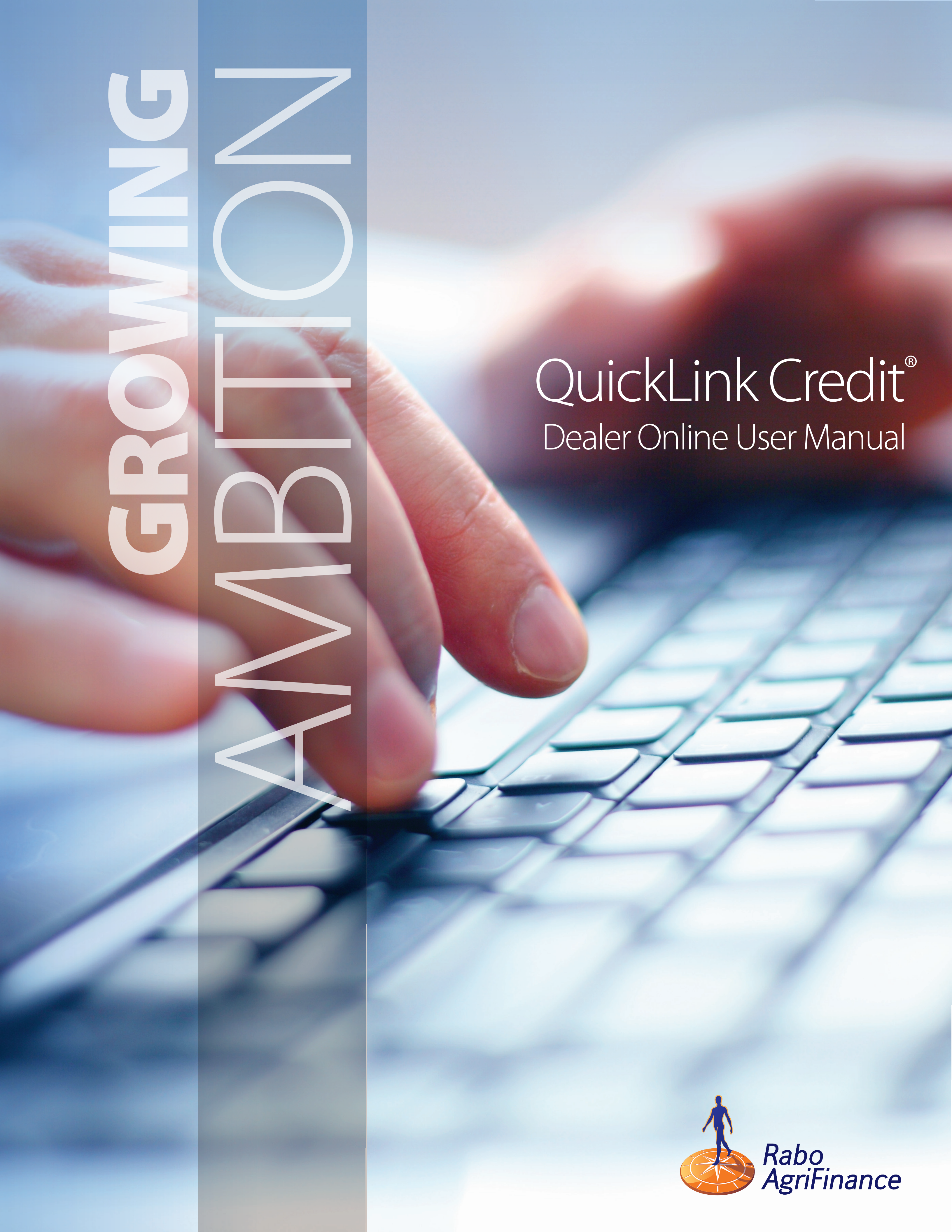


GROWING AMBITION

# QuickLink Credit®

## Dealer Online User Manual

Rabo AgriFinance

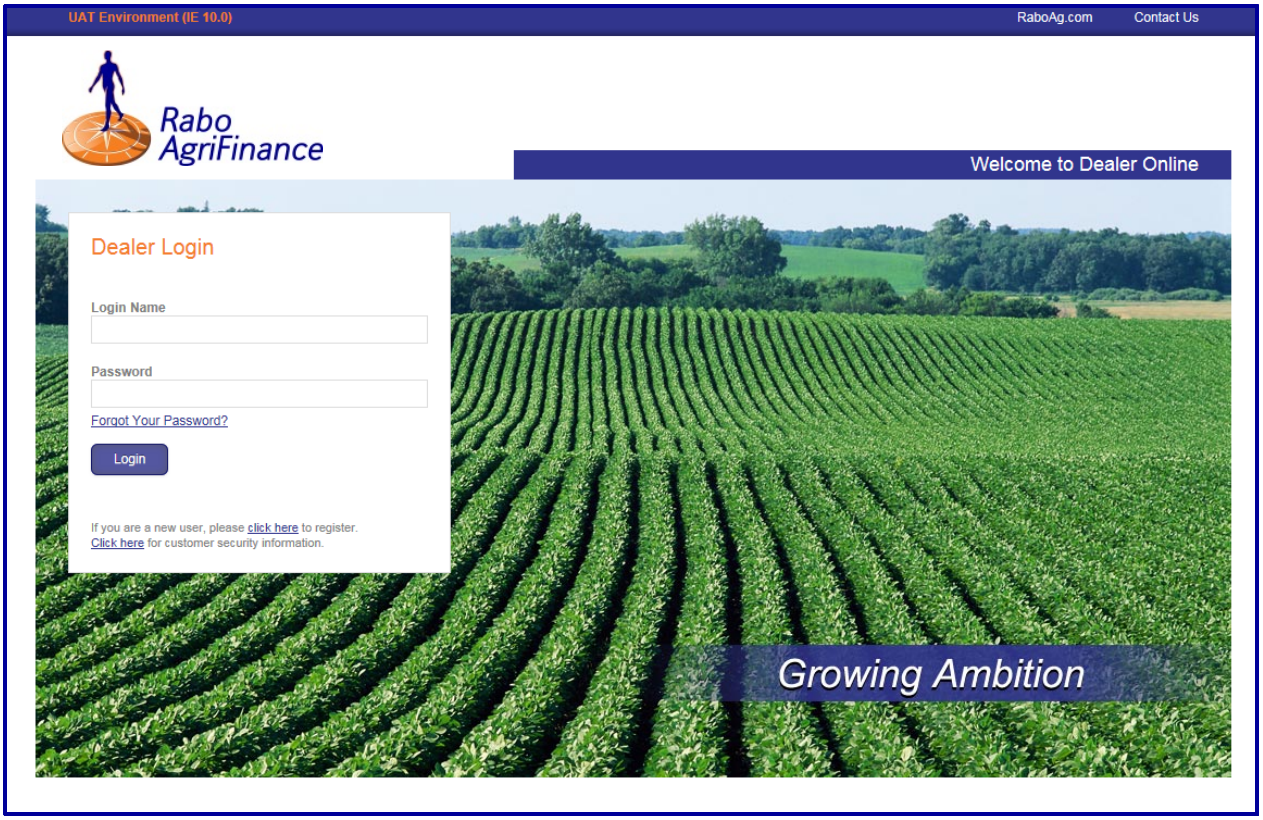
# Table of Contents



# Contact Information

Rabo AgriFinance
6919 Chancellor Drive
Cedar Falls, IA 50613
Ph: (888) 395-8505
Fax: (866) 349-3139
Email: QuickLink@RaboAg.com
www.RaboAg.com

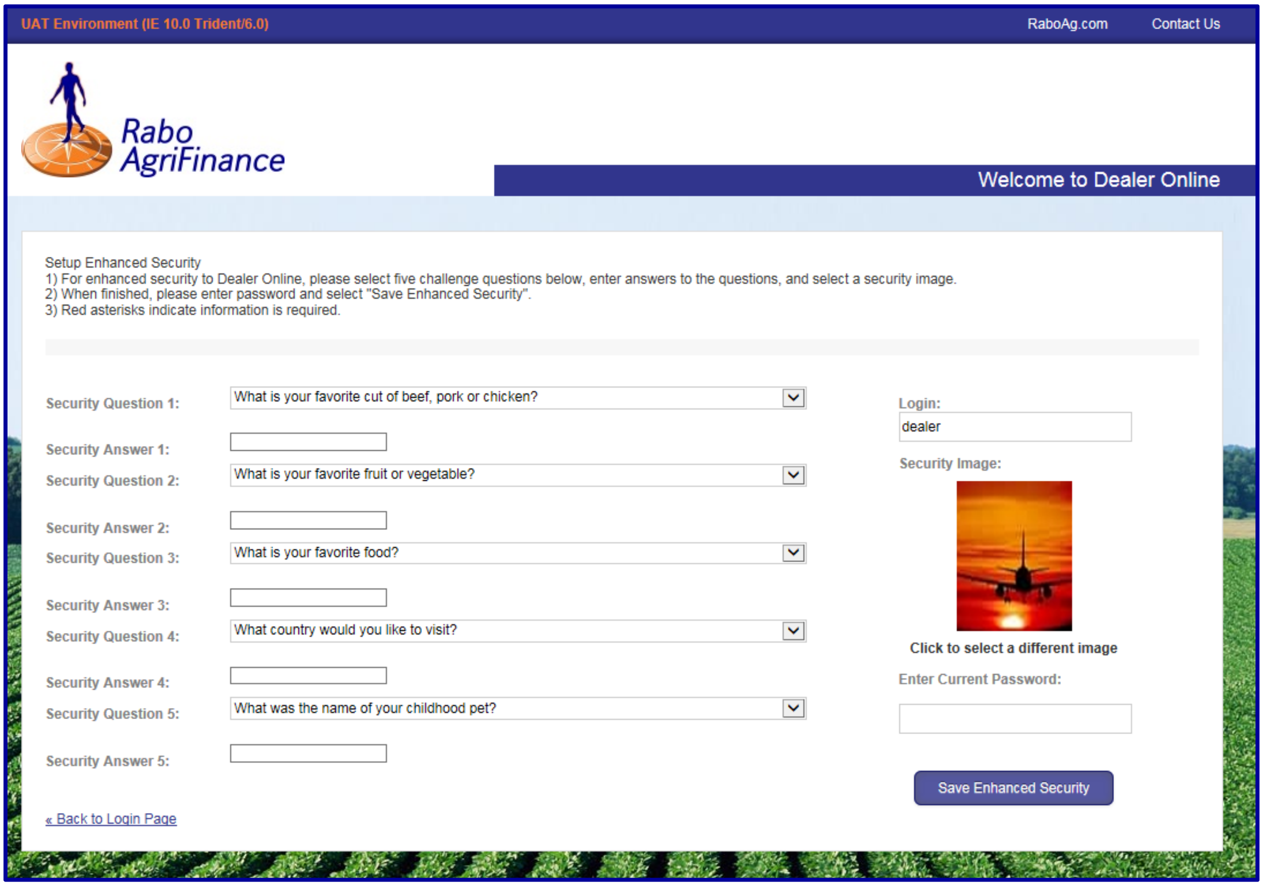
# Registration and Log In




To access dealer online go to www.RaboAg.com.

- Click on Vendor Finance
- Select Dealer Login
- The Account Administrator will need to ***click here*** to register and complete the registration process. During the registration process set up a Login Name and provide an email address. Upon completion of the registration process, a password will be emailed to the address provided authorizing access to the website. An email confirmation will be sent when the registration is completed.
- Upon return to the website, enter in the Login Name and password that was set up and emailed during the registration process, then select **Login**
- Accept an End User License Agreement, change the password, answer 5 security questions and select a security image.
- After the initial registration and login process, upon subsequent Login attempts you will be randomly asked one of the five security questions answered during registration.
- *If you are not the Administrator for your account, please work with your Administrator to set up a Login Name to access the website.*

# Registration and Log In




After the End User License Agreement is accepted, you will be prompted to change the password, answer 5 security questions and select a security image.

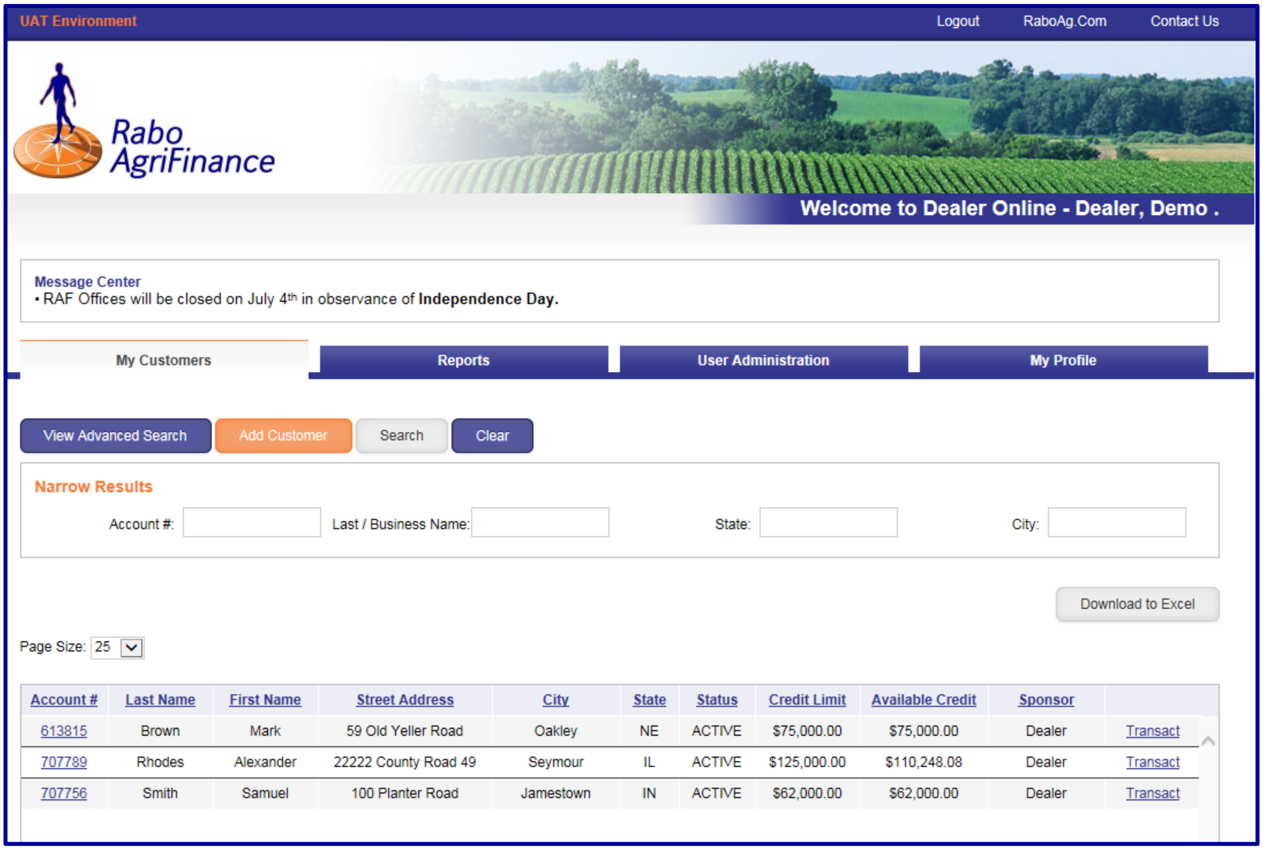
- Select the drop down arrow to the right of the Security Question to view a list of the questions.
- Select one of the question options
  - Answer 5 *different* security questions – you will not be able to answer the same question more than once.
- Answer each question appropriately, however the system does not check to ensure that the answer is a valid response.

The website will display a security image upon Login. The same security image will appear with each login, so remember the security image that is selected. **If the image is different upon login than the one selected contact Rabo AgriFinance.**

- To scroll through the security image options, click on the image on the screen.
  - The image will scroll to the next available option to choose from.
- Once an image is selected, leave that image on the screen and move to Enter Current Password. This will save the image that was selected.

*To change the password, security questions and security image, go to My Profile (see page 23) or contact the Administrator.*

# Submit a Purchase

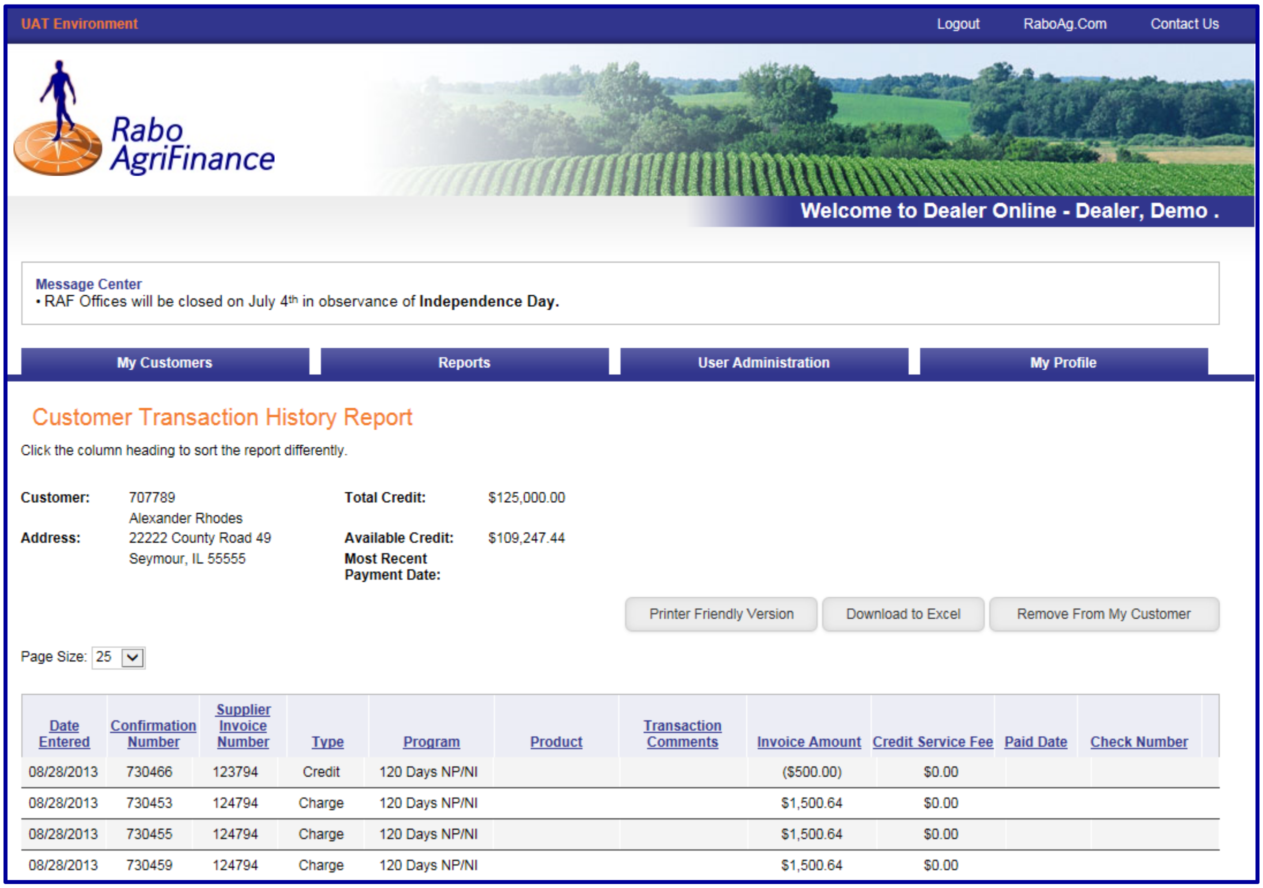



## *Submitting Transactions*

The customers that appear in the listing are assigned to your location based on the dealer information listed on the customer's application or have been added to the list (*see page 5*). To quickly search for a customer, enter a piece of their information in the Narrow Results fields, or select View Advanced Search for more search field options. If only know a portion of the spelling of any of the items in the Search is known, the % sign can be inserted as a wildcard in the field you are searching.

- To view the transaction history for the customer selected, click the ***Account #*** to the left of their name, *see page 4*
- Customers with a status of Active are available to submit invoices for payment.
- To submit an invoice for payment:
  - Select ***Transact*** and go to page 6
- To process a credit to a customer's credit line:
  - Select ***Transact*** and go to page 10

# Submit a Purchase



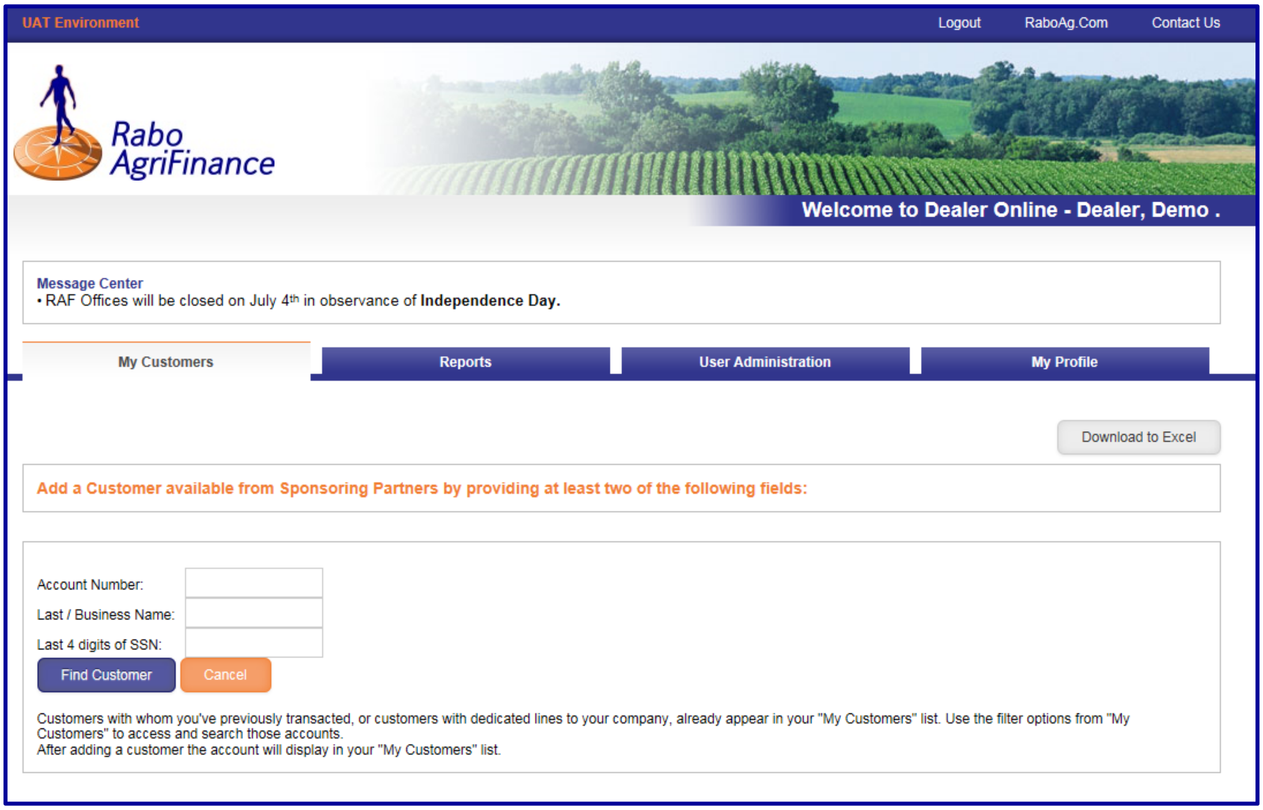

## *Transaction History*

Click on a customer's ***Account #*** to the left of their name on the landing page, this will display the customer's transaction history.

Click on any of the headings on the report to change the sort order on the screen and then select either Printer Friendly Version to print the report or select Download to Excel to put the data in an Excel file.

If you no longer want this customer's account or information on the customer listing on the landing page. Select Remove From My Customer. This will delete the customer from the list.

## Submit a Purchase




### *Adding a Customer*

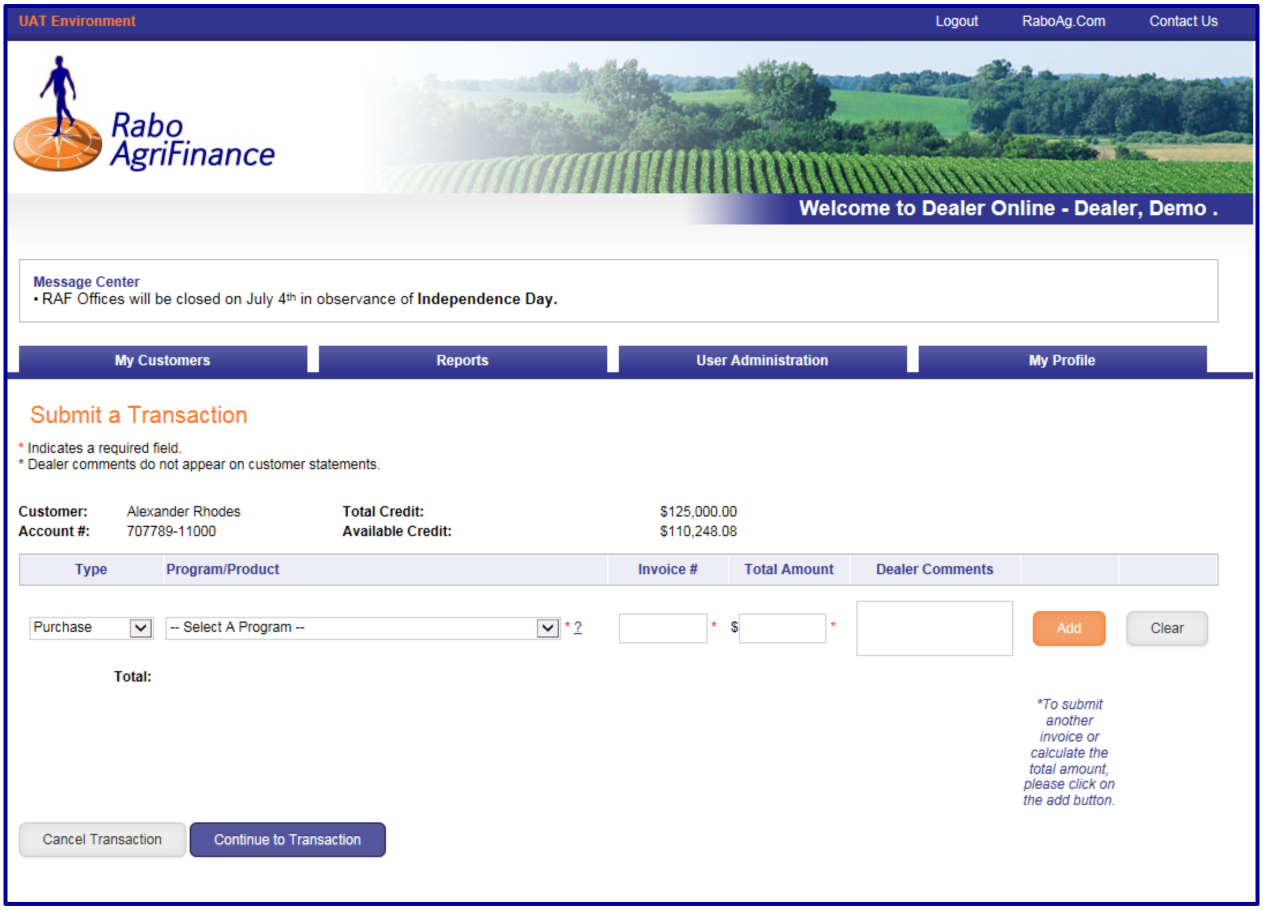
Customers may be participating in financing programs that are offered through Sponsoring Partners and they would not initially display on the customer listing.

To add a customer that is participating in a sponsored program:

- Your location must to authorized by the sponsor to participate in the financing offer
- Select **Add Customer**
- Enter at **least two pieces** of the customer information in the fields on the screen
- If the customer is located you will be able to transact on the customer's account. If you are not able to locate the customer, please call Rabo AgriFinance at 888-395-8505.

After the customer is added, their account will display in the "My Customers" list upon subsequent return to the website.

# Submit a Purchase

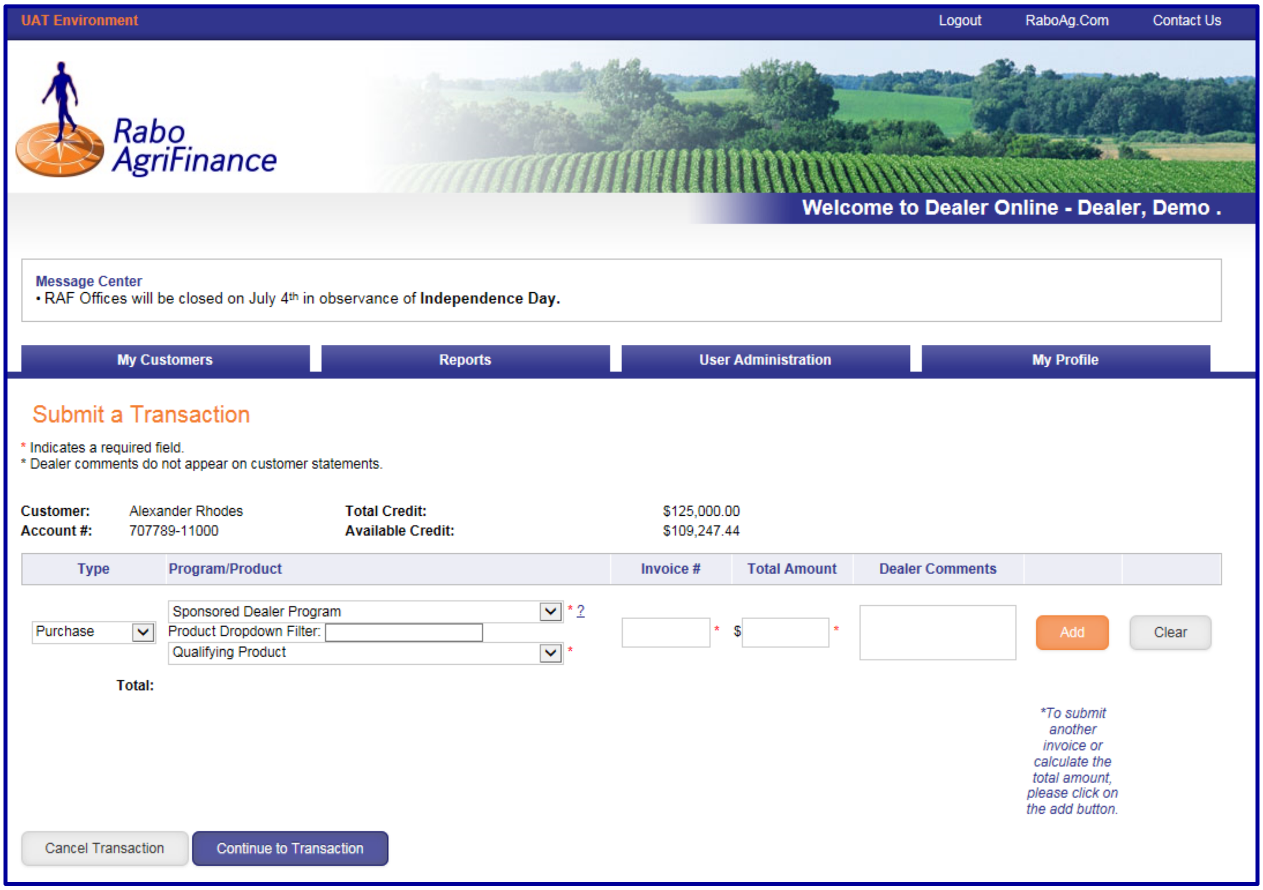



After selecting ***Transact*** or adding the customer, you can begin processing invoices for payment.

- Select the program from the drop down list that is available to you. **Be careful to choose the correct program for each invoice that is submitted.**
- If there are product purchase requirements associated with the program, *see page 7*
  - *Note:* Some of the programs may not require product entry.
- Enter in the invoice number and dollar amount
- Enter in comments in the ***Dealer Comments*** field (optional). Comments entered are for user reference only and will not appear on customer statements.
- Select ***Add*** for multiple invoices or product purchases.
- Repeat steps above.
- When finished with invoices select ***Continue to Transaction***.

If the program that you are wanting does not appear please contact our office to establish additional program terms.

# Submit a Purchase

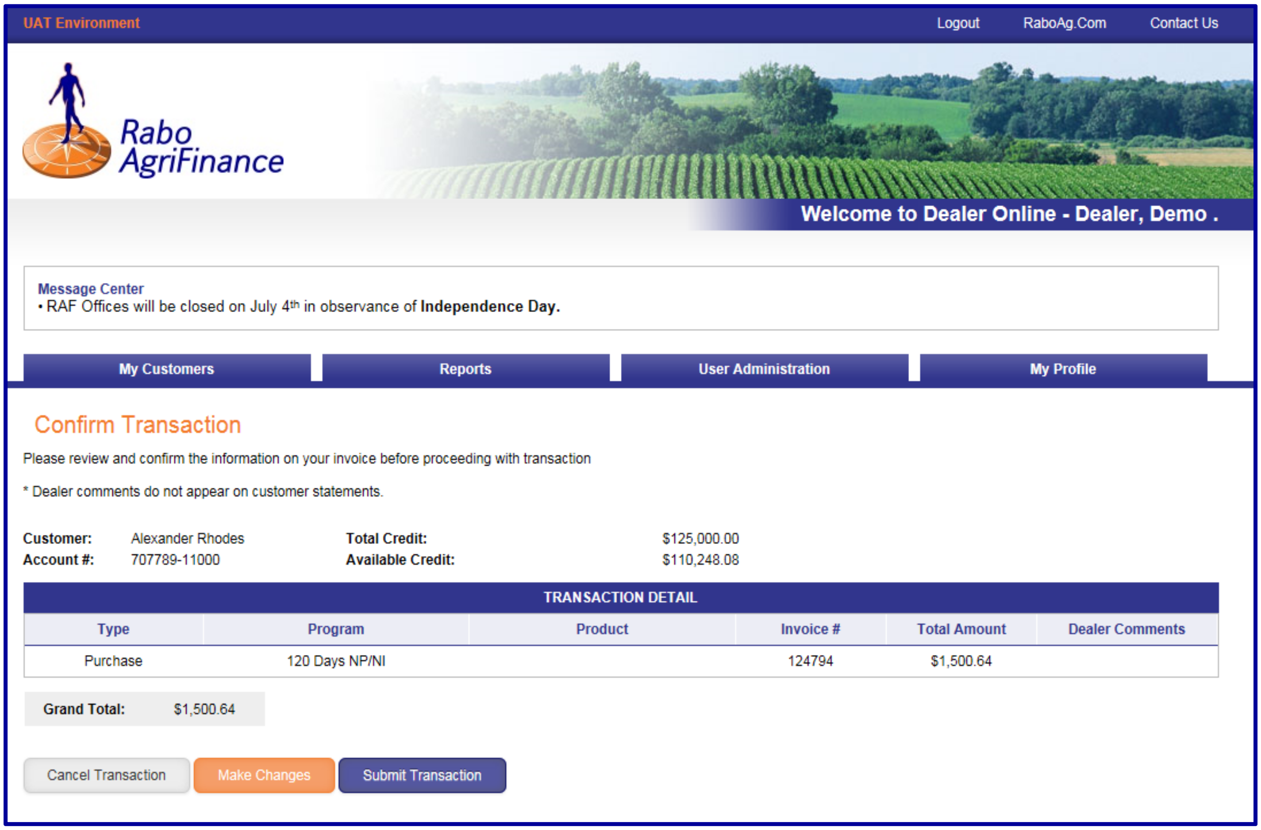



## *Entering Products*

If there are product purchase requirements associated with the program, select the product from the drop down list. For multiple products on the same invoice, enter in each product in a separate line item.

- Select the program that is appropriate for the invoice that is being submitted
- To search for the product, in the Product Dropdown Filter, type in a portion of the product name.
  - The filter will take you to the products in the list with that spelling
- Otherwise select the down arrow on the product listing and scroll through the product list to find the product that is being invoiced.
- Click on the product in the list that is being invoiced.

# Submit a Purchase

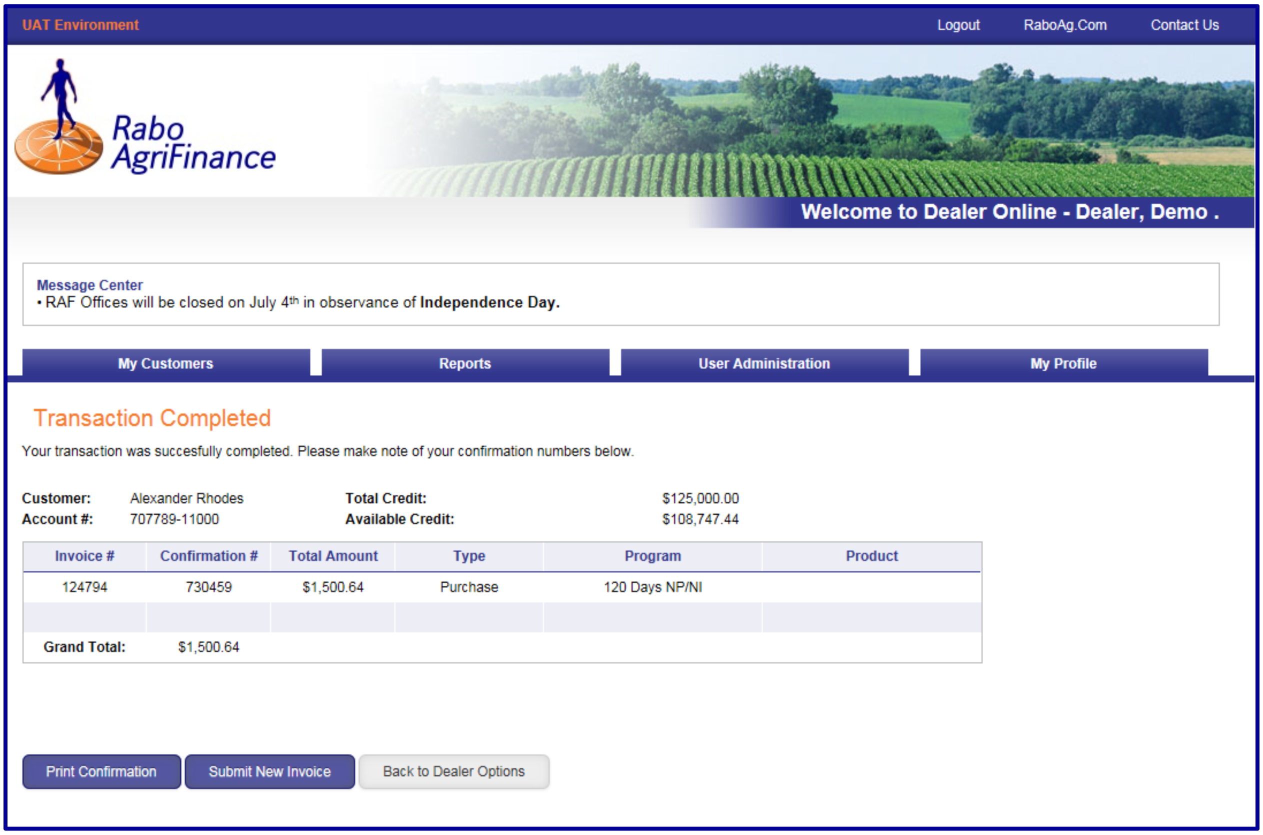



Verify that the program, products, invoices, and dollar amounts are correct.

- To delete all of the information that has been entered to this point for the transaction, select *Cancel Transaction*.
- To edit or add additional transactions, select ***Make Changes***.
- To complete transaction, select ***Submit Transaction***.

***Note:*** Once you select ***Submit Transaction***, you will not be able to make changes.

# Submit a Purchase

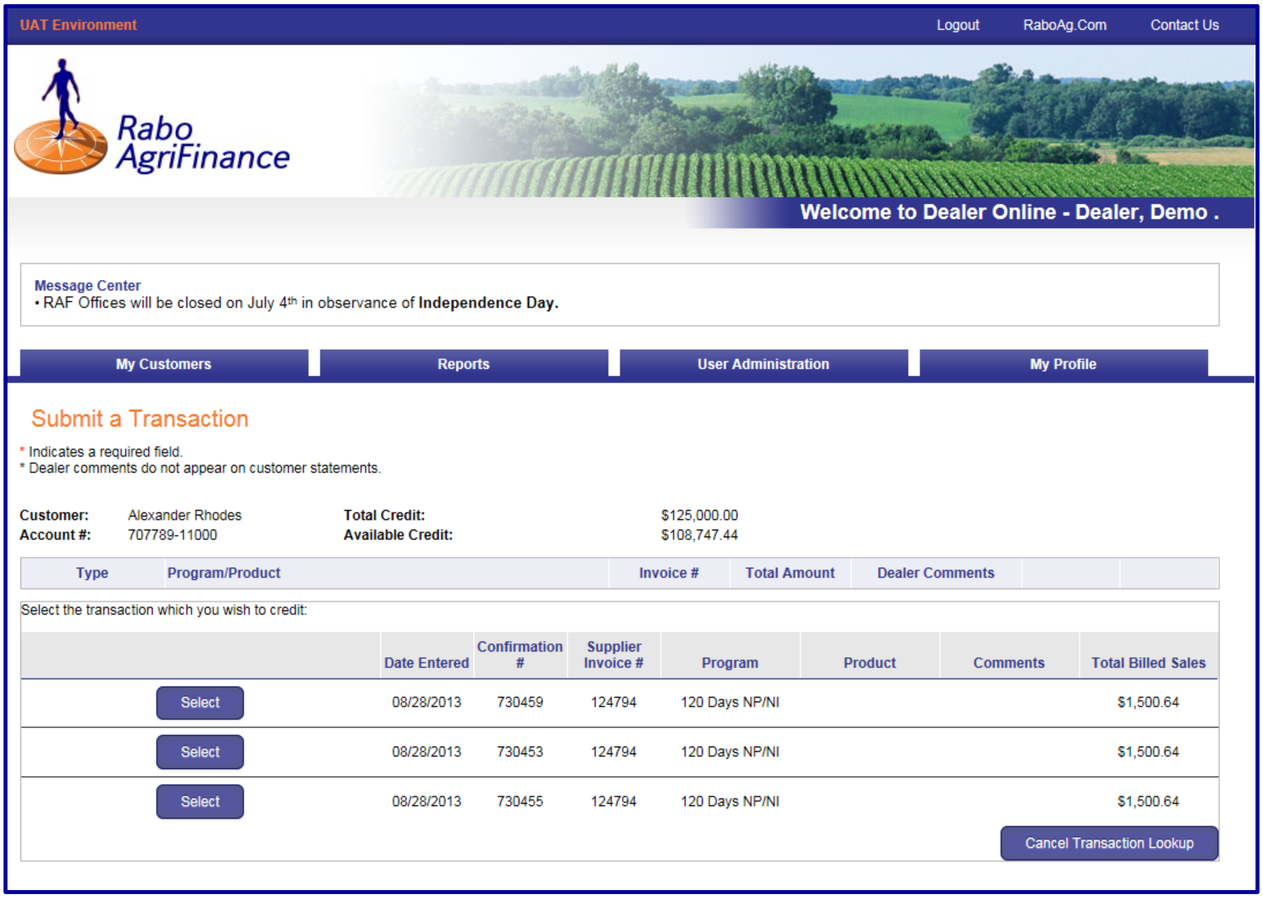



## *Receiving Confirmation Numbers*

Submitting an invoice will return a confirmation number for each transaction.

Select **Print Confirmation** to print out the confirmation information for your records or to provide to the customer.

# Submit a Credit



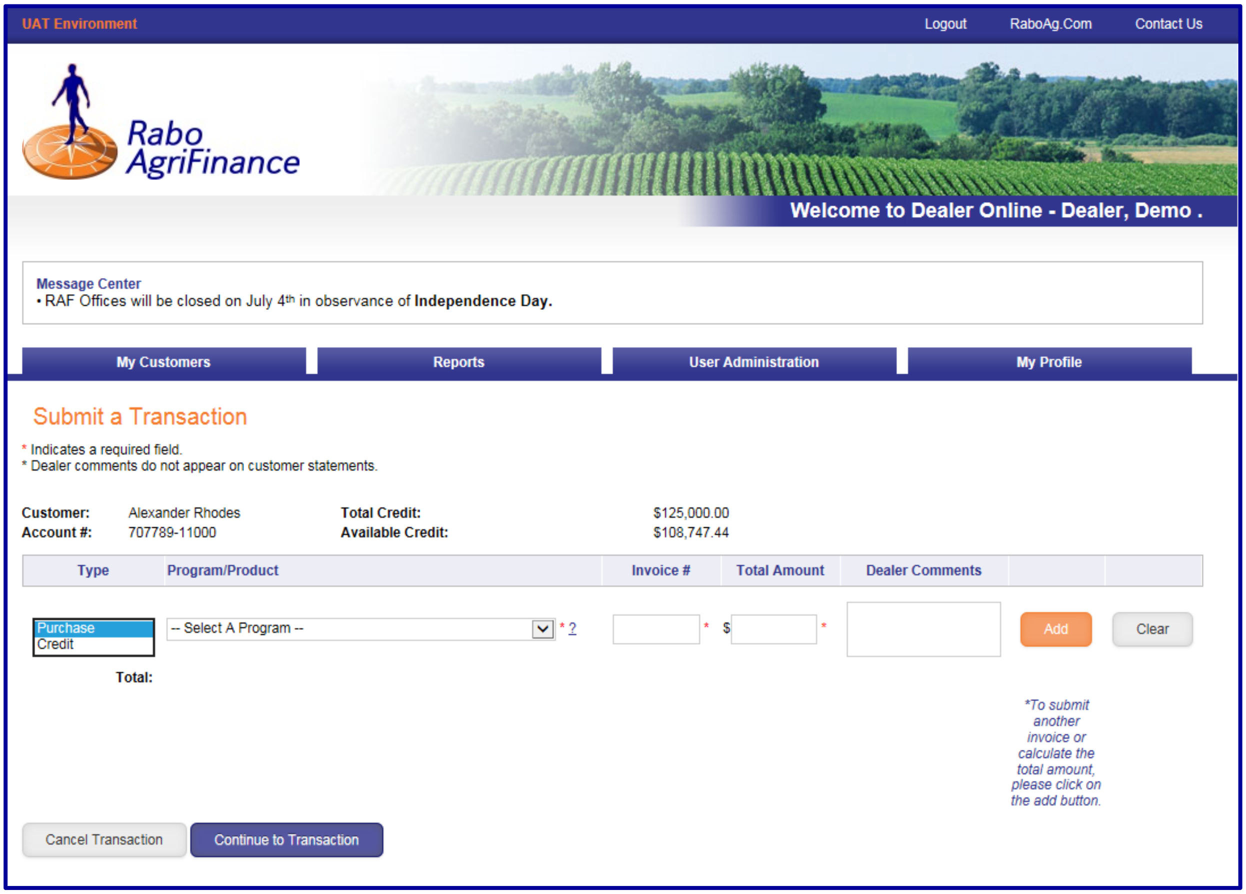

After selecting ***Transact*** if there has previously been an invoice submitted on the customer's account, an adjustment can be made to the customer's account by processing a credit.

- Select **Credit** from the Type drop down box.

By selecting Credit the customer's previous purchase history will display.

- To apply the credit against a previously submitted invoice, click **Select** next to the invoice that the credit will be applied against.
    - Otherwise, to enter a credit for an amount greater than a single invoice previously submitted, click **Cancel Transaction Lookup**

# Submit a Credit




- Select the program from the drop down list that is available. **Be careful to choose the correct program for each invoice that is submitted.**

- If there are product purchase requirements associated with the program, select the product from the drop down list. For multiple products on the same invoice, enter in each product in a separate line item.
  - *Note:* Some of the programs may not require product entry.

- Enter in the invoice number and dollar amount

- Enter in comments in the ***Dealer Comments*** field (optional). Comments entered are for user reference only and will not appear on customer statements.

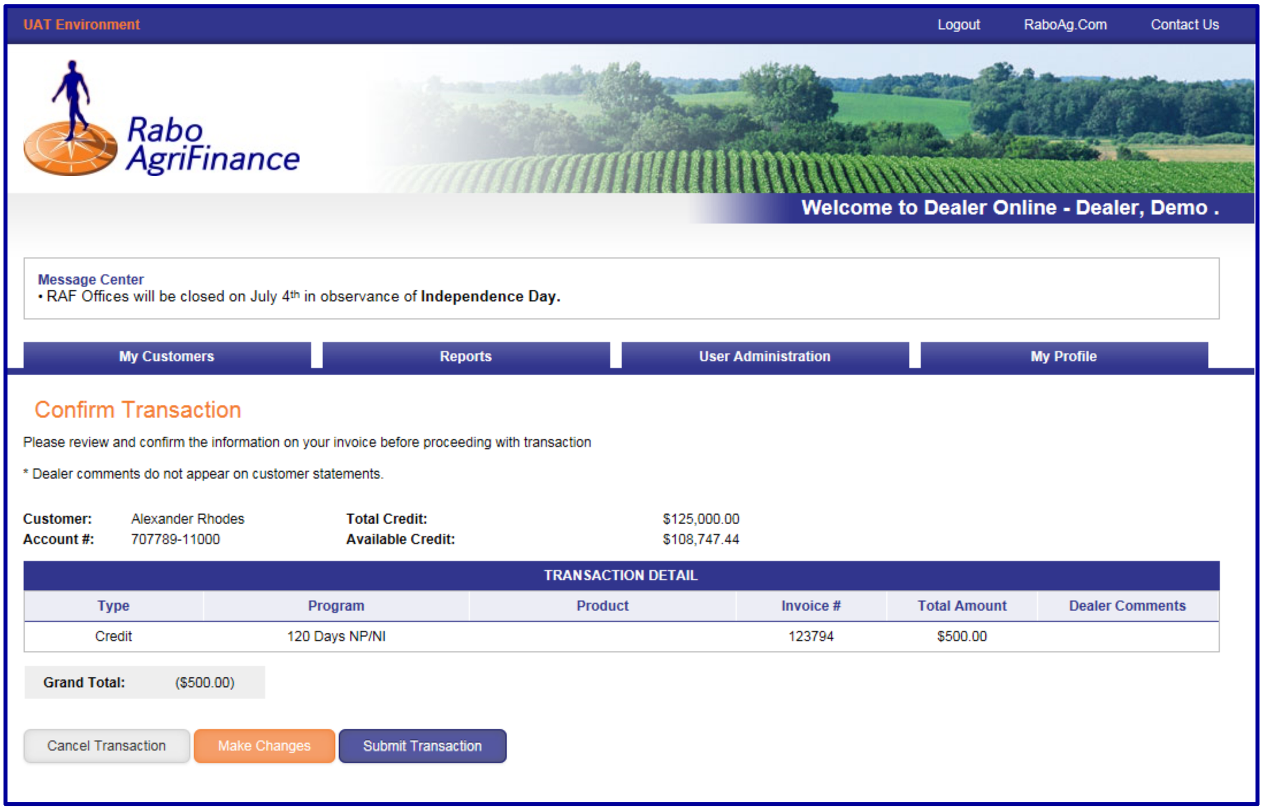
- Select ***Add*** for multiple invoices or product purchases.

- Repeat steps above.

- When finished with invoices select ***Continue to Transaction***.

***Note:*** The option to credit will not appear until a purchase has first been posted to the customer's account.

# Submit a Credit




Verify that the program, products, invoices, and dollar amounts are correct.

- To delete all of the information that has been entered to this point for the transaction, select *Cancel Transaction*.
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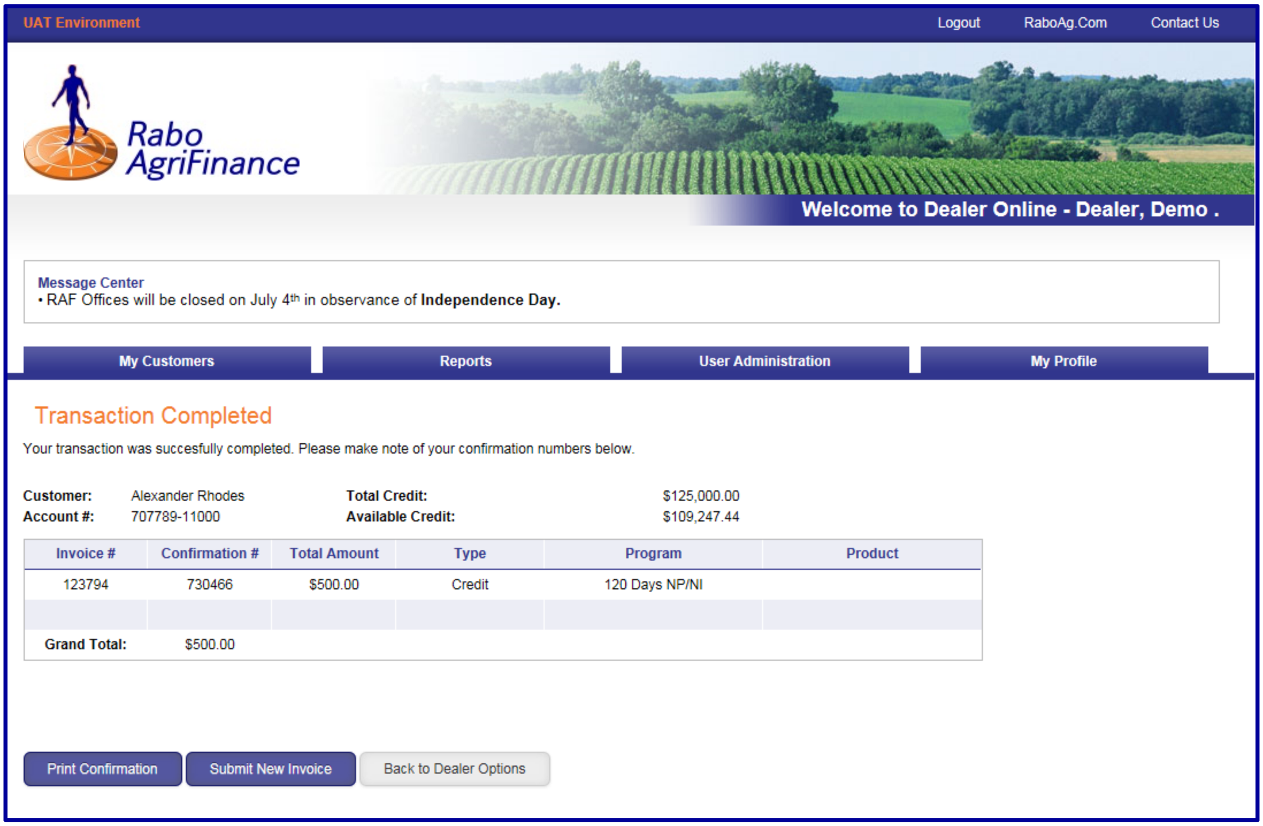
- To complete transaction, select ***Submit Transaction***.

***Note:*** Once you select ***Submit Transaction***, you will not be able to make changes.

# Submit a Credit

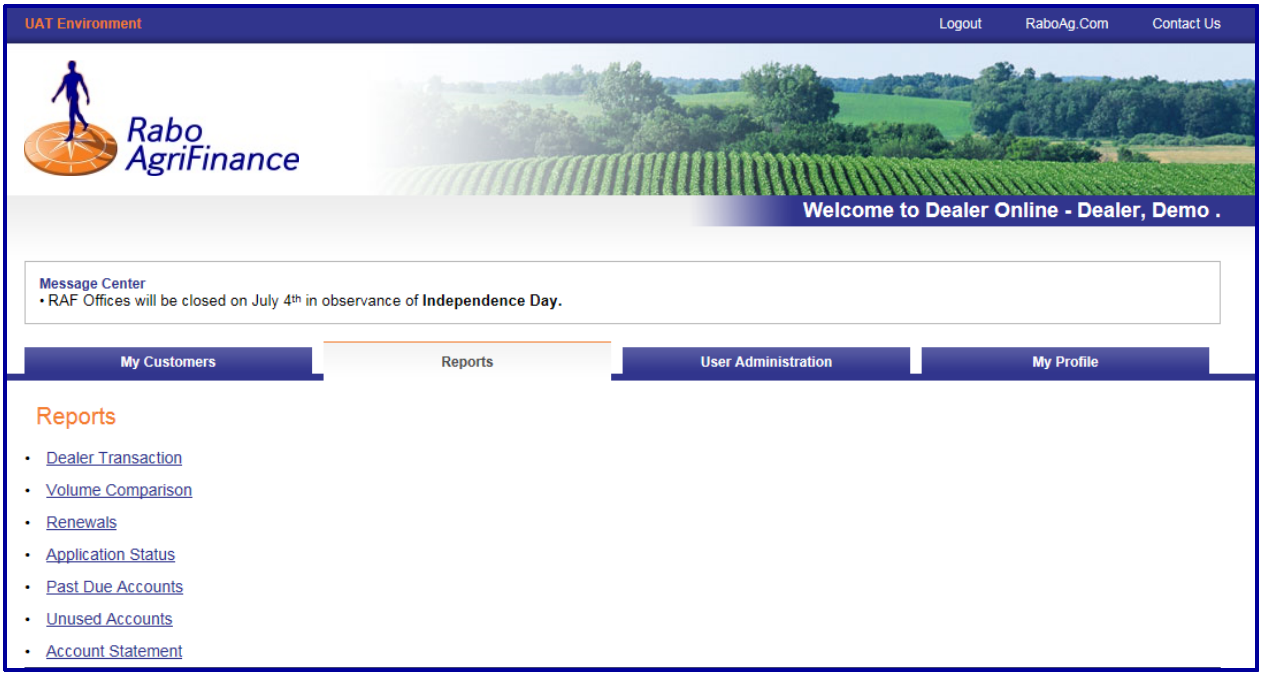



### *Receiving Confirmation Numbers*

Submitting an invoice will return a confirmation number for each transaction.

Select **Print Confirmation** to print out the confirmation information for your records or to provide to the customer.

# Reports



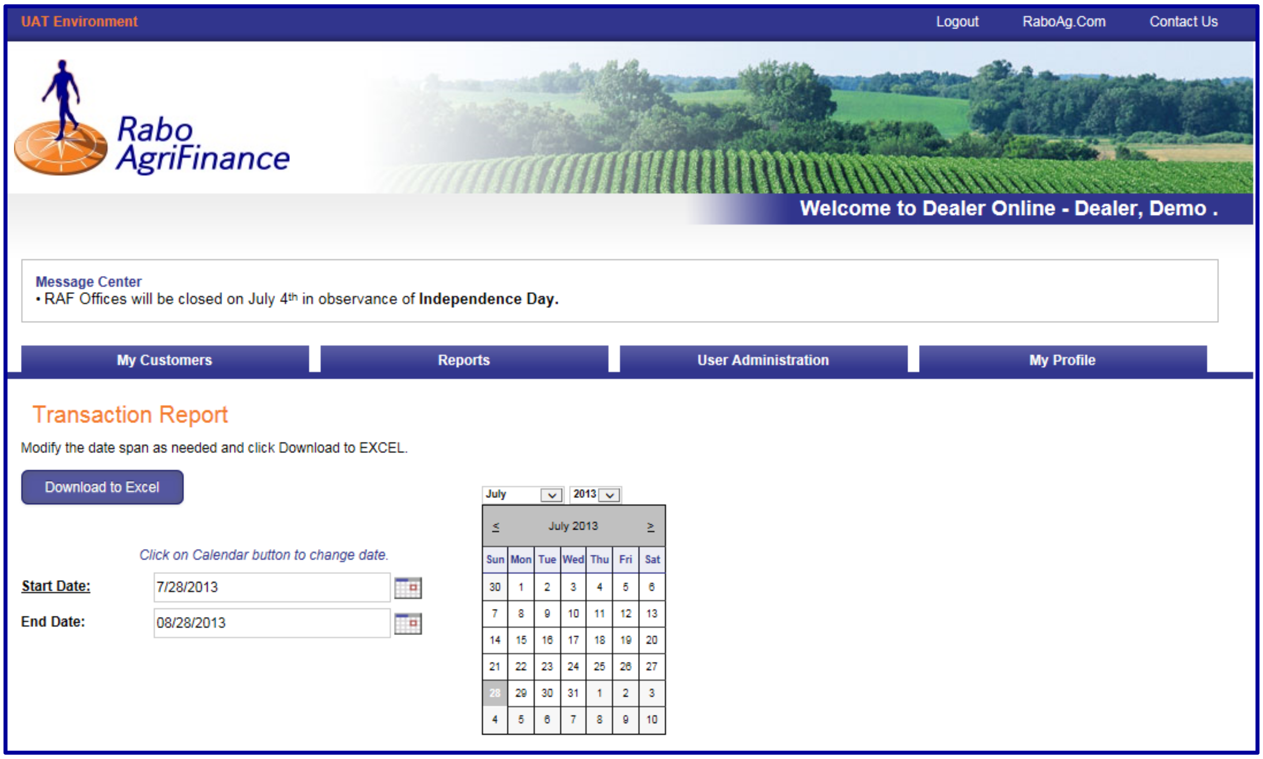

From the Landing Page of the website there are various reports available to manage the status of applications and renewals, transaction reconciliation, customer accounts that are past due, unused accounts or compare customer purchases from year to year.

Below is a list of the reports that are available:

- **Dealer Transaction**
- **Volume Comparison**
- **Renewals**
- **Application Status**
- **Past Due Accounts**
- **Unused Accounts**
- **Account Statement**

# Reports

## *Dealer Transaction*



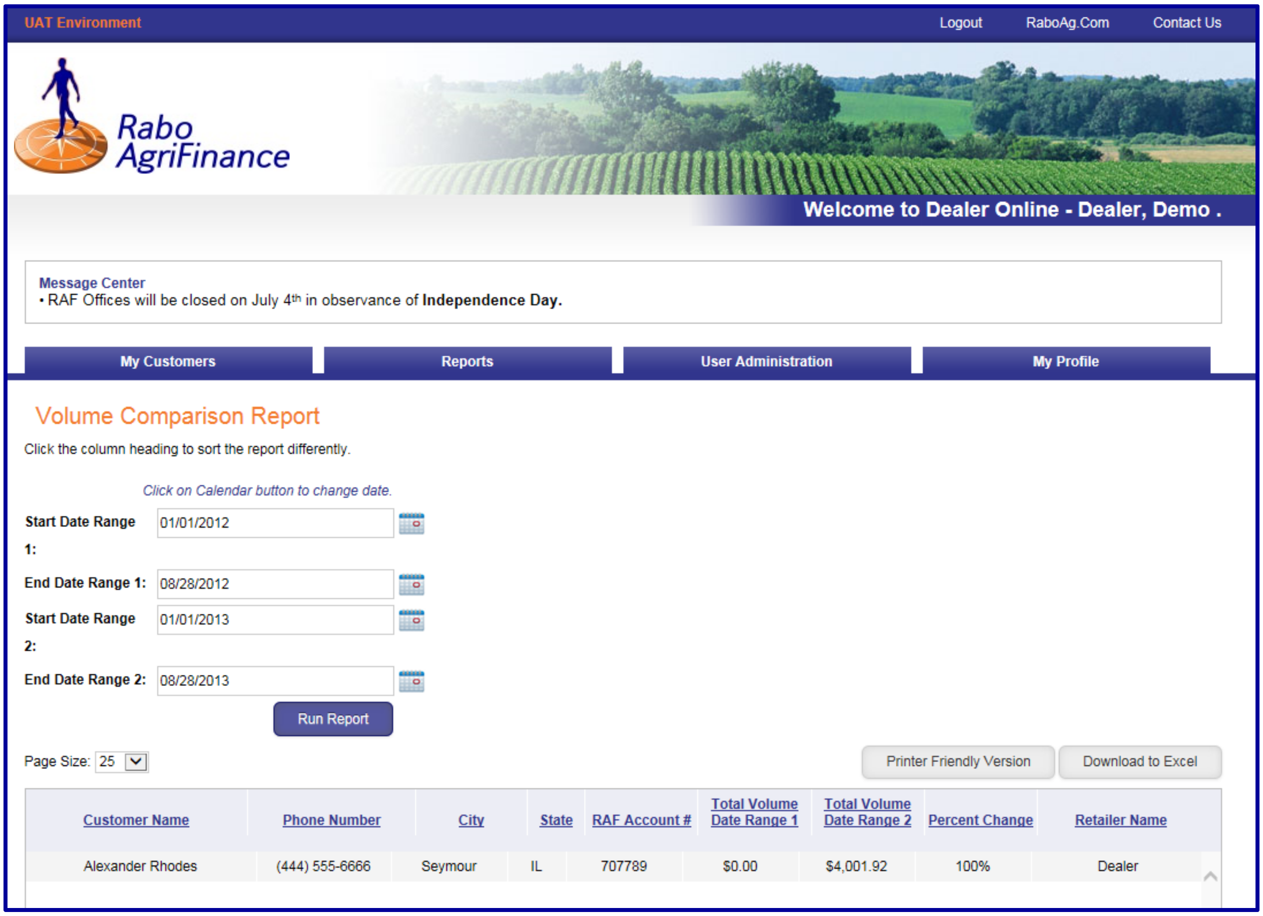

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Retailer Na | Retailer Cit | Retailer Sta | Retailer Zip | Customer N | Customer N | Customer C | Customer S | Product Pu | Program | Date Entere | Type | Invoice Nur | Invoice Am | Credit Servi | Net Amount | Login ID | Confirmati | Paid Date |
| 2 | Dealer | Farmville | IA | 54321 | 707789 | Alexander I | Seymour | IL | | 120 Days N | 8/28/2013 | Charge | 124794 | 1500.64 | 0 | 1500.64 | dealer | 730453 | |
| 3 | Dealer | Farmville | IA | 54321 | 707789 | Alexander I | Seymour | IL | | 120 Days N | 8/28/2013 | Credit | 123794 | -500 | 0 | -500 | dealer | 730466 | |
| 4 | Dealer | Farmville | IA | 54321 | 707789 | Alexander I | Seymour | IL | | 120 Days N | 8/28/2013 | Charge | 124794 | 1500.64 | 0 | 1500.64 | dealer | 730459 | |
| 5 | Dealer | Farmville | IA | 54321 | 707789 | Alexander I | Seymour | IL | | 120 Days N | 8/28/2013 | Charge | 124794 | 1500.64 | 0 | 1500.64 | dealer | 730455 | |

The **Transaction Report** allows you to select a range of dates for transactions submitted for processing. The report will default to a month worth of transactions, however change the range of dates as needed using the calendar tool.

- Use the calendar tool to select the range of dates
- Select **Download to Excel**

The report will open up an Excel file with the data for the date range specified. From there the normal Excel rules apply to sort, format, insert formulas, etc.

# Reports
## *Volume Comparison*



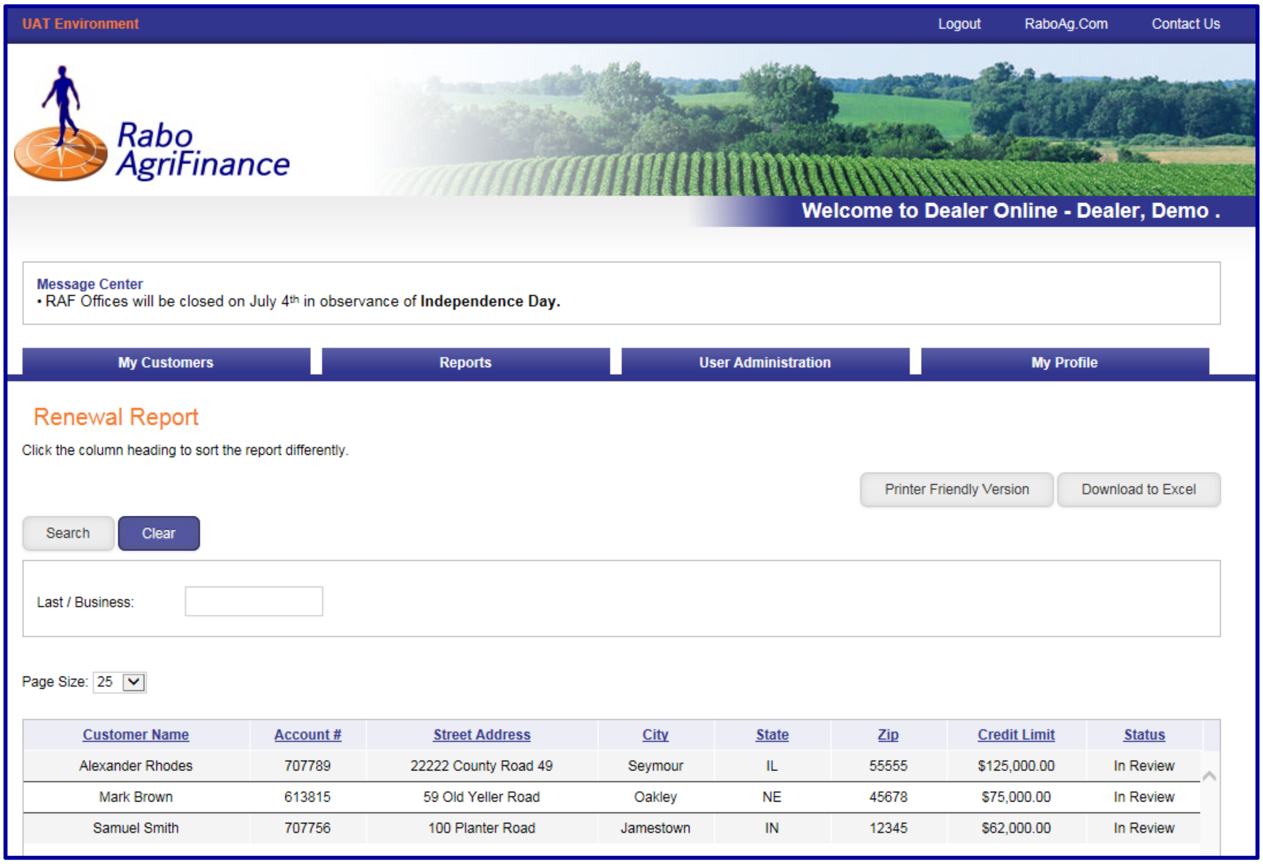

The **Volume Comparison Report** compares customer's financed purchases from one date range to another and will display the change in the customer's history.

- Use the calendar tool to select the range of dates that are being compared
- Select **Run Report**

The report will display a listing of customers that have had transactions submitted under the financing for the date range specified and will display the dollar amount of the financing year over year for each customer. The report will also calculate the percent change in the two ranges specified to easily view whether their financed purchases have increased, decreased or remained the same.

Click on any of the headings on the report to change the sort order on the screen and then select either Printer Friendly Version to print the report or select Download to Excel to put the data in an Excel file.

# Reports
## *Renewals*

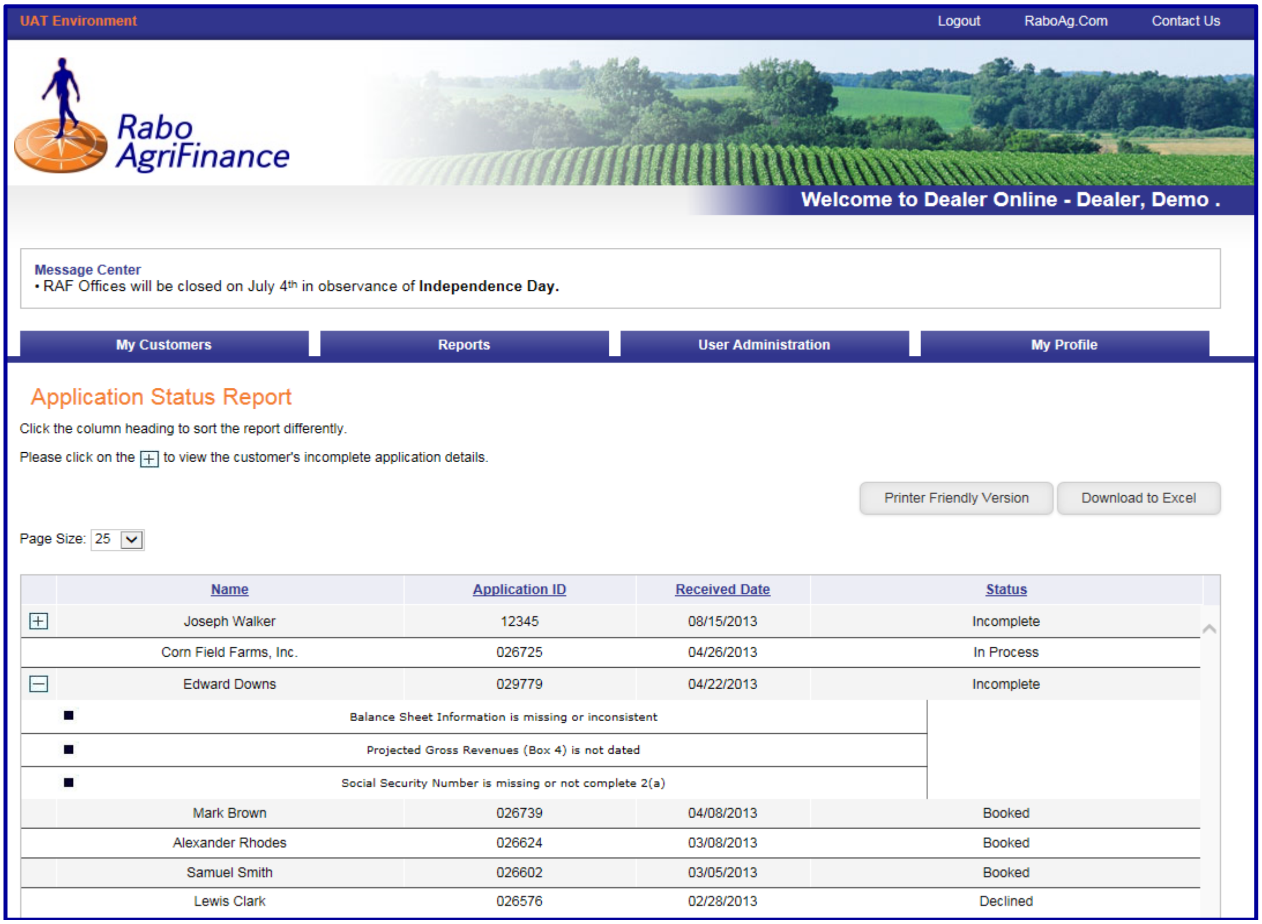



Annually in September of the year, Rabo AgriFinance processes customer accounts through renewal for the next crop year. During this process the customer's credit is reviewed to determine if the customer continues to meet the credit criteria. In some instances updated financial information is needed from the customer to determine their renewal status. If the customer is renewed or if there is additional information that is needed, a letter is mailed out to every customer to notify them of their renewal or to request the additional information.

The **Renewal Report** shows the status of the customer accounts during the renewal season. Statuses include In Review, Renewed, Need Financials, and Not Renewed/Re-apply.

- *In Review* – an Analyst is reviewing the customer's information for a determination of their renewal status
- *Renewed* – the customer is renewed for the next season. If the customer has a current balance with Rabo AgriFinance, this balance will need to be paid in full by the due date to keep their renewal status active
- *Need Financials* – Rabo AgriFinance has requested updated financial information from the customer to review to determine the customer's renewal status
- *Not Renewed/Re-apply* – the customer is not renewed and their account will be closed for the next season. The customer is welcome to re-apply for the financing to determine if they will qualify.

# Reports
## *Application Status*



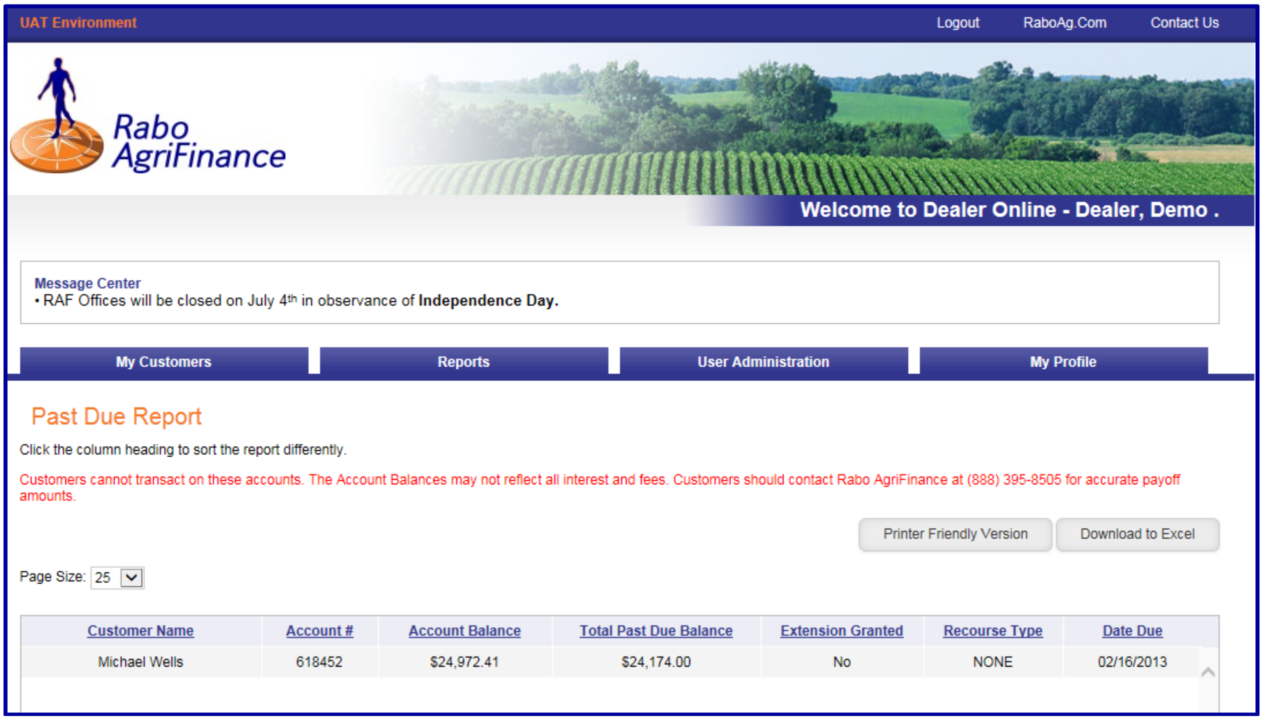

The **Application Status Report** is a listing of all of the applications that Rabo AgriFinance has received where your location has been listed in the dealer information on the customer's application. The report displays the date that the application was received as well as the status of the application.

The various application statuses are:

- *In Process* – the application was recently received and is currently under review by an Analyst.
- *Incomplete* – the application is missing required information. To continue processing the incomplete items need to be resolved.
  - To view the items missing on the application –click the symbol to expand the list.
- *Booked* – the application was approved for the financing. Click on the My Customers tab and either locate the customer on the listing or search for the customer to submit transactions on the customer's account.
- *Cancelled/Withdrawn* – the application was cancelled or withdrawn at the customer's request or due to various reasons such as, customer decided not to complete the necessary items, possibly set up in error, etc.
- *Decline* – the application is denied for the financing as it does not meet the criteria.

# Reports

## *Past Due Accounts*

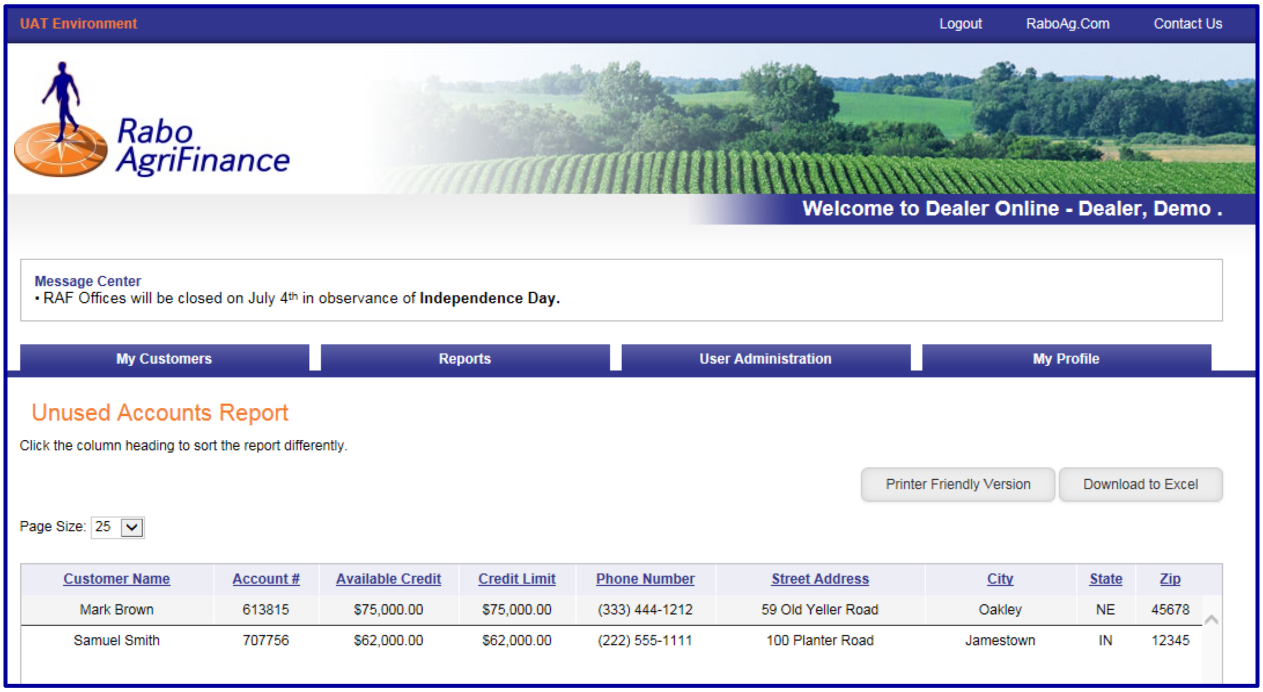



The **Past Due Report** will display the customers that have balances on their accounts once the maturity date for the financing program has passed. The report will display the date that the account was due. If an extension has been granted the date that the account was extended to will display.

Click on any of the headings on the report to change the sort order on the screen and then select either Printer Friendly Version to print the report or select Download to Excel to put the data in an Excel file.

***Note:*** Do not use the dollar amounts on this report as a payoff to give to the customer. Please ask the customer to call Rabo AgriFinance at 888-395-8505 for an accurate payoff amount.

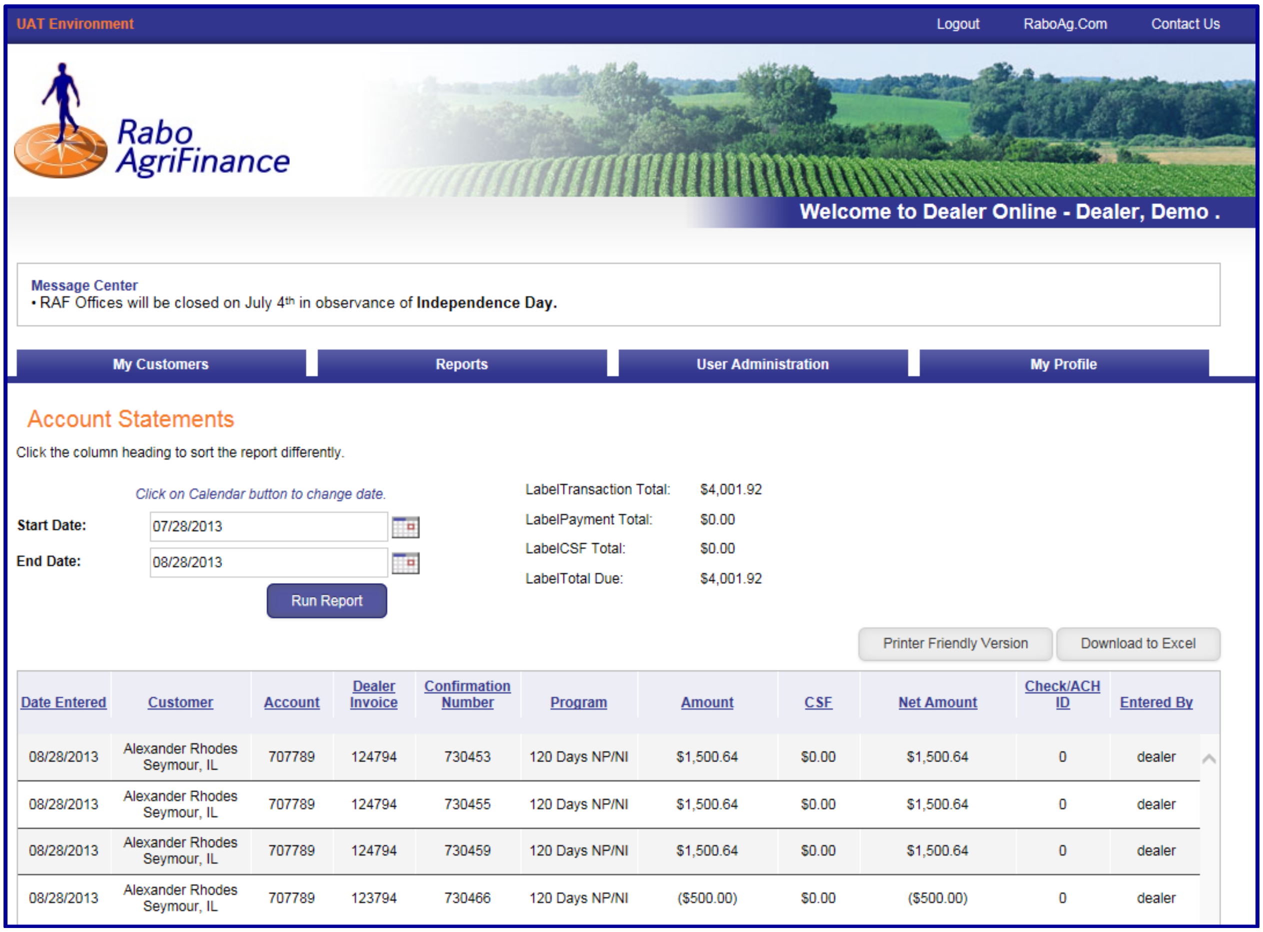
# Reports
## *Unused Accounts*




The **Unused Accounts Report** lists the active customer accounts that do not have a balance. Your team may use this list as a way to identify sales opportunities with the customers while utilizing the financing for their purchases.

Click on any of the headings on the report to change the sort order on the screen and then select either Printer Friendly Version to print the report or select Download to Excel to put the data in an Excel file.

# Reports
## *Account Statement*




The **Account Statements** report allows you to select a range of dates for transactions submitted for processing. The report will default to a month worth of transactions, however change the range of dates as needed using the calendar tool.

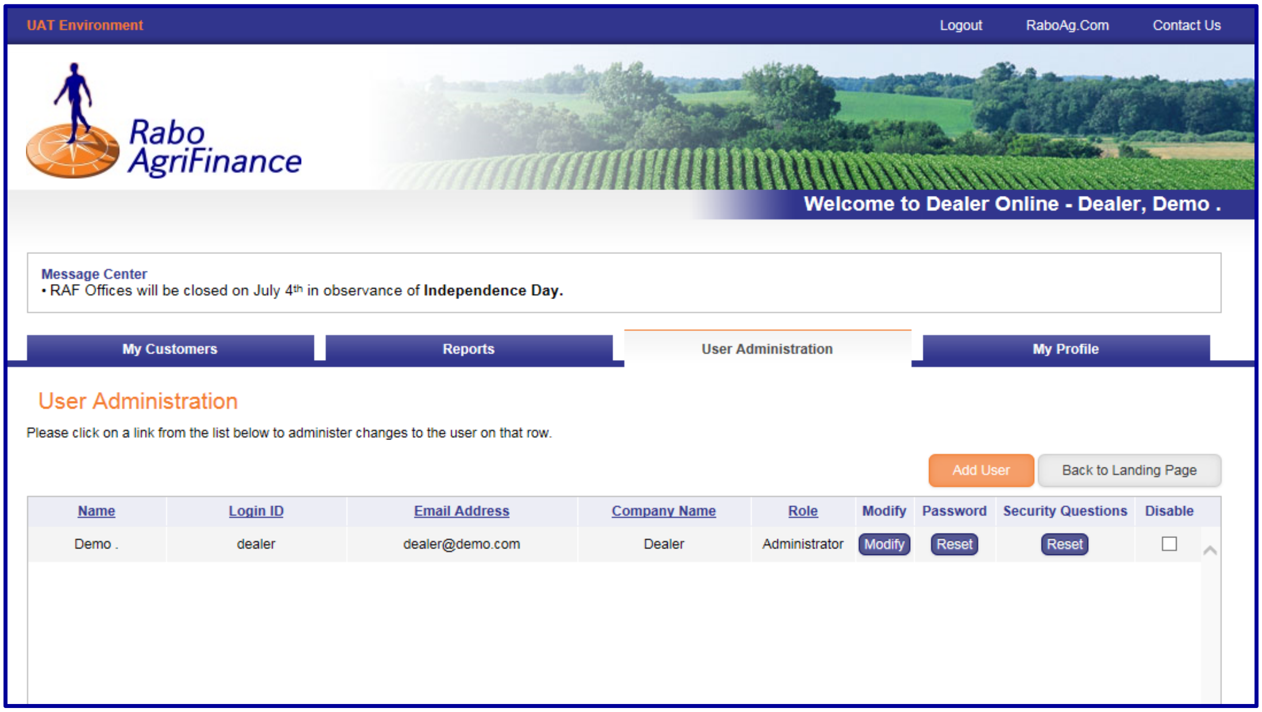
- Use the calendar tool to select the range of dates
- Select **Run Report**

This report reconciles the transactions submitted through the website against any payments that are remitted by Rabo AgriFinance. It will also display which user entered the transaction from your location to easily identify who submitted the transaction against the customer's account.

The report should also be used to identify if your location has a credit balance owing back to Rabo AgriFinance. When your location submits a credit transaction on a customer's account, that amount is due back to Rabo AgriFinance. This report is a resource for settlement of the amount due. For invoices showing the amount due for payment requests, please contact Rabo AgriFinance at 888-395-8505.

Click on any of the headings on the report to change the sort order on the screen and then select either Printer Friendly Version to print the report or select Download to Excel to put the data in an Excel file.

# User Administration




The dealer can assign multiple users to their account each with different functionality capabilities.

The different roles are:

- ***Administrator:*** set up additional users in the website and assign access roles to the user, reset a user's password and security questions or disable a user's access as needed. The Administrator is also able to submit transactions and access reports.

- ***Super User:*** transact on a customer's account and access reports for the dealer in the website. This user cannot modify user administration records.

- ***Transaction:*** transact on a customer's account. This user does not have access to reports in the website and cannot modify user administration records.

- ***Reporting:*** access reports for the dealer in the website. This user cannot submit transactions on a customer's account and cannot modify user administration records.

To add a user to the website:

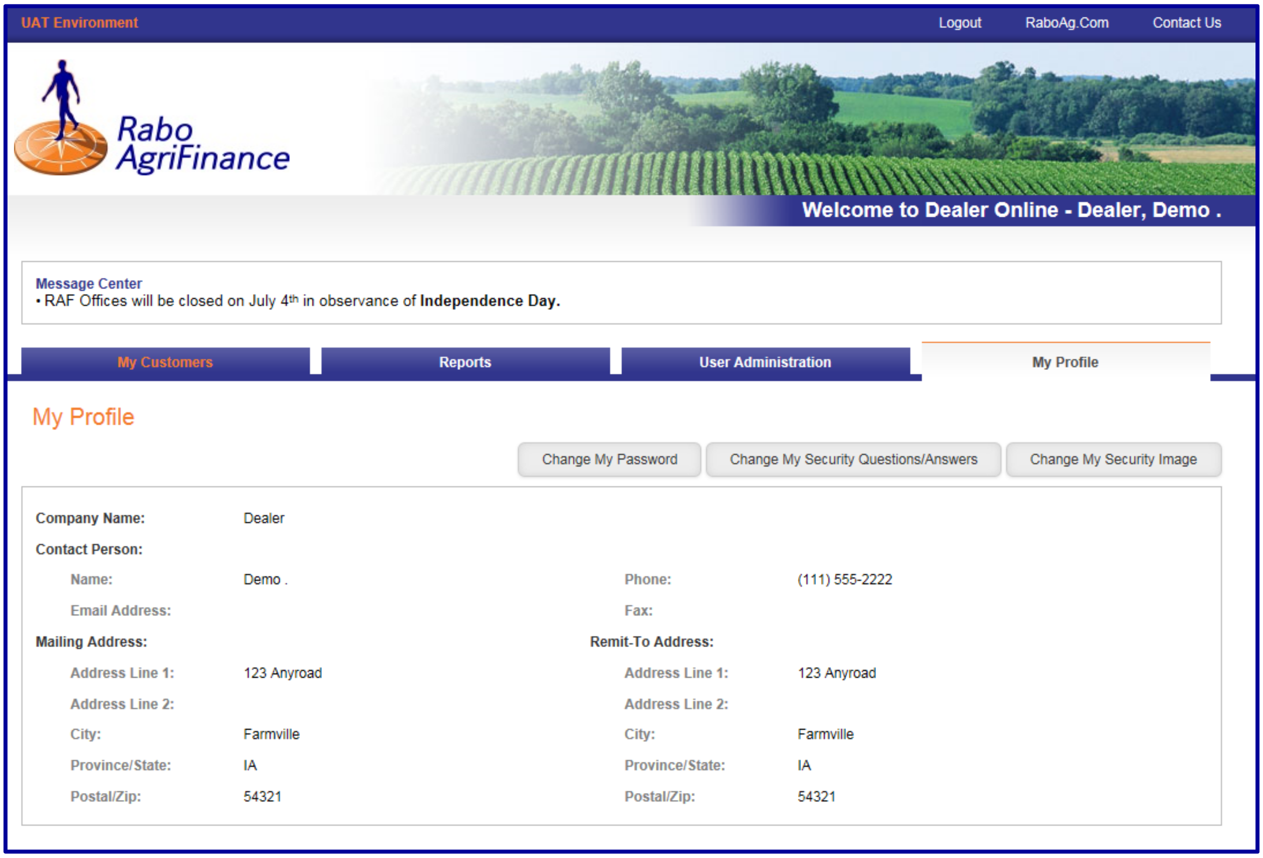
- Select **Add User**

- Enter in the user's First Name, Last Name, Login ID, Email address and assign their access role.

- Select **Save**

To remove a user's access to the website, check the **Disable** box associated with the user's information.

# My Profile




The My Profile tab allows the user to view their profile information as set up during the registration process or by the Administrator. To change any of the profile information contact Rabo AgriFinance at 888-395-8505.

To change the password, security questions or security image, do so from this page or contact either the Administrator or Rabo AgriFinance.

- Select Change My Password and a new password will be emailed.
  - The temporary password is only available for 24 hours so be sure to login to change this password before it will expire.

- Select Change My Security Questions/Answers to clear out the existing questions and answers.
  - Select and answer 5 new security questions.

- Select Change My Security Image to clear the saved image.
  - Select a new security image

888-395-8505 RaboAg.com

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