

Agoraplus V3 User Guide

<http://www.agoraplus.com>

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1 FOREWORD

1.1. PURPOSE OF THIS DOCUMENT

The purpose of this document is to provide quick start support for AGORA PLUS V3 users.

It is not intended to replace the various help and support portals set up by AGORA SAS. For more information and assistance, please contact support directly at support@agoraplus.com

1.2. DOWNLOAD AND UPDATE

If your organization allows you to install the application on your workstation, you can install the application directly by clicking on:

<https://agorav3.agoraplus.com/solmis.client.agora.application>

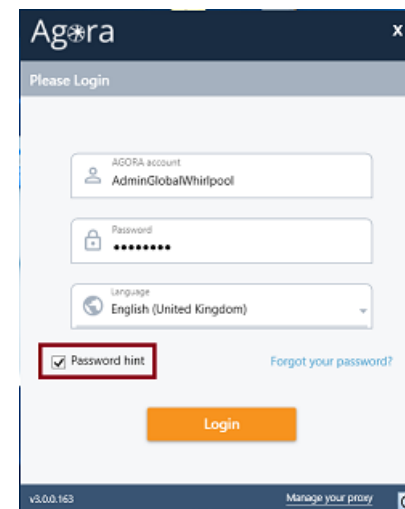
If your organization does not allow you to download the application in this way, you can save the following zip file:

<http://agorav3.agoraplus.com/zippedinstall/install.zip>

Then, simply extract the files from this archive, then click on « setup » to launch the application.

1.3. USE OF THE APPLICATION AND LOGIN

No information is saved on your computer other than your login information. If your computer is shared, we recommend that you don't save your connection information by unchecking the box provided for this purpose on the authentication test pattern.



2 ORGANISATION OF THE WORKSPACE

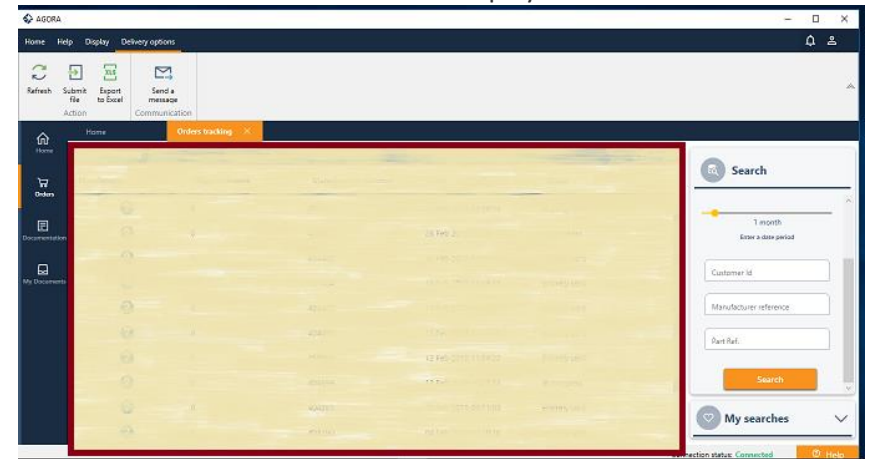
The AGORA PLUS v3 workspace is divided into five distinct areas whose functions are the same during your use.



Picture 1: Workspace

2.1. THE WORK PAGE

The central space is the widest part of the application. It is the space where search results, reports to be completed or documents to be consulted will be displayed.



Picture 2: Work page

2.2. THE BANNER

The functions displayed in the banner are contextual, i.e. they are linked to the object category handled in the active work page.

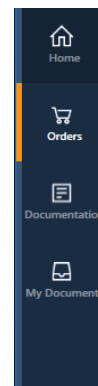
Example: when choosing the documentation, the banner will show the functions related to the documentation.

NB: the functions are greyed out when they are not accessible.



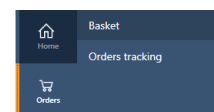
Picture 3: Banner

2.3. THE NAVIGATION BAR



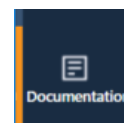
It allows you to choose a category of object to manipulate in the workspace.

Picture 4: Nav Bar



This bar can propose sub-menus, the category "Orders" proposes a sub-menu.

Picture 5: Sub-menu
Order



The « active » category in the work page can be identified by an orange vertical bar.

Picture 6 :
Active category

2.4. THE TABS

As soon as a category is selected, a new work page is opened and a new tab is automatically added.

The active tab is orange.

CAUTION :
THE TAB DATA ARE ONLY UPDATED WHEN THE PAGE IS CREATED AND NOT AT EACH TIME IT IS SELECTED.

For example, if you validate an order in the work page, but an order tracking tab is already open, the order status will not be updated in this tab.

You will need to click on the "Refresh" button in the banner to update the status of the orders.



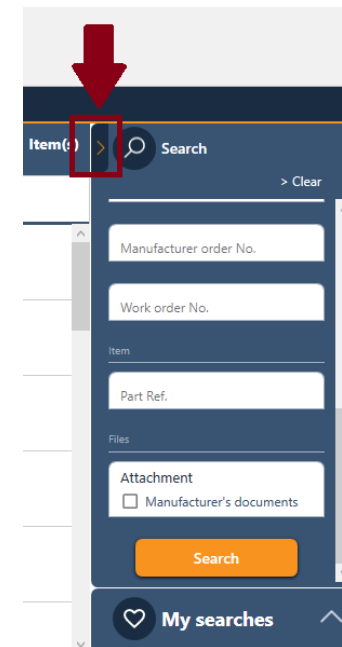
Picture 7 : Tabs

2.5. THE SEARCH BAR

To the right of the workspace, if a list is present in the workspace or if a search is required (a product reference for example), a search bar / filter space appears.

An arrow at the top left of the search bar allows you to fold it up.

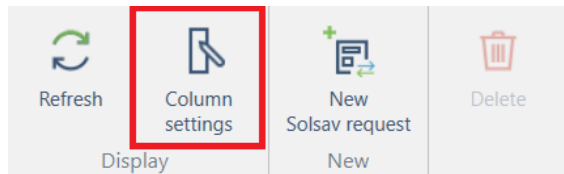
Depending on the type of search, different filters are available to refine the search.



Picture 8 : Search bar

2.6. LISTS – COLUMN SETTINGS

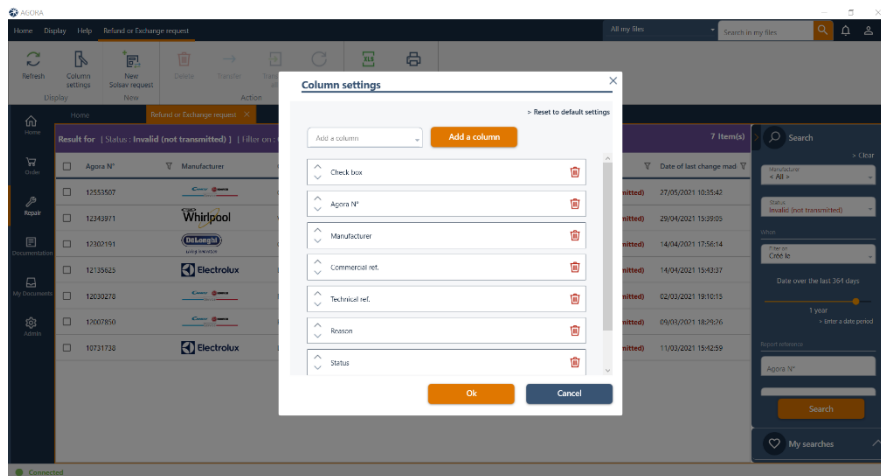
In all the lists of the application (e.g.: list of repair files, order tracking...), the "Column settings" functionality is present in the banner:



By clicking on this feature, a pop-up window appears with all the column references in the list.

It is then possible to adapt the display of the columns to your liking.

(delete columns, move columns, add columns).



3 HOME PAGE

3.1. HOW TO USE THE FEATURES OF THE HOMEPAGE?

The home page displays important information and allows quick access to certain features.

Five cards make up the homepage:

- Viewing news and services newsletters
- New work orders (only for authorised users)
- Warranty reports to be updated (only for authorised users)
- Refund or Exchange requests (only for authorised users)
- Current orders
- Statistics of orders by manufacturer
- News feed from AGORA
- Saved Requests

The screenshot displays the AGORAPLUS V3 Home page. The interface includes a top navigation bar with links like Home, Display, and Help, and a sidebar with icons for various functions. The main content area is organized into several cards:

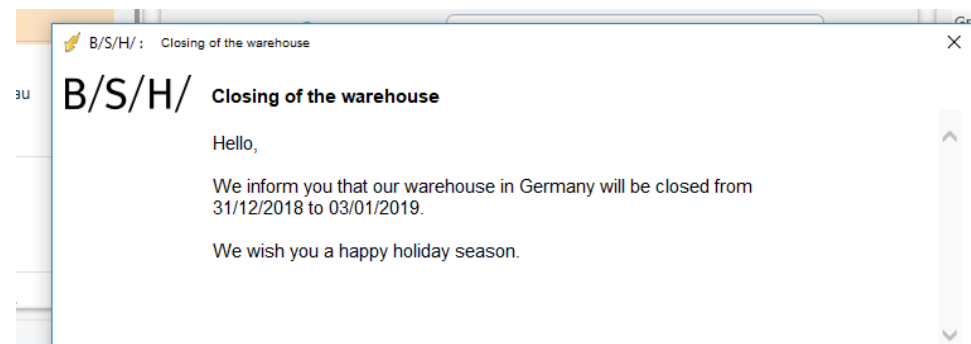
- News / Bulletin services:** A section for viewing news and newsletters.
- New work orders (22):** A table showing work orders with columns for Work order No., Contractor, City, Family prod., and Action. It lists two work orders for ELECTROLUX.
- Warranty reports to be updated (200):** A table showing warranty reports with columns for Warranty N°, Manufacturer, Brand, Family, and Status. It lists several reports for Moulinex, Tefal, and Knips.
- Refund or Exchange request (0):** A section for managing refund or exchange requests.
- Current Orders (3):** A table showing current orders with columns for Agora ord., Manufacturer, Customer order No., and Status. It lists three orders for Eberhardt.
- Order by manufacturer:** A section showing a pie chart representing the distribution of orders by manufacturer, with 33% in red and 67% in blue.
- AGORA news feed:** A section showing a news item from AGORA SAS dated 12:13 Sep 7, with a link to a website.
- My saved requests:** A section showing a list of saved requests with columns for request ID, description, and status.

Picture 9: Home page

Viewing news and services newsletters



Some high priority newsletters will be listed in this card by manufacturer. News and flashes will also appear in this card. By double clicking on the line of a bulletin or news service, a pop-up will be displayed allowing access to the associated complete message.



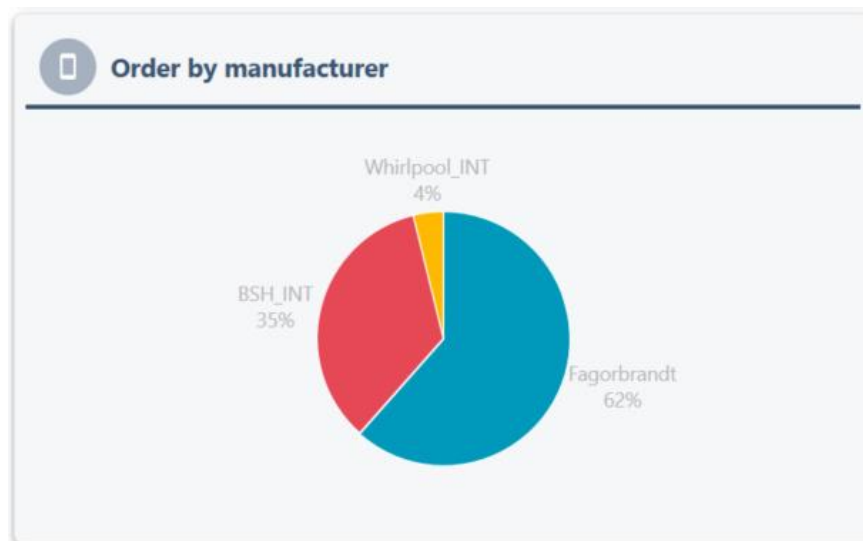
Current orders

Current Orders (26)			
Agora ordi	Manufacturer	Customer order No.	Status
1344254	Brandt <small>Pour tous les jours et même les autres.</small>		Transmitting
1344253	Brandt <small>Pour tous les jours et même les autres.</small>		Transmitting
1344252	B/S/H/	254465	In progress
1344251	Brandt <small>Pour tous les jours et même les autres.</small>		Transmitting
1344250	Brandt <small>Pour tous les jours et même les autres.</small>		Transmitting
	Brandt		

The 'Current orders' card allows you to list all your current orders. By double clicking on an order line, the order will open in a new tab.

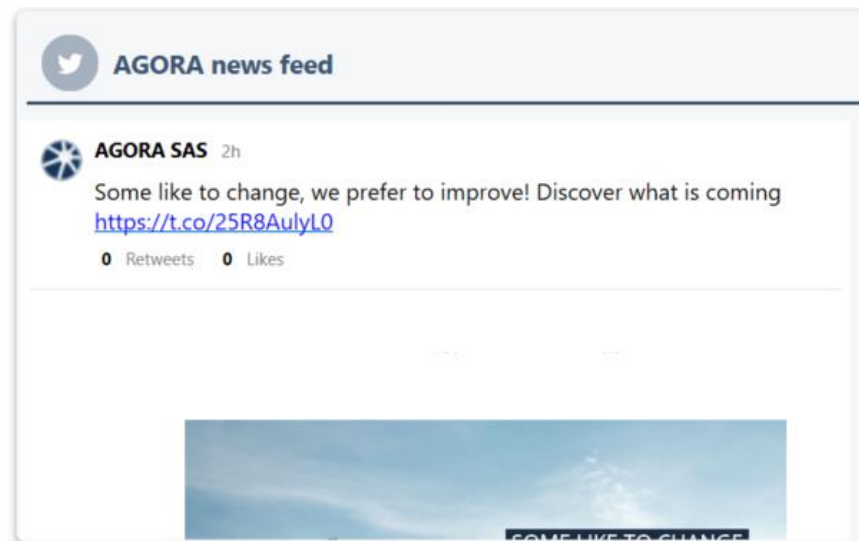
Statistics of orders by manufacturer

A diagram allows you to instantly view the percentage of orders placed for each manufacturer.



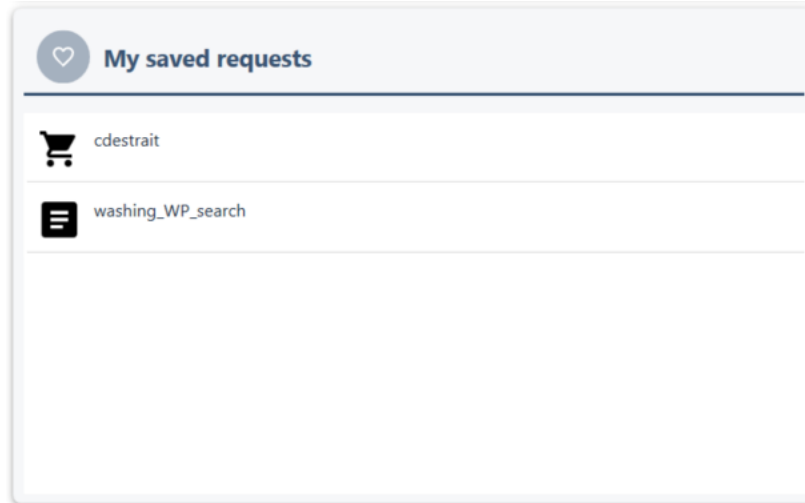
News feed from AGORA

Keeps you informed about all the news about your AGORA program.



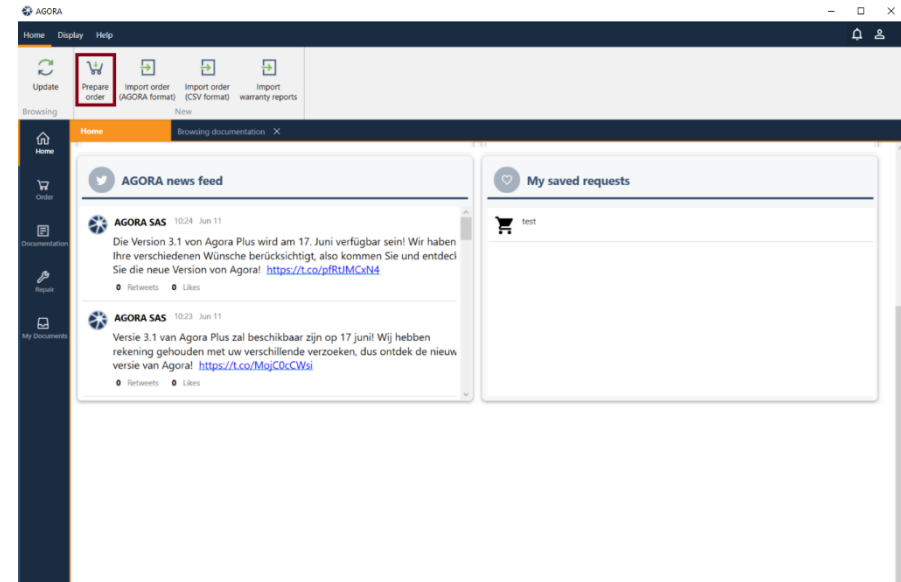
My saved requests

Allows quick access to a document search or previously saved orders.
By double clicking on one of these searches, the documentation screen or orders are displayed filtered on the selected search.



3.2. THE « PREPARE ORDER » ACTION BUTTON

The « Prepare order » button is directly accessible from the home page.



This action allows you to create a list of parts that can be added to the basket.

4 ORDERS CATEGORY

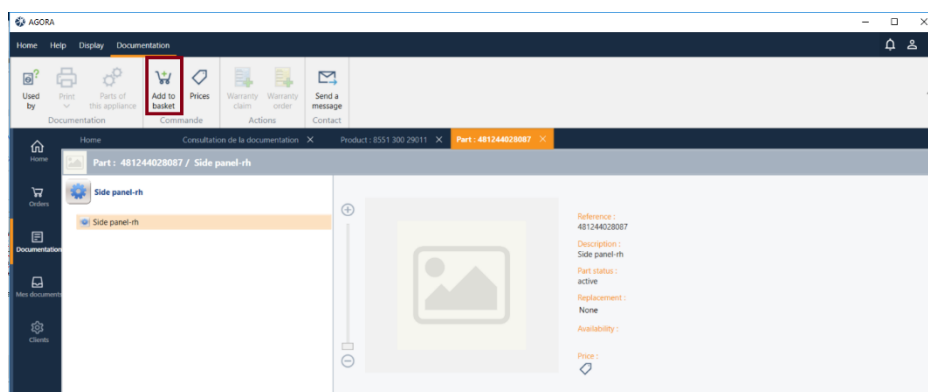
4.1. HOW TO ADD A PART TO YOUR BASKET ?

The order is carried out in 2 steps, first of all the parts are added to the basket, then the basket is transformed into an order.

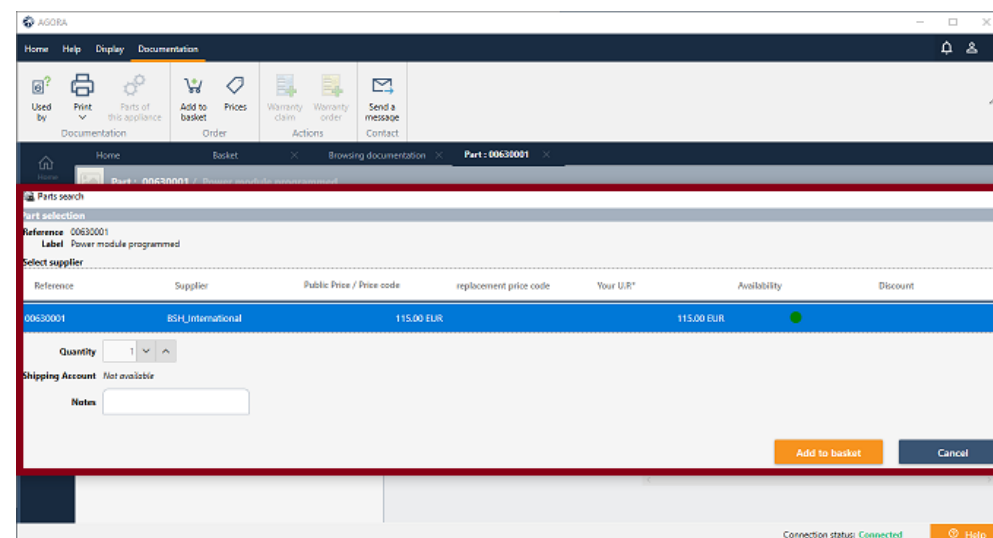
There are several ways to add a part to an order basket:

- from the part sheet
- from the product sheet
- from the option "Preparing order"

Add a part to the basket from the part sheet

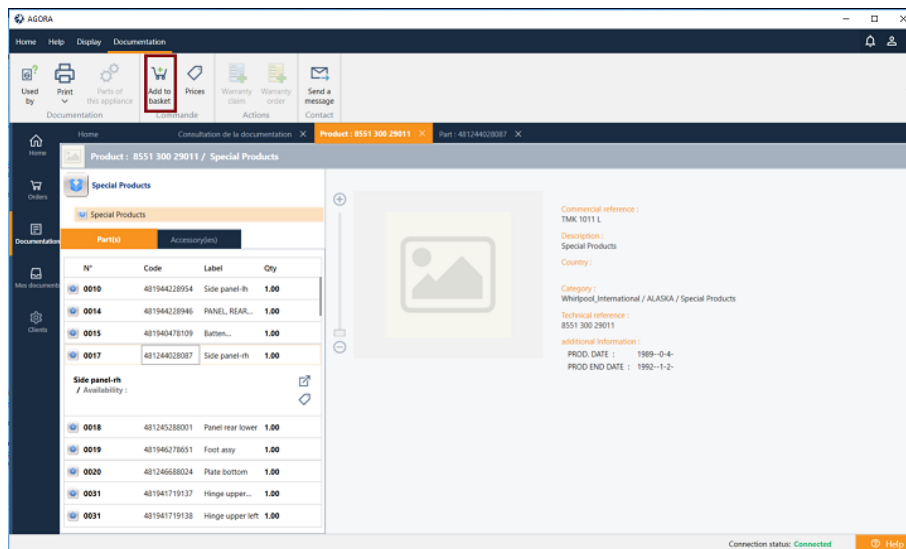


From the part sheet, if the connected account is authorized to order parts from the manufacturer, then the function "Add to basket" will be active. By clicking on '**Add to basket**', a pop-up will appear to allow you to select the quantity, enter a work order number and comment if necessary.



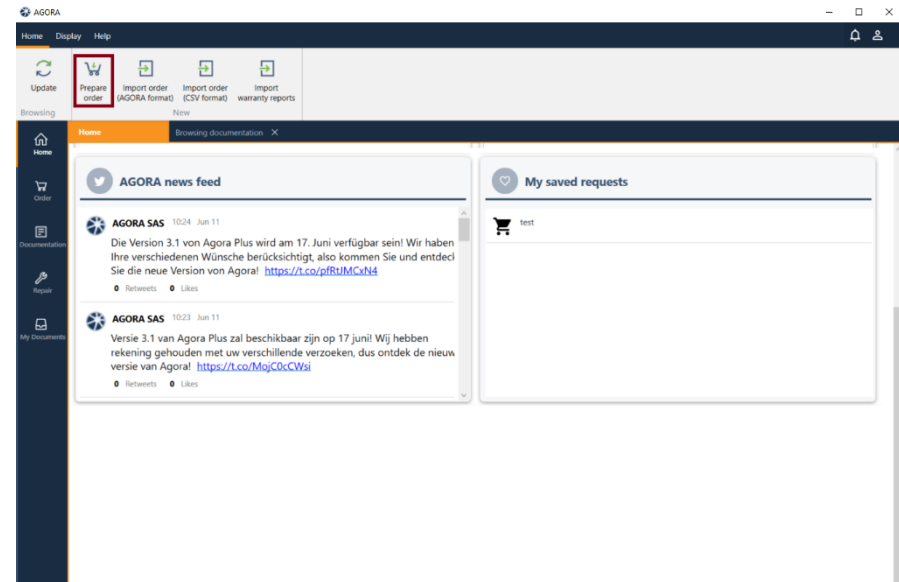
Add a part to the basket from the product sheet

It is possible to add a part to the basket from the product sheet.
By selecting a part from the product's nomenclature and clicking on "Add to basket"
It opens the pop-up window for entering the quantity, comments and work order number.

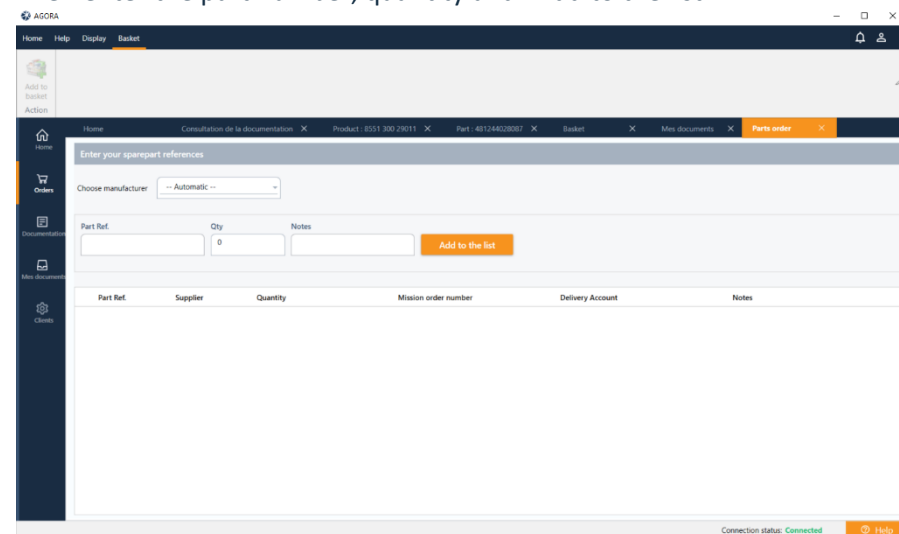


Add a part from the option 'Prepare order'

You can create a part list by clicking on 'Prepare order'.

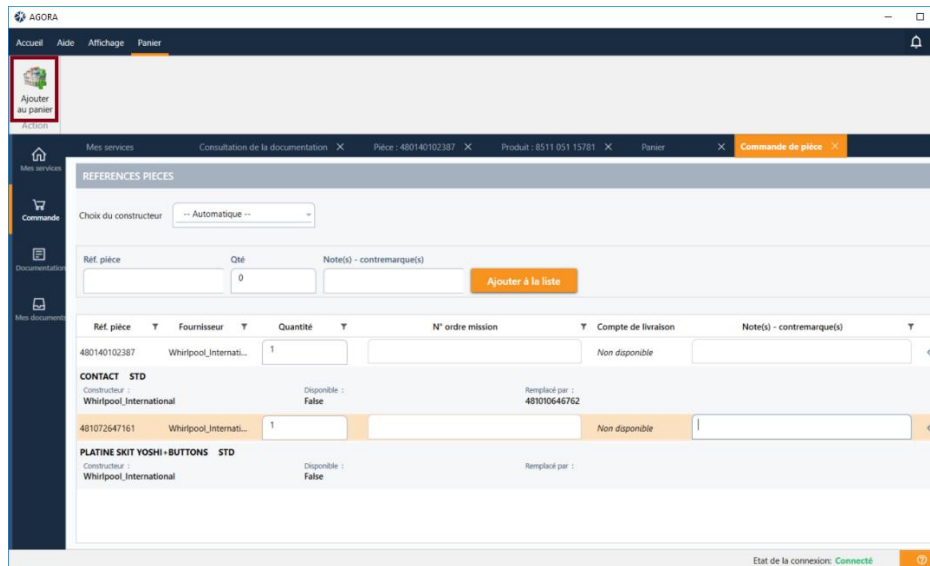


Then enter the part number, quantity and "Add to the list".



Repeat the operation with all the parts to be added to the list.
When the parts list is complete, click on 'Add to basket'.

The parts will therefore be distributed in the different manufacturer's baskets.

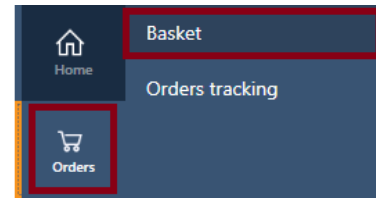


Warning: when a part is sent in the order basket it does not mean that the order is sent to the manufacturer.

Each basket must be independently sent to the manufacturer.

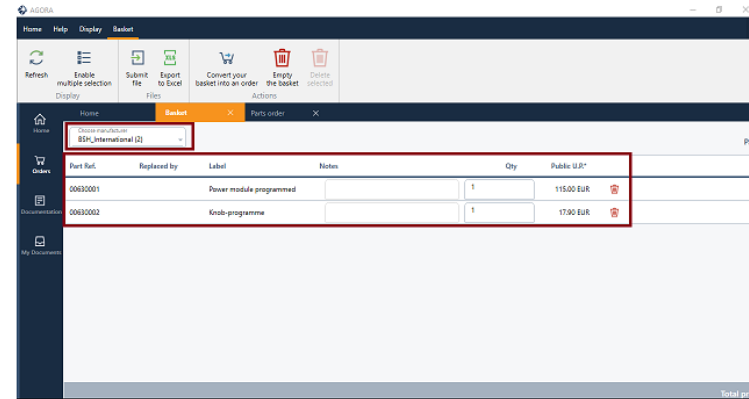
4.2. HOW TO CONSULT THE PARTS OF A BASKET

To access the basket, click on the **"Order"** icon, then choose **"Basket"** in the submenu.



Agoraplus is multi-manufacturer, a drop-box containing the names of the different manufacturers to which you are attached is present on the left of the page under the tab bar.

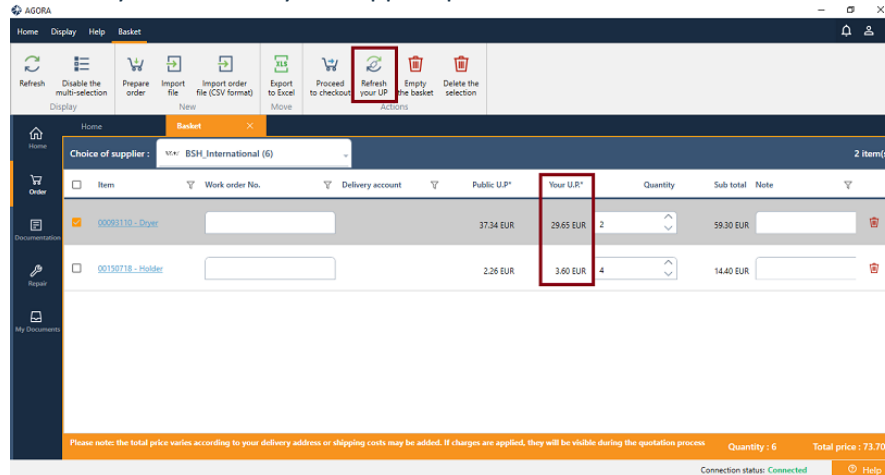
Choose the manufacturer to display the contents of the order basket:



4.3. HOW CAN I CONSULT MY SUPPLIER PRICE?

According to the manufacturer, the **"Refresh your UP"** feature appears in the banner.

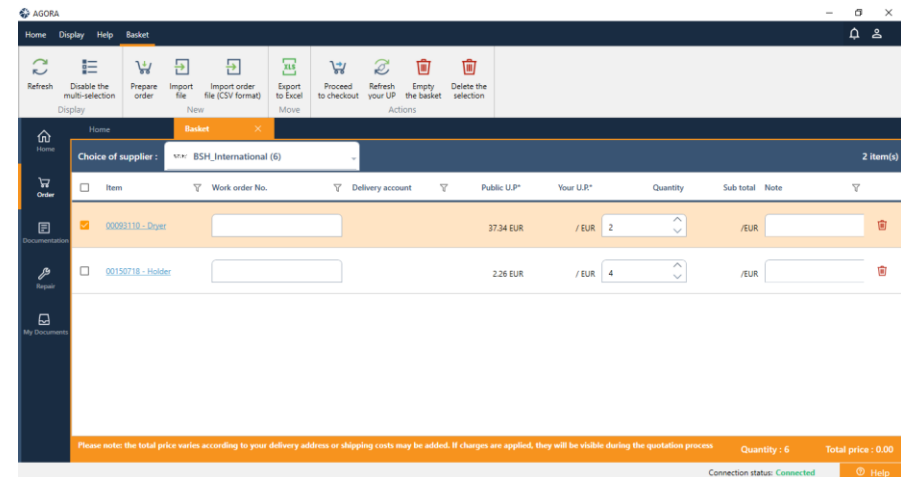
It allows you to obtain your supplier price in real time.



4.4. HOW TO CHOOSE THE PARTS TO ORDER IN THE BASKET?

In the banner, the "Enable multi-selection" feature appears in the list of checkboxes on the left.

Thus, if you do not wish to order the entire basket, you can select the desired parts:

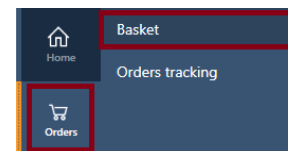


To remove the checkboxes, simply click on "Disable multi-selection".

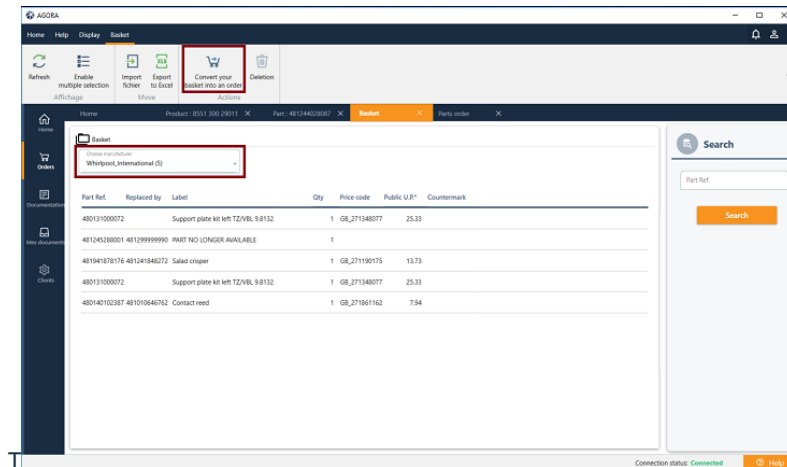
4.5. HOW TO TRANSFORM YOUR BASKET INTO AN ORDER?

Once the desired parts are added to the basket, it is then essential to send the basket parts list to the supplier.

To access the basket click on Order and then 'Basket'.



The basket will be displayed filtered by manufacturer.



The menu provides access to various functionalities of the basket, including the function **"Proceed to check out"**.

When the user clicks on **"Proceed to check out"**, he/she will then have to complete the following steps up to the last one so that the order can be sent to the supplier.

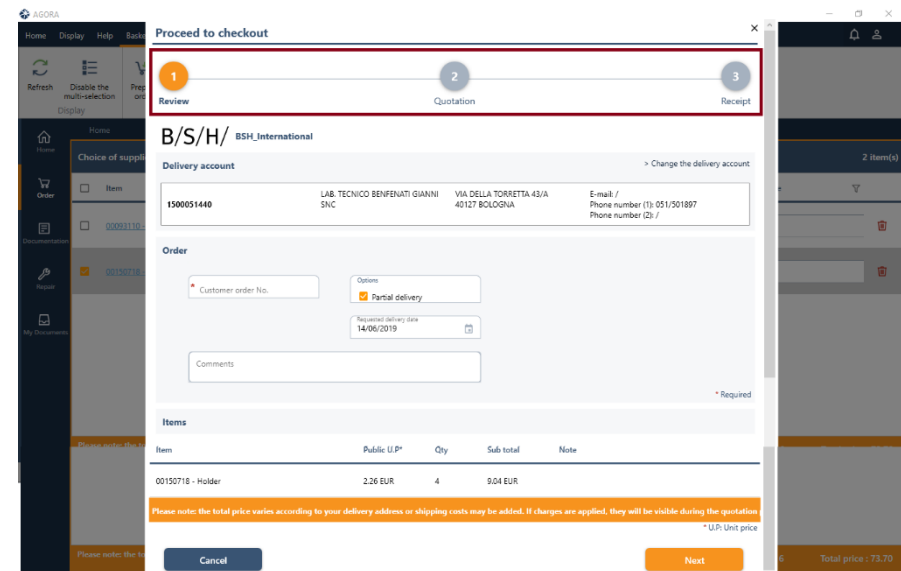
Note:

The transformation into a command is done in 2 or 3 steps depending on the manufacturer.

(Step 2 is not present for some manufacturers).

1. Checking and add the information about the order and delivery:

- delivery account
if several delivery accounts are available, it is possible to modify it (if the manufacturer allows it, it is also possible to enter a different address for this command)
- Sales order number
- delivery option
- desired delivery date
- commentary
- Acceptance of the General Terms and Conditions of Sale



2- Quotation of the list of parts to order

In this step, the information from the manufacturer is displayed: your price, availability, confirmed quantity, delivery date, costs....
If the information is correct, you can confirm the order.

Proceed to checkout

1 Review 2 **Quotation** 3 Receipt

B/S/H/ BSH_International

Delivery account

1500051440 LAB. TECNICO BENFENATI GIANINI VIA DELLA TORRETTA 43/A E-mail / Phone number (1): 051/501897 Phone number (2): / 40127 BOLOGNA

Order

Customer order No.: 5219 Options: Partial delivery
Requested delivery date: 14/06/2019
Comments: M. Smith

Items > Open all details

Item	Work order No.	Qty confirmed / Qty requested	Public sub total / Your sub total	Status	Note
+ 00159813 - Replaces 00150718 - Supporto		4 / 4	904.49 EUR 14.39 EUR	Available	

Please note: the total price varies according to your delivery address or shipping costs may be added. If charges are applied, they will be visible during the quotation process.

Quantity: 4
Total net: 14.39 EUR
Total taxes: 0 EUR
Delivery fee: 0.55 EUR
* U.P. Unit price

Previous Place the order Total price: 73.70

3- Confirm of the order

The order is sent to the manufacturer

Proceed to checkout

1 Review 2 Quotation 3 **Receipt**

Thank you, your order has been placed

B/S/H/ Order 4044446940 Date: 13/06/2019

Delivery account

1500051440 LAB. TECNICO BENFENATI GIANINI VIA DELLA TORRETTA 43/A E-mail / Phone number (1): 051/501897 Phone number (2): / 40127 BOLOGNA

Order

Customer order No.: 5219 Options: Partial delivery
Requested delivery date: 14/06/2019
Comments: M. Smith

Items

Item	Qty confirmed / Qty requested	Public sub total / Your sub total	Status	Note
00159813 - Replaces 00150718 - Supporto	4 / 4	904.49 EUR 14.39 EUR	Available	

Qty confirmed: 4 Delivery date: 14/06/2019

Please note: the total price varies according to your delivery address or shipping costs may be added. If charges are applied, they will be visible during the quotation process.

Quantity: 4
Total net: 14.39 EUR
Total taxes: 0 EUR
Delivery fee: 0.55 EUR
* U.P. Unit price

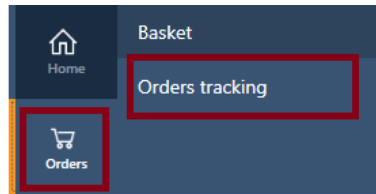
Print Close Total price: 73.70

Once the confirmation is validated then the order will be sent to the supplier.

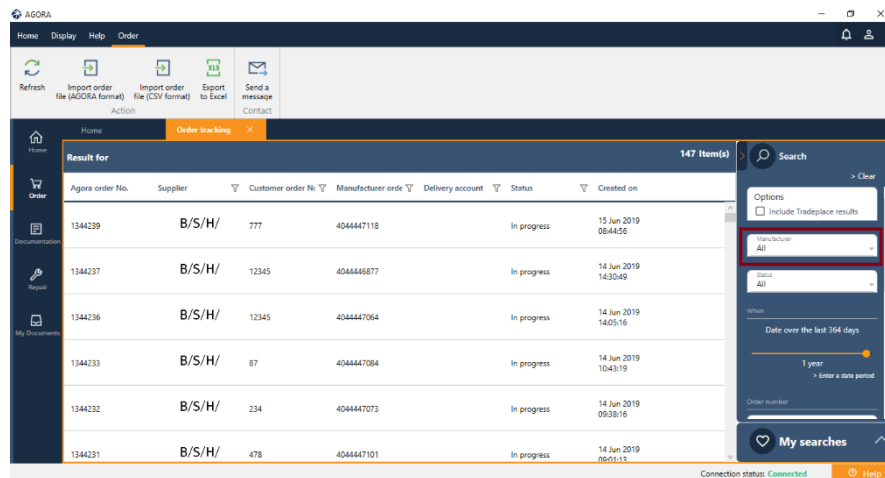
It will be possible to track the progress of the order from "Orders"/"Order tracking".

4.6. HOW TO TRACK AN ORDER?

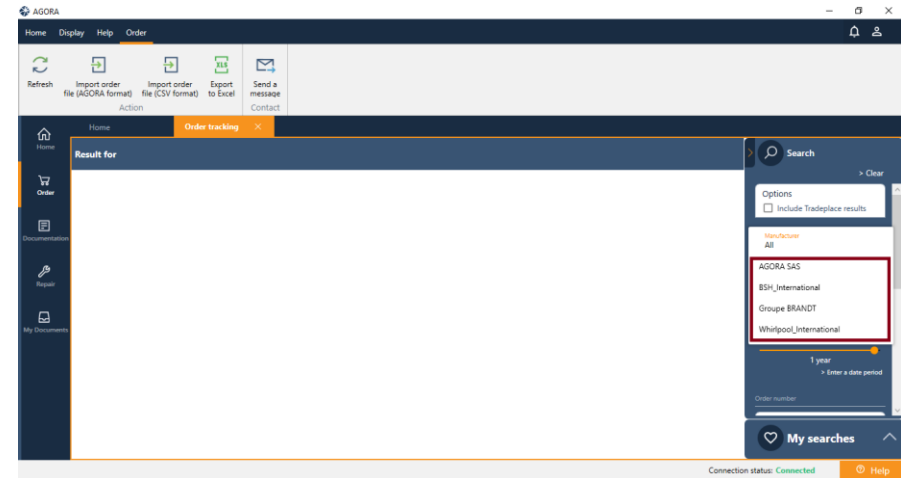
To access the Order Tracking, click on the "**Order**" icon and then on "**Order Tracking**".



Since Agorapplus is a multi-manufacturer, all orders are displayed.



In the search bar on the right, you can refine the search by choosing the manufacturer for which you want to track orders, then click on "Search".

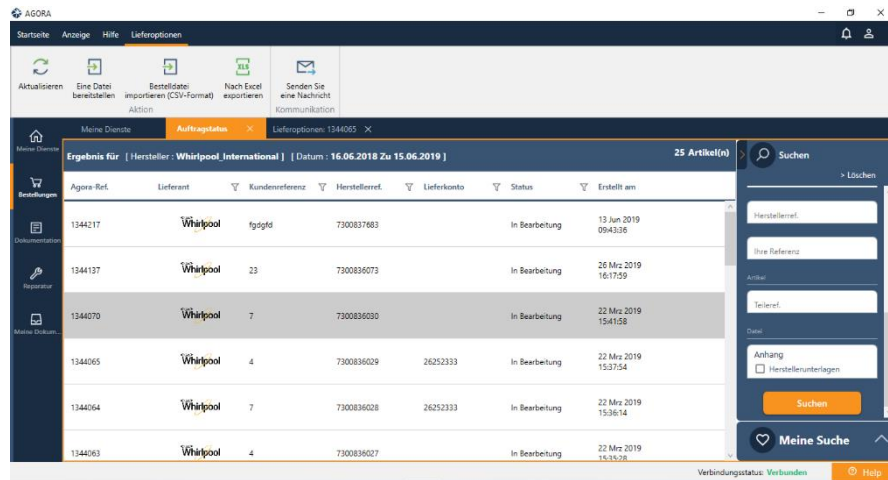


Note: it is possible to filter the list

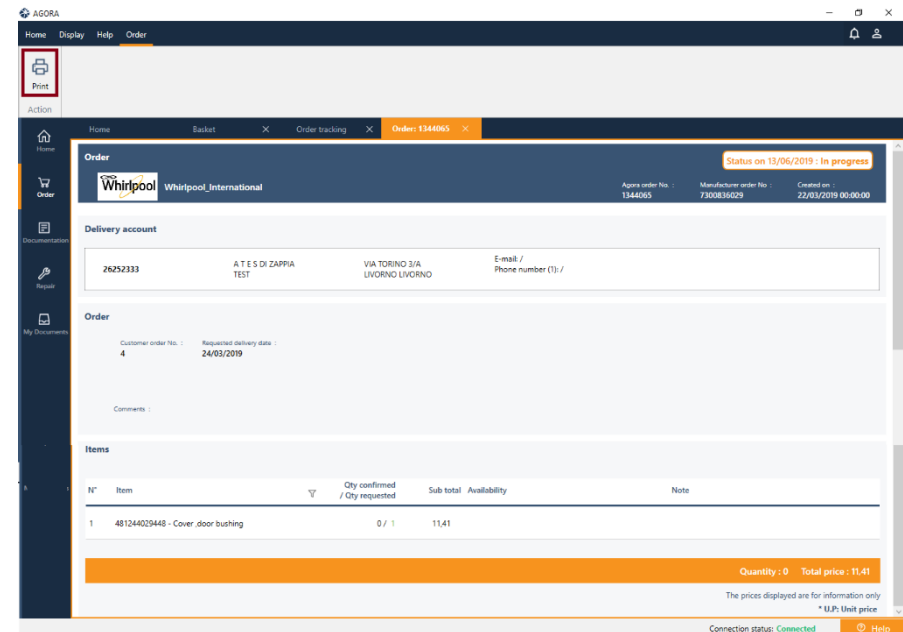
- by order status,
- a time period,
- by customer id,
- manufacturer reference,
- part reference

The list of orders for the selected manufacturer is displayed with for each order:

- the Agora order number
- the supplier
- the customer order number
- the manufacturer's order reference
- the delivery account
- the status of the order
- the order's creation date



To obtain the content of an order, double-click on the desired one, the content is displayed in another tab:



You can print the order by clicking on the printer at the top left of the screen.

4.7. HOW TO UPLOAD AN ORDER FILE IN AGORAPLUS?

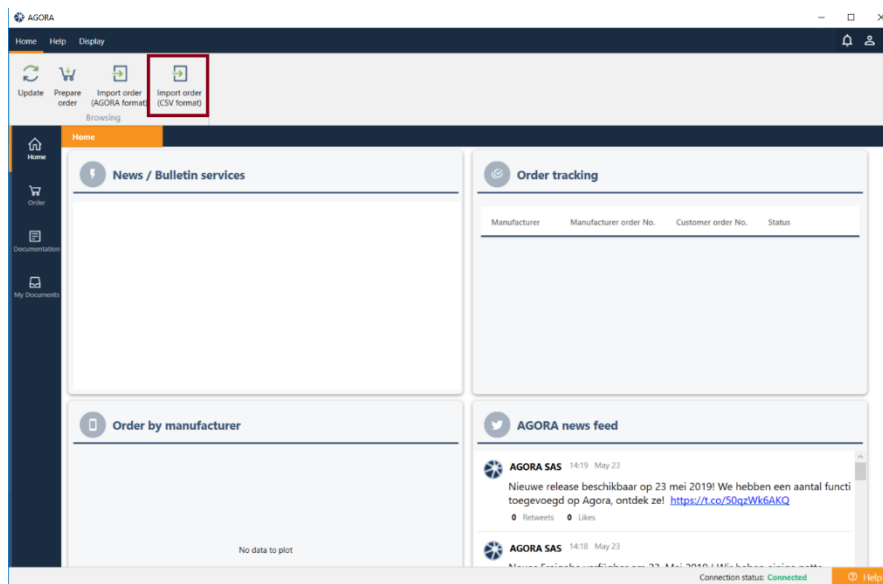
Two possibilities are proposed:

- import an order file in CSV format
- create an order file in Agora format

4.7.1. Import a CSV order file

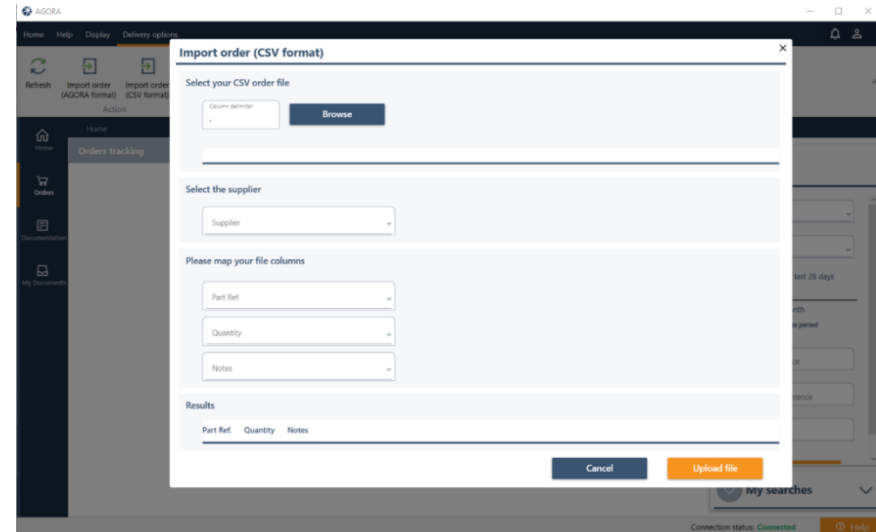
Warning: the file must be created for only one supplier. (1 file per supplier)

Click on "Import order (CSV format)"

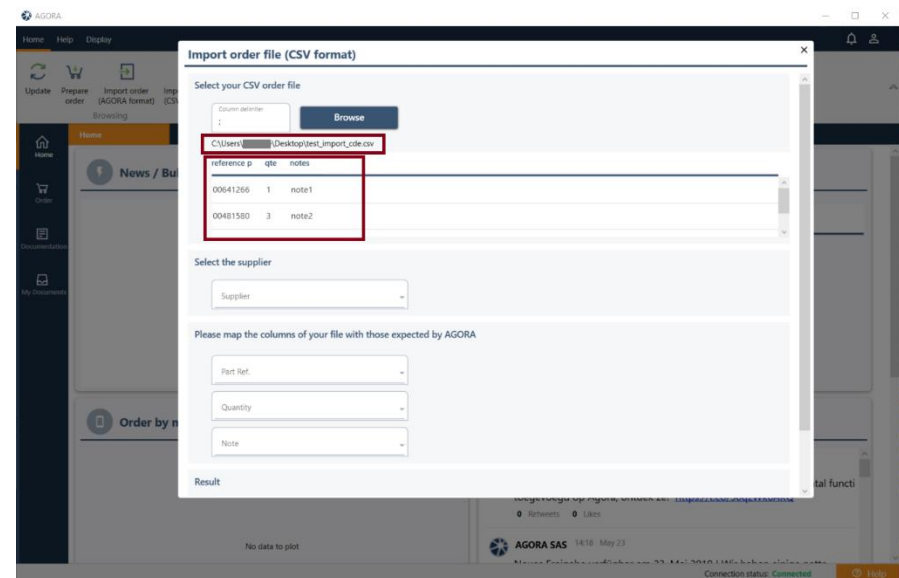


Click on "Browse" and choose the file you want to import.

AG2019DOC295_EN e5r1 of 25/05/2021

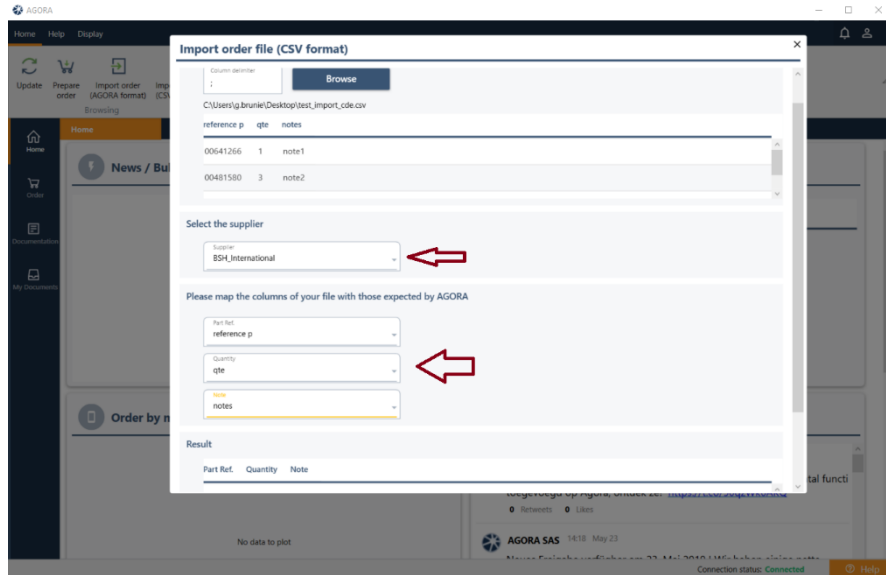


The path of the selected file is displayed as well as its content:

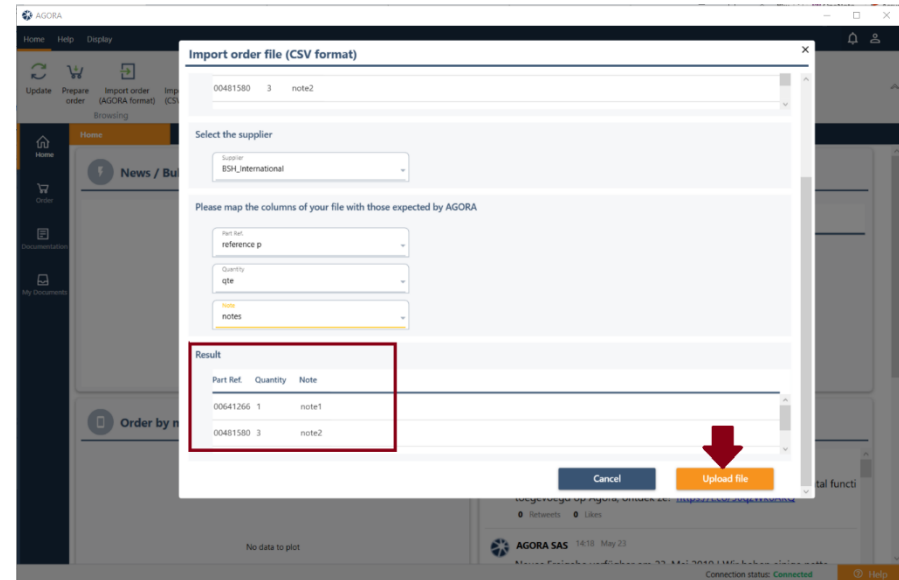


Then:

- select the supplier
- associate the columns of the file



When the displayed results are correct, click on **"Upload file"**.



The content of the file is displayed in a table format.
You can correct the information if necessary, then click on the "Confirm" button.

N°	Manufacturer Id	Supplier Id	Part Ref.	Quantity	Work order No.	Delivery account	Note
0	29		00641266	1			note1
1	29		00481580	3			note2

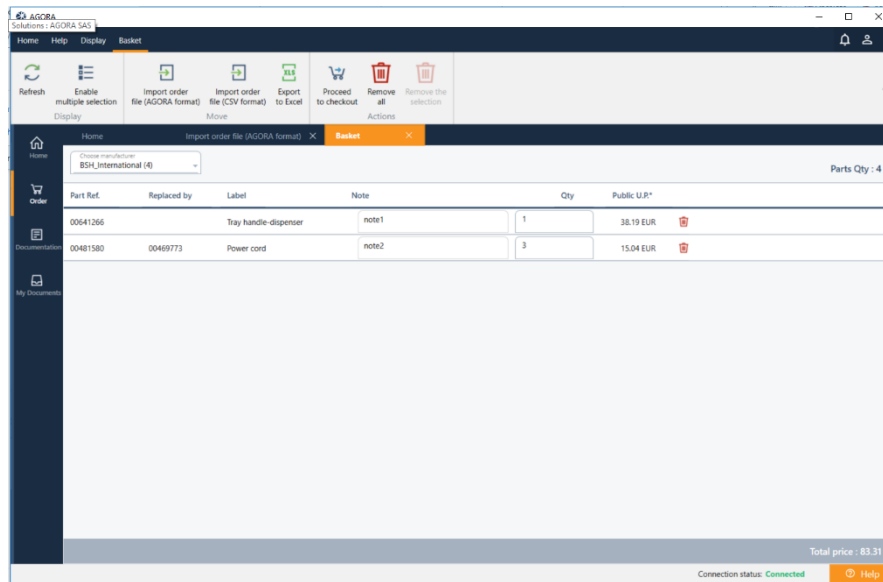
Confirm

The parts to be ordered are now displayed with additional details: availability, price icon.....

N°	Manufacturer Id	Supplier Id	Part Ref.	Quantity	Work order No.	Delivery account	Note
0	29	29	00641266	1			note1
Tray handle-dispenser SSH International Available: No STD Replaced by: STD							
1	29	29	00481580	3			note2
Power cord SSH International Available: No STD Replaced by: STD 00469773							

Confirm

When all the order data is correct, click on the "Add to the Basket" button to have the parts added to your basket.



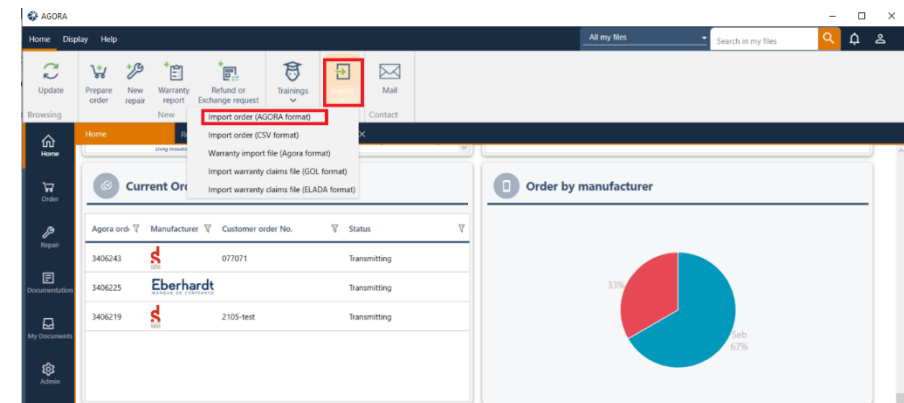
4.7.2. Create and import an order file in Agora format

To import an order file and know the format and structure of the authorized file, please refer to the document available on the portal support:

<http://support.agoraplus.com/en/support/solutions/articles/43000532906-v3-comment-cr%C3%A9er-un-fichier-de-commandes->

When your file is compliant, you can import it into AgoraPlus.

On the home page, in the banner, click on "Import" and choose "**Import order file (Agora format)**".



5 DOCUMENTATION CATEGORY

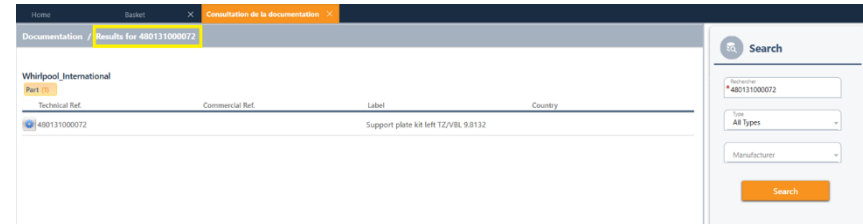
5.1. HOW TO SEARCH FOR A DEVICE OR A SPARE PART?

Access to the search function can be done from the "Documentation" menu:



You can enter the exact or partial reference of the device or part in the search field + click on 'Search' to obtain the results.

NB: it is also possible to use the 'Type' and 'Manufacturer' filters to refine the search results.

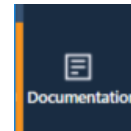


5.2. HOW TO CONSULT THE DOCUMENTATION OF A PRODUCT?

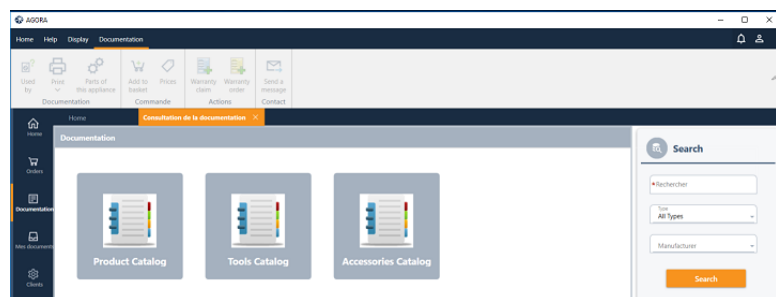
There are three ways to access the device documentation:

- by product, accessories catalogs
- by the research function
- by the spare part card by consulting the use cases of the part

Access to the product documentation is done by choosing the "Documentation" category:



Consult the documentation of a product from the catalog



Select one of the catalogs below, then a manufacturer, a brand, a product family, a product.

Then click on the product to access the device documentation:

- exploded views
- technical drawings
- device nomenclature....

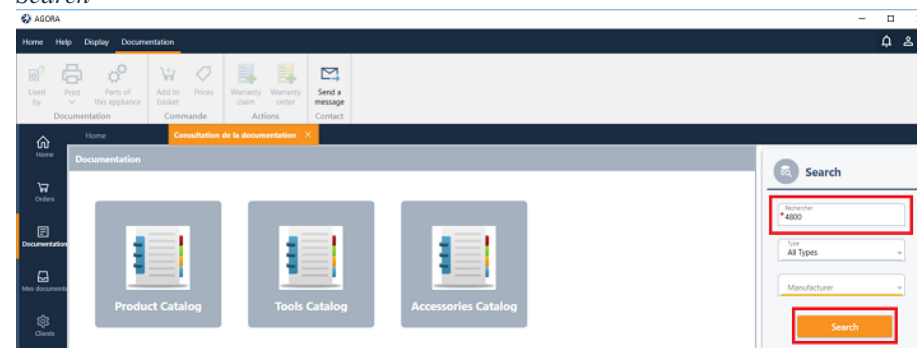
View device documentation from a search

You can enter the reference of the desired device or the first characters of the reference in the "Reference" box.

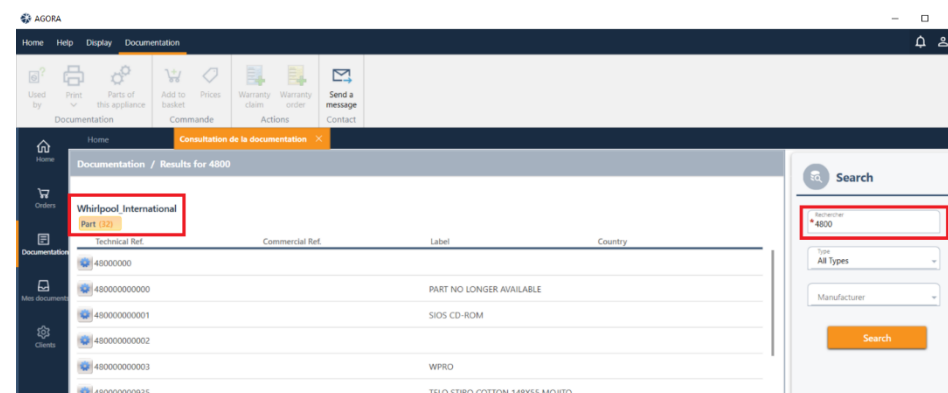
Then click on 'Search' to get the results.

NB: it is also possible to use the filters 'Type' and 'Manufacturer' to refine the results of the search.

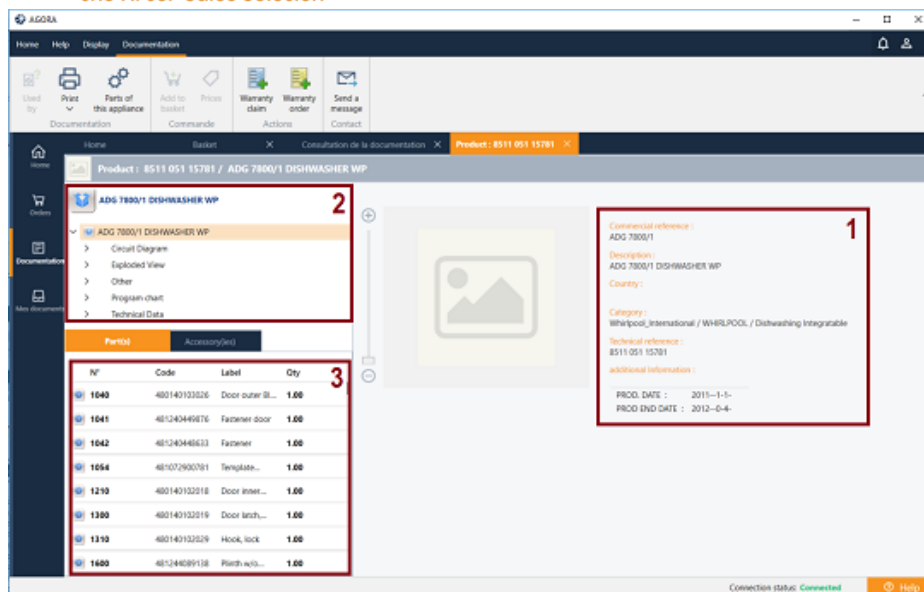
Search



Search results

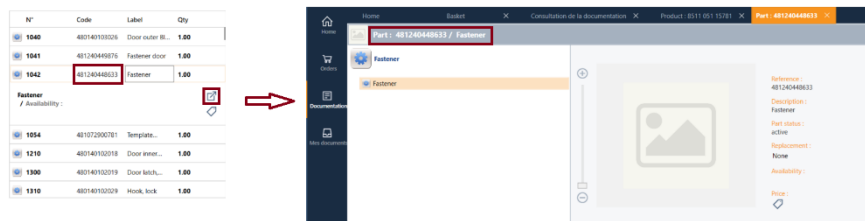


To access the device, click on the desired product and the product card will appear in a new tab.

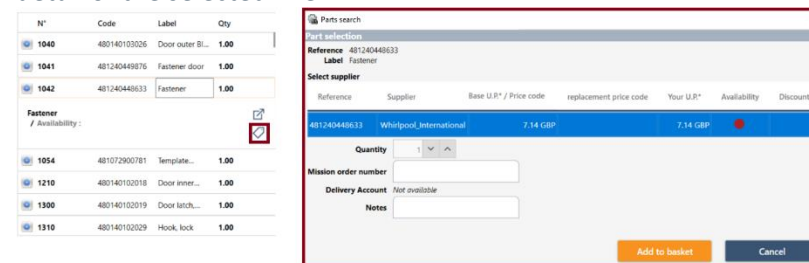


- Item 1: Product Information
- Item 2: Technical documentation
- Item 3: Nomenclature of the device

Access to the sheet of one of the parts of the nomenclature is available by selecting the part and clicking on the icon below.

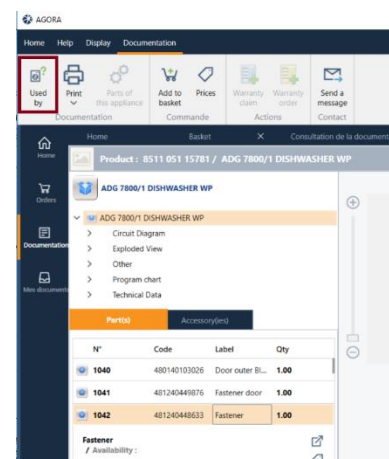


The price of the part is visible from the 'currency' icon available in the detail of the selected line.



Consult the documentation of a device from a use case

See "part search" for access to a part sheet from the documentation. In the Office menu will appear a 'Used by' feature that can display the list of products associated with the part. From this list, it will be possible to open the product sheet.

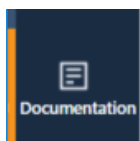


5.3. HOW TO CONSULT A PART SHEET ?

There are three ways to access the documentation for a document:

- through research
- by the product sheet produces, the nomenclature of a device

Access to the documentation of the parts is via the icon below:



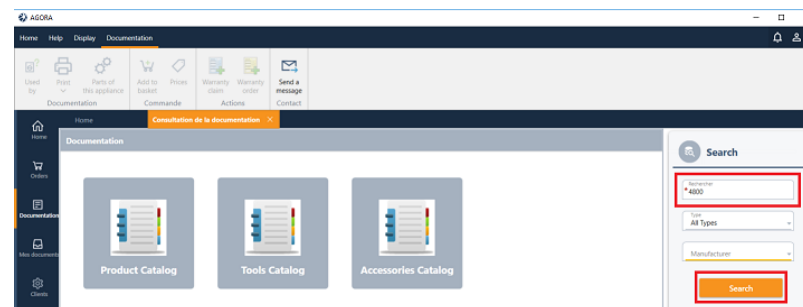
Consult the documentation of parts from the search

In order to search for an exact part number, you can use the search field below.

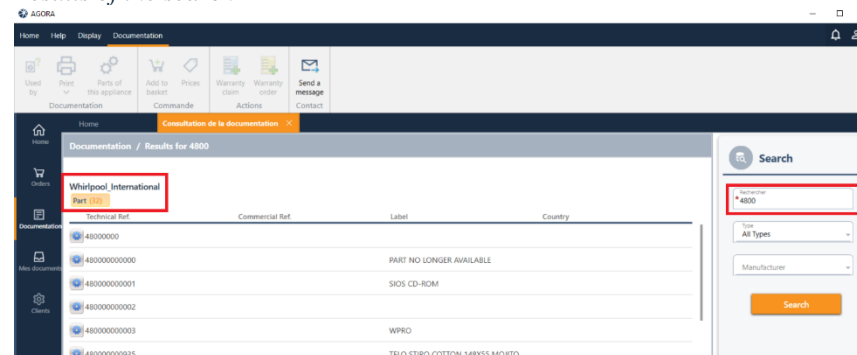
It is necessary to enter the exact or partial reference of the part in the search field + click on 'Search' to obtain the results.

NB: it is also possible to use the 'Types' and 'Manufacturers' filters to refine the search results.

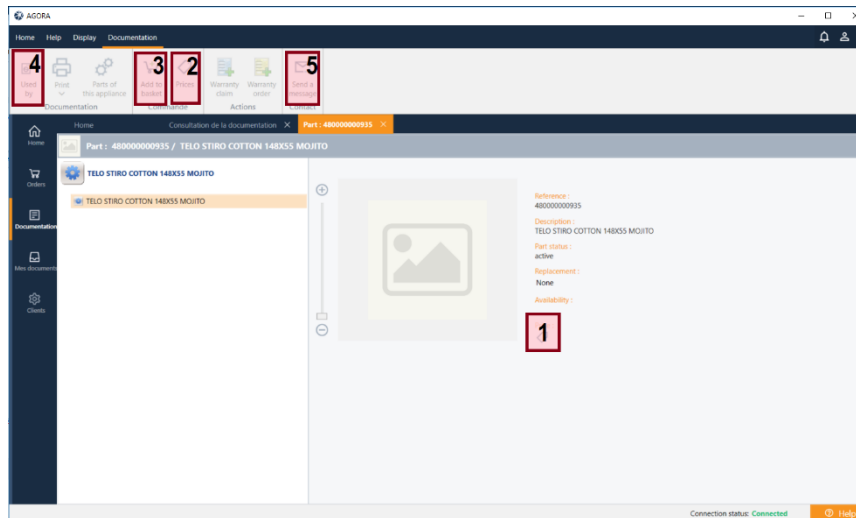
Search



Results of the search



To access one of these parts, click on the desired part and the file will be displayed in a new tab.

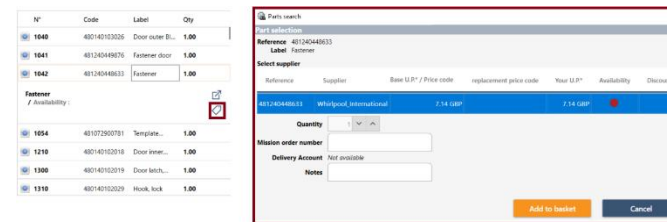


Points 1, 2, 3 display the prices, availability of the part and allow the direct addition of the part to the basket
Point 4 gives access to the list of devices using this part
Point 5 (not yet available)

Consult the documentation of the parts from a product sheet

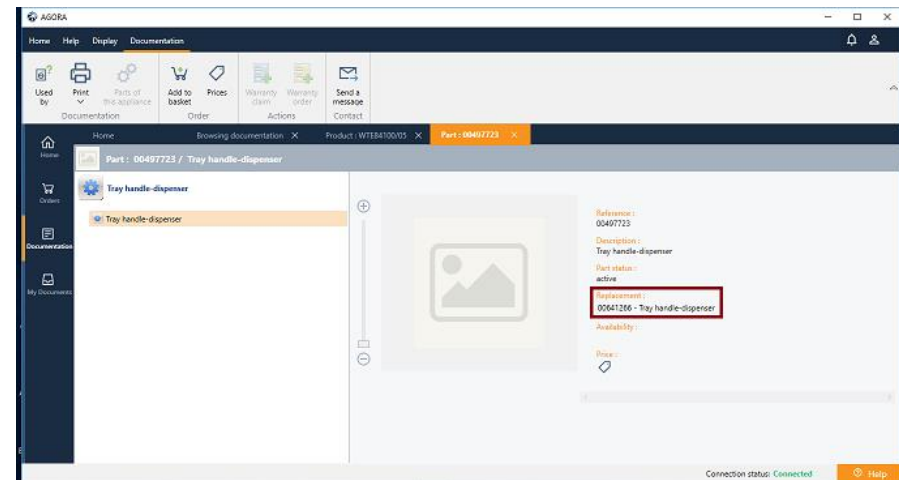
See "How to consult a product sheet?"

When viewing the product sheet, the list of associated parts is displayed. In addition, a feature allowing access to the complete sheet and a feature allowing to the prices and disponibility are available.



5.4. HOW TO FIND A REPLACEMENT PART?

Where one or more replacement parts exist, their reference(s) is (are) indicated in the 'Replacement' section.

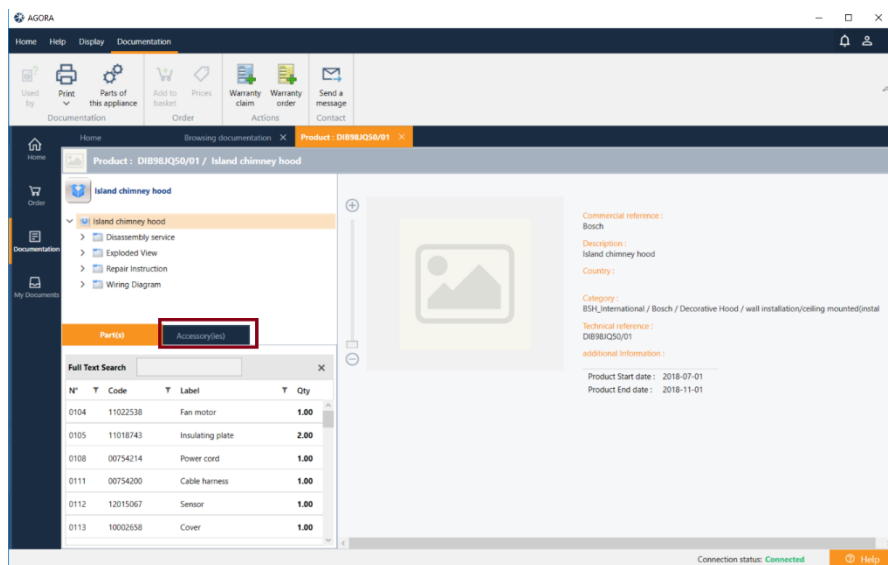


Note: Replacement is not automatic. If the basic part is available, the replacement part will not be taken into account for the order.

5.5. HOW AND WHERE TO FIND ACCESSORIES RELATED TO A PRODUCT?

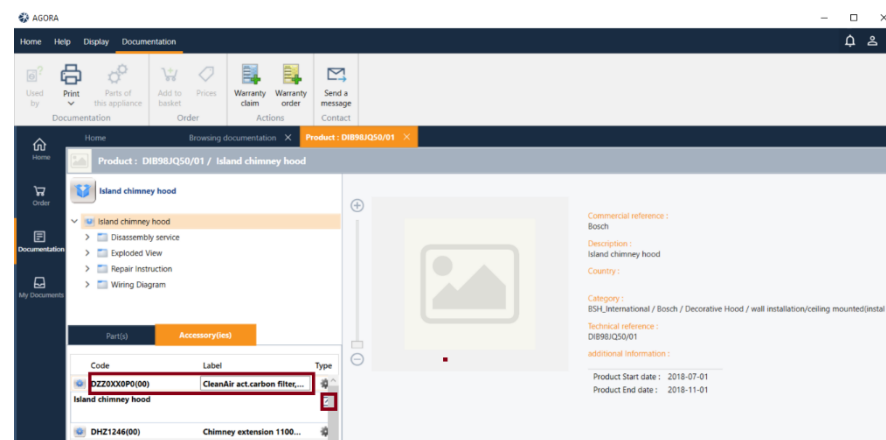
When accessories are available for a product, the "accessories" tab appears in the nomenclature.

Click on the "Accessories" tab to display the accessories list:

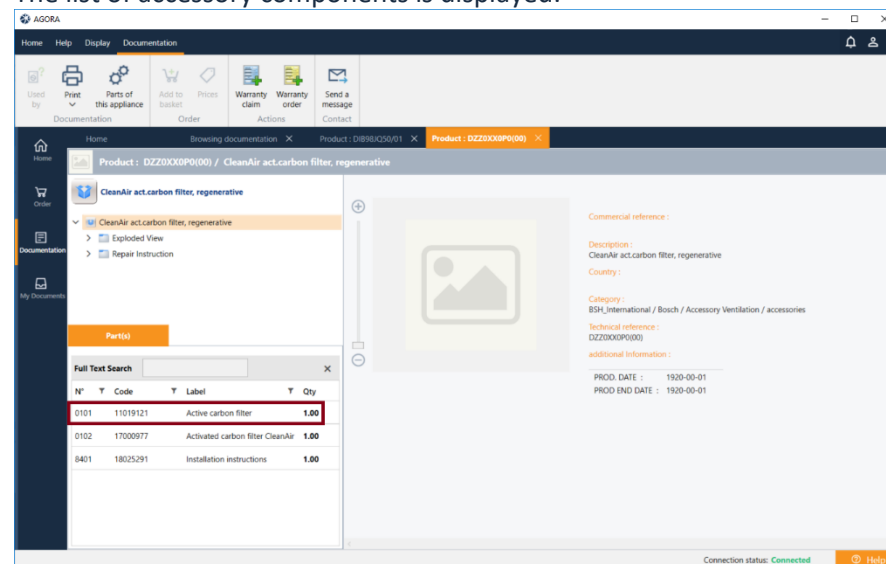


In the case of BSH accessories, an accessory is a product, so it contains several elements.

Click on an accessory, then on the pictogram to open the accessory file:

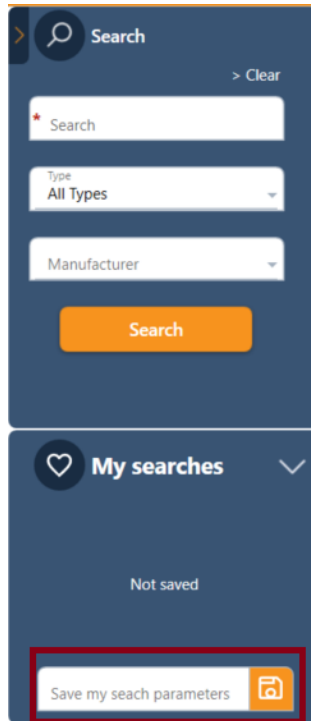


The list of accessory components is displayed:

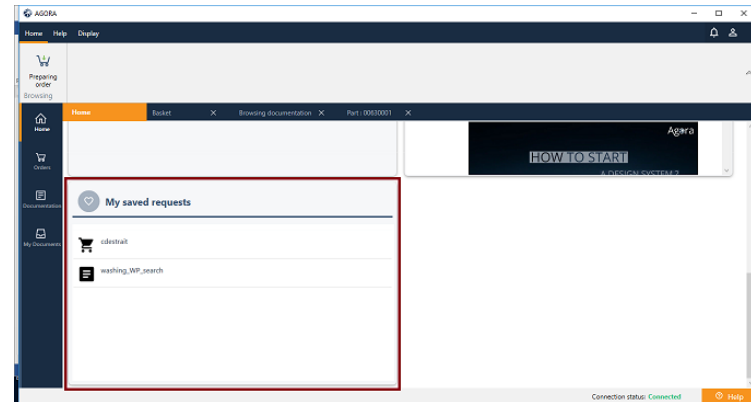


5.6. HOW TO SAVE MY SEARCHES ?

You can save your searches at the bottom of the search bar in "My Searches" by assigning a name to it.



The saved searches appear on the home page, in the "My Saved Searches" card.



By double-clicking on a saved search, you can directly access the desired search.

6 REPAIRS CATEGORY

Note: Only customers authorized by the manufacturer(s) can use this category.

On the AgoraPlus homepage, we find 2 dedicated widgets:

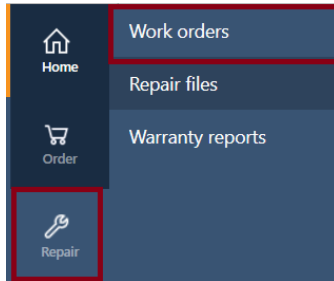
- “New work orders”
- “Warranty reports to be updated”
- “Refund or Exchange requests”

The screenshot shows the AgoraPlus homepage with a top navigation bar and a left sidebar. The main content area contains four widgets, each highlighted with a red border:

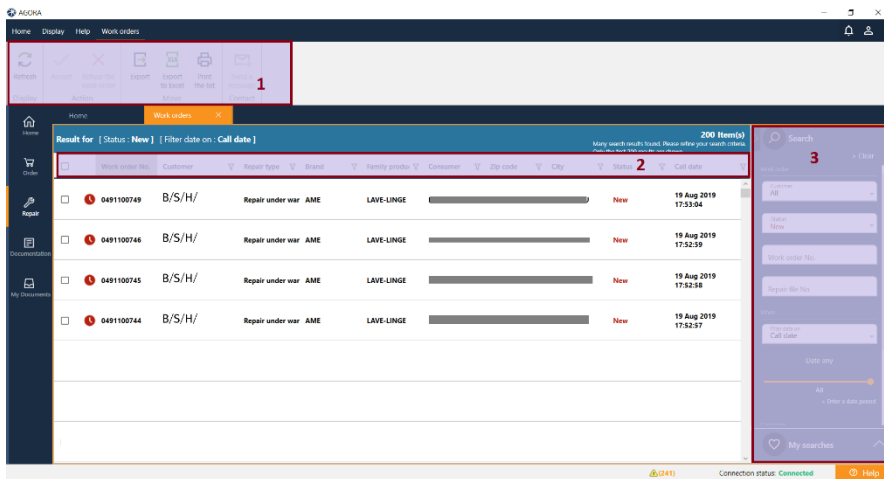
- News / Bulletin services:** A widget with a search icon and a title bar.
- New work orders (22):** A table with columns: Work order No., Contractor, City, Family prod., and Action. It shows two entries for ELECTROLUX with work order numbers G99999130 and G99999127, both with status LAVE-LINGE.
- Warranty reports to be updated (200):** A table with columns: Warranty n°, Manufacturer, Brand, Family, and Status. It shows five entries for Moulinex and Krups, all with status Invalid (not transferred).
- Refund or Exchange request (0):** A table with columns: Agora N°, Manufacturer, File number, Status, and Date of last cha.

6.1. HOW TO REACH THE WORK ORDERS?

To reach the list of work orders, click on the "Repair" icon, then choose "Work orders":



The list of work orders is then displayed:



1- Banner: the accessible features are displayed in the banner

AG2019DOC295_EN e5r1 of 25/05/2021

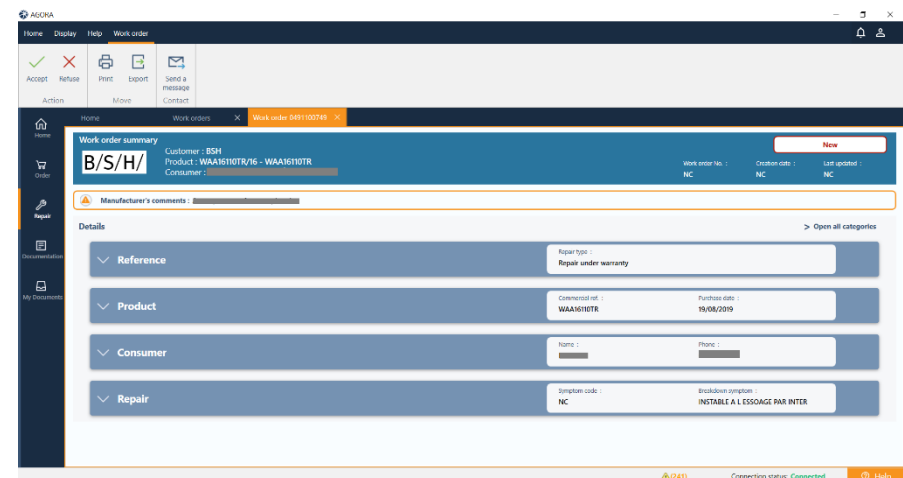
2- List filters: different filters allow you to choose the display preferences.

3- Search bar: filters allow to refine the display in the workspace

- The red clock to the left of the line means that the manufacturer imposes a maximum response time
- At the end of each line, there is a green sign and a red cross to accept or refuse work orders directly.

6.1.1 How to view/accept/refuse a work order?

To open a work order, double click on the desired work order.



- ⇒ The header of the work order is shown in blue.
- ⇒ Information from the manufacturer is visible just below the header in a yellow box.
- ⇒ The status of the work order is in red, to the right of the header.
- ⇒ 4 categories are accessible and expandable to consult their content.
- ⇒ In the banner, we find the functionalities accessible for the work order:
 - Accept

- Refuse
- Print out
- Exporting

As soon as the work order is accepted, the status is modified and a repair file is created. It contains all the information of the work order.

The repair file opens immediately in the workspace.

It is possible to accept or reject a work order directly from the home screen in the "New work orders" widget

- At the end of each line, there is a green sign and a red cross to accept or refuse work orders directly.

New work orders (200)					
Work order No.	Customer	City	Family prod.	Action	
0491100749	BSH		LAVE-LINGE	✓	✗
0491100746	BSH		LAVE-LINGE	✓	✗

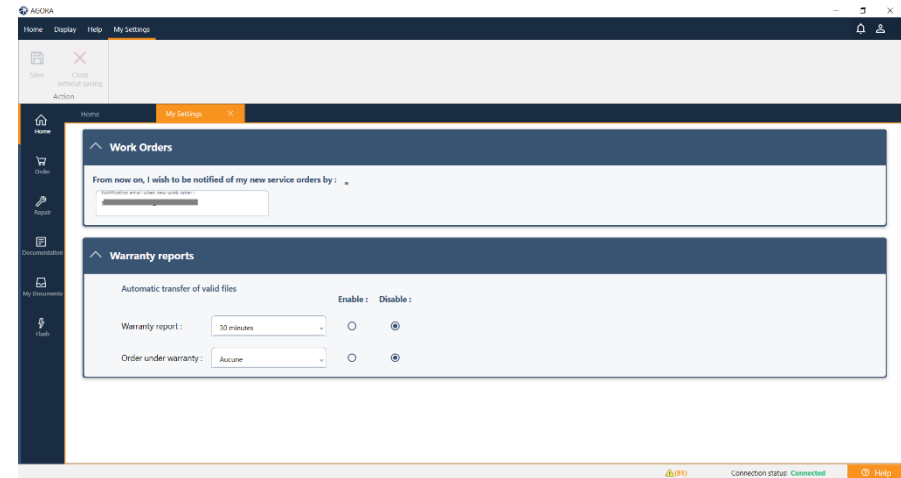
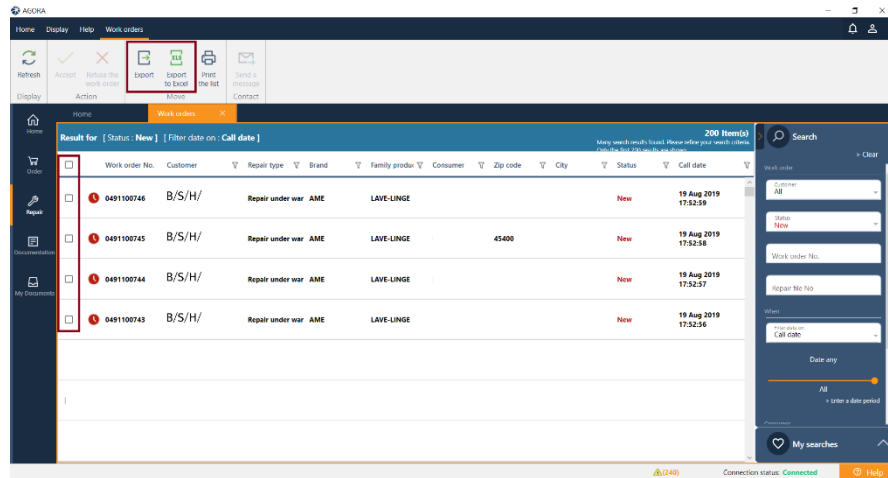
6.1.2 What are the different statuses of a work order?

Status
New
All
In progress
Finished
Closed without warranty report (12)
Closed with warranty report (110)
Refused (11)
Canceled by the manufacturer (2)

6.1.3 How do I export the work orders to my internal software?


AGORA allows the export of each work order individually or all at the same time.

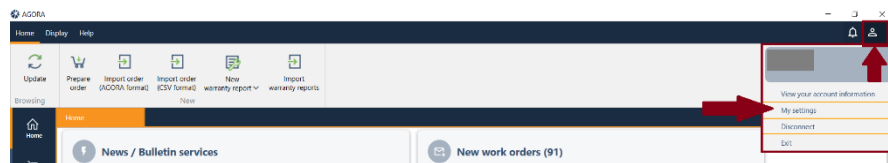
- To export a single work order, simply click on the corresponding line and then click on "Export".
- In order to export several work orders, you will need to select the relevant work orders by clicking on the boxes on each line. Once all the boxes have been selected, it is then possible to click on the "Export" icon (XML format) or on "Export to Excel" (CSV format).



6.1.4 How to choose your notification email address?

Each user account of this function must fill in the notification email address.

Click on the icon  at the top right of the screen, then choose "My Settings".

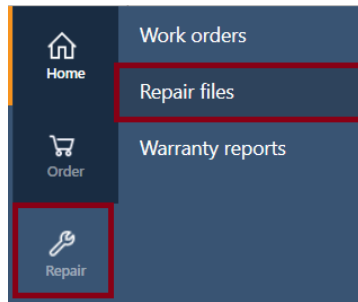


Indicate the e-mail address for notifying new work orders:

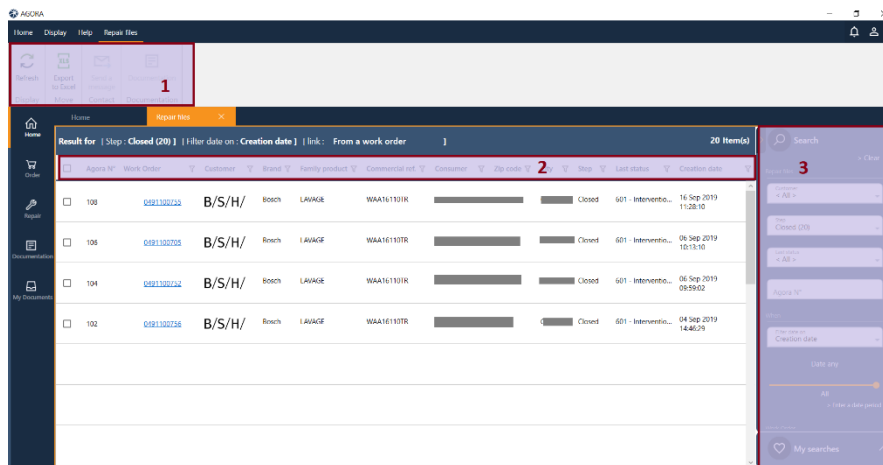
6.2. HOW TO REACH THE REPAIR FILE?

When a work order is accepted, the associated repair file is immediately opened in a new tab.

You can also access it from the "Repair" icon, choose "Repair files":

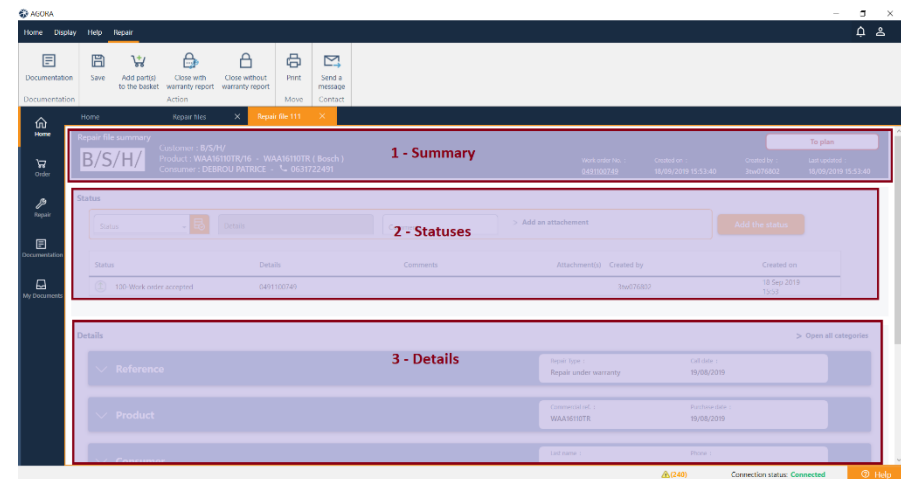


The list of repair files is displayed in the workspace:



- 1- Banner: the accessible features are displayed in the banner
- 2- List filters: different filters allow you to choose the display preferences.
- 3- Search bar: filters allow to refine the display in the workspace

6.2.1. Repair file organisation



- 1 - Summary: header of the repair file
- 2 - Status: after-sales service follow-up, to indicate the progress of the file and the actions carried out
- 3 - Details: organized by sections, it contains the information that the Partner can modify.

6.2.2. How to update a repair file?

After opening the repair file, you have several options:

- Add a status code
- Modify the content of one of the categories in the file

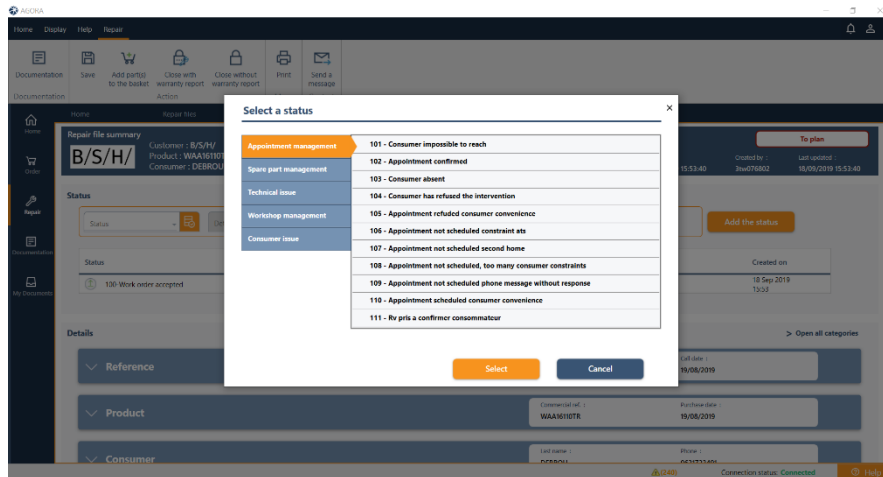
For each modification made in the repair file, do not forget to save by clicking on the "Save" function in the banner.

- **Add a status**

Position yourself in the "status" box and enter the status or click on the

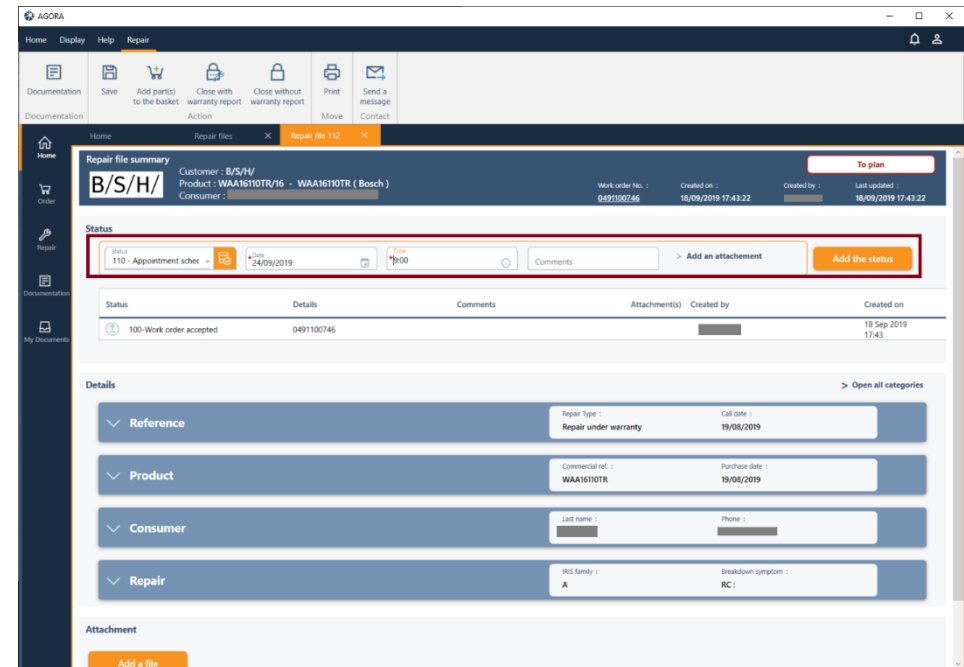


To open the status list:



Select a status and click on "Select".

Add the required information (depending on the status chosen) and then Click on the "Add the status" button.



The new status is added to the list, above the previous one.
The information is transmitted directly to the manufacturer.

Repair file summary

Customer : B/S/H/
Product : WAA1610TR/16 - WAA1610TR (Bosch)
Consumer :

Work order No. : 049100749
Created on : 18/09/2019 15:53:40
Created by :
Last updated : 18/09/2019 15:53:40

Status

Status: [Dropdown] Details: [Dropdown] Comments: [Text] > Add an attachment [Button] Add the status [Button]

Status	Details	Comments	Attachment(s)	Created by	Created on
710 - Appointment scheduled consumer con...	27/09/2019 10:00:00				19 Sep 2019 08:50
100-Work order accepted	0491100749				18 Sep 2019 15:53

Details

> Open all categories

- Reference**

Repair Type : Repair under warranty
Call date : 19/08/2019
- Product**

Commercial ref. : WAA1610TR
Purchase date : 19/08/2019
- Consumer**

Last name :
Phone :
- Repair**

W/O family : A
Breakdown symptom : RC :

Attachment

- Modify the details of a category

Reference:

Reference

Repair Type : Repair under warranty
Call date : 19/08/2019

Repair Type : Repair under warranty

File No. : 112
Call date : 19/08/2019

Product:

Product

Commercial ref. : WAA1610TR
Purchase date : 19/08/2019

Product information

Manufacturer : B/S/H/
Brand : Bosch
Family product : LAVAGE

Commercial ref. : WAA1610TR
Technical ref. : WAA1610TR/16
Description : Lave-linge

Series Number : 121404267
Contract No. / Agreement number : PEC Totale

Purchase statement

Purchase date : 19/08/2019
Reseller File No. :
Commercial name :
Company name :
Phone :
Address :
Zip code :
City :
Country :

Consumer:

Consumer

Last name :
Phone :

Customer information

Title : Mister
First name :
Last name :
Phone :
Phone 2 :
Email :
Address :
Zip code :
City :
Country :
Additional address :

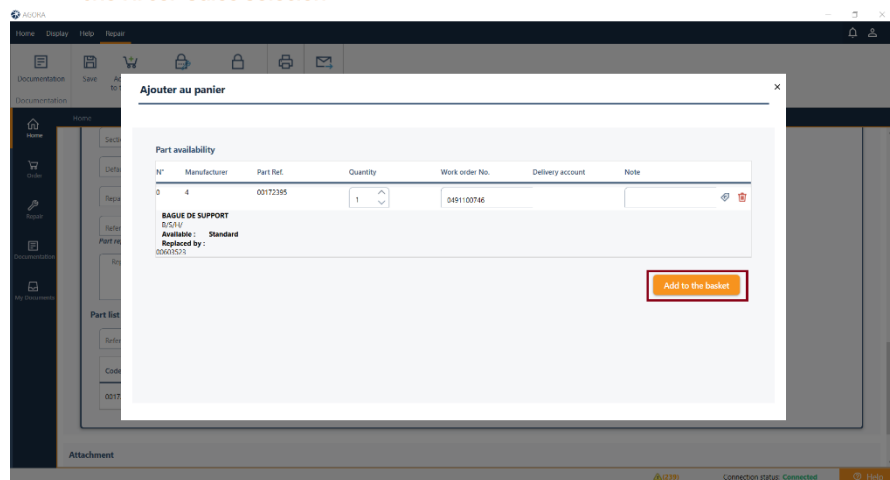
Repair:

In this category, the Partner can diagnose the failure and forecast spare parts.

The product nomenclature is displayed by clicking on the orange icon:

As soon as the part is selected, click on "Add the part" to add it to the list.

Click on the basket to add the part, a pop-up opens with information about the chosen part:



Click on the button “Add to the basket”.

6.2.3. What are the different statuses of the repair file?

Appointment management	101 - Consumer impossible to reach
Spare part management	102 - Appointment confirmed
Technical issue	103 - Consumer absent
Workshop management	104 - Consumer has refused the intervention
Consumer issue	105 - Appointment refused consumer convenience
	106 - Appointment not scheduled constraint ats
	107 - Appointment not scheduled second home
	108 - Appointment not scheduled, too many consumer constraints
	109 - Appointment not scheduled phone message without response
	110 - Appointment scheduled consumer convenience
	111 - Rv pris a confirmer consommateur

Appointment management	200 - Spareparts ordered not yet received
Spare part management	201 - Spareparts received
Technical issue	202 - Spareparts not available (manufacturer)
Workshop management	203 - Spareparts not available (ats)
Consumer issue	204 - Spareparts received defective or broken
	205 - Spareparts ordered
	206 - Spareparts currently out of stock

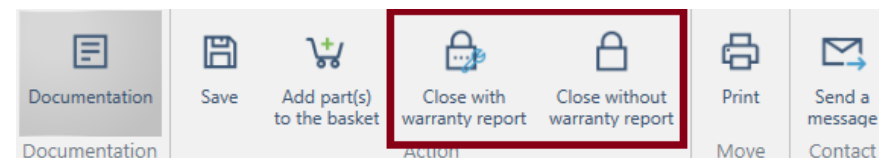
Appointment management	300 - Technical issue not solved
Spare part management	301 - Intervention not finalized
Technical issue	302 - Ask for commercial solution
Workshop management	303 - Device work as new
Consumer issue	304 - Device exchanged by the reseller
	305 - Repair completed

Appointment management	400 - Return of the device to the workshop
Spare part management	401 - Workshop repairs
Technical issue	402 - Appointment schedule for device delivery
Workshop management	403 - Device lending
Consumer issue	404 - Device lending finished
	405 - Repaired finished
	406 - Diagnostic
	602 - Returned device

Appointment management	500 - Waiting for consumer information
Spare part management	501 - Waiting for estimate acceptance
Technical issue	502 - On hold by the consumer
Workshop management	503 - Warranty goes out of warranty
Consumer issue	

6.2.4. How to close a repair file?

There are 2 ways to close a repair file: with warranty report or without warranty report.

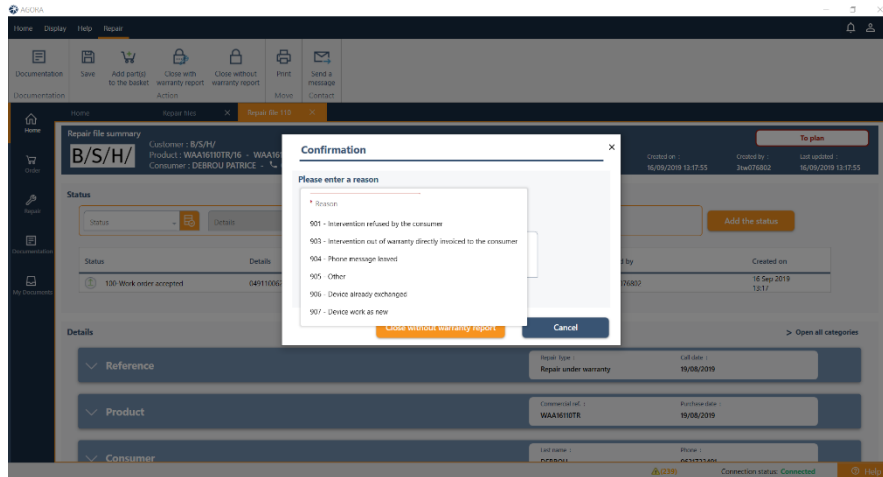


- **Without Warranty report**

The Partner may at any time close the intervention file without WR (e.g. if the consumer does not follow up.....)

- ⇒ click on the "Close without WR" function
- ⇒ a confirmation pop-up opens and asks you to choose the closing reason
- ⇒ click on "Closed work order without WR"

The repair file is closed and the work order changes to "Closed without WR".



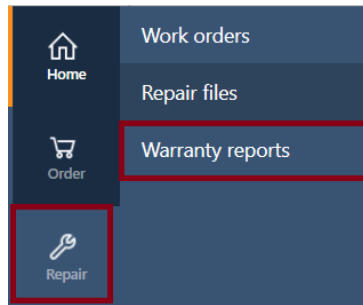
- **With Warranty report**

- ⇒ Click on the "Close with WR" function
- ⇒ A pop-up opens and asks for confirmation
- ⇒ As soon as the confirmation is made, the warranty report is created with all the information from the repair file.
- ⇒ The repair file is closed and the work order changes to "Closed with ISG".

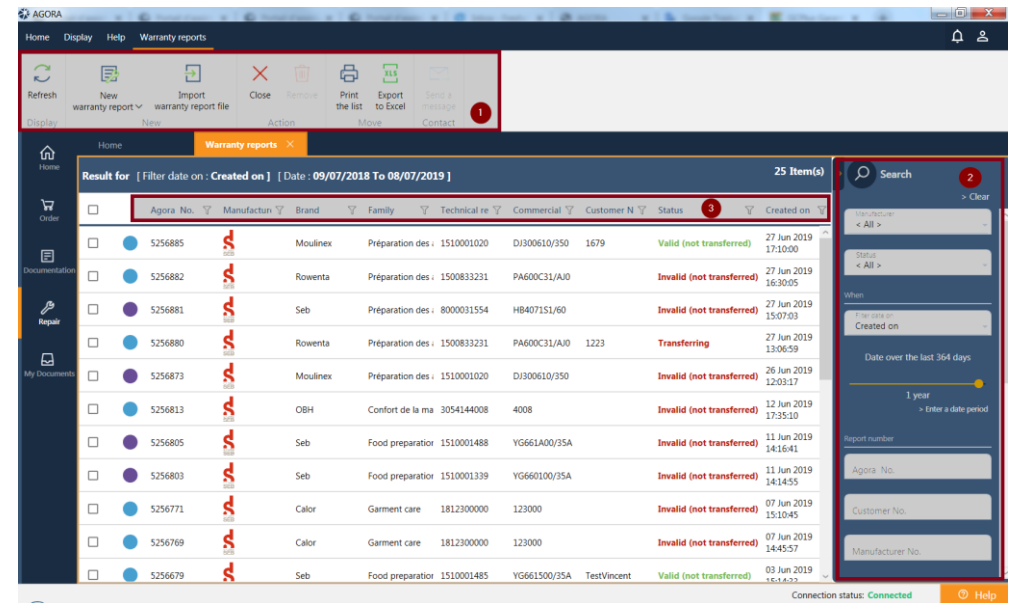
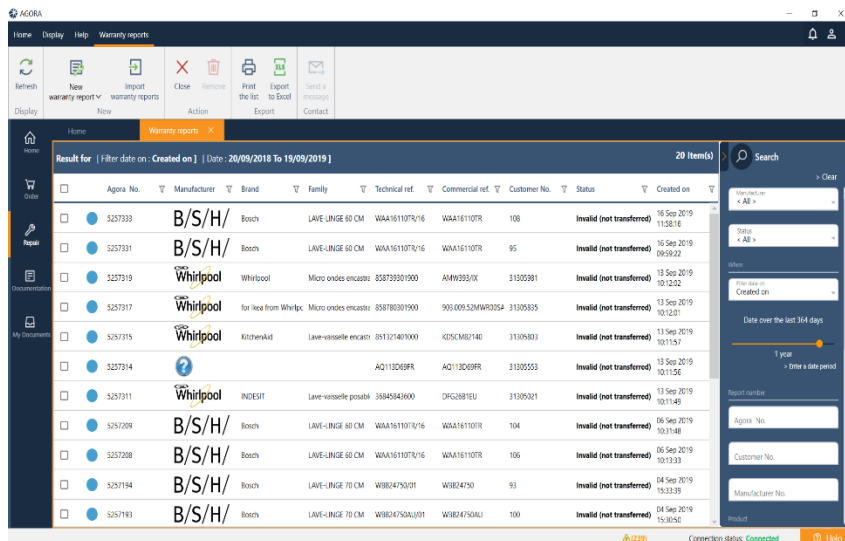
The Warranty report opens immediately, the information to be corrected appears in red.

6.3. HOW TO ACCESS THE WARRANTY REPORTS?

To access this category, simply click on the "Repair" icon and then "Warranty Reports":



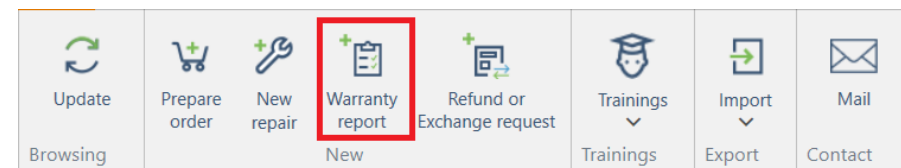
The warranty reports list is displayed in the workspace:



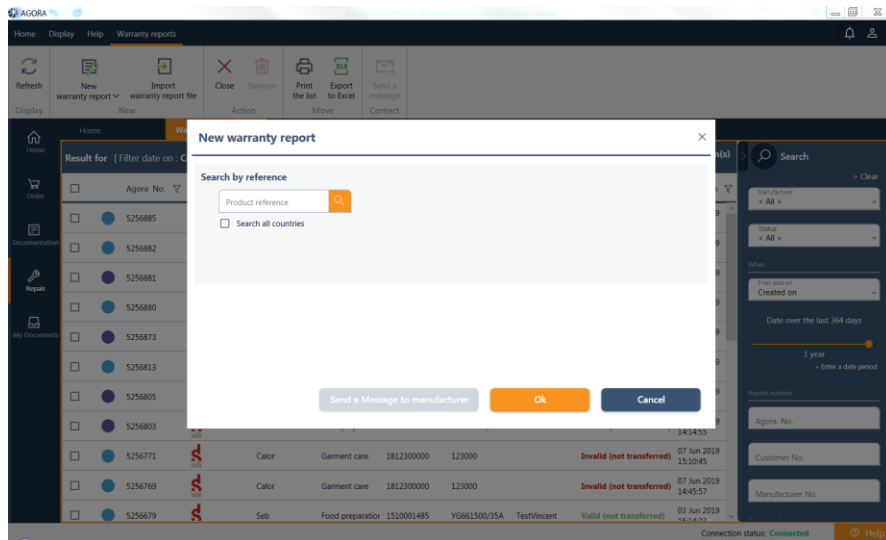
- 1- Banner: accessible features are displayed in the banner
- 2- Search bar: filters to refine the display in the workspace
- 3- Different filters allow to choose the preferences of the display.

6.3.1. How to create a new warranty report

It is possible to create a new warranty report by clicking in the banner on the feature: "Warranty Report"



After having clicked on "Warranty report", a window "New warranty report" opens in which it will be necessary to enter the reference of the device:



New warranty report

Search by reference

Product reference

DJ300610

☐ Search all countries

Manufacturer

Groupe Seb

Appliances found

1 Item(s)

Brand	Technical ref.	Commercial ref.	Description	Country
Moulinex	1510001020	DJ300610/350	HACHOIR MOULINETTE C	DZ/ AT/ BE/ FR/ DE/ GR

Send a Message to manufacturer

Ok

Cancel

In the following screen, you will have to fill in all the sections of the warranty report form:

- Reference report
- Product
- Consumer
- Repair

If the search gives several results, it will be necessary to choose the desired reference then click on "OK"

The screenshot shows the 'New warranty report' form in the AGORA V3 interface. The top banner includes a 'Save' button. The status 'Invalid (not transferred)' is highlighted in a red box. The form contains several sections with expandable headers: 'Report reference', 'Product', 'Consumer', and 'Repair details'. Each section has associated input fields for various details like customer number, report status, commercial reference, date of purchase, first/last name, and repair completion date.

When the entry is complete, click on "Save" in the banner.

This screenshot shows the same 'New warranty report' form, but with the 'Save' button in the top banner highlighted by a red box, indicating the next step after completing the entry.

Controls are carried out and the report is marked as "Valid" or "Invalid". If the report is "Valid", it can be sent to the manufacturer by clicking on the "Transfer" feature in the banner.

A green button with a black border and the text 'Valid (not transferred)' in green font.

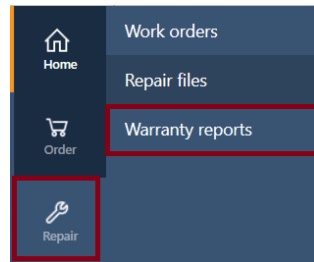
The screenshot shows the 'Warranty report' form for a specific report (DJ300610/350 - HACHOIR MOULINETTE COMPACT). The status 'Valid (not transferred)' is highlighted in a red box. The form includes sections for 'Report reference', 'Product', 'Consumer', 'Repair details', and 'Delivery address', each with corresponding input fields.

If the report is "Invalid", it means that information is missing or incorrect and will need to be corrected. The report cannot be transferred to the manufacturer.

A red button with a black border and the text 'Invalid (not transferred)' in red font.

6.3.2. How to consult my warranty reports?

Click on the "Repair" icon in the navigation bar on the left, then on "Warranty Reports"



The list of warranty reports is displayed:

The image shows a screenshot of the 'Warranty reports' section in the AGORA application. It displays a table with 25 items. The table has columns for 'Agora No.', 'Manufacturer', 'Brand', 'Family', 'Technical ref.', 'Commercial', 'Customer N°', 'Status', and 'Created on'. The status column shows various statuses like 'Valid (not transferred)', 'Invalid (not transferred)', and 'Transferring'. The 'Created on' column shows dates from 2019. A search bar and filters are visible on the right side of the table.

Agora No.	Manufacturer	Brand	Family	Technical ref.	Commercial	Customer N°	Status	Created on
525685	Moulinex	Préparation des	1510001020	D1300610/350	1679		Valid (not transferred)	27 Jun 2019 17:10:00
525682	Rowenta	Préparation des	1500833231	PA600C31/AJ0			Invalid (not transferred)	27 Jun 2019 16:30:05
525681	Seb	Préparation des	8000031554	HB40715L/60			Invalid (not transferred)	27 Jun 2019 15:07:03
525680	Rowenta	Préparation des	1500833231	PA600C31/AJ0	1223		Transferring	27 Jun 2019 13:06:59
5256873	Moulinex	Préparation des	1510001020	D1300610/350			Invalid (not transferred)	26 Jun 2019 12:59:17
5256813	OBH	Confort de la ma	3054144008	4008			Invalid (not transferred)	12 Jun 2019 17:35:10
5256805	Seb	Food preparation	1510001488	YG661A00/35A			Invalid (not transferred)	11 Jun 2019 14:16:41
5256803	Seb	Food preparation	1510001339	YG660100/35A			Invalid (not transferred)	11 Jun 2019 14:14:55
5256771	Calor	Garment care	1812300000	123000			Invalid (not transferred)	07 Jun 2019 15:10:45
5256769	Calor	Garment care	1812300000	123000			Invalid (not transferred)	07 Jun 2019 14:45:57
5256679	Seb	Food preparation	1510001485	YG661500/35A	TestVincent		Valid (not transferred)	03 Jun 2019 14:14:35

To open a warranty report, simply double click on the desired one.

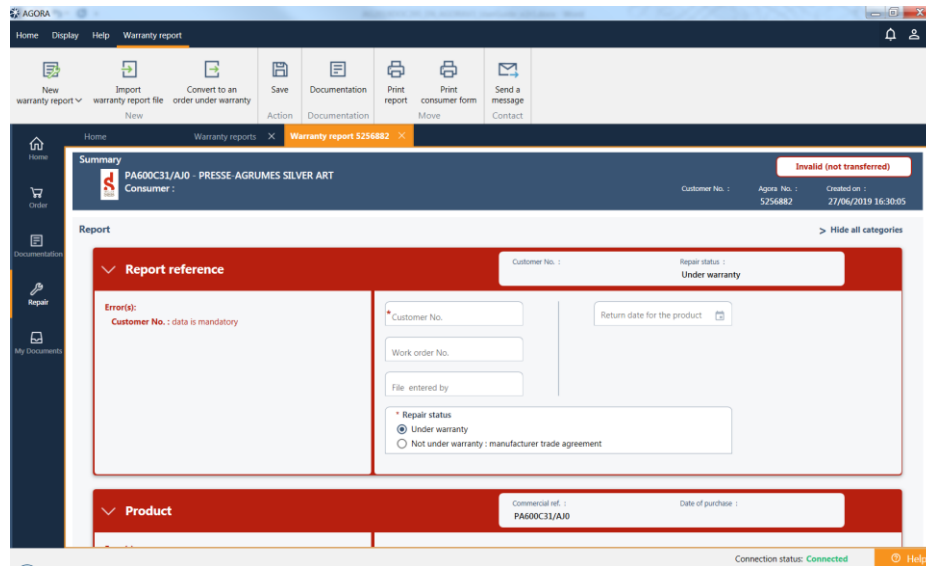
This warranty report is "invalid".

The categories in red are those containing anomalies or missing information.

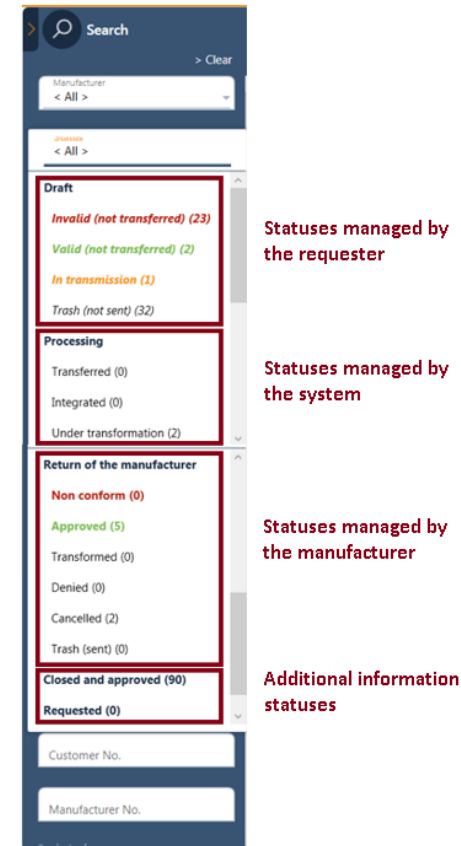
The image shows a screenshot of a warranty report summary page. The report is for 'PA600C31/AJ0 - PRESSE AGRUMES SILVER ART'. The status is 'Invalid (not transferred)'. The page is divided into sections: 'Report reference', 'Product', 'Consumer', 'Repair details', and 'Delivery address'. The 'Report reference' and 'Product' sections are highlighted in red, indicating anomalies or missing information. The 'Consumer' section is blue. The 'Repair details' and 'Delivery address' sections are red. The 'Repair details' section shows '202 family: KITCHEN APPLIANCES/FOOD' and 'Date of repair completion:'. The 'Delivery address' section shows 'Delivered customer code: 0091159809' and 'Company name: VMBS'.

Clicking on the arrow opens the desired category.

The anomalies are listed on the left, the fields to be corrected are framed in red.



6.3.3. What are the various statuses of warranty reports?



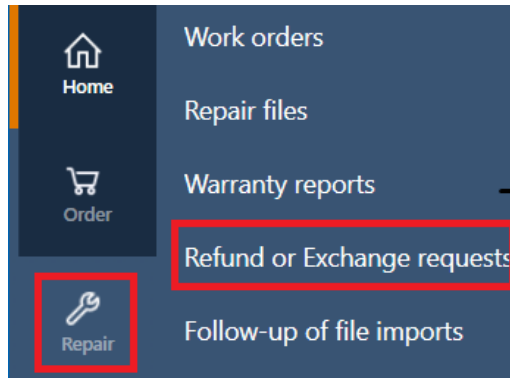
As long as the warranty report has not been sent to the manufacturer, it remains in the status "not transferred".

As soon as the warranty report is transferred to the manufacturer, its status will be modified according to the response made by the manufacturer.

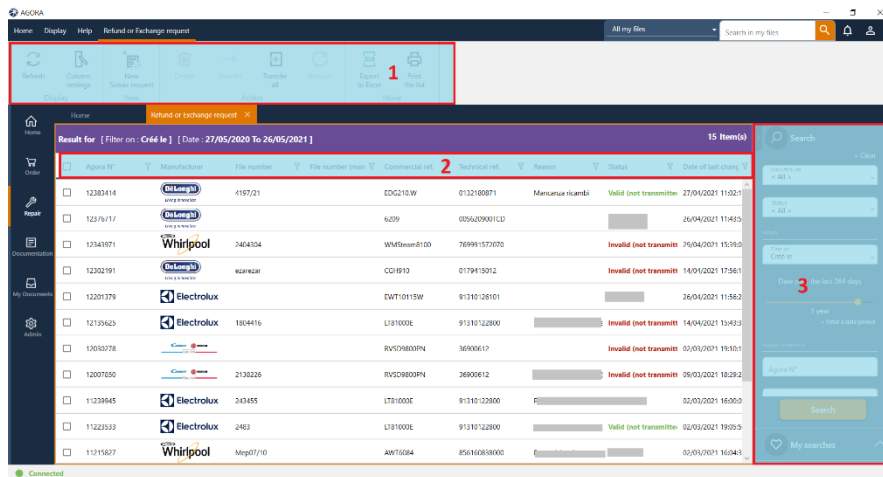
Status monitoring is done from the list of warranty reports.

6.4. HOW TO MANAGE REFUND OR EXCHANGE REQUESTS?

To access this category, click on the "Repair" icon, then choose "Refund or Exchange requests":



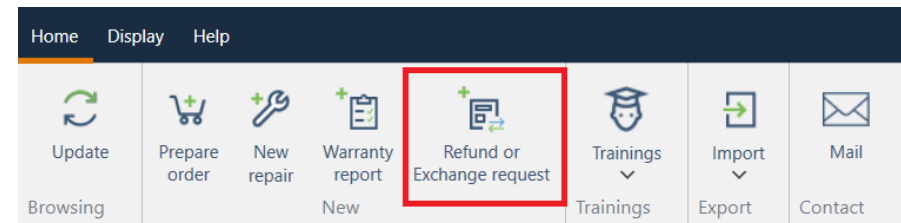
The list of requests is displayed:



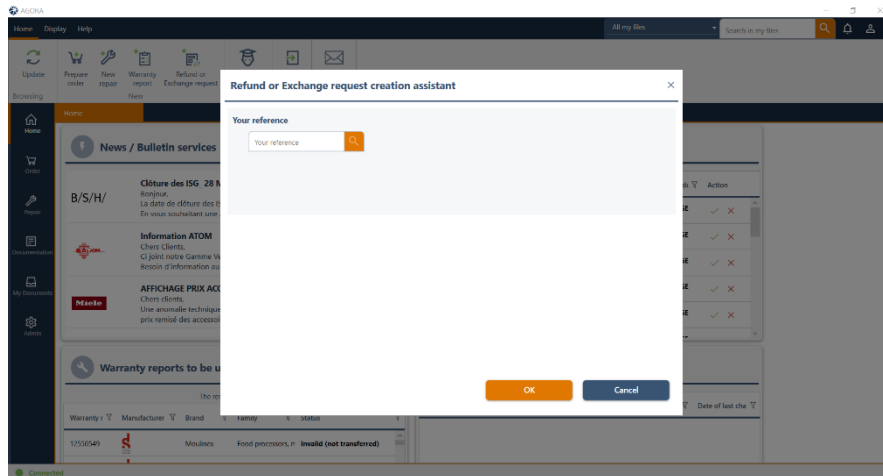
- 1- banner: the available features are displayed in the banner
- 2- List filters: different filters allow to choose the display preferences.
- 3- Search bar: filters allow to refine the display in the workspace

6.4.1. How to create a Refund or Exchange request?

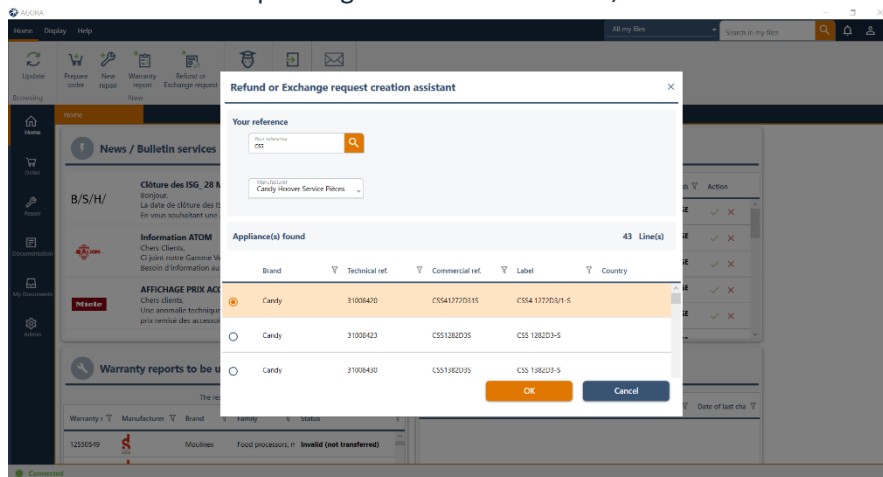
To create a new refund or exchange request, in the banner click on the feature: "Refund or exchange request".



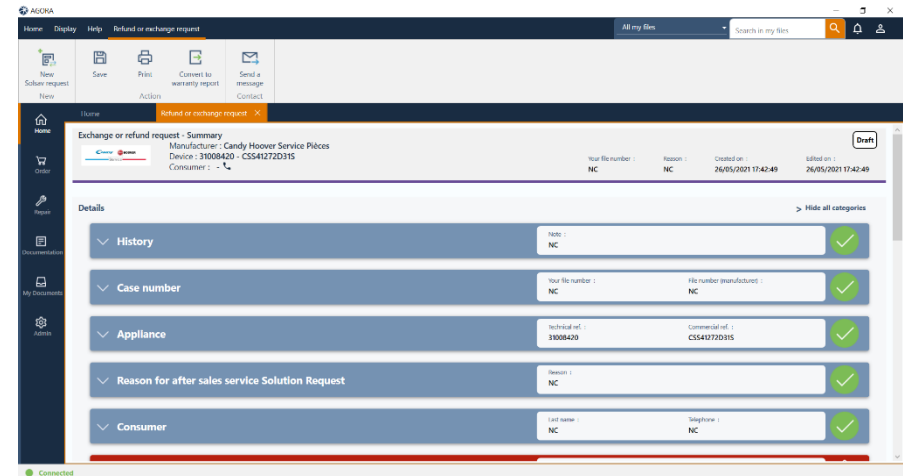
After clicking on the feature, a wizard appears inviting you to enter the product reference:



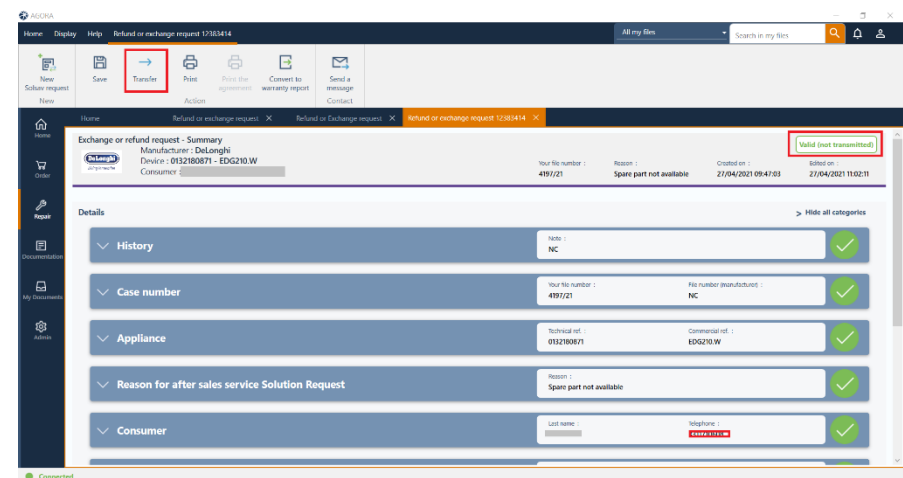
Check the box corresponding to the desired device, then click on "OK".



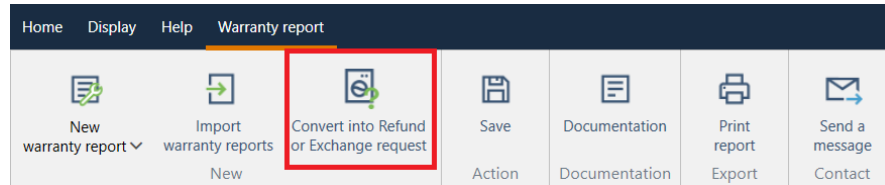
The request is created.
Now you have to fill in the necessary information in each category.



When a request is valid, an arrow appears in the banner.
Click on the arrow to send the request to the manufacturer.

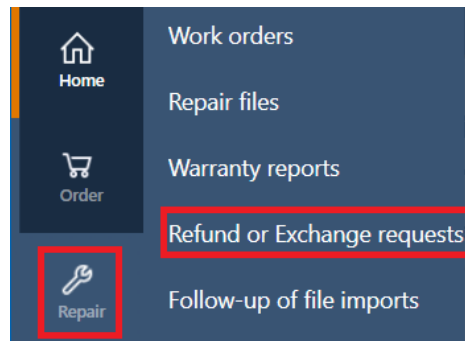


It is also possible to create an RoE request from a warranty report by clicking on "Convert into Refund or Exchange request":

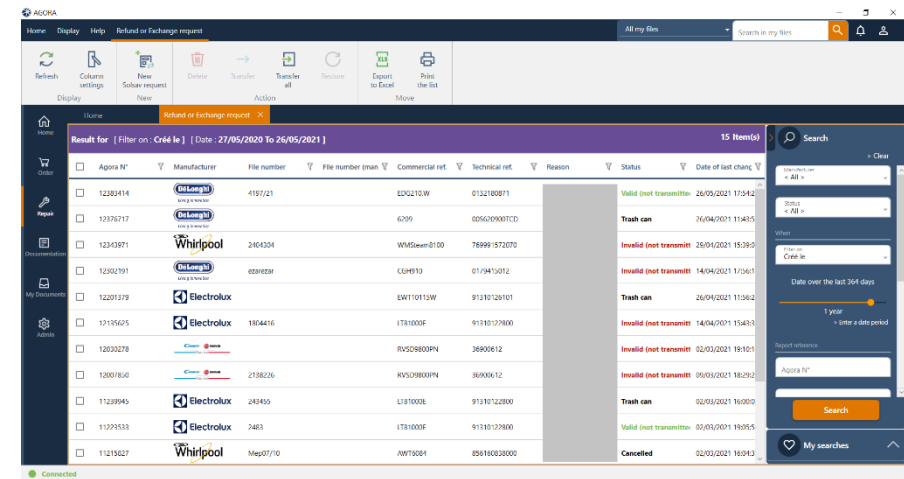


6.4.2. How do I view the list of Refund or Exchange requests?

Click on the "Repair" icon in the left navigation bar, then on "Refund or exchange requests".



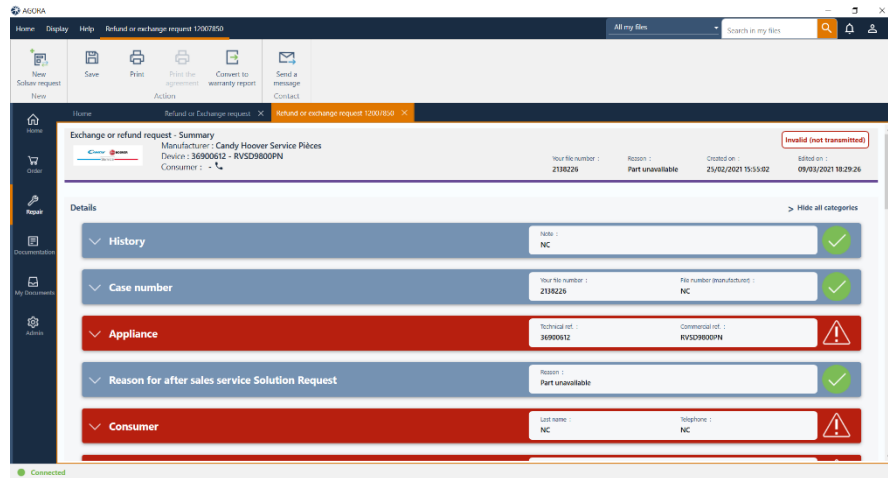
The list of requests for refund or exchange is displayed:



To open a request, simply double click on the desired one.

This request is "not valid".

The categories in red are those containing anomalies or missing information.

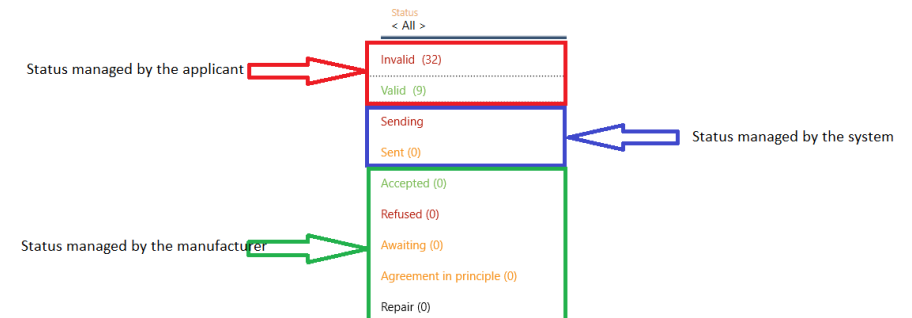


By clicking on the arrow, you can open the desired category.



The anomalies are listed on the left, the fields to be corrected are framed in red.

6.4.3. What are the different statuses of Refund or Exchange requests?



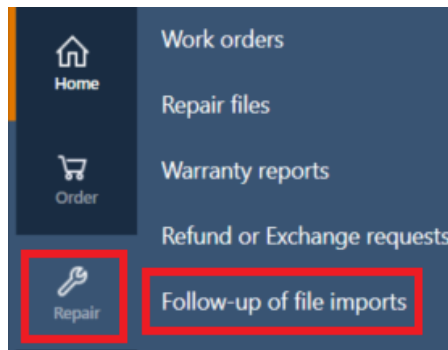
As long as the request has not been transmitted to the manufacturer, it remains in the "not transmitted" status.

As soon as the request is transmitted to the manufacturer, its status will be modified according to the manufacturer's response.

The status is monitored from the list of Refund or Exchange requests.

6.5. FOLLOW-UP OF FILE IMPORTS

To access the tracking of repair files/warranty reports made in the application, click on the "Repair" icon, then choose "Follow-up of file imports":



The list of uploads is displayed with for each uploaded file:

- the name of the file
- the date of deposit
- the status of the deposit
- the number of warranty reports and/or repair files created
- the error report

The screenshot shows the 'Follow-up of file imports' page. It features a table with columns: File name, Type of file, Submission date, Status, Upload results, and Error report. The table contains 70 items. The 'Upload results' column shows details like '74 imported claims', '29 imported repair files', and '3 errors'. The 'Error report' column contains links to view errors.

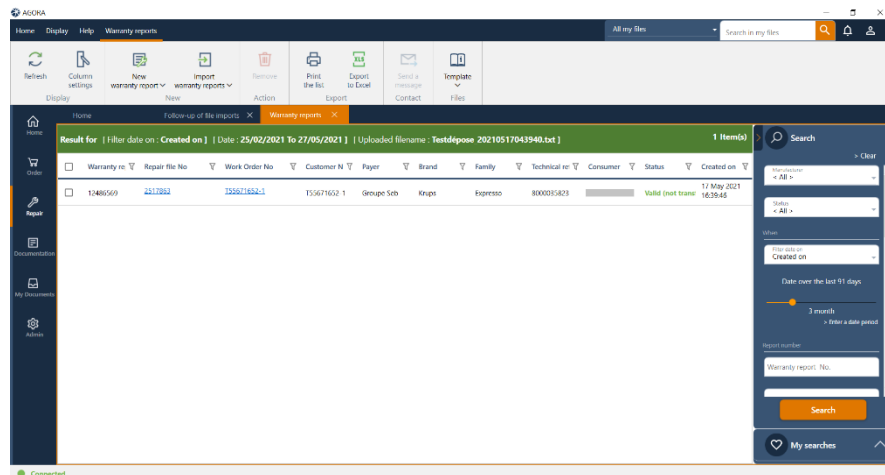
File name	Type of file	Submission date	Status	Upload results	Error report
20210517114436790_31700602_C	AGORA	1/05/2021	Completed	74 imported claims 29 imported repair files 3 errors	Error report
16886006_202105170439462	AGORA	1/05/2021	Completed	1 imported claims	
Dijover (1)_202105141014489	AGORA	14/05/2021	Completed	1 imported repair files	
Agora warranty report import, elac	ELADA	26/04/2021	Completed	1 imported claims	
2021042042116336_419004402_2	AGORA	21/04/2021	Completed	2 imported repair files	
200194_001_202104203075351	AGORA	21/04/2021	Completed	1 imported repair files	
200194_001_2021042030451	AGORA	27/04/2021	Total file error	1 errors	Error report
200194_001_2021042030332	AGORA	27/04/2021	Total file error	1 errors	Error report

To view the contents of the upload file, click on the link in the "Upload Results" column:

This screenshot is identical to the previous one, but with a red box highlighting the link '1 imported claims' in the 'Upload results' column of the row with file name 'Agora warranty report import, elac'.

The content of the file is displayed:

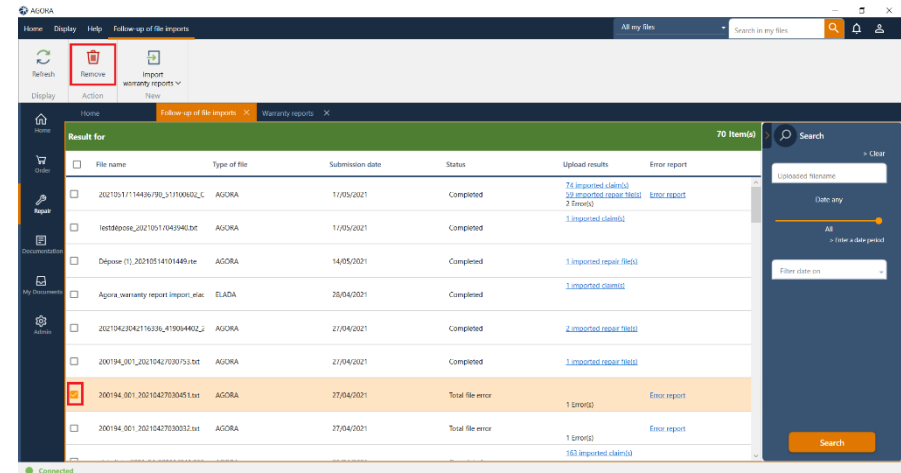
(here, the warranty report list)



When the submission of a file is unsuccessful, an error report is generated.

To download it, click on "error report".

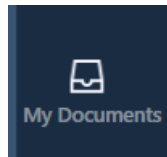
It is possible to delete the files displayed by ticking the box of the file(s) to be deleted and clicking on the "Remove" function in the banner:



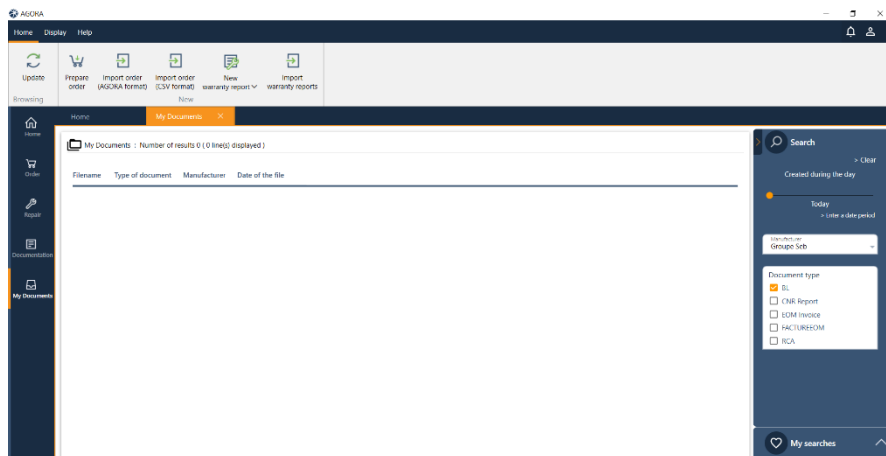
7. MY DOCUMENTS CATEGORY

7.1. HOW TO CONSULT THE DOCUMENTS SENT TO ME BY THE MANUFACTURERS?

Click on "My documents" in the navigation bar:



The document area is displayed:



To open a document, double-click on the desired line.

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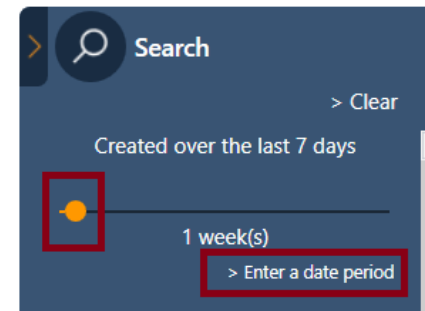
7.2. HOW TO FILTER A DOCUMENT SEARCH?

The filter on the right is pre-set to 1 week, the list displays the last documents since 1 week.

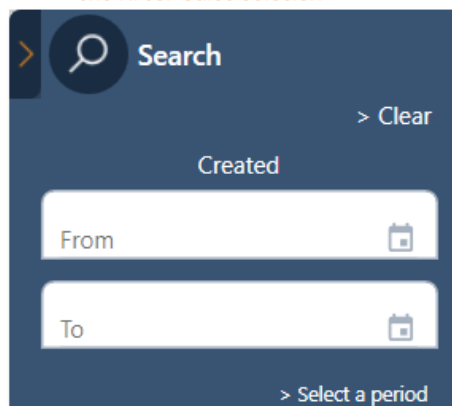
To filter the search results, 3 filters are available, on the date / document type / manufacturer.

In the filter menu are only displayed the available filter values (e. g. which have results displayed in the document list) for the document type / manufacturer.

To filter on time, simply slide the orange button to the right.



To filter from a specific date, click on "Enter a date period", choose two specific days to select the desired period.

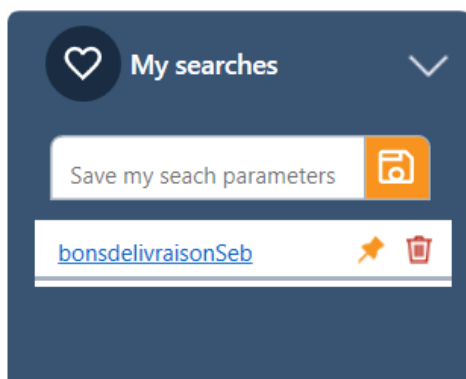


Consult my research

The user has the possibility to launch a saved search by clicking on the "My searches" button.

Save my search

The save my search button allows you to save the search and restart it once the screen has left.



The buttons allow you to define a default search and delete a search.