

User Guide RENSON Partner Portal

URL to the portal : <https://partnerportal.renson.net>

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1 Introduction to the Partner Portal

The Renson Partner Portal is a central platform that supports partners manage both **Leads** and **Marketing budget** with Renson

Using the Partner Portal, you can:

- Receive leads from Renson and convert them into sales
- Quickly link quotes and orders for Leads
- View your available marketing budget, budget reservation, and budget consumption
- Submit and follow up on marketing budget requests

This guide explains the key functionalities available in the Partner Portal and how to use them effectively.

2 Lead Process Overview

What is a lead?

A lead is a potential customer who has shown interest in Renson products (via the Renson website, events, fairs, showroom, ...)

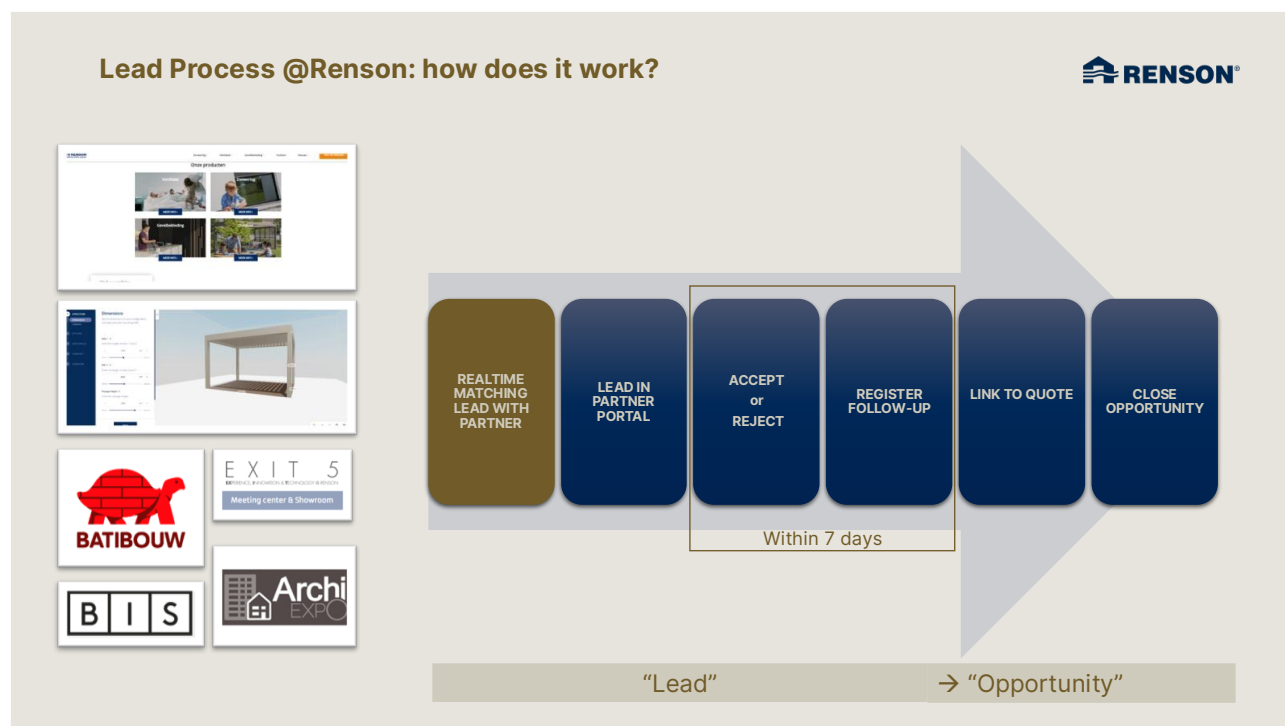
What information is provided through the Renson Partner Portal

The Renson Partner Portal is a platform where all lead information is shared with you, enabling you to efficiently follow up, manage, and convert these leads into opportunities:

For each lead, you get:

- Contact details (name, address, email)
- Project information where applicable (new build, renovation, timing, ...)
- Product interest
- Lead source (website, fair, showroom, ...)
- Lead score (High / Medium)

Below visual shows the full lead process at Renson:



Explanation:

- **Lead Received** -> The lead is assigned in real time to the closest partner who offers the product group requested by the customer.
 - **Accept or Reject** -> Your first action is to review the data and decide if you want to follow-up this lead. You do this by either **Accepting or Rejecting** the lead.
 - **Register follow up** -> Within 7 days after the initial contact of the lead, we ask you to also register a follow-up activity. This ensures that the lead information stays within your partner account.
 - **Quote** -> Once you link a quote to the lead, the lead becomes an '**opportunity**'.
- What is an opportunity?**
An opportunity is a qualified lead with real sales potential, meaning you are actively following up to turn it into a quote or order.
- **Close** -> Final step is either a won or a lost opportunity.

At any moment in time, you can also stop the follow-up process by Rejecting the lead.

3 Getting Started

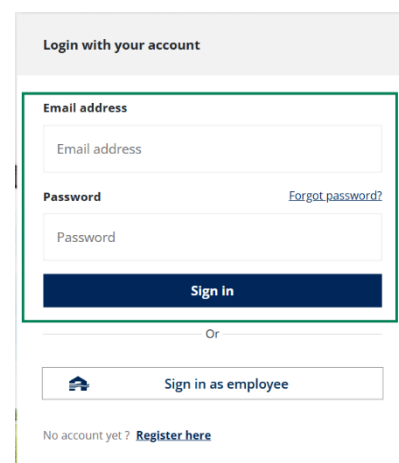
3.1 Login

Go to: portal.renson.net

Use your Renson account (same login as for RIO) to login in the Partner Portal. Your account is centrally managed by Renson, in order to have 1 login for all Renson applications.

In case you don't have a Renson account yet, you can contact your Renson contact person.

There is always only one user per e-mail address.



Login with your account

Email address

Password [Forgot password?](#)

Sign in

Or

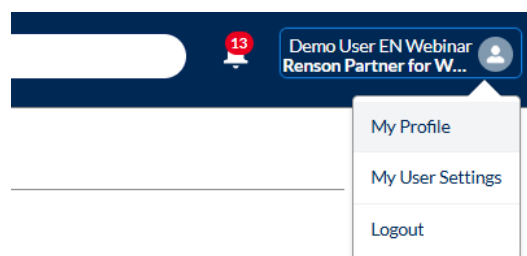
 Sign in as employee

No account yet? [Register here](#)

3.2 User settings

Within the Partner Portal, the options to modify your user settings are quite limited because it is directly linked with the general Renson account.

Clicking on My Profile will directly link you to your general Renson account.



3.3 Emails & notifications

Under “My User Settings”, you have the possibility to Edit the **Email and Portal Notifications**.

By clickin on “Edit” at the right top, the checkmarks for each will be editable.

	Demo User EN Webinar	Edit
Name	Demo User EN Webinar	Email
		user.partnerportal.renson+en@gmail.com
Receive Email Notifications	☒	Receive Portal Notifications
		☒

To update your language preferences, please contact your Renson representative.

4 Working with Leads (Core Process)

4.1 Step 1 – Accept or Reject a Lead

When logging into your Partner Portal, you will start at the Home page.

You immediately see the brand new leads that have been assigned to your account listed.

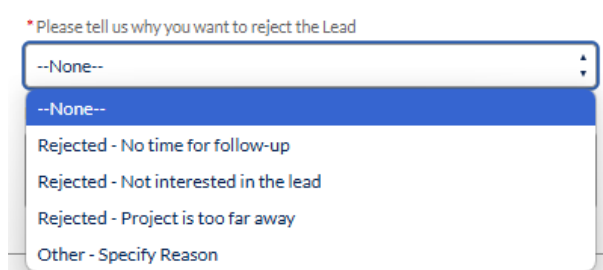
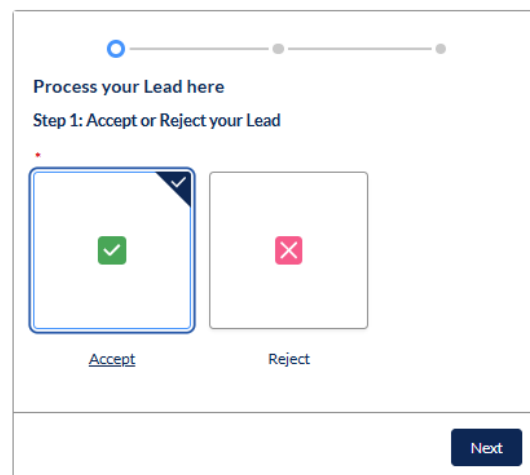


How?

The first step in the lead process is to Accept or Reject the lead within 7 calendar days after creation date of the lead.

You can click on the lead Name hyperlink to go into the details of the lead.

Based on the lead information on the left-hand side of the Lead screen, you can either choose to Accept or Reject the lead.



If you decide to reject the lead, we request you to indicate this as soon as possible, in order give Renson the possibility to decide as quickly as possible what to do with the lead: re-assign to another partner, or decide to otherwise.

There are 3 defaulted possible rejection reasons and a fourth option with a free field in case none of the other 3 options apply.

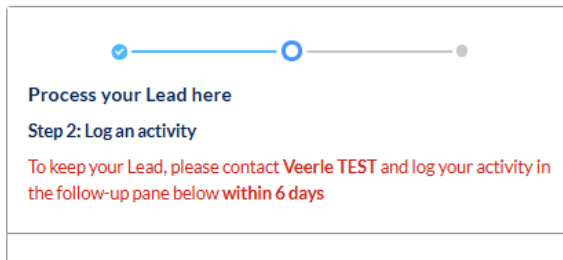
4.2 Step 2 : Log an Activity or Event

Why?

To keep a Lead on your account, you need to complete step 2 within the total available time of 7 calendar days starting from the lead creation date.

How?

The portal guides you to the next action:

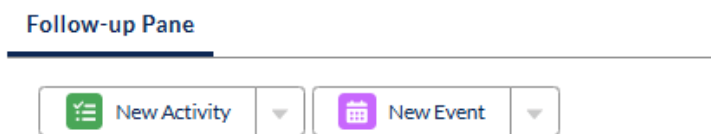


Process your Lead here

Step 2: Log an activity

To keep your Lead, please contact **Veerle TEST** and log your activity in the follow-up pane below within **6 days**

To register a follow-up activity, choose either a New Activity or a New Event, as in the screenshot below:



Follow-up Pane

New Activity New Event

Result?

From this moment, the lead is 100% yours and the status changed from “Accepted” to “**Active**”.

4.3 Step 3 : Link a quote

When?

When the lead is interested in a quote, step 3 can be performed.

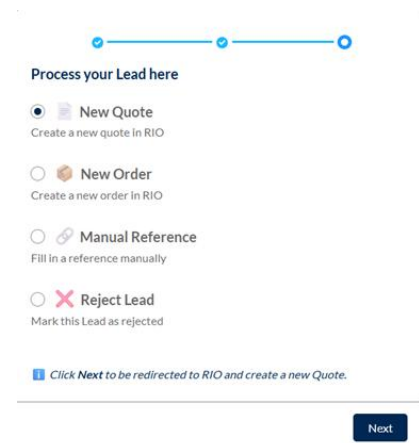
How?

Now that we have an lead in status ‘Active’, we can either create a quote for the lead starting from the Partner Portal or immediately in RIO:

4.3.1 Link quote from the Partner Portal

In the follow up pane we have four options now:

- New Quote**
With this option, when you click next, RIO will open the Quote creation screen.
-> **Result:** After the Quote is finished in RIO, the lead will automatically be converted into an Opportunity in stage ‘Proposal’
- New Order**
With this option, when you click next, RIO will open the Order creation screen.
-> **Result:** After the Order is finished in RIO, the lead will automatically be converted into an Opportunity in stage ‘Closed Won’
- Manual Reference**
If you don’t use RIO, you can still manually insert the Quote or Order reference manually
-> **Result:**
If a manual quote reference was provided, the lead will be converted to an Opportunity in stage ‘Proposal’



Process your Lead here

☒ New Quote
Create a new quote in RIO

☐ New Order
Create a new order in RIO

☐ Manual Reference
Fill in a reference manually

☐ Reject Lead
Mark this Lead as rejected

Click Next to be redirected to RIO and create a new Quote.

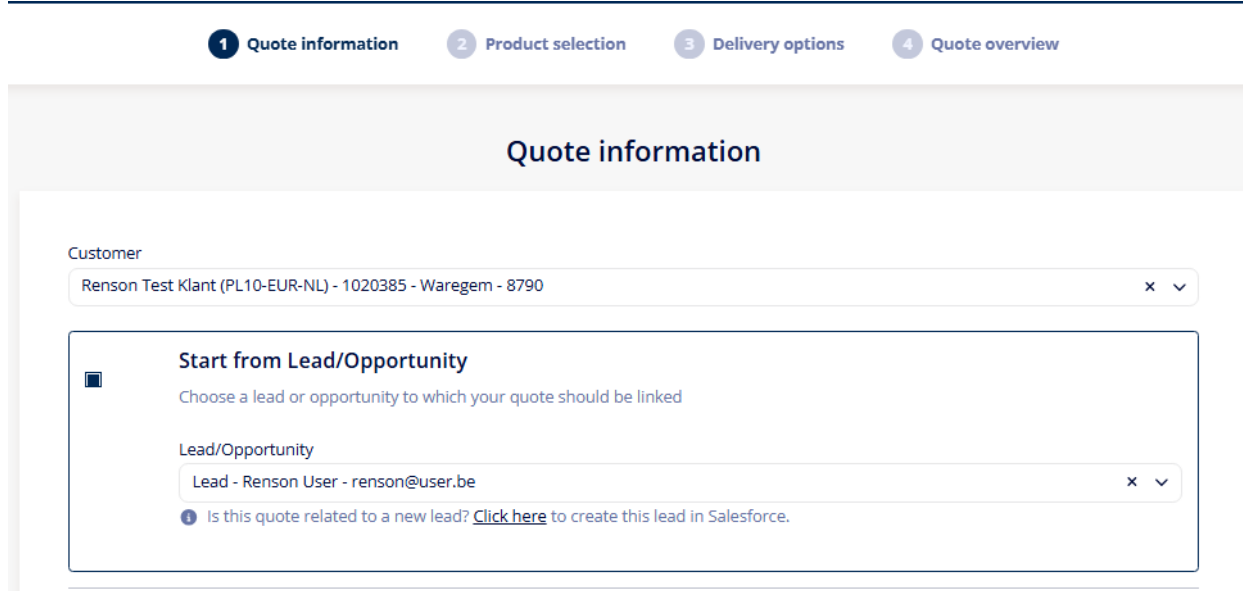
Next

If a manual order reference was provided, the lead will be converted to an Opportunity in stage 'Closed Won'

4. Reject Lead

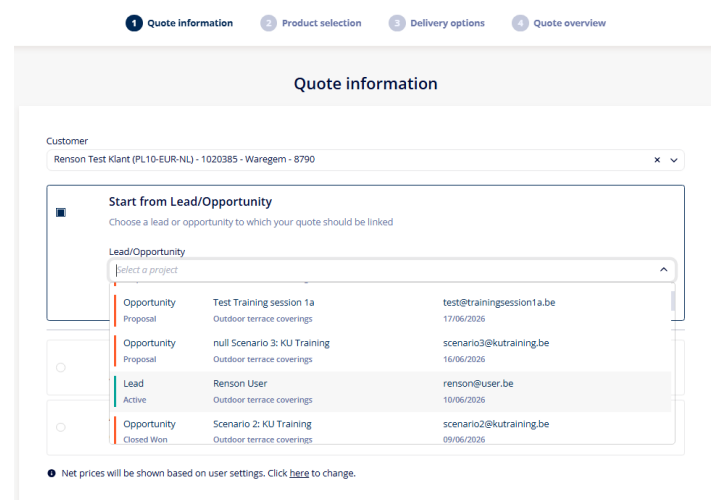
Finally, you are still able to reject the lead and give a good rejection reason.

Important: When you are redirected to RIO, the link with the lead is automatically made. This is visible as follows in the quote and/or order creation screen:



4.3.2 Link quote from RIO

1. In RIO, when starting a new Quote, you can indicate if you are making a quote for an 'active' lead from the Partner Portal:
In the first step of the Quote creation process, Quote information, you can select the first option 'Start from Lead/Opportunity'. There you can select the lead for which you are making the Quote.
2. Follow the steps in RIO as usual:
 2. Product Selection
 3. Delivery Options
 4. Quote Information
 5. Request Quote
3. The moment you receive the Quote number, automatically the lead status in the partner portal will change to an Opportunity in status 'Proposal'



Result?

After creating a quote, starting from the Partner Portal or immediately in RIO, the lead is converted into an Opportunity in status 'Proposal'.

On the Opportunity screen you will see the linked Quote(s):

 Opportunity Test Lead 3				
Stage	Account Name	Dealer Account	Product Group	Close Date
Proposal	Test Lead 3	Renson Test Klant (PL10-EUR-NL)	Outdoor Terrace Coverings	30/06/2026
 Quotes (1)				
Quote Number	Quote Number	Status	Total Gross Amount	
00000244	20392289	Expired	EUR 21,30	
View All				
 Orders (0)				

4.4 Step 4 Close the Opportunity

When?

1. The end-customer wants to order the quote that was provided in the previous step, and the opportunity is thus 'closed won'
2. The end-customer is no longer interested, and the opportunity is thus 'closed Lost'

How?

Again, we can either close our Opportunity starting from the Partner Portal or immediately in RIO

4.4.1 Link Order from Partner Portal

On the right side of our Opportunity screen, in the follow up pane, we can now:

1. Continue with an existing Quote

With this option you will be redirected to the selected quote in RIO to either convert the quote into an Order, or to copy the quote and configure a slight variation of the quote.

-> **Result:**

If you converted the quote to an order, the Opportunity will automatically be 'Closed Won'

If you copied the quote and made a slight variation, the Opportunity will stay in 'Proposal', and the second quote will be linked to the Opportunity.

2. New Quote

With this option, when you click next, RIO will open the Quote creation screen.

-> **Result:** After the Quote is finished in RIO, this quote will also be linked to the Opportunity

3. New Order

With this option, RIO will open, and you can configure a new Order without starting from a previously made quote.

-> **Result:** After finishing the Order in RIO, the Opportunity will be 'Closed Won'

4. Close Opportunity

When selecting this option, you can either mark the Opportunity manually as 'Closed Won' or 'Closed Lost'

-> **Result:** Opportunity in status 'Closed Won' or 'Closed Lost'

Process your Opportunity here

- ☒  Continue with existing Quote
Order or Copy existing RIO Quote
- ☐  New Quote
Create new RIO quote
- ☐  New Order
Create new RIO order
- ☐  Close Opportunity
Finalize this Opportunity by marking it as Won or Lost

Related Quotes			
1 of 1 item • 1 item selected			
Quote ...	Status	Quote ...	Quote ...
☒ 20392364	VALID	€10,895.00	Scenario 3: KU Training

 Click **Confirm** to be redirected to the selected RIO Quote.

4.4.2 Link Order from RIO

1. In RIO, you can easily find back the original quote you made for the lead

- If you convert this quote to an order, RIO remembers the link with the lead

1 Order information
2 Product selection
3 Delivery options
4 Order overview

Order information

Customer

Renson Test Klant (PL10-EUR-NL) - 1020385 - Waregem - 8790
✕

Start from Lead/Opportunity

Choose a lead or opportunity to which your quote should be linked

Lead/Opportunity

Opportunity - Test Lead 3 - test@lead3.be
✕

Is this order related to a new lead? [Click here](#) to create this lead in Salesforce.

- From here you can continue the order as usual in RIO
- When the Order is finished, automatically in the Partner Portal, the status of the Opportunity will be set to 'Closed Won'

Result?

After converting the quote, made in the previous step, starting from the Partner Portal or immediately in RIO, the Opportunity status is automatically set to 'Closed Won'

On the Opportunity screen you will see the linked Quote(s), and also the linked Order(s) now:

Opportunity

test Training 3b

Stage

Closed Won

Account Name

[test Training 3b](#)

Dealer Account

[Renson Test Klant \(PL10-EUR-NL\)](#)

Product Group

Outdoor Terrace Coverings

Close Date

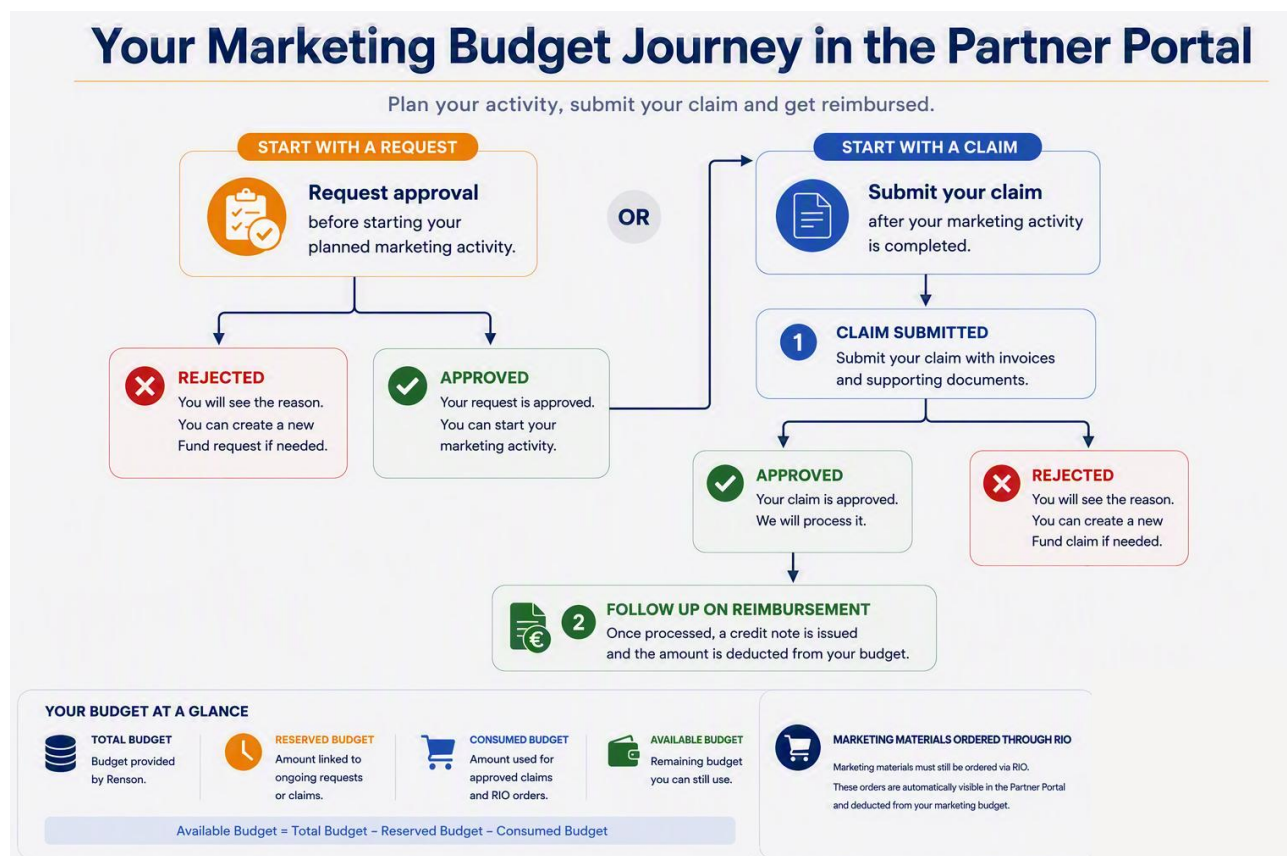
22/05/2026

Quotes (1)			
Quote Number	Quote Number	Status	Total Gross Amount
00003786	20392680	Ordered	EUR 10.215,00
View All			

Orders (1)			
Order Number	Order Number	Status	Total Gross Amount
00002184	227088	Confirmed	EUR 10.215,00
View All			

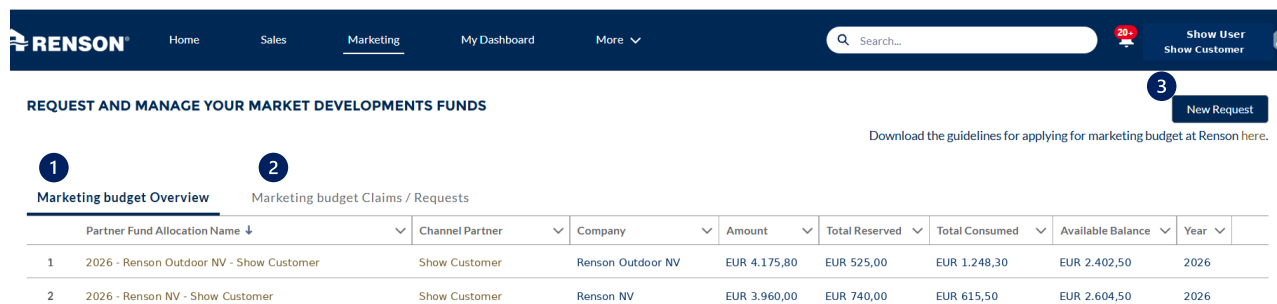
5 Marketing Budget Management

This section explains how to view and manage your Renson marketing budget directly in the Partner Portal. You can check your available marketing balance, start a Fund Request for a planned activity, submit a Fund Claim to ask a reimbursement and follow the status of your requests and claims from one central location.



5.1 Marketing Section

In the navigation bar you can find the Marketing section of the Partner Portal. This Marketing section will look like this:



REQUEST AND MANAGE YOUR MARKET DEVELOPMENTS FUNDS

1 Marketing budget Overview **2 Marketing budget Claims / Requests**

	Partner Fund Allocation Name ↓	Channel Partner ↓	Company ↓	Amount ↓	Total Reserved ↓	Total Consumed ↓	Available Balance ↓	Year ↓
1	2026 - Renson Outdoor NV - Show Customer	Show Customer	Renson Outdoor NV	EUR 4.175,80	EUR 525,00	EUR 1.248,30	EUR 2.402,50	2026
2	2026 - Renson NV - Show Customer	Show Customer	Renson NV	EUR 3.960,00	EUR 740,00	EUR 615,50	EUR 2.604,50	2026

On the marketing section of the partner portal you can see

1. Marketing Budget Overview

- Provides an overview of your total marketing budget from Renson. Per budget you will see the total budget provided, the part of you budget that is reserved, the part of you budget that is consumed and the available balance. In the Partner Portal a budget is called a Partner Fund Allocation

2. Marketing Fund Claims / Requests: This section provides two tables

- Marketing Fund Claims
 - Provides an overview of all Fund Claims you have submitted, with the status of the Claim.

A fund Claim is used to ask for a reimbursement when you have done a marketing expense.

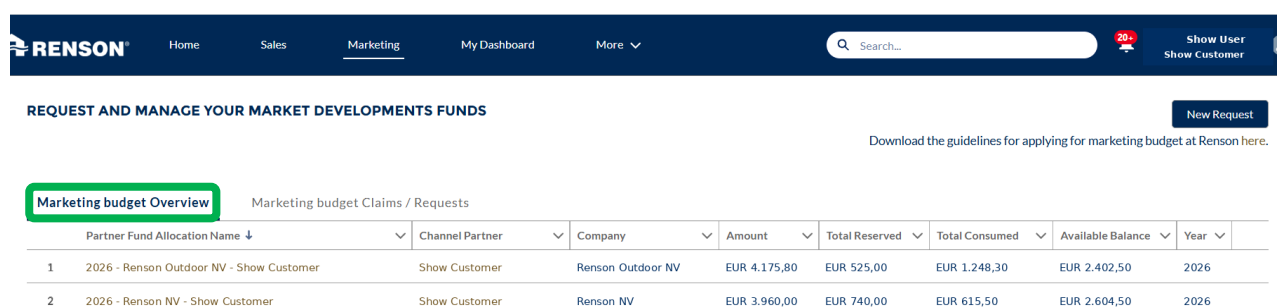
- Marketing Fund Requests
 - Provides an overview of all Fund Requests you have submitted, with the status of the Request

A Fund Request is used to check if a Marketing Expense you wish to do is eligible or not.

3. New Request button
 - Via this button, a new Fund Claim or Fund Request can be initiated.

5.2 Marketing budget Overview

The first part in the Marketing section provides an overview of your Marketing Budgets at Renson. Each line in this overview shows you your budget with a Renson Organization for this year. This is called a Partner Fund Allocation in the Partner Portal.



REQUEST AND MANAGE YOUR MARKET DEVELOPMENTS FUNDS

Download the guidelines for applying for marketing budget at Renson [here](#).

Marketing budget Overview Marketing budget Claims / Requests

	Partner Fund Allocation Name ↓	Channel Partner	Company	Amount	Total Reserved	Total Consumed	Available Balance	Year
1	2026 - Renson Outdoor NV - Show Customer	Show Customer	Renson Outdoor NV	EUR 4.175,80	EUR 525,00	EUR 1.248,30	EUR 2.402,50	2026
2	2026 - Renson NV - Show Customer	Show Customer	Renson NV	EUR 3.960,00	EUR 740,00	EUR 615,50	EUR 2.604,50	2026

Per budget you see the following columns:

Field	Meaning
Partner Fund Allocation name	Name of the budget, structured as: Year – Renson organization – Partner name.
Channel partner	The partner account for which the budget can be used.
Company	The Renson organization linked to this budget.
Amount	The marketing budget allocated to your company by Renson.
Total Reserved	Budget temporarily reserved for pending requests or claims. If rejected, this amount becomes available again.
Total Consumed	Budget already used for approved reimbursements or processed marketing material orders (ordered via RIO).
Available Balance	The remaining budget that can still be used for marketing activities.
Calculation: Available budget = Amount – Total reserved – Total consumed	

5.3 New Request button

To start a new Fund Request or Fund Claim, click on the 'New Request' button on the top right corner of the Marketing screen:



Marketing budget Overview									
Marketing budget Claims / Requests									
Partner Fund Allocation Name ↓	Channel Partner ↓	Company ↓	Amount ↓	Total Reserved ↓	Total Consumed ↓	Available Balance ↓	Year ↓		
1 2026 - Renson Outdoor NV - Show Customer	Show Customer	Renson Outdoor NV	EUR 4.175,80	EUR 525,00	EUR 1.248,30	EUR 2.402,50	2026		

From here a new screen will open on which you should first select if you want to request a reimbursement (=Fund Claim) or if you want to request an approval (=Fund Request)

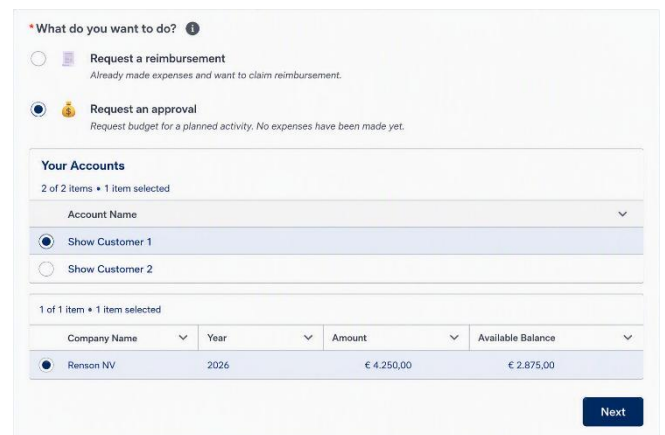
5.3.1 Start From Fund Request

5.3.1.1 Create Fund Request

In this section we will explain how you can check if you can use your marketing budget for a marketing activity before doing an expense.

First, in the 'New Request' screen, select the second option: 'Request an approval'. This option is used to start a Fund Request.

Then, if you have multiple accounts linked to your name, you should select for what account you want to do the request. In this example for 'Show Customer 1'

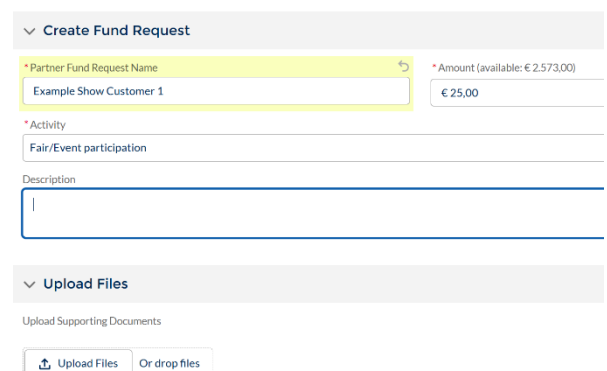


Finally, if you have budget for the selected account, you will be able to select what budget you want to use.

If no budget is available for the account you selected you will get an error message mentioning you have no budget left.

Then you can click 'Next' and you will be redirected to the next screen where you should fill in some fields before submitting your Fund Request:

1. Partner Fund Request Name = Give a clear name to your Request. E.g. Banner for Trade Show
2. Amount = The amount of your budget you would like to use for this Marketing activity
You cannot enter more than your available balance



3. Activity = Marketing Activity the request fits in
Possible activities are:

* Activity

--None--

--None--

Car wrapping

Fair/Event participation

Google Advertising

Publicity (print)

Showroom update

Social media campaign

4. Description = Use description field to provide more information about the request to make sure Renson Marketeer can approve your request
5. Files = You can upload extra files to make the approval easier, but this is not mandatory at this stage.
When you want to submit a Fund Claim (for reimbursement), you are obliged to upload files as evidence.

After clicking 'Finish' on the bottom right the Fund Request is submitted and a Renson employee can approve or reject the Fund Request

Request and Manage your Market Developments Funds

We have received your request for marketing budget approval.

We will review your request. If approved, you can start a request for reimbursement via the Partner Portal.

You can follow-up on the status of your approval request via the Partner Portal -> Marketing -> Marketing budget Claims / Requests.

Thank you.

[Go Back to Marketing Overview](#)

5.3.1.2 Follow up Status of Fund Request

To follow up on your Fund Requests, you should navigate to the Marketing Section in the Partner Portal. Next to the tab Marketing Budget Overview, you can click on the Marketing Budget Claims / Request tab.

Here you can find an overview of all your Fund Claims and Fund Request.
If you scroll down on this tab you will find the table 'My Fund Requests'.

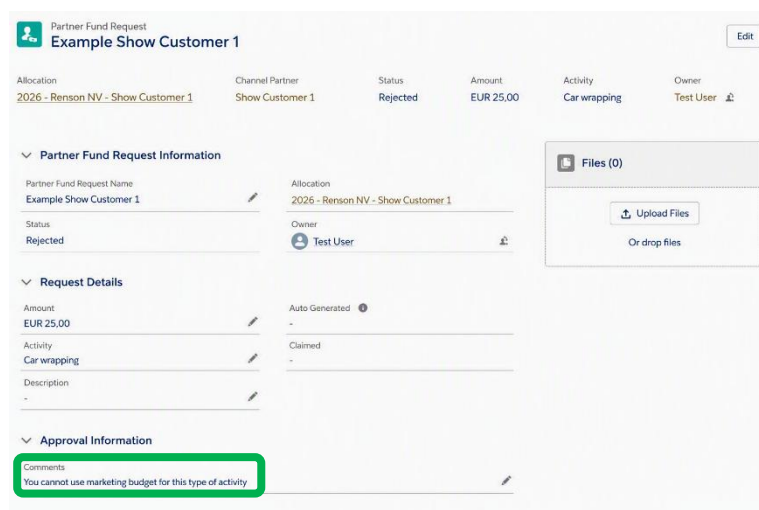
MY FUND REQUESTS								
	Partner Fund Request Name ↑	Allocation	Channel Partner	Status	Amount	Activity	Owner	Last Modified ...
1	Car Wrapping Cobranded	2026 - Renson NV - Show Customer 1	Show Customer 1	Submitted	EUR 5,00	Car wrapping	mdema	9/09/2026 09:55
2	Example Show Customer 1	2026 - Renson NV - Show Customer 1	Show Customer 1	Rejected	EUR 25,00	Car wrapping	mdema	21/09/2026 19:00

Each line in the 'My Fund Requests' table is one fund request.
In the table you can quickly have an overview of all your Fund Requests and their status.
Per Fund Request you see the following columns:

Field	Meaning
Partner Fund Request name	Name of the fund request you entered during creation
Allocation	The budget from which the amount is reserved
Channel Partner	The partner account for which the budget can be used..
Status	Status of the Fund Request: Can be Submitted, Rejected or Approved
Amount	Amount reserved from Budget for this Fund Request
Activity	Activity of Fund Request you use budget for
Owner	Here you can see the owner of the Fund Request. Set to the person who created the Fund Request
Last Modified Date	When was Fund Request last modified

So you can see here if your Fund Request has been approved or Rejected, if it has been Rejected you can click on the 'Partner Fund Request Name' to open details of the Fund Request and there you find all information about the Fund Request, and also the rejection reason

If your request was rejected, you cannot modify the Fund Request or re-apply. You should create a new Fund Request using the 'New Request' button on the Marketing Section.



Partner Fund Request
Example Show Customer 1

Allocation: 2026 - Renson NV - Show Customer 1 | Channel Partner: Show Customer 1 | Status: Rejected | Amount: EUR 25.00 | Activity: Car wrapping | Owner: Test User

Partner Fund Request Information

Partner Fund Request Name: Example Show Customer 1 | Allocation: 2026 - Renson NV - Show Customer 1 | Status: Rejected | Owner: Test User

Request Details

Amount: EUR 25.00 | Auto Generated: - | Activity: Car wrapping | Claimed: - | Description: -

Approval Information

Comments: You cannot use marketing budget for this type of activity

Files (0)
Upload Files
Or drop files

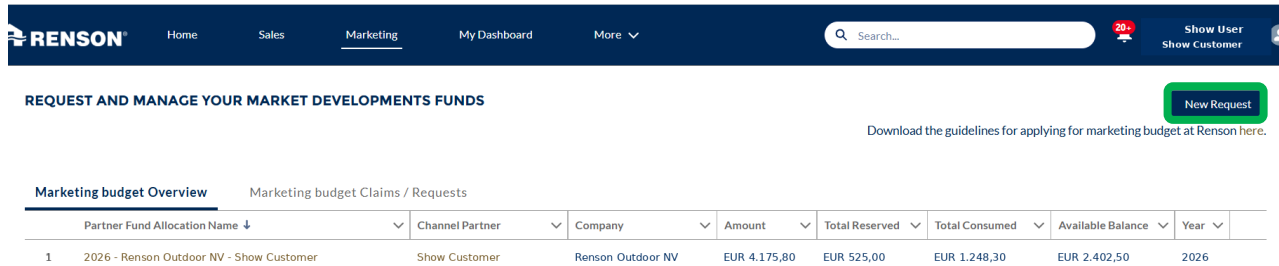
5.3.2 Start From Fund Claim

A Fund Claim is used after completing an eligible marketing activity to request reimbursement of the related marketing expenses.

There are two ways to start a Fund Claim:

1. You can start from already approved Fund Request for which you have now done the real marketing expense
2. You can start without a Fund Request and immediately create a Fund Claim

You should start a Fund Claim from the Marketing section in the Partner Portal



5.3.2.1 Create Fund Claim from Fund Request

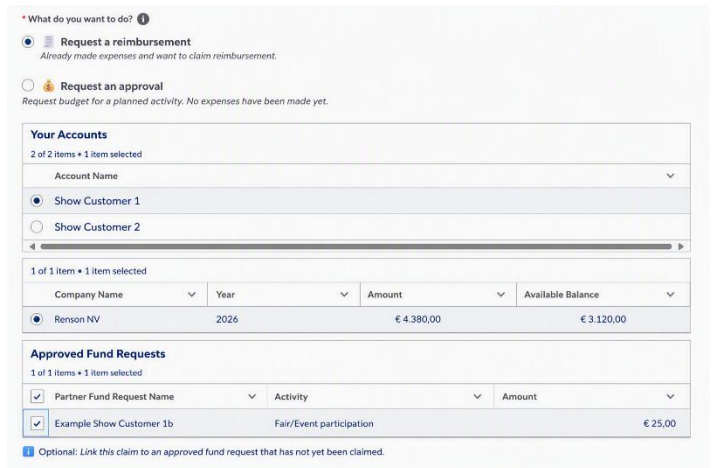
In this section, we will explain how to create a Fund Claim based on an approved Fund Request, after the planned marketing activity has been completed and the related expenses have been incurred.

First, in the 'New Request' screen, select the first option: 'Request a reimbursement'. This option is used to start a Fund Claim.

Then, if you have multiple accounts linked to your name, you should select for what account you want to do the claim. In this example for 'Show Customer 1'.

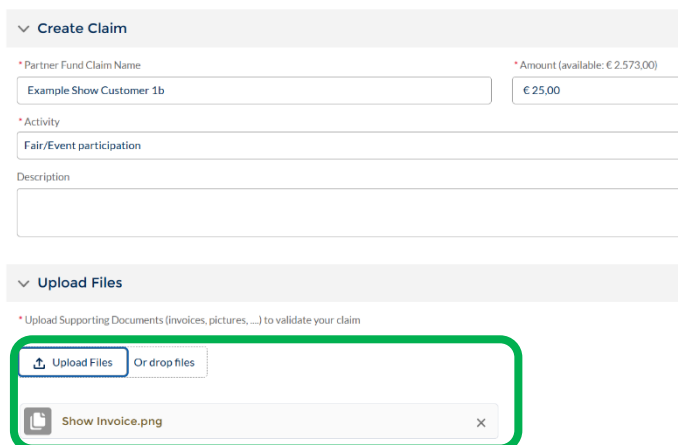
Next, if you have budget for the selected account, you will be able to select what budget you want to use.

Finally, if there exists already an approved Fund Request for that Account and that budget, you will see the Approved Fund Request. Now you can select the Fund Request you want to claim. In this example we want to Claim the Approved Request 'Example Show Customer 1b'.



Then you can click 'Next' and you will be redirected to the next screen where all information from the Fund Request is taken over and you only should upload a file to prove the expense. You can add multiple files here.

After clicking 'Finish' on the bottom right the Fund Request is submitted and a Renson employee can approve or reject the Fund Claim.



Request and Manage your Market Developments Funds

We have received your request for marketing budget reimbursement.

We will review your request. If approved, you will be issued a credit note as reimbursement.

You can follow-up on the status via the Partner Portal -> Marketing -> Marketing budget Claims / Requests.

Thank you.

[Go Back to Marketing Overview](#)

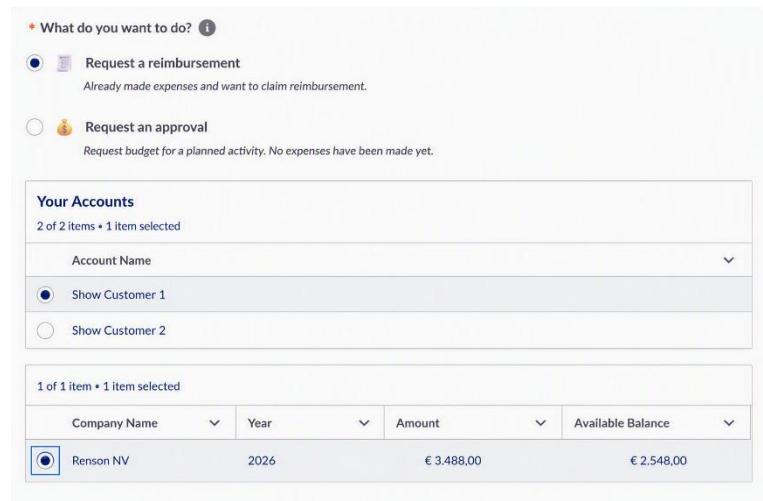
5.3.2.2 Create Fund Claim without Fund Request

In this section, we will explain how to create a Fund Claim after the planned marketing activity has been completed and the related expenses have been incurred, but when you did not start from a Fund Request

First, in the 'New Request' screen, select the first option: 'Request a reimbursement'. This option is used to start a Fund Claim. Then, if you have multiple accounts linked to your name, you should select for what account you want to do the claim. In this example for 'Show Customer 1'

Next, if you have budget for the selected account, you will be able to select what budget you want to use.

Finally, if there exists already an approved Fund Request for that Account and that budget, you will see the Approved Fund Request. In this case we don't have a Fund Request yet so we do not see an Approved Fund Request and should start a Fund Claim directly.



What do you want to do?

☒ Request a reimbursement
Already made expenses and want to claim reimbursement.

☐ Request an approval
Request budget for a planned activity. No expenses have been made yet.

Your Accounts
2 of 2 items • 1 item selected

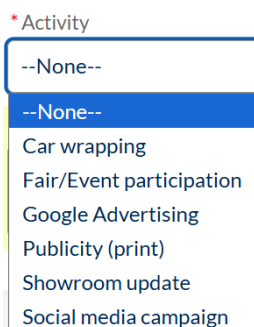
Account Name
☒ Show Customer 1
☐ Show Customer 2

1 of 1 item • 1 item selected

Company Name	Year	Amount	Available Balance
☒ Renson NV	2026	€ 3,488.00	€ 2,548.00

Then you can click 'Next' and you will be redirected to the next screen where you should fill in the required fields on the Fund Claim and Upload a file to prove the Marketing Expense.

1. Partner Fund Claim Name = Give a clear name to your Request. E.g. Banner for Trade Show
2. Amount = The amount of your budget you used for this Marketing activity
You cannot enter more than your available balance
3. Activity = Marketing Activity the claim fits in
Possible activities are:



* Activity

--None--

--None--

Car wrapping

Fair/Event participation

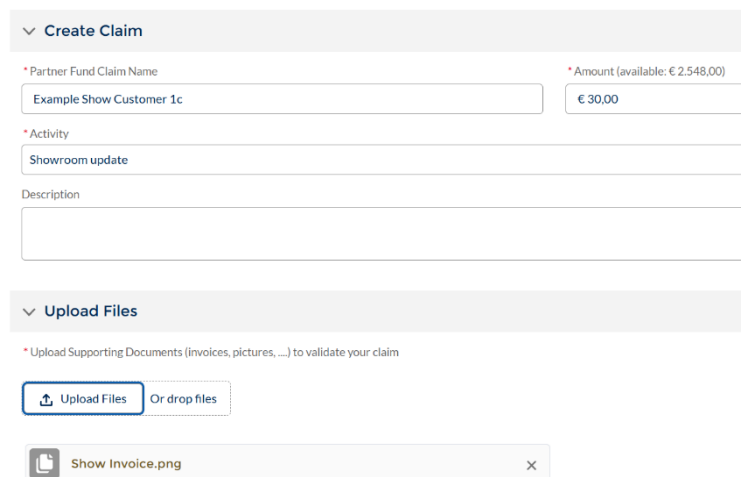
Google Advertising

Publicity (print)

Showroom update

Social media campaign

4. Description = Use description field to provide more information about the request to make sure Renson Marketeer can approve your request
5. Files = You need to upload extra files for a Renson Employee to be able to approve this claim. For example the invoice and prove of the marketing activity.



▼ Create Claim

* Partner Fund Claim Name
Example Show Customer 1c

* Amount (available: € 2,548.00)
€ 30.00

* Activity
Showroom update

Description

▼ Upload Files

* Upload Supporting Documents (invoices, pictures, ...) to validate your claim

Upload Files Or drop files

Show Invoice.png

After clicking 'Finish' on the bottom right the Fund Request is submitted and a Renson employee can approve or reject the Fund Claim

Request and Manage your Market Developments Funds

We have received your request for marketing budget reimbursement.

We will review your request. If approved, you will be issued a credit note as reimbursement.

You can follow-up on the status via the Partner Portal -> Marketing -> Marketing budget Claims / Requests.

Thank you.

[Go Back to Marketing Overview](#)

5.3.2.3 Follow Up on Fund Claim

To follow up on your Fund Claims, you should navigate to the Marketing Section in the Partner Portal. Next to the tab Marketing Budget Overview, you can click on the Marketing Budget Claims / Request tab.

Here you can find an overview of all your Fund Claims and Fund Request.

The first table you see on this tab is 'My Fund Claims'

Marketing budget Overview Marketing budget Claims / Requests									
MY FUND CLAIMS									
	Partner Fund Claim Name ↑	Channel Partner	Request	Status	Amount	Claim Type	Owner	Last Modified Date	
1	POS Order Through RIO	Show Customer 1	POS Order Through RIO	Paid	EUR 5,00	Order		20/08/2026 19:43	
2	Example Show Customer 1	Show Customer 1	Example Show Customer 1	Submitted	EUR 25,00	Credit Note	mdema	21/09/2026 19:41	

Each line in the 'My Fund Claims' table is one fund claim.

In the table you can quickly have an overview of all your Fund Claims and their status.

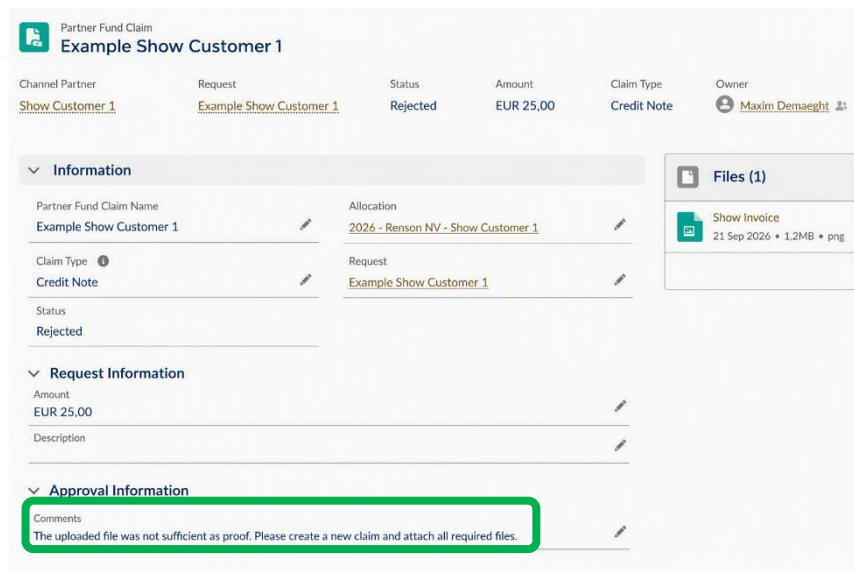
Per Fund Claim you see the following columns:

Field	Meaning
Partner Fund Claim name	Name of the fund claim you entered during creation
Channel Partner	The partner account for which the budget can be used..
Request	The original Fund Request, if you did not start from a Fund Request, the system will automatically set this equal to the Fund Claim Name
Status	Status of the Fund Claim: Can be Submitted, Rejected, Approved or Paid
Amount	Amount reserved from Budget for this Fund Claim, if the Claim has status paid this amount will be Consumed from the budget
Claim Type	Claim can be a Credit Note, or Order Order Claim Type is used to indicate a POS marketing expense coming from RIO

Field	Meaning
Owner	Here you can see the owner of the Fund Request. Set to the person who created the Fund Request
Last Modified Date	When was Fund Request last modified

So you can see here if your Fund Claim has been approved Rejected or Paid, if it has been Rejected you can click on the 'Partner Fund Claim Name' to open details of the Fund Claim and there you find all information about the Fund Claim, and also the rejection reason

If your Claim was rejected, you cannot modify the Fund Claim and re-apply. You should create a new Fund Claim using the 'New Request' button on the Marketing Section.



5.4 Marketing Order Through RIO

The **Fund Request** and **Fund Claim** processes described above are used to request and reimburse marketing activities, such as events, local campaigns, advertising initiatives, or other eligible marketing investments.

If you want to order **POS (Point of Sale) material**, you should continue using **RIO**. The Partner Portal is not used to create POS material orders.

5.4.1 How are POS Orders linked to your Marketing Budget

Although POS material orders are still placed through RIO, the associated costs can be charged against your marketing budget.

To provide a complete overview of all budget usage, these POS orders will also be displayed in the Partner Portal and deducted from your available marketing budget.

As a result, your Marketing Budget Overview includes both:

- Marketing activities submitted through Fund Requests and Fund Claims
- POS material orders placed through RIO

5.4.2 Where can you find your POS Orders

In the Marketing tab, navigate to Marketing Budget Claims / Requests.

Under the My Fund Claims table, you may see records with the Claim Type = Order.

Marketing budget Overview

Marketing budget Claims / Requests

MY FUND CLAIMS

	Partner Fund Claim Name 		Channel Partner		Request		Status		Amount		Claim Type		Owner		Last Modified Date	
1	POS Order Through RIO		Show Customer 1		POS Order Through RIO		Paid		EUR 5,00		Order				20/08/2026 19:43	
2	Example Show Customer 1		Show Customer 1		Example Show Customer 1		Submitted		EUR 25,00		Credit Note		mdema		21/09/2026 19:41	

These records represent:

- POS material orders that were placed through RIO
- Orders that are shown in the Partner Portal for budget transparency and tracking purposes

Note: Claims with the type Order are automatically created based on POS orders placed in RIO. They do not need to be submitted or managed through the Partner Portal.

6 Portal Navigation



6.1 Homepage

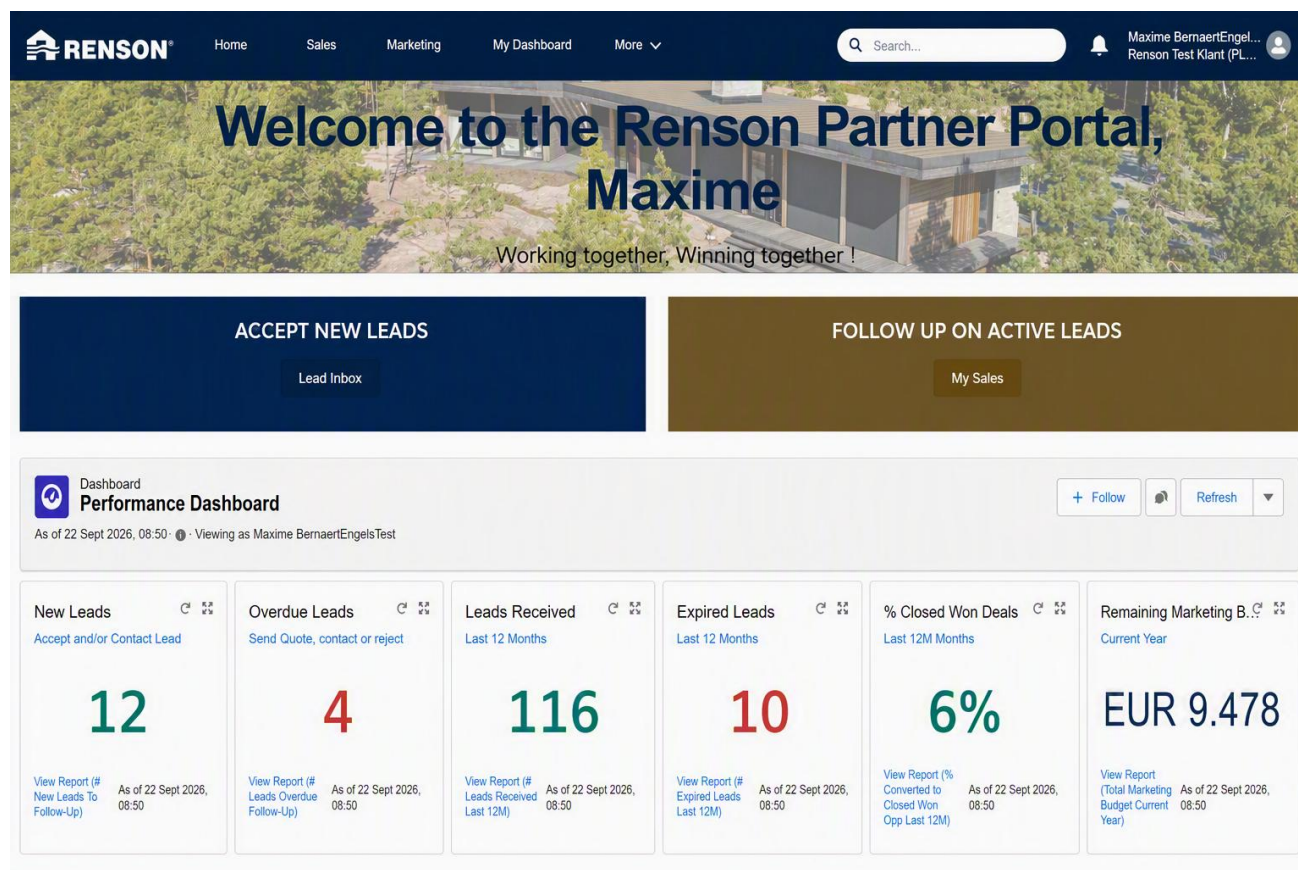
When logging in to the Renson Partner Portal, you will always be sent to the Homepage.

On the homepage you can find two action buttons:

1. Accept New Leads -> When clicking on this button you are redirected to all new Leads to be accepted
2. Follow up on active leads -> by clicking on this you will be redirected to all Active Leads that need follow up

Under that you will find a dashboard giving some main insights:

1. Number of New Lead you should Accept and/or Contact
2. Number of Overdue Leads that you should send a quote to, contact or reject
3. Number of Leads received the last 12 months from Renson
4. Number of Expired Leads you did not follow up in time
5. % Closed Won Deals in the last 12 months
This is the % of Leads that in the past 12 months resulted in an order
6. Remaining Marketing Budget you have available



Welcome to the Renson Partner Portal, Maxime
Working together, Winning together !

ACCEPT NEW LEADS
Lead Inbox

FOLLOW UP ON ACTIVE LEADS
My Sales

Dashboard Performance Dashboard
As of 22 Sept 2026, 08:50 - Viewing as Maxime BernaertEngelsTest

New Leads	Overdue Leads	Leads Received	Expired Leads	% Closed Won Deals	Remaining Marketing Budget
12	4	116	10	6%	EUR 9.478

6.2 My Sales

Under this section of the Partner Portal you will find:

1. My Leads
2. My Opportunities
3. My Activities
4. My Closed Leads & Opportunities

6.2.1 My Leads

The 'My Leads' section contains two tables:

1. My New & Accepted Leads

All leads you should accept and contact first

My Leads | My Opportunities | My Activities | My Closed Leads & Opportunities

MY NEW & ACCEPTED LEADS [Create New Lead](#)

Below you find your **New & Accepted Leads**
Please note: if you do not log an activity in the follow-up pane of the lead within 7 days, the lead will be removed from your account.

	Name ↑	Lead Status	Priority Label	Product Group	Follow-up ...	Lead Source	Dealer Account
1	Dieter Vlamynck	To Accept	Low	Outdoor Terrace Coverings	6 days	Campaign	Renson Test Klant (PL10-EUR-NL)
2	Elias Van Den Abele	To Accept	Low	Sun Protection Screens for Existing Windows	6 days	Campaign	Renson Test Klant (PL10-EUR-NL)

2. My Active Leads.

Meaning all leads that you have accepted and on which you have registered a follow up activity.

MY ACTIVE LEADS

Below you find your **Active Leads**

	Name ↑	Lead Status	Priority Label	Product Group	Lead Source	Dealer Account
1	Alex Duyck	Active	Low	Carports	Campaign	Renson Test Klant (PL10-EUR-NL)
2	Andres Vanderheeren	Active	Low	Sun Protection Screens for Existing Windows	Campaign	Renson Test Klant (PL10-EUR-NL)

6.2.2 My Opportunities

Once a quote is linked to the lead, we no longer speak of leads but “opportunities”. The information is moved from the My Leads tab to the My Opportunities tab under “My Sales” Cf screenshot below:

My Leads

My Opportunities

My Activities

My Closed Leads & Opportunities

Below you find your **Open Opportunities**

MY OPPORTUNITIES

	Opportunity Name 	Stage 	Product Group 	Dealer Account 	Number of Quotes 	Close Date 
1	null Scenario 3: KU Training	Proposal	Outdoor Terrace Coverings	Renson Test Klant (PL10-EUR-NL)	1	16/06/2026
2	Test Lead 3	Proposal	Outdoor Terrace Coverings	Renson Test Klant (PL10-EUR-NL)	1	30/06/2026
3	Test Training session 1a	Proposal	Outdoor Terrace Coverings	Renson Test Klant (PL10-EUR-NL)	1	17/06/2026
4	test Translations NL	Proposal	Outdoor Terrace Coverings	Renson Test Klant (PL10-EUR-NL)	1	27/06/2026

6.2.3 My Activities

Gives you an overview of all your registered activities grouped by active and completed.

6.2.4 My Closed Leads & Opportunities

This pages gives you an overview of all Closed Leads (closed in the Active stage) and Opportunities (closed in the Proposal stage).

My Leads

My Opportunities

My Activities

My Closed Leads & Opportunities

MY CLOSED OPPORTUNITIES

	Opportunity Name ↑	Stage	Product Group	Dealer Account	Close Date
1	null Scenario 1: KU Training	Closed Won	Outdoor Terrace Coverings	Renson Test Klant (PL10-EUR-NL)	12/05/2026
2	null Scenario 4: KU Training	Closed Won	Outdoor Terrace Coverings	Renson Test Klant (PL10-EUR-NL)	18/05/2026
3	null Test KUs	Closed Won	Outdoor Terrace Coverings	Renson Test Klant (PL10-EUR-NL)	11/05/2026
4	Scenario 2: KU Training	Closed Won	Outdoor Terrace Coverings	Renson Test Klant (PL10-EUR-NL)	9/06/2026
5	Test Lead	Closed Won	Outdoor Terrace Coverings	Renson Test Klant (PL10-EUR-NL)	28/05/2026
6	Test Opportunity	Closed Won	Outdoor Terrace Coverings	Renson Test Klant (PL10-EUR-NL)	5/05/2026
7	TTest Scenario form RIO	Closed Won	Outdoor Terrace Coverings	Renson Test Klant (PL10-EUR-NL)	29/05/2026

7 Support

The Support pages links directly to our professional Renson website, where you can find all available support and information : <https://renson.net/nl-be/pro/partnerportal>