

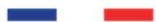
2024-03-13

EXTRANET

Operating Procedure

Dealer

Innovation, creativity and **made in France**
at the heart of our DNA since 1920



A vertical strip on the left side of the slide showing a close-up of several red electrical connectors or cables.

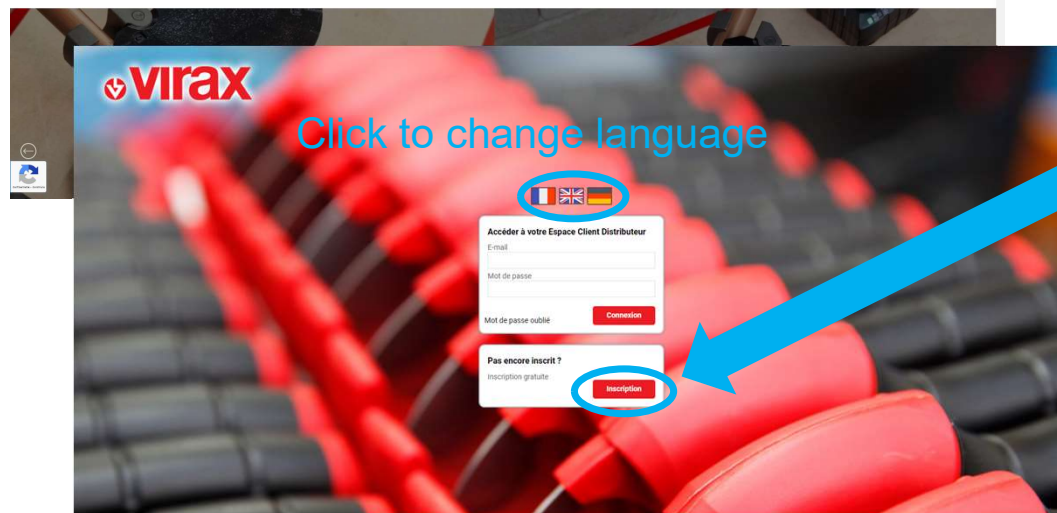
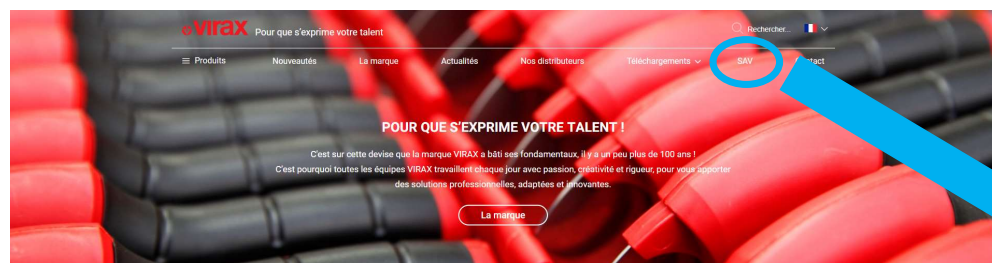
SUMMARY

1. Creating dealer account – 1st connexion
2. Connexion
3. Create a return request
4. Consult the progress of after-sales requests

1. Creating dealer account – 1st connexion

Access through VIRAX website – After sales service section

<https://www.virax.com/en/>



Accès Extranet

http://extranet.virax.com/eFOB_Virax_Customers_Portal

1. Creating dealer account – 1st connexion

Complete the 3 fields and validate

The system shows you the store entered – Confirm if OK

New registration

Company determination

1 Customer code

The Customer code is a 6-digit number starting with 2, which can be found in your different commercial documents: Order acknowledgment, Delivery bill and Invoice.

2 Postal code

Bureau

Elephant

Ballon

Check code

Please enter the word displayed in colour in the image displayed.

Cancel Next

4

New registration

Company determination

Customer code

The Customer code is a 6-digit number starting with 2, which can be found in your different commercial documents: Order acknowledgment, Delivery bill and Invoice.

Postal code

51100

Bureau

Elephant

Ballon

Check code

Ballon

Please enter the word displayed in colour in the image displayed.

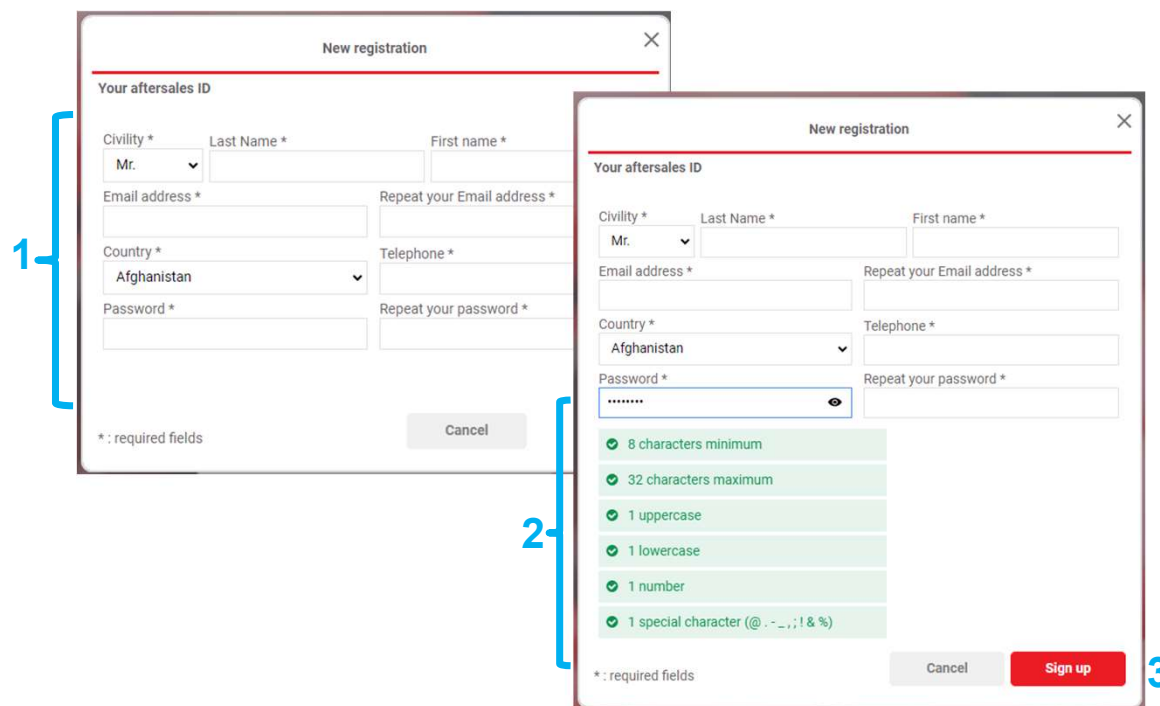
You are the company's aftersales contact with the 51100 REIMS

Cancel Validate

5

1. Creating dealer account – 1st connexion

Complete the 9 fields and save



The image displays two screenshots of a 'New registration' form. The first screenshot shows the form with a blue bracket labeled '1' pointing to the input fields. The second screenshot shows the form with a blue bracket labeled '2' pointing to the password strength requirements and a blue bracket labeled '3' pointing to the 'Sign up' button.

1

2

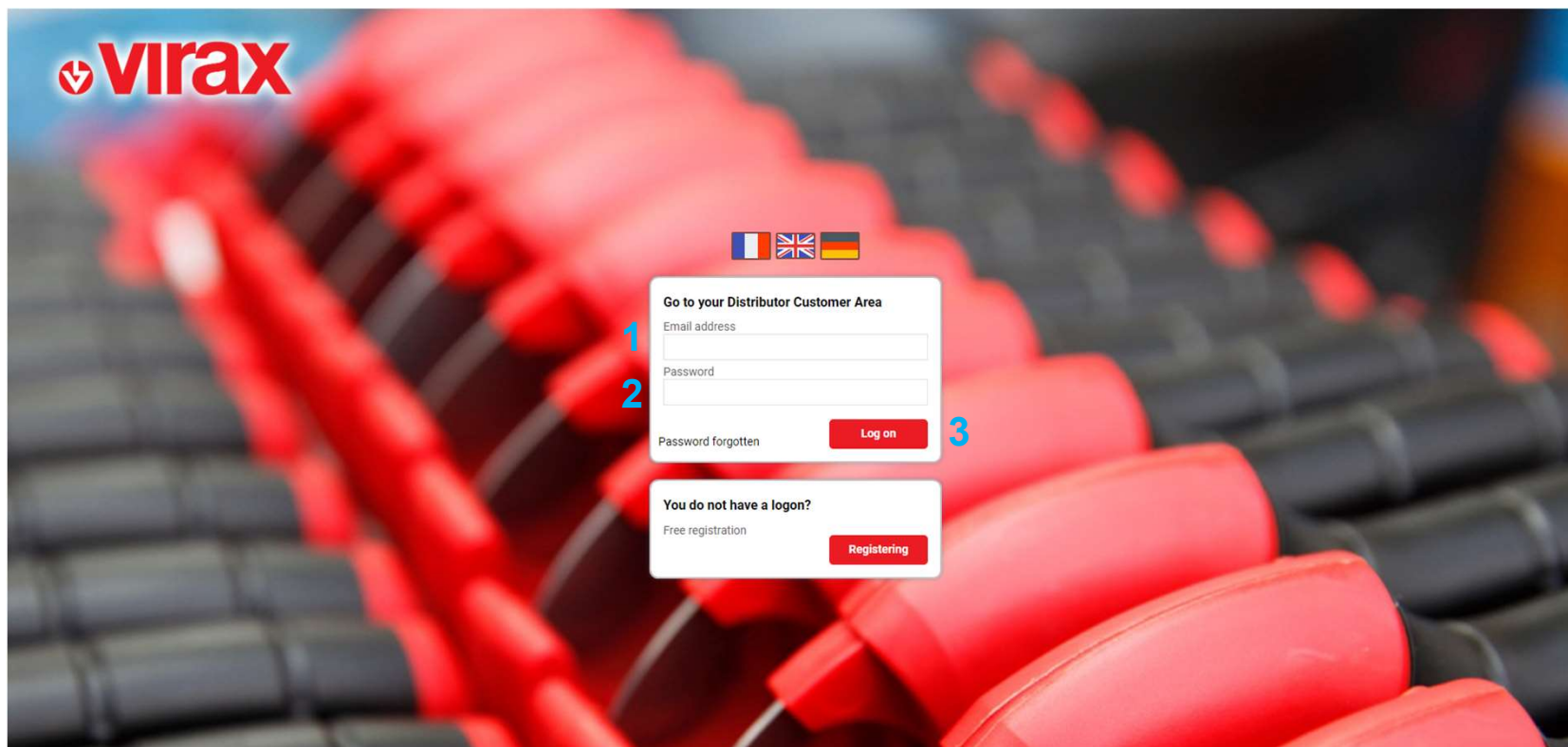
3

- The email address will be use as a login to connect to the dealer account and will receive all email notifications of file progress.
- Favor “generic” addresses for a store or create several accounts if several users in a store

The after-sales service then checks the created profile before it becomes active

2. Connexion

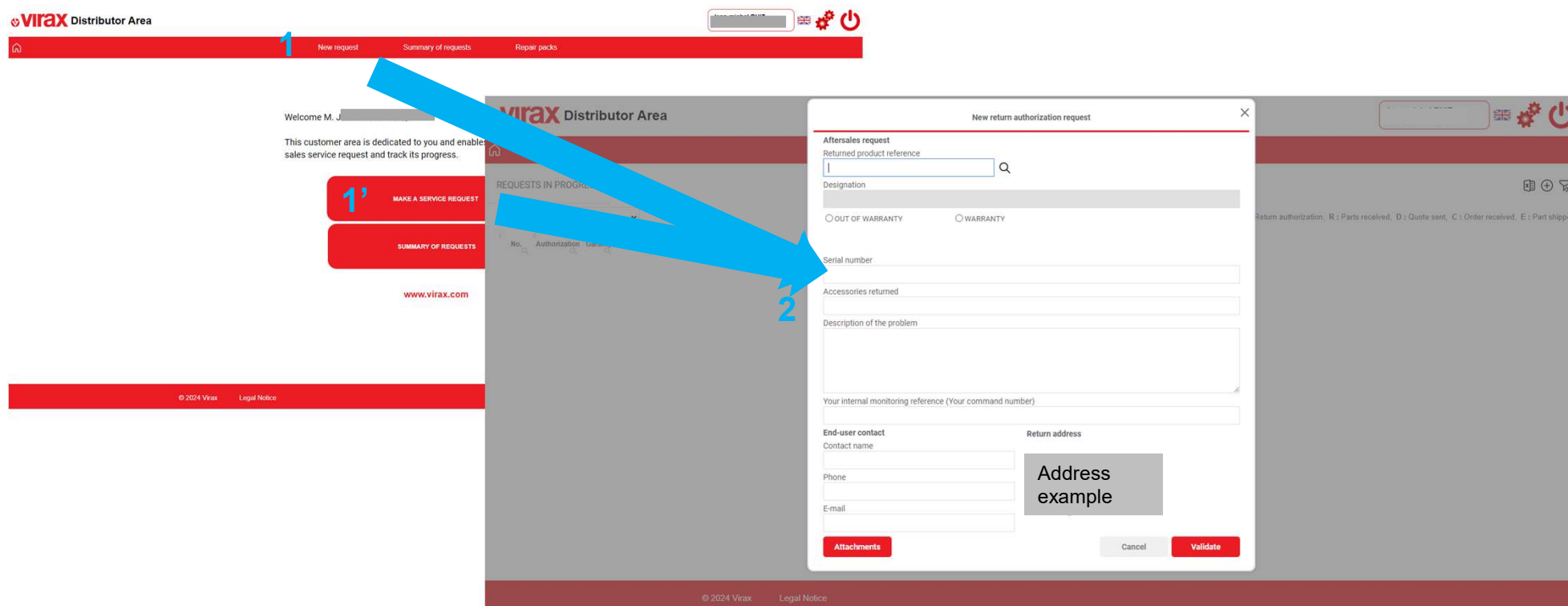
Use the email address and password created in step 1



3. Create a return request

Log in to your account

Select “new request”, the following screen is displayed



The screenshot displays the Virax Distributor Area interface. At the top, there is a navigation bar with the Virax logo and the text "Distributor Area". Below this, a red navigation bar contains the following items: a home icon, a "New request" link (highlighted with a blue arrow labeled "1"), "Summary of requests", and "Repair packs".

The main content area shows a welcome message: "Welcome M. J. [Name]". Below this, there is a section titled "REQUESTS IN PROGRESS" with a table containing columns for "No.", "Authorization", and "Date". To the left of this section, there are two red buttons: "1' MAKE A SERVICE REQUEST" and "SUMMARY OF REQUESTS".

A modal window titled "New return authorization request" is open, showing the following fields and options:

- Aftersales request**
- Returned product reference (with a search icon)
- Designation (text input)
- Radio buttons for "OUT OF WARRANTY" and "WARRANTY"
- Serial number (text input)
- Accessories returned (text input)
- Description of the problem (text area)
- Your internal monitoring reference (Your command number) (text input)
- End-user contact fields: Contact name, Phone, and E-mail.
- Return address field with a placeholder "Address example".
- Buttons for "Attachments", "Cancel", and "Validate".

At the bottom of the page, there is a footer with the text "© 2024 Virax" and "Legal Notice".

3. Create a return request (1/2)

New return authorization request ✕

Aftersales request

Returned product reference
 Q

Designation
 VIRAFAL CENTRALE DESEMBOUAGE HAUT DEBIT

OUT OF WARRANTY WARRANTY
2' Don't forget to attach the customer's invoice using the « Attachments » menu.
 OUT OF WARRANTY WARRANTY

Serial number
 The equipment 295050 (VIRAFAL CENTRALE DESEMBOUAGE HAUT DEBIT) is concerned by the repair package : [\(Click here to see Repair packs\)](#)

Accessories returned

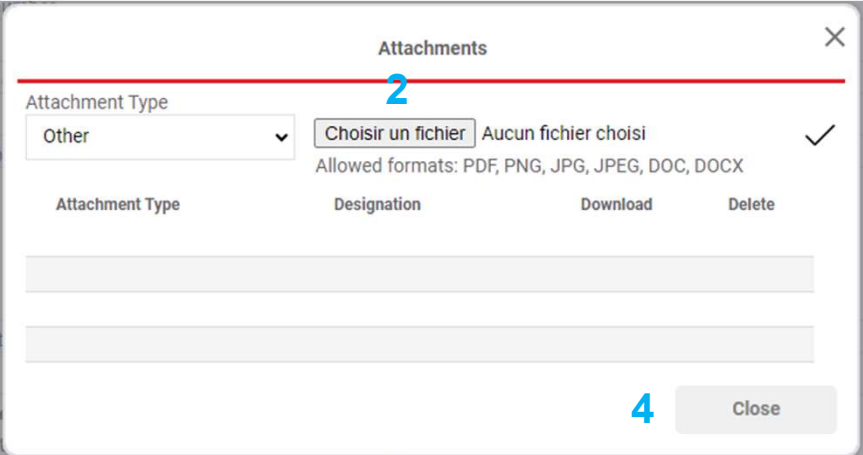
Description of the problem

Your internal monitoring reference (Your command number)

End-user contact Contact name <input type="text"/> Phone <input type="text"/> E-mail <input type="text"/>	Return address <div style="background-color: #ccc; padding: 5px; text-align: center;">Address example</div>
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1. Select the product concerned using the search menu (reference or keyword)
2. Select WARRANTY or OUT of WARRANTY
 - a) Warranty: Do not forget to attach the invoice directly in the extranet (#8)
 - b) Out of Warranty: If the product is covered by a package – link to the price file
3. Serial number or vintage to be provided if available on machine
4. Indicate the accessories you are returning
 - a) The more complete the machine, the more complete the analysis will be
5. Describe the problem, with as much detail as possible (how did the problem occur?, type of tubes and/or fittings used?...)
6. Internal distributor reference (if necessary)
7. Possibility of providing the contact details of the end customer - they will be able to receive notifications of progress of their product) - they will not receive the VIRAX quote (only available to dealer)
8. Possibility to add attachments (invoice, pictures)

3. Create a return request (2/2)



The screenshot shows a dialog box titled "Attachments" with a close button (X) in the top right corner. The dialog is divided into two main sections. The top section contains an "Attachment Type" dropdown menu with "Other" selected, a "Choisir un fichier" button, and the text "Aucun fichier choisi" with a checkmark. Below this, it lists "Allowed formats: PDF, PNG, JPG, JPEG, DOC, DOCX". The bottom section is a table with columns for "Attachment Type", "Designation", "Download", and "Delete". There are two empty rows in the table. A "Close" button is located at the bottom right of the dialog. Blue numbers 1 through 4 are overlaid on the image to indicate steps: 1 points to the dropdown menu, 2 points to the "Choisir un fichier" button, 3 points to the checkmark, and 4 points to the "Close" button.

1. Ability to select the type of documents
 - a) Bill
 - b) Pictures
 - c) Others

2. Choose the file on your PC

3. Validate the document download

4. To validate

Multiple documents of each type can be added

4. Consult the progress of after-sales requests

Log in to your account

Select “summary of requests”, the following screen is displayed

Welcome M. [redacted] **VIRAX Distributor Area**

This customer area is dedicated to you and enables you to create a sales service request and track its progress.

REQUESTS IN PROGRESS

Requests: All

F : Package agreed, A : Return authorization, R : Parts received, D : Quote sent, C : Order received, E : Part shipped

No.	Authorization	Garantie	Item	Designation	My reference	Request date	F	A	R	D	C	E	Details
34865	200071200	N	253521	ML21+ 2 BATTERIES + MOTHER PLIERS	A.P.C.E.M	14/12/2023	●	●	●	●	●	●	🔍
33162	200069218	Y	252910	VIPER I26 BARE IN CASE	GUILLAUME TERRANERE	25/09/2023	●	●	●	●	●	●	🔍
32623	200068868	Y	010930	VANADIX PLIERS 300 MM	BARNABA	28/08/2023	●	●	●	●	●	●	🔍
32167	200068050	Y	253522	ML21+ MOTHER PLIERS + TH16-20-26 + 2 BAT	A.P.C.E.M GILLES PR	18/07/2023	●	●	●	●	●	●	🔍
32105	200067963	N	253261	VIPER P25+ 2 BATTERIES 18V 3AH +CHARGER	MASSONAT	13/07/2023	●	●	●	●	●	●	🔍
31913	200067718	N	251856	EUROSTEM II BEND 230V 14-16-18-22-28MM	SAV GILLES OLORON	03/07/2023	●	●	●	●	●	●	🔍
31816	200067581	N	253514	M21+ MOTHER PLIER + U 16-20-25 + 2 BAT	BAPTISTE VIGNEAU	26/06/2023	●	●	●	●	●	●	🔍
31662	200067374	N	295020	SLUDGE REMOVAL 24 L	017-0000	16/06/2023	●	●	●	●	●	●	🔍
26798	200061049	N	253522	ML21+ MOTHER PLIERS + TH16-20-26 + 2 BAT	A.P.C.E.M GILLES PR	15/09/2022	●	●	●	●	●	●	🔍
26782	200061033	Y	252913	VIPER I26 + TH INSERTS 16-20-26	ABL MAINTENANCE	15/09/2022	●	●	●	●	●	●	🔍
23251	200056331	N	253521	ML21+ 2 BATTERIES + MOTHER PLIERS	A.P.C.E.M GILLES PR	18/01/2022	●	●	●	●	●	●	🔍
22135	200054767	N	253250	VIPER M20+ LI-ION CASE+CHARG+BATT	ETS SARIE	04/11/2021	●	●	●	●	●	●	🔍
21454	200053808	N	262080	GAS TIGHTNESS CONTROLLER 60 MBAR	ARAUJO SEIGNAT	24/09/2021	●	●	●	●	●	●	🔍
21330	200053642	N	050116	CORE DRILL MOTOR V150+ ONLY	JOSEPH PATRIQC	16/09/2021	●	●	●	●	●	●	🔍
21165	200053408	Y	253244	14.4V 2.4AH LITHIUM-ION BATTERY	ETS SARIE	07/09/2021	●	●	●	●	●	●	🔍
17662	200048421	N	262015	MANUAL TEST PUMP 50BAR 10L	gilles pryet	13/01/2021	●	●	●	●	●	●	🔍
17383	200047980	N	253250	VIPER M20+ LI-ION CASE+CHARG+BATT	GILLES PRYET	16/12/2020	●	●	●	●	●	●	🔍
17165	200047686	N	050116	CORE DRILL MOTOR V150+ ONLY	patrick joseph	04/12/2020	●	●	●	●	●	●	🔍

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4. Consult the progress of after-sales requests

Defaults to "opened" but can allow you to view "closed" requests

- Filter for searching a request
- Extracting displayed requests
- Creating a new request
- Removing filters

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Step progress –
Green = Step
validated

- An attachment is available (Quote)
- Access to the details of the request

4. Consult the progress of after-sales requests

Detailed view of a request
Ability to see the dates of each step

RETURN REQUEST N° 34865

Warranty	Request status
Returned product reference 253521	Date of demand 14/12/2023
Designation ML21+ 2 BATTERIES + PINCE MERE	<input type="radio"/> Retu 14/12/2023
Request OUT OF WARRANTY	<input type="radio"/> Parts received 20/12/2023
Return authorization 200071200	Serial number INCONNU
Accessories returned AUCUN	<input type="radio"/> Quote sent 20/12/2023
Description of the problem REVISION COMPLETE DU PRODUIT	<input type="radio"/> Order received 03/01/2024
Dealer reference A.P.C.E.M	<input checked="" type="radio"/> Part shipped 10/01/2024
Attachments	End-user contact
	Contact name gilles pryet
	Phone 0559320265
	E-mail cassandre.coumes@richardson.fr
	Return address
	Adress example



Possibility to download the quote