

# John Deere Service Admin Portal

## Product Manual



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## 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

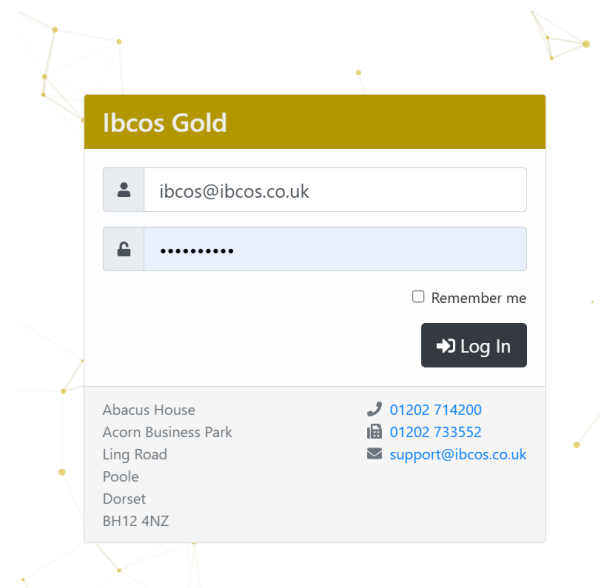
### 2.1 Logging In

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**.

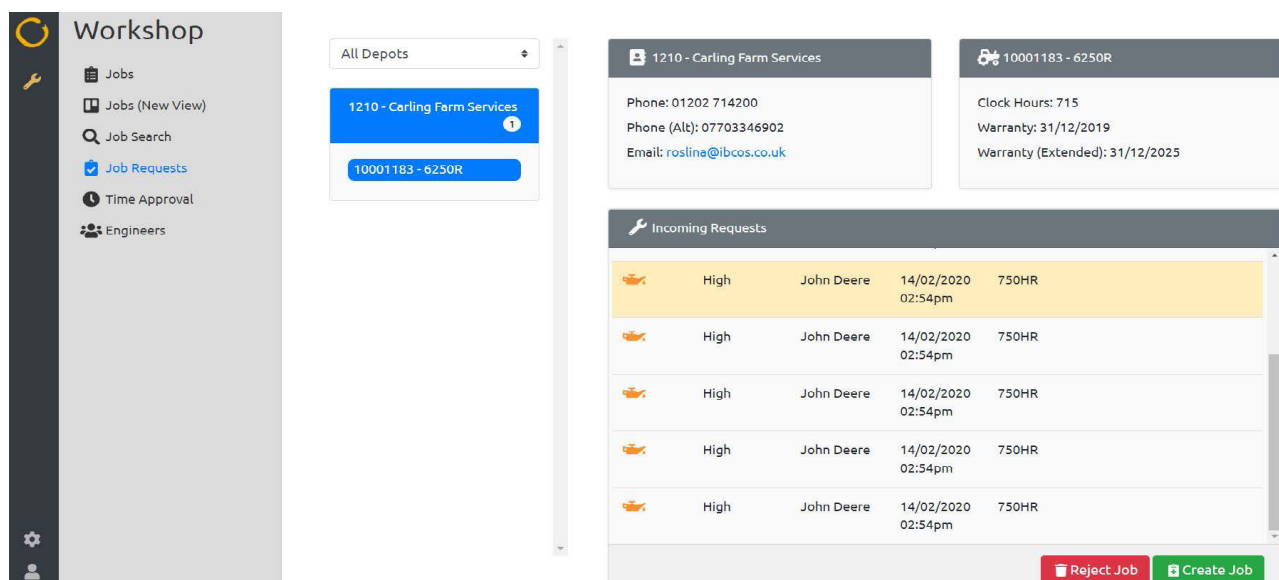
Note: This will be different to the username and password used to access Gold. It will have been provided by a system administrator.



The mockup shows the Ibcos Gold login interface. It features a yellow header with the 'Ibcos Gold' logo. Below the header is a login form with a username field (containing 'ibcos@ibcos.co.uk'), a password field (masked with dots), and a 'Remember me' checkbox. A 'Log In' button is positioned to the right of the password field. At the bottom of the form, contact information for Abacus House is listed, including the address (Acorn Business Park, Ling Road, Poole, Dorset, BH12 4NZ), phone number (01202 714200), fax number (01202 733552), and email address (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.



The mockup displays the Workshop portal interface. On the left is a sidebar with navigation links: Jobs, Jobs (New View), Job Search, Job Requests (highlighted), Time Approval, and Engineers. The main content area shows a list of depots under the 'All Depots' filter. Two depots are visible: '1210 - Carling Farm Services' and '10001183 - 6250R'. Below the depot list, there is a section for 'Incoming Requests' which displays a table of job requests. The table has columns for priority, customer name, date, time, and duration. At the bottom right of the table are buttons for 'Reject Job' and 'Create Job'.

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

## 2.3 Email Notification Setup

Follow the steps below to enable email notifications.

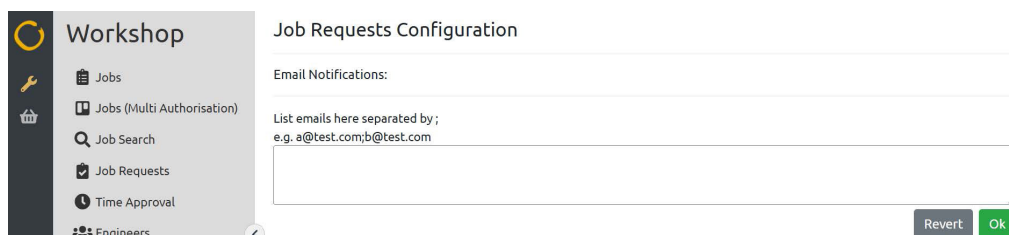
1. In your browser's address bar, enter the following:

**[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
<b>Remove from Job Requests</b>	Job is deleted only from the Job Request Portal.
<b>Remove from Job Requests and send a cancellation notification to John Deere</b>	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.
<b>Cancel</b>	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.

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	1L06215RJUU918729	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	

## 2.7 Gold Updates Sent to SvAP

The Gold update occurs automatically every 10 minutes. During each update, notifications are sent to the Microsoft Azure queue and instantly picked up by SvAP, ensuring that key information is shared back to the John Deere system in real time. This reduces manual effort, keeps data accurate, and provides dealers with faster, more reliable processes.

Each update shares the following information back to the JD SvAP system.

- **Acknowledgment Received** – Confirmation that Gold has received the job request from SvAP (the Push button changes to Push Again in SvAP. Note: the Push button is only visible if enabled by JD and Ibcos).
- **Job Started** – Parts or labour have been added.
- **Pending Invoice** – Job status set to Log for Checking. The total retail price of parts and labour is sent back.
- **Invoiced Job** – Job is invoiced, all itemised retail values of parts and labour are sent, and the work order is closed.
- **Cancelled** – Job is rejected in the portal, and the work order is cancelled in SvAP.

At each stage of the job, the following information is shared with SvAP.

- **Work Order Number** – Workshop Job number
- **Engineer First Name** (if provided)
- **Engineer Last Name** (if provided)
- **Engineer ID** (if provided)
- **Completion Date** – current date and time
- **Current Machine Hours** (if provided)
- **Location** – depot dealer ID

### 3. USEFUL INFORMATION



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



**Support Email:**  
Support@ibcos.co.uk



**Document Version:**  
04/09/2025