

John Deere Service Admin Portal

Product Manual



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A Constellation Software Company

For more information on Ibcos Computers Ltd.,
please visit **www.ibcos.co.uk**.

To get in touch with us, please email us at
sales@ibcos.co.uk or ring us at **+44 (0) 1202 714200**

1. INTRODUCTION

The Job Request SvAP system sends job requests to the Gold server, matching them to the correct wholegood and customer. These requests appear in a web portal with wholegood details, customer details, job requirements and priority order. Here you can view, edit, and create workshop jobs. This guide walks you through the process.

2. NAVIGATING THE JOB REQUEST PORTAL

2.1 Logging In

Follow the steps below to log in to the portal.

1. To access the Web Portal, **open a web browser** and **enter** the specific **URL** provided by Ibcos. This URL is unique to each dealership.

2. Enter the **username** and **password** when prompted and select **Log In**.

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

Ibcos Gold

Username: ibcos@ibcos.co.uk

Password:

☐ Remember me

Log In

Abacus House
Acorn Business Park
Ling Road
Poole
Dorset
BH12 4NZ

01202 714200
01202 733552
support@ibcos.co.uk

2.2 The 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.

Workshop

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

All Depots

- 1210 - Carling Farm Services
- 10001183 - 6250R

1210 - Carling Farm Services

Phone: 01202 714200
Phone (Alt): 07703346902
Email: rosline@ibcos.co.uk

10001183 - 6250R

Clock Hours: 715
Warranty: 31/12/2019
Warranty (Extended): 31/12/2025

Incoming Requests

	Priority	Customer	Date	Time	Duration
	High	John Deere	14/02/2020	02:54pm	750HR
	High	John Deere	14/02/2020	02:54pm	750HR
	High	John Deere	14/02/2020	02:54pm	750HR
	High	John Deere	14/02/2020	02:54pm	750HR
	High	John Deere	14/02/2020	02:54pm	750HR

Reject Job **Create Job**

2.3 Email Notification Setup

Follow the steps below to enable email notifications.

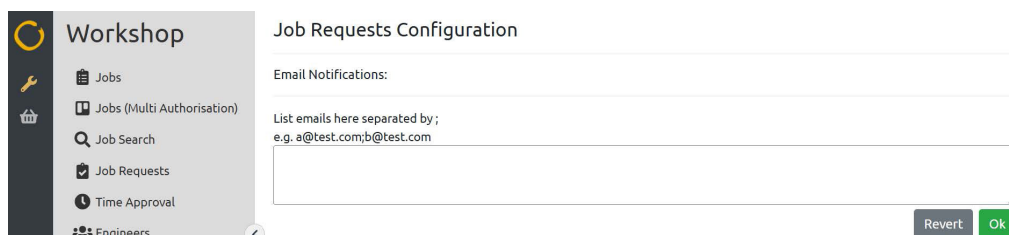
1. In your browser's address bar, enter the following:

[dealername].ibcos.gold/#/workshop/job/requests/configuration

Crucially, make sure to replace **[dealername]** with the name of your dealership login domain. For example, if your portal is called 'ABCdealer.ibcos.gold', the full address would be **abcdealer.ibcos.gold/#/workshop/job/requests/configuration**

2. You will then see the login screen - enter your **log in credentials**.

3. Once logged in, **add the email addresses** to the Job Requests Configuration screen. Enter one email per depot for notifications and select **Ok** to save.



Here is an example of an email notification.

From: goldapiserver@localhost
To: glen.delacour@ibcos.co.uk
Subject: SvAP job unable to be processed
Secure: false

View Headers Parts Source

Agreement ID: 2001272000
Date and time: 21/09/2025 15:56:17

The Job Request System has attempted to process an Agreement with No Serial Number.
Please check Agreement ID 2001272000 in SvAP

Regards,
Ibcos Job Request System

2.4 Rejecting Job Requests

With a job open, selecting **Reject Job** will present you with three options - view them below.

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: This permanently closes that job in SvAP and cannot be recovered.
Cancel	Closes the window and returns to the previous screen.

2.5 Creating Jobs

When creating a new job, some fields are mandatory while others are optional.

View the table below for a better understanding of each field.

Fields	Mandatory or Optional	Description
Invoice type	Mandatory	Defaults to the notification invoice type, this can be changed to the invoice type of your choice.
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.
Depot	Mandatory	Depot that the wholegood was sold, stocked or ordered from.
Invoice Description	Optional	Editable first 2 lines on the Workshop job.
Instructions	Optional	Editable alert notifications that appear within the instructions of the Job.
Priority	Optional	Lookup from your pre-set priority codes for Workshop Scheduler.
Contact	Optional	Editable contact name and contact number.
Engineer	Optional	Lookup of Engineers in Gold.
Date	Optional	Time and date, for the job to start (if you have the Workshop Scheduler, 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 Workshop Scheduler 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.



Did you know? If you have Gold Service, 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.

2.6 Validation Issues

Selecting **Validation Issues** will show how many job requests from SvAP couldn't be matched to a wholegood serial number in Gold. View the three reasons a job request may be invalid and not appear on the main Job Request screen below.



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.


 Workshop

 Jobs

 Job Search

 Job Requests

 Time Approval

 Engineers

Job Requests - Validation Issues

Refresh

Manufacturer ↑↓	Received ↑↓	Serial Number ↑↓	Priority ↑↓	Request Title ↑↓	Validation Status ↑↓
John Deere	26/11/2019 03:26pm	1RW7310RCCS089554	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	1LV2026RPPK201146	High	PowerCard 2nd Sales Opportunity /JDWS PG Setup/ Product Optimisation - Service Manager	No Customer Number for Wholegood

3. USEFUL INFORMATION



Support Number:
+44 (0) 1202 714200
Press Option 1



Support Email:
Support@ibcos.co.uk



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