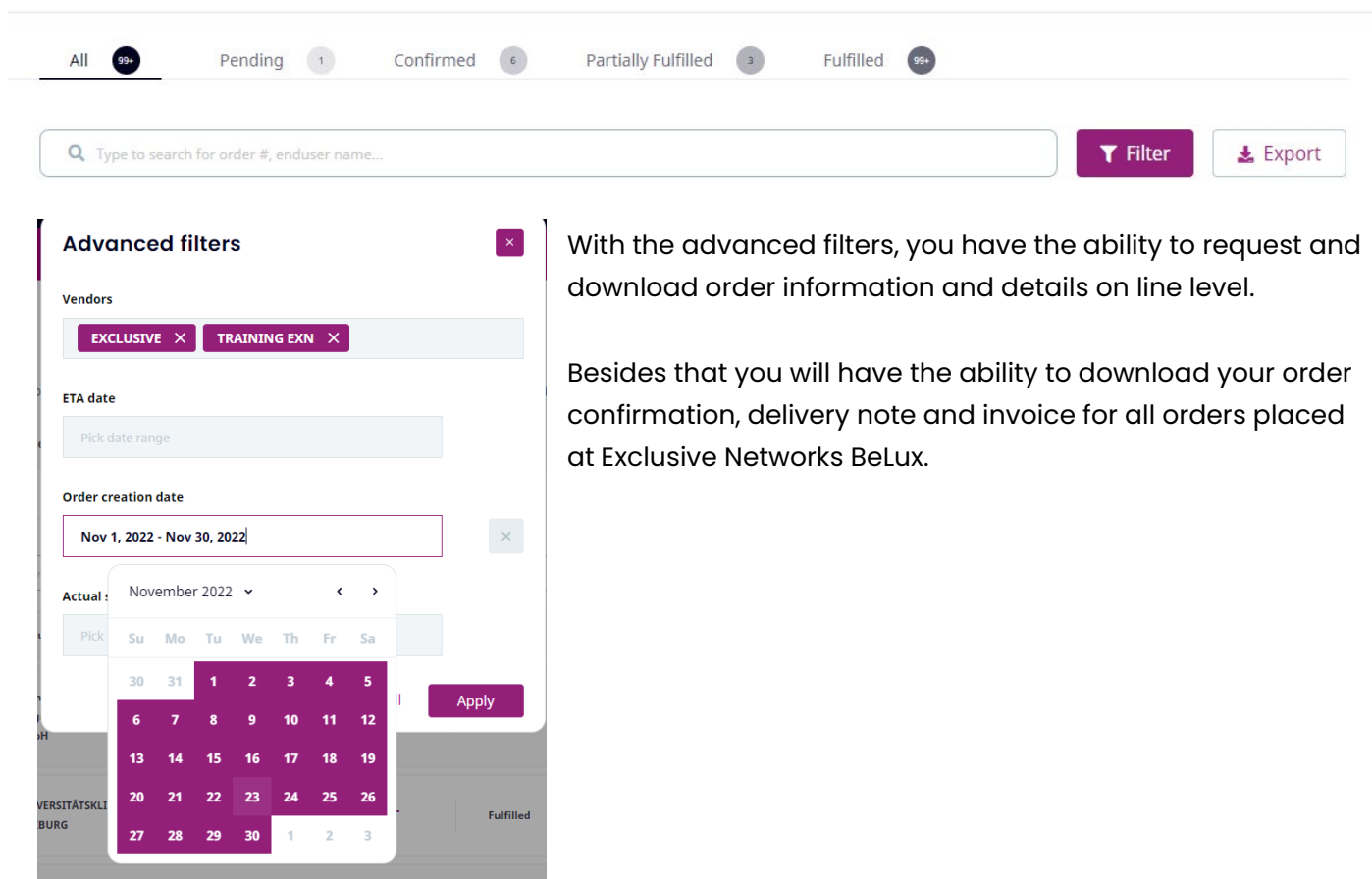


FAQ SHEET



What are the advantages of the Customer portal

The customer portal will provide you with real-time order tracking information. This way you can look-up the information yourselves, instead of sending out another e-mail. You will have a view on the order details, delivery- and tracking information, serial numbers.



The screenshot shows the customer portal interface. At the top, there are status filters: All (99+), Pending (1), Confirmed (6), Partially Fulfilled (3), and Fulfilled (99+). Below these is a search bar with the placeholder text 'Type to search for order #, enduser name...'. To the right of the search bar are buttons for 'Filter' and 'Export'. Below the search bar is a section titled 'Advanced filters' which includes:

- Vendors:** Two buttons, 'EXCLUSIVE' and 'TRAINING EXN', both with an 'X' icon to remove them.
- ETA date:** A button labeled 'Pick date range'.
- Order creation date:** A date range selector showing 'Nov 1, 2022 - Nov 30, 2022' with an 'X' icon to clear it.
- Actual:** A calendar for November 2022. The calendar shows dates from 1 to 30. The date '23' is highlighted. There is an 'Apply' button next to the calendar.

With the advanced filters, you have the ability to request and download order information and details on line level.

Besides that you will have the ability to download your order confirmation, delivery note and invoice for all orders placed at Exclusive Networks BeLux.

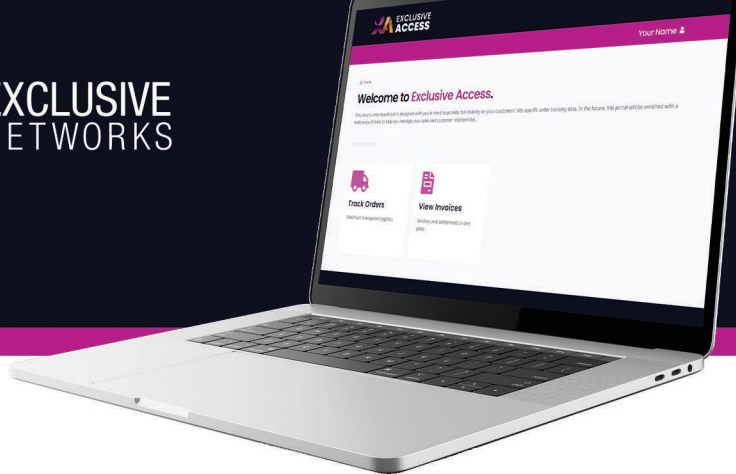
ETA Information

The ETA is the expected delivery date from the supplier into our warehouse. We will do the best we can to get the hardware appliances delivered **within 2days**. E-mail deliveries will be delivered once received.

All ETA's are based on the delivery times provided by the suppliers. We cannot guarantee any differences in ETA.

Changes in ETA are possible and we try to provide you with the most accurate information on our Customer Portal. However as explained, this is information based on what we receive from our suppliers and can change during the time placing the order and the actual shipment date.

FAQ SHEET



When you place a software order, it's possible that the delivery date is today, but you haven't received any software delivery yet. For a lot of suppliers, the software will only be delivered once the matching hardware is shipped.

If you see the date = ... it means the ETA date isn't yet provided by the supplier.

When you see multiple dates, this means that different materials have different delivery dates and the dates lie between these two dates.

What does shipment date means

The given shipment date in the portal is the date that the shipment has left our warehouse in Duffel.

I don't see my order yet in the portal

Your order gets visible once approved and processed by our backoffice team. If your order isn't visible in the portal after 3 working days, please contact our offices by sending an e-mail to orders@exclusive-networks.be.

How can I get access to the Customer Portal?

Send an e-mail to accounting@exclusive-networks.be with following data:

- Full company name
- E-mail address for the person who will have the admin rights

Our backoffice team will create your customer profile and send the activation link towards the provided email address. After clicking on the link, you will get the possibility to adapt the temporary password to your own password. You will be redirected to the homepage of the Customer Portal.

Where can I get additional support?

If you want some guidance in the customer portal, you can request this by sending an e-mail to accounting@exclusive-networks.be. You will be contacted afterwards to schedule a meeting.

Terminology

- Confirmed : Processed by the order management team and PO sent to vendor
- Partially Fulfilled : Orders with outstanding items
- Fulfilled : Orders delivered and invoiced
- ETA : Estimated ship date