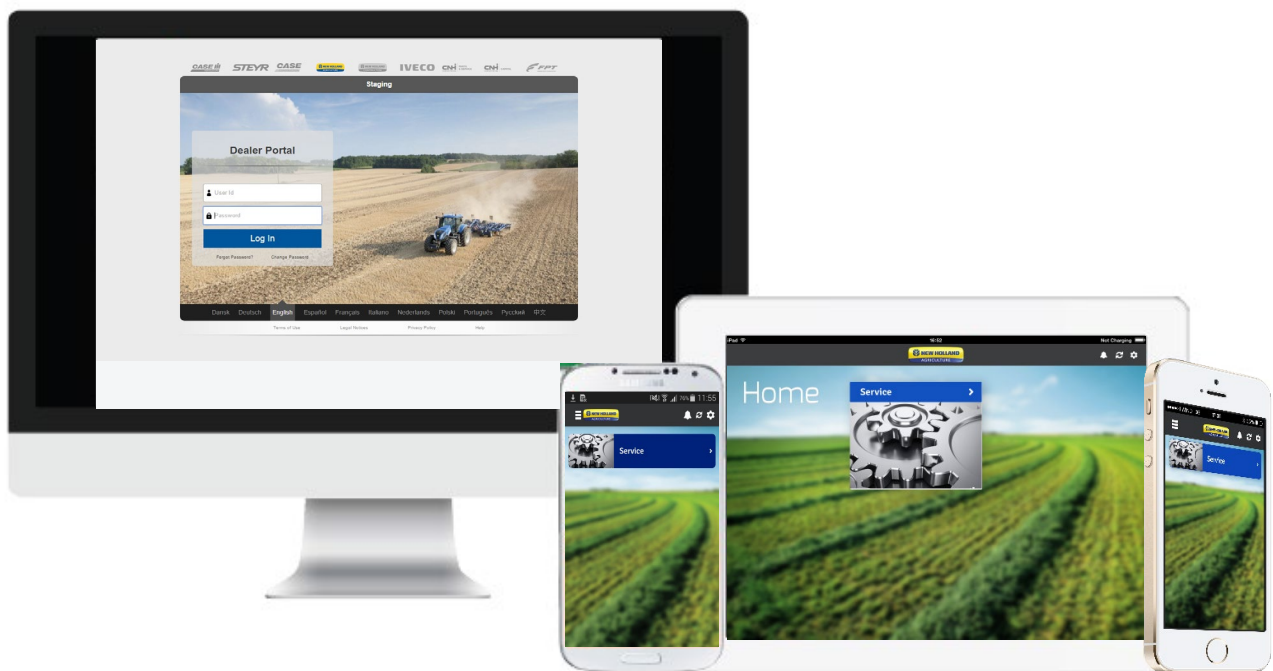


# Customer Product Delivery Process

## Comprehensive User Guide



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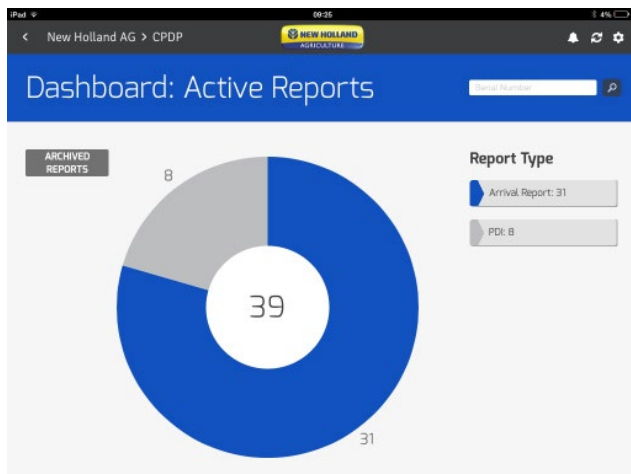
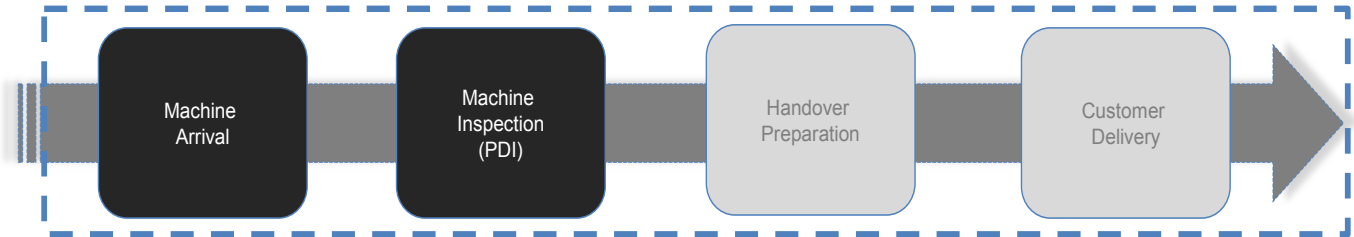
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## Project Overview

### Customer Product Delivery Process (CPDP):

#### Product Arrival and PDI Procedure

#### Process:



**SERIAL N°:2103015105 (Arrival Report)**

Order and shipping conditions

General Appearance

Category	Not Acceptable	Acceptable
Overall appearance	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Unit cleanliness	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Paint (overall machine)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Labels and decals (damage - color)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Protective plastic seat covers, floor mats & covers - Where Applicable	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Rust (overall machine)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

FINALIZE

#### Benefits:

- Delivery of a product subject to 100% dealer preparation and inspection
- Facilitate Dealer operation at Arrival and PDI removing paper copies
- Manage the process of Quality Checks for products that the Dealer receives and to capture accurate quality data
- Provide a tool to plant and quality managers to manage reporting on issues to improve product quality at an early stage of the product life-cycle

# Tool Benefits

- Perform Arrival and PDI reports on tablet, mobile or web.
- Checks can be done online / offline.
- The tool is user-friendly.
- Photos can be attached.
- PIP alerts and SN Data notifications are available on the device (where present in source systems).
- The collected data is digitally archived.
- Data is immediately visible to Plant and corrective actions can be taken quicker.

## Supported Platforms

### Apple

Operating System: iOS 7 or greater (iOS 8 recommended)

- Apple iPad 2 onwards
- Apple iPad Mini Tablet/Phone
- Apple iPhone 5/S/C onwards



### Android

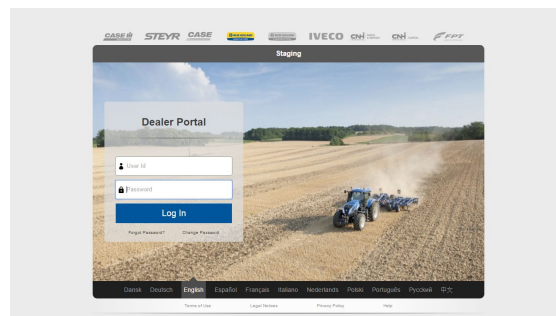
Operating System: 4.0 or greater for major Android brands

- Android Tablets
- Android Smartphones



### Dealer Portal

- Laptop and Desktop computers



*\*Future Supported platforms - Windows 8 Tablets*

# MDC Installation & Tool Access

## Tool Access

### Dealer Interface - Access Instructions

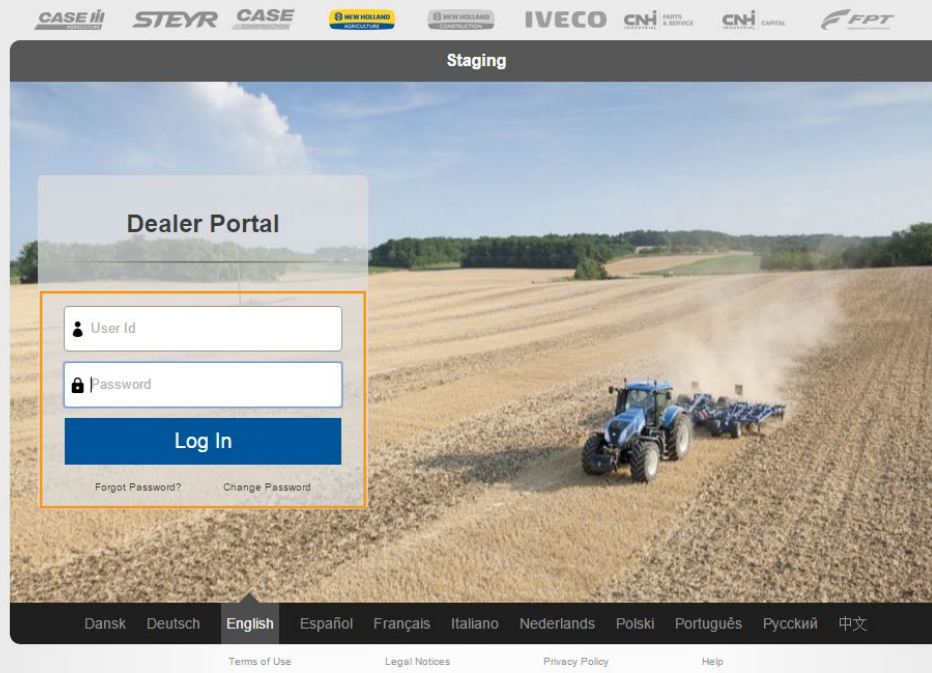
The new Customer Product Delivery Process app can be accessed through the Dealer Portal on web-platform (laptop and desktop computers) and through the MDC (Mobile Dealer Connect) app platform (Tablet, iPad, iPhone, Android). The app access conditions are the same as the web access condition, through dealer's credentials.



## Dealer Portal

### Access CPDP through Dealer Portal

To access the CPDP application through Dealer Portal, log in to Dealer Portal using your DP User ID and Password.



Staging

Dealer Portal

User Id

Password

Log In

[Forgot Password?](#) [Change Password](#)

Dansk Deutsch **English** Español Français Italiano Nederlands Polski Português Русский 中文

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## Dealer Portal (continued):

Click on the **SERVICE** icon and then select **CPDP** on the right side of the page.

The screenshot shows the New Holland Dealer Portal dashboard. The top navigation bar includes links for Wholefoods, PLM, Parts, Service, and CMH Industrial Capital. The 'Service' menu is currently selected. On the right side, under the 'Links' section, the 'CPDP' link is highlighted with a red box. The main content area displays a table of service events, a news section, and a calendar for August 2015.

Device Name	Device	Model	Logoff Date	Status
UAG00655	JP	CR600	24/9/2015	Approved
UAG00647	JP	CR10.90_T0P43	24/9/2015	Approved
UAG00633	Alan Van Der Merwe	CTHR	12 DEC 2015	In Progress

**News**

Do not download Windows 10 on iST computers at this time (1/2/2016)  
 CMH Industrial will inform users when Windows 10 can be downloaded.  
 [Web Aug 12 12:00:00 BST 2015]

**Links**

- ASIST
- Attachments and OIA (Dealer Installed Accessories)
- Buy Agriculture Merchandise
- CRM Web University
- CPDP**
- CSRS
- CTH
- GPS Receiver Upgrade
- GSQT
- NAS Variables
- Network Resources Tool
- Next Generation Parts Catalog (NGPC)
- Online Warranty Claim Management
- Online Warranty Terms Procedures Manual

## Mobile Dealer Connect (MDC) Application

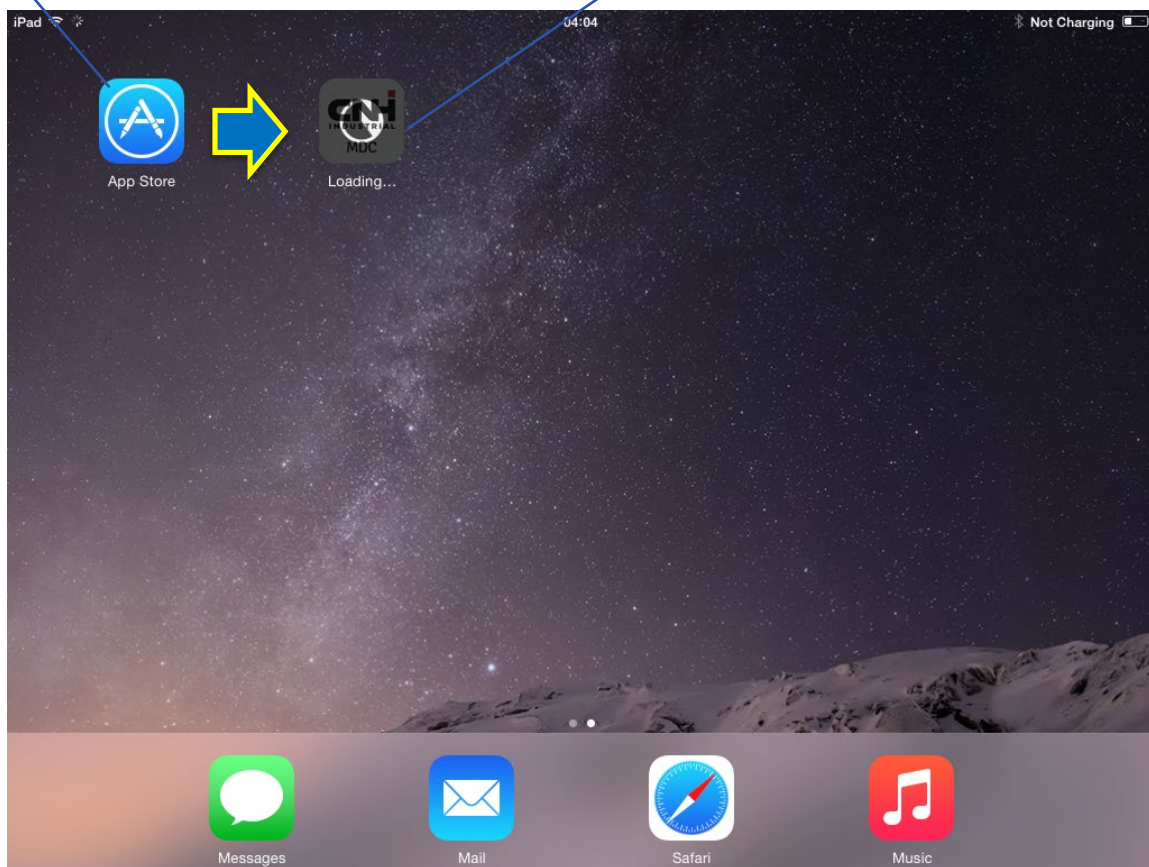
Application for iPad, iPhone Android Tablet, Android Smartphone

### MDC App Installation:

To access the CPDP tool for any of the supported mobile devices, you will need to launch the previously installed CNH MDC application.

1. Locate CNH MDC on the App Store

2. Install the CNH MDC application on your device

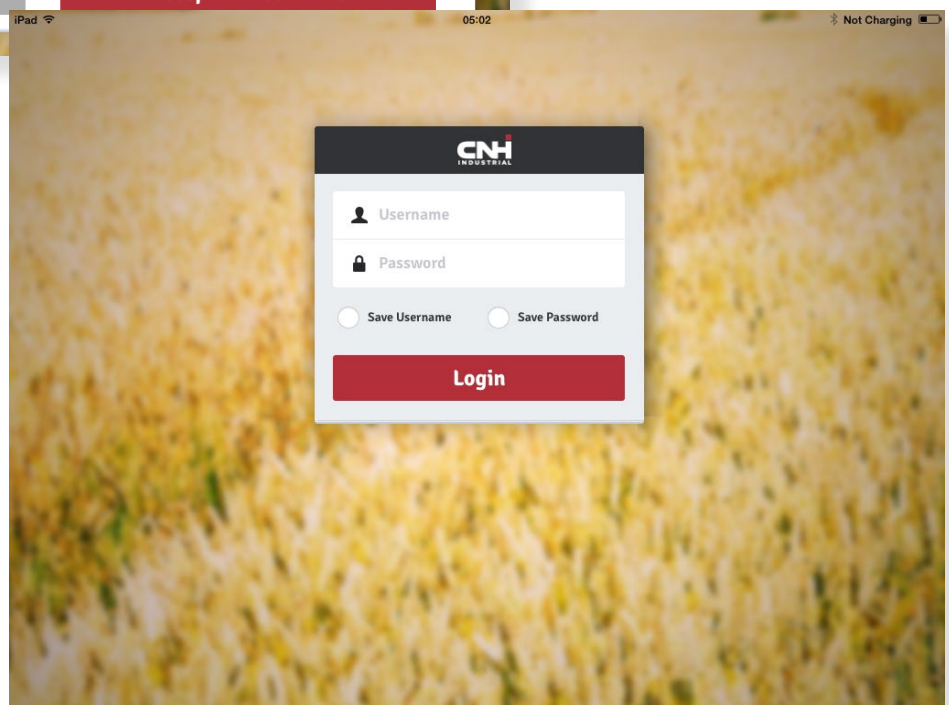
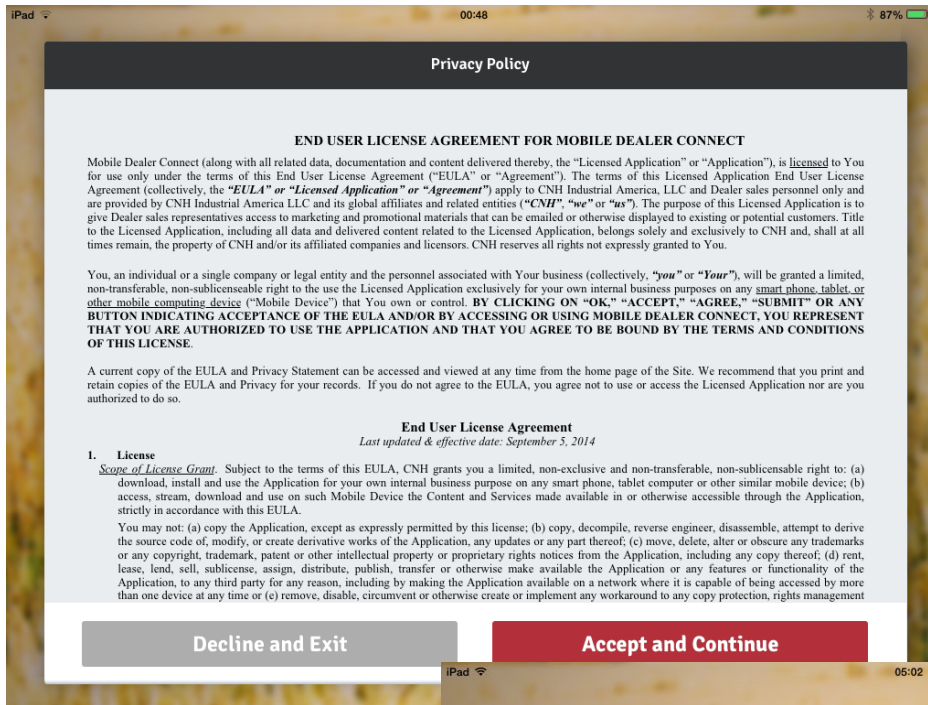


**Android users will need to locate the CNH MDC app on the Google Play Store,**

## MDC Application (continued):

### Secure Login:

- Accept the Privacy Policy
- Login to MDC using your Dealer Portal ID Username and Password

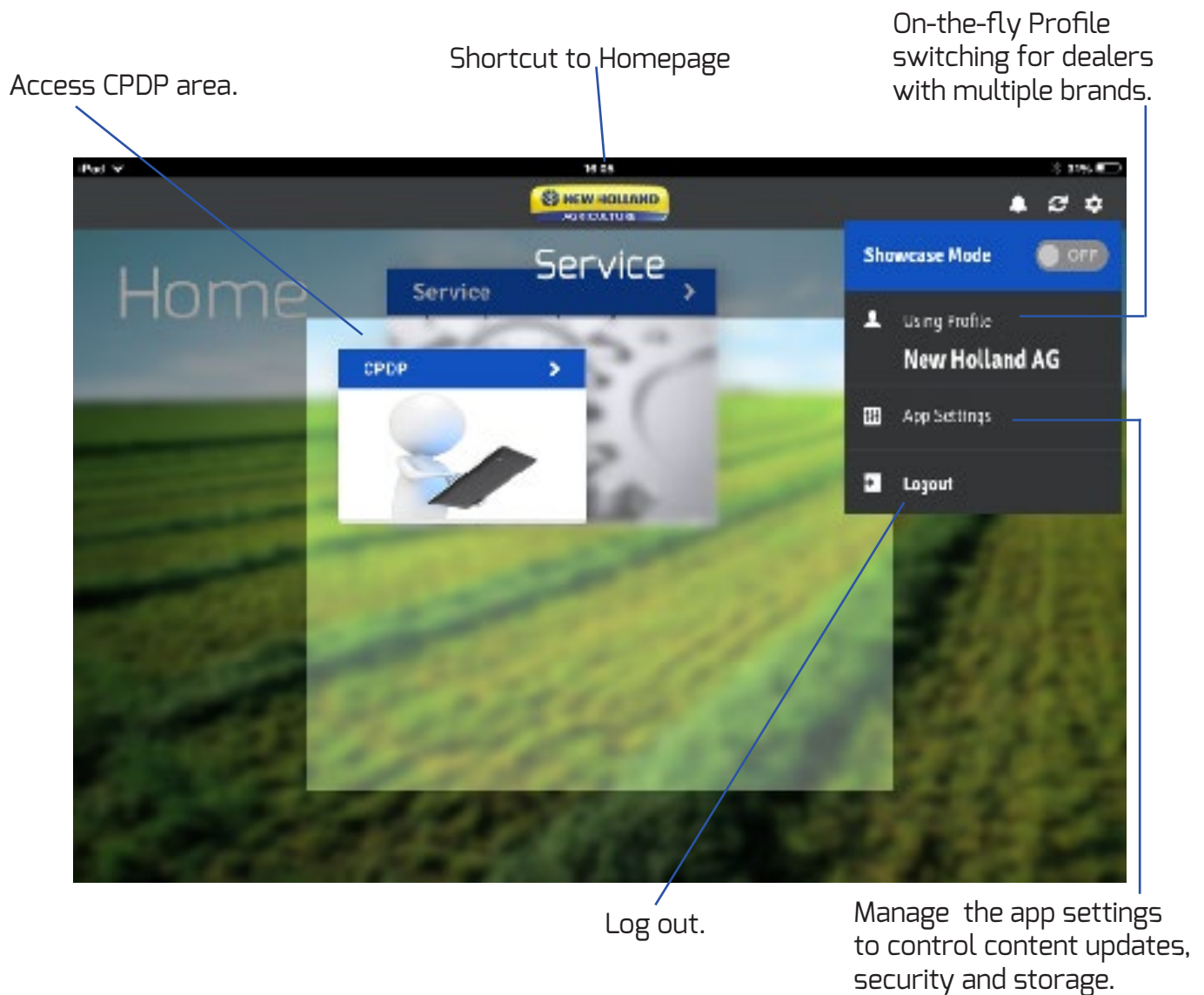


# Home Page & Dashboard

## Home Page

### Navigation Overview:

- Once you launch the CPDP app on your device you'll be shown the CPDP Homepage.
- Tap on Service and then CPDP to access your active Dashboard page

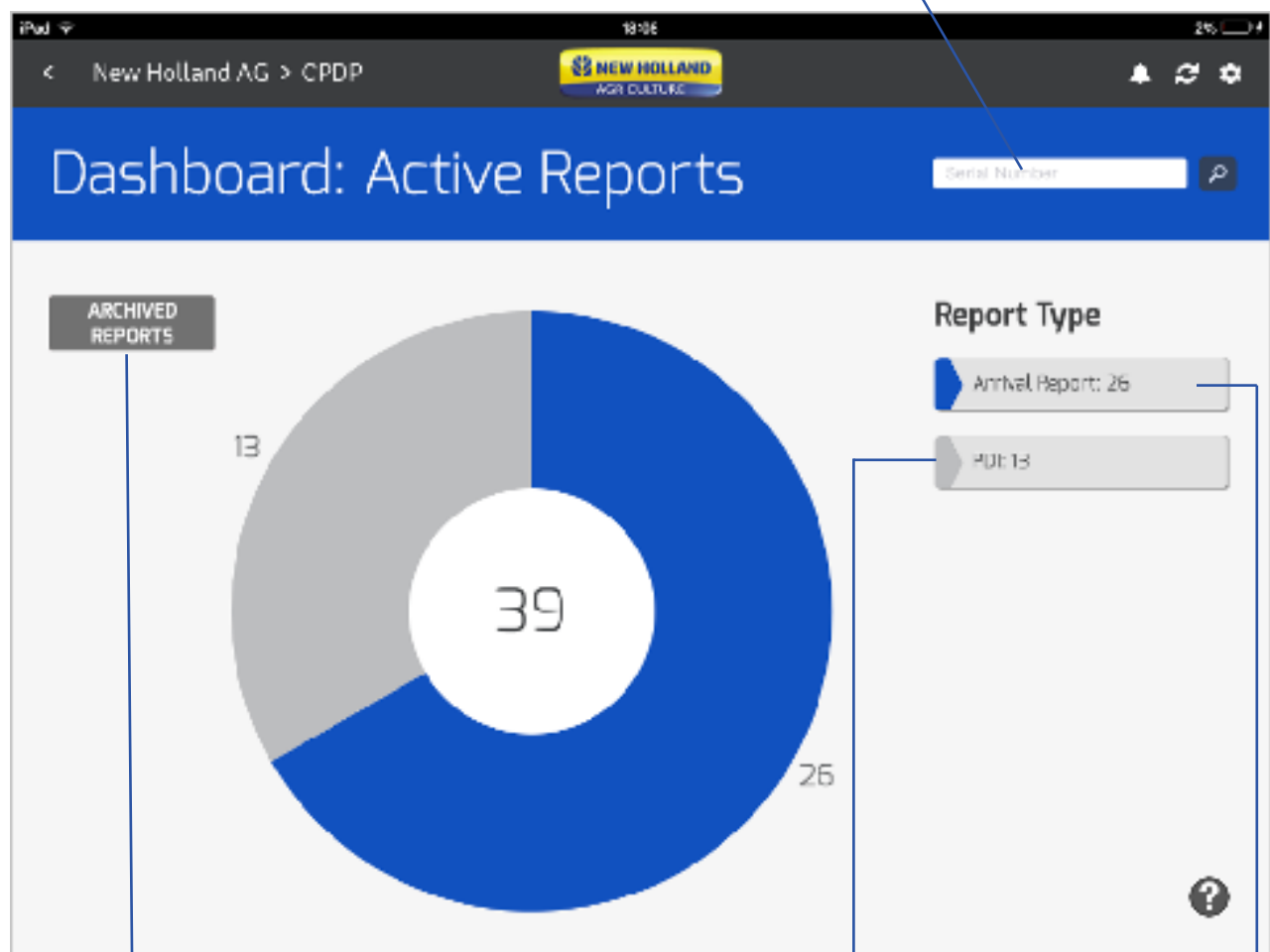


## Dashboard

### Active Reports Page

The dashboard shows you a quick overview of products that are associated to your dealer ship-to code in various stages and need to be processed.

The search function gives you the possibility to look for a serial number in case you can't find the SN in the Arrival Report or PDI lists.



The submitted reports are stored in the Archived Reports area.

Tap on Arrival Report to start the product initial quality checks.

Tap PDI to start the Pre-Delivery Inspection checks.

## Arrival Report

### Main Scope of the Arrival Report

For the new Customer Product Delivery Process to work we will need all dealers to perform a thorough Arrival Report upon the Product Arrival at the dealership. The quicker feedback is provided the faster our plants can take corrective action on any defect that may be found.

**This report replaces the DRR paper form**



The new process does not replace standard Short Shipment and Damage form processes

### Equipment Inventory

After having launched the Arrival Report, you'll be shown a list of equipment associated with your dealer ship-to code. Select the equipment you need to perform the checks for or use the «search function» to locate the piece of equipment you are looking for. This search is local, and searches for S/Ns within the Arrival Report page.

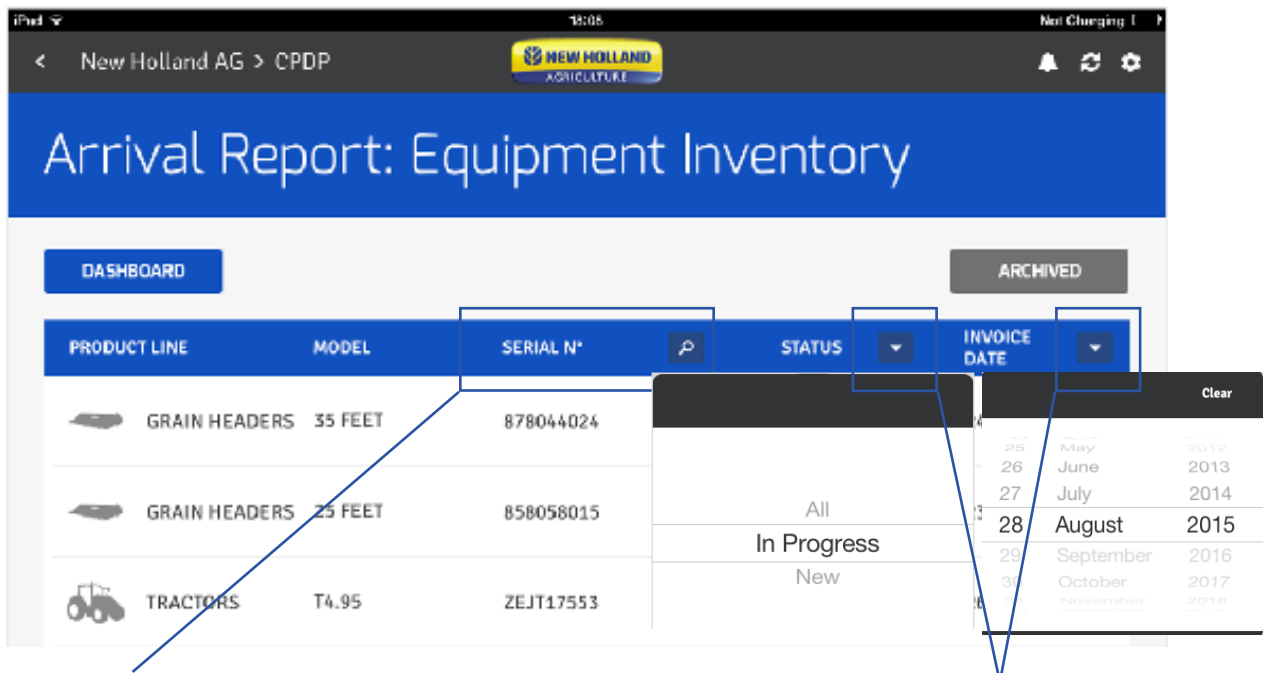
Searches for S/Ns within the Arrival Report S/N list.

A quick PIP notification is available by tapping on the red icon.

PRODUCT LINE	MODEL	SERIAL N°	STATUS	INVOICE DATE
GRAIN HEADERS	35 FEET	878044024		24/08/15
GRAIN HEADERS	25 FEET	558058015		23/08/15
TRACTORS	T4.95	ZEJT17553		26/07/15

## Arrival Report (continued):

Search filters by **STATUS** and **INVOICE DATE**

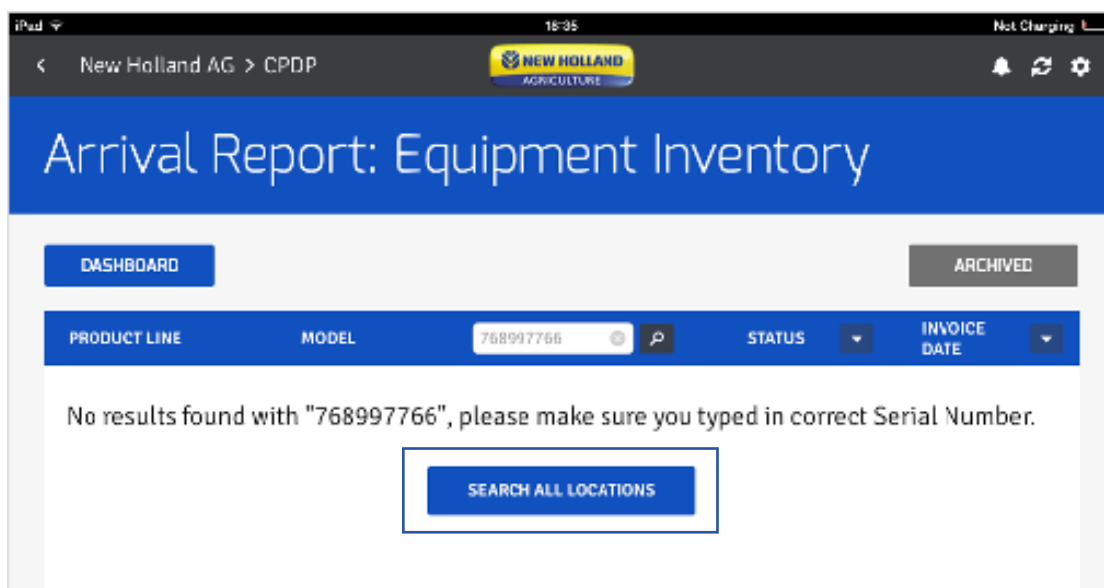


Tap and fill in the serial number you are searching for.

Option to filter by Status or Invoice Date.

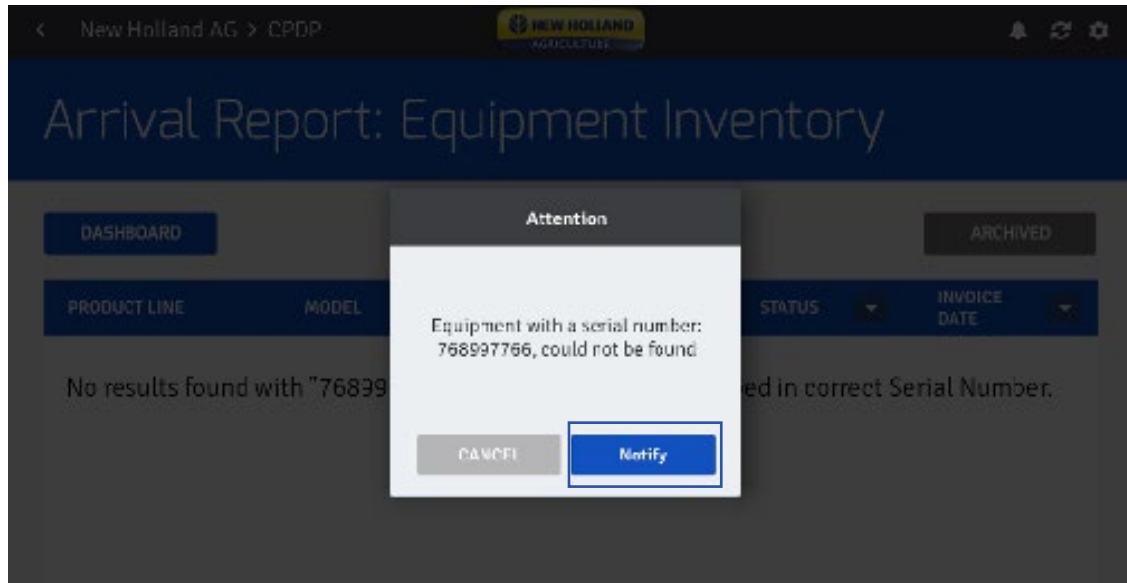
## The Search Function

If the serial number you are looking for is not found, you will be given the opportunity to **SEARCH ALL LOCATIONS**.

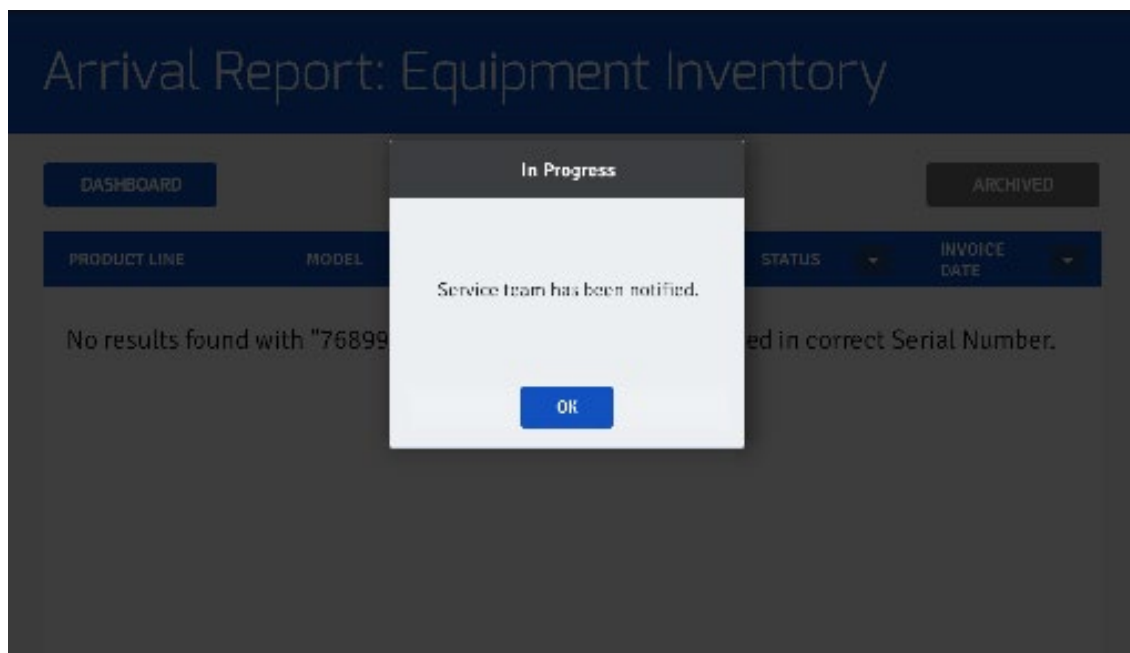


## The Search Function (continued)

If you select this option and your item is still not found you can choose to notify the service team.



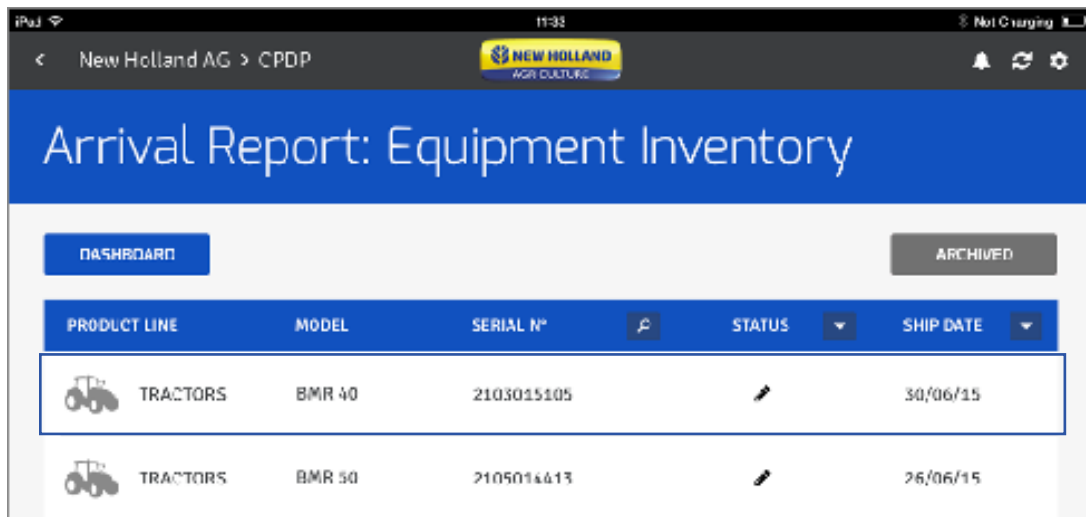
The service team will manage your request.



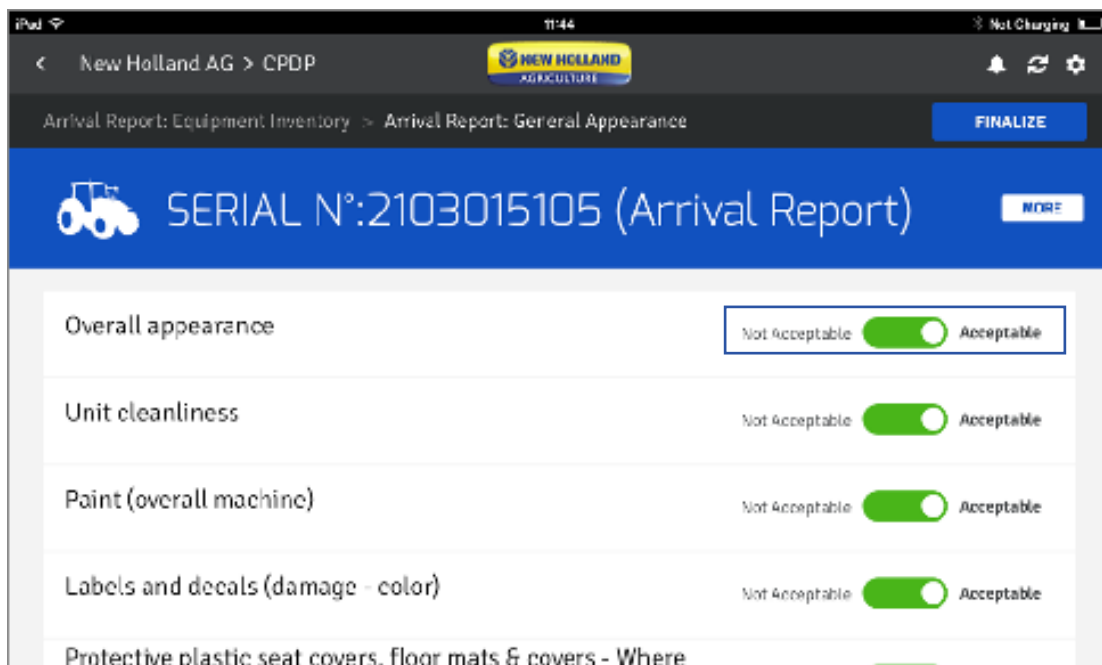
## Arrival Report (continued):

### How to fill out an Arrival Report

Once you locate the piece of equipment you were searching for, tap on it to start the product quality checks.

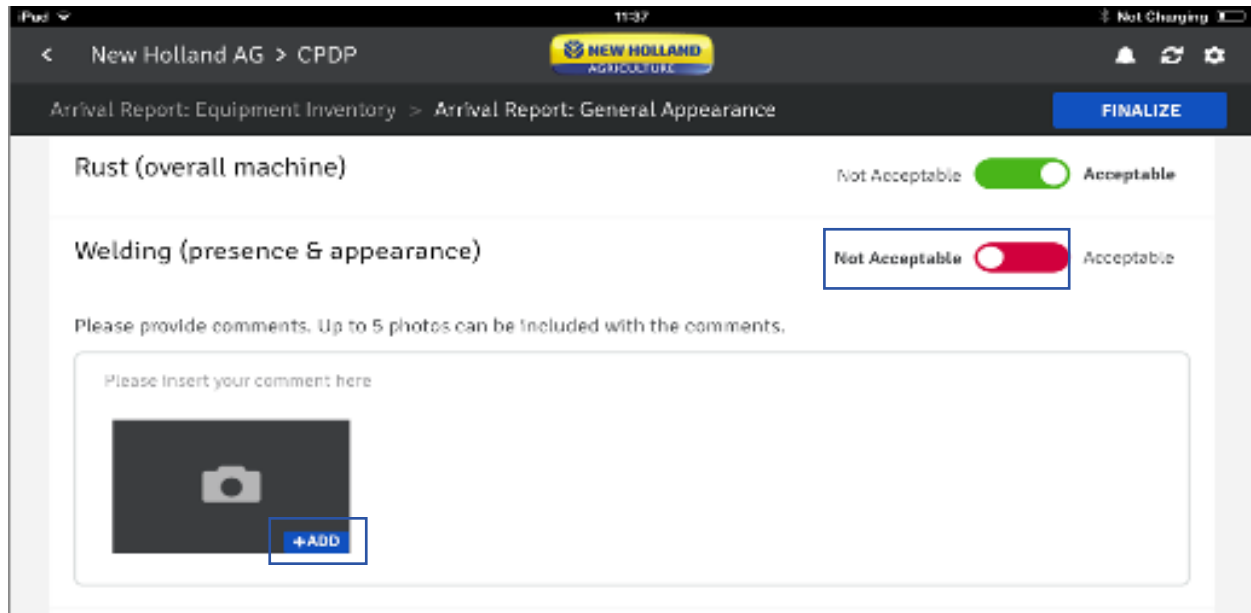


The Arrival Report application is not meant to be a deliberate equipment check. It has been designed as a tool to allow to capture deficiencies with pieces of equipment as they arrive from the plant. By default, all items are set to acceptable. When something is identified as **Not Acceptable**, simply tap on the button and the status changes to not-acceptable.

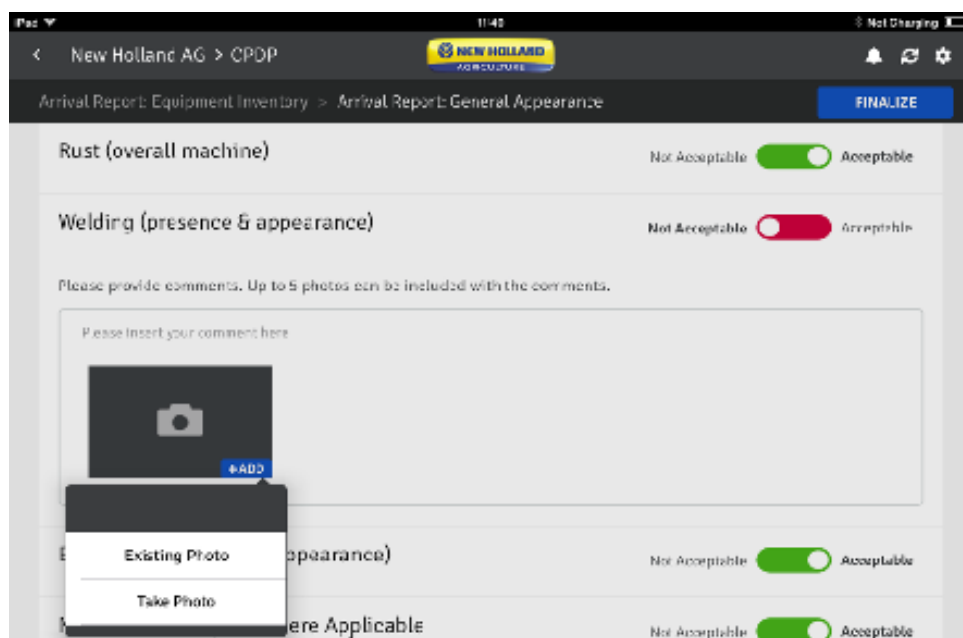


## How to fill out an Arrival Report (continued)

Once you change an item status to not-acceptable, you'll be required to provide more information, such as a comment or a picture. You are required to add a comment even if you choose not to add a photo. To add a photo simply tap on the «add» icon. You can add up to 5 photos per check and 25 photos per report.



You can choose to add an existing photo or take a new photo. Tapping on existing photo, will open the photo gallery and you can select an existing photo. Tapping on **take photo** will open the camera. Once you take a picture of the issue you can choose to either re-take the photo or use the photo. You can remove an already attached photo as well. When you have finished adding the comment, tap **next** to continue the Arrival Report.



## How to fill out an Arrival Report (continued)

Scroll through the list and identify any issues that are not-acceptable. Move sections as you notice issues while doing your walk around of the machine.

The screenshot shows the 'Arrival Report: General Appearance' section for SERIAL N°:2103015105. The 'Rust (overall machine)' section is highlighted with a blue line. The bottom navigation bar shows 'Order and shipping conditions' and 'General Appearance'.

Category	Not Acceptable	Acceptable
Overall appearance	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Unit cleanliness	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Paint (overall machine)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Labels and decals (damage - color)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Protective plastic seat covers, floor mats & covers - Where Applicable	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Rust (overall machine)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Tap on **MORE** to see Product Order Specifications and PIP details. These details are available only from active source data.

The screenshot shows the 'Arrival Report: General Appearance' section for SERIAL N°:2103015105. The 'MORE' button is highlighted in the top right corner.

Category	Not Acceptable	Acceptable
Overall appearance	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Unit cleanliness	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Paint (overall machine)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## How to fill out an Arrival Report (continued)

Product Order Specifications and PIP Info is available only if provided from SAP Revenue cycle.

Product Line:TRACTORS  
Model:BMR 40  
Order Type:Dealer Stock  
Expected Delivery Date:12/05/15

Technician:EUR-TST100A Dealer Employee  
E-mail:eur100test@cnh.com

Report Type	Report Status	Date
Arrival Report		-
PDI		-

PRODUCT ORDER SPECIFICATIONS +

PIP INFORMATION +

BRAND NEW HOLLAND AG

Characteristic for "Camper" No camperista

ENGINE POWER 40 HP

Tap **X** to close this page.

The tabs on the bottom of the screen, allow you to move in between any of these sections at any time.

Arrival Report: Equipment Inventory > Arrival Report: General Appearance

SERIAL N°:2103015105 (Arrival Report)

Overall appearance Not Acceptable ☒ Acceptable

Unit cleanliness Not Acceptable ☒ Acceptable

Paint (overall machine) Not Acceptable ☒ Acceptable

Labels and decals (damage - color) Not Acceptable ☒ Acceptable

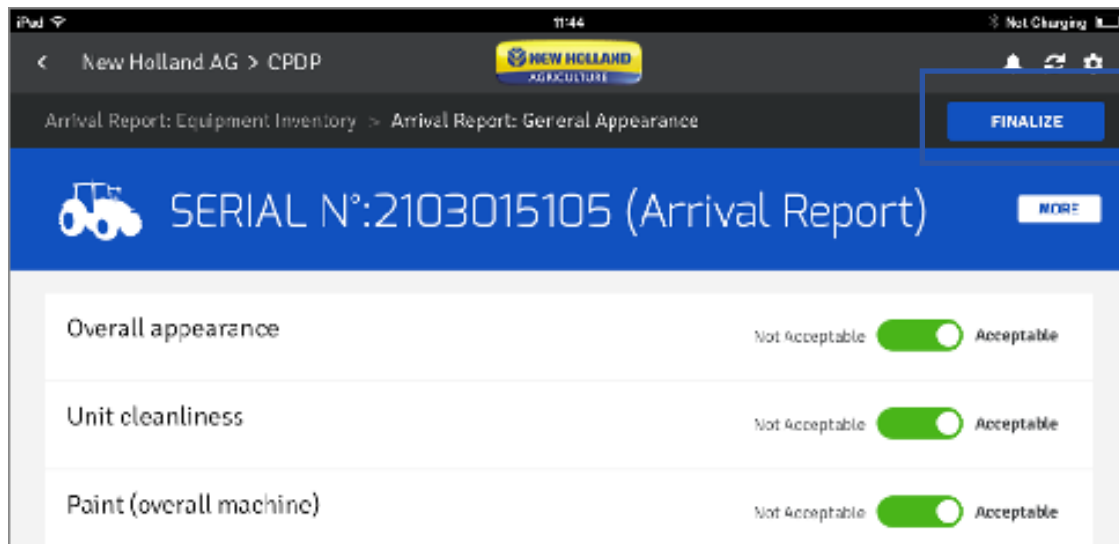
Protective plastic seat covers, floor mats & covers - Where Applicable Not Acceptable ☒ Acceptable

Rust (overall machine) Not Acceptable ☒ Acceptable

Order and shipping conditions General Appearance

## How to fill out an Arrival Report (continued)

When you finished your checks click on **FINALIZE**.



iPad 11:44 Not Charging

New Holland AG > CPDP

Arrival Report: Equipment Inventory > Arrival Report: General Appearance

**SERIAL N°:2103015105 (Arrival Report)**

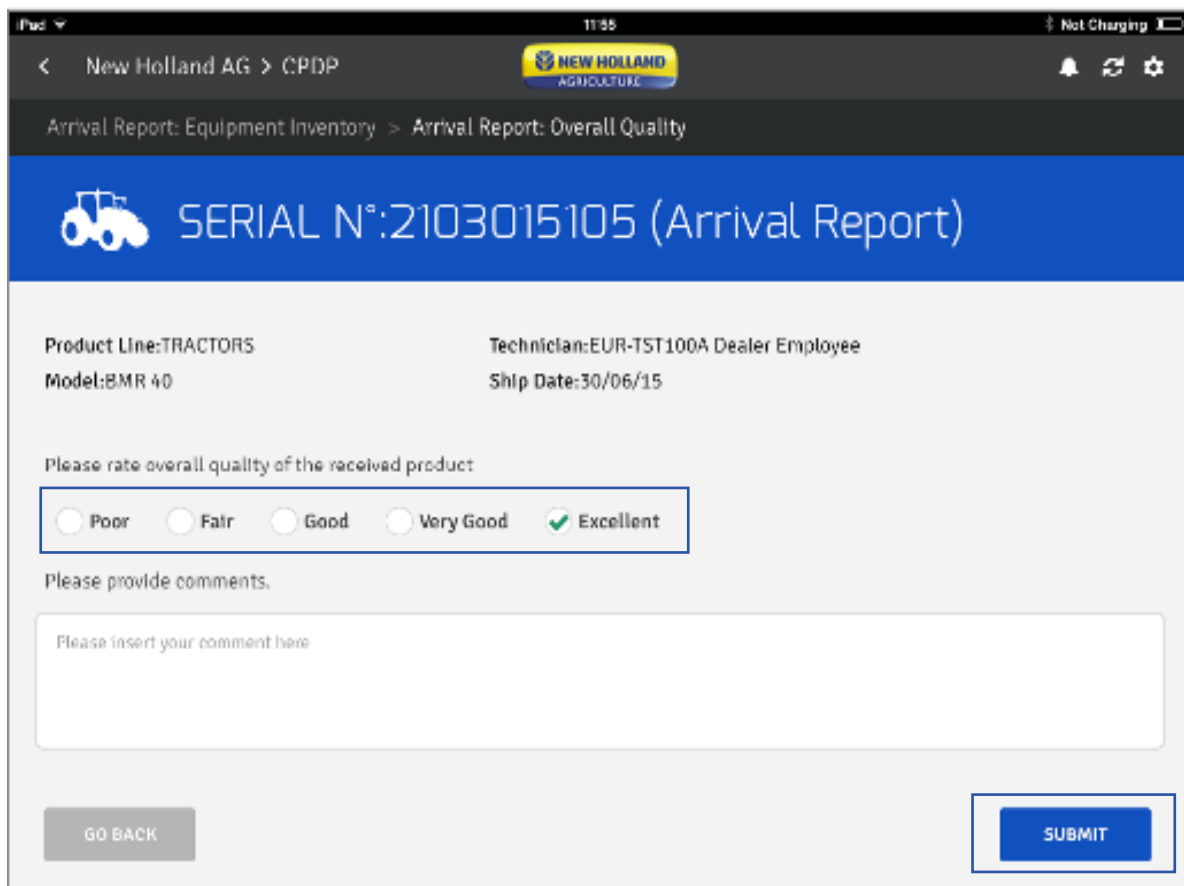
Overall appearance Not Acceptable ☒ Acceptable

Unit cleanliness Not Acceptable ☒ Acceptable

Paint (overall machine) Not Acceptable ☒ Acceptable

**FINALIZE**

You'll be then asked to give an overall quality rating of the received product. You can also add a comment. Tap on **SUBMIT**.



iPad 11:55 Not Charging

New Holland AG > CPDP

Arrival Report: Equipment Inventory > Arrival Report: Overall Quality

**SERIAL N°:2103015105 (Arrival Report)**

Product Line:TRACTORS Technician:EUR-TST100A Dealer Employee  
Model:BMR 40 Ship Date:30/06/15

Please rate overall quality of the received product

☐ Poor ☐ Fair ☐ Good ☐ Very Good ☒ Excellent

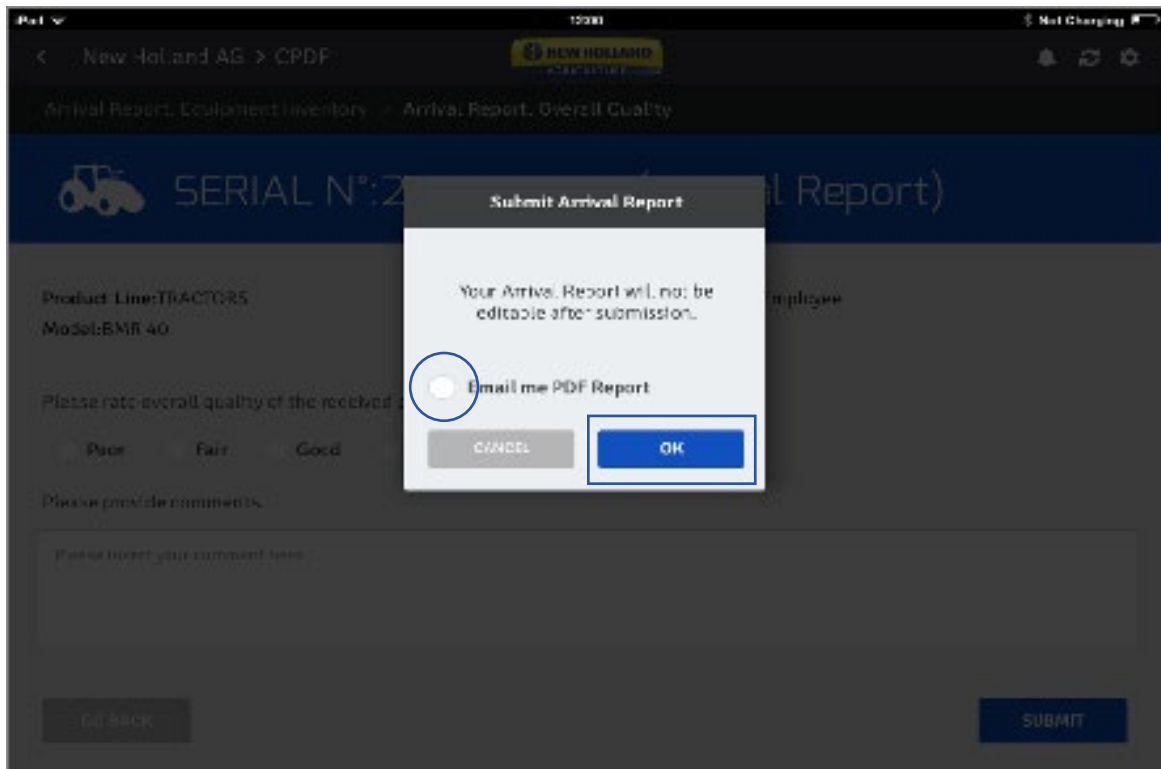
Please provide comments.

Please insert your comment here

**GO BACK** **SUBMIT**

## How to fill out an Arrival Report (continued)

You can choose to send a copy of the report by email. The email will be sent to your email address. It will include a link from which you can download the Arrival Report including comments and photos in a pdf format. Note, you need to be logged in the Dealer Portal to download the PDF.



By tapping on **OK** your Arrival Report will not be editable and will be submitted.

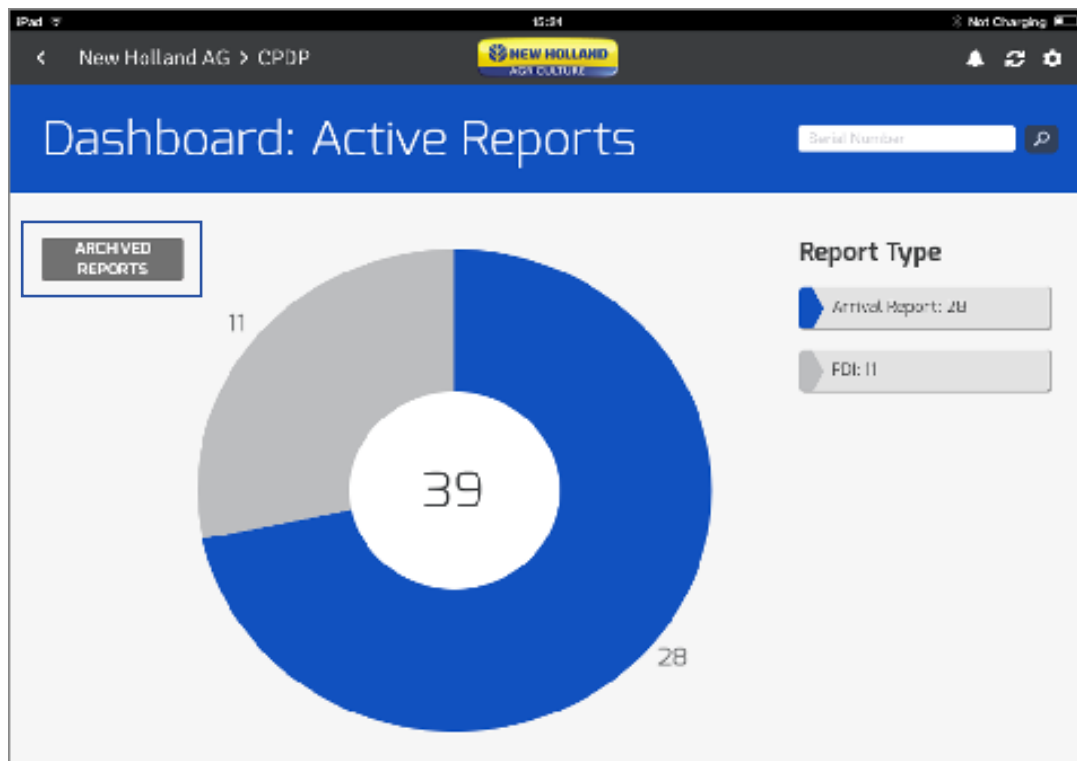
## Arrival Report (continued):

What happens after the submission

After submitting the Arrival Report, you'll be taken back to the Arrival Report page.

PRODUCT LINE	MODEL	SERIAL N°	STATUS	INVOICE DATE
GRAIN HEADERS	25 FEET	858058015		23/08/15
TRACTORS	BMR 25	2199012925		26/06/15
GRAIN HEADERS	40 FEET	888064009		25/06/15

The Arrival Report you have just submitted has moved from the Arrival Report section to the PDI section. A copy of your submitted Arrival Report is also stored in the Archived Reports area and **the data is immediately visible to Plant Quality Teams.**



## PDI Report

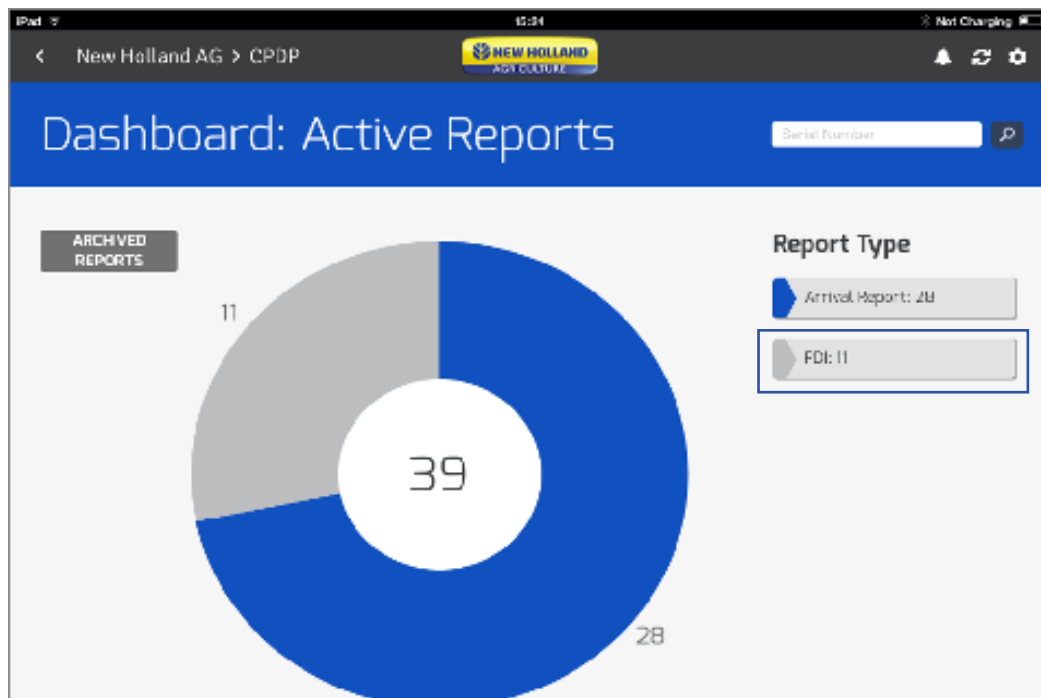
### PDI Main Scope

The main scope of the pre-delivery inspection is to deliver our products in the highest possible quality to our customers and thanks to the PDI feedback take appropriate corrective actions. The dealers inspection checks are then validated by our Plant Quality Teams who then put in place the required action plan. So far this was done through paper work, fax, mail and through the online Dealer Portal PDI tool link.



### How to fill out a PDI Report

Access PDI on your active dashboard page.

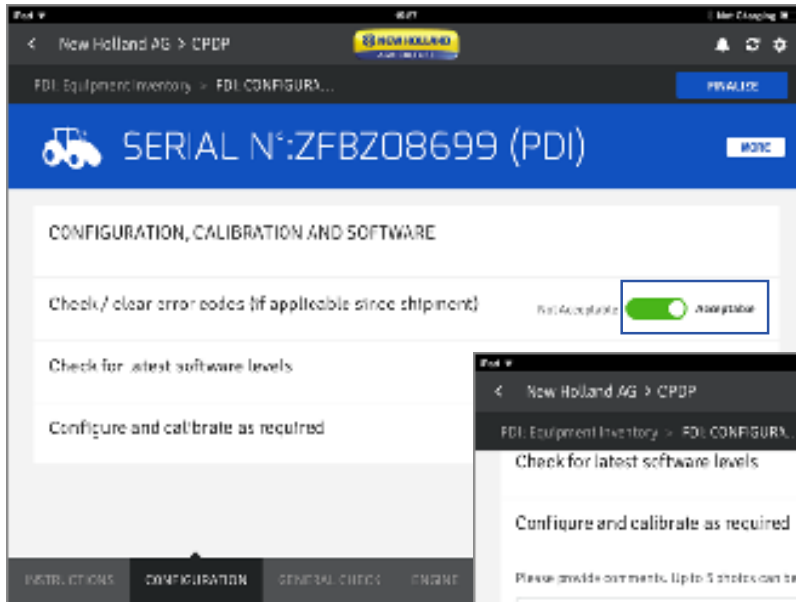


## How to fill out a PDI Report (continued)

You can scroll through the list or use the search function to identify the serial number you need to do the checks for. Once you locate the serial number tap on it.

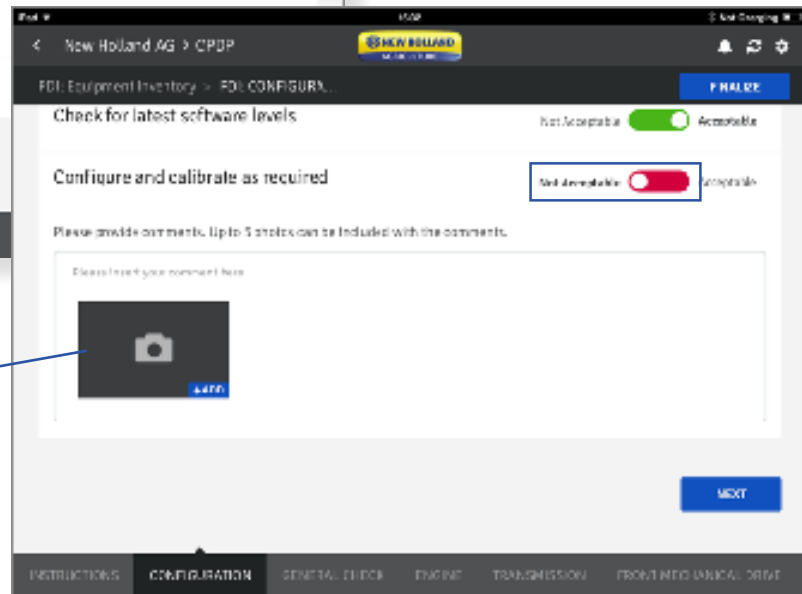
PRODUCT LINE	MODEL	SERIAL N°	STATUS	SHIP DATE
TRACTORS	T7.235 PC	ZF3Z08699		16/07/15
TRACTORS	T4.95	210T07361		16/07/15
COMBINES	CR9.90	811962005		30/06/15
TRACTORS	BMR 40	2103015104		30/06/15
TRACTORS	T7.235 PC	ZCBZ13204		30/06/15
TRACTORS	BMR 40	2103015112		30/06/15

## How to fill out a PDI Report (continued)

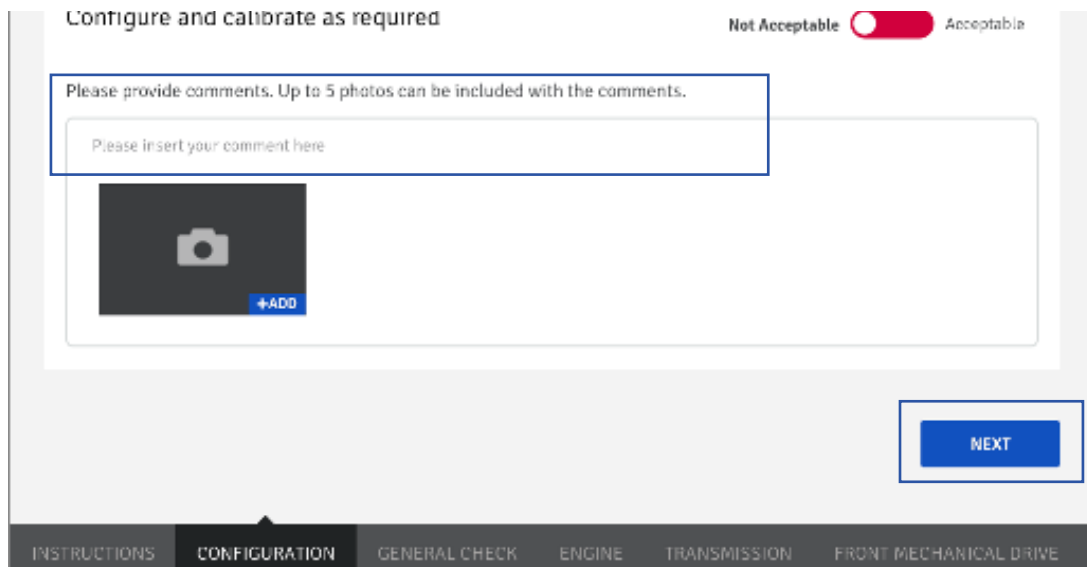


All of the items are set to **Acceptable**. If you notice an item that is **Not Acceptable**, simply tap on it and the status changes to Not Acceptable.

You can add 5 photos per comment and up to 25 photos per report.

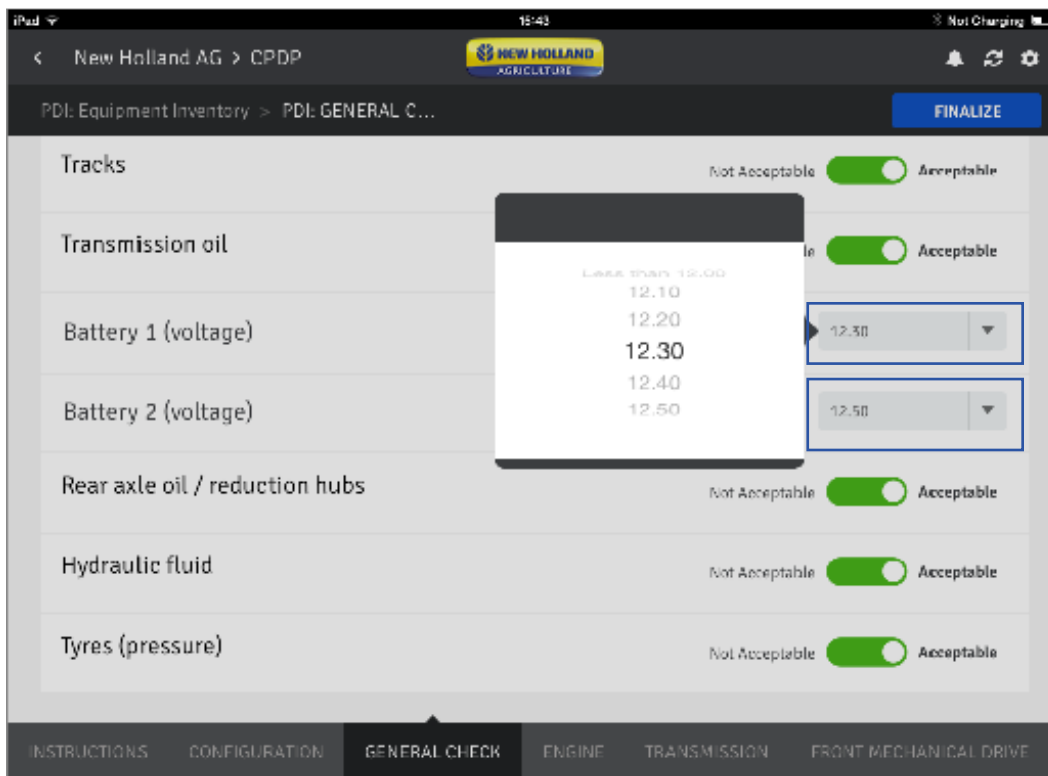
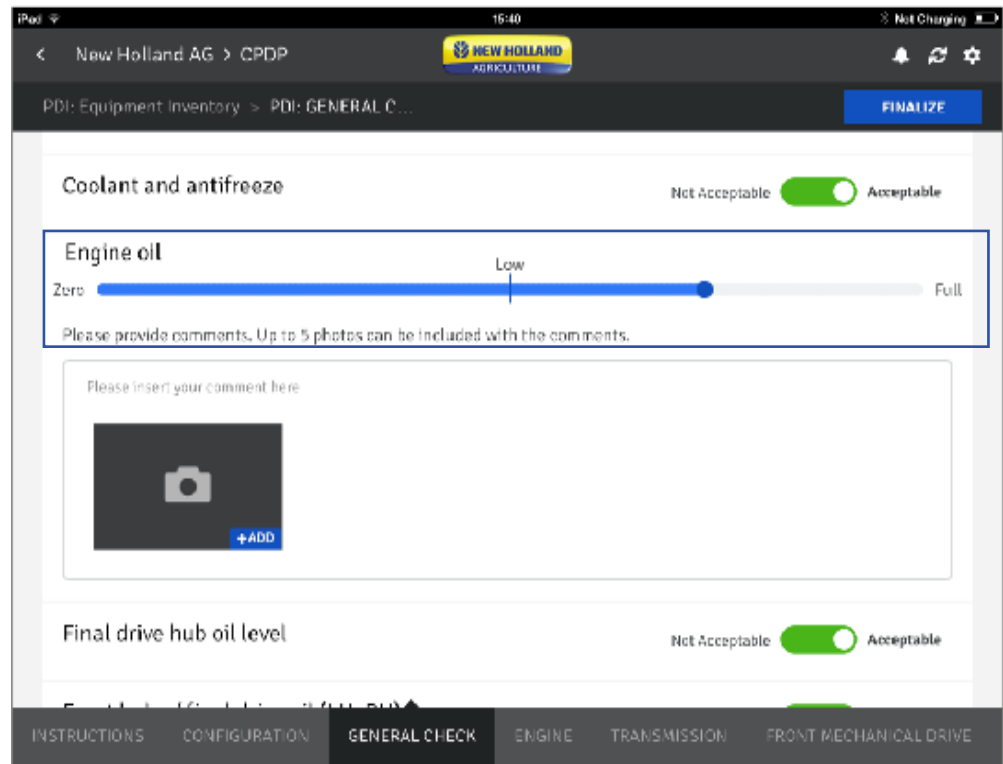


You can attach a photo and describe the issue in the comments area. You are required to write a comment even if you don't add a photo. Tap **NEXT** to move to the next section.



## How to fill out a PDI Report (continued)

Some items, such as engine oil level, have a slider option. Use your finger to slide the slider to match the fluid level.



Other items, such as the battery level, have selection menus.

## How to fill out a PDI Report (continued)

The tabs on the bottom of the page allow you to move from one section to the other at any time. Simply swipe it to the right or to the left.

The screenshot shows the 'PDI: GENERAL CHECK' section of the app. The top bar includes a back arrow, 'New Holland AG > CPDP', the New Holland Agriculture logo, and notification, refresh, and settings icons. Below the bar is a breadcrumb 'PDI: Equipment Inventory > PDI: GENERAL C...' and a 'FINALIZE' button. The main content area lists several items, each with a toggle switch set to 'Acceptable':

- Front hubs / final drive oil (LH, RH)
- Front PTO oil
- Lubricate all grease points
- Steering Clutch fluid
- Idler and Roller hub oil
- Tracks
- Transmission oil

The bottom navigation bar is highlighted with a blue box and arrows pointing left and right, indicating it can be swiped. The tabs are: INSTRUCTIONS, GENERAL CHECK (active), ENGINE, TRANSMISSION, and FINAL DRIVE.

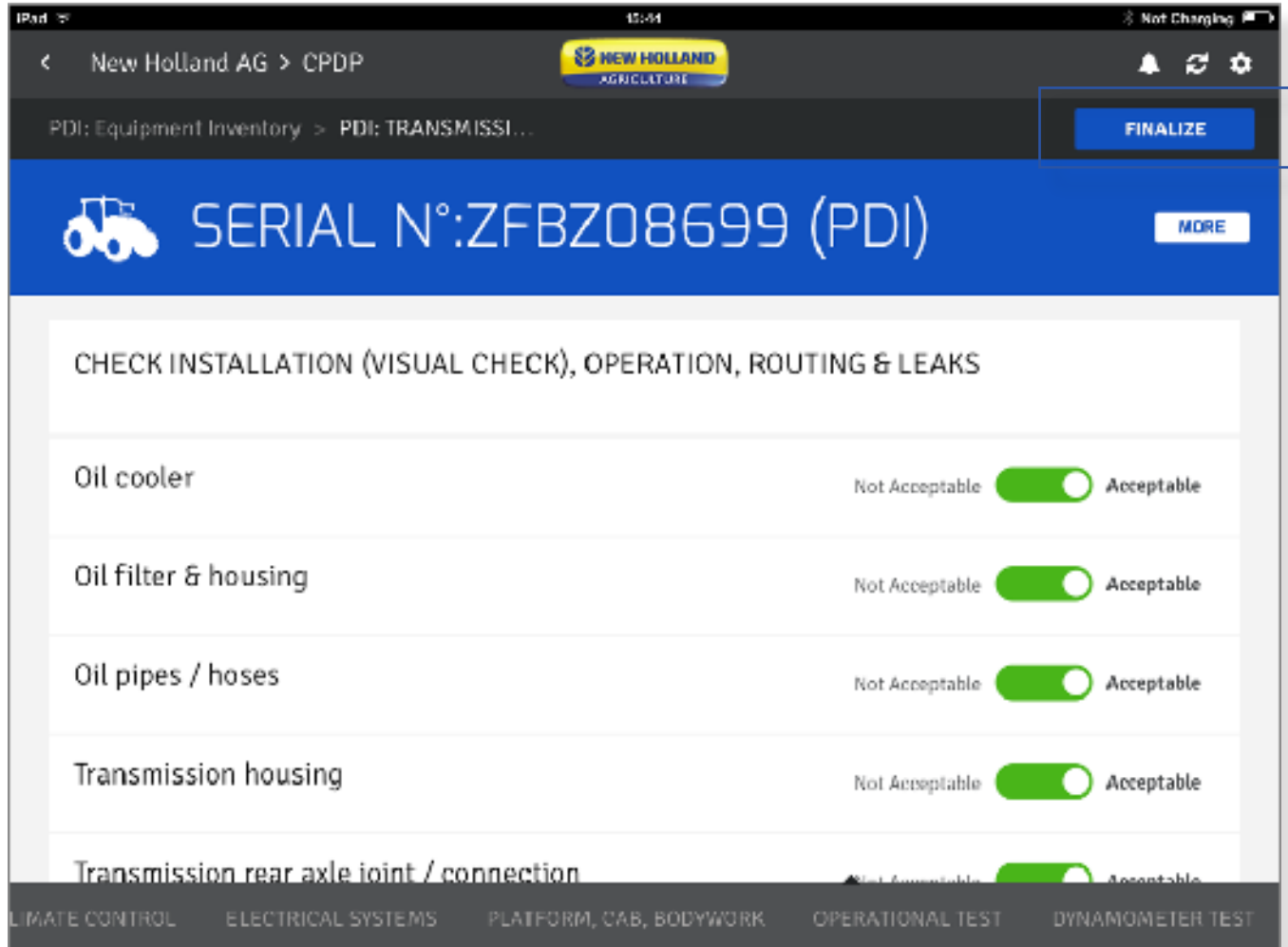
For more information of the serial number you are processing your checks for, tap on [MORE](#).

The screenshot shows the 'PDI: CONFIGURATION' section of the app. The top bar is identical to the previous screenshot. Below the bar is a breadcrumb 'PDI: Equipment Inventory > PDI: CONFIGURA...' and a 'FINALIZE' button. A blue header section displays a tractor icon, the text 'SERIAL N°:ZFBZ08699 (PDI)', and a 'MORE' button. The main content area is titled 'CONFIGURATION, CALIBRATION AND SOFTWARE' and lists two items, each with a toggle switch set to 'Acceptable':

- Check / clear error codes (if applicable since shipment)
- Check for latest software levels

## How to fill out a PDI Report (continued)

Once you finished your checks tap on **FINALIZE**.




iPad 15:44 Not Charging

New Holland AG > CPDP

PDI: Equipment Inventory > PDI: TRANSMISSI...

**FINALIZE**

 SERIAL N°:ZFBZ08699 (PDI) **MORE**

CHECK INSTALLATION (VISUAL CHECK), OPERATION, ROUTING & LEAKS

Oil cooler	Not Acceptable	<input checked="" type="checkbox"/>	Acceptable
Oil filter & housing	Not Acceptable	<input checked="" type="checkbox"/>	Acceptable
Oil pipes / hoses	Not Acceptable	<input checked="" type="checkbox"/>	Acceptable
Transmission housing	Not Acceptable	<input checked="" type="checkbox"/>	Acceptable
Transmission rear axle joint / connection	Not Acceptable	<input checked="" type="checkbox"/>	Acceptable

CLIMATE CONTROL ELECTRICAL SYSTEMS PLATFORM, CAB, BODYWORK OPERATIONAL TEST DYNAMOMETER TEST

## How to fill out a PDI Report (continued)

You can write an additional comment and/or submit your report.

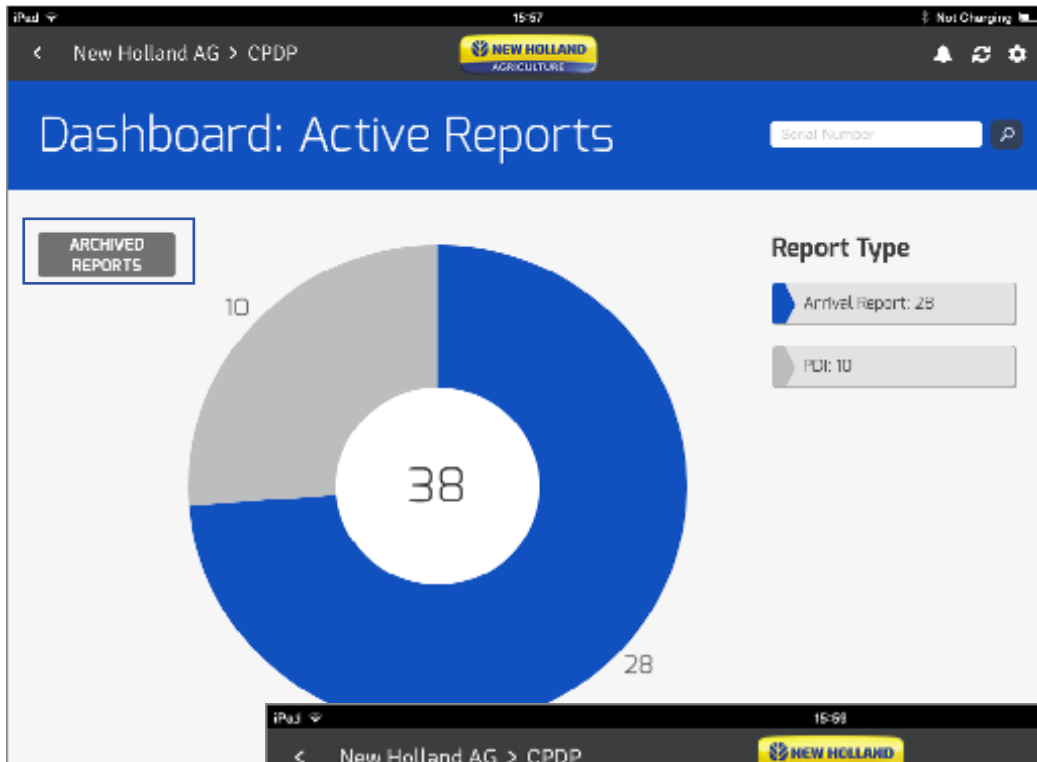
Comment area.

Submit your report.

You have the option to send a copy of your PDI report by email. By pressing on **OK** your report will not be editable and will be submitted.

## How to fill out a PDI Report (continued)

After submission, your report is stored in the **ARCHIVED REPORTS** PDI section.



Tap the **SHARE** icon to email a link of the completed report.

**NOTE:** email client must be configured on your device.

PDI: Archived Reports

DASHBOARD ACTIVE

PRODUCT LINE	MODEL	SERIAL N°	STATUS	SHIP DATE
TRACTORS	T7.235 PC	2FB708699	←	20/08/15

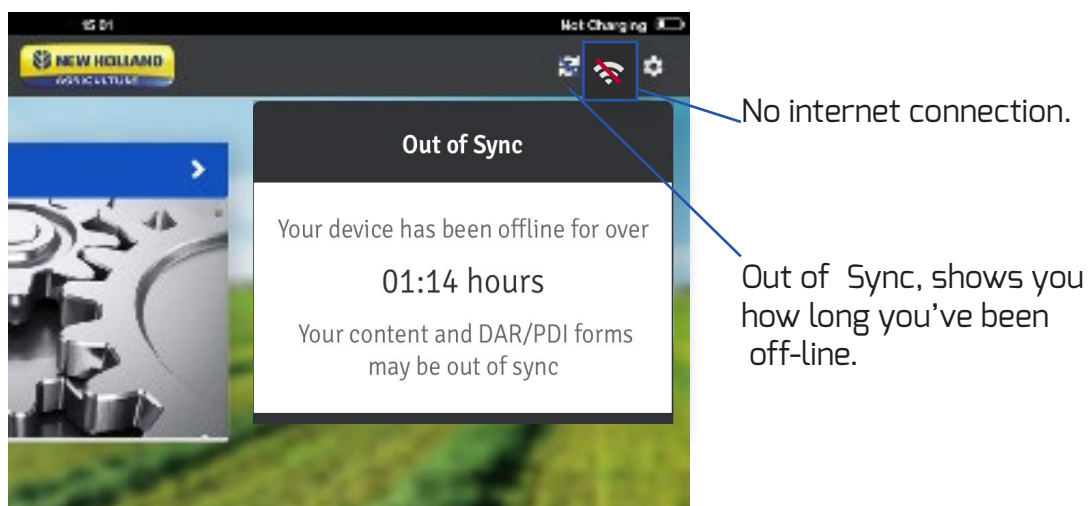
## Offline Mode

### Prerequisites

The pre-requisites to be able to work off-line on the app are:

1. MDC CPDP app needs to be installed on your device
2. You have logged in and accessed the CPDP section

In case of Internet interruption your checks done so far will be saved at the very point where you have left them. The advantage of the off-line mode when using the CPDP app is that you can continue with your checks even in these circumstances.



The status of your work **In Progress** is marked with a triangle icon. Identify it, do your checks and submit your report. It will be then moved to the archived reports page.

Arrival Report: Equipment Inventory						
DASHBOARD				ARCHIVED		
PRODUCT LINE	MODEL	SERIAL N°		STATUS	SHIP DATE	
TRACTORS	BMR 25	2199012921			26/06/15	
GRAIN HEADERS	10 FEET	864068331			26/06/15	
TRACTORS	BMR 25	2199012924			26/06/15	
TRACTORS	BMR 25	2199012925			26/06/15	
TRACTORS	BMR 25	2199012923			26/06/15	

## Offline Mode (continued)

Reports that were submitted in offline mode are marked with an unsynchronized sign.

PRODUCT LINE	MODEL	SERIAL N°	STATUS	SUBMISSION DATE
TRACTORS	BMR 50	2105014413	↔	20/08/15
TRACTORS	BMR 25	2199012921	↔	20/08/15
TRACTORS	BMR 40	2103015105	↔	20/08/15

Once the internet connectivity has re-established the data will be automatically synchronized.

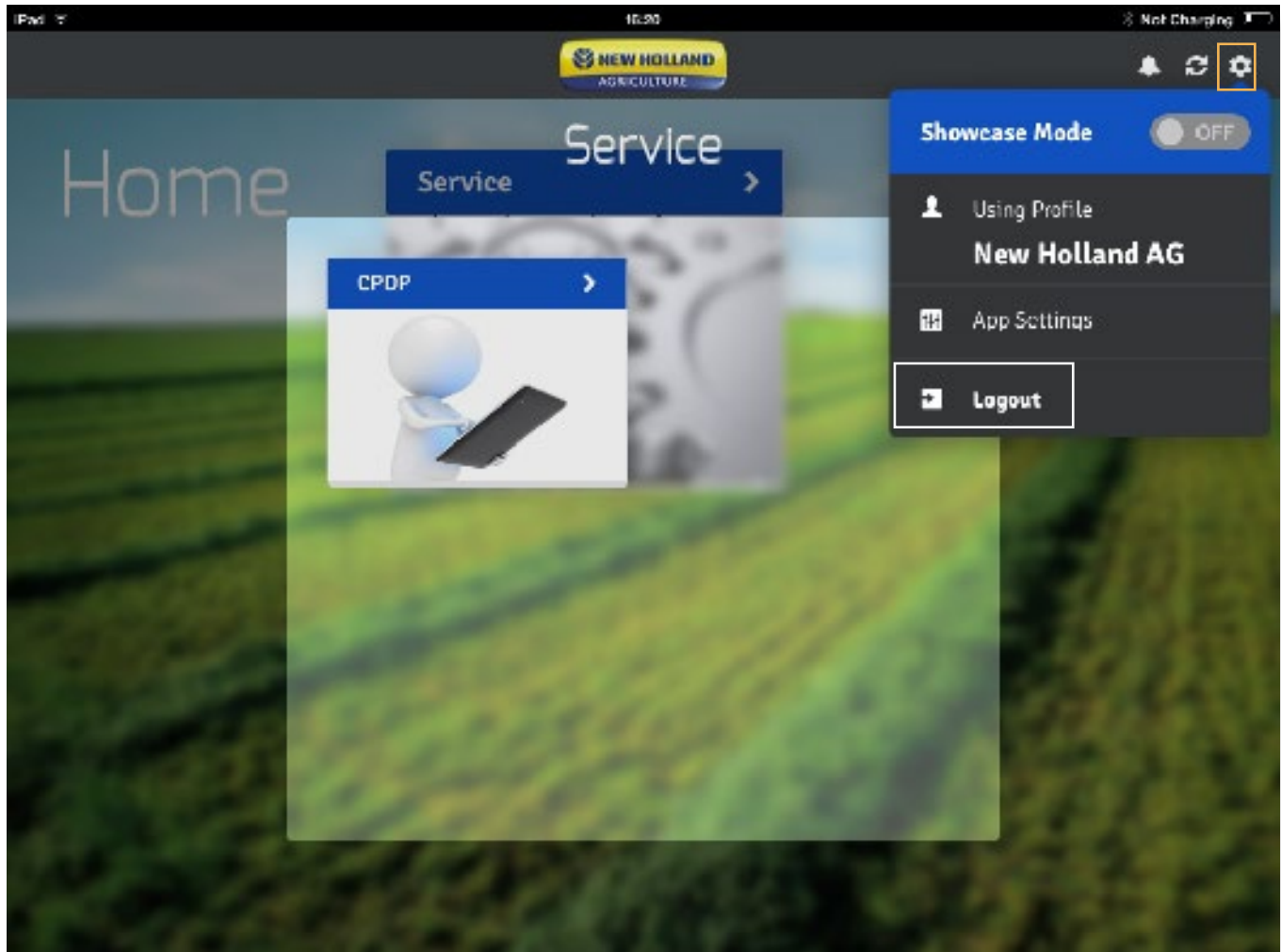
Established Internet Connectivity.

PRODUCT LINE	MODEL	SERIAL N°	STATUS	SHIP DATE
TRACTORS	BMR 50	2105014413	↔	20/08/15
TRACTORS	BMR 25	2199012921	↔	20/08/15
TRACTORS	BMR 40	2103015105	↔	20/08/15

Data is synchronized and report can be shared.

## Log Out

To logout from the application press the Logout button in the app settings.



# Support

**For any application issues or concerns  
please contact your  
Dealer Portal Help Desk**