



JCB Family Club

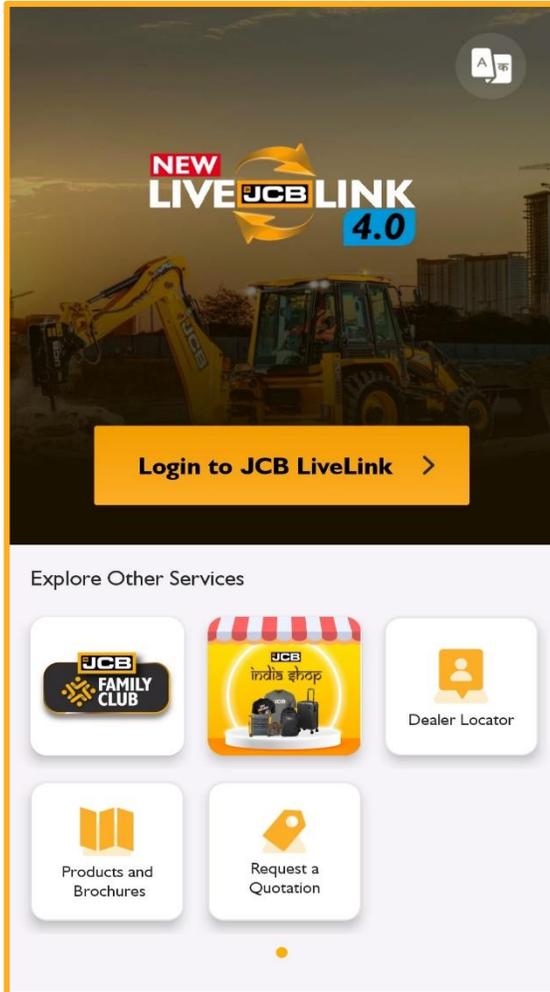


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About the Program



JCB Family Club is a Mobile App-based program, where member get instant Digital Incentive on the recommendation of JCB Genuine Parts. JFC program is enabled through **JCB Live Link App**.

Below is the salient feature of the program:



Check Genuinity of JCB Parts



Instant Digital Incentive



OTP enabled security

Objective

“JCB Family Club” JCB Loyalty Program (First of its kind in CE Industry)



JCB Genuine Parts
Promotion



Customers



Aggregation of Business
Influencers



Independent
Workshops



Use Digital platform to
build Loyalty



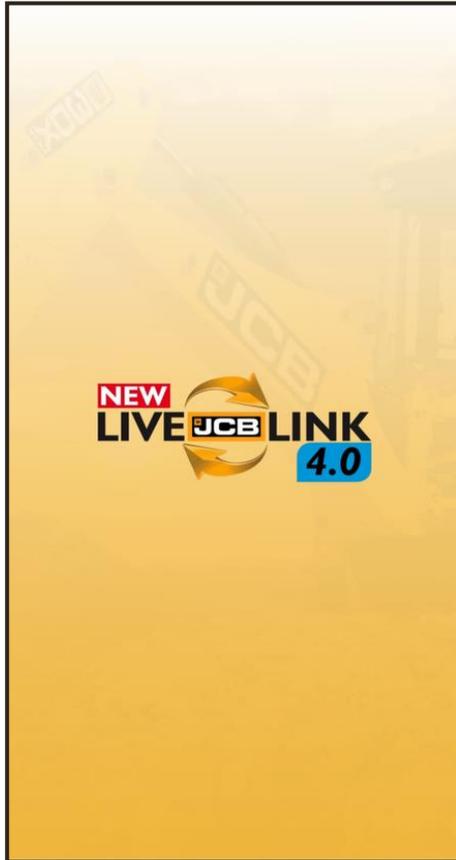
Freelance Mechanic

JFC Registration Process

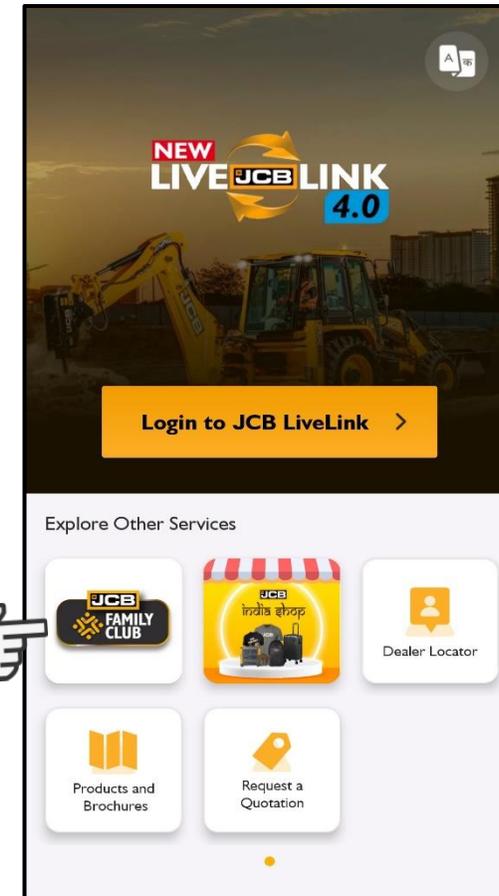
- JCB Dealer/ Distributor Login Process
- Customer Login Process
- Retailer/ Freelance Mechanic Login Process

JFC Login Process

- Download the JCB LIVE LINK app from Play Store.
- Select the JCB Family Club on Home screen.

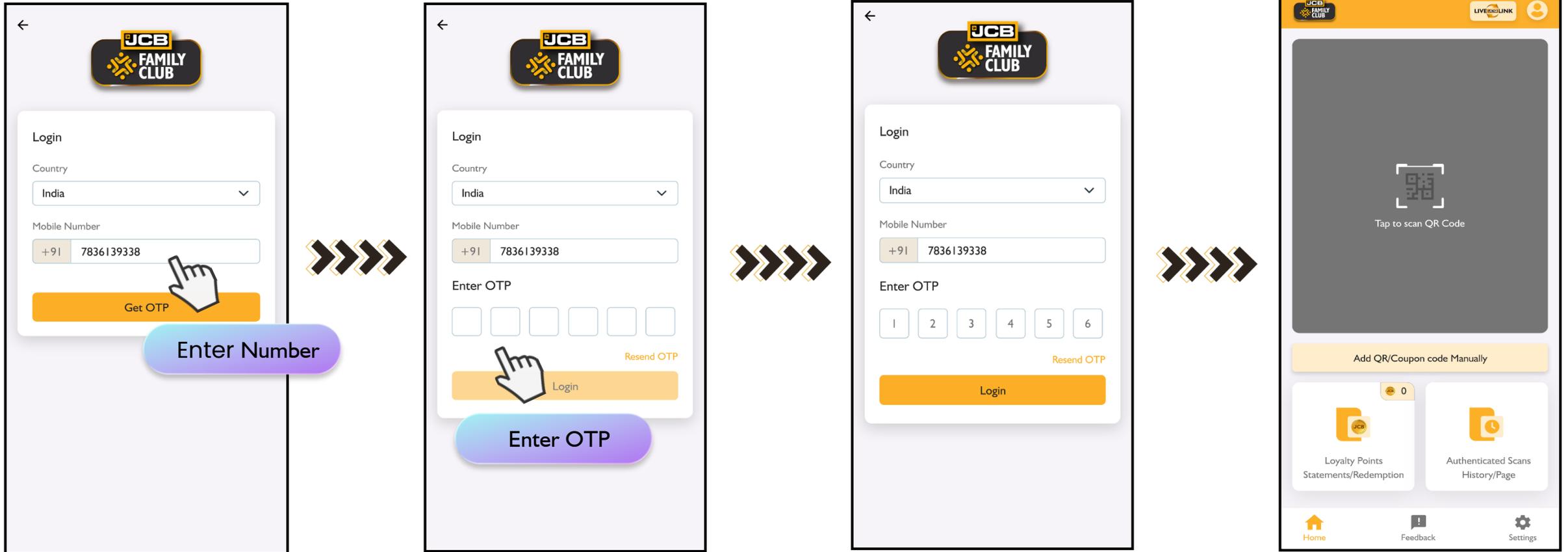


Click here



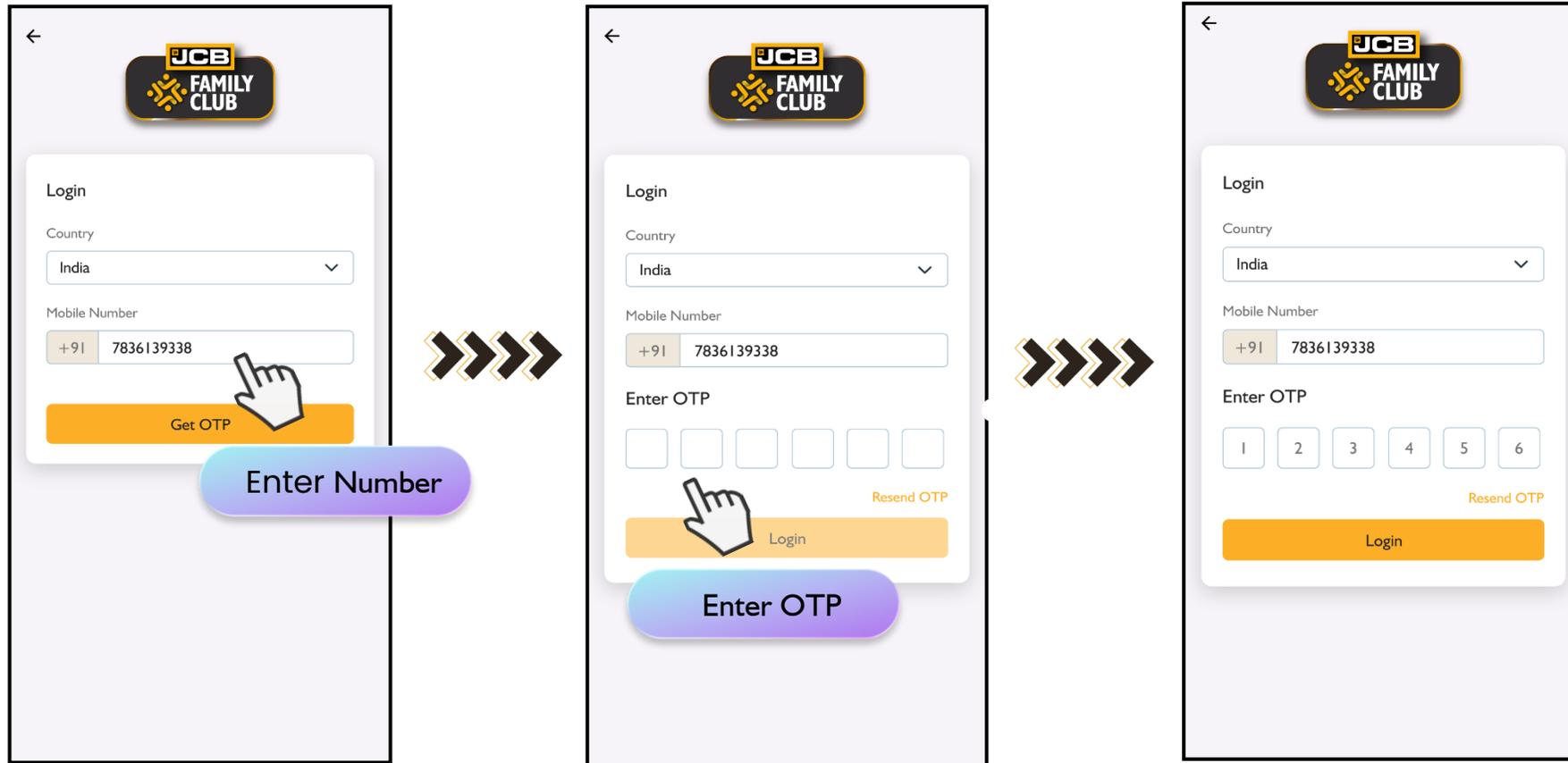
Dealer / Distributor Login Process

- Dealer / Distributor will login through a pre-approved mobile number.



Customer Login Process

- Customer will login through their mobile number and do not need any approval.



Continue to next page

Customer Login Process

← **JCB FAMILY CLUB**

Sign Up

Full Name
Ram

State

District

I accept Terms & Conditions and Privacy policy

Sign Up

Select State & District from Drop down List

- Maharashtra
 - Rajasthan
 - Gujrat
 - Assam
 - Nagpur
 - Tamil Nadu
 - Mathya Pradesh
- State
- Pune
 - Mumbai
 - Nashik
 - Nagpur

← **JCB FAMILY CLUB**

Sign Up

Full Name
Ramjet Kumar Metha

State
Maharashtra

District
Pune

I accept Terms & Conditions and Privacy policy

Sign Up

Tap Here

← **JCB FAMILY CLUB**

Sign Up

Are you sure want to Sign Up with below Profile ?

Full Name
Ramjet Kumar Metha

State
Maharashtra

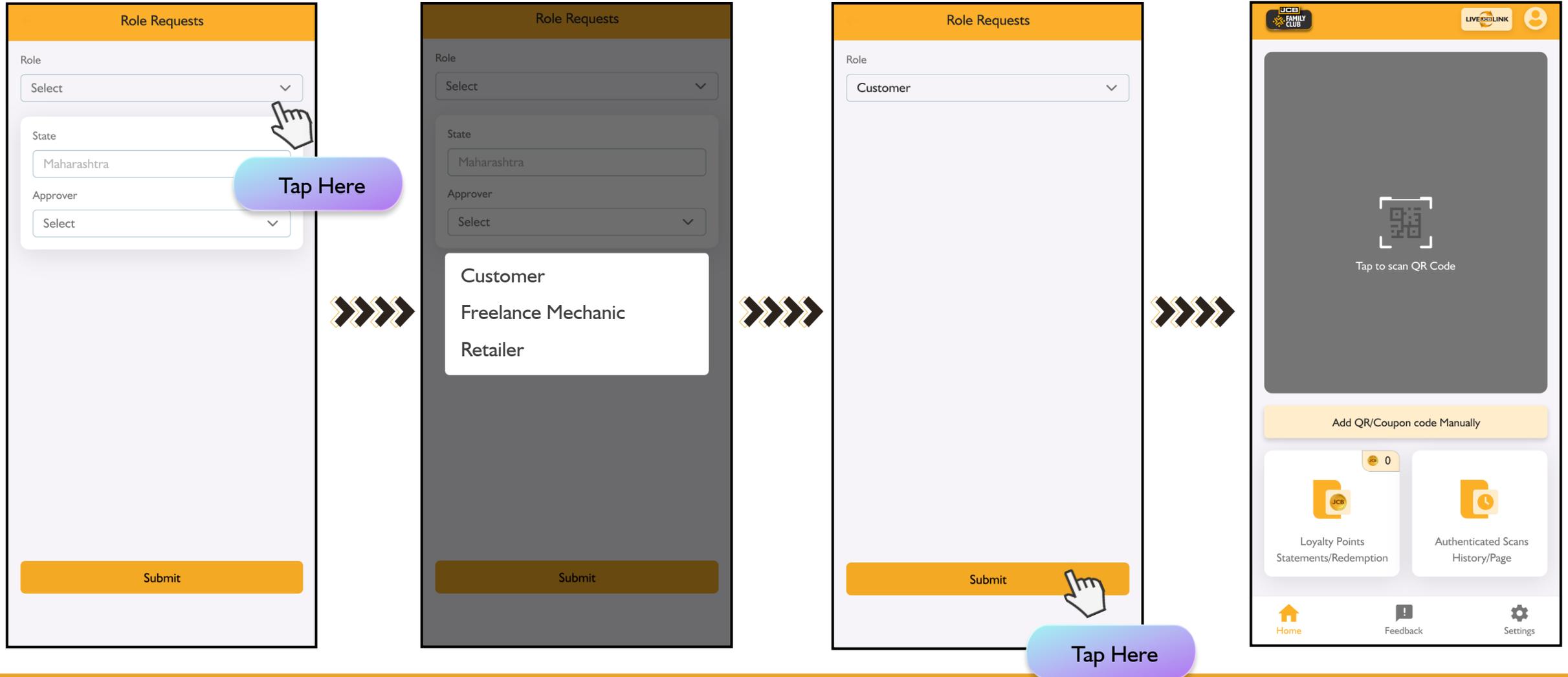
District
Pune

Cancel Sign Up

Sign Up

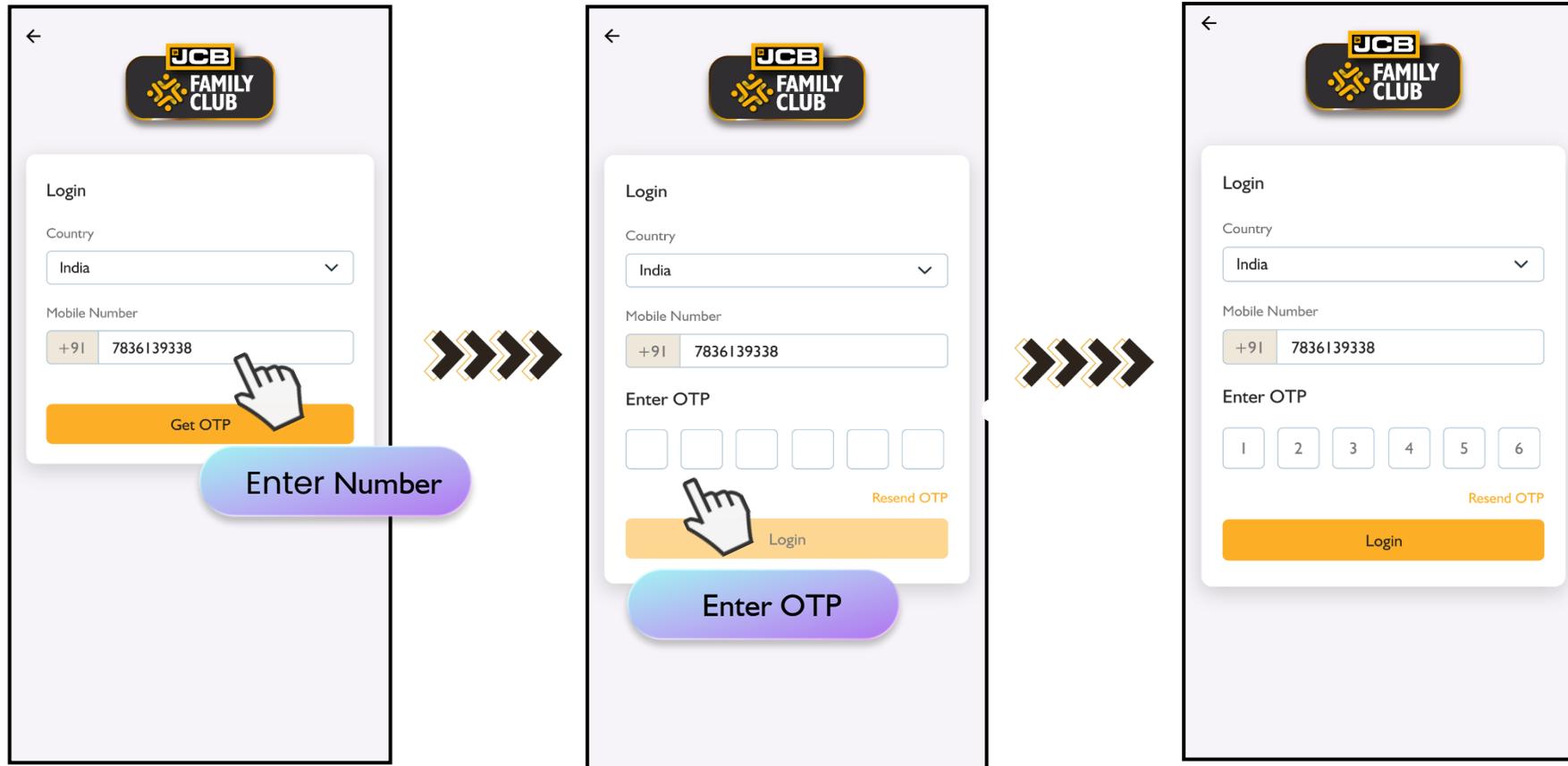
Continue to next page

Customer Login Process



Retailer / Freelance Mechanic Login Process

- Retailer/ Freelance Mechanic will login through their mobile number & approved by authorities as per matrix -(Page No.9)



Continue to next page

Retailer / Freelance Mechanic Login Process

Sign Up

Full Name
Ram

State
▼

District
▼

I accept Terms & Conditions and Privacy policy

Sign Up

Enter Your Name

Select State & District from Drop down List

- Maharashtra
 - Rajasthan
 - Gujrat
 - Assam
 - Nagpur
 - Tamil Nadu
 - Mathya Pradesh
- State
- Pune
 - Mumbai
 - Nashik
 - Nagpur



Sign Up

Full Name
Ramjet Kumar Metha

State
Maharashtra ▼

District
Pune ▼

I accept Terms & Conditions and Privacy policy

Sign Up

Tap Here



Sign Up

Are you sure want to Sign Up with below Profile ?

Full Name
Ramjet Kumar Metha

State
Maharashtra

District
Pune

Cancel Sign Up

Sign Up

JFC Profile Validation Process

- **Role Request Rules & Guidelines**
- **Role Approval**

Role Request Process & Rules

Role Approval

- Channel partner roles (Retailer, Freelance Mechanic, etc.) need to be approved. Approval authorities are mentioned below.
- Channel partners will send the approval request to the approver of their own state during JFC Sign.
- Role Approver will approve the role through the JFC (JCB live link). Role Approver will get SMS, and Notification while launching JFC.
- After Role Approval, requestee will get the SMS and status in App.

Channel Partner Role	Approval Authorities
Dealers / Distributors	Approval not required, it is pre-approved
Retailers	Dealer/ Distributor
Freelance Mechanics	Dealer / Distributor /Retailer
Customers	Approval Not required

- JCB India reserves the rights to modify/withdraw the JFC program without prior notification.

Role Request Process & Rules

SIDDHARATH AUTO ENGINEERS
RATNAPPRABHA MOTORS

The user will select his Approver's State and Name from the drop-down list.

Only State specific Dealer, Distributor & Retailer name will appear in "Approver" drop down

Role Requests

Role
Select

State
Maharashtra

Approver
Select

Submit

Customer
Freelance Mechanic
Retailer

The user will Select his/ her Role

Same as User State, by default

Role Request Process & Rules

Role Requests

Role
Select

State
Maharashtra

Approver
Select

Customer
Freelance Mechanic
Retailer

Submit



Role Requests

Role
Freelance Mechanic

State
Maharashtra

Approver
Select

SIDDHARATH AUTO ENGINEERS
RATNAPPRABBHA MOTORS

Submit



Role Requests

Role
Freelance Mechanic

State
Maharashtra

Approver
SIDDHARATH AUTO ENGINEERS

Submit



Role Requests

Role
Mechanic

State
Maharashtra

Approver
SIDDHARATH AUTO ENGINEERS

Are you sure want to Submit ?

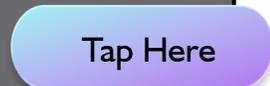
Role
Freelance Mechanic

State
Maharashtra

Approver
SIDDHARATH AUTO ENGINEERS

Cancel Submit

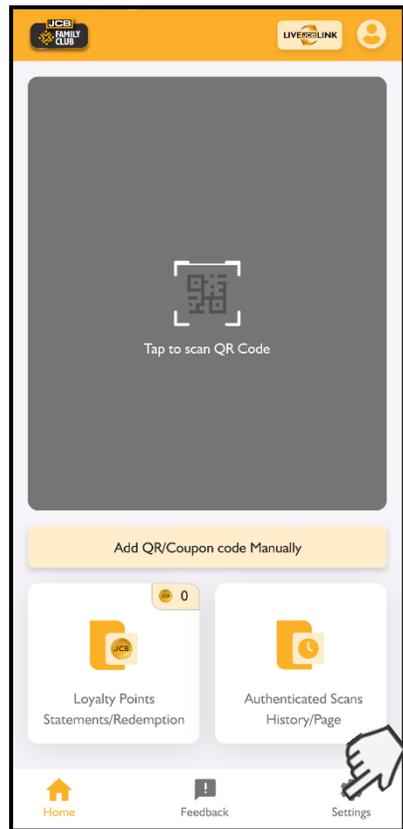
Submit



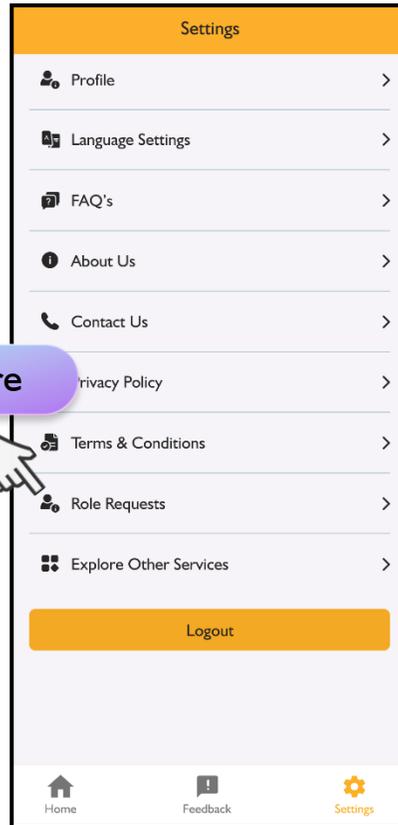
Role Approval

- Dealer/ Distributor can approve the role of Retailer & Freelance Mechanic.
- Only after Role Approval, the requestee can scan and avail points as per his role.

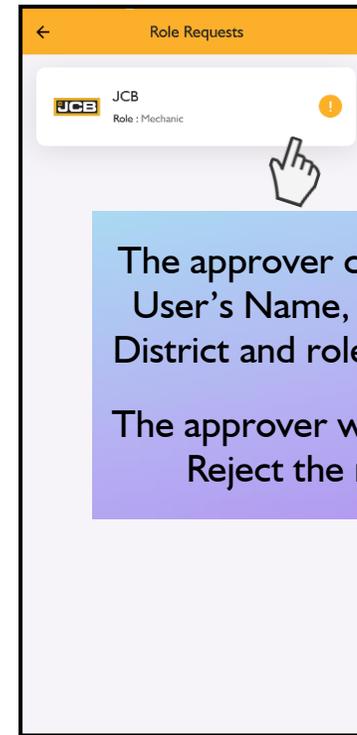
Dealers/Distributors are advised to Approve/ Reject the Role within 24 hrs.



Tap Here

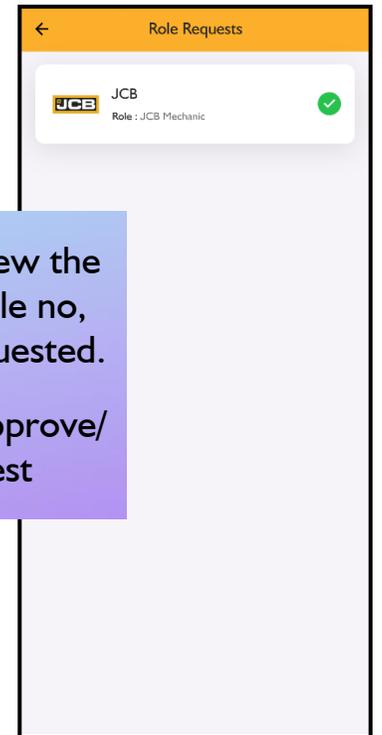


Pending Request



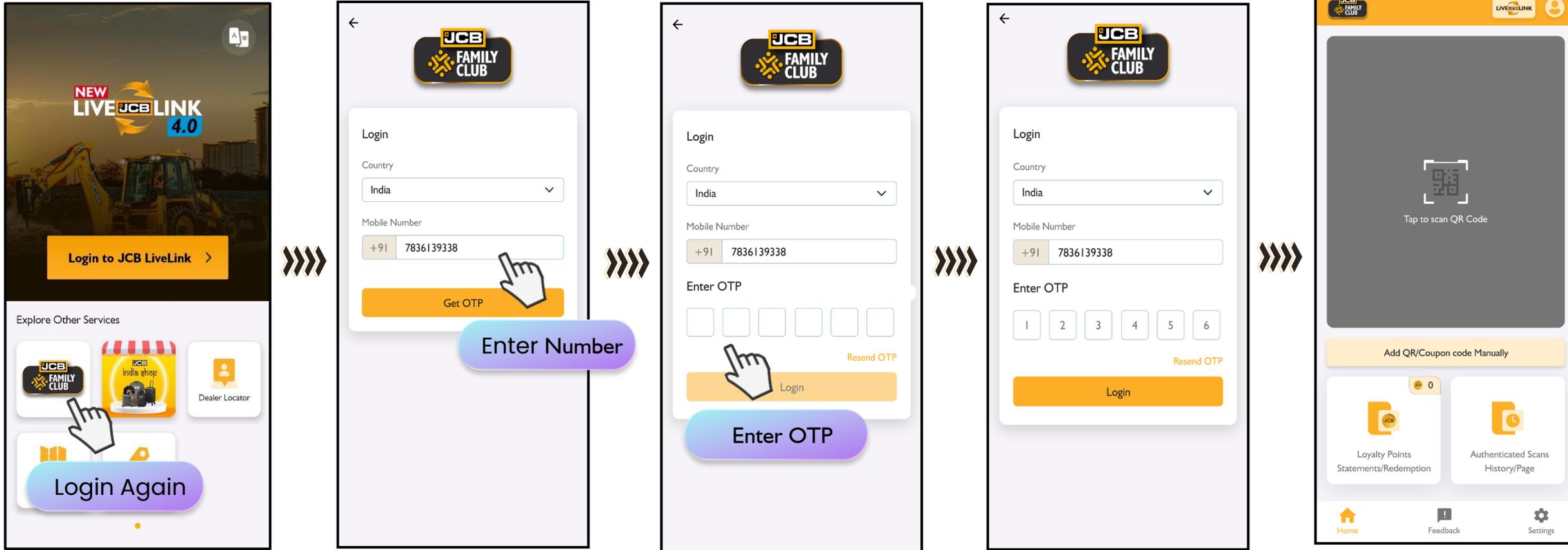
The approver can view the User's Name, Mobile no, District and role requested.
The approver will Approve/ Reject the request

Approved Request



Automatic Log-out and Re login

- The account will automatically log-out once the request is sent. Re-login following the same process.

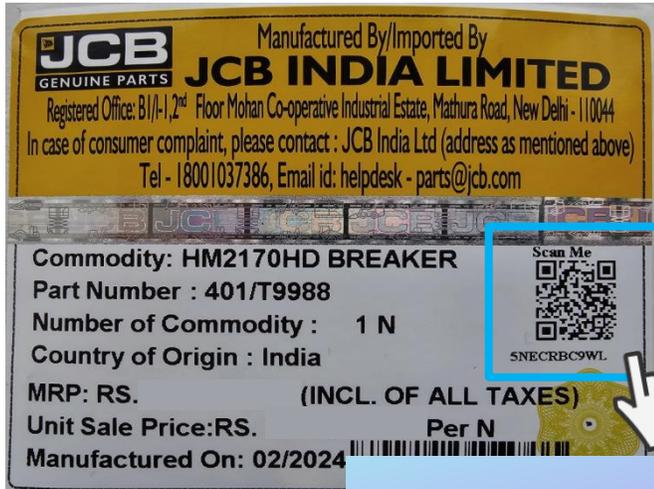


QR Code Scanning

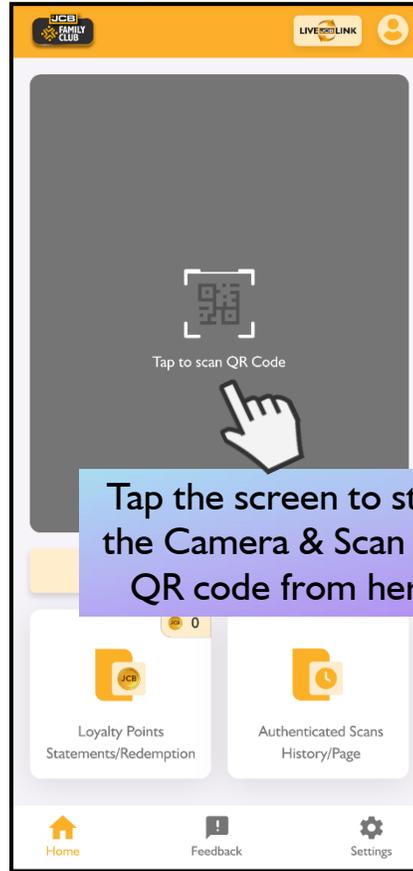
- QR Code Scanning Process
- Manual Code Entering Guide
- Possible Scanning Results
- QR Code Scanning & Loyalty Point Allotment Flow

Scanning Process & Loyalty Award

SAP generated MRP Sticker

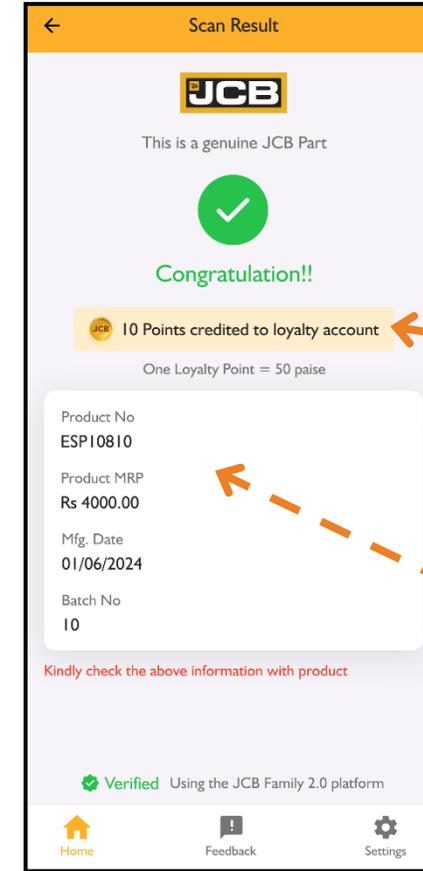


Scan the QR code



Tap the screen to start the Camera & Scan the QR code from here

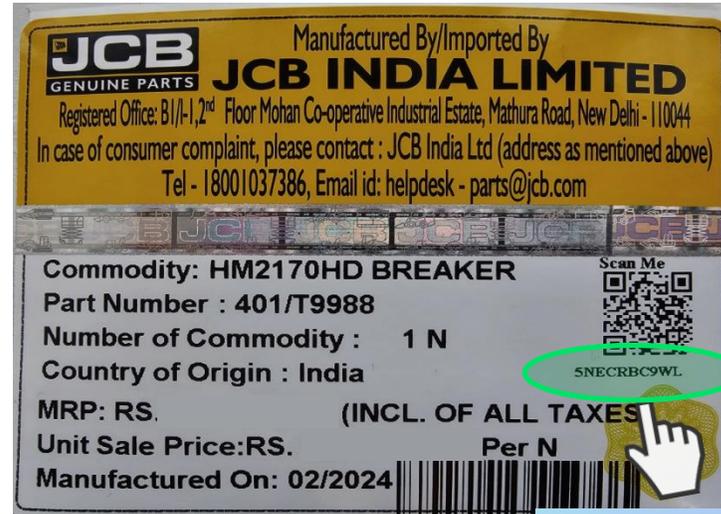
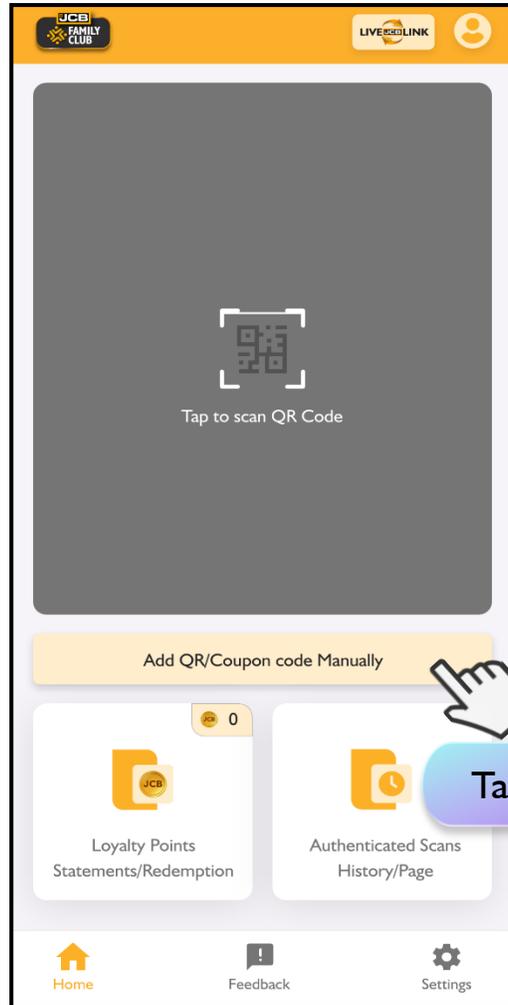
Successful Scan



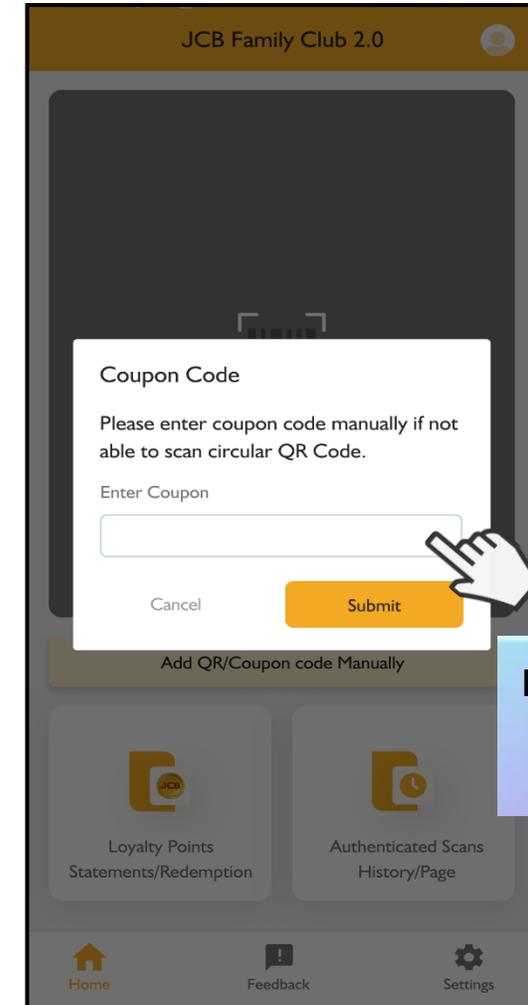
The member will get points based on the JCB Product and his Role

JCB Product Details

Manual QR Code Entering

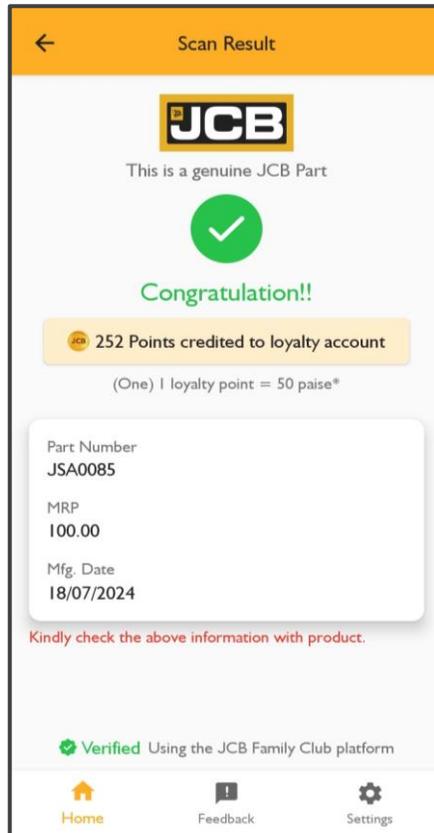


Option to enter the code manually, if the QR code is damaged

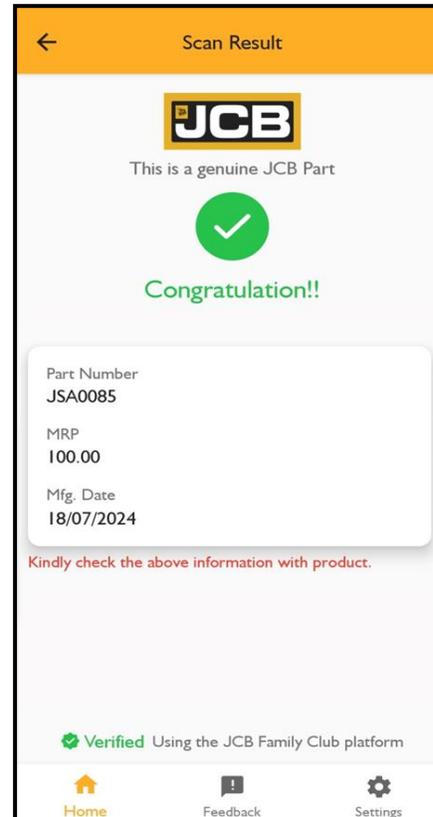


Scanning Results

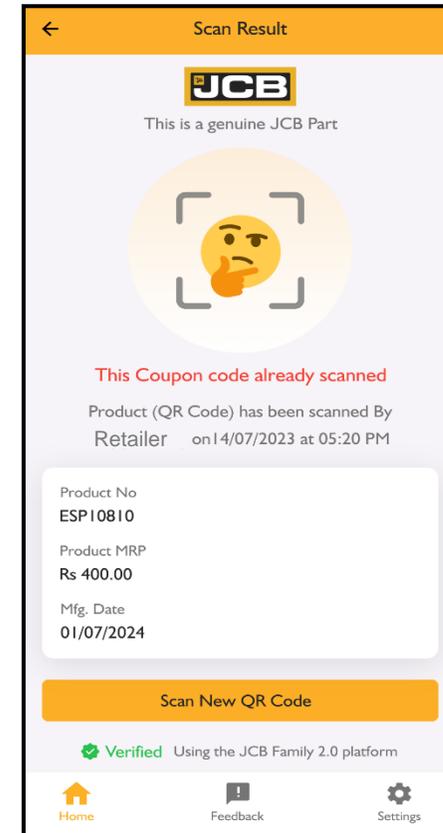
Successful Scan



Successful Scan with no points



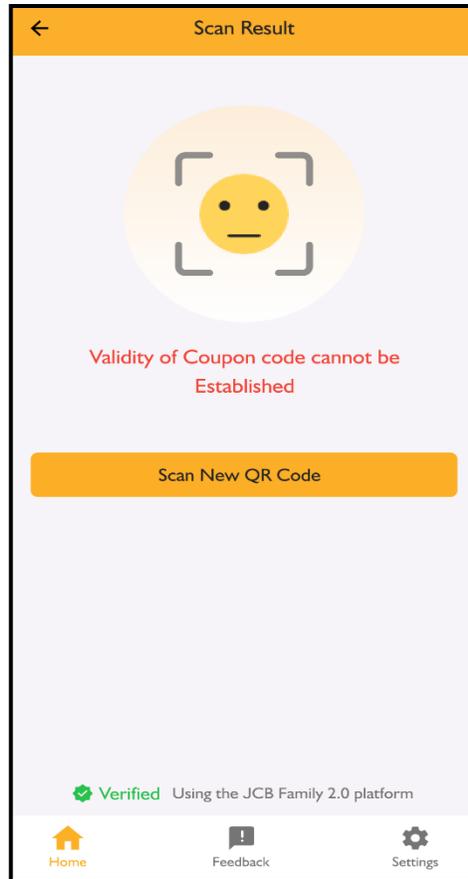
Already Scanned



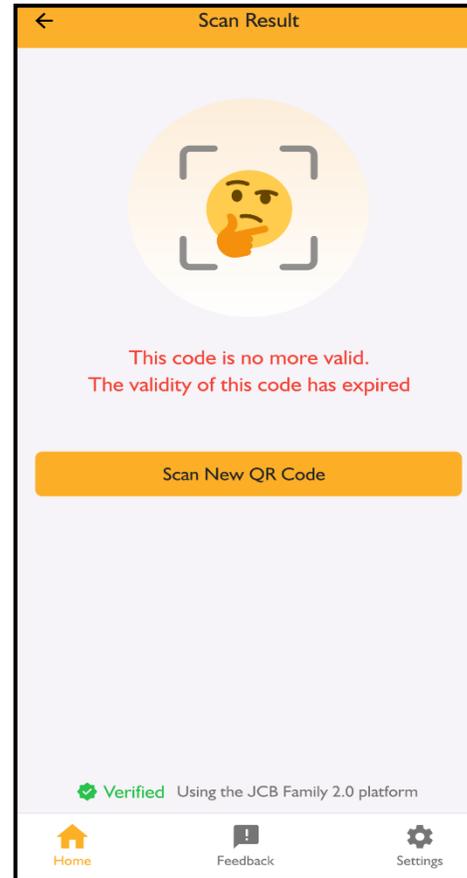
Continue to next page

Scanning Results

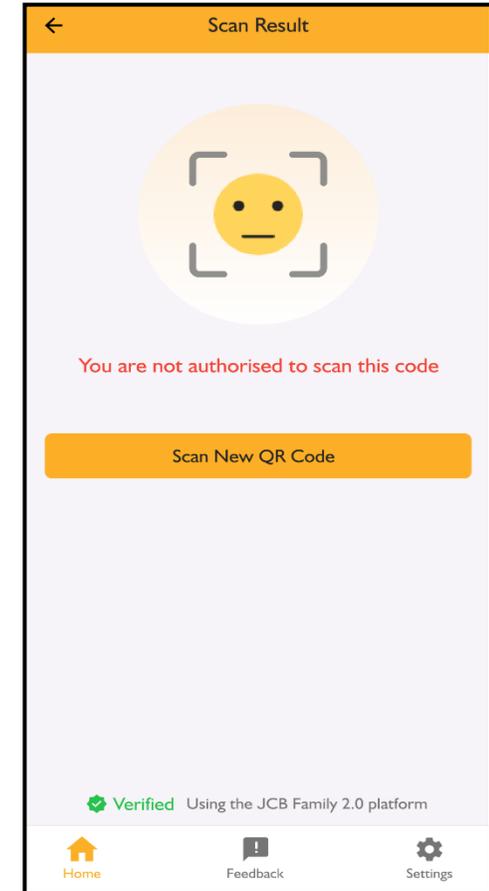
Invalid Code



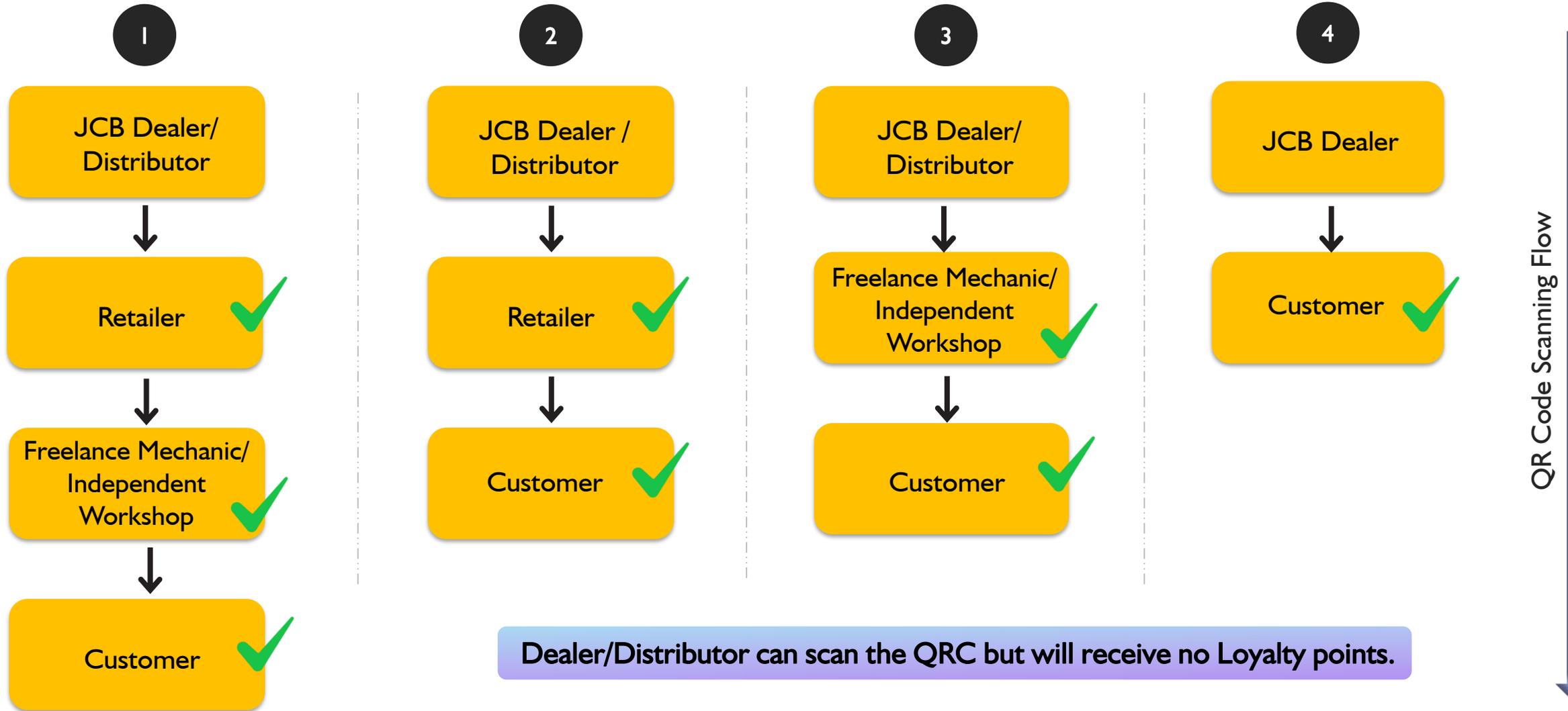
Validity of the code is over



User is blocked



QRC Scanning & Loyalty Point Allotment Flow



JFC Loyalty Points Redemption – JCB Dealer/ Distributor

- **Points Redemption Rules & Guidelines**
- **Loyalty Points Redemption Flow**
- **Loyalty Points Redemption Process- for JCB Dealers/ Distributors**

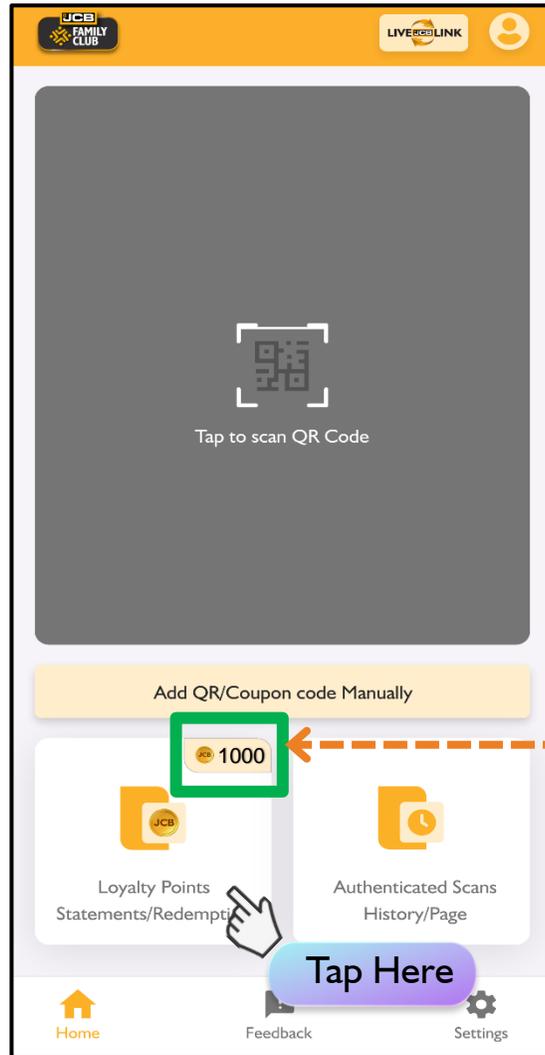
Loyalty Point Redemption

1. Beneficiaries will transfer their points to the Receiver, as mentioned below, and can claim a discount on their next purchase from Receivers.

Beneficiary	Point Receiver
Customer	JCB Dealer, Retailer
Freelance Mechanics	JCB Dealer, Distributor, Retailers
Retailers	JCB Dealer, Distributor
Dealers / Distributors	JCB

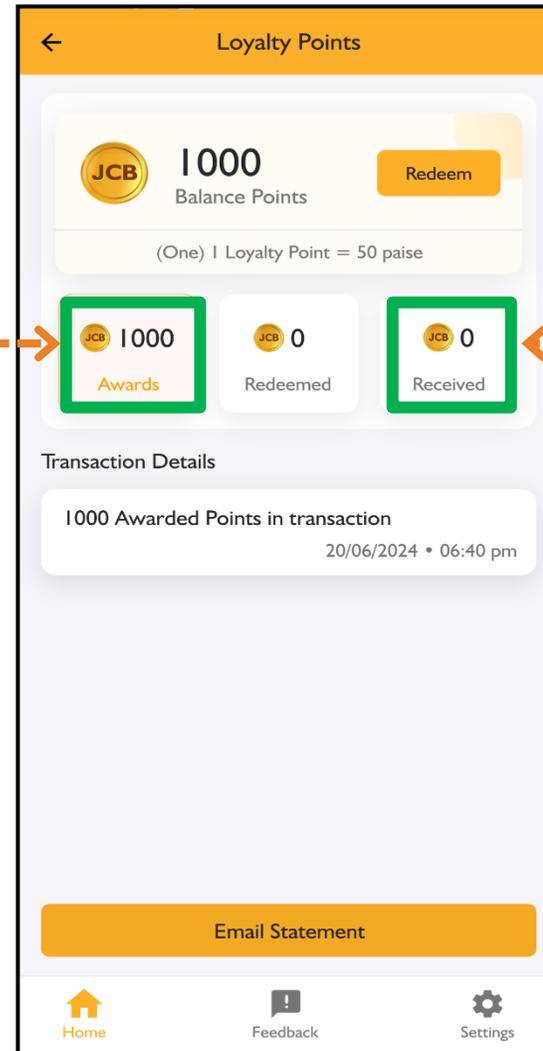
2. Loyalty points can be redeemed against purchase of JCB Parts, Lubes & attachment
3. Points need to be transferred in multiple of 250 points.
4. One (1) Loyalty Point values to 50 Paise*
5. Member redemption limit is 50000 Loyalty points (Rs 25000) per month.
6. Dealer/Distributor redemption limit is 1000000 Loyalty points (Rs 5 Lacs) per month.
7. Beneficiary (Transferee) and Receiver can see their transaction in the App.

Loyalty Account statement



Only Retailer, Mechanic and Customer can avail the Loyalty points

Balance Loyalty Points

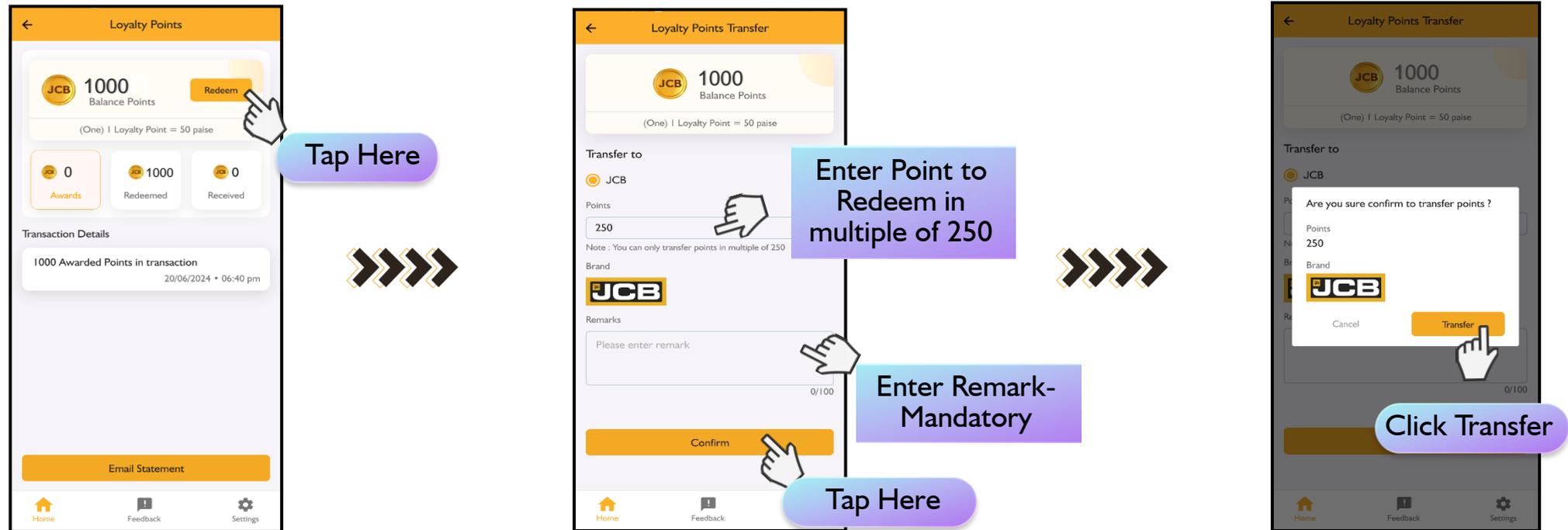


Only Dealer/Distributor / Retailer can receive the Loyalty points

Points Redemption Rules & Process-for Dealers / Distributors

- Dealer/ Distributor will receive points as per matrix mentioned in Rules and Guidelines.
- Dealer / Distributor can transfer their points to JCB only.
- Dealer/Distributor redemption limit is 1000000 Loyalty points (Rs 5 Lacs) per month.
- Points can be transferred in multiple of 250. Settlement will be at One (1) Loyalty Point equal to 50 Paise.

(For Example: if dealer/distributor transfer 500 Points; JCB will settle Rs 250 Only* (T&C Apply)



* JCB India reserves the rights to modify/withdraw the JFC program, scheme etc. without prior notification.

Capturing of Loyalty points redemption during raising DBMS Invoice

Member JFC Screen

Loyalty Points

JCB 252
Balance Points Redeem

(One) 1 loyalty point = 50 paise*

JCB 252 Awards **JCB 250** Redeemed **JCB 0** Received

Transaction Details

SIDDHARTH AUTO ENGINEERS **JCB 250**
(Dealer)

Mobile N: +91 xxxxxxxx Date & Time: 18/07/2024*04:19 PM

Remarks: test remark **Transaction Id 1721299740247**

View less ^

Email Statement

Home Feedback Settings

DBMS Screen at the time of raising invoice

A/R Invoice

Select Campaign: 1 - DEMONSTRATION, 10 - National Campaign - Parts, 11 - VAN Camp, 12 - Workshop Campaign - Parts, 13 - Parts Campaign - Parts, 14 - Service Campaign - Parts, 15 - P454 Launch, 16 - JS205/220 Launch, 17 - Special Discount, 18 - Corporate discount - Parts, 19 - EXCON Mela, 20 - OPERATOR MEETS., 21 - Monsoon Scheme-2014, 22 - Loyalty Discount, 23 - **JFC Redemption**, 24 - Goodwill/Warranty, 25 - e-Sale(Online Sale), 26 - Plant visit - Ballabgarh, 27 - Plant Visit - Pune, 28 - DSA Discount

Customer: GJDP-C23, 235670912
Rate: Open
Date: 04/03/24
Invoice Date: 04/03/24
DC Dealer: 0.00
FOC Dealer: 0.00
Sales Type: -Select Sale Type-

Ship To: [Dropdown]
Bill To: [Dropdown]
Shipping Type: [Dropdown]
Vehicle No: [Dropdown] to [Dropdown]
Campaign/Scheme: [Dropdown]
e-Sale OrderNo: [Dropdown]
Sales Dealer: [Dropdown]

Sales Employee: -No Sales Employee-
JFC Membership No: [Text Field]

Total Before Discount: [Text Field]
Discount: [Text Field] %
Total Down Payment: [Text Field]
Freight: [Text Field] INR 0.00
Tax: [Text Field]
Total: [Text Field] INR 0.00
Applied Amount: [Text Field]
Balance Due: [Text Field]

Add & New Add Draft & New Cancel Refresh Price Copy From Copy To

Step-1

The Dealer/ Distributor must select JFC Redemption in the Campaign/Scheme field.

Step-2

Enter the respective Unique Transaction ID generated during Loyalty points transfer into JFC Membership number section of the respective retail Invoice being raised to the customer.

Loyalty points can be redeemed against purchase of JCB Genuine Parts, Lubes & attachments.

Dealer's / Distributor's Invoice



- The Unique transaction ID (13 numeric Digits) should appear in the Invoice against JCB Family Club Number during the JFC Loyalty points redemption process.

TAX INVOICE

JCB GST No. : 18AAECP6347E1ZC PAN No. : AA ECP6347E

Original for Receipt
Duplicate for Supplier/Transporter
Triplicate for Supplier

Invoice No. : 301116130
Invoice Date : 16-Jan-2024
E-Sale Order No. :
M/C Sr No. : 2717616
Cust Ref No. :
Customer GST No. :
Customer PAN :
Sales Executive :
Service Call No. :

Details of Receiver (Bill)
Name :
Address :

Details of Consignee (Ship To)
Name :
Address :

Dispatch From : Assam
Dispatch To : Assam

JCB Family Club No. :

Sr.No	Part No.	Description	HSN/SAC Code	QTY	Unit	Sale Price Per Unit (INR)	Total Value (INR)	Less : Discount %	Less : Discount Amount	Taxable Value (INR)	CGST		SGST		IGST		Total (INR)
											Rate	Amount	Rate	Amount	Rate	Amount	
1	320/07034A	O RING	4016.93.30	4	Nos	49.15	196.60	1.76	3.45	193.15	9%	17.38	9%	17.38	0%	0.00	227.91
2	320/03533	SEAL - VALVE STEM	8484.20.00	16	Nos	76.27	1220.32	1.76	21.42	1198.90	9%	107.90	9%	107.90	0%	0.00	1414.70
3	813/50012	BRAKESEAL	4016.93.30	2	Nos	577.12	1154.24	1.76	20.26	1133.98	9%	102.06	9%	102.06	0%	0.00	1338.10
4	813/50026	BRAKE SEAL	4016.93.30	2	Nos	479.66	959.32	1.76	16.84	942.48	9%	84.82	9%	84.82	0%	0.00	1112.12
5	320/02616	GASKET,CYLINDER HEAD 444	8484.10.90	1	Nos	1607.03	1607.03	1.76	28.20	1578.84	14%	221.04	14%	221.04	0%	0.00	2020.92
Total							6137.51		90.16	5947.35		533.20		533.20		0.00	6113.75

Total Invoice Value (In Figure) : 6113.00
Total Invoice Value (In Word) : Rupees six thousand one hundred thirteen Only
Total Invoice Quantity : 25.00
E-Way Bill No. :
Date of Issue :
Electronic Invoice Reference No. Under Sub Rule 4 :

Sub Total : 5137.51
Freight : 0.00
Discount Amount : 90.16
Taxable Value : 5047.35
Freight Tax : 0.00
ADD : CGST : 533.20
ADD : SGST : 533.20
ADD : TCS : 0.00
ADD : IGST : 0.00
Tax Amount : GST : 1066.40
Rounding : -0.75
Total Amount After Tax : 6113.00

For: PODDER & PODDER (E&P) Pvt. Ltd.

Customer Signature :
Authorized Signatory :

Authorized dealer for Sales, Service, Parts of JCB India Ltd. Products.

Order JCB Genuine Parts right from your Office or Home with **Special Offers and Discounts** at https://www.jcbindia.com/jcbecom_login.aspx

Page 1 of 2

Loyalty Points

JCB 252 Balance Points **Redeem**

(One) 1 loyalty point = 50 paise*

JCB 252 Awards **JCB** 250 Redeemed **JCB** 0 Received

Transaction Details

SIDDHARTH AUTO ENGINEERS (Dealer) **JCB** 250

Mobile No. : +91 xxxxxxxx Date & Time : 18/07/2024*04:19 PM

Remarks : test remark Transaction Id : 1721299740247

Email Statement

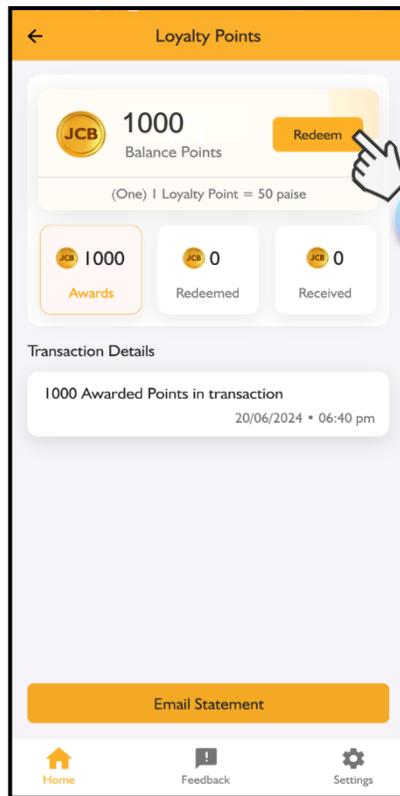
Home Feedback Settings

JFC Loyalty Points Redemption - others

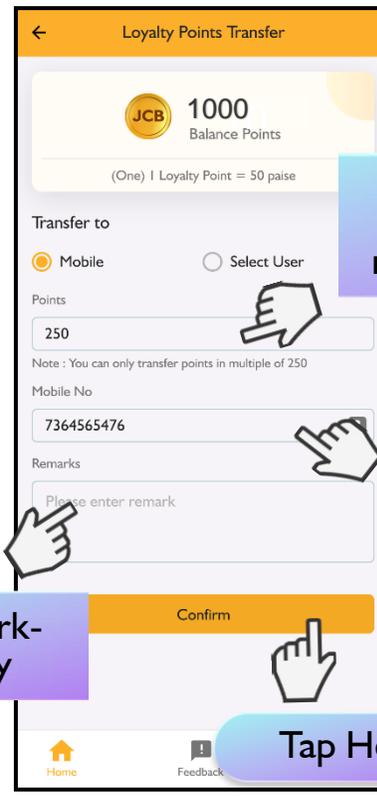
- Loyalty Points Redemption Process- for Freelance Mechanic/ Customer by:
 - A. Entering Registered Mobile number
 - B. Selecting User

A. Points Redemption Rules & Process- by entering Registered Mobile number

- Freelance Mechanic can transfer Loyalty points to any Retailer, Dealer or Distributor.
- Customer will transfer points to any Retailer or Dealer.
- Points will be transferred only to a registered mobile no. in JCB Family Club.



Tap Here

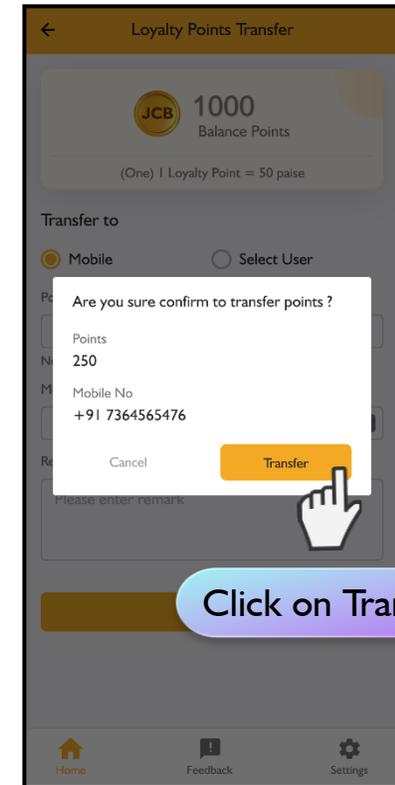


Enter Point to Redeem in multiple of 250

Enter Mobile number of the receiver

Enter Remark- Mandatory

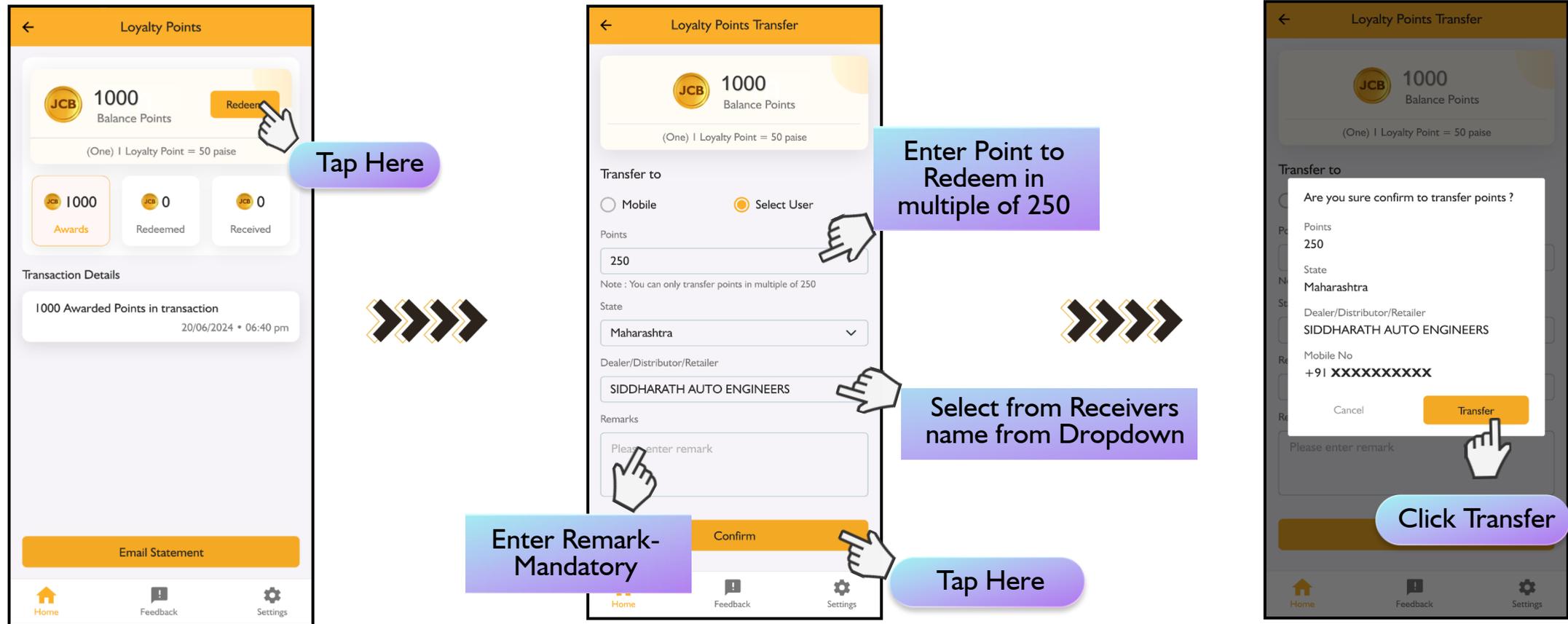
Tap Here



Click on Transfer

B. Points Redemption Rules & Process- by selecting User

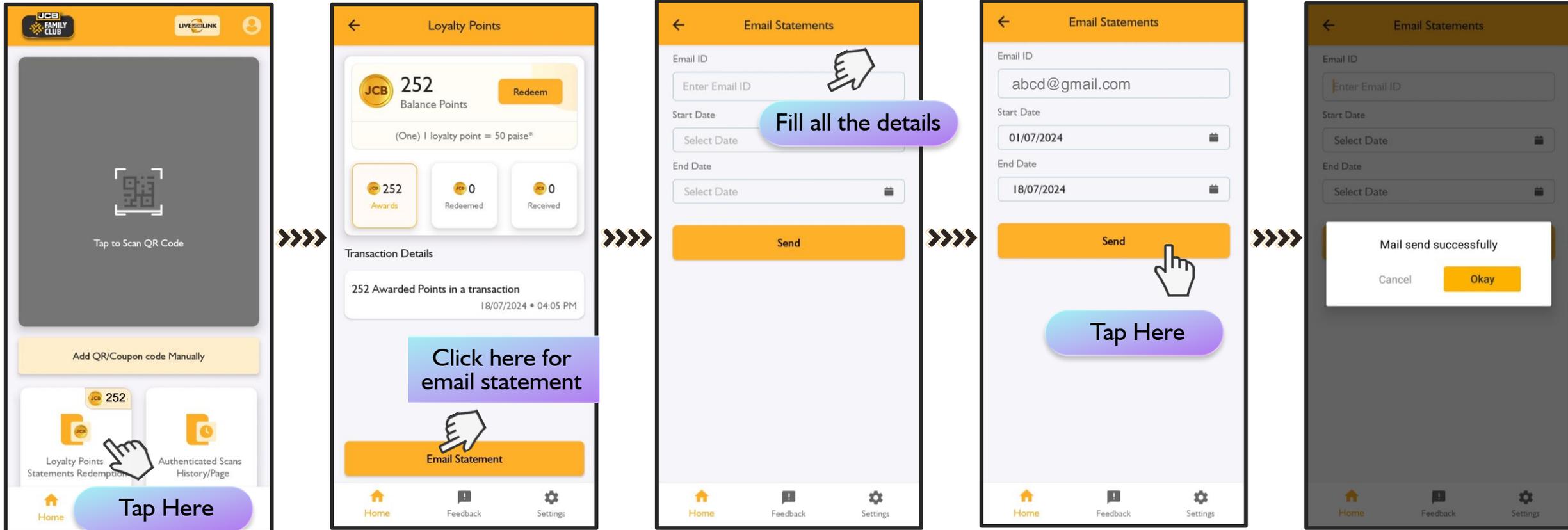
- Freelance Mechanic can transfer Loyalty points to any Retailer, Dealer or Distributor.
- Customer will transfer points to any Retailer or Dealer.



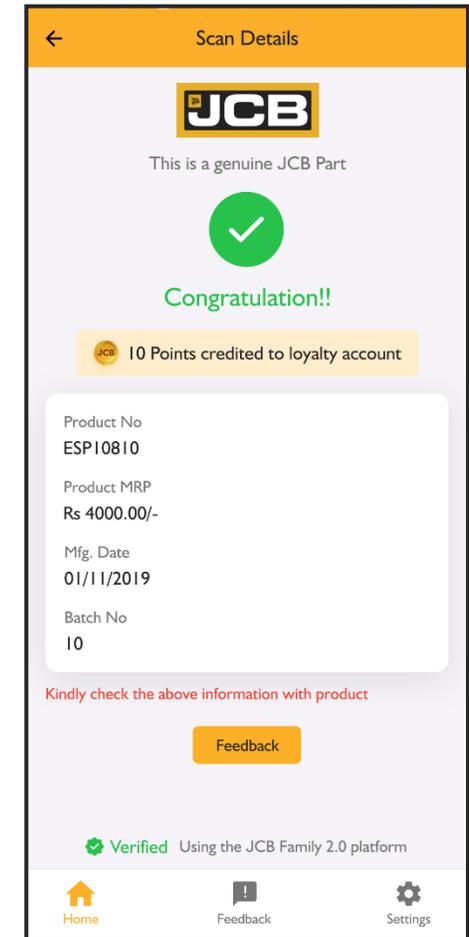
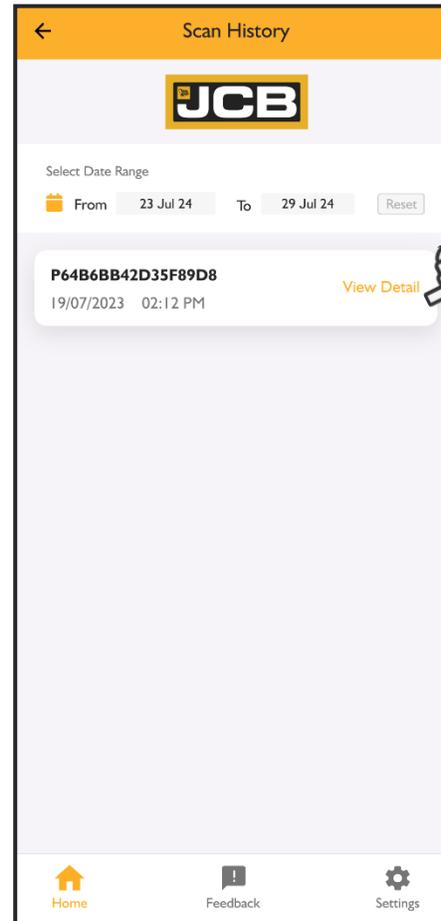
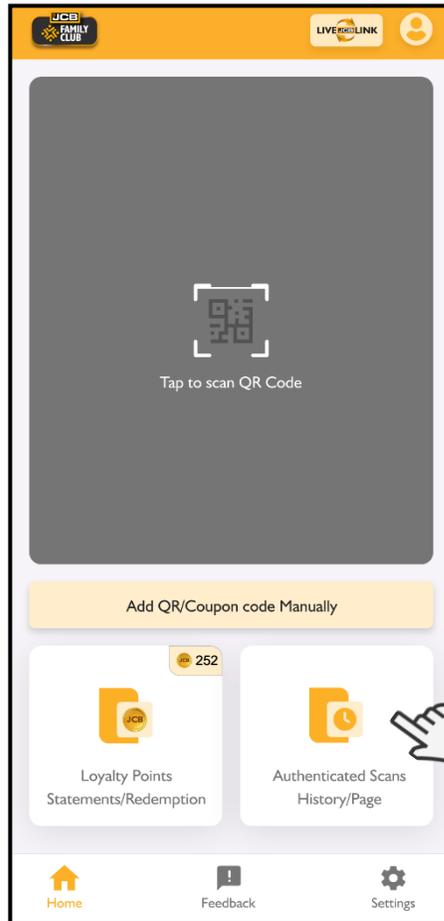
JFC Points Transfer Statement & History

- Loyalty Points Email Statement
- Authentication History

Email Statement



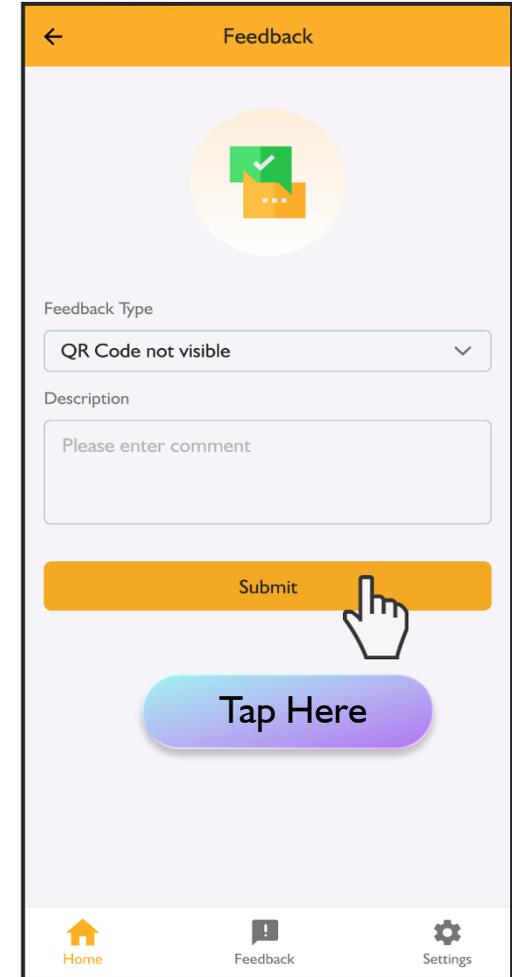
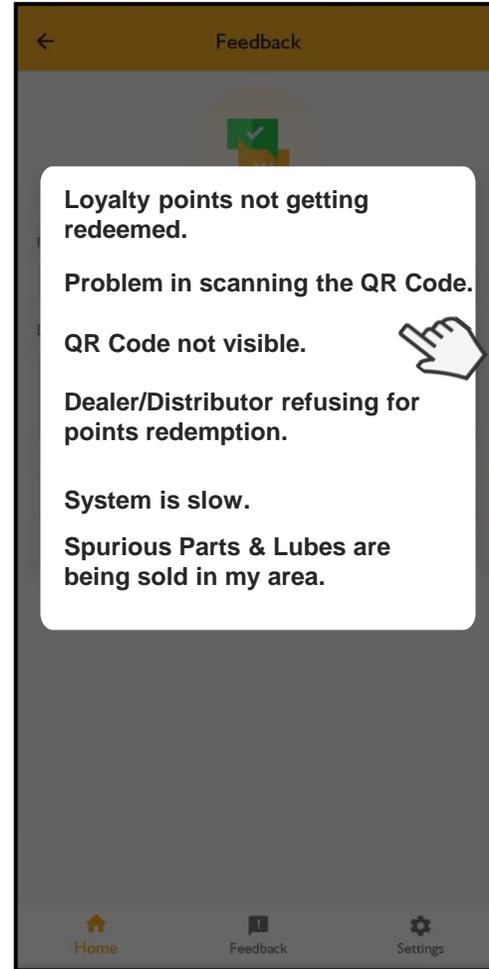
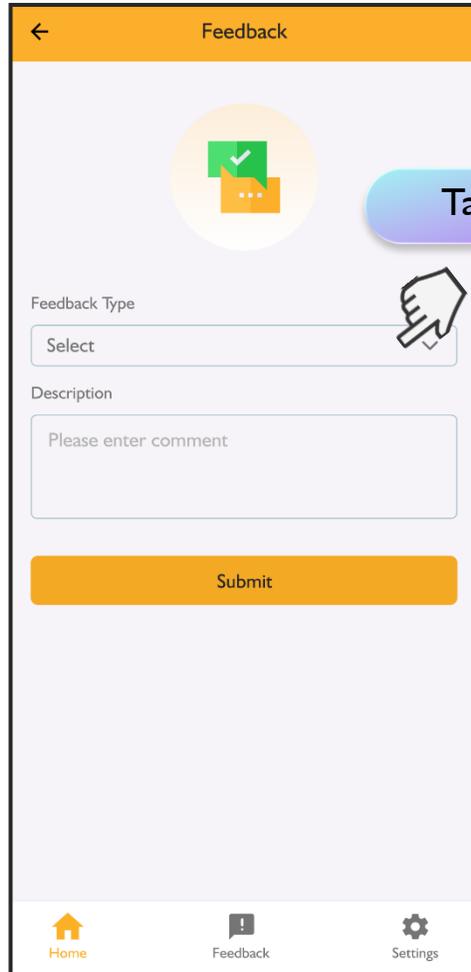
Authentication History



Feedback & Profile Update Process

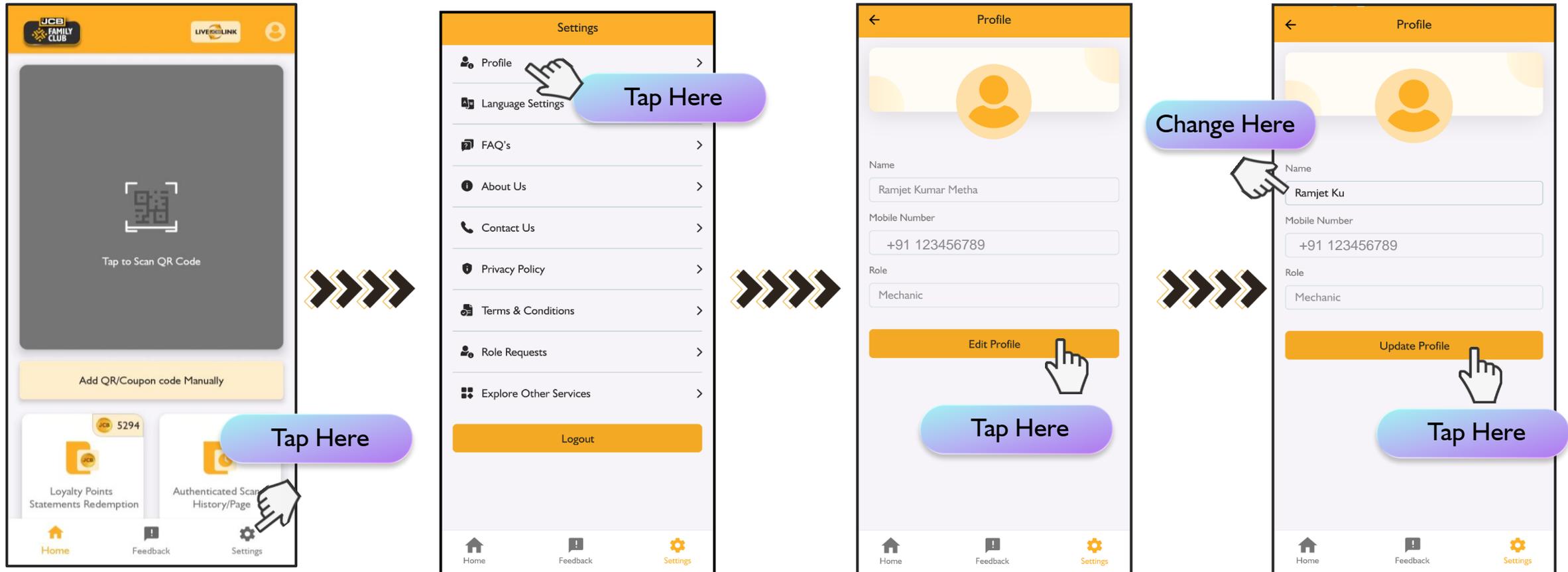
- Feedback Process
- Profile Update

Feedback Process



Profile Update

- User can update his Name only.



JFC Summary

- JFC Summary
- FAQs

Summary

Loyalty Point Allotment

- Retailers, Freelance Mechanics and customers will get Loyalty Points by scanning the same QR code on product labels.
- Retailers, Freelance Mechanics and customers will get the same or different loyalty Points based on the type of Products and roles and scheme applicable.
- Loyalty Points scheme can be changed or be withdrawn anytime, without prior notice.
- Each user will get loyalty points only once for one QR code, depending on the scheme.
- The retailer must scan the code before the Freelance Mechanic / Customer scans the code to get the loyalty points.
- Freelance Mechanic must scan the code before the Customer scans the code to get the Loyalty Points.
- Only one Mechanic will get the loyalty point from one code.
- Dealer, Distributor, and JCB staff will not get any loyalty points.
- Post the QR code scanning, the points will get credited to the beneficiaries' account
- The beneficiaries can see their points accumulate in the ledger in the App.

1. What is JCB Family Club program?

- JCB Family Club is an application designed by JCB India which offers a Loyalty to the member.
- It verifies the authenticity of a product to the JFC member.

2. What are the benefits of using JFC?

- By scanning the QR code available on the MRP sticker of JCB Genuine part, the member gets instant loyalty points in form of digital rewards.
- These loyalty points can be claimed in form of discounts on their next JCB Genuine Part, Lube or attachment purchase. The Genuinity of the part can also be checked by scanning the QR Code.

3. Is JFC 2.0 free to use?

Yes, JFC 2.0 is FREE with benefits of all the available features.

4. How do I download & Install JFC?

You don't need to download JFC app separately. It can be accessed through the JCB Livelink 4.0 app to get started.

5. Is JFC available for Android or IOS users?

JFC supports Android as well as IOS based smartphones.

6. Can I use JFC 2.0 Offline?

No, JFC is not supported for Offline functionality.

7. Who can become a member of JCB Family Club?

- Retailer,
- Mechanic/ Independent workshop, and
- Customers can become a member of the JCB Family Club.

8. How can I start using JFC?

- Download the Livelink 4.0 app from Play store.
- Click on the JFC Icon in the Livelink 4.0 app.
- Get yourself registered in the JFC program.
- The member can then scan the QR code available on MRP Sticker of the JCB Genuine part & enjoy the loyalty benefits.

9. How do I register on JFC?

To register on JFC,

- Open the Livelink App and click on the JFC Icon.
 - Complete the Signup process.
 - Follow the instructions to enter your information and get registered in the program.
- For more details, contact your nearest Dealership.

10. Can I use JFC on multiple mobile devices?

JFC cannot be used on multiple mobile devices.

11. I changed my registered mobile number; how can I access my JFC account again?

Please contact nearest JCB Dealership.

I2. Will I get loyalty benefits for a role which is under approval?

The member will get the JFC Loyalty benefits according to their selected role after the members Role Request is approved by the selected Approver.

I3. My Role is not getting approved, what should I do?

Please wait for some time for your role to get approved by your selected Approver. If it is taking more time than expected, contact your Approver.

I4. I have selected an incorrect role. Now how can I request to change the Role?

Please contact nearest JCB Dealership.

I5. I filled all the details to get registered but cannot access the QR code?

You can access scanning the QR Code only after your role gets approved from your selected Approver. If the problem persists even after that, please contact the nearest JCB Dealership.

I6. Where can I find the QR code to scan?

The QR code is available on MRP sticker present on the JCB Genuine Product.

I7. How can I scan the QR code?

JFC has an inbuilt scanner available to capture the QR code. Open JFC home screen and focus the mobile camera on the QR code. The scanner will automatically capture the QR code and then the member will receive instant Loyalty benefits.

18. How many times can the QR code be scanned?

The QR code can be scanned multiple times, but loyalty points can be availed only once for a member/ role, depending on the Loyalty matrix.

19. I am unable to Scan the QR code, what should I do?

Following may be the possible reasons:

- QR Codes scanned more than predefined limit.
- QR code already scanned.
- QR Code Validity expired.
- User Account has been blocked.
- QR Code is Invalid.

Please check and contact the nearest JCB Dealership

20. How can I redeem the JFC Loyalty points?

- On JFC Home screen, select Loyalty points Statement/Redemption section and click on redeem option.
- The Loyalty points can be transferred through either selecting the Retailer/ Dealer/ Distributor's name from dropdown list or by entering the Retailer's/ Dealer's/ Distributor's registered mobile number.
- During the next purchase of JCB Genuine Part, the member will get discount from the Retailer/ Dealer/ Distributor selected based on the loyalty points transferred.
- The JFC member should ensure that the Unique transaction ID generated during the Loyalty points transfer must be clearly mentioned in their retail invoice.

21. Where can I see my Loyalty points statement?

A JFC member can see the complete loyalty points history by selecting the Loyalty points statement section on the JFC Home Screen.

22. Can I get Loyalty points in form of cash?

The Loyalty points can only be redeemed in form of discount during the member's next JCB purchase of Genuine Part, Lube or attachment.

23. How can I update my Profile?

The member can update their profile by going to Settings, click on Profile and click on Edit Profile. After editing, click on Update profile. The Profile will be updated.

24. Where can I find more help or support for JFC?

For any query, please contact your nearest JCB Dealership/Distributor or write to us at familyclub@jcb.com.



For any queries please contact:

- **Nearest JCB Authorized Dealer/
Distributor**
- **JCB Regional Parts Manager**