MANUFACTURER HANDBOOK

Getting started with your Extension
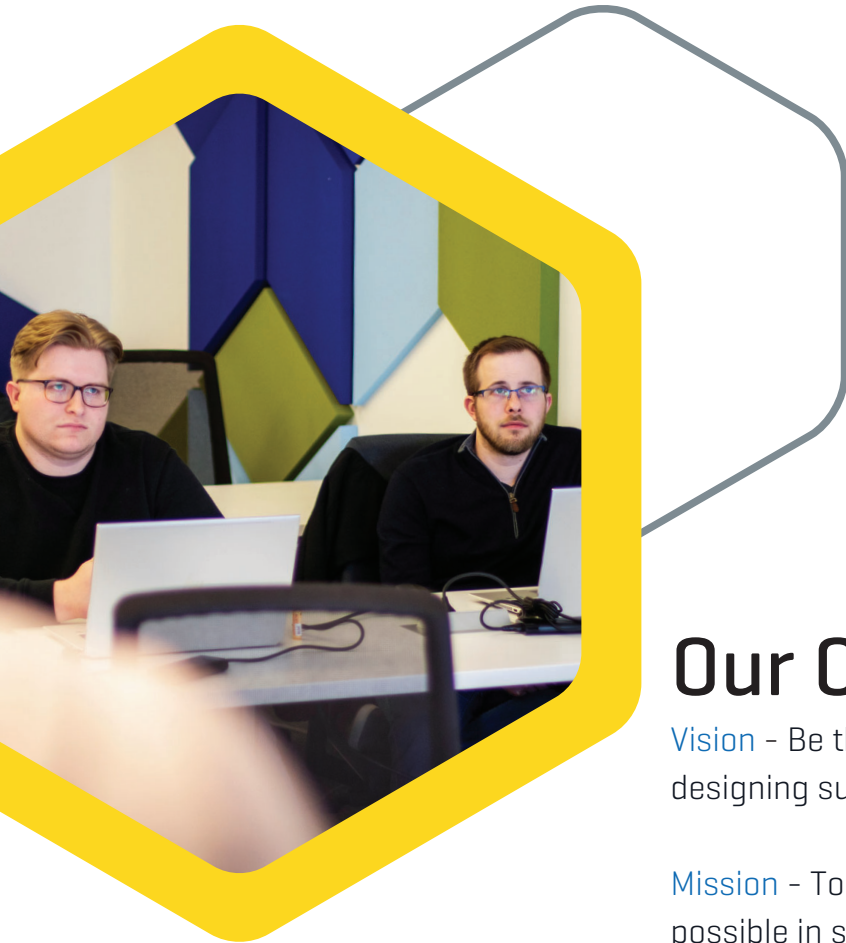
CONFIGURA

GETTING STARTED

Welcome! We are delighted to extend a warm welcome to you on behalf of the entire Configura team! We are thrilled that you have chosen to partner with us, and we are excited to embark on this journey together.

WHAT'S INSIDE

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Who is Configura?

Configura is a globally operating company with headquarters in Linköping, Sweden and commercial operations in Berlin, Germany; Grand Rapids, Michigan, USA; Cincinnati, Ohio, USA; Kuala Lumpur, Malaysia; Shenzhen, China and Tokyo, Japan. Configura creates Parametric Graphical Configuration (PGC) software solutions for leading, international companies. The technology is perfectly suited for industries that deal in configurable, complex products requiring space planning. As Configura's software solutions become the standard for space planning, the scalability of our development platform offers new opportunities for partnering.

Our Commitment to You

Vision - Be the world's most intelligent platform for designing sustainable, efficient, and beautiful spaces.

Mission - Together, we push the boundaries of what's possible in space design by making the complex easy, eliminating errors, and imagining the new.

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ONBOARDING CHECKLIST

This list will help set you up for success.

Create a MyConfigura Account	
Sign the CETRPL Agreement – This will generate once a MyConfigura account is created and your extension is started. It is found under the Project page	
Sign the Catalogues Agreement – This is found under MyConfigura.com > Projects > Catalogues. Once this is signed your API key will be generated.	
Navigate the Help Center – Getting Started with MyConfigura	
Navigate the Academy and sign up for a free Webinar	
Sign up for Momentum/Pace Checks	
Purchase Licenses from MyConfigura (This can wait until you are ready to test)	

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Roles within Configura

	DEFINITION
Account Executive	Your Account Executive is your go to person for all Configura updates and questions. If you don't know where to go for an answer, start here!
Project Manager [Billable]	Your Project Manager is who you will go to with any project related questions. They are managing all aspects of your extension.
Developer [Billable]	The Developer is the person who is writing the code for your extension. They also test, debug and maintain the code.
Catalogue Specialist [Billable]	The Catalogue Specialist is who is building your catalogues in Catalogue Creator and also doing any needed 3D modeling.
Quality Assurance [QA] Analyst [Billable]	The QA Analyst comes in toward the end of the project to test the quality of the extension before it is released to end-users.
Architect [Billable]	An Architect is a talented Principal Developer with extensive experience and overall understanding of the System. Architects are only used on very specific projects or integrations.
UI/UX Lead [Billable]	We have UI/UX [User Interface/User Experience] resources available upon request. The Project Manager may also suggest use of this resource if they think it will be beneficial to your project.
Economy	The Economy team handles licensing and invoicing.

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MyConfigura

	DEFINITION
MyConfigura	MyConfigura is Configura's main communication channel for updates and information, such as Release Notes and tips. This is also where you will navigate your Extension and manage licenses.
Briefcases	Briefcases are closed groups where members can keep conversations, gather and share information, collect materials, and backup their work. You can also set up a briefcase for your company to pass information to your users.
Projects	On the Projects page of MyConfigura, manufacturers can create and handle Extensions for CET. The Projects page is accessed from the top menu in MyConfigura.
Supervisor	The Supervisor page is where you will go to approve or deny users. You will also have a log of the users on your extension.
Licenses	This is your License Administrator page where you control all purchased licenses.

NAVIGATING CONFIGURA

Extension Roles

	DEFINITION
Owners	An Owner is the manufacturer representative who signs agreements and is also the legal owner of the product. The Owner has the same editing privileges as all other administrative roles.
Developer Admins	A Developer Admin administrates projects. They can edit and create Extensions, and also add developers and other Developer Admins. The Developer Admin can also see the usage statistic of the extension.
Supervisor	A Supervisor is responsible for the usage of an Extension. The Supervisor has the ability to approve or deny the purchase of licenses for an Extension.
License Administrator	A License Administrator is the owner of one or more licenses. The License Administrator can pre-order multiple licenses and distribute them to specific users. The Administrator can also grant or deny license requests from users. Usually, a License Administrator manages all licenses at a specific dealership. An End User could very well be the License Administrator as well.
End User	An End User is a person that uses CET and CET Extensions in their daily work. Many manufacturers use trusted End Users to help test their beta builds.

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Support Channels

We have an incredible support team that is available to help with any software issues you run into along the way.

	DEFINITION
Help Center	The Help Center is a great place to start if you need an answer to something. Search for your question through help pages, or chat with a live person.
User Support	Our User Support has the option to chat, call, email or browse forums for answers. This is where you will want to go for questions around using CET. If you aren't sure where to go, this is a great start.
Developer Support	Our Developer Support is where you want to go for Extension, Catalogue Creator, Stage and MyConfigura related questions. We provide a Support Portal*, forums and a weekly Open Office hours. *Note that the Support Portal is a paid service.
The Academy	Our Academy is full of resourses to learn how to use our software, from free webinars to paid trainings for your team. We offer trainings for CET, Catalogue Creator and Developer Training. If you want to learn something that is not offered, there is a form to contact the training team directly.
Jira	We use Jira for your included Extension User Support under the Publishing Program. You are provided two Project Access licenses to get you started. you can add more if you need to. This is how we communicate user issues to you.

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Recommended Trainings

Our Academy has many trainings available to get you started with our software.
If you are interested in a private course for your team you can reach out to training@configura.com

	DEFINITION
Getting Started with CET Material Handling	This free Webinar is a great place to get a high level overview of CET Material Handling and learn what makes it so unique. We have two options for this Webinar, Virtual or Self-Paced.
Introduction to CET Material Handling	In this Self Paced training, you will learn how to customize your preferences so you are prepared to begin drawing when you move onto our beginner CET.
CET Beginner / Intermediate / Advanced	Become fully proficient in CET. In these trainings you will learn how to draw, specify and render with all functionality and real world scenarios. We have two options for this training, Virtual or Self-Paced.
Essential Pallet Racking	Enhance your knowledge of the Essential Pallet Racking Extension in CET Material Handling by selecting this module.
Essential Conveyors	Enhance your knowledge of the Essential Conveyors Extension in CET Material Handling by selecting this module.
Catalogue Creator	This is a full course on catalogue making process, where you will learn on how to use Catalogue Creator, and other tools (Model Lab, Material Lab, Catalogue Browser) to create catalogues from the initial to the final stage.

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PUBLISHING PROGRAM

The Publishing Program was introduced in 2023 to ensure the quality and consistency of CET Extensions, while including innovation and insights from our vibrant community.

Our customers place a high value on an Extension that is refined, innovative and easy to use. They want Extensions to perform well and load drawings quickly. They want quality, stability, and an absence of bugs, and they want a consistent experience from Extension to Extension. These quality markers, in addition to providing an exceptional customer experience, also empower your users to get the most out of your Extension.

Included in the Publishing Program:

- Extension review
- Cloud data storage and transfer
- Marketing and Distribution of Content
- License and user manager (myConfigura)
- Basic user extension support
- 2 Project Access Licenses
- 2 Momentum tickets

Publishing Program has a fixed rate of $12,000 per year + variable price per user of the extension.

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EXTENSION REVIEW

Configura's Extension Review is designed as a tool to ensure all CET users enjoy the best experience possible, regardless of the Extension they are using.

What is included:
· Installation and Smoke Test
· User Interface
· Usability Test
· System Test
· Performance Test
· Marketplace Test

Your first Extension Review will be performed when your extension is ready to publish to the marketplace. It is required to pass this review before going live to users.

After the initial review, you will receive an Extension Review once annually. The person receiving the review will be the person listed as the Owner in MyConfigura when the initial review was requested. Anyone listed as an Owner will receive the annual Extension Review.
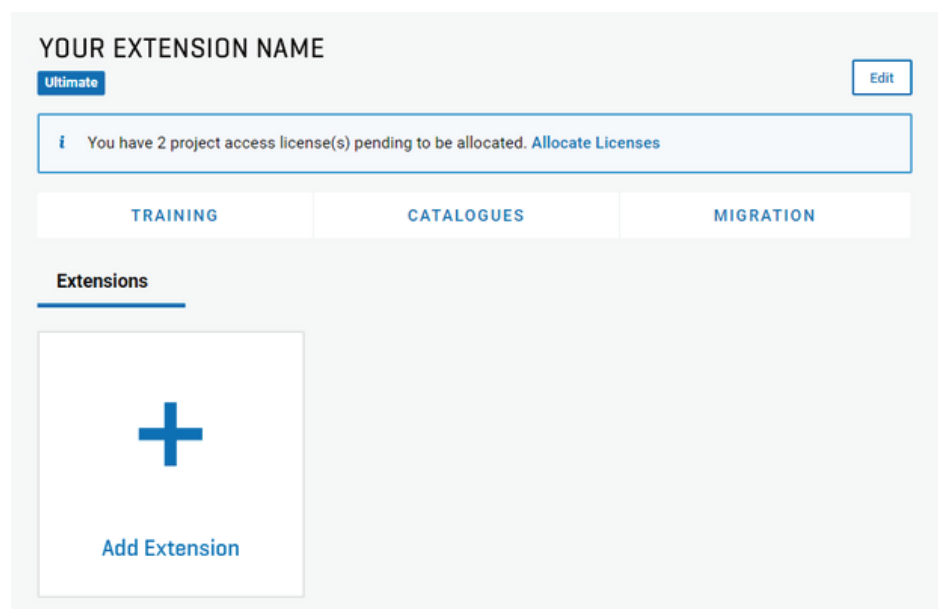
For more detailed information, please visit the [Extension Report Card Help Page](#).

Contact extension-review@configura.com with any questions about this process.

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USER SUPPORT/JIRA

As an extention owner, you will receive tickets for any issues reported by users. We use Jira to share these tickets with you.

You will receive 2 Project Access Licenses through MyConfigura when you set up your Extension under the Projects Tab

Here are some links to help you on your Jira learning journey:

- [Webinar Recording](#)
- [Webinar Presentation](#)
- [Jira Quick Start Guide](#)
- [Atlassian Documentation](#)

If you have questions for anything around Jira, please reach out to allie.shareghi@configura.com or Support

CONFIGURA CALENDAR

Notable events and reminders for the Calendar year.

January	Publishing Program Invoice
March/April	Momentum
May	Required Migration
June	Virtual Pace Check
October	CET Experience
September	Virtual Pace Check
November	Required Migration
December	Virtual Pace Check

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MIGRATION

Twice a year it is required to Migrate your Extension to the new version of CET. These Migrations are required in May and November, with the process starting two months prior. We recommend to budget approximately 4-12 hours for these required Migrations. Failure to Migrate will result in your extension being unusable for users.

Each Migration will follow this timeline:

Beta Release Day
Migration Webinar (Located in the Developers Briefcase)
Migration Workshops (Located in the Academy)
RC Release Day
Release Sign Off Deadline
Official Release Day

The official dates will be emailed out at least two months prior to the migration, with links to help you find the resources.

- Migration: A Complete Guide
- How to Sign off on your Extension
- What happens if I don't sign off on time?

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MOMENTUM

Momentum is Configura's premier annual in-person conference, designed exclusively for our manufacturing customers, dedicated service providers, and valued development partners. This unique gathering serves as an unparalleled environment, deliberately curated to foster innovation, encourage collaboration, facilitate continuous learning, and ignite the exchange of invaluable insights that collectively influence the future trajectory of our platform.

2024 Dates

North America:
March 21st

Europe:
April 16th

Pace Checks:
June 5th
September 4th
December 4th

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CET EXPERIENCE

CET Experience is Configura's annual user community conference. Held in-person in different locations each year, the event includes a wide range of learning sessions, ample networking opportunities and inspiring keynote presentations, plus an optional third day to fill with additional workshops.

CET Experience began in 2008 as a way to bring our growing user community together to explore new ideas, connect like-minded people and get inspired. Today, the annual event has grown into a global conference that attracts hundreds of attendees from around the world.

2024 Dates

October 7-8, 2024
Grand Rapids, MI

**CREATE TOGETHER.
CREATE THE FUTURE.**

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LICENSES

Licenses are purchased on MyConfigura. We have two options for licenses, monthly and yearly. Licenses can be used to check your beta builds, create renderings, check user drawings and more. Licenses are sold 1 per user, license sharing is not permitted per the CETRL (Configura CET End User License Agreement).

Types of Licenses:
- CET Material Handling
- CET Essentials
- CET Developer
- Catalogue Creator

For yearly renewals, you will receive an email 60 days prior to the renewal date as a reminder. At this time, you will have 30 days to make any changes, such as adding or removing licenses.

You will receive a second reminder at 30 days, which is the final day to make changes. The next time you will be able to make changes is the following year's renewal window.

If you have questions around your licenses or need to make changes, please reach out to economy@configura.com.

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MARKETING OPPORTUNITIES

As you begin your journey in the Configura ecosystem, marketing is vital to bringing awareness to your Extension. Upon the launch of your Extension, Configura provides the following:

- Name on the Marketplace
- Logo on the Marketplace
- Mention in the Industry Newsletter
- Social Media Post
- Mention in quarterly summary press release

You have the option to invest in additional marketing opportunities:

- CETX Sponsorship
- 1-2 Minute promo video*

Please reach out to your Account Executive for pricing on these options.

*You will need to provide screenshots/fly-throughs, we jointly create the script and then do two rounds of edits.

** These offerings are subject to change.

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ADDITIONAL PRODUCTS

Check out some of our additional products to Optimize CET:

Twinmotion

The Twinmotion for CET Extension makes it easy for you to send a CET drawing directly to Twinmotion. When you have completed space planning and finished all your material selections in CET, you can sync your drawing with Twinmotion, which is a separate program users can purchase and install to create hyper-realistic renderings. You can modify lighting, add weather effects and insert people who can walk around in the design. If you later decide to make changes to your CET drawing, you can update the drawing in Twinmotion and retain changes you've made in Twinmotion.

YULIO VR

Yulio lets you create and share your vision in immersive Virtual Reality (VR). Immerse your clients in your renderings like never before, to create greater understanding and get faster decisions.
New in CET Designer, turn Cubemap renderings into VR experiences or with a Yulio Jump License, render in more photo-realistic 360 with a few clicks direct from CET Designer. Easily share your project in person, via email, on your website and social media. Compatible with all browsers and popular mobile headsets including Oculus Go, Quest and more.
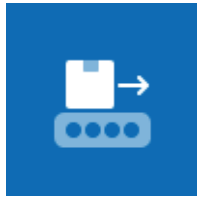
Renderings and videos are old news, send your clients a complete 3D view and let them turn around and zoom in and out of your drawing to see every detail without using CET. The 3D PDF Extension lets you save your drawings and send them to your clients as 3D PDFs that can be opened and viewed in Adobe Reader version 8 or later, one of the most common, free 3D viewers.

CollabPro enables multiple users to work on different sections of a CET drawing simultaneously. Real-time collaboration gives users and manufacturers a competitive edge that contributes to a streamlined workflow by allowing for better information access, increased tracking and transparency, and increased efficiency and productivity. This comes in a free and a paid version.

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ADDITIONAL ADD-ONS

Developed for 3PLs, integrators, consultants, smaller manufacturers and warehouse managers, these free CET Essentials for Material Handling allow users to easily lay out warehouse and storage spaces without manufacturer-specific content.

Cantilever Racking	Conveyors	Deep Racking
Shelving	Guarding	Guarding
Industrial Equiptment	Storage	Structural

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ADDITIONAL RESOURCES

Here are some additional resources that will help you as you begin your partnership with Configura.

	DEFINITION
Agreements	You can search through all Configura Agreements on the Resources tab under Services on Configura.com
Service and Development Partners	Development Partners develop content and custom functionality for Configura products. Service Partners deliver services to our community, aiding with know-how in the usage of Configura products. These Partners are listed on the Services tab on configura.com.
Case Studies	You can search through our Case Studies on the Case Studies tab under Services on configura.com.
CET Awards	The CET Awards honor talented individuals who have created outstanding and innovative spaces using CET. Award winners are announced at CETX every year. Awards are given for renderings, fly through videos, 360 panoramas, innovative extensions and more. Find these on configura.com on the Academy page under CET Awards.

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COMMUNICATION

Where to find the most up to date information around Configura and CET.

Blog Posts

Keep up with Product Announcements, Community Highlights, Newsroom articles and Developer news by signing up for Blog Posts. These are located under the Company tab on Configura's website or by clicking this link: https://www.configura.com/blog

Release Notes

We do two major releases every year (March and November), and post the Release Notes in our Help Center. This is where you can read about new features and bug fixes so you are always aware of any changes to CET or Spec.

CET Release Notes are located: Here
Spec Release Notes are located: Here

Briefcases

Briefcases are closed groups where members can keep conversations, gather and share information, collect materials, and backup their work. All information in a Briefcase is presented in chronological order, with the latest information at the top. An update in a Briefcase will automatically generate an email to all members. Configura will communicate information through the CET Commercial Interiors and CET Developers briefcases. (You will automatically be signed up for these briefcases when purchasing a CET or Developers license).

Conferences

Configura hosts two in person Conferences every year.

Momentum is a Manufacturer focused conference where we make key announcements, host learning sessions and workshops.

CET Experience is a user focused conference with sponsorship opportunities to help get your brand in front of hundreds of users.

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DRAWING INTEGRATIONS

Drawing Import filetypes	Drawing Export Filetypes
–.dwg –.dxf –.pdf –.obj –.step –.stp –.gltf –.skp –.fbx –.stl –.cmml –.cm3d –.cmsym –.3ds –.ifc –.rfa	.dwg .dxf .dxb .fbx .glb .gltf .ifc .ifczip .obj .pdf .skp .stp .datasmith .rfa

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4 TIPS FOR SUCCESS

ESTABLISHING A PRIMARY INTERNAL CONTACT

Ensure that you designate a primary internal contact within your company who can serve as the main point of contact.

01

KEEP DATA ALIGNMENT TOP OF MIND

Maintaining alignment in CAD quality is crucial to ensure seamless Functionality across various layouts, preventing slowdowns cause by file size.

02

INVEST IN TRAINING

Knowing how to use our software provides a high level of value when working with your users.

03

STAY AGILE

Consider the long-term perspective when developing your Material Handling Library product offerings., focusing on meeting the ongoing needs and desires of users.

04

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