

## TRANZX SERVICE-PORTAL

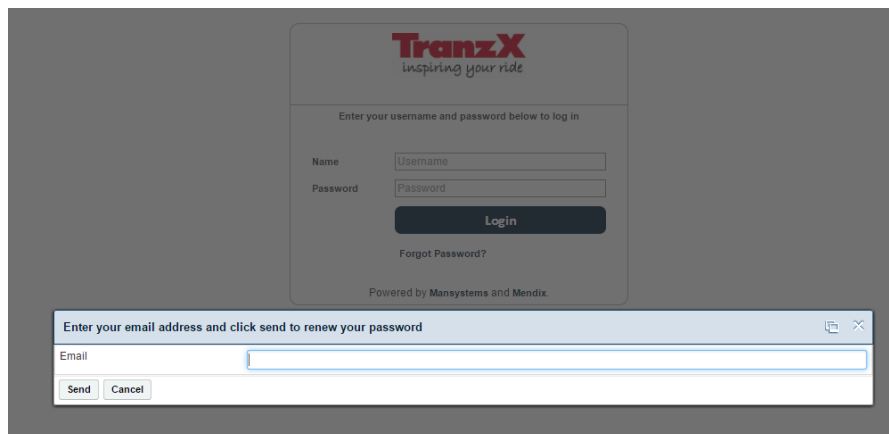
Our dealer portal is now been released for you. The portal allows you to place orders, report complaints, read technical documents, ask technical questions directly to our service team and check the status of all of your cases at any time.

You can login as usual on our homepage [www.tranzx.com](http://www.tranzx.com) in the login area.

Please consider this important information, if you already have an entry to our homepage: [www.tranzx.com](http://www.tranzx.com).

Due to the complete adjustment of the complete system and the new security policies all personal passwords had to be reset.

Please use the “forgot password function” in this cases. Insert your email address with which you are registered on our homepage. You will shortly receive an email to change your password.



The image shows a screenshot of the TranzX website's login and forgot password interface. At the top, the TranzX logo is displayed with the tagline "inspiring your ride". Below the logo, there is a section titled "Enter your username and password below to log in". This section contains two input fields: "Name" (with "Username" as a placeholder) and "Password" (with "Password" as a placeholder). A "Login" button is positioned below these fields. Underneath the login button, there is a link for "Forgot Password?". At the bottom of this section, it says "Powered by Mansystems and Mendix".

Below the login section, there is a modal window titled "Enter your email address and click send to renew your password". This window has a single input field labeled "Email" and two buttons: "Send" and "Cancel".

Now you can use our portal tot he full extent.

If you should not have a login to our website yet but would like to use our dealer portal, please visit our homepage to register and receive a login to the portal.

Important information for our customers in the Netherlands:

Our webshop is currently only attached to our warehouse in Germany. Therefore the shipping cost will be higher for orders from the Netherlands. You can place your order directly via email in the Netherlands by using the following address: [info.nl@jd-eur.com](mailto:info.nl@jd-eur.com).

We would like to introduce the following functions and possibilities for you:

- Overview of all of your tickets and requests
- Your profile
- Webshop
- Tickets
- RMA
- Case related communication
- Technical documents to read and download

## Overview of all of your tickets and requests

The screenshot shows the TransX user interface with a dark header. In the top right corner, there are links for 'Pinback Mouse', 'Edit Profile', and 'Logout'. A red arrow points to the 'Edit Profile' link. Below the header is a navigation menu with several categories, each with a red arrow pointing to a description:

- Webshop**: Order spare parts here
- New Issue**: Create a ticket here for technical problems
- New RMA**: Reclaim defect parts /bikes here
- My History**: See the current status and history of all your tickets, RMA's and orders
  - My Issue
  - My RMA
  - My Order
  - My Deliveries
- Download**: Download manuals and forms and read past/current newfflashes here
  - Manuals for Parts
  - Diagnose / Software / Tools
  - Warranty Forms
  - Advanced Information Section

Additional text on the right side of the screenshot says: 'Change password / edit your profile here.'

## Your profile

In your profile you can change your password, change the language and subscribe or cancel the newsletter.

The screenshot shows the 'Your profile' page in the TransX system. It features a dark header with the TransX logo and navigation icons. The main content area is divided into several sections:

- Contact Information**: Fields for First Name (Pinback), Last Name (Mouse), Login Name (Pinback Bikes), New Password, and Confirm password. A note says 'Leave the password fields empty if you want to keep the current password.' There are also fields for Contact Type (Detail), Fax (123456), Telephone (456789), and Email (warranty@eur.com).
- Language**: A dropdown menu set to 'English, United States'.
- Time zone**: A dropdown menu set to '(GMT+01:00) Berlin'. A note says 'Changing the language will take effect the next time you log in.'
- Newsletter**: Two checkboxes, 'Show website/blog' and 'Receive Newsletter?', both of which are checked.
- My Organisations**: A dropdown menu set to 'Pinback Bikes'.
- My Locations**: A table with columns for Location, Address, Zip code, City, and Country. The data row shows: Location: Frankfurt Wieg 99, Address: Frankfurt Wieg, Zip code: 61150, City: Friedberg, Country: Germany.

At the bottom of the page, there are 'Save' and 'Cancel' buttons.

## Webshop



### Bike Details

### Or search over selection

OEM

Brand

Model

Year

Size

### Search Part

← Use this field to search complete bikes, e.g.: „Tourer 7“

← Or search with this drop-down menu

← A specific part can be searched here, e.g.: BL-03

Just put the required part into the shopping cart.

## New Ticket / New RMA

If you want to create a new ticket or RMA, type in a subject and description, load up a warranty form or pictures.

## Case related communication

If you look at your requests you will find the function Ask question/Answer TranzX. Here you can ask questions or provide the service team important information that is related to this case. The service team will answer you directly in the request.

**RMA Progress**

Open Show All Notes **Ask question/Answer TranzX** |<< 0 to 0 of 0 >>|

Time	Sender	Type	Subject
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**Parts that you returned to TranzX** ↑

Show remark |<< 1 to 1 of 1 >>|

Articlenumber	Product	Remark?
MISC04	Akku	No

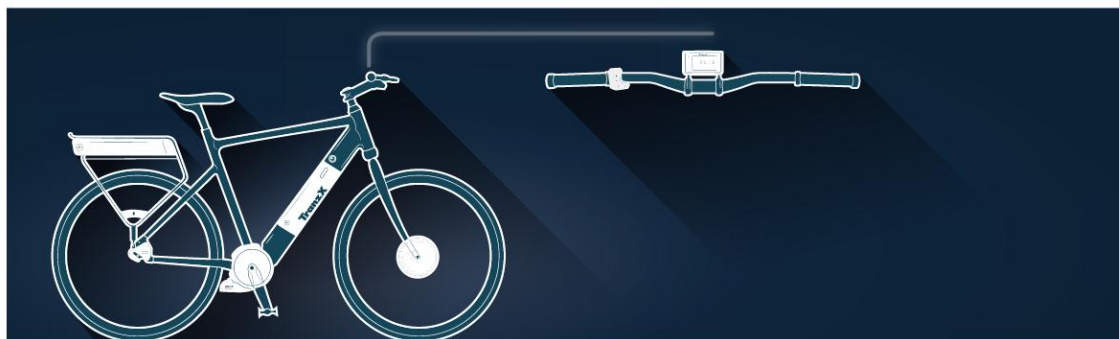
Please add your note and save it in the request:

**New Note**

Note Text

Save Cancel

## Technical documents to read and download



If you should have any questions concerning the portal you can reach us via email:

[feedback@jd-eur.com](mailto:feedback@jd-eur.com).

Best Regards,

TranzX Service Team



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**ADDRESS:**

JD Europe Components GmbH  
Salinenstraße 52  
61231 Bad Nauheim  
GERMANY

**[www.tranzx.com](http://www.tranzx.com)**