Customer Product Delivery Process

Comprehensive User Guide

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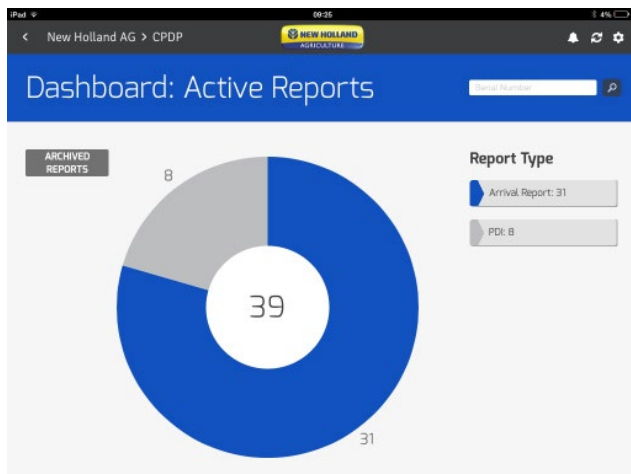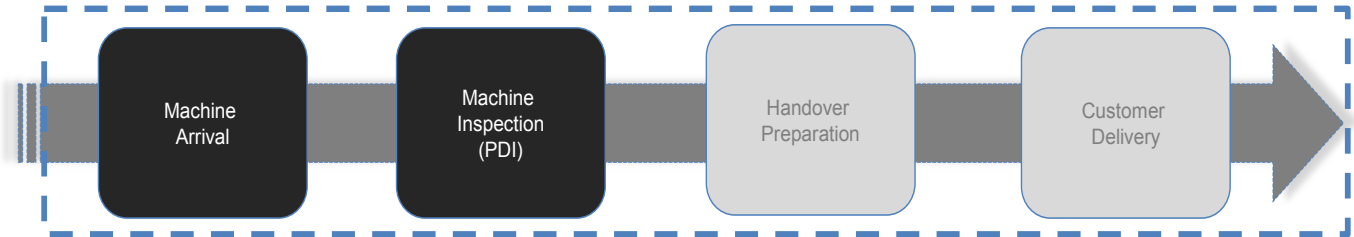
Project Overview

Customer Product Delivery Process (CPDP):

Product Arrival and PDI Procedure

Process:

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

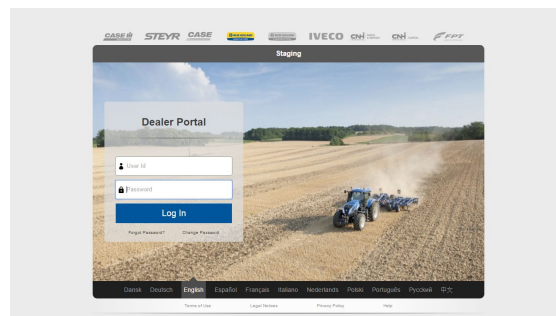- Apple iPad Mini Tablet/Phone

- 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

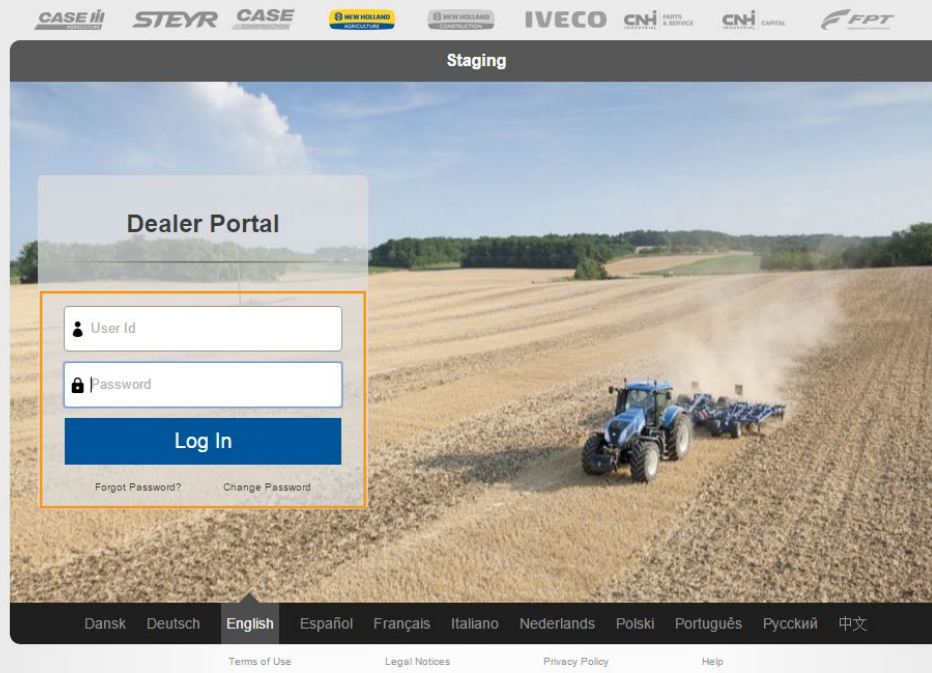### Dealer Interface - Access Instructions

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.

Dealer Portal (continued):

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

Mobile Dealer Connect (MDC) Application

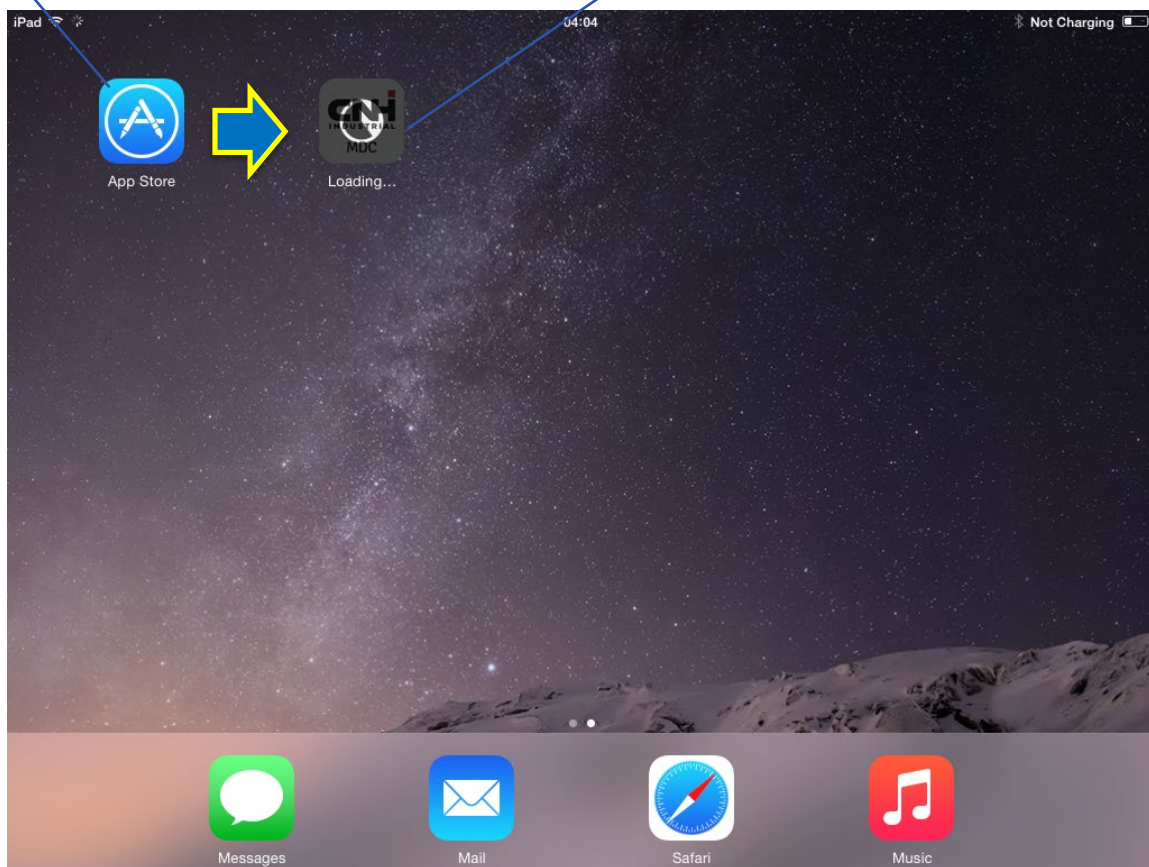*Application for iPad, iPhone Android Tablet, Android Smartphone*

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
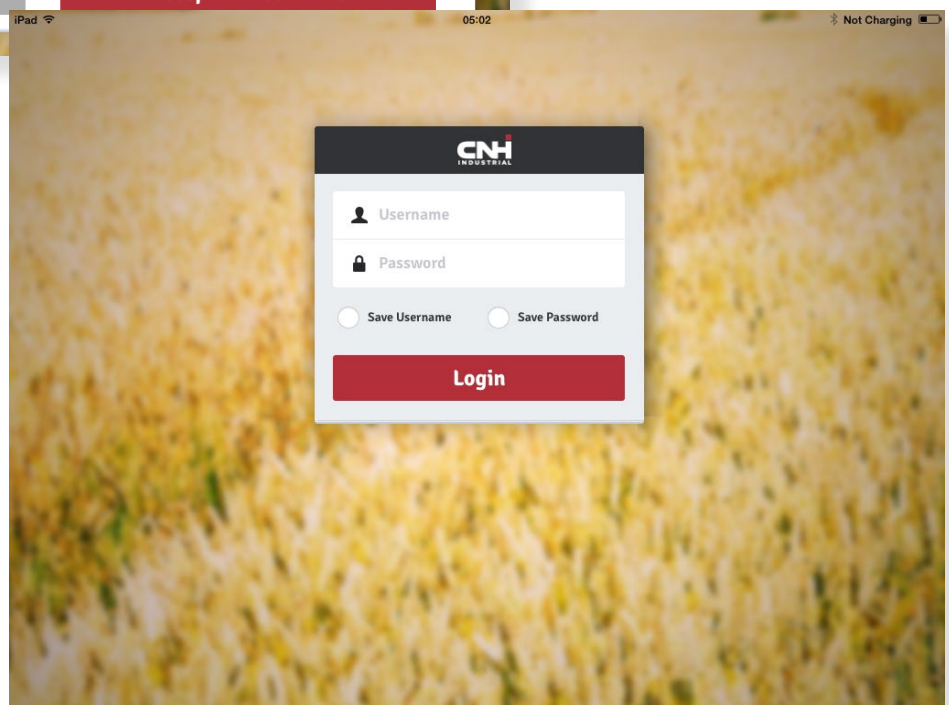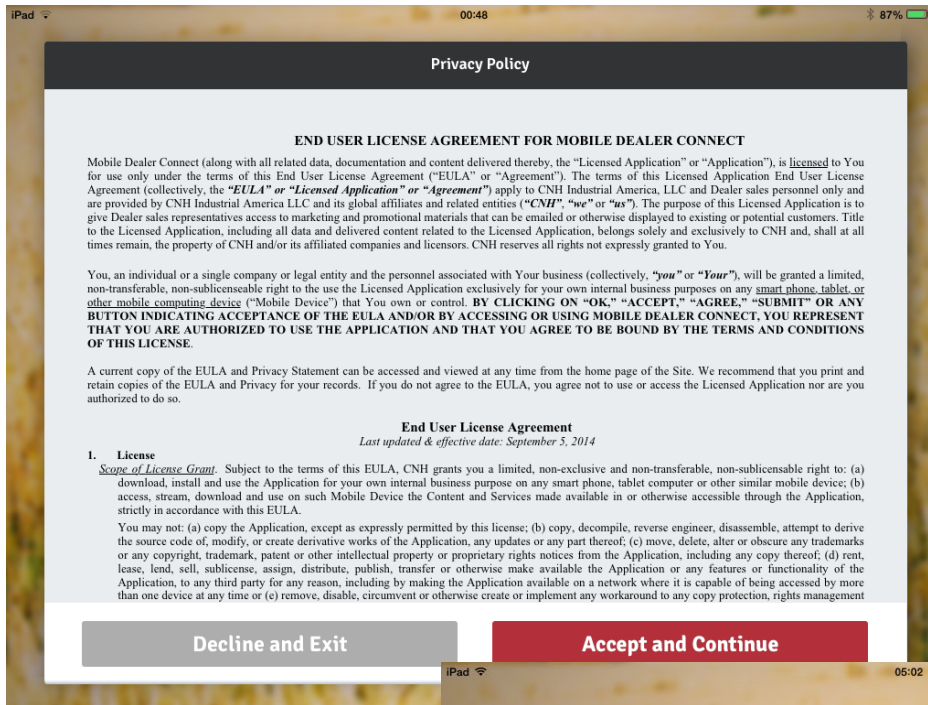

Android users will need to locate the CNH MDC app on the Google Play Store,

MDC Application (continued):

Secure Login:

■ Accept the Privacy Policy

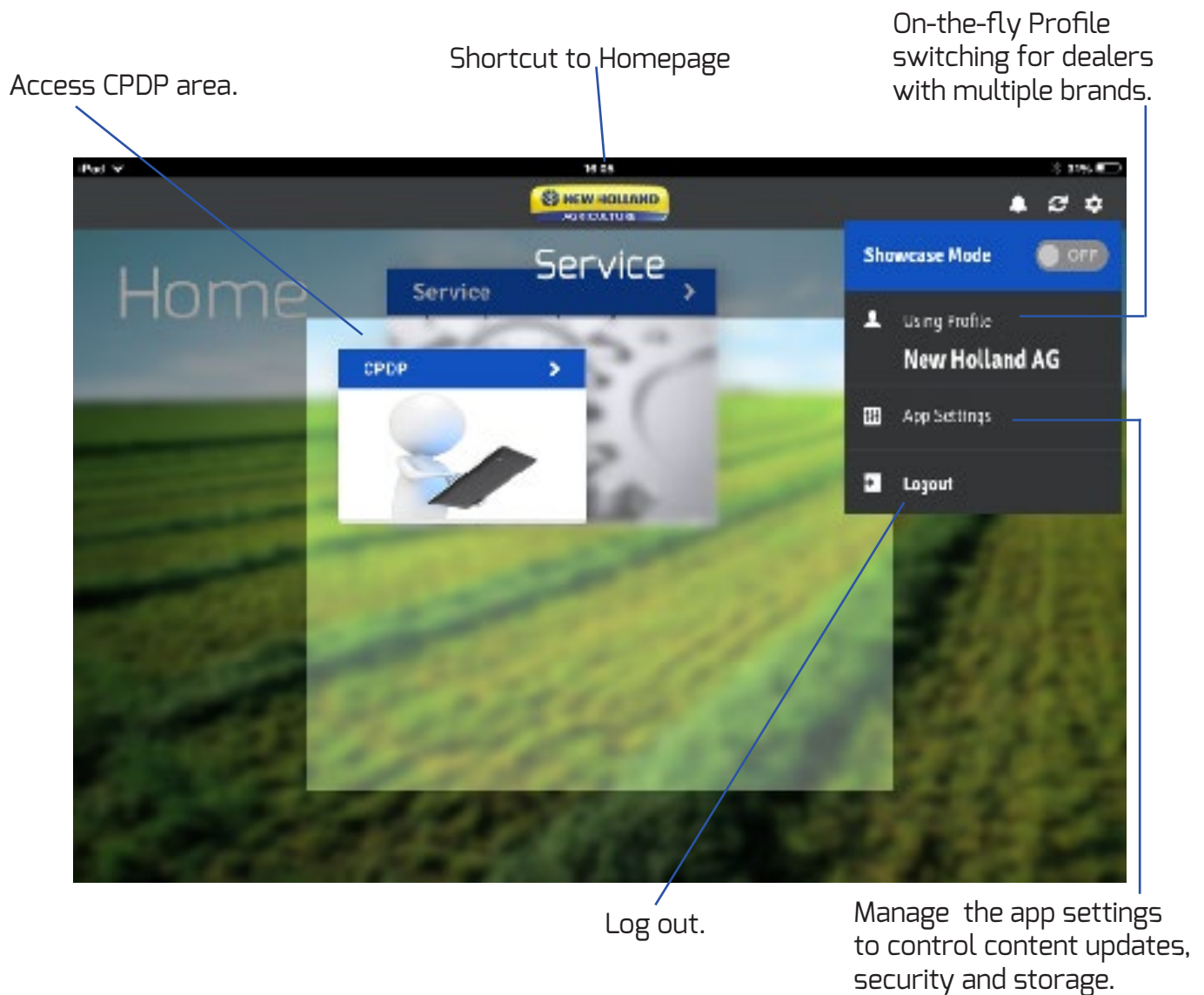■ Login to MDC using your Dealer Portal ID Username and Password

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

Access CPDP area.

Shortcut to Homepage

On-the-fly Profile switching for dealers with multiple brands.

Log out.

Manage the app settings to control content updates, security and storage.

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.

Dashboard: Active Reports

ARCHIVED REPORTS

13

39

26

Report Type

Arrival Report: 26

PDI: 13
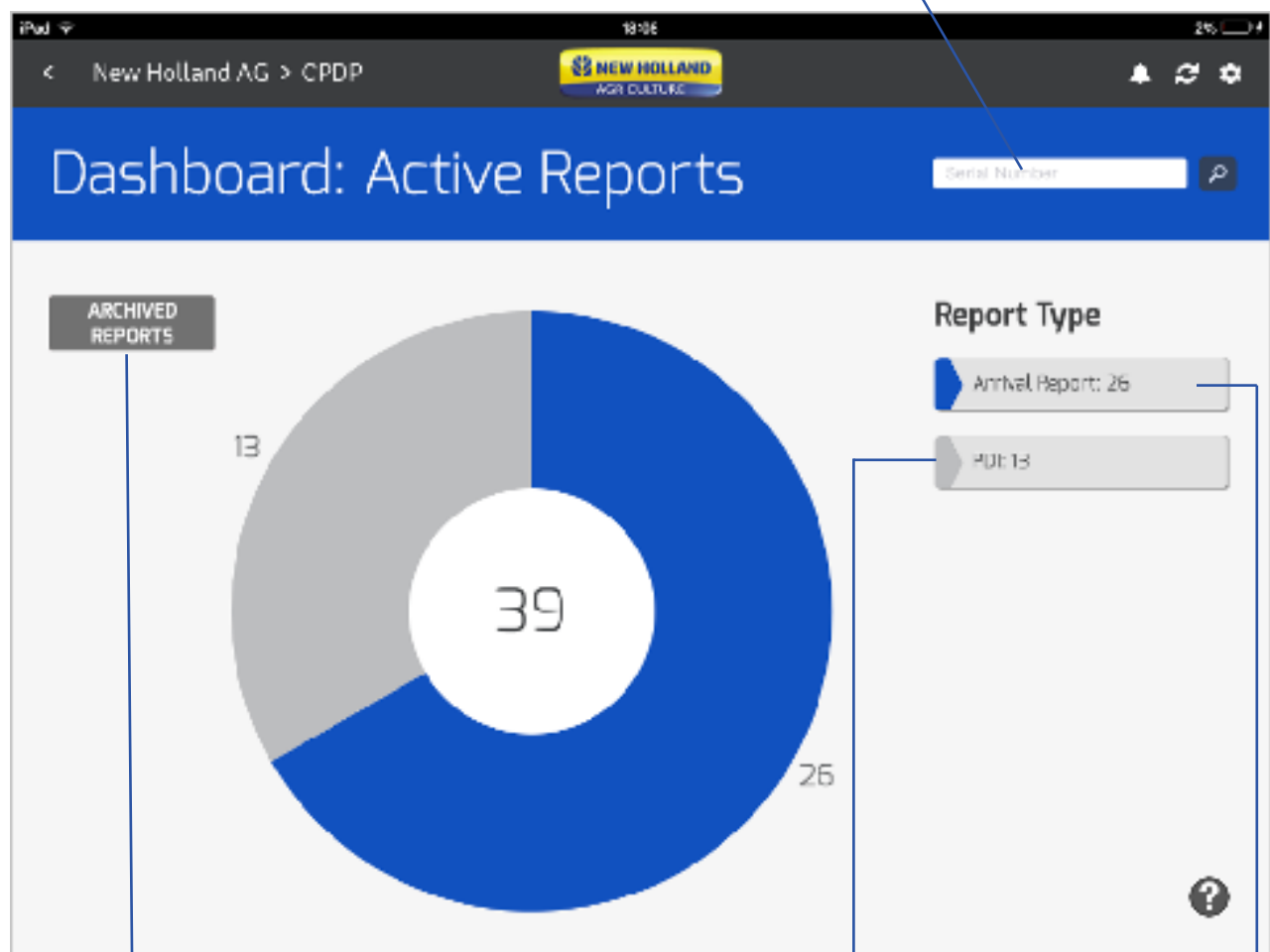
The submitted reports are stored in the Archived Reports area.

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

Dealer Order → Machine Arrival → Arrival Report → Plant Corrective Action

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.

Arrival Report: Equipment Inventory

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):
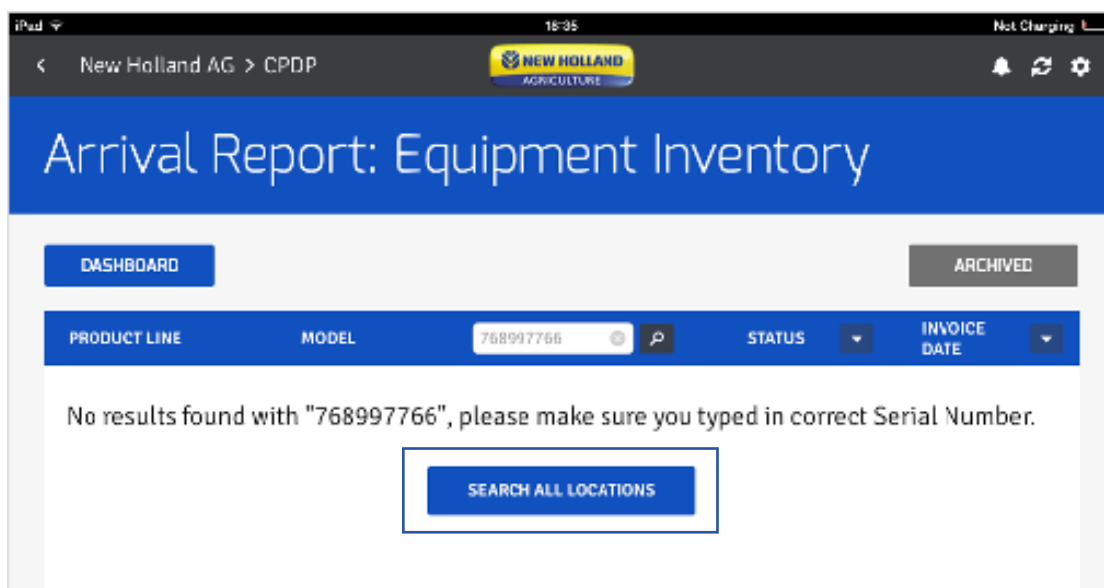Search filters by **STATUS** and **INVOICE DATE**
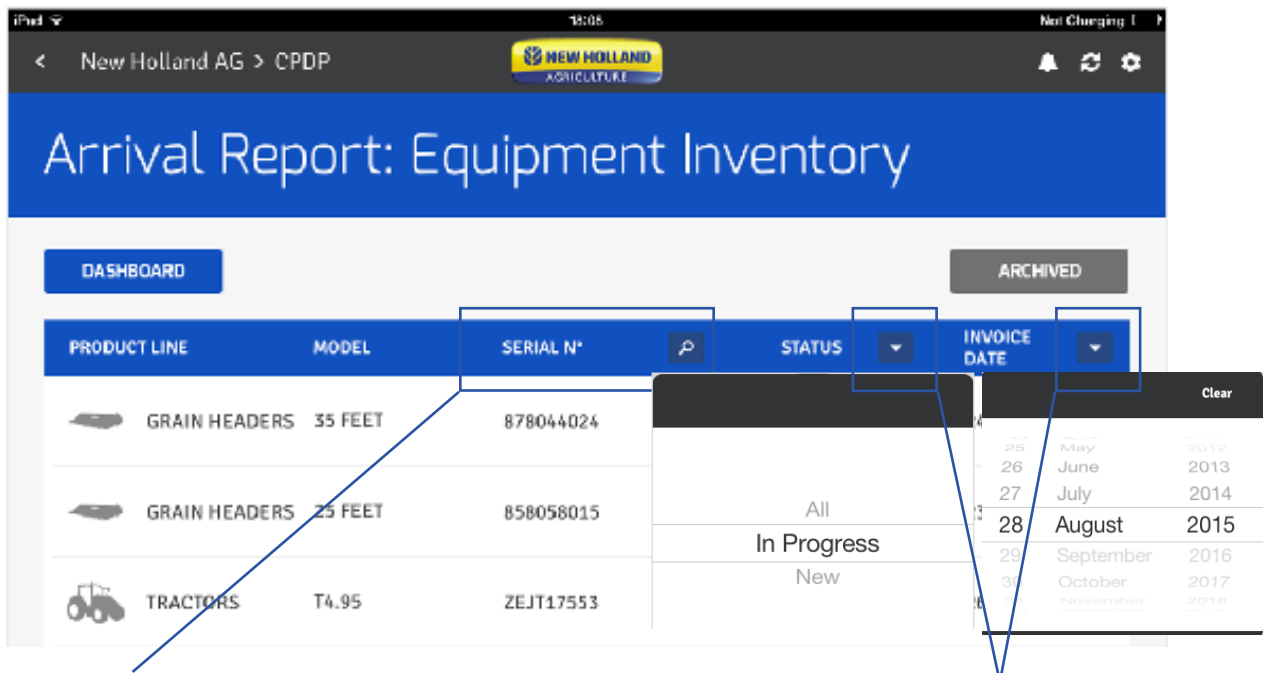
Tap and fill in the serial number you are searching for.

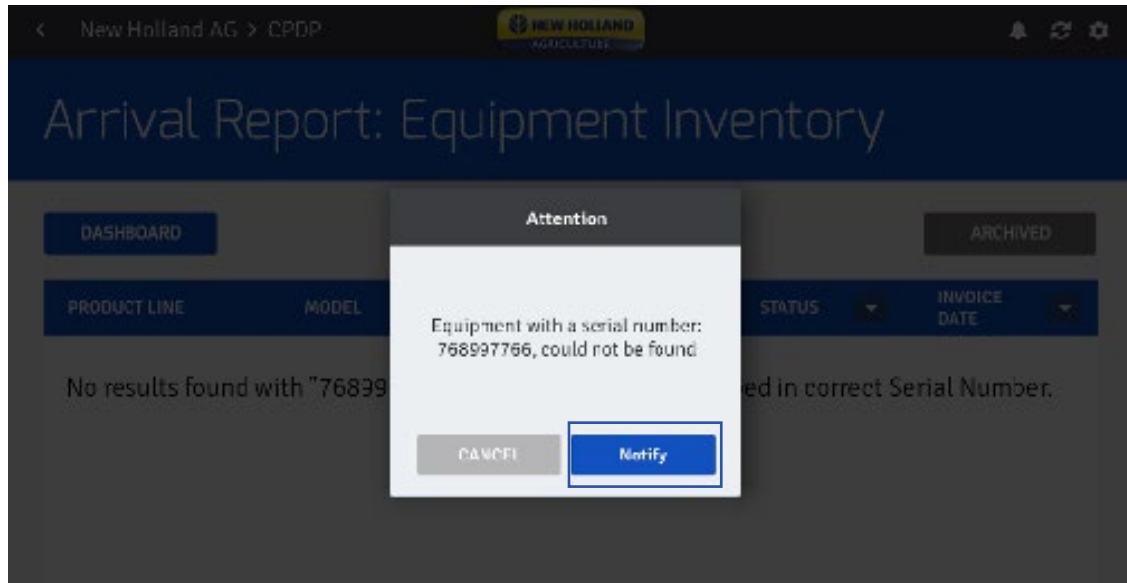Option to filter by Status or Invoice Date.

The Search Function

If the serial number you are looking for is not found, you will be given the opportunity to **SEARCH ALL LOCATIONS.**
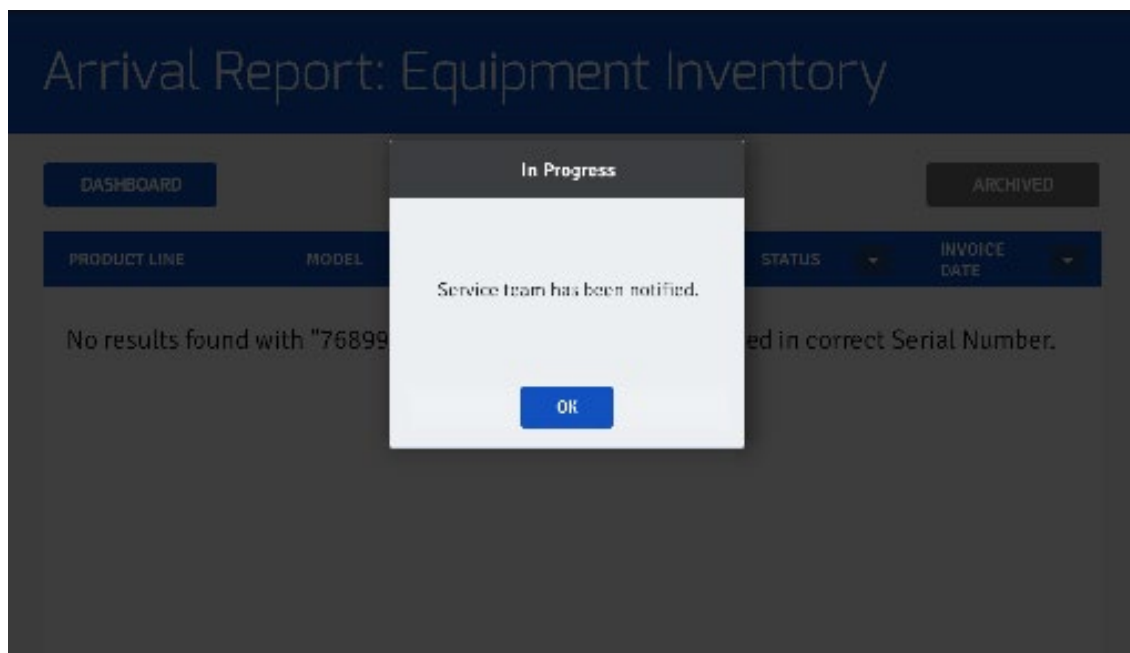
The Search Function (continued)

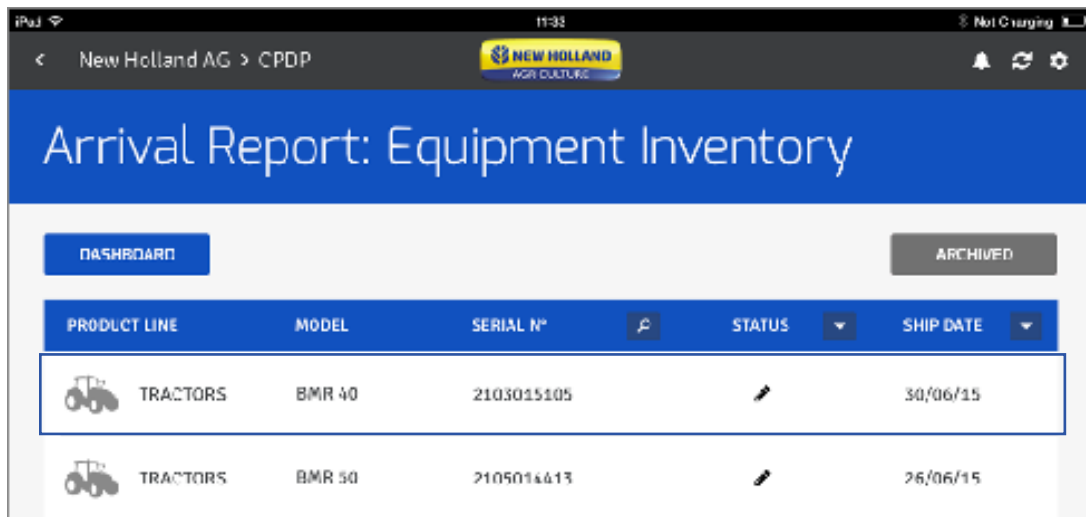If you select this option and your item is still not found you can choose to notify the service team.


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.
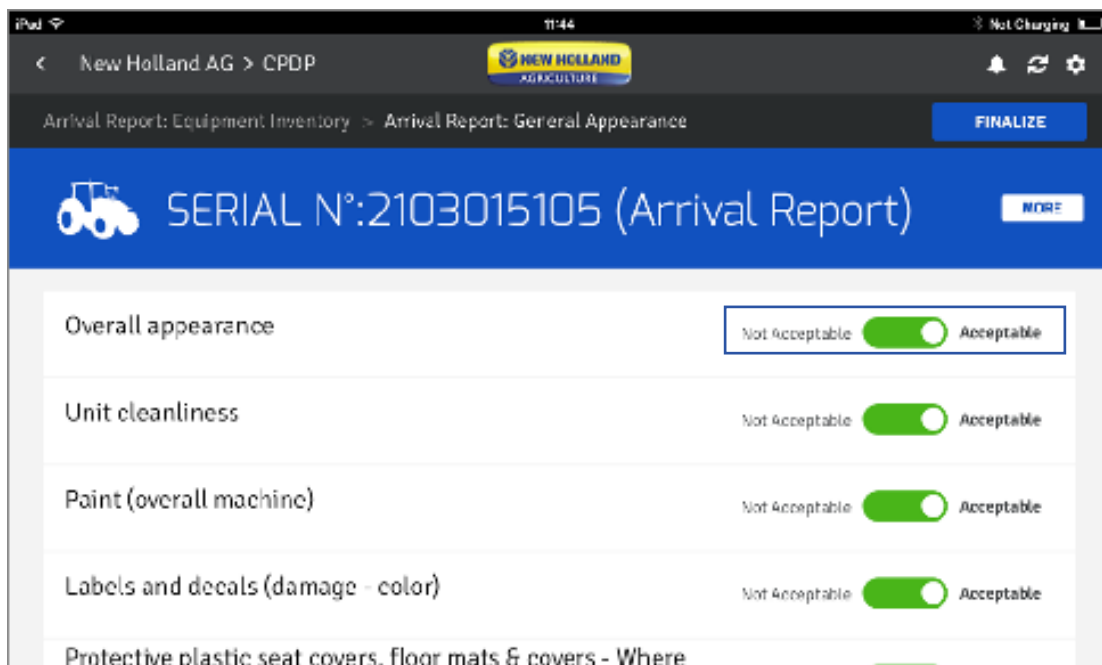
How to fill out an Arrival Report (continued)

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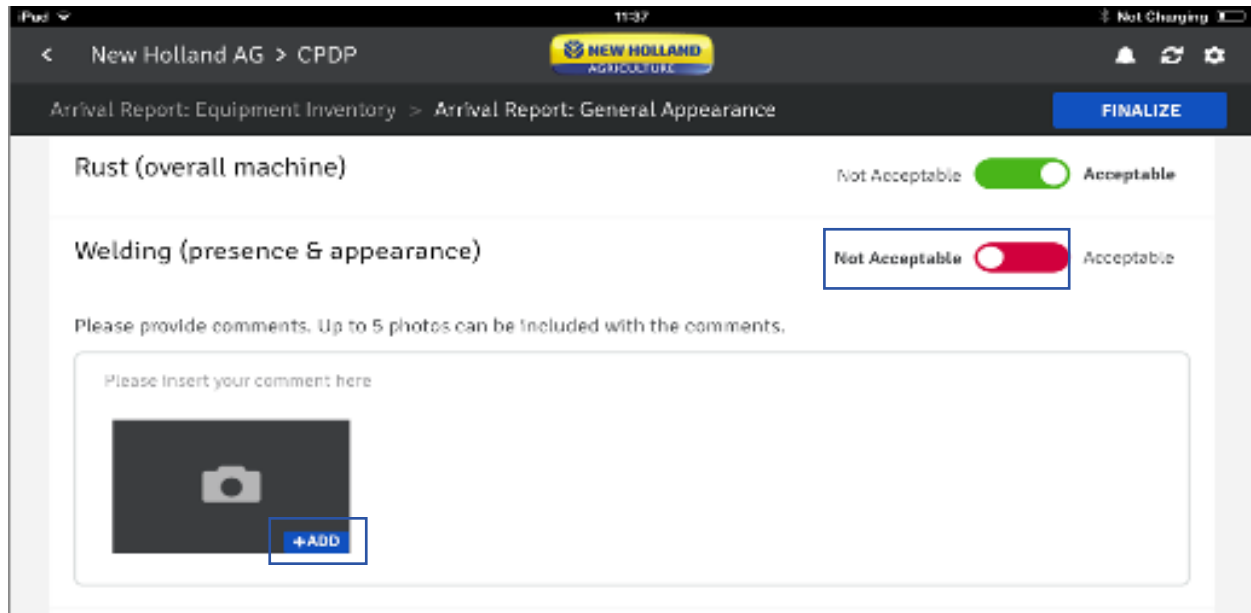
You can choose to add an existing photo or take a new photo. Tapping on existing photo, will open the photo gallery and you can select an existing photo. Tapping on **take photo** will open the camera. Once you take a picture of the issue you can choose to either re-take the photo or use the photo. You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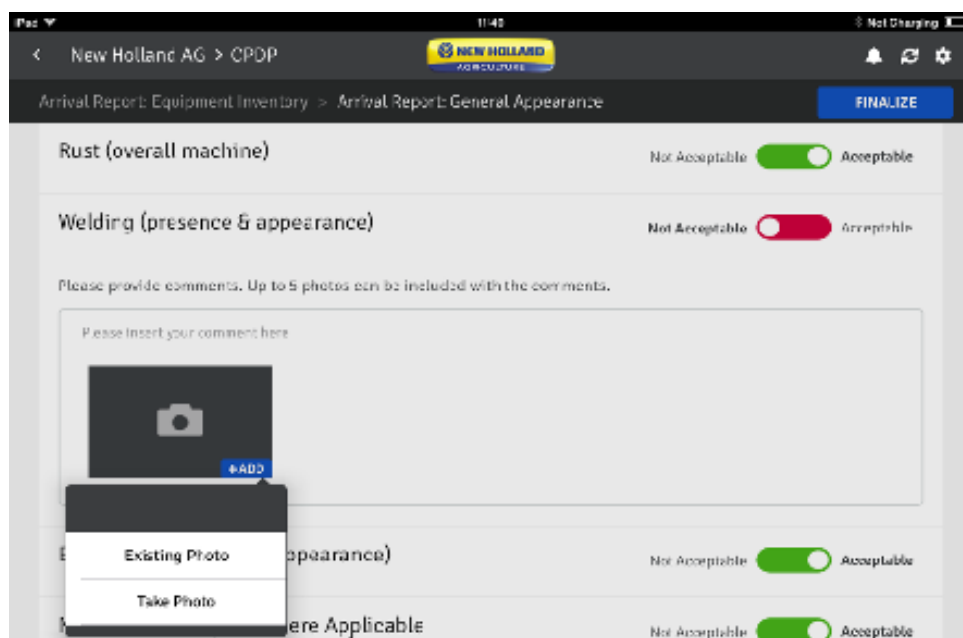
How to fill out an Arrival Report (continued)

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.

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

How to fill out an Arrival Report (continued)

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

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.
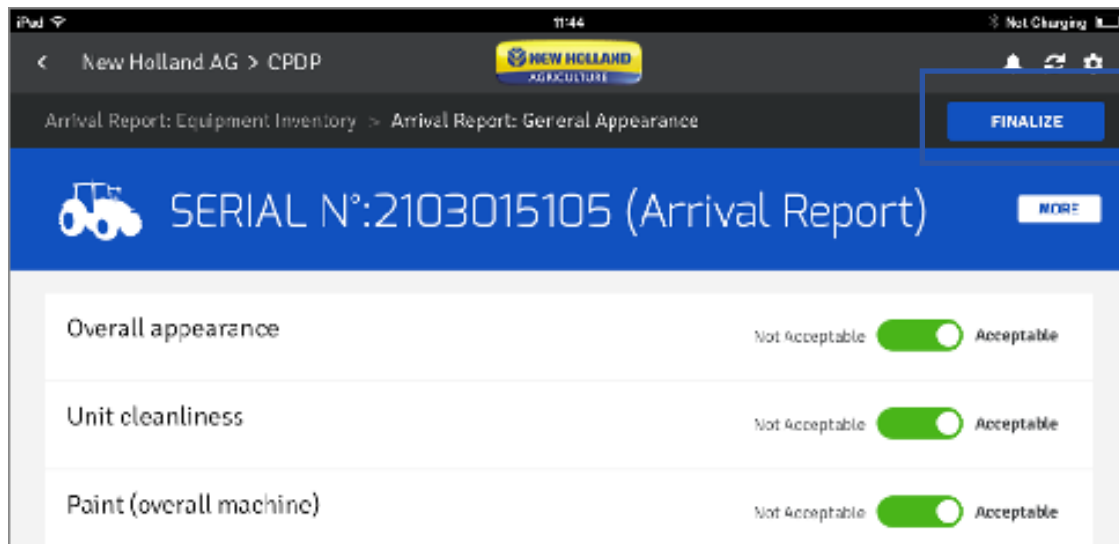
How to fill out an Arrival Report (continued)

When you finished your checks click on **FINALIZE.**
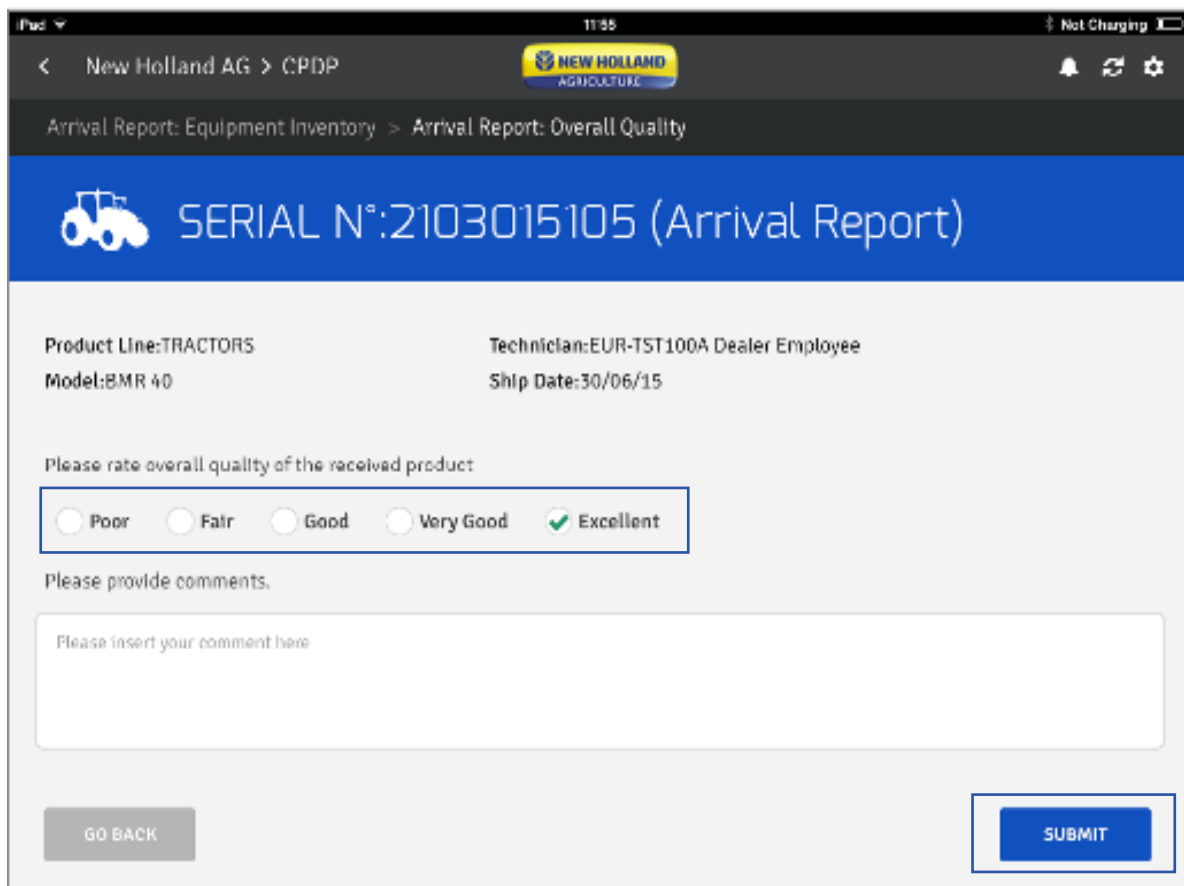
You'll be then asked to give an overall quality rating of the received product. You can also add a comment. Tap on **SUBMIT**.

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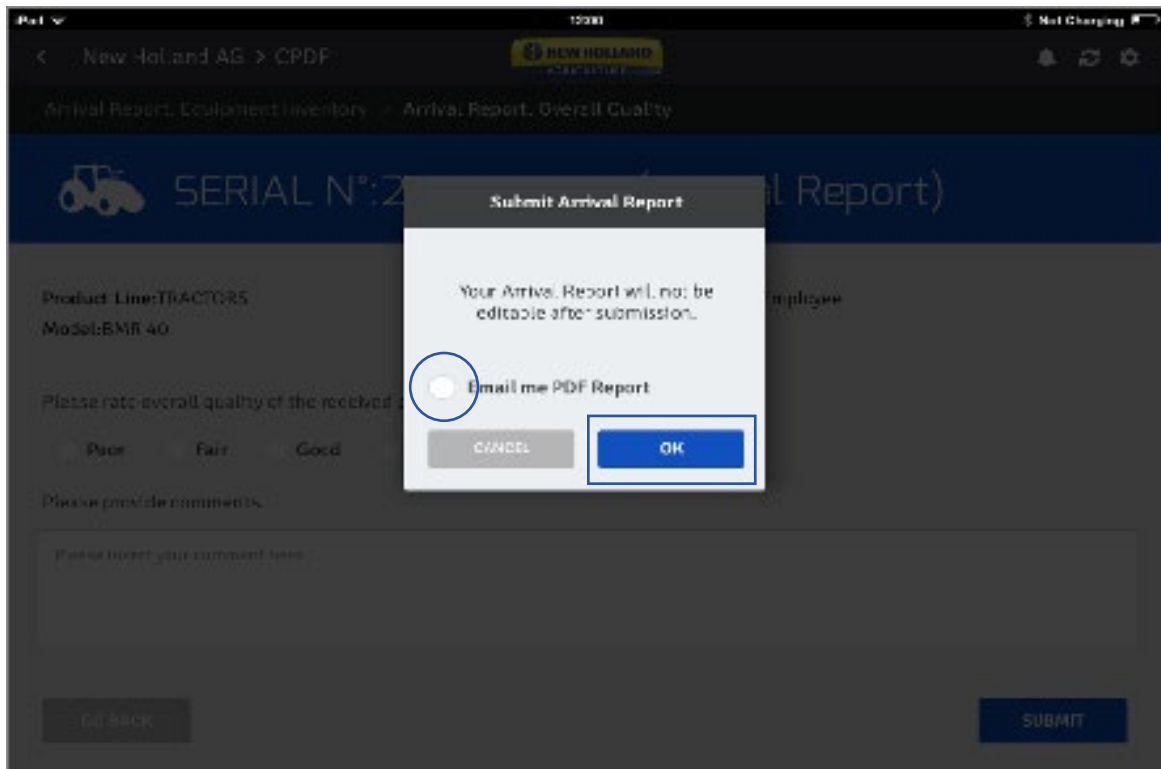
By tapping on **OK** your Arrival Report will not be
editable and will be submitted.

Arrival Report (continued):

What happens after the submission

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

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.**
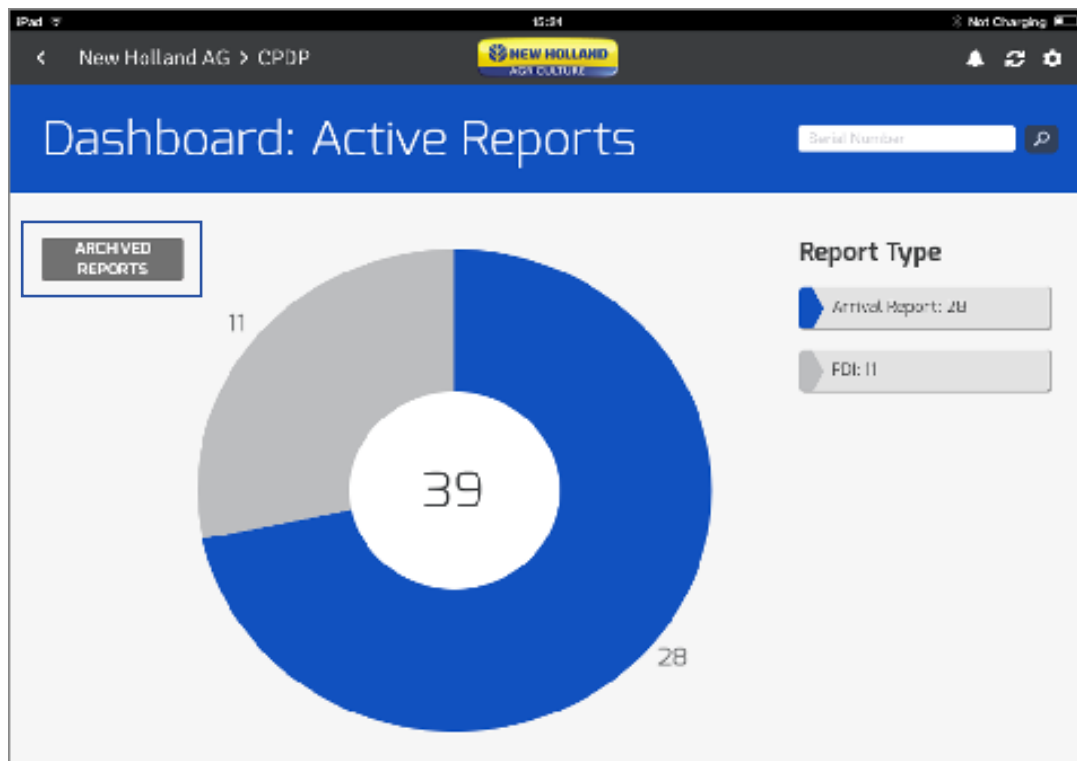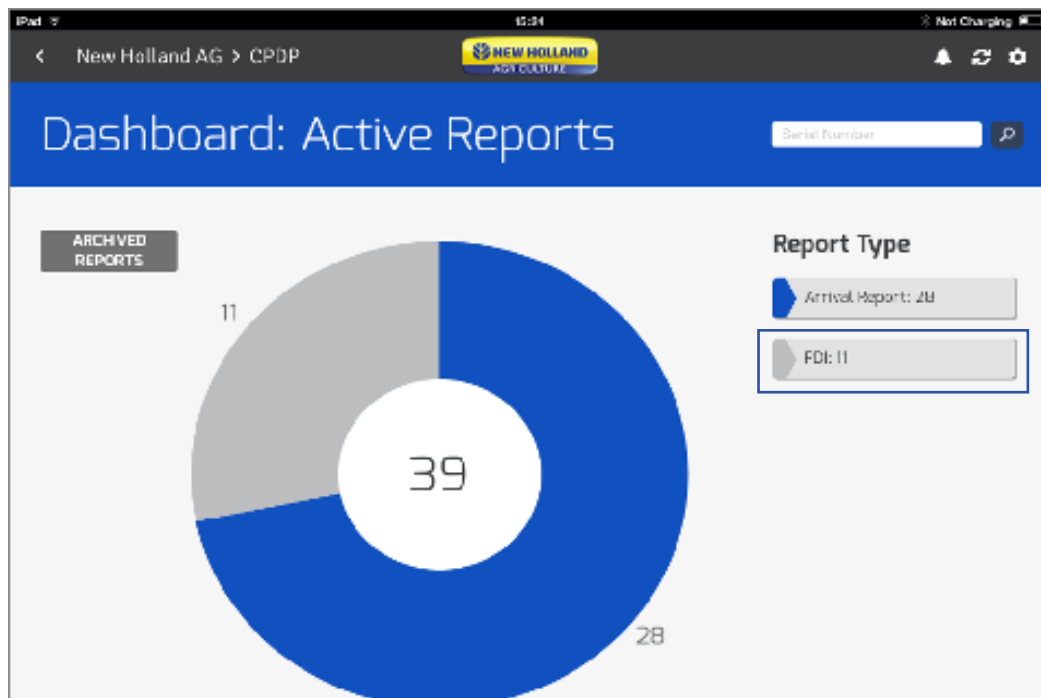
PDI Report

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 Qulity 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.

Pre-Delivery Inspection ▶ Customer Handover ▶ Plant Corrective Action Plan

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 indentify the serial number you need to do the checks for. Once you locate the serial number tap on it.
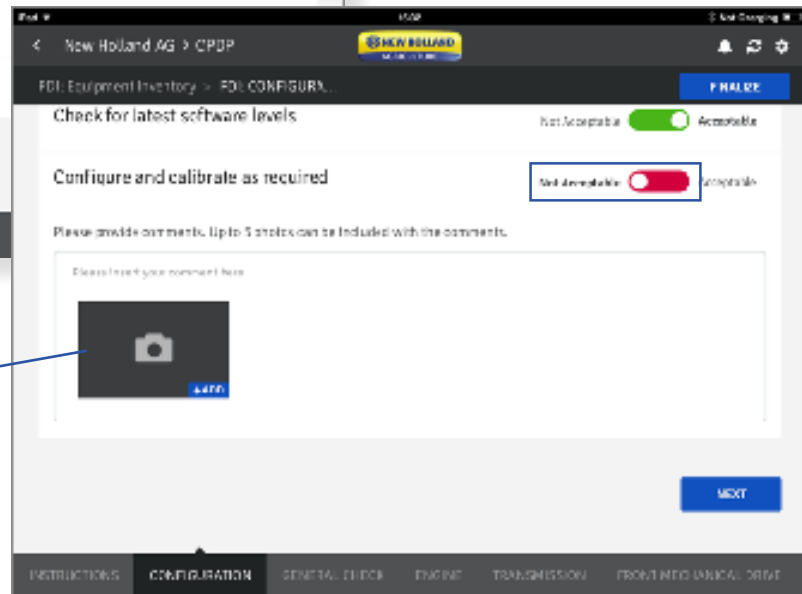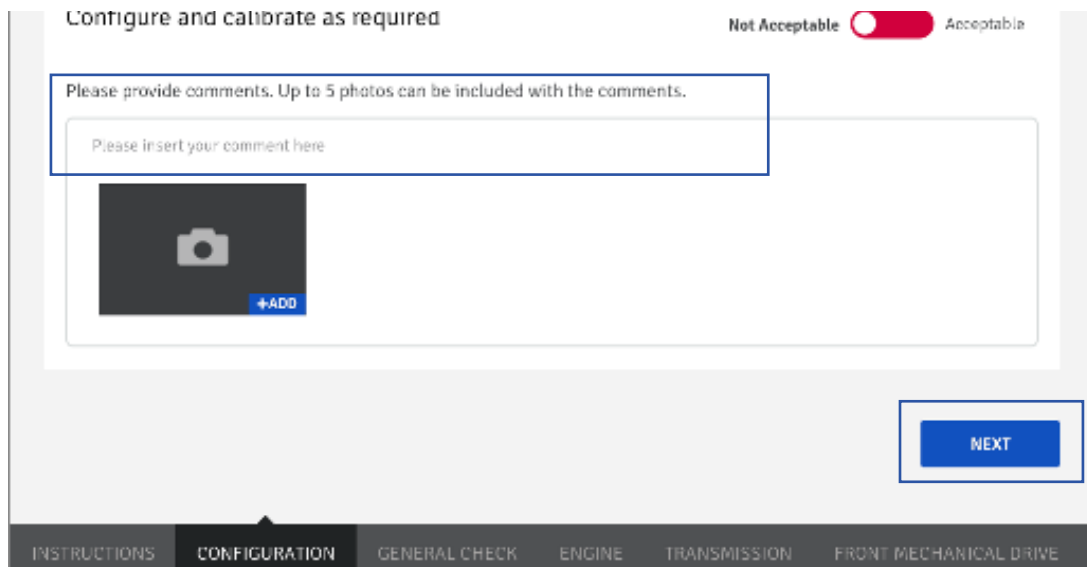
How to fill out a PDI Report (continued)
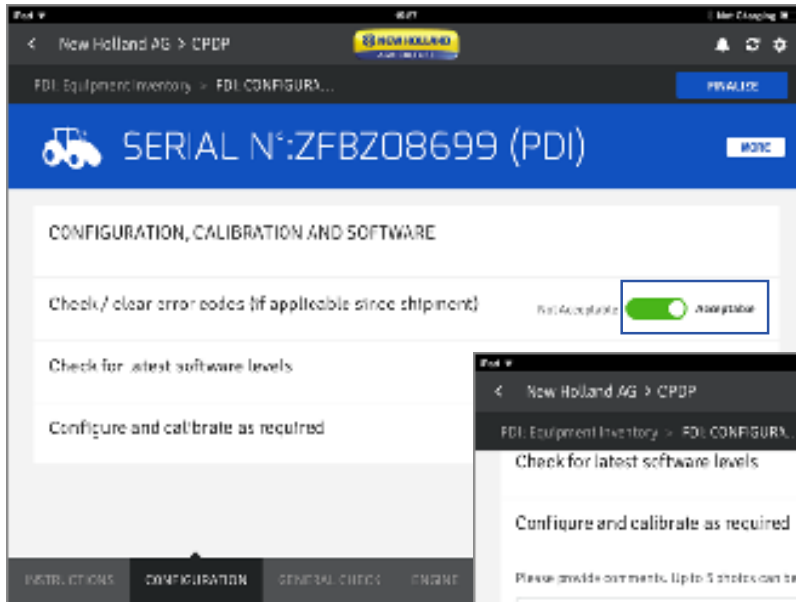
All of the items are set to **Acceptable**. If you notice an item that is **Not Acceptable**, simply tap on it and the status changes to Not Acceptable.

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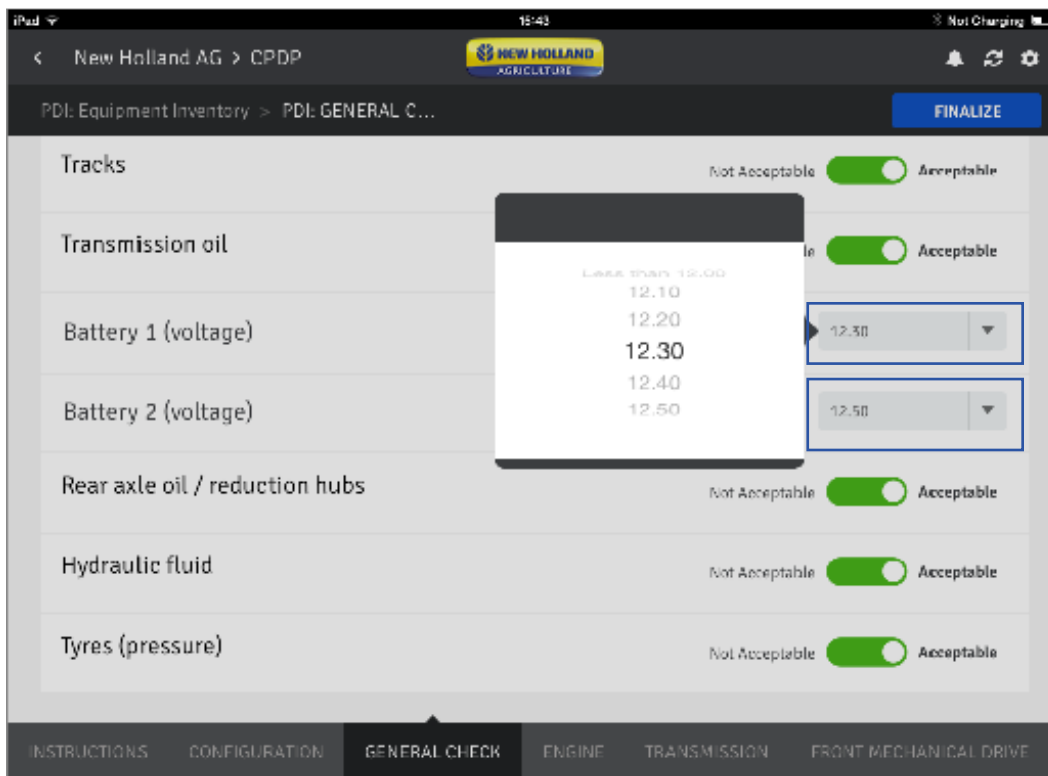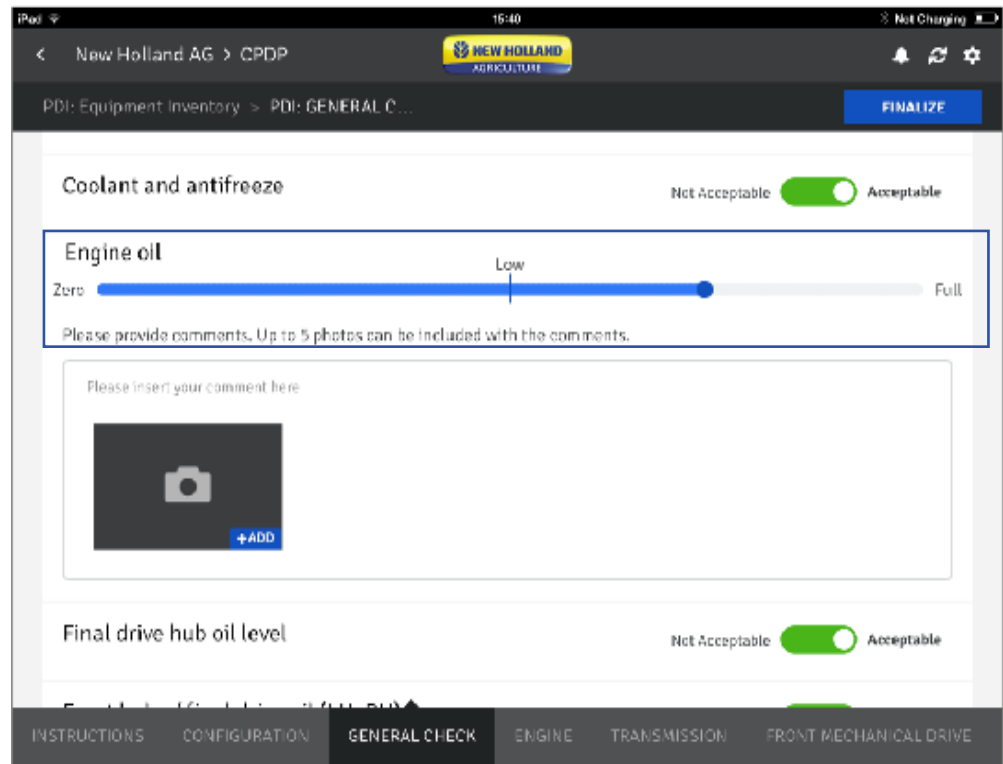
Other items, such as the battery level, have selection menus.

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.

For more information of the serial number you are processing your checks for, tap on **MORE**.

How to fill out a PDI Report (continued)

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

How to fill out a PDI Report (continued)

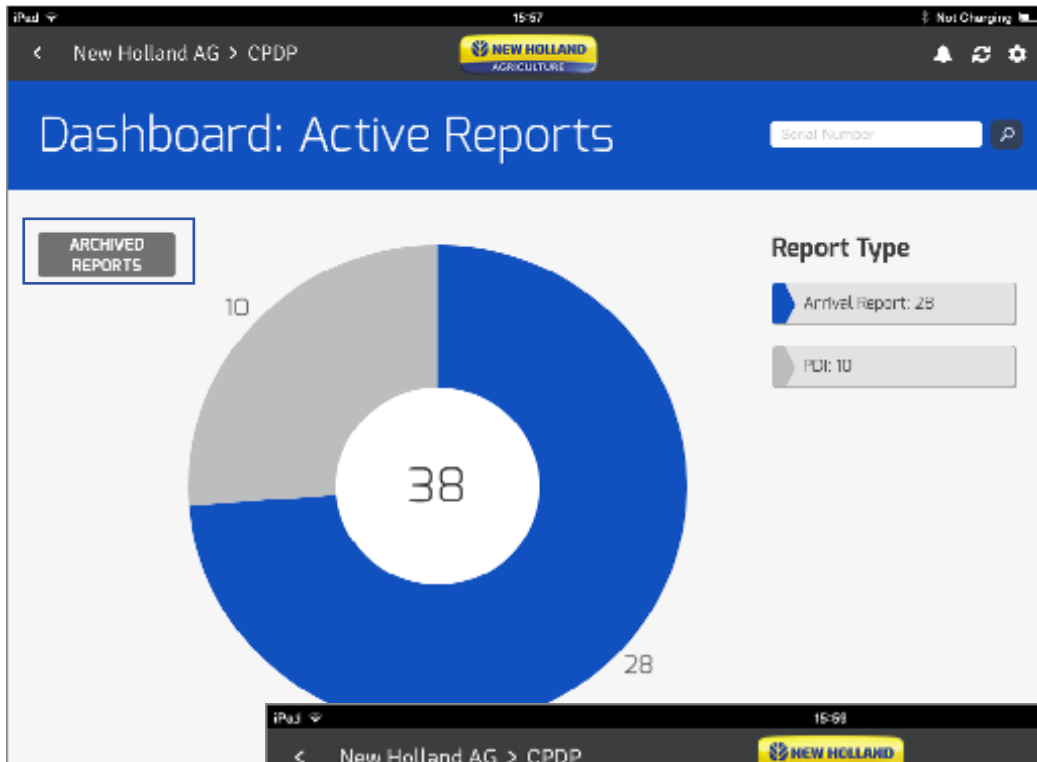You can write an additional comment and/or submit your report.

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.**

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 <u>you can continue with your checks</u> even in these circumstances.

No internet connection.

Out of Sync, shows you how long you've been off-line.
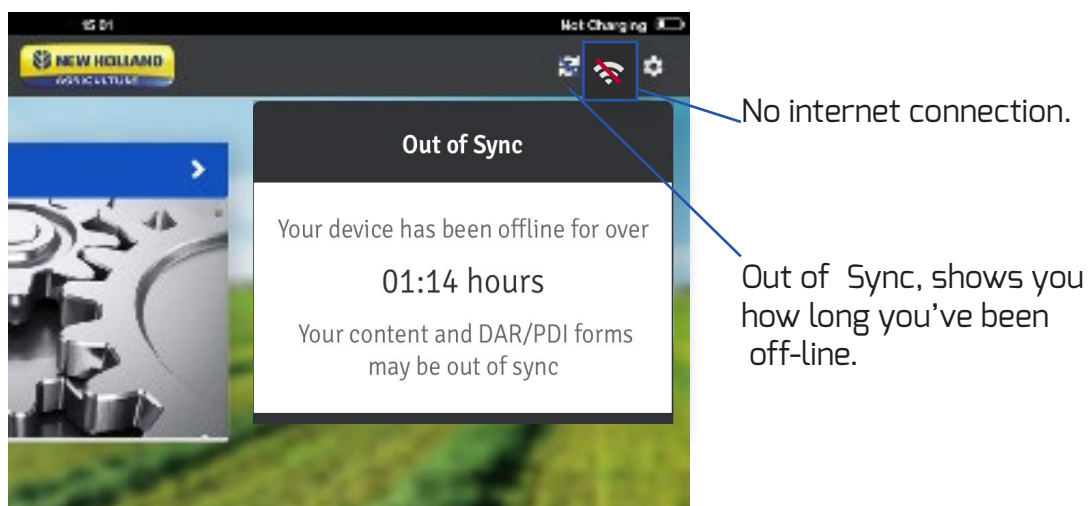
The status of your work **In Progress** is marked with a triangle icon. Identify it, do your checks and submit your report. It will be then moved to the archived reports page.

Report In Progress.

Offline Mode (continued)

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

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

Established Internet
Connectivity.

Data is synchronized and report can be shared.

Log Out

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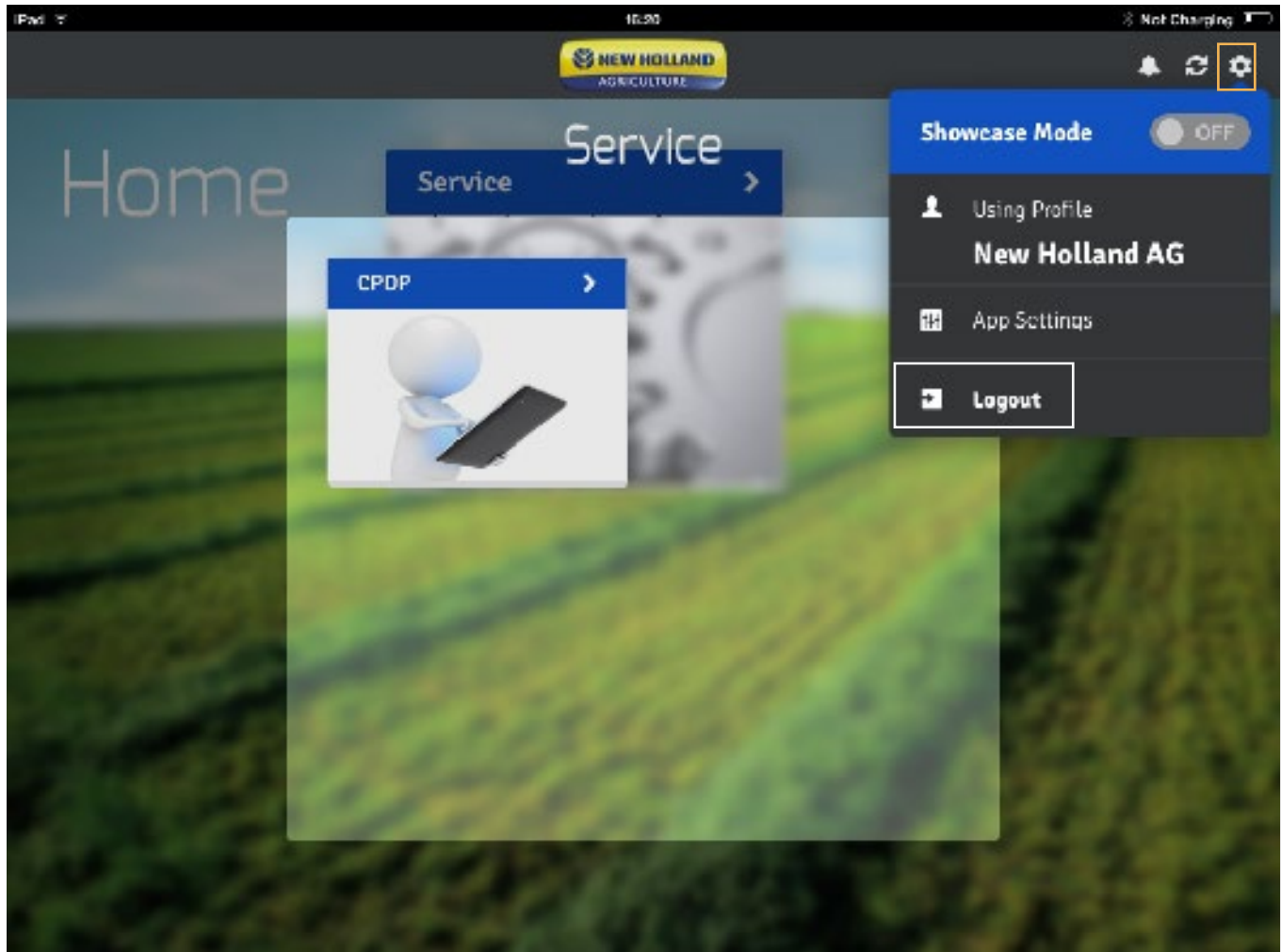
Support

For any application issues or concerns

please contact your

Dealer Portal Help Desk