



# BZEN

Superlight e-bikes





# BZEN PROCESS

BZEN ACCOUNT



# Service Partner Portal



## Newsletter Signup

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BZEN BIKES 2023 - ALL RIGHTS RESERVED

### INFO

Terms & Conditions  
Privacy & cookie policy  
Careers  
Impressum  
Become a certified Service Partner  
Become BZEN Ambassador

### CUSTOMER CARE

My BZEN Account  
Support  
Shipping & Payment  
Warranty & Guarantee  
Return

### VISIT US IN OUR BRAND SHOP

BZEN e-bike shop  
Leopoldstraat 55  
2000 Antwerp



### EXPLORE

About us  
Blog  
News & Press  
Service Partner Portal

### E-BIKES

Amsterdam  
Vienna  
London  
Brussels  
Milano

### CONTACT

Write us

## Service Partner portal

Access to:

- Orders (customers & demo bikes)
- Technical information about BZEN bikes and components
- Marketing material
- Training materials and videos
- Contact form for service cases

### EXPLORE

About us  
Blog  
News & Press  
Service Partner Portal

# MY BZEN ACCOUNT & SERVICE PARTNER PORTAL *REGISTRATION*

## Account already existing

- Go to “Service Partner Portal”
- Enter login details:
  - Use your existing login (email or VAT number ) and password

## No account yet or password forgotten

### Existing partner - forgot password

- Go to “Service Partner Portal”
- Click on Forgotten Password
- Enter email address
- You will receive an email from BZEN with a request to reset your password (see next slide)

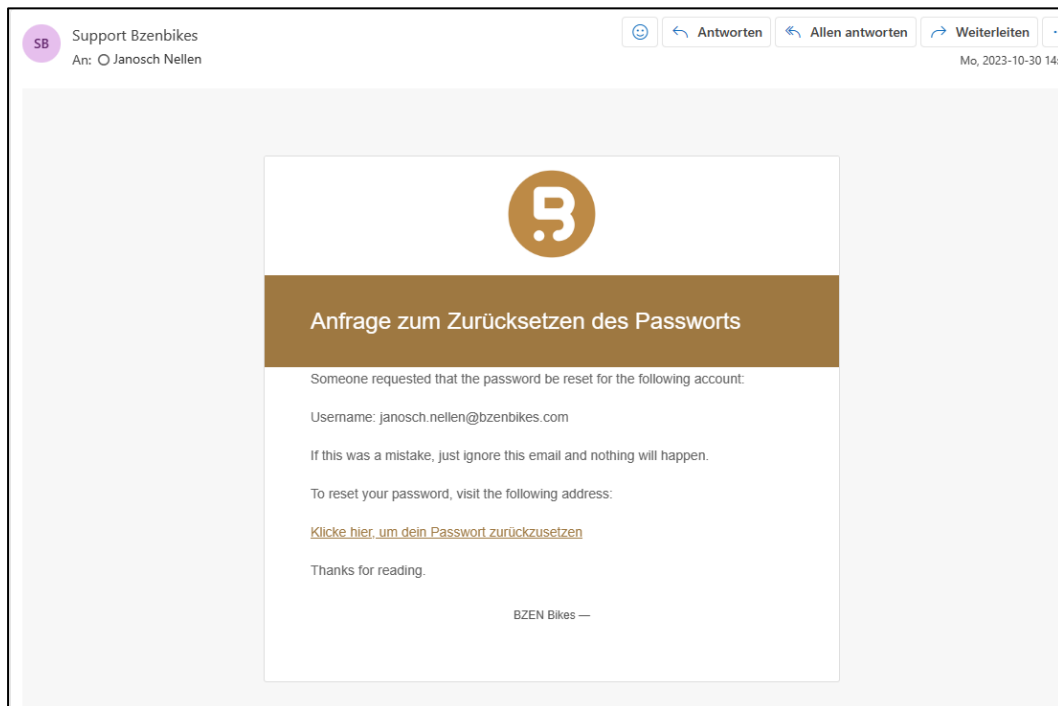
### New partner – set up password

- As a new partner, you will receive an email from BZEN with a request to set up a password (see next slide)

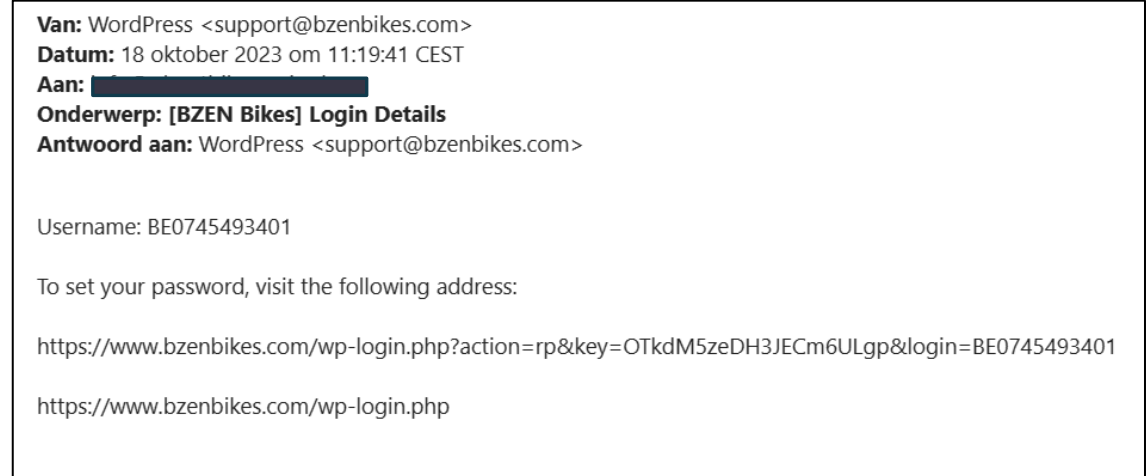
# MY BZEN ACCOUNT & PARTNER PORTAL

## *PASSWORD RESET / ACCOUNT CREATION*

### Existing partner - password forgotten



### New partner – password creation



- As login/ username the **VAT number** applies but also mentioned **E-mail** address
- Check SPAM folder if email is not there in your email inbox

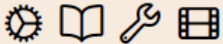
# SERVICE PARTNER PORTAL

## OVERVIEW

Link: [Service Partners Portal - BZEN Bikes](#)



# Service partner portal



- Orders
- Video manuals
- Bike manuals
- Repair tips
- Components manuals
- Marketing package
- BZEN Training process
- Contact form

= Direct link to ' **My BZEN Account** ' to see all orders & account details

= Videos with step-by-step instructions for repairing BZEN bikes

= BZEN user manual

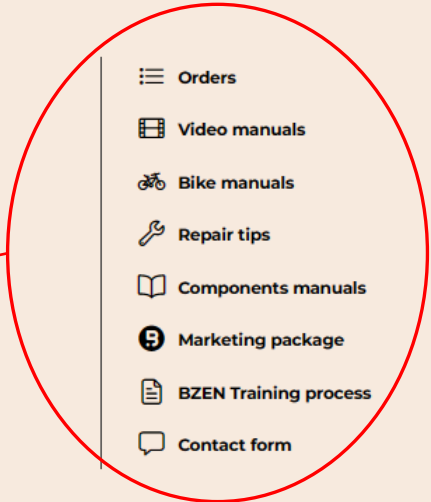
= Written step-by-step instructions for repairing BZEN bikes

= Manuals for specific BZEN components (including Bafang with error code definition and gates)

= Photos and logos for dealer websites and other marketing activities

= Overview and explanation of the existing processes (= current presentation)

= **IMPORTANT: Contact form** to make service requests in the event of problems (for your own demo bikes or customer bikes, see also page 20)



# ORDERS ( MY BZEN ACCOUNT )

## ■ ADVANTAGE

- Overview of all orders placed via the account (customers & demo bikes)
- Overview of customer contact details & details of ordered bicycles
- Overview of order status
  - “On-Hold” = payment pending (if bank transfer)
  - “Processing” = payment received and order being processed
  - “ Completed ” = bike shipped

Order #0923298 was placed on 18 September 2023 and is currently **Completed (e-shop)**.

### Order details

Product	Total
London x 1 Frame color: Jet Black Size: Medium   Biker: 165-180cm Drivetrain: Shimano Alivio 9-gears + chain Battery: 10Ah/360Wh (+€199.00) Accessories: Abus Lock ring Pro Tectic 4960 (+€32.00)	€3,321.00
<b>Subtotal:</b>	<b>€3,321.00</b>
<b>Discount:</b>	██████████
<b>Shipping:</b>	<b>Free shipping</b>
<b>Payment method:</b>	<b>Bank transfer (IBAN)</b>
<b>Total:</b>	<b>€3,122.00 (includes VAT)</b>

Order again

### Billing address

██████████  
██████████████████  
██████████  
██████████  
██████████  
 ████████████████████

### Shipping address

Fahrradcafé GmbH  
Florian Schubert  
Asterstr.  
2  
30167 Hannover

Dashboard	Order	Date	Status	Total	Actions
<hr/>	<a href="#">#0124004</a>	17 January 2024	Processing (e-shop)	██████████	<a href="#">View</a>
<b>Orders</b>	<a href="#">#1223380</a>	20 December 2023	Processing (e-shop)	██████████	<a href="#">View</a>
<hr/>	<a href="#">#1223379</a>	20 December 2023	Processing (e-shop)	██████████	<a href="#">View</a>
<b>Addresses</b>	<a href="#">#0923315</a>	24 September 2023	Completed (e-shop)	██████████	<a href="#">View</a>
<hr/>	<a href="#">#0923314</a>	24 September 2023	Completed (e-shop)	██████████	<a href="#">View</a>
<b>Account Details</b>	<a href="#">#0923313</a>	24 September 2023	Completed (e-shop)	██████████	<a href="#">View</a>
<hr/>	<a href="#">#0923312</a>	24 September 2023	Completed (e-shop)	██████████	<a href="#">View</a>
<b>Logout</b>	<a href="#">#0923311</a>	24 September 2023	Completed (e-shop)	██████████	<a href="#">View</a>
	<a href="#">#0923310</a>	24 September 2023	Completed (e-shop)	██████████	<a href="#">View</a>
	<a href="#">#0923308</a>	23 September 2023	Completed (e-shop)	██████████	<a href="#">View</a>

# ACCOUNT DETAILS ( MY BZEN ACCOUNT )

- By accessing ' **Orders / My BZEN Account** ' it is also possible to adjust the login details
- The following parameters can be adjusted under 'Account Details':
  - First name Last Name
  - Display name
  - Email address for login
  - Password for login (applies to Service Partner Portal and 'My BZEN Account')

**Dashboard**

**Orders**

**Addresses**

**Account Details**

**Logout**

**First name \***

**Last name \***

**Display name \***   
This will be how your name will be displayed in the account section and in reviews

**Email address \***

**Password change**

**Current password (leave blank to leave unchanged)**

**New password (leave blank to leave unchanged)**

**Confirm new password**

**Save changes**

# SERVICE REQUEST

- If feedback from BZEN is required regarding a service case, the partner can **submit a request using the contact form** : [Service Partner Portal - BZEN Bikes](#)
- The type of request/problem can be described using the contact form.
  - **Important** : The **frame number** (BIN) of the affected bicycle and **the customer name** (if applicable) are necessary for quick processing.
  - A service ticket number is also created

## Contact

What does your message concern?

Technical issue

**Technical issue**

Electronic

Battery doesn't charge

Bike does not turn on


Motor doesn't function

Lights do not work

LCD Display error code

Other

BIN number

 You may find the BIN number starting with CBS, ZC, BZ or BA on your invoice.

**Service Partner data**

janosch.nellen@bzenbikes.com

janosch.nellen@bzenbikes.com

Phone number

**Client data**

Name

Surname

I agree with the [privacy policy](#) and the [terms and conditions](#). \*

**Submit**



# BZEN PROCESS

TEST DRIVE &  
SALES





# TEST DRIVE & SALES



## INQUIRY

- Person requests a test drive via the BZEN website or directly from the service partner (SP)

## MEETING

- SP will contact the person within 24 hours\* and suggest a date and/or time

## TEST DRIVE

- If person in the store, SP secures the test drive (personal information, disclaimer)
- Flyers/brochures are provided as information material
- SP does not charge the customer any costs.

## SALE

If a person wants to buy a BZEN bike, there are two options:

1. **SP orders for Customers in the BZEN webshop**

- Inserts customer information
- Choose bank transfer as payment option
- Customer receives payment details via email

2. **Customer orders himself in the BZEN webshop** with shop delivery address.

## COMMISSION

- BZEN reports once per month all sales that were registered as SP sales
- SP will issue BZEN an invoice for the service fee if the 30-day return policy is not used
- Service fee = 12% of the net price of the bike.

## RETURN

- If the customer exercises his right to return, no fee will be charged
- Once the bike has been delivered and returned to SP, SP will refresh the bike for a new sale
- If the bike is not sold after 3 months, it will be returned to BZEN.

### Billing address

BZEN SRL  
Croix Henrard 22  
4140 Sprimont  
Belgium  
VAT number : BE0683796748

\* Business days.

# TEST DRIVE – BOOKING PROCESS ONLINE (1 / 2)

**1** The customer finds the partner location on the BZEN website and clicks on 'book your test drive' for the partner of his or her choice

**2** The customer enters his contact details and sends the form to the partner ("Send")

## Book a test ride

If you wish to test ride our bikes, they are available through BZEN Ambassador's and bike shops. Select a location below to see what bikes are available for testing in your area. Once you have chosen an ambassador, you will be contacted within 48 hours to fix a date for your test ride.

Your location  Search radius



**Ambassador: Janosch**  
Uccle  
1180 Uccle  
Belgium  
Phone: +32 47 2064609  
Email: janosch.nellen@bzenbikes.com

Available bike(s)

2.9 km  
Directions

**Ecocyclo**  
1026, Chaussée de Waterloo  
1180 Bruxelles  
Belgium  
Phone: +32 2 383 23 00  
Email: info@ecocyclo.be  
Website: http://www.ecocyclo.be

Available bike(s)

3.3 km  
Directions

**Fietsbarak**  
Vlammingenstraat 1  
2812 Muizen (Mechelen)  
Belgium  
Phone: +32 476 64 94 83  
Email: info@fietsbarak.be  
Website: http://www.fietsbarak.be

Available bike(s)

25.2 km  
Directions

## Probefahrt anfragen

### 👤 Persönliche Daten

### ☰ Bemerkungen

Ich bin mit der [datenschutzerklärung](#) und den [allgemeinen geschäftsbedingungen](#) \*


## A NOTICE



If the person has not yet booked a test drive through the website, have them fill out the form in store → *Advantage = better tracking of test drives + disclaimer for your business. We will send a special QR code for this purpose to ease registrations in the shop.*








# TEST DRIVE – BOOKING PROCESS ONLINE (2/2)

- 3 The service partner receives an automatically generated email with the contact details of the customer who would like a test drive and contacts the customer to arrange an appointment.

Test ride request from BZEN bikes (TE23092301) 

 Support Bzenbikes  
An: 



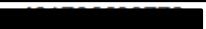
  Antworten  Allen antworten  Weiterleiten 

Sa, 2023-09-23 11:58

Dear Partner,



You just received a request for a test ride (see below for details).

-----

Name:   
Email:   
Phone:   
Remarks: Hallo,  
I am interested in your model "Vienna". Do you have it available at Monza, for a test ride?  
-----

Please contact the customer to schedule an appointment.


Best regards,  
BZEN Team

 Antworten  Weiterleiten

# PURCHASE – ORDER FOR CUSTOMER IN STORE (1 / 3)

1

The service partner selects the BZEN model for the customer in the desired configuration in the online shop on the BZEN website & clicks on 'add to cart'



**FRAME COLOR**

Red  Brown  Yellow  Green  Black  White  Blue

**SIZE**

Universal: 48cm | Biker: 155-175cm



**DRIVETRAIN**

Gates Carbon Belt Drive  Shimano alivio 9-gears + chain

**BATTERY** ⓘ

7Ah/252Wh  10Ah/360Wh (+€199.00)

**ACCESSORIES**

**GRAND TOTAL**

**€3,321.00**

**Add to cart**

# PURCHASE – ORDERING FOR CUSTOMERS IN STORE (2/3)

**2** The service partner clicks through to the 'checkout page' and...

1. Specifies the customer details under 'Billing Details'.
2. Selects payment method (ideally 'Bank Transfer (IBAN)') as the payment method for the customer
3. Select 'Send delivery to another address' and specify his store as the delivery address

**3)**

Lieferung an eine andere Adresse senden?

Vorname \*  Nachname \*

Firmenname (optional)

Land / Region \*

Straße \*

Postleitzahl \*

Ort / Stadt \*

Bundesland / Landkreis (optional)

Anmerkungen zur Bestellung (optional)



Stammkunden? [bitte hier anmelden](#) **1)**

### Rechnungsdetails

Vorname \*  Nachname \*

Firmenname (optional)

LU VAT Number (optional)

Land / Region \*

Straße \*

Postleitzahl \*

Ort / Stadt \*

Telefon \*

E-Mail-Adresse \*

Ein Kundenkonto eröffnen?

Lieferung an eine andere Adresse senden?

Anmerkungen zur Bestellung (optional)

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### Deine Bestellung

Produkt	Zwischensumme
Amsterdam x 1 Frame color: Traffic Red Size: Universal: 48cm   Biker: 155-175cm Drivetrain: Gates Carbon Belt Drive Battery: 10Ah/360Wh (+€399,00) Accessories: Abus Lock ring Pro Tectic 4960 (+€32,00)	€3,321.00
<b>Zwischensumme</b>	<b>€3,321.00</b>
Versand	Free shipping
<b>Gesamtsumme</b>	<b>€3,321.00</b> <small>(beinhaltet €5/6,57 MwSt.; Schätzwert für Belgien)</small>

Hast du einen Gutschein? [Klicke hier, um deinen Gutschein-Code einzugeben.](#)

- Bank transfer (IBAN)
- Other: PayPal, Credit Card, Bancontact, Sofort
- Leasing: JobRad (DE)
- Leasing: mein-dienstrad.de (DE)
- Leasing: KAMEO (BE)

**2)**

Wir verwenden deine personenbezogenen Daten, um deine Bestellung durchführen zu können, eine möglichst gute Benutzererfahrung auf dieser Website zu ermöglichen und für weitere Zwecke, die in unserer [Datenschutzbestimmung](#) beschrieben sind.

Ich habe die gelesen und stimme diesen zu [Geschäftsbedingungen](#).

**Kostenpflichtig bestellen**

## A NOTICE



All orders placed via the Service Partner account can be viewed in the Service Partner portal under "Orders" (see page 8)

# PURCHASE – ORDERING FOR CUSTOMERS IN STORE (3/3)

3

The customer receives an order confirmation by email. When payment via 'Bank Transfer', the customer receives the necessary payment details in this mail as well (account number, order number, etc.) and makes the payment.

After payment has been received, the customer receives another confirmation by email and the bicycle is sent to the service partner.



4

When the bike is ready for shipping, the service partner and the customer will receive an email with shipping confirmation and a tracking link to track the shipment.

As soon as the bicycle arrives at the service partner, the service partner informs the customer that it can be picked up.

Produkt	Anzahl	Preis
Amsterdam • <b>select your color:</b> super <b>mat grey</b> • <b>extra accessories:</b> abus folding lock (+€75.00) • <b>drivetrain:</b> shimano alivio 9-gears + <b>chain</b> • <b>battery:</b> 10Ah/360Wh. 50% extra <b>range by</b> <b>bigger battery</b> (+€195.00)	1	€3,160.00
<b>Zwischensumme:</b>		€3,160.00
<b>Rabatt:</b>		-€195.00
<b>Lieferung:</b>		Free <b>shipping</b>
<b>Zahlungsmethode:</b>		Bank <b>transfer</b> (SEPA)
<b>Gesamt:</b>		€2,965.00 (inkl. BTW)
<b>Rechnungsadresse</b>	<b>Lieferadresse</b>	
Name <b>Surnam</b> Street n° Phone number <a href="mailto:email@com">email@com</a>	Name <b>Surnam</b> Street n° Phone number	

We look forward to fulfilling your order soon.

# LEASING – ORDERING & PROCESS (only in Germany)

- Ordering: If customer wants to do leasing ( JobRad or MeinDienstrad ), simply choose
  - *“Leasing: JobRad”*
  - *“Leasing: MeinDienstrad.de”*as payment method.
- BZEN creates the offer for the customer within 48 hours via the relevant leasing portal and does all administrative processes.
- As a service partner, the process then proceeds like a 'normal' order and you receive the commission as usual.
- BZEN also covers the full leasing costs
- Handing over the bike: Here too, the process for the service partner is the same as for a normal order and the bike only needs to be assembled and explained.
- How is the handover confirmed ?
  - **JobRad**: by the customer himself in the personal JobRad portal with the code that the customer received from JobRad via email.
  - **My company bike**: by the customer himself, who to this end will be personally contacted by MeinDienstrad via email.

# SERVICE FEE INVOICING

- 1** If the customer's 30-day right of return has expired, the service partner will be informed for whom and in what amount he can invoice BZEN for the service fee (see template on the right).

BZEN will pay this invoice based on the contractually defined payment terms.

What information must be included?

- **Type of service** = service fee
- **Customer** = first name and last name
- **Frame number** = BIN (can be found on customer invoice)

## SERVICE FEE INVOICE

Invoice n° : xxxxxxxxxxxx  
Date : xxxxxxxxxxxx

**Partner**  
NAME SHOP  
STREET NR.  
ZIP | CITY  
Deutschland  
NIP/VAT: DExxxxxxxxx  
E-Mail: shop@beispie.com

**BZEN**  
BZEN SRL  
Croix ~~Henard~~ 22  
4140 ~~Sprimont~~  
~~Belgium~~  
NIP/VAT: BE 0683 796 748  
E-Mail :  
[support@bzenbikes.com](mailto:support@bzenbikes.com)

Payment method: Bank Transfer  
Payment term: .....  
Account (IBAN / BIC) : .....

Description	QTY	Type	Price excl. VAT (in EUR)
<b>Customer Name (BIN):</b> Max Mustermann (CDS20552000)	1	Service fee	278,50 €
<b>Customer Name (BIN):</b> Maxime Musterfrau (CDS20541000)	1	Service fee	334,20 €

<del>net</del>	612,70 EUR
<b>VAT in %</b>	0%
<del>VAT amount</del>	0,00 EUR
<del>To be paid</del>	612,70 EUR

reverse charge invoice



# BZEN PROCESS

SERVICE &  
MAINTENANCE





# SERVICE & MAINTENANCE



## INQUIRY

- The customer contacts SP directly to have their bike serviced.
- Or BZEN forwards the customer request to SP

## MEETING

- SP will contact the person within 24 hours\* and suggest a date and/or time
- SP proposes an appointment within a maximum of 10 days from the date of the customer's request

## SERVICE

- 2 situations possible:

1. **Warranty repair**
2. **Standard services without guarantee**

Here SP invoices the customer directly for the price agreed with the customer (BZEN does not intervene).

## ANALYSIS

- SP will submit an estimate to [support@bzenbikes.com](mailto:support@bzenbikes.com) for prior approval for any warranty repair over EUR 140 net.
- is invoiced based on the agreed service works price list (€70 net/h).
- The SP purchases the necessary spare parts from the market, with the exception of BZEN OEM parts.

## REPAIR

- The SP maintains and repairs the bike in accordance with the online video tutorials and possible advice from BZEN technical service via [support@bzenbikes.com](mailto:support@bzenbikes.com)
- If it is necessary to return the bicycle to BZEN, the SP will properly pack the bicycle in an original BZEN bicycle box free of charge and inform BZEN for collection.

## INVOICE

- The SP issues an invoice every month for the labor costs and any spare parts in accordance with the cost estimate and the BZEN service works price list

### Billing address

BZen SRL  
 Croix Henard 22  
 4140 Sprimont  
 Belgium  
 BTW : BE0683796748

\* Business days .



# INVOICING OPTIONS FOR SERVICES UNDER WARRANTY

There are various options through which the invoice can be created with the above-mentioned information to BZEN and these depend on the respective capabilities of the accounting system used by your business.

## OPTION A

### INTRODUCING THE BZEN SERVICE WORKS LIST INTO YOUR OWN ACCOUNTING TOOL

- Entering the codes, work descriptions, information and associated costs into your own accounting system to create invoices directly through your own system

## OPTION B

### USE PRE-BUILT INVOICE TEMPLATE

- Use the service works calculator overview or the service works price list to copy/paste all information (codes, work description, information and associated costs, see previous slide) into a prefabricated invoice template (see also previous slide)



# BZEN PROCESS

PICK UP POINT



# PICK UP POINT


If a customer has not tested the bike at the service partner but still wants a bike delivered to a bike shop/service partner, the following applies:

1. The partner **unpacks the BZEN bike** and prepares the BZEN bike for the customer (the partner is informed by BZEN about the shipment)
2. **The partner informs the customer** as soon as the BZEN bike is ready for pickup,
3. The partner welcomes the customer and **gives him instructions on how to use the BZEN bike**, which also includes information about the battery charge status, etc.
4. The partner adjusts the bike to **perfectly fit the customer's needs** (saddle, handlebars, etc.),
5. The partner **invoices BZEN €70 excluding VAT for each BZEN bike handed over to a customer** and for whom no service fee is invoiced. This invoice will be issued after the 30-day right of return granted by BZEN to the customer has expired. Payment is only due for BZEN Bikes sales that were not influenced by the service partner and for which the service partner was not entitled to a service fee.

# CONTACT

Janosch NELLEN

Customer Experience Manager

 +32 472 084 609

 [janosch.nellen@bzenbikes.com](mailto:janosch.nellen@bzenbikes.com)

 [www.bzenbikes.com](http://www.bzenbikes.com)

 [facebook.com/BZENbikes/](https://facebook.com/BZENbikes/)

 [instagram.com/bzen\\_bikes/](https://instagram.com/bzen_bikes/)

