



MyDealer

USER GUIDE

Redhead Equipment MyDealer is an online platform designed to provide you real-time access to your account information. You can access MyDealer from your desktop computer, tablet or smartphone.

Redhead EQUIPMENT

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MY ACCOUNT

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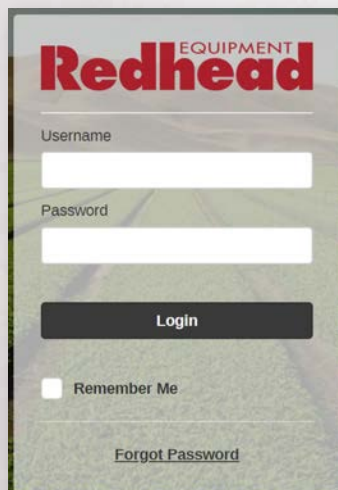
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To log into your MyDealer account, visit

<https://id4eservices.cdkglobal-es.net/mydealer/#/login/PFWF4038>

and enter the Username and Password that has been provided to you.



The screenshot shows the login interface for Redhead Equipment. At the top, the Redhead logo is displayed with 'EQUIPMENT' in smaller text above it. Below the logo, there are two input fields: 'Username' and 'Password'. A black 'Login' button is positioned below the password field. Underneath the button is a 'Remember Me' checkbox, which is currently unchecked. At the bottom of the form, there is a link for 'Forgot Password'.

PLEASE NOTE: MyDealer is the replacement for eServices, your username and password will remain the same if you were previously registered for eServices.

SAVE WEBSITE AS AN ICON ON YOUR HOME SCREEN

IPHONE

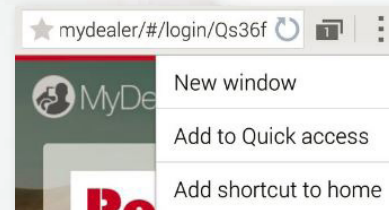
1. Visit the login page in Safari on your device, and then select the **Action** (Share) icon.
2. Select the **Add to Home Screen** icon.



Add to Home Screen

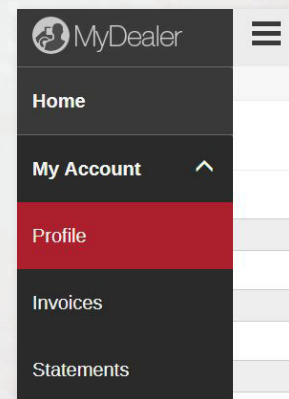
ANDROID

1. Visit the login page in Google Chrome on your device, and then select the **Overflow Button** (three vertical dots).
2. Select **Add shortcut to home**.



VIEW YOUR CONTACT INFORMATION / CHANGE YOUR PASSWORD

1. From any MyDealer screen select the **more** icon (if the menu is not displayed on the left side of the page) and then select the **My Account** heading.
2. Select Profile from the drop down menu.
3. Your business profile is displayed first, followed by your individual contact information. Contact your Redhead Equipment Credit Manager directly to update any inaccurate contact information.
4. To change your password select **Change Password** at the bottom of the page. Enter your old password, new password, and confirm your new password. Select **Submit**. You will receive a notification at the top of the page indicating the password change was successful. If you need to reset your password contact eservice.invoice.history@redheadequipment.ca

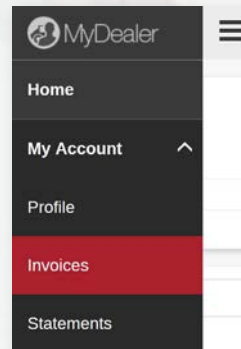


■ VIEW YOUR ACCOUNT BALANCE

1. From the home screen select **View** under the heading **Invoices**



Or select the **more** icon (if the menu is not displayed on the left side of the page) and then select the **My Account** heading from the drop down menu. Select the **Invoices** heading.



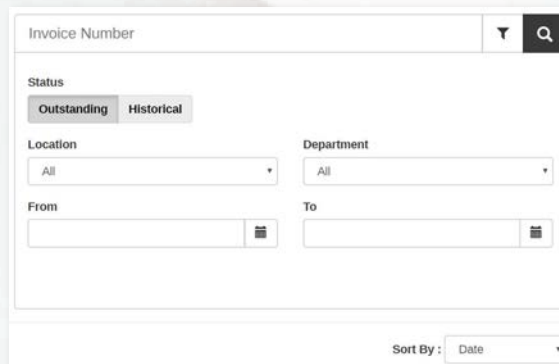
3. The **total outstanding** dollar amount represents the outstanding balance of your account. The outstanding invoices are displayed in descending order at the bottom of the page.

Total outstanding	Overdue :	\$0.00
\$0.00	Current :	\$0.00
	Future :	\$0.00

Q Invoice Number		▼	Search
Status	Location	Department	
Outstanding Historical	All ▼	All ▼	
From	To		
<input type="text"/>	<input type="text"/>		

■ VIEW AN INVOICE

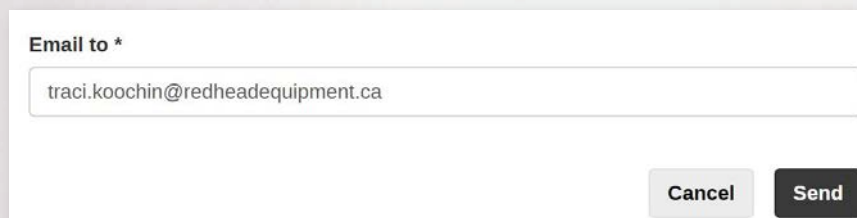
1. When viewing **My Account/Invoices** select the invoice you wish to view, by clicking anywhere on the row in which it is displayed. Your pop-up blocker may interfere with opening an invoice. If so, select the pop-up blocker icon and then select always allow pop-ups from this site.
2. To download a copy of the invoice select the checkbox to the left of the invoices you wish to download and then select the **Download Selected** button.
3. In addition to viewing your outstanding invoices you can search historical invoices by location, department or date range. To search by date range use the calendar icons or key the dates (MM-DD-YYYY), set your **Status to Historical**. Searching a large date range will cause a time delay.



■ EMAIL OR DOWNLOAD AN INVOICE

1. When viewing your **outstanding balance** or **historical invoice history** select the checkbox to the left of each invoice number you wish to email, and then select the **Email Selected** button.

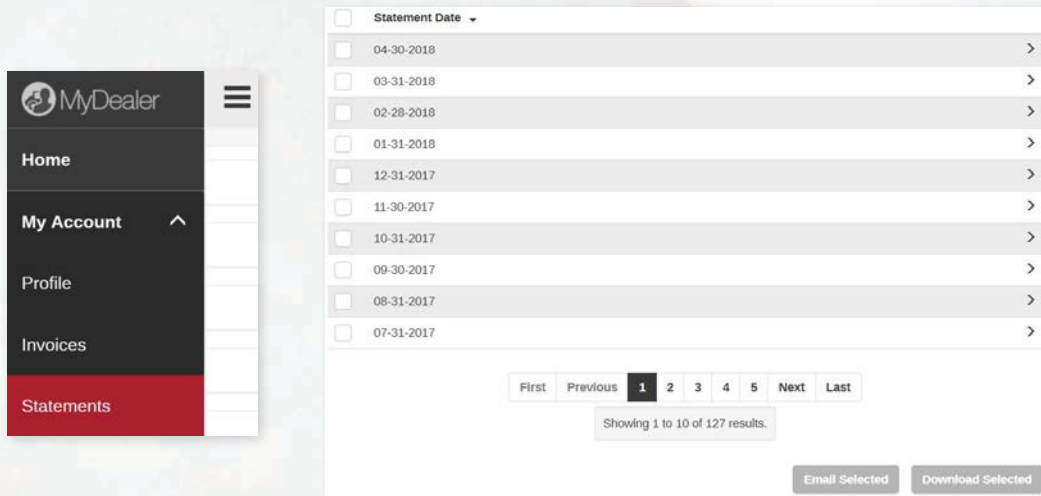
<input type="checkbox"/>	Date ▾	Invoice Number ⇅	Location	Department	Amount	Outstanding	
<input checked="" type="checkbox"/>	05-31-2018	P81652	REGINA MACK	Parts Invoice	\$224.76	\$224.76	>



2. Verify your email address and select **Send**. A notification will appear at the top of the page indicating the email was sent successfully.
3. To download your invoices follow the same steps, selecting **Download Selected** instead of Email Selected.

■ VIEW YOUR STATEMENT HISTORY

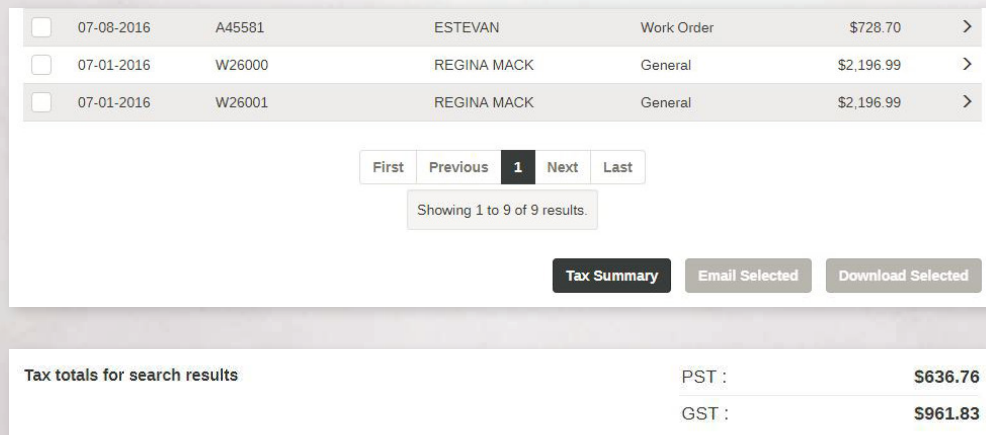
1. From any MyDealer screen select the **more** icon (if the menu is not displayed on the left side of the page) and then select the **My Account** heading from the drop down menu.
3. Select **Statements**. From here you can view, email or download your statements in the same manner as invoices.



The screenshot shows the MyDealer application interface. On the left is a dark sidebar menu with the MyDealer logo at the top. Below the logo are menu items: Home, My Account (with an upward arrow), Profile, Invoices, and Statements (highlighted in red). To the right of the sidebar is a list of statement dates, each with a checkbox and a right-pointing arrow. The dates range from 07-31-2017 to 04-30-2018. Below the list is a pagination control with buttons for First, Previous, 1, 2, 3, 4, 5, Next, and Last. The number 1 is highlighted. Below the pagination is a text box that says "Showing 1 to 10 of 127 results." At the bottom right of the list are two buttons: "Email Selected" and "Download Selected".

■ VIEW YOUR TAX SUMMARY

To view the tax summary on your outstanding balance, or on historical invoices previously searched for by date range, return to **My Account/Invoices**. Select **Tax Summary** to view the GST and PST summary on the list of invoices displayed on your screen.



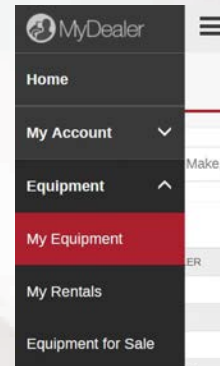
The screenshot shows a list of invoices with columns for date, invoice number, name, description, and amount. Below the list is a pagination control with buttons for First, Previous, 1, Next, and Last. The number 1 is highlighted. Below the pagination is a text box that says "Showing 1 to 9 of 9 results." At the bottom right of the list are three buttons: "Tax Summary", "Email Selected", and "Download Selected".

Date	Invoice #	Name	Description	Amount
07-08-2016	A45581	ESTEVAN	Work Order	\$728.70
07-01-2016	W26000	REGINA MACK	General	\$2,196.99
07-01-2016	W26001	REGINA MACK	General	\$2,196.99

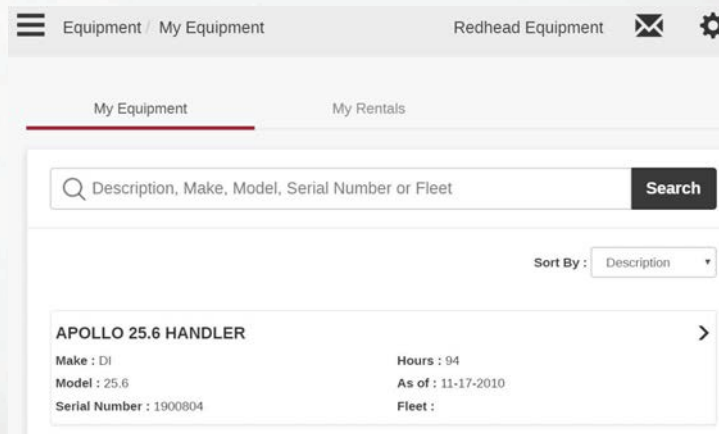
Tax totals for search results	
PST :	\$636.76
GST :	\$961.83

■ MY EQUIPMENT

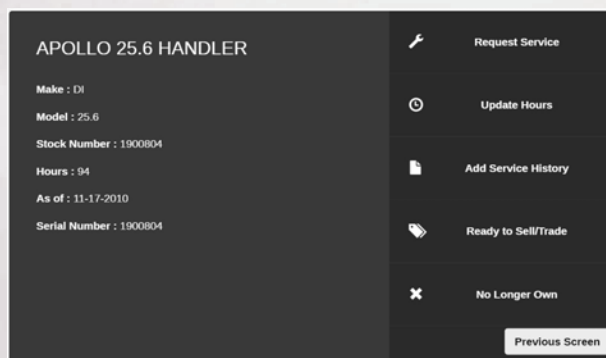
- 1) From any MyDealer screen select the **more** icon (if the menu is not displayed on the left side of the page). Select Equipment and then select the **My Equipment** heading from the drop down menu.



- 2) A list of equipment associated with your customer profile is displayed. You can search for a unit by description, make, model or serial number in the search field.



- 3) To view additional information, send an email requesting service, update hours, add service history, request a trade appraisal or remove the unit from your equipment listing click on the unit.



■ REQUEST SERVICE

Send your local Service Department an email to schedule a service appointment by selecting **Request Service**. Provide a description of the problem you're experiencing or detail the maintenance required and select **Submit**. If the matter is of an urgent nature please contact us by telephone.

The screenshot shows the 'Request Service' form for 'APOLLO 25.6 HANDLER'. The form has a dark background with white text. On the left, there is a 'Machine Down' checkbox and a 'Problem Description' field with a placeholder 'Where, why and when'. Below the field are 'Cancel' and 'Submit' buttons. On the right, there is a vertical menu with options: 'Request Service' (highlighted in red), 'Update Hours', 'Add Service History', 'Ready to Sell/Trade', and 'No Longer Own'. At the bottom right is a 'Previous Screen' button.

■ UPDATE HOURS

Select **Update Hours** to submit your most recent hour meter reading to Redhead Equipment.

The screenshot shows the 'Update Hours' form for 'APOLLO 25.6 HANDLER'. The form has a dark background with white text. On the left, there is a 'Hours' field with a value of '94' and a date field 'As of: 11-17-2010'. Below these is a 'Current Hours' field. At the bottom are 'Cancel' and 'Submit' buttons. On the right, there is a vertical menu with options: 'Request Service', 'Update Hours' (highlighted in red), 'Add Service History', 'Ready to Sell/Trade', and 'No Longer Own'. At the bottom right is a 'Previous Screen' button.

■ ADD SERVICE HISTORY

Select **Add Service History** to add a note to your equipment profile if you had work completed elsewhere.

The screenshot shows the 'Add Service History' form for 'APOLLO 25.6 HANDLER'. The form has a dark background with white text. On the left, there is a 'Date of Service' field, a 'Description of Service' field, and two fields for 'Hours' and 'Cost of Service'. At the bottom are 'Cancel' and 'Submit' buttons. On the right, there is a vertical menu with options: 'Request Service', 'Update Hours', 'Add Service History' (highlighted in red), 'Ready to Sell/Trade', and 'No Longer Own'. At the bottom right is a 'Previous Screen' button.

■ READY TO SELL/TRADE

If you are considering selling or trading your equipment select **Ready to Sell/Trade**. This information will be forwarded to your Territory Manager who will reach out to you for further details.

The screenshot shows the 'Ready to Sell/Trade' form for 'APOLLO 25.6 HANDLER'. The form has a dark background with white text. On the left, there is a 'Trade or Sell' field and an 'Additional Information' field. At the bottom are 'Cancel' and 'Submit' buttons. On the right, there is a vertical menu with options: 'Request Service', 'Update Hours', 'Add Service History', 'Ready to Sell/Trade' (highlighted in red), and 'No Longer Own'. At the bottom right is a 'Previous Screen' button.

■ NO LONGER OWN

Select **No Longer Own** to remove the unit from your equipment list