

John Deere eCommerce

Growing your business by integrating and working smarter in the digital age

The new John Deere eCommerce site has been created to provide customers with a seamless journey to browse and purchase products across John Deere associated dealerships in one place.

Customers will be able to shop with flexibility and speed, and dealerships will easily reap the benefits of this integration.

Purchases are made on the eCommerce site that has up-to-date stock levels and orders are sent directly into Gold for dealerships to review and process.



Key benefits to integrating with the eCommerce site:



Visibility

Access and grow a larger online customer base.



Customer Experience

Leverage a John Deere site for a consistent look and feel.



Sales

Increase profitability and sales orders through an additional site.



Reach

Be proactive and feature your products where your customers already are.

Want to learn more about John Deere eCommerce?

Visit <https://customer.ibcos.co.uk/jd-e-commerce>

How does it work?

1. Browsing the Site

The eCommerce site will allow customers to add items to their virtual basket by selecting dealerships and searching for parts with access to stock levels, locations, and retail prices.

2. Placing an Order

Once a customer has selected collection or delivery and a payment has been made online, customers will receive an order placement confirmation email.

3. Processing the Order

The eCommerce site then creates a Point-of-Sale Advice on Gold and dealerships receive an email confirmation of the order. As the order is processed, Gold will continuously communicate with the eCommerce site, giving customers full visibility of their order status. Dealerships will use the Point-of-Sale Advice to pick and package the products.

4. Order Shipped / Ready for Collection

Once the dealership has the order ready to collect or ships the order, Gold will automatically inform the eCommerce site and the customer. The customer will be informed to collect their parcel or sent tracking details.

5. Returns

All returns will be handled by the dealership directly using their current process. Orders are returned in person or collected if arranged by the dealership. The dealership will follow their current returns/refunds procedure.

