

# John Deere PoPS/ELIPS

## Bringing service opportunities to your attention

The new John Deere web dashboard, PoPS/ELIPS, collates and analyses Wholegood data. The dashboard uses artificial intelligence to bring data that already exists on Gold together, allowing dealerships to better understand their machines lifecycle. This will enable dealerships to make informed decisions on **purchases, sales, services and marketing opportunities**.

The dashboard provides descriptive reporting to show dealers opportunities to focus on and grow their aftermarket business. Once it's set up for dealers, John Deere will provide a full overview and training on how this tool can be used within various departments.



### What are the benefits of this dashboard?



#### Hassle-free Integration

Since the data is already in Gold, dealerships don't need to change processes or add any new figures.



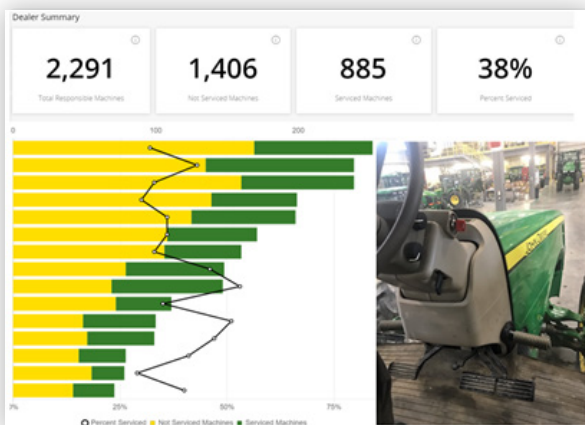
#### Reconnect with Customers

Dealers can be proactive and identify customers that have Wholegoods but have not received a recent service.



#### Identify Aftermarket Opportunities

Dealers can identify revenue prospects by analysing opportunities to sell parts related to a Wholegood during or ahead of a service.



The example on the left identifies an opportunity to sell a footrest alongside the servicing of three types of tractors. The graph shows how many tractors have not yet been serviced and the potential revenue opportunity for selling the footrest alongside the service.

# FAQs



## How does it work?

The data is automatically sent from Gold in a single report to the John Deere web dashboard. There is an initial upload of 5 years' worth of historical data, followed by a daily feed, which is completed automatically overnight.



## What data is transferred?

There are two types of data that is transferred, all collated in the same report and sent to John Deere daily.

### 1. PoPS - Percentage of Products Serviced

Wholegood serial numbers, sold parts, labour in the workshop and parts over the counter sales for John Deere equipment and parts.

### 2. ELIPS - Equipment Lifecycle Integration of Parts and Service

The dealer service records including the PIN (serial number of the wholegood), hours, parts replaced, complaints and corrections.

*Customer personal data or any invoice cost information is not transferred.*



## What is the cost?

An initial set up fee of £485 set up (Ex VAT). Ibcos will complete the historical upload and configure the daily batch job remotely.

An annual ongoing charge of £2,600.



## Are there any system requirements?

You must be on at least Gold version 7.30.6.

Gold server operating system should be SUSE Linux Enterprise Server 12 SP1 and above – our Sales Team will be able to check this with your Account Manager.



## What are the next steps?

Once your Account Manager has got in touch with us to enable this feature, the process is very simple.

Ibcos will send over a 5-year historical data set and set up the daily batch routine, which will be completed remotely.

John Deere will check the data and then contact you to organise a full demo and training of the dashboard.

For more information or to get this feature enabled, get in touch with our Sales Team who will be happy to help you.

# WHAT DATA IS BEING TRANSFERRED?

## WORKSHOP JOBS

### LOGIC

*Calculations made by Gold.*

**John Deere Part** - Identifying whether it is a John Deere part or other.

**History** - Records are loaded as part of the initial 5-year historical data load when a dealer location is onboarded.

**Miscellaneous Part** - Identifying if it is a miscellaneous, non-quantity, not physical or sundry part such as mileage, consumables, fees, labour charged as a part number etc.

**Part Number** - Applicable for John Deere Parts only, part number used.

**Warranty** - Identifying if it is a warranty and not retail sales, internal sales, etc.

**WIP** - If a workshop job is still open and can be changed. Invoiced items do not fall under this category.

### POS

*Point-of-Sale Advice created by Dealers.*

**System Date of Advice Creation** - Timestamp of the over-the-counter sale.

**Advice Number** - Unique identifier for a header record.

**Invoice Number** - Reference number of invoice.

**Tax Point Date** - Timestamp of invoice.

**Sales Pack Quantity** - Parts per package for the part located in part maintenance.

**Part Sold Line Quantity** - Quantity of part replaced.

**Part Description** - Part's description on the system.

### STATIC DATA

*Data that already exists on Gold.*

**Ibcos Gold Value** - Identifying the dealer system software such as EQUIP, JDIS Legacy, CDK, Charter, PAPE.

**Interface Version** - Version of John Deere interface being used.

**Language Code** - English.

**Machine Down** - If event caused machine to be down unscheduled. Always sent as false as this is not available on Gold.

**Segment ID** - The numeric workshop job associated with the order. This is always sent as '1'.

## WORKSHOP

*Data inputted when jobs are created.*

**Warranty Cause** (if applicable) - Description of the cause of issue using the JD Warranty Interface.

**Job Instruction** (if applicable) - Description of the reported issue, request, symptoms experienced, etc.

**Job Story** (if applicable) - Description of corrective service work performed to resolve the issue.

**Job Created Date** - Timestamp of when the workshop job was created in the system.

**Job Number** - Unique identifier for a header record.

**Invoice Number** - Reference number of invoice.

**Tax Point Date** - Timestamp of invoice.

**Line 1 and 2 of Job** - Name or description of the workshop job code.

**Total Labour Hours** - Sum of the total technician(s) time in hours, for the service work performed on the workshop job.

**Part Sold Line Quantity** - Quantity of part used.

**Last Worked on Date** - Timestamp of last recorded technician time reported on the workshop job.

**WSJ Number** - Workshop job number.

## SYSTEM

*Background system data held in Gold.*

**Gold Version** - Version of dealer business system software.

**Dealer ID** - A 6-digit account ID for Dealer location used in the stock order transmission file.

## WHOLEGOOD

*Where machine data is stored.*

**Wholegood Model** - Equipment model number such as 8360R, 844K, S670.

**Part Serial Number** - If part has a serial number and is captured.

**Serial Number of Wholegood** - Equipment serial number or 13 or 17-digit PIN.

**Wholegood Clock Hours** - Reported equipment hours at time of Workshop job or part sold in POS.

# WHAT DATA IS BEING TRANSFERRED?

## PARTS

### GENERAL

*Details stored within Gold.*

**Part Sold Line Quantity** - Quantity of part replaced.

**Part Description** - Part description on the system.

### POS

*Point of Sale Advice created by Dealers.*

**Invoice Number** - Reference number of invoice.

**System Creation Date** - Timestamp of the over-the-counter sale.

**Invoice Date** - Timestamp of invoice created date.

### LOGIC

*Calculations made by Gold.*

**Part Number** - Applicable for John Deere Parts only, part number sold.

**Miscellaneous Part** - Identifying if it is a miscellaneous, non-quantity, not physical or sundry part such as mileage, consumables, fees, labour charged as a part number etc.

**Sales Pack Quantity** - Parts per package for the part located in part maintenance.

**John Deere Part** - Identifying whether it is a John Deere part or other.