



JDLink™ Processes

May 2012

JOHN DEERE
CONFIDENTIAL



JOHN DEERE

CONSIGNED ACCOUNT TELEMATICALLY ENABLED MACHINE PROCESS

Recommended Demo Procedure

- Field Team Access:
 - Field personnel can access the master John Deere JDLink accounts (TM, TCSM and Solution Specialists)
- Optional
 - Dealers should by now have demo units; recommend this is a limited demo solution going forward
 - Select dealer employees to access specific machines
 - Note: The dealership employee must have a StellarSupport account
 - If they don't they need to create an account

Consigned Account Machines: Set-up

1. TM or 'responsible party' for consigned machine(s) will fill out a web form posted on the SSC website
 - http://jdonline.deere.com/at/region4/sales_suppt_cntr/ssc_homepage.html
 - The web form will request the following information
 - Requestor's name
 - Any relevant Deere field personnel by name
 - Note: All TMs/TCSMs/Solution Specialists will already be inputted into the master John Deere JDLINK account so no further information is needed
 - Select dealer employees that requires access to a particular machine(s)
 - Ensure the dealership employee has StellarSupport account
 - If not, indicate the following dealer employee's information for each specific machine(s)
 - Contact Name
 - RACF ID
 - Dealership name
 - Physical Address
 - E-mail address
 - Equipment VIN or demo machine order(s) number

Consigned Account Machines: Set-up

2. Regional Contact will set up sub-groups within the master John Deere JDLink account
 - Sub group:
 - Company/Regional Contact as overall administrator
 - Field Teams
 - Set up as Administrator for a specific sub-group
 - Structure determined by web page form submittal
 - Dealers
 - “User only” access to specific machine
 - Subgroups can be changed via the web page form posted on the SSC website
 - http://dlrdoc.deere.com/field_focus/en_na/r4_sales_branch/us/largeag_salestools.html
 - Include contact name and specific change being requested

Consigned Account Machines: Transfer to Dealer

Machine is being transferred from consigned account to dealer account (either retailed or nearing consigned account timeline)

1. TM or responsible party completes web page form on SSC website
 - http://dlrdoc.deere.com/field_focus/en_na/r4_sales_branch/us/largeag_salestools.html
 - Requestors name
 - Machine SN /Equipment VIN
 - Dealership name
 - Dealer Account number
 - City and State/Province
 - Dealer contact name
 - E-mail address
2. In the JDLink website, regional contact will move JDLink terminal from the marketing John Deere JDLink account to the dealer's JDLink account
3. Regional Contact will e-mail requestor and dealer when this has been completed

Consigned Account Machines: Transfer to Dealer

Machine is being transferred from consigned account to dealer account (either retailed or nearing consigned account timeline)

4. Dealer sells machine and confirms customer wants JDLINK
 - JDLINK subscription beyond the promotional one year period is purchased on StellarSupport application for JDLINK unit/terminal and length of time customer indicates
 - JDLINK account is set up for customer which will include data from their subscription purchase point forward
5. **IMPORTANT:** Dealer must have second owner sign the online Telematics agreement
6. Transfer the JDLINK terminal into the customer's JDLINK account

Consigned Account Machines: Ultimate Demo Parameters

- The promotional 1 year JDLink Ultimate subscription that comes in base of equipment will start when the machine is transferred into a consigned account.
- Regardless if the consigned account is for marketing unit's demo machines or training center machines.
- Regardless of how many hours are on the machine.
- Any reimbursement for the portion of the 1 year JDLink Ultimate subscription to a dealer and/or end customer will need to be addressed by the respective field team.

Training Center/Event Machines: Ultimate Demo Parameters

- The promotional 1 year JDLink Ultimate subscription that comes in base of equipment will start when the machine is transferred into a consigned account.
- Regardless if the consigned account is for marketing unit's demo machines or training center machines.
- Regardless of how many hours are on the machine.
- Any reimbursement for the portion of the 1 year JDLink Ultimate subscription to a dealer and/or end customer will need to be addressed by the respective field team.



JOHN DEERE