

CNH Service KPIs

KPI Service tool is a web tool available for dealers and accessible via NH Dealer Portal.

Dealers can enter data related to workshop activities and monitor its performances

It's also possible to compare its performance with the performance achieved by the area, the Market, the best Dealer in the Market. In this comparison, no names are displayed and data is grouped all together through average.

The Gold Service KPIs program will output the data from Gold to a file which is then uploaded to the NH Dealer Portal.

Service KPIs

From the Communications menu select CNH Links then select Service KPIs

File Transfer ID

Select a File Transfer ID for the program to use to export the Service KPI data.

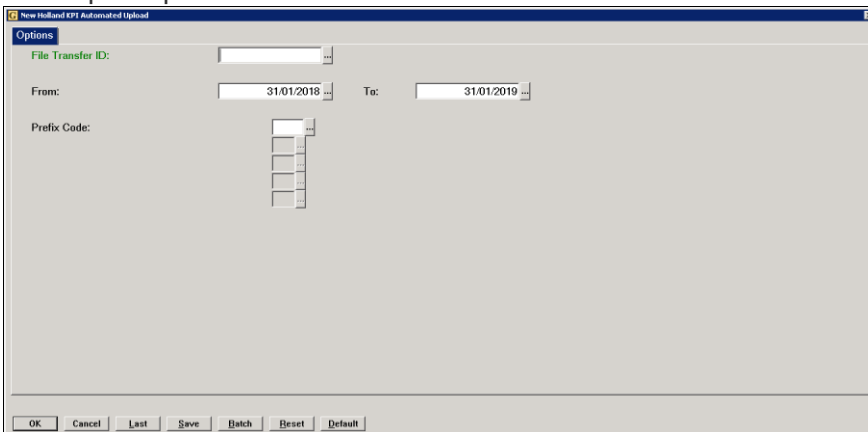
Date Range

The default date range offered is the current financial year.

Prefix Code

Enter the prefix code(s) used for CNH.

The report options can be saved for future use.



The file is shown on screen and is exported using the entered File Transfer ID.

NHAG_KPI_YYYYMMDD_COMPANYNAME.CSV

This file can then be uploaded to the NH Dealer Portal.

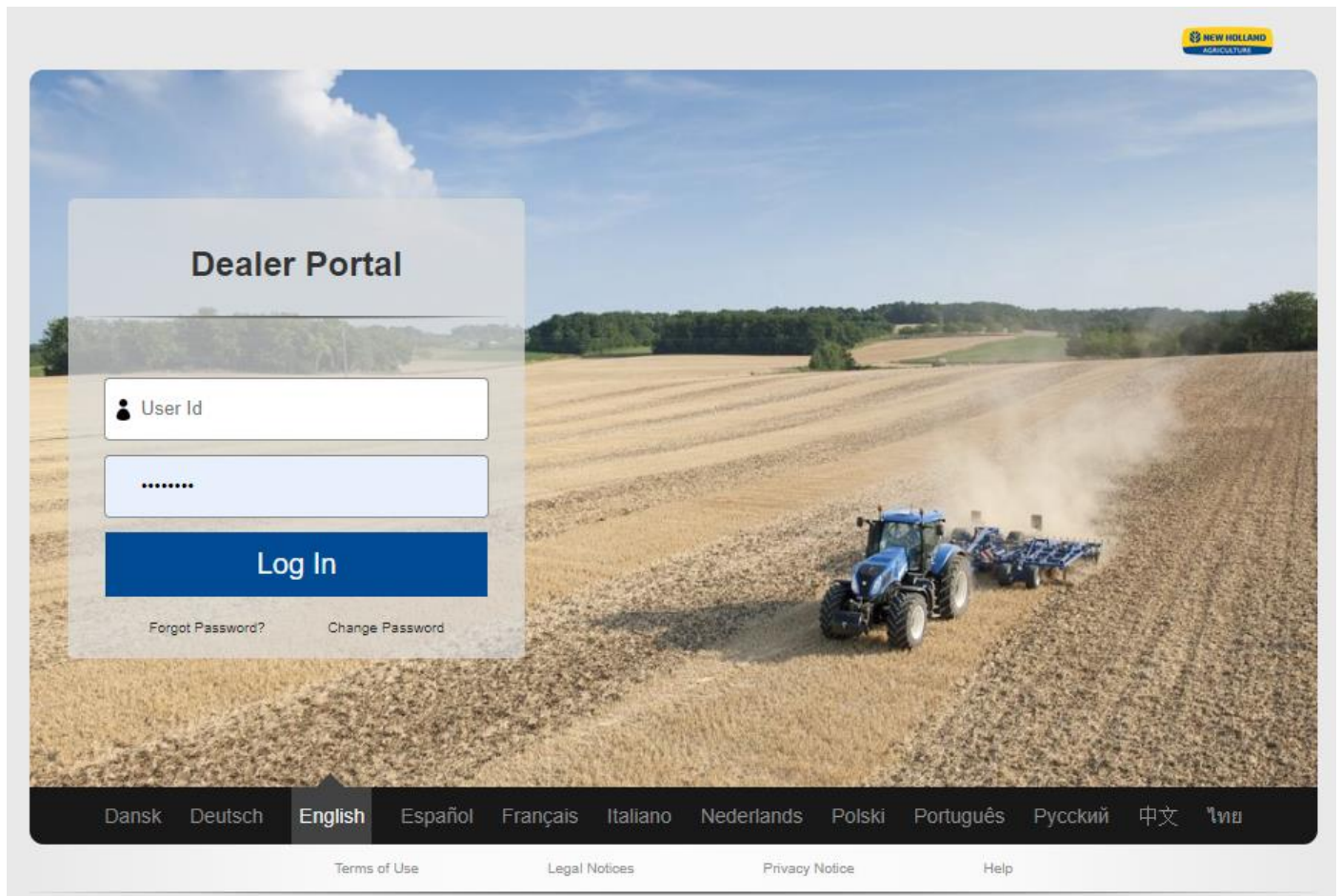
A second file NHAG_KPI_INVOICES_yyyymmdd.csv is also produced. This does not need to be uploaded to the NH Portal and for analysis purposes only.

File Upload to NH Portal

To access the tool go to:

<https://portal.cnh.com/DPLgin/>

User your Dealer Portal Credential to access.



- Click on the Service menu
- From the list on the right click “KPI Service Data Entry”

Welcome Maurizio [My Profile]

Help Contact Us Logout

Advanced Search

Wholegoods PLM Parts Service CNH Industrial Capital Publish

Initial Stocking List
Network Development
Top Service
Product Information
Business Information

Attention

-ACTUALIZACION del EST 8.4 versión 8.4 sin actualizar caducará evitar cualquier urgencia posterior la versión 8.4 con todos los "update" instale la versión 8.5 que se enviará antes de fin del mes de Mayo. Para asistencia técnica en la actualización o instalación utilice ASIST. En ASIST puede encontrar conocimientos para resolver problemas de instalación y escalar el problema si no encuentra el conocimiento para su problema. Saludos.

- UWAGA - W zakładce Servis - Top Servis zamieszczona została aktualizacja na 2016 rok instrukcja korzystanie z usług: zamówienia SOS w CSPS, maszyn zastępczych, kanibalizacji i raportów SOS.

Events

Today is 09/06/2016

View All Events

June, 2016

S	M	T	W	T	F	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

ASIST eWarranty WIT

Concom Number	Contact	Model	Logged Date	Status
No data found				

News

EST 8.4.0.0 Update 10
[Tue May 31 11:00:00 EDT 2016]

Keep your EST up to date! Use the EST Update Tool to download and install EST 8.4.0.0 Update 10. Download and install all the other updates visible in the EST Update Tool. Remember that downloading and installing are two, separate actions.

Click [here](#) for EST Update Tool user instructions.

Avanço dos documentos do TIC 2016.
Enlace para descarga dos Documentos. <https://drive.google.com/folderview?id=0B2pFp2y6ZfDGS1NydIpXTn0eGcBusp#sharing>
[Sun Apr 24 04:00:00 EDT 2016]

Uruchomienie nowego eTIM
[Mon Apr 04 04:00:00 EDT 2016]

Mamy niezmierną przyjemność ogłosić, że 4 kwietnia uruchomiona zostanie nowa wersja eTIM i SRT.

Links Help

- . Application Service Plus - Extended Service programme
- . ASIST
- . Attachments and DIA (Dealer Installed Accessories)
- . Buy Agriculture Merchandising
- . CNH IND eWarranty
- . CNH Industrial
- . CNH Industrial
- . CPDP
- . CSPS
- . eTIM
- . GPS Receiver Upgrade
- . GSQT
- . KPI Service Dashboard
- . KPI Service Data Entry
- . MAS Variante
- . Network Assessment Tool
- . New Holland Weighting and Ballasting
- . Next Generation Parts Catalog (NGPC)
- . Online Warranty Claim Management
- . Online Warranty Terms Procedures Manual
- . ParTech
- . PARTS LOCATOR
- . Service Tool Marketplace
- . SRT
- . SRT
- . Stay Connected
- . Technical Information and Tool Subscription
- . WebAcademy
- . WIT - Warranty Information Tool
- . www.cnh-parts-service.eu
- . www.newholland.com

- Click "Data Entry" – the data entry form will be displayed.
- Click "Browse" and locate the file to be uploaded.
- When the file has been located click "Import"

The data will be populated on screen and is then available in the KPI Service Dashboard.

Data Entry

Import **Browse** No file selected

Export

Dealer Name Dealer No Month 01 Year 2016 Edit

Workshop-related data	
Available workshop hours (in h)	1165
Paid workshop hours (in h)	1194
Number of end customer job cards	
Number of internal job cards	
Number of warranty job cards	
Total number of job cards	0
Number of hours worked on end customer job cards (in h)	884
Number of hours worked on internal job cards (in h)	186.50
Number of hours worked on warranty job cards (in h)	11.50
Number of hours worked on non-productive activities (in h)	83
Total number of hours worked productive (in h)	1082
Number of sold hours - end customers (in h)	695
Number of sold hours - internal (in h)	0
Number of sold hours - warranty (in h)	8.50
Total number of sold hours (in h)	903.50
Total turnover workshop with labour (in €)	24988.43