

HBC Changes: Maintaining Customer Contact Info and New Denied Party Checks

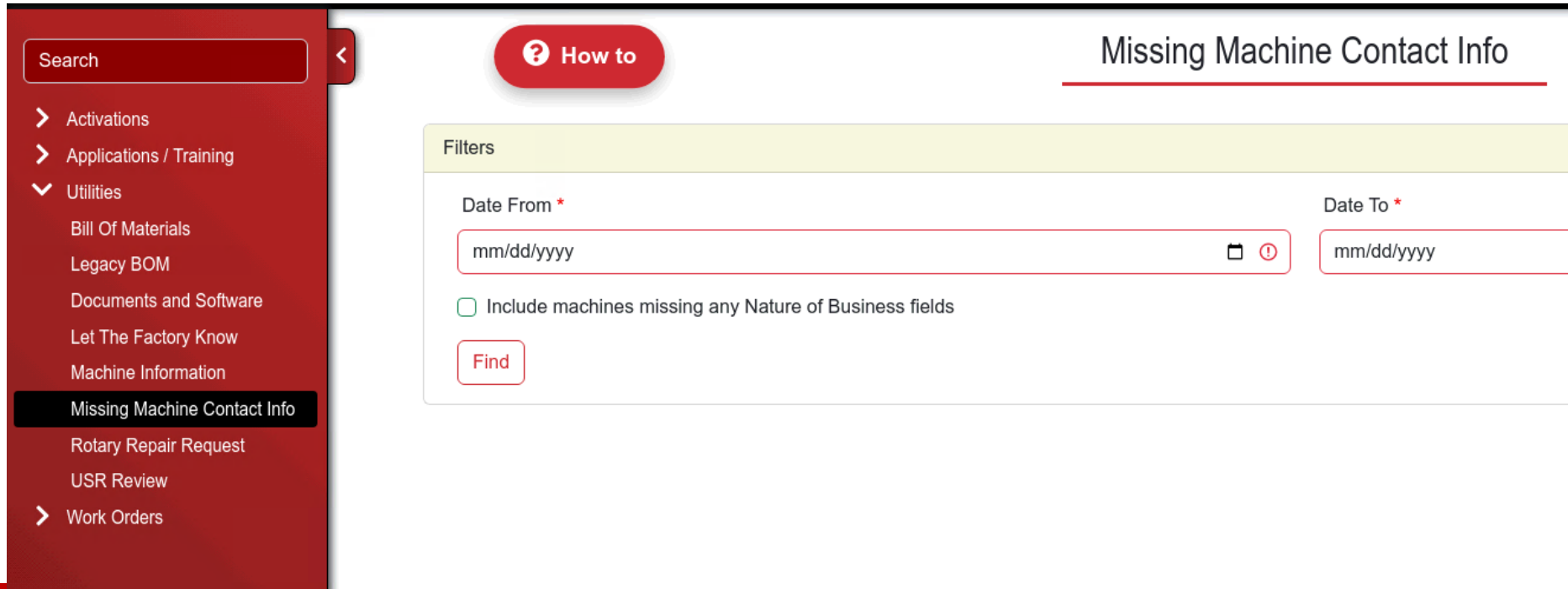
March 2025

New Denied Party Screening

- Haas has invested in a new process for actively identifying and updating customers in our SAP database that are a Denied Party
- Customers are now proactively marked in SAP as a Denied Party, reducing the need for a lengthy, manual review process
- These new tools are integrated into a regular process that reviews updates made by various government agencies to the Denied Party lists that we must monitor
- Customers who now appear on these lists are proactively flagged and reviewed by Haas to confirm their Denied Party status
- This prevents HFOs from conducting any transactions with a Denied Party, for sales or service, via the HBC/HST
 - If an HFO thinks a customer is not a Denied Party, they need to contact ExportCompliance@haascnc.com to resolve
- Another benefit of this new process is that once a customer is reviewed and flagged in SAP, their status remains in place moving forward

Missing Machine Contact Info

- Effective March 7, 2025, Haas has implemented changes in HBC to simplify the process HFOs use to maintain official contact and nature of business data
- The new process allows HFOs to identify missing official contact and nature of business fields so this information can be corrected to prevent delays in servicing machines or processing parts orders
- HFOs should review the below section for missing information and update it **proactively** before service is needed on a machine
- Missing official contact data can now be viewed in HBC by going to Service > Utilities > Missing Machine Contact Info



The screenshot shows the HBC interface for 'Missing Machine Contact Info'. On the left is a red navigation sidebar with a search bar and a list of menu items: Activations, Applications / Training, Utilities (expanded), Bill Of Materials, Legacy BOM, Documents and Software, Let The Factory Know, Machine Information, Missing Machine Contact Info (highlighted), Rotary Repair Request, USR Review, and Work Orders. The main content area has a title 'Missing Machine Contact Info' and a 'How to' button. Below the title is a 'Filters' section with two date input fields: 'Date From *' and 'Date To *', both containing the placeholder 'mm/dd/yyyy'. There is a checkbox labeled 'Include machines missing any Nature of Business fields' which is currently unchecked. A 'Find' button is located at the bottom of the filter section. The bottom of the page features the letters 'H I' on the left and 'L S' on the right.

Missing Machine Contact Info

- This report shows the list of machines that are missing an official contact
- This list can be filtered by machine ship date with the 'Date From' and 'Date To' fields
- You can also view machines that do have an official contact but are missing Nature of Business fields
 - To do this, check the box for 'Include machines missing any Nature of Business fields'
- To update missing fields for the machines on this list, click the 'Update' button on the right side of the page to go to the Serial Number Reassignment page in HST to add the missing data

Filters

Ship date

Date From *

Date To *

Include machines missing any Nature of Business fields

Find

If you want to show machines with official contact but incomplete Nature of Business Fields

Results


Excel Export

Search:

Serial	Model	Customer	Official Contact	Type of Parts Made	Final Products	Industries Used In	Usage Type	HFO	Shipping Date	Operations
1198314	VM-2	justin test company long address				332710		FO146	2023-01-30	Update

Click here to go to HST to update

New Process Coming

- Some time in Q2-2025 Haas will require ALL machines to have updated and accurate information:
 - Official Contact Name
 - Official Contact Email Address
 - Nature of Business
 - All 3 fields 

Nature Of Business

What type of parts/products will be made? *

What is the final product(s) parts will be used on? *

What industries products are used in? *

- HFOs must start using this new tool to identify and correct missing data for ALL machines in their territory

Denied Party Checks During Service Events

- In a continued effort to enhance our export compliance processes, HBC will now perform a denied parties check during service events
- When the below service events occur in HBC, a check will be performed against the end customer and official contact for that machine
 - Machine Hardware Update
 - Machine Software Update
 - Machine Time Extension
 - NGC – Configuration Update
 - Option Codes
- In most cases, the denied parties check will pass and the service event will be completed without any noticeable change

- If the denied party check fails during a service event:
 - The HBC user will be informed that the denied party check failed and the service event cannot be completed
 - The Haas export compliance team will review the customer
 - The HBC user who submitted the request will be notified by Haas via email when the compliance review is complete
 - If the request is approved, the HBC user can redo the service event and HBC will now allow the event to be completed
 - Once Haas approves a customer that failed this denied party check, the customer will pass future service events without having to redo this check