

FAQ

Q: Interested in agoparts? What will this cost me?

A: At www.agoparts.com, you can register for the use of spare parts catalogs and some parts information free of charge.

Q: What is agoparts, in a nutshell?

A: **agoparts** is the world's largest multi-brand platform for after-sales in the agricultural sector. **agoparts** offers up-to-date spare parts catalogues, online ordering, warranty services and further documentation.

Q: How can I access the information available on agoparts?

A: Firstly, you need to have your own account.


Registration

Q: How can I get an account on agoparts?

A1: If your company already has at least one account on agoparts: please ask the administrator of the account to create a new user for you.

A2: If you are an independent user or if your company doesn't have an agoparts account yet: please click the "Register for free" button on the home page.

Q: How can I check my company address for correct geo information?

A: During registration you can check that the system has correctly located your address by clicking on the "Check geo data" button. Even after registration, this feature is available if you want to update your address. You can do this at any time in the admin menu  under "Company data".

Q: Why do I have to indicate whether my use of agoparts is private or commercial?

A: If you use agoparts commercially, depending on the country, there is the option of entering the VAT Reg. No. of your company. As a result, selected subscriptions or orders via the **agoparts Dealership** may be charged without VAT.

Log-in

Q: I have forgotten my password, how can I get a new one?

A: Click on the "Password forgotten?" link in the log-in area of the home page and enter your email address in order to receive a password reset link.

Q: I haven't received the email containing the link to reset my password, what should I do?

A: Please check your spam. If you haven't received the email to reset your password, please contact us.

Q: I have forgotten my user name, what should I do?

A: If you cannot remember your user name, please contact us.

OrderManagement Authorization

Q: Can I use the OrderManagement service?

A: The OrderManagement service is offered to authorized distributors. It enables authorized dealers or importers to order spare parts from their suppliers.

To request access, please proceed as follows:

- Select your supplier
- Click on OrderManagement, enter your dealer number and send your request.

Your application will be processed within 48 hours, during which an email will be sent to you to inform you about the result of your request.

Furthermore, the user role "Purchase manager" is required. After the OrderManagement request has been approved, your account administrator can give you the Purchase manager role. Users with this role are able to place orders directly via Partslink and the shopping basket in the online catalogue.

Q: Can I order without the role purchase manager?

A: Via the online catalog, you can place the selected items in the shopping cart and then send the shopping cart to the purchase manager of your company.


Q: Can I also send order requests as a non-official distributor?

A: Via the online catalogue, you can place your selected items in the shopping cart and then forward the pick-list as an order request to any dealer in the dealer list.

Warranty Authorization

Q: Can I use the warranty processing service?

A: The warranty service is offered to authorized dealers. Only dealers who are authorized as an official dealer or importer can view the link.

To gain access, you must click on the Warranty service link and submit your request. Your request will be processed within 48 hours. You will receive an e-mail informing you of the result of your service request. Afterwards, the account administrator can assign the role "Warranty Administrator", which grants access to the rights administration for this service. The "Warranty rights administration" is then available in the admin menu .

PartsLocator


Q: I am interested in the PartsLocator. How does it work?

A: The PartsLocator is offered to authorized dealers only. It allows dealers to show their own parts stock information to other dealers.

The use of this service requires the user role "Sales manager". Your account administrator can give you the Sales manager role. Users with this role are able to upload stock information. For further questions on the PartsLocator, please contact us.

Managing Address and Users


Q: How can change my personal details?

A: In order to change your user's details, click on the admin menu icon  in the header and select "User data". Here you can change all your personal details.


Q: Where can I find information about the administrators of my company account?

A: The list of all administrators can be found in the admin menu  under "Account administrators".

Q: How can I delete my user / account?


A: To deregister from agroparts, click on "User data" in the admin menu  and then on "Delete". This is possible if you have an account without administration rights or if there are no other users in your company account.

Q: How can I view/change my company details?

A: To modify your company details, you must have administrator rights. If you don't, please contact your administrator in order to make any modifications. If you do have administrator rights, click on the admin menu icon  in the header and select "Company data" in order to view your company details.

Q: How can I add or delete users under my account?

A: In order to manage users within your company, you must have administrator rights. If you don't, please contact your administrator in order to make any modifications. If you do have administrator

rights, click on the admin menu icon  in the header and select "Manage users". From here, you can modify users' details and rights simply by clicking on the user's line and create new users by clicking the "Add" button and assign them user roles.

Q: I have just moved to a different company or branch, is it possible to move my user from one account to another?

A: No, this is not possible. In this case, delete your user or please ask your account administrator from your previous company to delete your user, so that the account administrator of your new company/branch can create your user under the new company account.

Linking company accounts

Q: How can I link multiple locations of my company?

A: It is possible to add branches to a head office. As a result, the head office has access to the branch's account and can therefore also carry out orders, research and settings for the branch. In order to create the connection, the branch must make a request to the head office via the company data page. The head office can then approve or reject the request.

Managing Service Requests

Q: How can I manage service requests?

A: In order to manage service requests, you must have the user role "Customer relation manager". This is only available for suppliers. Your account administrator can give you the Customer relation manager role. After you possess the required rights, the Administration button can be found on the BU world page.


Q: How can I receive notifications about new service requests?

A: To be notified of service requests by e-mail, please click on "User data" in the admin menu. You can subscribe to and deactivate the notifications via the "receive automatic notifications via e-mail for service requests" checkbox.

Offline Catalog License Management

Q: How can I manage my licenses for using the offline catalog of LEMKEN, Krone and Pöttinger?

A: To be able to manage the licenses for using the offline catalogs, you need administration rights.

The license management can be found in the Admin menu  under "OfflineCatalog licenses". There you can see the license number and assign the licenses to the users of your company account.

Further information and detailed instructions can be found at:

<http://www.agroparts.com/help/lemken>

<http://www.agroparts.com/help/krone>

<https://www.agroparts.com/agroparts-media/info/pthelp.pdf>


agroparts Dealershop

Q: How do I get access to the agroparts dealer shop?

A: In order to use the **agroparts Dealershop**, you need a verified agroparts account. You can see whether there is a dealer shop for a certain brand via the link in the navigation bar of the respective manufacturer. Participating dealers are also shown in the dealer list.

agroparts Mobile

Q: How do I get access to the agroparts Mobile app?

A: In order to use the **agroparts Mobile** app, the account administrator must subscribe in the admin menu  under "agroparts Mobile" and then distribute the ordered licenses to the account users. After that, these users can download the app and log in with their agroparts user data.

Navigating in agroparts

Q: How can I return to the home page wherever I am on the portal?

A: To return to the agoparts home page, click on the agoparts logo in the header. You can also use the back arrow of your Internet browser to return to the previous page you visited.

Troubleshooting

Online Catalog

Q: I cannot open the online catalogue, what should I do?

A: Disable your web browser's pop-Up blocker and try to open the catalog again. If you are still experiencing issues, please contact us.

Q: I have questions about the content of the catalog, who should I contact?

A: Please contact your supplier directly via the brand's contact form.

Q: I cannot find the parts information I'm looking for, who should I contact?

A: Please contact your supplier directly via the brand's contact form.