

# MY.CAT.COM RELEASE NOTES

January 2021

## 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 January release!

- “Administrator Initiated Accounts” page now displays “Pending Initiations” tab
- Maintenance – users can access historical PM completion data back to Jan. 1, 2012 and out 18 months
- Display of a success/failure message when the SMU value is updated manually.
- “Utilization” – if “Idle Hours %” or “Working Hours %” is over 100%, then bad data flagged
- Ownership Status is now consistent between “Details” and “List” pages
- Fixed the validation error message for “User Selector” in the “Add User” modal
- Telematics Invoices - Don't calculate outstanding balance value
- Add context to Dealership Configuration: Rental Notifications - Fast-Iron note
- “Manage Customer Users” – display “Unknown” when an Admin user has been deleted from UCID Tool.
- Removed the multiple language support for the “Learn More” link

## ENHANCEMENTS

### “Administrator Initiated Accounts” page now displays “Pending Initiations” tab

- The “Administration: Administrator Initiated Accounts” page has been updated to have two separate tabs – (1.) “Add Accounts”, which displays the current page, and (2.) “Pending Invitations”, which is a new screen that displays all of the current open invitations.
- Dealer Admin users only see the rows associated to their dealership. Employee users see all rows.

- **“Added Accounts” tab**

The “Administrator Initiated Accounts” page displays with two tabs – the first tab displays as “Added Accounts”.

The page content on the “Added Accounts” tab is what is already currently displayed on the “Administrator Initiated Accounts” page.

- **“Pending Invitations” tab**

A second tab has been added to the “Administrator Initiated Accounts” page, which is labeled “Pending Invitations”.

The “Pending Invitations” tab has the same “Date Range” and “Dealer” drop-down selectors as those shown on the “Added Accounts” tab. In addition, the download, and “Search” field also carryover to the “Pending Invitations” tab.

- Above the table, the following text is displayed:

**“This report provides a list of open invitations that were sent by a dealer or customer admin.”**

- The table on the page contains the following columns:

- (1.) Customer Users
- (2.) Administrator
- (3.) Role
- (4.) Capabilities
- (5.) Invite Sent
- (6.) Company (both Name & UCID #)
- (7.) Dealer
- (8.) Actions (drop-down should include Cancel Invite/Resend Invite/Edit information)

- Clicking on the “Actions” drop-down opens a menu that allows the user to – (1.) “Cancel” the invitation, (2.) “Resend” the invitation”, or (3.) “Edit” the information included in the invitation.

### **Maintenance – users can access historical PM completion data back to Jan. 1, 2012 and out 18 months**

- The “Date Range” selector on the “Maintenance” page has been updated to allow the following:
  1. A user can go back to Jan 1, 2012. This is the maximum the user can go back for the “Start Date”.
  2. A user can go forward (for the “To Date”) up to 18 months (dynamically) from the current date.
- If a user chooses a date range that is “greater than 12 months” for a time frame, MCC displays a message stating it will take time to generate the data.

The message displayed reads: “The data for the chosen date range will take some time to retrieve.”

## Display of a success/failure message when the SMU value is updated manually

- A message is displayed that lets the user know if the service meter update was successful or not.

**Error Message** - "An error has occurred. Cat Digital Support will be sent a notification."

**Success Message** - "Your request to update the service meter has been successfully submitted. My.Cat.com will attempt to update the service meter on your Product Link device during its next telematics communication. The updated service meter value will not be displayed until then."

## Add context to Dealership Configuration: Rental Notifications - Fast-Iron note

- As a dealer or Cat employee user on the Administration: Dealership Configuration: Rental Request Notification screen. The user message text has been updated to:

"The system will send an email to the following addresses when the customer has requested to call off rent or extend rent on a piece of equipment through the portal. To ensure that you receive the notifications, please enter a valid email address for each of the following.

Note: the below applies only for those dealers integrated with Fast-Iron Vendor who manages Rental and Warranty data. Your dealership and customers may not be applicable for these options."

## "Manage Customer Users" – display "Unknown" when an Admin user has been deleted from LDAP group

- Rather than have the page error out when the system cannot find the name of the person who sent the invitation within the LDAP group – display "Unknown" in the "Administrator" column for the person who sent the invitation.
- If a null response is returned for the name of the person who sent MCC invitation, then "Unknown" is displayed in the "Administrator" column on the "Invitations" tab.
- Invitations will now continue to be displayed for 2 years, rather than expiring after 90 days.

## FIXES

### "Utilization" – if "Idle Hours %" or "Working Hours %" is over 100%, then bad data flagged

- As any user role on the Asset Details: Utilization screens - for both Hours & Fuel tabs:

If the idle hours % value for a date is greater than 100% then:

The text for the row is in red font.

The alert icon is displayed after the date, with the suspected bad data tool tip text.

The data points for the date are not displayed in the chart.

If the working hours % value for a date is greater than 100% then:

The text for the row is in red font.

The alert icon is displayed after the date, with the suspected bad data tool tip text.

The data points for the date are not displayed in the chart.

MSS00347 MSS00347 - CAT 972M

Assign Inspection Request Service Buy Parts

Suspected invalid data was detected for this day. This day's data is not displayed in the charts.

	Service Meter	Working Hours	Idle Hours	Total Hours	Working %	Idle %
Apr 16, 2020	10,316 Hours	39.5	6.8	46.3	85	15
Aug 28, 2020	11,645 Hours	32.9	0	32.9	100	0
Jul 22, 2020	11,216 Hours	32.8	0	32.8	100	0
.....	.....	..	..	..	..	..

### Ownership Status is now consistent between “Details” and “List” pages

- If an asset is found in both CDDW and CCDS then the Ownership value is determined by the ownership status value the dealer sent to CDDW as long as the DCN matches in CCDS and CDDW.
- If an asset is found in CDDW but not in CCDS then the Ownership value is determined by the ownership status value the dealer sent to CDDW as long as the DCN is correct.
  1. If the asset is un-validated, then use whatever the customer specified.
  2. Else if the asset is in CDDW:
    - a. If one or more are Owned, then Owned.
    - b. Else if one or more are Leased, then Leased.
    - c. Else if one or more are Rented, then Rented.
    - d. Else Unknown.
  3. Else Unknown.

### Fixed the validation error message for “User Selector” in the “Add User” modal

- The error message for that displays for the “User Selector” field in the “Add User” modal only display if the entered/selected user is already a Dealership User.
- The error message only includes the user name for the user that is already a Dealership User – not all of the users that have been added.

### Telematics Invoices - Don't calculate outstanding balance value

- As any user with access to the **Operations: Telematics Invoices** screen:

For any invoice row with 1 or more credit memo's the outstanding balance value displayed in the MCC UI matches the outstanding balance value displayed in the associated invoice PDF.

### Removed the multiple language support for the “Learn More” link

- As any user role, on the:

### Overview screen Subscription Summary box:

If the user's selected language is English then this link is displayed: "Learn more about telematics subscriptions".

Else, for all other selected languages the link is Not displayed.

Clicking the link opens a new browser tab to this URL:

[https://www.cat.com/en\\_US/support/operations/technology-services-for-construction/technology-for-construction/link-for-construction.html](https://www.cat.com/en_US/support/operations/technology-services-for-construction/technology-for-construction/link-for-construction.html)

**Request Subscription Upgrade modal:**

If the user's selected language is English then this text & link is displayed: "Learn more about [telematics subscription options](#)."

Else, for all other selected languages the text & link is Not displayed.

Clicking the link opens a new browser tab to this URL:

[https://www.cat.com/en\\_US/support/operations/technology-services-for-construction/technology-for-construction/link-for-construction.html](https://www.cat.com/en_US/support/operations/technology-services-for-construction/technology-for-construction/link-for-construction.html)