AGCO Technical Publications

• •

Welcome to the AGCO Technical Publications web site, your one-stop source for AGCO technical publications and manuals. Items available for order include operator-user manuals, technical service manuals and parts books pertaining to farm equipment, utility and light industrial product within the AGCO family of products.

Technical publications can be ordered individually as a standard (printed) item and many can be ordered as a digital publication, burned to custom media (DVD/USB) or as a file download to the user's computer or hand-held device. Publications not available digitally will have the download and custom media options blocked out.

AGCO Dealers can also purchase Dealer Service Libraries (outright or as a subscription) that include multiple titles to cover a complete brand/equipment category. Dealer Service Libraries are digital files provided on USB thumb drive.

- All materials are produced "to order". Please order carefully as returns are not usually accepted.

- Digital publications (those provided on DVD, USB or as a download) are protected and cannot be copied. Printing is limited to 5 pages at a time.

- Digital publications must be opened and viewed using the special viewer provided.

- Detailed information for downloads is contained in a separate help document (refer to the **Help** tab).
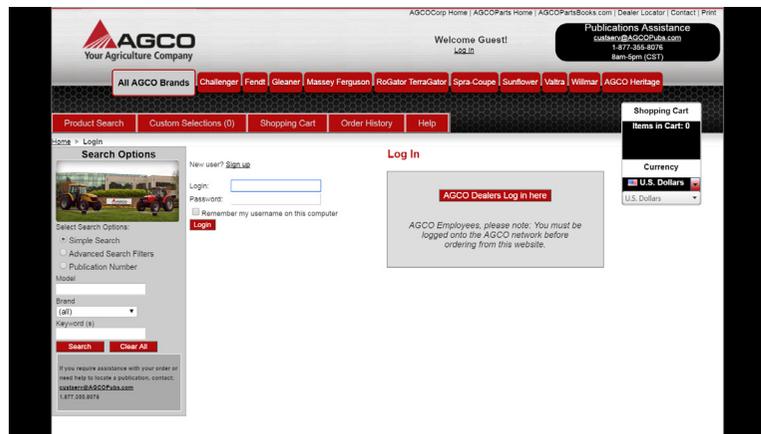
To log in to your account or to create a new account, click the **Log In** link at the top of the screen. If you know your Login and Password, enter them into the fields and click **Login**. If you're a new user and would like to create a new account, click **Sign Up**.

If you're an AGCO dealer, click the **AGCO Dealers Log in here** button where you'll be directed to oneAGCO to log in with your dealer credentials.

Note: For AGCO Dealers to receive DNet pricing and be able to charge your publications to your Dealer open account, the site MUST be accessed using the AGCO Tech Pubs link on oneAGCO.

If you are an AGCO employee, you will need to use the Tech Pubs link on the Field tab in oneAGCO, or, you will need to create an account using the link provided on the insideAGCO intranet.

Questions? Please contact:
Publications Assistance
custserv@AGCOPubs.com
1-877-355-8076
8am - 5pm (CST)

AGCO Technical Publications

· ·

Adding Keyword(s) can be helpful when searching for models with shorter numbers. When keywords are added, the system looks specifically for the keyword entered with spaces or punctuation before and after the value entered. This will remove publications having longer model numbers from the search results.

Quick Add feature can be used for large orders when the publication part numbers are known. Using Quick Add, items and quantities are added directly to the shopping cart.

Searching for Items

A list of Featured Items, New Items, and Most Popular Items appears on the homepage. You can search for items using the selected search options "radio" buttons at the left. Search options include:

Simple Search allows you to search by model, brand or keyword. This is suggested as a starting point for searches. In the model area always use the model as identified on the unit. Do not include brand abbreviations such as MF or AC in the model area.

Advanced Search Filters will apply additional details to further refine search results. In addition to model, brand and key word filters, additional search filters can be added to show specific publication type, language or be filtered by machine type categories.
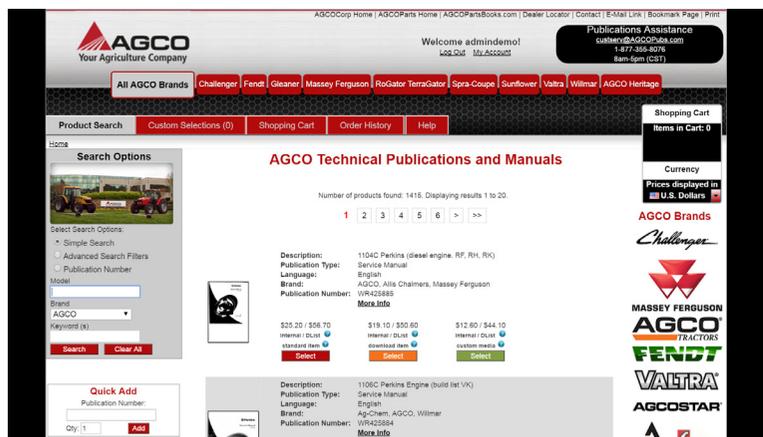
Publication Number can be used when a full or partial publication part number is known. Using a partial part number (without the revision suffix) can be especially helpful in locating a publication that has been revised and the suffix has been changed.

Once you've entered your search criteria, allow the screen to refresh and then click the **Search** button (or simply hit enter). Clicking Search without criteria will show all results.

Your search results will display on screen. Clicking the item's **Thumbnail** or **More Info** will allow you to view the item's cover and read an expanded description of the item. Also listed is additional information as to items that are contained in an "assembly" (kit) as well as indicating the top level "assembly" (kit) where the selected item is used. The term "packet" refers to the internal portion of a service manual and does not include storage binder or supplemental manuals as used in the "assembly". To add a standard printed (or library) item to your shopping cart, click the red **Select** button.

AGCO Technical Publications
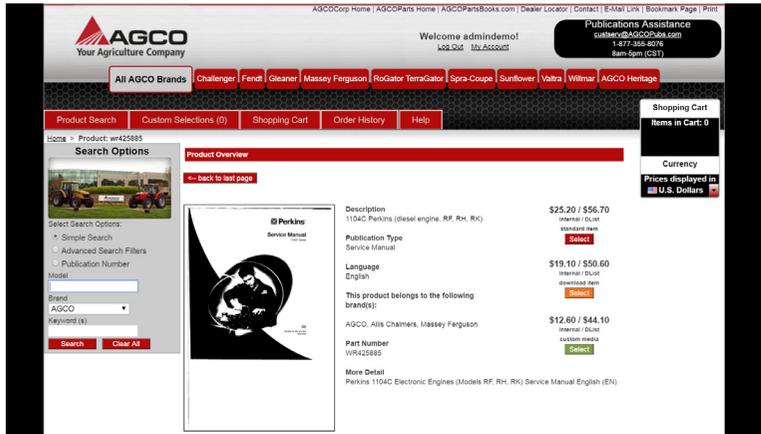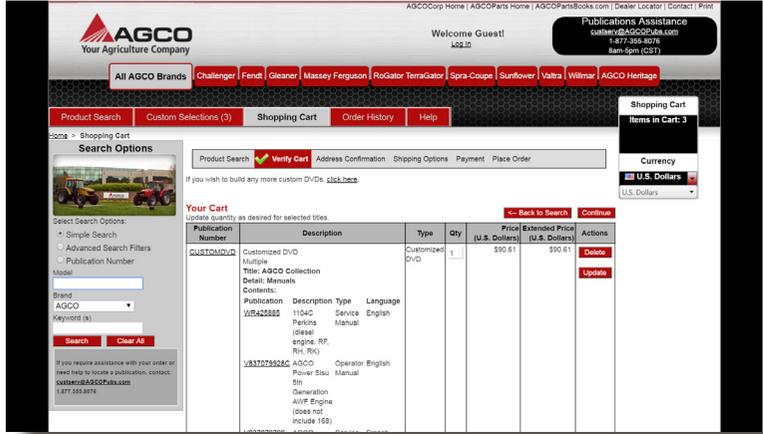

Ordering Custom Media

The tool also allows you to order digital versions of publications on custom media. The user can select ("queue up") publications and then personalize the media with the desired content, title and description. When finalized, the custom media will be produced and shipped. Numerous publication titles can be included on the media. Multiple copies and multiple versions of the media can also be created. **PLEASE NOTE:** The price of each publication on customized media is reduced due to the savings in paper and printing, however, a media burn fee is added for each copy of the media ordered. Custom media pricing is calculated and shown when the content is finalized and the custom media is added to the shopping cart. To select and stage items for custom media production, click the green **Select** button.
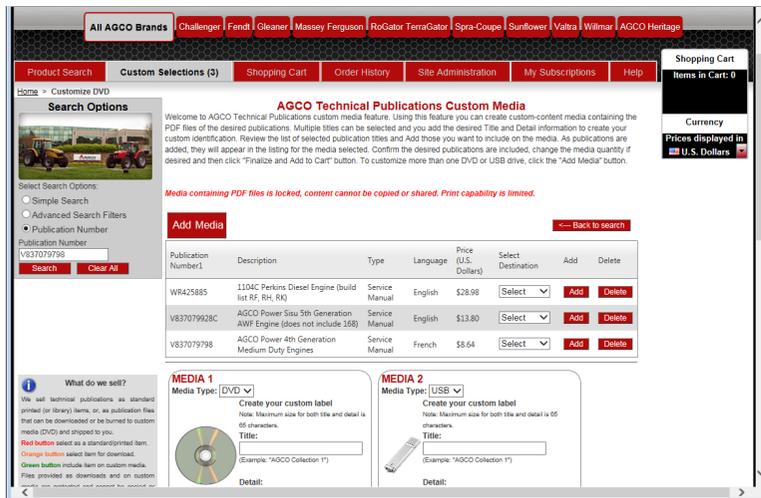
Custom media orders are provided on DVD or USB "thumb" drive. To create your custom media, click the **Custom Selections** tab at the top of your screen. Review the list of publications selected. You can go back to search and add additional publications to the list as desired. When your selections list is complete, select the media type desired (DVD or USB) and then click the **Add** button to add a publication to the media. If you no longer desire to have a publication on the media or make an error, click the **Delete** button. If you'd like to create a second version with different content, click **Add Media,** select the media type, and then use the **Select Destination** drop-down to add the files to Media 1, Media 2, Media 3, etc., depending on where you would like the files placed. Fill in the Title and Detail fields to customize your media, then review the list of publications that will appear on the media to confirm that all files are added. If you'd like to order multiple quantities of the media, adjust the Quantity field. Click the **Finalize and Add to Cart** button to add the media to the shopping cart. **PLEASE NOTE:** Once you have finalized the media, you can no longer make changes to the content.

Publications provided on custom media are locked and cannot be copied or shared. Files must be opened and viewed using the special viewer included on the media.

# AGCO Technical Publications

Placing Orders

Continue as desired, searching for publications and adding them as standard or download items to the shopping cart, or, by selecting publications for custom media production, finalizing the content of the media and adding the media to your shopping cart. The tool tracks the number of items in your cart, which is displayed at the top of your screen. You can view the contents of your shopping cart at any time by clicking the **Shopping Cart** tab at the top of your screen. From your **Shopping Cart,** you can view and update your order quantities, delete items, or continue shopping. When all items have been added to your shopping cart, click the **Continue** button.
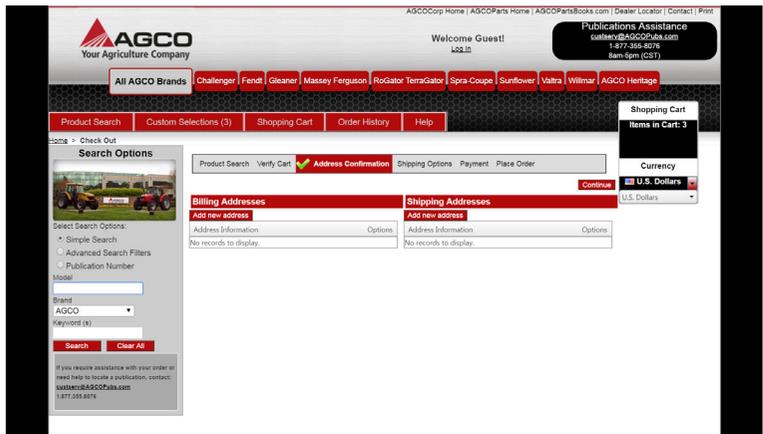

Select the appropriate Billing Address and Shipping Address. You can Select, Edit, or Delete the selected address or add a new address by clicking the **Add new address** button. The selected address will be verified once you click **Continue.**
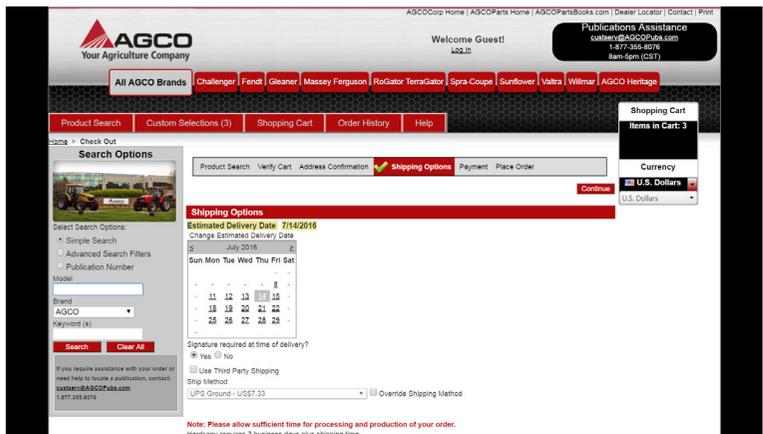

Determine your Shipping Method by selecting your requested delivery date on the calendar. The tool automatically selects the most cost-effective shipping method based on your requested delivery date This date also includes the required time to process, print and prepare your order for shipping, in addition to the standard shipping time. You can also select the **Override Shipping Method** checkbox to select your own shipping method. Indicate whether a signature is needed upon delivery and whether you'd like your order shipped as a partial or only when complete. To use your Third Party Shipping Number, check the **Use Third Party Shipping** checkbox and enter your Shipping Account Number. Click **Continue**.

AGCO Technical Publications
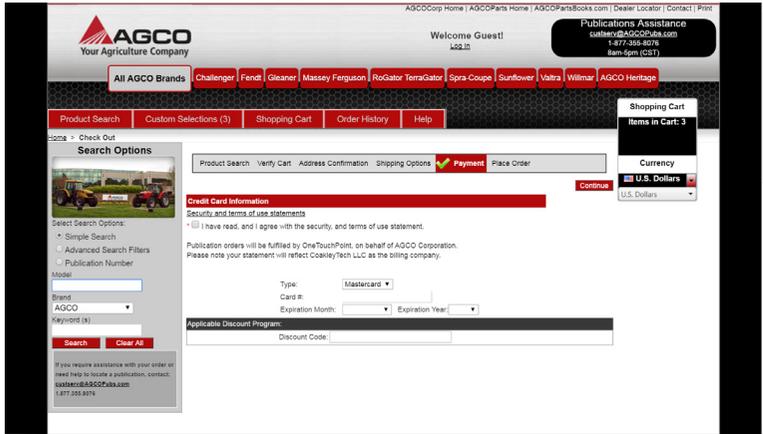
The tool allows for credit card payment via Mastercard or Visa. Dealers also have the option of charging orders to their Dealer open account. Click the checkbox indicating that you have read and agree with the security and terms of use statement. Publication orders will be fulfilled by OneTouchPoint on behalf of AGCO Corp. Please note that your credit card statement (if used) will reflect AGCO Technical Publications as the billing company. Complete your payment information and click **Continue**.
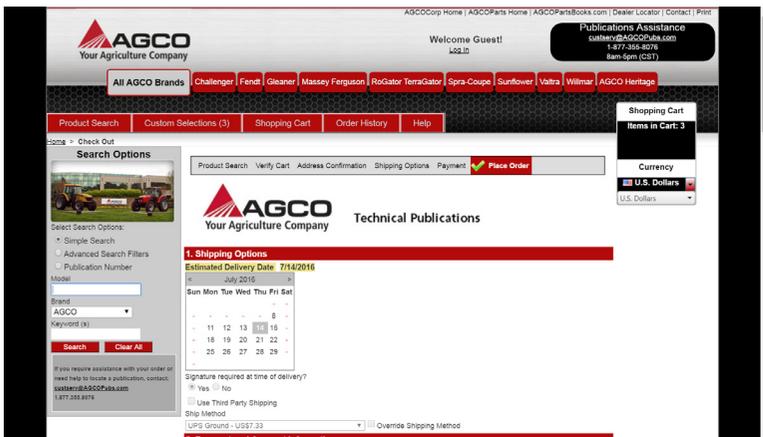

Review your order information. You can return to various sections to make edits by clicking the tabs at the top of your screen. From the Place Order screen, you can also enter your e-mail address, your own Reference #, and any Special Instructions or Comments. If you wish to add your purchase order number, The Reference # area should be used for this.

When all information is correct, click the **Place Order** button. You will receive an order confirmation, both on screen and via e-mail. Once your order ships, you'll also receive a shipping notification with tracking information.

Tracking Orders

AGCOPubs.com is equipped with comprehensive order tracking from order placement through shipment. To access information about your orders, click on the **Order History** tab at the top of the screen. A summary of your orders will display on screen. You can refine your results by entering criteria in the Search fields at the top of your screen. To view a summary of a specific order, click the **View** button.
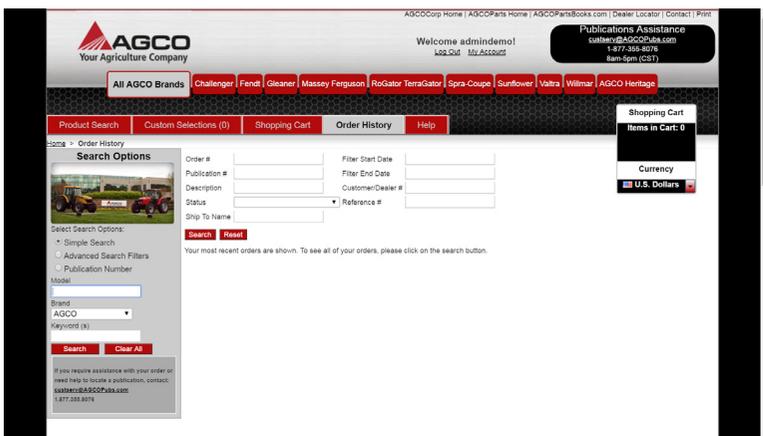
If you have any questions about your order, please contact our Publications Assistance team by clicking the Help tab on your screen, via e-mail at custserv@AGCOPubs.com or by phone at 1-877-355-8076.