



**MOTOLUX**  
**DEALER WEBSHOP MANUAL**

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## To start with

In 2015 Motolux moved to a new platform. This manual is intended to give our clients a quick walkthrough on how to use the online ordering system. New functionality will be added continuously and therefore this manual will be updated accordingly.

## Changes

The new online ordering system is easier to use and more flexible than the old one. There is however some loss of functionality which is just temporary:

1. There is no quick entry screen

This functionality will not return as importing a CSV file is possible and just as quick. Check the chapter about importing CSV files with your order to learn how to.

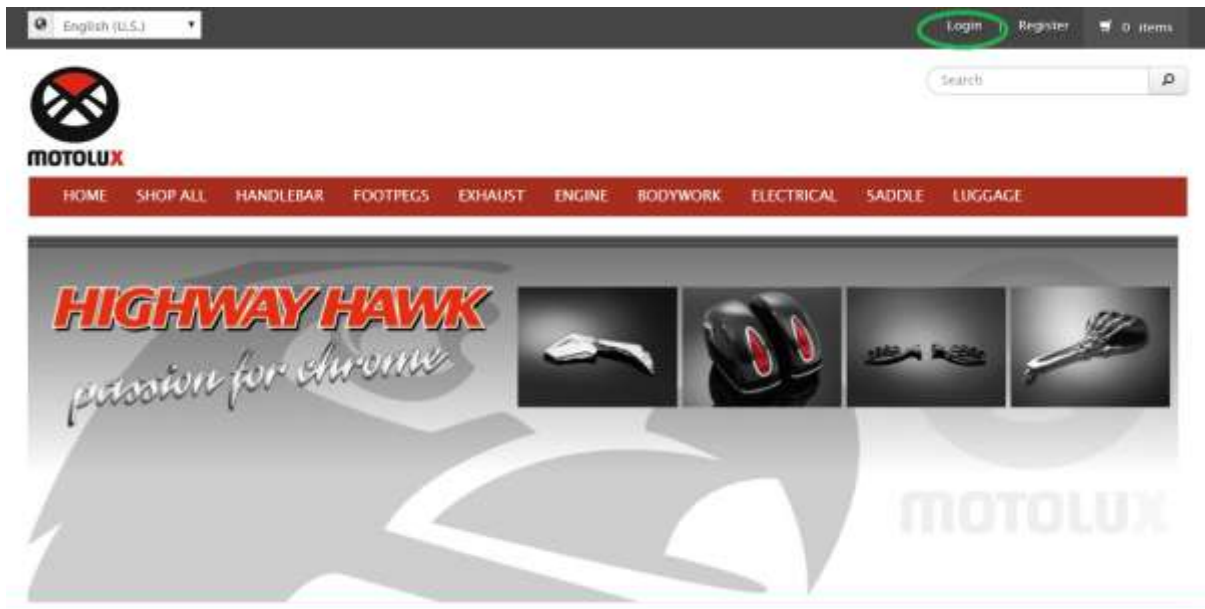
## New customers

If you are not a customer yet, you can send your company details to [info@motolux.com](mailto:info@motolux.com) where a Sales Rep will check them and perform an intake by telephone. When an account is made in our system, you will have access to our online ordering system by using the email address you provided us with. From there on you can follow this manual as an existing customer.

## Existing Customers

Existing customers have already an account in our system and therefore access to the online ordering system. Contrary to our previous system the user name is NOT your client number anymore but the email address you provided. If you are unsure which email address is on file, please contact our Sales Reps to check.

To gain access, you can click the login option at the home screen as shown in the picture below.



On the home screen you will find the product categories that allow you to browse through our ranges. When not logged on you will see Suggested Retail Prices only.

English (U.S.) | Login | Register | 0 items

**MOTOLUX** | Search

HOME SHOP ALL HANDLEBAR FOOTPEGS EXHAUST ENGINE BODYWORK ELECTRICAL SADDLE LUGGAGE

### Sign In

#### Returning customer

Sign in below to checkout with an existing account:

Email Address (required):

Password (required):

[Forgot password?](#)

If you have not gained access to our system, you can use the “Forgot password” option to regain a password.

English (U.S.) | Login | Register | 0 items

**MOTOLUX** | Search

HOME SHOP ALL HANDLEBAR FOOTPEGS EXHAUST ENGINE BODYWORK ELECTRICAL SADDLE LUGGAGE

### Sign In

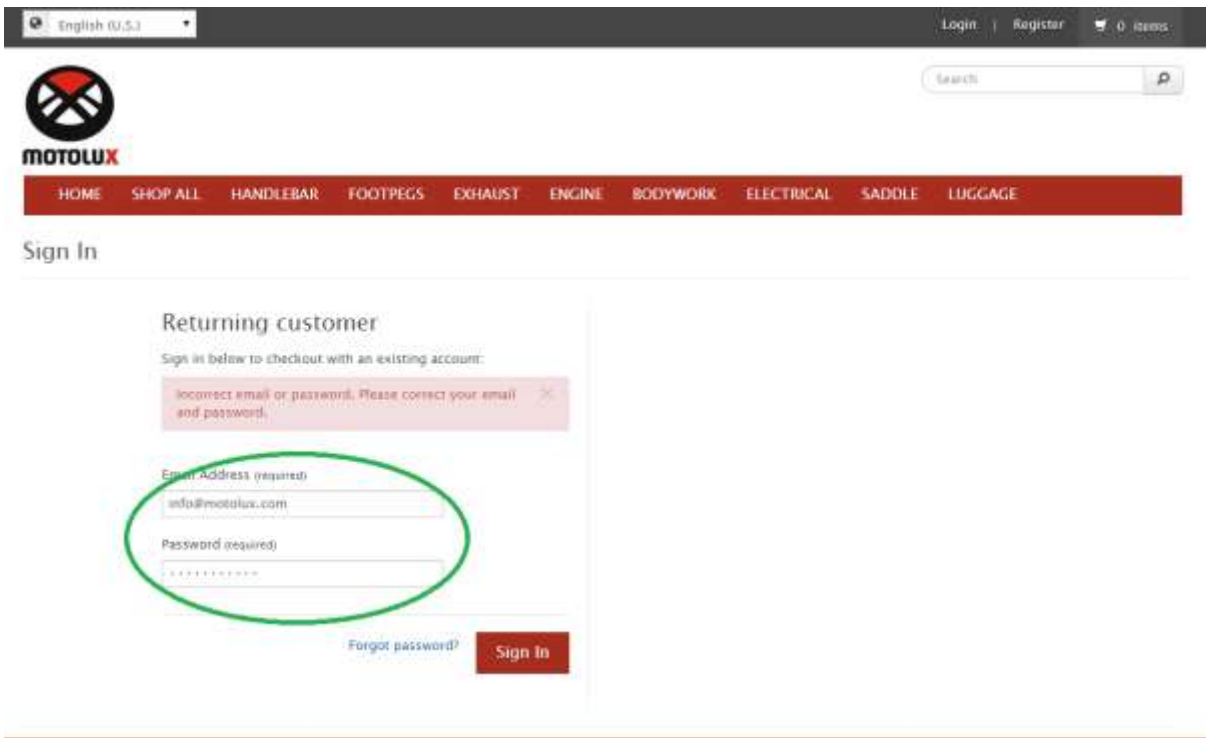
#### Reset Password

Enter your email below and we'll send you a link to reset your password.

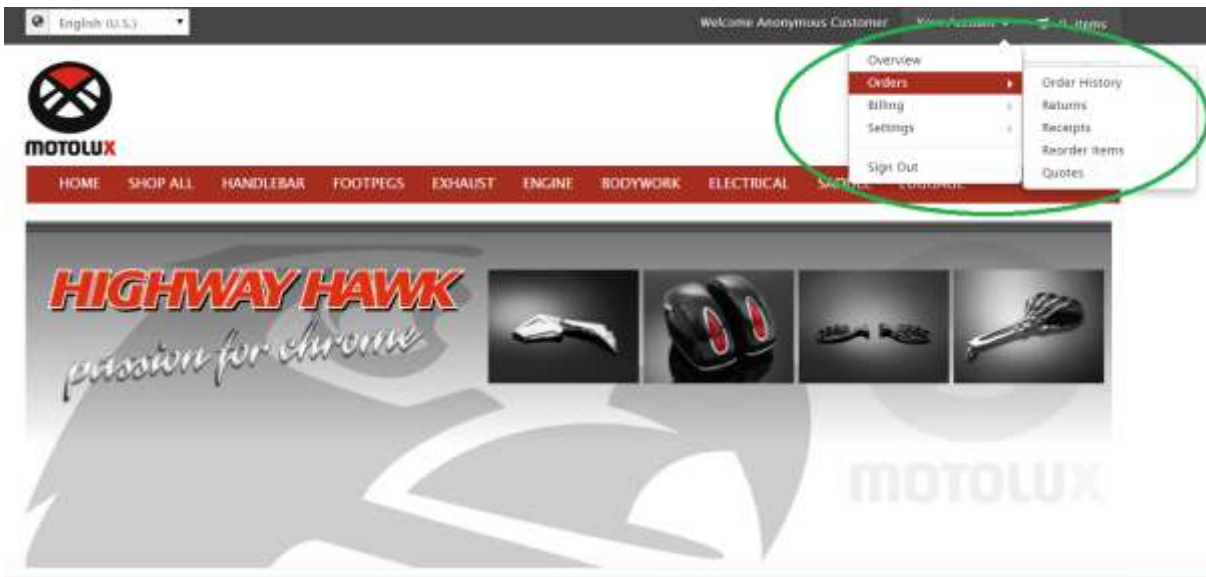
Email Address (required):

[Sign In Now >](#)

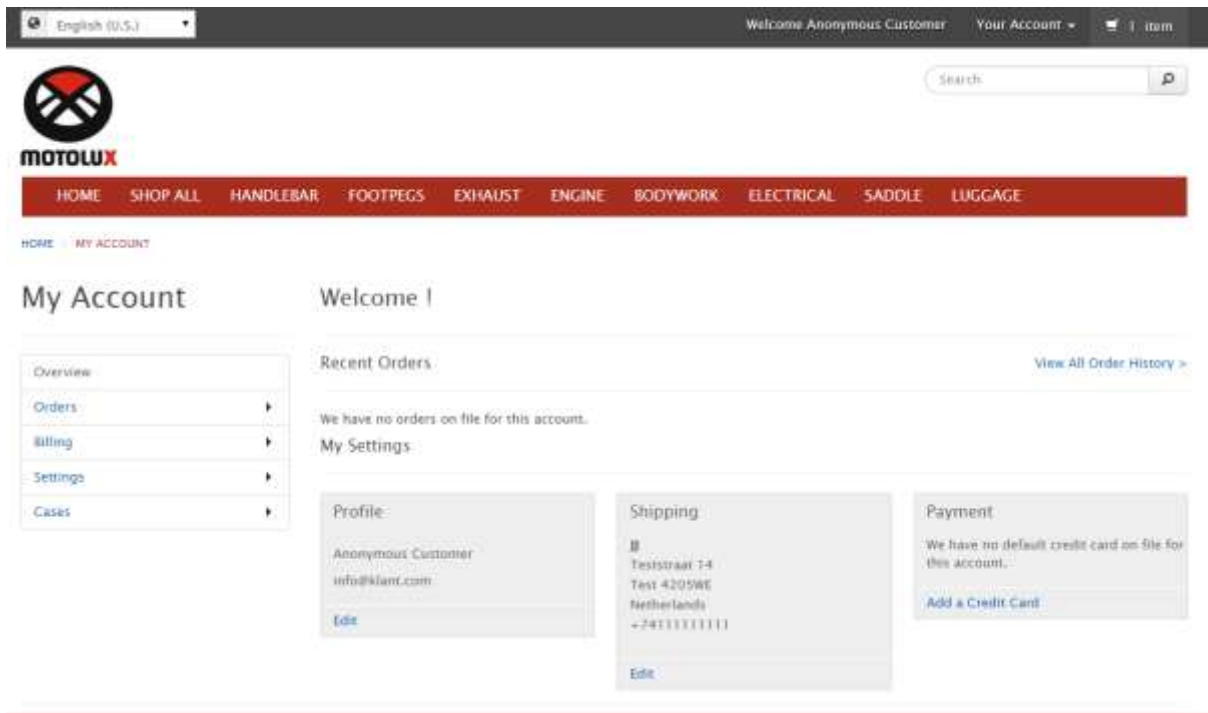
Fill in your email address and press “Send Email”. Within a few minutes you will receive an email with instructions on the specified email address. You can use this method any time you have forgotten your password.



When you have your user name (email address) and password you can use the login page as a returning customer by filling in your email address and password. Press "Sign in" to gain access.

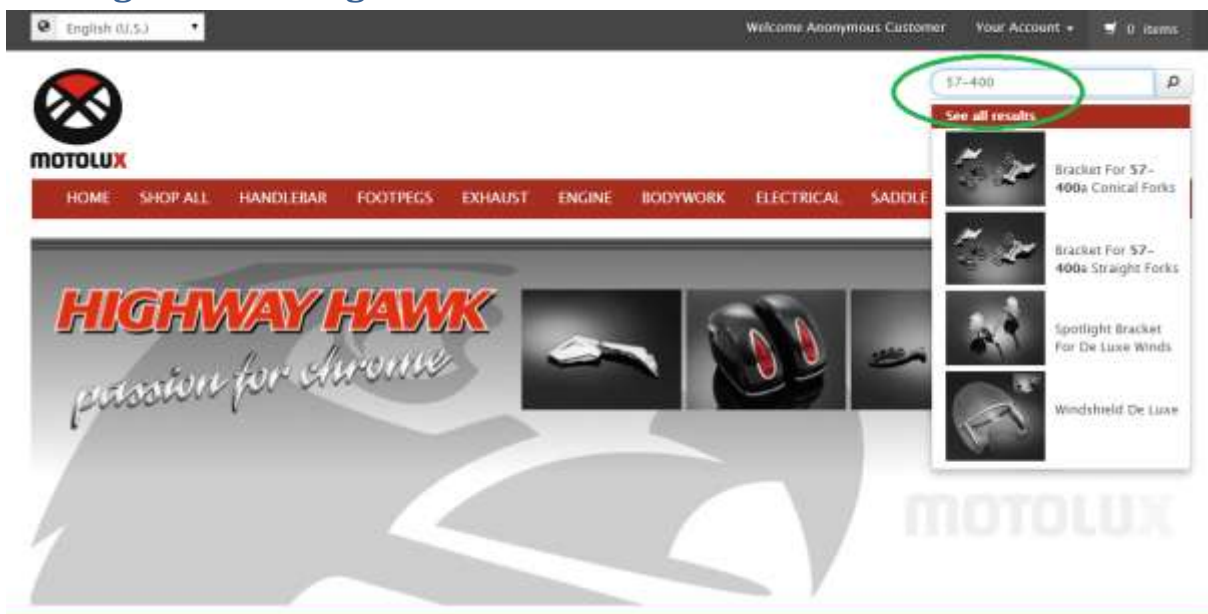


After being logged in, you will find a menu option top right to change your personal settings and view your order history as well as past invoices. Feel free to explore these options.

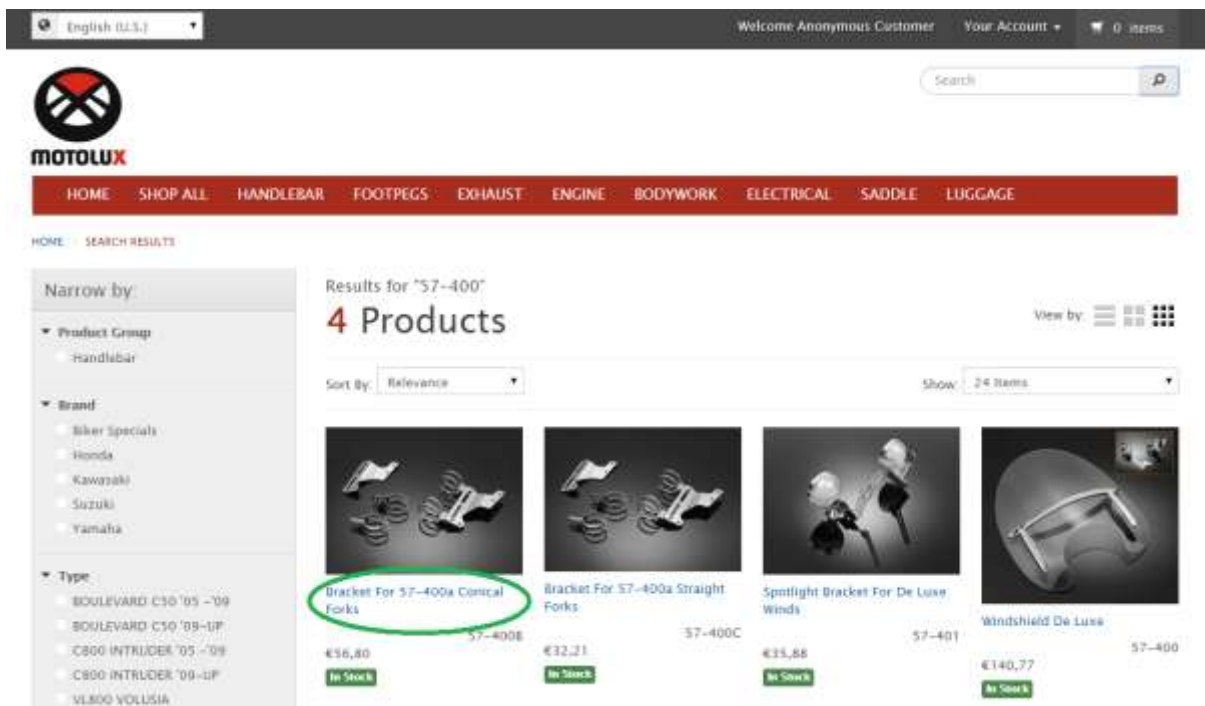


By pressing “Your Account” instead of choosing the underlying menu options, you will be directed to an overview page. Please take a moment to check this as it will make ordering items easier if all required info is correctly entered into our systems.

## Finding and ordering items

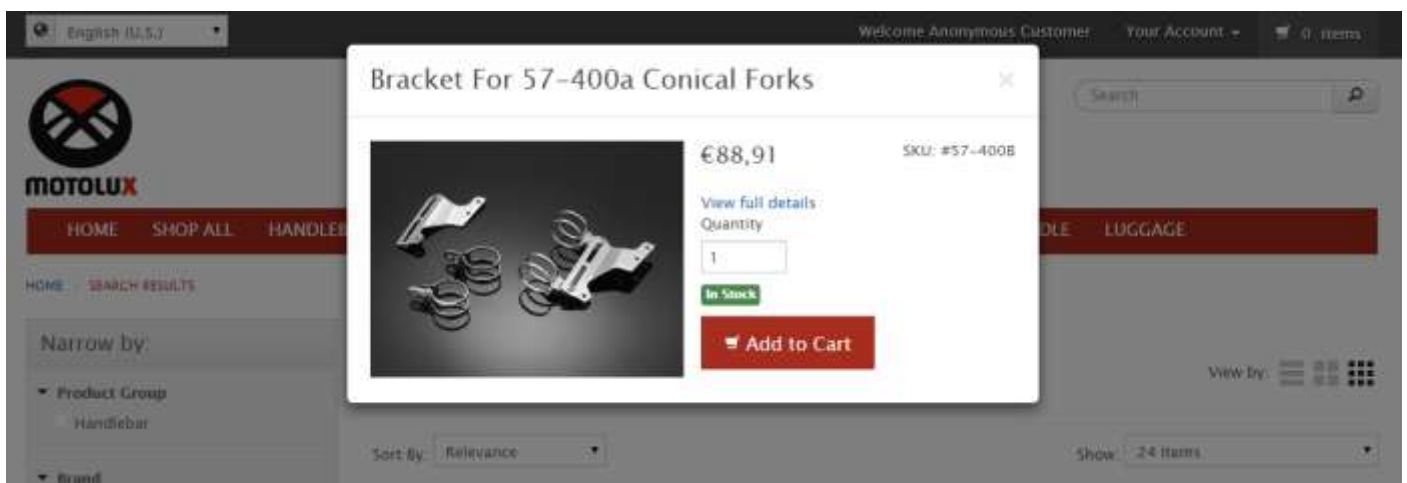


The search bar top right provides you easy access to known items. You can use article numbers as well as parts of descriptions. While typing you will see matching products in a drop down menu.

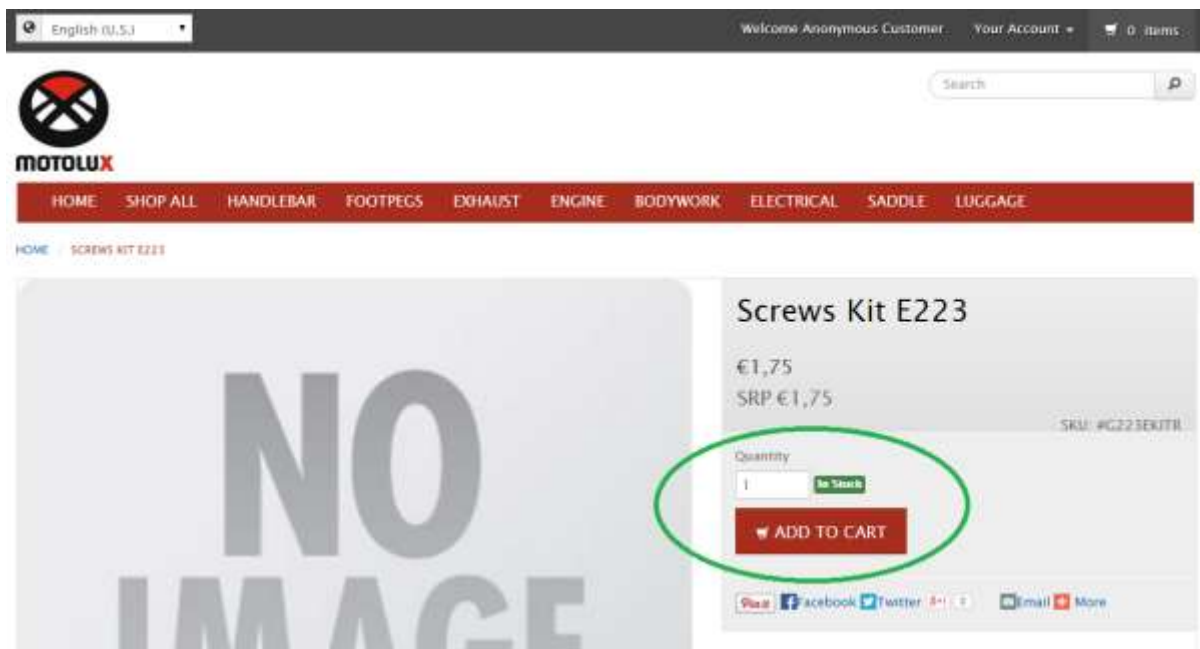


When using the search box you can either press ENTER on your keyboard or click the magnifying glass to see a list of products matching your criteria.

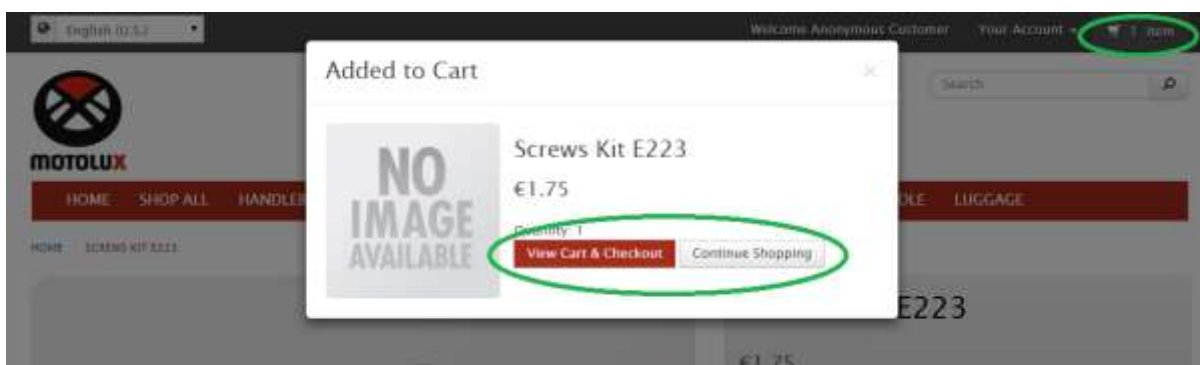
By clicking the product image you will see a quick view that also allows you to order the product.



By clicking the product link you will be taken to the product overview page where you are able to order it or share it on your social media.



If you wish to order a product, select the desired quantity and press “ADD TO CART”.



A popup will be shown to allow you to checkout immediately or continue shopping.


*TIP: in order to work faster, use the quickview option to add products to your cart.*

## Finalizing your order

When you have all items in your cart that you wish to order, you would like to finalize this in order to have it shipped. If you are unsure whether or not you will need more items, please wait a while to finalize it. Once an order is submitted it is not possible to add items to an existing order.



English (U.S.) Welcome Anonymous Customer Your Account 1 item



HOME SHOP ALL HANDLEBAR FOOTPEGS EXHAUST ENGINE BODYWORK ELECTRICAL SADDLE LUGGAGE

HOME / SHOPPING CART

## Shopping Cart

Continue Shopping

NO IMAGE AVAILABLE

Handlebar 1 inch Drag XI  
€0,00 €17,00  
SKU: #55-2541

Quantity  
1

Amount €0,00

In Stock

Edit Remove

### Order Summary


Subtotal (1 item)	€0,00
Ship to: 4238ED	
Shipping	€0,00
Tax	€0,00
Have a Promo Code?	
Estimated Total	€0,00

**PROCEED TO CHECKOUT**

PayPal

Continue Shopping

When you choose to checkout you will see an overview of your shopping cart. Please take a moment to review the items and quantities in there. You can still modify the desired quantities. When ready proceed to Checkout.



1. SHIPPING / 2. PAYMENT / 3. REVIEW & PLACE ORDER

## Enter Shipping Address

Continue Shopping

Full Name (required)

Address (required)

Example: 1234 Main Street

(optional)

Example: Apt. 3 or Suite #1510

City (required)

Country (required)

— Select —

State/Province/Region

(optional)

### Order Summary

Edit Order

NO IMAGE AVAILABLE	Handlebar 1 inch Drag XI	€0,00
	Qty: 1	
	€0,00 €17,00	
<b>Subtotal (1 item)</b>		<b>€0,00</b>
Shipping		€0,00
Tax		€0,00
<b>Total</b>		<b>€0,00</b>

Have a Promo Code?

When a shipping address is not yet available you will be able to enter it here. You can also add shipping addresses for future use or just this order. On the bottom of the page you will find the button to go to the next step.



1. SHIPPING / 2. PAYMENT / 3. REVIEW & PLACE ORDER

Continue Shopping

## Choose Payment Method

Pay with Gift Certificate

Pay With

Invoice **PayPal**

Enter Billing Address

Same as shipping address

Add New Address

Teststraat 14  
Test 4205WE  
Netherlands

### Order Summary

Edit Order

NO IMAGE	Handlebar 1inch Drag XL	€17,50
	Qty: 1	€17,50
<b>Subtotal (1 item)</b>		<b>€17,50</b>
Shipping		€12,50
Tax		€6,31
<b>Total</b>		<b>€36,31</b>

Have a Promo Code?

We have 2 options to pay for an order:

1. You have been granted payment terms and therefore able to choose to pay on invoice
2. Use Paypal to pay directly

Please select the appropriate option for you.

*TIP: Paypal allows you to pay by Credit Card without an account*

*TIP: Paypal allows you to add various payment options to your Paypal account like Credit Cards, but also bank accounts for direct debit.*



1. SHIPPING / 2. PAYMENT / 3. REVIEW & PLACE ORDER

Continue Shopping

## Review Your Order

Billing Address

Teststraat 14  
Test 4205WE  
Netherlands  
+3111111111

Edit

Payment Type

Invoice: Terms On Account 30 days

Edit

Shipping Address

Teststraat 14  
Test 4205WE  
Netherlands  
+3111111111

Edit

Shipping Method

UPS Standard: €12,50

### Order Summary

Edit Order

<b>Subtotal (1 item)</b>		<b>€17,50</b>
Shipping		€12,50
Tax		€6,31
<b>Total</b>		<b>€36,31</b>

Place Order

Have a Promo Code?

Items Edit Order

Total

NO IMAGE Handlebar 1inch Drag XL €17,50

Finally you can review your order and place it.

## Importing orders by CSV file

It is possible to import large order files instead of adding those manually to your cart. As before we accept a CSV formatted file with the following definition:

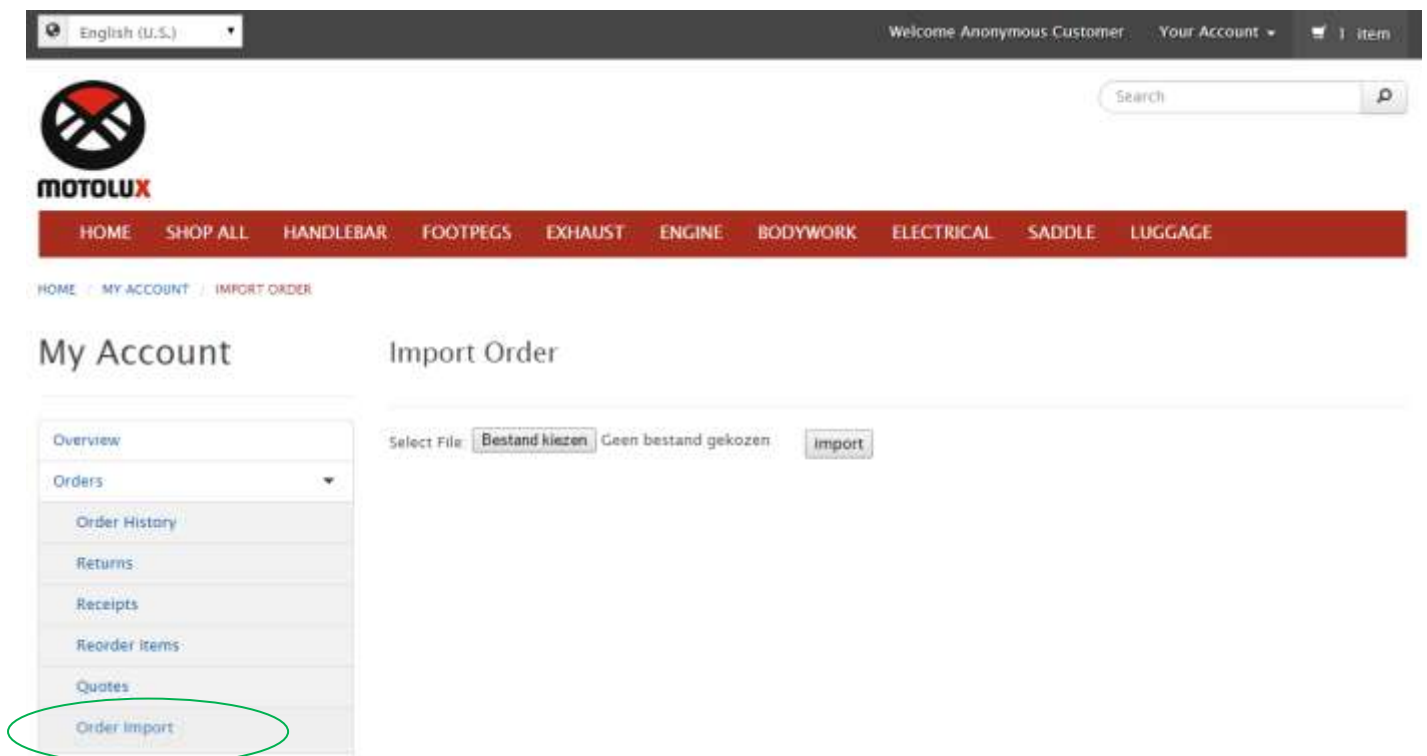
*D319999,57-400,4*

*D319999,57-402,1*

In this format there is no header, just the order line information. It starts with your client number which starts with D followed by your country code (99 for distributors) and then a unique part identifying you as a customer. Next is the article number and finally the amount.

Please note that the fields should be comma separated and not semi-colon as used by Excel.

Select the file in the screen below which can be found under account info -> Order Import and press the Import button. After importing your order is available as a sales order and you will see the order number for that. If something went wrong you will receive an email with the errors.



The screenshot shows the Motolux website interface. At the top, there is a navigation bar with the language set to 'English (U.S.)', a welcome message for an anonymous customer, and links for 'Your Account' and a shopping cart containing '1 item'. Below the navigation bar is the Motolux logo and a search bar. A red navigation menu contains links for 'HOME', 'SHOP ALL', 'HANDLEBAR', 'FOOTPEGS', 'EXHAUST', 'ENGINE', 'BODYWORK', 'ELECTRICAL', 'SADDLE', and 'LUGGAGE'. Below the menu, the breadcrumb trail reads 'HOME > MY ACCOUNT > IMPORT ORDER'. The main content area is split into two columns. The left column, titled 'My Account', contains a sidebar menu with options: 'Overview', 'Orders' (with a dropdown arrow), 'Order History', 'Returns', 'Receipts', 'Reorder Items', 'Quotes', and 'Order Import' (which is circled in green). The right column, titled 'Import Order', features a 'Select File:' label followed by a button labeled 'Bestand kiezen', the text 'Geen bestand gekozen', and an 'Import' button.

## Returning articles

If you would like to return an article for reason of warranty or refund, please follow our return procedure. First of all, if you are unsure please contact our sales reps first before shipping an item back. Under no circumstances ship an item back without a return number (RT00999 e.g.). This will prevent items showing up unattended in our warehouse.

You can request a return from your order history.



## My Account

Overview
Orders
Order History
Returns
Receipts
Reorder items
Quotes
Order Import
Billing
Settings
Cases

## Welcome!

### Recent Orders

[View All Order History >](#)

Order Date	Order Number	Order Total	Status	
15/1/2015	50000289	€2.42	Pending Billing	<a href="#">View Order Details</a>

### My Settings

<b>Profile</b> Anonymous Customer info@klant.com 0342-490208 <a href="#">Edit</a>	<b>Shipping</b> Afdeling Verkoop Nijverheidsweg 23 1e verdieping Barneveld 3771 ME Netherlands 0342-490208 <a href="#">Edit</a>	<b>Payment</b> We have no default credit card on file for this account. <a href="#">Add a Credit Card</a>
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When viewing the order details, you will see a link to Request a Return on your order. Please follow the instructions and provide us with the necessary information.

After reception of the authorization email, you can ship your item back to the following address:

Motolux Specialties BV  
Nijverheidsweg 23  
3771 ME Barneveld  
The Netherlands

Please provide clearly visible the return number associated, e.g. RT00999. This will ensure swift handling of your returns.