MY.CAT.COM
RELEASE NOTES ARCHIVE

MY.CAT.COM

24/7 EQUIPMENT MANAGEMENT AND MACHINE HISTORY

My.Cat.Com is the web-based hub for digital equipment management, giving you an easy way to take in complex information. Monitor cost, utilization, reliability, age information and other critical data needed to run a business more efficiently and effectively. Access your equipment information and connect with your Cat dealer – all in one place.

Use this archive to learn about the evolution of this resource.

CONTENTS:

NEW FEATURES

Includes all features which have not previously been available or included.

August 2020:

- Cancel Validation request process – Dealer provided cancellation reason, and email sent to user
  - On the "Administration: Dealership Tasks" page, a user can choose to cancel a "Validate Customer User" dealership task from the "Actions" drop-down ("Set Cancelled"). Selecting this option causes the "Cancel Validation Request" modal to display.
  - Submitting this modal triggers the system to send the "Account Validation Cancelled" email.
  - Hovering over the "CANCELLED" tile opens a tool-tip that displays the "Cancellation Reason" – with the text of the "Reason for Cancellation" entered in the modal. In addition, there is a "Cancelled By" label – followed by the name of the person who cancelled the validation request.
- "Registration Report" cancellation email to users (with Dealer reason included)
  - Administration users can cancel an Account Validation Request that is still pending, by selecting this option on the "Registration Report". The owner of the account that has had the validation cancelled will receive an email detailing the name of the person who cancelled the request, as well as the reason given for the cancellation.
- Expand/Collapse the left-navigation on the "Asset Details" page
  - The sidebar portion of the Asset Details page can expand and collapse as shown in the images below.
  - When collapsed, the side bar text is removed leaving only a set of symbols.
  - Hovering over a symbol shows the symbol's full name in a tool-tip.
  - If a sidebar item has multiple selections below it like Health & Maintenance, the user can click on the icon and a sub-menu will pop out to the side as shown in the image above, with the various selections in that sub-menu.

ENHANCEMENTS

Upgrade & improvements to existing product features.

August 2020:

- Dealer "Registration Report" changes
  - The columns in the table displayed on the "Registration Report – Dealer tab" have been updated. The values for each (excluding "Dealer"), represent a count of items in that "state" for the date range chosen.
  - "Dealer" – this column displays the dealer's name
  - "Total" – this column displays the total count of registrations requests that the dealer has received within the date range selected. This is the total of "Validated" + "Rejected" + "Pending Validation".
  - "Validated" – this column displays the count of registration requests that have been validated by the dealer within the date range selected.
  - "Rejected" – this column displays the count of registration requests that have been rejected by the dealer within the date range selected.
  - "Pending Validation" – this column displays the count of registration requests that are pending validation (within the date range selected).
  - "Average Validation Days" – this column displays the calculated average number of days it took the dealer to validate a registration request (within the date range selected).

CAT®

- – "Average Rejection Days" – this column displays the calculated average number of days it took the dealer to reject a registration request (within the date range selected).
  - – "Average Pending Validation Days" – this column displays the calculated average number of days that a registration request remained in the "Pending Validation" state (within the date range selected).
  - – An information icon is displayed to the right of each of the column heading labels. Hovering over the icon displays a brief explanation for each.
  - – The "Status Chart" tab has also been updated to display bar charts for the number of registration requested in the "Validated", "Rejected", and "Pending Validation" statuses.
- New User "Invite" email – provide a contact name and email information
  - – Within the "Register for My.Cat.Com" and "Sign In to My.Cat.Com" emails, the email content beneath the action button has been updated as follows: 1. The Customer Admin/Dealer Admin requestor's name is rearranged to display as – First Name (preferred) Last Name. 2. If a Customer Admin is sending the invitation email, their email address is displayed as the contact within the email text. 3. If a Dealer Admin is sending the invitation email - they have to choose which email address to display, before submitting the invitation. The designated email address serves as the method by which the invited user can reach out for questions. The Dealer Admin will need to select from the options listed below: a. The Inviter's email address or b. The Dealer branch entered email address under "Access Requests from Customers" - associated to the Dealer Admin performing the request. If there are multiple email addresses that have been provided for the Dealer branch email address, show each of the email addresses - separated by a comma.
- Default New Customer "Capabilities" set to match Dealership "Capabilities"
  - – When a Dealer Admin wants to add a new Customer (Company) – the checkboxes under "Capabilities" are default populated to match those for which the Dealership is configured/enabled.
- Cat Digital Support phone numbers exposed to users
  - – In the Contact Cat Digital Support modal the introduction text has been updated to:
  - – Caterpillar is dedicated to improving your My.Cat.Com experience. Use this form to report any issues you find or enhancements you would like to see or contact us at +1-866-228-2111. We value your feedback.
  - – In the Operations: Telematics Invoices portlet Billing Inquiry modal, the introduction text has been updated to:
  - – Please use this form to raise any inquiry about your invoice(s) or contact us at +1-866-228-2111. We value your feedback.

FIXES

Remedies applied to known to product issues or software bugs.

August 2020:
- Relaxation of duplicate interval names for Independent Intervals and Major Component Intervals
  - – My.Cat.Com has been updated to allow a user to use a duplicate name for "Independent Interval" and "Major Component" intervals that are designated as "Occurs only once" ("one time only"). If a duplicate name is used, then each of the occurrences needs to have a different "First Occurrence" associated to it.
  - – With the change to allow a duplicate name, the validation for the name in the "Add" modal happens upon the user clicking the "Save Changes" button – so the system is able to determine if the "Occurs only once" checkbox has been selected.
  - – Duplicate interval names are allowed for: (1.) "Independent Intervals" marked as "Occurs only once", (2.) "Major Component" intervals marked as "Occurs only once", and (3.) "Backlog" intervals.

CAT®

- When a user is attempting to "Copy" an interval from any of the three scenarios listed above, then they no longer are shown a "Resolve Conflict" button – as there is no longer be a conflict with the duplicate name (it is now allowed).
- The "First Occurrence" field takes into account both the numeric value and the unit of measure when determining if there is a duplication.

OTHER/OPERATIONS

Changes that impact availability, installation, or support for the product.

August 2020:
- Third-Party Data Source updates (not Product Link source)
  - The "Source" for the following 3rd party device types now displays as "3rd Party Source":
  - 3PDATA
  - 3PFEED
  - 3PData-RFV
  - TRIMBLE3PDATA
  - If the device type is a Product Link device then the Source field value displayed is: "Product Link"
    - If the asset is not connected and a service meter or location value has been manually entered then the Source field value displayed is: "Manual Entry"
  - If the asset is not connected and has never had a manually entered location or service meter value then the Source field value is a dash "-".
  - In the Edit Asset modal and the Edit Service meter modal for Customer, Customer Admin and Dealer Admin users:
  - If the asset device type is a 3rd party device type, then:
  - The Service Meter and Service Meter UOM field should NOT be editable.
  - In addition, the following user message displays: "The data for this asset is provided by a third party and does not allow a service meter update."
- Mobile "Cat App" screen – do not display the "Cat App" screen if a URL is passed by MCC
  - The Cat App screen will not display if a user is coming from an invitation link – when on a mobile device.
  - Anytime that the user is coming to My.Cat.Com with any URL parameter (ie deep link, "Invite" email link) – the "Cat App page" is not shown.
  - When a user is coming into MCC from an "Invite" flow email, they will not see the Cat App pop-up screen on mobile initially – but instead they will see this screen after they have completed the registration process.
  -
  - If the user selects the "Continue in Cat App" option, they are taken to a page to download the Cat App.
  - If the user selects the "Continue in the mobile web browser" link, continue to the next page in My.Cat.Com (this would be the page to select their homepage).

CAT®

Caterpillar: Confidential Green