



AIR CONDITIONING

MY MHIAA ACCOUNT

User Guide

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MHIAA MY Account

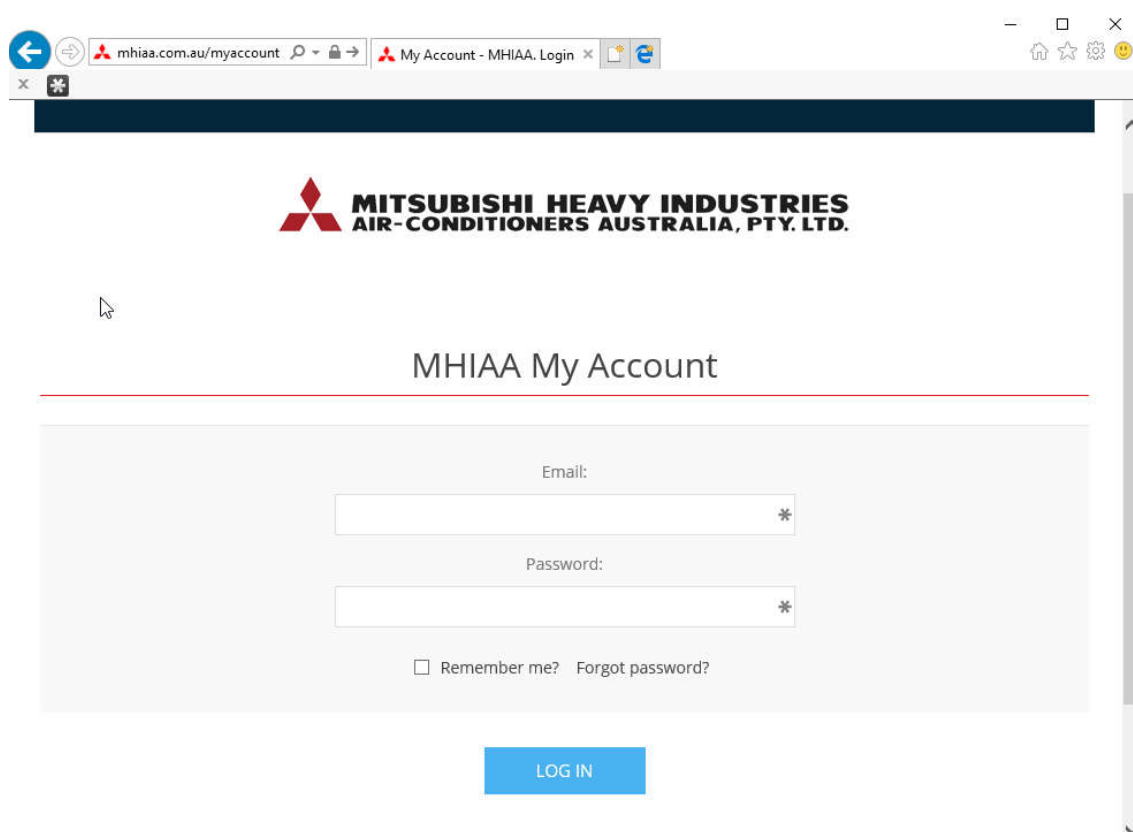
This user guide explains how to use the MHIAA My Account portal to access order status information, invoices and account statements. Also how account information can be updated.

Accessing the My Account Portal

The portal can be accessed on any PC, tablet or smartphone at the below address:

<https://mhiaa.com.au/myaccount>

If you have not received an email which allowed you to activate your account and set a password, please contact your Sales Account Manager. If required, your password can be changed by clicking the “Forgot password?” link.



Checking Order Status

- 1) Select “Order status” from the menu. A list of all current orders will be displayed.
- 2) If required select a Start date or an End date, and select “Refresh” to refine the list of orders shown.

My account

Order Status

- Order status
- Invoice history
- Statement generation
- Customer info
- Change password

Start date: End date: [REFRESH](#)

Order number	Order status	Requested Devliery Date	PO Number
SORD163628	Released for delivery	08/05/2017	ORDER DETAILS

3) Click on “ORDER DETAILS” to display the order details per model, quantity, price, and the planned shipment date.

Order number	Order status	Requested Devliery Date	PO Number
SORD163628	Released for delivery	08/05/2017	ORDER DETAILS

Retrieving Invoices

1) Select “Invoice History” from the menu.

My account

Invoice history

- Order status
- Invoice history
- Statement generation
- Customer info
- Change password

Start date: End date:

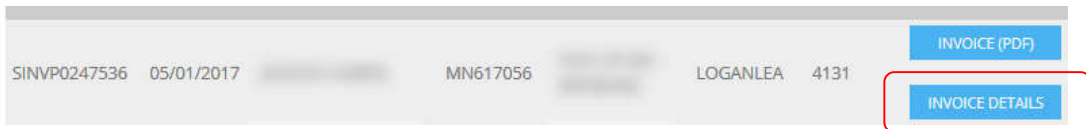
Invoice number: Con Note Number: [REFRESH](#)

Invoice No.	Shipment Date	Purchase Order No.	Con Note No.	Address	City	Postcode	
SINVP0247536	05/01/2017		MN617056		LOGANLEA	4131	INVOICE (PDF) INVOICE DETAILS
SINVP0248832	11/01/2017		MN617724		ARANA HILLS	4054	INVOICE (PDF) INVOICE DETAILS
SINVP0249762	18/01/2017		MN618904		LOGANLEA	4131	INVOICE (PDF) INVOICE DETAILS
SINVP0254686	15/02/2017		MN621930		GLADSTONE	4680	INVOICE (PDF) INVOICE DETAILS

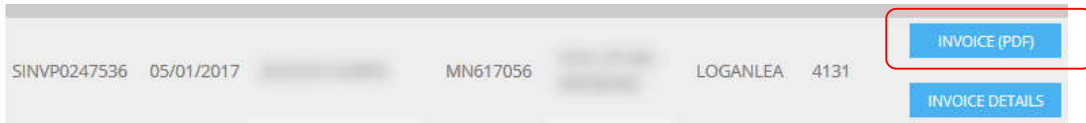
2) Select dates and or a purchase order no. or MHIAA invoice number, and then hit “Refresh”.

Start date: End date:
 Invoice number: Con Note Number: [REFRESH](#)

3) Each invoice will be displayed. To see the details of the invoice, select “INVOICE DETAILS”.

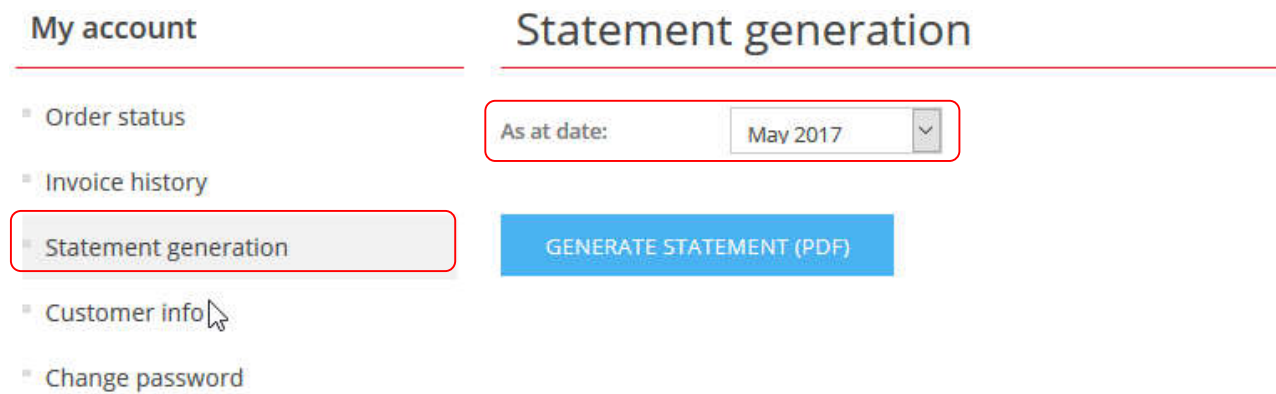


4) To download the invoice, select “INVOICE (PDF)”



Retrieving Statements

- 1) Select “Statement generation” from the menu.
- 2) Select the month to generate the statement for.



3) Select “GENERATE STATEMENT”



Changing Account Details

1) Select “Customer Info” from the menu.

My account

- Order status
- Invoice history
- Statement generation
- Customer info
- Change password

Customer info

Your Personal Details

Name: PORTAL TEST USER

Email: bruce_anderson@mhiiaa.mhi.co.jp

2) At the bottom of the screen the current settings for the below will be displayed and can be modified

- Email (Mail account that invoices and statements will be mailed to)
- Sales Email (Used in sales correspondence)
- Phone
- Fax

Company Details

Customer No.: QLC05000

Company Name: CASH SALE

Email: *

(Add a semi colon ; between multiple email addresses.)

Sales email: *

(Add a semi colon ; between multiple email addresses.)

Phone: *

Fax: *

SAVE

3) Select "SAVE" to save any changes

Changing the account password

To change the password used to access MHIAA My Account and all other online services of MHIAA:

- 1) Select “Change password” from the menu.
- 2) Enter the current password, then the new password twice.
- 3) Click “CHANGE PASSWORD” to submit the change.

My account

- Order status
- Invoice history
- Statement generation
- Customer info
- Change password**

My account - Change password

Old password: *

New password: *

Confirm password: *

[CHANGE PASSWORD](#)

Support

For any questions or issues with using the MHIAA My Account portal, please contact MHIAA Web Support at: websupport@mhiaa.com.au