

GLOBAL e-SERVICE for Customers
Reference Guide



Overview

Global e-Service is an internet-based service that allows the collection and viewing of Hitachi wheel loader data.

The purpose of this interactive guide is to provide customers with an overview to the applications within Global e-Service (GeS).

To jump to a topic, click the page number.

Table of Contents

Login..... 2

News 3

Control Panel 3

ConSite..... 4

Machine 4

Parts 5

Utility..... 5

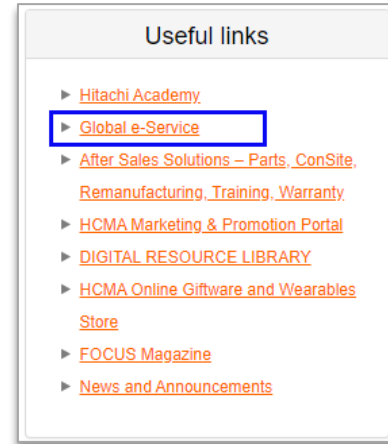
Password Maintenance..... 6

User Guides..... 7 - 26

- ConSite ISF
- ConSite Shot
- Owner’s Site
- HCMA Telematics

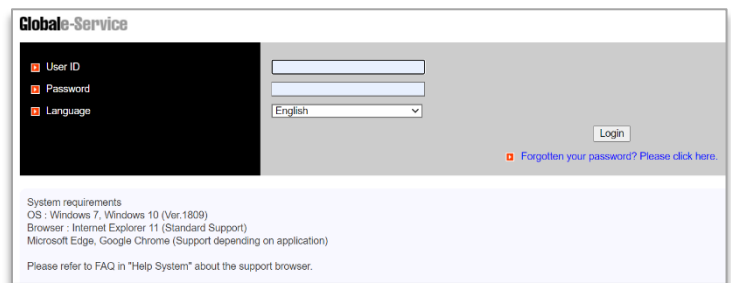
LOGIN

Access the Hitachi Dealer Direct website (www.hitachidirect.us) and click the Global e-Service link.

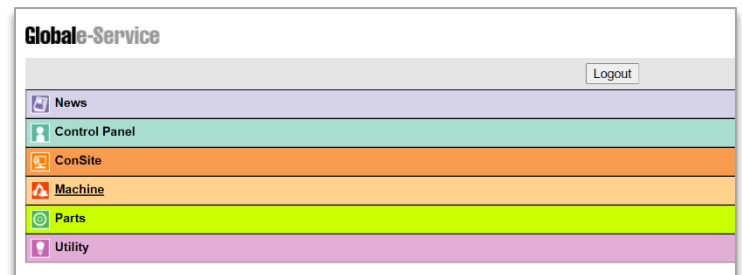


Enter your User ID and Password.

Note: The use of a single ID by several persons is strictly prohibited. If you do not have an ID, request one by contacting the Global e-Service administrator.



The Global e-Service menu is displayed. Click the title to expand the desired menu.



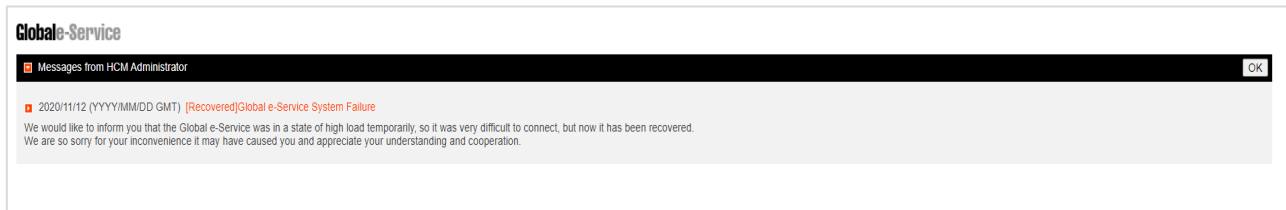
GENERAL DESCRIPTION OF CATEGORIES



NEWS

View important information.

- Receive notifications, system update messages.



CONTROL PANEL

Perform routine account management.

- Reset your password.
- Correct misspelled information in the name fields.
- Update your email address.
- Change your Country/Region, Job Type and Language using the dropdown menus.



CONSITE

Access manuals, submit parts orders and inspection reports

ConSite Manual

- Dedicated to “Shop Talk” articles and related information for customers.

Mail Setting

- Allows the end user to set email address to receive alerts, monthly reports, and oil diagnostic reports.
- Allows the end user to set the type of alerts to receive.
- Dealer manual allows the end user to view “Shop Talk” Articles. This is the same as the ConSite Manual.

ConSite ISF (Intelligent Parts Finder)

- Search for and order Hitachi parts
- ConSite ISF Quick Start Guide ([click here to view the guide](#))

ConSite Shot Web (Mobile App)

- Search for machine inspection reports
- ConSite Shot User Guide ([click the here to view the guide](#))



MACHINE

Monitor your machine’s operational status, location and connect to ISO standard telematics.

Owner’s Site

- View machine maintenance cycles, history of owner machines and useful operational information.
- Owner’s Site for Customer’s Reference Guide ([click the here to view the guide](#))

Geographic Information Systems (GIS)

- Track machine locations

ISO API (ISO154513-3) for Customers

- The HCMA AEMP Telematics Data Standard V2.0 (token) is used to provide real-time connection for HCMA dealers.
- HCMA AEMP Telematics Data Standard V.2 (ISO154153-3) Reference Guide for Customers (click the here to view the guide)



PARTS

View and monitor the status of parts orders placed in ConSite ISF.

Web shop Order history

HOLST EXCAVATING

Company code: HCA2013700

Customer order No.: []

Name of the person who placed the order, Code: []

Order date: []

Cooperation system: []

Status: Order Complete order acceptance Being Arranged Shipped Some not shipped

History Category: History of order acceptance Order History

WEB receipt number	Customer order No.	Order date	Customer name	Name of the person who placed the order	Desired delivery date	Status	Order receipt number	Order recipient	Person in charge of the reception	Order reference amount (excl. Tax)	Currency	Finalized order amount	Currency	Cooperation system	Attached file
SP01010033416	1	23/10/2020 04:16:19	HOLST EXCAVATING	Mark Bushinski	23/10/2020	Complete order acceptance		HITACHI CONSTRUCTION MACHINERY	Test User	384.37	USD		USD	ConSite Web Shop Order	
SP01010033375	2	20/10/2020 00:33:08	HOLST EXCAVATING	Mark Bushinski	21/10/2020	Order		HITACHI CONSTRUCTION MACHINERY	Test User	0.00	USD		USD	ConSite Web Shop Order	
SP01010133297	3	13/10/2020 03:05:44	HOLST EXCAVATING	Test User	16/10/2020	Order		HITACHI CONSTRUCTION MACHINERY	Test User		USD		USD	ConSite Web Shop Order	
SP01010123297	2	12/10/2020 22:23:08	HOLST EXCAVATING	Test User	23/10/2020	Order		HITACHI CONSTRUCTION MACHINERY	Test User		USD		USD	ConSite Web Shop Order	
SP01010123267	1	12/10/2020 14:48:28	HOLST EXCAVATING	Test User	16/10/2020	Complete order acceptance		HITACHI CONSTRUCTION MACHINERY	Test User		USD		USD	ConSite Web Shop Order	
SP01010123283	2	10/10/2020 03:24:42	HOLST EXCAVATING	Test User	16/10/2020	Order		HITACHI CONSTRUCTION MACHINERY	Test User	693.51	USD		USD	ConSite Web Shop Order	
SP01010023123	5	02/10/2020 22:28:01	HOLST EXCAVATING	Test User	03/10/2020	Complete order acceptance		HITACHI CONSTRUCTION MACHINERY	Mark Bushinski	51.56	USD		USD	ConSite Web Shop Order	



UTILITY

Access downloadable Global e-Service application manuals and Quick Guides.

Help

Operation Manual Search

FAQ Search

Contact

Operation Manual search

Keyword: [] System Name: (No Specification) the latest version only

Language: English Identifier No.: []

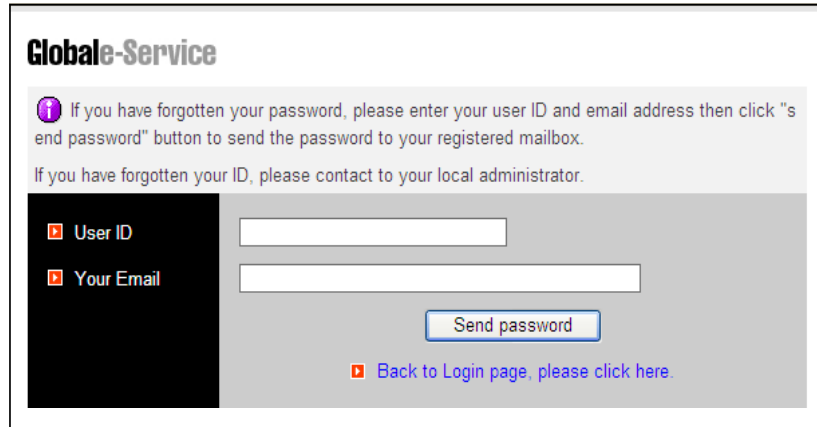
Search

Operation Manual search result

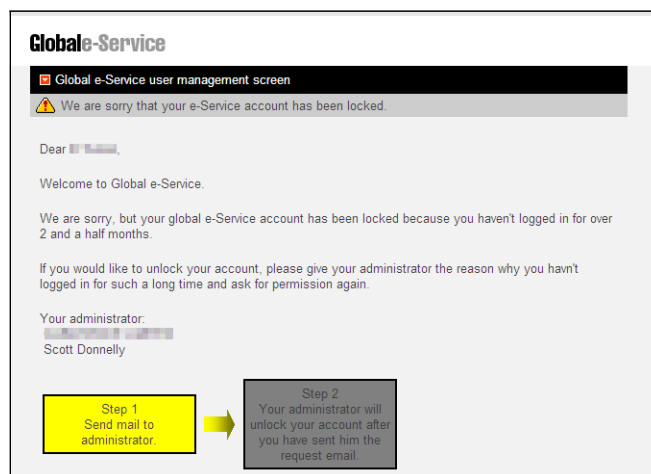
<< Previous page Result 1-11 (11) Results per page 50

System Name	System Version	Document Version	Document Title	Identifier No.	Download	Issue day	Details
My Account	2007.06.14	05-1E	My Account	452	451.99(KB)	2007/06/14	
ConSite ISF (Intelligent Service Parts Finder)	2020.01.07	40-2E	ConSite ISF	1853	1.69(MB)	2020/01/07	
ConSite Parts Web Shop History	2020.01.07	40-2E	ConSite Parts Web Shop History	1855	1.69(MB)	2020/01/07	
Help System	2007.04.04	43-1E	Help System	263	1.08(MB)	2007/04/04	
Owner's Site	2020.02.19	51-3E	Owner's Site (オーナーズサイト)	1872	4.12(MB)	2020/02/19	
Owner's Site	2015.01.29	51-8E	Owner's Site Quick Guide	1309	594.07(KB)	2015/01/29	
Owner's Site	2016.07.12	51-9E	Owner's Site Application Guide	1599	3.03(MB)	2016/07/12	
Geographic Information Systems (GIS)	2011.07.20	52-3E	Geographic Information Systems (for Customer)	310	7.72(MB)	2011/07/20	
Mail Setting	2015.02.20	94-2E	Mail Settings (ConSite) For Customers	1410	949.86(KB)	2015/02/20	
ConSite Shot Web	2020.07.16	MOB_CO-SH_Rental_en	ConSiteShot(Mobile)/Rental	1885	1.04(MB)	2020/07/16	
ConSite Shot Web	2020.01.07	MOB_CO-SH-2E	ConSiteShot(Mobile)	1851	789.09(KB)	2020/01/07	

PASSWORD MAINTENANCE



- ⇒ If you forget your password, click the “Send Password” button, and follow the instructions on the screen.
- ⇒ If you forget your User ID, contact the GeS Admin, gesadmin@hitachicm.us.
- ⇒ **Change the password regularly.** If it is not changed for 90 days or more, you will be asked to change it.

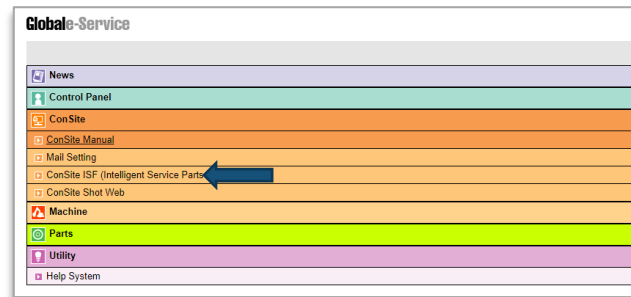


- ⇒ After 75 days of inactivity, your Global e-Service account will be locked. Follow the instructions on the screen to request to have the account unlocked.

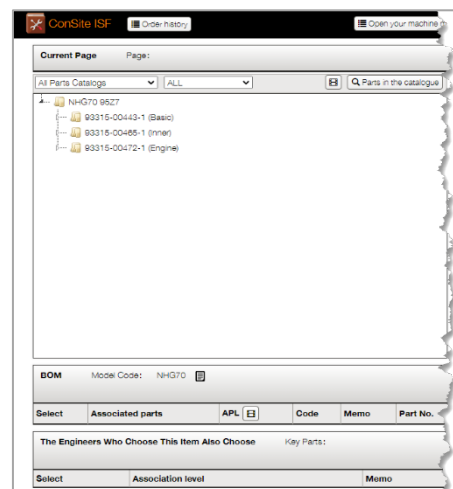
User Guides

ConSite ISF allows you to order parts directly from HCMA. This Quick Start Guide includes steps on how to locate parts and place orders.

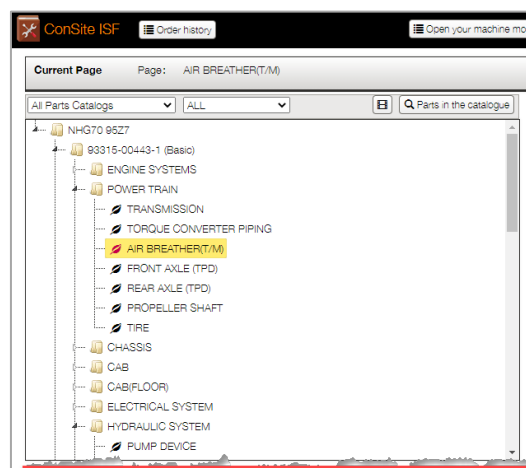
- From the main menu, click on 'ConSite' and select 'ConSite ISF' from the list.



- By default, the system will display Parts Catalogs for your machine.
- Select the appropriate catalog.



- Click the component subfolder to reveal the available parts.
- Select the desired part from the list.



CONSITE INTELLIGENT PARTS FINDER (ISF)

HITACHI

Reliable solutions

- An illustration of the component from the parts catalog will appear.
- The Parts list will display below. Note: parts displayed are based on availability.

The screenshot shows the ConSite ISF interface. On the left is a tree view of the parts catalog for model NHG70-6927. The 'AIR BREATHER/T/M' part is selected. In the center, a 3D model of the selected part is displayed. Below the model is a BOM table with the following data:

Select	Associated parts	APL	Code	Memo	Part No.	Q'ty	Purchase Q'ty	Part name	LP(USD)	Stock	Weight(Kg)	SC	Serial No.	ICA	Alternate Part No.	Alternate Part Q'ty
<input type="checkbox"/>			21		4175429240	1	1	BRACKET	23.74	1	1.000					
<input type="checkbox"/>			22		6180208020	2	2	BOLT,FLANGE	3.82	306	0.013					
<input type="checkbox"/>			23		6180210020	2	2	BOLT,FLANGE	4.09	111	0.020					

- From the list, select the desired part. Click on the to reveal associated parts.
- The suggested quantity will display. Increase or decrease the Purchased Quantity based on your need.
- After the items have been selected, click the 'Add to Cart' button.

The screenshot shows the BOM table with the first row selected. The 'BRACKET' row is highlighted in pink, and the 'Purchase Q'ty' field is set to 1. The 'Associated parts' column shows a magnifying glass icon. Below the table, there are buttons for 'Recommended', 'Optional', and 'History of simultaneous purchase', along with 'Select all' and 'Unselect' options.

CONSITE INTELLIGENT PARTS FINDER (ISF)

HITACHI

Reliable solutions

- View the items in the cart.
- Increase/decrease or delete items as needed.
- Click the “ConSite Web Shop Order” button to submit the request.

ConSite ISF HOLST EXCAVATING Test User Close

Total amount **9,270.06 (USD)** Close

Cart																
Key Parts	Part No.	Select	Local Part No.	JV Code	Qty	Part name	LP/USD	Weight (Kg)	Publication No.	Model Code	Model Name	Page No.	Illustration No.	Code	Date Selected	Delete
	4175429240	<input checked="" type="checkbox"/>			1	BRACKET	23.74	1,000	93315-00443-1	NHG70	95Z7	---	DCLU-MNF-206_B1	21	27/10/2020	
		<input type="checkbox"/>	4175429240	H	1	PLATE	23.74	1,000	93315-00443-1	NHG70	95Z7	---	DCLU-MNF-206_B1	21	27/10/2020	
-	6101412070	<input checked="" type="checkbox"/>			8	BOLT	4.62	0.070	93315-00443-1	NHG70	95Z7	---	DCLU-MNF-221_B1	24	12/10/2020	
-		<input type="checkbox"/>	6101412070	O	8	BOLT	4.62	0.070	93315-00443-1	NHG70	95Z7	---	DCLU-MNF-221_B1	24	12/10/2020	
-	6180210020	<input checked="" type="checkbox"/>			4	BOLT,FLANGE	4.09	0.020	93315-00443-1	NHG70	95Z7	---	DCLU-MNF-206_B1	23	12/10/2020	
-		<input type="checkbox"/>	6180210020	H	4	BOLT,FLANGED	4.09	0.020	93315-00443-1	NHG70	95Z7	---	DCLU-MNF-206_B1	23	12/10/2020	
-	3482068	<input checked="" type="checkbox"/>			2	CYLINDER ASSY OIL	3,940.	0.000	93315-00448	NHG70	95Z7	---	DCVB-MSA-28	000	16/10/2020	

Add part

Add To ConSite Web Shop Order

- Review the Customer Information.
- Enter the required information.
- To request a quote, select the “Request Quotation” box.
- To place the order, click the “Order” button.

ConSite ISF HOLST EXCAVATING Test User Close

Web shop Order

Customer Information

Customer name

Name of the person who placed the order

Post code

Customer address

Phone number

Customer e-mail address

Additional customer e-mail addresses

* With semicolon (;), multiple e-mail addresses can be selected

Delivery Address (if differ from the registered address)

Company Name or the Destination

Recipient

Post code

Request quotation

Request quotation

- After the order has been placed, you will receive an email confirmation.
- Scroll to the bottom and click the order details link to view the order status.
- The Hitachi Direct manager will contact you to confirm the order and steps on how to remit payment.

From: es-consite@hitachikenki.com <es-consite@hitachikenki.com>
Sent: Thursday, October 15, 2020 9:38 AM
To: 1005708@gmail.com
Cc: Customer Direct <hitachidirect@hitachim.us>
Subject: [Order acceptance completed] Notification of ConSite Web Shop Orderparts order acceptance to Mr./ Ms.HOLST EXCAVATING

* Please let us inform you that the following order has been accepted.

Thank you for using ConSite Web Shop Orderparts order.
2020/10/12 HOLST EXCAVATING We have received parts order from Mr./ Ms. Test User.

Parts front:Test User TEL:

Preferred delivery date:2020/10/16
Contact by e-mail if parts are not ready by the desired date

Model:95Z7
Serial No.:
PIN:
Customer management No.:

Client's name : Mr./ Ms.Test User 1005708@gmail.com
Orderer:KCA2613700- HOLST EXCAVATING
Order No:ISF20101232571
Order recipient:HITACHI CONSTRUCTION MACHINERY
Customer order No.:123456
Shipping destination:N3941 STATE ROAD 35PRESCOTTWI
Company name for the shipping address: HOLST EXCAVATING
Contact info:Test User
Destination's phone No.:4703840042
Shipping company:

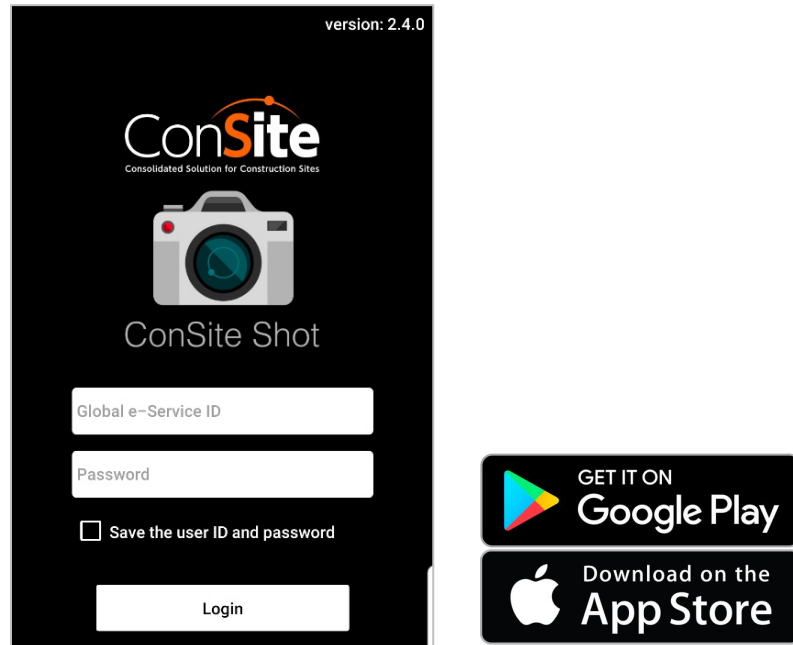
Order reference amount (excl. Tax):0(USD)

You can go to login screen of Global e-Service by clicking the link below and after login, you can view the screen for ConSite Web Shop Order.

Order details:[ISF20101232571](#)
[To WebShop order history](#)

INITIAL SETUP AND LOGIN

Follow the steps below to access the app.

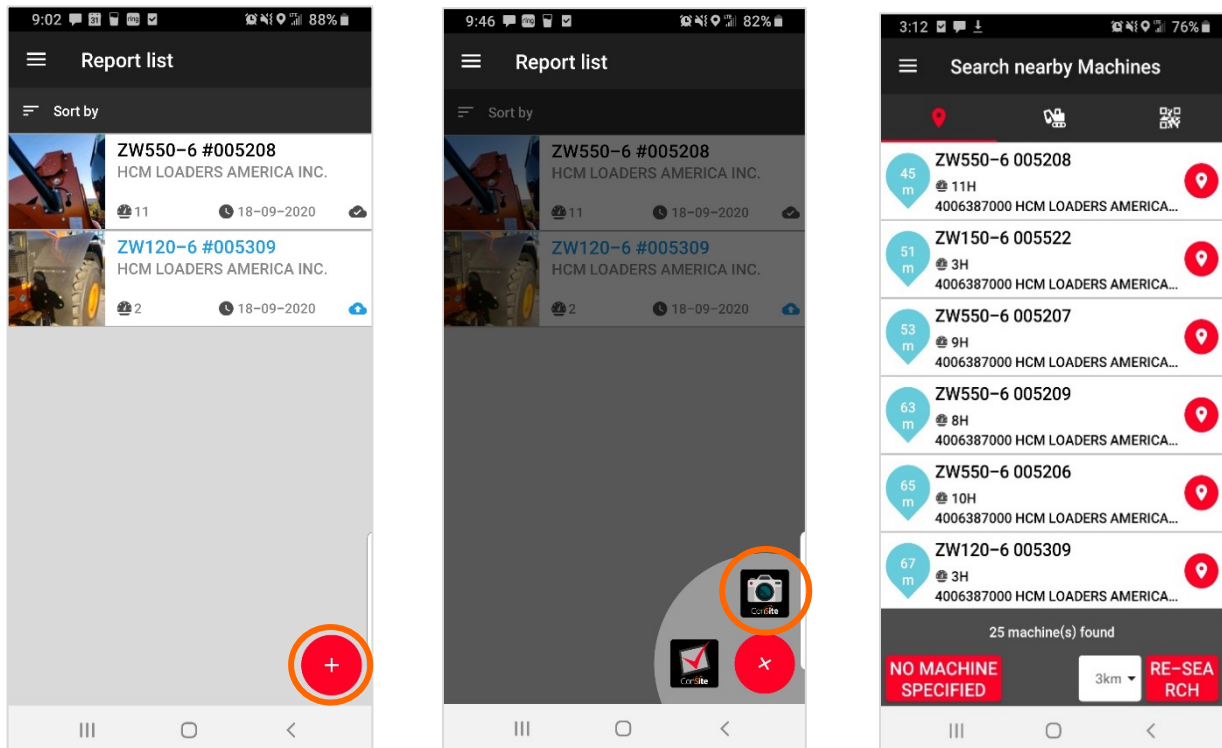


1. Download the **free** ConSite Shot app from the Apple or Google Play store.
2. When the app opens, tap [**Allow**] to grant access to the machine location.
3. Allow ConSite to access photos and media files on your device.
4. Enter your Global e-Service ID and password. If you do not have an ID, request one by contacting the Global e-Service administrator, gesadmin@hitachicm.us.
5. Read and Agree to the Terms and Conditions.



Note: After the app has been downloaded, you will not have to accept the push notifications, allow access to location, media files or agree to the Terms and Conditions again.

REPORT LIST VIEW

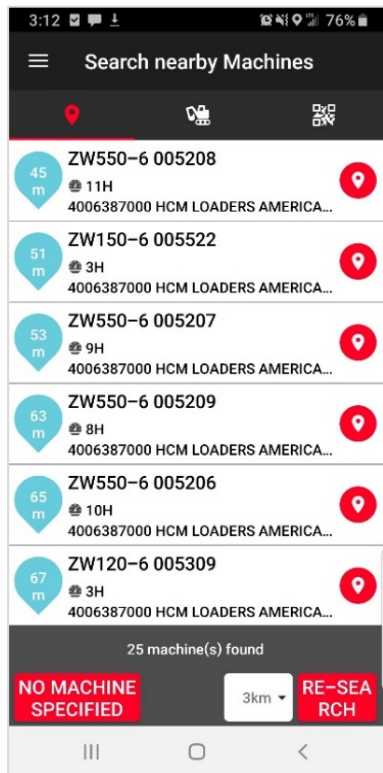
When the app opens, tap the [+] button. Next, tap the **ConSite Shot** icon to display a list of nearby machines.



Note: If reports have previously been uploaded, it will display when the app is opened.

- Reports uploaded to Global e-Service will be marked .
- Temporarily saved reports will be marked  and the text will appear in blue.

MACHINE SEARCH OPTIONS



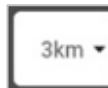
By default, the search lands on [**Locator icon**] view. Tap the desired machine.



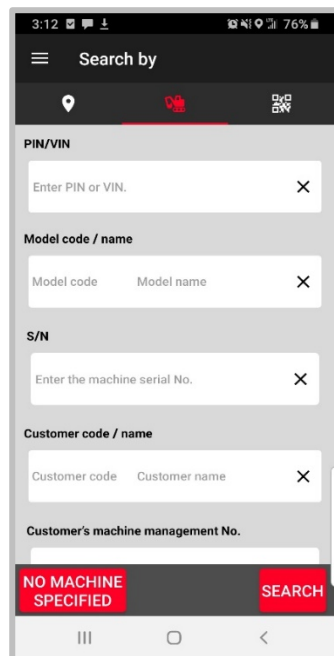
Distance between your location and the machine.



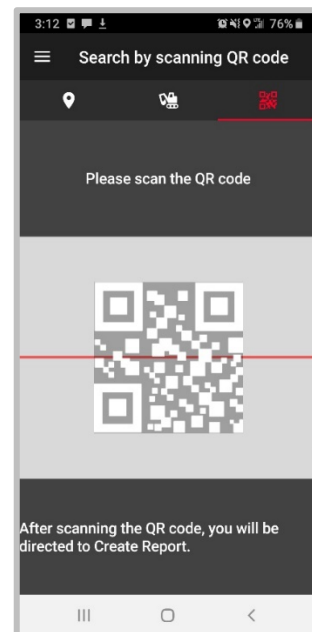
View machine's location in Google Maps.



Narrow or expand the search by selecting the desired radius from the dropdown menu.



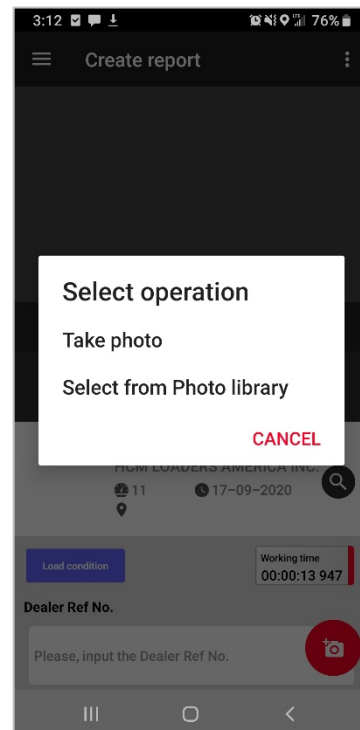
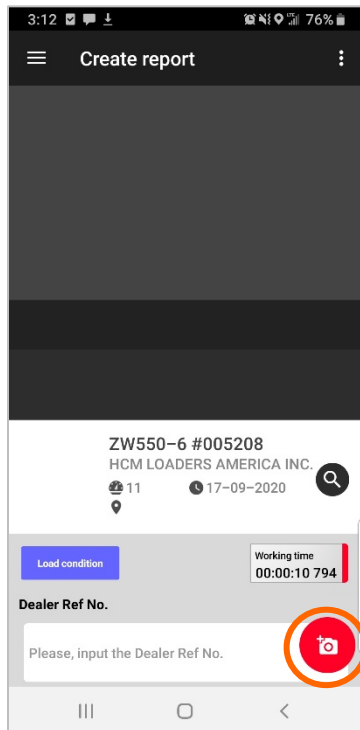
Tap the [**Machine icon**] to search using the machine's information.



Scan the machine's QR code to populate the report with the machine's information.

CREATE REPORT – ATTACH PHOTO

After selecting the machine, you will be directed to the **Create Report** screen. Tap the **[Camera icon]** to take a photo or select a photo from your photo library.

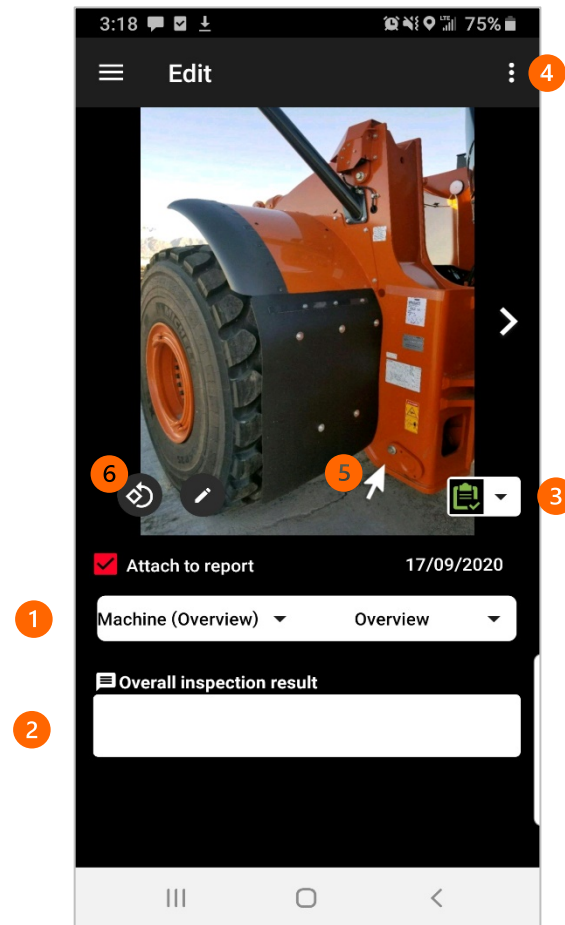


Take Photo - snap a picture of the area using the camera on your mobile device and attach to the report by tapping the **[Attach icon].**

Select from Photo library - retrieve photos from your device. Tap the **[Download icon]** and photos will be automatically attached to the report.

Note: Maximum 25 photos can be attached to the report. Videos cannot be attached.

CREATE REPORT - EDIT PHOTO



After the photo has been attached,

1. Specify the main component (area of photo taken) from the dropdown menu.
2. Enter comments to describe the overall inspection result.
3. Select the condition of the machine from the dropdown menu.
4. Save or delete the photo before attaching to the report.

Note: At least one photo is **required** to save the report.

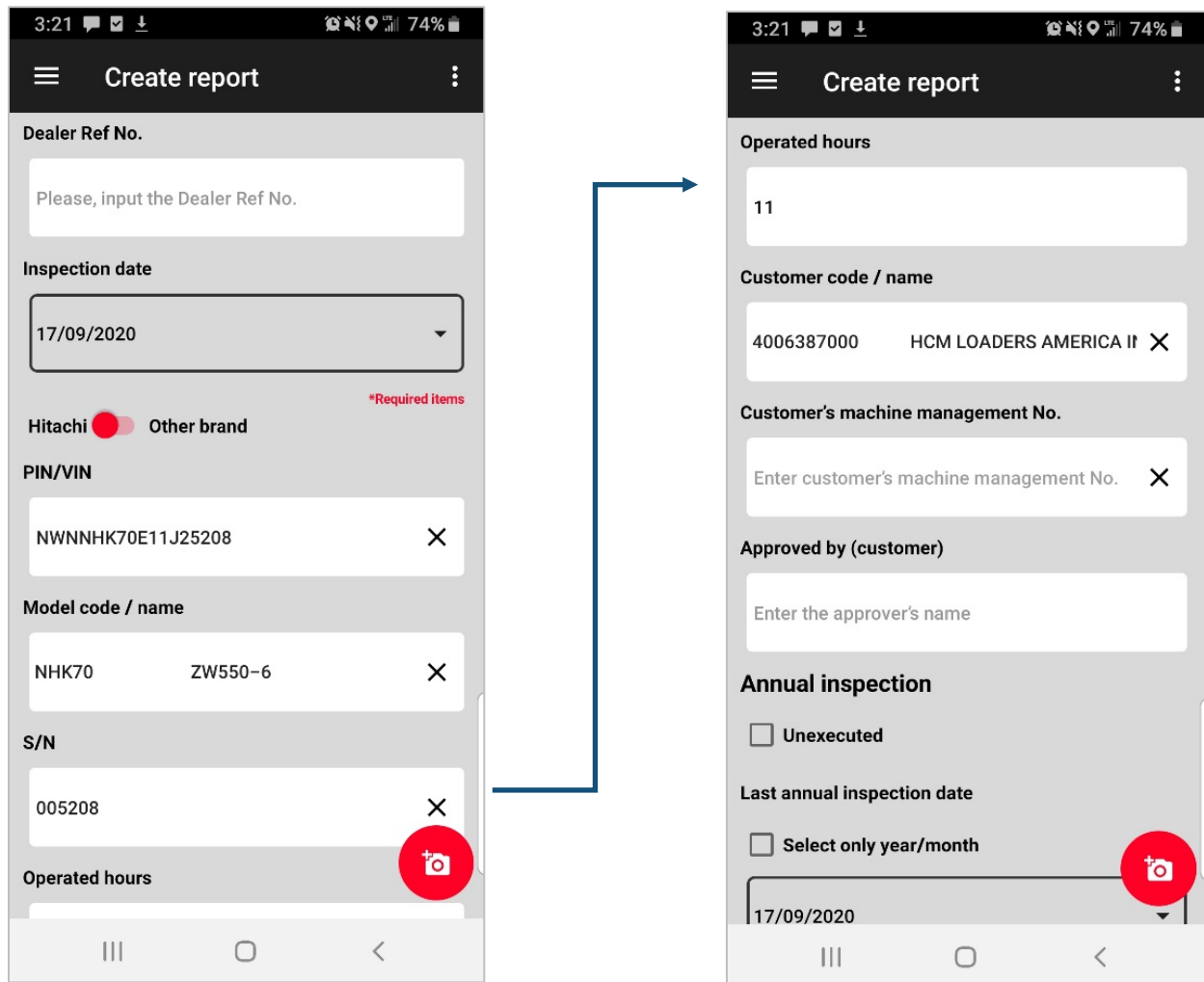
Optional functions

5. Tap the **[Pencil icon]** to add arrows to specify the spot.
6. Rotate photo 90° counterclockwise.

Click the **[Back]** button on your device to return to the Create Report screen.

CREATE REPORT – CAPTURE INFORMATION

The machine information will auto-populate the appropriate fields – PIN/VIN, Model Code/Name, etc.



Note: It is also possible to create inspection reports of other brand machines. In those cases, enter the information manually.

CREATE REPORT – CAPTURE INFORMATION

Scroll to the bottom of the page to continue capturing information.

Annual Inspection (Legal Inspection) – Check “Unexecuted” if the annual inspection has not been executed.

Last annual inspection date – the date will auto-populate. Check the box to input the year and month of inspection only.

Annual inspection done by - select the inspector from the dropdown menu, i.e. In-house, Customer, Others.

Condition - select the status of the machine from the dropdown menu. If an emergency repair is required, check the box.

Opportunity - select the future opportunity of the machine, e.g. reorder prospect, resale prospect, etc.

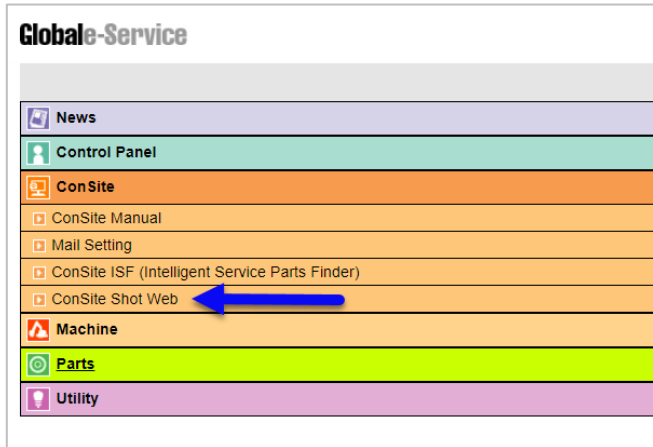
Temporary Save – saves a temporary copy of the report to Global e-Service to allow edits.

Save – saves the report to your mobile device and uploads to Global e-Service.

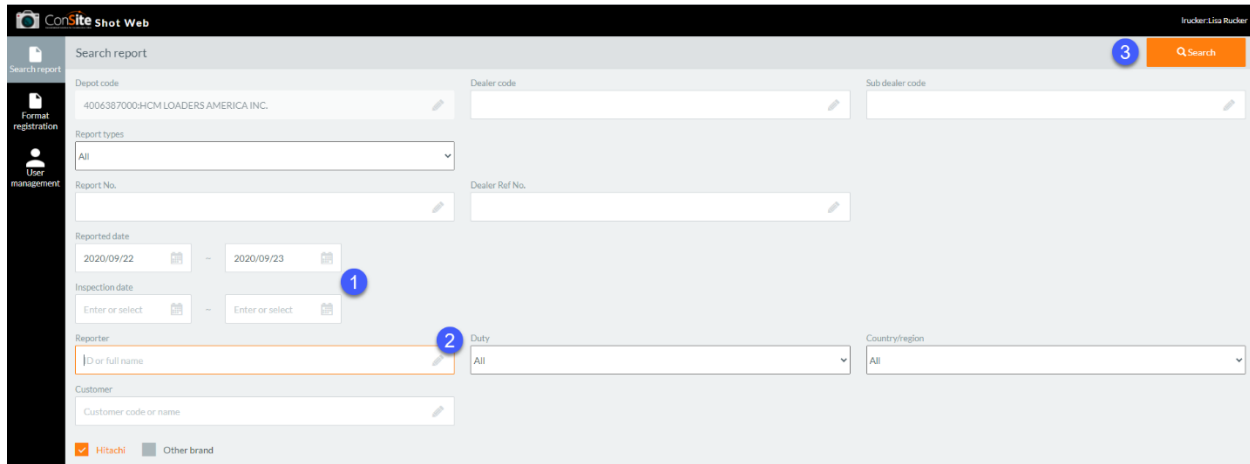
Share URL via e-Mail – click the [Camera icon] to share a report URL.

*Internet connection is required.

Note: Reports are uploaded to Global e-Service. To view or download the report access ConSite Web.

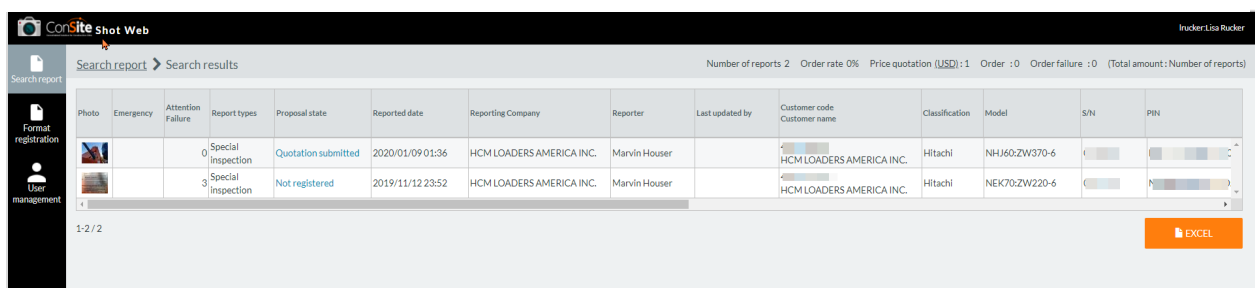


To view or download the report access ConSite Web in Global e-Service.



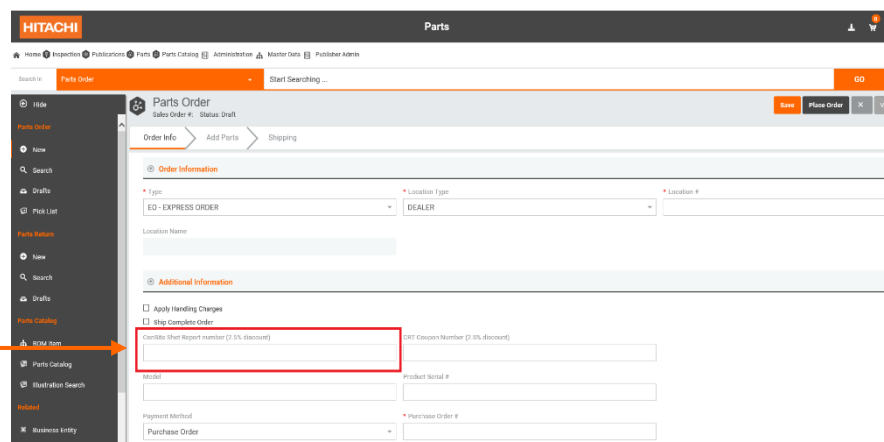
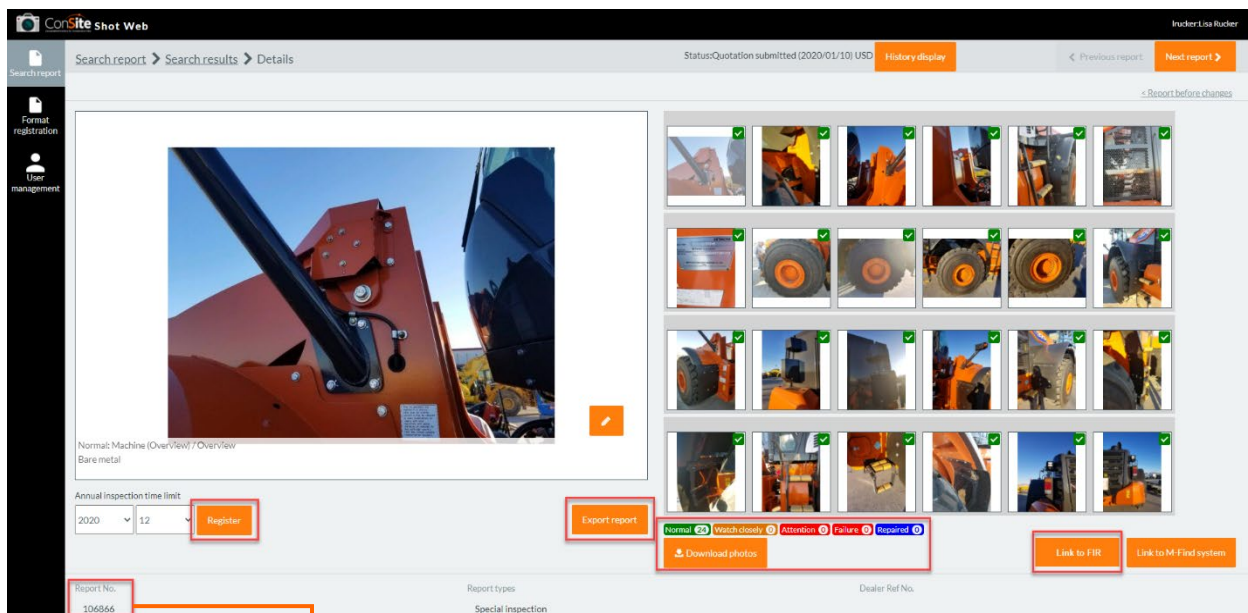
Search Options

1. Enter the date the report was submitted or the date the inspection occurred.
2. Enter the name of the person who submitted the report.
3. Click “Search” to display the available reports. Select the desired report.



Search Result Options

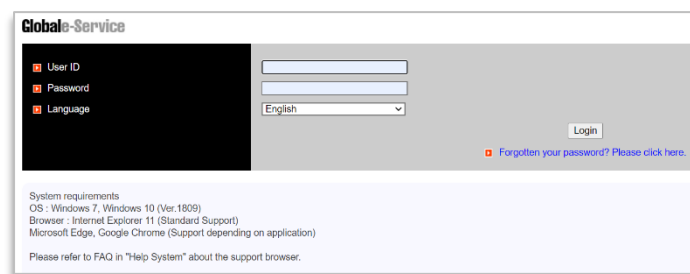
- **Register** – register the next annual inspection date.
- **Export Report** – Download the report as an Excel document.
- **Download photos** – to your laptop.
- **Link to FIR** – upload photos and report information to the FIR.
- **Report No.** – include this number on the parts order and receive a 2.5% parts discount.



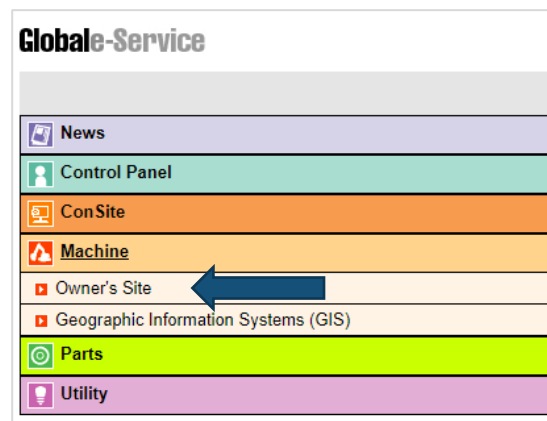
Owner's Site allows customers to manage maintenance cycles, history of owner machines, useful information for effective operation management and maintenance plan based on the operation data transmitted from the machines.

This guide provides a description of the main tabs within Owner's Site.

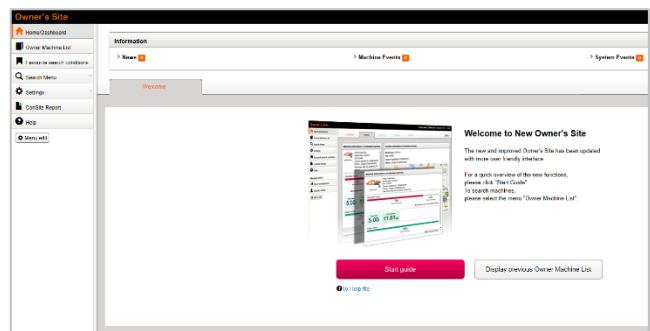
- Access Global e-Service from the Hitachi Direct website (www.hitachidirect.us).
- Click on the Global e-Service website login link. Enter your User ID & Password.



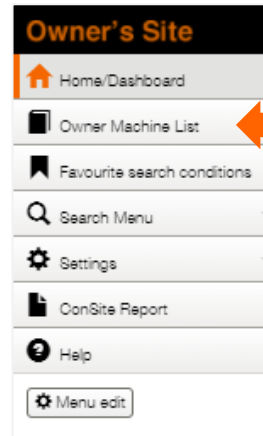
- From the main menu, click on 'Machine' and select "Owner's Site" from the list.



- To setup widgets, follow the Interactive tutorial guide on the Home/Dashboard welcome screen.

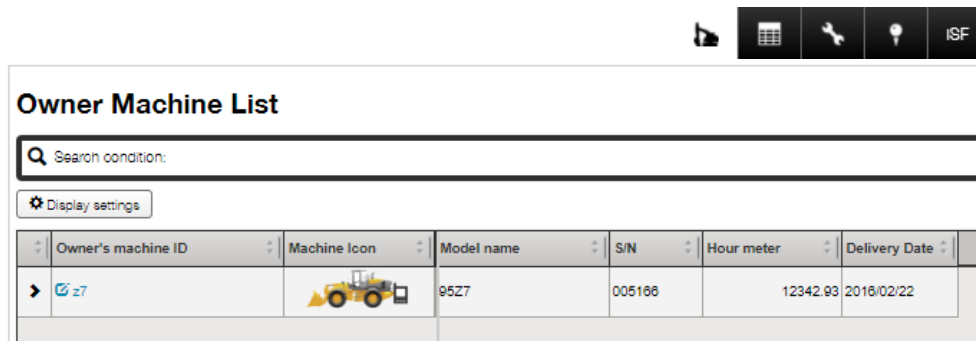


- From the Home/Dashboard page, review News, Machine and System Events (if available).
- Select **Owner Machine List** from the menu.



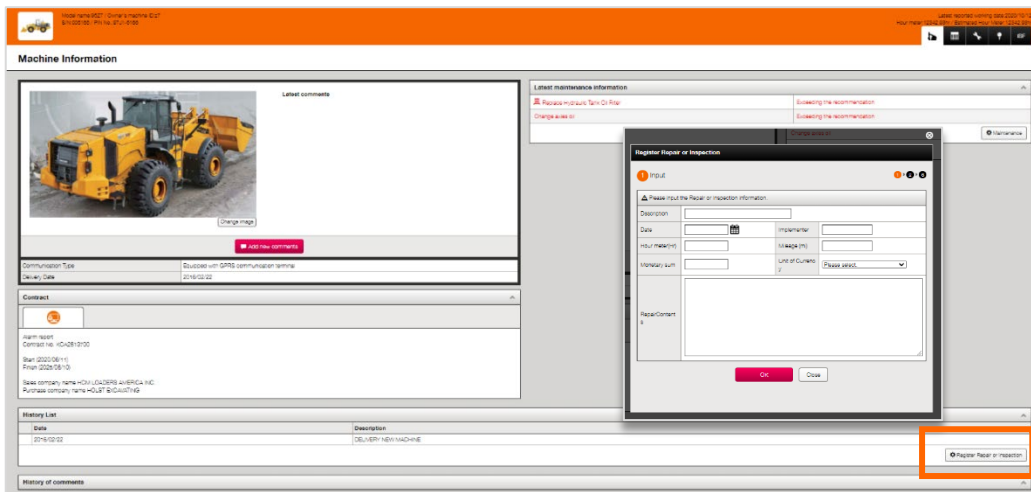
Owner Machine List

- The default view displays the owner's machine ID, Serial Number, the current hour meter and the delivery date.
- Click [>] symbol on the machine field to display machine information.
- To reveal more information about the machine, click the icons at the top of Owner Machine List page.



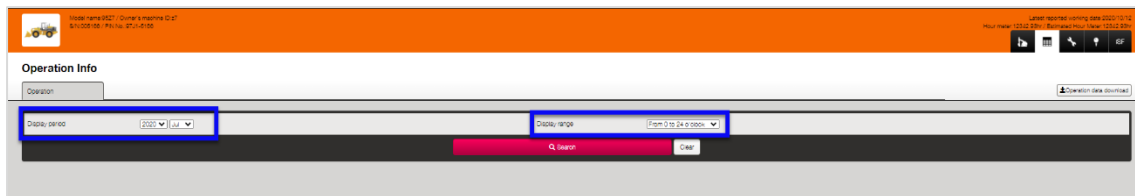
Machine Information

- This page contains an image of the machine and contract information.
- Review the latest machine information, History List, and history of comments (if available).
- Click the “Register Repair or Inspection” button to input the information (see image below).



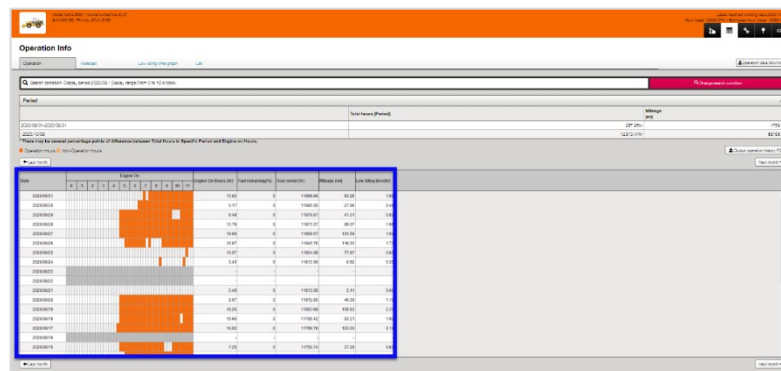
Operation Info

- Select the display period (date) and display range (time) from the drop-down menus.
- Click 'Search'.



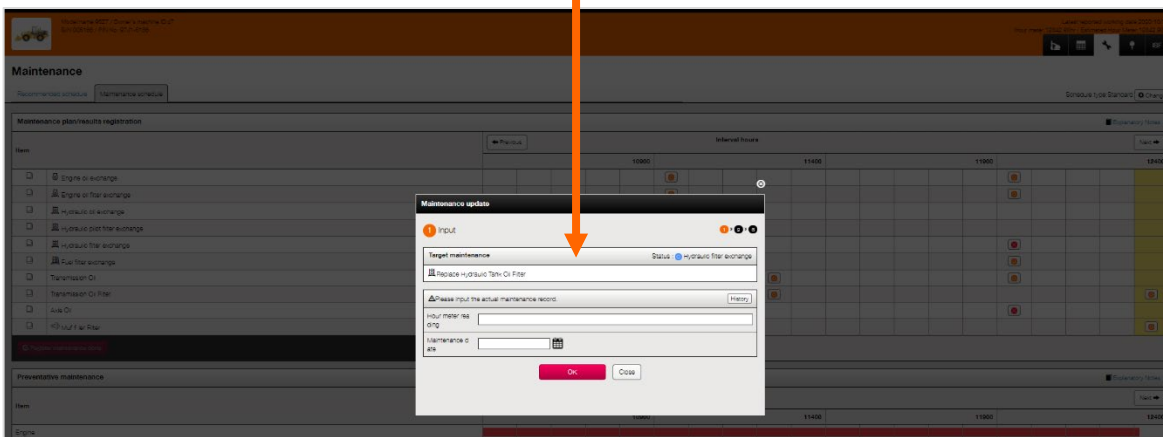
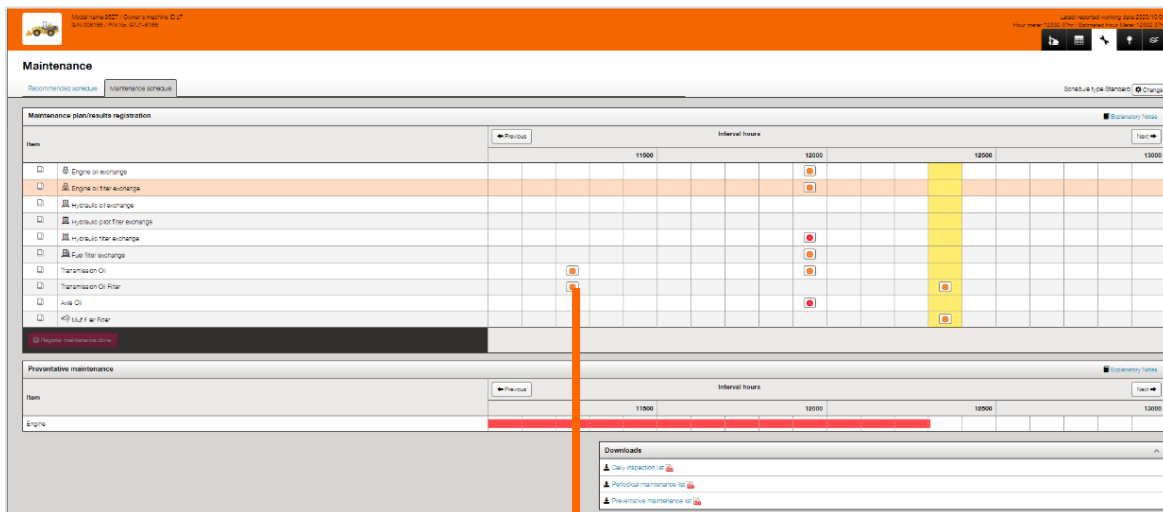
View the machine's operation information for the selected time period.

- Total Hours
- Mileage
- Engine on Hours
- Fuel Remaining
- Hour Meter
- Mileage
- Low Idling Time



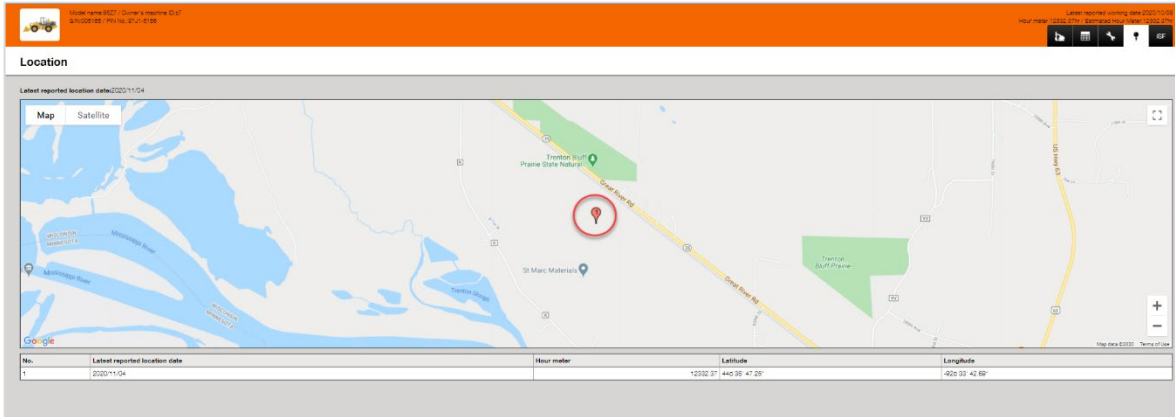
Maintenance

- Select the 'Recommended Schedule' or 'Maintenance Schedule' tab to view maintenance information for machine parts based on interval hours.
- Click the icon to input updated maintenance information.



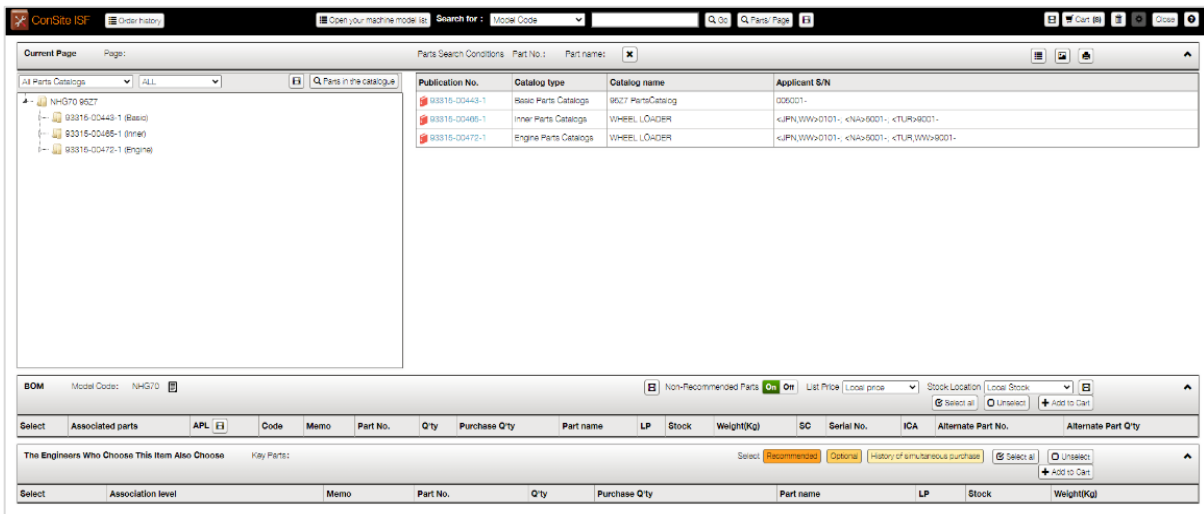
Location

- Click the [Location] tab to check the machine's location.



ISF (ConSite Parts Finder)

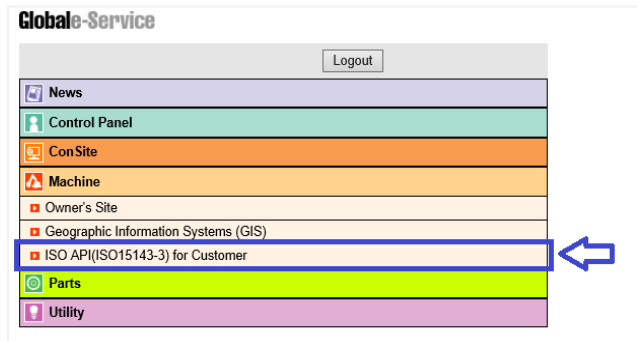
- Click this tab to start a ConSite ISF parts order.



The HCMA AEMP Telematics Data Standard V2.0 (token) is used to provide real-time connection for HCMA dealers. This guide will provide steps for how to use the token to access information.

Step 1: Send an email to gesadmin@hitachicm.us. Include your Global eService User ID.

Step 2: “GeS ISO API (ISO15143-3) for Customer” will populate in Global e-Service within one business day.



Step 3: Get token. Enter the URI and required information into your Fleet Management System.

URI: https://application12.globaleservice.com/ISO_API/api/PublishToken

Required Information:

grant_type = create a password that will be used each time you access the token/URI.
 username = Global e-Service ID.
 Password = Global e-Service password.

Step 4: Get the Telematics data.

Page Number for all machines

[https://application12.globaleservice.com/ISO_API/api/v4/FleetAlert/\[Any page number\]](https://application12.globaleservice.com/ISO_API/api/v4/FleetAlert/[Any page number])

PIN for single machine

[https://application12.globaleservice.com/ISO_API/api/v4/FleetAlert/Equipment/ID/\[Any PIN\]](https://application12.globaleservice.com/ISO_API/api/v4/FleetAlert/Equipment/ID/[Any PIN])

Step 5: Request Data Points:

- Equipment Header
- Location
- Cumulative Operating Hours
- Fuel Used (Last 24)
- Distance
- Fuel Remaining
- Nonproductive Idle Hours
- Caution Description

Step 6: Recreate token. Enter the URI and required information. **Note:** Token expires in 60 minutes.

https://application12.globaleservice.com/ISO_API/api/PublishToken

grant_type = refresh_token

code = specify the 'refresh token' when the access token is issued.

