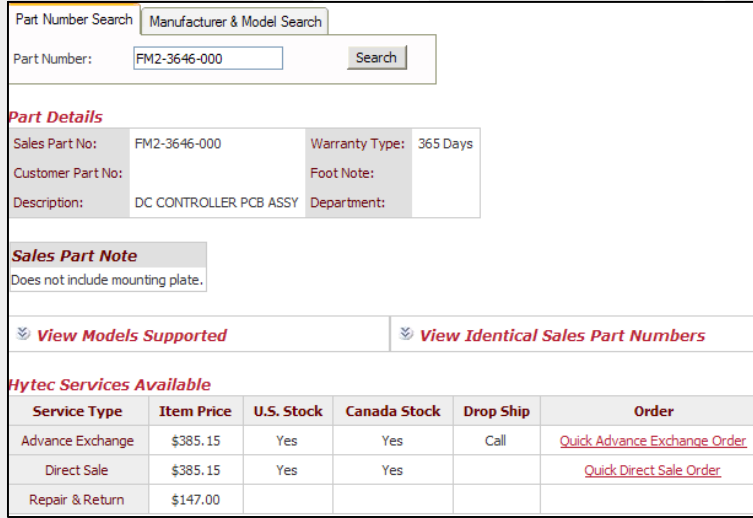


To search our complete catalog, select parts catalog. This section also shows a listing of Models Supported, Upcoming Models and an area to request new support from Hytec.



Enter the part number, then click on [Search](#). If you do not have a part number, click the tab labeled "Manufacturer and Model Search" for additional search options.

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



Catalog Viewing Tips:
 Sales Part Note will include any specific notes about the part.

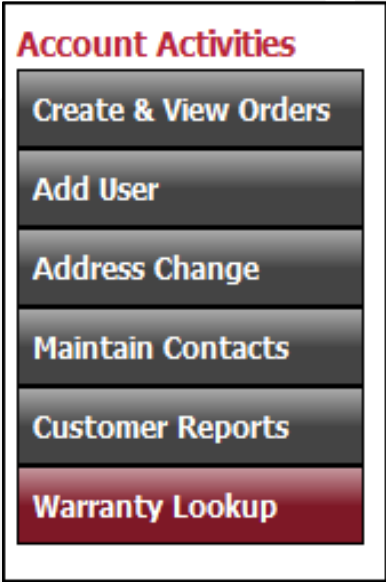
To confirm the model(s) which the part may be used in open View Models Supported.

If you choose to order this part, select Quick Order functions for Advance Exchange or Direct Sale options.

If you wish to add this item to an Advance Repair & Return Order Form select the Add to Order button at the bottom of the page, to begin building a repair order.

Viewing Reports & Research Warranty

Once you are logged into the website, [Account Activities](#) section is displayed.
 You may add users to your account with roles of VIEW, Order Entry, or Administrator. Complete any address change requests or update and maintain current contacts at your company.



In the [Customer Reports](#) section, you may run your *open exchange report* in PDF or export to excel. This allows you to track your open exchange orders.
Tip: Enter a Technician ID when placing an order for Advance Exchange, this will appear on the packing slip, box label, invoice, and open exchange reports to help you manage core returns.

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

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

Placing an online order

Login is located in the top right corner, New Customers should select Create an Account.
Tip: Always Login to ensure you receive your individual pricing.

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

Under Create New Order, you have two order options:
New Order -Advance Exchange, Board Bank or Direct Sale – HDD, Drive Secure orders
New Repair & Return Order – Use to create an online Packing Slip when sending parts for repair & return service.

On the order header, select outgoing ship method, enter a PO number if desired, and verify shipping address.

Tip: To select a different ship to address, click on the magnifying glass. To add a new address, click New Address to enter either a one-time or recurring address.
 Then click on Add Line Item to add parts to your order.

Once you enter the part number then click on “Search”. The part number detail screen will appear providing you the service options.
Tip: The search will truncate the part to find the best match. If you are unable to find a match, select the model/manufacturer tab for further search options.

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

View the order and make any changes such as Customer Part No, Tech ID, or Ship To locations, click Save Changes. Once all is correct, select Process Order.
Tip: Click on the binoculars, next to the line item detail to open the full view of the line and make any further changes or enter technician name.

After selecting Process Order, a confirmation screen will appear. Select Submit Order to complete your order. You will receive an email order confirmation. **Note:** Enter Back to Order to add to the order or make corrections.

