Online Ordering Guide

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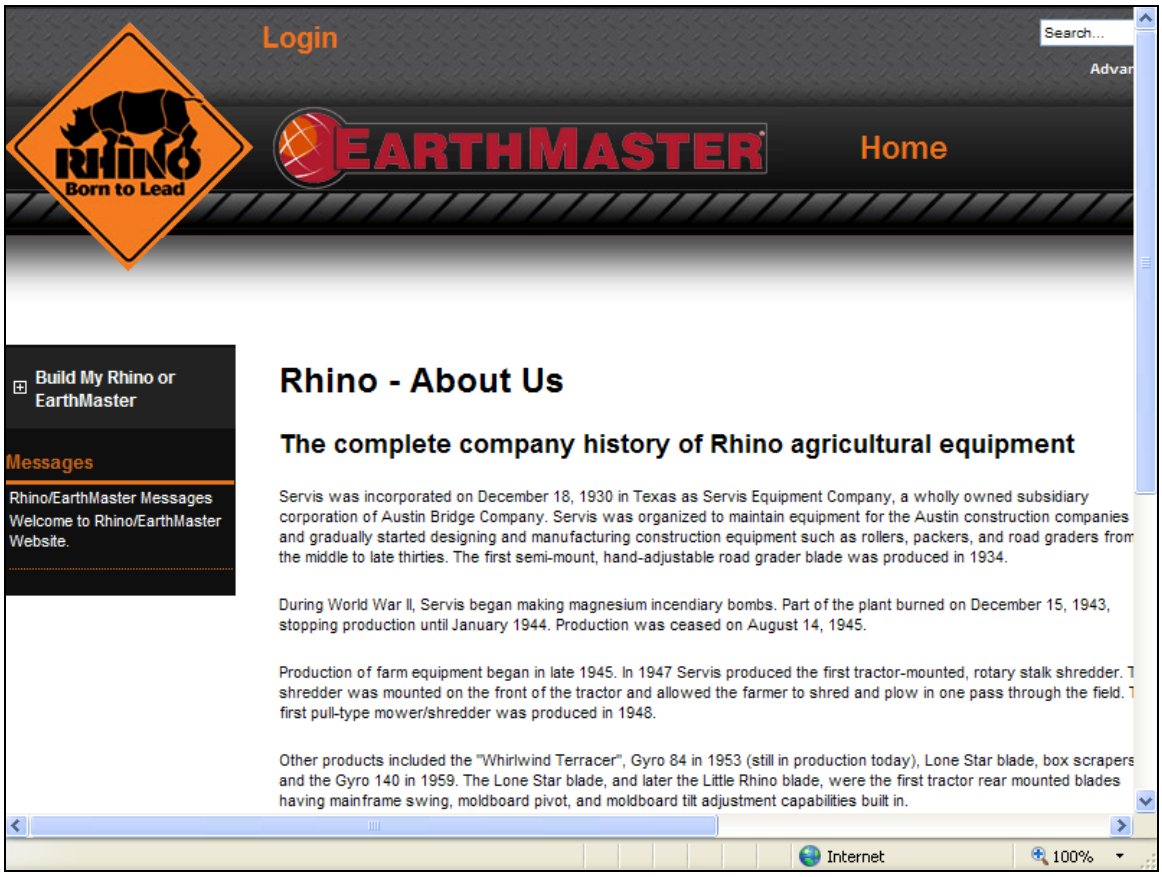
Logging On Guide

Logging On



This chapter shows how to log on to the website.

1. Open Build Your Rhino link from (www.rhinoag.com) or Build Your EarthMaster link from (www.earthmastertillage.com). Select login on top left.
2. Type user ID in the User ID text box.
3. Type password in the Password text box.
4. If password forgotten, click on the Password forgotten link.
5. **General Public can build my Rhino/EarthMaster without logging in.**

To build quotes for customers, do not log on. This will give customers retail price.

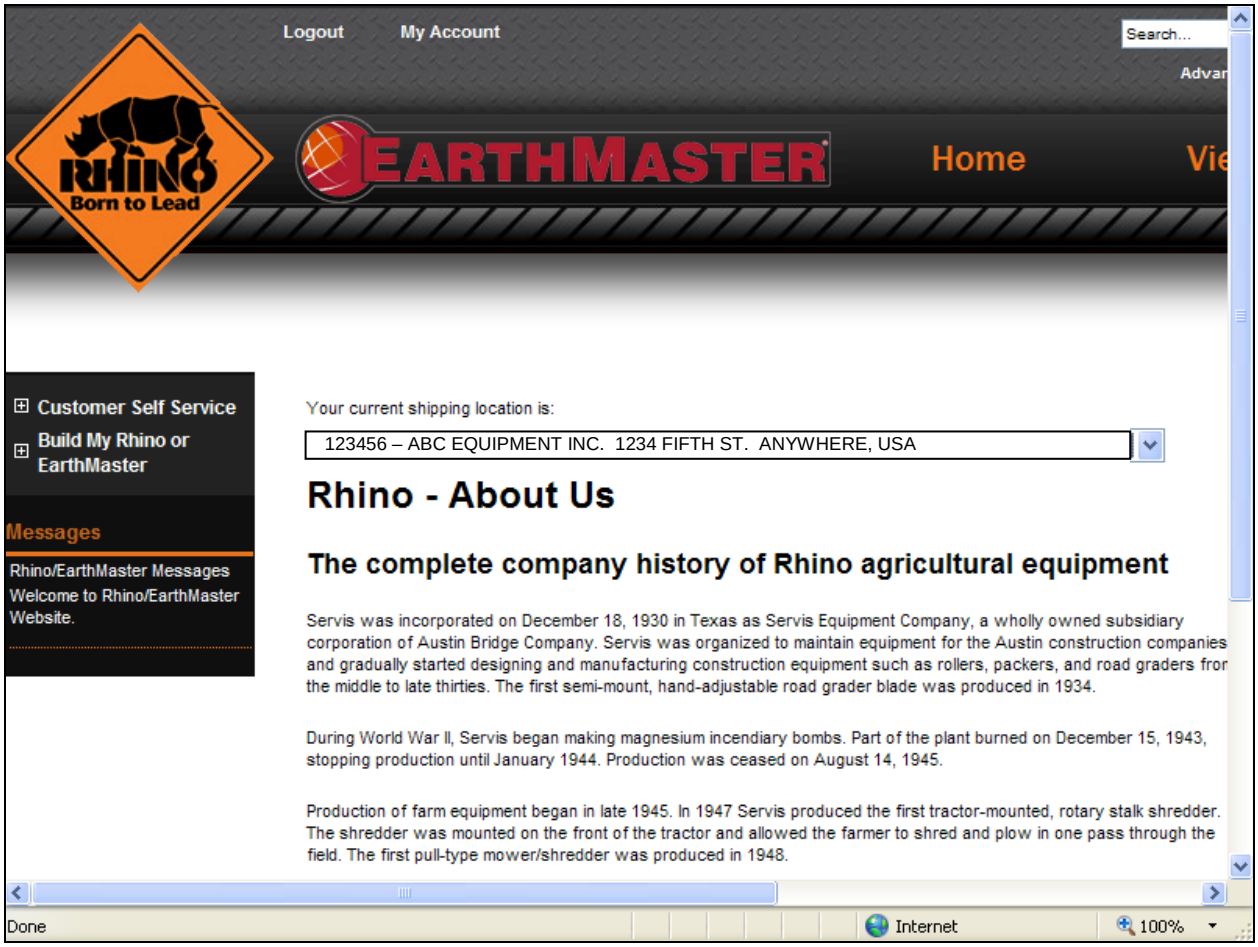
Request Access

Under Construction

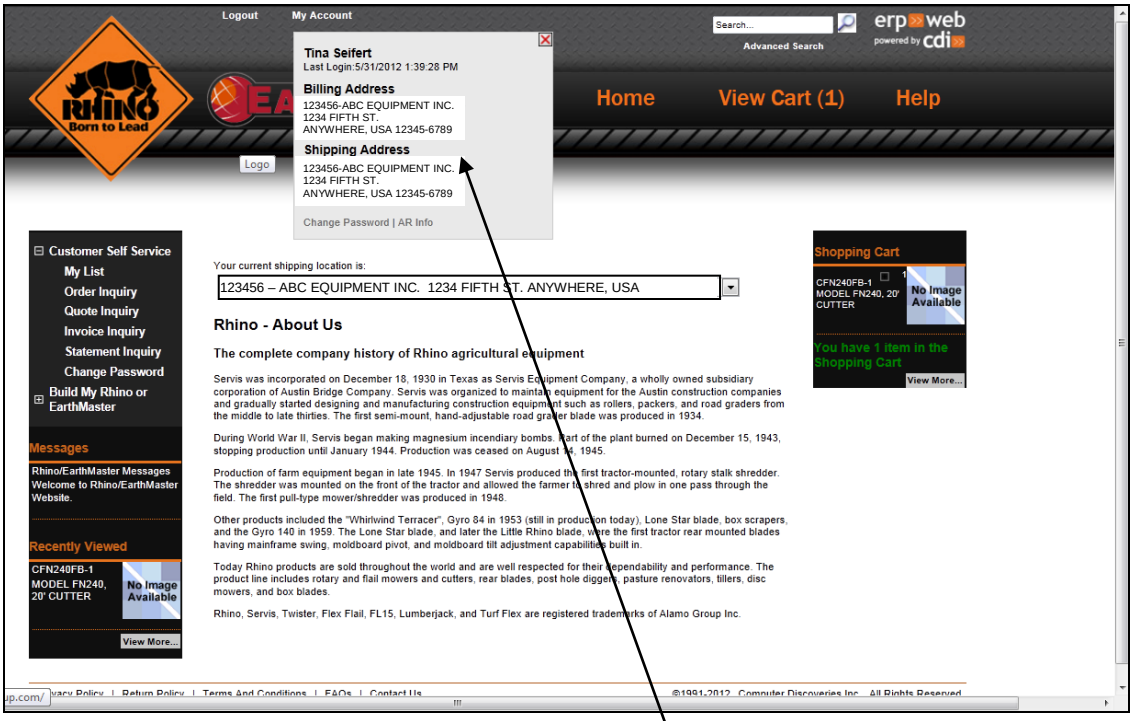
A request form will be made available to add new dealerships. Additionally, the form will be used to change rights inside the dealership.

Opening Screen Guide

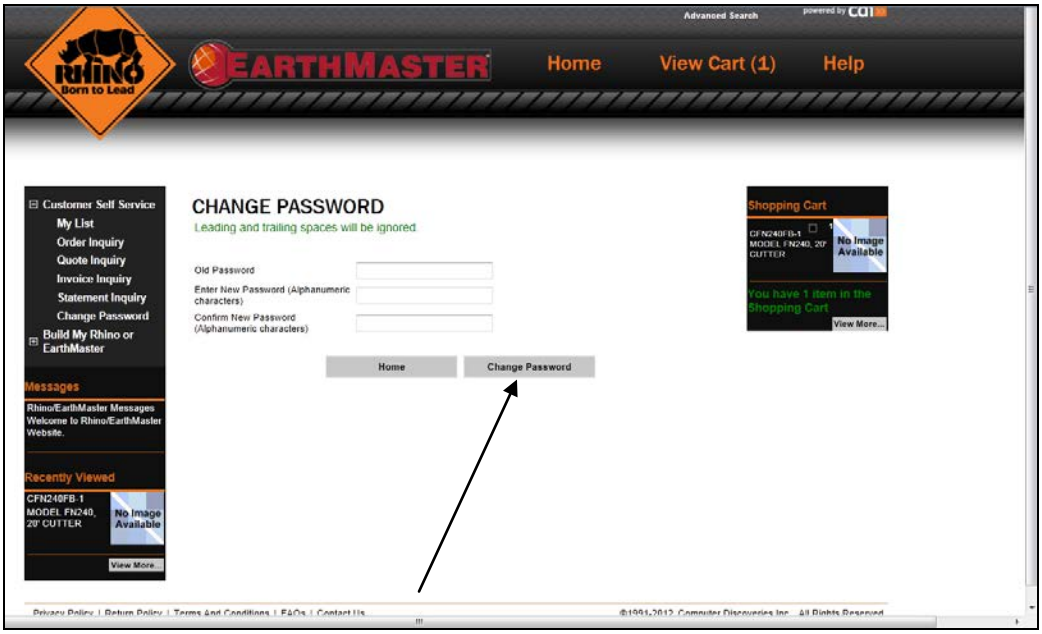
Opening Screen – Dealer Login



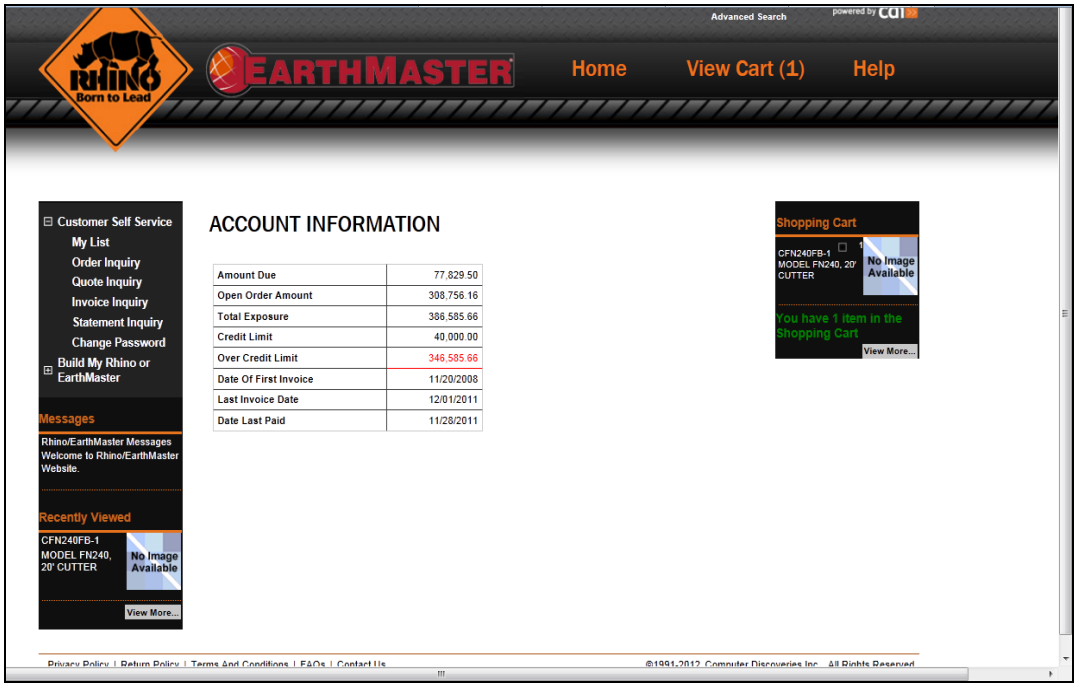
My Account



This shows billing and shipping address information and when the last log occurred. To change password – click on change password.



Enter Old Password in appropriate box, then enter new password, retype to confirm. Click change password and password will be changed successfully.

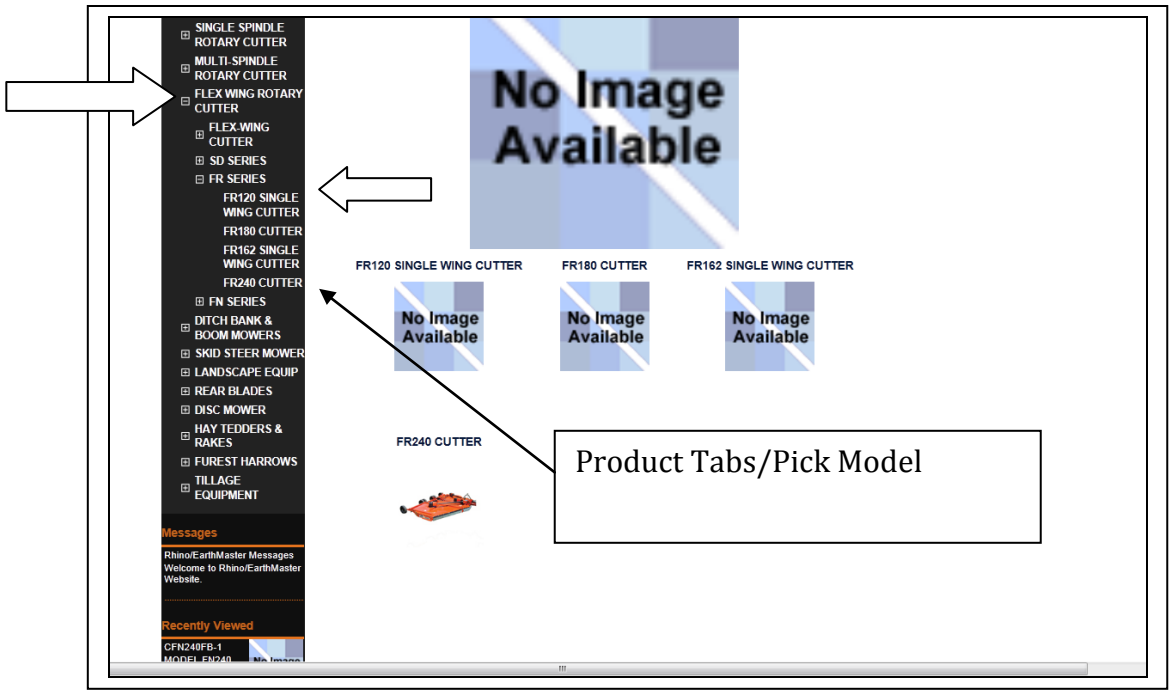


Account Information screen is a dashboard for the dealerships account status. Dealer principle will determine access to this screen within the dealership.

Build My Rhino/EarthMaster

Navigation Tree

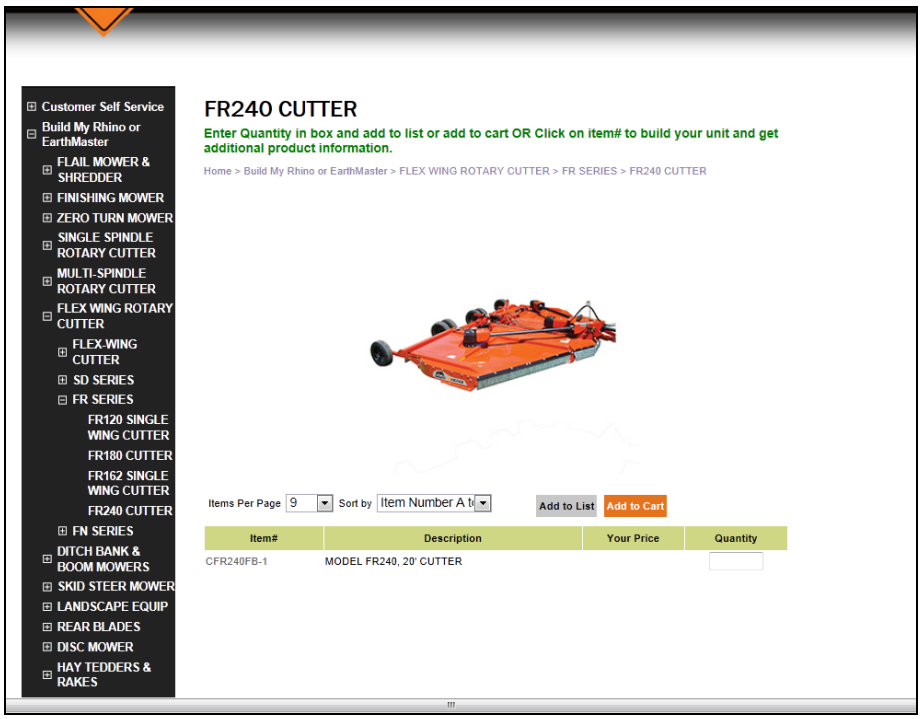
For Backhoes and Loaders – contact customer service @877.408.3297



Product Line (expand the plus sign from the navigation tree) OR click on words to get pictures of products

Example –build a FR240.

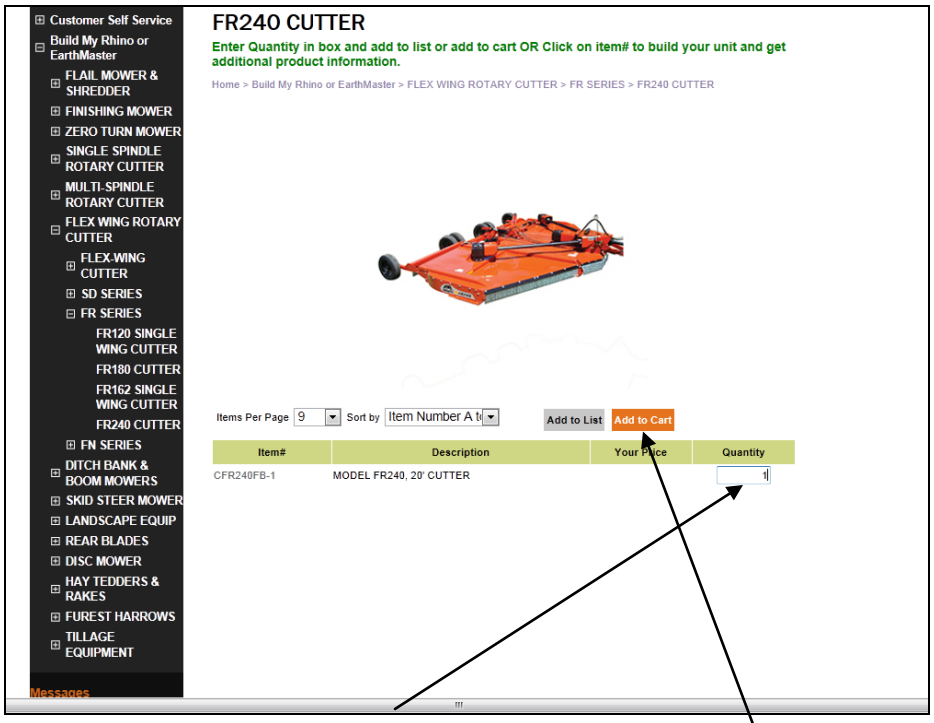
1. Go to navigation tree (Located under Build my Rhino/Earthmaster)expand +
2. Choose product line (this example FLEX WING ROTARY CUTTER) expand +
3. Choose product tab (this example FR series and then click FR240 Cutter from navigation tree or click on image from middle of screen)



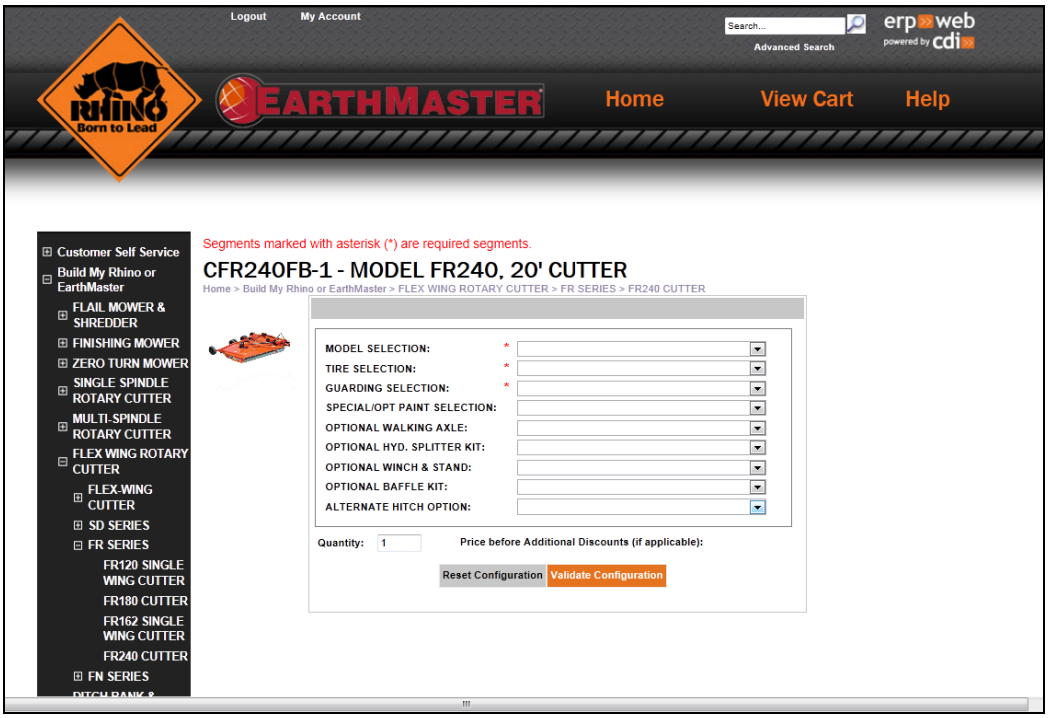
From this screen 1 of 3 things can be done.

1. Add to list (for future orders) refer to page 35 for further information.
2. Add to cart
3. Get product information (description, details, and literature pdfs) and build unit – refer to page 30 for configuring unit.

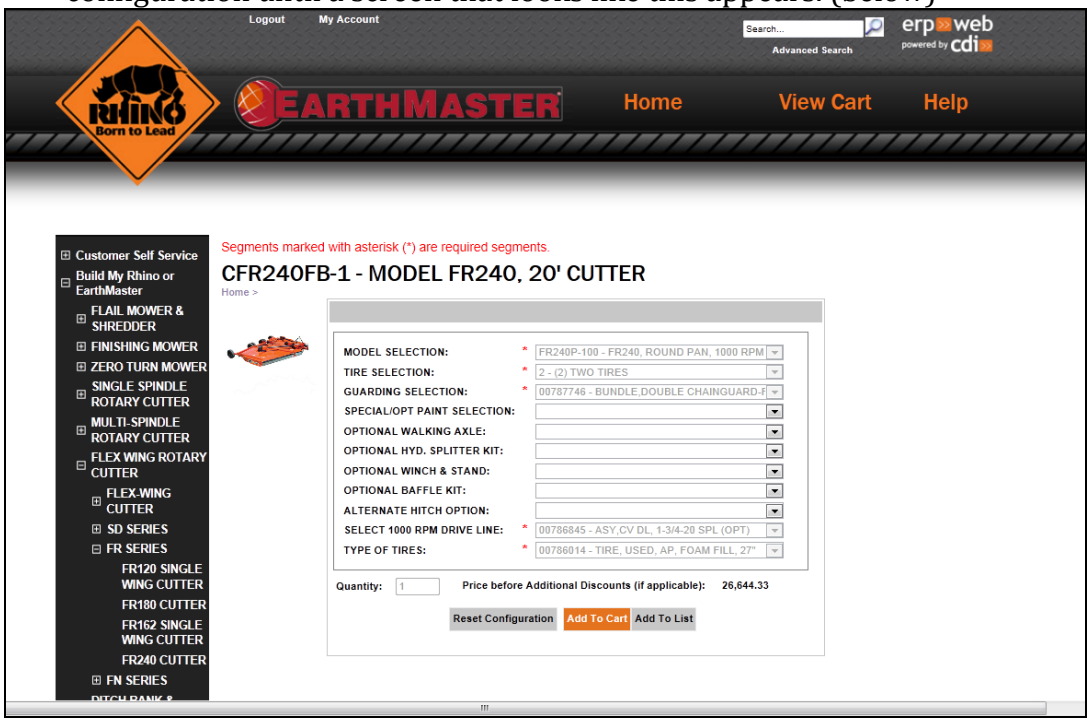
Add to cart:

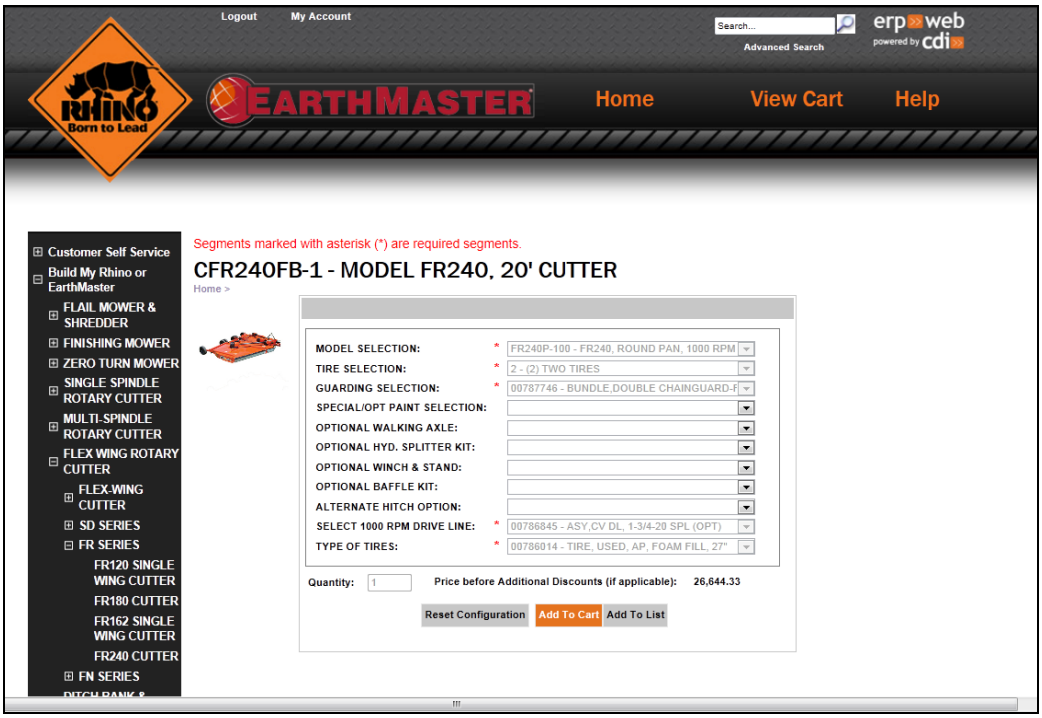


1. Enter Quantity in the quantity field and click add to cart



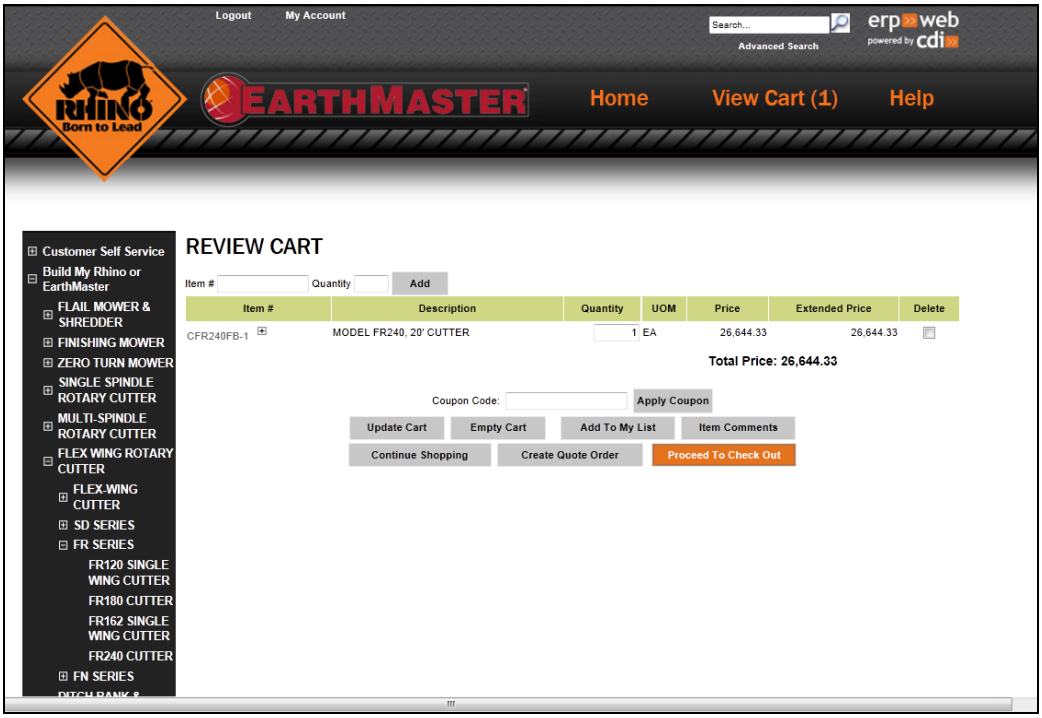
2. This screen is where configuring a unit starts. Asterik fields are required. Once asterisk fields are filled out , click validate configuration button. There might be additional screens to add more required fields. Continue to validate configuration until a screen that looks like this appears. (below)



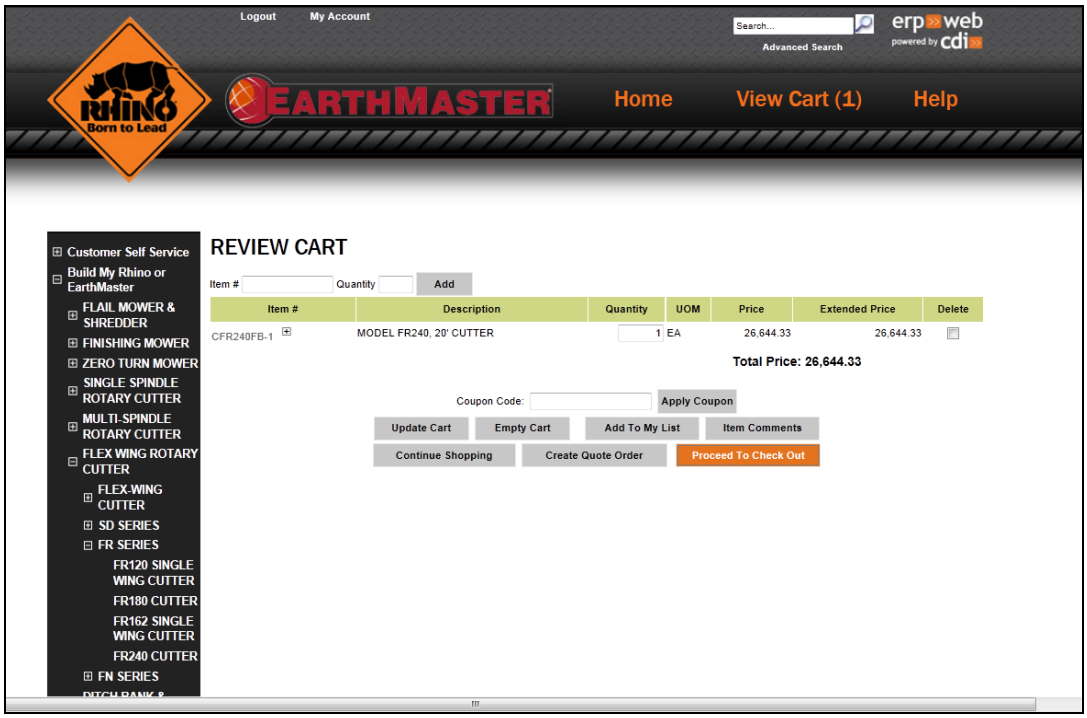


1 of 3 things can be done:

a. Reset configuration (start over)
b. Add to cart
c. Add to list (refer to page 35 for detail information)



When adding to cart the next screen will look similar to this: (above)

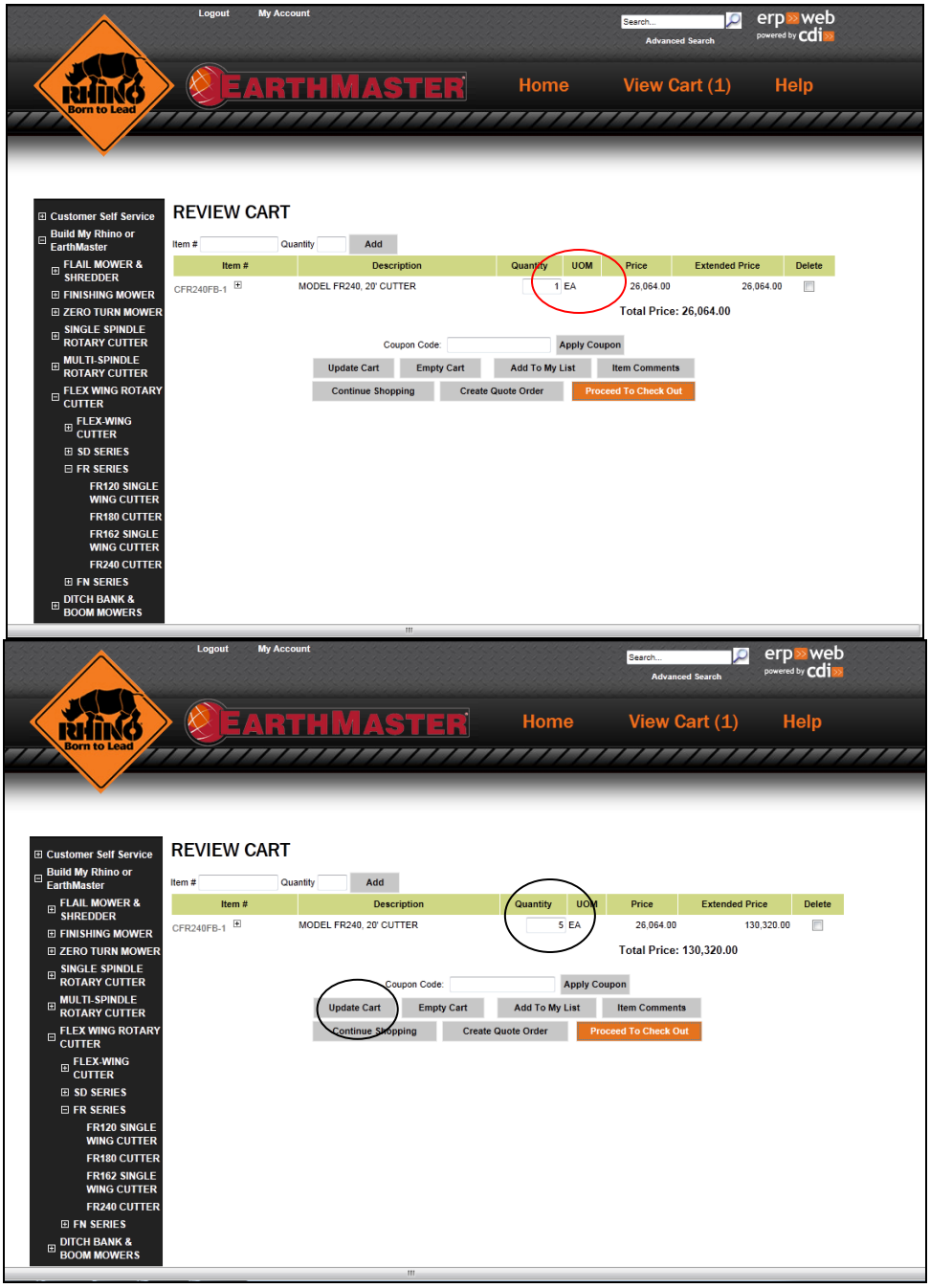


Apply Coupon could be used in future (under construction)

Several things can be done at this point:

a. Update Cart
b. Empty Cart
c. Add to My List
d. Item Comments
e. Continue Shopping
f. Create Quote Order
g. Proceed to Check Out

Update Cart

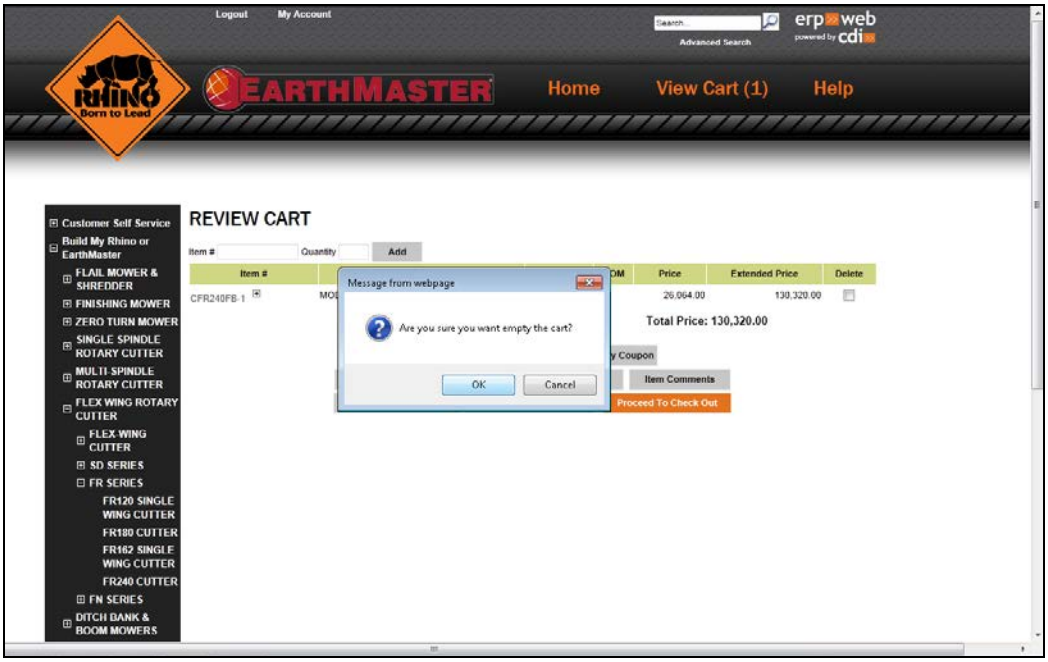


This button is used for changing quantities of items ordered. **(example – going from ordering quantity 1 to quantity 5)**

In the quantity field change quantity to what is needed and then click the button UPDATE CART. Then proceed to checkout. (refer to page 26). Can use Delete box and hit update as well.

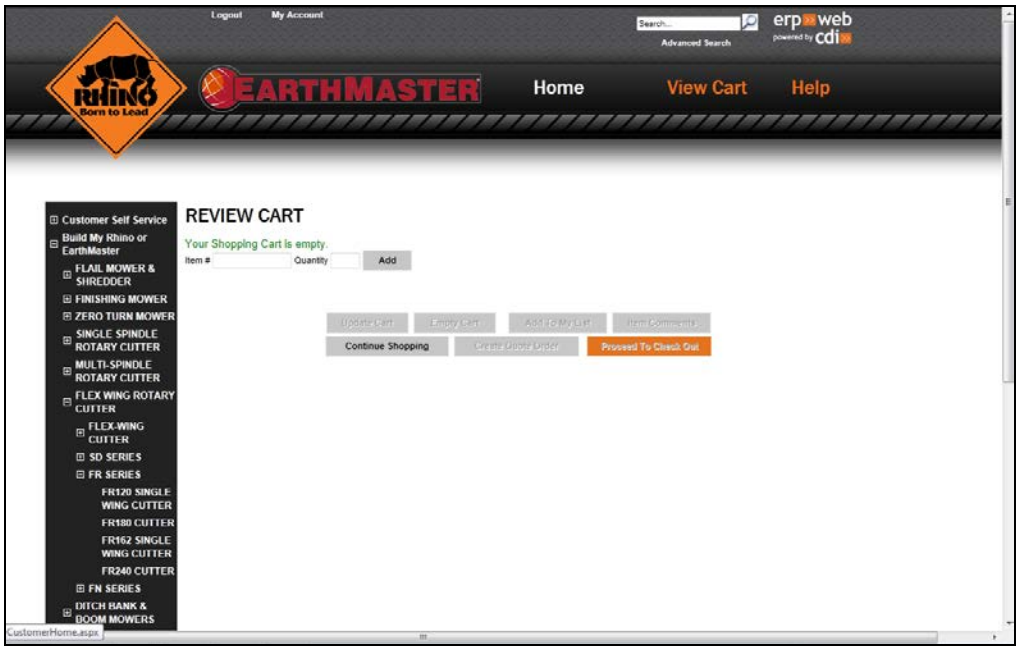
Empty Cart

BEFORE:

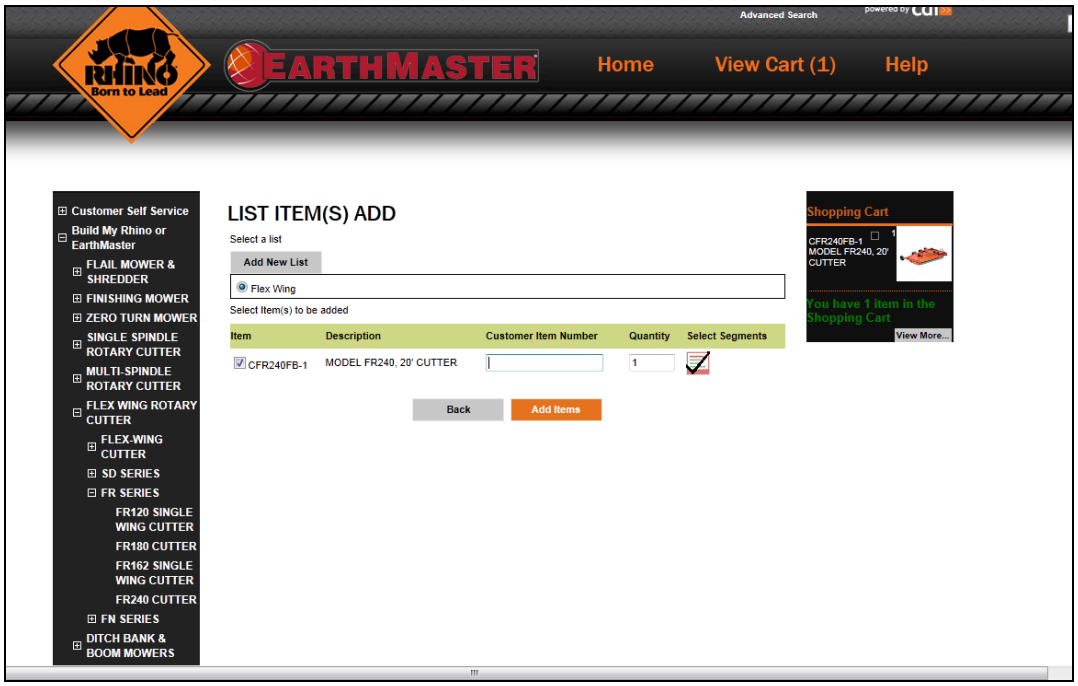


Click on this button it will empty cart after a message is acknowledged. The message reads “Are you sure you want to empty your cart” (see diagram).

AFTER:

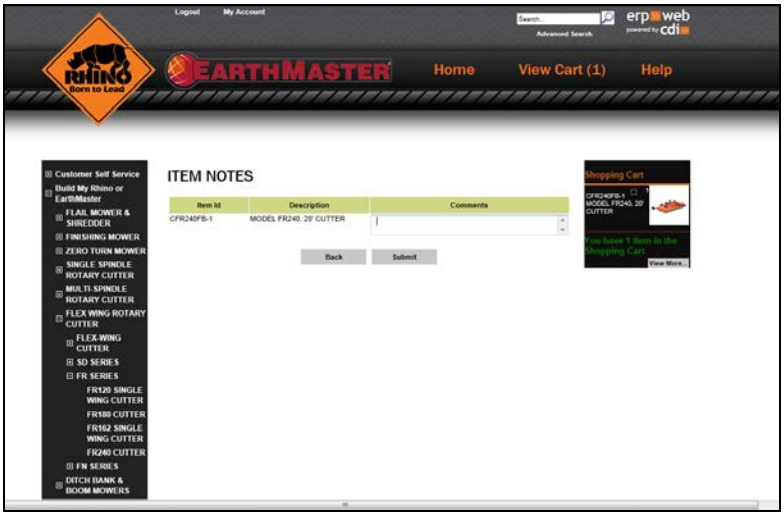


Add to My List



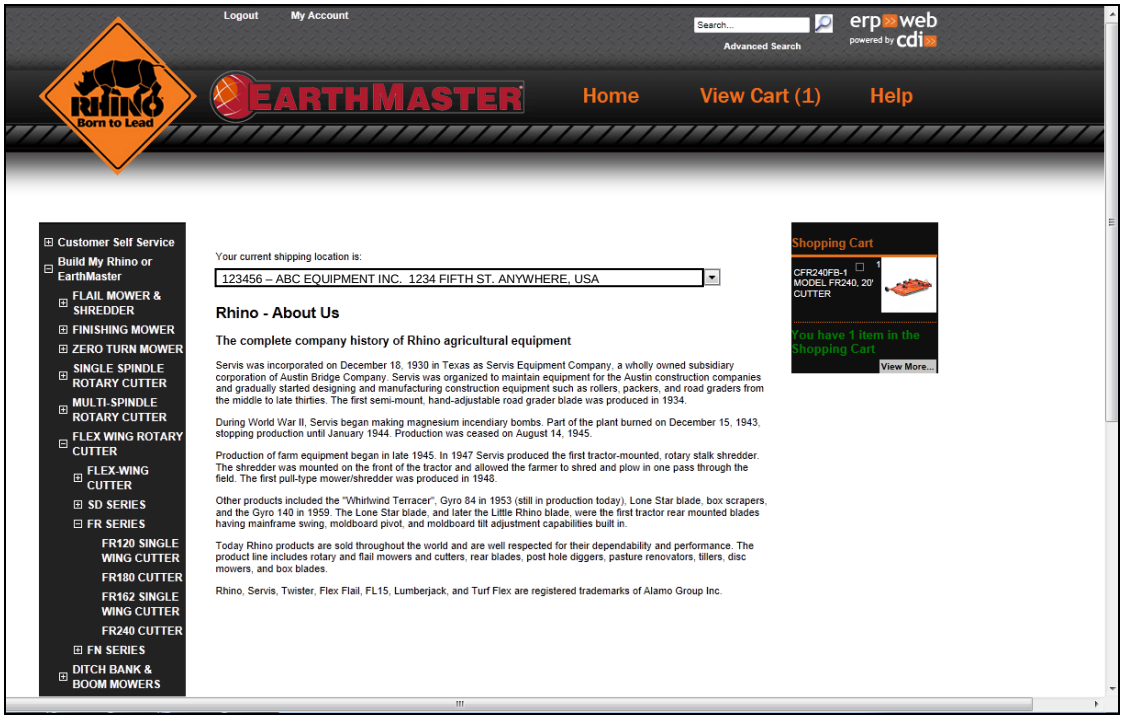
This button adds configured items to a list for future use. Refer to page 35 for more details. The screen will look like this: (see above).

Item Comments



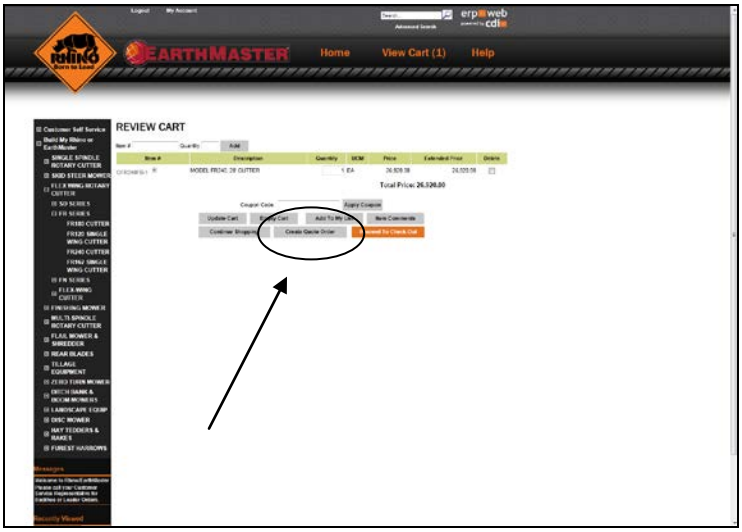
This field can be used to add any comments. EX- Customer Name, Government Bid, Stock, Retail, etc (this field is not a required field).

Continue Shopping

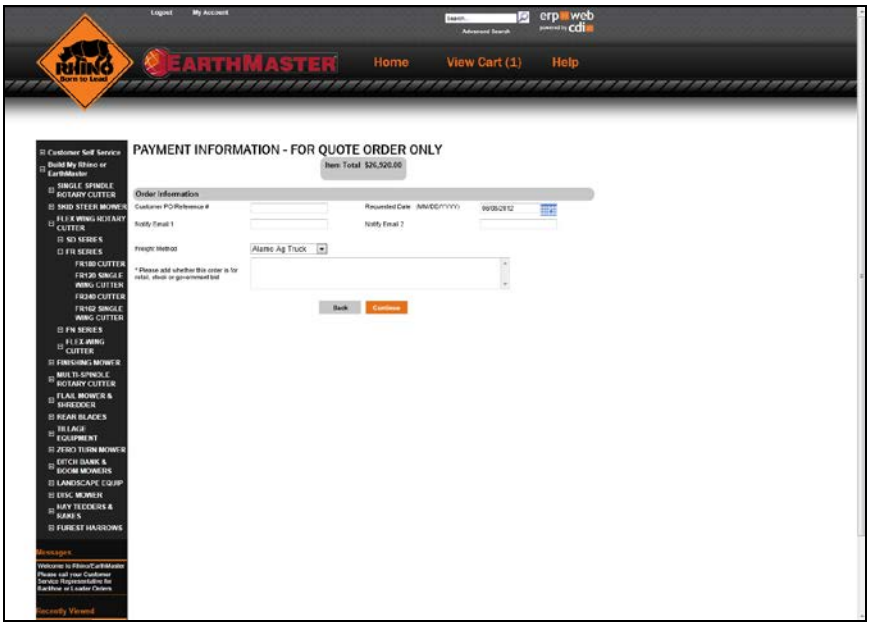


This button is used to order different product or just to browse around at different product. It will navigate back to the “home” page and start the configuration process over again. Refer to page 13 for instructions. Can also go directly to navigation tree to continue shopping.

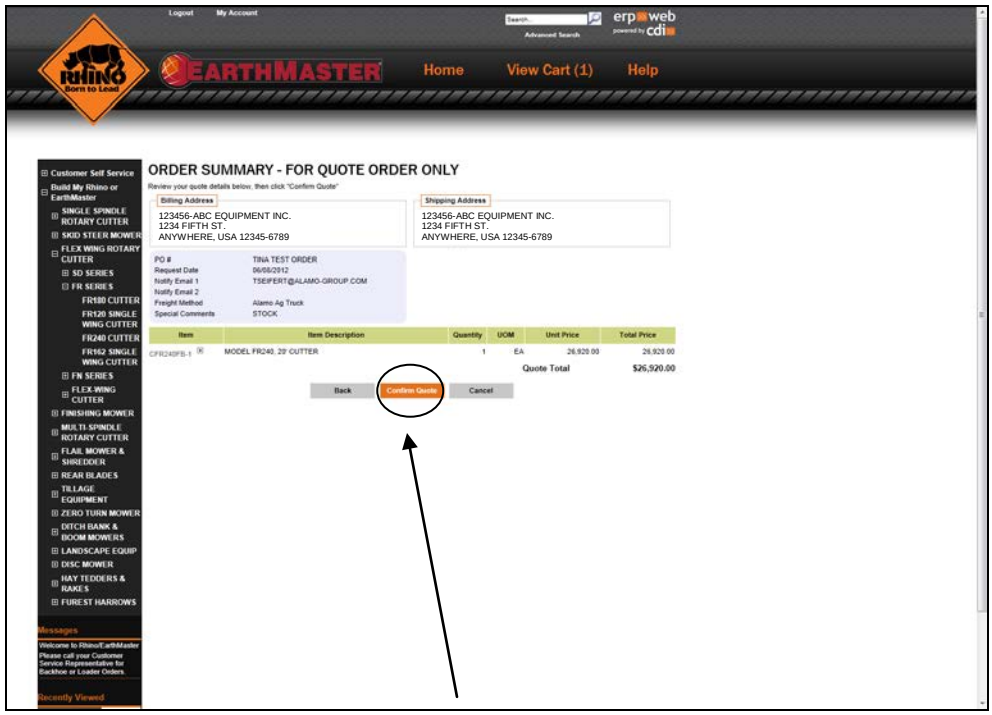
Create Quote Order



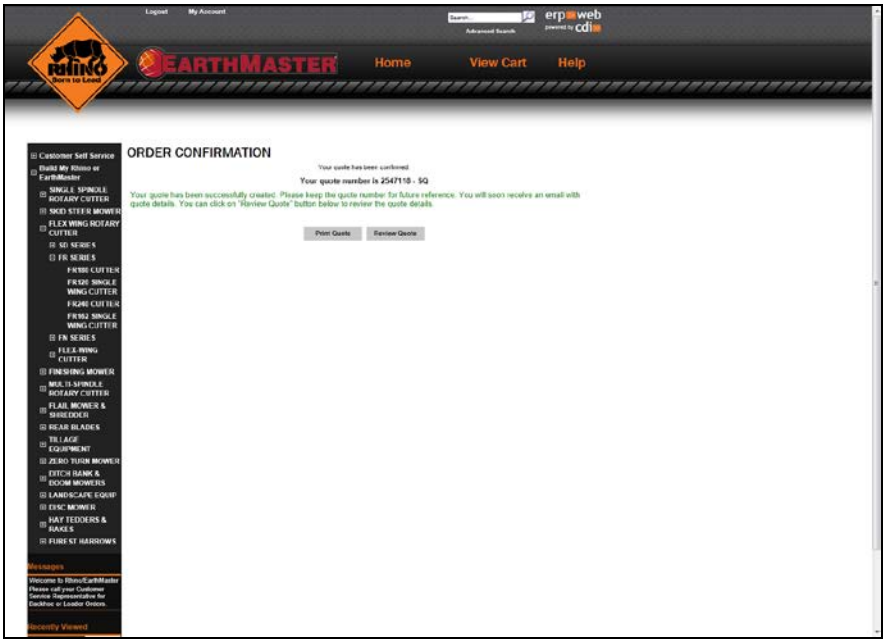
Quotes can be saved for customers and can be converted to a sales order. Click on the button that says CREATE QUOTE ORDER. Quotes are issued at dealer net.



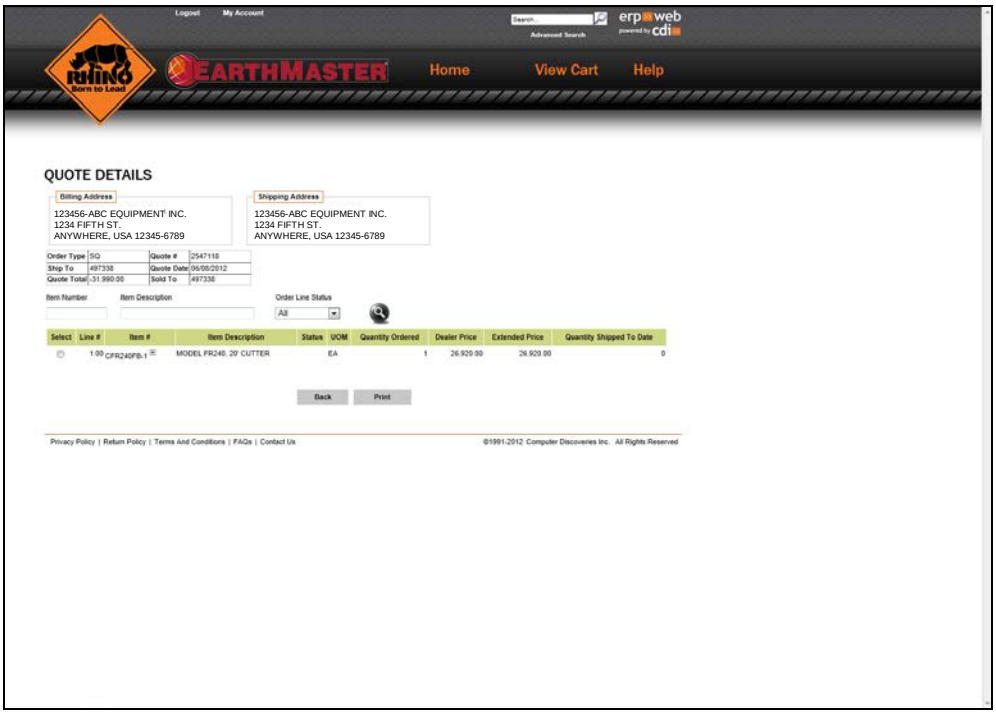
Fill out the blanks. The requested date is not necessary to fill in. Enter an email address in Notify Email 1. Email address in Notify Email 2 is not required but will allow multiple people to get notifications. Click continue.



Review order summary-for quote order only, then click "Confirm Quote". **This quote will be valid for 30 days.** This quote can be converted to a sales order . Refer to Quote Inquiry in the Customer Self Service Menu to convert to an order. Refer to page 42 for instructions.

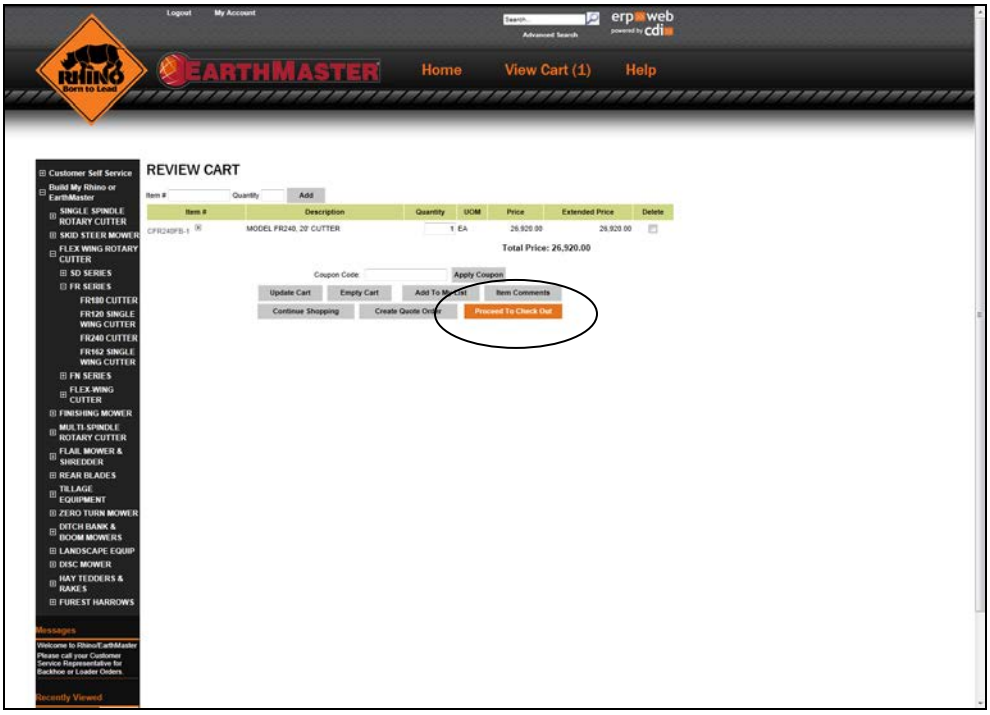


Once the confirm quote button is selected. An order confirmation screen will appear with a quote number. The quote can printed or reviewed.

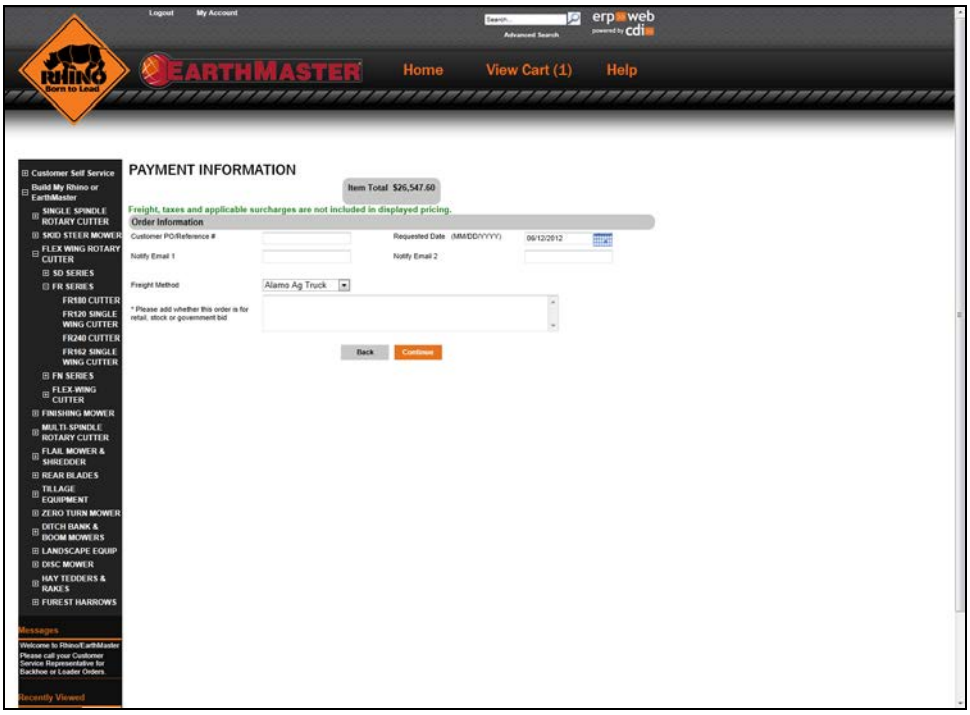


If the Review Quote button was chosen, the screen would look similar to this.

Proceed to Checkout



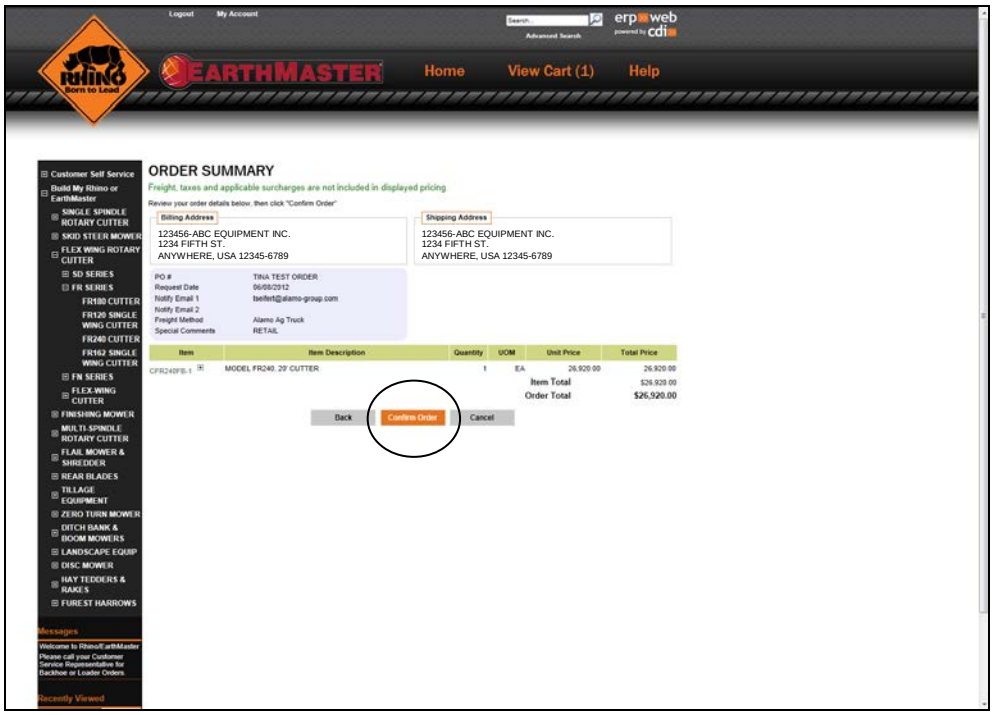
To place an order click on the button Proceed to Checkout



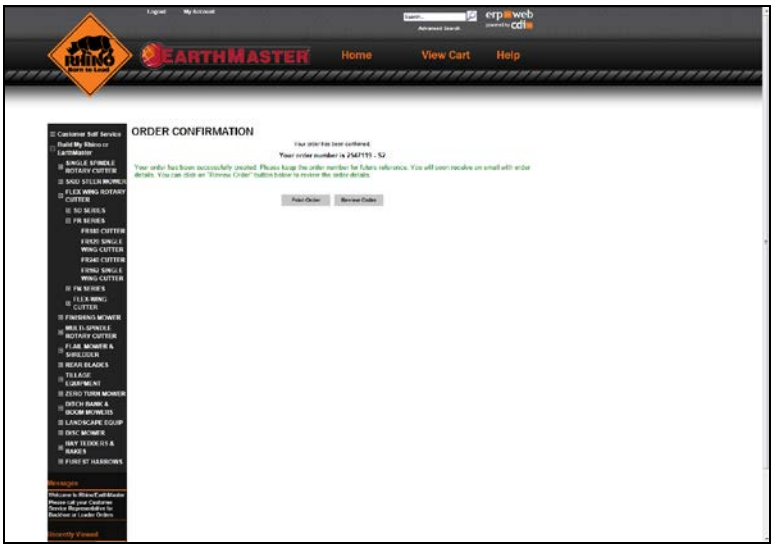
Fill out the boxes

- **Customer PO/Reference #** - dealer supplied
- **Requested Date** – not necessary to change as wholegoods are available according to factory schedule.
- **Email 1 and 2** – not necessary to fill out both, if more than one person needs order confirmation proceed to fill out notify email 2 box.
- **Freight Method** – 2 options (Alamo Ag truck or Will Call)
- **Type of order** – in the empty box please put whether this order is for retail, stock or government bid.

Click Continue.

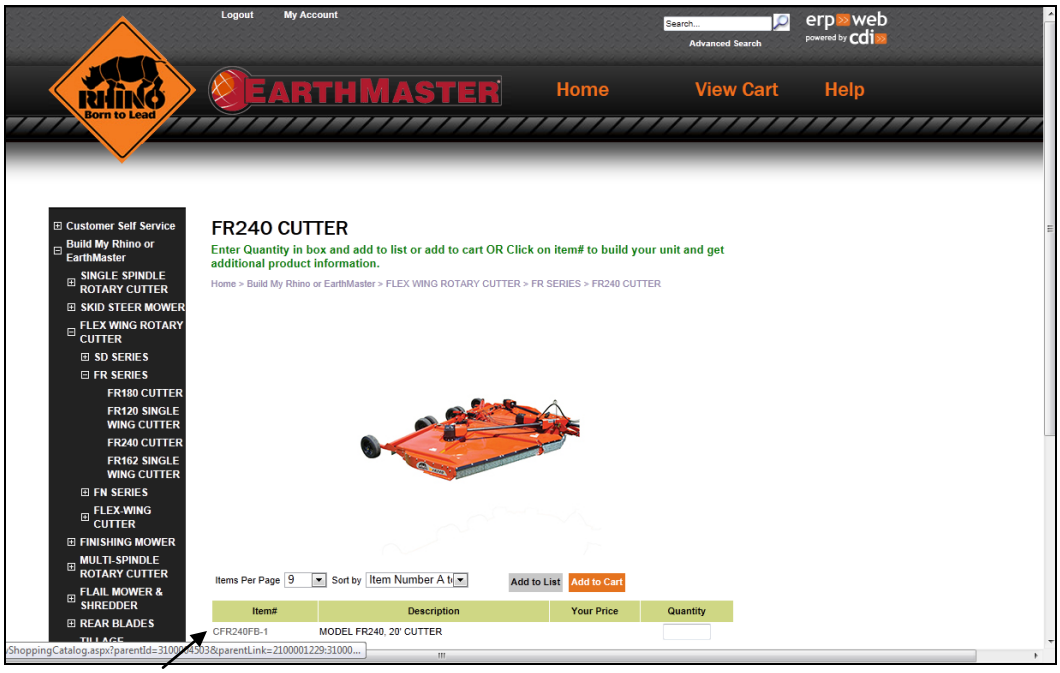


Review order details, then click "confirm order" when ready. Keep in mind the price on this summary does not include freight, taxes or any applicable surcharges.

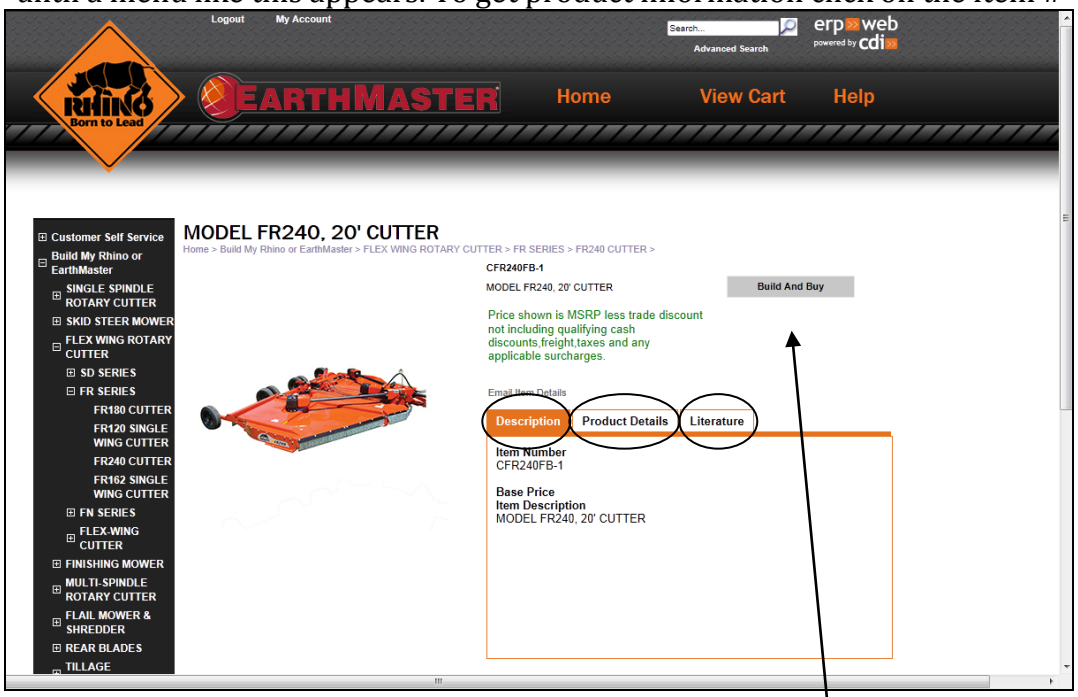


Order Confirmation Screen will assign a sales order # to your order. It can be printed or reviewed. An email will be sent to the email address listed on payment information screen. Inquirys about this order refer to page 42 for instructions.

Product Information (Build & Buy)



To access the Build & Buy Screen – expand the selections from the navigation tree until a menu like this appears. To get product information click on the item #

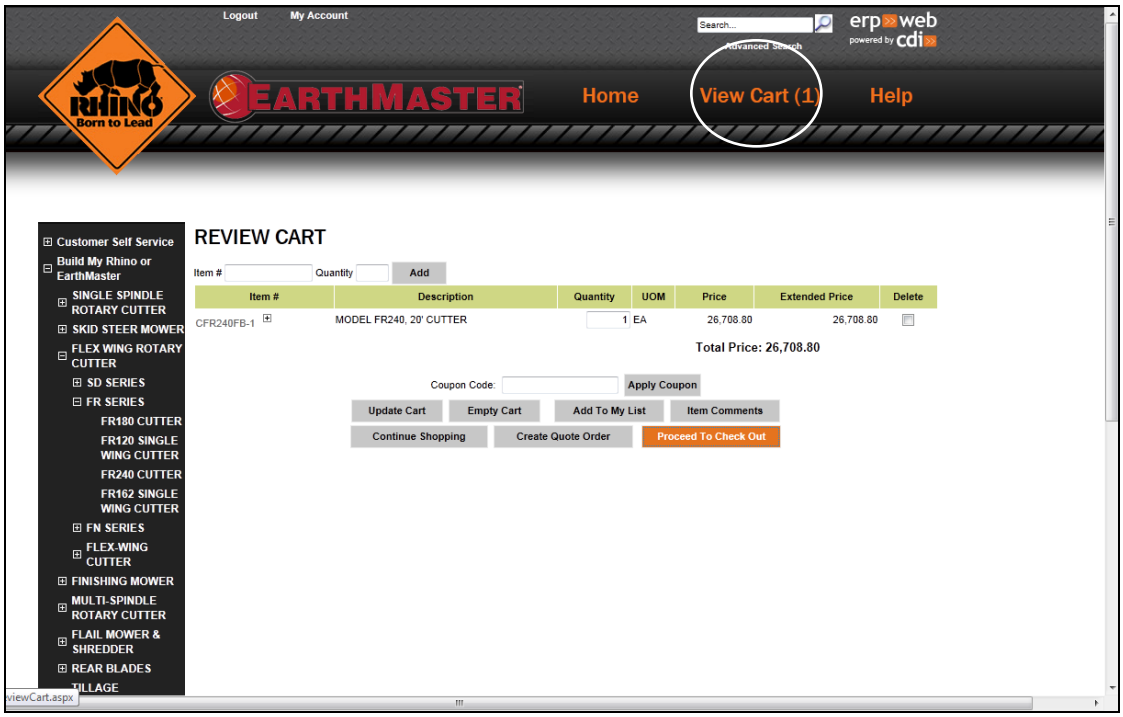


The next screen will look like this. (above)
Additional product information may be found on this screen by selecting the tabs above. (Description, Product Details and Literature).

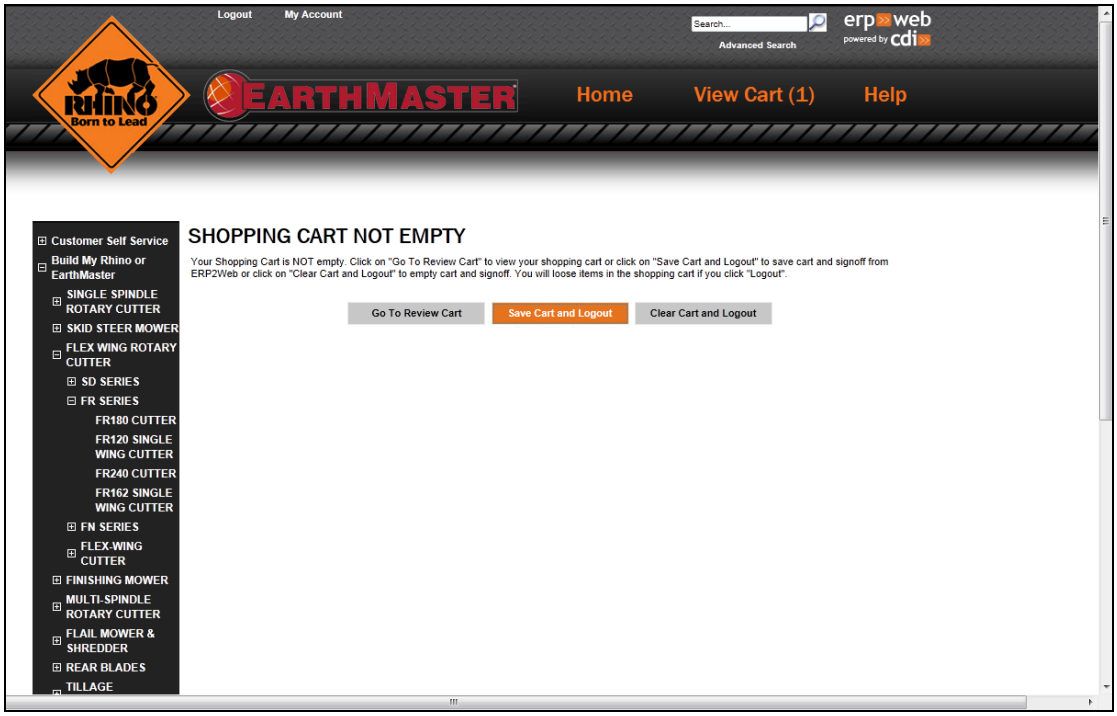
- **Description** – This gives description of unit and Base Price.
- **Product Details**- any additional product information will be shown here.
- **Literature** –download or print a PDF of the literature of this product.

A unit may be configured by clicking on the BUILD & BUY button. Refer to page 16 to finish configuring unit.

View Cart



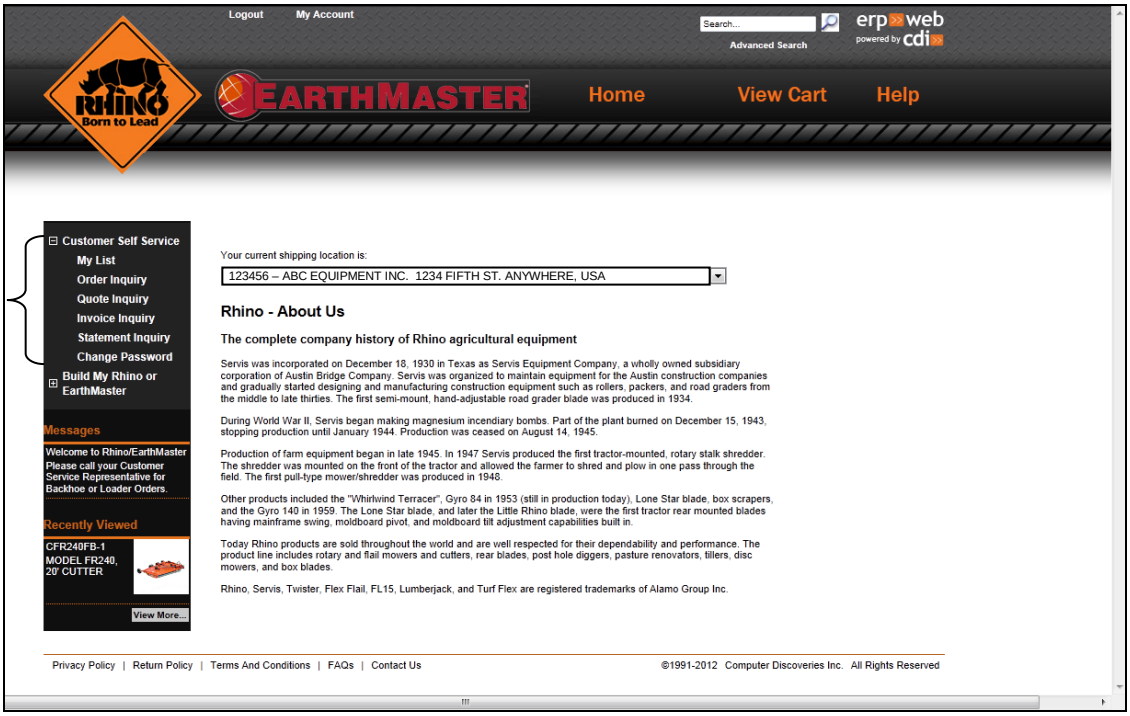
This screen shows 1 item in the shopping cart. Anytime a number is in this field click on View Cart. This item will be in the cart until something is done with it. Refer to pages 19-26 for instructions of the buttons listed.



When logging out with an item in the cart it will prompt a screen looking like this:

- **Go to Review Cart** (prompts to previous screen)
- **Save Cart and Logout** – (this will leave unit in shopping cart)
- **Clear Cart and Logout** (configured unit will be gone)

Customer Self Service

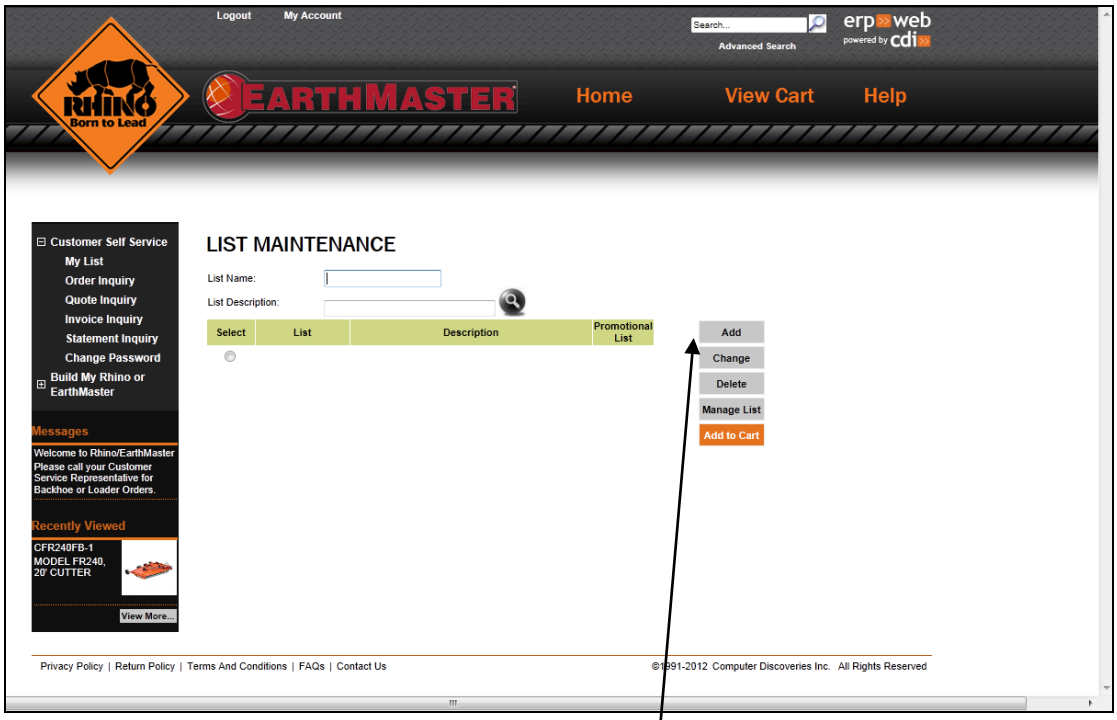


Information in the Customer Self Service includes

- My List
- Order Inquiry
- Quote Inquiry
- Invoice Inquiry
- Statement Inquiry
- Change Password

Authorization within this area is restricted by login access.

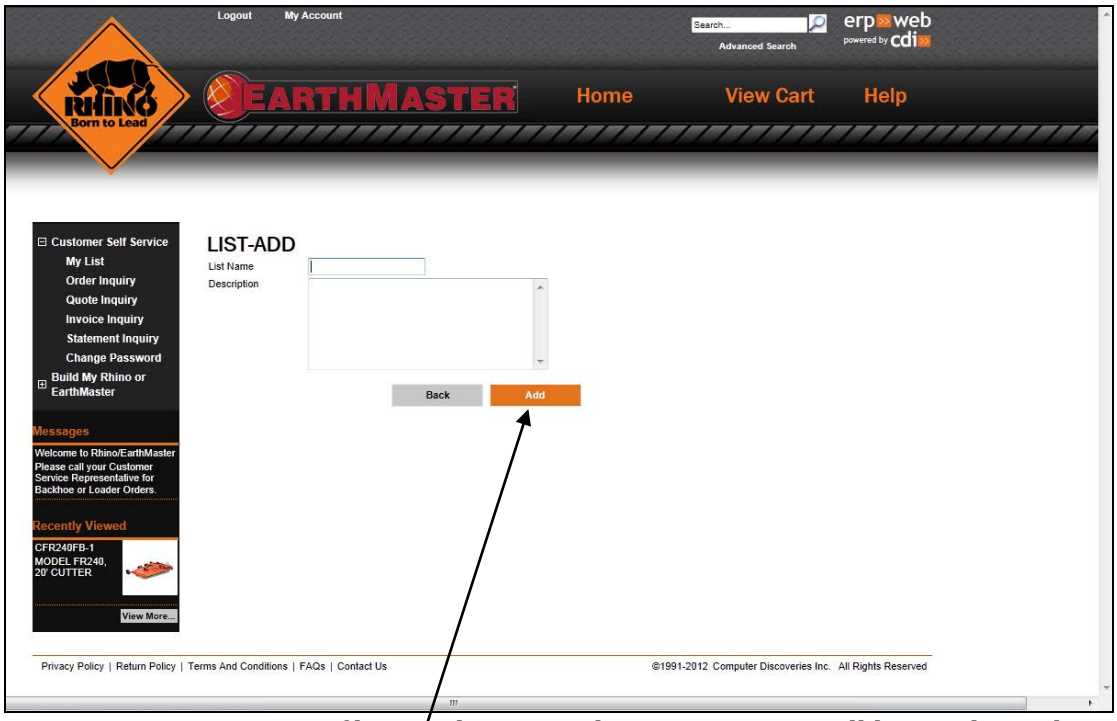
My List



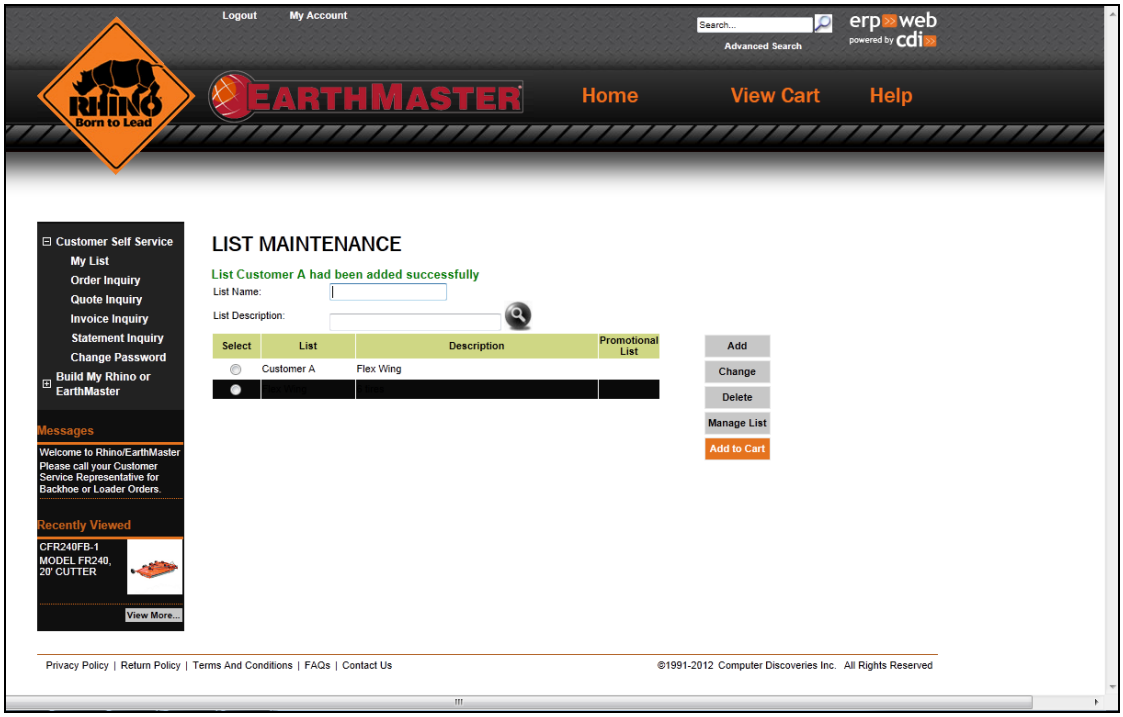
This screen is used to save configured or non configured units for later use. A customer database or dealer stock of units may be kept in My List. Functions included are:

- add
- change
- Delete
- manage list
- add to cart

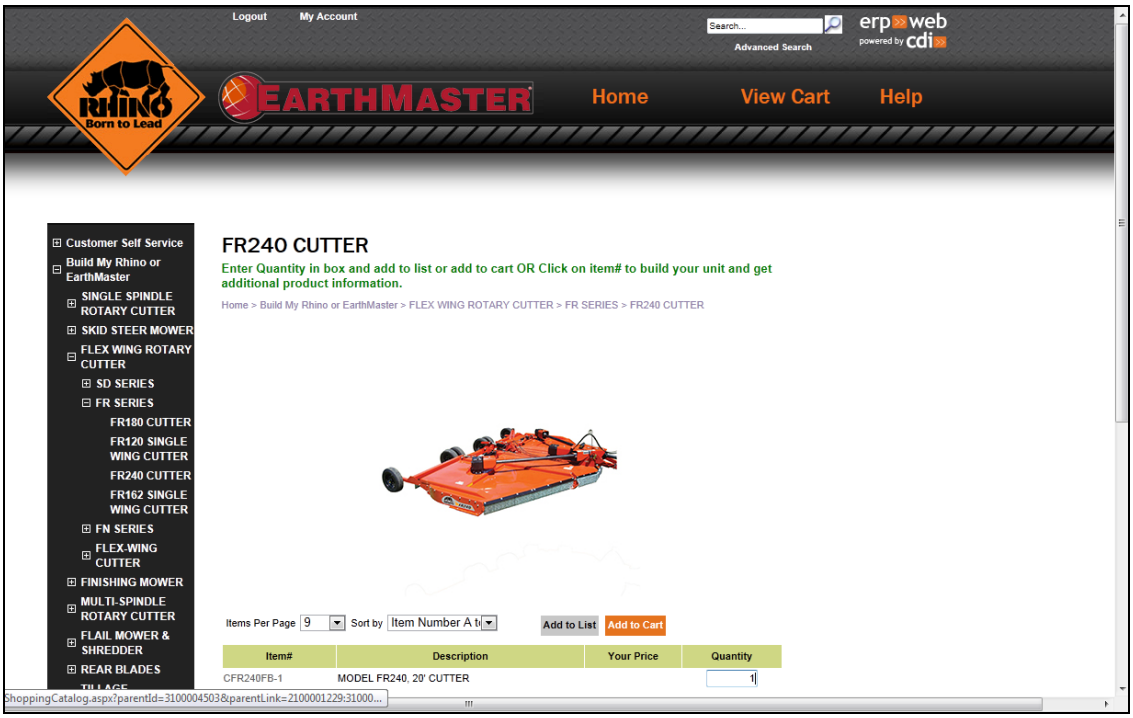
ADD – click on the Add button to the right



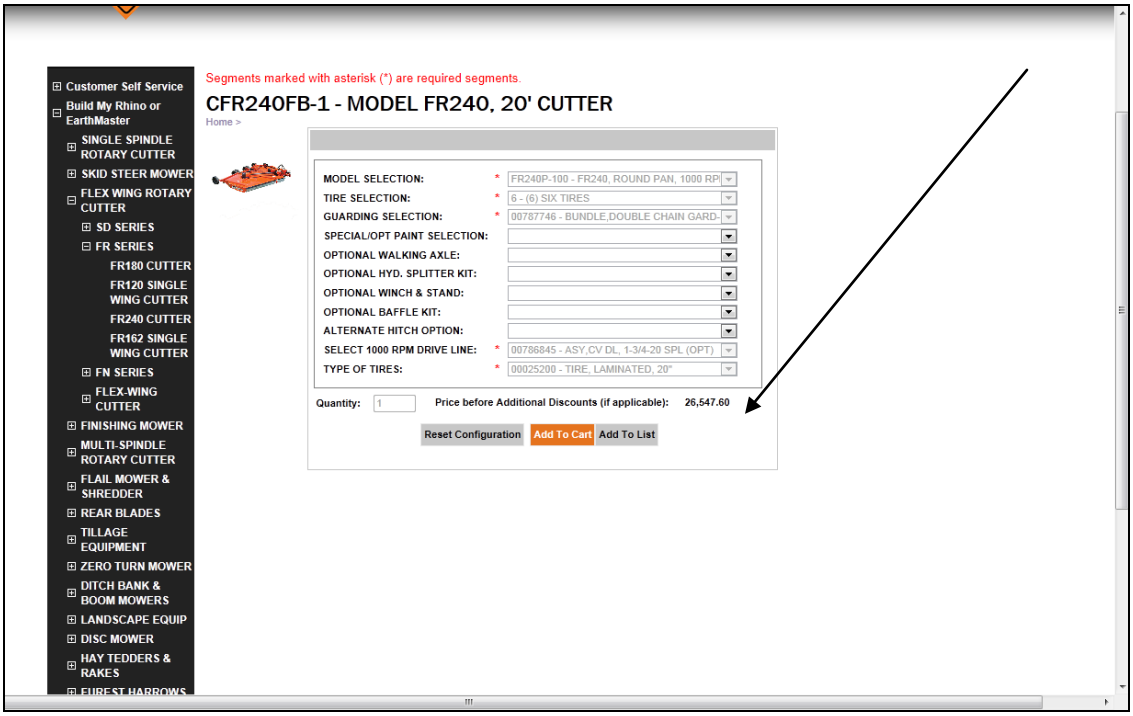
List Name – enter name of list. In this example – Customer A will be used. In the decription field –anything can be entered to help identify list. In this example – flex wing will be used. Then Click ADD – repeat these steps as necessary.



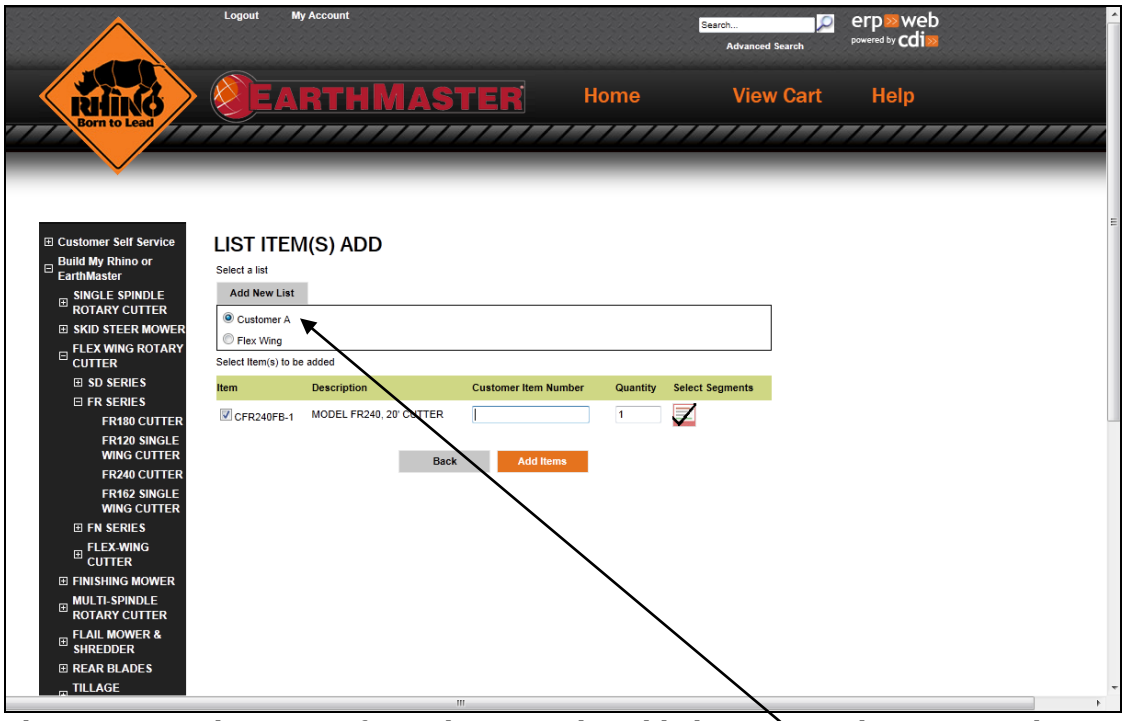
This shows the list maintenance with added List Name with the description.



List Names can be added while configuring unit. Keep in mind it will add to the list based on what stage the unit was added. This screen will only show the base unit if the Add to List button was clicked.

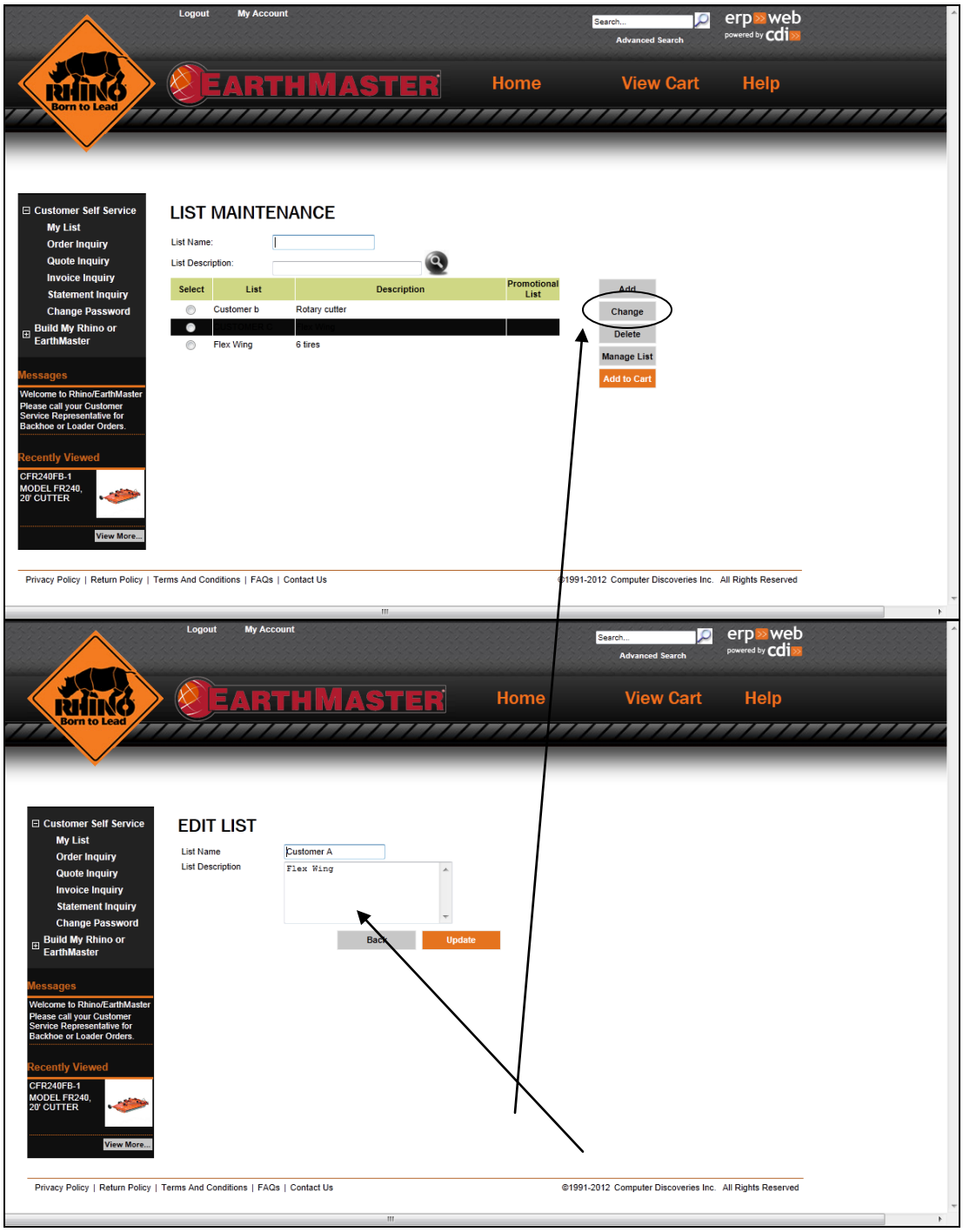


This next screen shows what it would look like at a configured stage:- ADD TO LIST

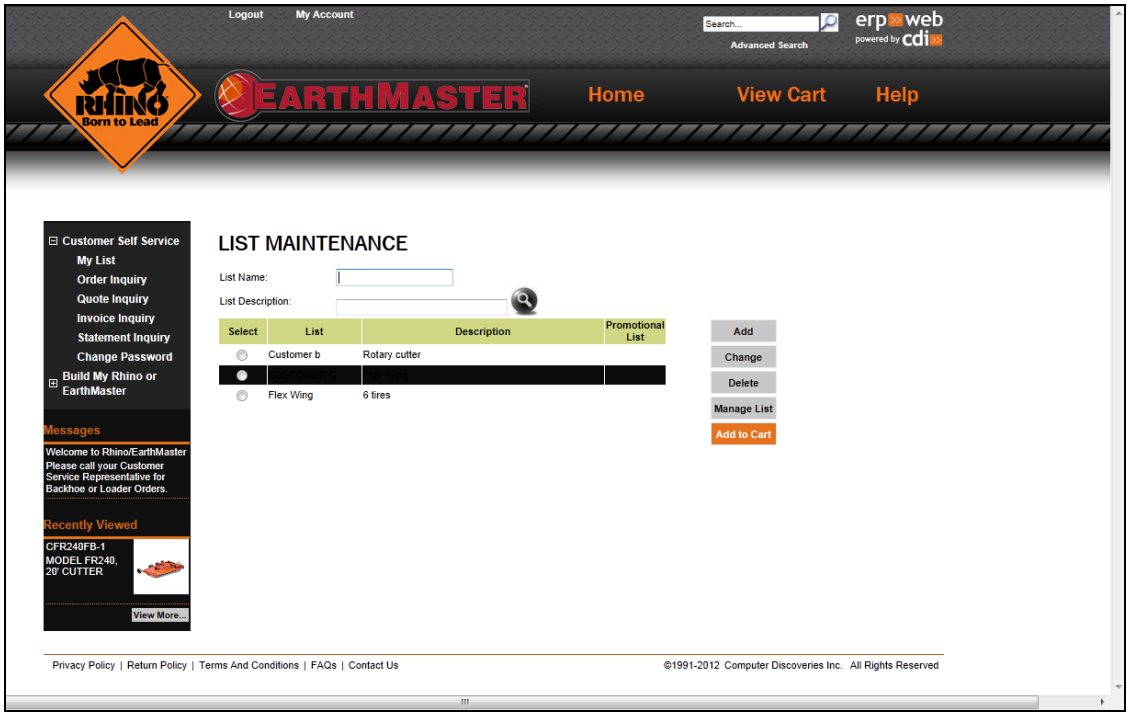


The screen is where a configured unit can be added to existing list or a new list can be added.

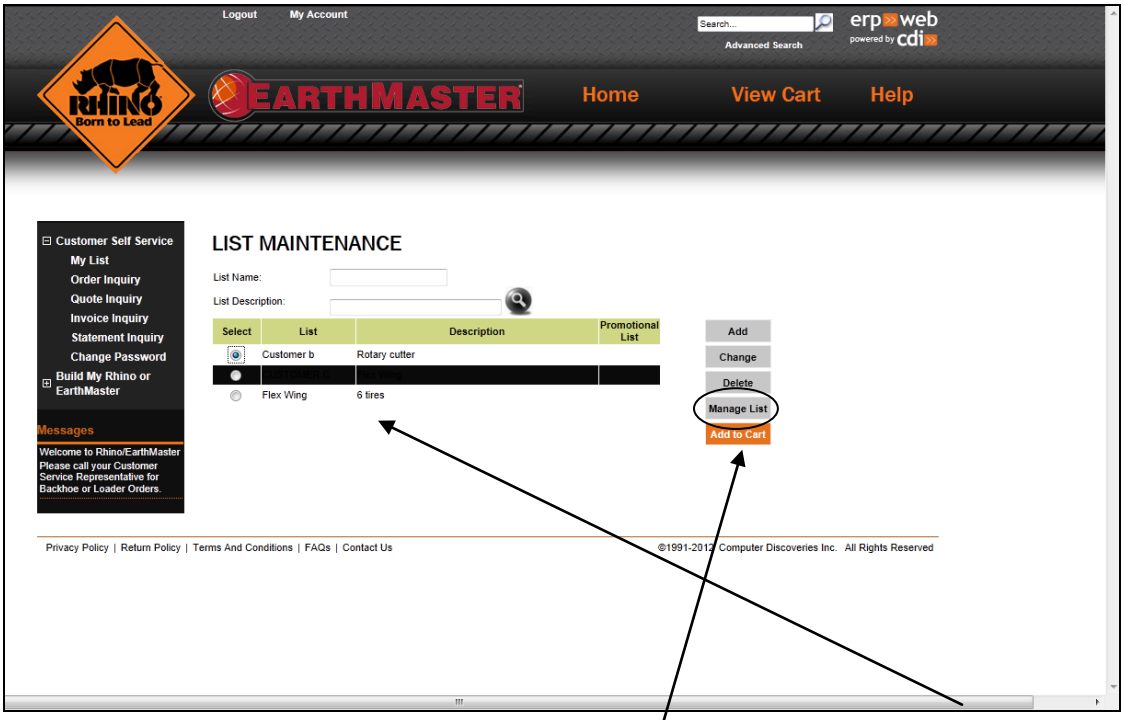
If adding to a new list click on ADD NEW LIST. If wanting to add this unit to an existing list – make sure the radial button is highlighted to which list wanted. Notes can be added in the customer item number. In this example – CUSTOMER A will be chosen. Then Click on ADD ITEMS. This will now be in MY LIST until it is removed.



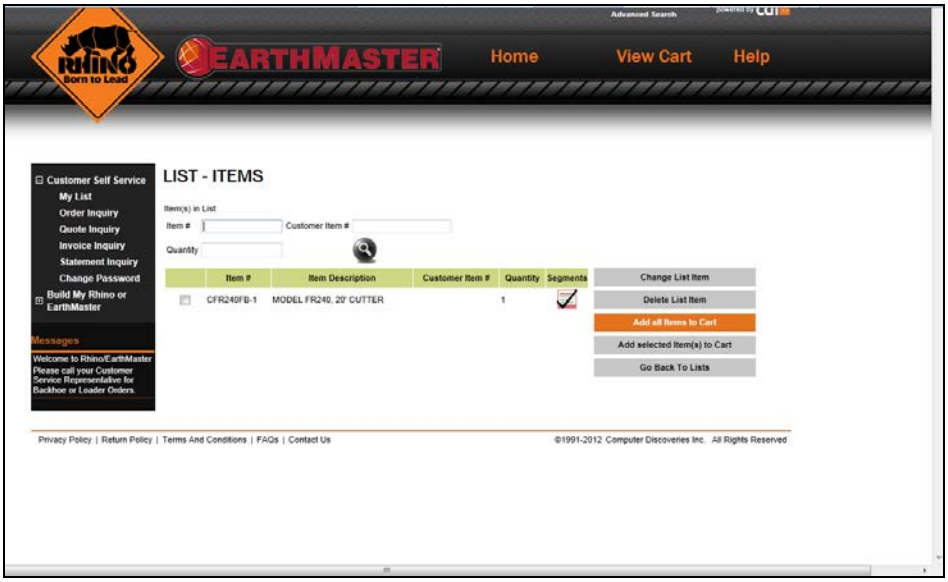
Change My list- Click CHANGE on right hand menu. This would be used if the name of the list or the description needs changed. Click UPDATE when changed. **This will not change how a unit is configured**. Steps to configuring unit must be followed and then add to My List.



DELETE- Delete the list name and all the contents in that list. Make sure the radial button is highlighted then click DELETE to remove list



MANAGE LIST- select which list to manage by clicking on the radial button on left side. Then select Manage List on right side.

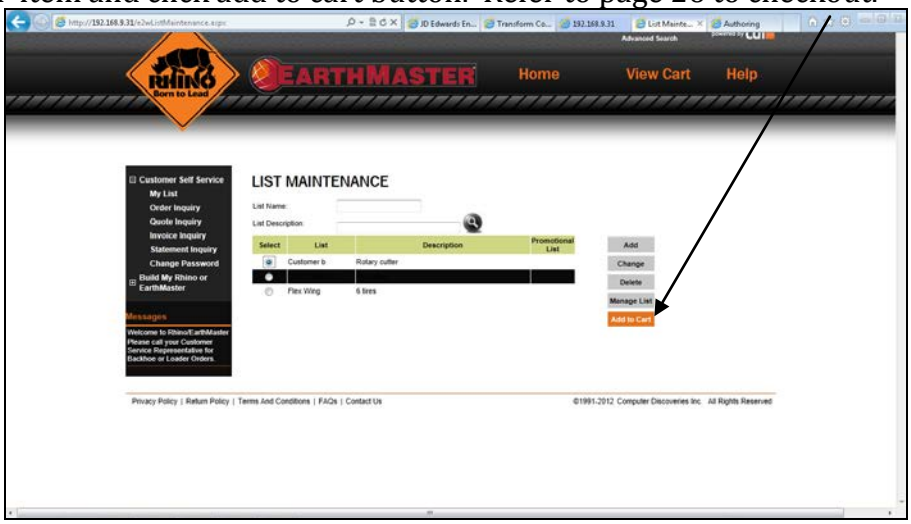


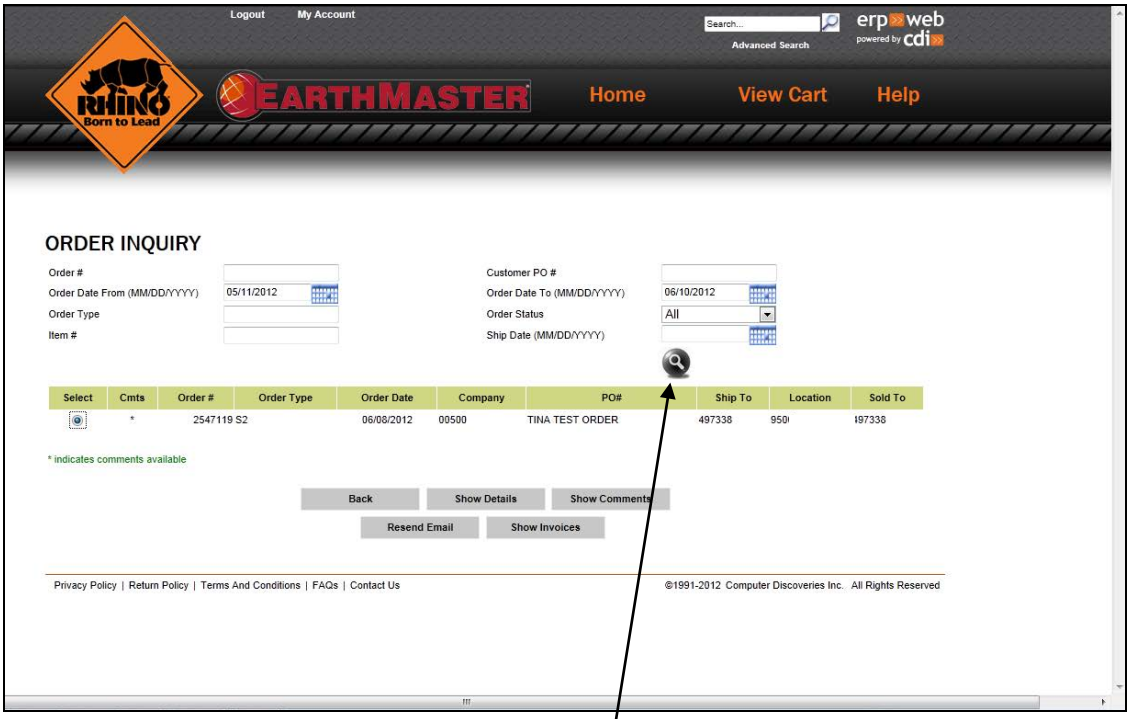
List-Items Options:

- Change list items
- Delete list items
- Add all items to cart –(refer to page 26 to checkout)
- Add selected items to cart(refer to page 26 to checkout)
- Go back to lists.
- Search for certain item numbers or customer item #
- View how a unit is configured by clicking on Segments

ADD TO CART:

Any items that are in My List can be added to a shopping cart by choosing the radial button of item and click add to cart button. Refer to page 26 to checkout.

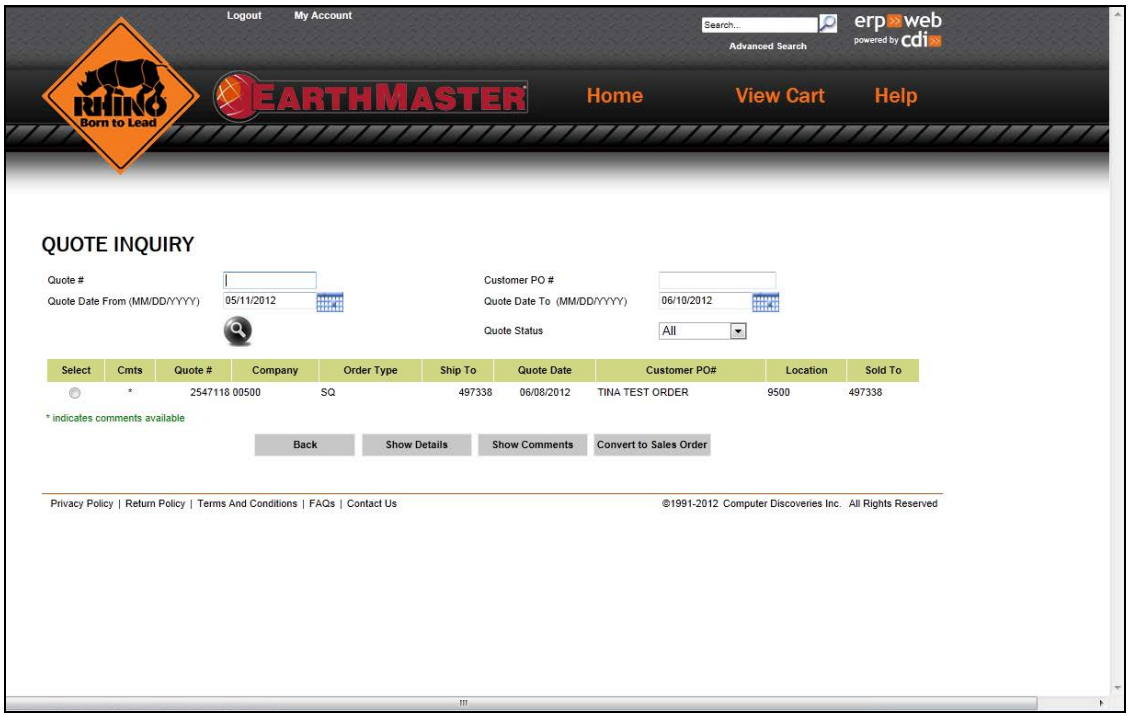




Order Inquiry: search for a particular Order #, PO#, Order Dates, Order Type, Order Status, Item # or Ship Date by filling out the blanks on top then clicking the black button with magnifying glass in it. This screen will default to one month date range if blanks are not filled out. After order is found the following options are available:

- **Show Details**- will be the details of order (ex – how unit was configured)
- **Show Comments** - will show what comments were entered on this order
- **Resend Email** - a duplicate copy of the original email will be sent to the emails listed when the payment information was filled out
- **Show Invoices** - will show a copy of the invoice

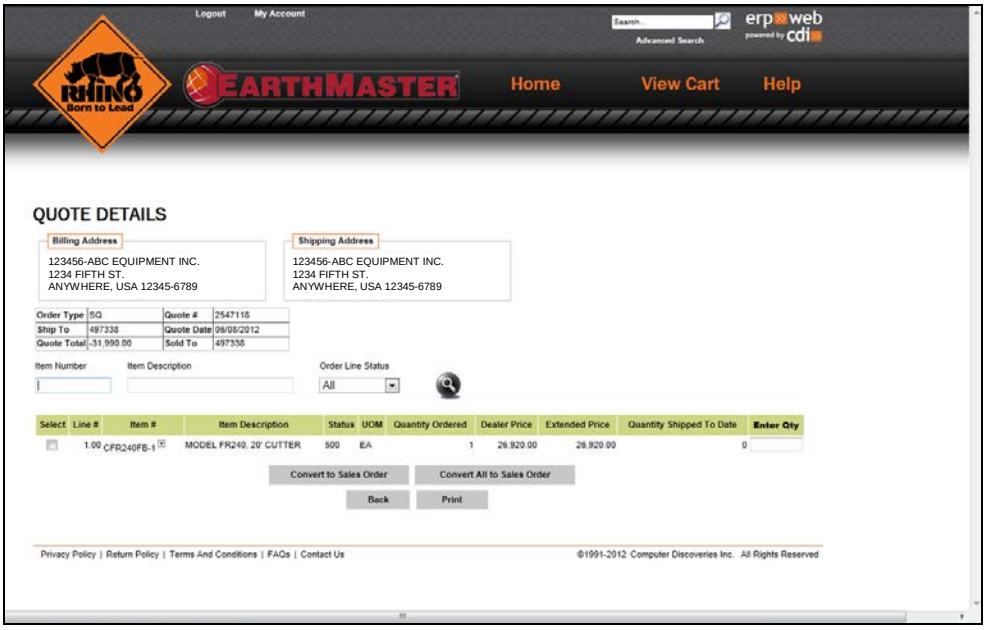
Order Type	Description	Order Type	Description
A2	AG W/G SALES ALLOW - A2	M2	AG W/G CREDIT MEMO - M2
A5	AG PARTS SALES ALLOW - A5	M5	AG PARTS CREDIT MEMO - M5
C2	AG W/G CREDIT RETURN - C2	S2	AG DIV W/G SALES ORDER- S2
C5	AG PARTS CREDIT RETURN -C5	S5	AG DIV PARTSSALESORDER-S5
D2	AG DIV W/G DEBIT MEMO- D2	W2	AG W/G WARRANTY- W2
D5	AG DIV PARTS DEBIT MEMO- D5	W5	AG PARTS WARRANTY - W5
DE	DEMO EXPENSE	WE	AG N/C WARRANTY EXPENSE
EE	ENGINEERING EXPENSE	X2	AG W/G TRANSFER CREDIT-X2
4E	SALES EXPENSE- 4E	X5	AG PARTS XFR CREDIT-X5



Quote Inquiry: This screen to used to inquire about previous quotes. **QUOTES ARE VALID FOR 30 DAYS. Quotes will automatically disappear after 30 days in the inquiry screen.**

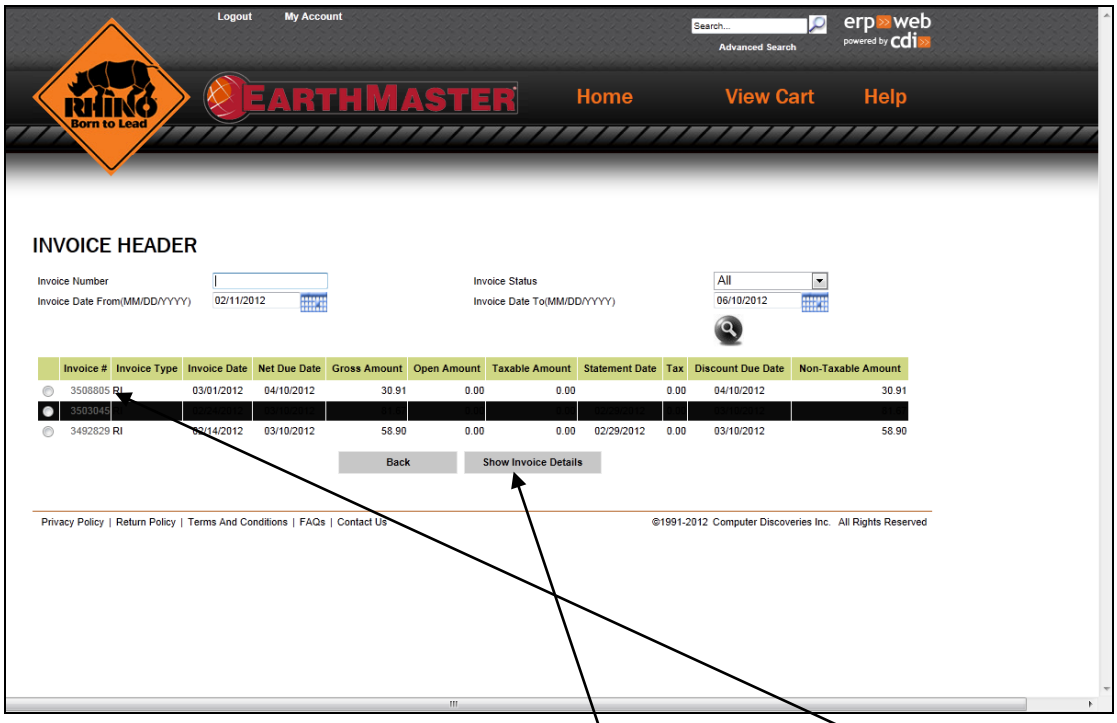
From here enter a specific Quote #, Customer PO#, Quote Date Range, and Quote status by filling out any blank at top of screen and clicking the black button with a magnifying glass. Select a certain quote and the following can be done:

- Show details (shows the details of quote)
- Show Comments (shows comments of quote)
- Convert to Sales Order (quote can be submitted as an order)

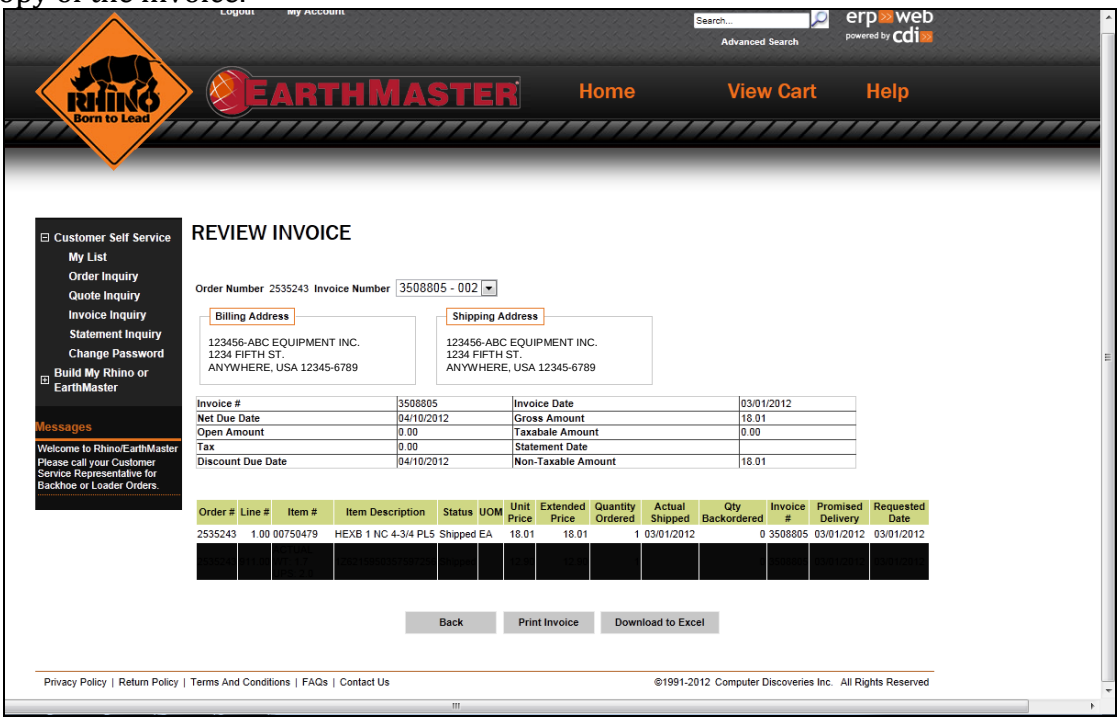


Once the quote detail screen is displayed, the following can be done:

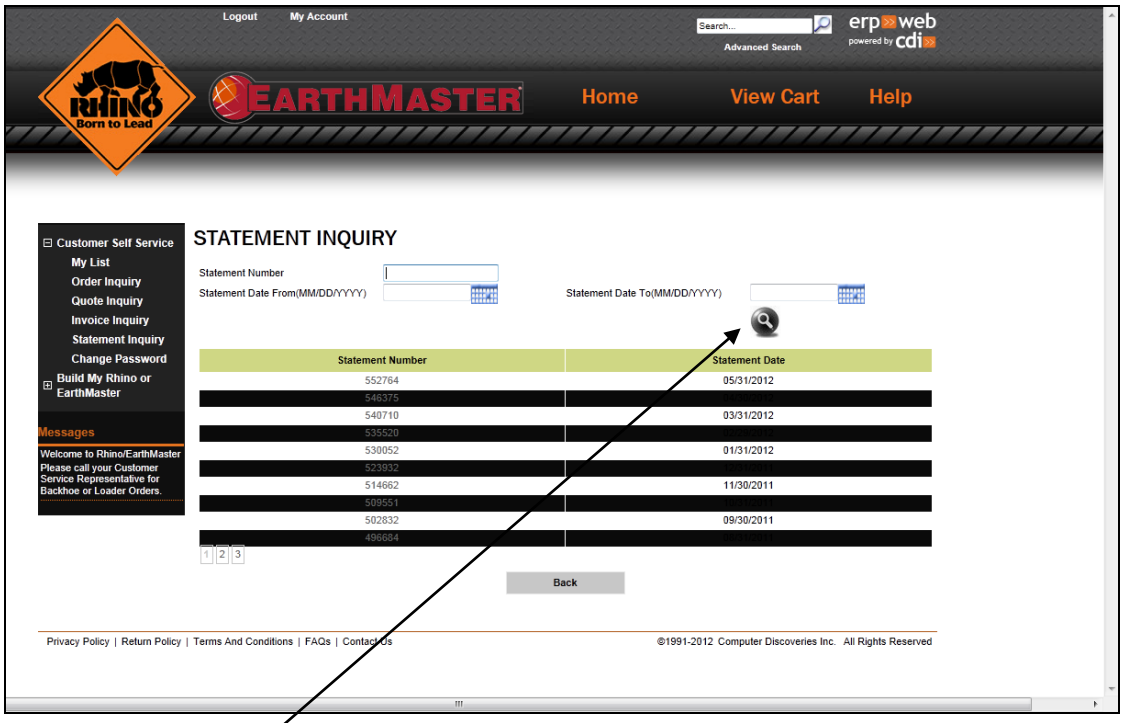
- **Convert to Sales Order** – refer to page 26 for Proceeding to Checkout (radial button must be selected and quantity entered, Click Convert to Sales Order.)
- **Convert All to Sales Order** (used for multiple quotes selected)- refer to page 26 for Proceeding to Checkout (radial button must be selected and quantity entered. Click Convert All to Sales Order.
- **Back** – navigate back to Quote Inquiry
- **Print –** Print quote



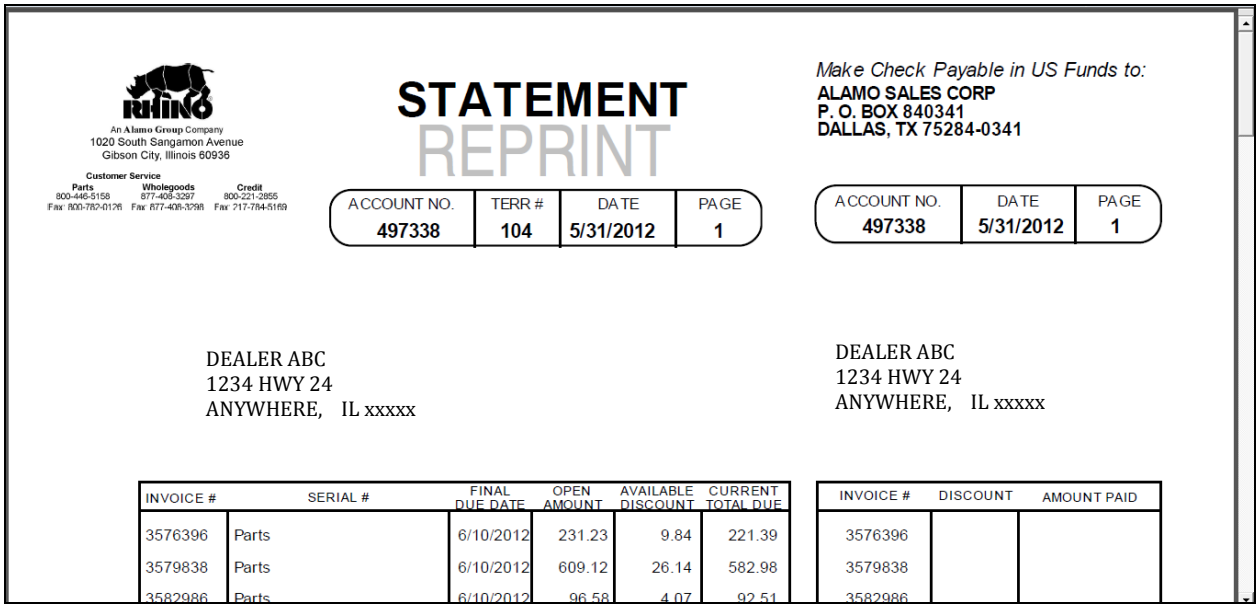
Invoice Inquiry: Inquiry and printing of invoices is found here. Fill out any of the boxes on top of screen and click the black button with the magnify glass in it. If no selection is made in the boxes- all invoices will appear. Select the radial button on side and click on Show Invoice Details button. Or double Click Invoice # to get a copy of the invoice.



Print invoice or download to Excel



Statement Inquiry: This screen past and current statements can be viewed. Fill out any of the boxes on top of this screen and click on the black button with a magnify glass or center mouse over the statement number needed in the list until mouse pointer turns into a finger. Then Click (left mouse).



RHINO
An Alamo Group Company
1020 South Sangamon Avenue
Gibson City, Illinois 60936

Customer Service
Parts 800-445-5158 Fax: 800-782-0126
Wholegoods 877-408-3297 Fax: 877-408-3298
Credit 800-221-2855 Fax: 217-784-5169

STATEMENT
REPRINT

ACCOUNT NO.	TERR #	DATE	PAGE
497338	104	5/31/2012	1

Make Check Payable in US Funds to:
ALAMO SALES CORP
P. O. BOX 840341
DALLAS, TX 75284-0341

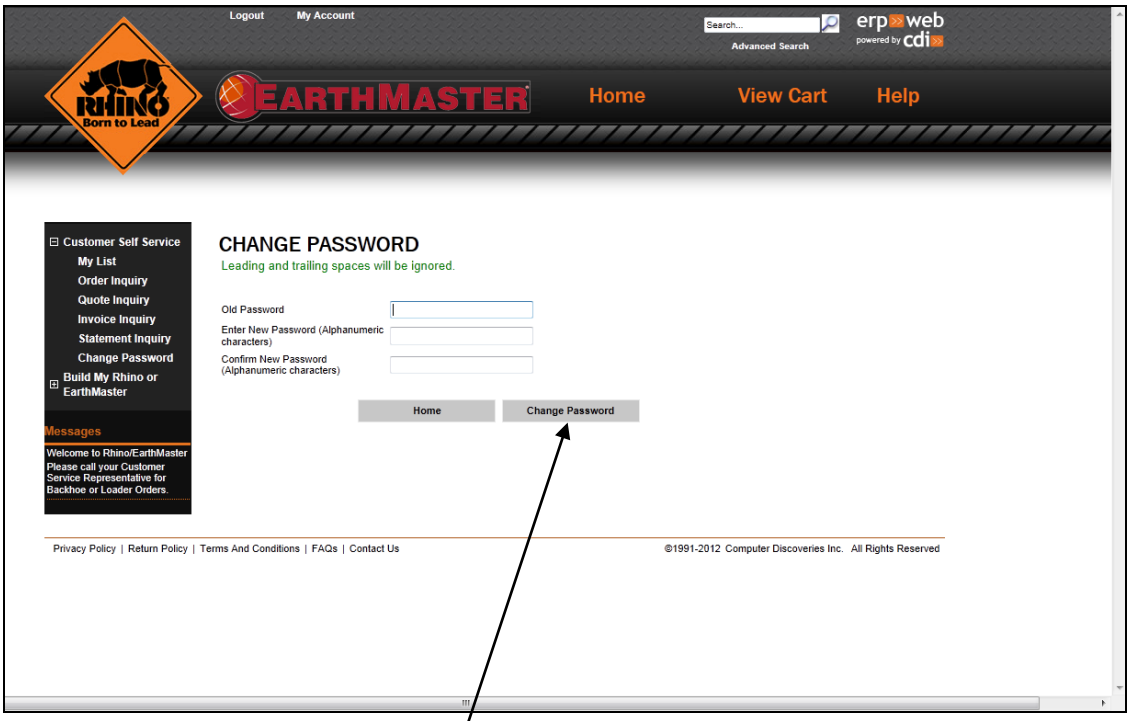
ACCOUNT NO.	DATE	PAGE
497338	5/31/2012	1

DEALER ABC
1234 HWY 24
ANYWHERE, IL xxxxx

DEALER ABC
1234 HWY 24
ANYWHERE, IL xxxxx

INVOICE #	SERIAL #	FINAL DUE DATE	OPEN AMOUNT	AVAILABLE DISCOUNT	CURRENT TOTAL DUE
3576396	Parts	6/10/2012	231.23	9.84	221.39
3579838	Parts	6/10/2012	609.12	26.14	582.98
3582986	Parts	6/10/2012	96.58	4.07	92.51

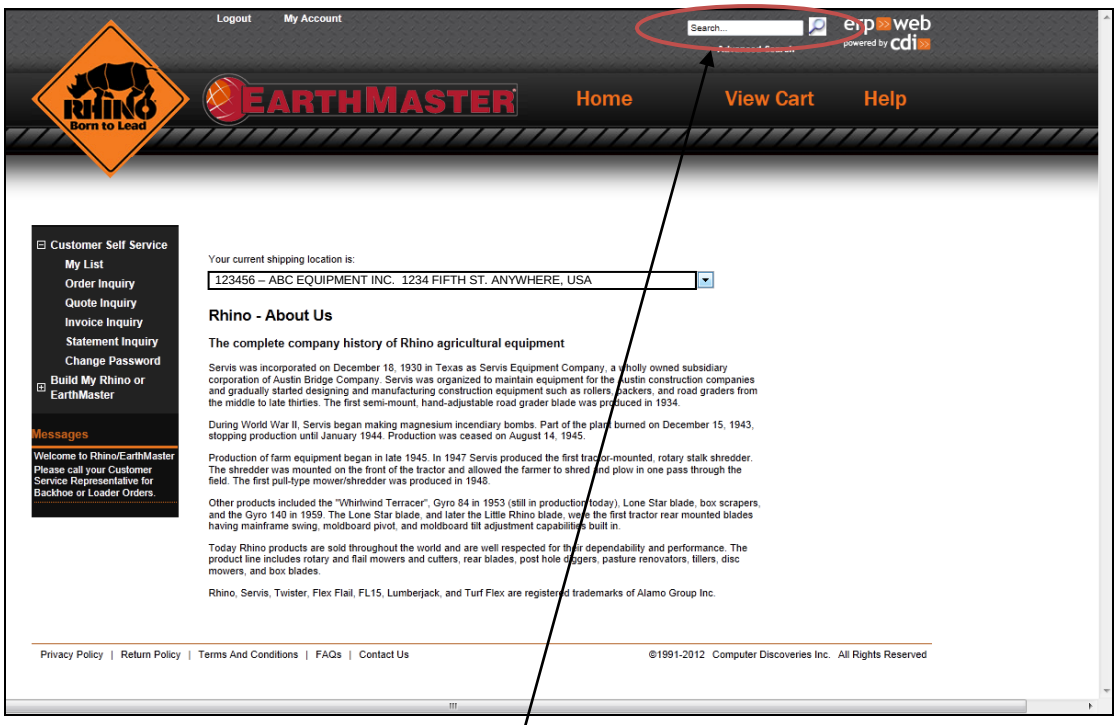
INVOICE #	DISCOUNT	AMOUNT PAID
3576396		
3579838		
3582986		



Change Password- This is one screen where passwords can be changed.

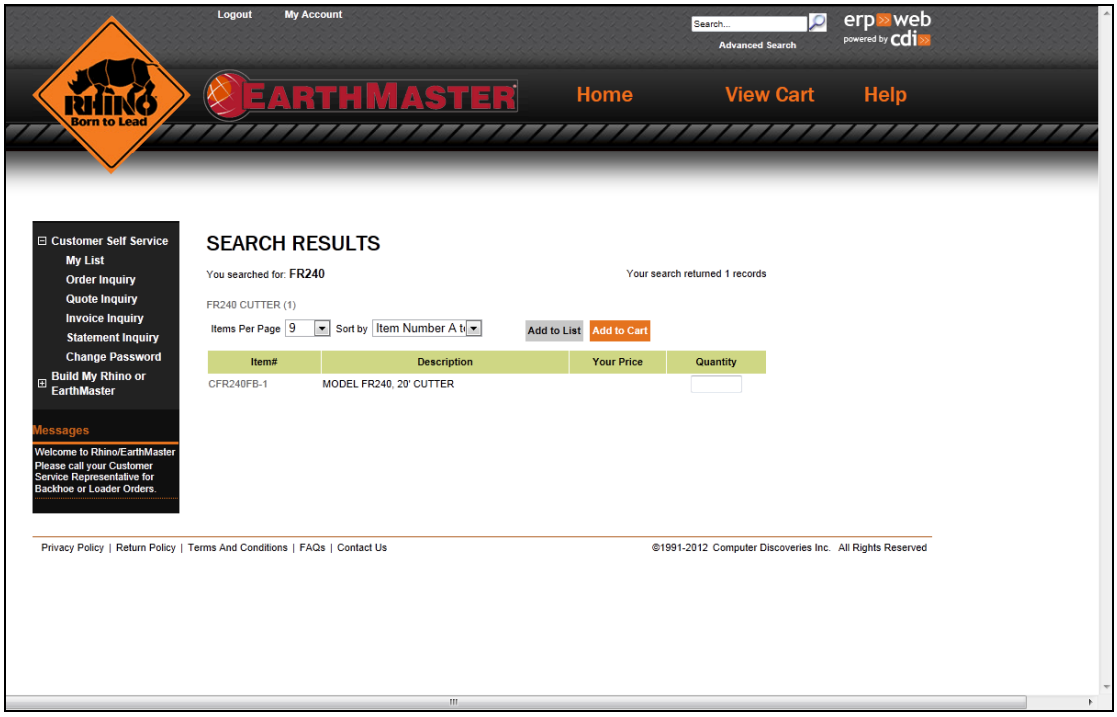
Enter old password where prompted
Enter new password where prompted
Confirm new password
Click button change password.

Basic Search



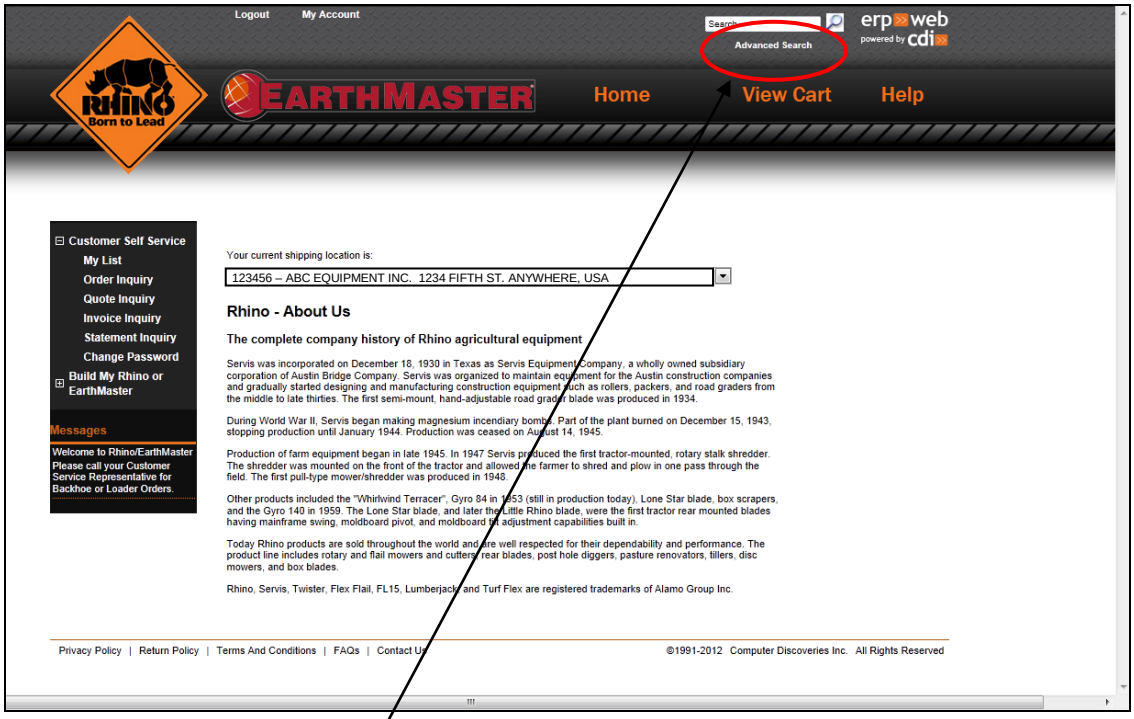
Basic Search can be used with out using the navigation tree on left side of menu. This will get to model quicker.

In the box enter model or a description can be entered – in this example enter FR240 and click the magnify glass to right of box.

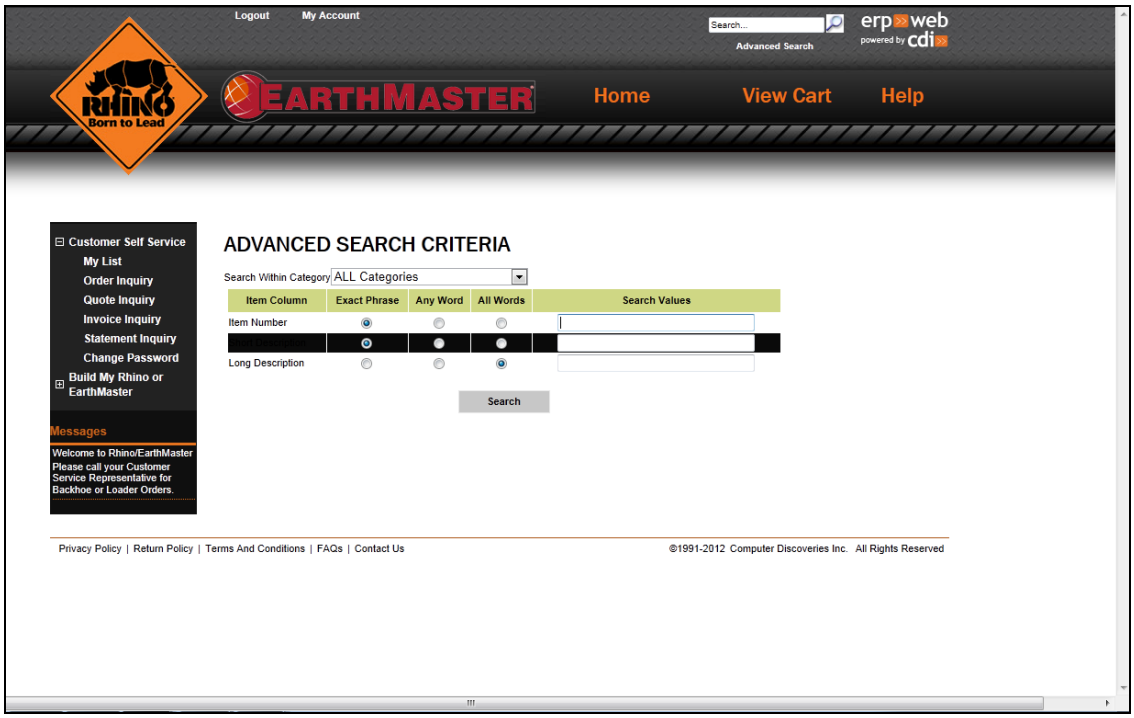


This unit can be added to list (refer to page 35 for instructions) or Added to Cart (refer to page 32 for instructions)

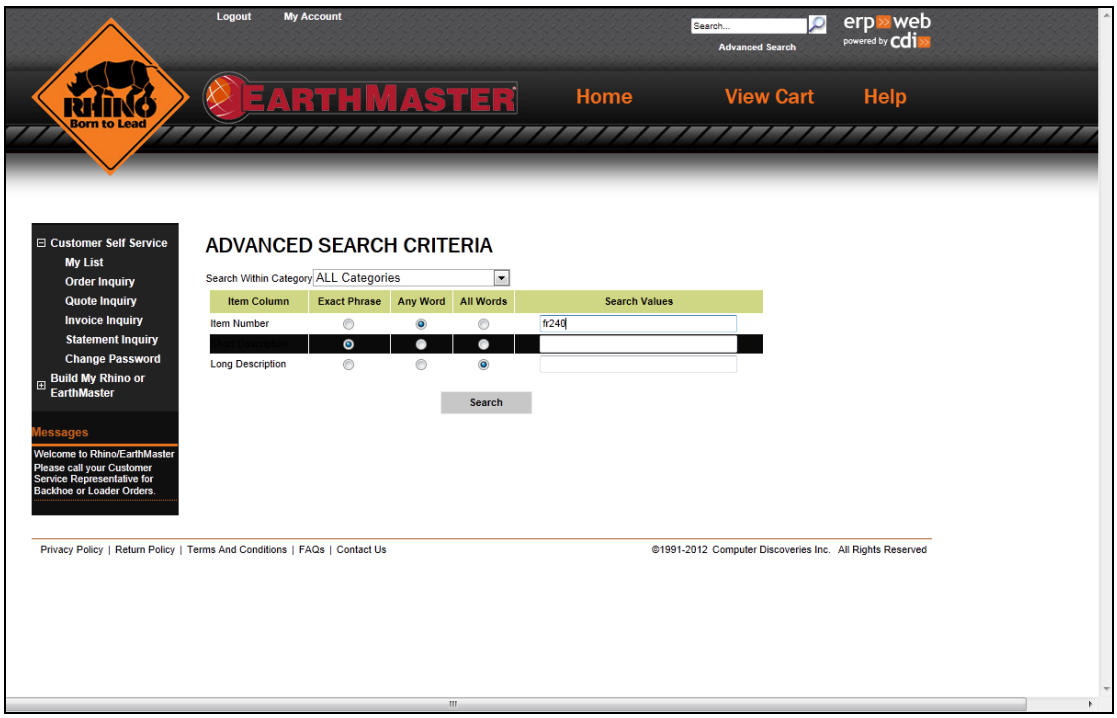
Advanced Search



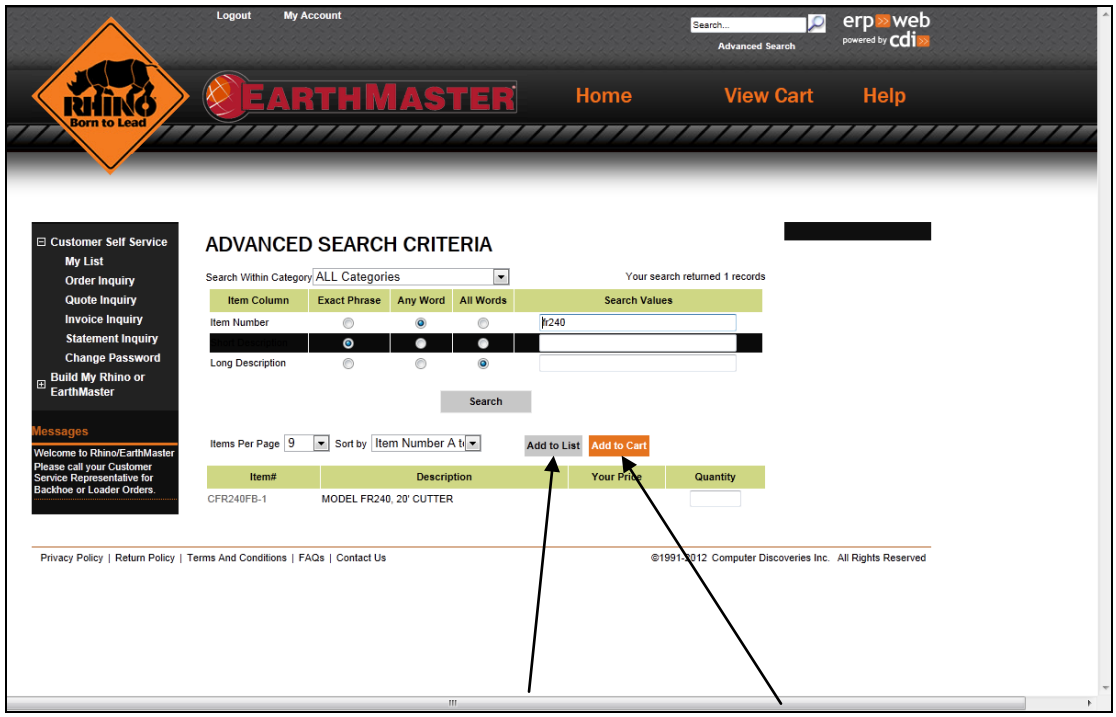
Click on Advanced Search



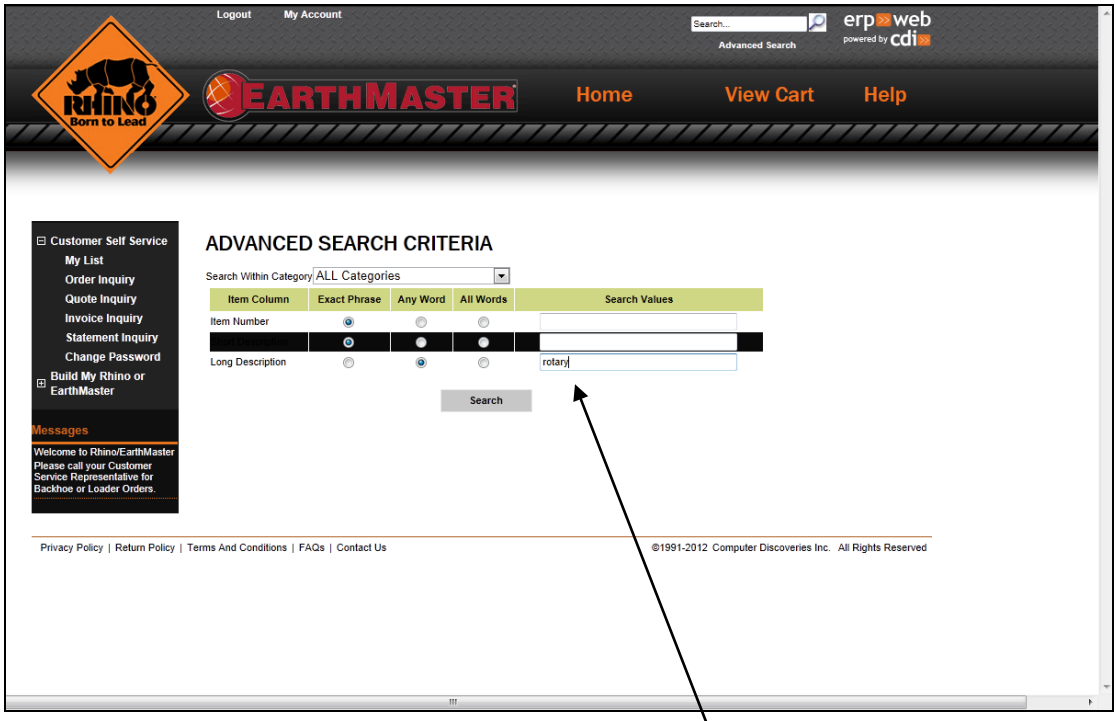
Advanced Search can be used to find a item number (model #) or long description (example – rotary). Choose Exact Phrase, Any word, or all words by selecting the appropriate radial button.



Item Number looks like this by choosing any word:



From here a unit can be added to **Add My List** or **Add to Cart**.



Long Description is used to find specific product that matches description. Example Rotary using radial button any word and clicking Search

RHINO®
EARTHMASTER®