

Shibaura Machine

Customer Portal Instruction Manual

2026

Version 1.4

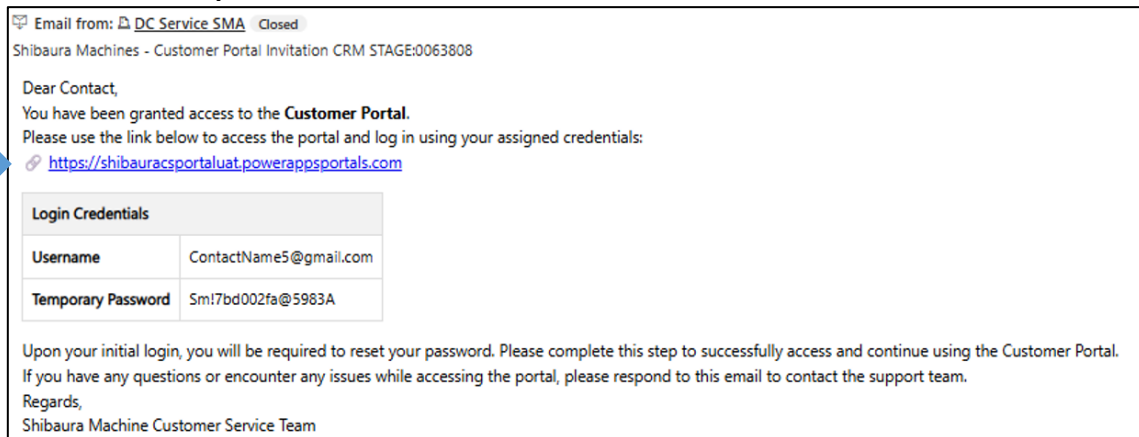
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Blue column headers provide sorting capabilities	
Blue characters provide a link to additional data	
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Account and Contact Information

Updating your password for the first time

1. Email was sent with a link, Username and Temporary Password
Click the link provided in the email



2. Enter the provided Username and click Next

Shibaura Machine

Sign In

Sign in with your email address

ContactName5@gmail.com

Next

3. Enter the provided Temporary Password and click Sign in

Shibaura Machine

← contactname5@gmail.com

Enter password

.....

[Forgot password?](#)

Sign in

4. Update your password and click Sign in

Shibaura Machine
contactname5@gmail.com

Update your password
You need to update your password because this is the first time you are signing in, or because your password has expired.

Sign in

5. You are now able to view the Customer Portal home page



How to see your profile information

1. Select your name in the upper right corner, then click Profile



2. You can view and change your contact details. If a change is made, click Submit for new information to be saved.

Sorting and Search Functionality

Blue column headers provide sorting capabilities

1. Click on blue column headers to change how the data is sorted

Cases

Resolved Cases - Portal-

Search [] Create a Case

Case Title	Case Number	Case Type	Priority	Status	Created On ↓	Resolved Date	Contact
adfafas	CAS-73293-S7W5D7	Service	Medium	Resolved	8/8/2024 11:36 AM	8/9/2024 11:06 AM	Contact Name
PO Status Update	CAS-73251-L3L1V2	Parts	Medium	Resolved	8/8/2024 7:52 AM	8/8/2024 11:15 AM	
PO Status Update	CAS-72813-P4N0X4	Parts	Medium	Resolved	8/2/2024 10:13 AM	8/2/2024 10:27 AM	

Blue characters provide a link to additional data

1. Click on the blue link to see the case details

Cases

Resolved Cases - Portal-

Search [] Create a Case

Case Title	Case Number	Case Type	Priority	Status	Created On ↓	Resolved Date	Contact
adfafas	CAS-73293-S7W5D7	Service	Medium	Resolved	8/8/2024 11:36 AM	8/9/2024 11:06 AM	Contact Name
PO Status Update	CAS-73251-L3L1V2	Parts	Medium	Resolved	8/8/2024 7:52 AM	8/8/2024 11:15 AM	
PO Status Update	CAS-72813-P4N0X4	Parts	Medium	Resolved	8/2/2024 10:13 AM	8/2/2024 10:27 AM	

How to filter the data using the search windows

1. In the search window input the characters you would like to use to filter the data. Use an * before or after as a wild card, then click the magnifying glass to view the results.

Cases

Resolved Cases - Portal-

Search [] Create a Case

Case Title	Case Number	Case Type	Priority	Status	Created On ↓	Resolved Date	Contact
adfafas	CAS-73293-S7W5D7	Service	Medium	Resolved	8/8/2024 11:36 AM	8/9/2024 11:06 AM	Contact Name
PO Status Update	CAS-73251-L3L1V2	Parts	Medium	Resolved	8/8/2024 7:52 AM	8/8/2024 11:15 AM	
PO Status Update	CAS-72813-P4N0X4	Parts	Medium	Resolved	8/2/2024 10:13 AM	8/2/2024 10:27 AM	

Navigation Tabs

Navigation tabs at the top of the page direct you to the different areas of the portal

1. Click on any of the tabs to be directed to that area.



Home

Assets (Machines)

Cases

Quotes

Work Orders

Sales Orders

Order Tracking

Invoices/Credits

Portal Comments

machiNetCloud

User Information

Assets (Machines)

Asset List - Provides a list of all your assets including; machine model, serial number, manufacturing number (if appropriate), warranty information, your machine name and plant/building

Assets						
Q						
Service Location Composite (Functional Location)	Machine Model	Serial No. ↑	Manufacturing No.	Customer Warranty End Date	Customer Machine Name	Plant/Building
36 EAST BERNE STREET, BERNE, NE, USA	DC500J-MS	8T1E77		3/1/2008	500T #1	#2
36 EAST BERNE STREET, BERNE, NE, USA	DC500J-MS	8T1E26		12/1/2012	500T #2	#2
36 EAST BERNE STREET, BERNE, NE, USA	DC350J-MS	8T1D20		12/1/2012	350T #2	#1
36 EAST BERNE STREET, BERNE, NE, USA	DC350J-MS	8T1D21		3/1/2008	350T #1	#1

How to input your machine / building naming conventions

1. Click on the appropriate asset to see the Edit Asset page

Assets						
Q						
Service Location Composite (Functional Location)	Machine Model	Serial No. ↑	Manufacturing No.	Customer Warranty End Date	Customer Machine Name	Plant/Building
36 EAST BERNE STREET, BERNE, NE, USA	DC500J-MS	8T1E77		3/1/2008	500T #1	#2
36 EAST BERNE STREET, BERNE, NE, USA	DC500J-MS	8T1E26		12/1/2012	500T #2	#2
36 EAST BERNE STREET, BERNE, NE, USA	DC350J-MS	8T1D20		12/1/2012	350T #2	#1
36 EAST BERNE STREET, BERNE, NE, USA	DC350J-MS	8T1D21		3/1/2008	350T #1	#1

2. Fill in the appropriate Customer Machine Name and Plant/Building fields with your naming conventions
3. Click on Submit and the bottom of the page to save the updated data.

Edit Asset

Asset Id BIT IE77	Customer Machine Name 500T #2	machiNetCloud Project ID —
Customer * LLC	Plant/Building #2	Subscription Type Select
AX Number LLC7	Division Diecasting	Duration —
Machine Model DCS00J-MS		End Date —
Serial No. BIT IE77		
Manufacturing No. —		
Customer Warranty Start Date 3/1/2007		
Customer Warranty End Date 3/1/2008		

Cases
Create

Case Title	Case Number	Case Type	Priority	Status Reason	Created On ↓	Contact
There are no records to display.						

Work Orders

Work Order Number	Work Order Type	Created On ↓	Primary Incident Type	Primary Incident Description	System Status
There are no records to display.					

Submit

How to create a case from an asset

1. From the edit asset page, Click on the Create button.

Edit Asset

Asset Id BIT IE77	Customer Machine Name 500T #2	machiNetCloud Project ID —
Customer * LLC	Plant/Building #2	Subscription Type Select
AX Number LLC7	Division Diecasting	Duration —
Machine Model DCS00J-MS		End Date —
Serial No. BIT IE77		
Manufacturing No. —		
Customer Warranty Start Date 3/1/2007		
Customer Warranty End Date 3/1/2008		

Cases

[Create](#)

Case Title	Case Number	Case Type	Priority	Status Reason	Created On ↓	Contact
There are no records to display.						

2. From the Open a New Case form; Input a Case Title, select a Cast Type, Priority, Complete the description, the asset will automatically be selected, however you can change the Contact if necessary. Once all the information is completed, click on the Sumit button at the bottom of the page.

Open a New Case

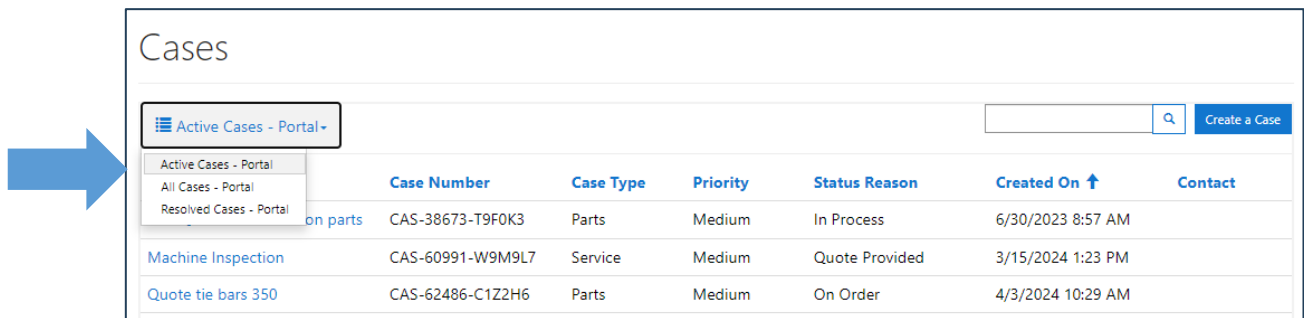
Summary

Status New	Customer * LLC
Case Number —	Assets 8T1E77
Case Title 	Case Created By Contact Name
Case Type * Select	Contact * Contact Name
Priority Select	Business Phone * 7894561230
Description 	Mobile Phone 1234567890
	Email * r@gmail.com
	Division * Injection Molding
	Origin * Portal

Cases

How to see Active, All and Resolved case views

1. Select between the different views to see Active, All and Resolved cases



Cases

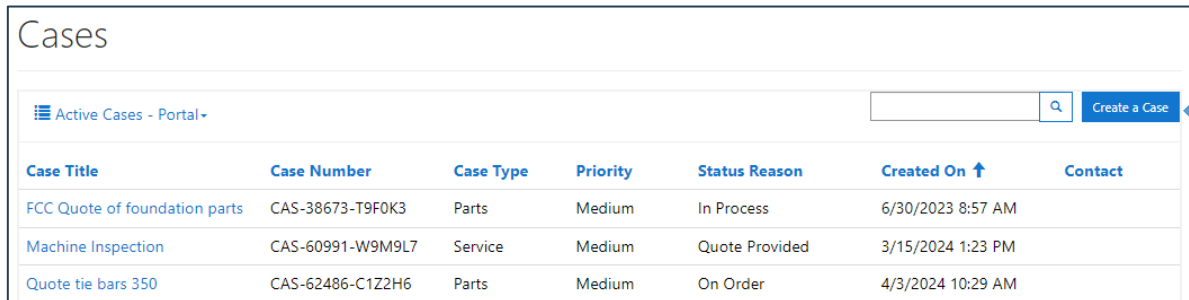
Active Cases - Portal

Case Number Case Type Priority Status Reason Created On ↑ Contact

FCC Quote of foundation parts	CAS-38673-T9F0K3	Parts	Medium	In Process	6/30/2023 8:57 AM	
Machine Inspection	CAS-60991-W9M9L7	Service	Medium	Quote Provided	3/15/2024 1:23 PM	
Quote tie bars 350	CAS-62486-C1Z2H6	Parts	Medium	On Order	4/3/2024 10:29 AM	

How to create a new case

1. Click on the Create a Case button to open the New Case form



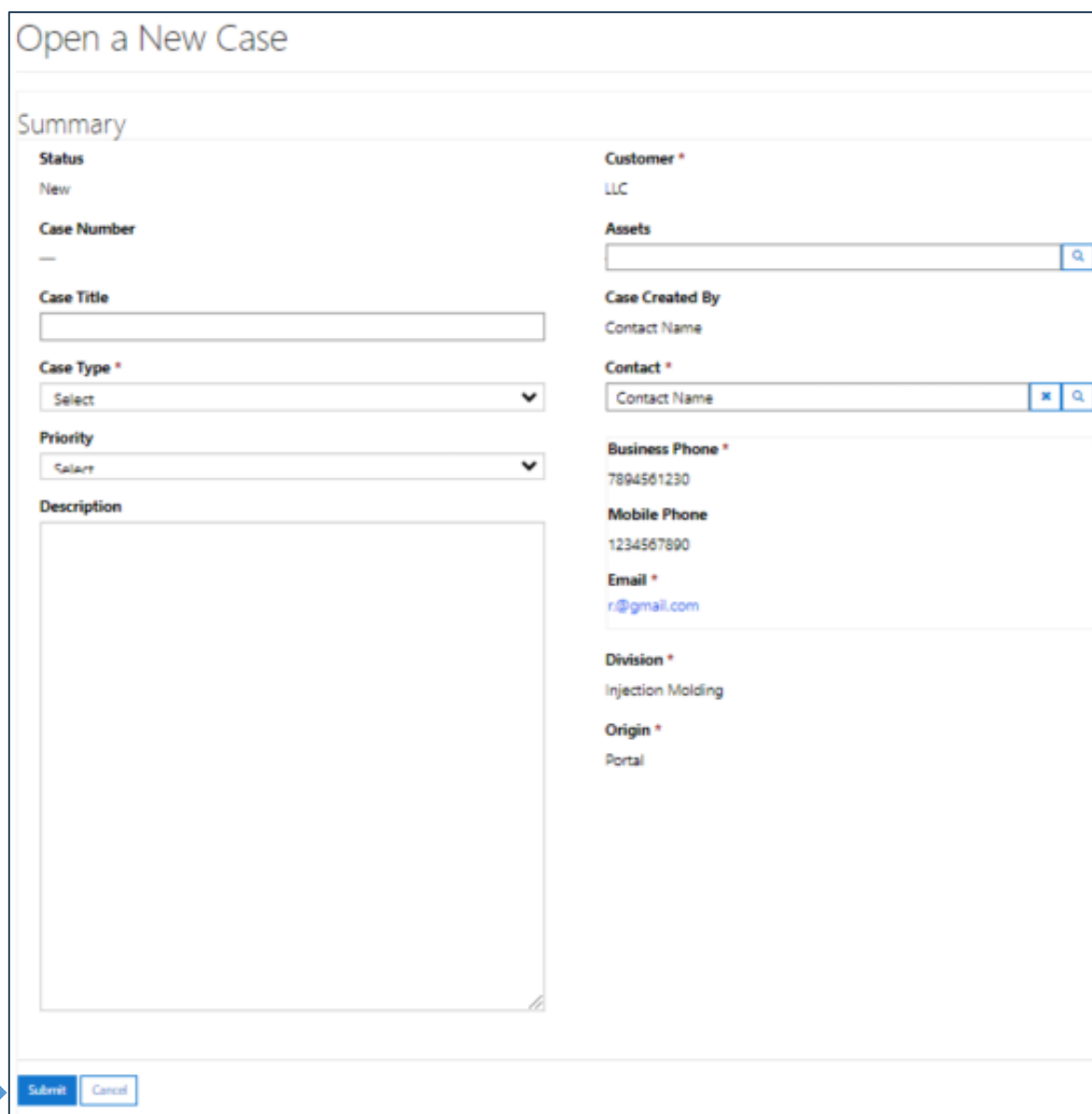
Cases

Active Cases - Portal

Case Title Case Number Case Type Priority Status Reason Created On ↑ Contact

FCC Quote of foundation parts	CAS-38673-T9F0K3	Parts	Medium	In Process	6/30/2023 8:57 AM	
Machine Inspection	CAS-60991-W9M9L7	Service	Medium	Quote Provided	3/15/2024 1:23 PM	
Quote tie bars 350	CAS-62486-C1Z2H6	Parts	Medium	On Order	4/3/2024 10:29 AM	

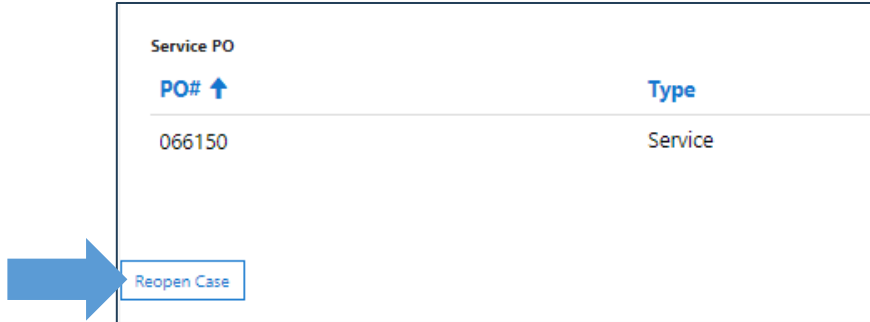
2. From the Open a New Case form; Input a Case Title, select a Cast Type, Priority, Complete the description, select the asset if necessary and change the Contact if necessary. Once all the information is completed, click on the Submit button at the bottom of the page.



The screenshot shows a web form titled "Open a New Case". The form is divided into two main columns. The left column contains fields for "Status" (set to "New"), "Case Number" (empty), "Case Title" (empty text box), "Case Type *" (a dropdown menu with "Select" and a downward arrow), "Priority" (a dropdown menu with "Select" and a downward arrow), and a large "Description" text area. The right column contains fields for "Customer *" (set to "LLC"), "Assets" (a search bar with a magnifying glass icon), "Case Created By" (set to "Contact Name"), "Contact *" (a search bar with a magnifying glass icon and a close button), "Business Phone *" (set to "7894561230"), "Mobile Phone" (set to "1234567890"), "Email *" (set to "r@gmail.com"), "Division *" (set to "Injection Molding"), and "Origin *" (set to "Portal"). At the bottom left of the form, there are two buttons: "Submit" and "Cancel". A large blue arrow points from the left towards the "Submit" button.

How to reopen a resolved case

1. If a case has been resolved (closed) it can be reopened by, clicking on the Reopen Case button



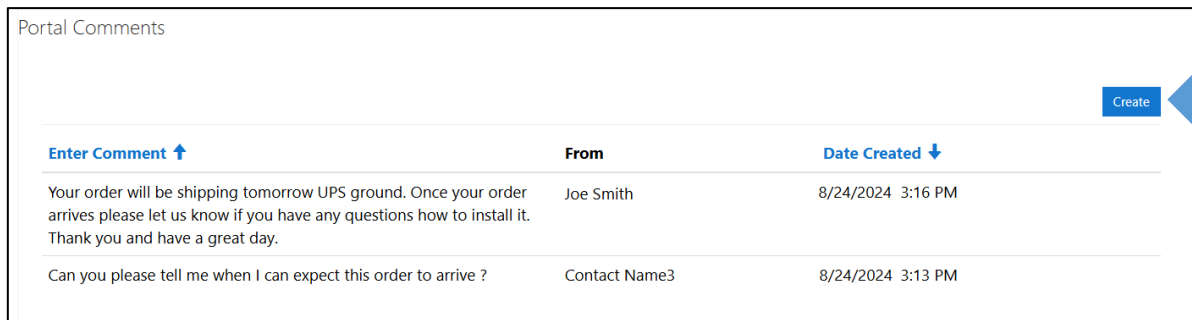
Service PO

PO# ↑	Type
066150	Service

Reopen Case

How to make a Portal Comment

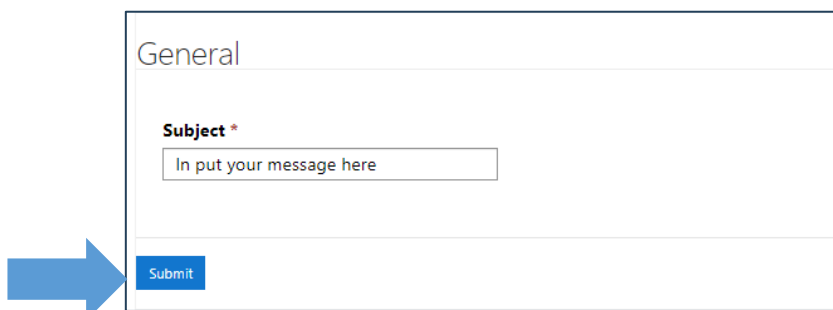
1. If you would like to ask a question or make a comment regarding the case, click the Create button next to the Portal Comments section, input your message in the window, then click Submit



Portal Comments

Create

Enter Comment ↑	From	Date Created ↓
Your order will be shipping tomorrow UPS ground. Once your order arrives please let us know if you have any questions how to install it. Thank you and have a great day.	Joe Smith	8/24/2024 3:16 PM
Can you please tell me when I can expect this order to arrive ?	Contact Name3	8/24/2024 3:13 PM



General

Subject *

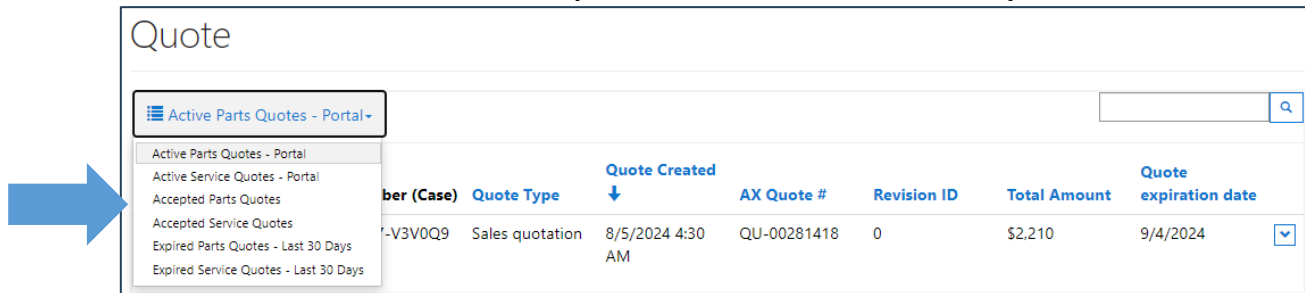
Input your message here

Submit

Quotations

How to see Active or recently Expired quote views

1. Select between the different views to see Active, Accepted and Quotations which have expired in the Last 30 days.



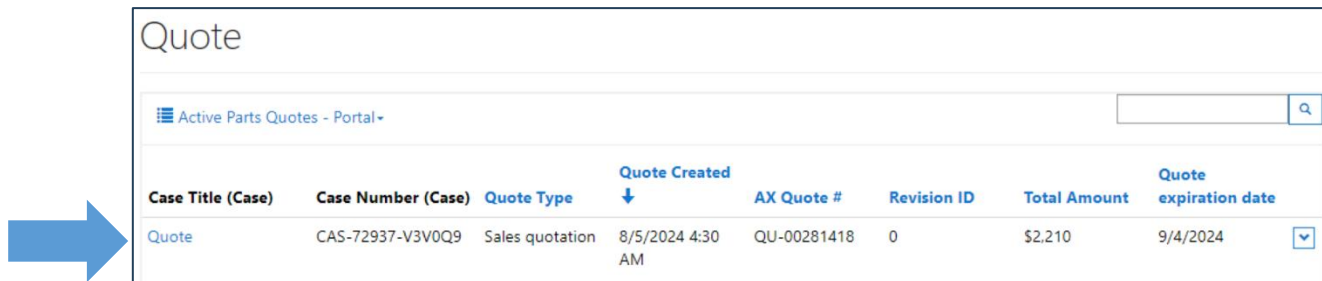
Quote

Active Parts Quotes - Portal

Case Number (Case)	Quote Type	Quote Created	AX Quote #	Revision ID	Total Amount	Quote expiration date
-V3V0Q9	Sales quotation	8/5/2024 4:30 AM	QU-00281418	0	\$2,210	9/4/2024

How to see the Quote details

1. To see more information related to the quote, click on the blue Case Title link.



Quote

Active Parts Quotes - Portal

Case Title (Case)	Case Number (Case)	Quote Type	Quote Created	AX Quote #	Revision ID	Total Amount	Quote expiration date
Quote	CAS-72937-V3V0Q9	Sales quotation	8/5/2024 4:30 AM	QU-00281418	0	\$2,210	9/4/2024

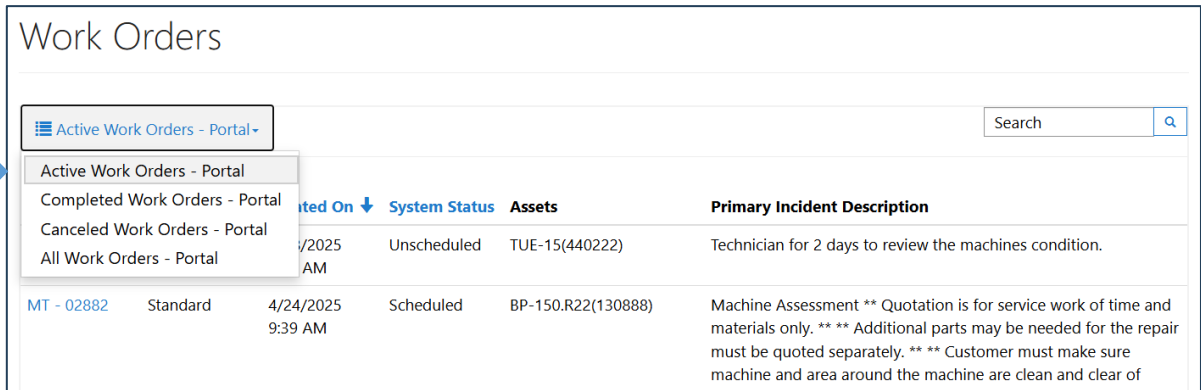
2. In the Quote Details page you can find more information related to the quote, click on the blue Case Title link.

PRODUCTS						
Item	Assets	Quantity	Price Per Unit	List Price	Disc. Amt.	Total Net Value
66G01		1	\$10.00	\$10.00	\$0.00	\$10.00
Total Amount						
\$10						

Work Order

How to see Active or Completed Work Order views

1. Select between the different views to see Active, Completed, Canceled or All Work Orders.



Work Orders

Active Work Orders - Portal

Completed Work Orders - Portal

Canceled Work Orders - Portal

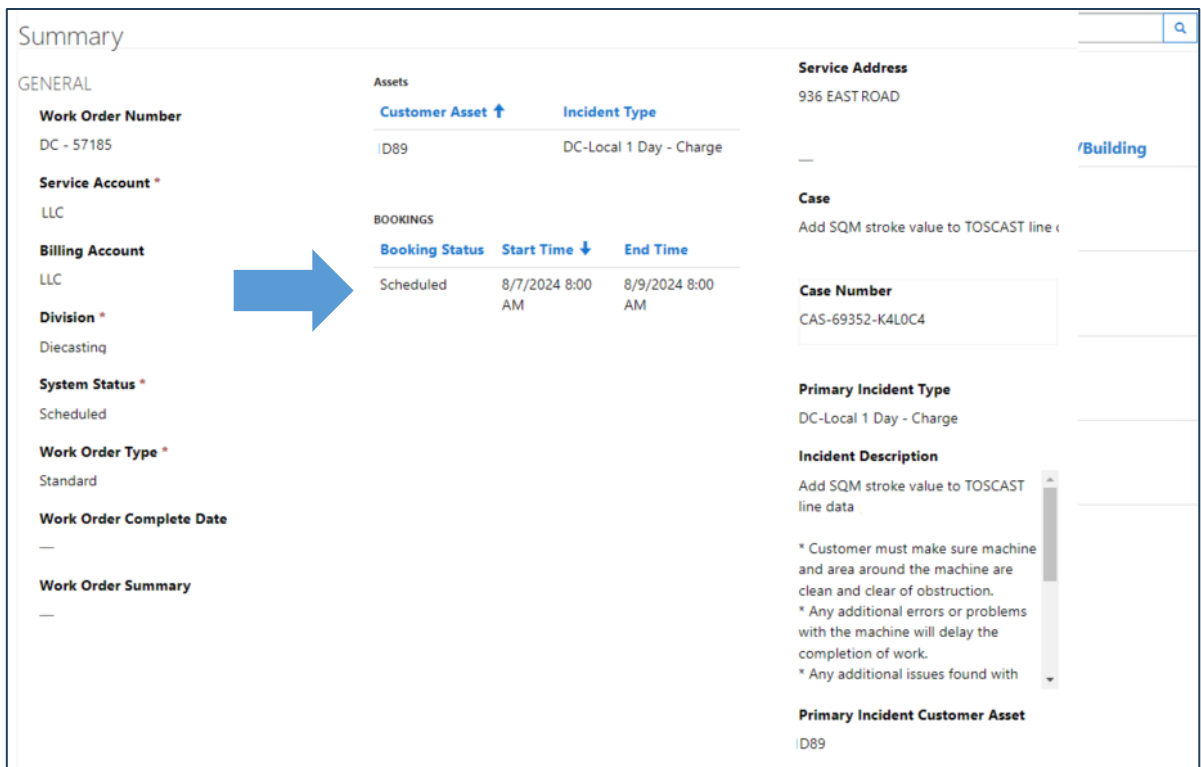
All Work Orders - Portal

Search

Created On	System Status	Assets	Primary Incident Description
4/24/2025 9:39 AM	Unscheduled	TUE-15(440222)	Technician for 2 days to review the machines condition.
MT - 02882	Standard	4/24/2025 9:39 AM	Scheduled
BP-150.R22(130888)	Machine Assessment ** Quotation is for service work of time and materials only. ** ** Additional parts may be needed for the repair must be quoted separately. ** ** Customer must make sure machine and area around the machine are clean and clear of		

When is a field service tech is scheduled to be onsite

2. By selecting a work order number you can see the details. Here you can see when a field service tech is scheduled to be onsite.



Summary

GENERAL

Work Order Number
DC - 57185

Service Account *
LLC

Billing Account
LLC

Division *
Diecasting

System Status *
Scheduled

Work Order Type *
Standard

Work Order Complete Date
—

Work Order Summary
—

Assets

Customer Asset ↑ Incident Type

D89 DC-Local 1 Day - Charge

BOOKINGS

Booking Status Start Time ↓ End Time

Scheduled 8/7/2024 8:00 AM 8/9/2024 8:00 AM

Service Address
936 EAST ROAD

Case
Add SQM stroke value to TOSCAST line

Case Number
CAS-69352-K4L0C4

Primary Incident Type
DC-Local 1 Day - Charge

Incident Description
Add SQM stroke value to TOSCAST line data

* Customer must make sure machine and area around the machine are clean and clear of obstruction.
* Any additional errors or problems with the machine will delay the completion of work.
* Any additional issues found with

Primary Incident Customer Asset
D89

Sales Orders

How to see active or Delivered Sales Order views

1. Select between the different views to see Active and Delivered Sales Orders

Sales order

Active Sales Orders Portal CS-

Active Sales Orders Portal CS
Canceled Sales Orders
Delivered Sales Order Portal CS

Order#	Customer Reference	Payment Terms	Total Amount	Order Date ↓	Status Reason	
56097	8942	Net 30	\$62.00	7/29/2024 12:12 PM	New	
Q9K4Y6						
ORD-110232-K8G0C3	SO-000255977	8920	Net 30	\$10.00	7/26/2024 12:36 PM	New
ORD-110164-S5P0K3	SO-000255761	8861	Net 30	\$90.00	7/24/2024 2:19 PM	New

How to see the Sales Order details

1. To see more information related to the quote, click on the blue Sales Order ID # link.

Sales order

Active Sales Orders Portal CS-

Order ID	AX Sales Order#	Customer Reference	Payment Terms	Total Amount	Order Date ↓	Status Reason
ORD-110275-Q9K4Y6	SO-000256097	8942	Net 30	\$8,862.00	7/29/2024 12:12 PM	New
ORD-110232-K8G0C3	SO-000255977	8920	Net 30	\$8,110.00	7/26/2024 12:36 PM	New
ORD-110164-S5P0K3	SO-000255761	8861	Net 30	\$90.00	7/24/2024 2:19 PM	New

2. In the Order Details page you can find more information related to the quote, click on the blue Case Title link.

PRODUCTS						
Item	Assets	Quantity	Price Per Unit	List Price	Disc. Amt.	Total Net Value
66G01		1	\$10.00	\$10.00	\$0.00	\$10.00
Total Amount						
\$10						

Order Tracking

How to look up Tracking Information of a part

1. Each item sold is an individual line item. This allows you to utilize the search function to look up by part number, description, Sales Order #, your PO # (Customer Reference).

Order Tracking						
						Q
AX Sales Order#	Order Date ↓	Customer Reference	Description	Part Number	Quantity	Tracking Number
SO-000253028	6/11/2024 5:19 PM	68063	1B-G130 [O-RING]	1B-G130	1.00	64688120356
SO-000253028	6/11/2024 5:19 PM	68063	657R0201 [HEAT BEARING 6206-HT2 SAME AS 685R0902]	657R0201	5.00	64688120356
SO-000253028	6/11/2024 5:19 PM	68063	N2.5A [LADLE CUP]	N2.5A	6.00	64688120356
SO-000253028	6/11/2024 5:19 PM	68063	SDR-106 [SCRAPER]	SDR-106	1.00	
SO-000253028	6/11/2024 5:19 PM	68063	SKY-106 [SKY PACKING]	SKY-106	1.00	64688120390

Invoice/Credits

How to see invoice information

1. Select between the different views to see Open, All, Processed (Settled) Invoices

Invoices / Credits

Open Credit / Invoices

Open Credit / Invoices

All Invoices / Credits

Processed Invoices / Credits

Search

Q

	AX Invoice Number	Invoice Amount	Invoice Date ↑	Payment Terms	Case
FAD070643	IN-000118698	\$690.00	12/30/2024	D30	PO No: FAD070643
FAD070683	IN-000118699	\$848.00	12/30/2024	D30	PO No: FAD070683
FAD071591	IN-000118763	\$3,541.00	1/3/2025	D30	PO No: FAD071591

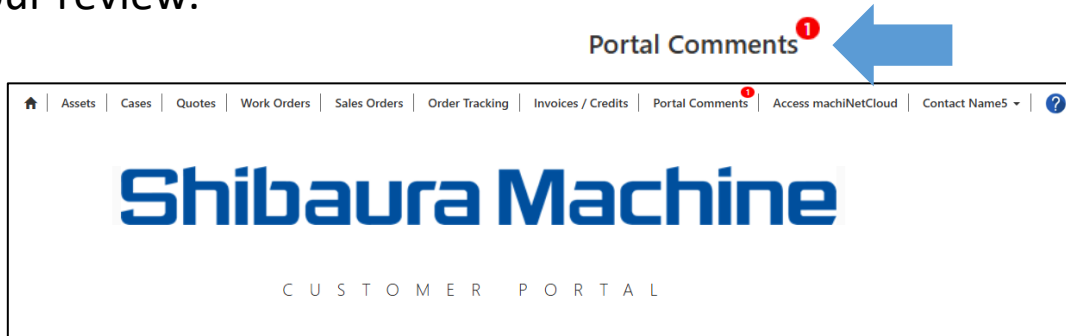
2. To see more information related to the Invoice , click on the blue Customer Reference (PO) link.

Invoices/Credits						
Summary						
AX Invoice Number						SALES INFORMATION
IN-00011464						Invoice Amount
Currency *	PRODUCTS					\$ 71.00
US Dollar	Product Name	Price Per Unit	Quantity	Manual Discount	Extended Amount	AX Status
	N01786	\$13.00	1.00000	\$0.00	\$13.00	—
	Y02606	\$07.00	2.00000	\$0.00	\$14.00	Order
	637W990	\$22.00	1.00000	\$0.00	\$22.00	LLC
	637W990	\$22.00	1.00000	\$0.00	\$22.00	Customer *
						LLC
SHIPPING INFORMATION						
Shipping Method						
FDX-12						
Payment Terms						
D30						
ADDRESSES						
Bill To Address	Detail Amount					
55 PARK DR	\$ 71.00					
USA	(-) Discount (%)					
	—					
	(-) Discount					
	—					
Ship To Address	Pre-Freight Amount					
93 BERNE RD	\$ 71.00					
PORTLAND, NE, 4671	(+) Freight Amount					
USA	\$0.00					
	(+) Total Tax					
	\$0.00					
	Total Amount					
	\$ 71.00					

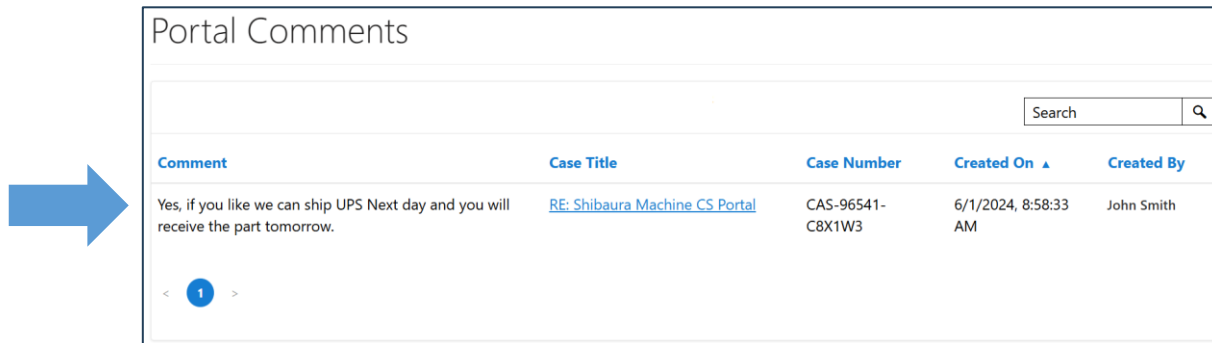
Portal Comments

Portal comment notifications

1. If there is an unread message, you will see the notification number listed in the header next to Portal Comments tab. It will also inform you of how many comments are waiting for your review.



2. When opening the Portal Comment tab, all unread comments will be listed and provide you the ability to go directly to the case by clicking on the link. Only after viewing the comment in the case will the notification be removed.



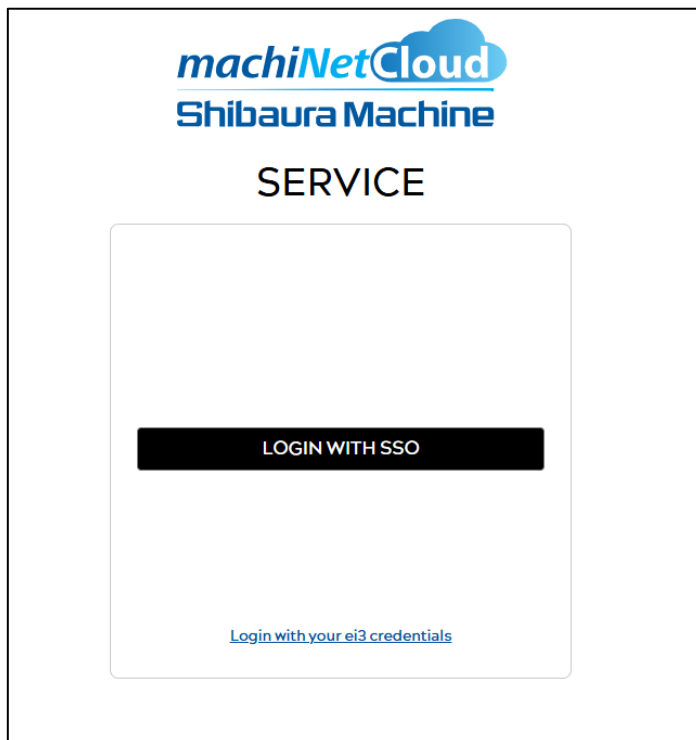
machiNetCloud

How to sign in (for machiNetCloud subscribers)

1. Click Access machiNetCloud



2. Click LOGIN WITH SSO



3. Accept Privacy Policy


SERVICE

Logout

Privacy Policy

Please review the policy below and click the **[Accept]** button to agree to the terms and conditions.

 **Privacy Policy**

Our policy on gathering, use, disclosure, and management of your data.

4. Accept End User License Agreement


SERVICE

Logout

End User License Agreement

Please review the policy below and click the **[Accept]** button to agree to the terms and conditions.

 **End User License Agreement**

Our terms and conditions regarding the use of our software.

5. View machiNetCloud


SERVICE

Reports Machines Session My Profile Contact Us Logout

Search Machine

Enter any criteria to search a machine.