

LASER GAME[®]
EVOLUTION

VI SE Z L'É MOT I ON

LGE
TEAM

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V I S E Z L ' É M O T I O N

- CHAPTER 0 INITIAL LOGIN

.PRELIMINARY STAGE

If it's not already been done, fill in the form with the information required.

Form: <https://forms.gle/vGxL3HxjLHAZfm258>

Laser Game Entreprise will open an administrator account that will only be used to create a password and manage your centre's shared account. This shared account will be given to the employees you want and be used to log in to LGE TEAM.

A mail will be sent to the address provided in the form with the user name and password of the ADMIN account. *Don't take account of the PIN code.*

CRÉATION DE COMPTE LGE TEAM PRO

Un compte vous a été créé sur la plateforme LGE Team Pro !

Identifiant : **gerant.grenoble@lasergame-evolution.com**

Mot de passe : **x*3S74FZtw**

Code PIN : **4309**

ATTENTION :

*Conservez bien ce mail puisque ce mot de passe
ne sera envoyé qu'à vous et ne pourra pas être modifié !*

Questions? Contact us: +33 (0)4 76 12 92 66

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- CHAPTER 0 INITIAL LOGIN

.STAGE 1

You must now set a password for the centre you manage.
If you have several centres, you will have to repeat the process.
Head to the LGE TEAM site login page.

LGE TEAM: <https://lgeteam-authpro.lasergame-evolution.com/login>

.STAGE 2

Adresse email

Ce champ est obligatoire

Mot de passe

Se connecter

Mot de passe oublié ?

WARNING:

*ADMIN user names are not used to log in to the LGE Team site.
They are just used to manage your centre's shared account.*

Simply click on the "FORGOT YOUR PASSWORD?" button

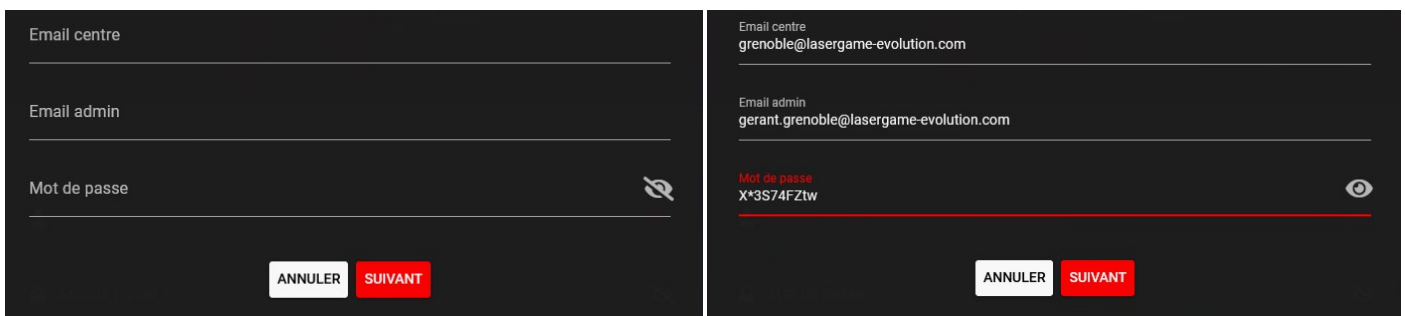
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- CHAPTER 0 INITIAL LOGIN

.STAGE 3

A pop-up window appears and asks you for the following information:
centre email, admin* email and admin* password.



The screenshot shows a dark-themed login form with three input fields. The first field is labeled 'Email centre' and contains the text 'grenoble@lasergame-evolution.com'. The second field is labeled 'Email admin' and contains 'gerant.grenoble@lasergame-evolution.com'. The third field is labeled 'Mot de passe' and contains 'X*3S74FZtw'. Below the fields are two buttons: 'ANNULER' (white) and 'SUIVANT' (red).

Enter the information in the three text fields and click on the "NEXT" button.

*[*received by email \(preliminary stage\)](#)*

.STAGE 4

Set the centre's password for use by your chosen members of staff,
then confirm it in the second text field.



The screenshot shows a dark-themed password confirmation form. The first field is labeled 'Mot de passe' and contains 'MotDePasseDuCentre'. The second field is labeled 'Confirmation du mot de passe' and contains a series of dots. Below the fields are two buttons: 'PRÉCEDENT' (white) and 'CONFIRMER' (red).

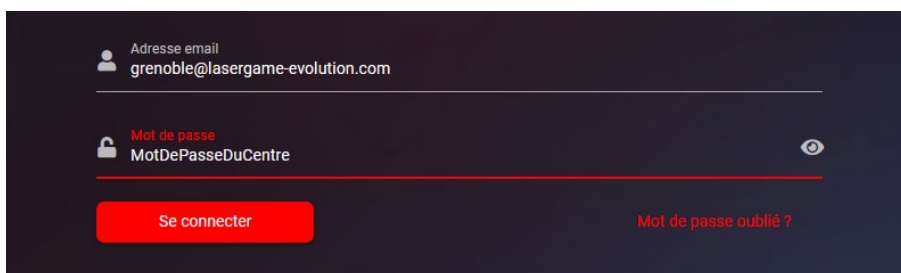
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V I S E Z L ' É M O T I O N

- CHAPTER 0 *INITIAL LOGIN*

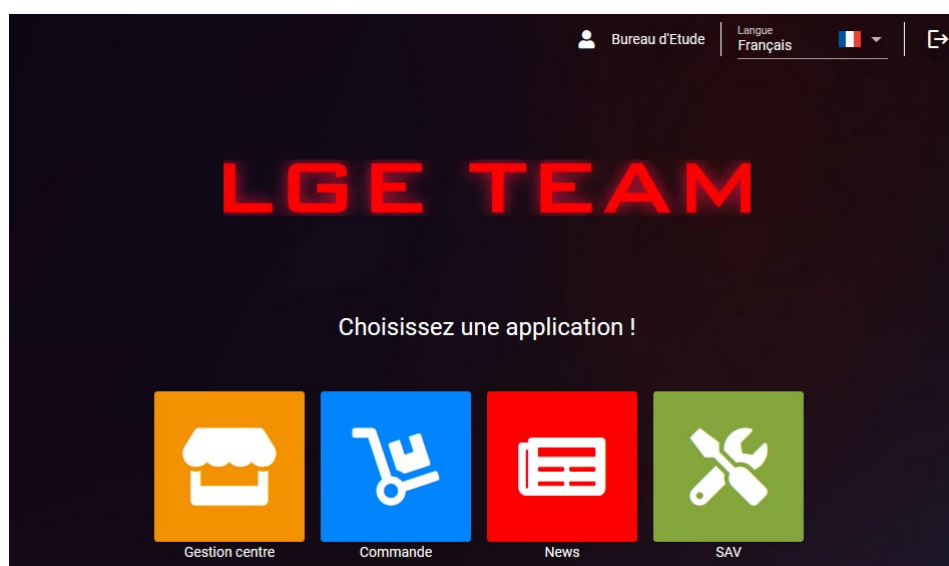
.STAGE 5

Before giving the user names to the chosen members of staff, log in with the centre's email and the centre's password set in stage 4, then click on the "LOGIN" button.



.STAGE 6

If you land on a page similar to the one below, it means you've logged in.



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V I S E Z L ' É M O T I O N

- CHAPTER 0

PRESENTATION OF LGE TEAM

.EXPLANATIONS



On the LGE TEAM site homepage, you have 4 modules.

Each module is recognisable by its colour, which lets you know which one you're in.

- **Centre management:** used to manage delivery addresses for hardware orders and maintenance.
- **Ordering:** will let you order hardware to replace faulty parts (*e.g.: gun socks, front shell, lenses, chargers...*) or order new hardware (*e.g.: children's pack, pack rack, etc.*).
- **News:** lets you access information presented by the agency Ailleurs.
- **After-Sales Service:** lets you declare faulty hardware, access protocol and hardware FAQs, and request information via live chat with the workshop.

NEW:

Track the stages of your maintenance in real time in the After-Sales Services module!

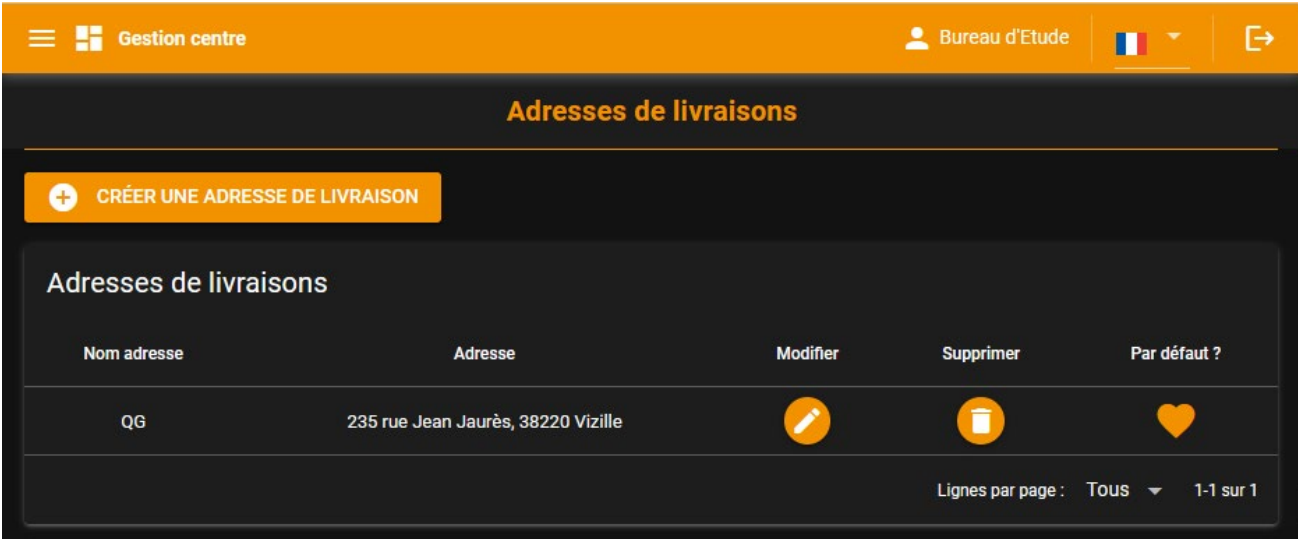
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V I S E Z L ' É M O T I O N

- CHAPTER 1

CENTRE MANAGEMENT MODULE

.INTRODUCTION



The screenshot displays the 'Gestion centre' interface. At the top, there is an orange header bar with a menu icon, the text 'Gestion centre', a user profile icon labeled 'Bureau d'Etude', a French flag, and a share icon. Below the header, the main content area is dark grey and titled 'Adresses de livraisons'. A prominent orange button with a plus sign and the text 'CRÉER UNE ADRESSE DE LIVRAISON' is located at the top left of the main area. Below this, the text 'Adresses de livraisons' is displayed. A table lists the delivery addresses with columns for 'Nom adresse', 'Adresse', 'Modifier', 'Supprimer', and 'Par défaut?'. The first entry is 'QG' with the address '235 rue Jean Jaurès, 38220 Vizille'. The 'Modifier' column contains a pencil icon, 'Supprimer' contains a trash can icon, and 'Par défaut?' contains a heart icon. At the bottom right of the table, it shows 'Lignes par page : Tous' and '1-1 sur 1'.

| Nom adresse | Adresse | Modifier | Supprimer | Par défaut ? |
|-------------|------------------------------------|----------|-----------|--------------|
| QG | 235 rue Jean Jaurès, 38220 Vizille | | | |

You just entered the “Centre Management” module, recognisable by its orange color. Reminder: this module is used to manage delivery addresses for hardware orders and maintenance.

By default, a delivery address is already created: this is your centre’s address, if it is incorrect, [you can modify it.](#)

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- CHAPTER 1

CENTRE MANAGEMENT MODULE

ADD A NEW DELIVERY ADDRESS

Click on the "CREATE A DELIVERY ADDRESS" button.

A pop-up window appears with several fields to fill in:

- 1. Address name:** the name will let you quickly identify your point of delivery.
- 2. "Normal" type:** to put the address of your centre or a home address.
- 3. "Pickup" type:** to put the address of a CHRONOPOST PICKUP POINT.
- 4. Recipient:** first name and surname of the person authorised to receive the shipment, or their first name/surname marked on their letterbox.
- 5. Address / Pickup point:** name of the business or pickup point, its delivery address, its postcode, its town/city and country.
- 6. Shipping company information:** to add information that could be useful for the delivery company.

Nom adresse
Mon Domicile

Type : Normal Relais

Receveur

Nom
DO

Prénom
Jane

Téléphone
0000000000

Adresse

Nom entreprise
LGE Grenoble

Adresse
14 rue des Myrtilles

Code postal
38000

Ville
Grenoble

Pays
France

Informations transporteur
Merci de prévenir par téléphone 1/2 heure avant la livraison.
Merci

ANNULER CONFIRMER

After filling in the text fields, click on the "CONFIRM" button.

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- CHAPTER 1

CENTRE MANAGEMENT MODULE

PUT A DEFAULT DELIVERY ADDRESS

You can put a default delivery address to facilitate your actions in the «After-Sales Service» module.

To do so, click on the little heart on the line of the address you want to put by default.
You can easily change the default delivery address by repeating the stage.

| Nom adresse | Adresse | Modifier | Supprimer | Par défaut ? |
|-------------|------------------------------------|---|---|---|
| QG | 235 rue Jean Jaurès, 38220 Vizille |  |  |  |

VIEW A DELIVERY ADDRESS

You can view delivery address information by clicking on the relevant line.
This information will be displayed to the right of the list of your addresses.

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- CHAPTER 1

CENTRE MANAGEMENT MODULE

MODIFY A DELIVERY ADDRESS




You can modify the information on a pre-existing delivery address by clicking on the “modify” button, it’s the same form as the [“Add a new delivery address”](#) function.

Modifiez les informations que vous souhaitez puis cliquez sur le bouton « CONFIRMER ».

DELETE A DELIVERY ADDRESS


You can delete an existing delivery address by clicking on the “DELETE” button. in the relevant address line, a pop-up window appears and then asks you to confirm the deletion.

WARNING: if you delete a delivery address set by default, the first address in the list will be automatically set by default.

| Nom adresse | Adresse | Modifier | Supprimer | Par défaut ? |
|-------------|------------------------------------|---|---|---|
| QG | 235 rue Jean Jaurès, 38220 Vizille |  |  |  |

Suppression d'une adresse de livraison

Êtes vous sûr de vouloir supprimer cette adresse de livraison ?

 Attention, cette action est irréversible !

ANNULER

CONFIRMER

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VISEZ L'ÉMOTION

· CHAPTER 2

AFTER-SALES SERVICE MODULE

.INTRODUCTION

The screenshot displays the 'SAV' (After-Sales Service) module interface. The top navigation bar is green and includes the 'SAV' logo, user information ('Bureau d'Etude'), and language settings ('Langue Français'). The left sidebar contains navigation links for 'Tickets', 'Retours maintenance', and 'FAQ'. The main content area features a 'Filtres' section with date and state filters, a 'CRÉER UN TICKET' button, and a 'Liste des tickets' table. The table currently shows 'Aucune donnée à afficher'.

| N° | État | Date de création | Date de rappel arrivée SAV | Nombre de produits |
|--------------------------|------|------------------|----------------------------|--------------------|
| Aucune donnée à afficher | | | | |

You just entered the “After-Sales Service” module, recognisable by its green color.

Reminder: this module lets you declare faulty hardware, access protocol and hardware FAQs, and request information via live chat with the workshop.

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CHAPTER 2

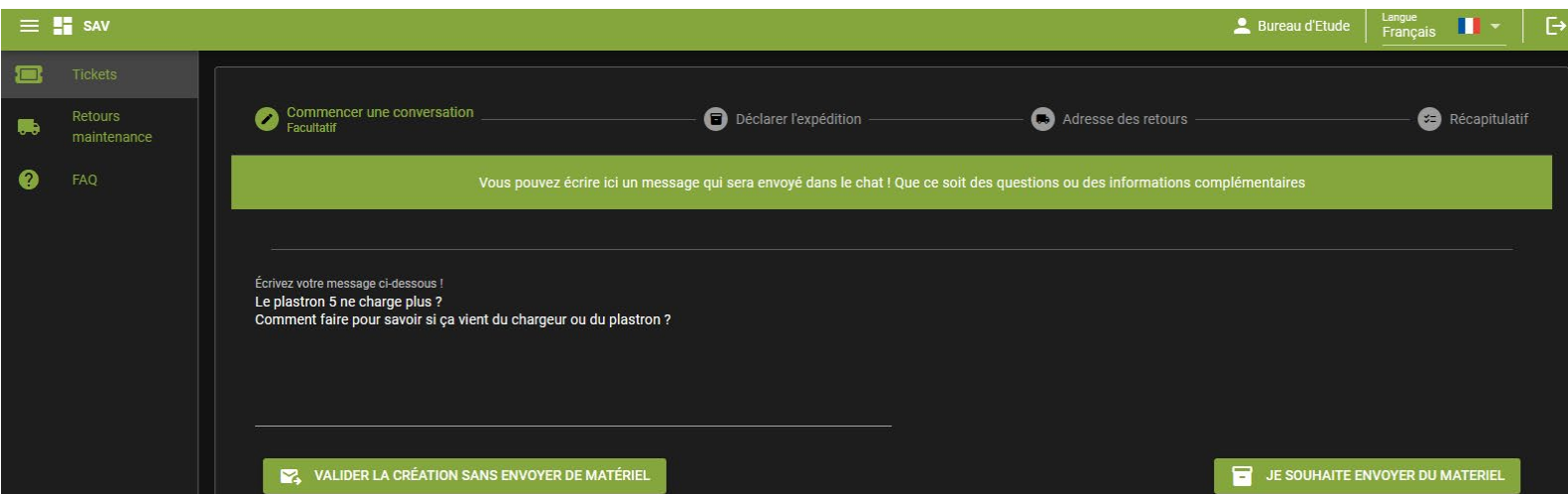
AFTER-SALES SERVICE MODULE

CONTACT THE WORKSHOP VIA CHAT

Click on the green “CREATE A TICKET” button.

CRÉER UN TICKET

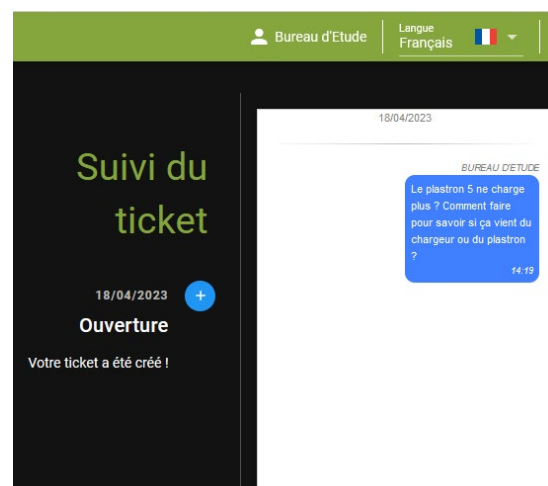
In this new window, you ask your question in the text field to create a chat with the workshop team.



Click on the “CONFIRM CREATION WITHOUT SENDING HARDWARE” button to contact the workshop via chat without sending hardware. If necessary, after discussing the matter with the workshop, [you can still declare a shipment](#).

Or click on “I WANT TO SEND HARDWARE” to contact the workshop via “chat” [and send hardware](#).

Via this live chat, you can add to you request if necessary or wait for the workshop’s response.



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AFTER-SALES SERVICE MODULE

Send hardware for maintenance

IF YOU HAVE CLICKED ON THE FIRST "WITHOUT SENDING HARDWARE" BUTTON OTHERWISE, HEAD TO [THE NEXT PAGE](#).

The screenshot shows the 'Fiche identité' section of a ticket. The ticket number is 114 and the status is 'Nouveau (chat)'. The 'DÉCLARER L'EXPÉDITION' button is highlighted with a red circle. Below this, there are sections for 'Produits du ticket' and 'Retours maintenance du ticket', both showing 'Aucune donnée à afficher'. To the right, the 'Suivi du ticket' section shows the date '18/04/2023' and the status 'Ouverture', with a confirmation message 'Votre ticket a été créé !'. On the far right, a chat window shows a conversation between 'SAUNER-GAILLY YANN' and 'BUREAU D'ETUDE' regarding a charger and a plastron.

After following the ticket creation stage, if you have chosen not to send hardware, and after agreeing that hardware should be sent to the workshop, you can click on the green "DECLARE SHIPMENT" button.

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AFTER-SALES SERVICE MODULE

Send hardware for maintenance

SAV Bureau d'Etude Langue Français

Tickets Retours maintenance FAQ

Ajouter un produit

Dysfonctionnements

- Ne charge pas
- Redémarre en cours de partie

Tests effectués

- Test croisé

Quantité: 1

Commentaire
Le gilet n°5 ne charge avec le chargeur n°5, ni le N°4, alors que le plastron 4 charge avec les 2 chargeurs...

AJOUTER

Produits de l'expédition

| Produit | Numéro de série | Quantité | Modifier | Supprimer |
|--------------------------|-----------------|----------|----------|-----------|
| Aucune donnée à afficher | | | | |

ANNULER SUIVANT

Select the product that you want to send to the workshop, the type of malfunction encountered and state whether tests have been carried out (if the option is visible, depending on the product).

Also state the quantity sent and add a comment to state/recall the issue encountered.

The information may be different depending on products.

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AFTER-SALES SERVICE MODULE

Send hardware for maintenance

The screenshot displays a web interface for managing shipment products. At the top right, there is a green button labeled 'AJOUTER'. Below this, the section is titled 'Produits de l'expédition'. A table lists the products with columns for 'Produit', 'Numéro de série', 'Quantité', 'Modifier', and 'Supprimer'. The table contains one entry: 'Gilet' with a quantity of '1'. To the right of 'Gilet', there are icons for 'Modifier' (a pencil) and 'Supprimer' (a trash can). At the bottom right of the table, it says 'Lignes par page : Tous' and '1-1 sur 1'. At the bottom of the interface, there are two buttons: 'ANNULER' and 'SUIVANT'.

Click on the green "ADD" button to confirm the addition of your product to the list of "products in the shipment".

Repeat the process if you have other products to add to your maintenance shipment.

Your products are now visible in the "Products in the shipment" section, so you can modify information or delete products.

Click on the green "NEXT" button if you have finished adding your product(s).

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AFTER-SALES SERVICE MODULE

Send hardware for maintenance

A new window appears:
[Explanations page 18.](#)

The screenshot shows a web application interface for declaring a return shipment. The top navigation bar is green and contains the 'SAV' logo, a user profile 'Bureau d'Etude', and a language selector set to 'Français'. A sidebar on the left lists 'Tickets', 'Retours maintenance', and 'FAQ'. The main content area is dark grey and features a form with the following elements:

- Two progress indicators at the top: 'Déclarer l'expédition' (checked) and 'Adresse des retours' (checked).
- A 'Date de rappel' field with the value '21/04/2023' and a calendar icon.
- A radio button selection: 'Je souhaite recevoir les retours maintenance de ce ticket à une : Adresse enregistrée Adresse exceptionnelle'.
- A dropdown menu showing the selected address: '14 rue des myrtilles, GRENOBLE 38000 (Normal)'.
- Fields for 'Nom adresse : Mon Domicile', 'Type : Normal', 'Nom entreprise : LGE Grenoble', 'Nom : DO', 'Prénom : Jane', 'Téléphone : 0000000000', 'Adresse : 14 rue des myrtilles', 'Code Postal : 38000', 'Ville : GRENOBLE', and 'Pays : FRANCE'.
- An informational note: 'Informations transporteur : Merci de prévenir 1/2h avant l'heure de livraison. Merci'.
- Two buttons at the bottom: 'PRÉCÉDENT' and 'VALIDER LA DÉCLARATION'.

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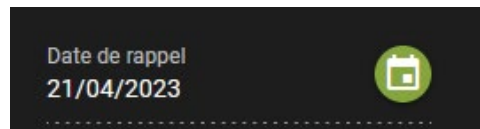
EVOLUTION

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- CHAPTER 2

AFTER-SALES SERVICE MODULE

Send hardware for maintenance



Recall date: set as 3 days by default, possibility of changing to more than 3 days. FROM this date, you will receive a mail, every day, if the shipment has not yet been processed by the workshop.

There is sometimes an issue with the shipping company shipping your parcel between your location and the workshop: there is more chance of finding a lost parcel if its loss is detected early.

Je souhaite recevoir les retours maintenance de ce ticket à une : Adresse enregistrée Adresse exceptionnelle

14 rue des myrtilles, GRENOBLE 38000 (Normal) ▼

Address: this is the delivery address to which the workshop must return your maintenance. By default, the address is the one you set by default in the Centre Management module. However, it is possible to select another one pre-saved in the Centre Management module.

Otherwise, you can also select "One-off address" to enter a new delivery address. You can save this new address in the Centre Management module by selecting "Save in my delivery addresses".

Click on the green "CONFIRM DECLARATION" button if the delivery address suits you.

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AFTER-SALES SERVICE MODULE

The ticket has been created.

You just created your maintenance ticket and have landed on the following page: “Identity card” which features all the information necessary for your ticket:

| Produit | Numéro de série | Quantité | Modifier |
|---------|-----------------|----------|----------|
| Gilet | | 1 | |

You can modify the address where you want to receive the hardware **BEFORE** workshop processing, by clicking on the green “MODIFY ADDRESS” button.

Ticket product(s): these is (are) the product(s) that the workshop must process.

| Date d'envoi | Nombre de produits | Adresse | Date accusé de réception | État |
|--------------|--------------------|--------------------------------------|--------------------------|--------|
| 14/2023 | 1 | 14 rue des myrtilles, GRENOBLE 38000 | | Envoyé |

Ticket maintenance returns: summary of your shipment in transit when it is sent back by the workshop after processing. You can click in the maintenance tab or click on your shipment to directly access all the information including the shipment tracking number.

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AFTER-SALES SERVICE MODULE

Example of your maintenance tracking dashboard

The screenshot displays the 'SAV' (After-Sales Service) interface. The top navigation bar includes 'SAV', 'Bureau d'Etude', and 'Langue Français'. The main content area is divided into several sections:

- Fiche identité:** Ticket N°: 114, État: Traité, Date de rappel arrivée SAV: 21/04/2023, Adresse de retour souhaitée: 14 rue des myrtilles, 38000 GRENOBLE (Normal).
- Produits du ticket:** A table with columns: Produit, Numéro de série, Quantité, État. One row shows 'Gilet' with quantity 1 and status 'Traité'.
- Retours maintenance du ticket:** A table with columns: Date envoi, Nombre de produits, Adresse, Date accusé de réception, État. One row shows '14/2023', 1 product, '14 rue des myrtilles, GRENOBLE 38000', and status 'Envoyé'.
- Suivi du ticket:** A vertical timeline showing stages: Ouverture (18/04/2023), Prise en charge (18/04/2023), Traité (18/04/2023), and Nouveau retour (18/04/2023).
- Chat:** A chat window with the workshop showing a conversation about a 'plastron' (vest) and its return.

Ticket products: lets you track in real time the state of progress of each of the products in your maintenance ticket.

Ticket tracking: summary of all the stages of your maintenance ticket.

Ticket maintenance returns: from the moment your products are processed, track your maintenance return in real time.

Chat with the workshop: history of your conversation that can be edited until confirmation of return from maintenance

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AFTER-SALES SERVICE MODULE *Check chat messages*

In the list of your tickets, check carefully that you haven't received any messages from the workshop.

The screenshot displays the user interface of the After-Sales Service Module. At the top, there is a green navigation bar with the 'SAV' logo on the left and the user's name 'Bureau d'Etude' and language 'Français' on the right. Below the navigation bar, there is a sidebar with menu items: 'Tickets', 'Retours maintenance', and 'FAQ'. The main content area features a 'Filtres' section with two date pickers labeled 'Du' and 'Au', and a dropdown menu for 'État' currently set to 'Tous'. Below the filters is a green button labeled 'CRÉER UN TICKET'. The main part of the interface is a table titled 'Liste des tickets' with the following columns: 'N°', 'État', 'Date de création', 'Date de rappel arrivée SAV', and 'Nombre de produits'. The table contains two rows of data. The first row, with ticket number 115, has the state 'Pris en charge' and '1 nouveau(x) message(s)' indicated by a red dot and a red circle. The second row, with ticket number 114, has the state 'Fermé' and '0 nouveau(x) message(s)'. At the bottom right of the table, there is a pagination control showing 'Lignes par page: 5' and '1-2 sur 2'.

| N° | État | Date de création | Date de rappel arrivée SAV | Nombre de produits | |
|-----|----------------|------------------|----------------------------|--------------------|-------------------------|
| 115 | Pris en charge | 18/04/2023 | 21/04/2023 | 1 | 1 nouveau(x) message(s) |
| 114 | Fermé | 18/04/2023 | 21/04/2023 | 1 | 0 nouveau(x) message(s) |

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AFTER-SALES SERVICE MODULE

Confirm receipt of your shipment

When you receive your shipment, check carefully that it is complete and matches the delivery slip.

If you are missing one product or another, send a message via chat or call the After-Sales Service.

If you have nothing to report, head to the identity card of your ticket or in the "MAINTENANCE RETURNS" tab, then close the ticket by selecting your return and clicking on the green "CONFIRM ACKNOWLEDGEMENT OF RECEIPT" button.

In the "MAINTENANCE RETURNS" tab:

N° : 113 N° suivi : numsuivichrono125486 Ticket associé : 114 Date de l'envoi : 18/04/2023 Date accusé de réception : État : Envoyé
Adresse : 14 rue des myrtilles, GRENOBLE 38000 Lien suivi transporteur : <https://www.chronopost.fr/tracking-no/cms/suivi-page?listeNumerosLT=numsuivichrono125486>

| Produits du retour maintenance | | | Suppléments du retour maintenance | | |
|--------------------------------|-----------------|----------|-----------------------------------|-----------------|----------|
| Produit | Numéro de série | Quantité | Produit | Numéro de série | Quantité |
| Gilet | | 1 | Aucune donnée à afficher | | |

Lignes par page : Tous 1-1 sur 1

VALIDER ACCUSÉ DE RÉCEPTION

In the "TICKETS" tab then in the identity card:

Retours maintenance du ticket

| à l'envoi | Nombre de produits | Adresse | Date accusé de réception | État |
|------------|--------------------|--------------------------------------|--------------------------|--------|
| 18/04/2023 | 1 | 14 rue des myrtilles, GRENOBLE 38000 | | Envoyé |

Lignes par page : 5 1-1 sur 1

VALIDER ACCUSÉ DE RÉCEPTION

18/04/2023
Traité
Produits traités ! Ils vous seront renvoyés au plus vite

18/04/2023
Nouveau retour
Nouveau retour (n° 113) avec 1 produit(s)

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AFTER-SALES SERVICE MODULE

THE "TICKETS" TAB FILTERS

SAV Bureau d'Etude Langue Français

Tickets Retours maintenance FAQ

CRÉER UN TICKET

Liste des tickets

| N° | État | Date de création | Nombre de produits |
|-----|-------|------------------|--------------------|
| 114 | Fermé | 18/04/2023 | 1 |

Filtres

Du Au

Numéro de ticket

État

Tous

Tous

Nouveau (chat)

Nouveau

Incomplet

Pris en charge


Traité


Fermé


Fermé (chat)

0 nouveau(x) message(s)

Lignes par page : 5 1-1 sur 1

 The periods, which are the dates of creation of your tickets.

 Ticket number, you can search using its number.

 The states of progress of your tickets:

New chat: live text discussion with the workshop and no hardware declared;

New: hardware declared and/or live text discussion with the workshop;

Incomplete: your hardware is being processed but at least one item declared in your ticket is not present in the shipment or does not match your declaration;

Processing: the workshop has received your hardware and will begin to process it;

Processed: your ticket/hardware has been processed;

Closed: you have confirmed acknowledgement of receipt of your shipment;

Closed (chat): the ticket has been resolved after discussion via chat with the workshop.

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AFTER-SALES SERVICE MODULE

"MAINTENANCE RETURNS"





TAB FILTERS

The screenshot displays the 'Filtres' section of the 'MAINTENANCE RETURNS' tab. It includes a search form with the following fields and values:

- N°:** 113 (circled in red)
- Ticket associé:** 114 (circled in yellow)
- À partir du:** 18/04/2023 (circled in blue)
- État:** En attente (circled in green)

The table below the filters shows the following data row:

| N° | Ticket associé | Commandes ? | Date de l'envoi | Nombre de produits | Adresse | Date accusé de r |
|-----|----------------|--------------------------|-----------------|--------------------|--------------------------------------|------------------|
| 113 | 114 | <input type="checkbox"/> | 18/04/2023 | 1 | 14 rue des myrtilles, GRENOBLE 38000 | 18/04/2023 |

-  Date of dispatch of the shipment by the workshop.
-  Maintenance return number (*different from After-Sales Service ticket*);
-  Related After-Sales Service ticket number, you can search using its number.
-  The states of progress of your maintenance returns:

Pending: your maintenance shipment return will soon be handed over to the shipping company;

Dispatched: your maintenance shipment has been handed over to the shipping company;

Received: you have confirmed acknowledgement of receipt of your shipment.

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V I S E Z L ' É M O T I O N

■ CHAPTER 2

AFTER-SALES SERVICE MODULE *“FAQ” TAB*

An “FAQ” tab is also available, in this After-Sales Service module, including various documents on Laser Game Evolution hardware.

Using the built-in search tool, you can find issues you’re interested in using keywords.

Feel free to take a look before starting a live chat with the workshop.

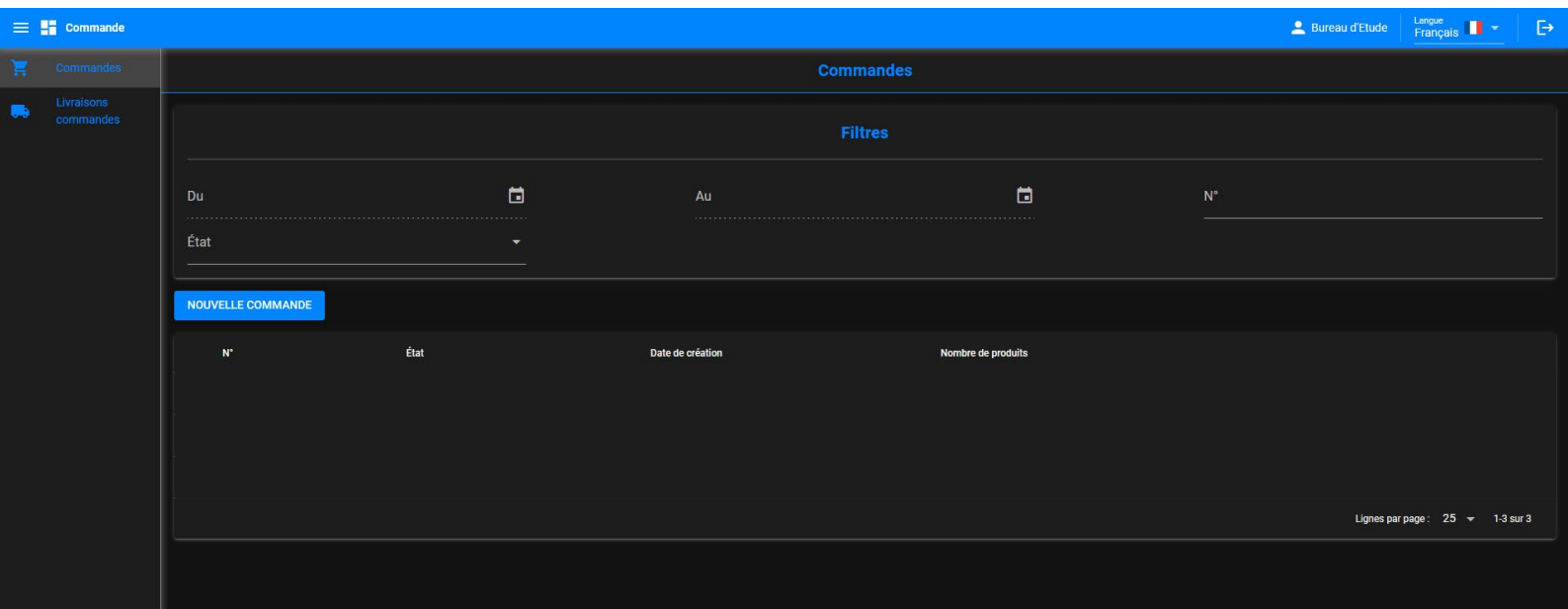
The screenshot displays the user interface of the After-Sales Service (SAV) module. At the top, a green header bar contains the 'SAV' logo, the user's name 'Bureau d'Etude', the language 'Français', and a navigation icon. On the left, a sidebar menu lists 'Tickets', 'Retours maintenance', and 'FAQ' (highlighted with a question mark icon). The main content area features a search bar with the text 'Rechercher' and a 'RECHERCHER' button. Below the search bar, a section titled 'Catégories' lists three items: 'Coordonnées SAV', 'Présentation maintenance V3', and 'Manuel porte plastron V3'.

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VI SE Z L ' É M O T I O N

- CHAPTER 3 *ORDERING MODULE*

.INTRODUCTION



You just entered the “Ordering” module, recognisable by its blue color.

Reminder: this module will let you order V.3. hardware to replace faulty parts (e.g.: *gun socks, front shell, lenses, chargers, etc.*) or order new hardware (e.g.: *children’s pack, pack rack, etc.*).

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VI SE Z L'É MOT I O N

- CHAPTER 3 *ORDERING MODULE* *PLACE AN ORDER*

.STAGE 1

Click on the blue "NEW ORDER" button.

NOUVELLE COMMANDE

You access the "Content of your order" page with the list of all the products you can order. Search for the product you want using the search bar or by scrolling with the wheel of your mouse. You can select several products and several quantities.

After making your choices, click on the blue "NEW ORDER" button.

The screenshot displays the 'Contenu de votre commande' page. At the top, there is a navigation bar with 'Commande', 'Bureau d'Etude', 'Langue Français', and a search icon. Below the navigation bar, there are tabs for 'Commandes', 'Livraisons', and 'Commandes'. The main content area is titled 'Remplissez le panier de votre commande' and features a search bar labeled 'Rechercher...'. Below the search bar, there is a list of products with their respective images, names, and prices. The first product is 'Lentille pistolet V3' with a price of 45,00 € HT and 54,00 € TTC. The second product is 'Lentille pistolet V3' with a price of 15,00 € HT and 18,00 € TTC. The third product is 'Chasuble mousse enfant V3' with a price of 29,00 € HT and 34,80 € TTC. A 'SUIVANT' button is located at the bottom of the product list. A green circle highlights the search bar, and another green circle highlights the quantity input field for the first product, which is currently set to 0.

| Produit | Prix HT | Prix TTC | Poids | Quantité |
|---------------------------|---------|----------|-----------|----------|
| Lentille pistolet V3 | 45,00 € | 54,00 € | 0.3000 kg | 0 |
| Lentille pistolet V3 | 15,00 € | 18,00 € | 0.0100 kg | 10 |
| Chasuble mousse enfant V3 | 29,00 € | 34,80 € | 0.1000 kg | 10 |

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■ CHAPTER 3

ORDERING MODULE

PLACE AN ORDER

.STAGE 2

You access the "Receipt address" page where you can choose the address to which your shipment will be sent for you.

By default, the address is the one you set by default in the [Centre Management module](#). However, it is possible to select another one pre-saved in the [Centre Management module](#).

Click on the blue "NEXT" button. to confirm your receipt address.

Commande

Commandes

Livraisons commandes

Nouvelle commande

Contenu de votre commande

Adresse de réception

Choisissez la modalité d'expédition afin que nos équipes sachent où vous envoyer le contenu de votre commande

Adresse souhaitée
235 rue Jean Jaurès, 38220 Vizille

| | |
|-------------------------------|--|
| Type : Normal | Adresse : 235 rue Jean Jaurès |
| Nom entreprise : LGentreprise | Code postal : 38220 |
| Nom adresse : QG | Ville : Vizille |
| Nom : CORLEON | Pays : France |
| Prénom : Vito | Informations transporteur : On est à l'étage ! |
| Téléphone : 0476129266 | |

PRÉCÉDENT

SUIVANT

LASER GAME[®] EVOLUTION

VISEZ L'ÉMOTION

- CHAPTER 3 *ORDERING MODULE* *PLACE AN ORDER*

.STAGE 3 :

You then access the “Summary” page.

The screenshot displays the 'Nouvelle commande' (New Order) summary page. The page is titled 'Nouvelle commande' and includes a navigation bar with 'Commande', 'Bureau d'Etude', and 'Langue Français'. The main content area is divided into sections for 'Contenu de votre commande', 'Adresse de réception', and 'Récapitulatif'. A blue banner at the top of the main content area reads 'Vérifiez que le contenu correspond bien à votre demande'. Below this, there is a section for 'Informations' with a note: 'Vous devrez régler par virement en suivant les indications données dans le mail de confirmation de votre commande'. The 'Bon de commande' section contains a table with the following data:

| Référence | Produit | Prix unitaire HT | TVA | Quantité | Poids (Kg) | Prix total HT | Prix TTC |
|---------------------------|---------------------------|------------------|---------------|----------|------------|---------------|----------|
| Lentille pistolet V3 | Lentille pistolet V3 | 15,00 € | 3,00 € (20 %) | 10 | 0.1 | 150,00 € | 180,00 € |
| Chasuble mousse enfant V3 | Chasuble mousse enfant V3 | 29,00 € | 5,80 € (20 %) | 10 | 1 | 290,00 € | 348,00 € |

Summary statistics: Nombre de produits : 20, Total TVA : 88,00 €, Total HT : 440,00 €, Total TTC : 528,00 €. The 'Adresse souhaitée' section shows: Type : Normal, Nom entreprise : LGEntreprise, Adresse : 235 rue Jean Jaurès, Nom : CORLEON, Code postal : 38220, Prénom : Vito, Ville : Vizille, Pays : France, Téléphone : 0476129266, Informations transporteur : On est à l'étage !. At the bottom, there is a checkbox 'Je confirme avoir lu et j'accepte les Conditions générales de ventes' which is checked, and a blue 'CONFIRMER' button. A 'PRÉCÉDENT' button is also visible.

You'll find all the details of your order: references, products, unit price excl. tax, VAT, quantity, total price excl. tax and total price incl. tax.

If you don't have anything more to add to your order, read the general terms & conditions of sale carefully then select "I confirm that I have read and accept the general terms & conditions of sale" and click on the blue "CONFIRM" button.

If a product is missing, click on "Content of your order".
If you need to change the receipt address, click on "Receipt address".

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- CHAPTER 3

ORDERING MODULE

PLACE AN ORDER

.STAGE 4 :

You access the identity card of your order where you can find all the details of the summary, the tracking stages, and text chat letting you communicate directly with the workshop.

Warning: the order isn't confirmed yet!

The workshop will send you a price offer for the shipping costs based on your receipt address and the total weight of your order.

You will receive a message in the chat, from the workshop, to inform you of the shipping cost offer.

The screenshot displays the 'Fiche identité' (Order Identity Card) for order number 33. The order is in 'En attente' (Pending) status, dated 05/09/2023. The shipping address is 235 rue Jean Jaurès, 38220 Vizille. A table lists the items: 10 'Lentille pistolet V3' (150,00 € HT, 3,00 € TVA) and 10 'Chasuble mousse enfant V3' (290,00 € HT, 5,80 € TVA). The total HT is 440,00 € and the total TTC is 528,00 €. A green oval highlights a notice at the bottom: 'Nos services estiment le montant des frais de ports correspondant à votre demande, une proposition vous sera faite dans les plus bref délais.'

Commande

Bureau d'Etude Langue Français

Commandes

Livraisons commandes

Fiche identité

N° : 33 État : **En attente**

Adresse souhaitée :
235 rue Jean Jaurès, 38220 Vizille

Suivi de commande

05/09/2023
Création de la commande

| Référence | Produit | Prix unitaire HT | TVA | Quantité | Poids (Kg) | Prix total HT | Prix TTC |
|---------------------------|---------------------------|------------------|---------------|----------|------------|---------------|----------|
| Lentille pistolet V3 | Lentille pistolet V3 | 15,00 € | 3,00 € (20 %) | 10 | 0.1 | 150,00 € | 180,00 € |
| Chasuble mousse enfant V3 | Chasuble mousse enfant V3 | 29,00 € | 5,80 € (20 %) | 10 | 1 | 290,00 € | 348,00 € |

Nombre de produits : 20
Total TVA : 88,00 €

Total HT : 440,00 €
Total TTC : 528,00 €

Nos services estiment le montant des frais de ports correspondant à votre demande, une proposition vous sera faite dans les plus bref délais.

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- CHAPTER 3 ORDERING MODULE PLACE AN ORDER

.STAGE 5 :

The workshop has replied to you with a shipping cost offer, you can refuse or accept by clicking respectively on the red or green button.

If you accept the offer, you receive a mail confirming the order including a full summary. As payment is only by transfer, you'll find the full bank account details attached to the mail.

If you refuse the offer, you can pay the price of the order and send a shipping company to pick up the shipment from the workshop's premises in Vizille.

For this option, send a message via chat to receive a new offer of €0.

Fiche identité

N° : 33
Adresse souhaitée :
235 rue Jean Jaurès, 38220 Vizille

État : En attente

Suivi de commande

05/09/2023
Création de la commande

| Référence | Produit | Prix unitaire HT | TVA | Quantité | Poids (Kg) | Prix total HT | Prix TTC |
|---------------------------|---------------------------|------------------|---------------|----------|------------|---------------|----------|
| Lentille pistolet V3 | Lentille pistolet V3 | 15,00 € | 3,00 € (20 %) | 10 | 0,1 | 150,00 € | 180,00 € |
| Chasuble mousse enfant V3 | Chasuble mousse enfant V3 | 29,00 € | 5,80 € (20 %) | 10 | 1 | 290,00 € | 348,00 € |
| | Transport | 25,00 € | 5,00 € (20 %) | 1 | | 25,00 € | 30,00 € |

Nombre de produits : 20
Total TVA : 93,00 €

Total HT : 465,00 €
Total TTC : 558,00 €

Vos frais de ports sont estimés à 30,00 € TTC, acceptez vous cette proposition ? Si non, veuillez contacter nos services afin d'en indiquer la raison.

REFUSER ACCEPTER

Conditions générales de ventes

CONFIRMATION DE VOTRE COMMANDE

Nous vous confirmons que votre commande a bien été enregistrée par nos services.

Récapitulatif de votre commande
Numéro de commande : 33
Date : 05/09/2023

Adresse de livraison
235 rue Jean Jaurès, 38220 Vizille, France

| Référence | Produit | Prix Unitaire HT | TVA | Quantité | Poids (Kg) | Prix TTC |
|---------------------------|---------------------------|------------------|---------|----------|------------|----------|
| Lentille pistolet V3 | Lentille pistolet V3 | 15,00 € | 20,00 % | 10 | 0,1000 | 180,00 € |
| Chasuble mousse enfant V3 | Chasuble mousse enfant V3 | 29,00 € | 20,00 % | 10 | 1,0000 | 348,00 € |
| | Transport | | 20,00 % | 1 | | 30,00 € |

Montant total TTC : 558,00 €
Mode de paiement : Virement

Informations

- Le délai de livraison est estimé au maximum à 15 jours à compter de la réception du paiement.
- Afin de vous acquitter de la somme due, veuillez effectuer un virement bancaire aux coordonnées bancaires ci-jointe en spécifiant le libellé pour le bénéficiaire suivant : CMD_LGE_33.

Des questions ?
Vous pouvez contacter Laser Game Entreprise
Téléphone : +33 4 78 12 82 66
Email : lgv@lasergame-evolution.com
Adresse : 235 rue Jean Jaurès, 38220 Vizille, France
[Accédez au module commande en cliquant ici](#)
Merci de ne pas répondre à ce mail

> 1 pièce jointe : RIB.png 8,0 Ko

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ORDERING MODULE

CLOSE THE ORDER

.STAGE 6 :

When you have received your shipment, opened and carefully checked that it is both complete and matches the delivery order, remember to close your order by clicking on one of the “**CONFIRM ACKNOWLEDGMENT OF RECEIPT**” buttons in the Order deliveries window or in the identity card.

The screenshot displays the 'Commande' (Order) management interface. At the top, there are navigation menus for 'Commandes', 'Uvransons commandes', and 'Bureau d'Etude'. A 'Filtres' (Filters) section is visible, with a 'VALIDER AR' button circled in green. Below this is a table of orders with columns for N°, Commandes, Date d'envoi, Nombre de produits, Adresse, AR validé le, and État. The first row shows order 174 with a checked checkbox and 'Envoyé' status. The second row shows order 173 with 'Reçue' status. Below the table, a detailed view for order 174 is shown, including a tracking link and a 'VALIDER AR' button circled in green. A pop-up window for 'Commande n° 33' lists products: 'Lentille pistolet V3' (10/10, 180,00 €) and 'Chasuble mousse enfant V3' (10/10, 348,00 €).

| N° | Commandes | Date d'envoi | Nombre de produits | Adresse | AR validé le | État |
|-----|-----------|--------------|--------------------|------------------------------------|--------------|--------|
| 174 | 33 | 05/09/2023 | 20 | 235 rue Jean Jaurès, 38220 Vizille | | Envoyé |
| 173 | 32,31 | 05/09/2023 | 8 | 235 rue Jean Jaurès, 38220 Vizille | 05/09/2023 | Reçue |

| Produit | Quantité | Prix TTC |
|---------------------------|----------|----------|
| Lentille pistolet V3 | 10/10 | 180,00 € |
| Chasuble mousse enfant V3 | 10/10 | 348,00 € |

- CHAPTER 3

ORDERING MODULE

ORDER TRACKING (STATUSES)

For instance, the progress statuses that you can find in the identity card.

- **Pending:** you just placed your order, the workshop has received your request and will make you a shipping cost offer.
- **Pending payment:** you have accepted the shipping cost offer.
Laser Game Entreprise is awaiting your payment before dispatching your order.
- **Processing:** the workshop has received confirmation of payment and is preparing your order.
- **Dispatched:** the shipment has been handed over to the shipping company.
- **Received:** you have confirmed acknowledgement of receipt after checking the content of the shipment.
- **Canceled:** the order has been canceled.