

# ACN Home Security in partnership with Securitas Direct

## Order Process Guide



Go to “Home Security Partnership” in your ACN Online Shop or [www.myacn.eu](http://www.myacn.eu)


## **Step 1:**

The customer completes  
the ACN lead form

# Login into Securitas Direct Website

Please use the following login details:

**Username:**        **repacn**  
**Password:**      **pedido**



The screenshot shows the ACN Direct login interface. At the top left is the ACN logo, and at the top right is the Direct logo. Below the logos is a white login form with a blue border. The form contains two input fields: 'Nombre de usuario' (Username) and 'Contraseña' (Password). Below the password field is a checkbox labeled 'Recuérdame' (Remember me). To the right of the checkbox is a blue button labeled 'Acceder' (Log in). A dashed arrow points from the 'Acceder' button to a callout box below.

Click on 'Acceder' to continue

Complete the online order form and press “Enviar”



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[PEDIDO](#)

[SEGURIDAD DE TU CLIENTE](#)

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### Datos del Representante

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Fecha de firma \*

12/11/2015

Nº Agente \*

Nombre Agente \*

Teléfono \*

Email \*

Complete the online order form and press “Enviar”

**DATOS DEL CLIENTE**

Nombre \*

Nombre

Apellidos

Nombre Empresa

NIF/CIF \*

Dirección \*

Dirección

Ciudad

Provincia

CP

Teléfono fijo

Teléfono 2

Email

# Complete the online order form and press “Enviar”

## DATOS DE LA INSTALACIÓN

### Tipo de instalación \*

- Hogar
- Negocio

### Forma de pago \*

- Metálico
- Tarjeta Visa
- Tarjeta El Corte Inglés
- Cheque
- Financiado
- Financiado Canarias

### Fecha de nacimiento del titular \*

### El cliente tiene animales

- Si
- No

### Fecha preferente de instalación

### Comentarios

ENVIAR ↻

## Step 2:

Securitas Direct confirms the order status and makes an appointment to install the security system

# Securitas Direct confirms the order status and makes an appointment to install the security system

- Securitas Direct will call the customer within 24 hours to verify the details and to ask for a preferred installation date of the equipment
- The customer will receive a second call within seven (7) working days from the Securitas Direct technician to make an appointment for installing the equipment
- The technician installs the equipment at the customer's house at the agreed date and time. The customer will need to sign an acceptance form and pay the purchase price for the Basic Home Alarm Kit
- There are no additional delivery or installation costs. Delivery and installation by a Securitas Direct technician is included in the purchase price. The purchase price for the Basic Home Alarm kit will need to be paid by Visa, Cheque or even with El Corte Inglés card to the technician, on installation
- The Securitas Direct technician activates the system
- Customers have a 'satisfaction guarantee' of 14 calendar days from the installation date of the product to revoke or cancel their order. Within this period, the contract can be revoked on the condition that the equipment is returned in the same condition as it was purchased



# Who to contact?

- Questions regarding order status: Personal Customer List (PCL) available on MyACN for IBOs
- Please do not call IBO Services for issues and questions on the status of your orders
- For questions regarding commissions and qualifications, please refer to the ACN Compensation Plan Overview available in the IBO Back Office