Appwinst

Fits with changes

Version 1.0 of 26 October 2026

Your customer portal fits in a single build week. Questions about an order join as an add-on, and no import file is needed.

What we build

Two apps: the Customer portal for your customers, and Office for your staff. Your customers see their company's orders, each with one status and, where there is one, the planned date. Each order carries its work orders, its invoice and its documents. A customer asks a question about an order, an office employee answers, and the customer gets an e-mail. The app reads everything from Exact Online and never writes to it.

Why

Your customers see for themselves where their order stands, with its papers beside it. That is one core process, and it fits.

A Build has 10 screens, 3 roles, 1 integration and 1 import file, counted across both apps together. Your app has seven screens, three roles and one integration.

Asking and answering questions is the Messages add-on. Choosing a moment for maintenance is the Bookings add-on. Your Build request chose no add-on. So they appear below as options, each with its price.

We do not move your contacts over from a CSV file. It holds only the company's name, not its relation code from Exact Online. Without that code the file is not clean (N4: we import one clean file only). The app reads the same contacts through the integration with Exact Online. Anyone you add there can sign in. Anyone you remove there no longer can. The app reads no phone numbers, because no step needs them.

An app in the App Store is the Native app: an Extra sprint after Live, in option 4.

Your options

Choose option 1 or option 3. You can add option 2 to either, in the same build week. Option 4 follows after Live.

1. The Build with questions about an order

The Customer portal and Office, with questions about an order: seven screens. This is the Build the specification and the brandbook describe. The 7-day build costs €9,500 excl. VAT (€11,495 incl. VAT). The Messages add-on costs €1,500 excl. VAT (€1,815 incl. VAT). Both fit your build week.

We put this option first. The question that remains after the status and the papers then also arrives in writing, with the order.

2. Add maintenance planning

Your customers choose a moment for their yearly maintenance themselves. That is the Bookings add-on: time slots, capacity and bookings on working days. It costs €1,500 excl. VAT (€1,815 incl. VAT) and fits the same build week. It adds two screens, so with option 1 there are nine.

3. The Build without questions

The Customer portal and Office, without questions about an order: five screens. The 7-day build costs €9,500 excl. VAT (€11,495 incl. VAT). Questions and maintenance planning can follow with Keep building. Keep building costs €7,495 excl. VAT (€9,068.95 incl. VAT) per 31 days, Maintenance included.

4. The app in the App Store, after Live

That is the Native app, an Extra sprint with its own Build brief after Live. For iPhone and iPad on the Customer portal it costs €5,500 excl. VAT (€6,655 incl. VAT). The Apple surcharge of €1,250 excl. VAT (€1,512.50 incl. VAT) comes on top, per project. Each further kind of device, such as Android phones and tablets, costs €750 excl. VAT (€907.50 incl. VAT).

It starts in the week after your first Live at the earliest, and only once your Apple account is ready. That account is in your company's name, and you pay Apple for it yourself. Request a D-U-N-S number for it now; that takes up to 30 days. A Native app does something on the phone that the browser cannot. We agree what that is for you before it starts. We promise no date in the App Store: Apple reviews the app itself.

Your build week

The first free start is Tue 10 Nov 09:00. Everything is ready on Mon 9 Nov 17:00. The Demo is Wed 11 Nov 17:00 and your app goes live on Mon 16 Nov 17:00.

Before Day 0 you arrange this:

- Your main Exact Online user registers the app in the Exact App Center, with read rights only on orders, documents and relations.
- You take an Exact Online developer subscription with a test administration, in your company's name. The Preview works on test data only.
- In that test administration you put test orders, each with a work order and an invoice as a document.
- You sign the data processing agreement, because the app keeps names and e-mail addresses.

After Live

After the Bug window you choose Maintenance. Maintenance Normal costs €995 excl. VAT (€1,203.95 incl. VAT) a month, for at least 3 months. Your app fits the baseline architecture, so no surcharge is added.

Maintenance HA, on three servers of its own, is also possible: the Build brief states the price of both.

Your specification and brandbook

Two documents come with this Fit check. The specification describes every role, every screen and the integration with Exact Online. It also sets out the Done when criteria. The brandbook fixes your colours, type and tone, with every screen of your app.

They describe option 1. If you choose option 3, or add option 2, we adapt them before you sign.

How to continue

First answer three questions on the specification, here in the platform. Your answer goes into the specification before you sign.

1. Does your Exact Online package have sales orders? Exact lists them under Wholesale & Distribution and under Manufacturing.
2. Which field of a sales order decides which company it belongs to: the orderer, the delivery address or the invoice address?
3. Should the delivery status or the invoice status in Exact Online change an order's status?

Then choose your option in the platform. We prepare the Build brief with the price, the dates and the digest of both documents. You pay 50% when you sign.