



JOHN DEERE

AG MANAGEMENT SOLUTIONS

John Deere Dealer AMS Support Agreement Information

Includes a questionnaire to aid in the development of your agreement and sample dealer agreements.

Considerations when implementing an AMS Dealer Support Agreement:

Will there be a contract to sign? YES NO

What is included in Agreement?
Unlimited phone calls
On-farm visits
Software updates/calibrations
Repairs
Apex support
Training (DLCs, dealership in-house training)

Is the setup of AMS components included in the price of product, Dealer Support Agreement or is it an additional fee?

If the customer purchases a Support Agreement, who is their first point of contact when a support need arises? AMS Consultant, Service department?

Who is the second point of contact if the first is unavailable?

Structure: Length of service? _____
• EX: By the hour, seasonal fee, yearly fee

Renewal: How often must it be renewed? _____
• EX: Seasonal, yearly

What price will the local market support? _____

What is your AMS Labor rate? _____

What is the charge for customers who don't purchase their components from you, but come to you for support?

What will be the charge for customers without an Agreement?
Phone calls, on-farm visits, repairs

How will you track which customers have an Agreement?
Open work-order, Business System

Does your Consultant have a Technician number for billing purposes?
YES NO

Is there an AMS focus person in the Service department at each store location?
YES NO

AMS Service Plan (Internal communication)

All new systems sold will have a setup charge to include the following:

- 2 field calls (one at the time of install and one follow up visit).
- \$500 + Mileage on SF2 and RTK AutoTrac setup.
- \$300 + Mileage on SF1 AutoTrac and Parallel Tracking setup.

AMS Consultants will make all calls and visits.

If issue is warranty-related, a service call will be made and charged out on a work order.

Service rate = \$75.00 per hour and \$.45 per mile. The AMS department will receive 90% and the Ag shop will receive 10%.

The AMS department is responsible for the operations and adjustments on the GreenStar equipment only. Anything outside of that is the responsibility of the Ag shop.

Develop a standard question sheet to determine if the problem is the AMS component or the tractor.

All AMS DTAC cases must be done by the DTAC Procedures sheet that the AMS Consultant will make.

Put together a mailer explaining the new AMS service calls to customers.

Service Managers make sure that all technicians are up to date on AMS procedures.

All warranties will be approved and run by the AMS Consultant.

[Dealership Name] AMS Service Agreements

Priority Level:

- \$300 Annual fee
- Software updates twice per year at dealership (winter and summer)
- Access to 2 company-held AMS clinics per year. Items to include but not limited to:
 - Recap of product updates and changes over past year
 - Training on proper component operation
 - Identify and explain common in-season scenarios
- Unlimited access to dealer support via the phone
- Email alerts on the latest and greatest from AMS as soon as it is out
- Any on-farm visits will be billed at \$100.00 per hour with a half-hour minimum

Priority PLUS Level:

- \$600.00 Annual fee
- Includes Priority Agreement services
- Will send one person per service agreement to any approved AMS class of choice held by John Deere & Company (\$200.00 value)
- Two day use of a John Deere Gator for AMS Applications only (i.e. create boundaries, tracking lines, map elevation, etc.)
- Create maps, reports, prescriptions, etc with customer-collected data
- Includes 2 on-farm visits per year at no charge. Any additional visits will be billed at \$75.00 per hour, with half-hour minimum.
- 5% Discount of Failed non-warranted AMS Components

NOTES:

- All customers who do not carry a [Dealership Name] AMS Service Agreement will be billed at \$120.00 per hour.
- All agreements are sold annually by the first display. Additional displays covered under the agreement are \$40.00 per display.
- All agreements are renewable each January 1st, with a pro-rated \$50.00 per month rate for mid-year initial sign-ups.
- On-farm prices do not cover service calls performed by the technicians to calibrate, adjust or further diagnose AMS products.

[Dealership Name] AMS Support Levels

AMS Silver *In Base Price:

- Winter and summer software updates in dealership
- Information on new features via email or mail
- Information on new product releases via email or mail
- 24/7 phone support from 1-888-GRN-STAR

AMS Gold *\$399.00:

- Winter and summer software updates in dealership
- Information on new features via email or mail
- Information on new product releases via email or mail
- Two farm visits per year, including the following:
 - KeyCard updates
 - Transfer of components, vehicle to vehicle
 - Inspection of wear items pertaining to GreenStar
- Unlimited phone/email support
- Provide Quick Reference Guides
- Spring Blitz training session, held at the dealership

AMS Platinum *\$699.00:

- Winter and summer software updates in dealership
- Information on new features via email or mail
- Information on new product releases via email or mail
- Two farm visits per year, including the following:
 - KeyCard updates
 - Transfer of components, vehicle to vehicle
 - Inspection of wear items pertaining to GreenStar
 - Input Apex information into your computer
- Unlimited phone/email support
- Provide Quick Reference Guides
- Spring Blitz training session, held at the dealership
- Fall Update training session, held at the dealership

[Dealership Name] AMS Service Agreement and Additional Charges

Service Agreement:

[Dealership Name] is committed to providing our customers with the service and support needed to maximize the use of their AMS equipment and keeping customers on the leading edge of John Deere's AMS technology. To do so [Dealership Name] is offering two AMS Service Agreements. These agreements were designed to assist our AMS customers in maintaining and receiving the extra value out of AMS products. The AMS Service Agreements may be renewed yearly.

AMS Gold Package \$400.00/year

- Software updates twice per year – winter and summer
- On-farm visits twice per year, including the following:
 - Setup GreenStar components for planting and harvesting
 - Update KeyCard applications
 - Evaluate GreenStar components for potential problems
 - Renew SF2 subscriptions (customer must provide means of payment)
 - Answer any potential AMS related questions
- Unlimited phone & email support on all AMS products
- Annual AMS Training, held at dealership

AMS Gold Plus Package \$600.00/year plus Mapping Services

- Software updates twice a year – winter and summer
- On-farm visits twice per year, including the following:
 - Setup GreenStar components for planting and harvesting
 - Update KeyCard applications
 - Evaluate GreenStar components for potential problems
 - Renew SF2 subscriptions (customer must provide means of payment)
 - Answer an potential AMS related questions
- Unlimited phone & email support on all AMS products
- Annual AMS Training, held at dealership
- Apex (work done at dealership)
 - Inputting setup information into Apex
 - Save information to card
 - Import in shapefile boundaries and aerial photos (must have boundaries of fields)
 - Input prescription maps into Apex
 - Unload data into Apex

Mapping Services:

Yield Map Package

- Yield and moisture maps

Total \$1.50/acre

Additional Map Package (includes maps from the yield map package)

- Farm aerial images
- Elevation maps
- As-planted maps
- Soil type maps with CSR productivity
- Yield by soil type maps

Choose any 4 of the 5 maps above: Additional \$1.00/acre

Total: \$2.50/acre

Analyze Yield Data (must have at last two years of data)

- Compare several years of data for variability and consistency in a field from year to year (Requires at least 2 years of data and starts with current year). For processing of old data from previous years price will depend upon number of years and will be billed at an hourly rate of \$65.00/hour.
- Additional information provided by the customer can be used to create a complete analysis. A fact sheet will need to be filled out for each field. This sheet is a general overview and brief history of the farm and farming practices.

Additional \$1.00/acre

Total \$3.50/acre

All data will be saved on a CD, and maps will be compiled in a binder for the customer. All data will be returned to the customer at the time the analysis is presented. All data is confidential and is intended for use only by the customer to make agronomic management decisions for the present and future.

Additional Charges:

- Phone support \$25.00/issue (charge for non-service agreement customers)
- Service calls \$110.00 trip charge and \$80.00/hr (min. ½ hour)
 - Software
 - AMS Component Software
 - SSU, SRC (includes software updates for AutoTrac Curve Track and Swath Control Pro. Does not include SSU updates for Track vehicles as this service will be provided by the service department)
- Diagnosing AMS Component issues
 - Displays, receivers, KeyCards, mobile processors
 - AutoTrac, Field Doc, Harvest Doc, GS2
- Apex Desktop Software - \$110 trip charge, setup and input data \$80.00 per hour (min ½ hr) and \$.10/acre mapped
 - Inputting setup information into Apex
 - Save information to card
 - Import in shapefile boundaries and aerial photos (must have boundaries of fields)
 - Input prescription maps into Apex
 - Unload data into Apex

Additional Service Information

All hardware-related issues will be taken care of by the service department, repairs will be charged at an hourly rate by the service department. Examples of hardware-related issues include broken wiring harness, failed sensors (moisture, mass flow, flow meter, steering sensor, etc.). Other issues may apply.

[Dealer Name] AMS Service Agreement

As technology continues to evolve and bring added value to your operation, we at [Dealer Name] are also evolving and working hard to bring added value to you as our customer. We are offering the **Advantage Package**, an AMS Service Agreement to better serve you. The Advantage Package will cover one year of service and will be renewable each calendar year. A prorated rate will be available for those signing up mid-year. A service of \$70/hour will be charged for all calls and/or field visits for those not signed up on the Advantage Package.

Advantage Package - \$399/year

- Software updates twice per year – Winter/Summer
- On-farm visits twice per year. Activities:
 - Transfer components vehicle to vehicle
 - Inspection of wear items pertaining to GreenStar components
 - Setup GreenStar components
 - Renew StarFire activations if needed (activation payment required)
 - Answer any questions
- Provide updated copies of Quick Reference Guides
- Unlimited phone support
- E-mail alerts on the latest AMS information
- One training session at the dealership

Apex Option - \$250/year

- Two on-farm visits
 - Provide assistance with Apex installation, setup and data unload

Note

- Service calls requiring technician repair and/or diagnostic work are not included in the Advantage Package and will be charged normal shop rates.

I accept the terms of the Advantage Package for 2007.

Signature _____ Date _____

I have read and understand the terms of the Advantage Package and choose to Option Out of the agreement for 2007.

Signature _____ Date _____

[Dealer Name] has been GreenStar CERTIFIED to better serve our customers.