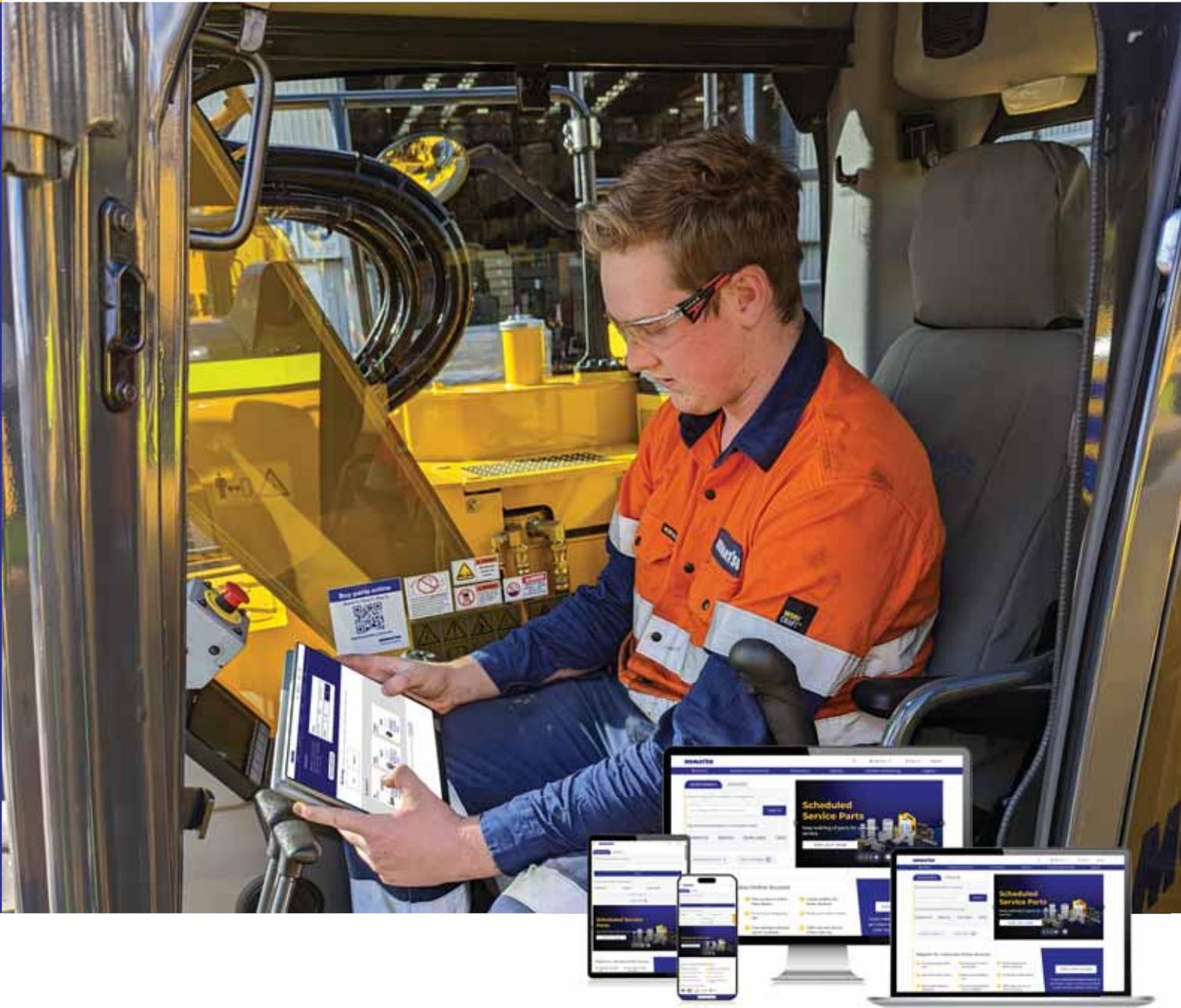


KOMATSU

myKomatsu

Fast and easy way to buy parts online



Buying parts made easy

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.com.au



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 • Via Quick Add
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	✗	✓	✓
Access Condition Monitoring	✗	✓	✓
Access Scheduled Service Parts	✗	✓	✓
Access to myFleet	✗	✗	✓

Key features

- ✓ Securely pay by credit or on account
- ✓ Free access to online parts books
- ✓ Create Wishlists for faster checkout
- ✓ View order history
- ✓ Share your shopping cart
- ✓ Track online orders (email and SMS)
- ✓ Add multiple delivery addresses
- ✓ Free standard delivery option for orders over \$500
- ✓ Available on desktop, mobile and tablet
- ✓ 100% safe and secure online ordering





Information at your fingertips

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, it automatically passes through to our distribution centres to be picked, packed and shipped.

» 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 agnostic, making it user friendly on all devices including desktops, 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.

» 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.

» Access your fleet data

Through myKomatsu, you can access myFleet - a simplify the way you access and view your machine data and reports. With myFleet you can; view all machine data in one location, visualise and manage your fleet of machinery, check the overall machine health indicator and request services from Komatsu

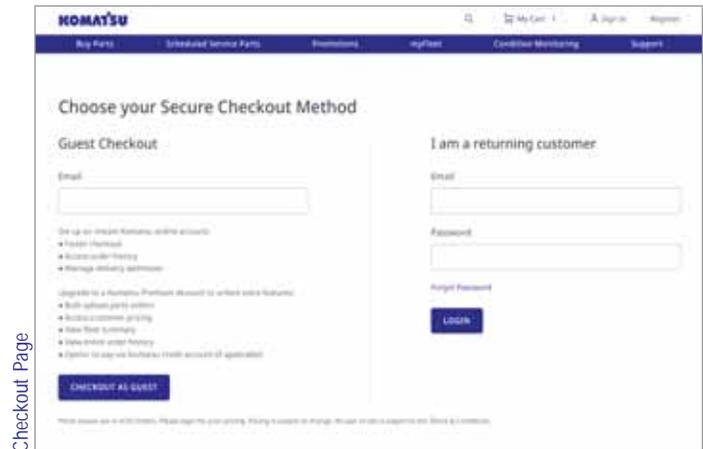
» Automated supersession

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 alerting users of any new supersessions.

How to register

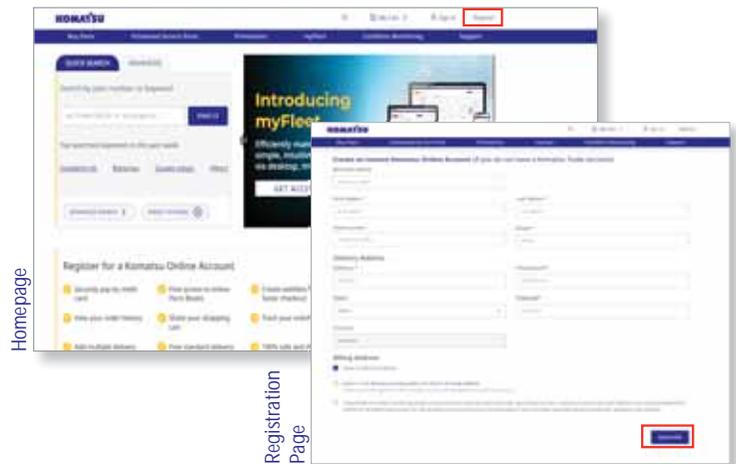
» Guest user

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.



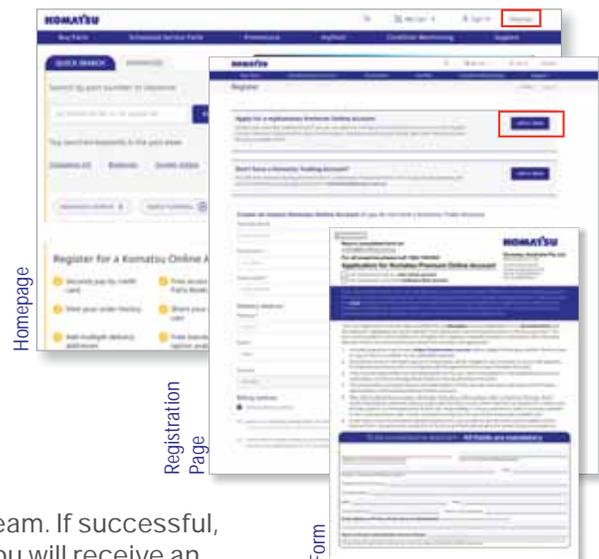
» Komatsu online account

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.



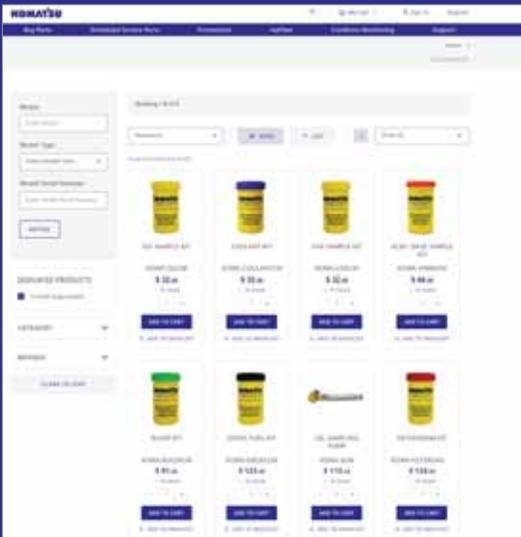
» Komatsu premium account

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.com.au
5. The application is then reviewed by the Komatsu Accounts 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.
6. Once the password is set, you will be able to log into your Komatsu Premium Online Account.

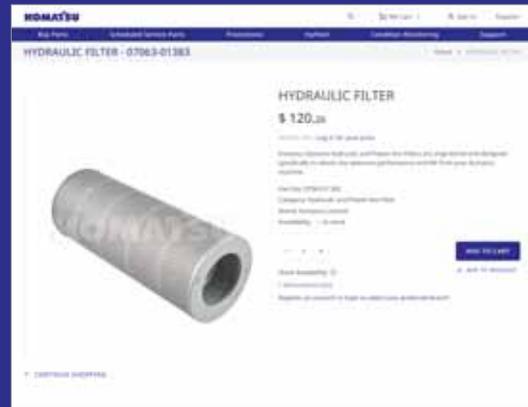


The online experience

» Search Page



» Product Page



» Order History



» Fleet Management





For more information:

Australia - Ph: 1300 199 054 | **Web:** my.komatsu.com.au

New Zealand - Ph: 0800 433 116 | **Web:** my.komatsu.co.nz

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