

# PARTS ALERT

## FLASH TRAINING 2025-5



# DID YOU KNOW?

**Hiecho-X** – To obtain a Hiecho-X Catalog login, dealers should send an email to [partssupport@hino.com](mailto:partssupport@hino.com). The email should include the first and last name of the parts professional, the associated dealer code, and the email address. To obtain a password reset for an existing account, dealers should follow the same process, adding their Hiecho-X username to the email prior to sending. Should training be needed on the Hiecho-X Catalog utilization and navigation, dealers can visit the Hino Learning Center on Hinonet.net.

**Adding Photos for RMA's**– It is now possible and advisable to upload supporting photos when entering RMA claims in DC203. An updated copy of the training for RMA entry is located on Hinonet. in the Parts Documents as well as on the Quick Links. The update includes step-by-step instructions on adding photos. Following these instructions when entering claims speeds up the processing of the claim. For questions regarding this new function, dealers can email [partssupport@hino.com](mailto:partssupport@hino.com) .

**UPS Tracking** – When tracking Hino shipments that are traveling via UPS, it is encouraged to use UPS's main tracking site. Dealers can retrieve their UPS tracking number on their invoice or by viewing the order in DC217. Entering the tracking number in the UPS site will advise if there are multiple packages in the shipment and allow for the user to see the additional tracking numbers and statuses.