

HOME PAGE

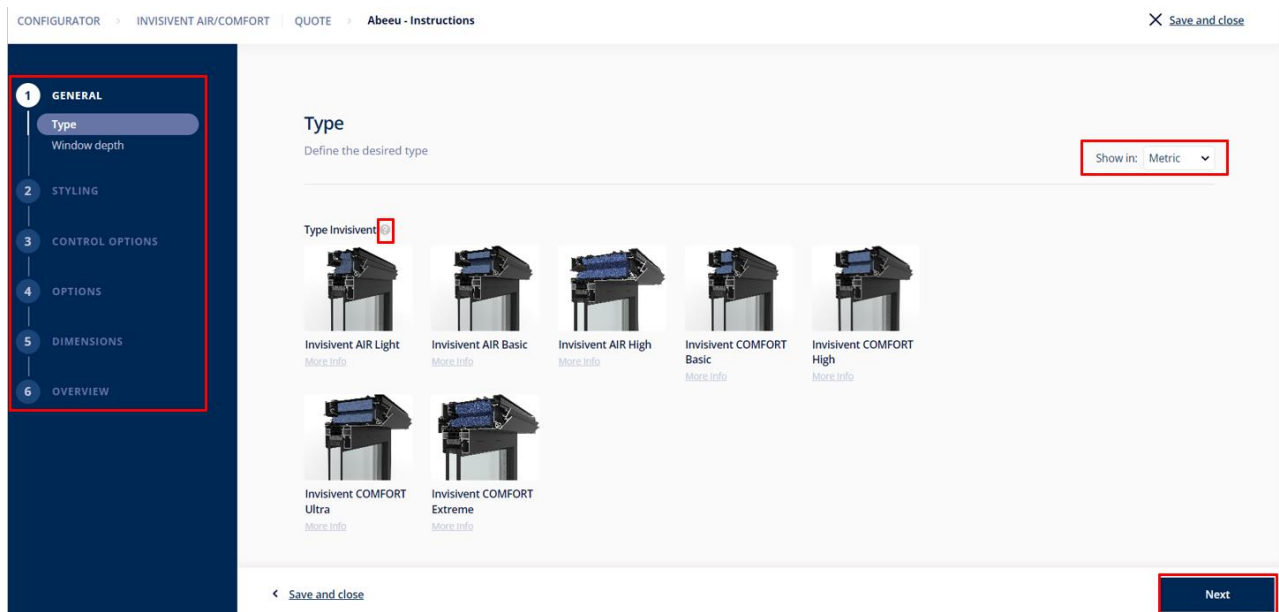
The homepage or dashboard will provide an overview of the main actions within RIO. It allows for a very quick visual and transparent start of your day within RIO.

The screenshot shows the RIO dashboard homepage. At the top, there is a dark blue navigation bar with the Renson logo on the left and navigation links: Dashboard, My projects, Conversations (with a notification bell icon), Info, and Support. On the right of the navigation bar, the user's profile 'TU Test User' is visible. Below the navigation bar, there are three main action buttons: 'New Quote', 'New Order', and 'New Service request'. The main content area starts with a welcome message 'Welcome back, Test User'. Below this, there are two main sections. The first section, 'Overview of your files', contains three cards: 'Quotes expiring soon' (3), 'Open orders' (176, with a sub-note '1 Blocked for payment'), and 'Open Service requests' (1). The second section, 'Status', contains four cards: 'Quotes Draft' (68), 'Quotes Under review' (25), 'Orders Draft' (36), and 'Orders Picking & packing' (0). On the right side, there is a 'Conversations' panel showing a list of recent messages with details like sender, subject, and date. A 'Go to my conversations' link is at the bottom of this panel. Red boxes and numbers 1 through 9 are overlaid on the image to highlight specific elements: 1 points to the search bar, 2 to the navigation bar, 3 to the notification bell, 4 to the 'New Quote' button, 5 to the 'New Order' button, 6 to the 'New Service request' button, 7 to the 'Overview of your files' section, 8 to the 'Status' section, and 9 to the 'Conversations' panel.

1. Search bar (e.g. Project ID, reference,..)
2. Overview buttons
 - a. "Dashboard" button will take you to your homepage
 - b. "My Projects" will bring you to an overview page of all your items.
 - c. "Conversations" takes you to the overview of all conversations related to your items.
 - d. The "Info" button takes you to a page with an overview of the current lead times.
 - e. "Support" button takes you to a page with RIO manual and tutorial videos
3. The bell indicates how many new order notifications you have. This functionality allows you to view changed delivery or departure dates, for example.
4. "New Quote" will allow you to start a Quote
5. "New Order" will allow you to start an order, without having made a quote first.
6. "New service request" allows you to register a complaint, request intervention or make a notification to Renson regarding a problem.
7. The files overview gives you a quick look at open cases on your account.
8. The Status overview will show your files and its statuses.
9. The conversations box shows you an overview of the most recent conversations on items for which there are messages.

CONFIGURATION

If you want to add a configurable item to your basket in your quotation/order process in the product selection step, you are guided by a handy configurator through the product configuration in a few convenient steps. You can first define all the general parameters and conclude with the dimensions.



1. The configuration toolbar guides you through your configuration in several steps.
2. The question mark provides more information when you click on it for that respective question.
3. It is easy to switch between metric and imperial dimensions if needed.
4. You can quickly proceed or return within your configuration by pushing these buttons

ORDER/QUOTE OVERVIEW

Within "My Projects" it is easy to follow up your quotes, orders and any information related to your projects.

The screenshot shows the 'Abeeu - Manual' quote overview page. At the top, a green notification box (6) states: "Your quote has been confirmed. [click here](#) to order". The page is divided into several sections:

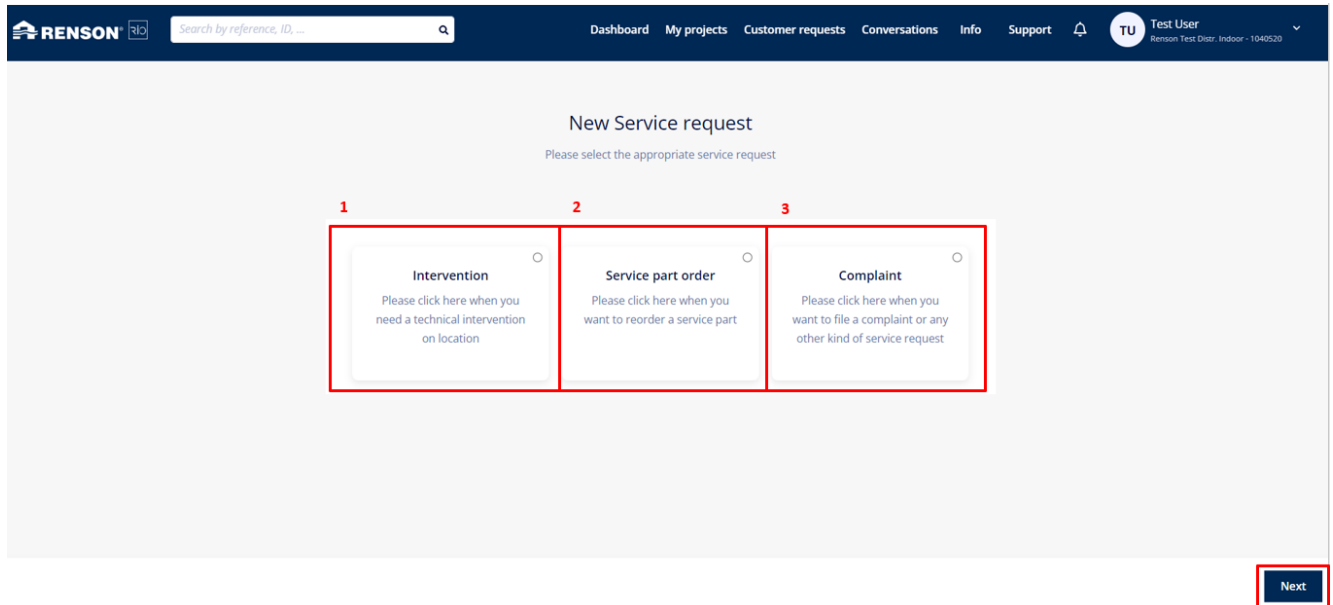
- 1 General information**: A tab at the top left.
- Quote information**: Includes Customer (Renson Test Klant (DP Del.)), Project (Abeeu), Created by (Test User), RIO ID (AA00171476), Document ID (20053883), and Documents (Quote request (.pdf), Quote (.pdf), Generate sales quote (.docx)).
- Invoice information**: Includes Invoice address (Renson Test Klant (DP Del.), Maalbeekstraat 10, 8790 Waregem, Belgium), VAT number (BE0462152837), Payment terms (Prepayment: 100 % before shipment), and General sales conditions (Click here for the general terms and conditions of sale).
- Pricing information**: Includes Net subtotal (excl. VAT) € 1.323,30, VAT (21%) € 277,89, and Net total (incl.VAT) € 1.601,19.
- 4 Pickup information**: Includes Pickup address (Renson Ventilation (Maalbeek), Maalbeekstraat 6, 8790 Waregem, Belgium).
- 5 History**: A timeline showing the quote's status: 27/11/2023 17:19 (TEST USER) Quote created, 28/11/2023 10:10 (ANNELEES BEEUWSAERT (RENSON)) Requested, and 28/11/2023 10:12 Valid.

1. Under 'General Information' you will find the overview of all non-product related details of your quote or order, grouped into 'Quote Information', Invoice Information, Pricing Information and Delivery Information.
2. Document ID is the document number, given this example is a quotation overview, the Document ID is the quotation number.
3. Here you can find all documents concerning your quotation or order. As it concerns a quotation, you can find the quote request and validated quote here. You can also generate a sales quote with gross prices only.
4. Here you will find all delivery information.
5. Under 'History' you can see when your quote or order reached a specific status.
6. The green button allows you to convert the quotation into an order. Be aware that this is a final decision. As long as the quotation is pending, the green button will not appear.

SERVICE REQUEST FLOW

Every service request can be started and closely monitored in RIO.

When starting a new service request from the dashboard, you get 3 service options



1. Intervention: there are no defective parts, but you would like on-site assistance from a Renson Technician
2. Order service parts: there is a problem with a part, requiring a replacement part
3. Complaint: you have a complaint without needing replacement parts or you do not know exactly how to solve the problem.

Usually your service request will fit under 'Order service parts'.

Some examples:

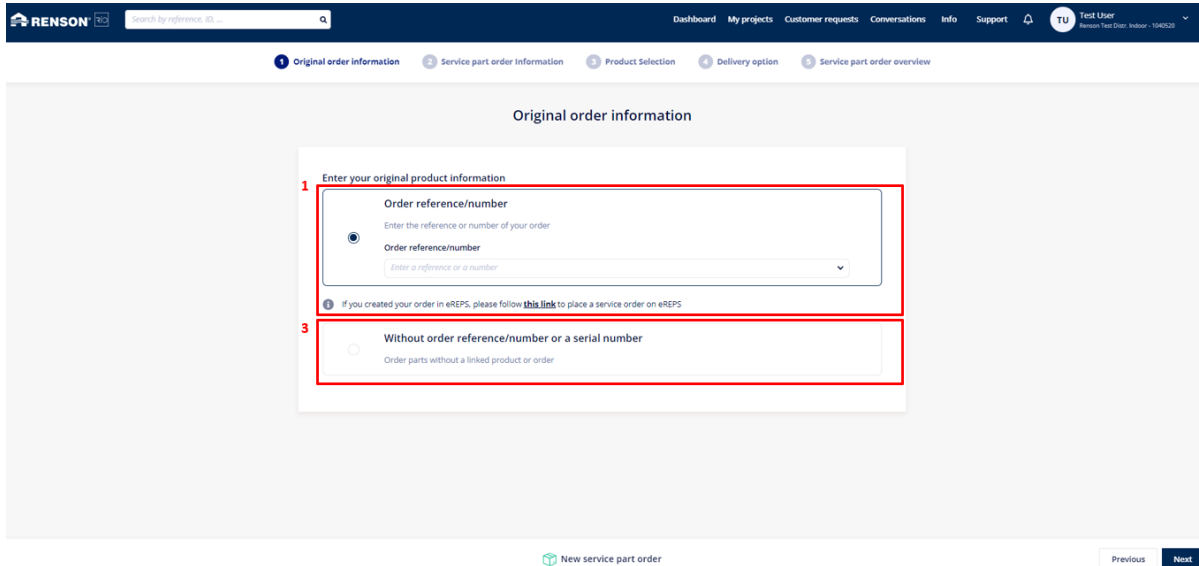
- The packaging was delivered damaged, but the product was not damaged: file a complaint.
- The packaging and product were delivered damaged: order the product again via "order service parts". Because you can quickly recall the original product configuration in RIO, this is efficient.
- The product breaks down during installation or after use. Analyze the problem and quickly order the broken part to carry out the repair.

Confirm your selection with the "next" button.

Depending on your customer profile, you will be taken to the Indoor (ventilation, sun protection, and façade cladding products) or Outdoor environment. Are you a customer in both environments? Then you will be asked in which environment you want to make a service request.

Indoor environment:

Ordering service parts can be started in different ways.

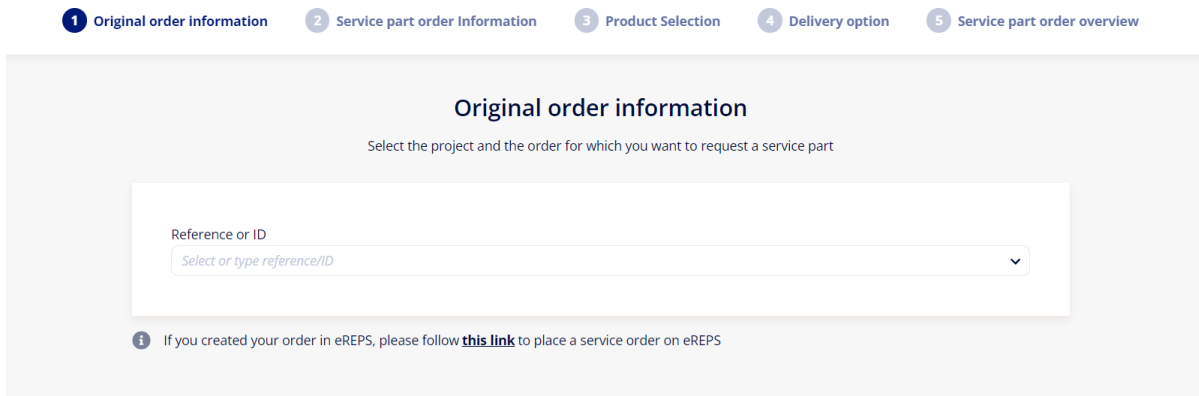


1. Based on the original order reference/number: We link your request to the original order and you will see the original order.
2. Based on serial number: we check your serial number eligibility and display the original order line properties.
3. Without order reference/number or serial number: you want to order service parts and you have no reference or it was not recognized. Add any product info or unrecognized serial number to the problem description.

For orders not started in RIO, a link will redirect you for alternative entry.

Outdoor environment:

Orders for service parts can be started on the original order



For orders not started in RIO, you will be directed via a link for alternative entry.