

DEALER
CUSTOMERPORTAL.COM
USER MANUAL

Version 6.0

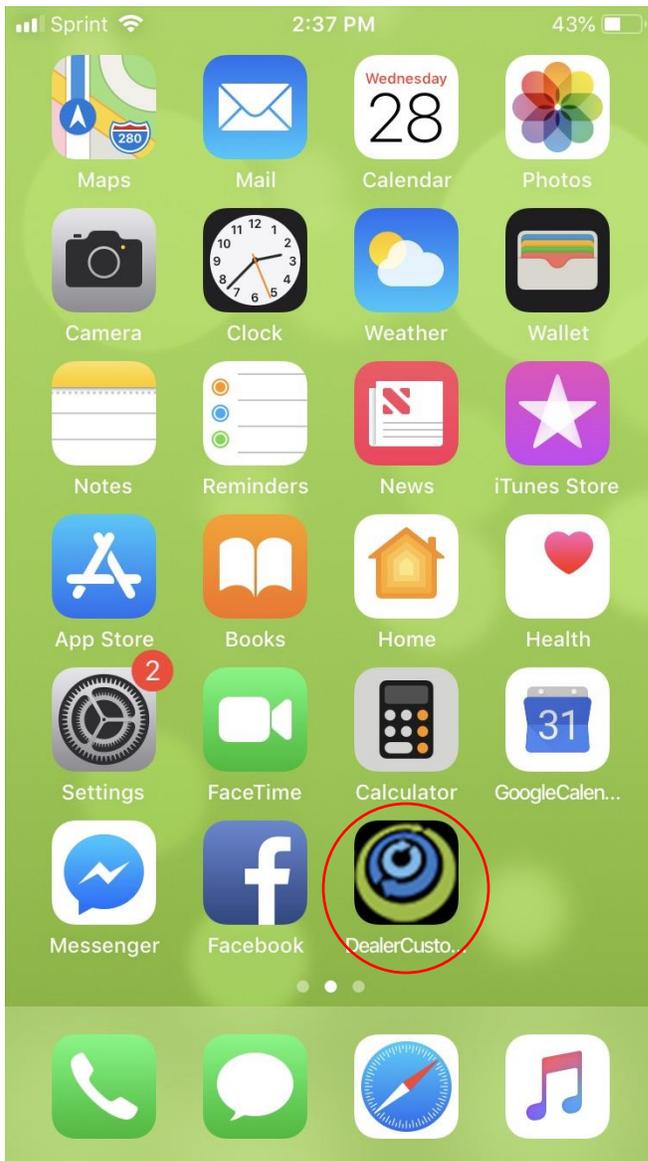


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Mobile Shortcut

If you would like to save a link to your dealership's customer portal directly to your phone's home screen, simply open the website in a browser on your phone. Click on the share icon (box with an up arrow), then click on "Add to Home Screen", and click "Add". The dealership's icon and portal name will be added to the home screen of your phone to allow you to easily access your dealership's customer portal from your mobile device by tapping on the icon.



Log In

Customers new to the portal who would like access to their full account details first need to sign up. To do that, click on the Sign up tab behind the Log in tab to create your portal account. The dealership will then configure your account with your proper account number(s) and enable you.

Once you are enabled, you will receive an email automatically and can then log in to the portal using your username (email address) and password you have created.

If at any time you forget your password, you may use the “Forgot Password?” link on the Log in page to reset your password.

DEALER
CUSTOMERPORTAL.COM

Log in Sign up

Username:

Password:

Stay signed in on this computer

Log In

**FORGOT
PASSWORD?
DON'T HAVE AN
ACCOUNT?
SIGN UP NOW.**

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Technologies

Accounts

Once you log in, the dealership account that you are currently viewing will be listed in a dropdown at the top of the screen. If you have multiple accounts with the dealership, those accounts will be listed in the dropdown. To switch to a different account, just select that account from the dropdown box.

The screenshot displays the Dealer Customer Portal interface. At the top left is the logo "DEALER CUSTOMERPORTAL.COM". To the right are icons for Cart (0), Feedback, Get Help, and Contact. Below the logo, a green navigation bar contains the text "Account: PERSONAL ACCOUNT" with a dropdown arrow, and "You are logged in as: JDReviewer | Log out".

A left-hand sidebar lists various user actions: ORDER PARTS, PARTS ON SITE, REQUEST SERVICE, MAKE A PAYMENT, ALL TRANSACTIONS, PAYMENT ACTIVITY, MY INVOICES, MY EQUIPMENT, MY RENTALS, and FIND EQUIPMENT.

The main content area is titled "CURRENT SPECIALS AND EVENTS" and features two promotional banners. The top banner, titled "Save 15% on New Field Installed John Deere Bumpers, Brush Guards, and Light Kits", includes an image of a John Deere X735 tractor and states the offer is available from 01 May 2018 through 31 July 2018. The bottom banner, titled "GREEN TAG EVENT" and "LOW RATE FINANCING OPTIONS ON NEW JOHN DEERE ZTRAK MOWERS", includes an image of a woman on a lawnmower and lists financing terms: 0% APR fixed rate for 36 months OR No Interest, No Payments Until January 2019 Followed by 2.90% APR fixed rate for 48 months OR 1.90% APR Lease rate for 24 or 36 months. Offers are available from 01 May 2018 through 05 July 2018.

At the bottom of the page, there is a footer with links for Privacy & Security, Return Policy, Restocking Policy, Shipping, Your Profile, and Log out, along with the copyright notice: ©2018 Sedona Technologies. All rights reserved. DealerCustomerPortal.com version 5.0. Below this is the Sedona Technologies logo and the text "Powered by Sedona Technologies".

Order Parts

You can create a parts order directly with the dealership through the dealership’s customer portal. There are four different ways that you can find parts and add them to your cart.

Search by Part Number or Description and Add to Cart

To search by part number or description using the parts search box, first select the dealership branch from which you’d like to order the parts in the Store Location dropdown (this will be set to your default branch automatically if the dealership has a default branch for you). Type in either a part number or part description in the text box, and click the Search button. Results for the parts found will display in the parts grid, including part number, description, indicators if that part subs out to another part (S) or has any related parts that should be purchased with it (R), manufacturer, current availability at the branch you have selected, and your price for that part. You can then add parts to the cart, or click on the Details button to the left of the part number for more information on that part including additional availability at the other branches.

Account: PERSONAL ACCOUNT You are logged in as: JDReviewer Log out

ORDER PARTS

Store Location: Moline North

Search Terms: T19044-C

QUICK REFERENCE GUIDES

ALREADY KNOW ALL YOUR PART NUMBERS? QUICK ADD PARTS TO YOUR CART

NEED HELP IDENTIFYING YOUR PARTS? SEARCH JOHN DEERE PARTS

Part Number	Description	Indicators	Manufacturer	Availability	Unit price		
T19044-C	Filter With Env Fee	R	CompanyZZJBURRV7	Available to order	\$7.24	1	Add To Cart
T19044			CompanyJOHNDEERV1	Available to order	Dealer Price	1	Add To Cart
T19044	FILTER.OIL		CompanyJOHNDEERV1	613	\$7.36	1	Add To Cart
T190417	Hose		CompanyJOHNDEERV1	Available to order	\$82.20	1	Add To Cart
T190403	Spacer		CompanyJOHNDEERV1	966	\$4.58	1	Add To Cart
T19042	Insert		CompanyJOHNDEERV1	467	\$27.45	1	Add To Cart
T19043	Gasket		CompanyJOHNDEERV1	Available to order	\$10.95	1	Add To Cart
T190401	Cover		CompanyJOHNDEERV1	94	\$56.18	1	Add To Cart
T190413	Hose		CompanyJOHNDEERV1	141	\$68.54	1	Add To Cart
T190427	Label		CompanyJOHNDEERV1	44	\$33.25	1	Add To Cart

Items per page 10

Order Parts

Search by Part Number or Description and Add to Cart (cont.)

To add a part to your cart, simply select the quantity you'd like from the drop down. If you select 10+, the dropdown will turn into a text box and you can type in the quantity of that part you'd like to add to your cart. The click the Add to cart button in the row of the part you wish to order. A pop up box will then appear, where you have the option to Continue Shopping to add more parts to your cart or View Your Cart.

Part Number	Description	Indicators	Manufacturer	Availability	Unit price	Quantity	Add to cart
RE57394	OIL FILTER	S	CompanyJOHNDEERV1	Available to order	\$21.79	6	Add to cart
RE573944	Hydraulic Hose			der	\$116.96	1	Add to cart
RE573949	Clutch Disk			der	\$37.67	1	Add to cart
RE573976	Chassis Wiring			der	\$4,439.23	1	Add to cart
RE573999	Chassis Wiring Harness		John Deere Parts	Available to order	\$427.42	1	Add to cart
RE573989	Chassis Wiring Harness	S	John Deere Parts	Available to order	\$2,985.89	1	Add to cart
RE573917	Label		John Deere Parts	Available to order	\$16.10	1	Add to cart

This part has been added to your cart.

Continue Shopping View Your Cart

Order Parts

Search by Part Number or Description and Add to Cart (cont.)

To view additional parts details, click on the View Details link on the search results page next to the part you want more details for.

The screenshot shows the Dealer Customer Portal interface. At the top, there's a navigation bar with the logo, account information (PERSONAL ACCOUNT), and user details (JDReviewer). Below this is a sidebar with navigation options like 'ORDER PARTS', 'PARTS ON SITE', 'REQUEST SERVICE', 'MAKE A PAYMENT', and 'ALL TRANSACTIONS'. The main content area is titled 'SEARCH PARTS' and includes a search form with 'Store Location' (Moline North) and 'Search Terms' (T19044-C). To the right of the search form are three promotional boxes: 'QUICK REFERENCE GUIDES', 'ALREADY KNOW ALL YOUR PART NUMBERS? QUICK ADD PARTS TO YOUR CART', and 'NEED HELP IDENTIFYING YOUR PARTS? SEARCH JOHN DEERE PARTS'. Below the search form is a table of search results:

Part Number	Description	Indicators	Manufacturer	Availability	Unit price	Quantity	Action
T19044-C	Filter With Env Fee	R	CompanyZZJWBURRV7	Available to order	\$7.24	1	Add To Cart
T19044			CompanyJOHNDEERV1	Available to order	Dealer Price	1	Add To Cart
T19044	FILTER,OIL		CompanyJOHNDEERV1	613	\$7.36	1	Add To Cart

The parts details for that part show the part number, description, manufacturer, the current availability of that part for the branch you selected, your price for that part, any substitute or related parts for that part, and if that part is available at any additional locations. Add this part, or the sub or related parts to your cart by selecting a quantity from the dropdown box and clicking the Add to cart button. If you select 10+ in the quantity dropdown, the dropdown will turn into a text box and you can type in the quantity of that part you'd like to add to your cart, and then click the Add to cart button. If the part has any additional mandatory parts, the mandatory parts will be shown and automatically added to the cart.

The screenshot shows a 'Part Details' modal window. It contains the following information:

- Part Number: T19044-C
- Description: Filter With Env Fee
- Manufacturer: CompanyZZJWBURRV7
- Availability: 399
- Unit price: \$7.24
- Quantity: 1 (dropdown menu)
- Add To Cart button

Below the main details is a section for 'Mandatory Parts' with a table:

Part Number	Description	Indicators	Manufacturer	Unit price
P3944	ENVIRONMENT FEES	RelatedPart	NON QUANTITY PARTS	\$2.00

Order Parts

Quick Reference Guides/Ultimate Uptime Planners

If you would like to find and order maintenance parts for a specific piece of equipment, you can click on the Quick Reference Guides/Ultimate Uptime Planners link. You can then drill down or search for the appropriate equipment model, which include current Lawn & Garden tractors, Commercial mowers, Compact Utility Tractors, Gators, or Commercial Worksite Products.

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Account: PERSONAL ACCOUNT

You are logged in as: JDReviewer | Log out

ORDER PARTS

SEARCH PARTS

Store Location: Moline North

Search Terms: T19044-C

QUICK REFERENCE GUIDES

ALREADY KNOW ALL YOUR PART NUMBERS?

NEED HELP IDENTIFYING YOUR PARTS?

QUICK ADD PARTS TO YOUR CART

SEARCH JOHN DEERE PARTS

DEALER
CUSTOMERPORTAL.COM

Account: PERSONAL

You are logged in as: JDReviewer | Log out

ORDER PARTS

FIND QUICK REFERENCE GUIDES

Category: [Dropdown]

Model: Enter Search Criteria

X350 WITH 42" ACCEL DEEP™ DECK

X350 WITH 42" MULCHING DECK

X350 WITH 48" ACCEL DEEP™ DECK

Order Parts

Quick Reference Guides/Ultimate Uptime Planners (cont.)

Once you've found your model, you can view the full model parts diagram along with the list of parts associated with that diagram that you can add to your cart. You can also view and add some or all parts for different maintenance intervals. If you click on the Download button on the top, you can open the PDF of the Quick Reference Guides/Ultimate Uptime Planner to save or print.

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Cart (1) Feedback Get Help Contact

Account: PERSONAL
You are logged in as: JDReviewer | Log out

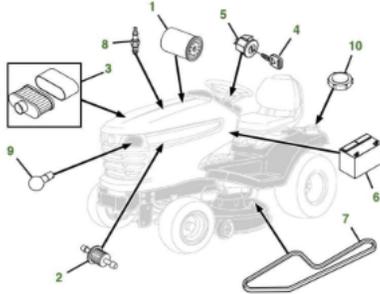
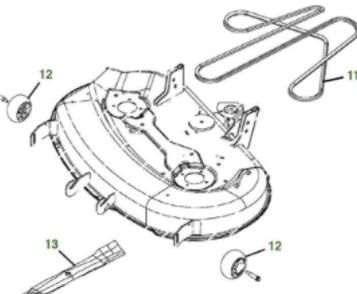
ORDER PARTS

- PARTS ON SITE
- REQUEST SERVICE
- MAKE A PAYMENT
- ALL TRANSACTIONS
- PAYMENT ACTIVITY
- MY INVOICES
- MY EQUIPMENT
- MY RENTALS
- FIND EQUIPMENT

X350 WITH 42" ACCEL DEEP™ DECK

← Back ★ [Link to Equipment](#) [Download Reference Guide](#)

Serial #: PC0050A103664/Fleet #:
Serial #: PC0050A103665/Fleet #:

Serial #: PC0050A103664/Fleet #:
Serial #: PC0050A103665/Fleet #:

- All Maintenance Parts

Part Number	Description	Image Key	Availability	Unit price		
AM125424	OIL FILTER	A-1	113	\$8.64	1	Add To Cart
AM116304	FUEL FILTE	A-2	49	\$4.52	1	Add To Cart
MIU12554	Air Filter-Foam	A-3	Available to order	Dealer Price	1	Add To Cart
GY20680	Key	A-4	Available to order	Dealer Price	1	Add To Cart
AM133597	Ignition Switch	A-5	Available to order	Dealer Price	1	Add To Cart
TY25221	Battery	A-6	Available to order	Dealer Price	1	Add To Cart
M144044	Belt-Traction Drive	A-7	Available to order	Dealer Price	1	Add To Cart
M805853	Spark Plug	A-8	Available to order	Dealer Price	1	Add To Cart
AD2062R	BULB	A-9	4	\$3.07	1	Add To Cart
AM141406	Fuel Cap	A-10	Available to order	Dealer Price	1	Add To Cart

< 1 2 >
Items per page: 10

[+ Parts Needed in First 250 Hours of Operation](#)
[+ "As Needed" Parts](#)
[+ Home Maintenance Kit](#)

Order Parts

Quick Reference Guides/Ultimate Uptime Planners (cont.)

You can link a Quick Reference Guide/Ultimate Uptime Planner to multiple pieces of equipment from your My Equipment list. Click on the Link to Equipment button, then click on the checkbox next to each of the pieces of equipment that you want to link to and click the Link Equipment button.

The screenshot shows the Dealer Customer Portal interface. A modal window titled "Lookup Equipment to Link to Quick Reference Guide" is open. It contains search fields for Make, Model, Serial number, and Fleet number, along with a "Search" button and a "Reset" button. Below the search fields is a table with the following data:

Make	Model	Serial number	Fleet number
<input checked="" type="checkbox"/>	JOHN DEERE	2210	1N02210XVD0755363
<input type="checkbox"/>	JOHN DEERE	IGRADE	PC0311A101617
<input type="checkbox"/>	JOHN DEERE	SF3000 TO SF6000 T	
<input type="checkbox"/>	JOHN DEERE	SF3000 TO SF6000 T	
<input type="checkbox"/>	JOHN DEERE	1890	1A81890CTHF775227

At the bottom right of the modal is a yellow "Link Equipment" button. The background shows a sidebar with navigation options like "ORDER PARTS", "PARTS ON SITE", "REQUEST SERVICE", etc., and a main content area with a "Download Reference Guide" button and a technical drawing of a part.

Once you've linked a piece of equipment to a Quick Reference Guide/Ultimate Uptime Planner, the Serial # and Fleet # of each piece of equipment you've linked will display on the Quick Reference Guide/Ultimate Uptime Planner detail page for that model. You can also view your linked equipment by clicking on the Show Linked Equipment button. An icon button for Quick Reference Guides/Ultimate Uptime Planners will also appear next to the pieces of equipment you have linked to on your My Equipment page that you can click on to bring you to the appropriate linked Quick Reference Guide/Ultimate Uptime Planner.

The screenshot shows the Dealer Customer Portal interface. The main content area is titled "FIND QUICK REFERENCE GUIDES". There are search fields for "Category:" and "Model:" with a search button. A "Show Linked Equipment" button is highlighted with a red circle. The background shows the same sidebar and navigation options as the previous screenshot.

Order Parts

Quick Reference Guides/Ultimate Uptime Planners (cont.)

You can also mark any Quick Reference Guide/Ultimate Uptime Planner as a favorite by clicking on the star on any of the models. The star will turn yellow, and will save those models to your favorites list, which you can view by clicking on the Show My Favorites button. To unmark any model as a favorite, simply click on the star again, and it will no longer be yellow and no longer saved as a favorite.

The screenshot shows the Dealer Customer Portal interface. At the top, the logo 'DEALER CUSTOMERPORTAL.COM' is on the left, and navigation icons for Cart (1), Feedback, Get Help, and Contact are on the right. Below the logo, the account type is set to 'PERSONAL' and the user is logged in as 'JDReviewer'. The main content area is titled 'FIND QUICK REFERENCE GUIDES' and includes a search bar with a 'Category' dropdown and a 'Model' input field with a search button. Three product cards are displayed, each featuring a lawnmower image and a star icon. The first card is 'X350 WITH 42" ACCEL DEEP™ DECK' and has a yellow star. The second is 'X350 WITH 42" MULCHING DECK' and has a white star. The third is 'X350 WITH 48" ACCEL DEEP™ DECK' and has a white star. A 'Show My Favorites' button is circled in red in the top right corner of the main content area.

Order Parts

Quick Add Your Parts to Your Cart

If you already know all the parts numbers and quantities you would like to order, you can click on the 'Quick Add Your Parts to Your Cart' link. Select the branch from which you'd like to order the parts, and enter the part number and quantity for each and click the 'Add to Cart' button at the bottom. Parts can be unloaded via an excel file using the Bulk Import Parts button. An excel template is available to download for bulk imports.

ORDER PARTS

Store Location:

Import Parts:

Part Number: Quantity:

Order Parts

Search John Deere Parts

If you need help identifying the parts you need, you can search for your parts by model of your equipment by clicking on the Search John Deere Parts link. Inside of the John Deere parts website, you can search for and identify your parts using equipment diagrams, select parts to add to your cart, and then click the Checkout button in the John Deere Parts website to return to the portal cart with all of those parts in it.

DEALER CUSTOMERPORTAL.COM Cart (0) Feedback Get Help Contact

Account: **PERSONAL ACCOUNT** You are logged in as: **JDReviewer** | **Log out**

SEARCH PARTS ORDER HISTORY

Store Location: Moline North

Search Terms: T19044-C

QUICK REFERENCE GUIDES **ALREADY KNOW ALL YOUR PART NUMBERS? QUICK ADD PARTS TO YOUR CART** **NEED HELP IDENTIFYING YOUR PARTS? SEARCH JOHN DEERE PARTS**

Part Number	Description	Indicators	Manufacturer	Availability	Unit price		
T19044-C	Filter With Env Fee	R	CompanyZZJWBURRV7	Available to order	\$7.24	1	Add To Cart
T19044			CompanyJOHNDEERV1	Available to order	Dealer Price	1	Add To Cart
T19044	FILTER.OIL		CompanyJOHNDEERV1	613	\$7.36	1	Add To Cart
T190417	Hose		CompanyJOHNDEERV1	Available to order	\$82.20	1	Add To Cart
T190403	Spacer		CompanyJOHNDEERV1	966	\$4.58	1	Add To Cart
T19042	Insert		CompanyJOHNDEERV1	467	\$27.45	1	Add To Cart
T19043	Gasket		CompanyJOHNDEERV1	Available to order	\$10.95	1	Add To Cart
T190401	Cover		CompanyJOHNDEERV1	94	\$56.18	1	Add To Cart
T190413	Hose		CompanyJOHNDEERV1	141	\$68.54	1	Add To Cart
T190427	Label		CompanyJOHNDEERV1	44	\$33.25	1	Add To Cart

Items per page: 10

Order Parts

Cart

Once you have found and added all your parts to your cart, you can view your cart by clicking the Cart icon at the top of the screen.

In the cart, you have the option to change the store location that you'd like to order all your parts from. You can also delete any parts from the cart, change the quantity of each part, see additional availability of each part if the quantity you're requesting is less than the quantity available at that branch, choose to stock order or expedite each part, link each or all parts to pieces of equipment, designate each part for a machine that is currently down, or request a quote for the dealership to install the part for you. Once all the parts information in your cart is correct, click the Checkout button.

**Note: Cart options are configurable by your dealership. All options may not be available to you.*

SHOPPING CART

SAVED CARTS ORDER HISTORY

Store Location:

Part	Unit price	Quantity	Availability	Order Type	Link to Equipment	Machine down	Quote install	Price
T19044-C Filter With Env Fee	\$7.24	<input type="text" value="1"/>	Available to order	Stock order <input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	\$7.24
P3944 ENVIRONMENT FEES	\$2.00	1	Mandatory					\$2.00

SUBTOTAL: \$9.24
(Excludes tax and shipping)

Order Parts

Cart - Link Part to Equipment

To link your part to a piece of equipment, you can simply type a serial number or identifying information directly into the text box under Link Part to Equipment on your cart page and then click the Save Linked Equipment icon next to the text box.

You can also select a piece of equipment to link to from your equipment list. Click on the Search Equipment to Link icon. A pop up box will appear where you can view your equipment list or search for a piece of equipment. Once you have found the equipment that you would like to link, simply click the Select button next to that piece of equipment. To apply that one piece of equipment to all the parts in the cart, click the Apply Linked Equipment to all Parts in Cart icon next to that text box.

Lookup Equipment to Link to Part

Search for your piece of equipment that you'd like to link to or select the equipment below:

Make:

Model:

Serial number:

Fleet number:

Search **Reset**

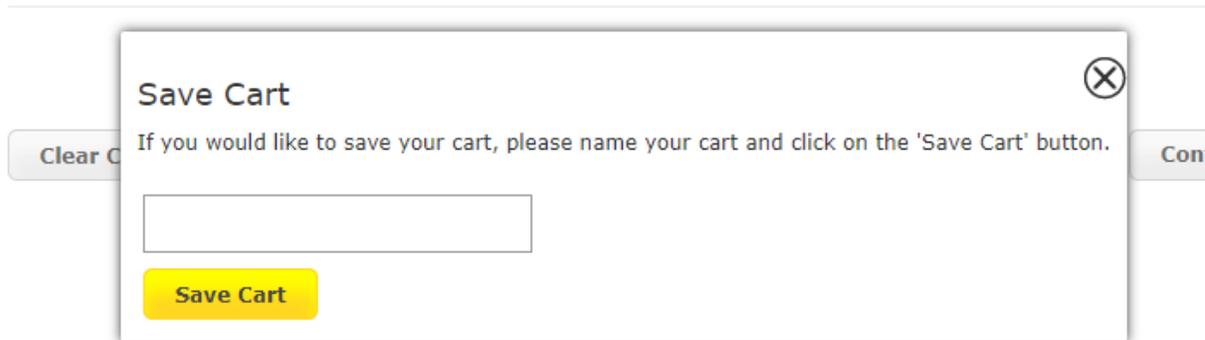
	Make	Model	Serial number	Fleet number
Select	RAYCO	C100	C100LGP-0180814	
Select	JOHN DEERE	X730	1M0X730ACDM011202	
Select	JOHN DEERE	210GL	1FF210GXJFF523516	
Select	MISC	75X	75-136-03	
Select	JOHN DEERE	550H	T0550HX919232	

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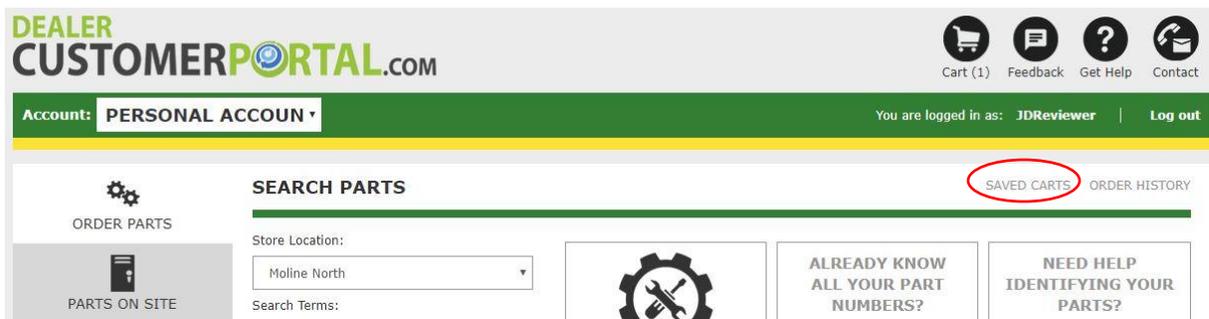
Order Parts

Cart - Save Cart

To save your cart for future use, simply click the Save Cart button located on the bottom right side of the screen. A pop up box will appear where you can name the cart, then click the Save Cart button.



To view and load your saved carts in the future, edit the carts, or delete them, click the Saved Carts link located at the top of the screen on the Order Parts page or Cart.



To load a saved cart into your parts cart, click on the Load Cart button. To modify a current saved cart including adding or removing parts or updating quantities, click on the edit (pencil) icon. To delete a saved cart, click on the delete (trashcan) icon.

SAVED CARTS

Name ▲		
 	Blade Bolts, Washers & Nuts	Load Cart
 	My test cart	Load Cart

Items per page

Order Parts

Cart - Delivery Method and Payment Options

Select either Ship parts or Pick up parts at store from the delivery method dropdown. The Shipping Address will be auto-filled with the name and address information that the dealership has on file for you, but you may change it if you wish. If you have previously entered an address different than your address on file with the dealership, you can select it from the Shipping address dropdown.

Specify your planned payment method for your parts order by selecting it from the Payment method dropdown. You can also enter a PO number in the PO number text box if you would like.

**Note: Delivery method and payment options are configurable by your dealership. All options may not be available to you.*

CHECKOUT

Delivery method

Delivery method:

Order notes:

Shipping address:

*First name:

*Last name:

*Phone number:

Company name:

*Address:

*City:

*Country:

*State:

*Postal code:

Payment method

*Payment method:

PO number:

Billing address same as shipping

Billing address:

*First name:

*Last name:

*Phone number:

Company name:

*Address:

*City:

*Country:

*State:

*Postal code:

Next

Order Parts

Cart – Complete Order

Review your full order information including delivery method, delivery information, payment method, and parts information including the estimated tax based on shipping delivery address or pick up at store address, and the flat rate shipping cost for your order (if you selected shipping as your delivery method) prior to placing your parts order. If everything looks correct and you would like to place the order, click the Complete Order button.

COMPLETE ORDER

Store Location: Moline North

Delivery method: Pick up parts at store

Billing Information

DCP Testing-203641
JOE TESTER
1234 MAIN STREET
EAST PEORIA, Illinois 61611
555555555

Part	Unit price	Quantity	Availability	Order Type	Link to Equipment	Machine down	Quote install	Price
T19044-C Filter With Env Fee	\$7.24	1	Available to order	StockOrder		No	No	\$7.24
P3944 ENVIRONMENT FEES	\$2.00	1	Mandatory					\$2.00

SUBTOTAL: \$9.24
5% REWARDS DISCOUNT: -\$0.36
ESTIMATED TAX: \$0.37

TOTAL: \$9.25

[Complete Order](#)

⚠ **WARNING/ADVERTENCIA/ADVERTISSEMENT**
 Cancer and Reproductive Harm/Cáncer y Daño Reproductivo/Cancer et Troubles de l'appareil reproducteur
www.P65Warnings.ca.gov

Your order will be placed at the branch you selected and you will see your order confirmation with the parts sales order number for reference, as well as receive an email receipt for your order.

THANK YOU FOR YOUR ORDER!

Your pending parts order number #385021 has been sent to Moline North to be fulfilled.

Notes: Please ship all parts together in one shipment.

Billing Information

PO number: TESTPO
DCP Testing-203641
JOE TESTER
12 VILLAGE PKWY
East Moline, Illinois 61244
555-555-5555

Shipping Information

DCP Testing-203641
JOE TESTER
12 VILLAGE PKWY
East Moline, Illinois 61244
555-555-5555

Part	Unit price	Quantity	Link to equipment	Machine down	Quote install	Price
RE57394 OIL FILTER	\$21.79	6		No	No	\$130.74

SUBTOTAL: \$130.74
ESTIMATED TAX: \$4.34
SHIPPING RATE: \$14.00

TOTAL: \$149.08

Parts On-Site

If you have any on site parts cabinets, you can manage the inventory of those cabinets through the portal and quickly create parts orders to restock those cabinets.

Create a parts cabinet

To create a parts cabinet in the portal, click the Add cabinet button, then enter the Cabinet Name, Cabinet Location, Store Location from which you'd restock that cabinet, and any Notes into the pop-up box fields, and click the Create New Cabinet button.

If you would also like to upload your parts into your new cabinet from an Excel spreadsheet, simply click on the Download Excel Parts File link, fill in the required fields and save the file to your computer. Once the Excel spreadsheet is filled out, click on the Upload Parts File button, select the saved Excel file from your computer, and click the Open button. Then click the Create New Cabinet button.

If you already have a cabinet created within the portal, you can click the Copy from Existing button to copy another one of your cabinets with all the parts.

The screenshot displays the Dealer Customer Portal interface. At the top, the logo 'DEALER CUSTOMERPORTAL.COM' is visible on the left, and navigation icons for Cart (0), Feedback, Get Help, and Contact are on the right. Below the logo, the account type is 'PERSONAL ACCOUNT' and the user is logged in as 'JDReviewer'. The main navigation menu on the left includes 'ORDER PARTS', 'PARTS ON SITE' (highlighted with a red circle), 'REQUEST SERVICE', 'MAKE A PAYMENT', 'ALL TRANSACTIONS', 'PAYMENT ACTIVITY', and 'MY INVOICES'. The central area is titled 'MANAGE PARTS ON SITE' and contains a modal window for creating a new cabinet. The modal has fields for 'Cabinet Name', 'Cabinet Location', 'Store Location' (set to 'Moline North'), and 'Notes'. It also features an 'Import Parts' section with a 'Download Excel Template File' link and an 'Upload Parts File' button. At the bottom of the modal are 'Create New Cabinet' and 'Copy From Existing' buttons. In the background, a table with 'Inventory' and 'Restock' buttons is partially visible.

Parts On-Site

Add parts to a parts cabinet

To add parts to your parts cabinet if you did not import them from an Excel Parts File upon creation, click on the parts cabinet details button.

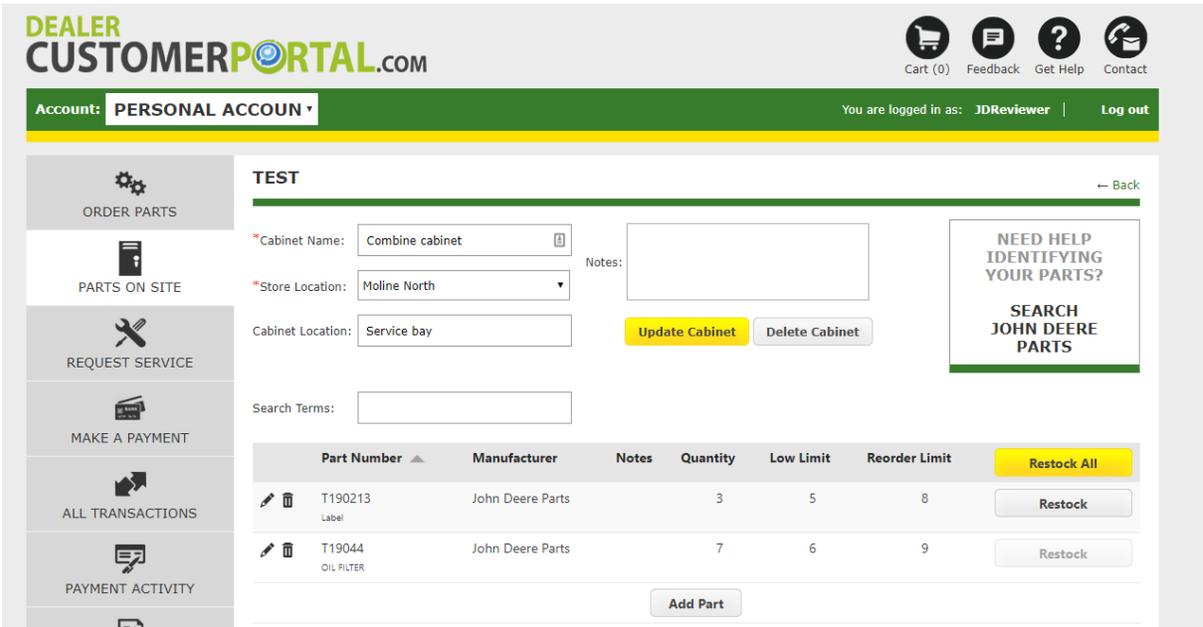
MANAGE PARTS ON SITE

Create each of your parts cabinets by naming them (cabinet location or description for the dealership to know which cabinet), then add parts to each cabinet including high and low quantities. When any of the parts reach the established low limit, the dealership will be notified and arrange for the parts to be replaced with instore will-call pick up or shipping, in some cases delivery options may be available, depending on prior arrangements.

[Add cabinet](#)

Name ▲	Location	Number of parts	Last inventoried		
 Combine Cabinet	Service bay	0	Never	Inventory	Restock

On the parts cabinet details page, click on the Add part button and then enter in the part number, manufacturer, any notes about the parts, the quantity of that part that you currently have in your parts cabinet, the low limit, and the reorder limit. (The low limit is the lowest amount you'd like in the cabinet before it triggers a suggested restock. The reorder limit is the total amount of that part that you'd like parts cabinet which will cause the system to reorder that amount minus the current quantity in your cabinet once the low limit has been reached.) Click the Add button when all the fields are correct for that part have been entered accurately. Repeat this process to add all your parts into your parts cabinet.



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TEST [← Back](#)

*Cabinet Name: [🗑️](#) Notes:

*Store Location: [▼](#)

Cabinet Location: [Update Cabinet](#) [Delete Cabinet](#)

Search Terms:

Part Number ▲	Manufacturer	Notes	Quantity	Low Limit	Reorder Limit	Restock All
  T190213 Label	John Deere Parts		3	5	8	Restock
  T19044 OIL FILTER	John Deere Parts		7	6	9	Restock

[Add Part](#)

NEED HELP IDENTIFYING YOUR PARTS?
SEARCH JOHN DEERE PARTS

You can also use the Search John Deere Parts link to identify your parts and add them to your cabinet by adding them in your shopping cart in the John Deere Parts website and then clicking the Checkout button in that website to come back to your cabinet and add those parts.

Parts On-Site

Edit a parts cabinet

To edit your parts cabinet, click on the parts cabinet details button. You can then edit the Cabinet name, Store Location, Cabinet Location or cabinet notes fields and click the Update Cabinet button. To delete the cabinet and all the parts in it, click the Delete Cabinet button.

To edit any of the parts in your parts cabinet, click on the edit icon next to the part. To help you find the parts you'd like to edit, you can search for the part number using the Search Terms box. You can update the part Notes, Quantity, Low Limit and Reorder Limit, then click on the Update icon. To cancel the change, click on the Cancel icon. To delete a part out of the part cabinet, click on the Delete icon.

Part Number	Manufacturer	Notes	Quantity	Low Limit	Reorder Limit	
T190213 Label	John Deere Parts		3	5	8	Restock
T19044 OIL FILTER	John Deere Parts		7	6	9	Restock

Parts On-Site

Inventory a parts cabinet

To quickly inventory your parts cabinet, click on the Inventory button next to the parts cabinet you want to inventory.

MANAGE PARTS ON SITE

Create each of your parts cabinets by naming them (cabinet location or description for the dealership to know which cabinet), then add parts to each cabinet including high and low quantities. When any of the parts reach the established low limit, the dealership will be notified and arrange for the parts to be replaced with instore will-call pick up or shipping, in some cases delivery options may be available, depending on prior arrangements.

Add cabinet

Name ▲	Location	Number of parts	Last inventoried		
☰ Combine Cabinet	Service bay	2	Never	Inventory	Restock

In the inventory pop-up box, you can search for the part you need to update using the Search Terms box. For any parts that need updating, simply select the new value in the dropdowns for the Quantity, Low Limit and Reorder Limit for each part that needs updated, then click on one of the Save buttons (top or bottom of the pop-up).

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MANAGE PARTS ON SITE

Create each of your parts cabinets by naming them (cabinet location or description for the dealership to know which cabinet), then add parts to each cabinet including high and low quantities. When any of the parts reach the established low limit, the dealership will be notified and arrange for the parts to be replaced with instore will-call pick up or shipping, in some cases delivery options may be available, depending on prior arrangements.

Inventory Combine Cabinet

Search Terms:

Part Number	Manufacturer	Notes	Quantity	Low Limit	Reorder Limit
LVA15865 Headlight	John Deere Parts		3 ▼	5 ▼	8 ▼
T19044 OIL FILTER	John Deere Parts		5 ▼	6 ▼	9 ▼

Save Restock

Save

Parts On-Site

Restock a parts cabinet

Whenever a parts cabinet has parts in it where the quantity is below the low limit, the Restock button on the main Parts On Site screen will appear in yellow (otherwise it will be grayed out).

MANAGE PARTS ON SITE

Create each of your parts cabinets by naming them (cabinet location or description for the dealership to know which cabinet), then add parts to each cabinet including high and low quantities. When any of the parts reach the established low limit, the dealership will be notified and arrange for the parts to be replaced with instore will-call pick up or shipping, in some cases delivery options may be available, depending on prior arrangements.

[Add cabinet](#)

Name ▲	Location	Number of parts	Last inventoried	
☰ Combine Cabinet	Service bay	2	6/12/18	Inventory Restock

Click on the Restock button to take you to the parts cabinets details screen. You can then click on the yellow Restock All button to add all the parts in the cabinet whose quantity are below the low limit into your parts cart, or you can click on the enabled gray Restock buttons next to any of the parts needing restocking to add just that part to the cart. You can then navigate to the parts cart and complete your parts order to reorder those parts for your parts cabinet.

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TEST ← Back

*Cabinet Name: Test Notes:

*Store Location: Moline North

Cabinet Location: [Update Cabinet](#) [Delete Cabinet](#)

Search Terms:

NEED HELP IDENTIFYING YOUR PARTS?
SEARCH JOHN DEERE PARTS

Part Number ▲	Manufacturer	Notes	Quantity	Low Limit	Reorder Limit	
LVA15865 Headlight	John Deere Parts		3	5	8	Restock All Restock
T19044 OIL FILTER	John Deere Parts		7	6	9	Restock

[Add Part](#)

Items per page 5

Request Service

You can request service from the dealership at any time through the portal. Your name, email and phone number will automatically be filled in and the branch will be set to your default store location. Simply fill in the Serial Number, Make, Model, or Fleet Number fields in the form, or click the Select associated equipment button and choose the equipment you'd like service on from your equipment list in the pop-up. Fill in the location of your equipment and/or the details of your service request and click the Submit button. Someone from the dealership will contact you to schedule your service.

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Cart (0) Feedback Get Help Contact

Account: PERSONAL ACCOUNT You are logged in as: JDReviewer | Log out

ORDER PARTS

PARTS ON SITE

REQUEST SERVICE

MAKE A PAYMENT

ALL TRANSACTIONS

PAYMENT ACTIVITY

MY INVOICES

MY EQUIPMENT

MY RENTALS

FIND EQUIPMENT

REQUEST SERVICE

*Name:

Company:

*Email:

*Phone number:

*Store Location:

Location of Equipment:

Associated equipment:

Serial number:

Make:

Model:

Fleet number:

*Request:

All Transactions

The All Transactions page will show you all your transactions including invoices and payments made with the dealership over the span of time specified in the Date range dropdown. The date range options are: Last 7 days, Last 14 days, This Month to Date, Last Full Month, Last 30 Days, Last 60 Days, Last 90 Days, Last 12 months, YTD 2018, All of 2017, or All of 2016. You can also filter out your transactions based on days they are past due (Current/30/60/90/120), PO Number or Unpaid invoices.

The grid below shows all of your transactional data that fit into your filter range, including Date, Branch, Reference, PO#, Description, Charges, Payments on that item, and Balance of that line item. If the line item is an invoice that has a PDF available, the PDF icon will show on that line item. You can click on the PDF icon, which will open it in a new window where you can download it or print a copy. Click on any of the list headings in the grid and they will sort alphabetically or numerically. If you click on the download icon at the top left of the grid, the data can be exported into Excel, XML or CSV.

Account: PERSONAL ACCOUNT | You are logged in as: JDReviewer | Log out

ALL TRANSACTIONS [View Statements](#)

CURRENT	30 DAYS	60 DAYS	90 DAYS	120 DAYS	TOTAL BALANCE
\$294.44	\$10,193.40	\$0.00	\$2,476.46	\$106.92	\$13,071.22

Transaction range: Last 12 Months
 PO number:
 Unpaid invoices only:

[Search](#) [Reset](#)

Legend:
 ● Parts Sale
 ● Service Invoice
 ● One time finance charge assessment.
 ● Agreement Sales
 ● Used Blower Attachment

Date	Branch	Reference	PO number	Description	Charges	Payments	Balance
6/12/2018	Moline	547262		Payment	(\$18.91)	(\$18.91)	\$0.00
6/12/2018	Moline	547262		Parts Sale	\$18.91	\$18.91	\$0.00
6/12/2018	Moline	547261		Parts Sale	\$18.91	\$0.00	\$18.91
6/12/2018	Moline	547260		Parts Sale	\$41.30	\$0.00	\$41.30
6/11/2018	Moline	547259		Payment	(\$22.86)	(\$22.86)	\$0.00
6/11/2018	Moline	547259		Parts Sale	\$22.86	\$22.86	\$0.00
6/8/2018	Moline	547257		Payment	(\$118.97)	(\$118.97)	\$0.00
6/8/2018	Moline	547257	DAVES-POGKN	Parts Sale	\$118.97	\$118.97	\$0.00
6/7/2018	Moline	547251		Payment	(\$362.66)	(\$362.66)	\$0.00
6/7/2018	Moline	547251		Parts Sale	\$362.66	\$362.66	\$0.00

Items per page: 10

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All Transactions

View Statements

If you click on the View Statements button at the top of the All Transactions screen, you can view your monthly statements on your account.

The screenshot shows the 'All Transactions' page. At the top, there's a navigation bar with icons for Cart (2), Feedback, Get Help, and Contact. Below that, the account name 'PERSONAL ACCOUNT' and login information 'You are logged in as: JDReviewer' are displayed. A sidebar on the left contains icons for 'ORDER PARTS', 'PARTS ON SITE', 'REQUEST SERVICE', and 'MAKE A PAYMENT'. The main content area is titled 'ALL TRANSACTIONS' and features a summary table:

CURRENT	30 DAYS	60 DAYS	90 DAYS	120 DAYS	TOTAL BALANCE
\$294.44	\$10,193.40	\$0.00	\$2,476.46	\$106.92	\$13,071.22

Below the table, there are search filters: 'Transaction range' (set to 'Last 12 Months'), 'PO number' (empty), and 'Unpaid invoices only' (checkbox). There are 'Search' and 'Reset' buttons. To the right of these filters is a pie chart showing a large green segment and a smaller yellow segment. A 'View Statements' button is circled in red at the top right of the main content area.

Select the Transaction range for the statement you'd like to view, then click on the PDF icon next to the month/year of the statement. The statement PDF will open it in a new window where you can download it or print a copy.

The screenshot shows the 'Statements' page. It has the same navigation bar and account information as the previous page. The sidebar is identical. The main content area is titled 'STATEMENTS' and includes a 'Transaction range' dropdown set to 'Last 12 Months' with 'Search' and 'Reset' buttons. Below this is a table of statements:

	Date
	10/2018
	4/2018

At the bottom right, there is an 'Items per page' dropdown set to '12'. A 'Back' link is visible at the top right of the main content area.

Payment Activity

The Payment Activity page will show you all your payments made with the dealership over the span of time specified in the Date range dropdown. The date range options are: Last 7 days, Last 14 days, This Month to Date, Last Full Month, Last 30 Days, Last 60 Days, Last 90 Days, Last 12 months, YTD 2018, All of 2017, or All of 2016.

The grid shows all of your payment data that fits into your filter range, including Date, Reference, Description, and Amount. Click on any of the list headings and they will sort alphabetically or numerically. If you click on the download icon at the top left of the grid, the data can be exported into Excel, XML or CSV.

Any payments that you have made online through the portal that have not yet been reconciled by the dealership into your account will show in the Online Payment History grid.

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Account: **PERSONAL ACCOUNT** You are logged in as: **JDReviewer** | **Log out**

PAYMENT ACTIVITY

Transaction range: **Last 7 Days** [Search] [Reset]

Date	Reference	Description	Amount
6/5/2018	384906	Payment Deposit -Parts Sales Order	(\$484.97)
6/5/2018	384874	Payment Deposit -Parts Sales Order	(\$7.20)
6/7/2018	547251	Payment	(\$362.66)
6/8/2018	547257	Payment	(\$118.97)
6/11/2018	547259	Payment	(\$22.86)
6/12/2018	547262	Payment	(\$18.91)

Items per page: 10

Online Payment History

Below are your online payments you have made that have not yet been reconciled to your account by your dealer.

Order ID	Payment method	Amount	Date
636644297740742211	DebitOrCredit	\$2.56	6/12/2018

Items per page: 10

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My Invoices

The My Invoices page will show you all your invoices made with the dealership over the span of time specified in the Date range dropdown. The date range options are Last 7 days, Last 14 days, This Month to Date, Last Full Month, Last 30 Days, Last 60 Days, Last 90 Days, Last 12 months, YTD 2018, All of 2017, or All of 2016. You can also filter out your payments by Category, Invoice number, or PO Number.

The grid shows all of your invoice data that fit into your filter range, including Date, Invoice number, PO number, Category and Amount of that line item. If the line item has a PDF available, the PDF icon will show on that line item. You can click on the PDF icon, which will open it in a new window where you can download it or print a copy. Click on any of the list headings in the grid and they will sort alphabetically or numerically. If you click on the download icon at the top left of the grid, the data can be exported into Excel, XML or CSV.

The screenshot displays the 'MY INVOICES' page in the Dealer Customer Portal. The top navigation bar includes the logo, account type 'PERSONAL ACCOUNT', and user information 'You are logged in as: JDReviewer | Log out'. The left sidebar contains navigation options: ORDER PARTS, PARTS ON SITE, REQUEST SERVICE, MAKE A PAYMENT, ALL TRANSACTIONS, PAYMENT ACTIVITY, MY INVOICES (highlighted with a red circle), MY EQUIPMENT, MY RENTALS, and FIND EQUIPMENT. The main content area features a search filter with 'Transaction range: Last 7 Days' and 'Category: None'. Below the filter is a table of invoice items:

	Date	Invoice number	PO number	Category	Amount
	6/12/2018	547262		Parts	\$18.91
	6/12/2018	547261		Parts	\$18.91
	6/12/2018	547260		Parts	\$41.30
	6/11/2018	547259		Parts	\$22.86
	6/8/2018	547257	DAVES-POGKN	Parts	\$118.97
	6/7/2018	547251		Parts	\$362.66
	6/5/2018	547247		Parts	\$123.51

At the bottom right of the table, there is a dropdown menu for 'Items per page' set to 10. The footer contains links for Privacy & Security, Return Policy, Restocking Policy, Shipping, Your Profile, and Log out, along with copyright information for Sedona Technologies.

My Equipment

The My Equipment page allows you to request to add, update or remove the equipment that your dealership has listed that you own so you can help them keep it up to date. You can use this equipment list to request service through the portal or link to parts you are ordering.

To make a request to add equipment, click the Request an Addition link and fill out the equipment information form. To request to edit a piece of equipment, click the edit icon next to that piece of equipment and fill out the equipment information form. To request to remove a piece of equipment, click the delete icon next to that piece of equipment. The dealership will be notified when you make a request, and you will see all open requests you have at the bottom of the screen under Open equipment change requests.

**Note: Equipment requests/options are configurable by your dealership. All options may not be available to you.*

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Account: PERSONAL ACCOUNT You are logged in as: JDReviewer | Log out

ORDER PARTS
PARTS ON SITE
REQUEST SERVICE
MAKE A PAYMENT
ALL TRANSACTIONS
PAYMENT ACTIVITY
MY INVOICES
MY EQUIPMENT
MY RENTALS
FIND EQUIPMENT

MY EQUIPMENT

Make:
Model:
Serial number:
Fleet number:

Search Reset

MANAGE YOUR EQUIPMENT DATA
LOG IN TO JDLINK™

DON'T SEE ONE OF YOUR PIECES OF EQUIPMENT?
REQUEST AN ADDITION

	Make	Model	Serial number	Fleet number
	RAYCO	C100	C100LGP-0180814	
	JOHN DEERE	X730	1M0X730ACDM011202	
	JOHN DEERE	210GL	1FF210GXJFF523516	
	MISC	75X	75-136-03	
	JOHN DEERE	333D	1T0333DMVA0191412	

Items per page 10

Open equipment change requests

	Type	Make	Model	Serial number	Fleet number
	Remove	RAYCO	C100	C100LGP-0180814	

Items per page 10

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To manage any of your equipment data through John Deere’s JDLink™, click on the Log In to JDLink™ link.

My Equipment

Value Added Services

If you're interested in any Value Added Services for your equipment, click on the Suggested Services icon next to that piece of equipment. You will be taken to a form to fill out where you can select what value added service that you're interested in from the dealership, and they will follow up and contact you regarding that service.

Account: PERSONAL ACCOUNT You are logged in as: JDReviewer | Log out

MY EQUIPMENT

Make:

Model:

Serial number:

Fleet number:

	Make	Model	Serial number	Fleet number
	RAYCO	C100	C100LGP-0180814	
	JOHN DEERE	X730	1M0X730ACDM011202	
	JOHN DEERE	210GL	1FF210GXJFF523516	

MANAGE YOUR EQUIPMENT DATA
LOG IN TO JDLINK™

DON'T SEE ONE OF YOUR PIECES OF EQUIPMENT?
REQUEST AN ADDITION

REQUEST VALUE ADDED SERVICES

*Name:

Company:

*Email:

*Phone number:

Store Location:

Value Added Service:

Serial number:

Make:

Model:

Fleet number:

My Equipment

Find Machine Specific Parts

If you would like help identifying the parts you need for a specific piece of John Deere equipment, you can click on the Find Machine Specific Parts icon which will take you to the John Deere Parts Lookup and directly to your specific piece of equipment based on model or PIN. Inside of the parts lookup, you can search for and identify your parts using equipment diagrams, select parts to add to your cart, and then click the Checkout button in the lookup website to return to the portal cart with all of those parts in it.

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Account: PERSONAL ACCOUNT You are logged in as: JDReviewer Log out

MY EQUIPMENT

Make: Model:
 Serial number: Fleet number:

Search **Reset**

	Make	Model	Serial number	Fleet number
	RAYCO	C100	C100LGP-0180814	
	JOHN DEERE	X730	1M0X730ACDM011202	
	JOHN DEERE	210GL	1FF210GXJFF523516	
	MISC	75X	75-136-03	
	JOHN DEERE	333D	1T0333DMVA0191412	

Items per page 10

Open equipment change requests

Type	Make	Model	Serial number	Fleet number
Remove	RAYCO	C100	C100LGP-0180814	

Items per page 10

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My Equipment

Service History

To view your service history with the dealership on any of your pieces of equipment, click on the Service History icon. This will pop up a box with the equipment information and any service that has been performed on the machine including the Repair Order #, Invoice Date, Invoice #, Amount, and Description of the work performed.

Account: PERSONAL ACCOUNT You are logged in as: JDReviewer | Log out

MY EQUIPMENT

Make: Model:
 Serial number: Fleet number:

[Search](#) [Reset](#)

	Make	Model	Serial number	Fleet number
	RAYCO	C100	C100LGP-0180814	
	JOHN DEERE	X730	1M0X730ACDM011202	
	JOHN DEERE	210GL	1FF210GXJFF523516	

Service History

Model 333D
Make JOHN DEERE
Serial # 1T0333DMVA0191412
Fleet #

Repair Order #	Invoice Date	Invoice #	Amount	Description
65915	05-04-2018	547205	\$422.75	
65905	10-05-2017	547071	\$863.00	
41552	11-11-2015	388502	\$3,805.36	ASPLUND TREE SERVICE 333DT,SN 191412, ELECTRICAL,SERVICE,ENGINE MISS,OTHER
1391	10-15-2012	102210	\$282.04	

Find Equipment

On the Find Equipment page, you can browse through all available equipment that the dealership currently has on hand or search for specific pieces of equipment. You can sort the equipment by manufacturer ascending or descending, lowest or highest price, or model year oldest or newest.

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FIND EQUIPMENT

Category (ALL) Minimum price to Maximum Price

John Deere Model Year (ex. 1999) to Model Year (ex. 1999)

Location (ALL) Minimum Hours to Maximum Hours

Model Minimum Horsepower to Maximum Horsepower

Stock number

Search Reset Sort: Manufacturer Ascending

Image	Model Name	Category	Price	Location	Hours
	2004 John Deere 9560 STS	COMBINES	\$78,000.00 USD	ABILENE	2324
	2014 John Deere 333E	COMPACT TRACK LOADERS	\$55,000.00 USD	ABILENE	459
	2004 John Deere 9760 STS	COMBINES	\$75,000.00 USD	ABILENE	3959
	2015 John Deere 569	ROUND BALERS			
	2013 John Deere 997	ZERO-TURN MOWERS			
	2016 John Deere X570	LAWN & GARDEN TRACTORS			

Find Equipment

When you click on any of the pieces of equipment in the equipment search, you will be able to view additional equipment details about that piece of equipment. If you are interested in the piece of equipment, you may contact the dealership by filling out the Message field on the Inquire More about This Equipment form and clicking the Submit button.

2015 JOHN DEERE Z930M



\$6,900.00 USD

Location: ABILENE

Hours: 325

Model Year (ex. 1999): 2015

Stock number: 44577

Serial number: 1TC930MGFT031113

Horsepower: 25

Mulch on demand commercial mower at a great price!

Specifications

Width: 60 in

: Mulch on Demand Deck

: 24 inch turf tires

: Seat Deluxe Comfort

Inquire More about this Equipment

*Name:

JD Reviewer

*Email:

jdreviewer@gmail.com

*Phone number:

555-555-5555

Message:

Submit

Feedback

Give Us Feedback is another way for you to communicate with the dealership. Click on the Feedback icon, enter comments in the feedback form, and click the Submit button to send your feedback to the dealership.

The screenshot shows the Dealer Customer Portal interface. At the top, the logo 'DEALER CUSTOMERPORTAL.COM' is on the left, and navigation icons for 'Cart (2)', 'Feedback' (circled in red), 'Get Help', and 'Contact' are on the right. Below the logo, a green bar indicates the user is logged in as 'JDReviewer' with a 'Log out' link. A yellow bar below that contains the account type 'PERSONAL ACCOUNT'. On the left is a vertical menu with icons and labels: 'ORDER PARTS', 'PARTS ON SITE', 'REQUEST SERVICE', 'MAKE A PAYMENT', 'ALL TRANSACTIONS', 'PAYMENT ACTIVITY', 'MY INVOICES', 'MY EQUIPMENT', 'MY RENTALS', and 'FIND EQUIPMENT'. The main content area is titled 'GIVE US FEEDBACK' and contains a form with the following fields: '*Name:' (text input with 'JD Reviewer'), 'Company:' (text input), '*Email:' (text input with 'jdreviewer@gmail.com'), '*Phone number:' (text input with '555-555-5555'), and '*Comments:' (text area). A yellow 'Submit feedback' button is located below the comments field. At the bottom of the page, there is a footer with a list of links: 'Privacy & Security | Return Policy | Restocking Policy | Shipping | Your Profile | Log out', copyright information '©2018 Sedona Technologies. All rights reserved. DealerCustomerPortal.com version 5.0', and a logo for 'Powered by Sedona Technologies'.

Get Help

The Get Help icon provides you the answers to the most frequently asked questions. Use this to troubleshoot any problems you may be having. If your problem is not listed here, you may use one of the other methods to communicate with the dealership, such as Contact Us or Give Us Feedback.

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Account: PERSONAL ACCOUNT You are logged in as: JDReviewer | Log out

Cart (0) Feedback Get Help Contact

GET HELP

How do I change my password?
Click on your username in the top right or the Your Profile link at the bottom of the screen which will bring you to a page displaying your personal settings. Click on the 'Update password' button on the top of the page. Type in a new password and confirm your new password. Click the 'Submit' button. You will receive a confirmation message that your password has been changed.

How do I know which parts of the graph apply to which transactions?
Hover over any part of the graph for a description of that piece of the chart in a pop-up.

How do I export my grid data to Excel?
Some data grids allow you to export to Excel, CSV or XML. To export your data to an Excel spreadsheet, click on the three lines on the top left of the grid data. Select 'Export to Excel' from the dropdown and your data in that grid will download to your computer in an Excel spreadsheet.

How can I see the details of a specific invoice?
You may view, print or save any invoice by clicking on the PDF icon next to the invoice number on the My Invoices page or any invoice on the All Transactions page.

What happens if I fill out the Request Service form?
The dealership will receive your request and contact you to set up a service appointment.

How do I order parts and/or attachments?
You can search for parts by part number or part description on the Order Parts page. You can view how many of that specific part are available at any of our branches. You can order parts from any of our branches, and choose whether to ship the parts or pick up the parts at the branch. Once you place your parts order through the portal, our parts department will pick your parts and create a parts invoice for you. If you already know all of your parts number, you can add them to your parts cart through our bulk parts ordering by simply entering all of your parts numbers and quantities, or if you need help identifying your parts, you can use the Quick Reference Guides or Search John Deere Parts for parts identification.

How do parts on site cabinets work?
If you have an onsite parts cabinet, you can keep our dealership notified of when you need parts refilled in your parts cabinet. Simply set up the online parts cabinet (or our dealership can do that for you) and as you use parts out of your cabinet, change the quantity of those parts in your online parts cabinet to match. When you change your parts inventory below the low limit you have set, you can reorder the parts through the portal to restock your parts on site cabinet.

What if I need additional help with the portal?
Please view our DealerCustomerPortal.com User Manual for more information and complete details on the entire portal. For any further questions, please contact our dealership.

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Contact

Click the Contact icon to view the list of contacts for your dealership. The dealership will use this page to supply you with the best way to contact them.

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Your Profile

Click on your username at the top or the Your Profile link at the bottom of the screen. This will bring you to a page with a form for updating your Personal information and Password. Once you've made your changes click the Submit button at the bottom of the form to save your updates.

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YOUR PROFILE

* denotes required fields.

Update Profile Update Password

* Email:

Changing your email will also change your username.

* Name:

* Phone number:

I want to be paperless

Personal Address

* Address:

* City:

* State:

* Zip code:

* Country:

Company Address

Company:

Address:

City:

State:

Zip code:

Country:

Submit

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