

WEBSITE'S AFTER SALES SERVICE MODULE

ACCESSORIES - BIKE - MOTORCYCLE ☎ AVIGNON : +334 32 74 30 00

FR ES IT

ACSUD SACIM

Search by product number or keywords

MY USUAL PRODUCTS

BASKET 0 €

MOTORIZED ACCESSORIES CYCLES ACCESSORIES CYCLES MOTORIZED TNT MOTORS NEW PROMOTION

Sportswear & Accessories Collection

Discover the ARCHIVE accessories

Click here!

NEW

Presentation

Dear customers, on these pages you will find the presentation and description of our new after sales service module which has been implemented on our website. The purpose of this module is to gather all the information related to the vehicle fleet of our brands. If you have any questions or suggestions, please do not hesitate to contact us and/or our field teams. To access this module from our website, you must be logged in. We hope that this new module will improve your customer experience. ACSUD SACIM's commitment to your satisfaction has been our priority for many years.

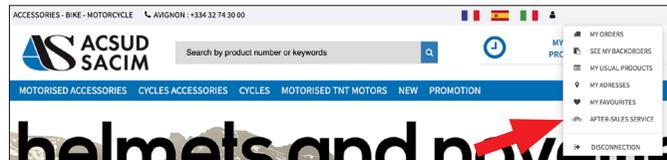
Commercial team,
After Sales service,
ACSUD SACIM

1 - ACCESS

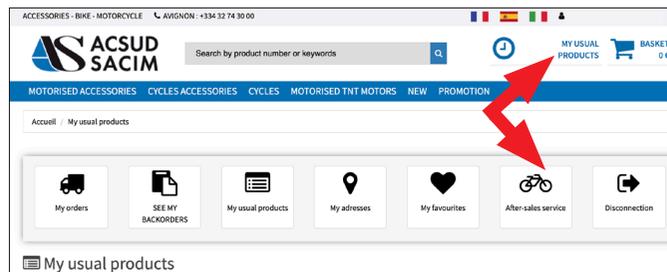
To access this module from our website you must be logged in.

Once the authentication is validated, you can access to the module :

- via the drop-down menu at the top of the page :

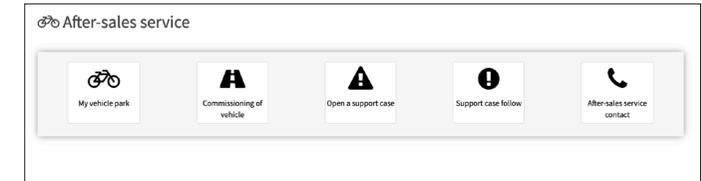


- or by clicking on my usual products :



2 - PRESENTATION

Our module is presented as follows :



2.1 - My vehicle park :

This tab will allow you to view all the vehicles that you have purchased.

Name of material	Brand	Category	Registration number	Engine number	Serial number	Sale date	Start date of warranty	Customer / Customer reference
SCOOTER ROMA 3 TNT 25T 50cc 10" BLACK	TNTMT	RO2		212026739	L4HGTBBPAC6020884		29/03/13	KUNASINGAM
SCOOTER GRIDO TNT 25T 50cc 12" GREEN/RED	TNTMT	GR2			L4HGTBBPAC6009421			
SCOOTER GRIDO TNT 25T 50cc 12" GREEN/RED	TNTMT	GR2	CS 277 C	12023542	L4HGTBBPAC6009404		02/05/13	BALENTHRARAJASINGAM
SCOOTER OT10 TNT 25T 50cc 12" BLUE	TNTMT	OT2			L4HBBBPAC6002148		27/02/14	VALDES ROQUE
SCOOTER GRIDO TNT 25T 50cc 12" GREEN/RED	TNTMT	GR2			L4HGTBBPAC6009448		27/09/12	BERG
SCOOTER GRIDO TNT 25T 50cc 12" GREEN/RED	TNTMT	GR2			L4HGTBBPAC6009397		05/10/12	ABDUL

You can search for a vehicle by the :

- Name of the equipment (e.g. Scooter Roma).
- The registration number.
- The serial number of the vehicle.

- The customer reference (see the chapter on vehicle registration).
- The name of your customer (if the vehicle registration has been made).
- The date of registration.

Name of material	Brand	Category	Registration number	Engine number	Serial number	Sale date	Start date of warranty	Customer / Customer reference	
SCOOTER ROMA 3 TNT 2ST 50cc 10" BLACK	TNTMT	RO2		2112026739	L4HGTB8P4C6020884		29/03/13	KUNASINGAM	Display
SCOOTER GRIDO TNT 2ST 50cc 12" GREEN/RED	TNTMT	GR2			L4HGTB8P8C6009421				Display

By clicking on the **Display** button, you can consult the vehicle's equipment sheet. This sheet will give you information on :

MATERIAL FORM

Serial number :	Brand : ARCH
Name of material : MOTO ARCHIVE CAFE RACER AM-84 50CC E5 NOIR MAT EFI	Category : ARC
Registration number :	Engine number :
Customer reference :	
Sale date : 06/04/22	
Start date of warranty : 31/05/22	End date of warranty : 31/05/24

Individual

Name :	Firstname :
Address :	Town :
Postal code :	E-mail :
Phone Num :	
Country :	

Documents

Title	Size	Modified
Fiche_ARCHIVE_Scrambler_50cc_E5_IT	835 Ko	25/10/2021
Fiche_ARCHIVE_Scrambler_50cc_E5_FR	829 Ko	25/10/2021

- The characteristics of the vehicle.
- The duration of the guarantee (beginning and end).
- Your customer's details (visible if you have registered the vehicle).



2.2 - Putting a vehicle into service :

This tab will allow you to put into service a vehicle from your fleet. You can search for your vehicle by the :

- Vehicle serial number
- Equipment name (e.g. Roma Scooter).

My vehicle park
 Commissioning of vehicle
 Open a support case
 Support case follow
 After-sales service contact

A Commissioning of vehicle

Serial number : Name of material : [Display](#)

Name of material	Brand	Category	Serial number	Sale date	
SCOOTER GRIDO TNT 2ST 50cc 12" GREEN/RED	TNTMT	GR2	2112026739		Commissioning
SCOOTER TNT MOTOR BOSTON 4 TEMPS 50cc 10 NOIR / ROUGE EUROS	TNTMT	BO10	2112026739	20/07/22	Commissioning
SCOOTER TNT MOTOR ROMA 3 4 TEMPS 50cc 10 NOIR BRILLANT / ROUGE EURO 5	TNTMT	ROE4	2112026739	20/07/22	Commissioning
SCOOTER TNT MOTOR ROMA 3 4 TEMPS 50cc 10 NOIR BRILLANT / ROUGE EURO 5	TNTMT	ROE4	2112026739	20/07/22	Commissioning
VELO ELECTRIQUE EZO ALPER CROSS 20 - 400W/6 GRIS ORANGE	EZO	EZO	2112026739	07/07/22	Commissioning
SCOOTER ELECTRIQUE KOLA 48V - 23AH NOIR	LUNE	LUS5	2112026739	06/07/22	Commissioning
SCOOTER ELECTRIQUE KOLA 48V - 23AH NOIR	LUNE	LUS5	2112026739	06/07/22	Commissioning

Once you have identified the vehicle you wish to put into service, click on **Commissioning**.

A window will open :

COMMISSIONING OF VEHICLE

You are going into service the material with a serial number

Date of commissioning 22/07/2022	* Registration number <input type="text"/>
Engine number <input type="text"/>	Customer reference <input type="text"/>

I have permission from my customer

You must fill in :

- The date of registration.
- The registration number.
- The engine number (optional).
- The customer reference (This field has been created so that you can enter the appropriate information: e.g. a customer invoice number, etc.).

Engine number <input type="text"/>	Customer reference <input type="text"/>
---------------------------------------	--

I have permission from my customer

[Commissioning validation](#)

If you have your client's permission you can check the corresponding box, and continue to fill in the requested fields.

Please note that you must ask your customer's permission to enter their details.

Once finished, click on **Commissioning validation**.



2.3 - Open a support case :

To open a guarantee request for a vehicle registered in your fleet, you can search for the vehicle either by :

- Name of the equipment (e.g. Scooter Roma).
- The registration number.

- The serial number of the vehicle.
- The customer reference (see chapter on vehicle registration).
- The name of your customer (if the vehicle registration has been done).
- The date of registration.

Once the vehicle has been identified, click on Guarantee request **Open a support case**.

A window will open and a guarantee request file will be available :

Indicate the references of the items to be replaced (we advise you to consult the exploded views of the vehicles available on our website in order to access the correct part reference) as well as the desired quantities. You can add as many additional lines to your request as you wish (with the product references) by clicking on **Add a reference**.

We advise you to leave an explanation of the problem you are experiencing as a comment. Once you have finished, click on **Support case validation** the creation of the guarantee request file.

You can also make a guarantee request for a vehicle sold by one of your colleagues. To do this you must tick the box below and ensure that the vehicle **has been well maintained** (car service invoices). In order to make this request, the vehicle must **have been put into service**, otherwise you will have to provide a **copy of the vehicle registration document to the after sales service** so that it can put the vehicle into service.

BE CAREFUL
In order to make a guarantee request, the vehicle **must have been put into circulation**. If you have a problem with a new vehicle which has not been put into service, please contact our After Sales Service.



2.4 - Follow-up of guarantee request files :

This tab allows you to view the guarantee requests you have made.

Number	Date	Status	Description	Name of material	Brand	Registration number	Serial number
845	22/07/22	Unprocessed	VIS DE ETRIER AV DE FIXATION PLAQUETTE BLOQUEE ET PAS DE VIS HS	MOTO ARCHIVE CAFE RACER MW60 125CC E4 NOIR MAT	ARCH	34 46 2 2	4444444444444444
770	08/07/22	Closed	mon compteur ne fonctionne pas	MOTO ARCHIVE CAFE RACER MW60 125CC E4 NOIR MAT	ARCH	34 46 2 2	4444444444444444
630	21/06/22	Closed	début pneu se dégonfle pas vu de trou	MOTO ARCHIVE CAFE RACER MW60 125CC E4 NOIR MAT	ARCH	34 46 2 2	4444444444444444



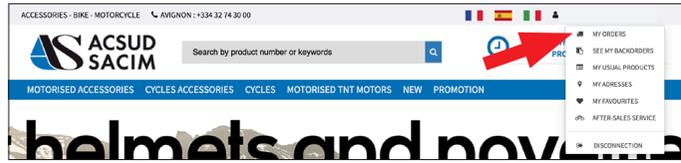
2.5 - Contact the After Sales Service :

By clicking here you will find all the contact details of our after sales service :

- 🇫🇷 Philippe : 04 32 74 30 29
- 🇫🇷 Dream Motors : +(39) 0923 538 594
- 🇪🇸 Christel : +33 (0)4 32 74 30 00
- 🇬🇧 Alexandra : +33 (0)4 32 74 30 27

PLEASE NOTE :

The tab **MY ORDERS** in the drop-down menu allows you



to view the progress and status of your orders and requests, including those that are **part of the guarantees**. Do not hesitate to log in to follow their progress.



My orders

No order : No BL : N°facture : [Display](#)

invoiced during the course of preparation dispatched in remaining

No order	Order date	No BL	N°facture		Matériel	BL	Facture	Total E.T	
1636454	22/07/22	0	0	Commande à traiter NEW	CAFE RACER AM 60 125CC E4 METAL GRA FR - 588 - QY / LY4VBCJF1HK000612			3,70 €	Voir la commande
1636045	19/07/22	137948	0	Commande expédiée le 20/07/22	/			3 546,70 €	Voir la commande
1635320	12/07/22	1379284	220015212	Commande historisée	/			185,74 €	Voir la commande
1635157	11/07/22	1379132	220015212	Commande historisée	/			105,76 €	Voir la commande
1634967	08/07/22	1378956	220015212	Commande historisée	/			107,20 €	Voir la commande
1634966	08/07/22	1378955	220015212	Commande historisée	/			320,70 €	Voir la commande
1634937	08/07/22	1378929	220014643	Commande historisée NEW	SCOOT ELEC LYVNEG SS GRIS EUS GH-452-KX / LY2NFK303M1000549			0,00 €	Voir la commande
1634826	07/07/22	0	0	Commande expédiée le 07/07/22	/			-689,15 €	Voir la commande

www.ACSUD-PRO.com

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