



Dear customer,

First of all, we wish you and your family a fantastic 2021!

At the start of this new year the time has finally come: **the launch of the new RIO ordering platform for all Renson Outdoor customers**. In recent months we have already informed you extensively about RIO and the associated way of working. At the bottom of this communication, you can read all the information again so that you can be prepared for the launch of RIO.

## Start with RIO



In the next 24 hours you will receive an e-mail containing your personal RIO activation link. **Via this link you will have direct access to the new RIO tool** with which you can start to request quotations and enter orders.

***You don't have an e-REPS account today but would like to obtain a RIO account? Or did you not receive the RIO activation e-mail before Tuesday 5 January (09:00 CET)?***

Then you can register [here](#) for a Renson (and RIO) account. Once your Renson account has been set up, you can [log in to RIO](#) and ask for further access for your company. We will then get to work to activate your RIO account. You will receive a confirmation email as soon as this is completed.

## Service requests in RIO



New Service request

Because our long-term goal with RIO is to offer everything on one platform, **your service requests** on the Outdoor products will be handled **by RIO** as of today.

For all **products delivered before 31 December 2020**, you will **still be redirected via RIO to e-REPS** for the selection of service parts. You can then follow up the order further in RIO.

### *Important information on processing and delivery times*

**Stocked service parts that don't require machining** will be delivered immediately after ordering. Due to the start-up of our new production site, the delivery time for the **configurable service parts** will temporarily be longer than usual.

Order configurable service parts	Latest delivery date
Before 31 December 2020	End of February
During January and February	End of March

In the **week of January 18<sup>th</sup>**, you will receive more information about the **renewed service request possibilities in RIO** (Intervention, Service part order, Complaint).

### **Missed our previous communications?**

You can always find all useful information about RIO and our new way of working [here](#).

We also strongly recommend that you follow the RIO Basic Training Webinar. Have you not yet been able to follow it? Then do not hesitate to register [here](#).

The launch of a new digital ordering platform is an exciting step for you and for Renson. Over the past few months, we have done our utmost to make this run as smoothly as possible for you.

If, despite all the efforts, there are inevitable inconveniences, we would like to apologize in advance. But in any case, you can always call on the RIO Hotline and your Renson Outdoor team who will do their utmost to support you.

Let's go for it together!

**Paul Renson**