



## **Exclusive Access Customer Portal FAQs:**

### **1. What is the Exclusive Access Customer Portal?**

The Exclusive Access Customer Portal is a web-based app that allows authorized Exclusive Networks partners to retrieve information about sales transactions with Exclusive Networks in real-time.

### **2. What features does the customer portal have?**

The customer portal offers the following features:

- a. Ordering tracking in real-time including
  - Order details
  - Delivery status
  - ETA (if disclosed by the vendor)
  - Delivery date
  - Serial number(s)
  - Delivery tracking
- b. Invoices
  - Save copies
- c. Additional features:
  - Advanced filter functions
  - Downloading and extracting order details at line level
  - Personalized user view

### **3. Which transactions are visible?**

Exclusive Networks Switzerland migrated its internal ERP system in July 2021 and therefore, all transactions as of July 1, 2021 are visible on the customer portal.

### **4. As of when can I find tracking numbers on the portal?**

Tracking numbers are available on the customer portal as of June 1, 2023.

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#WeAreExclusive [www.exclusive-networks.com/de](http://www.exclusive-networks.com/de)

<https://de.access.exclusive-networks.com/>

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## 5. How can I request access to the customer portal?

To gain access to our customer portal, click on this link and fill out the [registration form](#).

Once your account has been created, you will receive an activation link and you will be requested to change your password. Once you have changed your password, you will have access to the customer portal.

Link to the Exclusive Access Customer Portal:

<https://ch.access.exclusive-networks.com/>

## Do you need help or have some feedback for us?

You can contact your usual Exclusive Networks account manager or send an email directly to the Exclusive Access Team: [DACH.ExclusiveAccess@exclusive-networks.com](mailto:DACH.ExclusiveAccess@exclusive-networks.com).

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