John Deere eCommerce

Product Manual

ibcos
A Constellation Software Company

In partnership with

JOHN DEERE

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1. PRODUCT OVERVIEW

The new John Deere eCommerce site has been created to provide customers with a seamless journey to browse and purchase parts 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 and orders are sent directly into Gold for dealerships to review and process.

Here is an overview of the process to manage orders:

1. **Receive the order** in Gold *(Section 2)*
2. **Allocate stock to order and update the status** *(Section 3.1)*
3. **Print the shipping label (if delivery is requested)** *(Section 3.2)*
4. **Book UPS delivery** *(Details can be found on the JD Dealer Portal)*
5. **Invoice the order** in Gold - do not invoice until all the previous steps are completed *(Section 4)*

2. VIEWING NEW ORDERS

A Point of Sale Advice is automatically created upon receipt of a new order from John Deere eCommerce. When customers place an order, they will have the option to select ‘Delivery’ or ‘Local Pick Up’ at the confirmation screen.

Follow the steps below to view new orders:

Parts Control > Cash Till > Quick POS Entry > Select OK > Existing Advice > Key in Advice Number

Point of Sale Advice - Key Information Displayed

- **Name & Contact Name:** Customer Name
- **If the customer has opted for 'Pick Up'** then the first line will display **'STORE PICK UP'.**
- **Address:** Customer Address
- **Order Number:** The eCommerce order reference from John Deere. 'EC' has been added to the start of every eCommerce order in Gold for reference.
- **Post Code:** Customer Post Code
- **Contact Tel:** Customer Telephone Number
- **Delivery Name & Address:** This will be populated with the Delivery Address.
- **Gds/Service:** A unique customer order code from John Deere

3. MANAGING AN ORDER

3.1. Automatically Allocating Stock

Stock can be allocated to multiple orders by using the Allocate Free Stock program. Once stock has been allocated and the order can be completely fulfilled, then Gold will notify eCommerce to collect the payment from the customer.

The allocate stock routine can be automated by switching on the following setting:

Communications > Manufacturer Prefix Config > Select Manufacturer >

Set Yes to eCommerce Automatic Stock Allocation

This will only allocate stock to the Point of Sale if all parts ordered are in stock at the relevant depot.

We recommend allowing 5 minutes from when you receive a new notification before accessing the order in Gold. This will allow the messages to go through automatically.

Invoicing before printing the shipping label may cause workflow messages to be missed. If you do not see a Shipping Label, please raise a ticket in Service Now for assistance.

3.2. Manually Allocating Stock

We recommend automatically allocating stock (section 3.1) but if you prefer to do this manually, follow the steps below.

Follow the steps below to allocate stock manually:

Parts Control > Stk Allocation Despatch > Allocate Free Stock

1. **Select Program Option:** Allocate Free Stock
2. Enter the following information:
    - Processing Type: Update

        You can also select **Suggested**, which will allow you to see the report before confirming the changes in Update mode.
    - Order Source: POS
    - Advice Number From: Enter in the Advice Number
    - Release to Partial Orders: Set to No
    - Unallocated Orders: Set to Yes
    - Cut-off Required Date: Enter in today's date
3. Select **OK** to continue.
4. Select **OK** to produce a report.
5. Return to the Advice Note and check that the status has changed to Invoice Held.

    If the status remains Advice Print, press F5 - Options and select Store. Press enter and the status should have changed.

Invoicing before printing the shipping label may cause workflow messages to be missed. If you do not see a Shipping Label, please raise a ticket in Service Now for assistance.

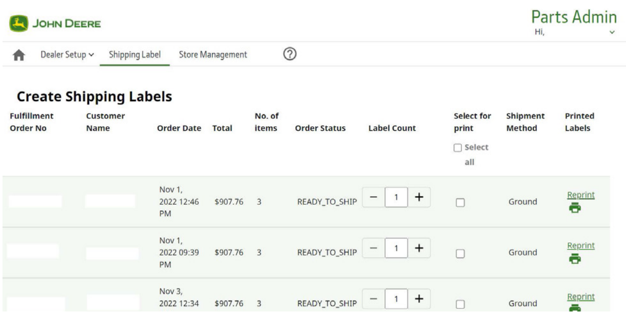
The status will be set to **Invoice Held**, until confirmation of payment is received from eCommerce.

3.3. Printing Shipping Labels (Deliveries Only)

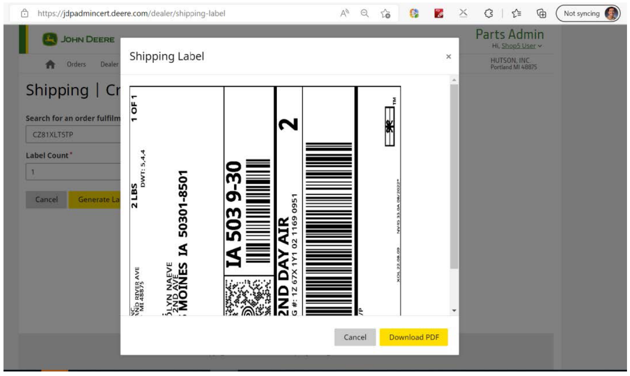
Dealer Parts Admin is a tool for Dealers to easily manage settings for John Deere Parts - such as pricing, VAT and Dealer policies, and manage printing labels. Visit [this page] and follow the steps below to print shipping labels.

For deliveries, the label must be printed before invoicing the order in Gold.

1. Select **Shipping Label** to view all orders that are in your DBS Invoice status and Ready to Ship.
2. Select the **Specific order to print** or **Select all**.



3. Select from the two options presented: **Download PDF** or **Open PDF and Print PDF.**



4. INVOICING

Gold invoices are for internal use only.
eCommerce will send confirmation of the successful collection of payment from the customer's account. The status of the Point of Sale Advice will be set to 'Invoice Required'.

Follow the steps below to invoice the order:

Stock Enquiry > Key in any Part Ref > Press F6 >
Key in Operator Initials > Existing Advice > Key in Advice Number

Select **F6 – Finish** to invoice the order.
This will trigger a message to eCommerce to confirm that the order has been completed.

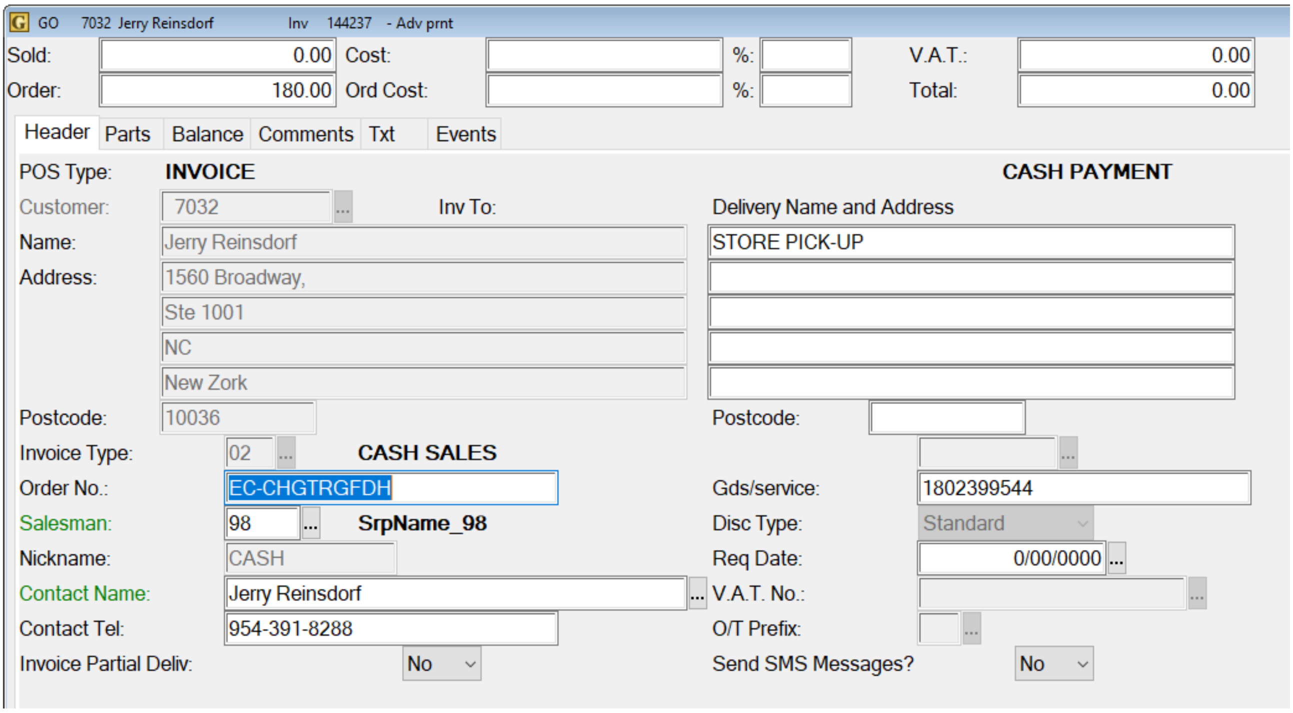
You can set up a batch routine to invoice multiple orders at a scheduled time.

5. REPORTING ORDERS

eCommerce orders can be reported on in two places and can be filtered down using a date range.

Option 1: POS Advice Lookup screen

Here is an example of the lookup screen on Windows Gold.



Follow the steps below to view all orders placed:

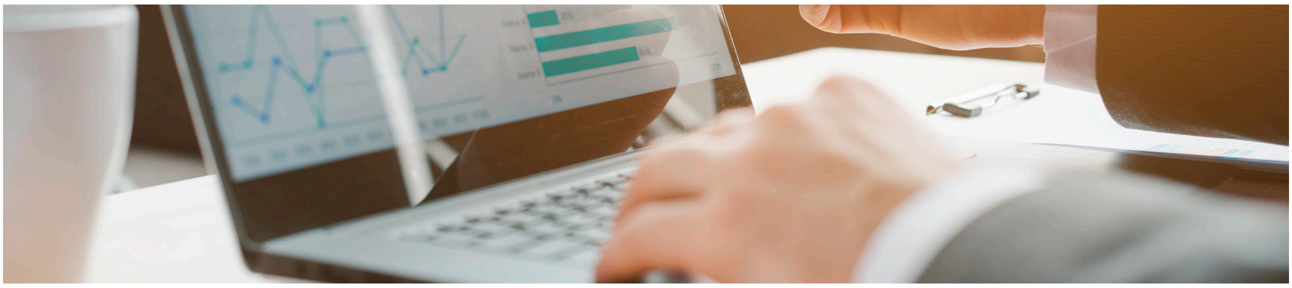
Parts Control > Cash Till > Quick POS > Log in with Operator Code > Key in ZZZ onto Existing Advice > Select F3 'Operatr'

Option 2: POS WIP Report

This can be used to view and report unfilled orders that may require attention.

Follow the steps below to view all orders in progress:

Parts Control > Management Information > POS WIP Report > Select Depot > Select Order Quantities Only > Report Sequence > Select Storeman > Key in ZZZ > Select OK



6. REFUNDS

Customers may request refunds through the eCommerce site. An email will be sent upon receipt of a new refund request to the dealer.

The customer is expected to return the item for inspection at the store and the dealer can decline or accept the return.

When a refund request is received, you can set up a credit against the original invoice by following the below:

Workshop Control > Parts / WSJ Invoice Recall > Invoice Number > Key in Invoice Number > Generate Credit > Take Note of Reference > Make Credit (Yes) > Process Credit > Select OK

6.1. Accepting a Return

Select **F6 - Finish** – this will trigger a confirmation message back to eCommerce and the money will be added back to the customer's card.

6.2. Declining a Return

Select **OK** to Decline – this will trigger a confirmation message back to eCommerce confirming the refund has been declined.

7. INTER DEPOT TRANSFERS

Inter Depot Transfers enable you to move stock to different depots to handle your orders more effectively. There are two Inter-Depot Transfer (IDT) programs. The first is within the standard Gold release software for all Multi-Depot users. The second is the licensed IDT module. Both are described in the following document, and referred to as the BASIC and the LICENSED methods. Click on the link to learn more: Ibcos Inter Depot Transfers.

8. USEFUL INFORMATION

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

Latest GDPR Update:
GDPR - Ibcos Gold Changes

Support Email:
support@ibcos.co.uk

Document Version:
12/05/2026

9. FAQs

Here is a list of frequently asked questions on John Deere eCommerce.

Will we have to provide updates for items on the eCommerce website?
No. The eCommerce site is integrated with Gold, so updates on Gold are reflected seamlessly on the eCommerce site.

How will returns work?
The customer must request a return via eCommerce and a notification will be sent to the dealership to notify of the return request. All returns will be handled by the dealership directly using their current returns/refunds process in Gold. Parts are returned in person or collected if arranged by the dealership.

Why can I not print a Shipping Label for my order?

1. First, check if the stock has been allocated to the order using the Allocate Stock Routine. If the stock hasn't been allocated, please complete that step.
2. If the stock has been allocated, check that the status of the Advice Note is Inv Held.
3. If it is not, you can manually move it to the Inv Held status by pressing F5/Options tab and selecting Store Advice Note.
4. If you are still not able to print your shipping label, contact John Deere to generate the shipping label.

I have invoiced the order in Gold. Why can I not see the Shipping Label?
The Shipping Label must be printed before invoicing in Gold. If the order was invoiced first, contact John Deere to generate the shipping label. You will need to provide the Invoice Reference.

How can I tell if the payment from the customer been completed?
If the status of the Advice Note is Inv Req it indicates that payment has been successful, and you can invoice the order in Gold.

I have not received the notification email from Gold.
Please check your Junk folder for any messages. If you are still unable to locate the messages, raise a ticket with our support team so they can check your system.

Why can I not see the customer payment in Stripe?
This can take a couple of days to appear, however you can contact John Deere who will be able to check and advise.

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

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