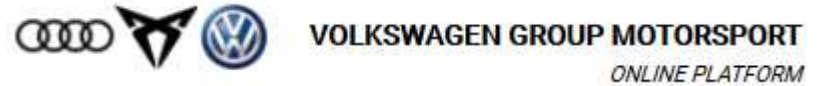


New Updates 2019



In order to improve Spare Part customer service, we are pleased to inform you about the VW Group Motorsport platform new updates that will improve timing on processing orders which means a faster service and better communication channel to our customers.

These Updates will apply on the VW Group Motorsport platform <http://vwgroupmotorsport-onlineplatform.com/>



New Updates 2019

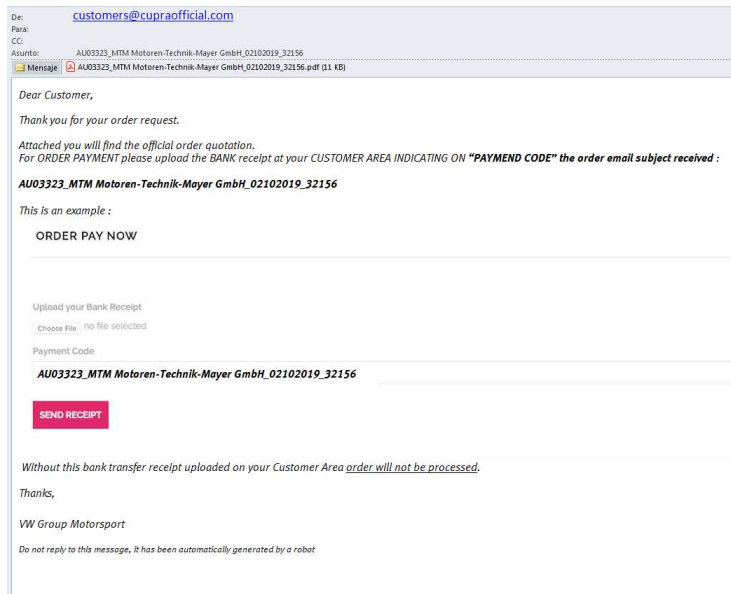


VOLKSWAGEN GROUP MOTORSPORT
ONLINE PLATFORM



ORDERING AND QUOTATION PROCESS

- Quotation service will improve from 8h/5 days/week to 24h/7 days/week
- Ordering process :
 1. Customer will place the order.
 2. The system will request you delivery address confirmation to assure right quotation and freight
- Customer will receive an OFFICIAL ORDER quotation (coming from customers@cupraofficial.com)
- Quotation will include VAT 21% when applicable. (Subtotal, VAT and Total)



ORDER CONFIRMATION

Chose delivery address

Delivery adress should be indicated below (All fields are mandatory).

Name	Address	
<input type="text"/>	<input type="text"/>	
Email	Phone	
<input type="text"/>	<input type="text"/>	
Contact person		
<input type="text"/>		
Location	ZIP code	Country
<input type="text"/>	<input type="text"/>	<input type="text" value="Spain"/>

CONFIRM ADDRESS

New Updates 2019

CUSTOMER AREA



- Delivery note- new option : customer have delivery notes available few hours after the parts are shipped

MY ORDERS [view all orders](#) PRINT

ORDER	BRAND	CAR	STATUS	PAYMENT	ORDER DATE	ACTIONS
AU03180	Audi	Audi RS 3 LMS SEQ	Dispatched	Paid	23/07/2019	Track Delivery notes

AU03180 Audi Audi RS 3 LMS SEQ **Processing** **Pending** 23/07/2019 [Delivery notes](#) [Pay now](#)

Delivery notes:

- **delivery note** 23/07/2019 17:10
- **delivery note** 23/07/2019 17:10
- **delivery note** 23/07/2019 17:11

New Updates 2019

CUSTOMER AREA
Customer/partner will be able to check information available :



- **Payment receipt – new option:**
Once the customer receive the OFFICAL QUOTATION quotation he will be able to upload payment receipt and this payment receipt will be sent directly to Accounting dept for approval.

Important :

1. Bank receipt payment amount should match with the OFFICIAL QUOTATION received from customers@cupraofficial.com and will be admitted only through Customer Area.
2. Bank commissions should be covered by sender side. Any commission amount deducted from payment amount will stop order preparation.

MY ORDERS <small>view all orders</small>						
ORDER	BRAND	CAR	STATUS	PAYMENT	ORDER DATE	ACTIONS
CU03225	CUPRA	CUPRA TCR DSG	Processing	Pending	29/07/2019	
AU03215	Audi	Audi RS 3 LMS SEQ	Processing	Pending	29/07/2019	
AU03213	Audi	Audi RS 3 LMS SEQ	Processing	Pending	26/07/2019	

ORDER PAY NOW

ORDER #: 3314

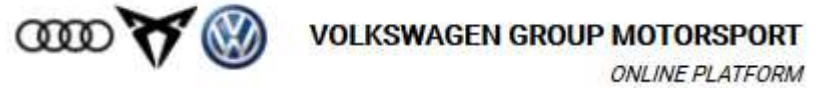
Upload your Bank Receipt

no file selected

Payment Code

AU03314_Audi Sport Customer Racing_25092019_27490

New Updates 2019



CUSTOMERAREA

- TNT tracking : customer will have TNT tracking number available few hours after the parts are shipped

The screenshot shows a 'MY ORDERS' section with a table of orders. An orange arrow points from the 'Track' button in the table to the 'Track & Trace' page. The tracking page shows a search for the tracking number 7148531796, which has been found. The tracking progress is shown as a timeline with steps: En recogida, Recogida, En tránsito (highlighted), En entrega, and Entregado. The current status is 'En tránsito'.

ORDER	BRAND	CAR	STATUS	PAYMENT	ORDER DATE	ACTIONS
AU03180	Audi	Audi RS 3 LMS SEQ	Dispatched	Paid	23/07/2019	Track Delivery notes

Track & Trace

Seguimiento de un envío

Número de envío: 7148531796 [Buscar](#)

Hemos encontrado 1 coincidencia

De: Abrera, Spain (2 de octubre de 2019) Entregar a: Vergiate, Italy (El 4 de octubre de 2019 antes de las 18:00)

En recogida → Recogida → **En tránsito** → En entrega → Entregado

Número de envío: 148531796
Referencia del cliente: 32118-20082029
Información del envío: 1 butlo

New Updates 2019



NEW CUSTOMERS PLATFORM ACCESS REQUEST

- Requests for new customers will be linked to a partner that customer will choose.
- Partner will be informed about new customer’s details in order to start the new business relationship once the user has validated the password.

Request access

Name

Surname

Gender

Age Range

City

Country

Team / Company

Partner

E-Mail Address

Desired Password

Confirm Password


I'm interested in:

How did you know about us?

Social media channels Dealer Others

Partner dropdown menu items:

- Girasole S.R.L. (Italy)
- A Tima Plus OY (Finland)
- LMS Engineering (Germany)
- Audi Japan (Japan)
- Kristoffersson Motorsport AB (Sweden)
- Parts & Accessories Racing (Spain)
- PWR Racing (Sweden)
- Racing Line Performance Ltd. (United Kingdom)
- Patriot Race Engineering (USA)
- Adenau Limited Company (Japan)
- Gusto Technik Performance Parts Co.,Ltd. (Hong Kong)
- Melbourne Performance Centre (Australia)



Dear Partner,

A new customer has been assigned to you. From now on you will receive his order requests for you to resend to CUPRA.

Racing Team

John, Smith

john@smith.com

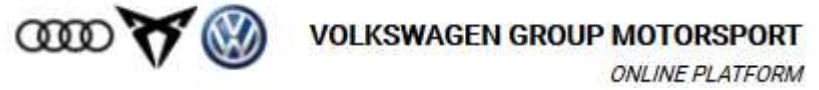
Spain

Any query please contact customers@cupraofficial.com

Thank you for your cooperation

Contact us at:
customers@cupraofficial.com

New Updates 2019



NEW UPDATES LAUNCHING AGENDA

- MONDAY October 7th : Platform closes temporary due to maintenance works (07:00h AM-24:00h PM local time)
- TUESDAY October 8th : Platform opens with new updates (08:00h AM local time)
- Any query contact : Customers Cupra customers@cupraofficial.com