Dealer Solutions - JDIS

Training Services for *EQUIP™* and Service Delivery

JOHN DEERE

Need Training? We've got you covered.

Dealer Solutions - John Deere Information Systems (JDIS) provides training when you need it and where you need it.

We offer a broad range of learning solutions to equip your employees with the knowledge and skills to excel. We design and deliver onsite and virtual training that actively engages participants in the learning process and is focused on content relevant to their roles.

Training for New Users

New Employee Orientation Series

Have you recently hired a new professional to your team? Effective onboarding of new team members is one of the most important contributions your organization can make to your employees' retention and long-term success. The New Employee Orientation Series will teach new staff how to use the *EQUIP* Business System and the Service Delivery application efficiently and effectively to perform their job responsibilities.

What's the benefit of enrolling in an orientation series?

- Train multiple employees at once for consistent messaging (2 person min, 15 person max)
- Significantly discounted pricing
- Custom training specific to dealership blueprints
- Scheduled training per dealership availability
- Earn EDUCATE credits

**Prices shown below display enrollment costs for two employees.
Maximize your value by adding additional participants for only $250* per person!**

PARTS PROFESSIONAL ORIENTATION SERIES

- The Basics of Selling In-Stock Parts
- The Basics of Selling Out-of-Stock Parts
- Parts on Work Orders, Credit Notes, Customer Payments
- Non-John Deere Parts Ordering and Receipting

4 Hours — **$750** (2 people)

SERVICE WRITER/MANAGER ORIENTATION SERIES

- Opening Retail Work Orders
- Maintaining Retail Work Orders
- Previewing and Adjusting Retail Work Orders
- Processing Quotes, Internal, and Warranty Work Orders

6 Hours — **$900** (2 people)

PARTS MANAGER ORIENTATION SERIES

- Processing a John Deere Stock Order
- Receipting and Adjusting a John Deere Stock Order
- Surplus Returns, Special Terms Orders, Stock Transfers
- Performing Advanced Parts Functions and Reporting

4 Hours — **$750** (2 people)

SYSTEM ADMINISTRATOR ORIENTATION SERIES

- Adding Users and Menus
- Working with System Settings
- Understanding and Working with Integration Tables
- Processing Quotes, Internal, and Warranty Work Orders

4 Hours — **$750** (2 people)

Save more with bundle pricing

	3 participants	5 participants	10 participants	15 participants	
Parts Professional	65%	80%	95%	100%	*Percentage of savings based on bundle pricing vs. individual sessions*
Parts Manager	30%	45%	60%	65%	
Service Writer/Manager	30%	40%	45%	50%	
System Administrator	15%	25%	35%	40%	

Additional $300 per person for the Service Writer/Manager Orientation Series.

Training for Advanced Users

"Power User" Series

Through this series of classes, you will learn advanced features of the *EQUIP* Business System or Service Delivery. You'll gain the skills and knowledge you need to make the most of your investment and effectively perform your job. Visit John Deere University at jdu.deere.com and search by course title or course code for additional details and to enroll.

JDIS EQUIP: BECOME A POWER USER IN PARTS				
DLC	Stay current on the latest, advanced features of the Parts module! This power user class will teach you how to perform a system audit, identify the pros and cons of various discounting methods, improve vendor parts ordering and pricing processes, and more.	DEV-10-IN3EQPARTSPOWER	1.5 hours	$150
JDIS SERVICE DELIVERY: BECOME A POWER USER IN SERVICE DELIVERY				
DLC	In this class, you will take a deeper dive into the more advanced features of the Service Delivery application. Learn new, time saving features for service managers and technicians and common troubleshooting.	DEV-10-IN3SDPOWER	1.5 hours	$150

Network Environment Classes

Employees who manage your dealership's network environment will learn best practices on how to eliminate potential downtime and why they should follow John Deere's supported guidelines regardling infrastructure support. Visit John Deere University at jdu.deere.com and search by course title or course code for additional details and to enroll. .

JDIS INFRASTRUCTURE BEST PRACTICES				
DLC	Ensure your organization is operating at peak performance by implementing these infrastructure best practices on networking, hardware, and software support.	DEV-10-IN3INFRASTRUCTUREBP	1 hour	$45
JDIS INTRODUCTION TO CITRIX 6.5				
DLC	Learn how to optimize your use of Citrix XenApp 6.5! This course will walk you through the basic setup and show you how to perform basic troubleshooting steps within the Citrix receiver and web portal.	DEV-10-IN3CITRIX6-5	1 hour	$45
JDIS INTRODUCTION TO CITRIX XenAPP 7.6				
DLC	Knowing the different components of Citrix XenAPP is helpful for anyone deploying it. This entry-level course will provide you with an overview of the Citrix XenApp on Windows Server 2012 and the different components within the architecture.	DEV-10-IN3CITRIX7-6	1 hour	$45
JDIS SECURITY BEST PRACTICES				
DLC	Ensure your company is operating with security best practices in mind. This course will review common attack vectors, email threats, viruses, and the importance of a disaster recovery plan.	DEV-10-IN3SECBP	1 hour	$45

Training for Advanced Users

Regional Training Opportunities

Regional training sessions provide a forum for information sharing, problem resolution, and process improvement. During each session, you will work with other dealership participants and JDIS experts to optimize your use of the *EQUIP* Business System.

Several regional training events have been scheduled for 2017. Each regional training event includes two sessions. Register for the session that corresponds to your role by visiting John Deere University at jdu.deere.com and searching by the course code below. The cost to attend is $200 per person, per day.

Parts and Service/Service Delivery course code: **DEV-10-IN3EQREGMTG**
Admin and Sales course code: **DEV-10-IN3EQREGMTGADM**

2017 REGIONAL MEETINGS*		
May 23	Olathe, KS	Parts and Service/Service Delivery
May 24	Olathe, KS	Admin and Sales/Rental
June 20	Senatobia, MS	Parts and Service/Service Delivery
June 21	Senatobia, MS	Admin and Sales
July 18	East Moline, IL	Parts and Service/Service Delivery
July 19	East Moline, IL	Admin and Sales
Aug. 15	Columbus, OH	Parts and Service/Service Delivery
Aug. 16	Columbus, OH	Admin and Sales
Sept. 19	Denver, CO	Parts and Service/Service Delivery
Sept. 20	Denver, CO	Admin and Sales
Oct. 17	Eagan, MN	Parts and Service/Service Delivery
Oct. 18	Eagan, MN	Admin and Sales

Dates and locations subject to change.

Custom Training

Is your dealership struggling with a specific process?

Do you have new staff or existing staff in new roles?

Could proactive training prevent reactive issues?

If you answered "yes" to any of these questions, JDIS Training Services can help! JDIS will provide custom training on any *EQUIP* or Service Delivery topic. This could save you time and expense!

Types of custom training:

– Custom, virtual classroom training
– Custom, onsite, classroom or one-on-one training
– Onsite, one-on-one training

To discuss your training needs or to obtain a training quote, contact your Dealer Systems Account Manager or call JDIS at 1-800-752-5347 and request information about custom training.

Rental Training

When was the last time you explored the features available in the *EQUIP* Rental module? Many enhancements have been added in recent releases - making it an effective tool for A&T and C&F dealers with rental operations.

If you would like to start utilizing the *EQUIP* Rental module, Dealer Solutions – JDIS can help you get up and running. JDIS will configure your system and provide custom training to meet your dealership's needs.

To learn more about the Rental application or to obtain a setup or training quote, contact your Dealer Systems Account Manager or call JDIS at 1-800-752-5347 and request rental information.

Mergers and/or Acquisitions

If your dealership plans to merge with another dealership or acquire another store location, JDIS provides *EQUIP* services to help. Not only do we provide services necessary to convert and merge your data, but we also provide formal classroom training or one-on-one assistance to ensure all of your stores are performing processes effectively.

Make JDIS *EQUIP* training a part of your merger and/or acquisition plans. Contact your Dealer Systems Account Manager for a dealer change quote that includes training services.

Curriculum for Financial and Sales

Accounting/Admin Personnel

These classes are for financial administrators who want to expand their knowledge of the *EQUIP* Business System. Visit John Deere University at jdu.deere.com and search by course title or course code for additional details and to enroll.

INTRODUCTION TO EQUIP				
WBT	JDIS EQUIP Basic Concepts	DEV-10-IN3EQFUNDBASIC	2 hours	$60
INTRODUCTION TO ADMIN				
WBT	JDIS EQUIP Introduction to Financial Concepts	DEV-10-IN3EQFUNDFIN	1 hour	$30
MORE ADVANCED FINANCIAL TOPICS				
DLC	JDIS EQUIP Review of Sales Tax Reports and Procedures	DEV-10-IN3EQSALETAXRPT	1 hour	$95
DLC	JDIS EQUIP Budgeting	DEV-10-IN3EQBUDGET	1 hour	$45
DLC	JDIS EQUIP Reconciling Warranties	DEV-10-IN3EQRECONWARR	1 hour	$95
DLC	JDIS EQUIP Preparing for a Financial Audit	DEV-10-IN3EQPREPAREAUDIT	1 hour	$95
DLC	JDIS EQUIP Managing Purchase Orders	DEV-10-IN3EQPURCHORDERS	1 hour	$95
DLC	JDIS EQUIP Year-End Processing	DEV-10-IN3EQYEAREND	1 hour	$95
ADDITIONAL TOPICS				
DLC	JDIS EQUIP Introduction to MSQuery 2007	DEV-10-IN3EQREPORTS7B	2 hours	$150
DLC	JDIS EQUIP MSQuery 2007 for Advanced Users	DEV-10-IN3EQREPORTS7A	2 hours	$150

Sales Professional

These classes are for sales professionals who want to expand their knowledge of the *EQUIP* Business System. Visit John Deere University at jdu.deere.com and search by course title or course code for additional details and to enroll.

INTRODUCTION TO EQUIP				
WBT	JDIS EQUIP Basic Concepts	DEV-10-IN3EQFUNDBASIC	2 hours	$60
INTRODUCTION TO EQUIP SALES				
WBT	JDIS EQUIP Sales Professional Concepts	DEV-10-IN3EQFUNDPERSON	1 hour	$30
ADDITIONAL TOPICS				
DLC	JDIS EQUIP Introduction to MSQuery 2007	DEV-10-IN3EQREPORTS7B	2 hours	$150
DLC	JDIS EQUIP MSQuery 2007 for Advanced Users	DEV-10-IN3EQREPORTS7A	2 hours	$150

Curriculum for Parts Personnel

Parts Professional

These classes are for parts professionals with diverse skill levels that want to expand their knowledge of the Parts module within the *EQUIP* Business System. Visit John Deere University at jdu.deere.com and search by course title or course code for additional details and to enroll.

INTRODUCTION TO EQUIP				
WBT	JDIS EQUIP Basic Concepts	DEV-10-IN3EQFUNDBASIC	2 hours	$60
INTRODUCTION TO EQUIP PARTS COUNTER OPERATIONS				
WBT	JDIS EQUIP Parts Fundamentals	DEV-10-IN3EQFUNDPARTS	1 hour	$30
DLC	JDIS EQUIP The Basics of Selling In-Stock Parts	DEV-10-IN3EQPARTBASIC1	1.5 hours	$150
DLC	JDIS EQUIP The Basics of Selling Out-of-Stock Parts	DEV-10-IN3EQPARTBASIC2	1.5 hours	$150
DLC	JDIS EQUIP Parts on Work Orders, Credit Notes, Customer Payments	DEV-10-IN3EQPROCESSES1	1 hour	$95
DLC	JDIS EQUIP Non-John Deere Parts Ordering and Receipting	DEV-10-IN3EQNONJDPARTS	1.5 hours	$150
INTRODUCTION TO EQUIP PARTS MANAGER OPERATIONS				
DLC	JDIS EQUIP Processing a John Deere Stock Order	DEV-10-IN3EQJDSTOCKORD	1.5 hours	$150
DLC	JDIS EQUIP Receipting and Adjusting a John Deere Stock Order	DEV-10-IN3EQRAJDSTOCKORD	1 hour	$95
DLC	JDIS EQUIP Surplus Returns, Special Terms Orders, Stock Transfers	DEV-10-IN3EQPROCESSES2	1 hour	$95
DLC	JDIS EQUIP Performing Advanced Parts Functions and Reporting	DEV-10-IN3EQADVPARTS	1 hour	$95
MORE ADVANCED PARTS TOPICS				
DLC	JDIS EQUIP Optimize Your Parts Ordering	DEV-10-IN3VNDPOBB	2 hours	$150
DLC	JDIS EQUIP Become a Power User in Parts	DEV-10-IN3EQPARTSPOWER	1.5 hours	$150
ADDITIONAL TOPICS				
DLC	JDIS EQUIP Introduction to MSQuery 2007	DEV-10-IN3EQREPORTS7B	2 hours	$150
DLC	JDIS EQUIP MSQuery 2007 for Advanced Users	DEV-10-IN3EQREPORTS7A	2 hours	$150

Prices and courses subject to change.

Curriculum for Service Personnel

Service Writer/Service Manager

These classes are for service writers/managers that want to expand their knowledge of the Service Delivery application. Visit John Deere University at jdu.deere.com and search by course title or course code for additional details and to enroll.

INTRODUCTION TO EQUIP				
WBT	JDIS EQUIP Basic Concepts	DEV-10-IN3EQFUNDBASIC	2 hours	$60
INTRODUCTION TO SERVICE DELIVERY OPERATIONS				
WBT	JDIS Service Delivery - Service Technician	DEV-10-IN3SDSTC	1 hour	$30
WBT	JDIS Service Delivery - Service Manager	DEV-10-IN3SDSM	1 hour	$30
DLC	JDIS Service Delivery Opening Retail Work Orders	DEV-10-IN3SDOPENWO	1.5 hours	$150
DLC	JDIS Service Delivery Maintaining Retail Work Orders	DEV-10-IN3SDMAINTWO	1.5 hours	$150
DLC	JDIS Service Delivery Previewing and Adjusting Retail Work Orders	DEV-10-IN3SDPREVIEWWO	1.5 hours	$150
DLC	JDIS Service Delivery Processing Quotes, Internal, and Warranty Work Orders	DEV-10-IN3SDPROCESSWO	1.5 hours	$150
INTRODUCTION TO STANDARD JOB PRICING				
DLC	JDIS EQUIP Introduction to Standard Job Pricing	DEV-10-IN3EQJOBPRICE	2 hours	$150
SERVICE MANAGEMENT REPORTS				
DLC	JDIS EQUIP Service Management Reports: Analyzing Technician Performance	DEV-10-IN3EQTECHPERF	2 hours	$150
MORE ADVANCED SERVICE TOPICS				
DLC	JDIS Service Delivery: Become a Power User in Service Delivery	DEV-10-IN3SDPOWER	1.5 hours	$150

Prices and courses subject to change.

Earn EDUCATE Credits

Did you know you may earn EDUCATE credits upon completion of each Distance Learning Class? Learning and continuous education are key components of the EDUCATE program, and will help to ensure your ongoing success.