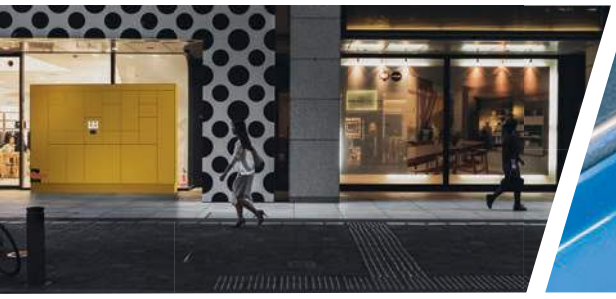
RENZ

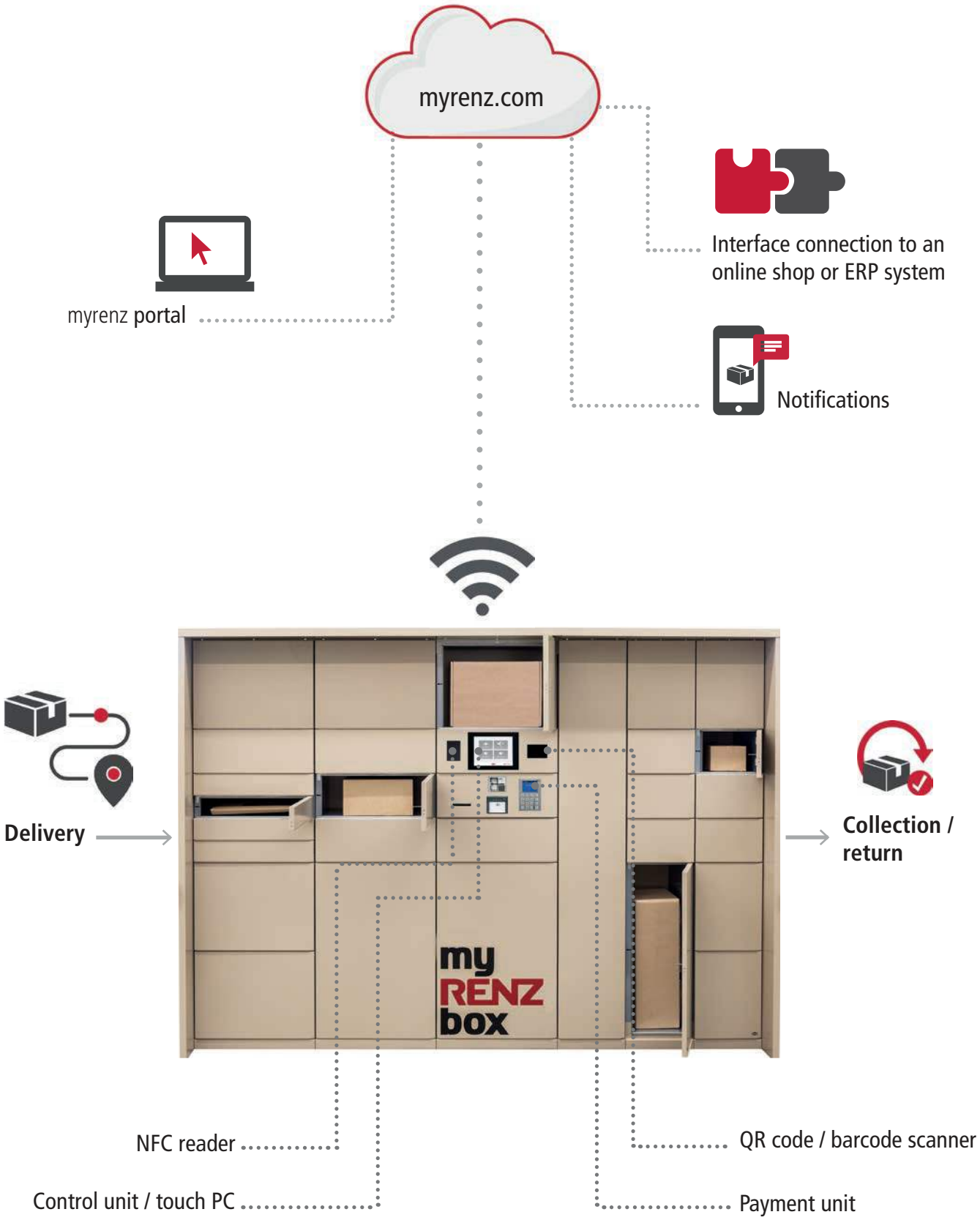
intelligent boxes

Functional overview



my RENZ box RETAIL

myRENZbox Retail



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Simple processes

Whether as a Click & Collect station, for Click & Reserve or as a handover point and service acceptance point: All delivery and collection processes can be handled without any contact at any time with the **myRENZbox**. Here's how simple it is:

1. Register the shipment

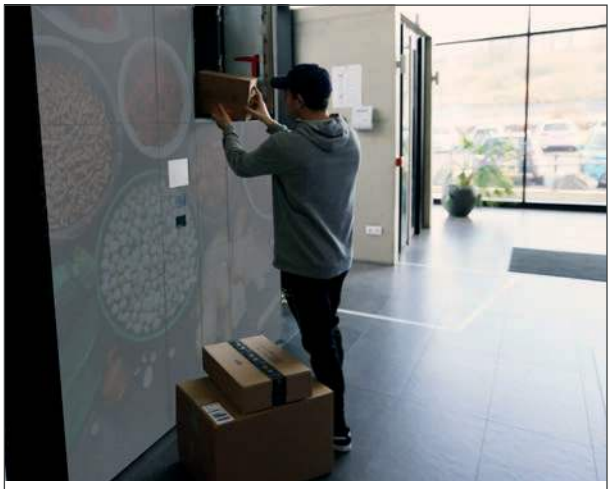
Make a reservation in the portal

or

Directly on the system

2. Delivery to the box

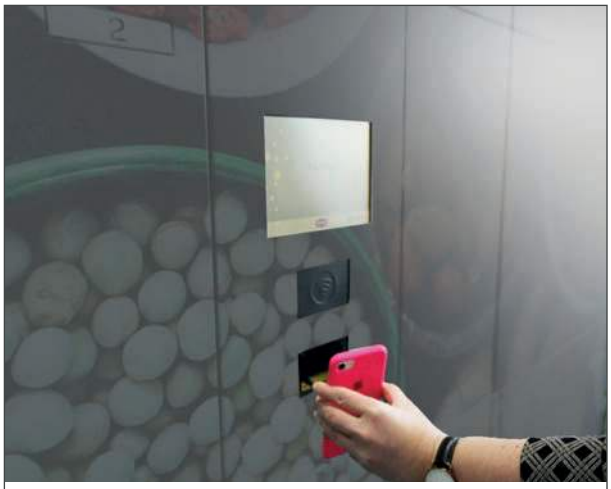
By scanning the
QR code / barcode



Place multiple packages in one compartment or additional compartments

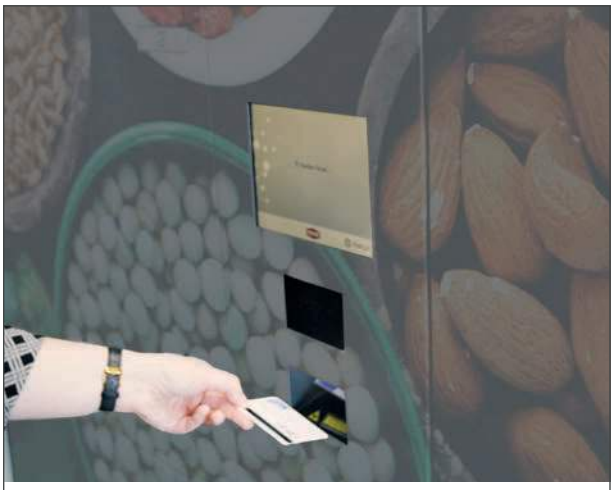
Change the compartment at the time of delivery for more space

3. Customer collection



By scanning the
QR code / barcode

With a PIN



With a customer card

Good to know

With exciting additional functions, we ensure the convenient handling of the processes at the **myRENZbox** and improve security for everyone.

Opening the compartment individually or at the same time

The compartments can all be opened at the same time or one by one depending on how many compartments are to be occupied or are filled with goods for the customer.

Reopening the compartment after a gust of wind

If the compartment closes due to a gust of wind or incorrect movement before the delivery or collection, it can be reopened.

Removing a package in the case of an "overdue" collection

If a customer does not collect their goods, the compartment can be opened at any time and the goods can be removed again.

Child safety device

The myRENZbox offers a mechanical and electronic child safety device. In addition, an age prompt can be displayed in the portal or on the control unit.

Comfort zone

We offer the comfort zone for people with disabilities. Only compartments that can be easily reached in all cases are used here.

Applications

In addition to the classic usage of the **myRENZbox** as a Click & Collect station, the hardware and various software processes offer the possibility of covering further applications:

Click & Reserve

By installing a payment unit on the myRENZbox and integrating a payment system, goods can not only be picked up at the myRENZbox, but also paid for directly at the myRENZbox.
After a successful payment, the stored goods are removed directly.

Multiple retailers

Whether a shopping centre, local urban district or pedestrian zone: A myRENZbox can easily be shared by multiple businesses. This saves on investment costs and offers you as a retailer all the advantages of a multi-channel solution.

PayLock process
Compartment rental for an indefinite period

Offer customers the option to conveniently lock away bags or other items during their stay. This can be provided free of charge or with a price per minute for storage – payable directly at the myRENZbox.

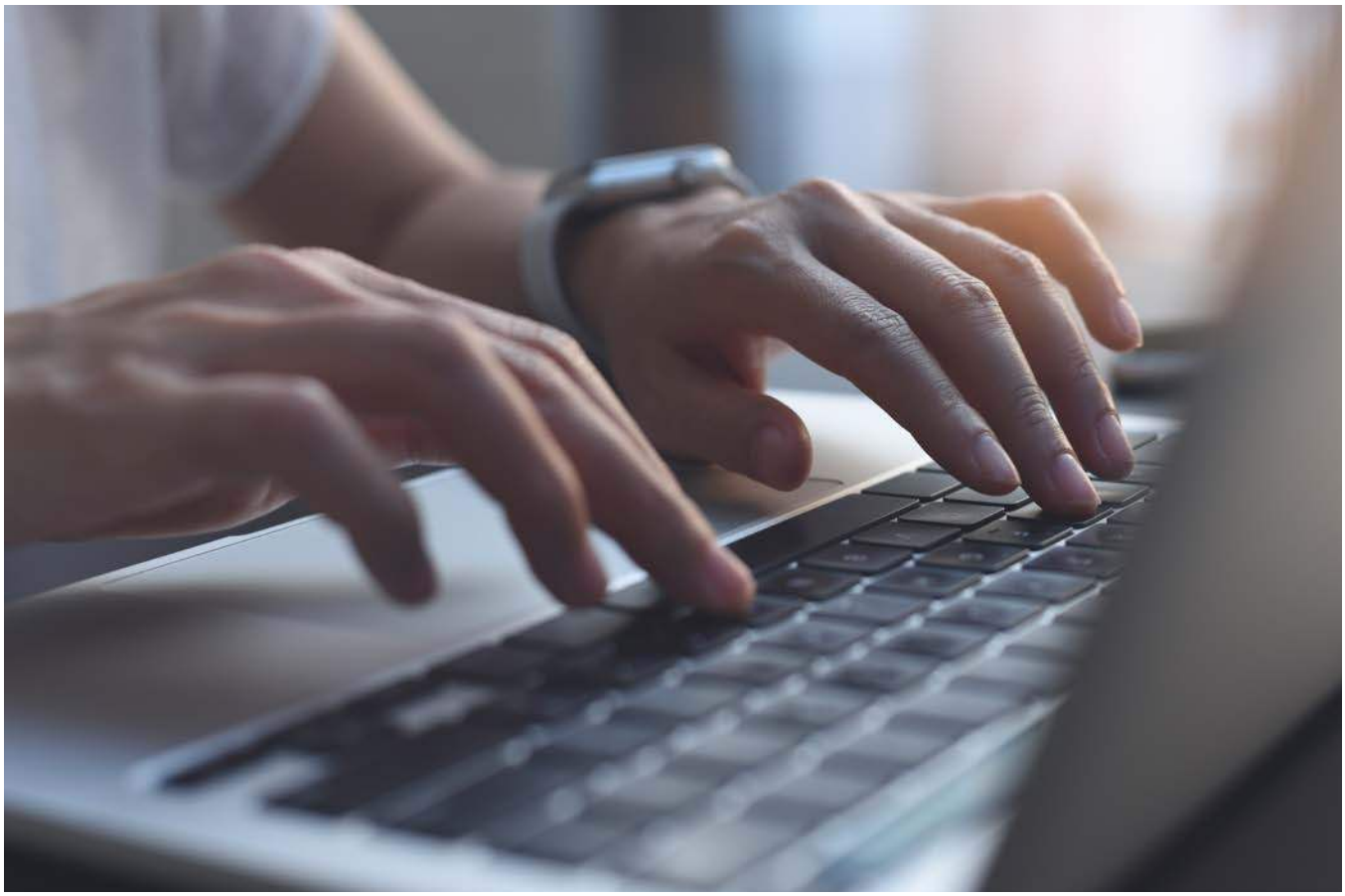
Depot process
Consignment "warehouse"

Goods are regularly required and collected: Our depot process is useful in this case. The compartment serves as the central goods collection point. An appropriate notification ensures that it can be refilled immediately after the collection.

Rental process
Product rental for an indefinite period

Rental equipment can be conveniently inserted into the myRENZbox for issue and return. Functions, such as blocking a product when cleaning or maintenance is required, also assist in the handling process.

myrenz portal



The administration of the **myRENZbox** takes place in the appropriate portal. Alternatively, an existing ERP system can be used via the application programming interface (API). Retailers form the central user group. In the case of multiple retailers, there are several retailers who are responsible for the administration of the **myRENZbox**. The administrator continues to do the administration. The following functions can be mapped in the portal by various user groups:

Administrator

- ✓ Administrative management of the system
- ✓ Creating and assigning retailers
- ✓ Parametrisation of the compartment usage (number of boxes, usage duration)
- ✓ Invoicing of the usage to the retailers*

*expected from 2023

Retailer administration

- ✓ Compartment reservations for deliveries or returns
- ✓ Saving texts/comments when making a reservation
- ✓ Deleting reservations
- ✓ Searching for customers with the search function
- ✓ Reading customer data
- ✓ Management of multiple assigned systems
- ✓ Viewing statistics

Statistics

The responsive portal offers various statistics to ensure that you can always keep an eye on the usage of the **myRENZbox**:

Current live usage

Usage evaluation

Delivery and collection time

Delivery / collection history

Data security is a top priority

- ✓ GDPR compliant
- ✓ Data backup only on the company's own servers in Europe
- ✓ Documentation of the log files (historical logs)

Retailer user administration

- ✓ Creating registered users (e.g. customers who frequently collect goods)
- ✓ Creating users in the Administrator and Employees user groups

Employees

- ✓ Compartment reservations for deliveries or returns
- ✓ Saving texts/comments when making a reservation
- ✓ Deleting reservations
- ✓ Searching for customers with the search function
- ✓ Reading customer data
- ✓ Viewing statistics

Tailored to your needs

No matter what customisation you want, we make it possible! In addition to the **myRENZbox** itself, the user interface also offers many customisation options:

Screen

Adaptation to the corporate design (colours and logo)

Choice of start screen with logo and background

Screen saver is possible

Language

Multiple languages

Individual labelling of the action buttons

Adaptation of the notification texts (email and/or SMS)

API

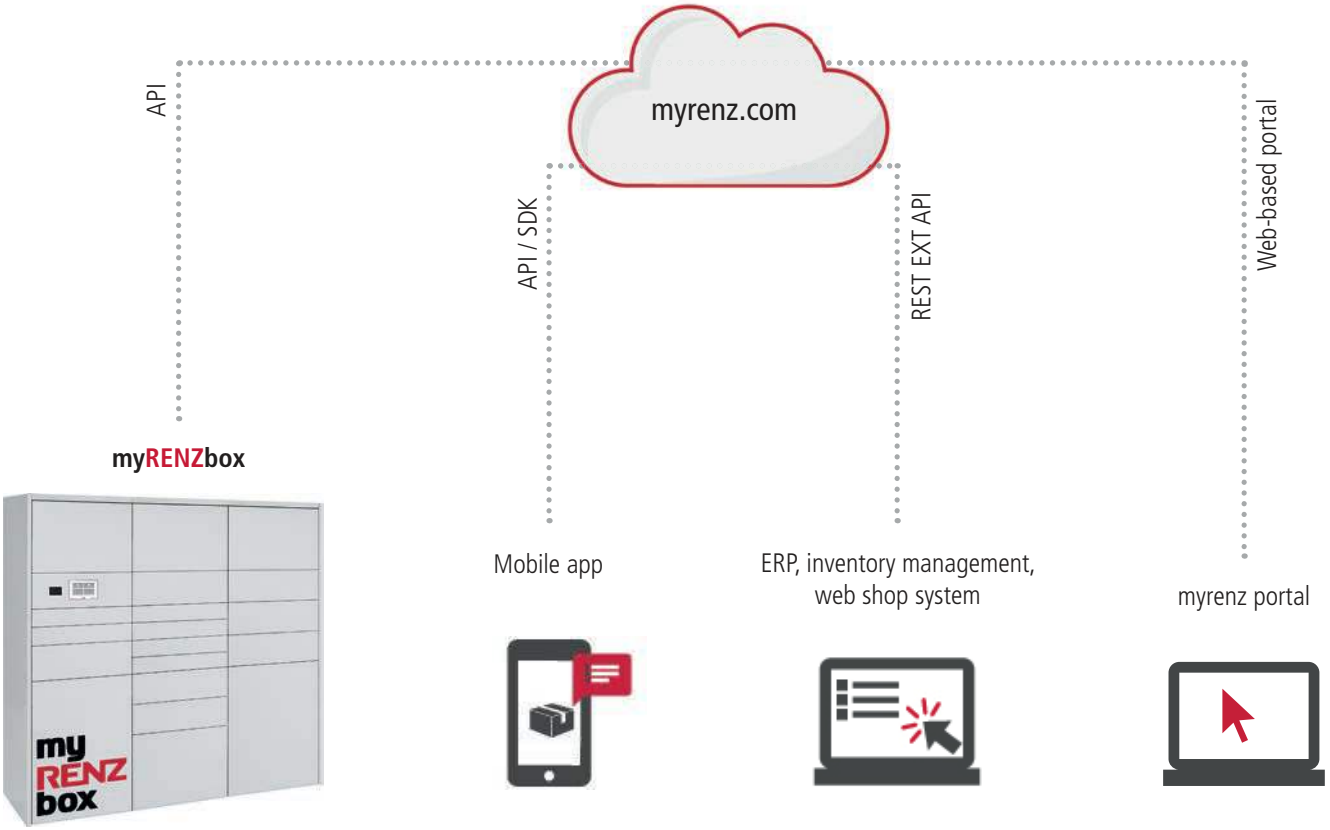
Through THE REST EXT API and the SDK kit we enable the perfect integration of the **myRENZbox** into your system landscape.
The standard API is used to connect to all common ERP, inventory management and web shop systems.
In order to get to know and implement the interface, we offer the following options:

Test case for the demo portal

Separate API documentation

Workshop

The system around the **myRENZbox** is structured as follows:



Notifications

To ensure that you always stay informed, the **myRENZbox** sends notifications by email or push message, as well as by SMS (option). This ensures that the customer or retailer receives a notification in the following cases:

Delivery notification

- ✓ To the customer when the goods have been deposited
- ✓ To the customer when the administrator has removed the goods
- ✓ To the customer when the cooling compartment reports an error status

Overdue notification

- ✓ To the customer as a reminder if goods are in the myRENZbox for too long
- ✓ To the retailer if the goods have not been collected within the agreed time period
- ✓ To the customer if the retailer has removed goods that have taken too long to be collected

Return notification

- ✓ To the customer when the compartment is reserved
- ✓ To the retailer when the customer has deposited the goods
- ✓ To the customer when the retailer has removed the return

General

- ✓ If there is an error on the system (e.g. system is offline)

Service overview

We have added software maintenance to our comprehensive range of services to ensure that you enjoy your **myRENZbox** for a long time. Our multi-member development team is constantly developing innovative features for you and providing new functions, also within the framework of new customer requirements. By signing a software maintenance contract, you will always benefit from these innovations.

Your benefits at a glance

- Easy administration of the system through myrenz.com for operators, employees or users
- Notification function via email, push or SMS (option)
- Ongoing improvements in performance, ergonomics and ease of use
- All updates and further developments of the standard software, app and portal are included
- The latest patches for a high level of security and stability
- Adaptation of the software to technical and functional requirements as well as statutory provisions (e.g. GDPR)
- Connectivity between the system and the myrenz portal and the app for secure data exchange

Hotline and remote service for
questions and faults,
Mon – Fri 7 a.m. – 5 p.m.
Email: service@renzgroup.de
Tel: +49 7144 88 675 50

Maintenance contracts

The **myRENZbox** hardware will remain with you for a long time thanks to the optimum quality and the conclusion of a maintenance contract. This will help you to increase the longevity of your **myRENZbox** and take a conscious approach to the use of resources. For maintenance contracts, you can choose between a standard contract and a premium contract.

STANDARD

- Annual functional test of the mechanical wear parts and electronics of the myRENZbox according to the service plan
- Including working time and travel expenses
- Documentation of the service work performed
- Discount on the replacement of mechanical wear parts and electronics based on a quotation, as well as 15% on hardware and 10% on services

PREMIUM

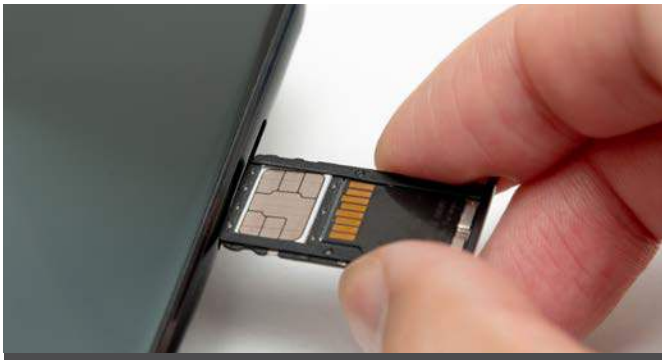
As per the standard maintenance

+ Replacement of defective mechanical wear parts and electronics (not in the case of natural disasters or vandalism)
+ Preparation of a quotation for other repairs (e.g. in the case of vandalism or natural disasters)
+ Maintenance and basic cleaning of the system (inside and outside) during the annual maintenance
+ Cost reliability through a fixed annual amount

Take advantage of the comprehensive services and opt for the right package for you!
Please contact us at service@renzgroup.de

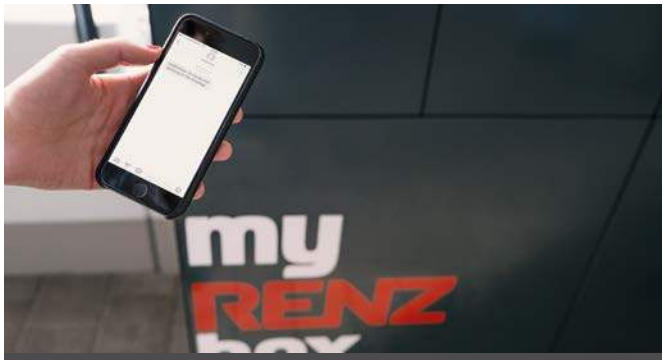
Additional options

In addition to software maintenance and system maintenance, there are additional options that provide support for you in the operation and administration of the **myRENZbox**



SIM card (for the LTE module)

For the LTE module, we will provide you with a special SIM card that will dial into the network itself in the event of connection failures.



SMS notification

You want more than an email and push notification? Then add SMS to the service.

API licence

Through our API (interface), we enable easy connectivity to existing neighbourhood apps, ERP systems and more.

User data management

We will be happy to take over the user administration for your system so please do not hesitate to contact us.

Please refer to your individual contract documents for the exact services and conditions.

Overview

Driver (logistics company/retailer)	Basic	Advanced	Pro
Identification with a personal RFID tag	●	●	●
Identification with a permanent PIN or QR code	–	●	●
Delivery of a reservation with a reference number	●	●	●
Delivery of a reservation via list selection	–	●	●
Local delivery without the portal	●	●	●
Collection of overdue deliveries	●	●	●
List of existing returns	–	●	●
Collection of end customer returns	–	●	●
Change of compartment at the time of delivery due to lack of space	●	●	●
Age prompt	–	●	●

Administration portal	Basic	Advanced	Pro
Monitoring of the systems	●	●	●
Caretaker administration	●	●	●
Overdue administration	●	●	●
Reservation notification settings	●	●	●
Retailer administration	–	●	●
Specification of the maximum number of compartments that can be reserved	–	●	●
Logging of deliveries and collections	●	●	●
Statistics	●	●	●

Retailer portal	Basic	Advanced	Pro
Responsive web portal	–	●	●
Employee administration	–	●	●
Compartment reservations	●	●	●
Compartment reservations for returns	–	●	●
Saving the comfort zone for registered customers	–	●	●
Registration of customer data	●	●	●
Selection from the customer base when making a reservation	●	●	●
Saving texts/comments when making a reservation	●	●	●
Saving customer card data to the customer	–	●	●
Compartment assignment status	●	●	●

End customer	Basic	Advanced	Pro
Collection with a PIN	●	●	●
Collection with a QR code	–	●	●
Collection with a customer card	–	●	●
Return with a return code	–	●	●
Reopening of the compartment with a PIN	–	●	●

Notifications	Basic	Advanced	Pro
Individual email with a collection code and/or QR code	●	●	●
Individual SMS with a collection code	○	○	○

Functions	Basic	Advanced	Pro
Usage by multiple retailers	–	●	●
Electronic child safety device	●	●	●
Separate logistics compartment can be controlled through identification	–	●	●
Importing customer files (CSV)	–	●	●
External reader can be integrated (cable or Bluetooth)	–	○	●
Individual start screen (background image)	–	○	●
Adaptation to the corporate design (colours and logo)	–	○	●
Screen saver is possible	–	○	●
Separate language catalogue (screen and notification texts can be customised)	–	○	●
Prioritisation of the compartment choice through Renz	–	○	●
Payment unit / payment	–	–	○

API	Basic	Advanced	Pro
API link	–	○	○

Cooling compartments			
Temperature monitoring	–	–	●
Temperature statistics via an Excel export	–	–	●
Automatic locking of the doors when the cooling chain is interrupted	–	–	●

● Standard function ○ Possible at a surcharge – Not included

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We reserve the right to make technical changes.
Figures sometimes show non-standard equipment.
Colour deviations are possible.

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