Quick Guide

New era of Service Repair tendering

1

RECEIVE

When a new Service Repair Tender is ready for review, you'll receive an email from **info@my.kone.com**. To access the details, simply follow the link and click 'Continue' to receive your one-time passcode for added security.
Prefer a password instead? You can choose to set-up and authenticate with a password by clicking 'Login with password'.
Missed the first email? No worries - we'll send a friendly reminder as the due date approaches.

2

ACT

Once authenticated, you'll have everything you need in myKONE to make quick, informative decisions. Approving a tender is simple:
Review the details > validate the Purchase Order (PO) number > and finally confirm by typing your full name to the field.
You can request changes or support anytime if needed. The myKONE customer portal ensures accessibility and ease of action anytime, anywhere.

3

AFTER

That's it! Your approval has been recorded, and a confirmation email is on its way. You can track everything in one place via myKONE, including all outstanding actions and Service Repair Tenders. You'll soon be able to follow the repair delivery every step of the way.

Effortless. Transparent. Reliable. That's the KONE way.

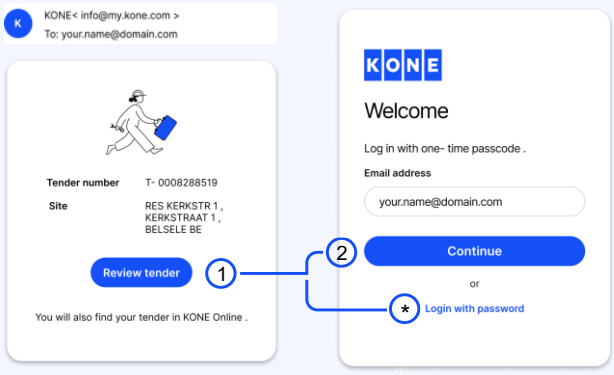
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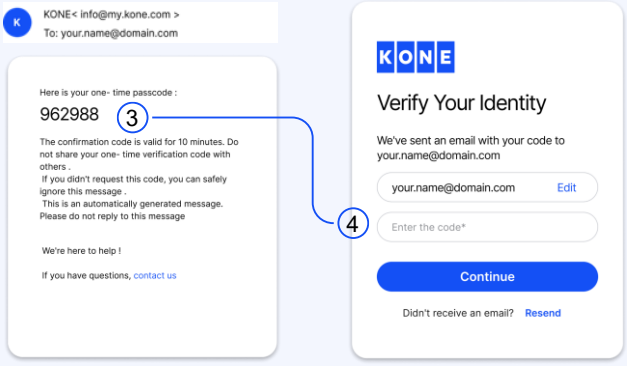
Step-by-step Guide

New era of Service Repair tendering

1.1 Getting access



1. When you receive the **notification email**, click 'Review tender' to begin.
2. You can either get a **one-time passcode** by clicking 'Continue', or Choose to **log in with your password***



3. Check your Email **inbox** again for the one-time **passcode.**
4. **Enter** the code to confirm your identity - easy and secure.

***Did you know** that using **Password** may be the easiest option if you're using **shared email address**. Check the instructions next page to setup a password.

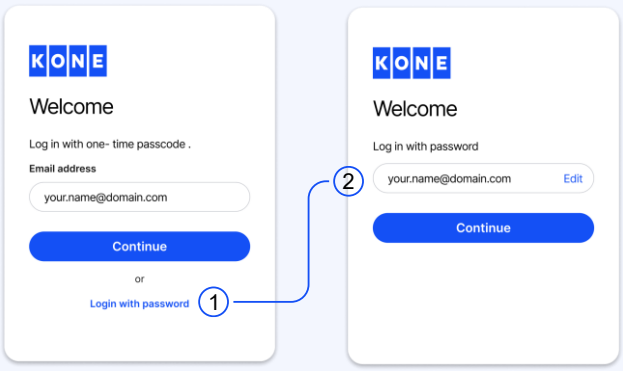
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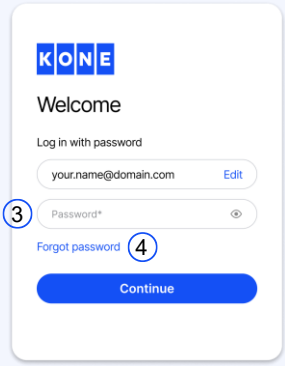
Step-by-step Guide

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1.2 Access with password



1. If you own a **password**, select 'Login with password'.
2. On the next page, simply confirm your **email address**, then click 'Continue'.



3. Enter your **password**, then click 'Continue'.
4. Forgot your password or don't have one? Click **'Forgot password'** to reset it or request a new one by email*.

***Did you know:** If you don't have a password yet, use **'Forgot password'** to set one. You will receive instructions to your email to proceed.

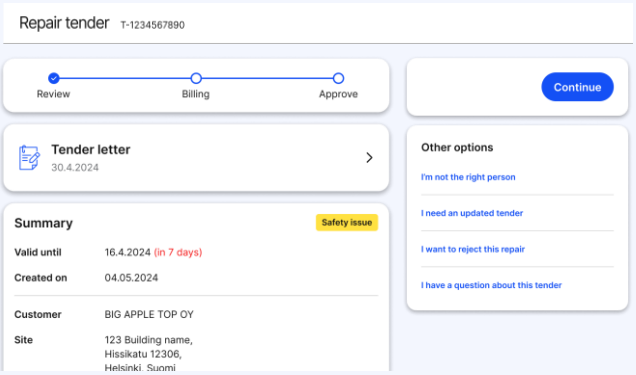
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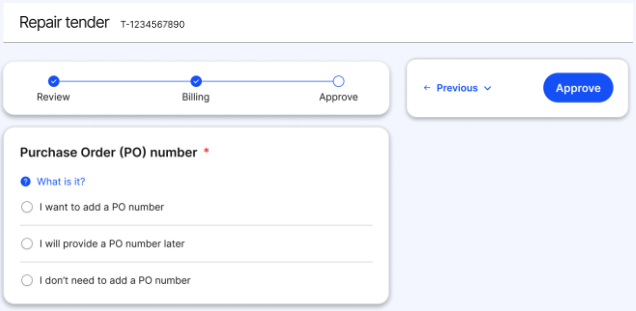
Step-by-step Guide

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2. Review tenders



1. Reviewing tender details. You also have **Other Options** if you want to Forward, Update, Reject or ask a question about the tender.



2. You will need to choose your **Purchase Order** (PO) number options to proceed with approval.

   Notice: Only for **urgent** tenders, you can approve without PO, then add PO details later.

***Did you know:** When you click **Approve** in the next step you accept the quotation, the quoted amount and the Terms and Conditions of the agreement.

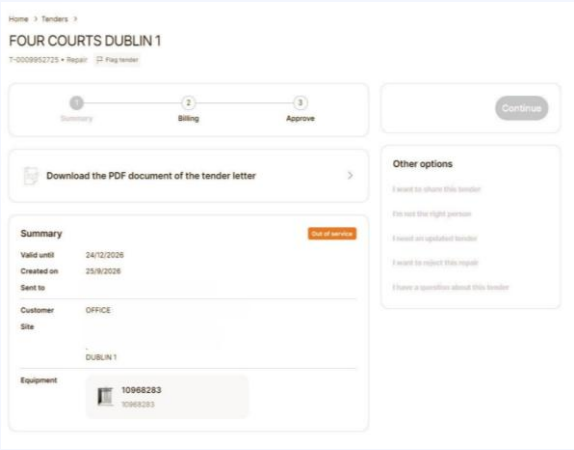
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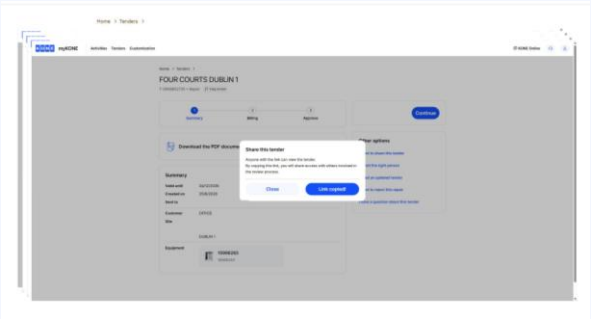
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3. Share a tender



1. A tender recipient can now **share a tender with a colleague** within your organisation. This makes it easier to finalise internal approval without having to download the document and send it internally. **Just request to KONE to reshare** the tender with someone else.



2. This will produce a **link that you can forward on** to the relevant people internally, for up to 10 shares or until the tender expires or is rejected.

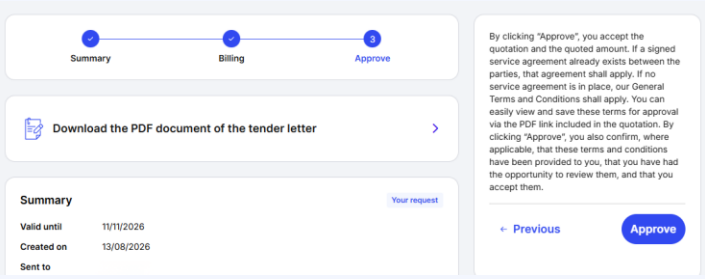
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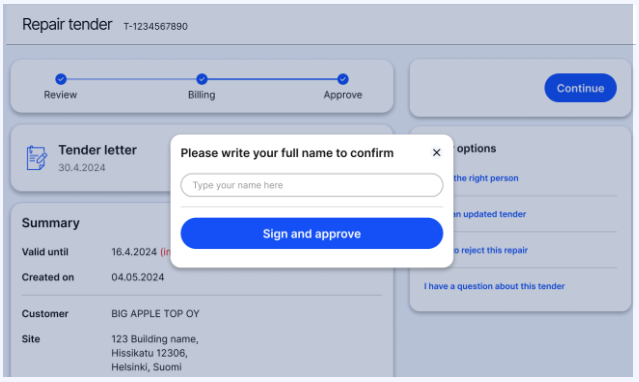
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4. Approve tenders

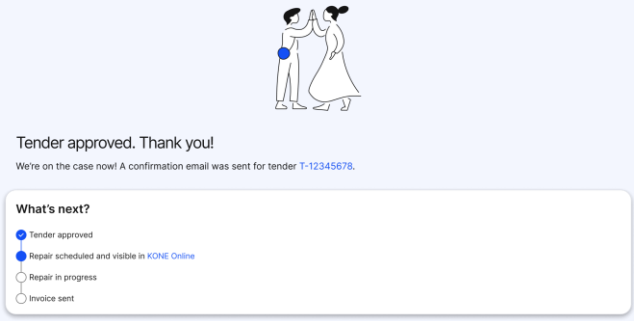




1. By clicking "**Approve**", you accept the quotation and the quoted amount. If a signed service agreement already exists between the parties, that agreement shall apply. If no service agreement is in place, our General Terms and Conditions shall apply.

2. Type your **full name** to sign and approve.

5. Cheers



Great job! Your tender is approved. A confirmation email is on the way.
You'll find all your repair tenders under **My Tenders** when logged in to the portal.

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FAQ

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1. **I did not receive a one-time passcode**
    - Wait a few minutes, check your junk/spam folder, and order a new code if needed. Also, verify that you're using the email address to which the tender was sent. If you're using a shared email address, we recommend setting up a password for easier access.
2. **One-time passcode is not working**
    - The passcode is valid for 10 minutes. You can request a new code by choosing 'Resend'. If you ordered multiple codes, please keep in mind that only the most recent one is valid.
3. **I want to set up a password**
    - If you don't have a password yet, use 'Forgot password' to set one. You will receive instructions to your email to proceed.
4. **I cannot access myKONE**
    - When logging in, verify that you're using the email address to which the tender was sent and ensure your passcode or password is valid. If you're still unable to log in, please contact our customer service for support at customerservice@kone.xx or 0345 1 999 999.
5. **What if I am not the right person to approve this tender?**
    - If there's been a change and you're no longer responsible for approving the tender, you can inform us by logging in to myKONE and selecting 'I'm not the right person'. If you know the correct individual, you can also provide their details.
6. **What if I do not want to approve this tender?**
    - No worries! If you're not ready to make a decision yet, you have until the end of the validity period (as shown in myKONE) to consider your options. You can easily ask questions or request changes to the tender by selecting 'I have a question about this tender' or 'I need an updated tender'. If you decide to reject our offer, please log in to myKONE and choose 'I want to reject this repair'.

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FAQ

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7. **What do I agree to when I approve this tender?**
    - By clicking “Approve”, you accept the quotation and the quoted amount. If a signed service agreement already exists between the parties, that agreement shall apply. If no service agreement is in place, our General Terms and Conditions shall apply. You can easily view and save these terms for approval via the PDF link included in the quotation. By clicking “Approve”, you also confirm, where applicable, that these terms and conditions have been provided to you, that you have had the opportunity to review them, and that you accept them.
8. **What if I have questions on this tender?**
    - If you have any questions, we're here to help. You can easily submit your inquiry by selecting 'I have a question about this tender' or call us at 0345 1 999 999.
9. **What if I liked to request changes to the tender?**
    - If you need to make any adjustments, you can easily request changes to the tender by selecting 'I need an updated tender' and providing a description of your request. Our professionals will receive your request immediately and will get back to you as soon as possible.
9. **How can I give feedback?**
    - We value your feedback on myKONE and would love to hear about your experiences. You can share your thoughts directly through myKONE after completing any flow, or by selecting 'Give Feedback' from the main menu. For general inquiries or support, our customer service team is ready to assist you at customerservice-uk-ireland@kone.com or 0345 1 999 999.

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