

Cross
CONNECT

Anytime! Anywhere!

Your online connection to

Lookup Parts

Order Parts

Request Service

Find Equipment

And more...



Account Access

SIGNUP FOR YOUR ACCOUNT

Click Sign up and enter your information to initiate setting up an online account.

This account is setup especially for you so when you login your equipment, order history, and tax exemption (if applicable) will be available. For best results, please signup and login to your account.

LOGIN TO YOUR ACCOUNT

Go to <https://crossimplement.dealercustomerportal.com/login> to login to your online account.

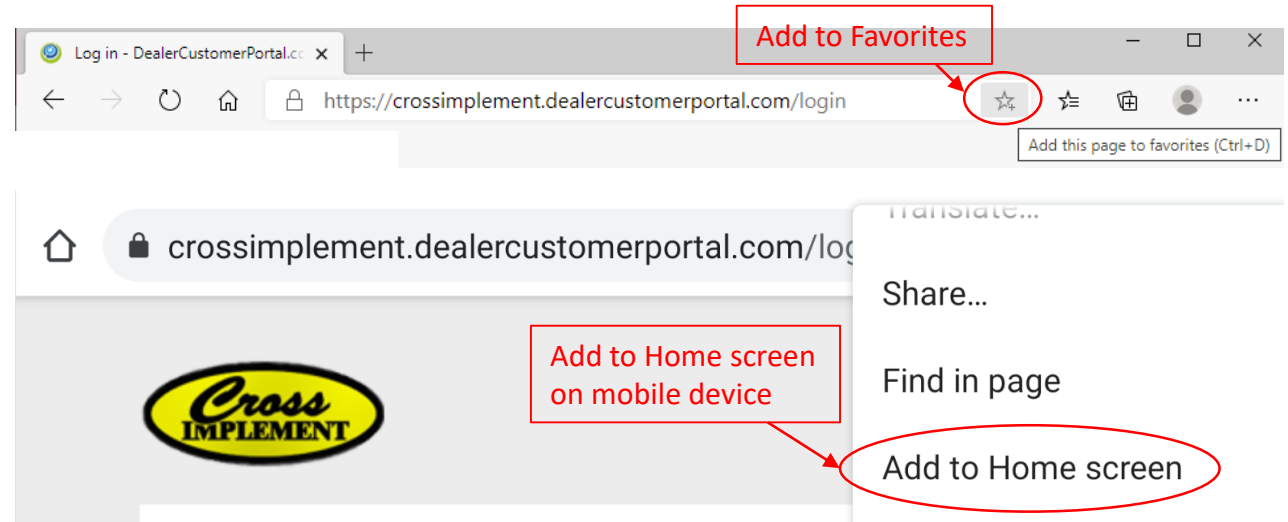
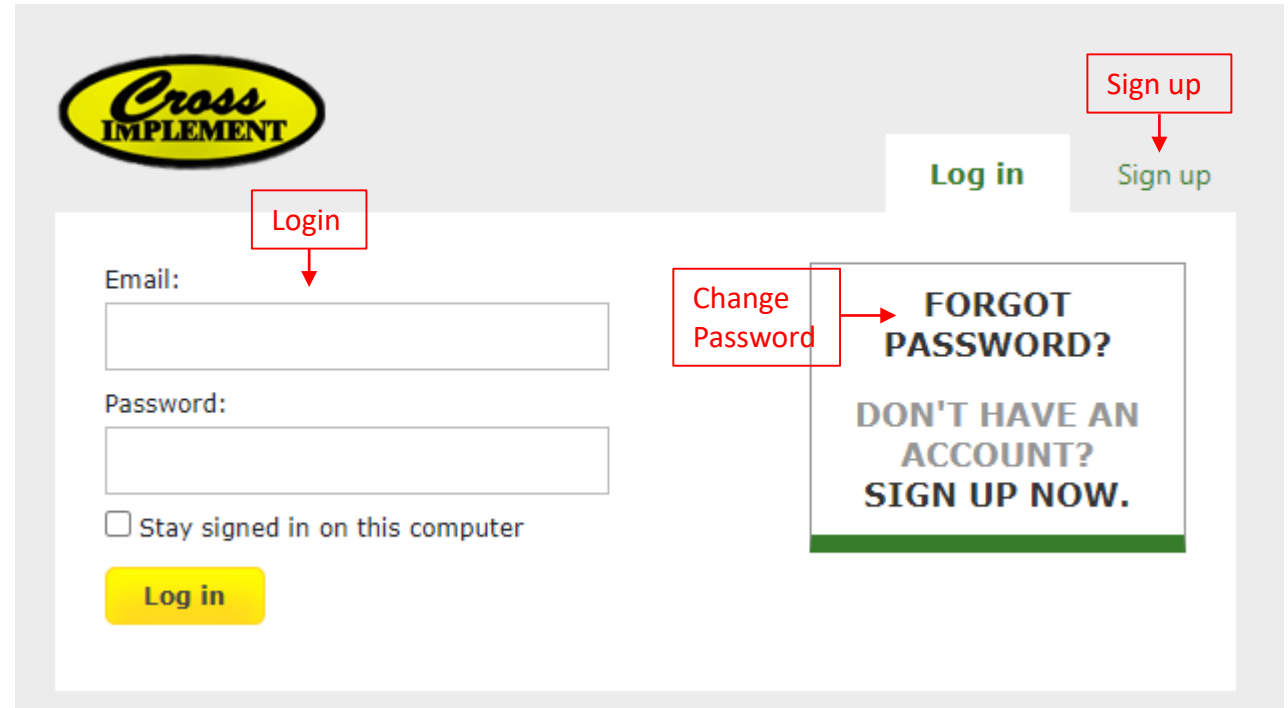
- Enter your email address
- Enter your Password
- Check the box to stay signed in to your account
- Click the Log in button

QUICK ACCESS TO YOUR ACCOUNT

Use the link above to add the website to your favorites/bookmarks or your mobile device home screen for ease of access.

CHANGE PASSWORD

Click Forgot Password to reset or change the password for your online account by entering the email address associated with the account.



Basic Navigation

After logging in, you will be directed to the home page. Click on the Cross logo to return back to this home page.

- Current specials and events will be posted on the main screen. Click on links for additional information.
- Multiple accounts can be associated with one online account. Use the drop down box to choose an account.
- Bar on the left contains buttons for different tasks. Click on the button to access.
 - ✓ Order Parts
 - ✓ Request Service
 - ✓ My Equipment
 - ✓ Find Equipment (find your next favorite piece of equipment)
- Bar across the top contains buttons for different functions. Click on the button to access.
 - ✓ Cart (view saved carts)
 - ✓ Feedback (provide feedback to improve your online experience)
 - ✓ Get Help (gain help on using your online account)
 - ✓ Contact (obtain dealership contact information)
- Bar across the bottom of the page contains links related to using the online account. Click on the link to access.
 - ✓ Privacy & Security Policy
 - ✓ Return & Restocking Policy
 - ✓ Shipping Policy
 - ✓ Your Profile (view and update your profile information)
 - ✓ Log Out

The screenshot shows the Cross Implement website interface. At the top left is the Cross Implement logo. To its right is a navigation bar with icons for Cart (2), Feedback, Get Help, and Contact. Below the logo is an account selection dropdown menu currently set to 'FARM', with a red box and arrow labeled 'Choose Account' pointing to it. The dropdown menu is open, showing options: 'FARM', 'PERSONAL', 'ORDER PARTS', 'REQUEST SERVICE', 'MY EQUIPMENT', and 'FIND EQUIPMENT'. A red box highlights the 'PERSONAL' and 'ORDER PARTS' through 'FIND EQUIPMENT' options. To the right of the account dropdown, the user is logged in as 'test@test.com' with a 'Log out' link. Below the account bar is a section for 'CURRENT SPECIALS AND EVENTS' with a red box and arrow labeled 'Click links for more info' pointing to the 'Spring 2020 Catalog Specials' link. The main content area features a 'John Deere Catalog' banner for 'Spring 2020' with various product offers and prices. At the bottom of the page is a footer with links: 'PRIVACY & SECURITY | RETURN POLICY | RESTOCKING POLICY | SHIPPING | YOUR PROFILE | LOG OUT', all enclosed in a red box.

Order Parts

This function allows you to review guides, lookup parts, create parts carts, and submit parts orders electronically.

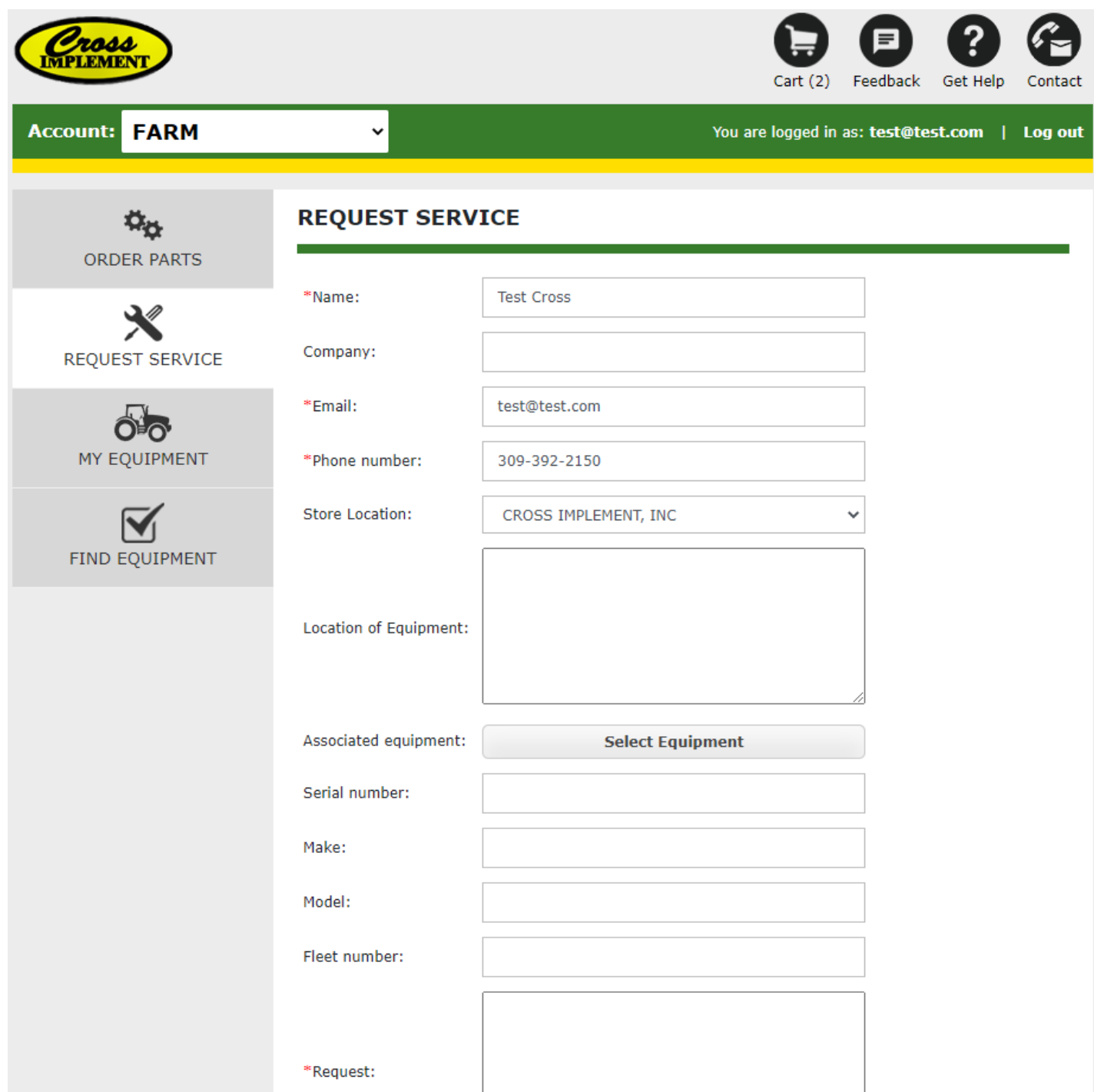
- Order History (view parts orders submitted through your online account; can also reorder from previous orders)
- Saved Carts (save commonly used parts on multiple carts for quick reorder)
- Search Parts (search parts in the Deere parts catalog and add to cart/proceed to checkout to add to order)
 - ☞ Parts can also be searched for by specific equipment in your account. See 'My Equipment' section for additional information.
- Quick Add (add known part numbers quickly to your cart without needing to search)
- Quick Reference Guides (guides for common maintenance items; guides additional models will continue to be added over time)
 - ☞ Guides can be linked to your equipment. Once you find the guide, click Link to Equipment button to associate it with a piece of equipment in your account. See 'My Equipment' section for additional information.

The screenshot shows the 'Order Parts' interface on the Cross Implement website. At the top left is the 'Cross IMPLEMENT' logo. On the top right are navigation icons for 'Cart (0)', 'Feedback', 'Get Help', and 'Contact'. Below the logo is a green header bar with 'Account: FARM' and a dropdown arrow, and 'You are logged in as: test@test.com | Log out'. The main content area is divided into a left sidebar and a right main section. The sidebar contains four menu items: 'ORDER PARTS' (gears icon), 'REQUEST SERVICE' (wrench and screwdriver icon), 'MY EQUIPMENT' (tractor icon), and 'FIND EQUIPMENT' (checkmark icon). The main section is titled 'SEARCH PARTS' and includes two buttons: 'ORDER HISTORY' and 'SAVED CARTS'. Below the title is a 'Store Location:' dropdown menu set to 'CROSS IMPLEMENT, INC'. Underneath is a 'Search Terms:' input field with a yellow search button. At the bottom of the main section are three promotional boxes: 'NEED HELP IDENTIFYING YOUR PARTS? SEARCH JOHN DEERE PARTS', 'QUICK REFERENCE GUIDES' (with a gear and wrench icon), and 'ALREADY KNOW ALL YOUR PART NUMBERS? QUICK ADD PARTS TO YOUR CART'.

Request Service

This function allows you to submit a service request directly to our Service Department electronically.

- Update the contact information specifically for this service request, if necessary.
- Enter the location of equipment so the technician will know where it can be physically located.
- Select the equipment from your equipment list or manually enter the information.
- Describe the issue and the service being requested to assist so the request can be routed to the appropriate person.
- Click Submit Request and our Service Department will be notified.









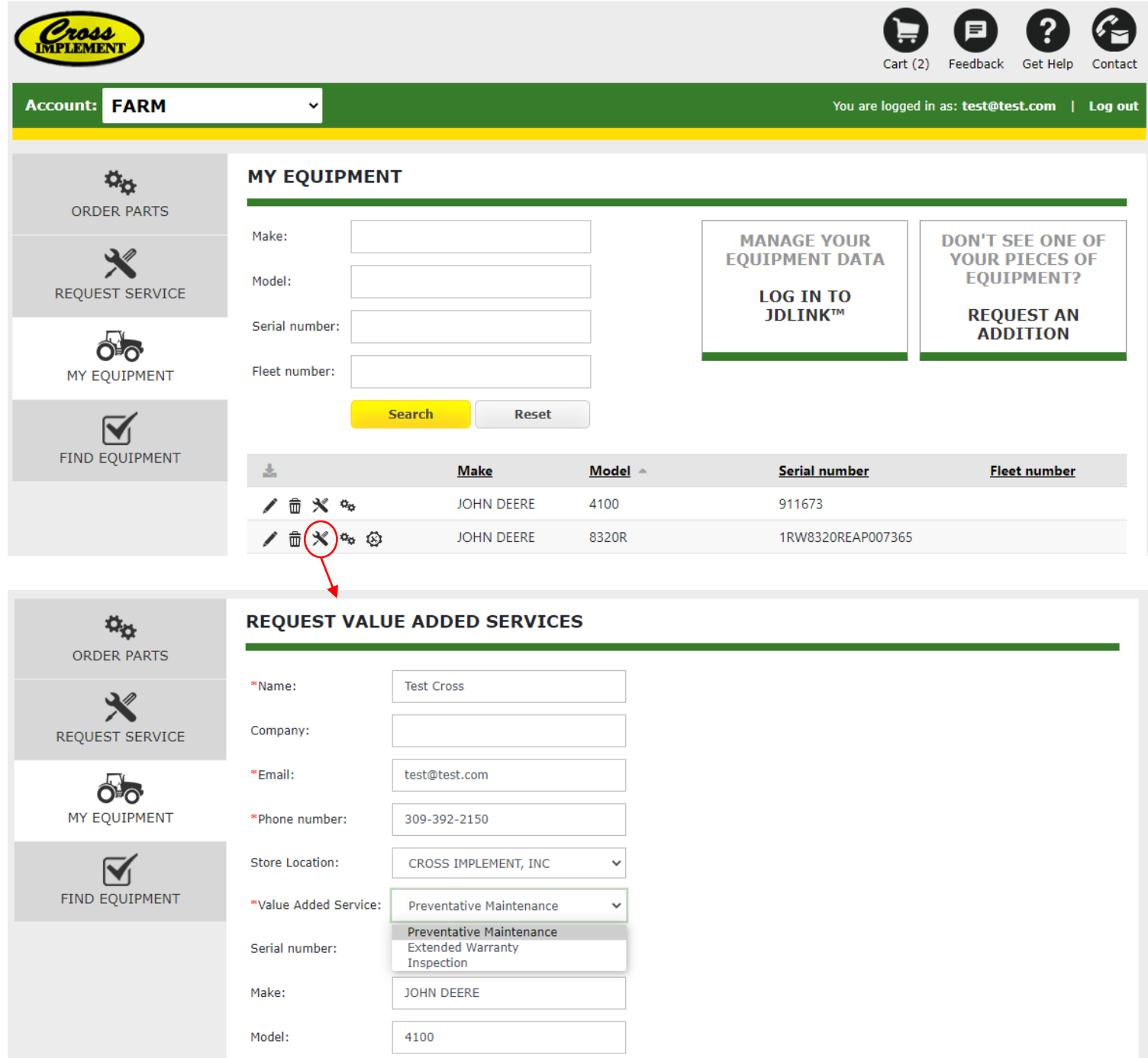
The screenshot shows the 'Request Service' form on the Cross Implement website. The top navigation bar includes the Cross Implement logo, a shopping cart icon with 'Cart (2)', a feedback icon, a help icon with 'Get Help', and a contact icon with 'Contact'. Below the navigation bar, the account is set to 'FARM' and the user is logged in as 'test@test.com' with a 'Log out' link. The left sidebar contains four menu items: 'ORDER PARTS' (gears icon), 'REQUEST SERVICE' (wrench and screwdriver icon), 'MY EQUIPMENT' (tractor icon), and 'FIND EQUIPMENT' (checkmark icon). The main content area is titled 'REQUEST SERVICE' and contains the following form fields:

- *Name:
- Company:
- *Email:
- *Phone number:
- Store Location:
- Location of Equipment:
- Associated equipment:
- Serial number:
- Make:
- Model:
- Fleet number:
- *Request:

My Equipment

This function allows you to view your equipment and perform certain tasks for that equipment.

-  Edit Equipment (submit corrections for existing equipment)
-  Delete Equipment (request removal of equipment you no longer own)
-  Request Value Added Services (submit request directly to our Service Dept for Preventative Maintenance, Extended Warranty, or Inspection)
-  Search Parts (search Deere parts catalog for equipment based on the serial#)
 -  PIN specific parts information may not be available in the Deere parts catalog for all equipment.
-  View Guide (access reference guides linked to the equipment; see 'Order Parts' section for additional information)



Cross IMPLEMENT

Account: **FARM** | You are logged in as: test@test.com | Log out

Cart (2) | Feedback | Get Help | Contact

MY EQUIPMENT

Make:

Model:









Serial number:

Fleet number:

Search **Reset**

MANAGE YOUR EQUIPMENT DATA
LOG IN TO JDLINK™

DON'T SEE ONE OF YOUR PIECES OF EQUIPMENT?
REQUEST AN ADDITION

	Make	Model	Serial number	Fleet number
   	JOHN DEERE	4100	911673	
   	JOHN DEERE	8320R	1RW8320REAP007365	

REQUEST VALUE ADDED SERVICES

*Name:

Company:

*Email:

*Phone number:

Store Location:

*Value Added Service:

Serial number:

Make:

Model:

For additional assistance with your online account,

Please contact us at:

info@crossimp.com

or

309.392.2150

