Microcat EPC Reference Guide

Stephanie Morrissey

Toyota Material Handling

Contents

Requesting Microcat EPC Access

Users must first have access to the dealer portal in order to log into Microcat EPC. If a user does not already have access, please request access via a Service Now ticket.
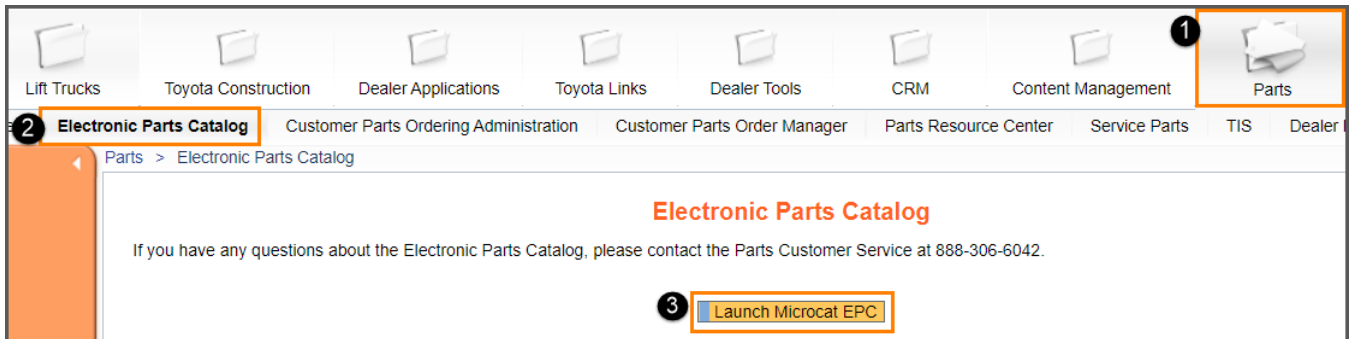
Accessing Microcat EPC

First, log onto the portal at https://portal.tmhna.com/irj/portal
Next, click on the "Parts" folder
Click on "Electronic Parts Catalog"
Click on "Launch Microcat EPC"

Microcat EPC Overview

There are three main tabs for navigation
- Identify Vehicle
- Select Parts
- Orders

Navigation tabs

To customize the user interface, you may choose to view trucks by a:
- Graphical view which will display truck photos
- Text-based view which will display Series and Model data

Users may switch views by clicking on the icon in the upper right hand corner
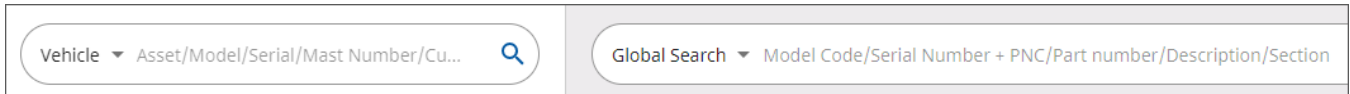
Filter Enter filter criteria

G833: 6FDU/6FGU33,35,40,45,A50	G834: 6FGCU33,35,45	G835: 6FDN35
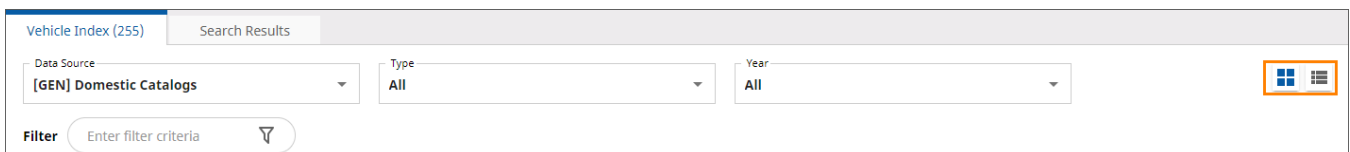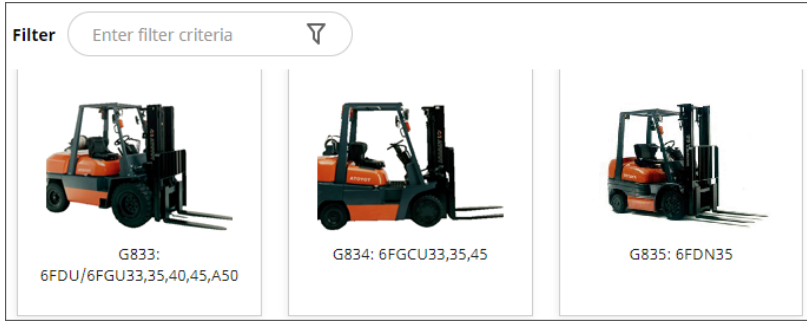
Graphical view

Lookup	Catalog
	2THD : PNEUMATIC FORKLIFTS
	G101: 2FG7,9
	G102: 4FG/3FD10,14,15,18
	G103: 3FG/3FD20,25.FG/FD23.4FG/4FD20,23,25
	G104: 2FG/3FD28,30.FG/FD28

List View

Search Options

There are two fields and multiple options to complete a vehicle search within the EPC.

Vehicle ▼ Asset/Model/Serial/Mast Number/Cu...   🔍 | Global Search ▼ Model Code/Serial Number + PNC/Part number/Description/Section

Vehicle and Global Search Options

Below is a list of the type of searches that can be completed within each field, sample data to use to test the search functions, and the results derived from each search. A space between Model and Serial is required.

Search Field	Search Method	Sample Input Data	Results
Vehicle	Asset Number	5280	Model / Serial specific data
Vehicle	Series Code	G851	All models within the series
Vehicle	Model Number	8FGCU25	Model specific data only
Vehicle	Serial Number	20942	Any series/model with that serial number
Vehicle	Model/Serial Number*	8FGCU25 20942	Model / Serial specific data
Vehicle	Mast Number	U1771G9	Forklift information related to the searched mast serial. This will be for the mast originally shipped with the forklift.
Vehicle	Customer Tag	Rental 1	Model / Serial specific data

preferred search method to return the most specific results

An additional search feature is the Global Search. Any combination of the following items can be utilized to drill down to more specific information: model code, serial number, PNC, part number, and description.
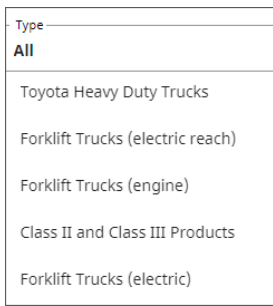
Search by Domestic (US) or Japanese Catalogs
> Users will need to toggle between Domestic/Japanese to find the associated model
> Japanese forklifts will not contain a "U" in the model name
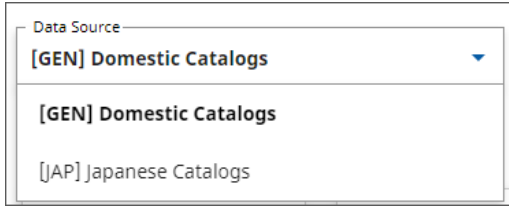
Search by Data Source

Search by forklift type

Search by Type

Search by year manufactured

Search by Model Year

Once a model is selected, users may hover their mouse over any major group to see the PNCs contained within that section.

ENGINE GROUP, 1/2   ENGINE GROUP, 2/2   LPG GROUP   CHASSIS GROUP, 1/3   CHASSIS GROUP, 2/3   CHASSIS GROUP, 3/3

Applicable PNCs for ENGINE GROUP, 2/2.

1901 1903 1904 1910 2101 2103 2302 2601

BODY,ELECTRICAL GROUP,35-50   BODY,ELECTRICAL GROUP,60-80   BODY,ELECTRICAL GROUP,C35-C70   MAST,HYDRAULIC COMPONENT GROUP   ATTACHMENT GROUP   STARLIFT

PNC displayed

Major Attributes, Truck Options, TSDR Sections and TSDR Part Numbers

Following a model/serial search, the Vehicle Information pane initially opens on the Major Attributes tab. Major Attributes includes data related to: Engine, Transmission, Capacity/Body Type, Engine Number, Mast Type, Attachment Type, and Build Date.

Please note: build date is the date the forklift left the factory. All information contained in the Vehicle Information pane is based on the forklift line-off date.

Vehicle Information with Major Attributes

The Truck Options tab includes any additional options that were added to the standard vehicle configuration. Each option is hyperlinked to take the user to the part breakdown per each option.

Truck Options

The TSDR Section displays any Toyota Special Design Request information. The Fig. No. represents the PNC (Part Number Code) as well as the image used for that particular section. You may click on the hyperlink under the Fig. No. or the Description to see the results within that particular illustration.

TSDR Section

TSDR Section related illustration information

The TSDR Part Number tab contains only the part number(s) applicable to the specific TSDR for that forklift (see Remarks for confirmation).

TSDR Part Number

There may be an occasion when a forklift has been approved for a TSDR, but the specifics of the TSDR are not available in Microcat EPC. In this situation, the below soft warning would be displayed. Please contact Toyota Parts Customer Service at 1-888-306-6042 prior to ordering parts.

TSDR data not available

Part Identification

Green is applicable for truck
Red are non-applicable for this truck
Blue select fit (LH, RH)
Purple added to cart

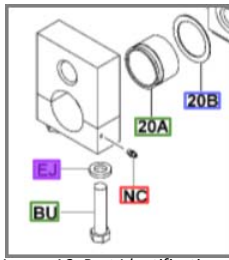Users may choose to customize colors via the settings icon in the upper right hand corner of the page.

Image 16- Part Identification

There are five ways to search for a part. When initially entering a search, the "Cross catalog" box will be checked by default when not in a catalog. This will return all models that contain the part number that was searched. This is helpful when users are unsure of applicable models.

Global Search	Combination of model, serial, PNC, part number, description or section
Part Number	Toyota Part Number- with or without dashes
PNC (Part Number Code)	4 or 6 digit PNC code- with or without dashes
Supersession	Will provide results from the number entered to supersessions moving forward. Will not return results from earlier supersessions
Description (only once a model is selected)	Part name description

Part search methods

Search by PNC
>   Enter any four or six digit PNC

Search by Supersession
- Supersession search will return the new part superseded by an old part
- In the sample below, 3 parts now replace an assembly
- Microcat does not look up old part numbers superseded by a new part
- To determine the supersession type, hover over the number in the R/P column for an index

Part search methods- Supersession

The following table lists the different types of supersessions:

ISC Code	Description	Example
1	INTERCHANGEABLE SUBSTITUTION	A<-->B
3	FORWARD SUBSTITUTION ONLY	A->B
5	KIT REPLACES INDIVIDUAL PART	A->B(C,D)
6	COMPONENTS REPLACE ASSEMBLY	A->B and C
7	ASSEMBLY REPLACES COMPONENTS	A,B,C->D
8	SELECTIVE SUBSTITUTION	A->B or C or D

Search by part description

Part description overview, with filtered results

Hyperlinked description takes you to part data card (see image 26)

Search results key fields


Search results key fields

- Check mark in the first field indicates that the part is in the user's cart
  - Users may add one or many parts to their cart either by clicking on the part in the illustration or checking the first box in the search results field.

- The camera icon hyperlinks to the associated illustration 📷
- Descriptions provides full details of the part
- Remarks help further identify correct parts and will call out if a part is right-hand or left-hand side
- Quantity displayed is the quantity within particular illustration
- From/To dates tell when the part was used
- Lookup icon definitions
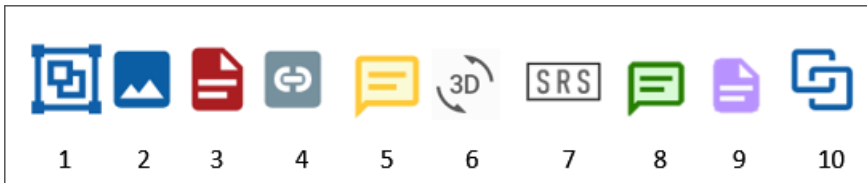
Lookup icons

1. View kit
2. Part photo
3. Red- bulletin
4. Link- related parts
5. Yellow note- user note
6. 3D- 3D photo
7. SRS- Low use or discontinued OEM part
8. Green note- distributor note
9. Purple note- Toyota parts price review
10. Assembly Part

Note: The bulletin icon is also be displayed next to side-shifters. When clicking on the bulletin icon for a side-shifter part, the related Cascade manual for that side shifter will be displayed in a new window.

Sample Parts Bulletin

Cascade Parts Manual

Navigation

Vehicle history- time and date stamped history of the last searched forklifts in chronological order

Vehicle History

Users may click on "New Session" in upper right hand corner to keep existing session open and also begin new session

New session

Breadcrumbs- Clicking on any of the major groups will take you directly to the related section.

Breadcrumbs

Mouse Functions

- Hover over any hotspot will provide a Toyota part description
- Single left click on a hotspot will return Part Data with the option to show/hide pricing
- Copy part number shortcut

Part Data

- Scroll from one PNC to the next by clicking on the Left and Right arrows in upper right hand portion of screen
- Single arrow will take you to the next image. Double arrow will take you to the next group image.

Arrow through illustrations

Overview of icons within the illustration index
1. Display image in full view
2. Display split-screen: horizontal
3. Display split-screen: vertical (left)
4. Display split-screen: vertical (right)

Illustration index icons

1. Collapse the toolbar
2. Add a section note
3. Add this section to your favorites
4. Print the image/image and part list
5. Send image by email
6. Search for parts with a flat rate time
7. Click and drag the mouse to select callouts
8. Drag the image in any direction
9. Display image at actual size
10. Zoom in
11. Zoom out

Illustration index icons

* section notes or part notes can be added to provide internal users with additional information related to the part or section. This could include information related to kits, date breaks for individual parts, related part numbers

Note Creation

Notes can be added for a model, model/serial combination, section, or part number

When model only is entered, the note will apply to all forklifts with the same model number.

Model note

When model/serial is entered, the note will only apply to that specific forklift.
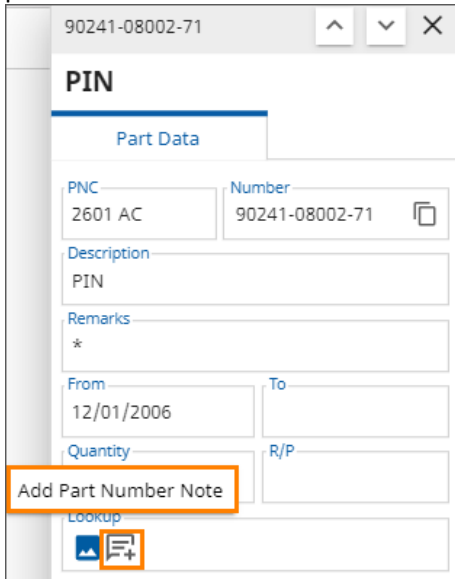
Model / Serial note

When a part number is selected and a note is added via the part data card, the note will apply to the specific part for ALL MODELS.

Part number note added via Part Data card

When a section (illustrated section or PNC) is selected, the note will apply to the specific section selected.
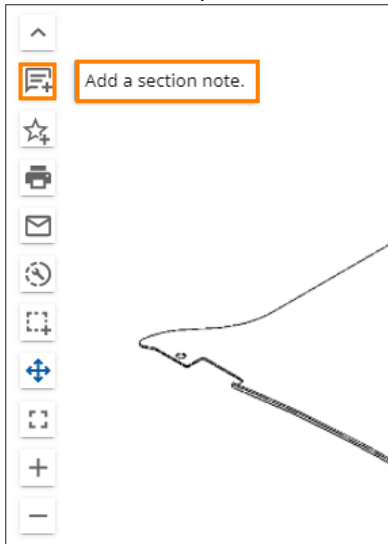
Section note added via Illustration Index

Once notes are created, users may
1. View notes created by any of the users within their dealership
2. Create notes, which will be visible by any users within their dealership
3. Edit notes that they have created themselves.
4. Delete notes they have created themselves via the application or in the notes maintenance window.
   - Please contact your Parts Manager prior to utilizing note maintenance to delete any notes.

Flat Rate Data

Users can find flat rate related data after identifying a part or major section

When the part or section has bene identified, click on the wrench to see related flat rate data to include:

- Operation number
- Operation name
- Type of repair
- Unit of repair
- Flat rate time

Flat rate indicator

Users may hover over any of the abbreviated sections to look up the abbreviation definition
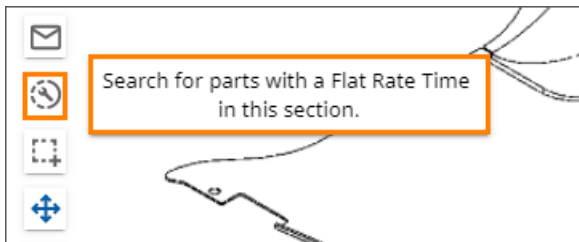
Flat Rate Time

Operation No.	Operation Name	Repair	Unit	Time
110632	CHAIN	X		2.7
110633	HYDRAULIC PUMP DRIVE SPROCKET	X		2.9
110641	TIMING GEAR COVER GASKET	X		1.4
110645	REAR OIL SEAL RETAINER GASKET	X		5.4
110646A	ENGINE REAR OIL SEAL	X		5.4
110744	REAR ENGINE MOUNTING INSULATOR RR	X	B	1
110744	REAR ENGINE MOUNTING INSULATOR RR	X	O	0.8

Flat rate data

REP_CODE	Definition
L	Lubricate
A	Adjust
O	Remove and reinstall
C	Clean
W	Overhaul
X	Exchange
T	Test
I	Install
B	Air Bleed
G	Grind

REP_UNIT	Definition
1	One
2	Two
3	Three
4	Four
A	Lower top only (One side)
All	Lower top only (Both sides)
B	Both Sides
C	Lower top only (Both sides)
F	All (One side)
G	All (both sides)
H	Fr One side
I	Fr Both sides
J	Rr One side
K	Rr Both sides
L	Left Side
M	Fr & Rr One side
N	Fr & Rr Both sides
O	One side
P	Front side
Q	Rear side
R	Right side
S	Lower, One & Upper, One
T	Lower, Two & Upper, Two
U	Center
V	Link side
W	Pedal side
Z	All

Managing Orders

Below is an overview of the order screen and related fields in Microcat EPC

Description		PNC	Number	PDC Stock, Columbus	Qty	Tax %	Adjustment %	Qty Ordered	Dealer Price	Ext. Price	
G851: 8FGU/DU15,18,20,25,30,32.8FGCU20-32 8FGU25 89691 4 Items											ADD PARTS
BEARING, DRIVE SPROCKET		1106 33B	87103-76015-71	Available (48)	1	0.00 %	0.00 %	− 1 +	$ 14.48	$ 14.48	X
CHAIN SUB-ASSY		1106 32	13506-UB031	Available (48)	1	0.00 %	0.00 %	− 1 +	$ 129.00	$ 129.00	X
CASE, TIMING CHAIN		1106 24	11301-UB010	Available (2)	1	0.00 %	0.00 %	− 1 +	$ 334.14	$ 334.14	X
COVER SUB-ASSY, TIMING GEAR, CHAIN		1106 20	11302-UB020	Available (5)	1	0.00 %	0.00 %	− 1 +	$ 379.08	$ 379.08	X

Order screen overview

- Vehicle- forklift series and model
- The camera icon will take the user back to the part illustration
- Description- part description
- PNC- Part number code, also refers to the illustration
- Part number- Toyota recognized part number
- PDC Stock, Columbus- quantity currently on hand in the Columbus, IN PDC
- Quantity- qty. ordered
- Once items are added to the cart, a user may click on the "group" button and this will arrange the parts by each individual forklift
- Users may click on "sort" to reverse the order the parts were added to the cart

Order screen icons

- Print allows the order to be printed
- Email allows parts personnel to email the order to an external customer or an internal associate
- Save order as a favorite allows user to save frequently placed orders
- Clear removes all items from user's cart
- Delete removes entire order

- Save any order by clicking on "save as quote."
- Order can be recalled via Saved Orders tab

Saved order overview

Settings

To view available settings, click the gear in the upper right and corner and choose "settings"

General settings include
- What pricing is included and how it is displayed
- Information contained in printed and emailed data
- Hide/show non-applicable part data
- Screen layout
- Preferences when copying a part number
- Search options
- Order options
- Copy number options

Personal Settings
- Language
- Supersession information
- Default search type
- Default color indicators
- Hotspot display

Account Details
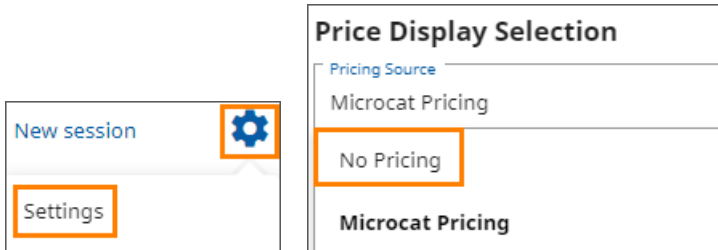- Personal information unique to each user

Integration Settings
- This feature is not currently active as all dealers are not on a common dealer management system
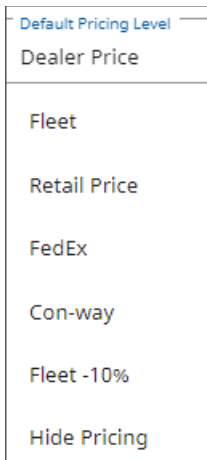
Pricing Levels

Users may choose to hide or show pricing when emailing or printing orders.

Navigate to Settings-> General Settings-> select "No Pricing" from Pricing source drop down menu

Alternatively users can choose to leave the pricing source as "Microcat pricing" and select "Hide Pricing" from the Default Pricing Level dropdown menu. Other pricing levels are also displayed.
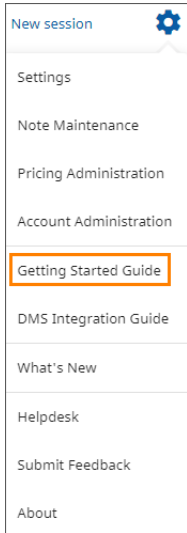

While in the order screen, users may choose to hide pricing prior to printing or emailing an order by selecting "hide pricing" from the Price Level dropdown.
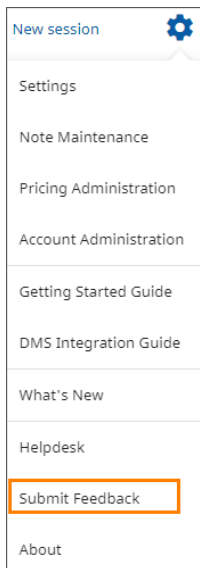
Additional Resources

As always, you can find additional Microcat EPC resources by clicking on the gear in the upper right hand corner and selecting "Getting Started Guide."

Additional resources

Reporting Errors or Discrepancies

If an error is found within the Microcat EPC, there is a quick process to supply feedback. Simply click on the gear icon in the upper right hand corner of the page and scroll down to the "Submit Feedback" link. This page will pre-populate the essential details and allows end users to comment on the specific issue.

Submit feedback   *Feedback form*