

# Manual Renson Partner Portal

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

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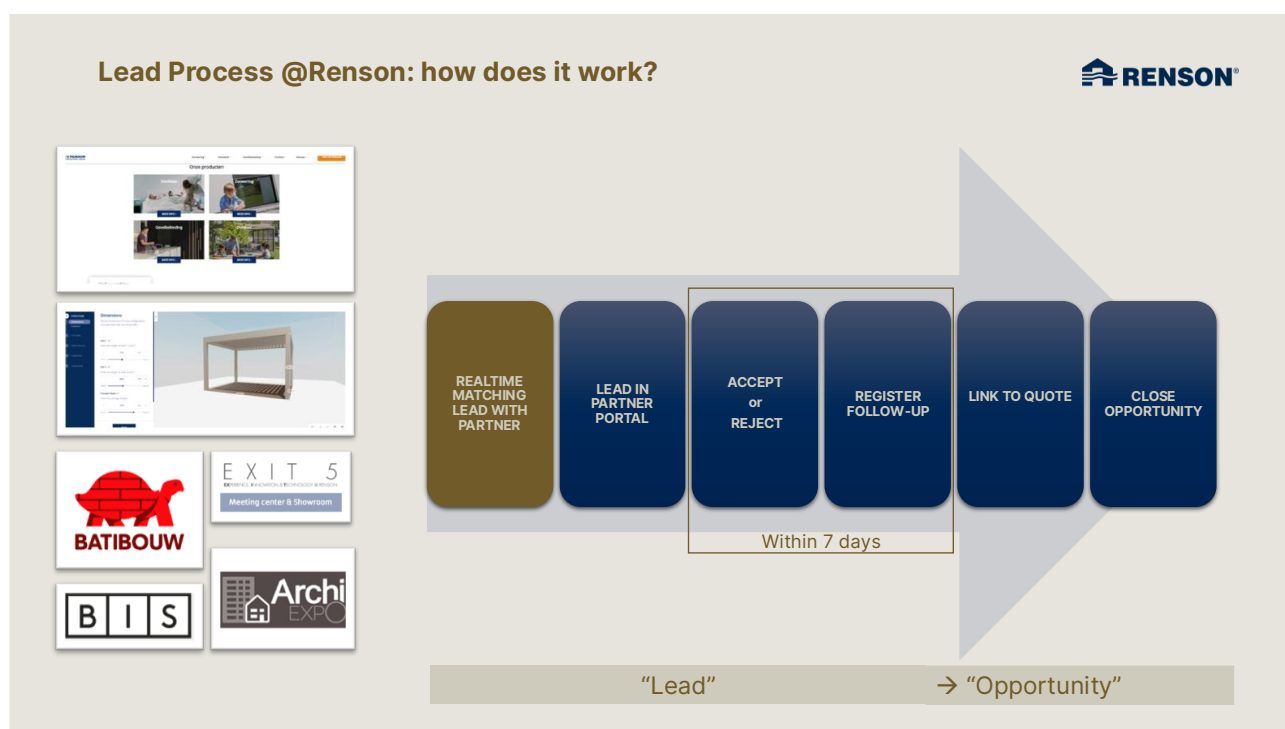
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## Introduction

As Renson dealer you will receive Renson leads. These are private persons who have contacted Renson via the Renson website, at fairs, events, showroom, media (newspapers, magazines,...), ... and who are interested in one or more Renson products. These persons are called leads and are potential buyers.

Renson provides a Partner Portal ([partnerportal.renson.net](https://partnerportal.renson.net)) in which the lead information is shared with you and in which tool you can follow up and process these leads.

Below graph shows the full lead process at Renson:



For every assigned lead, following information is provided by Renson:

- Contact data (name, address, e-mail, ...)
- Project data where applicable (new construction/renovation, replacement woodwork yes/no, execution time, ...)
- Product interests (which type of patio cover, window ventilation,...)
- How did this person get in contact with Renson (website request, visit showroom, Batibouw,...)
- Scoring of a lead into High or Medium, based on its lead profile

The lead is assigned in real-time to the closest partner with the requested product group.

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.

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.

Further follow-up can be done in the portal for your **active leads**.

Once you link an offer to the lead, the lead becomes an **'opportunity'**.

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.

## Login

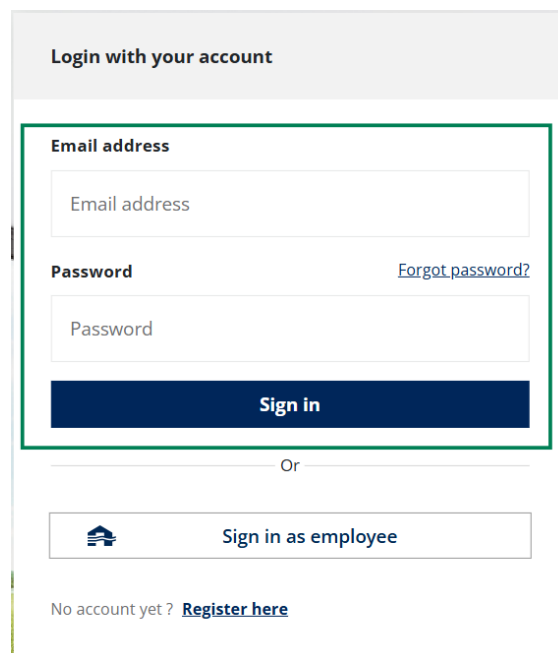
### User settings

<https://partnerportal.renson.net/>

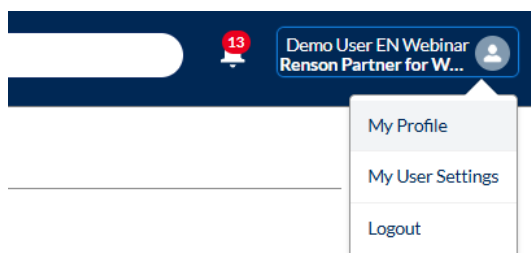
As Renson account, use the same email and password as e.g. for the RIO platform. Your account is centrally managed by Renson, in order to have 1 login for all Renson applications.

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.



The login form is titled "Login with your account". It contains two input fields: "Email address" and "Password". Below the password field is a link "Forgot password?". A dark blue "Sign in" button is positioned below the password field. Below the button is a horizontal line with the word "Or" in the center. Below the line is a button with a house icon and the text "Sign in as employee". At the bottom, there is a link "No account yet? Register here".



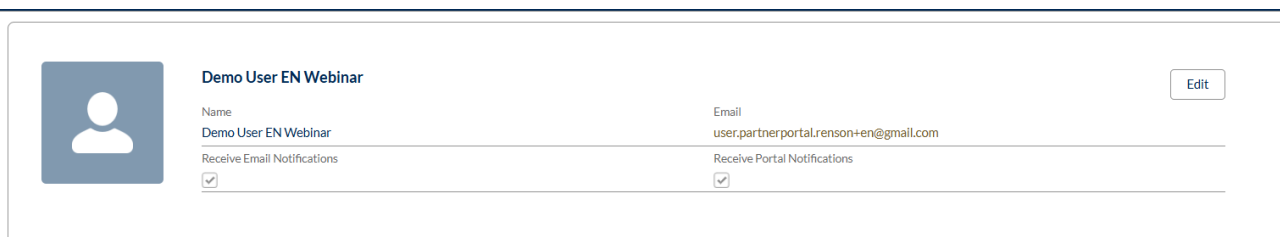
Within the Partner Portal, the options to modify your user settings are quite limited because it is directly linked with the general Renson account.

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

### 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.



The user settings form displays the user's profile information. On the left is a user icon. To the right of the icon is the name "Demo User EN Webinar". Below the name are two rows of settings. The first row is "Name" with the value "Demo User EN Webinar". The second row is "Email" with the value "user.partnerportal.renson+en@gmail.com". To the right of the email field is an "Edit" button. Below the email field are two rows of checkboxes. The first row is "Receive Email Notifications" with a checked checkbox. The second row is "Receive Portal Notifications" with a checked checkbox.

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

## Step 1 : Accept / Reject your 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.

Home Lead Inbox My Sales Go to RIO My Dashboard More  Demo User EN Webinar Renson Partner for W...

# Welcome to the Renson Partner Portal, Demo User EN

Working together, Winning together !

```
graph LR; subgraph "ACCEPT NEW LEADS"; direction TB; A1[ ] --> A2[ ]; A2 --> A3[ ]; A3 --> A4[ ]; A4 --> A5[ ]; A5 --> A6[ ]; A6 --> A7[ ]; A7 --> A8[ ]; A8 --> A9[ ]; A9 --> A10[ ]; A10 --> A11[ ]; A11 --> A12[ ]; A12 --> A13[ ]; A13 --> A14[ ]; A14 --> A15[ ]; A15 --> A16[ ]; A16 --> A17[ ]; A17 --> A18[ ]; A18 --> A19[ ]; A19 --> A20[ ]; A20 --> A21[ ]; A21 --> A22[ ]; A22 --> A23[ ]; A23 --> A24[ ]; A24 --> A25[ ]; A25 --> A26[ ]; A26 --> A27[ ]; A27 --> A28[ ]; A28 --> A29[ ]; A29 --> A30[ ]; A30 --> A31[ ]; A31 --> A32[ ]; A32 --> A33[ ]; A33 --> A34[ ]; A34 --> A35[ ]; A35 --> A36[ ]; A36 --> A37[ ]; A37 --> A38[ ]; A38 --> A39[ ]; A39 --> A40[ ]; A40 --> A41[ ]; A41 --> A42[ ]; A42 --> A43[ ]; A43 --> A44[ ]; A44 --> A45[ ]; A45 --> A46[ ]; A46 --> A47[ ]; A47 --> A48[ ]; A48 --> A49[ ]; A49 --> A50[ ]; A50 --> A51[ ]; A51 --> A52[ ]; A52 --> A53[ ]; A53 --> A54[ ]; A54 --> A55[ ]; A55 --> A56[ ]; A56 --> A57[ ]; A57 --> A58[ ]; A58 --> A59[ ]; A59 --> A60[ ]; A60 --> A61[ ]; A61 --> A62[ ]; 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## MY NEW &amp; ACCEPTED LEADS

	Name ↑	Lead Status	Priority Label	Product Group	Follow-up Due...	Lead Source	Partner Account
1	Test Franse notificatie	To Accept	Low	Sun Protection Screens for Existing Windows	6 days	B2C Configurator	Renson Partner for Webinar


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

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


After your first review of the lead information, you decide if you want to follow-up or to hand back the information to Renson.

Process your Lead here

Step 1: Accept or Reject your Lead



Accept



Reject

Next

Select 'Accept' and press 'Next' → The Lead status changes from 'to accept' into 'accepted'.

\* Please tell us why you want to reject the Lead

--None--

--None--

Rejected - No time for follow-up

Rejected - Not interested in the lead

Rejected - Project is too far away

Other - Specify Reason

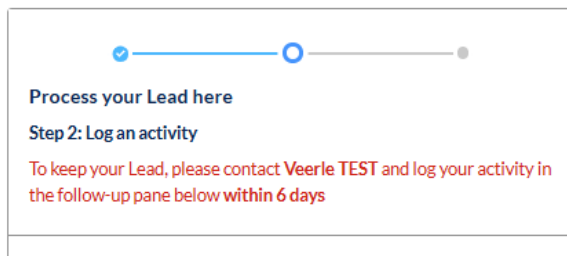
If you decide not to follow-up, we request you to indicate this as soon as possible, in order give Renson the possibility to decide as quickly as possible what to do with the lead: re-assign to another partner, or decide to otherwise.

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

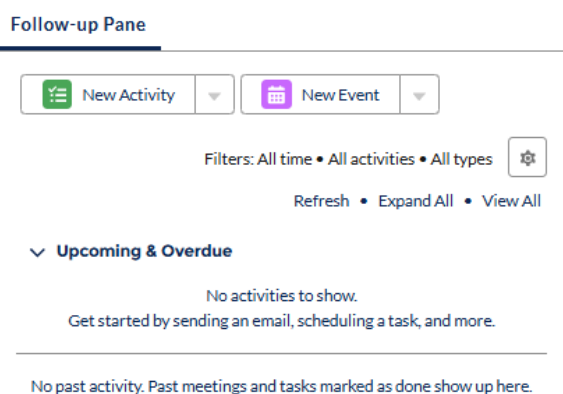
## Step 2 : Log an Activity or Event

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.

The portal guides you to the next action:



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

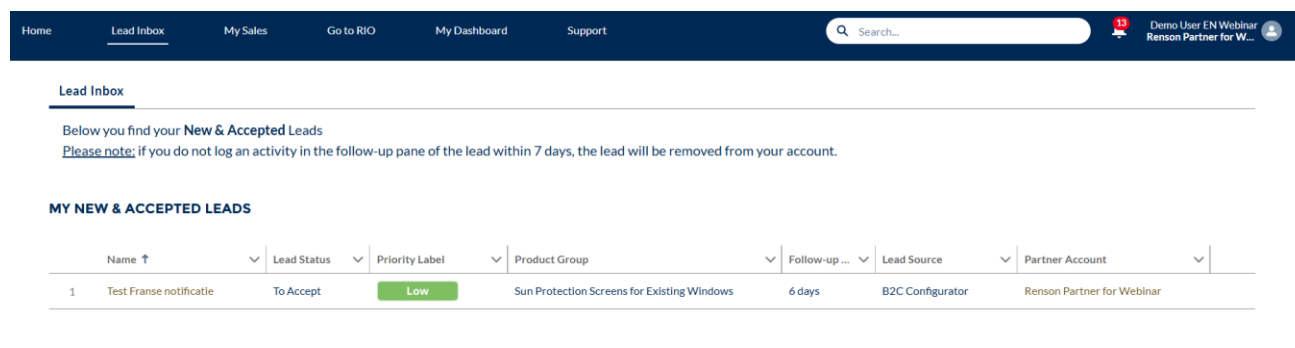


From this moment, the lead is 100% yours and the status changed from “Accepted” to “**Active**”.

## Lead Inbox

The Lead Inbox page shows the **same information as on the Home page**: It contains the leads that are either New or Accepted, but which still need to be processed via registering an activity or event.

“Lead inbox” and “Home” contain all leads that still can expire from your account within 7 calendar days after receipt of the lead.



Name ↑	Lead Status	Priority Label	Product Group	Follow-up ...	Lead Source	Partner Account
1 Test Franse notificatie	To Accept	Low	Sun Protection Screens for Existing Windows	6 days	B2C Configurator	Renson Partner for Webinar

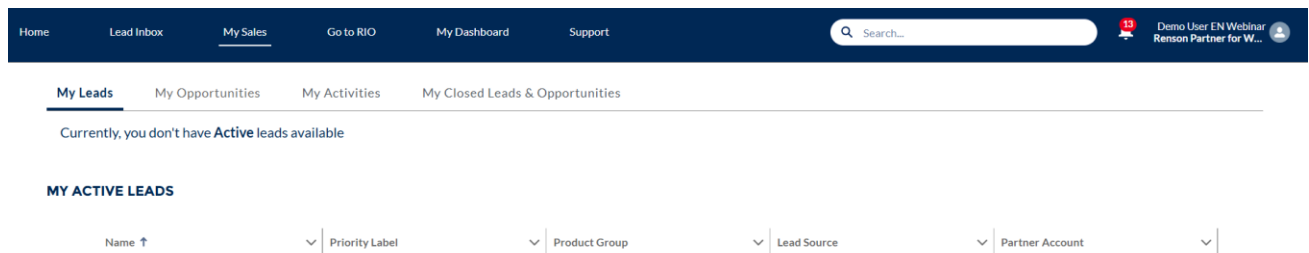
## My Sales

From the moment the lead is fully yours, the status changes to **“active”** and the information is **moved** from the “Lead inbox” to the tab “My Sales”

There are 4 sub-tabs under “My Sales”.

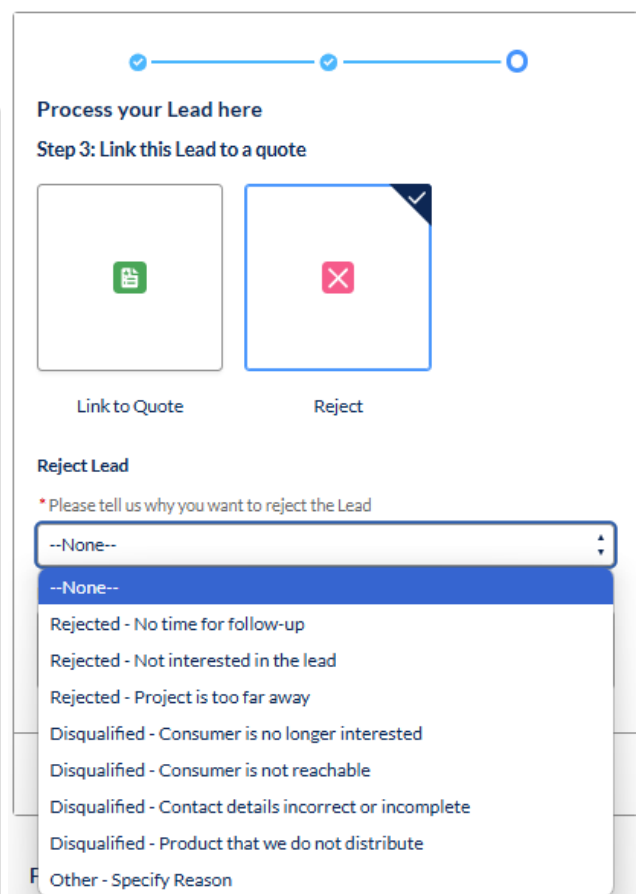
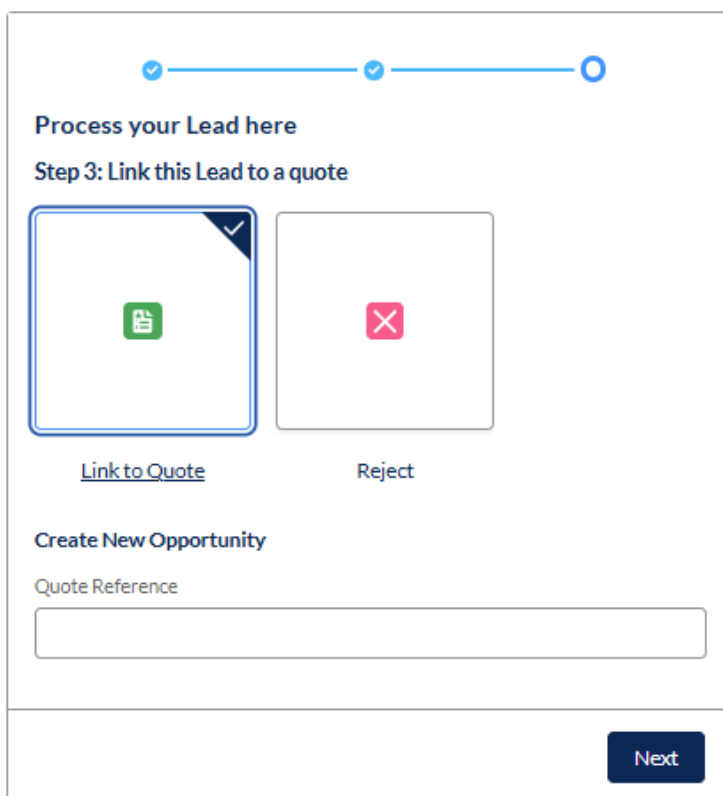
### My Leads

This first tab shows the **Active** leads



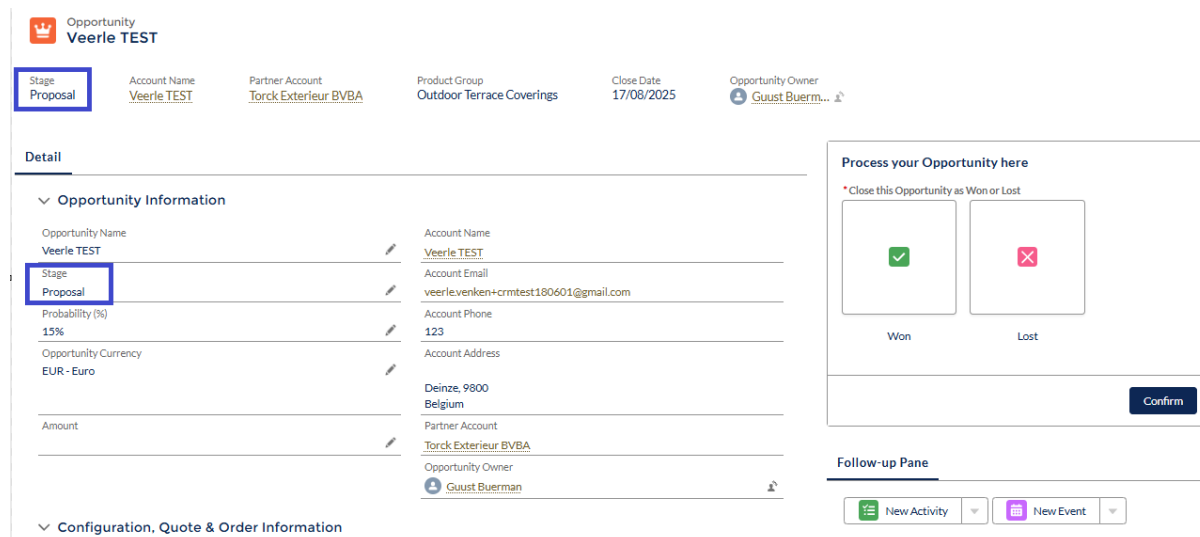
### Step 3 : Link a quote

Going in the the details of the lead, you will have the possibility to Link more information and also a quote:



At any point you can still also 'reject' the lead. Each time, we request to indicate why the lead is rejected, via a drop-down menu:

From the moment, you have linked a quote, the Status changes into **"Proposal"** and the Portal will no longer speak of "Lead" but about an **"Opportunity"**.



**Opportunity**  
Veerie TEST

Stage: **Proposal** | Account Name: Veerie TEST | Partner Account: Torck Exterior BVBA | Product Group: Outdoor Terrace Coverings | Close Date: 17/08/2025 | Opportunity Owner: Guust Buerman

**Detail**


▼ **Opportunity Information**

Opportunity Name	Veerie TEST
Stage	Proposal
Probability (%)	15%
Opportunity Currency	EUR - Euro
Amount	
Account Name	Veerie TEST
Account Email	veerievenken+crmtest180601@gmail.com
Account Phone	123
Account Address	Deinze 9800 Belgium
Partner Account	Torck Exterior BVBA
Opportunity Owner	Guust Buerman


▼ **Configuration, Quote & Order Information**

**Process your Opportunity here**

\*Close this Opportunity as Won or Lost



Won



Lost

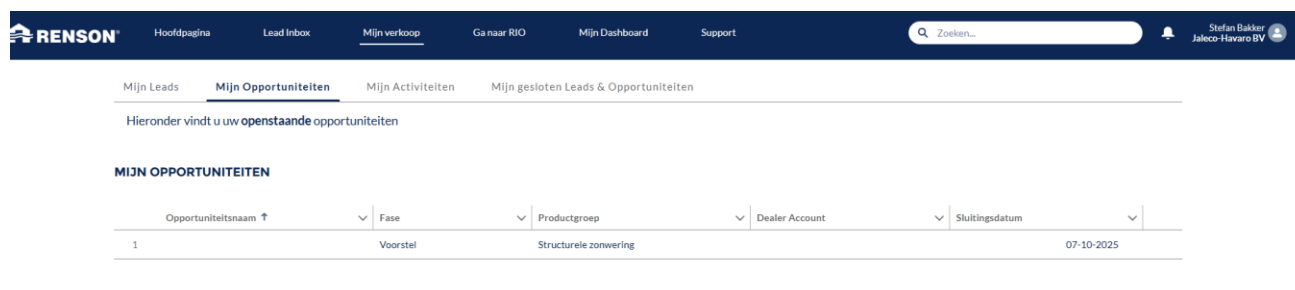
**Confirm**

**Follow-up Pane**

New Activity | New Event

## 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:



Opportunititsnaam ↑	Fase	Productgroep	Dealer Account	Sluitingsdatum
1	Voorstel	Structurele zonwering		07-10-2025

## My Activities

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


## 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).

## Step 4 Close the Opportunity

Process your Opportunity here

\* Close this Opportunity as Won or Lost





Won

Lost


Please link your Opportunity to an Order by entering the Order Reference


Order Reference

Confirm

Process your Opportunity here

\* Close this Opportunity as Won or Lost





Won

Lost

\* Please tell us why the opportunity was lost

--None--

--None--

Lost - Purchased at competition

Lost - Purchased Renson at another dealer

Lost - Budgetary reason

Lost - Consumer is no longer interested

Other - Specify Reason

### Opportunity Veerle TEST

Stage  
Closed Won

Account Name  
Veerle TEST

Partner Account  
Torck Exterior BVBA

Product Group  
Outdoor Terrace Coverings

Close Date  
18/06/2025

Opportunity Owner  
Guust Buerman

#### Detail

##### Opportunity Information

Opportunity Name	Veerle TEST	Account Name	Veerle TEST
Stage	Closed Won	Account Email	veerlevenken+crmtest180601@gmail.com
Probability (%)	100%	Account Phone	123
Opportunity Currency	EUR - Euro	Account Address	Deinze, 9800 Belgium
Amount		Partner Account	Torck Exterior BVBA
		Opportunity Owner	Guust Buerman

Opportunity is Closed Won

##### Follow-up Pane

New Activity

New Event

Filters: All time • All activities • All types

Refresh • Expand All • View All

Upcoming & Overdue

No activities to show.  
Get started by sending an email, scheduling a task, and more.

June • 2025

This Month

Call

You had a task with Veerle TEST

## 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>

8 | Page  
Working together, Winning together