Job Requests

John Deere SvAP

Version 1.1

20th October 2020

Contents

Overview

What is the Job Request system?

The Job Request SvAP system allows job requests created by SvAP to be sent to the Gold server. The unique serial number is then matched to the wholegood and customer in Gold.

These job requests are then visible in a web portal, with the following:

- Wholegood details
- Customer details
- Job requirements
- Priority

In the portal you can view, alter and ultimately create a workshop job.

Process

Accessing the Web Portal

To access the Web Portal, open a web browser and enter the specific URL provided by Ibcos.

This URL is unique to each dealership.

The URL will prompt you to enter a username and password. Note: This will be different to the username and password used to access Gold. It will have been provided by a system administrator.

Enter the username and password, and select the Log In button
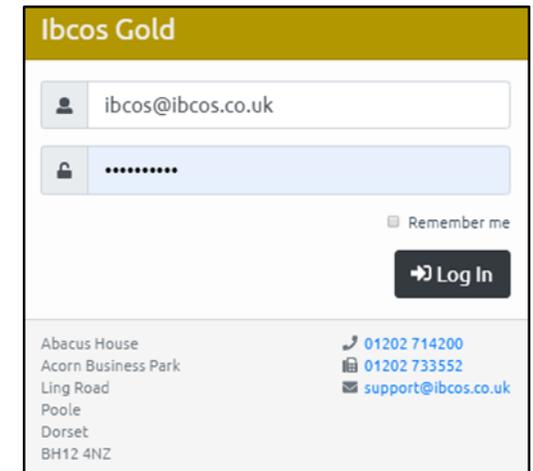
Job Request Portal

The job requests are shown by customer then wholegood. If the wholegood has more than one job request these will be grouped together, to enable efficiencies in customer call outs.

Information for each job request is shown in the instructions, along with the Job request title and priority.

Reject Job function

Action	Result
Remove from Job Requests	Job is deleted only from the Job Request Portal
Remove from Job Requests and send a cancellation notification to John Deere	Job is deleted from the Job Request Portal and a cancellation is sent back to SvAP cancelling the job. Note that this permanently closes that job in SvAP and cannot be recovered
Cancel	Closes the window and returns to the previous screen

Job Creation

Workshop

- Jobs
- Jobs (New View)
- Job Search
- Job Requests
- Time Approval
- Engineers

Job Requests

[Refresh] [Validation Issues]

All Depots ▼

1210 - Carling Farm Services ①

10001183 - 6250R

📋 Create Job

Invoice Description: **Invoice Type:**   **Priority:**

HIGH NOTIFICATI(| 6195R | 21 - Worksh(🔍 | VOR ▼

Instructions:

```
#Type:
PAY AS YOU GO

#Title:
750HR

#Complaint:
```

Invoice To:

1210 - Carling Farm Services ✓ 🔍

Wholegood Account:

1210 - Carling Farm Services ✓ 🔍

Contact:

No Contact ▼

Contact Name | Contact Number

Job Location:

Carling Farm Services

Woodlands Close Farm

Trimdon

Co.Durham

Address Line 4

Depot:

1 - Ibcos Computers Ltd (POOLE) ▼

Engineer:

No Engineer ▼

Date: **Estimated Duration (hh:mm):**

[‹ Cancel]   [📋 Create Job]

Fields	Mandatory/Optional	Description
Invoice Description	Optional	Editable First 2 lines on the Workshop job
Instructions	Optional	Editable alert notifications that appear within the instructions of the Job
Invoice type	**Mandatory**	**Defaults to the notification invoice type, this can be changed to the invoice type of your choice**
Priority	Optional	Lookup from your pre-set priority codes for Scheduler
Invoice To	**Mandatory**	**Address from the Wholegood record, a lookup from the customer list in Gold is available**
Wholegood Account	**Mandatory**	**The location for the work to be carried out, a lookup from the customer list in Gold is available**
Contact	Optional	Editable Contact name and Contact Number
Depot	**Mandatory**	**Depot that the wholegood was sold, stocked or ordered from**
Engineer	Optional	Lookup of Engineers in Gold
Date	Optional	Time and date, for the job to start (if you have the scheduler module, this will also be updated)
Estimated time	Optional	Duration can be entered in hours: minutes format. E.g. 2.5 hours would be entered as 230, the portal will display 2:30. This will also update the scheduler module with the duration of the job
Job Location	Optional	Enter the address if different to the wholegood account location that will display in the job card

If you have a Gold Service module, on selection of the create job function. The job will be sent to the engineers device with all of the relevant information, exactly the same as if you had created the job in Gold.

Validation Issues

Validation Issues

This button will show how many job requests have been sent from SvAP to the job request system, which could not be matched to a serial number of a wholegood in Gold. There are three reasons why a job request can be invalid and not show on the main Job Request screen.

Validation Status	Reason
Multiple Wholegoods found for Serial Number	One or more wholegoods contain the same serial number. This could from initial sale to trade and further sale. To correct, we recommend putting a hyphen at the end of the serial numbers of wholegoods that are not the current wholegood.
No Wholegood found for Serial Number	Serial number sent from SvAP cannot be matched in Gold. To rectify simply locate the wholegood and edit the serial number field with the correct serial as per John Deere
No Customer Number for Wholegood	The wholegood has no customer against it. The wholegood record must be edited in amend wholegoods and have a customer assigned to it. If this is a stocked wholegood, a customer of the dealer should be added to this.

Job Requests - Validation Issues

Workshop
- Jobs
- Job Search
- Job Requests
- Time Approval
- Engineers

🔄 Refresh

Manufacturer	Received	Serial Number	Priority	Request Title	Validation Status
John Deere	26/11/2019 03:26pm	1RW7310RCGS089554	High	3750HR	Multiple Wholegoods found for Serial Number
John Deere	06/12/2019 09:37am	1L06215RJJU918729	High	1500HR	No Wholegood found for Serial Number
John Deere	06/12/2019 09:37am	1LV2026RPKK201146	High	PowerGard 2nd Sales Opportunity /JDWS PG Setup/ Product Optimisation - Service Manager	No Customer Number for Wholegood