



**Kubota**  
**E-Service**

**RMI System**  
**User Manual WebShop**

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## Introduction

The WebShop used for purchasing a license for access to RMI system for paid content for independent operators is handled via the KUBOTA WebShop.

## WebShop access

The webshop can be access by selecting the purchase button in the RMI system.

## Login process Third Party dealer

Enter your personal independent operators ID and password that you have created via the create account page of the RMI web application and click “Log in”.

### Your account

Please enter your credentials to log in

---

Dealer ID:

Password:

## Ordering process, data input

On the product page you will find a detailed product description

There are 4 different licenses for RMI paid content:

- Day
- Week
- Month
- Year

Instructions:

- Select the desired license
- Click “Add to shopping bag”

# Kubota RMI Subscription

(Product number: 123)

**EUR 1,500.00** *excl. VAT*

Duration :

1 year subscription [ EUR 1,500.00] ▼

Add to shoppingbag

## Ordering process

### Ordering process, your shopping bag

You are now in step 1, your shopping bag page with prices.

If you have received a discount number you can fill it in on this page and press “Calculate” to activate the discount code.



- You can “Continue shopping” to buy more products on the same order or you can “Check out” to proceed to the next order process step.

1 Your shopping bag

2 Personal details

3 Check your order

4 Checkout

Product	Quantity	Price	Delete	Subtotal
 Kubota RMI Subscription (123) * 1 year subscription - EUR 1,500.00	1	EUR 1,500.00		EUR 1,500.00
Subtotal:				EUR 1,500.00
VAT:				EUR 0.00
Total:				EUR 1,500.00

Discount number

Are you in possession of a promotional code that relates to one or more products into your cart? Please enter it below

Discount number:

Compute

<< Continue shopping

Checkout >>

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## Ordering process, Personal details

You are now in step 2, Personal details page.

- Please enter and /or correct your details
- Click “Next” to proceed to the next order process step.

1 Your shopping bag

2 Personal details

3 Check your order

4 Checkout

**Your information**

First name

Mechatronics

Surname

Technical Support

Company

KvG Mechatronics

VAT nr.

Phone

+31252662248

Email

mechatronictechnicalsupport@kvern

**Address**

Address

Hoofdweg

Address number

1278

Zip code

2153 LR

City

Nieuw Vennep

Country

Netherlands ▼

Additional notes (optional, max. 255 characters)

255 characters left

<< Back

Next >>

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If an official European Vat is filled in there will be no charge for VAT taxes. If no official VAT is filled in there will appear a pop-up box explaining that VAT has to be paid for.

Dear customer,

As you are a customer from outside European Union, your account is set to pay 21% Dutch VAT. To avoid paying this 21% Dutch VAT please follow the next steps carefully:

- Create an account in the Kubota Precision Farming shop
- Send an email to [ruud.zwirs@kvernelandgroup.com](mailto:ruud.zwirs@kvernelandgroup.com) with a copy of your company registration and request for tax exempt
- Wait for a confirmation email, indicating your account has been set up for tax free ordering
- Ready for ordering

OK

Annuleren

## Ordering process, Check your order

You are now in step 3, Check your order page.

- Check order and accept the terms and conditions by ticking the box.
- Click "Confirm order" to proceed to the next order process step.

1 Your shopping bag

2 Personal details

3 Check your order

4 Checkout

**Address**  
Mechatronics Technical Support  
Hoofdweg 1278  
Nieuw Vennep  
2153 LR  
Nederland / Netherlands  
+31252662248  
KvG Mechatronics

**Shipping address**  
Mechatronics Technical Support  
Hoofdweg 1278  
Nieuw Vennep  
2153 LR  
Nederland / Netherlands  
+31252662248

Shipping method *email*

Quantity	Product	Price
1	123 Kubota RMI Subscription - EUR 1,500.00 * 1 year subscription - EUR 1,500.00	EUR 1,500.00
		Subtotal: EUR 1,500.00
		Subtotal VAT (21%): EUR 315.00
		Shipping costs: EUR 0.00
		<b>Total incl. VAT: EUR 1,815.00</b>

☒ I agree to [the terms and conditions](#) and [privacy statement](#)

<< Back

Confirm order >>

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## Ordering process, payment method selection

You are now in step 4, Checkout page.  
Here you see your order number and price.  
Select payment method and press “Continue”

**Your payment to Kverneland Group Mechatronics B.V.**

Transaction number	ISO-313
Description	Order ID ISO-313
Amount	1785.00 EUR

Via [docdata payments](#)

1. Country to pay from  [more info](#)

2. Select payment option 

Bank transfer  
Mastercard  
VISA  
iDEAL

[more info](#)

## Ordering process, payment method selection

When you select a payment method and click “more info” a new windows open with additional information regarding that payment method.

### Bank transfers

- [Introduction to Bank transfers](#)
- [How do Bank transfers work?](#)
- [Advantages and disadvantages of Bank transfers](#)
- [Costs Bank transfers](#)
- [What do I need to do to make a Bank transfer?](#)
- [How does docdata payments handle Bank transfers?](#)
- [Questions?](#)

#### Introduction to Bank transfers

Bank transfers are an off-line payment method. Bank transfers take longer than on-line payment methods and involve a higher chance of errors, making them less than ideal as a payment method for the Internet. Bank transfers are still used quite often to pay for products and services purchased via the Internet, however, primarily because they are trusted and familiar to consumers.

#### How do Bank transfers work?

In the Bank transfers payment method, purchasers take the initiative. They send their bank an order to transfer an amount from their account to the account of the seller or to the account of a third party authorised to receive the amount on behalf of the seller. The purchaser can make the transfer using home banking software or by filling in a transfer form and submitting it to his or her bank. Many banks also allow their customers to submit this type of payment order by telephone.

#### Advantages and disadvantages of Bank transfers

## Ordering process, payment method bank transfer

When you select payment method bank transfer, instructions appear.  
Standard setting for email the instructions is ticked.

### Thank you for ordering with Kverneland Group Mechatronics B.V.

You have chosen to pay via bank transfer. Please take extra care when filling in the details to ensure your payment is processed correctly.

<b>Amount</b>	<b>1785.00 EUR</b>
<b>Reference</b>	<b>6000 0021 2972 7071</b>
<b>By name of</b>	<b>Stichting Foundation docdata payments</b>
<b>Account number</b>	<b>55.69.77.556</b>
<b>Bank name</b>	<b>Deutsche Bank</b>
<b>Bank Location</b>	<b>Amsterdam</b>

Your unique Reference Number is: 6000 0021 2972 7071

It is very important that you remember to include this number in the description or reference field of your bank transfer. If the reference number is incorrect or not included, we will not be able to match your payment to your order and your payment may be returned to you. Please complete your bank transfer within 7 days.

☒ **Email me these instructions**

ruud.zwirs@kvernelandgroup.com

Once you are ready, please select the **Continue** button.

[more info](#)

## Ordering process, payment method Mastercard

When you select payment method Mastercard, payment window appears. Enter your card data and submit.

### Mastercard

MasterCard.  
SecureCode.  
[learn more](#)

Please enter your credit card details and press "Submit". The amount to be debited will be authorised. This check will take no more than 30 seconds.

<b>Amount</b>	<b>1785.00 EUR</b>
<b>Credit card number</b>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<b>Expiry date (mm/yy)</b>	<input type="text"/> / <input type="text"/>
<b>CVC2</b> <a href="#">more info</a>	<input type="text"/>
<b>Cardholder's name</b>	<input type="text"/>
<b>E-mail address</b> <a href="#">more info</a>	ruud.zwirs@kvernelandgroup.com

[more info](#)

## Ordering process, payment method VISA

When you select payment method Visa, payment window appears. Enter your card data and submit.



VISA



Please enter your credit card details and press "Submit". The amount to be debited will be authorised. This check will take no more than 30 seconds.

**Amount** 1785.00 EUR

**Credit card number**

**Expiry date (mm/yy)**

 / 

**CVV2** [more info](#)

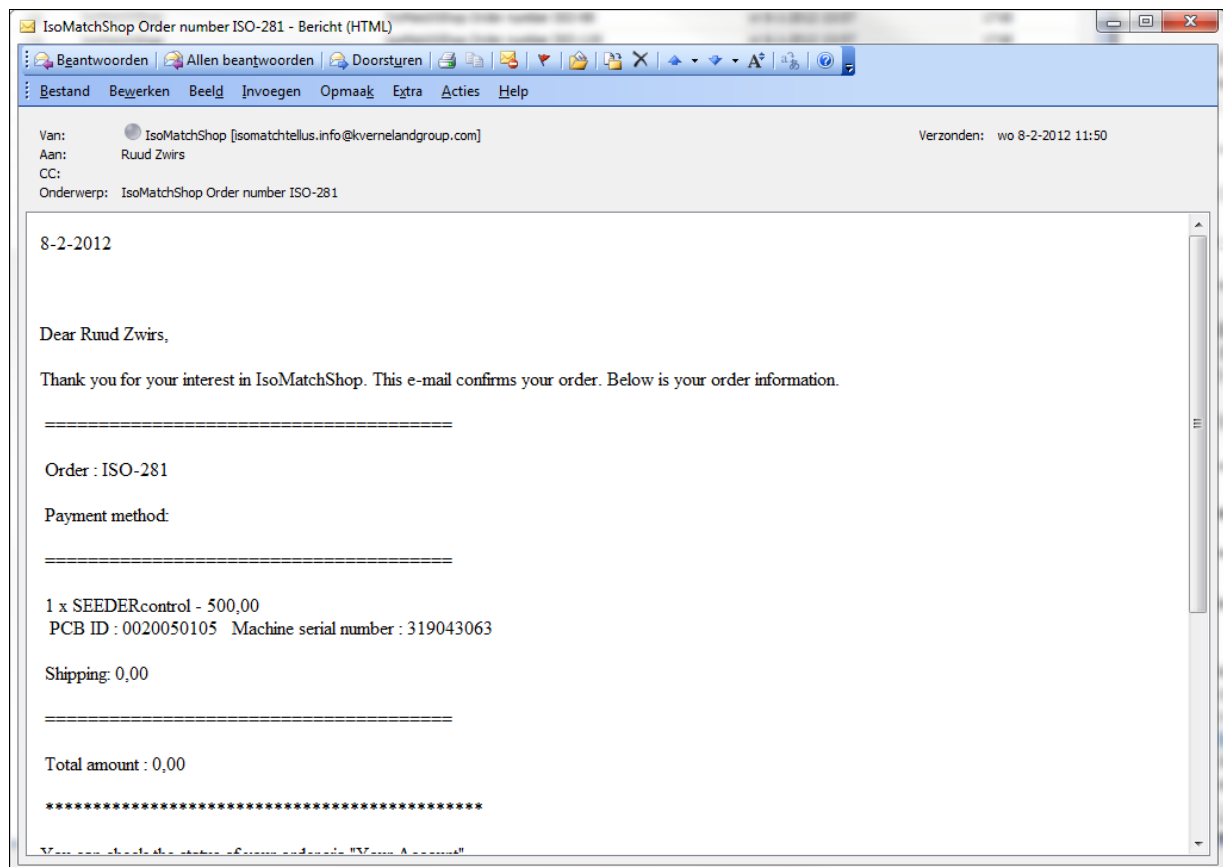
**Cardholder's name**

**E-mail address** [more info](#)

[more info](#)

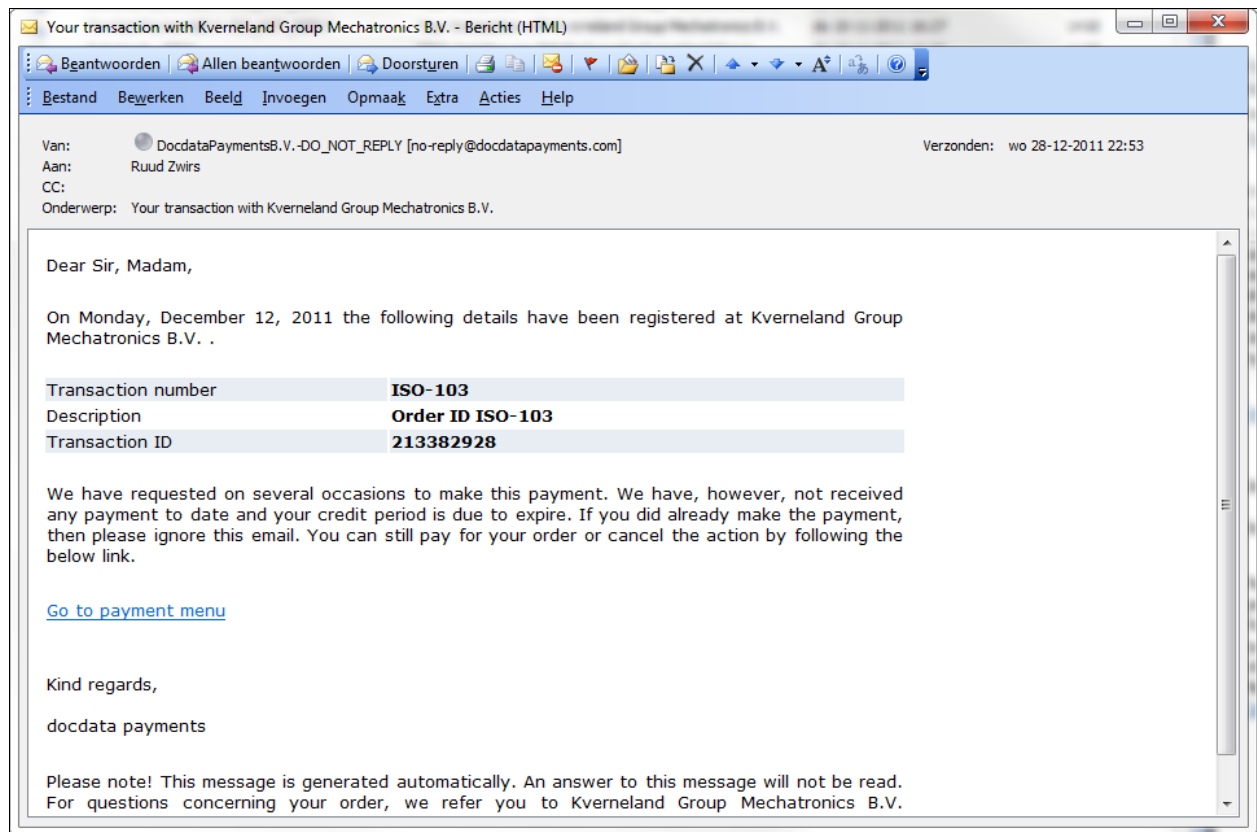
## ***Order confirmation with per email***

You will receive order confirmation with per email from the KUBOTA WebShop.



## ***Bank transfer information message***

You will receive bank transfer information message per email from DocData Payments BV.



## ***Invoice per email***

You will receive invoice per email from the IsoMatch shop.

Invoice No.	ISO-281	Invoice date	2/8/2012 11:50:03 AM
Order ID	ISO-281	Payment status	Paid
Order status	Shipped		

<b>Address</b>	
Company name	Kverneland Mechatronics
VAT Number	
Name	Ruud Zwin
Address	Hoofdweg
City	Nieuw-Vennep
Zipcode	1253LR
State	
Country	Netherlands
Telephone	06-10234961
Payment method	Discount voucher

Number	Description	
1	MT00002030 SEEDERcontrol - € 500.00 * PCB ID : 0020050105 * Machine serial number : 319043063	€ 500.00
<b>Subtotal:</b>		€ 500.00
<b>Incl. VAT:</b>		€ 95.00
<b>Discount (RDmech01 (100.00%) - ):</b>		595.00
<b>Total:</b>		€ 0.00

Kverneland Group Mechatronics BV provides a service desk for questions regarding technical difficulties with availability and installation of license keys for IsoMatch GEOcontrol, SEEDERcontrol, SPRAYERcontrol and SPREADERcontrol.

For questions regarding hardware installations please contact your local Kverneland Group representative.

To contact our service desk at Kverneland Group Mechatronics BV, please select one of the following options:

**By email:** [MechatronicsTechnicalSupport@kvernelandgroup.com](mailto:MechatronicsTechnicalSupport@kvernelandgroup.com)

**By telephone:** Central telephone number for service +31 252 662248  
Service hours: Monday - Friday 07.00 - 23.00 CET / Saturday - Sunday 08.00 - 17.00 CET

**By fax:**  
Sent your fax to the attention of Mechatronics Technical Support to +31 252 662248

**Correspondence address:**  
Kverneland Group Mechatronics BV  
Technical Support  
P.O. Box 1000  
2150 BA Nieuw-Vennep


  

<b>Kverneland Group Mechatronics BV</b> Hoofdweg 1278, NL-2153 LR Nieuw-Vennep P.O. Box 1000 NL-2150 BA Nieuw-Vennep The Netherlands	<b>Phone</b> +31 252 66 22 44  <b>Fax</b> +31 252 66 22 48	<b>Chamber of Commerce</b> Amsterdam, reg. nr. 34107591  <b>BTW / VAT Nr.</b> NL810343046B01	<b>Web</b> <a href="http://www.kvernelandgroup.com">www.kvernelandgroup.com</a>
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## Your account page

On your account page, right top, you can see an overview of all your orders, the payment status and the order status. Here you can also modify your account. Click on an order number to see the order details.

[Your account](#) | [Log out](#)



**1** Your shopping bag

**2** Personal details

**3** Check your order

**4** Checkout

Home	Licenses
------	----------

Your account

[Modify account](#)
[Log out](#)

Your orders

Order number	Order date	Total	Order status	Payment status
ISO-281	8-2-2012	60,00	Shipped	Paid
ISO-234	3-2-2012	60,00	Shipped	Paid
ISO-157	17-1-2012	60,00	Shipped	Paid
ISO-138	5-1-2012	60,00	Shipped	Paid
ISO-120	19-12-2011	6.285,00	Shipped	Paid
ISO-119	19-12-2011	6.285,00	Shipped	Paid
ISO-109	14-12-2011	€1.785,00	Cancelled	No data
ISO-79	10-11-2011	60,01	Shipped	Paid
ISO-78	10-11-2011	60,01	Shipped	Paid

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## Modify account page

Modify your details and press “Save”

Home	Licenses
------	----------

[Modify account](#)
[Log out](#)

Modify your account

Your information

Name	<input type="text" value="Ruud"/>
Last name	<input type="text" value="Zwirs"/>
Company	<input type="text" value="Kverneland Mechatronics"/>
VAT nr.	<input type="text"/>
Phone	<input type="text" value="06-10234901"/>
Email	<input type="text" value="ruud.zwirs@kvernelandgroup.nl"/>

Address

Address	<input type="text" value="Hoofdweg"/>
Address number	<input type="text" value="1278"/>
Zip code	<input type="text" value="1253LR"/>
City	<input type="text" value="Nieuw-Vennep"/>
Country	<input type="text" value="Netherlands"/> <span>Other countries</span>

[<< Back](#)
[Save](#)

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## Customer Service

Here you will find the contact details and service hours for Kverneland Group Mechatronics BV Technical Service department. It is also possible to fill in a contact form and sent that as a message from the web shop. This will be posted to the email box of the Product Manager of Kverneland Group Mechatronics BV.

Please keep in mind who is your correct contact person for service:

First line: KUBOTA Sales Company

Second line: Kverneland Group Mechatronics BV

## Customer service

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**By telephone:**

Central telephone number for service +31 252 662248

Service hours:

Monday - Friday 07.00 - 23.00 CET

Saturday - Sunday 08.00 - 17.00 CET

**By fax:**

Sent your fax to the attention of Mechatronics Technical Support to +31 252 662246

**Correspondence address:**

Kverneland Group Mechatronics BV

Attention: Mechatronics Technical Support

P.O. Box1000

2150 BA Nieuw-Vennep

THE NETHERLANDS

Or fill in the form below:

Your name

Email

Message

Send

## Discount codes

Discount codes are only used for demo systems or for service purposes. Various conditions apply to discount codes:

- A pre-set minimum order amount can be a condition to use the discount code
- A pre-set maximum order amount can be a condition to use the discount code
- Discount can be given as fixed amount in € or as percentage of the total order
- Discount codes are valid once
- Validity period can be limited time frame (from date ... to date ...)

Conditions will be communicated when the discount code is distributed. In case a discount code covers the full amount to be paid for the total order, no active payment method is necessary. The order will be set to status paid, the license key is generated and shipped.

## Terms & Conditions

## Delivery and payment conditions

### A. AGREEMENTS ABOUT SALE AND DELIVERY

#### 1 General

##### 1.1 Definitions:

- Conditions (written with a capital C): the General Terms and Conditions in question;
- KvMech: Kverneland Group Mechatronics B.V.;
- Customer (written with a capital C): each natural person, legal body, partnership, limited partnership or other entity that enters into or has entered into an agreement with KvMech, or to who an offer or proposal is or has been made or extended by or on behalf of KvMech, or to who or by order of who a delivery is or has been made by or on behalf of KvMech, or by order of or for the benefit of who one or more services is or has been performed by or on behalf of KvMech.

1.2 These Conditions cover offers made, quotations produced, agreements entered into and the execution thereof, and deliveries and services performed by or on behalf of KvMech. Departures from these Conditions will only be of force if agreed in writing by KvMech and by the Customer.

1.3 The application of general terms and conditions other than these Conditions is expressly forbidden, regardless of how such alternative general terms and conditions might be called and whatever form they might have, including the purchasing conditions and other general terms and conditions of the Customer or those that might be employed by the Customer and the suitability of any such alternative general terms and conditions is expressly rejected by KvMech. The acceptance of an offer or quotation made by or on behalf of KvMech, entering into an agreement with KvMech, the acceptance of a delivery from or on behalf of KvMech, or the acceptance of services performed by or on behalf of KvMech means that the Customer accepts unconditionally that these Conditions are of application and that the application of other general terms and conditions referred to in this Clause is out of the question, and for so far as is relevant the Customer distances itself from the application of other general terms and conditions.

#### 2 Offers

2.1 Each offer or quotation made by or on behalf of KvMech is made without obligation and does not bind KvMech except when and for so far as KvMech has explicitly stated otherwise in writing or when the parties might have agreed otherwise in writing.

2.2 Price lists, brochures, catalogues, folders and other information provided by or on behalf of KvMech are prepared as carefully as possible but they nevertheless bind KvMech only when and for so far as they have been explicitly confirmed by KvMech in writing. KvMech is not obliged to provide detailed information unless this has been agreed otherwise in writing.

2.3 All brochures, catalogues, price lists and folders provided in connection with an offer or quotation and all associated (technical) information provided in the form of designs, drawings or other illustrations, models, samples, tables, schedules, etc, and all other data and information provided remains explicitly the industrial and intellectual property of KvMech. The Customer is expressly forbidden without KvMech's permission previously given in writing from copying any material, data or information as meant in the previous sentence either wholly or partially and/or from making it known to third parties in whatever way and/or from allowing it to be used by third parties and/or from selling it or from placing it at anybody's disposal. The use of this material, data and information remains strictly limited to use by the Customer within the framework of the order given to KvMech. All the material, data and information meant here must be returned immediately to KvMech at the first request from KvMech or if, within the time limit of the offer, the Customer does not enter into an agreement or if the Customer cancels this agreement.

2.4 If no agreement is entered into then KvMech is entitled to pass on the costs made when preparing an offer or quotation to the Customer.

2.5 Standard documentation such as drawings, descriptions, instructions and test certificates will be provided free of charge unless KvMech indicates otherwise. The Customer will be charged for extra copies of such standard documents and for other documents, which are not standard.

2.6 Any prices specified are only valid for the quantities offered.

#### 3 Realization and content of an agreement

## FAQ's KUBOTA WebShop

A list of FAQ's regarding WebShop payments can be found hereunder.

What is the benefit of paying by a credit card, compared with paying by bank transfer?

- Paying by credit card is approved within a minute; therefore the license keys are generated and communicated by email almost directly. When paying by bank transfer it can take 5 till 7 working days before the payment is received. After the bank transfer payment is received, the license keys are generated and communicated by email. Thus there can be a delay in delivery of the license keys from 5 till 7 working days after the payment by bank transfer.

Why do I have to pay tax (VAT 21%) in the WebShop?

- Customers from The Netherlands always have to pay 21% VAT as the WebShop is a Dutch webshop. Customers from the EU can avoid paying 21% Dutch VAT by entering their national VAT registration number in the relevant data field in their WebShop account. Your national VAT registration number is automatically checked with the European VAT validation servers. If approved the 21% VAT will not be

charged on your orders. If the number is incorrect or not entered at all, 21% Dutch VAT will be charged to your orders. Customers from outside EU standard are set to pay 21% Dutch VAT as we cannot check automatically your national VAT registration number (if applicable). To avoid paying the 21% VAT, after creating your WebShop account, and before creating your first order, send a copy of your companies official letter paper. This should at least contain your companies name, full address and bank account information.

Sometimes I receive an invoice and sometimes I receive a pro-forma invoice. Why is that?

- An invoice is sent when a payment method is selected which does support immediate approval of the payment (e.g. credit card, iDeal, Sofortüberweisung). When bank transfer is selected a pro-forma invoice is send. After the payment is received the invoice is send.