

MY.CAT.COM RELEASE NOTES

October 2020

MY.CAT.COM

My.Cat.Com delivers a means to help customers understand, track, manage and optimize owning and operating cost by being proactive, productive and passionate in earning customers trust.

The mission of My.Cat.Com is to be an all-encompassing equipment management tool that supports dealers and empowers customer users with cost, utilization, reliability and age information that helps them run their business more efficiently and effectively.

WHAT'S NEW

New features added in the October release!

- Account Provisioning – Add Legal Footer Text to All My.Cat.com Emails
- New Email to Existing Users Added to MCC
- Legal – Remove the “Data Privacy Notice” Acknowledgement from the MCC Landing Page
- Legal – Update the “Cookie Statement” Banner Text on the MCC Landing Page
- Legal – Update “Data Privacy Notice” Text
- Account Provisioning – Update White Text on the MCC “Sign Up” Page
- Account Provisioning – Add “One Account. All of Cat” Text to MCC Sign-In Page
- Maintenance – Interval “Frequency” Unit of Measure Editable When “One Time Only”
- “Invite New Users” - Customer Admin Users Verify if UCID Still Exists
- “Registration Report” Download – Include the “All” Row in Download File

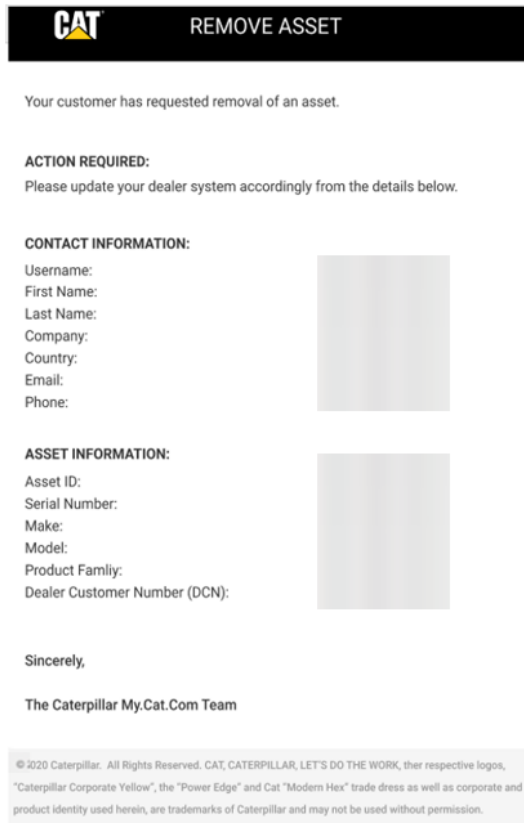
NEW FEATURES

Account Provisioning – Add Legal Footer Text to All My.Cat.com Emails

- Legal footer text has been added to the bottom of **ALL** emails sent out by My.Cat.com. The text reads as follows:

“© 2020 Caterpillar. All Rights Reserved. CAT, CATERPILLAR, LET'S DO THE WORK, their respective logos, "Caterpillar Corporate Yellow", the "Power Edge" and Cat "Modern Hex" trade dress as well as corporate and product identity used herein, are trademarks of Caterpillar and may not be used without permission.”

- The footer section is light gray color, with the text displayed a darker gray text.



New Email to Existing Users Added to MCC

- A new "Welcome" email is sent to existing users that are added as users for a specific UCID in My.Cat.com. This email is sent to the existing users that have never logged in to MCC.
- The text of the email should read:

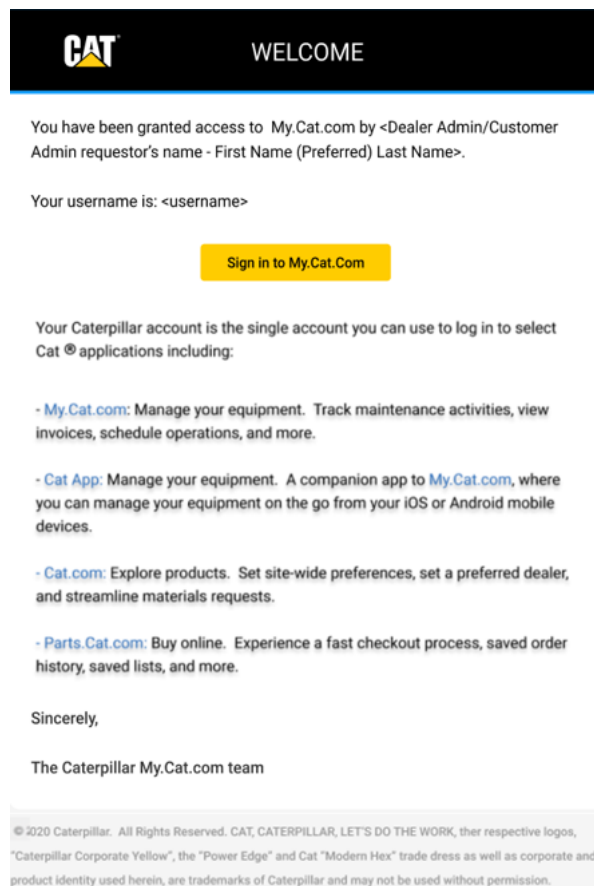
You have been granted access to My.Cat.com by <Dealer Admin/Customer Admin requestor's name – First Name (Preferred) Last Name>.
Your username is: <username>
- Beneath the "username" text, there is a yellow button with the text "Sign in to My.Cat.com". Clicking this button takes the user to My.Cat.com launch page – where they are able to enter their username to access My.Cat.com.
- Beneath the "Sign in to My.Cat.com" button, the email displays the same text as in the standard "Welcome" email – which provides the email recipient with brief description of the other Cat applications that they can access with their account.
- The text reads as follows:

Your Caterpillar account is the single account that you can use to log in to select Cat® applications including:

- **My.Cat.com:** Manage your equipment. Track maintenance activities, view invoices, schedule operations, and more.
- **Cat App:** Manage your equipment. A companion app to [My.Cat.com](#), where you can manage your equipment on the go from you iOS or Android mobile devices.
- **Cat.com:** Explore products. Set site-wide preferences, set a preferred dealer, and streamline materials requests.
- **Parts.Cat.com:** Buy online. Experience a fast checkout process, saved order history, saved lists, and more.

Sincerely,
The Caterpillar My.Cat.com team

- The very bottom of the email includes the standard MCC email legal footer.



ENHANCEMENTS

Legal – Remove the “Data Privacy Notice” Acknowledgement from the MCC Landing Page

- Within the pop-up overlay that displays at the bottom of the My.Cat.Com “Landing Page”, the “When using this website, you be asked to provide some personal information to help fulfill your request. By continuing to use this site, you acknowledge having read the My.Cat.Com Data Privacy Notice” text – and the “I AGREE” button associated to this text have been removed.
- The text, and associated button related to the “Cookie Statement” still displays.

Legal – Update the “Cookie Statement” Banner Text on the MCC Landing Page

- The “Cookie Statement” banner text that displays at the bottom of the My.Cat.Com Landing page has been updated to read as follows:

“This site uses cookies to create a better experience for you. Some of these cookies are set automatically because they’re necessary for the site to perform. Other cookies are used for functional, performance, and targeting purposes to enhance your experience by personalizing content and ads, enabling third party content and features, and enabling us to analyze how this site is used. To learn more, please visit our [Legal Notices - Cookie page](#).

By clicking 'I Agree', you are agreeing to our use of functional, performance and targeting cookies.”

Legal – Update “Data Privacy Notice” Text

- The “Data Privacy Statement” content has been updated to reflect the updated text.

Privacy Notice for My.Cat.Com

Last Revised: May 6, 2020

This privacy notice describes how **Caterpillar** collect(s), share(s), and process(es) personal information through **My.Cat.Com**; this notice is consistent with Caterpillar’s Global Data Privacy Statement and provides additional details relevant to **My.Cat.Com**. Caterpillar’s Global Data Privacy Statement, which should be read with, and treated as part of this notice, is available at <http://www.caterpillar.com/dataprivacy>.

What personal information does **My.Cat.Com** collect and process, and why?

User-Provided & Collected Information

My.Cat.Com is an interactive website that provides to users information and offers for **Caterpillar** products and services. We collect information about your computer, your use of the **My.Cat.Com** website, and may collect or receive user provided personal information as you interact with us in order to optimize your user experience or address your request. Examples of how your information may be used (but not limited to) include the delivery of marketing communications or promotional materials, improvements to the website, products, and services we provide, and detecting, preventing, and responding to misuse of the website (ie. fraud, violation of law, etc.).

Personal information is any information about a specific individual or that identifies or may identify a specific individual. Some additional information we may collect includes contact and relationship or role.

- **Contact information** allows us to interact and communicate with you.



- **Relationship or role information** helps us understand who you are and what you are seeking to properly fulfill your request.

We may share personal information with our affiliated companies, suppliers, dealers, and business partners which may use it for the purposes listed above.

Users are advised that information provided may be cross referenced with other information you have provided to us. For example, if you provide your contact information we may be able to provide additional information on products you own and services you use.

My.Cat.Com may directly authenticate or connect a user to an authenticated (or logged in) experience based on the user's digital activity or data inputted by the user. An authenticated experience occurs when a set of log-in credentials are obtained from the users and will allow for additional access and experiences not allotted to non-authenticated users. In these circumstances an anonymous user is not acceptable or allowed. Common authenticated users include Caterpillar and Dealer personnel, customers, & affiliates. In an authenticated experience we collect the information discussed in the section above which will now be tied to an authenticated account profile and additional information associated with the account profile. In the event the user provides personal information on behalf of another individual the user should ensure proper consent is obtained from the individual. Examples of how this information may be used (but not limited to) include requesting, accessing, and managing Caterpillar systems, services, or programs.

Some additional personal information we may collect includes personal preferences and authenticated account information.

- **Personal Preferences** allows us to provide an experience adjusted to the way you prefer to ingest content.
- **Authenticated Account Information** is an identity profile which is requested or created by the user and collected by Caterpillar to ensure you are an authorized user.

Do Not Track Signals

At this time, **My.Cat.Com** does not respond to "Do Not Track" signals that may be sent by your browser. We may revisit this as standards develop on how such signals should be interpreted and applied.

Cookies

Cookies and other tracking technologies, in general, are used to improve website and application efficiency, enable better processing of information, and for various other reasons. To learn more about **My.Cat.Com's** usage of cookies please refer to the cookie notice by selecting "Cookies" on the website or application website.

Third Party Integration, Services, and Tracking

We may link to third party solutions that enable third-party companies to collect certain information when you visit this Site. These companies use non-personally-identifiable information (e.g., click stream information, browser type, time and date, subject of advertisements clicked or scrolled over, hardware/software information, cookie and session ID) and information that may allow for identifying you (e.g., static IP address) during your visits to this Site and other websites in order to provide advertisements for products likely to be of greater interest to you or advertising-related services, such as ad delivery, reporting, attribution, analytics, and market research. These third parties typically use a cookie, pixel tag, web beacon or other similar tracking technologies to collect this information. For example, in the course of visiting our site, these third parties may place or recognize a unique cookie on your browser in order to collect certain information about you and your interest in our Products and could be used to show you ads on other websites based on your interests. This information may also be used to relate devices which belong to the same user (based on user behavior or other information collected) or re-identified to an individual user (e.g. an email address). More information on these is available in our Cookie Disclosure. This includes:

- Microsoft's Bing Ads - Bing Ads collect user information (including personally identifiable information) from Microsoft online properties, apps and other technologies like tags, pixels or



unique tracking codes (“Bing Ads User Data”). Microsoft uses Bing Ads User Data for purposes of delivering Bing Ads including, where applicable, retargeting and conversions. Microsoft uses Bing Ads User Data for its own purposes, including to improve its services. To learn more about how Microsoft collects, uses and processes personally identifiable information, including information on how to control the use of your data for interest-based advertising from Microsoft, please see its Privacy Statements at <https://privacy.microsoft.com/en-us/privacystatement>.

- Facebook Ads – Facebook collects user information (including personally identifiable information) from Facebook, Instagram, Messenger and other products and features offered by Facebook apps and other technologies like tags, pixels or unique tracking codes (“Facebook User Data”). Facebook uses Facebook User Data for purposes of delivering Facebook Ads including, where applicable, retargeting and conversions. Facebook uses Facebook User Data for its own purposes, including to improve its services. To learn more about how Facebooks collects, uses and processes information and how you can manage or delete information about you please see its Data Policy at <https://www.facebook.com/about/privacy>.
- Google’s Google Analytics - Google Analytics is a third party analytics service. We use Google Analytics to collect information about the use of this Site. Google Analytics collects information on visitor behavior on this Site such as how often users visit this Site, what pages they view when they do so, and what other websites they used prior to coming to this Site. We use the information we get from Google Analytics to analyze user behavior, improve Site performance, personalize the user experience, and analyze the effectiveness of our marketing campaigns. Google Analytics collects only the IP address assigned to you on the date you visit this site, rather than your name or other identifying information. Google Analytics anonymizes the IP address before it is stored. We do not receive the non-anonymized IP address. We may combine the Google Analytics data with first and third-party data information which may include personally identifiable information. Although Google Analytics plants a permanent cookie on your web browser to identify you as a unique user the next time you visit this site, the cookie cannot be used by anyone but Google. To learn more about how Google collects and uses data, visit <https://policies.google.com/privacy/partners>. For opt-out options specific to Google Analytics, please visit <https://tools.google.com/dlpage/gaoptout>.

Website Linkages

As users explore **My.Cat.Com**, they may encounter linkages to other Caterpillar and non-Caterpillar websites. Users are advised that as links are selected, they may encounter different features and experiences that may have different privacy notices and processes not associated with **My.Cat.Com**.

Where can I obtain further information about **My.Cat.Com** and its privacy practices?

Please use the Contact Support Desk form available on **My.Cat.Com**.

For additional information about Caterpillar’s privacy practices, including corporate contact information, please see the Global Privacy Statement at <http://www.caterpillar.com/dataprivacy>.

What happens if this privacy notice changes?

We reserve the right to amend this privacy notice. If we update or change this privacy notice, the changes will be made on this page. Your use of the Website following the posting of changes to this privacy notice will demonstrate your acceptance of those changes.

Account Provisioning – Update White Text on the MCC “Sign Up” Page

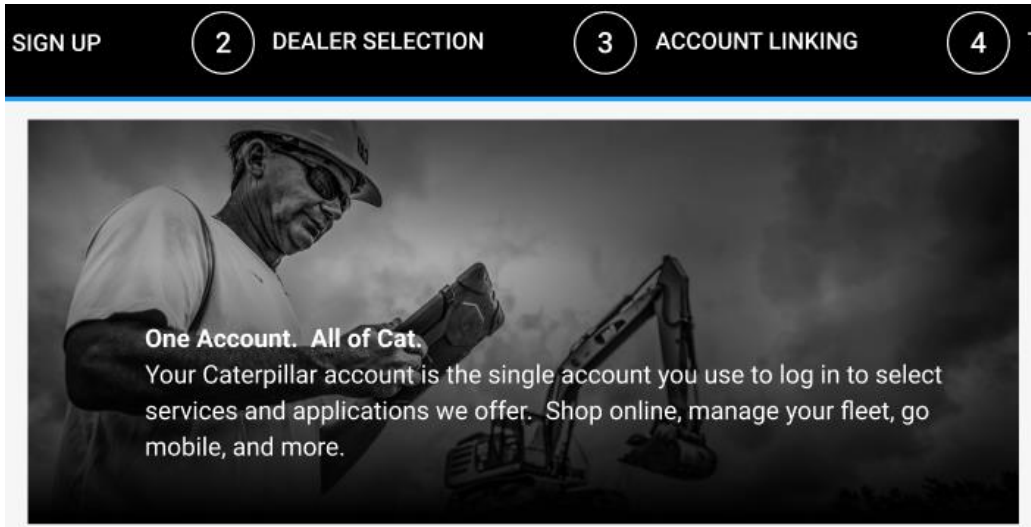
- On the My.Cat.Com “Sign Up” page (step 1 of the registration flow), the white text that displays on the image has been replaced with the following text:

"One Account. All of Cat.

- Your Caterpillar account is the single account you use to log in to select services and applications we offer. Shop online, manage your fleet, go mobile, and more."

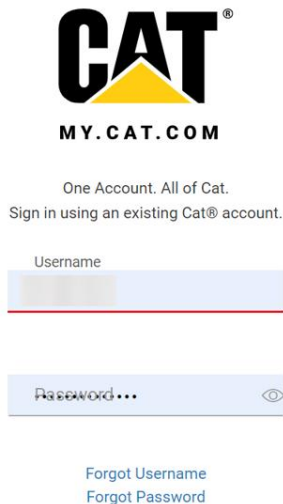
The “One Account. All of Cat.” text is displayed in a separate line above the other text – and is in bold.

- The remaining text is not bold, and wraps as needed to fit within the screen space.



Account Provisioning – Add “One Account. All of Cat” Text to MCC Sign-In Page

- On the MCC Sign-In page, the “Sign-In” portlet has the following text under the Cat logo: “One Account. All of Cat. Sign in using an existing Cat® account.”



Maintenance – Interval “Frequency” Unit of Measure Editable When “One Time Only”

- The “Add Independent Interval” and “Add Major Component Interval” modals have been updated to leave the “Frequency” unit of measure drop-down active when the “Occurs only once” option is selected.
- The “Frequency” numeric input field is inactive when the “Occurs only once” option is selected.
- When the “Occurs only once” option is NOT selected, then both of the “Frequency” input fields (numeric, and unit of measure drop-down) are active.
- When the “Frequency” unit of measure drop-down selection is changed, the unit of measure for the “First Occurrence” field changes to match the same unit of measure.

FIXES

“Invite New Users” - Customer Admin Users Verify if UCID Still Exists

- If an email address has been entered into the “Invite New User” modal, and it has an invitation already associated to it – then check to see if the UCID that invitation was tied to still exists.
- If the UCID still exists, then the Customer Admin user is not able to submit another invitation to the same email address – since one is already pending.
- If the UCID has been deleted, then the invitation associated to the email address is cancelled – and the Customer Admin user is able to submit a new invitation for that same email address.

“Registration Report” Download – Include the “All” Row in Download File

- The XLS and PDF files for the download of the “Registration Report” (Dealer Report) includes all of the same data that is shown on the screen.

- If the “All” row is shown on the screen, then it is included in both the XLS and PDF downloaded files.

