

# OPENING AN ACCOUNT HOW TO ORDER ORDER TIME AND TRACKING



by **CSiD**  
CREATIVE SOLUTIONS  
FOR INDUSTRIAL DESIGN

Opening an account

Page 2

Price list

Page 4

How to order

Page 5

Dropshipping

Page 6

Timeframe

Page 7

Order tracking

Page 8

Annexe

Page 9

# OPENING AN ACCOUNT



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## THE DIFFERENT TYPES OF ACCOUNTS

Define your account type according to your activity (3 account types) :



> Company :

It is defined as the user.  
It is the establishment in which  
our products will be installed.  
This is called direct sales.



> Prescriber :

He is defined as the person who  
suggests to the user the interest of  
installing our products.  
Architects, design offices,  
decorators, ...



> Dealer:

It is defined as the intermediary in  
charge of the presentation, sale,  
installation and maintenance of  
our products to the user.

# OPENING AN ACCOUNT



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FOR INDUSTRIAL DESIGN

## THREE POSSIBILITIES

> Registration on the website:  
<https://www.csid-design.com/account/signup>  
(soon available).

> 2. Fill in the form:

> 3. By e-mail: [contact@csid-design.com](mailto:contact@csid-design.com)

(see annex p.9)

**Each application to open an account will be analysed and validated by our sales department.**

A screenshot of a registration form titled 'CREATE NEW ACCOUNT' on a dark purple background. The form contains several input fields, each with a white icon on the left and a label on the right: 'Full Name' (person icon), 'Email' (envelope icon), 'Password' (lock icon), 'Confirm Password' (lock icon), and 'Phone Number' (phone handset icon). Below these fields are two checkboxes, both checked with a white checkmark: 'Remember Me' and 'Subscribe to Newsletter'. At the bottom of the form is a large, rounded rectangular button with the word 'REGISTER' in white, uppercase letters.

# PRICE LIST



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## **Our price lists are available in pdf and in editable excel.**

To obtain your price list, please contact the sales department:

✉ : [commercial@csid-design.com](mailto:commercial@csid-design.com) / [sales@csid-design.com](mailto:sales@csid-design.com)

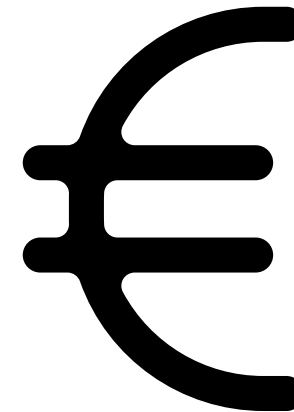
☎ : +33 (0)9.65.16.20.21

Elle vous sera communiquée par mail.

Coming soon:

Find all your tariffs by connecting to our website (connection identifiers available only after registration on our site and validation by our sales department).

only after registration on our website and validation by our sales department).



# HOW TO ORDER



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## TWO POSSIBILITIES

✉ > By mail:  
contact@csid-design.com  
(copy atelier@csid-design.com /  
commercial@csid-design.com).

You must send us your internal order form.

🌐 > Coming soon: via our website:  
<https://www.csid-design.com/account/signup>

### For advice and confirmation of deadlines:

☎ : 09 65 16 20 21  
✉ : commercial@csid-design.com  
contact@csid-design.com  
atelier@csid-design.com

# DROPSHIPPING

## WHITE LABEL DELIVERY



by **CSD**  
**CREATIVE SOLUTIONS**  
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We can also deliver directly to your customers.

To guarantee the best service, please provide us with your full contact details:

name + phone + email of the person on site  
+ comments.

Attach your delivery note to your order.

We will print it and replace our delivery note with your delivery note.



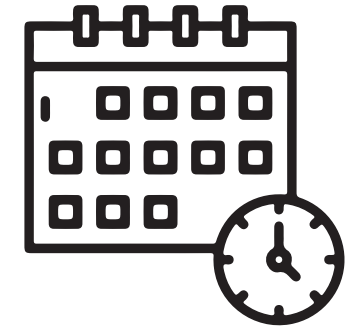
# TIMEFRAME



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Most of our products are customizable, we manufacture to order and do not have all items in stock.

Our strength is that we manufacture in France, from A to Z in our workshops. The only two elements that cannot be controlled are the supply of materials and the transporters.



## FURNITURE

> We have a stock of raw products ready to be painted (quantity varies according to the model):  
if your order does not exceed our available stock level  
If your order does not exceed our available stock level = average delivery within 10 days.

> If your order exceeds our available stock level  
If your order exceeds our available stock level :  
If your order exceeds our available stock level: we have to re-launch a production of ready-to-paint raw products (variable delay depending on the model)  
= average delivery within four weeks.

> On customised products (colours and prints to order)  
= additional delay of one week for the prints  
On customised products (colours and prints to order) = additional delay of one week for prints = additional delay of one week for RAL and PMMA colours  
and PMMA colours (variable according to manufacturer's avail-

lability).

## PLANS & SIGNAGE

> On standard products = average delivery within 1 week

> On customised products or out-of-stock quantities

**To obtain a delay, please send your request to**

✉ : [commercial@csid-design.com](mailto:commercial@csid-design.com)  
[atelier@csid-design.com](mailto:atelier@csid-design.com)

# ORDER TRACKING



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## STEP 1:

How to find my tracking number :

> Contact us by email and phone:

✉ : [contact@csid-design.com](mailto:contact@csid-design.com) ou [atelier@csid-design.com](mailto:atelier@csid-design.com)

☎ : 09 65 16 20 21 (prix appel local)

> Website (coming soon):

👤 : customer area / order history and tracking.

## STEP 2 :

Do my research on the carrier's website:

### GLS

🌐 <https://gls-group.com/FR/fr/suivi-colis>

### DB SCHENKER

🌐 [https://eschenker.dbschenker.com/app/tracking-public/?ref-Number=&language\\_region=fr-FR\\_FR](https://eschenker.dbschenker.com/app/tracking-public/?ref-Number=&language_region=fr-FR_FR)



# ANNEXE

## LIST OF INFORMATION



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### Ouverture de compte

Ci-dessous, vos informations nécessaires à nous communiquer par mail pour votre ouverture de compte.

contact@csid-design.com

Chaque demande d'ouverture de compte sera analysée et soumise à validation de notre service commercial.

I - Statut de l'entreprise	II - Adresse de facturation	III - Adresse de livraison	IV - Informations personnelles
Je souhaite créer un compte : <input type="radio"/> Entreprise <input type="radio"/> Revendeur <input type="radio"/> Prescripteur	Adresse : *	Adresse : *	Nom : *
Statut de l'entreprise : * <input type="radio"/> Privé <input type="radio"/> Public	Complément d'adresse :	Complément d'adresse :	Prénom : *
Groupe : *	Code postal : *	Code postal : *	Fonction : *
Société : *	Ville : *	Ville : *	Téléphone : *
Activité : *	Pays : *	Pays : *	Adresse email : *
SIRET : *		<b>Contact sur place :</b>	Mot de passe : *
Code APE :		Nom : *	Confirmation du mot de passe : *
Téléphone : *		Prénom : *	
URL d'entreprise :		Fonction : *	
Email d'entreprise : *		Téléphone : *	
Nombre d'agences commercial :		Adresse email : *	
Nombre de commerciaux :			