



Business Partners

New Deployment Process

Product | Customer Success | 12.02.24



Business partners new deployment process

Highlights of NEW capabilities:

- Ability to deploy inventory machines without Ripples' assistance hence increasing flexibility.
- The service plan contract will start once the onboarding of the machine will be completed.
- Warranty and history of service plan contract can be viewed in the cloud.
- Inventory can be viewed and now can be exported as a downloadable file.

Starting Feb 15th -

partners are required to follow the updated deployment process.

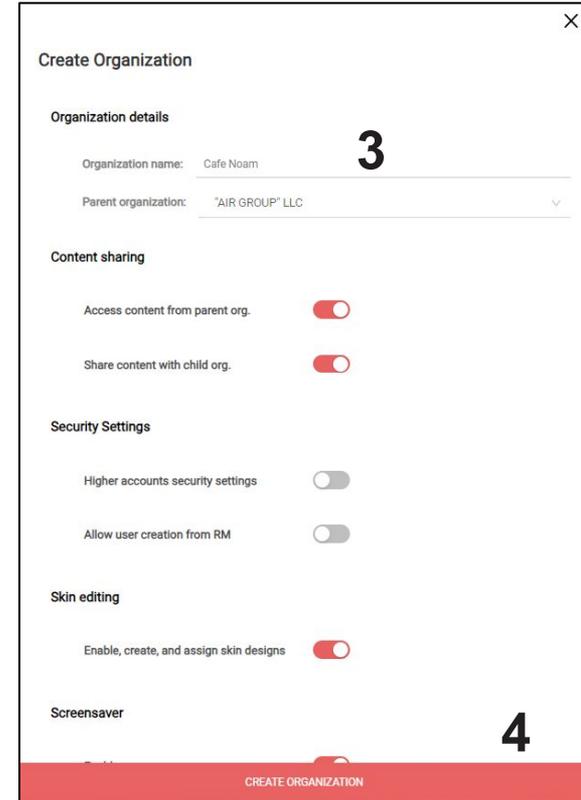
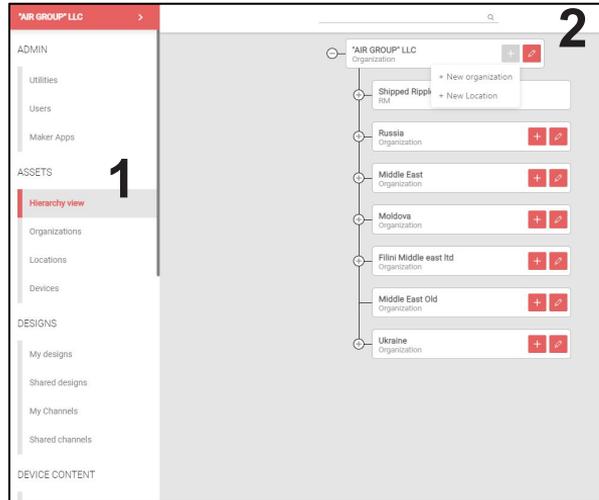
Business partners new deployment process flow

Deployment process flow

1. Defining Organization, Location (optional)
2. Allocate the inventory machines to the new customer
3. Verify the allocation of the machine
4. Create a new customer user in the cloud
5. Complete the [Deployment form](#)

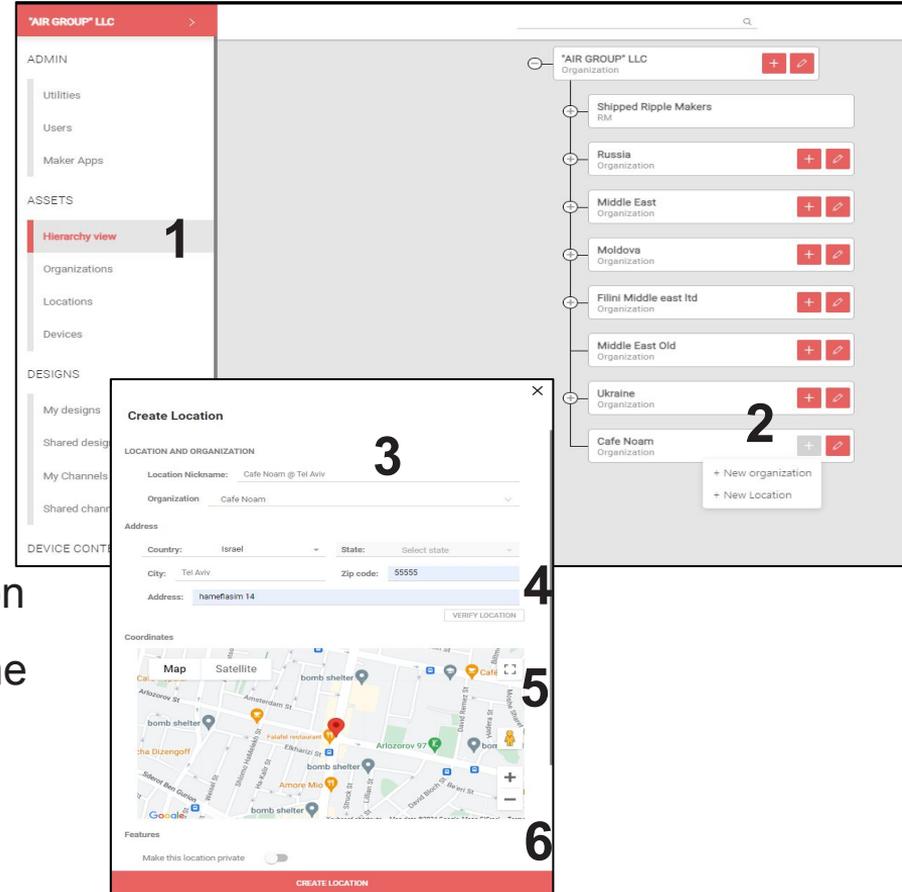
1. Defining a new organization (customer)

1. Click on the Hierarchy tab under “**ASSETS**”
2. Click the “+” sign then, “**new organization**” button
3. Enter Customer name under ORG name at the “**Create Organization**” pop-up
4. “**CREATE ORGANIZATION**”.



1. Defining a new location (optional - can be done from the Ripple Maker)

1. Click on the Hierarchy tab under **“ASSETS”**
2. Click the **“+”** button in **“New Organization”** and **“New Location”**
3. Enter the **Location Nickname**
4. Fill in the address details and click on **“VERIFY LOCATION”**
5. **Google Map** will be presented once completed.
6. **“CREATE LOCATION”** will save the new location (you can also set the location during the machine installation)



2. Allocate the Ripple Maker to your customer

1. Click the “**Devices**” tab on the left (also under **ASSETS**) | Search for the machine serial number and chose it
2. Click the “**Change**” button next to “State”
3. Click on the “**Ship**” button.
4. In the “**Ship to**” pop-up window make sure to choose the new organization name from the list.
5. In the Location field below the org:
 - If you created a new location - choose the relevant new location and then click “**Ship**”
 - If you set the location during the machine installation – choose “**Without location**” and then Click “**Ship**”

The image consists of three screenshots from a web application interface, illustrating the steps to allocate a Ripple Maker to a customer.

Screenshot 1 (Left): Shows the left-hand navigation menu. The "Devices" tab is highlighted with a red bar and a large number "1".

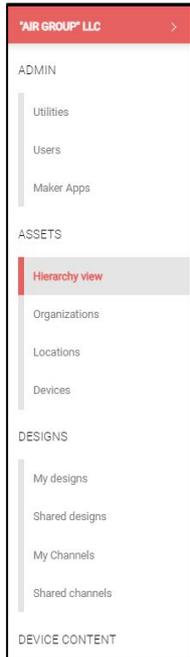
Screenshot 2 (Middle): Shows the "Ripple Makers / Ripple Maker" page for device R2P1M24020070. The "State" is "Orphan" with a "Change" button. A "Ship" button is visible. A "Ship to" dialog box is open, showing a list of organizations. The "Orphan" organization is selected, and a large number "2" is placed over the "Change" button, and a large number "3" is placed over the "Ship" button.

Screenshot 3 (Right): Shows the "Ripple Makers / Ripple Maker" page for device R2P1M24020070. The "State" is "Orphan" with a "Change" button. A "Ship to" dialog box is open, showing a list of organizations. The "Without location" option is selected, and a large number "4" is placed over the dialog box, and a large number "5" is placed over the "Without location" option.

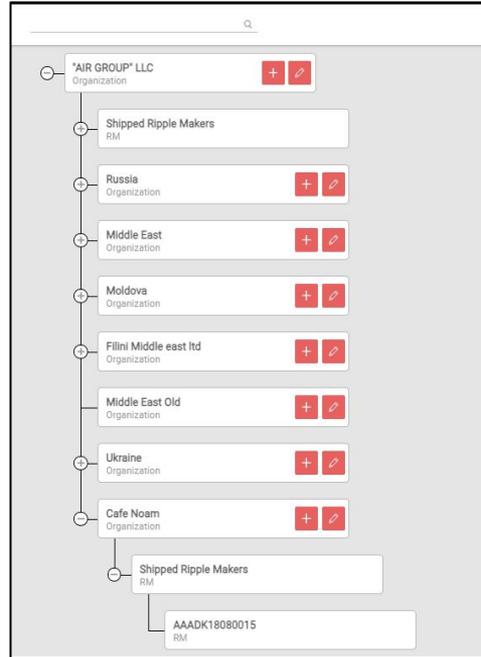
2. Verify the allocation of your machine

1. A preview of **Hierarchy view** once the machine was “**allocated**” the machine to the new Org
2. A machine without predefined location (the Location will be defined during machine installation)
3. Machine with a predefined location

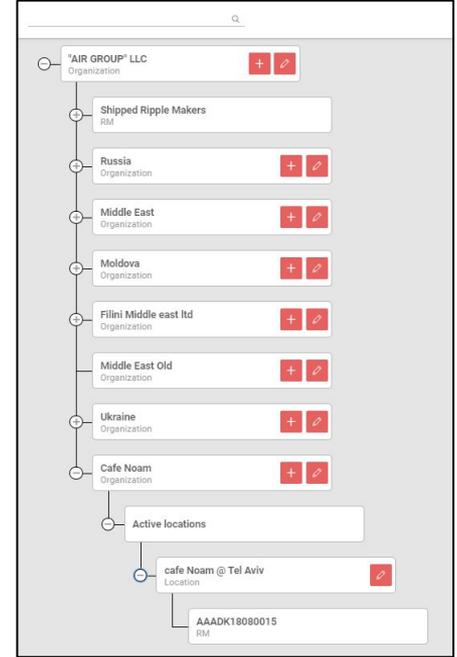
1



2

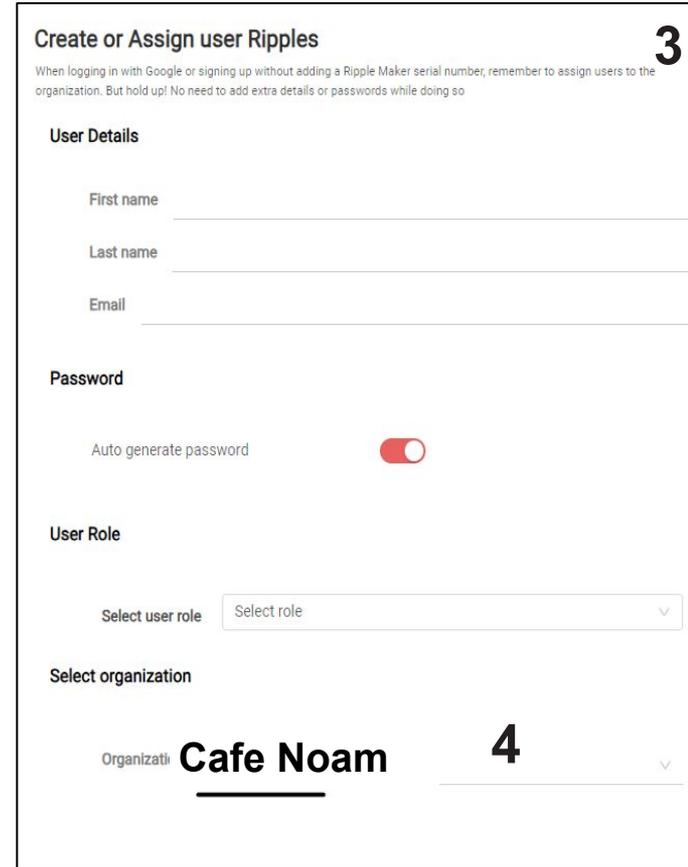
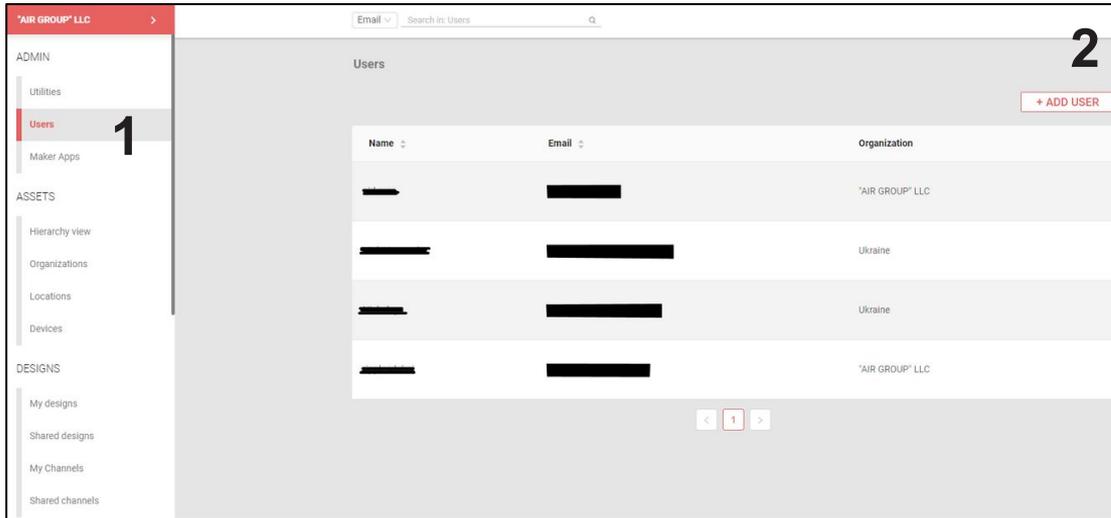


3



3. Create new customer's user in the cloud

1. Click the **“Users”** tab on the left (under Admin)
2. Click the **“ADD USER”** button on the top right
3. Fill in the details in **“Create or Assign user Ripples”** popup
4. In the **“Select organization”** make sure to choose the new organization created for your customer.



4. Fill in Deployment Form

- Upon finishing the process, partners should fill in the following link: [Deployment form](#)
- Once uploaded, Ripples will register the machine in its system.

Warranty and history of service plan contract view in the cloud

Contract details update once machine finished its onboarding

View which contract will be applied to this machine

Ripple Makers / Ripple Maker

R2B1R22400260
Organization name: "AIR GROUP" LLC → Location Nickname: No location

GENERAL

Model: Ripple Maker II
RM Type: RM2
State: Shipping [Change](#)
Last ping: 14/08/2023 - 11:20
Location ID: -
Warranty: ● Expired
Expires on 27 Jul 2023

Coordinates: -
Wifi Mac:
Ethernet Mac:
Notes:

ACTIONS

[Audit](#)

[Mobile Queue](#)

CONTRACT

No contract exists for this machine

[History](#)
[Trial contract](#)

Contract History

Duration 12 Months ● Enhanced Service
Next Contract

View Inventory

Assets: Devices

Filter: State = Shipping

Download csv.
to export

The screenshot displays the 'Ripple Makers' inventory page for 'AIR GROUP' LLC. The left sidebar contains navigation menus for ADMIN, ASSETS, and DESIGNS. The 'Devices' option under ASSETS is highlighted with a red box. The main content area shows a table of devices with a filter 'State = shipping' applied. A 'Download csv' button is located in the top right corner. A red box highlights the filter area and the 'Download csv' button. An arrow points from the text 'Download csv. to export' to the 'Download csv' button.

Serial	State	RM Type	Location	Organization	Last ping	Country	App version	MAC Address
R2P1R22480123	shipping	RM2	No Location	"AIR GROUP" LLC	05/12/2023 - 11:42	-	Default 1.15.92	00:00:A6:DA:28:17
AABAN1930026AB	shipping	RM1	No Location	"AIR GROUP" LLC	22/10/2023 - 13:48	-	1.21.943-release	F8:DC:7A:29:2B:89
R2B1R22400260	shipping	RM2	No Location	"AIR GROUP" LLC	14/08/2023 - 11:20	-	Default 1.15.92	00:00:73:D7:88:59
R2B1R22230090	shipping	RM2	No Location	"AIR GROUP" LLC	06/08/2023 - 15:04	-	Default 1.15.92	00:00:DD:5F:16:EF
R2B1R23040063	shipping	RM2	No Location	"AIR GROUP" LLC	26/07/2023 - 14:00	-	Default 1.15.92	00:00:65:48:A2:2D
R2B1R22190042	shipping	RM2	No Location	"AIR GROUP" LLC	24/07/2023 - 12:25	-	Default 1.15.92	00:00:A8:DE:5B:A0
AAADK18080025	shipping	RM1	No Location	"AIR GROUP" LLC	02/12/2022 - 13:48	-	1.21.943-release	F8:DC:7A:12:90:09
R2B1R22030051	shipping	RM2	No Location	"AIR GROUP" LLC	19/11/2022 - 18:22	-	Default 1.15.92	00:00:A3:0B:C5:FE
R2B1R21120001	shipping	RM2	No Location	"AIR GROUP" LLC	06/10/2022 - 13:16	-	Default 1.15.92	00:00:22:7D:90:A5
R2B1R22330288	shipping	RM2	No Location	"AIR GROUP" LLC	29/09/2022 - 14:33	-	Default 1.15.92	00:00:6A:44:CA:D5



Thank you!
We hope that you will
find this process useful.

Feel free to reach out:
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